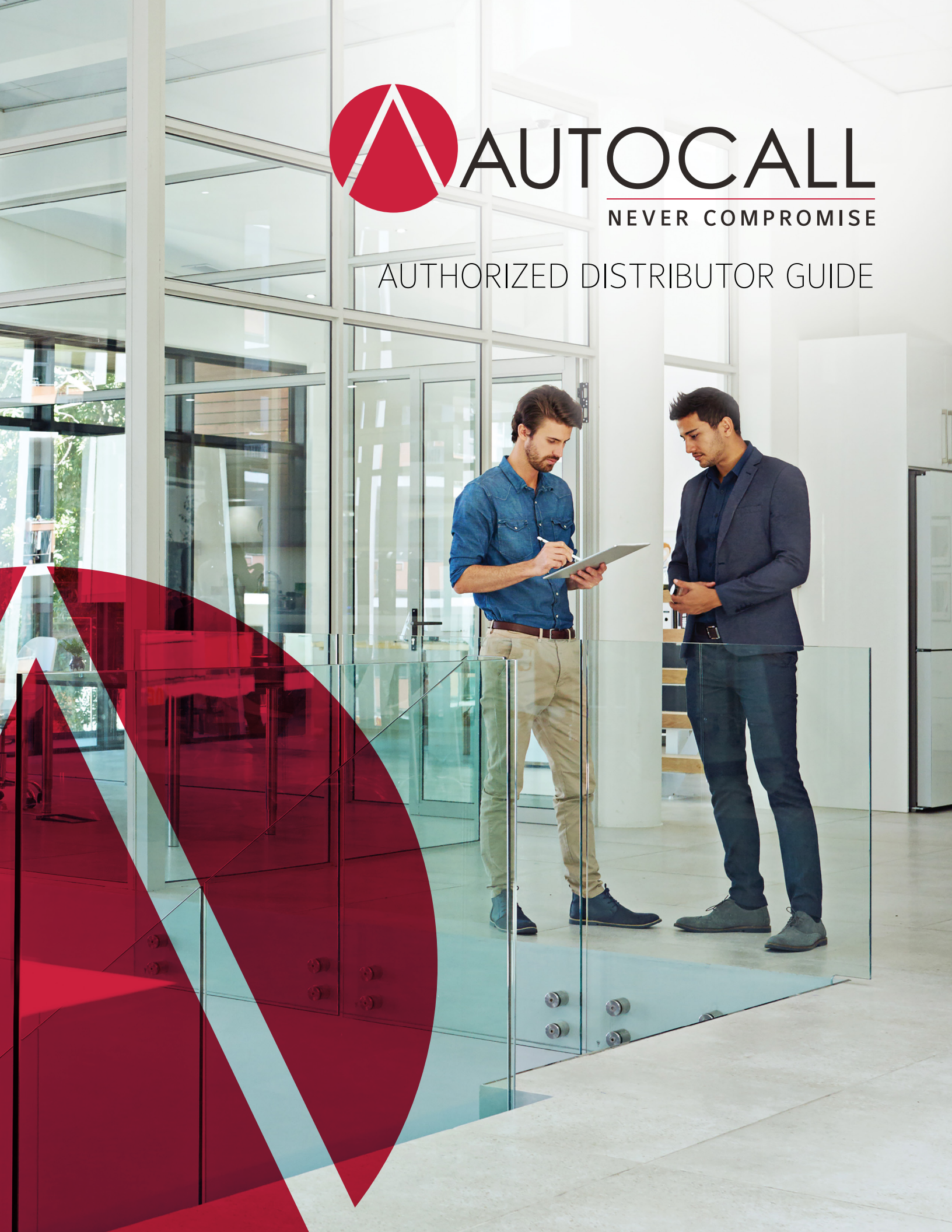




AUTOCALL

NEVER COMPROMISE

AUTHORIZED DISTRIBUTOR GUIDE



WELCOME

On behalf of everyone on the Autocall team, welcome.

