

TUTORIAL

MOBICALL UPGRADE



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Note

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1 INTRODUCTION

This documentation describes the upgrade process from one MobiCall version to the next higher MobiCall version.

If you intend to upgrade a redundant MobiCall system, please contact NewVoice Support in advance to receive guidance on the appropriate procedure.

2 PREPARATION

2.1 Requirements

You can check if all requirements are met in these documents:

- NVSPEC4045_Checklist_MobiCall_Installation_EN
- NVSPEC5016_Antivirus_DE (Antivir exceptions)
- NVALR1001_MobiCall_System_Requirements_EN (Hardware and OS requirements)
- NVSPEC5009_IP_Ports_Firewall_EN

The control of the requirements is also necessary, when the upgrade is done on the same server, e.g. some processes / services got added that didn't exist before or some got deleted.

A newer MobiCall version might also need extra ports opened.

2.2 MobiCall License

Please confirm that you own a valid license for the new MobiCall version. Without a valid MobiCall license you will not have the full functionality of MobiCall after the upgrade. With a hardware dongle you can update your license before you actually upgrade your MobiCall installation. You can find more detailed information about the license update in point 7.

If a question to the license should still arise our sales team can help you.

<https://www.newvoiceinternational.com/contact-us/>

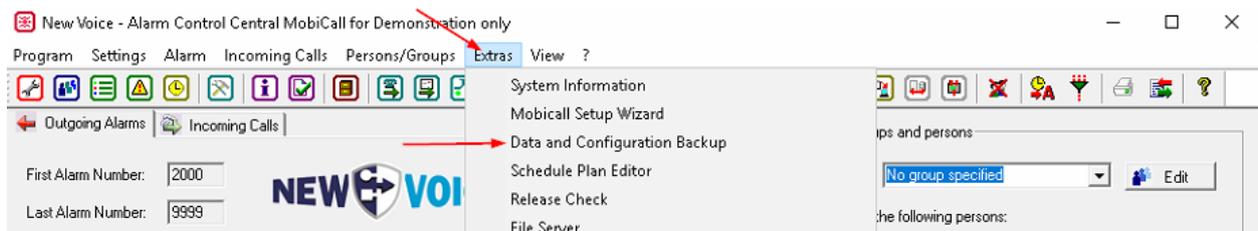
2.3 Backup MobiCall

Before you start the upgrade, you should do a complete backup of the MobiCall installation like this:

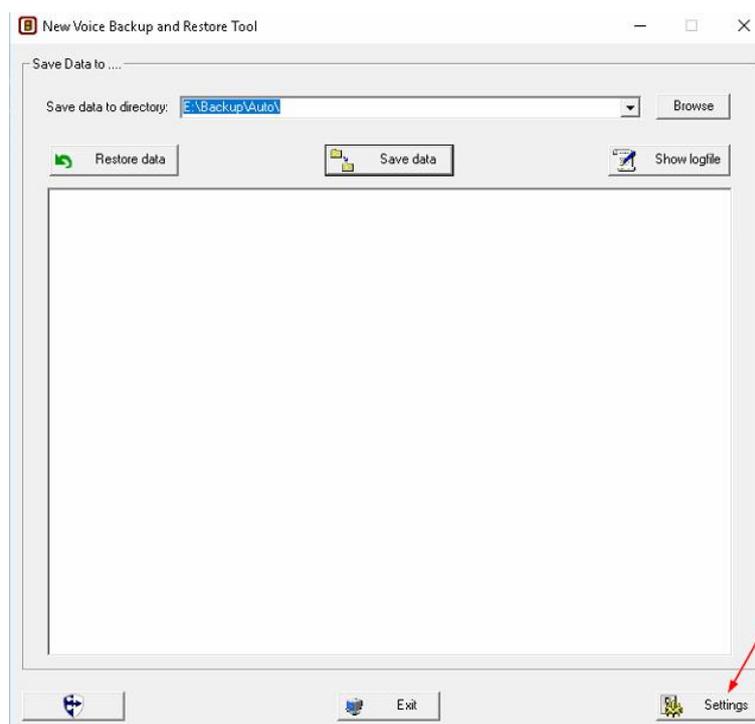
1. Open the Alarm Control Central, you can find the icon on the desktop.

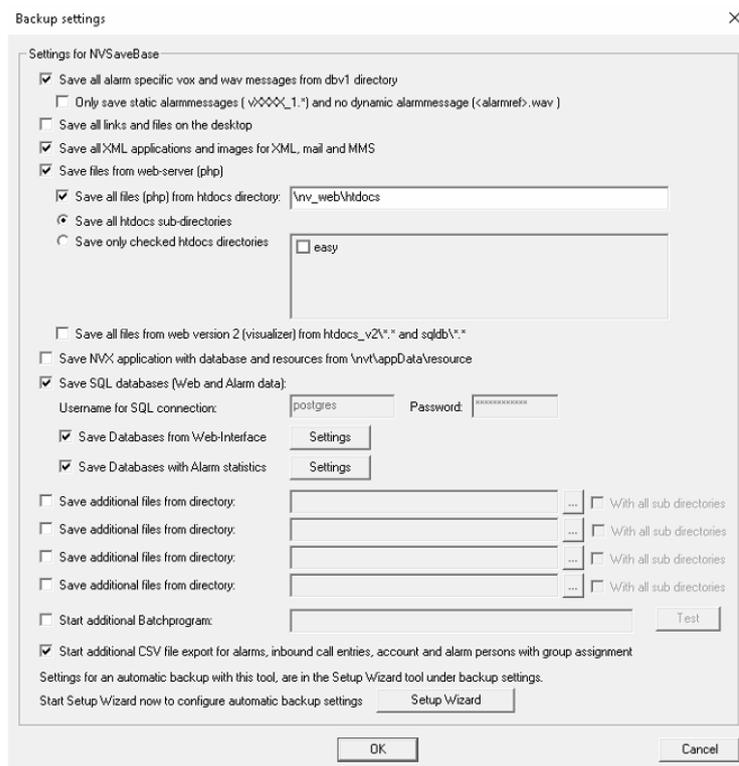


2. Navigate to the "Extras" menu in the top toolbar, then select "Data and Configuration Backup."

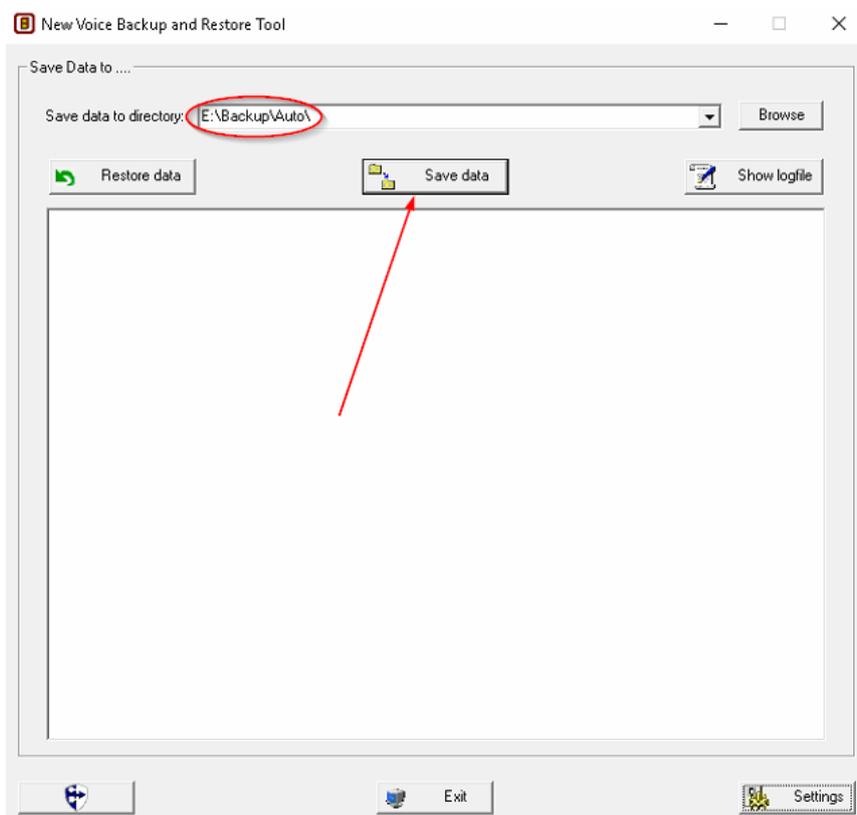


3. In the "Settings" section, check that all relevant options for you are selected. The screenshot shows the default settings.

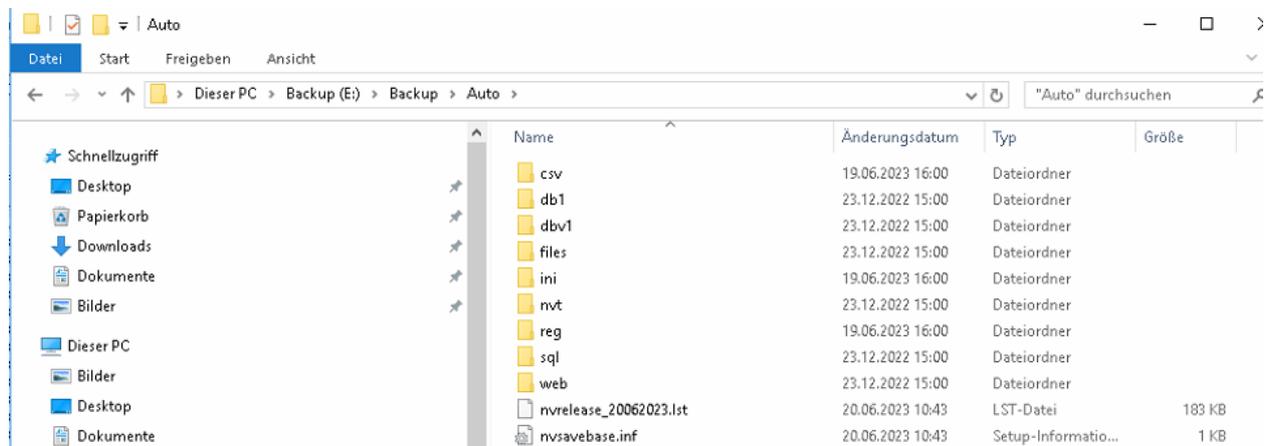




4. Choose the appropriate path for the backup files and click on "Save Data."



After the process is complete, you should have the following folder structure in the selected directory:



5. Backup of the following directories to a separate drive / external storage device (can be deleted after successful upgrade):

- Db1
- Dbv1
- Nv_pgsql
- Nv_web
- Nvt

2.4 Backup Wago

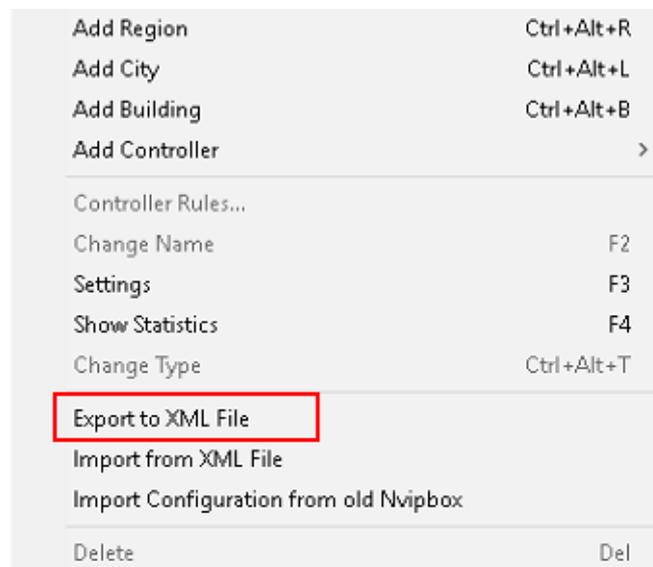
If no contact controller is available, this step can be skipped.

Backing up the Wago configuration:

Open the "New Voice Contact Controller" icon on the desktop.



Right-click on the respective controller and select the option "Export to XML file."



Save the file in your backup directory (refer to step 2.5).

2.5 Backup nPort

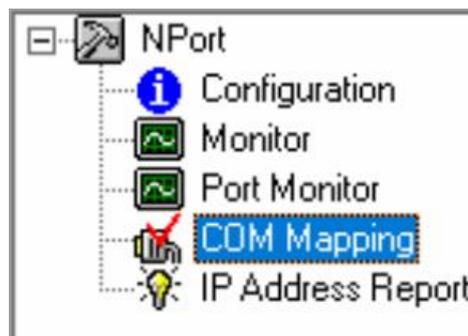
If there is no Serial to TCP/IP converter available, you can skip this step.

