

Welcome to smarter living.

New Resident User Guide

vivint.SmartHome®

Home, just a whole lot smarter.



Whether you're all moved in, or elbows deep in cardboard boxes, you're in luck because this is a Vivint smart home. That means being able to easily monitor, adjust, and secure different parts of your home from anywhere. It's just part of what makes Vivint Smart Home the #1 smart home service provider in North America.*

*Strategy Analytics, 2017 report

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Need help?

For 24/7 assistance, call **855.819.8137**
or email residentsupport@vivint.com.

Getting started.

It only takes a few steps and a few minutes to get you started with your new Vivint smart home. So grab your smartphone and let's go.



Before We Begin

1. Accept the email or text invite from the leasing office.

- After creating a password, be sure to log in to setup your PIN and verbal passcode.
- If your invite has expired, contact the leasing office for a new invite.

2. Download the Vivint Smart Home mobile app.*

- Download the Vivint Smart Home app on the Apple App Store or Google Play store.
- Windows Phone and web users can control their home by logging in at vivintsky.com.

3. Connect your Vivint system to your WiFi.

- On your Vivint touchscreen panel, tap the three dots in the bottom right. Tap General, enter your PIN. Select Connectivity > WiFi.
- WiFi connectivity is required to access cameras remotely.

*Agreement to Vivint's Terms of Use required:
<https://www.vivint.com/company/policies/terms-of-use>

Controlling Your Home



You can control your home three ways:

- 1. Vivint Smart Home mobile app**
- 2. Vivint Smart Hub touchscreen panel**
- 3. Vivintsky.com**

This guide will focus on controlling your home using the mobile app, but you'll notice the usability is very similar for all three.

Intro to the App

Menu

- Set up custom actions.
- View notifications.
- Add users.

Settings

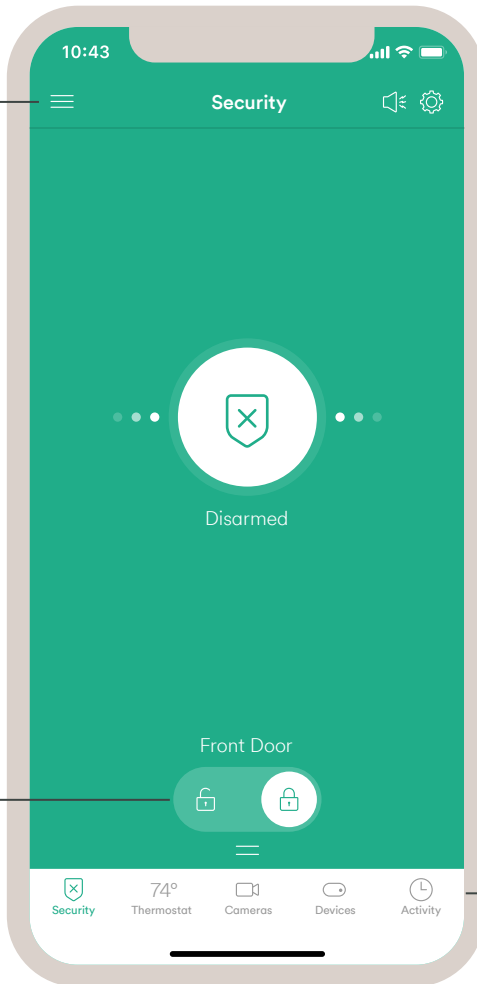
Adjust settings for the current feature/product page.

Lock

Toggle door lock slider to quickly lock/unlock your door remotely.

Pages

Select the product or feature you'd like to access.

