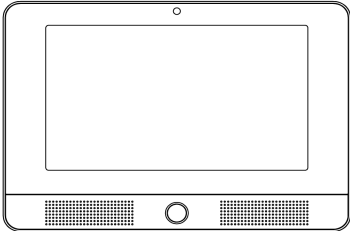


SETUP GUIDE

Smart Hub Panel



vivint.SmartHome[™]

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Setup Guide

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Introduction

About this Guide

The Vivint Smart Hub™ panel is the hub of the Vivint Smart Home™ system, a fully-supervised, integrated, and intelligent home security and automation system.

The system — which includes the control panel and various security sensors and peripheral devices — incorporates the most advanced and sophisticated features and technology available today. The system can be expanded and customized to fit every individual home environment and customer need.

This guide provides an overview of the entire Vivint Smart Home system, information about how the different components of the system work together, important safety standards and regulatory compliance declarations, and an outline of the installation, setup, and settings configuration tasks.

The following topics are covered in this guide:

- **Learn about the control panel** and overall system functionality.
- **Set up the control panel** including plugging in the power supply, waiting for the panel to boot up, and then following the onscreen instructions on the panel's touchscreen display that steps you through the process of adding devices (i.e., sensors, cameras, etc.) and verifying successful device and panel connection.
- **Configure system settings** for the panel, security sensors, and other smart home devices.



NOTE: Some cities and municipalities may require an alarm system permit. Check with the local authorities before installing the system.



IMPORTANT: Any changes or modifications not approved by Vivint could void the user's authority to operate the equipment.

System Overview

About the System

This section provides a brief summary of the main components and features of the Vivint Smart Hub system.

Control Panel

The Smart Hub panel features a capacitive, color touchscreen display that allows control of all system functions and configuration. The touchscreen display shows the Vivint Smart Home Pro technician (and the customer) important information such as system and device status. The control panel offers touch navigation that makes system installation, configuration, and operation quick and easy.

The control panel has system software installed that can be updated with the latest release version that can include feature enhancements, fixes, and new functionality.

Security Sensors

The system can support up to 100 wireless sensors of various types (door and window sensors, glass break detectors, motion detectors, etc.), as well as 20 key fobs, 30 keypads, and 15 sensor response types.

The control panel reports system alarms and trouble alerts to the Vivint Central Station (i.e., Monitoring Station) via either cellular or broadband IP network communication. Two-way voice communication between the panel and the Central Station (Vivint Live) is also enabled through cellular communications.

A 345 MHz narrow-band radio receiver inside the panel detects signals transmitted from the wireless sensors.

Z-Wave Devices

The panel has a built-in Z-Wave radio module that provides secure, encrypted communication between the panel and other security-enabled Z-Wave devices. The panel's Z-Wave technology allows the controlling and monitoring of various home automation devices such as door locks, thermostats, and lighting control outlet modules.

The control panel will work with any compatible Z-Wave device regardless of the manufacturer.


User Accounts

The Vivint system supports 50 user accounts including a single Duress User and one or more Admin users. The Admin users can add, delete, or modify the other users. Note that all user PIN codes must be unique.

The Installer PIN code is associated with the only user account that has access to the **Installer Toolbox** screens (used for configuring panel, device, and system settings). **The default Installer PIN code is 2203.**

Panel Buttons

The panel has an **Emergency**  button and a **Home**  button that function as both controls and indicators.

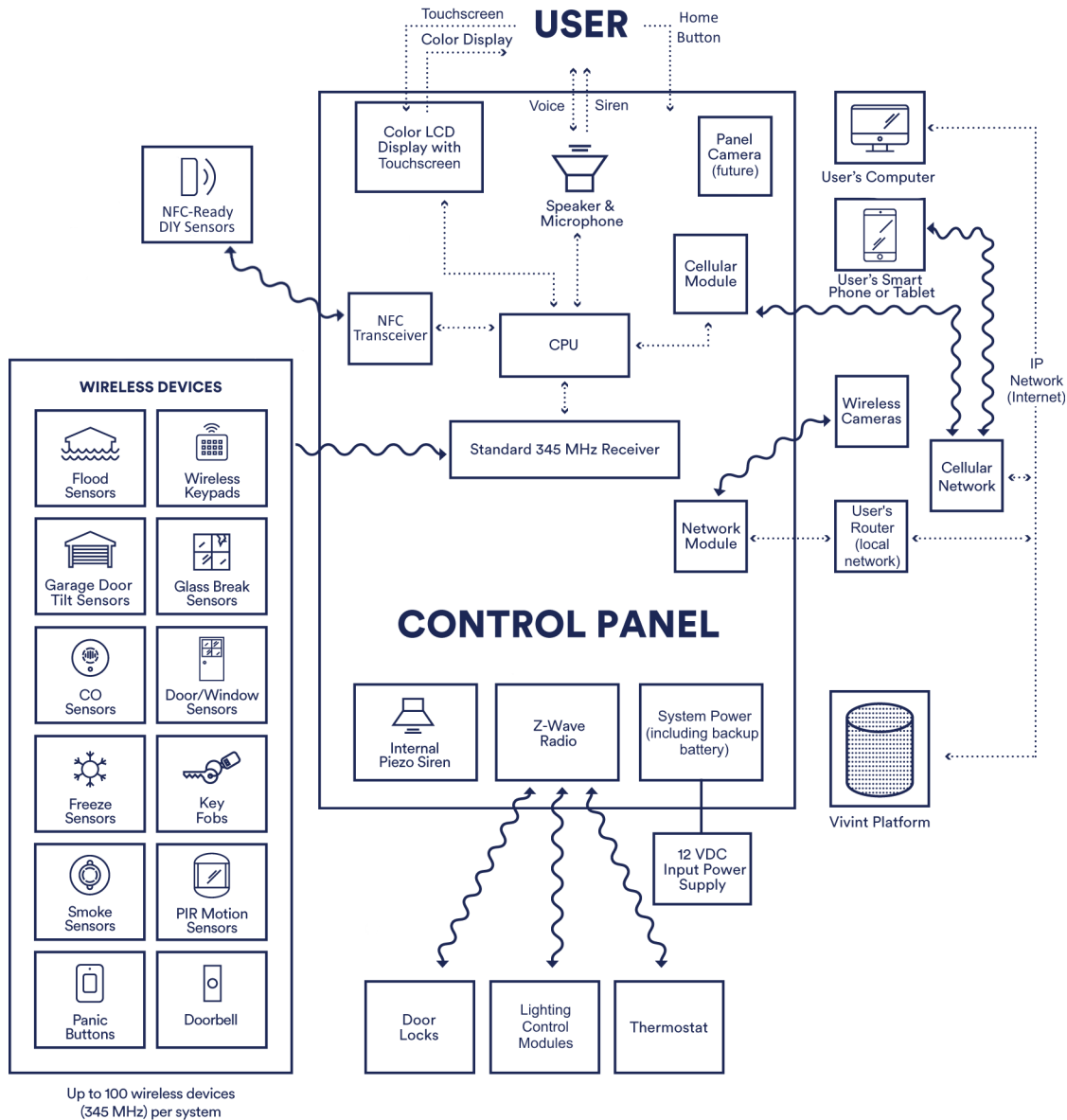
Pressing the  button at any time displays the **Emergency** screen with buttons for Panic, Emergency, and Fire alarm activation (each button has configurable options and can be enabled and disabled in the **Installer Toolbox**).

Pressing the  button at any time displays the **Home** screen.

System Configuration Diagram

The diagram below shows the configuration of an overall system — for the Vivint Smart Hub™ panel — and how its various components communicate and interact, including the control panel, user input and interaction features, internal modules, wireless security sensors, NFC-ready sensors (for DIY setup), Z-Wave devices, wireless cameras, remote access and control devices (smartphone, tablet, laptop, etc.) via mobile and web apps, power supply, Wi-Fi cellular and broadband IP networks, and the Vivint Platform.

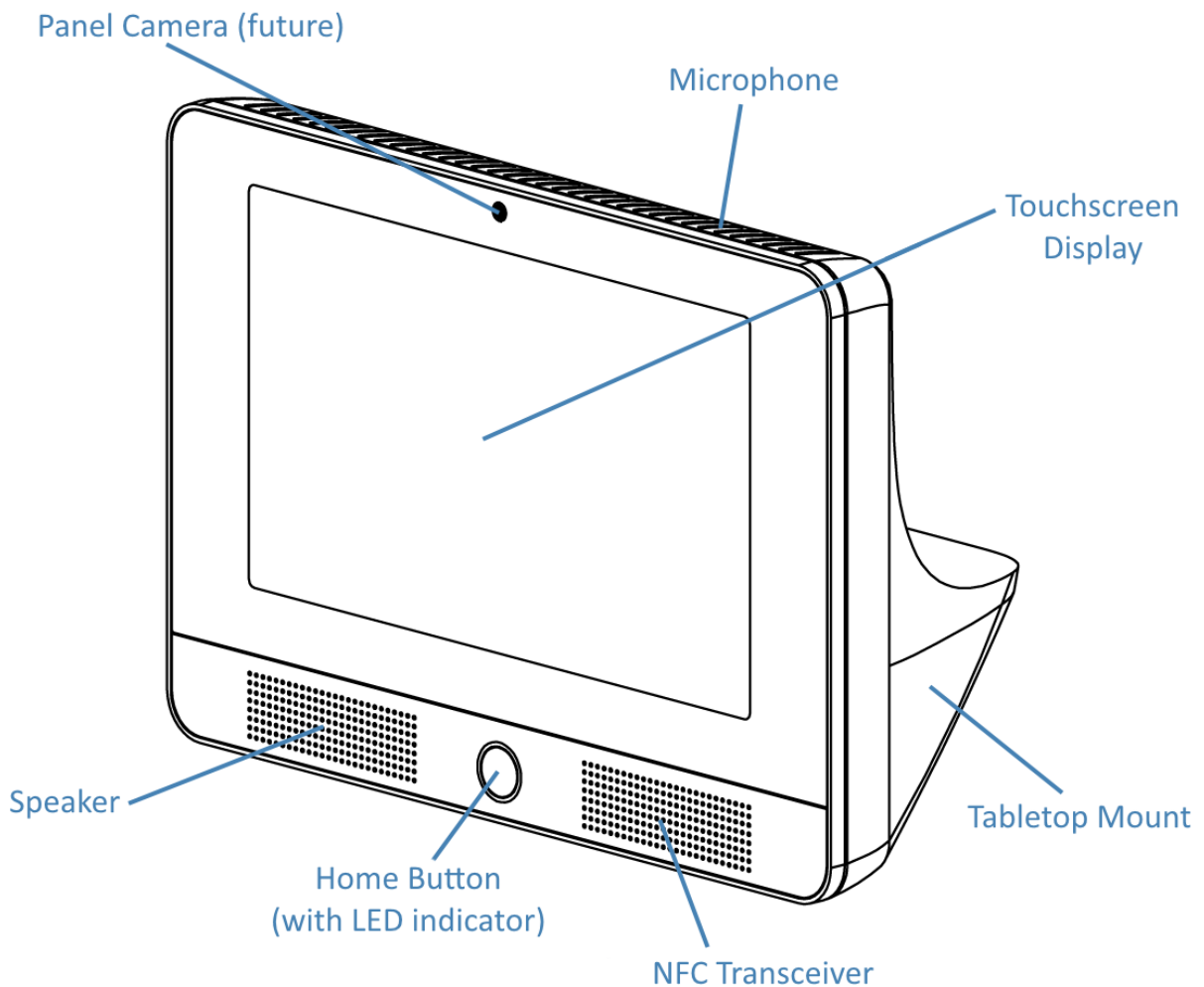
Vivint Smart Hub Panel System



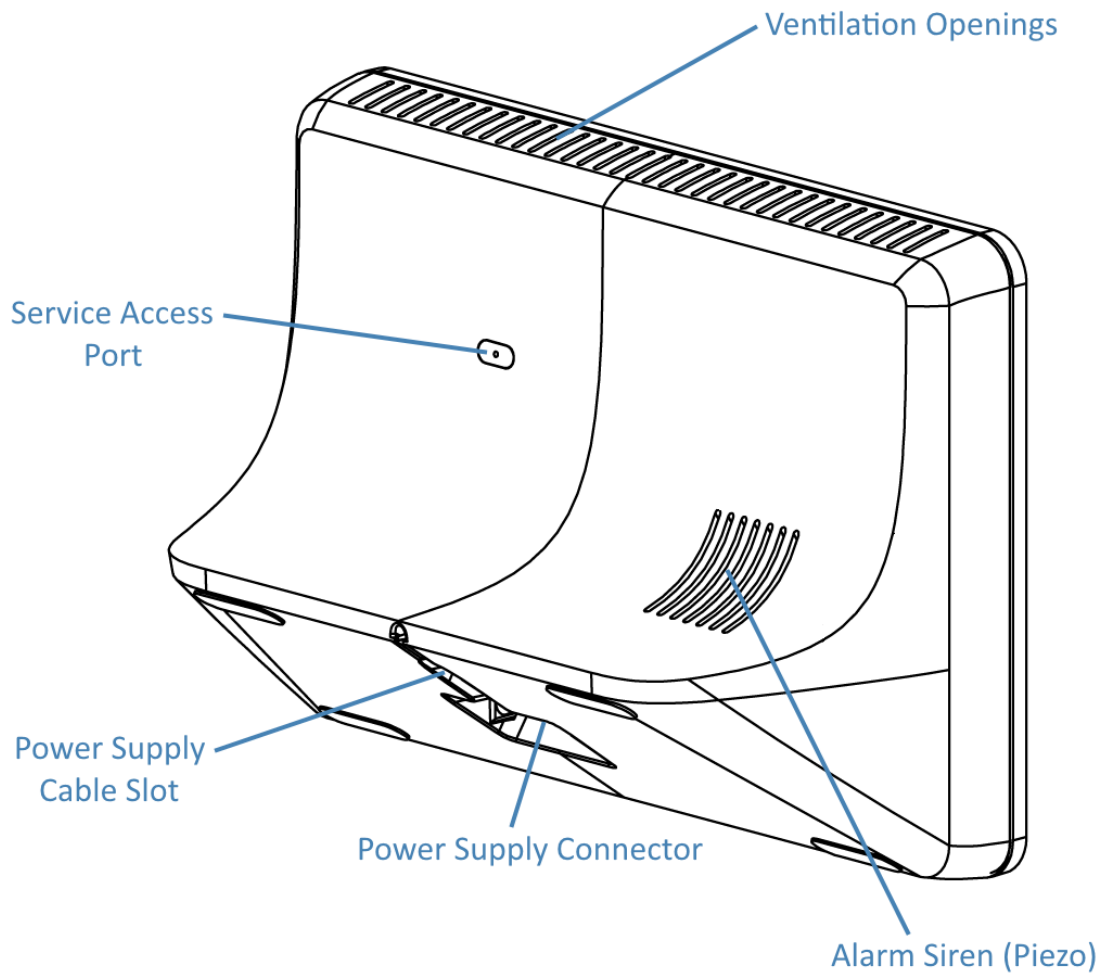
Control Panel Features

The following drawings show two views of the Smart Hub control panel, with some of the main features called out. First, an external front view; and second, an external back view of the panel.


Panel Front View



Panel Back View



System Status as Indicated by the Home Button Display

 The **Home** button LED can indicate the status of system functions and conditions, as described below.

Security Sensor Status

- Glows **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.

Arming Status

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

Alarm Status

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

Power Outage Status (on Backup Battery Power)

- 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).

Installer Toolbox Screens



IMPORTANT: The complete set of **Installer Toolbox** screens is accessible only to a Vivint Smart Home Pros technician who enters the required Installer PIN code.