Backing up the NPort configuration:

Open the NPort Administrator or nPort Driver Manager software.



Click on the COM-Mapping point in the left field.

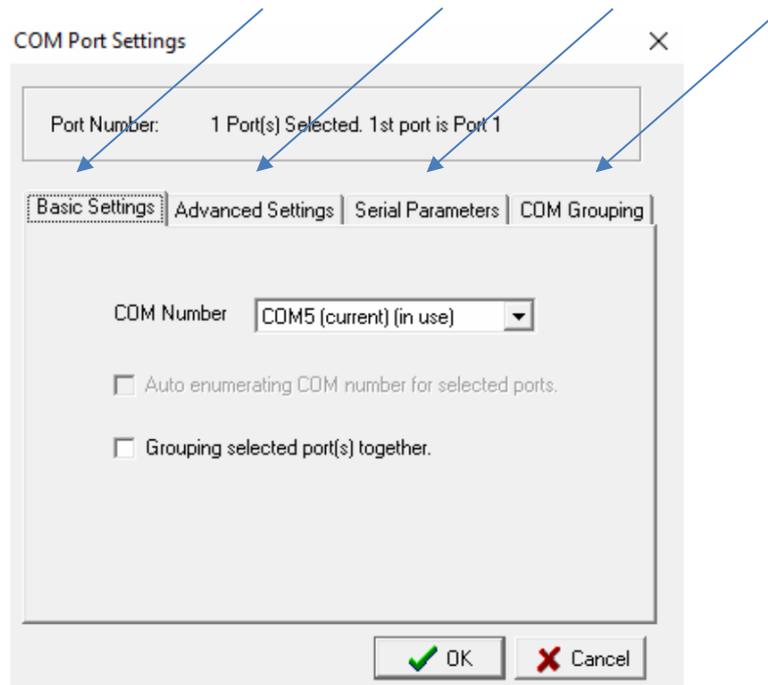


Right-click on "COM Mapping" and select "Export COM Mapping."

Save the file in your backup directory.

If the nPort Moxa is too old, it may be necessary to manually transfer the settings of each Moxa box.

To do this, double-click on the respective Moxa device and navigate through the various tabs.



2.6 Procedure for an existing MobiCall installation:

For an existing MobiCall installation, the recommended approach by the development team is to install the new software over the old software. This procedure can be performed starting from MobiCall version 8.3, allowing you to skip step 3, "Uninstallation of existing MobiCall software." If you encounter any issues after the upgrade installation, please contact the support team or proceed with step 3.

2.7 Attention: Special programs

For special programs such as custom interfaces specifically developed for your system, NVX applications, or older interfaces, it is crucial to contact NewVoice support before proceeding. It may be necessary to perform tests with the new software to ensure compatibility and functionality with these components. Please reach out to NewVoice support for further guidance in such cases.

3 UNINSTALLING EXISTING MOBICALL SOFTWARE.

Uninstalling the MobiCall software for an update is not necessary. The new MobiCall installation can be installed over an existing solution. This will import the old data into the new configuration.

Additional programs like Notepad++ can also be installed over the existing programs.

4 UPDATING THE OS

If necessary, update your operating system now and perform all necessary Windows updates.

Afterwards, restart the system and proceed with the installation of the MobiCall system.

5 PROCEDURE FOR UPGRADES

Depending on the type of upgrade and the MobiCall solution, there are different procedures. We distinguish between an upgrade on an existing server and an installation on a new server with subsequent configuration restoration from a backup. There are also some important points to consider when upgrading from a redundant solution.

5.1 Updating an existing MobiCall system

Follow the steps described in the MobiCall installation guide and install the new version over the existing one.

The configuration will be automatically imported after the installation.

Don't forget to apply system updates afterward, as described in the chapter "Applying MobiCall Updates (Not Upgrades)."

5.2 Updating an existing redundant MobiCall system

When upgrading two or more redundant MobiCall systems, the following points should be considered:

First, install the upgrade on the Supervisor, and then on the Master.

Before installing on the Supervisor server:

- Stop and disable nvsync.exe in the autostart.
- Disable SQL database replication in the configuration wizard.

Follow the steps described in the MobiCall installation guide and install the new version on the Supervisor.

After installing on the Supervisor, make sure to keep nvsync and DB replication deactivated.

Now, proceed to apply updates to the Supervisor system as described in the chapter "Applying MobiCall Updates (Not Upgrades)."

Verify the functional status of the MobiCall Supervisor system and check if alarms are being processed correctly.

If everything is functioning properly, you can proceed to update the Master in the same way as the Supervisor.

After upgrading the Master system, don't forget to apply updates to the Master system as described in the chapter "Applying MobiCall Updates (Not Upgrades)."

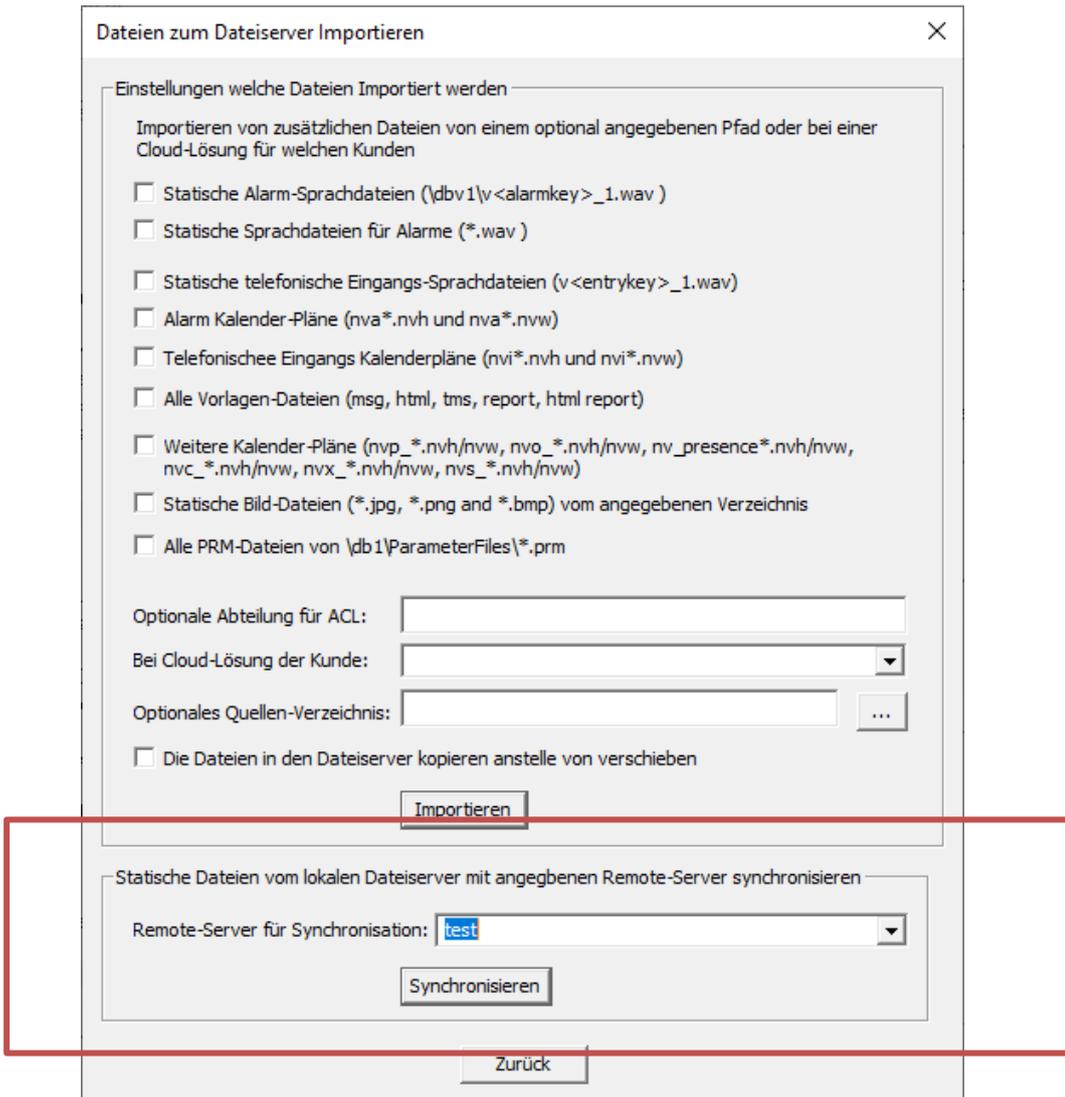
Verify the functionality of the Master system after the upgrade.

In the configuration wizard on the Master, check the following:

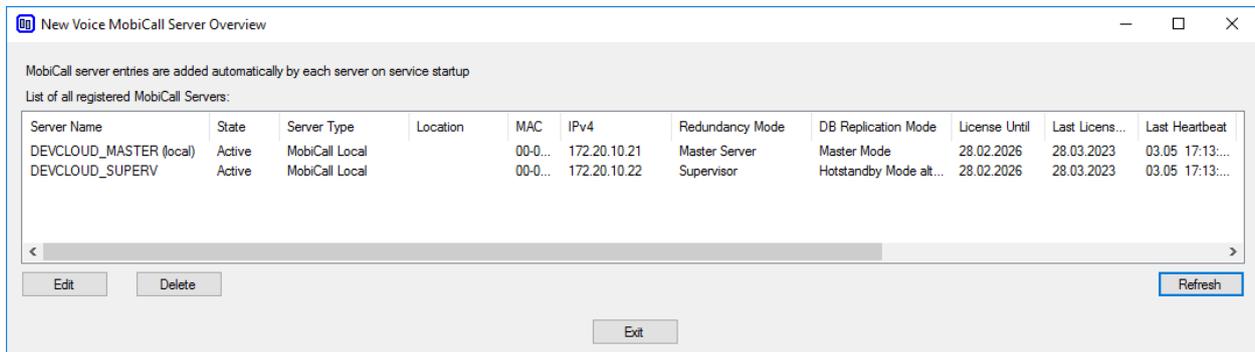
- Configure and start message queue (AMQP) replication links to the Supervisor.
- Configure the file server for multi-server solutions and ensure the root directory of the Supervisor file server is accessible.
- Enable database replication and re-enable Master mode.
- Re-enable and start the synchronization of Nvsync.exe.

Verify that all static files in the file server are also present on the Supervisor. The best way to check this is through the file server program NvFileServer.exe, where each static file should be listed once for the Master and once for the Supervisor.

If any static files are missing on the Supervisor, you can initiate the synchronization of files from the Master to the Supervisor using the File Import Tool in the configuration wizard (under File Server Settings).



Afterwards, you can check in the Server Overview (NvServerViewer.exe) whether all servers are connected and operating in the correct mode.



5.3 Installation on a new server with data restoration.

When installing the MobiCall solution on a new server and importing configuration data from an existing MobiCall, the following points should be considered:

Make sure that a valid license with the IP address to be used is available.

Install the MobiCall solution on the new server following the instructions provided in the MobiCall installation guide.

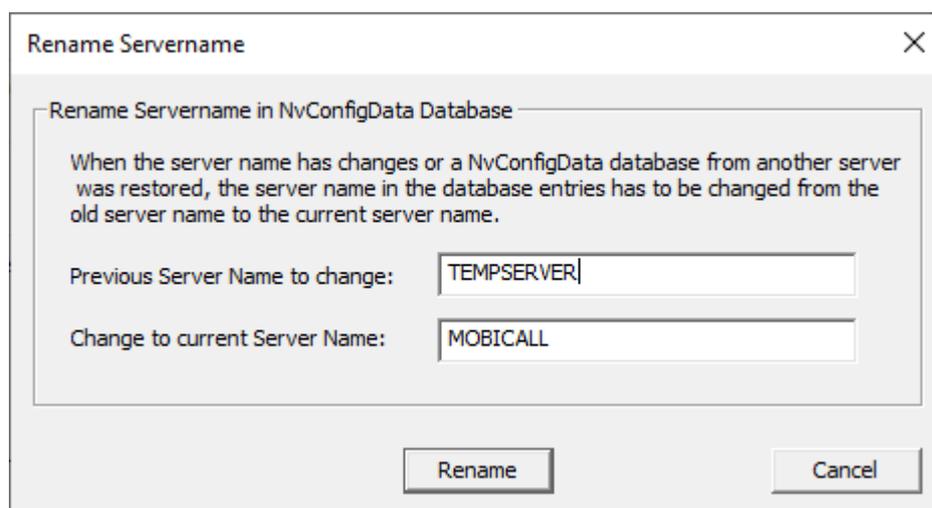
Perform a data backup on the old MobiCall system and copy the entire backup (nvsavebase) to the new server.

