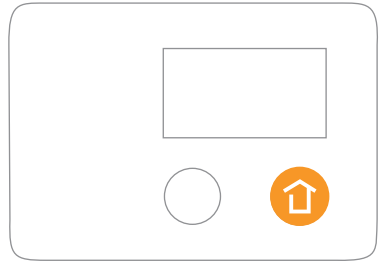




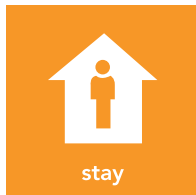
Touchscreen panel instruction guide



Hello! Welcome to your new system!

This guide will walk you through some of the basic features of your new touchscreen panel. If you want more in-depth information, visit vivint.com/support. Enjoy!

ARMING THE SYSTEM



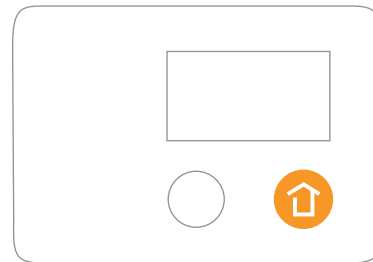
STAY

Arms all sensors
EXCEPT motion detectors.



AWAY

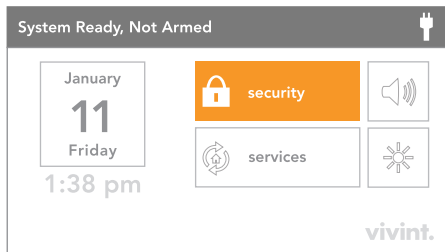
Arms all sensors
INCLUDING motion detectors.



1

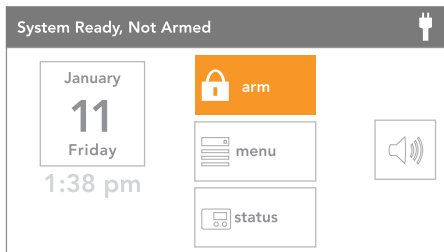
Go to your touchscreen panel.

* Smoke detectors, panic pendants, flood sensors, and carbon monoxide detectors are always monitored 24x7x365.



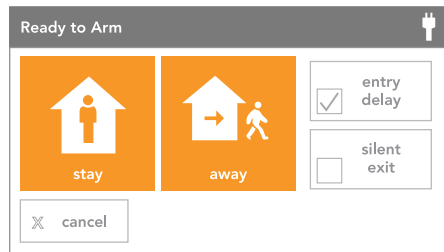
2

Choose the Security button from your home screen.



3

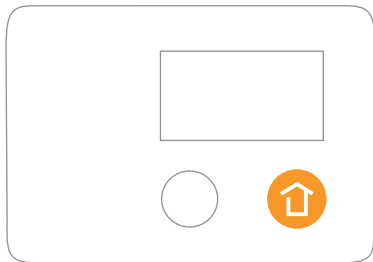
Choose the Arm button.



4

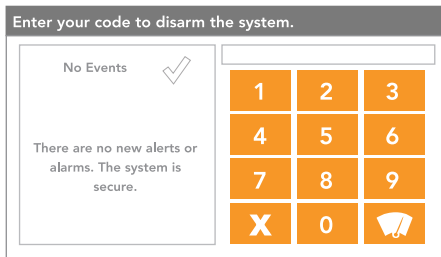
Choose Stay or Away.

DISARMING THE SYSTEM



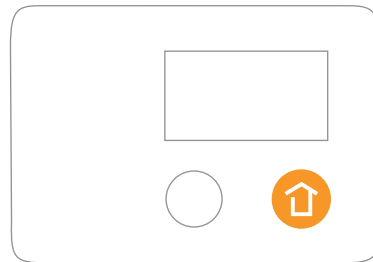
1

Go to your touchscreen panel.



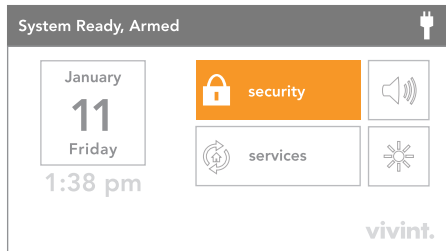
2

If a keypad is displayed on the screen, enter your system passcode.



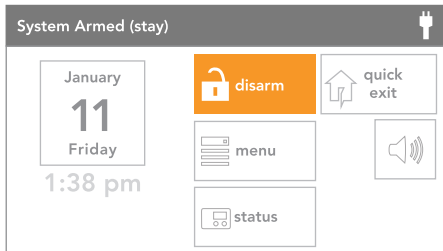
3

If no keypad is displayed, press the Home button.



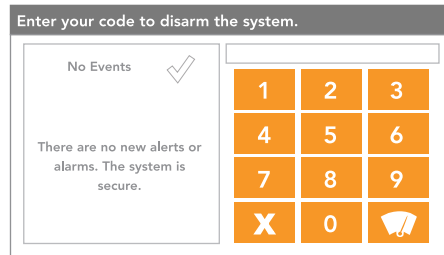
4

Choose the Security button from your home screen.



5

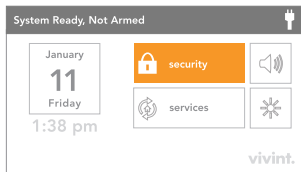
Choose the Disarm button.



6

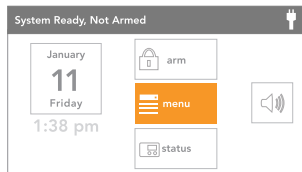
Enter your code to turn off the system.

