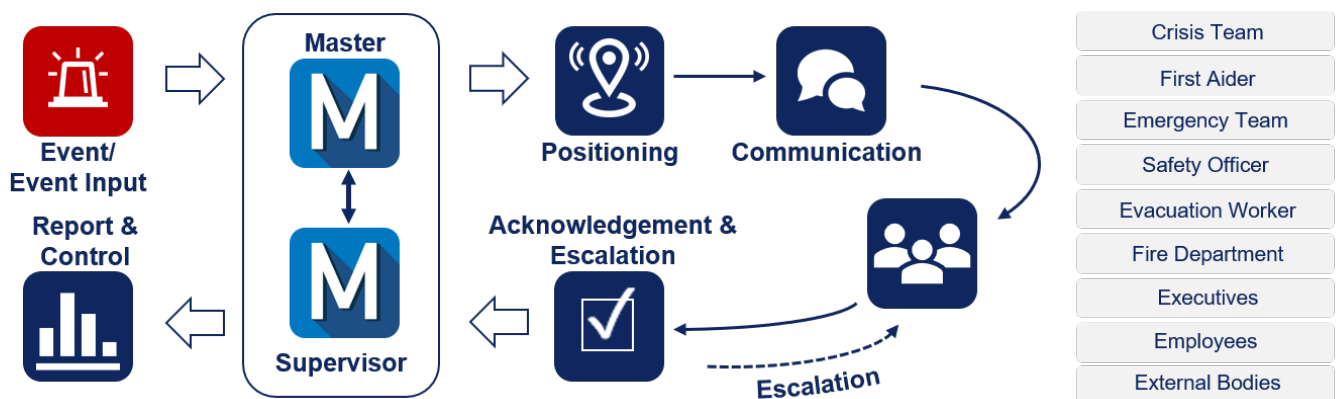# MobiCall

Unified Alarm Communication

MobiCall - Principle of operation

MobiCall is the central software platform for alerting, evacuation, information distribution and positioning in a professional environment. Whether it's a fire, emergency management, silent alarm, lone worker protection or critical infrastructure monitoring, the MobiCall application offers configurations and industry-specific solutions. MobiCall guarantees the comprehensive integration of a company's entire communication infrastructure. The networking of machines, devices, sensors and the responsible personnel ensures the rapid transmission of important information. MobiCall is manufacturer-independent, modularly expandable and continuously scalable.

Fast. Simple. Reliable.

	Crisis Team
	First Aider
	Emergency Team
	Safety Officer
	Evacuation Worker
	Fire Department
	Executives
	Employees
	External Bodies

Event/ Event Entrance

An event is triggered either automatically via a sub-system (BMA, BMA, BMS, Process Control Technology, etc.) or manually (phone, PC client, Web, etc.) by the user.

Localization

Using various technologies such as DECT, WiFi, Bluetooth or NFC, MobiCall locates people in need with up to spatial accuracy. Asset tracking enables positioning and Geofencing in relation to key assets.

Communication

MobiCall transmits, according to the alarm and schedule, the event multimedia, to internal and external extensions, smartphones, PC clients,
IP speakers.

