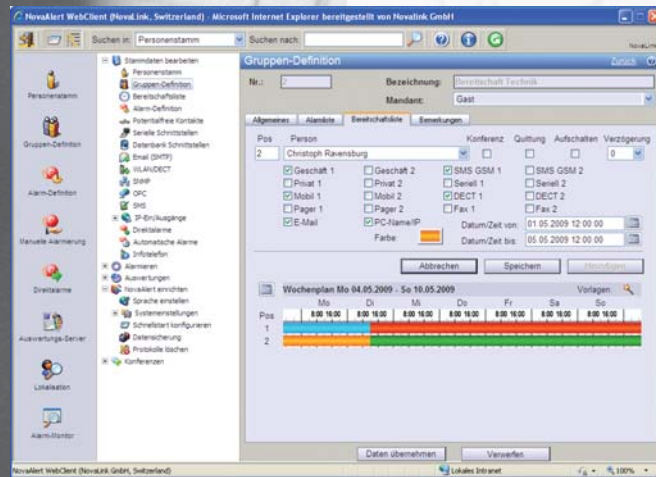




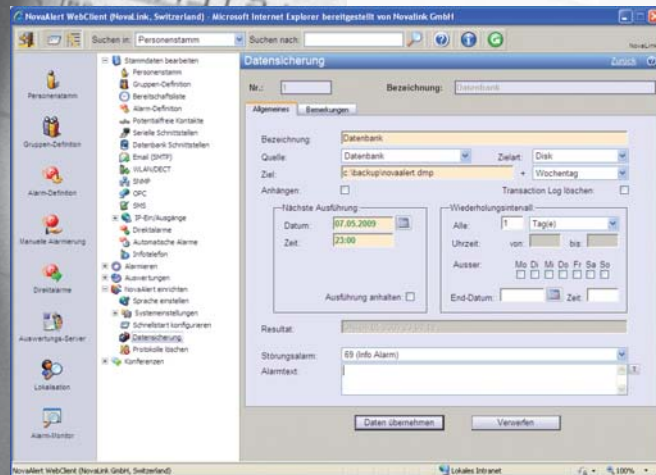
**Flexible and fast alerting, evacuation  
and notification**



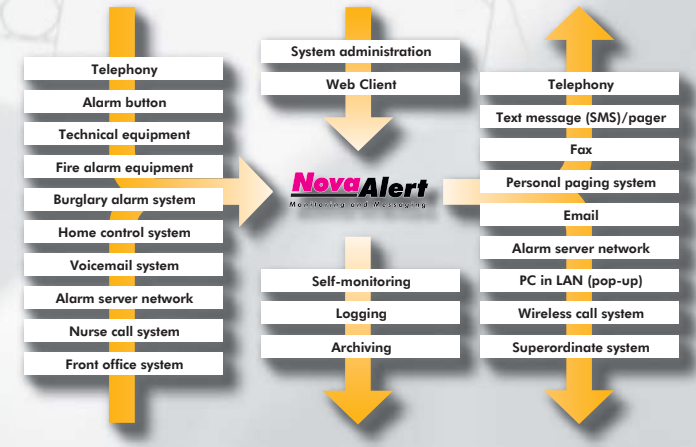
# Flexible and fast alerting, evacuation and notification



Web Client: Readiness list



Web Client: Data protection



## System architecture

The NovaAlert solution is an alerting, evacuation and messaging system based on a client-server architecture. A variety of interfaces allow the connection of all your technical equipment. With NovaAlert, the event-driven notification of dozens of people within a few seconds is assured. Security and reliability have top priority. Various options increase NovaAlert's availability.

Possible options include watchdog monitoring, uninterruptible power supply, hard disk mirroring, redundant hardware and independent function-monitoring equipment.

A comprehensive remote maintenance system is available should it become necessary for service personnel to intervene in the system.

## Investment protection

The system can be structured according to you needs, which results in optimal cost effectiveness.

In order to protect your investment, a modular structure allows you to expand your installation with additional interfaces or functions.

NovaAlert is the solution for flexible, fast and secure alerting, evacuation and notification; the right tool for a comprehensive emergency and alerting concept that introduces highly effective measures.



# ***Unlimited possibilities***

**NovaAlert fully covers the extensive  
application fields in the alerting,  
evacuation and messaging sector.**

# Unlimited possibilities

## **Fire and intrusion alerts**

Fires and burglaries are often detected by specially designed systems. However, just as important as the detection of such occurrences is the fast and reliable notification of the corresponding emergency services, such as the fire brigade, security firm, management, etc.

