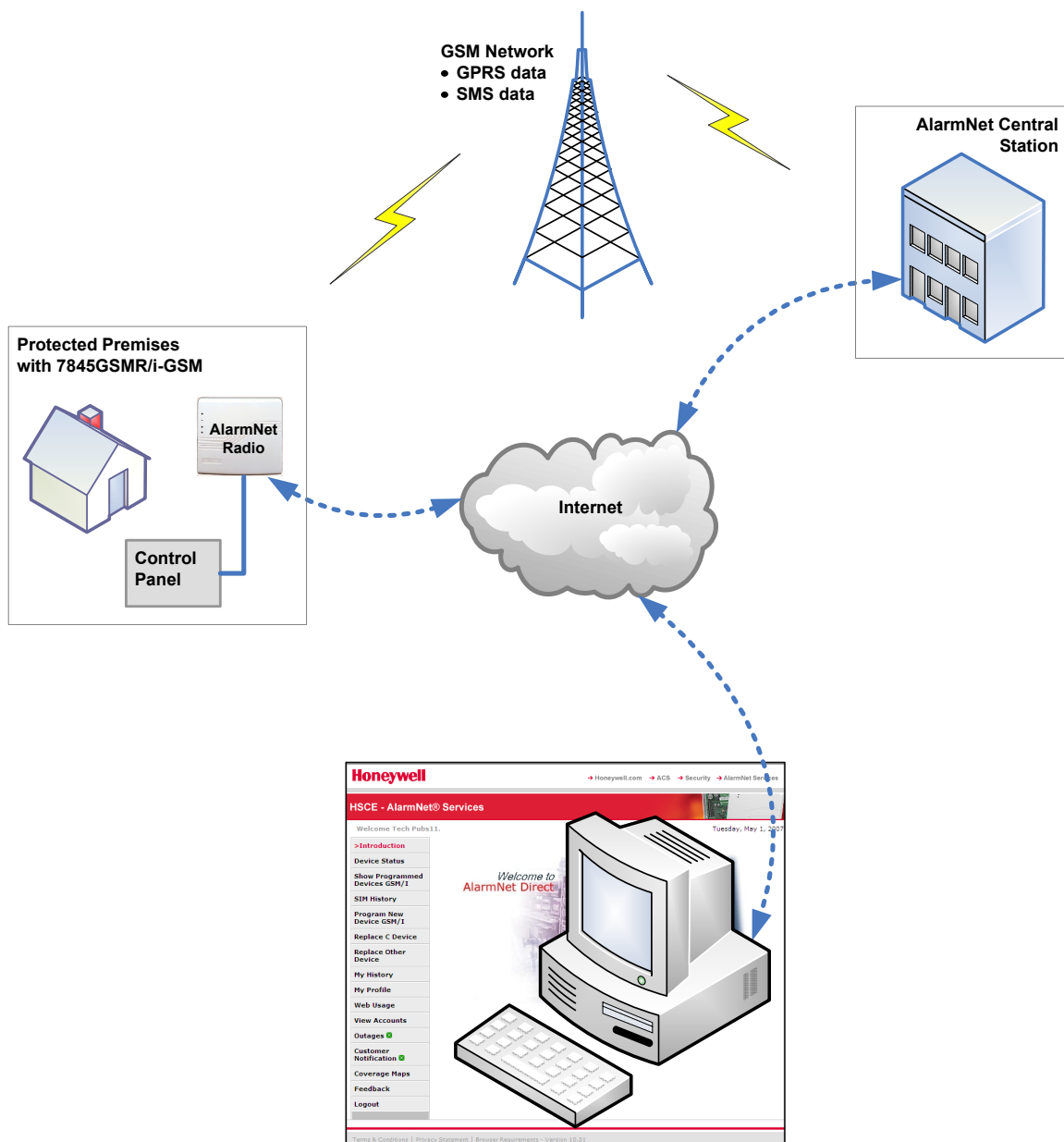


AlarmNet® Direct User Guide



AlarmNet Direct enables checking status, control, and configuration of devices from a Remote Location.

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Overview

This guide explains how to use the **AlarmNet Direct** online web application. AlarmNet Direct is a web based tool for central station and dealer/installation companies that enables remote access, programming, and testing of their AlarmNet communication devices. This is easily accomplished from any PC with internet access. AlarmNet Direct enables you to perform the following:

- Search, display, and edit customer accounts.
- Add, delete, or replace communication devices.
- Display device types, their MAC IDs, and edit device information.
- Upload and download data.
- Program, configure, test, and verify the status of devices.
- View, add, delete and edit user profiles.
- View a history of all AlarmNet Direct activity by company users.
- Enables you to email AlarmNet Direct with questions or comments.

After reading this guide to understand the web site, please read the companion "Helpful Hints" document. This document will inform you about specific outcomes for certain actions and security systems.

Obtaining a Central Station Account (for central stations)

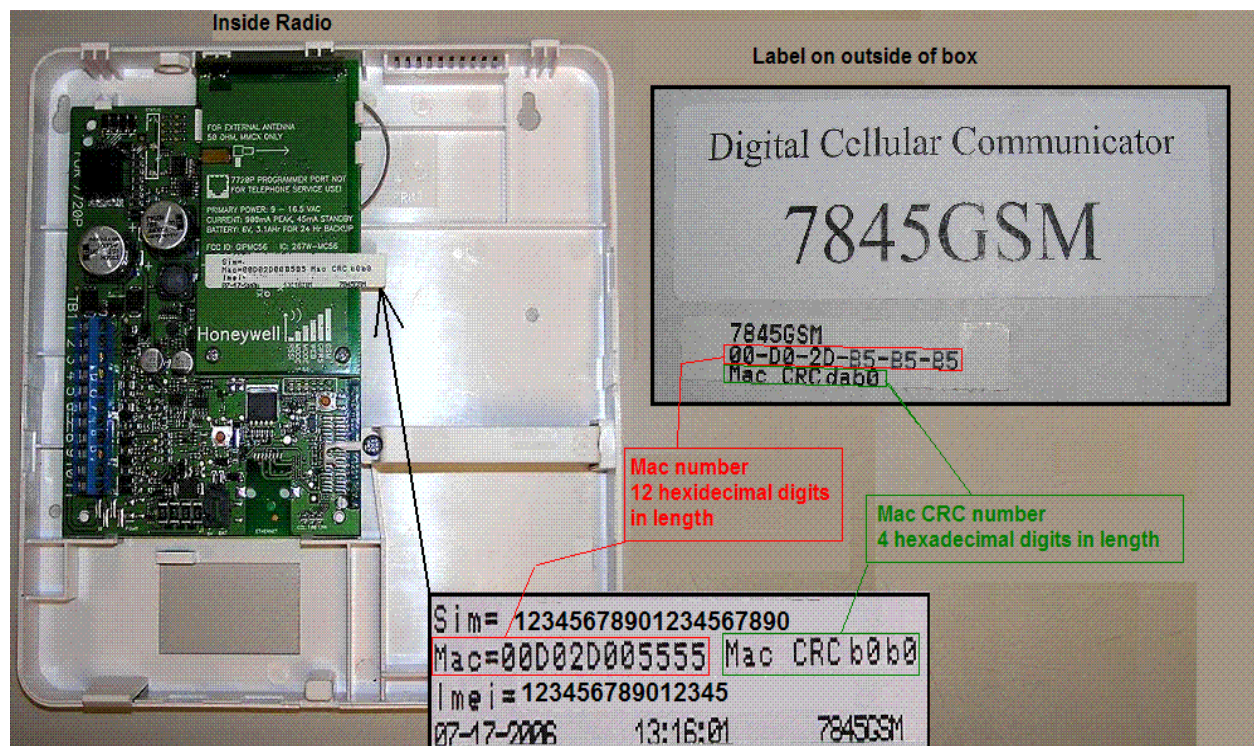
Central Stations can sign up by contacting AlarmNet Administration at 800-222-6525 and selecting option 3. (Administration hours are Monday thru Friday, 8:00 am to 5:00 pm EST)

