Honeywell

Total Connect
Online Help Guide

Contents

Overview

The **Total Connect** website enables users to remotely access their security system via an internet web browser, or mobile phone (that support GSM/GPRS and SMS Text Messaging with short codes). Please check with your wireless carrier to be certain your pnone supports these protocols. Additionally you can access more advanced features and video by using the "Total Connect" app for your mobile phone.

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. These event names can be customized to your preference.

You can also enable other people to receive event notifications, and can enable additional mobile phones to be notified of system events by email or text messaging.

Depending on the specific security system tasks to be accomplished, different communication methods are used. The table below summarizes the communication method used for typical tasks.

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

Note: You can 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** website, explaining each function, then focuses on how you can remotely control your security system using your PC or mobile phone.

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 correspond to the output relay triggering events that were programmed in the security system's 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.
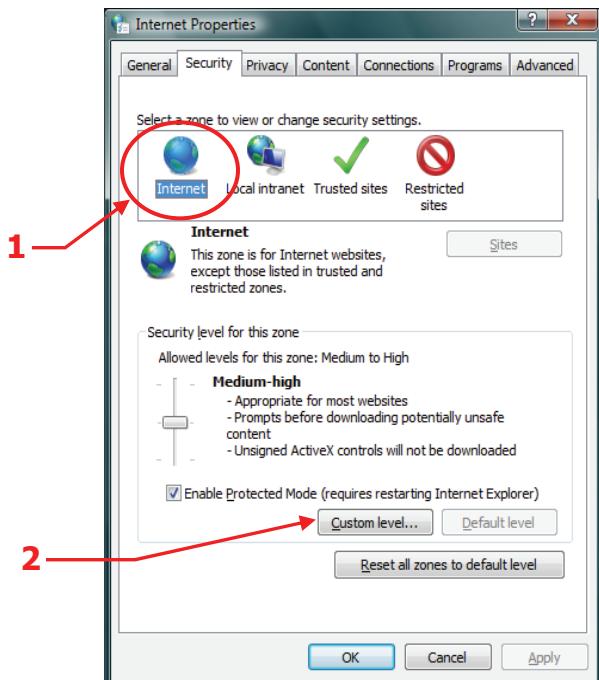
Once the dealer assigns you a login name and password, you will receive a "Welcome" email message with your login name along with some helpful information. You will receive another email message with your password. You will then be able to receive notifications, and access your system via the Total Connect website or a mobile phone that supports GSM/GPRS and Text Messaging (SMS).

Setting up your PC for Total Connect

Settings for Security

It is recommended that you first set the "Display Mixed Content" internet setting. Then add the AlarmNet website to your browser's Trusted Sites list. This is especially important if you are also accessing Optiflex video.
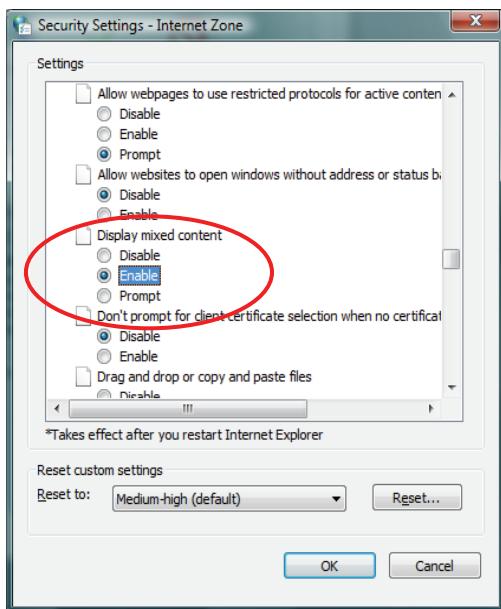
1. Ensure you have Administrator privileges for the PC. With Internet Explorer open, navigate **Tools > Internet Options**. Then select the **Security** tab.

2. In the upper pane, select **Internet**, then click **Custom 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.
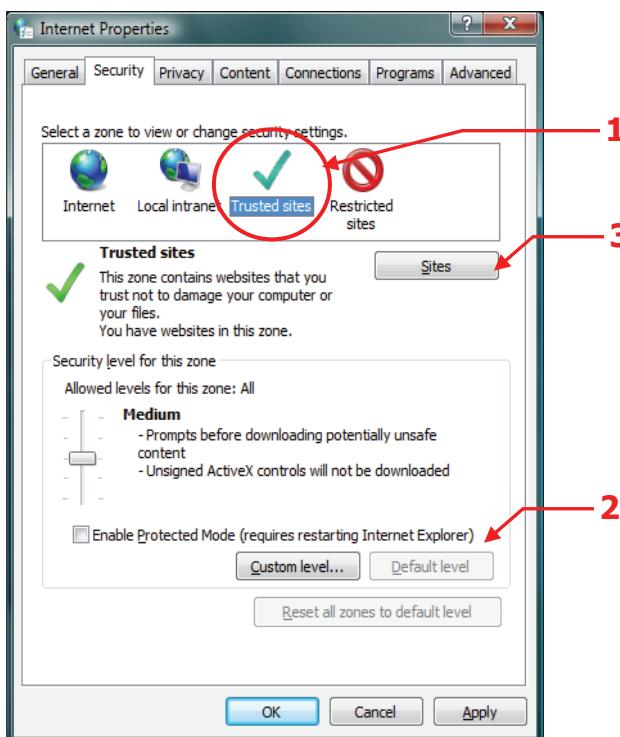
3. The following window appears.
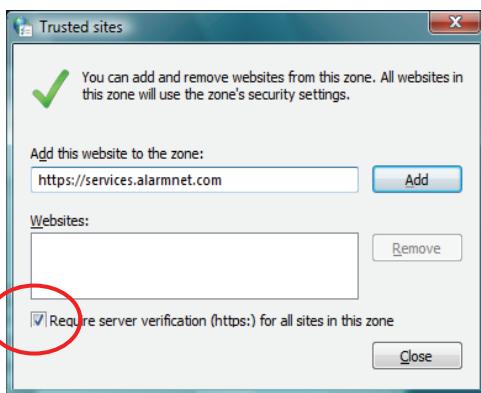
4. Scroll to **Miscellaneous > Display mixed content**. Choose **Enable**, then click **OK**.

