


## FAQs

Service	LYNX Touch, LYNX Plus	VISTA® Products
<b>Remote Monitoring and Control</b>		
<b>Remote Arming/Disarming</b> Manage security remotely via the Honeywell Total Connect website or the Honeywell Total Connect app for iOS™ and Android™ mobile devices.	✓	✓
<b>System Notifications</b> Honeywell Total Connect originates email and email-to-text notifications of system events occurring at the security panel (Arms/Disarms, alarms, low battery, system trouble, AC loss, etc.).	✓	✓
<b>Searchable Event History</b> Security event logs are stored for 90 days. Security-triggered video events are stored for 90 days or to a maximum of 500 MB storage.	✓	✓
<b>Multi-System Access</b> Allows more than one business or home to be accessed with a single login to the Honeywell Total Connect website or mobile apps.	✓	✓
<b>Automation Services</b>		
<b>Remote Control</b> Honeywell Total Connect provides remote control of Z-Wave® enabled devices and select Wi-Fi® devices from the website or mobile apps.	Supported by LYNX Touch 5100, 5200, 5210, 7000	Tuxedo Touch™ and VAM
<b>Smart Scenes</b> Lights, locks and other devices can be activated by schedules, user-defined conditions on the premises and user commands from the Honeywell Total Connect website or mobile apps. A new Wizard guides users through quick and easy scene setup.	Supported by LYNX Touch 5100, 5200, 5210, 7000	Tuxedo Touch and VAM
<b>Devices Supported:</b>		
LYNX Touch 5100/52XX/Tuxedo Touch/VAM • 40 lights • 3 thermostats/20 thermostats for Tuxedo Touch* • 4 door locks	LYNX Touch 7000 • 40 lights • 4 thermostats • 6 door locks	Supported by LYNX Touch 5100, 5200, 5210, 7000
<b>Device Notification</b> iOS push notifications and email/text notifications of changes in status or settings of Z-Wave enabled devices. Notifications of changes in status or settings is available for select Wi-Fi enabled devices. Please see "An Expanding Ecosystem" section for details.	Supported by LYNX Touch 5100, 5200, 5210, 7000	Tuxedo Touch and VAM
<b>Advertising Services</b>		
<b>Messaging</b> Allows the dealer or central station to push one message per day (30 per month) to the end-user. Messages appear on the LYNX Touch panel, or on user account pages at the Honeywell Total Connect website. Ideal for advertising promotions and services.	Supported by LYNX Touch 5100, 5200, 5210, 7000	Not supported on VISTA
<b>Test Drive Demo</b> The Honeywell Total Connect app's Test Drive for iPhone®, iPad® and Android™ devices simulates a complete user experience in a guided tour; no need for sign-in or Wi-Fi®/cellular connection. Pop-up tool tips illustrate everyday controls and essential settings.	Supported by LYNX Touch 5100, 5200, 5210, 7000	Tuxedo Touch and VAM
<b>Information Services</b>		
<b>Five-Day Weather and Severe Weather Alerts</b> Provides an at-a-glance five-day forecast, updated twice per day as well as severe weather alerts. Clear, friendly icons display detailed weather information on the Honeywell Total Connect website and on the keypad display. <i>Information supplied by AccuWeather.</i>	Supported by LYNX Touch 5100, 5200, 5210, 7000	Tuxedo Touch only (Five-day weather only)
<b>Advanced Protection Logic™ (APL)</b>		
Designed to help assure that the central station is notified if security system hardware is compromised before an alarm can be sent. Protects against "smash and grab."	Supported by LYNX Touch 5100, 5200, 5210, 7000	None
<b>Two-Way Voice</b>		
Systems with AlarmNet® Direct GSM communicators provide voice contact with the central station following an alarm condition. Control panel must support AAV (Audio Alarm Verification) over GSM (refer to control panel documentation for details).	Supported by LYNX Touch 5200/5210/7000. Two-way voice over IP/ Wi-Fi also supported.	Requires Applied Voice and Speech (AVS) Technology

