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total connect 2.0

Announcing Resideo's Latest Feature for your Resideo Total Connect® 2.0 (TC2) enabled security system — Alarm-Cancel-Verify

Resideo customers with a ProSeries family panel, TC2 services and an account with an Alarm-Cancel-Verify (ACV) enabled central station provider*, will now be able to:

- Designate an active alarm as a “False Alarm”.
- Or
- Designate an active alarm as “User Verified”.

With the Alarm-Cancel-Verify feature, the master user or an admin user of the enrolled TC2 enabled account, can designate an active alarm as user verified or as a false alarm — Alerting the subscriber's central station that the user has canceled the alarm.

* Customers will be required to be enrolled in Resideo's new Alarm-Cancel-Verify feature by their dealer. Note: Not all central stations will support ACV on initial rollout. Please visit AlarmNet360.com to find out if your central station supports Alarm-Cancel-Verify and how to enroll your customers.

How Do Customers “Cancel” or “Confirm” an Active Alarm while Using the TC2 App?

- When enrolled in Alarm-Cancel-Verify, customers will receive a new version of the TC2 Sensor Alarm Screen (see [Exhibit 1](#)) during an alarm.
- The Alarm-Cancel-Verify alarm screen will present information

about the active alarm, along with two new features; Cancel Alarm button and Slide to Dispatch slider.

- During an active alarm situation, the master user and admin user can press the Cancel Alarm button on the TC2 App Sensor Alarm Screen to cancel an active alarm.
- During an active alarm situation, the master user and admin user may slide the Slide to Dispatch slider on their TC2 App Alarm Screen to verify an active alarm.

Note: The security systems alarm notification will always be sent to the central station whenever the security system is in alarm; Cancel and Verify codes are additional codes separate from the security system alarm codes.

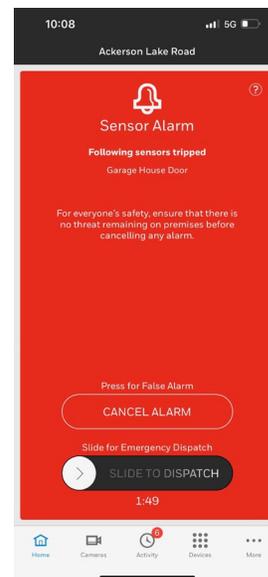


Exhibit 1: Alarm-Cancel-Verify alarm screen in Resideo TC2. This screen will appear whenever your account has been enrolled in Alarm-Cancel-Verify by your dealer and an active alarm has been generated on the local security system.

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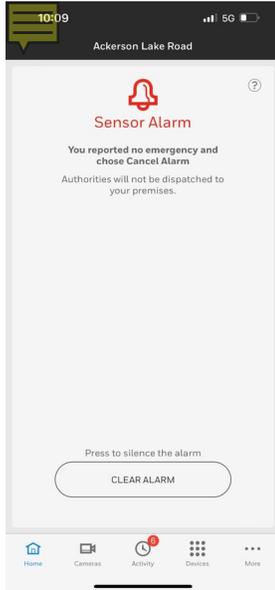


Exhibit 2: Clear Alarm screen in Resideo TC2 App. This screen will appear whenever an alarm has been canceled.

What Resideo Security Panels are Currently Supported for Alarm-Cancel-Verify?

- The Resideo ProSeries panel family is currently supported for the Alarm-Cancel-Verify feature.
- Resideo will be extending the feature to Lyric, Lynx, and Vista panel customers in the near future.

I am an AlarmNet360 Dealer, how do I enroll my customers in Alarm-Cancel-Verify*?

- To enroll your customers in Alarm-Cancel-Verify, visit the Account Summary Page for your customer account.
- To active the service, simply check the Alarm-Cancel-Verify checkbox and click save. (See Exhibit 2)

Note: There is no charge for customer use of the ACV services in TC2



Exhibit 3: Alarm Confirmation and Dispatch screen in Resideo TC2. When an alarm has been confirmed by the TC2 user, a user will receive this screen in their TC2 app.

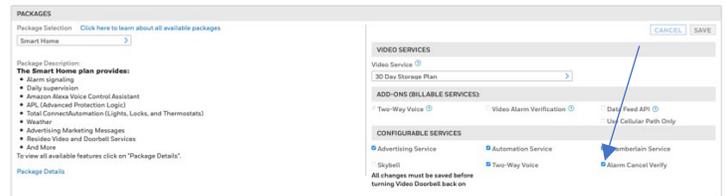


Exhibit 2: To activate ACV for a TC2-enabled customer account, check the Alarm-Cancel-Verify checkbox on the account summary of the customer account.

I am a central station who would like to support Alarm-Cancel-Verify for my dealers, how do I enroll?

- To activate Alarm-Cancel-Verify for your central station, visit Alarmnet360.com, and access the Partner Controls tab. Look for the Alarm-Cancel-Verify section, and follow the instruction to test and activate the feature.
 - Central stations who wish to participate in Alarm-Cancel-Verify will be required to confirm a successful test of the two new contact IDs, which may be sent during an alarm cancel event. (418 Cancel Alarm and 419 Verify Alarm)
 - Central stations will also be able to designate individual dealers as authorized for ACV, or all dealers may be designated as authorized. Once a dealer is authorized, that dealer may then activate ACV for their individual accounts.
- Participating ACV enabled central stations will now be able to receive a “cancel” or “verify” message from TC2 customers whenever a “Cancel Alarm” or “Verify Alarm” code is sent from the TC2 App by the customer.