Getting Started
SkyControl Panel
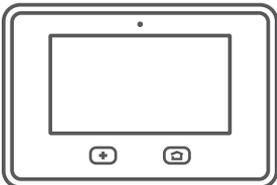
vivint.

Getting
Started Guide

Welcome to Vivint SkyControl

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

To quickly get to know and start using your SkyControl panel and services, please read this introductory *Getting Started Guide* that covers the basics and then make sure to keep the guide in a handy location.

Get Support ⚲

To find additional support, including how-to videos, step-by-step instructions, and a complete *User Guide*, visit **support.vivint.com**.

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

To contact Vivint Customer Care—call **1.800.216.5232**.

For faster assistance:
1. Be ready to provide your account number.
2. Be ready to provide any relevant error messages.
3. Be in front of your panel.

## Stay Connected ↻

Follow Vivint at **twitter.com/vivinthome**

Join Vivint at **facebook.com/vivinthome**

Follow Vivint at **instagram.com/letsneighbor**

Visit the Vivint Neighborhood at **neighborhood.vivint.com**

Getting to Know the Panel

Vivint SkyControl monitors your protected security zones (interior and perimeter) as well as overall system status. The control panel displays critical monitoring and alert information and provides touchscreen access to system operation and configuration.

Microphone   Panel Camera   Touchscreen Display

Speaker   Alarm Siren

Emergency Button   Home Button
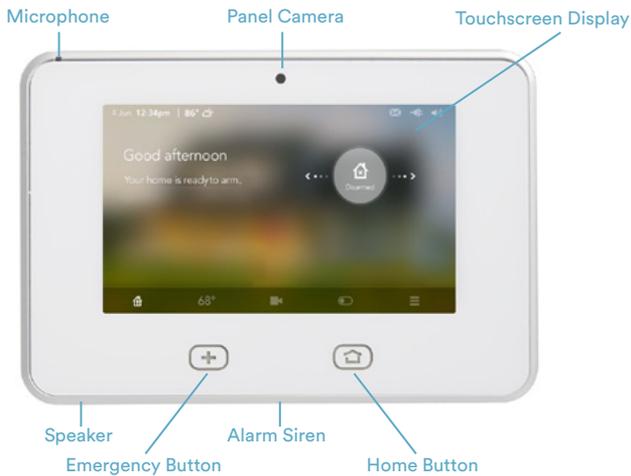
Touchscreen Display

The status bar at the top of the touchscreen shows system information.

Date and Time   Weather   Messages   Sound

Power

The bottom of the screen indicates the arming mode and provides device access.

Security   Thermostat   Cameras   Lighting Controls   Menu

Home Button Display

When the **Home** button is green 🏠 your security system is disarmed (ready to arm). When the **Home** button is red 🏠 your system is armed.

Arming the Security System

Arming your system activates monitoring of the security sensors* (doors, windows, motion). If a sensor is triggered when the system is armed, an alarm will result and a monitoring representative will contact you through Vivint Live™, the two-way voice communication on the panel.

When the panel's **Home** button is green 🏠, press the **Arming** icon, and

Arm your system in **Staying** mode by dragging the icon to the left. The **Exit Delay** timer will count down after 60 seconds. Do this when you want to be able to stay inside your home. This activates all perimeter sensors but not interior sensors and motion detectors.

OR

Arm your system in **Leaving** mode by dragging the icon to the right. The **Exit Delay** timer will count down after 60 seconds. Do this when you want to leave your home unoccupied. This activates all sensors including interior sensors and motion detectors.
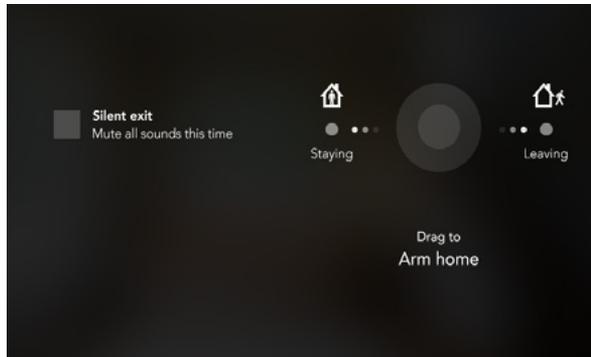
ⓘ **Sensor Bypass**—Use this option if you want to arm your system without monitoring a specific sensor. For example, you can leave a window open while your system is armed.

