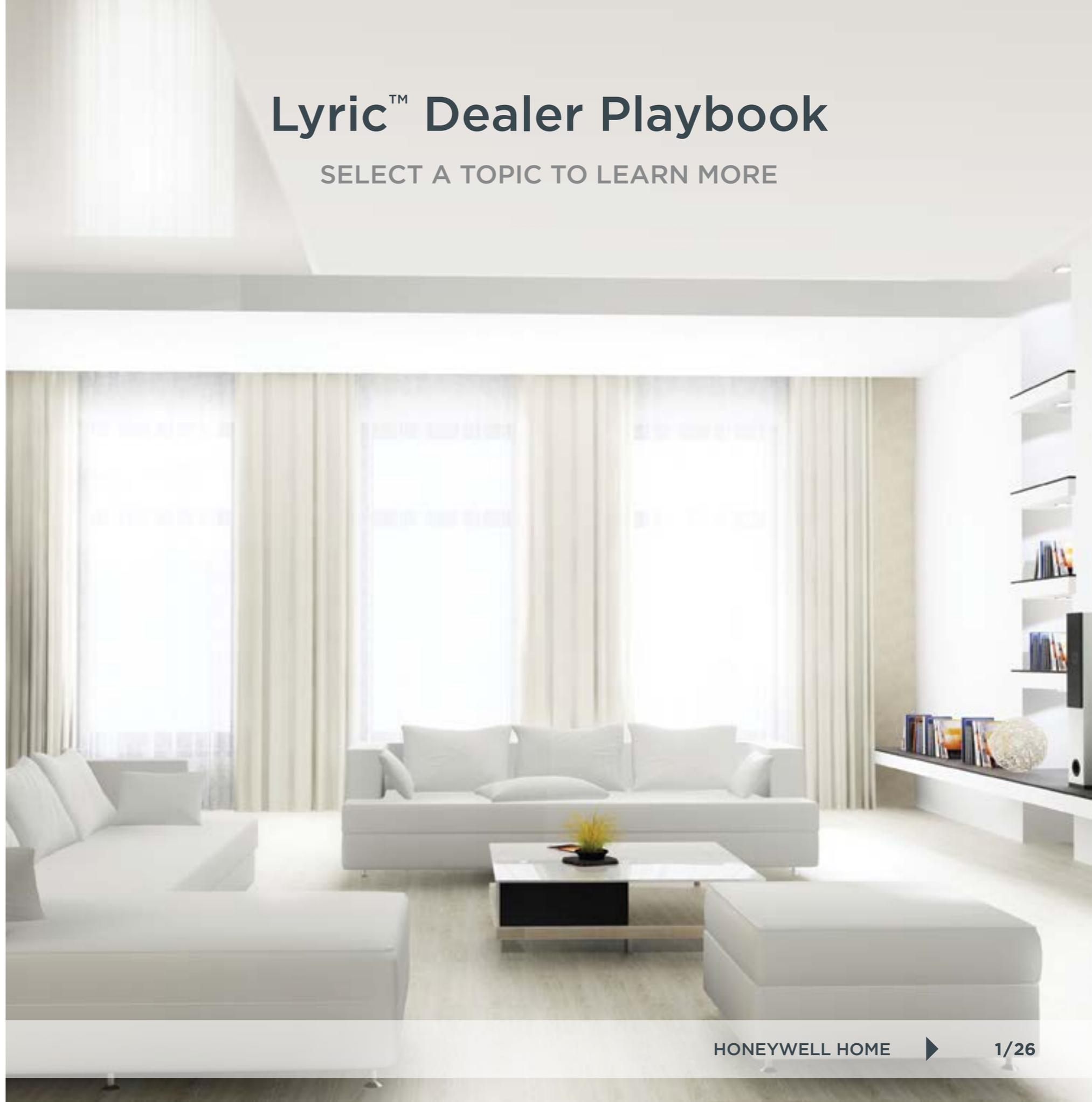


Lyric™ Dealer Playbook

SELECT A TOPIC TO LEARN MORE

Security.
Connectivity.
Opportunity.

