Honeywell

Total Connect User Guide

Stay connected to your home or business. Connect remotely from anywhere in the world.

- *Remote system control via the web, cell phone, or PDA*
- *Virtual keypad control*
- *Notification of system events via email, text messages, and video services*

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Overview

The **Total Connect** web site enables end users to remotely access their security system via an internet web browser, or wireless communications devices such as; cell phones, and PDAs (that support GSM/GPRS and SMS Text Messaging with short codes). Please check with your wireless carrier to be certain your device supports these protocols.

As a Total Connect user, you can manage and run your security system from almost anywhere in the world, check its status, and receive event notifications. You can also enable other people to receive event notifications.

Depending on the specific security system tasks to be accomplished, different communication methods are used.

End User Tasks	Communication Method
Editing user profile	• computer's web browser
Viewing security system status	• text message via a cell phone and PDA, or an emulated keypad using a computer's web browser or PDA
Controlling the security system remotely	• text message via a cell phone and PDA, or an emulated keypad using a computer's web browser or PDA
Configuring Email and Text message notifications	• computer's web browser
Viewing the security system event history	• computer's web browser
Receiving System Event Notifications	• email • text messages to a cell phone or PDA

You can also enable additional cell phones or PDAs to be notified of system events by email or text messaging, and you can customize the names of events to be received.

> **Note:** You will be able to access your security system via Honeywell's Total Connect website, once the dealer has enabled you.

This guide provides a tour of the **Total Connect** web site, explaining each function, then focuses on how you can remotely control your security system using your PC, or by sending simple text message commands from your cell phone or PDA.

Obtaining a Total Connect account

The dealer/installer will set up your account and define the events you want to be notified of. These events match the output relay triggering events that were programmed in the control panel.

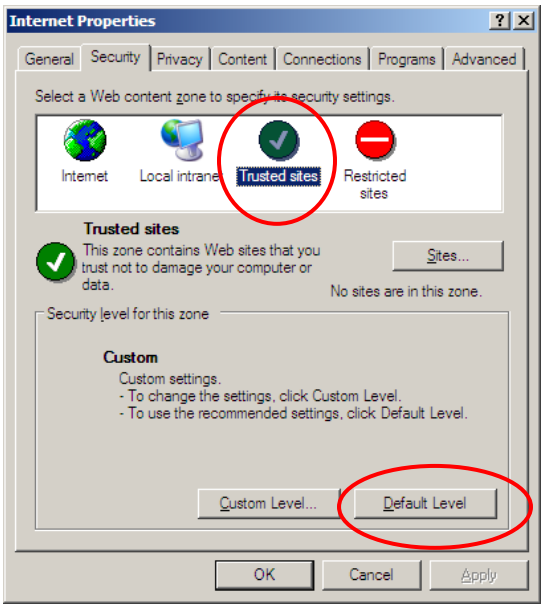
> **Note:** The Dealer/Installer should refer to the "*AlarmNet Direct User Guide*" for information on configuring the hardware and creating a Total Connect web account for you.

Once the dealer assigns you a login name and password, you will receive a "Welcome" email message with your login name along with some helpful information. You will receive another email message with your password. You will then be able to receive notifications, and access your system via the Total Connect web site or using your cell phone/PDA that supports GSM/GPRS and Text Messaging (SMS).

Setting up your PC for connecting to Total Connect

It is recommended that you add the Total Connect web site to your browser's Trusted Sites list. This is especially important if you are also accessing Optiflex video.

1. Ensure you have Administrator privileges for the PC. From Internet Explorer navigate **Tools > Internet Options**. Then select the **Security** tab.
2. In the upper pane, select **Trusted sites**. To ensure the security level for this zone has the correct levels, click **Default Level**.

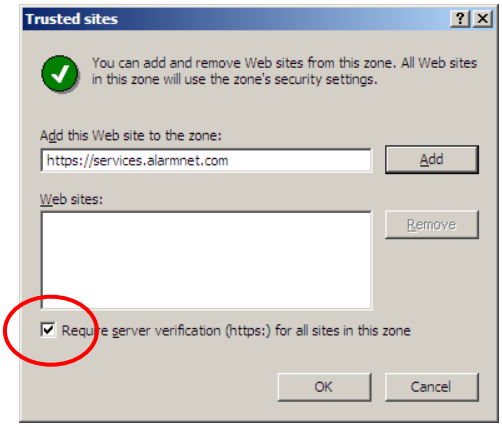


Note: Depending on what version of Windows you are using screen appearance will vary, and certain buttons may have different labels.

For example; Windows XP will often use the term OK on a button that saves the data and closes the active window, whereas Windows Vista will often use the term CLOSE as an equivalent.

Refer to the applicable guide for your operating system.

3. Click **Sites**.



4. In the Add this Web site to the zone field, enter https://services.alarmnet.com, then check the **Require server verification . . .** box.
5. Click **Add**, then click **OK**. Click **OK** again to close out the window.

Additional Settings for use with Optiflex

Note: Total Connect Video operates with Optiflex Video Controller Hardware and ActiveX-based "Optiflex Connect" viewing software that is currently supported by Internet Explorer 6+ in the Windows Vista and Windows XP operating systems.

1. Log into Total Connect. (Refer to the next topic if necessary.)
2. At the left navigation bar, click **Video**. To connect, click the **Optiflex Connect** button. A separate window opens, then depending on your browser settings you may be prompted to "display nonsecure items?", please answer **Yes** to this prompt.

   Note: The first time you access your video service, or any time that an update is needed you will be prompted to install the necessary software, or update.

   Next your network authorization will be checked, then if you need Java, ActiveX, or QuickTime player installed on your system (or an update to an existing version), a prompt will appear. Please install when prompted. For example, an ActiveX prompt is shown below.

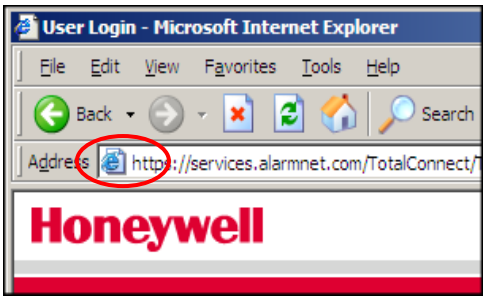
3. Follow any of the prompts to complete the installation/upgrade of any Java, Active X, or QuickTime components.

Accessing Total Connect

To access Total Connect, visit the following link:

https://services.alarmnet.com/TotalConnect

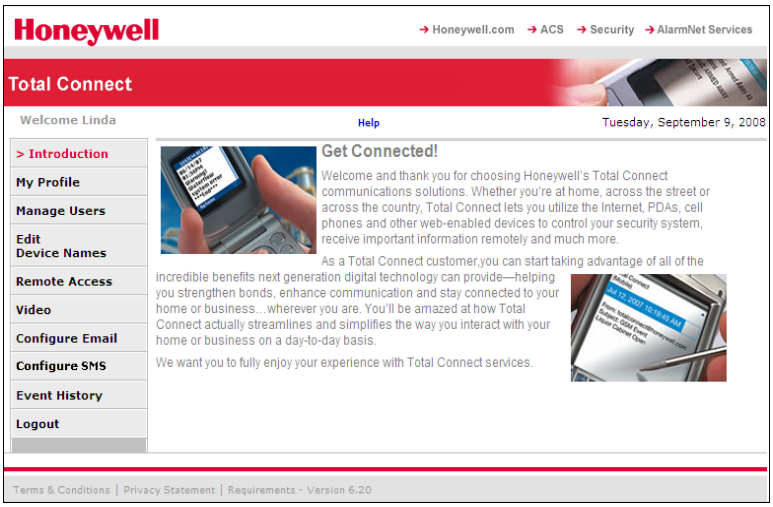
After the page loads, create a desktop shortcut by positioning the cursor over the address icon, left click the mouse and drag it onto the desktop.



Using Total Connect

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

Enter your **User Name** and **Password**, then press **Enter**. The "Welcome" window appears.



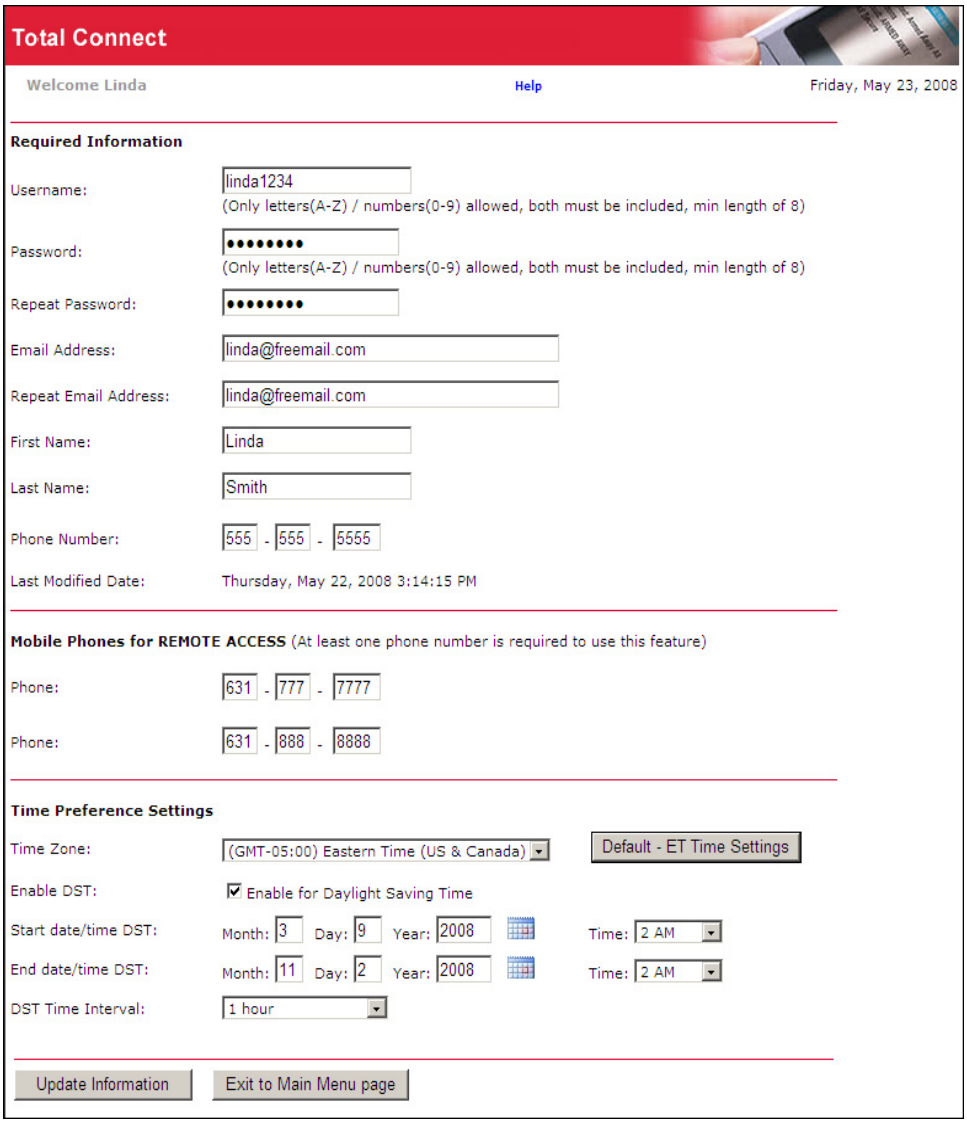
Total Connect is easy to navigate. The layout consists of a navigation bar on the left, and an information window on the right.

By clicking on a category in the Navigation bar, the associated information window is displayed. (Note the selected category in the Navigation bar will be in RED.) From the information window you can view, edit, add, or delete information.

The following paragraphs will explore the various Total Connect categories.

My Profile

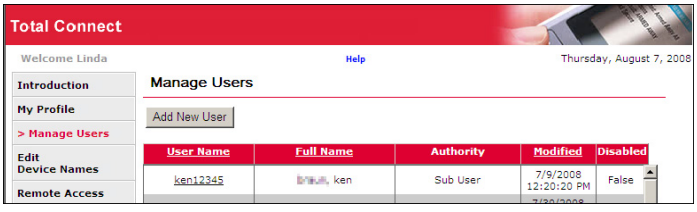
This category enables you to edit your profile. You can change your password, email address, phone number, and enter your mobile device phone numbers for use with SMS and mobile control.