\*Compatible with Honeywell's ZWSTAT Z-Wave® Thermostat



## Honeywell Total Connect® 2.0 Remote Services FAQs

<p><b>What products will work with Honeywell Total Connect features?</b></p>	<ul style="list-style-type: none"> <li>• All Honeywell communicators with this label on the carton. ▶</li> <li>• LYNX Touch, Tuxedo Touch™, VAM and VISTA® panels</li> </ul> 
<p><b>When are Honeywell Total Connect Remote Services included?</b></p>	<p>Honeywell Total Connect services can be added to any compatible control panel/communicator with an alarm transport plan (fees apply based on supervision level).</p>
<p><b>Is there a limit to the number of notifications?</b></p>	<p>No limit to system notifications (Arms/Disarms, alarms, AC loss). There are some limits on zone monitoring notifications, which are not included in the basic service.</p>
<p><b>What mobile platforms support the new Honeywell Total Connect features?</b></p>	<ul style="list-style-type: none"> <li>• Apple® iOS</li> <li>• Android™ (New app version expected late fall 2016)</li> </ul>
<p><b>What is the maximum video storage?</b></p>	<p>Maximum video storage is 500 MB.</p>
<p><b>How long are video captures?</b></p>	<p>Ten seconds.</p>
<p><b>Does Honeywell Total Connect work with Tuxedo Touch and VAM?</b></p>	<p>Yes. With Tuxedo Touch, VAM, VISTA and Honeywell Total Connect, users can receive alerts, view live video, control their systems remotely and control most Z-Wave® enabled thermostats, lights, locks and more.</p>
<p><b>Are existing Tuxedo Touch and VAM products field-upgradable?</b></p>	<p>Yes, via SD card. Please visit <a href="http://www.tuxedotouchtoolkit.com">www.tuxedotouchtoolkit.com</a> and click the Software Downloads tab. Select Tuxedo Touch or VAM for software updates.</p>
<p><b>Do Honeywell Total Connect Tracking Services work with LYNX Touch, Tuxedo Touch and VAM products?</b></p>	<p>Yes. At present, these services are exclusive to the United States.</p>



## Honeywell Total Connect® 2.0 Remote Services FAQs

### Geofence Arming Reminders

**What are geofence arming reminders?**

Geofences are user-defined areas on a map. iOS users can now set a geofence that triggers an iOS push notification when they exit its boundaries without arming their security system. Each one of a Honeywell Total Connect account's 20 locations can have its own geofence.

**When will geofence arming reminders be available on the Android™ app?**

This feature will be added to the redesigned Honeywell Total Connect Android app in 2017.

**How do I create geofences? Is the shape or size limited?**

Geofence setup is part of the app's Welcome Wizard. When prompted, tap and drag the default region to position its center and set its radius. Geofences are circular and the minimum size is 0.2 miles; maximum size is 2.0 miles. Geofences can be changed after setup and the feature can be turned on and off.

**Do I have to run back home to arm the system?**

No. You can arm your system remotely using the app.

**Can the app display a satellite view?**

No. Geofences are set in traditional map view.

**Is there a notification when I enter the geofence?**

No. The app's geofence is dedicated solely to the arming reminder for when a user exits a geofence.

### GSM

**What is the future of GSM?**

AT&T® has announced a December 31, 2016 sunset for its 2G service. Across North America, major network carriers are prioritizing faster communications technologies. For more information on 2G Sunset, please visit [AlarmNet360.com](http://AlarmNet360.com) and use the hamburger dropdown on the left to select "2G Sunset" for 2G information.



## Honeywell Total Connect® 2.0 Remote Services FAQs

### Security

<b>Can I bypass any zone remotely?</b>	Yes, via the Honeywell Total Connect website or with the Honeywell Total Connect app.
<b>Can I receive notification of doors open for an extended period?</b>	Yes.
<b>Can I be notified of zone inactivity?</b>	Yes.
<b>Can the security system trigger video recording?</b>	Yes. System events (Arm/Disarm) and zone reports (Trouble, Fault) can initiate video recording.

