



How to Identify Impacted End-User Accounts

You may identify your impacted end-user accounts by using AlarmNet® 360 Insights to obtain a list of accounts with 'IP Camera' devices.

Simply follow these steps to generate the report:

1. Login to AlarmNet 360 via the web
2. Choose *Tools* on the left tool bar
3. Then select *AN360 Reporting*
4. Then select 'Legacy iPCAM Devices'
5. Click 'View Report'

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IMPORTANT NOTIFICATION | LTEM-PA/PA, LTEM-PU/PV, LTEM-LR/LR, LTEM-SPV, and IP-COM devices [Read More](#)

AN360 Reporting

View Report

| City/CL Sub Panel | Mac Number | Communicator Board Name | Communicator Technology | Panel Firmware Version | Panel Last Check in Date | Panel Status | TC2 BLAST User Login Date | Camera Mac Number | Camera Type Name | Camera Type Desc | TC2 Efficiency Storage Plan | Camera Version |
|-------------------|------------|-------------------------|-------------------------|------------------------|--------------------------|--------------|---------------------------|-------------------|------------------|--|-----------------------------|----------------|
| | | LTE-LS/V | LTE | 9.0.209 | 12/20/2024 4:30:21 AM | Normal | 11/19/2024 2:31:41 AM | | IP-CAM-IRL | Fixed Low Light IP Camera from Serconm | 7 Day | V1.0.040 |
| | | LTE-LS/V | LTE | 9.0.209 | 12/20/2024 4:30:21 AM | Normal | 11/19/2024 2:31:41 AM | | IP-CAM-IRL | Fixed Low Light IP Camera from Serconm | 7 Day | V1.0.040 |
| | | LTEM-XV | LTE | 4.0.60 | 12/20/2024 4:01:44 PM | Normal | 3/21/2024 2:25:59 PM | | IP-CAM-IRL | Fixed Low Light IP Camera from Serconm | 7 Day | V1.0.040 |
| | | LTEM-XV | LTE | 4.0.60 | 12/20/2024 4:01:44 PM | Normal | 3/21/2024 2:25:59 PM | | IP-CAM-IWO | Fixed Outdoor IP Video Camera from Serconm | 7 Day | V1.0.176 |
| | | LTE-LS/V | LTE | 9.0.213 | 11/5/2024 12:13:41 AM | Normal | 11/30/2024 3:57:59 PM | | IP-CAM-IRL | Fixed Low Light IP Camera from Serconm | 7 Day | V1.0.040 |
| | | Non Security Device | Non Security Device | 0.0.0 | | Normal | | | IP-CAM-IRL | Fixed Low Light IP Camera from Serconm | 7 Day | V1.0.040 |
| | | Non Security Device | Non Security Device | 0.0.0 | | Normal | | | IP-CAM-IRL | Fixed Low Light IP Camera from Serconm | 7 Day | V1.0.040 |
| | | LTEM-XA | LTE | 4.0.60 | 12/20/2024 4:31:53 PM | Normal | 11/16/2024 12:10:55 PM | | IP-CAM-PT | PlanTiT capable IP Video Camera from Serconm | 7 Day | V1.0.248 |
| | | LTE-XV | LTE | 4.0.60 | 12/20/2024 10:30:44 PM | Normal | | | IP-CAM-IRL | Fixed Low Light IP Camera from Serconm | 7 Day | V1.0.040 |
| | | LTE-XV | LTE | 4.0.60 | 12/20/2024 10:30:44 PM | Normal | | | IP-CAM-IRL | Fixed Low Light IP Camera from Serconm | 7 Day | V1.0.040 |
| | | Non Security Device | Non Security Device | 0.0.0 | | Normal | | | IP-CAM-PT | PlanTiT capable IP Video Camera from Serconm | 7 Day | V1.0.176 |
| | | LTEM-XV | LTE | 4.0.60 | 12/20/2024 10:33:26 PM | Normal | 12/20/2024 11:56:43 AM | | IP-CAM-P72 | PlanTiT capable IP Video Camera from Serconm version 2 | 7 Day | V1.0.054 |
| | | LTEM-XV | LTE | 4.0.60 | 12/20/2024 10:33:26 PM | Normal | 12/20/2024 11:56:43 AM | | IP-CAM-IRL | Fixed Low Light IP Camera from Serconm | 7 Day | V1.0.040 |
| | | LTEM-XV | LTE | 4.0.60 | 12/20/2024 9:02:55 PM | Normal | 11/19/2024 12:32:40 AM | | IP-CAM-IWO | Fixed Outdoor IP Video Camera from Serconm | 7 Day | V1.0.176 |
| | | LTEM-XV | LTE | 4.0.60 | 12/20/2024 9:02:55 PM | Normal | 11/19/2024 12:32:40 AM | | IP-CAM-IWO | Fixed Outdoor IP Video Camera from Serconm | 7 Day | V1.0.176 |
| | | LTEM-XV | LTE | 4.0.60 | 11/19/2024 5:50:51 AM | Normal | | | IP-CAM-IWO | Fixed Low Light IP Camera from Serconm | 7 Day | V1.0.040 |

6. To save the report data, choose the Export drop down menu. to save the data set as the file format of your choice.

Navigation controls: 1 of 1, Find | Next, and a red box highlighting a dropdown menu.

The exported file will include account information and under the column labelled "Camera Type Name", a list of the affected devices on each account will be displayed. Please note, that if a camera on an account is offline the camera type will be listed as "UNKNOWN".

If you have any questions, please reach out to our Customer Service teams:

In the US or Canada, please contact AlarmNet Customer Service

- By phone: (800) 222-6525 and select option 4.

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Scottsdale, Arizona | Golden Valley, MN | Melville, NY



- By email: alarmnetcustomerservice@resideo.com
- Available: Monday through Friday, 8:00 am to 5:00 pm Eastern Time

In Central & South America, or the Caribbean regions, please contact your local Resideo sales manager, or email: homessupportclar@resideo.com