NGP: OFF option is not available on the keypad. Area is disarmed as soon as a user logs to the keypad.

Last Modified on 01/07/2022 3:51 pm EST

Symptom

- OFF option is not available on the keypad.
- Area is disarmed as soon as a user logs to the keypad.

Resolution

1. In **System Administration > Readers and Doors**, select the Keypad that belongs to the Area.
2. Under the **Keypads** tab, select **LCD Keypad**.
3. On the **Silence Action** dropdown:

   None: Does nothing when a user logs to the keypad.
   Silence All user areas: Silence all user areas when a user logs to the keypad.
   Disarm: Disarm the area when a user logs to the keypad.
   Silence and disarm: Silence and disarm the area when a user logs to the keypad.

Applies To

OnGuard 2010 Technology Update (6.4.500 TU)

Additional Information