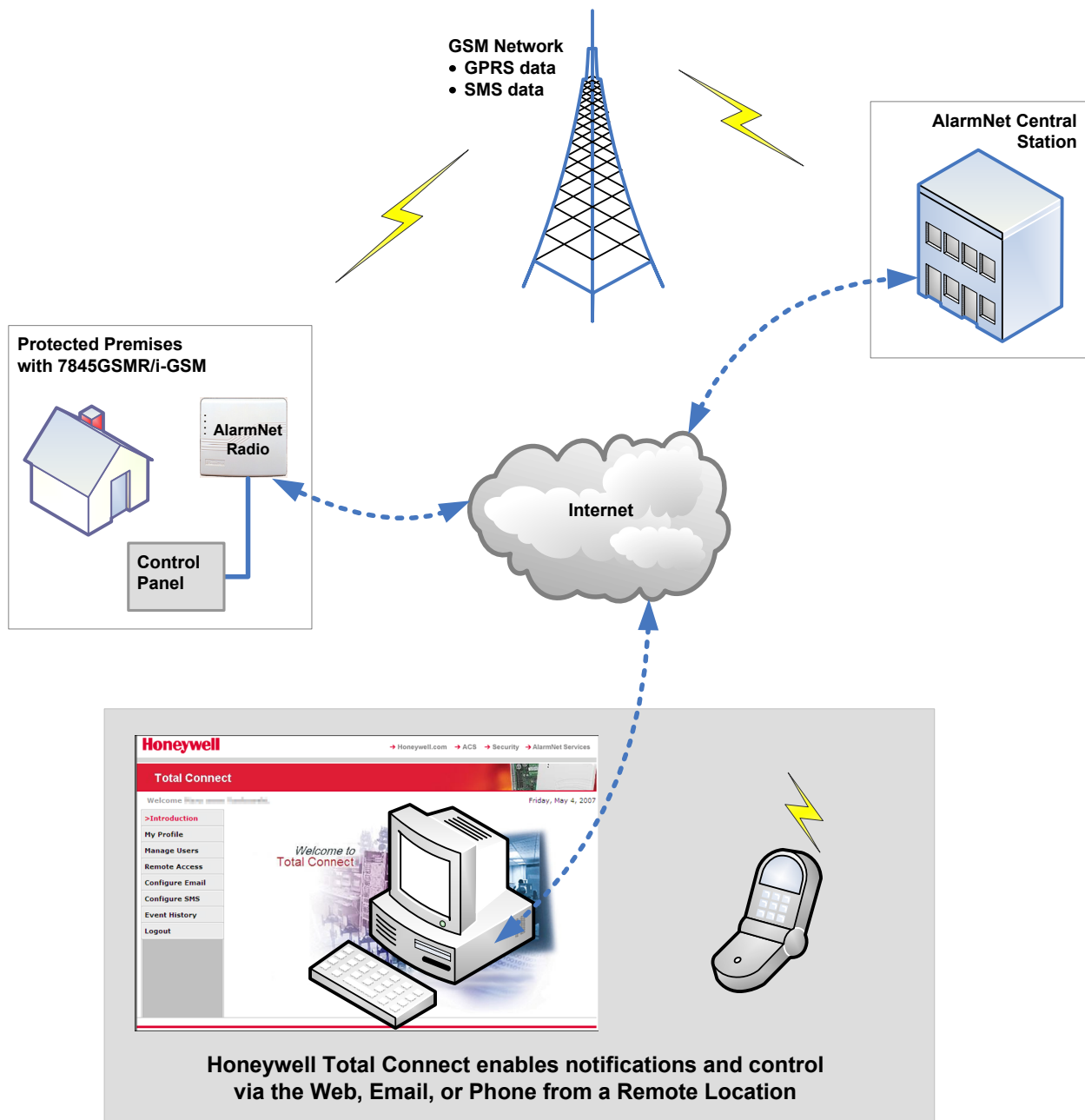


Total Connect User Guide



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Overview

The **Total Connect** web site enables security system end users to remotely access their security system via an internet web browser or cell phone (that supports GSM/GPRS), and/or any wireless device that supports Text Messaging (SMS) 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 tasks to be accomplished, different communication methods are used.

