



Total Connect 2.0 Quick Guide

Please Note: This is a third party app designed specifically for total connect. While Alamo Alarm can help with the set up process and troubleshoot problems due to programming errors or syncing issues, Alamo Alarm cannot assist with issues regarding connectivity. Honeywell may experience outages or perform maintenance that may result in communication trouble with your alarm system from your cell phone application. However, when this does occur, Honeywell works diligently to get the issue resolved in a timely manner.

IMPORTANT: All set up and programming must be done from a desktop or laptop computer. It cannot be done from a smartphone. Only the administrator account will be able to add or delete codes. For commercial accounts, this will be the TCMaster account.

To Add a New User

Log in to your total connect account. Scroll to the tab that reads **USERS**. Click the + on the right to expand the tab. It should look like the picture below.



Click add user on the top right side of the tab. Depending on what type of access the user will have, it will ask you to make a selection.

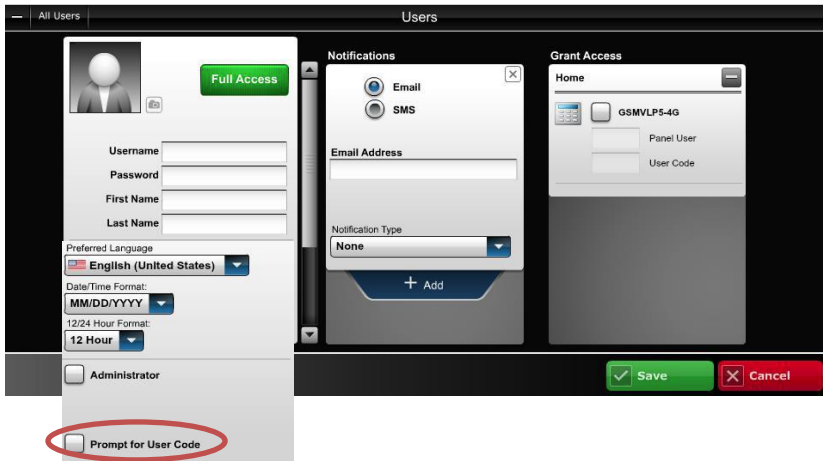


Alamo Alarm suggests using **Panel Only User** for those who are only arming and disarming the location from the physical keypad and do not have a log in for smartphone access. **User** would be for those that have access to log in via their smartphone.

IMPORTANT: While administrative user is an option, if selected, this user IS NOT able to add and delete codes. This again can only be performed by the original administrative account.



If **Panel Only User** is selected, enter the first and last name for the user, check the box next to the panel type for that location, and assign a 4 digit user code. The panel user box will automatically get filled in after panel has synced with total connect. Once you click save, total connect will automatically begin syncing users.



If you select **User** you will have to create a username and password. The new user will use this info to log into Total Connect. Enter the first and last name for the user and check the box next to **Prompt for User Code** for better security (must scroll down to see this option). Under **Notifications** you can select how the user will get notifications. Once you have entered the information for the user, that user will have to log in to their personal account to validate the email or phone number or both depending on what was chosen.

Under **Grant Access**, you must check the box(es) of the location you want the user to have access and assign a 4 digit user code. Once all the information is entered, click save. The new user will have a yellow caution icon until they have validated their method of notifications. The user will still be able to arm, disarm, and log in to the Total Connect app, they just will not receive notifications until this has been validated.



IMPORTANT: If adding a user that will have limited access to a system that has multiple partitions, it is recommended that the code be added locally via the alarm keypad. Any user that is added through Total Connect will have full access to all partitions for that location.

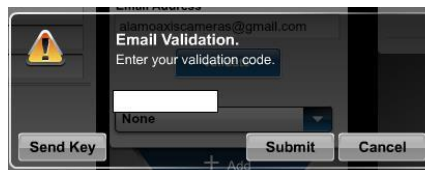


Validating a User

When a new user is added, Total Connect will send the user an email with a validation code. This code must be entered before that user can begin receiving notifications. First, that user must log in to Total Connect. Once logged in, move your mouse over your avatar to prompt the edit icon. Click **edit**.



On the Notifications section of the user, click the validate button to prompt the validation screen.



If email was received when user was created, enter validation key, then submit. If email was not received, click send key. A new validation key will be sent via text or email (whichever is selected).

Please Note: Once you click send key, the validation screen will disappear. You will need to click the validate button again to get back to that screen to enter the new validation code.

