

Keypad Combi User Manual

Updated October 1, 2021



Keypad Combi is a wireless touch keypad for Ajax security systems management using contactless cards and key fobs. It is equipped with an in-built siren. The device is designed for indoor installation.



Keypad Combi is only compatible with [Hub Plus](#), [Hub 2](#), [Hub 2 Plus](#) running OS Malevich 2.11 and later, and [ReX](#) range extender. Connection to [Hub](#) and the [ocBridge Plus](#) and [uartBridge](#) integration modules is not supported!

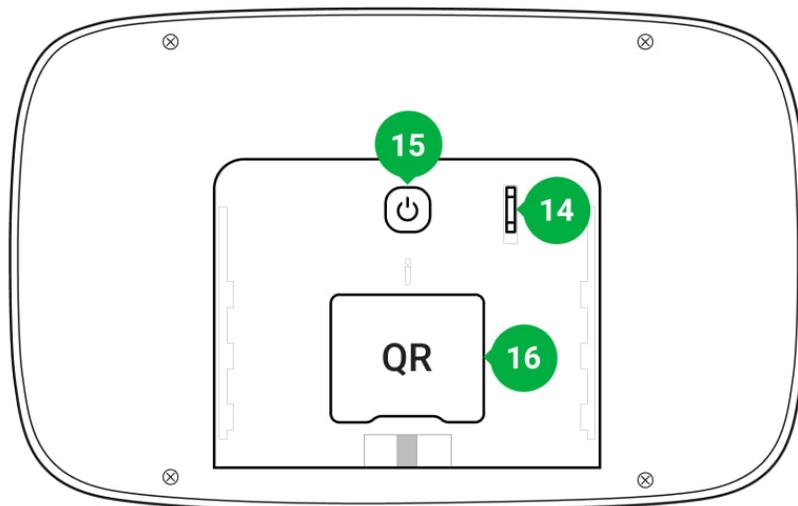
Buy Keypad Combi

Functional elements

7. Numeric touch button box
8. **Reset** button
9. **Function** button
10. **Arm** button ○
11. **Disarm** button ◡
12. **Night mode** button ⌚
13. 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 device.



14. Tamper button
15. Power button
16. QR code

Operating principle



KeyPad Combi combines two devices: a siren and a keypad with RFID card and key fob support. This means that the same device may be used to manage the security modes and to notify about system alarms and events.

Security management

KeyPad Combi arms and disarms the security of the entire facility or separate groups and allows activating the **Night mode**. You can manage the security modes using:

- 1. Passwords.** KeyPad Combi supports common and personal passwords, as well as arming without entering a password.
- 2. Cards or key fobs.** To quickly and securely identify users, KeyPad Plus uses the DESFire® technology. DESFire® is based on the ISO 14443 international standard and combines 128-bit encryption and copy protection.

Before entering a password or using Tag/Pass, you should activate (“wake up”) KeyPad Combi by sliding your hand over the touch panel from top to bottom. Once you activate the device, the security status indication turns on, and the device beeps. The security status is only displayed when KeyPad Combi is active.

Pressing of the buttons is accompanied by a sound signal. If you do not touch the keypad for 12 seconds, KeyPad Combi goes into power-saving mode and turns off the display of the current arming mode.

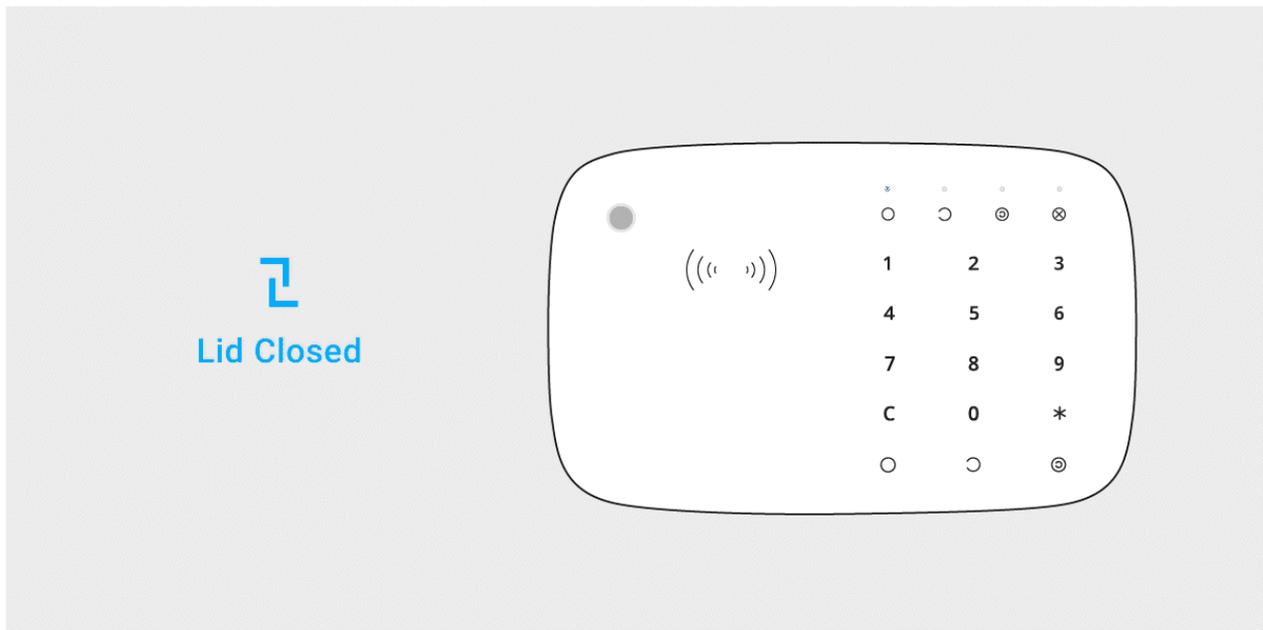


Keep in mind that KeyPad Combi has no touch buttons or cards/tags reader backlight.

