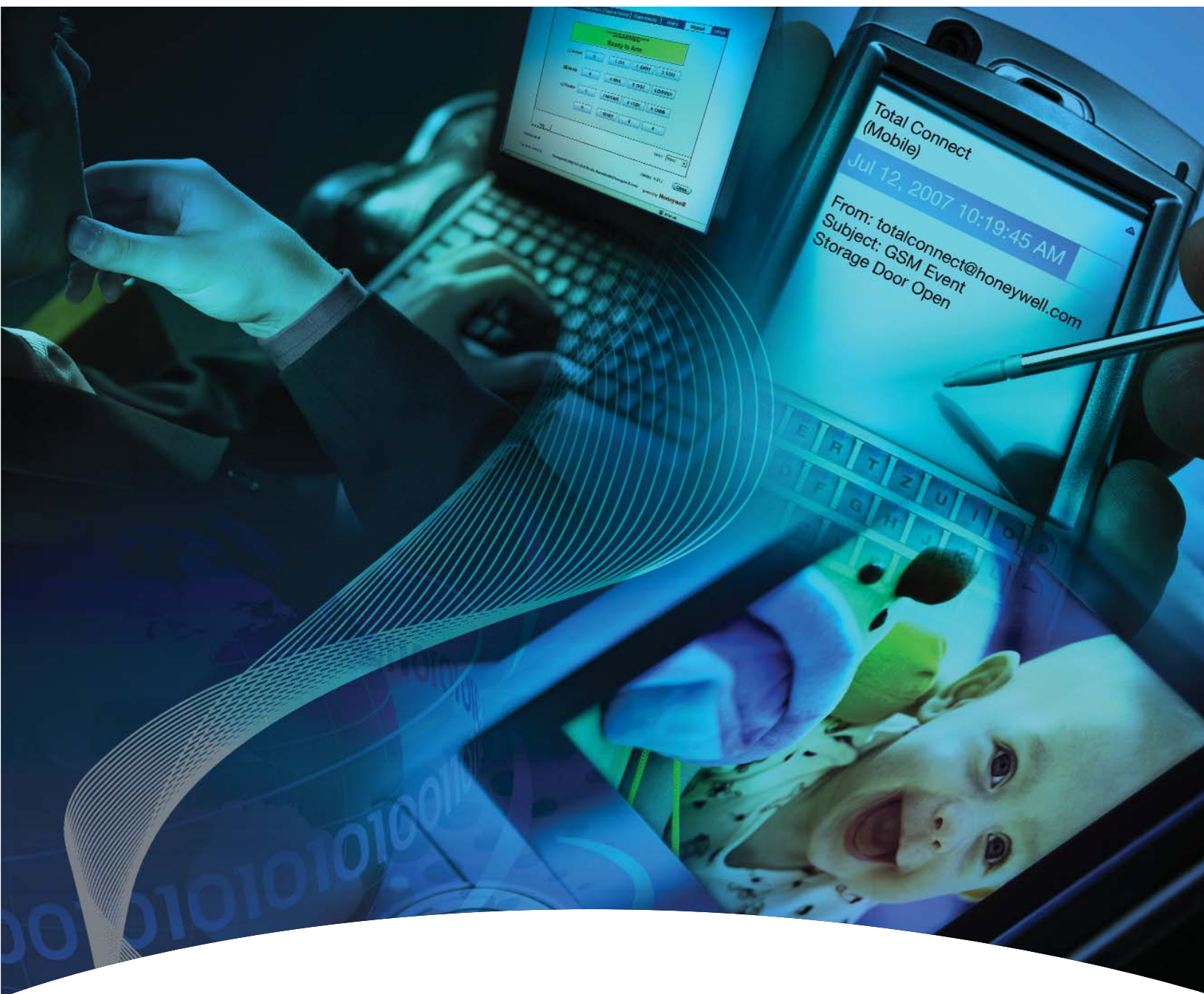


Total Connect Services



RESIDENTIAL AND COMMERCIAL
COMMUNICATIONS SOLUTIONS

Applications Guide

Honeywell



Total Connect Services Applications Guide

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Total Connect Residential Applications



Remote Control Applications

Essentially, any action that the homeowner can perform at the keypad can now be achieved remotely from anywhere in the world utilizing the Internet, PDAs, cell phones and other web enabled devices.

