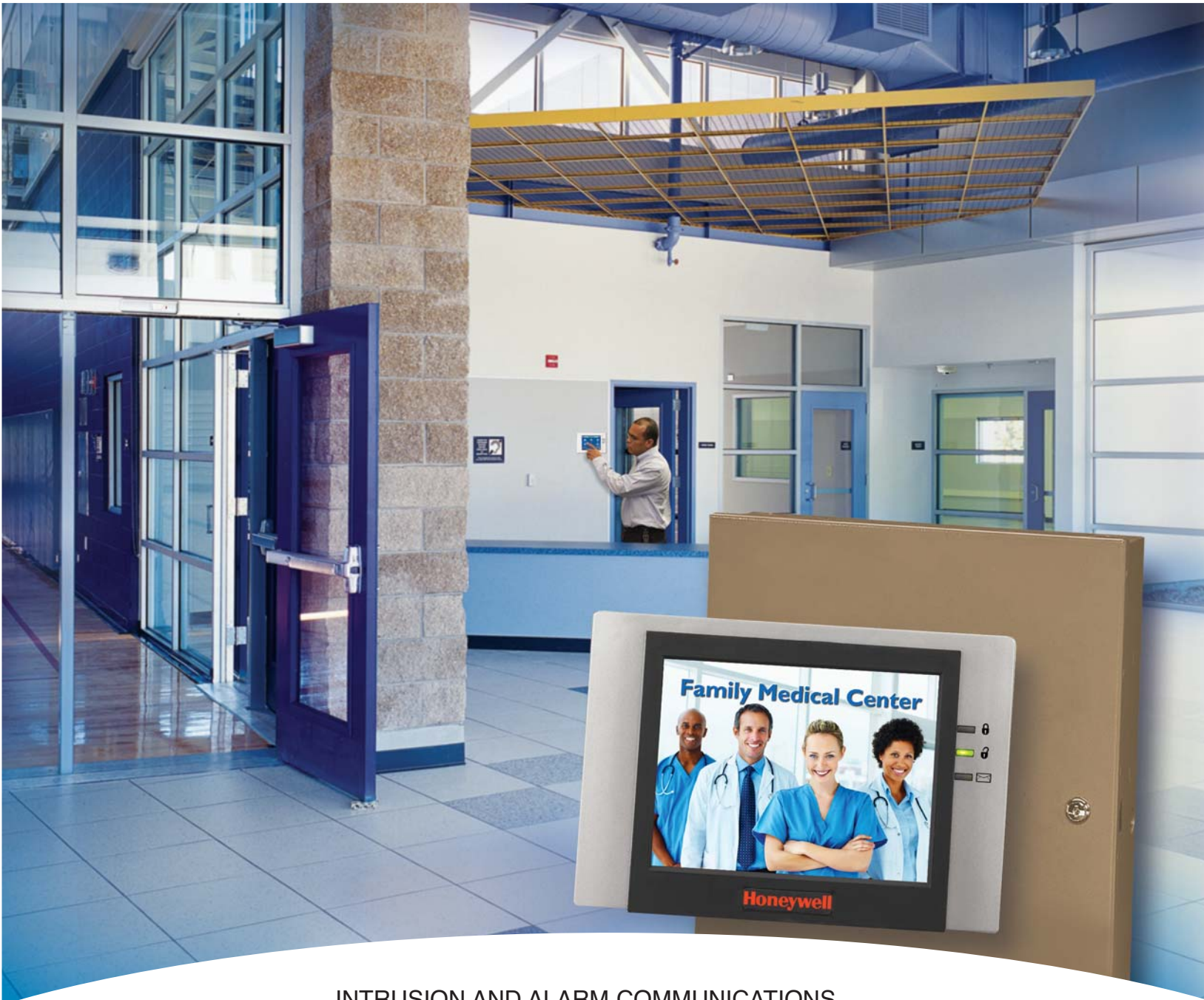


# Security & Communications



INTRUSION AND ALARM COMMUNICATIONS

**Commercial Solutions Guide  
2011-2012**

**Honeywell**

# turbo-charged!



## Put your sales in overdrive with Honeywell's VISTA Turbo Series

Honeywell's popular VISTA commercial and high-end residential control panels have been enhanced with exciting new capabilities and features to help you grow your business. Faster clock speed and enhanced software deliver more robust system performance and enhance the end-user experience. VISTA Turbo seamlessly integrates with Honeywell's WIN-PAK® access control systems, making it an ideal fit for larger installations. It also supports up to six color graphic touchscreen keypads and is compatible with Honeywell's Total Connect 2.0\*—providing consumers with security system control on the go while providing you with an excellent opportunity for RMR.

VISTA Turbo. Simply a great way to drive new business.

## Honeywell


For more information, please call **1-800-467-5875** or visit [www.honeywell.com/security/hsc](http://www.honeywell.com/security/hsc)  
Enhancements are available on models VISTA-128BPT, VISTA-128BPTSIA and VISTA-250BPT.

\*Total Connect 2.0 available on VISTA-128BPT and VISTA-128BPTSIA.

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Available at  
**ADI**

# Information for Dealers, Architects and Engineers



As a security consultant, security dealer, salesperson, electrical engineer or other low-voltage system architect, you need information that helps you to select the right security equipment for a wide variety of system applications for building sensing and control. This publication makes it easy for you to find the industry's best equipment for security, environmental monitoring, look-in, listen-in, access control and fire alarm system applications. Minimizing the time required to research product facts and specification items will clear your schedule so you can develop new sales and project opportunities each week. Here are some other reasons why this publication is so important for you:

**Fast access to vital information:** At the back of this guide an extensive index section allows you to quickly and easily find anything you need to know. Whether you are looking for a specific model number, application type, connection method, or comparison charts, this superior index leads the way to fast, reliable information that makes your product research project amazingly easy. This helps you to be more effective in system design research and saves time.

**A purpose-driven approach:** We arranged each section to offer an informative approach to equipment selection. Introductory information in each section discusses important points related to the proper selection of equipment that follows, making it much easier to find the right product for the job. Product descriptions are complete with easy-to-reference information that recommends, describes and provides product specifications.

