

Vivint SkyControl Support

Add user code

To add a user code to your touchscreen panel, complete the following steps:

1. Go to your touchscreen panel.
2. At the Home screen, choose Settings.
3. Enter a valid administrator user PIN.
4. Choose Users.
5. Choose Add User.
6. Enter a unique user name and then choose Done.
7. Enter a unique four-digit PIN for the new user. This will be the user's panel access code.
8. Enter the same four-digit PIN again to confirm the code.
9. Choose whether or not you want the new user to be an administrator user.

Adjust the brightness/volume

You can adjust the brightness of your panel touchscreen display and the volume of the speaker by completing the following steps:

1. Go to your touchscreen panel.
2. At the Home screen, choose Settings.
3. Choose Panel Settings.
4. To configure the volume, choose the Volume button, adjust the volume to your desired level, and then choose OK. Note that the volume setting does not affect the alarm sounder volume.
5. To configure the brightness, choose the Display Brightness button, adjust the brightness to your desired level, and then choose OK.

Arming the system

You can arm your security to either Stay or Leave. The Stay setting will arm all your sensors EXCEPT motion detectors. The Leave setting will arm all sensors INCLUDING motion detectors. To arm your system, complete the following steps:

1. Go to your touchscreen panel and make sure the Home button is green.
2. Choose the Security button from your home screen.
3. If any sensors are still open, choose Bypass All. Otherwise go to step 4.
4. Choose Arm Stay or Arm Leave.

Backlight timeout

The 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. During a power outage, the display will go dark after 30 seconds regardless of this setting in order to conserve the panel's backup battery. To set your display backlight timeout, complete the following steps:

1. Go to your touchscreen panel.
2. At the Home screen, choose Settings.
3. Choose Panel Settings.
4. Choose the Display Timeout button, choose the time period you want, and then choose OK.

Bypassing a zone

When you arm your system, it will tell you if you have doors or windows, and therefore sensors, open and which ones. To prevent these alerts from triggering your alarm, you can bypass them by completing the following steps:

1. Go to your touchscreen panel.
2. At the Home screen, choose Security.
3. If there are any open perimeter door or window sensors, the bypass pop-up window will appear. You can either close all the sensors that are still open OR you can choose Bypass All to have the system bypass the displayed sensors.
4. Enter your PIN code when prompted.

NOTE: Bypassed sensors will not trigger an alarm. You can bypass sensors manually through your panel with a valid User PIN or you can ask your Technician to configure the system for Quick Bypass, which allows you to bypass open doors or windows without a PIN code.

Change user code

You can change a user's PIN code by completing the following steps:

1. Go to your touchscreen panel
2. At the Home screen, choose Settings.
3. Enter a valid Administrator User PIN.
4. Choose Users and then choose the user name that you want to change.
5. For the Door or Panel Access option, choose View.
6. Enter your 4-digit PIN.
7. Enter a new 4-digit user PIN and choose Done.
8. To confirm the user PIN, enter the new PIN again and choose Done.

Chime

On doors and windows monitored by sensors, your system can be set to sound a chime announcing when that the door or window is opened. Sensors can also be set to have the panel say the name of the opened door or window out loud (e.g., "front door"). Note that the chime and voice announcements only sound while the system is disarmed. During installation, your technician will set each sensor's chime (tone and voice) option. An administrator user can change the chime options and further customize the system if 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, complete the following steps:

1. Go to your touchscreen panel.
2. At the Home screen, choose Security.
3. Choose Settings.
4. Choose 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.
5. Choose the name of the sensor you want to configure.
6. Choose the chime option that you want for the sensor.
7. Check the option that you want for the sensor. You will hear each option when you select it. When you find the chime you want, choose OK.
8. When you are finished, choose Back.

Delete user code

To delete a user code to your touchscreen panel, complete the following steps:

1. Go to your touchscreen panel.

2. At the Home screen, choose Settings.
3. Enter a valid Administrator User PIN.
4. Choose Users.
5. Choose the user's name that you want to delete.
6. Choose Delete.
7. A confirmation screen will verify that you really want to delete the user ID. Choose Yes.

Disarming the system

To disarm your system, complete the following steps:

1. Go to your touchscreen panel.
2. If a keypad is displayed on your screen, enter your passcode.
3. If no keypad is displayed, press the home button.
4. Choose the Security button.
5. Choose the Disarm button.
6. Enter your code to turn off the system.

Status = not ready

The Not Ready status is a system status displayed by the home button on your touchscreen panel. If any sensor in your system is open and the system is not ready to arm, the home button will flash orange.

System history

Your touchscreen panel keeps a log of every event that happens in your system. Each event is marked with the date and time that the event occurred, and your system history display can be filtered to show only selected events. To view system activity history, complete the following steps:

1. Go to your touchscreen panel.
2. At the Home screen, choose Security.
3. Choose the History button.
4. When the log of system events appears, swipe the screen to scroll through the log.
5. To select the events to display, choose Filter.
6. Specify the types of events to display by selecting the check boxes. Choose Security to select all the check boxes.
7. Choose Filter when you're finished.

Changing the battery

If your touchscreen panel says its battery is running low, contact Customer Care at 800.216.5232 to have it replaced.

Managing users

The Vivint technician who installed your system created an Administrator User for your system. The Administrator User ID can control your system, assign and change other, and change their access options. The Administrator User can also access your system settings in the Toolbox. Non-administrator users are restricted from accessing system settings. You can create up to 48 unique user ID codes to your system.

To view your user accounts, complete the following steps:

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

NOTE: Only a user with the Administrator permission can add or change the other user IDs and settings.

