resideo

The Total Package for Security Professionals

Resideo Total Connect® Remote Services:
All the tools you need to connect to opportunity.
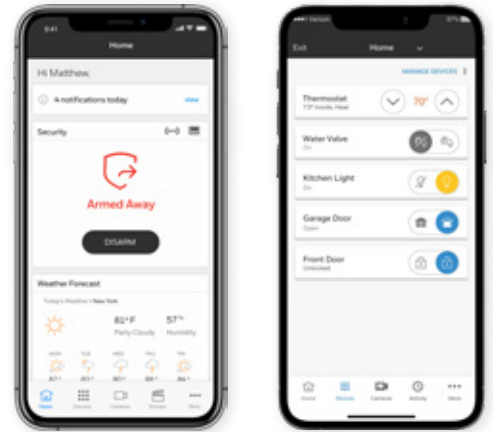
Sell Possibilities

Resideo Total Connect® 2.0

Deliver a smart home experience that earns you RMR and increases attach rates by offering features with Total Connect Remote Services. Through our app or website, users remotely control security, video cameras, smart video doorbells, thermostats, lighting, locks, and more. This lets users stay connected anytime, anywhere, and get notified of activity.

- Interactive security
- Remote control for up to 8 VISTA® partitions
- Video solutions
- Video Alarm Verification (VAV)
- Automation and energy control
- Z-Wave® and Wi-Fi® Support
- Growing ecosystem
  - SkyBell® Video Doorbell
  - August Smart Lock®
  - Honeywell Home Smart Connected thermostats
  - Voice control with Amazon Alexa
  - Chamberlain and LiftMaster myQ® Smart Garage Door Control
  - IFTTT (If This, Then That)
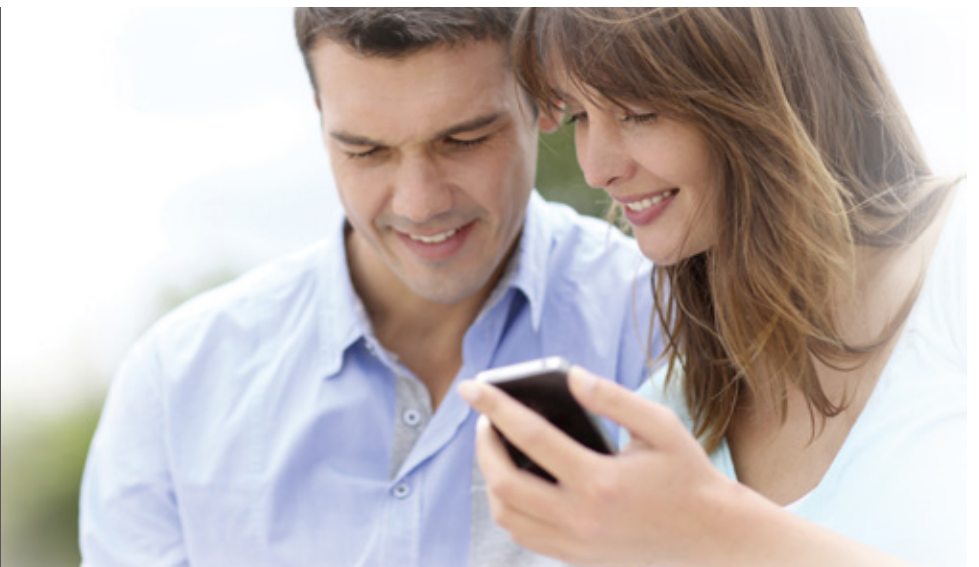 - Voice control with Google Assistant (ProSeries only)

- Multi-family property solutions
- Geofencing arming reminders
- Push notifications, SMS text, email and video alerts on Event Activity
- Real-time status of Events with 90-day history and 7 or 30-day video storage plans
- Smart Scenes
- 100+ Locations per account
- Fingerprint and Face ID login
- Android voice recognition
- Works with Apple Watch®
- Multi-language options
- Test Drive Demo

Free Mobile Apps

Apps available for iPhone®, iPad®, Apple Watch®, and Android™.

Visit the respective app store or our website: **totalconnect2.com.**

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Connect With More Customers

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, Resideo Total Connect® can tell them. If it's happening in their home, it's happening on their phone.

