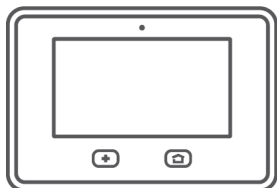


Getting Started

SkyControl Panel



vivint.SmartHome™

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Getting Started Guide

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Welcome to Vivint SkyControl

Thank you for your purchase and welcome to your new Vivint SkyControl™ panel, our latest innovation in smart home security and automation technology.

This guide will help you quickly get to know and start using your SkyControl panel, as well as the exciting state-of-the-art features and services offered by the Vivint Smart Home™ system. After reading, keep this guide in a handy location as a convenient reference.

Get support

For additional support, and to learn more about your system through our online help resources including how-to videos and complete step-by-step instructions, please visit support.vivint.com.

To chat with a Vivint representative — click the chat icon  at vivint.com.

To contact Vivint Customer Care — call **1.855.819.8137**.

For faster assistance, make sure you are ready to:

1. Provide your account number.
2. Describe any relevant alert notifications.
3. Have access to your touchscreen panel.

Stay connected



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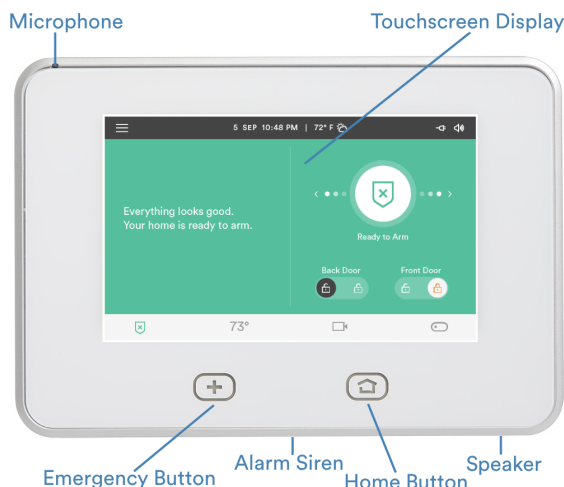


Visit the Vivint Neighborhood at neighborhood.vivint.com

Your Touchscreen Control Panel

2

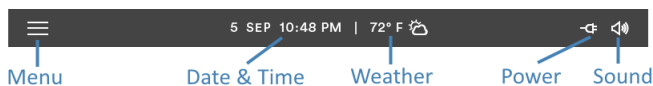
Vivint SkyControl monitors and manages your integrated smart home system, including security sensors and automation devices. The touchscreen panel is the hub of the system, providing critical status information, event notification, video and audio communication, and access to device configuration and operation.



Touchscreen display

When the touchscreen is green the security system is ready to arm, when it is gray the system is disarmed, and when it is orange the system is armed.

The status bar provides **Menu** access and shows system information.



The navigation bar indicates the security mode and provides device access.



Home button display

When the **Home** button is green  the security system is disarmed.

When the **Home** button is red  the security system is armed.

Arm the Security System

3

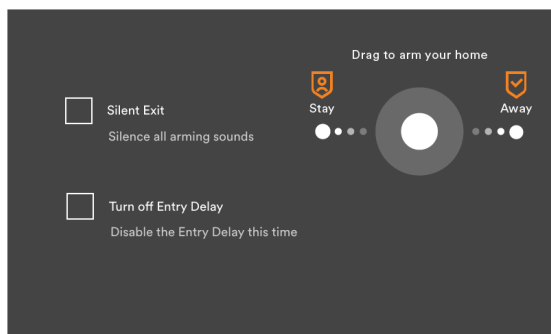
Arming your system activates *monitoring* of the security sensors* (doors, windows, motion) in order to protect your home from intrusion. If a sensor is triggered when the system is armed, an alarm results and the Monitoring Station contacts you through Vivint Live™, the two-way voice communication on the panel.

When the **Home** button is green , press the **Arming** icon , and then:

Arm your system to **Stay** mode by dragging to the left. The **Exit Delay** timer will count down. Use Arm Stay when you want to be able to stay protected while at home. Arm Stay activates all perimeter sensors (i.e, door/window) *but not* the interior sensors and motion detectors.

