AlarmNet® Cloud Services and Solutions

AlarmNet 360™
Frequently Asked Questions

GENERAL	
1. What is AlarmNet 360?	AlarmNet 360 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.
2. How can I access AlarmNet 360?	You can access AlarmNet 360 directly at **www.AlarmNet360.com** from a PC, phone or tablet. A mobile app is available from your Android or iOS device's app store, but is limited to LYNX/Lyric and not all features are supported. To access the mobile platform without the app, go to **m.alarmnet360.com**.
3. How do I register for AlarmNet 360?	To register for AlarmNet 360, go to **www.AlarmNet360.com**, and locate the AlarmNet Customer Information block. Next, select "Click here to access the AlarmNet 360 Dealer Sign up page." You will need a central station City ID and CS ID, as well as the MAC ID of a valid AlarmNet communicator to complete the registration.
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. Today, AlarmNet 360 fully supports the Lyric™ Controller, Lyric Gateway and LYNX Touch 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 on the AlarmNet 360 login page. The platform contains "Take a Tour" at the top of the "Insights Page". Training Videos are also available on MyWebTech. Find out more about monthly webinars by signing up for our newsletter at www.AlarmNetNews.com. Instructor-led training is available via our Discover Learning Management System at **https://discovertraining.honeywellhome.com.** You can also contact your local Honeywell Home District Manager or Technical Training Manager for training at your location.
6. What platforms and browsers are supported by AlarmNet 360?	The latest supported browsers and operating systems are listed in the Browser Requirements PDF, which is accessible on every page of the AlarmNet 360 website.
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.
8. I just signed up for AlarmNet 360 access. Where do I start?	We recommend visiting the Help page first and exploring the information available there. Next, visit the Insights page so you can learn about your business. The Insights page provides a guided tour to help you learn how to engage with this powerful account management tool. When you are ready to begin creating your first account, simply go to the Programming page and select the option for a New Account. Also review what's new, updates, alerts, and offers and specials tabs notification found on the top right of AlarmNet 360.
9. How do my installers, service technicians, and other employees get access to AlarmNet 360 and our customer accounts	To create user login credentials for your company employees, go to the AlarmNet 360 menu option My Company >Manage Users and select Create User. There are resources in the Help section to assist you. You may want to designate a specific person or group to manage your company logins.

CONTROL PANEL AND PERIPHERAL PROGRAMMING	
10. What control panels can I program via AlarmNet 360?	The following control panels can be programmed via AlarmNet 360: • LYNX Touch 5210 • LYNX Touch 7000 • Lyric™ Controller • Lyric Gateway
11. Can I use AlarmNet 360 for LYNX Touch control panels previously programmed through Compass®?	Currently we cannot transfer panel accounts from Compass to AlarmNet 360; however, LYNX Touch 52xx/7000 control panels can be moved individually by deleting and re-adding in AlarmNet 360.
12. 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.
13. How can I view all programmed devices on AlarmNet 360?	Upon logging into AlarmNet 360, click on "Insights". You will see a map showing all programmed devices, switch to a list view, and filter your accounts by specific features.
14. 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 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 5210, 7000 control panels, Lyric Controller and Lyric Gateway

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CONTROL PANEL AND PERIPHERAL PROGRAMMING CONT.	
15. How do I configure/program my customer's device?	Go to Devices > Programming > +New Account and select the control panel or communicator you are installing.
16. How do I replace a device on an active account?	Go to Devices > Programming and search by Account info or communicator MAC address. Select REPLACE under the Actions drop down list.
17. How do I stop all services or cancel an account?	Contact the Central Station for an account cancellation.
18. What is a fully cancelled account and how can I reuse it?	An account that is in a "Full cancel" state cannot be used. This type of cancellation prevents an end-user from reactivating the equipment still installed at the premise. To reuse the account, contact your central station and have the account moved to a "partial cancel."
19. Why can't I view an AlarmNet account that I installed and currently service?	Please try going to the AlarmNet 360 Programming page and using the Take Ownership option. You will be required to input the full account info, device MAC and CRC. If this does not allow you to access the account, please contact the monitoring central station.
20. What is Checklist, and how can it help me?	Checklist is a set of account and panel parameters that you determine to be your standard values. At the end of each job, run the Checklist against the account and it will identify setup errors, and assist you in correcting them.
21. Can Checklist verify that the communicator has adequate signal strength?	Yes, you may set a minimum value of signal strength.
22. Can Checklist be run by the technician in the field?	Yes, the technician can run the Checklist via PC, tablet or phone.
23. Can I remotely enable or disable Pet Immunity on PIRs installed in the field?	Yes, when using the SiXPIR, the pet option immunity can be changed using AlarmNet 360, desktop or mobile.
24. Can I remotely see transmitter signal strength and battery level?	Yes, both can be seen when using the SiX™ Two-Way Wireless devices.
25. Can I remotely change the sensitivity of glassbreak detectors?	Yes, when using the SiXGB, you may change the sensitivity of the glassbreak detector remotely.

ALARMNET 360 INSIGHTS	
26. 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 Resideo 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.
27. 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"
28. 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.
29. 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.
30. 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.
31. Can I see which accounts are not using Total Connect?	Yes, you can filter this option to see who has not logged into Total Connect in the last 30, 60, or 90 days. Additionally, you may apply these filters and look at accounts that are 1, 2, 3, or 4 years old.
32. Can AlarmNet Insights help me Identify Setup Issues?	Yes, just looking at a glance you can see issues like, account not commissioned, cameras not installed, notifications not created, no scenes created or no automation devices present.

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SMART MOBILE DEVICE SUPPORT	
33. 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.
34. 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 5210 and 7000 accounts created using the workflow. The following features are supported on the mobile website for Lyric and LYNX Touch 5210/7000 systems: • New account creation • Setup Wi-Fi, transfer firmware, and program panel 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 Total Connect account for this control panel (i.e., account editing, adding devices to a Total Connect location) More details are available on the AlarmNet 360 Web and Mobile Features Chart located on the AlarmNet 360 landing page: **AlarmNet360.com** and on the Honeywell Home Security website: **security.honeywellhome.com**.
35. Does the AlarmNet 360 app support the VISTA type communicators?	No currently, the app only supports LYNX Touch and Lyric communicators.
36. How can I get help?	You can get help from the AlarmNet 360 Help section, My Web Tech or AlarmNet Technical Support at **(800) 222-6525.**

For more information

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