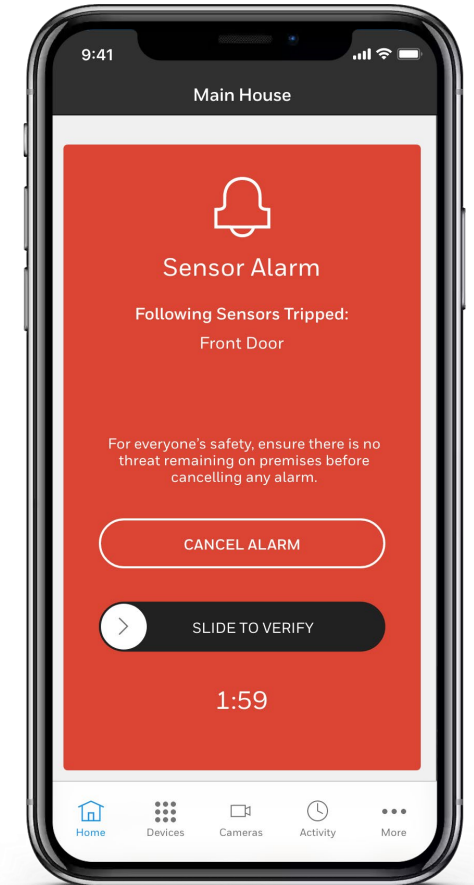# Alarm-Cancel-Verify

Overview

Alarm-Cancel-Verify Introduction

Announcing Resideo Alarm-Cancel-Verify for your Resideo Total Connect® 2.0 enabled security system

End-users with a Total Connect 2.0 subscription and an account with Alarm-Cancel-Verify (ACV) enabled by your central station monitoring provider will now be able to:

- **Designate an active alarm as a "False Alarm" (Cancel Alarm)**

  Or

- **Designate an active alarm as "User Verified" (Slide To Verify)**

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Alarm-Cancel-Verify Program Rules
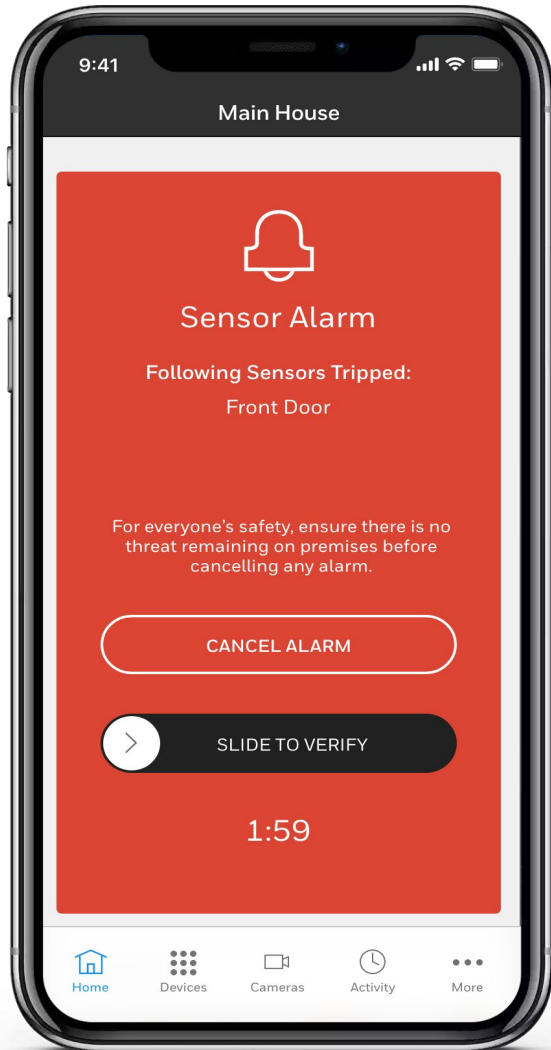
Key Program Rules:

- Customers that have Total Connect 2.0 services enabled will be able to CANCEL or VERIFY an alarm event via the app

- Push Notifications are required to be enabled

- Alarm events are required to be enabled for notifications

- When a customer cancels an alarm, the central monitoring station may or may not dispatch the police to the premise even if the panel is in alarm (after any alarm delay is executed)

- The Alarm-Cancel-Verify (ACV) screen is only available to the end user for 2 minutes

- TC2 Master and Admin users will have access to the ACV screens, standard users will not.

