

MobiCall

Unified Event Communication Platform



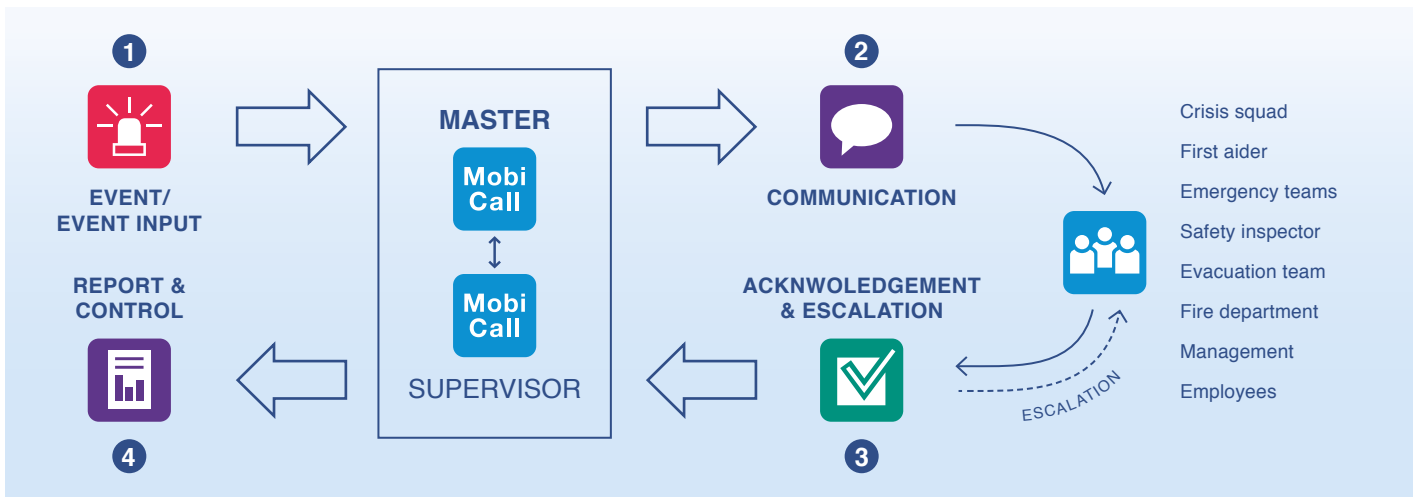
Comprehensive personal safety, efficient and reliable communication in emergencies, specific alerting in disaster situations, fast evacuation of buildings, monitoring of production facilities and technical components, optimisation of work processes and extensive reporting and statistical functions – for the varied requirements made on an **alerting, conference and multimedia messaging platform**

MobiCall – Functional principle of an alarm server

In a critical situation or in case of an incident, seconds may be crucial to saving lives, preventing production downtimes or securing buildings and their technical infrastructure. New Voice MobiCall is an alerting, information, evacuation and conference system that enables fast and efficient transmission of information. In addition, systems and processes can be monitored. Due to the comprehensive interconnection between machines, appliances, sensors and responsible personnel, MobiCall enables the direct transmission of important process data, critical threshold values and technical and operational alarms.

The versatile solution offers a wide range of interfaces, integrations and transmission channels and includes functions for personal safety, visualisation and conference management.

Based on events, the solution can alert staff and external units in charge individually or by groups interactively through all known media using voice, text, image and video messages.



1 Event/event input

An event can be triggered either automatically by a subsystem (fire detection system, building management system, process control system etc.) or manually by the user (telephone, PC client, web etc.).

2 Communication

Based on alarm plans and time schedules, MobiCall signals the event to the defined group of persons using multiple media such as internal and external extension lines, smartphones, PC clients and IP loudspeakers.

3 Acknowledgement and escalation

To guarantee the highest possible degree of safety, a pre-defined number of recipients must acknowledge the alarm. If these persons cannot be contacted, the system can initiate an alarm escalation to notify additional participants.

4 Report and control

MobiCall logs detailed data on the entire alerting process. The alarm report can be sent automatically or retrieved at any time from the alarm control centre. Optionally, emergency calls and conferences can also be recorded.

Fields of application:



Mobilization & Evacuation



Alerting & Emergency calls



Voice-recording, Web-playback



Voice-mail, IVR, Minibar, Babyphone



Hotline & Conference



Customer-specific applications

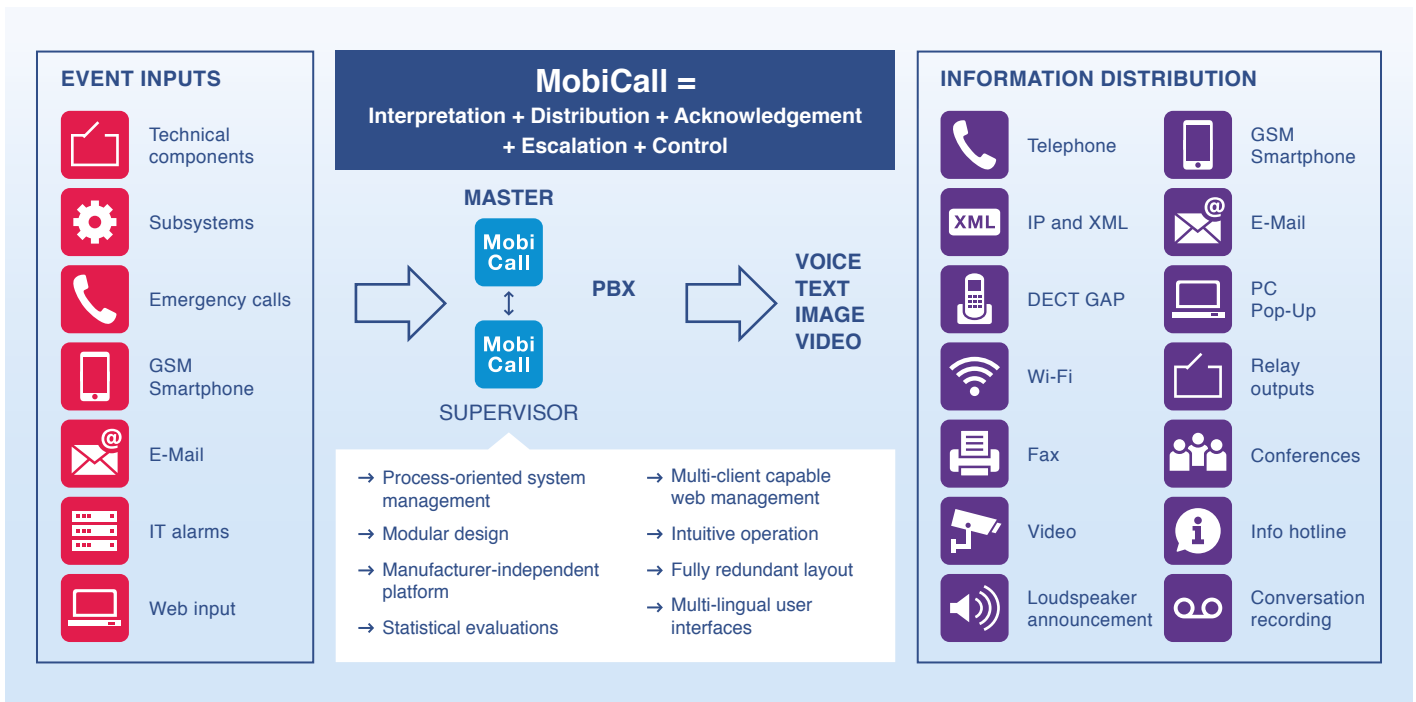


Lone worker protection & Localization



Task-management, 4G/Wi-Fi client-applications

MobiCall – structure and overview



A major added value of the solution is that all conceivable channels can be provided to trigger an alarm. Standardised and manufacturer-specific interfaces allow full integration of existing emergency call systems, production facilities, hazard alert systems, building automation systems, IT components and process control systems. The system enables distribution of information based on time and calendar to flexibly adjust to on-call duty lists or duty rosters.

Depending on the configuration of an alarm, the information is transmitted based on skills and priorities and either simultaneously or sequentially. The deep integration into PBX communication systems allows the alarm-related use of special functions such as special call signals, loudspeaker announcements or intrusion into existing calls. Moreover, MobiCall supports internal watchdog monitoring, automatic backups and comprehensive reporting and statistical functions.

All scenarios can be configured and administered, centralised or decentralised, using the MobiCall application. The web-based management tool features an innovative drag-and-drop configurator. This solution provides IT administrators and users responsible for groups and specialist areas with intuitive and clearly structured options for configuring the personal data and the alarm parameters. The multi-client capability allows different areas to administer their own alarm organisations independently by means of differentiated access authorisations. In addition, external databases can be connected. This allows the use of existing master data for automatic import, which reduces administrative expense.

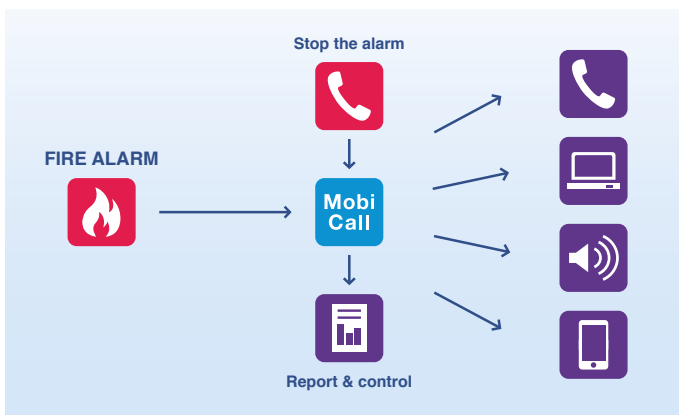
As a professional safety solution, MobiCall can also be operated with a redundant set-up with increased performance and failure safety. MobiCall geo-clustering enables redundancy across several locations.

PRODUCT TIP:

All licenses for alarm escalations, time-dependent alarm distribution, fixed number of alarming persons, Watchdog monitoring, data backup, alarm reports and statistics are included as standard.

