

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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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, IP video, and automation 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.

Accessing AlarmNet Direct

Obtaining a Central Station Account

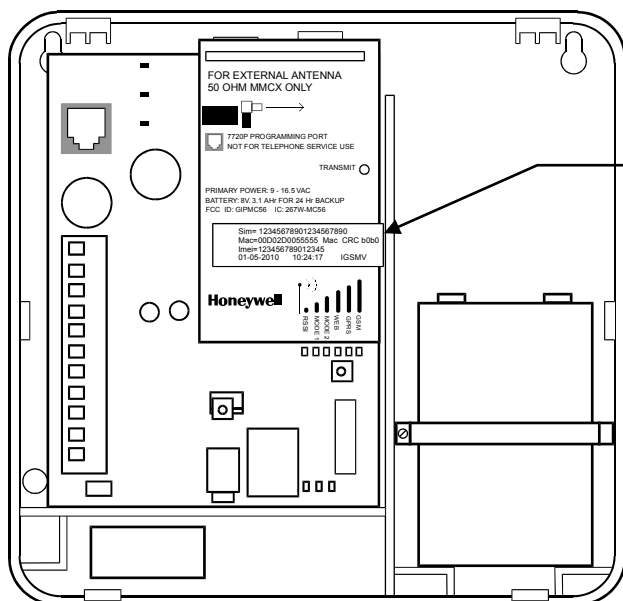
Central Stations can sign up by contacting AlarmNet Administration at 800-222-6525 and selecting option 3. (Administration hours are Monday thru Friday, 8:00 am to 5:00 pm EST)

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/

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=00D02D0055555 Mac CRC b0b0
Imei=123456789012345
01-05-2010 10:24:17 IGSMV

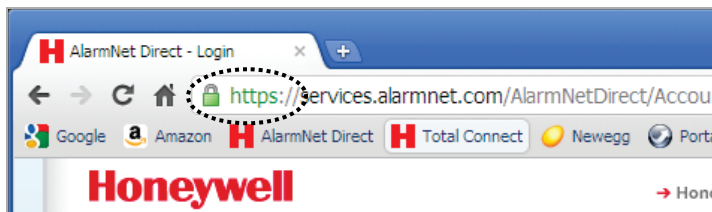
This information is also available
on the product box.

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.

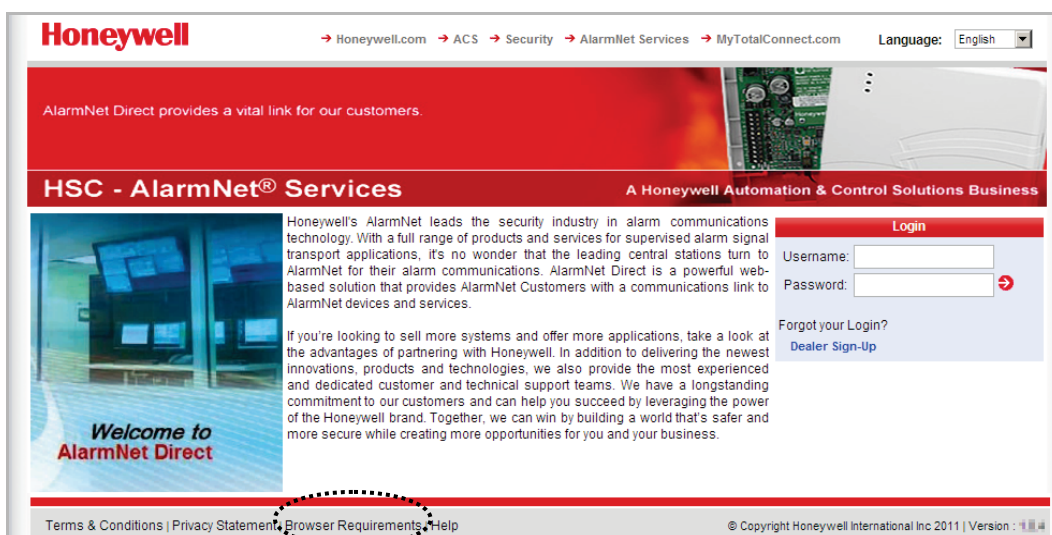
Logging In

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

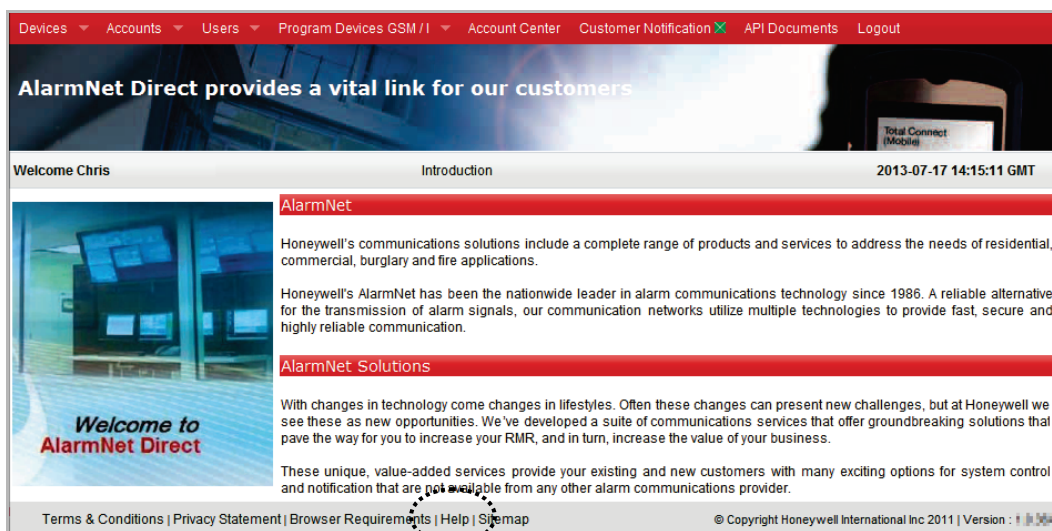
After the page loads this is a good time to create a desktop or favorites bar shortcut by positioning the cursor over the address icon, left click the mouse and drag it to the desktop or favorites bar.



2. Navigate to the AlarmNet Direct home page using either the desktop shortcut (created in the last step) 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.



5. You can access online help by clicking "Help" at the bottom of any window.

Navigating AlarmNet Direct

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

Since the AlarmNet Direct site is used by both the Central Station, and Dealers, each will have a different tool set. Central Stations will have a red tool bar with access to their tools, whereas dealers will see a blue tool bar with access to a different set of tools.

Note: Since the Central Station has access to everything the Dealer has access to; tools such as Take Ownership of Device can also be used by the Central Station.

Further, each Central Station or Dealer can create subusers and assign Authority Levels and Features to their subusers. (See the "*Manage Users*" tool.)

At the tool bar, selecting a category brings up the associated tools. When a tool is selected, an information window appears where you can view, edit, add, or delete information. Some information can be printed, or saved as a file.

Central Station Tool Bar

Devices ▾ Accounts ▾ Users ▾ Program Devices GSM / I ▾ Account Center Customer Notification ✕ API Documents Logout			
Devices <ul style="list-style-type: none"> ▶ Device Status ▶ Device History ▶ SIM Activation/Status ▶ Substitution PIN Generation 	Accounts <ul style="list-style-type: none"> ▶ View Accounts ▶ Communication Failures ▶ Account Generation ▶ Account Cancellation ▶ Coverage Maps 	Users <ul style="list-style-type: none"> ▶ My Profile ▶ Manage Users ▶ Dealer Services Config ▶ My History ▶ Web Usage ▶ Company Information 	Program Devices GSM/I <ul style="list-style-type: none"> ▶ Show Programmed Devices ▶ Program New Device GSM/I ▶ Replace Device ▶ Manage TC2 Accounts
Account Center Portal to website.	Customer Notification Access to notifications.	API Documents Direct access to request form.	

