



# Alerting evacuation notification with Polycom and NovaLink

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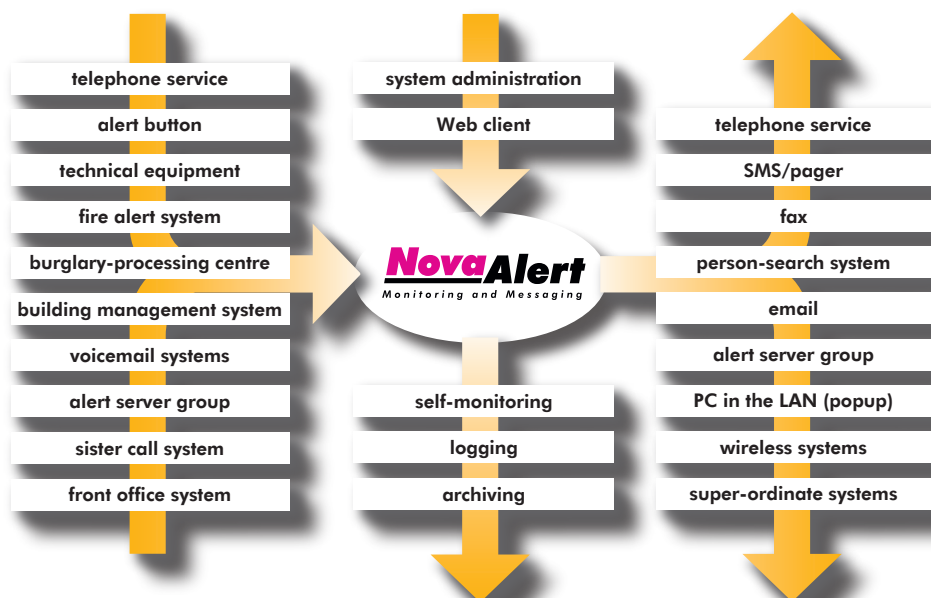
**NovaAlert is the solution for flexible, efficient and safe alerting, evacuation and notification.**  
**The instrument for a comprehensive emergency and alerting concept to take specific measures.**

## **What is NovaAlert?**

NovaAlert is an alerting, evacuation and messaging system based on a client-server architecture. A variety of interfaces permit the connection of all your technical equipment. With NovaAlert the event-related notification of dozens of people within a few seconds is a sure thing. Safety and reliability are given top priority. Various options increase the availability of NovaAlert. Watchdog monitoring, hard disk mirroring, uninterruptible power supply, redundant hardware and independent function-monitoring equipment are possible. A comprehensive remote-maintenance system is available should it ever be necessary for service personnel to intervene in the system.

## **Investment protection**

The system can be structured according to your requirements, which means optimum value for money. In order to protect your investment, the system's modular structure allows to be expanded by include additional interfaces or functions.



## **NovaAlert Functional Overview**

### **Alert triggering via**

- Alert contacts (digital/analog)
- Serial interfaces
- Internal and external telephone calls
- Voice recording
- OPC
- Input on the alert server (client software)
- Pre-programmed alert instructions
- Simple Network Management Protocol (SNMP)
- TCP/IP (computer network – LAN/WAN)
- Databases
- Receiving paging messages
- Direct alerts via special telephone numbers incl. text recording
- Input on any PC in the network (Web client)
- Receiving email (SMTP)
- Websphere MQ

### **Alerting to**

- Internal/external fixed-network connections
- Display of wireless telephones via paging (DECT)
- SMS (Short Message Service)
- Person search systems
- Email
- Fax
- Wireless telephones (DECT)
- GSM (mobile telephone)
- Pager (call receiver)
- Serial interfaces
- PC via popup message
- Digital and analog outputs

### **Miscellaneous Functions**

- Unlimited number of telephone lines
- Alert acknowledgement via PIN
- Line-busy recognition, call repeat
- Connection to the telephone service via analog a/b, digital S0 or S2M and Voice over IP
- Watchdog circuit for uninterrupted self-monitoring
- Automatic, time-controlled alerts
- Alerting according to readiness list (Pikett)
- Unlimited number of individuals, groups and alerts
- Data storage of the system and alert data
- Online log printer
- Hotel gateway (check-in, check-out, automatic language selection)
- Language synthesis during alerting (text to speech)
- Remote maintenance
- Data security by means of hard disk mirroring
- Cold or hot standby (redundant system)
- Defined number of persons to be summoned
- Alert text can be listened to repeatedly
- Intrusion into existing call
- Connection via VoIP (H.323 and SIP)
- Group call
- Watchdog protection
- Unlimited number of definable macros
- Time and date-dependent alert dissemination
- Prioritizing of sequential alert processing
- Recognition of divers to the voicemail system
- Variety of languages (D, F, I, E, NL)
- Complete and detailed logging
- Recording of holidays, company holidays and other times of absence
- Administration via PC clients
- Automatic conversion of abbreviations
- Uninterruptible power supply
- Redundant hardware



## **Paging via NovaLink's NovaAlert and Polycom's Open Application Interface (OAI)**

**There are two main ways to transmit text messages to a wireless phone.**

**The first option is to send text replacing the displayed call number during a Voice over IP call.**

**The second option is to transmit text messages using Polycom-Paging via the Open Application Interface (OAI). It enables NovaAlert to send and receive real-time text messages independent of current calls. Also interactions like pressing the acknowledgement-key on the wireless phone can be transmitted back to a third-party system.**

