

## AlarmNet® Direct Online Help Guide

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Language: English

AlarmNet Direct provides a vital link for our customers.

**HSC - AlarmNet® Services**

A Honeywell Automation & Control Solutions Business



**Welcome to  
AlarmNet Direct**

Honeywell's AlarmNet leads the security industry in alarm communications technology. With a full range of products and services for supervised alarm signal transport applications, it's no wonder that the leading central stations turn to AlarmNet for their alarm communications. AlarmNet Direct is a powerful web-based solution that provides AlarmNet Customers with a communications link to AlarmNet devices and services.

If you're looking to sell more systems and offer more applications, take a look at the advantages of partnering with Honeywell. In addition to delivering the newest innovations, products and technologies, we also provide the most experienced and dedicated customer and technical support teams. We have a longstanding commitment to our customers and can help you succeed by leveraging the power of the Honeywell brand. Together, we can win by building a world that's safer and more secure while creating more opportunities for you and your business.

**Login**

Username:

Password:

Forgot your Login?

[Dealer Sign-Up](#)

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## New features

The AlarmNet Direct website has been newly overhauled. It is now easier to navigate using tabs that group associated tools. And for each tool, the workflow has been improved to naturally move you through a series of screens to complete a task.

Programming communication devices is now accomplished using two wizards [Program New Device GSM/I](#) 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 in the new AlarmNet Direct.

Task	Location
account, cancellation	Accounts ► Account Cancellation
account, generation	Accounts ► Account Generation
account, view	Accounts ► View Accounts
cell site information	Devices ► Cell Site Info
communication failures	Accounts ► Communication Failures
coverage maps	Accounts ► Coverage Maps
customer notification	Menu Bar
dealer services, enable remote & video serv.	Users ► Dealer Services Config.
device, history	Devices ► Device History
device, program new	Program Devices GSM/I ► Program New Devices GSM/I
device, replace	Program Devices GSM/I ► Replace Device
device, show programmed devices	Program Devices GSM/I ► Show Programmed Devices
device, status	Devices ► Device Status
device, substitution PIN generation	Devices ► Substitution PIN Generation
device, take ownership	Program Devices GSM/I ► Show Programmed Devices (Then select Program Devices GSM/I ► Take Ownership of Device.)
help, online	click tab on top bar
IP devices (TC1), adding, editing, deleting	Program Devices GSM/I ► Show Programmed Devices (Use Action column pulldown menu.)
IP devices (TC2), adding, editing, deleting	Program Devices GSM/I ► Manage TC2 Accounts
SIM, activation/status	Devices ► SIM Activation/Status
TC1 account or location, edit, delete	Program Devices GSM/I ► Show Programmed Devices (Use Action column pulldown menu.)
TC2 accounts, manage (central station)	Program Devices GSM/I ► Manage TC2 Accounts
TC2 accounts, manage (dealers)	Manage TC2 Accounts
users, manage	Users ► Manage Users
users, my history	Users ► My History
users, my profile	Users ► My Profile
users, web usage	Users ► Web Usage
video device configuration	Program Devices GSM/I ► Show Programmed Devices (Use Action column pulldown menu.)

## Overview

This guide explains how to use the **AlarmNet Direct** online web application. AlarmNet Direct 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 Direct enables you to perform the following:

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

## Obtaining a Central Station Account

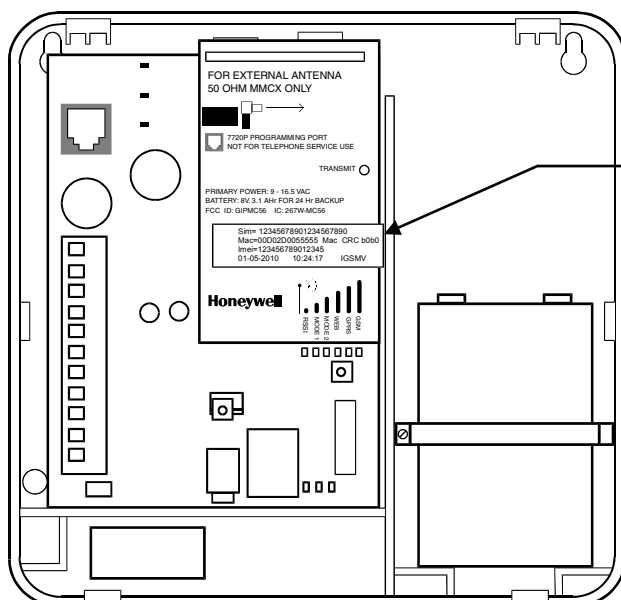
Central Stations can sign up by contacting AlarmNet Administration at 800-222-6525 and selecting option 3. (Administration hours are Monday thru Friday, 8:00 am to 5:00 pm EST)

## Obtaining a Dealer Account

Dealers must request a User Name and Password from their central station or sign up online by visiting the AlarmNet Direct website:

[https://services.alarmnet.com/AlarmnetDirectP\\_SignUp/](https://services.alarmnet.com/AlarmnetDirectP_SignUp/)

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

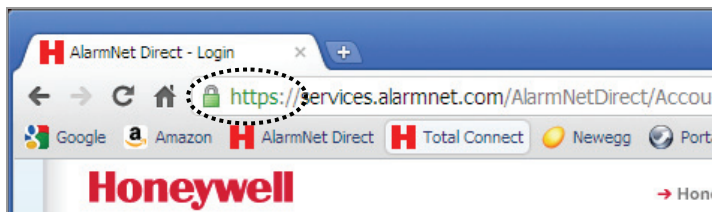
This information is also available  
on the product box.

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.