1. Arm System – In the event that a homeowner has left their home for the day or longer and is unsure if they armed their system upon leaving, they can verify system status and, if necessary, arm it by using Total Connect.

Achieved by: Use of Virtual Keypad from any PC
Text message command from any registered cell phone

Additional Equipment Needed:
Remote service enabled device



Suggested Questions:

- "Mr./Mrs. Prospect, have you ever left your home and were unable to remember if you armed your system or not?"
- "Have you ever needed to arm your system when away from your home?"
- "Would it be convenient to be able to arm your system without having to return home?"

2. Disarm System – Occasionally a homeowner may need to provide access to a person or persons who have a key to the premise without giving them a code. The system can easily be disarmed remotely with Total Connect.

Achieved by: Use of Virtual Keypad from any PC
Text message command from any registered cell phone

Additional Equipment Needed: Remote service enabled device

Suggested Questions:

- "Have you ever needed to disarm your system when away from your home?"
- "Have you ever needed to grant access into your home to someone that you would prefer not to give a user code?"
- "Would it be convenient to be able to disarm your system without having to return home?"



3. Manage User Codes – In the event that a homeowner was at work or out of town and needed to add or delete an additional user code for a worker, service person, house sitter or a visiting relative, they could do so remotely with Total Connect.

Achieved by: Use of Virtual Keypad from any PC

Additional Equipment Needed: Remote service enabled device

Suggested Questions:

“Have you ever needed to add or delete a user code quickly, but were away from your system?”

“Would it be convenient to be able to add or delete a user code quickly without having to return home?”



4. Device Activation – There can be instances where the homeowner would find it convenient to be able to activate systems or devices within the home without having to return to the premises.

Example #1: Your neighbor calls you to ask if he can borrow the lawn mower that you keep in the garage, but the house is locked and he doesn't have the key. You can open the garage door remotely for him using Total Connect.

Achieved by: Use of Virtual Keypad from any PC
Text message command from any registered cell phone

Additional Equipment Needed: Remote service enabled device
– Relay installation or X-10 module(s)

Example #2: Your family is headed up to your mountain cottage for the weekend and you want to set the thermostat to the perfect temperature for your arrival. You can activate the thermostat remotely using Total Connect.

Achieved by: Use of Virtual Keypad from any PC
Text message command from any registered cell phone

Additional Equipment Needed: Remote service enabled device
– Relay installation or X-10 module(s)

Suggested Questions:

“Would it be convenient to be able to activate a device (such as a garage door or light) without having to return home?”

“Would it be convenient to arrive at your destination and have the temperature set to your liking?”



Total Connect Residential Applications



Remote Notification Applications

The notification of events that require a phone call from the central station to the end-user utilize valuable central station resources. Those events can now be instantly relayed to the end-user without central station involvement.

1. System Armed or Disarmed – Most homeowners would like to know if their system was being armed or disarmed at an unusual time.

Example #1: If a child came home at 2:00 p.m. and disarmed the system when they are supposed to be in school until 3:00 p.m., a parent would probably want to know. When the system is disarmed, an appropriate signal will be sent via e-mail or text message.

Example #2: The homeowner has maid service every Wednesday from 9:00 a.m.–12:00 p.m. for which they pay on an hourly basis for three hours of work. The maid must use a code to arm and disarm the system, which will send the appropriate signal via e-mail or text message. The homeowner can easily verify the maid works the agreed upon number of hours.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device

Suggested Questions:

- “Do you have people who come into and leave your home throughout the day?”
- “Would you like to know when your system is armed or disarmed when you are away from home?”
- “Would it be important to you to know when your child arrived home from school?”
- “Suppose one of your kids left the home later, would you want to know about that?”



2. Access To A Sensitive or Dangerous Area – There may be areas of a home that the homeowner wants to keep restricted and, if accessed, wants to be notified. While the homeowner may have taken measures to restrict access such as locks on the doors to those areas, locks can be defeated. With Total Connect, a notification of an activated zone can be sent via e-mail or text message.



