

## AlarmNet 360<sup>™</sup> Cloud Services and Solutions

A Business Management Cloud Platform  
For Dealers and Central Stations

## Anytime, Anywhere Control

AlarmNet 360 enables anytime, anywhere programming, troubleshooting, account creation, management, and more via your web browser and Apple® or Android™ device.



# Your Business. Simplified.

Did you know that the most important tool to grow your business isn't even in your toolbox?

**AlarmNet 360 is our powerful, cloud-based business management platform that can help improve business operations, and increase efficiency and productivity to deliver valuable insights on accounts, driving growth and helping decrease lifecycle costs.**

- Create new accounts quickly
- Use custom programming templates
- See system status at a glance
- Enroll and configure sensors remotely
- Create a set of parameters to check installations
- Monitor account engagement and activity
- View panels, zone lists, status and communicators
- Flexible remote programming options using the web or mobile platform\*

It works on computers, tablets, or smartphones – letting your technicians stay productive on the go.

## The Most Reliable Alarm Communications – AlarmNet Cloud Services

- Over 30 years of experience processing and reporting alarms
- Trusted data center providing alarm communications for over 2.2 million homes and businesses
- Processes over 96 million signals a day
- Ecosystem partnerships enable connected solutions across security, awareness, and comfort
- Partners include August Lock®, SkyBell®, Amazon Alexa, IFTTT, Z-Wave® portfolio, I-View Now™, Total Connect Comfort Wi-Fi®, RedLINK™ and Smart Connected Thermostats, Rhino tracking portfolio, and many others

\*Available for accounts programmed with a Lyric Controller, Lyric Gateway and LYNX Touch 5200, 5210, and 7000 Series

# Drive Revenue and Increase RMR

## AlarmNet 360 Insights

AlarmNet 360 Insights is an interactive dashboard that offers insight into your business in near real time\*, so you can make more informed marketing, sales, and operational decisions every day. Identify new business opportunities, upsell services, increase recurring monthly revenue (RMR) opportunities, and respond to account issues quickly.

### Filter Data for Business Analytics

Filters provide information to help pinpoint critical issues, and service customers quickly and efficiently. Easily sort the data by account age and period of time, and export it to a spreadsheet. **If you could upsell one more product or service per month, how much more revenue would that mean for you?** Find out now.

### Use the Map View to Identify Communicator Status

With AlarmNet 360 Insights, you can harness business intelligence to make more informed decisions. For example, with the map view, you can quickly see if a communicator has gone offline so you can schedule an efficient repair. If several communicators in an area are down, you can streamline customer service with a single truck roll.

AlarmNet 360 Insights offers end-user **engagement data** that can help you stay profitable.



\*Data updates every two hours

Visit [www.alarmnet360.com](http://www.alarmnet360.com) today to see how acting on the information easily obtained through AlarmNet 360 Insights helps increase your bottom line.

## Resideo Total Connect Engagement, Feature Details, and Usage

Analyze Total Connect engagement and account setup completion to help ensure setup consistency.

**Setup Issues** – shows accounts where setup is incomplete, and specifies features enabled but not being used.

**Engagement issues** – displays accounts not using Total Connect and specific features for 30 days or more.

**Best Practices** – highlights accounts that have and have not enabled or used specific features.

## Communicator, Device, and Service Subscription Filters

**Communication Technologies** – shows how many communicators are in the field by technology type.

**Monitoring Services** – displays services your accounts subscribe to.

**Total Connect 2.0 Services** – Total Connect 2.0 locations with devices installed (GPS\*, switches, thermostats, locks, and more).

**Total Connect 2.0 Devices** – Total Connect 2.0 locations with devices installed (GPS\*, switches, thermostats, locks, etc.).

**Communicator Models** – shows communicators that are active in the field. Defaults to the top five, but you can select “Show More” or “Show Less” as needed.



Customer Growth. **SIMPLIFIED.**

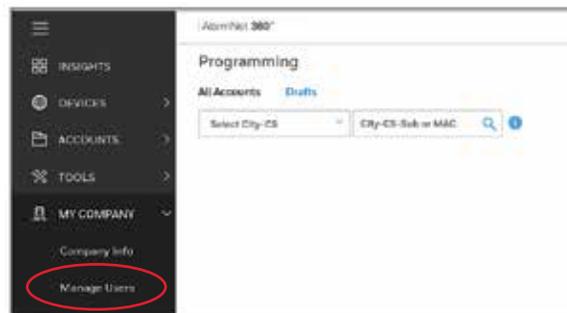
\*Available in the U.S.