Obtaining an AlarmNet Direct Account (for dealers)

To gain access, you must request a User Name and Password from your central station or sign up online by visiting the AlarmNet Direct website:

https://services.alarmnet.com/AlarmnetDirectP_SignUp/

Then simply complete the Dealer Signup procedure to obtain your User Name and Password. For validation purposes you will need to provide a city and central station ID number and the MAC and CRC number from one of your communications devices. If you do not know your AlarmNet city and central station ID number, please call your central station.



Only one sign-up per dealer is necessary; additional log in accounts for dealer users may be created by the initial user.

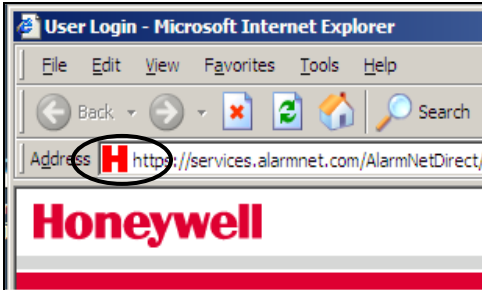
Lastly you need a computer with internet access using Microsoft's Internet Explorer (version 5.0 minimum) web browser.

Accessing AlarmNet Direct

To access AlarmNet Direct visit the following link:

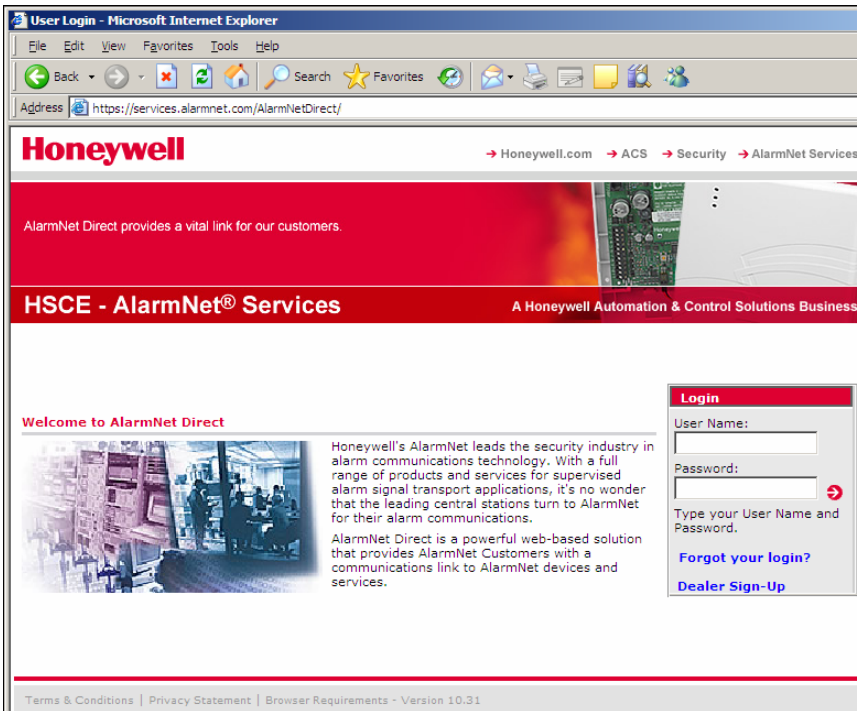
<https://services.alarmnet.com/AlarmNetDirect/>

After the page loads this is a good time to create a desktop shortcut by positioning the cursor over the address icon, left click the mouse and drag it onto the desktop.



Using AlarmNet Direct

Navigate to the AlarmNet Direct home page using either the desktop shortcut (created in the last paragraph) or by typing the address into the browser's address field. The Login page appears.



Enter your **User Name**, and **Password** then press **Enter**. The Welcome to AlarmNet Direct window appears.

AlarmNet Direct is easy to navigate. The layout consists of a navigation bar on the left, and an information window on the right.

Since the AlarmNet Direct site is used by both the Central Station, and Dealers, certain navigation categories are typically assigned to a particular user.

However for any particular user, authorization for a particular navigation category can be granted or removed. (See the Manage Users category.)

By clicking on a category in the Navigation bar, the associated information window is displayed. (Note the selected category in the Navigation bar will be in RED.) From the information window you can view, edit, add, or delete information. Some information can be printed, or saved as a file.



Navigation Category	Central Station	Dealer/Installers
Introduction	X	X
Device Status	X	
Show Programmed Devices GSM/I	X	X
SIM Activation/Status	X	X
Program New Device GSM/I	X	X
Replace C Device	X	X
Replace Other Device	X	X
Programmerless C Registration	X	
Substitution PIN Generation	X	
Communication Failures	X	
View Accounts	X	
My Profile	X	X
Manage Users	X	X
My History	X	X
Web Usage	X	
Account Generation	X	
Account Cancellation	X	
Outages	X	
Customer Notification	X	
Coverage Maps	X	X
Feedback	X	X
Logout	X	X

In addition you can access help on a particular topic by clicking on the help topic in BLUE.

The screenshot shows the HSCE - AlarmNet® Services interface. At the top, there is a red header with the text "HSCE - AlarmNet® Services". Below the header, there is a navigation menu on the left with items: Introduction, >Device Status, Show Programmed Devices GSM/I, SIM Activation/Status, Program New Device GSM/I, and Replace C Device. The main content area displays "AlarmNet-C Sunset Date: February 18, 2008." and "Welcome Chris". A blue link "Help: Device Status features" is highlighted with a callout box that says "Help topic in blue. Click to access help." Below this, there are search sections: "Search by City, Central Station and Subscriber" with a dropdown menu showing "89-02 AlarmNet" and a "City-CS-Sub" input field with "89" and ".02" entered, and "Search by Device ID (MAC #, MIN #, or MAN #)" with a "Device ID" input field. Both search sections have "Search" and "Clear" buttons.

The following paragraphs will explore the various AlarmNet Direct categories.

Device Status (central station)

This category enables you to quickly check the status of a particular AlarmNet communications device.

First, select the device by performing a search. You can search by City code, Central Station and Subscriber number, or Device ID by entering the data and clicking the **Search** button. The detailed status for the device is displayed.

Besides the **Current Status** information, there are tabs for **Subscriber**, **Alarms**, **QOS** (Quality of Service) and **Show All** that display more information.

