Unify OpenScape Alarm Response

Atos Unify OpenScape Alarm Response OScAR-Pro V4

One System – Multiple Solutions. OScAR-Pro offers wide-ranging functions that facilitate and optimize business processes and alerting procedures in combination with emergency calls and security incidents, and that enhance efficient crisis communication.

OScAR-Pro reliably automates and optimizes any business-critical communication, in particular in emergency and crisis situations, and in virtually all economic and civic areas.

With its superior flexibility and versatile communications strategies, OScAR-Pro warrants, in combination with the Unify Communications platforms and end devices, a maximum degree of flexibility, reachability, and accessibility for increasingly mobile employees.

OScAR-Pro increases efficiency and saves you valuable time and money.

Fields of application

OScAR-Pro offers versatile alerting, communications, and security functions for a vast variety of different target groups, for example, for:

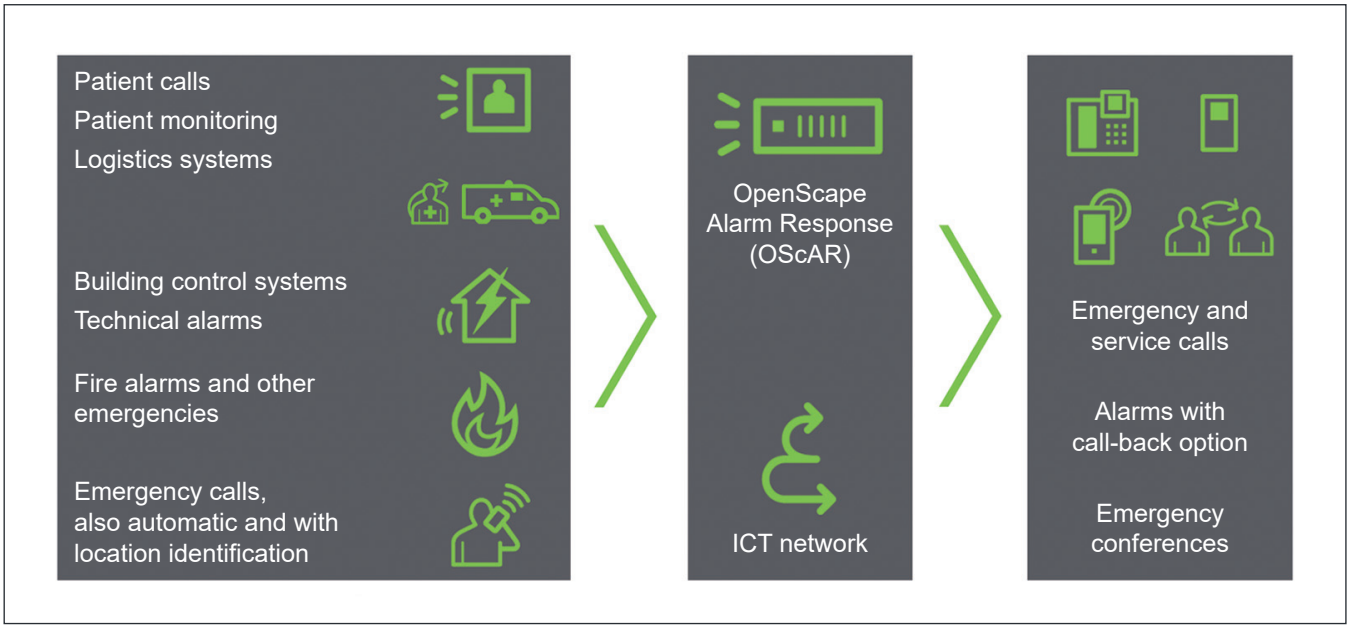
- Financial service providers, banks, and savings banks
- Hotels
- Public authorities and administrations
- Industry (chemical, automobile...)
- Hospitals, nursing homes
- Fire brigades, police authorities
- Disaster control services and the military
- Airports, public transport services

Applications

OScAR-Pro reliably solves the most diverse tasks through its applications:

- Broadcasting/Alerting-Pro
- Personal Security-Pro
- Conferences-Pro
- Info Telephone-Pro
- Call Profiles-Pro

OScAR-Pro V4 can be equipped with all or only with a part of these applications, individually and as needed, and additionally also with various add-on functions to optimally answer to the challenging tasks in combination.



