

# DOCUMENTATION

# MOBIBBOX V5.0



mobicall@newvoice.ch www.newvoiceinternational.com New Voice International AG Tel: +41 58 750 1111



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|---|-------|---|
|   |       |   |
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### **MOBIBBOX V5**







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#### Note

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# **1** INTRODUCTION

In this documentation you will find general information, technical data and the installation instructions of the MobiBBox.

In order to ensure a smooth commissioning of the MobiBBox, we ask you to study this documentation point by point and to follow the instructions exactly.

The following scenarios can be implemented easily and effectively with the MobiBBox

- Mobilisation of emergency personnel from fire brigades, rescue or emergency services
- Evacuation of factory areas and buildings in the event of fires and other incidents
- Simultaneous notification of police, ambulance, fire brigade, etc.
- Transmission of information between headquarters and field offices
- · Personal emergency signal alarms to auxiliary staff
- Fault reports to mobile service technicians
- Nurse calls to mobile nursing staff
- Simultaneous alerting of large groups of participants or individual participants
- Operations control center with customer-specific interface and dynamic information transmission in the event of an alarm
- Solution as a "contact center" with customer-specific interface and several Screens
- Outgoing and inbound conferences with real-time conference control via web interface
- Monitoring of single workplaces in accordance with BGR 139, e.g. in industry, prisons, laboratories, service centres
- Shooting alarms with announcements in educational institutions
- Crisis communication and conference calls
- And much more



# **2 P**REPARATION

Please ensure the following points before installation.

- The license key must be requested from New Voice before installation. Please send an e-mail to **support@newvoice.global** stating the project name and the serial number of the license dongle.
- After importing the license key, please check whether all licenses have been activated correctly. It is recommended to unlock the license dongle before the actual installation and to check the license. The license is imported via the New Voice Information Tool on the desktop in the License tab



- If you require "remote support" from New Voice during installation, please make an appointment with a New Voice employee two weeks in advance, the service requires an additional commission.
- Please check in advance whether all necessary cables and tools are available for the installation.
- If you encounter any problems during installation, you are welcome to contact New Voice support. In this case, please ensure remote maintenance access.



- Before commissioning, it is mandatory to install the daily updates for your MobiBBox-V generation from the New Voice FTP Server. The version can be accessed via the desktop link "New Voice Information".
- To apply for an FTP account, please contact **support@newvoice.global**.



# **3** TECHNICAL DATA

### 3.1 MobiBBox v5.0

| Processor               | Intel® Core i3-6157U 2 x 2,4 GHz 64 Bit                            |
|-------------------------|--|
| Random access memory    | 32768 MB SO-DDR4   |
| Hard disk               | 256 GB mSATA III SSD   |
| Operating system        | Windows Server 2022 Standard                                       |
| Dimensions in mm        | 216mm width x 63.5mm height x 126mm depth                          |
| Weight                  | approx. 1.2 kg   |
| Electricity consumption | Standby:ca. 1 wattIdling:approx. 12 wattsFullapprox. 30 wattsIoad: |
| Bus bar                 | external power supply 220V / 12V / 5A                              |
| Ventilation/Cooling     | none / passive cooling   |
| VESA / Wall Mount       | no / yes   |
| Operating Temperature   | -30°C to +70°C   |
| Front                   | 6 x COM RS232<br>1x GPIO (8 DIN, 2 DOUBTS)                         |



4 x USB 3.0 / 3.1 2 x USB 2.0 2 x Audio 1x Line-In, 1x Line-Out 2 x Intel Gigabit LAN 1 x VGA 1 x HDMI 1.4 (Adapter HDMI -> DisplayPort included) 2 x Antenna Ports SMS

### 3.2 Maximum Expansion Limits

- maximum 30 SIP channels
- maximum 5 interfaces
- maximum 128 contacts outputs/relay inputs
- maximum 100 telephone alarm inputs
- maximum 250 message link participants
- maximum 250 Clients (PC & smart device)
- maximum 1000 alarm groups

### 3.3 MobiBBox Image and New Voice Tool

| New Voice Tool Version | 15.0.0 |
|------------------------|--------|
| MobiBBox-Image Version | 5.0    |

#### Back



### **4 S**COPE OF DELIVERY

Please check the contents of the package for completeness before installation.



To commission the MobiBBox, you need the following additional components. These are not included in the scope of delivery.

- 1. USB mouse
- 2. USB keyboard
- 3. Monitor with HDMI or DisplayPort connector
- 4. Ethernet cable
- 5. serial connection cables (if required)



# **5** CONNECTION SCHEME





- 1. Power Button
- 2. Contact Input GPIO (8 DIN, 2 DOUT)
- 3. 6 x COM-Connection



### 5.2 Back



- 1. 2x Antenna Ports for SMS
- 2. 2x USB 2.0
- 3. Power connection
- 4. Lan 1 (static IP)
- 5. Lan 2 (DHCP)
- 6. 4x USB 3.0
- 7. VGA
- 8. HDMI 1.4
- 9. 2 x Audio: 1x Line-In, 1x Line-Out



## 6 CONSTRUCTION AND SAFETY

As installation location, we recommend a dry, dust-free and well-ventilated place. With an optional 19 inch rack slot, the MobiBBox can be installed in a server cabinet.





### 6.1 Redundant power supply

From the MobiBBox V5 it is optionally possible to operate the MobiBBox with 2 power supplies. If one of the power supplies fails, the MobiBBox continues to run without interruption with the 2nd power supply.





## **7 WALL MOUNTING DIMENSIONS**

The MobiBBox V5 can also be mounted directly on a wall.





Wall Mounting





## **8 GENERAL INFORMATION**

### 8.1 Windows Login

| Username: | NVM    |
|-----------|--------|
| Password: | nvoice |

### 8.2 New Voice Web Access

| Username: | admin |
|-----------|-------|
| Password: | admin |

### 8.3 Network Settings

The IP address of LAN 1 is static set to 192.168.1.121. LAN 2 is set to DHCP.



- 1. LAN 1
- 2. LAN 2

Security:

We recommend adjusting the above passwords according to the customer's security guidelines. In the delivery state, the possibility to connect to the MobiBBox via RDP is activated.



# **9** ACTIVATING SMS MODULE

If required, the MobiBBox V5 is delivered with an SMS module that supports the standard SIM format.

