



## **Looking for Opportunity? Now You See it.**

Alarm Communications

I-View Now™ Ready Solutions For Video Alarm Verification

# A New Way to Look at Opportunity

Video Alarm Verification (VAV) is a critical tool for helping central station operators make informed, rapid decisions in the event of an alarm — helping to ensure that emergency response personnel are prepared with the information they need to act quickly. Combine it with Resideo Total Connect to let your customers view video clips or images when motion is detected or on demand — anytime, anywhere, on any smart device.

Plus, you can grow your RMR and make more money on every sale with solutions for virtually any size residential and commercial application.

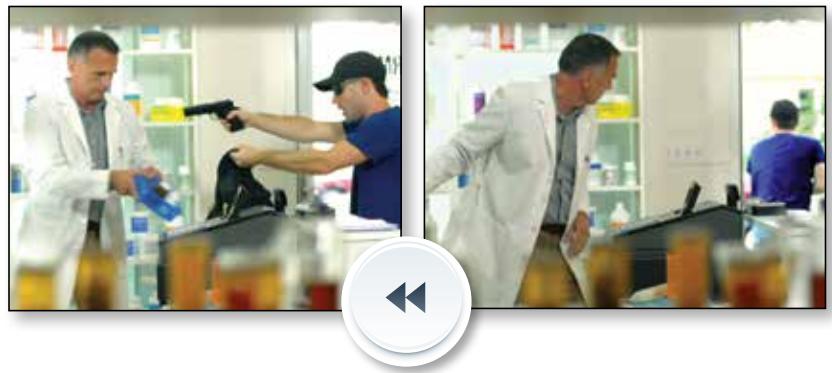


## Get the Complete Picture with I-View Now™

AlarmNet® integrates with I-View Now — a patented, cloud-based central station video interface that lets monitoring personnel look in and see what caused an alarm when seconds count — to support select Honeywell Home products and services. Video Alarm Verification (VAV) helps to provide informative pre-alarm footage — letting the central station operator virtually go back in time and see the action recorded before the event. When you capture the video, there's a higher likelihood of capturing the criminal.

### Great For Your Business

- Boost your RMR and grow your business with solutions that meet every budget, lifestyle and need
- Capture new business in the fast-growing segment of local municipalities that mandate video alarm verification before dispatch
- Provides a great user experience by enhancing security and peace of mind — helping to create satisfied, long-term customers, reduce attrition and drive more opportunities
- Add value to the Total Connect IP Camera portfolio



*Pictured left to right:  
Video with and without pre-alarm footage. The difference is clear.*

### Are You I-View Now Ready?

In order to offer your customers all of the great benefits of VAV and stay competitive in a quickly changing market, your central station must be integrated with I-View Now.

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

To learn more, visit [www.i-viewnow.com](http://www.i-viewnow.com).



# Great VAV solutions for every need.

## Robust Video Verification

Total Connect 2.0 HD and IP Camera Portfolio

- Combine HD and IP cameras and I-View Now for a robust solution that provides event-based video clips for real-time awareness
- Monitoring personnel can access video clips with pre and post-alarm footage\*
- Camera access restricted to authorized personnel during an alarm event and is inaccessible after 20 minutes – helping to ensure a higher level of privacy
- Adding VAV to Total Connect cameras takes a few simple clicks and helps drive more RMR

\*For Total Connect, cameras must be configured to receive clips for the above conditions. Recommendation: Program video notification for an alarm event in the Events and Notifications module. For the IP legacy cameras, configure video pre-capture length for eight seconds and post-capture length for two seconds. The HD Total Connect cameras pre- and post-capture length is fixed and no adjustments are required.

We recommend configuring the cameras to capture a video clip based on the opening of the zone (“Sensor Open”). Due to panel pre-alarm delays, video triggering by an alarm event may not capture the actual event that caused the alarm. Configuring the trigger for “Sensor Open” helps ensure the camera accurately records the event that would result in an alarm condition unless the system is disarmed. Therefore, set one of the “Video Capture” triggers in an “Armed Away” state and one in an “Armed Stay” state.



Please educate your customers about VAV set-up and configuration. It is vital that customers do not alter any video settings.

# Selling Tips to Drive Customer Connections

A Whole New Way to Look at Opportunity.

## Emphasize Security

- Pre-alarm event footage and video clips may help identify perpetrators when burglaries and break-ins occur
- Central station's ability to look in and see what's happening may help increase life safety, prevent loss and apprehend criminals
- Can provide authorities with critical details and alert them to potentially dangerous situations prior to arrival on-site — heightening situational awareness and promoting a higher level of safety for your customers and first responders
- Highest level of data security and privacy protection — ensuring that access to your customers' video clips and cameras are restricted to authorized personnel and are inaccessible after 20 minutes of the alarm event

## Emphasize Connectivity

- These solutions provide your customers with alerts and anytime, anywhere access to video clips and pseudo-live video streams — letting them know what's going on at their homes or businesses 24/7

## Emphasize Economic Value

- Excellent alarm verification solutions for every budget, lifestyle and need
- Adds value to any security system, video surveillance and remote services investment
- May avoid potential fines from false alarm dispatches

## Emphasize Your Value

- Remind customers that hiring a professional with your credentials and expertise ensures that the job is done right the first time

## Emphasize Brand Value

- Point out that our products and Total Connect are backed by the most trusted, respected brand in security and comfort. Plus, Honeywell Home is the only true, end to end hardware and remote services platform provider.

## Share Success Stories

- Let prospective customers know exactly how Total Connect Remote Services are making a difference in the lives of your customers right now. Testimonials are a powerful sales tool.

### For more information

[security.honeywellhome.com/hsc](https://security.honeywellhome.com/hsc)



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L/VAVDB/D | 04/19  
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**Honeywell Home**