Control Panel User Guide

vivint.®

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Contents

Welcome

Thank you for your purchase and welcome to your new Vivint® Home Security and Automation System!

To get the most out of your system right away, first read the **Getting Started** section at the beginning of this *User Guide* — and then make sure to keep this guide in a handy location so that you can refer to it whenever you have specific questions about how to configure system settings, enable or disable certain functionality, and use any of the system's many innovative features. Or whenever you simply want to learn more about the system components (Control Panel and peripheral devices) and how they work together to make your life easier and safeguard all that you value.

> You can also go to the Vivint Help Center website, at any time and from any web-enabled device, to view, print, and save additional information resources that will help you understand and take full advantage of all your Vivint products.

Getting Started

The Vivint Home Security and Automation System is comprised of numerous advanced technologies, yet is also designed with intuitive, easy-to-use features and a smart, attractive interface that can be quickly learned by anyone.

This introductory **Getting Started** section provides concise, consolidated information to help you successfully complete the initial (first-day) customized setup of your Vivint system, personalize the look and functionality of the Control Panel and peripheral devices, AND START USING as many of the system's basic and advanced features as you like — with references to the more detailed step-by-step instructions and conceptual explanations included in the full version of the *User Guide*.

Using my Vivint Home Security and Automation System

Refer to the list below to learn how to use many of the system's most popular and useful features. Now that my system is installed,

How Do I...

With Home Security Features

- Arm the security system (**Stay Mode** or **Away Mode**) — See "Arming the System in Stay Mode" on page 24, and "Arming the System in Away Mode" on page 27
- Disarm the system — See "Disarming the System" on page 30
- Add Users — See "Adding Users" on page 43
- Customize Control Panel settings (speaker volume, voice/chime options, screen brightness, Home screen wallpaper, and other panel settings) — See "System Customization and Tools" on page 54
- Read, clear, and manage Alerts, Notifications, and Messages — See "Viewing and Acknowledging Trouble Alerts" on page 48 and "System Messages" on page 46
- Understand system status icons — See "System Status Icons" on page 17
- View system event history — See "System History" on page 58

With Home Automation Features

- Lock and unlock doors — See "Home Automation" on page 42
- Record and view video with the Wi-Fi cameras —
- Adjust the thermostat —
- Remote control lighting and small appliances —

Get Additional Help

- Access the online Help Center — Go to:

- Contact Customer Care and/or a licensed Vivint Technician — Call Vivint at **1-800-216-5232** (For faster assistance: 1) Have your account number ready, 2) Have any error codes available, 3) Be in front of your panel.)

> **For more information —**
>
> For detailed information describing ALL of the system's functions and capabilities, refer to the feature-specific sections found in this *User Guide*. See the Table of Contents.

Related Topics

You can also refer to the following sections to learn more about your Vivint system.

- Glossary of Terms

System Overview

Overview

The Vivint security system provides three main forms of protection for you and your home, depending on the options set by the Vivint Technician who installed and configured your system.

- **Home Security Protection (Burglary)**
- **Home Environment Protection (Smoke, Heat, and Freeze)**
- **Emergency Situation Protection**

The **system** consists of the Control Panel with a state-of-the-art color touchscreen that enables touch navigation and input, wireless security sensors that provide perimeter and interior home security (burglary) protection, and wireless smoke and carbon monoxide detectors that provide home environment (fire) protection. In addition, optional cameras, Z-Wave devices, and other peripheral devices, as well as optional remote control key fobs and panic buttons may have been provided or installed.

The system monitors all protected "security sensor zones" (perimeter and interior) and overall system status.

The Control Panel displays monitoring and alert information and controls the alarm siren.

Your system may also have been configured to send alarm and status reports to the Vivint Central Station, and has the capability for Two-way voice communication that allows you to converse with a Central Station monitoring operator if necessary.

> **For service, repair, and upgrades, contact Vivint —**
> There are no user-servicable parts inside the Control Panel. For service, repair, or product upgrades, contact Vivint Customer Care.

Key Features

Following is a list of standard features and options that can be included in your Vivint Home Security and Automation system. Ask your installer which options are available to you and check the ones that apply to your system.

- **Arming Modes:** There are two arming modes for the security system — **Arm Stay** and **Arm Away**. Arm Stay mode arms the system perimeter only, and is typically used at night when the premises are occupied (i.e., one or more persons are staying). Arm Away mode arms the system perimeter AND interior, and is used when the premises are unoccupied (i.e., all persons are away).
- **Users:** The system supports up to 48 unique Users (each with a custom four-digit PIN code) to enable role-based system operation and management.

- **Admin User:** The Control Panel supports one Admin User who can add, configure, and manage the other Users.
- **Duress User:** One of the pre-defined User IDs functions as the Duress User. Accessing and controlling the system with this User ID gives the *appearance* of normal operation but automatically and secretly sends a "duress" report to the Central Station to initiate a silent alarm call for help.
- **Voice Announcements:** The system has a built-in vocabulary of descriptive words that can be assigned, if desired, to the security sensors so that each sensor triggers a unique voice announcement when that security zone is encroached, such as "front door" or "bedroom window."
- **Z-Wave Technology:** The system supports home automation features with the built -in Z-Wave technology for remote controlling Z -Wave enabled home appliances and devices (optional).
- **24 -Hour Emergency Functions:**: Panic, Fire, and Emergency. These emergency functions can be activated with touchscreen buttons on the Control Panel, with wireless sensors, or from portable pendant devices (such as the panic button remote).
- **Two -way Voice:** After an alarm, the system can automatically connect with a Central Station operator so they can converse with you at your premises.
- **System History:** The system provides a detailed system event log. Each alarm and system alert is logged into the system memory. These events can be displayed and reviewed at the Control Panel or remotely by the Central Station.
- **Clock and Calendar** The Home Screen displays a real-time clock and calendar. The clock is also used to time stamp items in the system event log.
- **Remote Control:** You can remote control the system via a regular telephone line.
- **Web and Mobile Apps:** You can also remote control the system from your desktop computer, laptop, tablet, or smartphone (requires an Internet connection).

[[Editing Note: Add more features to this list...?]]

Basic Operation

Following are general operational concepts that your system supports. Understanding these concepts will help you to use your security system to its fullest extent.

Home Security Protection with Security Sensors (Types / Zones)

The system's wireless security sensors have been assigned to selected "types" on your premises (often called "zones"). The sensor type determines how and when the system will react to a signal from the sensor. Some sensors are armed 24 hours a day; other sensors are only activated when the system is armed.

Home Environment Protection with Smoke, Heat, and Freeze Detectors

If wireless smoke, heat and freeze detectors have been installed in your system, they are armed 24 hours a day, These sensors will sound an alarm when smoke is detected and can report the fire alarm to the Central Station. For more information (including emergency planning and evacuation information), see "Home Environment Protection" on page 36.

Burglary Protection

Burglary protection is provided by perimeter and interior security sensors. When the system is armed in the Away Mode, both perimeter and interior sensors are armed and can trigger an alarm. When the system is armed in the Stay Mode, only the perimeter sensors are armed and can trigger an alarm.

Both arming modes offer an Exit Delay that allows time to exit the premises without triggering the alarm. Upon re -entry, an Entry Delay is enabled that allows you time to disarm the system. For more information, see "Home Security Protection" on page 20.

You can set sensors to sound a chime and/or a voice announcement when they are triggered. This allows you to monitor your doors and windows even when the system is disarmed.

Users

A Vivint Technician has already configured an Admin User ID PIN Code for your system. This User ID can be used to control the system as well as create and change the other Users. The Admin User can also access several system settings at the Control Panel.

Alarms

When an alarm occurs, the Control Panel siren (and an external siren if installed) sounds for a preset time. During an alarm, and after disarming, the alarm history button displays all of the alarms that have occurred and identifies the sensors that were involved. The alarm history is cleared the next time the system is armed, or it can be cleared manually.

Messages

The system supports messages from the Central Station. Messages can be about system upgrades, additional services, special regional weather alerts, and more.

Trouble Alerts

The system monitors itself for abnormal operating conditions and will alert you if any trouble is detected. Trouble conditions can also be reported to the Central Station.

Wireless Security Sensors

Your Vivint system comes with wireless security sensors. Some security sensors are visible while others may be hidden by doorjambs or wherever the sensor is installed.

Types of Security Sensors

Depending on your type of installation and how many security sensors are installed with the Control Panel, sensors can include but are not limited to the following:

Sensor Type	Description
Door / Window Sensor	
Motion Detector	
Glass Break Sensor	
Smoke / Heat / Freeze Alarm	
CO Sensor	
Panic Button Remote	
Key Fob	
Wireless Keypad	
Wireless Touchscreen Keypad	

Control Panel and Display Interface

Control Panel Features

This section describes the Vivint Control Panel features.
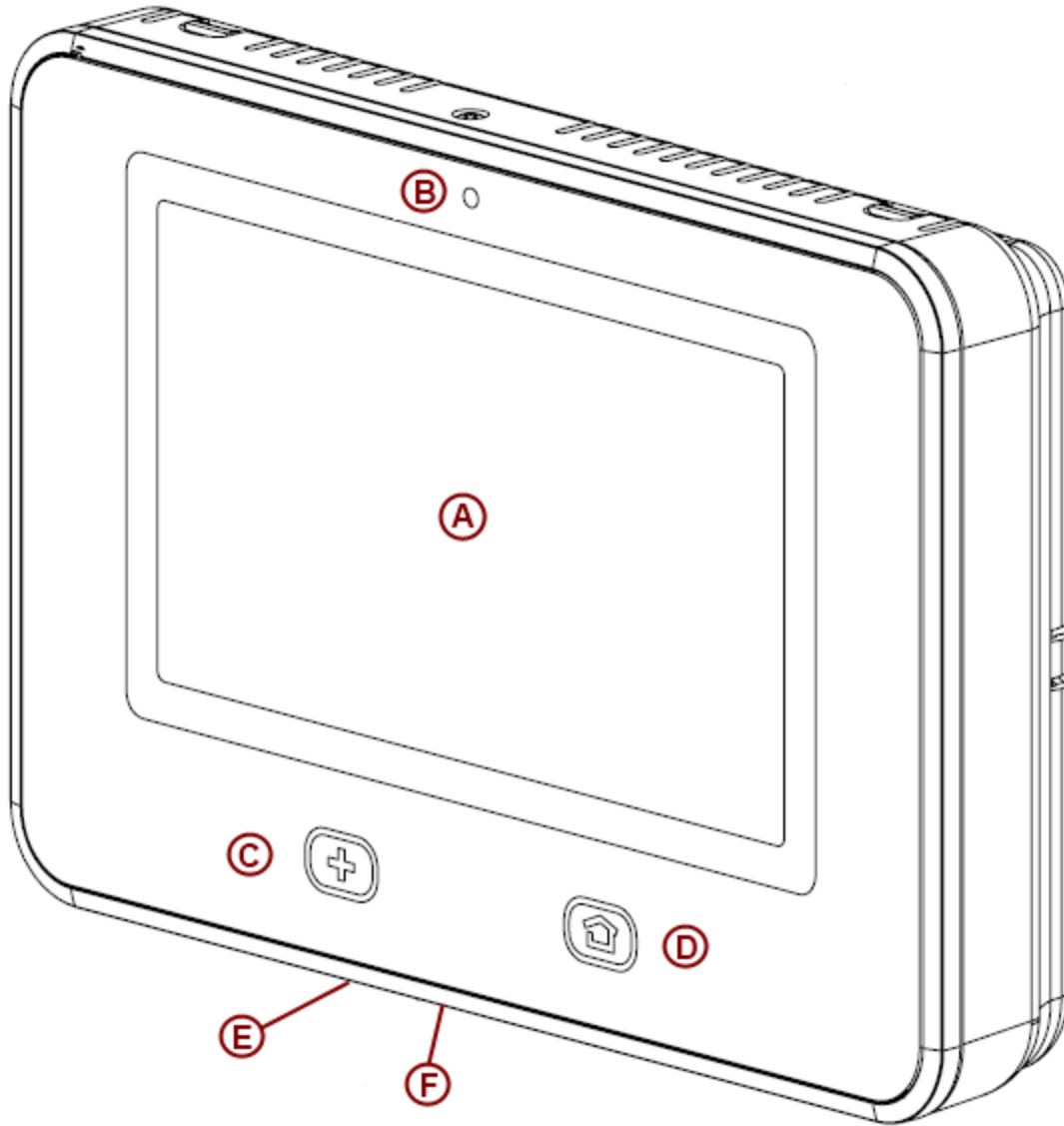
Callout	Feature	Description
A	Color Display with Touchscreen	Shows system information, status, and configuration screens; and functions as the Control Panel's interactive touchscreen. For information on customizing the display, and calibrating and cleaning the touchscreen, see "System Customization and Tools" on page 54.
B	Camera	Internal camera that can be configured to take a picture whenever someone enters a code to arm or disarm the system.
C	Emergency Button / Indicator	Lights **White** when the system is enabled for emergency alarms. Flashes **White** during emergency alarms.
D	Home Button / Indicator	Shows the system status (see the list below for descriptions of the system status as displayed by the Home Button).
E	Microphone	Used for Two-way voice communication with the Vivint Central Station.
F	Alarm Siren and Speaker	Sounds all system alarms, system sounds, voice prompts, and audio for Two-way voice communication with the Central Station.

System Status as Displayed by the Home Button

The Home Button can display the system status (for various functions) as described below.

For Security Sensor Status:

- Lights **Green** when *all* of the sensors are closed, and the system is ready to arm.
- Not lit when *any* sensor is open, and the system is NOT ready to arm.

For Arming Status:

- Lights **Red** while the system is armed (in either Stay or Away mode).
- Flashes **Red** during the Entry Delay time period.

For Alarm Status:

- Flashes **Red** during an alarm.
- Flashes **Red** after an alarm while system is still armed.

For Power Outage Status:

- Flashes **White** during a power outage (while the system is on battery backup power).
- During a power outage:
    - Flashes **Green** when *all* of the sensors are closed, and the system is ready to arm.
    - Flashes **Orange** when *any* sensor is open, and the system is NOT ready to arm.
    - Flashes **Red** while the system is armed (in either Stay or Away mode).

Main Display Screens

The Control Panel is configured and operated using the color touchscreen display. The display shows various buttons, indicators, and text to guide and inform you.

The status bar at the bottom of the display always shows the current system mode, scrolling text of any pending alerts, and status icons for AC power, battery backup, and speaker.

Home Screen
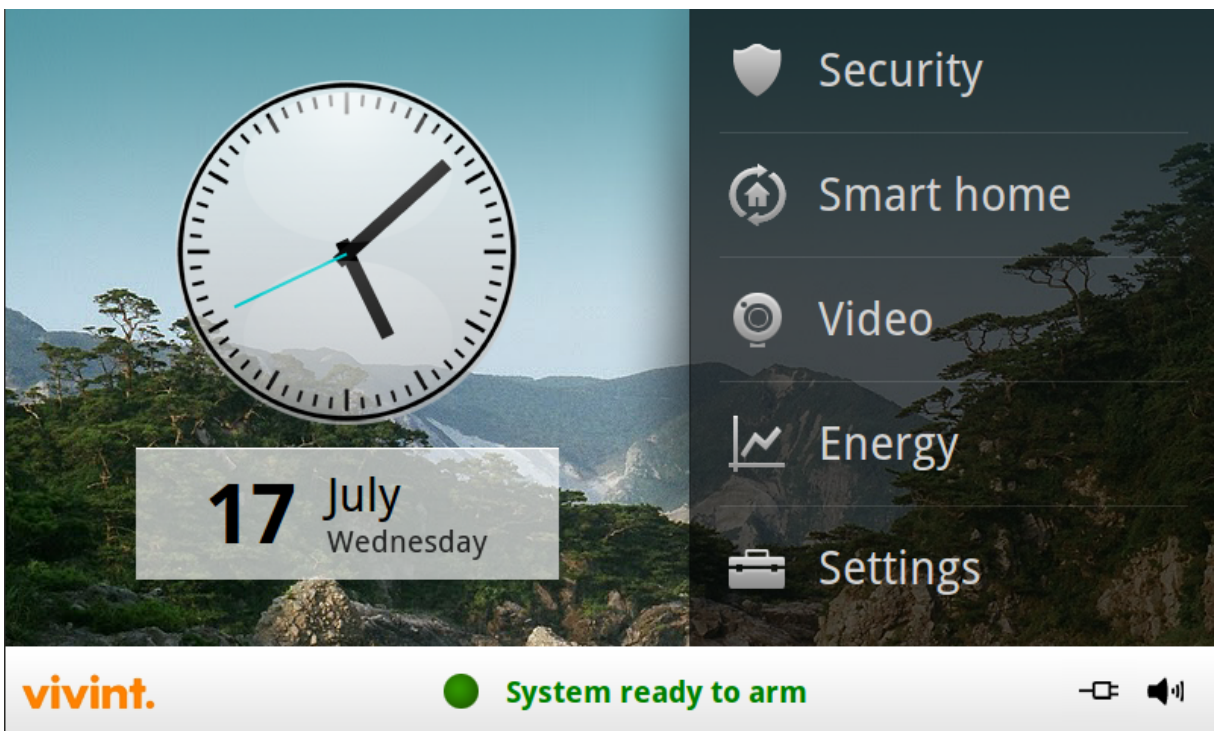
The **Home Screen** shows the system status with icons to indicate system conditions and alerts. It also displays the time and date. System information scrolls along the bottom of the display.

