Piper User Guide

QUESTIONS?

CONTACT PIPER CUSTOMER
SUPPORT DIRECTLY:

help.getpiper.com

support@getpiper.com

1-888-612-7688
(9:00AM to 8:00PM Eastern, Monday - Friday)

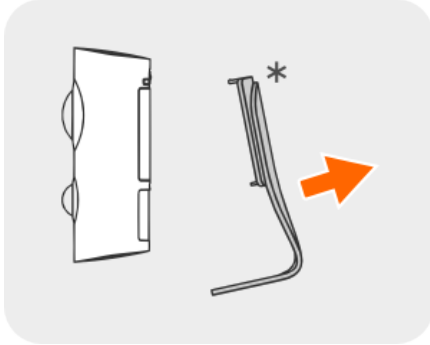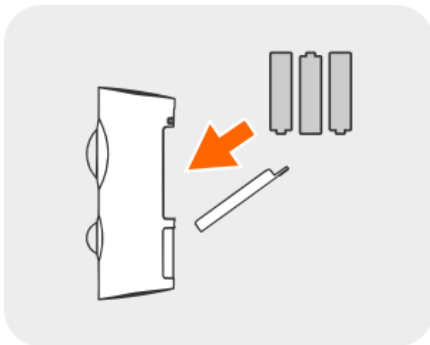## Tutorial Videos:

1. **General Overview:** In this video we take a quick look at the most used features within the Piper app. http://youtu.be/1UbaQKVTH0Y
2. **Setup:** This is a step-by-step tutorial on how to setup your Piper. http://youtu.be/am0AqRIDfBI
3. **Settings:** Here we go through the options within the settings tab to optimize your experience. http://youtu.be/wxSXWAA_NaU
4. **Security Rules:** By watching this video, you'll find out how to configure your Piper's security features. http://youtu.be/MnE79RJFirc
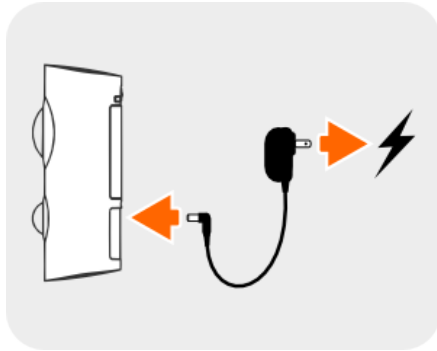
1. Detach Piper's stand

2. Open the battery door and insert the provided AA batteries for backup power. Reattach the battery door and secure it with the provided screw
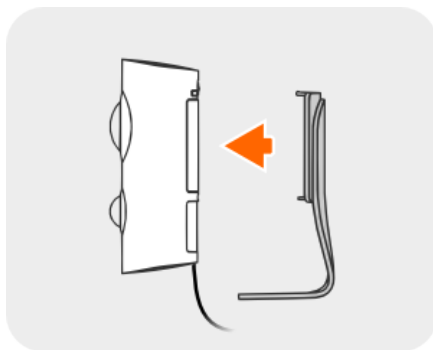
3. Plug one end of Piper's power cable to the back of Piper and the other to an electrical outlet

4. Reattach Piper's stand

5. Press the power button on the back of Piper
   Note: Piper's LED light will be yellow while it boots up.

6. Download the Piper app on your mobile device from getpiper.com/download

7. When Piper's LED turns blue, open the app and tap Create Account

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Create an Account

Sign In

piper

8. Fill out the form and submit it

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‹ Create Account

Name

Email Address
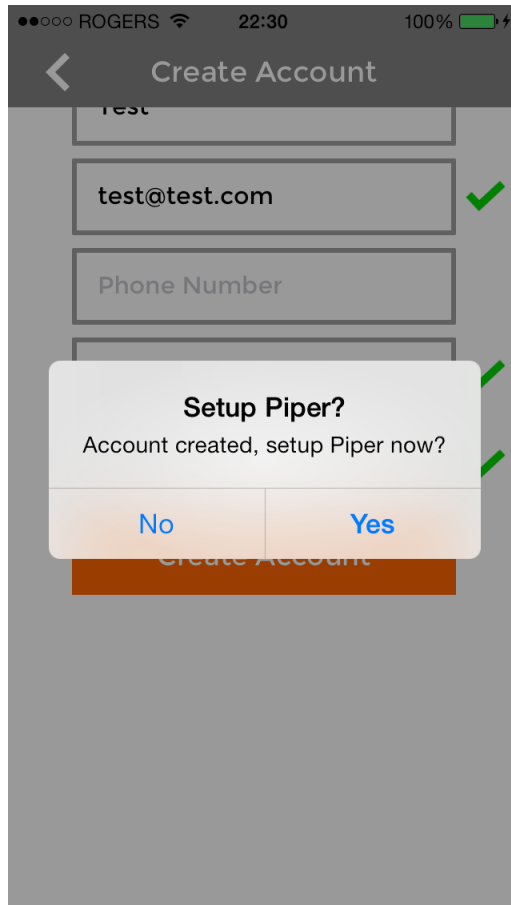
Phone Number

Password

Confirm Password

Create Account

9. When prompted to Setup Piper, select yes
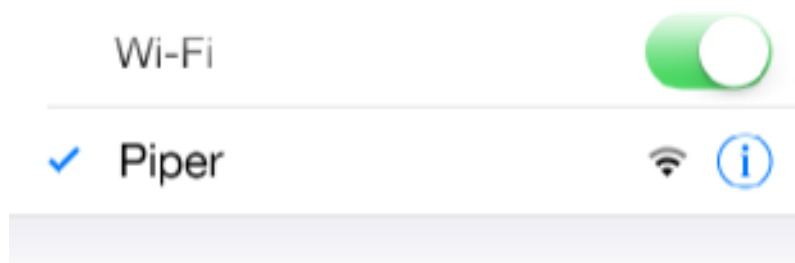   *Note: You must know your Wi-Fi network name and password*

10. Run through Wi-Fi setup:

- Change your Wi-Fi network to 'Piper'
- Press the Home button, then go to Settings->Wi-Fi, and choose the 'Piper' network when it appears.

- Once the checkmark beside 'Piper' is visible, open the Piper app

- Select your home Wi-Fi network and enter its password

- Confirm your network settings and tap Connect

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Confirm Wi-Fi Info

**Confirm your Wi-Fi
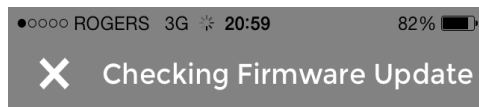network and password**

Wi-Fi Network:

sgtp

Wi-Fi Password:

1991Grew

Connect

- Piper will do the rest. It will connect to your network and also check for possible firmware updates.

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✕   **Checking Firmware Update**

Checking to see if a firmware update is available. This could take several minutes.

Checking for updates...

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✕   **Setup**

Waiting for Piper...

This may take a few minutes.

Submitting Wi-Fi info to Piper...Done
Connecting to WiFi...Done
Registering to cloud...Done
Opening ports...Done
Sending heartbeat...

Once the Dashboard appears, you are ready to secure your home with Piper!