

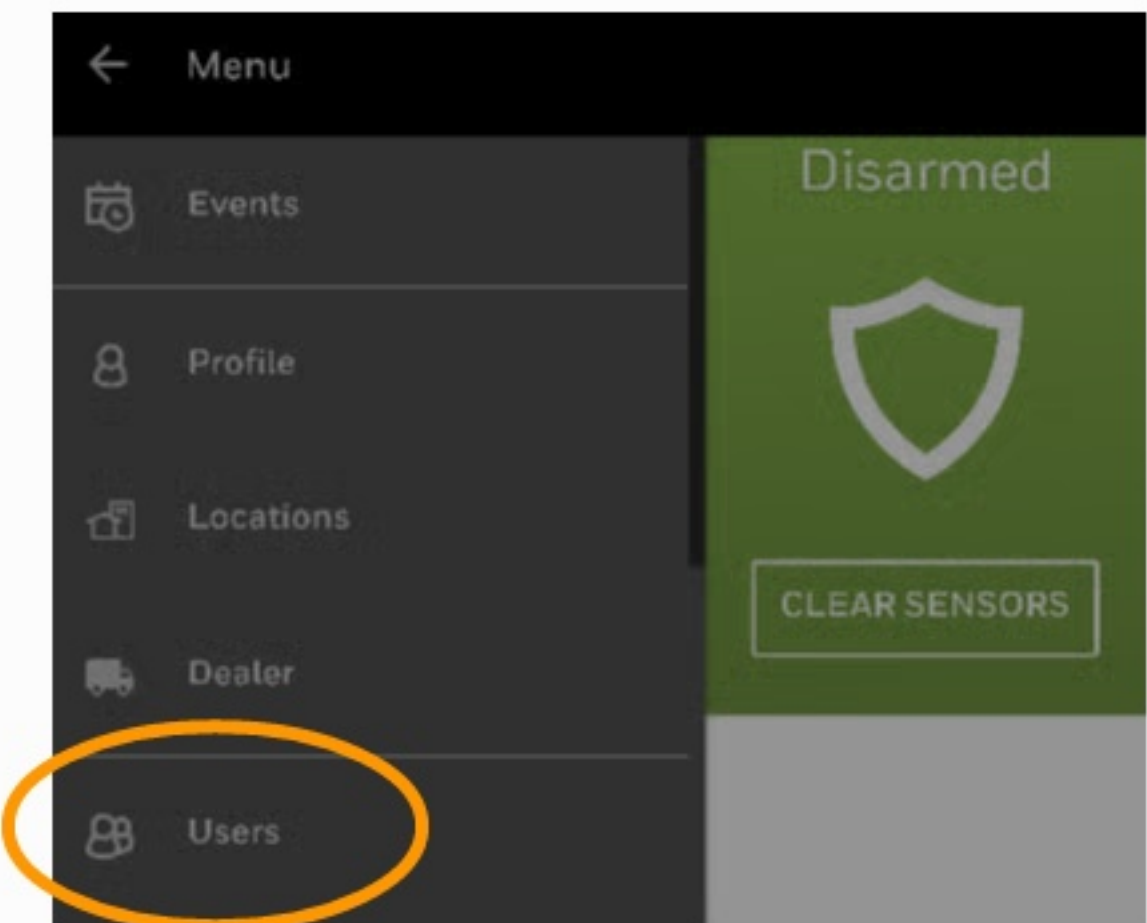
ALAMO ALARM TOTAL CONNECT QUICK GUIDE

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. *App should be used as a secondary method of arm/disarm as there could be delays or connectivity issues. Keypad should always be the primary method to arm/disarm system.

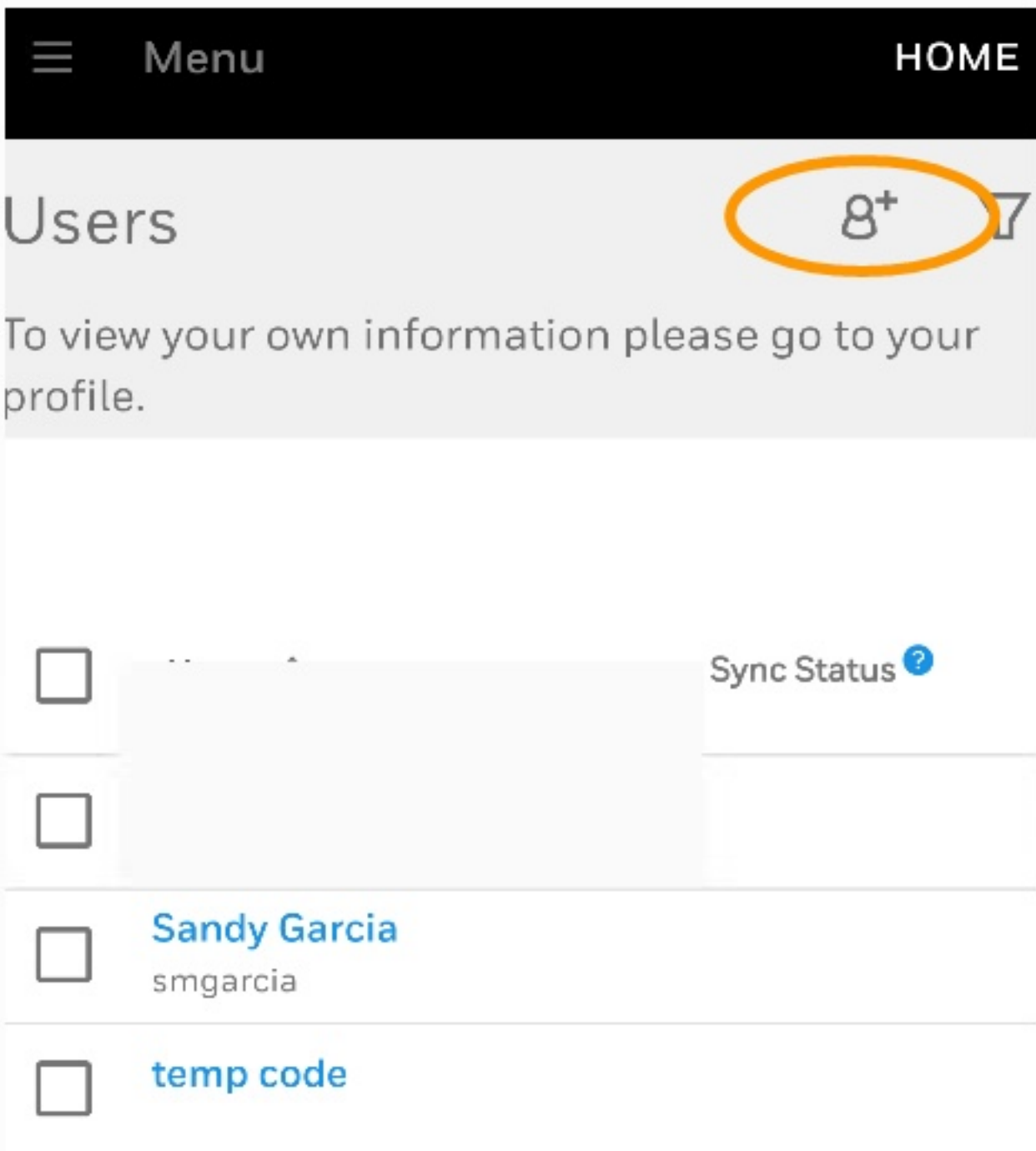
IMPORTANT: All set up and programming must be done from a desktop or laptop computer. It cannot be done from a smartphone. Only the administrator account will be able to add or delete codes. For commercial accounts, this will be the TCMaster account.