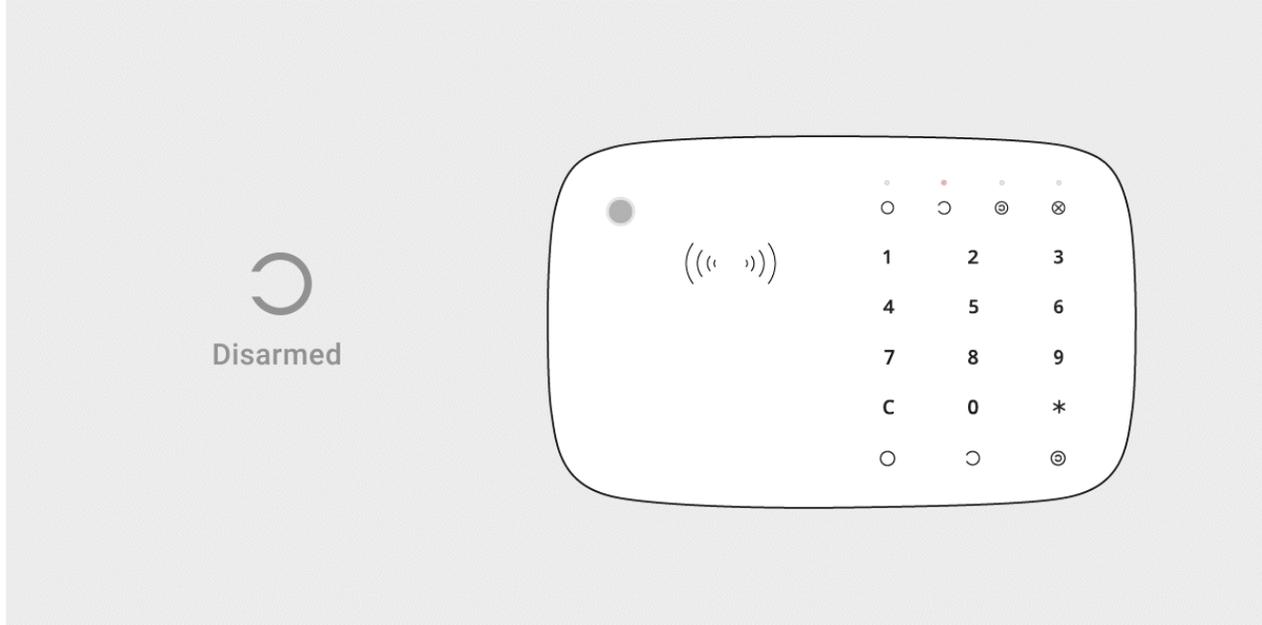
Using the siren

KeyPad Combi includes a fully functional Ajax security system siren. The device has 2 tasks:

- 1. Informing about alarms.** The device responds to triggering of the tamper and security system alarms in less than a second by turning on the siren, which scares off intruders and attracts the attention of neighbors.



- 2. Indicating the security status.** The siren may notify on the arming mode change as well as on entry/exit delays.



Function button

KeyPad Combi 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. Keep in mind that this option functions only if interconnected alarms of fire detectors are active.

Duress code

KeyPad Combi supports duress code. It allows you to simulate alarm deactivation. The Ajax app and sirens installed at the facility will not give you away in this case, and the security company and other users of the security system will be warned about the incident.

[Learn more](#)

Two-stage arming

KeyPad Combi 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 a personal or common password.

[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



KeyPad Combi is incompatible with Hub, third-party security central units, and ocBridge Plus and uartBridge integration modules.

Before starting connection

1. Install the Ajax app and [create an account](#). Add a hub and create at least one room.
2. Make sure 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 disarmed and does not start updates by checking its status in the Ajax app.



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

To connect KeyPad Combi

1. Open the Ajax app. If your account has access to multiple hubs, select the one to which you want to connect KeyPad Combi.
2. Go to the **Devices**  menu and click **Add Device**.
3. Name the device, scan or enter the QR code (located on the package and under the SmartBracket mount), and select a room.
4. Click **Add**; the countdown will begin.
5. Switch on the device by holding the power button for 3 seconds. Once connected, KeyPad Combi will appear in the hub device list in the app. To connect, locate the device 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 device 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 Combi is not removed from the device list of the old hub. This must be done manually through the Ajax app.

KeyPad Combi turns off automatically 6 seconds after being turned on if the device 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 Combi states. You can see them in the **Devices**  tab in the Ajax app.

Icon	Value
	Jeweller signal strength – Displays the signal strength between the hub or <u>ReX range</u>

	<u>extender</u> and KeyPad Combi
	Battery charge level of KeyPad Combi <u>Learn more</u>
	KeyPad Combi works via a ReX radio signal range extender
	KeyPad Combi body status notifications are temporarily disabled <u>Learn more</u>
	KeyPad Combi is temporarily excluded from the system operation <u>Learn more</u>
	Pass/Tag reading is enabled in KeyPad Combi settings
	Pass/Tag reading is disabled in KeyPad Combi settings

States

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

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

Parameter	Value
Malfunction	Pressing  opens the KeyPad Combi malfunctions list. The field is displayed only if a malfunction is detected.
Temperature	Device temperature. It is measured on the processor and changes gradually. Displayed in 1°C increment.