Under the **Current Status** tab, a drop-down menu is available to enable sending various ping commands (QOS, Test Alarm, Register, and Reset) to the communications device.

Online help is available that provides a detailed explanation of the displayed information.

Show Programmed Devices GSM/I (central station and dealer)

This category enables you to search for all programmed devices by account number, or for a specific device by MAC ID.

HSCE - AlarmNet® Services

The AMPS shutdown is in process! [AMPS Sunset Clause - Effect on Cellular Network \(pdf\)](#)

Welcome Chris (Eastern Time is shown for all transferred times) Tuesday, February 19, 2008

SEARCH BY:

Select a City-CS: Select City-CS

Acct #: [][][] MAC ID: 00 D0 2D [][][]

Status: All Remote Service: All

Buttons: Search, Clear, Print

Enter/Select desired criteria and click Search button.

An example of a search for all devices is shown below.

HSCE - AlarmNet® Services

The AMPS shutdown is in process! [AMPS Sunset Clause - Effect on Cellular Network \(pdf\)](#)

Welcome Chris (Eastern Time is shown for all transferred times) Tuesday, February 19, 2008

SEARCH BY:

Select a City-CS: 89-05 AlarmNet Demo C/S

Acct #: 89 05 [][] MAC ID: 00 D0 2D [][][]

Status: All Remote Service: All

Buttons: Search, Clear, Print

Refresh List

Status Key: Not Registered Registered

MAC ID Key: [][][] (Move cursor over images) Results [1 - 20] of 20; Page 1 of 1

Acct #	MAC ID	Device Type	Transferred (ET)	Actions
89 05 0100	00-D0-2D-00-1F-4C	7845GSM	↑ 8/30/07 10:16 AM	Edit GO
89 05 0207	00-D0-2D-00-1F-4C	7845GSMT	↓ 7/26/07 11:40 AM	Edit GO
89 05 0208	00-D0-2D-00-1F-4C	7845i-GSM	↑ 12/17/07 12:18 PM	Edit GO

You can view details on a particular device by clicking the Acct #. Or you may edit the device by using the **Actions** drop-down menu, selecting the action and clicking **GO**. A confirmation message will appear, click **OK** to acknowledge.

Status Key: Not Registered Registered

MAC ID Key: [][][] (Move cursor over images) Results [1 - 20] of 20; Page 1 of 1

Acct #	MAC ID	Device Type	Transferred (ET)	Actions
89 05 0100	00-D0-2D-00-1F-4C	7845GSM	↑ 8/30/07 10:16 AM	Edit Delete Send Data Get Data Register Send Test Edit Subscriber

After invoking an action, you can click the **Refresh List** button to get the latest information.

SIM Activation/Status (central station and dealer)

This category enables you to view the status of a SIM (Subscriber Identity Module) for a particular GSM or i-GSM series communications device. Note, the SIM must be activated.

To view the status of a SIM, start by referring to the online help, then enter the MAC address of the device, and click **Get Status**.

An example of SIM status is shown below.

HSCE - AlarmNet® Services

✖ The AMPS shutdown is in process! [AMPS Sunset Clause - Effect on Cellular Network \(pdf\)](#)

Welcome Chris [Help: SIM Activation/Status](#) Tuesday, February 19, 2008

Introduction **Note:** When a SIM is reactivated, its MSISDN may change

Show Programmed Devices GSM/I **MAC:** 00D02D007E4F **Location...** **Get Status**

>SIM Activation/Status **Current Status**

MAC: 00D02D007E4F
IMEI: 352023001278601
SCID: 89014104200544028968
MSISDN: 5005147009

Current Status: SIM is activated
Date of Status Change: 7/24/2007

Program New Device GSM/I (central station and dealer)

This category enables you to program a new GSM, i-GSM, or internet only communications device. Start by referring to the online help, then enter the data as directed.

NOTE: If Remote Services is to be enabled for this device, refer to the *Enabling Remote Services* topic.

HSCE - AlarmNet® Services

✖ The AMPS shutdown is in process! [AMPS Sunset Clause - Effect on Cellular Network \(pdf\)](#)

Welcome Chris [Help: Program New Device GSM/I](#) Tuesday, February 19, 2008

Introduction Enter Account Information For New Device

Show Programmed Devices GSM/I **Primary City ID :**

SIM Activation/Status **Primary CSID :**

>Program New Device GSM/I **Primary Subscriber :**

Replace C Device **Second Account**

Replace Other Device Enter GSM/I Information For New Device

Replace Other Device **Supervision :** 24 Hours

My Profile **MAC ID :** 00 - 00 - 2D - - - - **MAC CRC :**

Manage Users **Enable Remote Services** [Help: Total Connect Setup](#)

My History **Done** **Advanced Programming**

GSM Coverage Map United States

Click **Done**, or enter the **Advanced Programming** for more configuration settings.

Replace C Device (central station and dealer)

This category enables you to replace an existing C communications device with a GSM, i-GSM, or internet only communications device. Start by referring to the online help, then enter the data as directed.

NOTE: If Remote Services is to be enabled for this device, refer to the *Enabling Remote Services* topic.

The screenshot shows the 'HSCE - AlarmNet Services' web interface. At the top, there is a blue header with the title and a small image of a circuit board. Below the header, a red banner reads 'The AMPS shutdown is in process!' with a link to 'AMPS Sunset Clause - Effect on Cellular Network (pdf)'. The user is logged in as 'Chris' and the date is 'Tuesday, February 19, 2008'. A navigation menu on the left includes 'Introduction', 'Show Programmed Devices GSM/I', 'SIM Activation/Status', 'Program New Device GSM/I', '>Replace C Device' (highlighted), 'Replace Other Device', 'My Profile', 'Manage Users', 'My History', 'GSM Coverage Map United States', and 'GSM Coverage Map'. The main content area is titled 'Enter C Device Account Information' and contains the following fields: 'Primary City ID', 'Primary CSID', 'Primary Subscriber', and 'MIN ID'. There is a checkbox for 'Second Account'. Below this section, there is another section titled 'Enter GSM/I Information For New Device' with fields for 'Supervision' (set to '24 Hours'), 'MAC ID' (with a format of 00-D0-2D- - - -), and 'MAC CRC'. There is also a checkbox for 'Enable Remote Services' and a link to 'Help: Total Connect Setup'. At the bottom of the form are two buttons: 'Done' and 'Advanced Programming'.

Click **Done**, or enter the **Advanced Programming** for more configuration settings.

Replace Other Device (central station and dealer)

This category enables you to replace another communications device with a GSM, i-GSM, or internet only communications device. This category is similar to the "Replace C Device" category, however some information fields are different to accommodate the variety of devices.

Start by referring to the online help, then enter the data as directed.

NOTE: If Remote Services is to be enabled for this device, refer to the *Enabling Remote Services* topic.

The screenshot shows the 'HSCE - AlarmNet Services' web interface for 'Replace Other Device'. The layout is identical to the previous screenshot, but the main content area is titled 'Enter Account Information Of Old Device' and contains the following fields: 'Primary City ID', 'Primary CSID', 'Primary Subscriber', and 'PIN ID'. There is a checkbox for 'Second Account'. Below this section, there is another section titled 'Enter GSM/I Information For New Device' with fields for 'Supervision' (set to '24 Hours'), 'MAC ID' (with a format of 00-D0-2D- - - -), and 'MAC CRC'. There is also a checkbox for 'Enable Remote Services' and a link to 'Help: Total Connect Setup'. At the bottom of the form are two buttons: 'Done' and 'Advanced Programming'.