Acknowledgment & Escalation

A predefined number of receivers acknowledges the alarm. If these are not achieved,
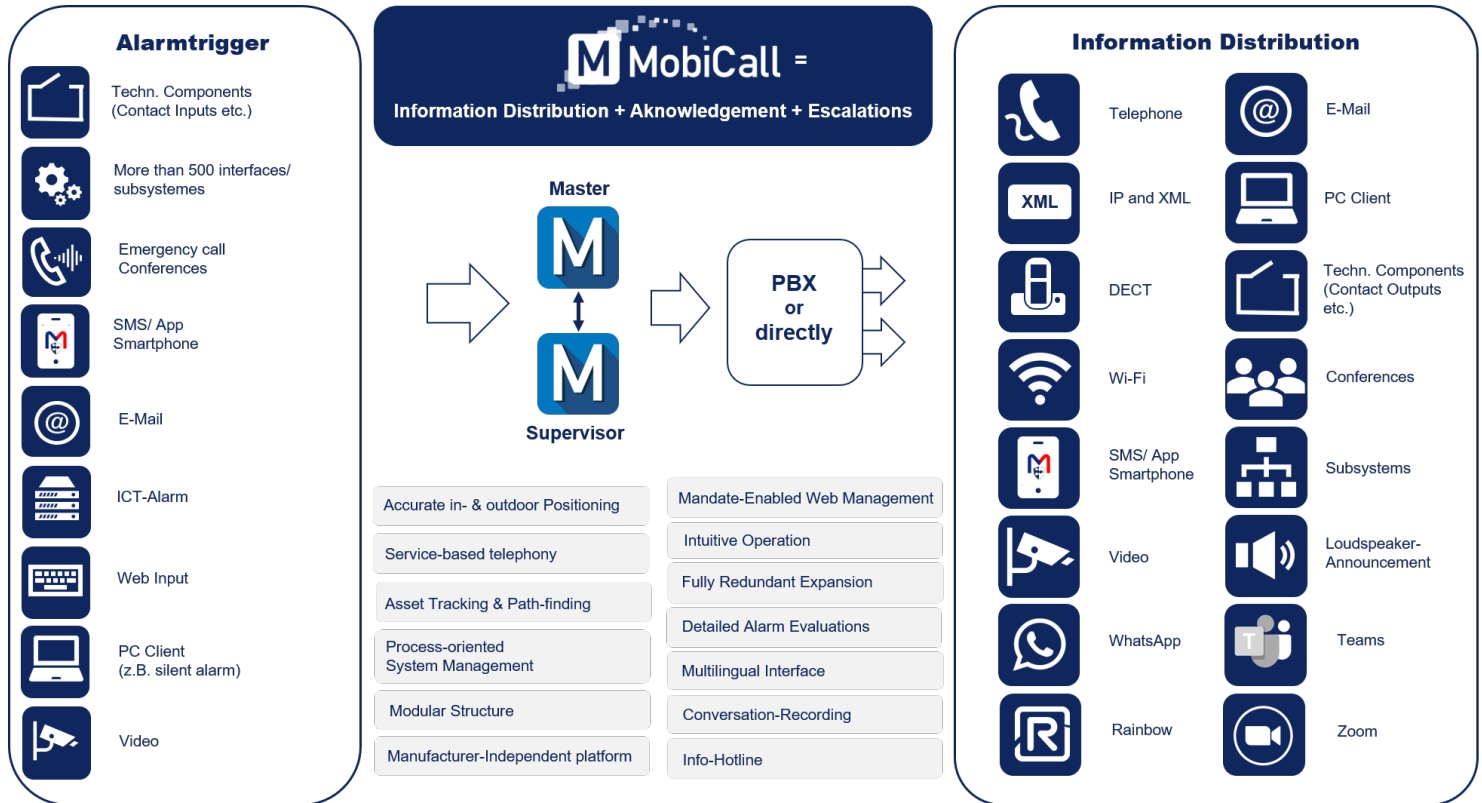the system initializes an escalation in order to avoid further Notify participants.

Report & Control

MobiCall logs detailed information about the alarm process. The alarm report can be sent automatically or retrieved at any time. Optionally, emergency calls and conferences are recorded.

Alarmtrigger

- Techn. Components (Contact Inputs etc.)
- More than 500 interfaces/ subsystemes
- Emergency call Conferences
- SMS/ App Smartphone
- E-Mail
- ICT-Alarm
- Web Input
- PC Client (z.B. silent alarm)
- Video

MobiCall =
Information Distribution + Aknowledgement + Escalations

Master

M
M

Supervisor

Accurate in- & outdoor Positioning	Mandate-Enabled Web Management
Service-based telephony	Intuitive Operation
Asset Tracking & Path-finding	Fully Redundant Expansion
Process-oriented System Management	Detailed Alarm Evaluations
Modular Structure	Multilingual Interface
Manufacturer-Independent platform	Conversation-Recording
	Info-Hotline