	Acceptable error between the value in the app and the room temperature: 2–4°C.
Jeweller signal strength	<p>Jeweller signal strength between the hub (or a ReX range extender) and KeyPad Combi.</p> <p>Recommended values – 2-3 bars.</p>
Connection	<p>Connection status between the hub/range extender and the device:</p> <ul style="list-style-type: none"> ● Online – KeyPad Combi is connected to the hub/range extender ● Offline – KeyPad Combi is not connected to the hub/range extender
Battery charge	<p>The battery charge level of the device. Two states are available:</p> <ul style="list-style-type: none"> ● OK ● Battery low <p>When the batteries are discharged, the Ajax apps and the security company will receive appropriate notifications.</p> <p>After sending a low battery notification, KeyPad Combi can work for up to 2 months.</p> <p><u>How battery charge is displayed in Ajax apps</u></p>
Lid	<p>The status of the device tamper, which reacts to the detachment of or damage to the body:</p> <ul style="list-style-type: none"> ● Opened – the device is removed from SmartBracket mount or body is dismantled ● Closed – the device is normal <p><u>What is a tamper</u></p>
ReX range extender name	Displays the status of the ReX range extender

	<p>use.</p> <p>The field is not displayed if KeyPad Combi works directly with the hub.</p>
Alarm duration, sec	Duration of the alarm sound: 3 to 180 seconds.
Alarm volume	<p>Volume level in case of alarm:</p> <ul style="list-style-type: none"> ● Muted – the built-in siren is silent when alarm is raised ● Quiet – 81 dB volume ● Loud – 93 dB volume ● Very loud – 105 dB volume
Pass/Tag reading	Displays if the reader for cards and key fobs is enabled
Beep when arming/disarming	When enabled, the KeyPad Combi siren beeps when arming or disarming.
Notify about switching the Night mode on/off	If enabled, the KeyPad Combi siren notifies you when the Night mode in the system is on and off with a short beep
Beep on entry/exit delay	When enabled, the KeyPad Combi siren beeps to signal about a delay when entering/leaving.
Notify about the entry/exit delay in the Night mode	If this option is enabled, the KeyPad Combi siren beeps to signal about an entry/exit delay in the Night mode
Chime on opening	<p>When enabled, a KeyPad Combi siren notifies about opening detectors triggering in the Disarmed system mode</p> <p><u>What is chime</u></p>
Beep volume	<p>Selecting the volume level of the KeyPad Combi siren at the time of notifications about arming/disarming, entry/exit delay, and opening:</p> <ul style="list-style-type: none"> ● Quiet ● Loud

	<ul style="list-style-type: none"> • Very loud
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.
Temporary deactivation	<p>Shows the status of the device:</p> <ul style="list-style-type: none"> • No – the device operates normally and transmits all events. • Lid only – the hub administrator has disabled notifications about the body opening. • Entirely – the hub administrator has entirely excluded KeyPad Combi from the system. The device does not execute system commands and does not report alarms or other events. <p>Learn more</p>
Firmware	KeyPad Combi firmware version.
ID	Device identifier.
Device №	Number of the device loop (zone).

Settings

KeyPad Combi is configured in the Ajax app:

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



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

Parameter	Value

First field	<p>Device name. Displayed in the list of hub devices, SMS text, and notifications in the event feed.</p> <p>To change the device name, click on the pencil icon  .</p> <p>The name can contain up to 12 Cyrillic characters or up to 24 Latin characters.</p>
Room	<p>Selecting the virtual room to which KeyPad Combi is assigned. The name of the room is displayed in the text of SMS and notifications in the event feed.</p>
Group Management	<p>Selecting the security group controlled by the device. You can select all groups or just one.</p> <p>The field is displayed when the <u>Group mode</u> is enabled.</p>
Access Settings	<p>Selecting the method of arming/disarming:</p> <ul style="list-style-type: none"> ● Keypad code only ● User passcode only ● Keypad and user passcode
Keypad code	<p>Selection of a common password for security control. Contains 4 to 6 digits.</p>
Duress code	<p>Selecting a common duress code for silent alarm. Contains 4 to 6 digits.</p> <p><u>Learn more</u></p>
Function button	<p>Selecting the function of the * button (Function button):</p> <ul style="list-style-type: none"> ● Off – the Function button is disabled and does not execute any commands when pressed. ● Alarm – after the Function button is pressed, the system sends an alarm to the security company CMS and to all users.

	<ul style="list-style-type: none"> ● Mute Interconnected Fire Alarm – when pressed, mutes the fire alarm of FireProtect/FireProtect Plus detectors. This function works only if interconnected alarm of fire detectors is enabled in the hub settings. <p><u>Learn more</u></p>
Arming without Passcode	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	<p>If active, the device keypad is locked for the pre-set time if an incorrect password is entered or non-verified passes or tags are used more than 3 times in a row within 1 minute.</p> <p>It is not possible to disarm the system via keypad during this time. You can unlock KeyPad Combi through the Ajax app.</p>
Auto-lock Time, min	<p>Selecting the device keypad lock period after wrong password attempts:</p> <ul style="list-style-type: none"> ● 3 minutes ● 5 minutes ● 10 minutes ● 20 minutes ● 30 minutes ● 60 minutes ● 90 minutes ● 180 minutes
Buttons Volume	Selecting KeyPad Combi buttons volume level when pressed.
Alarms in group mode	<p>Selecting the group to which the siren is assigned. You can select one or all groups:</p> <ul style="list-style-type: none"> ● When assigned to a group, the siren and its indication are related to alarms and events of this group.

	<ul style="list-style-type: none"> When assigned to all groups, the siren and its indication are related to alarms and events of all groups in the system. <p>Regardless of the group selected, the siren will respond to Night Mode activation and alarms.</p> <p>The field is displayed when the <u>Group mode</u> is enabled.</p>
Alarm volume	<p>Selecting the KeyPadCombi siren volume level when alarm is raised:</p> <ul style="list-style-type: none"> Muted – the siren does not sound when the alarm is raised Quiet – 81 dB volume Loud – 93 dB volume Very loud – 105 dB volume <p>The volume level is measured 1 m away from the siren.</p>
Alarm duration, sec	<p>Selecting the alarm duration: 3 to 180 seconds for each triggering. Increment of 3 seconds.</p>
Beep when arming/disarming	<p>When enabled, the siren warns of arming and disarming by a short beep.</p>
Notification settings	<p>Opens the KeyPad Combi siren notification settings. A detailed description of the settings is <u>available below</u></p>
Pass/Tag reading	<p>When this option is active, you can manage security modes using Pass/Tag devices.</p>
Easy armed mode change	<p>When this option is active, changing the security mode with Tag or Pass does not require confirmation by pressing the Arm, Disarm, or Night mode button. The security mode automatically changes to the opposite.</p> <p>This option is available provided that Pass/Tag reading is enabled in the keypad settings.</p>