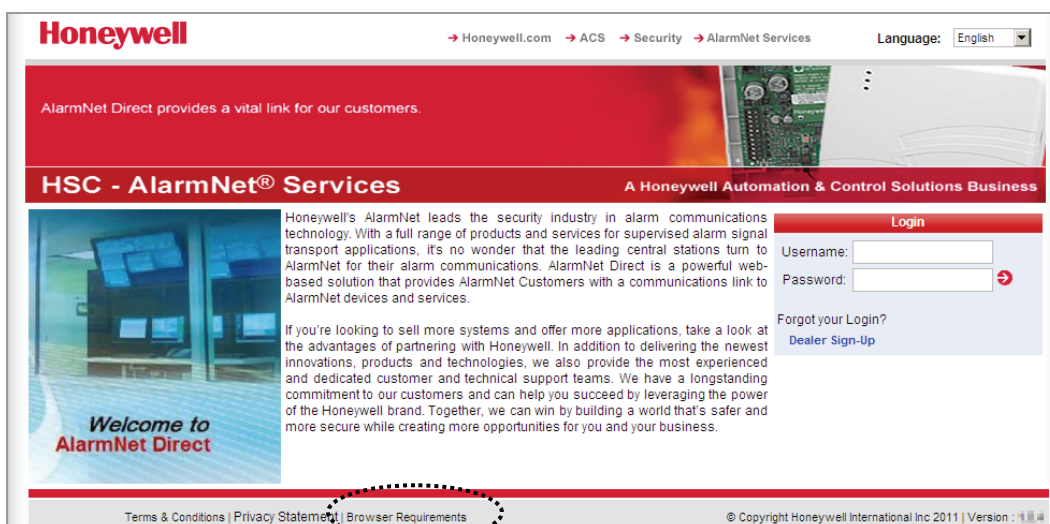
### Accessing AlarmNet Direct

1. To access AlarmNet Direct visit the following link: <https://services.alarmnet.com/AlarmNetDirect/>

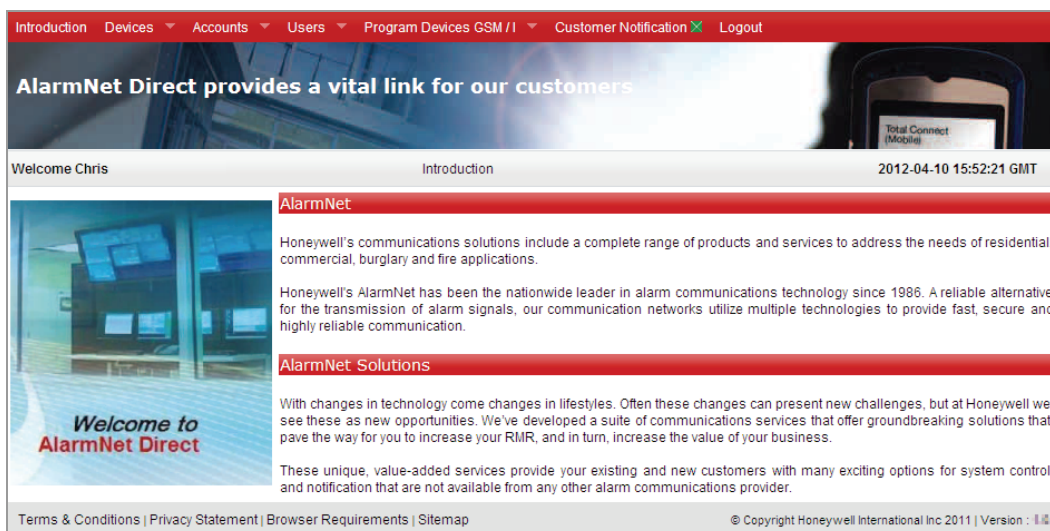
After the page loads this is a good time to create a desktop or favorites bar shortcut by positioning the cursor over the address icon, left click the mouse and drag it to the desktop or favorites bar.



2. Navigate to the AlarmNet Direct home page using either the desktop shortcut (created in the last paragraph) or by typing the address into the browser's address field. The Login page appears.




3. Click on the "Browser Requirements" and ensure your browser meets the requirements.
4. Enter your **User Name**, and **Password** then press **[Enter]**. The Introduction window appears.



## AlarmNet Direct Online Help Guide

AlarmNet Direct is easy to navigate. Navigation starts with the Tabbed Tool bar at the top.

Introduction Devices ▾ Accounts ▾ Users ▾ Program Devices GSM / I ▾ Customer Notification  Logout

Choosing a tab enables access to a related set of tools as shown below.

Devices	Accounts	Users	Program Devices GSM/I
▶ Device Status	▶ View Accounts	▶ My Profile	▶ Show Programmed Devices
▶ Device History	▶ Communication Failures	▶ Manage Users	▶ Program New Device GSM/I
▶ SIM Activation/Status	▶ Account Generation	▶ Dealer Services Config	▶ Replace Device
▶ Substitution PIN Generation	▶ Account Cancellation	▶ My History	▶ Manage TC2 Accounts
▶ Cell Site Info	▶ Coverage Maps	▶ Web Usage	▶ Take Ownership of Device

The tool selected from the Tabbed Tool bar will bring up the associated information window. From the information window you can view, edit, add, or delete information. Some information can be printed, or saved as a file.

Since the AlarmNet Direct site is used by both the Central Station, and Dealers, only the tools that pertain to the Central Station or Dealer will appear. Further, each Central Station or Dealer can create subusers and assign Authority Levels and Features to the subuser. (See the "*Manage Users*" tool.)

The table below shows what tools are available for the Central Station or Dealer/Installers.

Tools	Central Station	Dealer/Installers
Accounts ▶ Account Cancellation	X	
Accounts ▶ Account Generation	X	
Accounts ▶ Communication Failures	X	
Accounts ▶ Coverage Maps	X	X
Accounts ▶ View Accounts	X	
Customer Notification	X	X
Devices ▶ Cell Site Info	X	
Devices ▶ Device History	X	
Devices ▶ Device Status	X	
Devices ▶ SIM Activation/Status	X	X
Devices ▶ Substitution PIN Generation	X	
Program Devices GSM/I ▶ Manage TC2 Accounts	X	X
Program Devices GSM/I ▶ Program New Devices GSM/I	X	X
Program Devices GSM/I ▶ Replace Device	X	X
Program Devices GSM/I ▶ Show Programmed Devices	X	X
Program Devices GSM/I ▶ Show Programmed Devices ▶ Take Ownership of Device	X	X
Users ▶ Dealer Services Config.	X	
Users ▶ Manage Users	X	X
Users ▶ My History	X	X
Users ▶ My Profile	X	X
Users ▶ Web Usage	X	

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

## Tools

### 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 Device ID. Enter the data and click the **Search** button. A detailed status screen for the device is then displayed.

The screenshot shows the 'Device Status' page for a user named Chris. The page is divided into several sections:

- Search Section:** Includes a dropdown for 'Select a City-CS' (89-D3 Dept 17364714 / Tony - Tech Support test rack), a text input for 'City-CS-Sub or Device ID' (89-d3-0120), and 'Search' and 'Clear' buttons. A legend on the right explains the format: City,CS and Sub separated by hyphen 89-D8-0001; GSM MAC (12 Hex chars starting 00D02D) 00D02DAABBCC; M Radio MAN (8 digit number) 11223344.
- Current Status of Device:** A table showing device details:
 

City-CS-Sub	89-D3-0120
Device ID	00D02D 00D02DAABBCC
CRC	0ED9
Device	Alarmnet I
Device Type	GSMV
Subscriber Status	Active since 2009-02-16 18:39:56 GMT
Last Registered Date	2010-05-12 19:03:21 GMT
Supervision	DAILY
Last status check-in @	2012-02-22 12:17:15 GMT
Next status check-in @	2012-02-23 13:17:15 GMT
Current State	Normal
- Subscriber Address Information:** A table showing subscriber details:
 

Dealer ID	
Reference ID	GSMV Test System (desk)
Name of the Subscriber	Chris
Address	
City	Melville
State	NY
Zip Code	
Phone Number	
- Alarm History:** A table showing recent alarms:
 

	Device ID	Heard on (GMT)	Alarm	Description	Origin
1	00D02D 00D02DAABBCC	2012-02-20 13:05:01	13550000B	E-355-Loss of Rx(Alarmnet-I GPRS	
2	00D02D 00D02DAABBCC	2012-02-20 13:04:17	13410803B	E-341-Exp. Modul(Alarmnet-I GPRS	
3	00D02D 00D02DAABBCC	2012-02-20 13:04:05	13390803B	E-339-Exp. Modul(Alarmnet-I GPRS	
4	00D02D 00D02DAABBCC	2012-02-09 13:40:14	13550000B	E-355-Loss of Rx(Alarmnet-I GPRS	
5	00D02D 00D02DAABBCC	2012-02-09 13:39:24	13410803B	E-341-Exp. Modul(Alarmnet-I GPRS	
6	00D02D 00D02DAABBCC	2012-02-09 13:39:20	13390803B	E-339-Exp. Modul(Alarmnet-I GPRS	
- QOS Data:** A table showing Quality of Service data:
 

	Received on (GMT)	Line(V)	Batt.(V)	Rcr.Lvl	Min Sig.	Max Sig.
1	2012-02-22 12:17:15	25.451	6.602	-75 dBm	-77 db	-73 db
2	2012-02-21 12:16:49	25.544	6.600	-72 dBm	-82 db	-72 db
3	2012-02-20 12:53:31	25.575	6.600	-69 dBm	-72 db	-69 db
4	2012-02-19 12:53:22	25.699	6.600	-72 dBm	-72 db	-72 db
5	2012-02-18 12:53:13	25.637	6.600	-71 dBm	-81 db	-70 db
6	2012-02-17 12:53:03	25.606	6.600	-82 dBm	-85 db	-81 db
7	2012-02-16 12:52:55	24.707	6.598	-79 dBm	-82 db	-75 db
8	2012-02-15 12:52:45	25.079	6.602	-76 dBm	-76 db	-76 db
9	2012-02-14 12:52:36	25.389	6.600	-76 dBm	-79 db	-75 db
10	2012-02-13 12:52:27	25.513	6.600	-76 dBm	-79 db	-76 db
11	2012-02-12 12:52:18	25.823	6.600	-75 dBm	-76 db	-74 db
- Sticky Notes:** A table for user notes:
 

	User	Written on (GMT)	Note
Add Note / Delete Note			

Annotations on the left side of the screenshot:

- 'Show device history.' points to the 'Device ID' field in the 'Current Status of Device' section.
- 'Ping Commands' points to the 'QOS (Status)' dropdown and 'Ping' button.
- 'Test Alarm Register Reset' points to the 'QOS (Status)' dropdown.
- 'Additional tools.' points to the 'Add Note' and 'Delete Note' buttons in the 'Sticky Notes' section.