PBX or directly

Information Distribution

Telephone	E-Mail
IP and XML	PC Client
DECT	Techn. Components (Contact Outputs etc.)
Wi-Fi	Conferences
SMS/ App Smartphone	Subsystems
Video	Loudspeaker-Announcement
WhatsApp	Teams
Rainbow	Zoom

On one hand, an alarm server connects contacts such as buttons, sensors and systems for triggering an event and other alarm receivers, so that critical information can be transmitted directly and reliably to the responsible personnel. MobiCall is designed to connect to a wide range of external applications and systems, such as: paging, nurse call systems, Fire alarm and building management. With MobiCall's intelligent management interface, prioritization can be configured on a per-interface or alert, including what, when, and how to process an incoming event. This results in the notification of employees about a variety of possibilities,

By connecting external databases, existing master data can be used for automatic import, which reduces the administrative effort. MobiCall is available in three variants. The high-performance platform for large and complex requirements maps MobiCall on server hardware or a virtual environment. The MobiBBox is the smart „plug and play" solution, on a compact industrial PC with integrated web server (appliance). MobiCCloud is available as a web-based solution.

MobiCall ensures increased performance and reliability in the form of a cross-location, redundant structure.

Evacuation and emergency management

In the event of emergencies (e.g., fire or disaster alarms), immediate mass alerting is required. With MobiCall, the existing infrastructure can be used so that existing telephones and computers are available for audible and visual alarm signalling. IP loudspeakers or central PA systems can be connected. These functions allow a quick evacuation of buildings. The system ensures a fast supply of information through simultaneous notifications. In addition, the coordination between the acting persons is supported by means of an automatic telephone conference.

Disaster alerting

• Fire and disaster alerting system
• Integration of existing fire alarm and hazard alarm systems via standardized and manufacturer-specific interfaces
•Automatic or manual alarm triggering
•Subject- or area-related alerting
•Multimedia alerting via Telephone, smartphone, PC client, IP speakers and subsystems
•Use of alarm features such as announcement, call tone or Call Separation

Alarm Stop

Fire Alarm

Report & Control
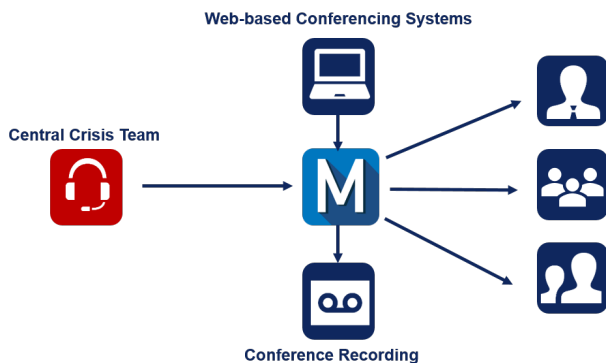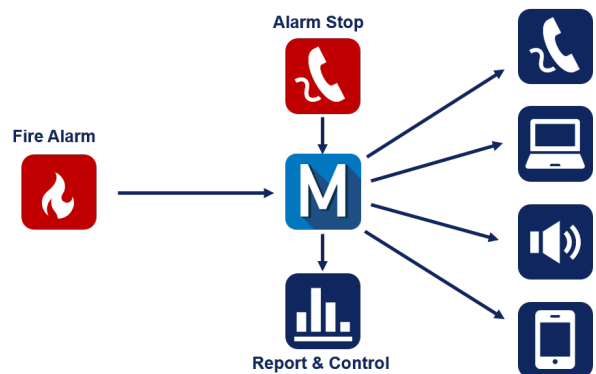
Crisis teams and emergency conferences

•Automatic and manual conference setup
•Possibility of inbound, outbound and mixed Conferences
•Dialing of different phone number destinations of a subscriber
•Recording of conferences
•Configuration of password-protected access control or iden-tification via phone number
•Web-based administration interface for administration
•Dynamic connection of conference participants

Web-based Conferencing Systems

Central Crisis Team

Conference Recording

First responder emergency call

•Central first responder number
•Recording emergency information
•Fixed & dynamic geospatial alarm assignment
•Automatic conference setup and recording
•Forwarding to external bodies
•Automatic shutdown of machines

