

AlarmNet 360™

Frequently Asked Questions

GENERAL																							
1. What is AlarmNet 360?	AlarmNet 360 is the next generation of AlarmNet® Direct that will dramatically streamline and simplify the way you do business. It enables you to quickly and easily create and manage accounts, register communicators, enable Honeywell Total Connect® Remote Services and program the Lyric™ Controller, Lyric Gateway, new LYNX Touch 5200 Series and 7000 control panels and peripheral devices—on any computer or mobile device. Support for other Honeywell control panels, along with panels already in the field, will be added in a phased manner.																						
2. How can I access AlarmNet 360?	You can access AlarmNet 360 directly at www.AlarmNet360.com . Alternately, you can access the platform via the Honeywell security website at www.security.honeywell.com/hsc , in the “AlarmNet Services” section under the “Solutions & Services” tab.																						
3. How do I register for AlarmNet 360?	To register for AlarmNet 360, go to the landing page of the website at www.alarmnet360.com and select the “Click here” option under AlarmNet Customer Information.																						
4. Does AlarmNet 360 replace Compass® for control panel programming?	AlarmNet 360 will not completely replace the Compass downloader tool. Compass will still be needed to program control panels not currently supported in AlarmNet 360, as well as panels that use POTS (Plain Old Telephone Service) communication. Today, AlarmNet 360 fully supports the Lyric Controller, Lyric Gateway and new LYNX Touch 5200, 5210 and 7000 Home and Business Control Systems.																						
5. How can I get trained on AlarmNet 360?	Quick Start Training Videos for frequently performed tasks are available, the platform contains “Take a Tour” explanations throughout, and a comprehensive Help Guide is available in the “Help” section located at the bottom of each page. Instructor-led training is available via our Discover Learning Management System at http://honeywelldiscovertraining.com . You can also contact your local Honeywell District Manager or Technical Training Manager for training at your location.																						
6. What platforms and browsers are supported by AlarmNet 360?	<p>Supported Browsers and Operating Systems¹</p> <table border="1"> <thead> <tr> <th>Platform</th> <th>Browser</th> <th>Compatible Versions</th> </tr> </thead> <tbody> <tr> <td rowspan="4">Windows® 7, 8 and 10</td> <td>Internet Explorer®</td> <td>9, 10, 11</td> </tr> <tr> <td>Edge for Windows® 10</td> <td>20</td> </tr> <tr> <td>Google Chrome™²</td> <td>Most recent stable version</td> </tr> <tr> <td>Firefox®</td> <td>Most recent stable version</td> </tr> <tr> <td>Mac</td> <td>Safari</td> <td>9</td> </tr> <tr> <td rowspan="3">Smart Devices</td> <td>Android™</td> <td>2.3+</td> </tr> <tr> <td>iOS</td> <td>5+</td> </tr> <tr> <td>Windows</td> <td>8.1 (IE 11)</td> </tr> </tbody> </table> <p>¹All systems must have both of the multimedia technologies listed below for Honeywell Total Connect® Remote Services. • QuickTime version 7.6 or later • Adobe Flash version 10 or later ²Video viewing via Honeywell Total Connect Video Services is not compatible.</p>	Platform	Browser	Compatible Versions	Windows® 7, 8 and 10	Internet Explorer®	9, 10, 11	Edge for Windows® 10	20	Google Chrome™ ²	Most recent stable version	Firefox®	Most recent stable version	Mac	Safari	9	Smart Devices	Android™	2.3+	iOS	5+	Windows	8.1 (IE 11)
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	iOS	5+																					
	Windows	8.1 (IE 11)																					
7. If I am a central station, can I create an account on my dealer’s behalf?	Yes, you can create an account in AlarmNet 360 for a dealer. You will do this by selecting the dealer’s company name in the “Installation For” field in the New Account window. For more information, contact AlarmNet Technical Support at (800) 323-4576 , Select Option 2, then Option 1 for Cloud Services.																						