Dealer Tool Bar

Devices ▾ Accounts ▾ Program Devices GSM / I ▾ Users ▾ Reports ▾ Customer Notification ✕ API Documents			
Devices <ul style="list-style-type: none"> ▶ SIM Activation/Status ▶ GSM Coverage Map – U.S. ▶ GSM Coverage Map –Canada 	Accounts <ul style="list-style-type: none"> ▶ Manage TC2 Accounts 	Program Devices GSM/I <ul style="list-style-type: none"> ▶ Show Programmed Devices ▶ Program New Device GSM/I ▶ Replace Device ▶ Take Ownership of Device 	Users <ul style="list-style-type: none"> ▶ My Profile ▶ Manage Users ▶ My History ▶ Company Information
Reports <ul style="list-style-type: none"> ▶ Generate Reports 	Customer Notification Access to notifications.	API Documents Direct access to request form.	

Finding the right AlarmNet tool

The AlarmNet Direct website is a collection of tools that enable you to manage communicator devices, accounts, users, check status, activate SIMs, etc.

AlarmNet Direct is easy to navigate, it uses tool bar 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.

For instance, 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.

Since there are a broad band of tasks and many tools, finding the right starting point may not be easy. Below is a table showing various tasks and where the corresponding tool is located. Lastly, the tasks are hot linked allowing you to jump to the proper help file topic.

Please use this table as a roadmap for finding the right tool for the task.

Task	Location
account, cancellation	Accounts ► Account Cancellation
Account Center, portal access	Tool Bar ► Account Center (Log in, then refer to the online help)
accounts, cancelling	Accounts ► Account Cancellation
accounts, generation	Accounts ► Account Generation
account reports, generate	(central station) Program Devices GSM/I ► Show Programmed Devices, then at the blue tool bar, select Reports. (dealer) Tool Bar ► Reports
account, view	Accounts ► View Accounts
automation devices, TUX series, adding (use this when adding to an existing system)	(central station) Program Devices GSM/I ► Manage TC2 Accounts (dealer) Accounts ► Manage TC2 Accounts
automation devices, TUX series, enrolling (use this when TUX will stand alone)	Program Devices GSM/I ► Program New Devices GSM/I
automation devices, TUX series, replacing	Program Devices GSM/I ► Replace Device
AlarmNet billing, payment	Tool Bar ► Account Center (Log in, then refer to the online help)
API documents, request for	Tool Bar ► API Documents
cancelling accounts	Accounts ► Account Cancellation
communication failures	Accounts ► Communication Failures
company information, manage	Users ► Company Information
coverage maps	(central station) Accounts ► Coverage Maps (dealer) Devices ► Coverage Maps
customer notifications	Tool Bar ► Customer Notification
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	(central station) Program Devices GSM/I ► Show Programmed Devices, then at the blue tool bar, select Program Devices GSM/I ► Take Ownership of Device. (dealer) Program Devices GSM/I ► Take Ownership of Device

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Task	Location
IP devices (TC1), adding, editing, deleting	Program Devices GSM/I ► Show Programmed Devices (Use Action column pulldown menu.)
IP devices (TC2), adding, editing, deleting	(central station) Program Devices GSM/I ► Manage TC2 Accounts (dealer) Accounts ► Manage TC2 Accounts
notifications, customer	Tool Bar ► Customer Notification
PIN generation, substitution	Devices ► Substitution PIN Generation
reports , account, generate	(central station) Program Devices GSM/I ► Show Programmed Devices, then at the blue tool bar, select Reports. (dealer) Tool Bar ► Reports
SIM, activation/status	Devices ► SIM Activation/Status
ownership of device, take	(central station) Program Devices GSM/I ► Show Programmed Devices, then at the blue tool bar, select Program Devices GSM/I ► Take Ownership of Device. (dealer) Program Devices GSM/I ► Take Ownership of Device
TC1 account, edit, delete	Program Devices GSM/I ► Show Programmed Devices (Use Action column pulldown menu.)
TC2 accounts, manage, edit, delete	(central station) Program Devices GSM/I ► Manage TC2 Accounts (dealer) Accounts ► Manage TC2 Accounts
TUX series automation devices, adding (use this when adding to an existing system)	(central station) Program Devices GSM/I ► Manage TC2 Accounts (dealer) Accounts ► Manage TC2 Accounts
TUX series automation devices, enrolling (use this when TUX will stand alone)	Program Devices GSM/I ► Program New Devices GSM/I
TUX series automation devices, replacing	Program Devices GSM/I ► Replace Device
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 (use to configure TC1 or TC2 devices)	Program Devices GSM/I ► Show Programmed Devices (Use Action column pulldown menu.)

Tools

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

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 MAC. 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' (showing '89-D3 Dept 17364714 / Tony Tech Support test rack'), a text input for 'City-CS-Sub or MAC' (containing '89-d3-0000'), and 'Search' and 'Clear' buttons. A legend indicates that City, CS, and Sub are separated by hyphens (e.g., 89-D8-0001) and that the MAC is a 12-character hex string (e.g., 00D02DAABCC).
- Current Status of Device:** A list of device details including City-CS-Sub, MAC, CRC, Device, Device Type, Radio Version, Subscriber Status (Active since 2009-02-16 18:39:56 GMT), Last Registered Date, Supervision, Last status check-in @, Next status check-in @, and Current State (Normal). A 'Ping' button is located at the bottom of this section.
- Subscriber Address Information:** Includes Dealer ID, Reference ID, Name of the Subscriber, Address, City, State, Zip Code, and Phone Number. An 'Edit Subscriber' button is at the bottom.
- Sticky Notes:** A table with columns for User, Written on (GMT), and Note. It shows one note from Chris dated 2012-04-10 18:35:43 about 'TC1 Cameras'. 'Add Note' and 'Delete Note' buttons are at the bottom.
- Alarm History:** A table with columns for Device ID, Heard on (GMT), Alarm, Description, and Origin. It lists six recent alarms, all of type 'E-355-Loss of Rcv Alarmnet-I GPRS' or 'E-341-Exp. Module Alarmnet-I GPRS'. A 'Download Alarms' button is at the bottom.
- QOS Data:** A table with columns for Received on (GMT), Line(V), Batt.(V), Net, Rcv.Lvl, Min Sig., and Max Sig. It lists 15 data points. A 'Download QOS' button is at the bottom.

Annotations on the left side of the screenshot point to specific features:

- 'Show device history.' points to the 'Alarm History' table.
- 'Ping Commands' (with sub-items 'QOS', 'Test Alarm', 'Register', 'Reset') points to the 'Ping' button.
- 'Additional tools.' points to the 'Edit Subscriber' and 'Add Note/Delete Note' buttons.

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

Current Status of Device

Device Type:

This includes; City-CS-Sub, MAC number, 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 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.)

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 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

Enables 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.)