Any pending alerts, notifications, or messages appear in a pop-up window at the top of the display.

The Home Screen also displays the Security, Smart Home, Video, Energy, and Settings buttons, as well as the AC power and Mute buttons.

At any time, pressing the **Home** button ⌂ on the Control Panel displays the Home Screen.

Security Screen
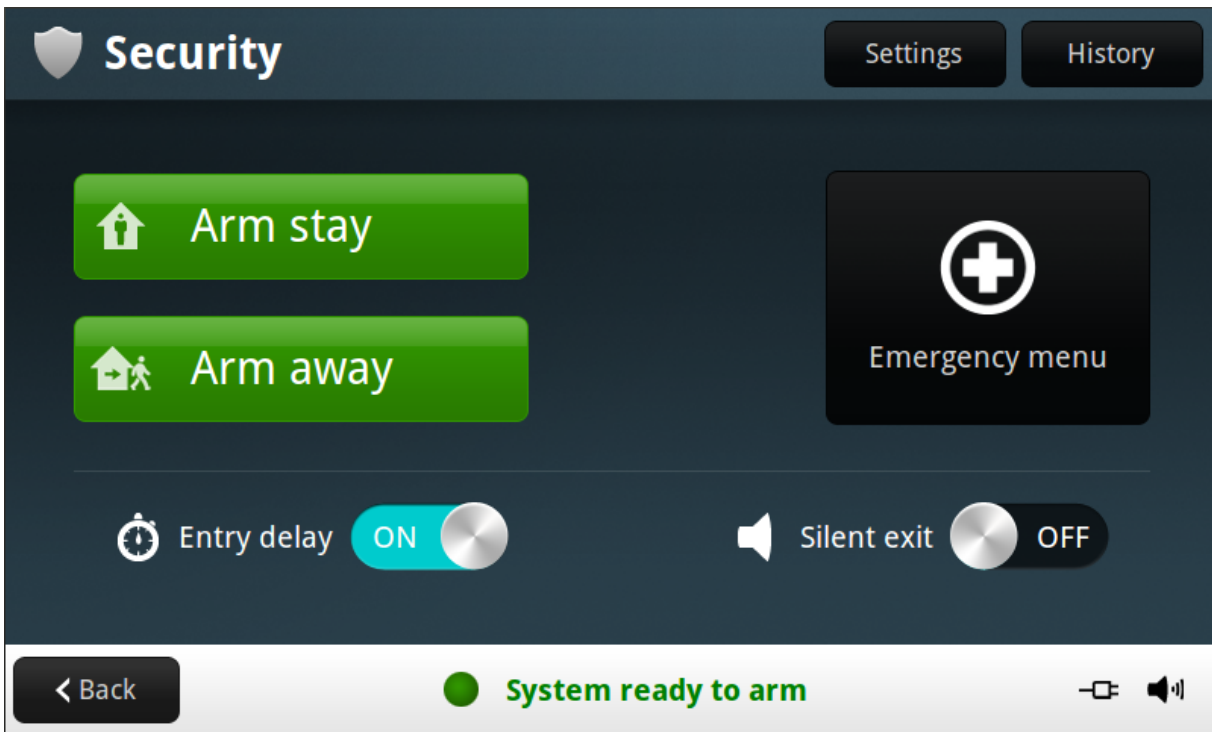
The **Security Screen** displays buttons for **Arm stay** and **Arm away** modes, the **Emergency menu**, as well as **Security Settings** and **System History**.

The arming buttons are used to arm the security portion of the system.

The optional **Entry delay** and **Silent exit** buttons are also displayed. To arm the system without an entry delay, turn OFF the **Entry delay** option. To arm the system silently, without sounding the Exit Delay beeps, turn ON the **Silent exit** option. (**NOTE:** Stay Mode arming always has a silent exit.)

If messages, alarms, or trouble alerts are pending, buttons display indicating the number of pending messages or issues.

Press the **Back** button to return to the previous screen.

Settings Screen
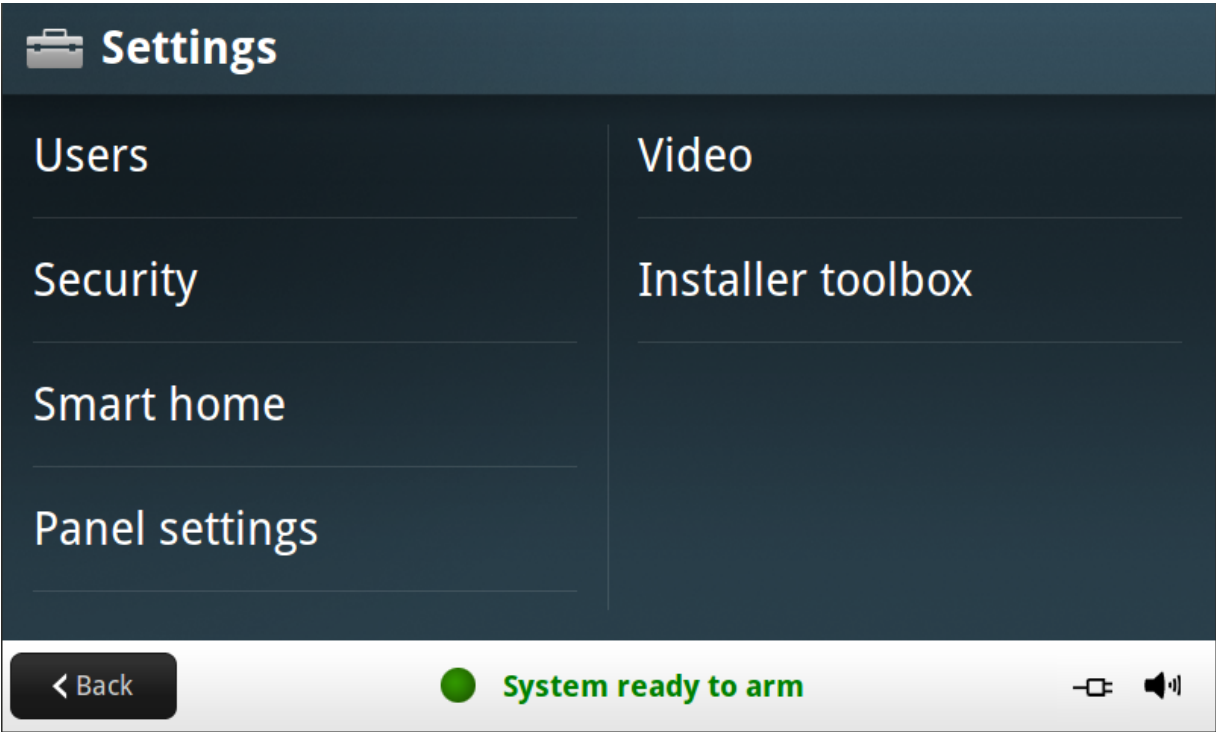
The **Settings Screen** shows a menu of sub-screens for accessing and configuring system settings. For example:

Security Screen
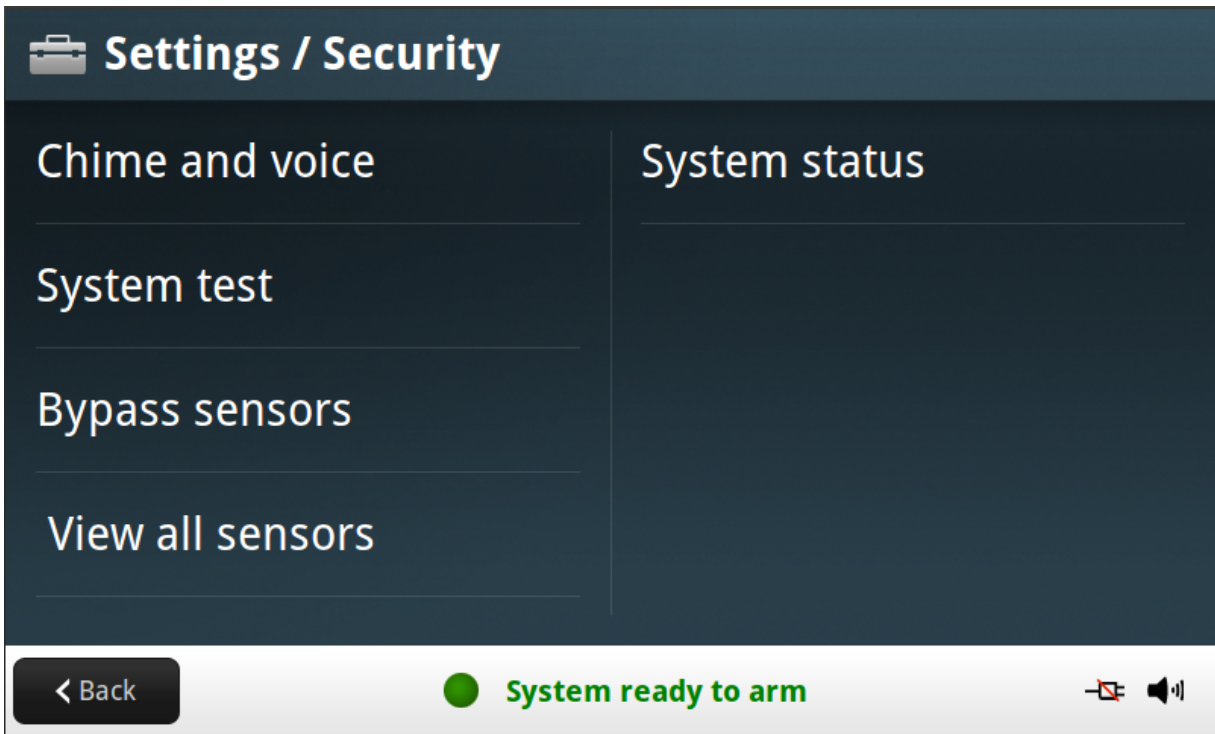
Panel Settings Screen
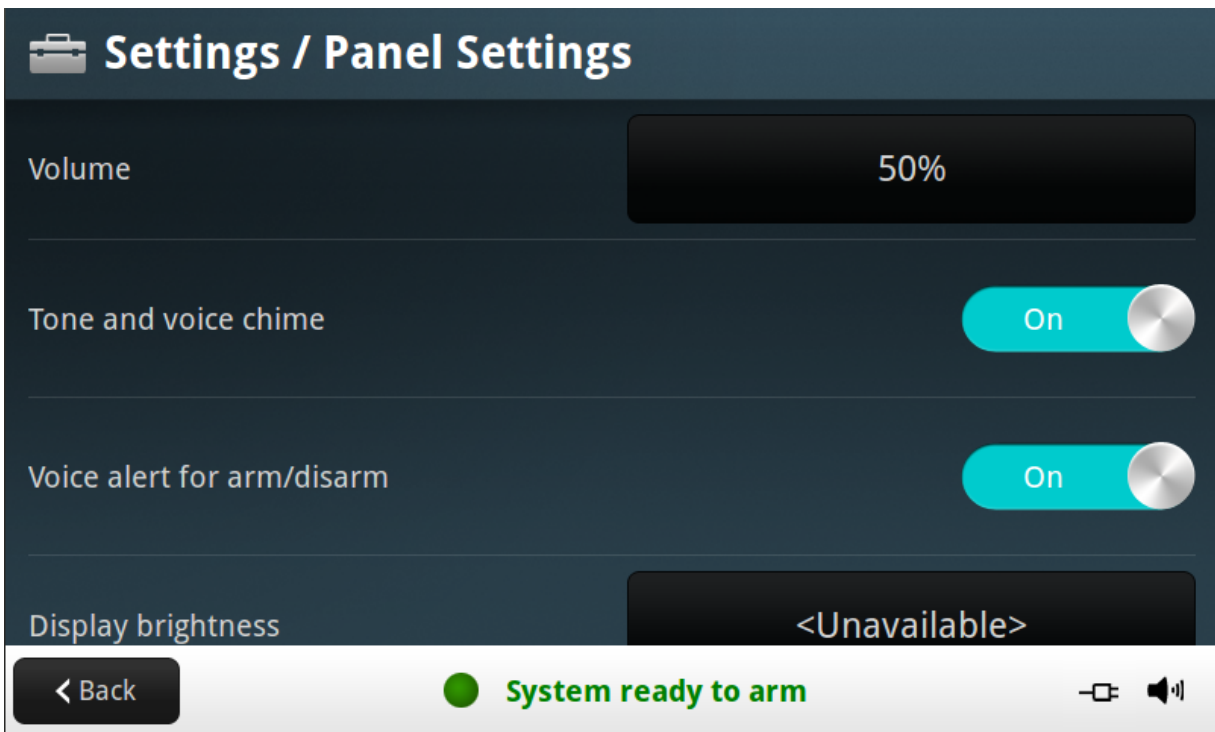
System Status Icons

The bottom of the Control Panel display is the status area that shows the following system information:

- Current system mode
- Sensor status
- Current trouble alert text (if any)

Additionally, special icons are used to visually show your system's current condition.

Status Icon Area

The status area of the panel display is highlighted in blue below.
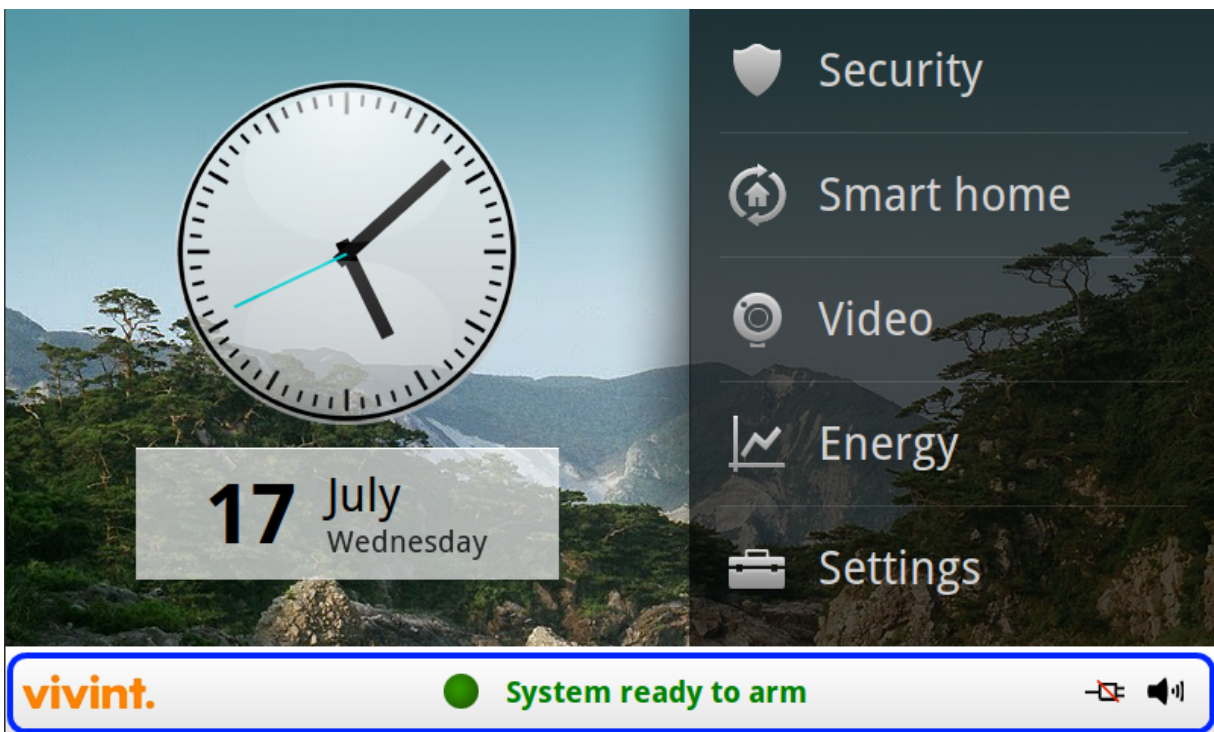
AC Power Icon

The AC power icon displays whether the Control Panel is receiving AC line power or not.