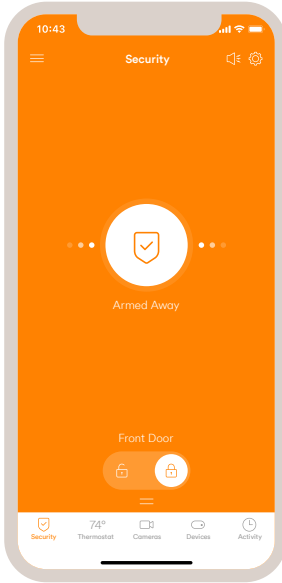
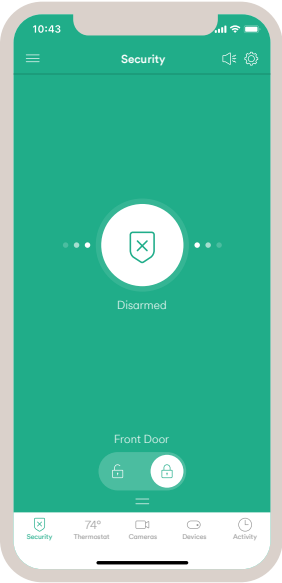


Safe and secure.

With sensors for doors and sensors that detect motion when you're away, your Vivint smart home isn't just smart, it's safer too.



Self-Monitored Security



Arm Stay
When someone is home motion won't trigger alarm.



Arm Away
When nobody is home motion will trigger alarm.

Arm

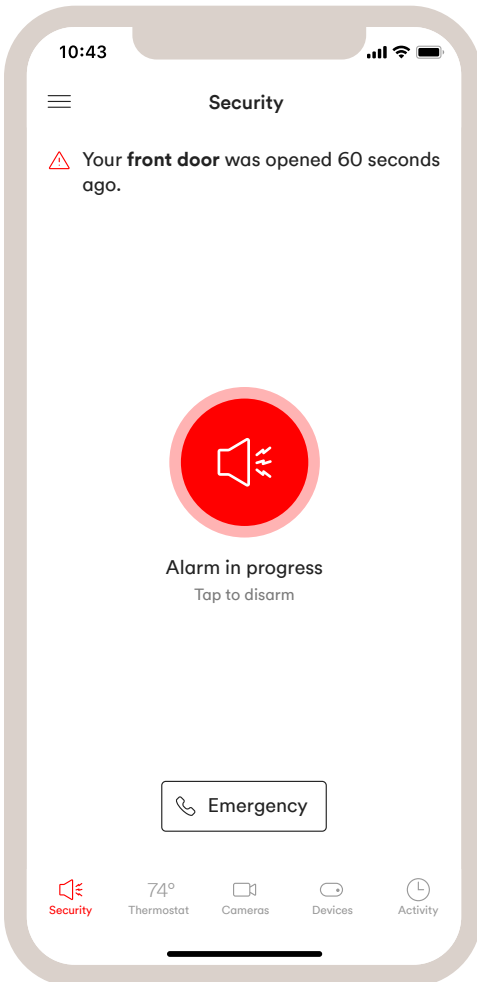
1. Press and hold the shield button in the middle of the screen.
2. Slide the shield button right to arm.

Disarm

1. Press and hold the shield button in the middle of the screen.
2. Slide the shield button down to disarm.

You can set your system to automatically arm/disarm during certain hours. See page 22 for Custom Actions.

What happens if my alarm goes off?



You will receive a notification on your phone when an alarm goes off. Your account is not connected to Vivint professional monitoring, but you can check on your home and contact authorities if needed.

While the notification may say that Vivint will call you and dispatch authorities, **Vivint will NOT call or contact authorities.** If you have an emergency, call 911.

Smart thermostat.



With your Vivint Element Thermostat you can control the temperature manually, or let it adjust to your schedule automatically.

Element Thermostat



Use the up and down arrows to adjust the desired temperature.

Press the side button and then the arrows to change the mode to heat or cool. Press the side button again to make your selection.

The large number is the desired temperature and the smaller number is the current temperature.

Thermostat Mobile Access

Go to your thermostat access screen in the mobile app to adjust the temperature, mode, and fan settings remotely. You can also see the current and desired temperature of your home and access Smart Assistant from here.