Use the **Installer Toolbox** screens to configure system settings. The Vivint Smart Home Pro technician must enter a valid Installer PIN code to access this toolbox. The main screen displays a set of system configuration and testing tools. Use these tools to configure all of the system settings, test system functionality, and reset system options to default values (for details, see "Configure System Settings" on page 12).

From the **Home** screen, press the **Menu** button > **Settings** > enter the Installer PIN code (the default code is 2203) > and then press **Installer Toolbox**.

| < Support | | Installer Toolbox | |
|--------------------------|---|-------------------|---|
| Zones, key fobs, keypads | > | Z-Wave | > |
| Entry and exit | > | Networking | > |
| Installer | > | Cameras | > |
| Key fob behavior | > | System testing | > |
| Central station | > | Cellular | > |
| Reporting and troubles | > | Sensor bypass | > |
| Emergency buttons | > | Bell cutoff | > |

Control Panel Display Screens

The Vivint Smart Hub panel is configured and operated using the touchscreen display. The display shows critical system information and provides access to the numerous features used to configure, monitor, and control the home security and automation system by both the Vivint Smart Home Pro technician and the homeowner.

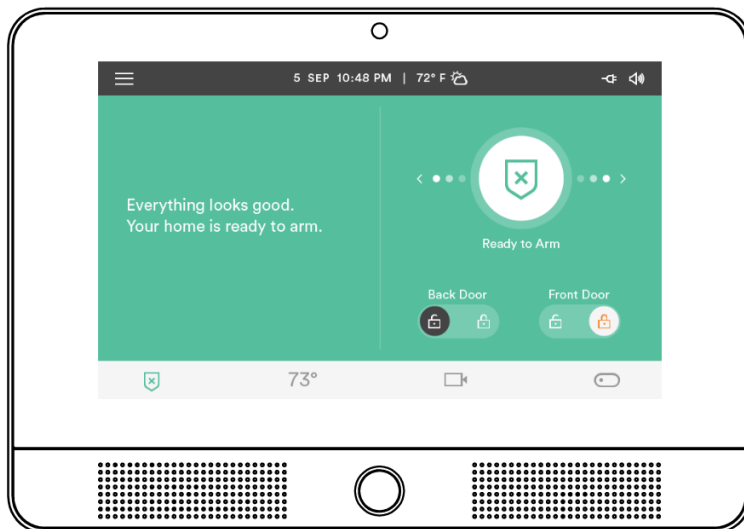
The *status bar* at the top of the touchscreen provides **Menu** access, and shows system information such as the date and time and weather information, as well as status icons for alerts, messages, power (AC / battery), and sound.

The *navigation bar* at the bottom of the touchscreen shows the security mode, and provides access to the connected devices such as door locks, thermostats, cameras, lighting controls, and more.

The **Menu** button in the upper left corner of the touchscreen lets you access the following screens: **Emergency**, **Settings** (including the **Installer Toolbox**), and **Support**.

Home Screen

At any time, press the **Home** button on the touchscreen to return to the **Home** screen.



System Setup

System Setup Outline and Summary

The following outline provides a high-level summary of all the tasks that comprise the setup of a Vivint Smart Hub panel and system.

1. **Unpack the box.**

Unpack the Smart Hub panel box and identify the contents. The package should contain the control panel, power supply, quick setup card, (**NOTE:** You can unpack the other devices, such as sensors and cameras, at this time but do not install them yet.)

2. **Locate an unswitched outlet for the power supply.**

Identify an unswitched wall outlet where you can plug in the power supply for the control panel.

3. **Plug the power supply into the wall outlet.**

Plug the power supply into the previously identified unswitched wall outlet.

4. **Connect the power supply to the control panel.**

Connect the power supply cable to the port on the back side of the panel, and then tuck the cable snugly into the slot.

5. **Wait for the panel to start up.**

Wait for the panel to load the firmware and for the touchscreen interface to appear. Do not install or place the peripheral devices yet (sensors, cameras, etc.), as the initial part of the system setup is described on the panel itself via onscreen instructions. Please wait for the panel to boot up first, and for that initial setup screen to appear. This process may take a few minutes.

6. **Follow the onscreen instructions to add and configure devices.**

Once the panel is finished booting, follow the onscreen instructions that will guide you through adding and configuring devices, and finishing the panel setup.

(For more details, see the separate document entitled "SkyHub Panel DIY Onscreen Setup Instructions")

Configure System Settings

System Settings Configuration Outline



IMPORTANT: The complete set of **Installer Toolbox** screens is accessible only to a VivintSmart Home Pros technician who enters the required Installer PIN code. This section describes the complete set of system settings (which may not be available to the customer via the User Settings interface).

As the Vivint technician, you configure system settings at the control panel via the **Installer Toolbox** screens.

Every system you install requires that you configure settings for certain installed modules in the panel, security sensors and other peripheral devices, in addition to specific system features services.

This section describes how to configure these system settings, and provides detailed information about each of the settings including default values, functionality, and compliance requirements for the **American National Standards Institute / Security Industry Association, ANSI/SIA CP-01-2014** standard, hereafter referred to in its abbreviated form as **SIA CP-01-2014**.

Some system settings are common across all installations (for example, all control panels report to the same Central Station). Other settings, such as account number and sensor and device configuration, are unique to each installation. Follow the procedure below to guide you through the system settings configuration.

To configure system settings

1. At the panel **Home** screen, press the **Menu** button > and then press **Settings**.
2. Enter the Installer PIN code (the default code is 2203).
3. Press **Installer Toolbox**.
4. To begin configuring the system, press **Zones, Key Fobs, Keypads**, and then press **Wireless Zones** to add and then configure the wireless security sensors that are included in this installation.
For more information, see "Wireless Zones Configuration" on page 17.
5. If you're installing any wired sensors, press **Wired Zones** to add and then configure those sensors.
For more information, see "Wired Zones Configuration" on page 24.
6. If the system includes key fobs and/or keypads, add and then configure those devices.
For more information, see "Key Fobs Configuration" on page 28, and "Keypads Configuration" on page 33.
7. **IMPORTANT:** Keep in mind that every installation is unique — based on the local network, number and type of sensors and peripheral devices being installed, environmental factors, the resulting optimal system design and configuration, and other considerations. Refer to the complete list of settings below for information about how to configure each component and feature available for the entire system.
For more information, see "System Settings Complete List" on the facing page.
8. After configuring all of the settings required for this installation, press the **Home** button to return to the Home screen. (**NOTE:** All settings changes are automatically saved in system memory in real time when the change is made.)

System Settings Complete List

Use the list below as a quick reference to detailed information about all of the system settings.

To access the security sensor and remote control device settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Zones, Key Fobs, Keypads

And then select from the following:

- "Wireless Zones Configuration" on page 17
- "Wired Zones Configuration" on page 24
- "Key Fobs Configuration" on page 28
- "Keypads Configuration" on page 33

For more information about configuring sensors, see "Security Sensor Numbers and Types" on the next page.

To access all other system settings, go to:

Menu > Settings > Installer Toolbox

And then select from the following:

- "Entry and Exit Settings" on page 36
- "Installer Settings" on page 39
- "Key Fob Behavior Settings" on page 42
- "Central Station Settings" on page 43
- "Reporting and Troubles Settings" on page 45
- "Emergency Buttons Settings" on page 55
- "System Options Settings" on page 56
- "System Registration Settings" on page 59
- "Z-Wave Settings" on page 60
- "Networking Settings" on page 63
- "Cameras Settings" on page 65
- "System Testing Settings" on page 68
- "Cellular Settings" on page 71
- "Sensor Bypass Settings" on page 72
- "Bell Cutoff Settings" on page 73
- "Update Settings" on page 74

Security Sensor Numbers and Types

Each security sensor installed as part of the system — whether wireless or wired — is configured to correspond to a specific *sensor number* and *sensor type* (i.e., *zone*).

Sensor Numbers

The *sensor number* identifies the specific sensor, and is used when the sensor is:

- displayed on the control panel
- recorded in the event log
- reported to the Central Station

This provides precise information about every security sensor in the system.

Sensor Types

The *sensor type* (sometimes referred to as a sensor zone) determines how and when the control panel responds to signals from the sensor. Some sensors are armed all the time, others are armed only in certain arming levels, and some sensors cause Central Station reports anytime they are activated. The sensor type, along with other configuration options, determine this behavior.

The following list describes each of the sensor types/zones.

(00) Unused

This is the setting for unused sensor numbers that do not have a sensor configured into them. No system action occurs at any time from this sensor type.

(01) Exit/Entry 1

This sensor type is reserved for doors that are used for exit and entry. When the system is armed in the Away Mode or Stay Mode, the Exit Delay timer starts. There is an Exit Delay regardless of whether the system is armed in Stay Mode or Away Mode. When the Exit Delay timer expires, the system is fully armed.

With the system fully armed, when this type of sensor is triggered, the Entry Delay #1 timer starts. The system must be disarmed before the Entry Delay #1 time expires, or an alarm will occur.

If the Entry Delay is turned off by disabling Entry Delay from the Arming screen when arming the system, the exit/entry delay sensors will instantly trigger an alarm after the end of Exit Delay (when the sensor is triggered).

(02) Exit/Entry 2

This sensor type operates the same as the Exit/Entry 1 sensor type except it will start the Entry Delay #2 timer. This provides a method of having a longer Entry Delay on certain openings, such as a garage door, to provide the user more time to disarm the system.

(03) Perimeter

This sensor type is for sensors that protect the perimeter of the premises, such as a window sensor. Perimeter sensors instantly trigger an alarm when opened while the system is armed away or stay.

(04) Interior Follower

This sensor type is for interior sensors such as motion detector, interior doors, and other sensors that detect human presence inside the protected area. This type of sensor is called a "follower" due to its action when the system is armed in the Away Mode. After the Exit Delay expires and the system is armed, if an interior follower sensor is triggered, an instant alarm will occur.

Interior follower sensors are always bypassed and not active when the system is armed in Stay Mode. This allows the protected area to be occupied while still protecting the perimeter.

(05) Day Zone

This sensor type is the same as a perimeter zone, except when the system is disarmed, opening the sensor displays a trouble alert on the control panel display. Common uses for this sensor type are protection of sensitive areas that require notification and possibly a Central Station trouble report, but not an alarm when the system is disarmed.

(06) 24-hour Silent Alarm

This sensor type is active independent of the system arming status. The code for silent panic is sent to the Central Station, but for safety, there are no visual or audible indications locally that this sensor type has been triggered.

(07) 24-hour Audible Alarm

This sensor type is continuously armed 24-hours a day. A sensor configured to this type will trigger a local alarm and the external siren regardless of the mode the system is in. Typical use of this sensor type would be an audible panic alarm.

(08) 24-hour Auxiliary Alarm

This sensor type is continuously armed 24-hours a day. A sensor configured to this type will trigger an alarm regardless of the mode the system is in. The external siren will not activate, but the local sounder will continue until it's acknowledged at the control panel. Typical use would be for a monitoring device such as a flood or temperature sensor. There is no time out for the internal sounder, it will continue until a user PIN code is entered.

(09) 24-hour Fire **

This sensor type is continuously armed 24-hours a day. A sensor configured to this type will trigger the local alarm fire sounder and the external siren regardless of the mode the system is in. Typical use would be for wireless smoke detectors. This sensor type is always active and cannot be bypassed.

(10) Interior with Delay

This sensor type operates as a delayed sensor when the system is armed in the Away Mode, and when triggered, will start the Entry Delay #1 timer. If the system is armed in Away Mode with no Entry Delay (armed instant), this sensor type will trigger an instant alarm.

If the system is armed in Stay Mode (or Stay Mode with no Entry Delay), this sensor type will be bypassed.

(14) 24-hour Carbon Monoxide **

This sensor type is continuously armed 24-hours a day. A sensor configured to this type will trigger the local alarm pulse sounder and the external siren regardless of the mode the system is in. Typical use would be for wireless carbon monoxide detectors. This sensor type is always active and cannot be bypassed.

(16) 24-hour Fire with Verification **

This sensor type is continuously armed 24-hours a day. A sensor configured to this type can trigger the local alarm fire sounder and the external siren regardless of the mode the system is in. Typical use would be for wireless smoke detectors. This sensor type is always active and cannot be bypassed.

For verification, this sensor type must be violated twice in two minutes, or remain violated for 30 seconds. If any other fire sensor (verified sensor type or not) violates within two minutes, both sensors will cause a fire alarm.

(23) No Response Type

This sensor type is a special zone that can be monitored for activity or inactivity by the Central Station. It does not affect security system status.

(24) Silent Burglary

This sensor type is for silent triggering the burglary alarm with perimeter doors and windows that will not be used to enter or exit the protected area while the system is armed. The control panel's alarm sounder and the external siren will not activate.

An instant silent alarm will occur when this type of sensor is triggered with the system armed in either the Stay Mode or Away Mode.

(25) Repeater

This sensor type is for repeater modules that consist of both an RF receiver and transmitter and that are used to extend the range of wireless devices in the event they are losing panel supervision.

** Indicates sensor types that are not allowed to be used with the hardwire loops.

Wireless Zones Configuration

This section contains descriptions, default values, and notes about the Wireless Zones settings.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Zones, Key Fobs, Keypads > Wireless Zones

List of Settings

The options that can be set for each wireless sensor include the following (see below this list for detailed descriptions):

- **Equipment Code:** Sensor model (door/window sensor, PIR motion sensor, smoke detector, etc.).
- **Other Equipment Code:** Enter special equipment code (only shown for sensors set as "Other").
- **Sensor Type:** Exit/entry, perimeter, interior, etc.
- **Equipment Type:** Certain sensor types will ask for equipment type (see the list below).
- **TXID:** TXID number labeled on the sensor (manually enter or learn in).
- **Loop:** Built-in contacts or external contacts on door/window sensor.
- **Voice Descriptor:** Select the words the panel voice uses to describe the sensor.
- **Name:** Name assigned to the sensor that is used for voice annunciation and in user interfaces.
- **Chime:** Enable and disable the chime option for the sensor.
- **Chime Tone:** Select from the available tones for the chime.
- **Voice:** Enable and disable the voice option for the sensor.
- **Dialer Delay:** Delayed or instant communicator reports for the sensor (delay time is set by dialer abort window.)
- **Reports:** Communicator reports or no communicator reports for the sensor.
- **Supervised:** Panel checks for status reports from the sensor, or does not check for status reports.
- **Equipment Age:** Identifies the sensor as either a new device (i.e., added during the initial installation) or an existing device that was previously installed in the system.
- **Zone Number:** Select a number from 01 to 100.
- **Secure Mode:** Indicates whether the sensor has been configured with anti-theft security encryption.
- **32 Bit ID:** Automatically assigned identification number for sensors that are encrypted with anti-theft security.
- **Battery Life:** Indicates the percentage of power remaining in the sensor's battery.
- **Battery Level:** Shows the level of voltage remaining in the sensor's battery.
- **Last Battery Measurement Time:** Shows the date and time of the most recent signal from the sensor that provided information about the status of the sensor's battery.

- **Battery Threshold:** When the sensor's battery level falls below this value, a low battery signal will be sent from the sensor to the panel.
- **Cold Climate:** Enable and disable the cold climate option for the sensor's battery that accounts for a colder environment and prevents false (i.e., inaccurate) reports of a low battery signal sent by the sensor to the panel. For example, if you install the sensor in a cold climate, or anywhere in the home where it is typically colder than normal, the sensor might transmit signals indicating the battery level is lower than it actually is. This option lets you prevent those false reports by enabling a different formula for measuring the battery level.
- **Cold Climate Season (in days):** Lets you customize the duration of the cold climate season by specifying the number of days.
- **Single RF Quiet Chatter:** Eliminates signal chatter created when both an individual sensor and a repeater device send redundant signals to the panel.