Perfectly in tune.





» **Honeywell Home**

» **Lyric Controller
and Gateway
Platforms**

» **Market
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» **Sell Lyric**

» **Business Growth**



Honeywell Home

The latest innovation from the industry leader

One of the most exciting developments the industry has ever seen, Lyric™ will revolutionize your connected home offering. It's the easiest way to add more revenue to your bottom line and tie all of the technology in your customers' homes together — including security, cameras, lights, locks, thermostats, remote services and more.

› [WHY CHOOSE HONEYWELL HOME?](#)

› [THE CONNECTED LIFESTYLE](#)

› [THE CONNECTED ECOSYSTEM](#)



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Honeywell Home



Why Choose Honeywell Home?

Honeywell Home is the industry leader in comfort and security, with more than 150 million systems installed globally. It's a brand trusted by homeowners the world over for generations.

When you choose Honeywell Home, you're choosing:

- **A dynamic, growing ecosystem** that leverages engagements with all of the leading smart home industry players and emerging standards
- **A complete, end-to-end solution** that delivers comfort, safety and peace of mind for today's homeowner, all controlled through a single app
- **Amazing potential for business growth and RMR**, with interactive security, home control and Resideo Total Connect Remote Services
- **World-class design and R&D** that's leveraged to build products that drive demand and sales in an ever-evolving market



» Honeywell Home

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Honeywell Home



The Connected Lifestyle

By connecting all of the key devices in consumers' homes, you can help make their homes more enjoyable—and their lives easier—than ever before. With the Lyric™ platform, any home can be a connected home.

Your customers can start small or dream big. Maybe they'll start out with simple security and garage door control. Perhaps add cameras to keep an eye on things and get alerts when people come and go. Or, enjoy complete, whole-house automation with all the bells and whistles. There's a solution for every lifestyle, budget and need.

Set the Scene

Lyric makes it easy to automate scenes for energy savings, comfort and security. If your customers are leaving for the day, their lights can go off, the garage door can close and the thermostat can adjust itself to a more economical setting. They can also lock the front door for the dog walker at the same time every week, have the lights turn up as the sun goes down and always enter a comfortable, well-lit home. The possibilities are endless.



Thermostats



Lights



Locks



Garage Doors



Video



Water Valves



Shades



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Honeywell Home

The Connected Ecosystem

Since today's consumers want comfort, convenience and awareness 24/7, a security and home control platform that works with the latest connected home devices is a must. It lets you offer more choices, appeal to a wider range of consumers, and offer solutions that grow with your customers' lifestyles while growing your bottom line.

Lyric™ Security and Home Control Systems are part of a rapidly growing ecosystem. That means that not only do they play nice with other Honeywell Home products—they're compatible with some of the hottest devices on the market, including the popular SkyBell® Video Doorbell, August Smart Lock® and more.*



With the SkyBell Video Doorbell, users can see, hear and speak to visitors at the front door, disarm their security systems and unlock doors to let them in—all from the same screen.



With August Smart Lock, homeowners lock and unlock their doors, create virtual keys for guests and track who comes and goes on their iOS smart devices.

*Resideo Total Connect Remote services required.



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Lyric™ Controller and Gateway Platforms

Security, connectivity and so much more

Lyric is a wireless connected platform designed to simplify home comfort, security and awareness by controlling connected home products with a single app. Individually, each product performs brilliantly. Together, they're a way to orchestrate life.