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

Note that more detailed instructions can be found at **support.vivint.com**.

*Some 24-hour sensors such as smoke detectors, panic pendants, flood sensors, and CO detectors are always active and monitored and can trigger an alarm 24×7×365.

Disarming the System 7

Disarming the system deactivates monitoring of all the sensors that are not monitored 24×7×365*. Disarming your system will also shut off any alarm currently in process.

Press the **Arming** icon and disarm your system (from either **Staying** or **Leaving** mode) by dragging the icon down,
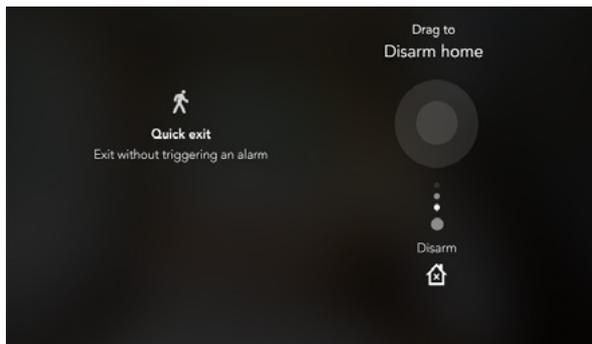
and entering your PIN.
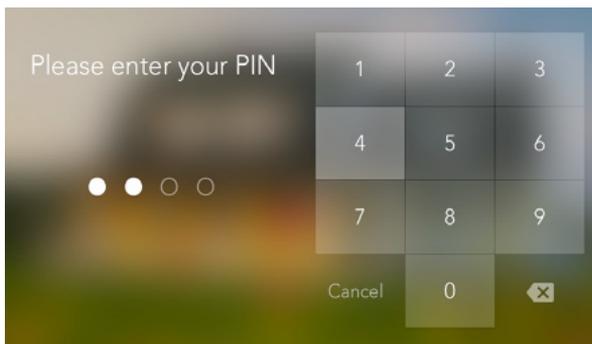
ⓘ **Quick Exit**—Use this option (when armed in **Staying** mode) to allow someone to exit without having to disarm the entire system.

Emergency and Fire Protection

The **Emergency** ⊞ button is located at the bottom left of the panel. Use this button in case of an emergency. Just pressing the button does not trigger an alarm.

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

Using the Emergency Buttons

1. Press and hold the type of **Emergency** button you need for at least 2-3 seconds.

2. Vivint will receive your signal immediately and a monitoring representative will confirm the emergency through Vivint Live. If no one at your home responds via Vivint Live, the representative will call your emergency contacts. If the first emergency contact cannot be reached, Vivint will dispatch authorities and continue trying to reach your emergency contacts.

Understanding Fire and Carbon Monoxide Alarms

Your home may be installed with fire and CO detectors as part of Vivint's overall home protection system. This protection is enabled 24 hours a day, 365 days a year.

In the event of a fire or CO gas emergency, the installed detectors automatically activate your security system. The detectors will emit a loud alarm, and the panel will also emit loud intermittent alarms to warn you. The panel alarm continues for four minutes or until you enter your PIN at the panel. (**NOTE:** See the complete *User Guide* at **support.vivint.com** for more information about fire and CO alarms.)

Home Automation Services

Vivint SkyControl offers several home automation features with devices that can be controlled at the panel or remotely with your smartphone, tablet, or computer. Access and control your devices from the bottom bar on the touchscreen display.

Locking and Unlocking Doors
At the **Security** screen, press a door lock to see its status and to lock or unlock it.

Adjusting Thermostat Settings
Press the temperature icon to view thermostats, adjust settings, and create schedules.

Watching Camera Views and Videos
Press the camera icon to access your cameras, view live and recorded video feeds, and configure settings such as motion detection, night vision, and more.

