

## AlarmNet® 360 Online Help Guide

### Hints for use:

- When viewing in a web browser, hit F11 to toggle full screen mode.
- Use the bookmarks panel or table of contents to jump to the desired topic. Each page header has a quick link Tab to the table of contents, and a quick link Tab to the list of AlarmNet tasks.
- When viewing on mobile devices, use the table of contents to jump to the desired topic. You may also use the page header quick links.

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## Overview

This guide explains how to use the **AlarmNet 360** online web application. AlarmNet 360 is a web based tool set for central station and dealer/installation companies to enable programming and testing of their AlarmNet communication devices and to create remote access service accounts. These tasks are easily accomplished from any PC with internet access. AlarmNet 360 enables you to perform the following:

- Search, display, and edit customer accounts.
- Add, delete, or replace communication devices, IP video, and automation devices.
- Display communication device types, their MAC IDs, and edit device information.
- Program, configure, test, and verify the status of devices.
- View, add, delete and edit user profiles.
- View a history of all AlarmNet 360 activity by company users.
- Create Total Connect accounts for your customers.
- Enables you to email AlarmNet 360 with questions or comments.

## What's New?

Reports

## Accessing AlarmNet 360

### Obtaining a Central Station Account

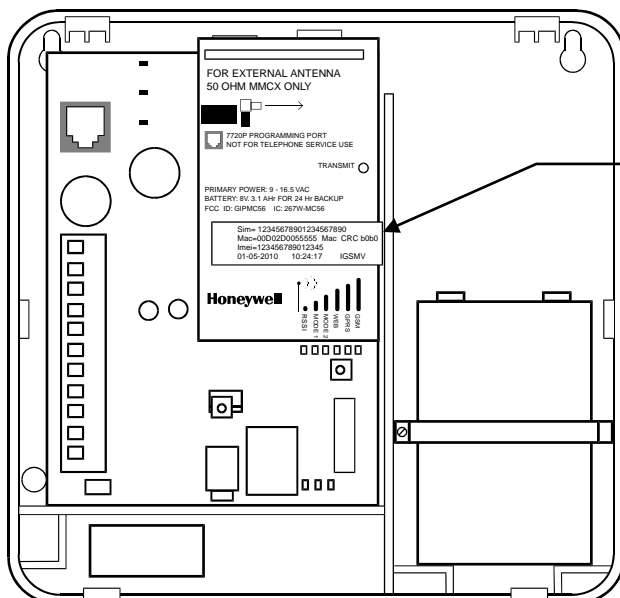
Central Stations can sign up by contacting AlarmNet Administration at 800-222-6525 and selecting option 3. (Administration hours are Monday thru Friday, 8:00 am to 5:00 pm ET)

### Obtaining a Dealer Account

Dealers must sign up online by visiting the AlarmNet 360 website:

<https://www.alarmnet360.com>

Then simply complete the Dealer Signup procedure to obtain your User Name and Password. For validation purposes you will need to provide a city and central station ID number and have the MAC and CRC number from one of your communication devices. If you do not know your AlarmNet city and central station ID number, please call your central station.



Sim= 12345678901234567890  
 Mac=00D02D005555 Mac CRC b0b0  
 Imei=123456789012345  
 01-05-2010 10:24:17 IGSMV

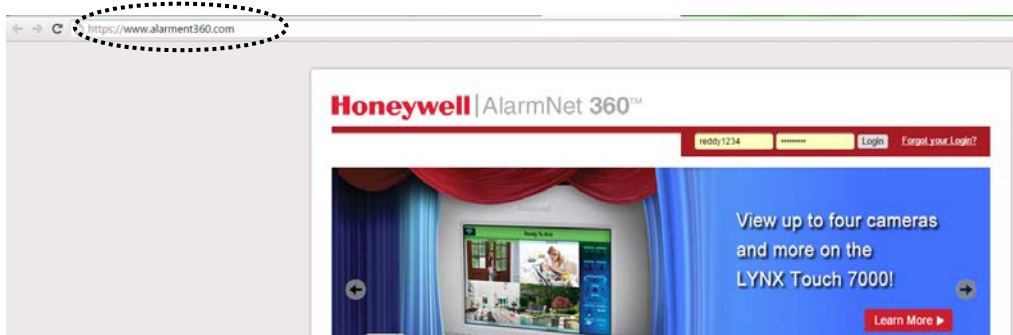
This information is also available  
on the product box.

Only one sign-up per dealer is necessary; additional log in accounts for dealer personnel must be created by the initial user. Lastly you need a computer with internet access and a web browser.

## Logging In

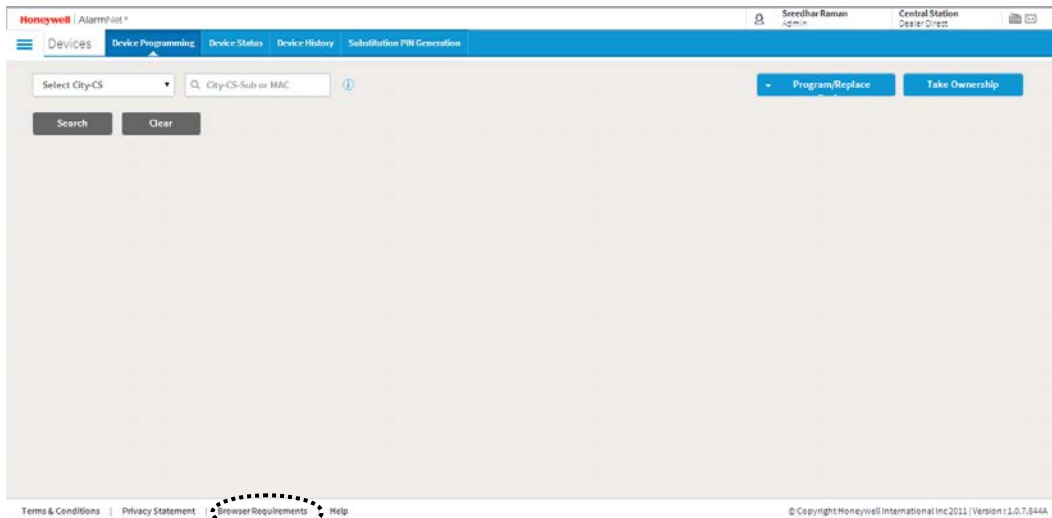
1. To access AlarmNet 360 visit the following link: <https://www.alarment360.com>

After the page loads this is a good time to create a desktop or favorites bar shortcut by positioning the cursor over the address icon, left click the mouse and drag it to the desktop or favorites bar.



2. Navigate to the AlarmNet 360 home page using either the desktop shortcut (created in the last step) or by typing the address into the browser's address field. The Login page appears.
3. Enter your **User Name**, and **Password** then press [**Login**]. The Device Status window appears.

**Note:** You can change the default landing page using the **My Company > My Profile** option.



4. Click on the **Browser Requirements** and ensure your browser meets the requirements.

## Navigating AlarmNet 360

AlarmNet 360 is easy to navigate. Navigation starts with the Tool Bar at the top.

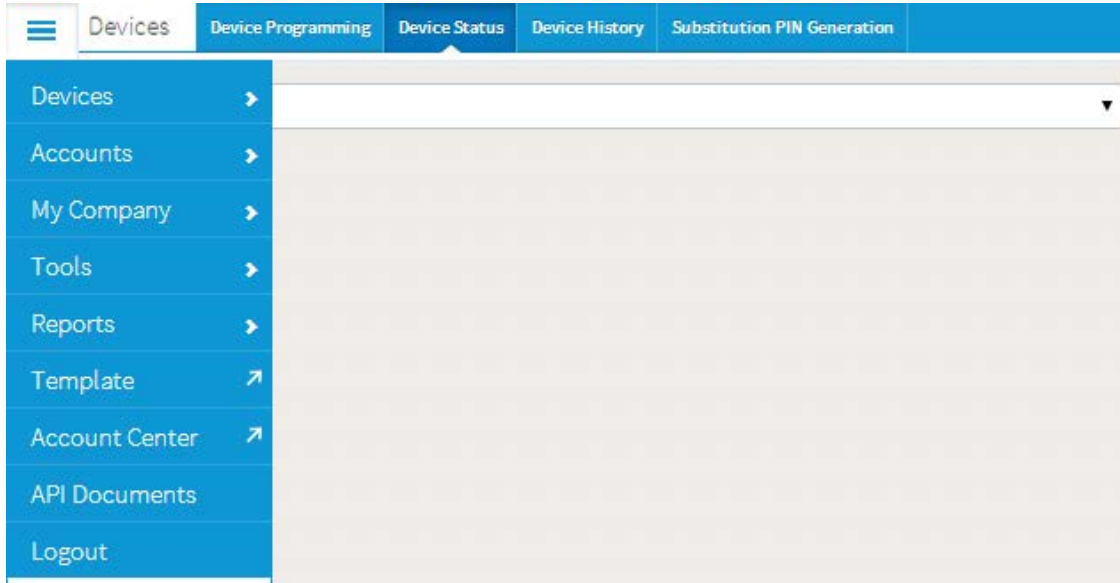
The AlarmNet 360 site is used by both the Central Station and Dealers.

**Note:** Since the Central Station has access to everything the Dealer has access to; tools such as Take Ownership of Device can also be used by the Central Station.

Further, each Central Station or Dealer can create subusers and assign Authority Levels and Features to their subusers. (See the "[Manage Users](#)" tool.)

At the tool bar, selecting a category brings up the associated tools. When a tool is selected, an information window appears where you can view, edit, add, or delete information. Some information can be printed, or saved as a file.

**Central Station Tool Bar**



<p><b>Devices</b></p> <ul style="list-style-type: none"> <li>▶ Device Programming</li> <li>▶ Device Status</li> <li>▶ Device History</li> <li>▶ Substitution PIN Generation</li> </ul>	<p><b>Accounts</b></p> <ul style="list-style-type: none"> <li>▶ View Accounts</li> <li>▶ Communication Failures</li> <li>▶ Account Generation</li> <li>▶ Account Cancellation</li> <li>▶ Manage TC 2.0 Accounts</li> </ul>	<p><b>My Company</b></p> <ul style="list-style-type: none"> <li>▶ Company Information</li> <li>▶ Dealer Services Config.</li> <li>▶ Manage Users</li> <li>▶ Web Usage</li> <li>▶ My History</li> <li>▶ My Profile</li> </ul>	<p><b>Tools</b></p> <ul style="list-style-type: none"> <li>▶ Cellular Activation/Status</li> <li>▶ Coverage Maps</li> </ul>
<p><b>Reports</b></p> <ul style="list-style-type: none"> <li>▶ Generate Reports</li> <li>▶ My Dashboard</li> </ul>	<p><b>Template</b></p>	<p><b>Account Center</b></p>	<p><b>API Documents</b></p>

## Finding the right AlarmNet tool

The AlarmNet 360 website is a collection of tools that enable you to manage communicator devices, accounts, users, check status, activate SIMs, etc.

The revised AlarmNet 360 interface is easy to navigate. It uses tool bar tabs that groups associated tools. For each tool, the workflow has been improved to naturally move you through a series of screens to complete a task.

For instance, programming communication devices is now accomplished using two wizards; [Program New Device](#) and [Replace Other Device](#). Each wizard steps you through the proper procedure so the task is done easily and completely.

Below is a table showing various tasks and where the corresponding tool is located. Lastly, the tasks are hot linked, allowing you to jump to the proper help file topic.

**Please use this table as a roadmap for finding the right tool for the task.**

Task	Location
<a href="#">account, cancellation</a>	Accounts ► Account Cancellation Option available only for Central Stations
<a href="#">Account Center, portal access</a>	Tool Bar ► Account Center (Log in, then refer to the online help)
<a href="#">accounts, editing</a>	Devices ► Device Programming (Use Action column pulldown menu.)
<a href="#">accounts, generation</a>	Accounts ► Account Generation Option available only for Central Stations
<a href="#">account reports, generate</a>	(central station) Tool Bar ► Reports. (dealer) Tool Bar ► Reports
<a href="#">account, view</a>	Accounts ► View Accounts
<a href="#">automation devices, TUX series, adding</a> (use this when adding to an existing system)	(central station) Accounts ► Manage TC 2.0 Accounts (dealer) Accounts ► Manage TC 2.0 Accounts
<a href="#">automation devices, TUX series, enrolling</a> (use this when TUX will stand alone)	Devices ► Device Programming ► Program/Replace Device
<a href="#">automation devices, TUX series, replacing</a>	Devices ► Device Programming ► Program/Replace Device
<a href="#">AlarmNet billing, payment</a>	Tool Bar ► Account Center (Log in, then refer to the online help) Option available only for Central Stations
<a href="#">API documents, request for</a>	Tool Bar ► API Documents
<a href="#">cancelling accounts</a>	Accounts ► Account Cancellation Option available only for Central Stations
<a href="#">communication failures</a>	Accounts ► Communication Failures Option available only for Central Stations
<a href="#">company information, manage</a>	My Company ► Company Information
<a href="#">coverage maps</a>	(central station) Utilities ► Coverage Maps (dealer) Utilities ► Coverage Maps
<a href="#">customer notifications</a>	Tool Bar ► Customer Notification
<a href="#">dealer services, enable remote &amp; video serv.</a>	My Company ► Dealer Services Config. Option available only for Central Stations
<a href="#">device, history</a>	Devices ► Device History
<a href="#">device, program new</a>	Devices ► Device Programming ► Program/ Replace Device
<a href="#">device, replace</a>	Devices ► Device Programming ► Program/ Replace Device
<a href="#">device, show programmed devices</a>	Devices ► Device Programming
<a href="#">device, status</a>	Devices ► Device Status
<a href="#">device, substitution PIN generation</a>	Devices ► Substitution PIN Generation Option available only for Central Stations

Task	Location
<a href="#">device, take ownership</a>	(central station) Devices ► Device Programming, then at the blue tool bar, select Take Ownership. (dealer) Devices ► Device Programming ► Take Ownership
<a href="#">editing, account</a>	Devices ► Device Programming
<a href="#">IP devices (TC1), adding, editing, deleting</a>	Devices ► Device Programming
<a href="#">IP devices (TC2), adding, editing, deleting</a>	(central station) Accounts ► Manage TC 2.0 Accounts (dealer) Accounts ► Manage TC 2.0 Accounts
<a href="#">notifications, customer</a>	Tool Bar ► Customer Notification
<a href="#">ownership of device, task</a>	(central station) Devices ► Device Programming ► Take Ownership. (dealer) Devices ► Device Programming ► Take Ownership
<a href="#">PIN generation, substitution</a>	Devices ► Substitution PIN Generation Option available only for Central Stations
<a href="#">program new device</a>	Devices ► Device Programming
<a href="#">reports, account, generate</a>	(central station) Tool Bar ► Reports. (dealer) Tool Bar ► Reports
<a href="#">resetting the TC2 account username, email or password</a>	(central station) Accounts ► Manage TC 2.0 Accounts (dealer) Accounts ► Manage TC 2.0 Accounts
<a href="#">SIM, activation/status</a>	Utilities ► SIM Activation/Status
<a href="#">TC1 account, edit, delete</a>	Devices ► Device Programming (Use Action column pulldown menu.)
<a href="#">TC2 accounts, manage, edit, delete</a>	(central station) Accounts ► Manage TC 2.0 Accounts (dealer) Accounts ► Manage TC 2.0 Accounts
<a href="#">TC2 accounts, reset username, email, or password</a>	(central station) Accounts ► Manage TC 2.0 Accounts (dealer) Accounts ► Manage TC 2.0 Accounts
<a href="#">TUX series automation devices, adding (use this when adding to an existing system)</a>	(central station) Accounts ► Manage TC 2.0 Accounts (dealer) Accounts ► Manage TC 2.0 Accounts
<a href="#">TUX series automation devices, enrolling (use this when TUX will stand alone)</a>	Devices ► Device Programming ► Program/ Replace Device
<a href="#">TUX series automation devices, replacing</a>	Devices ► Device Programming ► Program/ Replace Device
<a href="#">users, manage</a>	My Company ► Manage Users
<a href="#">users, my history</a>	My Company ► My History
<a href="#">users, my profile</a>	My Company ► My Profile
<a href="#">users, web usage</a>	My Company ► Web Usage
<a href="#">video device configuration (use to configure TC1 or TC2 devices)</a>	Devices ► Device Programming



## Tools

Each tool will be discussed in the order they appear on the Tool Bar.