## **Alerting in the event of technical malfunctions**

Technical malfunctions or machinery failures can have disastrous consequences. Rapid alerting and event-driven, selective mobilizing of the right people at the right time can not only reduce but often prevent damage.

## **Be informed in the event of disaster situations**

In the event of a disaster, operation centres have the task of mobilizing dozens if not hundreds of people within a few minutes. Thanks to parallel processing NovaAlert can accomplish this task much more efficiently than conventional systems. Using a variety of alerting options (telephone, pager, text message, e-mail, etc.) the system reaches the right person efficiently and in the shortest possible time.

## **Mobilization of rescue teams**

In clinics, hospitals and among emergency service organizations, a few seconds can often make the difference between life and death. In emergencies it is therefore imperative that the rescue and resuscitation team are provided with the information it requires as soon as possible, thus enabling it to react effectively and optimally.

## **Evacuation of buildings**

In the event of fire or security threats, large building complexes such as public buildings, banks, hotels or hospitals have to be partially or totally evacuated. Everybody in the building has to be informed of the situation as quickly and as efficiently as possible. To effect a successful evacuation in the catering and hotel sector, NovaAlert informs guests in their own languages.

## **Monitoring IT infrastructure**

NovaAlert can also monitor various components of IT infrastructure, thereby reporting server or switch failure. By notifying the network specialists immediately, the downtime of the infrastructure can be reduced.

## **Information line (announcement service)**

Via various telephone numbers, announcements can be requested from external parties. This enables access to specific information concerning current events.

... and these are just a few of the options at your disposal! If you contact us, we will be glad to advise you.

The application fields in alerting and evacuation systems are unlimited. A few selected examples from practical experience demonstrate possible areas of application.



# ***Countless ways of alert triggering***

**A multitude of open interfaces makes it possible  
to fulfil all your alert triggering requirements.**

# Countless ways of alert triggering

## **Alarm contacts**

The simplest way to trigger alerts remains the use of floating alert inputs. It does not matter whether the alert is triggered by a simple emergency button, a relay output of a machine, or via any other technical facilities.

## **Serial interfaces**

If the number of data points increases, use of a serial interface is appropriate. NovaAlert supports all standard protocols, and can adapt itself to any manufacturer-specific protocol. NovaAlert therefore represents the optimal solution when replacing an existing personal paging system (PPS).

## **Connection via LAN**

These days, many modern control systems in the areas of fire protection and central building control systems can be integrated into the LAN. The NovaAlert alerting system is capable of receiving and evaluating the relevant information via a TCP/IP connection. Likewise, it is possible to access any number of remote databases in the network and to use their content for alert triggering, acknowledgment, etc.

## **Remote triggering by telephone / text message**

The dialing of predefined emergency numbers is another highly versatile method of triggering alerts. The sending of text messages represents a simple and secure way of triggering alerts regardless of location. Every registered person can be assigned a triggering authorization and a PIN code.

## **Automatic alerting and watchdog protection**

Alerts are triggered in a time-controlled manner and have to be acknowledged by those individuals being protected. If there is no response, a follow-up alert can be triggered so that the necessary measures can be taken. Likewise, automatic test alerts or prompts for a recurring event are possible.

## **Alert triggering from the system**

Naturally, in addition to other options, direct alerting via your monitor is also possible. A few mouse clicks enable the triggering of alerts either directly from the alert server or via Web Client workstations.

## **Other interfaces**

There are many other ways of triggering alerts, e.g. receipt of an e-mail, SNMP (network monitoring), OPC (control systems), analogue inputs, XML data, EIB/KNX, WAGO-I/O-System, Simatic, etc. We would be pleased to fulfil your individual interface needs.

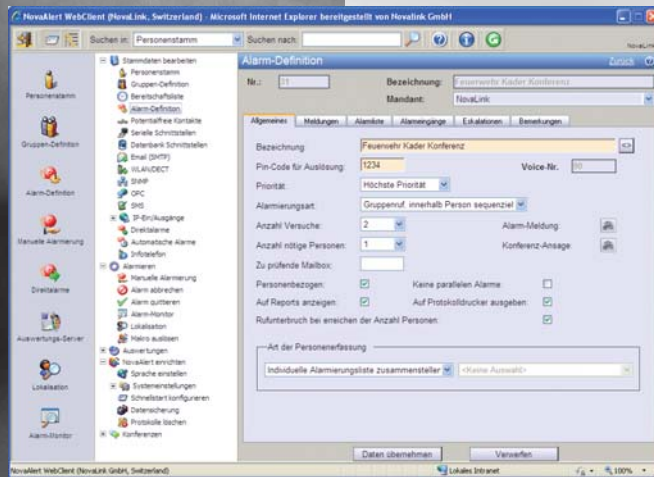
One of NovaAlert's strengths lies in its ability to use and support every conceivable means of triggering an alert. Modern, open interfaces enable you to implement your ideas and wishes. There is also an optimal solution for your application.