Wireless Sensor Equipment Code

The equipment code is a 4-digit code that is assigned to the model of sensor being used. The control panel displays a list of sensor models and their associated 4-digit equipment code.

1. Select the model of wireless sensor being configured for this sensor number by selecting the equipment code from the list or by entering the equipment code number directly on the keypad.

NOTE: When you select the sensor's equipment code, default values for some of the sensor's other options are automatically set. Make sure to confirm that the default settings match the desired configuration.

2. If the sensor model is not in the list, select **(0000) Other**. The equipment code for this sensor can be entered using the resulting sub-option, called the **Other equipment code**.

| Wireless Sensor Equipment Codes | |
|--|--------------------------------------|
| (0000) Other | (2081) RPTR1-345 Vivint Repeater |
| (1251) DW11 Door/Window (<i>NGP device</i>) | (1144) RE220T 2GIG Repeater |
| (1252) DW21R Recessed Door Contact (<i>NGP device</i>) | (0655) Existing Door/Window Contact |
| (1249) PIR2 Motion Detector (<i>NGP device</i>) | (0609) Existing Motion Detector |
| (1248) GB2 Glass Break Detector (<i>NGP device</i>) | (0475) Existing Glass Break Detector |
| (1253) PANIC2 Panic Pendant (<i>NGP device</i>) | (0616) Existing Smoke Detector |
| (1058) SMTK3 Smoke Detector | (0708) Existing Heat Sensor |
| (1026) 2GIG CO Detector | (0692) Existing CO Detector |
| (1061) GARAGE01 RP Tilt Sensor | (0556) Existing Flood/Temp Sensor |
| (1063) DBELL1 2GIG Doorbell | (0862) DW10 Thin Door/Window |

| Wireless Sensor Equipment Codes | |
|-----------------------------------|------------------------------------|
| (1269) Firefighter Audio Detector | (0863) DW20R Recessed Door Contact |
| (1128) RE219 Flood Sensor | (0869) PIR1 PIR w/ Pet Immunity |
| (0873) TAKE Takeover Module | (0864) GB1 Glass Break Detector |
| (0941) RE224 GT GE Translator | (0868) PANIC1 Panic Button Remote |
| (1208) RE224 DT DSC Translator | |

Wireless Sensor Type

Each wireless sensor needs to be assigned to a sensor type. The sensor type determines how and when the control panel responds to signals from the sensor.

The sensor type may automatically be set, for convenience, to a commonly used default sensor type when the equipment code is selected.

Select the sensor type that matches the sensor's function by entering the sensor type number directly on the keypad.

| Wireless Sensor Types | |
|----------------------------|-------------------------------------|
| (00) Unused | (08) 24-hour Auxiliary Alarm |
| (01) Exit/Entry 1 | (09) 24-hour Fire |
| (02) Exit/Entry 2 | (10) Interior with Delay |
| (03) Perimeter | (14) 24-hour Carbon Monoxide |
| (04) Interior Follower | (16) 24-hour Fire With Verification |
| (05) Day Zone | (23) No Response Type |
| (06) 24-hour Silent Alarm | (24) Silent Burglary |
| (07) 24-hour Audible Alarm | (25) Repeater |

Wireless Equipment Type

DEFAULT: *Varies by wireless sensor type*

NOTE: This option is only displayed when certain sensor types are selected, and may automatically be set, for convenience, to a commonly used default sensor type when the equipment code is selected. The equipment type selection will affect the sensor's extended reporting code.

The following sensor types require equipment type selection:

| Sensor Type | Equipment Types Available |
|----------------------------|--|
| (04) Interior Follower | (1) = Motion, (2) = Contact |
| (06) 24-hour Silent Alarm | (1) = Contact, (11) = Emergency |
| (07) 24-hour Audible Alarm | (1) = Contact, (11) = Emergency |
| (08) 24-hour Auxiliary | (1) = Contact, (6) = Freeze, (8) = Water, (10) = Temperature, (11) = Emergency |
| (10) Interior with Delay | (1) = Motion, (2) = Contact |
| (23) No Response Type | (1) = Contact, (2) = Motion |

TXID

Wireless zone TXID numbers can be manually entered or learned from the sensor to the panel.

- For manual entry, select TXID and enter the sensor's TXID number by using the keypad that is presented.
- For automatic entry, select TXID and then select the Learn button under the keypad. The control panel will then wait for a sensor signal transmission. Trigger the sensor being configured (e.g., press the WPS button), and the control panel will beep four times and display the sensor's TXID number.

If the sensor being learned has already been configured on the control panel, an error displays indicating that another sensor currently configured is already using that TXID number and loop.

Loop

Some sensors have more than one input and can be programmed as multiple wireless zones on the control panel, one for each loop.

For example, door/window sensors have two inputs: an internal magnetic contact and an external normally closed hardwire input. Either or both sensor inputs can be used.

When using both the internal magnetic contact and the external input, the magnet contact and the external contact need to be assigned a different wireless sensor number. Both sensor numbers will share the same sensor TXID number.

For example, when configuring a door/window sensor:

- To use the built-in magnetic contact, set the loop number to (2).
- To use its hardwire input, set the loop number as (1).
- The sensor loop number will be automatically assigned for some sensors when the sensors TXID number is learned.

Voice Descriptor

The voice descriptors are the words the control panel will announce for this wireless sensor if this sensor is configured for voice annunciation.

Select the voice descriptor button, and then select the words from the list at the top of the screen to construct the voice descriptor. Up to five words are allowed.

Name

The sensor name is used to represent the sensor in all user interfaces.

The wireless sensor name is automatically set to match the voice descriptor but can be changed to a more descriptive name if desired.

Chime

DEFAULT: Disabled

Each wireless sensor can be set to sound a chime when the sensor is triggered.

The Installer will configure the initial setting for the sensor. The user can change the chime setting for sensors in Panel Settings.

Chime Tone

DEFAULT: Chime 1

Select the desired chime tone from the list of 11 available unique tones. When selected, the chime plays allowing you to hear the tone before selecting the one you want.

Voice

DEFAULT: Disabled

Each wireless sensor can be set to sound a voice annunciation (with the descriptor words) when the sensor is triggered.

The Installer will configure the initial setting for the sensor. The user can change the voice option (enabled or disabled) and the voice descriptor setting for sensors in Panel Settings.

Dialer Delay

DEFAULT: Enabled

(NOTE: Default Setting Required for SIA CP-01 Compliance)

Wireless sensors can trigger communication to the Central Station immediately or after a delay. The delay time is set by the abort window dialer delay setting (the default delay is 30 seconds).

- The default (enabled) causes delayed dialing for this wireless sensor number.
- For immediate dialing for this wireless sensor number, select disabled.

NOTE: This setting for CO and smoke detectors is automatically set to disabled, and this sub-option is skipped for these sensor types.

NOTE: This default can be changed without affecting SIA CP-01 compliance.

Reports

DEFAULT: Enabled

The control panel can be configured to report or not report a triggered sensor to the Central Station.

- The default enables reporting for this wireless sensor number.
- To prevent reporting for this wireless sensor number, select disabled.

Supervised

DEFAULT: Enabled

When a sensor is set to be supervised, the control panel will expect regular timed signals from this sensor. If the signals are not received for a period of 12 hours, a supervisory trouble alert will occur.

- The default allows supervision for this wireless sensor.
- To turn off supervision for this wireless sensor, select disabled.

NOTE: Portable sensors such as panic buttons should not be set as supervised if the sensor may be removed from the area temporarily.

Equipment Age

DEFAULT: Varies by install time (New or Existing)

When a sensor is initially installed in the system it is identified as being new. Sensors that have previously been installed (e.g., with a different panel) are identified as being existing.

This information is tracked as part of the installed system inventory.

Zone Number

Up to 100 wireless sensors can be used with each control panel.

A zone number will be automatically assigned when the wireless zone is configured. The zone number can be edited by selecting the zone number option and selecting a number from the list of available numbers.

Secure Mode

DEFAULT: Varies by install time (New or Existing)

New (next generation) peripheral sensors are configured by default with anti-theft security encryption, which prevents them from being taken over by another security system. Older/existing sensors are configured by default in legacy mode (i.e., Unsupported mode).

At the panel, on the Wireless Sensors screen, each sensor in the list has an indicator showing whether it is configured in secure mode (closed lock icon) or non-secure mode (open lock icon).

Possible states are: Not Secure; Secure Encryption Pending; Secure Encrypted; Unsupported.

32 Bit ID

Automatically assigned identification number for sensors that are encrypted for anti-theft security.

Cold Climate

The cold climate option lets you account for a colder environment and prevent false (i.e., inaccurate) reports of a low battery signal sent by the sensor to the panel. For example, if you install the sensor in a cold climate, or anywhere in the home where it is typically colder than normal, the sensor might transmit signals indicating the battery level is lower than it actually is. This option lets you prevent those false reports by enabling a different formula for measuring the battery level.

Cold Climate Season (in days)

Fine tune the cold climate season by specifying its length in number of days.

You can set the value between 0 and 365 days.

Single RF Quiet Chatter

DEFAULT: Use overall quiet chatter

When the system has a repeater device installed, sometimes wireless sensor signal chatter is generated when an individual sensor (i.e., a single RF) signal and the repeater signal are both being received by the control panel at the same time. If RF chatter occurs, you can use this option to eliminate or quiet the chatter.

Possible states are:

- **On, quiet, and last event:** The panel listens for signals, both transmitted by the sensor and relayed by the repeater for the same sensor, and processes the last event-defining signal received.
- **On and quiet:** The panel listens for signals, both from the sensor and the repeater, and processes the last signal received regardless of whether it is an event defining signal or not.
- **Off:** Disables the quiet chatter option.
- **Use overall quiet chatter:** Instead of using a sensor-specific setting for this option, the sensor defaults to the master Single RF Quiet Chatter setting (under Reporting and Troubles).

Wired Zones Configuration

The control panel can be configured with up to two wired sensors. The wired sensors are hardwire contact loops connected to the loop input terminals on the control panel terminal block

Configuring the wired sensors into the control panel involves selecting wired sensor type, wired zone number, normal state (open, closed, or end-of-line resistor), and selecting the other options for the sensor..

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Zones, Key Fobs, Keypads > Wired Zones

Wired Sensor Reporting Codes

- Wired Sensor #1 = Reports as Sensor #135
- Wired Sensor #2 = Reports as Sensor #136

List of Settings

The options that can be set for each wired sensor include the following (see below this list for detailed descriptions):

- **Sensor Type:** Exit/entry, perimeter, interior, etc.
- **Wired Zone:** Select number 1 or 2.
- **Voice Descriptor:** Select the words the panel voice uses to describe the sensor.
- **Name:** Name assigned to the sensor that is used for voice annunciation and in user interfaces.
- **Chime:** Enable and disable the chime option for the sensor.
- **Chime Tone:** Select from the available tones for the chime.
- **Voice:** Enable and disable the voice option for the sensor.
- **Dialer Delay:** Delayed or instant communicator reports for the sensor (delay time is set by dialer abort window).
- **Reports:** Communicator reports or no communicator reports for the sensor.
- **Normal State:** Normally open, closed, or end-of-line resistor loop.
- **Equipment Age:** Identifies the sensor as either a new device (i.e., initial installation) or an existing device that was previously installed in the system.

Wired Sensor Types

Each wired sensor needs to be assigned to a sensor type.

Select the sensor type that matches the wired sensor's function.

| Wired Sensor Types | |
|--------------------|---------------------------|
| (00) Unused | (06) 24-hour Silent Alarm |

| Wired Sensor Types | |
|------------------------|------------------------------|
| (01) Exit/Entry 1 | (07) 24-hour Audible Alarm |
| (02) Exit/Entry 2 | (08) 24-hour Auxiliary Alarm |
| (03) Perimeter | (10) Interior with Delay |
| (04) Interior Follower | (23) No Response Type |
| (05) Day Zone | (24) Silent Burglary |

Wired Zone

Two hardwire loops can be used as sensors with each control panel. The options for each wired sensor are configured with sub-options.

Select the wired sensor number that corresponds to the terminal block input used for the wired sensors.

Voice Descriptor

The voice descriptors are the words the control panel will announce for this wired sensor if this wired sensor is configured for voice annunciation. Up to five words are allowed.

Select the voice descriptor button, and then select the words by entering them on the keyboard and selecting the desired words from the list at the top of the screen to construct the voice descriptor.

Name

The wired sensor name is used to represent the sensor in all user interfaces.

The wired sensor name is automatically set to match the voice descriptor, but can be changed to a more descriptive name if desired.

Chime

DEFAULT: Disabled

Each wireless sensor can be set to sound a chime when the sensor is triggered.

The Installer will configure the initial setting for the sensor. The user can change the chime setting for sensors in Panel Settings.

Chime Tone

DEFAULT: Chime 1

Select the desired chime tone from the list of 11 available unique tones. When selected, the chime plays allowing you to hear the tone before selecting the one you want.

Voice

DEFAULT: Disabled

Each wireless sensor can be set to sound a voice annunciation (with the descriptor words) when the sensor is triggered.

The Installer will configure the initial setting for the sensor. The user can change the voice option (enabled or disabled) and the voice descriptor setting for sensors in Panel Settings.

Dialer Delay (0-1)

(NOTE: Default Setting Required for SIA CP-01 Compliance)

Wired sensors can trigger communication to the Central Station immediately or after a delay. The delay time is specified by the abort window dialer delay setting (the default delay is 30 seconds).

- The default causes delayed dialing for this wired sensor number.
- For immediate dialing for this wired sensor number, select disabled.

NOTE: This default can be changed without affecting SIA CP-01 compliance.

Reports

DEFAULT: Enabled

The control panel can be configured to report or not report a triggered sensor to the Central Station.

- The default enables reporting for this wired sensor number.
- To prevent reporting for this wired sensor number, select disabled.

Normal State

DEFAULT: Normally closed

The two hardwire loops can be wired for normally open (N/O) or normally closed (N/C) contacts, or for end-of-line (EOL) resistor.

- The default disables this wired sensor.
- To use this wired sensor, select the way the loop is wired:

Wired Sensor Normal States:

- Unused
- Normally closed
- Normally open
- Mixed N/C - N/O with end-of-line resistor

Equipment Age

DEFAULT: Varies by install time (New or Existing)

When a sensor is initially installed in the system it is identified as being new. Sensors that have previously been installed (e.g., with a different panel) are identified as being existing.

This information is tracked as part of the installed system inventory.

Key Fobs Configuration

The control panel can be configured with up to 20 wireless remote control key fobs.

IMPORTANT: A total of 20 key fobs can be added to a system with a maximum of 4 in Secure Mode (see below).

Configuring the key fobs into the control panel involves manually entering or learning the key fob's TXID number, and specifying the other options for the key fob.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Zones, Key Fobs, Keypads > Key Fobs

List of Settings

The options that can be set for each key fob include the following (see below this list for detailed descriptions):

- **Key Fob Enabled/Disabled:** Select whether the key fob is enabled on the control panel.
- **Equipment Code:** Key fob model.
- **Other Equipment Code:** Enter special equipment code (only shown for key fobs set as "Other").
- **TXID:** TXID number labeled on the key fob (enter manually or learn in).
- **Voice Descriptor:** Name assigned to the key fob.
- **Name:** Name assigned to the key fob that is used for voice annunciation and in user interfaces.
- **Emergency Key:** Choose function of double-press on top buttons.
- **Disarm Key:** Choose whether a key fob is allowed to disarm the system.
- **Arm With No Entry Delay:** Choose if key fob will arm instantly without an Exit Delay.
- **Auxiliary Key:** Select action for key fob auxiliary button.
- **Equipment Age:** Identifies the sensor as either a new device (i.e., initial installation) or an existing device that was previously installed in the system.
- **Zone Number:** Key fob number 1-8.
- **Secure Mode:** Indicates whether the key fob has been configured with anti-theft security encryption.
- **32 Bit ID:** Automatically assigned identification number for sensors that are encrypted with anti-theft security.
- **Single RF Quiet Chatter:** Eliminates signal chatter created when both an individual key fob and a repeater device send redundant signals to the panel.
- **Single RF Quiet Time (in seconds):** Indicates the number of seconds the panel waits between processing signals.

