Honeywell Total Connect® 2.0 Remote Services

FAQs

SECURITY		
	Supported on	
	Lyric, LYNX Touch	**VISTA® Products**
Remote Arming/Disarming Manage security system remotely via the Honeywell Total Connect website or the Total Connect app for iOS™ and Android™ mobile devices.	Yes	Yes
Advanced Protection Logic™ (APL) Protects against "smash and grab." Helps to assure that the central station is notified if the security system's panel is compromised before an alarm can be sent.	Yes	No
Two-Way Voice Systems with AlarmNet® communicators provide voice contact with the central station following an alarm condition. Control panel must support AAV (Audio Alarm Verification) over GSM (refer to the system control panel's documentation for details).	Yes	Requires **Applied Voice and Speech (AVS)** technology
Can I bypass any zone remotely?	**Yes,** via the Honeywell Total Connect website or the Honeywell Total Connect 2.0 app. Note that **fire** and **CO detection zones** cannot be bypassed.	
Can I receive notification of doors open for an extended period?	Yes	
Can I be notified of zone inactivity?	Yes	
Can the security system trigger video recording?	Yes. System events (Arm/Disarm) and zone reports (Trouble, Fault) can initiate video recording. Recordings can also be triggered by motion detection, independent of other system events.	
GEOFENCE ARMING REMINDERS		
What are geofence arming reminders?	Geofences are user-defined areas on a map. Mobile users can now set a geofence to trigger a push notification that they have exited its boundaries without arming their security system.	
Do I have to run back home to arm the system?	No. You can arm your system remotely using the app.	
Is there a notification when I enter the geofence?	No. This feature is dedicated solely to alerting users who leave the premises and exit without arming their systems.	
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 recommended size is 1 mile; maximum size is 2.0 miles. Geofences can be changed after setup and the feature can be turned on and off.	
Can the app display a satellite view when setting up a geofence?	No. Geofences are set in traditional map view.	
AUTOMATION (Automation subscription required for Smart Scenes)		
	Supported on	
	Lyric, LYNX Touch	**VISTA Products**
Remote Control Honeywell Total Connect provides remote control of Z-Wave® enabled devices and select Wi-Fi® devices from the website or mobile apps.	Yes	Tuxedo Touch and VAM
Scenes 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.	Yes	Tuxedo Touch and VAM
How many Smart Scenes can be set up?	As many as 20 scenes can be created and controlled by Honeywell Total Connect. In addition, scenes can be created and managed locally: • Lyric: 100 local scenes • LYNX Touch (all panels): 20 local scenes • Tuxedo Touch: 30 local scenes • VAM: 10 local scenes	
How many Z-Wave® and Wi-Fi® devices can be used with each system?	See **Device Support**.	

Honeywell Total Connect® 2.0 Remote Services
FAQs continued

DEVICE SUPPORT

Z-WAVE

Honeywell Home Control Panels

DEVICE TYPES	Lyric	L7000	L5200 L5210	Tuxedo Wi-Fi (Earlier than firmware rev 5.3.6)	Tuxedo Wi-Fi (Firmware rev 5.3.6 and later)	VAM (Earlier than firmware rev 6.2.9)	VAM (Firmware rev 6.2.9 and later)
LIGHTS/ APPLIANCE MODULES	60	40	40	40	40	40	40
DOOR LOCKS	6	6	4	4	4	4	4
THERMOSTATS	6	4	3	3	20	3	3
GARAGE DOOR (5877 GDPK)	4	4	3	Not supported	Not supported	Not supported	Not supported
GARAGE DOOR (LINEAR GD00Z)	Not supported	Not supported	Not supported	Not supported	3	Not supported	3