5. In the upper pane, select **Trusted sites**. To ensure the security level for the Trusted sites is set correctly, click **Default Level**. Then click **Sites**.

6. The following window appears.

7. In the Add this Website to the zone field, enter https://services.alarmnet.com, then check the **Require server verification . . .** box.

8. Click **Add**, then click **Close**. Click **OK** to close out the window.
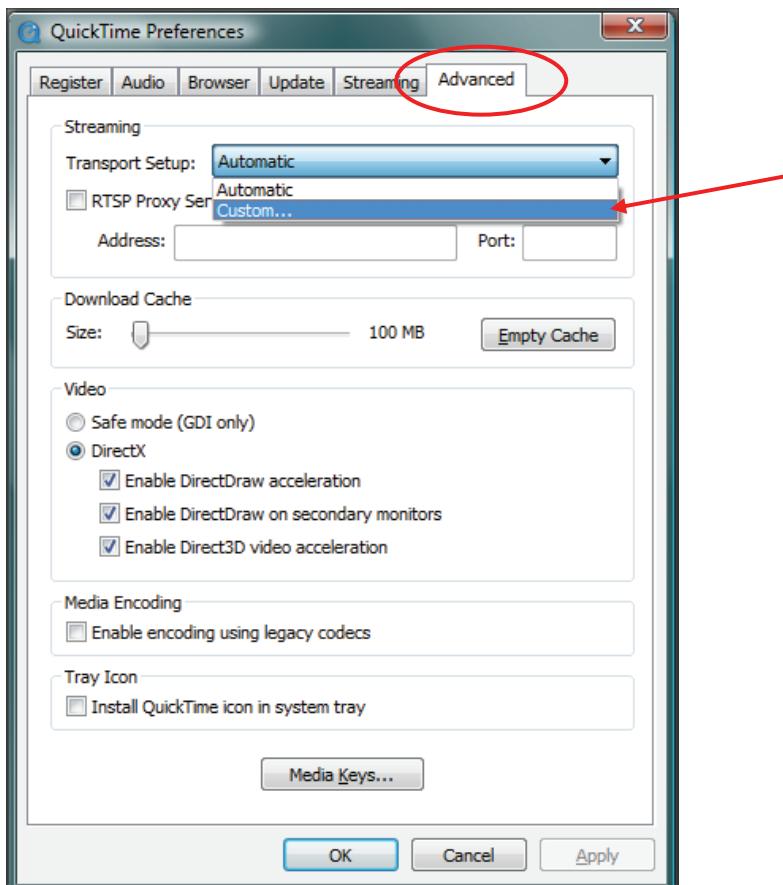
Settings for QuickTime Player

If you do not already have QuickTime Player installed please download and install it.

http://www.apple.com/quicktime/download/
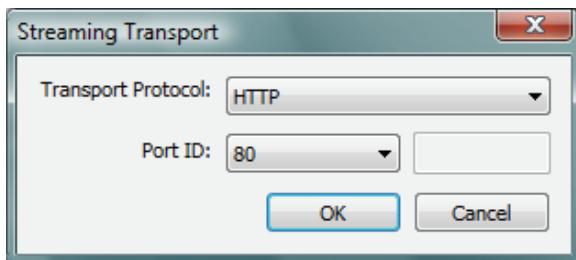
After the installation is completed and the PC has been rebooted, configure the player as follows:

1. Open the player. Typically navigate **Start > Programs > QuickTime > QuickTime Player**.

2. From the **Edit** pull-down menu, navigate **Preferences > QuickTime Preferences**. The Preferences window appears.

3. Select the **Advanced** tab. Then using the <u>Transport Setup</u> drop-down box, select **Custom**.

4. Ensure the <u>Transport Protocol</u> is set to **HTTP**, and the <u>Port ID</u> is set to **80**.

5. Click **OK**, then click **Apply**. Click **OK** to close.

Settings for use with Optiflex

If your security system utilizes Optiflex, ensure the following settings.

> **Note:** Total Connect Video operates with the Optiflex Video Controller hardware and ActiveX-based "Optiflex Connect" viewing software that is currently supported by Internet Explorer 6 (and later) in Windows XP, Vista and Windows 7 operating systems.

1. Log into Total Connect. (Refer to the next topic if necessary.)

2. At the left navigation bar, click **Video**. Then from the drop-down menu, select your **Optiflex** system. Click **Launch Video System**.

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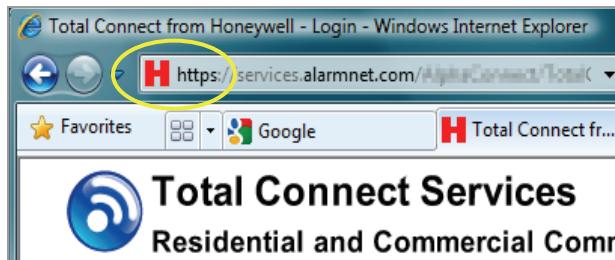
4. Follow the prompts to complete the installation/upgrade of Java, Active X, or QuickTime components.

Accessing Total Connect

To access Total Connect, just type **totalconnect.net** into your browser's address field. You will be redirected to the website. Alternately, you can use the following link and setup a desktop shortcut.

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 **totalconnect.net** 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 icon in the Navigation bar will change color.) From the information window you can view, edit, add, or delete information.

The following paragraphs explore the various Total Connect categories.

My Profile

This category enables you to edit your profile. You can change your password, email addresses, and other preferences.

My Profile

Required Information

Username:	(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8) (Username and Password must be different)
Password:	(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8) (Username and Password must be different)
Repeat Password:	••••••••••
First Name:	Chris
Last Name:	
Primary Email Notification:	chris.smith@freemail.com
Last Modified Date:	Wednesday, May 12, 2010 3:58:47 PM

Email Notification Address Book

Email Notification #1:	chris.smith@freemail.com
Email Notification #2:	jane.smith@freemail.com
Email Notification #3:	5556667777@vtext.com
Email Notification #4:	
Email Notification #5:	

> You may also send email notifications to text message destinations.
> Check with your wireless carrier for more information.