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

Current Status of Device

Device Type:

This includes; City-CS-Sub, Device ID (MAC, MIN, or MAN), CRC, Device (communication type), and Device Type (such as GSMV).

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.

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:

This drop-down field, allows you to send a command to a M or GSM type device. [Commands marked with \*\* are limited to; 2 every 24hrs per account.] After making your choice, click Ping Device.

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

Status\*\* – Generates a message (Check-In) between the radio and the cell tower. Device status menu will update “Last Status Check-In and Next Status Check-In and Date and Time Fields”. No signal will be generated to the Central Station. (For AlarmNet M devices only.)

Test Alarm (Wired Ethernet)\*\* – Sends a command using the Ethernet to force the device to respond with a test message of 55555559 to be delivered to the central station. (For Internet devices only.)

Test Alarm (Wireless)\*\* – Sends a command using GSM to force the device to respond with a test message of 55555559 to be delivered to the central station. (For M and 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.)

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

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

Alarm History

Displays the last 10 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.)

**Acceptable Signal Strength: -94dBm to -20dBm**

**Unacceptable Signal Strength: -120dBm to -95dBm**

**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 dependant 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 6.5 volts to be considered normal.

**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.

Welcome Chris
Device History
2012-02-22 22:12:31 GMT

All Actions history for past 24 hours for 89 D3 0130

Time Period:
Show history for past 24 hours
Action:
All Actions

City-CS-Sub or Device Id:
89-D3-0130
Search
Clear

	Time (GMT)	Action	User	City	CS	Sub	Device ID	IP
1	2012-02-22 22:00:31	Status Retrieved	Chris	89	D3	0130	00D02D100C00	199.61.25.254
2	2012-02-22 22:00:29	Status Requested	Chris	89	D3	0130		199.61.25.254
3	2012-02-22 20:48:26	Status Retrieved	Chris	89	D3	0130	00D02D100C00	199.61.25.254
4	2012-02-22 20:48:21	Status Requested	Chris	89	D3	0130		199.61.25.254
5	2012-02-22 20:47:18	Status Requested	Chris	89	D3	0130		199.61.25.254
6	2012-02-22 20:46:05	Status Requested	Chris	89	D3	0130		199.61.25.254

Download
View 1 - 6 of 6

## 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 "*Program New Devices GSM/I*" tool presented later in this guide. However there may be times when you want to see if a SIM is already activated, or may want to pre-activate a SIM to simplify installing communication devices in the field.

Welcome Chris		SIM Activation / Status		2012-04-06 17:33:51 GMT	
MAC or AID:					
<input type="text" value="00d02d1"/>			<input type="button" value="Get Status"/>		
Click here for MAC Location... Click here for AID Location...					
<b>SIM Status in AlarmNet Database</b> MAC: 00D02D1 IMEI: 353322040096159 SCID: 89014104254360185014 MSISDN: IMSI: Rate Plan/Profile Voice Capability: <b>False</b> SMS Phone: Current State: <b>SIM is deactivated</b> Maintainable: <b>True</b> Batch ID: Date of State Change (GMT): 2011-08-04 04:59:27 Status Description:			<b>Provision SIM</b> CRC: <input type="text"/> Notify Me By: <input type="button" value="Email Message"/> Email(s): <input type="text" value="honeywell.com"/> <span style="color: red;">!</span> <input type="button" value="Activate"/> Note: When a SIM is reactivated, its MSISDN might change		

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://services.alarmnet.com/AlarmnetDirect>, 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 M, or I 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.

Welcome Chris
Substitution Pin Generation
2012-02-22 22:27:51 GMT

**Not applicable for AlarmNet-A radios**

Primary Account

☐ Is Dual Reporting?

Secondary Account

**Get PIN**

---

**Instructions for Substitution Pin Generation**

When Substituting an M or I device, a replacement Pin is required as the City, CS and Sub are married to the device's MAN/MAC number. You can generate a Substitution PIN here in AlarmNet Direct. Replace the device and program the new device with the old account information (City, CS and Sub). Register the new unit and answer the questions as needed, then enter the PIN number. The PIN is only valid until 23:59 ET of the day it was generated. A 7720p is required on site to enter the PIN number when prompted.

Upon completion, click **Gen PIN**.

## DEVICES ► Cell Site Info (central station)

This tool is used to help troubleshoot network issues. Central Stations can see what cell sites the radio has been communicating with, and then determine if there are any other radios using the same cell site. If there are multiple radios with communication issues on the same cell site, it would indicate a problem with that cell site. AlarmNet tech support can use this data to open a trouble ticket with the cellular provider.

Welcome Chris
Cell Site Info
2012-02-22 22:31:37 GMT

Device ID  **Search** **Clear**

Tower Information				
	Cell Id	Cell	Last Heard Date	Duration
1	00001D29	Primary	2012-02-22 12:17:15	0:0:40.713
2	000009B2	Primary	2012-02-17 12:53:03	0:0:25.157
3	000009B5	Primary	2012-01-26 23:30:59	0:0:2.605
4	00001D26	Primary	2011-12-26 23:24:58	0:0:0.685
5	00002316	Primary	2011-12-06 23:21:18	0:0:1.47

Enter the Device ID and click **Search**. Information on the cell towers that communicate with the device will be returned.

## 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.

Check All and Toggle buttons.

	City	CS	Sub	DeviceID	Service	Registration Status
4	89	D3	0010	00D02D...	Alarmnet I	Active since 2008-10-01 14:18:06 GMT
5	89	D3	0011	00D02D...	Alarmnet I	Active since 2008-06-26 15:20:37 GMT
6	89	D3	0012	000000000000	Alarmnet I	Partially Cancelled on 2012-01-31 22:32:55 GMT
7	89	D3	0013	00D02D...	Alarmnet I	Active since 2008-09-16 17:06:05 GMT
8	89	D3	0014	N/A	Video Svcs	Video Svcs since 2011-01-14 21:09:26 GMT
9	89	D3	0015	000000000000	Alarmnet I	Full Cancelled on 2008-04-15 00:00:00 GMT
10	89	D3	0016	00D02D...	Alarmnet I	Active since 2008-05-07 13:38:28 GMT
11	89	D3	0017	N/A	Video Svcs	Video Svcs since 2012-02-20 23:41:27 GMT

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

The search results can be further sorted by clicking the Sub, Device ID, 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.

View history.

Edit Subscriber

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>	<p>Filter the search by using the check boxes to select the account status.</p> <p><b>New</b> – Account number is not currently associated with any devices and is ready for use.</p> <p><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.</p> <p><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 Direct.</p> <p><b>Active</b> – The device is actively using the network and may be billed.</p> <p><b>Video Svcs</b> – The device is actively using the network and may be billed.</p>
<b>Account Details pop-up window</b>	<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; M, 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 <u>Details</u> or the last pop-up the user was working with for a M, I, or Video Svcs service only.</p> <p>If the user clicked on <u>Details</u> 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.