Edit your profile and click **Update Information**, or click **Exit to Main Menu page** if no changes are made.

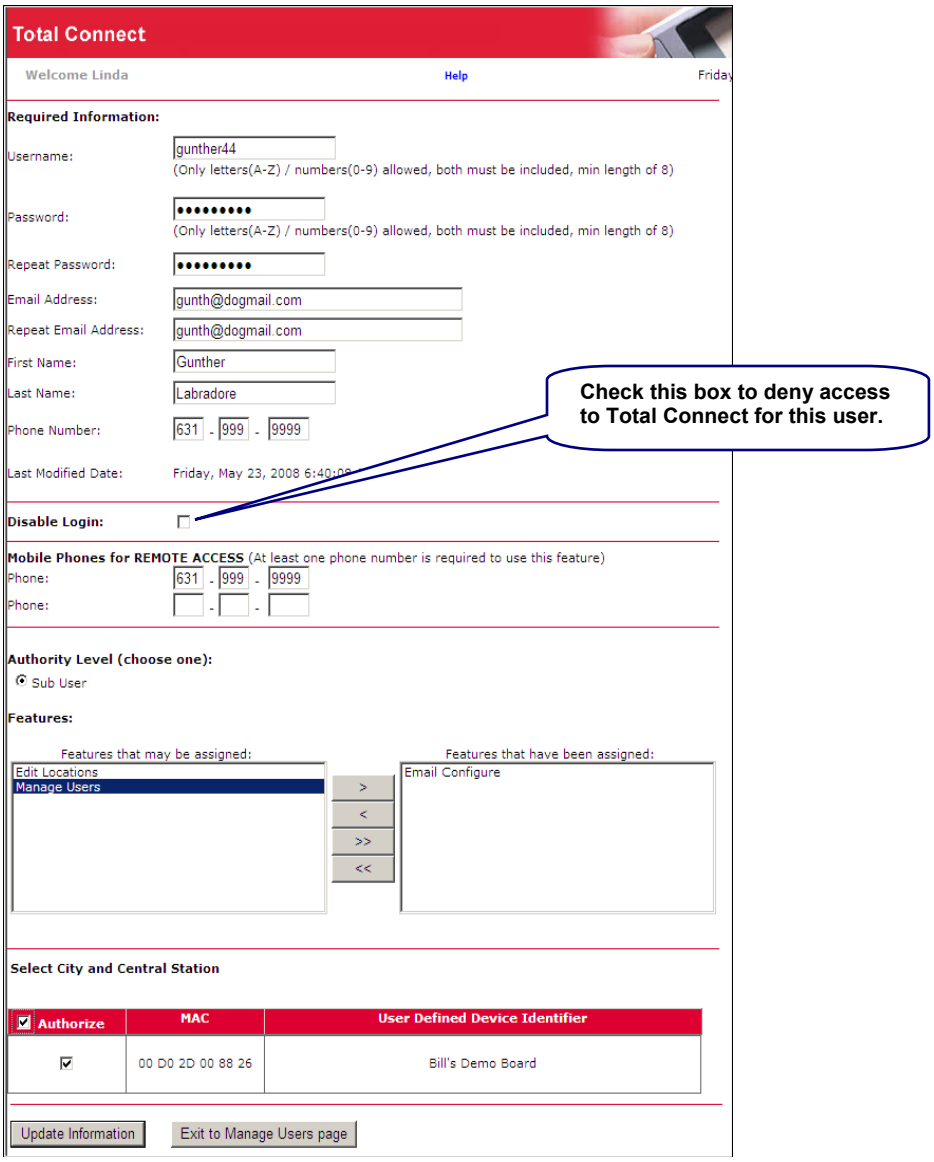
Manage Users

This category enables you to provide others access to your Total Connect account. This is very useful for adding company or family members that require access. Note, that you can edit an existing user by clicking their User Name and editing their profile. To add a new user, click **Add New User**.



A new user profile form appears. Enter the required information, then click **Add User**. Click **OK** to acknowledge the confirmation message and additional fields will appear on the form.

Note: In order to control the security system the user must have a system user code.



If desired enter at least one phone number for remote access, then select the Authority Level and Features.

> **IMPORTANT:** Please understand that if a Sub User is assigned the "Manage Users" feature, that Sub User can then assign features to other Sub Users.

Check the **Authorize** box to assign the security system to the sub user.

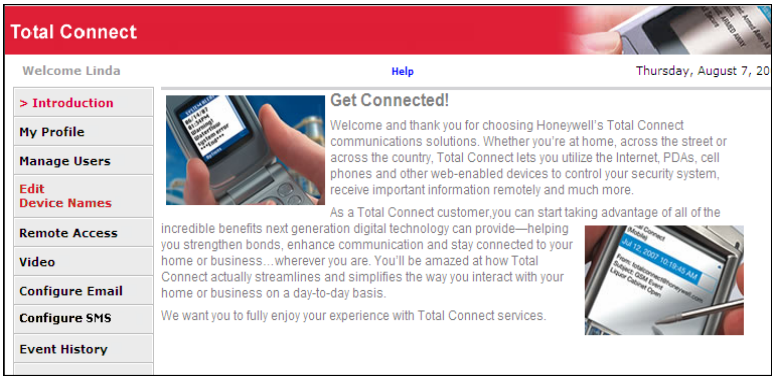
When you have completed the form, click **Update Information**. A confirmation message appears. Click **OK**, then click **Exit to Manage Users page**. You can add more users in the same manner.

Deleting Users

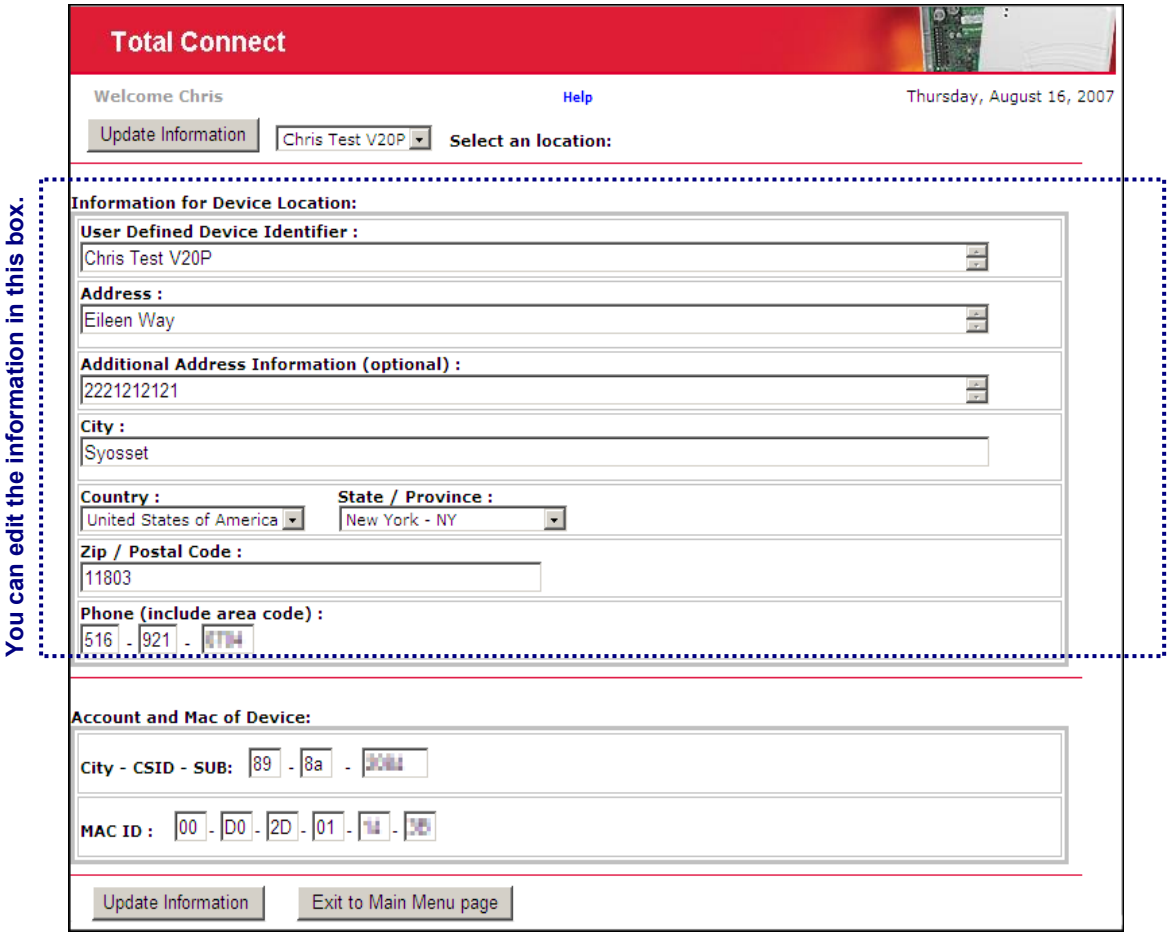
Users can only be deleted by the dealer. When a remote service account is deleted by the dealer, that account and all subordinate users are deleted. However, sub users may be denied remote services access by going to Manage Users, selecting the user and checking the **Disable Login** box. Then click the **Update information** button.

Edit Device Names

This category enables you to edit device alias and address information in the database.



Edit the desired information.



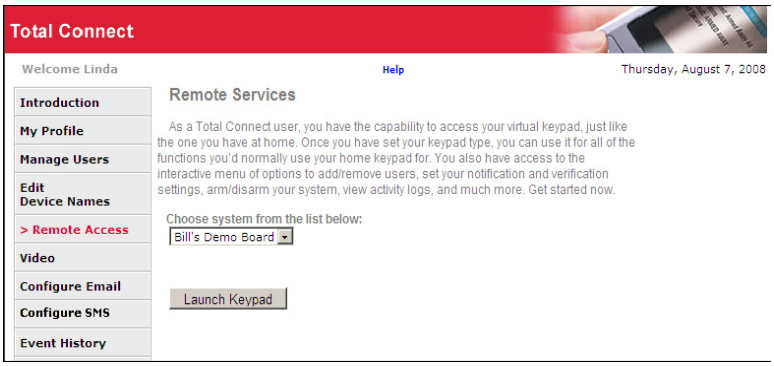
If you have multiple locations, use the drop-down menu then for each location edit the device information for that site.

Click **Update Information**, then click **OK** to the first confirmation message. A device has been updated message appears, click **OK**, then click **Exit to Main Menu page**.

Remote Access

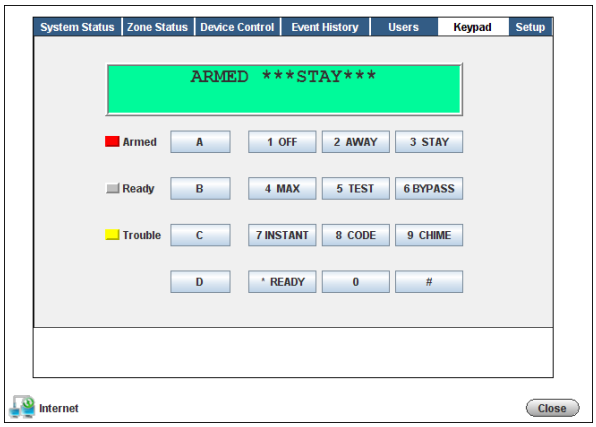
This category enables you to access and control your security system using an emulated keypad, or if the security system's control panel is programmed for an AUI (Advanced User Interface) remote keypad, you will have access to an enhanced keypad with tabs.

To access your security system, select the name of the system using the drop-down menu. Then click **Launch Keypad**. (If Java needs to be installed or updated on your PC, you will be prompted to install it. Just follow the on-screen prompts.)