Preference Settings

Landing Page Selection:	Introduction
Remote Access Location Selection:	None
Video Location Selection:	None

> Enables you to set the default page (category) for your next login.

Time Preference Settings

Time Zone:	(GMT-05:00) Eastern Time (US & Canada) Default - ET Time Settings
Enable DST:	☑ Enable for Daylight Saving Time [Show optional DST customization - click here]

Save

Edit your profile and click **Save**. If no changes are to be made, just click another category in the navigation pane.

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.

Disable User	User Name	Full Name	Delete User	Modified
☐	▭▭▭▭▭	▭▭▭▭, Ray	Delete	2/7/2011 11:35:42 AM
☐	Neddy0123	Neddy, Roy	Delete	2/8/2011 1:31:50 PM
☐	smith148	Smith, George	Delete	2/8/2011 6:47:36 AM

Manage Users

Add New User   ☐ Show Disabled Users

To add a new user, click **Add New User**. A new user profile form appears.

Add User

Required Information

Username: smith148
(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)
(Username and Password must be different)

Password: ●●●●●●●
(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)
(Username and Password must be different)

Repeat Password: ●●●●●●●
Email Address: G.Smith@freemail.com
First Name: George
Last Name: Smith

Add User   Cancel

Enter the required information, then click **Add User**.

Click **OK** to acknowledge the confirmation message and additional fields will appear on the form allowing you to edit the user. See the next topic on Editing a User.

Note: In order to control (such as arming and disarming) the security system the user must have a control panel user code. Without this code they can still monitor videos and receive email notifications.

Editing a User

Edit User

Required Information:

Username:
```
Neddy0123
```
(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)
(Username and Password must be different)

Password:
```
•••••••••
```
(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)
(Username and Password must be different)

Repeat Password:
```
•••••••••
```

First Name:
```
Roy
```

Last Name:
```
Neddy
```

Primary Email Notification:
```
R.Neddy@worldmail.com
```

Last Modified Date: Friday, September 10, 2010 9:18:01 AM

Email Notification Address Book

Email Notification #1:
```
R.Neddy@gmail.com
```

Email Notification #2:
```
Alice.Neddy@sprig.net
```

Email Notification #3:
```
5556667777@vtext.com
```
> Check this box to deny access to Total Connect for this user.

Email Notification #4:

Email Notification #5:

Authorization

Disable Login: ☐

Features:

Features that may be assigned:		Features that have been assigned:
Delete User Disable User Manage Users	> < >> <<	Manage Devices Manage Email

Select MAC for User Access

☐ Grant Access	MAC	Device Location / Name
☑	00 C0 02 ▩ ▩ ▩	Demo - IP Camera Device: Device Name: cam1 Wl-Pool
☑	00 C0 02 ▩ ▩ ▩	Demo - IP Camera Device: Device Name: cam2 PT-Balcony
☐	00 C0 02 ▩ ▩ ▩	Demo - IP Camera Device: Device Name: cam3 PT-Store
☐	00 D0 2D ▩ ▩ ▩	Demo - Remote Access Device: Device Name: Demo

Save

If desired enter at least one email address for remote access, then assign Features to the user.

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

Check the **Grant Access** box to assign a security system or device to the sub user.

When you have completed the form, click **Save**. A confirmation message appears, click **OK**. You can add more users in the same manner.

Deleting a User

Only the dealer can delete your access to Total Connect. When a remote service account is deleted by the dealer, that account and all subordinate users are deleted.

However you can delete any sub user by clicking the **Delete** button adjacent to their name.

Disable User	User Name	Full Name	Delete User	Modified
☐	(blurred)	(blurred), Ray	Delete	2/7/2011 11:35:42 AM
☐	Neddy0123	Neddy, Roy	Delete	2/8/2011 1:31:50 PM
☐	smith148	Smith, George	Delete	2/8/2011 6:47:36 AM

Alternately you can deny Total Connect access to a sub user by editing their profile by checking the "Disable Login" box.

Edit Device Names

This category enables you to edit the Device Name and corresponding device address information in the database.

From the drop-down box, select the device.

Assign a friendly device name. Up to 30 characters may be used.

Enter the location and phone number for the selected device.

Edit Device Names

Select Device: GSMV Communicator_Chris Desk - Remote Service   Save

Device Attributes

Device Name : GSMV Communicator_Chris Desk

City - CS - SUB: 89 - DO - (blurred)
MAC ID: 00 - D0 - 2D - (blurred) - DC - (blurred)

[Hide optional address information – click here]

Optional: Address information associated with this Device grouping

Address :
123 Elm Street
Additional Address Information :

City :
Melville
Country : State / Province:
United States of America   New York - NY
Zip / Postal Code :
11747
Phone (include area code) :
516 - 555 - 7777
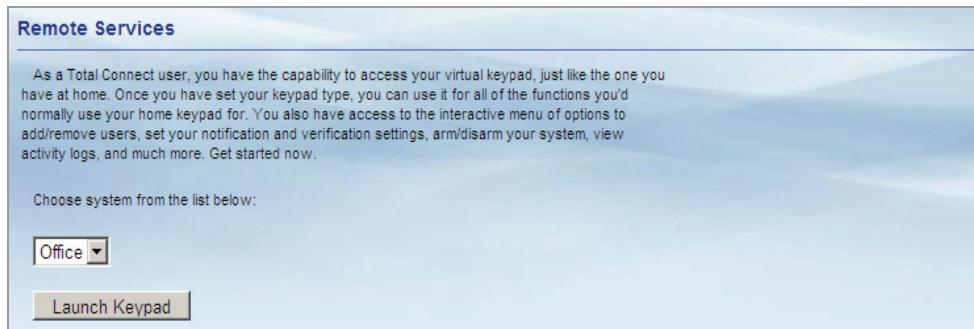
Save

Click **Save**.

