KeyPad Plus User Manual

Updated May 24, 2021

KeyPad Plus is a wireless touch keypad for managing the Ajax security system with encrypted contactless cards and key fobs. Designed for indoor installation. Supports “silent alarm” when entering the **duress code**. Indicates the current security mode with a LED light.

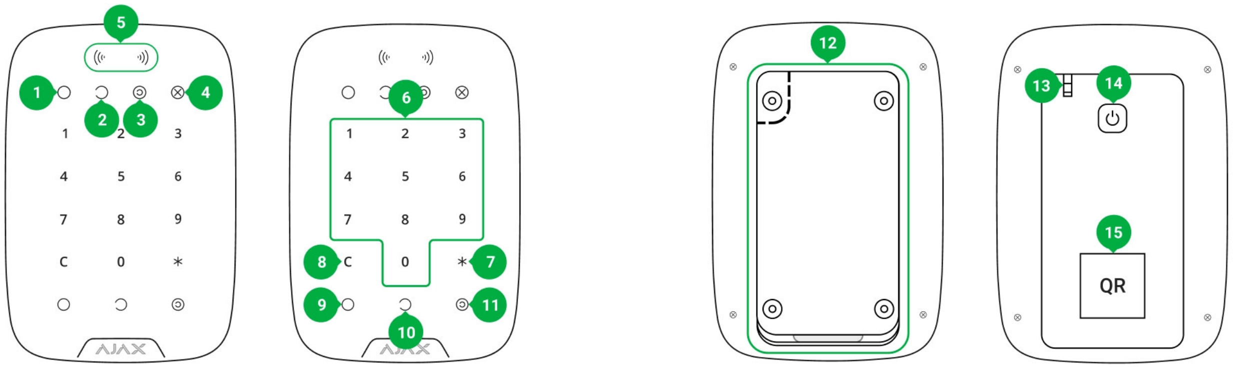
Manages security modes using passwords and **cards or key fobs**. Indicates the current security mode with a LED light.

The keypad only works with **Hub Plus**, **Hub 2** и **Hub 2 Plus** running OS Malevich 2.11 and higher. Connection to **Hub** and the **ocBridge Plus** and **uartBridge** integration modules is not supported!

The keypad operates as part of the Ajax security system by connecting via the **Jeweller secure radio communication protocol** to the hub. The communication range without obstacles is up to 1700 meters. The pre-installed battery life is up to 4.5 years.

Buy KeyPad Plus keypad

Functional elements



1. **Armed** indicator

2. **Disarmed** indicator

3. **Night mode** indicator

4. **Malfunction** indicator

5. **Pass/Tag Reader**

6. Numeric touch button box

7. **Function** button

8. **Reset** button

9. **Arm** button ○

10. **Disarm** button ◌

11. **Night mode** button ◎

12. SmartBracket mounting plate (to remove the plate, slide it down)

> ⚠ Do not tear off the perforated part of the mount. It is required for actuating the tamper in case of any attempt to dismantle the keypad.

13. Tamper button

14. Power button

Operating principle

00:00

00:04

KeyPad Plus arms and disarms the security of the entire facility or separate groups as well as allows activating the **Night mode**. You can control the security modes with KeyPad Plus using:

1. **Passwords.** The keypad supports common and personal passwords, as well as arming without entering a password.
2. **Cards or key fobs**. You can connect Tag key fobs and Pass cards to the system. To

Before entering a password or using Tag/Pass, you should activate (“wake up”) the KeyPad Plus by sliding your hand over the touch panel from top to bottom. When it is activated, the button backlight is enabled, and the keypad beeps.

The KeyPad Plus is equipped with LED indicators that show the current security mode and keypad malfunctions (if any). The security status is displayed only when the keypad is active (the device backlight is on).

You can use the KeyPad Plus without ambient lighting as the keypad has a backlight. The pressing of the buttons is accompanied by a sound signal. The backlight

If the batteries are discharged, the backlight turns on at the minimum level regardless of the settings.

Function button

KeyPad Plus has a Function button that operates in 3 modes:

- **Off** — the button is disabled and nothing happens after it is pressed.
- **Alarm** — after the Function button is pressed, the system sends an alarm to the security company monitoring station and all users.
- **Mute interconnected fire alarm** — after the Function button is pressed, the system mutes the fire alarm of the FireProtect/FireProtect Plus detectors. Available only if an **Interconnected FireProtect Alarm** is enabled (Hub → Settings ⚙ → Service → Fire detectors settings)

Learn more

Duress code

Learn more

Two-stage arming

KeyPad Plus can participate in two-stage arming, but cannot be used as a second-stage device. The two-stage arming process using Tag or Pass is similar to arming using personal or common password on the keypad.