Key Fob Enabled/Disabled

When adding a new key fob, this option is automatically enabled, but can be disabled if the key fob should be configured as inoperable.

Equipment Code

The key fob equipment code defines the sensor's manufacturer and type.

- The default is (0000) Other.
- Select (0866) KEY2-345 4-button key fob remote for a key fob remote.
- Select (0577) Existing key fob remote for an existing key fob remote.

Other Equipment Code

DEFAULT: 0

NOTE: This option is only displayed if "(0000) Other" is selected for a key fob's equipment code.

The equipment code is a 4-digit code that is assigned to the model of key fob being used.

TXID

Key fob TXID numbers can be manually entered or learned from the key fob to the panel.

- For manual entry, select TXID and enter the key fob's TXID number by using the keypad that is presented.
- For automatic entry, press the Learn button. Trigger the key fob and its TXID number will be learned.
(**NOTE:** Refer to the key fob's Quick Reference for details about how to trigger the key fob's signal.)

Voice Descriptor

The voice descriptor is the words the control panel will use for this fob for low battery announcements and log entries. Up to five words are allowed.

The voice descriptors are the words the control panel will announce for this wired sensor if this wired sensor is configured for voice annunciation. Up to five words are allowed.

Select the voice descriptor button, and then select the words by entering them on the keyboard and selecting the desired words from the list at the top of the screen to construct the voice descriptor.

Name

The key fob name is automatically set to match the voice descriptor. It can be changed if desired.

Emergency Key

DEFAULT: Disabled

Pressing the top two buttons on a key fob at the same time for 5 seconds can trigger an emergency alarm.

To enable the emergency function for this fob, select one of the following options:

- Disabled
- Auxiliary alarm
- Audible alarm
- Silent panic
- Fire

Disarm Key

Default: Enabled

As an installer, consult the user as to whether to set the key fob to allow disarming the control panel with the key fob's Disarm button. If the user wants the key fob used as a stationary wall fob, it can also be set to prevent from using the key fob to disarm the system.

Arm With No Entry Delay

DEFAULT: Disabled

Key fobs can be set to arm the control panel with or without an Entry Delay.

- The default setting allows this fob to arm the system with an Entry Delay.
- To set this fob to arm the system without an Entry Delay, select enabled.

Auxiliary Key

DEFAULT: Disabled

The key fob's ★ auxiliary button can be used to trigger one of the two control (open collector) outputs.

The default setting disables the auxiliary button. To use this fob's auxiliary button, select the output function:

- Disabled
- Toggle output 1
- Toggle output 2
- Momentary output 1
- Momentary output 2

Equipment Age

DEFAULT: Varies by install time (New or Existing)

When a sensor is initially installed in the system it is identified as being new. Sensors that have previously been installed (e.g., with a different panel) are identified as being existing.

This information is tracked as part of the installed system inventory.

Zone Number

Up to 20 wireless 4-button key fobs can be used with each control panel.

- Key fob zone number is automatically assigned when the key fob is configured.
- The zone number can be reconfigured by selecting from the available numbers.

Secure Mode

DEFAULT: *Varies by install time (New or Existing)*

New (next generation) peripheral sensors are configured by default with anti-theft security encryption, which prevents them from being taken over by another security system. Older/existing sensors are configured by default in legacy mode (i.e., Unsupported mode).

At the panel, on the Key Fobs screen, each fob in the list has an indicator showing whether it is configured in secure mode (closed lock icon) or non-secure mode (open lock icon).

Possible states are: Not Secure; Secure Encryption Pending; Secure Encrypted; Unsupported.

32 Bit ID

Automatically assigned identification number for key fobs that are encrypted for anti-theft security.

Single RF Quiet Chatter

DEFAULT: *On and quiet*

When the system has a repeater device installed, sometimes signal chatter is generated when an individual key fob (i.e., a single RF) signal and the repeater signal are both being received by the control panel at the same time. If RF chatter occurs, you can use this option to eliminate or quiet the chatter.

Possible states are:

- **On, quiet, and last event:** The panel listens for signals, both transmitted by the key fob and relayed by the repeater for the same fob, and processes the last event-defining signal received.
- **On and quiet:** The panel listens for signals, both from the key fob and the repeater, and processes the last signal received regardless of whether it is an event defining signal or not.
- **Off:** Disables the quiet chatter option.
- **Use overall quiet chatter:** Instead of using a sensor-specific setting for this option, the sensor defaults to the master Single RF Quiet Chatter setting (under Reporting and Troubles).

Single RF Quiet Time (in seconds)

DEFAULT: *4 seconds*

Indicates the number of seconds the panel waits in between processing signals.

Can be set between 0 and 600 seconds.

Keypads Configuration

The control panel can be configured with up to 30 wireless remote control keypads.

Configuring wireless keypads into the control panel involves manually entering or learning the keypad's TXID number, and specifying the other options for the keypad.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Zones, Key Fobs, Keypads > Keypads

List of Settings

The options that can be set for each RF remote control keypad include the following (see below this list for detailed descriptions)

- **Keypad Enabled/Disabled:** Keypad used or not.
- **Equipment Code:** Sensor model.
- **Other Equipment Code:** Enter special equipment code (only shown for keypads set as "Other").
- **TXID:** TXID number labeled on the keypad (manually enter or learn in).
- **Voice Descriptor:** Name assigned to the keypad.
- **Name:** Name assigned to the keypad that is used for voice annunciation and in user interfaces.
- **Emergency Keys:** Enable or disable keypad emergency keys.
- **Supervised:** Panel checks for status reports from the keypad, or does not check for status reports.
- **Equipment Age:** Identifies the sensor as either a new device (i.e., initial installation) or an existing device that was previously installed in the system.
- **Zone Number:** Keypad number 1-4.
- **Single RF Quiet Chatter:** Eliminates signal chatter created when both an individual keypad and a repeater device send redundant signals to the panel.
- **Single RF Quiet Time (in seconds):** Indicates the number of seconds the panel waits between processing signals.

Keypad Enabled/Disabled

DEFAULT: Enabled

When adding a new keypad, this option is automatically enabled, but can be disabled if the keypad should be configured as inoperable.

Equipment Code

The RF keypad equipment code defines the sensor's manufacturer and type.

- The default is (0000) Other.
- Select (867) PAD1-345 wireless keypad for a RF keypad.

Other Equipment Code

NOTE: This option is only displayed if "(0000) Other" is selected for an RF keypad's equipment code.

The equipment code is a 4-digit code that is assigned to the model of keypad being used.

TXID

RF keypad TXID numbers for standard keypads can be manually entered or learned from the RF keypad.

- For manual entry, select TXID and enter the keypad's TXID number.
- For automatic entry, press the Learn button. Trigger the RF keypad and its TXID number is learned by the panel.

Voice Descriptor

DEFAULT: Keypad One

The voice descriptor is the words the control panel will announce for this RF keypad. Up to five words are allowed.

Select the voice descriptor button, and then select the words by entering them on the keyboard and by selecting the desired words from the list.

Name

The keypad name is automatically set to match the voice descriptor, but it can be changed if desired.

Emergency Keys

DEFAULT: Enabled

NOTE: This step is not displayed for Model keypads.

Standard RF keypads have 24-hour emergency buttons labeled Fire and Police.

- The default setting enables this RF keypad's emergency keys.
- If you disable this keypad's emergency keys, the keys will not be able to trigger an alarm or report.

NOTE: The POLICE button triggers a silent alarm if the Select Police Key setting is set to silent panic.

IMPORTANT: To ensure that a signal is sent, instruct the end user to press the RF Keypad's emergency keys until the keypad's indicator lights.

Equipment Age

DEFAULT: Varies by install time (New or Existing)

When a sensor is initially installed in the system it is identified as being new. Sensors that have previously been installed (e.g., with a different panel) are identified as being existing.

This information is tracked as part of the installed system inventory.

Zone Number

Up to 30 wireless keypads can be used with each control panel.

- The zone number is automatically assigned when the keypad is configured.
 - The zone number can be changed by selecting a number from the list.
-

Single RF Quiet Chatter

DEFAULT: On and quiet

When the system has a repeater device installed, sometimes signal chatter is generated when an individual keypad (i.e., a single RF) signal and the repeater signal are both being received by the control panel at the same time. If RF chatter occurs, you can use this option to eliminate or quiet the chatter.

Possible states are:

- **On, quiet, and last event:** The panel listens for signals, both transmitted by the keypad and relayed by the repeater for the same keypad, and processes the last event-defining signal received.
 - **On and quiet:** The panel listens for signals, both from the keypad and the repeater, and processes the last signal received regardless of whether it is an event defining signal or not.
 - **Off:** Disables the quiet chatter option.
 - **Use overall quiet chatter:** Instead of using a sensor-specific setting for this option, the sensor defaults to the master Single RF Quiet Chatter setting (under Reporting and Troubles).
-

Single RF Quiet Time (in seconds)

DEFAULT: 6 seconds

Indicates the number of seconds the panel waits in between processing signals.

Can be set between 0 and 600 seconds.

Entry and Exit Settings

This section contains descriptions, default values, and notes about the Entry and Exit settings.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Entry and Exit

From the Entry and Exit screen, you can view and configure the following settings.

Exit Delay (in seconds 45-120)

DEFAULT: 60 seconds

(NOTE: Default Setting Required for SIA CP-01 Compliance)

The Exit Delay can be set from 45 to 120 seconds.

NOTE: This default can be changed without affecting SIA CP-01 compliance.

Entry Delay 1 (in seconds 30-240)

DEFAULT: 30 seconds

(NOTE: Default Setting Required for SIA CP-01 Compliance)

The Entry Delay #1 can be set from 30 to 240 seconds.

- The default (30) sets the Entry Delay #1 to 30 seconds.
- To change the Entry Delay #1, enter a value from(30-240) seconds.

IMPORTANT: In accordance with SIA CP-01, the sum of the Abort Window Dialer Delay and the Entry Delay cannot exceed one minute.

Entry Delay 2 (in seconds 30-240)

DEFAULT: 30 seconds

(NOTE: Default Setting Required for SIA CP-01 Compliance)

The Entry Delay #2 can be set from 30 to 240 seconds.

- The default (45) sets the Entry Delay #2 to 45 seconds.
- To change the Entry Delay #2, enter a value from(30-240) seconds.

IMPORTANT: In accordance with SIA CP-01, the sum of the Abort Window Dialer Delay and the Entry Delay cannot exceed one minute.

Quick Arming

DEFAULT: Enabled

Quick arming allows the customer to arm the system without having to enter their User Code. (Quick arming reports as User 0 if open/close reports are sent.)

- The default setting allows quick arming.
- To turn off quick arming, select disabled.

Auto Stay

DEFAULT: Enabled

(NOTE: Default Setting Required for SIA CP-01 Compliance)

When auto stay is enabled and the system is armed in the Away Mode, if an exit/ entry sensor is not violated during the Exit Delay, the system will arm in the Stay Mode.

- The default setting enables the auto stay feature.
- To turn off the auto stay feature, select disabled.

NOTE: The auto stay feature does not switch the system to Stay Mode if the system is armed to Away Mode using a key fob remote or remotely armed via telephone or computer.

Exit Delay Restart

DEFAULT: Enabled

(NOTE: Default Setting Required for SIA CP-01 Compliance)

When Exit Delay restart is enabled, re-entering through an exit/ entry door during the Exit Delay will restart the Exit Delay. The restart of the Exit Delay will only occur one time; further violations of an exit/entry sensor will not extend the Exit Delay.

- The default setting enables the Exit Delay restart feature.
- To turn off the Exit Delay restart feature, select disabled.

Quick Exit

DEFAULT: Enabled

The quick exit feature allows the user to start the Exit Delay while the system is armed. When this feature is enabled, a Quick Exit button appears on the Security Screen. Pressing Quick Exit while the system is armed allows the user to leave through an exit/entry door. After the Exit Delay expires, the system will return to being armed in the mode it was in before (either Stay or Away Mode).

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- The default setting enables the quick exit feature.
- To turn off the quick exit feature, select disabled.

Installer Settings

This section contains descriptions, default values, and notes about the Installer settings.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Installer

From the Installer screen, you can view and configure the following settings.

Installer Code (4 digits)

DEFAULT: 2203

The Installer Code is the code required to enter the Installer Toolbox.

- The default for the Installer Code is 2203.
- To change the Installer Code, enter a new 4- digit code.
- Keep in mind the Installer Code must be unique from all of the other user PIN codes.

IMPORTANT: BE SURE TO WRITE DOWN THE NEW CODE!

Lock Installer Programming After 48 Hours

DEFAULT: Enabled

This setting is provided to prevent takeovers. The control panel can be set to limit an installer's access to system settings after a period of 48 hours. The 48 hour lockout timer starts when the installer registers the system.

When disabled, this allows for unlimited full access to system configuration (no lockout).

To deny access to system configuration after 48 hours, set this option to enabled.

After the 48 hour lockout timer has locked out the system, the timer can be reset through the Vivint Platform Admin Tool.

Panel Debug Mode

DEFAULT: Off

This option is dimmed or grayed out in a customer installation, which is expected and proper behavior, as it is used for internal testing purposes only.

Reset To Factory Defaults Button

DEFAULT: Enabled

Use this setting to enable and disable the Reset to Factory Defaults button that is located inside the control panel. This is the hard button labeled "RESET" on the circuit board inside the control panel.

Reset All To Factory Defaults

This button resets all of the control panel settings to their original factory defaults.

Using the soft button in the panel interface not only restores panel settings to factory defaults, but also provisions the control panel (when you use the RESET button inside the control panel, the settings are restored to factory defaults but the control panel is not provisioned).

Resetting to factory defaults does the following actions on the control panel:

- Removes all database files
 - Removes all persistent configuration files
 - Removes all video clips
 - Removes all DVR videos
 - Removes all log files
 - Resets the Z-Wave network
 - Resets the network module
-

Reset Clips

Removes all saved video clips from the control panel's memory.

Reset DVR

Removes all continuously recorded video from a configured media storage device.

Reset Z-Wave Network

This button resets the Z-Wave mesh to factory defaults, and all configured Z-Wave devices are removed from the panel.

Reset IP Network

This button resets the networking module to factory defaults.

Retrieve Logs

Retrieves all log files from the panel.

Reboot Panel

Reboots the panel. The control panel restarts and returns to the previous security state.

Calibrate Screen

Causes the panel's touchscreen display to recalibrate when the panel is restarted.

Key Fob Behavior Settings

This section contains descriptions, default values, and notes about the Key Fob Behavior settings.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Key Fob Behavior

From the Key Fob Behavior screen, you can view and configure the following settings.

Disarming Key Fob After Alarm (alert)

DEFAULT: Disabled

The system can produce a unique sound when it's disarmed with a key fob after an alarm has occurred. Four beeps will sound from the control panel's speaker, four chirps will sound from the external sounder (if installed). This feature serves as a safety alert to the user so they can enter the protected area with caution.

