Honeywell
THE POWER OF CONNECTED

Cloud Services and Solutions

AlarmNet 360™
Frequently Asked Questions

GENERAL	
1. What is AlarmNet 360?	AlarmNet 360 is the next generation of AlarmNet® Direct. It is a powerful business management cloud platform that provides a wealth of features to simplify and transform your business operations, deliver increased efficiency and productivity, and offer valuable insights on your accounts to drive growth and lower lifecycle costs. It works on computers, tablets or smartphones—enabling anytime, anywhere system programming and management—which lets your technicians stay productive on the go. It is a virtual game changer. Support for other Honeywell control panels, along with panels already in the field, will be added in a phased manner.
2. How can I access AlarmNet 360?	You can access AlarmNet 360 directly at **www.AlarmNet360.com**. Alternately, you can access the platform via the Honeywell security website at **www.security.honeywell.com/hsc**, in the "AlarmNet Services" section under the "Solutions & Services" tab.
3. How do I register for AlarmNet 360?	To register for AlarmNet 360, go to the landing page of the website at **www.alarmnet360.com** and select the "Click here" option in the AlarmNet Customer Information box.
4. Does AlarmNet 360 replace Compass® for control panel programming?	AlarmNet 360 does not completely replace the Compass downloader tool. Compass is still needed to program control panels not currently supported in AlarmNet 360, as well as panels that use POTS (Plain Old Telephone Service) communication. Today, AlarmNet 360 fully supports the Lyric™ Controller, Lyric Gateway and new LYNX Touch 5200, 5210 and 7000 Home and Business Control Systems.
5. How can I get trained on AlarmNet 360?	Quick Start Training Videos for frequently performed tasks are available. The platform contains "Take a Tour" explanations throughout, and a comprehensive Help Guide is available in the "Help" section located at the bottom of each page. Instructor-led training is available via our Discover Learning Management System at **http://honeywelldiscovertraining.com**. You can also contact your local Honeywell District Manager or Technical Training Manager for training at your location.
6. What platforms and browsers are supported by AlarmNet 360?	**Supported Browsers and Operating Systems[1]**

Platform	Browser	Compatible Versions
Windows® 7, 8 and 10	Internet Explorer®	10, 11
	Edge for Windows® 10	Most recent stable version
	Google Chrome™[2]	Most recent stable version
	Firefox®	Most recent stable version
Mac	Safari	9
Smart Devices	Android™	2.3+
	iOS	5+
	Windows	8.1 (IE 11)

[1]All systems must have both of the multimedia technologies listed below for Honeywell Total Connect® Remote Services.
 • QuickTime version 7.6 or later • Adobe® Flash® version 10 or later
[2]Video viewing via Honeywell Total Connect Video Services is not compatible.

| 7. If I am a central station, can I create an account on my dealer's behalf? | Yes, you can create an account in AlarmNet 360 for a dealer. You do this by selecting the dealer's company name in the "Installation For" field in the New Account window. For more information, contact AlarmNet Technical Support at **(800) 323-4576**, Select Option 2, then Option 1 for Cloud Services. |

AlarmNet 360
Frequently Asked Questions

CONTROL PANEL AND PERIPHERAL PROGRAMMING	
8. What control panels can I program via AlarmNet 360?	The following control panels can be programmed via AlarmNet 360: • LYNX Touch 5200 • LYNX Touch 5210 • LYNX Touch 7000 • Lyric™ Controller • Lyric Gateway
9. Can I use AlarmNet 360 for control panels previously programmed through Compass®?	Not at this time; that feature will be released in the near future.
10. Can I program a VISTA™ or LYNX Plus control panel via AlarmNet 360?	Communicators for VISTA and LYNX Plus systems can be programmed via AlarmNet 360. However, VISTA and LYNX Plus control panels are not yet supported by AlarmNet 360. You'll need to continue using Compass to program those panels until further notice.
11. Can I use Alarmnet 360 to program a panel that only uses POTS for communication?	To program a panel from AlarmNet 360, you need an AlarmNet communicator. Therefore, if you have a panel that uses POTS-only communication, you will continue to use Compass to program that panel.
12. How can I view all programmed devices on AlarmNet 360?	Upon logging into AlarmNet 360, click on "DEVICES," then "Programming" from the main menu. Enter your City-CS code then click the Search icon. Your programmed devices will be displayed on the screen.
13. What functionality is available remotely—without having to roll a truck?	There are several functions you can perform remotely on AlarmNet 360 which would otherwise require a customer site visit. Some of the key functions include the ability to: • Make programming changes to all AlarmNet communicators, LYNX Touch 5200/5210/7000 control panels, Lyric Controller and Lyric Gateway • Add/Modify/Remove Sensors/Zones • Add/Modify/Remove User Codes • Add/Modify/Remove Wireless Keys • Check Panel, Zone and Communicator status, check Panel Event Logs, replace Communicators, get Reporting Tests*