Alarm-Cancel-Verify Program Questions

- *How does a dealer enroll their customers in Alarm Cancel Verify?*
  - Once the dealer is activated by the central station, enrollment may be done for individual accounts via Alarmnet360
    - Enrollment for a single account can be done on the "Account Overview" page
      - It is a **non-billable** setting currently located in the "Configurable Services" section

- *Can a fire alarm, panic, medical or police alarm be canceled in Total Connect 2.0 app?*
  - No, Fire, Police, Medical or Panic alarms can only be canceled at the panel

- *Does a customer have to be enrolled in Alarm-Cancel-Verify?*
  - **No**, they are not required to be enrolled, it is an optional service feature. Dealers may choose not to enable the feature by simply not checking the ACV service's checkbox.

- *What minimum version of the Total Connect 2.0 app is required for Alarm-Cancel-Verify?*
  - App version 6.39.1 for iOS
  - App version 6.39.1.426.pr for Android

ACV: Total Connect Operation

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Fire Alarms

- Cannot be canceled in the Total Connect 2.0 app
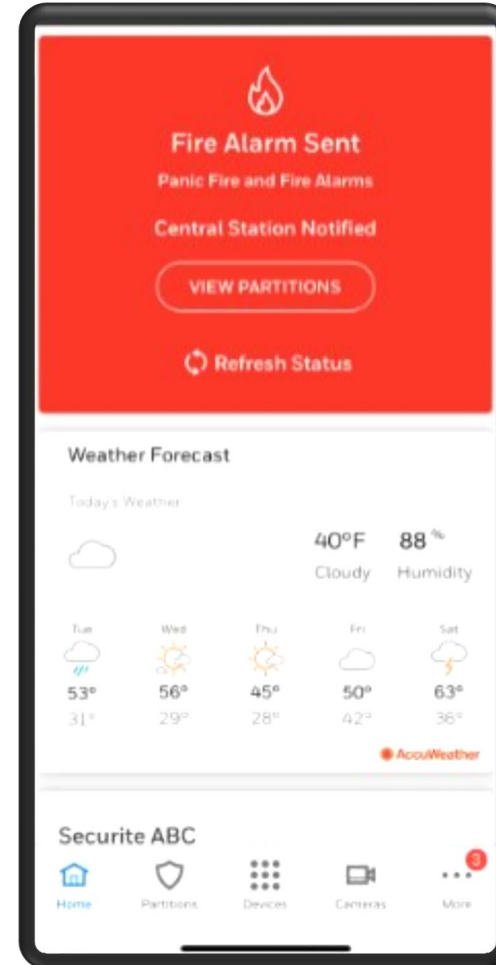
App First Time User Experience

- A First Time User Experience (FTUE*) screen is supported for Alarm-Cancel-Verify (ACV)

- When an account is newly enrolled in ACV, the one-time notification will be triggered in the app.

- The screen to the right will appear for the user at the very next login immediately after the dealer enrolls the customer in ACV

* FTUE is designed to inform users of any new and/or important features which have been enabled for their TC2 account