- The default setting will not cause a unique sound when disarming after an alarm.
 - To cause unique sound when disarming after an alarm, select enabled.
-

Key Fob Arm/Disarm Confirmation

DEFAULT: Disabled

The system can produce a unique sound when it's armed or disarmed with a key fob. The control panel's speaker will sound one beep when arming and two beeps when disarming. The external sounder (if installed) will sound one chirp when arming and two chirps when disarming (four beeps after an alarm, if the "Disarming key fob after alarm" setting is enabled). This feature indicates to the user that their key fob signal was received by the control panel in case other arm/ disarm indications (armed LED, etc.) are not available or visible to the user.

- The default setting will not cause a unique sound when controlled by a key fob.
 - To cause a unique sound when controlled by a key fob, select enabled.
-

Key Fob/Remote Arming Mode

DEFAULT: Auto-bypass with zone participation on restore

This setting controls how the system will react when there are open sensors and the system is armed remotely.

- **Auto-bypass with zone participation on restore:** The default setting will automatically bypass all sensors that are open when the system is armed remotely. If a sensor restores while the system is armed, the sensor's bypass will be removed, and the sensor will be ready to trigger an alarm.
 - **Auto-bypass:** To automatically bypass all sensors that are open when the system is armed remotely, and keep all bypasses in place during the arming cycle, even if a sensor restores, select auto-bypass.
 - **Arm only when ready:** To prevent arming remotely when any sensor is open, select arm only when ready.
-

Central Station Settings

This section contains descriptions, default values, and notes about the Central Station settings.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Central Station

From the Central Station screen, you can view and configure the following settings.

Primary CS IP Address

Displays the primary IP address of the Central Station server.

Secondary CS IP Address

Displays the secondary IP address of the Central Station server.

CS Account Number

The Central Station account number is always eight digits and can include some alpha characters. The Central Station account number is assigned to the control panel when the panel is registered.

- Enter eight digits for the Central Station account number.
-

Enable Two-way Voice

DEFAULT: Stay online for CO and fire

The control panel supports two-way voice communications between the customer and the Central Station operator over the cellular module after an alarm has been reported.

- **Stay online for CO and fire:** The default setting allows two-way voice over the cellular radio only during CO and fire alarms.
- **Stay online:** Allows two-way voice over the cellular radio.
- **Disabled:** Turns off the two-way voice feature.

When the control panel connects with the Central Station operator, it will beep every 6 seconds. The beep alternates between two tones and indicates the panel is waiting for a session command. If the operator fails to issue a command within three minutes, the call is terminated. Once the operator presses a command option, the beeps will stop and a 5-minute audio session will start.

When two-way voice communications have been established, the Central Station operator can use the following telephone keys to control the communications. Each time the operator uses a command key, the session is extended for an additional five minutes. During the last minute of communications, the system beeps twice every 15 seconds to indicate that time is running out.

- Pressing 1 enables Talk Mode one-way communication from the Central Station to the Premises and allows the operator to talk.
-

- Pressing 2 enables VOX Mode two-way communications from the Central Station.
- Pressing 3 enables Listen Mode one-way communication to the Central Station.
- Pressing 4 extends the session five minutes without changing the mode of operation.
- Pressing 5 causes the audio session to end and terminates the call.

Resume Siren After Two-way Call for Burglary and Emergency Alarms

DEFAULT: Enabled

This setting enhances system operation in personal emergency applications and also provides the installer with the option of the siren sounding until the cut off or to the end of a two-way-voice session specifically for burglary and emergency alarms.

- The default setting will cause the siren to shut off after a two-way audio session (if the cut off timer has not expired).
- Enable will cause the siren to resume after a two-way audio session.

Resume Siren After Two-way Call for Fire and CO Alarms

DEFAULT: Enabled

This setting enhances system operation in personal emergency applications and also provides the installer with the option of the siren sounding until the cut off or to the end of a two-way-voice session specifically for fire and CO alarms.

- The default setting will cause the siren to shut off after a two-way audio session (if the cut off timer has not expired).
- Enable will cause the siren to resume after a two-way audio session.

Two-way Voice Number

This setting displays the two-way voice telephone number at the Central Station.

Reporting and Troubles Settings

This section contains descriptions, default values, and notes about the Reporting and Troubles settings.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Reporting and Troubles

From the Networking screen, you can view and configure the following settings.

Programming Mode Entry Reports to CS

DEFAULT: Disabled

A report can be sent to the Central Station any time programming (i.e., system settings configuration in the Installer Toolbox) mode is entered and exited.

- The default setting prevents reporting programming mode entry and exit.
 - To report programming mode entry and exit, select enabled.
-

Trouble Reports to CS

DEFAULT: Enabled

Trouble reports can be sent to the Central Station when any sensor trouble condition occurs.

- The default setting allows reporting sensor trouble conditions.
- To not report sensor trouble conditions, select disabled.

NOTE: This setting does not affect trouble reports caused by control panel conditions, only trouble reports caused by sensors.

Trouble Restore Reports to CS

DEFAULT: Enabled

Trouble restore reports can be sent to the Central Station when any sensor trouble condition clears.

- The default setting allows trouble restore reports.
 - To turn off trouble restore reports, select disabled.
-

Manual Bypass Reports to CS

DEFAULT: Disabled

Manual bypass reports can be sent to the Central Station when any sensor has been manually bypassed by the user.

- The default setting prevents sending manual bypass reports.
- To allow sending manual bypass reports, select enabled.

Bypass Restore Reports to CS

DEFAULT: Disabled

Bypass restore reports can be sent to the Central Station when any sensor that was force bypassed or manually bypassed gets restored.

- The default setting prevents bypass restore reports.
- To allow bypass restore reports, select enabled.

AC Loss Reports to CS

DEFAULT: Enabled

AC power loss reports can be sent to the Central Station if the control panel loses AC power.

- The default setting allows AC power loss reports.
- To turn off AC power loss reports, select disabled.

NOTE: The AC power will have to be absent from the control panel for the time set by the "Time to detect AC loss in minutes" setting before the AC power loss trouble alert is displayed (the default is 10 minutes). If the "Random AC loss report time" setting is enabled, the actual AC power loss report will occur at a random time of up to four hours after the AC power loss trouble alert is displayed.

NOTE: The control panel's AC power icon displays the power status immediately. A red "X" over the icon indicates no AC power.

AC Restore Reports to CS

DEFAULT: Enabled

AC power restore reports can be sent to the Central Station when the control panel regains AC power after an AC power loss.

- The default setting allows AC power restore reports.
- To turn off AC power restore reports, select disabled.

NOTE: The AC power will have to be restored to the control panel for one minute before the AC power loss trouble alert automatically clears. If the "Random AC loss report time" setting is enabled, the actual AC power restore report will occur at a random time of up to four hours after the AC power loss trouble alert has cleared.

NOTE: The control panel's AC power icon displays the power status. A red "X" over the icon indicates no AC power.

System Low Battery Reports to CS

DEFAULT: Enabled

Low battery reports can be sent to the Central Station if the control panel's battery tests low.

- The default setting allows control panel low battery reports.
- To turn off control panel low battery reports, select disabled.

System Low Battery Restore Reports to CS

DEFAULT: Enabled

Low battery restore reports can be sent to the Central Station if the control panel battery had tested low and is now OK.

- The default setting allows control panel low battery restore reports.
- To turn off control panel low battery restore reports, select disabled.

RF Sensor Low Battery Reports to CS

DEFAULT: Enabled

Sensor low battery reports can be sent to the Central Station if a sensor battery tests low and sends a low battery transmission to the control panel.

- The default setting allows sensor low battery reports.
- To turn off sensor low battery reports, select disabled.

RF Sensor Low Battery Restore Reports to CS

DEFAULT: Enabled

Sensor low battery restore reports can be sent to the Central Station if a sensor battery had tested low and is now OK.

- The default setting allows sensor low battery restore reports.
- To turn off sensor low battery restore reports, select disabled.

Opening Reports to CS

DEFAULT: Enabled

Opening reports can be sent to the Central Station each time the system is disarmed. The user or key fob number is indicated in the opening report.

- The default setting prevents opening reports.
- To allow opening reports, select enabled.

Closing Reports to CS

DEFAULT: Enabled

Closing reports can be sent to the Central Station each time the system is armed. The user or key fob number is indicated in the closing report. If Quick Arming is enabled, User #0 is indicated for the closing report.

- The default setting prevents closing reports.
- To allow closing reports, select enabled.

Alarm Restore Reports to CS

DEFAULT: Disabled

Alarm restore reports can be sent to the Central Station after an alarm when either the timeout has been reached or the system is disarmed. If alarm restores are enabled and swinger shutdown is set to two, a restore will be reported if the sensor is closed (normal state) at cutoff or becomes closed after cutoff. If swinger shutdown is set to one, a restore will only be sent if the sensor is closed at the time of disarm. Restores are not sent if a sensor is in swinger shutdown until the time of disarm and the sensor is closed.

- The default setting prevents alarm restore reports.
- To allow alarm restore reports, select enabled.

Cancel Time in Minutes

DEFAULT: 5 minutes

(NOTE: Default Setting Required for SIA CP-01 Compliance)

A cancel report will be sent to the Central Station after an alarm, if the system is disarmed within the configured time.

- The default setting sets the cancel time at five minutes.
- For a longer cancel time, select (5-255) minutes.
- To have the control panel always send a cancel report when the system is disarmed after an alarm, select (255) minutes.

NOTE: See the Cancel display setting (below) for information on displaying when a cancel report is sent.

NOTE: This default can be changed without affecting SIA CP-01 compliance.

Cancel Display

DEFAULT: Enabled

(NOTE: Default Setting Required for SIA CP-01 Compliance)

A cancel report will be sent to the Central Station after an alarm, if the system is disarmed within the configured time. The control panel can also display that a cancel report was sent.

- The default setting enables the cancel display feature.
- To turn off the cancel display feature, select disabled.

NOTE: See the Cancel time in minutes setting (above) for information on setting the cancel report trigger time.

NOTE: This default can be changed without affecting SIA CP-01 compliance.

CS Lack of Usage Notification Time in Days

DEFAULT: 7 days

Inactivity reports can be sent to the Central Station if the system has not been armed for a period of days.

- The default setting sets the lack of usage feature at 7 days.
- To change the lack of usage feature duration, select (1-255) days.
- To turn off the lack of usage feature, select 0 days.

Force Bypass Reports

DEFAULT: Disabled

The system can report which sensors have been force bypassed by the user when the system is armed. Forced bypassed sensors are always recorded in the event log, regardless of this setting.

- The default setting prevents reporting forced bypassed sensors.
- To report forced bypassed sensors, select enabled.

Smart Test Reports

DEFAULT: Disabled

Smart test reports are a way to reduce Central Station traffic. If smart test reports are enabled and regular periodic test reports are enabled, any non- test report to the Central Station (alarm, restore, trouble, etc.) during the normal operation of the system will reset the periodic test report timer.

Periodic test reports would only be sent if the control panel has not reported in any way to the Central Station.

- The default setting prevents smart test reports.
- To allow smart test reports, select enabled.

Abort Window Dialer Delay

DEFAULT: 30 seconds

(NOTE: Default Setting Required for SIA CP-01 Compliance)

The dialer (digital communicator) delays calling the Central Station to allow the user enough time to cancel a false alarm before it is reported.

- The default setting sets the dialer delay at 30 seconds.
- To change the dialer delay, select 15, 30, or 45 seconds.

IMPORTANT: In accordance with SIA CP-01, the sum of the Abort Window Dialer Delay and the Entry Delay cannot exceed one minute.

NOTE: The dialer delay can be disabled per sensor without affecting SIA CP-01 compliance.

Time to Detect AC Loss in Minutes

DEFAULT: 10 minutes

AC power loss will cause an AC power loss alert to be displayed, and the length of time before it's displayed can be set. When power returns, the time required before the AC power loss alert automatically clears is fixed at one minute.

- The default setting sets the AC power loss alert display time to ten minutes.
- To change the AC power loss alert display time, enter (0-30) minutes.

NOTE: After the AC power alert is displayed or clears, the AC power loss report or AC power restore report can be sent to the Central Station immediately, or at a random time.

NOTE: The control panel's AC power icon displays the power status immediately. A red "X" over the icon indicates no AC power.

Randomize AC Loss Report Time

DEFAULT: Enabled

This feature allows the system to report AC power loss and AC power restore at a random time of up to 45 minutes after the event occurs. This helps to reduce Central Station congestion due to a wide-spread power outage affecting many control panels at once. The random AC power status report timer is triggered based on the time specified by the "Time to detect AC loss in minutes" setting.

- The default setting allows random timed AC power reports.
 - To turn off random timed AC power reports, select disabled.
-

Cellular Network Failure Time in Minutes (0 to disable)

DEFAULT: 120 minutes

NOTE: Cellular Radio Module must be installed to use this function.

Sets the amount of time required for triggering a trouble condition if the system detects that the optional cellular radio module has lost its cellular connection. (After cellular service has been restored for 5 minutes, the trouble condition clears.)

- The default setting sets the failure detection time at 120 minutes.
- To disable radio module failure detection, select disabled.
- To choose a different failure detection time, select (1-255) minutes.

Failure to Connect to Services Time in Minutes (0 to disable)

DEFAULT: 240 minutes

NOTE: Cell Radio Module must be installed to use this function.

Selects whether the control panel will sound and display trouble if the optional cell radio module has lost its cellular connection. The trouble sounder can be silenced by the user at the control panel (cell radio trouble is logged regardless of this setting). When the cell radio module connection is restored, the trouble indications automatically clear.

- The default setting allows radio module failure trouble indications.
- To turn off radio module failure trouble indications, select disabled.

Panel Tamper

DEFAULT: Enabled

A tamper switch on the control panel detects if the case has been opened. The system can be configured so that a tamper switch activation will cause a trouble indication if the system is disarmed, and an alarm if the system is armed.

- The default setting allows the control panel tamper switch to trigger trouble when the system is disarmed, and alarm when the system is armed.
- To have the system ignore the control panel tamper switch, select disabled.

RF-Jam Causes Trouble

DEFAULT: Disabled

The system can monitor the control panel's sensor receiver and detect whether a transmitter is stuck on the air causing jamming. When jam detect is enabled, the control panel will indicate a trouble condition if RF jamming is detected.

NOTE: This setting only functions if trouble reports are enabled with the "Trouble Reports" setting.

- The default setting disables RF jam detection.
- To turn on RF jam detection, select enabled.

Trouble Quiet Time

DEFAULT: Enabled

The control panel will sound trouble beeps caused by AC loss, system low battery, sensor low battery or RF supervision, failure to communicate, control panel tamper while disarmed, and cell radio faults.

To prevent annoying the customer, the system can be set to suppress trouble beeps from sounding during a specified time period. The trouble alerts are still displayed and immediately reported to the Central Station, and can be acknowledged, but they won't sound the trouble beeps. This time period can be configured by the Vivint Technician (see the "Do not sound between" option below).

With this option you can enable and disable the trouble quiet time feature. Use the next option to configure the time period.

The default setting suppresses trouble beeps from 10 pm to 9 am

To allow trouble beeps at any time, select disabled.

NOTE: If the trouble condition(s) self-clear or are acknowledged before 9 am, no trouble beeps sound after 9 am (the conditions are still recorded in the event log).

WARNING: For *UL 985* compliant installations, this feature **MUST BE** disabled.

Do Not Sound Between

DEFAULT: 10 pm to 9 am (next day)

Use this option to configure a time period during which the trouble alerts will not cause the panel to beep. See more details in the option above (Trouble quiet time).