ECOSYSTEM WI-FI INTEGRATIONS

Honeywell Home Control Panels

DEVICE TYPES	Lyric	L7000	L5200 L5210	Tuxedo Wi-Fi (Earlier than firmware rev 5.3.6)	Tuxedo Wi-Fi (Firmware rev 5.3.6 and later)	VAM (Earlier than firmware rev 6.2.9)	VAM (Firmware rev 6.2.9 and later)
AUGUST SMART LOCKS	Honeywell Total Connect Cloud-to-Cloud integration supports all devices enrolled under the same August account.						
TOTAL CONNECT COMFORT THERMOSTATS	**20**; see note at right	Honeywell Total Connect allows a maximum of 20 TCC Wi-Fi thermostats. Honeywell Total Connect also supports as many as 4 LYRIC Round/Square Wi-Fi thermostats, which count toward the maximum of 20. (For example, if 4 LYRIC Round thermostats are being used, an additional 16 Total Connect Comfort Wi-Fi thermostats can be added for a total of 20.)					
LYRIC ROUND/ SQUARE THERMOSTAT	**4**; see note at right						
CHAMBERLAIN/ LIFTMASTER MYQ® GARAGE DOOR	Honeywell Total Connect Cloud-to-Cloud integration supports all devices enrolled under the same Chamberlain/LiftMaster myQ® account						

DEVICE NOTIFICATION
Notification of changes in status or settings of connected devices (including select Z-Wave products) is supported by all the system control panels listed above. **Push notifications** are available on iOS and Android devices running the app. **SMS/text** notifications can be sent to mobile devices with cellular service. **Email** notifications are available on all devices with an internet connection.

AN EXPANDING ECOSYSTEM

Integration of the SkyBell® Video Doorbell, August Smart Lock®, Total Connect Comfort and other connected thermostats from Honeywell Home expand your customers' control of their homes from anywhere in the world. More devices are being added all the time. For more complete information, see **http://www.totalconnecttoolkit.com/Ecosystem/**

How do new third-party services work with Honeywell Total Connect?	Cloud-to-cloud integration allows devices from different manufacturers to communicate with Honeywell Total Connect for a seamless customer experience.
Is adding third-party devices difficult?	No. Once the appropriate options (e.g. an Automation subscription or Video Doorbell Service) are enabled in AlarmNet 360, devices like August Lock and compatible Honeywell Home thermostats are enrolled in Total Connect via Wi-Fi. Thermostats are initially enrolled through the Total Connect Comfort app.
Do I need apps from third-party hardware manufacturers?	No. However, the third party app can be used if the customer wants to operate more than the supported Honeywell Total Connect features. The user will need a user name and password from the third party app to associate to Honeywell Total Connect.
How many Chamberlain/Liftmaster myQ® garage doors can be operated through Honeywell Total Connect?	Honeywell Total Connect Cloud-to-Cloud integration supports all devices enrolled under the same Chamberlain/LiftMaster myQ® account.
Which model of August Home locks is compatible with Honeywell Total Connect?	August Smart Lock
What functionality does Honeywell Total Connect offer with August Home locks?	Users can lock and unlock August Smart Lock through the Honeywell Total Connect mobile app. The August Smart Lock app is required for functionality other than Lock/Unlock.
Is Skybell Video Doorbell now fully integrated with Honeywell Total Connect?	Yes; third-party apps are no longer required.
Which version of Skybell is compatible with Honeywell Total Connect?	SkyBell HD and SkyBell Trim
How many Skybell Video Doorbells are supported?	One per each location in an account.
What Skybell video doorbell functionality does Honeywell Total Connect offer?	Customers can see, hear, and speak to visitors at their doors, arm and disarm their security systems, lock, and unlock the doors from the Honeywell Total Connect iOS and Android apps. Doorbell activity can be checked in the Events log via the apps or website.
What functionality does Honeywell Total Connect offer with Total Connect comfort Wi-Fi, RedLINK® and the Lyric family of connected thermostats?	Users can control these thermostats from the Honeywell Total Connect iOS and Android apps or the website.
Can I set up notifications of changes in status or settings for Skybell video doorbell and August Smart lock? What about Total Connect comfort Wi-Fi, RedLINK connected thermostats and Lyric family thermostats?	You may set up notifications for SkyBell and August Smart Lock as well as Total Connect Comfort Wi-Fi thermostats, RedLINK connected thermostats and Lyric family thermostats. Notifications are set up in the Honeywell Total Connect app or on the website.
Can I set up scenes using devices in the Honeywell Total Connect ecosystem?	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.
Are Honeywell Total Connect remote services compatible with Apple Watch®?	Yes. Users can arm or disarm the system, view faulted zones, bypass zones, view alarm status, multiple locations and run Scenes.
Are Honeywell Total Connect remote services compatible with Apple TV®?	Yes. The app is now available in the Apple TV App Store. Users with Apple TV-connected sets can view and control all legacy IP 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.

