

Monitoring Station Integrations

Seamless integration for a more streamlined back-end experience

Many of Alarm.com's award-winning security innovations and partner tools are made possible by back-end monitoring station integrations that ensure the speedy transmission of critical customer data. Monitoring station integrations mean less data entry, fewer phone calls, easier installations and troubleshooting, and greater security and convenience for your customers.

We work with the most common automation software providers (ASPs) to offer a wide array of helpful features, with frequent new additions.

Streamline your operations

ZONE SYNC

When devices are added, removed, or renamed in an Alarm.com system, the Zone ID, sensor description, and event codes will automatically update.

SYSTEM ON/OFF TEST

Easily place your customer's account On/Off Test at the monitoring station by using the Alarm.com Partner Portal or MobileTech.

SENSOR WALK TEST

Use MobileTech or the Partner Portal to verify whether security sensor signals are successfully received by the monitoring station.

Reduce false alarms; speed time to dispatch

SMART SIGNAL

Customers can 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.

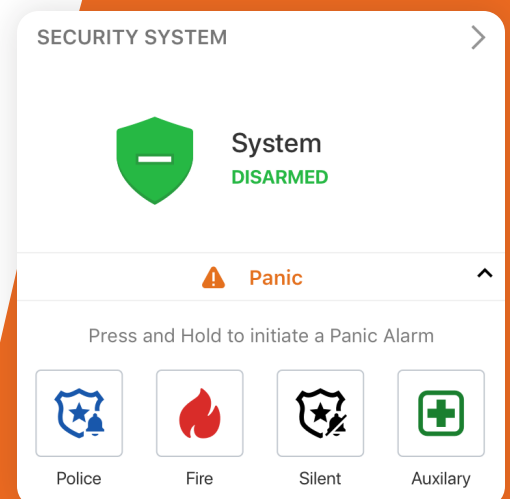
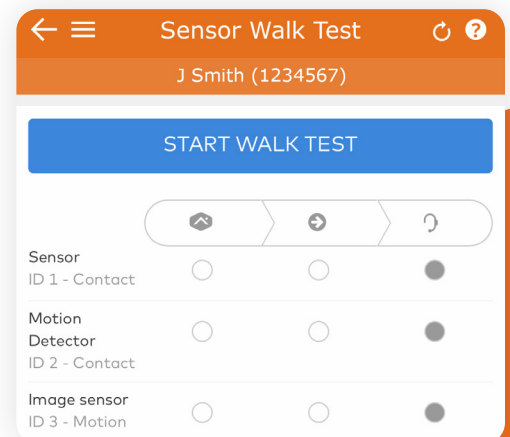
EMERGENCY CONTACT MANAGEMENT

When customers update their emergency contact information on the Alarm.com mobile app or Customer Website, the information is automatically updated with the ASP.

VERBAL PASSCODES

Customers can update verbal passcodes for their alarm system from the Alarm.com mobile app.

Visit [Partner Portal](#) > [My Business Profile](#) > [Management: Monitoring Stations](#) to view all available monitoring station integrations and features.



Ambient Insights for Alarm Response

Ambient Insights leverages our advanced A.I. capabilities to reduce false alarms and enhance security services. By using our Insights Engine to learn the unique activity patterns of any home or business, we can assess the likelihood an alarm will be canceled.

Monitoring stations can use this real-time data to prioritize alarms, respond to a wider range of emergencies, and reduce dispatch for false alarms, providing an overall better alarm experience for your customers.

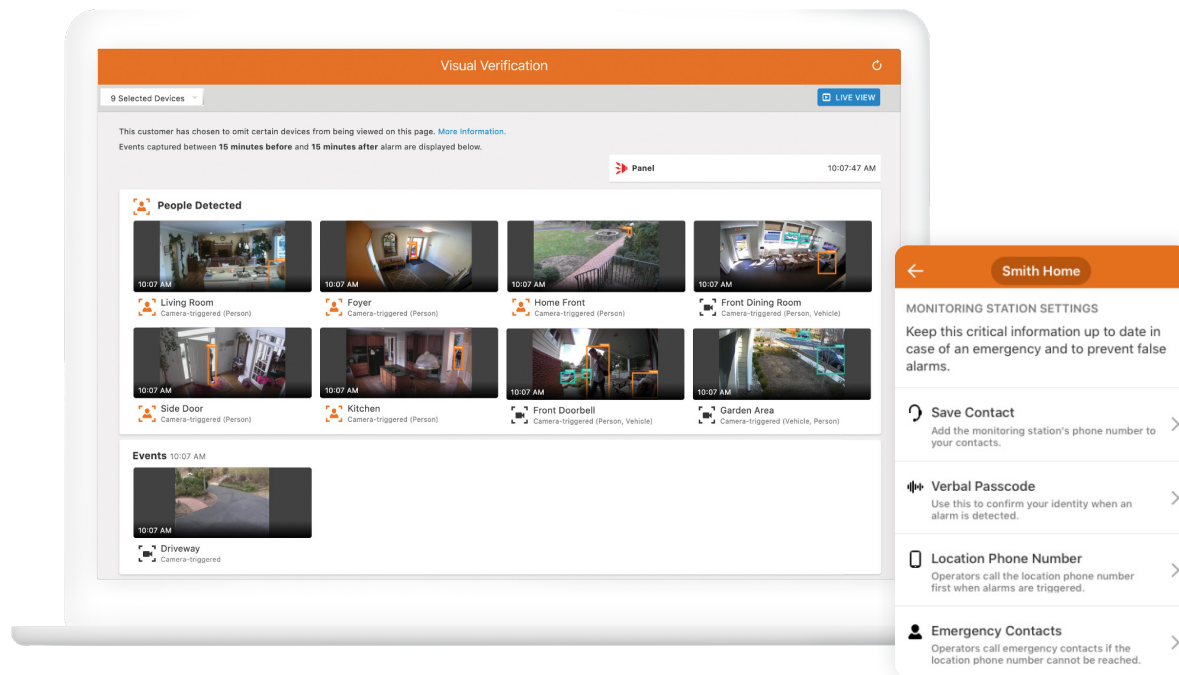
Provide a better monitoring experience

VISUAL VERIFICATION WITH PEOPLE DETECTION

Monitoring stations can use Visual Verification during alarm events to temporarily access customer images, live video, and video clips. Any clips with people detected are highlighted on the interface. 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.

MONITORING STATION EVENT HISTORY

View alarm events received and key actions taken by the monitoring station in the customer's Event History on the Alarm.com Partner Portal or MobileTech. Customers can also view this information from their Activity Feed.



Depending on your monitoring station, you may be able to submit feature requests directly through the Partner Portal. If not, reach out to your monitoring station directly or contact CSintegration@alarm.com.



Winner of TechHome Mark of Excellence award for Smart Signal



Winner of IoT Evolution of IoT Excellence award for Video Analytics with People Detection



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