Remote Access

This category enables you to access and control your security system using an emulated keypad.
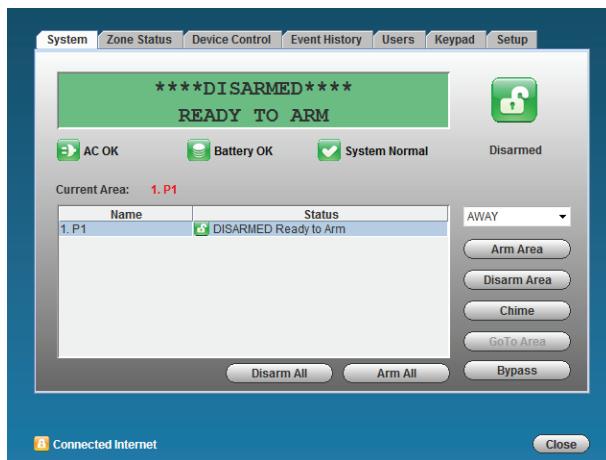
To access your security system use the drop-down menu to select the security system. Then click **Launch Keypad**. (If Java needs to be installed or updated on your PC, you will be prompted to install it. Simply follow the on-screen prompts.)
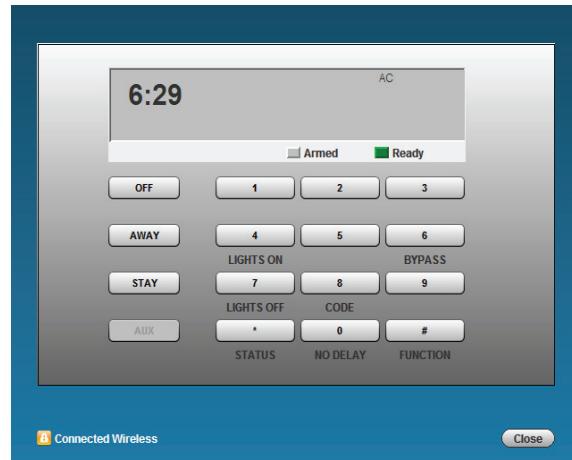
If your remote access account has been configured by the dealer as a <u>Full Control</u> keypad (AUI, Advanced User Interface) you will access a keypad with tabbed windows allowing additional control of your security system.

If your remote access account has been configured by the dealer as a <u>Keypad Only</u> or <u>LYNX Keypad</u>, a keypad with NO tabs will appear. With either 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:

<u>**Full Control Keypad with tabs**</u>

<u>**Keypad with no tabs (LYNX keypad shown)**</u>

When the **Launch Keypad** button is clicked, first an applet window appears. For those systems that utilize a Full Control keypad, a security screen appears prompting for your 4-digit system user code. After entering the code and clicking **OK**, you will access the Full Control keypad interface. Otherwise, for systems that utilize a keypad with no tabs (such as the LYNX) the keypad will immediately appear.

Notes:

- 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.

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

- For systems that are configured with a Full Control keypad, a security screen will appear whenever you attempt to remotely access your security system. Enter your 4-digit security system user code and click **OK**.
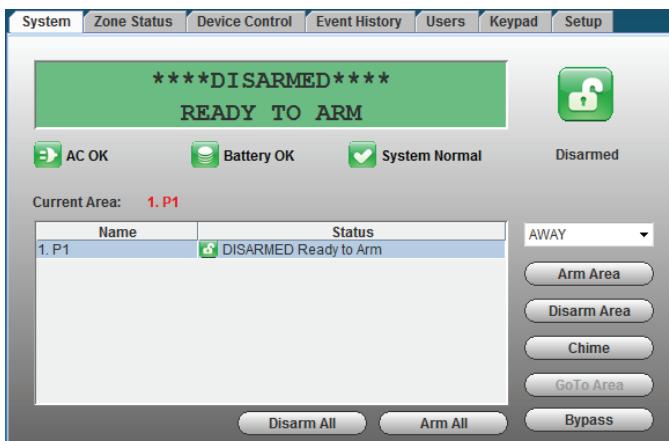
Note: Each screen in Remote Access will have a Connected Internet or Connected Wireless status message and a Close button. Screens may also have other self explanatory status messages.

For the purpose of this document these will not be repeated in each screen shot to better focus on the primary screen function.

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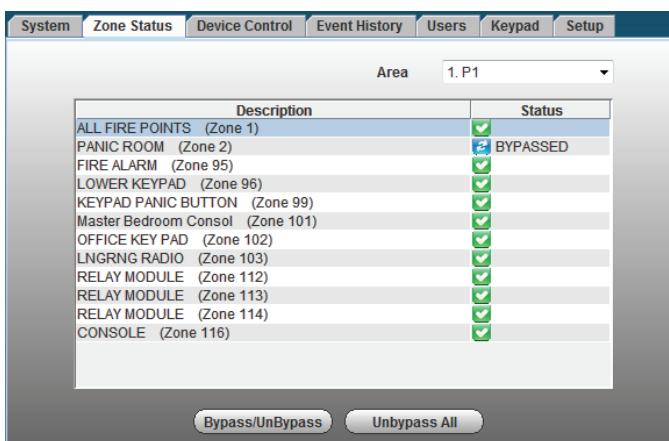
The System tab displays a status summary on the top half, and the bottom half allows control of your security system partitions (if applicable).

Zone Status
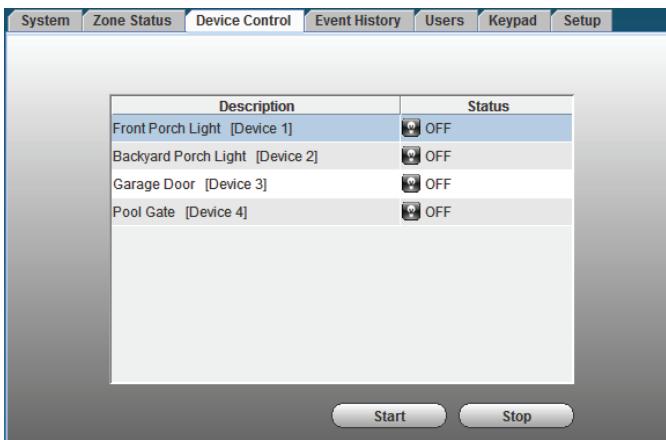
The Zone Status tab provides a view of all the zones in the system, or a selected partition. Zones can be bypassed or made active again as desired. Simply select the zone and use the **Bypass/Unbypass** button as needed.