To add a user code to your touchscreen panel, complete the following steps:

1. Go to your touchscreen panel.
2. At the Home screen, choose Settings.
3. Enter a valid administrator user PIN.
4. Choose Users.
5. Choose Add User.
6. Enter a unique user name and then choose Done.
7. Enter a unique four-digit PIN for the new user. This will be the user's panel access code.
8. Enter the same four-digit PIN again to confirm the code.
9. Choose whether or not you want the new user to be an administrator user.

To delete a user code to your touchscreen panel, complete the following steps:

1. Go to your touchscreen panel.
2. At the Home screen, choose Settings.
3. Enter a valid administrator user PIN.
4. Choose Users.
5. Choose the user's name that you want to delete.
6. Choose Delete.
7. A confirmation screen will verify that you really want to delete the user ID. Choose Yes.

Managing account (reset password, PIN, email)

Only a user with administrator permission can add or change other user IDs and settings on your system.

To view your user accounts, complete the following steps:

1. Go to your touchscreen panel.
2. At the Home screen, choose Settings.
3. Enter your PIN (the default PIN is: 1111).
4. Choose Users.

Manage PINs

To change a user PIN, complete the following steps:

1. Go to your touchscreen panel.
2. At the Home screen, choose Settings.
3. Enter a valid Administrator User PIN.
4. Choose Users.
5. From the Users screen, choose the user name you want to change.
6. For the Door or Panel Access option, press View.
7. Choose the 4-digit PIN.
8. Enter a new four-digit user PIN, and then choose Done.
9. To confirm the User PIN, enter the four digits again, and then choose Done.

To add a lock PIN that will control a door lock, complete the following:

1. Go to your touchscreen panel.
2. At the Home screen, choose Settings.
3. Enter a valid administrator user PIN.
4. Choose Users.
5. From the Users screen, choose the user name you want to change.

6. Choose the Phone, Tablet, or Computer Access option.
7. Configure the PIN for the user to use on the door locks. This PIN can be the same code used to access the control panel or it can be a different PIN. If you configure a different PIN for the door locks, it can be 4–8 characters long.
8. Choose the door lock(s) that you want associated with the PIN you just created.

Notifications and alerts

Any pending alerts, notifications, or messages will appear in an alerts pop-up window at the top of your home screen. If the system detects trouble, the panel flashes a trouble alert icon and sounds a series of 6 beeps every minute until the alert message is read. Scrolling text along the bottom of the display also describes the trouble condition. After 30 seconds, the scrolling text goes away, but the beeping and flashing icon will continue until you acknowledge the alert. When you choose Alerts, the alerts pop-up window will display the number of current system trouble alerts. The alerts icon will stay on your screen until you acknowledge the trouble alerts and will then remain constantly lit until all the issues are corrected. When all issues are corrected, the icon will disappear.

To view your current trouble alerts, complete the following:

1. Go to your touchscreen panel.
2. At the Home screen, choose the alerts icon.
3. View the listed trouble events. If there are more than 3 alerts, swipe the screen to scroll through the list.
4. Choose the alert message to acknowledge it. This action silences the alert beeps.

Silencing trouble alert beeping at night

During the installation, your system is configured by your technician to suppress the trouble alert siren between 10:00 p.m. to 9:00 a.m. Any trouble alerts will still be displayed and reported (if enabled), but the siren will 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 9:00 a.m., the siren beeps to indicate trouble. This option is configurable and can be disabled by your technician.

Cleaning the touchscreen

There is a special option for the panel that enables you to clean the touchscreen display. This option locks the display for 30 seconds so it can be cleaned with a soft, dry cloth without sensing any button presses. To lock your touchscreen display for cleaning, complete the following steps:

1. Go to your touchscreen panel.
2. At the Home screen, choose Settings.
3. Choose Panel Settings.
4. Choose the Screen Cleaning Mode Activate button. The cleaning screen appears for 30 seconds and counts down the time remaining.

Program your thermostat

Vivint thermostats allow you to schedule custom temperature settings for different hours each day of the week, as well as raise and lower the current temperature from the panel or remotely using the Web and mobile apps. To adjust your thermostat settings, complete the following:

1. Go to your touchscreen panel.
2. At the Home screen, choose Devices.

3. Choose Thermostats. If you have more than one thermostat connected to your panel network, a list of the thermostats will display. Choose a specific thermostat to show its current mode and status.
4. Choose Mode to change the operating mode of the thermostat. Select from the options Off, Heat, Cool, or Auto.
5. Choose Fans to change how the fan functions. Select either Auto or On.
6. Choose Hold to specify the period of time you want your latest manual temperature adjustment to be in effect. Select from the options By Schedule, Until Next, 2 hours, or Permanent.
7. Choose the Schedule button in the top right corner of the screen to adjust your thermostat schedule. If you want to use a thermostat schedule, make sure that you select By Schedule as the Hold mode for your thermostat's operation.

Managing videos

If you have cameras as part of your Vivint solution, this means you can view live video footage and saved clips right from your touchscreen panel. To view camera images and video, complete the following:

1. Go to your touchscreen panel.
2. At the panel Home screen, choose Cameras. All of the connected cameras (identified by their unique names) will display a snapshot image.
3. Choose a specific camera to show that camera's live view.
4. Choose Settings to see the camera's status, change the camera's name, and edit motion detector, clip time, DVR, and other settings.
5. On the main Cameras screen, choose Continuously Recorded Video to access and watch video that has been recorded for a specified time interval by each camera.
6. On the main Cameras screen, press Recorded Clips to access and watch video clips that have been recorded as a result of a triggered event occurring in view of that camera.