Click **Done**, or enter the **Advanced Programming** for more configuration settings.

Programmerless C Registration (central station)

This category enables you to easily register AlarmNet C communication devices. Start by referring to the online help, then enter the data as directed.

Upon completion, click **Submit**.

Substitution PIN Generation (central station)

This category enables you to generate a substitution PIN for M, C, or I communication devices when replacement is required. Read the on screen instructions, then fill in the fields.

Upon completion, click **Gen PIN**.

Communication Failures (central station)

This category enables you to view which devices are experiencing communication failures. Read the on screen instructions, then make your selections from the drop-down fields.

The screenshot shows the 'Communication Failures' search page. At the top, there is a red header with the text 'HSCE - AlarmNet® Services'. Below the header, there is a navigation menu on the left with items like 'Introduction', 'Device Status', 'Show Programmed Devices GSM/I', 'SIM Activation/Status', 'Program New Device GSM/I', 'Replace C Device', and 'Replace Other Device'. The main content area is titled 'Devices In Communication Failure Search' and includes a warning about AMPS shutdown, a 'Welcome Chris' message, and a 'DISABLE POP-UP BLOCKERS FOR THIS PAGE' instruction. The search form contains a 'Select a City-CS:' dropdown menu, a 'Select a Service:' dropdown menu, and 'Submit' and 'Reset' buttons. Instructions at the bottom state: 'Select a CityID-CSID', 'Press Submit button to display results', and 'Press Reset to clear page and reset all controls'.

Upon completion, click **Submit**.

View Accounts (central station)

This category enables you to view your accounts. Start by referring to the online help, read the on screen instructions, then fill in the **Start Range** and **End Range** fields, and make your selections from the drop-down fields to specify the search criteria.

The screenshot shows the 'View Accounts' search page. It features a similar layout to the previous page, with a navigation menu on the left and a main content area titled 'Disclaimer: Accounts shown on this page may not show status of pending transactions being processed'. The search form includes a 'Select a City-CS:' dropdown, 'Start Range:' and 'End Range:' input fields, a 'Select a Service:' dropdown, and a 'Select a Status:' dropdown. 'Submit' and 'Reset' buttons are present. Detailed instructions are provided: 'Select a CityID-CSID', 'Pick filtering options (optional)', and a list of criteria: '- choose a Start Range for subscriber, subscribers will be >= Start Range Value', '- choose a End Range for subscriber, subscribers will be <= End Range Value', '- choose a service, accounts shown will have service selected', and '- choose a status, accounts shown will have status selected'. A final instruction says 'Press Submit button to display results' and 'Press Reset to clear page and reset all controls'. A '>View Accounts' link is visible at the bottom left of the main content area.

Upon completion, click **Submit**.

An example of the search results is shown below.

HSCE - AlarmNet® Services

AlarmNet-C Sunset Date: February 18, 2008. The AMPS shutdown is in process. [Updated AMPS Information \(pdf\)](#)
 Welcome Chris Tuesday, February 19, 2008

Help: [View Accounts features](#) [Service Type Selection](#) --->DISABLE POP-UP BLOCKERS FOR THIS PAGE<---

Disclaimer: Accounts shown on this page may not show status of pending transactions being processed

Search Filters:

- Select a City-CS: 99-0A AlarmNet
- Select start and/or end range for subscriber range:
 - Start Range:
 - End Range:
- Select a Service: Show All
- Select a Status: Show All

[Click Here](#) to download your selected accounts

[USA AMPS Carrier Shutdown Dates](#)
[Canadian AMPS Carrier Shutdown Dates](#)
[Canadian AMPS Carrier Shutdown Dates \(French\)](#)

Displaying Results [1 - 42] of 42 Total Results on Page 1 of 1 Total Pages [Sortable Columns](#)

Details	City	CS	Sub	Service	Status	Carrier	Termination Date
Details	99	0A	0000	M	Cancelled, service removed: 2004/10/26 (Partial)	-	-
Details	99	0A	0001	M	New	-	-
Details	99	0A	0000	M	Cancelled, service removed: 2004/10/20 (Partial)	-	-
Details	99	0A	0000	M	Cancelled, service removed: 2007/06/18 (Partial), Last Registered Device ID 10618056	-	-
Details	99	0A	0000	M	Cancelled, service removed: 2004/12/23 (Partial)	-	-
Details	99	0A	0000	M	New	-	-
Details	99	0A	0000	M	Cancelled, service removed: 2005/05/02 (Partial)	-	-
Details	99	0A	0000	M	Cancelled, service removed: 2004/07/28 (Partial)	-	-
Details	99	0A	0000	M	Cancelled, service removed: 2007/06/18 (Partial), Last	-	-

« First « Previous Pick a Page: 1 [Goto New Page](#) Next » Last »

In addition, information can further be sorted by clicking the City, CS, Sub, Service and Status column heads. The resultant sorted data can also be downloaded.

For any particular account, more detailed information can be displayed by clicking on Details.

http://10.10.91.27:8080 - Device Status - Microsoft Internet Explorer

Current Status

Device Type: 7810iR 89 02 0001 - 00 D0 2D 00 1B BB
 Subscriber Status: **Active**
 Last Registered Date: 08/29/2002 14:41 ET
 Supervision: US UL LINE SEC
 Last Status Check IN: 01/13/2004 09:29 ET
 Next Status Check IN: 05/02/2007 14:00 ET
 Current State: Comm Fail (Rsp)
 Last Message: 555155556 01/12/2004 18:44:00 GMT

Ping Commands:

Subscriber Information

Reference ID: 0
 Name: SOFTWARE GROUP AREA
 Address:
 City:
 State/Zip:
 Phone Number:

My Profile (central station and dealer)

This category enables you to edit your profile.

HSCE - AlarmNet® Services

Welcome Chris > My Profile Tuesday, February 19, 2008

Required Information

Username:
(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)

Password:
(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)

Repeat Password:

Email Address:

Repeat Email Address:

First Name:

Last Name:

Optional Information

Phone Number:

Fax Number:

Beeper Number:

Mobile Number:

Email Address for Mobile Device:

Last Modified Date: Monday, February 18, 2008 10:18:33 AM

Optional Information

Phone Number:

Fax Number:

Beeper Number:

Mobile Number:

Email Address for Mobile Device:

Last Modified Date: Monday, February 18, 2008 10:18:33 AM

Programmerless C Registration using a mobile device (cellular device with internet access)
 The Programmerless C Registration link below will allow you to register remotely with a mobile device.

Mobile Device Setup
 Mobile device must have a GPRS browser that supports one of the following:
 - Blackberry (recommended)
 - Openwave (wap)
 - Microsoft Pocket Internet Explorer
 - Microsoft Internet Explorer
 - Netscape

Mobile Device Link
 The Programmerless C Registration link below will allow you to register remotely with a mobile device. Each registration completed will be confirmed by an email response to you, to both email addresses. All registration activity will also be recorded in the AlarmNet Direct history log under your user id.

