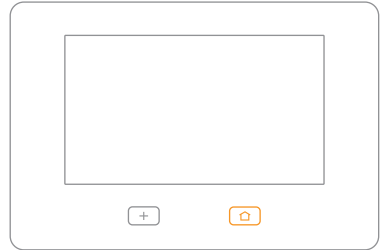




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# SkyControl panel instruction guide



# Hello!

# Welcome to

# your new system!

---

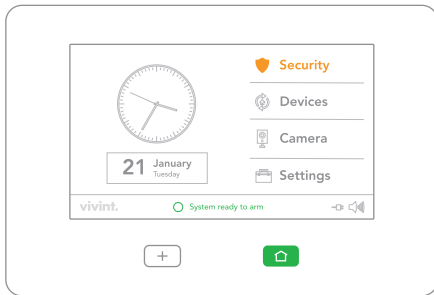
This guide will walk you through some of the basic features of your new touchscreen panel. If you want more in-depth information, visit [vivint.com/support](https://vivint.com/support). Enjoy!

## ARMING THE SYSTEM



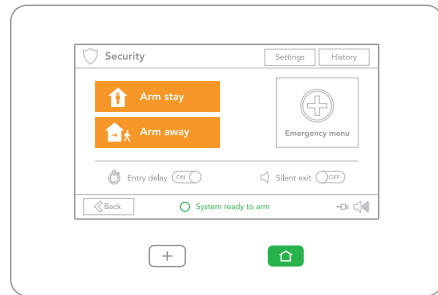
1

Go to your touchscreen panel and make sure the Home button is green.



2

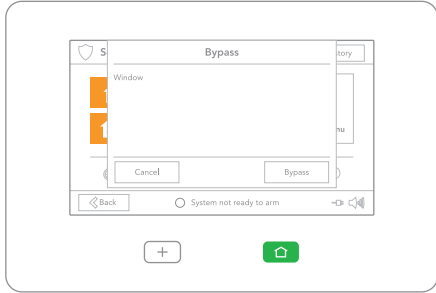
Choose the Security button from your home screen.



3

Choose Arm Stay or Arm Away.

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



4

If any sensors are still open,  
choose Bypass All.



stay

**STAY**

Arms all sensors  
EXCEPT motion detectors.

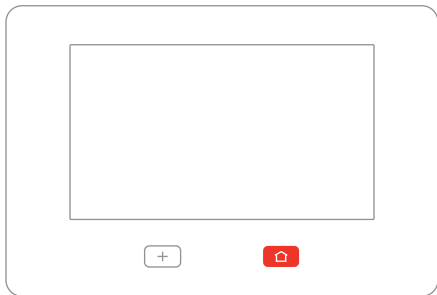


away

**AWAY**

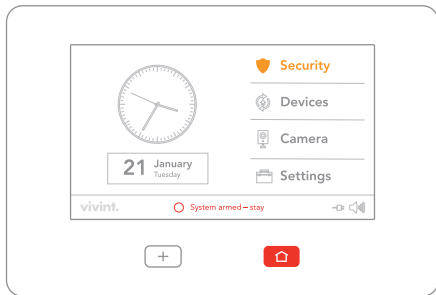
Arms all sensors  
INCLUDING motion detectors.

## DISARMING THE SYSTEM



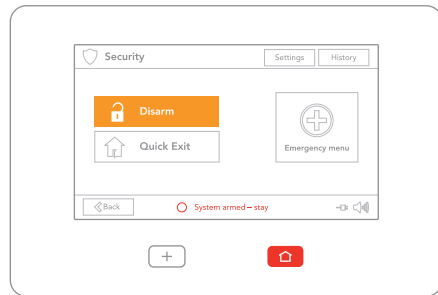
1

Go to your  
touchscreen panel.



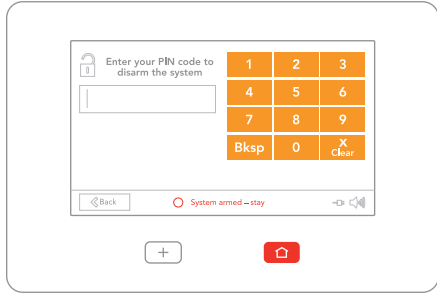
2

Choose the Security button.



3

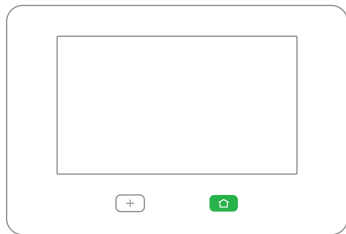
Choose the Disarm button.