› [LYRIC SYSTEM](#)

› [LYRIC CONTROLLER](#)

› [LYRIC GATEWAY](#)

› [LYRIC KEYPAD](#)

› [HONEYWELL HOME SIX™ TWO-WAY WIRELESS TECHNOLOGY](#)

› [RESIDEO TOTAL CONNECT REMOTE SERVICES](#)

› [ALARMNET 360™](#)

› [LYRIC THERMOSTAT](#)



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Lyric™ Controller and Gateway Platforms



Lyric: simply the best way to grow your business

This next-generation security and connected home solution is easier to sell, easier to install and easier to maintain. Powerful features like two-way sensors, over-the-air updates and remote diagnostics help you serve more customers more efficiently — letting you add more revenue to your bottom line. It's simply amazing.

- Supports select third-party devices, giving customers more ways to make their homes safer, smarter and more enjoyable
- Programming and remote management via AlarmNet 360™ for faster, more efficient installs
- Over-the-air updates can be scheduled and batched for time savings and improved customer management
- User-replaceable radios reduce the need for truck rolls
- USB port for local programming and system recovery
- Lyric Lock protects the accounts and hardware you've enrolled
- Compatible with sensors and devices that feature Honeywell Home SiX Two-Way Wireless Technology

[SEE LYRIC SYSTEM FAQs »](#)



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Lyric™ Controller and Gateway Platforms



Lyric Controller: Keep it Simple

Powerful and efficient, the Lyric Controller delivers a great connected home experience right out of the box. It puts consumers' homes at their fingertips — all from one vibrant, 7-inch display.

- Responds to speech commands, literally giving your customers' homes a voice and enabling convenient, hands-free control
- Supports select third-party devices, giving customers more ways to make their homes safer, smarter and more enjoyable
- GSM or CDMA* cellular options
- On-board Wi-Fi® and Z-Wave® for maximum flexibility
- Built-in front-mounted camera can snap a picture when the system is disarmed and notify your customers
- Users can control security, thermostats, lights, locks and video with one touch — at the display or via their smart devices
- Quick Sync feature enables fast connection to Wi-Fi with WPS enrollment — no passwords or network information required
- 100+ customizable smart scenes 
- Supports a total of six Honeywell Home Z-Wave thermostats or four Lyric Wi-Fi thermostats
- Eight compatible IP cameras
- 128 wireless zones plus two hardwired zones
- 48 simultaneous users
- 2,000 event logs
- Contemporary design blends with any décor
- Wall or desk mount

[SEE LYRIC CONTROLLER FAQs »](#)

*CDMA available in USA only



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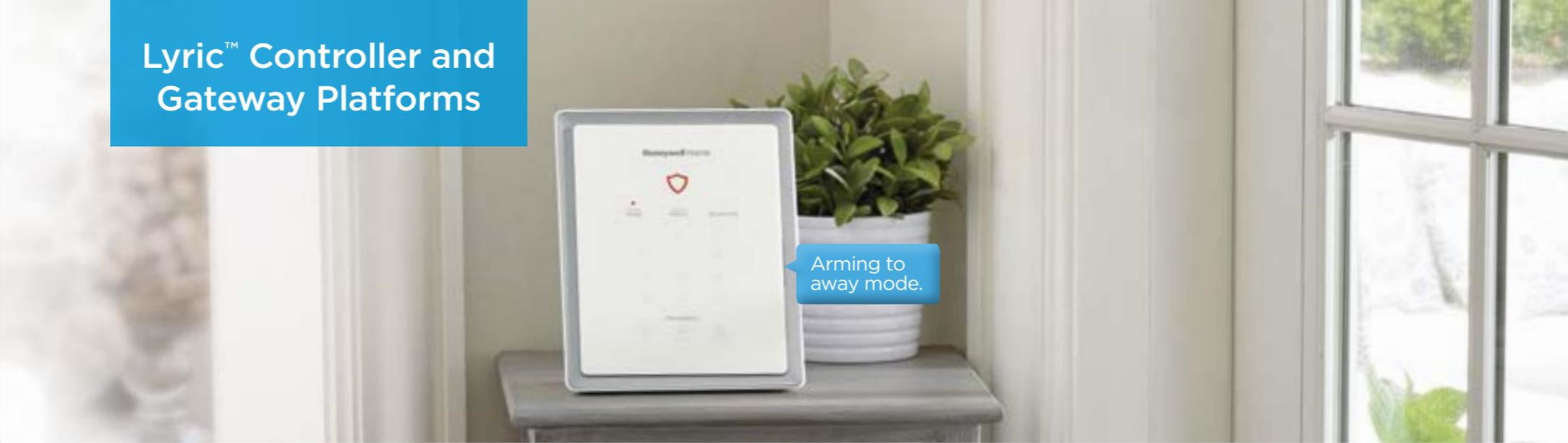
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Lyric™ Controller and Gateway Platforms



