Vivint Glance™ Display

(V-SHD1)

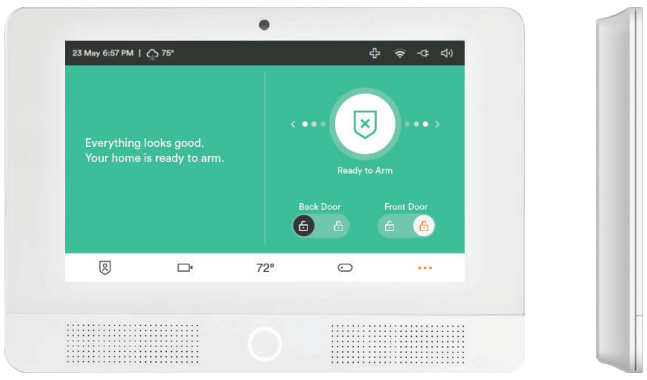
Quick Reference

The Vivint Glance™ Display (V-SHD1) is a touchscreen device that provides secondary access and control of a Vivint system wherever it's most convenient in the home. The Glance communicates wirelessly with the primary control panel and replicates its user-interface, allowing the user to perform all of the same security and automation functions. With a streamlined design, the display can be installed on a wall or on a desk or table top, in any room, for extended system control.

The Glance has a Home Button for instant navigation to the main screen whose LED light indicates system status. All of the system's security sensors and smart home devices can be accessed via the synchronized interface. Emergency features are available through the Emergency icon on the touchscreen's status bar. Display and sound settings can be configured uniquely for the Glance.

Other features include: microphone and speaker supporting two-way talk with cameras (Ping, DBC), and backup battery in case of power outage (note: the panel's W-Fi connection will be lost).

This document includes installation instructions, as well as technical specifications and regulatory declarations. For feature descriptions and usage, direct the customer to the Vivint Support Site.



Installation Instructions

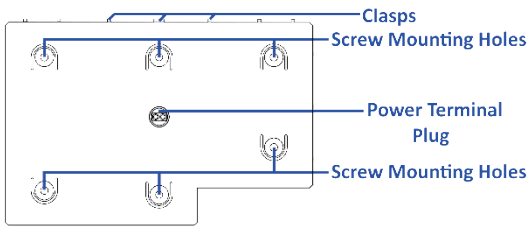
The Glance Display can be installed on a wall or on a flat surface like a desk or table top. For best results, the Glance should be as near to the control panel as possible for a strong Wi-Fi connection. **IMPORTANT:** A maximum of two Glance Displays can be installed per system.

Mounting on the wall:

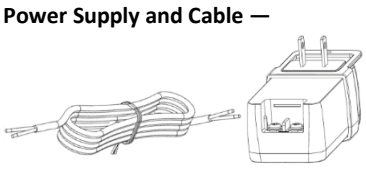
NOTE: Package contents – display, wall-mount back plate, power supply, mounting screws.

1. Unpack the box, and separate the display's main body from the wall-mount back plate (loosen the retaining screw, if necessary).
2. Use the back plate to mark the location where you want to install the Glance. Mark the screw holes and the wiring access hole, and drill the wiring hole. (**NOTE:** Install near an unswitched wall outlet. Be careful to not drill through pipes or electrical; and mindful of distance and obstructions to the control panel in order to ensure a sufficient Wi-Fi signal.)
3. Measure, cut, and route 18 AWG 2 conductor unshielded cable from the outlet to the mounting location (maximum run: 100 feet), and push the wires into the power terminal plug on the back plate. You do not need to observe polarity.
4. Attach the back plate to the wall with the provided screws (use the anchors, if necessary).
5. Remove the tape covering the backup battery wire, and insert the battery connector.
6. Place the display on the wall-mount back plate. First, noting the location of the clasps, push the display unit flush on to the back plate, then slide the display down so that the clasps hold it securely in place. Tighten the retaining screw on the bottom of the display.
7. At the outlet, connect the wires to the power supply. You do not need to observe polarity.
8. Plug the power supply into the wall outlet.
9. At the primary control panel, add the Glance to the system. See the procedure below.

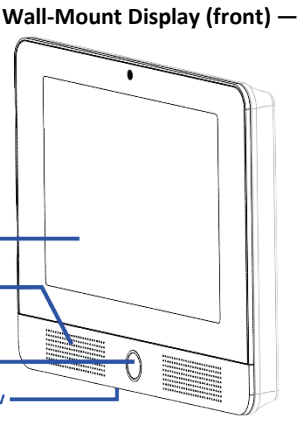
Wall-Mount Back Plate (outside) —



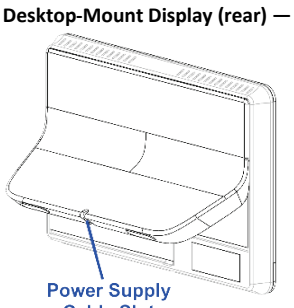
Power Supply and Cable —



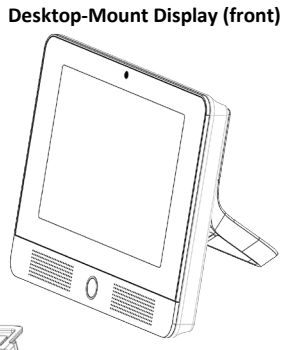
Wall-Mount Display (front) —



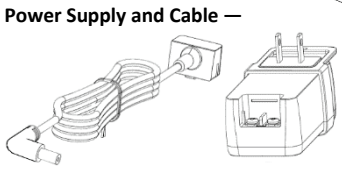
Desktop-Mount Display (rear) —



Desktop-Mount Display (front) —



Power Supply and Cable —



Mounting on a desk/table top:

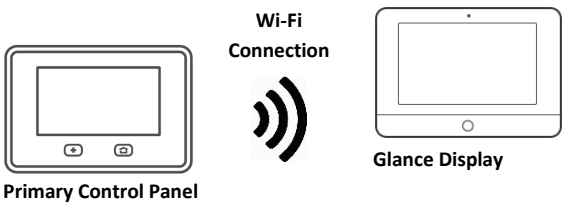
If installing the Glance on a table, counter, or desk top, you must have the desktop-mount back plate and its accompanying power supply cable (separate accessory kit), and then follow these steps:

1. Determine where to install the display. (**NOTE:** Install near an unswitched wall outlet.)
2. Separate the display from the *wall-mount* back plate; and use instead the *desktop-mount* kit.
3. Remove the clear tape covering the backup battery wire, and insert the battery connector.
4. Place the display on the desk-top back plate. First, noting the location of the clasps, push the display unit flush on to the back plate, then slide the display down so that the clasps hold it securely in place. Tighten the retaining screw on the bottom of the display.
5. Route the desktop-mount power supply cable (with its built-in connector) from the outlet to the mounting location, and plug the barrel connector into the back of the desktop-mount.
6. At the wall outlet, slide the built-in connector (at the other end of the cable) into the space on the adapter with the screw terminals (screwed down all the way) until it snaps into place.
7. Plug the power supply into the wall outlet.
8. At the primary control panel, add the Glance to the system. See the procedure below.

Adding the Glance Display to the Primary Control Panel Network

Once the Glance is installed and powered on, you must add (pair) it as a wireless device to the primary control panel (i.e. panel network) via the Installer Toolbox. Follow these steps:

1. At the primary control panel, go to the Installer Toolbox (**Menu** > **Software Version** > **Installer PIN**), press **Zones, Key Fobs, Keypads** > **Secondary Glance Panels**, and then press **Add Panel**.
2. Select the default wireless connection method, Wi-Fi Connect, and press **Add**. (**NOTE**: You can use the WPS method if Wi-Fi Connect fails. WPS requires that you manually press **Connect** at the Glance.)

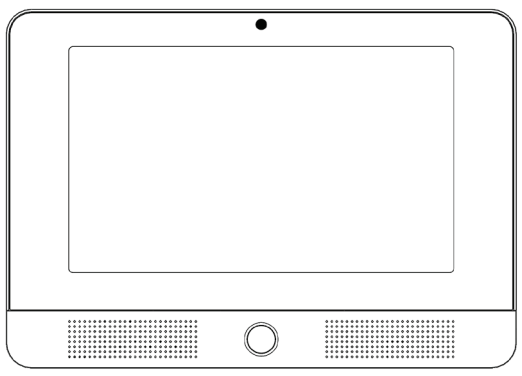


3. The control panel listens for a signal from the Glance (the Glance Home Button flashes white when transmitting), and show its MAC Address once detected. Select the Glance device, and press **Add**.
4. When the connection is established between the Glance and the control panel, the Glance is configured with the appropriate software and boots up (the Home Button is solid white during configuration). This may take a few minutes
5. Once the bootup process is complete, the Glance shows the synchronized Home screen providing system status, monitoring, and interaction with the same security and device functionality as the primary control panel.

Troubleshooting Tips

Possible failures and what to check in order to resolve:

- **Power issues –**
  - ✓ Power supply not connected
  - ✓ Mounting plate not properly installed
  - ✓ Contacts or push terminals damaged
  - ✓ Battery not connected
- **Wi-Fi connectivity issues –**
  - ✓ Not connected to local/panel network
  - ✓ Too far away / Wi-Fi interference
- **Firmware not updated (should be automatic) –**
  - ✓ Wi-Fi not connected
  - ✓ Hardware issue



Supported Functionality

With the Glance, like at the control panel, you can:

- Check system status
- Control home security (arm/disarm, etc.)
- Use smart home devices such as cameras, door locks, outlet modules, and thermostats
- Two-way talk with cameras (Ping, DBC)
- View activity history
- Acknowledge and clear alerts
- Configure unique display settings (brightness, etc.)
- Configure unique chimes & voice announcements volume (but not security alarms/trouble sounds)
- Access Emergency features

Specifications

Touchscreen Display	7" capacitive multi-touch, with 1024 x 600 resolution
Wireless Signal Range	600 feet (182.9 m) open air (walls, furniture, and any other obstructions will decrease this distance)
Transceiver Frequency	2.4 GHz b/g/n Wi-Fi bands
Speaker	2.5 W, max 85 dB SPL at 3 feet (1 m)
Power Adapter	12 VDC, 1.5 A
Battery	1200 mAH, 7.4 V Lithium, providing 2 hours backup battery (note: if power goes out, the panel's Wi-Fi connection will be lost.)
Service Ports	Micro-USB, RS232 (for service only)
Operating Temperature Limits	Recommended for optimal operation: 32° to 95°F (0° to 35°C); Maximum: 32° to 120°F (0° to 49°C)
Relative Humidity	0-90% Non-Condensing
Color	White
Size	8.06 x 5.70 x 0.72 (off wall) / 0.94 (total) inch (20.47 x 14.48 x 1.83 / 2.4 cm)

Wireless Product Notice

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

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

FCC and Industry Canada Regulatory Declarations*

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

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation of the device.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

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 no 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.

Contains FCC ID: YVK-BL-LW08-5, **IC:** 9295A-BL-LW08-5; **or FCC ID:** 2AE3B-AEH-AR9485, **IC:** 20662-AEHAR9485; **or FCC ID:** PPD-AR5B125, **IC:** 4104A-AR5B125

*For more compliance, warranty, and service information, visit: support.vivint.com