OScAR-Pro V4 at work

Trusted partner of your **Digital Journey**

Atos

Product versions

OScAR-Pro V4 is available in two powerful product versions:

- OScAR-Pro 200 V4
- OScAR-Pro 300 V4

OScAR-Pro 200 V4 is based on the new medium-sized alarm server hardware platform OScAR 200:

- Structural shape 19"/1HU
- 4 to 30 parallel telephony channels
- Two serial ports

OScAR-Pro 300 V4, in contrast, operates on the full-sized alarm server hardware platform OScAR 300 that has been well established for many years:

- Structural shape 19"/3HU
- 4 to 480 parallel telephony channels
- Up to 8 serial ports
- More optional add-ons and expansions than OScAR-Pro 200

General functions, across all applications

OScAR-Pro...

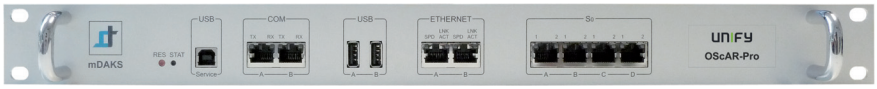
- ...can be connected with 4 ... 480 channels to Atos Unify OpenScape PBX systems and networks, depending on the individual system size and requirements, both classic via ISDN- and via VoIP trunking (also encrypted)
- ...supports 1,000 subscribers with up to 4 call targets or communications targets each
- ...takes calls and calls users direct, through-connects audio sources, and switches subscribers to bilateral calls or conferences
- ...has special alarm- and emergency call functions, e.g., emergency call signalling and forced release
- ...runs in two different priority modes and can thus be employed for everyday routines while retaining sufficient capacity for the alarm communication in the event of a sudden emergency or crisis
- ...can call targets depending on their log-on status, as well as day- and time-dependent (incl. holiday evaluation)
- ...notifies through voice messages (up to 1,000 announcements, optional text-to-voice conversion), display texts, or text messages (SMS))
- ...communicates with telephones (user desk phones, cell phones, DECT, WLAN), pagers, and the new OScAR-Mobile-Clients for Windows 8 phones, Android phones, and iPhones, supporting state-of-the-art mobile accessibility models
- ...sets off alarm processes through malfunction messages received from external sensors (level, temperature detectors etc.)
- ...signals process- or system states via external actuators (alarm horns, signal lamps etc.)
- ...connects serially or via the LAN with a wide variety of host systems

One large OScAR-Pro system can consist of two active OScAR alarm servers plus two assigned redundancy servers in hot standby.

Administration and operation

The administration and operation of the OScAR-Pro system, incl. the process logging, is carried out via LAN from one or several PCs using the separate Operator and Administrator Tool:

- Database server (1 per system)
- Process server (1 per alarm server)



OScAR 200 - Hardware platform of OScAR-Pro 200 V4

OScAR 300 - Hardware platform of OScAR-Pro 300 V4

- Administrator Tool for up to 10 parallel administrators
- Operator Tool for up to 10 parallel operators
- OScAR-Pro offers easy and intuitive Windows user interfaces.

In addition, OScAR-Pro enables fully customizable user interfaces with the incorporation of individual graphics (e.g. maps of a plant) in multiple hierarchy levels.

Standard interface ESPA-X

Integration made easy – a special highlight of OScAR-Pro lies in the ESPA-X interface, an innovative and trendsetting standardized application interface that provides manufacturers of systems for production monitoring, building control, nurse calls (in hospitals), fire detection, logistics etc. with a powerful and highly efficient connectivity to the world of modern telecommunications.

ESPA-X is based on the TCP/IP and XML standards and thus blends in seamlessly with any already existing data network infrastructure, enabling new and centralized solutions, including the connection of physically widely distributed components.

