



**IF YOU NEED SUPPORT,
DO NOT CONTACT THE RETAILER**

**PLEASE CONTACT PIPER
CUSTOMER SUPPORT DIRECTLY:**



help.getpiper.com



support@getpiper.com



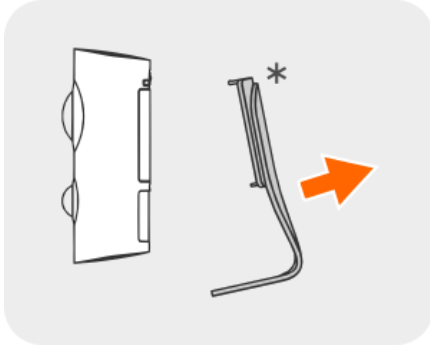
1-888-612-7688

(9:00AM to 8:00PM Eastern, Monday to Friday)

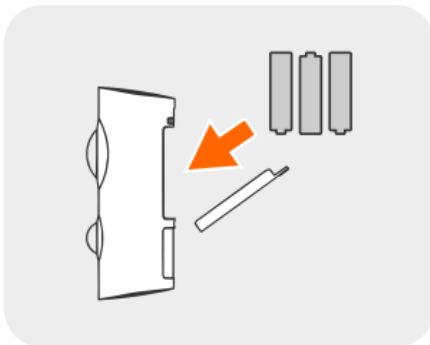


Piper Setup Instructions

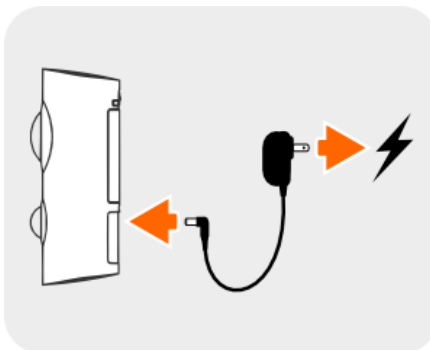
1. Detach Piper's stand



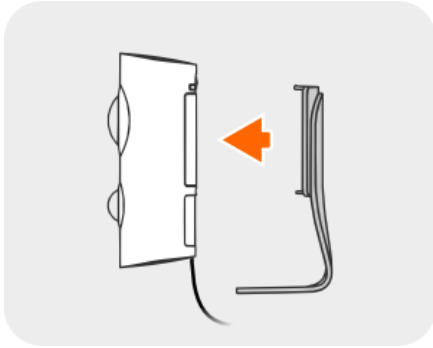
2. Open the battery door and insert the provided AA batteries for backup power. Reattach the battery door and secure it with the provided screw



3. Plug one end of Piper's power cable to the back of Piper and the other to an electrical outlet



4. Reattach Piper's stand



5. Press the power button on the back of Piper

Note: Piper's LED light will be yellow while it boots up.