In order to put this into operation, the corresponding licenses must be ordered, please contact our sales department. (<u>salesde@newvoice.global</u>)

### 9.1 Installation of Sim Card

1. Open the MobiBBox and loosen the 4 screws at the top





2. To remove the Quectel module (where the antennas are attached), a black screw must be loosened.



3. Slide the SIM card slot down to open and up to close



- 4. Reinsert the Quectel module and screw tight
- 5. Close the MobiBBox again





### 9.2 Configuration MobiCall

The SMS module is operated via the interface nvgsms and requires the following settings:

| im Se      | ettings Alarm Incoming Calls Persons/Groups Extras                 |  |                                   |                                  |
|------------|--|--|-----------------------------------|----------------------------------|
| #*         | System Settings with Setup Wizard                                  |  | \$A ♥   ↔ 🛤   ¥                   |                                  |
| utgo       | General Settings   |  |                                   | Data of groups and persons       |
|            | Parallel Alarm Settings  |  |                                   |                                  |
| Alam       | Sequent Alarm Settings   |  |                                   | Group: 91 CC-WatchDog            |
| Alarr      | Confirmation Settings  |  | 🛄 Details                         | Including the following persons: |
|            | Conference and Recording Settings                                  |  |                                   |                                  |
| n Nu       | Message Settings   | Group  | Type                              | Nationary Phone Num              |
| 700        | Post Queue Settings  | 91 CC-WatchDog<br>99 Testalam                            | Paralel<br>Paralel                | Not generated or empty           |
| 700:       | Escalation Settings  | 99 Testalarm   | Paralel                           |                                  |
| 7004       | Alarm Reset Settings   | 91 CC-WatchDog<br>91 CC-WatchDog                         | Paralel<br>Paralel                |                                  |
| 700        | E mail Cathiana  | 91 CC-WatchDog   | Paralel                           |                                  |
| 700        | E-mail Settings  | 91 CC-WatchDog<br>91 CC WatchDog                         | Paralel     Paralel               |                                  |
| 700        | Login / Logout Settings  | 91 CC-WatchDog   | Paralel                           |                                  |
| 7010       | Alarm Report Settings  | 91 CC-WatchDog   | Paralel                           |                                  |
| 701;       | DDI Callback Settings  | 91 CC-WatchDog<br>91 CC-WatchDog                         | Paralel                           |                                  |
| 701:       | XML Settings   | 91 CC-WatchDog   | Parallel                          |                                  |
| 7014       | Server / Service Watch Settings                                    | 91 CC-WatchDog<br>91 CC-WatchDog                         | Paralel<br>Paralel                |                                  |
| 701        | DECT Localization Settings   | 91 CC-WatchDog   | Parallel                          |                                  |
| 701        | Decitive Consider  | 91 CC-WatchDog<br>91 CC WatchDog                         | Parallel                          |                                  |
| 701        | Positive security  | 91 CC-WatchDog   | Parallel                          |                                  |
| 702        | Ticket / Task Management System Settings                           | 91 CC-WatchDog   | Paralel                           |                                  |
| 702        | Incoming Call Settings   | 91 CC-WatchDog<br>91 CC-WatchDog                         | Paralel<br>Paralel                |                                  |
| 702:       | incoming can occurry   | 91 CC-WatchDog   | Paralel                           |                                  |
| 7024       | Personnel Editor and Post Queue Settings                           | 91 CC-WatchDog<br>91 CC-WatchDog                         | Paralel<br>Paralel                |                                  |
| 702        | Result Viewer Settings   | 91 CC-WatchDog   | Parallel                          |                                  |
| 702        | Call Handling and Error Settings                                   | 91 CC-WatchDog<br>91 CC-WatchDog                         | Paralel<br>Paralel                |                                  |
| 702        | Line Supervision   | 91 CC-WatchDog   | Parallel                          |                                  |
| 703        |  | 91 CC-WatchDog   | Parallel                          |                                  |
| 703        | Watch Dog Box Settings   | 91 CC-WatchDog<br>91 CC-WatchDog                         | Paralel<br>Paralel                |                                  |
| 800        | Redundancy Settings  | No group specified                                       | Parallel                          |                                  |
| 960        | Dynamic Alarm Message TTS Settings                                 | 99 Testalam<br>99 Testalam                               | Parallel<br>Parallel              |                                  |
| 961(       | Hotel Evacuation Settings  | 97 Konferenz Test  | 2-Party Conference with the First |                                  |
| 961<br>970 |  | 97 Konferenz Test<br>91 CC-WatchDog                      | Conference/Parallel<br>Parallel   |                                  |
| 970        | Import and Export Data   | 91 CC-WatchDog   | Parallel                          |                                  |
| 9801       | System-Ereignis Alarm bei Fehler                                   | 92 System WatchDog<br>92 System WatchDog                 | Parallel                          |                                  |
| 9811       | Schnittstellen-Ereignis Alarm bei Fehler                           | 93 Schnittstellen WatchDog                               | Parallel                          |                                  |
| 9812       | Schnittstellen Ereignis Alam bei Warnung                           | 93 Schnittstellen WatchDog                               | Parallel                          |                                  |
| 9821       | Montor-Ereignis Alam bei Penler<br>Montor-Ereignis Alam bei Wamung | 93 Schrittstellen WatchDog<br>93 Schrittstellen WatchDog | Parallel                          |                                  |
| 9831       | Web-Ereignis Alarm bei Fehler                                      | 93 Schnittstellen WatchDog                               | Parallel                          |                                  |
| 9832       | Web-Ereignis Alam bei Wamung<br>SOL-Datashash Fabler               | 93 Schnittstellen WatchDog<br>93 Sustem WatchDog         | Parallel                          |                                  |
| 9841       | Datenbank Replikation Fallover                                     | 92 System WatchDog                                       | Parallel                          |                                  |
| 9842       | Datenbank Replikation Synchronization                              | 92 System WatchDog                                       | Parallel                          |                                  |
| 9850       | Festplatten WatchDog   | 92 System WatchDog<br>92 System WatchDog                 | Parallel                          |                                  |
| 9851       | Speicher-Überwachung   | 92 System WatchDog                                       | Parallel                          |                                  |
| 9852       | Prozessor-Uberwachung  | 92 System WatchDog<br>92 System WatchDog                 | Parallel                          |                                  |
| 3000       | Dzenz-OberWdChulig   | 32 System Watchbog                                       | Fatalia                           | V                                |

New Voice setup wizard to configure a Mobicall server



### Activating the SMS interface:

| Select Settings:  | Interface Catilities   |
|---|--|
| 🗑 Main Settings   | Intendoe Serrings  |
| Language Settings   | E-Mail interface for outgoing and incoming mail support  |
| SIP Settings  | Mobile and Windows Client server (NyloServer), to send alarms and tasks to mobile client application   |
| 🛶 🛶 Line / Channel Settings   |  |
| 🗝 Call Settings   | ML phone interface to send message or show applications on XML phones  |
| License Settings  | SNMP interface to receive traps to start alarms and to send traps from an alarm by type TRP.   |
| System and Device Supervision Settings  |  |
| Telephony Watchdog Settings   |  |
| Rackup Settings   |  |
| Message Queue Settings  | SMS Module for sending SMS and MMS messages to GSM phone   |
| File Server Settings  | Pager modem for sending messages to pager over a modem   |
| Main Alarm Settings   |  |
| Group and Personnel Settings  | Additonal outgoing interfaces:   |
| Redundancy Settings   | Use the autostart settings to deactivate an interrace again.   |
| 😓 Skill and Presence Settings   | Interface:   |
| 🗐 Alarm Data Import   |  |
| S Personnel and Group Data Import   | Interface:   |
| Interface Settings     COULD  |  |
|   | Interface:   |
| Additional Components (115,NVX,Localisation,VoiceMail,H<br>Conference Settings) |  |
| NVX Settings  | have been been a second s |
| TMS Settings for Tasks  | Incoming interfaces:   |
| B Event and Notification Settings   | Contact controller to launch alarms by contacts or to set a relay on an alarm  |
| Autostart Settings  |  |
| Web Server Settings   | Serial interface with ESPA 4.4.4 protocol for receiving alarms   |
| Extended and System Settings  | Serial interface with unidirectional generic printer protocol for receiving alarms   |
|   |  |
|   |  |
| <>  | To add more as they interference the Man Vaire Interferent Manihan 👘 Manihar   |
|   | To add more of other interfaces use the New Yolde Interface Monitor  |