Network	Good	OK	Marginal	Bad
2G	–20 dBm to –89 dBm	–90 dBm to –98 dBm	–99 dBm to –104 dBm	–105 dBm and under
3G /4G	–20 dBm to –90 dBm	–91 dBm to –100 dBm	–101 dBm to –106 dBm	–107 dBm and under

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 dependent 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
2013-07-17 15:29:40 GMT

All Actions history for past 24 hours for 89 D3

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

City-CS-Sub or MAC:
89-d3-
Search
Clear

	Time (GMT)	Action	User	City	CS	Sub	MAC	IP
1	2013-07-17 15:09:54	Status Retrieved	Chris	89	D3		00D02D10DCB3	199.61.25.254
2	2013-07-17 15:09:53	Status Requested	Chris	89	D3			199.61.25.254
3	2013-07-17 15:03:53	Status Retrieved	Chris	89	D3		00D02D10DCB3	199.61.25.254
4	2013-07-17 15:03:52	Status Requested	Chris	89	D3			199.61.25.254

Download
View 1 - 4 of 4

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
<div style="display: flex; justify-content: space-between;"> <div> <p>MAC, AID or GPS IMEI:</p> <input style="width: 150px;" type="text" value="00D02Dxxxxxx"/> </div> <div> <input type="button" value="Get Status"/> </div> </div> <p style="font-size: small; margin-top: 5px;"> Click here for MAC Location... Click here for AID Location... Click here for GPS IMEI Location... </p>			
<div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>SIM Status in AlarmNet Database</p> <p>MAC: 00D02Dxxxxxx</p> <p>IMEI: 353322040096159</p> <p>SCID: 89014104254360185014</p> <p>MSISDN:</p> <p>IMSI:</p> <p>Rate Plan/Profile Voice Capability: False</p> <p>SMS Phone:</p> <p>Current State: SIM is deactivated</p> <p>Maintainable: True</p> <p>Batch ID:</p> <p>Date of State Change (GMT): 2011-08-04 04:59:27</p> <p>Status Description:</p> </div>	<div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>Provision SIM</p> <p>CRC: <input style="width: 50px;" type="text"/></p> <p>Notification will be sent to chris@honeywell.com</p> <p>Additional notification by: Email Message</p> <p>Email(s): <input style="width: 200px;" type="text" value=""/></p> <p style="text-align: right; font-size: small; color: red;">i</p> <p style="text-align: center; margin-top: 10px;"><input type="button" value="Activate"/></p> <p style="font-size: x-small;">Note: When a SIM is reactivated, its MSISDN might change</p> </div>		

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 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
2013-07-16 14:08:54 GMT

Not applicable for AlarmNet-A radios

Primary Account

☐ Is Dual Reporting?

Instructions for Substitution Pin Generation:
Enter City, CS and Sub separated by hyphens (12-34-5678).
When substituting a GSM or I device, a replacement PIN is required as the City, CS and Sub are married to the device's 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.

Upon completion, click **Gen PIN**.

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.

Welcome Chris
View Accounts
2012-02-22 22:34:02 GMT

Select a Central Station
89-D3 Dept 17364714 / Tech Support test rack

Start Range

End Range

Check All and Toggle buttons.

Select Services
☒ Unassigned
☒ Alarmnet A
☒ Alarmnet I
☒ Video Svcs

Select Registration Status
☒ New
☒ Partially Cancelled
☒ Full Cancelled
☒ Active
☒ Video Svcs

	City	CS	Sub	MAC	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

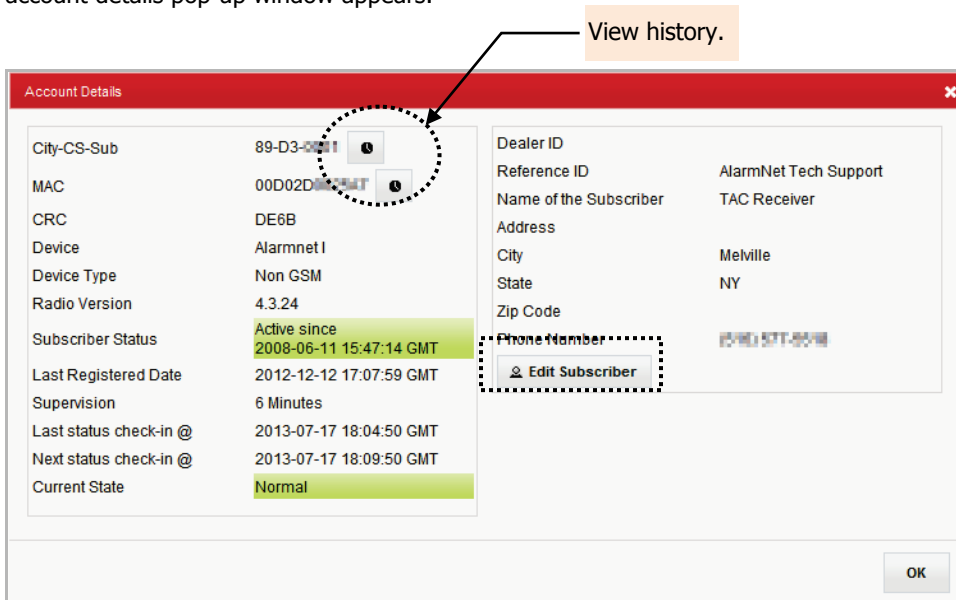
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Upon completion, click **Submit**. The search results are displayed.

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

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For any particular account, detailed information can be displayed by double clicking the account's Sub number. An account details pop-up window appears.



Terms . . .	Definition
Start/End Range	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.
Select Services	Filter the search by using the check boxes to select the service type.
Select Registration Status	<p>Filter the search by using the check boxes to select the account status.</p> <p>New – Account number is not currently associated with any devices and is ready for use.</p> <p>Cancelled, service removed (Partial) – 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>Cancelled, still installed (Full) – 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>Active – The device is actively using the network and may be billed.</p> <p>Video Svcs – The device is actively using the network and may be billed.</p>
Account Details pop-up window	<p>Double clicking the account's Sub number causes a details pop-up window to appear.</p> <ul style="list-style-type: none"> 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. 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. Closing the browser may not always log the user off the session. The user should always explicitly log out and not just close the browser window.

AlarmNet Direct Online Help Guide

Terms . . .	Definition
	<p>Pop-Up Window for; "A" type service No information will be transferred if the user navigates to another page.</p> <p>Pop-up Window for; I, or Video Svcs 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 Details or the last pop-up the user was working with for I, or Video Svcs service only.</p> <p>If the user clicked on Details 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.

<p>AlarmNet – A 7720 series (1 way) 7820 series (1 way) 7920 series (2 way)</p>	<p>AlarmNet – I GSMV, IGSMV, GSMV4G, IGSMV4G GSMV-EX GSMHS, IGSMHS, IGSMHS4G GSMX, GSMX4G GSMCF, IGSMCF IGSMCFP4G IPGSM-COM, IPGSM-DP, and IPGSM-DPC series IPGSM-4G ILP5, GSMVLP, GSMVLP5, GSMVLP4G, GSMVLP54G 7845GSM, 7845i-GSM, and 7845i-ent series 7847i 7810PC 8132i (Symphony) Note: Information above also applies to the Canadian product equivalents.</p>
----------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

ACCOUNTS ► Communication Failures (central station)

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

Welcome Chris Communication Failures You received new notification(s)! 2013-07-24 15:46:14 GMT

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

	City	CS	Sub	MAC	Comm. Fail since (GMT)
1	89	D3	0115	00D02D2B8786	2013-07-22 04:31:42
2	89	D3	0109	00D02D267BA7	2013-07-17 04:40:48
3	89	D3	0110	00D02D267BA8	2013-07-16 03:44:55
4	89	D3	0118	00D02D2B8788	2013-07-16 03:10:49

View 1 - 15 of 15

Make your selections from the drop-down field. 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-	Dealer ID	
MAC	00D02D140001	Reference ID	
CRC	06E8	Name of the Subscriber	
Device Type	GSMVLP	Address	
Radio Version	2.6.55	City	
Subscriber Status	Active since 2011-11-15 22:15:14 GMT	State	
Last Registered Date	2011-11-29 15:30:15 GMT	Zip Code	
Supervision	DAILY	Phone Number	
Last status check-in @	2013-04-25 12:20:08 GMT	<input type="button" value="Edit Subscriber"/>	
Next status check-in @	2013-07-25 05:16:20 GMT		
Current State	Comm Fail		

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.