#### AlarmNet – A

7720 series (1 way)

7820 series (1 way)

7920 series (2 way)

#### AlarmNet – M

7830R series

#### AlarmNet – I

GSMV, IGSMV, GSMHS, IGSMHS, and GSMX series

ILP5, GSMVLP, and GSMVLP5

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

7847i

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

8132i (Symphony)

## ACCOUNTS ► Communication Failures (central station)

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

Welcome Chris Communication Failures 2012-02-22 22:38:19 GMT

Select City-CS: 89-D3 Dept 17364714 / Tech Support test rack

Select Service Type: Show All  
 Show All  
 Alarmnet I  
 Alarmnet VGSM

	City	CS	Sub	Device ID	Comm. Fail since (GMT)
1	89	D3	0862	00D02D	2012-02-22 14:36:48
2	89	D3	0102	00D02D	2012-02-18 14:37:18
3	89	D3	0918	00D02D	2012-02-16 06:33:53
4	89	D3	0820	00D02D	2012-01-14 18:05:16

View 1 - 10 of 10

Make your selections from the two drop-down fields. 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.

View device history.

Ping Commands

QOS  
Test Alarm  
Register  
Reset

**Device Information**

City-CS-Sub	89-05-0440	<input type="button" value="View device history"/>
Device ID	00D02D	<input type="button" value="View device history"/>
CRC	E894	
Device	Alarmnet I	
Device Type	Lynx Touch GSMVLP5-4G	
Subscriber Status	Active since 2012-02-01 18:25:28 GMT	
Last Registered Date	2012-03-29 20:06:37 GMT	
Supervision	DAILY	
Last status check-in @	2012-04-06 09:32:02 GMT	
Next status check-in @	2012-04-12 11:27:18 GMT	
Current State	Comm Fail	

Dealer ID

Reference ID

Name of the Subscriber

Address

City

State

Zip Code

Phone Number

QOS (Status)

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.

The screenshot shows a web browser window with the title 'Account Generation'. The page header includes 'Welcome Chris' on the left and '2012-02-22 22:41:45 GMT' on the right. The main content area is titled 'Request for Subscriber Account Numbers' and contains the following text: 'AlarmNet-A request requires five (5) business days. Prior existence of accounts may be checked using the View Accounts page.'

The form consists of four numbered steps:

- 1. Enter account:** This section includes a dropdown menu for 'Select a City-CS:' with 'Select CityID-CS' as the current selection, and two text input fields for 'City:' and 'Central Station:'.
- 2. Enter Subscriber Account Numbers:** This section has two radio button options: 'Assign a Range of Numbers (maximum of 1,000 requests allowed per transaction)' (which is selected) and 'Assign a Individual Number'. Below these are two text input fields for 'Start Range:' and 'End Range:'.
- 3. Select Service Type:** This section features a dropdown menu labeled 'Select'. An arrow points from the text 'Select: Alarmnet A, or Other' to this dropdown menu.
- 4. Submit Request:** This section contains a single button labeled 'Submit Request'.

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 – A

7720 series (1 way)  
7820 series (1 way)  
7920 series (2 way)

#### AlarmNet – M

7830R series

#### AlarmNet – I

GSMV, IGSMV, GSMHS, IGSMHS, and GSMX series  
ILP5, GSMVLP, and GSMVLP5  
7845GSM, 7845i-GSM, and 7845i-ent series  
7847i  
IPGSM-COM, IPGSM-DP, and IPGSM-DPC series  
8132i (Symphony)

### ACCOUNTS ► Account Cancellation (central station)

This tool enables you to cancel Subscriber accounts. When selected, an agreement appears.

Welcome Chris	Agreement	2012-02-22 22:43:33 GMT
<p>Agreement for submitting cancellation requests:</p> <p>By submitting accounts to be cancelled: You, AlarmNet, Inc., are requesting AlarmNet, Inc. to cease providing the AlarmNet security network to the subscriber(s) indicated. You recognize that AlarmNet will not be responsible for sending alarms or other messages from this subscriber, or for supervising this subscriber while it is in a cancelled state. AlarmNet, Inc. agrees to be responsible for any deactivation charges as noted in the AlarmNet price list.</p> <p>The AlarmNet Data Management Services (DMS) Agreement must be signed before this web site's services can be used. Please confirm that you have read and agreed to the terms of the AlarmNet DMS agreement, particularly Section 2 before continuing. If you do not understand or agree to these terms, please do NOT submit the file. Instead, please call AlarmNet Administration for assistance.</p> <p>If you have questions, you can contact AlarmNet at 800-222-6525 and select option 1 for Technical support or option 3 for Administration.</p> <p><input type="radio"/> I understand and agree to these terms: <input checked="" type="radio"/> I do not agree:</p> <p><input type="button" value="Submit"/></p>		

To proceed, you must accept the cancellation agreement, then click **Submit**. This brings up the [Account Cancellation](#) form, allowing you to cancel one account or multiple accounts using a batch file.

Welcome Chris	Account Cancellation	2012-02-22 22:45:37 GMT
<p>Submit Individual Cancellation Request (AlarmNet-A request requires five (5) business days).</p> <p>1. <u>Enter account to cancel:</u></p> <p>City: <input type="text"/></p> <p>Central Station: <input type="text"/></p> <p>Subscriber: <input type="text"/></p> <p>2. <u>Select cancellation option:</u></p> <p><input checked="" type="radio"/> Transmitter is Removed from the premises and is no longer transmitting. (Alarmnet Partial Cancel)</p> <ul style="list-style-type: none"><li>■ This subscriber account ID may be reused by reactivating the equipment.</li><li>■ If the account is reactivated or continues to transmit, AlarmNet will resume billing of this subscriber.</li><li>■ Note: Before reusing a cancelled account, please confirm that the requested cancellation was executed by looking at the subscriber status, otherwise the reactivated account may be cancelled.</li></ul> <p><input type="radio"/> Transmitter is Still Installed and may still be transmitting. (Alarmnet Full Cancel) After using all reasonable efforts, if the central station is unable to have the equipment removed or disconnected, the equipment should be removed from service nonetheless.</p> <ul style="list-style-type: none"><li>■ This subscriber account ID may NOT be reused without first notifying AlarmNet.</li><li>■ The central station acknowledges that AlarmNet, at its option, may disable the transmitter so that it no longer transmits. The central station agrees to be responsible for any costs associated with reinstatement of the subscriber if such reinstatement is possible.</li></ul> <p>3. <u>Submit Cancellation:</u></p> <p><input type="button" value="Submit Cancellation"/></p>		
<p>Submit Batch File for Multiple Cancellation Requests (AlarmNet-A request requires five (5) business days).</p> <p><input type="text"/> <input data-bbox="873 1388 951 1409" type="button" value="Browse..."/></p> <p><input type="button" value="Submit Batch File"/> The Format of the Batch File Has Changed. Click Here For The New Format</p>		

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 Batch File**. The request is sent to AlarmNet, and billing is stopped.

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



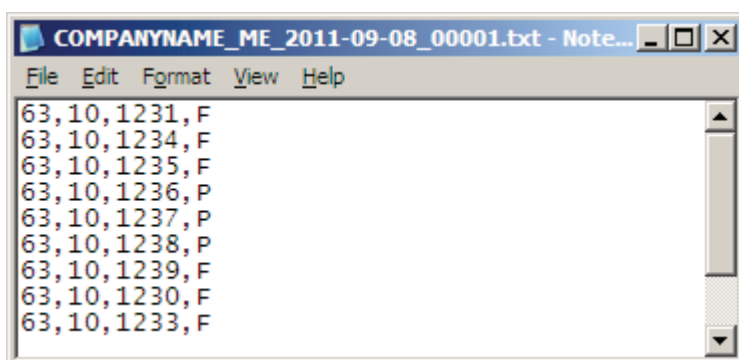
### **Creating Batch Files for Multiple Account Cancellations**

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	→	→	→	→	Type of cancellation, use:
CSID	→	→	→	→	P = for transmitters removed from service. (partial cancel)
Subscriber #	→	→	→	→	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.

Click to return to AlarmNet Direct.