### DEVICES ► Device Status (central station)

This tool enables you to quickly check the status of a particular AlarmNet communication device.

Find the device by performing a search. You can search by entering the City code, Central Station and Subscriber number, or you can search by MAC. Enter the data and click the **Search** button. A detailed status screen for the device is then displayed.

89-05 Dept 17364715 / Phil Ferro x 5520 - Data Center Black Bc

City-CS-Sub or MAC

Search Clear

#### Current Status of Device

City-CS-Sub	MAC	CRC
Device Type	Radio Version	Supervision
Last status check-in @	Next status check-in @	Last Registered Date
Subscriber Status	Current Supervision State	

#### Subscriber Address Information

Name of the Subscriber Dealer  
Address  
City State  
Phone Number

Edit Subscriber

#### Alarm History

MAC	Heard on (GMT)	Alarm	Description	Origin
1	2014-11-20 21:40:16	E33900903	E-339-Exp. Module Power On / Reset	Ethernet
2	2014-11-20 13:36:03	E40601002	E-406-Cancel	Ethernet
3	2014-11-20 13:35:56	R12301007	R-123-Audible	Ethernet
4	2014-11-20 13:35:49	E12301007	E-123-Audible	Ethernet
5	2014-11-20 13:28:41	E40601002	E-406-Cancel	Ethernet
6	2014-11-20 13:28:34	R12301007	R-123-Audible	Ethernet
7	2014-11-20 13:27:44	E12301007	E-123-Audible	Ethernet
8	2014-11-20 13:26:19	E40601002	E-406-Cancel	Ethernet
9	2014-11-20 13:26:12	R12301007	R-123-Audible	Ethernet
10	2014-11-20 13:25:18	E12301007	E-123-Audible	Ethernet
11	2014-11-20 12:53:22	E33900903	E-339-Exp. Module Power On / Reset	Ethernet
12	2014-11-20 12:32:07	E33900903	E-339-Exp. Module Power On / Reset	Ethernet

Download Alarms View 1 - 50 of 813

#### QOS Data

Received on (GMT)	Line(V)	Batt.(V)	Net.	Rcr.Lvl	Min Sig.	Max Sig.
2014-11-20 21:41:29	N/A	N/A	N/A	N/A	N/A	N/A

**Ping Commands**  
 Test Alarm  
 Test Alarm (Ethernet)  
 Test Alarm (Cell)  
 Register  
 Reset  
 (Choices are dependent on the device.)

Show device status.

All detailed information is grouped in subcategories and are described below.

**Current Status of the Device:**

This includes; MAC number, CRC, Device (communication type), Device Type (such as IGSMV4G), and Radio Version.

**Subscriber Status:**

**New** – The account has not been registered.

**Active** – The device has been activated in AlarmNet.

**Partially Cancelled** – The account number is ready for re-use.

**Full Cancelled** – The account number has been shutoff and cannot be re-used until changed to Partially Cancelled.

**Last Registered Date:** Displays the date and time the account was last registered.

**Supervision:** Indicates the supervision window of the device.

For example:

US UL LINE SEC	[5 minute supervision]	WEEKLY	[7 day supervision]
CN UL LINE SEC	[3 minute supervision]	MONTHLY	[30 day supervision]
DAILY	[24 Hour supervision]	NO SUPERVISION	

**Last Status Check IN:** Last Date and Time the device checked in.

**Next Status Check IN:** Next scheduled check-in Date and Time.

**Current State:** Shows the condition of the Subscriber. NORMAL, or COMM FAIL [Communication Failure]

**Ping Commands:** These commands will depend on the device. This drop-down field allows you to send a command to a GSM type device. [Commands marked with \*\* are limited to; 2 every 24hrs per account.] After making your choice, click **Ping**.

**QOS (Status)** – Sends a command to have the GMS device report QOS status. (GSM type devices only.)

**Test Alarm** – Sends a command forcing the device to send a test message of 555555559 to the central station. (Devices with Ethernet and GSM: it will try Ethernet first. If Ethernet is not available, it will try GSM.)

**Test Alarm (Wired Ethernet)\*\*** – Sends a command using the Ethernet to force the device to respond with a test message of 555555559 to be delivered to the central station. (For Internet devices only.)

**Test Alarm (Cell)\*\*** – Sends a command using GSM to force the device to respond with a test message of 555555559 to be delivered to the central station. (For GSM devices only.)

**Register** – This command appears for certain users only. It forces the device to register or re-register on the AlarmNet Network. (For GSM Devices only.)

**Reset** – This command appears for certain users only. It forces the device to reset and power up. A 5551 5555 6 will be sent to the central station. (For GSM devices only.)

#### Current Status of SIM

The basic information associated with the SIM. Its history can be accessed by clicking the “View SIM History” button.

#### Subscriber Address Information

The basic information associated with the subscriber and device location. This information can be edited by clicking the “Edit Subscriber” button.

#### Sticky Notes

Enables you to attach notes to this device or user as needed.

#### Alarm History

Displays the Alarms from the device and gives the ability to download the last 30 days of information if needed.

**QOS Data (Quality of Service)**

Shows basic information about the signal levels and input voltages of the device. (only available on AlarmNet GSM type devices.)

Network	Good	OK	Marginal	Bad
2G	-20 dBm to -89 dBm	-90 dBm to -98 dBm	-99 dBm to -104 dBm	-105 dBm and under
3G /4G	-20 dBm to -90 dBm	-91 dBm to -100 dBm	-101 dBm to -106 dBm	-107 dBm and under

**Received on (GMT)** – The date and time that the quality of service message came into the node. It is expressed as month/day/year and hour: minutes: seconds. The time is based on Greenwich Mean Time and is displayed in 24-hour military time.

**Line (V)** – This quantity represents the instantaneous DC voltage within the radio after the input power has been rectified; we are not measuring the voltage at the input terminals. This quantity is dependent on which wall transformer is used but is typically between 10.5 and 26 volts.

AC input: The QOS voltage will be approximately 1.414 times the input voltage.

DC input: The QOS voltage will be approximately the same as the input voltage.

**Battery (V)** – This quantity represents the voltage of the battery backup in the device at the instant the QOS data was sent. This quantity expresses an under load value that should reside above 6.0 volts to be considered normal.

**Net.** – Indicates the communication network used.

**Receiver Level** – The instantaneous relative level of the strength of the signal at the receiver at the time the data was transmitted. (Range: -150dBm to -10dBm, stronger)

**Min Signal** – The lowest relative level of the strength of the signal at the receiver since the last check in message was transmitted. (Range: -150dBm to -10dBm, stronger)

**Max Signal** – The highest relative level of the strength of the signal at the receiver since the last check in message was transmitted. (Range: -150dBm to -10dBm, stronger)

**DEVICES ► Device History (central station)**

This tool is useful when you want the device history. Use the Time Period drop-down menu to choose the range, enter the City-CS-Sub information, and click **Search**. You can also filter the displayed information using the Action drop-down menu.

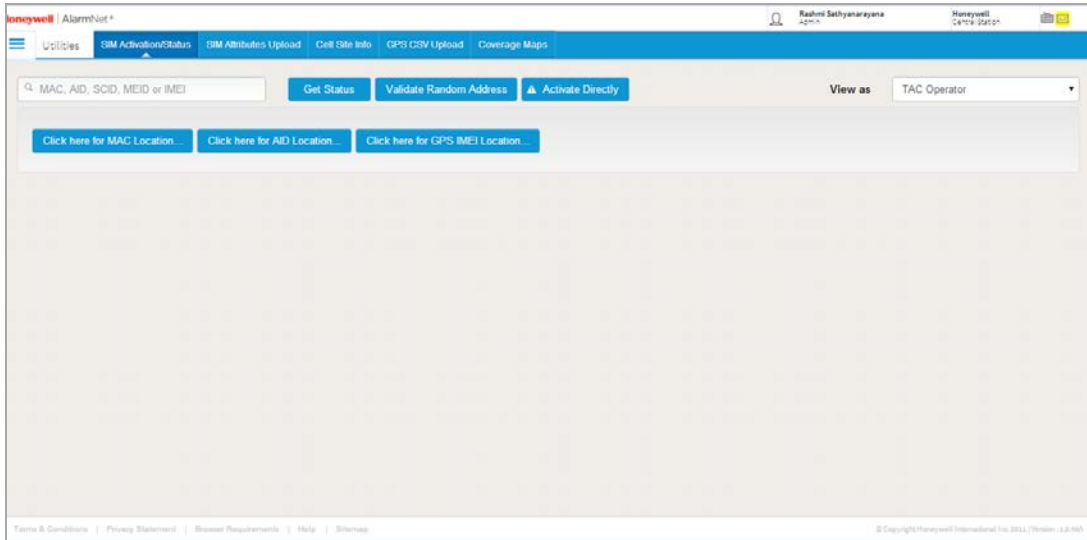
Show device history.

Time (GMT)	Action	User	City	CS	Sub	MAC	IP
2014-11-26 08:51:54	Status Requested	[REDACTED]				[REDACTED]	103.232.224.249
2014-11-26 08:50:55	Status Requested	[REDACTED]				[REDACTED]	103.232.224.249
2014-11-26 08:49:49	Status Retrieved	[REDACTED]	89	05	2399	[REDACTED]	103.232.224.249
2014-11-26 08:49:49	Status Requested	[REDACTED]				[REDACTED]	103.232.224.249

**DEVICES ► SIM Activation/Status (central station and dealer)**

This tool enables you to view the status of a SIM (Subscriber Identity Module) for a particular GSM or i-GSM series communication device or to activate the SIM. The SIM must be activated in order for the security system to report to AlarmNet.

Note, the SIM is activated when using the "Utilities" tool presented later in this guide. By default, all the SIMs are pre-activated at the factory.



1. Start by checking if the SIM is already activated.
2. In the MAC or AID field, enter the number. (Choose MAC for a SIM; or choose AID for the VISTA-GSM module used with the VISTA-21iP control panel.) Then click **Get Status**.
 

**NOTE:** The SIMs used in the Canadian modules are all pre-activated.
3. If the SIM is already activated, its Current State will show it as SIM is activated (in green).
4. If the SIM is not activated, under Provision SIM, enter the CRC (or AID), and notification email so AlarmNet can notify you when the SIM is activated. Then click **Activate**, a confirmation screen appears.
5. When you receive notice the SIM is activated, you will be asked to complete the process by:

To complete the activation process for mac number (00D02Dxxxxxx) please do the following:

- 1) Power-Cycle the device by removing the input power and battery.
- 2) Apply input power and plug in the battery.

To program and register the radio logon to <https://www.alarmnet360.com>, or use a 7720p programmer, or call AlarmNet Technical Support at 800-222-6525:

Select 'Technical Support'(Option #1) followed by 'Alarmnet GSM Device Activation/Registration'(Option #1) or for Lynx Touch, use the touch screen 'program radio' screen.

Monday-Friday 8:00amET to 10:00pmET, and Saturdays 9:00amET - 5:30pmET.

If device is already programmed, registration can be completed as follows:

- \* Triple clicking the tamper switch on the device.
- \* Using a 7720P programmer, press the SHIFT key then the UP ARROW key.
- \* For Lynx Touch, use the touch screen registration command.

## DEVICES ► Substitution PIN Generation (central station)

This tool enables you to generate a substitution PIN for communication devices when replacement is required. It provides an easy method to transfer the old device City, CS, and Subscriber number to the new device.

Read the on-screen instructions, then fill in the fields.

### Substitution Pin Generation

Primary City-CS-Sub

Is Dual Reporting?

Get PIN

Upon completion, click **Get PIN**.

## ACCOUNTS ► View Accounts (central station)

This tool enables you to view accounts. Fill in the **Start Range** and **End Range** fields. You can further filter the search by using the Select Services and Select Registration Status check boxes.

Note there are security restrictions on what accounts a user can view. These restrictions are as follows:

**SuperUser, or Manager** – Has access to all the accounts for their company at all branch locations.

**Branch Manager, or Branch User** – Has access only to those accounts the user has been authorized to view.

89-05 Honeywell International, Inc.

Start Range End Range Search Clear

**Select Services**

Unassigned  Alarmnet A  Alarmnet I

Video Svcs

**Select Registration Status**

New  Partially Cancelled  Full Cancelled

Active  Video Svcs

Check All and Toggle buttons.