Start the restoration process on the new server as described in the guide for restoring MobiCall data backup.

Do not import the data using CSV export/import.

It is recommended to use a new server name for the new MobiCall installation. If the same server name needs to be used, the server name can be changed after switching to the new server.

In the NvConfigDataTool (nvconfigdata_import.exe) or through the configuration wizard, the server name can be modified in the configuration afterward.



Additionally, a redistribution for the Message-Queue (RabbitMQ) needs to be initiated. This is typically done automatically during a server restart.

5.4 Installation on new redundant servers with data restoration.

When installing the MobiCall solution on new redundant servers and importing configuration data from existing MobiCall systems, the following points need to be considered:

Ensure that correct licenses with the respective IP addresses to be used are available.

Install the MobiCall solution on the new servers as described in the [MobiCall Installation section](#).

After that, install the updates as described in the [Performing the MobiCall Updates \(Not Upgrades\) chapter](#).

Perform a data backup on the old Master MobiCall system and copy the entire backup (nvsavabase) to the new Master server.

Initiate the restore process on the new Master server as described in the [Restoring MobiCall Data Backup section](#).

Perform a data backup on the old Supervisor MobiCall system and copy the entire backup (nvsavabase) to the new Supervisor server.

Initiate the restore process on the new Supervisor server as described in the [Restoring MobiCall Data Backup section](#).

Do not import the data using CSV export/import.

On the Master server, check in the Configuration Assistant:

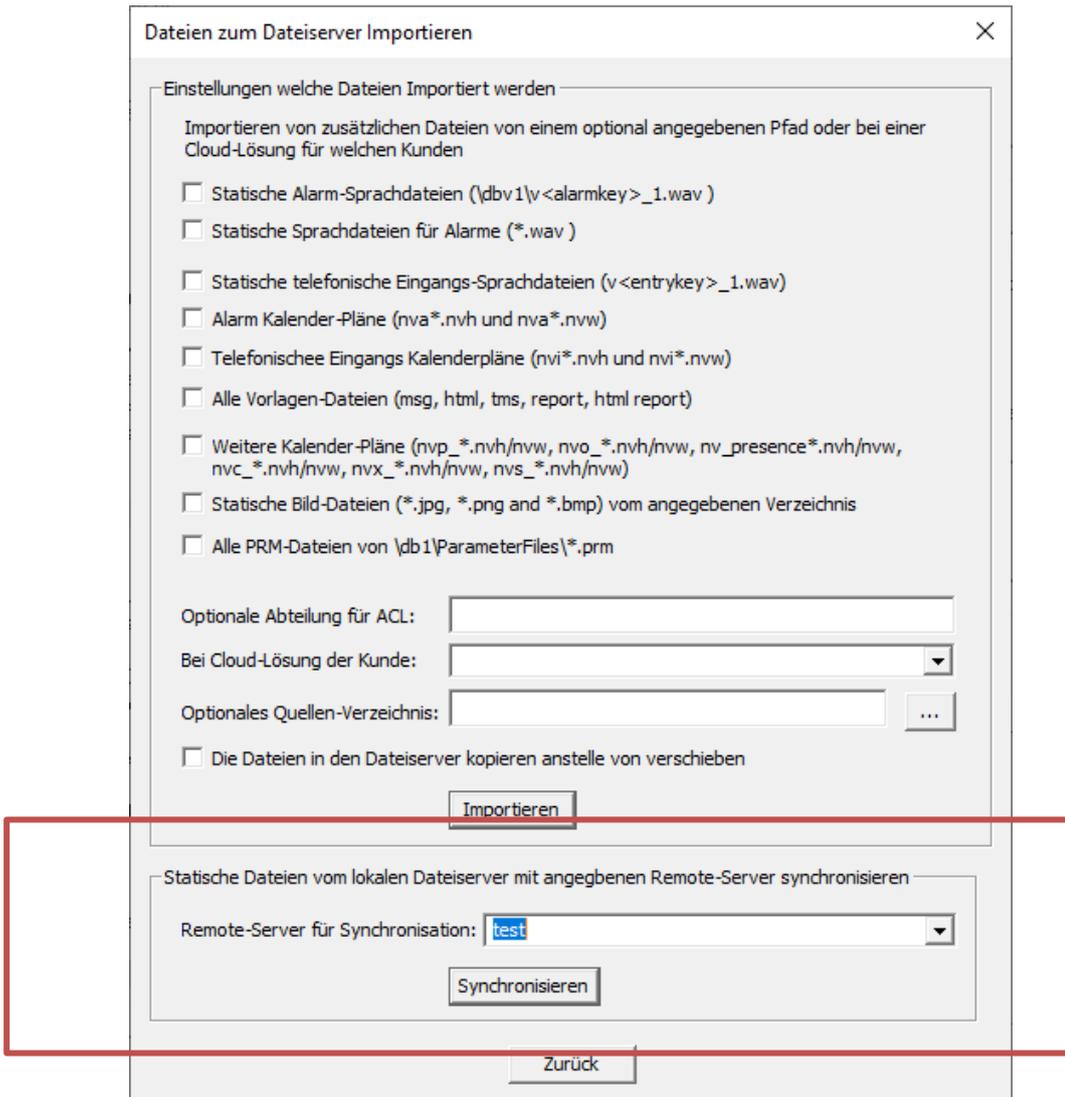
- Configure and start Message-Queue (AMQP) replication links to the Supervisor.
- Configure the file server for multi-server solution and ensure that the root directory of the Supervisor file server is accessible.
- Enable database replication and activate Master mode.
- Activate Alarm Redundancy (nvamaster) and Synchronization (nvsync).

On the Supervisor server, check in the Configuration Assistant:

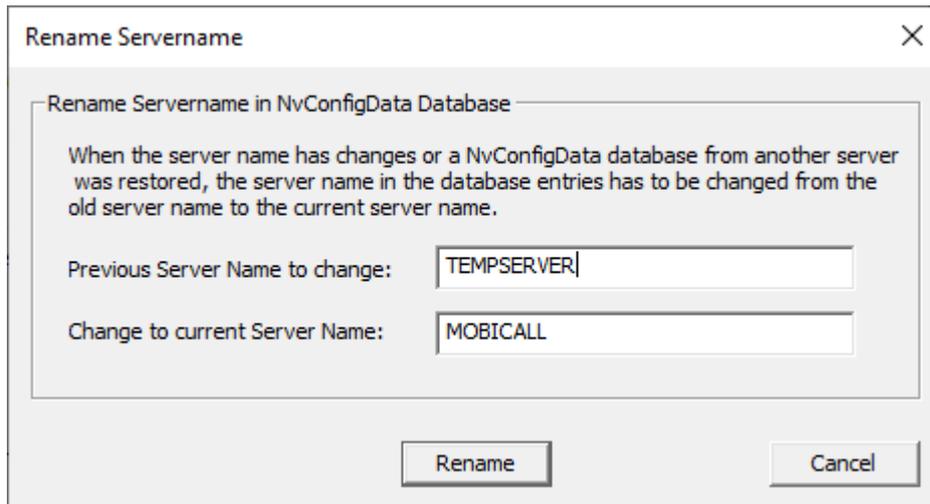
- Configure and start Message-Queue (AMQP) replication links to the Master.
- Configure the file server for multi-server solution and ensure that the root directory of the Master file server is accessible.
- Enable database replication and activate Hot Standby mode (synchronize).
- Activate Alarm Redundancy (nvamaster) and Synchronization (nvsync).

Verify that all static files are present on the Supervisor's file server. This can be checked in the NvFileServer.exe program, which lists each static file for both the Master and the Supervisor.

If any files are missing, the file synchronization from the Master server to the Supervisor can be initiated using the File Import tool in the Configuration Assistant (under File Server Settings).

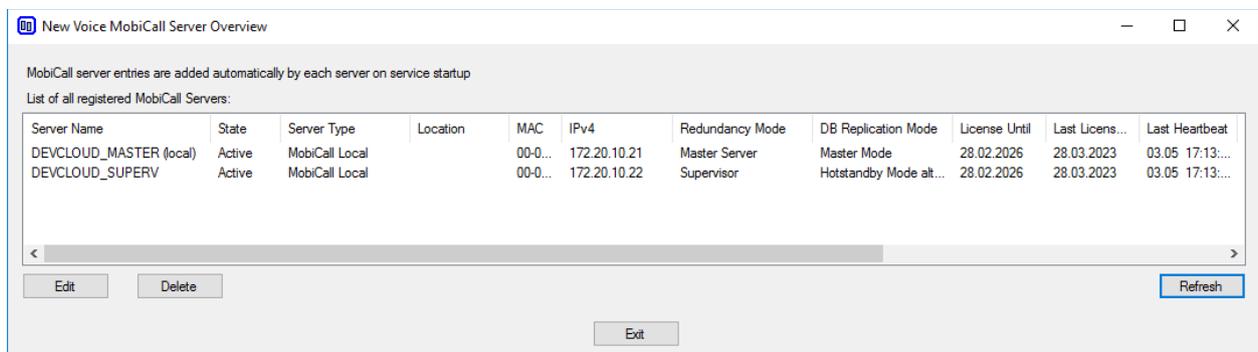


We recommend using a new server name for the new MobiCall installation. If the same server name must be used, the server name can be changed after switching to the new server. The server name can be modified in the configuration using the NvConfigDataTool (nvconfigdata_import.exe) or through the Configuration Wizard.



Additionally, a redistribution of the Message-Queue (RabbitMQ) needs to be initiated. This is usually done automatically during a server restart.

Afterward, you can check in the Server Overview (NvServerViewer.exe) whether all servers are connected and operating in the correct mode.



6 INSTALLATION MOBICALL

Attention! During the installation, a local administrator account will be created. This is necessary to ensure that services and processes can continue running even without a logged-in user. This user requires full local administrator rights, and the password is randomly generated and unknown even to NewVoice employees.

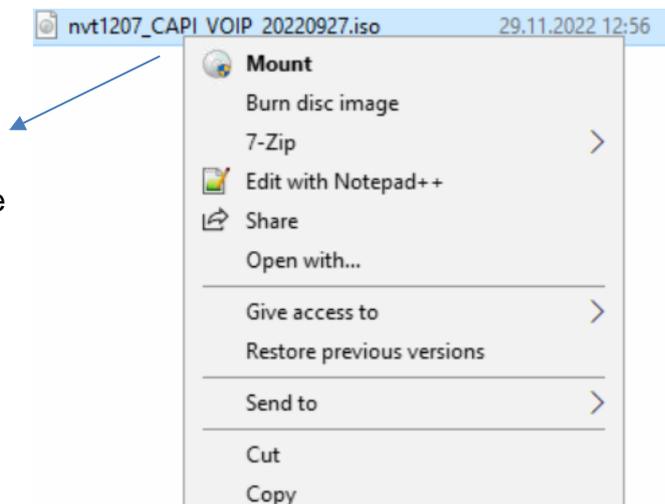
If you are unable to create local administrators on your server system, for example, due to Microsoft GPOs (Group Policy Objects), an alternative option is to use a domain administrator account with the appropriate system rights.

6.1 Preparation

Step 1:

Download the latest .ISO file that has been authorized for you onto the server.

Mount this .ISO file:



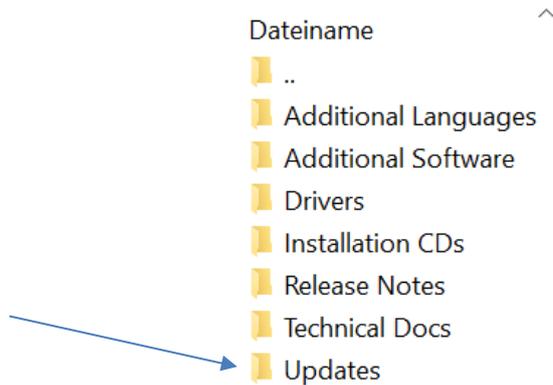
You can request access to the New Voice FTP server to download .ISO files by contacting support@newvoice.global. If necessary, the support staff can also provide you with a suitable Google Drive link.

Now, copy all the files from the mounted drive to a local directory.