FAQs continued

ADVERTISING SERVICES

Honeywell Total Connect allows security professionals to push one message per day (30 per month) to end-users. Messages appear on Lyric and LYNX Touch panels, on the Honeywell Total Connect website and Total Connect apps. Ideal for advertising promotions and services or invoice reminders. Not supported on VISTA-based systems.
The maximum size of advertising messages is 255 characters.

Test Drive Demo
Honeywell Total Connect's **Test Drive** simulates a complete user experience on iOS, Android and the Honeywell Total Connect website with no need for sign-in or Wi-Fi/cellular connection. This is an excellent sales tool for demonstrating Honeywell Total Connect's features.

INFORMATION SERVICES

5-Day Weather and Severe Weather Alerts 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 system panel displays. Information supplied by AccuWeather.	Supported on Lyric, LYNX Touch	Supported on Tuxedo Touch; *5-day weather only*

VIDEO SERVICES

Please visit **https://library.ademconet.com/MWT/fs2/TOTALCONNECT2.0/Next-Generation-Video-FAQs.PDF** for complete information.

ADDITIONAL FAQS	
When are Honeywell Total Connect 2.0 Remote Services included?	Honeywell Total Connect services can be added to any compatible control panel/communicator with an alarm transport plan (fees apply based on service level).
What products work with Honeywell Total Connect features?	All Honeywell Home communicators with this label on the carton. Lyric, LYNX Touch, Tuxedo Touch, VAM and VISTA panels
What are the hardware requirements for Honeywell Total Connect 2.0 Remote Services?	An AlarmNet communicator must be programmed to interface directly with a Honeywell Home security system panel.
What are security system notifications?	Honeywell Total Connect generates email, text/SMS and push notifications of security system events including alarms, Arms/Disarms, low battery, system trouble, AC loss, etc.
Is there a limit to the number of notifications?	No limit to security system notifications such as alarms, Arms/Disarms and AC loss. There are some limits on zone monitoring notifications, which are not included in the basic service.
What mobile platforms support the new Honeywell Total Connect features?	Apple® iOS Android™
What is the maximum video storage?	HD cameras: 7 or 30 days, depending on service plan IP legacy cameras: 7 days Lyric panel built-in camera stills: 90 days Clips and stills can be downloaded to users' PC or mobile devices before automatic deletion
How long are video clips?	HD cameras: 30 seconds IP legacy cameras: 10 seconds
How much event history is kept by Honeywell Total Connect?	Event history is retained for 90 days. Camera event-triggered video clips and stills are stored for 7 or 30 days. **7-day** video storage: Maximum 350 HD quality clips per camera **30-day** video storage: Maximum 1500 HD quality clips per camera Video clips are stored on a rolling first-in, first-out basis.
Does Honeywell Total Connect work with Lyric, LYNX Touch, Tuxedo Touch and VAM products?	Yes. With Lyric, LYNX Touch, 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 and select Wi-Fi enabled thermostats, lights, locks and more.
Are Lyric and LYNX Touch field-upgradable? What about Tuxedo Touch and VAM products?	**Lyric** upgrades can be launched from the panel or AlarmNet. **LYNX Touch** can be upgraded via AlarmNet. **Tuxedo Touch** and **VAM** products can be upgraded via SD card. Please visit **www.tuxedotouchtoolkit.com** and click the **Software Downloads** tab. Select **Tuxedo Touch** or **VAM** to save software updates to SD card.
Can my customers display custom images on their security panels?	Yes. **Tuxedo Touch** can display **.jpg** and **.bmp** images loaded via SD card (up to 1000, depending on file size). **Lyric** can display **.jpg** images loaded via USB drive (up to 30). Lyric can also display one dealer branding image pushed to the panel via AlarmNet.

For more information

security.honeywellhome.com/hsc

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