6. Download the Piper app on your mobile device from getpiper.com/download





7. When Piper's LED turns blue, open the app and tap Create Account

●○○○ ROGERS  22:29 100% 

Create an Account

Sign In





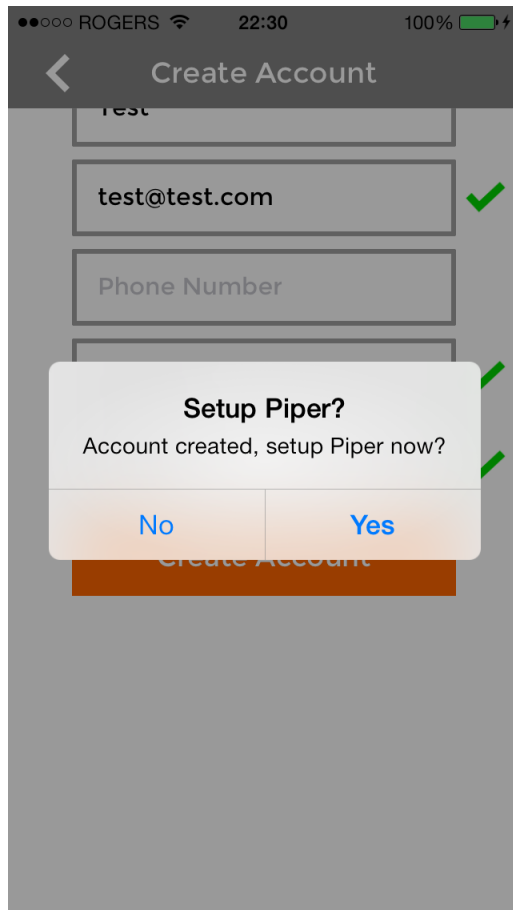
8. Fill out the form and submit it

A screenshot of a mobile application's "Create Account" screen. At the top, a dark grey header bar contains a white back arrow on the left and the text "Create Account" in white. Above the header, the status bar shows "ROGERS" with signal strength, "22:29" for the time, and "100%" battery with a full battery icon. Below the header are five white input fields with grey borders, stacked vertically: "Name", "Email Address", "Phone Number", "Password", and "Confirm Password". At the bottom of the form is a solid orange button with the text "Create Account" in white.



9. When prompted to Setup Piper, select yes

Note: You must know your Wi-Fi network name and password



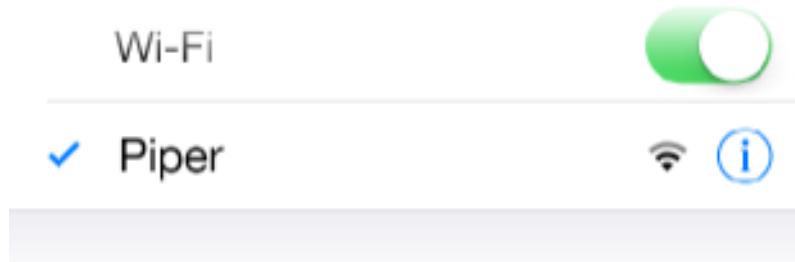


10. Run through Wi-Fi setup:

- Change your Wi-Fi network to 'Piper'
- Press the Home button, then go to Settings->Wi-Fi, and choose the 'Piper' network when it appears.

