Honeywell Total Connect enables notifications and control via the Web, Email, or Phone from a Remote Location.
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.

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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**.

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

**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.
**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.

**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. 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.

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.

![Keypad Interface](image)

**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 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

Panel Type: VSTA-20P
Firmware Ver.: 05.62 CAL 4401
Virtual Keypad Ver.: 1.35

Delete Outdated or Corrupt Record of Panel Param?
(Will overwrite Panel on next connection.)

User Code:  
Delete:
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.

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.”

You may also send email notifications to text message destinations.
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.
**Event History**
This category displays a history of email events, user SMS requests, and actions that have occurred.

![Event History Table]

**Logout**
Used to exit the Total Connect site.

![Logout Screen]
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.

3. Send the Text Message.

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

### Sample Text Messages

- **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
  ```
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

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<th>Command and Text Message Format</th>
<th>Total Connect Text Message Reply</th>
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<tr>
<td>Arm system Away</td>
<td>If successful, you will receive an <strong>Armed Away</strong> status message that is time and date stamped.</td>
</tr>
<tr>
<td>[system abbreviation] a cccc p</td>
<td></td>
</tr>
<tr>
<td>Arm System Stay</td>
<td>If successful, you will receive an <strong>Armed Stay</strong> status message that is time and date stamped.</td>
</tr>
<tr>
<td>[system abbreviation] as cccc p</td>
<td></td>
</tr>
<tr>
<td>Bypass Zone</td>
<td>If successful, you will receive an <strong>Zone Bypassed</strong> status message that is time and date stamped, along with general system status.</td>
</tr>
<tr>
<td>[system abbreviation] b cccc xxx</td>
<td></td>
</tr>
<tr>
<td>Disarm system</td>
<td>If successful, you will receive an <strong>Disarmed</strong> status message that is time and date stamped.</td>
</tr>
<tr>
<td>[system abbreviation] d cccc p</td>
<td></td>
</tr>
<tr>
<td>Turn programmed output on (or off)</td>
<td>If successful, you will receive an <strong>Programmed Output</strong> status message that is time and date stamped.</td>
</tr>
<tr>
<td>[system abbreviation] o cccc xx on / off</td>
<td></td>
</tr>
<tr>
<td>Status Request</td>
<td>The current <strong>System Status</strong> message will be received. This includes; Arming state, disarmed state, and troubles.</td>
</tr>
<tr>
<td>[system abbreviation] s cccc</td>
<td></td>
</tr>
<tr>
<td>Help</td>
<td><strong>For a registered phone, you will receive this message:</strong></td>
</tr>
<tr>
<td>help, h, info, ?, i</td>
<td>SMS Remote Control Service, Powered By Honeywell Inc.</td>
</tr>
<tr>
<td></td>
<td>a=System Abbreviation</td>
</tr>
<tr>
<td></td>
<td>p=optional partition#</td>
</tr>
<tr>
<td></td>
<td>cccc=user code</td>
</tr>
<tr>
<td></td>
<td>For details log into you account at CMD</td>
</tr>
<tr>
<td></td>
<td>a A cccc p=Aarm Away</td>
</tr>
<tr>
<td></td>
<td>a AS cccc p=Aarm Stay</td>
</tr>
<tr>
<td></td>
<td>a B cccc xxx=Bypass zone xxx</td>
</tr>
<tr>
<td></td>
<td>a D cccc=Disarm</td>
</tr>
<tr>
<td></td>
<td>a O cccc xx On/Off=Turn output xx on or off</td>
</tr>
<tr>
<td></td>
<td>a S cccc=Get Status</td>
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<td></td>
<td><a href="https://services.alarmnet.com/totalconnect">https://services.alarmnet.com/totalconnect</a></td>
</tr>
<tr>
<td></td>
<td>For further details email us at <a href="mailto:AlarmnetM@honeywell.com">AlarmnetM@honeywell.com</a> or contact your alarm dealer</td>
</tr>
<tr>
<td></td>
<td>Text the word STOP to opt-out</td>
</tr>
<tr>
<td></td>
<td><strong>For an unregistered phone, you will receive this message:</strong></td>
</tr>
<tr>
<td></td>
<td>SMS Remote Control Service, Powered By Honeywell Inc.</td>
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</tr>
<tr>
<td></td>
<td>or email us at <a href="mailto:AlarmnetM@honeywell.com">AlarmnetM@honeywell.com</a></td>
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</table>
| stop, quit cancel, unsubscribe, terminate, end | You will receive this message: 
SMS Remote Control Service, Powered By Honeywell Inc. 
for this cell phone have been terminated. 
https://services.alarmnet.com/totalconnect' 

For further details email us at 
AlarmnetM@honeywell.com or contact your alarm dealer' |

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.

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