End User Tasks	Communication Method
Editing user profile	<ul style="list-style-type: none"> • web browser
Viewing security system status	<ul style="list-style-type: none"> • web browser or cell phone
Controlling the security system remotely	<ul style="list-style-type: none"> • web browser or cell phone • text message commands (limited control)
Configuring Email and Text message notifications	<ul style="list-style-type: none"> • web browser
Viewing the security system event history	<ul style="list-style-type: none"> • web browser
Receiving System Event Notifications	<ul style="list-style-type: none"> • email • text messages to a cell phone

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

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

This guide starts by providing a tour of the **Total Connect** web site, explaining each user function, then focuses on how you can remotely control your security system by sending simple text message commands.

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

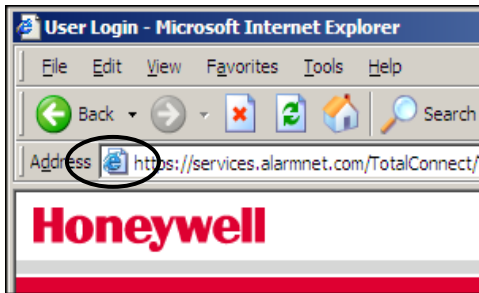
IMPORTANT: After logging in for the first time you should edit your profile and change your password. This way only you have access to that account.

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.

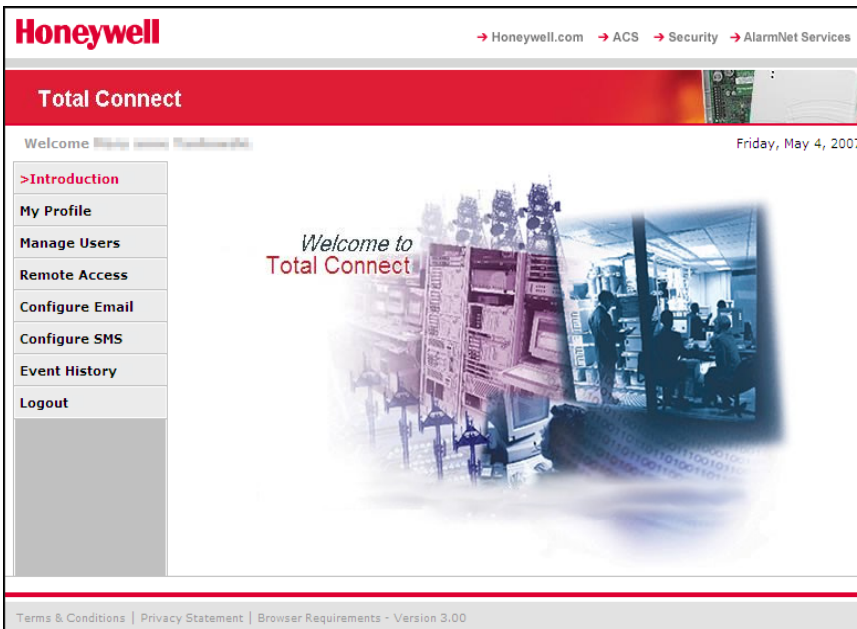


Using Total Connect

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 Remote Services Login page appears.



Enter your **User Name** and **Password**, then press **Enter**. The "Welcome to Total Connect" 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 that 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 SMS control.

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

Manage Users

This category allows you to provide others access to your Total Connect account. This is very useful for adding company or family members that require access. To add a new user, click **Add New User**.

User Name	Full Name	Authority	Modified	Disabled
gunther11	Labradore, Gunther	Sub User	5/8/2007 4:14:55 PM	False

A new user profile form appears. Enter the user data, select the authority level and features, then click **Update Information**.

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Total Connect

Welcome gunther labradore. Tuesday, May 8, 2007

Required Information:

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

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

Repeat Password:

Email Address:
Repeat Email Address:

First Name:
Last Name:

Phone Number: - -

Last Modified Date: Tuesday, May 08, 2007 4:14:55 PM

Disable Login:

Phones For SMS Control (At least one phone number is required to use this feature)

Phone: - -

Phone: - -

Authority Level (choose one):

Sub User

Features:

Features that may be assigned:	Features that have been assigned:
Manage Users	Email Configure

Select City and Central Station

<input checked="" type="checkbox"/> Authorize	MAC	User Defined Device Identifier
<input checked="" type="checkbox"/>	00 D0 2D 00 1F 78	ABC Company

New fields appear on the form enabling you to enter the phone number for the additional user, and assign Total Connect features for that user.