Step 2:

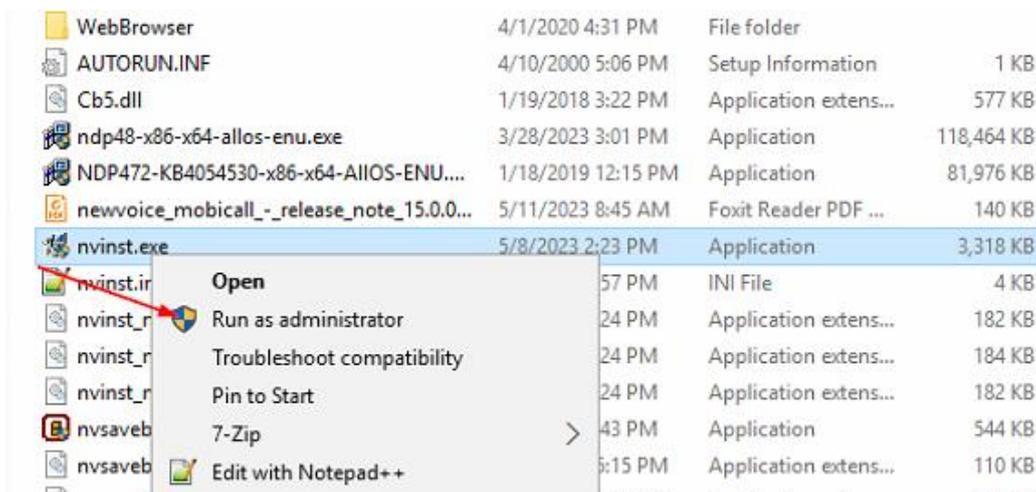
Download the appropriate updates for your version and also save them locally on the server.

Ensure that drives C: and D: have sufficient free disk space.



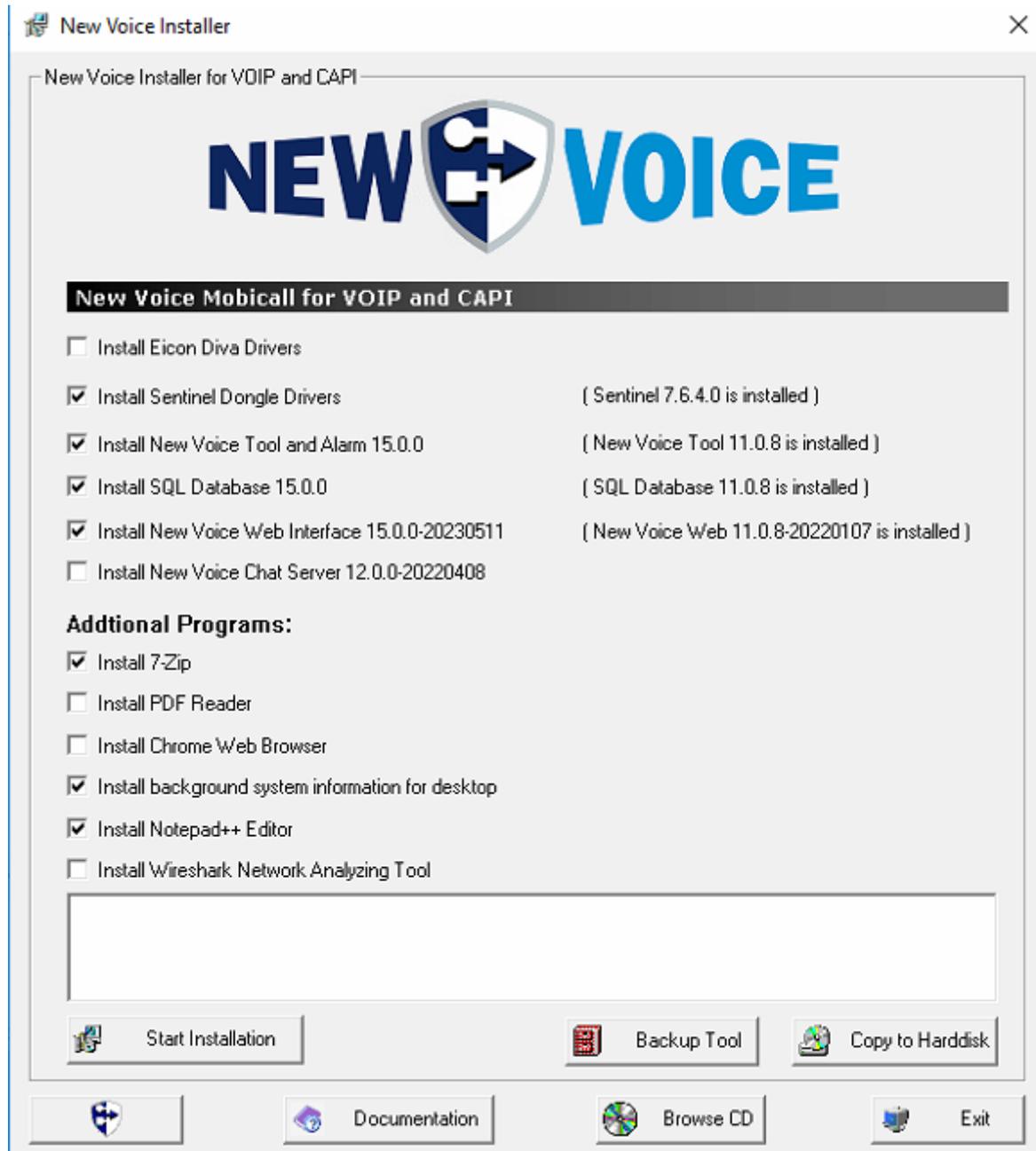
6.2 Starting the installation

Begin the installation by right-clicking on the file nvinst.exe and selecting "Run as administrator" from the menu.



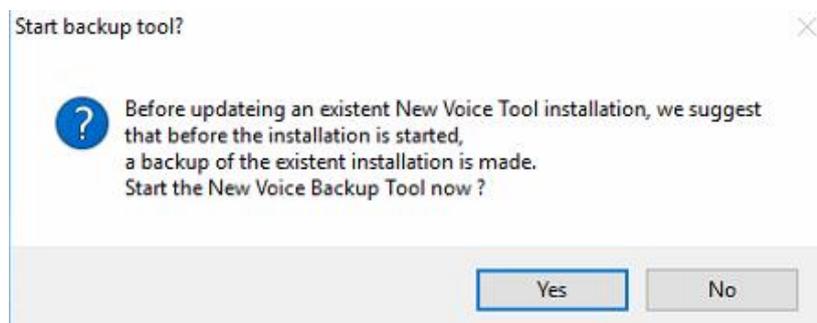
Select the relevant options for your server system:

- Eicon Diva Driver is only relevant for systems with ISDN.
- Sentinel Dongle Driver is not required for soft dongles.

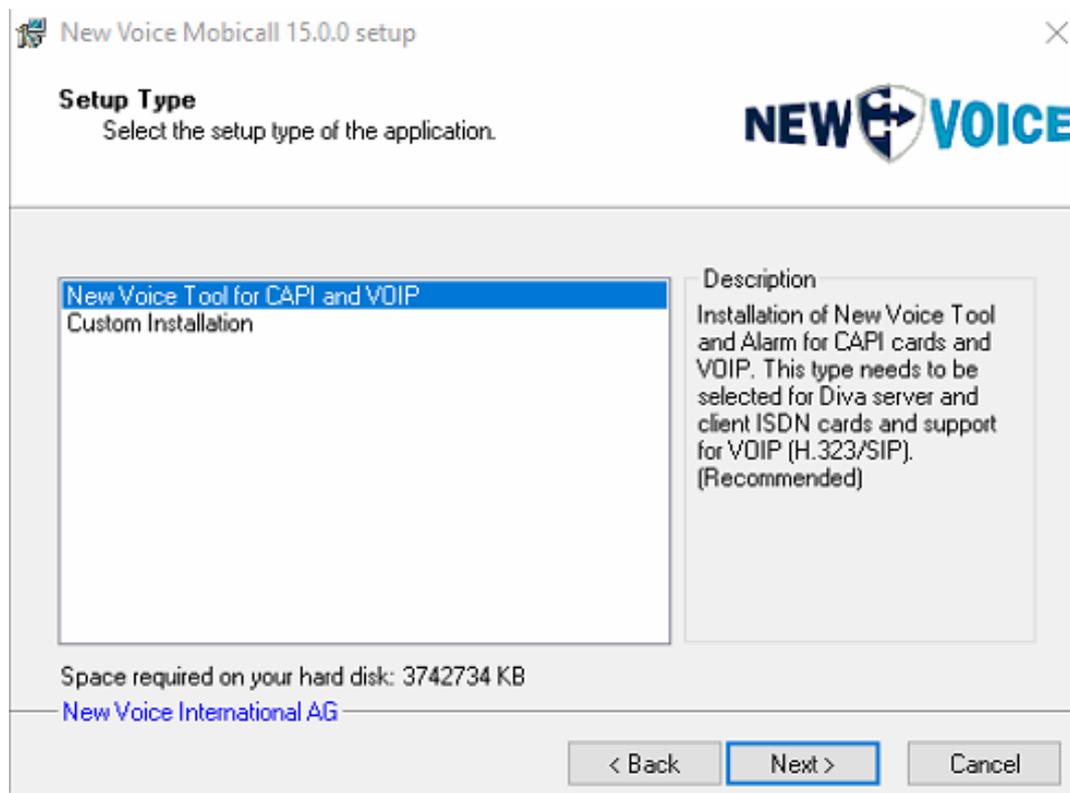


Afterward, click on "Start Installation".

Before starting the installation, we recommend creating a backup of the existing solution.

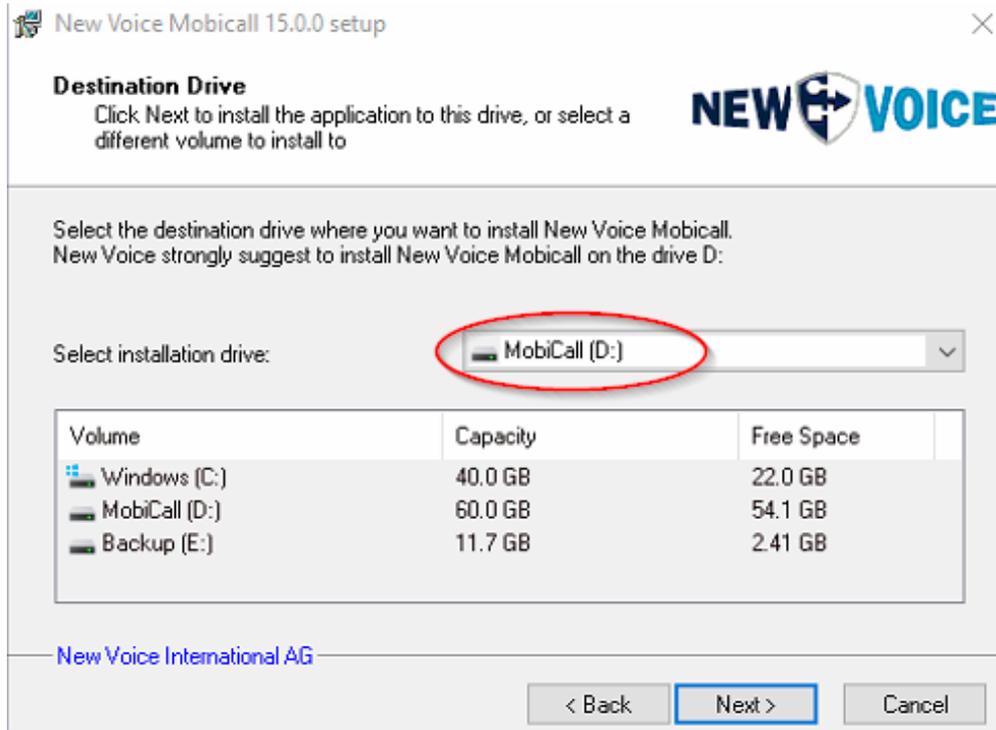


Confirm the next steps by selecting "Next".



This point can also be confirmed by selecting "Next" and is only relevant for special solutions.