Enter the data as required, then select the Service Type. 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 – I

GSMV, IGSMV, GSMV4G, IGSMV4G
GSMV-EX
GSMHS, IGSMHS, IGSMHS4G
GSMX, GSMX4G
GSMCF, IGSMCF
IGSMCFP4G
IPGSM-COM, IPGSM-DP, and IPGSM-DPC series
IPGSM-4G

ILP5, GSMVLP, GSMVLP5, GSMVLP4G, GSMVLP54G
7845GSM, 7845i-GSM, and 7845i-ent series
7847i
7810PC
8132i (Symphony)

Note: Information above also applies to the Canadian product equivalents.

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
---------------	-----------	-------------------------

Agreement for submitting cancellation requests:

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.

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.

If you have questions, you can contact AlarmNet at 800-222-6525 and select option 1 for Technical support or option 3 for Administration.

☐ I understand and agree to these terms:
☒ I do not agree:

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	2013-07-17 19:19:48 GMT
---------------	----------------------	-------------------------

Submit Individual Cancellation Request
(AlarmNet-A request requires five (5) business days).

- Enter account to cancel:**

City:

Central Station:

Subscriber:
- Select cancellation option:**

☒ Transmitter is Removed from the premises and is no longer transmitting. (Alarmnet Partial Cancel)

 - This subscriber account ID may be reused by reactivating the equipment.
 - If the account is reactivated or continues to transmit, AlarmNet will resume billing of this subscriber.
 - 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.

☐ 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.

 - This subscriber account ID may NOT be reused without first notifying AlarmNet.
 - 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.
- Submit Cancellation:**

Submit Batch File for Multiple Cancellation Requests
(AlarmNet-A request requires five (5) business days).

The Format of the Batch File Has Changed. [Click Here For The New Format](#)

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.

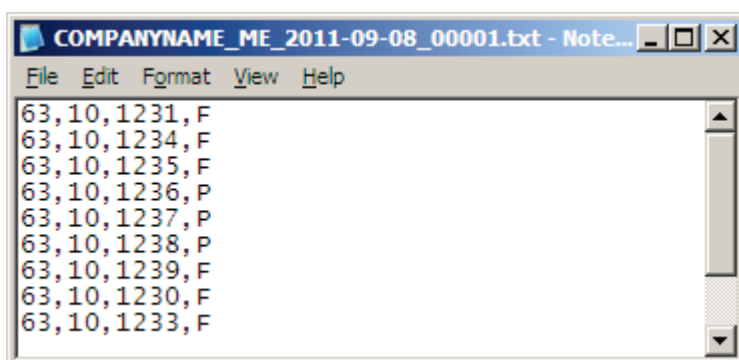
For a spreadsheet, use the following format.

63	10	1234	P
63	10	1235	P
63	10	1236	F
63	10	1237	F

City ↗
CSID ↗
Subscriber # ↗

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

[Go to AlarmNet Direct](#)
AlarmNet Coverage Maps

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

USERS ► My Profile (central station and dealer)

This tool enables you to edit your profile.

Welcome Chris
My Profile
2013-07-17 20:18:04 GMT

Required

Username:
Password:
Repeat Password:
Email Address:
Repeat Email Address:
First Name:
Last Name:
Language Preference: English
(Setting is used for the Billing website)

Optional

Phone Number:
Fax Number:
Beeper Number:
Mobile Number:
Email Address for Mobile Device :
Last Modified Date: 2012-09-17 15:53:10

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)

This field will appear for Central Stations only.

Edit your profile and click **Update**.

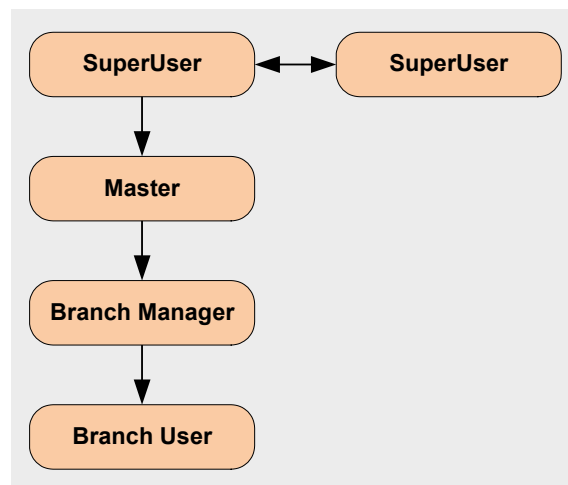
USERS ► Manage Users (central station and dealer)

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

Adding a user

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

Welcome Chris 2012-02-22 22:53:09 GMT

Manage Users

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	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

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

Welcome Chris 2012-04-12 13:59:30 GMT

Add User

Required Information

Business Location: Melville-434

Username: msmith1234 ✓ Username available

Password: ••••••

Repeat Password: ••••••

Email Address: chcs1111@honeywell.com

Repeat Email Address: chcs1111@honeywell.com

First Name: Mark

Last Name: Smith

Optional Information

Phone Number: 6311111111

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.

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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** 2013-07-18 12:14:44 GMT

Required

Username: msmith1234

Password:

Repeat Password:

Email Address: chcs1111@honeywell.com

Repeat Email Address: chcs1111@honeywell.com

Business Location: AlarmNet, Inc., Melville-434

First Name: Mark

Last Name: Smith

Language Preference: English (Setting is used for the Billing website)

Optional

Phone Number:

Fax Number:

Beeper Number:

Mobile Number:

Email Address for Mobile Device:

Last Modified Date: 2012-05-11 10:56:29

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.

This field will appear for Central Stations only.

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

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
- ANDWS: 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

	✓ Authorize	CityID-CSID	Location
1	<input type="checkbox"/>	01-07	AlarmNet, Inc., AlarmNet, Inc.
2	<input type="checkbox"/>	01-11	AlarmNet, Inc., Lee Walker 5512
3	<input type="checkbox"/>	02-10	AlarmNet, Inc., AlarmNet
4	<input type="checkbox"/>	04-54	AlarmNet, Inc., Diagnostic Test
5	<input type="checkbox"/>	10-3C	AlarmNet, Inc., Diagnostic FLA Test
6	<input type="checkbox"/>	11-10	AlarmNet, Inc., Available
7	<input type="checkbox"/>	12-1C	AlarmNet, Inc., AlarmNet
8	<input type="checkbox"/>	16-01	AlarmNet, Inc., AlarmNet, Inc.
9	<input type="checkbox"/>	16-02	AlarmNet, Inc., AlarmNet, Inc.
10	<input type="checkbox"/>	16-03	AlarmNet, Inc., AlarmNet, Inc.
11	<input type="checkbox"/>	16-04	AlarmNet, Inc., Test This

Select Billing Account Number

	✓ Authorize	Billing Account	Account Name
1	<input type="checkbox"/>	300000	AlarmNet, Inc.
2	<input type="checkbox"/>	4705	Inside Operations

Only appears if the user has billing access AND can manage other users.

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**.

