

**Getting Started User Guide**

# **Smart Hub Lite**



 **.vivint**

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*Designed by Vivint.*

*(System design and specifications are subject to change without notice. Information about system functionality and usage published in this document may vary from that for your system, depending on the installed firmware version. Screen images may also vary from your system depending on the firmware and/or app version in use.)*

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# Getting Started

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# Welcome to Vivint Smart Home

Thank you for your purchase and welcome to your new Vivint Smart Hub Lite™, our latest innovation in DIY smart home security and automation technology.

This guide will help you quickly get to know and start using your "hub" as well as introduce you to many of the exciting state-of-the-art features and services offered by an integrated, intelligent Vivint Smart Home™ system.

## Get Support

For additional support — to learn more about how to use and troubleshoot your system through our online Help resources, including video tutorials, articles, and detailed step-by-step instructions — please visit the *Support Site* at: [support.vivint.com](https://support.vivint.com).

To chat online with a Vivint representative — click this icon  at [vivint.com](https://vivint.com).

To speak with Vivint Customer Care — call **1.800.216.5232**.

For faster assistance, make sure you are ready to:

1. Provide your account number.
2. Describe any relevant alert notifications.
3. Have access to your hub (or app).

## Stay Connected



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# Your Smart Hub Lite

The Vivint Smart Hub Lite is a user-installable control hub that acts as the central component of the DIY Vivint Smart Home — a fully supervised, integrated, and intelligent home security and automation ecosystem. The screenless "hub" monitors and manages all aspects of your system, including security sensors (door and window, motion, glass break, etc.), life safety detectors, and other smart home devices such as video cameras.

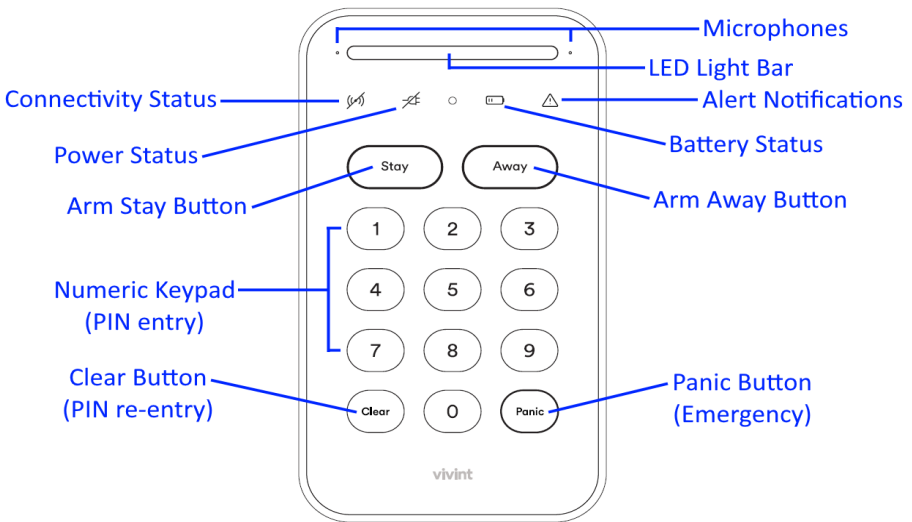
The Smart Hub Lite features a wake-on-touch keypad with illuminated buttons and icons that show status information for network connectivity, AC power, backup battery, and alerts; as well as providing access to security system functions such as arming/disarming and emergency communication. The hub also includes a cellular radio for continuous connectivity, speaker for system sounds (doorbell rings, countdown, sensor status), microphone for two-way talk with Vivint Monitoring and cameras, alarm siren, and an LED light bar status indicator. Additional system control and customization is performed via the Vivint app on your mobile device.



## About the Keypad Interface

The Smart Hub Lite itself provides user interaction with a numeric keypad for PIN entry; Arm Away and Arm Stay buttons to control and customize home protection (i.e., supervised security via the Vivint Monitoring Center); a Clear button to re-enter a PIN code; and a Panic button to enable Emergency functions.

In addition, icons above the numeric keypad indicate real-time status concerning network connectivity to the your home's local Wi-Fi network, AC power, backup battery power level, and system trouble alert notifications for the hub and its connected security sensors, detectors, and other smart home devices.



### LED light bar (status indicator)

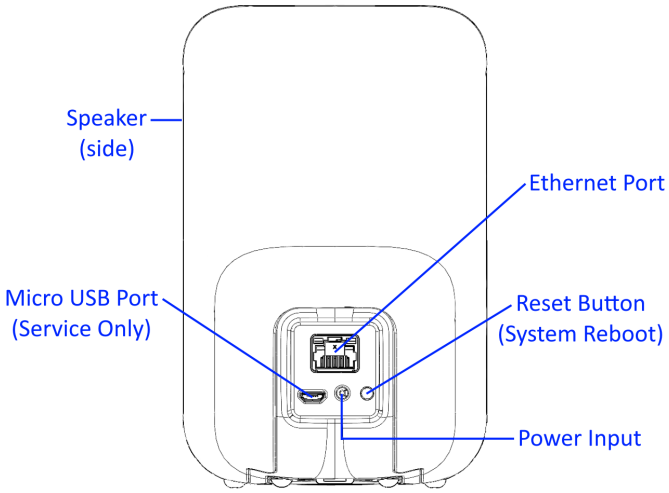
The LED light bar displays important system information including the current security state. When the LED light bar is green, the security system is disarmed and is ready to arm. When the light is orange, the security system is armed (in either Stay or Away mode). The purpose and operation of the Armed Stay and Armed Away modes are covered in the "Arm the Security System" section.

When the light is off, the security system is disarmed and is not ready to arm, typically due to a door or window with a security sensor installed on it being open.

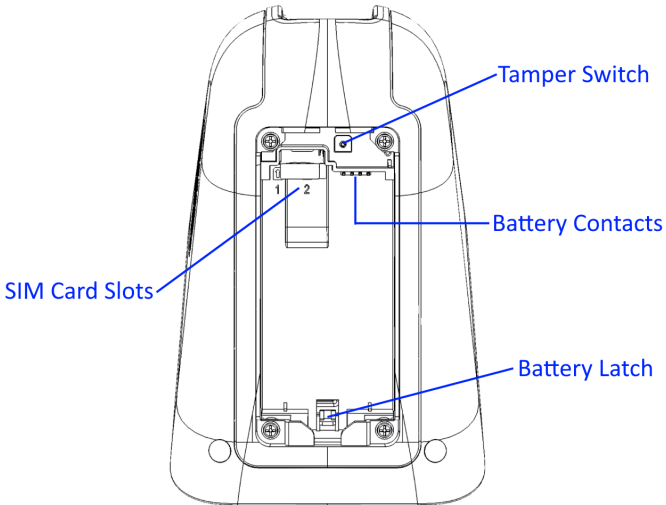
A red LED light bar indicates an emergency or panic state, set off by the system's alarm, during which a Vivint Monitoring Center agent will contact you via the hub and/or app. Alarm events and Vivint Monitoring actions are described further on in this guide.



## Back view



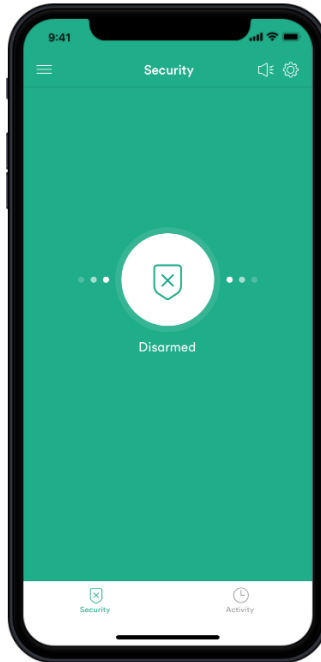
## Bottom view



## Using the Vivint App

The Smart Hub Lite operates in conjunction with the Vivint app which provides quick and easy remote access and control from anywhere you have a network connection. The app shows time & weather information, network connectivity and power status, and alert notifications. Use the app for initial hub/system setup including adding sensors and devices, system navigation and configuration, user management, settings customization, and all other Vivint Smart Home tasks.

You can download the Vivint app to your mobile device and access the main menu in the upper left corner to explore all of the available tools and features. See the specific "How To" sections in this guide — such as Arming (Stay and Away), Disarming, Adding Users, Alert Notifications, and more — for detailed information, step-by-step instructions, and references to additional online Help resources.



# Set Up the Hub

This outline provides a summary of the installation of a Vivint Smart Hub Lite and the sensors and devices that make up your system.