Search By:

--Select One--

Zip, City or County:

State:

--Select States--

Submit Request

[Go to AlarmNet Direct](#)

**AlarmNet Coverage Maps**

AlarmNet-A Network	AlarmNet-G Network
<a href="#">Greater Atlanta Area Network - City 11</a> <a href="#">Chicago Metro Area Network - City 05</a> <a href="#">Dallas/Fort Worth Area Network - City 07</a> <a href="#">Detroit Metro Area Network - City 13</a> <a href="#">Houston Metro Area Network - City 06</a> <a href="#">Las Vegas Metro Area Network - City 34</a> <a href="#">Los Angeles Metro Area Network - City 09</a> <a href="#">Memphis Metro Area Network - City 32</a> <a href="#">Miami / Southeastern Florida Area Network - City 04</a> <a href="#">New York Tri-State Area Network - City 01</a>	Click below links to view coverage on provider's sites: <a href="#">United States</a> (GSM Digital Coverage Map) <a href="#">Canada</a> (GSM Digital Coverage Map)

## USERS ► My Profile (central station and dealer)

This tool enables you to edit your profile.

Welcome Chris
My Profile
2012-02-22 22:49:26 GMT

Required

Username:

Password:

Repeat Password:

Email Address:

Repeat Email Address:

First Name:

Last Name:

Optional

Phone Number:

5165712790

Fax Number:

Beeper Number:

Mobile Number:

Email Address for Mobile Device :

Last Modified Date:

2010-03-02 12:54:22

Email Contact:
☐ If checked, user will be emailed upon enabling of devices for remote services by dealers  
(This option is for Central Station users only)

Update
Cancel

Edit your profile and click **Update**.

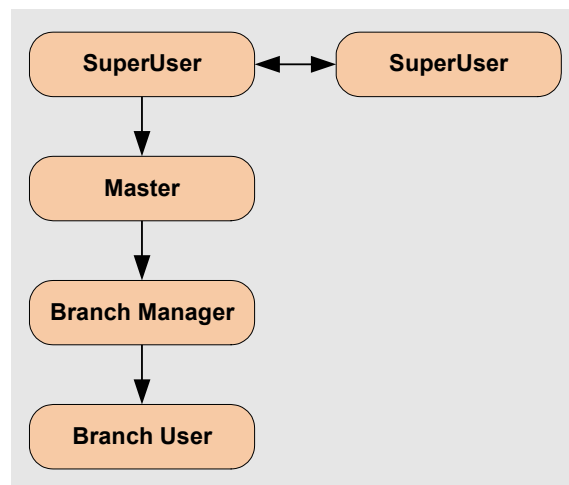
## USERS ► Manage Users (central station and dealer)

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 Cancellation – Retraction Feature (AlarmNet A only)
  - Account Generation – Generation Feature
  - Account Generation – Retraction Feature (AlarmNet A only)
  - 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



#### **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 Cancellation – Retraction Feature (AlarmNet A only)
- Account Generation – Generation Feature
- Account Generation – Retraction Feature (AlarmNet A only)
- 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



### 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 Cancellation – Retraction Feature (AlarmNet A only)
  - Account Generation – Generation Feature
  - Account Generation – Retraction Feature (AlarmNet A only)
  - 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



### 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 Cancellation – Retraction Feature (AlarmNet A only)
  - Account Generation – Generation Feature
  - Account Generation – Retraction Feature (AlarmNet A only)
  - 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

## AlarmNet Direct Online Help Guide

### **Adding a user**

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

Welcome Chris      **Manage Users**      2012-02-22 22:53:09 GMT

Business Location  
Melville-434      Search User      Add User

	User Name	Full Name	Authority	Modified (GMT)	Enabled	Remote Serv Contact
1	chcs1111	009, 09	SuperUser	2011-11-17 09:30:34	False	No
2	incs1111	009, 09	Branch User	2011-11-21 23:22:38	False	No
3	qacs1111	009, 09	Branch Manager	2011-11-21 23:16:12	False	No
4	sqac1111	Adler, Justin	SuperUser	2010-05-27 15:06:52	True	No
5	msmith1234	Mark, Smith	SuperUser	2004-11-03 08:28:41	False	No

View 1 - 53 of 53

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

Welcome Chris      **Add User**      2012-04-12 13:59:30 GMT

**Required Information**

Business Location: Melville-434

Username: msmith1234  
✓ Username available

Password: .....

Repeat Password: .....

Email Address: chris.smith@honeywell.com

Repeat Email Address: chris.smith@honeywell.com

First Name: Mark

Last Name: Smith

**Optional Information**

Phone Number: 631-666-1111

Fax Number:

Beeper Number:

Mobile Number:

Submit      Cancel

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.**

## AlarmNet Direct Online Help Guide

### 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.

Welcome Chris : **Manage Users** 2012-02-22 22:53:09 GMT

Business Location: Melville-434

	User Name	Full Name	Authority	Modified (GMT)	Enabled	Remote Serv Contact
1	chcs1111	009, 09	SuperUser	2011-11-17 09:30:34	False	No
2	incs1111	009, 09	Branch User	2011-11-21 23:22:38	False	No
3	qacs1111	009, 09	Branch Manager	2011-11-21 23:16:12	False	No
4	sqac1111	009, 09	SuperUser	2010-05-27 15:06:52	True	No
5	msmith1234	009, 09	SuperUser	2004-11-03 08:28:41	False	No

View 1 - 53 of 53

Click to edit a user.

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

Welcome Chris **Edit User** 2012-04-12 14:01:56 GMT

**Required**

Username:

Password:

Repeat Password:

Email Address:

Repeat Email Address:

First Name:

Last Name:

**Optional**

Phone Number:

Fax Number:

Beeper Number:

Mobile Number:

Email Address for Mobile Device:

Last Modified Date: 2012-04-12 10:01:42

Email Contact: ☐ If checked, user will be emailed upon enabling of devices for remote services by dealers (This option is for Central Station users only)

Disable Login: ☐

Authority Level (choose one):

☐ SuperUser ☐ Master ☐ Branch Manager

☒ Branch User

Check to disable the user.

1. Edit the user by first assigning an Authority Level.

## AlarmNet Direct Online Help Guide

2. Assign Features for the user.

**Features:**

Features that may be assigned:

- AND/DDP: Device Status Info
- AND/DDP: Device Status Info & Ping Cmds
- AND/DDP: GSM Ping Commands Enable
- AND/DDP: Total Connect 2
- AND: Account Cancellation-Cancel Option
- AND: Account Cancellation-Read Option
- AND: Account Cancellation-Retract Option
- AND: Account Generation-Gen Option
- AND: Account Generation-Read Option
- AND: Account Generation-Retract Option
- AND: Communication Failures
- AND: Edit Subscriber Information Enable
- AND: Enable Dealers Remote Serv
- AND: Page - View Accounts Enable
- AND: Show CRC on GSM Ping Commands
- AND: SIM Activation/Status
- AND: Substitution Pin Generation
- AND/WVS: GSM Enable
- DDP: Allow GSM City/CS/Sub Update
- DDP: Allow to Process 2 Way Voice

Features that have been assigned:

**IMPORTANT – Only those features that you are authorized to assign will appear.**

See the list of these features at the end of this topic.

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

Select City and Central Station

Global Account Authorization Feature will override this Authorization!