	<p>If Group mode is enabled in the system, this option becomes available when a single group is selected in the Group Management field in the keypad settings.</p>
Jeweller Signal Strength Test	<p>Switches KeyPad Combi to the Jeweller signal strength test mode.</p> <p><u>Learn more</u></p>
Volume test	<p>Switches the device to the volume test mode.</p> <p><u>Learn more</u></p>
Signal Attenuation Test	<p>Switches KeyPad Combi to the Attenuation test mode.</p> <p><u>Learn more</u></p>
Alert with a siren if the panic button is pressed	<p>The field is displayed if the Alarm option is selected for the Function button.</p> <p>When the option is enabled, the sirens connected to the security system give an alert when the * button (Function button) is pressed.</p>
Pass/Tag Reset	<p>Allows deleting all hubs associated with Tag or Pass from device memory.</p> <p><u>Learn more</u></p>
User Manual	<p>Opens the KeyPad Combi User Manual in the Ajax app.</p>
Temporary deactivation	<p>Allows the user to disable the device without removing it from the system. Two options are available:</p> <ul style="list-style-type: none"> • Entirely – the device will not execute system commands or participate in automation scenarios, and the system will ignore device alarms and other notifications.

	<ul style="list-style-type: none"> • Lid only – the system will only ignore notifications about the triggering of the device tamper button. <p><u>Learn more about temporary deactivation of devices</u></p>
Unpair Device	Disconnects KeyPad Combi from the hub and deletes its settings.

KeyPad Combi siren notification settings

Arming/Disarming	When this option is enabled, the built-in siren warns of arming and disarming by lighting of the LED frame and by a short beep
Switching the Night mode on/off	<p>If enabled, the built-in siren alerts you by backlighting the LED frame and a short beep when arming and disarming the system from the Night mode</p> <p><u>What is Night mode</u></p>
Delay When Entering	<p>If this option is enabled, the built-in siren beeps to signal about an entry delay</p> <p><u>What is Delay When Entering/Leaving</u></p>
Delay When Leaving	<p>If this option is enabled, the built-in siren beeps to signal about an exit delay</p> <p><u>What is Delay When Entering/Leaving</u></p>
Delay when entering for the Night mode	<p>If this option is enabled, the built-in siren beeps to signal about an entry delay in the Night mode</p> <p><u>What is Night mode</u> <u>What is Delay When Entering/Leaving</u></p>
Delay when leaving for the Night mode	If this option is enabled, the built-in siren beeps to

	<p>signal about an exit delay in the Night mode</p> <p><u>What is Night mode</u> <u>What is Delay When Entering/Leaving</u></p>
Chime on opening	<p>When enabled, the built-in siren beeps 1 to 4 times to indicate that opening detectors in the Disarmed system mode were triggered</p> <p><u>What is Chime</u> <u>How to set up Chime</u></p>
Beep volume	<p>Selecting the volume level of the built-in siren at the time of notification on arming/disarming or delay when entering/leaving and opening:</p> <ul style="list-style-type: none"> • Quiet – 81 dB volume • Loud – 93 dB volume • Very loud – 105 dB volume <p>The volume level was measured 1 m away from the siren</p>



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

[Learn more about entry and exit delays](#)

Keep in mind that KeyPad Combi does not support after-alarm indication. This function is supported by HomeSiren, StreetSiren, and StreetSiren DoubleDeck.

Setting up the processing of detector alarms

You can use the Ajax app to specify the detectors to which the siren will respond if an alarm is triggered. This is necessary to avoid situations when the security

system notifies of an alarm from a detector to which the siren should not respond at the facility, for example, from the LeaksProtect detector.

The parameter is adjusted in the settings of a detector or device to which the siren should not respond.

To disable siren response to alarms from a specific detector or device, in the Ajax app:

1. Go to the **Devices**  menu.
2. Select the detector or device.
3. Go to **Settings**  and set the necessary parameters for activating the siren.

Setting the tamper alarm response

The KeyPad Combi siren can respond to tamper alarms. The option is disabled by default. Note that the tamper reacts to the opening and closing of the lid even if the system is not armed!

What is a tamper

For the KeyPad Combi siren to respond to tamper triggering, in Ajax app:

1. Go to the **Devices**  menu.
2. Select a hub (at the top of the list).
3. Go to **Settings** .
4. Select the **Service** item.
5. Go to **Siren Settings**.
6. Enable the **Alert with a siren if the hub or detector lid is open** option.

Setting the response to pressing the panic button in the Ajax app

The Keypad Combi siren can respond to pressing the panic button in Ajax apps. Note that the panic button can be pressed even if the system is disarmed!

For the siren to respond to pressing the panic button, in the Ajax app:

1. Go to the **Devices**  menu.
2. Select a hub (at the top of the list).
3. Go to **Settings** .
4. Select the **Service** item.
5. Go to **Siren Settings**.
6. Enable the **Alert with a siren if in-app panic button is pressed** option.

How to set Chime

Chime is a sound signal that indicates the triggering of the opening detectors when the system is disarmed. The feature is used, for example, in stores, to notify employees that someone has entered the building.

Notifications are configured in two stages: setting up sirens and setting up opening detectors.

[Learn more about Chime](#)

Keypad Combi siren settings

1. Go to the **Devices**  menu.
2. Select the Keypad Combi.
3. Go to its settings by clicking the gear icon  in the upper right corner.
4. Go to the **Beeps Settings** menu.
5. Scroll down and enable the **Chime on opening** option in the **Beep when disarmed** category.

6. Set the volume of the notifications. 3 options are available:

- Quiet (81 dB at a distance of 1 m).
- Loud (93 dB at a distance of 1 m).
- Very loud (105 dB at a distance of 1 m).



The specified **Beep volume** also applies to the volume of siren notifications when arming/disarming and for the entry/exit delays.