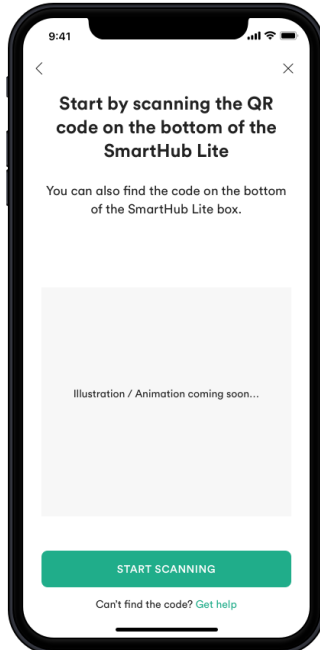
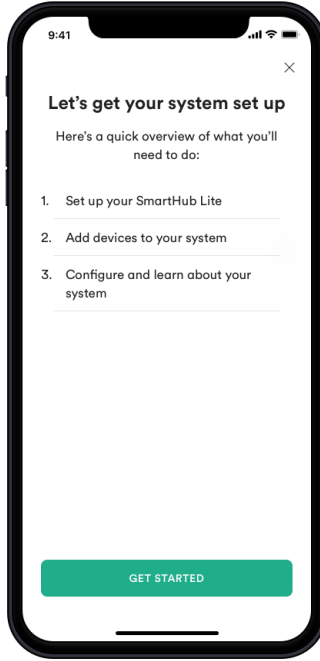
Setup and configuration, as well as subsequent control and usage of the system, is done via the Vivint app. Follow the app's DIY setup screens to install and configure the hub and add devices to the system.

## General outline of steps for setting up the hub:

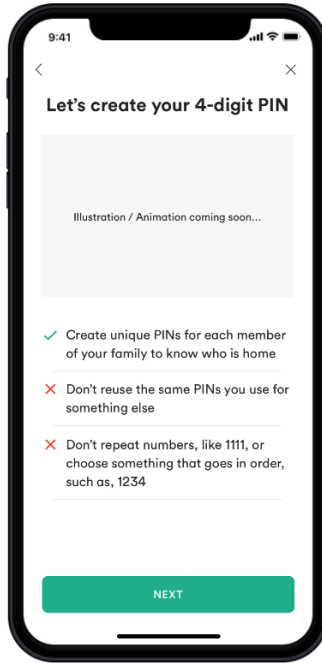
1. Unpack the box.
2. Plan ahead the best location for the hub (and other peripheral devices and sensors).
3. Download the Vivint Smart Home app.
4. Scan the QR code on the bottom of the hub.
5. Place the hub in your chosen location.
6. Install the backup battery: Remove the cover on the bottom of the hub, firmly push the battery into the bay where it connects with the contacts, and replace the cover.
7. Plug the AC power supply into the selected wall outlet and connect it to the power input on the back of the hub.
8. When the hub ID is recognized, the app launches the DIY hub setup procedure. Follow the prompts and inline instructions that will guide you through the following tasks: booting up, connecting to the local network, registering the hub/system, creating a unique PIN code, testing the system, and updating firmware.

When the hub is setup and registered you can complete system installation and configuration by adding your security sensors and other devices.

## Sample DIY hub setup screens







# Add Devices to the Hub

Once your hub is up and running and your account registered, you can add a variety of supported security sensors and devices to the system using the Vivint app.

The following devices are currently supported by the Smart Hub Lite:

- Door and Window Sensor
- Motion Sensor
- Glass Break Sensor
- CO & Smoke Detector
- Water Sensor
- Keypad
- Doorbell Camera Pro

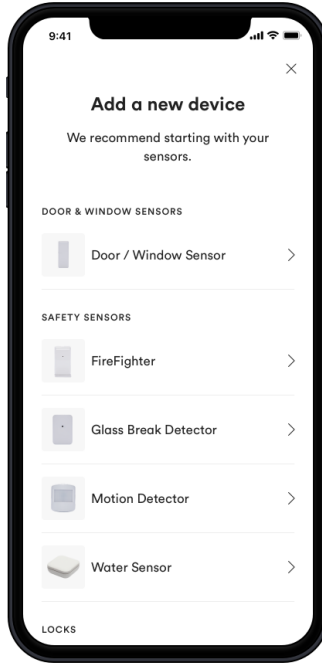
**NOTE:** Additional sensors and devices that are compatible with the Vivint Smart Hub Lite will be available in future releases. See the *Vivint Support* site, or contact a Vivint Smart Home specialist, for more information.

Each device has its own customized adding (i.e., installation) process specific to its hardware requirements, features, and operation; however the general procedure is straightforward and consistent and is easy to follow in the app's DIY setup screens. That standard procedure is described below.

## General outline of steps for adding a device:

1. Unpack the box.
2. Scan the QR code on the bottom of the box.
3. When the device ID is recognized, the app launches the DIY add device procedure specific to that device. Follow the prompts and inline instructions that will guide you through the following tasks: adding/connecting, mounting, testing, naming, and configuring chime and voice notifications.

## Sample DIY add device screens





## What's Next

With your sensors and devices added to the Vivint Smart Hub Lite system, you can begin using all of its features.

The following sections describe how to use your smart home system at the hub with the keypad as well as via the app in order to perform basic home security and system management tasks.

**NOTE:** Additional sections provide important information about system testing, settings, service and warranty, and other technical details such as regulatory compliance and product specifications.

You can also visit the *Vivint Support* site for online Help articles, video tutorials, and all of the latest information.

# Arm the Security System

Arming your system activates *monitoring* of the security sensors\* (doors, windows, motion) in order to protect your home from intrusion.

If a sensor is triggered when the system is armed (in either Stay or Away mode), an alarm results and the Monitoring Center contacts you through Vivint Live™ two-way voice communication via the hub or the mobile app.

## To arm the security system in either Stay or Away mode:

At the hub keypad, press the **Stay** or **Away** button.

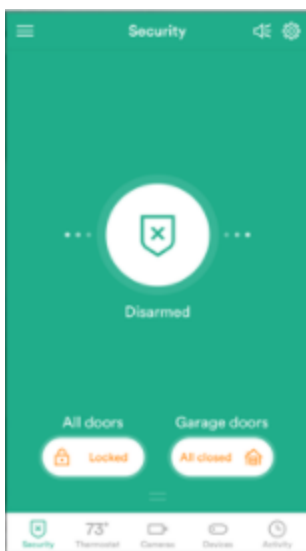
Or, using the Vivint app...

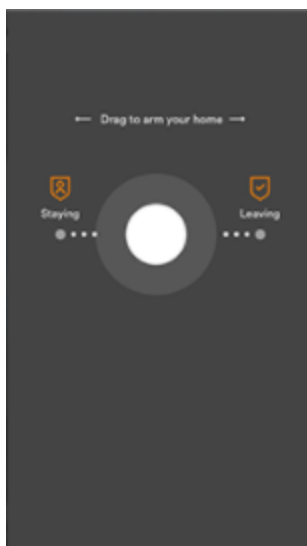
Press the **Security** icon , and then:

Arm your system to **Stay** mode by dragging to the left. The **Exit Delay** timer will silently count down 60± seconds. Use Arm Stay when you want to be able to stay protected while at home. Arm Stay activates all perimeter sensors (i.e., door/window) *but not* the interior sensors.

OR

Arm to **Away** mode by dragging to the right. The **Exit Delay** timer will audibly count down 60± seconds. Use Arm Away when you want to protect your home while you're away. Arm Away activates all of the security sensors *including* both interior sensors and motion detectors.





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

**Turn off Entry Delay**—Use this option to turn off the delay timer, so the system arms immediately rather than counting down.

\*Some 24-hour sensors such as smoke and CO detectors, panic pendants, and flood sensors are always active and can trigger an alarm 24x7x365.

‡Specific time values indicate the default setting.

## Arm to Stay Mode

Arming to Stay Mode is for arming the home security service when people are staying in the house. Stay Mode arms the sensor protected perimeter doors and windows while not arming the interior motion sensors or other interior doors. This allows your home to be occupied while the system is partially armed.

Stay Mode is used for arming the system after everyone is inside and no one is expected to enter or leave. When the system is armed in Stay Mode, you can move about your home without triggering the home security alarm. All the interior protection is off. But, if a sensor-protected perimeter door or window is opened, an alarm will sound.

### Entry Delay in Stay Mode

When arming the system in Stay Mode, an Entry Delay option is shown on the Arming screen. This provides a way for an authorized person to enter using a sensor-protected door and disarm the system before an alarm is triggered.