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.

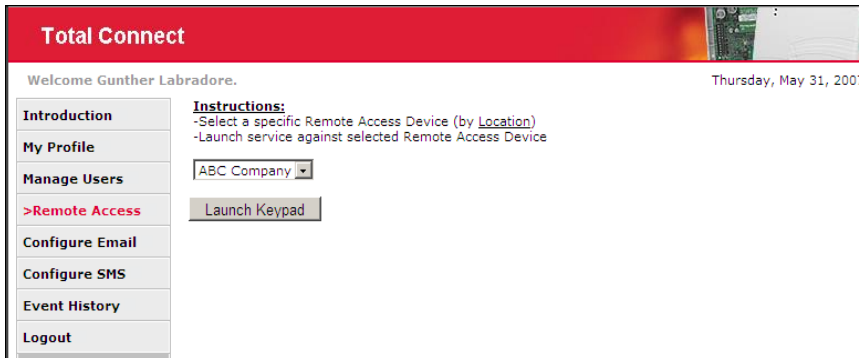
When you have completed the form, click **Update Information**.

A confirmation message appears. Click **OK**, then click **Exit to Manage Users page**. You can add more users in the same manner.

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 graphic interface.

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.)



An applet window appears. Click anywhere in that window to start the Remote Connect Applet. If your remote access account DOES NOT have the keypad type configured as Full Control or is configured as a LYNXR-I keypad, only a remote access keypad will appear. 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.)

If your remote access account DOES have the keypad type configured as Full Control, you can access an enhanced interface. First a security screen appears, then after entering your Security System User Code, and clicking **OK** you will access an enhanced interface.

Checking the "Throttle" box decreases the Remote Connect Applet's data refresh rate thereby saving bandwidth. This can be done at any time when using the Remote Connect Applet.

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.

Total Connect User Guide

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 that category. **Note:** If an AUI type device is not enabled in your security system, you will only see the "Keypad" tab.

System Status

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

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

Power Status: AC OK, Battery OK Conn State: On-line
 System Status: Normal
 Comm Status: COMM OK

Partition Status
 Current Partition: 1. 1 Part1 Zones Ready to Arm

Name	Status
1. 1 Part1	DISARMED Ready to Arm
2. 2 Part2	DISARMED Ready to Arm
3. 3 Common	DISARMED Ready to Arm

AWAY

Arm Partition
 Disarm Partition
 Chime
 Go To Partition
 Bypass in Ptn

Arm All Disarm All

System done

Xmit Mode: GPRS Throttle KBytes 6.64 Close

Zone Status

The Zone Status tab provides a view of all the zones for 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.

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

Partition: Partition 1

Zone	Type	Status	Description
1	Fire	OK	
2	Entry-Exit1	OK	
3	Perimeter	OK	
4	Perimeter	OK	
5	Perimeter	OK	
6	Perimeter	OK	
7	Perimeter	OK	
8	Perimeter	OK	
99	24hr Silent	OK	
101	Trouble/Alarm	OK	GRAPHIC CONSOLE
102	Trouble/Alarm	OK	GRAPHIC CONSOLE
103	Trouble/Alarm	OK	LNDRNG RADIO
105	Trouble/Alarm	OK	GRAPHIC CONSOLE

Bypass Zone Unbypass All

Ptn-Zone Status done

Xmit Mode: GPRS Throttle KBytes 6.228 Close

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. The Use column indicates if device control is allowed. Note that for commercial panels, the Description column is populated automatically.

The screenshot shows the 'Device Control' tab selected in a navigation menu. Below the menu is a table with the following data:

Unit	Type	Action	Description	Use
1	Relay or X10	OFF	Device 1	OK
2	Relay or X10	OFF	Device 2	OK
3	Relay or X10	ON		OK
4	Relay or X10	OFF		OK
5	Relay or X10	OFF		OK
6	Relay or X10	OFF		OK
7	Relay or X10	OFF		OK
8	Relay or X10	OFF		OK
17	Trigger	OFF		NO
18	Trigger	OFF		NO

Below the table are three buttons: 'On', 'Off', and 'On 2 Secs'. A green status bar at the bottom of the table area reads 'Detected 10 of 10 Devices'. At the bottom of the window, there is a status bar with 'Xmit Mode: GPRS Throttle', 'KBytes 7.216', and a 'Close' button.