7. Click **Back** to save the settings.

Detectors settings

1. Go to the **Devices**  menu.
2. Select the detector.
3. Go to its settings by clicking the gear icon  in the upper right corner.
4. Go to the **Chime Settings** menu.
5. Select the events to be notified by the siren:
 - If a door or a window is open.
 - If an external contact is open (available if the External Contact option is enabled).
6. Select the notification sound: 1 to 4 short beeps. Once selected, the Ajax app will play the sound.
7. Click **Back** to save the settings.
8. Repeat steps 2–7 for other detectors on which you need to enable the notifications.

Adding a personal password

KeyPad Combi supports both common and personal user passwords. 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:

1. Go to the user profile settings (Hub → Settings  → Users → Your profile settings).
2. Select **Passcode Settings** (User ID is also visible in this menu).
3. Set **User Code** and **Duress Code**.



Each user sets a personal password individually. The administrator cannot set a password for all users.

Cards and key fobs adding

KeyPad Combi can work with [Tag key fobs](#), [Pass cards](#), and third-party devices that support DESFire® technology. The maximum number of connected Passes and Tags depends on the hub model. The connected 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 cards and key fobs is the same. See the connecting instructions [here](#).

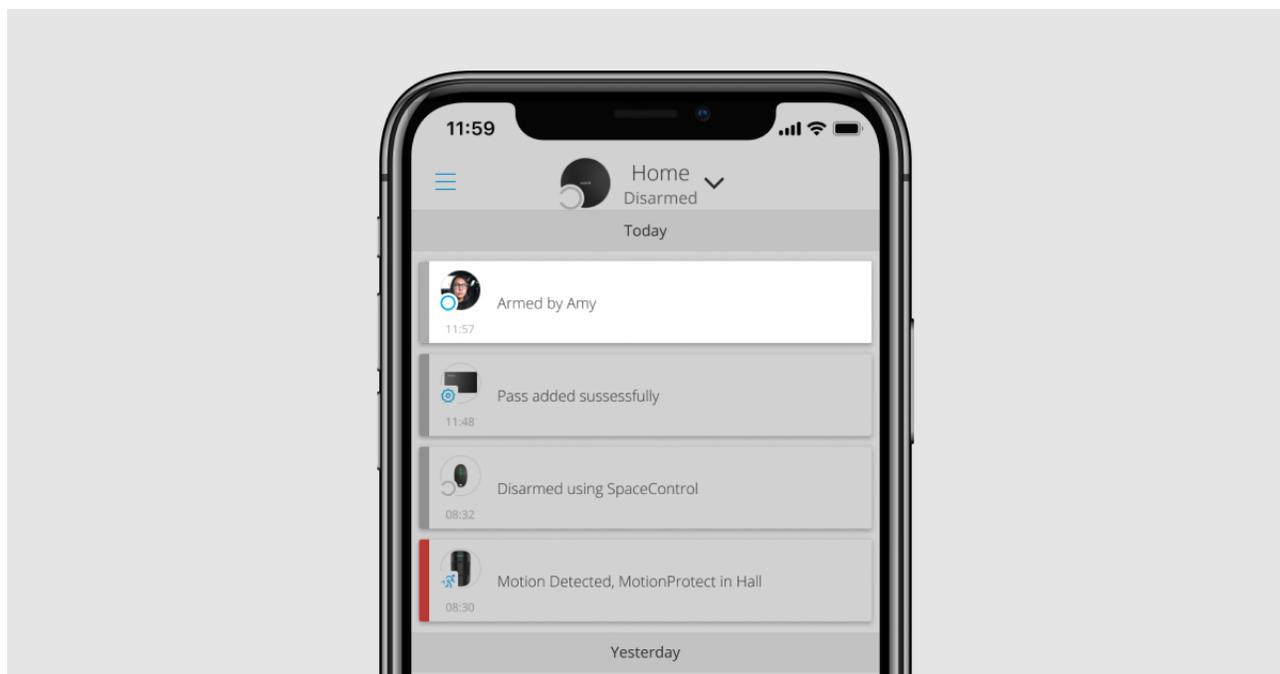
Security management by passwords

You can manage the Night mode, security of the entire facility or separate groups using common or personal passwords. KeyPad Combi supports 4 to 6 digit passwords. Incorrectly entered numbers can be cleared with the **C** button.

If a personal password is used, the name of the user who armed or disarmed the system is displayed in the hub event feed and in the notifications list. If a common password is used, the name of the user who changed the security mode is not displayed.