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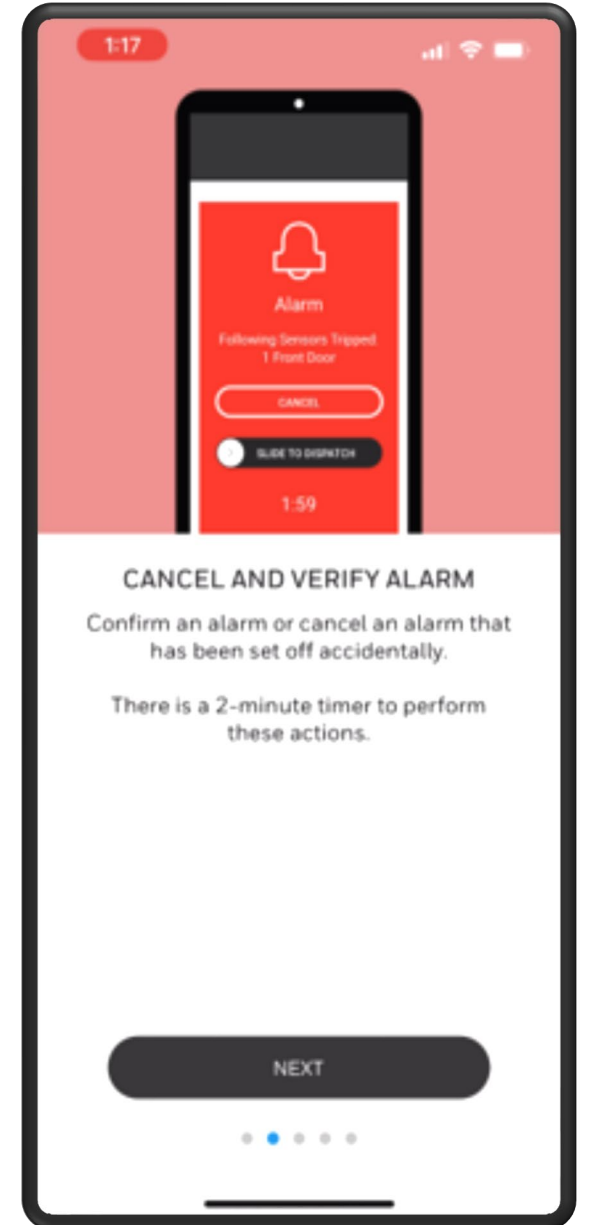
Total Connect 2.0 Alarm Notification

Current users receive this screen during an alarm event

ACV enrolled users will receive this new screen during an alarm event
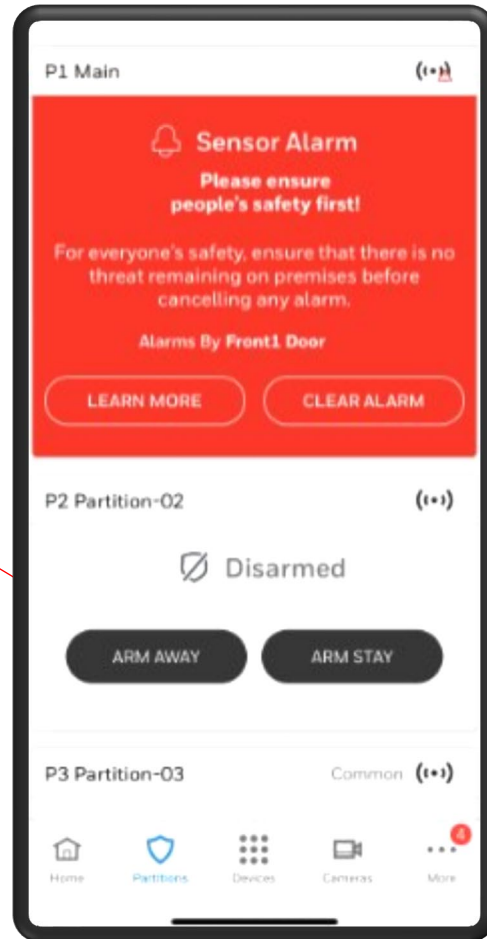
Clear alarm button disarms the panel

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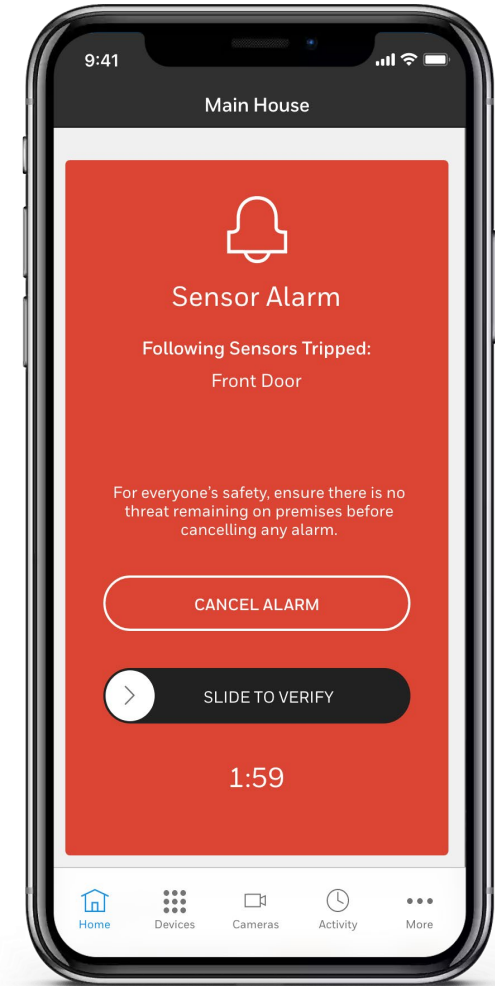
Total Connect 2.0 "Alarm" Verify