This option is enabled, so the delay allows time for disarming the system after the door is opened. Disabling this option removes the delay, causing those entrances to instantly trigger the alarm in Stay Mode.

### Quick Exit in Stay Mode

A configurable option called Quick Exit may be displayed on the Security Screen while the system is *armed in the Stay Mode*.

Pressing the Quick Exit button starts a timer to allow someone to exit or enter through a sensor-protected door programmed for delay without having to disarm the entire system. When the delay timer runs out, the system returns to the normal Stay Mode.

### Silent Exit in Stay Mode

The following options for silencing the Exit Delay beeps and announcements are available when arming or disarming the system in Stay Mode.

- On the **Security** screen, a **Silent Exit** button is displayed.
- On the **Arming** screen, a **Silent Exit** button is displayed.
- On the **Exit Delay** screen, a **Silent Exit** button is displayed.

Selecting any of these options silences the beeps while the system is being armed. When arming, selecting this option doubles the length of the Exit Delay.

**NOTE:** To silence chimes and touchscreen feedback, press the **Mute** button on the panel's status bar.

## Arm to Away Mode

Arming to Away Mode is for arming the system when everyone is leaving the house. Away Mode arms all sensor-protected perimeter doors and windows, interior motion sensors, interior glass break sensors, and any other sensor-protected interior doors. Your home must be unoccupied while the system is armed in Away Mode.

When the system is armed in Away Mode, you cannot move about the protected areas without triggering the home security alarm (applies only if the system is installed with interior motion detectors). An alarm also occurs if any sensor-protected door or window is opened or glass breakage is detected (applies only if glass break detectors are installed in your system).

### Exit and Entry Delays in Away Mode

Certain sensors, such as a door sensor, have a delay before triggering an alarm. This provides a way for an authorized person to reenter the home without triggering an alarm.

- **Exit Delay:** Allows time to leave after arming the system.
- **Entry Delay:** Allows time to enter and disarm the system before an alarm is triggered. When arming the system in Away Mode, an **Entry Delay** option is shown on the **Security** screen. By default, this option is enabled, so the configured delay doors allow time for disarming the system after the door is opened. If you disable this option, the delayed alarm trigger is removed from all sensor-protected doors programmed for delay. Those entrances instantly trigger an alarm if they are opened in Away Mode.

**NOTE:** With the Entry Delay disabled, you must remotely disarm the system with a wireless remote device such as a key fob before entering.

### Exit Delay Restart

The Exit Delay Restart option extends the Exit Delay *one time* if you need to re-enter the home. With the Exit Delay Restart option, when you re-enter the home *after* you have left, but *before* the Exit Delay timer expires, will restart the Exit Delay timer, giving you the full length of time to leave again.

**NOTE:** The Exit Delay Restart option works once *each time* the system is armed.

## Silent Exit in Away Mode

Three options for silencing the beeps and announcements are available when arming or disarming the system in Away Mode.

- On the **Home** screen, a **Silent Exit** option is displayed.
- On the **Arming** screen, a **Silent Exit** option is displayed.
- On the **Exit Delay** screen, a **Silent Exit** option is displayed.

Selecting any of these options silences the Exit Delay while arming the system. When arming, selecting **Silent Control** doubles the length of the Exit Delay.

## Quick Exit in Away Mode

A configurable option called Quick Exit may be displayed on the **Security** screen while the system is armed in the Away Mode. Pressing the **Quick Exit** button starts a timer to allow someone to exit or enter through a sensor-protected door configured for delay without having to disarm the entire system. When the delay timer runs out, the system returns to the normal Away Mode.

**NOTE:** If interior sensors are installed in the system in certain areas, do not violate those sensors when using the Quick Exit feature in Away Mode or an alarm will occur.

## Auto Stay Mode

The system may have been configured for Auto Stay Mode. If this option is on and the system is armed in Away Mode, if an exit/entry delay sensor is not triggered before the Exit Delay expires (no one left the home), the system automatically arms in Stay Mode instead of Away Mode.

# Disarm the Security System


Disarming the security system deactivates *monitoring* of security sensors (but does not disable the sensors basic functionality) and prevents an alarm from being triggered.

Disarming also shuts off any alarm currently in process.

## To disarm the security system:

At the hub keypad, use the numeric buttons to enter you personal code (PIN).

Or, using the Vivint app...

Press the **Security** icon  and disarm the system by dragging down and entering your personal code (PIN).

When armed in **Stay** mode, you can use the **Quick Exit** feature to let someone leave your home without triggering an alarm (and without having to disarm).

## Additional Information: Disarming

To prevent your home security service from triggering an alarm, the security services need to be disarmed. Disarming turns off the home security protection part of the system for sensors that are not 24-hour sensors. Disarming also stops any type of alarm in process.

The system should be disarmed from Stay Mode before *exiting* your home. The system should be disarmed from Away Mode when *entering* your home. When disarming at the hub, enter a valid User PIN. A wireless key fob can also be used to disarm the system. Entering a User PIN is not required when disarming with a wireless key fob.

An **IMPORTANT** feature of the hub is its ability to warn you if an alarm *has* occurred while you were away. If an alarm was triggered while the system was armed, the alarm runs for a preset length of time then stops. When you enter to disarm the system, instead of sounding the normal Entry Delay beeps, the hub sounds fast beeps to warn you that an alarm has occurred.

**WARNING:** When you enter your home to disarm the system, if you hear fast repeated beeps instead of the normal Entry Delay beeps, use extreme caution! An intruder may be inside! Wait outside in an area visible to others and call law enforcement for assistance.

### Quick Exit in Stay Mode

A system setting called Quick Exit may be displayed on the **Security** screen while the system is armed in the Stay Mode.

Pressing the **Quick Exit** button starts a timer to allow someone to exit or enter through a sensor-protected door programmed for delay without having to disarm the entire system. When the timer runs out, the system returns to the normal Stay Mode.

The Quick Exit option is on by default, and can be turned on or off by your Vivint Field Service Professional.

### Disarm from Away Mode

The system should be disarmed from Away Mode when *entering* your home.

#### To disarm the system from Away Mode

1. Enter the home through a protected door.
2. The **Disarm** screen displays and the normal Entry Delay beeps sound.
3. Enter a valid User PIN to disarm the system.



# If a Security Alarm Occurs

If an armed sensor is tripped while the system is armed in either Stay or Away Mode, an alarm occurs and the siren sounds. Delayed sensors start the Entry Delay to allow time to disarm the system. Instant sensors trigger the alarm right away. Most sensors trigger the alarm siren while some sensors may be set to trigger a silent alarm without sounding the siren.

## **NOTE: Temporarily muting the alarm siren**

When the alarm siren is sounding, you can temporarily mute (turn off) the alarm siren by pressing any button on the hub keypad. Pressing a button will mute the alarm siren for one second. The alarm siren will continue to sound until the proper disarming code is entered.

## **Alarm Siren**

If the alarm is tripped while the system is armed, the hub sounds the alarm siren for a preset time. After the time expires, the alarm will stop sounding.

The system limits the number of times a sensor can re-trigger an alarm while the system is armed. The setting is one to six times per sensor, per arming period.

## **Alarm History**

If an alarm has occurred while the system was armed, the Disarm screen shows the time and date of the alarm and the sensor(s) that triggered the alarm.

After the system is disarmed, the Alarm History screen appears. This screen shows the sensor(s) that have caused the alarm. If more than one sensor has been triggered, the display shows the order in which the alarms occurred.

The alarm history is automatically cleared the next time the security system is armed. You can also check the Clear Alarm History button to manually clear the alarm history.

**NOTE:** 24-hour fire and CO sensors that are still violated remain in the alarm history until those specific conditions are resolved.

# Emergency and Fire Protection

The **Panic** button is found in the bottom right corner of the hub. Use this button in case of an emergency. Note that just pressing this button does not trigger an alarm.

## Use the Emergency buttons

1. Press and hold the appropriate **Panic**, **Emergency**, or **Fire** button for at least 2 seconds until the alarm sounds.
2. The panel will send a signal immediately and a Monitoring Center representative will confirm the emergency through Vivint Live, which is the two-way voice communication at the panel. If no one at your home responds, the representative will call your emergency contacts. If the first emergency contact cannot be reached, Vivint will dispatch the authorities and continue trying to reach your emergency contacts.

## About fire alarms

Your home may be installed with fire detectors as part of the comprehensive smart home security system. This safety feature is enabled 24 hours a day, 365 days a year.