	City	CS	Sub #	MAC #	Service #	Registration Status #
1	89	05	0000		Alarmnet I	Active since 2003-05-29 13:23:23 GMT
2	89	05	0001	N/A	Video Svcs	Video Svcs since 2013-09-13 15:22:44 GMT
3	89	05	0010		Alarmnet I	Active since 2013-09-23 20:58:00 GMT
4	89	05	0015		Alarmnet I	Active since 2008-02-13 16:24:53 GMT
5	89	05	0016	N/A	Video Svcs	Video Svcs since 2013-03-16 06:34:14 GMT
6	89	05	0017	N/A	Video Svcs	Video Svcs since 2010-05-13 19:33:41 GMT
7	89	05	0080	N/A	Video Svcs	Video Svcs since 2011-05-25 11:53:46 GMT
8	89	05	0081	N/A	Video Svcs	Video Svcs since 2010-05-27 14:30:18 GMT
9	89	05	0082	N/A	Video Svcs	Video Svcs since 2011-04-12 12:13:16 GMT
10	89	05	0098		Alarmnet I	Active since 2014-10-14 10:38:34 GMT
11	89	05	0099	N/A	Video Svcs	Video Svcs since 2014-08-04 14:42:08 GMT

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Upon completion, click **Submit**. The search results are displayed.

The search results can be further sorted by clicking the Sub, MAC, Service and Registration Status column heads. The resultant sorted data can also be downloaded as a .csv (comma separated values) file for use by a spreadsheet.

For any particular account, detailed information can be displayed by double clicking the account's Sub number. An account details pop-up window appears.

Terms . . .	Definition
<b>Start/End Range</b>	Filter the search by specifying a range of values to limit the subscriber numbers in the results. Enter a <u>Starting Range</u> value or <u>End Range</u> value, or <u>both</u> . Note, the End Range must be greater than the Starting Range.
<b>Select Services</b>	Filter the search by using the check boxes to select the service type.
<b>Select Registration Status</b>	Filter the search by using the check boxes to select the account status. <b>New</b> – Account number is not currently associated with any devices and is ready for use. <b>Cancelled, service removed (Partial)</b> – The device has been cancelled by the central station and is no longer connected to the network. A new device may be registered to this account at any time. <b>Cancelled, still installed (Full)</b> – The device has been cancelled by the central station but may still be powered and transmitting. A new device may be registered to this account after submitting a cancellation as “Removed from Service”, and then confirming that status has been changed on AlarmNet 360. <b>Active</b> – The device is actively using the network and may be billed. <b>Video Svcs</b> – All the account number appearing (in the color black) indicates it is a video service account.

Terms . . .	Definition
<p><b>Account Details pop-up window</b></p>	<p>Double clicking the account's Sub number causes a details pop-up window to appear.</p> <ul style="list-style-type: none"> <li>• The pop-up window will close after 5 minutes. If the pop-up is refreshed or any work is done in the pop-up window, it will reset the time to close back to 5 minutes.</li> <li>• If the browser window is closed without logging out, ensure all pop-up windows are closed to log off the session. If no action is taken the pop-ups will close after 5 minutes.</li> <li>• Closing the browser may not always log the user off the session. <b>The user should always explicitly log out and not just close the browser window.</b></li> </ul>
	<p><b>Pop-Up Window for; "A" type service</b> No information will be transferred if the user navigates to another page.</p> <p><b>Pop-up Window for; I, or Video Svcs</b> If the user navigates to Device Status, Programmerless Registration, or Substitution Pin Generation, the information will be filled out with the selected account information derived from clicking <b>Details</b> or the last pop-up the user was working with for I, or Video Svcs service only.</p> <p>If the user clicked on <b>Details</b> and navigates to another page and then returns back to the View Accounts web page, all search criteria will be remembered on the View Accounts page, if the user continues working with the same account during the entire process.</p> <p>If the user starts off in Device Status, Programmerless Registration, Substitution Pin Generation, or Outages, select a valid account to work with, then navigates to View Accounts. Search criteria for the account will be set up automatically.</p>

**AlarmNet Service Types**

The information below lists the Communication Device along with the applicable AlarmNet service type.

<p><b>AlarmNet – A</b> 7720 series (1 way) 7820 series (1 way) 7920 series (2 way)</p>	<p><b>AlarmNet – I</b> GSMV, IGSMV, GSMV4G, IGSMV4G GSMV-EX GSMHS, IGSMHS, IGSMHS4G GSMX, GSMX4G GSMCF, IGSMCF IGSMCFP4G IPGSM-COM, IPGSM-DP, and IPGSM-DPC series IPGSM-4G  ILP5, GSMVLP, GSMVLP5, GSMVLP4G, GSMVLP54G 7845GSM, 7845i-GSM, and 7845i-ent series 7847i 7810PC 8132i (Symphony) <b>Note:</b> Information above also applies to the Canadian product equivalents.</p>
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**ACCOUNTS ► Communication Failures (central station)**

This tool enables you to view which devices are experiencing communication failures.

	City	CS	Sub	MAC	Comm. Fail since (GMT)
1	89	05	0128	[REDACTED]	2014-12-13 06:18:01
2	89	05	2404	[REDACTED]	2014-12-13 05:26:07
3	89	05	0224	[REDACTED]	2014-12-11 19:46:10
4	89	05	0203	[REDACTED]	2014-12-10 22:28:10
5	89	05	0324	[REDACTED]	2014-12-08 13:08:50
6	89	05	0323	[REDACTED]	2014-12-06 21:45:19
7	89	05	2380	[REDACTED]	2014-12-06 14:25:27
8	89	05	0408	[REDACTED]	2014-12-03 15:24:27
9	89	05	2008	[REDACTED]	2014-11-29 19:10:55
10	89	05	2555	[REDACTED]	2014-11-26 11:16:15
11	89	05	2557	[REDACTED]	2014-11-23 16:51:03
12	89	05	2375	[REDACTED]	2014-11-22 02:42:36
13	89	05	2369	[REDACTED]	2014-11-15 18:16:42
14	89	05	2347	[REDACTED]	2014-11-15 07:14:03
15	89	05	1211	[REDACTED]	2014-11-12 21:05:14
16	89	05	2360	[REDACTED]	2014-11-07 04:26:38
17	89	05	2362	[REDACTED]	2014-11-05 19:38:34
18	89	05	2367	[REDACTED]	2014-11-04 16:21:08
19	89	05	0010	[REDACTED]	2014-11-02 21:13:25
20	89	05	2024	[REDACTED]	2014-10-22 09:04:43
21	89	05	2370	[REDACTED]	2014-10-20 20:26:05
22	89	05	2365	[REDACTED]	2014-10-16 17:29:06

Make your selections from the drop-down field. Upon completion, click **Search**. A listing of all communication devices that experienced failures will be listed.

For any particular account, detailed information can be displayed by clicking the account's Sub number. A device information details pop-up window appears.

✕

### Current Status of Device

City-CS-Sub [REDACTED]	MAC [REDACTED]	CRC 2D2E
Device Type Lynx Touch-WIFI	Radio Version 5.2.4	Supervision MONTHLY
Last status check-in @ 2014-11-12 22:17:08 GMT	Next status check-in @ 2014-12-19 08:18:01 GMT	Last Registered Date 2012-05-09 14:27:53 GMT
Subscriber Status Active since 2012-05-09 14:27:53 GMT	Current Supervision State Comm Fail	

### Subscriber Address Information

Name of the Subscriber	Dealer ID	Reference ID
Address		
City	State	Zip Code
Phone Number		
<div style="border: 1px dashed black; padding: 5px; display: inline-block;"> <span style="background-color: #0070C0; color: white; padding: 5px 15px; border-radius: 3px;">Edit Subscriber</span> </div>		

### Ping Commands

- QOS
- Test Alarm
- Test Alarm (Ethernet)
- Test Alarm (Cell)
- Register
- Reset
- Software Version Request

Ping

OK



## ACCOUNTS ► Account Generation (central station)

This tool enables you to generate a new Subscriber account or range of subscriber accounts for distribution to a dealer.

Enter the data as required. Upon completion, click **Submit Request**. The request is sent to AlarmNet; when approved the new account numbers will appear for the central station.

The information below lists the Communication Device along with the applicable AlarmNet service type.

### AlarmNet – I

GSMV, IGSMV, GSMV4G, IGSMV4G

GSMV-EX

GSMHS, IGSMHS, IGSMHS4G

GSMX, GSMX4G

GSMCF, IGSMCF

IGSMCFP4G

IPGSM-COM, IPGSM-DP, and IPGSM-DPC series

IPGSM-4G

ILP5, GSMVLP, GSMVLP5, GSMVLP4G, GSMVLP54G

7845GSM, 7845i-GSM, and 7845i-ent series

7847i

7810PC

8132i (Symphony)

**Note:** Information above also applies to the Canadian product equivalents.

## ACCOUNTS ► Account Cancellation (central station)

This tool enables you to cancel Subscriber accounts. When selected, the [Account Cancellation](#) form appears, allowing you to cancel one account or multiple accounts using a batch file.

To proceed, you must enter the required details and then click **Submit Cancellation**.

1. Enter the information for the account to be cancelled.
2. Read each cancellation option and choose the appropriate option.
3. Click **Submit Cancellation**. The request is sent to AlarmNet, and billing is stopped. All of the associated data will be deleted and the SIM card will be deactivated after 30 minutes.
4. For multiple cancellations, submit the accounts as a batch file. Click **Browse**, and navigate to your batch file.
5. Click **Submit Cancellation**. The request is sent to AlarmNet, and billing is stopped.

**For information on creating batch files see the next topic.**

**Creating Batch Files for Multiple Account Cancellations**

1. Create the batch file by using either a spreadsheet or text editor such as "Notepad" to create the batch file.

**For a spreadsheet, use the following format.**

63	10	1234	P
63	10	1235	P
63	10	1236	F
63	10	1237	F

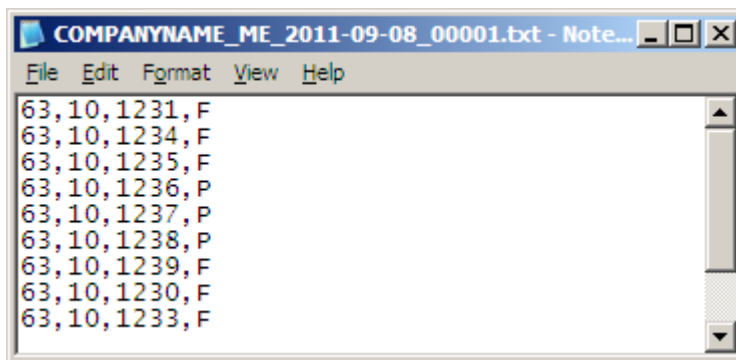
City      ↖      ↖      ↖      ↖

CSID      ↖      ↖      ↖      ↖

Subscriber #      ↖      ↖      ↖      ↖

Type of cancellation, use:  
 P = for transmitters removed from service.  
 (partial cancel)  
 F = for transmitters that are still installed.  
 (full cancel)

**For Notepad, separate the numbers by a comma and do not use spaces.**



2. If using a spreadsheet save the file as a **.CSV** file, or if using Notepad save the file as a **.TXT** file. The file name must be unique for each submission. If you create more than one file, increment the file number. Use the following file naming convention.

COMPANYNAME\_ME\_2011-09-08\_00001

COMPANYNAME\_ME\_2011-09-08\_00002

**ACCOUNTS ► Coverage Maps (central station and dealer)**

This tool enables you to display coverage maps for AlarmNet A, and G networks. Various search criteria are available.

Choose the search criteria and click **Submit Request**, or click the area for a particular network. The resulting map can be zoomed in by clicking the desired area.

**MY COMPANY ► My Profile (central station and dealer)**

This tool enables you to edit your profile.

Edit your profile and click **Update**.

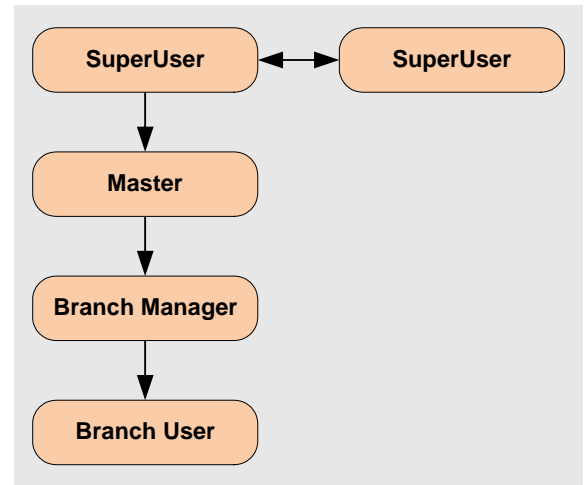
**MY COMPANY ► Manage Users (central station and dealer)**

This tool enables you to add users, assign features to users, and edit their profiles.

**User Authority Levels**

There are five user authority levels in AlarmNet, and each can be given different features they can invoke. The different authority levels follow the security restrictions below:

1. If a higher level attempts to edit a lower level, where the lower level profile has features enabled that the higher-level profile does not have, editing is prevented. This prevents a person from gaining access to features that have not been assigned to that person.
2. If a Branch Manager attempts to edit a Branch User, where the Branch User has authorization to accounts the Branch Manager does not have, editing is prevented. This prevents a Branch Manager from getting authorization to accounts that have not been assigned to the Branch Manager.
3. A higher level can only assign features that they possess.



The chart below provides detailed information for each authority level.