Evacuation and emergency management

In emergency situations (e.g. fire alarms or disaster alerts) an immediate mass alerting is necessary. With MobiCall the existing infrastructure can be used so that existing telephones and computers are available to transmit an acoustic or optical alarm signalling. IP-loudspeakers or central PA systems can be connected in order to play back the proper announcement (e.g. in corridors). These functions permit a fast evacuation of



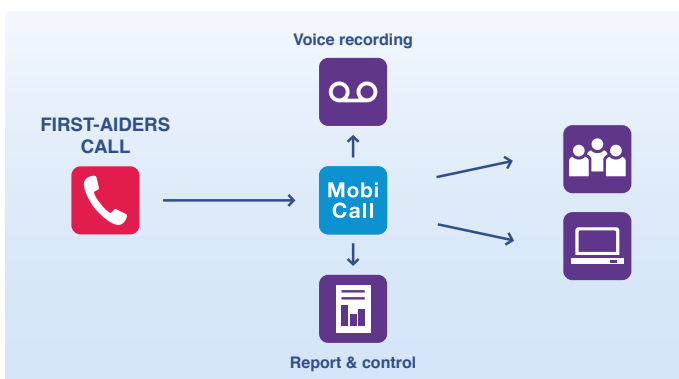
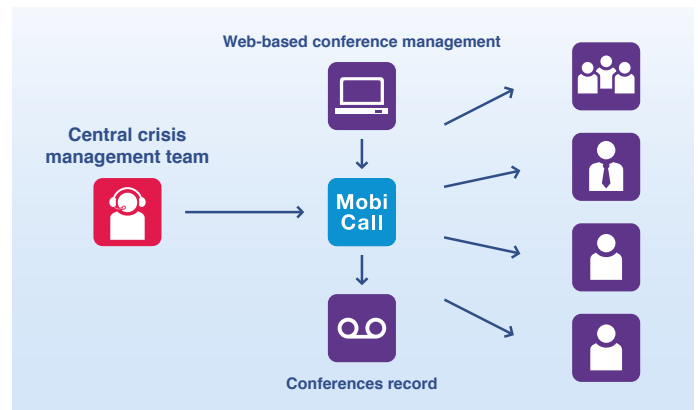
buildings. MobiCall can also be used as a central alarm platform to manage situations of crisis. The system ensures a fast information supply thanks to simultaneous alerts. Moreover, the co-ordination between acting people is supported by means of automatic teleconferences. The system provides assistance for health emergencies, taking into account the legal and professional association's rules linked to first-aiders emergency calls.

Disaster alerting

- A system for fire and disaster alerting
- Integration of existing fire alarm and danger warning systems through standardised and manufacturer-specific interfaces (among others ESPA 4.4.4, ESPA-X, XML)
- Automatic or manual alarm triggering
- Technical or sectoral alerting according to the scenario
- Multimedia alerting via phone, smartphones, PC Client, IP-loudspeaker and subsystems
- Use of alarm features such as announcement, special ring tone or call intrusion (depending on the PBX system)

Crisis teams and emergency conferences

- Automatic and manual starting of teleconferences
- Optional inbound, outbound and mixed conferences
- Dialling different destination numbers of the same participant
- Optional conferences record
- Configuration of password-protected access controls or identification through the phone number
- Web-based administration surface to manage conferences
- Dynamic conference participants' connection

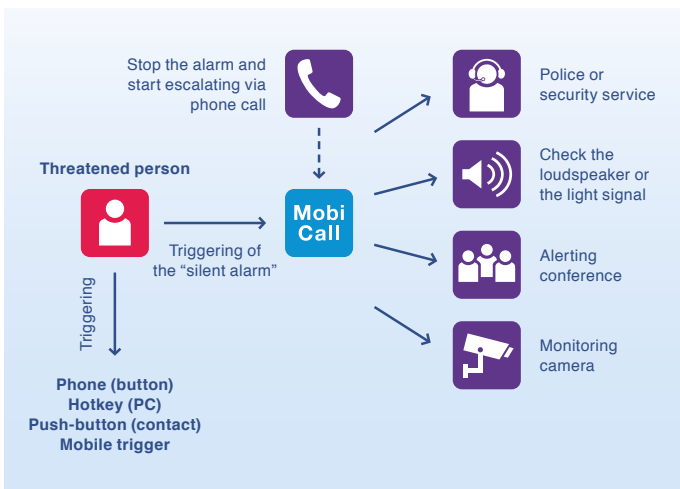


First-aiders' emergency call

- Central phone number for all employees to call first-aiders
- Optional record of emergency information
- Fixed and dynamic space-oriented alarm combination
- Automatic set-up of conference among first-aiders with optional recording and forwarding
- Optional forwarding to external stations
- Automatic machines switching off in case of emergency

Personal safety

In the past years, threats and infringements have constantly increased. To be able to quickly help employees in critical situations, MobiCall allows triggering the so-called masked “silent alarms” in a flexible way using the available PC and communication infrastructure. All alarms are centrally processed with rapidity and reliability. Emergency teams are informed via phone calls or



PC pop-up messages. Automatic teleconferences are a valid support to estimate the situation and to define the proper assistance measures. MobiCall can also be used to safeguard single workers. Hence, the integration of DECT, WiFi, GSM and remote emergency devices ensures a reliable employees protection.