In the event of a fire, or smoke emergency, that specific detector automatically activates your security alarm. The detector will emit a loud alarm, and the panel will also emit a loud intermittent alarm to warn you. The panel alarm continues for four minutes or until you enter your PIN at the panel.

## Additional Information: Fire Safety

Your home can be installed with fire detectors as part of Vivint's overall home security system. These security services are active 24 hours-a-day, 365 days a year.

In the event of a fire emergency, the installed smoke detectors automatically activate your security system. Not only will the smoke detectors emit a loud alarm sound, the hub emits a loud intermittent alarm sound to warn you of the alarm. The fire alarm sound continues for four minutes or until you enter a User PIN at the hub. Your Vivint Field Service Professional can increase the amount of time the fire alarm sounds before automatically turning off.

### If the Alarm Sounds

- Get out and stay out. Never go back inside for people or pets.
- If there is smoke, get low and escape under the smoke.
- Call the fire department from outside your home.

### Automatic Fire Alarm

If the fire alarm sirens are sounding, do the following:

1. If flames and smoke are present, yell "FIRE!" to alert everyone else.
2. Evacuate all occupants from the house and call your local Fire Department from a safe location.

OR

1. If neither flames nor smoke are readily apparent, investigate the possible causes of the alarm.
2. Go to the hub and enter your PIN to stop the fire alarm.
3. Review the Alarm Memory (in the system activity history) to determine which sensor caused the alarm.
4. Go to the sensor and look for a reason the sensor was triggered.
5. Correct the condition that caused the detector to sense smoke.

### Initiating a Fire Alarm Manually

Evacuating all occupants safely from the house is always the highest priority in the event of a fire. If you become aware of a fire *before* your detectors sense a problem, do the following:

1. Yell "FIRE!" to alert everyone else.
2. If the panel is easily accessible and the alarm has not activated, go to the panel and press the white lighted button, then press and hold down the **Fire** button on the touchscreen for at least 2 seconds. This action triggers the panel fire alarm.
3. Evacuate all occupants from the house and call your local Fire Department from a safe location outside your home.

## Silencing a False Fire Alarm

If the fire alarm is sounding due to a detector sensing burnt food or some other non-emergency condition, do the following:

1. Silence the fire alarm sirens by entering your User PIN at the panel.
2. Review the Alarm Memory to determine which sensor caused the alarm. If the alarm restarts, there may still be smoke inside the detector's sensor. Re-enter your User PIN to stop the alarm from continuing to sound.
3. If the alarm restarts, there may still be smoke in the detector's sensor. Enter your user PIN 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, go to the Alarm History screen, check **Clear Alarm History**, and then press **OK**.

**NOTE:** Fire sensors that are still violated cannot be cleared from the Alarm History screen until the device returns to normal operation. Carefully inspect your home for fire or heat if your fire alarm remains in alarm state.

# Smart Home Automation and Control

The Smart Hub Lite offers integrated, intelligent home automation and communication with smart connected devices\* that can be accessed and controlled remotely with the Vivint app on your laptop, tablet, or smartphone.

With the app, access your connected devices via the menu icon.

## View device status and configure settings

To view and configure settings for each of your devices, press the **Menu** icon > and then **Devices**. Select the desired device from the list.

\*Note that smart home features and capabilities will vary depending on the devices installed, which can include: door locks, door and window sensors, motion sensors, glass break sensors, key fobs, panic pendant, water sensors, and more.

# Add Users and Configure System Access

As the primary admin user, you can add other users to your Vivint Smart Home system like family members and trusted friends, give them admin rights, and specify their access.

Be aware that users with admin rights can change system settings.

## Add users and configure access

[placeholder note: describe this procedure using the app, and maybe include app screenshots...?]

## Invite users to control your system remotely

You can also grant (and revoke) remote access privileges to users so they can control your system remotely via the mobile app. Once you've sent a remote access invitation, the recipient has 48 hours to accept it.

\*For information about the Duress User and duress signals, see the *FAQ* page.


## Duress User

The Duress User Code initiates a silent alarm for help by secretly sending a Duress report to the Vivint Central Station (i.e., Monitoring Center).

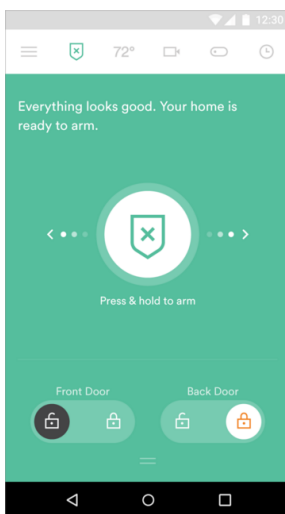
**IMPORTANT:** Use the Duress Code only if someone is forcing you to operate your security system against your will. When you use the Duress Code, a silent report is immediately sent to the Central Station and they will dispatch help.

The Duress User feature is disabled by default. Follow the steps below to enable the Duress User and specify its unique PIN code.

# Remote Access and Control via the Mobile App

You, and your invited users, can access and control your Vivint system from anywhere and anytime with a smartphone or other mobile device using the Vivint app .

The app interface closely resembles the panel display making it familiar and easy to use.



## What you can do with the mobile app

With the mobile app (for iOS and Android devices) you can:

- Arm and disarm the security system
- Watch camera views and video
- View system status and activity
- Lock and unlock doors
- Add users and configure access
- Adjust thermostat settings
- Enable/disable rules & notifications
- Turn on/off and dim lights
- Create new custom rules
- And more!



## Download and install the mobile app

Go to the App Store (iOS) or Google Play (Android), search for the Vivint Smart Home app, and install it. You can also go to [vivint.com/mobile](https://www.vivint.com/mobile) to learn more.

## Sign in to the mobile app

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

# Acknowledge and Clear Alert Notifications


Vivint continually monitors security sensors, smart home devices, and the hub itself to ensure optimal performance and communicate timely status information via the panel and apps. Whenever events or conditions are detected that require your attention, the hub displays an **Alert** notification (in the case of emergency alerts it also beeps) until the alert is acknowledged.

[placeholder note: add a new graphic/screenshot here...]

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

- Input power to the hub
- Hub tampering
- Hub communications
- Sensor tampering
- Sensor communications
- Hub and sensor batteries


## Acknowledge and clear alerts

When the **Alert** icon  displays, press the icon (in the app) and read the alert in order to acknowledge it. After you acknowledge an alert, the hub will stop beeping.

You must resolve the issue that triggered the alert in order to completely clear it. For example, you must replace sensor batteries in order to clear a sensor's low battery alert.

## View system messages

In addition to alerts, the hub can receive system messages about software updates, regional severe weather reports, etc.

When the **Message** icon  displays, press the icon (in the app) and read the message. If the message is critical, such as a severe weather alert, it will display pertinent details and beep to further warn you of possible danger.

## Additional Information: System Trouble Alerts

The two most frequent alerts that you will see on your Hub are Loss of Communication and Tamper alerts. Another alert that you may occasionally see is a Low Battery alert.

Alerts present themselves as loud beeping from the Hub, and are represented by a hazard icon. The alert will automatically clear itself once the reason for the alert has been resolved. To see what type of alert your system is experiencing, simply tap the hazard icon, and then view the alert information via the app. Once you tap the icon, the alert is considered Acknowledged, and the beeping will silence for the next eight hours in order to give you time to address the issue.

### Loss of Communication

A Loss of Communication alert means the sensor triggering the alert can no longer communicate with your Hub. This is most likely caused by a dead battery, approximate distance to the Hub has exceeded limits, or an issue with the system network. To resolve the loss of communication alert, Test Sensor Communication to test the sensor that is sending the alert. You can also try changing the battery in the sensor to reestablish communication. If the alert has not been cleared, the yellow hazard icon will still be displayed. In this case, you will need to chat with Customer Care for support.

### Low Battery

A Hub low battery alert means that the backup battery is low. Check to make sure that your Hub is connected to AC power and that the wall adapter is firmly plugged in. If you have experienced a power outage, the back up battery will keep your system working, but you may get a low battery alert. You can acknowledge the alert to stop the beeping. The backup battery will re-charge once power is restored.

### Sensor / Device Low Battery

A low battery alert means that the sensor / device that is identified in the alert has a low battery, so you must replace it. Replacing the batteries for each device is relatively simple. The *Vivint Support* website provides detailed tutorials for each device to teach you how to change its batteries.