Lyric Gateway provides friendly, informative voice guidance—making operation simple by walking users through each and every step.

Generation Next Lyric Gateway: Simply, the Fastest Install

First, Honeywell Home introduced the hybrid panel. Then the self-contained. **Now there's Lyric Gateway**—the next-generation security and home control solution for a new generation of customers. Designed for the way today's connected consumers really live, it serves as the central hub for security, lifestyle management, lights, locks, thermostats, cameras and more—all controlled via integrated touchpads and wirelessly on smart devices. It's the gateway to growing your business.

GATEWAY TO MORE GROWTH

- Beautiful design and app-driven interface ideal for today's market
- Reach new customers including the mobile/millennial segment, renters, new home buyers and more
- Open ecosystem integrates with the latest third-party connected home devices—a great way to earn more RMR

GATEWAY TO MORE INSTALLATIONS

- Plug and play setup with included desktop stand eliminates wall mounting
- Auto-enrollment of encrypted SiX sensors saves time and reduces errors
- Simple, fast programming with AlarmNet 360™

*Wi-Fi® and cellular connectivity also supported

GATEWAY TO MORE PROFITS

- Ethernet connection simplifies installations and eliminates sunset issues*
- Remote diagnostics and account management saves time and truck rolls
- Prevent account takeovers and reduce attrition with Lyric™ Lock
- User-replaceable batteries and radios reduce truck rolls

GATEWAY TO MORE SATISFIED CUSTOMERS

- App provides anytime, anywhere security and control—perfect for mobile lifestyles
- Bank-level encryption (AES 128) for app and wireless sensors
- Clean, simple installations and beautifully designed—no wires and nothing to hang on a wall
- Portable, flexible design—users can take it with them if they move



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Lyric™ Controller and Gateway Platforms



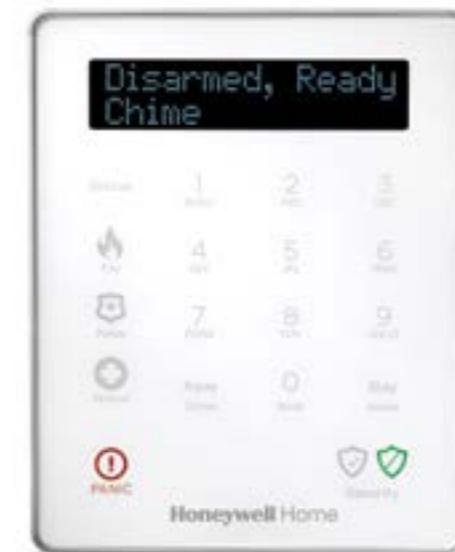
Lyric Keypad

A great addition to both the Lyric Controller and the Lyric Gateway, the Lyric Keypad enables easy, on-premises security system control virtually anywhere in the home. The compact, versatile device is ideal for small, hard-to-fit spaces and can be mounted on walls or placed on tabletops with the optional desk kit.* Sleek and stylish, it blends with any décor.