Recording

First Responder Call
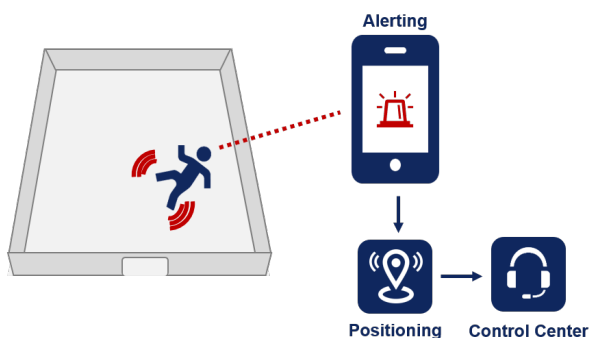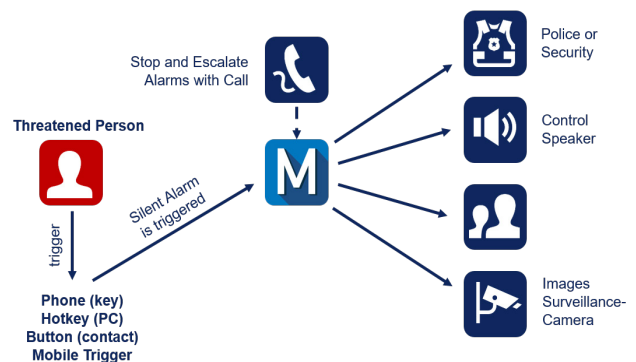
Report & Control
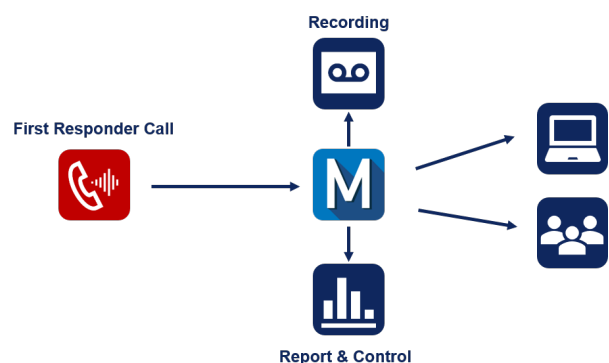
Personal protection

To ensure that employees can be helped quickly in critical situations, MobiCall enables „silent solutions", flexibly via the existing PC and communication infrastructure. Emergency teams are informed via calls or PC pop-up messages. Automatic telephone conferences support the assessment of the situation and the definition of appropriate relief measures. MobiCall is also used to secure lone jobs. The integration of DECT, Bluetooth, Wifi, GSM, localization and radio emergency call devices ensure reliable protection of employees.

Securing office workplaces

- Variety of media for triggering alarms
- Crackling Alarm via telecommunication system with the possibility of listening to the room
- PC client for alarm triggering and reception
- Hotkey function and connection of external USB buttons
- Alarm triggering & reception when the screen is locked
- AD integration for the transfer of master data
- Alarm scenarios by building, floor, department
- Monitored connection between server and client

Stop and Escalate Alarms with Call

Threatened Person

trigger

Silent Alarm is triggered

Phone (key)
Hotkey (PC)
Button (contact)
Mobile Trigger

Police or Security

Control Speaker

Images Surveillance-Camera

Protection of lone workers

- Platform-independent solution for DECT, Wi-Fi GSM
- Alarm triggering via Do not taste (hardware button) and via soft button*
- Emergency call function when the screen is locked (Android)
- Will-independent alarms (rest, panic and Situation Alarm*)
- Automated Emergency Conferencing
- Permanent monitoring of Personal Emergency Signal Devices
- Visualization of building and site plans
- App for all common smartphone platforms
- Encrypted communication between server and client
- Support of external Buttons & smartwatches
- Registration and deregistration of on-call services
- Localization via GPS, WiFi, Bluetooth Beacon & NFC

Alerting

Positioning   Control Center

Physical Security Information Management

MobiCall can be operated as a central Physical Security Information Management (PSIM) platform. Local systems such as intrusion control panels, access controls, PA control panels, video surveillance systems, intercom stations, intercom systems or building management systems are recorded and visualized on a central user-defined interface. By bundling all information, the user can get a comprehensive overview and initiate the necessary steps.