Each user will receive a unique URL set up specifically for that user. The URL includes encrypted login credentials for the user. Users should keep the URL secure and not give it out or share it with anyone.

Note: Updating your AlarmNet Direct Username or Password will change the URL link.

Copy the URL exactly as shown below (case sensitive) and include "https" (encrypts internet communications).

When starting a session on the internet, extra number will appear inside the URL, for example the numbers "(pd2lp55w45a5j45xespc45)" in the URL below. These numbers are specific to that session and are different for every internet session. Do not include the session numbers in your bookmark. A session id from one internet session will not work in another internet session!

Your Programmerless Registration link for mobile devices
(RECORD THIS URL! - Case Sensitive) (URL may be on multiple lines)
<https://services.alarmnet.com/registration/registration.aspx?un=XD81CHHaYzF2J6KHV6ey6wuCCfgwXDVV>

Example of a url with a session id inside it
(DO NOT USE THIS URL!)
[https://services.alarmnet.com/registration/\(pd2lp55w45a5j45xespc45\)/registration.aspx?un=##](https://services.alarmnet.com/registration/(pd2lp55w45a5j45xespc45)/registration.aspx?un=##)

Edit your profile and click **Update Information**, a confirmation message appears, click **OK** to acknowledge. Then click the **Exit to Main Menu page** button.

Manage Users (central station and dealer)

This category enables you to easily access and edit your user profiles. Use the drop-down field to select the business location.

The screenshot shows the 'Manage Users' page. The 'Business Location' is set to 'Melville-434'. The user list is as follows:

User Name	Full Name	Authority	Modified	Disabled
ghcs1111	009, 09	Branch User	2/7/2008 11:52:03 AM	False
inccs1111	009, 09	Branch User	2/7/2008 11:49:24 AM	False
qaccs1111	009, 09	Branch User	4/3/2007 9:17:02 AM	False
chcs1111	Chandler, Mike	SuperUser	11/3/2004 8:28:41 AM	True
hcs1111	Henderson, John	SuperUser	11/7/2007 8:52:52 AM	False
bernieb05	Bushner, Bernie	SuperUser	5/15/2006 3:16:43 PM	False
GRCentral1	Central1 Testing Login, GR	SuperUser	2/14/2008 10:12:22 AM	False
dmtm1234	Demo, DM & TM	Branch User	1/4/2007 10:50:26 AM	False
iscwest1	Demo, Sales	Branch User	3/28/2007 10:59:30 AM	False
dre032356	Dreier, David	Branch User	8/29/2006	False

Then click on the User Name to bring up their profile. Edit their profile and click **Update Information**, a confirmation message appears, click **OK** to acknowledge. Then click the **Exit to Main Manage Users page** button.

My History (central station and dealer)

This category displays a history of access sessions, and actions taken by all of the users.

The screenshot shows the 'My History' page with the following search criteria:

- Select a Time Period: Show history for past week
- Select a Location: Melville
- Select a Person: Programming, Internal
- Select Action: All Actions

The table displays the following history entries:

Time	Action	User	City	CS	Sub	Device ID	IP
2/19/2008 1:19:12 PM	Dealer Created	Programming, Internal	-	-	-	Added Dealer: 5610	10.10.99.224
2/19/2008 10:10:44 AM	Dealer Created	Programming, Internal	-	-	-	Added Dealer: 5606	10.10.99.224
2/19/2008 8:21:36 AM	Dealer Created	Programming, Internal	-	-	-	Added Dealer: 5605	10.10.99.224
2/19/2008 7:10:27 AM	GSM Account Deleted by User	Programming, Internal	96	2E	0598	00D02D018741	-
2/19/2008 7:10:27 AM	GSM Account Deleted by User	Programming, Internal	05	16	5206	00D02D018741	-
2/19/2008 7:10:27 AM	GSM Account Deleted by User	Programming, Internal	99	03	8233	00D02D018741	-
2/19/2008 7:10:27 AM	GSM Account Deleted by User	Programming, Internal	96	35	1253	00D02D018741	-
2/19/2008	GSM Account Deleted by User	Programming, Internal	99	03	8233	00D02D018741	-

You can change the search criteria using the drop-down fields, in addition, information can further be sorted by clicking the Time, Action, User, City, and Device ID column heads. The resultant sorted history data can be downloaded.

Web Usage (central station)

This category can display usage of the AlarmNet Direct web site by users for all actions, at all companies. The data displayed for viewing will vary according to your hierarchy. It provides a historical record of all access sessions and their actions.

Company	Location	Name	Count	Action
TOTAL	-	-	17,604	-
Subtotal	-	-	100	Account Linked to Mac
AlarmNet, Inc.	Melville	CSA, Frank	11	Account Linked to Mac
AlarmNet, Inc.	Melville	CSA, Rick	11	Account Linked to Mac
AlarmNet, Inc.	Melville	CSA, Roger	3	Account Linked to Mac
AlarmNet, Inc.	Melville	CSA, Brian	11	Account Linked to Mac
AlarmNet, Inc.	Melville	Subs, D	4	Account Linked to Mac

Account Generation (central station)

This category enables you to generate a new Subscriber account. Start by referring to the online help, reading the on screen instructions, then enter the data as directed.

1. Enter account:
 Select a City-CS:
 Select City-CS: [dropdown]
 City: [input]
 Central Station: [input]

2. Enter Subscriber Account Numbers:
 Assign a Range of Numbers (maximum of 1,000 requests allowed per transaction)
 Assign a Individual Number
 Start Range: [input]
 End Range: [input]

3. Select Service Type:
 Choose a service: [dropdown]

4. Submit Request:
 Submit Request [button]

Remove Pending Subscriber Account Request
 Pending requests may be removed anytime prior to 11pm (Eastern Standard Time) daily. Requests may be removed only from the currently displayed page.
 Remove Selected Requests [button]

Remove	City	CS	Sub	Device	User Name
No Subscriber requests are pending					

Upon completion, click **Submit Request**.

Account Cancellation (central station)

This category enables you to cancel Subscriber accounts. First you must agree to the cancellation agreement, then click **Submit**.

HSCE - AlarmNet® Services

Agreement for submitting cancellation requests:

By submitting accounts to be cancelled: You, **AlarmNet**, are requesting AlarmNet, Inc. to cease providing the AlarmNet security network to the subscriber(s) indicated. You recognize that AlarmNet will not be responsible for sending alarms or other messages from this subscriber, or for supervising this subscriber while it is in a cancelled state. XYZ agrees to be responsible for any deactivation charges as noted in the AlarmNet price list.

The AlarmNet Data Management Services (DMS) Agreement must be signed before this web site's services can be used. Please confirm that you have read and agreed to the terms of the AlarmNet DMS agreement, particularly Section 2 before continuing. If you do not understand or agree to these terms, please do NOT submit the file. Instead, please call AlarmNet Administration for assistance.

NOTICE: AlarmNet-C cancelled radios to be disabled!
Beginning April 3, 2006 AlarmNet will implement a change to our network software to more efficiently expedite the removal of cancelled AlarmNet-C radios. Any inactive radio that still sends check-in signals will be temporarily disabled. Please note that if a previously cancelled radio is turned back on to be reused, it should be registered as soon as possible, otherwise, the next check-in signal it sends will cause it to be disabled.

