# Partitions Activation: Frequently Asked Questions (FAQs)

1. What is the first thing a customer will see after their account (location) is enabled for partitions?
   A. For existing accounts, the user should have seen a message to manually sync their VISTA panel several months ago. Most will have already kicked off a manual panel sync but if they have not that will still be necessary. Please sync your panel.
   B. The first time the user logs in after we enable their account for partitions Honeywell will do a check for duplicate user codes on the account and the user will not see anything.
   C. The second time the user logs in after we enable their account they will see a popup telling them their account is ready to activate partitions.
   D. NOTE: If there are duplicate user codes on the location then instead of seeing the popup to activate partitions the Master/Admin user will see a popup telling them that there are duplicate codes to be removed before activation can occur. (See below regarding duplicate user code.)
2. What is the activation process?
   A. The Master User, Partition Manager, or dealer through Security Professional Access mode (full access or pre-configure) will see a popup when they navigate to a multi-partition location in Total Connect. When they click "Configure Now" they will be led through the process. See "Partition Setup Guide" document for more information.
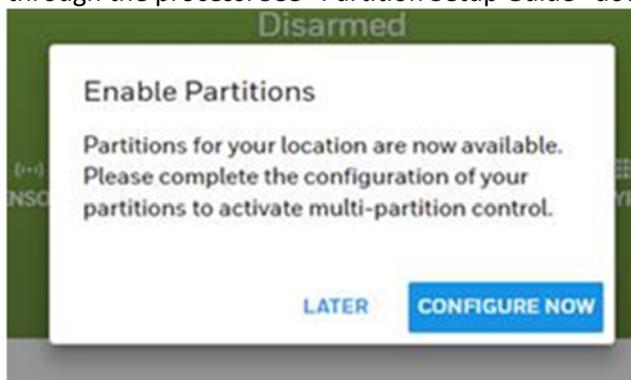

   B.
   C. If they click "later" then an "Enable Partitions" button will be shown on the security page for when they are ready to activate partitions.
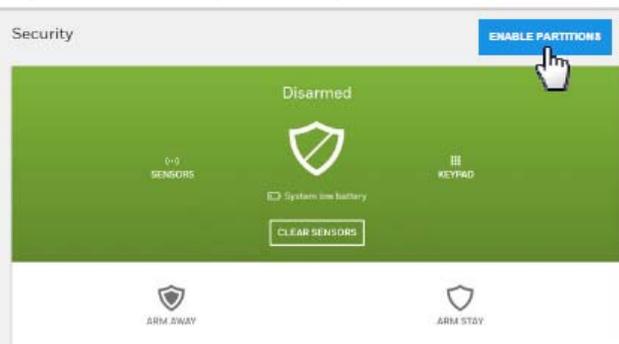

   D.
3. Why am I seeing a popup telling me I have duplicate user codes?
   A. The Total Connect Team will be checking for duplicate user codes for all VISTA multi-partition systems. In order to activate partitions on Total Connect, the Master or Admin user must first resolve any duplicates. If they do not wish to activate partitions they do

not need to actively work to resolve duplicates, however, when the Master or Admin user creates a new user or edits an existing user, the Total Connect Team will verify the user code at that time and it must be unique. See "Duplicate User Codes" document for more information.
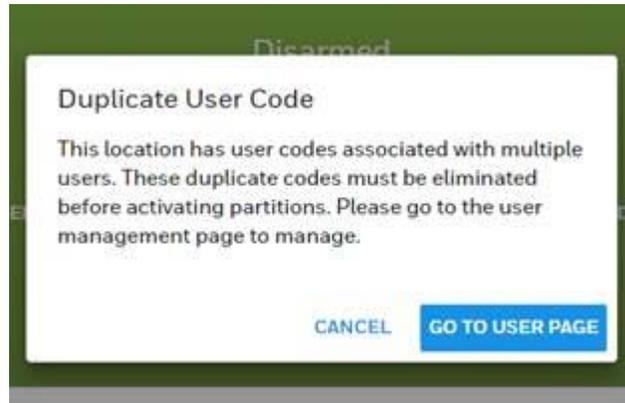
B.

4. As we roll out partitions, how will accounts be prioritized?
    A. We will be prioritizing accounts based on Master User login frequency. Those who login to Total Connect the most will be the first to be enabled. We will also enable any new accounts created from the previous business day.
    B. During the rollout the Total Connect Team will be running a daily report on which accounts have been activated. That report will be provided to the technical support team in Louisville so they may check if an individual account has been enabled. Please be patient during the roll-out.
5. What about new accounts that come on board during the roll out?
    A. New accounts will be enabled within 1 business day.
    B. At the end of the roll out all new accounts will be automatically enabled going forward.
6. Can an account have some locations enabled for partitions and others not?
    A. When the Total Connect Team enables an account we will enable all locations for that account. If a new location is added during the rollout then it will be enabled the next business day.
7. Can dealers take care of activating their customers account for them?
    A. Yes, dealers can use Security Professional Access (SPA) in the full access or pre-configure mode to activate partitions for their customers. In SPA mode, they will be able to access Partition Settings to name partitions and change partitions settings as necessary.
8. If an account has multiple locations how do they all get activated for partitions?
    A. Each multi-partition location must be independently activated. The Master User, Partition Manager, or dealer must navigate to each location to get the activation popup.
9. Why isn't customer X seeing the popup to activate partitions?
    A. Check the following things:
        i. Is the panel synced? A panel sync is required for the Total Connect Team to set a backend flag that a location is configured for multiple partitions.
        ii. Do they have duplicate user codes? If the user bypassed the popup informing them that their location has duplicate codes the user or the security dealer through Security Professional Access, may check this by going to the user list page for that location and looking for the duplicate indicator.
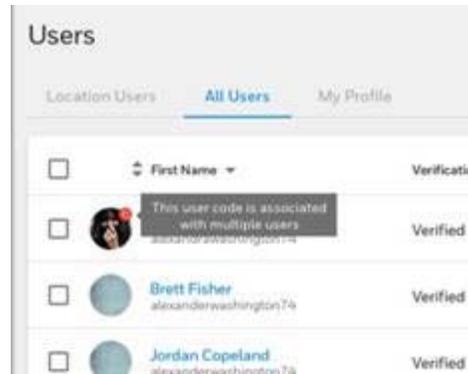
    iii.   Did the user click later? The popup will be shown only once (on any browser or device). Look for the "Enable Partitions" button on the security page. On the web it is a blue button in the upper right corner.

    iv.   Is this location a VISTA panel that is configured for multiple partitions? Compatible VISTA Panels:

1. VISTA-20P
2. VISTA-20PSIA
3. VISTA-21iP
4. VISTA-21iPSIA
5. VISTA-128BPT
6. VISTA-128BPTSIA
7. VISTA-250BPT
8. VISTA-128FBPT
9. VISTA-250FBPT
10. VISTA-32FBPT
11. And respective Canadian and Latin American versions

    v.   During the rollout the Total Connect Team will be running a daily report on which accounts have been activated. That report will be provided to the technical support team in Louisville so they may check if an individual account has been enabled. Please be patient during the roll-out.