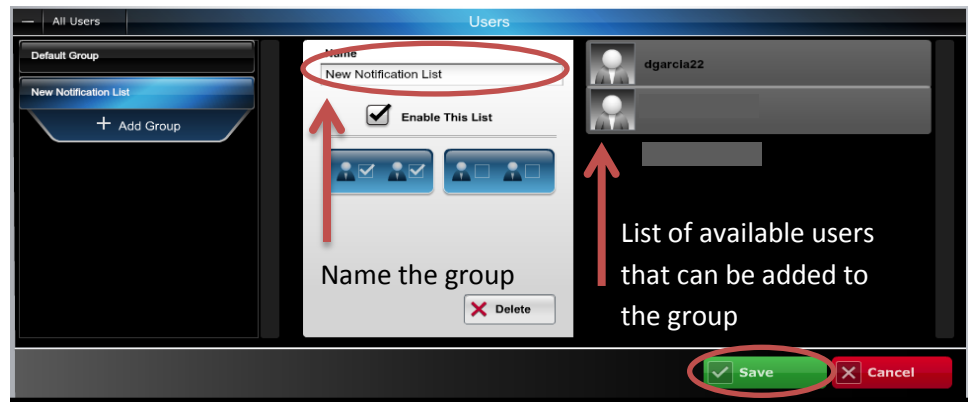
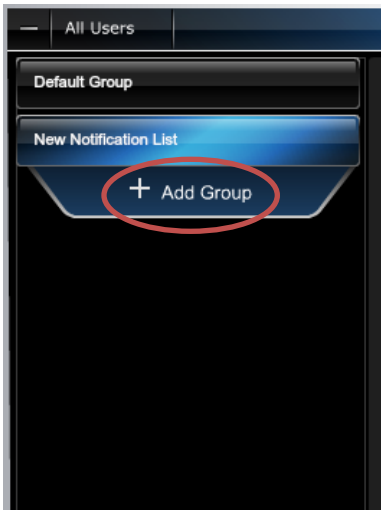
Once all the users have been added, you can organize and define groups. Defining groups allows you to choose which users receive which notifications. For example, you would not want the house keeper to receive notifications about AC Loss or Low Battery. Also, you may only want managers to receive notifications about arms/disarms. These groups can be edited at any time.

Creating User Groups and Notifications

On the users tab, click User Groups on the right side of the tab. This will open the user group screen.



Click on the add group tab to create a new user group. This will expand the screen to show the options below.

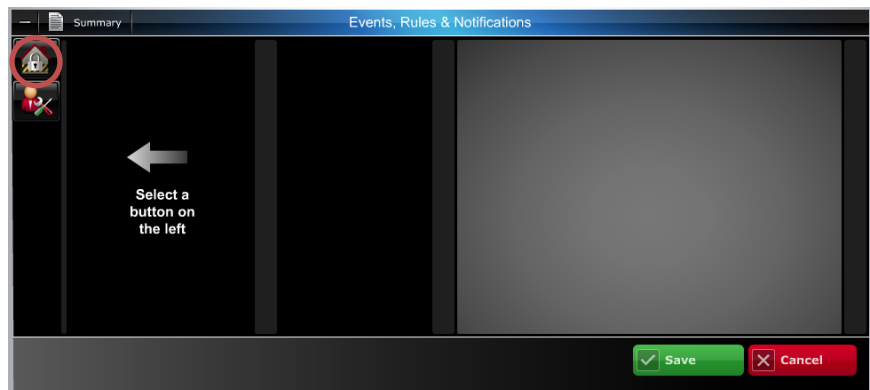


Once group has been named and users have been selected, be sure to click save.



Once all the groups have been added, you can then set notifications and select which group to receive them. Click to expand the Events, Rules & Notifications tab. Click the Setup button on the right side. This will prompt the screen below.

Depending on what services you are subscribed to, you may see different icons on the left side of the screen. To get to the notifications, click the **House** icon. This will expand a new section in the window.



Click on any of the tabs to expand them. Highlight desired action. Then click the notification tab to create a new notification for that action.



Arming

- Disarmed 1
- Armed Away 1
- Armed Stay 1
- Sensor Alarms
- Sensor Other
- System
- Synchronization

Subject: Disarmed

Send To: Default Group Edit

Sched / State: Always Edit

Notify me when this event occurs

Notify me when this event does not occur

Enabled Delete

+ Notification

Save Cancel

Indicates there is (1) notification active

Select group to receive notification

Selected notification will be highlighted

Deletes notification

Enabled On/Off (If disabled all settings will be saved, but notifications will not be sent)

When finished, remember to always click save.



Thank you for being a loyal Alamo customer!