Disabled radios may be easily reactivated by re-registering them using the Programmerless C Registration page on AlarmNet Direct, or by contacting AlarmNet Technical Support. (Reactivation can NOT be accomplished with a programmer.)

Please see ([Disable Command for AlarmNet-C](#)) for detailed information. We also recommend you forward this information to your dealers, installers, and service people so that they will be aware of this new process.

If you have further questions, you can contact AlarmNet at 800-222-6525 and select option 1 for Technical support or option 3 for Administration.

I understand and agree to these terms:
 I do not agree:

This brings up the Individual Cancellation Request form.

HSCE - AlarmNet® Services

Welcome Chris
>Batch Submission

Tuesday, February 19, 2008

- Introduction
- Device Status
- Show Programmed Devices GSM/I
- SIM Activation/Status
- Program New Device GSM/I
- Replace C Device
- Replace Other Device
- Programmerless C Registration
- Substitution PIN Generation
- Communication Failures
- View Accounts
- My Profile
- Manage Users
- My History
- Web Usage
- Account Generation
- >Account Cancellation
- Outages ✔
- Customer Notification ✔

Submit Individual Cancellation Request

Please allow one (1) business day for request to complete; (AlarmNet-A request requires five (5) business days).

1. **Enter account to cancel:**
 City:
 Central Station:
 Subscriber:
2. **Select cancellation option:**
 - Transmitter is **Removed** from the premises and is no longer transmitting. (Alarmnet Partial Cancel)
 - This subscriber account ID may be reused by reactivating the equipment.
 - If the account is reactivated or continues to transmit, AlarmNet will resume billing of this subscriber.
 - Note:** Before reusing a cancelled account, please confirm that the requested cancellation was executed by looking at the subscriber status, otherwise the reactivated account may be cancelled.
 - Transmitter is **Still Installed** and may still be transmitting. (Alarmnet Full Cancel)

After using all reasonable efforts, if the central station is unable to have the equipment removed or disconnected, the equipment should be removed from service nonetheless.

 - This subscriber account ID may NOT be reused without first notifying AlarmNet.
 - The central station acknowledges that AlarmNet, at its option, may disable the transmitter so that it no longer transmits. The central station agrees to be responsible for any costs associated with reinstatement of the subscriber if such reinstatement is possible.
3. **Submit Cancellation:**

Submit Batch File for Multiple Cancellation Requests

Please allow one (1) business day for request to complete; (AlarmNet-A request requires five (5) business days).

[Help for Creating Batch File](#)

1. Enter the information for the account to be cancelled.
2. Choose the cancellation option.
3. Click **Submit Cancellation**.

Multiple Account Cancellations

Note: Refer to the on line help for information on creating cancellation batch files.

1. Click the **Browse** button.
2. Navigate to the desired cancellation batch file. Then click **Open**.
3. The field will populate with the path and batch file for you to verify.
4. Click **Submit Batch File**.

Outages (central station)

This category enables you to view if there are any web site problems. In the left Navigation bar there is a status indicator.

Green = No outages
Red = outages

HSCE - AlarmNet® Services

Welcome Chris >AlarmNet Outages --->DISABLE POP-UP BLOCKERS FOR THIS PAGE!<--- Tuesday, February 19, 2008

Alarmnet-C Outages

Central Station Outage Refresh Outage Information

Details	City	CS	Market	Switch	Outage Location	Central Station	Total Subs	Date Posted
No central station outages found								

Central Station Outage Details

Device Status	City	CS	Sub	Min #	Market	Switch	Outage City	Outage State
No central station outage details found								

If there are outages, the details will be displayed for each central station the outage affects.

Customer Notification (central station)

This category list all information notifications to the customer (Dealer/Installer). In the left Navigation bar there is a status indicator.

Green = No new notifications since the last login.
Red = New notifications have been posted.

HSCE - AlarmNet® Services

Welcome Chris >Notifications Tuesday, February 19, 2008

Customer Notifications

Date	Message
12/7/2007 10:29 AM	<p>GSM SIM Activation Follow Up Notice: The purpose for this particular notice is to advise you that we are going to be deactivating previously activated radios to purge inventories of radio products that are not registered with an AlarmNet service plan.</p> <p>This is a follow-up to our June correspondence (see url link) http://services.alarmnet.com/alarmnetdirect/document/GSMDeactivationletter.pdf, detailing changes that were made to our GSM radio activation process. As a reminder, registration with an AlarmNet alarm service plan must occur within 30 days of when a GSM radio is activated.</p> <p>Schedule</p> <p>AlarmNet will be de-activating uninstalled Honeywell GSM radios that have been activated but not registered within the 30 day period. This policy includes any previously purchased GSM radios (pre-activated or not) as well as any activated GSM radios currently in ADI or dealer inventory. AlarmNet will be doing this process over a three week period on consecutive Sundays.</p> <ul style="list-style-type: none"> De-activation will take place on the following dates <ul style="list-style-type: none"> Sunday, December 9th Sunday, December 16th Sunday, December 23rd During the de-activation dates, no registrations will be allowed until the following Monday at 8:00 a.m. EST. <p>We encourage you to note any of your current inventories that may be affected. Please note that once a radio has been de-activated, it may simply be reactivated</p>

Enabling Remote Services (central station and dealer)

Honeywell offers web based services that provide end users the ability to remotely communicate with their security system in a number of ways. (To support these services, the Honeywell AlarmNet communication device needs to be at revision level 2.0.4 or higher. Note, the revision is shown on the outside of the box.)

There are two web sites that are associated with remote services; AlarmNet Direct, and Honeywell Total Connect. AlarmNet Direct is used by the Central Station or Dealer/Installer to setup and configure the communications device and account services for the end user. In addition it is used to associate an end user with the communications device.

Honeywell Total Connect is used by the Central Station or Dealer/Installer to setup a remote access account for their end users, however its primary function is to enable end users to:

- Access and control their security system from a computer via a website (Remote Access feature)
- Receive email and text message notifications of system events (Multi-Mode feature)
- Send commands and receive confirmations using text messages (SMS feature)

The Central Station and Dealers will initially enroll their customers for remote services during account programming through the AlarmNet Direct website. The services that can be enabled include; Remote Access and Multi-Mode.

To enable these features, the control panel and the communications device must be programmed.

The control panel can be programmed by one of the following methods:

- remotely using Compass Downloader
- locally using the keypad
- locally using Compass Downloader (If Direct Wire is enabled for the control panel.)

The communications device can be programmed by one of the following methods:

- remotely using the AlarmNet Direct web site
- locally using the 7720P programming tool (Remote Services needs to be enabled via AlarmNet Direct.)
- locally using the control panel's keypad (only for those control panels that support programming the communications device, such as the VISTA-128BP)

Since you have to use the AlarmNet Direct and Honeywell Total Connect web sites to enter end user information, we strongly suggest that the programming be done remotely using these tools. In this case you can skip the topic "**Step 3 – Program the Control Panel and Communications Device at the Installation Site**".

However, if you choose to program the control panel and communications device locally **Step 3** must be accomplished.