TO ADD A NEW PANEL USER

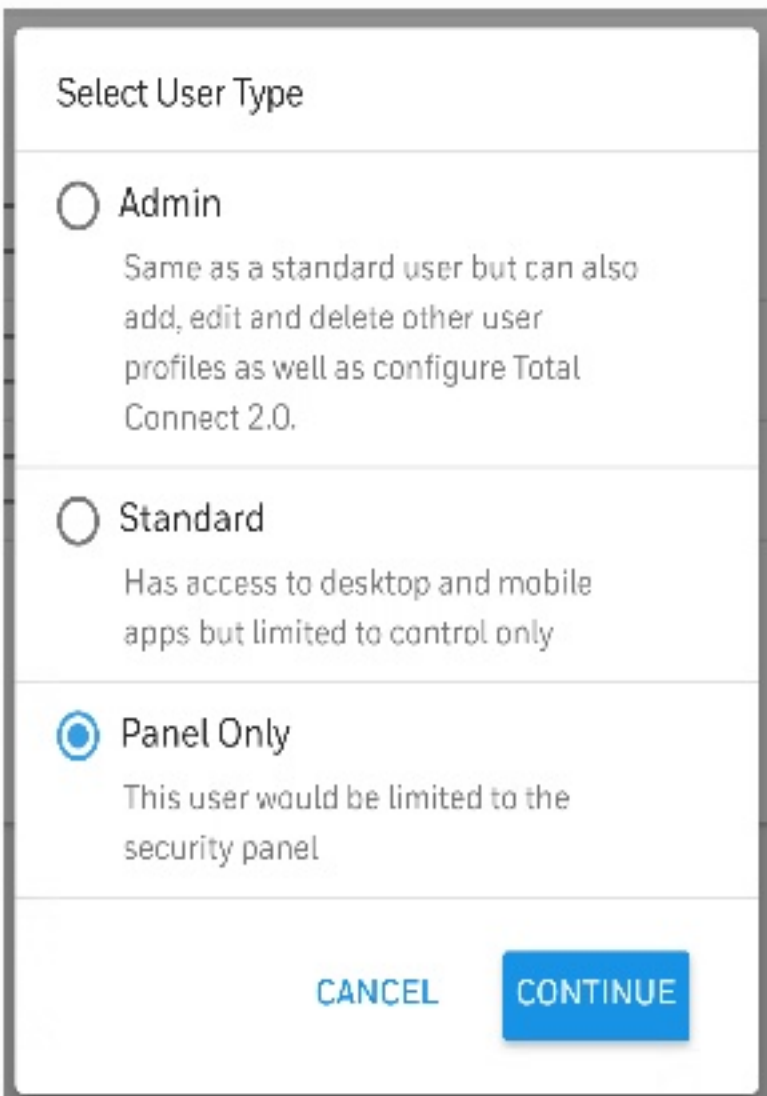
Log in to your total connect account. On the left menu column click **USERS** (figure a). Click the + (figure b). A new window will open and look like the picture below (figure c). **Panel** user is the most common selection. This user will only be a keypad user and will not have smart phone access.



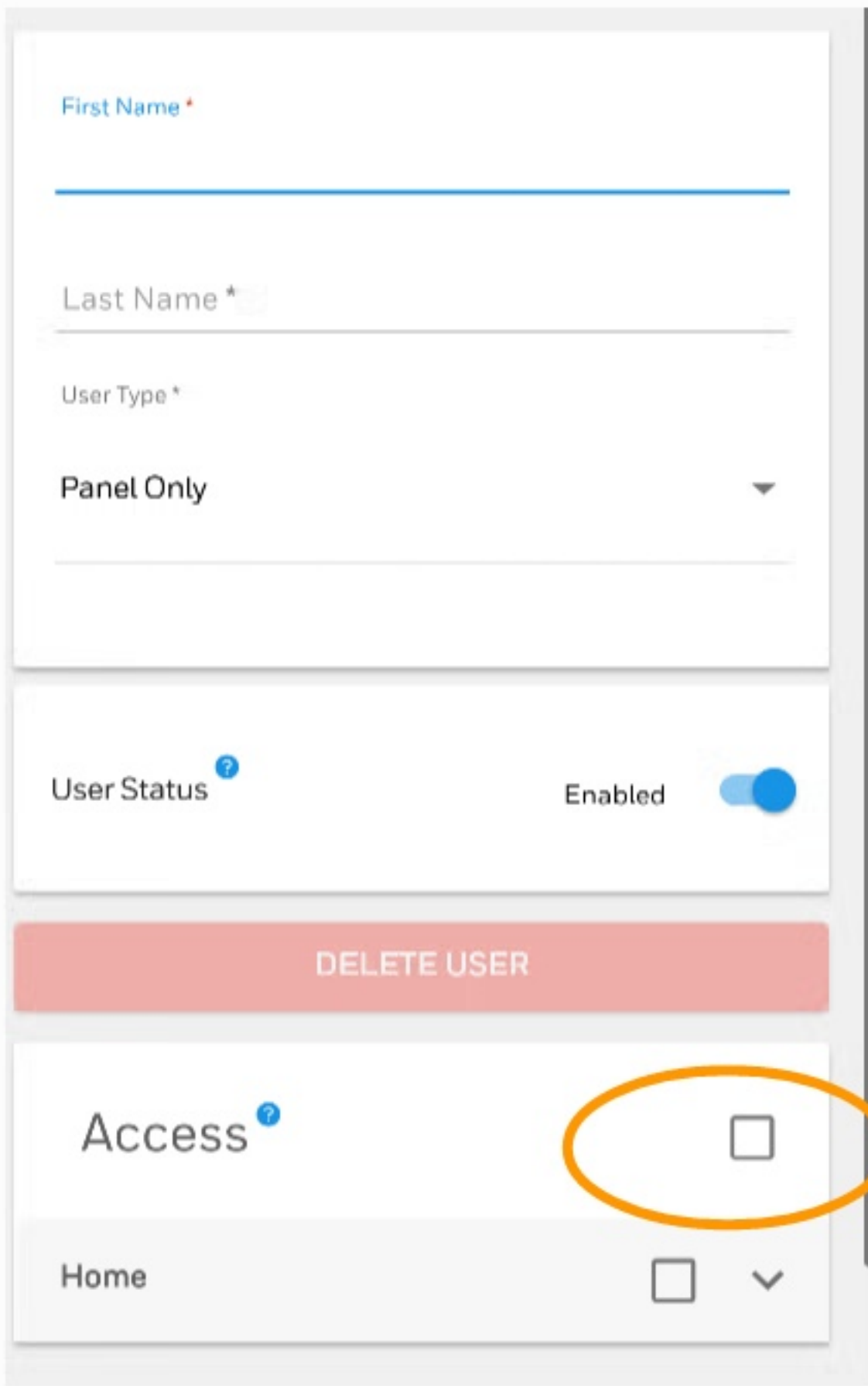
(a)