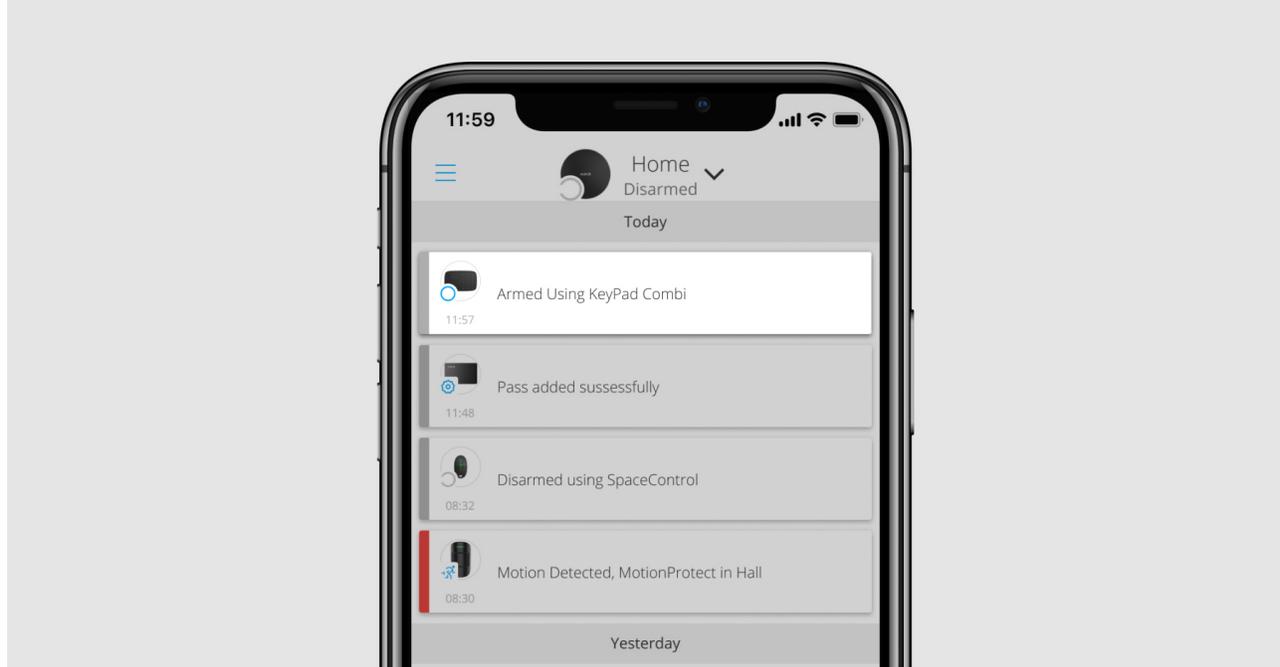
Arming with a personal password

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



Arming with a common password

The **device name** is displayed in the notifications and events feed



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

Security management of the facility using a common password

1. Activate the device keypad by swiping your hand over it.
2. Enter the **common password**.
3. Press the Arm /Disarm /Night mode  button.

For example: 1234 → 

Group security management with a common password

1. Activate the device keypad by swiping your hand over it.
2. Enter the **common password**.

3. Press the * (Function button).
4. Enter the **Group ID**.
5. Press the Arm /Disarm /Night mode  button.

For example: 1234 → * → 2 → 

What is Group ID

If a group is assigned to KeyPad Combi (in the Group Management field in the device settings), you do not need to enter the group ID. To manage the arming mode of the group, entering a common or personal password and pressing the Arm /Disarm /Night mode  button will do.

For example: 1234 → 



If a group is assigned to KeyPad Combi, you will not be able to manage **Night mode** using a common password. In this case, **Night mode** can only be managed using a personal password if the user has the appropriate rights.

[Rights in the Ajax security system](#)

Security management of the facility using a personal password

1. Activate the device keypad by swiping your hand over it.
2. Enter the **User ID**.
3. Press the * (Function button).
4. Enter your **personal password**.
5. Press the Arm /Disarm /Night mode  button.

For example: 2 → * → 1234 → 

What is User ID

Group security management with a personal password

1. Activate the device keypad by swiping your hand over it.
2. Enter the **User ID**.
3. Press the * (Function button).
4. Enter your **personal password**.
5. Press the * (Function button).
6. Enter the **Group ID**.
7. Press the Arm /Disarm /Night mode  button.

For example: 2 → * → 1234 → * → 5 → 

If a group is assigned to KeyPad Combi (in the Group Management field in the device settings), you do not need to enter the group ID. To manage the arming mode of the group, entering a personal password and pressing the Arm /Disarm /Night mode  button will do.

For example: 1234 → 

What is Group ID

What is User ID

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. Both personal and common duress codes are supported.



Scenarios and sirens react to disarming under duress in the same way as to normal disarming.

To use a common duress code

1. Activate the device keypad by swiping your hand over it.
2. Enter the **common duress code**.
3. Press the disarming button .

For example: 4321 → 

To use a personal duress code

1. Activate the device keypad by swiping your hand over it.
2. Enter the **User ID**.
3. Press the * (Function button).
4. Enter the **personal duress code**.
5. Press the disarming button .

For example: 2 → * → 4422 → 

Security management using Tag or Pass

1. Activate the device keypad by swiping your hand over it. KeyPad Combi beeps (if enabled in the settings) and enables indication of the current security status.
2. Bring Tag or Pass to the KeyPad Combi reader. It is marked with wave icons.
3. Press the **Arm, Disarm, or Night mode** button on KeyPad Combi.



Note that if [Easy armed mode](#) change is enabled in the KeyPad Combi settings, you do not need to press the **Arm, Disarm, or Night mode** button. The system or group security mode (if the device is group-bound) will change to the opposite after tapping Tag or Pass.

If the group mode is enabled but KeyPad Combi is not bound to a specific group, after tapping Tag or Pass specify the Group ID and confirm arming or disarming by pressing a respective button on KeyPad Combi.

What is Group ID

Mute Interconnected Fire Alarm function

KeyPad Combi can mute the fire alarm by pressing the Function button (if the required setting is enabled). The reaction of the system to pressing a button depends on the settings and the state of the system:

- **Interconnected FireProtect Alarms have already propagated** – by the first press of the Function 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.



Note that the option is active only if Interconnected FireProtect Alarms is enabled in the hub settings.

Learn more



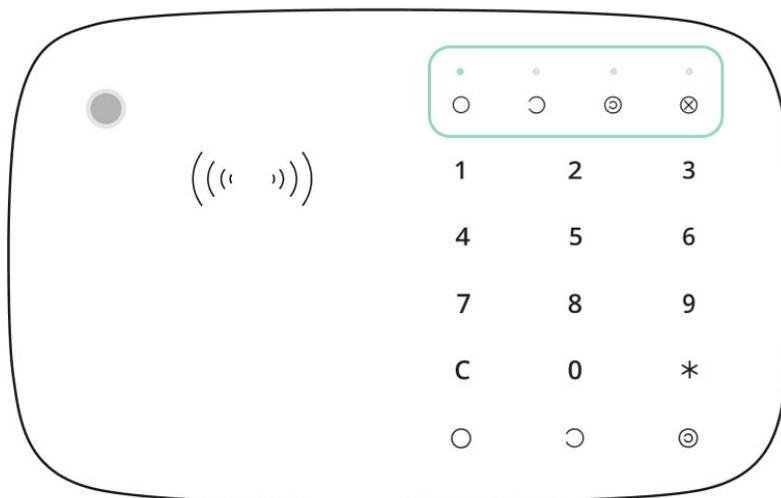
With the [OS Malevich 2.12](#) update, users can mute fire alarms in their groups without affecting detectors in the groups to which they do not have access.