**Information that simplifies the design process unlocks the power of the system:** After you review this guide, you will find that this kind of information makes it easier to design a system that offers the maximum options for managing risks at the protected location. Diagrams for connecting and expanding the system give you the confidence to know that you are putting things together the right way. Detection pattern drawings help you to understand detector placement within the protected room or area.

**This guide will help you:**

- Know more about applications that you can offer
- Offer more because it makes systems easier to design
- Sell more applications with each system
- Get more return on your sales efforts. Each application you include will add tremendous value to the system that you offer, making it easier for the system owner to choose your solution.

## About Us

### Why Security Dealers and System Users Choose Honeywell Security Products

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

Honeywell Security offers a complete line of products, providing an end-to-end solution for all of your security needs. Using Honeywell Security products, you can create a wide variety of applications to help you to manage business risks like burglary, injury claims, employee theft of business machines and assets, supervision of temperature in refrigeration, scientific equipment, data rooms and many other applications. From intrusion detection and fire alarms to access control and video products, our integrated solutions include everything you need to sense, control, and respond when critical events require your attention or the attention of local authorities.

#### Our resources make us the best product choice because Honeywell makes it easier to:

- **Promote your company** with custom brochures and other publications
- **Create valuable applications** that solve real problems and are easy to offer to your clients
- **Acquire products for your solutions** at over 100 ADI distribution locations in North America
- **Install the product** because we design our products to be "installer friendly"
- **Support the product** with features that maximize product performance, while simplifying tasks related to adjustment and inspection
- **Move on to your next design opportunity** as we pave the way with our innovative engineering group that continues to develop and release new security products

The following sections describe some other reasons why security professionals and decision makers make Honeywell their first choice for security products.