By choosing to partner with us, you now have the ability to offer customers one of the most advanced fire and life-safety systems in the industry. But a true partnership is about much more than supplying products.

That's why we offer comprehensive training to your sales reps and technicians. Our intensive, hands-on classes will give your staff the deep knowledge they require to sell, install and service our full range of panels, sensors, appliances and more.

Authorized distributors are given access to our Product Knowledgebase, a repository of documented challenges and solutions and a library of how-to-videos. This resource, along with assistance from our highly-trained Technical Support team, results in 80% of troubleshooting inquiries being resolved during an initial call. More complex issues are routed through an expedited process to help you reach a resolution as quickly as possible.

Finally, we want to make ordering as easy and seamless as possible. Your dedicated Autocall team will manage your orders from the first call to the last shipment, helping to ensure that you meet your customers' deadlines. Your team is also there for you to provide pricing and availability, and to help facilitate any returns and credits.

We are very excited about our partnership. Together, we can help make the world a smarter, safer place to live and work. Again, thank you for choosing Autocall.

Sincerely,

Gary Craig
Director of Sales
Global Fire Detection Products

INTRO | ABOUT AUTOCALL

Never Compromise

This is the motto that guides us. We believe people and facilities everywhere deserve to be protected by fire detection systems that deliver unparalleled performance.

Backed by a legacy of innovation and invention, feature-rich Autocall fire detection systems are pushing the industry forward to help ensure the safety of your customers and their facilities.

It isn't just about being code-compliant. We deliver technologically advanced systems that are designed to be easy to install, simple to service and cost-effective to own. For us, simplifying the customer experience means delivering Autocall fire detection products that are adaptable, scalable and reliable.

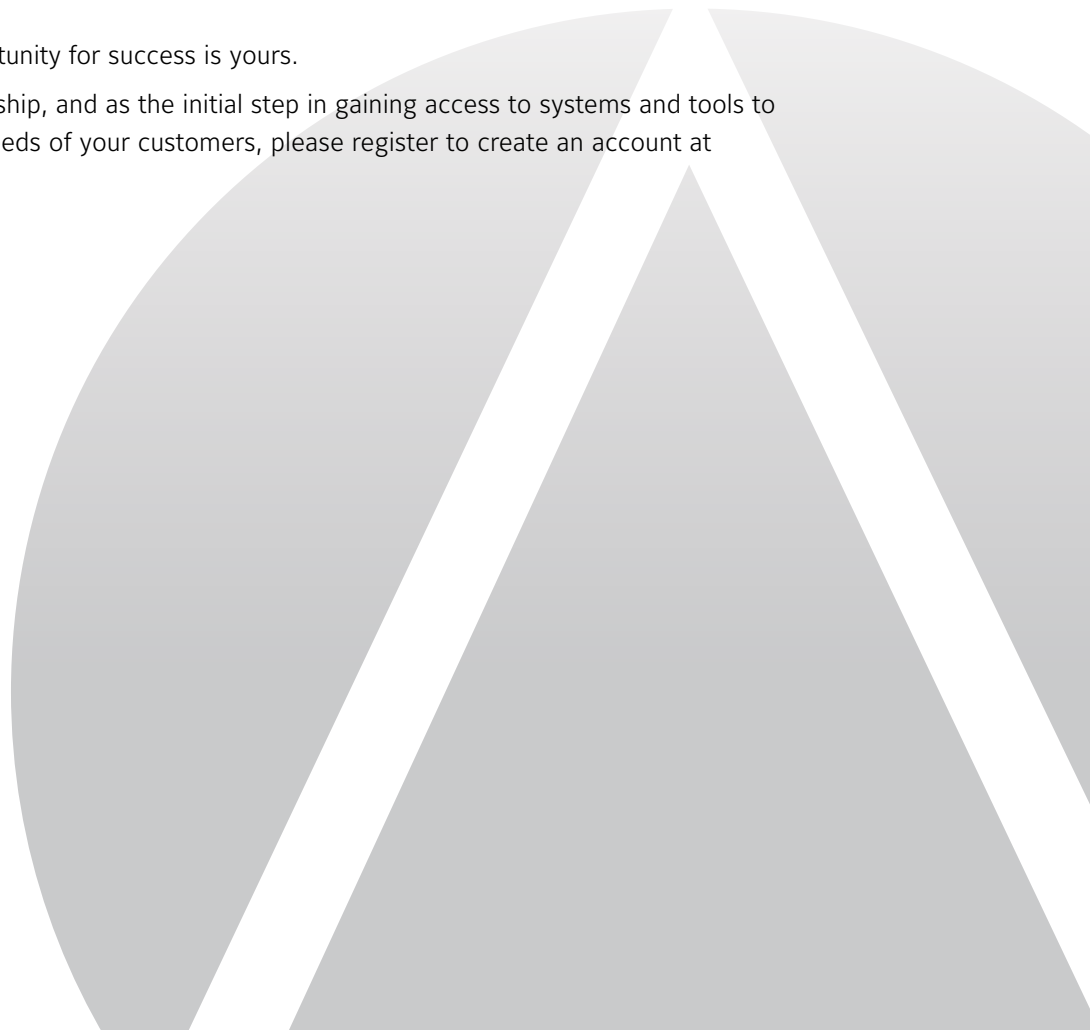
Game-changing Autocall technology means systems that perform—day after day, year after year. We believe your customers shouldn't have to compromise—they should rest easy knowing their people and buildings are protected by reliable fire detection and alarm systems.

