



Honeywell Total Connect™ 2.0 with Enhancements

FAQs



Automation

Basic (Control)

- Up to three thermostats
- Up to 40 lights/switches
- Up to four locks

Enhanced (Control & Status)

- Notifications included



Security

Enhanced Security

- Two-way user management with two-way sync
- Graphical bypass function
- New notification options – door left open for xx time – not open
- Security/video interaction (video capture based upon security event)



Advertising

“Push” Messages

- Up to 30 messages/month
- Used for messaging from dealer or central station to the customer



Information

Five-day Weather

- Easily recognized graphics

Five-day Weather, Traffic and News

- Includes traffic and news



APL

Advanced Protection Logic

- Addresses "smash and grab"
- Provides best-in-class protection
- Customized per installation for entry times



GPS Tracking

Basic

- “Geofencing” and basic notifications

Enhanced

- Basic, speed alerts and tracking



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<p>When will the new Total Connect features be available?</p>	<p>April 2, 2012</p>
<p>What products will the new Total Connect features work with?</p>	<ul style="list-style-type: none"> • All AlarmNet® communicators that have the Total Connect with Enhancements “Ready” label on the carton. • L5100 • VISTA panels that support Total Connect with Enhancements (excluding energy management).
<p>What is free Total Connect service?</p>	<p>Free refers to “Total Connect Basic” service – (Full security remote control and system notifications) when subscribing to an appropriate alarm transport plan (fees apply based on supervision level).</p>
<p>Is there a limit to the number of notifications?</p>	<p>No limit to system notifications (arms/disarms, alarms, A/C loss). There are limits imposed on zone monitoring notifications, which are not included in the free basic service.</p>
<p>What mobile platforms will support the new Total Connect 2.0 features?</p>	<ul style="list-style-type: none"> • iOS/Apple • Android™ • BlackBerry®
<p>Is video storage going to be increased?</p>	<p>Yes, we will increase video storage from 100MB to 1 GB by end of 2012.</p>
<p>Is video capture length going to be extended beyond 10 seconds?</p>	<p>10 second clip is a camera memory limitation. We are investigating options.</p>
<p>When will Total Connect 2.0 work with Tuxedo Touch™?</p>	<p>Q4 2012</p>
<p>Will existing Tuxedo Touch products be field upgradable?</p>	<p>Yes, via an SD card.</p>



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GSM

What is the future of GSM?

- Although there is no formal 2G cutoff date from AT&T, we anticipate that it will be at the end of 2016
- We can expect slow degradation over the next few years
- Our 4G HSPA+ implementation, we believe, will give the best chance for longevity moving forward from traditional 3G-only implementations

Will 3G/4G on VISTA have a new SKU?

All 4G radios will contain a 4G suffix (ex. GSMV4G).

Will the box be labeled?

Yes, a common label will be applied to all 4G radios.

Radio	Estimated Release Date
GSMVLP5-4G for L5100	April 2012
GSMV-4G/iGSMV-4G/VISTA-GSM	May 2012
GSMX4G	July 2012
GSMVLP4G for L3000	August 2012
Commercial Radios (iGSMHS4G/iGSMCFP4G/iPGSM-DP4G)	August/September 2012



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Security	
Can I bypass any zones remotely?	Yes, through graphical bypassing.
Can I get notified of a door open for a period of time?	Yes.
Can I get notified of zone inactivity?	Yes.
Can I trigger video from security?	Yes. A zone or system event (arming) can trigger a camera recording.
What enhancements were made to user code management?	Full synchronization between Total Connect 2.0 and the security panel.
Is enhanced security going to have partition control?	Partition control is the same as Total Connect 2.0 has today. Partition control is done via the virtual keypad. We are planning on graphical partition control due end of 2012.
Automation (L5100 Only)	
How many thermostats per system?	Up to three thermostats.
How many locks per system?	Up to four locks.
How many light switches per system?	Up to 40 switches.
What is a scene?	A programmable series of pre-defined events.
How many scenes can you have?	Up to 20 scenes.
Can I get automation notifications to my mobile device?	Yes. You can receive temperature alerts.
Can you get a notification if a light or lock changes state?	Yes.
If a thermostat is adjusted on site, can it send notifications to an end-user notifying them someone has tampered with the thermostat?	As part of enhanced energy services, notification may be setup to alert setting changes regardless of where the action is performed.



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Information Services	
<p>What are information services?</p>	<p>Weather, traffic and news:</p> <ul style="list-style-type: none"> • Five-day weather forecast – updated twice per day • Traffic – updated once per day • News – updated twice per day <p>Configurable via Total Connect with enhancements.</p>
<p>Where is the weather info coming from?</p>	<p>Accu Weather</p>
<p>Is traffic based on zip code, city, county, major highways or side streets?</p>	<p>Traffic is updated based on users zip code info, located in the “Locations” module.</p>
Advertising Services	
<p>What are advertising services?</p>	<p>The ability to send a text message to the L5100 (message center), Total Connect web (L5100 or VISTA) and mobile (L5100 or VISTA) via AlarmNet® Direct.</p>
<p>Does the advertising push to both Total Connect and L5100?</p>	<p>Yes, as well as via mobile app.</p>
<p>Is there a file size limit?</p>	<p>Yes. 255 characters.</p>
<p>Will I have the ability to show custom images on my L5100?</p>	<p>You can push up to 50 JPEG images from Total Connect to an L5100 with an Internet connection.</p>



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Location Services	
What are location services?	GPS Vehicle and Asset Tracking.
When will location services be available?	Controlled release in May with general release to follow.
What hardware is needed?	TCVT vehicle tracker (available May 2012) or TCAT asset tracker (available August 2012).
How does a TCVT get installed?	Plug directly into the vehicle's OBD port.
What is OBD?	On Board Diagnostics port (standard in most vehicles built since 1996).
Can I receive notifications from the service?	Yes. Notifications based upon movement, in and out of a geofence or speed alert.
How many GPS units per account?	No limit to the number of GPS units per account, however, billing is incremental for each additional unit.
GPS – What is the difference between Basic and Enhanced Location services?	<ul style="list-style-type: none"> • Basic service provides tracking and geofence notifications • Enhanced offers Basic service plus speed alerts and location history