

How to Enable Cancel/Verify & In-App Panel Panic

1. Update your Monitoring Station settings

- Log into the Partner Portal
- Mouse over *My Business*, then click **Business Profile**
- Click **Update Monitoring Stations**
- Click **Monitoring Stations**
 1. Find CMS > Supported Features

ID	Monitoring Station 	Supported Methods	Supported Features
5	Criticom (CMS - Main)	OH 2000 Network Receiver Fibro Network Receiver	Crash & Smash Two-Way Voice Cancel/Verify  In-App Panel Panic 

2. Click to enroll!

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2. Activate for your customers

Individual Customers

- Find the customer account
- Click **Service Package**
- Select the add-ons and click **Save**



Note: These features will only appear on the latest version of the app. Customers should log out and back in to ensure features appear.

All Customers

- Mouse over Customers, then click Customer Configuration
- Click to expand Feature Upgrades

Cancel/Verify

- Enable for existing customers with interactive service packages. [?](#)
- Add to Package Templates that are on an interactive service package. [?](#)

In-App Panel Panic

- Enable for existing customers with interactive service packages. [?](#)
- Add to Package Templates that are on an interactive service package. [?](#)








Enable Feature Upgrade **Remove Option**

- In Cancel/Verify and/or In-App Panel Panic, select the desired options
- Click Enable Feature Upgrade

How to Enable Emergency Contacts

On the Alarm.com Partner Portal

1. Go to Monitoring Stations > CMS > Supported Integrations

ID	Monitoring Station 	Supported Methods	Supported Features	Supported Integrations
5	Criticom (CMS - Main)	OH 2000 Network Receiver Fibro Network Receiver	Crash & Smash Two-Way Voice <i>Cancel/Verify</i>  <i>In-App Panel Panic</i> 	<i>Account Information Updates</i>  <i>Emergency Contact Management</i>  <i>Manage System Test Mode</i>  <i>Zone Sync</i> 

2. Contact your BDSR at CMS to get set up