Example #1: Homeowner has an extensive wine collection that is off limits to anyone else. If the door to the wine cellar is opened, he wants to know.

Example #2: Homeowner has teenagers and is concerned about access to the liquor cabinet.

Example #3: Homeowner has a closet in which he keeps a valuable coin and baseball card collection.

Example #4: Homeowner has a closet in which he keeps guns and ammunition.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device

Suggested Questions:

- “Are there sensitive areas in your home that you would like to be notified if someone entered those areas?”
- “Do you worry about someone getting into your gun cabinet, even if that person is not a burglar?”
- “Would it be important to you to know when your liquor or wine cabinet has been opened?”
- “Would it be important to you to know when your gun cabinet has been opened?”

3. Notification of Power Failure at Premises – Power loss to a premise is always inconvenient. In some cases it could be dangerous. For example if there were someone in the residence relying on powered medical equipment, immediate notification of loss of power would be critical. Using Total Connect the notification of loss of power can be sent via e-mail or text message.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device

Suggested Questions:

“Would it be important to you to know if the power at your home were lost?”

“Is there equipment in your home that requires power to be maintained? Would it be vital to know if power were lost to this equipment?”

4. Notification of Abnormal Temperature – Many homes today have programmable thermostats where the homeowner is able to create different settings for occupied and non-occupied periods. Other homes have simple thermostats which require a manual adjustment at the thermostat in order to raise or lower the temperature. In either case, should the HVAC system fail causing severe swings in temperature, it could create a dangerous or damaging situation. A notification of high or low temperatures can be sent using Total Connect via e-mail or text message.

Example #1: The homeowner’s elderly mother lives with him and the daytime summer temperatures often climb above 100 degrees. Failure of the air conditioning could create dangerous indoor temperatures.

Example #2: The homeowner lives in an older, less insulated home where it is important to maintain minimum indoor temperatures in order to prevent pipes from freezing and bursting in the winter.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device
– TS300 Dual Temperature Sensor with TS280R Remote Temperature Probe
– T-1000 Temperature Sensor
– 5821 Wireless Temperature Sensor with T280R Remote Temperature Probe

Suggested Questions:

“Would it be important to know if your home became dangerously hot?”

“Would it be important to know if your home became dangerously cold?”



Total Connect Residential Applications

5. Medical Alert – Many baby boomers are the primary caregivers for an elderly parent or relative living with them. In the event of a medical emergency, that elderly parent or relative can press a button on a pendent which can notify the central station and/or send an e-mail or text message to the primary caregiver.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device
– Wireless enabled control panel
– 5802MN or 5802MN2



Suggested Questions:

“Is there anyone living with you that needs medical monitoring?”

“Would it be important to you and your loved ones to know that by pushing a button, the proper authorities could be notified of an emergency?”

“How do you keep track whether your elderly parent is experiencing a medical emergency throughout the day or night?”

“Suppose your elderly parent was experiencing a medical emergency in the middle of the night. Would you want to know about that instantly, in addition to the notification being sent to your Alarm Company’s Central Station?”

“Mr. and Mrs. Prospect, do you worry a little about your elderly parent?”

“Can you imagine the peace of mind you’d have, and the connection you’d feel if you knew your elderly parent was NOT experiencing a medical emergency?”



6. Notification of Moisture or Leaks – Most homes have multiple high risk areas for potential water damage. Sixty percent of property claims are caused by faulty indoor appliances or plumbing leaks. With Total Connect, the notification of a detected leak or excessive moisture can be sent via e-mail or text message.

Example #1: The water hose to the washing machine is under constant pressure. Failure of that hose would result in water running freely in the utility room until it was discovered by the homeowner.

Example #2: Traditional tank style water heaters are a common source of leaks. A failure of the tank itself or of the connections to the tank would result in hundreds of gallons of water pouring into the home. Even the more modern “tank-less” water heaters can suffer a connection failure resulting in expensive damages and claims.