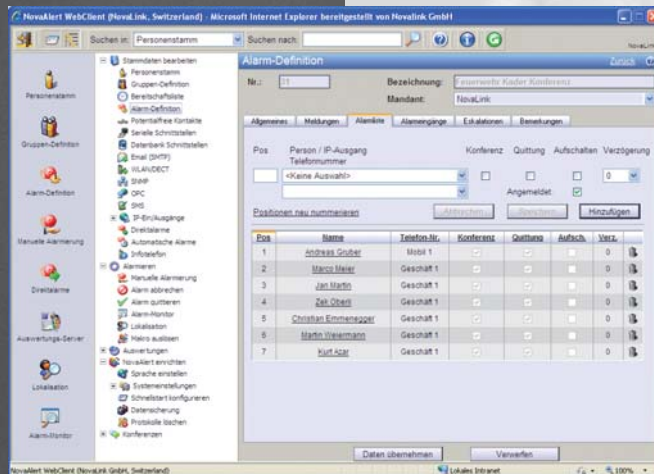
# ***The entire spectrum of information paths***

**NovaAlert uses all available communication paths for processing and distributing time-critical information.**

# The entire spectrum of information paths



Web Client: Alarm definition



Web Client: Alarm list

Just as important as alert triggering, is the alerting itself, and with it the timely notification of the appropriate people. When it comes to the dissemination of information, the NovaAlert system once again demonstrates the highest degree of efficiency.

## Alerting via telephony

Whether connected via an internal switchboard or directly with an outside line, NovaAlert reaches the people to be notified within seconds. The voice-based announcements are effected to both wired and mobile telephones.

## Alerting via text message (SMS) / pager gateway

Two alternative transmission paths available for alerting are pager (or call-receiver) messages and text messages. Such methods involve messages being delivered by means of a secure direct connection to the corresponding SMS / wireless call centres via fixed line network SMS or GSM modem.

## Notification via e-mail

NovaAlert can also send all notifications and alerting information by e-mail. These are generally used in non-urgent situations, for logging or as an alternative medium for alerting.

## Notification via pop-up

Pop-up messages are transmitted via the internal network (LAN) and thereby reach your employee directly at his or her workplace.

## Alert conferences

Those to be alerted are automatically switched to a joint conference call. This alert conference enables those involved to engage in direct and efficient communication.

## Other interfaces

Alerts can be forwarded to superordinate control systems (e.g. operational control centres, news services, control systems, personal paging systems) via serial interfaces and computer networks.

## Other functions

### Alert groups

Individuals to be alerted can be conveniently grouped together within NovaAlert. These groups in turn serve in a variety of ways as the basis for the entire alert.

### Personal alerting

Personal alerting refers to the process of defining the communication paths by which each individual may be reached. The person's name, rather than his or her telephone number, is incorporated into the alert. If the person is successfully alerted, unnecessary calls via other communication paths are automatically cancelled, thereby saving time during the alerting process.

### Monitoring the number of individuals alerted

For each alert it is possible to define individually the number of people required to deal with the event. For example, if the remedying of a lift malfunction requires one person, NovaAlert cancels the alert as soon as the first person has acknowledged the alert. On the other hand, in the event of fire alarms, all reachable individuals are summoned every time.

### Time-dependant alert dissemination

Alerts are sent to various alert groups in a time-controlled manner. In this way, for example, different people can be summoned within or outside of working hours.

### Alerting according to readiness list (on-call service list)

In the event of an alert situation, the individuals alerted are those who at that particular point in time are on the readiness list.

### Text-to-speech

This option allows you to generate a voice text from text-based alert messages, e.g. from control systems. In this way alert messages from any character-based system can also be disseminated via the internal and external telephony.

### Acknowledgement

In order to ensure that the right person has been successfully reached, an acknowledgement can be requested.