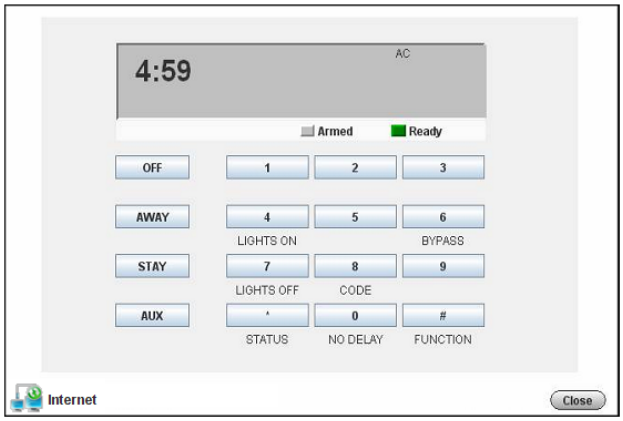


If your remote access account has been configured by the dealer as a Keypad Only or Lynx Keypad, a keypad with NO tabs will appear. With any remote keypad, functions are performed in the same manner as on a local keypad, however you CANNOT initiate panics. (Refer to your control panel user guide for operating the system.)

Below are examples of these keypad types:



Enhanced Keypad with tabs



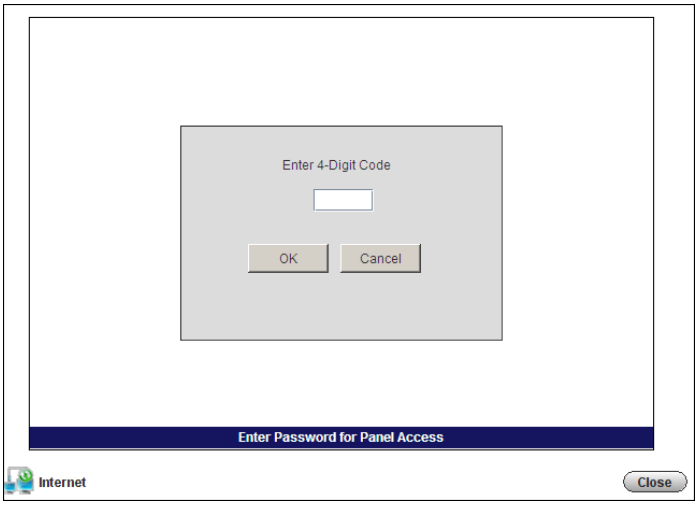
Keypad with no tabs (LYNX keypad shown)

Note: On the LYNX keypad, if a loss of AC power occurs at the security system the green Ready LED becomes yellow, and the red Armed LED becomes pink. Additionally, the **AUX** button does not function.

However, if your remote access account has been configured by the dealer as a Full Control keypad, you will access an enhanced interface with tabbed windows. When the **Launch Keypad** button is clicked, first an applet window appears. Then a security screen appears, after entering your Security System User Code, and clicking **OK** you will access an enhanced interface.

Note: If a "CONNECTION LOST" message appears, close the applet screen, and click **Launch Keypad** again.

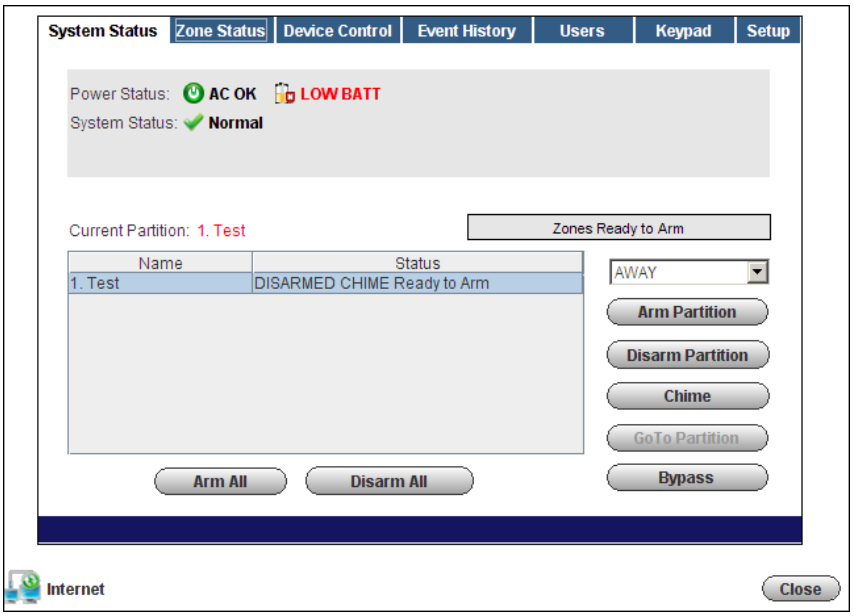
This screen will appear whenever you attempt to access your security system (with a Full Control keypad type) remotely.



After access is granted, a tabbed screen appears allowing various categories of security system information to be viewed or controlled. Select the tab to access the desired category.

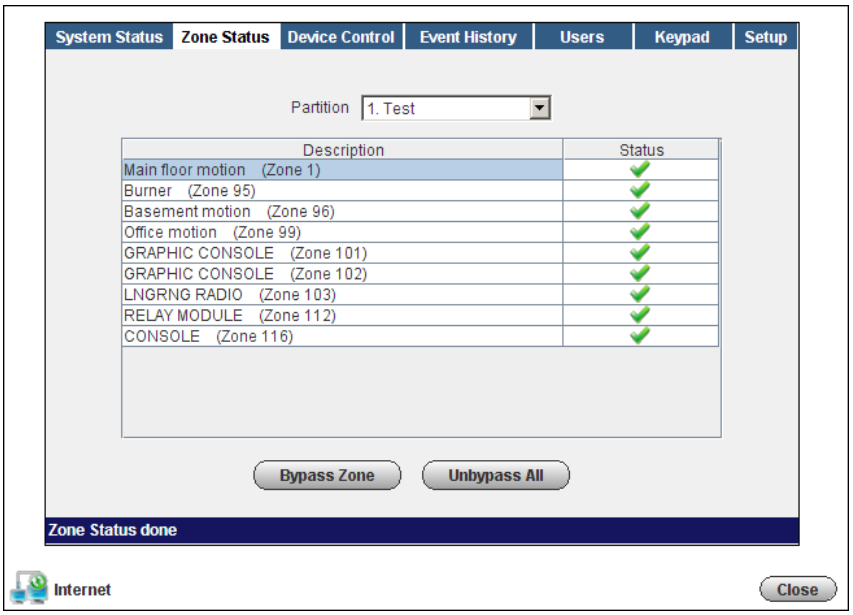
System Status

The System Status tab displays a status summary on the top half, and the bottom half allows control of your system partitions (if applicable).



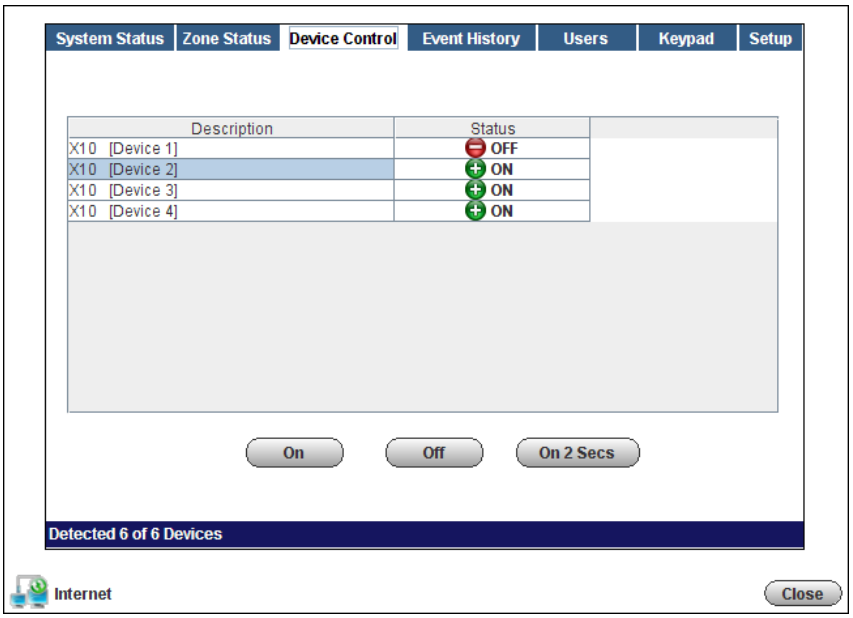
Zone Status

The Zone Status tab provides a view of all the zones in the system, or a selected partition. Zones can be bypassed or made active again as desired. Additionally, you can add or edit the description of a zone. Note that if you edit an existing zone description, that description will be the description that appears for remote access, and will not appear on the system local keypads.



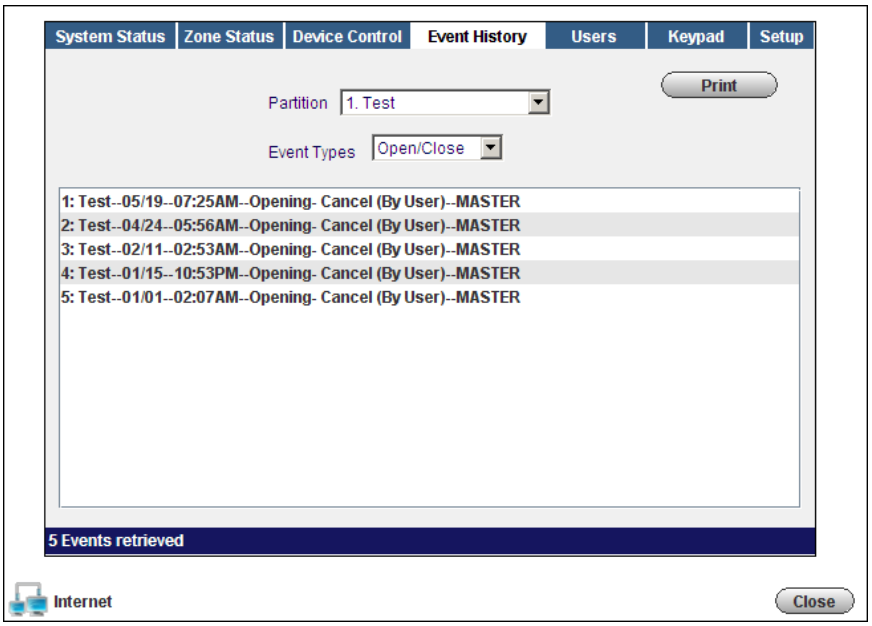
Device Control

The Device Control tab displays the current status of all security system programmed relays, and enables you to remotely turn them on or off. Note that for commercial panels, the Description column is populated automatically. To control a device, choose the device and select **On** or **Off** as desired.



Event History

The Event History tab enables you to view and print the event history for the system or any partition. A drop-down "Event Types" menu enables you to filter the events to be viewed.

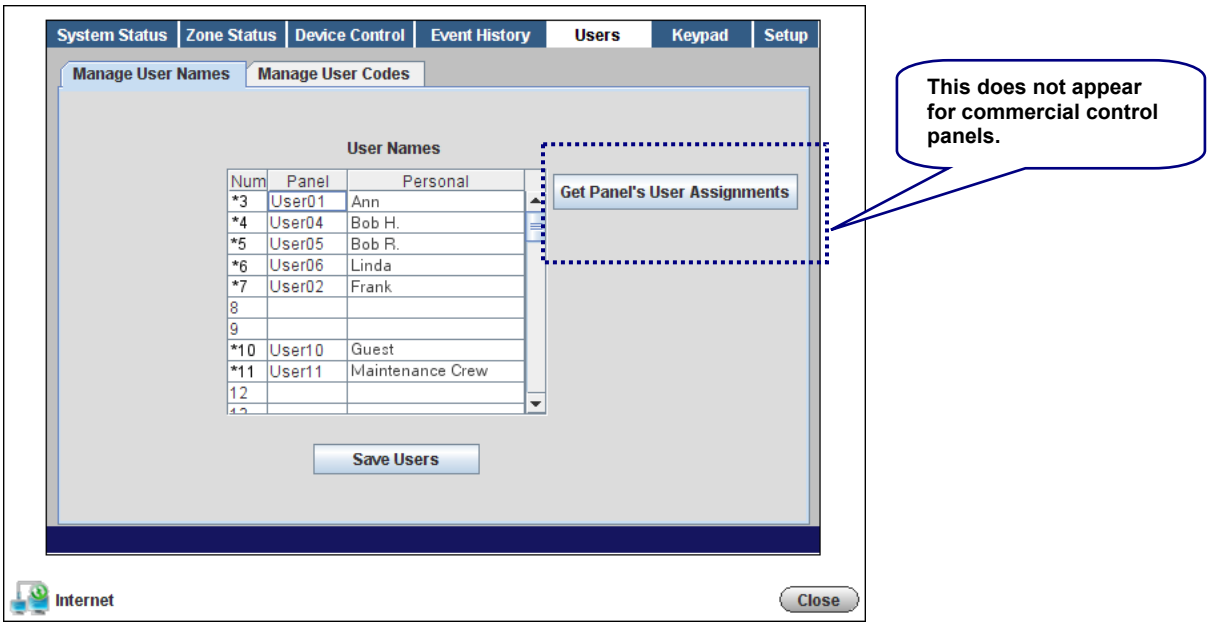


Users

The Users tab enables you to manage security system user codes. This function is further divided into Manage User Names and Manage User Codes tabs. By selecting the **Manage User Names** tab, you can view the users, and assign a personal name to each user.