Phone Line Failure Icon

If the system detects a telephone line failure, the phone line failure icon is displayed.

[[Editing Note: Add icon here...]]

Backup Battery Status Icon

If the Control Panel's backup battery tests low or exhausted, the backup battery status icon is displayed.

> **NOTE:** In a commercial installation, the backup battery will keep the panel operating for a minimum of 24 hours. For battery replacement, contact your service representative, or contact Vivint Customer Care.

Speaker Icon

The speaker icon shows whether the sound is on or the speaker is muted.

Test Mode Icon

When the system is placed in System Test mode, the test mode icon will flash in the status bar of the display during the testing.

[[Editing Note: Add icon here...]]

Remote Access Icon

When the system is being remotely accessed by using an optional TS1 wireless keypad, the Remote Access icon is displayed.

[[Editing Note: Add icon here...]]

Radio Modem Icon

If the system's optional Cell radio modem is installed, the cell radio icon is displayed on the status bar while the cell radio is being used to update software or add features.

[[Editing Note: Add icon here...]]

Sensor Open Icon

If an interior security sensor is open (or a motion detector has just been activated) the status area displays the interior sensor open icon.

IMPORTANT: During system arming, the House icon flashes as a warning.

Home Security Protection

Understanding and Viewing Security Sensors

When your system was installed and configured by your Vivint Technician, wireless security sensors were placed throughout your home to monitor specific doors and windows. The technician, after consulting with you, selected these doors and windows as likely places where an intrusion might occur and could be detected. Each sensor was configured to have the system react in a specific way.

Some sensor types such as smoke detectors, carbon monoxide detectors, panic buttons, etc. are always active and can trigger an alarm at any time. Other sensors on protected doors and windows are part of the home security (burglary) protection part of the system, and can be turned on or off.

Turning on the home security protection part of the system is called "Arming the System."

Home security protection can be armed in two modes:

- **Arm Stay**
- **Arm Away**

Sample Floor Plan with Security Sensors

The sample floor plan below shows a typical residential installation and the various types of wireless sensors and their functions.
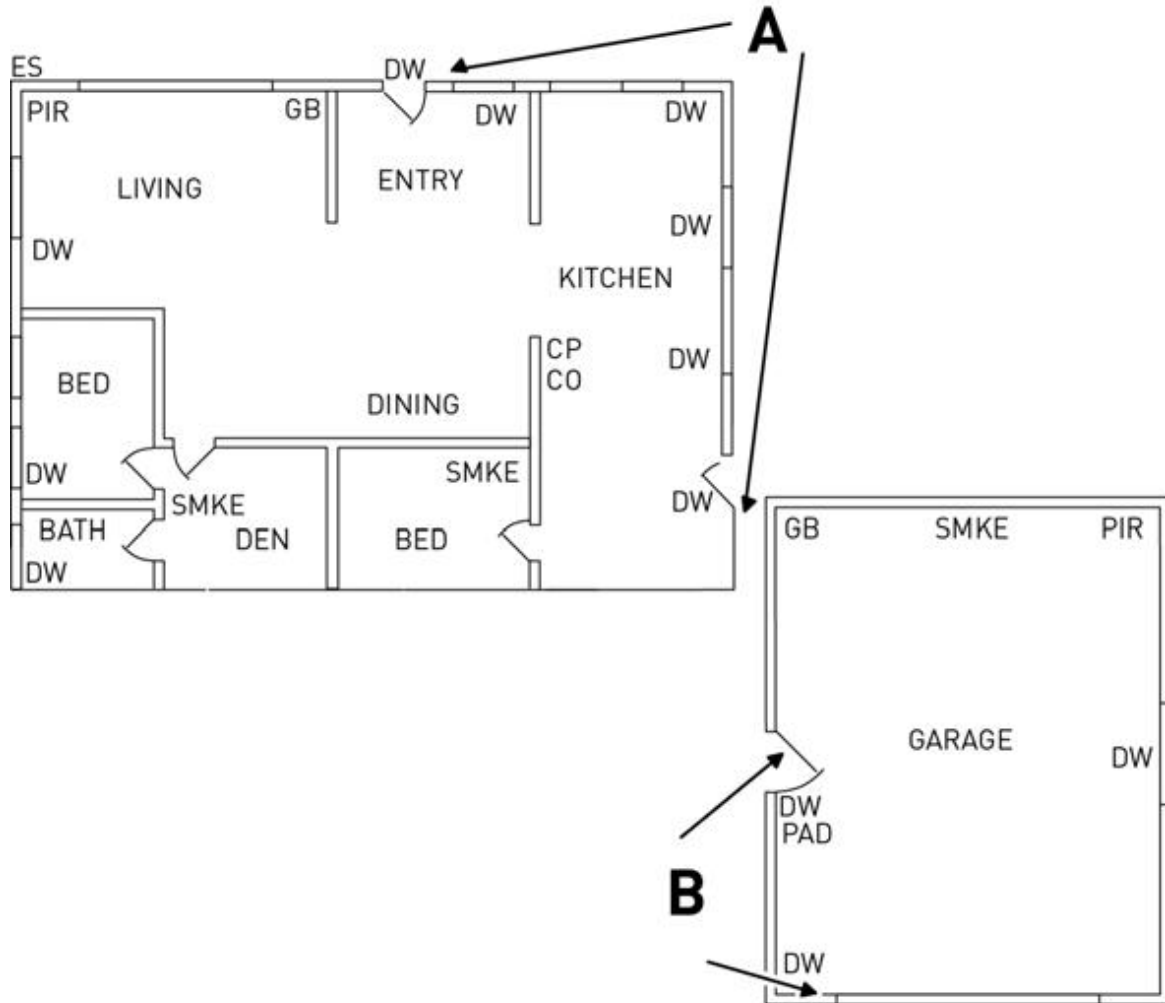
Sensor / Detector	Type
A	Front and side door sensors support Entry/Exit Delay
SMKE	Smoke detector
B	Side and main garage door sensors support Entry/Exit Delay
CO	Carbon monoxide detector
CP	Control Panel
GB	Glass break detector

Sensor / Detector	Type
DW	Door / window sensor
PAD	Wireless keypad
PIR	Motion detector (Passive Infra-Red)
ES	External siren (optional)

Security Sensor Status

The security system constantly monitors all of the sensors installed in the protected doors and windows in your home. The Control Panel knows if each door or window with sensors is open or closed. The *open* or *closed* condition of the protected doors and windows is called the *sensor status*.

For maximum security, all of the doors and windows on your premises should be closed when you leave the building. In some cases, such as when using the security system when you stay at home, you may want to leave some doors or windows open. The system supports *sensor bypassing* to recognize and accommodate any open doors or windows. For more information, see "Bypassing Security Sensors" on the next page.

> **NOTE:** Before you can arm the system, you must close or bypass all of the doors and windows that have sensors installed.

Checking that all security sensors are closed

In most cases, you will be arming the security system with all of the protected doors and windows closed.

The Control Panel provides several easy methods to verify that all of the protected doors and windows are closed before arming the system:

- The **Home** button lights green when all of the perimeter sensors are closed. The **Home** button is not lit if *any* perimeter sensor is open. (Open interior sensors do not change this indication.)
- The **Security** button on the Home screen lights green when all of the perimeter sensors are closed. The **Security** button is lit orange if *any* perimeter sensor is open. (Open interior sensors do not change this indication.)
- The **Arm** button on the Security screen lights green when all of the perimeter sensors are closed. If any interior sensors are open (or when any motion detector is triggered), a house icon is displayed on the status bar. The **Arm** button is lit orange if *any* perimeter sensor is open.

Viewing security sensor status

The Control Panel will also show you which protected doors and windows are open. The Technician has configured descriptive names for each protected door and window. The display shows the names of which doors and windows are open.

- The status area at the bottom of the display shows sensor status, and will list any sensors that are currently open.
- The status area also shows the system mode and system status icons.
- The **Arm** button on the security and menu screens lights green when all perimeter sensors are closed. This button lights orange if any perimeter sensor is open.
- The **Home** button lights green when all perimeter sensors are closed. This button is not lit if any perimeter sensor is open.

Dealing with a Sensor False Alarm

The Control Panel reports alarm conditions on all sensors when armed. It does this both visually (on the status bar and through a system alert icon) and audibly (through voice and chime announcements). There are times when a door or window might not be properly latched which can trigger an alarm.

Bypassing Security Sensors

Before the system can be armed, all protected doors and windows must be closed or bypassed. You can bypass open sensors on protected doors or windows before arming the system. When a sensor is bypassed, the system ignores that the door or window is open.

There are two types of sensor bypasses available:

- Force
- Manual

In some cases, such as when using the security system for protection when staying at home (i.e., Arm Stay mode), it may be desirable to leave some sensor -protected doors or windows open.

Temporarily bypassing a sensor for this use is called **Force Bypassing**.

> **NOTE:** Force bypasses are automatically removed when the system is disarmed.

Sensor bypassing is also sometimes used when a sensor is requiring service. A sensor's magnet might be missing, or an external switch contact connected to a sensor might be faulty, causing the sensor to be detected as *open* by the Control Panel. In these conditions, you may need to schedule a service call with your qualified Vivint Technician to repair or replace the troubled sensor. If the security system needs to be armed before the sensor can be serviced, the sensor can be manually bypassed so the rest of the system can be armed. Depending on system configuration, manual bypasses can remain in place until they are manually removed.

> **IMPORTANT:** Bypassed sensors offer no protection and cannot cause an alarm. Use bypass if you want to arm your system with one or more sensors open and intentionally unprotected.

Force Bypassing Sensors

If any sensors are open when the **Arm** button is pressed, the Control Panel displays the bypass sensor screen. When the system is disarmed, the force-bypassed sensors are returned to normal.

1. With one or more perimeter sensors open, press **Arm Stay** or **Arm Away** from the Security screen.
2. Press **Bypass All** to force bypass the open sensors (including any open interior sensors).
3. Enter a valid User PIN code to activate the sensor bypass and continue to the Arming screen (unless your Vivint Technician has enabled the **Quick Bypass** option).

Manually Bypassing Sensors

In case one or more perimeter or interior sensors need to be manually bypassed, or have their manual bypass removed, use the following steps:

1. Press **Security > Settings**.
2. Enter a User PIN code.
3. Press **Bypass Sensors**.
4. To bypass a sensor, press the individual name of the sensor. The bypass symbol displays for the manually bypassed sensors. To show only the bypassed sensors, press **Show Bypassed Only**.
5. Press **Back**.

Arming the System in Stay Mode

Stay Mode is for arming the system when people are staying on the premises. Stay Mode arms the sensor -protected perimeter doors and windows while not arming the interior motion sensors or other interior doors. This allows the premises to be occupied while the system is partially armed.

Stay Mode is used mostly for arming the system during the evening hours after everyone is inside and no one is expected to enter or leave. When the system is armed in Stay Mode, you can move about the premises without triggering the burglary alarm. All the interior burglary protection is off. But, if a sensor-protected perimeter door or window is opened, an alarm occurs.

The following procedure describes how to arm the system in Stay Mode. For more information about Arming options, see the sections below the step list.

Arming to Stay Mode

Stay Mode normally has an Entry Delay so anyone with a User PIN code can re -enter without causing an alarm.

To arm the security system in Stay Mode

1. Close all protected perimeter doors and windows before arming.

2. Verify that the **Home** button on the Control Panel is lit green indicating that the system is ready to arm. The Security button and the Arm button on the display will also be green when all of the perimeter sensors are closed.

   NOTE: If you want to arm the system quietly without sounding any announcements, press the **Mute** button before performing the next steps, OR from the **Security** screen, press **Silent Exit**, OR during the Exit Delay period, press **Silent Exit**.

3. At the **Home** screen, press the **Security** button. If there are any open perimeter door or window sensors, the **Bypass** pop-up window appears. Close all the sensors displayed or press **Bypass All** to force bypass the displayed sensors. (**NOTE:** Bypassed sensors will not trigger an alarm. To bypass sensors, enter a valid User PIN code, unless your Technician has configured the system for **Quick Bypass**.)

4. At the **Security** screen, you can enable the **Entry Delay** option. If no one is expected to re -enter, the system can be armed without an Entry Delay, in which case all perimeter doors will trigger the alarm instantly. (To arm the system with all exit/entry perimeter doors as instant, disable the **Entry Delay** option.)
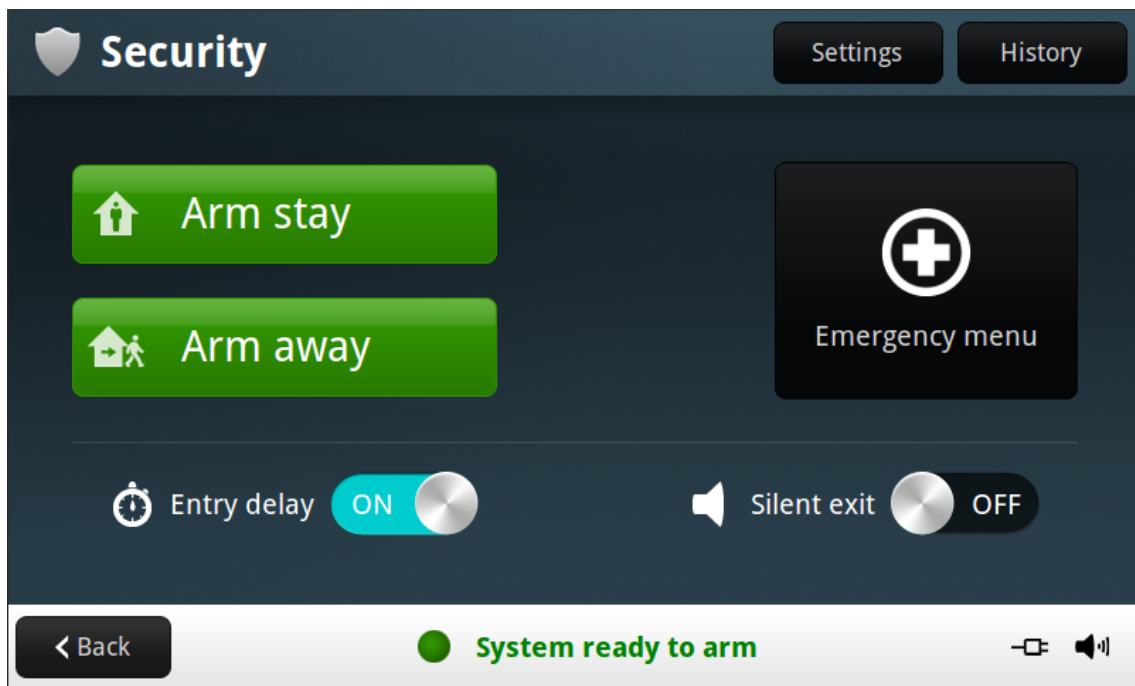
5. Press **Arm Stay** to arm the system. (**NOTE:** To arm the system, you may need to enter a User PIN code if your Technician has turned off the system's Quick Arming feature.)