### Sensor Tamper

A sensor tamper alert simply means that there is something 'tampering' with your sensor. This is most often caused by the cover of the sensor not being closed completely, or a battery not being completely inserted. To clear the alert, put your Hub into test mode, go to the sensor that is causing the alert, and correct the issue as necessary. If you have tried replacing the battery cover, checking battery placement, and closing any gaps in the sensor covers, yet the alerts continue, please contact Customer Care for support.

## **Tamper**

A Hub tamper alert occurs when the Hub battery cover is not completely secured. To fix the issue, you will need to perform a visual inspection of the Hub to check for any obvious signs of what might be causing the Hub to set off the tamper alert. Please note, if the tamper alert continues and you Arm your system, there is the chance that the alarm will sound. If the alerts continue, please contact Customer Care for support.

# System Test

Although your Vivint Smart Hub Lite is a fully supervised (monitored) and integrated security system, it is still important to regularly test the hub and its connected devices in order to ensure proper functionality, optimal performance, and continued protection.

The System Test feature can be used to quickly and easily check each of the sensors and detectors, as well as the LED light bar (status indicator) and speaker on the hub itself. Note that the System Test can be initiated only when the security system is disarmed.

**IMPORTANT:** Test fire warning systems at least once per week.

## To test the system

1. At the hub, press and hold the number **5** keypad button for 5 seconds or until the LED light bar illuminates blue. The LED light will stay on until the test is over. Also, the hub will beep every 30 seconds throughout the testing procedure.
2. Follow the voice prompts from the hub. The automated test will walk you through a check of each connected device including: door/window sensor, panic pendant, key fob, motion sensor, glass break sensor, and smoke detector.

NOTE: You are not required to close any door/window sensors that happen to already be open when the System Test begins. Also, if necessary you can skip a device test (e.g., smoke detector) by pressing the number **2** button as prompted.

3. Do the appropriate action for each device type:
  - For door/window sensors, open and close the identified door or window.
  - For motion sensors, walk through the protected area.
  - For portable sensors (i.e., panic pendant, key fob), press and release a button.
  - For glass break sensors or smoke alarms, press the device's test button for 3 seconds or until the hub acknowledges the button press.

NOTE: If for any reason the test is left running unattended for 5 minutes (before all of the connected devices are checked), a voice announcement indicates that the System Test will automatically terminate in 5 minutes.

4. To exit the test at any time, press the **Clear** button.
5. When all devices have been tested the system will return to normal operation.

If a sensor, detector, or the hub does not successfully pass its test, first try repeating the System Test. If it continues to fail, please contact Customer Care to resolve any issues.

**NOTE:** System Test *start* and *stop* reports are sent to the Vivint Monitoring Center.

# System Settings

Once the system is installed, various system settings can be configured in order to customize the installation. This section describes each of those settings, their pre-set default value, and their available optional values.

## System Settings List

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### Siren Run Time

If there is a burglary, panic (police), or emergency alarm, the panel sounds the siren for a preset time. After the time expires, the siren will stop sounding. (Auxiliary alarms run for an unlimited time.)

4 Minutes is the default. Other possible settings include:

- 8 Minutes
- 12 Minutes
- 16 Minutes
- Unlimited

### Sensor Trigger Limit

The system limits the number of times a sensor can re-trigger an alarm while the system is armed. The setting is 1 to 6 times per sensor, per arming period.

2 Triggers is the default. Other possible settings include:

- 1 Trigger
- 3 Triggers
- 4 Triggers
- 5 Triggers
- 6 Triggers

## 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.

## Fire Alarm Run Time

If there is a fire alarm, the panel sounds the fire alarm for a preset time. After the time expires, the fire alarm will stop sounding.

4 Minutes is the default. Other possible settings include:

- 8 Minutes
- 12 Minutes
- 16 Minutes
- Unlimited

## Exit Delay

The Exit Delay begins immediately after arming the system. The delay gives you time to exit through the designated exit/entry door without setting off the alarm.

During the Exit Delay time period, beeps sound; and faster beeps sound during the last 10 seconds.

**NOTE:** Arming remotely does not start an Exit Delay.

60 Seconds is the default. Other possible settings include:

- \_\_\_\_\_ Seconds, for \_\_\_\_\_ Door.



## 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 Delays

The Entry Delay begins when the designated entry/exit door is opened while the system is armed. The delay gives you time to disarm the system before triggering the alarm. You must enter a User Code on the panel or Wireless Keypad before the Entry Delay time expires.

During the Entry Delay, beeps sound to remind you to disarm the system.

The system supports two different Entry Delays:

- Entry Delay #1 is for your primary entrance door. 30 Seconds is the default. Or, \_\_\_\_\_ Seconds, for \_\_\_\_\_ Door.
- Entry Delay #2 is for a secondary entrance (such as a garage door) and is usually set longer to give you time to get to the keypad and disarm the system. 30 Seconds is the default. Or, \_\_\_\_\_ Seconds, for \_\_\_\_\_ Door.

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

**NOTE:** When the user enters the home through a designated Entry Delay sensor-protected door, the **Disarm** screen displays on the panel and the normal Entry Delay beeps sound.

**NOTE:** An important feature of the panel is its ability to warn if an alarm *has* occurred while the homeowner was away. If an alarm was triggered while the system was armed, the alarm siren runs for a preset length of time then stops. When they enter to disarm the system, instead of sounding the normal Entry Delay beeps, the panel sounds fast beeps to warn that an alarm has occurred while they were away.

**IMPORTANT:** In accordance with SIA CP-01, the combined time of Entry Delay and Abort Window Dialer Delay should not 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 sets the Entry Delay 2 to 30 seconds.
- To change the Entry Delay 2, enter a value from (30-240) seconds.

**IMPORTANT:** In accordance with SIA CP-01, the combined time of Entry Delay and Abort Window Dialer Delay should not exceed one minute.

## Dialer Delay (Abort Window)

If an alarm occurs, the system will delay dialing for a short time to allow you to disarm the system in case the alarm was accidentally tripped. The dialer delay reduces nuisance traffic to the Vivint Monitoring Center and can prevent receiving fines that many cities impose when police respond to a false alarm. Your installer also can program the system for no dialer delay.

**NOTE:** The dialer delay is also known as the *abort window*. It gives you time to disarm, but doesn't delay the siren from sounding. Disarming during the abort window can display a cancel message depending on the Cancel Display setting.

The default setting is 30 seconds.

## 24-Hour Emergency Functions

Three 24-hour emergency functions — Panic, Fire, and Emergency — can be activated by pressing buttons on the hub.

The installer can set which emergency buttons on the panel are active.

- Panic (Audible)
- Panic (Silent)
- Fire
- Emergency

## Emergency Buttons Settings

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

Three 24-hour emergency functions are available:

- Panic
- Fire
- Emergency

Users can activate emergency functions using the hub as well as auxiliary arming stations, wireless keypads or from portable pendant devices such as the key fob and panic button remote.

The panel's Emergency button, located on the right-hand side of the status bar, displays the Emergency screen. Just pressing the button does not trigger an alarm. In order to

manually activate an Emergency alarm at the panel, the user must first press the Emergency button on the status bar, and then press the appropriate button (Panic, Emergency, or Fire).

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

To access these settings from the hub, go to:

## **Menu > Software Version > Installer Toolbox > Advanced Toolbox > Emergency Buttons**

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

### **Panic**

#### **DEFAULT: Audible**

The hub'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 hub'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.

### **Fire Alarm Sensor Types**

The following sensor types are used for fire alarms.

## (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.

## (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 an external siren (optional equipment) regardless of the mode the system is in. This sensor type is always active and cannot be bypassed.

For verification, this sensor type must report twice in two minutes, or remain violated for 30 seconds. A fire alarm will be transmitted immediately from the control panel IF any other monitored fire sensor activates within a two-minute period.

## Emergency

### DEFAULT: Enabled

The hub'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.

## Quick Arming

Quick Arming allows you to arm your system without having to enter a User Code.

When you press the **Stay** or **Away** button, the system will start to arm without requesting a User Code. The default setting is On.

- Off
- On

## Quick Bypass

Normally sensors that are open at the time the system is armed will require force bypassing by entering your User Code. The system can be set so a User Code is not

required to bypass open sensors when the system is armed. The default setting is Off.

- Off
- On

## Quick Exit

The Quick Exit option allows you to start the Exit Delay while the system is armed. This allows you to exit the home without having to disarm and rearm the system.

When the Quick Exit option is on, a Quick Exit button will display on the security screen. Press the button to start the Exit Delay.

After Quick Exit, the system will fully re-arm in the mode that it was in before (Stay or Away Mode). The default setting is On.