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.

The screenshot shows the 'Event History' tab selected in a navigation menu. The interface includes a 'Partition' dropdown menu set to '1. 1 Part1' and an 'Event Types' dropdown menu set to 'All'. There are 'Print' and 'More events' buttons. A checkbox labeled 'All Events All Ptns' is checked, and a 'show raw' checkbox is unchecked. The event list contains the following entries:

- 1: 1 Part1--01/12--03:43PM--Restore Fire-Fire Alarm--FIRE MASTER BLOWER
- 2: 1 Part1--01/08--07:04PM--Opening- Cancel (By User)--MASTER
- 3: 1 Part1--01/08--07:04PM--Event Fire-Fire Alarm--FIRE MASTER BLOWER
- 4: 1 Part1--01/07--07:24PM--Opening- Armed Stay--MASTER
- 5: 1 Part1--01/07--07:23PM--Closing- Armed Stay--MASTER

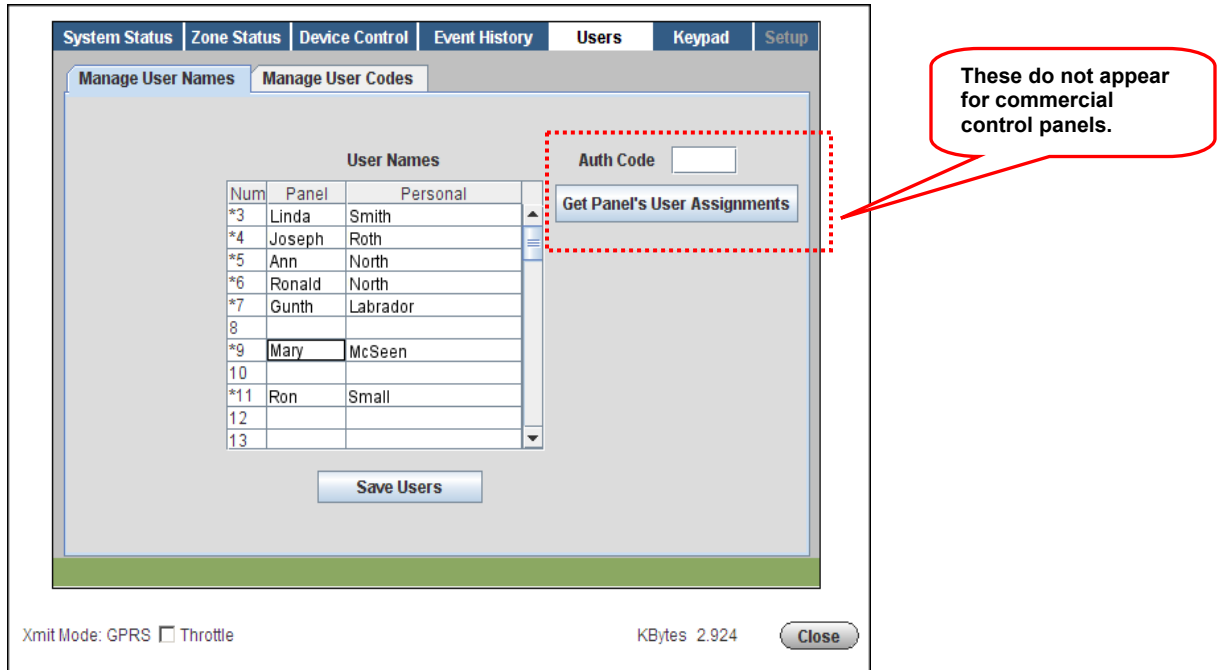
A green status bar at the bottom of the event list area reads '5 Events retrieved'. At the bottom of the window, there is a status bar with 'Xmit Mode: GPRS Throttle', 'KBytes 8.424', and a 'Close' button.

Users

The Users tab enables you to manage security system user codes. It 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 associate a personal name to the user.

For residential panels, the screen below appears with all the fields as shown. For commercial panels, the Auth Code field and Get Panel's User Assignments button do 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, to enter other identifying user information.



Residential Panels - Viewing and Assigning Personal Names:

1. Enter your Master Code in the **Auth Code** field, then 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, 10, 12, and 13 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.