For residential panels, the screen below appears with all the fields as shown. For commercial panels, the **Get Panel's User Assignments** button does not appear.

Notice under "User Names", there are three columns; Num, Panel, and Personal. The Num column shows the user slots in the control panel. The Panel column shows the names saved in the control panel that are associated with the users (if names were entered for graphic AUI keypad use). The Personal column is available only for remote services, and enables you to assign a personal name or other identifying information to a user.



Residential Panels - Viewing and Assigning Personal Names:

1. Click **Get Panel's User Assignments**. Users that have names saved in the control panel's AUI descriptor fields will appear (except for the Master User, user #2) and populate the "Panel" column only.

   This also checks each user slot in the panel (up to the first 40) to determine if that slot is assigned. If the user slot is assigned, it puts an asterisk in the Num column. In the above screen, notice that slots 8, 9, and 12 are not assigned, so no asterisk appears next to the number.

2. In the Panel column, if there is no user name associated with a user, but the user number has an asterisk, you may enter a name for that user here. If you want to add a NEW user, choose a Panel column slot that is not being used (no asterisk) and enter the NEW user.

3. In the Personal column, you can assign a Personal name, or edit an existing Personal name for a user. Just enter the desired Personal name in the field, and click the **Save Users** button. Note that this only saves the information to the remote services database. It DOES NOT overwrite the information in the control panel.

4. You can now click the **Manage User Codes** tab to edit new and existing user profiles.

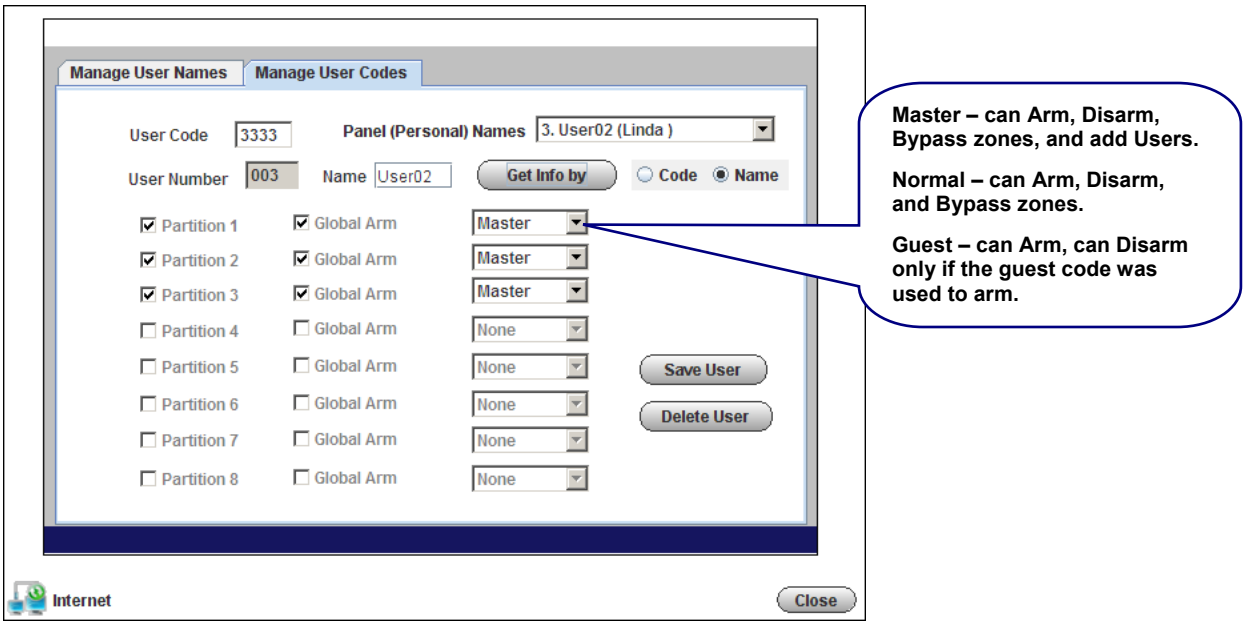
Commercial Panels - Assigning Personal Names:

WARNING: If there are user codes in the control panel, make sure you enter the same codes in the database. If you enter users in slots where users already exist in the control panel, those users will be overwritten. Adding new users depends on your knowledge of which control panel user slots are not being used. **It is preferable to add a new user locally at the control panel.**

In commercial panels, the fields can only be populated manually. In the "Panel" column you should enter the AUI descriptors that are programmed in the control panel. For convenience, you can also assign a Personal name, or edit an existing Personal name for a user. Just enter the desired Personal name in the field, and click the **Save Users** button. Note that information entered into the Personal column is only saved to the remote services database. It DOES NOT overwrite the information in the control panel. You can now click the **Manage User Codes** tab to edit new and existing user profiles.

Managing User Codes:

To manage user codes, click the **Manage User Codes** tab. From this window, you can modify the permissions of an existing user or setup permissions for a new user. This is where you can view and edit permissions for each user.



You can retrieve the desired user by selecting the **Code** or **Name** search method. Choose the search method by clicking the **Code** or **Name** search choices.

If you chose to search by "Code", enter the user's code in the **User Code** field and click **Get Info by**.

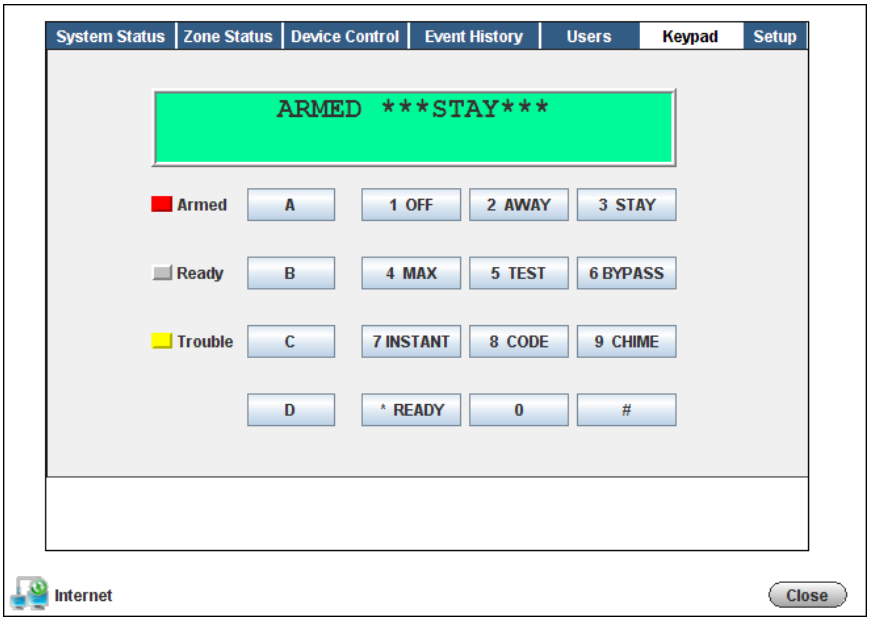
If you chose to search by "Name", select the name using the **Panel (Personal) Names** drop-down field, then click **Get Info by**.

The permissions for this user are retrieved. You can now assign or change permissions and user code for that person. After making changes, click **Save User**. You can also delete users by clicking **Delete User**.

Note: For Commercial control panels, if you want User #2 to be able to manage user codes, you must first enable User #2 for global access to all partitions on that control panel.

Keypad

The Keypad tab enables you to control the security system using an emulated keypad. Functions are performed in the same manner as on a local keypad, however you CANNOT initiate panics. (Refer to your control panel user guide for instructions on operating the system.) Note that you can also use the number keys on your PC's keyboard **(ensure the "Caps Lock" key is off)** to perform most actions.



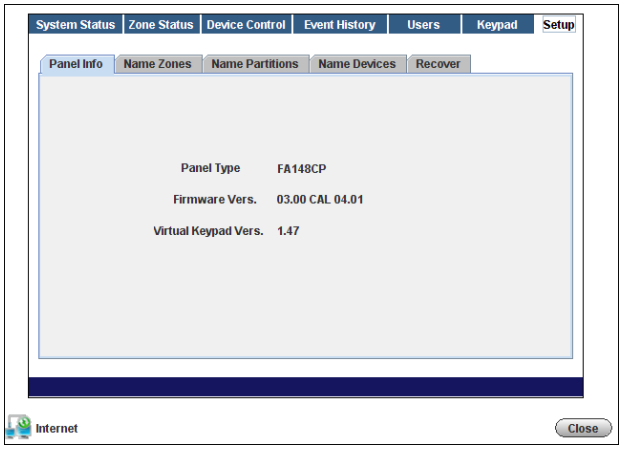
Setup

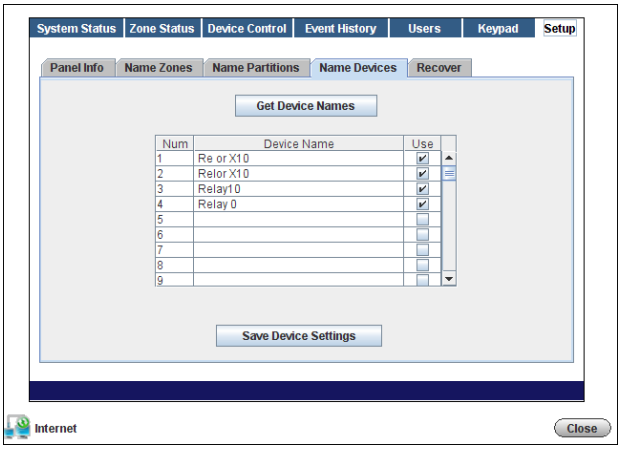
Note: This tab is available ONLY to a Master user that has authority to ALL partitions.

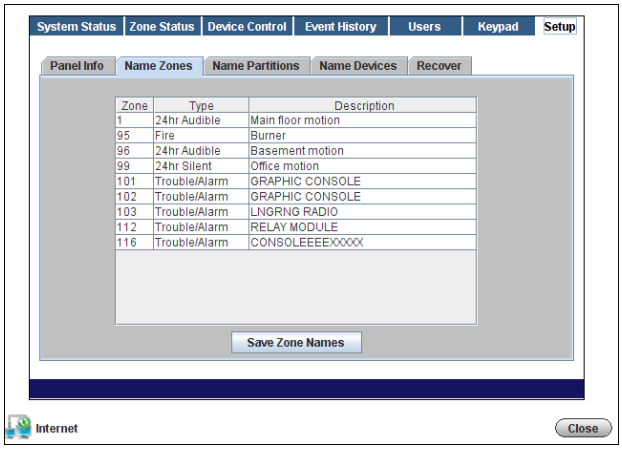
The Setup tab enables you to assign convenient familiar names to zones, partitions, and devices. It is further divided into the following tabs.