The keypad allows homeowners to:

- Easily see system status
- Arm or disarm
- Know security state and power condition
- Summon emergency response
- Receive system status updates with sounds and voice

*Stand available for purchase



[SEE LYRIC KEYPAD FAQs »](#)



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Lyric™ Controller and Gateway Platforms



Honeywell Home SiX Two-Way Wireless Technology

The next generation is here. Featuring two-way wireless communication and extended range, these devices improve operational efficiency at the time of installation, and during service and maintenance.

EASIER TO INSTALL

- SiX sensors feature battery pull-tab enrollment and no-touch adjust to speed installation and eliminate errors
- Devices can be adjusted and reconfigured remotely as needed, reducing the need to schedule on-site visits

EASIER TO MAINTAIN

The System Health Check feature lets you monitor device signal strength, sensor settings and battery life anytime, anywhere via AlarmNet 360™.

SECURE ENCRYPTION

Employs true, 128-bit encryption for a high level of security.

FEWER TRUCK ROLLS

Reduce truck rolls with user-replaceable batteries and the ability to remotely adjust sensor parameters and download software updates.

LYRIC LOCK

When enabled, SiX devices only communicate with the originally installed Lyric Controller — helping to protect your investment.

[SEE HONEYWELL HOME SIX TECHNOLOGY FAQs »](#)



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Lyric™ Controller and Gateway Platforms



Resideo Total Connect Remote Services

Total Connect features an enhanced interface that keeps your customers delighted and engaged with every use—providing a great connected home experience. They can enjoy easy, app-based control of security, thermostats, lights, locks, cameras, video doorbells, garage doors and a wide range of select third-party products anytime, anywhere, on any smart device.

- Users can receive iOS push notifications and real-time text, email and video alerts when important events occur
- Live, look-in video capability on up to six cameras at a time
- Helps save money and energy with remote control of Wi-Fi® thermostats and Z-Wave® enabled lights, locks, shades and water valves
- Auto-syncing between the controller and app eliminates the need to manually sync when changes are made
- Convenient, in-app guidance and demos
- Compatible with Apple TV® and Apple Watch®—ideal for today's connected consumer





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Lyric™ Controller and Gateway Platforms



AlarmNet 360™

AlarmNet 360 online platform dramatically streamlines and simplifies the way you manage your business — from onboarding to install and customer service to account maintenance. It works on a computer, tablet or smartphone, so your technicians can stay productive wherever they go.

FASTER ONBOARDING AND INSTALL

Remotely program controllers, communicators and sensors, and quickly enter customer account information all in one place.

MORE EFFICIENT TROUBLESHOOTING AND SERVICE

Remotely view system diagnostics to troubleshoot issues more quickly. Plus, see a neighborhood view of homes that require service to more efficiently plan truck rolls.

AUTOMATIC SOFTWARE MANAGEMENT

Cloud-based platform eliminates the need to have a program installed on each computer and ensures your version is always current.





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Lyric™ Controller and Gateway Platforms



Lyric Thermostat

The Lyric thermostat is designed for how your customers really live. No schedules, no programming and no complex menus — simply comfort when they're home and savings when they're away.

GEOFENCING*

Lyric adjusts to life as it happens, using the homeowner's smartphone to make it comfortable when they're home and save energy when they're away.

FINE TUNE

Based on the weather, the Fine Tune feature will slightly increase or decrease the temperature in the home, ensuring 72° really feels like 72°.**

SMART CUES

Lyric sends homeowners information about maintenance needs and alerts in the event of extreme conditions.

*Functional with Lyric app only.

**Temperature available in Fahrenheit and Celsius.



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Market Opportunity

**Consumers want connectivity.
Lyric™ delivers.**

The value of the global home automation market is expected to grow 25% annually to reach \$16.4 billion by 2019.

In one study, security companies were identified as the #1 source a consumer would call to install a home automation system. That means there's a huge opportunity for dealers like you to expand your value proposition and drive revenue with a whole new segment of customers.

*Consumer Perspective on Home Automation, 2012

67%

of home automation
customers prefer
professional installation.*

Security 
is the most important
driver behind the
purchase of a home
automation system.