- Off
- On

## Auto Un-bypass

Normally, sensors manually bypassed with the User Toolbox will automatically have their bypasses removed when the system is disarmed. The system can be set so sensors that have been manually bypassed will stay bypassed until the bypass is manually removed. The default setting is On.

- Off
- On

## 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.

## Key Fob Settings

### Key Fob Arm/Disarm Sound

The system can be set so when it's armed or disarmed by a wireless key fob, a beep will sound through the internal and external sounders to indicate that the key fob's signal was received.

This helps in installations where the hub is not visible or there are no other system status indications at the key fob's location. The default setting is Off.

Off

On

### Key Fob Disarm After Sound

The system can be set so when it's disarmed with a wireless key fob after an alarm has occurred, a special series of beeps will sound through the internal and external sounders.

This option serves as an alert to warn you to approach the home with caution as an intruder may still be present. The default setting is Off.

Off

On

**IMPORTANT:** The system can be set so when it's disarmed with a wireless key fob after an alarm has occurred, a special series of beeps will sound through the internal and external sounders. This option serves as an alert to warn you to approach the home with caution as an intruder may still be present.

### Arm With No Entry Delay

Key fobs can be set to arm the security system with or without an Entry Delay. The default setting is Disabled.

The default setting allows the fob to arm the system with an Entry Delay. To set the fob to arm the system without an Entry Delay, the installer selects enabled.

### Key Fob Emergency Option

To trigger an emergency alarm using a key fob, press the Away button and Disarm button at the same time for 5 seconds. (This option must be enabled by the installer.)

**NOTE:** If an emergency alarm is triggered by a key fob, it cannot be stopped using the key fob Disarm button. The alarm must be canceled at the hub or via the app.

## Emergency Key

### DEFAULT: Disabled

Pressing the two buttons with a red-dot mark (Disarm, and Arm Away/Leaving) on a key fob at the same time for 5 seconds can trigger an emergency alarm. Hold down both buttons until the red LED begins blinking rapidly to send a signal to the panel.

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

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

## 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.

## Cancel Time

To limit responses to false alarms, a "cancel" message will be sent to the Vivint Monitoring Center if the system is disarmed within a preset period of time after an alarm is triggered.

The alarm report is always sent, but it will be followed by a cancel report if you disarm the system within the preset time.



This option helps the Monitoring Center determine whether you accidentally caused the alarm or if the alarm report was caused by an intruder. It also lets the Monitoring Center know that you have returned to the home. Even if a cancel message is sent, the station will verify the alarm and possibly dispatch help. The cancel message may be processed by the station at a later time depending on system configuration.

The default setting is 5 minutes.

## Cancel Display

A "cancel" message will be sent to the Vivint Monitoring Center if the system is disarmed within a preset period of time after an alarm is triggered. The system can be set to display that a cancel report was sent, or for higher security, the system can be set to not display the cancel message.

The default setting is On.

On

Off

## Two-way Voice

The system can connect with a Central Station operator so they can converse with people after an alarm.

The two-way voice option allows communication to and from the panel and the Central Station. Two way voice communications will occur after the system has made its alarm report. Your installer sets which sensors can trigger the two-way voice option. The default setting is On.

- Off
- On

## Cross Sensors

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

### DEFAULT: Disabled

The hub 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 still be sent for the sensor that triggered.

**NOTE:** CO and fire zone sensors/detectors cannot be used for cross sensor verification. The only sensor "types" that can be used for cross sensor verification are: Type (03) Perimeter, and Type (04) Interior Follower.

- 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 (10-120) seconds.

# Frequently Asked Questions (FAQ)

Read these common questions to learn more about your system.

## What should I expect in an alarm situation?

**Burglary alarm, emergency, or fire alarm** — Vivint will attempt to contact you through your hub via Vivint Live to confirm the alarm, ask for your verbal password, and determine the nature of the emergency. If no one answers, Vivint will call your first emergency contact. If no one is available to confirm the alarm, Vivint will dispatch the authorities and continue trying to reach your emergency contacts (unless prohibited by local regulations).

## What happens when the hub loses AC power?

The Vivint Smart Hub Lite runs on AC power, but is also equipped with an internal backup battery in case the AC power supply becomes disconnected or is interrupted (e.g., during a power outage or if the AC adapter is accidentally unplugged from the outlet). You will receive a trouble alert when the hub loses AC power; the AC power icon shows an X over the plug image, and the battery icon displays indicating its power level. As soon as AC power is restored, the AC power icon shows without an X, and the backup battery begins to re-charge with its icon displaying until fully charged. Note that while the battery is either draining or charging you may see fluctuations in its power level indicator as affected by necessary processes, this is normal behavior.

The battery provides 24 hours of internal backup battery power when operating normally in low power mode. In order to prolong battery life during this time certain features are temporarily disabled, including home automation devices and functionality as well as remote access via the mobile app. However, life safety and security functionality continues to operate as usual while on backup battery power in order to ensure critical protection for the home. Keep in mind that the Vivint system is not intended to run on backup battery power for an extended period of time, and AC power should be restored as quickly as possible in order to maintain complete smart home functionality, connectivity, access, and control. For additional information on restoring AC power, please visit the *Vivint Support* website at: [support.vivint.com](https://support.vivint.com).

## How do I send a duress signal?

The duress code is for situations when you need emergency personnel sent to your home but don't want to alert an intruder that you are sending a signal. For example, if you are being forced to re-enter your home and need to disarm your system, you can use this code to stop the alarm beeping while simultaneously alerting Vivint. When Vivint receives a duress code, we will immediately dispatch the police without attempting to contact you.

Press the **Arming** icon, press **Disarm**, and enter the duress code. A duress signal will be sent. Although the system will be disarmed, we will receive the signal and send help immediately. (When your system was installed, you were informed of the duress code. If you have forgotten your code, see the Duress User under User Settings, or call Customer Care.)

## How do I change sensor batteries?

Occasionally the app will display a "low battery" alert to indicate that a specific sensor or device needs to have its batteries replaced. Typically, this is a very quick and easy procedure. Simply go to the identified sensor (motion detector, door/window sensor, etc.), remove the cover and/or open it, replace the batteries, and then replace the cover or close the sensor. Once replaced, the "low battery" alert is cleared. For more information, you can also go to [support.vivint.com](https://support.vivint.com) to see video tutorials and how-to instructions on how to replace batteries for Vivint sensors and devices.

## How do I manage my home online?

To manage your home online, go to [vivintsky.com](https://vivintsky.com) and log in with your email address and password. You can also access your system from the online account center by visiting [account.vivint.com](https://account.vivint.com). Once logged in, click the **Control My Home** icon.

# Regulatory Compliance Declarations

For complete regulatory compliance information, go to: [vivint.com/legal/fcc](https://vivint.com/legal/fcc).

## FCC and ISED Canada Regulatory Compliance Declarations

The complete FCC and ISED Canada (Innovation, Science and Economic Development) Regulatory Compliance Declarations are posted online at the Vivint website. The full text of these notices is also provided below, as a convenient reference for anyone who installs, configures, or uses the system.

### 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 these 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.

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.

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

**CAUTION:** The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

## ISED Canada Notice (Avis D'Innovation, Sciences et Développement économique 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 ISED d'exposition aux radiations pour un environnement non contrôlé. Évitez d'utiliser ce produit à une distance inférieure à 30 cm (11.8 in) de l'utilisateur.

**AVERTISSEMENT:** Les dispositifs fonctionnant dans la bande 5150–5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.



**FCC ID:** 2AAAS-CP06

**IC:** 10941A-CP06

**Contains FCC ID:** 2AAAS-CC06

**Contains IC:** 10941A-CC06

# Additional Information: Regulatory Compliance

## Wireless Product Notice

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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.

## Environmental (Operating Humidity and Temperature Ranges) Notice

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

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

## Power Supply Notice

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The hub is powered by a plug-in power supply. Use only the Class 2 power supply provided with the hub.

**IMPORTANT:** In case the power supply becomes unplugged, be sure to plug it back into an unswitched outlet. Do NOT connect the power supply to a receptacle controlled by a switch.

For power supply replacement information and instructions, contact Vivint Customer Care.

## Internal Backup Battery Notice

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The hub contains a user-serviceable battery providing a minimum of 24 hours of internal backup battery power when operating normally in low power mode.

For battery replacement information and instructions, contact Vivint Customer Care.

## Applicable Warnings

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This section provides a summary of applicable WARNING notes intended for any person who handles Vivint products such as the hub and peripheral devices.

