



## Total Connect 2.0 Remote Services



Total Connect 2.0 Remote Services keeps customers connected to their home or business anytime, anywhere via iPhone®, iPad®, Android™ or web. With a touch of a finger, our app lets consumers operate security, video, video doorbell, automation and more – staying in the know with real-time alert notifications – helping you stay competitive to drive more RMR.

DESCRIPTIONS	
AlarmNet® Communications Solutions	<p>In order to offer Total Connect 2.0 Remote Services, it is necessary to program an AlarmNet communicator to directly interface with a security panel from Resideo.</p> <p><b>Radio Communicator</b> provides wireless alarm signal communication to the central station and AlarmNet as the primary signal path.</p> <p><b>Internet Communicator</b> provides Internet alarm signal communication to the central station and AlarmNet as the primary signal path.</p> <p><b>Wi-Fi® Communicator</b> provides Wi-Fi alarm signal communication to the central station and AlarmNet as the primary signal path.</p> <p><b>Radio and Internet (combined) Communicator</b> provides wireless alarm signal communication to the central station and AlarmNet with Internet (Wi-Fi) working as primary path unless radio path is necessary.</p> <p><b>Two-Way Voice</b> lets central station operators listen in and talk through the security system when an alarm signal is received during an event – ensuring that the proper response personnel can be dispatched to the premises should the need arise.</p> <p><b>APL (Advanced Protection Logic®)</b> is offered on Lyric™ and select LYNX products where the alarm can be reported to the central station and AlarmNet – even if the system is tampered with during the entry and communications delay times.</p>
Smart Security	<p>Provides APL (on select panels) and remote control of your security system from mobile devices or via the web. Supports up to 50 notifications via email, text or push notifications on system events that take place at the panel such as alarm events, arming the system, disarming the system, low battery, system trouble, power failures (AC loss), etc. Plus, access and control for geofence arming reminders, external ecosystem devices: Amazon Alexa and IFTTT. Includes the option to add one video doorbell and provides multi-site access allowing more than one home (premises) to be accessed by the user with single sign-on access to all locations. Also gives a master user the ability to add, edit or delete user codes and track user activity. Supports up to 250+ locations, offers 90-day event history, 5-day weather and tornado alerts (for select panels) and also the ability to send messages (up to 30 per month) directly to the consumer's keypad from the central station.</p>
Smart Home	<p>Provides all the features in the smart security package and also supports unlimited notifications on sensor automation activity. Plus, includes 2-way voice, energy management and automation control of Z-Wave® or Wi-Fi automation devices such as thermostats, locks, shades, garage doors, water management, etc. Ability to create smart scenes. Plus, access and control for ecosystem partners: Chamberlain/LiftMaster myQ smart garage control, Honeywell Home Smart Wi-Fi Thermostats and August Lock.</p>
Total Connect Video Services	<p>Remotely view live video and receive video notifications via email, text or push notifications based on security system events, motion detection or time of day. Services for HD cameras include up to eight cameras per location. There is a 7-day storage plan that offers a maximum of 350 clips per camera on a rolling basis, with first-in, first-out logic. There is also a 30-day storage plan that offers a maximum of up to 1,500 clips per camera on a rolling basis with first-in, first-out logic. Total Connect Video Services can be offered as a standalone service or as an add-on to the Smart Security or Smart Home package.</p>
Video Alarm Verification (VAV)	<p>Total Connect HD and iP cameras integrate with I-View Now™ – a patented, cloud-based central station video interface that lets monitoring personnel access ten-second video clips with pre- and post-alarm footage to see what caused an alarm event. VAV is offered as an add-on to the Smart Security or Smart Home package.</p>

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# Resideo Total Connect 2.0 Remote Services

GENERAL DEFINITIONS	
Weather	Provide current local weather, five-day forecasts and tornado alerts on select security panels
Advertising Services	From AlarmNet 360™, select security panels allow the central station to send messages to customers directly on the keypad.
Remote Arming/Disarming	Remotely arm or disarm security with Total Connect.
User Code Management	Master users may add, delete or edit user codes remotely, and track which users arm and disarm the system and at what times. For systems with multiple partitions, choose which partition(s) each user code can access.
Multi-Site Support	Remotely control multiple locations with a single sign-on account to all locations.
Sensor Activity Monitoring	Set up and monitor event notifications for sensor activity.
Event History	Provides 90-day history of events (except video) reported by the system.
Push Notifications	A push notification is sent to users via the app.
Email Notifications	An email notifications is sent to users.
SMS Notifications	An SMS for text messaging is sent to the users via the app.
Geofence Arming Reminders	A push notification is sent to the user's smartphone when the user leaves a geographical area and the security system is disarmed.
Automation (Z-Wave + Honeywell Home)	Control Z-Wave® or Wi-Fi automation devices such as thermostats, lights, locks, shades, garage doors, etc., and receive alert notifications on automation events.
Smart Scenes	Ability to set up and operate multiple devices with one set of instructions for energy savings, comfort and security.
Total Connect Automation Partners (Chamberlain/LiftMaster, Honeywell Home Smart Wi-Fi Thermostats and August Locks)	Users can register and control approved partner Wi-Fi devices in the Total Connect automation module, including Chamberlain/LiftMaster/myQ, Honeywell Home Smart Wi-Fi Thermostats and August Locks.
Total Connect External Ecosystems (Amazon Echo and IFTTT)	Users can control their security system and automation devices with other ecosystems found in the home, including Amazon Echo and IFTTT.

## For more information

[security.honeywellhome.com/totalconnecttoolkit](http://security.honeywellhome.com/totalconnecttoolkit)



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L/TCRSDF/D | 08/19  
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