Example #3: Homes in low lying areas often have sump pumps installed in the basement which are intended to pump excess water from the foundation area. Failure of the pump would result in the water level rising and potentially damaging possessions and the structure.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device
– 470-12 Water Sensor with 470PB Water Probe
– 5821 Wireless Detector with T280R Remote Probe

Suggested Questions:

“Would it be important to know if the pipe to your washing machine had burst and water was leaking throughout your home?”

“If your water heater tank was to leak, would you want to be notified immediately, minimizing the flood damage?”

“If the sump pump in your home was to fail, could that be catastrophic to the valuable possessions in your home?”



7. Notification of Opened Pool Door – More and more we are reading about tragedies happening when a small child is left alone around a pool. In fact, many municipalities now require a notification device be installed on pool entrance doors. These notifications can save lives.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device
– Any 5800 Wireless Transmitter

Suggested Questions:

“Do you have children that you would like to supervise at all times when they swim in your pool?”

“Like every parent I know, including myself, do you worry about your kids and others around the pool?”

“Would it give you peace of mind to be notified anytime someone opened the pool entrance gate?”

“In addition to notifying your central station, would you like to be able to act quickly if someone entered your pool entrance gate without your authorization?”



8. Notification of the Unintended Departure of Elderly or Infirm Parent/Patient – People are living longer now. And more people are taking on the responsibility of caring for their elderly parents and friends. Total Connect can notify users when certain zones (doors or areas) are being opened and closed.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device



Suggested Questions:

“Mr. and Mrs. Customer, do you worry a little about your elderly parents?”

“Can you imagine the peace of mind you would have, and the connection you would feel if you knew your elderly parent was at home throughout the day?”

“Suppose your elderly parent left the premises in the middle of the night, would you want to know about that?”

Total Connect Commercial Applications



Remote Control Applications

Essentially, any action that the business owner can perform at the keypad can now be achieved remotely from anywhere in the world utilizing the Internet, PDAs, cell phones and other web enabled devices.

- 1. Arm System** – In the event that a business owner has left their business for the day or for an out of town trip and is unsure whether or not they armed their system, they can verify the system status and arm it if necessary with Total Connect.

Achieved by: Use of Virtual Keypad from any PC
Text message command from any registered cell phone

Additional Equipment Needed: Remote service enabled device

Suggested Questions:

“Have you ever left your business and were unable to remember if you armed your system or not?”

“Have you ever needed to arm your system when away from your business?”

“Would it be convenient to be able to arm your system without having to return to your business?”

- 2. Disarm System** – Occasionally a business owner may need to provide access to a person or persons who have a key to the premise without having to give them a code. The system can easily be disarmed remotely using Total Connect.

Achieved by: Use of Virtual Keypad from any PC
Text message command from any registered cell phone

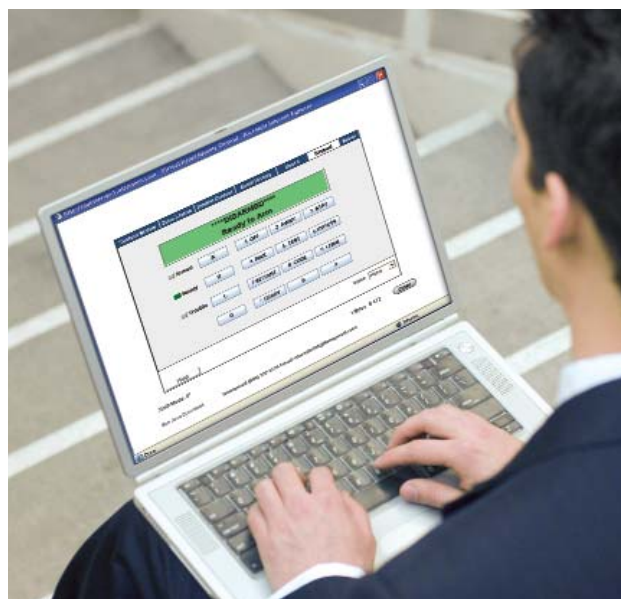
Additional Equipment Needed: Remote service enabled device

Suggested Questions:

“Have you ever needed to disarm your system when away from your business?”

“Have you ever needed to grant access to your business to someone that you would prefer not to give a user code?”