- ACV enrolled users will receive this screen during an alarm event
- To Verify an Alarm, users will engage the "Slide to Verify" feature
- An alarm signal will also be sent once the alarm delay timeout at the panel has been reached
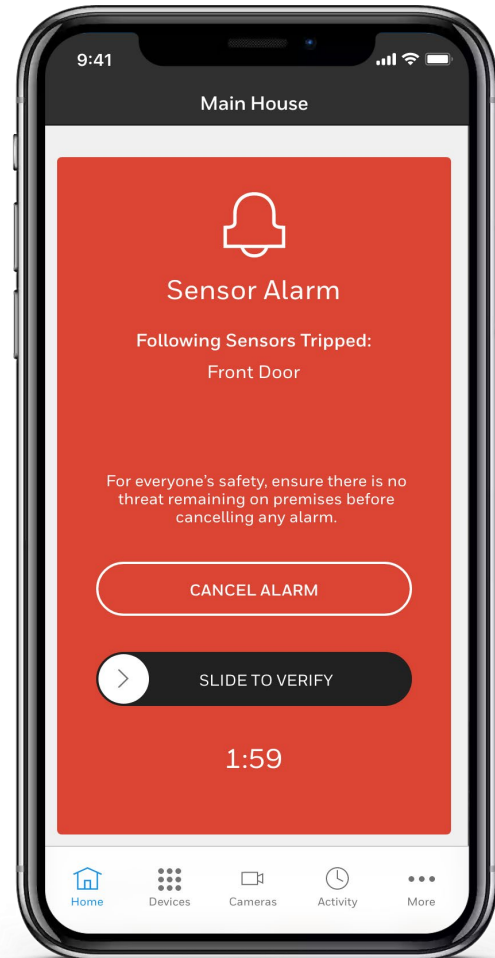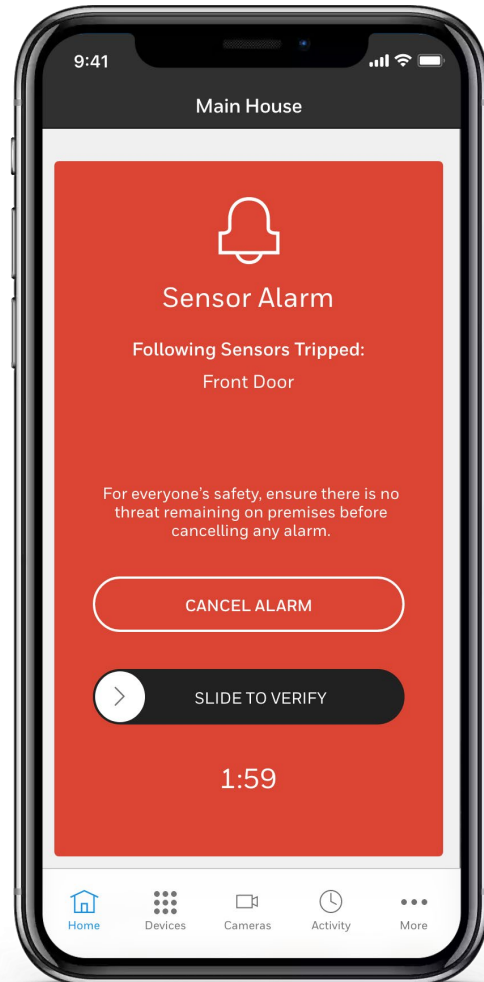