Additionally, you can add or edit the zone description. Note that if you edit an existing zone description, that description will be what appears for remote access, it will not appear on the security system's local keypads.
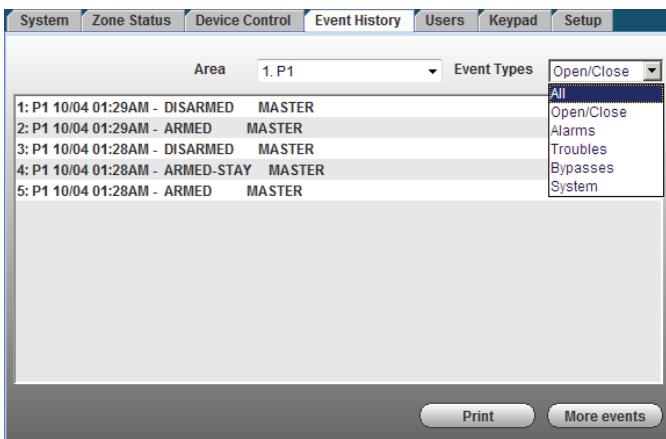
Device Control

The Device Control tab displays the current status of the security system's programmed relays, and enables you to remotely turn them on or off. For commercial panels, the Description column is populated automatically. To control a device, choose the device and select **Start** or **Stop** as desired.

Event History

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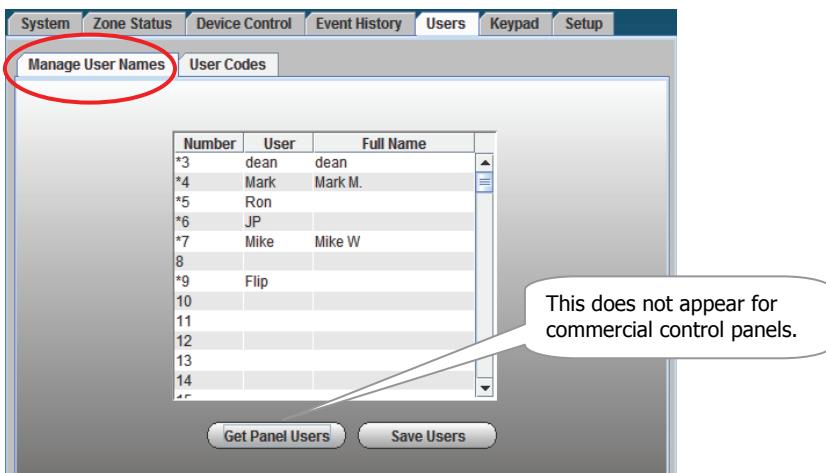
Users

The Users tab enables you to manage security system user codes. To access this Users tab, you will be prompted for your 4-digit security system code. The Users function is further divided into Manage User Names and 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 Users** button does not appear.

Notice at the Manage User Names tab, there are three columns; Number, User, and Full Name. The "Number" column corresponds to the user slots in the control panel. The "User" column shows the names saved in the control panel that are associated with the user slot (if names were entered for graphic AUI keypad use). The "Full Name" column is available only for use by remote services, and enables you to assign a personal name or other identifying information to a user.

This does not appear for commercial control panels.

Residential Panels - Retrieving panel user names, and Assigning personal names:

1. Click **Get Panel Users**. 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 "User" 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 and 10 thru 14 are not assigned, so no asterisk appears next to the number.

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

3. In the Full Name column, you can assign a Personal name, or edit an existing Personal name. 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.

Commercial Panels - Assigning Personal Names:

> **WARNING:** If there are user codes assigned 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, the control panel 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 "User" 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 the user. Just enter the desired name in the "Full Name" column, and click the **Save Users** button. Note that information entered into the Full Name column is only saved to the remote services database. It DOES NOT overwrite the information in the control panel.

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

User Codes:

To manage user codes, click the **User Codes** tab. From this window, you can modify the permissions for 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 either the **Code** or **Name** search method.

If you chose to search by "Code", enter the user's code in the **User Code** field and click **Get Info by**.
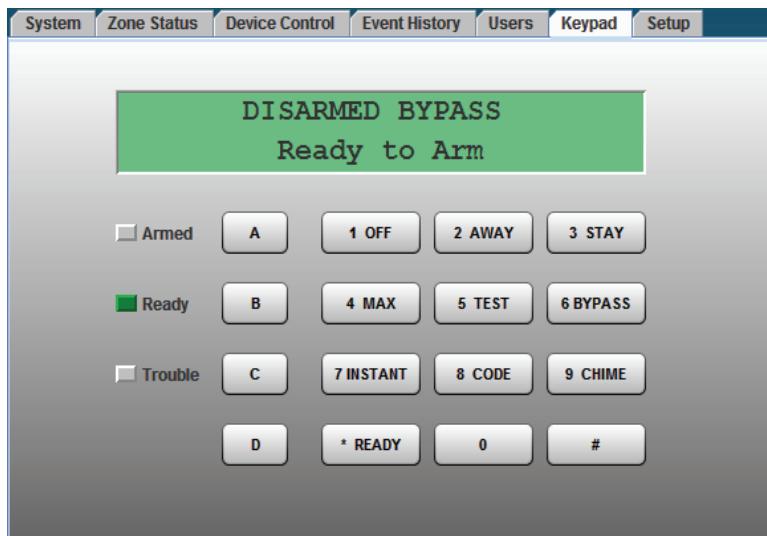
If you chose to search by "Name", select the name using the **Panel (Personal) Names** drop-down field, then click **Get Info by**.

