PowerManage Monitoring Station & VisonicGo Mobile App

Efficient security monitoring, management and control
Give your customers more freedom and more value with the PowerManage platform and easy-to-use VisonicGo mobile app
PowerManage monitoring station & VisonicGo 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 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 VisonicGo 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 VisonicGo, you can increase recurring revenues, improve customer loyalty, and differentiate yourself in your market.
Key benefits

The PowerManage Monitoring Station and VisonicGo 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 VisonicGo 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

VisonicGo 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
- Change screen mode from Light to Dark
- Use biometric authorization instead of password
- Geofencing
- 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

* Video on demand only on PowerMaster panels
## Monitoring station platform specifications

### Choose the option that best suits your needs:

<table>
<thead>
<tr>
<th></th>
<th>PowerManage High Performance (HP) up to 100K accounts</th>
<th>PowerManage Mid Performance (HP) up to 50K accounts</th>
<th>PowerManage Low End (DELL) up to 10K accounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight</td>
<td>17.92 KG</td>
<td>17.92 KG</td>
<td>5.26 KG</td>
</tr>
<tr>
<td>Dimensions</td>
<td>17.54 x 28.75 x 3.44 in</td>
<td>17.54 x 28.75 x 3.44 in</td>
<td>3.7 x 11.5 x 11.4 in</td>
</tr>
<tr>
<td>Hard drive</td>
<td>HP 2x600 GB SAS 10k 2,5&quot; SFF</td>
<td>HPE 600GB SAS 12G Enterprise 10K SFF</td>
<td>3.5&quot; 500GB 7200rpm SATA</td>
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<tr>
<td>Processor</td>
<td>Intel® Xeon® 5118 (12 core, 2.3 GHz, 16.5 MB, 105W)</td>
<td>Intel® Xeon® Scalable 4110 (8 core, 2.1 GHz, 11.00 MB, 85W)</td>
<td>Intel Core i5–8500 (6 cores/9MB/6T/up to 4.1GHz/65W)</td>
</tr>
<tr>
<td>Memory</td>
<td>HPE 64GB (4x16GB) Dual Rank x8 DDR4–2666</td>
<td>HPE 32GB (2x16GB) Dual Rank x8 DDR4–2666</td>
<td>8GB 1X8GB DDR4 2666MHz UDIMM Non-ECC</td>
</tr>
<tr>
<td>Hot standby redundancy</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>SMS/MMS notifications</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>E-mail notifications</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>IP Receiver</td>
<td></td>
<td></td>
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<tr>
<td>Security system reporting protocols</td>
<td>SIA/IP, Fibro</td>
<td></td>
<td></td>
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<tr>
<td>Security system reporting encryption</td>
<td>AES–128</td>
<td></td>
<td></td>
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<tr>
<td>Automation software communication</td>
<td>MLR2 (CID/SIA) protocol over RS232 or TCP/IP</td>
<td></td>
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<tr>
<td>Security systems supervision (keep alive)</td>
<td></td>
<td>Configureable intervals</td>
<td></td>
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<tr>
<td>Notification dispatcher</td>
<td>Using SMS, MMS** or Email</td>
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<td></td>
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<tr>
<td>Redundancy</td>
<td>Hot standby (HP model only)</td>
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<td></td>
</tr>
<tr>
<td>Events history per system</td>
<td>255</td>
<td></td>
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<tr>
<td>Video verification reporting protocol</td>
<td>PowerNet, VisNap, ITV2</td>
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<td></td>
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<tr>
<td>Image storage</td>
<td>Local storage</td>
<td></td>
<td></td>
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</tbody>
</table>

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