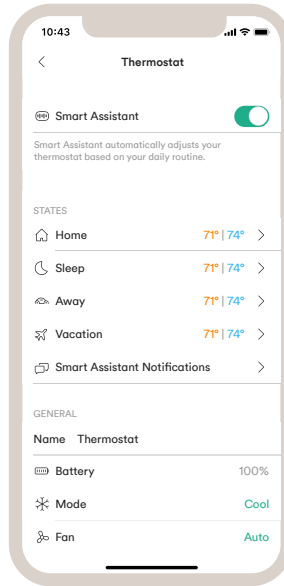


Smart Assistant

Using the sensors in your home, Smart Assistant automatically adjusts to keep you comfortable or conserve energy. It knows when you're home, asleep, away, or on vacation and sets the temperature accordingly.



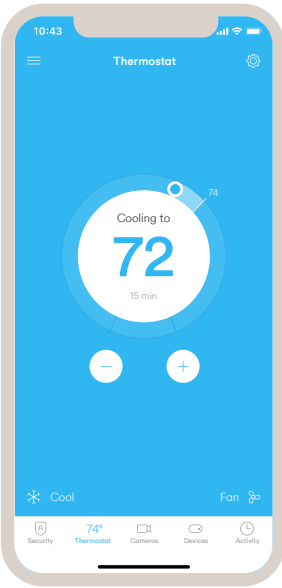
1. From the thermostat screen, tap the thermostat settings icon in the top right corner.



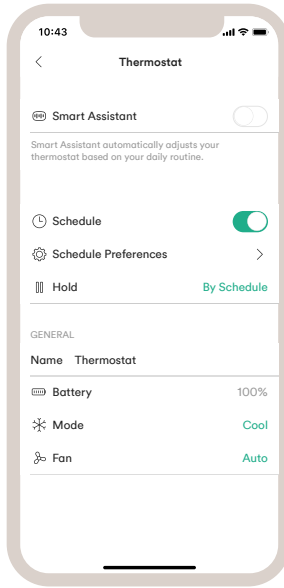
2. Tap the state you'd like to adjust.

Manual Thermostat Scheduling

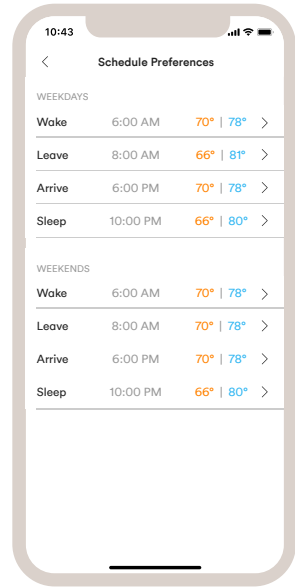
If you prefer a more hands-on approach to managing the temperature in your home, you can easily disable Smart Assistant automation and schedule temperature changes manually.



1. From the thermostat screen, tap the thermostat settings icon in the top right corner.



2. Toggle Smart Assistant off and Schedule on.



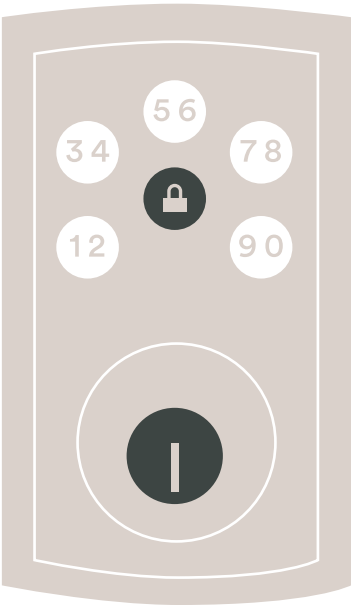
3. Tap the options to adjust times and temperature for the day type and occurrence.

Smart lock.

The Kwikset Smart Lock lets you say goodbye to house keys. Now you can lock or unlock anytime and from anywhere using the Vivint app, or by typing in a unique code at the door.

