

The Total Package for Security Professionals

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

Sell Possibilities

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 and Google Assistant
 - Chamberlain and LiftMaster myQ Smart Garage Door Control
 - IFTTT (If This, Then That)
- 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



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, 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, 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®, 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

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.

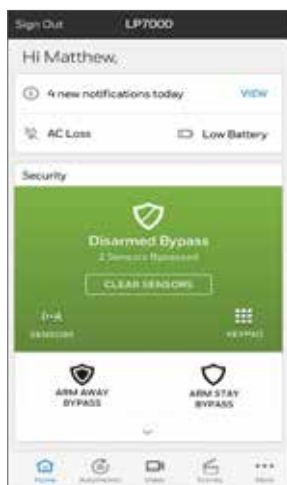
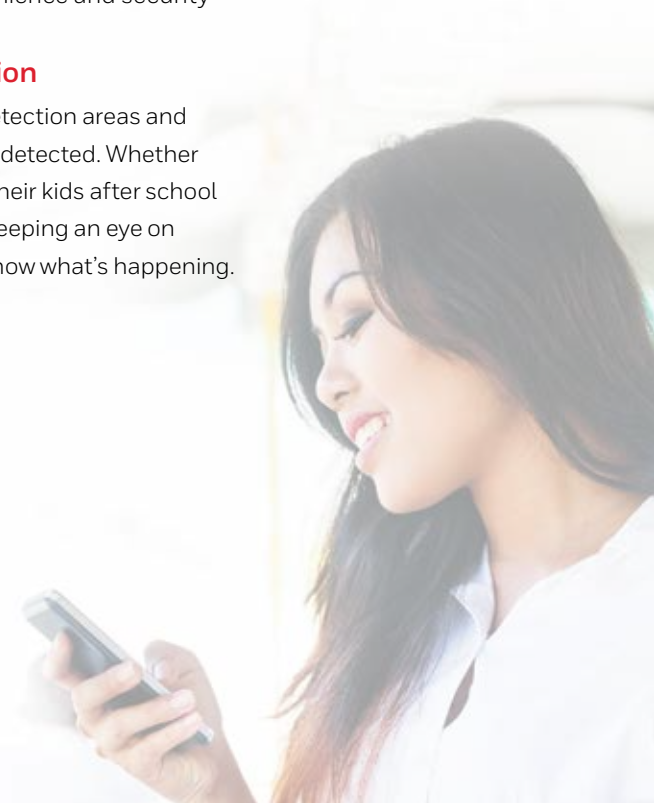
Automation and Energy Management

- 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.

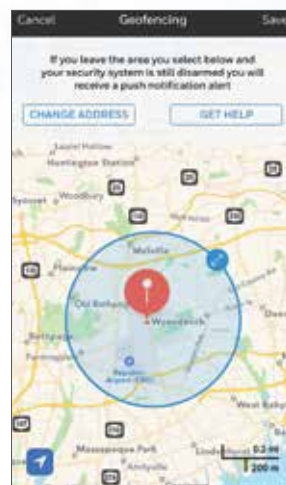
The Total Connect iOS, Android and website have a similar look and feel offering customers a comparable experience across the platform.



SECURITY



AUTOMATION

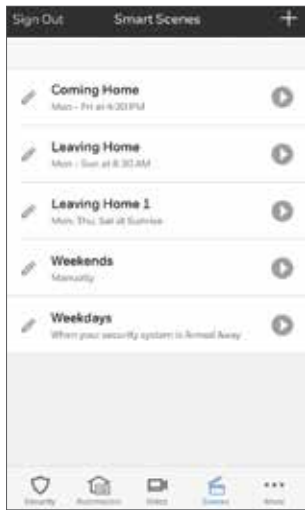


GEOFENCING



VIDEO MOTION DETECTION

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

Select a location to view


This is the list of all your locations. You can drag and reorder them in the order you like. The first location will be your default location.

