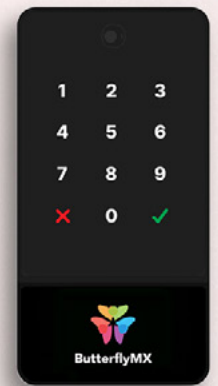




Keypad: A Guide for Property Managers and Owners

The keypad controls access to a common area or restricted space through the ButterflyMX system — allowing residents, visitors, and staff to open doors using just their smartphone. As part of our building-wide access solution suite (video intercom, keypad, key locker, smart lock integration), the keypad allows residents to move around their building freely using their smartphone — no more card readers or fobs.



CAMERA FOR ADDED SECURITY



The keypad includes a built-in camera for enhanced security. Each time the door or gate is opened using the keypad, it automatically takes a time- and date-stamped photo of the person.

OPEN DOORS USING A SMARTPHONE



Open doors & gates from a smartphone using the ButterflyMX mobile app or virtual key PIN code. Create and send single- or recurring-use PINs for easy guest access.

WORKS WITH OTHER BUTTERFLYMX PRODUCTS



Seamlessly connects to other ButterflyMX products, including video intercoms, elevator controls, package rooms, and self-guided tours for a complete property access solution.

EASY TO INSTALL



Easy and simple installation with Power over Ethernet via a Cat 5e/6 cable. Durable, weather-proof, and ready for outdoor use.

KEYPAD FUNCTIONALITY

How does a keypad door open?

There are two ways to open a keypad-controlled door: via the ButterflyMX app, and with a PIN code.

How do I enter a keypad door with a pin code?

The keypad accepts 6-digit PIN codes, which you can create in the mobile app or by logging into your account on the ButterflyMX OS.

To open a door via the keypad, enter in the correct 6-digit PIN code and press the check mark. The keypad will make a “ka-ching” sound and numbers will turn green for the duration of the time the door is open.

Note: You do not need to enter a unit number prior to entering a PIN.

How do I enter a keypad door with the mobile app?

Exactly the same as the intercoms, open the ButterflyMX app and swipe the button from left to right to open the door. The keypad will make a “ka-ching” success sound and numbers will turn green for the duration of the time the door is open.

What do the colors and the sounds on the keypad mean?

See the table below for a breakdown of the keypad statuses!

Status	Interaction
Turned On	White numbers, red cancel icon, green accept icon
Number Tapped	Brightened screen and "tap" sound
Successful PIN Entry	Two note ascending bell sound, green for the duration of the time the door is open
Timeout / Clear	Flash white with two note bell "dun-dun"
Incorrect Pin	Flash red with two note bell "dun-dun"
Contact Support	Flashing yellow
Open Hours	Solid green

Can I change the timings on the keypad?

Yes! In the ButterflyMX OS keypad settings, there are three configurable time durations:

PIN entry will be reset after no activity: default of 20 seconds

Delay before opening door: default of 0 seconds

Duration of the door being unlocked after opening: default of 15 seconds

How many doors can the keypad open?

Only one. The keypad has only one relay output.

CAMERA & PHOTOS

Can the camera accept virtual key QR codes?

No. The keypad only accepts virtual key PIN codes, not QR codes.

Can the camera live stream? Does it work with video calls?

No. The camera does not live stream or accept video calls.

Does the camera take photos?

Yes, the camera will take photos either when the mobile app or a PIN is used at the keypad.

VIRTUAL KEYS

How do virtual keys work on the keypad?

Guests will be issued a 6-digit virtual key PIN code via email or SMS that they can use to gain entry to a keypad-gated space for whichever duration the resident selects.

Note: QR codes are not accepted on keypads.

Can I turn off resident access to the keypad?

Yes, contact your ButterflyMX Customer Success Manager to turn off resident access to the keypad.

Can I turn off virtual keys to the keypad?

Yes, contact your ButterflyMX Customer Success Manager to disable virtual key access to the keypad.

SETUP AND INSTALLATION

What is included in the shipping box?

The shipping box of the keypad includes: keypad, backplate, cable, security screwdriver, security screw, installation guide, and installation kit (level, anchors, and wall screws).

What do I do if I lose the security screwdriver?

The security screwdriver is a Torx® T10 Security bit. Replacements can be found at a local hardware store.

How do I program the keypad?

The installer should follow the instructions in the Keypad Installation Guide and work with our support team to program and install keypad. Please reach out to support@butterflymx.com if you have any issues.

Does the keypad work with elevator controls?

Yes! The keypad is fully compatible with the ButterflyMX elevator control system.

KEYPAD HARDWARE

How is the keypad powered?

The keypad is powered via Power over Ethernet (PoE).

Does the keypad require an internet connection? Can it use WiFi?

The keypad requires a wired internet connection via the PoE switch. No, it does not currently support WiFi.

Can the keypad be used outside?

Yes, the keypad can withstand outdoor weather conditions if the installation guidelines are met.

How do I troubleshoot issues with the keypad?

Go through the flow in our troubleshooting guide, found [here](#).

