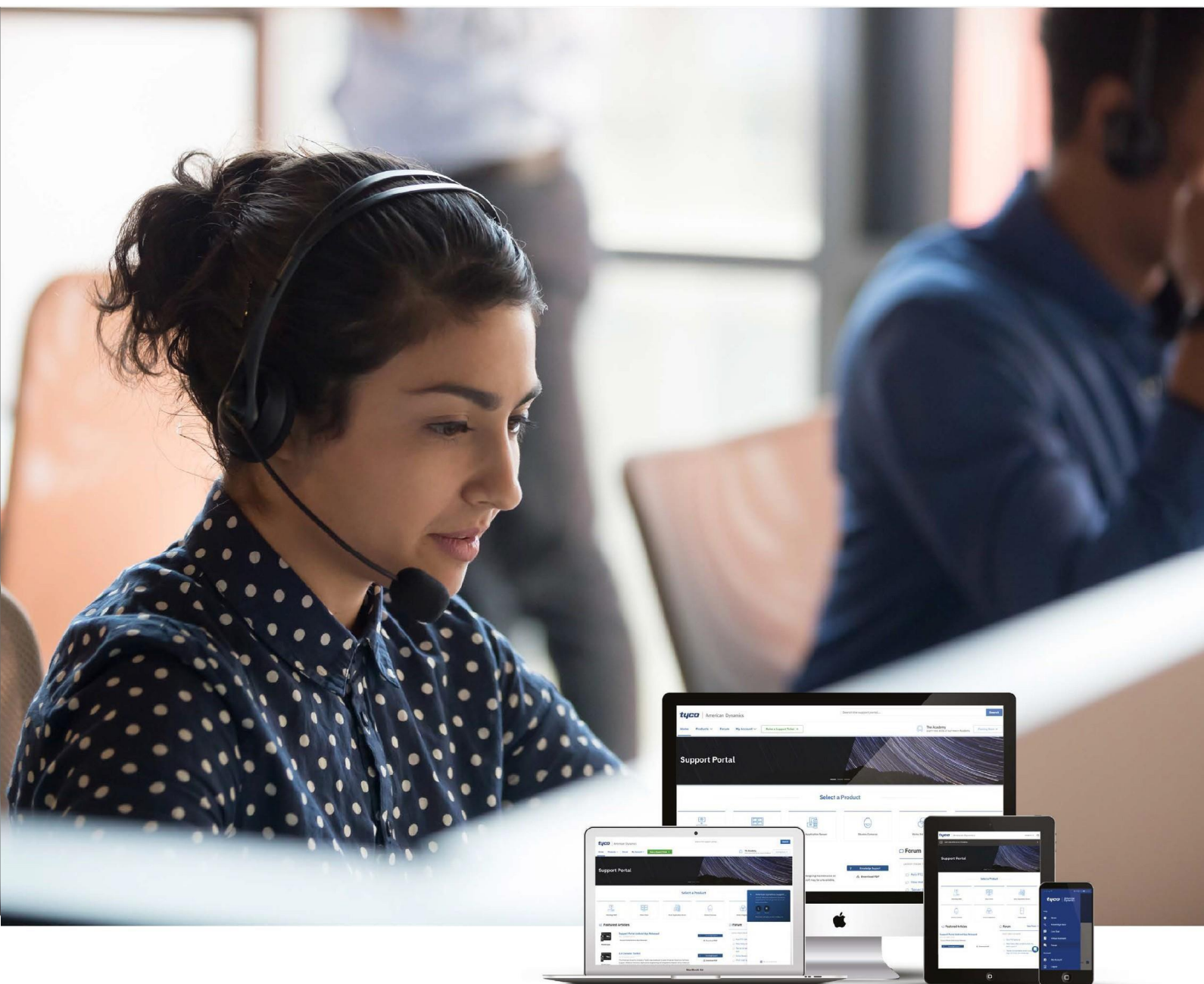




Access Control and Video

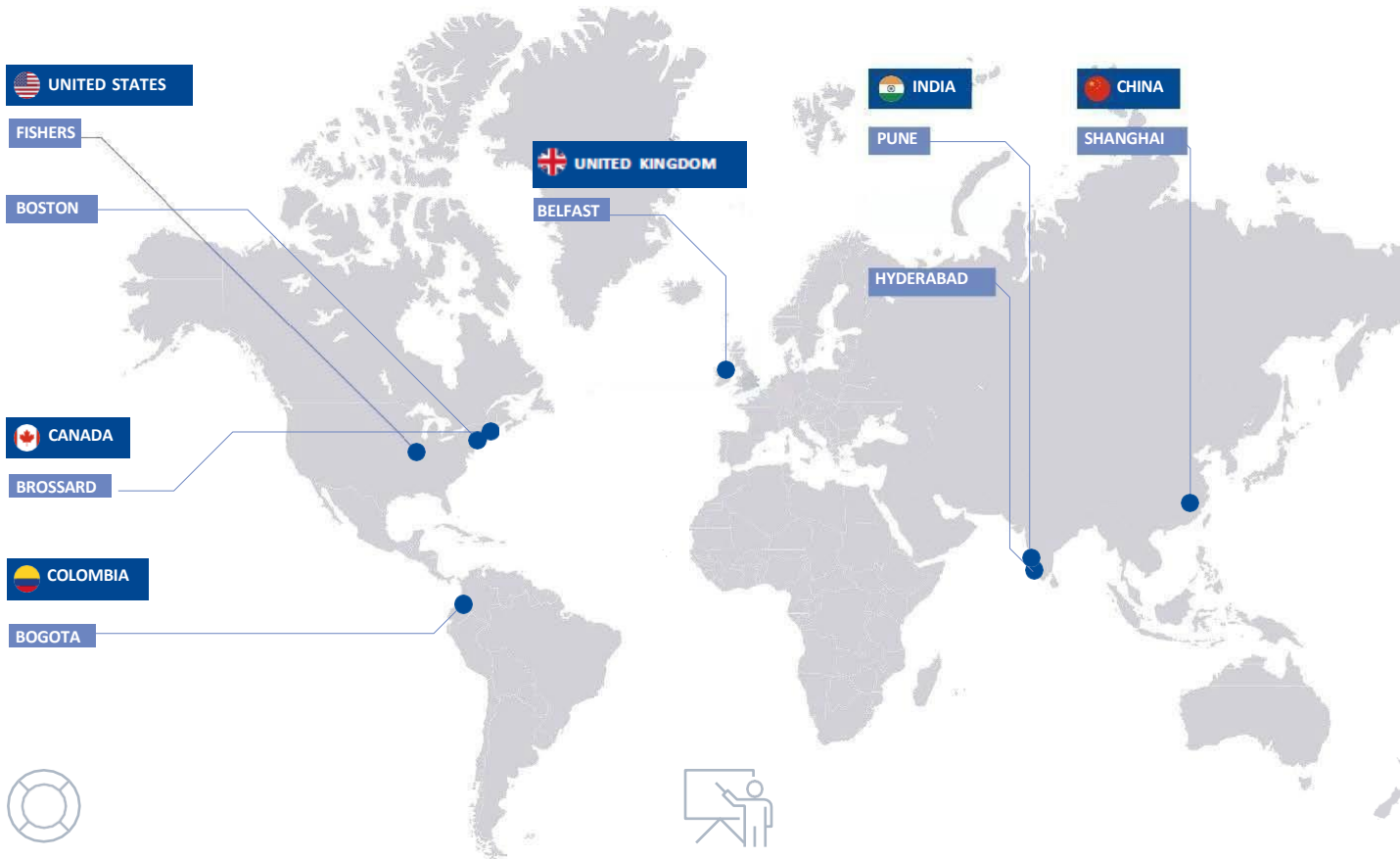
JOHNSON CONTROLS TECHNICAL SUPPORT
ONLINE AND ON THE PHONE
WE'RE ALWAYS HERE TO HELP



The power behind **your mission**

SOLVING PROBLEMS. EXCEPTIONAL SUPPORT. QUICK SOLUTIONS.

Johnson Controls technical support team and family of online support portals, aim to provide our valued customers and partners with fast, premium level customer support.



Exceptional 24/7* support

Our technical support engineers around the world are committed to providing exceptional service. Whether you are having technical problems or installation queries, we will troubleshoot and resolve when you need it the most and using the platform of your choice for best experience. Technical support is provided over the phone, through email or directly via our brand specific technical support portals. Our follow-the-sun model ensures round the clock support.

*provided with Enhanced SSA



Trained to help

Our team consists of highly trained, skilled support personnel that are familiar with the software and hardware components of Johnson Controls range of access control and video products. Our promise is not only to provide customers with real value through prompt, helpful service, but to also listen and work together with customers to give them a better understanding of how to use and maintain our security products.