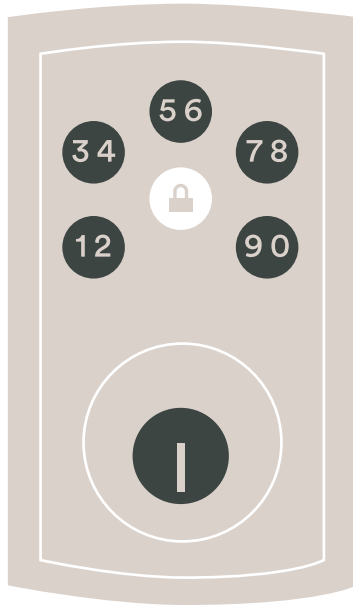


Using Your Smart Lock



Lock

Lock manually from the inside, press lock icon from outside, or use a key.



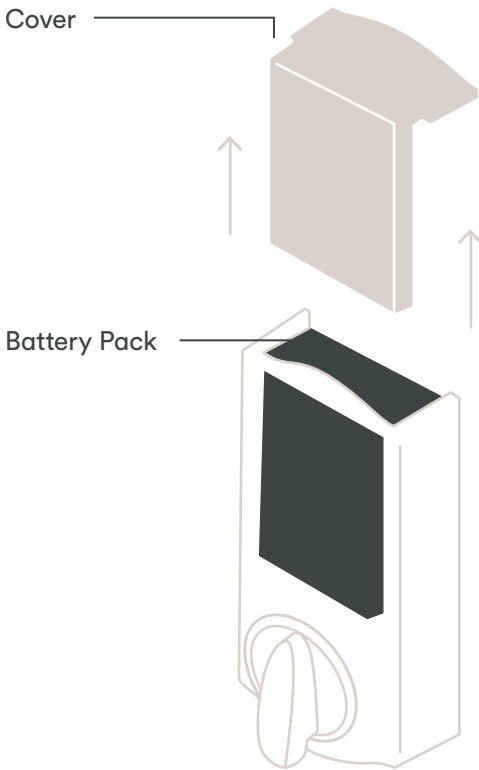
Unlock

Enter 4-digit PIN or unlock manually with a key.

We recommend you always carry a key in case your door lock batteries die.

Changing Lock Batteries

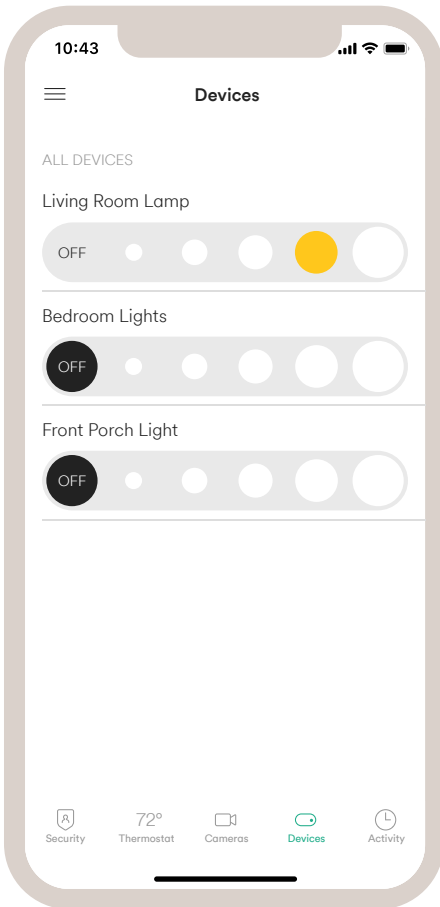
When your lock starts flashing red, promptly replace batteries using the following steps.



1. From the inside of your door, slide the black cover up and off the lock.
2. Grip the battery pack from the top and pull it up.
3. Replace with 4 AA batteries.

Lock batteries should last 6+ months, depending on usage.