Starting the nvgsms interface via the Tool Monitor:



| 🕞 New Voice Tool M<br>System Lines Viev  | Aonitor<br>w Help  |   |                                       |                     |   |  |  | -   | -  |   |
|--|--|---|---------------------------------------|---------------------|---|--|--|---|--|---|
| NEW  | VOICE  | 2   | Refresh <u>V</u> ie                   | ew Sc<br>en         | anning (local).<br>d of scan.   |  |  |   |  | Ŷ   |
| Autostart Settings   | - I I I  |   |                                       |                     |   |  |  |   |  | ×   |
| Program  | Parameters   | Status  | Enable                                | Minimi              | Durati  | Time   | Wait for service   | Max wait  | +  | Up  |
| Cocal system     Nyamgpd     Nyamgpd     Nyamgpd     Nyamgpf     Nyamgpf     Nyamgpf     Nyawgpf     Nyawgpf | )<br>Jataserver<br>ileserver.exe<br>.exe<br>exe<br>exe<br>er.exe<br>exe /i=nvespa1.ini<br>exe /i=nvespa2.ini<br>exe 10 nvastart<br>exe /i=nvgsms.ini | Running<br>Running<br>Running<br>Running<br>Running<br>Running<br>Running<br>Stopped<br>Running | > > > > > > > > > > > > > > > > > > > | × × × × × × × × × × | 10<br>2<br>2<br>2<br>2<br>2<br>2<br>2<br>2<br>2<br>10<br>2<br>2<br>2<br>2<br>2<br>2<br>2<br>2 | +0<br>+10<br>+12<br>+14<br>+16<br>+18<br>+20<br>+22<br>+24<br>+34<br>+36 | NV_RabbitMQ<br>NV_RabbitMQ<br>NV_RabbitMQ<br>NV_RabbitMQ | 30<br>30<br>30<br>30<br>30<br>30<br>30<br>30<br>30<br>30<br>0<br>30 | <ul> <li>(a)</li> <li>(b)</li> <li>(b)</li> <li>(c)</li> <li>(c)</li></ul> | Down<br>Add<br>Remove<br>Start<br>Stop<br>Restart |
|  |  |   |                                       |                     |   |  |  |   | ×  | OK<br>Cancel                                      |

Opening the interface monitor and configuring the nvgsms interface:

| 🗊 New Voice Interface Monito     | or - nvmoninterfaces       |                      |                  |                   | -             | - 🗆     | $\times$ |
|----------------------------------|----------------------------|----------------------|------------------|-------------------|---------------|---------|----------|
| File View Settings Interfa       | ces Extras ?               |                      |                  |                   |               |         |          |
| Remote System Name Protocol Name | Mobical                    | Connection           | Last Alarm       | Last Watchdog     | Ini file name |         |          |
| Intern nvgsms                    | MobiCall (127.0.0.1:22001) | ) COM8 (Modem throu. | No alarm starter | d No 7-layer data | nvgsm:        | Refresh | 1        |
|                                  |                            |                      |                  |                   |               |         | -        |
|                                  |                            |                      |                  |                   |               |         |          |
|                                  |                            |                      |                  |                   |               |         |          |
| <                                |                            |                      |                  |                   | >             |         |          |

For the commissioning of the internal SMS module, the COM port, COM7 or COM8 must be reserved and configured.

(Settings for e.g. PIN are made in the corresponding nvgsms.ini file)

Mode: 115200, N, 8, 1



| Protocol<br>Remote Sytem Name | NVGSMS<br>SMS Modul         |     | Nvgsms: Interface to ser<br>module with sim-card. | nd and receive sms over sms- |
|-------------------------------|-----------------------------|-----|---|------------------------------|
| Connectivity                  | Modern through RS232 💌      |     |   |                              |
| Com Port (ex: COM1)           | COM8                        |     | Mode (ex: 96,N,8,1)                               | 115200,N,8,1                 |
| IP Address                    |                             |     | Port IP   |                              |
| The interface runs as serve   | r application               |     |   |                              |
| Configuration File Name       | nvgsms.ini                  |     | Rename  |                              |
| Short description (title)     |                             |     |   |                              |
| Full description              | 1                           | < > |   |                              |
|                               |                             |     |   |                              |
|                               |                             |     |   |                              |
|                               |                             |     |   |                              |
|                               |                             |     |   |                              |
| Use the same configuration    | as the file selected above. |     |   |                              |

Then confirm with OK and close the window.

Restart the nvgsms interface:



| New Voice Tool Monito | elp                                   |         |                      |         |                                 |      |                  | -        | - 🗆                    |          |
|-----------------------|---------------------------------------|---------|----------------------|---------|---------------------------------|------|------------------|----------|------------------------|----------|
| NEW & VO              | ICE                                   | 2       | Refresh <u>V</u> ie≀ | W e     | canning (local)<br>end of scan. |      |                  |          |                        |          |
| utostart Settings     | · · · · · · · · · · · · · · · · · · · |         |                      |         |                                 |      |                  |          |                        |          |
| Program               | Parameters                            | Status  | Enable               | Minimi. | Durati                          | Time | Wait for service | Max wait | 🕂 Up                   | ,        |
| E 🚮 Local system      |                                       |         | _                    | _       |                                 |      |                  |          |                        |          |
| 😨 nvamqpdataser       | rver                                  | Running |                      | ✓       | 10                              | +0   | NV_RabbitMQ      | 30       | - Do                   | wn       |
| 💿 nvamqpstatistic     | serv                                  | Running | $\checkmark$         | ✓       | 2                               | +10  | NV_RabbitMQ      | 30       |                        |          |
| 🛞 nvamqpfileserv      | er.exe                                | Running | ✓                    | ✓       | 2                               | +12  |                  | 30       |                        |          |
| nvmover.exe           |                                       | Running | $\checkmark$         | ✓       | 2                               | +14  | NV_RabbitMQ      | 30       | 👍 Ad                   | d        |
| 🎨 nvawdir.exe         |                                       | Running | ✓                    | ✓       | 2                               | +16  | NV_RabbitMQ      | 30       | 4                      | _        |
| nvxserver-64.ex       | xe                                    | Running | $\checkmark$         | ✓       | 2                               | +18  |                  | 30       | 🔶 Re                   | mov      |
| \delta nvamaster.exe  |                                       | Running | ✓                    | ✓       | 2                               | +20  |                  | 30       |                        |          |
| 🎨 nvespalexe          | /i=nvespa1.ini                        | Running | $\checkmark$         | ✓       | 2                               | +22  |                  | 30       |                        |          |
| 🎨 nvespalexe          | /i=nvespa2.ini                        | Running | ✓                    | ✓       | 10                              | +24  |                  | 0        | 🚯 Sta                  | art      |
| 🎨 nvtvoip.exe         | 1 0 nvastart                          | Stopped | $\checkmark$         | ✓       | 2                               | +34  |                  | 30       | <b>•</b> • • •         |          |
| 🍖 nvgsms.exe          | Zi=nvgsms.ini                         | Running | ✓                    | ✓       | 2                               | +36  |                  | 0        | 🚯 Sto                  | op       |
|                       |                                       |         |                      |         |                                 |      |                  |          | Re                     | estart   |
|                       |                                       |         |                      |         |                                 |      |                  |          | <ul> <li>OK</li> </ul> | <u> </u> |
|                       |                                       |         |                      |         |                                 |      |                  |          | ∧ La                   | ncel     |
|                       |                                       |         |                      |         |                                 |      |                  |          |                        |          |