# Improve Operational Efficiency

Visit [www.alarmnet360.com](http://www.alarmnet360.com) to experience the benefits of Smart User Management for you and your staff.

## Smart User Management

With Smart User Management, you can manage and control employee access rights, add or delete users (employees), and edit user information.



## Simplified Setup and Control

- Less information is required for setup.
- Assign new employee user features and account access.
- Create roles for existing AlarmNet 360 users with similar functions.
- Easily disable existing users in your company and remove access as needed.
- Customize account access for each group.

## Grant Permissions at Your Discretion

**Smart User Management makes it easier for you to assign system programming permissions to installers at your discretion.**

You can readily give customer support employees access to account management and system diagnostics to help simplify the process, and provide your marketing teams with access to AlarmNet 360 Insights for upsell and additional RMR opportunities.

## 36 Users or More

Dealers and central stations with 36 or more users have the ability to assign users (employees) to a “Group” and create or assign “Roles” to that Group based on specific “Feature Sets.” Feature Sets, found within Roles, are collections of features that describe areas of the website users (employees) may access.

## Less than 36 Users

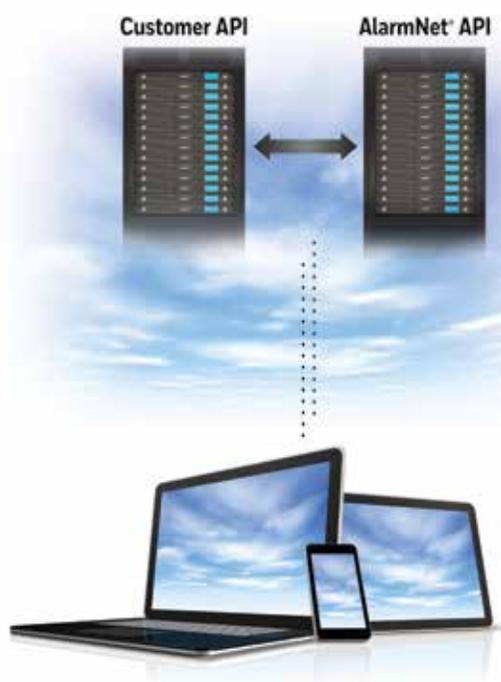
Dealers and central stations with less than 36 users may create users (employees) within the company and assign them specific Feature Sets only. Features Sets can be added or removed when creating new users or editing existing users.

Your Business. **SIMPLIFIED.**

To learn more about the **AlarmNet 360 API**, contact your local AlarmNet sales manager or Resideo district manager.

## Application Programming Interface (API)

APIs enable you to easily integrate your software applications into AlarmNet 360. Manage accounts and billing more efficiently through the application without having to log into AlarmNet 360. Single data entry point prevents duplicated efforts, saving time and money.