### Investing in Your Future

As electronic security pioneers, Honeywell is rooted in a long history of developing many of the groundbreaking advances that have shaped today's electronic security industry and the design of most security devices. Our superior development has consistently led to historic breakthroughs in reliable detection equipment, advanced user interfaces, control panels and advanced communications devices.

Our extensive industry knowledge drives us toward developing answers to the electronic security challenges of today and tomorrow. We design our equipment to be easier to install so your technician will spend less time assembling and servicing systems. We developed the world's best-selling glassbreak and motion detectors, the industry's most reliable supervised wireless products and the most flexible hybrid control panels in the industry in order to minimize installation and service costs. We are also on the forefront of advancements in alarm communications technology – including the development of the groundbreaking Total Connect and GSM solutions that give the system user remote control and status of the protected facility.

**Innovative, dependable products designed by the best minds in the industry.** As a technology leader of innovation in the security industry, we employ a talented team of 300 engineers and continually raise the bar for the future, dedicating millions of dollars annually to research and development.

### 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 complies with ISO-9001 protocols, an internationally recognized standard that defines a quality assurance system.

## 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.*

## RESOURCE DIRECTORY

Customer Service .....	800-573-0154
Inside Sales .....	800-467-5875
Technical Support .....	800-645-7492
Technical Support (French) .....	877-667-8324
AlarmNet Security Communications .....	800-222-6525
Website .....	<a href="http://www.honeywell.com/security/hsc">www.honeywell.com/security/hsc</a>

## Customer and Technical Support

Our team of experienced, dedicated customer and technical support specialists are here to support dealers and installers of our products. Whether your question deals with technology, product selection, compatibility or troubleshooting, they have the solution.



### STAR

Better understand system capabilities with our award-winning software, STAR: Specification Tools and Resources. STAR includes

links to design information and applications for a wide variety of facility and business types. Use this valuable resource to maximize the benefits of your facility's system. Visit [www.honeywell.com/security/star](http://www.honeywell.com/security/star)



### SystemWizard

Automate system design with SystemWizard, Honeywell's exclusive system design tool that helps you offer services, then

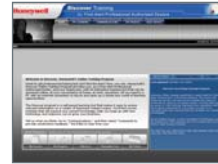
automatically provides a parts list and A&E specification document for the system. It helps you save time, capture background equipment for the system and offer better solutions. Visit [www.honeywell.com/security/star](http://www.honeywell.com/security/star) and click on Intrusion/Fire (top image). Under Quick Links on the left, click SystemWizard.



### MyWebTech

An invaluable reference tool, MyWebTech enables security dealers to 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.



## Discover Online Training Program

The Discover Online Training Program is a self-paced learning tool that makes it simple for dealers to access easy-to-understand course modules that cover

a wide array of vital training material, including CEU accredited courses. From top-notch selling techniques to in-depth product training, Discover provides you with all the tools you need to help you grow your business. For more information, visit [www.honeywell.com/security/discover](http://www.honeywell.com/security/discover)

## Honeywell City...your destination for success!



Imagine your customers being able to explore an entire city of security solutions in a vast range of settings — from high-rise commercial buildings, retail

stores, industrial and government facilities to single-family residential homes. Honeywell City is a thriving online metropolis where visitors can truly experience innovation in action, seeing exactly how our robust solutions solve real problems in all kinds of environments. You can explore all you want, download materials or connect live with a Honeywell representative. See what you've been missing and head on over to Honeywell City, where it's easy to see why so many customers continue to choose us as their partner of choice. For more information, visit [www.honeywellcity.com](http://www.honeywellcity.com)



### Honeywell A&E Specification CD

Specify your system in a snap! When you need to write system specification documents, the A&E Specification CD can help you with ready-made content

that can be easily copied and then used within your custom specification document. This CD is a one-stop resource with A&E content supporting intrusion alarm, fire alarm, access control and video systems. Use these tools to save time when your project requires a specification along with your job estimate.