“Would it be convenient to be able to disarm your system without having to return to your business?”



Total Connect Commercial Applications



Remote Notification Applications

The notification of events that require a phone call from the central station to the end-user utilize valuable central station resources. Those events can now be instantly relayed to the end-user without central station involvement.

1. System Armed or Disarmed – Most business owners would like to know if their system was being armed or disarmed at an unusual time.

Example #1: If an employee entered the business at 2:00 a.m. and disarmed the system when the business is closed, the owner would probably want to know. Using Total Connect an arm or disarm signal can be sent via e-mail or text message.

Example #2: The business owner has a cleaning service every Wednesday for which they pay on an hourly basis for three hours of work. The cleaning service supervisor must use a code to arm and disarm the system, which will send the appropriate signal via e-mail or text message. The business owner can then verify the cleaning service was there for the agreed upon time.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device

Suggested Questions:

“Do you have people who come into and leave your business throughout the day?”

“Would you like to know when your system is armed or disarmed when you are away from your business?”

“Would it be important to you to know when your employees arrived and departed from your business?”

2. Access To A Sensitive Or Dangerous Area – There may be areas of a business that the owner wants to keep restricted and if those areas were accessed the owner would want to be notified. While the owner may indeed have taken other measures to restrict access such as locks on the doors to those areas, locks can be defeated. A notification of an activated zone (door or area) can be sent via e-mail or text message.

Example #1: The owner has sensitive documents that are off limits to anyone but him. If the door to an office is opened, he wants to know.

Example #2: The owner serves alcohol at the business and is concerned about access to the liquor area before and after hours of operation.

Example #3: The owner has a business dealing with hazardous waste and is concerned about unauthorized access to “safe rooms”.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device

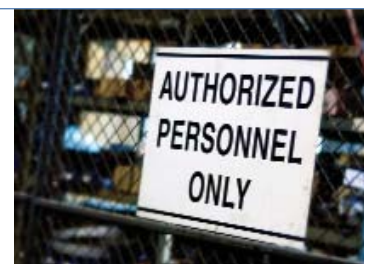
Suggested Questions:

“Are there sensitive areas in your business that you would like to be notified in case someone entered?”

“Do you worry about employee theft at your company?”

“Would it be important to you to know when your liquor or wine area has been breached?”

“Do you have chemicals or material areas that could be hazardous to someone’s health?”



3. Notification of Power Failure – Power loss to a business is always inconvenient. In most cases it could be costly or dangerous. For example, if the business relies on powered equipment such as pumps or filters, immediate notification of loss of power would be critical. Using Total Connect, a notification of loss of power can be sent via e-mail or text message.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device

Suggested Questions:

“Would it be important to you to know if the power at your business were lost?”

“Is there equipment in your business that requires power be maintained? Would it be vital to know if power were lost to this equipment?”

“How much would it cost your business to be without power for just two hours?”

4. Notification of Abnormal Temperature – Many schools, colleges and commercial restaurants have refrigerated or frozen food coolers that if the temperature rises above a set point, many health departments require the contents be destroyed. Monitoring these temperatures could save thousands of dollars. Also, a contact on these cooler doors is advisable since in a break in, you would need to prove that no entry was achieved to insure food was not tampered with. By using Total Connect, these door contacts could also signal entry via e-mail or text message.



Example #1: The business requires refrigeration or freezing of certain products. Failure of the refrigeration/freezer unit could be catastrophic for the entire business.

Example #2: The business must keep a level temperature for vital components to maintain their shelf life.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device

– TS300 Dual Temperature Sensor with TS280R Remote Temperature Probe

– T-1000 Temperature Sensor

– 5821 Wireless Temperature Sensor with T280R Remote Temperature Probe

Suggested Questions:

“Would it be important to know if your business’ refrigeration or freezing unit became disabled?”

“Would it be important to know if the temperature in your business fluctuated more than five degrees?”

“How much would it cost your business to lose the refrigeration unit for just one day?”



Total Connect

Commercial Applications

5. Hold-up Alert/Medical Alert – Employee safety is as important as (if not more important than) maintaining security in order to run a profitable business. Hold-up alerts can notify the authorities as well as the owner of a business that trouble is happening, even if traditional phone lines have been cut. In the event of a medical emergency, minutes could be the difference between life and death.