Designed for professionals

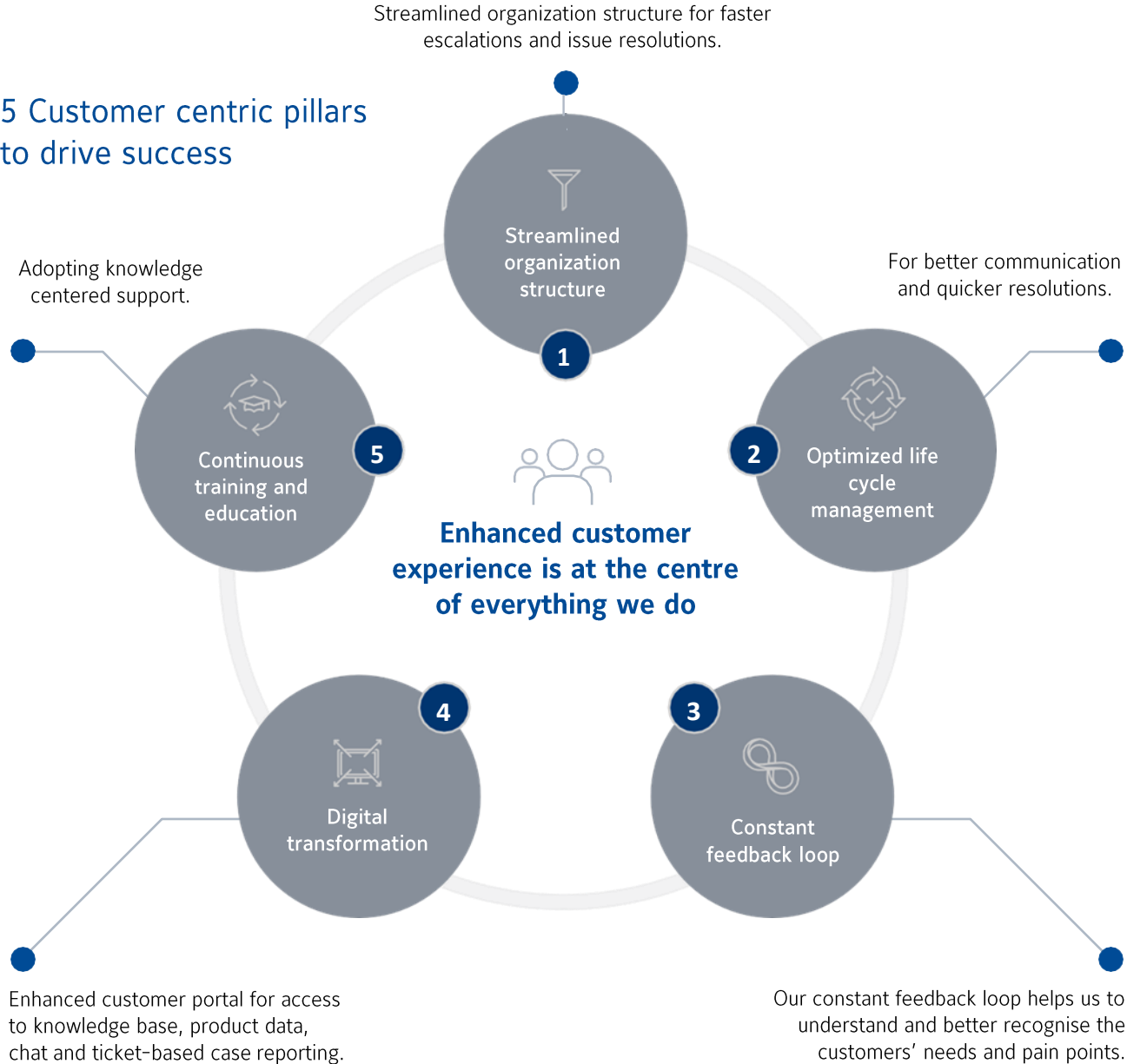
Our support is mainly designed for approved integrators and installers that have been trained or certified to maintain our products. Users of our products can get information and answers on its usability but should contact their installer, integrator or service contractor directly for end user training or to log any issues that may arise with their security system.



Escalations – a prompt response

Should your support issues require further investigation your questions will be promptly escalated to the next level. We have an automatic escalation process to ensure that your questions are answered in a timely manner. By analysing our support database our customer service representatives also have the ability to proactively monitor support trends and analytics which feed into future product roadmaps.