Homeowners can:

- Control security system remotely or with voice control and know when the system has been armed or disarmed
- Connect with Wi-Fi® devices such as SkyBell® Video Doorbell, August Smart Lock®, thermostats, Amazon Alexa, Google Assistant, myQ Smart garage doors, IFTTT and more
- 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
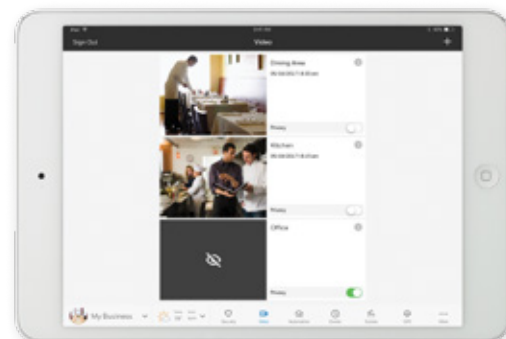
Business Owners

Just because business owners are out of the office doesn't mean they have to be out of the loop. When they put 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
- Control independent areas on premises with VISTA partitions

Security, Awareness and Control

Real-Time Awareness

Stay in the know with push notifications, SMS text, email and video alerts on event activity.
View past events and search for specific occurrences.

Security

- Easy, app-based security system control

- Works with LYNX Touch, VISTA®, Lyric and ProSeries platforms

- Partition support with select VISTA and ProSeries 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

- Comfort and convenience with remote thermostat control

- Remotely control locks, lights, shades, garage door and more for convenience and security
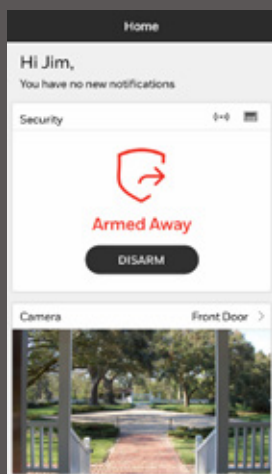
Video Motion Detection

Users can set up motion detection areas and receive an alert 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.
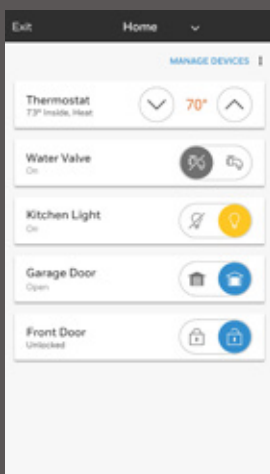
Geofencing Arming Reminders

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 Total Connect app to arm the system and get back to daily responsibilities.
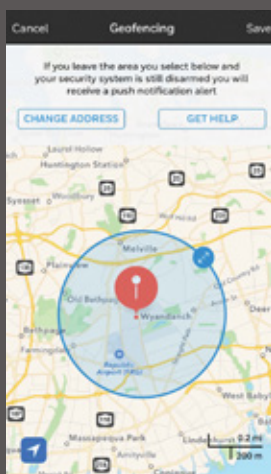

The Total Connect iOS, Android and website have a similar look and feel offering customers a comparable experience across the platform.
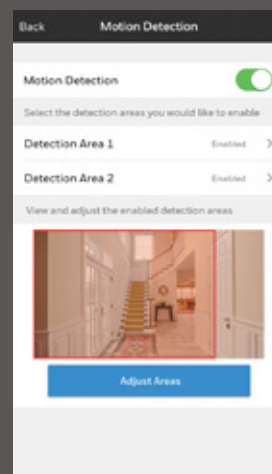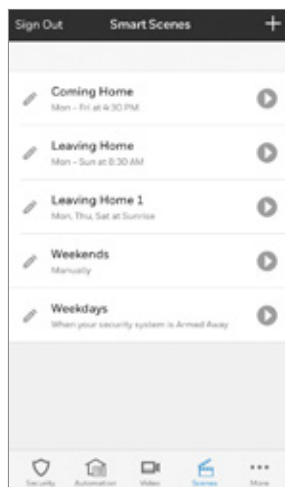
SECURITY

AUTOMATION

GEOFENCING

VIDEO MOTION DETECTION
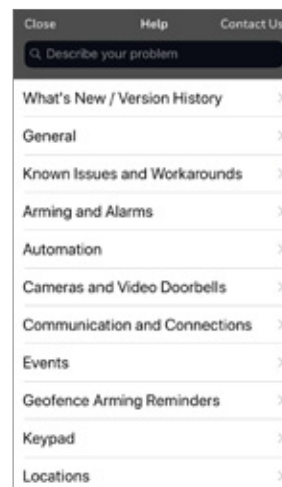
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Users, Locations and Convenience

Smart Scenes

Smart Scenes can operate multiple devices at once to achieve energy savings, ambience, and convenience.

Online Help Section

There are over 200 frequently asked questions in the Help section of the app and website providing support to end users on a range of features.