Adding the new user locally at the control panel or using the Compass Downloader tool is highly recommended.

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.



Master – can Arm, Disarm, Bypass zones, and add Users.
Normal – can Arm, Disarm, and Bypass zones.
Guest – can Arm, can Disarm only if the guest code was used to arm.

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**.

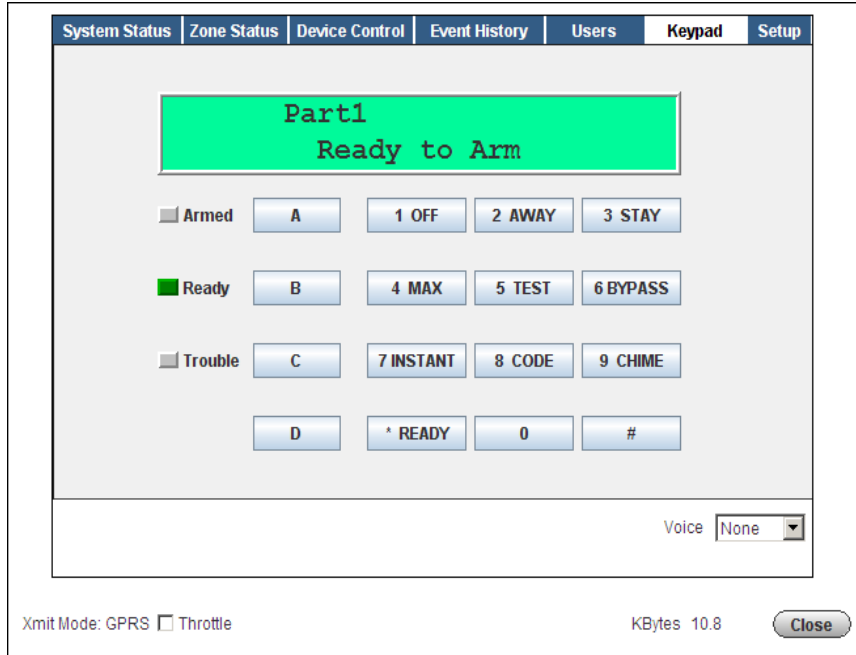
If you chose to search by "Name", select the name using the **Panel (Personal) Names** drop-down field, then click **Get Info by**.

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 keyboard to perform most actions.



Setup

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 – Provides the model, firmware version, and virtual 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 Names**.
- 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 Properties**.
- Recover – Enables you to rebuild the data retrieved from the panel and saved to the remote services database. It does not modify or affect on 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.

Total Connect User Guide

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

Panel Info | Name Zones | Name Partitions | Name Devices | Recover

Panel Type VISTA-20P
 Firmware Vers. 05.02 CAL 04.01
 Virtual Keypad Vers. 1.35

Xmit Mode: GPRS Throttle KBytes 7.688

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

Panel Info | Name Zones | Name Partitions | Name Devices | Recover

Num	Device Name	Use
1		<input checked="" type="checkbox"/>
2		<input checked="" type="checkbox"/>
3		<input checked="" type="checkbox"/>
4		<input checked="" type="checkbox"/>
5		<input checked="" type="checkbox"/>
6		<input checked="" type="checkbox"/>
7		<input checked="" type="checkbox"/>
8		<input checked="" type="checkbox"/>
9		<input type="checkbox"/>

Xmit Mode: GPRS Throttle KBytes 8.328

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

Panel Info | Name Zones | Name Partitions | Name Devices | Recover

Zone	Type	Description
1	Fire	FIRE MASTER BLOWER
2	Entry-Exit1	BEDROOM WINDOW
3	Perimeter	1ST LIVING MOTION
4	24 Hr Monitor	BELL CAR
5	No Alarm	6TH STORAGE WINDOW
6	Entry-Exit2	TAMPER WAREHOUSE UP
7	Trouble/Alarm	BLOWER CASH CEILING
8	93	XMITTER WEST TOOL
10	Perimeter	
11	Perimeter	
49	Arm Away	RF Key
50	Disarm	RF Key
51	Arm Stay	RF Key
52	24hr Audible	RF Key

Xmit Mode: GPRS Throttle KBytes 8.088

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 reload Panel on next Connection.)

