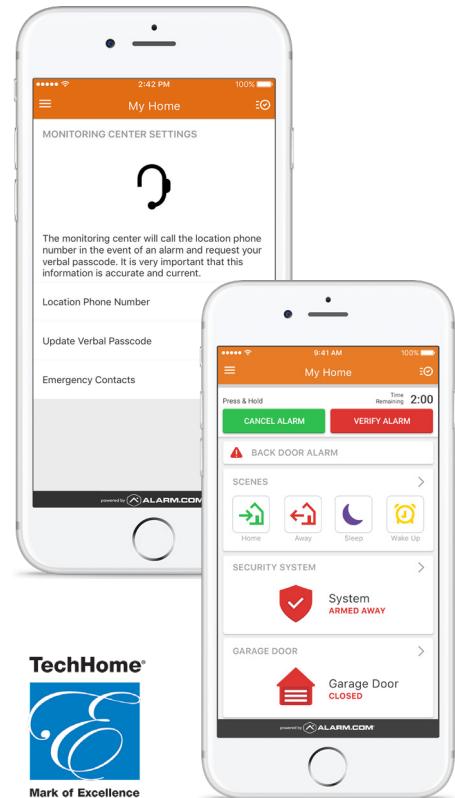


# Monitoring Station Integration

## Improve Customer Satisfaction and Streamline Operations

Alarm.com works with monitoring stations to offer seamless integration for a more streamlined back-end experience and additional features for your customers.

With our Automation Software Provider integration, we work with industry-leading software partners to ensure the easy transfer of information for faster business transactions and testing. Monitoring station integration also drives new customer features, like our award-winning Smart Signal, that help your customers communicate directly with their station during emergency or alarm situations.



## AUTOMATION SOFTWARE PROVIDER INTEGRATION

Alarm.com now supports direct integration with the most common monitoring station automation software providers (ASPs), including Stages, MASterMind and Bold ManitouNEO. Your monitoring station can work with Alarm.com to complete the integration, which includes:

### Easy Account Information Updates

Any updates to account information (customer name, address, panel type, and time zone) made using the Alarm.com Partner Portal or Alarm.com web services are automatically updated for compatible ASPs.

### Fast System On/Off Test

You can run your customer's system On/Off Test right from the monitoring station simply by using the Alarm.com Partner Portal or MobileTech.

### Simple Emergency Contact Management

When customers update their emergency contact information (contact list, call order, verbal passcodes or location phone number) on the Alarm.com mobile app or Customer Website, the information is automatically updated with the ASP.

### Automatic Zone Sync

When devices are added or removed from a customer's system the Zone ID, sensor description, and event codes will automatically update. When a customer changes the sensor name through the Alarm.com Customer Website, the sensor description will automatically update as well.

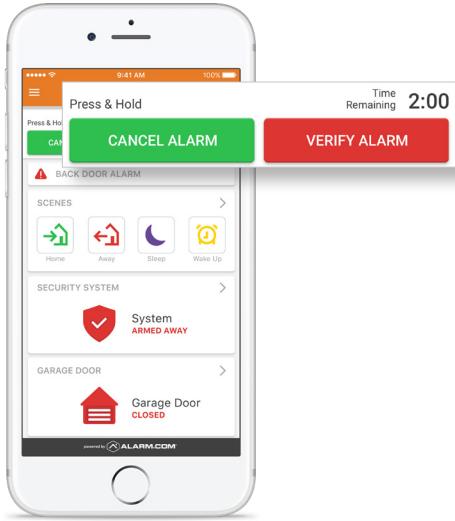
### Streamlined Sensor Walk Test

Complete installations faster by simply using MobileTech or the Partner Portal to verify whether security sensor signals are successfully received by the monitoring station.

## SMART SIGNAL

Smart Signal enables your customers to directly communicate with their monitoring station from the Alarm.com mobile app during alarm or emergency events, so they can quickly cancel or verify an alarm or activate a panic signal.

Monitoring stations can then use real-time information from Smart Signal to dispatch police, fire or emergency medical services to properties faster, respond to a wider range of emergencies, and reduce false alarms.

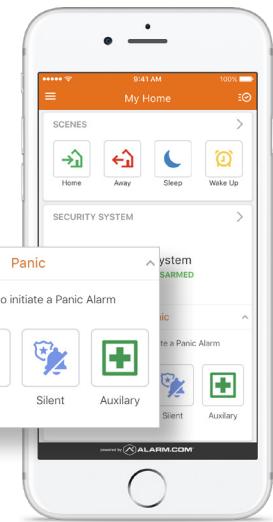


### Cancel / Verify

Your customers can quickly decide whether the alarm was an accident or if help is needed, allowing for more accurate notifications to the monitoring station.

When an alarm event occurs, your customers will see a Cancel/Verify alarm card at the top of their home screen in the app. Customers can quickly scroll to review their images or videos, while the alarm card remains at the top.

Your customers simply hold either the Cancel Alarm or Verify Alarm button for three seconds to let the monitoring station know how to address the situation. If they do nothing, the monitoring station will continue their regular dispatch process for an alarm event.



### In-App Panel Panic

In an emergency situation, if a customer cannot make it to the panel or call 9-1-1, they can send a panic signal right from the app.

Customers can click the Panic tab in the Security System card and emergency personnel will be alerted that help is needed in the home.

Depending on the panel, the Alarm.com app supports fire, auxiliary (medical), police, and silent Panics. If the panel does not support a type of Panic, Alarm.com lets app users send a Silent Panic which will still signal to the monitoring station that help is needed at home.

While a keyfob only operates within a certain range of the panel, the new In-App Panel Panic feature can be activated from anywhere the customer's smartphone has service. If an emergency occurs at home and the customer is away, they can still press the Panic button to have help dispatched to the home immediately.

## VISUAL VERIFICATION

Monitoring stations can use Visual Verification during alarm events to temporarily access customer images, live video and video clips. This information can aid the operator's assessment of whether the alarm requires an emergency response, reducing response for false alarms and promoting more rapid response for visually verified alarms.

Alarm.com currently supports various ASP protocols including Stages (Stages XML), Bold (Manitou XML), Mastermind (DC-09 & MAS XML) and SIMS (SIMS Direct) to streamline the operator experience. When the alarm signal is passed directly into the monitoring station software, it includes a link to the Visual Verification interface that can be accessed with one click - meaning that the right call can be made faster and easier.

Customers can select which of their video and imaging devices monitoring station operators have access to during alarm events. Devices excluded from Visual Verification can never be accessed by monitoring station operators, providing your customers with privacy control while using this feature.

Want to get started? [Visit the Alarm.com Partner Portal > My Business Profile > Update Monitoring Stations page to see if your station offers these features. For general questions, please contact CSintegration@alarm.com.](#)