[Learn more](#)

Indication

KeyPad Combi indicates alarms, delays when entering/leaving, current security mode, button pressing, malfunctions, and its own status with LEDs and beeps.

The current security mode is displayed using corresponding LEDs after KeyPad Combi activation. The information about the current security mode is relevant even if the arming mode is changed by another device: a key fob, another keypad, or an app.



You can activate KeyPad Combi by swiping your hand over the touch panel from top to bottom. When activated, the current security status backlight on the device will turn on and a beep will sound (if enabled).

Event	Indication
Alarm	KeyPad Combi siren beeps. The duration and volume of the alarm depends on the settings
Delay when entering/leaving	KeyPad Combi siren beeps about once a second. The volume depends on the settings
Activation	All LEDs light up briefly, and the device emits a short beep
Deactivation	LED X (Malfunction) lights up for a few seconds, and then starts blinking. After that KeyPad Combi turns off and indication goes off.
No connection to the hub or ReX range extender	LED X (Malfunction) blinks, and the siren emits a long beep
KeyPad Combi lid is open (SmartBracket mount is removed)	LED X blinks once briefly as the device is being removed

Touch button pressed	Short beep, the current security status LED blinks once
The system is armed	Short beep, Armed or Night mode LED lights up
The system is disarmed	Two short beeps, the Disarmed LED lights up
An incorrect password was entered or there was an attempt to change security mode by an unverified or deactivated card or key fob	Long beep, the current security status LED blinks 3 times
The security mode cannot be activated (for example, a window is open and the System integrity check is enabled)	Long beep, the current security status LED blinks 3 times
The device keypad is locked due to a wrong password attempt or unauthorised card or key fob usage	Long beep, during which all keypad LEDs blink 3 times
The batteries are low	<p>After changing the security mode, LED X (Malfunction) lights up. The touch buttons are locked for this time.</p> <p>When you try to turn on KeyPad Combi with discharged batteries, it emits a long beep, LED X smoothly lights up and goes off, then the keypad turns off</p> <p><u>How to replace batteries in KeyPad Combi</u></p>

Functionality testing

The Ajax security system provides several types of tests that help you make sure that installation points of devices are selected correctly.

KeyPad Combi functionality tests start instantly, irrespective of the hub-detector ping period (36 seconds with the standard settings of the hub).

The tests are available in the device settings menu (Ajax App → Devices  → KeyPad Combi → Settings 

- [Jeweller Signal Strength Test](#)

- Attenuation Test
- Volume Level Test

Choosing a location



KeyPad Combi is best placed indoors near the entrance. This allows disarming the system before the entry delays have expired, as well as quickly arming the system when leaving the premises.



When holding KeyPad Combi in your hands or using it on a table, we cannot guarantee that the touch buttons will work properly.

It is a good practice to install KeyPad Combi 1.3 to 1.5 meters above the floor for convenience. Install the device on a flat, vertical surface. This allows KeyPad Combi to be firmly attached to the surface and to avoid false tamper triggering.

When choosing the location, also take into account the following factors: **signal strength**, **convenience of use**, and **siren audibility**.

Signal strength

Install KeyPad Combi in a place with stable Jeweller signal strength (2-3 bars in the Ajax app). When choosing the installation location, take into account the distance of the device from the hub or ReX range extender and the presence of obstacles between the devices that impede the passage of the radio signal: walls, inter-floor constructions, or large-sized objects located in the room.



Be sure to check the Jeweller signal strength at the installation site. If the signal strength is low (a single bar), we cannot guarantee a stable operation of the security system! At the very least, relocate the device as repositioning even by 20 cm can significantly improve the signal reception.

If poor or unstable signal strength is still reported after the relocation of KeyPad Combi, use the [ReX radio signal range extender](#).

Convenience of use and audibility of the siren

Install KeyPad Combi so that it is convenient to use it. The device should not be obstructed with various objects, and access to the device should be free of obstacles. Also take into account the siren audibility. If the device is installed in an improper place, this may result in the siren signal being inaudible in another room or premise.

Do not install KeyPad Combi:

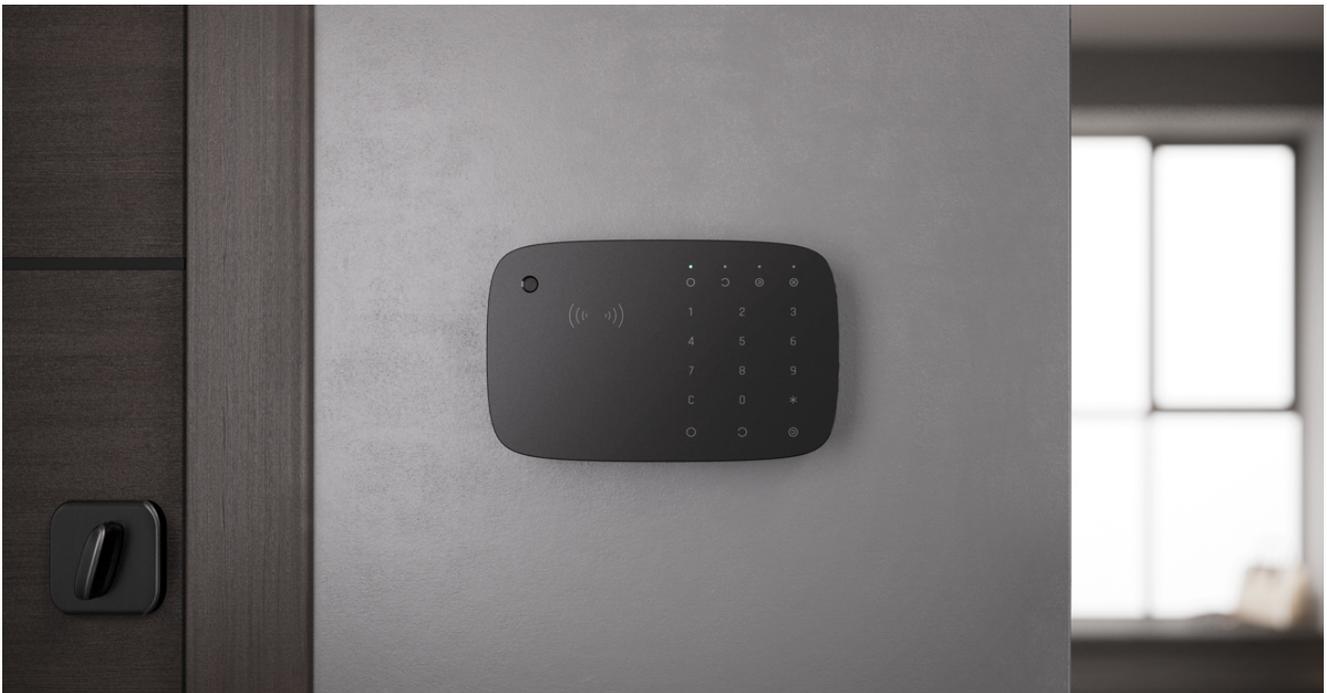
- In places where parts of clothing (for example, next to the hanger), power cables, or Ethernet wire may obstruct the device keypad. This can lead to false triggering of the keypad.
- Inside premises with temperature and humidity outside the permissible limits. This could damage the device.
- Near metal objects and mirrors (they can shield the radio signal and lead to its attenuation).
- In places where KeyPad Combi has an unstable or poor signal strength with the hub or ReX range extender.

