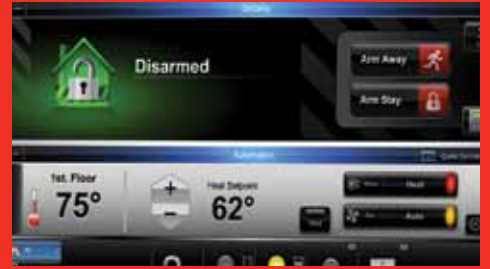# Honeywell

Honeywell Total Connect™ Remote Services

Quick Reference Guide

With Honeywell Total Connect Remote Services, you can stay connected and in control of your home or business whenever you want, wherever you are. Control your security system, receive important alerts and true system status in real-time. To access your account go to https://totalconnect2.com and enter the temporary user information provided by your dealer.

1 **System Dashboard**

Remotely arm, disarm or check the status of your security system.

» Intuitive prompts and graphic icons

» Arm or disarm by a simple click

» Access up to 100 locations

» Control lighting and temperature

» Customize event notifications

» View live video

With Total Connect you are connected in REAL TIME!

2 **Customizing Your Layout**

You can customize the look of Total Connect by rearranging the modules. Simply drag the module's title bar to the desired position. This can be done with the module either expanded or collapsed.

3 **Information Area**

» This area provides weather and messages. This information is based on the security system's location

» Click on the weather to pull up a five-day forecast, or click on the message envelope to read important messages

» These messages are from your security system provider and relate to service calls, new products, upgrades and special offers

④ Security

Arming and disarming can be done through the "Quick Arm" feature or through the virtual keypad interface.

The virtual keypad provides detailed zone information. You can select from filters on the left such as alarms, troubles, etc., to view specific zone conditions.

» Zones can be bypassed and troubles cleared

» Zones can have multiple faults

» Works like your security system's keypad

Used to clear troubles.

Security system "Status" view.

Click to toggle between "Status" or "Keypad" view.

Click to toggle back to "Status" view.

⑤ Users/Adding and Editing

From the main users dashboard, you customize each user through a simple edit, add or delete feature. You can manage security system user codes and access to locations.

Shows users associated with this Total Connect account.

Create an event notification group and add members.

Add a new user.

Click to synchronize user data between the panel and Total Connect.

To edit a user, hover over the user and click Edit.

Indicates privilege level.

Green = User is enabled.
Red = User is disabled.

= Master User (Admin rights)
= Can create new users (Admin rights)
= Can create and edit notifications (Admin rights)
= Validate your email address.

Note: The LYNX Plus L3000 and the LYNX Touch L5000 do not support synchronizing users.

Adding or Editing Users

1. **Edit user information.**
2. **Check to give user** rights. Refer to definitions on the next page.
3. **Add email and SMS notification** information. Refer to definitions on the next page.
4. **Enter the control panel user number assigned for** the user. This is for email and event logs when the system is armed/disarmed and will display the user's first and last name. If the "Enable User Code Sync" is checked, the "Panel User" field will be grayed out and the "Panel User" number can not be changed.
5. **Enter the four-digit user code, so this user will not be** prompted for it when arming/disarming the security system. Check the desired boxes to grant access to devices.
6. **Click Save.** Add a new user. Click to synchronize user data between the panel and Honeywell Total Connect™ Remote Services.

Note: The LYNX Plus (L3000) and the LYNX Touch (L5000) do not support synchronizing users.

4. Enter the control Panel User

5. Enter the 4-digit User Code

1. Edit user information.

2. Check to give user rights.

3. Add email and SMS notification information.

6. Click Save.

6 Creating an Event Notification Group and Adding Members

» Each member must be assigned to a group (a group can contain one or more members). Also, the master user is a predefined group (default group)

» Within a particular group you can choose ALL members, NO members, or only certain members

» The notification list can be enabled or disabled as needed

1. Select from an existing group or click "Add Group".
2. Enter a name for the group, then check "Enable This List".
3. If desired, select only certain members within the group.
4. Click Save.

You can select only certain members in a group.

7 Events, Rules and Notifications

This enables you to view events that result from your security system, rules and notifications, IP video cameras and automation devices (Z-Wave® devices).

Security events are stored for 90 days, and video events are stored for 90 days or a maximum of approximately 100 MB. In either case, older events are deleted to make room for new events.


Setting Up Event Notifications

You choose which events will be reported to a particular user or group of users.

Before setting up event notifications for "Sensor Open" or "Sensor Close" conditions, ensure a session with the security system's control panel is not active. The best way to ensure this is to log-off of Honeywell Total Connect™ Remote Services, then log in again to setup the event notifications.