(b)



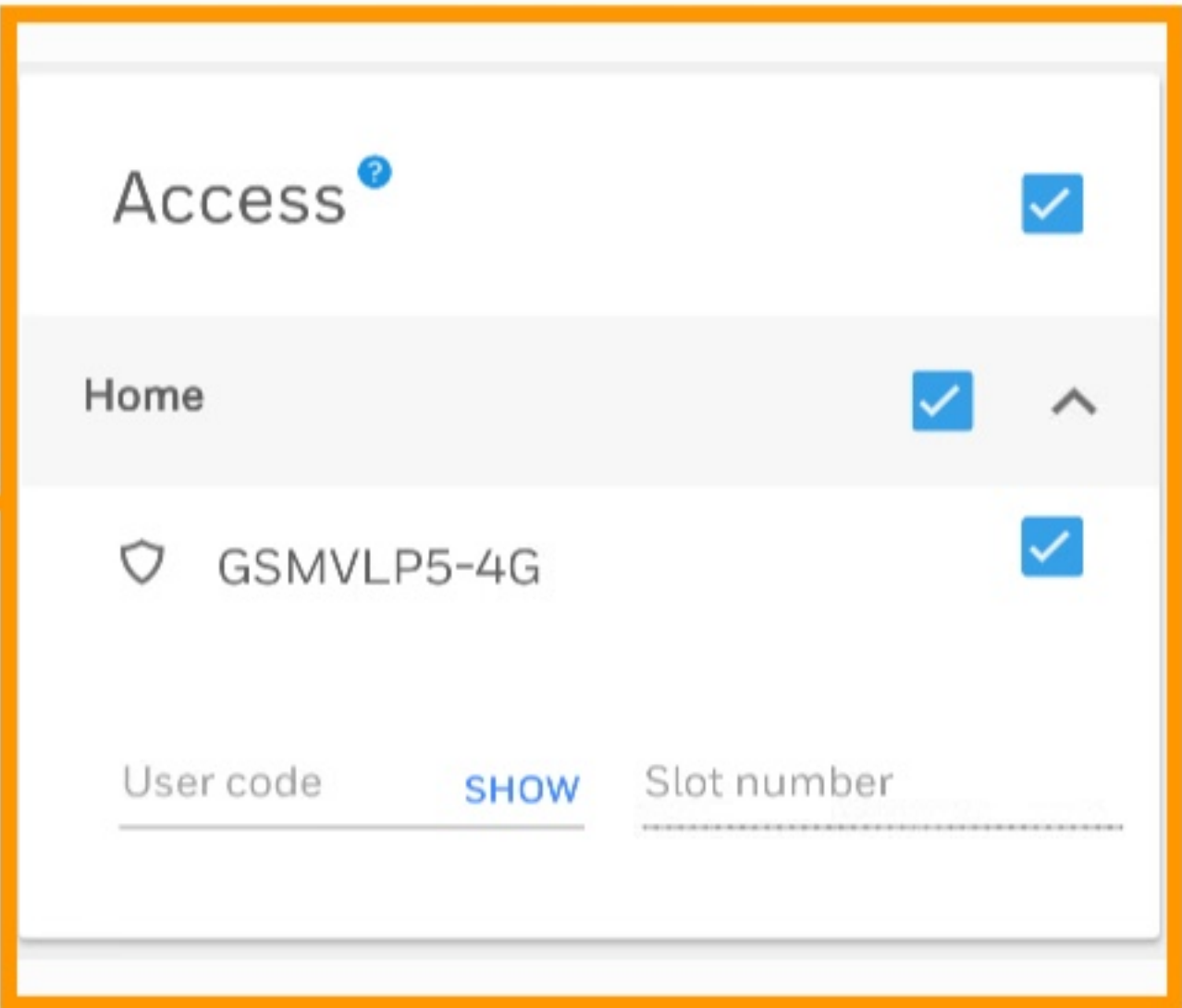
(c)



(d)

First and last name must be entered to continue (figure d).

Checking the **Access** box (figure d) will expand user code entry location (figure e). Enter a 4 digit code. Code must be entered twice to confirm match. Scroll down and click save. Please allow 3 to 5 minutes to allow panel to automatically sync after saving. *note users must be synced in order for code to function in panel.



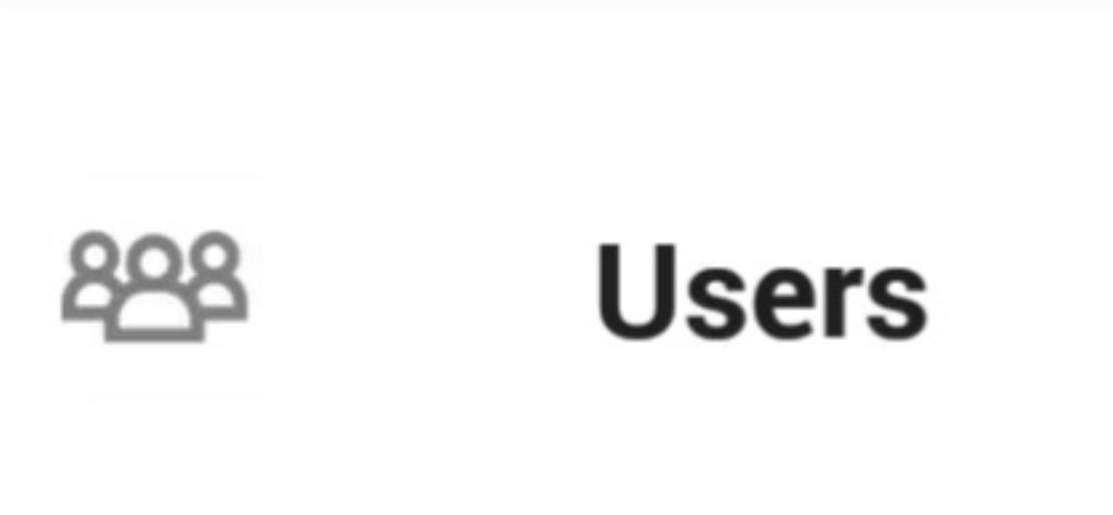
(e)

Under **Access**, select apply code to this location only. If you have multiple locations you will have to determine what locations you want this user to have access to.