**SuperUser**

1. Has authority to *“Create, Disable and Modify”* others at the Same or Lower Levels: SuperUser, Master, Branch Manager, and Branch User.
2. Only other SuperUsers can *“Create, Disable and Modify”* another SuperUser.
3. Has account authorization for the entire company, covering all branches.
4. Can assign account authorizations for Branch Manager and Branch User.
5. Features that can be turned on for same/lower levels, only if they have been enabled for you.
  - Account Cancellation – Cancellation Feature
  - Account Generation – Generation Feature
  - Device Status Info and Ping Commands
  - Device Status Info
  - Enable: Daily Supervision Rate (for Device Status and Programmerless Registration)
  - Enable: Monthly Supervision Rate (for Device Status and Programmerless Registration)
  - Manage Users – *“Create, Disable and Modify”* (not available to be assigned for Branch User)
  - Programmerless Registration
  - Substitution Pin Generation
  - View Accounts
  - View/Download Reports

**Master**

1. Has authority to *“Create, Disable and Modify”* others at Lower Levels: Branch Manager, Branch User.
2. Has account authorization for the entire company, covering all branches.
3. Can assign account authorizations for Branch Manager and Branch User.
4. Features that can be turned on for same/lower levels, features can be assigned by you only if they have been enabled for you.
  - Account Cancellation – Cancellation Feature
  - Account Generation – Generation Feature
  - Device Status Info and Ping Commands
  - Device Status Info
  - Enable: Daily Supervision Rate (for Device Status and Programmerless Registration)

- Enable: Monthly Supervision Rate (for Device Status and Programmerless Registration)
- Manage Users - *"Create, Disable and Modify"* (not available to be assigned for Branch User)
- Programmerless Registration
- Substitution Pin Generation
- View Accounts
- View/Download Reports



### Branch Manager

1. Has authority to *"Create, Disable and Modify"* others at Lower Levels: Branch User.
2. Have account authorizations that are assigned by Higher Levels: SuperUser and Master.
3. Can assign account authorizations for Branch User, but only those accounts that have been authorized for you.
4. Features that can be turned on for same/lower levels, features can be assigned by you only if they have been enabled for you.
  - Account Cancellation – Cancellation Feature
  - Account Generation – Generation Feature
  - Device Status Info and Ping Commands
  - Device Status Info
  - Enable: Daily Supervision Rate (for Device Status and Programmerless Registration)
  - Enable: Monthly Supervision Rate (for Device Status and Programmerless Registration)
  - Manage Users - *"Create, Disable and Modify"* (not available to be assigned for Branch User)
  - Programmerless Registration
  - Substitution Pin Generation
  - View Accounts
  - View/Download Reports



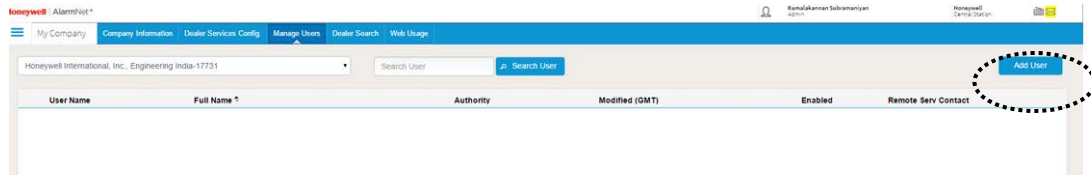
### Branch User

1. Have account authorizations that were assigned by Higher Levels: SuperUser, Master and Branch Manager.
2. Features that are available for the Branch User are as follows:
  - Account Cancellation – Cancellation Feature
  - Account Generation – Generation Feature
  - Device Status Info and Ping Commands
  - Device Status Info
  - Enable: Daily Supervision Rate (for Device Status and Programmerless Registration)
  - Enable: Monthly Supervision Rate (for Device Status and Programmerless Registration)
  - Programmerless Registration
  - Substitution Pin Generation
  - View Accounts
  - View/Download Reports

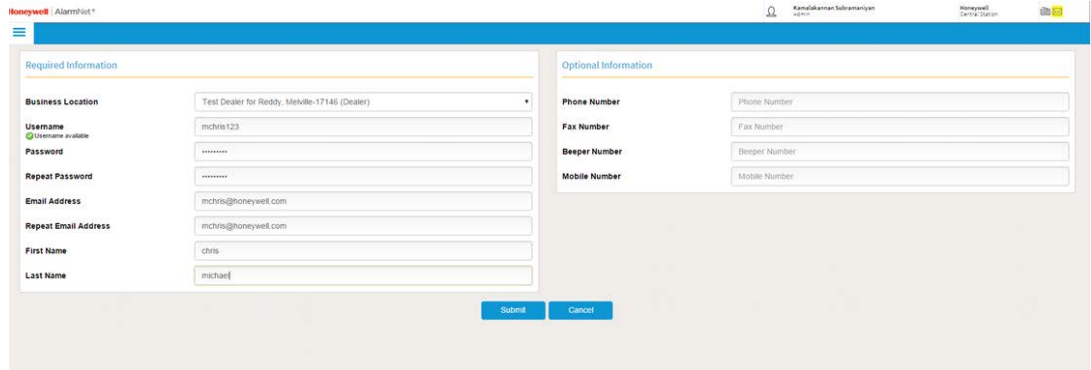
### Adding a user

1. Use the drop-down field to select the business location.





2. Click **Add User**. An information form appears.



3. Fill in all the fields and click **Submit**. A confirmation message appears, click **OK**.

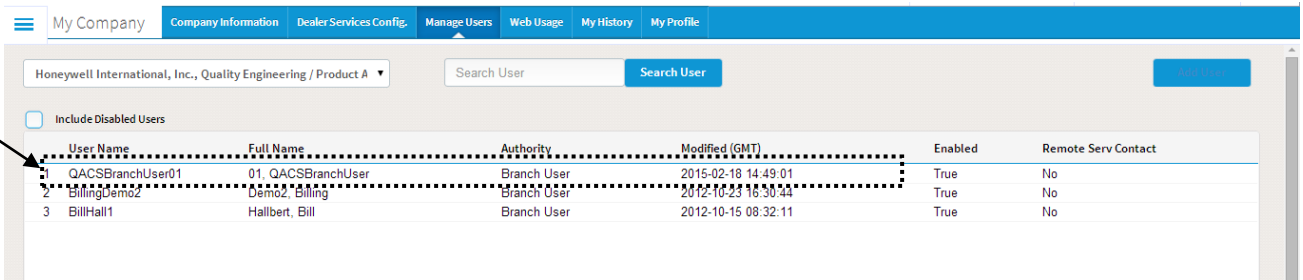
4. You are brought to the Edit User window that enables you to assign privileges, etc.

**Proceed to the next topic.**

**Editing a user**

You can edit a user by simply clicking on the user which brings up the Edit User window. Note, that when adding a new user you are also brought to the Edit User window below.

Click to edit a user.



Since the Edit User window is long, it will be presented in parts.

1. Edit the user by first assigning an Authority Level.
2. Assign Features for the user.

3. In the left pane select the desired features, then use the arrow buttons to transfer them to the right pane.

Authorize	CityID-CSID	Location
<input checked="" type="checkbox"/>	87-D1	Honeywell International, Inc., Phil Carollo Quality Engineering ISDN 800plus dialer test
<input checked="" type="checkbox"/>	87-D2	Honeywell International, Inc., Phil Carollo Quality Engineering ISDN 800plus dialer test
<input checked="" type="checkbox"/>	87-D3	Honeywell International, Inc., Phil Carollo Quality Engineering ISDN 800plus dialer test
<input checked="" type="checkbox"/>	87-D4	Honeywell International, Inc., Phil Carollo Quality Engineering ISDN 800plus dialer test
<input checked="" type="checkbox"/>	87-D5	Honeywell International, Inc., Phil Carollo Quality Engineering ISDN 800plus dialer test
<input checked="" type="checkbox"/>	88-F3	Honeywell International, Inc., Dept 17361424 / Tetyana Vanderborgh x 2360
<input checked="" type="checkbox"/>	89-04	Honeywell International, Inc., Dept 17361442 / Phil Carollo x 2355
<input checked="" type="checkbox"/>	89-50	Honeywell International, Inc., Dept 17361442 / Phil Carollo x 2355 / QA LAB Chris Martin/2337
<input checked="" type="checkbox"/>	89-8A	Honeywell International, Inc., Dept 17361442 / Phil Carollo x 2355 / QA Lab Chris Martin x 2337

4. Assign which Locations to enable for the user.
5. Click **Update**.
6. Click **Exit to Manage Users** page.

## MY COMPANY ► Dealer Services Config (central station)

Note that, by default “Dealer Services Config” is turned ON for all SuperUsers. This tool enables central stations to authorize certain Dealers to have [Remote Services and Video Services](#).

**Video Services Only** – If the dealer does not have GSM or Internet comm devices registered with their Central Station ID, initial access must be granted by AlarmNet. Please call 1-800-222-6525 option 1 then press #.

The [Remote Video](#) button will select all of the check boxes for the dealers.

The [Web Design](#) button is reserved for future use.

The [Download](#) button creates an excel spreadsheet of the dealer data.

- Use the top drop-down menu to select the Central Station. When selected, the Dealers associated with that central station appear in a table.
- Using the **Default** option boxes, you can set the default authorizations for all [new Dealers](#) associated with the selected Central Station.
- In the two column heads you can select what options to apply to [specific dealers](#).
- Upon completion, click **Update**.
- Use the Download button to download information for all dealers associated with the selected City/Central Station. The information will be a .csv (comma separated values) file for use by a spreadsheet.

**In the example spreadsheet below**, all the dealers associated with the City/Central Station and their device base (with account history) are broken down by Account, Supervision Rate, MAC Number, Product Type, Service Levels, etc.

	A	B	C	D	E	F	G	H	I	J	K	L
1	CityID	CSID	SubID	Suspension	Device ID	Device Name	Remote Service	Service Level	Service Level Invoice	Service Level Description	Dealer Name	Street
2	99	ec	9994	30 days	[REDACTED]	7845GSM	Authorized	No Remote Services	No Remote Svcs	No Remote Services	HONEYW	9315
3	99	ec	9995	24 hours	[REDACTED]	7845GSM	Authorized	No Remote Services	No Remote Svcs	No Remote Services	HONEYW	9315
4	99	ec	9996	24 hours	[REDACTED]	7845GSM	Authorized	No Remote Services	No Remote Svcs	No Remote Services	HONEYW	9315
5	99	ec	9997	24 hours	[REDACTED]	7845GSM	Authorized	No Remote Services	No Remote Svcs	No Remote Services	HONEYW	9315
6	99	ec	9998	30 days	[REDACTED]	7845GSM	Authorized	No Remote Services	No Remote Svcs	No Remote Services	SECURITY	9315
7	99	ec	9999	30 days	[REDACTED]	7845GSM	Authorized	No Remote Services	No Remote Svcs	No Remote Services	HONEYW	9315
8												
9												
10												

**MY COMPANY ► My History (central station and dealer)**

This tool displays a history of access sessions, and actions taken by all of the users. You can filter the results using the various drop-down filters.

My Company | Company Information | Dealer Services Config. | Manage Users | Web Usage | **My History** | My Profile

Show history for past 24 hours | Quality Engineering / Product Assurance | All Actions | Person: 0001, QACS (id#38075) | Search | Clear

All Actions history for past 24 hours for 0001, QACS (id#38075) at Quality Engineering / Product Assurance

	Time (GMT)	Action	User	City	CS	Sub	MAC	IP
1	2015-03-11 06:17:14	Logged In - AND	0001, QACS					103.232.224.249
2	2015-03-10 20:13:10	Logged Out	0001, QACS					199.61.25.252
3	2015-03-10 20:13:10	Logged Out	0001, QACS					199.61.25.252
4	2015-03-10 20:04:19	GSM Ping: Registration	0001, QACS	89	8A	5004	00D02D260D09	199.61.25.254
5	2015-03-10 20:03:07	Logged In - AND	0001, QACS					199.61.25.254
6	2015-03-10 20:02:54	Viewed Notification	0001, QACS					199.61.25.254
7	2015-03-10 18:54:15	Logged In - AND	0001, QACS					199.61.25.254
8	2015-03-10 18:48:45	Add TC2 IPVideoCamera	0001, QACS	89	8A	2553	-	199.61.25.252
9	2015-03-10 18:48:27	Delete TC2 Camera	0001, QACS	89	8a	2551	-	199.61.25.252
10	2015-03-10 18:47:50	Logged In - AND	0001, QACS					199.61.25.252
11	2015-03-10 18:44:57	Logged In - AND	0001, QACS					199.61.25.254
12	2015-03-10 18:12:42	Add TC2 IPVideoCamera	0001, QACS	89	8a	2551	-	199.61.25.252
13	2015-03-10 18:12:42	Add TC2 IPVideoCamera	0001, QACS	89	8a	2551	-	199.61.25.252
14	2015-03-10 18:12:19	Delete TC2 Camera	0001, QACS	89	8a	2551	-	199.61.25.252
15	2015-03-10 17:41:29	Logged Out	0001, QACS					103.232.224.249
16	2015-03-10 17:41:24	Cancellation: Completed	0001, QACS	89	8A	9188	-	103.232.224.249
17	2015-03-10 17:40:01	Logged In - AND	0001, QACS					103.232.224.249
18	2015-03-10 17:25:41	Logged In - AND	0001, QACS					199.61.25.252
19	2015-03-10 17:16:32	Status Retrieved	0001, QACS	89	8A	1274	00D02D4310E5	199.61.25.252
20	2015-03-10 17:16:31	Status Requested	0001, QACS	89	8A	1274		199.61.25.252

Information can further be sorted by clicking the Time, Action, User, City, and MAC column heads. The resultant sorted history data can be downloaded.

**MY COMPANY ► Web Usage (central station)**

This tool can display usage of the AlarmNet 360 website by users for all actions, at all companies. The depth of data displayed will vary according to your hierarchy. It provides a historical record of all access sessions and their actions.

Use the drop-down menus to filter the results.

honeywell | AlarmNet®

Kamulakshani Subramaniam  
Honeywell Central Station

My Company Company Information Dealer Services Config Manage Users Dealer Search Web Usage

Show usage for past 24 hours All Actions  
Show grouping by user All Companies

Web Usage for past 24 hours by user for All Actions at All Companies

Company	Location	Name	Count	Action
1	TOTAL	-	125933	-
2	Subtotal	-	1348	Account Linked to Mac
3	Subtotal	-	9	Cancellation: Click Agreement
4	Subtotal	-	938	Cancellation: Completed
5	Subtotal	-	2	Cancellation: Rejected
6	Subtotal	-	161	Cancellation: Rejected - Account not active
7	Subtotal	-	13	Company Info Updated
8	Subtotal	-	402	Connect to End-User Account
9	Subtotal	-	2	Contact People Edited
10	Subtotal	-	978	Dealer Authorized for Remote Services
11	Subtotal	-	978	Dealer Authorized for Web Design
12	Subtotal	-	374	Dealer Blocked for Remote Services
13	Subtotal	-	376	Dealer Blocked for Web Design
14	Subtotal	-	7	Dealer Created
15	Subtotal	-	3	Default-New Dealer Authorization for Web Design
16	Subtotal	-	12	End User Updated
17	Subtotal	-	795	Generation: Completed
18	Subtotal	-	1022	Generation: Rejected - Account already exist
19	Subtotal	-	42654	Get Device: Sim Status on Web Service
20	Subtotal	-	3169	GSM Account Deleted by User
21	Subtotal	-	2838	GSM Account Modified
22	Subtotal	-	23411	GSM Account Open
23	Subtotal	-	10	GSM Device Dropped

View 1 - 100 of 11,943

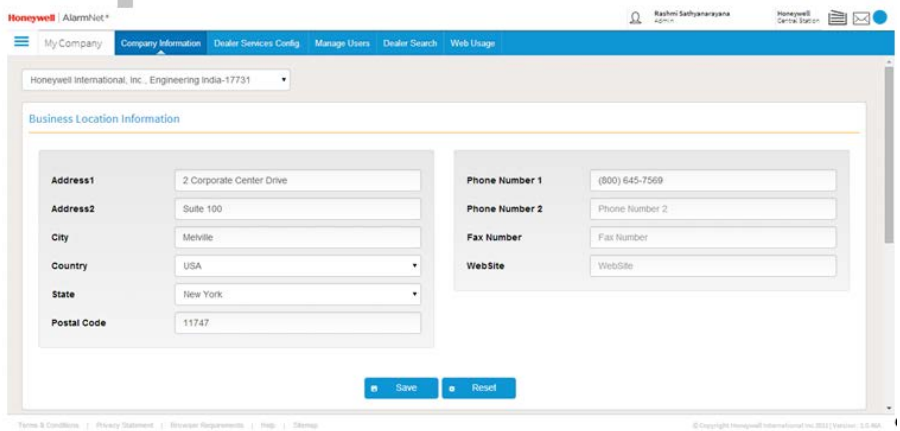
**MY COMPANY ► Company Information (central station super users, and dealer managers)**

This tool enables you to manage Company Information and email lists to inform your staff of important information and notifications. Typical information includes:

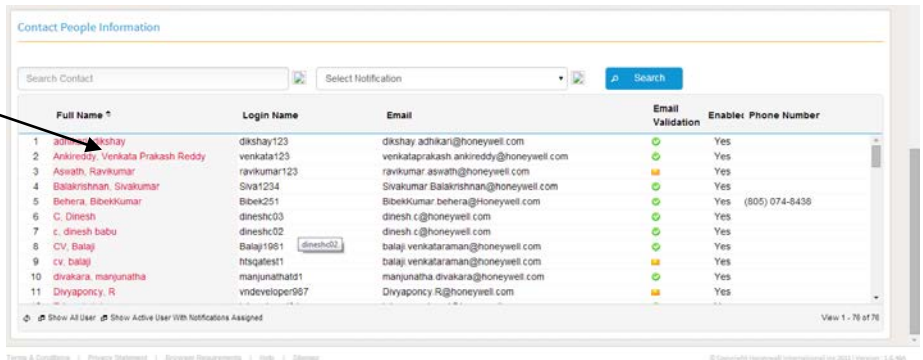
- company information
- address information
- billing
- weekly reports
- network outages
- excess message usage
- new products and specials
- end user Sale/Service Requests (These notifications are generated by LYNX Touch L5100 end users to request either service or sales to contact them.)