Position	Name	Address	Modules	Sync Status
1	HOME SEC	82 West Main Street Smithtown, New York	🔒 📹 📺 📶 📱	
2	FRONT ENTRANCE	Corporate Center Dr Melville, New York	📹 📱	
3	WORK	Corporate Center Dr Melville, New York	📹 📱	

Easy Account Setup

Users can set up and manage their accounts, configure system notifications, trigger cameras by zone event, add users, and more.





First Name*
John

Last Name*
Smith

User Type*
Standard User

Username*
JohnSmith2

Prompt for user code*

Time Period*
12 hour

User Status* Enabled

CREATE USER

Notifications

Note: You can enable push notifications under Notification Settings in the mobile app.

Email*
john.smith@honeywell.com

+

Access

- Front Entrance
- Front Entrance2
- WL Hard Wire Tes
- WO Walk Chi
- Homo Sec

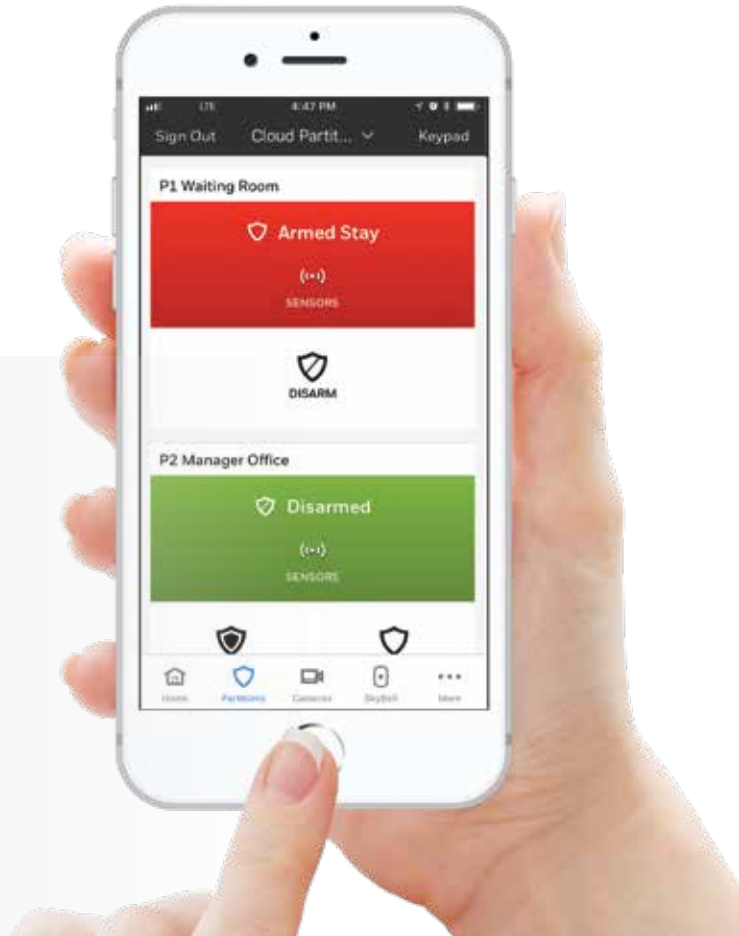
Expand Past the Home

VISTA Partition Support

Increase attach rates and hardware sales, and target commercial customers, small offices, retail shops, and residential multi-dwelling homes with 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



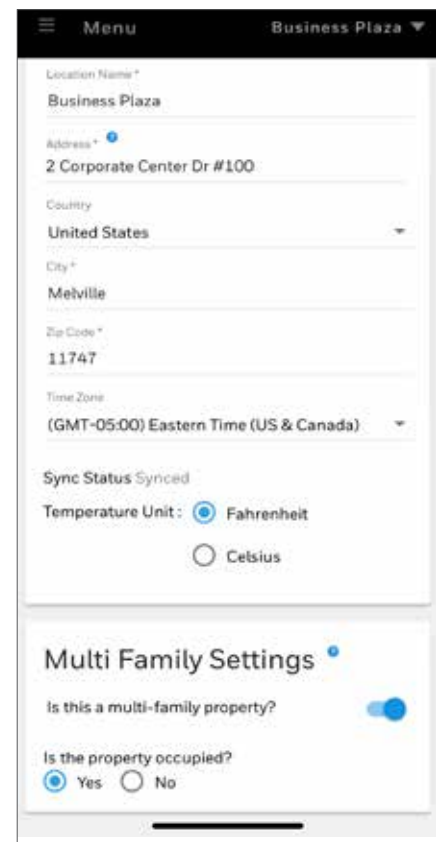
Total Connect partitions are supported through programmable partition VISTA panels that currently integrate with Total Connect 2.0 and an AlarmNet communicator that supports Total Connect 2.0.

