



A Tyco International Company

PowerManage

Connecting Visonic PowerManage to Monitoring Automation Software

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.



A Tyco International Company

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.

ACCOUNT 001234 > 1-Way Keypad 3

▶ Playback 📺 Pir Cameras

Event ID	Type	Pics	Time	Device/User	Panel ID	Account
5809	Panic	📺	2012-01-12 15:02	1-Way Keypad 3	03A5A8	001234
5808	Panic	📺	2012-01-12 15:00	1-Way Keypad 3	03A5A8	001234
5768	Tamper		2012-01-12 10:03	Custom1	0383A2	001234
5765	Control Panel Tampe		2012-01-12 10:01	Control Panel	0383A2	001234
5758	Interior Alarm		2012-01-12 09:45	Custom1	0383A2	001234
5704	Interior Alarm		2012-01-12 04:20	Custom1	0383A2	001234
5617	Tamper		2012-01-11 11:51	Custom1	0383A2	001234
5614	Tamper		2012-01-11 11:48	Custom1	0383A2	001234
5611	Tamper		2012-01-11 11:45	Custom1	0383A2	001234
5609	Tamper		2012-01-11 11:44	Custom1	0383A2	001234
5297	Confirm Alarm	📺	2012-01-09 12:15	Garage	0423F7	001234
5295	Panic From Control I	📺	2012-01-09 12:17	Control Panel	0423F7	001234
4541	Control Panel Tampe		2012-01-04 16:37	Control Panel	03A5A8	001234
4538	Control Panel Tampe		2012-01-04 16:25	Control Panel	03A5A8	001234
4464	Control Panel Tampe		2012-01-03 10:23	Control Panel	03A5A8	001234
4395	Tamper Alarm		2012-01-02 16:40	1-Way Keypad 2	03A5A8	001234
4392	Tamper Alarm		2012-01-02 16:40	1-Way Keypad 2	03A5A8	001234

#3 • 15:04:16 #2 • 15:03:26

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 for perform a full integration. Please refer to a local Visonic sales team for more details.

PowerManage Architecture Diagram