Take the time to explore each notification category and become familiar with the event types that can trigger notifications. Event categories may have expandable sub-categories. Categories that are not supported by your security system will not appear. Further, the admin category will not appear if the user does not have admin rights.
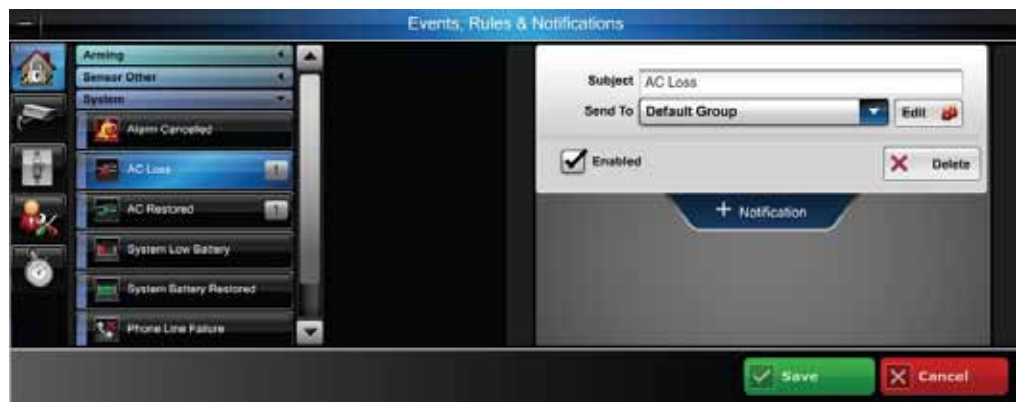
In the example below, a security system event (AC loss) was chosen to notify the "default group" of users. When an AC loss occurs, each member of the "default group" will be notified.

1. On the Events, Rules & Notifications bar, click the Setup icon.
2. Pick the event category: Security, Video, Automation, Admin or Timed.
3. From the Security > System event category, choose the event (AC loss) to be notified of.
4. At the right, click "Notification". The notification info window appears.
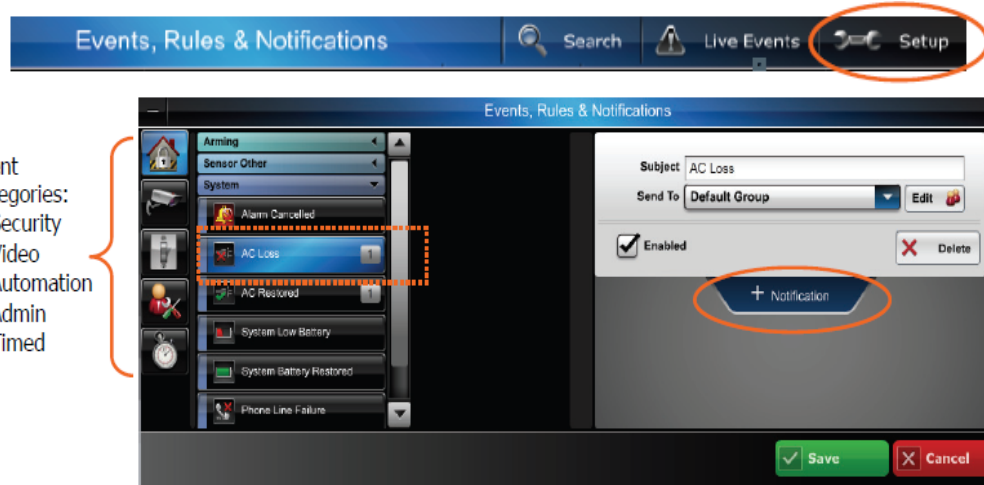
5. Enter a subject name for the notification. Then from the "Send To" drop-down menu, select the user group to notify (ensure the "Enabled" box is checked). To add another user group to be notified, click "Notification" again and repeat.

6. Repeat for all events that require notifications.

7. Click Save. The "default group" will be notified whenever an AC loss condition occurs.

Sensor Open Event Notification

"Sensor Open" condition (flood) was chosen to notify the "default group" of users. This type of notification might be used when you want to be notified when a security cabinet, special room, flood or other sensed condition within the premises occurs. When the "Sensor Open" condition occurs, each member of the "default group" will be notified.

1. On the Events, Rules & Notifications bar, click the Setup icon.

2. Pick the event category: Security, Video, Automation, Admin or Timed.

3. From the Security > Sensor Open/Close event category, choose the event (flood) to be notified of.

4. At the right, click "Notification". The notification info window appears.

5. Enter a subject name for the notification. Then from the "Send To" drop-down menu, select the user group to notify (ensure the "Enabled" box is checked). Since this is a flood condition, you would always want to be notified. Therefore, at the "Sched/State" drop-down field select "Always". To add another user group to be notified, click "Notification" again and repeat.