Welcome to fire and life safety without compromise. Welcome to Autocall.

Getting Started

As a valued partner, the opportunity for success is yours.

Upon activation of our partnership, and as the initial step in gaining access to systems and tools to support your needs and the needs of your customers, please register to create an account at autocall.com/register.



GETTING STARTED WITH SALES & DESIGN TRAINING

In order to sell, design, install and maintain Autocall systems, your sales staff, designers and technicians need to become experts on our technology. Comprehensive training on Autocall systems is available for dealers to help them get up to speed quickly.

Those Planning to Attend the Sales & Design Training Should:

- Register to create an account on [Autocall.com](https://autocall.com)
 - To create an account go to autocall.com. On the main page of the site, click on the "Login" button and then "Register Here"
- Create an account on our [Learning Network](#) for access to future online learning materials and job performance aids, and to print your training certificates
- To access the Learning Network, log in to Autocall.com and click on the Dealers section and then Training. You will see a section with instructions for creating an account and how to register for training.
- Plan to bring a laptop capable of internet access so you can download product materials and the product configuration and quoting software tools from Autocall.com in class

For more information about Sales & Design training, visit autocall.com/dealers



GETTING STARTED WITH TECHNICIAN TRAINING

Technicians will be trained in one of our fully-equipped training centers. Hands-on training begins with the smallest, least complex system (4007ES), then moves through larger systems and our TrueSite Workstation. Each student is free to go as far as necessary, in alignment with the needs of your company.

Registration to attend the Technician classes is always done through our Learning Network to make sure that every technician has a confirmed seat in the right class with their own complete Autocall system (or Autocall fire network) on which to learn and become certified.

Those Planning to Attend the Technician Training Should:

- Register to create an account on [Autocall.com](https://autocall.com) if you have not already done so
 - To create an account go to autocall.com. On the main page of the site, click on the "Login" button and then "Register Here"
- Create an account on our [Learning Network](#) for access to future online learning materials and job performance aids, and to print your training certificates
- To access the Learning Network, log in to [Autocall.com](https://autocall.com) and click on the Dealers section and then Training. You will see a section with instructions for creating an account and how to register for training.
- Plan to bring a laptop capable of internet access so you can download product materials and the product configuration and quoting software tools from [Autocall.com](https://autocall.com) in class

Technician Training Paths

All technicians who will install, program and service Autocall systems will most likely attend the first two classes covering the standalone Autocall 4007ES and 4010ES, followed by the Autocall 4100ES.