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	Supervisor	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
2013-07-18 13:49:32 GMT

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

Time Period:
Show history for past 24 hours

Action:
All Actions

Location:
Melville

Person:
AlarmNet, Chris

Search Clear

	Time (GMT)	Action	User	City	C.S	Sub	MAC	IP
1	2013-07-18 13:29:31	Status Retrieved	AlarmNet, Chris	89	D3	1130	00D02D100000	199.61.25.254
2	2013-07-18 12:10:36	Status Requested	AlarmNet, Chris	89	D3	1130		199.61.25.254
3	2013-07-17 20:26:30	Logged In - AND	AlarmNet, Chris					199.61.25.254
4	2013-07-17 20:05:00	Logged Out	AlarmNet, Chris					199.61.25.254
5	2013-07-17 19:23:36	Cancellation: Click Agreement	AlarmNet, Chris	-	-	-	-	199.61.25.254
6	2013-07-17 18:34:11	Status Retrieved	AlarmNet, Chris	89	D3	1130	00D02D100000	199.61.25.254
7	2013-07-17 18:30:40	Status Requested	AlarmNet, Chris	89	D3	1130		199.61.25.254
8	2013-07-17 18:05:22	Status Retrieved	AlarmNet, Chris	89	D3	1130	00D02D100000	199.61.25.254
9	2013-07-17 18:03:43	Status Requested	AlarmNet, Chris	89	D3	1130		199.61.25.254

Download
Page 1 of 1
View 1 - 24 of 24

Information can further be sorted by clicking the Time, Action, User, City, and MAC 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
2013-07-18 14:07:05 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
1	AlarmNet, Inc.	Melville	Placid, Anthony	23	Status Retrieved
2	AlarmNet, Inc.	Melville	Placid, Anthony	7	Tac Tool Insert Alarm
3	AlarmNet, Inc.	Melville	Placid, Anthony	5	Tac Tool Insert Command
4	AlarmNet, Inc.	Melville	Placid, Anthony	5	User Profile Modified

USERS ► Company Information (central station super users, and dealer managers)

This tool enables you to manage Company Information and email lists to inform your staff of important information and notifications. Typical information includes:

- company information
- address information
- billing
- weekly reports
- network outages
- excess message usage
- new products and specials
- end user Sale/Service Requests (These notifications are generated by LYNX Touch L5100 end users to request either service or sales to contact them.)

Managing Company Information and Staff Notifications

1. This is the information your staff members will see. Edit the fields as desired.
2. Click **Save**.

3. Search for the staff member you want to notify, or pick from the list below.

4. If necessary you can update their contact information.

Note: When the email address is changed, a validation email is sent to the new address along with a link that must be clicked to complete the validation.

The Email Validation icon will change to an envelop, and back again once validation is complete.

5. Choose the desired notifications for the staff member.
6. Click **Save**.

Note: The ability to manage this information can be assigned to other users. Go to Users > Manage Users. Select the user and enable the "AND: Company Information" feature to their profile.

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 MAC number.

Welcome Chris Programmed Devices 2013-07-25 13:12:20 GMT

Select a City-CS
Select CityID-CS

City-CS-Sub or MAC
89-d3 Search Clear

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

Program New Device GSM / I

Account # Key: Not Registered Registered Video Svcs.
Device ID Key: (Move cursor over images)

Account #	Key	MAC	Device Type	Transferred Date (ET)	Actions
56	89-D3-0130	00D02D100000	GSMV	2/20/2012 8:04:00 AM	Edit GO
57	89-D3-0130	00D02D111111	ILP5	5/4/2011 11:38:00 AM	Device Status GO
58	89-D3-0130	00D02D144444	IGSMV	8/4/2011 5:21:00 PM	Send Data GO
59	89-D3-0144	Video Services	N/A	Never	Get Data GO
60	89-D3-0147	Video Services	N/A	Never	Register GO
61	89-D3-0147	00D02D200000	GSMX	4/23/2013 3:30:00 PM	Send Test Alarm GO

Reset GO
QOS GO
EndUser-Edit GO
EndUser-Delete GO
EndUser-Migrate
EndUser-Connect
Edit Service Level
Edit Subscriber
Video-Configure
Get Substitution PIN
Delete

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View 51 - 75 of 175

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

Please see the "Program New Device GSM/I" topic.

Depending on the device, other choices may appear.

Example TC2 device drop-down menu.

Manage TC2 Accounts

Manage TC2 Accounts

Edit
Device Status
Send Data
Get Data
Register
Send Test Alarm
Reset
QOS
Edit Service Level
Edit Subscriber
Get Substitution PIN
Delete

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. As you start to enter data, such as the MAC ID, AlarmNet will recognize the type of device and generate the next appropriate wizard screen.

Have the following information ready:

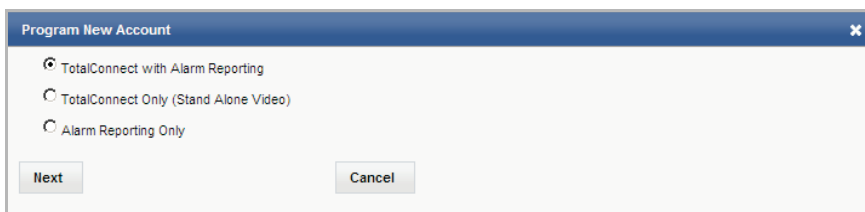
- Subscriber Account Number.
- MAC ID and CRC – For most communicators these are on the product carton, on the product's PCB, or can be obtained using the 7720P Programming Tool.

For TUX series devices, these are on the product carton, on the device back, or can be obtained by tapping the tools icon on the home screen. Then tap the information icon on the next screen.



- A name for the TC2 account.

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 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.

Have the following information ready:

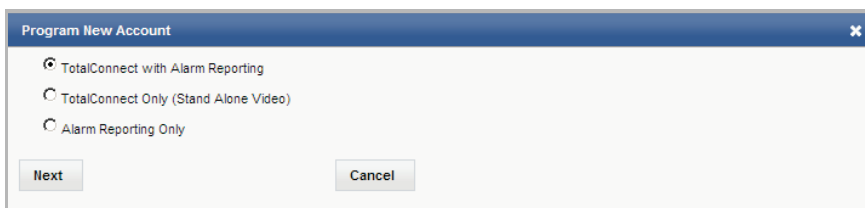
- Subscriber Account Number.
- MAC ID and CRC for the existing device and the replacement device – For most communicators these are on the product carton, on the product's PCB, or can be obtained using the 7720P Programming Tool.

For TUX series devices, these are on the product carton, on the device back, or can be obtained by tapping the tools icon on the home screen. Then tap the information icon on the next screen.



- Substitution PIN obtained from AlarmNet (or your Central Station). Alternately you can search for the existing account, then from the Actions pulldown menu, select **Get Substitute PIN**.

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

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

Click to expand account.

The account number is for billing reference only.

TotalConnect2 Accounts

Account Number	Account Name	Action
- 0100-0000-0000	Anthony	
Location		
+ LynxPlus GSMVLP APL		
- LynxTouch GSMVLP5 APL Demo Board		
Device Name		
Lynx Touch GSM	00D02D	Security Panel
IPCAMPPT	00C002	IPCamera
IPCAMWI	00C002	IPCamera
+ LynxTouch ILP5		

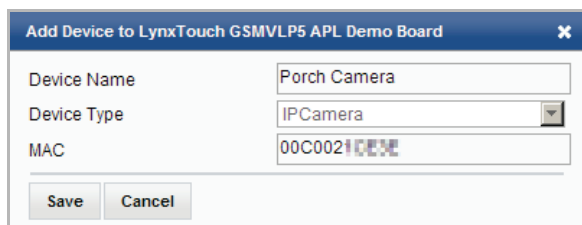
Page 1 of 1

When expanded, it reveals all devices for the account.

Adding IP Video Devices

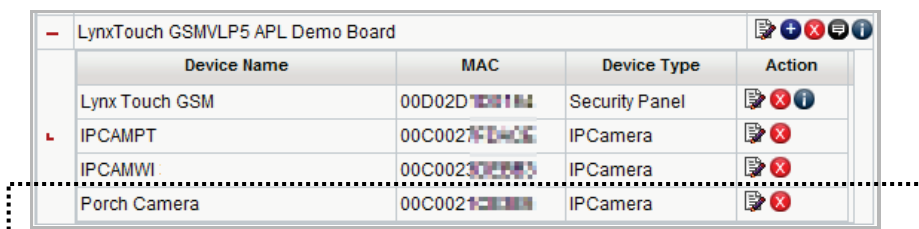
To add IP video devices to a TC2 account perform the following:

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. The Add Device window appears.