Workplace protection

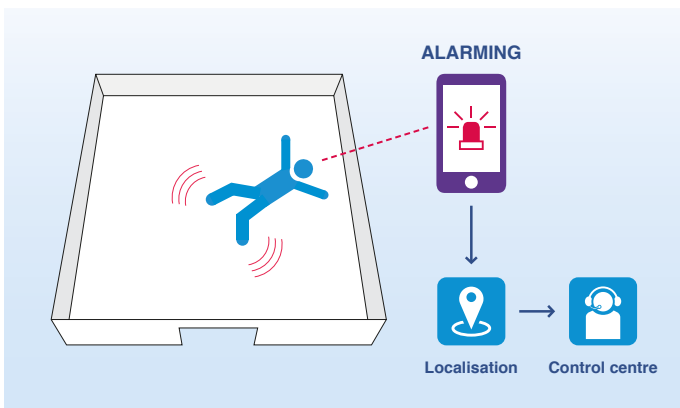
- Use of several media to trigger the alarm
- Silent alarm triggering through a telecommunication system with the option to be listened in the room
- PC-client to trigger and receive an alarm
- Hotkey function and connection to external USB push-buttons
- Alarm triggering and receipt with locked screen
- Monitored connection between server and client
- Active Directory integration to transfer master data
- Push-buttons connection or remote emergency devices using the existing networking infrastructure
- Alarm scenarios can be customised or combined depending on the building, floor, storey, and department

Field representatives' protection

- App for all standard smartphone platforms
- Encrypted communication between server and client
- Alarm triggering through emergency button (hardware button) or Soft Button*
- Emergency function with locked screen (Android)
- Automatic alarms (no movement, panic and man-down alarm*)
- Support of external push-buttons and smartwatches
- Registration and cancellation of on-call services
- Localisation via GPS, WiFi, Bluetooth Beacon and NFC



*depending on the mobile device



Lone workers' protection

- Platform-independent solution for DECT, Wifi, GSM
- Support of manual (red button) and automatic alarms (man-down, no movement, time, escape and tear-off via pull cord alarm)
- Automatic set up of emergency conferences between alarm trigger and alarm recipient
- Permanent monitoring of the personal alarm signal devices
- Localisation via DECT, Wifi, Bluetooth Beacons and GPS
- Buildings and site plans visualization system
- Support to the security service and the watchman controls



Starting from the current version, MobiCall supports Low-Power Wide-Area Network based protocols, such as LoRa, SigFox or NB-IoT. Thanks to these technologies it is possible to cheaply and quickly integrate any sensor type. A major advantage of this technology is that no GSM, WiFi or Ethernet infrastructure is necessary to let the sensors run. Due to the battery-operated system, no connection to the mains is needed. Therefore, allocated emergency buttons, utility meters, or temperature and level sensors can among others simply be connected to a central MobiCall device.

Physical security information management

MobiCall can be operated as a central Physical Security Information Management (PSIM) platform. Local systems, such as burglary control panels, access controls, PA system alarm centre, video surveillance systems, communication stations, intercoms or central building control systems can be recorded and visualised on a



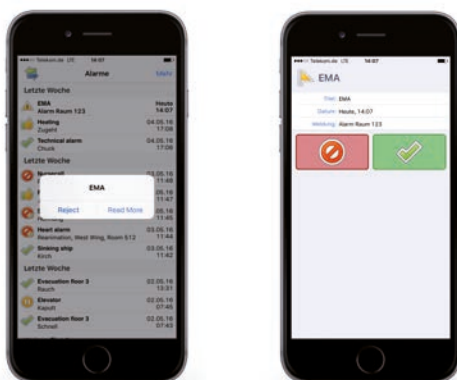
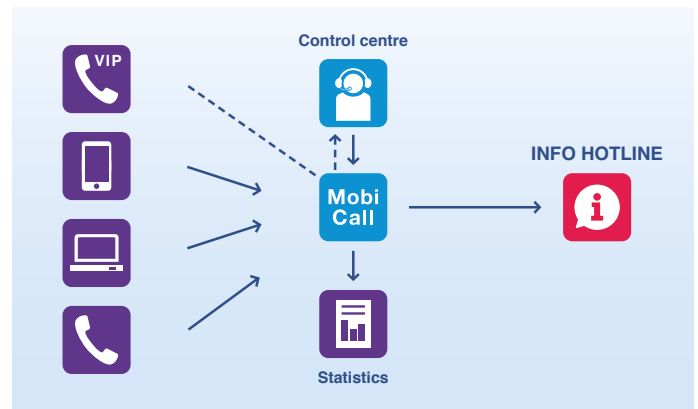
central customised user interface. Thanks to all the gathered information, the user is able to get a comprehensive overview and to take the necessary steps, which include the availability alerting as well as the crisis teams implementation and the integration of an info hotline.

Control centres and hazard management

- Central representation and compression of video and data sources to be monitored
- Call-up of crisis teams
- Optional alerting regarding availability
- Live monitoring of alarm and information distributions
- Alerting according to the presence status
- On-call schedules deposit
- Automatic import of alarm plans
- Integrated voice recording
- Start of emergency conferences
- Geo-redundant components design
- Integration of digital radio and smartphones clients

Info hotline/Citizen Service Centre

- Automatic parallel calls receipt
- Flexible adaptation of free or pre-defined announcements
- Optional multistage Interactive Voice Response menus
- VIP circuitry for phone numbers of utmost importance
- Partial or total blocking of phone numbers as an option
- Saving important staff resources
- Alerting of the population
- Comprehensive statistics and logging



Security technology

- Platform-independent integration of security technology
- Constant monitoring of critical components
- Optional collection of local alarms endowed with a secondary alerting channel via GSM
- Direct transmission of camera images to the client smartphones
- All-clear signal and information function

Monitoring of technical components

MobiCall, with its variety of interfaces for subsystems, such as process control and visualization systems, allows the building automation and ICT components monitoring in real time. When faults or critical thresholds occur, the detailed alarm information is automatically conveyed through the cross-platform to a defined group

