Johnson **///** Controls

PowerManage Management Platform & ConnectAlarm App

Efficient remote monitoring, management and control

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

Plus, save valuable time with AlarmInstall installer app.
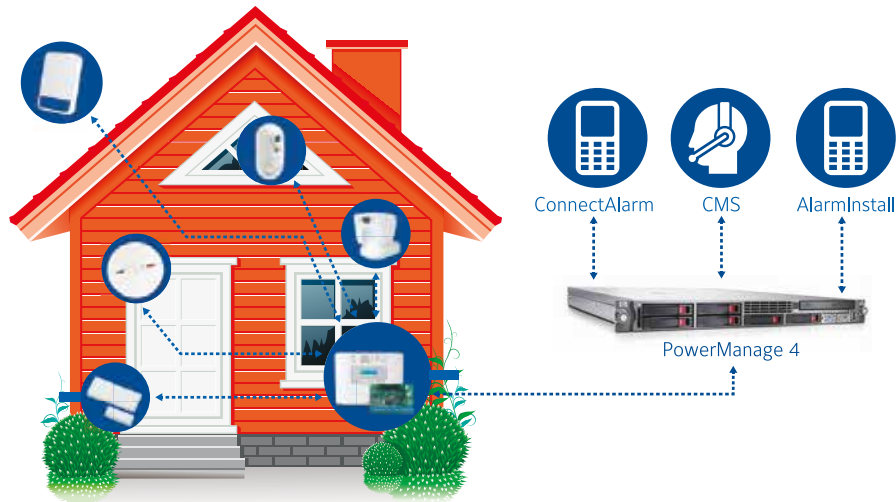
Easy remote management

Seamless integration

Exceptional convenience

The power behind **your mission**

PowerManage Management Platform & ConnectAlarm Mobile App

PowerManage is a unique service management platform that enables central monitoring stations to efficiently monitor, manage and control Johnson Controls security systems, such as PowerSeries Pro, PowerSeries Neo, WP, BW, 4th Gen IQ Panels and Tyco Dual Path communicator. 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 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. Additionally, with the intuitive and feature-rich AlarmInstall app, technicians and installers can quickly configure alarm security systems from a mobile device or tablet to save valuable time for your company.

By offering your customers the enhanced services enabled by PowerManage, ConnectAlarm and AlarmInstall, 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 remotely activate and deactivate their alarm system, set and change a wide range of settings and view system status
- Alarm verification and images on demand increase end-users' peace of mind and enable them to react more effectively to alarm events
- Improves end-user experience by giving them control of lights, appliances and door locks by command or through rules based on specific triggers.

Competitive advantage

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

- Offer a comprehensive security and automation solution
- 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: local and remote configuration, diagnostics, walk test, easy device enrollment and editing, event log download

ConnectAlarm App — Key End-User Capabilities

With this app (available on iOS and Android), your customers can remotely access their security system and perform the following actions:

· Arm and disarm
· Visual verification and image on demand*
· Check alarms and events histories
· Change screen mode from Light to Dark
· Use biometric authorization instead of password
· Geofencing
· Set up alarms and alerts push notifications

· View zone status and bypass zones
· Control outputs and wireless home automation devices
· Set time and date
· Manage users and multiple systems
· Add / remove keyfobs
· Create rules to activate and deactivate home automation devices**

* Image on demand only with WP and BW panels
**Only on 4th Gen IQ Panels

IP Receiver

Security system reporting protocols	SIA/IP, Fibro
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, ITv2
Image storage	Local storage

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

PowerManage Management Platform & ConnectAlarm App

About Johnson Controls

At Johnson Controls (NYSE:JCI), we transform the environments where people live, work, learn and play. As the global leader in smart, healthy and sustainable buildings, our mission is to reimagine the performance of buildings to serve people, places and the planet.

Building on a proud history of nearly 140 years of innovation, we deliver the blueprint of the future for industries such as healthcare, schools, data centers, airports, stadiums, manufacturing and beyond through OpenBlue, our comprehensive digital offering.

Today, with a global team of 100,000 experts in more than 150 countries, Johnson Controls offers the world`s largest portfolio of building technology and software as well as service solutions from some of the most trusted names in the industry.

Visit www.johnsoncontrols.com for more information and follow us on social networks @johnsoncontrols