Trouble Resound After Hold Off

DEFAULT: Disabled

Fire and CO sensors are required to re-sound trouble beeps every four hours until the trouble is resolved, even if the trouble is acknowledged at the control panel. The control panel can be set to delay re-sounding these types of trouble beeps for 1-7 days.

NOTE: This feature is not allowed in *UL 985* installations. The setting must be disabled in this grade of installation.

- The default setting allows trouble beeps for CO and fire sensors to re-sound every four hours after being acknowledged
- To delay re-sounding trouble beeps for CO and fire sensors, select (1-7) days

Siren Supervision Time

DEFAULT: Disabled

The wiring connection to the external sounder can be supervised. If the wiring to the sounder is cut for 15, 30, or 45 seconds, a trouble report can be sent to the Central Station.

- The default setting disables external sounder supervision.
- To supervise the external sounder wiring, select:
 - 15 seconds
 - 30 seconds
 - 45 seconds

Configure Event Logging

DEFAULT: Log all

To control the amount of event log entries, the events that get recorded into the system's event log can be selected by type. This setting filters the events that populate the event log.

- The default setting records all events in the event log.
- For different event log filtering options, select from the options below.

Event Log Filter Options:

- Disabled
- Log all except for open, close, and bypass
- Log all except for open and close
- Log all

Overall RF Quiet Chatter

DEFAULT: On, quiet, and last event

This quiet chatter setting can be considered a master or universal (i.e., overall) setting, and applies to any wireless sensor, key fob, or keypad that has its Single RF Quiet Time option set to Use Overall Quiet Chatter.

When the system has a repeater device installed, sometimes signal chatter is generated when an individual device (i.e., a single RF) signal and the repeater signal are both being received by the control panel at the same time. If RF chatter occurs, you can use this option to eliminate or quiet the chatter.

Possible states are:

- **On, quiet, and last event:** The panel listens for signals, both transmitted by the device and relayed by the repeater for the same device, and processes the last event-defining signal received.

- **On and quiet:** The panel listens for signals, both from the device and the repeater, and processes the last signal received regardless of whether it is an event defining signal or not.
- **Off:** Disables the quiet chatter option.

Overall RF Quiet Time (in seconds)

DEFAULT: 2 seconds

This quiet time setting is a universal setting and as such applies to any key fob or keypad that has the Single RF Quiet Time option set to Use Overall Quiet Chatter.

It can be set between 0 and 600 seconds.

Reset RF Quiet Chatter

Press this button to reset all Overall and Sensor RF quiet chatter parameters.

Emergency Buttons Settings

This section contains descriptions, default values, and notes about the Emergency Buttons settings.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Emergency Buttons

From the Emergency Buttons screen, you can view and configure the following settings.

Panic

DEFAULT: Audible

The control panel's panic emergency button action can be configured. The panic emergency button is displayed by pressing the Emergency button.

- **Audible:** The default setting allows the panic emergency button to sound an audible alarm.
- **Silent Panic:** Use this option for silent activation.
- **Disabled:** Use this option to disable and not display the panic emergency button.

NOTE: Configuring this setting for silent panic makes the panic button on all wireless keypads silent also.

Fire

DEFAULT: Enabled

The control panel's fire emergency button can be enabled or disabled. The fire emergency button is displayed by pressing the Emergency button.

- The default setting allows the fire emergency button to be displayed when pressing the Emergency button, and enables the customer to manually trigger a fire alarm and sound an audible alarm.
 - To disable and not display the fire emergency button, select disabled.
-

Emergency

DEFAULT: Enabled

The control panel's emergency button can be enabled or disabled. The panel's emergency button is displayed by pressing the Emergency button.

- The default setting allows the emergency button to be displayed when pressing the Emergency button, and enables the customer to manually trigger an emergency and sound an audible alarm.
- To disable and not display emergency button, select disabled.

NOTE: If all three emergency buttons are disabled, pressing the control panel's Emergency button displays a message that the emergency buttons are disabled.

System Options Settings

This section contains descriptions, default values, and notes about the System Options settings.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > System Options

From the System Options screen, you can view and configure the following settings.

Swinger Shutdown Count

DEFAULT: 2 trips

(NOTE: Default Setting Required for SIA CP-01 Compliance)

An unwanted series of multiple faults (usually caused by a bad contact or sensor) is called a "swinger." The swinger shutdown count option sets the maximum number of alarms that any sensor or hardwire loop can trigger during a single arming period.

NOTE: CO and smoke detector alarms are not limited by the swinger shutdown count. Other types of 24-hour zones are limited by the swinger shutdown count.

- The default setting sets the swinger shutdown count at 2 trips.
- To change the swinger shutdown count, select from the available numbers.

NOTE: This default can be changed without affecting SIA CP-01 compliance.

Open Collector Output 1, and Open Collector Output 2

DEFAULT: Enabled follows sounder alarm and status

(NOTE: Default Setting Required for SIA CP-01 Compliance)

The system's open collector output is available on the control panel's terminal block to connect to an external device. The conditions that will cause the open collector output to activate are configurable.

- Select one activation option for the control panel's open collector output:

Open collector output options:

- Disabled
 - Enabled on arm
 - Enabled on disarm
 - Enabled on failure to communicate
 - Enabled on siren supervision
 - Enabled on radio fault
-

- Enabled on burglary alarm
- Enabled on fire alarm
- Enabled on any alarm
- Enabled on any system trouble
- Enabled follows sounder alarm and status
- Enabled follows exit and entry beeps

Cross Sensor 1, Cross Sensor 2, and Configure Cross Sensors

DEFAULT: Disabled

The control panel can be configured so sensors 1 and 2 must both be violated during a set time to trigger an alarm. This is called "cross sensor" verification. When enabled, if only one sensor is violated, the alarm will not trigger, but a trouble report will be sent for the sensor that triggered.

NOTE: CO and fire zone cannot be used for cross sensors.

- The default setting disables the cross sensor feature.
- To use the cross sensor feature, select enabled.

NOTE: For more information, see the Cross sensor timeout setting (below).

Cross Sensor Timeout (in seconds)

DEFAULT: 10 seconds

The cross sensor timeout is the maximum period of time allowed between violation of cross sensors that will trigger an alarm. If both sensors are violated within this time period, an alarm will be triggered. If both sensors are not violated within this time period, an alarm will not be triggered.

NOTE: Cross sensor verification must be enabled for this feature to function.

- The default setting sets the cross sensor timeout at 10 seconds.
- To change the cross sensor timeout duration, select (11-120) seconds.

Cameras Require Admin Code

DEFAULT: Disabled

Limits access to only Admin users. If this option is enabled, users will be prompted to enter a valid Admin PIN code in order to view the device.

Locks Require Admin Code

DEFAULT: Disabled

Limits access to only Admin users. If this option is enabled, users will be prompted to enter a valid Admin PIN code in order to view the device.

Garage Doors Require Admin Code

DEFAULT: Disabled

Limits access to only Admin users. If this option is enabled, users will be prompted to enter a valid Admin PIN code in order to view the device.

Thermostats Require Admin Code

DEFAULT: Disabled

Limits access to only Admin users. If this option is enabled, users will be prompted to enter a valid Admin PIN code in order to view the device.

Lights Require Admin Code

DEFAULT: Disabled

Limits access to only Admin users. If this option is enabled, users will be prompted to enter a valid Admin PIN code in order to view the device.

Sounder Ringback on Closing

DEFAULT: Disabled

This option provides a method to cause an audible acknowledgment that the Central Station successfully received an Arming command from the control panel. In other words, when this option is enabled, the piezo will sound for a few seconds when the control panel receives an acknowledgment from the Central Station indicating that the Central Station received an Arming command from the panel.

Display RSSI in Sensor Test

DEFAULT: Disabled

Sensor signal strength will be indicated by an RSSI numerical value instead of a percentage during sensor testing. Normally, the sensor's signal strength is shown as a percentage bar graph. However, when this option is turned on the RSSI (Received Signal Strength Indicator) value is shown as a number between 1 and 10.

System Registration Settings

This section contains descriptions, default values, and notes about the System Registration settings.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > System Registration

From the System Registration screen, you can view and configure the following settings.

Panel ID

Shows the unique hardware identification number for the control panel.

NOTE: The panel ID also displays on the User's Panel Settings screen.

Service Number

Shows the unique account registration (AR) number for the registered Vivint Smart Home security and automation system and services.

Registered To

After the system has been registered, this field shows the name of the customer to whom the system is registered.

Registered At

After the system has been registered, this field shows the address of the customer to whom the system is registered.

Register Panel

Use this button to register the control panel and its networked devices with the Vivint Admin Tool (that monitors the account at the Central Station).

Once the system is registered with a valid account registration ID number, the System Registration screen displays the specific account information for the customer.

Z-Wave Settings

This section contains descriptions, default values, and notes about the Z-Wave settings.

NOTE: To add a Z-Wave device to the panel network — as with all sensors and peripheral devices — follow the detailed installation instructions included with that particular device.

To access Z-Wave settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Z-Wave

From the Z-Wave Toolbox screens, you can view and configure the following settings.

Add Node

Use this option to add Z-Wave devices to the panel network. You can add the following Z-Wave devices:

- Door locks
- Thermostats
- Lighting control / outlet modules
- Garage door controllers

NOTE: You can also add other types of Z-Wave devices (e.g., pool controllers) to the panel network. When you add other types of Z-Wave devices (not listed above), the end user will be able to see a list of those devices and control them (turn on/off) via the control panel by pressing **Devices > Other Devices**.

The status field indicates whether the Z-Wave radio module on the control panel is ready to receive Z-Wave signals from a device and add it to the system.

The instruction field provides relevant information to the Vivint Technician as they add devices to the system.

When prompted, press the **Learn** button on the Z-Wave device to send a signal to the panel, and enter a unique name for the device by which it will be identified in node (device) lists and on the network.

Remove Node

Use this option to remove Z-Wave devices that have been installed on the panel network.

The status field indicates whether the Z-Wave module on the control panel is ready to receive Z-Wave signal from a device and remove it from the system.

The instruction field provides relevant information to the Vivint Technician so that they can remove the device.

When prompted, press the **Learn** button on the Z-Wave device to send a signal to the control panel that will remove the device's Z-Wave network settings.

Remove Failed Nodes

Use this option to remove a Z-Wave device when it's no longer able to communicate with the Z-Wave module on the control panel.

Diagnostics

The Z-Wave Diagnostics feature lets you test all of the Z-Wave devices on the network and view the test results. Use this tool to troubleshoot the Z-Wave network when you encounter problems with Z-Wave devices sending and receiving transmissions with the control panel.

You can select each Z-Wave device (node) to view its configuration details. The device page shows information specific to that device such as node health, neighbor nodes, repeating neighbor nodes, route changes, and errors.

Press **Topology** to view a graphical representation of the Z-Wave network with all nodes and their routing relationships.

View All Nodes

Shows a list of the Z-Wave devices that have been added to the control panel.

The list includes all of the Z-Wave devices and details about each device, such as the type of device, manufacturer, version number, and more. Use this feature to quickly see all of the Z-Wave devices on the local network and their current status.

Anti-theft

Anti-theft protection adds an extra layer of security to Z-Wave devices in the Vivint system by placing an encryption code on the device so that it cannot be used by another home security system or Z-Wave controller.

To add anti-theft protection to a Z-Wave device, select the device from the list, and then press **Enable**.

NOTE: The selected Z-Wave device must support anti-theft protection in order for this feature to be enabled.

Rediscover Network

Use this option to configure the Z-Wave network (i.e., mesh) for optimized network reliability and performance after all of the Z-Wave devices have been installed and added to the system.

IMPORTANT: After you install all of the Z-Wave devices for the installation, and any time you install a new Z-Wave device or move a Z-Wave device, you must run the Rediscover Network tool. When you rediscover the Z-Wave network, all of the Z-Wave devices are able to find their most efficient route to the control panel by communicating with each other and the panel.

Once the Z-Wave network has been successfully rediscovered, all of the Z-Wave devices are listed with a description of their alignment relative to the other Z-Wave nodes nearest to them.

Reset Controller

Use this option to clear the panel's Z-Wave network (i.e., mesh) of all devices so that the network devices can be reinstalled.

Shift Controller

Use the Shift Controller option when you want to replace one control panel (i.e., controller) with another control panel without losing all of the configured Z-Wave devices. For example, you may want to do this when installing a newer control panel.

To replace (or switch) controllers, follow these steps:

1. Add the new control panel as a node to the old panel's network. To do this, press **Add Node** at the old panel, and then press **Learn Controller** at the new panel and press **OK**.
2. Shift primary controller responsibility from the old panel to the new panel. To do this, press **Shift Controller** at the old panel, and then press **Learn Controller** at the new panel and press **OK**.

NOTE: The old panel is now considered a secondary controller on the new panel's network.

3. Remove the old panel from the network. To do this, press **Learn Controller** at the old panel, and then press **Remove Node** at the new panel. This removes the old panel from the new panel's Z-Wave network.

Learn Controller

Use this option to send a signal from the panel so that it can be added or removed from a Z-Wave network. When you press **Learn Controller** and then **OK**, the panel is identified (i.e., learned) by the Z-Wave module on another control panel.

Networking Settings

This section contains descriptions, default values, and notes about the Networking settings.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Networking

From the Networking screen, you can view and configure the following settings.

Panel Connection to Local Network

Indicates whether the connection to the local network is wireless or wired.

Peripherals Connect To

Indicates how the peripheral network devices are connected to the system.

Local Network SSID

If the network connection is wireless, this field shows the SSID (Service Set Identification, or network name) of the local wireless network.

If the network connection is wired, this field shows whether network addressing is configured via DHCP or is static.

Local Network Settings

Displays detailed information about the local network, such as the IP addresses for the various network components, panel ID information, and wireless signal strength from the local network's access point (i.e., router).

Signal strength

The signal strength option shows the data transmission rate currently available on the connection between the panel and the local network's wireless access point (i.e., router). Wireless signal strength and quality is reported as a percentage from 0 to 100%.

Note that you can press the button to update the signal strength reading.

Internet Connection Settings

Indicates whether or not the panel is connected to the Internet, and lets you test the connection and network speed.

Panel Network Settings

Indicates the status of the panel's Wi-Fi network (active or inactive), and lets you view the connected DHCP clients.

You can also add a Wi-Fi repeater device.

VPN Connection Settings

Displays the VPN address, and lets you reset the virtual network connections.

NOTE: The VPN is used for secure IP communications between the panel and Vivint services.

System Settings

Use the Reboot Network Module option to quickly reboot the panel's network module.

Use the Reset to Factory Defaults option to perform a hard reset of the panel's network module.

IMPORTANT: When you reset the panel's network module to factory defaults, all of the connected peripheral devices are deleted from the panel network.

Cameras Settings

This section contains descriptions, default values, and notes about the Cameras settings.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Cameras

From the Cameras screen, you can view and configure the following settings.

Add Camera

To add a camera to the panel network, press the **Add Camera** button and follow the instructions on the panel to add the camera to the network using WPS. As with all other sensors and peripheral devices, follow the instructions in the Quick Reference guide that is included with that specific device for details on enabling WPS.

NOTE: If the control panel network settings are configured to connect peripheral devices to the local network, selecting **Add Camera** shows a list of all of the cameras currently connected to the network. Select a camera from the list to add the camera to the panel network and then configure its settings.

Once a camera has been added, you can configure its settings with the options on the following screens.

To delete a camera from the system, select the camera from the list, and then press **Delete**.

Privacy Mode

DEFAULT: Disabled

Privacy mode allows you to temporarily turn off a camera so that it will not capture images or live video. When a camera is in privacy mode, the status light on the camera is blue and the camera's view screen is blank.