4

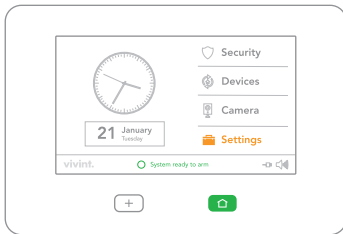
Enter your system  
passcode to  
disarm the system.

## CHANGING THE SYSTEM PASSCODE



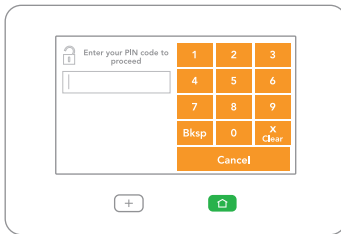
1

Go to your touchscreen panel.



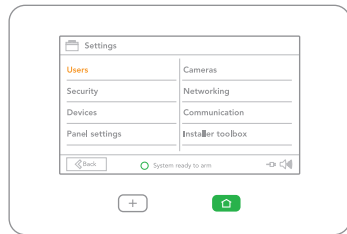
2

Choose the Settings button from the main menu.



3

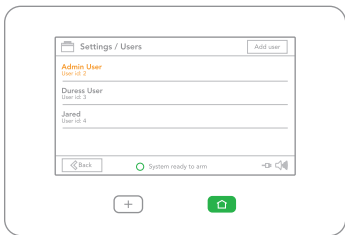
Enter your system passcode.



4

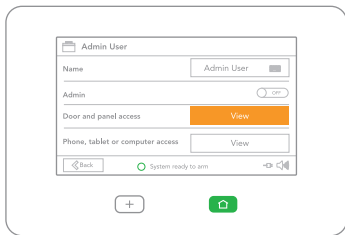
Choose the Users button.

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



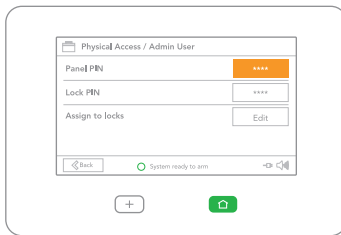
5

Select the user whose system passcode you want to change.



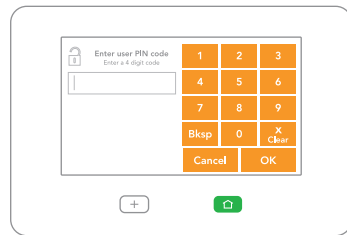
6

Choose View under the Door and Panel Access heading.



7

Choose the box with your code in it. It will be under the heading Panel PIN.



8

Enter your new system passcode and select 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.

The Home button is an easy way to check the status of your system.



If the Home button is green, your system is disarmed.



If the Home button is red, your system is armed.

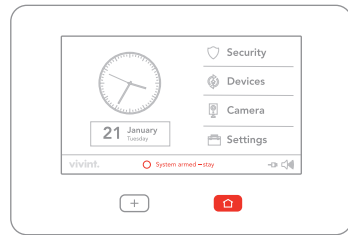
## SENDING A DURESS SIGNAL

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.



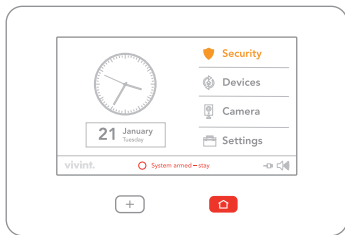
1

Go to your touchscreen panel.



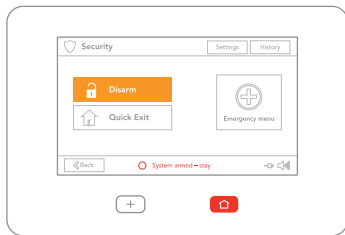
2

To send a duress signal, your system must be Armed.



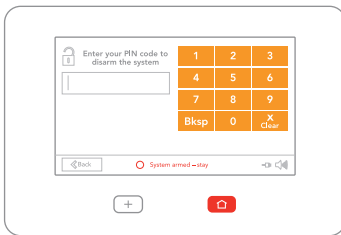
3

Choose the Security button from the main menu.



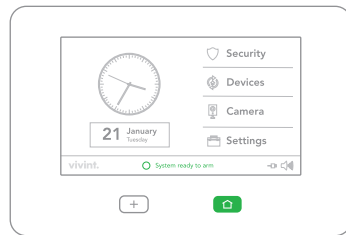
4

Press the Disarm button.



5

Enter the duress code.



6

An emergency signal will be sent. The panel will appear as if it is disarmed.

---

## 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:

**855.881.3389**  
**vivint.com**

Vivint corporate office  
4931 North 300 West  
Provo, UT 84604

Contact information:

Name:

AR #:

Install date:

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