

AlarmNet 360™

Frequently Asked Questions

General																							
1. What is AlarmNet 360?	AlarmNet 360 is the next generation of AlarmNet Direct that will dramatically streamline and simplify the way you do business. It enables you to quickly and easily create and manage accounts, register communicators, enable Honeywell Total Connect® Remote Services and program new LYNX Touch 5200 Series and 7000 control panels and peripheral devices—on any computer or mobile device. When the Lyric™ Controller is launched it will be supported by AlarmNet 360. Support for other Honeywell control panels, along with panels already in the field, will be added in a phased manner.																						
2. How can I access AlarmNet 360?	You can access AlarmNet 360 directly at www.AlarmNet360.com . Alternately, you can access the platform via the Honeywell security website at www.security.honeywell.com/hsc .																						
3. How do I register for AlarmNet 360?	If you are registered to use AlarmNet Direct you do not have to register for AlarmNet 360, as your credentials will not change. You will have the same authority levels you have with AlarmNet Direct.																						
4. Is AlarmNet 360 going to replace AlarmNet Direct?	Yes, AlarmNet 360 is the next generation of AlarmNet Direct. At launch, both the AlarmNet 360 and AlarmNet Direct websites will be available to allow time for the transition to AlarmNet 360.																						
5. Will all of my accounts in AlarmNet Direct be automatically available in AlarmNet 360?	Yes, all accounts already programmed, including Honeywell Total Connect accounts, will automatically be available in AlarmNet 360. Honeywell Total Connect and communicator programming is available for all accounts. However, panel programming is available only for the newly created LYNX Touch 5200 Series and 7000 control panels and Lyric Controller accounts in AlarmNet 360.																						
6. Does AlarmNet 360 replace Compass for control panel programming?	AlarmNet 360 will not completely replace the Compass downloader tool. Compass will still be needed to program control panels not currently supported in AlarmNet 360, as well as panels that use POTS (Plain Old Telephone Service) communication.																						
7. What features does AlarmNet 360 have that I couldn't get with AlarmNet Direct and Compass?	All of the features of AlarmNet Direct and Compass are available in AlarmNet 360. AlarmNet 360 combines the functionality of AlarmNet Direct and Compass into one cloud platform, so you will notice changes in the way certain tasks are performed.																						
8. How can I get trained on AlarmNet 360?	Quick Start Guides for frequently performed tasks are available, and the platform contains online documentation with context sensitive help guides. Online and instructor-led training will be available via our Discover Learning Management System at http://honeywelldiscovertraining.com . You can also contact your local Honeywell District Manager or Technical Training Manager for training at your location.																						
9. What platforms and browsers are supported by AlarmNet 360?	<p>Supported Browsers and Operating Systems¹</p> <table border="1"> <thead> <tr> <th>Platform</th> <th>Browser</th> <th>Compatible Versions</th> </tr> </thead> <tbody> <tr> <td rowspan="4">Windows® 7, 8 and 10</td> <td>Internet Explorer®</td> <td>9, 10, 11</td> </tr> <tr> <td>Edge for Windows 10®</td> <td>20</td> </tr> <tr> <td>Google Chrome™²</td> <td>Most recent stable version</td> </tr> <tr> <td>Firefox®</td> <td>Most recent stable version</td> </tr> <tr> <td>Mac</td> <td>Safari</td> <td>9</td> </tr> <tr> <td rowspan="3">Smart Devices</td> <td>Android™</td> <td>2.3+</td> </tr> <tr> <td>iOS</td> <td>5+</td> </tr> <tr> <td>Windows Phone</td> <td>8.1 (IE 11)</td> </tr> </tbody> </table> <p>¹All systems must have one of the multimedia technologies listed below. <ul style="list-style-type: none"> • QuickTime version 7.6 or later • Adobe Flash version 10 or later ²Video viewing via Honeywell Total Connect Video Services is not compatible.</p>	Platform	Browser	Compatible Versions	Windows® 7, 8 and 10	Internet Explorer®	9, 10, 11	Edge for Windows 10®	20	Google Chrome™ ²	Most recent stable version	Firefox®	Most recent stable version	Mac	Safari	9	Smart Devices	Android™	2.3+	iOS	5+	Windows Phone	8.1 (IE 11)
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	Windows Phone	8.1 (IE 11)																					
10. If I am a central station, can I create an account on my dealer's behalf?	Yes, you can create an account in AlarmNet 360 for a dealer. You will do this by selecting the dealer's company name in the "Installation For" field in the New Account window. For more information, contact AlarmNet Customer Service at 1(800) 222-6525, option 3.																						