TO ADD A NEW STANDARD USER

By selecting a **STANDARD USER**, this user will have smart device access to your security panel.

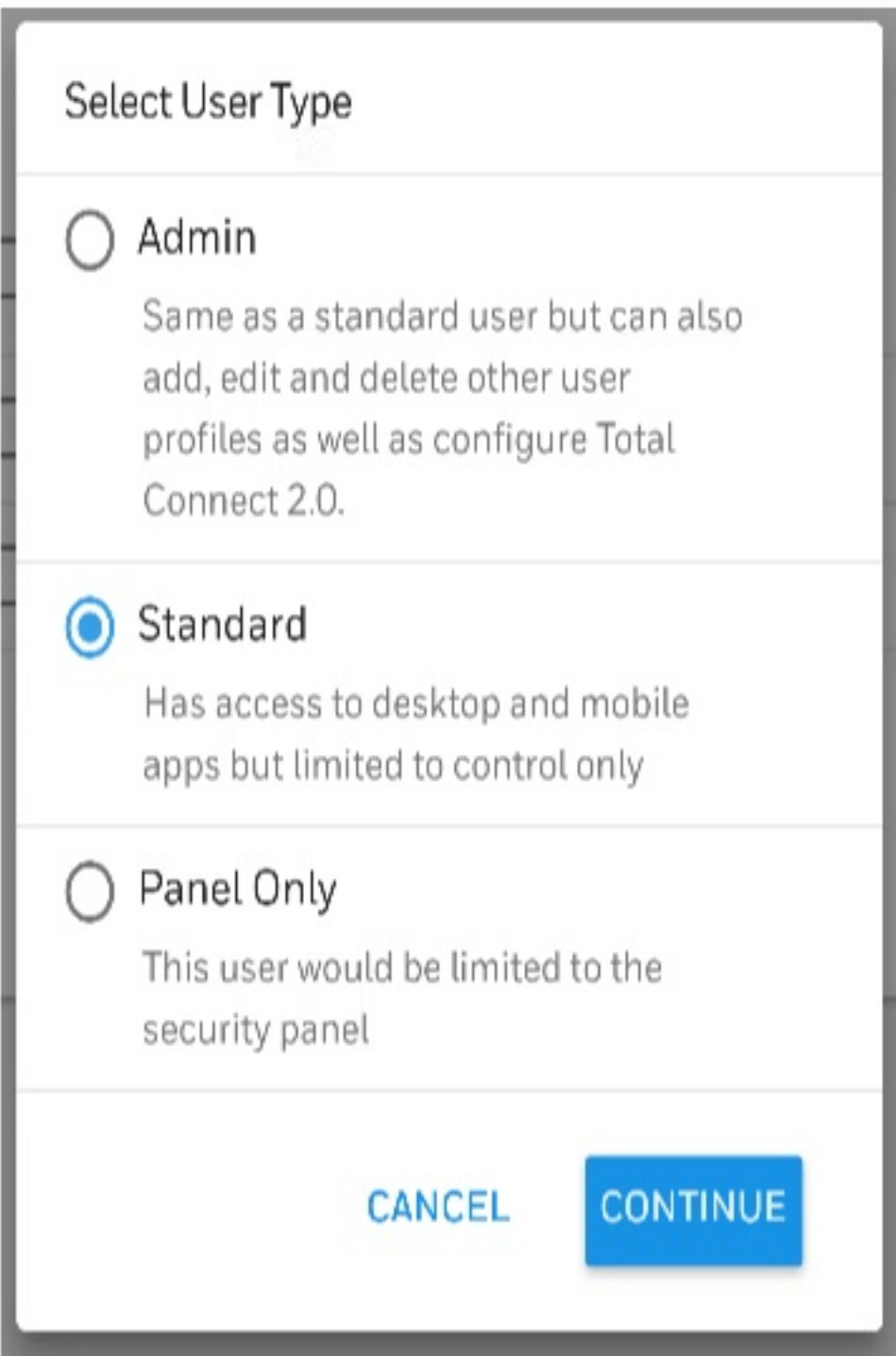
Log in to your total connect account. On the left menu column click **USERS** (figure a). Click the + (figure b). A new window will open and look like the picture below (figure c). Select **STANDARD USER**. This user will have both keypad & smart device access to the security panel, and can receive notifications.



(a)



(b)



(c)

A screenshot of the 'Add User' form, outlined in red. It includes fields for 'First Name', 'Last Name', 'User Type' (set to 'Standard User'), 'Language' (set to 'English'), 'Username', 'Prompt for user code' (a toggle switch), 'Time Format' (set to '12 hour'), 'User Status' (a toggle switch set to 'Enabled'), a 'DELETE USER' button, a 'Notifications' section with a note and an 'Email' field, and an 'Access' section with a checkbox and a dropdown menu showing 'Home'. At the bottom are 'CANCEL' and 'SAVE' buttons.

(d)

First, last, username, email, and a four digit code are mandatory. Email and user code must be entered twice to confirm match (figure d).

Checking the **Access** box (figure d) will expand user code entry and location (figure e).

Please enter a 4 digit code.
Scroll down and click save. Please allow 3 to 5 minutes to allow panel to automatically sync after saving.

Note under **Access** select apply code to this location only. If you have multiple locations you will have to determine what locations you want this user to have access to.