Set up a person of type SMS



| <ul> <li>Assign to Account.</li> </ul> |                  |                                 |   | Auu     |
|--|------------------|---------------------------------|---|---------|
| ouffix for Name:                       | SMS              |                                 | The name suffix is added to the accourt | nt name |
| .anguage:                              | English (Defaul  | t language) 📃 💌                 | Cost Center:                            |         |
| )epartment:                            |                  | Ŧ                               | Modify the department for all entries   | Edit    |
| PIN Number:                            |                  | Numeric personal PIN to aut     | henticate alarms if configured          |         |
| st Entry of Type:                      | SMS 🔻            | Mobile Phonenumber:             | 0177123456                              |         |
| 2nd Entry of Type:                     | <b>v</b>         |                                 |   |         |
| Brd Entry of Type:                     | ~                |                                 |   |         |
| Ith Entry of Type:                     | ~                |                                 |   |         |
| ith Entry of Type:                     | ~                |                                 |   |         |
| ith Entry of Type:                     | Ţ                |                                 |   |         |
| ormation for all availa                | ble Types        |                                 |   |         |
| nformation on Type:                    | SMS 💌            |                                 |   |         |
| Sends alarmmessage a                   | as SMS to the de | efined mobile-number. (Addition | al modem required)                      | ^       |
|  |                  |                                 |   |         |
|  |                  |                                 |   |         |
|  |                  |                                 |   | ~       |

MobiBBox is now ready to send SMS messages.

#### Add new Person



# **10 STARTUP GPIO MOBIBBOX V5**

The MobiBBox V5 is delivered with a GPIO module (8 DIN, 2 DOUT). To activate this module, the corresponding licenses must be purchased. Please feel free to contact our sales team for assistance. (<u>salesde@newvoice.global</u>)

### 10.1 Assembly + GPIO Connector Wiring

1. Please insert the supplied, pre-wired connector into the box.



 Activate the MobiBBox V5 contacts, launch the New Voice Tool Monitor, and enable the nvMobiBBox-V5-8cc2r.exe program (check the box and click "Start"). If the application is not available, it can be downloaded from the FTP server (located under /public/Updates/MobiBBox\_V5) and subsequently placed in the D:\nvt\ directory.

|                           |               |           |       |       |          |      | Abfrage (Lokal)  |     |                        |
|---------------------------|---------------|-----------|-------|-------|----------|------|------------------|-----|------------------------|
| WT VOICE                  |               |           | 2     | Aktua | disieren |      | Abfrage beendet. |     |                        |
| start Einstellungen       | Light Side In |           |       |       |          |      |                  |     |                        |
| grømm                     | Parameter     | Status    | Aktiv | Mini  | Verz     | Zeit | Auf Dienst wart  | Max | 🛉 Auf                  |
| 🛔 Local system            |               |           |       |       |          |      |                  |     |                        |
| NvAmqpDataServer.exe      |               | Gestartet | ~     | ~     | 10       | +0   | NV_RabbitMQ      | 30  | - Ab                   |
| NvAmqpStatisticServer.exe |               | Gestartet | ~     | ~     | 2        | +10  | NV_RabbitMQ      | 30  |                        |
| NvAmqpFileServer.exe      |               | Gestartet |       |       | 2        | +12  | NV_RabbitMQ      | 30  |                        |
| w nvmover.exe             |               | Gestartet |       |       | 2        | +14  | NV_RabbitMQ      | 30  | M.C. Discontinues      |
| 1 nvawdir.exe             |               | Gestartet |       |       | 2        | +16  | NV_RabbitMQ      | 30  | a minzuruger           |
| Invippoxserver.exe        |               | Gestartet |       |       | 2        | +10  |                  | 30  |                        |
|                           |               |           |       |       |          |      |                  |     | Beenden     Neustarter |
|                           |               |           |       |       |          |      |                  |     | ✓ OK                   |
|                           |               |           |       |       |          |      |                  |     | × Abbrecher            |
|                           |               |           |       |       |          |      |                  |     |                        |



### 10.1.1 Contacts

To commission the contacts, it is necessary to connect the supplied connector accordingly:

| GND | 56789 | -SW |
|-----|-------|-----|
| 5V  | 01234 | -SW |

The 0 on the box triggers Contact 1 in the MobiCall software, the 1 on the box triggers Contact 2 in the MobiCall software, and so on.

The potential for all contacts is GND.

Wiring Diagram:





### Wiring:





### 10.1.2 Relays

To commission the relays, the supplied connector must be wired as follows:

| GND | 56789 | -SW |
|-----|-------|-----|
| 5V  | 01234 | -SW |

Relay 1 is connected to 8.

Relay 2 is connected to 9.

Wiring Diagram:



Verkabelung:







Voltage relative to Ground (GND):



Voltage relative to 5V:





### **10.2 Configuration MobiBBox**

### 10.2.1 Opening the Configuration Assistant

| se | System Settings with Setup Wizard  | 765 VIEW :<br>7 19 19 19 12 5 5 18 19 19 19 19 19 19 19 19 19 19 19 19 19 | / 0, ¥   _ == ?                   |                                  |
|----|--|---|-----------------------------------|----------------------------------|
|    | Ganaral Sattings   |   | • • A : • • •                     |                                  |
|    | General Settings   |   |                                   | Data of groups and persons       |
|    | Parallel Alarm Settings  |   |                                   | -                                |
|    | Sequent Alarm Settings   |   |                                   | Group: 91 UL-WatchDog            |
|    | Confirmation Settings  | -   | 🛄 Details                         | Including the following persons: |
|    | Conference and Recording Settings  |   |                                   |                                  |
|    | Merrage Settings   | Group   | Туре                              | A Name Pho                       |
|    | message sectings   | 91 CC-WatchDog  | Parallel                          | Not generated or empty           |
|    | Post Queue Settings  | 99 Testalam<br>99 Testalam  | Parallel<br>Recelled              |                                  |
|    | Escalation Settings  | 91 CC-WatchDog  | Parale                            |                                  |
|    | Alarm Reset Settings   | 91 CC-WatchDog  | Parallel                          |                                  |
|    | E-mail Settings  | 91 CC-WatchDog  | Parallel                          |                                  |
|    | Login / Logout Sattings  | 91 CC-WatchDog<br>91 CC-WatchDog  | Parallel<br>Parallel              |                                  |
|    | Login / Logout Settings  | 91 CC-WatchDog  | Parallel                          |                                  |
|    | Alarm Report Settings  | 91 CC-WatchDog  | Parallel                          |                                  |
|    | DDI Callback Settings  | 91 CC-WatchDog<br>91 CC-WatchDog  | Parallel                          |                                  |
|    | XML Settings   | 91 CC-WatchDog  | Parallel                          |                                  |
|    | Server / Service Watch Settings  | 91 CC-WatchDog  | Parallel                          |                                  |
|    | Server / Service Watch Settings  | 91 CC-WatchDog  | Parallel                          |                                  |
|    | DECT Localisation Settings   | 91 CC-WatchDog<br>91 CC-WatchDog  | Parallel<br>Parallel              |                                  |
|    | Positive Security  | 91 CC-WatchDog  | Parallel                          |                                  |
|    |  | 91 CC-WatchDog  | Parallel                          |                                  |
|    | Ticket / Task Management System Settings   | 91 CC-WatchDog  | Parallel                          |                                  |
|    | In consider Coll Continues   | 91 CC-WatchDog  | Paralel<br>Paralel                |                                  |
|    | Incoming Call Settings   | 91 CC-WatchDog  | Parallel                          |                                  |
|    | Personnel Editor and Post Queue Settings   | 91 CC-WatchDog  | Parallel                          |                                  |
|    | Result Viewer Settings   | 91 CC-WatchDog<br>91 CC WatchDog  | Paralel     Paralel               |                                  |
|    | neson mener settings   | 91 CC-WatchDog  | Parallel                          |                                  |
|    | Call Handling and Error Settings   | 91 CC-WatchDog  | Parallel                          |                                  |
|    | Line Supervision   | 91 CC-WatchDog  | B Paralel                         |                                  |
|    | Watch Dog Box Settings   | 91 CC-WatchDog  | Paralel                           |                                  |
|    | Hutch bog box bettings   | 91 CC-WatchDog  | Parallel                          |                                  |
|    | Redundancy Settings  | No group specified  | Paralel                           |                                  |
|    | Dynamic Alarm Message TTS Settings   | 99 Testalam<br>99 Testalam  | Parallel<br>Parallel              |                                  |
|    | Hotel Evacuation Settings  | 97 Konferenz Test   | 2-Party Conference with the First |                                  |
|    | note encourion settings  | 97 Konferenz Test   | Conference/Parallel               |                                  |
|    | Import and Export Data   | 91 CC-WatchDog<br>91 CC WatchDog  | Parallel                          |                                  |
|    | System-Ereignis Alam bei Fehler  | 92 System WatchDog  | Parallel                          |                                  |
|    | System-Ereignis Alarm bei Warnung  | 92 System WatchDog  | Parallel                          |                                  |
|    | Schnittstellen Ereignis Alarm bei Fehler   | 93 Schnittstellen WatchDog  | Parallel                          |                                  |
|    | Schnittstellen-Ereignis Alarm bei Warnung<br>Manitas Essimis Alarm bei Esklar                                  | 93 Schnittstellen WatchDog<br>93 Sebrättstellen WatchDog                  | Parallel                          |                                  |
|    | Monitor-Ereignis Alam bei Wamung   | 93 Schnittstellen WatchDog  | Parallel                          |                                  |
|    | Web-Ereignis Alam bei Fehler   | 93 Schnittstellen WatchDog  | Parallel                          |                                  |
|    | Web-Ereignis Alam bei Wamung   | 93 Schnittstellen WatchDog  | Parallel                          |                                  |
|    | Sul-Datenbank Fehler<br>Datenbank Replikation Failover   | 92 System WatchDog<br>92 System WatchDog                                  | Parallel<br>Parallel              |                                  |
|    | Datenbank Replication Synchronization  | 92 System WatchDog  | Parallel                          |                                  |
| 8  | Datenbank Replikation abweichende Daten  | 92 System WatchDog  | Parallel                          |                                  |
| )  | Festplatten WatchDog   | 92 System WatchDog  | Parallel                          |                                  |
|    | Speicher-Uberwachung<br>Prozesson Überwachung  | 92 System WatchDog<br>92 System WatchDog                                  | Parallel<br>Parallel              |                                  |
| 5  | Lizenz-Oberwachung   | 92 System WatchDog  | Parallel                          |                                  |
|    | and a second | 000 · W · · D   | D 11                              | •                                |

New Voice setup wizard to configure a Mobicall server



### 10.2.2 Activate MobiBBox contact controller

### To activate the MobiBBox contact controller:





### Starting the contact controller in the New Voice Tool Monitor:

| utostart Settings                                  |                 |          |        |                                  |          |      |                  |          |      |         |
|--|-----------------|----------|--------|----------------------------------|----------|------|------------------|----------|------|---------|
| Program  | Parameters      | Status   | Enable | Minimi.                          | . Durati | Time | Wait for service | Max wait | +    | Up      |
| E 🚮 Local system                                   |                 | -        | _      | _                                |          |      |                  |          |      |         |
| nvamqpdal  | taserver        | Running  |        |                                  | 10       | +0   | NV_RabbitMQ      | 30       | -    | Down    |
| nvamqpsta  | disticserv      | Running  |        |                                  | 2        | +10  | NV_RabbitMQ      | 30       |      |         |
| No nvamqpfile                                      | iserver.exe     | Running  |        |                                  | 2        | +12  | NV_HabbitMU      | 30       |      |         |
| nvmover.e.   | xe              | Running  |        |                                  | 2        | +14  | NV_RabbitMQ      | 30       | - 4- | Add     |
| <ul> <li>nvawdir.ex</li> <li>nvawdir.ex</li> </ul> | e 116 superart  | Disabled |        | V<br>                            | 2        | +10  | NV_HabbitMQ      | 30       |      | -       |
|  | e i Torivastalt | Disableu |        | <ul> <li>▼</li> <li>▼</li> </ul> | 2        | +10  |                  | 30       |      | Remove  |
| nvtte sapi   | 04.6AC          | Bunning  |        | v<br>V                           | 2        | +10  |                  | 30       | N    |         |
| nvmail eve   | eve             | Stopped  |        | •                                | 2        | +20  | NV BabbitMO      | 30       |      |         |
| pyMobiBBr  | ov-\/5-8c       | Bupping  |        |                                  | 2        | +24  | Trabbiand        | 0        | •••  | Start   |
|  | 0x 40 00        | Training |        |                                  | 2        | 124  |                  |          | -    | Stop    |
|  |                 |          |        |                                  |          |      |                  |          | -    |         |
|  |                 |          |        |                                  |          |      |                  |          |      | Bestart |

