

# Get Started in Virtual Keypad™

 Install and open the app from the Google Play™ store or the App Store®. Sign in, then enter your user code to access your system.

## 1 Arm or Disarm Your System

To arm your system, go to **Arming** and select one of the available arming types. To disarm your system, tap the Disarm button. The options available to you depend on your system type.

### Perimeter

Arm the perimeter of your home. Use this when you are staying home but would like to arm your exterior doors and windows.

### All

Arm both the perimeter and the interior of your home. Use this when you are leaving the house and no one will remain inside.

### Home

Arm the perimeter of your home. Use this when you are staying home but would like to arm your exterior doors and windows.

### Sleep

Arm the perimeter of your home and some interior areas. Excluded areas, like bedrooms, remain disarmed. Use this when you are sleeping.

### Away

Arm the perimeter, interior, and bedrooms. Use this when you are leaving the house and no one will remain inside.

### Area

Press the Shield icon next to each area to arm or disarm it. You can also choose to arm or disarm your entire system by selecting **Arm All** or **Disarm All**.

## 2 Check Zone Status and Manage Faulted Zones

To check the status of a zone, select **Zone Status** in the upper right corner of the **Arming** card. An icon is displayed in each zone's row under the **Status** column:

-  **Checkmark:** The zone is normal.
-  **Caution Triangle:** The zone is faulted.
-  **No Sign:** The zone is bypassed.

Select one of the following options to manage faulted zones. Fire, Panic, Emergency, Supervisory, and 24-Hour zones cannot be bypassed.

- Okay:** Faulted zones will be armed when they return to normal, such as the door is shut properly or the window is closed.
- Bypass:** Zones are ignored the system is armed. If the zones return to normal, they are included the next time the system is armed.
- Cancel:** Arming is canceled. The system remains disarmed.

## 3 Manage Alarms

When your system goes into alarm, the app's background turns red, displays any cameras on your system, and asks if this is a false alarm. For area systems, the false alarm question only displays if the entered user code has the authority to disarm the area.

**Is this a false alarm? Yes No:**

- If this is a **false** alarm, tap **Yes**.  
The alarm is canceled and an abort message is sent to the central station. Your security system is disarmed.
- If this is a **real** alarm, tap **No**.  
A verification message is sent to the central station. Your security system remains armed.

## 4 Add a User

- Tap  Menu and select **Users**.
- Tap  Edit, then tap **Add**.
- Enter the user's name.
- Assign the user an authority level or select profiles, then tap  Back.
- In **User Codes and Credentials**, tap **Add**.
- Tap **Type** and choose **Code**.
- In **Code** enter the user's arm/disarm code.
- Tap  Back.
- Tap **Save**.

## More Information



**Virtual Keypad Full Manual**  
[manula.com/manuals/dmp/virtual-keypad-help/mobile/en/topic/about](https://manula.com/manuals/dmp/virtual-keypad-help/mobile/en/topic/about)



**Other Guides**  
[DMP.com/guides](https://DMP.com/guides)



**Contact Your Security Company**  
Tap  Menu, then tap your security company's logo or tap **Contact Support**.

# Get Started on VirtualKeypad.com™

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- Press **+ Add**.
- Enter the user's name.
- Assign the user an authority level or select profiles.
- In **Type**, choose **Code**.
- In **Code** enter the user's arm/disarm code.
- To allow the user to access the system in the Virtual Keypad mobile app, enter their email or an existing user login.
- Press **Save**.

## More Information



### VirtualKeypad.com Full Manual

[manula.com/manuals/dmp/virtual-keypad-help/desktop/en/topic/about](https://manula.com/manuals/dmp/virtual-keypad-help/desktop/en/topic/about)



### Other Guides

[DMP.com/guides](https://dmp.com/guides)