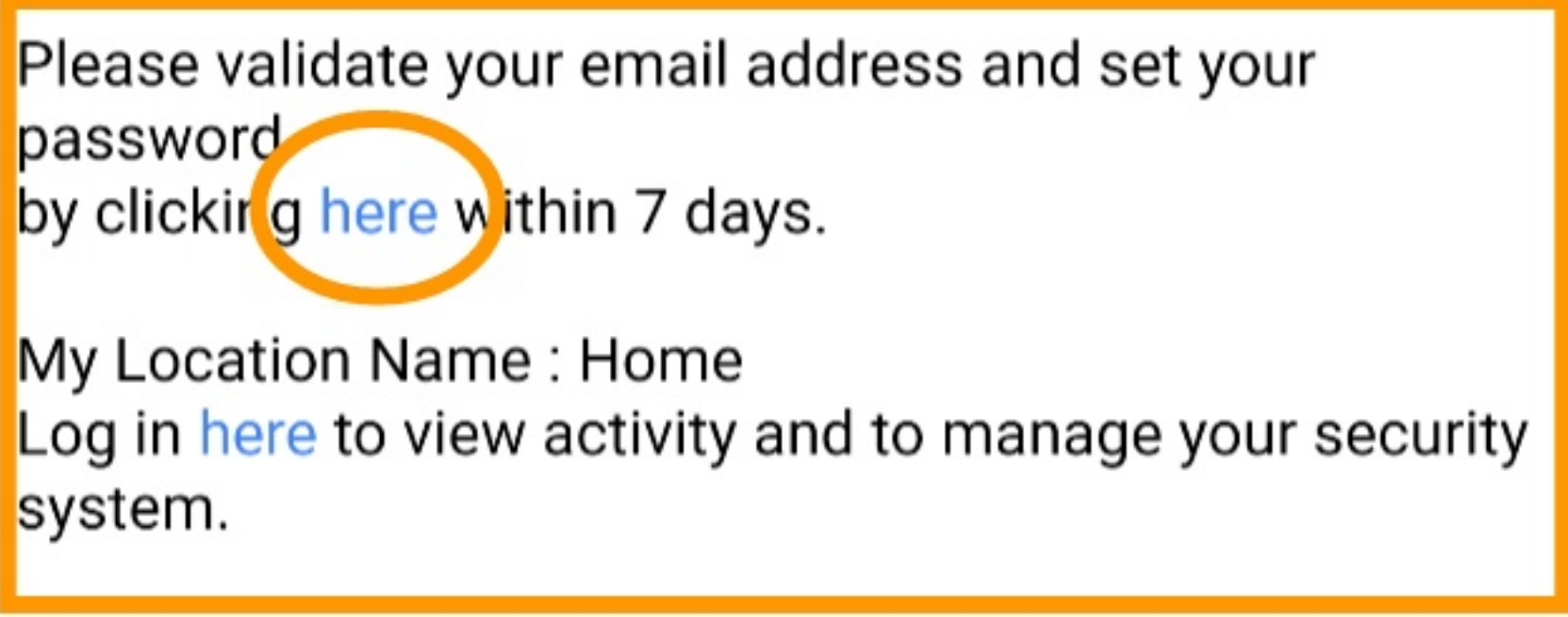
A screenshot of the 'Access' dialog box, outlined in green. It shows a list of locations with checkboxes: 'Home' and 'GSMVLP5-4G'. Below this is a 'User code' field with a 'SHOW' button and a 'Slot number' field. A 'Confirm user code' field with a green checkmark is also present. At the bottom are two radio button options: 'Apply code to this location only' (selected) and 'Apply code to all selected locations'.

(e)

When you click save, an email will be sent to the new user. User will have to complete the verification steps before receiving notifications. See page 3.

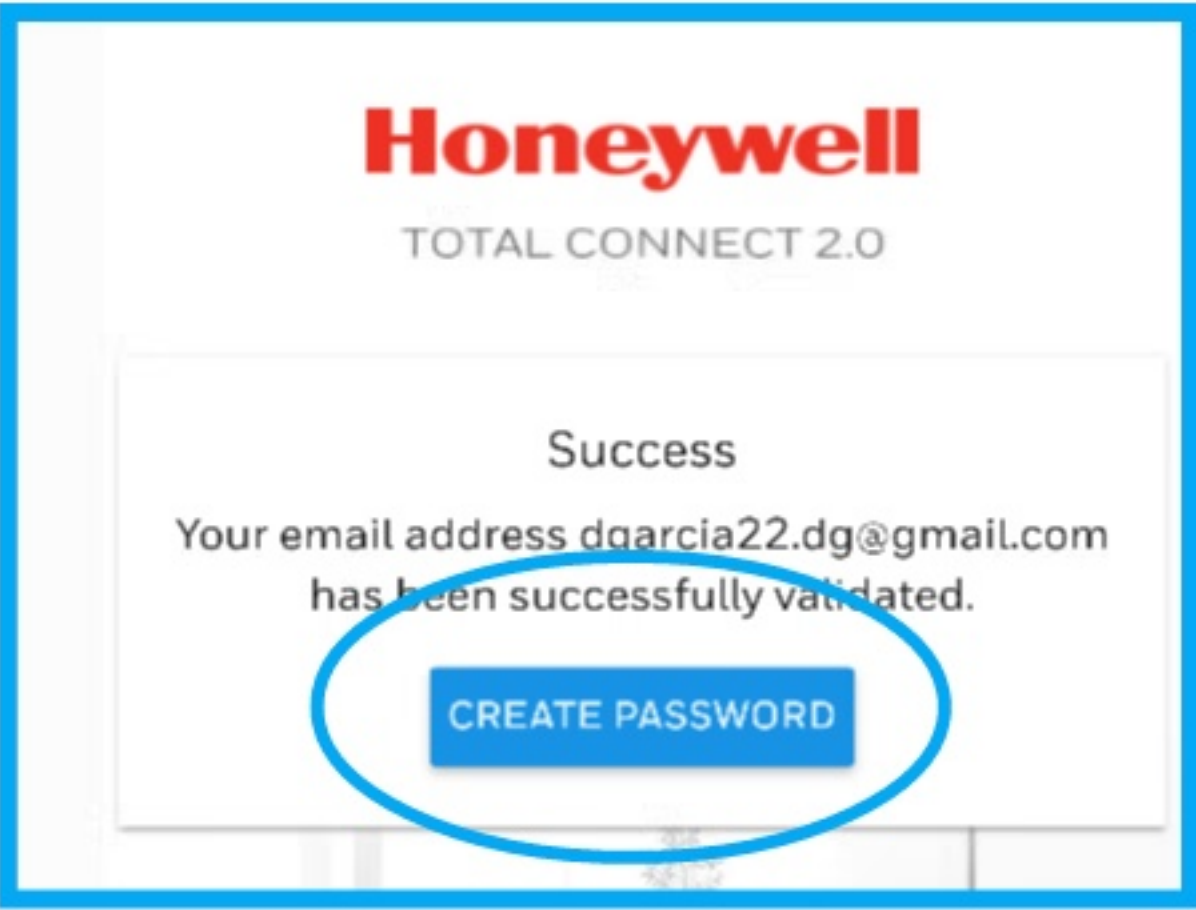
VALIDATING STANDARD USER

An email will be sent to the new user that was created by the ADMIN account. Have the user locate the email. It will be sent from TOTALCONNECT2.0. Within the email you will be asked to validate your email and create a password by clicking the highlighted word here (figure a).