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Sell the Lyric™ Controller and Gateway Platforms

Getting your customers and prospects excited

The Lyric Security and Home Control Platform is ideal for almost any homeowner, offering valuable peace of mind, convenience and control in a beautifully designed, easy-to-use experience. Learn more about the Lyric customer, and get tips on how to tailor your sales approach.

Select a topic below to learn more.

› [WHO IS THE LYRIC CUSTOMER?](#)

› [HOW TO SELL THE LYRIC CONTROLLER AND GATEWAY PLATFORMS](#)

› [CONVERSATION STARTERS](#)



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Sell the Lyric™ Controller and Gateway Platforms



Who is the Lyric customer?

Through market research, we've compiled profiles of the customer segments most likely to purchase the Lyric Security and Home Control System.

RELY ON CONNECTED TECHNOLOGY

Customers use products like smartphones, tablets and wireless media systems in their everyday lives.

SUBURBAN AND URBAN

May live in single, detached homes in suburban areas or apartments in urban areas.

MAJORITY ARE FAMILIES WITH KIDS

That means busy lives and busy schedules.

THE SEGMENT IS GROWING

Number of households projected to be 9.6 million by 2018.

LYRIC CUSTOMERS VALUE:

- Security and well-being of family and home
- Technology at their fingertips to meet their busy, on-the-go lifestyles
- Connection, experience, sharing and authenticity
- Healthy lifestyle for self and family
- Being "green" and budget-conscious



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Sell the Lyric™ Controller and Gateway Platforms

How to sell the Lyric Controller and Gateway Platforms

Understanding how the Lyric customer makes decisions can help you tailor your sales approach and product offering to their needs and motivators.

BUYER BEHAVIOR	SELLING TIP
<p>They're the "early majority"</p> <p>Lyric customers want the latest technology, but wait for their peers to embrace a product first.</p>	<p>Connect to what they know</p> <p>Explain that the Lyric Security and Home Control Platform offers the protection and peace of mind of a traditional security system, plus integrated control of things like comfort, lights and locks for added convenience.</p>
<p>They seek validation</p> <p>This segment conducts research by asking their peers for proof points and testimonials.</p>	<p>Present testimonials</p> <p>Share stories of other customers who value the ability to stay connected to what's going on in their home anytime, anywhere.</p>
<p>They prefer professional install</p> <p>Lyric customers are more likely to choose pro-install over DIY.</p>	<p>Explain your value proposition</p> <p>Remind customers that hiring a professional with a track record of expertise in the security/custom electronics field will ensure the job is done right the first time.</p>
<p>Company reputation matters</p> <p>Lyric customers care about the longevity and reputation of the company providing the product. They tend to be loyal to a brand once it has earned their trust.</p>	<p>Emphasize the Honeywell Home brand</p> <p>Point out that the Lyric Security and Home Control Platform is backed by the most trusted and respected brand in residential security and home comfort.</p>



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Sell the Lyric™ Controller and Gateway Platforms



Conversation starters

When you're talking with a customer or prospect, a few key questions can provide the perfect lead-in for a conversation about the Lyric Security and Home Control System.

“What does a typical week look like for your family?”

If it's always busy, the Lyric Security and Home Control System allows you to control your security, thermostats, lights, locks, receive important alerts and more — on any phone or tablet, anywhere in the world — so you can stay connected even when you're on the go.

“Do you plan on moving in the next few years?”

Lyric Gateway works via cellular, Wi-Fi® or Ethernet, giving you the freedom to place it virtually anywhere in your home and take it with you when you move. You can even change the batteries yourself.

“Do you ever leave home and forget to turn off the lights or lock the doors?”

Now, you never have to second-guess or worry. You can use the app to easily check the status of things like lights, locks, the garage door and the thermostat, and adjust the settings with a touch of a button.

“Do you want to know what's going on in your home when you're not there?”