The permissions for this user are retrieved. You can now assign or change permissions and/or 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
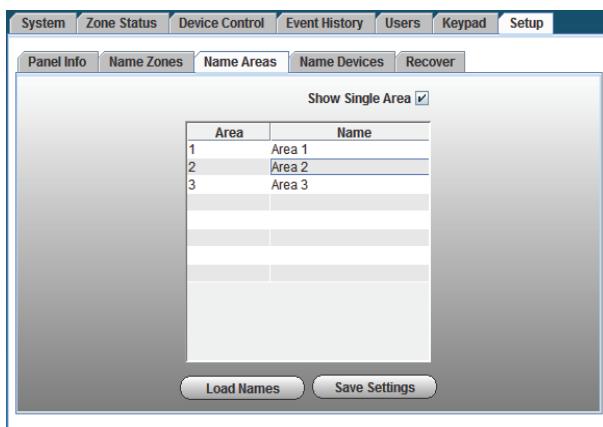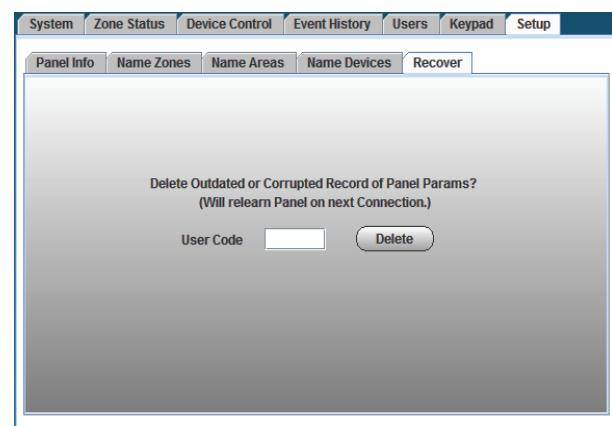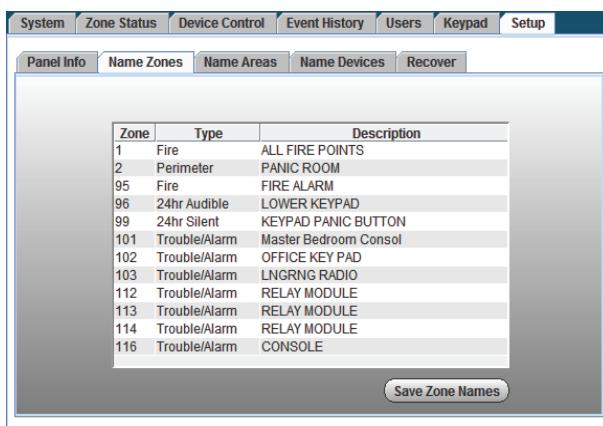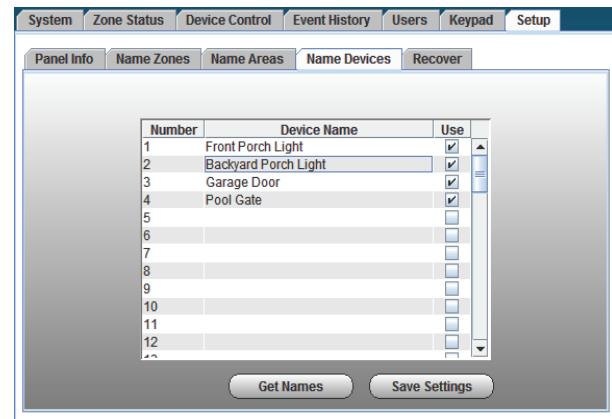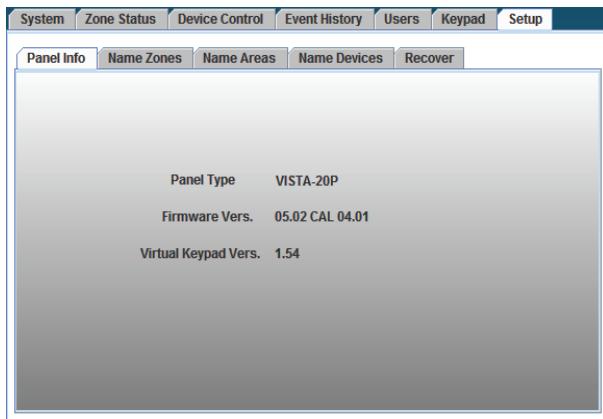
Note: This tab is available ONLY to a Master user that has authority to ALL partitions.

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

Tab	Function to . . .
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 Areas	Enables you to assign familiar names to the partitions. Edit the desired field, then click **Save 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 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: When data is saved, it only saves the information to the remote services database. It DOES NOT overwrite the information in the control panel.

Panel Info Tab

System	Zone Status	Device Control	Event History	Users	Keypad	**Setup**

Panel Info | Name Zones | Name Areas | Name Devices | Recover

Panel Type   VISTA-20P

Firmware Vers.   05.02 CAL 04.01

Virtual Keypad Vers.   1.54

Name Devices Tab

System	Zone Status	Device Control	Event History	Users	Keypad	**Setup**

Panel Info | Name Zones | Name Areas | **Name Devices** | Recover

Number	Device Name	Use
1	Front Porch Light	✔
2	Backyard Porch Light	✔
3	Garage Door	✔
4	Pool Gate	✔
5		☐
6		☐
7		☐
8		☐
9		☐
10		☐
11		☐
12		☐

[Get Names]   [Save Settings]

Name Zones Tab

System	Zone Status	Device Control	Event History	Users	Keypad	**Setup**

Panel Info | Name Zones | Name Areas | Name Devices | Recover

Zone	Type	Description
1	Fire	ALL FIRE POINTS
2	Perimeter	PANIC ROOM
95	Fire	FIRE ALARM
96	24hr Audible	LOWER KEYPAD
99	24hr Silent	KEYPAD PANIC BUTTON
101	Trouble/Alarm	Master Bedroom Consol
102	Trouble/Alarm	OFFICE KEY PAD
103	Trouble/Alarm	LNGRNG RADIO
112	Trouble/Alarm	RELAY MODULE
113	Trouble/Alarm	RELAY MODULE
114	Trouble/Alarm	RELAY MODULE
116	Trouble/Alarm	CONSOLE

[Save Zone Names]

Recover Tab

System	Zone Status	Device Control	Event History	Users	Keypad	**Setup**

Panel Info | Name Zones | Name Areas | Name Devices | **Recover**

Delete Outdated or Corrupted Record of Panel Params?
(Will relearn Panel on next Connection.)