OR

Arm to **Away** mode by dragging to the right. The **Exit Delay** timer will count down. Use Arm Away when you want to protect your home while you're away. Arm Away activates all of the security sensors.



Silent Exit—Use this option to mute sounds during your exit this time.

Turn off Entry Delay—Use this option to turn off the delay timer, so that the system arms immediately rather than waiting to count down.


For more information about security, go to support.vivint.com.

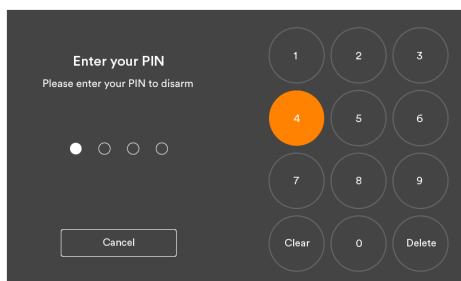
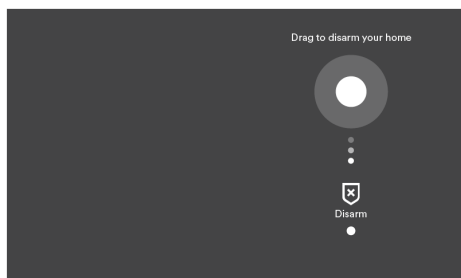
*Some 24-hour sensors such as smoke and CO detectors, panic pendants, and flood sensors are always active and can trigger an alarm 24x7x365.

Disarm the Security System

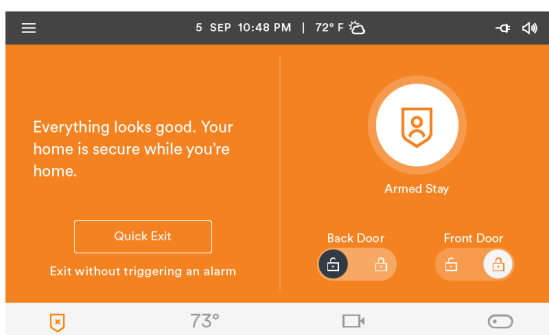
4

Disarming the security system deactivates *monitoring* of security sensors (but does not disable the sensors basic functionality) and prevents an alarm from being triggered. Disarming also shuts off any alarm currently in process.

Press the **Arming** icon  and disarm the system by dragging down and entering your personal code (PIN).



When armed in **Stay** mode, you can use the **Quick Exit** feature to let someone leave your home without triggering an alarm (and without having to disarm).

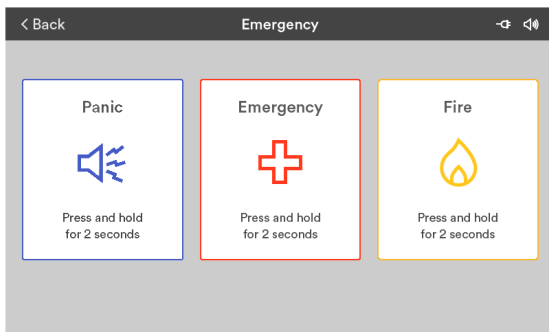


Emergency and Fire Protection

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The **Emergency** button (+) is found at the bottom left of your SkyControl panel. Use this button in case of an emergency. Note that just pressing this button does not trigger an alarm.

When you press the button, the **Emergency** screen appears with three options:



Use the Emergency buttons

1. Press and hold the appropriate **Panic**, **Emergency**, or **Fire** button for at least 2 seconds until the alarm sounds.
2. The panel will send a signal immediately and a Monitoring Station representative will confirm the emergency through Vivint Live, which is the two-way voice communication at the panel. If no one at your home responds, the representative will call your emergency contacts. If the first emergency contact cannot be reached, Vivint will dispatch the authorities and continue trying to reach your emergency contacts.

About fire and carbon monoxide alarms

Your home may be installed with fire and carbon monoxide (CO) detectors as part of the comprehensive smart home security system. This safety feature is enabled 24 hours a day, 365 days a year.