## SystemWizard: Save Time and Offer More!

Are you specifying the most effective systems for your customers? SystemWizard saves time in the planning process while offering more system options.

### Maximize:

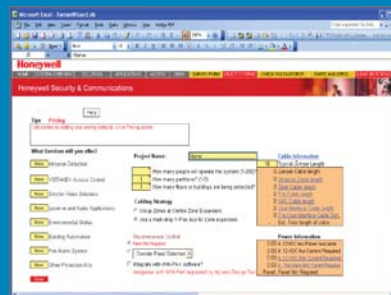
- Services to offer
- Knowledge about system capabilities
- Value of systems you create
- Sales profit

### Minimize:

- Research related to equipment selections
- Giving away equipment due to parts left out of system

### Improve:

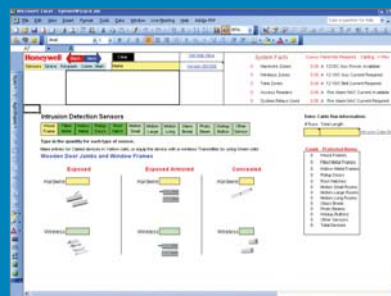
- The effectiveness of your sales organization
- The consistency of services you offer
- The customer's life
- Your bottom line



Services



Quick Kits



Intrusion



Environmental

Visit [www.honeywell.com/security/star](http://www.honeywell.com/security/star) and click on Intrusion/Fire (top image). Under Quick Links on the left, click SystemWizard.

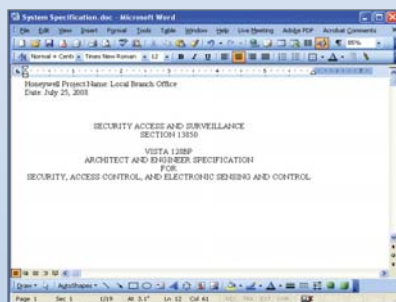
Reach this year's sales goals with SystemWizard.

Get more sales with less time and effort!

Generate these reports automatically!

Part Number	Description	Program	Price	Labor Hours	Labor Cost
240-001	1200C Power Supply	Power	\$100.00	0.50	\$50.00
240-002	1200C Power Supply	Power	\$100.00	0.50	\$50.00
240-003	1200C Power Supply	Power	\$100.00	0.50	\$50.00
240-004	1200C Power Supply	Power	\$100.00	0.50	\$50.00
240-005	1200C Power Supply	Power	\$100.00	0.50	\$50.00
240-006	1200C Power Supply	Power	\$100.00	0.50	\$50.00
240-007	1200C Power Supply	Power	\$100.00	0.50	\$50.00
240-008	1200C Power Supply	Power	\$100.00	0.50	\$50.00
240-009	1200C Power Supply	Power	\$100.00	0.50	\$50.00
240-010	1200C Power Supply	Power	\$100.00	0.50	\$50.00

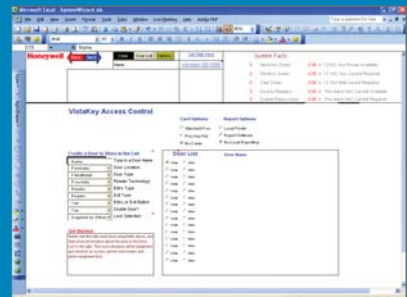
System Parts List



A&E Specification Documents



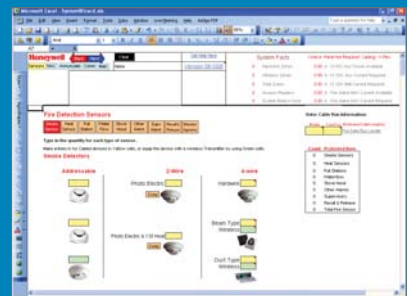
Listen-In



Access



Video



Fire

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Please visit the following website to view Honeywell's U.S. Product Warranty:  
<http://www.honeywell.com/security/hsc/resources/wa>

