

Apex and VP Keypad Tamper Switch

All PTI Keypads come with an integrated tamper switch that will prevent the device from accepting new codes if it has been triggered. Below are examples of what could possibly be triggering the tamper switch, messages that will appear on both Apex and VP Keypads, as well as suggested steps for resolving the tamper switch issue.

APEX KEYPAD MESSAGE:

We're sorry this unit has been tampered with

VP KEYPAD MESSAGE:

Sorry... tamper lockout

The messages above will appear on the Apex and VP Keypads when trying to enter an access code for the following reasons:

1. The device has been tampered with or opened by an individual.
2. The device's optical tamper is dirty and requires cleaning.
3. An external factor, such as rain or condensation inside the keypad's housing unit, is causing the keypad's optical tamper sensor to be triggered.

Until the keypad can be investigated for damage caused by vandalism, breaks or cracks in the sealant, gooseneck stand, or wall, PTI recommends taking the following steps to temporarily disable the tamper feature:

1. At the keypad displaying the tamper message, hit the *, 0, and # keys at the same time.
2. Enter the setup password of 8898 when prompted, then use the # key to progress through the menu.
3. When you reach the message "Tamper Sensor is:" use the * key to toggle the status to **DISABLED**.
4. Use the # key to progress through the remaining menu options until the keypad returns to the normal time and date.

For additional information on regular recommended maintenance on your keypads, please refer to www.ptisecurity.com/keypads.