Open the New Voice Contact Controller program on the desktop and create a new controller (right-click Add new controller, MobiBBox)

| Add Region                            | Ctrl+Alt+R |                       |
|---------------------------------------|------------|-----------------------|
| Add City                              | Ctrl+Alt+L |                       |
| Add Building                          | Ctrl+Alt+B |                       |
| Add Controller                        | >          | WAGO 750-3xx, 750-8xx |
| Controller Rules                      |            | MobiBox               |
| Change Name                           | F2         | New Voice WaSCO       |
| Settings                              | F3         | WAGO 750-82XX         |
| Show Statistics                       | F4         | WAGO 761-1xx          |
| Change Type                           | Ctrl+Alt+T |                       |
| Export to XML File                    |            |                       |
| Import from XML File                  |            |                       |
| Import Configuration from old Nvipbox |            |                       |
| Delete                                | Del        |                       |
|                                       |            |                       |



### 10.2.3 Configuring the contact controller

To configure the MobiBBox Contact Controller:

| Kontroller-Einstellungen  |       |  | ? ×       |
|---|-------|--|-----------|
| Main Alarm Contacts/Re  | elays |  | ОК        |
| Activate Controller<br>Name of the Controller:<br>Controller ID:<br>This ID is an unique Contro | 102   | Change ID<br>o address Relais (B1C2T5: B1: Controller1 | Abbrechen |
| Type of Controller:   | ν5    | ~  |           |
|   |       |  |           |

For Type of Controller, please select V5 and define a name.



| Control | ller Settina |
|---------|--------------|
|         |              |

? X

| Main Alarm Contacts/Relays   | ОК     |
|--|--------|
| Contacts alarm offset: 7000  | Cancel |
| As default specify an offset of 7000 for the first controller, 7100 for the next controller,   |        |
| Sensor alarm offset: set -1 if alarm offset is not in use  |        |
| Blinking   |        |
| Use blink detection  |        |
| Blink alarm offset 1 : -1 Common blinking timer 1: 0 ms  |        |
| Blink alarm offset 2: -1 Common blinking timer 2: 0 ms   |        |
| Timer is a max time nvipbox server waits for complete blink period. To high reliability use 20-50% longer time than period of expected signal. |        |
| Examples   |        |
| To detect Isec blinking - recommended timer value is 1300 ms<br>To detect 2sec blinking - recommended timer value is 2500 ms                   |        |
| To detect 5sec blinking - recommended timer value is 6000 ms   |        |
|  |        |
|  |        |
|  |        |
| << previous next >>  |        |

Please select the offset according to your configured alarm scenarios.



### 10.2.4 Special Feature MobiBBox V5 – Wago PFC 200 Rules

The following rules were set up: if you press button 1 on the controller of the MobiBBox V5, relay 1 on the PFC-200 switches

| Act       Source Data       Source Event       Condition       Command       Destionation       Reference       Comment       Add         Yes       102s1       102s1       Both       Invert       101c1       Invert       101c2       Edit       Edit         Yes       102s3       102s3       Both       Invert       101c3       Invert       101c4       Invert       101c4       Invert  | ules |             |              |           |         |              |           |         | ? ×               |
|--|------|-------------|--------------|-----------|---------|--------------|-----------|---------|-------------------|
| Yes         102s1         Both         Invert         101c1         Control (1)         Edit           Yes         102s2         102s3         Both         Invert         101c2         Image: 100 model (1)  | Act  | Source Data | Source Event | Condition | Command | Destionation | Reference | Comment | Add               |
| Yes       102s2       102s2       Both       Invert       101c2       Remove         Yes       102s3       102s3       Both       Invert       101c3       Remove         Yes       102s3       102s3       Both       Invert       101c4       Remove         Yes       102s3       Both       Invert       101c4       Remove         Oracle       Invert       Invert       101c4       Remove       Rule editor sy         Oracle       Invert       Invert       Invert       Invert       Invert       Invert         Invert       Invert       Invert       Invert       Invert       Invert       Invert         Invert       Invert       Invert       Invert       Invert       Invert       Invert       Invert         Invert       Invert       Invert       Invert       Invert       Invert       Invert       Invert       Invert         Invert       Invert   | Yes  | 102s1       | 102s1        | Both      | Invert  | 101c1        |           |         | Edit              |
| Yes       102s3       102s3       Both       Invert       101c3       Remove         Yes       102s3       102s3       Both       Invert       101c4       Rule editor sy       Rule editor sy       Rule editor sy       Image: Simple of the system of the syste | Yes  | 102s2       | 102s2        | Both      | Invert  | 101c2        |           |         | Later             |
| Yes         102s3         Both         Invert         101c4         Rule editor sy         @ Simple           Image: Simple system         Image: Si  | Yes  | 102s3       | 102s3        | Both      | Invert  | 101c3        |           |         | Remove            |
| Advances   | Yes  | 102s3       | 102s3        | Both      | Invert  | 101c4        |           |         | Rule editor sytle |
|  |      |             |              |           |         |              |           |         | O Advanced        |
| < >>   | <    |             |              |           |         |              |           |         | ,                 |

If you press button 2 on the controller of the MobiBBox V5, relay 2 on the PFC-200 switches

If you press button 3 on the controller of the MobiBBox V5, relay 3 and relay 4 on the PFC-200 switches



### **11** ACTIVATING AUTOMATIC RESTART

To activate the automatic restart function, e.g. after a power failure, it is necessary to set a jumper on the motherboard.

This jumper is set with every MobiBBox in the delivery state.









# **12 MOBICALL OVERVIEW**

The scheme below shows the principle of the solution and provides a detailed overview of the various system components.



- Alarmserver: MobiBBox 12.0.6 maximum 30 VOIP channels over SIP
- **PBX:** e.g. Alcatel-Lucent OXE, Siemens HiPath, Cisco CUCM
- Contact Controller: Maximum 128 contacts outputs or 128 relay inputs
- Interfaces 1-5: Serial ESPA 4.4.4 interface at COM1-6
- Emergency call: over DECT, internal telephone, mobile phones
- Web Interface: Web Interface for person-, group- and alarm-management
- Alarm terminals: DECT, int./ext. telephone, mobile phones



# 13 CONTACT CONTROLLER WAGO [OPTIONAL]

For detailed setup and programming of the WAGO contact controller, please use the following instructions: **NVHW2001\_WAGO\_IP\_Box\_Server\_EN.pdf** Several contact controllers can be connected to the MobiBBox,

For more detailed information, please contact your New Voice representative.



### **13.1 Connection**

The contact controller has an IP address and is connected to the alarm server via the LAN.



Comparable picture of the contact controller type WAGO.

The fixation takes place via a DIN rail, the contact connections are clamped.



### **13.2 Interface functionality and configuration:**

Each potential-free contact is assigned an alarm in the alarm center.

For example, for all alarms that are to be triggered via the contact controller, an offset of 7000 is added. The offset may vary depending on the desired configuration.

### 13.3 WAGO Alarm Configuration, WAGO Controller

The contact designations must be defined.