6. Repeat for all events that require notifications.

7. Click Save. The "default group" will be notified whenever a flood condition occurs.

No Disarm Event Notification

In the example below, a "No Disarm" event was chosen to notify the "default group" of users. This type of notification might be used when you want to be notified when a child is due home from school by a certain time and did not arrive at the home. When the "No Disarm" condition occurs (by the specified time), each member of the "default group" will be notified.

1. On the Events, Rules & Notifications bar, click the Setup icon.
2. Pick the event category: Security, Video, Automation, Admin or Timed.
3. From the Security > Arming event category, choose the event (disarmed) to be notified of.
4. At the right, click "Notification". The notification info window appears.
5. Enter a subject name for the notification. Then from the "Send To" drop-down menu, select the user group to notify (ensure the "Enabled" box is checked). Since you want to be notified if this event DOES NOT occur, ensure the "Notify me when this event does not occur" is selected.
6. Since this is a time-dependent event, click the "Sched/State Edit" button to setup the schedule.
7. Set the schedule parameters, then click Save.
8. The "default group" will be notified whenever a disarmed condition DOES NOT occur by 4:30 p.m.
   on any weekday.

Video Triggered Event Notification

In the example below, a video camera will detect motion when the security system is armed away. Any detected motion will be used to trigger a notification to the "default group" of users. This type of notification might be used when you want to be notified if there is motion in a store after hours. When video motion occurs, each member of the "default group" will be notified.

1. On the Events, Rules & Notifications bar, click the Setup icon.
2. Pick the event category: Security, Video, Automation, Admin or Timed.
3. From the Security > Arming event category, choose the event (Armed Away) to be notified of.
4. At the right, click "Video Capture". From the "Sched/State" drop-down field, choose "Always".

5. From the camera drop-down field, choose either a particular camera, or "All Cameras". Ensure the Enabled box is checked.

6. Click Save. The "default group" will be notified whenever camera three detects motion when the security system is "Armed Away".

Scheduled Event Notification

In this example; when the "High Value Tool Room" is opened during the night shift, a notification will be sent to the "default group" of users. This type of notification might be used when you want to be notified of an event that might occur during a certain time schedule when the security system is disarmed. When this event occurs (during the scheduled time), each member of the "default group" will be notified.

1. On the Events, Rules & Notifications bar, click the Setup icon.

2. Pick the event category: Security, Video, Automation, Admin or Timed.

3. From the Security > Sensor Open/Close event category, choose the event "Sensor Open", then "HV Tool Room".

4. At the right, click "Notification". The notification info window appears.

5. Enter a subject name for the notification. Then from the "Send To" drop-down menu, select the user group to notify (ensure the "Enabled" box is checked). From the "Sched/State" drop-down field, choose "Always" to cover every day.

6. Since this is a time dependent event, click the "Sched/State Edit" button to set up the schedule.

7. The schedule window appears.

⑧ Locations

This is where you can edit information on a particular location.

Shows the systems associated with the account.

Click to synchronize location data between the panel and Total Connect.

To edit a location, hover over the name and click Edit.

Editing the Location

2. Enter a location name.   3. Choose the location's time zone.

1. Click here to choose a picture.

4. Click Save.

⑨ Edit Slide Show

This tool supports the LYNX Touch 5100 control slide show feature. It allows you to add, crop and delete photos. Pictures are cropped to 480 x 272 pixels.

» The files must be either .JPG or .PNG and under 2 MB

» Up to 13 MB of space is available

» The LYNX Touch 5100 must be communicating using Wi-Fi®

1. Click to add a picture from your PC.

2. Click "Choose Photo" and navigate to the file on your PC.
3. Position and resize the crop box.

. 4. Click Save.

🔟 Automation

This module is for those security systems that support Z-Wave® automation devices. Security systems such as the LYNX Touch 5100 support Z-Wave automation devices. Automation allows control of door locks, lights, outlets, shades and thermostats. In addition to manual control of these Z-Wave devices through Honeywell Total Connect™ Remote Services you can create a "Scene" that would control a group of Z-Wave automation devices when a specific condition occurs. Control of automation devices is restricted to users that are granted permission. See the topic "Users" for more information. Conditions such as arming and disarming a security system can trigger a "Scene" to be run.

In the next topics we will explore thermostat scheduling and creating an automation scene. Please note that whenever you save a created or edited scene, you will receive a temporary pop-up reminder to synchronize your panel. This will send the new scene information to the control panel.