Central Station will Instantly receive a **419** CID message for a Verified Alarm
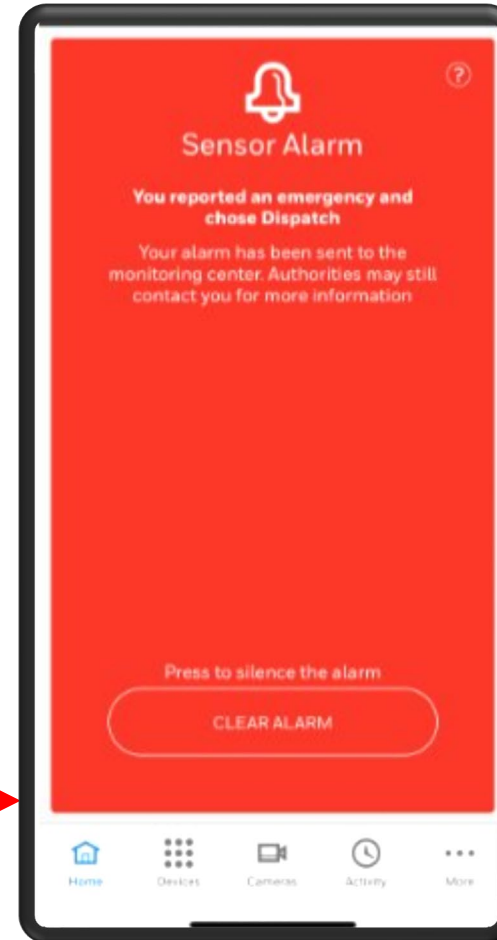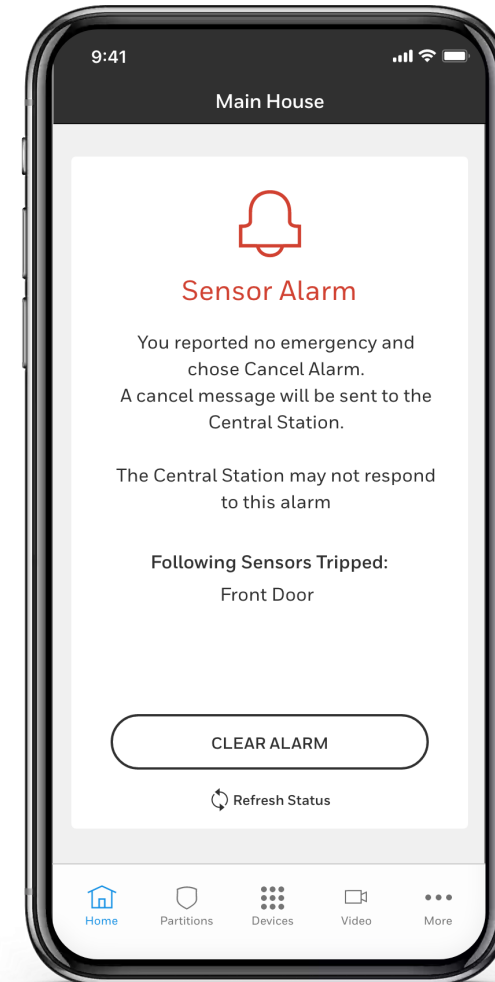
Central Station will receive a **407** CID code for Arm/Disarm

Total Connect "Cancel" Alarm

- ACV enrolled users will receive this screen during an alarm event
- To <u>Cancel an Alarm</u> users will click the "<u>Cancel Alarm</u>" button
- To <u>Clear the alarm</u> at the panel, users will need to click the <u>Clear Alarm</u> button on the next screen

9:41

Main House

Sensor Alarm

Following Sensors Tripped:

Front Door

For everyone's safety, ensure there is no threat remaining on premises before cancelling any alarm.

CANCEL ALARM

> SLIDE TO VERIFY

1:59

Home   Devices   Cameras   Activity   More

Central Station will receive a **418** CID message for the remote cancellation of the alarm event

9:41

Main House

Sensor Alarm

You reported no emergency and chose Cancel Alarm.
A cancel message will be sent to the Central Station.