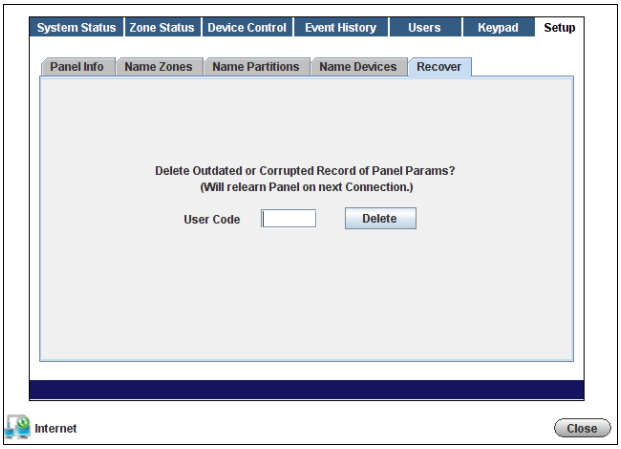
- Panel Info – Displays the model, firmware version, and emulated keypad version for the control panel.
- Name Zones – Enables you to assign familiar names to the zones. Edit the desired field, then click **Save Zone Names**.
- Name Partitions – Enables you to assign familiar names to the partitions. Edit the desired field, then click **Save Partition Settings**.
- Name Devices – Enables you to assign familiar Device Names to system devices by editing the desired field. In addition, the "Use" column allows you to enable access and control of individual devices. After you have made changes, click **Save Device Settings**.
- Recover – Enables you to rebuild the data retrieved from the panel and saved to the remote services database. It does not modify or affect the actual data stored in the control panel. You must enter your user code to perform this function.

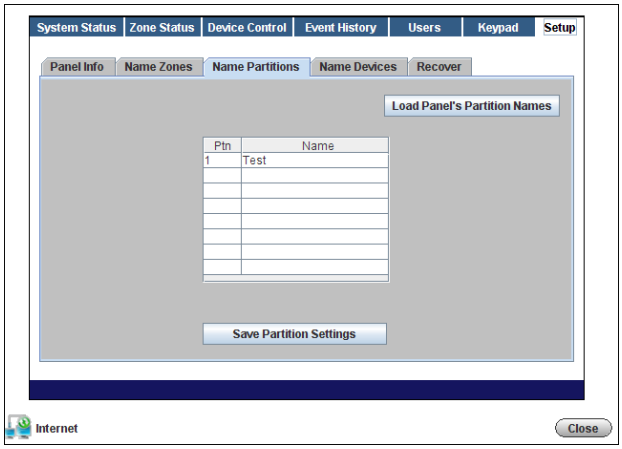
Note that when data is saved, it only saves the information to the remote services database. It DOES NOT overwrite the information in the control panel.


System Status
Zone Status
Device Control
Event History
Users
Keypad
Setup
Panel Info
Name Zones
Name Partitions
Name Devices
Recover
Panel Type FA148CP
Firmware Vers. 03.00 CAL 04.01
Virtual Keypad Vers. 1.47
Internet
Close


System Status
Zone Status
Device Control
Event History
Users
Keypad
Setup
Panel Info
Name Zones
Name Partitions
Name Devices
Recover
Get Device Names
Num
Device Name
Use
1 Re or X10
2 Relor X10
3 Relay10
4 Relay 0
5
6
7
8
9
Save Device Settings
Internet
Close


System Status
Zone Status
Device Control
Event History
Users
Keypad
Setup
Panel Info
Name Zones
Name Partitions
Name Devices
Recover
Zone
Type
Description
1 24hr Audible Main floor motion
95 Fire Burner
96 24hr Audible Basement motion
99 24hr Silent Office motion
101 Trouble/Alarm GRAPHIC CONSOLE
102 Trouble/Alarm GRAPHIC CONSOLE
103 Trouble/Alarm LNGRNG RADIO
112 Trouble/Alarm RELAY MODULE
116 Trouble/Alarm CONSOLEEEEXXXXX
Save Zone Names
Internet
Close

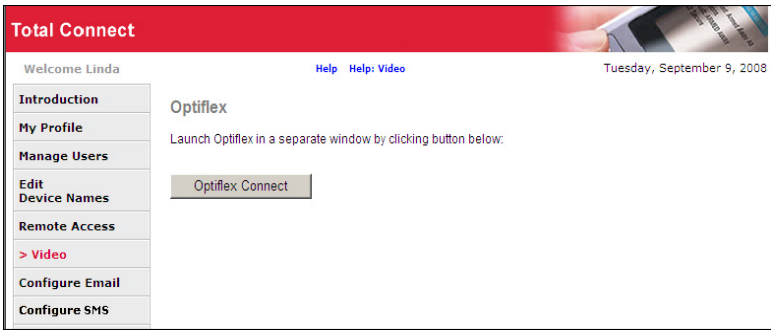

System Status
Zone Status
Device Control
Event History
Users
Keypad
Setup
Panel Info
Name Zones
Name Partitions
Name Devices
Recover
Delete Outdated or Corrupted Record of Panel Params?
(Will relearn Panel on next Connection.)
User Code
Delete
Internet
Close


System Status
Zone Status
Device Control
Event History
Users
Keypad
Setup
Panel Info
Name Zones
Name Partitions
Name Devices
Recover
Load Panel's Partition Names
Ptn
Name
1 Test
Save Partition Settings
Internet
Close

Video

This category enables you to connect, view, and configure your Optiflex camera video. (Note, if you have Optiflex as part of your system, and it has been added to your Total Connect account, this Video category will appear.)

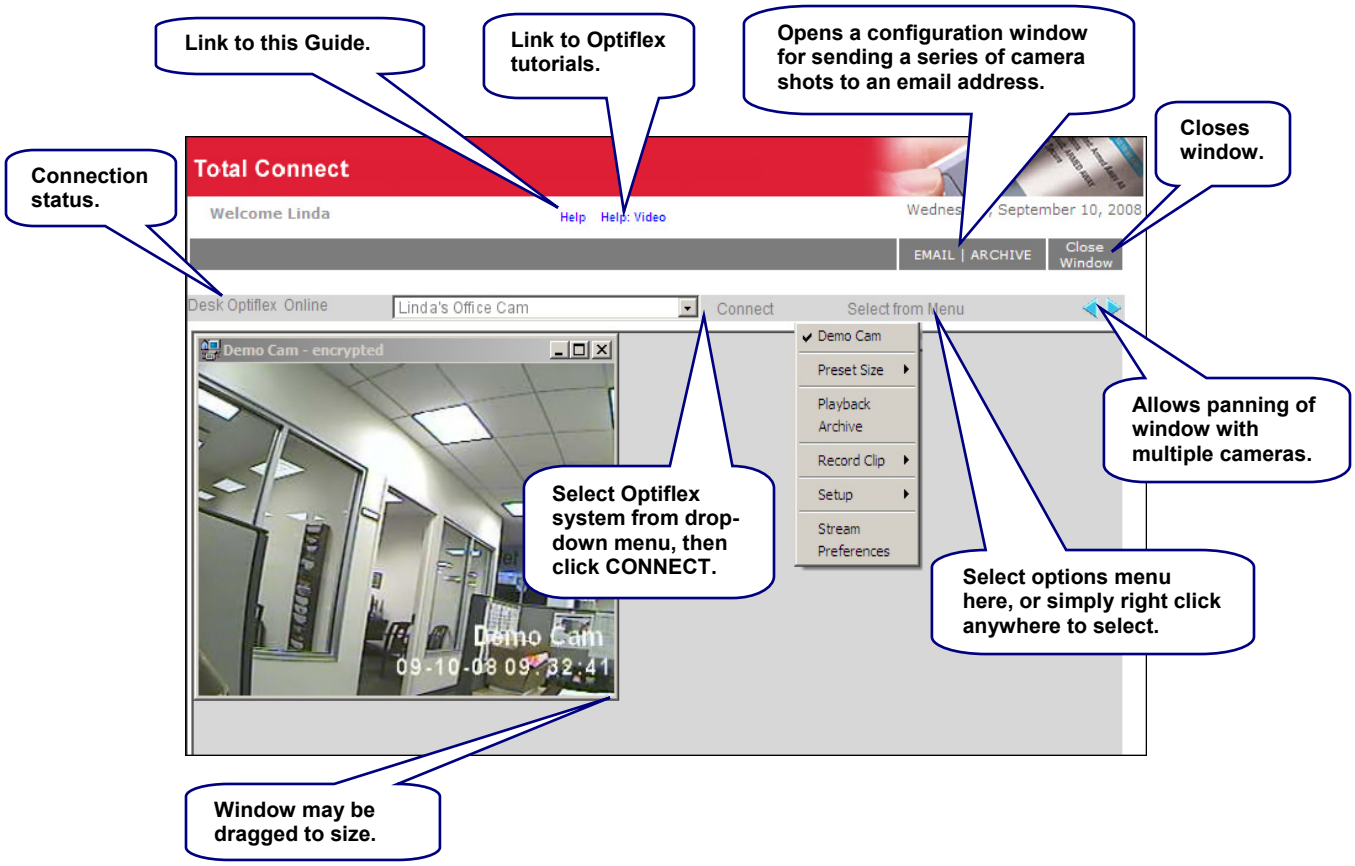
> **Note:** Refer to the topic "Setting up your PC for connecting to Total Connect" at the beginning of this guide for detailed information on setting up the PC for use with Optiflex.



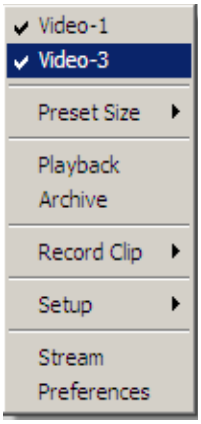
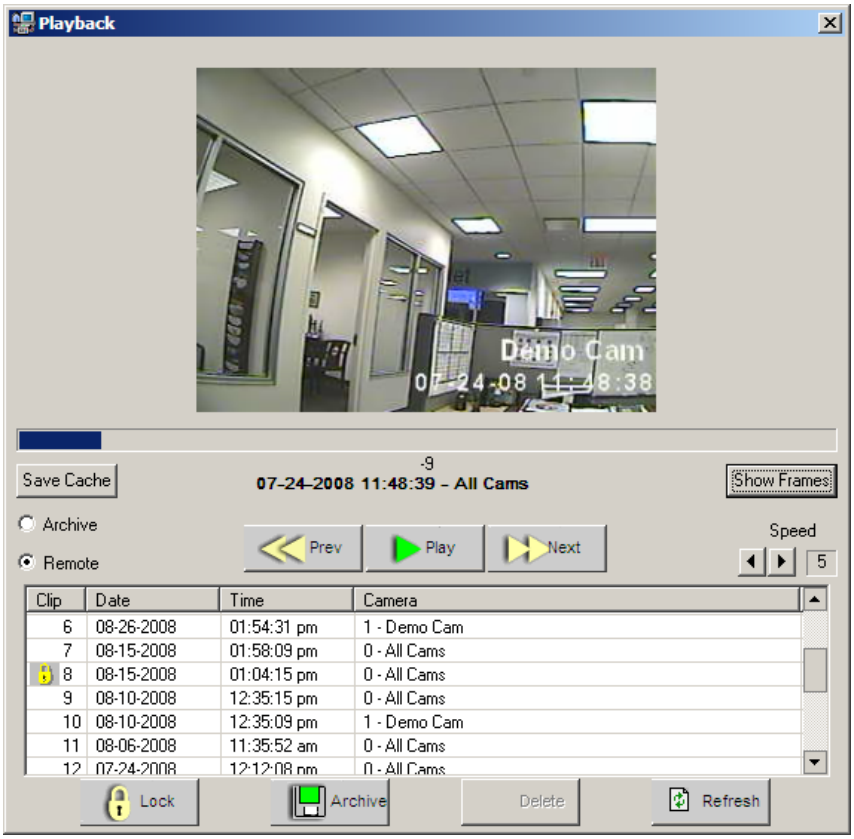
To connect, click the **Optiflex Connect** button. A separate window opens, then depending on your browser settings you may be prompted to "display nonsecure items?", please answer **Yes** to this prompt.

Next your network authorization will be checked, then if you need Java, ActiveX, or QuickTime player installed on your system, or an update to an existing version, a prompt will appear. Please install when prompted.

Optiflex Viewing Window Functions

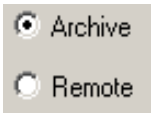
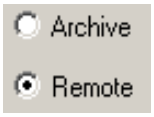
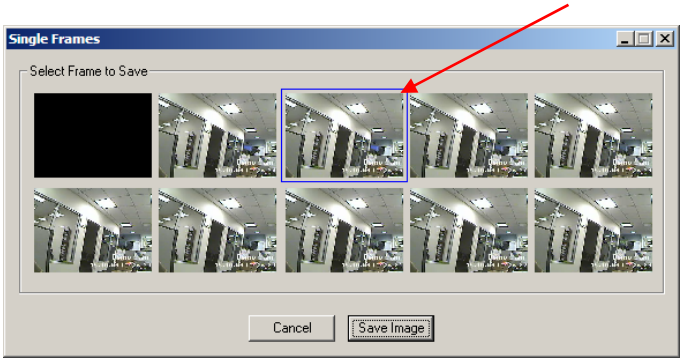


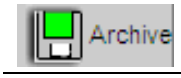
The Options Menu is described below.