In the event of a fire, smoke, or CO gas emergency, that specific detector automatically activates your security alarm. The detector will emit a loud alarm, and the panel will also emit a loud intermittent alarm to warn you. The panel alarm continues for four minutes or until you enter your PIN at the panel.

For more details about fire safety and alarms, go to support.vivint.com.

Smart Home Automation and Control

Vivint SkyControl offers integrated, intelligent home automation and communication with smart connected devices* that can be accessed and controlled either directly at the panel or remotely with the Vivint apps on your laptop, tablet, or smartphone.

At the panel, access your connected devices via the navigation bar.



Lock and unlock doors

At the **Home** or **Security** screen, press a door lock icon to see its current status, and to lock and unlock the door.

Adjust thermostat settings

Press the temperature icon to view thermostats, set custom schedules, and configure other settings.

Watch camera views and videos

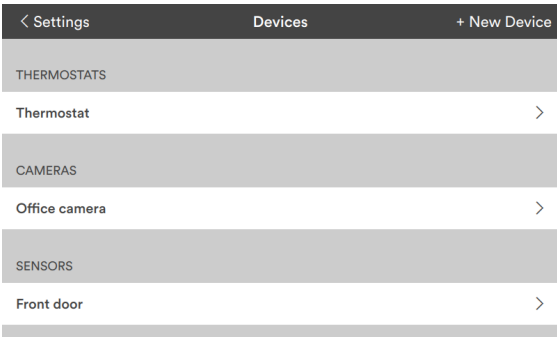
Press the camera icon to access your cameras, view live video and clips, and configure settings such as motion detection, video recording, and more.

Control lights

Press the switch icon to access the outlet control modules, and turn on/off and dim lights.

View device status and configure settings

To view and configure settings for each of your devices, press the **Menu** icon > **Settings** > and then **Devices**. Select the desired device from the list.



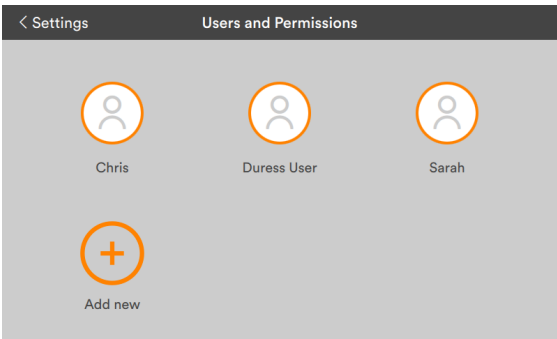
*Note that smart home features and capabilities will vary depending on the devices installed, which can include: door locks, door and window sensors, motion sensors, key fobs, indoor and outdoor cameras, doorbell camera, thermostat, outlet control modules, data storage, and much more.

Add Users and Configure System Access

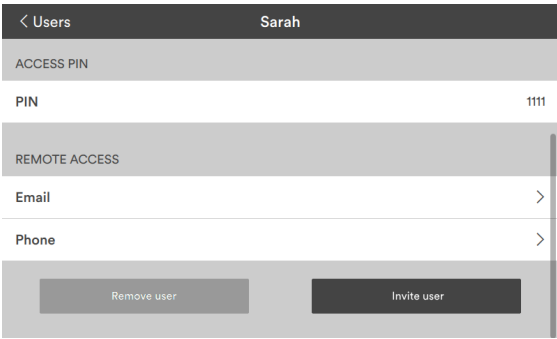
As the primary admin user you can add other users to your Vivint Smart Home system, like family members and trusted individuals, and specify their access rights. Give them access at the panel or remotely through the web and mobile apps. You can also customize user-specific access to your home with unique door lock PINs.

Add users and configure permissions

Press the **Menu** button > **Settings** > **Users and Permissions** > and **Add New**.



At a **User** page*, you can grant permissions, assign PINs, and remove the user.