Step 1 – At the AlarmNet Direct web site, Configure the Communications Device.

The communications device can be programmed either remotely using the AlarmNet Direct website or locally using the 7720P local keypad programming tool (Remote Services needs to be enabled via AlarmNet Direct). The following steps are performed using the AlarmNet Direct web site.

1. Log into the [AlarmNet Direct](#) website, and select the **Show Programmed Devices GSM/I** category.
2. Perform a search for the GSM/I device to enable **Remote Access** by selecting the City-CS from the drop-down field, and entering the Account Number, or just entering the MAC ID, then clicking **Search**.
3. Under the **Actions** column, select **Edit**, then click **GO**.
4. For the **Device Mode** select: (**Note:** The selected mode is based on the control panel's capabilities.)
 - Select **ECP** if the communications device communicates via a Honeywell ECP bus.
 - Select **Zone** if the communications device does not communicate via a Honeywell ECP bus. (In this case, Remote Services is NOT SUPPORTED.)
 - Select **4204 EMU** to enable the communications device to emulate a 4204 Relay Module. (This enables up to 4 events to be reported to the end user, plus two additional events if using the optional communication device zones 6 and 7.)
 - Select **2 4204s** to enable the communications device to emulate two 4204 Relay Modules. (This enables up to 8 events to be reported to the end user.)
5. Under **Enable Direct Wire**, check this box if you want to enable direct wire downloading through the GSM/i device using Compass to program the control panel.
6. Under **Keypad Address**, assign a keypad address for the remote service's virtual keypad. (This will be the same keypad address as that assigned to Direct Wire, if enabled.)
7. Click **Save and Transfer Data To Device**.
8. Under the **Actions** column, select **Edit Service Level**, then click **GO**.

9. Click the **View Service Levels** help, then select the Service Level Plan from the drop-down field. If desired, check the **Allow Data Overages** box. Note, that enabling data overages may result in additional charges for the end user.
10. Click **Submit**.
11. Under the **Actions** column, select **Edit**, then click **GO**.
12. Under **Remote Access**, choose **Enabled**.
13. Under **Keypad Type** select:
 - Select **Keypad Only** to emulate a alpha keypad.
 - Select **Full Control** to emulate both the alpha keypad, and the enhanced keypad (such as the 6270, 6271, or Symphony). Note, to use the enhanced keypad, the control panel's remote keypad must be programmed as an AUI (Advanced User Interface) type keypad.
 - Select **Lynx Keypad** for LYNXR-I systems.
14. Under **Multimode**, choose either **4204 Sourced**, or **2 4204 Sourced** to enable event reporting to customer using SMS and email.
15. Under **Multimode Address**, assign an address for the emulated 4204 Sourced or 2 4204 Sourced device.

Note: This Multimode Address must match the relay address assigned in the control panel. For simplicity, if selecting the “2-4204-sourced,” option, the address of the second module is automatically assigned the next device address after the first 4204. Make sure this additional address is also enabled in the control panel.
16. Click **Save and Transfer Data To Device**.

Note: The Save command only saves the data to a database and is useful if the configuration process is to be continued at a later time.
17. A confirmation message appears. Click **OK** to acknowledge. Click **Exit**.

Step 2 – At the AlarmNet Direct web site, Associate the End User with the Communications Device.

This is where you associate the End User with the communications device.

1. If you are not already logged in, log into the [AlarmNet Direct](#) website. Select the **Show Programmed Devices GSM/I** category.
2. Perform a search for the GSM/I device to enable **Remote Access** by selecting the City-CS from the drop-down field, and entering the Account Number, or just entering the MAC ID, then clicking **Search**.
3. Under the **Actions** column, select **End User–Add**, then click **GO**. The Creation of End-User Form appears.

Honeywell Security & Custom Electronics – AlarmNet® Services

[Return to Show Programmed Devices page](#)

Creation of End-User Form

Please complete all fields within this form and submit to create an End-User login.
End-User will be associated with the account information below.

A new End-User has to be set up for each and every account association.

Upon submittal, an email confirmation will be sent to you and the end-user with login credentials.

Account and Mac the End-User will be associated with:

City - CSID - SUB:
89 - 02 - 1004
MAC ID :
00 - D0 - 2D - 01 - 13 - 97

INFORMATION for DEVICE LOCATION:

Location Identifier :	
ABC Company	
Address :	
165 Eileen Way	
Additional Address Information (optional) :	
City :	
Syosset	
Country :	State / Province :
United States of America	New York - NY
Zip / Postal Code :	
11791	
Phone (include area code) :	
516 - 921 - 6704	

END-USER LOGIN INFORMATION:

First Name :

Last Name :

E-mail address :

Confirm E-mail address :

User Phone (include area code) :
 - -

User Name :

(Only letters(A-Z) / numbers(0-9) allowed, letters and numbers must both be included, minimum length of 8)

Password :

(Only letters(A-Z) / numbers(0-9) allowed, letters and numbers must both be included, minimum length of 8)

Confirm Password :

(Only letters(A-Z) / numbers(0-9) allowed, letters and numbers must both be included, minimum length of 8)

[Return to Show Programmed Devices page](#)

4. Enter the end user data and click **Submit**. A confirmation message appears.
5. Click **OK**. You are returned to the **Show Programmed Devices GSM/I** category.
6. At this time the Dealer can log off the AlarmNet Direct website.

Step 3 – At the Installation site, Program the Control Panel and Communications Device.

Note: Skip this step if these items have already been programmed remotely using the AlarmNet Direct web site.

For detailed information on locally programming the control panel or communications device, please refer to the their applicable "Installation and Setup Guides".

1. Program the Control Panel for the following:
 - Assign a keypad address, and note the address, since this will be the address used by the AlarmNet Direct web site for the remote keypad.
 - If an Enhanced Keypad is desired when controlling the system via the Honeywell Total Connect web site, ensure the control panel's keypad is set to AUI (Advanced User Interface) type.
 - If 4204 relay devices are used and their associated events are to be reported via Remote Services make note of the 4204 relay device addresses. These address will be set in the communications device for emulation purposes.

4204 relay events are used to send e-mail messages and text messages to the end user. These events are defined on the Honeywell Total Connect web site, and must correspond to outputs (relays) programmed in the control panel through Output Device programming.

2. Program the communications device for **Remote Access**.

PROMPTS	ECP	4204/ 2-4204	DESCRIPTION
Remote Access Y/N (N)_	✓	✓	Options [Y], [N] Press [Y] to allow the end user to access their system via a website. Availability of this service is controlled by the dealer via the web-based programming tool on the AlarmNet Direct website.
Keypad Address (28)_	✓	✓	Options [01-30] This will be the address for the Remote Keypad. The address must be programmed if using either the Remote Access feature or Direct Wire downloading. Enter the appropriate device address. NOTES: 1. This address must also be programmed as an alpha keypad in the control panel. If a full enhanced graphic interface to the system is desired, the keypad must also be enabled as an AUI (Advanced User Interface) device. DO NOT connect an actual keypad (or any other device) assigned to this address. 2. If using a LynxR-I family control, this address must be set to "1". 3. This address must be unique from the device address entered in the "Device Address" prompt.

3. If the communications device is used in the **ECP, 4204, or 2-4204 mode**, the following prompts are available and must be programmed.