For more information please see www.espa-x.org.

The applications of OScAR-Pro V4

Broadcasting/Alerting-Pro

Alert, notify, mobilize

OScAR-Pro enables simultaneous or sequential targeted alerting and notification of individual users as well as of entire user groups through telephone calls with alarm features or per text messaging, with or without direct confirmation.

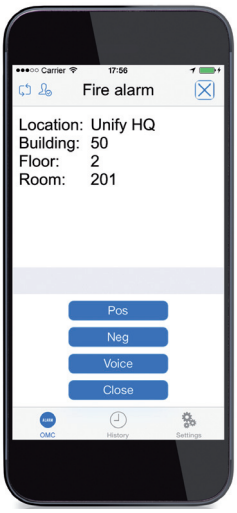
Vital and life-saving information is transmitted automatically, quickly, and safe. This brings increased mobility to employees and minimizes error-prone, time-consuming, and monotonous job routines.

OScAR-Pro operates either autonomously or in combination with host systems that are equipped with certified interfaces to OScAR-Pro, in particular with such systems as:

- Nurse call systems in hospitals/nursing homes
- Building management systems
- Alarm systems
- Fire alarm system
- Emergency response host computers
- Logistics systems

Typical scenarios include:

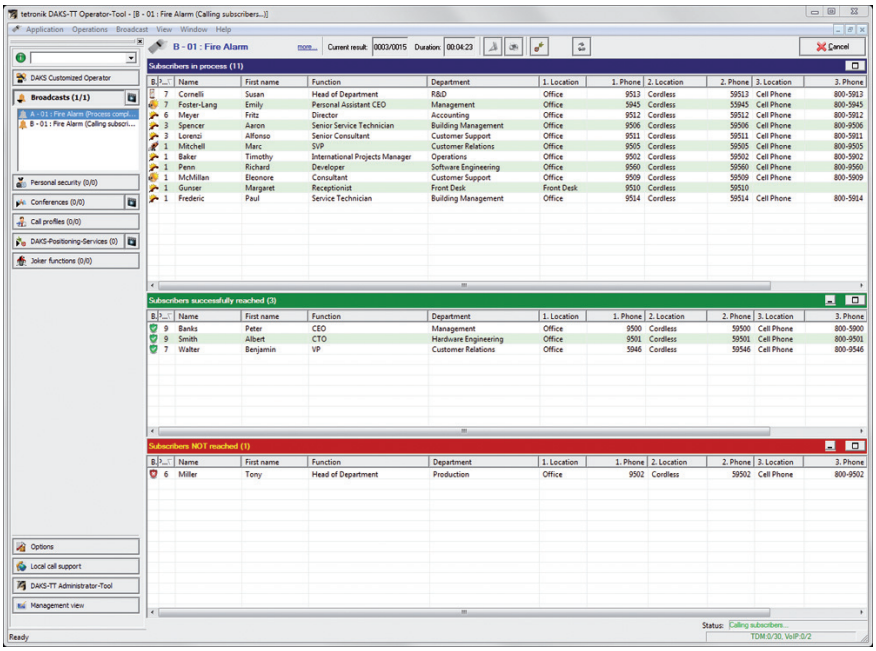
- Mobilization of auxiliary fire brigade units, first responders, and emergency rescue teams, also in combination with external emer-gency response host computers
- Targeted evacuation of production areas and buildings (for example, in a hotel, chemical industry park, or hospital) in a fire or other emergency situation
- Simultaneous, i.e. parallel, notification of police, fire brigades, hospitals, disaster control services, etc.
- Quick exchange of information between head offices and branches
- Service assignments to service staff
- Nurse calls from external call systems, set off from mobile handsets – also with callback to the calling patient
- Telephone-triggered emergency calls
- Transmission of malfunction reports from industrial controls or alarm systems to remote service technicians



Alerting the OScAR Mobile Client

Application profile

- 1,000 broadcast groups with definition of up to 1,000 subscribers
- Depending on the system setup, activation of broadcasts over the phone, through the Operator Tool, via digital inputs, data interfaces, OScAR-Pro Satellite[1]), via system state changes, personal security alarms, or time-triggered
- Up to 10 parallel broadcasts
- Comprehensive parameterization options to control the broadcast processing (sequential, parallel, where needed also with a fixed number of subscribers that must be reached, a follow-up broadcast, skill groups within the broadcast ...)
- Variable confirmation choices for each subscriber (listen is enough, send confirmation, authenticate by PIN, 2-step incl. a completed message ...)