Invite users to control your system remotely

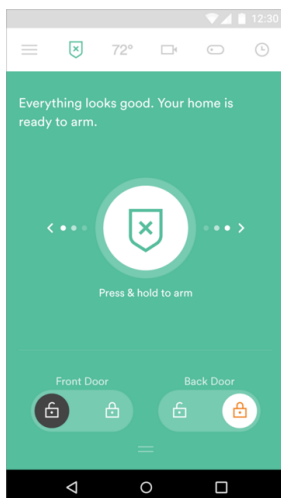
You can also grant (and revoke) remote access privileges to users so they can control your system remotely via the web and mobile apps. Once you've sent a remote access invitation, the recipient has 48 hours to accept it.

*For information about the Duress User and duress signals, see the *FAQ* page.

Remote Control with Web and Mobile Apps

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You, and your invited users, can control your Vivint system from anywhere and anytime with a laptop, tablet, or smartphone using the Vivint Sky™ apps . The app interface closely resembles the panel touchscreen making it familiar and easy to use.



What you can do with the web and mobile apps

With the web app and mobile apps (for iOS and Android devices) you can:

- Arm and disarm the security system
- View system status and activity
- Add users and configure access
- Watch camera views and videos
- Lock and unlock doors
- Adjust thermostat settings
- Turn on/off and dim lights
- And more!

Download and install the mobile app

Go to the App Store (iOS) or Google Play (Android), search for the Vivint Sky app, and install it. You can also go to vivint.com/mobile to learn more.

Sign in to the web and mobile apps

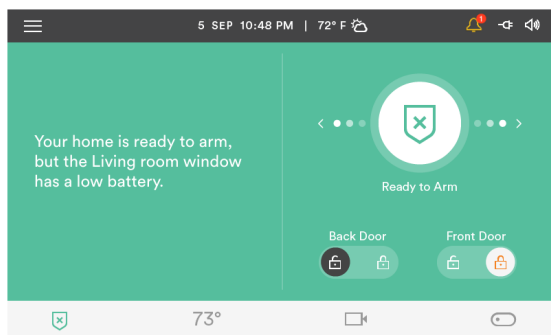
At your web browser, go to vivintsky.com and enter your email and password.

On your mobile device, open the app and enter your email and password.

Acknowledge and Clear Alert Notifications

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SkyControl continually monitors security sensors, smart home devices, and the panel itself to ensure optimal performance and communicate timely status information via the panel and apps. Whenever events or conditions are detected that require your attention, the panel displays an **Alert** notification (in the case of emergency alerts it also beeps) until the alert is acknowledged.



The following components/conditions are monitored and can trigger an alert:

- Input power to the panel
- Panel communications
- Sensor communications
- Panel tampering
- Sensor tampering
- Panel and sensor batteries


Acknowledge and clear alerts

When the **Alert** icon  displays, press the icon and read the alert in order to acknowledge it. After you acknowledge an alert, the panel will stop beeping.

You must resolve the issue that triggered the alert in order to completely clear it. For example, you must replace batteries in order to clear a low battery alert.

View system messages

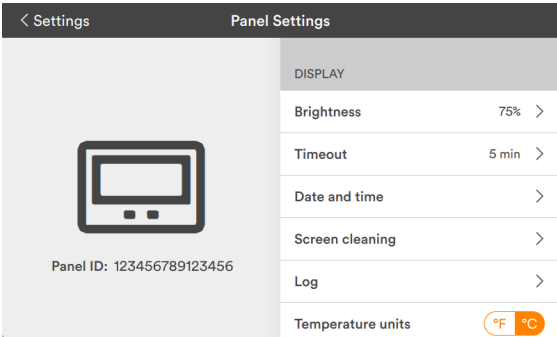
In addition to alerts, the panel can receive system messages about software updates, regional severe weather reports, etc.

When the **Message** icon  displays, press the icon and read the message. If the message is critical, such as a severe weather alert, the panel will display pertinent details and beep to further warn you of possible danger.

Customize Your Panel and System

You can easily customize the appearance and behavior of your SkyControl panel as well as how the entire Vivint Smart Home system interacts and communicates. Features and settings you can adjust to your own preference include display brightness and timeout, volume (separately for the panel, doorbell speaker, and other sounds), sensor-specific chimes, voice alerts, and more.

