

Alarm.com Monitoring Integration



Improve Customer Satisfaction and Streamline Operations

SMART SIGNAL • ZONE SYNC • EMERGENCY CONTACTS • ACCOUNT ON/OFF TESTS

Zone Sync

When Alarm.com devices are added or removed from a customer's system, the Zone ID, sensor name and description will automatically update at Affiliated.

Account On/Off Test

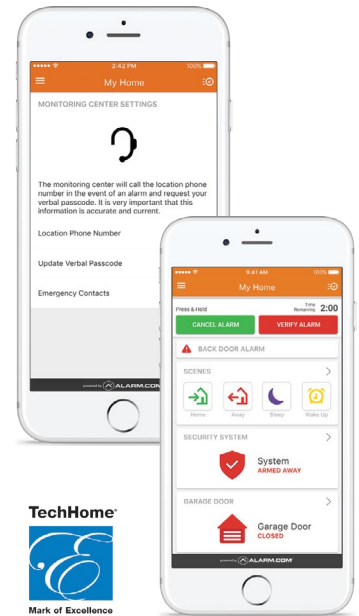
Technicians can use MobileTech or the Partner Portal to put an account on test mode, without needing to separately alert Affiliated. They can then quickly confirm the account's status, which is pulled in directly from Affiliated's monitoring platform.

Emergency Contacts

Your customers can use the Alarm.com app to view, edit, and delete emergency contacts. Affiliated will always know who they should contact during an alarm event.

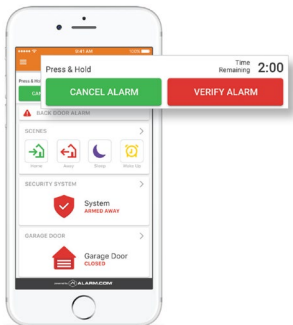
Sensor Walk Test

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



SMART SIGNAL

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



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.

Your customers simply hold either the Cancel Alarm or Verify Alarm button for three seconds to let Affiliated know how to address the situation. If they do nothing, Affiliated Monitoring 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 Affiliated that help is needed at home.