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Control Panel and Peripheral Programming	
11. What control panels can I program via AlarmNet 360?	<p>At launch, the following control panels can be programmed via AlarmNet 360:</p> <ul style="list-style-type: none"> • LYNX Touch 5200 • LYNX Touch 5210 • LYNX Touch 7000 • Lyric Controller*
12. How do I migrate panels programmed in Compass to AlarmNet 360?	<p>We are working on a migration tool to migrate LYNX Touch 5200/5210/7000 panels previously programmed using Compass to AlarmNet 360. We will send a notification when this tool is ready for release. Once existing accounts are migrated from Compass, you can connect to the control panel and get panel configuration information—such as sensors, users, etc.—in AlarmNet 360.</p>
13. I've never used Compass for programming. Now that AlarmNet 360 is available, can I use it to program my control panels in the field?	<p>Yes, we will publish the steps to manage those panels already in the field via AlarmNet 360. This will be available at the same time as the Compass migration tool discussed in #8 above.</p>
14. Can I program a VISTA™ or LYNX Plus control panel via AlarmNet 360?	<p>Communicators for VISTA and LYNX Plus systems can be programmed via AlarmNet 360. However, VISTA and LYNX Plus control panels will not initially be supported by AlarmNet 360. You'll need to continue using Compass to program those panels until further notice.</p>
15. Can I use Alarmnet 360 to program a panel that only uses POTS for communication?	<p>To program a panel from AlarmNet 360, you need an AlarmNet communicator. Therefore, if you have a panel that uses POTS-only communication, you will continue to use Compass to program that panel.</p>
16. How do I get to the “Show Programmed Devices” screen on AlarmNet 360?	<p>Upon logging into AlarmNet 360 you will be in the programmed devices tab and can do all of the same functions as before or by accessing Devices > Device Programming from the menu.</p>
17. What functionality is available remotely—without having to roll a truck?	<p>There are several functions you can perform remotely on AlarmNet 360 which otherwise would require a customer site visit. Some of the key functions include the ability to:</p> <ul style="list-style-type: none"> • Make programming changes to LYNX Touch 5200/5210/7000 control panels and the Lyric Controller* • Add/Modify/Remove Sensors/Zones • Add/Modify/Remove User Codes • Add/Modify/Remove Wireless Keys • Check Panel and Zone Status

*When available.

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Reports Dashboard	
18. What is the Reports Dashboard and what features does it provide?	<p>The Reports Dashboard provides custom, interactive reports on various key performance indicators for your business. Visual charts are available that include key customer data.</p> <p>It currently works as follows:</p> <ul style="list-style-type: none"> • View the data by clicking on the charts • Download the data for each customer to a CSV file • Filter the data by dealer, central station or city/CS number
19. What reports are available through the Reports Dashboard?	<p>At launch, the following reports will be available as interactive charts:</p> <ol style="list-style-type: none"> 1. AlarmNet communication devices by technology (2G, 3G/4G, Wi-Fi®/Ethernet, etc.) 2. AlarmNet communication devices by product name 3. AlarmNet service subscriptions for all accounts 4. Honeywell Total Connect® Remote Services subscriptions for all accounts 5. Total number of Honeywell IP cameras; Z-Wave® devices such as switches, locks and thermostats; GPS tracking devices* and average number of devices per Honeywell Total Connect location <p>The tool will continue to evolve, and more report categories and features will be added on an ongoing basis.</p>
20. Can I control who has access to the Reports Dashboard within my company?	<p>Yes, you can control access at the employee login level by selecting the “My Company > Manage Users” page.</p>
21. I am a central station. Can I get report data by each of my dealers?	<p>Yes, you will be able see dashboard filtering by one or more of your dealers. You can also download the data to a CSV file.</p>
22. I am a dealer. Can I get a report by each of my central stations?	<p>Yes, you will be able see the dashboard filtering by one or more central stations or City/CS. You can also download the data to a CSV file.</p>
Smart Mobile Device Support	
23. Can AlarmNet 360 be accessed from my smartphone?	<p>Yes, AlarmNet 360 has a mobile website that supports installer tasks at this time.</p>
24. What features are supported on the AlarmNet 360 mobile website?	<p>The mobile website supports the Lyric Controller and LYNX Touch 5200, 5210 and 7000 accounts created using the new workflow from the AlarmNet 360 website. The following features are supported on the mobile website:</p> <ul style="list-style-type: none"> • Search for Lyric and LYNX Touch 5200/5210/7000 accounts using City-CS-Sub or MAC ID • Customer information, panel and communicator details and services subscribed • Zone programming • User code programming • Panel and zone status • Manage the Honeywell Total Connect account for this control panel (i.e., account editing, adding devices to a Honeywell Total Connect location) <p>In addition, you can create new accounts for Lyric and LYNX Touch 5200, 5210 and 7000 panels from the mobile website.</p>

*Honeywell Total Connect Tracking Services are available in the United States only.