Note: Events used to send e-mail messages are defined on the Honeywell Total Connect web site, and must correspond to outputs (relays) programmed in the control panel through Output Device programming.

PROMPTS	OPTIONS	DESCRIPTION
Multi Mode (Disabled)_	<ul style="list-style-type: none"> • Disabled • 4204 Sourced • 2-4204 Sourced • Zone 	<p>Disabled – select if you do not want system events reported.</p> <p>4204 Sourced – select to report up to four events (plus two additional reports triggered by optional hardwire zones 6 and 7) to the end user.</p> <p>2-4204 Sourced – select to report up to eight events to the end user.</p>
Multi Mode Addr (12)_	[01-30]	<ul style="list-style-type: none"> • This address must be programmed if using the Multi- Mode (email notification) feature. • The device address must be unique from the normal LRR Device Address and the Keypad Address used for Remote Access or Direct Wire downloading. • The address used must also be enabled as a 4204 relay module in Vista and First Alert control panels. • The Multi-Mode Address must match the address of a relay module enabled in the Vista or First Alert Professional control panel. • For simplicity, if selecting the “2-4204-sourced,” option, the address of the second module is automatically assigned the next device address after the first 4204. Make sure this additional address is also enabled in the control panel.

4. If the communications device is used in the **Zone Trigger mode**, the following prompt is available and must be programmed.

PROMPTS	OPTIONS	DESCRIPTION
Multi Mode (Disabled)_	<ul style="list-style-type: none"> • Enabled • Disabled 	<p>Enabled – select if you want event notifications sent by email.</p> <p>Disabled – select for normal alarm processing with NO notifications.</p>

Step 4 – At the Honeywell Total Connect web site, Create an End User Account.

The Central Station or Dealer/Installer must access the [Honeywell Total Connect](http://www.honeywelltotalconnect.com) web site and create an account for the security system end user. After the account is setup, users will be able to access their systems to control their security system using an emulated keypad, view system status, and modify email notification text.

The Dealer/Installer must configure:

- User name and password for the user.
- Define the events that will be reported to the user via email and text messages. (Note, the events that are defined must match the output (relay) triggered events programmed in the control panel.)

The end user will be able to add additional cell phones and PDA devices to be notified of system events by email or text messages, and customize the names of events to be received.

Once the user account is setup, they will receive a “Welcome” text message with their login name and password, along with some helpful information. The customer will then be able to access the system remotely over the Internet or by using a wireless communicator (GSM/GPRS channel).

To access Honeywell Total Connect visit the following link:

<https://services.alarmnet.com/TotalConnect/>

1. Log into the [Honeywell Total Connect](#) website, and select the **My Profile** category.
2. Verify the information, and ensure at least one phone number is entered for SMS Control.

Total Connect

Welcome Gunther Labrador. [Help](#) Wednesday, February 2

Required Information

Username:
(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)

Password:
(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)

Repeat Password:

Email Address:

Repeat Email Address:

First Name:

Last Name:

Phone Number: - -

Last Modified Date: Wednesday, July 18, 2007 6:47:46 AM

Phones For SMS Control (At least one phone number is required to use this feature)

Phone: - -

Phone: - -

Time Preference Settings

Time Zone:

Enable DST: Enable for Daylight Saving Time

Start date/time DST: Month: Day: Year: Time:

End date/time DST: Month: Day: Year: Time:

DST Time Interval:

3. Edit your profile and click **Update Information**, or click **Exit to Main Menu page** if no changes are made.

Note: Adding new subordinate users, in the next three step, is typically done by the end user. However as a convenience, it can be done by the Central Station or Dealer/Installer.

4. Select the **Manage Users** category.

Total Connect

Welcome gunther labradore. Tuesday, May 8, 2007

Manage Users

User Name	Full Name	Authority	Modified	Disabled
gunther11	Labradore, Gunther	Sub User	5/8/2007 4:14:55 PM	False

5. Click **Add New User**. A new user profile form appears. Enter the user data, select the authority level, and features, then click **Update Information**.

Total Connect

Welcome gunther labradore. Tuesday, May 8, 2007

Required Information:

Username:
(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)

Password:
(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)

Repeat Password:

Email Address:
 Repeat Email Address:

First Name:
 Last Name:

Phone Number: - -

Last Modified Date: Tuesday, May 08, 2007 4:14:55 PM

Disable Login:

Phones For SMS Control (At least one phone number is required to use this feature)

Phone: - -
 Phone: - -

Authority Level (choose one):

Sub User

Features:

Features that may be assigned:	Features that have been assigned:
Manage Users	Email Configure

Navigation: > < >> <<

Select City and Central Station

<input checked="" type="checkbox"/> Authorize	MAC	User Defined Device Identifier
<input checked="" type="checkbox"/>	00 D0 2D 00 1F 78	ABC Company

Buttons: Update Information, Exit to Manage Users page

You must have at least one SMS Control phone number.

6. A confirmation message appears, click **OK**, then click **Exit to Manage Users page**.
7. Select the **Configure Email** category.
 - Select the device from the drop-down field, then click **Select**.
 - In the **Event Assignment** table, specify the events to be reported. Note these must match the 4204 Relay events programmed at the system's control panel.
 - In the **Mailing List** table, enter the users email address to send reports to. The user may add more after log in.
 - In the **Email Subject** enter a title for the notification such as; "*Security System Event Has Occurred*". Then click **Save**.
8. Select the **Configure SMS** category.
 - Start by referring to the online help (on the Total Connect web site), then enter the data as directed.
 - Grant access to at least one SMS capable user phone.
 - Click **Save**.

Note: The end user will check the "Accept Terms and Conditions" box when they log into the [Honeywell Total Connect](#) website.

9. At this time the Dealer can log off the AlarmNet Direct website.

Deleting a Remote Services User (central station and dealer)

To delete a remote services user follow the procedure below. Understand that the procedure results in an automated process being performed by the software that may take up to an hour to complete.

IMPORTANT: If there is an immediate need to suspend remote services for a user, edit the account to first change the password for that user. Then go back in and follow the procedure below.

1. Select the **Show Programmed GSM/I** category.
2. Perform a search for the device by **Acct#**, or **MAC ID**.
3. Select **EndUser-Delete** and click **Go**.
4. At the bottom of the screen, click the **Delete** button.
5. Click OK to confirm dropping the end user.
6. A status message appears stating that the end user has been dropped.

Contacting Technical Support

Before you contact Technical Support, be sure you:

- Referred to the online help!
- Entered all data correctly and did not enter the letter O for the number zero.
- Tried using the Feedback category on the web site to get help.
- Note your customer number and/or company name.

Having this information handy will make it easier for us to serve you quickly and effectively.

Support	Contact Information
HSCE Technical Support (Monday thru Friday, 8:00 am to 8:00 pm EST) Extended Support Hours for GSM and activation ONLY. (Monday thru Friday, 8:00 pm to 10:00 pm, EST, and Saturday 9:00 am to 5:30 pm, EST)	1-800-222-6525
MyWebTech Online Technical Database	http://www.security.honeywell.com
ATLAS-FAX FAXBACK (Automated FAX Retrieval System)	1-800-573-0153

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