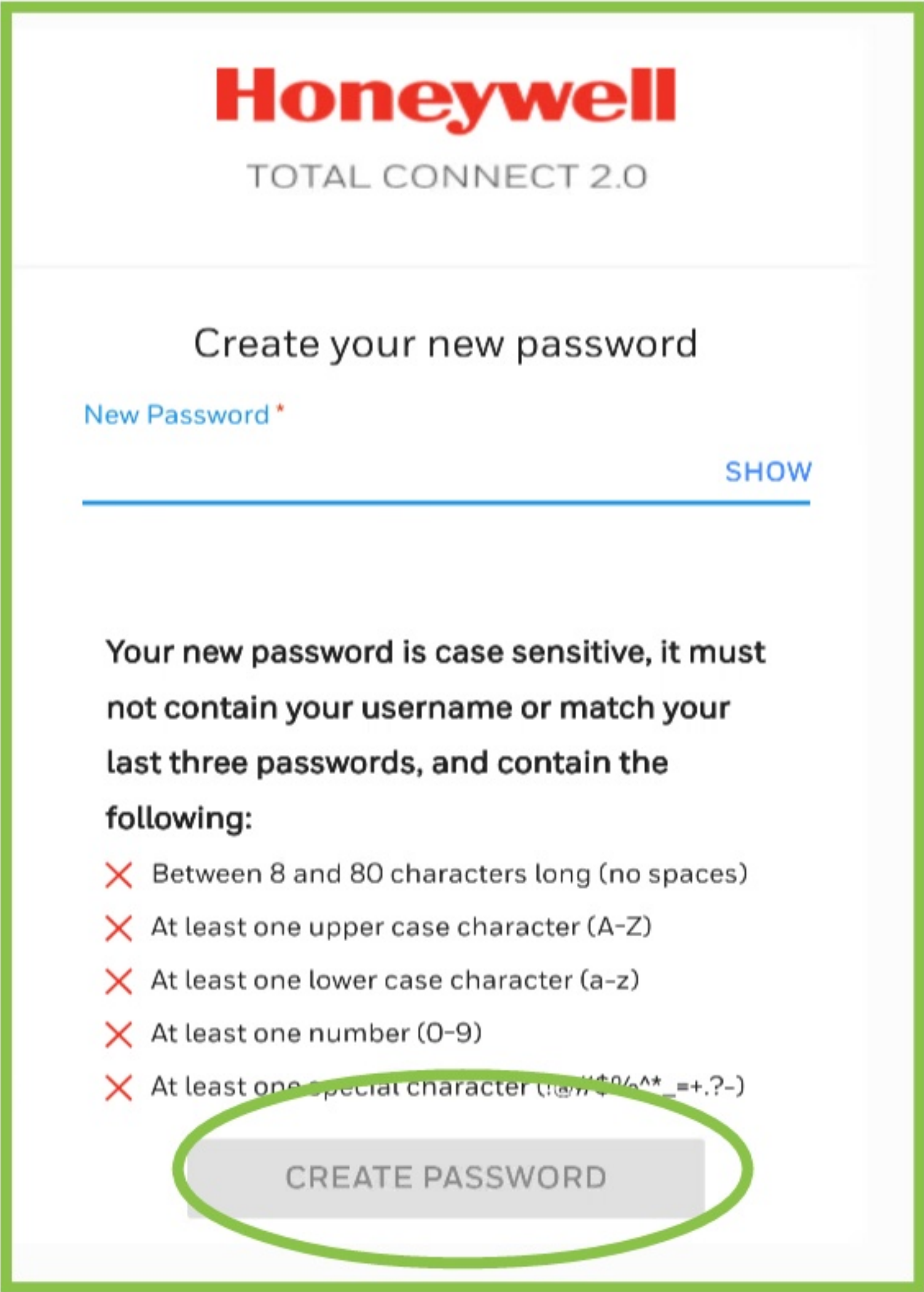
(a)

A new window will open (figure b). Please click on the create a password tab.

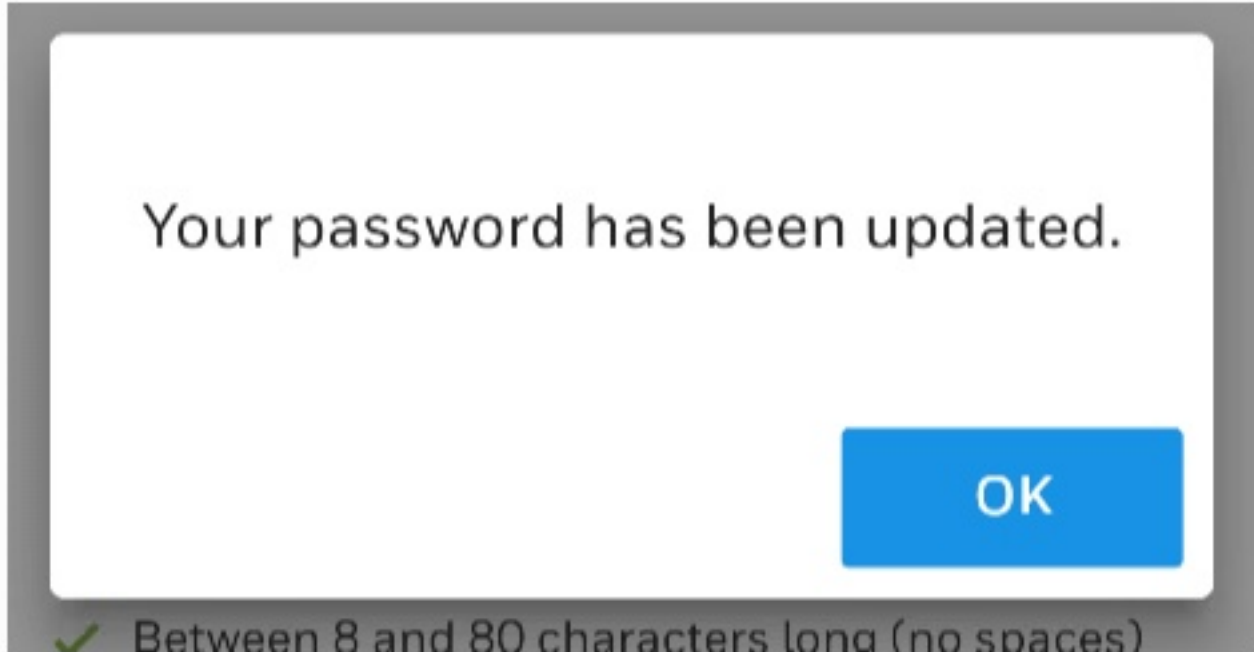


(b)