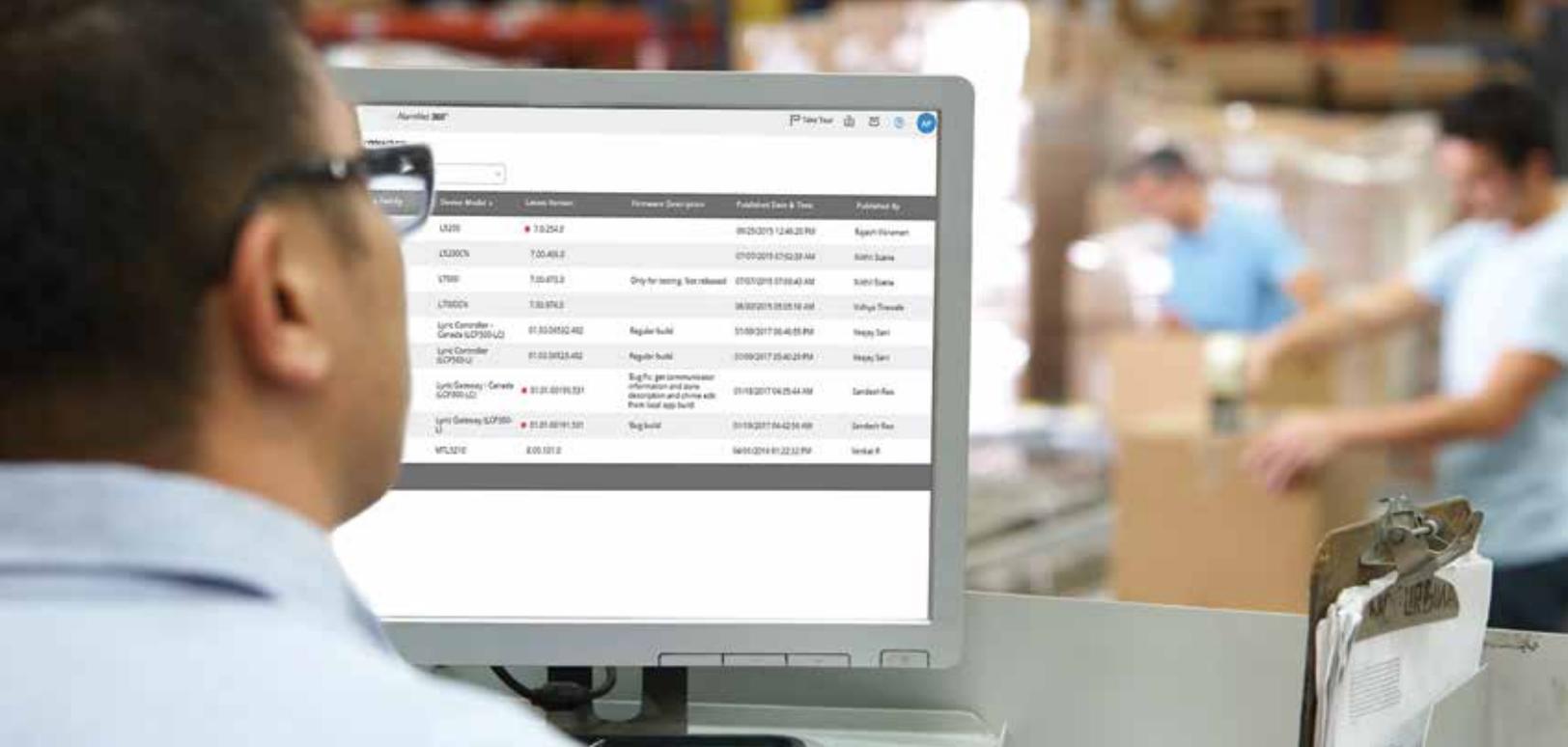
### Increase efficiency with APIs that make it easy for you to:

- Handle account creation, account management, communicator replacements, SIM card activation, etc.
- Get device status information.
- Handle programming and more.

## Zone Reporting Validation

Eliminate multiple telephone calls to the central station with Zone Reporting Validation. Handling this on site improves business performance by reducing the staff needed to test the system.





Easily create **Checklists** through our AlarmNet 360 business management cloud platform and help increase your installation success rates.

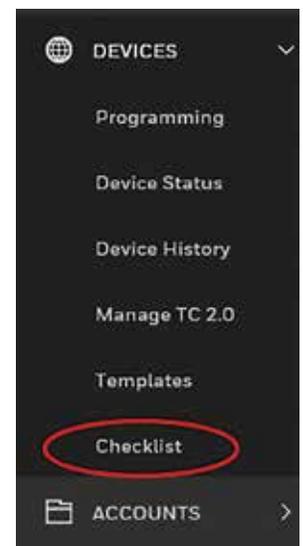
# Improve Operational Efficiency and Account Creation

## Custom Programming Templates

Create custom programming templates\* with preset data to help reduce programming errors. Ensure that systems are installed correctly and consistently, and reduce installation time.

## Checklist Feature

Sometimes technicians deviate from custom programming templates, selecting different programming parameters for an install. The Checklist feature is a set of parameters that you create that can be automatically checked against an installation to quickly uncover any deviations the technician may have made. To streamline installations,\* when an installation is complete, the quality of the install may be easily measured against the Checklist in AlarmNet 360.



\*Available for accounts programed with a Lyric™ Controller, Lyric Gateway and LYNX Touch 5200, 5210, and 7000 Series

## Account Creation Fields

When programming accounts\*, input the salesperson's name, the installer's name, and the contract end date to easily track back to the correct employee, to help monitor performance and trends among different professionals. Proactively reach out to customers whose contracts are coming to an end, which may help reduce attrition.

