



## Discontinuation Notice

# PowerManage v. 3.10 Support



**Date:** October 5<sup>th</sup>,2020  
**Region:** EMEA, APAC  
**Product:** PowerManage  
**Brand:** Visonic

**All-in-one receiver, technical management center, and interactive service platform.**

### Summary

We would like to inform you know that as of Thursday April 1<sup>st</sup>, 2021 Tyco Security Solutions will no longer offer technical support on PowerManage v. 3.10. We recommend contacting your local Sales Manager to discuss options on upgrading to v. 4.4 + of PowerManage.

Feature	Impact
Internal Libraries Are End-of-life	End-of-life libraries are no longer supported and may have security vulnerabilities
Connected Apps	Older versions of all connected apps are no longer supported by Google & Apple and will be removed from the various App Stores in the future
Connected Apps	All updates for existing Apps will not offer support for PowerManage v. 3.10

System Improvements	The user interface has been improved upon to deliver a simplified experience and improve overall performance
New Version Intrusion Panels	Newer versions of the PowerMaster, PowerSeries Neo are not supported
New Product Offerings	Support of the DSC PowerSeries Pro, TL405LT & Bentel BLE320 Universal Communicators

## Contact Information

<b>Order Entry</b>	Contact your local sales rep. or email <a href="mailto:markvisonic@tycosp.com">markvisonic@tycosp.com</a>
<b>Sales</b>	Contact your local sales rep. or email <a href="mailto:markvisonic@tycosp.com">markvisonic@tycosp.com</a>
<b>Technical Support</b>	<p>EMEA - Local: +31 475 352 722 EMEA - Toll Free: 800-22558926</p> <p>APAC - Local Direct Dial Numbers: India: +91-80-4199-0994 China: +86-21-6163-8644 Australia: +61-28-317-1322 Oceania and New Zealand: +64-9942-4004</p> <p>Local Toll Free Numbers: Australia: 1-800-580-946 China: 400-6711-528</p> <p>or email: <a href="mailto:intrusion-support@jci.com">intrusion-support@jci.com</a></p>
<b>Product Manager</b>	Neil Evans Neil.evans@jci.com



Johnson Controls

5757 N. Green Bay Avenue | P.O. Box 591 Milwaukee, WI 53201 | 441-524-1200