**Managing Company Information and Staff Notifications**

1. This is the information your staff members will see. Edit the fields as desired.
2. Click **Save**.



3. Search for the staff member you want to notify, or pick from the list below.

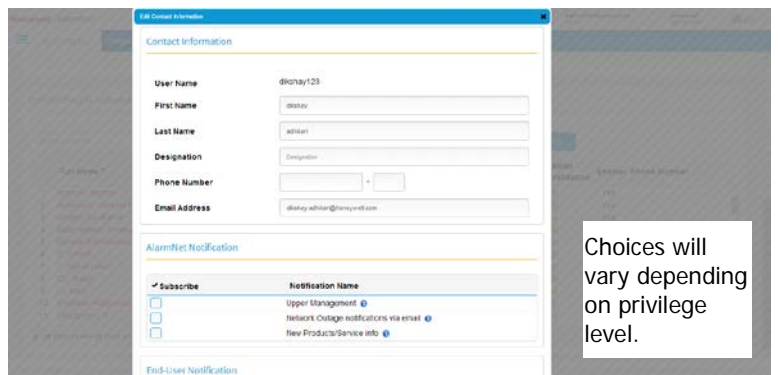


4. If necessary you can update their contact information.

**Note:** When the email address is changed, a validation email is sent to the new address along with a link that must be clicked to complete the validation.

The Email Validation icon will change to an envelope, and back again once validation is complete.

5. Choose the desired notifications for the staff member.
6. Click **Save**.



Choices will vary depending on privilege level.

**Note:** The ability to manage this information can be assigned to other users. Go to My Company > Manage Users. Select the user and enable the "AND: Company Information" feature to their profile.

### DEVICES ► Device Programming ► Program/Replace (central station and dealer)

This tool enables you to search for all programmed devices by account number, or for a specific device by MAC number.

Account #	MAC	Device Type	Services	Transferred Date (ET)	Actions
89-D3-0011	[REDACTED]	GSMVLP	[REDACTED]	10/1/2014 7:40:00 PM	[REDACTED]
89-D3-0012	[REDACTED]	IGSMV4G	[REDACTED]	1/14/2015 10:40:00 AM	[REDACTED]
89-D3-0014	[REDACTED]	CDMA-X	[REDACTED]	2/20/2015 1:47:00 PM	[REDACTED]
89-D3-0015	[REDACTED]	ILP5	[REDACTED]	1/7/2015 2:30:00 PM	[REDACTED]
89-D3-0016	[REDACTED]	GSMVLP5-4G	[REDACTED]	3/6/2015 11:13:00 AM	[REDACTED]
89-D3-0018	[REDACTED]	7845I-GSM	[REDACTED]	12/5/2014 12:43:00 PM	[REDACTED]
89-D3-0020	[REDACTED]	7847I	[REDACTED]	8/27/2014 4:42:00 PM	[REDACTED]
89-D3-0021	[REDACTED]	Vista21IP-512	[REDACTED]	2/26/2015 10:55:00 AM	[REDACTED]
89-D3-0022	[REDACTED]	7845GSMR	[REDACTED]	12/15/2008 3:52:00 PM	[REDACTED]
89-D3-0023	[REDACTED]	7847I-L	[REDACTED]	6/19/2013 4:12:00 PM	[REDACTED]
89-D3-0024	[REDACTED]	7845GSMR	[REDACTED]	5/24/2011 9:47:00 AM	[REDACTED]
89-D3-0025	[REDACTED]	Vista21IP-512	[REDACTED]	3/5/2015 12:03:00 PM	[REDACTED]
89-D3-0026	[REDACTED]	GSML	[REDACTED]	7/17/2009 4:28:00 PM	[REDACTED]

Depending on the device, other choices may appear.

This button opens a Program New Device wizard.

Please see the "Device Programming" topic.

Example TC2 device drop-down menu.

- Manage TC 2.0 Accounts
- Manage TC 2.0 Accounts
- Edit
- Device Status
- Send Data
- Get Data
- Register
- Send Test Alarm
- Software Version Request
- Reset
- QOS
- Edit Service Level
- Edit Subscriber
- Get Substitution PIN
- Delete Programming

Use the Select a City-CS drop-down menu or the City-CS-Sub field to set the search criteria, then click **Search**.

You can view details on a particular device by clicking the corresponding Acct #.

Or you may edit the device by using the **Actions** drop-down menu, selecting the action and clicking **GO**. After a change is made a confirmation message will appear, click **OK** to acknowledge.

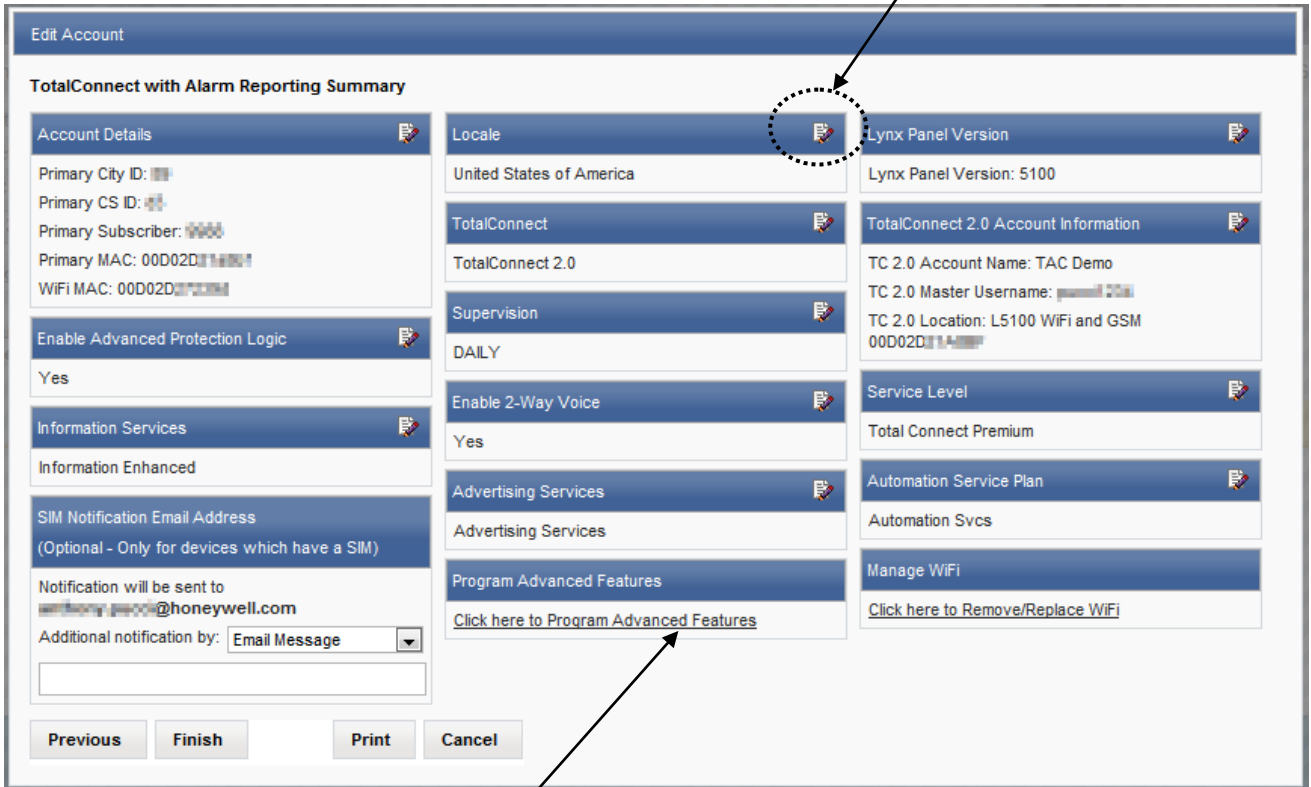
***Editing the Account***

There is an extensive set of account configuration options that can be chosen by editing the account. From the **Actions** drop-down menu, select **Edit**, and click **GO**.

The details in each category can be viewed/edited by clicking the icon or link.

Save your changes by clicking **Finish**.

Click any category icon to view and edit the options.  
A screen will appear explaining the category and allowing you to choose configuration options.



**IMPORTANT:** When editing the Program Advanced Features category, ensure you go back to the "Actions" column drop-down menu and perform a **Send Data** command.

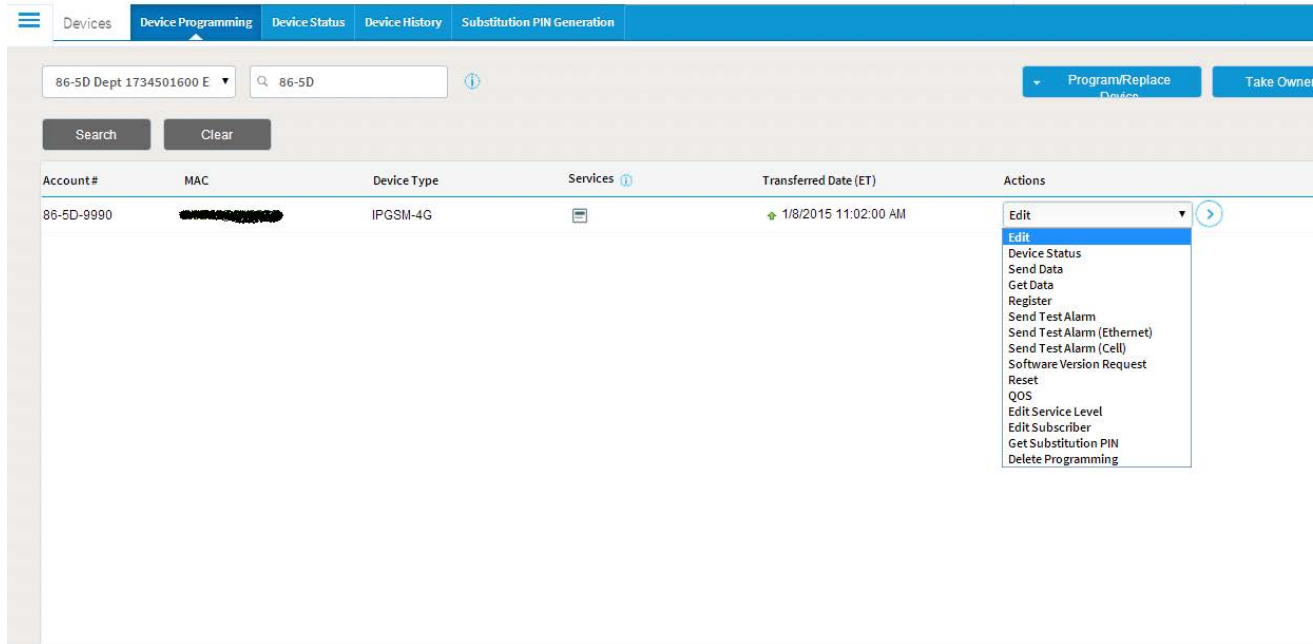


**Adding IP Video Devices (TC1 ready)**

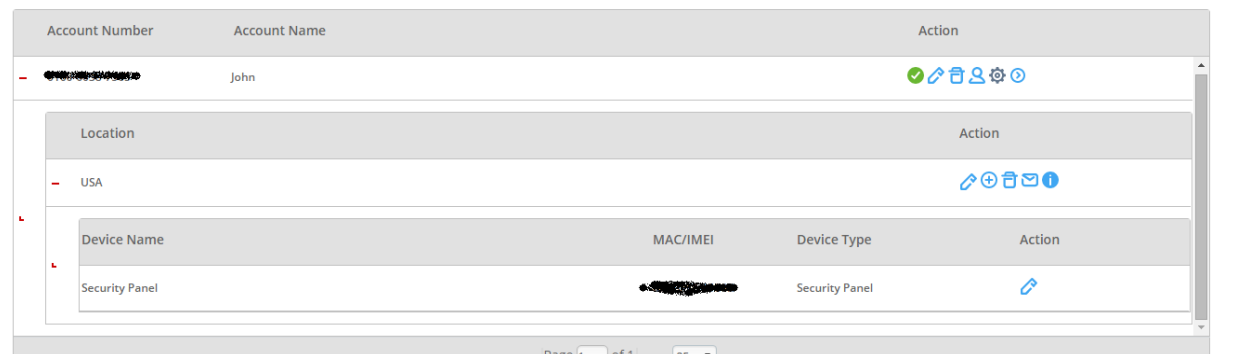
This procedure is for adding IP video devices that are used with "TC1 ready" Internet, GSM or combination I/GSM communication devices. To add IP video devices for TC2 ready communication devices, refer to the "Manage TC2 Accounts" topic.