- Within 1 meter of a hub or ReX range extender. This could result in the loss of connection with KeyPad Combi.
- Near the glass break detectors. The siren sound may trigger an alarm.
- Close to electrical wiring. This may cause communication interferences.
- Outdoors. This could damage the device.
- In places where the audio signal can be jammed.

Installation of KeyPad Combi



Prior to installing KeyPad Combi, be sure to select the optimal location following the requirements of this manual!



1. Attach KeyPad Combi to the surface with double-sided adhesive tape and carry out **signal strength** and **attenuation tests**. If the signal strength is unstable or if one bar is displayed, move the device or use the ReX range extender.



Double-sided adhesive tape may only be used for temporary attachment of KeyPad Combi. The device attached with adhesive tape can at any time be detached from the

surface and fall, which may lead to failure. Please note that if the device is attached with adhesive tape, the tamper will not trigger when trying to detach it.

2. Conduct the **volume level test**. If KeyPad Combi is hardly audible, relocate the device or change the volume level in the device settings.
3. Make sure it is convenient to enter passwords or use Tag/Pass. Relocate KeyPad Combi if it is inconvenient to manage the security at the selected location.
4. Remove the device from the SmartBracket mounting plate.
5. Attach the SmartBracket mounting plate to the surface using the bundled screws. When attaching, use at least two fixing points. Be sure to fix the perforated corner on the SmartBracket plate so that the tamper responds to a detachment attempt.



6. Slide KeyPad Combi onto the mounting plate and tighten the mounting screw at the bottom of the body. The screw is needed for more reliable fastening and protection of KeyPad Combi from quick dismantling.
7. As soon as the device is fixed on SmartBracket, it shall blink once with LED **X (Malfunction)** – this is a signal that the tamper has been triggered. If the LED does not blink after installation on SmartBracket, check the tamper status in the Ajax app and make sure the plate is firmly attached.

Maintenance



Conduct KeyPad Combi functionality tests regularly. The optimal frequency of testing is once a week. Clean the body from dust, cobwebs, and other contaminants as they emerge. Use a soft dry cloth that is suitable for equipment care.

Do not use substances that contain alcohol, acetone, gasoline or other active solvents to clean the detector. Wipe the touch keypad gently: scratches can reduce the sensitivity of the keypad.

The batteries installed in KeyPad Combi provide up to 3.5 years of autonomous operation at default settings. If the battery is low, the system sends appropriate notifications, and LED **X (Malfunction)** smoothly lights up and goes out after each successful password entry.

KeyPad Combi can work up to 2 months after the low battery signal. However, we recommend you replace the batteries immediately upon notification.

It is advisable to use lithium batteries. They have a large capacity and are less affected by temperatures.

[How long Ajax devices operate on batteries, and what affects this](#)

Complete set

1. KeyPad Combi
2. SmartBracket mounting plate
3. 4 pre-installed lithium batteries CR123A
4. Installation kit
5. Quick Start Guide

Technical Specifications

Compatibility	Hub Plus, Hub 2, Hub 2 Plus, ReX
Color	Black, White
Installation	Indoor only
Keypad type	Touch-sensitive
Sensor type	Capacitive
Touchless access	DESFire® EV1, EV2 ISO14443-A (13,56 MHz)
Tamper protection	Yes
Password guessing protection	Yes. The keypad is locked for the time set in the settings if an incorrect password is entered three times
Protection against attempts to use card or key fob not bound to the system	Yes. The keypad is locked for the time defined in the settings
Frequency band	868.0 – 868.6 MHz or 868.7 – 869.2 MHz, depending on the sales region
Radio signal modulation	GFSK
Maximum radio signal strength	6.06 mW (limit up to 20 mW)
Radio signal range	Up to 1,700 m (without obstacles)

Power supply	4 lithium batteries CR123A. Voltage 3V
Battery life	Up to 3 years (with reader enabled) Up to 3.5 years (with reader disabled)
Operating temperature range	From -10°C to +40°C
Operating humidity	Up to 75%
Dimensions	115 × 182 × 27 mm
Weight	275 g
Service life	10 years
Warranty	24 months

Compliance with standards

Warranty

The warranty for the AJAX SYSTEMS MANUFACTURING Limited Liability Company products is valid for 2 years after purchase and does not extend to the bundled batteries.

If the device does not function properly, we recommend that you first contact the support service as half of the technical issues can be resolved remotely!

Warranty obligations

User Agreement

Technical support: support@ajax.systems