Connected lights.



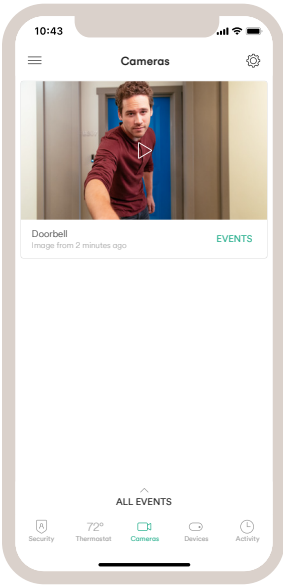
With connected lights, you're in total control from anywhere. Use your panel or the app to turn them on, switch them off, or dim them just a bit to set the mood.

Intelligent cameras.

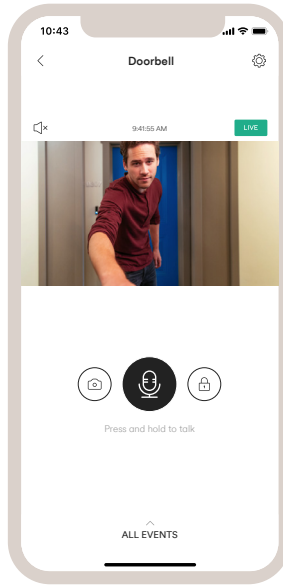
See and speak with visitors at your front door from anywhere and accept package deliveries even when you can't be home.



Accessing Doorbell Camera Live Video

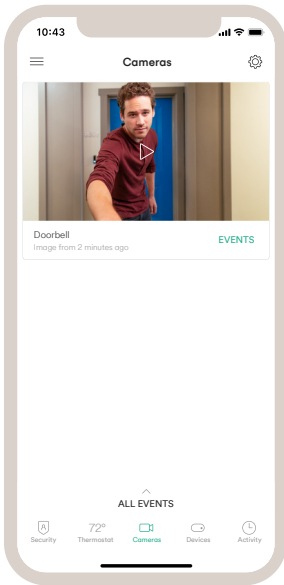


1. From the Cameras screen select doorbell camera.

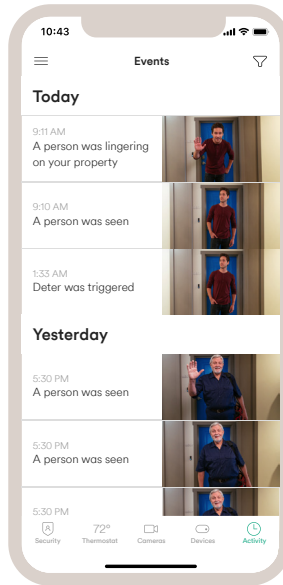


2. Press and hold the microphone button when speaking, and release while listening.

Accessing Recorded Clips



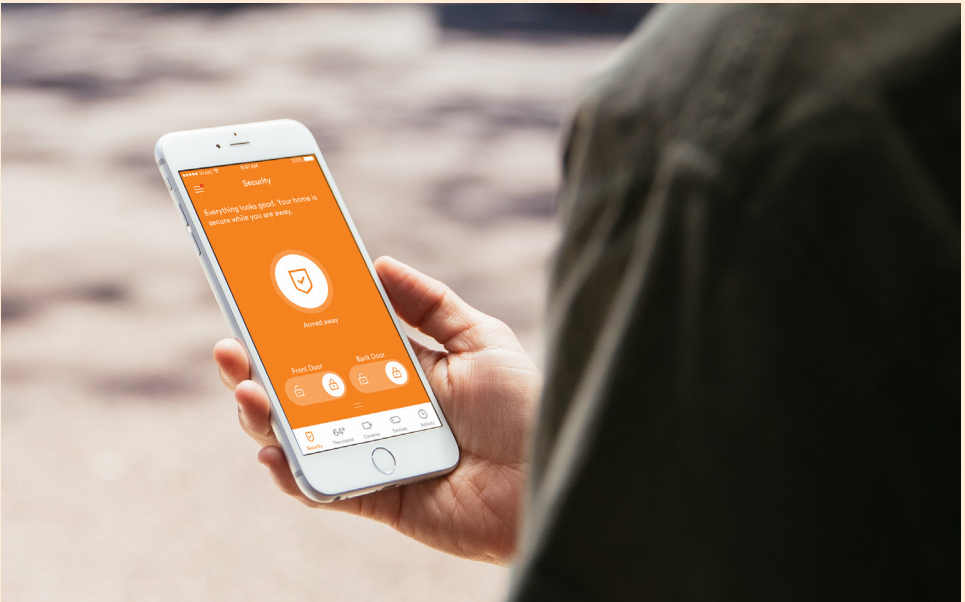
1. Tap on All Events.