6. The system will arm and shows the Exit Delay counting down.
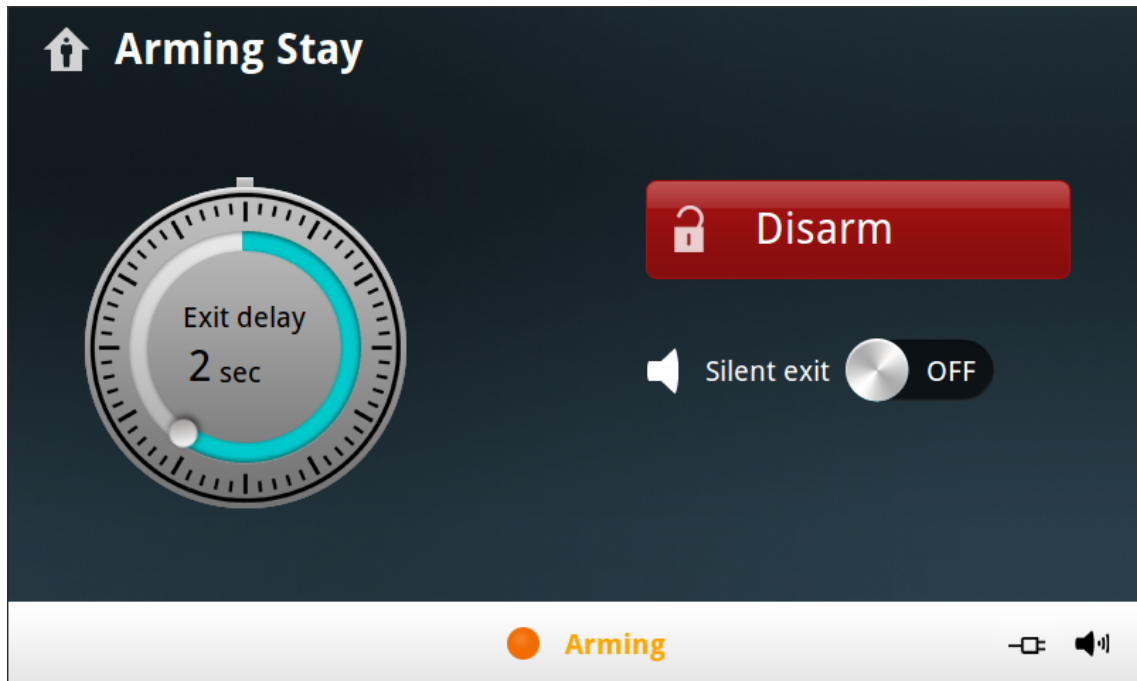
7. When the Exit Delay expires, the system is fully armed in Stay Mode.

Entry Delay in Stay Mode

Certain sensors, such as a door, can be configured by your Technician to have a delay before triggering an alarm. This provides a way for an authorized person returning to enter using a predetermined door and disarm the system before an alarm is triggered. When arming the system in Stay Mode, an Entry Delay option is shown on the Control Panel's Arming Screen.

Normally this option is enabled, so the programmed delay doors allow time for disarming the system after the door is opened. Disabling this option removes the delayed alarm trigger from all sensor -protected doors pro-grammed for delay, causing those entrances to instantly trigger the alarm if they are opened in Stay Mode.

Quick Exit in Stay Mode

A system setting called Quick Exit may be displayed on the Security Screen while the system is armed in the Stay Mode.

Pressing the Quick Exit button starts a timer to allow someone to exit or enter through a sensor -protected door programmed for delay without having to disarm the entire system. When the delay timer runs out, the system returns to the normal Stay Mode.

The Quick Exit option can be turned on or off by your Vivint Technician.

Silent Control in Stay Mode

The following options for silencing the beeps and announcements are available when arming or disarming the system in Stay Mode.

- On the Security screen, a Silent Exit button is displayed.
- On the Arming screen, a Silent Exit button is displayed.
- On the Exit Delay screen, a Silent Exit button is displayed.

Selecting any of these options silences the Control Panel beeps and announcements, and when arming, selecting this option doubles the length of the Exit Delay.

Arming the System in Away Mode

Away Mode is for arming the system when everyone is leaving the premises. Away Mode arms all sensor -protected perimeter doors and windows, interior motion sensors, interior glass break sensors, and any other sensor -protected interior doors. The premises must be unoccupied while the system is armed in Away Mode. Away Mode is typically used for arming the system during the daytime hours in a residential location, and non - business hours in a commercial location.

When the system is armed in Away Mode, you cannot move about the protected premises areas without triggering the burglary alarm (IF the system is installed with interior motion detectors). An alarm also occurs if any sensor -protected door or window is opened or glass breakage is detected (IF glass break detectors are installed in your system).

The following procedure describes how to arm the system in Away Mode. For more information about Arming options, see the sections below the step list.

Arming to Away Mode

Stay Mode normally has an Entry Delay so anyone with a User PIN code can re -enter without causing an alarm.

1. Close all protected doors and windows before arming.
2. Verify that the **Home** button on the Control Panel is lit green, indicating that the system is ready to arm. The Security button and the Arm button on the display will also be green when all of the perimeter sensors are closed. If the interior sensor open icon is displayed on the status bar, be sure to close or manually bypass the interior sensors or an alarm will occur.

   NOTE: If you want to arm the system quietly without sounding any announcements, press the **Mute** button before performing the next steps, OR from the **Security** screen, press **Silent Exit**, OR during the Exit Delay period, press **Silent Exit**.

3. At the **Home** screen, press the **Security** button. If there are any open perimeter door or window sensors, the **Bypass** pop-up window appears. Close all the sensors displayed or press **Bypass All** to force bypass the displayed sensors. (**NOTE:** Bypassed sensors do not trigger an alarm. To bypass sensors, enter a valid User PIN code, unless your Technician has configured the system for **Quick Bypass**.)

4. At the **Security** screen, you can enable the **Entry Delay** option. The system can be armed without an Entry Delay. All perimeter doors trigger the alarm instantly. The system has to be disarmed with a wireless key fob. (To arm the system with all exit/entry perimeter doors as instant, disable the **Entry Delay** option.)
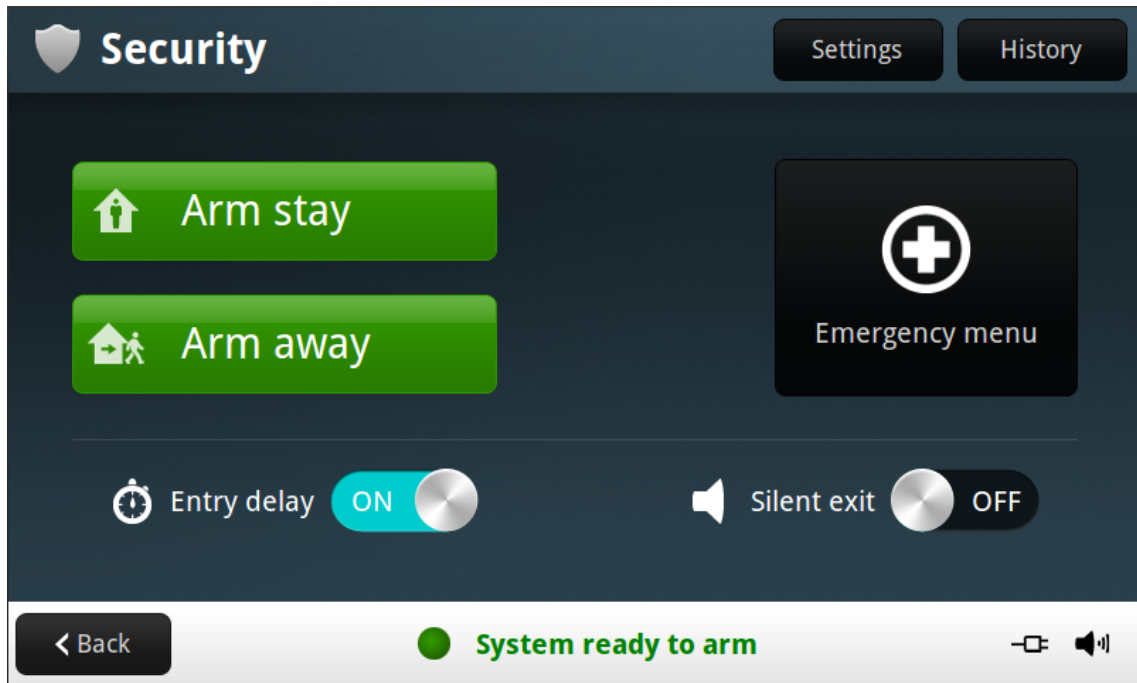
5. Press **Arm Away** to arm the system. (**NOTE:** To arm the system, you may need to enter a User PIN code if your Technician has turned off the system's Quick Arming feature.)

6. The system will arm and shows the Exit Delay counting down.
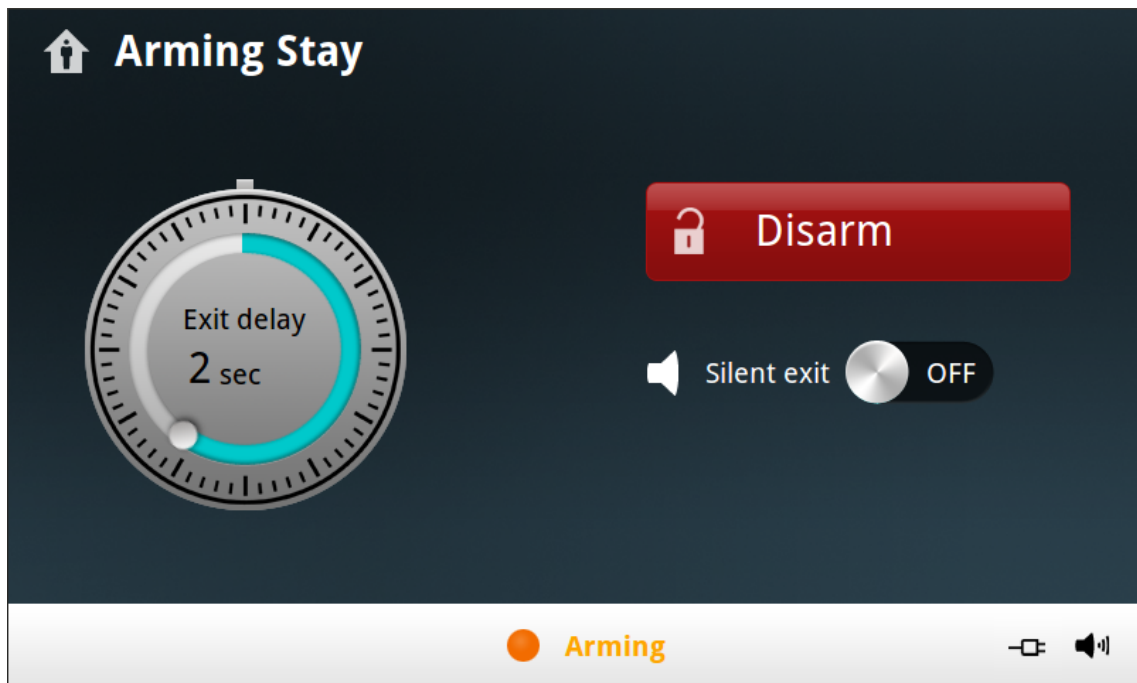
7. When the Exit Delay expires, the system is fully armed in the Away Mode. (**NOTE:** When the system is armed in the Away Mode, beeps sound during the Exit Delay, with faster beeps during the last 10 seconds.)

Exit and Entry Delays in Away Mode

Certain sensors, such as a door, can be setup by your Technician to have a delay before triggering an alarm.

This provides a way for an authorized person to exit and reenter the premises without triggering an alarm.

- **Exit Delay:** Allows time to leave after arming the system.
- **Entry Delay:** Allows time to enter and disarm the system before an alarm is triggered. When arming the system in Away Mode, an Entry Delay option is shown on the Security screen. By default, this option is enabled, so the configured delay doors allow time for disarming the system after the door is opened. If you disable this option, the delayed alarm trigger is removed from all sensor -protected doors pro-grammed for delay. Those entrances instantly trigger an alarm if they are opened in Away Mode.

NOTE: With the Entry Delay disabled, you must remotely disarm the system with a wireless key fob before entering.

Exit Delay Restart

The Exit Delay Restart option extends the Exit Delay *one time* if you need to re -enter the premises. With the Exit Delay Restart option, when you re -enter the premises *after* you have left, but *before* the Exit Delay timer expires, will restart the Exit Delay timer, giving you the full length of time to leave again.

NOTE: The Exit Delay Restart option only works once *each time* the system is armed.

Silent Control in Away Mode

Three options for silencing the beeps and announcements are available when arming or disarming the system in Away Mode.

- On the Control Panel Home Screen, a **Silent Exit** option is displayed.
- On the Arming Screen, a **Silent Exit** option is displayed.
- On the Exit Delay Screen, a **Silent Exit** option is displayed.

Selecting any of these options silences the Control Panel beeps and announcements, and when arming, select-ing Silent Control doubles the length of the Exit Delay.

Quick Exit in Away Mode

A configurable option called Quick Exit may be displayed on the Security screen while the system is armed in the Away Mode. Pressing the Quick Exit button starts a timer to allow someone to exit or enter through a sensor -

protected door configured for delay without having to disarm the entire system. When the delay timer runs out, the system returns to the normal Away Mode.

> **NOTE:** If interior sensors are installed in the system in certain areas, do not violate those sensors when using the Quick Exit feature in Away Mode.

Auto Stay Mode

The system may have been configured by the Technician for Auto Stay Mode. If this option is on and the system is armed in Away Mode, if an exit/entry delay sensor is not triggered before the Exit Delay expires (no one left the premises), the system automatically arms in Stay Mode instead of Away Mode.

> **NOTE:** Quick options can be turned on or off by your Technician.

Disarming the System

To stop the Control Panel from triggering burglary alarms, the system needs to be disarmed. Disarming turns off the home security protection (burglary detection) part of the system for sensors that are not 24 -hour sensors. Disarming also stops any type of alarm in process.

The system should be disarmed from Stay Mode before *exiting* the premises. The system should be disarmed from Away Mode before or while *entering* the premises. When disarming from the Control Panel or wireless keypad, enter a valid User PIN code. A wireless key fob can also be used to disarm the system. Entering a User PIN code is not required when disarming with a wireless key fob.

An **IMPORTANT** feature of the Control Panel is its ability to warn you *if* an alarm has occurred while you were away. IF an alarm was triggered while the system was armed, the alarm siren runs for a preset length of time then stops. When you enter to disarm the system, instead of sounding the normal Entry Delay beeps, the Control Panel sounds repeated fast beeps to warn you that an alarm has occurred while you were away.

> **WARNING:** When you enter your home to disarm the system, if you hear fast repeated beeps instead of the normal entry delay beeps, Use Extreme Caution!!! An intruder may be present inside the building! Wait outside in an area visible to others and use a mobile phone to call law enforcement for assistance.

Disarming from Stay Mode

The system should be disarmed from Stay Mode before *exiting* the premises.

To disarm the system from Stay Mode

1. At the **Home** screen, press **Security**. (Press the **Mute** button for Silent Control.)
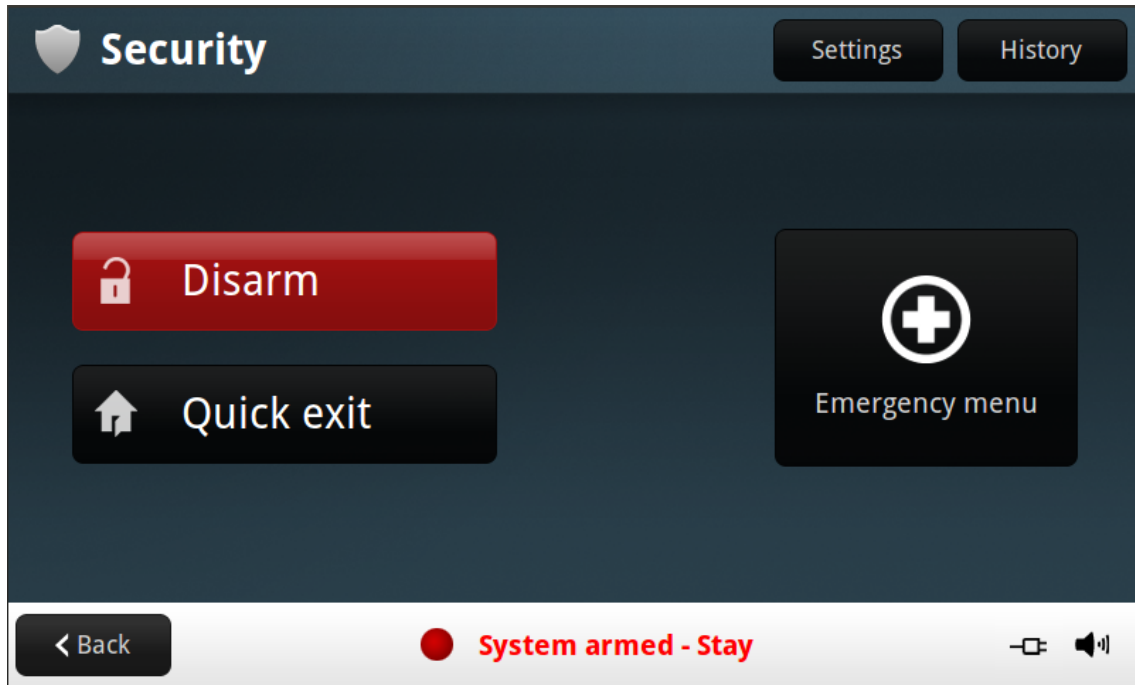
2. At the Security screen, press **Disarm**.
3. The Disarm Code screen displays. The left side of the screen shows any events that have occurred while the system was armed.
4. Enter a valid User PIN code to disarm the system.

