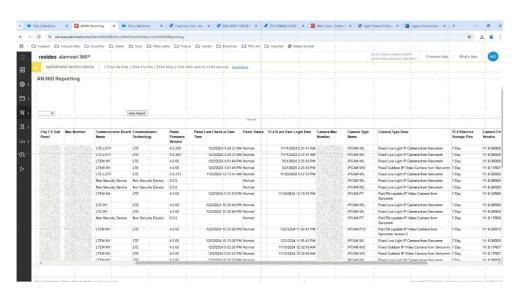


## **How to Identify Impacted End-User Accounts**

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'



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



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.

## resideo.com



- 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