Controlling Lights and Small Appliances
Press the lighting control icon to access the modules and turn on/off or dim the lights.

Viewing device status

To see the status of each device that's connected to your home, press the **Menu** button > **Settings** > and then **Devices**.


*Note that home automation features and services vary depending on your installation.

Users

The Primary Admin User can add other users who can access and control your Vivint system directly at the panel or remotely with the Vivint Sky™ apps, as well as access your home with unique door lock PINs.

Adding Users and Configuring Permissions

Add a new user by pressing the **Menu ☰** button > **Settings ⚙** > **Users and Permissions** > and then **Add User**. Once added, you can go to any **User** page to grant or revoke permissions, change PINs, and remove the user.
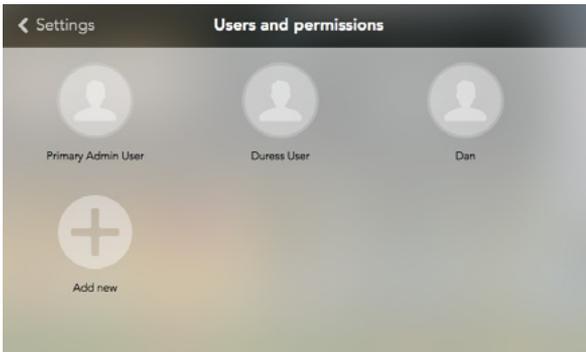
Inviting Users to Control Your System Remotely

You can grant (or revoke) remote access privileges to users so they can control your system remotely via the web and mobile apps. Once you have sent an invitation by email or text or both, users have 48 hours to accept.
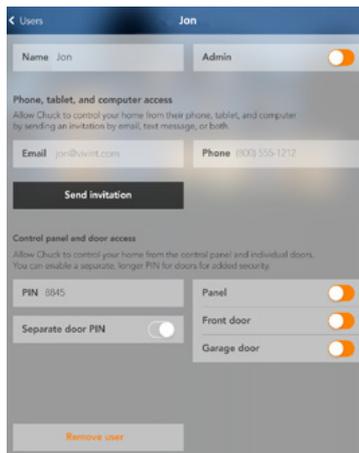
Remote Access and Control

You, and your invited users, can control your Vivint system's home security and automation features from a smartphone, tablet, or computer using the Vivint Sky app ⓥ.

What You Can Do with the Web and Mobile Apps
With the web app and mobile apps (iOS and Android) you can:

- Arm and disarm system
- View live and recorded video
- View system status
- Lock and unlock doors
- Add users
- Adjust thermostat settings
- View system activity
- Turn on/off and dim lights

Downloading and Installing the Mobile App
Go to the App Store or Google Play, search for the Vivint Sky app, and install it. You can also go to **vivint.com/mobile**.

Signing in to the Web or Mobile App
With your browser, go to **vivintsky.com** and enter your email and password.

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

Acknowledging and Clearing Alerts

The Vivint SkyControl system continually monitors sensors, devices, and the panel itself to ensure optimal performance. If the panel detects trouble, it will display an **Alert** icon and beep until the alert is acknowledged.

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

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

Acknowledging Alerts
When the **Alert** icon ⚠ displays, press the icon and read the alert to acknowledge it. After acknowledging the alert, the panel will stop beeping.