Disarming from Away Mode

The system should be disarmed from Away Mode before or while *entering* the premises.

To disarm the system from Away Mode

1. Enter the premises through a designated Entry Delay sensor -protected door.
2. The Disarm Code screen displays on the Control Panel and the Entry Delay beeps sound.
3. The left side of the screen shows any events that have occurred while the system was armed.
4. Enter a valid User PIN code to disarm the system.

If A Burglary Alarm Occurs

If an armed sensor is tripped while the system is armed in the Stay or Away Mode, an alarm occurs and the siren sounds. Delayed sensors start the Entry Delay to allow time to disarm the system. Instant sensors trigger the

alarm right away. Most sensors trigger the alarm siren while some sensors may be set to trigger a silent alarm without sounding the siren.

NOTE: Temporarily muting the alarm siren

When the alarm siren is sounding, you can temporarily mute (turn off) the alarm siren by pressing any button on the panel interface. Pressing a button will mute the alarm siren for one second. The alarm siren will continue to sound until the proper disarming code in entered.

Burglary Alarm Siren

If there is a burglary alarm tripped while the system is armed, the Control Panel sounds the alarm siren for a pre-set time. After the time expires, the alarm will stop sounding.

The system limits the number of times a sensor can re -trigger an alarm while the system is armed. The setting is one to six times per sensor, per arming period.

Alarm Memory

If an alarm has occurred while the system was armed, the **Disarm** screen shows the time and date of the alarm and the sensor(s) that triggered the alarm.

After the system is disarmed, the **Alarm Memory** screen appears. The **Alarm Memory** screen shows the sensor (s) that have caused the alarm. If more than one sensor has been triggered, the display shows the order in which the alarms occurred.

The alarm memory is automatically cleared the next time the system is armed. You can also check the **Clear Alarm History** button and press **OK** to manually clear the alarm memory (**NOTE:** 24 -hour fire and CO sensors that are still violated remain in alarm memory).

Two-Way Voice Communication

Two -way voice communication provides a method for alarm verification and can provide emergency assistance. The Control Panel contains a built -in microphone that can monitor sounds around the area of the Control Panel. The built -in microphone and speaker allows Two -way voice communications with a Central Station operator after an alarm. The Central Station operator can converse with people in the premises through the Control Panel speaker and microphone.

Your Technician can set the system to use Two -way voice communications after an alarm and/or after a panic alarm is triggered.

> ⚠ **IMPORTANT:** If a panic alarm or sensor is set for a silent alarm, the operator can only listen and will not be able to talk. This is for your protection.

Key Fob Arming and Disarming

Your system may be equipped with one or more wireless key fobs. Up to eight key fobs can be used to control the system remotely. Each key fob has four buttons and can perform five functions. A User PIN code is not required when arming or disarming the system with a wireless key fob.

There are several key fob options that can be configured by the Technician.

Key Fob Arming to Stay Mode

To arm the system to Stay Mode using a key fob, press the **Stay** button.

> ℹ **NOTE:** Depending on setup options, if there are open **perimeter** doors or windows, the system may not allow arming to Stay Mode with a wireless key fob.

Key Fob Arming to Away Mode

To arm the system to Away Mode using a key fob, press the **Away** button.

> ℹ **NOTE:** Depending on setup options, if there are open **perimeter** doors or windows, the system may not allow arming to Away Mode with a wireless key fob.

Key Fob Disarming

Using a key fob to disarm the system from Stay or Away Mode, press the **Disarm** button.

> ℹ **NOTE:** To use your key fob to disarm your system, this option must already be enabled by your installer.

Key Fob Emergency

To trigger an emergency alarm using a key fob, press the **Away** and **Disarm** buttons at the same time for 5 seconds.

NOTE: If an emergency alarm is triggered by a key fob, it cannot be stopped using the key fob Disarm button. The alarm must be canceled at the Control Panel.

Key Fob Auxiliary Button

To trigger the Control Panel's auxiliary output, press the **Auxiliary** button. If you use the Auxiliary button, the auxiliary output controls an optional device, such as a _____.

Keypad Arming and Disarming

Your system may be equipped with one or more wireless keypads. Up to four wireless keypads can be used to control the system remotely from the main Control Panel.

Two types of wireless keypads are available. A wireless keypad without a screen, and the wireless touchscreen keypad.

The wireless touchscreen keypad operates virtually the same as the Control Panel. Each standard wireless keypad has buttons for entering User PIN codes, Stay and Away mode buttons, and Fire and Police emergency buttons.

Keypad Arming to Stay Mode

1. To arm the system to Stay Mode using a wireless keypad, enter a valid User PIN code.
2. Press the **Stay** button.
3. If Quick Arming has been programmed by your installer, just press the **Stay** button.

If there are open perimeter doors or windows, the system does not allow Arming to Stay Mode with a wireless keypad. All open sensors must be bypassed at the Control Panel first.

Keypad Arming To Away Mode

1. To arm the system to Away Mode using a wireless keypad, enter a valid User PIN code.
2. Press the **Away** button.
3. If Quick Arming has been programmed by your installer, just press the **Away** button.

NOTE: If there are open perimeter doors or windows, the system does not allow Arming to Away Mode with a wireless keypad. All open sensor -protected doors and windows must either be closed or bypassed at the Control Panel before arming with a wireless keypad.

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Keypad Disarming

To disarm the system from Stay or Away mode, enter a User PIN code.

Keypad Fire Emergency

To trigger a emergency fire alarm using a wireless keypad, press the **Fire** button for 2 seconds.

> **NOTE:** To use wireless keypad to trigger a fire alarm, this option must already be enabled by your Technician.

Keypad Police Emergency

To trigger an emergency police alarm using a wireless keypad, press the **Police** button for two seconds.

> **NOTE:** To use wireless keypad to trigger a police alarm, this option must already be enabled by your Technician.

Home Environment Protection

Smoke, Heat, and Freeze Alarms

Your system should be installed with Smoke, Heat, and Freeze Alarms as well as Carbon Monoxide Detectors as a part of an overall home environment protection service.

Fire protection is active 24 hours -a -day, 365 days a year.

In the event of a fire or poisonous CO gas emergency, the installed smoke or carbon monoxide detector automatically activates your security system. Not only will the fire alarm itself emit a loud sound, the Control Panel emits an intermittent and loud horn on an external sounder (if an external sounder has been installed). The fire alarm sound continues until the timer expires on the Fire Alarm or until you enter a User PIN code at the Control Panel.

> **IMPORTANT: Commercial installations are for burglary protection only —**
> If installed in a commercial location, this Control Panel is intended for burglary protection only, not for fire protection. (Commercial burglary protection is limited to mercantile premises and not banks.)

If the Alarm Sounds

- Get out and stay out. Never go back inside for people or pets.
- If you have to escape through smoke, get low and go under the smoke.
- Call the fire department from outside your home.

Initiating a Fire Alarm Manually

Evacuating all occupants safely from the premises is always the highest priority in the event of a fire. If you become aware of a fire *before* your detectors sense a problem, do the following:

1. Yell "FIRE!" to alert everyone else.
2. If the control panel is easily accessible and the alarm has not activated, go the Control Panel and press the white lighted button, then from the touchscreen press and hold the **Fire** button for at least 2 seconds. This action triggers the Control Panel fire alarm. You can trigger the fire alarm from the wireless keypad by holding down the **Fire** button. Both of these actions trigger the fire alarm.
3. Evacuate all occupants from the premises and call your local Fire Department from a safe location outside your home.

Automatic Fire Alarm

If the fire alarm sirens are sounding, do the following:

1. If flames and smoke are present, yell FIRE! to alert everyone else.
2. Evacuate all occupants from the premises and call your local Fire Department from a safe location.

   OR

1. If no flames or smoke are apparent, investigate the possible causes of the alarm.
2. Go to the Control Panel and enter your User Code to stop the fire alarm.
3. Review the Alarm Memory to determine which sensor caused the alarm.
4. Go to the sensor and look for a possible reason the sensor tripped.
5. Correct the condition that caused the detector to sense smoke.

Silencing a False Fire Alarm

If the fire alarm is sounding due to a detector sensing burnt food or some other non -emergency condition, do the following:

1. Silence the fire alarm sounder by entering your User PIN code.
2. Review the alarm memory to determine which sensor caused the alarm. If the alarm restarts, there may still be smoke inside the detector's sensor. Re -enter your User PIN code to stop the alarm from continuing to sound.
3. Fan the detector for 30 seconds to clear the detector's sensor chamber.
4. After the problem has been corrected, from the Alarm Memory screen, check **Clear Alarm History**, then press **OK**. (**NOTE:** You cannot clear Fire and CO sensors that are still violated from the Alarm Memory Screen. Only when the Fire Alarms and CO Detectors return to normal operation.)
5. Carefully inspect your premises for fire or heat if your fire alarm remains in alarm state.

Recommended Fire Alarm Locations

In the United States, this equipment must be installed in accordance with the National Fire Alarm Code, ANSI/NFPA 72, (National Fire Protection Association, Batterymarch Park, Quincy, MA 02269).

Printed information describing proper installation, operation, testing, maintenance, evacuation planning, and repair service is to be provided with smoke detectors and alarms.

National Fire Protection Association Standard 72

The National Fire Protection Association's (NFPA) Standard ANSI/NFPA 72 recommends the following placement for smoke detectors:

Early warning fire detection is best achieved by the installation of fire detection equipment in all rooms and areas of the household. The equipment should be installed as follows:

- Install a smoke detector outside each separate sleeping area, in the immediate vicinity of the bedrooms and on each additional story of the family living unit, including basements and excluding crawl spaces and unfinished attics.

Also, install smoke detectors in the living room, dining room, bedrooms, kitchen, hallway(s), finished attics, furnace room, utility and storage rooms, and attached garages.
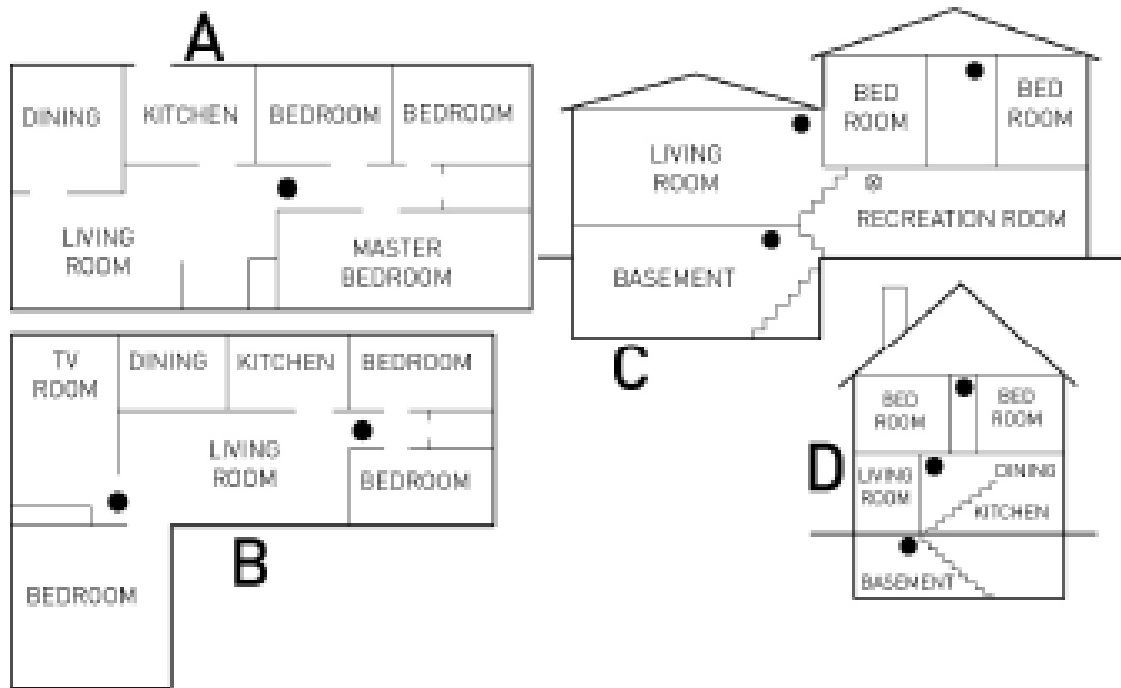
Home Area	Description
A	Mount a smoke alarm between the sleeping area and the rest of the family unit.
B	In family units with more than one sleeping area, mount a smoke alarm to protect each sleeping area.
C	Example of a residence that has required and optional areas for smoke alarms.
D	For houses with multiple stories, mount a smoke alarm on each story.
●	Indicates an optional smoke alarm if a door is not provided between the Living and the Recreation rooms.

Where NOT to Mount the Alarm

- Directly above a sink, cooker, stove or oven
- Do not locate alarm within 5 feet (1.5 m) of any cooking appliance

- Next to a door or window that would be affected by drafts (extractor fan or air vent)

- Outside

- In or below a cupboard

- Where air flow would be obstructed by curtains or furniture

- Where dirt or dust could collect and block the sensor

- Where it could be knocked, damaged, or inadvertently removed

> **NOTE:** Fire -warning equipment for residential occupancies are capable of protecting about 50% of the occupants in potentially fatal fires. Victims include the elderly, children, and the physically or mentally impaired. Victims include any person that cannot escape even when warned early enough that escape should be possible. For these people, other strategies such as protection in -place or assisted rescue or escape would be necessary.

- Studies show that Smoke/Heat/Freeze Alarms may not awaken all sleeping individuals. It is the responsibility of individuals in the household that are capable of assisting others to provide assistance to those who may not be awakened by the audible alarm or those who may be incapable of safely evacuating the area unassisted.

- A battery -powered alarm must have the specific battery type installed, be in good condition, and be mounted properly. When replacing a battery, always test the device after installation to confirm proper operation.

- The use of alcohol or drugs may also impair the ability to hear the audible alarm. For maximum protection, ensure that an audible alarm is installed on every floor so the alarm can be heard by all occupants.

- Smoke/Heat Alarms only provide protection to the residence if smoke actually reaches the alarm. The Smoke/Heat Alarm is not a substitute for an insurance policy. Home owners and renters should have adequate insurance to protect their properties.

Emergency Features

24-Hour Emergency Buttons

Three 24 -hour emergency functions are available on the Control Panel:

- Panic

- Fire

- Emergency

You can activate emergency functions using the Control Panel as well as wireless sensors, wireless keypads or from portable pendant devices such as the panic button remote.

The button displays the emergency screen. Just pressing the button does not trigger an alarm. During the installation, your installer programmed the emergency buttons that are displayed on the Emergency Screen. If, how-

ever, no emergency functions are available, an information screen displays. To see which emergency functions are available on your system, press the button.