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CONTROL PANEL AND PERIPHERAL PROGRAMMING	
<p>8. What control panels can I program via AlarmNet 360?</p>	<p>The following control panels can be programmed via AlarmNet 360:</p> <ul style="list-style-type: none"> • LYNX Touch 5200 • LYNX Touch 5210 • LYNX Touch 7000 • Lyric™ Controller • Lyric™ Gateway
<p>9. Can I use AlarmNet 360 for control panels previously programmed through Compass®?</p>	<p>Not at this time; that feature will be released in the near future.</p>
<p>10. Can I program a VISTA™ or LYNX Plus control panel via AlarmNet 360?</p>	<p>Communicators for VISTA and LYNX Plus systems can be programmed via AlarmNet 360. However, VISTA and LYNX Plus control panels are not yet supported by AlarmNet 360. You'll need to continue using Compass to program those panels until further notice.</p>
<p>11. Can I use Alarmnet 360 to program a panel that only uses POTS for communication?</p>	<p>To program a panel from AlarmNet 360, you need an AlarmNet communicator. Therefore, if you have a panel that uses POTS-only communication, you will continue to use Compass to program that panel.</p>
<p>12. How do I get to the “Show Programmed Devices” screen on AlarmNet 360?</p>	<p>Upon logging into AlarmNet 360 you will be in the programmed devices tab and can do all of the same functions as before or by accessing Devices > Device Programming from the menu.</p>
<p>13. What functionality is available remotely—without having to roll a truck?</p>	<p>There are several functions you can perform remotely on AlarmNet 360 which otherwise would require a customer site visit. Some of the key functions include the ability to:</p> <ul style="list-style-type: none"> • Make programming changes to LYNX Touch 5200/5210/7000 control panels and the Lyric Controller • Add/Modify/Remove Sensors/Zones • Add/Modify/Remove User Codes • Add/Modify/Remove Wireless Keys • Check Panel and Zone Status

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REPORTS DASHBOARD	
<p>14. What is the Reports Dashboard and what features does it provide?</p>	<p>The Reports Dashboard provides custom, interactive reports on various key performance indicators for your business. Visual charts are available that include key customer data.</p> <p>It currently works as follows:</p> <ul style="list-style-type: none"> • View the data by clicking on the charts • Download the data for each customer to a CSV file • Filter the data by dealer, central station or city/CS number
<p>15. What reports are available through the Reports Dashboard?</p>	<p>At launch, the following reports will be available as interactive charts:</p> <ul style="list-style-type: none"> • AlarmNet communication devices by technology (2G, 3G/4G, Wi-Fi®/Ethernet, etc.) • AlarmNet communication devices by product name • AlarmNet service subscriptions for all accounts • Honeywell Total Connect® Remote Services subscriptions for all accounts • Total number of Honeywell IP cameras; Z-Wave® devices such as switches, locks and thermostats; GPS tracking devices* and average number of devices per Honeywell Total Connect location <p>The tool will continue to evolve, and more report categories and features will be added on an ongoing basis.</p>
<p>16. Can I control who has access to the Reports Dashboard within my company?</p>	<p>Yes, you can control access at the employee login level by selecting the “My Company > Manage Users” page.</p>
<p>17. I am a central station. Can I get report data by each of my dealers?</p>	<p>Yes, you will be able see dashboard filtering by one or more of your dealers. You can also download the data to a CSV file.</p>
<p>18. I am a dealer. Can I get a report by each of my central stations?</p>	<p>Yes, you will be able see the dashboard filtering by one or more central stations or City/CS. You can also download the data to a CSV file.</p>

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SMART MOBILE DEVICE SUPPORT

19. Can AlarmNet 360 be accessed from my smartphone?	Yes, AlarmNet 360 has a mobile website that supports specific tasks as indicated in Question 20 below for LYNX Touch 5200, 5210 7000 systems, the Lyric™ Controller and Lyric Gateway. The URL for the mobile website is http://m.alarmnet360.com .
20. What features are supported on the AlarmNet 360 mobile website?	<p>The mobile website supports the Lyric Controller, Lyric Gateway and LYNX Touch 5200, 5210 and 7000 accounts created using the new workflow from the AlarmNet 360 website. The following features are supported on the mobile website:</p> <ul style="list-style-type: none">• New account creation for Lyric and LYNX Touch 5200, 5210, 7000 systems• Search for Lyric and LYNX Touch 5200/5210/7000 accounts using City-CS-Sub or MAC ID• Communicator programming• Customer information, panel and communicator details and services subscribed• Zone programming• User code programming• Panel and zone status• Manage the Honeywell Total Connect account for this control panel (i.e., account editing, adding devices to a Honeywell Total Connect location) <p>More details are available on the AlarmNet 360 Web and Mobile Features Chart located on the AlarmNet 360 landing page: www.alarmnet360.com and on the Honeywell Security website: www.security.honeywell.com/hsc.</p>
21. How do I access AlarmNet 360 on a smartphone to install/manage the Lyric Gateway?	There is an AlarmNet 360 app for the Lyric Gateway that can be accessed from any smart device. The AlarmNet 360 app is available for iOS and Android™.

For more information

www.AlarmNet360.com

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