Clearing Alerts
You must resolve an alert situation in order to completely clear the notification. For example, you must replace a sensor's batteries in order to clear that specific alert.
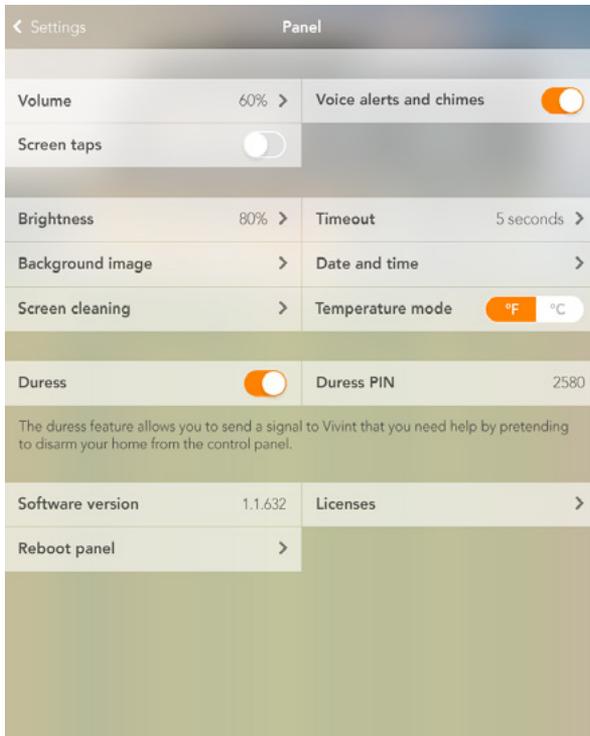
Viewing System Messages
In addition to alerts, the panel can receive system messages about software updates, regional severe weather reports, etc.

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

Customizing Panel Settings

You can easily customize the appearance and behavior of the SkyControl panel, including volume, voice alerts, chimes, brightness, background image, and more.

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

Settings		Panel	
Volume	60% >	Voice alerts and chimes	🔘
Screen taps	⚪		
Brightness	80% >	Timeout	5 seconds >
Background image	>	Date and time	>
Screen cleaning	>	Temperature mode	°F °C
Duress	🔘	Duress PIN	2580
The duress feature allows you to send a signal to Vivint that you need help by pretending to disarm your home from the control panel.			
Software version	1.1.632	Licenses	>
Reboot panel	>		

Cleaning the Touchscreen Display
To clean the panel's touchscreen display,
1. Press the **Menu** button > **Settings** > and then **Panel**.
2. Press **Screen Cleaning**. This locks the touchscreen for 30 seconds.
3. Use a soft dry cloth to clean the display.

Frequently Asked Questions (FAQs)

Read these common questions to learn more about your system.

What should I expect in an alarm situation?
Burglary alarm, medical emergency or fire alarm—Vivint will attempt to contact you through your panel with Vivint Live to confirm the alarm and ask for your verbal password. If no one answers, Vivint will call your first emergency contact. If no one is available to confirm the alarm, Vivint will dispatch the authorities and continue trying to reach your emergency contacts (unless prohibited by local regulations).

How do I send a Duress Signal?
The duress code is for situations when you need emergency personnel sent to your home but don't want to alert an intruder that you are calling for help. For example, if you are being forcibly held in your home and need to "disarm" your panel, you can use this code to stop the panel from beeping while simultaneously alerting Vivint that you are in distress. When Vivint receives a duress code, we will immediately dispatch the police to your home without attempting to contact you further.

Go to your panel (your system must be armed), press the **Arming** icon, press **Disarm**, and then enter the duress code. An emergency signal will be sent. Although the panel will be disarmed and all will appear normal, we will receive an emergency signal and send help immediately. (When your system was installed, you were informed of the duress code. If you have forgotten your code, call Customer Care.)

How do I change sensor batteries?
Occasionally the panel will display a "low battery" message indicating that a specific sensor or device needs to have its batteries replaced. Typically, this is a very quick and easy procedure. Simply go to the identified sensor (motion detector, door/window sensor, etc.), remove the cover and/or open it, replace the batteries, and then replace the cover or close the sensor.

For more information, you can also go to **support.vivint.com** to see video tutorials and step-by-step instructions on how to replace batteries for Vivint sensors or devices.

How do I manage my home online?
To manage your home online, log into **vivintsky.com** using the email address and password you created when your system was installed. You can also access your system from **vivint.com**. Click the Login link at the top of the page, select the SkyControl system on the left, and sign in.

Regulatory, Service, and Warranty Information

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

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

Service Information

Your local Vivint field service professional is the person best qualified to service your system. Should your system ever require service due to ordinary wear and tear, we will repair or replace the equipment for free. Note that trip fees may apply.

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

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

Limited Warranty

For Limited Warranty and information about other terms and conditions, go to **vivint.com**.

Account Information

Install Date

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