Achieved by: E-mail or SMS notification

Additional Equipment Needed:

Remote service enabled device

– 5802

– 5802MN

– 5802MN2

Suggested Questions:

“As competitive as the employment field has become, would it be a benefit to your business to offer your employees added security while at work?”

“Would it be important to your employees to know that by pushing a button, the proper authorities could be notified of an emergency?”

“Suppose your employee was experiencing a medical emergency in the middle of the night shift. Would you want to know about that instantly, in addition to the notification being sent to your alarm company’s central station?”

6. Vending Machine Trouble Notification – Many schools, colleges and commercial companies own their own vending machines. Of these machines, most can signal trouble when certain conditions occur, ie: no coin change, no drinks or snacks, etc. Notifying the owner of the vending machine via e-mail or SMS text messaging of trouble conditions could prevent lost revenue.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device

– Zone Connection

Or

– 5800 Transmitting Device

Suggested Questions:

“Do you own the vending machines at these premises? If so, would you want to know if they were disabled and unable to provide refreshments to your employees?”

“Do you receive a revenue share from the vending machines in your building? How much would it cost you to lose those machines for just a couple of days?”

“How much does a vending machine like yours cost? Wouldn’t you want to know if one of your units was being vandalized?”



7. HVAC Water Trouble Notification – HVAC units in commercial buildings, when not properly cleaned, can lead to their condensation drains becoming clogged. This issue, when not addressed, can lead to leaks and cause damage to ceilings, roofs and room contents. Installing water sensors in drain pans will detect these types of issues. Notifying the appropriate person via e-mail or SMS text message about the need to call for repair, can save thousands of dollars.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device

– 470-12 Water sensor and 470PB remote water probe

Or

– 5821 Wireless Temperature Sensor and Flood Detector

– 470PB Remote Water Probe

Suggested Questions:

“How much would flood damage to your ceiling or roof cost you in downtime when running your business?”

“Are there sensitive documents or materials in your building that could be damaged or ruined if they were to get wet? How much could that cost you?”

8. Banking or ATM Machine Notification – Many banks, grocery stores and the local gas station own or operate ATM machines. These machines have contacts which could signal when cash is low and when cash is out. A connection to these contacts would signal an e-mail or SMS text message indicating the need for service, saving lost revenue.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device

– Zone Connection

Or

– 5800 Transmitting Device

Suggested Questions:



“Do you own the ATM machines in your building? If so, would you want to know if they were disabled and unable to provide cash to your employees and/or customers?”

“Do you receive a revenue share from the ATM machines in your building? How much would it cost you to lose those machines for just a couple of days?”

“How much does an ATM machine like yours cost? Would you want to know if one of your units was being vandalized?”



Total Connect Commercial Applications



9. Safe/Audit Trail Notification – Many commercial companies need to keep an audit trail for on-site safes to record every time someone opens or closes the safe. Information such as “Who and why it was opened?” and “How long was it opened?” are important information. The start of this recorded audit trail could come from an e-mail or SMS of when the safe was opened and another e-mail or SMS when the safe was closed. This compared to employee’s timesheet records could indicate if the correct procedures are being followed.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device

- Zone Connection
- 7939 Door Contact

Or

- 5800 Transmitting Device

Suggested Questions:

“Do you have an internal process for whom, and for how long, someone is allowed access to your safe?”

“Would you want to know when someone accesses the safe in your business?”

“Would you want to know if someone accessed the safe in your business outside of normal business hours?”

10. Sewer Pressure Switch Notification – Many commercial buildings in cities now use pressurized sewer systems. These pressurized systems take waste water caught in a ground holding container and pump it to a waste water facility for purification. These systems use lift pumps to remove the waste product. In the event the pumps fail, the holding tank would eventually overflow. Most of these systems have a trouble contact signaling a high level in the tank. These contacts connected to a zone could send an e-mail or SMS text message of a potential health issue on the rise. An e-mail or SMS text message could also be sent when the tank level has restored to a normal condition indicating repair has been done.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device

- Zone Connection

Or

- 5800 Transmitting Device

Suggested Questions:

“Would it be critical to you to know when the pumps in your waste water facility are not working?”

