

- 1 WIRELESS ALARM COMMUNICATIONS
- 2 REMOTE MONITORING AND CONTROL
- 3 CUSTOMIZED NOTIFICATIONS
- 4 ADVANCED COMMERCIAL FEATURES
- 5 ENERGY MANAGEMENT & AUTOMATION
- 6 IMAGES
- 7 COMMERCIAL VIDEO SURVEILLANCE
- 8 SMARTER ACCESS CONTROL

Commercial Service Packages

- WSF = Wireless Signal Forwarding
- C = Commercial
- CP = Commercial Plus

1 WIRELESS ALARM COMMUNICATIONS

	WSF	C	CP
Wireless Signal Forwarding: Primary or Redundant – Enables wireless alarm signal communication to the central station as the primary or redundant signal path. No phone line or Internet connection is needed.	✓	✓	✓
Wireless Two-Way Voice – In the event of an alarm, have a two-way conversation with the central station through the security panel so they can assess the situation and determine the appropriate response. <i>(Requires Service Provider's Central Station support of services.)</i>	Service Package Add-on	✓	✓
Crash & Smash Protection – Alarm.com exclusive and patented technology, enables alarm signal transmission to the central station even if the security system is destroyed or disabled by an intruder. This happens during the dialer delay period on the WSF package and during dialer delay period, entry delay or alarm dialing process on the C & CP packages.	✓	✓	✓
Panel Supervision - Monitor panel connectivity with signal supervision between the control panel and Alarm.com to know when a panel is not responding.			
Option			
Daily Supervision Checks the signal once every 24 hours.	✓	✓	✓
6-Hour Supervision Checks the signal once every 6 hours.	Service Package Add-on	✓	✓
1-Hour Supervision Checks the signal once every hour.	Service Package Add-on		✓

2 REMOTE MONITORING AND CONTROL

	WSF	C	CP
Remote Arming/Disarming – Arm/disarm system remotely via web or mobile apps.		✓	✓
System Status and Summary of Recent Activity – View an at-a-glance summary showing the current system status and any recent activity at the property via web or mobile apps.		✓	✓
Commercial Version of Mobile App – With a dashboard designed with business owners and managers in mind, this version of the Alarm.com mobile app helps your customers quickly access Commercial Reports, save time with configurable Open and Close Scenes, and gain better visibility into the Open/Close status and trends for their business.		✓	✓
User Code Management – Add/delete/edit user codes remotely, and track which users arm/disarm the system at what times. For systems with multiple partitions, choose which partition(s) each user code can access.		✓	✓
Searchable 60-Day Event History – Search a 60-day history of events reported by the system, including alarms and other activity, via web or mobile apps. Customize the time frame of the search, and filter by device or event type. Download results as HTML or Excel files.		✓	✓
Multiple Permission-Based Web Logins – Create different “sub-users” for the account and grant varying levels of permissions for each user to view/change various settings in the Alarm.com online account.		✓	✓
Multiple Partition Support – For compatible GC3, iotega, IQ Panel 2, Concord, NetworX, and Neo control panels with multiple partitions, arm or disarm individual partitions via the web, add and assign new user codes to a specific set of partitions, see which sensors are in which partition, and filter the online event history by partition.		✓	✓
Multi-System Access – Access multiple security systems from a single account through a convenient drop-down menu in the Alarm.com online account and mobile apps.		✓	✓

3 CUSTOMIZED NOTIFICATIONS

	WSF	C	CP
Alarms – Receive email/text message notifications for any type of alarm reported by the security system. Through the Alarm.com online account, customize which types of alarms result in notifications. <i>(These automated alarm alerts are in addition to and independent of the emergency response services provided by the central monitoring station.)</i>		✓	✓
Arming/Disarming – Receive email/text message notifications when the security system is armed or disarmed. For arming/disarming at the panel, the event notification includes the person's name whose user code was entered via the panel keypad. For arming/disarming with the mobile app, the notification indicates the name of the system, such as “Smith's Office Supplies”		✓	✓
System Events – Receive email/text message notifications for power failures, sensor tampers and malfunctions, panel low battery, and other types of system events.		✓	✓
No-Show Alerts – Receive email/text message notifications if a certain person did not disarm the security system during selected times on chosen days.		✓	✓
Arming Reminders – Receive email/text message notifications if the security system is not armed or disarmed by a particular time on chosen days.		✓	✓
Geo-Services – Intelligently trigger arming reminders and events based on Geo-Fence settings and mobile phone location.		✓	✓

