



PowerManage Monitoring Station & ConnectAlarm Mobile App



Efficient security monitoring, management and control

Give your customers more freedom and more value with the PowerManage platform and easy-to-use ConnectAlarm mobile app



Easy remote management



Seamless integration



Exceptional convenience

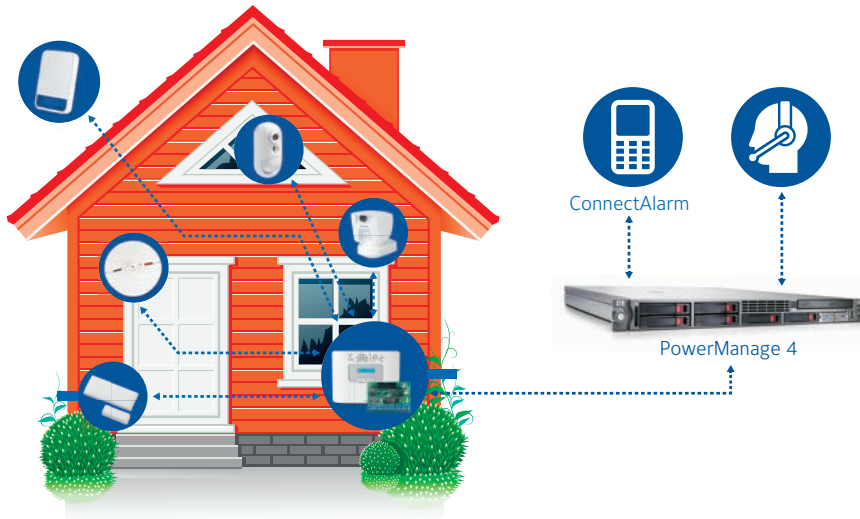


PowerManage monitoring station & ConnectAlarm mobile app

PowerManage is a unique service management platform that enables central monitoring stations to efficiently monitor, manage and control Tyco security systems, such as PowerSeries Pro, PowerSeries Neo, PowerMaster, WP and BW. An all-in-one receiver, technical management center, and interactive service platform, PowerManage runs on standard professional server hardware and proven web technologies, with the highest cybersecurity standards implemented.

The easy-to-use ConnectAlarm mobile app is an integral part of the PowerManage system. This app enables your residential and commercial customers of all sizes to monitor and control their home or business security system from wherever they are, on-premises or remotely.

By offering your customers the enhanced services enabled by PowerManage and ConnectAlarm, you can increase recurring revenues, improve customer loyalty, and differentiate yourself in your market.





Key benefits

The PowerManage Monitoring Station and ConnectAlarm mobile app together offer multiple benefits that improve customer satisfaction and your bottom line.

Efficient management

Save time and money with remote diagnostics, remote fault analysis, remote security system management, remote firmware upgrades*, and more.

- Significantly reduces the number of site visits
- Raises the technical support team's productivity
- Enables less intrusive service for customers

End-user convenience

Give customers direct remote access to their security system with the ConnectAlarm mobile app.

- Access is available from anywhere, at any time
- End-users can activate and deactivate their alarm system, set and change a wide range of settings, and view status

- Alarm verification and images on demand increase end-users' peace of mind and enable them to react more effectively to alarm events

Competitive difference

Stand out from the competition with enhanced end-to-end security monitoring services.

- Gain a new competitive advantage in your market
- Improve customer satisfaction and retention
- PowerManage-based services, bundled with your monitoring services, enhance loyalty, for longer-lasting, more profitable customer relationships

* For PowerSeries Pro and PowerSeries Neo only.



PowerManage – Key remote management capabilities

Save time and costs with enhanced remote diagnostics, fault analysis, and security system management:

- Remote Routine Inspection (RRI)
- Remote configuration of system and devices
- View system connectivity type and status
- Remote arm/disarm of the system
- Remote battery status check of the system and all connected devices
- Remote inspection of wireless connection
- View event logs
- View reports of system activity
- Remote provision of selected new devices
- Remote provision of new/replacement keyfobs
- Remote firmware upgrades; PowerSeries Pro and Neo
- AlarmInstall - remote installer app support

ConnectAlarm app – Key end-user capabilities

With this app available for iOS and Android mobile devices, your customers can remotely access their security system and perform the following actions:

- Arm, disarm
- Visual verification and image on demand
- Check alarms and events histories*
- Set up alarms and alerts push notifications
- View zone status and bypass zones
- Control outputs
- Set time and date
- Manage users and multiple systems
- Add / remove keyfobs

* Only with PowerMaster, WP and BW

Monitoring station platform specifications

Choose the option that best suits your needs:

Server	PowerManage Professional Kit (HP)	PowerManage High-End Kit (HP)	PowerManage Lite Kit (Dell)
	HP server G8 2640 32 GB	HP 7010 SFF Desktop	Dell 7010 SFF Desktop
NIC supported data rates	10/100/1000 Mbps	10/100/1000 Mbps	10/100/1000 Mbps
Redundant power supply	✓	✓	✓
Redundant fans	✓	✓	✓
Disk array	RAID 0	RAID 0	N/A
Hot standby redundancy	✓	✓	✓
SMS/MMS* notification messages	✓	✓	✓
Email notifications	✓	✓	✓
Number of accounts supported	20,000*	100,000*	1,000
Server remote management "always available"	✓	✓	✓
Concurrent interactive sessions	10,000*	20,000*	1,000*

* Broadband maximum supervision rate at once every 1 minute.

** GPRS maximum supervision rate at once every 10 minutes.

IP Receiver

Security system reporting protocols	SIA/IP
Security system reporting encryption	AES-128
Automation software communication	MLR2 (CID/SIA) protocol over RS232 or TCP/IP
Security systems supervision (keep alive)	Configurable intervals
Notification dispatcher	Using SMS, MMS** or Email
Redundancy	Hot standby (HP model only)
Events history per system	255
Video verification reporting protocol	PowerNet, VisNap
Image storage	Local storage

* Supports up to 20,000 concurrent systems with a maximum supervision rate of once in 2 hours.

** Availability and reliability of MMS messages depends on cellular provider and may change from time to time due to cellular network configuration changes.



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About Johnson Controls

Johnson Controls is a global diversified technology and multi-industrial leader serving a wide range of customers in more than 150 countries. Our 120,000 employees create intelligent buildings, efficient energy solutions, integrated infrastructure and next generation transportation systems that work seamlessly together to deliver on the promise of smart cities and communities. Our commitment to sustainability dates back to our roots in 1885, with the invention of the first electric room thermostat.

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