A screenshot of the 'Add Device to LynxTouch GSMVLP5 APL Demo Board' window. 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 '00C00210E3E'. At the bottom are 'Save' and 'Cancel' buttons.

4. Enter a meaningful Device Name, then from the drop-down menu select the IP Camera.
5. Enter the MAC number for the device, and click **Save**.



Device Name	MAC	Device Type	Action
Lynx Touch GSM	00D02D...	Security Panel	[Icons]
IPCAMPT	00C002...	IPCamera	[Icons]
IPCAMWI	00C002...	IPCamera	[Icons]
Porch Camera	00C00210E3E	IPCamera	[Icons]

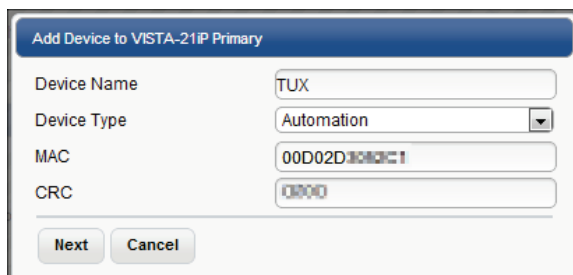
The table shows a list of devices. The 'Porch Camera' entry is highlighted with a dashed border, indicating it has been successfully added.

6. The device has been added.

Adding TUX series Automation Devices

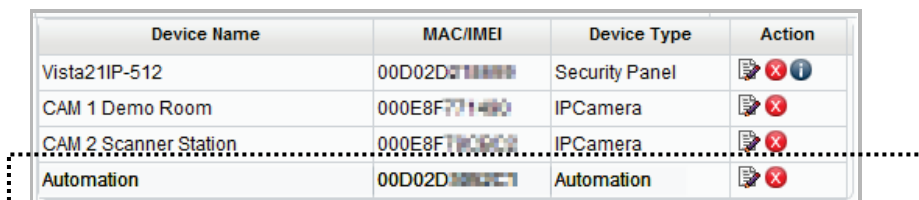
To add TUX devices to a TC2 ready control panel (such as a VISTA 21-iP) perform the following:

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. The Add Device window appears.



A screenshot of the 'Add Device to VISTA-21IP Primary' window. It contains four input fields: 'Device Name' with the text 'TUX', 'Device Type' with a dropdown menu showing 'Automation', 'MAC' with the text '00D02D...', and 'CRC' with the text '0000'. At the bottom are 'Next' and 'Cancel' buttons.

4. Enter a meaningful Device Name, then from the drop-down menu select the Automation.
5. Enter the MAC number and CRC for the device, and click **Save**.



Device Name	MAC/IMEI	Device Type	Action
Vista21IP-512	00D02D...	Security Panel	[Icons]
CAM 1 Demo Room	000E8F...	IPCamera	[Icons]
CAM 2 Scanner Station	000E8F...	IPCamera	[Icons]
Automation	00D02D...	Automation	[Icons]

The table shows a list of devices. The 'Automation' entry is highlighted with a dashed border, indicating it has been successfully added.

6. 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. The first row shows account '0100-0000-0001' with name 'Babylon Home'. Below this is a 'Location' section with a table containing 'chris desk'. Under 'chris desk' is a 'Device Name' table with two rows: 'Lynx Touch IP' (Security Panel) and 'cam-5 ACU camera' (IPCamera). Each row has an 'Action' column with icons for delete (X), add (+), and info (i).

Annotations with arrows pointing to the icons:

- Deletes the entire TC2 subscriber account and associated locations and devices. (Points to the delete icon in the top Action column)
- Deletes the comm device, camera and the location. So all items are not associated with the TC2 account. (Points to the delete icon in the Location Action column)
- Deletes just the camera. So it is no longer associated with any comm device. (Points to the delete icon in the Device Name Action column for 'cam-5 ACU 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 delete icon in the Device Name Action column for 'Lynx Touch IP')

Checking the customer's TC2 account configuration

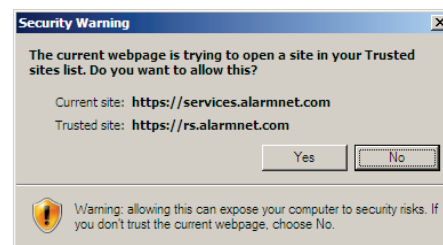
You can log into the customer's TC2 account to check if their account is properly configured. This feature, also referred to as "TC2 Punch Through", is a READ ONLY mode. To ensure the customer's privacy video will not be visible.

Follow the steps below.

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

The screenshot shows the same 'TotalConnect2 Accounts' window as before. An arrow points to the 'Login as Customer' icon (a person with a magnifying glass) in the Action column of the top row, with a callout box labeled 'Login as Customer'.

2. A permissions message may appear.
3. 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 are checkboxes for 'Administrator', 'Security Professional Access' (checked and circled in red), 'Enable User Code Sync', 'Prompt for user code', and 'Display User Codes'. In the center, the 'Email Address List' shows an email address 'TimKumura@freemail.net' with a 'Validate' button. On the right, the 'Grant Access' section is expanded, showing permissions for 'My Home' (L5100, Panel User, User Code), 'L5100', 'Front Door', 'Office Camera 1', and 'Office Camera 2'. At the bottom right, 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 a value of 00D02D), and GSM/Ethernet CRC. Below these fields is a section titled 'Take Ownership Of Device' with a description: '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.

ACCOUNT CENTER (central station)

This provides a direct link to the Account Center website allowing authorized users to manage their AlarmNet payments.



From the tool bar select Account Center, then log in and refer to the online help.

API DOCUMENTS (central station and dealer)

This brings up a form to request API documents.

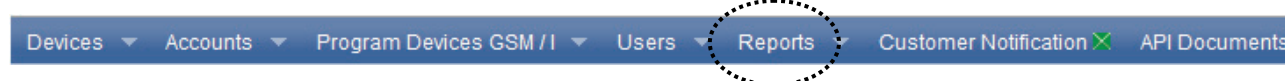


From the tool bar select API Documents. Complete the form and click **Submit**.

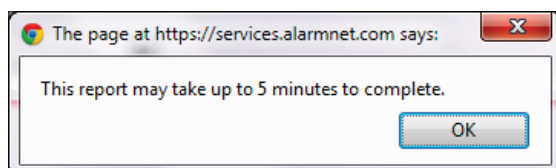
A screenshot of a web form titled 'Request for AlarmNet Application Programming Interface (API) documentation'. The form is for 'Chris' and includes fields for 'UserName', 'CompanyName', 'Email Address', and 'Mobile No'. Below these fields is a text area for 'Enter your comment here...'. At the bottom, there is a 'Submit' button and a note: '*** This form is not intended for general support questions. ***'. The top of the form shows a welcome message and the current date and time: '2013-07-24 20:54:47 GMT'.

REPORTS (central station and dealer)

This tool enables you to generate and save detailed subscriber reports. From the tool bar select Reports.

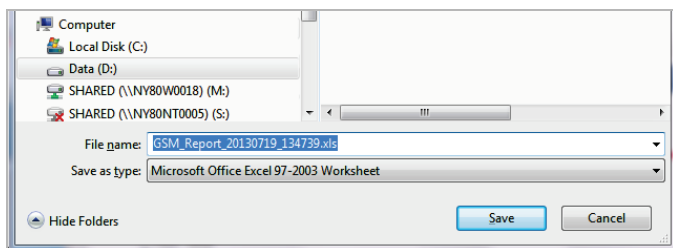
A screenshot of a web form titled 'Generate Account Report'. The form has fields for 'City-CS' (a dropdown menu), 'Report Types' (a dropdown menu), and 'Select Subscriber Range' (radio buttons). A dropdown menu is open for 'Report Types', showing options: 'All Accounts', 'Accounts with 2 Way Voice Enabled', 'Accounts using Total Connect 2.0', and 'Accounts using Total Connect'. Below the form is a 'Generate Report' button and a note: 'NOTE: Results generated are from yesterday's data'. The top of the form shows a welcome message and the current date and time: '2013-07-19 13:46:19 GMT'.