Camera Status

Shows whether the camera is currently online or offline. If a camera firmware update is available, it will appear in the status field where you can select to install the update for the camera.

Camera Name

Enter a unique name for each camera that you add to the network.

Status Light

DEFAULT: Enabled

Turn the camera's status light (LED) on or off. The status light indicates whether the camera is online or offline.

Motion Detection

The motion detection option lets you configure precise areas in the view of the camera in which you want to monitor and detect motion. If the Record on motion option is enabled, whenever motion is detected in the camera's view a video clip is recorded. You can create three motion detection areas per camera.

For each area you can specify the physical area itself, as well as the motion detection sensitivity and target size values. The sensitivity setting can be between 1 and 10. The target size setting can be between 1 and 10.

To configure a motion detection area, press **Edit > Add New Area**, use the camera view window to size and move the area in which you want to detect motion, and then specify the sensitivity and target size settings for that area. To delete a motion detection area, select the area and then press **Remove Area**.

Record on Motion

DEFAULT: Disabled

Turns on or off the camera's ability to record video clips (based on the configured motion detection settings).

Auto Night Vision

DEFAULT: Enabled

Turn the camera's night vision capability on or off.

Night Vision Light

DEFAULT: Enabled

Turns on or off the light on the camera that indicates that night vision is working.

Brightness / Contrast

Use the slide rule to specify the camera's settings for image brightness and contrast.

Video Quality

Use the slide rule to specify the quality for the camera's video image, depending on the bandwidth availability.

Flip Video

DEFAULT: Disabled

Use this option to flip the camera's video image vertically (upside down, depending on the camera's position).

Restore Camera Defaults

Use this option if you need to restore the camera to its factory default settings.

Reboot Camera

Use this option to reboot the camera for any reason.

System Testing Settings

This section contains descriptions, default values, and notes about the System Testing settings.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > System Testing

From the System Testing screen, you can view and configure the following settings.

Sounder

Use this option to turn off the sounder during system testing. The disabled sounder automatically times out after 30 minutes (or until the Installer Toolbox is exited), after which time the sounder becomes active again.

NOTE: While the sounder is disabled, a Sounder Disabled message appears on the panel display.

Test Mode

Use this option to enable or disable the Test Mode feature. When enabled, the panel is put in test mode for two hours, allowing you to go in and out of the Installer Test while maintaining the panel in test mode for two hours.

If the Test Mode option is disabled, when you perform the Installer Test the panel is put in test mode only for the duration of the test, and is automatically taken out of test mode as soon as you exit the Installer Test.

Installer Test

The Installer Test lets you perform all of the system tests in sequence. Press **Test**, and then advance through each test by pressing **Next** once each specific test has passed.

Each test section must be completed successfully before advancing to the next section.

If a problem is encountered at any point during the Installer Test, the test can be exited by selecting the **Exit** button in the bottom left corner of the screen. When starting the test again, the user is prompted to start the test over or to resume the test.

Broadband Test

Use this option to test the broadband network connection to Vivint services.

The Broadband Test screen displays the current connection status, VPN address, and test status.

NOTE: A VPN address is required in order for this test to succeed.

Cellular Test

Use this option to test the cellular connection to Vivint services

The cellular module must be installed to use this feature. The cellular test screen displays data for the cellular module, such as: connection status, PPP address, signal strength, etc.

NOTE: A PPP address is required in order for this test to succeed.

IMPORTANT: The Cellular Test must be passed in order to continue with the Installer Test.

Two-way Voice Test

Use this option to verify two-way voice functionality between the control panel and the Central Station.

Sensor Test

Use this option to perform only the sensors (wireless and wired) test for sensors connected to the panel.

To verify that the Central Station correctly receives reports from each zone (sensor type):

1. Enter the Sensor Test.
2. A list of available sensors displays.
3. Trigger the test for each sensor. As each sensor is triggered, its signal strength is shown next to the sensor's name, and then the sensor moves to the bottom of the list. (**NOTE:** All sensors that have not yet been triggered will remain at the top of the list to help identify sensors that still need to be tested.)
4. If a problem occurs, the Sensor Test can be exited and then resumed where it left off when the Installer Test is restarted.

Signal strength indicators

An important feature of sensor testing are the signal strength indicators displayed by the control panel for each of the sensors. Even though the control panel's RF receiver is high-sensitivity, reception quality of sensors at the control panel can vary over time, depending on the amount of background RF noise on the receiver's operating frequency. The signal strength indicators are an important aid for determining the best location to install the sensors and control panel.

During the test, the control panel displays the signal strength of the RF transmissions received from each of the sensors. This helps to identify any sensors with a weak signal at the control panel.

Move sensors with low signal strength to a location that produces stronger reception at the control panel. The higher the sensor signal strength, the better.

Z-Wave Rediscover

Use this option to rediscover and re-populate the Z-Wave network with connected Z-Wave devices.

Z-Wave Diagnostics

The Z-Wave Diagnostics feature lets you test all of the Z-Wave devices on the network and view the test results. Use this tool to troubleshoot the Z-Wave network when you encounter problems with Z-Wave devices sending and receiving transmissions with the control panel.

You can select each Z-Wave device (node) to view its configuration details. The device page shows information specific to that device such as node health, neighbor nodes, repeating neighbor nodes, route changes, and errors.

Press **Topology** to view a graphical representation of the Z-Wave network with all nodes and their routing relationships.

Network Diagnostics

Use this option to test the signal strength and speed of the local network (this may take a few minutes). When you run the Network Diagnostics test it will display results for the network status (showing known issues that you can troubleshoot) as well as the network performance (showing information such as ping time, download speed, and upload speed).

Press **Run Test** to initiate the diagnostic test process. After the test is complete, you can press the indicator button next to Network Status and Network Performance to view specific results.

Cellular Settings

This section contains descriptions, default values, and notes about the Cellular settings.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Cellular

From the Cellular Module Status screen, you can view and configure the following settings.

Signal Strength

Shows the strength of the cellular signal.

Registration Status (voice, data)

Indicates whether or not the cellular radio module is registered on the local network or on a roaming network.

PPP Address

Shows the PPP address for the cellular module.

The PPP address must be preset in order for the cellular module to communicate with Vivint services.

Cellular Module Type

Indicates the manufacturer and model of the cellular module.

PPP Communication Transport

Indicates the method or device used for PPP (Point-to-Point Protocol) communication by the cellular module.

Advanced Status

Press this button to view the advanced options and status for the cellular module.

Most of the information on the Advanced Status screen is read-only data. However, from this screen you can perform the following tasks:

- Test a cellular two-way voice call
 - Provision the cellular module
 - Refresh the cellular statistics
 - Reset the cellular module
-

Sensor Bypass Settings

This section contains descriptions, default values, and notes about the Sensor Bypass settings.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Sensor Bypass

From the Sensor Bypass screen, you can view and configure the following settings.

Quick Bypass

DEFAULT: Disabled

Normally, sensors that are violated (open) at the time the system is armed will require the user to enter their PIN code to force bypass them. The control panel can be configured so that when the system is armed with open sensors, a PIN code is not required to bypass the open sensor(s) and complete the arming.

- The default setting requires the user to enter their PIN code to bypass sensors.
 - To allow bypassing sensors without requiring the user to enter their PIN code, select enabled.
-

Auto Unbypass for Manual Bypass

DEFAULT: Enabled

Violated (open) sensors can be manually bypassed by the user at the panel or force bypassed at the time of arming.

Force bypassed sensors automatically have their bypasses removed when the system is disarmed.

Manually bypassed sensors can have their bypass automatically removed at disarming or have their bypasses remain in place.

- The default setting automatically removes bypasses from manually bypassed sensors when the system is disarmed.
- To have manually bypassed sensors remain bypassed when the system is disarmed, select disabled.

Bell Cutoff Settings

This section contains descriptions, default values, and notes about the Bell Cutoff settings.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Bell Cutoff

From the Bell Cutoff screen, you can view and configure the following settings.

Burglary Bell Cutoff

DEFAULT: 4 minutes

When a burglary alarm is triggered, the bell will sound until the burglary bell cutoff time expires.

- To change the burglary bell cutoff time, select from the time options.

Burglary Bell Cutoff Time Options:

- 4 minutes
- 8 minutes
- 12 minutes
- 16 minutes
- Unlimited time

NOTE: The 24-hour Auxiliary Alarm Zone (08) does not follow the burglary bell cutoff time and will sound the local alarm until a User PIN is entered. The Auxiliary Alarm Zone does not trigger the external siren (if used).

Fire Bell Cutoff

DEFAULT: 4 minutes

When a fire alarm is triggered, the bell sounds until the fire bell cutoff time expires.

- To change the fire bell cutoff time, select from the available time options.

Fire Bell Cutoff Time Options:

- 4 minutes
- 8 minutes
- 12 minutes
- 16 minutes
- Unlimited time

Update Settings

This section contains information about the current firmware version, updates that are available, and settings related to firmware updates.

descriptions, default values, and notes about the Update settings.

To access these settings from the control panel, go to:

Menu > Settings > Installer Toolbox > Update

From the Update screen, you can view and configure the following settings.

Current Version

Shows the version number of the firmware currently installed on the control panel's hard drive.

Broadband Update

Indicates whether an update to the panel firmware is available. If an update is available, press **Update** to initiate the firmware update process.

NOTE: Use the **Settings** button to enter or modify the URL path to where the update resides and from where it will be downloaded and installed.

IMPORTANT: The power supply and backup battery should be connected to the panel when you perform a firmware update. Do NOT attempt to power cycle the panel when an update is running.

Regulatory Information

Where To Find Regulatory Compliance Declarations

The complete FCC and Industry Canada (IC) Regulatory Compliance Declarations, for the Vivint Smart Hub panel, are posted online at the Vivint Support website.

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

IMPORTANT: About Industry Standards and Regulatory Notes



Additionally, in order to meet industry standards requirements, several regulatory notes, warnings, and cautions are included in this guide. Some of these statements are located in "Regulatory Notes" on page 79, while other statements are embedded in the corresponding sections of this guide that describe specific product functionality and/or technologies pertaining to that particular standard. These embedded statements are easily identified by their **NOTE** heading and format that includes the standard's official number and title.

FCC and IC Regulatory Compliance Declarations

The complete FCC and Industry Canada (IC) Regulatory Compliance Declarations are posted online at the Vivint Support website. The full text of those individual notices is also provided below, as a convenient reference for those who install, set up, and configure the system.

NOTE: For FCC and IC ID numbers for the various supported system devices, including the control panels, see "FCC and IC ID Numbers for System Devices" on page 83.

FCC Notice



CAUTION: 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 (IC) license-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, 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)*.

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 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 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:

- 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.

This product complies with FCC radiation exposure limits for an uncontrolled environment. Avoid operating this product at a distance less than 7.9 in (20 cm) from the user.

IC Notice (Avis D'Industrie Canada)



PRUDENCE: Changements ou modifications pourraient annuler le droit de l'utilisateur à utiliser l'équipement non autorisées.

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'intensité 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 fonctionnement.

Ces limites sont conçues pour fournir une protection raisonnable contre les interférences nuisibles dans une installation résidentielle. Cet équipement génère, utilise et peut émettre une énergie de radiofréquence et, s'il n'est pas installé et utilisé conformément aux instructions, il peut causer des interférences nuisibles aux communications radio. Cependant, il n'existe aucune garantie que des interférences ne se produiront pas dans une installation particulière. Si cet équipement provoque des interférences nuisibles à la réception radio ou télévision, ce qui peut être déterminé en mettant l'équipement hors et sous tension, l'utilisateur est encouragé à essayer de corriger l'interférence par une ou plusieurs des mesures suivantes:

- Réorienter ou déplacer l'antenne de réception.
- Augmentez la distance entre l'équipement et le récepteur.
- Connecter l'équipement à une sortie sur un circuit différent de celui sur lequel le récepteur est branché.
- Consulter le revendeur ou un technicien radio / télévision expérimenté pour de l'aide.

Ce produit est conforme aux limites FCC d'exposition aux radiations pour un environnement non contrôlé. Évitez d'utiliser ce produit à une distance inférieure à 7,9 in (20 cm) de l'utilisateur.

Wireless Product Notice

Wireless communications hardware provides reliable communication; however, there are some limitations which must be observed.

- The transmitters are required to comply with all applicable wireless rules and regulations. As such, they have limited transmitter power and limited range.
- Wireless signals may be blocked by radio signals that occur on or near the wireless operating frequencies.

Operating Temperature and Humidity Range Notice

For optimal performance, the control panel should be operated under the following conditions:

- The 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).
- The panel will operate normally at humidity levels of 0 – 90% non-condensing.

Important Power Supply Notice

The control panel is powered by a plug-in power supply. In case the power supply becomes unplugged, be sure to plug it back into an unswitched outlet. To be clear: 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 information and instructions, contact Vivint Customer Care.

Internal Backup Battery Notice

The internal backup battery will keep the panel operating for a minimum of 24 hours.

For battery replacement, contact Vivint Customer Care or your local Vivint Smart Home Pro technician.

Regulatory Notes

The Vivint control panel is designed to meet or exceed the regulatory requirements for **Listed** residential home security equipment. In addition, the Vivint panel-based system conforms to the **ANSI/SIA CP-01-2014** standard. The notes included below describe different aspects of the system related to that particular feature or functionality, and are applicable to a specific regulatory standard when cited.

NOTES

NOTE: Some cities and municipalities may require an alarm system permit. The Vivint Smart Home Pro who installs the system is responsible to know these requirements OR to check with the local authorities before installing the system.

NOTE: Many insurance companies offer discounts on homeowners and renters policies when a security system is installed. Discounts vary with different companies and generally increase in savings with an increase in the level of protection. Inform the user to ask their insurance agent about savings available.

NOTE: This security system is also **Listed** for use as a household fire warning system, there must be at least one smoke detector configured into the control panel. Many insurance companies require meeting these requirements to qualify for a discount. Use only approved smoke detectors with this control panel.

NOTE: Fire warning systems (including smoke and/or CO alarms) installed in the United States must be installed in accordance with **Chapter 29 of the National Fire Alarm and Signaling Code ANSI/NFPA 72 (National Fire Protection Association, Batterymarch Park, Quincy, MA 02269)**, and the **National Electrical Code ANSI/NFPA 70**.

NOTE: Test fire warning systems at least once per week.

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)**.

NOTE: Home automation features and functionality are not covered or evaluated under the requirements of the following UL Standards: **UL 985 (Standard for Household Fire Warning System Units)**, and **UL 1023 (Standard for Household Burglar Alarm System Units)**.

IMPORTANT: Failure to install the control panel and all connected sensors and devices in accordance with the requirements contained in this *Installation Guide* voids the **Listed** mark.

IMPORTANT: For **UL 1023 (Standard for Household Burglar Alarm System Units)** compliance, the control panel cannot be configured to place a direct call to a police station.

Applicable Warnings for Technicians

This section provides a summary of applicable WARNING notes intended for any Vivint Smart Home Pro technician (i.e., Vivint Installer) who is handling Vivint products such as the control panel and peripheral devices.

WARNINGS

WARNING: Electrostatic discharge (ESD) can damage the exposed circuit board, components, and modules in the control panel. These devices are ESD sensitive, therefore you need to make sure to discharge any static buildup before removing the back mounting plate from the control panel, and whenever handling components and modules.

WARNING: Do not connect or disconnect the cellular module, network module, or hard drive while the control panel is powered by either the external power supply or the internal backup battery.

Default Settings for SIA CP-01-2014 Compliance

Several of the control panel's system settings are *configurable* and have their default values pre-set to ensure compliance with the industry standard: **American National Standards Institute / Security Industry Association ANSI/SIA CP-01-2014 (Control Panel Standard - Features for False Alarm Reduction)**.