Control center and hazard management

- Central display and consolidation of all video and data sources to be monitored
- Convening crisis teams
- Live monitoring of alarm & Information distributions
- Presence status-dependent alerting
- Storage of standby plans
- Automatic import of alarm plans
- Built-in call recording
- Initialization of emergency conferences
- Geo-redundant design of the components
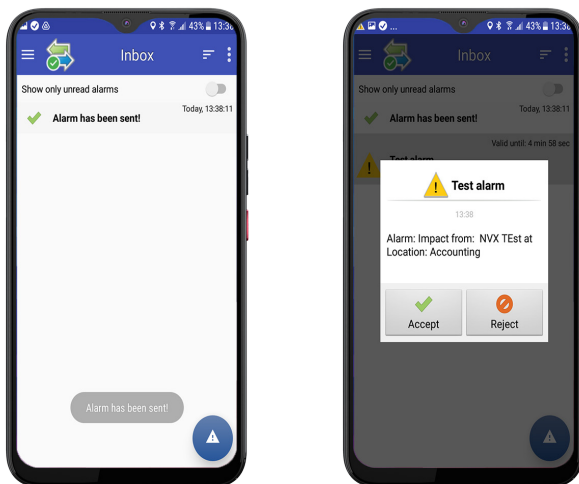
Safety engineering

- Platform-independent integration of Safety Technology
- Permanent monitoring of critical components
- Detection of local alarms with two-way alarms via GSM
- Transfer of camera images directly to the smartphone client
- All-clear and information function

Info-Hotline/ Citizen Service

- Automatic parallel answering of calls
- Flexible adaptation of free or predefined announcements
- Multi-level IVR menus possible
- VIP switching of important phone numbers
- Partial or total blocking of phone numbers
- Saving important human resources
- Population alerting
- Extensive statistics and logging
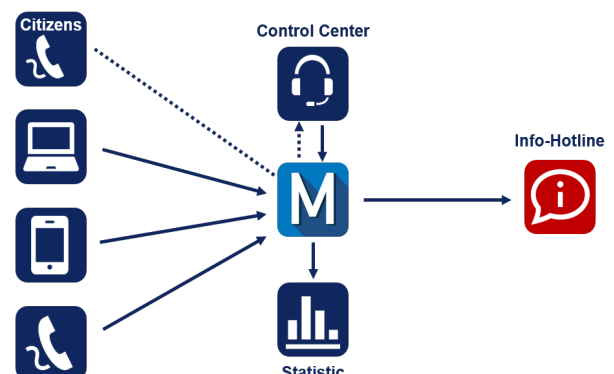
Service management and Process optimisation

For day-to-day operation, the efficient use of means of communication is a important cost and quality factor. With the help of MobiCall, existing systems such as process control technology, telephone systems, mobile devices as well as scheduling and administration systems are networked. This optimizes workflows, reduces process costs and increases service quality. The Task Management module plays a central role here.

On-call alerting

- Coupling of existing network control technology or scheduling and administration systems
- Automatic import of on-call lists and rosters
- Automatic Parallel Standby Alarm after incident of malfunction
- Time indication for alarm recipients until arrival
- Presence-dependent alerting
- Initialization of emergency conferences
- Multimedia alerting on mobile phones via call, SMS or App
- Automatic dispatch of alarm messages