In the event of an emergency, press and hold the emergency button for at least **2 seconds** to activate the alarm.
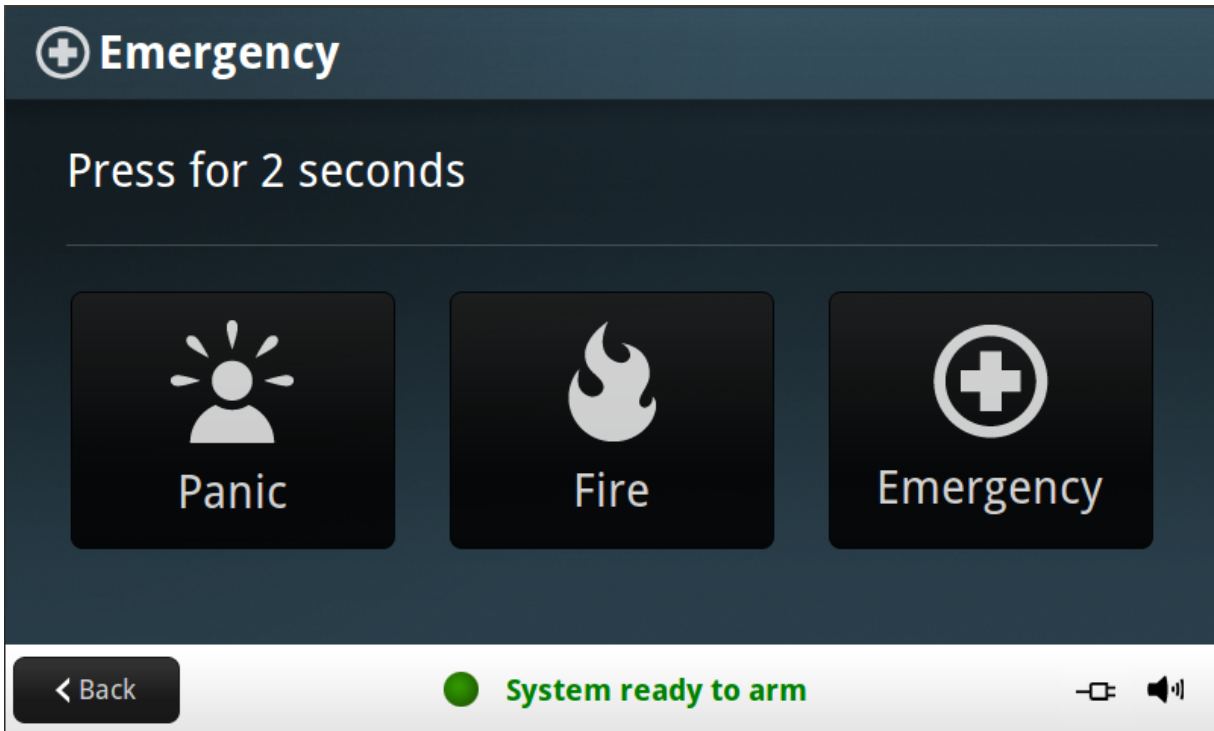
Panic

The panic (or police) button sends an immediate panic report to the Central Station. During installation, the installer either set the system to sound the siren when the button is pressed, or to not sound the siren, but to trigger a silent alarm.

Fire

The Fire button send an immediate fire report to the Central Station. The Control Panel sounds the fire alarm when the button is pressed.

Emergency

The emergency button sends an immediate report to the Central Station. The Control Panel sounds the siren when the emergency button is pressed.

Emergency Action Plan

> **IMPORTANT:** Establish and regularly practice a plan of escape with all members of your household in the event of fire.

The **National Fire Protection Association** recommends the following steps.

1. Mount your detector or your interior or exterior sounders where they can be heard by all.

2. Determine two means of escape from each room. One path of escape should lead to the door that permits normal exit from the building. The other should be an alternate escape, such as a window, should the path to a door be impassable. Station an escape ladder at such windows if there is a long drop to the ground.

3. Sketch a floor plan of the building. Show windows, doors, stairs, and rooftops that can be used to escape. Indicate escape routes for each room. Keep these routes free from obstructions and post copies of the escape routes in every room.

4. Ensure that all bedroom doors are shut while you are asleep, preventing deadly smoke from entering while you escape.

5. Try the door. If the door is hot, check your alternate escape route. If the door is cool, open it cautiously. Be prepared to shut the door immediately if smoke or heat rushes in.

6. When smoke is present, crawl on the ground. Do not walk upright, since smoke rises and may overcome you. Clearer air is near the floor.

7. Establish a place outdoors, away from your house, where everyone can meet and then take steps to contact the authorities and account for those missing. Choose someone to assure that nobody returns to the house — many die going back.

8. Escape quickly, and remain calm so you can provide assistance to others as necessary.

Home Automation

Using Home Automation Features

The Vivint system offers several convenient home automation features. Most of these features are optional and may or may not have been installed as part of your overall system.

Door Locks

Cameras

Thermostat

Lighting and Small Appliance Remote Control

Smart Home Automation Rules

Users

User Management

The system installer has created an Admin User for your system. The Admin User ID can be used to control the system, as well as assign and change the other Users and their access options. The Admin User can also access several system settings in the Toolbox.

> **IMPORTANT:** Other Users are restricted from accessing settings in the Installer Toolbox.

Viewing User Accounts

> **NOTE:** Only a User with the Admin right can add or change the other User IDs and settings.

To view User accounts

1. From the Home screen, press **Settings**.
2. Enter your PIN code. (The default is: 1111)
3. Press **Users**.

Adding Users

You can create (add) up to 48 unique User ID codes.

> **IMPORTANT:** The User ID numbers 0000 and 0001 are not permitted.

To add a User

1. At the Home screen, press **Settings**.
2. Enter a valid Admin User PIN code
3. Press **Users**.
4. Press **Add user**.
5. Enter a unique user name, and then press **Done**.
6. Enter a unique four -digit PIN code for the new user. This is known as the User's physical access code to the Control Panel.
7. Enter the same four-digit PIN code again to confirm the code.

Configuring User Access

After you create a new User ID, you should configure its access settings.

Select one of the three options:

- **Always**
- **Never**
- **By Schedule**

Generating a remote access code

Deleting Users

1. To remove a User from the system, press that **User** name.
2. Press **Delete**.
3. A confirmation screen appears to verify that you really want to delete the User ID. Press **Yes**.

> **NOTE:** You can change the Admin User PIN code, but you cannot delete the Admin User.

Changing a User PIN code

1. To change a User PIN code (physical access code) from the Users screen, press that **User** name.
2. For the Physical Access option, Press **View**.
3. Press the 4-digit PIN code.
4. Enter a new four -digit User PIN code, and then press **Done**.
5. To confirm the User PIN code, enter the four digits again, and then press **Done**.

Duress User

The Duress User Code (User ID 3) initiates a silent alarm for help by secretly sending a Duress report to the Vivint Central Station.

Use the Duress Code when someone is forcing you to operate your security system against your will. When you use the Duress Code, a silent report is immediately sent to the Central Station and they will dispatch help.

Setting the Duress User Code

1. On the Users screen, press Duress User.
2. A confirmation screen appears: Press **Create Duress User**.
3. Enter a four -digit code for the new Duress User Code and press **Done**.
4. To confirm the Duress User Code, enter the Code again and press **Done**.

Secret Duress Button

On the Home Screen, in the lower right corner, the system logo always appears.

The System logo is the secret duress button while the system is armed.

While Armed

With the system armed, pressing the logo displays the standard disarm code entry screen. Use a valid User Code or a Duress User Code to disarm the system. The system disarms normally, but a silent duress report is sent to the Central Station and they will dispatch help.

While Disarmed

You can also use the secret duress button while the system is disarmed. Pressing the logo displays a code entry screen. Enter the Duress User Code and a silent duress report is sent to the Central Station and they will dispatch help. The system remains disarmed.

System Messages

Using System Messages

Your security system supports receiving messages from the Central Station. The messages can be about system upgrades, additional services, special regional weather alerts, etc.

The messages can be sent for all system users to read, or as confidential messages that only the Admin User can read. Messages can be tagged by the sender in the following manner:

- **Standard** (blue message icon)
- **Urgent** (yellow message icon)
- **Emergency Priority** (red message icon)

Up to 31 messages can be stored in the Control Panel memory. You can review them through the Control Panel display.

Displayed messages are sorted in the following manner:

- Type
- Date
- Alphabetically

Displaying Messages

When a message is sent to the Control Panel, 3 beeps sound and the message icon displays on the **Home** screen.

Standard messages display a blue message icon with a number of unread messages in the upper right corner. Urgent messages display a yellow message icon with an attention symbol in the upper right corner. Emergency messages display a red message icon with the bell symbol in the upper right corner.

Reading Messages

To read a message

1. Press the **Message** button. The message list displays. The status bar shows the number of messages in memory, number of unread, and number of priority messages. Unread messages display in **bold** text.
2. Use the ↑ or ↓ arrows to scroll through the message list.
3. Press the message line itself to read the message.

4. Press **Back** to return to the message list, or press **Delete** to erase the message. **NOTE:** If you check the **Mark Read** box, the message remains on the message list (If you decide not to delete it), but it no longer displays in bold.

5. When deleting a message, a confirmation screen displays. Press **Delete Message**, or to return to the message, press **Cancel**.

Reading Confidential Messages

> **NOTE:** When a confidential message is sent to the Control Panel, only the Admin User with the a valid PIN code can read the message.

To read a confidential message

1. Press the message line on the message list. If the message is a confidential message, the **Code Entry** screen appears.

2. On the **Code Entry** screen, Enter the Admin User PIN code. Regular User PIN codes are not accepted.

3. View the displayed message.

4. You can either **Save** or **Delete** the message.

Filtering Messages

To select the type of messages that are displayed on the message list, use the Message Filter screen.

1. To display the **Message Filter** screen, press **Filters**.

2. Select the types of messages to display. To select all types of messages, press **All**. To return to the message list, press **Back**.

The message filters will reset when the following occurs:

- You select All Types
- Your message reviewing is over
- The system displays the Security screen

Sorting Messages

To select the order in which messages are displayed on the message list, use the **Message Sort** screen.

1. To display the **Message Sort** screen, press **Sorts**.

2. To sort the messages, pick from the following options:

   - **Date received**
   - **Date expired**
   - **Alphabetically**

3. To reverse the display order, select **Reverse**.

4. To list urgent messages first, select **Priority**.

5. To return to the message list, press **Back**.

6. When the message reviewing session is over, the sort options will reset.

Viewing and Acknowledging Trouble Alerts

The system continually polls wired sensors, wireless sensors and the Control Panel itself to ensure optimal operating conditions at all times. If trouble is detected, the system alerts you.

The system monitors the following conditions, among others:

- AC power to the Control Panel
- Telephone line (optional)
- Cell telephone connection (if used)
- Control Panel backup battery
- Sensor batteries
- Sensor supervisory status (if used)
- External siren connection
- Sensor radio reception and sensor tampering (sensor's case opened) when disarmed
- Control Panel tampering (panel's case opening) when disarmed (optional)
- Two-way voice communication to the Central Station

You have the option to have any or all trouble conditions reported to the Central Station. If a trouble condition exists, make sure to have your system serviced immediately to ensure no lapse in service or protection.

Trouble Alert Icon

If the system detects trouble, the Control Panel flashes a trouble alert icon and sounds a series of 6 beeps every minute. Scrolling text along the bottom of the display also describes the trouble condition.
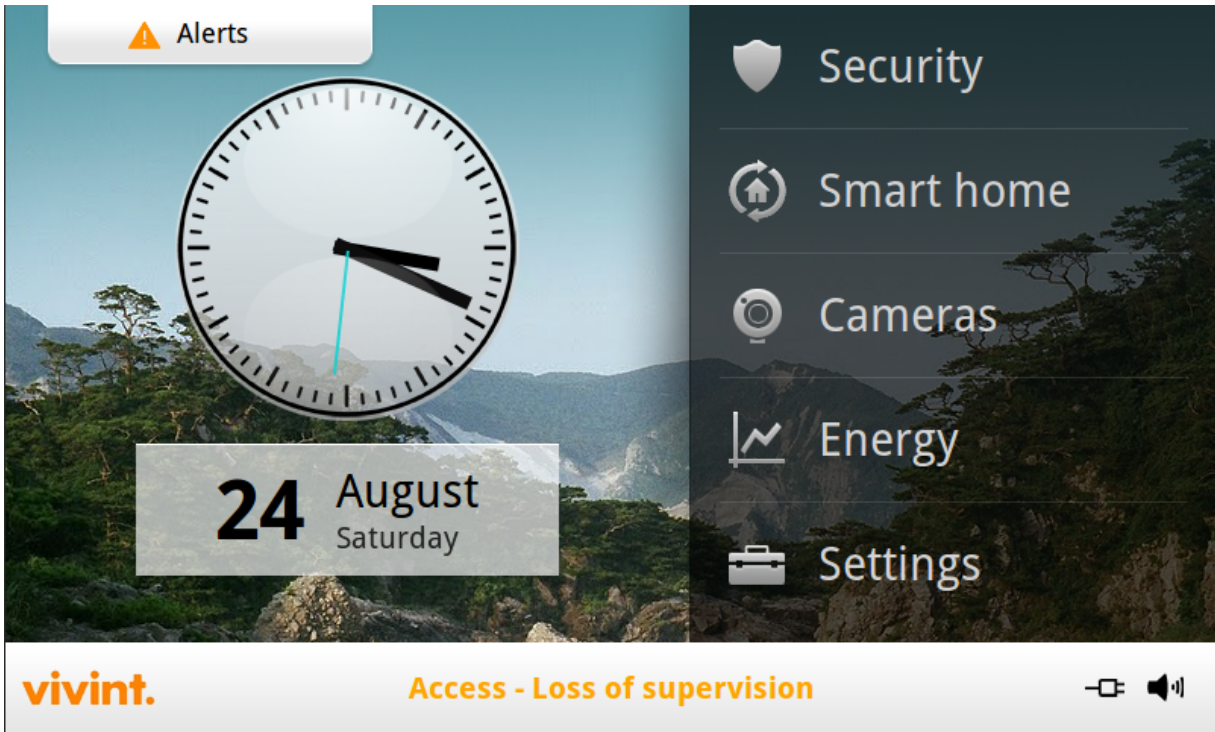
When you press **Alerts**, the Alerts pop-up window displays with the number of current system trouble alerts.
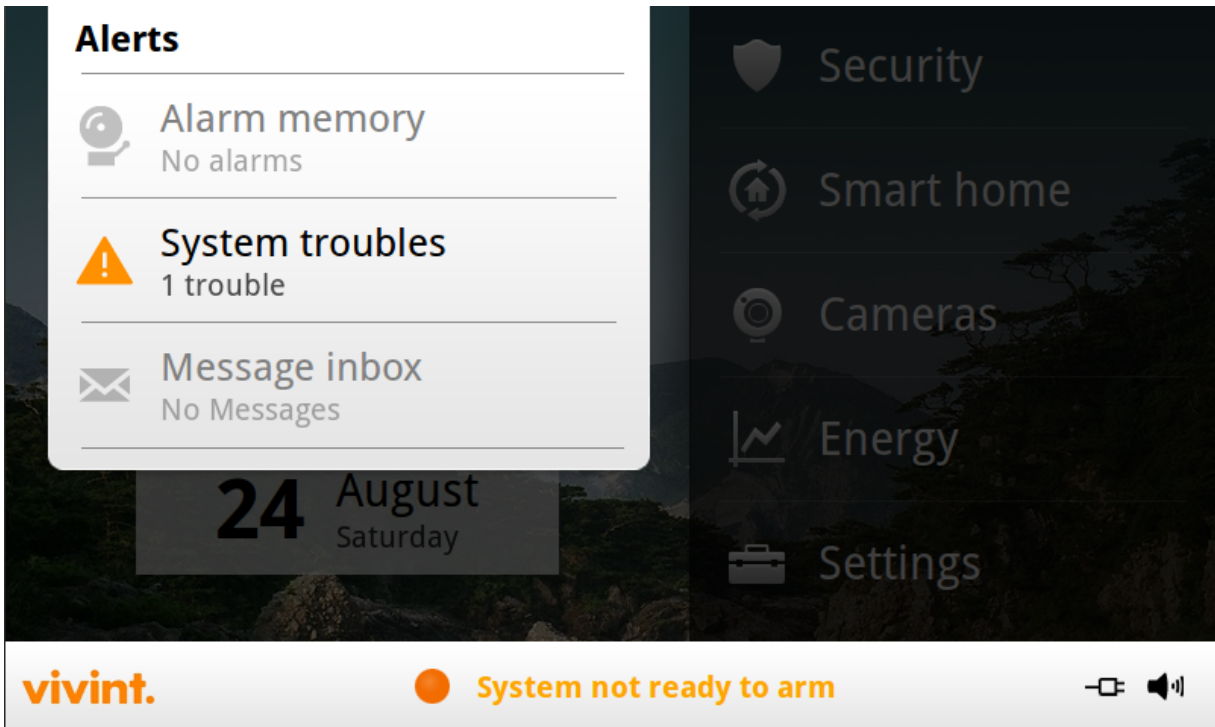
The Alerts icon displays until the trouble alerts are acknowledged, then it remains constantly lit until all the troubles are corrected. When all troubles are corrected, the icon disappears completely.