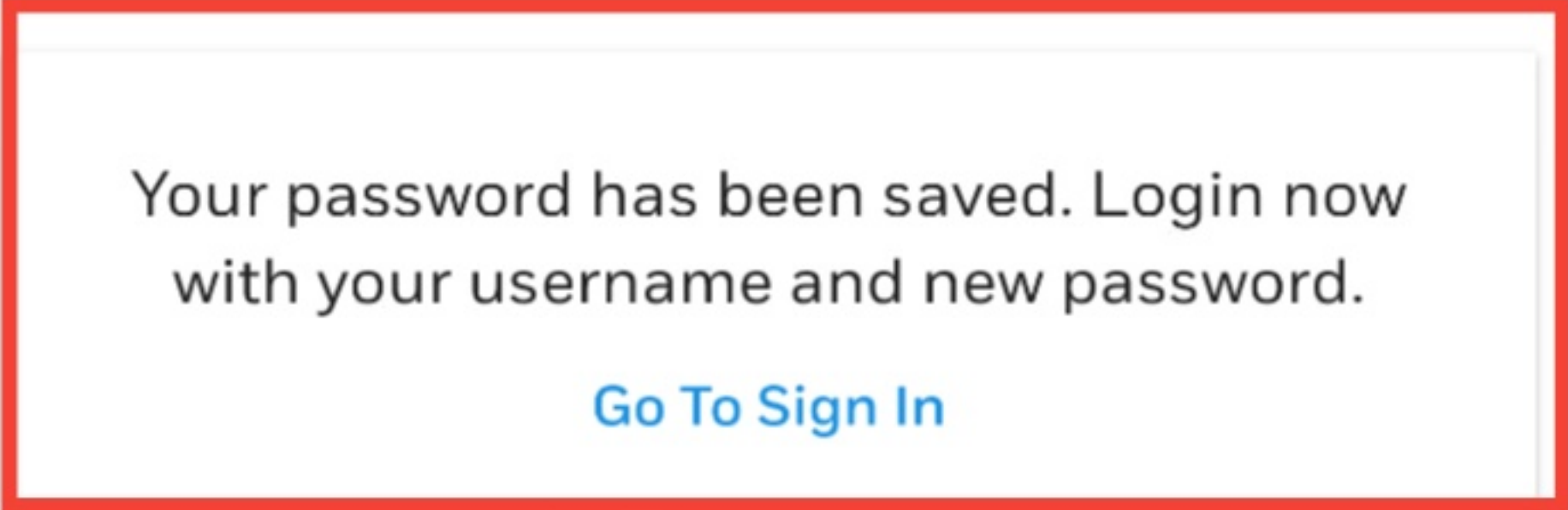
Please follow the password requirements to continue (figure c). Once all requirements are met the create password tab will be selectable. Please remember this password as you will need this to log into your account. A new window will open to confirm updated password. Click ok to continue (figure d). The next window that opens will take you to the TotalConnect2.0 website (figure e). Click go to sign in and sign into Total Connect.



(c)



(d)

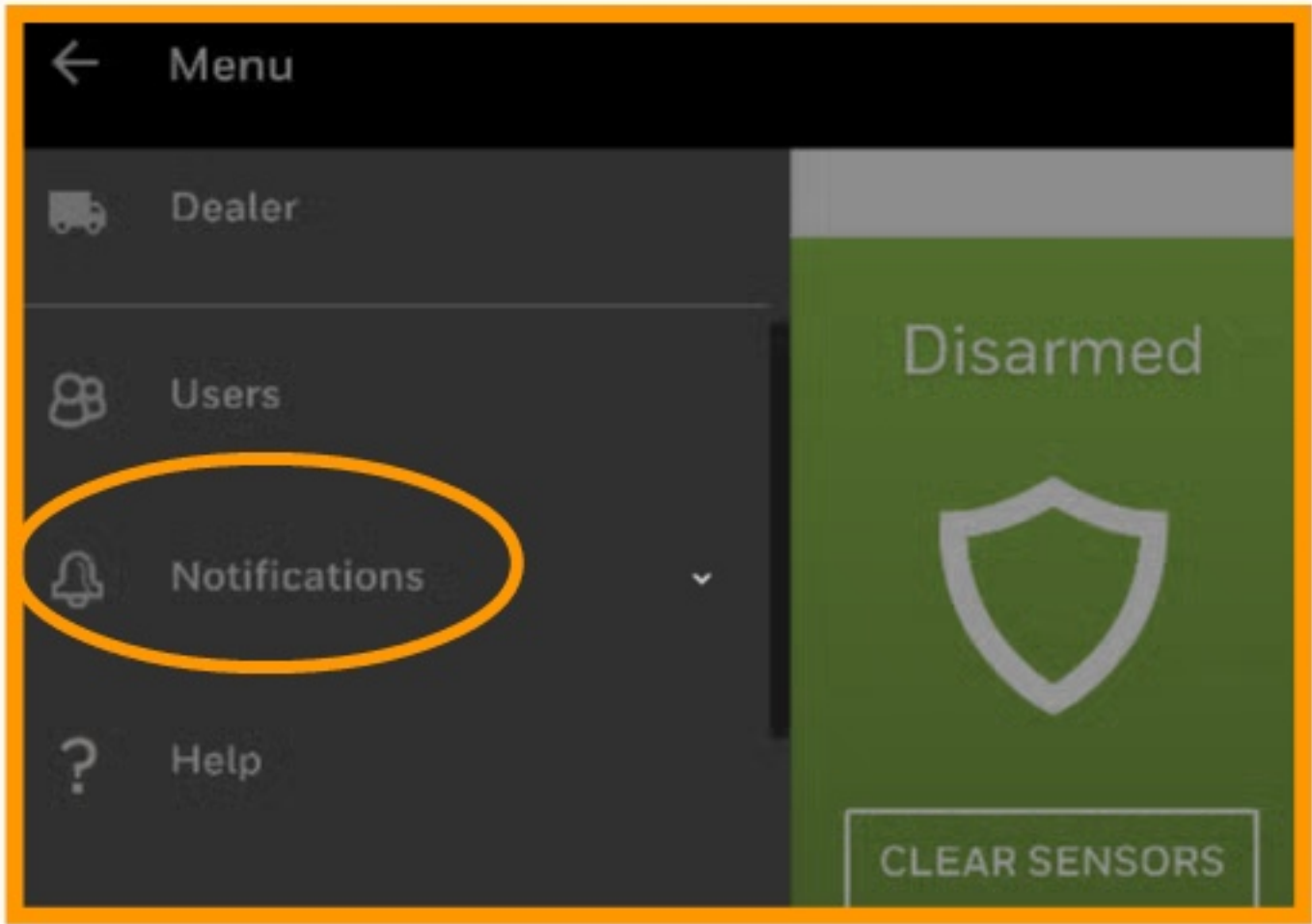


(e)