The installation of the MobiCall software must be done on drive D:



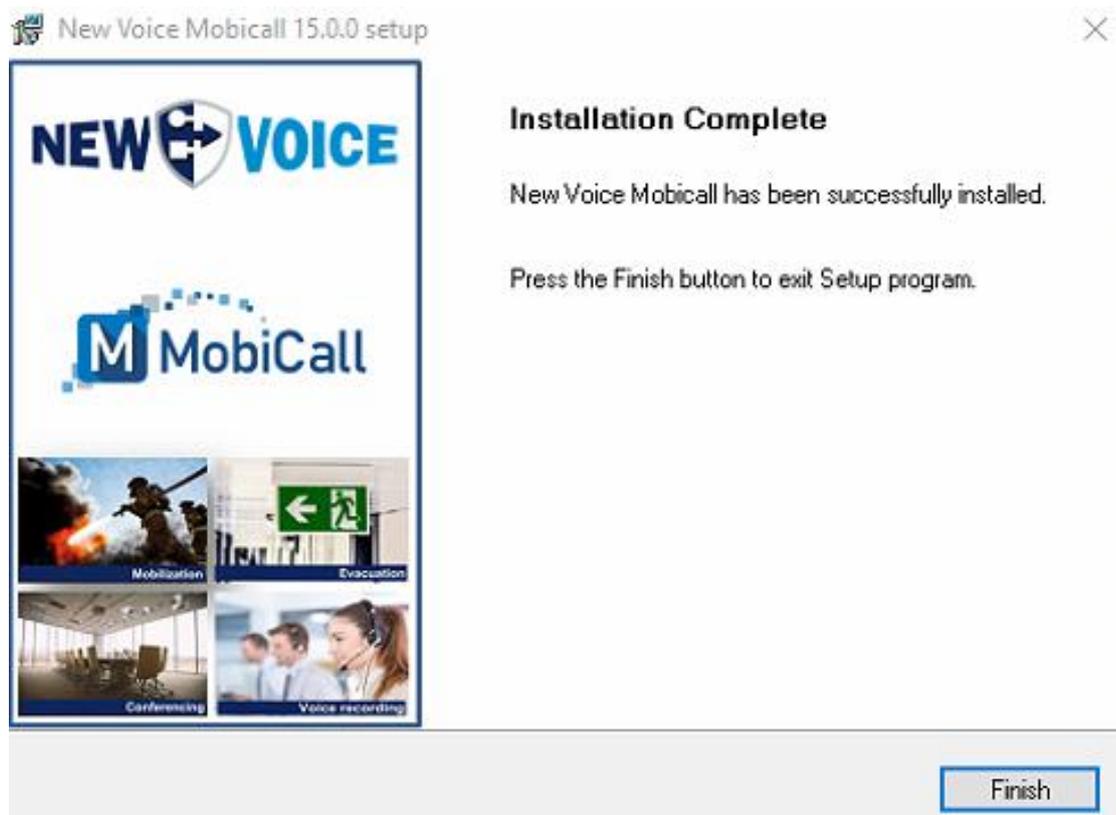
If everything is correct, you can also click "Next" to proceed.



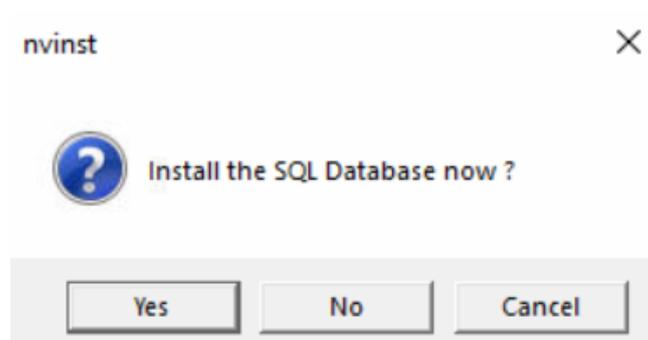
Here you have the option to choose whether you want to run MobiCall with a local administrator account, as mentioned above in step 5, or if you want to use a domain account.

If you choose the local account, simply click "Next."

If you choose the domain account, select the second option and enter the domain credentials (MYDOMAIN\User and password), then click "Next."



Once the installation of the NewVoice Tool software is complete, click OK to confirm and proceed with the SQL database.

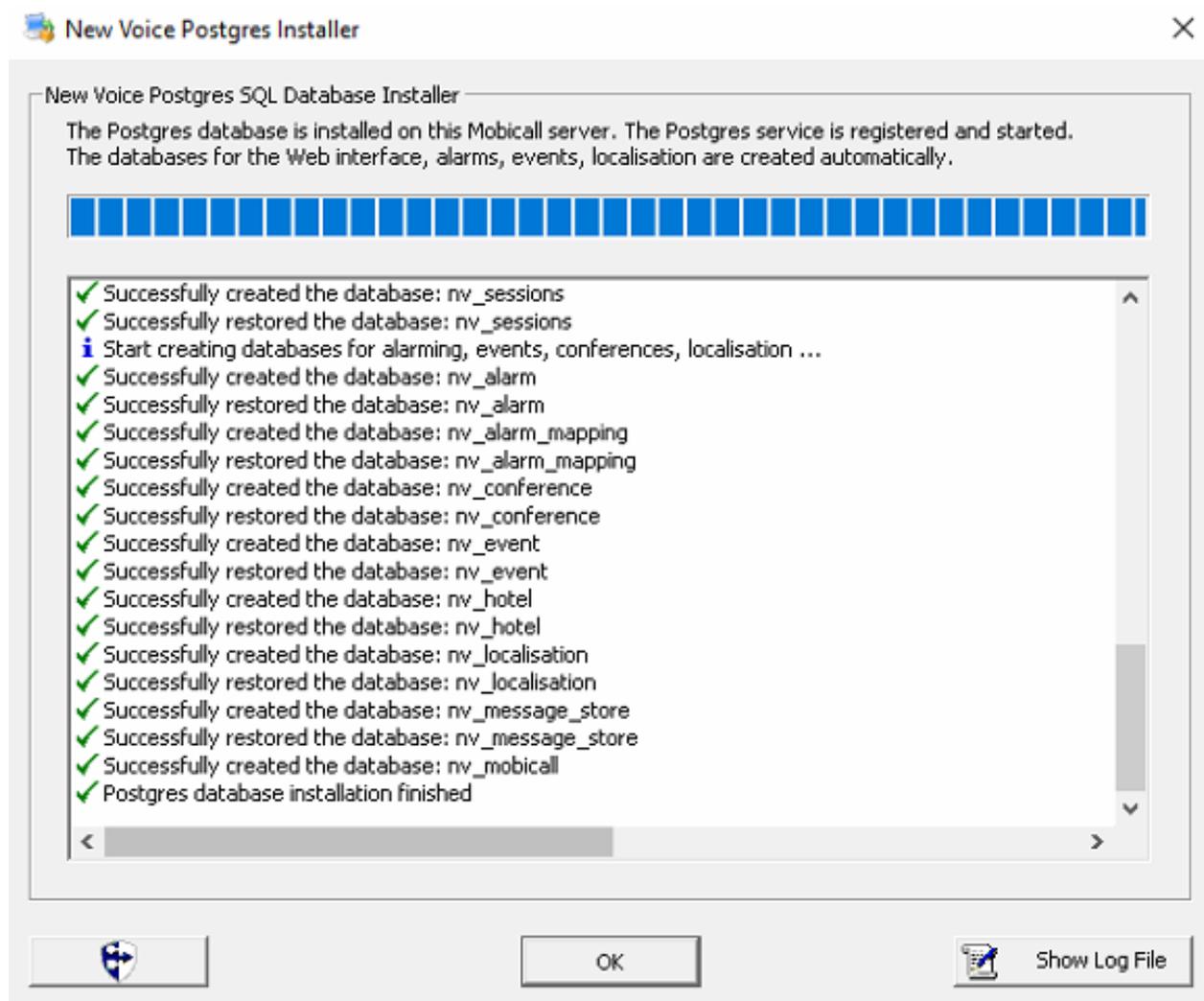


Select your language and confirm all points by clicking "Next".

If the existing alarm statistics database has a large number of entries, a warning will appear to delete old entries and keep only the latest 10,000 entries.

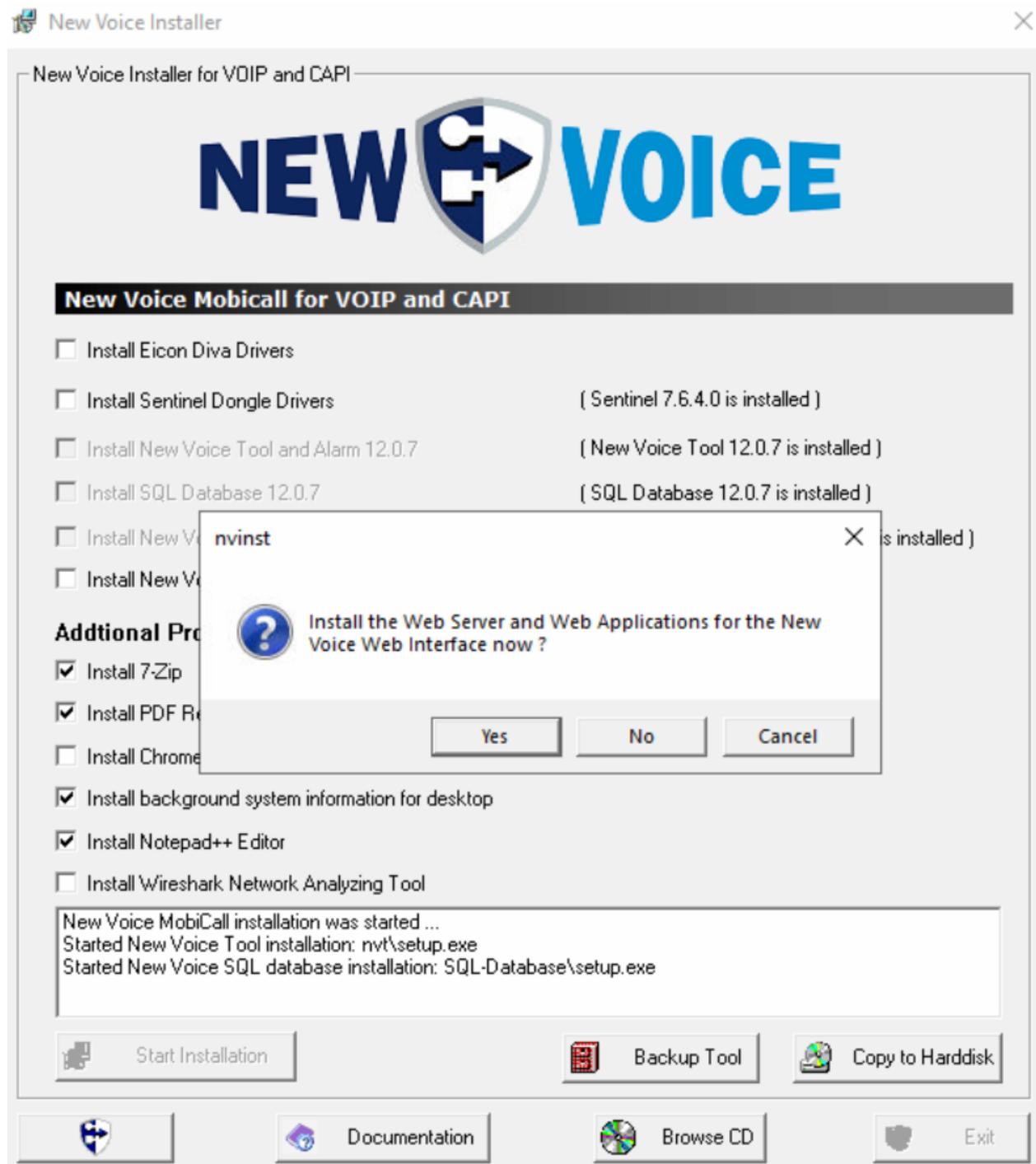
We recommend deleting them because importing a large number of statistics entries can take a long time.

Make sure that all items in the list (see screenshot) are successful.