	✓ Authorize	CityID-C SID	Location
1	<input type="checkbox"/>	01-07	AlarmNet, Inc., <del>AlarmNet, Inc.</del>
2	<input type="checkbox"/>	01-11	AlarmNet, Inc., <del>Los Angeles CSID</del>
3	<input type="checkbox"/>	02-10	AlarmNet, Inc., <del>Alameda</del>
4	<input type="checkbox"/>	04-54	AlarmNet, Inc., <del>Domestic Test</del>
5	<input type="checkbox"/>	10-3C	AlarmNet, Inc., <del>Domestic FLA test</del>
6	<input type="checkbox"/>	11-10	AlarmNet, Inc., <del>Available</del>
7	<input type="checkbox"/>	12-1C	AlarmNet, Inc., <del>AlarmNet</del>
8	<input type="checkbox"/>	16-01	AlarmNet, Inc., <del>AlarmNet, Inc.</del>
9	<input type="checkbox"/>	16-02	AlarmNet, Inc., <del>AlarmNet, Inc.</del>
10	<input type="checkbox"/>	16-03	AlarmNet, Inc., <del>AlarmNet, Inc.</del>
11	<input type="checkbox"/>	16-04	AlarmNet, Inc., <del>Test This</del>

Update Exit to Manage Users page

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

### Feature Choices for Assigned Users:

Features that may be assigned:	
AND/DDP: Device Status Info & Ping Cmds	DDP: EndUser Management
AND/DDP: GSM Ping Commands Enable	DDP: EndUser-Add
AND: Account Cancellation-Cancel Option	DDP: EndUser-Connect
AND: Account Cancellation-Read Option	DDP: EndUser-Delete
AND: Account Cancellation-Retract Option	DDP: EndUser-Edit
AND: Account Generation-Gen Option	DDP: EndUser-Migrate/Merge
AND: Account Generation-Read Option	DDP: EndUser-Video Device
AND: Account Generation-Retract Option	DDP: GSM Supervision Rate-Restrict to Daily
AND: Communication Failures	DDP: GSM Supervision Rate-Restrict to Monthly
AND: Edit Subscriber Information Enable	DDP: GSM Supervision Rate-Restrict to None
AND: Enable Dealers Remote Serv	DDP: Web Design Tool
AND: GSM Enable	DDP:Command-Delete Account
AND: Page - View Accounts Enable	DDP:Command-Edit Account
AND: Show CRC on GSM Ping Commands	DDP:Command-Get Data from Device
AND: SIM Activation/Status	DDP:Command-Register Device
AND: Substitution Pin Generation	DDP:Command-Send Data to Device
BillCust: AlarmNet Customer Billing Access	DDP:Command-Send Test
BillCust: Edit Account Profile	
BillCust: Export Hisotrical Summary	
BillCust: Export Invoices	
BillCust: Export Subs Detail	
BillCust: Help / FAQ	
BillCust: View Account Profile	
BillCust: View Historical Summary	
BillCust: View Invoice Archive	
BillCust: View Invoice Summary	
BillCust: View My Pricing	
BillCust: View Subs Detail	
DDP: Allow GSM City/CS/Sub Update	
DDP: Allow to Process 2 Way Voice	
DDP: Allow to Remove Service Level	
DDP: Enable Data Overage for RS	
DDP: Enable Device for Remote Services	



## USERS ► 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.

Dealers_for_99-EC_20080325_926[1].csv											
	A	B	C	D	E	F	G	H	I	J	K
	CityID	CSID	SubID	Supervision	Device ID	Device Name	Remote Service	Service Level	Service Level Invoice	Service Level Description	Dealer Nar Street
1	99	ec	9994	30 days	00D02D01F98A	7845GSM	Authorized	No Remote Services	No Remote Svcs	No Remote Services	HONEYW 9315
2	99	ec	9995	24 hours	00D02D037412	7845GSM	Authorized	No Remote Services	No Remote Svcs	No Remote Services	HONEYW 9315
3	99	ec	9996	24 hours	00D02D0508C7	7845GSM	Authorized	No Remote Services	No Remote Svcs	No Remote Services	HONEYW 9315
4	99	ec	9997	24 hours	00D02D03E2B7	7845GSM	Authorized	No Remote Services	No Remote Svcs	No Remote Services	HONEYW 9315
5	99	ec	9998	30 days	00D02D050885	7845GSM	Authorized	No Remote Services	No Remote Svcs	No Remote Services	SECURITY 9315
6	99	ec	9999	30 days	00D02D050872	7845GSM	Authorized	No Remote Services	No Remote Svcs	No Remote Services	HONEYW 9315
7											
8											
9											
10											

## USERS ► 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..

Welcome Chris
My History
2012-02-23 13:17:45 GMT

All Actions history for past 24 hours for **AlarmNet, Chris [Profile]** at Melville

Time Period:  
Show history for past 24 hours

Action:  
All Actions

Location:  
Melville

Person:  
AlarmNet, Chris [Profile]

Search Clear

	Time (GMT)	Action	User	City	CS	Sub	Device ID	IP
1	2012-02-23 12:57:18	Status Retrieved	AlarmNet, Chris	89	D3	1130	00D02D100001	199.61.25.254
2	2012-02-23 12:57:16	Status Requested	AlarmNet, Chris	89	D3	1130		199.61.25.254
3	2012-02-23 12:53:46	Logged In - AND	AlarmNet, Chris					199.61.25.254
4	2012-02-22 23:06:25	Logged Out	AlarmNet, Chris					199.61.25.254
5	2012-02-22 22:45:36	Cancellation: Click Agreement	AlarmNet, Chris	-	-	-	-	199.61.25.254
6	2012-02-22 22:18:29	Status Retrieved	AlarmNet, Chris	89	D3	1130	00D02D100001	199.61.25.254
7	2012-02-22 22:18:28	Status Requested	AlarmNet, Chris	89	D3	1130		199.61.25.254
8	2012-02-22 22:00:31	Status Retrieved	AlarmNet, Chris	89	D3	1130	00D02D100001	199.61.25.254
9	2012-02-22 22:00:29	Status Requested	AlarmNet, Chris	89	D3	1130		199.61.25.254

Download
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100
View 1 - 24 of 24

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

## USERS ► Web Usage (central station)

This tool can display usage of the AlarmNet Direct 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.

Welcome Chris
Web Usage
2012-02-23 13:22:40 GMT

Web Usage for past 24 hours by user

Select Time Period  
Show usage for past 24 hours

Select Grouping  
Show grouping by user

	Company	Location	Name	Count	Action
125	AlarmNet, Inc.	Melville	Period, Activity	23	Status Retrieved
126	AlarmNet, Inc.	Melville	Period, Activity	7	Tac Tool Insert Alarm
127	AlarmNet, Inc.	Melville	Period, Activity	5	Tac Tool Insert Command
128	AlarmNet, Inc.	Melville	Period, Activity	5	User Profile Modified

## PROGRAM DEVICES GSM/I ► Show Programmed Devices (central station and dealer)

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

Welcome Chris **Programmed Devices** 2012-04-09 18:42:36 GMT

Select a City-CS  
99-76 Dept 17364714

City-CS-Sub or Device ID  
99-76 Search Clear

City, CS and Sub separated by hyphen 89-D8-0001  
V GSM MAC (12 Hex chars starting 00D02D) 00D02DAABBCC

Program New Device GSM / I

Account #	Key	Device ID	Device Type	Transferred Date (ET)	Actions
1	99-76-0003	00D02D	ILP5	4/4/2012 2:04:00 PM	Manage TC2 Accounts GO
2	99-76-0005	00D02D	GSMVLP5	Never	Manage TC2 Accounts GO
3	99-76-0007	DD9900	N/A	Never	Edit Device Status GO
4	99-76-0009	00D02D	GSMV	Never	Delete GO
5	99-76-0010	00D02D	GSMVLP5	2/29/2012 9:57:00 AM	Send Data GO
6	99-76-0011	00D02D	GSMVLP5	2/7/2012 7:35:00 PM	Get Data GO

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This button opens a Program New Device GSM/I wizard.

Please see the corresponding topic.

Depending on the device, other choices may appear.