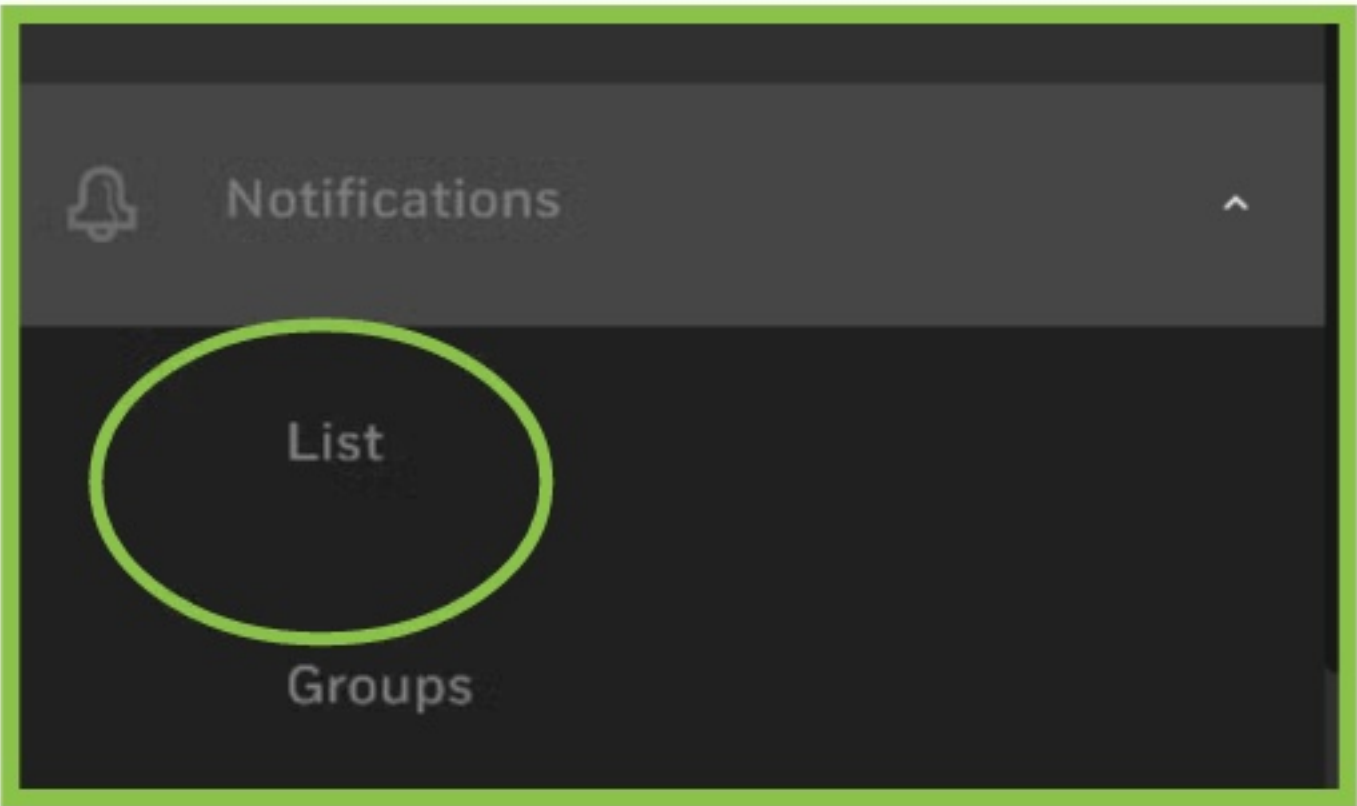
Notifications

The following screen shots are more visual information to show the end user how to view what notifications are enabled. It's important to note that any modification can result in not receiving alerts. The most common notifications will be activated by your Alamo technician.

On the left side of the main menu scroll down to notification and click (figure a). This will expand down, click on list (figure b). This will open a list of notifications (figure c).

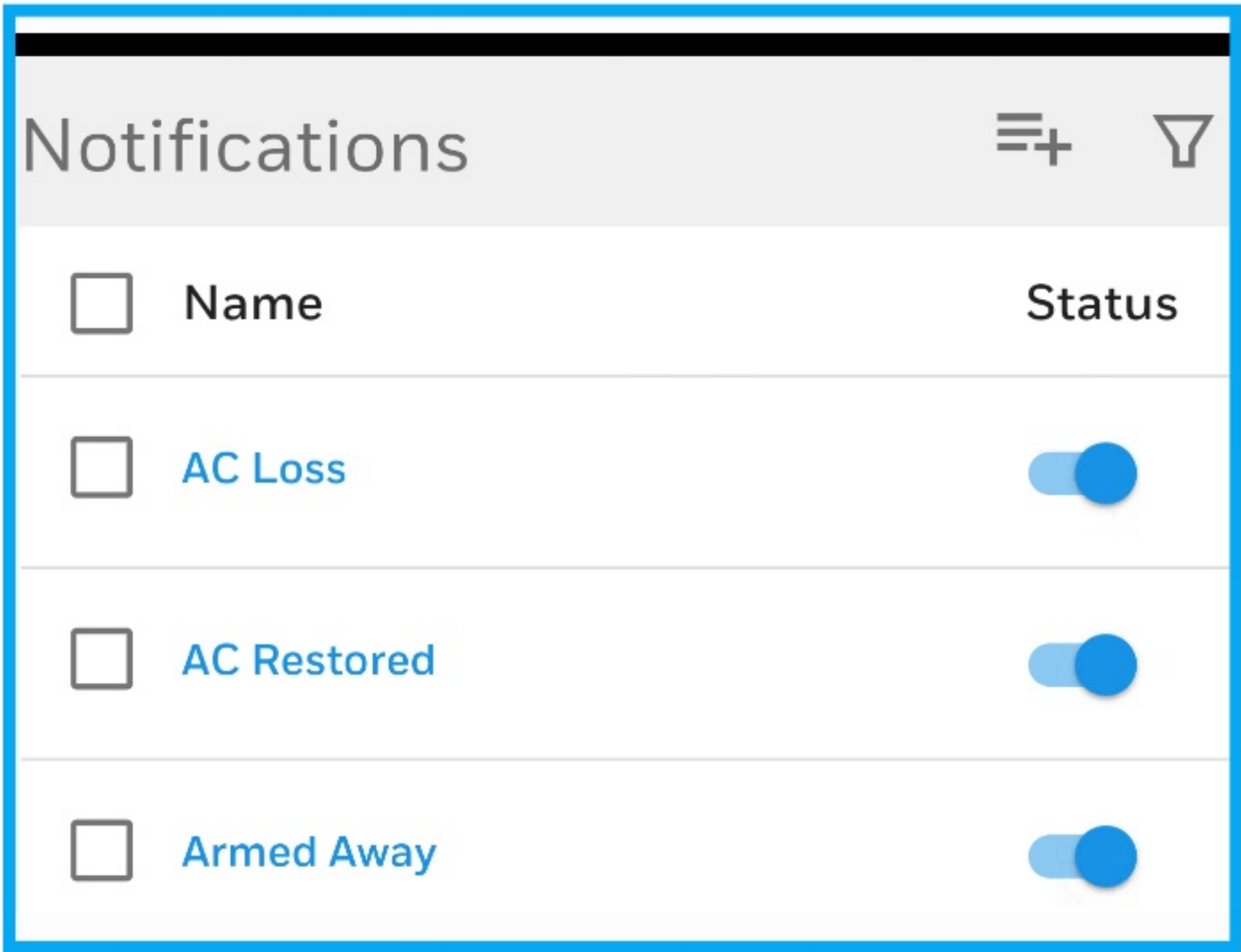


(a)



(b)

All of the notification that appear in the list will be notifications that you are currently receiving.



(c)

IMPORTANT: ALAMO VIDEO WITNESS CUSTOMERS

We do not recommend accessing or modifying any notification under zones and camera settings. Doing this can disable how Alamo Video Witness is programmed and can result in the central station not receiving the video clip.



Thank you for being a loyal Alamo customer!