The Total Package for Security Professionals
All the tools you need to connect to opportunity.
Connect to Possibilities

Honeywell Total Connect 2.0

Honeywell Total Connect Remote Services lets your customers stay in the know wherever they go. With the touch of a finger, our app lets them control their home or small business anytime, anywhere. They can manage their security systems, receive event notifications, control thermostats, lighting, and locks, and more. Customers can even view live video, see, hear, and speak to visitors at the front door using compatible smart devices, and use voice control for security. Our technology is packed with features that help you deliver a great user experience, earn more recurring monthly revenue (RMR), and capture new accounts from the industry’s only true, end-to-end security and remote services provider.

- Interactive Security
- Video Solutions
- Video Alarm Verification (VAV)
- Automation and Control
- GPS Vehicle and Asset Tracking*
- Growing Ecosystem
  - SkyBell® Video Doorbell
  - August Smart Lock®
  - Lyric®, Total Connect Comfort Wi-Fi® and Redlink™ Connected Thermostats
  - Voice Control with Amazon Alexa
  - Chamberlain and LiftMaster MyQ Smart Garage Door Control
- Geofencing Arming Reminders
- Z-Wave® and Wi-Fi® Support
- Real-time Status of Events
- System Event Notifications with 90-day history and 7 or 30-day video storage plans
- Smart Scenes
- 100+ Locations Per Account
- Fingerprint ID Login
- Android Voice Recognition
- Works with Apple Watch®
- Multi-language Options
- Test Drive Demo
- Auto Syncing for LYNX Touch and Lyric Family**

Free Mobile Apps

Our Android app, iOS app, and website offer on-the-go control. Customers can securely log into their accounts with Touch ID™ – a fingerprint recognition feature available for iPhone®, iPad®, and Android users. Our Android app also provides voice command capabilities. Lastly, our HTML5 website is a dynamic web experience that’s accessible on any mobile device. All apps are available in the Apple® iTunes® App Store and Google Play™ Store.

* Honeywell Total Connect Tracking Services are available in the United States only
** Auto Syncing available on LYNX Touch 7000, 5210 and 5100, Lyric™ Controller and Lyric Gateway models.

Apple TV, iPhone, iPad, iPad mini, iPod touch and Touch ID are trademarks of Apple Inc. All other trademarks are property of their respective owners.
So Many Ways for Customers to Connect

Homeowners

If your customers’ homes could talk, what would they say? Whether a door has been opened, a valuable has been moved, or a flood has been detected, Honeywell Total Connect can tell them. If it’s happening in their home, it’s happening on their phone.

Homeowners can:

- Control security system remotely and know when the system has been armed or disarmed
- Connect with Wi-Fi devices such as Skybell Video Doorbell, August Smart Lock, thermostats and smart garage doors
- Operate Z-Wave lights, locks, shades, water valves, ceiling fans, and more
- See when someone enters or exits their home via live, look-in video
- Find out when motion is sensed in outdoor areas like pools, patios, and driveways
- See, hear, and speak with visitors at the front door via the smart video doorbell
- Receive alerts for floods or extreme temperature changes
- Set up temporary access codes for babysitters, housekeepers, contractors, and guests
- Schedule lights to come on at night or randomize them for a lived-in look while they’re away
- Control multiple sites from the same account – great for vacation home owners and real estate investors

Business Owners

Just because business owners are out of the office doesn’t mean they have to be out of the loop. When they put Honeywell Total Connect Remote Services to work, they’ll have the critical information they need to help manage their businesses, their employees, and even the unexpected.

Wherever they are, business owners can:

- Keep an eye on employees via live, look-in video
- Choose from a wide range of Wi-Fi or Z-Wave enabled thermostats to make their businesses more comfortable and energy efficient
- Control Wi-Fi or Z-Wave enabled locks
- Operate Z-Wave lights, shades, water valves, ceiling fans, and more
- Know exactly when their business opens and closes
- Receive an alert when someone enters a hazardous or restricted area
- Observe consumer shopping habits and activity
- Protect inventory, avoid business disruption, and create a safer working environment with alerts for floods, leaks, and extreme temperatures
- Control multiple sites from the same account – great for franchises and businesses with more than one location
Security, Awareness and Control

Real-Time Awareness
Honeywell Total Connect always keeps your customers informed with real-time push notifications, emails, SMS/text messaging and video alerts. They can even view past events and search for specific occurrences.

