



Vivint Smart Home Pre-Installation Guide



We are excited to install your system and have you as the newest member of the Vivint family!

Below you will find an installation day checklist as well as some other important information regarding your smart home. Let us know if you have any questions at:



welcome@vivint.com



text **855.737.3595**

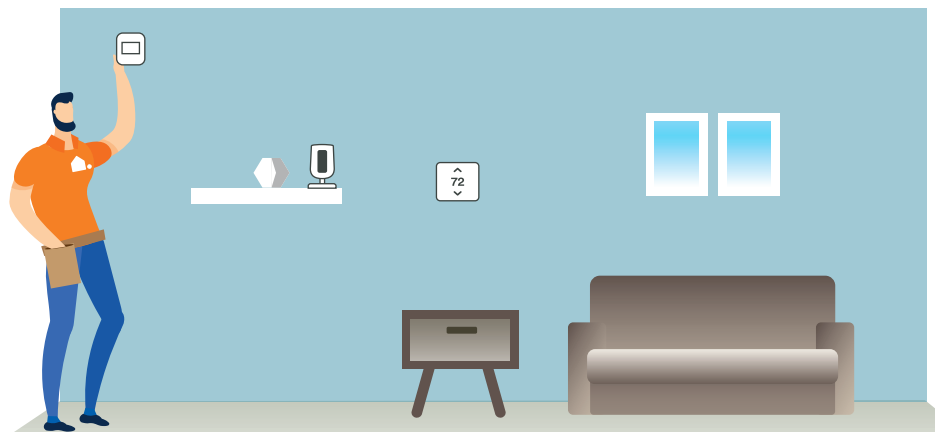
Pre-Installation Checklist

- ✔ Verify the scheduled arrival window for your Pro in the confirmation email/text.
- ✔ Make sure the primary customer and signer is present at the beginning of the installation. Someone over 18 must be present for the duration of the installation.
- ✔ Have a valid ID and payment method (debit card) ready to process your first product payment.
- ✔ Make sure your home has power and that construction (if any) does not prevent the installation of your products.
- ✔ High-speed internet is recommended if your system includes cameras and is required if your system includes Nest or Smart Drive (DVR); have your network login information handy.

What to expect on installation day:

- 1 On the day of your installation we will let you know when we are en route.
- 2 Once we are on site, we will review your order, take a quick walkthrough of your home, and make any necessary changes.
- 3 With the order finalized, we will work with you to complete the financing of your system.
- 4 During the installation your products and system will be thoroughly tested.
- 5 You will install the Vivint app and create your online account.
- 6 We will train you how to use your system and the app.

The installation of your Vivint Smart Home system will vary depending on the type and amount of products you selected for your home. The average installation takes about 3–4 hours.



Have questions? If you have any questions or concerns or need to reschedule your appointment, let us know at:



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