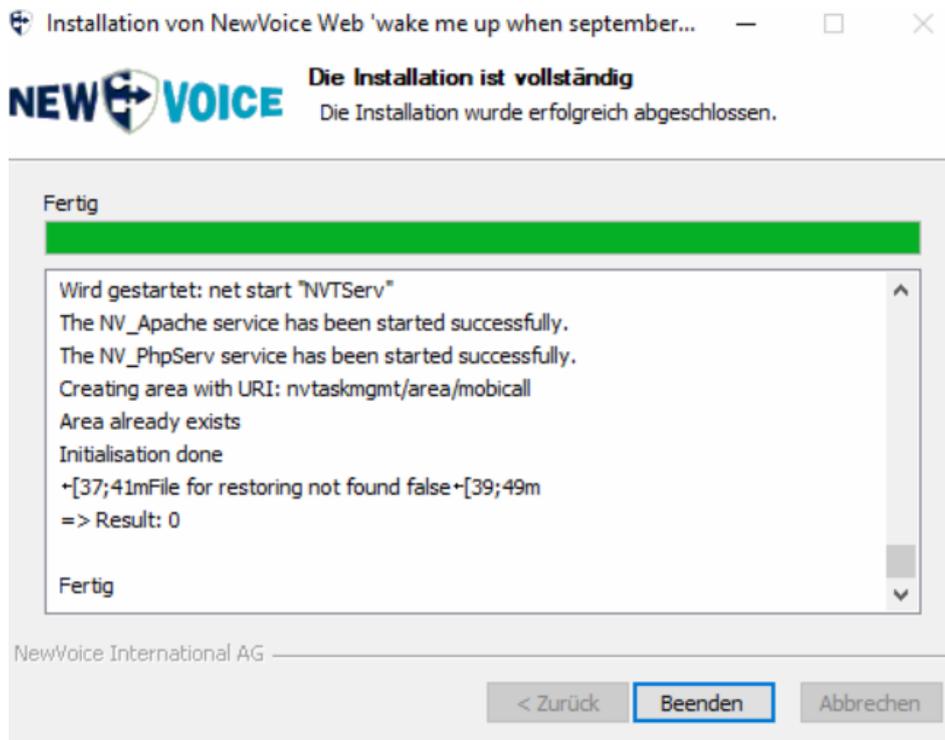


If you encounter any issues during this process, please contact New Voice Support for assistance.

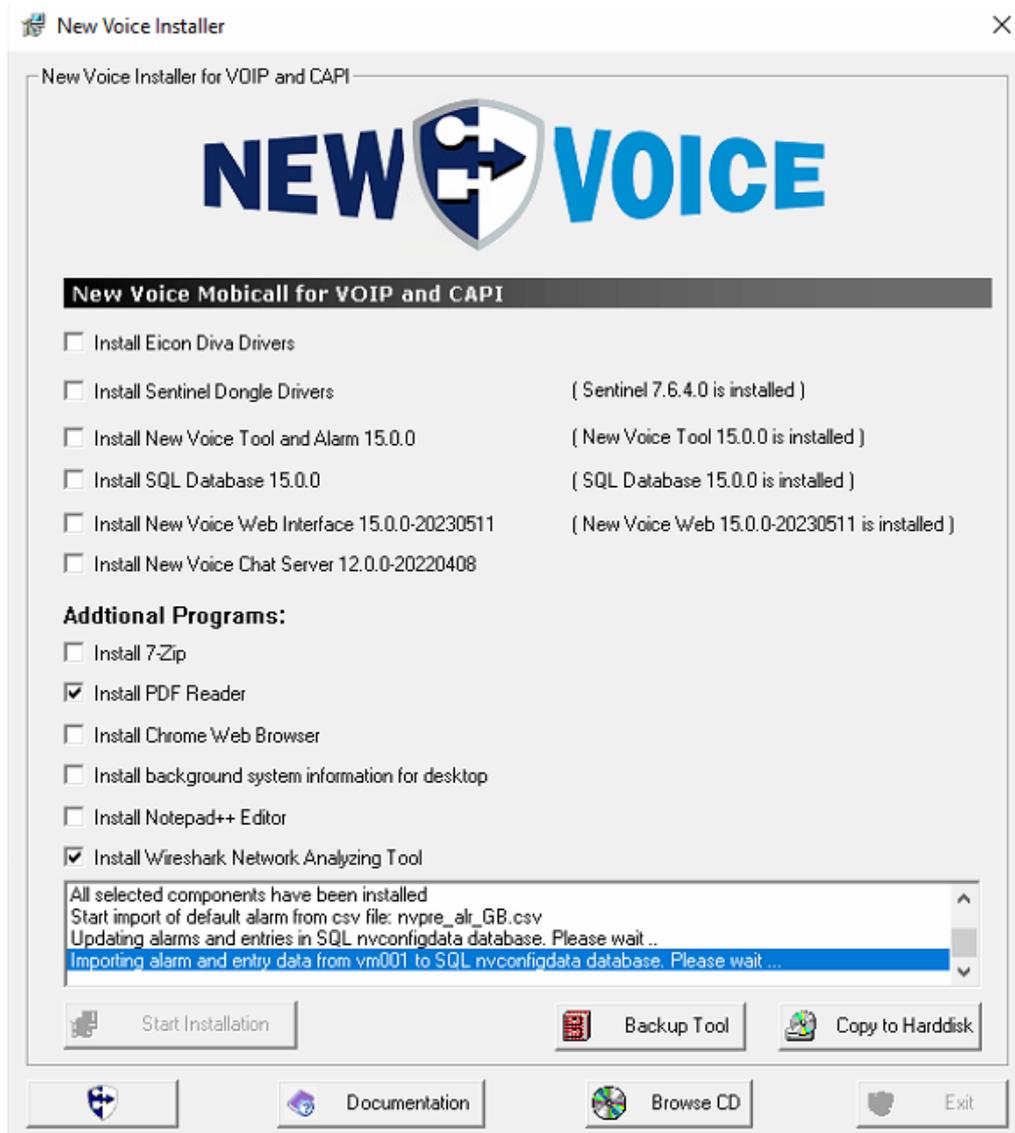
Proceed with the NewVoice Web installation.



Also confirm all subsequent points by clicking "Next".



Make sure that no errors are encountered during this step as well.

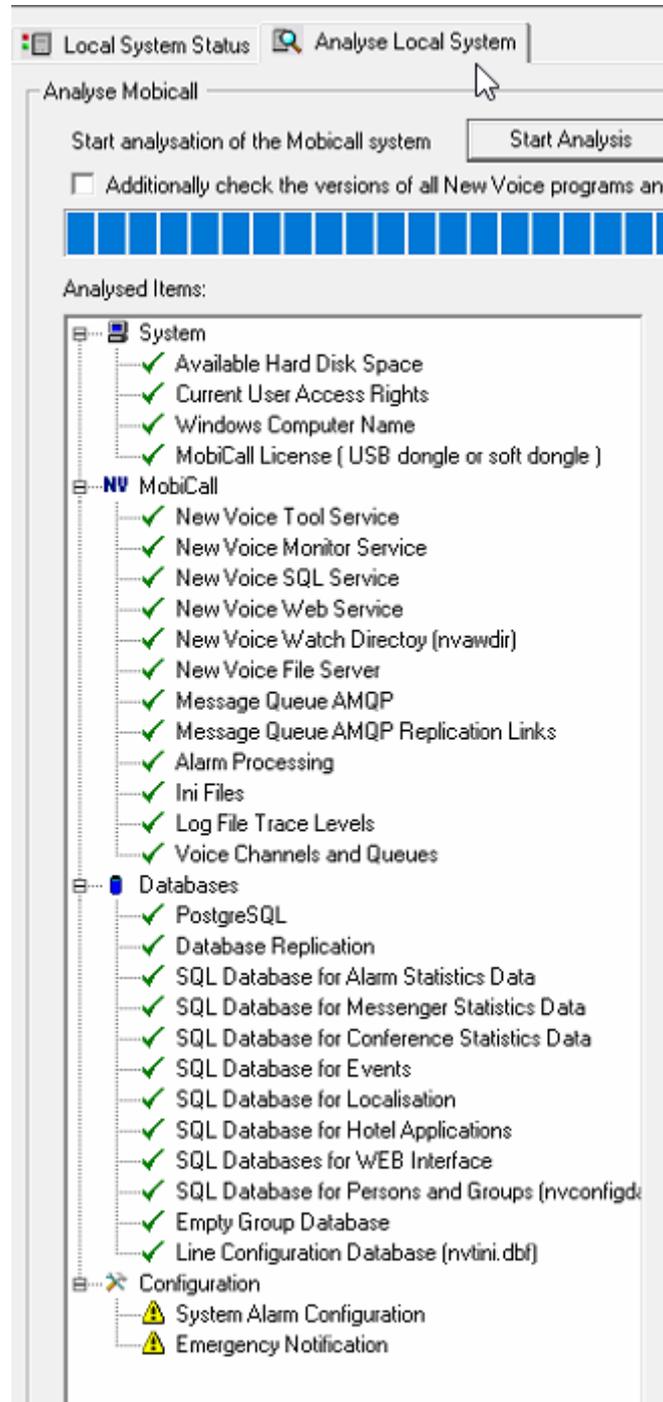


Depending on the version of the previous MobiCall solution, the configuration data needs to be imported into the new NvConfigData SQL database. This may take a few minutes, depending on the complexity of the configuration.

Wait until the installation is complete.

Open the Configuration Wizard by selecting "Yes". Here, you can perform and verify the basic configuration. Close it by clicking "OK" afterwards.

Now, use the New Voice Analysis Tool to check for any errors and ensure that everything is functioning properly.



7 PERFORMING THE MOBICALL UPDATES (NOT UPGRADE).

Attention! This is an update of the alarm modules without a version jump (version jump = upgrade). For example, if you have installed release 12.0.8, copy the updates for 12.0.8 to the directory described below.

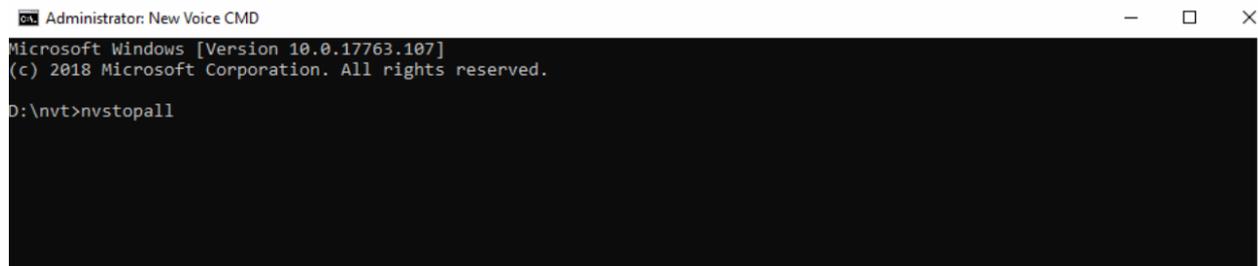
To access the NewVoice FTP server and download update packages, please contact support@newvoice.global.

If needed, our support staff can also provide you with a suitable Google Drive link.

The MobiCall software is modular in structure, so there is no need for reinstallation when applying updates. The files are simply copied to the appropriate directory.

Stopping the MobiCall services and processes:

Open an administrative command prompt:



```
Administrator: New Voice CMD
Microsoft Windows [Version 10.0.17763.107]
(c) 2018 Microsoft Corporation. All rights reserved.
D:\nvt>nvstopall
```

Type the command "nvstopall" and wait until all services/processes have been terminated.

Afterwards, restart the MobiCall services by using the command "nvstartall".

```
D:\nvt>nvstartall
The NV_RabbitMQ service is starting.
The NV_RabbitMQ service was started successfully.

The NVPostgreSQL service is starting.
The NVPostgreSQL service was started successfully.

The New Voice Monitor Service service is starting.
The New Voice Monitor Service service was started successfully.

The New Voice Tool Service service is starting.....
The New Voice Tool Service service was started successfully.

The NV_Apache service is starting.
The NV_Apache service was started successfully.

The Nv_PhpServ service is starting.
The Nv_PhpServ service was started successfully.
```

8 ACTIVATING THE MOBICALL LICENSE

For an upgrade, it is necessary to update the license. You can obtain a suitable offer for this from our sales department. If you are unsure which representative is responsible for you, please contact mobicall@newvoice.global.

Always test the license a few days in advance to avoid any disruptions due to missing licenses.

8.1 Upgrading the existing USB license

Click on the "New Voice Information" icon on the desktop.



Now, select the "License" tab and click on "License Update".



If you have a USB license dongle, select the option at the top and click on "USB Dongle Update".



Now, enter your new license in the "Update License" field and click on "Update License".



Now, switch back to the New Voice Information Tool and click on "Refresh" to update the information.



Now, the correct information for your respective version should be displayed.



