



October 2018

Discontinuing Total Connect® 1.0 Accounts FAQs

1. Q. **Why is Total Connect 1.0 being discontinued**

A. Software systems are constantly evolving, even after a release. In a connected ecosystem, there is an expectation that apps and software services be updated often. Adding new features, fixing bugs or changing the look and feel of a platform is all to boost end-user engagement and help you stay competitive. Our Resideo Total Connect 2.0 platform offers many more advanced smart features over Total Connect 1.0 and its value is exhibited with over 98% of our users engaged with 2.0. Sometimes retiring older versions is unavoidable.

2. Q. **May I remotely upgrade a Total Connect 1.0 account to a Total Connect 2.0 account?**

A. You can remotely upgrade a Total Connect 1.0 account to a Total Connect 2.0 account if the devices are determined to be compatible.

3. Q. **Does the panel or radio need to be changed or updated?**

A. This involves first determining if the radio and panel are compatible with Total Connect 2.0 by looking at the radio revision in AlarmNet 360 and the panel version in Compass. If they are compatible, then you just need to record the old information from original Total Connect 1.0 account, then create the new Total Connect 2.0 account. Please refer to the document, *Setting Up a VISTA High End (or Low End) Panel for Total Connect 2.0*, for this process.

B. Q. **Does the panel programming need to be changed?**

A. Panel programming changes are also needed. Please refer to the document, *Setting Up a VISTA High End (or Low End) Panel for Total Connect 2.0*, for this process.

5. Q. **What is the pricing difference between Total Connect 1.0 and Total Connect 2.0?**

A. Total Connect 2.0 offers three security services packages that offer a variety of features: Basic, Plus and Premium. Please work with your AlarmNet sales manager to see which option is best for you and your customers. To learn about all our Total Connect packages please visit:

<https://library.ademconet.com/MWT/fs2/TOTALCONNECT2.0/Total-Connect-Remote-Services-Descriptions-Flyer.PDF>

6. Q. **What are the advantages of Total Connect 2.0 compared to Total Connect 1.0?**

A. There are many more connected home features with Total Connect 2.0. To learn more about Total Connect 2.0, please visit the Total Connect Dealer Toolkit: www.totalconnecttoolkit.com. Features include:

- Mobile apps and website
- Growing Ecosystem including support for the Amazon Alexa, myQ Smart Garage Door, SkyBell® Video Doorbell, August Smart Lock® and Lyrice, Total Connect Comfort Wi-Fi® and RedLINK™ Connected Thermostats
- Interactive Security
- Remote control for up to 8 VISTA partitions
- Push notifications, email and video alerts on event activity

continued on next page

- Geofencing Arming Reminders
- Smart Scenes
- Video viewing and awareness
- Next Generation Total Connect HD Video Cameras
- Video Alarm Verification (VAV)
- Test Drive Demo for website, iOS and Android
- Secure fingerprint login
- Android Voice Recognition
- Works with Apple Watch®
- Multi-Language Options: English, French Canadian, Latin American Spanish and Brazilian Portuguese
- 100+ Locations Per Account
- And more