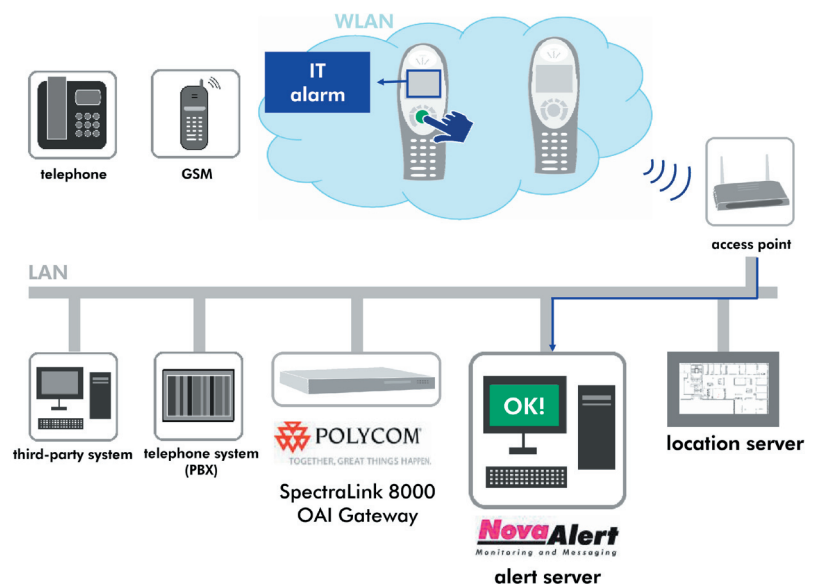
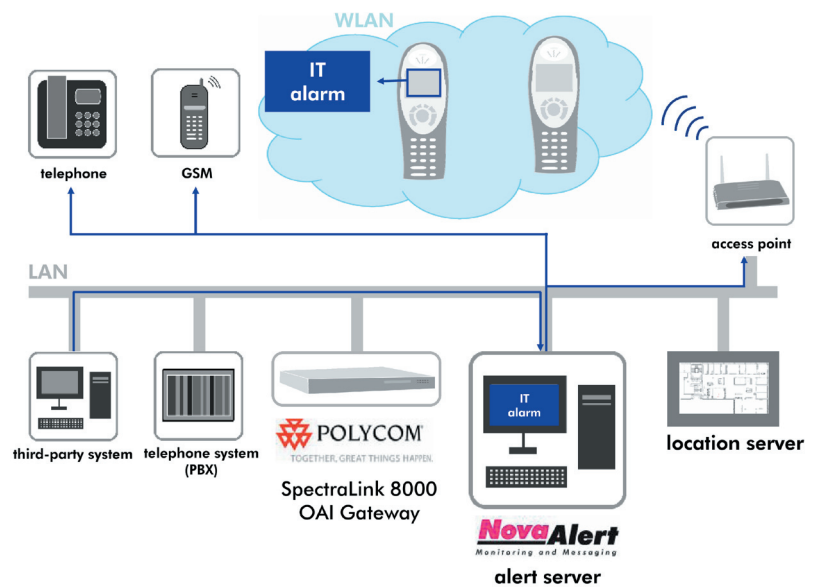
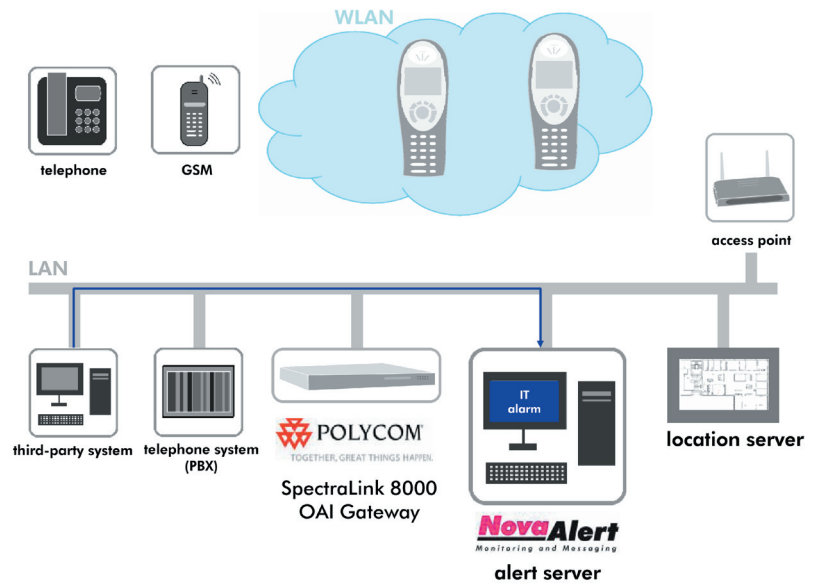
**The alert system NovaAlert supports both ways of transmission without any restrictions. The following examples illustrate the possibilities.**



## Example 1

### System malfunction transmitted from a monitoring system by Polycom-Paging with manual acknowledgement

- A monitoring system dispatches a malfunction via an interface to the alert system NovaAlert. NovaAlert searches for persons in charge according the configuration by all kind of possible communication ways (phone call, GSM, Polycom-Paging etc.)
- A SpectraLink Wireless Phone notifies the incoming text by a tone and displays the malfunction-message.
- The user accepts the alert by pressing the acknowledgement-button. NovaAlert recognises that a requested person was found and accepted the message. Then NovaAlert terminates the alert process.



## Example 2

### Emergency call triggered by a SpectraLink Wireless Telephone including localisation of the requesting person

- A separate working person needs help and pushes the emergency-button on the mobile device. The emergency call is redirected by the OAI to NovaAlert.
- NovaAlert activates the localisation of the requesting mobile device and gets the necessary coordinates. Now NovaAlert starts the emergency alert process and searches for aid according to the given configuration. Besides the name of the requesting person also her position is transmitted and displayed.
- As soon as a person acknowledged the call, a message like "help on the way" can be sent to the requesting person.