AlarmNet 360 09/12/2017 15:09:37 (GMT) TAKE  
09/12/2017 11:09:37 AM

1 Customer Info 2 Security 3 Total Connect 2.0

**LOCATION**

Location Name \* My Demo

Dealer's Reference ID

Sold by

Installed by

Contract end date MM/DD/YYYY

**ADDRESS**

Country \* United States of America

Address Line 1

Address Line 2

City

State/Territory Select State

ZIP

Notes

**CONTROL PANEL**

Type Revision

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\*Available for accounts programed with a Lyric Controller, Lyric Gateway and LYNX Touch 5200, 5210, and 7000 Series

## Provisioning Without A MAC ID

Installers, operators, or technicians may create an account prior to maintaining the MAC ID of the AlarmNet communicator or alarm reporting number (City-CS-Sub). This feature is available for accounts programed with a Lyric Controller, Lyric Gateway and LYNX Touch 5200, 5210, and 7000 Series.



Customer Creation. **SIMPLIFIED.**

# Program and Service Accounts Quickly and Accurately



## Remote Diagnostics and Troubleshooting

Quickly view live system status to monitor and troubleshoot accounts in real time. System health checks, testing, troubleshooting, and usage monitoring can be handled remotely, eliminating unnecessary truck rolls.

- Real-time testing ensures everything is up and running properly, letting your team readily service accounts.
- Accounts can be serviced more quickly by monitoring system status.
- View zones/lists instantly.

Available for accounts programed with a Lyric Controller, Lyric Gateway and LYNX Touch 5200, 5210, and 7000 Series.



## Rapid Recover Speeds System Replacement

Rapid Recover reduces the hassle of reprogramming panels. It enables you to replace a Lyric, or LYNX Touch 5210 or 7000 panel, with another of the same type by simply transferring all system settings. This saves time and helps reduce installation errors.

# Web and Mobile Features

FEATURE	Compass	AlarmNet 360 Website	Mobile Website <a href="http://m.alarmnet360.com">http://m.alarmnet360.com</a>
Create new account	All Communicators except Lyric	All communicators <sup>1</sup> , LYNX <sup>2</sup> , Lyric Panels	LYNX <sup>2</sup> , Lyric panels
<b>Configuration (programming)</b>			
Communicator programming changes	All communicators	All communicators	LYNX, Lyric
Panel programming	All except Lyric	LYNX, Lyric	LYNX, Lyric
Zone, wireless key programming	All except Lyric	LYNX, Lyric	LYNX, Lyric
Add user codes	All except Lyric	LYNX, Lyric	LYNX, Lyric
Z-Wave® programming	Read only	Lyric Gateway	Lyric Gateway
<b>Template</b>			
Create a panel programming template	All except Lyric	LYNX, Lyric: Panel settings, zones and user codes	Not supported
<b>Troubleshooting, diagnostics, and testing</b>			
Communicator status	N/A	All communicators	LYNX, Lyric
Communicator signal strength history	N/A	All communicators	LYNX, Lyric
Alarm history	N/A	All communicators	N/A
Panel status	All except Lyric	LYNX, Lyric	LYNX, Lyric
Zone status	All except Lyric	LYNX, Lyric	LYNX, Lyric
Panel event log	All except Lyric	LYNX, Lyric	LYNX, Lyric
Replace communicator	N/A	All communicators	LYNX, Lyric <sup>3</sup>
Replace panel	All except Lyric	Lyric	Lyric LYNX (Not applicable)
Reporting test	N/A	LYNX, Lyric	LYNX, Lyric
Remote firmware upgrades	N/A	Lyric only	Lyric only
<b>Reports</b>			
Report Generation	Excel spreadsheet	Excel spreadsheet	Not supported
Interactive Dashboard	N/A	AlarmNet 360 Insights with enhanced analytics – map and list views	Not supported
<b>Total Connect Remote Services</b>			
Account management	N/A	Supported	LYNX, Lyric
Manage devices <sup>4</sup>	N/A	Supported	LYNX, Lyric

<sup>1</sup> Includes all Honeywell Home communicators—VISTA™, LYNX Plus, LYNX Touch and Lyric

<sup>2</sup> LYNX refers to LYNX Touch 5200, 5210 and 7000 Home and Business Control Systems

<sup>3</sup> Valid only for replacements with the same communicator type; all programming will be transferred to the new device

<sup>4</sup> Refers to adding, editing and removing Resideo Total Connect Video Solutions cameras and accessories, and the Total Connect Remote Services Vehicle Tracker



## Always Evolving

### Think AlarmNet 360 is revolutionary?

It doesn't stop here. We'll be making updates on a regular basis to help your business run more smoothly and profitably. With AlarmNet 360, you can look forward to ongoing system innovations and enhancements, along with new features and capabilities to drive operational efficiencies and improve the customer experience.

#### For more information

[www.AlarmNet360.com](http://www.AlarmNet360.com)



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