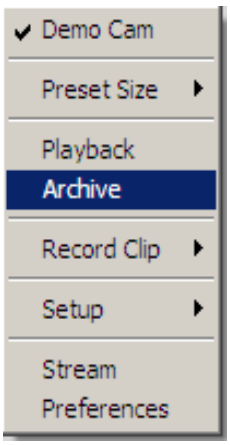
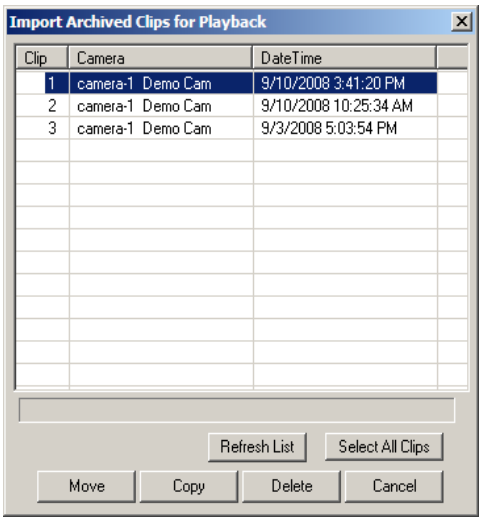
Options Menu	Function
(cameras)	All of your cameras will appear here with a check mark adjacent to the selected ones. These selections can be toggled. 
Preset Size	Enables you to select from four preselected camera window sizes. Alternately, you can drag any camera window to size.
Playback	Opens a Playback window to enable playing back any of 19 video clips. Up to 19 video clips are cached in the Optiflex hardware. As new clips are added, the oldest of 19 clips (unless locked) is automatically deleted.  Normally your system will automatically trigger the capture of video clips based on events or motion detection. And if your system is equipped with an 8132 keypad, the triggered camera will automatically be displayed at the keypad. However you can also manually capture a video clip from Total Connect by right clicking on the Optiflex Viewing Window and from the options menu, selecting

<table>
<tr><th>Options Menu</th><th>Function</th></tr>
<tr><td></td><td>
Record Clip and choosing the camera. A video clip is then stored in the Optiflex hardware cache. (A video clip may contain up to 10 frames depending on its visual complexity.)
<table>
<tr><td>Save Cache</td><td>When selected it copies all the video clips (up to 19) that are in the Optiflex hardware cache, and stores them on your PC as .DAT files.

XP path is C:\Documents and Settings\<user name>\Local Settings\Temp\

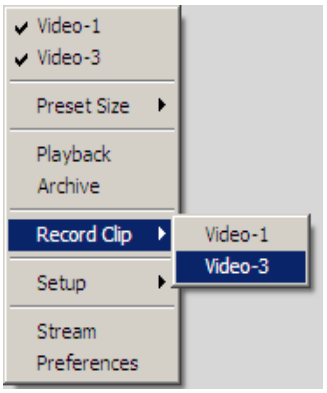
VISTA path is C:\Users\<user name>\App Data\Local\Temp\</td></tr>
<tr><td>Archive
 
</td><td>When selected brings up a list of archived files that are stored on your PC. These clips can be selected and played.</td></tr>
<tr><td>Remote
 
</td><td>When selected enables access to the video clips stored in the Optiflex hardware cache.
These clips can be selected and played.</td></tr>
<tr><td>Prev/Play/Next</td><td>The Prev and Next buttons allow easy selection of video clips. When the Play button is activated, the video clip will play, and the Play button toggles to a Stop function.</td></tr>
<tr><td colspan="2">Show Frames/Hide Frames – Opens a multi-frame window showing the individual frames within the video clip. (A video clip may contain up to 10 frames depending on its visual complexity.)
 

Individual frames can be selected and saved to your hard drive by clicking the Save Image button.</td></tr>
<tr><td>Speed</td><td>Adjusts the playback speed for the video clip.</td></tr>
<tr><td>Lock</td><td>By locking a video clip it remains in the Optiflex hardware cache until deleted. Select the video clip, and click Lock. Note, that video clips cannot be unlocked, however they can be deleted. The locked flag also marks that clip as being important and remains with the clip if archived.</td></tr>
<tr><td>Archive
 
</td><td>Allows saving one or more selected video clips to your PC. Select one or more files then click Archive. The video clips will be stored on your PC.</td></tr>
<tr><td>Delete</td><td>Enables selecting one or more video clips from the archive to delete. Select, then click Delete. The video clips are deleted from your PC.</td></tr>
<tr><td>Refresh</td><td>Click to refresh the video clip listing.</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Options Menu</th><th>Function</th></tr>
<tr><td>Archive
 
</td><td>


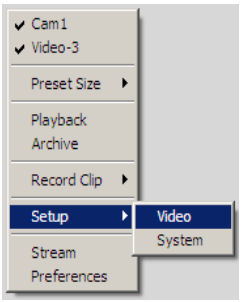
When a new video clip is captured it is stored on the AlarmNet web server and appears in this listing, and it appears in the Playback > Remote listing.

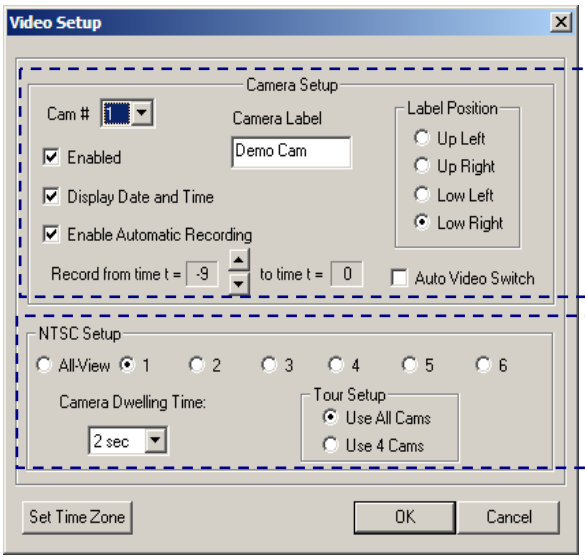
Video clips in this listing may be moved or copied from the AlarmNet web server to your PC.

Up to 100 video clips can be stored on the AlarmNet web server.
<table>
<tr><td>Refresh List</td><td>Click to refresh the listing.</td></tr>
<tr><td>Select All Clips</td><td>Easy method to select all clips.</td></tr>
<tr><td>Move</td><td>Moves a selected clip from the AlarmNet web server to the Playback Archive on your PC. (Clip is deleted from the Web Service.)</td></tr>
<tr><td>Copy</td><td>Copies a selected clip from the AlarmNet web server to the Playback Archive on your PC.</td></tr>
<tr><td>Delete</td><td>Deletes a selected clip from the AlarmNet web server.</td></tr>
<tr><td>Cancel</td><td>Exits the Archive window.</td></tr>
</table>
</td></tr>
<tr><td>Record Clip</td><td>Normally your system will automatically trigger the capture of video clips based on events or motion detection. And if your system is equipped with an 8132 keypad, the triggered camera will automatically be displayed at the keypad.
 

However you can also manually capture a video clip from Total Connect by right clicking on the Optiflex Viewing Window and from the options menu, selecting Record Clip and choosing the camera. A video clip is then stored in the Optiflex hardware cache.
(A video clip may contain up to 10 frames depending on its visual complexity.)</td></tr>
</table>

Options Menu	Function
Setup > Video	Enables setting of preferences for each camera.





This area enables setting options for each particular camera.

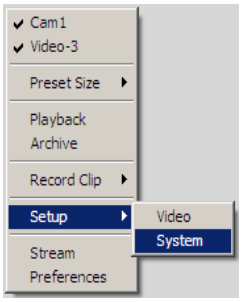
Select the camera using the Cam # drop-down list. Then set your preferences.

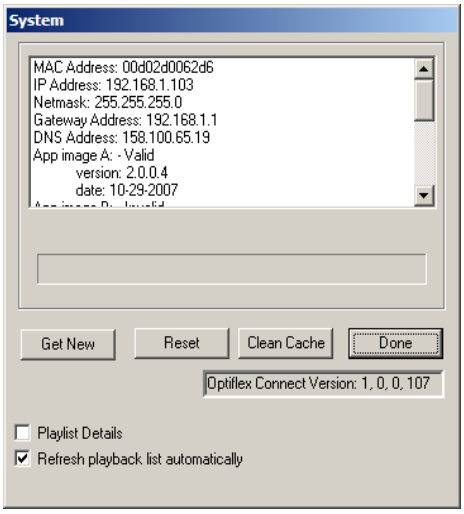
Click OK to save your preferences.

If you have a NTSC monitor attached to your Optiflex hardware, this area enables you to choose what will be displayed on that monitor.

Cam #	Drop-down selection for the camera to be setup.
Enabled	Used to enable or disable a camera.
Display Date and Time	Used to overlay the date and time on the camera window.
Enable Automatic Recording	Check this box to enable recording video clips from this camera.
Record from time to time	Enables specifying the number of frames prior to the Record Clip command that is captured for the video clip. A range of up to 9 frames prior to the Record Clip command can be captured. (A video clip may contain up to 10 frames depending on its visual complexity.)
Camera Label	Allows an identification label to be applied to a camera.
Label Position	Determines where on the camera window the information overlay will appear. This information includes the camera label, date, and time.
Auto Video Switch	Check this box if your system is equipped with an 8132 keypad, the triggered camera will automatically be displayed at the keypad.
All-View / or 1, 2, 3, 4, 5, 6	Enables all cameras to be displayed on the NTSC monitor, or just a particular camera.
Camera Dwelling Time	Enables choosing a 2 or 4-second dwell time on the NTSC monitor for each camera included in the tour.
Tour Setup	Enables including all cameras or just the first 4 cameras on the video tour displayed on the NTSC monitor.
Set Time Zone	Sets the GMT time offset for your time zone. Example; Eastern Standard time has an offset of – 5 as shown below. Eastern = – 5 Mountain = – 7 Central = – 6 Pacific = – 8
OK	Saves settings and closes window.
Cancel	Closes window without saving the settings.

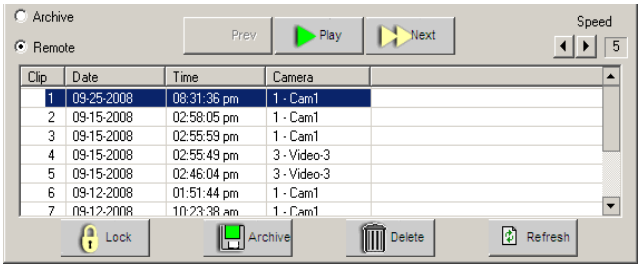
Options Menu	Function
Setup > System	Enables viewing hardware, software, and network details.



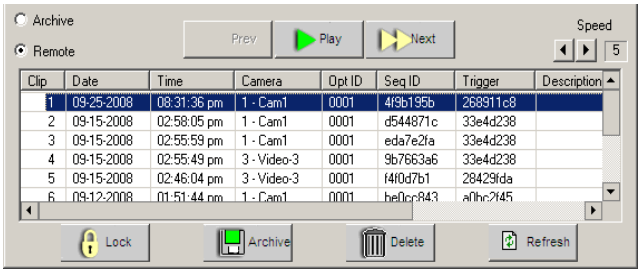


(viewing pane)	Displays network, and Optiflex hardware and software information about your system.
Get New	Enables retrieving an upgrade for your Optiflex software.
Reset	Resets the Optiflex system.
Clean Cache	Clears cached data in the Optiflex hardware cache.
Done	Closes the System window.
Playlist Details	Includes additional information in the on the cameras used with your Optiflex system.