Receive alerts and notifications when the perimeter is breached, motion is detected, or the fire alarm is triggered so you can take action right away.



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Conversation starters (continued)

“Do you want to know who disarmed your system and get notified?”

The Lyric Controller comes with a built-in, wide-angle camera that lets you see who disarmed your security system at a glance. You can know when your kids get home from school, or when the housekeeper or babysitter arrives. You can also look into your home to get a quick snapshot of what’s going on.

“Do you rely on your mobile device for daily activities?”

If so, the Lyric platform is an excellent fit because it’s mobile-centric. All of the devices in your home work together intelligently so you can connect to various aspects of your daily life seamlessly on your smartphones, tablets and laptops. Whether you’re at home or away, across the room or across the world, Lyric Security and Control Systems can keep you connected in control.

“Are you concerned about having a product installed on a wall on your home?”

With Lyric Gateway, there’s no drilling, and no obstacles like brick walls, cement floors or cathedral ceilings to overcome—resulting in faster, cleaner installations. The sleek, flexible device blends with any interior, and can be placed on countertops, desks, shelves or tabletops.

“Do you prefer a central location to know what’s happening in and around your home?”

The Lyric Controller is a great choice for you. The brilliant, beautiful display serves as the central hub for interactive security system control, home management, onscreen video viewing, voice control and more—all on a sleek, full-color 7" touchscreen that makes operation easy and intuitive.



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Business Growth

Better efficiency and more RMR

With smart features that offer valuable benefits, the Lyric™ Security and Home Control System is great for customers and great for your business. Contemporary product design and a delightful user experience help create satisfied, long-term customers, and revamped hardware and software tools help drive opportunities for increased RMR.

› OPERATIONAL BENEFITS



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› OPERATIONAL BENEFITS

Business Growth

Operational benefits

REDUCE NEW CUSTOMER ACQUISITION COSTS

- Remote system setup and programming with AlarmNet 360™ for faster install
- Automatic sensor enrollment eliminates manual data entry and ensures accuracy

KEEP MORE RMR

- Opportunity to sell a more complete solution by adding cameras, sensors and Z-Wave®-enabled devices
- Send customers special promotional offers via Resideo Total Connect Remote Services

IMPROVE MAINTENANCE EFFICIENCY AND REDUCE TRUCK ROLLS

- User-replaceable cellular radios and batteries
- Remote diagnostics for faster troubleshooting
- Over-the-air software updates can be managed from your office

INCREASE SUBSCRIBER RETENTION

- In-demand lifestyle features make it easy to upgrade existing customers
- Advanced reports and analytics enable you to proactively recommend additional solutions
- Lyric Lock protects the accounts and hardware you've enrolled

Learn more today!

Visit lyricsecuritytoolkit.com for more information on the Lyric™ Security and Home Control System.



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Frequently asked questions (FAQs)

How do you program the Lyric™ Controller?

The Lyric Controller can be programmed directly from the panel or via your mobile device or PC using AlarmNet 360™ — a tool that dramatically streamlines and simplifies the way you manage your business, from on-boarding to install and customer service to account maintenance.

What communication options are available for the Lyric Controller?

There are multiple ways the Lyric Controller communicates — CDMA, GSM and built-in Wi-Fi®. Both cellular options are available at 3G speeds and may be installed and replaced by the homeowner.

[« RETURN TO LYRIC CONTROLLER](#)

Can the homeowner change the batteries in the Lyric system?

Homeowners can safely replace the backup battery in the Lyric Controller or the batteries found in any sensor with SiX Two-Way Wireless Technology. Since the controller and sensors are fully connected, you'll see the same change in battery level on AlarmNet 360 that homeowners see on their panel because of the two-way technology.

[« RETURN TO LYRIC SYSTEM](#)

What is the Lyric Keypad?