1. Select the City-CS, Report Types, and Subscriber Range, then click **Generate Report**.



AlarmNet Direct Online Help Guide

- Click **OK** to acknowledge the message.
- A navigation window appears.



- Navigate to where you want to store the file and click **Save**. Below is an example of the report.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
	Cit	C	Su	Mac Id	CR	Device	Software	Cellul	Account First	Supervision	Current	TC2	APL	Two Way	Name	Address	Zip	Sta	Pho	Dealer
1	99	7	000	00002D	4D3	Central	3.4.5	N/A	5/12/2008 12:00:00	6 Minutes	Normal	NO	Disable	Disabled	Jerry I DEMO	*** (CANCEL) 06/19/107 **				
2	99	7	000	00002D	ECB	GSMVLP5-	5.5.0	4G	7/17/2013 5:17:00 PM	DAILY	Normal	YES	Enabled	Enabled	Jerry I500 home test					
3	99	7	000	00002D	22B	GSMVLP5-	5.2.58	4G	4/15/2013 2:45:00	DAILY	Normal	YES	Disable	Disabled	Ray					
4	99	7	000	00002D	3D7	GSMVLP4G	2.10.25	4G	3/21/2013 7:16:00 PM	UNSUPERVIS	Normal	YES	Enabled	Disabled	Chris					
5	99	7	001	00002D	F3B	GSMVLP5	0.0.0	2G	1/26/2012 5:21:00 PM	DAILY	Normal	YES	Disable	Disabled	Honeywell Tech Center			DC		
6	99	7	001	00002D	49B	GSMVLP5	0.0.0	2G	1/26/2012 5:26:00	DAILY	Normal	YES	Disable	Disabled	Honeywell Tech Center			DC		
7	99	7	100	00002D	9E0	Vista21P-S12	0.0.0	N/A	3/16/2012 7:50:00	DAILY	Normal	YES	Disable	Disabled	Tech Pubs					
8	99	7	100	00002D	B97	ILPS	5.5.0	N/A	6/26/2013 7:07:00	UNSUPERVIS	Normal	YES	Disable	Disabled	Tech Pubs					
9	99	7	100	00002D	BE0	LS100-WiFi	6.20.183	4G	6/27/2013 2:26:00	DAILY	Normal	YES	Disable	Disabled	Tech Pub					
10	99	7	100	00002D	ZDC	No Root File	2.10.1100	4G	7/5/2013 1:27:00 PM	MONTHLY	Normal	YES	Disable	Disabled	Tech Pubs					
11	99	7	101	00002D	Z06	Vista-21P	2.3.4	N/A	5/23/2012 4:06:00	MONTHLY	Normal	NO	Disable	Disabled	Tech Pubs					
12	99	7	101	00002D	BFE	GSMV4G	2.10.1519	4G	8/4/2010 5:02:00 PM	UNSUPERVIS	Normal	YES	Disable	Disabled						
13	99	7	102	00002D	F79	GSMVLP5-	5.2.11	4G	5/8/2012 1:24:00 AM	UNSUPERVIS	Normal	YES	Enabled	Disabled						
14	99	7	102	00002D	F0B	GSMVLP5-	6.0.30	4G	5/18/2012 3:40:00	UNSUPERVIS	Normal	YES	Enabled	Disabled						
15	99	7	102	00002D	F79	GSMVLP5-	6.0.119	4G	3/23/2013 9:28:00	UNSUPERVIS	Normal	YES	Enabled	Disabled						
16	99	7	102	00002D	F4C	Vista-21P	2.3.4	N/A	11/7/2012 4:37:00 PM	UNSUPERVIS	Normal	NO	Disable	Disabled						
17	99	7	1691	00002D	625	7847i-S12	2.6.47	N/A	5/8/2009 5:05:00 PM	DAILY	Normal	YES	Disable	Disabled	Gerard		1177	NY		
18	99	7	169	00002D	CB1	GSMVLP5	0.0.0	2G	5/30/2012 1:36:00	DAILY	Normal	YES	Disable	Disabled						
19	99	7	300	00002D	664	GSMVLP5-	6.0.119	4G	5/14/2012 5:24:00	UNSUPERVIS	Normal	YES	Enabled	Disabled	Dave					

CUSTOMER NOTIFICATION (central station and dealer)

This tool provides notifications to the customer (Dealer/Installer). On the 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 X
Logout

Devices Accounts Users Program Devices GSM / I Account Center Customer Notification X API Documents 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	<p>Now It's Faster and Simpler than Ever to Get Your Customers Online With Enhanced AlarmNet Direct</p> <p>Click here for more details: Link to PDF document</p>
	<p>Daylight Saving Time advisory:</p> <p>Start Time: 2:00 am ET (NY time) Start Date: Sunday, March 11, 2012</p> <p>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.</p>

Understanding Total Connect Services

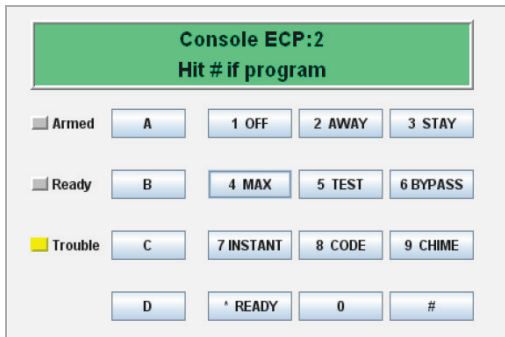
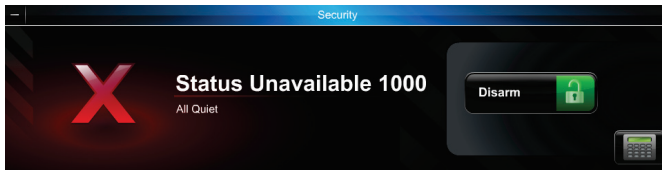
The "Total Connect" suite of services provides additional flexibility to a powerful Honeywell security system. Because these services utilize various communication technologies outside of our control, the user should be aware how these impact the use of Total Connect. These services are intended as a 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	
Total Connect account creation	<p>When programming a new GSM, IGSM or creating a Total Connect only (i.e., video services only) account the wizard will prompt you for the following information:</p> <p><u>Account Name</u> – Must be at least 8 characters.</p> <p><u>TC2 Master user name</u> – This is the "Username" for the customer to use when logging into Total Connect. Can be 6-80 character length (not case sensitive), valid entries are: 0-9, A-Z and ? ! @ # \$ % ^ * - _ = + .</p> <p><u>TC2 Email address</u> – This is the email address provided by your customer. Your customer will receive a welcome email which contains the Total Connect 2.0 URL and username. They will also receive a second email containing their auto-generated password to login to Total Connect.</p> <p>*** PLEASE NOTE ***</p> <p>The "Master User" profile is not intended for your use".</p> <p>The "Master User" profile is intended to be managed by your customer. After initial setup in AlarmNet Direct, the user profile will be maintained by the customer through their Total Connect website account. They can update and change their profile and assign subordinate user profiles via the Users module.</p> <p>*** TECHNICAL TIP ***</p> <p>In certain instances your customer may need hands on help to configure their Total Connect website account. If you are asked to make changes on your customers behalf another level of "Security Professional Access" is available. Have your customer (Master User Only):</p> <ol style="list-style-type: none"> 1. Login to the Total Connect 2.0 web site. 2. Grant you access to their account by clicking; My Profile > then checking "Security Professional Access" (confirm the pop-up security message) > then click "Save". 3. You will now have access up to 60 minutes to edit fields by accessing the account. Refer to the "<i>Checking the customer's TC2 account configuration</i>" topic in this guide.
auto stay arm	<p>If the security system (or a partition) is configured with Auto Stay Arm enabled, using Remote Access or SMS to arm the system will result in the system (or partition) reverting to an Armed Stay state. This is because there is no detection that the premises has been vacated (complies with SIA requirements).</p>
service providers	<p>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.</p>
web browser	<p>Configure your web browser to always allow "pop-ups" from the services.alarmnet.com site.</p>