CHANGING THE SYSTEM PASSCODE



1

Choose the Security button from your home screen.



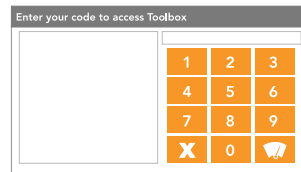
2

Choose the Menu button.



3

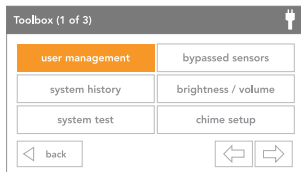
Choose the toolbox icon.



4

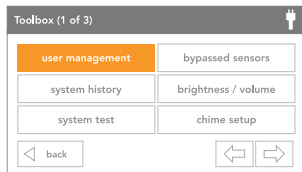
Enter your system passcode to access the toolbox.

* Your codes can also be changed through your online account.



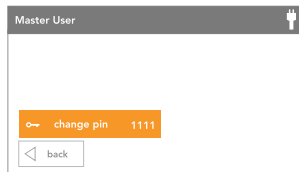
5

Choose User Management.



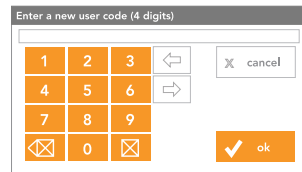
6

Choose Master User.



7

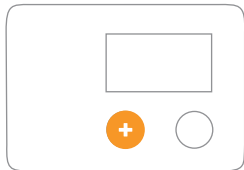
Choose Change Pin.



8

Enter a new user code then press OK.
Repeat step.

PANIC AND HOME BUTTON EXPLANATION

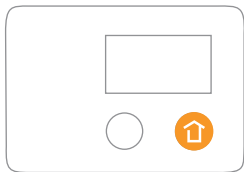


PANIC BUTTON

The panic button is there in case of emergency. When you press the button, three options will appear on your touchscreen panel: Panic, Fire, or Emergency (medical).

- 1 Press and hold whichever emergency button you need for at least 2 seconds.
- 2 Vivint will receive your signal immediately and a monitoring representative will confirm the emergency through the Vivint Live™ two-way voice feature. Once we have spoken to you through the panel we will send emergency personnel. If you are unable to respond we will send emergency personnel anyway.
- 3 On average, a Vivint Live representative can respond to your call as fast as 10 seconds.*

* Actual emergency personnel response times vary.

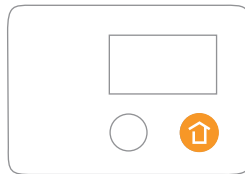


HOME BUTTON

The home button will always return you to the home screen of your panel, allowing you to access either Services (home automation) or Security. Use this button to return “home” from anywhere or to turn on your screen if the touchscreen ever darkens.

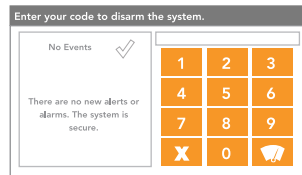
SENDING A DURESS SIGNAL

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 and need immediate assistance. When Vivint receives a duress code, we will immediately dispatch the police to your home without attempting to contact you further.



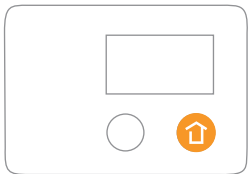
1

Go to your touchscreen panel.



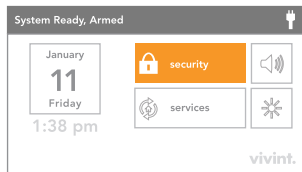
2

If a keypad is displayed on the screen, enter your passcode.



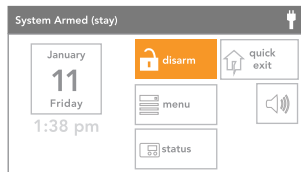
3

If no keypad is displayed,
press the Home button.



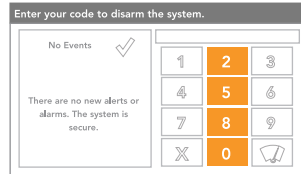
4

Choose the Security button
from your home screen.



5

Choose the Disarm button.



6

Enter duress code
"2-5-8-0."

WHAT TO EXPECT IN AN **ALARM SITUATION**



BURGLARY ALARM OR MEDICAL EMERGENCY

- 1** Vivint will attempt to contact you through your panel with Vivint Live™ to confirm the alarm and ask for your verbal password.
- 2** If no one answers via Vivint Live, they will call your first emergency contact. If they do not answer we will send emergency services and continue to call your emergency contacts.
- 3** If no one is available to confirm the alarm, Vivint will dispatch the authorities and continue trying to reach your emergency contacts.

***** Emergency contacts may attempt to cancel a dispatch if they are onsite, confirm that there is no disturbance, and provide the correct passcode.



FIRE ALARM

- 1 Vivint will attempt to contact you through your panel with Vivint Live to confirm the alarm and ask for your verbal password.
- 2 If no one answers via Vivint Live, they will call your first emergency contact. If they do not answer we will send emergency services and continue to call your emergency contacts.
- 3 If no one is available to confirm the alarm, Vivint will dispatch the authorities and continue trying to reach your emergency contacts.

Customer Care:

800.216.5232
vivint.com

Vivint corporate office
4931 North 300 West
Provo, UT 84604

Contact information:

Name:

AR #:

Install date:

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