The Central Station may not respond to this alarm

Following Sensors Tripped:

Front Door

CLEAR ALARM

⟳ Refresh Status

Home   Partitions   Devices   Video   More

Central Station will receive a **407** CID code for Arm/Disarm

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AlarmNet360 Alarm History Event Logs

The 418 (Remote Cancel) and 419 (Remote Verify) alarm history events

AlarmNet360 – Dealer's - Central Station Activity Log

TC2 App - Customer Activity Log

New CID Message Codes

New Alarm codes to define in Automation (last digits are the user #)

Remote Cancel:
CID Alarm Message - E41801002
Description - E-418-Remote Cancel
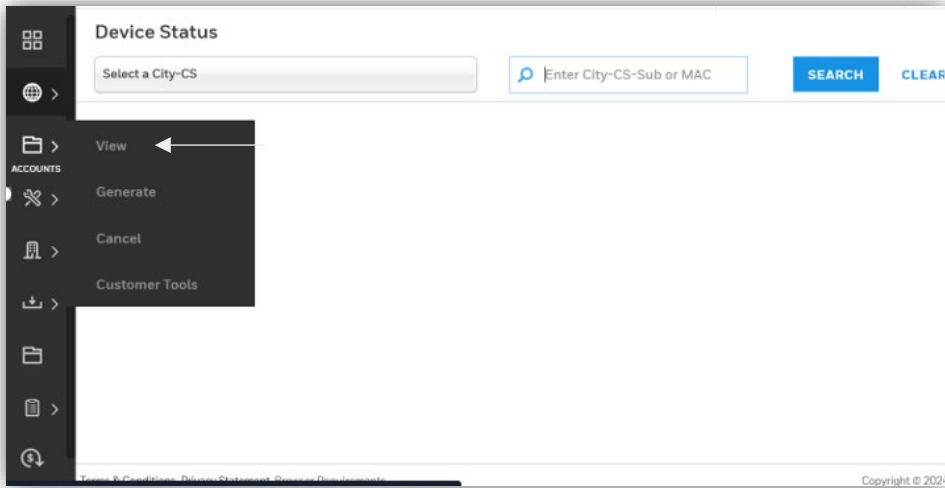
Remote Verify:
CID Alarm Message - E41901002
Description - E-419-Remote Verify
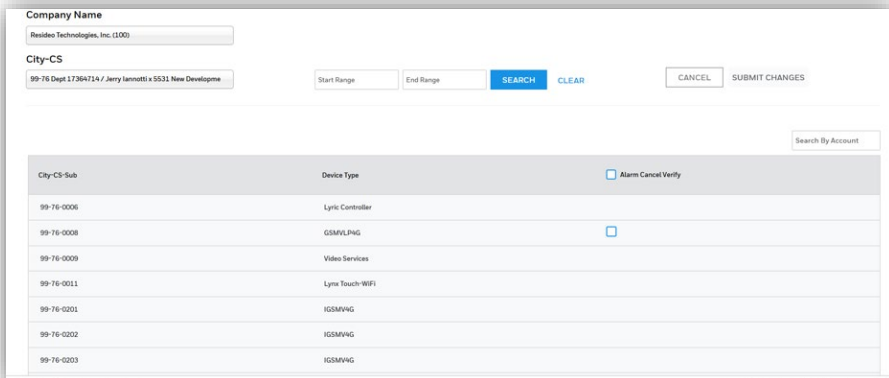
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Bulk Enablement

Go to Accounts >Customer tools.

Search by the City/CSID, only accounts eligible for ACV will show a box to check. You can enable all accounts or select individual accts to be enabled. Once you click submit, you will be locked out from further changes for 24hrs.

Training Videos

- 1. Alarm-Cancel-Verify (ACV) Enablement

- 1.1. VIDEO LINK #1: ACV Central Station Setup, Testing, and Dealer Enablement

- https://vimeo.com/902369403

- 1.2. VIDEO LINK #2: Alarm-Cancel-Verify Using the Total Connect 2.0 App

- https://vimeo.com/902369415

- 1.3. VIDEO LINK #3: Alarm-Cancel-Verify Customer Enablement

- https://vimeo.com/902369389