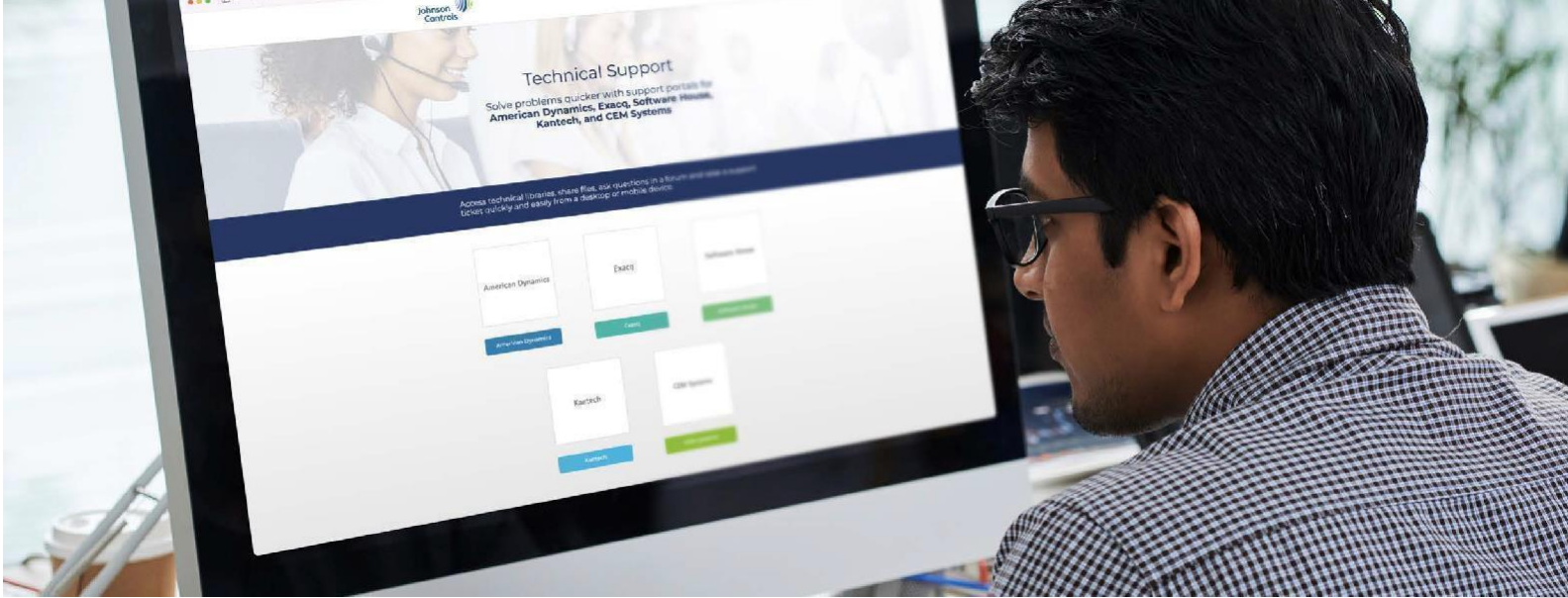
SUPPORT MISSION STATEMENT: PARTNER. RESOLVE. PREVENT



Partner
Partner with customers to ensure they consistently get the most out of us.


Resolve
Resolve issues quickly and reliably through deep technical expertise.


Prevent
Prevent issue occurrence through continuous improvement, innovation, self-sufficiency, and permanent solutions.




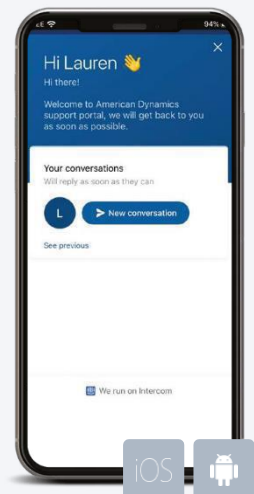
OUR SUPPORT PORTALS

Johnson Controls access control and video support portals offer a comprehensive and easy to use central resource for all technical support needs. As feature rich platforms, the portals offer our customer Live Chat functionality (for selected brands only), a customer community, notifications, a vast knowledge library of technical articles, industry updated and much more!


Technical Library
 Customer can use the Technical Library resources to find installation/user guides, technical advisory bulletins, how to videos, knowledge articles and more. The portal also provides a two way platform for customers and support team to conveniently share real time files.