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 upload multiple users at the same time, 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.
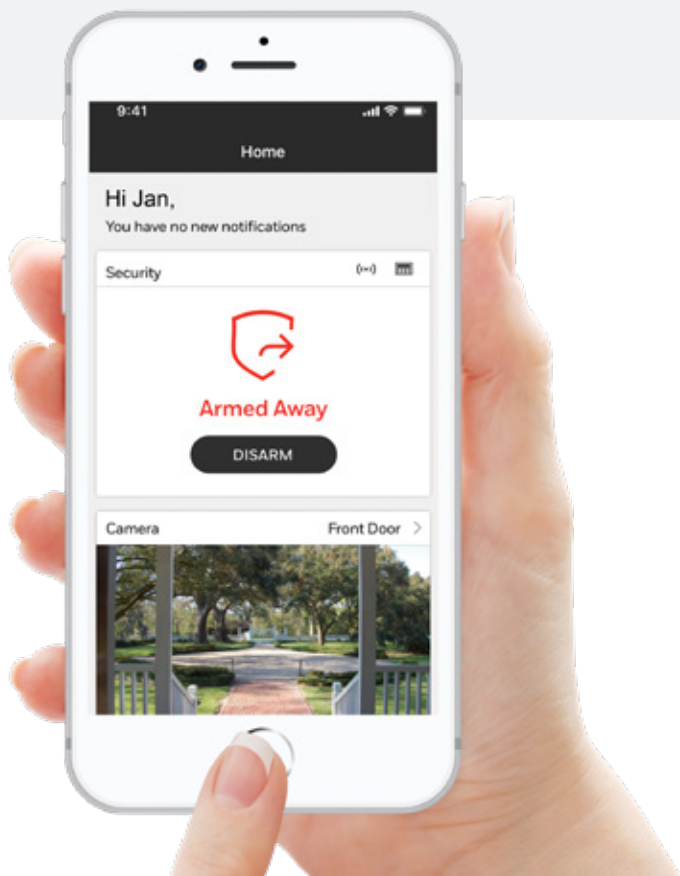
Expand Past the Home

Partition Support

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

Features include:

- Control security for up to eight 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

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

Intelligent Multi-Family Property Solutions

Allow property managers, builders, maintenance staff, association administrators and more to remotely manage multiple properties, common areas, occupied or vacant units, while offering smart security options to renters for higher retention and income.

Intelligent Property Management features:

- Single sign on for hundreds of locations
- Ability to set a property to occupied or vacant
- Filter properties by occupied or vacant
- See security system status of all properties
- See thermostat and lock status on all properties (forthcoming)
- Bulk import staff or tenants (users)
- Search for individual properties
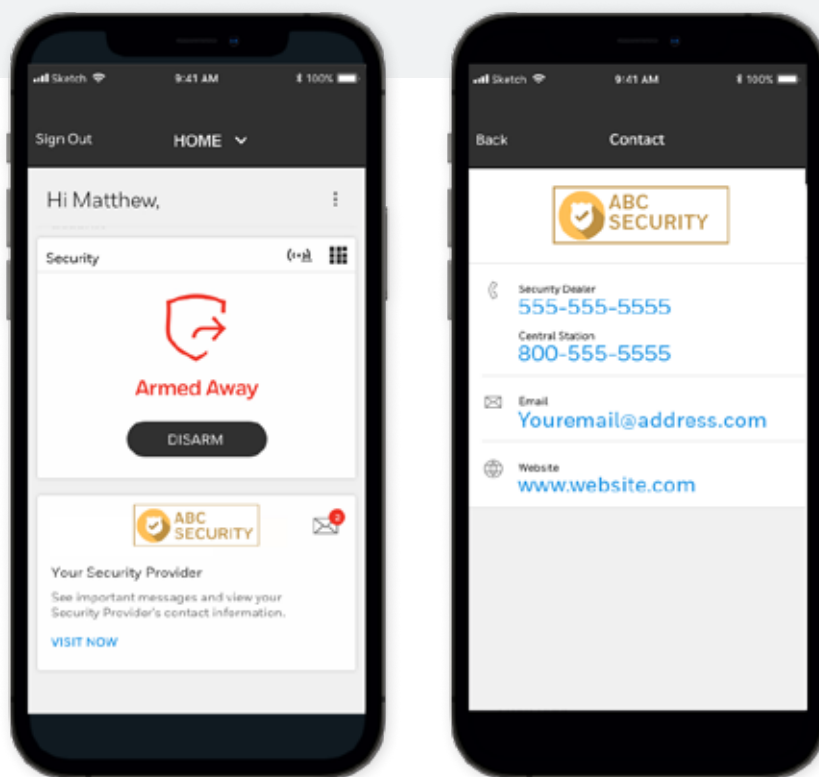- Group control of automation

Dealer Branding

Promote Your Brand

By utilizing Resideo Total Connect® 2.0 Branding, you can promote your company anytime a user logs into Total Connect.

Give your customers a personalized app experience to go along with their professionally installed and monitored security system.