### Automation\* (LYNX Touch, VAM and Tuxedo Touch™)

<b>What thermostats work with remote services?</b>	Honeywell Total Connect Comfort Wi-Fi® series (excluding Lyric Thermostat), RedLINK™ Connected Thermostats and Honeywell ZWSTAT
<b>How many thermostats per system?</b>	Tuxedo Touch**: 20 thermostats L5100, L5200, L5210 and VAM: Three thermostats L7000: Four thermostats
<b>How many locks per system?</b>	L5100, L5200, L5210, Tuxedo Touch and VAM: Four Z-Wave® door locks and ten August Smart Locks® L7000: Six Z-Wave door locks and ten August Smart Locks
<b>How many light switches per system?</b>	L5100, L5200, L5210, L7000, Tuxedo Touch* and VAM: 40 lights
<b>What is a Smart Scene?</b>	Smart Scenes are custom combinations of security and lifestyle settings that can be triggered by schedules, conditions on the premises and user commands from the Honeywell Total Connect website or mobile app.

\*Automation subscription required.  
\*\*Tuxedo Touch versions 4.4.31 and higher.



## Honeywell Total Connect® 2.0 Remote Services FAQs

### Automation\* (LYNX Touch, VAM and Tuxedo Touch™) (continued)

<p><b>How many Smart Scenes can be set up?</b></p>	<p>Up to 20 scenes can be created and controlled by Honeywell Total Connect. In addition, a number of local scenes can be set up on LYNX Touch, Tuxedo Touch and VAM systems:</p> <ul style="list-style-type: none"> <li>• 20 additional local scenes with LYNX Touch 5100, 5200, L5210 and 7000</li> <li>• 30 additional local scenes with Tuxedo Touch*</li> <li>• 10 additional local scenes with VAM</li> </ul>
<p><b>Can I receive automation-related notifications on my mobile device?</b></p>	<p>Yes. You can receive iOS push notifications and email/text notifications of Z-Wave® device or Wi-Fi-related events or new video recordings triggered by the security system.</p>
<p><b>If a thermostat is adjusted on the premises, can the system notify users that settings have been altered?</b></p>	<p>Yes. Most Z-Wave or Wi-Fi enabled devices can be configured to send alerts about changes to their settings, no matter where the changes are initiated.</p>

\*Automation subscription required.

### Advertising Services

<p><b>What are advertising services?</b></p>	<p>The ability to push one message per day (30 per month) to the end-user. <i>(Not supported on VISTA®)</i></p>
<p><b>Does the advertising push to both Honeywell Total Connect and LYNX Touch panels?</b></p>	<p>Yes. Advertising is pushed to Honeywell Total Connect, LYNX Touch control panels, and the LYNX Connect app.</p>
<p><b>What is the maximum message size?</b></p>	<p>255 characters.</p>
<p><b>Will I have the ability to show custom images on my LYNX Touch or Tuxedo Touch?</b></p>	<p>You can push up to 50 JPEG images from Honeywell Total Connect to L5100, L5200, L5210 and L7000 control panels with an Internet connection. With Tuxedo Touch, pictures must be imported from an SD card.</p>



## Honeywell Total Connect® 2.0 Remote Services FAQs

### An Expanding Ecosystem

Integration of the SkyBell® Video Doorbell, August Smart Lock® and Honeywell Total Connect Comfort Wi-Fi® and RedLINK™ connected thermostats expand your customers' control of their homes from anywhere in the world.