Honeywell offers an array of IP based video devices such as the iPCAM-WI, iPCAM-PT, ACU Converter, etc., to add, delete, or edit the names of these devices you need the MAC number for the device. Refer to the installation guide if you need help in locating this number. Then perform the following steps:

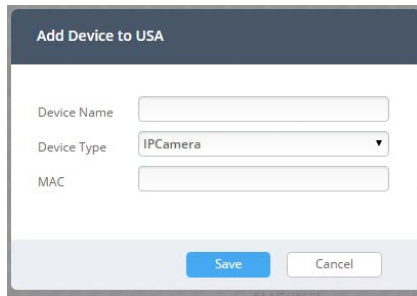
1. Search for the GSM/I device as explained previously.



2. From the Actions drop-down menu, select **Edit**.



3. At this window, you can Edit existing video devices to change their name, or Delete the video device.
4. If you want to add a new video device, click the add video device icon. The Add Device window appears.



**Add Device to USA**

Device Name

Device Type

MAC

5. Enter the MAC number for the device, and a descriptive name (maximum of 6), then click **Save**.

## DEVICE PROGRAMMING ► Program/ Replace Device(central station and dealer)

This is a wizard base tool that enables you to program a new GSM, i-GSM, or internet only communication device. The steps included in this tool are specifically tailored to task being accomplished. As you start to enter data, such as the MAC ID, AlarmNet will recognize the type of device and generate the next appropriate wizard screen.

Have the following information ready:

- Subscriber Account Number.
- MAC ID and CRC – For most communicators these are on the product carton, on the product's PCB, or can be obtained using the 7720P Programming Tool.

For TUX series devices, these are on the product carton, on the device back, or can be obtained by tapping the “tools” icon on the home screen. Then tap the “information” icon on the next screen.



- A name for the TC2 account.
1. Since this is a wizard based tool, just select the service you want for the account, and click **Next**. Follow the screen prompts.

2. If the new account will include Total Connect, about midway through the wizard a check box appears allowing you to Pre-Configure the TC 2.0 account for the customer.

**Program New Account** ✕

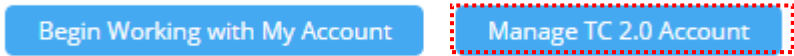
Primary City ID

Primary CS ID


Primary Subscriber

This feature enables you to access the account after the wizard completes to configure the TC2 account for the customer. This is especially useful for accounts that employ advanced devices, and for those customers that do not have advanced web experience.

- 3. On the last wizard screen you will have a choice to immediately manage the TC2 account.









If you select **“Manage TC2 Account”** you are directed to the Manage Total Connect 2 Accounts screen, and can start the process by selecting PRE-CONFIGURE.

Please register the communicator first before using the PRE-CONFIGURE punch icon  through, as the communicator will not sync if it is not registered first.

Accounts | View Accounts | Communication Failures | Account Generation | Account Cancellation | **Manage TC 2.0 Accounts**

Choose Company-- Showing All

Security Panel MAC   Pre-Configured

Account Number	Account Name	Action
+ 	John	    

You are immediately logged into the account and can Pre-Configure it for the customer. After the TC2 account is configured, log out and you are returned to AlarmNet 360 to enable working with the newly created AlarmNet account. (The Pre-Configure button will remain active until the account is commissioned then the reverse arrow for normal punch through appears.)

4. If you selected “Begin Working with My Account” the wizard process is complete and you will remain in AlarmNet 360. Navigate [DEVICES ► Device Programming](#). Then search for the device.
5. From the [Actions](#) column, select **Send Data**, then click **GO**. The [Actions](#) column has other choices that can be used to configure the communicator.
6. After a change is made a confirmation message appears, click **OK** to acknowledge.

## DEVICE PROGRAMMING ► Program/Replace Device (central station and dealer)

Instead of deleting the old communication device and starting over by programming a new comm. device, this tool enables subscriber information to be retained. The retained subscriber information and remote services (Total Connect) information is then linked to the new replacement comm. device.

This is a wizard based tool that enables you to replace an existing communication device with a new GSM, i-GSM, or internet only communication device. The steps included in this tool are specifically tailored to task being accomplished.

Have the following information ready:

- Subscriber Account Number.
- MAC ID and CRC for the existing device and the replacement device – For most communicators these are on the product carton, on the product’s PCB, or can be obtained using the 7720P Programming Tool.

For TUX series devices, these are on the product carton, on the device back, or can be obtained by tapping the “tools” icon on the home screen. Then tap the “information” icon on the next screen.

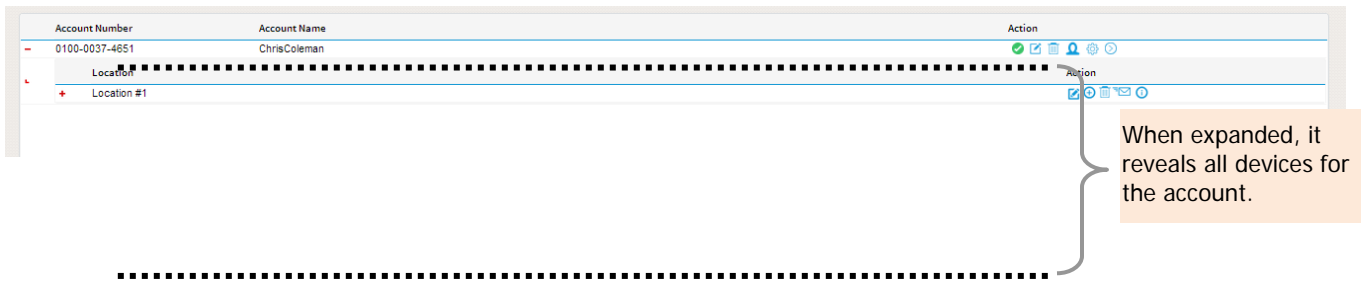
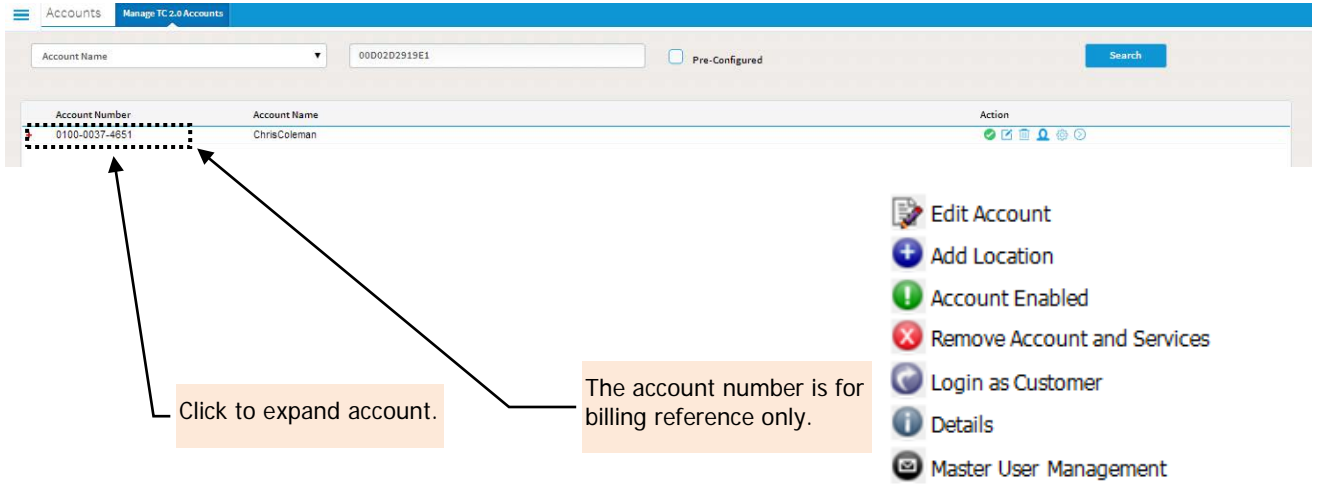


- Substitution PIN obtained from AlarmNet (or your Central Station). Alternately you can search for the existing account, then from the [Actions](#) pulldown menu, select **Get Substitute PIN**.
1. Since this is a wizard based tool, just select the service you want for the account, and click **Next**. Follow the screen prompts.
  2. After the wizard is completed, navigate [DEVICES ► Device Programming](#). Then search for the device.
  3. From the [Actions](#) column, select **Send Data**, then click **GO**.
  4. After a change is made a confirmation message appears, click **OK** to acknowledge.

**Accounts ► Manage TC 2.0 Accounts (central station and dealer)**


This tool is for managing accounts associated with TC 2.0 ready Internet, GSM or combination I/GSM communication devices (and associated IP devices) that have been configured for a Total Connect 2 end user account.

Use the search filters on top to find the account. You then can manage the devices that are associated with the account.



**Adding IP Video Devices**

To add IP video devices to a TC2 account perform the following:

1. Select the account and click the adjacent + to expand.
2. Select the Location. (Accounts may have multiple locations.)
3. Under **Action**, click the  icon to add a device. The **Add Device** window appears.

**Add Device to Location #1**

Device Name

Device Type IPCamera ▼

MAC

Cancel
Save

4. Enter a meaningful Device Name, then from the drop-down menu select the IP Camera.
5. Enter the MAC number for the device, and click **Save**.


Device Name	MAC/IMEI	Device Type	Action
IGSMIV	0000000000000000	Security Panel	
CameraZone1	0000000000000000	IPCamera	

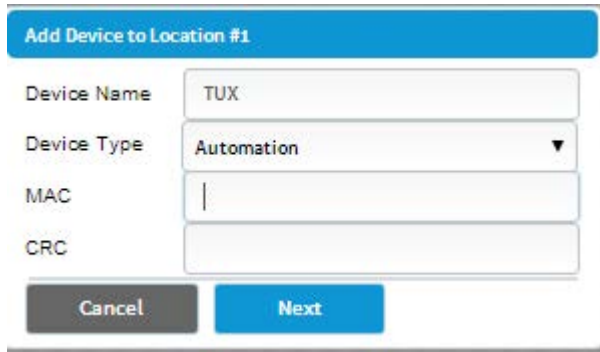
6. The device has been added.

### Adding TUX series Automation Devices

**Note:** You can use TUX only on Vista series panels.

To add TUX devices to a TC2 ready control panel (such as a VISTA 21-IP) perform the following:

1. Select the account and click the adjacent + to expand.
2. Select the Location. (Accounts may have multiple locations.)
3. Under **Action**, click the  icon to add a device. The **Add Device** window appears.



The screenshot shows a dialog box titled "Add Device to Location #1". It contains the following fields and controls:

- Device Name:** Text input field containing "TUX".
- Device Type:** Dropdown menu with "Automation" selected.
- MAC:** Text input field with a vertical cursor.
- CRC:** Empty text input field.
- Buttons:** "Cancel" (grey) and "Next" (blue).

4. Enter a meaningful Device Name, then from the drop-down menu select the Automation.
5. Enter the MAC number and CRC for the device, and click **Save**.

The device has been added.

**Deleting a TC2 Account or Location**

There are a few options for deleting a user or associated devices. First find the account using the Search Field and Search Text as appropriate. In the example below we used the City-CS-Sub filter, and entered the account number in the Search Text field (xx-xx-xxxx).

This brings up the window allowing you to delete the device, user, or the entire TC2 account. By only deleting the location, comm device or cameras, this retains the login and email info so you do not need to rebuild the account.

The screenshot shows a table of accounts and a detailed view of a location named 'MARTINEZ RESIDENCE'. The account table lists:

Account Number	Account Name
+ 0100-0016-8548	# 1 Nails
- 0100-0017-2379	#27 COUNTY RD 48

The location view shows a table of devices:

Device Name	MAC/IMEI	Device Type	Action
L5100-WiFi	000000000000	Security Panel	[Icons]
CameraZone1	000000000000	IPCamera	[Icons]
LIVING ROOM Zone1	000000000000	IPCamera	[Icons]

Callout boxes provide the following information:

- Deletes the entire TC2 subscriber account and associated locations and devices.** (Points to the top right action icons)
- Deletes the comm device, camera and the location. So all items are not associated with the TC2 account.** (Points to the location-level action icons)
- Deletes just the camera. So it is no longer associated with any comm device.** (Points to the camera-level action icons)
- Deletes the comm device only. The camera is still associated with the subscriber account, and you can add a new comm device if desired.** (Points to the device-level action icons)

**Getting permission to configure the customer's account:**

If you need to make configuration changes, contact the customer and have them enable permission for you. Inform them this enables a limited 1 hour window for each permission session granted, and is limited to only one logon session.

Have the customer log into their TC2 account. Then open **Users**, and click on their **Edit** button. Next they need to check **Security Professional Access**, and confirm the pop-up security message. Lastly, click **Save**.

The screenshot shows the 'Users' configuration page. The 'Grant Access' section is expanded to show 'Location #1' with the following options:

- IGS MV
- Panel User
- User Code
- CameraZone1

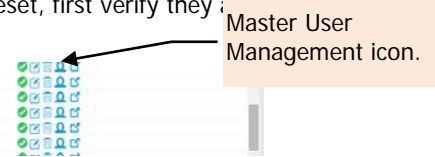
The 'Security Professional Access' checkbox is checked and circled in red. At the bottom right, the 'Save' button is also circled in red.



**Resetting the TC2 account username, email, or password**

If the Master User requests their username, email, or password be reset, first verify they are correct according to your local procedure. Then proceed.

+ 0100-0028-8744	* DEMO SYOSSET *
+ 0100-0032-8403	@sdsnet
+ 0100-0018-5401	@rick
+ 0100-0030-0494	@zhaa
+ 0100-0004-7579	JATWATER, CLEO_
+ 0100-0013-2893	BERGERON, BRADLEY



1. Click the account's Master User Management icon. A dialog screen appears.

**Master User Management**

Master Username:

Email:  Phone:

Master Email Address:

Save Cancel

Reset Password Resend Welcome Emails

When requested by the Master User, you can change their username, email address, and/or reset their password.

2. Change any information as requested, then click **Save**.
3. To reset their password, click **Reset Password**. A "Password reset email has been sent" message appears.
4. The account's Master User will then receive an email with a link that is active for **24 hours only** allowing their TC2 password to be updated.
5. After updating, a confirmation email will be sent.

**DEVICES ► Device Programming ► Take Ownership (central station and dealer)**

**Take Ownership Of Device** ✕

Primary City ID:

Primary CS ID:

Primary City Subscriber:

GSM/Ethernet MAC:  GSM/Ethernet MAC:

GSM/Ethernet CRC:

**Take Ownership Of Device**

This feature allows dealers to take ownership of a device that was programmed by Honeywell Tech. Support. Once the dealer takes ownership, they will be able to view the account on the "Show Programmed Device" page allowing them to check history, edit programming and generate commands.