“In that event, would it be important to you to also know when the pumps are working again?”

“What are some of the potential health hazards if the sewer pumps were to fail?”

“Do you have any idea what the potential fines from the FDA could be if raw sewage were to be spilled into streets or water system?”



11. Boiler Preheat Failure Notification – Many schools, manufacturing plants and other large buildings use a furnace fired boiler heat system. This type of system normally starts at approximately 3:00 a.m., ensuring the building will be warm for occupants by the start of the day. In some cases, if the boiler fails, the organizations have to pay a minimum of four hours of pay and send employees home. This shut down and paid time off could cost thousands of dollars. Most of these locations have personnel on hand to correct this if notified in time. A contact connected to the pressure valve sensing the incorrect pressure could notify the maintenance department with an e-mail or SMS text message of a faulty condition of the boiler. A restore signal could also be sent indicating the condition has been fixed insuring continuing plant or school activities.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device

– Zone Connection

Or

– 5800 Transmitting Device

Suggested Questions:

“Would it be critical for you to know if your boiler heating system did not turn on to heat your facility?”

“How much would it cost you in money and productivity not to have your facility heated when your employees arrived at work?”

“Would it be convenient to know not only when your boiler system did not function properly, but to also be notified when any problem had been corrected?”



12. Grill Hood Suppression Trouble/Discharge Notification – Many cities have different rules and regulations when it comes to these type systems. Most all these type systems require the need to recharge and or inspection once it is discharged either by fire or accident. The suppression system is normally inspected every 6-12 months using the same company. Most cities will not allow food preparation to continue until the system is refilled and inspected. This down time could cost lost revenues for the business. The servicing fire company or manager of the building could get an e-mail or SMS text message indicating a discharge has occurred and the need to refill and inspect system.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device

– Zone Connection to trouble contact of suppression system

Suggested Questions:

“Would it be beneficial for you to immediately know if your fire discharge system was activated?”

“How much would it cost you in money and productivity not to have your fire discharge system re-filled promptly after use?”

“Would it be convenient to automatically inform your service company that the system needs to be re-filled?”



Total Connect Commercial Applications



13. Fire Doors Shrinkage Notification – Shrinkage is the loss of products due to theft. Loss prevention experts put this problem at approximately \$98.6 billion dollars a year (2007). In some cases, shrinkage accounts for a staggering 20 percent of operating profit. Most commercial buildings are required to have all exit doors un-locked during business hours by order of the Fire Authorities. While this ensures exits are usable in emergency conditions, it also adds to the shrinkage issue. These exit doors could remain unlocked and if opened, send an e-mail or SMS text message to the manager on site indicating someone exited these doors.

Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device
– 7939 Door Contact

Suggested Questions:

“Do you leave your exit doors un-locked during business hours?”

“Do you have areas that have restricted access, and only select individuals are allowed access to these areas??”

“Would it give you peace of mind to be notified when someone opened one of these areas?”

14. Chemical Storage Security Notification – Many commercial industries use large quantities of chemicals every day – some of which are so hazardous it requires special training before they can be purchased or used. Secured chemical storage is not only a good practice but could save lives. High Schools and college science labs, as an example, contain a full spectrum of these types of chemicals. Notification that these protected areas have been entered is essential to the care and safety of the students. In the event of an entry into these areas, an e-mail or SMS text message to the science instructor or principle indicating a violation has occurred would be beneficial to the school.



Achieved by: E-mail or SMS notification

Additional Equipment Needed: Remote service enabled device
– 7939 Door Contact

Or
– Motion Detector

Suggested Questions:

“Do you have areas that have restricted access, and only select individuals are allowed access to these areas?”

“Would it give you peace of mind to notify someone when one of these doors were opened?”

Honeywell Security & Custom Electronics

Honeywell

2 Corporate Center Dr. Suite 100

P.O. Box 9040

Melville, NY 11747

Tel: 800.467.5875

www.honeywell.com

L/HONAPPCT/D

January 2008

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