8.2 Upgrading the existing software license

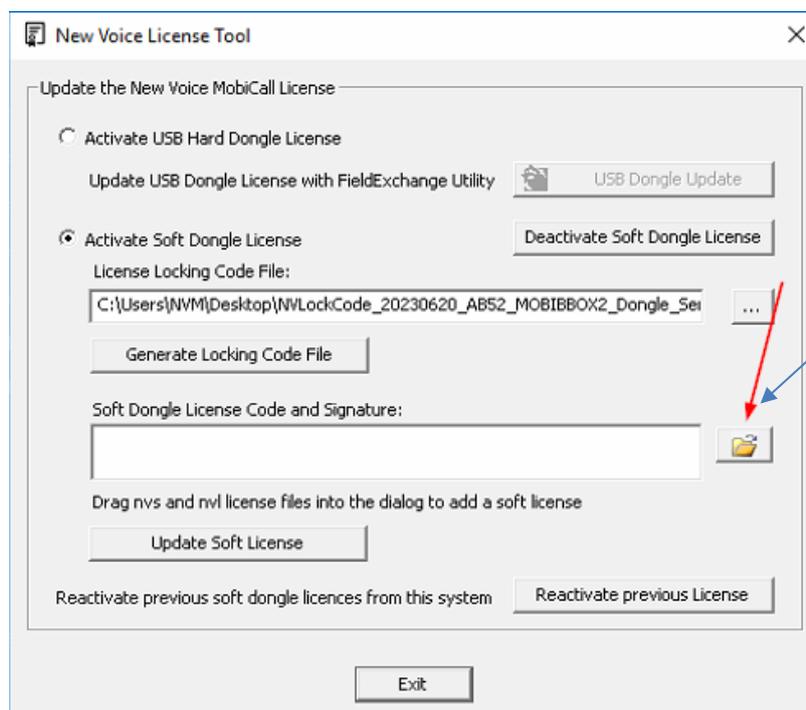
Click on the "New Voice Information" icon on the desktop.



Now, select the "License" tab and click on "License Update".



If you have a software dongle, select the option at the bottom and click on "Activate Software Dongle License".



Now, browse the path, select your software license (.nvl and .nvs files), and activate them (NewVoice Tool service needs to be restarted).

Now, switch back to the New Voice Information Tool and click on "Refresh" to update the information.



Now, the correct information for your respective version should be displayed..

- Sentinel Dongle Information - Soft Licence active until 31.8.2024	
New Voice Version:	12.0 Professional
Registered for Region:	Demo Version

9 PERFORMING THE MOBICALL DATA BACKUP RESTORATION

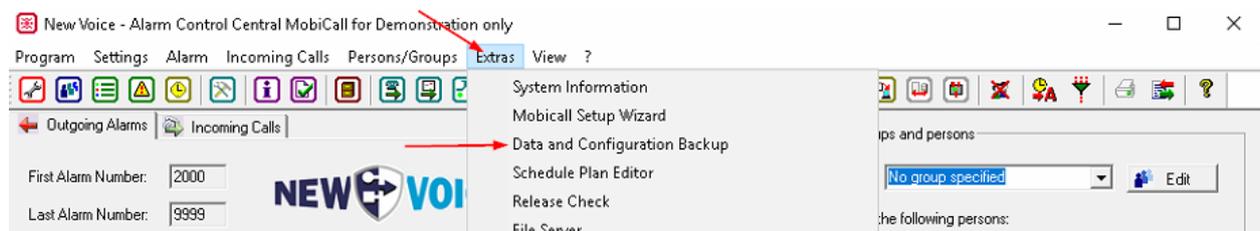
Before importing the data from the old MobiCall system, make sure to back up your current base installation in a separate directory. Refer to section 2.3 for instructions.

Now, start the restoration of the MobiCall configuration.

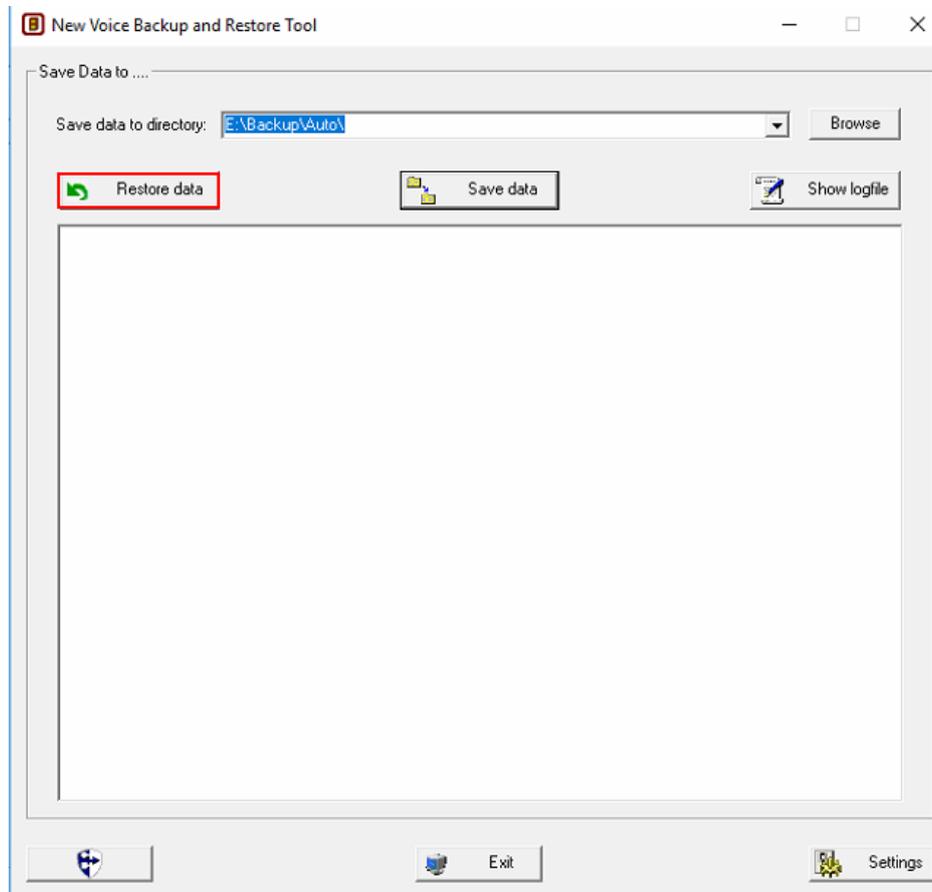
1. Open the Alarm Center by clicking on the corresponding icon located on the desktop.



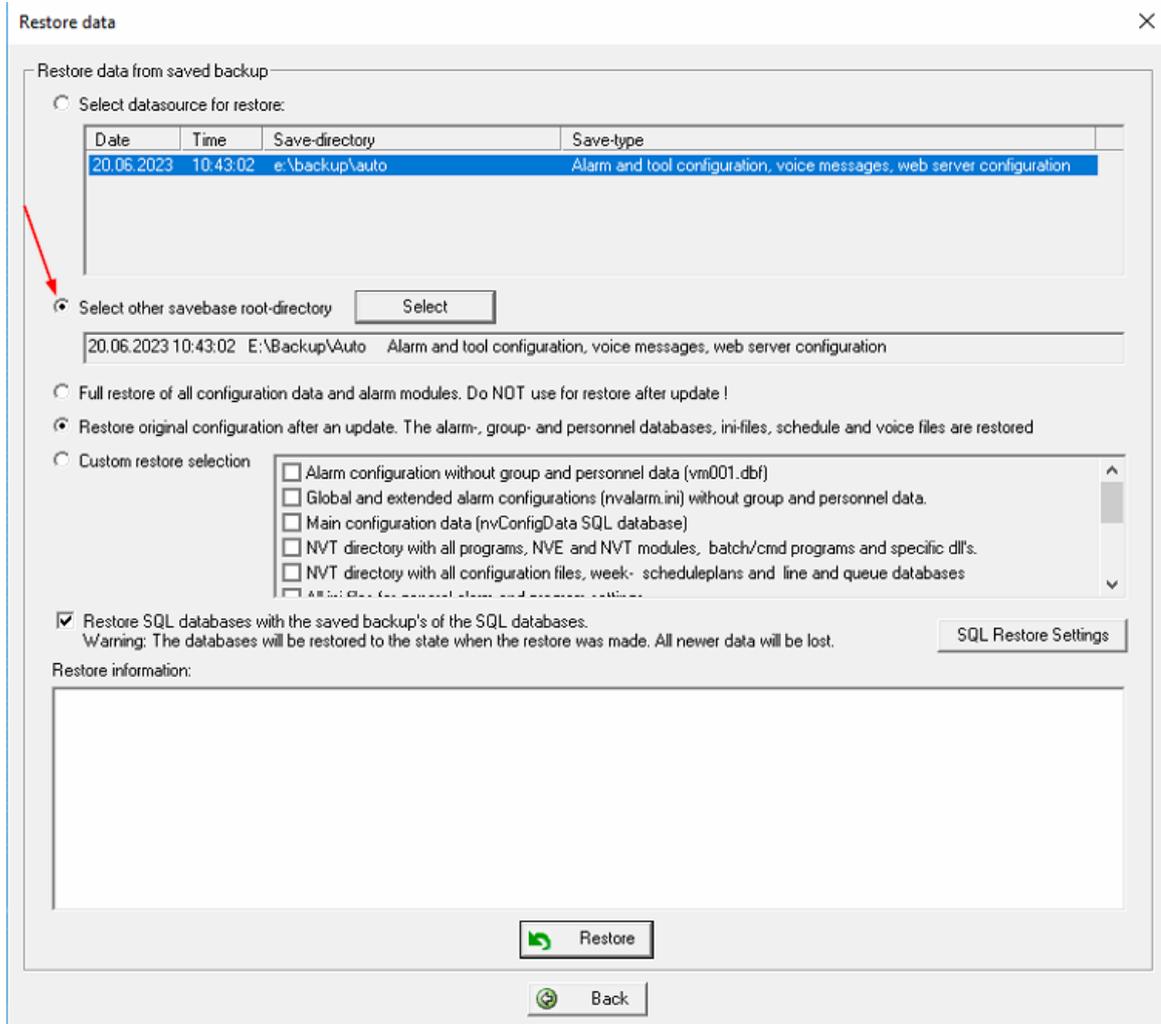
2. Navigate to the top menu and click on "Extras" -> "Data and Configuration Backup" to access the data backup feature.



3. Click on the "Restore data" option.

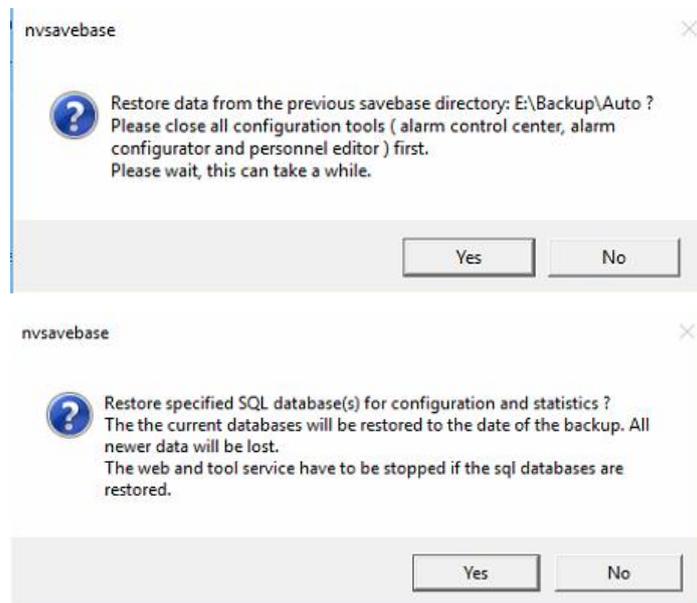


4. Select the option "Restore configuration after an update has been installed" and choose the directory where you previously stored the nvsavebase from the old alarm server.



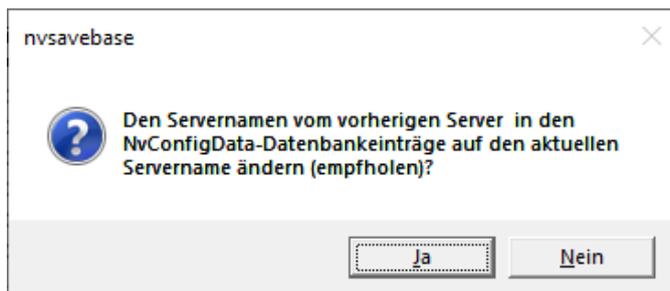
Make sure that no MobiCall applications are open (e.g., Alarm Center). The services do not need to be stopped separately as they will automatically stop after starting the restoration process.

Now, click on the "Restore" option and confirm the following prompts with "Yes" or "Ja".