Process and building automation

- Collection and monitoring of reporting points across different locations
- IP-Wago contact controller to collect analog signals (such as temperature, measuring and fluid levels) as well as digital contact inputs and outputs
- LPWAN based records to connect low-consumption devices, like battery-operated sensors
- Serial connection via ESPA 4.4.4, Generic Printer Protocol
- IP integrations via Modbus, KNX, BACNet, OPC, XML, e-mail, ESPA-X, HL7 etc.
- Alarm and status messages visualization
- Support to time schedules and shift plans for a specific alarm transmission
- Positive or negative signal acknowledgement
- Task management to monitoring all pending events
- Activation of special features linked to announcement and pop-up functionalities on the PC
- Integration of PA equipment and IP-loudspeakers

ICT monitoring

- Integration of management systems (e.g. Nagios, HP-Open-View, CastleRock etc.)
- Direct integration and monitoring of ICT components:
 - PBX infrastructures
 - Windows services and processes
 - PING functions
 - SNMP traps V1-V3
- Setting priorities and availability plans
- Safe transmission on smartphone app
- Automatic text-to-speech function including the stored library
- Temperature and humidity control
- Access control to the server room including video integration

of people. The integrated task management is a major advantage of this solution, ensuring faults classification and tracking. The entire process, starting from the alarm triggering up to the troubleshooting and including the usual SLA times, can be monitored and visualized.



Smart Factory

- Gateway between production and ICT systems
- Workflows control e.g. logistics management
- Presence and skill-based forwarding of emergency notifications
- Visualization of processes and expirations
- Communication and control of production systems
- Statistic analysis of production figures e.g. average availability, errors and faults frequency

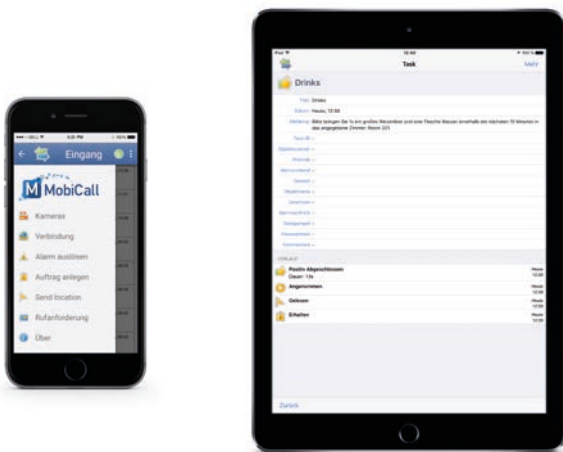




Hospitality – Process optimization

An efficient employment of all means of communication is a crucial cost and quality factor for a hotel business. By means of MobiCall all existing systems, such as the telephone system, the entertainment system, and the hotel management software can be linked together. As

a consequence, the workflow can be optimized, thus allowing to sink the costs and to enhance the service quality. Here the task management module plays a key role, since it supports cross-media planning, administration, monitoring and execution of tasks.

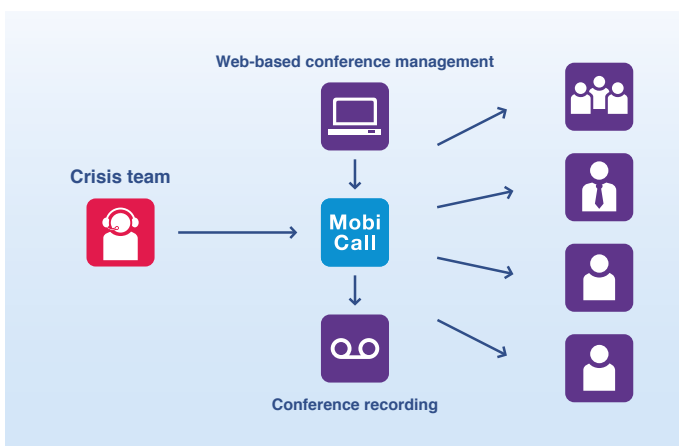


Hotel management software integration

- Integration of all major hotel management software platforms
- Lock and unlock the guest telephone automatically at check-in and check-out times
- Acquisition, gathering and transmission of call data considering the hotel-specific pricing models
- Input of status message by telephone, smartphones or PC e.g. room status and report transmission
- Wake-up call including escalation management via telephone
- Communication of cleaning, repair, and maintenance works
- Real time monitoring of pending task

Rapid-Response-System

- Cross-media input of service tasks concerning room service, laundry service, etc.
- Integration of battery-operated sensors for the automated transmission of status messages (e.g. minibar)
- Hotel-App suitable for Android and iOS devices
- Skill-based tasks transmission (e.g. to the technical or service team)
- Login and logout functions for staff members
- VIP functionality to prioritize tasks
- Multi-client capable web portal for SLA monitoring and evaluation of service quality