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 devices for unoccupied properties (forthcoming)



Focus on RMR

Total Connect HD Video Cameras

Three cameras including 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 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-WIC1 (Indoor)

HD up to 720p at 30 frames per second
H.264 encoding
Up to two detection areas

IPCAM-WIC2 (Indoor)

HD up to 1080p at 30 frames per second
H.264 encoding
Up to four detection zones

IPCAM-WOC1 (Outdoor)

HD up to 1080p at 30 frames per second
H.264 encoding
Wide angle view
Up to four detection zones

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 commercial products and Honeywell Home products and services** 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.



Contact your central station today to make sure you're I-View Now ready.

To learn more, visit www.i-viewnow.com

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

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, 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.



Coming Soon

Google Assistant

Using the Total Connect Action for Google Home, users can arm the system, receive system status and control lights and thermostats with their voice.



Chamberlain and Liftmaster myQ® Smart Garage Door Control

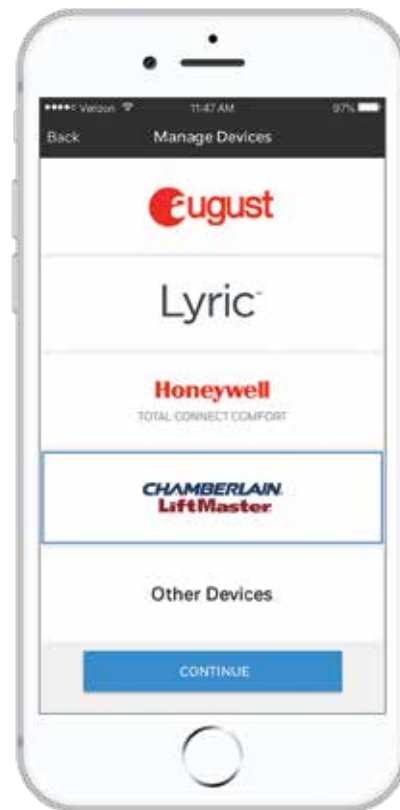
Total Connect has integrated with Chamberlain and LiftMaster myQ Smart Garage Door Control. Expand your connected home offering beyond Z-Wave, helping to provide your customers with a variety of options to meet a wide range of tastes and budgets.

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



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



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.

IFTTT



Integrated Thermostat Support

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

**Automation services must be enabled for Total Connect Remote Services in order to add thermostats.*



Seamless control through the 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 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 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



Round and trim line versions available.



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, 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.

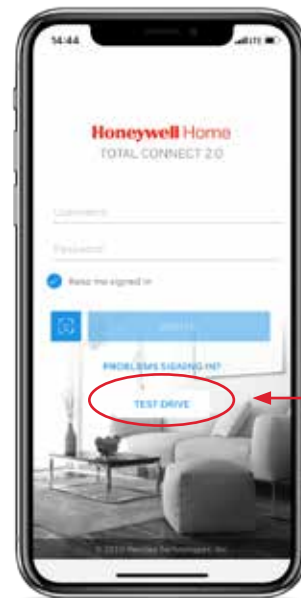
Visit www.totalconnecttoolkit.com



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

TotalConnectToolkit.com



Resideo Technologies, Inc.

2 Corporate Center Drive, Suite 100
P.O. Box 9040
Melville, NY 11747
resideo.com

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