Security
- Easy, app-based security system control
- Works with LYNX Touch, VISTA®, and Lyric® platforms
- Partition support with select VISTA panels
- Provides true system status, and real-time control
- Keypad status and zones available at a glance
- Available in Latin American Spanish, French Canadian, Brazilian Portuguese and English

Automation and Energy Management
- Great way to help your customers stay comfortable, save money on their energy and utility bills, conserve resources, and live more comfortable, efficient lifestyles
- Remotely control locks and grant access to employees, service workers, babysitters, and relatives anytime
- Track activity and receive video or email alerts when doors are unlocked

Geofencing Arming Reminders
If a user travels a predetermined distance from home without arming the system, a push notification will be distributed. Then, the user can simply use the Honeywell Total Connect app to arm the system and get back to daily responsibilities.

Video Motion Detection
Users can set up motion detection areas and receive an email, SMS/text event or push notification if motion is detected. Whether it’s parents watching over their kids after school or small business owners keeping an eye on employees, users always know what’s happening.

The Honeywell Total Connect iOS, Android and HTML5 website have a similar look and feel offering customers a comparable experience across the platform.
Users, Locations and Convenience

Smart Scenes
Smart Scenes can help to achieve energy savings, ambience, and convenience. Easy set up provides an effortless experience and helps customers make the most of their connected homes and businesses.

Apple Watch App
Using the Apple Watch app, users can control their security systems on the go, keep tabs on multiple locations, and even activate Z-Wave Smart Scenes upon arm or disarm.

Multi-Site and Enhanced User Management
• View 100+ locations with a single login
• The ability to pull information from the panel makes adding user codes a snap
• Graphics/photos to represent individual locations
• Master user may add multiple users, and customize settings and access for each one (e.g. employees, contractors, babysitters, visitors, etc.)
• Edit panel users, user names, assignable rights, and notification preferences

Easy Account Setup
Users can set up and manage their accounts, configure system notifications, trigger cameras by zone event, add users, and more.
VISTA® Partition Support

Increase attach rates and hardware sales, and target commercial customers, small offices, retail shops, and residential multi-dwelling homes with Honeywell Total Connect VISTA partitions. Remotely control partitions from a PC or mobile device.

Features include:
- Control security for up to eight VISTA partitions
- Real-time partition control
- Globally arm, disarm, bypass/open sensors
- View and clear alarms
- View events by partition
- Support for a common partition, e.g., lobby
- Creation of a universal fire partition
  - View fire status and receive notifications only
- Manage users - partition access and authority levels

Total Connect partitions are supported through programmable partition VISTA panels that currently integrate with Honeywell Total Connect 2.0 and an AlarmNet communicator that supports Total Connect 2.0.

Compatible VISTA Panels

- VISTA-20P
- VISTA-20PCN
- VISTA-20PSIA
- VISTA-21IP
- VISTA-21IPSIA
- VISTA-128BPT
- VISTA-128BPTSIA
- VISTA-250BPT
- VISTA-250FBPT
- VISTA-250FBPTSIA
- VISTA-32FBPT

Respective Canadian and Latin American versions for the panels listed above.
Focus on RMR

Next-Generation of HD Cameras

Our next-generation video cameras include two indoor HD cameras and one outdoor HD camera. The indoor cameras allow users to see, hear, talk, and take a snapshot or record a video clip – all from a single screen in the Honeywell Total Connect 2.0 App.

Advanced features including night vision, audio analytics, 7- and 30-day cloud storage options, microSD card backup storage in case of internet connectivity issues, digital zoom, and more.

- Fast and easy installation with QR code set-up
- Audio and motion detection
- 30-second video clips
- No gaps between video clips
- Supports Video Alarm Verification (VAV) for indoor cameras
- Supports up to 8 HD cameras per location
- Can be sold as a standalone offering or with security for a total solution

Video Alarm Verification

Video Alarm Verification (VAV) is a critical tool for helping central station operators make informed decisions in the event of an alarm. It helps ensure that emergency response personnel are prepared with the information they need to act quickly.

Get the Complete Picture with I-View Now

Select Honeywell solutions** integrate with I-View Now™ – a patented, cloud-based central station video interface that allows monitoring personnel to view video clips and see what caused an alarm. It also provides informative, pre-alarm footage so the central station operator can virtually go back in time and watch what caused an event.

**Compatible with Honeywell Total Connect 2.0 Remote Services, Honeywell Total Connect HD and IP Legacy video camera portfolios, HRGX DVRs, Performance Series HQA DVRs and Performance Series IP NVRs.

Contact your central station today to make sure you’re I-View Now ready.
To learn more, visit www.i-viewnow.com
Expanding Our Ecosystem

Since today’s consumers want comfort, convenience, and awareness 24/7, a remote services platform that works with the latest connected home devices is a must. Part of a dynamic, expanding ecosystem, Honeywell Total Connect leverages our engagement with all of the leading smart home players and emerging standards – growing with your customers’ lifestyles while growing your bottom line.