*LYNX Touch 5200, 5210, 7000 control panels, Lyric Controller and Lyric Gateway

Honeywell | Cloud Services and Solutions

AlarmNet 360

Frequently Asked Questions

ALARMNET 360 INSIGHTS	
14. **What is AlarmNet 360™ Insights and what features does it provide?**	AlarmNet 360 Insights is our interactive dashboard that makes it easier than ever to simplify customer growth as you take the pulse of your business every day. It puts a wealth of customer information at your fingertips—helping you better understand their purchasing behavior to identify great new business, upsell and additional RMR opportunities, and reduce attrition. Simplify customer service with the ability to better plan and schedule service calls via our interactive map interface—which provides insights so you can react more quickly to customer service needs. The Map View shows your entire customer base, and a wide range of filters can be applied to view your account base by communication type, communicator model, AlarmNet service, and Honeywell Total Connect® 2.0 services and devices. Critical issues can be easily spotted. You can toggle between Map and List views and download the data to a spreadsheet with detailed information.
15. **How can I obtain a report through AlarmNet 360 Insights?**	A wide-variety of reports can be created and download as needed. • Filter the data for specific products, services and devices • View the data via the "MAP VIEW" or "LIST VIEW" • Download the data to CSV file by simply clicking on "Export"
16. **Can I control who has access to AlarmNet 360 Insights within my company?**	Yes, you can control access at the employee login level by selecting the "MY COMPANY > Manage Users" page.
17. **I am a central station. Can I get data by each of my dealers?**	Yes, you will be able see dashboard filtering by one or more of your dealers. You can also download the data to a CSV file.
18. **I am a dealer. Can I get data by each of my central stations?**	Yes, you will be able see the dashboard filtering by one or more central stations or City/CS. You can also download the data to a CSV file.

AlarmNet 360

Frequently Asked Questions

SMART MOBILE DEVICE SUPPORT	
19. Can AlarmNet 360 be accessed from my smartphone?	Yes, AlarmNet 360 supports mobile apps for iOS and Android devices. They are available for download from iTunes and the Google Play Store. For Windows phones, you can access our mobile website: **http://m.alarmnet360.com** from your mobile browser.
20. What features are supported on the AlarmNet 360 app/ mobile website?	The AlarmNet 360 app/mobile website supports Lyric Controller, Lyric Gateway and LYNX Touch 5200, 5210 and 7000 accounts created using the new workflow. The following features are supported on the mobile website for Lyric and new LYNX touch 5200/5210/7000 systems: • New account creation • Setup Wi-Fi transfer firmware and programming data from the app to the Lyric Gateway • Search for accounts using City-CS-Sub or MAC ID • Communicator programming • Panel programming • Customer information, panel and communicator details and services subscribed • Zone programming • Wireless key programming • User code programming • Panel and zone status • Panel event logs • Manage the Honeywell Total Connect account for this control panel (i.e., account editing, adding devices to a Honeywell Total Connect location) More details are available on the AlarmNet 360 Web and Mobile Features Chart located on the AlarmNet 360 landing page: **www.alarmnet360.com** and on the Honeywell Security website: **www.security.honeywell.com/hsc**.

For more information

www.AlarmNet360.com

Honeywell Security and Fire

2 Corporate Center Dr. Suite 100
P.O. Box 9040
Melville, NY 11747
1.800.222.6525
www.honeywell.com

All other trademarks are property
of their respective owners.

Honeywell