3 CUSTOMIZED NOTIFICATIONS CONTINUED

	WSF	C	CP
Sensor Activity Monitoring – Even when the security system is disarmed, receive email/text message notifications for non-alarm activity reported by sensors including: door, window, cabinet, motion, and other various sensors. Notifications are sent to selected recipients when specified activity is detected. Times when sensor activity should send a notification are customizable. <i>(The Alarm.com module communicates ALL sensor and system activity that occurs 24/7 to Alarm.com’s Network Operations Centers, then sends customized notifications to selected recipients.)</i>		✓	✓
Unexpected Activity Alerts – Receive alerts whenever unexpected activity occurs, based on learned activity patterns. Alerts based on user face recognition are also available on select panels only and require the customer to opt in.		Service Package Add-on	✓
Sensor-Left-Open – Receive email/text message notifications if a particular door, cabinet, or window sensor is left open for an extended period during specified time frames.		✓	✓
Severe Weather Alerts – Available within the United States, receive alerts from the National Weather Service—directly on the security control panel screen—if there is an approaching tornado, tsunami or fire.		Service Package Add-on	✓
Weather to the Panel – Get current weather and up to 6-day weather forecasts displayed on the security control panel screen and keypads.		Service Package Add-on	✓
Voice Notifications for Alarms – Get automated phone notifications for alarm events.		Service Package Add-on	
Voice Notifications for Non-Alarms – Get automated phone notifications for non-alarm sensor activity, including door openings, motion detection, etc.		Service Package Add-on	

4 ADVANCED COMMERCIAL FEATURES

	WSF	C	CP
Arming Schedules			
Scheduled Arm/Disarm – Create a schedule to arm or disarm the system at preset times each day.		✓	✓
Auto Re-Arming – Program your system to re-arm itself after inactivity. For example, automatically arm after 30 minutes of inactivity, but only between 8 p.m. and 6 a.m. Monday through Saturday.		✓	✓
Commercial Reports – Receive daily, weekly and monthly activity reports for one or more locations.			
Location Summary – Summary overview of Business Hours related events and sensor activity including sensor-by-sensor activity trends shown by time of day.		✓	✓
Location Open/Close – Detailed report of Business Hours related event history, including Opened/Closed On Time, Opened/Closed Early or Late, Not Opened/Closed and Opened Outside of Business Hours.		✓	✓
Alarms & Issues – Detailed report of all alarms and trouble conditions <i>(including low battery and tamper alerts)</i> .		✓	✓
Sensor Activity – Summary overview of non-alarm activity reported by sensors <i>(including door, window, cabinet, motion and other sensors)</i> .		✓	✓
Arming/Disarming – Detailed report showing the date and time for all system arming and disarming events.		✓	✓
Enterprise Security Console – Designed for commercial customers with more than one Alarm.com-enabled security system, including accounts with the Smarter Access Control service package or add-on, log into a single online account to view system status and recent activity on all systems.		✓	✓
Enterprise Video – Multi-site customers can view live streams and manage cameras across all of their locations from one dashboard on the Customer Website. <i>(Requires a Video service package add-on.)</i>		✓	✓
Enterprise Energy – View and manage thermostat settings across multiple locations. Create a single high/low temperature alert that covers all locations.		✓	✓
Inactivity Alerts – Get alerts if there has been no activity in an area after a certain amount of time has passed or during a certain time period.			✓
Open/Close Event Notifications – Receive email and text message notifications when a Business Hours related event occurs, including Opened/Closed On Time, Opened/Closed Early or Late, Not Opened/Closed and Opened Outside of Business Hours.		✓	✓
UL/ULC Supervision - Enable 180 second UL-1610/ULC-5304 Supervision between the control panel and Central Station. Requires a compatible system.		Service Package Add-on	

5 ENERGY MANAGEMENT & AUTOMATION

	WSF	C	CP
Lights – Send commands to turn lights on/off via web or mobile apps. Create automated light schedules to have specific lights turn on at certain times, for specified lengths of time. Create rules so a specific light turns on if a certain sensor is activated. Also, create even-triggered light rules based on arming/disarming and system activity and also set up custom automation rules.		Service Package Add-on	✓
Locks – Remotely control door locks via web or mobile apps, see lock status (locked/unlocked) and receive email/text message notifications when a lock is accessed by a specific user. Also, set up automated locking/unlocking based on security system arming/disarming and trigger video recording when locking/unlocking door.		Service Package Add-on	✓
Thermostats – Remotely control thermostat(s) via web or mobile apps and easily create custom schedules to set temperatures based on time of day, day of week, activity patterns and the status of the security system to make properties run more efficiently. Receive real-time email/text message notifications when a thermostat setting is changed or the temperature goes out of range. Access energy-saving tools like Energy Assistant, Savings Estimator and Extreme Temps to help reduce energy usage and save money.		Service Package Add-on	✓
Garage Door Control – Remotely manage and control garage doors via web or mobile apps. View garage door status, receive garage door alerts and close automatically when system is armed.		Service Package Add-on	✓
Water Management – Monitor and prevent water damage via the web. Check valve and water sensor status, remotely open and close valves, and receive alerts when water is detected by a sensor.		Service Package Add-on	✓
Energy Monitoring – Track energy usage for the whole home and for individual energy-consuming devices. Allows for measurement of actual impact of Alarm.com energy-saving features.		Service Package Add-on	
Irrigation Control – Remotely monitor and control Rain Bird or Rachio irrigation systems from the mobile app.		Service Package Add-on	✓
Audio Integration – Use the mobile app to control music and audio from the Legrand On-Q® Digital Audio System or a Sonos Wireless Home Sound System.		Service Package Add-on	✓
LiftMaster® Integration – Integration with any supported LiftMaster product. (e.g. To control LiftMaster Garage Door Openers, Garage Doors AND LiftMaster Integration add-ons need to be added to the account.)		Service Package Add-on	✓
Lutron® Integration – Integration with any supported Lutron product. (e.g. To control Lutron Lights, Lights AND Lutron Integration add-ons need to be added to the account.)		Service Package Add-on	✓
Solar Integration – Use the mobile app to monitor solar panel energy production and consumption. Compatible with SolarEdge and Enphase inverters. Requires either the SolarEdge Integration or Enphase Integration add-on. SolarEdge Integration - Required for compatible SolarEdge inverters to work with the Solar Integration add-on. Enphase Integration - Required for compatible Enphase inverters to work with the Solar Integration add-on.		Service Package Add-on	