Import external Personnel Database

Graphical User Interface

MANV 1

MANV 2

Report & Control
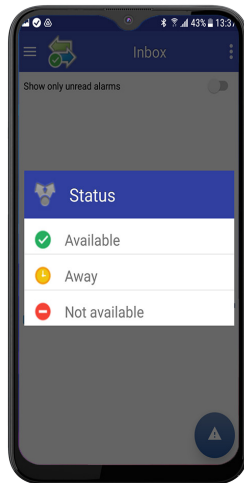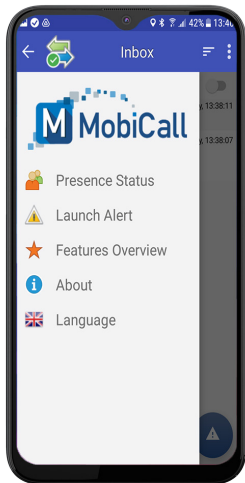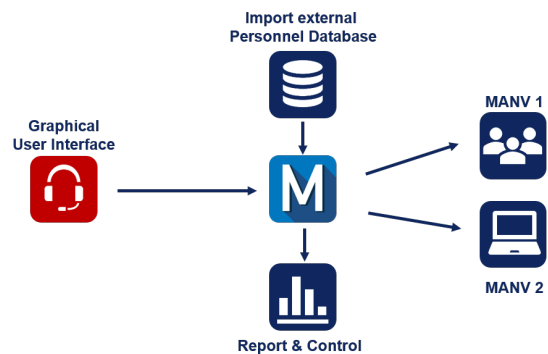
Service call

- Cross-media entry of service orders for malfunctions, maintenance, etc.
- Integration of battery-powered sensors for transmitting status messages (e.g., fill levels)
- MobiCall.App for Android and iOS devices
- Skill-based transfer of the Assignment
- Employee sign-in and sign-out features
- VIP functionality for prioritizing orders
- Multi-tenant web portal for SLA monitoring and evaluation of service quality

Call Recording

- Situational recording of threatening calls by marking the conversation
- Permanent recording of conversations for documentation and service purposes
- Phone-number-dependent recording of calls
- Playback by Phone or Web
- Extensive filter and search functions
- Multi-tenant access to call data

External call

PSTN

PBX

Operator/ Control center

IP

Digital

Web-Playback
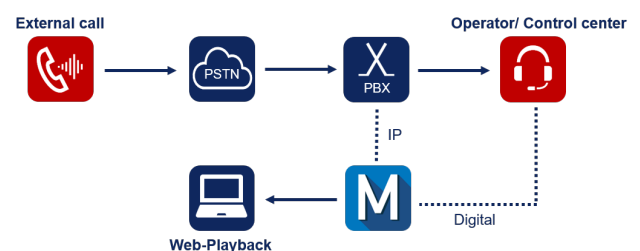
Healthcare - Emergency calls and patient alarms

With its large number of interfaces to subsystems such as process control technology, building automation and ICT components, MobiCall makes it possible to monitor components in real time. In the event of malfunctions or critical threshold values, detailed alarm information is transmitted to the defined group of people across platforms and fully automatically. The integrated task management ensures classification and tracking of all malfunctions.

Process and building automation

- Cross-site collection and monitoring
- IP-Wago contact controller for acquisition for analog Signal
- LPWAN-based protocols for connecting low-energy devices, e.g. battery-powered sensors
- SPAIN 4.4.4 - Connections
- IP integrations via Modbus, KNX, BACNet, OPC, XML, e-mail, ESPA-X, HL7 and more
- Visualization of alarm and status messages
- Support of time and shift schedules
- Positive and negative acknowledgment
- Task management to monitor all open events
- Control of announcements and pop-ups on the PC
- Integration of ELA systems and IP loudspeakers

Smart Factory

- Gateway between production and ICT systems
- Control of workflows, e.g. logistics control
- Presence- and skill-based forwarding of Alarm
- Visualization of processes and procedures
- Communication and control of production systems
- Statistical evaluations of Key production figures
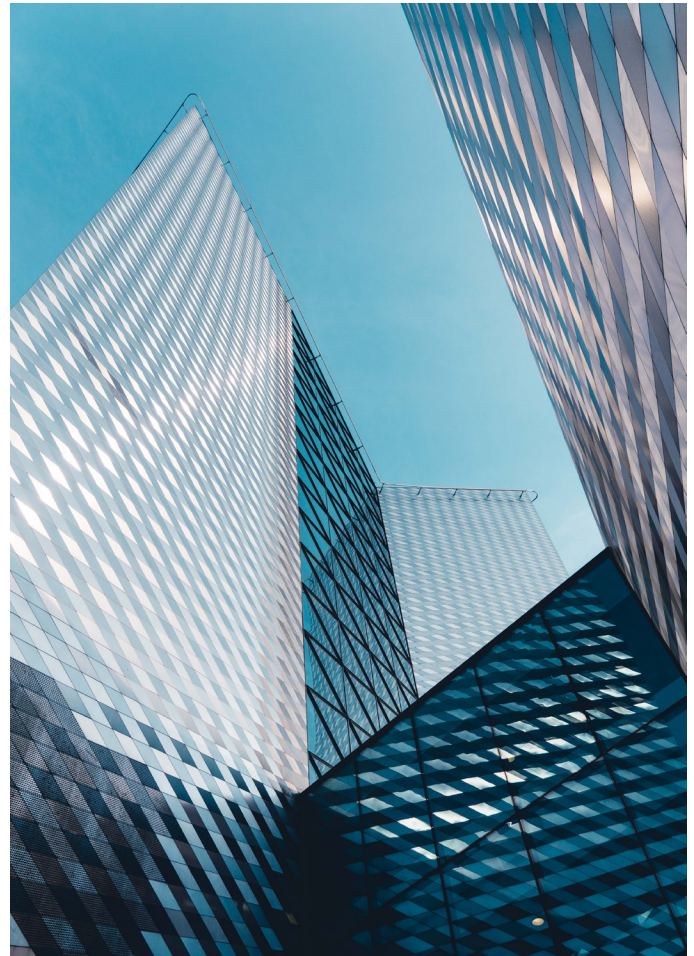
ICT monitoring

- Integration of management systems
- Direct integration and monitoring of ICT components
    - PBX Infrastructures
    - Windows Services and Processes
    - PING Functions
    - SNMP Traps V1-V3
- Assignment of priorities and readiness plans
- Secure transfer to MobiCall.App
- Automatic Text-to-speech function
- Temperature and humidity monitoring
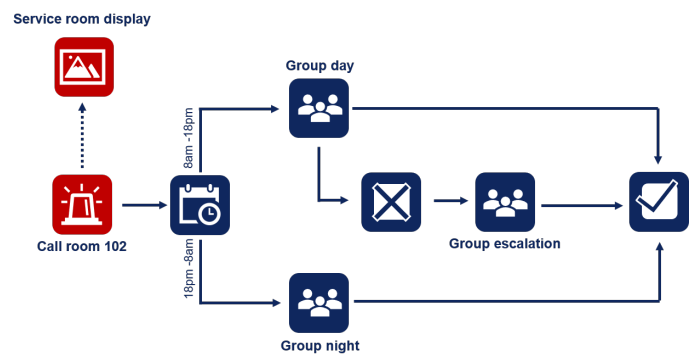- Access control server room including video integration

Healthcare - Emergency calls and patient alarms

It is crucial to provide doctors and nurses with the necessary information about the nature, location and urgency of the incident as quickly as possible. The appropriate relief measures can be initiated immediately. This ensures the best possible response by the specialist staff. MobiCall is used in a heterogeneous environment as a central alarm and information platform for various subsystems.

Integration of existing nurse call systems

- Integration of different systems via Standardized and manufacturer-specific interfaces
- Transmission of alarm details type, location and urgency
- Use of different alarm scenarios according to urgency
- Support of time and shift schedules
- Parallel multimedia alerting on different Devices
- Consultation in the patient's room
- Positive and negative acknowledgment
- Watchdog monitoring of the interfaces

Service room display

Call room 102

8am -18pm

18pm -8am

Group day

Group night

Group escalation

Resuscitation Emergency Cesarean Section and cardiac alarm

- Central emergency number for different types of alarms
- Integration of subsystems
- Use of the network infrastructure for connection of monitored contacts for alarm triggering
- Dynamic recording of emergency information
- Locating the alarm trigger
- Fixed, dynamic and spatial alarm assignment
- Graphical user interface (GUI) for triggering Alarm
- Automatic conference setup between triggers and rescue team
- Emergency call switching for occupied subscribers