The more interaction your customers have with their systems, the more opportunity you have to upsell hardware.

Honeywell Total Connect and Amazon Alexa

“Alexa, ask Honeywell to...”

Honeywell Total Connect users can control their security system with their voice, using their Amazon Alexa device and the Honeywell Total Connect skill. The skill is available on the Amazon Alexa app and is free for Honeywell Total Connect users who own an Amazon Alexa device.

Using the Alexa Skill, Honeywell Total Connect users will be able to use their voice to complete the following:

“Alexa, ask Honeywell, What is the status of my security system?”

“Alexa, ask Honeywell, Is my security system armed?”

“Alexa, tell Honeywell to Arm.”

“Alexa, tell Honeywell to Arm Away.”

“Alexa, tell Honeywell to Arm Stay.”

“Alexa, tell Honeywell to run [smart scene name]”

For security reasons, a user will not be able to disarm their security system using Alexa. Amazon Alexa integration is currently available in English only. It works with any Honeywell security panel (Lyric, LYNX, VISTA).
Honeywell Total Connect has integrated with Chamberlain and LiftMaster MyQ smart garage door control. Expand your connected home offering beyond Z-Wave, helping to provide your customers with a variety of options to meet a wide range of tastes and budgets.

**Smart Home Control All from Honeywell Total Connect 2.0**
- See status of MyQ Smart Garage Door
- Remotely open and close garage doors
- Receive open and close activity notifications

Available Summer 2018
Lyric Family, Total Connect Comfort Wi-Fi and RedLINK Connected Thermostats

We provide support for Lyric thermostats, Honeywell Total Connect Comfort Wi-Fi® and RedLINK™ Connected thermostats*.

*Automation services must be enabled for Honeywell Total Connect Remote Services in order to add Lyric, Total Connect Comfort Wi-Fi or RedLINK Connected thermostats.

Seamless control through the Honeywell Total Connect 2.0 iOS mobile application, Android app, and website

Choose from thermostats that feature:
- High-definition, full-color displays that can be changed to match any décor
- Voice control through Amazon Echo and Google Home*
- Humidity and ventilation control
- Models with seven-day programming
- Dual-fuel compatibility
- An expanded offering beyond Z-Wave thermostats to provide a variety of options and meet a wide range of tastes and budgets

Temperature available in Fahrenheit and Celsius.

*Voice control compatible directly with thermostats, not through Honeywell Total Connect.
SkyBell Video Doorbell
Have you heard the buzz? SkyBell® is a high-definition video doorbell that puts security, convenience, and control at your customers’ fingertips anytime, anywhere.

Complete Control on a Single Screen
- Customers can see, hear, and speak to visitors at their doors, arm and disarm their security systems, lock and unlock the doors from the Honeywell Total Connect iOS and Android apps. Doorbell activity can be checked in the events log via the apps or website.
- Events can be categorized by motion, button press, or user watching

August Smart Lock
Honeywell Total Connect works with the popular August Smart Lock so homeowners can lock and unlock their doors via the Honeywell Total Connect app and website.
- Installs easily on the inside of customers’ doors and uses existing deadbolts
- Preserves aesthetics of existing front door with the ability to use traditional keys
- Compatible with most standard, single-cylinder deadbolts
- Works with Bluetooth® technology and requires August Connect Wi-Fi bridge for integration with Honeywell Total Connect
**Honeywell Total Connect Toolkit**

Created just for you, our online toolkit helps you grow your business. It is the best way to keep up with the latest news, ecosystem partner information, and download collateral, videos, software updates, high-resolution images, social media graphics, and more. Access this free resource regularly to take advantage of dynamic tools that help boost your sales, marketing, and training efforts.

Visit [www.totalconnecttoolkit.com](http://www.totalconnecttoolkit.com)

---

**Test Drive Demo**

**A Free, Interactive Demo Right From the login page**

- Provides simulated “live” experience anytime, anywhere, on iPhone, iPad, Android or website – without the need for Wi-Fi or cellular activity.
- Great way to showcase the benefits of Honeywell Total Connect to prospective customers

Demo available at the login page of the app.

---

**For more information**

[www.honeywell.com/security](http://www.honeywell.com/security)

**Honeywell Security**

2 Corporate Center Dr. Suite 100
P.O. Box 9040
Melville, NY 11747
[www.honeywell.com](http://www.honeywell.com)

Some images are for illustrative purposes only and may be subject to change.

All trademarks are property of their respective owners.

L/TLCTDLB/D | 06/18
© 2018 Honeywell International Inc.