Thermostat Scheduling

1. Click the clock icon to open the thermostat scheduling.
2. The scheduling window appears.
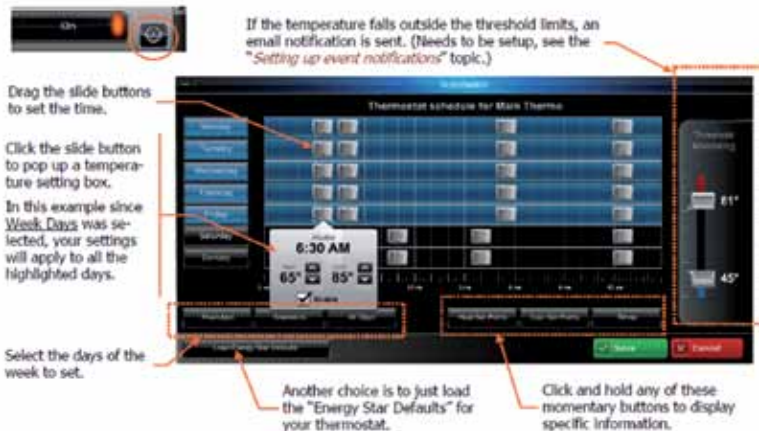
⑪ Creating an Automation Scene

Here we will use the automation module to create simple scenes to control your automation devices during a vacation. In this scene you want the following scenario to take place when you leave the premises for a vacation:

» When you leave, the automatic front and rear door locks will lock

» The living room light will be dimmed to 80%

» The kitchen light will be dimmed to 80%

» The porch light will be dimmed to about 25%

» The electric porch heater will be set to off

» The main thermostat will be set back to 62° to save energy

To create the vacation scene:

1. Click "Create New". Then in the "Scene Name" field, enter the name "Vacation", then choose an icon.

2. In the device area, ensure the ALL filter is activated so you can see every device. Use the scroll left and right arrows if necessary to find the automation device.

3. Since we want the front and rear door locks in the locked mode, check the box by each lock to include it in this scene. Click the front and rear door lock icons to attain the LOCKED state.

4. Find the living room light device and check the box to include it in the scene. Set the dimmer slide to about 80%. Repeat this for the kitchen light and the porch light, using the dimmer slide to the desired illumination level.

5. Find the porch heater and check the box to include it in the scene. Click the icon to attain the OFF state.

6. Look at each device and ensure only those devices to be included in this scene have their box checked.

7. Set the thermostat to 62° and click the hold button.

8. Save the scene.

9. Click the green "Run" button to verify the automation devices action. Make any changes as necessary.

Note when using the scene:

When you leave for vacation you would arm the security system in the normal manner. Then, after leaving the premises, use your smartphone or other device to log into Honeywell Total Connect™ Remote Services. At the automation module, select the "Vacation" scene and click run.

⑫ Automation Helpful Hints

There are many configuration options in the automation module. Some can be configured at the LYNX Touch control, but it is much easier to perform all these tasks from Honeywell Total Connect™ Remote Services. Manual control of your automation devices is easily done from the automation module. The same is true for creating and editing simple scenes.

However, there are times when a more detailed scene is desired. As you get familiar with creating and running simple scenes, you will be ready to create more detailed scenes. Below are a collection of functions that more advanced users should be aware of.

General:

» Only those features offered by the Z-Wave® device will appear

» When necessary, left and right scroll arrow buttons will appear to view more devices

Thermostat:

» Thermostat name is limited to 13 characters

» Thermostat and fan mode buttons will toggle through their different modes. If the mode button is held, a pop-up list of possible modes will appear

» When auto mode is selected, dual set points will appear

» When a thermostat set point is changed, the thermostat will stay at that temperature until the next set point time

» If the hold button is selected, the thermostat will stay at that temperature until either the hold button is pressed again, or any other thermostat property is changed. In that case, the hold button will deselect

Locks, switches, dimmers and outlets:

» These devices can be dragged to the desired order

» An "X" will appear for any device that is not connected

Scenes:

» You can create up to 20 scenes with a total limit of 47 devices. Each scene is limited to four locks, three thermostats and 40 lights/switches (actual limits are determined by the LYNX Touch control)

» After creating a new scene, use the green run button to test the scene

» When in the "Quick Control" mode (button on the automation module), you will see a series of scenes. Just click on the scene to run it

⑬ Additional Information

See the help tab in the upper right hand corner where you can take an interactive tour of your new remote system, and see how-to videos on notification setup, user management and lifestyle setup.

For more information:

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