1. OScAR-Pro Satellite = Decentral OScAR satellite component connected to OScAR-Pro via LAN, with serial ESPA4.4.4 interface, 16 digital inputs (with short circuit and line break detection) and 8+1 contact outputs

Personal Security-Pro

Provide protection in high-risk areas and ensure accessibility

OScAR-Pro protects staff in sensitive areas and alerts systematically and reliably in case of an emergency.

Mobile or stationary users are monitored by tracking their radio link on a cyclical basis or through monitoring calls, but can also set off deliberate alarms (using speed-dial or alarm buttons) and automatic alarms (using no-longer-upright or no-movement sensors).

Typical applications include:

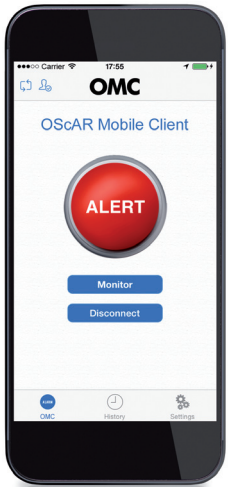
- Protection for caregivers in psychiatric wards
- Protection for watchmen on their routine inspection tours
- Protection for service staff working on solitary workstations in high-risk work areas
- Ensuring the accessibility of important persons and responders (e.g. doctors and nurses in hospitals, or service, control center, and security staff members in industrial sectors)

Personal Security-Pro attains its highest efficiency in combination with OpenStage M3 Professional handsets and the OScAR Mobile Clients, offering particular logon/logoff and alerting functions.