Differentiate your company and give your customers quick access to your contact information for easy customer service. Setting up custom branding can be done quickly inside AlarmNet 360®.

Focus on RMR

Total Connect HD Video Cameras

The indoor camera allows users to see, hear, talk, and take a snapshot or record a video clip – all from a single screen in the 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
- 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

Image is for illustrative purposes.

IPCAM-WIC2 (Indoor)
HD up to 1080p at 30 frames per second

H.264 encoding

Up to four detection zones

IPCAM-WOC2 (Outdoor)
HD up to 1080p at 30 frames per second

H.264 encoding

Wide angle view

Up to four detection zones

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, Resideo 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 and services.

Voice Control Makes Total Connect Easier

Amazon Alexa

Total Connect users can control their security system with their voice, using their Amazon Alexa device. Using the Alexa Skill, Total Connect users will be able to use their voice to arm the system, receive system status and run smart scenes.
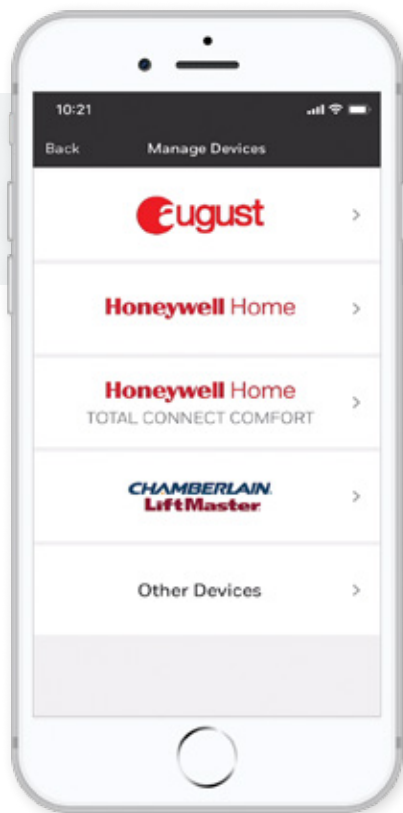

JUST ASK
amazon alexa

Google Assistant

Through Google Assistant, customers with a ProSeries Security System can arm, disarm or get a security status — with just their voice.

works with the
Google Assistant

Amazon, Echo, Alexa and all related logos and motion marks are trademarks of Amazon.com, Inc. or its affiliates.

Chamberlain and Liftmaster myQ® Smart Garage Door Control

Resideo 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 Total Connect 2.0

• See status of myQ Smart Garage Door

• Remotely open and close garage doors

• Receive open and close activity notifications

IFTTT (If This, Then That)

IFTTT is an app which connects two devices or services to create "applets." It enables users to do something that apps or devices can't do on their own. Create applets to automatically run an action based on a trigger occurrence.

Your customers can now connect Total Connect 2.0 to IFTTT, adding even more possibilities to what their security system can do for them — simplifying their lives and bringing more devices and services together for a broader platform.

Chamberlain, the Chamberlain logo, LiftMaster and myQ® and the myQ logo are registered trademarks of The Chamberlain Group, Inc.

Integrated Thermostat Support

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

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.

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

Automation services must be enabled for Total Connect Remote Services in order to add thermostats.
**Voice control compatible directly with thermostats, not through 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 Resideo 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®

Total Connect works with the popular August Smart Lock so homeowners can lock and unlock their doors via the 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 Total Connect
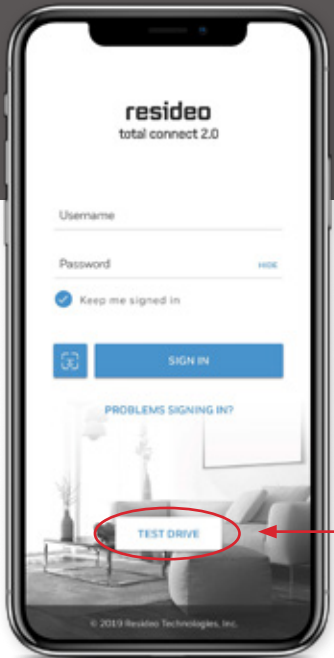
Resources

Visit the Residoe Total Connect® page on Resideo Pro to see what's new with Total Connect and get quick access to resources sections including dealer and end-user focused materials.

Visit **resideo.com/totalconnect**

Showcase
App Experience

Test Drive, a Free Interactive Demo, Right from the Login Page

- Provides simulated "live" experience anytime, anywhere — without the need for Wi-Fi® or cellular activity

- Great way to showcase the benefits of Total Connect to prospective customers, and upsell current customers enhanced features

Demo available at the login page of the app.

For more information
resideo.com/totalconnect

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

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