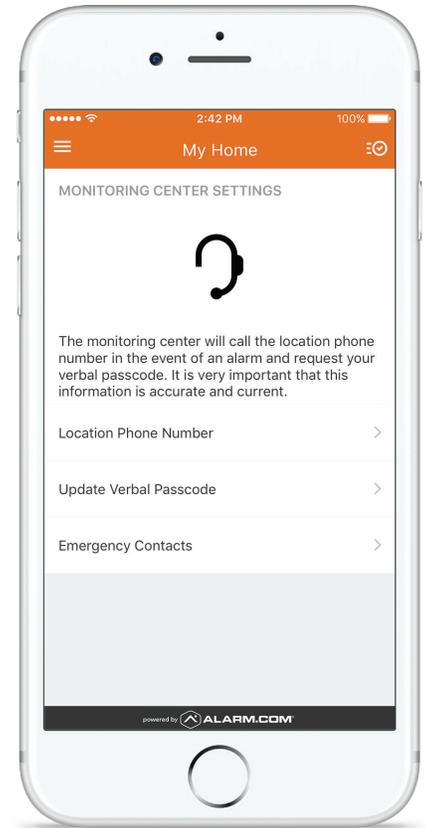


Monitoring Station Integration

Improve Customer Satisfaction and Streamline Operations

As part of our broad suite of Growth & Productivity Services to support your business, Alarm.com now works with most monitoring stations to offer seamless integration with industry-leading software partners to help increase efficiency and improve customer satisfaction. Integrations are now available for automation software providers (ASPs).



AUTOMATION SOFTWARE PROVIDER (ASP) INTEGRATION

Alarm.com now supports direct integration with the most common monitoring station automation software providers (ASPs), including Stages, Mastermind and Bold. Your monitoring station works 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.

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.

Fast System On/Off Test

You can place your customer's On/Off Test at the Central Station simply by using the Alarm.com Partner Portal or MobileTech.

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.

Want to get started? Email csintegration@alarm.com or contact your Alarm.com Sales Representative.

MONITORING STATION SUPPORTED FEATURES

Alarm.com works with most monitoring stations to offer features that allow your customers to directly interact with their monitoring station. With signaling support from the app, your customers can quickly connect with the monitoring station for help during an alarm event.

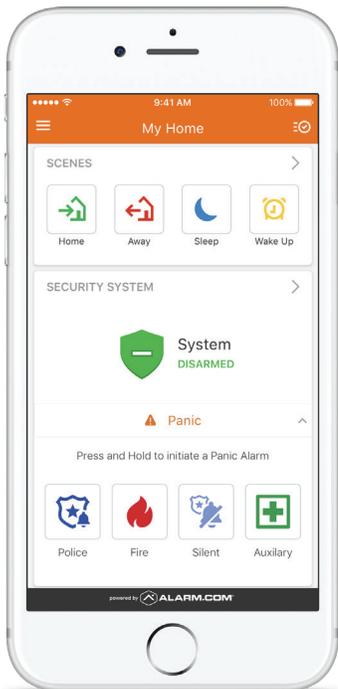


Cancel / Verify

Your customers can quickly decide whether the alarm was an accident or if help is needed, allowing for faster 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 3 seconds to let the monitoring station know how to address the situation.



In-App Panel Panic

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 will just need to 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. This means that if an emergency occurs at home and the customer is away, the customer can still press the Panic button to have help dispatched to the home immediately.

Want to get started? [Reach out to your monitoring station to discuss activation](#) or contact csintegration@alarm.com for general questions.