User Code

Xmit Mode: GPRS Throttle KBytes 8.408

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

Panel Info | Name Zones | Name Partitions | Name Devices | Recover

Ptn	Name
1	My Apartment
2	Base Apartment
3	3 Common

Xmit Mode: GPRS Throttle KBytes 8.168

Configure Email

This category allows you to view the security system events that were configured as 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.

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

Welcome Chris Wednesday, July 18, 2007

Select Device:

Event Assignment:

Enabled	Event	Event Text	Normal State	Activated State
<input checked="" type="checkbox"/>	1.	Garage	Closed	Opened
<input checked="" type="checkbox"/>	2.	Basement Water	No Water	Water
<input checked="" type="checkbox"/>	3.	Collection Cabinet	Closed	Opened
<input checked="" type="checkbox"/>	4.	Tool Shed	Locked	Unlocked
<input checked="" type="checkbox"/>	5.	Kitchen Temperature	Normal	Hot
<input checked="" type="checkbox"/>	6.	Exterior Lights	Off	On
<input type="checkbox"/>	7.	Living Room Lights	Off	On
<input type="checkbox"/>	8.			

Mailing List: (Up to 6 email addresses)

Email Subject:

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. To configure text message notifications, refer to the next topic "Configure SMS."

Configure SMS

This category allows you to assign which wireless communication devices 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, contact your wireless carrier.

1. Start by referring to the online help.
2. Under **Device Aliases**, assign a short SMS System Abbreviation to each device. The system abbreviation allows for simple identification of a particular system. In the example below, the system abbreviation **v128** was assigned.

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

3. Next, under **User Phones**, select the wireless communication devices that will be granted SMS access.
4. Read the **Terms and Conditions**, then check **Accept Terms And Conditions**, and click **Save**. This will authorize the SMS service for your account.

The screenshot shows the 'Total Connect' user interface. At the top, it says 'Welcome Gunther Labrador.' and 'Monday, July 30, 2007'. On the left is a navigation menu with options: Introduction, My Profile, Remote Access, Configure Email, >Configure SMS (highlighted), Event History, and Logout. The main content area is titled 'System Abbreviation:' and has a 'Save' button. Below this is a table with two columns: 'Device' and 'SMS System Abbr Name (10 characters & no spaces)'. The table contains one row with 'Chris V128BP' in the Device column and 'V128' in the SMS System Abbr Name column. Below the table is the 'User Phones' section, titled 'Grant SMS Access:'. It contains two phone number entries. The first entry is '(516) 999 - 9999' with a checked checkbox and a dropdown menu showing 'Chris V128BP'. Below it, it says 'Selected Devices: Chris V128BP'. The second entry is '(631) 888 - 8888' with an unchecked checkbox and a dropdown menu showing 'Chris V128BP'. Below it, it says 'Selected Devices: Chris V128BP'. Below the phone numbers is the 'Terms And Conditions:' section. It contains the following text: '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 our short code, 'Alarm', either 'Cancel', 'Unsubscribe', 'End', 'Quit' or 'Stop' will provide instructions where to unsubscribe. 2. Remove their phone from the 'SMS Configure' page by unchecking its access. 3. Contact their central station. For a list of commands, SMS the word 'HELP' to the short code 'Alarm'. This will provide our web address, phone number and details listing the available options.' Below this text is a checkbox labeled 'Accept Terms And Conditions' which is currently unchecked. At the bottom left, it shows '1-800-222-6525' and 'AlarmnetM@Honeywell.com'. At the bottom right, there is a 'Save' button.

Event History

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

The screenshot shows the 'Total Connect' user interface. At the top, there is a red header with the text 'Total Connect'. Below the header, a navigation menu on the left includes 'Introduction', 'My Profile', 'Manage Users', 'Remote Access', 'Configure Email', 'Configure SMS', '>Event History', and 'Logout'. The 'Event History' section is active, displaying a table with two columns: 'Date Time' and 'Event'. Above the table, there is a 'Select Device:' dropdown menu set to 'ABC Company' and a 'Select' button. The table contains the following data:

Date Time	Event
3/25/2007 12:23:34 PM	John Smith - Arm System
3/20/2007 2:23:34 PM	John Smith - Disarm System
3/2/2007 12:23:34 AM	Mary Jones - Help
2/22/2007 2:23:34 PM	Garage: Opened
2/20/2007 12:03:34 PM	Garage: Closed
2/1/2007 9:29:34 AM	Mark Tomkins - Disarm System
1/23/2007 12:23:34 PM	Safe: Opened
1/20/2007 12:23:34 PM	Mark Tomkins - Help

Logout

Used to exit the Total Connect site.