The Lyric Keypad enables easy, on-premises security system control for the ultimate convenience and flexibility. Designed for use within the home, this versatile device can be installed on walls or placed on tabletops or nightstands. The keypad lets homeowners see system status, arm or disarm, summon for emergency help and receive system status and updates with sounds and voice.

[« RETURN TO LYRIC KEYPAD](#)



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Frequently asked questions (FAQs)

What are Smart Scenes?

Smart Scenes let users initiate a series of events with one command instead of several. Scenes can be automated for energy savings, comfort and security — enhancing your customers' lifestyles and helping them make the most of their homes.

For example:

- A “Leaving Home” scene could lock the doors, turn off the lights and have the thermostat adjust to a more economical setting when your customers arm their systems before heading to work
- A “Goodnight” scene could entail having the doors lock and the lights shut off when they arm their systems at night
- A schedule might be created to have the porch and hallway lights turn on and the thermostat adjust to a specific temperature an hour before they leave the office

How are Smart Scenes controlled?

You will need Resideo Total Connect Remote Services to add, edit and delete Smart Scenes.

How many pre-canned Smart Scenes come with the Lyric™ Controller?

Scenes that come within the Lyric Controller:

- Home
- Away
- Bedtime
- Vacation

The only functions that can be performed on the Lyric Controller are showing or running Smart Scenes. An end user cannot add, edit or delete Smart Scenes from the panel. That can only be accomplished through Total Connect Remote Services.

Are more Smart Scenes available?

Yes, you can add up to 20 Smart Scenes via Total Connect Remote Services.

[« RETURN TO LYRIC CONTROLLER](#)



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Frequently asked questions (FAQs)

SiX™ Two-Way Wireless Technology questions

What is Lyric™ Lock?

Once installed, SiX devices are locked into the Lyric Controller and must be un-paired by the installing dealer to be used again — helping prevent account takeovers and conversions from competitors.

What is the range of SiX devices?

Range is typically 300* feet. However, every installation is different and range can be affected by the structure and size of the house or building.

What is the battery life of SiX devices?

Each of the SiX devices has a battery life of approximately five years. The wireless key may have less, since its use can vary greatly.

What type of batteries do SiX devices use?

The wireless key uses a single CR2032, the siren uses four AA Energizer® E2 lithium batteries and the remaining devices use CR123-type batteries.**

*200 feet for SiXMINICT **CR2450 for SiXMINICT

How do I change the batteries in my SiX peripherals?

The SiX peripherals have been designed to allow simple battery replacement. Details on the battery types and replacement can be found at security.honeywellhome.com.

When one smoke detector begins to sound, will the others?

Yes. This feature is known as one-go all-go and is enabled by the Lyric Controller. It insures occupants will hear a life safety alarm throughout the entire premises. It is also driven by safety agencies.

[« RETURN TO SiX TECHNOLOGY](#)



» Honeywell Home

» Lyric Controller
and Gateway
Platforms

» Market
Opportunity

» Sell Lyric

» Business Growth

Frequently asked questions (FAQs)

SiX™ Two-Way Wireless Technology questions (continued)

What do the multicolored lights in the center ring of the SiX siren mean?

- Rapid flashing green signifies that the siren is in enrollment mode
- Solid red for 8-10 seconds indicates that the control panel is in the armed state (after an arm command)
- Solid green for 8-10 seconds signifies that the control panel is in the disarmed state (after a disarm command)
- Flashing white light indicates that a burglary event has occurred
- Flashing red light signifies that a fire or carbon monoxide event has occurred (evacuate the premises and move to fresh air)

How can the homeowner check the status of their system with the wireless key before entering their home?

Homeowners simply have to press one of the four buttons on the wireless key for approximately one-half of a second and observe the lights:

- Solid green indicates that the system is ready to be armed
- Solid red indicates that the system is armed
- Blinking red indicates that an alarm event has occurred. Use caution when entering.
- Blinking green indicates that the system is not ready to arm (i.e. a door is open)

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