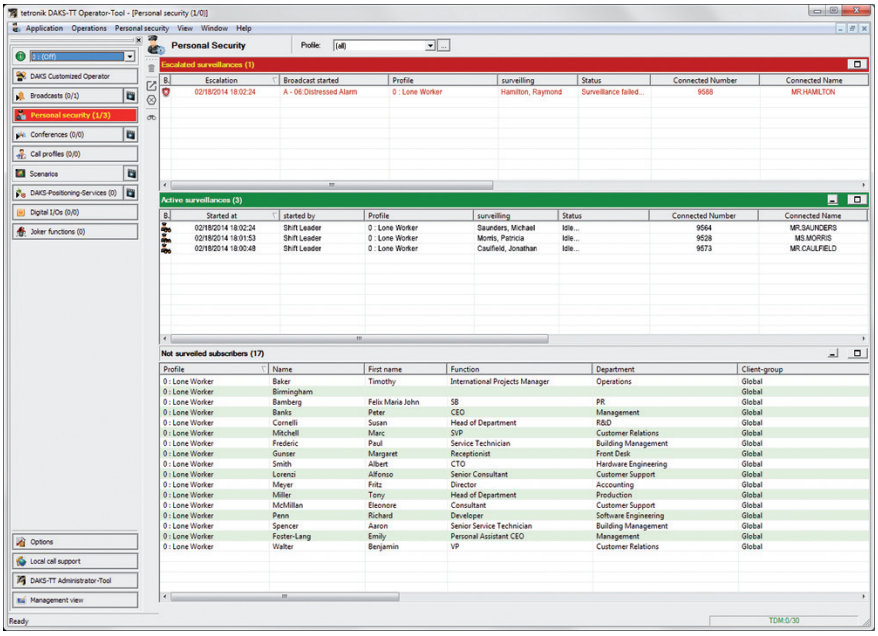
Application profile

- Activation/deactivation of the monitoring process by the user himself/herself, by a head of section, or via contact
- Support of 10 different Personal Security profiles
- Monitoring of up to 10 telephones and up to 100 OScAR Mobile Clients, in parallel
- Visualization of active Personal Security processes at the Operator Tool
- Possibility to record ones present location as current voice message
- Automatic, selective broadcast start if no answer from user, loss of radio link, or other problem
- Surveillance of the radio link in combination with Atos Unify OpenScape 4000 Cordless, Atos Unify OpenStage WL3 handsets, and OScAR Mobile Clients
- Automatic alerting in combination with OpenStage M3 Professional handsets

OpenStage M3 Professional during the monitoring



OScAR Mobile Client, currently not monitored



OScAR-Pro V4 Operator Tool with Security view

Conferences-Pro

Decide as a team, bring qualified help

The user-friendly, spontaneous (ad-hoc), but also process-controlled convening of telephone conferences substantially accelerates all communications and decision-making processes, for example:

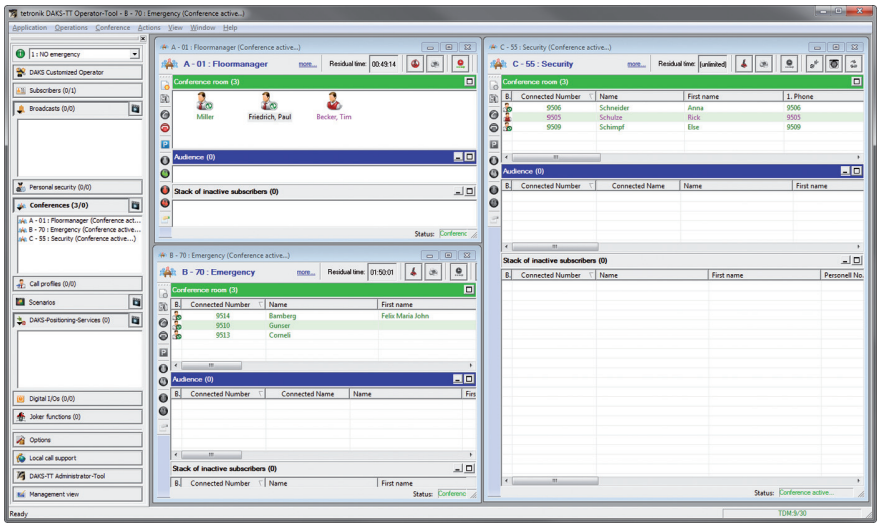
- Between crisis management groups in crisis or disaster incidents
- Between exposed persons and first responders
- Between headquarters and local offices
- Between editors and reporters
- Between geographically widespread (e.g. international) project teams
- In many other business areas that additionally require objective proof of the actual communication

Conferences can also be activated and controlled over the phone or by a central operator.

OScAR-Pro connects decision-makers and accelerates vital decision-making processes.

Application Profile

- 1,000 conferences with definition of up to 60 conference participants
- Conference activation over the phone, via digital input, Operator Tool or time-controlled
- Up to 12 conferences in parallel
- Support of Meet-me, Preset, and Progressive conferences, i.e. the system calls subscribers (prepared or ad-hoc), the subscribers call in themselves, or both
- Far-reaching parameterization options to control the processing of conferences and the entry into a conference (where needed, by PIN or by security code and phone number verification)
- Support of active and passive conference participants (listen-only participants, mute function), conference participants on hold (get e.g. a waiting music), and conference participants with a master or operator function
- Support of conferences that can be started in multiple instances, with substitute conferences (e.g. for emergency call numbers)
- Control of conferences through the Operator Tool



OScAR-Pro V4 Operator Tool with Conference view

Info Telephone-Pro

Notify large groups all at once

OScAR-Pro can be called for playback of voice messages that were either recorded ad-hoc or defined in advance, but also for live transmissions, bringing vital information to large groups of persons quickly.