The screenshot shows the 'HSCE - AlarmNet® Services' login page. The page has a red header with the text 'HSCE - AlarmNet® Services'. Below the header, there is a 'Login' button on the left. In the center of the page, the text 'You are logged out' is displayed in a large, bold font. At the bottom of the page, there is a footer with the text 'Terms & Conditions | Privacy Statement | Browser Requirements - Version 10.31'.

Controlling your system using Text Messages

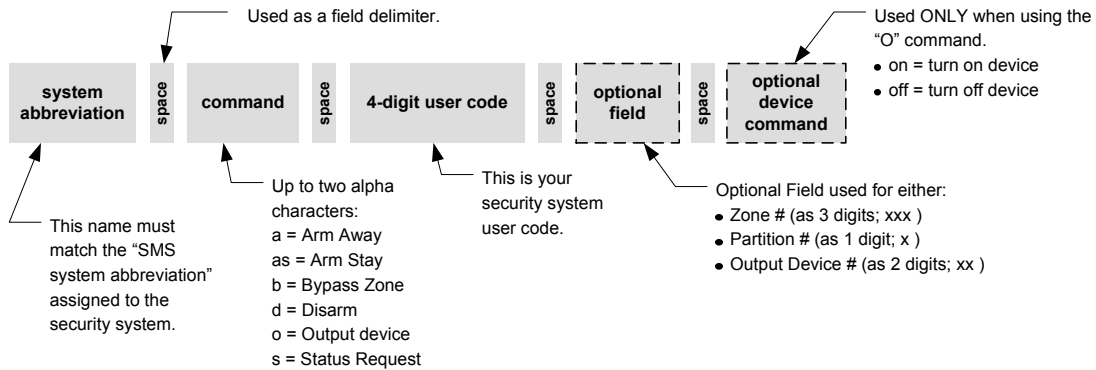
By using a wireless device that supports Text Messaging (SMS) with short codes, you can send text message commands to control your security system. This must be done from one of the devices that was granted SMS access. Refer to the "Configure SMS" topic in this document.

Note: You cannot control the security system using SMS text messages while a "Remote Access" session is being conducted.

Text message commands are sent to 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.

Total Connect User Guide

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

xx = output to be controlled

Command and Text Message Format	Total Connect 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 xxx	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	If successful, you will receive an <u>Programmed Output</u> status message that 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	<p>For a registered phone, you will receive this message: 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</p> <p>a A cccc p=Arm Away a AS cccc p=Arm Stay a B cccc xxx=Bypass zone xxx a D cccc=Disarm a O cccc xx On/Off=Turn output xx on or off a S cccc=Get Status</p> <p>https://services.alarmnet.com/totalconnect For further details email us at AlarmnetM@honeywell.com or contact your alarm dealer Text the word STOP to opt-out</p> <p>For an unregistered phone, you will receive this message: SMS Remote Control Service, Powered By Honeywell Inc. For further details goto https://services.alarmnet.com/totalconnect or email us at AlarmnetM@honeywell.com</p>

Total Connect User Guide

Command and Text Message Format	Total Connect Text Message Reply
stop, quit cancel, unsubscribe, terminate, end	<p>You will receive this message:</p> <p>SMS Remote Control Service, Powered By Honeywell Inc. for this cell phone have been terminated. https://services.alarmnet.com/totalconnect'</p> <p>For further details email us at AlarmnetM@honeywell.com or contact your alarm dealer'</p>

A typical reply to a text message command would contain the; system abbreviation, command that was attempted, security system status, results of command, reply message source, and time and date.

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 number and/or company name.

Having this information handy will make it easier for us to serve you quickly and effectively.

Support	Contact Information
HSCE Technical Support (8:30 am to 8:00 pm, EST)	1-800-645-7492
email (Include your Company Name and Phone number. You will receive a reply within 48 hours.)	support3@honeywell.com
MyWebTech Online Technical Database	http://www.security.honeywell.com
ATLIS-FAX FAXBACK (Automated FAX Retrieval System)	1-800-573-0153

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