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PowerManage Management Platform & ConnectAlarm App



Efficient remote monitoring, management and control

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

Save valuable time with AlarmInstall installer app.

Easy remote management

Seamless integration

Exceptional convenience

Johnson Controls

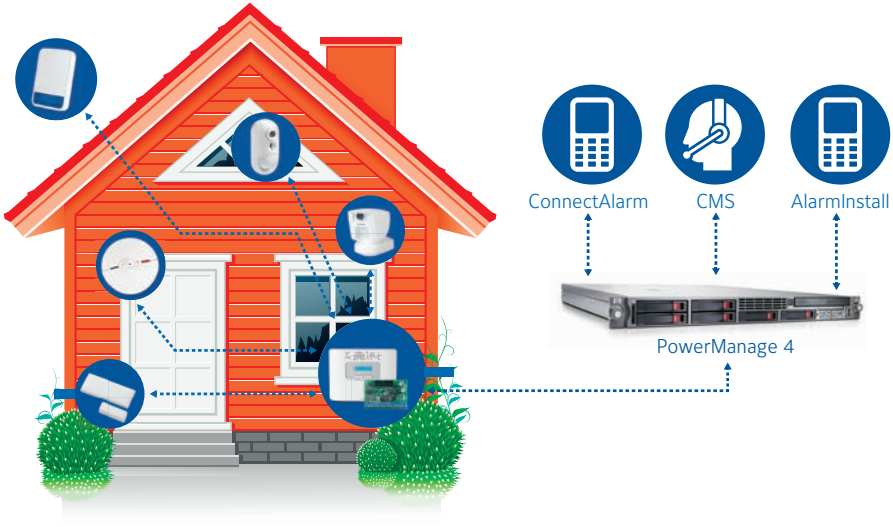
PowerManage Management Platform & ConnectAlarm mobile app

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, WP, BW 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 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.

Configure an alarm security system from your mobile device or tablet, saving valuable time for your company.





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 advantage

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 – 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 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
- 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
- Set time and date
- Manage users and multiple systems
- Add / remove keyfobs

* Image on demand only with WP and BW panels

Monitoring station platform specifications

Choose the option that best suits your needs:			
	PowerManage High Performance (HP) up to 100K accounts	PowerManage Mid Performance (HP) up to 50K accounts	PowerManage Low End (DELL) up to 10K accounts
Weight	17.92 KG	17.92 KG	5.26 KG
Dimensions	17.54 x 28.75 x 3.44 in	17.54 x 28.75 x 3.44 in	3.7 x 11.5 x 11.4 in
Hard drive	HP 2x600 GB SAS 10k 2,5" SFF	HPE 600GB SAS 12G Enterprise 10K SFF	3.5" 500GB 7200rpm SATA
Processor	Intel® Xeon® 5118 (12 core, 2.3 GHz, 16.5 MB, 105W)	Intel® Xeon® Scalable 4110 (8 core, 2.1 GHz, 11.00 MB, 85W)	Intel Core i5-8500 (6 ores/9MB/6T/up to 4.1GHz/65W)
Memory	HPE 64GB (4x16GB) Dual Rank x8 DDR4-2666	HPE 32GB (2x16GB) Dual Rank x8 DDR4-2666	8GB 1X8GB DDR4 2666MHz UDIMM Non-ECC
Hot standby redundancy	Yes	Yes	No
SMS/MMS notifications	Yes	Yes	No
E-mail notifications	Yes	Yes	Yes

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.

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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.

For additional information, please visit **www.johnsoncontrols.com** or follow us **@johnsoncontrols** on Twitter.

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