control panel partition support	<p>At this time, Total Connect 2.0 does not support control panel partitions two through eight. Partition support is limited to <u>Partition One</u>, even on panels that have more than one partition enabled.</p> <p>When using Total Connect 2.0 on multi-partitioned panels:</p> <ol style="list-style-type: none"> 1. Only zones assigned to <u>partition one</u> can be uploaded into Total Connect 2.0. 2. Notifications can be sent for events occurring on <u>partition one</u> only. This would apply to ALL events including; Alarm, Arming/Disarming, and zone notifications such as bypass or trouble. 3. The Quick Arm/Disarm buttons will arm/disarm <u>partition one</u> only. 4. The Total Connect 2.0 remote keypad MUST be assigned to <u>partition one</u> only, however, the remote keypad DOES support the Global Arming and GOTO functions (if enabled properly in the panel programming). Those functions will give the end user the ability to control other partitions on the system just like any keypad physically connected to the system. 5. System Status is provided for <u>partition one</u> only. <p>When using Total Connect 2.0 User code synchronization on multi-partitioned panels:</p> <ol style="list-style-type: none"> 1. User Sync via Total Connect 2.0 is designed for use with user codes assigned to partition one <u>only</u>. User codes <u>created via control panel keypad or Compass</u> must have access to partition one for the code to be uploaded into Total Connect 2.0. 2. Users <u>created via Total Connect 2.0</u> and assigned a user code for the control panel will be given "General authority" <u>access to ALL enabled partitions</u> when User Sync is performed. Caution must be exercised here so as to not give a user access to a partition they should not have access too. It is highly recommended to observe notes 3 and 4 below on multi-partitioned panels. 3. User codes originally <u>created via control panel keypad or Compass</u> will continue to function <u>only</u> in the partitions they were given access to when they were programmed, even after Total Connect 2.0 User sync is performed. These codes do not get assigned to all partitions when Sync is performed and will continue to work in the assigned partitions only. 4. On multi-partitioned panels, the best practice would be to program the user codes into the panel first, then use the User Sync function to pull the codes into Total Connect 2.0. <p>After the "Panel Only Users" are uploaded, modify them to create Total Connect 2.0 Users as desired (assign a login name and password, first/last name, email address, etc). It is recommended to follow this procedure in order to prevent giving undesired partition access to a Total Connect User.</p>
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 1+* , *+* , and 3+* 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 Keypad screen will show all conditions. Please check the Keypad screen if you feel the System Status screen is not accurate.
zone descriptors	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. If you want to copy the zone descriptor that is in the control panel, simply delete the zone descriptor from the database (Remote Access > Setup > Name Zones), then click Save Zone Names . <u>When you start another session</u> , the zone type, along with its descriptive name, is retrieved from the control panel.
Text Message or SMS Commands (TC1 only)	
"Command issued, status unknown" reply message	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 "Command issued, status unknown" 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.
commands	When a Remote Access session is active (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.
GOTO command	SMS Text Message commands do not support the GOTO command (applies to partitioned systems only).
multiple text message series	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.
out of order replies	Under certain network conditions, emails received by the user may be out of order.
output relay	You will not receive text message verification for turning an output relay on or off. You will, however, receive a system status message.
partition number	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.
remote keypad – Full Control	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.
remote keypad – Keypad Only	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.
short codes	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.



text message commands	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.
text message verification	You will not receive text message verification for turning an output relay on or off. You will, however, receive a system status message.
text messaging service	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 " ALARM " or 25276 . 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.
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> 
"Panel Failed to Respond" message	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.
Status Unavailable 1000 message	<p>Error 1000 is caused the lack of PSD (Panel Security Data) being sent from the Control Panel to Total Connect 2.0. There are a few causes, such as; no initial PSD received, incorrect Control Panel programming, or incorrect AlarmNet Direct programming.</p>  <p>To resolve this issue, try the following:</p> <ol style="list-style-type: none"> 1. Arm and disarm the security system. This will force the PSD message to be sent if everything is programmed properly. 2. Ensure the following Control Panel settings are programmed: <ul style="list-style-type: none"> • <u>For all control panels</u>, verify "RIS" or "Delayed Reports" is enabled. • <u>For Vista 15/20 control panels</u>, verify field *91 is programmed to 8, 2. (<u>In AlarmNet Direct</u>, the Device must be set to 25.) • <u>For Vista Turbo control panels</u>, one ECP address (recommended address 25) needs to be set to Type 12 RIS. Also in AlarmNet, the Device multimode address must match the multimode Device programmed in the control panel. • <u>For LYNX series controls</u>, verify the "Remote Access" is Enabled and "Email Notifications" are set to Total Connect 2.0 (Enhanced Rpts) in AlarmNet Direct. 3. Ensure the following AlarmNet Direct settings are programmed. <ul style="list-style-type: none"> • <u>For GSMV/IGSMV/GSMX and 7847i communicators</u>, ensure "Remote Access" Enabled and "Email Notifications" are set to Total Connect 2.0 (Enhanced Rpts) and MultiMode Address is either 25 for Vista 10/15/20 or matches the panel for Vista Turbo.

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	<ul style="list-style-type: none"> For <u>LYNX series controls</u>, verify the "Remote Access" is Enabled and "Email Notifications" are set to Total Connect 2.0 (Enhanced Rpts) in AlarmNet Direct. <ol style="list-style-type: none"> After verifying the AlarmNet Direct device programming, ensure that the data is in the device by performing a "Send Data" command from the "Show Programmed Devices" page of AlarmNet Direct. Verify the "Transferred Date(ET)" shows a recent date and time and the arrow indicates down. If you still have the Error 1000 ensure the control panel and AlarmNet device revision levels are support Total Connect 2.0. (Refer to the "<i>Total Connect 2.0 Compatible Devices</i>" topic in this help guide.) If this issue has not been cleared, Contact AlarmNet Technical Support.
VISTA commercial	
arming command	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.
fire zone	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.
output relay	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.
sluggish response	For security systems that are heavily populated with a large number of zones and wireless devices, etc., the Remote Access response may be sluggish.
VISTA residential	
restart exit delay	If the Restart Exit Delay field (*91) 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.

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	20.1	
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	
Communicators 2G	Version	Comment
 For communicators, 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
Communicators 3G / 4G	Version	Comment
All	ALL	

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
U.S. and Canada: Honeywell Security 2 Corporate Center Drive Suite 100 Melville, NY 11747	1-800-222-6525: option 1 – AlarmNet Tech Support Monday thru Friday, 8:00 am to 9:00 pm ET. Note, between 6 pm and 9 pm some AlarmNet products are not supported. Extended support hours for GSM and activation ONLY. Saturday 9:00 am to 5:30 pm ET. option 2 – AlarmNet General Product Information Monday thru Friday, 8:00 am to 5:00 pm ET. option 3 – AlarmNet administration and website support Monday thru Friday, 8:00 am to 5:00 pm ET.
Latin America & Caribbean region: Honeywell Security Latin American & Caribbean Division 9315 NW 112th Avenue Miami, FL 33178 USA	305-805-8188: Monday thru Friday, 8:00 am to 5:00 pm ET.
MyWebTech (Online technical database.)	http://www.security.honeywell.com/hsc/resources/MyWebTech/

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