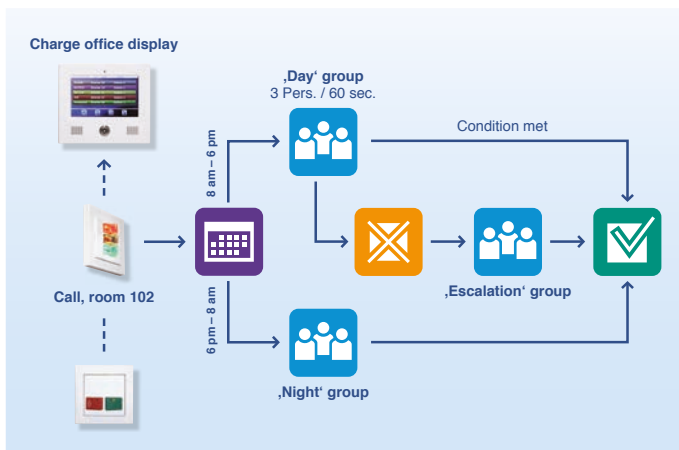


Further potential applications

- Baby-monitor function to connect the room terminal with the parents' mobile phone
- Safeguarding of the SPA area thanks to an emergency button ("red button") with alarm and escalation conditions
- Fixed and mobile option to safeguard a single workstation
- Connection among door station modules including video integration
- Optimisation of the business continuity management, for instance through availability alert
- Automatic start of teleconferences during daily operation or in case of emergency

Healthcare – Critical patient alarms

In critical situations in hospitals, the well-being of a patient often depends on seconds. Therefore, it is of crucial importance that physicians and nursing staff are provided with the necessary information about the kind, location and urgency of an incident as quickly as



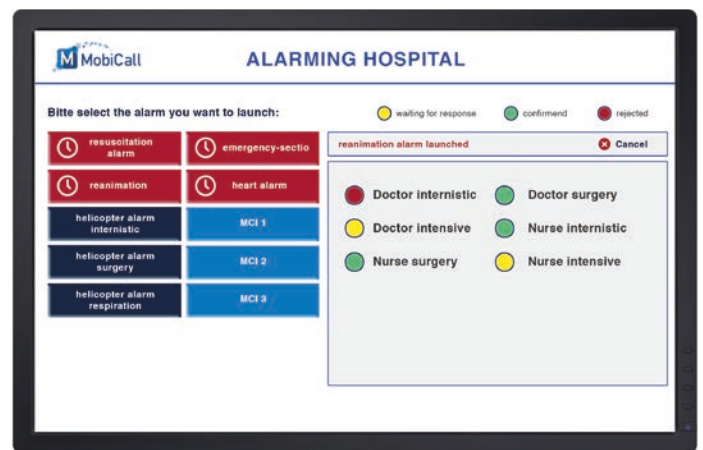
possible. The appropriate emergency measures can be initiated without delay. This guarantees that the professional staff can react in the best possible way. In this process, MobiCall can be used in a heterogeneous environment as a central alarming and information platform for various subsystems.

Integration of existing nurse call systems

- Integration of the various systems using standardised and manufacturer-specific interfaces (including ESPA 4.4.4, ESPA-X, XML, SIP)
- Station-related and cross-station alarms
- Transmission of the kind, location and urgency alarm details
- Use of various alarm scenarios based on urgency
- Support of time and shift schedules
- Simultaneous multimedia-based alarms on different devices
- Possibility of talk-back to the patient room
- Possibility of positive and negative acknowledgement
- Watchdog monitoring of the interfaces

Resuscitation, emergency caesarean section and heart alarms

- Central emergency telephone number for different alarm types
- Integration of subsystems
- Use of the network infrastructure for linking monitored contacts for alarm triggering
- Dynamic recording of emergency information
- Localisation of the person triggering the alarm
- Fixed, dynamic and room-related alarm assignment
- Graphical user interface for triggering alarms
- Automatic establishing of a conference circuit between triggering person and rescue team
- Emergency call switching if subscriber is busy



Patient monitoring

- Connecting of existing patient monitors
- Individual definition of critical threshold values
- Graphical status display
- Transmission of the alarm information including detailed information (e.g. patient's ECG curve as an image)
- Multimedia-based alarms, e.g. as a pop-up on a PC or smartphone
- Forwarding of the message to a subsystem, e.g. nurse call
- Skill-based alarming process
- Watchdog monitoring of the interfaces

Service management and process optimization

MobiCall is available in three versions. Each version includes all licenses related to alarm escalations, time-dependent alarm distribution, fixed number of alarming persons, internal watchdog monitoring, data backup, alarm reports and statistical evaluations. MobiCall offers a long-term upgrading and migration plan, so that acquired licenses can continue to be used. This guarantees a comprehensive investment protection.

MobiBBox is the smart “plug-and-use” solution, available on a compact industrial PC with integrated web server (Appliance). This solution is preferably implemented for sites local equipment.

MobiBBox

- Compact industrial PC provided with integrated web server (Appliance)
- 4 X ComPort, 2 X LAN, 6 X USB 2.0, VGA, HDMI
- Sturdy housing with no moving parts
- Quick installation
- Low maintenance requirements
- Operating as a local gateway in a network



MobiCall

- Platform-independent solution
- Optional geo-redundancy
- Extra virtualisation
- Load sharing support
- Cloud-ready App
- Operating as a central system or as a local gateway in a network



The highly performative platform for big data volumes and more complex requirements is developed by MobiCall on server hardware or in virtual environments. This alternative can be used to centrally control several facilities.

As a web-based service, MobiCCloud is a professional cloud solution for alerting, mobilisation, evacuation, information distribution and personal security.