### WARNINGS

**WARNING:** Electrostatic discharge (ESD) can damage the exposed circuit board, components, and modules in the hub. These devices are ESD sensitive, therefore you need to make sure to discharge any static buildup before handling.

**WARNING:** Where applicable, do not connect or disconnect the cellular module or network module while the hub is powered by either the external power supply or the internal backup battery.

## General Regulatory Compliance Notes

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The hub is designed to meet or exceed all regulatory requirements for *Listed* residential home security equipment.

Additionally, the Vivint system complies with the **American National Standards Institute / Security Industry Association Security System Standard: ANSI/SIA CP-01-2019**.

The notes below — consolidated here as a convenient single reference — describe unique technological and/or functional aspects of the Vivint system related to that particular feature, and are applicable to specific regulatory standards as cited.

## NOTES

**NOTE:** For information about the licensing of third-party software used on this hub device, go to: [vivint.com/legal/fcc](https://vivint.com/legal/fcc) and click on the link at the bottom of the page.

**NOTE:** Some cities and municipalities may require an alarm system permit. The person 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 system. Many insurance companies require meeting these requirements to qualify for a discount. Use only approved smoke detectors.

**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:** 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 hub and all connected sensors and devices in accordance with the requirements contained in this guide voids the **Listed** mark.

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

**IMPORTANT:** UL Recognized Internal battery pack – EVE, model HB1021 – shall be employed, providing 24 hours of battery backup.

**IMPORTANT:** For *UL 1023 and CAN/ULC-S304 (Standard for Household Burglar Alarm System Units)* compliance, make sure the following requirements are met:

1. Maximum entrance delay time shall not exceed 45 seconds.
2. Maximum exit delay time shall not exceed 120 seconds for the U.S. and 180 seconds for Canada.
3. All zones shall be programmed to be supervised.
4. At least one burglar alarm sensor or device is to be provided, consisting of at least one of the following manufacturer. models: M/N: *DW01, DW02*.
5. The system shall contain the required internal backup battery to support the system for a minimum duration of 4 hours in standby for the U.S. and Canada, plus 4 minutes of alarm for the U.S. and 5 minutes of alarm for Canada, in case of loss of AC power.

**IMPORTANT:** For *UL 985 and ULC-S545 (Standard for Household Fire Warning System Units)*, make sure the following requirements are met:

1. In order to provide household fire warning, the system shall be connected to a Listed Smoke Detector, System Sensor Unincorporated, Division of Honeywell Inc., model 5808W3.
2. The system shall contain the required internal backup battery to support the system for a minimum duration of 24 hours in standby for the U.S. and Canada, plus 4 minutes of alarm for the U.S. and 5 minutes of alarm for Canada.

## Default Settings Documented for SIA CP-01-2019 Compliance

Several of the Vivint system's security-related feature settings are *configurable* (i.e., programmable) — by either the home owner or the Vivint technician — and their default value is pre-set in order to ensure compliance with the security industry standard:

**American National Standards Institute / Security Industry Association ANSI/SIA CP-01-2019 (*Security System Standard - Features for False Alarm Reduction*)**

Other features required for compliance are permanently implemented by default on the hub — always enabled or turned on — and their settings cannot be changed (i.e., are *non-configurable* or non-programmable).

This section provides a complete listing of both the *configurable* and *non-configurable* settings (see table below) for the system's SIA CP-01-2019 features that interact directly with the user — including the standard's relevant section number, feature name, default value, configurable value range (if applicable), and cross-reference links to conceptual and how-to information about that particular functionality documented in the Vivint manual.

### Quick Reference Table

Use the table below as a *Quick Reference* of default settings requiring documentation for SIA CP-01-2019.

Standard Section #	Vivint Feature (SIA name)	Default Value	Value Range (if configurable)	Vivint Documentation (if required)
4.2.2.1	Exit Delay (Exit Time)	60 seconds	45-120 seconds	See "Arm the Security System" on page 13. Also, see "Exit Delay (in seconds 45-120)" on page 36.
4.2.2.2	Progress Annunc. - Disable for Silent Exit ‡	Enabled	N/A	See "Arm the Security System" on page 13.

Standard Section #	Vivint Feature (SIA name)	Default Value	Value Range (if configurable)	Vivint Documentation (if required)
4.2.2.3	Exit Delay Restart (Exit Time Restart)	Enabled	Enabled or Disabled	See "Exit Delay Restart" on page 16. Also, see "Exit Delay Restart" on page 43.
4.2.2.4	Exit Error ‡	Enabled	N/A	Not required.
4.2.2.5	Auto Stay (Auto Stay Arm on Unvacated Premises)	Enabled	Enabled or Disabled	See "Auto Stay Mode" on page 17. Also, see "Auto Stay" on page 41.
4.2.2.6	Recent Closing ‡	Enabled	N/A	Not required.
4.2.3.1	Entry Delay 1 *	30 seconds	30-240 seconds	See "Entry Delay in Stay Mode" on page 15. Also, see "Entry Delay 1 (in seconds 30-240)" on page 37.
4.2.3.1	Entry Delay 2	30 seconds	30-240 seconds	See "Entry Delay in Stay Mode" on page 15. Also, see "Entry Delay 2 (in seconds 30-240)" on page 37.
4.2.3.2	Entry Delay Progress Annunciation ‡	Enabled	N/A	See "Entry Delay 1 (in seconds 30-240)" on page 37.
4.2.3.3	Disarm - for Entry Delay ‡	Enabled	N/A	See "Disarm the Security System" on page 18.
4.2.4.1	Control Buttons ‡	Enabled	N/A	See "Emergency Key" on page 43.

Standard Section #	Vivint Feature (SIA name)	Default Value	Value Range (if configurable)	Vivint Documentation (if required)
4.2.4.2	Manual Alarms ‡	Enabled	N/A	See "Emergency Buttons Settings" on page 38.
4.2.4.3	System Acknowledg. ‡	Enabled	N/A	See "Key Fob Settings" on page 42.
4.2.4.4	Remote Arming - Exit Time & Progress Annunciation ‡	Enabled	N/A	See "Arm With No Entry Delay" on page 42.
4.2.4.5	Remote Disarm ‡	Enabled	N/A	Not required.
4.2.5.1	Abort Window Dialer Delay (Abort Win.) **	Enabled at 30 seconds	15, 30, or 45 seconds; or Disabled per zone	See "Dialer Delay (Abort Window)" on page 38.
4.2.5.1.1	Disarm [Abort] ‡	Disarm by User PIN	N/A	See "Disarm the Security System" on page 18.
4.2.5.1.2	Abort ‡	Enabled	N/A	See "Cancel Display" on page 44.
4.2.5.2	Alarm Transmission ‡	Enabled	N/A	Not required.
4.2.5.3	Disarm ‡	Enabled	N/A	See "Alarm History" on page 20.
4.2.5.4	Cancel Time in Minutes (Cancel Window)	5 minutes	5-255 minutes	See "Cancel Time" on page 43.



Standard Section #	Vivint Feature (SIA name)	Default Value	Value Range (if configurable)	Vivint Documentation (if required)
4.2.6.1	Use of Duress Feature	Disabled	Disabled or Enabled	See "Add Users and Configure System Access" on page 25.
4.2.6.2	Duress Code	User selected	Unique 4-digit PIN	See "Duress User" on page 26.
4.2.7	Emergency Button/Key (Initiation of Manual Alarms)	Enabled (Disabled for key fob)	Enabled or Disabled	See "Emergency Buttons Settings" on page 38; and see "Key Fob Emergency Option" on page 42.
4.3.1	Cross Sensor (Cross Zoning)	Disabled	Disabled or Enabled (2 zones)	See "Cross Sensors" on page 45.
4.3.2	Swinger Shutdown Count (Swinger Shutdown)	2 trips	1-6 trips	See "Sensor Trigger Limit" on page 34; and see "Swinger Shutdown Count" on page 35.
4.3.3	Fire Alarm Verification ‡ (Fire Alarms)	Disabled for zone type 09; Enabled for zone type 16	N/A	See "Additional Information: Fire Safety" on page 22; and see "Fire Alarm Sensor Types" on page 39.
4.5	(Call Waiting) This feature is not supported		Phone dialer not an option	N/A N/A
4.6.3	System Test ‡	User initiated	N/A	See "System Test" on page 32.