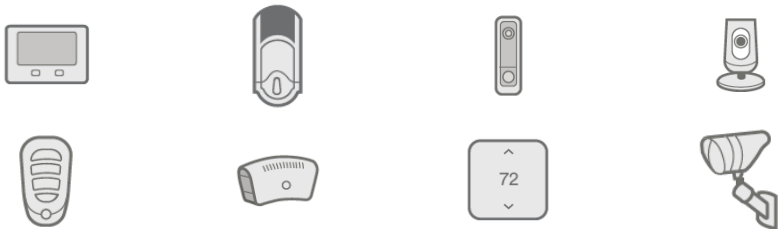
Press the **Menu** button > **Settings** > and then **Panel**.



Configure and control your smart devices

As mentioned on the *Smart Home Automation and Control* page, you can configure each of your system's connected devices and how they interact with each other, including video cameras, doorbells, door locks, sensors, lighting controls, thermostats, and more (depending on your installation). You can also use predefined and custom rules to optimize system-wide operation to best meet your specific needs.

Access and configure your devices from the panel or with the Vivint Sky apps.



Frequently Asked Questions (FAQ)

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Read these common questions to learn more about your system.

What should I expect in an alarm situation?

Burglary alarm, emergency, or fire alarm — Vivint will attempt to contact you through your panel via Vivint Live to confirm the alarm, ask for your verbal password, and determine the nature of the emergency. If no one answers, Vivint will call your first emergency contact. If no one is available to confirm the alarm, Vivint will dispatch the authorities and continue trying to reach your emergency contacts (unless prohibited by local regulations).

How do I send a duress signal?

The duress code is for situations when you need emergency personnel sent to your home but don't want to alert an intruder that you are sending a signal. For example, if you are being forcibly held in your home and need to disarm your panel, you can use this code to stop the panel from beeping while simultaneously alerting Vivint. When we receive a duress code, we will immediately dispatch the police to your home without attempting to contact you.

Press the **Arming** icon, press **Disarm**, and enter the duress code. A duress signal will be sent. Although the panel will be disarmed and appear normal, we will receive the signal and send help immediately. (When your system was installed, you were informed of the duress code. If you have forgotten your code, see the Duress User under User Settings, or call Customer Care.)

How do I change sensor batteries?

Occasionally the panel will display a "low battery" alert to indicate that a specific sensor or device needs to have its batteries replaced. Typically, this is a very quick and easy procedure. Simply go to the identified sensor (motion detector, door/window sensor, etc.), remove the cover and/or open it, replace the batteries, and then replace the cover or close the sensor. Once replaced, the "low battery" alert is cleared. For more information, you can also go to support.vivint.com to see video tutorials and how-to instructions on how to replace batteries for Vivint sensors and devices.

How do I manage my home online?

To manage your home online, go to vivintsky.com and log in with your email address and password. You can also access your system from the online account center by visiting account.vivint.com. Once logged in, click the **Control My Home** icon.

Regulatory, Service, and Warranty Information

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For complete regulatory compliance information, go to:
support.vivint.com/fcc.



CAUTION: Unauthorized changes or modifications could void the user's authority to operate the equipment.

Service information

Your local Vivint Smart Home Pros™ technician is the person best qualified to service your system. Should your system require service due to ordinary wear and tear while under contract, we will repair or replace the equipment for free. Note that trip fees may apply.



IMPORTANT: THE INSTALLED EQUIPMENT MUST BE CHECKED BY A QUALIFIED VIVINT TECHNICIAN AT LEAST EVERY 3 YEARS. There are no user-servicable parts inside the control panel. For service, repair, or product upgrades, contact Customer Care.

For all inquiries about the warranty and related service, call Vivint Customer Care at 1.855.819.8137.

Warranty information

For the complete warranty and service plan, including details about terms and conditions, go to: support.vivint.com/product/policies.

Account information

Install date:

Service number:

