

Quick Setup Guide

# Ping Indoor Camera



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# Getting Started Guide

Welcome to Vivint Ping	1
Camera Setup	2
Troubleshooting	3
Regulatory, Service, and Warranty Information	4
Product Specifications	5



Thank you for your purchase and welcome to the Vivint Ping Indoor Camera, our latest innovation in smart home video and communication technology.

This guide will help you get to know and start using your Ping Indoor Camera. After reading, keep this guide in a handy location for product reference.

## Get support

For additional support, and to learn more about your camera through our online help resources including how-to videos and complete step-by-step instructions, please visit [support.vivint.com](https://support.vivint.com).

To chat with a Vivint representative — click the chat icon  at [vivint.com](https://vivint.com).

To contact Vivint Customer Care — call 1.800.216.5232.

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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# Camera Setup

2

To set up your Ping camera, follow the steps outlined the image below.



## Important Notes:

- Your SkyControl panel must be operating on software version A.01.3.x or higher.
- An Internet upload and download speed of 1 Mbps (Megabit per second) is required in order for the Ping camera and the app to function properly. Speeds less than this can cause issues with audio and/or live video.
- The wireless signal strength from the camera to the panel must be greater than 70% in order for the Ping camera to function properly.

# Troubleshooting

## 3

Before trying any of these troubleshooting procedures, first review the initial setup (described above) and make sure that each step of the process was completed.

Then, if the Ping camera is still not working properly, you can perform the following troubleshooting procedures (in the order listed), checking for proper camera operation in between each individual procedure.

### Reboot the camera

1. Unplug the camera.
2. Wait 2 minutes.
3. Plug the camera back in.
4. Wait 3 minutes for the camera to fully reboot.

### Delete the camera from the panel and re-add it

1. Click the **Menu** icon (top left corner) on the panel home screen.
2. Click **Settings**.
3. Click **Installer Toolbox**.
4. Enter the PIN code **2203**.
5. Click on **Cameras**.
6. Click on the camera you want to delete (Note: The name is "camera 1" if you did not rename it.)
7. Click **Delete** in the top right corner.
8. Wait 3 minutes for the camera to delete itself. (Important: You must wait for a full 3 minutes.)
9. Click the **Menu** icon (top left corner) on the panel home screen.
10. Click **Settings**.
11. Click **Installer Toolbox**.
12. Enter the PIN code **2203**.
13. Click on **Cameras**.
14. Click **Add camera** in the top right corner.
15. Click **Add using WPS** (if you have that option).
16. The panel should display "Listening for device...".
17. Now go to the Ping camera.
18. Plug in the camera and wait 5 minutes for it to boot up.
19. After the camera finishes booting, press and hold the top button on the camera for 5 seconds, and then release the button.
20. The camera is now being added to the panel. Wait 5 minutes for it to connect, update firmware, reboot, and appear on the panel.

### **Factory reset the camera**

1. Unplug the camera.
2. Wait 1 minute for the camera to completely power off.
3. While the power is off, press and continue to hold down the power button on the camera.
4. With the power button pressed down, plug the camera back in to the wall outlet. Keep the button pushed down.
5. After plugging in the camera, continue holding the power button down for 10 more seconds. The LED light will start to flash red.
6. You can now let go of the power button.
7. Wait 3 minutes for the camera to reset to factory default settings.

### **Move the camera closer to the panel**

1. If the camera is still not connecting to the panel, it is possible that the camera simply has a poor Wi-Fi connection. Move the camera physically closer to the panel, and then try to reconnect it to the panel.

# Regulatory, Service, and Warranty Information

## 5

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

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC Rules and Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- 1) This device may not cause harmful interference, and
- 2) This device must accept any interference received, including interference that may cause undesired operation of the device.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

## Industry Canada Statement

This device complies with RSS-247 of the Industry Canada Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CNR-247 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.



## Radiation Exposure Statement

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

## Déclaration d'exposition aux radiations

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

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## Service information

For all inquiries about the warranty and related service, call Vivint Customer Care at 1.800.216.5232.

## Limited warranty

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

## Product Specifications

Power Supply: 12V 1.5A DC external power supply (use only the power supply supplied with camera).

Camera input camera: 12V 1.0A DC.

Camera Resolution: High definition (HD) 1080p, 4 MP.

Backup battery: None. If the Ping loses its power connection, it will turn off. It will power back on automatically when power is restored.

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