User Code [____]   [Delete]

Name Areas Tab

System	Zone Status	Device Control	Event History	Users	Keypad	**Setup**

Panel Info | Name Zones | Name Areas | Name Devices | Recover

Show Single Area ✔

Area	Name
1	Area 1
2	Area 2
3	Area 3

[Load Names]   [Save Settings]

Video

If you have Optiflex or IP Video Cameras as part of your security system, and they have been added to your Total Connect account, they will be available in the drop-down menu. When you click "Launch Video System" you can view, operate, and configure your Optiflex or IP Video Cameras.

> **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, from the drop-down menu, select the desired video system and click the **Launch Video System** button. A separate window opens, then depending on your browser settings you may be prompted to "display nonsecure items?", please answer **Yes** to that 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.

If you need help, look for and click the link to open the desired Optiflex or IP Video online help guide.

Configure Email Notification

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. (This can only be set by the Master User.)
- The Event column is for reference only.
- 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 when notification of this event is sent. 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 when notification of this event is sent. 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.

Configure Email Notification

Select Location: Vista-128BPE Demo ▾   Save

Select User: ▮▮▮▮▮, Jim (jimv▮▮▮) -- CURRENT USER ▾

Events and email data have been saved

Event / Subject Assignment (Applies to this Location for all Users)

Enabled	Event	Event Text	Normal State	Activated State
☑	1.	Tool Shed	Closed	Open
☑	2.	Garage	Closed	Open
☑	3.	Basement Water	Normal	Water Detected
☑	4.	Upstairs Temp Drop	above 45	below 45

Security Email Subject: SECURITY ALERT - Vacation Home

> Enter a meaningful email subject line.

Click here to edit email address book

Mailing List	Security
JimVee@freemail.com	Email ▾

Save

> This link sends you to the My Profile page to specify where the notifications are sent.

Configure Mobile

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

Note: If you are online with Total Connect, this guide and the companion online help guides; Total Connect for BlackBerry, Total Connect for Mobile Phones and others are available.

1. If you have not previously entered data in the Configure Mobile category, a "Terms And Conditions for SMS Remote Control" agreement will pop up. Read the terms and conditions and check the **Accept Terms and Conditions** box.

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

Terms And Conditions for SMS Remote Control:

To Opt-In or subscribe to our service, please contact your alarm service provider
To Opt-Out or unsubscribe from our service at any time, the user can do one of the following:

1. Text message to 25276, (Alarm), either 'Cancel', 'Unsubscribe', 'End', 'Quit' or 'Stop' will provide instructions where to unsubscribe

2. Remove your phone from the 'Configure Mobile' page by unchecking 'Enable SMS Remote Control'

3. Contact your installing alarm company

For a list of commands, SMS the word 'HELP' to 25276 (Alarm). This will provide our web address, phone number and details listing the available options.

Click Here for approved list of cellular providers that support SMS service. If your cellular provider is not on this list, SMS service will not be supported.

*Mobile data and text messaging rates may apply

☑ Accept Terms And Conditions   Save Terms and Conditions

3. Next the Configure Mobile screen can be accessed.

Configure Mobile

Select Location: GSMV Communicator_Chris Desk ▼   Save

Select User: Neddy, Roy (Neddy0123)   ▼

Mobile Phone: 516 _ 555 _ 7777

Mobile Phone: 516 _ 555 _ 8888

SMS System Abbreviation Name: HM

* For Apple iTouch, use home or office phone number

Terms and Conditions for service   Save

4. Ensure a **SMS System Abbreviation Name** is assigned to the security system's communicator device. The system abbreviation allows for simple identification of a security system. (The SMS System Abbreviation is required for sending text messages to control the system.) In the example above, the system abbreviation **HM** was assigned to the security system.

   If no abbreviation has been assigned, add one in the **SMS System Abbreviation Name** field.

5. Click **Save**, and additional information fields appear.

Click Help to retrieve the online help guide based on your device selection.

6. For each mobile phone, check the corresponding box if you want to enable Mobile Total Connect and/or SMS Remote Control.

7. For each mobile phone, enter an 8-digit **Mobile Activation Code** (random numbers) and enter a **Mobile PIN**. If the Mobile PIN you choose is the same as your security system User Code (using the same number is somewhat less secure but more convenient), check the **Mobile PIN is same as User Code** box.

> Please remember these numbers since they will be used for activating the "Total Connect" app on your mobile phone for the first time. Thereafter only your security system's USER CODE will be required if the "Mobile PIN is same as User Code" box was checked.

8. For each mobile phone, select the Carrier and Device. The selection you choose will determine which "Total Connect" app will be sent to your mobile phone. If your phone is not listed, try one of the choices entitled "Generic".

9. For each mobile phone, click **Send Installation URL**. This will send a text message to the phone(s) that contains the URL for downloading the "Total Connect" app. (You do not have to click the **Send Installation URL** button if your mobile phone already has the "Total Connect" app installed.)

10. Click **Save**. (Note, the **Mobile PIN is same as User Code** check box will clear.)

11. If you have multiple security systems, use the **Select Location** drop-down field to choose another security system's communicator device and repeat the above steps.

12. You can log off the Total Connect website.

Event History

This category displays a history of email events, user SMS requests, video captures, and other actions that have occurred. Various drop-down fields are available to filter the event history.