Standard Section #	Vivint Feature (SIA name)	Default Value	Value Range (if configurable)	Vivint Documentation (if required)
4.6.4	Initiation of Test ‡	Enabled	N/A	Not required.
4.6.5	Communication ‡	Enabled	N/A	See "System Test" on page 32.
4.6.6	Test in Progress ‡	Enabled	N/A	See "System Test" on page 32.
4.6.7	Automatic Termination of Test ‡	Enabled	N/A	See "System Test" on page 32.
4.8.4	Informative Signals			[editing note: this entry is pending regulatory engineering guidance...]

**NOTES:** Programming at installation may be subordinate to other UL requirements for the intended application. UL evaluation only tested humidity range up to 85% RH. Industry standard ANSI/SIA CP-01 was not evaluated by UL.

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

\*\* The combined time of the Abort Window Dialer Delay and Entry Delay settings should not exceed one minute.

‡ Non-configurable setting (i.e., not programmable).

# Important Fire Protection and Safety Guidelines

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This section provides information about the fire, and smoke protection functionality available with a Vivint home security and automation system (depending on the installed sensors and detectors).

*National Fire Protection Association (NFPA)* guidelines for smoke detector installation are included.

Additionally, a basic emergency evacuation plan is offered as an example of general evacuation instructions and recommendations.

## Fire Alarm System

The Vivint system may be installed with smoke 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 emergency, the installed smoke 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 hub and press the **Panic** 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 hub 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.

## 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 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 sensors remain in alarm.)

## Installing Smoke Detectors

Follow the guidelines below when installing smoke alarms/detectors. Keep in mind these specific guidelines are from the *National Fire Protection Association* website: [nfpa.org](http://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 at least 12 inches from the ceiling (from the top of the alarm to the ceiling).
- 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.

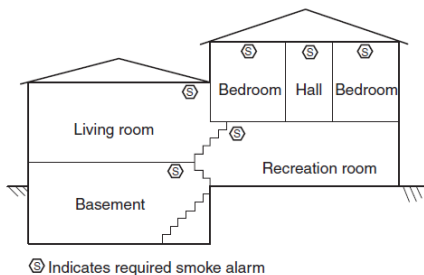
## Recommended Smoke Detector Locations (NFPA 72)

The National Fire Protection Association 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:

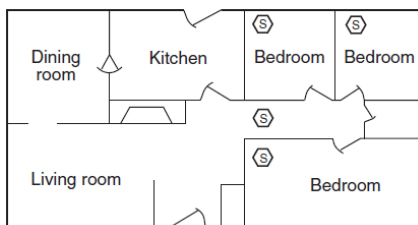
- Smoke alarms are best located in each bedroom and between the bedroom areas and the rest of the unit. In dwelling units with more than one bedroom area or with bedrooms on more than one floor, more than one smoke alarm is required.
- In addition to smoke alarms outside of the sleeping areas and in each bedroom, NFPA 72 recommends the installation of a smoke alarm on each additional level

of the dwelling unit, including the basement. The living area smoke alarm should be installed in the living room or near the stairway to the upper level, or in both locations. The basement smoke alarm should be installed in close proximity to the stairway leading to the floor above. Where installed on an open-joisted ceiling, the smoke alarm should be placed on the bottom of the joists. The smoke alarm should be positioned relative to the stairway so as to intercept smoke coming from a fire in the basement before the smoke enters the stairway.

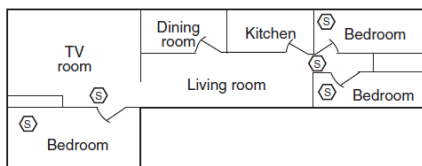
See the images below for examples of smoke detector location (Source: NFPA 72, *National Fire Alarm and Signaling Code*).



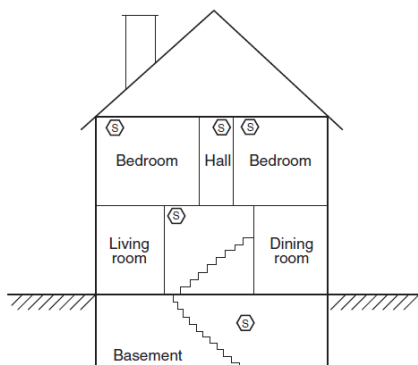
*Example of Split Level Arrangement*



*Example of Smoke Alarms Located Between Sleeping Area and the Rest of the Dwelling Unit, as Well as in Each Bedroom*



*Example of Dwelling Unit with More Than One Sleeping Area Where Smoke Alarms Should Be Provided to Protect Each Sleeping Area in Addition to Smoke Alarms in Each Bedroom*



*Example of Smoke Alarms Located on Each Level in Addition to Each Bedroom*

## 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 route 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

## Service Information

Your local Vivint Smart Home Pro 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 INSTALLED EQUIPMENT MUST BE CHECKED BY A QUALIFIED TECHNICIAN AT LEAST EVERY 3 YEARS.** There are no user-servicable parts inside the hub. For service, repair, or product upgrades, contact Customer Care. Professionally installed equipment must be checked by a Vivint Smart Home Pro; however, a customer who installed their own "Do It Yourself" (DIY) equipment is considered to be a "qualified technician" who can subsequently perform their own DIY installed equipment check.

For all inquiries about the warranty and related service, call Vivint Customer Care at **1.855.819.8137**.

Vivint, Inc.  
4931 North 300 West  
Provo, UT 84604

## Warranty Information

For the complete warranty and service plan, including details about terms and conditions, go to: [vivint.com/legal/terms-of-use](https://www.vivint.com/legal/terms-of-use).



# Technical / Hardware Specifications

This section provides a comprehensive list of technical hardware specifications and standards certifications and listings for the: **Vivint Smart Hub Lite**.

## Vivint Part Number (P/N)

- VS-HP2000-000

## Compliance Model Number (M/N)

- CP06

## System Parameters

- 100 wireless zones
- 50 users
- 20 key fobs
- 30 keypads
- 2000 Z-Wave devices (thermostats, door locks, keypad, etc.)

## System Communication (radios, receivers)

- 345 MHz receiver (primary sensor radio)
- Z-Wave radio
- DECT ULE radio
- Bluetooth

## Control Keypad

- Capacitive touch keypad (keys visible in low light or dark)
- Key press triggers audio and visual feedback

- Toggle function to enable/disable audio feedback
- Key include: 0-9 numbers, panic, clear, arm stay, arm away

## Audio

- Speaker: max 85dB SPL at 10 feet (3 meters)
- Dual microphones

## LEDs (visual status indicators)

- LEDs: Provide visual feedback of keys pressed, security status, errors with the hub and system, and lighting for interaction in the dark
- Light Bar: 4 RGB LEDs, segmented with separate color and brightness
- Backlit Icons: 4 backlit icons to show system status (connectivity, AC power status, battery power level status, alert notifications)

## Power (AC)

- AC adapter (12 V adapter with detachable DC cord)
- Input: 100-240 VAC 50/60 Hz (max 1.0 A)
- Output: 12 VDC 2.0 A

## Power (Backup Battery)

- Battery: 3.6 V Lithium-ion, 6200 mAh typical, 6000 mAh minimum
- Providing a minimum of 24 hours of internal backup battery power when operating in low power mode

## I/O Connectivity

- Dual-Band Wi-Fi: 802.11 a/b/g/n/ac
- 10/100 Ethernet port (RJ-45 jack with status lights)
- LTE cellular module

## Environmental (Operating Humidity and Temperature Range)

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

## Standards Certifications and Listings

- FCC (Federal Communications Commission): 47CFR Part 2.1091; 47CFR Part 15, Subpart B, Class B; Subpart C; Subpart D; and Subpart E
- ISED Canada (Innovation, Science and Economic Development Canada): RSS-GEN, ICES-003, RSS-102; RSS-213; RSS-247
- Safety Certification: cULus Listed
- CSFM Listing: 7167-2147:0X00
- Z-Wave Alliance: ZC10-18106282
- *UL 985 (Standard for Household Fire Warning System Units) — NFPA*
- *UL 1023 (Standard for Household Burglar-Alarm System Units)*
- *ULC-S545 (Standard for Residential Fire Warning System Control Units)*
- *CAN/ULC-S304 (Standard for Control Units, Accessories and Receiving Equipment for Intrusion Alarm Systems)*
- *ANSI/SIA CP-01-2019 (Security System Standard - Features for False Alarm Reduction)* Note: Not evaluated by UL.

## Regulatory Agency Certification Identifiers (FCC and ISED)

- FCC ID: 2AAAS-CP06
- IC: 10941A-CP06
- Contains FCC ID: 2AAAS-CC06
- Contains IC: 10941A-CC06