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

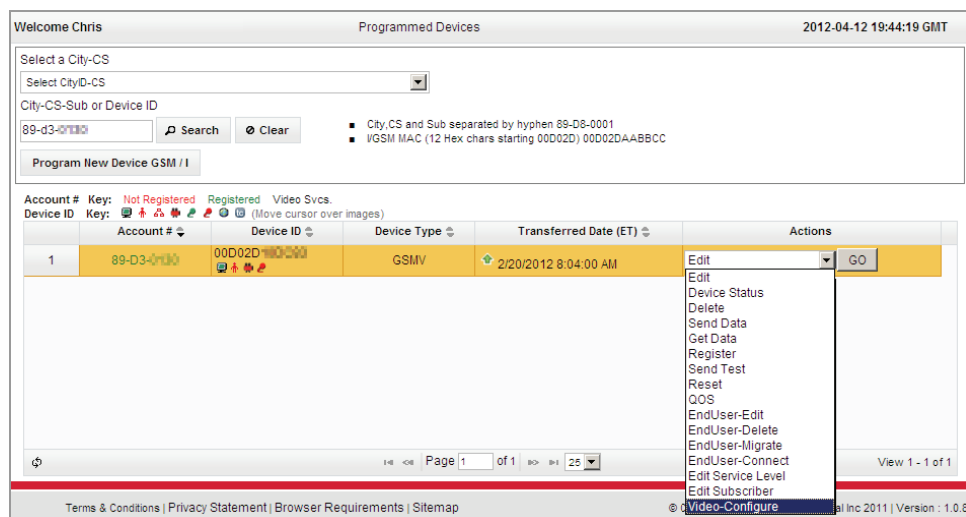
You can view details on a particular device by clicking the corresponding Acct #. Or you may edit the device by using the **Actions** drop-down menu, selecting the action and clicking **GO**. After a change is made a confirmation message will appear, click **OK** to acknowledge.

## Adding IP Video Devices (non TC2 ready)

This procedure is for adding IP video devices that are used with "non-TC2 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:

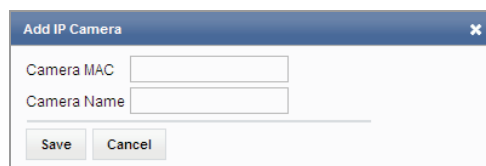
1. Search for the GSM/I device as explained previously.



2. From the Actions drop-down menu, select **Video-Configure**. The Video Account Management window appears.



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 IP Camera window appears.

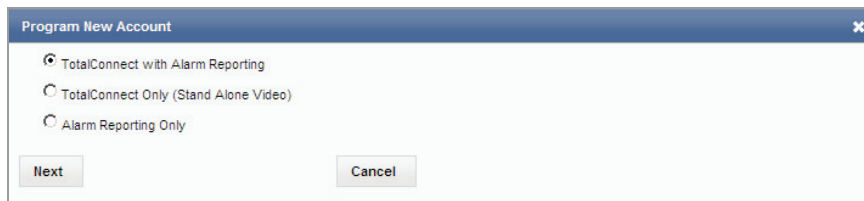


5. Enter the MAC number for the device, and a descriptive name (maximum of 6), then click **Save**.

### PROGRAM DEVICES GSM/I ► Program New Device GSM/I (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.

Since this is a wizard based tool, just select the service you want for the account, and click **Next**. Follow the screen prompts and you are done.



Program New Account

☒ TotalConnect with Alarm Reporting

☐ TotalConnect Only (Stand Alone Video)

☐ Alarm Reporting Only

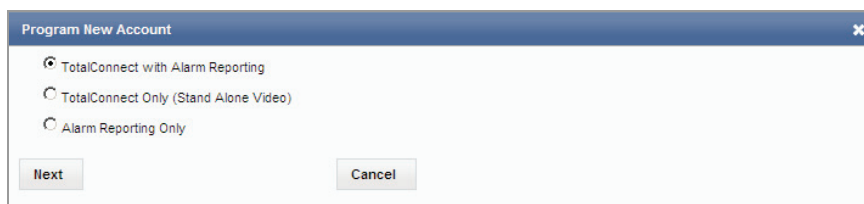
Next Cancel

### PROGRAM DEVICES GSM/I ► 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.

Since this is a wizard based tool, just select the service you want for the account, and click **Next**. Follow the screen prompts and you are done.



Program New Account

☒ TotalConnect with Alarm Reporting

☐ TotalConnect Only (Stand Alone Video)

☐ Alarm Reporting Only

Next Cancel

## PROGRAM DEVICES GSM/I ► Manage TC2 Accounts (central station and dealer)

This tool is for managing accounts associated with TC2 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.

Welcome Chris

CHOOSE DEALER:

-- Show All --

SEARCH BY:

Search Field: Account Name Search Text: Search

Account Name

Account Number

City-CS-Sub

Security Panel MAC

Camera MAC

Device Name

Location Name

Username

Account	Account Name	Action
+ 0100-0000-0000		[Icons]
+ 0100-0001-0001	2001	[Icons]
+ 0100-0001-0002	2002	[Icons]
+ 0100-0001-0003	2003	[Icons]
+ 0100-0004-0004	21ip panel	[Icons]
+ 0100-0000-0014	21ip Super Demo	[Icons]
+ 0100-0002-0005	31312	[Icons]
+ 0100-0000-0000	45454545	[Icons]
+ 0100-0002-0004	6237-31a	[Icons]
+ 0100-0003-0000	Account 6553	[Icons]
+ 0100-0001-0000	account0001	[Icons]
+ 0100-0001-0007	account0003	[Icons]
+ 0100-0001-0000	account0004	[Icons]

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Click to expand account.

The account number is for billing reference only.

- Edit Account
- Add Location
- Account Enabled
- Remove Account and Services
- Login as Customer
- Details
- Resend Email

TotalConnect2 Accounts

Account Number	Account Name	Action
- 0100-0000-0000	Anthony	[Icons]

Location	Action
+ LynxPlus GSMVLP APL	[Icons]
- LynxTouch GSMVLP5 APL Demo Board	[Icons]

Device Name	MAC	Device Type	Action
Lynx Touch GSM	00D02D000000	Security Panel	[Icons]
IPCAMPPT	00C002000000	IPCamera	[Icons]
IPCAMWI	00C002000000	IPCamera	[Icons]
+ LynxTouch ILP5			[Icons]

Page 1 of 1

When expanded, it reveals all devices for the account.

### **Adding IP Video Devices**

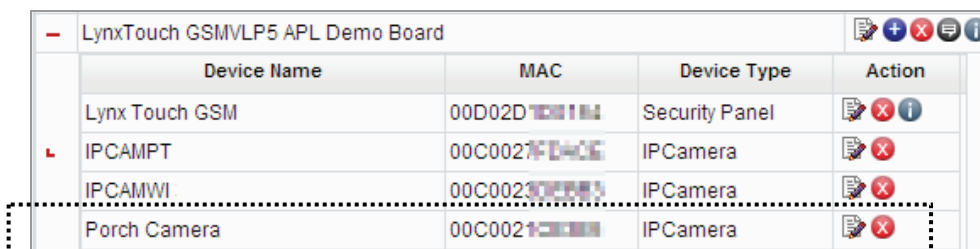
To add IP video devices to a TC2 account perform the following:

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



A dialog box titled "Add Device to LynxTouch GSMVLP5 APL Demo Board" with a close button (X) in the top right corner. It contains three input fields: "Device Name" with the text "Porch Camera", "Device Type" with a dropdown menu showing "IPCamera", and "MAC" with the text "00C00210E0E". At the bottom are "Save" and "Cancel" buttons.

5. Enter a Device Name, then from the drop-down menu select the Device Type.
6. Enter the MAC number for the device, and click **Save**.



A screenshot of the "LynxTouch GSMVLP5 APL Demo Board" interface. It shows a table with columns: Device Name, MAC, Device Type, and Action. The table lists four devices: Lynx Touch GSM (Security Panel), IPCAMPT (IPCamera), IPCAMWI (IPCamera), and Porch Camera (IPCamera). The "Porch Camera" row is highlighted with a dashed border. Each row has an "Action" column with icons for adding, deleting, and editing.