Click here to restore hidden events.
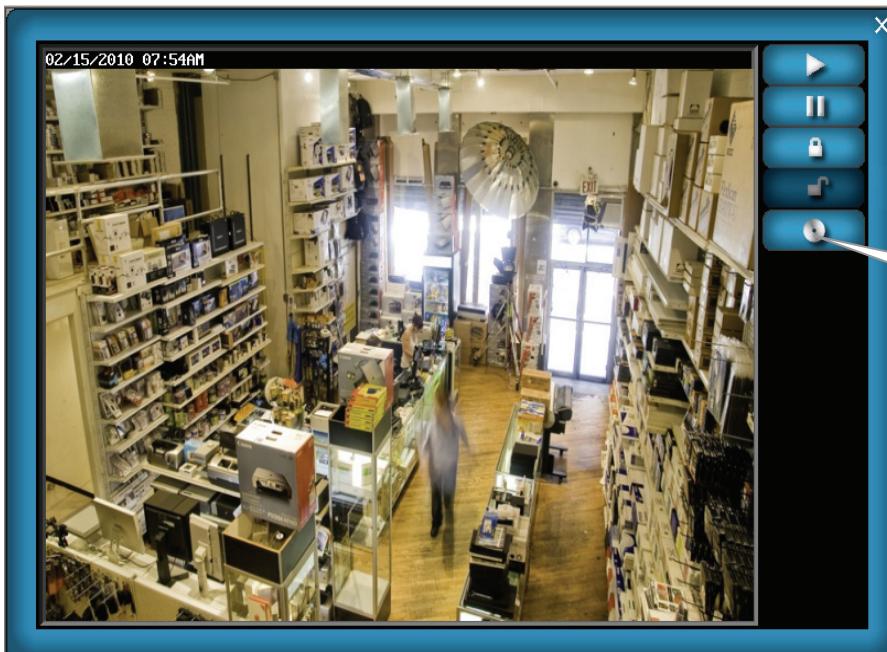
You can hide unimportant events by clicking here.

Click here to add a note.

Click here to play a video clip.

When a video clip is displayed, a player window appears. You have up to 100 MB of storage or about 100 clips. When that capacity is reached, the oldest files will be deleted to make room for the most current files.

In addition to the normal play and pause buttons, you can lock and unlock a particular video clip or snapshot. Locking ensures the selected video event is retained and not deleted.

This allows you to save the video clip or snapshot(s) to your local PC.

Logout

Used to exit the Total Connect website.

Controlling your system using a Mobile Phone

You can monitor the status and control your security system remotely using text messages from your mobile phone, or you can access more advanced features and video by using the "Total Connect" app for your mobile phone. This app is provided by the Total Connect website based on the specific type of mobile phone you have. Refer to previous "*Configure Mobile*" topic.

For specific information on installing and using the "Total Connect" app with your mobile phone, please refer to the appropriate online help guides; Total Connect app for BlackBerry, Total Connect app for Mobile Phones, etc.

Controlling your system using Text Messages

By using a mobile phone that supports Text Messaging (SMS) with short codes, you can send text message commands to control your security system. This must be done from a mobile phone that was granted SMS access. Refer to the "*Configure Mobile*" topic.
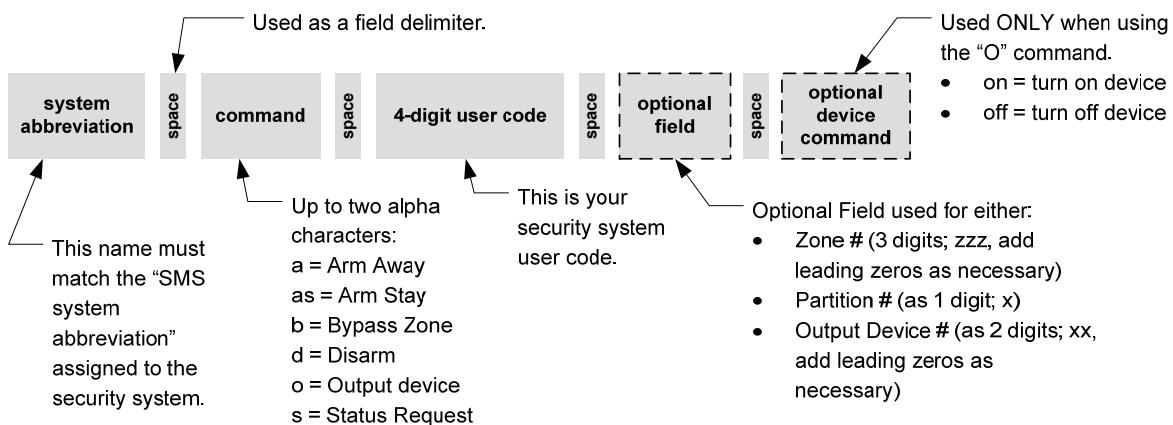
Notes:

- 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's home partition) that a successful java applet Total Connect 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" (25276) 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**" (25276).

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

Used as a field delimiter.

Used ONLY when using the "O" command.
- on = turn on device
- off = turn off device

| system abbreviation | space | command | space | 4-digit user code | space | optional field | space | optional device command |

This name must match the "SMS system abbreviation" assigned to the security system.

Up to two alpha characters:
a = Arm Away
as = Arm Stay
b = Bypass Zone
d = Disarm
o = Output device
s = Status Request

This is your security system user code.

Optional Field used for either:
- Zone # (3 digits; zzz, add leading zeros as necessary)
- Partition # (as 1 digit; x)
- Output Device # (as 2 digits; xx, add leading zeros as necessary)

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.)
zzz = 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 <u>Armed Away</u> status message that is time and date stamped.
Arm System Stay [system abbreviation] **as** cccc p	If successful, you will receive an <u>Armed Stay</u> status message that is time and date stamped.
Bypass Zone [system abbreviation] **b** cccc zzz	If successful, you will receive an <u>Zone Bypassed</u> status message that is time and date stamped, along with general system status.
Bypass Zone (with optional partition number) [system abbreviation] **b** cccc zzz 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 <u>Zone Bypassed</u> 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 <u>Disarmed</u> status message that is time and date stamped.
Turn programmed output on (or off) [system abbreviation] **o** cccc xx on / off	Will receive a <u>General Panel</u> 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 <u>System Status</u> message will be received. This includes; Arming state, disarmed state, and troubles.

Help
help, h, info, ?, i
	<u>For a registered phone</u>, you will receive messages containing text message Command Key and Format information. Additionally you will receive website 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 zzz=Bypass zone zzz`
	`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.`
	
	<u>For an unregistered phone</u>, you will receive a message containing website 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.`