

# Security & Communications



RESIDENTIAL AND COMMERCIAL  
PRODUCTS AND SERVICES

Sourcebook 2011-2012

**Honeywell**



## Profile

Honeywell is one of the world's leading manufacturers of electronic security systems. Our range of capabilities for residential and commercial security applications are extensive, and our products protect millions of homes, businesses and government facilities across the globe.

### A History of Innovation

As industry pioneers, we've developed many of the groundbreaking advances that have shaped today's residential and commercial security systems. We've made systems easier to install and to use, developed the industry's sleekest touchscreen keypads, the most reliable supervised wireless products and the world's best-selling glassbreak detectors. We are also on the forefront of advancements in alarm communications technology—including the development of the groundbreaking Total Connect 2.0 and GSM solutions.

### Commitment to Quality

Our products are built in world-class production facilities and are subject to rigorous testing exceeding industry standards for quality and performance. Honeywell equipment complies with ISO-9001 protocols, an internationally recognized standard that defines a quality assurance system.

# Marketing Solutions That Drive Your Business

We're committed to helping dealers grow their businesses.

At Honeywell, we're constantly striving to bring more value to our partners—above and beyond the high quality products you've come to expect. We also provide you with award-winning marketing support materials, programs and tools created to help you grow your business, promote your services and build your brand. They're effective, easily accessible and, best of all, absolutely free!

## Generate New Leads and Build Your Brand

### Literature XPress



This popular online service, available exclusively for Honeywell Security dealers, has been enhanced this year with an even wider range of exciting, customizable

collateral for you to choose from. Instantly personalize polished, professionally designed marketing materials with your logo and company name! Choose from high quality brochures, sell sheets, posters, door hangers and more. Literature XPress is fast, easy and absolutely free.

Visit [www.honeywell.com/security/resources/xpress](http://www.honeywell.com/security/resources/xpress) for details.

### Promo Builder



This impressive online tool enables you to generate customized, professionally designed postcards and flyers that are ready in seconds. You can opt to utilize the sample

headlines, offers and body copy or write your own content. Choose from a wide range of residential and commercial configurations.

To get started, simply create an account or sign in with your existing Literature XPress password at [www.honeywell.com/security/resources/xpress](http://www.honeywell.com/security/resources/xpress) and follow the intuitive prompts. There's nothing else like it!

## Training

### Discover e-Learning Management System



Take advantage of professional technical training courses right at your fingertips. Better trained technicians mean reduced installation times and a reduction in unplanned service calls—and most

importantly, satisfied end-users!

For more information, visit [www.honeywell.com/security/discover](http://www.honeywell.com/security/discover)

## Marketing

### The Security Channel



You're busy running a business but constantly challenged to supply exciting, relevant content on your website.

That's where The Security Channel comes in. Honeywell's

groundbreaking website brings the world of security to life through video, and is an excellent way to inform your customers and prospects about what's new in security while promoting your services. In fact, you can create new marketing opportunities by embedding videos right onto your website—now optimized in higher resolution for iPad™.

Just log on to [www.thesecuritychannel.com](http://www.thesecuritychannel.com) and join the community today!

iPad™ is a trademark of Apple Inc.

## RESOURCE DIRECTORY

Customer Service.....800-573-0154  
 Tech Support .....800-645-7492  
 Inside Sales .....800-467-5875  
 Communications .....800-222-6525  
 Website.....www.honeywell.com/security/hsc

## Spec More Systems STAR Specification Tools & Resources



Design integrated, customized access control, intrusion or video surveillance systems quickly and easily. STAR is perfect for:

- Commercial building architects and engineers
- Commercial security dealers
- System designers and consultants
- Sales professionals
- Security surveillance managers
- Loss prevention managers

STAR generates parts lists, purchase orders, A&E specification documents, and system installation and configuration summaries in minutes!

Visit [www.honeywell.com/security/starinfo](http://www.honeywell.com/security/starinfo) to get started.

## MyWebTech



An invaluable reference tool, MyWebTech lets security dealers research the latest technical data on Honeywell security products 24 hours a day, seven days a week from the very same

comprehensive library technicians use in the company's call centers. Highlights include quick and easy access to technical data, FAQs, direct wires, installation instructions and a convenient search-by-feature library.

You can obtain a user name and password by calling **800-573-0154**. Visit [www.honeywell.com/security/hsc](http://www.honeywell.com/security/hsc) and under **Resources** click on **MyWebTech**.

## TECHNICAL SUPPORT DAYS/TIMES

**Monday-Friday: 8:30 a.m. – 8:00 p.m. EST** – support for all intrusion products, FBII residential panels and Street Smart (no technical support after 6:00 p.m. on Destiny/XL4/XL4C and equivalent panels)

**8:30 a.m. – 5:30 p.m. EST** – French language support

**8:00 p.m. – 10:00 p.m. EST** – support for VISTA-10P, VISTA-15P, VISTA-20P, FAP equivalent control panels, LYNX, AlarmNet GSM/iGSM activation and registration, Pro registration, GSM and iGSM

**Saturday: 9:00 a.m. – 5:30 p.m. EST** – support for VISTA-10P, VISTA-15P, VISTA-20P, FAP equivalent control panels, LYNX, AlarmNet GSM/iGSM activation and registration, Pro registration, GSM and iGSM

*Technical support times are subject to change.*

## Support

*Satisfy and retain customers by saying what you do and doing what you say.*

## Commitment

We're dedicated to our partners and committed to delivering innovations that solve your customers' problems.

## Ease

It's easy to do business with us! From pre-sales through the installation process and beyond, we're simply a phone call away.

## Best People

Our team of dedicated and talented professionals bring decades of experience to the security industry.















## Product Support

We offer extensive support for our products including our product warranties, advance replacement programs, loaner programs and our online outlet center.

## Customer and Technical Support

Our team of experienced, dedicated customer and technical support specialists are always at your service. Whether your question deals with technology, product selection and compatibility or troubleshooting, they have the solution.

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*Not responsible for printer or typographical errors.*

## New Featured Products



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### Total Connect 2.0 Remote Services

Dynamic, interactive dashboard and exciting new features take Total Connect to a new level—enhancing the end-user experience while simplifying set-up for you.



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### LYNX Touch Self-Contained Control

The industry's most popular self-contained control now features a bright, full color touchscreen that makes home security more intuitive and easier than ever.



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### VISTA Turbo Control Panel

Honeywell's exciting new VISTA controls feature enhanced system performance, faster clock speed and code improvement. Plus, it's Total Connect-ready and supports up to six graphic touchscreen keypads!



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### NetAXS-123

Simple, scalable and flexible, NetAXS-123 is a standalone, web-based access control system that's an affordable way for small to medium-sized businesses to secure a limited number of doors.



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### Video

Performance Series—a wide range of competitively priced, high-quality products that are easy to install and use.