

Keypad User Guide

Get things ready in the Alarm.com app

Pre-installation check list

- There is stable Wi-Fi coverage in (at least) parts of your home
- You have the Wi-Fi password ready to use on your phone
- You have installed the Alarm.com app on your phone
- You have planned the placement for each device in your kit

1. Get the latest app version

Install the "Alarm.com" application available on the App Store and Play Store.

2. Set up other devices first

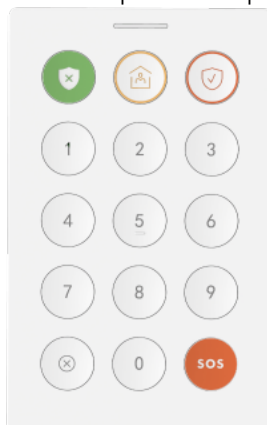
Create a new place for this installation. Ensure you have set up a Thread Border Router first that can be an Alarm Pod or a SensePlug.

Set up your Keypad

Your Keypad lets you arm and disarm your system when you leave or enter your home. It can also be used to trigger an SOS alert in case of emergency.

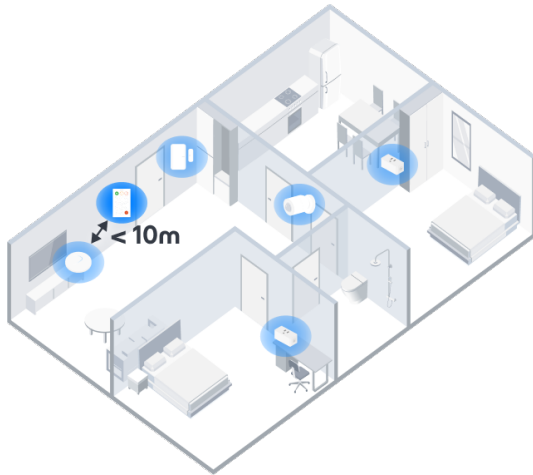
👉 Keep in mind: you can also arm or disarm your system directly through the app.

💡 You can skip the set up of this accessory.



Placement guidelines #1

- The Keypad should be placed on the same floor as the other devices you just set up
- Keep it near the door for easy access when entering or leaving
- Make sure it's within 10m (30ft) of at least one activity sensor (Alarm Pod or SensePlug)

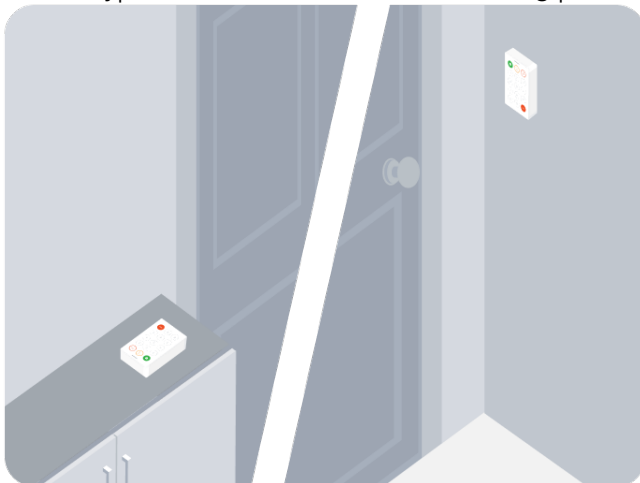


How to set up your Keypad

1. Remove the plastic battery tab from your Keypad to activate it
2. Do not install the device yet. Scan the QR code on the back of the device
3. Press the '0' key once to activate the pairing mode of your Keypad. The LED should pulse white, indicating pairing mode. If it's not, refer to this [article](#).
4. Once your device is detected, name it and tap 'Next'
5. Install your Keypad by following the placement instructions.

Placement guidelines #2

- Ensure the installation area is clean and dust-free
- Place the keypad on a table or stick the mounting plate to the wall

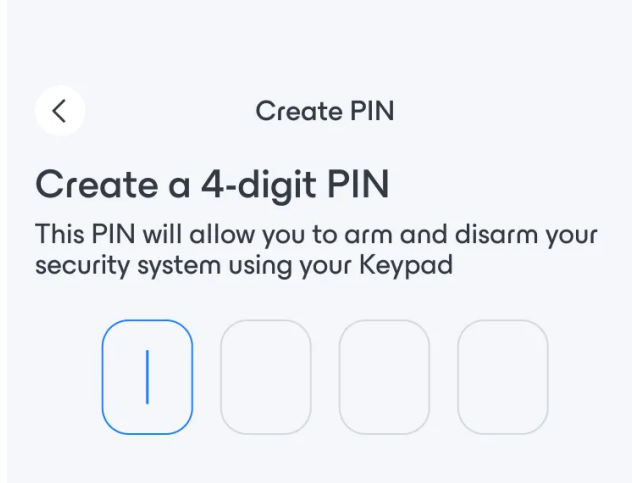


🎉 Your last device has been set up! Let's now create a PIN code for your Keypad.

Create your PIN code

If you haven't set up a PIN yet, the app will guide you to create one. It's simple: just enter your chosen 4-digit PIN and confirm it.

You'll use this PIN to arm and disarm your system using the Keypad.



⇒ Create a 4-digit PIN and confirm it, then tap 'Save'

Discover the security modes

- **Arm (Away):** The alarm will sound and you will get notification alerts if the door opens or motion is detected.
- **Arm (Stay):** Only door openings will trigger the alarm and notification alerts. Motion detected will *not* set off the alarm.
- **Disarmed:** No alerts will be sent but devices are recording activity.
- **Panic alarm:** When the SOS button is pressed, the alarm and notification alerts will be triggered.

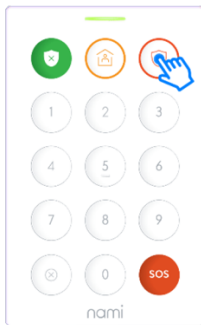
⇒ Swipe until the last screen and tap 'Next'



How to use the Keypad?

- To arm your system, enter your PIN and press the **Arm (Away)** or **Arm (Stay)** button
- To disarm your system, enter your PIN and press the **Disarm** button
- To launch a panic alarm, press and hold the  button for 2 seconds (you don't need to enter any PIN here)

⇒ Swipe until the last screen and tap 'Next'



Resetting a Keypad

Press and hold the 'Disarm' & 'Arm (Away)' buttons

- Make sure the batteries are properly installed
- Press and hold simultaneously the **Disarm**  and **Arm (Away)**  buttons for 5 seconds until the LED changes from increasing rapid blinking to slow blinking in white

Verify that the Keypad has reset

- Press the '0' key once

The Keypad LED should be slowly pulsing in white indicating that it has been reset to factory settings. If it's not the case, go through the factory reset procedure again.

FAQ

Why isn't my Keypad working?

1. **Check the border router**
 - The Border Router is a device in your zone that ensures all other devices are connected and working
 - Go to your devices list from the Place homepage and see which devices are offline. Check each device page for "Border router" status. If the border router is offline, plug it back in to bring all devices back online.
2. **Check your Wi-Fi**
 - Ensure your Wi-Fi is connected, as your system won't work without it
3. **Contact support**
 - If you've checked these steps and your Keypad is still offline, please contact our support team for further assistance.



Compliance Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Radiation Exposure Statement:

1. The equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.
2. The device has been evaluated to meet general RF exposure requirement.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.