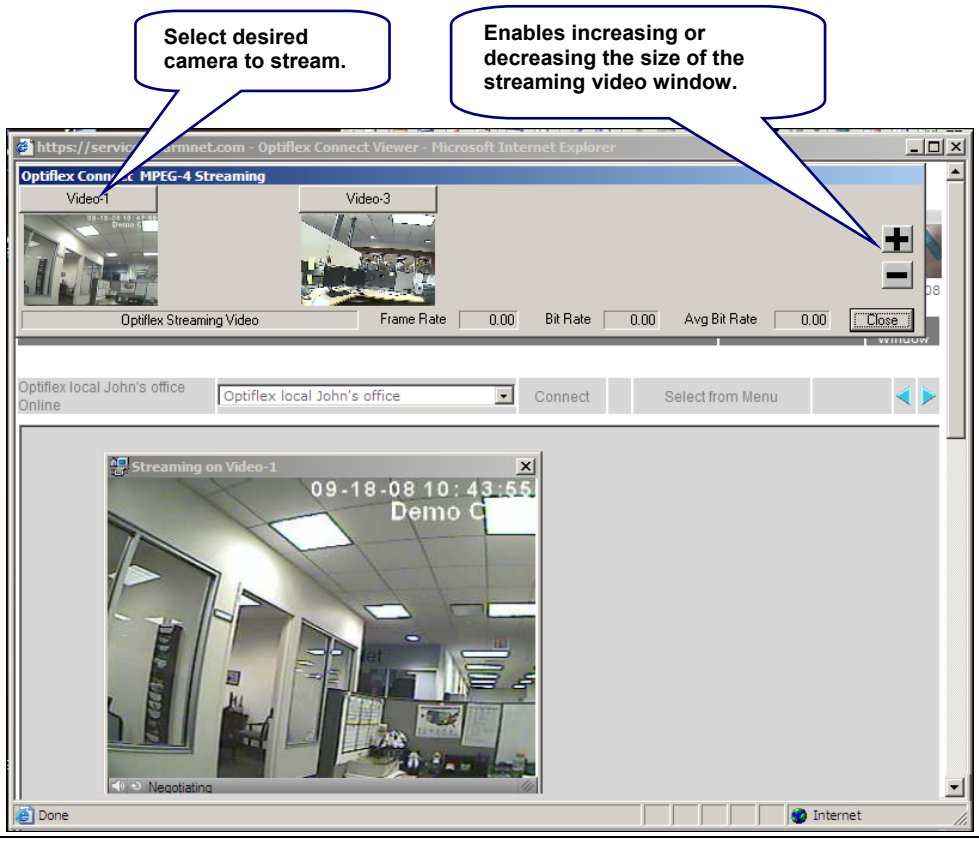
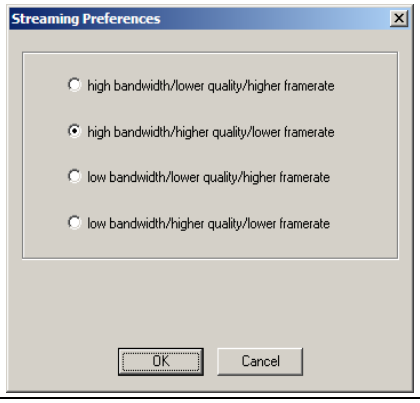
Playlist information without the "Playlist Details" box checked.



Playlist information with the "Playlist Details" box checked.

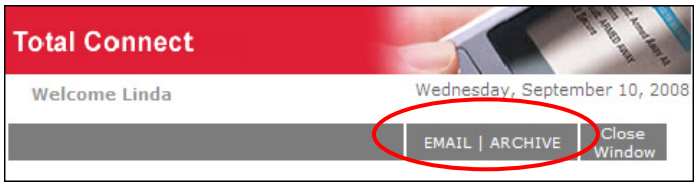


Refresh playback list automatically	Sets the video clip listing in the Playback window to update automatically.

Options Menu	Function
Stream	Select the desired camera window, then select **Stream**, to open up a QuickTime player window that provides higher resolution and smoother video. This is useful for detailed monitoring of one camera but uses more bandwidth. 
Preferences	This option enables you to balance your streaming bandwidth and image quality. It affects all cameras. Select your preference, then click **OK**. 

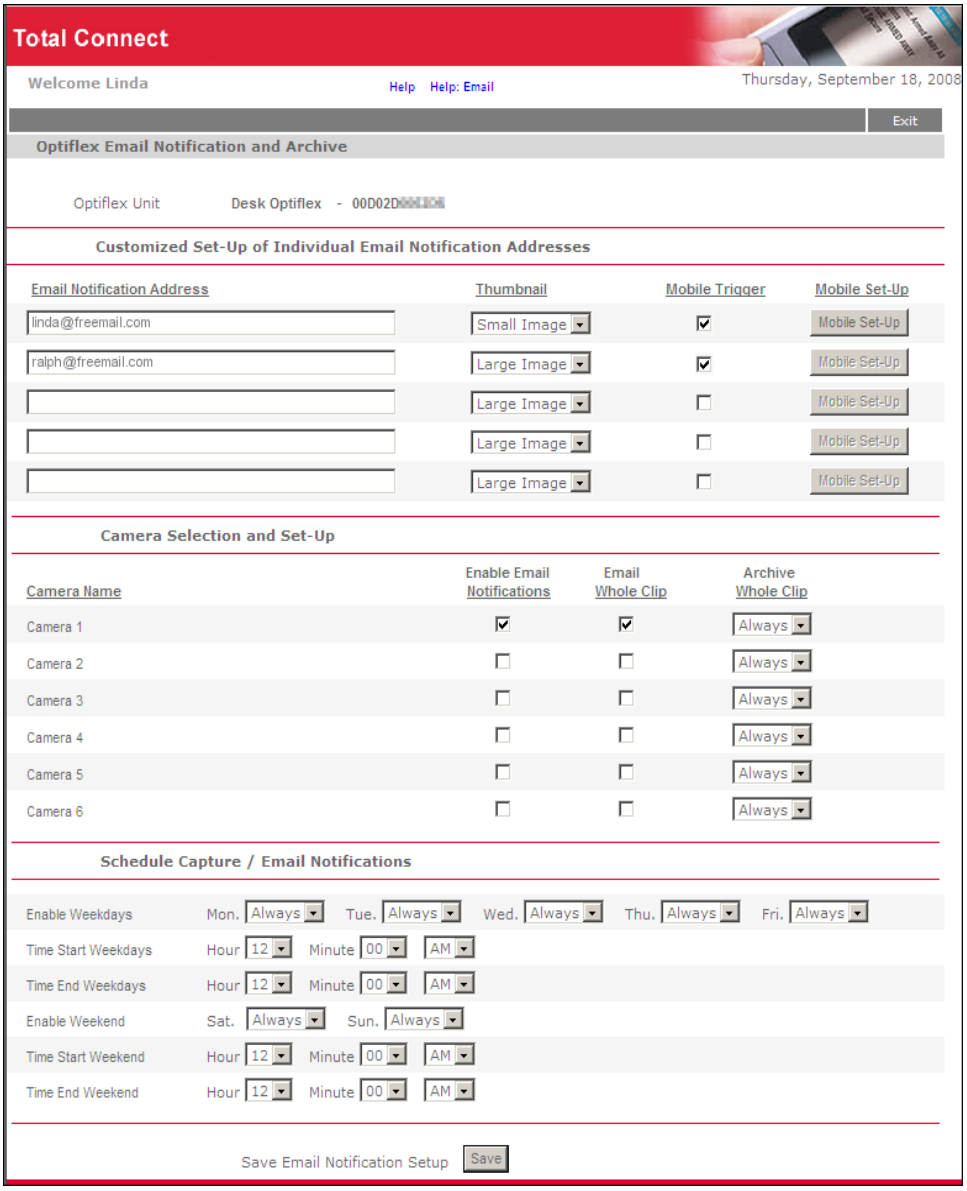
Using the Email Archive feature

The EMAIL / ACHIVE button opens a configuration window that lets you set up the email recipients that can receive a series of camera snapshots. Additional options enable selecting the desired cameras, and automatic scheduling of captures and email notification.



After configuration, this feature enables you to send a series of camera shots via email when the **Record Clip** command is invoked.

> **Note:** As you hover over each column heading, a tool tip appears that explains what the option is used for.



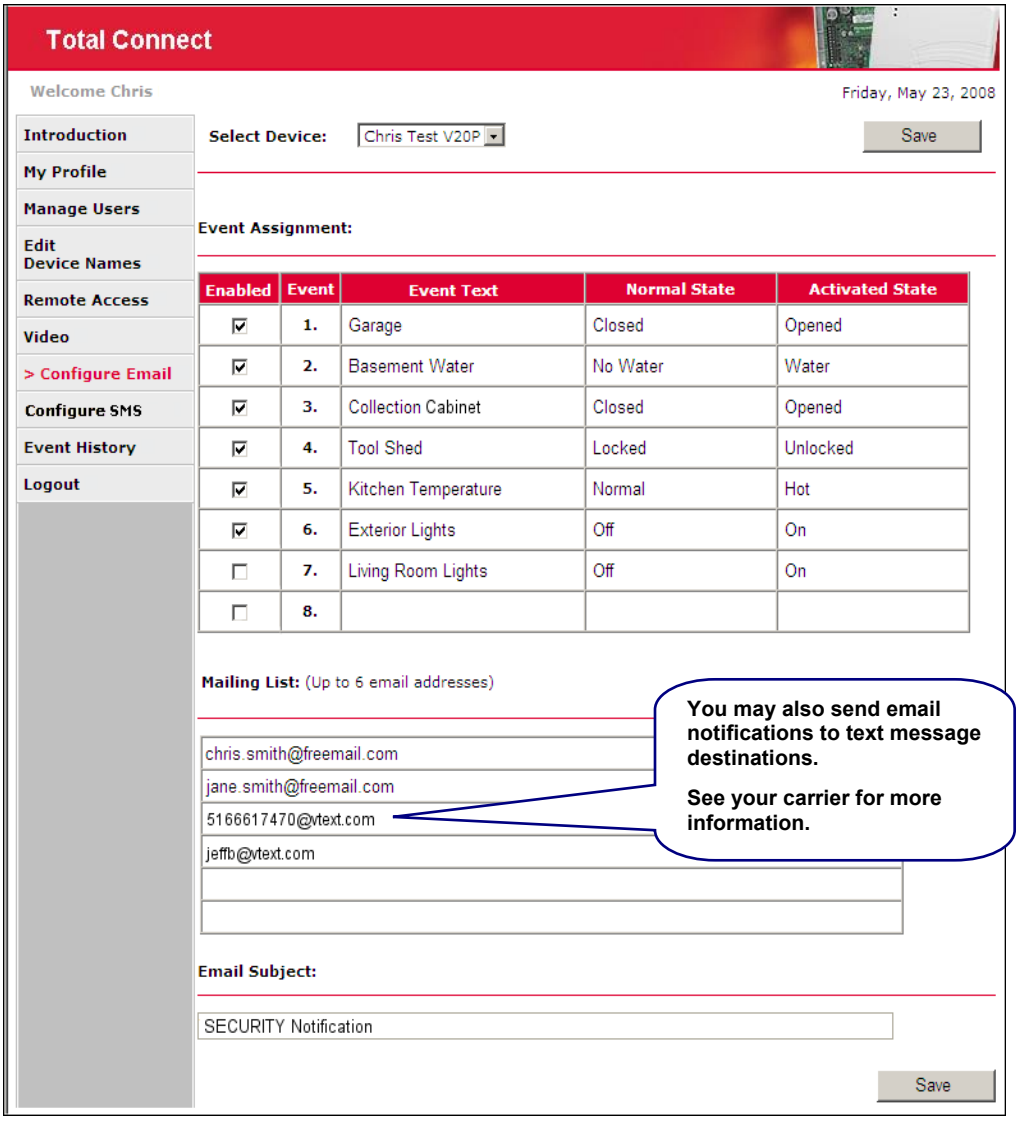
After the configuration settings are chosen, click **Save**.

Configure Email

This category enables you to view which security system events are configured to be reportable via email or text messaging. When any of these events become active, Total Connect notifies you by email and/or text messages.

- The Enabled column allows you to select which events you want reported.
- The Event Text column enables you to enter some descriptive text for the event.
- The Normal State column enables you to enter some descriptive text that will be used for notification of this state. Note, if no text is entered in this field but there is text in the Event Text field, notifications WILL NOT be sent.
- The Activated State column enables you to enter some descriptive text that will be used for notification of this state. Note, if no descriptive text is entered in this field, a generic notification WILL be sent informing you the event is active.