Take Ownership Cancel

This tool enables you to take ownership of a device that was programmed by Honeywell Tech Support.

Once the dealership takes ownership, they are able to manipulate the comm. device just like they would if it was programmed by the dealer.

## API DOCUMENTS (central station and dealer)

### What is an API?

The Application Programming Interface (APIs) are set of requirements that govern how one application can talk to another. For example, virtually all software has to request other software to do some things for it.

APIs are what make it possible to move information between programs. The APIs expose some of a program's internal functions to the outside world in a limited fashion. That makes it possible for applications to share data and take actions on one another's behalf without requiring developers to share all of their software's code.

APIs are specially crafted to expose only chosen functionality and/or data while safeguarding other parts of the application which provides the interface. Finally, the more applications that interact with your application the more popular it becomes.

### Why are APIs needed?

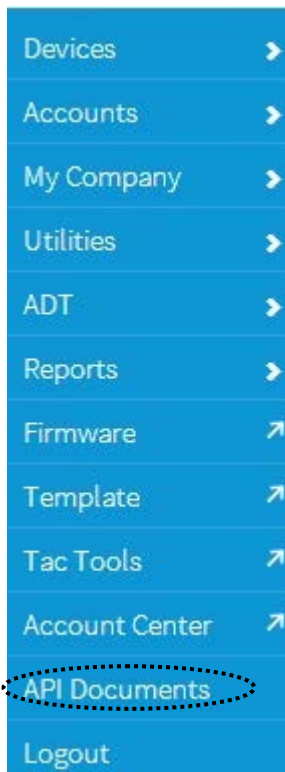
Communication between applications is important and all this communication is made possible via APIs.

### How APIs work?

These days, APIs are especially important because they dictate how developers can create new apps that tap into big Web services. For example, the developer of a game app can use the Dropbox API to let the end users store their saved games in the Dropbox cloud instead of working out some other cloud-storage option from scratch.

### Where can I find APIs?

All the available APIs are listed under **API Documents**.




From the tool bar select API Documents. Click the required document to download.



## REPORTS (central station and dealer)

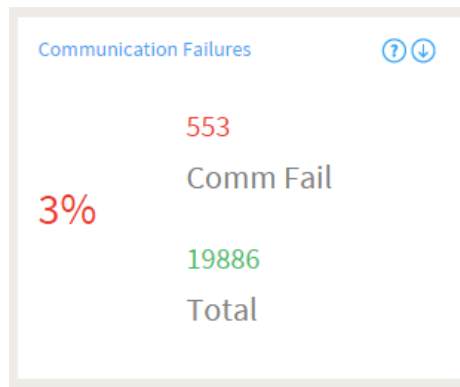
This tool enables you to generate and save detailed subscriber reports. From the tool bar select [Reports > My Dashboard](#).

### My Dashboard

The dashboard has multiple widgets, each one representing data in charts. You can click the  icon next to every widget for more information.

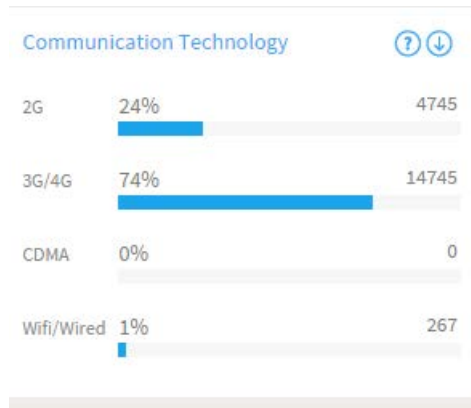
### Communication Failures

The **Communication Failures** widget displays the total count of accounts currently available under Comm Failure. Click the comm fail list for a detailed view of all the communication failures.



### Communication Technology

The **Communication Technology** widget displays the distribution of devices in terms of their network capabilities, as in Radio capability.



### Service Subscriptions

The **Service Subscriptions** widget displays the distribution of Accounts based on the services it has subscribed to, which are getting billed.

Each sub section in the subscriptions such as, **Automation, Information, Advertising, Video, APL**, and so on, the following details are displayed:

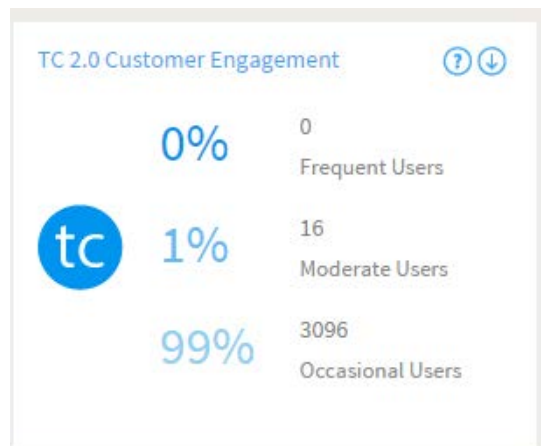
- Number of Accounts in % as well as the number against the total.
- Number of accounts serviced by that Central Station company/Dealer Company selected.



### TC 2.0 Customer Engagement

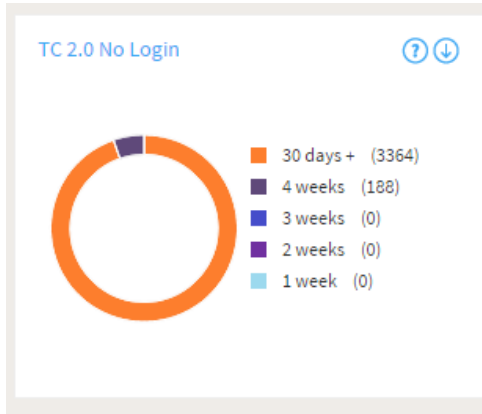
The **TC 2.0 Customer Engagement** widget displays the Engagement level of the Customer using different mediums such as Web or mobile devices. The average Login per day is measured based on the following slab:

- Frequent User : > Avg(25) logins/day
- Moderate User: Avg(10) - Avg(25) logins/day
- Occasional User : < Avg (10) logins/day



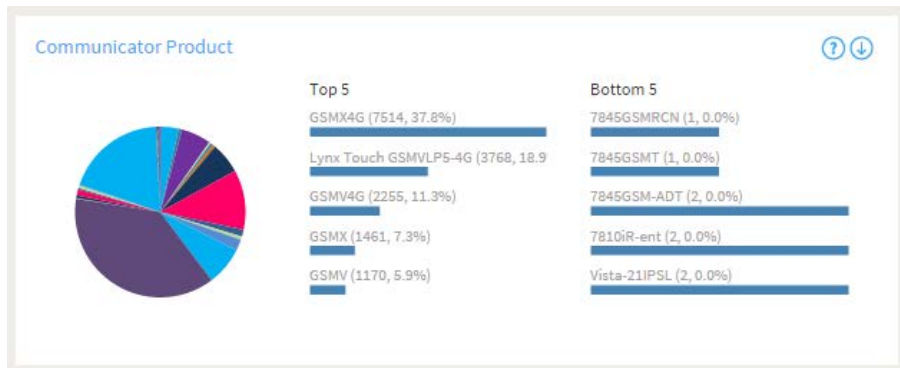
### TC 2.0 No Login

The **TC 2.0 No Login** widget displays the distribution of Accounts/Customers who have not logged on into the Total Connect 2.0 system.



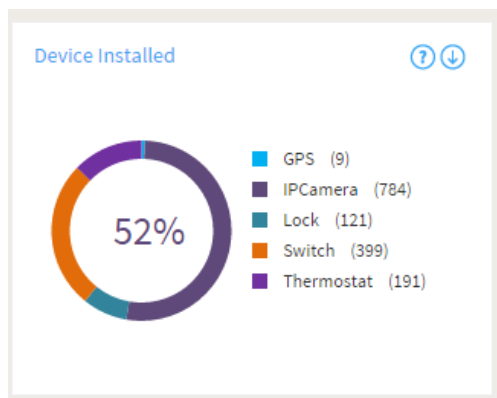
### Communicator Product

The **Communicator Product** widget displays the distribution of security accounts by their Radio Type.



### Device Installed

The **Devices Installed** widget displays the distribution of devices (Lights, Locks, Thermostats) installed at the Customer Site (Total Connect).



**Top Noisy Accounts**

The **Top Noisy Account** report displays the list of top noisy accounts for the selected period. A maximum of 10 accounts are displayed.

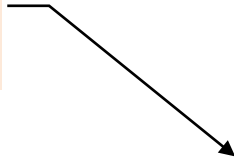
City-CS-Sub	Year	Month	No. of Alarms
89-11-9016	2015	February	1715
89-05-2420	2015	February	1568
99-85-110	2015	February	1231
89-05-2448	2015	February	896
89-05-2378	2015	February	867
99-70-1	2015	February	637
89-05-2410	2015	February	601
89-05-2384	2015	February	584
99-85-101	2015	February	572
99-85-4	2015	February	563

**NOTIFICATION (central station and dealer)**

This tool provides notifications to the customer (Dealer/Installer). On the Tool Bar there is a status indicator. If the status indicator is displaying BLUE, please read the latest notifications.

**Note:** The dealer view includes a blue dot "You received new notification(s)!" message.

Blue = New notifications are posted.



**Notifications**

Date	Message
2015-03-23 15:54:00 GMT	<p><b>Reminder: Discontinuance of AlarmNet-A Networks</b></p> <p>Dear Valued AlarmNet® Customer, AlarmNet will be initiating the shutdown of its AlarmNet-A networks beginning August 1, 2015.</p> <p>We value your continued use of AlarmNet products and will continue to assist you and your customers in any way we can during this undertaking. Again, we thank you for your support.</p> <p>If you have any questions or concerns, please contact our customer support staff at 800-222-6525 option 1, then 8, Monday through Friday between the hours of 8:00 a.m. and 6:00 p.m. Eastern Time.</p> <p>For Additional Information:                      Notification: <a href="http://www.security.honeywell.com/hsc/documents/Discontinuance-of-AlarmNet-A-Networks.pdf">http://www.security.honeywell.com/hsc/documents/Discontinuance-of-AlarmNet-A-Networks.pdf</a>                      Schedule: <a href="http://www.security.honeywell.com/hsc/documents/AlarmNet-A_Shutdown_Schedule_Letter.PDF">http://www.security.honeywell.com/hsc/documents/AlarmNet-A_Shutdown_Schedule_Letter.PDF</a>                      FAQs: <a href="http://www.security.honeywell.com/hsc/documents/FAQs-AlarmNet-A.pdf">http://www.security.honeywell.com/hsc/documents/FAQs-AlarmNet-A.pdf</a></p>
2014-12-08 15:54:00 GMT	<p><b>Discontinuance of AlarmNet-A Networks - City Shutdown Schedule</b></p> <p>Dear Valued AlarmNet® Customer, AlarmNet-A will be initiating the shutdown of its AlarmNet-A networks beginning August 1, 2015. As promised, in an effort to give you advanced notice of the AlarmNet-A shutdown, below is the schedule by city and date. The entire city will be turned off on the first Monday of the month listed. Once the city is shut down, no AlarmNet-A radios will be able to complete delivery of alarm signals from the AlarmNet-A city to the central stations.</p> <p>City ----- Take down date                      Memphis ----- August 3, 2015                      Wash/Balt ----- August 3, 2015                      Philadelphia ----- August 3, 2015                      St Louis ----- August 3, 2015                      San Francisco --- August 3, 2015</p>

## Understanding Total Connect Services

The "Total Connect" suite of services provides additional flexibility to a powerful Honeywell security system. Because these services utilize various communication technologies outside of our control, the user should be aware how these impact the use of Total Connect. These services are intended as a convenience for the user, and do not replace Central Station reporting of critical events (alarms, troubles, etc.).

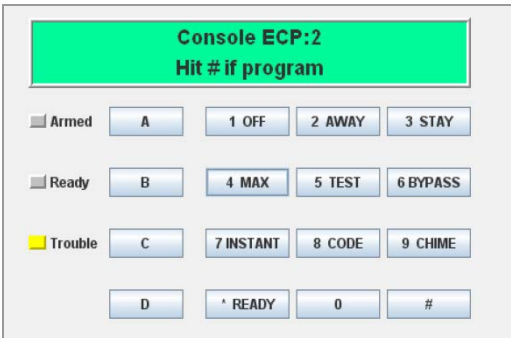

In addition, Honeywell provides many different control panel families, each having different feature sets. The current release of "Total Connect" services provides the most consistent operation when used with our Vista-10P/15P/20P series of panels. These services also function with our residential LYNX panels, and commercial Vista panels; namely the Vista-128BP class. However, there are some inconsistencies to be aware of. This topic provides helpful hints relative to the use of these new services.

