About PowerManage

PowerManage is Visonic’s event receiving and management platform for Monitoring Service Providers. It is designed to be used for both the day-to-day technical maintenance of alarm systems and also as a receiver for events from IP-enabled (GPRS or ADSL) alarm systems.

PowerManage makes it possible for Monitoring Service Providers to offer additional value-added services to end-users and third party installers, including automatically forwarding events and images received from alarm systems to end-users, and allowing installers to program alarm systems via a web browser.

As an IP receiver, PowerManage connects alarm systems to central monitoring stations’ automation software and enables events, such as alarms and trouble reports, to be more quickly processed. To this end, PowerManage works in conjunction with the automation software serving as the event handling system for the central monitoring station. PowerManage receives events from protected sites and relays them to the automation software for handling by central monitoring personnel.

PowerManage integrates with several well-known automation software systems, such as Mastermind, SBN, Bold, Bold Manitou, IBS and more each automation software has its own unique service offering possibilities

About this document

This document describes in brief the options for connecting between PowerManage and automation software.

PowerManage’s connectivity protocol

There are several protocols on the market for connecting receivers with automation software. PowerManage supports MLR2 - one of the most common protocols, and can connect off-the-shelf with any automation software supporting this protocol.

MLR2 is actually a carrier protocol using SIA or similar digital communication protocols. While widely used, it is limited in keyways: MLR2, and the protocols it carries as standard, cannot relay events which include visual information, e.g. images and video. For this purpose, PowerManage provides other connectivity options. These options are described below.

Bold Manitou

PowerManage supports the protocol used by Bold’s Manitou. The protocol is selected and configured from PowerManage’s dialogue menus during installation. The integration allows operators to view event images and video clips embedded in the Manitou application.

Mastermind

UTC’s, formerly GE’s, Mastermind offers full integration for viewing visual information. However, there is a fee for using it feature and, because of the added cost, it is not popular with Monitoring Service Providers. While native integration with Mastermind is not supported by PowerManage, it offers an alternative integration through the one-click solution described below.
The one-click solution for viewing visual data
PowerManage can be used with any automation software that allows a hyperlink to be added to the account information. The hyperlink is added when the client information is entered into the software.

The MLR2 protocol relays event information without the visual information. To view the visual images from the protected site, the monitoring station operator clicks on a hyperlink. From the hyperlink, the operator can view on his/her screen or on an adjoined screen recent events and images associated with the event. The operator can also request more images from on-site cameras.

The one-click option is configured by selecting “MLR2” from the dialogue menu and creating a special user from the administration screen of the PowerManage web interface. For complete instructions, please refer to the PowerManage Manual.

Visonic protocol
Any automation software vendor who wishes to support PowerManage can integrate Visonic’s protocol into their software. Visonic provides the documentation and phone support needed to perform a full integration. Please refer to a local Visonic sales team for more details.