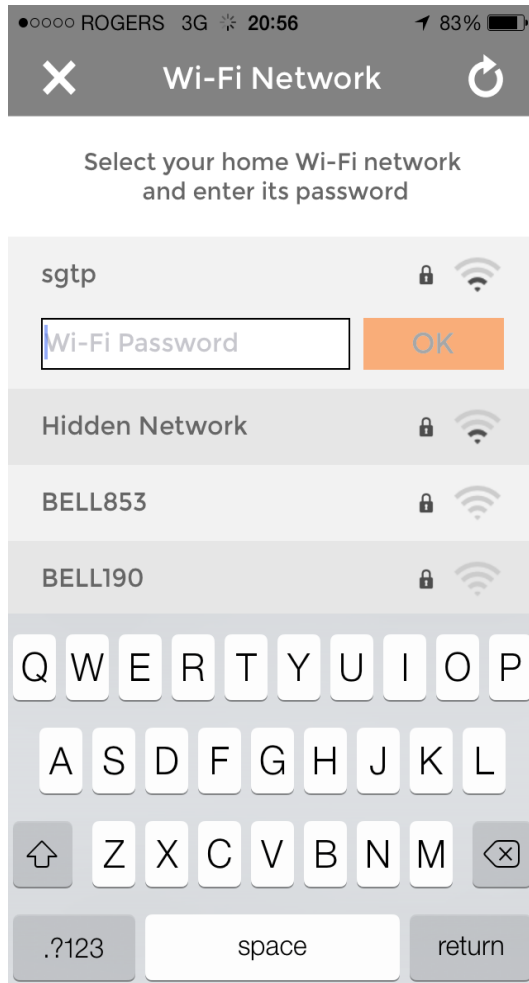


- Once the checkmark beside 'Piper' is visible, open the Piper app



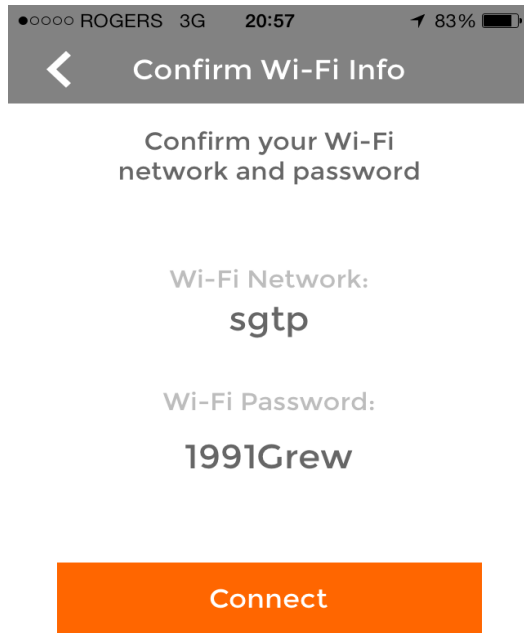


- Select your home Wi-Fi network and enter its password



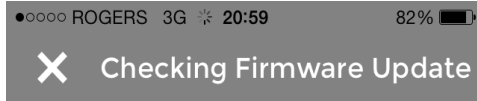


- Confirm your network settings and tap Connect





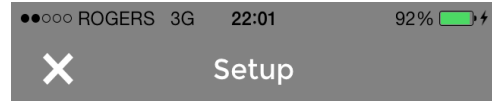
- Piper will do the rest. It will connect to your network and also check for possible firmware updates.



Checking to see if a firmware update is available. This could take several minutes.



Checking for updates...



Waiting for Piper...

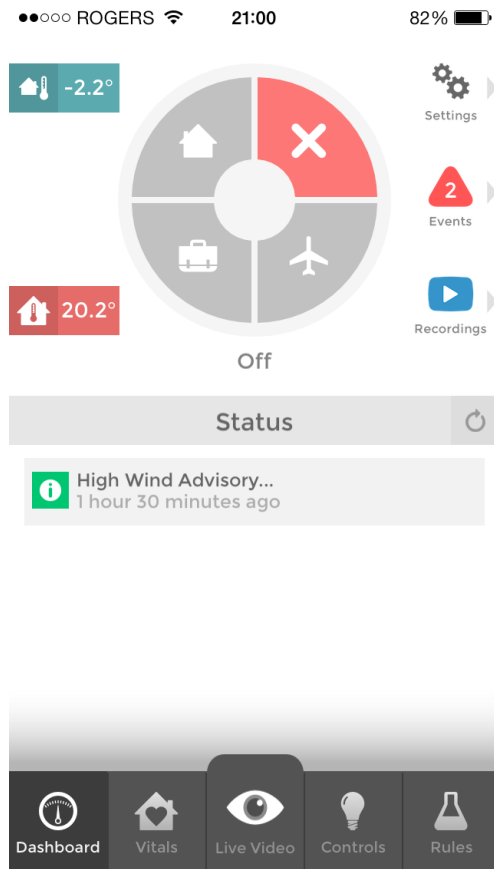


This may take a few minutes.

Submitting Wi-Fi info to Piper...Done
Connecting to WiFi...Done
Registering to cloud...Done
Opening ports...Done
Sending heartbeat...



Once the Dashboard appears, you are ready to secure your home with Piper!





Troubleshooting

Below are some steps you can take for general troubleshooting but please contact customer support as the cause of these issues can vary based on your mobile device, router and Internet connection.

Setup issues:

- Close the app completely
- Hold the power button until Piper's light goes out
- Wait 30 seconds
- Hold the power button until the light flashes Red, Off, Red, Yellow
- Once the light is Yellow release the power button and wait for the light to turn Blue, this can take a few minutes
- Once the light turns Blue Piper will announce it is ready to be set up again.

Connection issues:

- Reboot your router
- Move Piper closer to your router
- Run test at speedtest.net to verify upload speed meets minimum system requirements

Buffering:

- Reboot your router
- Reboot your Piper by holding the power button until Piper's light goes out
- Wait 30 seconds and press the power button (do not hold)
- Move Piper closer to your router