### 13.3.1 Controller 1

| Contact | Alarm | Description     | Group/Person |
|---------|-------|-----------------|--------------|
| 1       | 7001  | z.B. Fire alarm | (to define)  |
| 2       | 7002  |                 | "— "         |
| 3       | 7003  |                 | "— "         |
| 4       | 7004  |                 | "— "         |
| 5       | 7005  |                 | "— "         |
| 6       | 7006  |                 | "— "         |
| 7       | 7007  |                 | "— "         |
| 8       | 7008  |                 | "— "         |
|         |       |                 |              |
| 128     | 7128  |                 | "— "         |

### **Configuration of IP Contact Controllers**

- 8-128 potential free contacts
- IP Address: \_\_\_\_\_\_
- Port Address: 502
- Alarm Offset: 7000
- Minimum Duration: 10 (Time, during which a contact must be closed / open before an alarm is triggered in tenths of a second); in push mode The time is 0.5 seconds.



### 13.4 WAGO WatchDog Alarm

The WatchDog alarm is triggered if the connection between the MobiCall alarm server and the contact controller is lost.

| Alarm | Description                  | Group    |
|-------|------------------------------|----------|
| 9700  | WatchDog-Alarm Generic Alarm | Group 91 |
| 9701  | WatchDog for Box 1           | Group 91 |

### 13.5 Connection Scheme WAGO-Box (Example)



For security reasons, a contact is preferably configured as "normally closed". If a higher degree of monitoring is desired, WAGO offers the 750-424 module, which detects interruptions and short circuits in the power supply line.

**Caution:** The numbering on the contact module does not correspond to the labelling by WAGO: WAGO vertical, New Voice horizontal, see figure.



# 14 INTERFACES TO EXTERNAL SYSTEMS [OPTIONAL]

### 1-5 interfaces

to third-party systems



### **Serial Connection**

- Protocol: e.g. Espa 4.4.4
- COM-Port: e.g. COM1

### Connection

- 9-Pol-Plug: Pin2 receive, Pin3 send, Pin5 ground
- 25-Pol-Plug: Pin3 receive, Pin2 send, Pin7 ground

### **Transmission distances**

- RS232: ca. 10 m
- RS485: ca. 500 m

### The integration into MobiCall takes place via one of three variants

**Variant 1:** All alarms are forwarded to the employees via an alarm (e.g. 8001). The alarm text is removed from the interface and displayed on the display of the DECT, WiFi and fixed devices.

Option 1: MobiCall can search the alarm text for control characters/tag texts and trigger different alarm scenarios accordingly. Example: Fire alarm:Location <A> Room 2508 Alarm 8001 Fire alarm:Location <B> Room 1623 Alarm 8002 The sequence <A> or <B> determines the alarm offset.



Option 2: Using "text-to-speech", the text can also be played on GSM and telephones without display.

**Variant 2:** The interface sends the alarm server an alarm number together with a dynamic alarm text. This text is displayed on the display of receiving devices such as DECT, WiFi and fixed devices or, for example, by short message via SMS. The statistics allow a more detailed evaluation than variant 1 allows.

**Variant 3:** All alarm texts transmitted by the interface are displayed as alarms in MobiCall, for example in the range 4001 to 4998. In the event of an alarm, MobiCall searches for the received alarm text in the configured alarm range 4001 to 4998. If the alarm text is not found, the default alarm e.g. 4999 is triggered.



# **15 WEB INTERFACE**

Web can be opened via the browser with http://localhost on the MobiBBox server or http://<MobiBBox\_IP> from another device with network access.

| MobiCall by New Voice × +    |          |                            |                     |
|------------------------------|----------|----------------------------|---------------------|
| ← → C () localhost/index.php |          |                            | ☆ <b>Θ</b> :        |
|                              |          |                            | MobiCall            |
|                              | W        | elcome to MobiCall         |                     |
|                              | Username | Username                   |                     |
|                              | Password | Password                   |                     |
|                              |          | Log in                     |                     |
| +41 58 750 11 11             |          | New Voice International AG | support@newvoice.ch |

### 15.1 Basic requirements Web Interface

#### **Browser Requirements**

Browsers recommended:

- Mozilla Firefox with the latest updates
- Google Chrome with the latest updates

Browser supported:

• Microsoft Edge with the latest updates

Browsers not supported:

• Microsoft IE



If the MobiCall web interface is accessed remotely, one of the supported browser versions listed above is required.

A complete functional guarantee for other web browsers or versions not listed here cannot be given.

After the first login, you should change the password for the user "admin". After logging in, select the item in the upper right corner Admin -> Settings

| User Settings   |                               |  |  |  |  |  |
|---|-------------------------------|--|--|--|--|--|
| Password must be changed<br>The new password must choosen carefully according to the password policy. |                               |  |  |  |  |  |
| Name:   | admin                         |  |  |  |  |  |
| Username:   | admin                         |  |  |  |  |  |
| Password:   | Please insert secure password |  |  |  |  |  |
| Repeat Password:  | Please confirm password       |  |  |  |  |  |
| Save Cancel   |                               |  |  |  |  |  |

#### **15.2 Licensed Web Features:**

#### **Mobilisation Package**

• This package includes all the applications required to trigger, edit, recreate, delete, and test alarms.

### Mandates Capability

 The display and administration of alarms, alarm groups, alarm participants and calendar schedules can be activated specifically for certain users or user groups.



### **Group Organiser**

• The group organiser offers the possibility to combine alarms and alarm groups into logical standby groups and to provide a user-dependent standby group application together with the feature "multi-client capability".

### Visualizer

- With the Visualizer package, customer-specific web applications can be implemented.
- By means of animations or other graphical representations, alarm states can be displayed.
- Alarm buttons to trigger an alarm can be implemented.
- A visualization application can be extended to multiple pages to make the application clear and detailed.
- Backgrounds for building, terrain or simple structure plans can be imported.



The figure shows the active alarm of a DECT transmitter



### Extended Access Rights / Access Control List (ACL)

- The "Extended Access Rights" license allows you to fine-tune access rights
- For alarms, groups, departments and calendars, the options "View", "Create", "Modify", "Delete" and "Run" are available. These allow unlimited flexibility in the configuration of access rights.



### **16 MONITORING AND SYSTEM ALARMS**

The alarm server monitors all interfaces to and from MobiCall. As soon as the connection to the other side (contact controller, GPRS module, watch dog box) is lost, this is displayed in the responsible interface program. If the interruption lasts longer than the set time, an alarm is triggered, which usually mobilizes a person from the technology department to check the connection.

| Alarm | Designation  | Group    |
|-------|--|----------|
|       | Standard Messenger Alarm                             |          |
| 9600  | To test the Messenger alarm                          | Group 99 |
|       | Standard Conference Alarm Conference of 2            |          |
| 9610  | To test the conference of 2                          | Group 97 |
|       | Interruption to WAGO contact controller              |          |
| 9700  | Please check the network connection                  | Group 91 |
|       | WatchDog Alarm CC-Box 1                              |          |
| 9701  | Defined alarm triggered                              | Group 91 |
|       | SQL Database Errors                                  |          |
| 9840  | Attention: no access to the SQL alarm database       | Group 92 |
|       | Hard disk space (limit < 200 MB)                     |          |
| 9850  | There are less than 200 MB free on the hard disk)    | Group 92 |
|       | Dongle Monitoring                                    |          |
| 9860  | Attention, the license dongle has been removed       | Group 92 |
| 9865  | Automatic backup Configuration data cannot be saved. | Group 92 |
|       | Line monitoring                                      |          |
| 9900  | Attention, MobiCall cannot make calls.               | Group 93 |
|       | Line monitoring                                      |          |
| 9901  | Attention, MobiCall does not receive a response.     | Group 93 |
|       | Line monitoring                                      |          |
| 9902  | Attention, MobiCall cannot receive calls.            | Group 93 |
|       | Linienüberwachung                                    |          |
| 9903  | Lines are OK   | Group 93 |



|      | Call Collision Warning                             |          |
|------|--|----------|
| 9909 | Attention not enough lines free, incoming/outgoing | Group 93 |
|      | Monitoring of interface 1                          |          |
| 9910 | Alarm in case of disconnection to interface 1      | Group 93 |

The alarms are configured by the partner or end customer.