<p><b>How do new third-party services work with Honeywell Total Connect?</b></p>	<p>Cloud-to-cloud integration allows different devices from different manufacturers to communicate with Honeywell Total Connect for a seamless customer experience.</p>
<p><b>Is full SkyBell Video Doorbell integration offered?</b></p>	<p>Now fully integrated with the Honeywell Total Connect iOS app, SkyBell Video Doorbell allows users to see, hear and speak to visitors at their doors, arm and disarm the security system, lock and unlock the door and check for doorbell activity on an iPhone® or iPad®. SkyBell events now appear in the Honeywell Total Connect Events log. No third party apps required.</p>
<p><b>Which SkyBell version is Honeywell Total Connect compatible with?</b></p>	<p>SkyBell HD</p>
<p><b>How many SkyBell Video Doorbells are supported?</b></p>	<p>One per location.</p>
<p><b>What functionality does Honeywell Total Connect offer with SkyBell Video Doorbell?</b></p>	<p>Users can remotely check doorbell activity on the Honeywell Total Connect app, and see, hear and speak to visitors at their doors from their iPhone® or iPad® via the SkyBell HD app.</p>
<p><b>Which August version is Honeywell Total Connect compatible with?</b></p>	<p>August Home</p>
<p><b>What functionality does Honeywell Total Connect offer with August Smart Lock?</b></p>	<p>Users can lock and unlock August Smart Lock through the Honeywell Total Connect iOS app.</p>
<p><b>What functionality does Honeywell Total Connect offer with Honeywell Total Connect Comfort Wi-Fi and RedLINK connected thermostats?</b></p>	<p>Users can control their Wi-Fi stats through the Honeywell Total Connect iOS app.</p>



## Honeywell Total Connect® 2.0 Remote Services FAQs

### An Expanding Ecosystem *(continued)*

<p><b>Can I access SkyBell®, August Smart Lock® and Total Connect Comfort Wi-Fi® and RedLINK™ connected thermostats through the Honeywell Total Connect Web interface, iOS and Android™ app?</b></p>	<p>Today, you can only access these new features through the Honeywell Total Connect iOS app.</p>
<p><b>Is adding third-party devices difficult?</b></p>	<p>No. For SkyBell accounts, enable Video Doorbell Service in AlarmNet 360™. For August Smart Lock and Honeywell Total Connect Comfort Wi-Fi and RedLINK connected thermostats, an automation subscription is required. Once the accounts are appropriately enabled in AlarmNet Direct or AlarmNet 360, the devices are enrolled in Honeywell Total Connect via Wi-Fi.</p>
<p><b>Do I need apps from third-party hardware manufacturers?</b></p>	<p>August Smart Lock is required for functionality other than Lock and Unlock. The Total Connect Comfort app is not required for control of Total Connect Comfort Wi-Fi and RedLINK connected thermostats.</p>
<p><b>Can I set up Smart Scenes using the new devices in my Honeywell Total Connect account?</b></p>	<p>Not at this time. These devices currently communicate with Honeywell Total Connect, cloud-to-cloud only; Smart Scene functionality requires hardware integration with the panel.</p>
<p><b>Can I set up email notifications of changes in status or settings for SkyBell Video Doorbell, August Smart Lock and Total Connect Comfort Wi-Fi and RedLINK connected thermostats?</b></p>	<p>You may set up email notifications for August Smart Lock and Total Connect Comfort Wi-Fi and RedLINK connected thermostats. Currently, we do not offer email notifications for SkyBell Video Doorbell.</p>
<p><b>Are Honeywell Total Connect Remote Services compatible with Apple Watch®?</b></p>	<p>Yes. Users can arm or disarm the system, view faulted zones, bypass zones, view alarm status, multiple locations and run Smart Scenes.</p>
<p><b>Are Honeywell Total Connect Remote Services compatible with Apple TV®?</b></p>	<p>Yes. The app is now available in the Apple TV App Store. Users with Apple TV-connected sets can view and control all cameras associated with their account and location. View security status, monitor vacation properties or businesses, check in on kids and elderly relatives from the comfort of your living room; includes full control of pan/tilt cameras.</p>