Patient monitoring

- Connection to patient monitors
- Individual definition of critical thresholds
- Graphical status display
- Transfer of detailed information (e.g. ECG curve)
- Multimedia alerting as a pop-up on PC or smartphone
- Forwarding of the message to subsytem, e.g. nurse call system
- Skill-based alerting process
- Watchdog monitoring of the interfaces

MobiCall

MobiBBox

- Compact industrial PC with Built-in web server
- MobiCall pre-installed, ready to use!
- Robust housing and no Moving parts
- Low maintenance requirements
- Local gateway in the network
- 8 built-in contacts & 2 built-in relays
- integrated SMS module

MobiCall

- Platform-agnostic solution
- Virtualization
- Geo-redundancy
- Support for load balancing
- Operation as a central system or local gateway in the network

MobiCCloud

- High-performance infrastructure
- Encrypted and protected
- Automatic maintenance and updates with the manufacturer's know-how
- Immediately ready for use - saving of local infrastructure
- Scalable and flexible
- Mass alerting from the cloud

vmware®

Microsoft Hyper-V

The following licenses are included by default with each release:

Alarm escalation

Service-based alarm distribution

Fixed number of people to be alerted

Internal Watchdog Monitoring

**Backup**

Static Reports

Industries

Healthcare

- Connection of nurse call systems
- DESO alarms
- Silent fire alarm
- Resuscitation, C-section and cardiac alarms
- Integration of emergency terminals
- MANV alerting
- Infrastructure monitoring

Industry

- First responder emergency call
- Protection of lone workers
- Fire alarm
- ICT monitoring
- Business Continuity Management
- Monitoring of technical components
- Processes
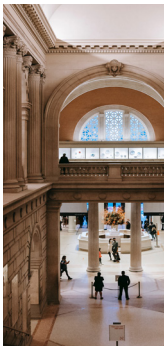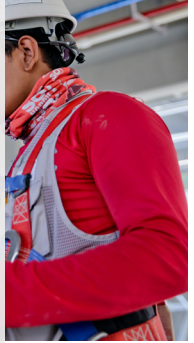
Public Institutions

- Securing office workplaces
- Amok and disaster alerting
- Emergency Conferences
- Recording of threatening calls
- Citizen hotline
- Fire alarm

Educational Institutions

- Amok and fire alarms
- Evacuation of buildings
- Infrastructure monitoring
- Formation of crisis teams
- Monitoring of devices
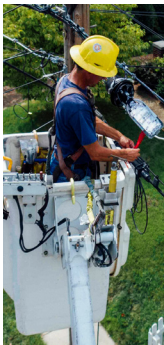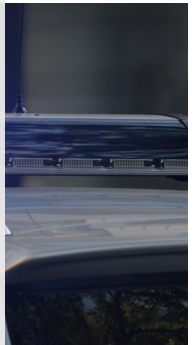- Book Alarm Clock
- Optimization of workflows
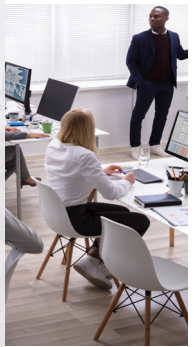
Hospitality

- Rapid Response Gateway
- Connection Hotel Management Software
- Minibar management
- Evacuation in case of fire
- Task Management
- Wake-up call and baby monitor

BOS Organization

- Emergency
- Call Recording
- Control center solution
- On-call alerting
- Info-Hotline
- Conferencing

Lone Worker Protection

- Disaster alerting
- Info-Hotline
- Mobilisation of on-call staff
- Control center solutions
- Evacuation of buildings
- Personal protection
- Monitoring of machines and measurement data

Securing Office Workplaces

- Fire alarm
- Info-Hotline
- Incident management
- Sets the alarm
- Tour control
- Integration of building automation
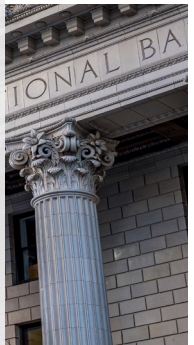
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