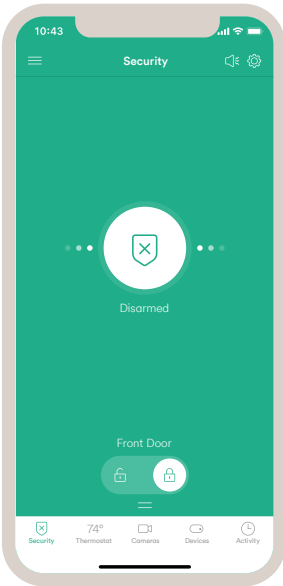
2. Tap the clip you'd like to view.

Custom actions.

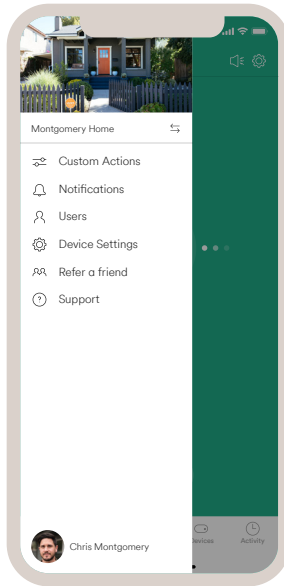
Arm the system. Lock the doors. Turn on the lights. Want stuff to happen automatically inside your Vivint smart home? Set yourself up for even easier living with custom settings.