All three systems are part of our Autocall ES Platform. They share the same programming tool and the same system and field device technologies, but serve customer installations and applications that increase in size and complexity. Fundamentals learned on the smaller 4007ES may be applied to the much larger 4100ES system. Likewise, applications typically associated with a much larger system, like 4100ES, may be deployed in smaller facilities using a 4007ES or a 4010ES. Much of what is learned, practiced and assessed in these standalone system courses is applicable across all three Autocall ES systems.

After logging into our LMS, technicians will need to search for Autocall 4007ES Fire Alarm System – Service (AC201), which is a short online course that meets the prerequisite to attend their first hands-on class: Autocall 4007ES / 4010ES Fire Alarm (AC205). Directions for registering for their next course, Autocall 4100ES Fire Alarm (AC202), will be provided at the end of the AC205 class.

More advanced classroom training is also available for those technicians that need to install and service customer installations with Autocall ES panels and our TrueSite Workstation interconnected on an Autocall ES Net. Registration for these classes is also done on the LMS, but only after successfully completing the first two Autocall classes described above.

For more information about Technician training, go to autocall.com/dealers

After registering for an account on [Autocall.com](https://www.autocall.com), navigate to the Technical Support Homepage and request access to the Product Knowledgebase.

- InterSalesEng@jci.com for sales-related applications system design support
- InterTechSupport@jci.com for service or installation-related questions

* Please see instructions on page 3, "Getting Started" if you have not already registered to create an account.



SYSTEM PLANNING & CONFIGURATION

All the tools you need to sell, configure, design, quote and install an Autocall system are available to you for download.

Quoting Tools: autocall.com/resources

- SmartPanel: Configuration engine for Simplex 4100ES and 4010ES panels
- FASTool: Configuration, battery calculation and submittal generation tool for TrueSite Workstations, and 4006 and 4007ES panels
- TrueNAC: Notification appliance calculator that helps you maximize circuit lengths and efficiency
- BatteryCalc: Battery requirement and calculation tool
- Selection Navigator pricing tool: Price your Autocall systems and generate quotations

Design Tools: autocall.com/design-center/architects-engineers

Help your engineers and architects specify and design Autocall systems for their customers.

- SpecGen wizard-based customized specification generation tool
- Editable format library of specifications
- REVIT Format BIM models
- Speaker audio models

Data Sheets & Technical Documentation: autocall.com/resources

A complete family of data sheets, installation manuals and other technical documents is available for download from the Autocall resource library:

- Data sheets
- Installation sheets and manuals
- User guides
- Programming guides

SOFTWARE LICENSING

Before you or your technical team can begin programming Autocall systems, you will need to license the necessary Autocall software.

- To initiate the licensing process, please contact your respective Sales Manager
- You may also contact:

➤ **Gary Nelson, Applications Engineer**
Email: gary.earton.nelson@jci.com



MARKETING COLLATERAL & SALES TOOLS

A complete family of brochures, videos and other materials is available to help present Autocall solutions and their market-leading capabilities to your customers. To order marketing collateral, please go to: <https://autocall.mymarketingstore.net>

- You will be required to set up a username and password in order to place orders.
- Once set up on the system, you will be able to select items to be added to your shopping cart.
- As an Autocall Authorized Distributor, initial orders up to \$500 per year (inclusive of shipping and handling charges) will be fulfilled at no cost. Credit Card payment will be required for all orders placed once the \$500 limit is reached.

Should you need assistance with orders, please contact Innovative Fulfillment at Autocall@innovativefulfillment.com.