6 IMAGES

	WSF	C	CP
Image Capture on Alarm – Capture motion activated images during system alarm events. The number of automatically uploaded images varies by image-capturing device.		Service Package Add-on ¹	✓
Image Capture on Disarm – Capture images during disarm events. Images can be uploaded to the image gallery.			
Daily Views Rules – Create rules to upload and send motion activated images captured during a specific time period.		Service Package Add-on ²	
On-Demand Peek-In – Request system images on-demand to be uploaded immediately or upon next motion detection.			✓
Additional Image Upload – Upload additional images that were captured by the sensors and not automatically uploaded, such as extra alarm, entry delay or disarm images.			
Image Alerts – Option to receive email/text message image alerts on images captured.		Service Package Add-on ³	✓

1: Images - Alarms Package & Images - Plus Package

2: Images - Plus Package

3: Features vary by Images Service Package

Notes: Image Sensor and other image-capturing hardware requirements vary by device. Images add-ons are not compatible with all panels.

7 COMMERCIAL VIDEO SURVEILLANCE

WSF C CP

Live Video Monitoring – View live video simultaneously via the Alarm.com online account and mobile apps.

Customizable Video Clip Recording and Alerts – Create video recording settings based on security system events, video motion detection, time of day, lock status or Geo-Fence settings. Receive email/text message notifications, including optional video clip attachments for instant playback via web and mobile apps, whenever new video is recorded.

Video Clip Playback – Watch recorded video clips on the Alarm.com online account, as email/text message notification attachments, or via Alarm.com’s mobile apps.

Video Analytics – Person, vehicle, and animal alerts. Record video using advanced tripwires and activity zones. Alerts include a thumbnail image with a box around the detected object and detail about the object type (was it a person, vehicle, or animal). Requires a compatible camera.

Service Package Add-on

Remote Video Storage – Video clips are stored via Alarm.com’s secure, hosted off-site server—no local PC or video server required. However, users can view and download stored video clips to a local computer. A video clip can also be protected from being overwritten by newer clips once the remote video storage limit has been reached.

Stand-alone Video – View live video simultaneously and watch recorded video clips on the Alarm.com online account, as email/text message notification attachments, or via Alarm.com’s mobile apps. Create video recording settings based on video motion detection and time of day. Receive email/text message notifications, including optional video clip attachments, whenever new video is recorded. Plus, receive remote video storage—all through Alarm.com’s cameras and online account, without the need of a security system.

No Security Control Panel Required

Video Packages

Option

Type

Commercial Video 8

Enables support for the Stream Video Recorder (SVR). Up to 8 cameras with 5,000 clips of storage and 5,000 clips/month bandwidth. Includes Video Analytics, which can detect people, vehicles, and animals and send you video alerts that matter. Access Video Health Reports, which include key data points for SVRs and cameras and the latest camera snapshots.

Commercial Video 16

Enables support for the Stream Video Recorder (SVR). Up to 16 cameras with 5,000 clips of storage and 5,000 clips/month bandwidth. Includes Video Analytics, which can detect people, vehicles, and animals and send you video alerts that matter. Access Video Health Reports, which include key data points for SVRs and cameras and the latest camera snapshots.

No Security Control Panel Required

8 SMARTER ACCESS CONTROL

WSF C CP

Smarter Access Control can be installed as a standalone system or as an integrated solution with Alarm.com’s intrusion and video offerings. With powerful user management software, remote door control, and scan-to-add card serial detection, your customers can easily manage complicated access control and intrusion setups. These features and more are all available through Alarm.com’s user-friendly website and app.

Stand-alone Package or Service Package Add-on

Notes: The availability of some features may vary according to system and firmware version. Energy Management and Automation services require an enabled Alarm.com system and compatible devices. Contact your Alarm.com Account Executive or Dealer Development Associate for more details.