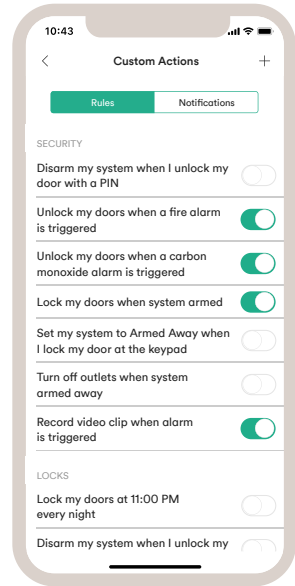
Custom Actions



1. Tap on the menu icon in the top left corner.



2. Tap Custom Actions from the app menu.



3. Manage rules and notifications.

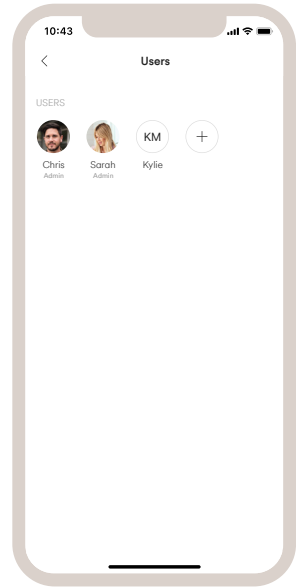
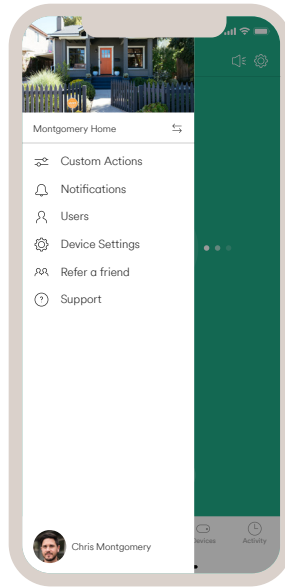
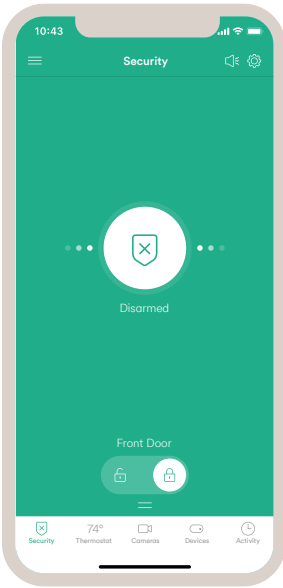
Custom Action Samples



Try out some custom actions:

- Rule to arm your home from 11 p.m. to 6 a.m.
- Rule to lock your door every night at 9 p.m.
- Rule for your lights to turn on at sunset.
- Notification when your door is left open longer than 10 minutes.
- Notification when someone rings your doorbell.

Adding/Editing Users



1. Tap on the menu icon in the top left corner.

2. Select Users.

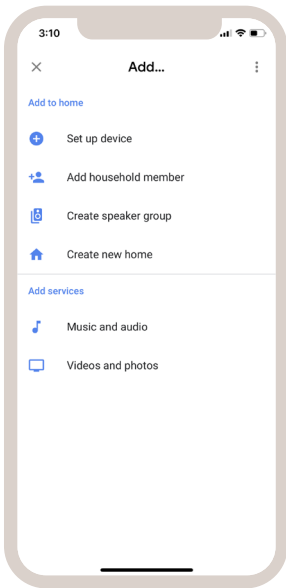
3. Select a user to edit, or select + to add a new user.

Works with Vivint.

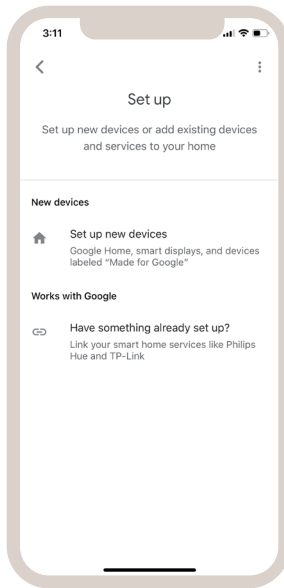
Have a Google Assistant or Amazon Alexa smart speaker? Connect them with your system and start changing the temperature, switching on lights, and locking doors with just the sound of your voice.



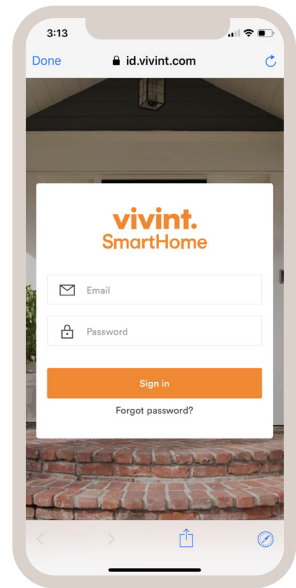
Google Home Setup



1. After downloading the Google Home app and logging in, tap + then select 'Set up device' to add your Vivint smart home.



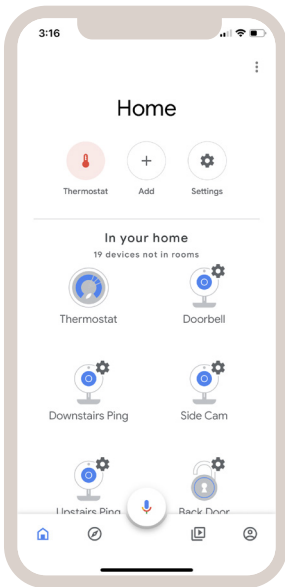
2. Under Works with Google, select 'Have something already set up?' and choose Vivint from the list.