IMPORTANT: Note that all of the other system settings and functions that are required in order to comply with **SIA CP-01-2014** are *permanently* set on the panel (hard coded) and cannot be changed.

The following table provides a quick reference for all of the configurable system settings whose default values ensure **SIA CP-01-2014** compliance.

| Vivint Setting Name (SIA Name, if different) | SIA CP-01-2014 Default Value | Value Range |
|--|------------------------------|--|
| Exit Delay (Exit Time) | 60 Seconds | 45-120 Seconds |
| Progress Annunciation / Disable for Silent Exit | Enabled | Enabled or Disabled |
| Exit Delay Restart (Exit Time Restart) | Enabled | Enabled or Disabled |
| Auto Stay (Auto Stay Arm on Unvacated Premises) | Enabled | Enabled or Disabled |
| Entry Delay 1 | 30 Seconds | 30-240 Seconds |
| Entry Delay 2 | 45 Seconds | 30-240 Seconds |
| Remote Arming Exit Time & Progress Annunciation | Enabled | Enabled or Disabled |
| Wireless Sensor Dialer Delay (Abort Window Time for Non-Fire Zones) | Enabled | Enabled or Disabled |
| Wireless Sensor Dialer Delay Time (Abort Window Time for Non-Fire Zones) | 30 Seconds | At least 15 seconds |
| Abort Window Dialer Delay (Abort Window Time) | 30 Seconds | 15, 30, or 45 Seconds |
| Abort Window Annunciation | Enabled | Enabled or Disabled |
| Cancel Time (Cancel Window) | 5 Minutes | 5-255 Minutes |
| Cancel Display (Cancel Annunciation) | Enabled | Enabled or Disabled |
| Duress Feature | Disabled | Disabled or Enabled |
| Cross Zoning | Disabled | Disabled or Enabled (using 2 or more zones) |
| Swinger Shutdown Count | 2 Trips | 1-6 Trips |
| Swinger Shutdown Disable | Enabled | Enabled or Disabled |
| Fire Alarm Verification | Disabled | Disabled (if sensors can self-verify) or Enabled |
| System Test | Independently Activated | Active, Untested, Complete |
| Communications (Transmit Test Signals to Monitoring Station) | Disabled | Disabled or Enabled |

Smart Hub Setup Guide

NOTES: Programming at installation may be subordinate to other UL requirements for the intended application.

Combined Entry Delay and Abort Window time should not exceed 1 minute.

For UL 1023, the Entry Delay setting should not exceed 45 seconds.

FCC and IC ID Numbers for System Devices

The below table lists the FCC and Industry Canada (IC) identification numbers for various Vivint Smart Home™ system devices, including the touchscreen control panels.

| Device Name | Vivint Model # | Regulatory M/N | FCC ID # | IC ID # |
|-----------------------|----------------|----------------|--------------|------------------|
| SkyControl Panel MP1 | V-MP1-345 | CP01 | 2AAAS-CP01 | 10941A-CP01 |
| SkyControl Panel MP2 | V-MP2-345 | CP01 | 2AAAS-CP01 | 10941A-CP01 |
| Smart Hub Panel | V-SH1 | CP02 | 2AAAS-CP02 | 10941A-CP02 |
| Door / Window Sensor | V-DW11-345 | DW02 | 2AAAS-DW02 | 10941A-DW02 |
| Recessed Door Sensor | V-DW21R-345 | DW01 | 2AAAS-DW01 | 10941A-DW01 |
| Motion Sensor | V-PIR2-345 | MD01 | 2AAAS-MD01 | 10941A-MD01 |
| Glass Break Sensor | V-GB2-345 | GB01 | 2AAAS-GB01 | 10941A-GB01 |
| Secure Key Fob Remote | V-SKEY1-345 | KF01 | 2AAAS-KF01 | 10941A-KF01 |
| Panic Pendant | V-PANIC2-345 | PB01 | 2AAAS-PB01 | 10941A-PB01 |
| Doorbell Camera | V-DBC2 | N/A | PANWM8192EU* | 10384A-WM8192EU* |
| Ping Indoor Camera | V-CAM1 | CM01 | 2AAAS-CM01 | 10941A-CM01 |
| Element Thermostat | V-SCT200 | CT200 | QO8-CT200R1 | 4714A-CT200R1 |
| Repeater | V-RPTR1-345 | RP01 | 2AAAS-RP01 | 10941A-RP01 |
| Wireless Router | WRDB1200AC-V | WR01 | 2AAAS-WR01 | 10941A-WR01 |

NOTES: * ID # for a certified wireless module.

Fire Protection and Safety Information

Fire Alarm System

Your system may be installed with smoke detectors and carbon monoxide (CO) detectors as part of an overall fire and gas protection system. The fire protection part of the security system is active 24 hours a day, offering continuous protection.

In the event of a fire or poisonous CO gas emergency, the installed smoke or CO detector will automatically activate your security system. A loud, intermittent horn will sound from the panel, and the external sounder will produce an intermittent siren (if an external sounder has been installed). The fire sounder will continue until the fire horn timer expires or until a valid User PIN code is entered.

Manual Fire Alarm

If you become aware of a fire emergency *before* your detectors sense the problem, follow these steps:

1. Yell FIRE! to alert anyone else around.
2. Go to your control panel and press the **Emergency** button, then press and hold the **Fire** button for at least two seconds. THE FIRE ALARM WILL SOUND.
3. Evacuate all occupants from your home, and then call your local fire department from a safe location.

Automatic Fire Alarm

If your detectors trigger a fire emergency alarm *before* you sense a problem AND the fire alarm is already sounding, follow these steps:

1. If flames and/or smoke are present, yell FIRE! to alert anyone else around.
2. Evacuate all occupants from your home, and then 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 your control panel and enter your User PIN code to stop the fire alarm sounder.
3. Review the alarm memory to determine which sensor(s) caused the alarm.
4. Go to the sensor(s) and look for the reason the sensor tripped.
5. Correct the condition that caused the detector to sense smoke or CO gas.

Silencing a False Fire Alarm

If the fire alarm is sounding due to a detector sensing burnt food or some other non-emergency condition, follow these steps to stop the alarm:

1. Silence the fire alarm sounder by entering your User PIN code.
2. Review the alarm memory to determine which sensor(s) caused the alarm.

3. If the alarm restarts, there may still be smoke in the detector's sensor. Enter your User PIN code again to stop the alarm. Fan the detector for 30 seconds to clear the detector's sensor chamber.
4. After the problem has been corrected, clear the alarm history. (Fire & CO sensors that are still violated cannot be cleared from alarm history until the device returns to normal operation. Carefully inspect the premises for danger if fire or CO sensors remain in alarm.)

Installing Smoke Detectors

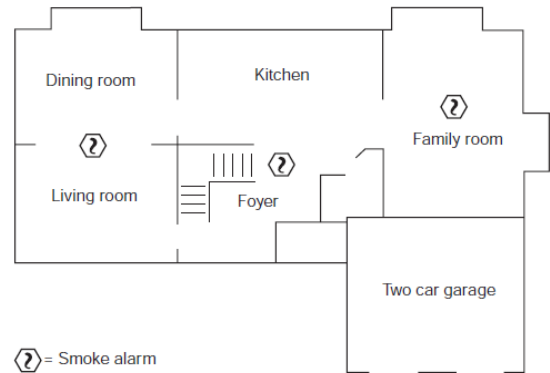
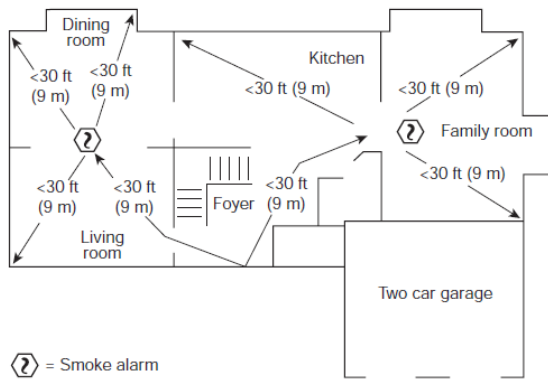
Follow the guidelines below when installing smoke alarms/detectors (from the National Fire Protection Association website: nfpa.org).

- Choose smoke alarms that have the label of a recognized testing laboratory.
- Install smoke alarms inside each bedroom, outside each sleeping area and on every level of the home, including the basement.
- On levels without bedrooms, install alarms in the living room (or den or family room) or near the stairway to the upper level, or in both locations.
- Smoke alarms installed in the basement should be installed on the ceiling at the bottom of the stairs leading to the next level.
- Smoke alarms should be installed at least 10 feet (3 meters) from a cooking appliance to minimize false alarms when cooking.
- Mount smoke alarms high on walls or ceilings (remember, smoke rises). Wall-mounted alarms should be installed not more than 12 inches away from the ceiling (to the top of the alarm).
- If you have ceilings that are pitched, install the alarm within 3 feet of the peak but not within the apex of the peak (four inches down from the peak)
- Don't install smoke alarms near windows, doors, or ducts where drafts might interfere with their operation.
- Never paint smoke alarms. Paint, stickers, or other decorations could keep the alarms from working.
- Keep manufacturer's instructions for reference.

Recommended Smoke Detector Locations

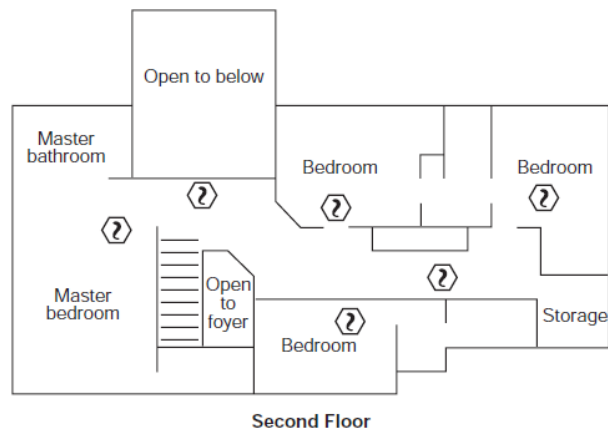
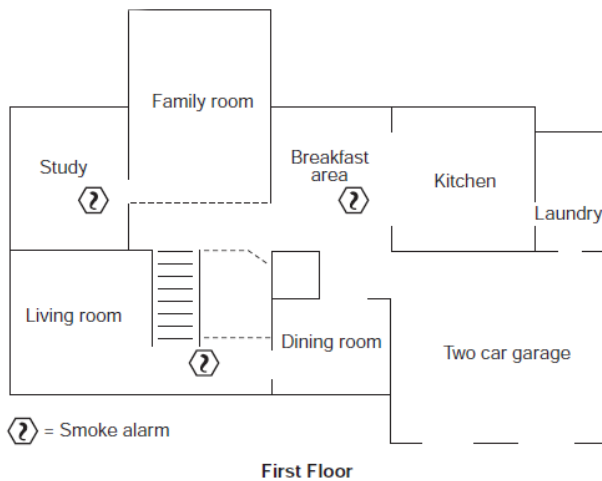
The National Fire Protection Association’s (NFPA) Standard 72 recommends the following placement for smoke detectors:

- ▶ 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:
 - A smoke detector installed 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.
 - In addition, the NFPA recommends that you install smoke detectors in the living room, dining room, bedroom(s), kitchen, hallway(s), finished attics, furnace room, utility and storage rooms, and attached garages. See the images below for examples of smoke detector location.



Example of 30 ft (9 m) spacing criterion for dwellings with interior floor areas greater than 1,000 ft² (93 m²). (Source: NFPA 72, National Fire Alarm and Signaling Code Handbook, 2013.)

Example of spacing criterion of one or more smoke alarms for every 500 ft² (46 m²) of interior floor area on every floor greater than 1000 ft² (93 m²). (Source: NFPA 72, National Fire Alarm and Signaling Code Handbook, 2013.)



Example of smoke alarm requirements for large house with multi-floor spaces. (Source: NFPA 72, National Fire Alarm and Signaling Code Handbook, 2013.)

Emergency Evacuation Plan

To establish and regularly practice a plan of escape in the event of fire, the following steps are recommended by the National Fire Protection Association:

1. Position your detector or your interior and/or exterior sounders so that they can be heard by all occupants in your home.
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 your path to that 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. Assure that all bedroom doors are shut while you are asleep. This will prevent 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 slam the door shut 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. Escape quickly; don't panic.
8. 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.

Service and Warranty Information

The following information is provided to the customer, verbatim, in the *Getting Started Guide* that should have been given to them by the technician who installed the system.

Service Information

Your local VivintSmart Home Pros™ technician is the person best qualified to service your system. Should your system require service due to ordinary wear and tear while under contract, we will repair or replace the equipment for free. Note that trip fees may apply.

IMPORTANT: THE SYSTEM MUST BE CHECKED BY A QUALIFIED VIVINT TECHNICIAN AT LEAST ONCE EVERY THREE (3) YEARS. There are no user-servicable parts inside the control 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**.

Warranty Information

For the complete warranty and service plan, including details about terms and conditions, go to: **support.vivint.com/product/policies**.

Last Updated: 10/17/2016

Specifications

Below are the hardware specifications and standards certifications for the Vivint Smart Hub™ panel.

Vivint Part Number (P/N)

- V-SH1

Compliance Model Number (M/N)

- CP02

System Parameters

- 100 wireless zones
- 50 users
- 20 key fobs
- 30 keypads
- 232 Z-Wave devices (thermostats, door locks, lighting control outlet modules, etc.)

Display

- 7" capacitive multi-touch touchscreen
- 1024 x 600 (WVGA) resolution
- 24-bit color
- 350 nits (luminance)
- LED lifetime: 50,000 hours at half brightness

System

- 345 MHz receiver
- Z-Wave radio
- NFC transceiver
- Speaker: 5 W, 82 dB SPL at 1W/1m
- Sounder: Piezo, 100 dB at 3 feet
- AC adapter (12 V pre-wired adapter):
 - Input: 100-240 VAC 50/60 Hz
Max. 1.0 A
 - Output: 12 V VDC 2.5 A
- Battery: 1100 mA, 7.4 V Lithium-ion Polymer (providing a minimum of 24 hours of internal backup battery power in low power mode)

I/O

- Microphone
- Camera: Front facing, 640 x 480 resolution, landscape orientation
- Broadband module: 802.11 b/g/n client and AP mode
- Cellular module (optional):
 - CDMA (1xRTT)
 - GSM (HSPA)

Environmental (Operating Temperature and Humidity Range)

- The 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).
- The panel will operate normally at humidity levels of 0 – 90% non-condensing.

Standards Certifications

Standards certifications for the panel:

- FCC: 47CFR Part 15, Subpart B, Class B, and 47CFR Part 15, Subpart C
- Industry Canada (IC): CAN ICES-3(B)/NMB-3(B); RSS-GEN; RSS 210/CNR 210
- AS/NZS: CISPR22
- cETLus Listed
- ETLus Classified
- Z-Wave Alliance
- *UL 985 (Standard for Household Fire Warning System Units) — NFPA*
- *UL 1023 (Standard for Household Burglar-Alarm System Units)*
- *UL 1635 (Standard for Digital Alarm Communicator System Units)*
- *ULC-S545 (Standard for Residential Fire Warning Systems Control Units)*
- *ULC Subject C1023 (Standard for Household Burglar Alarm System Units)*
- *ANSI/SIA CP-01-2014 (Control Panel Standard - Features for False Alarm Reduction)*

Regulatory Agency Certification Identifiers (FCC and IC)

- FCC ID: 2AAAS-CP02
- IC: 10941A-CP02