Learn more

Event transmission to the monitoring station

The Ajax security system can connect to the CMS and transmit events and alarms to the monitoring station of the security company in **Sur-Gard** (**ContactID**), SIA DC-09, and other proprietary protocol formats. A complete list of supported protocols is available **here**. The device ID and the number of the loop (zone) can be found in **its states**.

Connection

Before starting connection

1. Install the Ajax app and **create an account**. Add a hub and create at least one room.
2. Ensure that the hub is on and has Internet access (via Ethernet cable, Wi-Fi, and/or mobile network). This can be done by opening the Ajax app or by looking at the hub logo on the faceplate — it lights white or green if the hub is connected to the network.
3. Make sure that the hub is not in armed mode and does not start updates by checking its status in the app.

⚠ Only a user or PRO with full administrator rights can add a device to the hub.

To connect KeyPad Plus

1. Open the Ajax app. If your account has access to multiple hubs, select the one to which you want to connect KeyPad Plus.
2. Go to the **Devices** menu and click **Add Device**.

keypad at the same protected facility as the system (within the coverage area of the hub radio network range). If the connection fails, try again in 10 seconds.

> The keypad only works with one hub. When connected to a new hub, the device stops sending commands to the old hub. Once added to a new hub, KeyPad Plus is not removed from the device list of the old hub. This must be done manually through the Ajax app.

KeyPad Plus turns off automatically 6 seconds after being turned on if the keypad fails to connect to the hub. Therefore, you do not need to turn off the device to retry the connection.

Updating the statuses of devices in the list depends on the Jeweller settings; the default value is 36 seconds.

Icons

The icons represent some of KeyPad Plus states. You can see them in the **Devices** tab in the Ajax app.

	KeyPad Plus body status notifications are temporarily disabled Learn more
	KeyPad Plus is temporarily deactivated Learn more
((·))	**Pass/Tag reading** is enabled in KeyPad Plus settings
((·))	**Pass/Tag reading** is disabled in KeyPad Plus settings

States

The states include information about the device and its operating parameters. The states of KeyPad Plus can be found in the Ajax app:

1. Go to the **Devices** tab.
2. Select KeyPad Plus from the list.

Temperature	Keypad temperature. It is measured on the processor and changes gradually. Acceptable error between the value in the app and the room temperature: 2–4°C
Jeweller signal strength	Jeweller signal strength between the hub (or ReX range extender) and the keypad. Recommended values — 2-3 bars
Connection	Connection status between the hub or range extender and the keypad: ● **Online** — the keypad is online ● **Offline** — no connection to the keypad
	The battery charge level of the device. Two states are available: ● OK ● Battery low

Lid	The status of the device tamper, which reacts to the detachment of or damage to the body: - Opened - Closed **What is a tamper**
Works via *range extender name*	Displays the status of the ReX range extender use. **The field is not displayed if the keypad works directly with the hub**
Pass/Tag Reading	Displays if card and keyfob reader is enabled
Easy armed mode change/Assigned group easy management	Displays whether or not the security mode can be switched with Pass or Tag and without confirmation by the control buttons ○, ◌, ◎
	Shows the status of the device: - **No** — the device operates normally and transmits all events

ID	Device identifier
Device No.	Number of the device loop (zone)

Settings

KeyPad Plus is configured in the Ajax app:

1. Go to the **Devices** tab.
2. Select KeyPad Plus from the list.
3. Go to **Settings** by clicking on the gear icon ⚙.

To apply the settings after the change, click the **Back** button

	text of SMS and notifications in the event feed
Group Management	Selecting the security group controlled by the device. You can select all groups or just one. **The field is displayed when the Group mode is enabled**
Access Settings	Selecting the method of arming/disarming: ● Keypad code only ● User passcode only ● Keypad and user passcode
Keypad code	Selection of a common password for security control. Contains 4 to 6 digits
Duress code	Selecting a common duress code for silent alarm. Contains 4 to 6 digits

	only if an **Interconnected FireProtect Alarm** is enabled Learn more
Arming without Password	The option allows you to arm the system without entering a password. To do this, just click on the **Arm** or **Night mode** button
Unauthorized Access Auto-Lock	If active, the keypad is locked for the pre-set time if an incorrect password is entered or unverified passes/tags are used more than 3 times in a row within 1 minute. It is not possible to disarm the system via keypad during this time. You can unlock the keypad through the Ajax app
	Selecting the keypad lock period after wrong password attempts:

Brightness	backlight. The backlight works only when the keypad is active. This option does not affect the brightness level of pass/tag reader and security modes indicators
Volume	Selecting the keypad buttons volume level when pressed
Pass/Tag Reading	When enabled, the security mode can be controlled with Pass and Tag access devices
Easy armed mode change/Assigned group easy management	When enabled, changing the security mode with Tag and Pass does not require confirmation by pressing the **arm**, **disarm**, or **Night mode** button. The security mode is switched automatically. The option is available if **Pass/Tag Reading** is enabled in the keypad settings.

	Learn more
Attenuation Test	Switches the keypad to the Attenuation test mode Learn more
Pass/Tag Reset	Allows deleting all hubs associated with Tag or Pass from device memory Learn more
	Allows the user to disable the device without removing it from the system. Two options are available: • **Entirely** — the device will not execute system commands or participate in automation

Entry and exit delays are set in the corresponding detector settings, not in the keypad settings.

Learn more about entry and exit delays

Adding a personal password

Both common and personal user passwords can be set for the keypad. A personal password applies to all Ajax keypads installed at the facility. A common password is set for each keypad individually and can be different or the same as the passwords of other keypads.

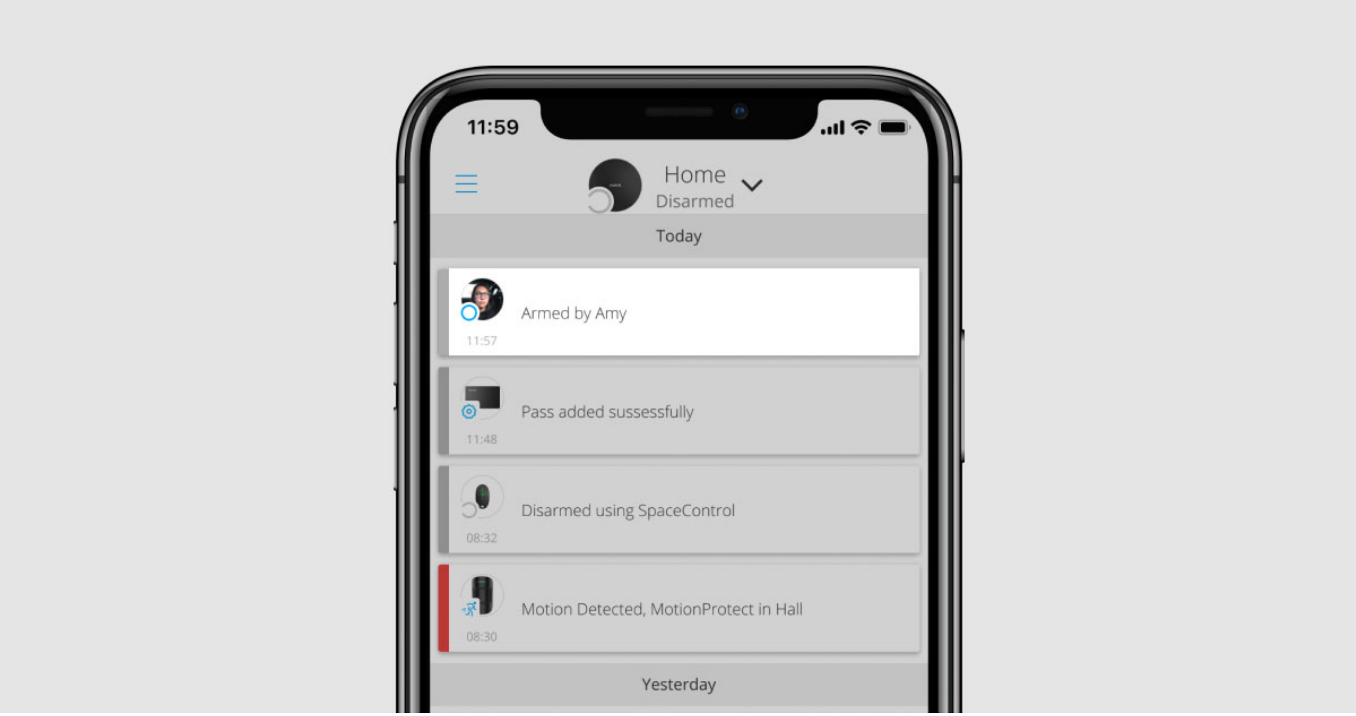
To set a personal password in the Ajax app:

depends on the hub model. At the same time, the bound passes and tags do not affect the total limit of devices on the hub.