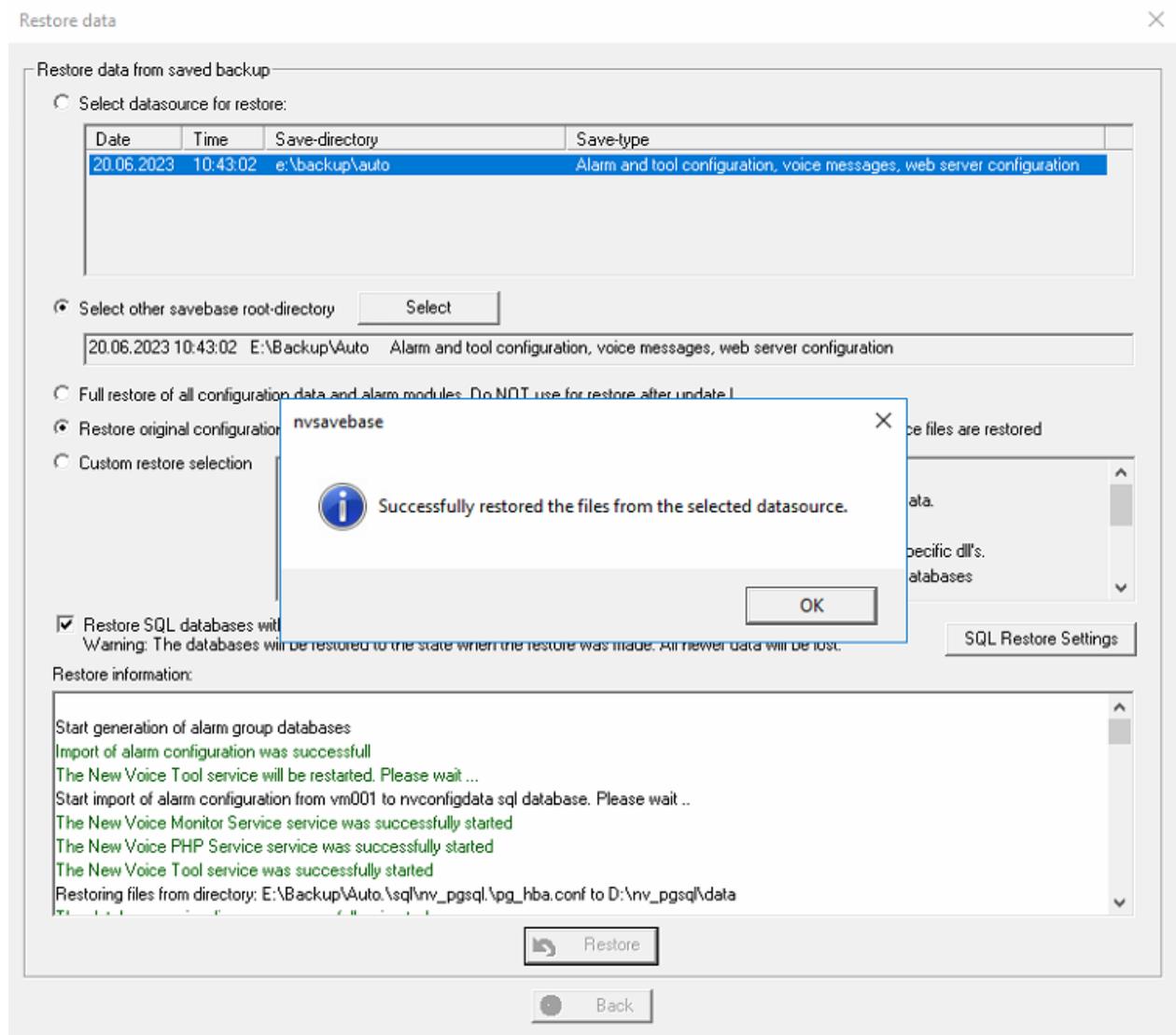


Until you receive a successful notification, do not use the system.

If the backup is being restored from a different server, the server names in the configuration need to be changed to match the new server. If it is detected that the backup is from a different server, this message will appear, and the server name can be automatically adjusted.



Ensure that no errors occurred during the restoration process.



After the restoration, you can check the migration status of the databases in the Web Health check. They should all be green.

Now, verify that all the following files are present and imported into the file server:

- Sound files (.wav)
- Calendar plans (.nvh, .nvw)
- Templates (.tpl, .htm, .ini)

Make sure they are all available and properly imported.

10 WEB CONFIGURATION AFTER AN UPGRADE

10.1 Backing up the files of the original system.

During an upgrade installation on the same system, a backup of the old "nv_web" folder is created with the current date appended to its name. For example:

D:\nvt\nv_web_20230519-144500\

nv_web_20220711-114930

Share View

↑ > This PC > MobiCall (D:) > nv_web_20220711-114930 >

Name	Date modified	Type	Size
ansi	7/4/2022 7:17 PM	File folder	
apache	7/4/2022 7:17 PM	File folder	
bin	7/4/2022 7:19 PM	File folder	
cache	7/4/2022 7:22 PM	File folder	
conf	7/11/2022 11:58 AM	File folder	
erlang	7/11/2022 11:49 AM	File folder	
htdocs	7/4/2022 7:17 PM	File folder	
logs	7/11/2022 11:49 AM	File folder	
nvapps	7/4/2022 7:17 PM	File folder	
php7	7/4/2022 7:18 PM	File folder	
rabbitmq	7/4/2022 7:18 PM	File folder	
service	7/4/2022 7:18 PM	File folder	
temp	7/11/2022 11:49 AM	File folder	

If the installation is taking place on a new system, you will need a backup of the "D:\nvt\nv_web" folder to restore the settings from the original system.

10.2 Restore configuration

The configuration of the Apache Web Services needs to be restored after an upgrade, including server certificates, chain certificates, certificate links, and other relevant settings. For detailed instructions, please refer to the documentation.

NVWEB7015_Easyweb_HTTPS_and_SSL_Certificate_EN

Please also check the files in these directories for any changes in the "_on/_off" settings:

D:\nv_web\conf\vhosts

D:\nv_web\conf\vhosts\web7\

The server name can be found in line 41:

D:\nv_web\con\httpd.conf

The setting for the footer in the web interface:

D:\nv_web\htdocs\easy\conf\localisation\loc.json

The JSON files for authentication settings:

D:\nv_web\htdocs\easy\conf\auth

The JSON files for settings related to the Web Shifts application:

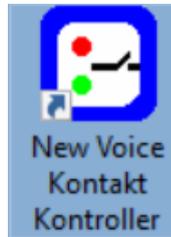
D:\nv_web\htdocs\easy\conf\apps\shifts

The JSON files for settings related to the Web Messenger:

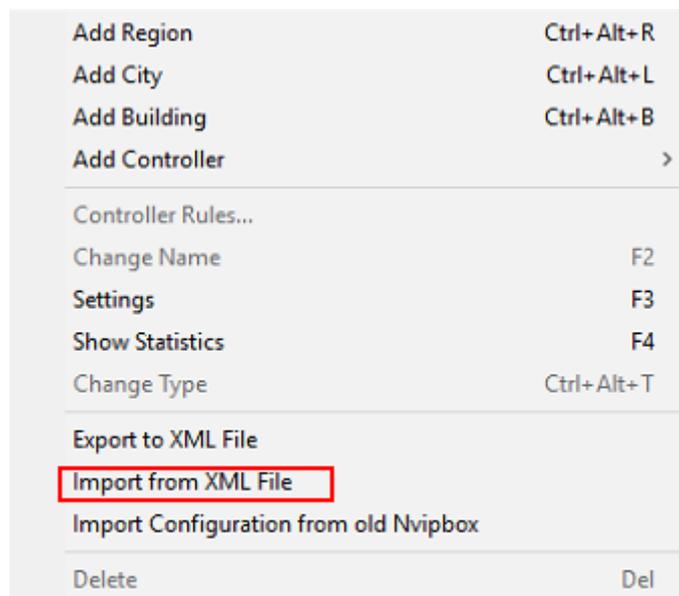
D:\nv_web\htdocs\easy\conf\apps\messenger

11 IMPORT THE WAGO CONFIGURATION

Open the New Voice Contact Controller icon on the desktop.



Right-click on the respective controller and select the "Import from XML file" option.



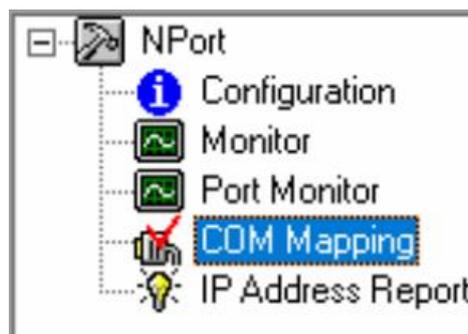
12 IMPORT THE MOXA NPORT CONFIGURATION

This step can be skipped if you are installing on the same server.

Open the NPort Administrator or NPort Driver Manager software.



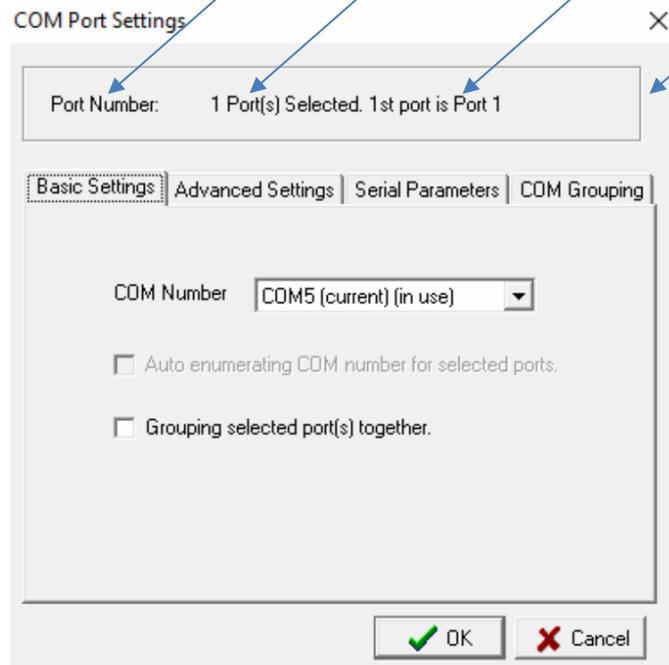
Click on the "COM Mapping" option in the left panel



Right-click on "COM Mapping" and select "Import COM Mapping"

If the import does not work, which may be the case with older installations, then the settings need to be transferred manually.

To do this, double-click on the respective Moxa device and navigate through the various tabs.



13 FINISH TESTS

Perform various tests to conclude and verify your work. It is recommended to conduct 3 tests for each scenario.

Do not hand over a system to the customer without testing it beforehand.

Example:

If you have a system with a fire alarm system (ESPA), 8 Wago contacts, Alcatel DECT localization, silent threat alarms, first responder alarms, and NVX app, you should conduct 3 tests for each of the mentioned scenarios.

If you have any questions or encounter any problems, please contact New Voice Support.

Here is the appropriate hotline:

<https://www.newvoiceinternational.com/de/technische-support/>

14 MOBICALL – CONTACT FORM

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

Please choose your field of activity:

- | | | |
|--|---|--|
| <input type="checkbox"/>  Healthcare facility | <input type="checkbox"/>  Hotel industry | <input type="checkbox"/>  Police/ Civil defence |
| <input type="checkbox"/>  Public institution | <input type="checkbox"/>  Building/ Office | <input type="checkbox"/>  Schools/ Universities |
| <input type="checkbox"/>  Industry | <input type="checkbox"/>  Financial sector | <input type="checkbox"/> Other |

Please select the solution/solution components needed:

- | | | |
|--|---|--|
| <input type="checkbox"/>  Fire alarm | <input type="checkbox"/>  Voice recording | <input type="checkbox"/>  Multi-client capability |
| <input type="checkbox"/>  Evacuation | <input type="checkbox"/>  Web rendering | <input type="checkbox"/>  Access control |
| <input type="checkbox"/>  Personal security | <input type="checkbox"/>  Localisation | <input type="checkbox"/>  Hotline Solution |
| <input type="checkbox"/>  Web interface | <input type="checkbox"/>  Loudspeaker | <input type="checkbox"/>  Automated monitoring |
| <input type="checkbox"/>  Database/ Statistics | <input type="checkbox"/>  Video monitoring | <input type="checkbox"/>  Contingency plans |
| <input type="checkbox"/>  Nurse call | <input type="checkbox"/>  Network / PBX monitoring | <input type="checkbox"/>  Minibar/ Baby-phone Room status |
| <input type="checkbox"/>  Conferences | <input type="checkbox"/>  Mobilisation | <input type="checkbox"/>  Mobility solutions (3G/4G/5G/Wi-Fi) |
| <input type="checkbox"/>  Production monitoring | <input type="checkbox"/>  Building Automation System | <input type="checkbox"/> Other |

Company:

Postcode/City:

Country:

Contact person:

Phone:

E-mail:

Notes:

Please send this form mobicall@newvoice.global