Typical scenarios include:

- Public reassurance hotlines in spill situations at industrial sites, to inform residents, notify authorities and/or employees
- Information hotlines for weather and traffic reports: flood levels, snow levels, bottlenecks etc.
- "Now-playing-at-your-local-theater" or "going-on-in-town" information
- Live transmission, e.g. of public sessions of parliament or employee meetings

Application Profile

- Playback of voice announcements and audio sources
- Definition of 9 different Info Telephone profiles and 20 different Info Telephone activities
- Selection of playback via DDI or in a dialog (one-stage IVR)
- Switch profiles through the Operator Tool, over the phone, or via digital input
- Distinct announcements to in-house and external callers

Call Profiles-Pro

Quick accessibility in every situation

Call Profiles enable you to dial a single number for all telephone numbers of a person, or for all relevant members of a team, which are called automatically. This realizes added special functional value in combination with:

- DECT/WLAN systems located at different sites that do not support roaming
- Employees using a mobile and a wired telephone at the same time
- Several telephones in hotel suites
- "Flexible offices" or hotline service numbers, operated by information desk staff or service technicians who are either called in parallel or who can also swap or trade duties

Especially for the latter field of application, OScAR offers a system-integrated queue function.

The gains range from increased reachability of mobile subscribers, to shorter queuing and simplified dialing for callers. This can avoid the often time-consuming search for the right responder – especially in an emergency situation when every second counts.

OScAR-Pro realizes user-friendly and fast accessibility – anytime and anywhere.

Application profile

- 1,000 Call Profiles with 2 call phases and up to 10 subscribers definable
- Queue function for callers, with message or waiting music
- Extensive parameterization options (voice message, wait times, behavior if busy, if necessary, mandatory acceptance code, etc.)
- Replacement of call targets by an active number (world-wide follow-me)
- Support of route optimization after call thru-connect
- Callback function when contacting via pager
- Call screening with up to 20 authorized callers in up to 9 different priority levels

Technical data for OScAR servers

Performance feature/function	OScAR 200 (Basis for OScAR-Pro 200)	OScAR 300 (Basis for OScAR-Pro 300)
Housing/dimensions	Server in a 19-inch housing (1 HU)	Server in a 19-inch housing (3 HU) with cPCI boards
Basic server properties	• Not a PC, but a process computer architecture in low power design (= green IT) • Without hard disk, instead with pluggable CompactFlash card and without a fan, thus excluding failure-prone, rotating components • Extensive server self-monitoring, incl. error messages • Superior availability with a MTBF average exceeding 400,000 hours	
Operating system(s)	dual-processor system: • Core 1 with Linux™ operating system • Core 2 with Clinux™ operating system	multi-processor system: • Main core with Linux™ operating system • DSP peripheral cards with Clinux™ operating system
Ethernet LAN ports	2x 10/100BASE-T	2x 10/100/1000BASE-T (GbE)
ESPA-X-based LAN data interfaces	up to 5: • For host couplings • To the mail-to-phone server • To OScAR-Pro Satellite peripheral devices	up to 20: • For host couplings • To the mail-to-phone server • To OScAR-Pro Satellite peripheral devices
LAN data interface to OScAR Mobile Clients	• Support of up to 200 DAKS Mobile Clients • Connections to the clients through a controller (usually within the DMZ)	
Additional LAN interfaces	• To the OScAR Operator and Administrator components • To the Syslog server to save system and process reports • To the SNMP-Manager (SNMP V1, programmable traps, optional) • To one or two NTP servers (main and redundancy server)	
Serial ports	Two: RS232 or RS422, electrically isolated	Up to 8: RS232, RS422 or RS485, electrically isolated
Supported serial data interfaces	• ESPA 4.4.4 or TAP with/without callback functionality • VIT1, FTI1 • DUST3964R for Simatic S5 • SIGMASYS coupling via SM port	