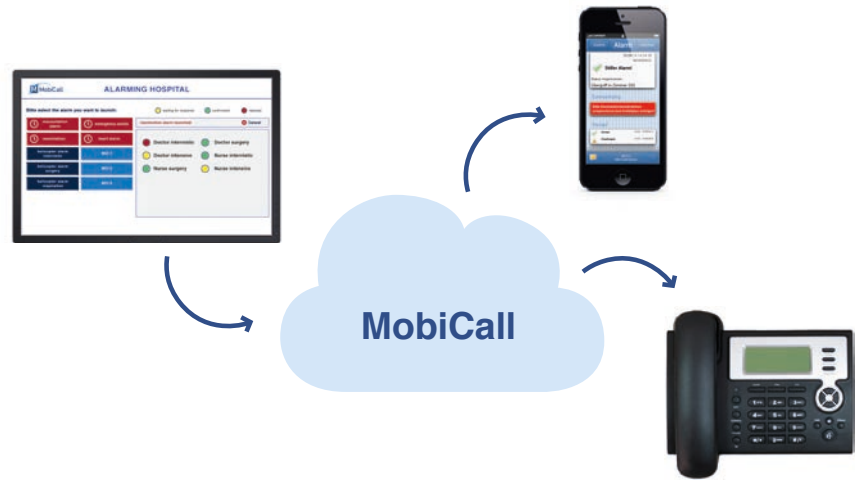
Being a professional security solution, MobiCall can be operated also in a redundant structure with increased performance and reliability. MobiCall Geo-Clustering allows spreading redundancy and functions monitoring across several locations.

Performance	Amount
Voice channels	30
Interfaces	3
Contacts/Relay outputs	128
Alarm groups	90
Message link	100
Phone alarm inputs	100
PC & smartphone clients	100
Alarm scenarios	1,000

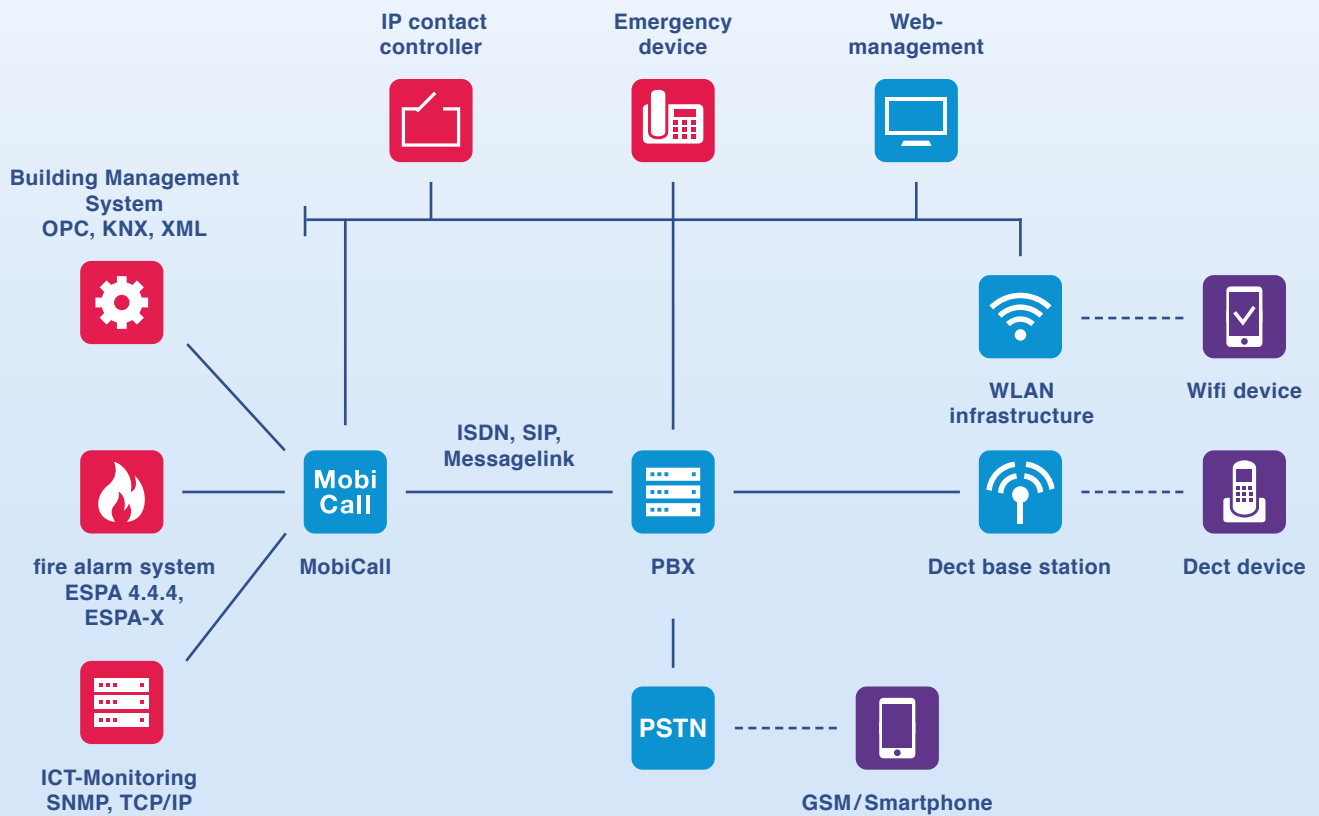
Performance	Amount
Voice channels	240
Interfaces	99
Contacts / Relay outputs	10,000
Alarm groups	990
Message link	99,990
Phone alarm inputs	9,990
PC & smartphone clients	30,000
Alarm scenarios	99,990