3. Sign in using your Vivint Smart Home app credentials.

App interactions may vary by software version and device type.

Google Home Commands



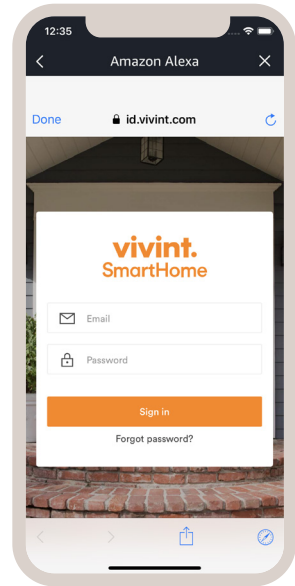
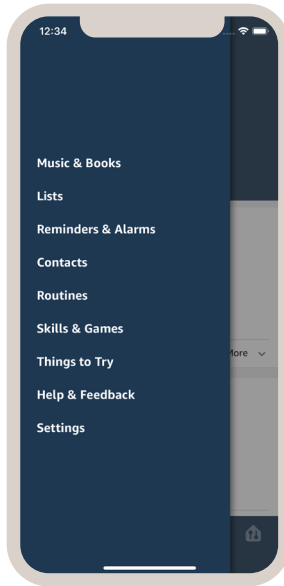
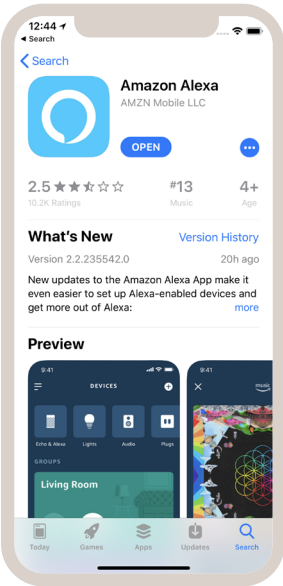
Common Commands

Just say, “Hey Google...” before giving any of the following commands.

- Turn on my lights.
- Dim my lights.
- Lock my front door.
- Arm my security system stay.
- Arm my security system away.
- Set my heat to 70 degrees.
- Set my AC to 72 degrees.
- Turn the heat up two degrees.

4. And you're done.
Now review linked devices and optionally assign them a room.

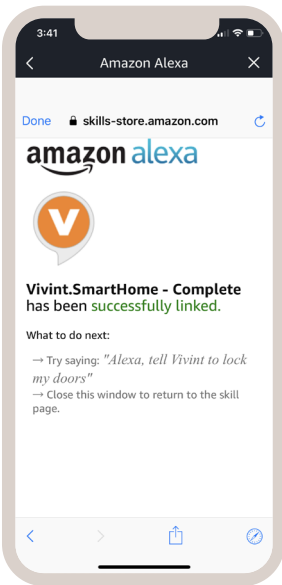
Amazon Echo Setup



1. Download the Amazon Alexa app and log in using your Amazon credentials. Then tap the menu icon in the top left corner.
2. Select Skills & Games then search for the 'Vivent.SmartHome - Complete' skill. Tap the Enable button.
3. Sign in using your Vivint Smart Home app credentials.

App interactions may vary by software version and device type.

Amazon Echo Commands



Common Commands

You will need to say “Alexa, ask Vivint to…” before giving any of the following commands.

- Turn on my lights.
- Dim my lights.
- Lock my front door.
- Arm my security system stay.
- Arm my security system away.
- Set my heat to 70 degrees.
- Set my AC to 72 degrees.
- Turn the heat up two degrees.

4. Your Amazon Echo is now connected to your Vivint system. For the Basic skill, you will be prompted to discover the devices connected to your Vivint Smart Home.

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or email residentsupport@vivint.com.

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