

**PRODUCT NEWS:**

**Releases & discontinuations & technical bulletins - [Review and Inform](#) your customers**

**New Product Introductions:**

- 3G4005 communicator firmware, allowing communication with ConnectAlarm app, is now available to registered users on DSC webpage
- Applications: ConnectAlarm v.2.20 [link to NPA](#) and AlarmInstall v.2.20 [link to NPA \(Visonic\)](#) [link to NPA \(DSC\)](#)
- PowerSeries Pro v.1.3 drivers released, available through DLS 5 and ConnectAlarm programming template for PowerSeries Neo, available in DLS 5 after PowerSeries Pro v.1.3 drivers installation



**Product Discontinuations**

- Bentel's ARC20 is discontinued. [link to PDN \(English\)](#) [link to PDN \(Italian\)](#)
- Visonic's DL-125C (Europe only) is discontinued. [link to PDN](#)
- DSC's Encore PIR Motion Detectors (EC30x) are discontinued. [link to PDN](#)

**Technical Advisory Bulletins**

- Technical advisory bulletins: [AMA-100 & AMP-704](#) [AMB-300 & AMB-600](#)

**End of Support for DSC/Visonic/Bentel products:** Effective January 1, 2021 there are new terms for offering support for discontinued products for DSC, Visonic & Bentel product. The new length of support terms are as follows:

- Sensors and Accessories - 2 years support after notice of discontinuation
- Panels - 3 years support after notice of discontinuation
- Sur-Gard (receivers) - 5 years support after notice of discontinuation
- Software (apps and platforms) - support for releases 1 year after next version is available



**PRODUCT PREVIEW:**

PowerSeries Pro v. 1.3 full release is planned in second week of December, including availability of firmware for local panel updates and updated manuals. Stay tuned for upcoming announcement!

**PRODUCT NEWS:**

**IQ panel has been recognized in the Nordics!**

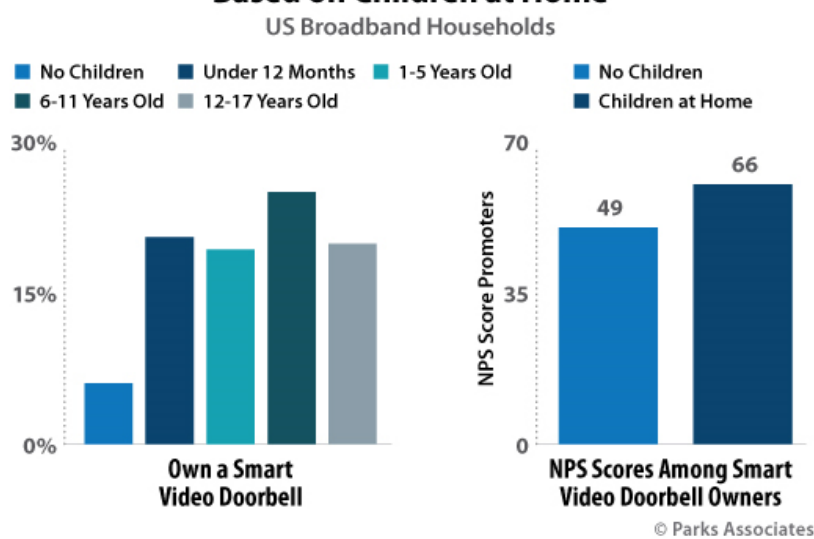


- The largest and most read Swedish technical magazine "PC för Alla" (PC for Everyone) performed extensive testing of IQ Panel in cooperation with JCI's local partner Säkra Larm.
- The test result is an impressive 5 stars - highest ever result for an intrusion product.
- An article (in Swedish) describing the test and it's outcome can be found [here](#). By opening it in Chrome browser you can translate the whole webpage to your local language.

**INDUSTRY TRENDS:**

**Video Doorbell is a popular device to be added by households with children**

**Ownership and NPS Scores for Smart Video Doorbells Based on Children at Home**



- Parks Associates' data shows that approximately 10% of US broadband households own a video doorbell in Q2/2020, up from 7% in 2017.
- This device is especially popular among households that already have a smart home device - 61% plan to purchase a smart video doorbell in the next 12 months.
- Doorbell ownership is heavily influenced by children at home, regardless of children's age.
- [Actionable takeaway: IQ panel with Alarm.com doorbell](#)
- The doorbell fully integrates with the control panel, allowing to answer the door from anywhere through the app, or with Live View feature on the control panel. You can also use it as a security camera to quickly share any suspicious activity, you can keep up with your kids and get a video of them arriving home and, in conjunction with a smart lock, you can unlock the door remotely for the delivery person to leave the package inside of the house.



- Have a question or would like to make a suggestion?  
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