



Adding a Keypad User

1. Login to the VIZpin.net portal.
2. Select Additional Actions > Manage Users > Add Card/Fob User.
3. Enter First Name and Last Name.
4. Change card type to 26-bit Standard Wiegand.
5. Enter the Site Code followed by a dash and a unique Keypad Code (0-xxxxx) in the Card/Fob Number field. The Entegrity Smart Keypad Site Code will always be "0." We recommend five-digit keypad codes between 10000 and 65535.
6. Click Save.



Granting Keypad Access

1. On the VIZpin.net portal go to Grant Access> Grant Card Access.
2. Check the box for the user you created and click continue.
3. Select an existing role from the list or create a new one.
4. Click Grant VIZpin.

NOTE: The code will not work until you follow the next steps to unlock with a smartphone first.

Unlock with Smartphone FIRST

1. Any user with a valid smartkey in their app will need to swipe down on their app to refresh smartkeys.
2. Unlock the smart device using the valid smartkey.
3. Repeat this 2-3 times for each code to make sure it's applied.

Try Keypad Code

1. Enter code on keypad then press the # key.
2. The device should unlock and the keypad should light up green at the top for a successful unlock.

Troubleshooting Tips

Tip 1. If the keypad light turns yellow, the code may not be authorized on the smart device yet. Try refreshing the VIZpin Smart app and then unlocking again.

Tip 2. You can check if information has been applied to your smart device:

- Go to VIZpin.net and navigate to Additional Actions>Manage Smart Devices.
- Review the Last Updated column. If this box is yellow, you can hover over it to see how many "link" files need to be applied - this can indicate whether or not a code may have been applied.
- If yellow, be sure to refresh your VIZpin Smart app and try unlocking again until that Last Updated column turns green and no links are left to apply.