Exhibit & Tradeshow Information

Co-branded retractable banner stands and branded table covers are available to you through Hamilton Exhibits' Program Connect online ordering system. The team at Hamilton Exhibits will work to place your logo in accordance with Autocall brand guidelines for our distribution partners. To order exhibit materials, please go to: <http://www.hamilton-exhibits.com/programconnect-1>

Login: Autocall-Dealer

Password: Autocall

- Once logged in, go to Create an Event in the upper left corner and you will be prompted to complete all necessary steps for ordering materials.
- Please place all requests at least three weeks prior to your event in order to ensure fulfillment of your request.
- Credit Card payment is required.

Should you require assistance in placing orders, please contact Hamilton Exhibits as noted on the ordering site at:

Email: info@hamilton-exhibits.com

Phone: 317-898-9300

KEEPING IN CONTACT & MOVING FORWARD

Customer Service

Product Ordering & Order Inquiries

US Authorized Distributors

Email: tfppcustomerservice@jci.com

Phone: 800-862-7513

Global Authorized Distributors

Email: intlordermgt@jci.com

RMA Requests

US Authorized Distributors

Email: tfppcustomerservice@jci.com

Phone: 800-862-7513

Global Authorized Distributors

Email: intlordermgt@jci.com

General Customer Inquiries

US Authorized Distributors

Email: tfppcustomerservice@jci.com

Phone: 800-862-7513

Global Authorized Distributors

Email: intlordermgmt@jci.com

Technical Support

All Authorized Distributors

Email: InterTechSupp@jci.com

Phone: 800-846-7611

Training

Lauri Guy, Autocall Training Coordinator

Email: laguy@jci.com

Phone: (978) 731-6757

It will be important that we keep in touch to make arrangements for your company to get the training they need. The best way to do that is for you to indicate which employee will be our single point of contact.

Marketing & Sales

Jason Barton, National Sales Manager -

North America, Global Fire Detection Products

Email: jason.barton@jci.com

Phone: 954-224-7911



1. What is Autocall and what presence does Autocall have in the market?

Autocall is not a new brand. It was originally part of Thorn Security, acquired by Tyco (now part of Johnson Controls) in 1996, and continued to be serviced until as late as 2003 throughout North America. The new Autocall portfolio has been upgraded with new control panels, sensors and notification devices, and operates on a modern network platform.

2. Where are Autocall products manufactured?

The Autocall portfolio is manufactured in our state-of-the-art manufacturing facility in Matamoros, Mexico.

3. What support do you provide to distributors?

As an Autocall Authorized Distributor, you will be provided with:

PRODUCT TRAINING FOR SALES PEOPLE AND TECHNICIANS. A comprehensive training program is provided to all Autocall Authorized Distributors to help you sell, install and service Autocall products.

MARKETING SUPPORT. We will provide you with marketing tools that will enable you to promote Autocall to prospects and customers, including templates, a starter kit of printed material, banners and posters.

TECHNICAL SUPPORT. Our team of expert, highly experienced specialists will provide you with 24/7 technical and application support.

CUSTOMER SERVICE. A customer support team dedicated solely to Autocall will assist you with placing orders, managing shipments, coordinating credit, and any other inquiries.

4. What are the key benefits of Autocall products?

Advanced technology for reliable protection:

- More than 100 engineers in R&D centers around the world working to create the safest, most advanced fire detection solutions.

Improved design and expansion capabilities:

- Flexible, addressable system architecture for easier design, installation and expansion maximizes efficiency while minimizing cost and power consumption.

Networking capabilities for greater control:

- Enables communication among distributed fire alarm control panels for a single-system view.

Powerful documentation and reporting capabilities:

- Quick retrieval of device information and testing history from control panel logs.

Ground-breaking addressable notification:

- Patented self-test feature makes testing notification appliances faster and easier—and helps reduce disruption to occupants.
- The industry's first speakers with individual on/off control for directed, programmable paging and more effective response to emergencies.
- Compact, highly efficient LED-based appliances.

