Why can't the arming of an alarm group be activated / deactivated?

Arming of alarm zones can be controlled by means of different ways. If the state does not change, check the following possible causes.

Changes without the necessary authorization

The person who wants to make the switch needs these permissions. If this authorization is not available, an error message "No authorization" appears. Negative feedback is then given at wall readers and SmartLocks via sound and/or LED.

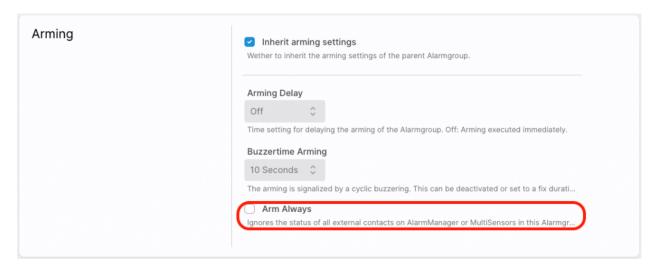The user needs the authorization for switching for the respective alarm group.

This also applies to users of the "Admin" group as well as the administrative user
After a new group is created, permission must be added manually for users if inheritance has been turned off for this group.

Switching input prevents arming

In factory settings, KentixONE prevents arming from being activated if one or more external sensors indicate that windows or doors are not closed.

Check the status of connected external inputs.

If necessary, they turn off the function for the alarm zone concerned.

Procedure at keypad is not correct

When using keypads to control arming, the following procedure is necessary:

Pressing the key for the desired function (arming on, arming off).

Only then the identification of the user (holding the card, entering the PIN).