Viewing the Current Trouble Alerts

1. To display all current trouble alerts, press the **Alerts** icon.

2. View the listed trouble events. If there are more than 3 alerts, use the ↑ and ↓ arrows to scroll through the list.

3. Press the Alert message to acknowledge it. This action silences the alert beeps.

Trouble Alert Beep Hold-Off

During the installation, as an option, the system can be configured by your Technician to suppress the trouble alert siren from 10 PM to 9 AM. Any trouble alerts will still be displayed and reported (if enabled), but the siren does not beep during nighttime hours. Some trouble conditions may clear automatically while other trouble conditions may require service to correct. If a trouble condition still exists after 9 AM, the siren beeps to indicate trouble.

> **NOTE:** Regardless of whether the trouble alert siren is suppressed or not, every trouble condition is always displayed on the trouble alert list and recorded in the system history event log.

Remote Control

Remote Control via Standard Telephone

You can control your system remotely using a standard telephone IF your system was installed with a POTS module. Remote control is performed by calling the system and responding to spoken questions from the system. By pressing certain telephone keys, you can do the following:

- Arm the system
- Disarm the system
- Bypass sensors
- Query system status

> **NOTE:** At the time your system was installed, your installer needed to enable the *optional* remote control by telephone feature. Otherwise you will be unable to use the remote control by telephone feature.

Calling the System

During installation, your installer selects whether your system supports the remote telephone option or not. If this feature is enabled, the system requires you to call twice within 30 seconds before it answers your call.

1. Call the telephone number that the Control Panel is connected to. Wait for one or two rings, then hang up.
2. Within 10 -45 seconds, call the Control Panel again. The Control Panel answers the call.

Controlling the System Remotely

Talk to your dealer to see if your system was installed with the POTS module. Once you are connected with the system via the telephone, you can check on system status and remotely control the major functions.

> **NOTE:** The announcements that the system plays over the telephone do not sound out of the Control Panel's speaker.

1. After the Control Panel answers, it s asks for your User Code. You have 15 seconds to enter your User Code using the telephone keys. If you don't enter a valid User Code in 15 seconds, the system disconnects the call. For security purposes, if 2 attempts using 2 telephone calls to enter a User Code within a 5 minute time frame fail to enter a valid code, the system disconnects and does not respond to telephone commands for 30 minutes.
2. After the system has accepted your User Code, it announces the system status, then announces the remote command options.

The system waits up to 60 seconds for each remote command before automatically disconnecting. If you already know the remote command telephone key number, you can enter it before the command announcement finishes.

Use the following telephone keys to control your system:

Press 1

For System Status Report

Press 2

To Arm the System in **Away** Mode

Press 3

To Arm the System in **Stay** Mode

Press 4

To **Disarm** the system

Press 5

To turn **On** Auxiliary Output (if used)

Press 6

To turn **Off** Auxiliary Output (if used)

Press 7

To stop System Status Report

Press 8

To Hang Up

Press 9

To Repeat the Command Menu

Press

To Bypass All Open Sensors and Arm the System

NOTE: Remember to press 8 to hang up when you are finished remotely controlling the system.

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NOTE: There is *no Exit Delay* when you remotely arm the system.

NOTE: The Auto Stay feature (if enabled) does not function when you remotely arm the system.

Bypassing Sensors Remotely

If there are open sensors when you try to arm the system remotely, the system announces the current status and asks: "To bypass sensors and arm, press pound."

1. To bypass all open sensors and arm the system, press #.

After the open sensors are bypassed, the system arms in the mode you selected and announces the system status to you.

System Customization and Tools

Adjusting Chime (Tone and Voice)

On doors and windows monitored by sensors, the system can be configured to sound a chime to announce that the door or window was opened. Sensors can also be configured to have the Control Panel say (voice) the name of the opened door or window (e.g., "Front door").

> **NOTE:** The chime and voice announcements only sound while the system is disarmed.

At the time of installation, the Technician configures each sensor's chime (tone and voice) option. An Admin User can change the chime options for each sensor to further customize the system as desired.

> **NOTE:** As a global system option, the chime and voice for all the system's sensors can be turned on or off using the **Tone and Voice Chime** option on the **Panel Settings** screen (**Home > Settings > Panel Settings**).

To configure the chime options *individually* for each sensor

1. At the Home screen, press **Security**.
2. At the Security screen, press **Settings**, and then press **Chime and Voice**. The Chime and Voice screen displays each of the installed sensors that can chime and the option currently set for the sensor.
3. Press the name of the sensor you want to configure.

4. Select the chime option that you want for the sensor (see the list of chime options below).
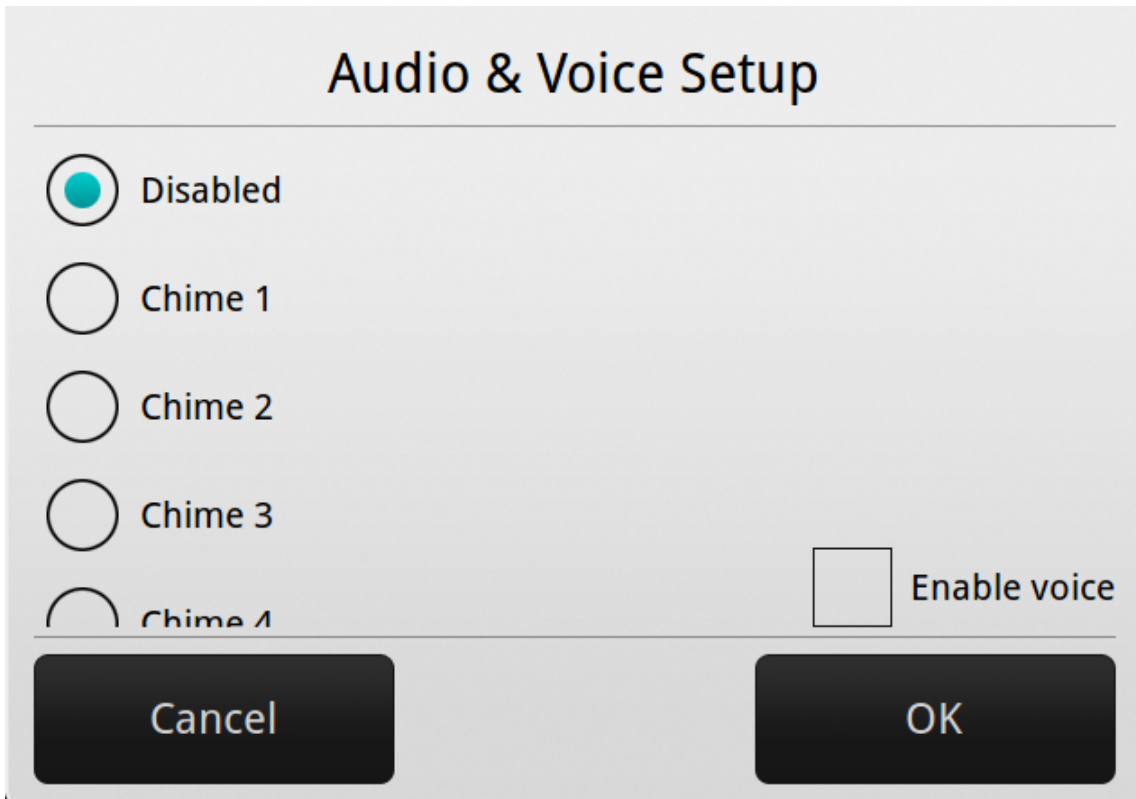
5. At the Menu Screen, press **Toolbox**.

6. At the **Master User Code** to access the toolbox.

7. At the Toolbox Screen (1 of 3), press **Chime Setup**. The Chime Setup Screen displays each of the installed sensors that can chime and the option currently set for the sensor. To change the sensor's chime options, press the sensor button. **TIP:** There are 14 chime options for each sensor.

8. Check the option that you want for the sensor, and then press **OK**.

9. When you are finished, press **Back**.

Chime Options

Chime Option	Description
Disabled	No chime
Chime 1	Voice only
Chime 2	Ding-dong #1
Chime 3	Ding -dong with Voice #1
Chime 4	Ding -dong #2

Chime Option	Description
Chime 5	Ding -dong with Voice #2
Chime 6	Ding -dong #3
Chime 7	Ding -dong with Voice #3
Chime 8	Ding -ding
Chime 9	Ding -ding with Voice
Chime 10	Chime#1
Chime 11	Chime with Voice #1
Chime 12	Chime#2
Chime 13	Chime with Voice #2

See Also:

- "Voice Alert for Arming and Disarming" on page 58

-

Adjusting Volume and Brightness

You can adjust the brightness of the Control Panel touchscreen display and the volume of the speaker.

To configure the brightness and volume

1. At the Home screen, press **Settings**.
2. Press **Panel Settings**.
3. To configure the volume, press the **Volume** button, adjust the volume to your desired level, and then press **OK**.
4. To configure the brightness, press the **Display Brightness** button, adjust the brightness to your desired level, and then press **OK**.

The volume setting does not affect the alarm sounder volume.

Adjusting the Display Backlight Timeout

The Control Panel backlight timeout sets the length of time that the display stays lit after use. You can adjust the backlight to 30 seconds, 1, 2, 5, or 10 minutes, or to Always On (to light the display at all times).

> ℹ️ **NOTE:** To conserve the Control Panel's backup battery, during an AC power failure, the display goes dark after 30 seconds regardless of this setting.

To configure the display backlight timeout

1. At the Home screen, press **Settings**.
2. Press **Panel Settings**.
3. Press the **Display Timeout** button, select the time period you want, and the press **OK**.

Setting System Date and Time

The Control Panel has a built -in clock and calendar. The Home screen displays the time and date. The time and date are also used for the system history and event logs that store data on system events.

During installation, your Technician can configure the system to automatically adjust for daylight saving time if it's observed in your location.

> ℹ️ **NOTE:** The time and date are automatically set through the cellular radio by the Central Station if your Control Panel has a cellular radio installed.

To manually set the date and time

1. At the Home screen, press **Settings**.
2. Press **Panel Settings**.
3. Press the **Date and Time** button, enable Manual Date/Time mode, select the date and time you want, and then press **Back**.

Cleaning the Touchscreen Display

There is a special option for the Control Panel that enables you to clean the touchscreen display. The option locks the display for 30 seconds so it can be cleaned without sensing any button presses. Clean the display with a dry, soft cloth.

To lock the touchscreen display for cleaning

1. At the Home screen, press **Settings**.
2. Press **Panel Settings**.
3. Press the **Screen Cleaning Mode Activate** button. The cleaning screen appears for 30 seconds. It shows the time remaining. The touchscreen is locked during this time.

Voice Alert for Arming and Disarming

System History

The Control Panel keeps a log of system events in the order in which they occur. Each event is marked with the date and time that the event occurred.

To make reading the log easier, the system history display can be filtered to show selected events only. The events that can be filtered for the system history log display are:

- Arm or Disarm of the system
- Bypasses of sensors (force bypasses and manual bypasses)
- Alarms (alarms are displayed with a red stripe)
- Alerts (alerts are displayed with a yellow stripe)

Some system events always display regardless of the filters selected. These events include:

- Walk test started or terminated
- System configuration mode started or terminated

To view the system history log

1. At the Home screen, press **Security**.
2. Press the **History** button.

3. The log of system events appears. Use the ↑ and ↓ arrows to scroll through the log.
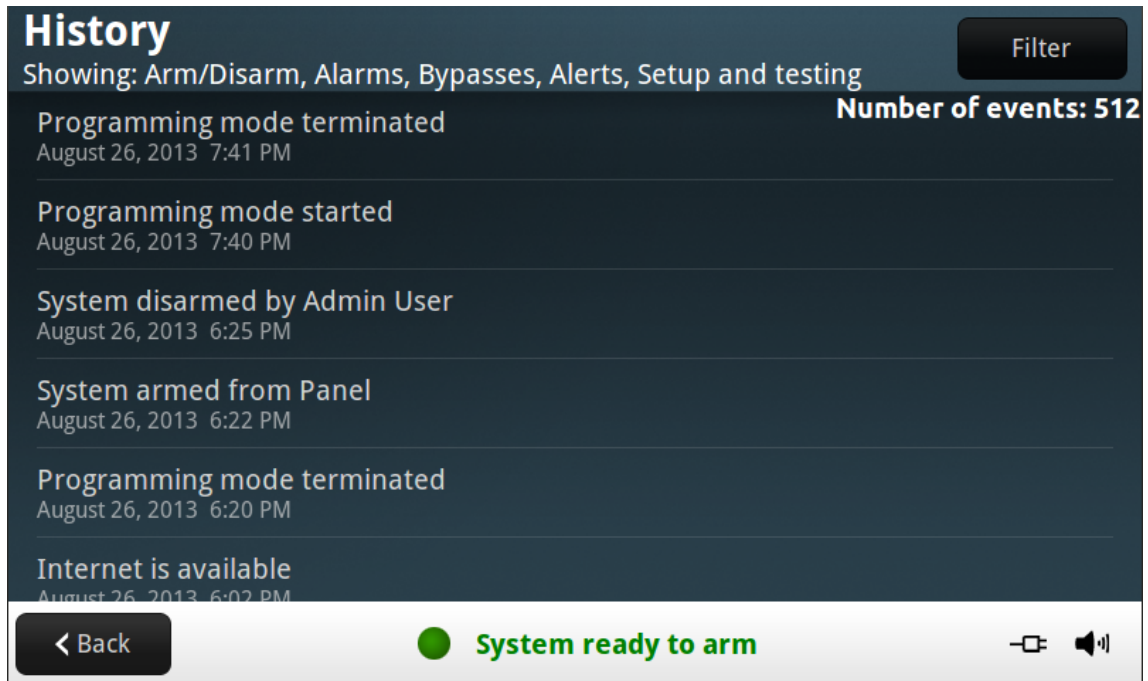
4. To choose the events to display, press **Filter**.

5. Specify the types of events to display by selecting the check boxes. Select **Security** to select all the check boxes.

6. Press **Filter** when finished.

System Tests

Even though your security system is self-monitoring, it is still important to regularly test the system manually. The System Test is used to test each of the sensors in the system. The Admin User PIN code is required to test the system. While the system is in test mode, a Test icon blinks in the lower right corner of the display.

> **IMPORTANT:** Test your security system weekly to ensure continued protection and proper system operation.

To test the system

1. At the Home screen, press **Security**.

2. Press **Settings**, and then press **System Test**.

3. From the list of sensors, choose each sensor (Use the ↑ and ↓ arrows to scroll through the list).

4. Go to each sensor listed, and trigger it.

- For door or window sensors, open and close the door or window.

- For motion detectors, stay out of the protected area for five minutes, then walk through the area.

- For portable sensors and wireless keypads, press a button.

- For smoke, CO, or glass break detectors, press the detector's test button.

5. When all sensors have been tested. A confirmation screen appears.

NOTE: When a red bar is displayed for a sensor, it has failed.

Sensor Test

When each sensor is tested, the Control Panel does the following:

- Beeps and announces the sensor's name

- Green bar lights on the display by the sensor name

- Signal bars light green to show the strength of that sensor's wireless signal

NOTE: Start and stop test reports are sent to the Central Station.

Firmware Version

To troubleshoot your system, you can check the version of the firmware that has been installed on the Control Panel hard drive.

To display the firmware version

1. At the Home screen, press **Settings**.

2. Press **Panel Settings**.

3. Scroll down to view the **Version** number.

Installation-Specific Information

System Settings

The Vivint Technician who installed your system can also configure various system settings in order to customize the installation. The settings listed below show the default settings and a check box or area to denote custom settings.

