Introduction

When you receive an error message on our HYYP app that say 'Invalid Code' this indicates that either the code entered or stored on the HYYP app does NOT match a code on the panel.

Does your HYYP app prompt you for a code when trying to Arm/Disarm?

If yes and it still gives you this error then the 4 digit user code you are using is not on the Alarm Panel or doesn't have the correct permissions.

If no, can you follow these steps to "clear" the saved code on the HYYP App. This will not change anything on the Alarm Panel.

1.Removing Saved PINs

1.1.   Remove Saved PIN from Site
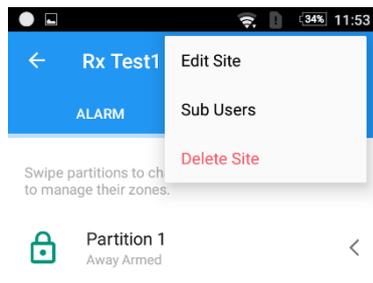
Open the HYYP App and select your site name.

Then select the site Menu – three dots on the top right corner, and select Edit Site.
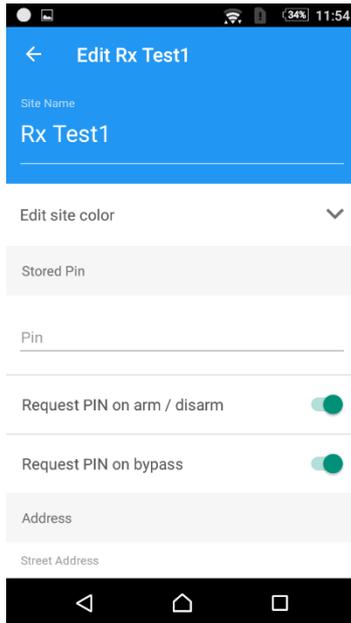
Turn ON the "Request PIN on arm / disarm" by tapping on the slide so it moves to the right.

Turn ON the "Request PIN on arm / disarm" by tapping on the slide so it moves to the right.

If these appear to be ON, please try turn then OFF and then back ON again.

Then select the back arrow.

1.2.   Remove Saved PIN from Partition

Now select the partition - so you see all the Zone names. Then select the pencil icon to edit
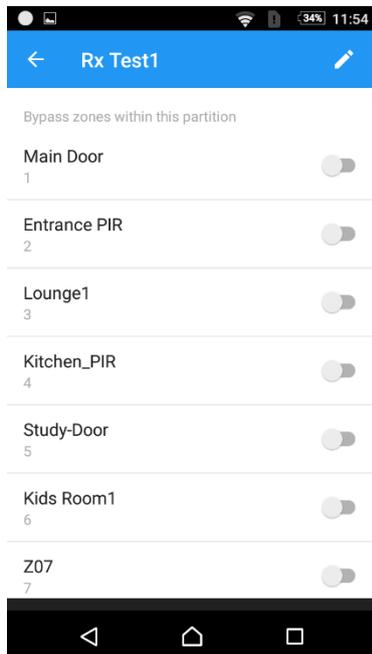
On this section also check the following;

Turn ON the "Request PIN on arm / disarm" by tapping on the slide so it moves to the right.

Turn ON the "Request PIN on arm / disarm" by tapping on the slide so it moves to the right.

If these appear to be ON, please try turn then OFF and then back ON again.

Then select the back arrow.

Once you have completed all these steps when you try Arm or Disarm your Alarm from the HYYP App it should prompt you for a code.

Use a code you know works on your Alarm Panel keypad.