Performance feature/function	OScAR 200 (Basis for OScAR-Pro 200)	OScAR 300 (Basis for OScAR-Pro 300)
USB host ports	2 ports for contact I/O, system printer, radio modem (if necessary via Hub)	2 ports for DCF-77 converter, system printer
Digital inputs (= contact/switching inputs)	Up to 32/64 (with/without short circuit and line break detection) for process activations and status changeovers	Up to 32 direct and up to 704 remote (via RS485) process activations and status changeovers
Digital outputs (= contact/ switching outputs)	1 built-in special relay output with make and break contact, plus up to 16 more for process, system, and error reports	Up to 16+2 switching outputs for process, system, and malfunction messages
Audio I/O ports	Not available	Up to 8xIN and 8xOUT: • Playback of external audio sources • Recording of conferences • Direct control of PA systems
DCF-77 synchronization	Optionally via DCF77 port	Optionally via USB-Host port and converter
Power supply	• Two internal power supply units usable in parallel (redundant): PSU 1 for 115/230 VAC, PSU 2 for 24/ 48 VDC • External professional AC/DC converter for power supply from 2x 115/230 VAC optional	• Either from 48 VDC or from 115/230 VAC • 2 power supplies optional (DC+DC, AC+AC, or DC+AC)
Power consumption	• For AC power supply: approx. 25 W • For DC power supply: approx. 20 W	• Depending on system size and set-up; normally approx. 30 W
Voice processing	• Channel-specific playback of messages and generation of tones and DTMF • Variable voice interconnection one- and bidirectional, incl. conferences (on the hardware side without restriction to the number of conferences or conference participants) • Direct recording and playback	
Voice memory	1 hour	2 hours
Voice communication	• 4, 8, or 30 channels • ISDN trunking (S_0, S_{2M}) with D-channel protocol QSIG or CorNet-NQ and channel-individual inband DTMF recognition • VoIP trunking with SIP or SIP-Q signalling, unencrypted or encrypted (SRTP; SIP over TLS, SDES) • Codec: 64 kbit/s G.711 a-law	• 4, 8, 30, 60, ..., 480 channels • ISDN trunking (S_0, S_{2M}) with D-channel protocol QSIG or CorNet-NQ and channel-individual inband DTMF recognition • VoIP trunking with SIP or SIP-Q signalling, unencrypted or with up to 60 channels encrypted (SRTP; SIP over TLS, SDES) • Codec: 64 kbit/s G.711 a-law
SMS dispatch	Via GSM-SMS radio modem (link-up via USB)	Via GSM-SMS modem – analog or ISDN or via GSM-SMS radio modem (link-up serial)
Interface to system printer	Spooled, either via LAN or USB; printer protocol: RAW / Port 9001	
Supported languages	German, English, French (user interfaces, text output and announcements)	
Certifications	UL, FCC and CE	
National approvals	See OScAR Product Management latest list of countries	

The strengths of OScAR-Pro V4 – an overview

Professional system with high availability

- Far-reaching application support with extensive, customizable configuration possibilities
- Two alarm server hardware platforms ensure optimum tweaking to individual requirements
- Flexible choice of site for servers (e.g. in protected DP centers) and operation/ administration stations (e.g. offices or coordination centers)
- User interfaces fully customizable to client needs and requirements
- Emergency backup operation even if part of the system/network fails

Expertise and know-how

- Developed and produced by long-standing partner tetronik, the second-to-none specialist for alarm- and crisis communication solutions ("Made in Germany")
- Robust, sturdy and well-proven architecture, continuously enhanced from 1994 until today, and constantly adjusted to the changing market demands and conditions
- Worldwide distribution (sold in over 50 countries) with many thousands of installations, market leader in the field of alerting over telephone in Germany
- Extensive reference list of satisfied customers

Superior flexibility and investment protection

- Long-term planning reliability for the realization of process optimization, the automation of workflows, and alarm scenarios
- Optimization of the total cost of ownership by ensuring very long useful lives
- Superior degree of system security attained through operation-optimized and hardened platforms
- Constant enhancement, based on the latest market requirements
- Seamless integration into Unified Communications scenarios
- Various powerful, project-specific expansions and special functions available on demand

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