### Localization

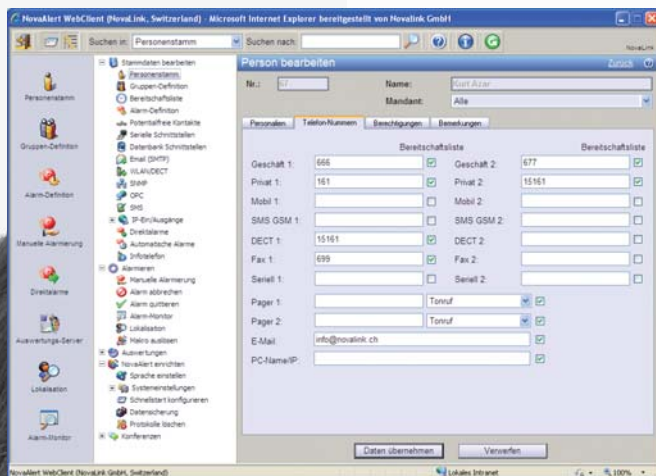
The position of the person who triggered the alert is automatically ascertained and amended to the alert message itself. WLAN/DECT localization of the most current manufacturer is supported.



# ***Setup, management, monitoring, evaluation***

The NovaAlert management tool with a modern Windows interface facilitates simple and clear administration of the entire system.

# Setup, management, monitoring, evaluation



Web Client: Persons master data

Management and administration  
of the NovaAlert alerting and  
evacuation system is by means of an  
easy-to-use browser interface.  
This ensures that the training  
requirements for the relevant  
employees are kept to an absolute  
minimum.

## Alert triggering via

- Alarm contacts integrated in server (digital)
- Alarm contacts via LAN (digital and analogue)
- Serial interfaces
- Internal and external telephone calls
- OPC interface
- Input to the alert server
- Input to any PC in the network (Web Client)
- Pre-programmed alert instructions / watchdog protection
- Receiving of e-mails (SMTP)
- Receiving of pager messages
- SNMP (Simple Network Management Protocol)
- TCP/IP (network – LAN/WAN)
- EIB/KNX
- Control systems for machines
- Databases
- WebSphere MQ

## Alerting to

- Internal/external landlines
- Display of mobile phones via paging
- SMS (short message service)
- Personal paging system (PPS)
- E-mail
- Fax
- Cordless telephones
- GSM (mobile phone)
- Pager
- Serial interface
- PC via pop-up message
- Digital and analogue outputs

## General functions

- Unlimited number of telephone lines
- Alert acknowledgment via PIN
- Line-busy detection, redialling
- Analogue or digital connection the telephony via S0 or S2M or VoIP (H.323 and SIP)
- Automatic, time-controlled alerting
- Alerting according to readiness list (emergency standby service)
- Unlimited number of individuals, groups and alerts
- Time- and date-dependant alert dissemination
- Defined number of people to be summoned
- Prioritizing of the alert processing
- Intrusion into existing call
- Group call
- Watchdog protection
- Alert text can be listened to repeatedly
- Speech synthesis during alerting (TTS)
- Automatic expansion of abbreviations
- Detection of re-routing to the voicemail system
- Localization of terminals (DECT, WLAN)
- Administration via Web Client
- Automatic import of data (e.g. LDAP)
- Interface to hotel gateway (check-in, check-out, automatic language selection)
- Recording of holidays, company holidays and other forms of absence
- Complete and detailed logging
- Various languages (DE, FR, IT, EN, NL)
- Multi-client capable
- SQL database
- Watchdog circuit for self-monitoring
- Redundant hardware
- Data protection of the system and alert data
- Data protection by means of hard disk mirroring
- Cold or hot standby (redundant system)
- Uninterruptible power supply
- Online log printer
- Remote maintenance

## Administration

Mutations and evacuations can be executed directly in the alerting system or, with the help of Web Client, by using a computer in the network.

## Password protection

The alerting system is one of the sensitive areas of your company. Mutations should therefore be performed only by authorized employees. A comprehensive password-protected authorization system prevents unauthorized access to the system.

## Multi-language capable

NovaAlert is available in a variety of languages, and allows the simultaneous use of different languages during operation. The system can therefore be tailored to suit the language requirements of each operator – whether he or she is involved in administration or alerting.

## Master data

Master data can be automated and periodically transferred to NovaAlert's database from an external source (e.g. LDAP). Several independent clients can be created. Individuals, groups and alerts may be assigned to a single client, or all clients.

## Evaluation module

Alerts, connection details and system malfunctions are logged regularly; and you have easy and convenient access to this information.

## Virtualization

NovaAlert can be operated on a virtualized server. The only prerequisite is IP interfaces to the alert in- and outputs.



NovaLink GmbH  
Business Tower  
Zürcherstrasse 310  
CH-8500 Frauenfeld

Phone +41 52 762 66 66  
Fax +41 52 762 66 99

[info@novalink.ch](mailto:info@novalink.ch)  
[www.novalink.ch](http://www.novalink.ch)