MobiCCloud

- Immediately ready for use
- Redundant solution
- No own ICT infrastructure needed
- No high acquisition costs
- Flexible billing
- Operating as a central service or as an hybrid system in conjunction with the local solution



MobiCall network architecture



Industry-specific applications



Healthcare

- Nurse call system connection
- Integration of bed-site monitors
- Eloper alarm transmission
- Silent fire alarm
- Reanimation, C-section and heart alarm
- Emergency call terminals integration
- MCI alerting
- Monitoring of the infrastructure



Manufacturing

- First-aiders emergency call
- Lone workers' safeguarding
- Fire alarm
- ITC monitoring
- Business continuity planning
- Technical components monitoring
- Optimisation of processes



Rescue service organisations

- Emergency call centre
- Set-up of control centres
- Call recording
- Availability alarm
- Info hotline
- Set-up of conferences



Public sector

- Office workplaces safeguarding
- Field representatives' protection
- Amuck and disaster alerting
- Emergency conferences
- Threat calls recording
- Citizens' hotline



Education

- Amuck and fire alerting
- Buildings evacuation
- Incident management
- Formation of crisis teams
- Monitoring of devices
- Books alert
- Workflows optimisation



Hospitality

- Rapid response gateway
- Hotel Management Software connection
- Mini-bar management
- Evacuation in case of fire
- Task management
- Wake-up call and baby-phone
- Improving of communication processes



Financial and Service

- Fire alarm
- Info hotline
- Incident management
- Silent alarm
- Patrols
- Building automation system



Municipal utilities and energy providers

- Disaster alert
- Info hotline
- Mobilisation of on-call services
- Set-up of control centres
- Buildings evacuation
- Personal security
- Monitoring of machines
- Transmission of measurement data

New Voice MobiCall – Added value overview

Flexible, modular and powerful

- Platform-independent solution
- Decentralised and centralised architecture
- Possibility of virtualisation
- Support of load sharing
- Cloud-capable application
- Complete multimedia integration
- +350 interfaces with subsystems

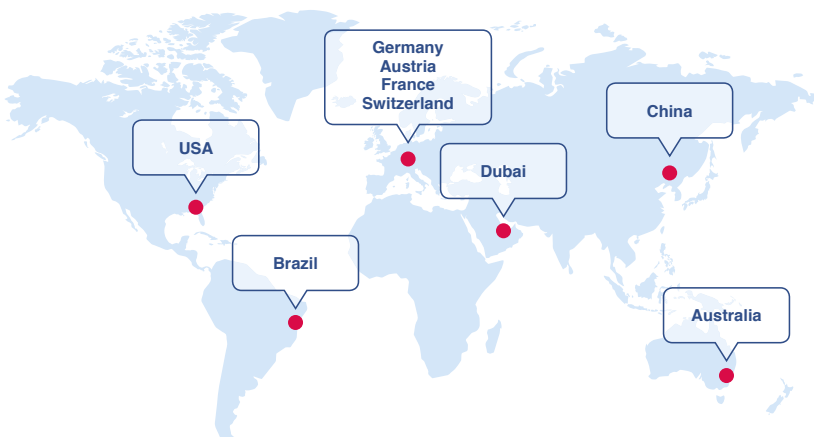
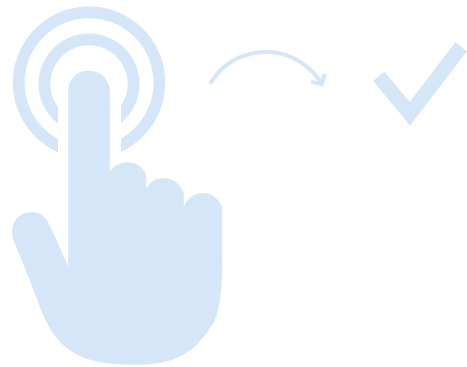


Security under control

- Internal system monitoring
- Possibility of geo-redundancy
- Automatic backups
- Interface monitoring
- Automatic logging

User friendliness

- Process-oriented system management
- Industry-related configuration options
- Multi-client capable web access
- Templates and filtering functions for statistical alarm evaluation
- Reporting with graphical representations



New Voice International AG

- 25 years of experience
- 60 employees
- More than 6,000 installations
- 250 marketing and service partners
- Branches worldwide

New Voice International AG

The Swiss company New Voice International AG has been developing high-quality solutions in the fields of security, telecommunication and information technology since 1991. With more than 6,000 successfully implemented systems all over the world, New Voice is the leading provider in the field of Unified Event Communication. The services are centred around the MobiCall product which is an individually tailored solution for alerting, mobilisation, evacuation, information distribution and monitoring in the professional environment. Around the globe, 60 employees are working in the development, marketing, project management, installation and support departments to design reliable and innovative products combined with easy-to-use user interfaces.

© Copyright 2017
New Voice International AG
All rights reserved.

The information in this document only contains general descriptions or performance features which, depending on infrastructure and software version, may not always apply in the form described.

MANUFACTURER:

New Voice International AG

St. Gallerstrasse 8
CH 8853 Lachen
Tel: +41 58 750 11 10
mobicall@newvoice.ch
www.newvoiceinternational.com