



Upgrading a Total Connect 1.0 Account to Total Connect 2.0

To upgrade an existing Total Connect 1.0 account to a Resideo Total Connect 2.0 account requires you to record several important items from the existing account. Below is a checklist you may refer to that lists the necessary information needed for a Total Connect 2.0 account. Since there is no method to automatically switch the service type to 2.0, you will be required to delete the Total Connect 1.0 account and create a new Total Connect 2.0 account, using the Total Connect 1.0 account information as a guide. It will also require a programming change in the panel.

1. Using Compass, be sure that the control panel supports Total Connect 2.0 and has the proper revision. Refer to the compatibility chart document, *Total Connect 2.0 Compatibility Chart & Supporting Hardware*, for revisions. Record the Master User code.
2. Using AlarmNet360, ensure that the communicator can support Total Connect 2.0.
3. If either the panel or radio revision cannot support Total Connect 2.0, swap or update the equipment to the proper level
4. Locate the Total Connect 1.0 account in AlarmNet360 "Programming"
5. From the "Actions" drop down select "EndUser- Connect" and click on the arrow
6. This will open the Total Connect 1.0 website. From the "Setup" menu select "My Profile" and **record** the User Name and the Primary Email Notification.
7. Select "Manage Users" and **record** all the User Names, if any
8. Click in each User Name and **record** the Primary Email Notification address and the Device location for that user and repeat this for each user
9. Select "Edit Device Name," and using the Select Device, **record** the Device Name and MAC ID for all devices. If this is a multi-site location, **record** the Device Name, City, CS, SUB, MAC and CRC for each device. This information will be added in the Total Connect 2.0 main account later.
10. Select "Configure Email Notification" and **record** any Event text and Activated State in the table
11. Return to AlarmNet360 "Programming"
12. At this point, you are ready to delete the Total Connect 1.0 account and **all information on the account will be lost**. Please be sure you recorded all the information needed.
13. From the Actions drop down select "EndUser – Delete" and click the arrow

Creating the New Total Connect 2.0 Account

1. From the “Programming” page, locate the account and select “Edit or Total Connect Setup” from the Action drop down
2. Click on “Add Total Connect,” and select Total Connect 2.0, and then next
3. Select the Service level and click on Next
4. Follow the prompts and use any information that you collected from the Total Connect 1.0 to complete the setup
5. Send data to the device once completed
6. Use Compass to enable LRR, Virtual Keypad and RIS on the panel, as per the Total Connect 2.0 setup documents

Note: Each Total Connect 1.0 email notification will have an associated relay programming set in the control panel. This programming will not be required for Total Connect 2.0 email notifications and should be removed from the control panel to prevent supervisory troubles from occurring. Dependent on the control panel installed, the programming for these relays can be found in Compass programming under one or more of the following programming sections: Globals/System Definitions, Relays, and Device. Please refer to the Installation Instructions or Programming Guide to identify the programming fields and sections applicable for the installed system.

Information Check List

1. Master User code
2. User Name
3. Primary Email
4. Additional User names
5. Additional User Email
6. Additional User access
7. Device MAC, CRC and Name
8. Camera MAC and Name
9. Email Event types and Activated State