General	
Total Connect account creation	<p>When programming a new GSM, IGSM or creating a Total Connect only (i.e., video services only) account the wizard will prompt you for the following information:</p> <p><u>Account Name</u> – Must be at least 8 characters.</p> <p><u>TC2 Master user name</u> – This is the "Username" for the customer to use when logging into Total Connect. Can be 6-80 character length (not case sensitive), valid entries are: 0-9, A-Z and ? ! @ # \$ % ^ * - _ = + .</p> <p><u>TC2 Email address</u> – This is the email address provided by your customer. Your customer will receive a welcome email which contains the Total Connect 2.0 URL and username. They will also receive a second email containing their auto-generated password to login to Total Connect.</p> <p><b>*** PLEASE NOTE ***</b></p> <p>The "Master User" profile is not intended for your use".</p> <p>The "Master User" profile is intended to be managed by your customer. After initial setup in AlarmNet 360, the user profile will be maintained by the customer through their Total Connect website account. They can update and change their profile and assign subordinate user profiles via the Users module.</p> <p><b>*** TECHNICAL TIP ***</b></p> <p>In certain instances your customer may need hands on help to configure their Total Connect website account. If you are asked to make changes on your customers behalf another level of "Security Professional Access" is available. Have your customer (Master User Only):</p> <ol style="list-style-type: none"> <li>1. Login to the Total Connect 2.0 web site.</li> <li>2. Grant you access to their account by clicking; My Profile &gt; then checking "Security Professional Access" (confirm the pop-up security message) &gt; then click "Save".</li> <li>3. You will now have access up to 60 minutes to edit fields by accessing the account. Refer to the "<i>Checking the customer's TC2 account configuration</i>" topic in this guide.</li> </ol>
auto stay arm	<p>If the security system (or a partition) is configured with <b>Auto Stay Arm</b> enabled, using Remote Access or SMS to arm the system will result in the system (or partition) reverting to an <b>Armed Stay</b> state. This is because there is no detection that the premises has been vacated (complies with SIA requirements).</p>
service providers	<p>Our remote services features are dependent upon the reliability and capability of the user's service provider for the internet as well as the wireless carrier that may be involved. All networks are subject to outages and maintenance beyond our control, and as such, can prevent availability of connections or cause disruptions to the services.</p>
web browser	<p>Configure your web browser to always allow "pop-ups" from the <a href="http://services.alarmnet.com">services.alarmnet.com</a> site.</p>



control panel partition support	<p>At this time, Total Connect 2.0 does not support control panel partitions two through eight. Partition support is limited to <u>Partition One</u>, even on panels that have more than one partition enabled.</p> <p><b>When using Total Connect 2.0 on multi-partitioned panels:</b></p> <ol style="list-style-type: none"> <li>1. Only zones assigned to <u>partition one</u> can be uploaded into Total Connect 2.0.</li> <li>2. Notifications can be sent for events occurring on <u>partition one</u> only. This would apply to ALL events including; Alarm, Arming/Disarming, and zone notifications such as bypass or trouble.</li> <li>3. The Quick Arm/Disarm buttons will arm/disarm <u>partition one</u> only.</li> <li>4. The Total Connect 2.0 remote keypad MUST be assigned to <u>partition one</u> only, however, the remote keypad DOES support the Global Arming and GOTO functions (if enabled properly in the panel programming). Those functions will give the end user the ability to control other partitions on the system just like any keypad physically connected to the system.</li> <li>5. System Status is provided for <u>partition one</u> only.</li> </ol> <p><b>When using <u>Total Connect 2.0 User code synchronization</u> on multi-partitioned panels:</b></p> <ol style="list-style-type: none"> <li>1. User Sync via Total Connect 2.0 is designed for use with user codes assigned to <u>partition one only</u>. User codes <u>created via control panel keypad or Compass</u> must have access to partition one for the code to be uploaded into Total Connect 2.0.</li> <li>2. Users <u>created via Total Connect 2.0</u> and assigned a user code for the control panel will be given "General authority" <u>access to ALL enabled partitions</u> when User Sync is performed. Caution must be exercised here so as to not give a user access to a partition they should not have access too. It is highly recommended to observe notes 3 and 4 below on multi-partitioned panels.</li> <li>3. User codes originally <u>created via control panel keypad or Compass</u> will continue to function <u>only</u> in the partitions they were given access to when they were programmed, even after Total Connect 2.0 User sync is performed. These codes do not get assigned to all partitions when Sync is performed and will continue to work in the assigned partitions only.</li> <li>4. On multi-partitioned panels, the best practice would be to program the user codes into the panel first, then use the User Sync function to pull the codes into Total Connect 2.0.</li> </ol> <p>After the "Panel Only Users" are uploaded, modify them to create Total Connect 2.0 Users as desired (assign a login name and password, first/last name, email address, etc). It is recommended to follow this procedure in order to prevent giving undesired partition access to a Total Connect User.</p>
<b>E-Mail</b>	
event notifications	For event notifications, if no text has been added to describe the event on the Total Connect website (refer to the Configure Email topic in the Total Connect User Guide), a generic message (such as "Zone 1 Activated") will be sent for the activated state.
<b>LYNXR-I, LYNX Plus, and LYNX Touch</b>	
fire zones	Do not use email notification for zones configured as "Fire with verification."
panic keys	The emulated keypad does not support single-button or two-button panic keys.
time and date	You cannot set the time and date or go into programming mode remotely.
<b>Remote Access</b>	
common partition	Common Partition logic will work from the emulated keypad but not from the System Status screen.
deleting users	If you delete a user <u>at the security system's control panel</u> , when using Remote Access to Manage User Codes, the deleted user can still be retrieved since it is stored in the remote services database. If desired, delete that user from the remote services database (Remote Access > Users > Manage User Codes).



fire zones, bypassing	When using Remote Access, if you attempt to bypass a fire zone, the fire zone WILL NOT be bypassed.
keypad – full control	When using Remote Access, if the keypad type is set to "Full Control," you may view status and control all partitions using the "System Status" tab (not the "Keypad" tab).
panic keys	When using Remote Access, two-button panic keys such as <b>1+*</b> , <b>*+#</b> , and <b>3+#</b> will not work. However single button panics (if programmed) will work.
stay mode	The System Status screen does not support multiple stay modes. If you need to use a specific stay mode, use the Keypad screen.
system status screen	The System Status screen does not support multiple stay modes. If you need to use a specific stay mode, use the Keypad screen.
system status screen	The System Status screen may not show all conditions (e.g., when the security system's dialer has been shut down). However, the <a href="#">Keypad screen</a> will show all conditions. Please check the Keypad screen if you feel the System Status screen is not accurate.
zone descriptors	The security system's zone descriptor information will only be copied to the Remote Services database if there is no zone descriptor in its database for a particular zone. The descriptor in the database takes precedence over what might be in the security system control panel. If you want to copy the zone descriptor that is in the control panel, simply delete the zone descriptor from the database (Remote Access >Setup > Name Zones), then click <b>Save Zone Names</b> . <u>When you start another session</u> , the zone type, along with its descriptive name, is retrieved from the control panel.
<b>Text Message or SMS Commands (TC1 only)</b>	
"Command issued, status unknown" reply message	When the network <u>does not have sufficient information</u> from the control panel to formulate a message in response to a command, instead of sending a "blank" reply message, it will send <b>"Command issued, status unknown"</b> to alert the user to retry getting status. Likewise, if the control panel information is <u>not</u> available at the time that the remote services application collects the status, the text message reply may be truncated.
commands	When a <a href="#">Remote Access session is active</a> (using a PC), text message commands cannot be used to control the security system. If you desire to do text messaging, please shutdown the remote PC session and wait 15 seconds prior to sending a text command.
GOTO command	SMS Text Message commands do not support the GOTO command (applies to partitioned systems only).
multiple text message series	When the need or desire arises to send a series of text message commands, allow a 2-minute period after the reply of the first text message before sending the next text message.
out of order replies	Under certain network conditions, emails received by the user may be out of order.
output relay	You will not receive text message verification for turning an output relay on or off. You will, however, receive a system status message.
partition number	If you do not see the partition number in a reply message, contact your security system services provider to enable the control panel's "Display Partition Number" field.
remote keypad – Full Control	If the remote keypad is set to "Full Control," sending a text message command for arming or disarming a partitioned system without specifying a partition constitutes a global command for all partitions. If the user does not have global authorization, no action will be performed. Please make sure this is understood by the user when offering this service.
remote keypad – Keypad Only	If the remote keypad is set to "Keypad Only," sending a text message command for arming or disarming a partitioned system without specifying a partition will affect only the partition the keypad is assigned to. Likewise, only the status of the partition assigned to the remote keypad will be retrieved.
short codes	Some wireless carrier service plans do not fully support SMS Text Message commands <u>with short codes</u> . While this is rare, the Total Connect service may not work with certain plans from your current carrier. Please consult with your carrier if this happens as you may need to upgrade your wireless plan to one that supports short codes.

text message commands	When a <u>Remote Access session is active</u> (using a PC), text message commands cannot be used to control the security system. If you desire to do text messaging, please shutdown the remote PC session and wait 15 seconds prior to sending a text command.
text message verification	You will not receive text message verification for turning an output relay on or off. You will, however, receive a system status message.
text messaging service	Currently, the SMS Text Message command service operates in conjunction with a wireless service hosting company to support the short code used by Honeywell, which is " <b>ALARM</b> " or <b>25276</b> . This hosting service covers the vast majority of carriers supporting SMS service today. Whereas we realize the supported list is very broad, if for some reason the short code does not work with your wireless carrier, please contact them for assistance.
<b>Trouble Messages</b>	
"Console ECP:2" message	<p>If the following screen appears, contact your security system services provider to program the control panel with the <u>Remote Access keypad address</u> that exists in the radio.</p> 
"Panel Failed to Respond" message	If, while using the SMS text message command feature, you receive a "Panel Failed to Respond, Please Retry" message, it may be a result of heavy network traffic, or the panel is busy responding to another Remote Access user. Please wait a minute and then try again.
Setup/Programming Error message	<p>Setup/Programming Error is caused due to the lack of PSD (Panel Security Data) being sent from the Control Panel to Total Connect 2.0. There are a few causes, such as; no initial PSD received, incorrect Control Panel programming, or incorrect AlarmNet 360 programming.</p>  <p>To resolve this issue, try the following:</p> <ol style="list-style-type: none"> <li>1. Arm and disarm the security system. This will force the PSD message to be sent if everything is programmed properly.</li> <li>2. Ensure the following Control Panel settings are programmed: <ul style="list-style-type: none"> <li>• <u>For all control panels</u>, verify "RIS" or "Delayed Reports" is enabled.</li> <li>• <u>For Vista 15/20 control panels</u>, verify field *91 is programmed to 8, 2. (<u>In AlarmNet 360</u>, the Device must be set to 25.)</li> <li>• <u>For Vista Turbo control panels</u>, one ECP address (recommended address 25) needs to be set to Type 12 RIS. Also in AlarmNet, the Device multimode address must match the multimode Device programmed in the control panel.</li> <li>• <u>For LYNX series controls</u>, verify the "Remote Access" is Enabled and "Email Notifications" are set to Total Connect 2.0 (Enhanced Rpts) in AlarmNet 360.</li> </ul> </li> <li>3. Ensure the following AlarmNet 360 settings are programmed. <ul style="list-style-type: none"> <li>• <u>For GSMV/IGSMV/GSMX and 7847i communicators</u>, ensure "Remote Access" Enabled</li> </ul> </li> </ol>

	<p>and "Email Notifications" are set to Total Connect 2.0 (Enhanced Rpts) and MultiMode Address is either 25 for Vista 10/15/20 or matches the panel for Vista Turbo.</p> <ul style="list-style-type: none"> <li>• <u>For LYNX series controls</u>, verify the "Remote Access" is Enabled and "Email Notifications" are set to Total Connect 2.0 (Enhanced Rpts) in AlarmNet 360.</li> </ul> <p>4. After verifying the AlarmNet 360 device programming, ensure that the data is in the device by performing a "Send Data" command from the "Show Programmed Devices" page of AlarmNet 360.</p> <p>5. Verify the "Transferred Date(ET)" shows a recent date and time and the arrow indicates down.</p> <p>6. If you still have the Error 1000 ensure the control panel and AlarmNet device revision levels are support Total Connect 2.0. (Refer to the "<i>Total Connect 2.0 Compatible Devices</i>" topic in this help guide.)</p> <p>7. If this issue has not been cleared, Contact AlarmNet Technical Support.</p>
<b>VISTA commercial</b>	
arming command	When sending an arm text message command to a commercial panel with <u>zero exit delay and a bypassed zone</u> , the text message reply may not display that a zone is bypassed.
fire zone	If a fire zone is in a trouble condition (with all partitions disarmed), and you attempt to send a text message command to globally Arm Away, the reply message will indicate that all partitions are Armed Away, but may not indicate a fire trouble.
output relay	Even if a programmed output relay is <u>restricted</u> from being accessed in the control panel, its operation <u>will function</u> when commanded by an SMS text message.
sluggish response	For security systems that are heavily populated with a large number of zones and wireless devices, etc., the Remote Access response may be sluggish.
<b>VISTA residential</b>	
restart exit delay	If the <b>Restart Exit Delay field (*91)</b> is <u>enabled</u> , sending text message commands to a residential control panel (e.g., Vist-10P, Vista-15P), may put the panel in an exit delay countdown condition before a successful completion of the command is sent.

## Reference Information

## Total Connect 2.0 Compatible Devices

Control Panels	Version	Comment
 For control panels verify compatibility by checking the product carton for a blue "TC2 Ready" label, or checking the version number that appears on the product carton and on the PCB board PROM label.		
LYNX 5100	ALL	
LYNX 5000	ALL	
LYNX L3000	20.1	
VISTA-15P / FA148CP	9.12	
VISTA-15PCN / FA148CP-CN	9.12	
VISTA-15PSIA / FA148CPSIA	9.12	
VISTA-20P / FA168CPS	9.12	
VISTA-20PCN / FA168CPS-CN	9.12	
VISTA-20PSIA / FA168CPSSIA	9.12	
VISTA-21iP / VISTA-21iPSIA	3.12	
VISTA-128BPT / VISTA-128BPTSIA	10.1	
VISTA-250BPT / VISTA-250BPTSIA	10.3	
FA1660CT	10.1	
Communicators 2G	Version	Comment
 For communicators, verify compatibility by checking the product carton for a blue "TC2 Ready" label, or checking the version number using the 7720P Programming Tool.		
GSMVLP5 / iGSMVLP5	ALL	used with LYNX, see above
GSMVLP / GSMVLP5	2.6.42	used with LYNX, see above
GSMV / GSMVCN	2.6.42	
GSMX / GSMXCN	2.6.42	
IGSMV / IGSMVCN	2.6.42	
VISTA-GSM / VISTA-GSMCN	ALL	used with VISTA-21iP, see above
7847i	2.6.42	
7847i-L	2.6.42	internet only, used with LYNX, see above
Communicators 3G / 4G	Version	Comment
All	ALL	

## Agreement Documents

Click on the following links to retrieve these documents.

[AlarmNet Overview of Network Services](#)

[US – Subscriber Agreement](#)

[Canada – Subscriber Agreement](#)

## Technical Support

Before you contact Technical Support, be sure you:

- Referred to the online help.
- Entered all data correctly and did not enter the letter O for the number zero.
- Tried using the Feedback tool on the website to get help.
- Note your customer number and/or company name.

Having this information handy will make it easier for us to serve you quickly and effectively.

Support	Contact Information
<b>U.S. and Canada:</b>	<p><b>1-800-222-6525:</b></p> <p><b>option 1 – AlarmNet Tech Support</b> Monday thru Friday, 8:00 am to 9:00 pm ET. Note, between 6 pm and 9 pm some AlarmNet products are not supported.</p> <hr/> <p>Extended support hours for GSM and activation ONLY. Saturday 9:00 am to 5:30 pm ET.</p> <hr/> <p><b>option 2 – AlarmNet General Product Information</b> Monday thru Friday, 8:00 am to 5:00 pm ET.</p> <p><b>option 3 – AlarmNet administration and website support</b> Monday thru Friday, 8:00 am to 5:00 pm ET.</p>
<b>Latin America &amp; Caribbean region:</b>	<b>305-805-8188:</b> Monday thru Friday, 8:00 am to 5:00 pm ET.
MyWebTech (Online technical database.)	<a href="http://www.security.honeywell.com/hsc/resources/MyWebTech/">http://www.security.honeywell.com/hsc/resources/MyWebTech/</a>

## Notes



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