Raise a Ticket
 If users can't find the answer to their problem using our library of resources, they can simply raise a support ticket directly within the portal. Raising a ticket saves users' time queuing on telephone support hot lines.


Live Chat
 With Live Chat functionality available on desktop and/or mobile app, customers can troubleshoot issues in real time with a Johnson Controls dedicated technical support team member.



American Dynamics | Illustra Support Portal
 OPEN

Software House | Innometriks Support Portal
 OPEN

Exacq | Cloudvue Support Portal
 OPEN

CEM Systems Support Portal
 OPEN

Kantech Support Portal
 OPEN



Worldwide locations

Johnson Controls global technical support team endeavours to provide fast, user-friendly assistance for customers having technical queries and will work together with you to troubleshoot and resolve user experiences.

NORTH AMERICA			
Brand	Contact details	Language	Support hours
American Dynamics	1-800-507-6268 opt 2	English, Spanish, French	Monday – Friday
Illustra	1-800-507-6268 opt 2	English, Spanish, French	Monday – Friday
Software House	1-800-507-6268 opt 3	English, Spanish, French	Monday – Friday
Exacq	1-317-845-5710 opt 2 1-800-507-6268 opt 2	English	Monday – Friday
Kantech	1-800-507-6268 opt 4	English, Spanish, French	Monday – Friday
Innometriks	1-760-542-0200 opt 4	English, Spanish, French	Monday – Friday
Cloudvue	(888) 754-4543 (615) 928-3430	English	Monday – Friday

ASIA-PACIFIC			
Brand	Contact details	Language	Support hours
American Dynamics Illustra Exacq Kantech Software House Innometriks CEM Systems Cloudvue	Direct: India: +91-80-4199-0994	English, Chinese, Hindi	Monday – Friday
	China: +86-21-6163-8644		
	Australia: +61-28-317-1322		
	New Zealand: +64-9942-4004		
	Toll Free: Australia: 1-800-580-946		
	China: 400-6711-528		
	Singapore: + 65 31 05 1590		
	Toll Free India: 0008009191506		

Access Control and Video

EUROPE, MIDDLE-EAST AND AFRICA			
Brand	Contact details	Language	Support hours
American Dynamics Illustra Exacq Kantech Software House Innometriks CEM Systems Cloudvue	UK: +44-330-777-1300	English, German, Italian, Spanish, French, Dutch	Monday – Friday
	The Netherlands: +31 475 352 722		
	Spain: 900-99-31-61		
	Denmark (Nordic): +46-10-4769999		
	France: 0800-90-79-72		
	Germany: 0800-1806-757		
	Italy: +39-0230-510-112		
	Belgium: 0800-76-452		
	Ireland: 1800943570		
	Greece: 00800-312-294-53		
	South Africa: +27-10-100-3292		
	Russia: 81080020521031		
	Turkey: 00800-31923007		
	UAE: 0800-0310712		
	Bahrain: 0800-04127		
	Egypt: 08000009697		
	Oman: 0080074364		
	Lebanon: 01-426-801, new dial tone and then dial 8552343677		
	Saudi Arabia (KSA): +966-8008500830		
	Israel: +972-772-201-350		

LATIN AMERICA			
Brand	Contact details	Language	Support hours
American Dynamics Illustra Software House Exacq Kantech Innometriks CEM Systems Cloudvue	Argentina/Buenos Aires: +54-1151284653	English, Spanish, French	Monday – Friday
	Brazil/Sao Paulo: +55-1130422838		
	Chile/Santiago: +56 2 3210 9662		
	Colombia/Bogota: +57-13441422		
	Colombia/Cali: +57-28912476		
	Colombia/Medellin: +57-42040519		
	Costa Rica/National: +506-40001655		
	Dominican Republic/ Santo Domingo: +1-8292353047		
	El Salvador/San Salvador: +503-21368703		
	Guatemala/Guatemala City: +502-22681206		
	Mexico/Mexico City: +52-5585261801		
	Panama/Panama City: +507-8366265		
	Peru/Lima: +51-16429707		
	Venezuela/Caracas: +58-2127202340		



How do I raise a support ticket?

Customers can simply call our support centres via phone or visit our technical support portals to either select LIVE CHAT or raise a support ticket directly.

Alternatively you can also email:

Access Technical Support: access-support@jci.com

Video Technical Support: video-support@jci.com

Licensing Support: sp-licensing-support@jci.com