Siren Run Time

If there is a burglary, panic (police), or emergency alarm, the Control Panel sounds the siren for a preset time. After the time expires, the siren will stop sounding. (Auxiliary alarms run for an unlimited time.)

4 Minutes is the default, or the following:

- 8 Minutes
- 12 Minutes
- 16 Minutes
- Unlimited

Sensor Trigger Limit

The system limits the number of times a sensor can re -trigger an alarm while the system is armed. The setting is 1 to 6 times per sensor, per arming period.

2 Triggers is the default, or the following:

- 1 Trigger
- 3 Triggers
- 4 Triggers
- 5 Triggers
- 6 Triggers

Fire Alarm Run Time

If there is a fire or carbon monoxide alarm, the Control Panel sounds the fire alarm for a preset time. After the time expires, the fire alarm will stop sounding.

4 Minutes is the default, or the following:

- 8 Minutes
- 12 Minutes

- 16 Minutes
- Unlimited

Exit Delay

The Exit Delay begins immediately after arming the system. The delay gives you time to leave through the designated exit/entry door without setting off the alarm.

During the Exit Delay beeps sound, and faster beeps sound during the last 10 seconds.

> **NOTE:** Arming remotely does not start an Exit Delay.

- 60 Seconds is the default, or _____ for _____ Door.

Entry Delay

The Entry Delay begins when the designated entry/exit door is opened while the system is armed. The delay gives you time to disarm the system before triggering the alarm. You must enter a User Code on the Control Panel or Wireless Keypad before the Entry Delay time expires. During the Entry Delay, beeps sound to remind you to disarm the system.

The system supports two different Entry Delays:

- Entry Delay #1 is for your primary entrance door. 30 Seconds is the default, or _____ for _____ Door
- Entry Delay #2 is for a secondary entrance (such as a garage door) and is usually set longer to give you time to get to the keypad and disarm the system. 45 Seconds is the default, or _____ for _____ Door

24-Hour Emergency Functions

Three 24 -hour emergency functions: You can activate the Panic, Fire, and Emergency buttons on the Control Panel. The installer can set which emergency buttons on the Control Panel are active.

- Panic (Audible)
- Panic (Silent)
- Fire
- Emergency

Quick Arming

Quick Arming allows you to arm your system without having to enter a User Code.

When you press the **Stay** or **Away** button, the system will start to arm without requesting a User Code.

- Off
- On

Quick Bypass

Normally sensors that are open at the time the system is armed will require force bypassing by entering your User Code. The system can be set so a User Code is not required to bypass open sensors when the system is armed.

- Off
- On

Quick Exit

The Quick Exit option allows you to start the Exit Delay while the system is armed. This allows you to leave the premises without having to disarm and rearm the system.

When the Quick Exit option is on, a Quick Exit button will display on the security screen. Press the button to start the Exit Delay.

After Quick Exit, the system will fully re-arm in the mode that it was in before (Stay or Away Mode).

- Off
- On

Auto Un-bypass

Normally, sensors manually bypassed with the User Toolbox will automatically have their bypasses removed when the system is disarmed. The system can be set so sensors that have been manually bypassed will stay bypassed until the bypass is manually removed.

- Off
- On

Auto Stay

The Auto Stay option will change the arming mode if no one exits after arming the system in Away Mode. When the system is armed in the Away Mode the Exit Delay will begin.

With the Auto Stay option on, if a designated exit/entry door does not open and close during the Exit Delay, the system will arm in the Stay Mode instead of the Away Mode.

- Off
- On

Key Fob Arm/Disarm Sound

The system can be set so when it's armed or disarmed by a wireless key fob, a beep will sound through the internal and external sounders to indicate that the key fob's signal was received.

This helps in installations where the Control Panel is not visible or there are no other system status indications at the key fob's location.

- Off
- On

Key Fob Disarm After Sound

The system can be set so when it's disarmed with a wireless key fob after an alarm has occurred, a special series of beeps will sound through the internal and external sounders.

This option serves as an alert to warn you to approach the premises with caution as an intruder may still be present.

- Off
- On

> **IMPORTANT:** The system can be set so when it's disarmed with a wireless key fob after an alarm has occurred, a special series of beeps will sound through the internal and external sounders. This option serves as an alert to warn you to approach the premises with caution as an intruder may still be present.

Key Fob Options

The installer selects which options are enabled for each key fob (1 -8) used with the system.

Refer to the table below for the options selected for your key fobs:

Key Fob Arming Bypass Options

Options - All Key Pads

- Auto -bypass all open perimeter sensors and un -bypass a sensor if closed while the system is armed
- Auto -bypass open perimeter sensors permanently while armed
- Allow key fob arming only when all perimeter sensors are closed

Wireless Keypad Emergency Keys

Each standard wireless keypad has Fire and Police emergency buttons that can be enabled or disabled for each keypad.

Refer to the table below for options set for your keypads:

Exit Delay Restart

The Exit Delay Restart option will extend the Exit Delay one time if you need to re -enter the premises. When the system is armed in the Away Mode or Stay Mode, the Exit Delay gives you time to leave without setting off the alarm. With the Exit Delay Restart option, re -entering the premises after you have left, but before the Exit Delay timer expires, will restart the Exit Delay timer, giving you the full length of time to leave again. The restart option only works once, each time the system is armed.

- On
- Off

Cancel Display

A "cancel" message will be sent to the Central Station if the system is disarmed within a preset period of time after an alarm is triggered. The system can be set to display that a cancel report was sent, or for higher security, the system can be set not to display the cancel message.

- On
- Off

Cancel Time

To limit responses to false alarms, a "cancel" message will be sent to the Central Station if the system is disarmed within a preset period of time after an alarm is triggered.

The alarm report is always sent, but it will be followed by a cancel report if you disarm the system within the preset time.

This option helps the Central Station to determine whether you accidentally caused the alarm or if the alarm report was caused by an intruder. It also lets the Central Station know that you have returned to the premises. Even if a cancel message is sent, the Central Station will verify the alarm and possibly dispatch help. The cancel message may be processed by the Central Station at a later time depending on system configuration.

- 5 Minutes is the default, or _____ Minutes

Dialer Delay

If an alarm occurs, the system will delay dialing for a short time to allow you to disarm the system in case the alarm was accidentally tripped. The dialer delay reduces nuisance traffic to the Central Station and can prevent receiving fines that many cities impose when police respond to a false alarm. Your installer also can configure the system for no dialer delay.

> **NOTE:** The dialer delay is also known as the *abort window*. It gives you time to disarm, but doesn't delay the siren from sounding. Disarming during the abort window can display a cancel message depending on the Cancel Display setting.

- 30 Seconds is the default, or _____ Seconds

Two-way Voice

The system can connect with a Central Station operator so they can converse with people on the premises after an alarm.

The two -way voice option allows communication to and from the Control Panel and the Central Station. Two -way voice communications will occur after the system has made its alarm report. Your installer sets which sensors can trigger the two -way voice option.

- Off
- On

Telephone Remote Control Answer

Your installer selects whether your system supports the remote telephone option or not. If the telephone remote control answer option is turned on, the system will require calling it twice within 30 seconds for the Control Panel to answer the call.

- Off
- On

User PIN Codes and Security Sensor Zones

User PIN Codes

Master User —

User 2 —

User 3 —

Security Sensor Zones

Zone 1 —

Zone 2 —

Zone 3 —

> ⊙ **IMPORTANT:** If you have logged user codes here, to maintain security, keep this guide in a secure location!

Service, Regulatory, and Warranty Information

Service Information

Your local Vivint Technician is the person best qualified to service your system. Be sure to set up a routine service schedule with your local technician.

> **IMPORTANT!** THIS EQUIPMENT MUST BE CHECKED BY A QUALIFIED TECHNICIAN AT LEAST EVERY 3 YEARS.

For Warranty Service and Shipping Instructions

Call Vivint at **1-800-216-5232**

Important Power Supply Notice

The Vivint Control Panel is powered by a plug -in power supply. In case the power supply becomes unplugged, be sure to plug the power supply into an unswitched receptacle. Do NOT connect the power supply to a receptacle controlled by a switch. Use only the Class 2 power supply provided with the panel. For power supply replacement, contact Vivint Customer Care.

Regulatory Declarations

Wireless Product Notice

Wireless communications hardware provides a reliable communications link and fill an important need in portable wireless signaling; however, there are some limitations which must be observed.

- For U.S. installations only: The transmitters are required to comply with FCC Rules and Regulations. As such, they have limited transmitter power and therefore limited range.
- A receiver cannot respond to more than one transmitted signal at a time and may be blocked by radio signals that occur on or near their operating frequencies, regardless of code settings.
- Unauthorized changes or modifications to the device may void FCC compliance.

FCC Notice

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. 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 strict 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 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:

- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment and 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/TV technician for help.

FCC Telephone Rules and Regulations (when equipped with a POTS module)

The FCC requires that this equipment not make more than 15 repetitive dialing attempts to a single telephone number. There are no limitations when the calls are made sequentially to two or more alternative numbers, or when these calls are spaced 10 minutes apart to a single number. The FCC Rules and Regulations do not specify the re- attempt period as this can vary for specific applications. When setting this period, take into consideration local, interstate, foreign and special network call completion characteristics, network processing time, a sufficient number of rings and busy/don't answer modes.

Industry Canada Notices

NOTICE: The ringer equivalence number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the ringer equivalence numbers of all the devices does not exceed 5.

NOTICE: The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

Wireless Product Notice

Wireless communications hardware provides a reliable communications link and fill an important need in portable wireless signaling; however, there are some limitations which must be observed.

- For U.S. installations only: The transmitters are required to comply with FCC Rules and Regulations. As such, they have limited transmitter power and therefore limited range.
- A receiver cannot respond to more than one transmitted signal at a time and may be blocked by radio signals that occur on or near their operating frequencies, regardless of code settings.
- Unauthorized changes or modifications to the device may void FCC compliance.

FCC and Industry Canada Regulatory Declarations

> **IMPORTANT:** 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.

(2) This device must accept any interference received, including interference that may cause undesired operation of the device.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type

d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'in-tensité nécessaire à l'établissement d'une communication satisfaisante. Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonc-tionnement.

These limits are designed to provide reasonable protection against harmful interference in a residential install-ation. 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 inter-ference 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 Notice (for Canadian users)

The Industry Canada (IC) label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The IC does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of con-nection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone Regulatory Information extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be par-ticularly important in rural areas.

> **WARNING:** Users should not attempt to make such connections on their own, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The Ringer Equivalence Number (REN) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five.

L'indice d'équivalence de la sonnerie (IES) sert à indiquer le nombre maximal de terminaux qui peuvent être raccordés à une interface téléphonique. La terminaison d'une interface peut consister en une combinaison quelconque de dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'excède pas cinq.

Refer to the equipment label for the unit's load number or REN number. This device complies with Industry Canada license exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

> **NOTE:** Connection of protective wiring, conductors, and attachments are to be made in accordance with UL 681 (Standard for Safety of Installation and Classification of Burglar and Holdup Alarm Systems) and UL 827 (Standard for Central Station Alarm Services).

Security System Limitations

IMPORTANT NOTICE

This security system cannot offer guaranteed protection against burglary, fire, or other emergencies. Any alarm system, whether commercial or residential, is subject to compromise or failure to warn for a variety of reasons.

For example:

- Intruders may gain access through unprotected openings or have the technical sophistication to bypass an alarm sensor or disconnect an alarm warning device.

- Intrusion detectors (sensors) do not work without power. Battery operated devices do not work without batteries, with dead batteries, or if the batteries are not put in properly. Devices powered solely by AC do not work if their AC power supply is cut off for any reason, however briefly.

- Signals sent by wireless sensors may be blocked or reflected by metal before they reach the alarm Control Panel, even if the signal path has been recently checked during a weekly test. Blockage can occur if a metal object has been moved into the sensor's signal path.

- A user may not be able to reach a panic or emergency button quickly enough.

- Telephone lines needed to transmit alarm signals from a premises to a Central Station may be out of service or temporarily out of service. Telephone lines are also subject to compromise by sophisticated intruders.

- Even if the system responds to the emergency as intended, however, occupants may have insufficient time to protect themselves from the emergency situation. In the case of a monitored alarm system, authorities may not respond appropriately.

- Alarm warning devices such as sirens, bells or horns may not alert people or wake up sleepers if they are located on the other side of closed or partly open doors. If warning devices sound on a different level of the residence from the bedrooms, then they are less likely to waken or alert people inside the bedrooms. Even persons who are awake may not hear the warning if the alarm is muffled from a stereo, radio, air conditioner or other appliance, or by passing traffic. Finally, alarm warning devices, however loud, may not warn hearing -impaired people or awaken deep sleepers.

- While smoke detectors have played a key role in reducing residential fire deaths in the United States, they may not activate or provide early warning for a variety of reasons in as many as 35% of all fires, according to data published by the Federal Emergency Management Agency. Some of the reasons smoke detectors used in conjunction with this system may not work are where smoke cannot reach the detectors, such as in chimneys, in walls, or roofs, or on the other side of closed doors. Smoke detectors may have been improperly installed and positioned. Smoke detectors may not sense fires that start where smoke cannot reach the detectors, such as in chimneys, in walls, or roofs, or on the other side of closed doors. Smoke detectors also may not sense a fire on another level of a residence or building. A second floor detector, for example, may not sense a first floor or basement fire. Moreover, smoke detectors have sensing limitations. No smoke detector can sense every kind of fire every time. In general, detectors may not always warn about fires caused by carelessness and safety hazards like smoking in bed, violent explosions, escaping gas, improper storage of flammable materials, overloaded electrical circuits, children playing with matches, or arson. Depending upon the nature of the fire and/or the locations of the smoke detectors, the detector, even if it operates as anticipated, may not provide sufficient warning to allow all occupants to escape in time to prevent injury or death.

- This equipment, like other electrical devices, is subject to component failure. Even though this equipment is designed to last as long as ten years, the electronic components could fail at any time.

The most common cause of an alarm system not functioning when an intrusion or fire occurs is inadequate maintenance. This alarm system should be tested weekly to make sure the sensors are working properly.

Although installing an alarm system may make homeowners eligible for lower insurance rates, an alarm system is not a substitute for insurance. Homeowners, property owners, and renters should continue to act prudently in protecting themselves and continue to insure their lives and property.

Control Panel Operating Temperature and Humidity Ranges

For optimal performance, the Control Panel should be operated under the following conditions:

- The Control Panel will operate normally at temperatures between 0°C to 49°C (32°F to 120°F). For optimal battery operation, the recommended temperature range is 0°C to 35°C (32°F to 95°F).
- Humidity 0 – 90% Non -condensing.

Limited Warranty

Vivint Inc. (the Company) warrants to the original purchaser that products delivered hereunder will be free of defects in materials and workmanship for a period of twelve (12) months from the date of purchase.

The Company within said period shall, at its option, either repair or replace free of charge, any product or part thereof found (except batteries), upon the Company's inspection, to be so defective, and will return the repaired or replaced product to the purchaser at Company's expense.

For warranty service and shipping instructions, call Vivint at the telephone number shown below. Devices must be sent at owner's expense and be accompanied with statement of defect and proof of purchase.

This warranty is conditioned on the following:

- The Company must be notified within one year of purchase and have been given the opportunity of inspection by return of any alleged defective product free and clear of all liens and encumbrances to the Company or its distributor; and
- The product must not have been abused, misused, or improperly maintained and/or repaired during such period; and
- Such defect has not been caused by corrosion or exposure to other than ordinary wear and tear.

> THE COMPANY MAKES NO OTHER WARRANTY OR REPRESENTATION OF ANY KIND WHATSOEVER INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PRUPOSE.

The Company's maximum liability hereunder is limited to the purchased price of the product. In no event shall the Company be liable for any consequential, indirect, incidental, or special damages of any nature arising from the sale or use of the product, whether based in contract, tort, strict liability or otherwise.

> NOTE: Some states do not allow limitations on incidental or consequential damages or how long an implied warranty lasts, so that the above limitations may not fully apply. This warranty give specific legal rights, and you may also have other rights which may vary from state to state.

For Warranty Service and Shipping Instructions

Call Vivint at **1-800-216-5232**