Device Name	MAC	Device Type	Action
Lynx Touch GSM	00D02D10E0E0	Security Panel	[Add] [Delete] [Info]
IPCAMPT	00C00210E0E0	IPCamera	[Add] [Delete]
IPCAMWI	00C00210E0E0	IPCamera	[Add] [Delete]
Porch Camera	00C00210E0E0	IPCamera	[Add] [Delete]

7. 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 the 'TotalConnect2 Accounts' window. It contains a table with columns: Account Number, Account Name, and Action. Below this is a 'Location' section with a table containing Device Name, MAC, Device Type, and Action. Callouts explain the following actions:

- Deletes the entire TC2 subscriber account and associated locations and devices.** (Points to the top-level Action icon for the account)
- Deletes the comm device, camera and the location. So all items are not associated with the TC2 account.** (Points to the location-level Action icon)
- Deletes just the camera. So it is no longer associated with any comm device.** (Points to the device-level Action icon for the camera)
- 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 icon for the security panel)

## Checking the customer's TC2 account configuration

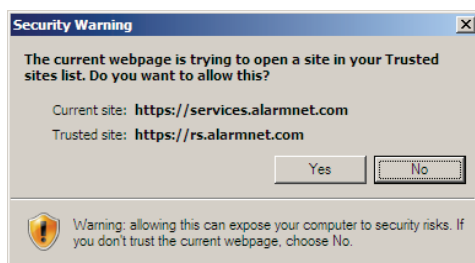
You can log into the customer's TC2 account to check if their account is properly configured. This feature, also referred to as "TC2 Punch Through", is a READ ONLY mode. To ensure the customer's privacy video will not be visible.

Follow the steps below.

1. To enable this feature, click the **Login as Customer** icon.

The screenshot shows the 'TotalConnect2 Accounts' window with a search bar at the top. Below the table, a callout points to a globe icon labeled 'Login as Customer'.

2. A permissions message may appear.





- Click **Yes** to allow. The customer's TC2 account will open in READ ONLY mode to enable you to check it.

### 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' management interface. On the left, a user profile for 'Tim23456' is displayed with fields for Username, Password, First Name, and Last Name. Below these fields are several checkboxes: 'Administrator' (checked), 'Security Professional Access' (checked and circled in red), 'Enable User Code Sync' (unchecked), 'Prompt for user code' (checked), and 'Display User Codes' (unchecked). In the center, the 'Email Address List' section shows an email address 'TimKumura@freemail.net' and a 'Validate' button. On the right, the 'Grant Access' section shows 'My Home' with 'L5100' and 'Front Door' checked. At the bottom, the 'Save' button is circled in red.

### PROGRAM DEVICES GSM/I ► Take Ownership of Device (central station and dealer)

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.

The 'Take Ownership Of Device' dialog box contains the following fields: Primary City ID, Primary CS ID, Primary Subscriber, GSM/Ethernet MAC (with '00D02D' entered), and GSM/Ethernet CRC. Below these fields is a text box titled 'Take Ownership Of Device' with the following text: '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.' At the bottom are 'Take Ownership' and 'Cancel' buttons.


### CUSTOMER NOTIFICATION (central station and dealer)


This tool provides notifications to the customer (Dealer/Installer). On the Tabbed Tool bar there is a status indicator. If the status indicator is flashing YELLOW, please read the latest notifications.

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

Yellow (flashing) = New notifications have been posted.

Green = No new notifications since the last login.

Customer Notification  Logout

Introduction Devices Accounts Users Program Devices GSM / I Customer Notification  Logout

AlarmNet Direct provides a vital link for our customers

Welcome Chris Customer Notification 2012-04-13 17:56:37 GMT

Date	Message
2012-03-19 21:30:00 GMT	Now It's Faster and Simpler than Ever to Get Your Customers Online With Enhanced AlarmNet Direct Click here for more details: <a href="#">Link to PDF document</a>
	Daylight Saving Time advisory: Start Time: 2:00 am ET (NY time) Start Date: Sunday, March 11, 2012  In August of 2005, the Energy Preservation Act changed the time period for DST in the US, with the new DST changeover dates having begun in 2007. Canada has also been changing over on these new dates.

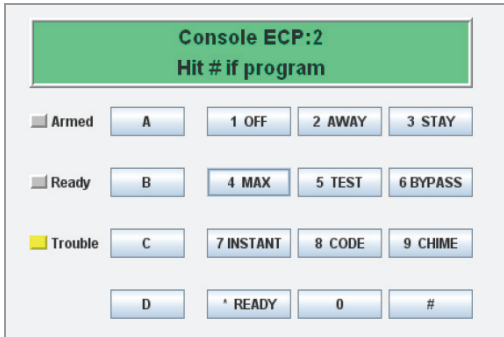
## Understanding Total Connect Services

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	
auto stay arm	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).
service providers	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.
web browser	Configure your web browser to always allow "pop-ups" from the <a href="http://services.alarmnet.com">services.alarmnet.com</a> site.
E-Mail	
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.
LYNXR-I, LYNX Plus, and LYNX Touch	
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.
Remote Access	
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 <u>Keypad screen</u> will show all conditions. Please check the Keypad screen if you feel the System Status screen is not accurate.

zone descriptors	<p>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.</p> <p>If you want to copy the zone descriptor that is in the control panel, simply delete the zone descriptor from the database (Remote Access &gt; Setup &gt; 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.</p>
<b>Text Message or SMS Commands (TC1 only)</b>	
"Command issued, status unknown" reply message	<p>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 <u>is not</u> available at the time that the remote services application collects the status, the text message reply may be truncated.</p>
commands	<p>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.</p>
GOTO command	<p>SMS Text Message commands do not support the GOTO command (applies to partitioned systems only).</p>
multiple text message series	<p>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.</p>
out of order replies	<p>Under certain network conditions, emails received by the user may be out of order.</p>
output relay	<p>You will not receive text message verification for turning an output relay on or off. You will, however, receive a system status message.</p>
partition number	<p>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.</p>
remote keypad – Full Control	<p>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.</p>
remote keypad – Keypad Only	<p>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.</p>
short codes	<p>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.</p>
text message commands	<p>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.</p>
text message verification	<p>You will not receive text message verification for turning an output relay on or off. You will, however, receive a system status message.</p>
text messaging service	<p>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" or 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.</p>

Trouble Messages	
"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>  <p>The screenshot shows a green header bar with the text "Console ECP:2" and "Hit # if program". Below this are three rows of status indicators and buttons. The first row shows "Armed" with a grey square, followed by buttons "A", "1 OFF", "2 AWAY", and "3 STAY". The second row shows "Ready" with a grey square, followed by buttons "B", "4 MAX", "5 TEST", and "6 BYPASS". The third row shows "Trouble" with a yellow square, followed by buttons "C", "7 INSTANT", "8 CODE", and "9 CHIME". At the bottom are buttons "D", "* READY", "0", and "#".</p>
"Panel Failed to Respond" message	<p>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.</p>
VISTA commercial	
arming command	<p>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.</p>
fire zone	<p>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.</p>
output relay	<p>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.</p>
sluggish response	<p>For security systems that are heavily populated with a large number of zones and wireless devices, etc., the Remote Access response may be sluggish.</p>
VISTA residential	
restart exit delay	<p>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.</p>

## 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	4.12	
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	
Communication Devices	Version	Comment
 For comm devices 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 / GSMVLPCN	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

### 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
HSCE Technical Support (Monday thru Friday, 8:00 am to 8:00 pm EST)  <b>Extended Support Hours for GSM and activation ONLY.</b>  (Monday thru Friday, 8:00 pm to 10:00 pm, EST, and Saturday 9:00 am to 5:30 pm, EST)	<b>1-800-222-6525</b>
MyWebTech (Online technical database.)	<a href="http://www.security.honeywell.com/hsc/resources/MyWebTech/"><u>http://www.security.honeywell.com/hsc/resources/MyWebTech/</u></a>

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