Hub model	Number of Tag or Pass devices
Hub Plus	99
Hub 2	50
Hub 2 Plus	200

The procedure for connecting Tag, Pass, and third-party devices is the same. See the connecting instructions **here**.

The **username** is displayed in the notifications and events feed



11:59

Home
Disarmed

Today

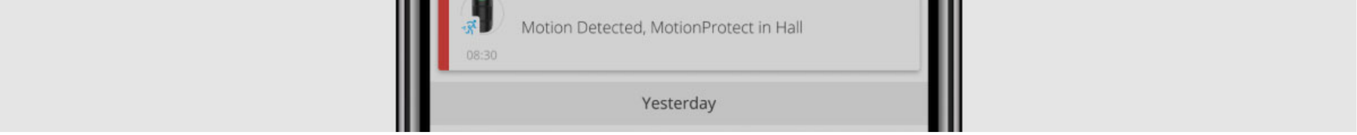
Armed by Amy
11:57

Pass added sussessfully
11:48

Disarmed using SpaceControl
08:32

Motion Detected, MotionProtect in Hall
08:30

Yesterday


Motion Detected, MotionProtect in Hall

08:30

Yesterday

KeyPad Plus is locked for the time specified in the settings if an incorrect password is entered three times in a row within 1 minute. The corresponding notifications are sent to users and to the monitoring station of the security company. A user or PRO with administrator rights can unlock the keypad in the Ajax app.

3. Press the * (Function button).

4. Enter the **Group ID**.

5. Press the arming ○/disarming ◌/Night mode ◎ key.

For example: 1234 → * → 2 → ◌

What is Group ID

If a security group is assigned to KeyPad Plus (in the **Group Management** field in the keypad settings), you do not need to enter the group ID. To manage the security mode

5. Press the arming ○/disarming ◌/Night mode ◎ key.

For example: 2 → * → 1234 → ◌

What is User ID

Group security management with a personal password

1. Activate the keypad by swiping your hand over it.

Using a duress code

A duress code allows you to simulate alarm deactivation. The Ajax app and sirens installed at the facility will not give the user away in this case, but the security company and other users will be warned about the incident. You can use both a personal and a common duress code.

2. Enter the **User ID**.

3. Press the * (Function button).

4. Enter the **personal duress code**.

5. Press the disarming key ○.

For example: 2 → * → 4422 → ○

depends on the settings and the state of the system.

- **Interconnected FireProtect Alarms have already propagated** — by the first press of the Button, all sirens of the fire detectors are muted, except for those that registered the alarm. Pressing the button again mutes the remaining detectors.
- **Interconnected alarms delay time lasts** — by pressing the Function button, the siren of the triggered FireProtect/FireProtect Plus detector is muted.

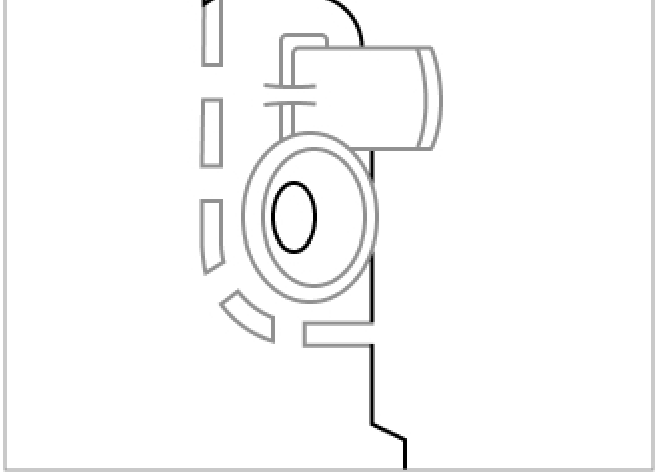
C
0
*

The hub does not respond to the command — there is no connection	Long beep, X (**Malfunction)** LED lights up
The keypad is locked due to a wrong password attempt or attempt to use an unauthorised pass/tag	Long beep, during which the security status LEDs and keypad backlight blink 3 times
	After changing the security mode, the X LED lights

Choosing a location

ReX range extender, and the presence of obstacles between them that prevent the passage of the radio signal: walls, floors, and other objects.

Installing the keypad



7 8 9
C 0 *
AJAX