Up to eight events can be reported, depending on your system configuration.



The **Mailing List** section of this screen enables you to assign up to six email addresses to be notified of these events.

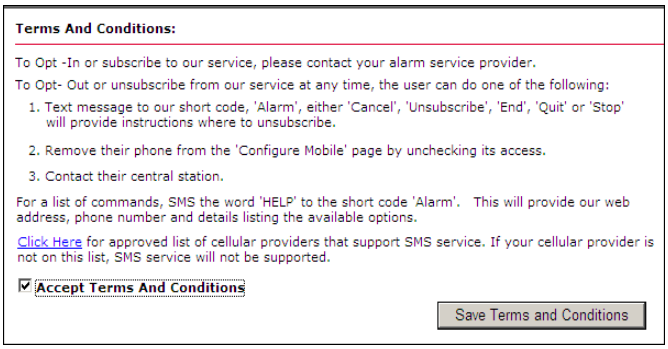
The **Email Subject** field allows you to create a meaningful subject line for the email notifications.

Configure SMS

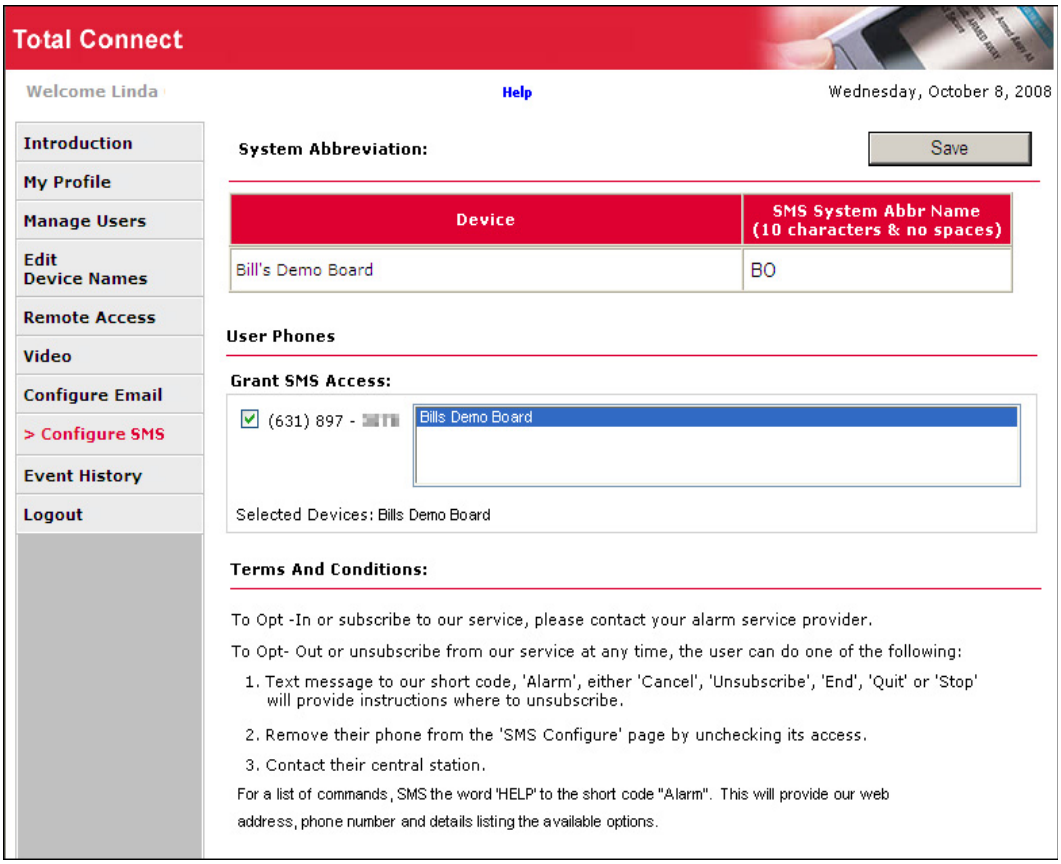
This category allows you to assign which mobile communication devices (cell phones and PDAs) you can use to send system commands and receive confirmation replies. These must be devices that support text messaging via SMS (Short Message Service) along with short codes. If you do not know whether your device supports short codes, please contact your wireless carrier.

1. If you have not been entered in the Configure SMS category of Total Connect, a Terms And Conditions agreement will pop up. Read the Terms and Conditions and check the **Accept Terms and Conditions** box.

   Then click the **Save Terms and Conditions** button. This will authorize the service for your account.



2. Next the Configure SMS screen can be accessed.



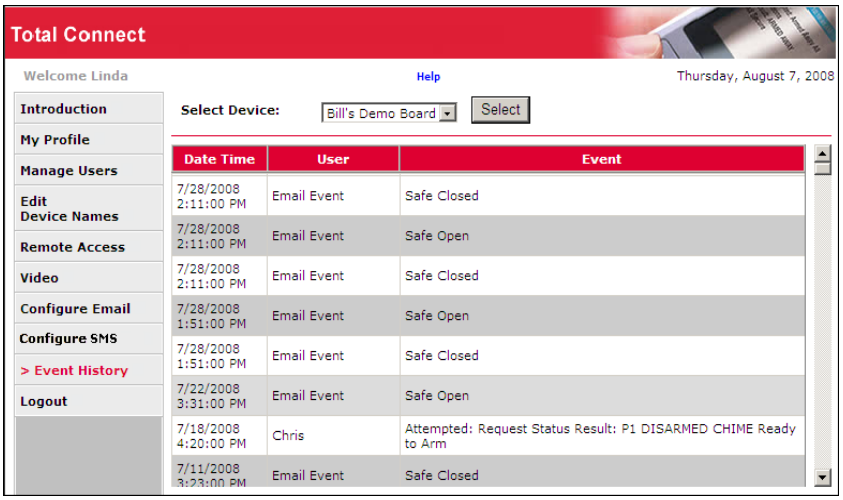
3. Ensure a **SMS System Abbreviation Name** is assigned to the device. If no abbreviation has been assigned, you can add one now. Under the **SMS System Abbr Name** column, assign a short SMS System Abbreviation to each device. The system abbreviation allows for simple identification of a particular system. In the example above, the system abbreviation **BO** was assigned.

   Note: The SMS System Abbreviation is required for sending text messages to control the system.

4. Under **Grant SMS Access**, for each user phone, check the corresponding box if you want SMS control. (The phone numbers displayed are those that were entered in the "My Profile" section.)
5. Click **Save**.

Event History

This category displays a history of email events, user SMS requests, and actions that have occurred.



Logout

Used to exit the Total Connect site.

Controlling your system using Text Messages

By using a wireless communications device that supports Text Messaging (SMS) with short codes, you can send text message commands to control your security system. This must be done from one of the devices that was granted SMS access. Refer to the "*Configure Mobile*" topic in this document.

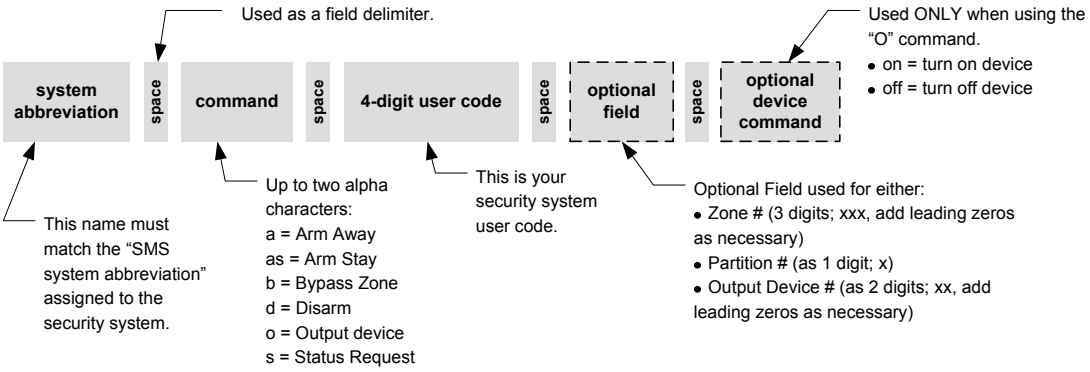
Notes:

- You cannot control the security system using SMS text messages while a "Remote Access" session is being conducted.
- SMS command service will work properly only after a prior remote connection has been made successfully via the java applet in Total Connect. In addition, any changes to the control panel configuration may result in the SMS service not working properly. It is important to make sure each time the panel configuration is modified (even if changing the keypad home's partition) that a successful java applet Total Connection session is executed prior to exercising SMS service.
- For LYNX panels, the zone number will not appear in an SMS reply message.
- For control panels that use a GPRS only communications device, you must wait 2-3 minutes between sending SMS messages to allow the communications device time to reset.

Text message commands are sent to the short code "alarm" followed by the text message. You can create the text message using the following method:

1. From your wireless device, generate a Text Message to be sent to the short code "**alarm**."

2. Using the following Text Message Format, compose the Text Message.



Sample Text Message to your security system in the New York City Office to **bypass zone 4**:
nyc b 1234 004

Sample Text Message to your security system in the New York City Office to **arm away partition 3**:
nyc a 1234 3

Sample Text Message to your security system in the New York City Office to **turn on programmed output device 3**:
nyc o 1234 03 on

Sample Text Message to your security system in the New York City Office to **retrieve the status of partition 2**:
nyc s 1234 2

3. Send the Text Message.

4. Confirmation reply is received informing you of the command results.

Below are the text message command field definitions and their format.

[system abbreviation]
[command] = **a**, **as**, **b**, **d**, **o**, or **s** (See table below.)
cccc = user code
p = optional partition number (Not necessary for a single partition system.)
xxx = zone (Add leading zeros as necessary to obtain 3 digits.)
xx = output to be controlled (Add leading zeros as necessary to obtain 2 digits.)

A typical reply to a text message command would contain the attempted command, the results, and a date and time stamp.

Command and Text Message Format	Text Message Reply
Arm system Away [system abbreviation] **a** cccc p	If successful, you will receive an Armed Away status message that is time and date stamped.
Arm System Stay [system abbreviation] **as** cccc p	If successful, you will receive an Armed Stay status message that is time and date stamped.
Bypass Zone [system abbreviation] **b** cccc xxx	If successful, you will receive an Zone Bypassed status message that is time and date stamped, along with general system status.
Bypass Zone (with optional partition number) [system abbreviation] **b** cccc xxx p (The use of the optional partition number allows zones to be bypassed in partitions other than the home partition.)	If successful, you will receive an Zone Bypassed status message that is time and date stamped, along with general system status.
Disarm system [system abbreviation] **d** cccc p	If successful, you will receive an Disarmed status message that is time and date stamped.
Turn programmed output on (or off) [system abbreviation] **o** cccc xx on / off	Will receive a General Panel status message that is in relation to your user code authority. This message is time and date stamped.
Status Request [system abbreviation] **s** cccc	The current System Status message will be received. This includes; Arming state, disarmed state, and troubles.

Command and Text Message Format	Text Message Reply
Help **help, h, info, ?, i**	For a registered phone, you will receive messages containing text message Command Key and Format information. Additionally you will receive web site and email contact information, and information on how to opt-out of remote services. Typical information is shown below: SMS Remote Control Service, Powered By Honeywell Inc. KEY a=System Abbreviation p=optional partition# cccc=user code For details log into you account at CMD a A cccc p=Arm Away a AS cccc p=Arm Stay a B cccc xxx=Bypass zone xxx a D cccc p=Disarm a O cccc xx On/Off=Turn output xx on or off a S cccc=Get Status https://services.alarmnet.com/totalconnect For further details contact your alarm dealer. Text the word STOP to opt-out. For an unregistered phone, you will receive a message containing web site and email contact information.
stop, quit cancel, unsubscribe, terminate, end	**You will receive this message:** SMS Remote Control Service, Powered By Honeywell Inc. for this cell phone has been terminated. https://services.alarmnet.com/totalconnect For further details contact your alarm dealer.

Contacting 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.
- Note your customer account number.

Please have this information handy and contact your security system dealer.

Honeywell

2 Corporate Center Drive, Suite 100

P.O. Box 9040

Melville, NY 11747

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www.honeywell.com/security

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