### **17 NEW VOICE SERVICES AND PROCESSES**

### **17.1 New Voice Services**

The processes required for alerting are started and monitored via the New Voice services "New Voice Tool Service" and "New Voice Application Manager" (visible under nvtservicemon.exe).

If a required process is terminated, it is automatically restarted.

Because the New Voice service logs on with either the administrator account or a service-owned account, the local user can log out and the processes continue to run.

| Service      | Description                                  | Run by User  |
|--------------|--|--------------|
| nvtserv      | New Voice Tool Service                       | .\NEWVOICE-  |
|              | Autostart and Monitoring Process             | MOBICALL     |
| nvmonsvc     | New Voice Monitor Service                    | Local System |
|              | Main Service for Monitoring the Main Service |              |
| spnsrvnt     | Sentinel Protection Server                   | Local System |
| Sntlkeyssrvr | Management of Sentinel dongles connected     |              |
| sntlsrtsrvr  | to the PC                                    |              |
| pg_ctl       | New Voice SQL Service                        | .\NEWVOICE-  |
|              |  | MOBICALL     |
| NV_Apache    | New Voice Web Services                       | Local System |
| NV_RabbitMQ  |  |              |
| NV_PHPServ   |  |              |

Since no applications can be started without the New Voice Tool Service, this service is monitored by the additional service monitor nvmonsvc. The Service Monitor is accessed via the icon in the notification panel of the taskbar or evice via Autostart in the Windows Start menu.



| eneral | Log On      | Recovery      | Dependencies     |        |
|--------|-------------|---------------|------------------|--------|
| .og on | as:         |               |                  |        |
| ) Loc  | al System   | account       |                  |        |
|        | Allow servi | ce to interac | t with desktop   |        |
| ) This | account:    | .\N           | EWVOICE-MOBICALL | Browse |
| Pas    | sword:      | •••           | •••••            |        |
| Con    | fim passw   | vord:         |                  | 7      |
|        |             |               |                  |        |
|        |             |               |                  |        |
|        |             |               |                  |        |
|        |             |               |                  |        |
|        |             |               |                  |        |
|        |             |               |                  |        |
|        |             |               |                  |        |
|        |             |               |                  |        |
|        |             |               |                  |        |
|        |             |               |                  |        |

Only if the New Voice services are started under the administrator account:

When changing a password, it must be remembered that the password will also be adjusted in the properties for the "New Voice Tool Service" service.

Otherwise, the service will not be able to start at the next system restart (missing authorization).

The properties are accessed via: Start  $\rightarrow$  Settings  $\rightarrow$  Control Panel Administrative Tools Services New Voice Tool Service



|    | Service                   | Parameter   | Description                               |
|----|---------------------------|-------------|---|
| 1. | nvmover.exe               | E,M, 2 sec  | For statistical data, etc.                |
| 2. | nvawdir.exe               | E,M, 2 sec  | Job processing from DB                    |
| 3. | nvamqpdataserver.exe      | E,M, 10 sec | AMQP Data Server                          |
| 4. | nvamqpstatisticserver.exe | E,M, 2 sec  | AMQP Statistic Server                     |
| 5. | nvtvoip.exe 1 X nvastart  | E,M,, 2 sec | Telephony Program                         |
| 6. | Nvamqpfileserver.exe      | E,M,2 sec   | AMQP File Server                          |
| 7. | Nvespa.exe                | E,M,2 sec   | Light call                                |
| 8. | New Voice Alarm           | E,M,2 sec   | Program for monitoring the potential-free |
|    | IP Box                    |             | contacts on the WAGO controller           |
|    | nvipboxserver.exe         |             |   |

### **17.2 New Voice Processes and Autostart Parameters**

The process "New Voice Statistics Manager and Disk Monitor" is also started and monitored by the service, but does not appear in the taskbar, but in the system tray (bottom right next to the time display). This program moves and deletes the statistics files, starts tasks and is used for the WatchDog functions.

### Processes that do not need to be started for alarm operation:

- New Voice Monitor
- New Voice MobiCall Alarmcentral
- Alarmconfigurator
- New Voice Person-/Groupeditor
- New Voice Dial-Program to test of incoming and outgoing phone calls



MobiCall

### **18** INSTALLATION INSTRUCTIONS AND INFORMATION FOR SYSTEM INTEGRATOR

### **18.1 MobiCall Dimensions and connections**

### System

- MobiBBox comes pre-installed by New Voice.
- The system must be protected from dust, moisture and vibrations.



### **Power Connections**

The MobiBBox requires power sockets, which are protected by a UPS system (on-site delivery):

- Server room 1 socket for the MobiBBox1 socket for the screen (does not necessarily have to be routed via the UPS)1 socket reserve
- Location WAGO controller (possibly in the server room): [optional]
   1 socket for WAGO controller 1 (controllers are supplied without power cord)
- Location watchdog box (possibly in the server room): [optional]
   1 socket for the watchdog box

### Networking

• The system requires a LAN connection for communication with the WAGO contact controller or with the PBX

The use of firewall and antivirus should be discussed with New Voice.

### Serial port

• RS232 interface for third-party system connection



### Various

- If you have any questions, please contact your New Voice representative.
- Post-installation documentation for peripherals can be found at <u>D:\nvt\doc</u>



# **19 MOBICALL – CONTACT FORM**

Please choose your field of activity:

 $\mathbf{N}$ 

MobiCall stands for a clear and simple approach while ensuring a cost-effective integration in the working process and in the infrastructure as well.

Healthcare facility Hotel industry Police/ Civil defence Schools/ 闁 Public institution **Building/Office** Universities Industry E Ca Financial sector Other ..... Please select the solution/solution components needed:  $\mathbf{N}$ Voice 99 Fire alarm Multi-client capability 9 recording Evacuation Web rendering Access control • Localisation / Path Finding / **Hotline Solution** Personal security AssetTracking Automated Web interface Loudspeaker monitoring Video Database/ Statistics Contingency plans monitoring Network / PBX Minibar/ Baby-phone Nurse call Room status monitoring Mobility solutions Conferences **3**18 Mobilisation (3G/4G/5G/Wi-Fi) Building Production Op Automation Other ..... monitoring System

Notes:

Company:.....Postcode/City:.....Country:.....Contact person:.....Phone:.....E-Mail.....

Please send this form to mobicall@newvoice.global