



HIGH PERFORMANCE COMMUNICATIONS

MISSION CRITICAL COMMUNICATION

Organizations are challenged 24x365 to provide advanced communications to streamline day-to-day operations while also assuring they are prepared to respond to safety and security threats. Whether it's providing notifications of building evacuations or alerting staff of inclement weather, or something as dramatic as locking down a campus due to a mass casualty event, DAKS is your vital communications link. DAKS will:

- ◆ Improve mobility and enhance the productivity of your staff
- ◆ Enhance safety and security of staff, patients, visitors, buildings and equipment
- ◆ Mitigate crisis events and their impact
- ◆ Effectively communicate with internal staff and outside agencies
- ◆ Dispatch resources to address errors and failures of equipment, facilities and systems

DAKS intelligently extends the use and value of your existing communications infrastructure via a wide range of complementary application modules that may be deployed individually or in combination. The single platform offers common resource administration to support simple or comprehensive communication strategies. The core application modules include:

- ▶ **Conferences** – Meet-me, preset and progressive conferences that can be scheduled or ad hoc, along with emergency conferences to dial out to response team members for immediate collaboration
- ▶ **Alert Notifications** – Voice and text messages with optional recipient confirmation capabilities
- ▶ **Announcement Services** – Multi-channel, high availability dial-in service for delivering up-to-date information to callers
- ▶ **Personal & Group Calling Services** – One-number dialing for enhanced accessibility to mobile individuals and team members
- ▶ **Positioning Services** – Quickly locate people and mobile assets

With this variety of high performance options, DAKS supports the unique communication and collaboration needs of small or large corporate businesses, educational institutions, healthcare providers, utilities, government organizations and more.

FLEXIBILITY & SCALABILITY

DAKS allows you to tailor a solution that aligns with your environment and business requirements. What scenario do you need to address? Do you need a small four-channel conferencing solution to improve your 911 emergency call response?



Or, a 60-channel notification option for staff announcements and call backs? Or, a multi-application implementation to encompass your complete disaster response communications plan? DAKS is the answer! DAKS also offers flexibility with a variety of interfaces – NI2, QSIG, CorNet-NQ and SIP for switch connectivity plus an extensive portfolio of interfaces and protocols for third party system integration. With DAKS, you can deploy a small, targeted solution today and then cost effectively expand the scale and functionality as your business requires. Meet the challenge to quickly and reliably communicate critical information to your mobile and dispersed workforce.

Leverage DAKS to improve the effectiveness of your information flow – in day-to-day communications and as the cornerstone to your crisis preparedness strategies.

CERTAINTY OF COMMUNICATION

By implementing DAKS on-premise, you leverage your own voice network infrastructure, offering integrated, high quality services and full control of costs and security. DAKS sits behind your firewall, mitigating the security risks associated with hosted services. More importantly, you are assured that you can communicate with your local staff since you're not dependent on availability of limited public network access facilities. Those PSTN resources are, in turn, available for other critical inbound and outbound communications. DAKS lets you make best use of all your communication resources.



Solutions With Impact™



EMERGENCY & ROUTINE CONFERENCES

DAKS provides a flexible, reliable platform for both mission critical and routine teleconferences, enabling collaboration and facilitating real-time response for:

- ◆ assisted emergency calls (such as 911)
- ◆ first responders to crisis events
- ◆ silent “panic button” monitoring
- ◆ recurring project team meetings
- ◆ physicians and other expert consultants



Several types of conferences are supported, including:

- ◆ **Meet-me Conferences** with dial-in by subscribers from outside but with access restriction, activated and controlled by the conference owner
- ◆ **Ad-hoc Conferences** in which subscribers are called on the fly as needed
- ◆ **Preset Conferences**, especially Emergency Conferences, in which predefined conferees are dialed automatically by the system
- ◆ **Progressive Conferences** with the option to dial in additional conferees while the conference is in progress, via the telephone keypad or an operator's computer

Conferences can be initiated from any internal or external telephone, from an operator PC, automatically scheduled – once or on a recurring basis, or in response to triggers from external systems.

When dialing out to conferees, DAKS can dial up to four contact numbers – simultaneously or consecutively – for each person.

ALERT NOTIFICATIONS

One button touch to notify security of a personal safety incident. An emergency situation requiring additional staff at a hospital. Advisory to seek shelter due to approaching severe weather. Notification of facility lockdowns due to hazardous conditions or security breaches. These are situations where Alert Notifications are key to rapid response.

Alert Notifications also facilitate handling everyday events such as:

- ◆ system failures (e.g. refrigeration problems) automatically dispatch service technicians with response acknowledgement
- ◆ IT Department notifications of virus infection
- ◆ notification of schedule changes or cancellations for work shifts, classes or special events

DAKS Alert Notifications extend beyond internal parties – calls can go out to police departments, emergency responders, employees at home or on a cell phone, or anyone else.

In response to a variety of triggering events, DAKS alerts and informs individuals or user groups by auto-

matically dialing their phones and transmitting selected prerecorded and/or "live" announcements and/or alphanumeric display messages. You apply alerting strategies appropriate to the situation to:

- ◆ quickly and reliably alert and inform groups of individuals via phone, pager, e-mail or text message, and
- ◆ get acknowledgment that they have received the message

TIGHTLY INTEGRATED SOLUTIONS

- ◆ Integration in the telecom network via TDM PRI and VoIP SIP
- ◆ Integration among the core DAKS Applications to support comprehensive incident response and workflow
- ◆ Integration within the enterprise offering automated notifications from third party systems such as nurse call or facility management system
- ◆ Integrations with emergency notification management systems to support multimodal communication

ANNOUNCEMENT SERVICES

The DAKS Announcement Services application provides a high availability multi-channel dial-in announcement service capability, providing an automated means to communicate key information to callers without burdening company operators or staff. DAKS can deliver up-to-date recorded or prepared announcements or live audio transmissions.

Typical scenarios for the Announcement Services appli-

cation include:

- ◆ up-to-date messages in the event of emergency situations
- ◆ status updates on service outages (e.g. power, cable TV, Internet, etc.)
- ◆ call in to hear the last announcements sent by the Alert Notifications application
- ◆ school closings, event cancellations, theater programs, sporting event schedules and results

CALLING SERVICES

With DAKS, you don't have to waste time calling individuals one at a time until someone is able to help you. **Group Calling Services** allows a caller to dial a single number and ring a group of people simultaneously or consecutively, connecting the caller to the first person to answer the call. Other Group Calling examples to efficiently connect a caller needing assistance with the appropriate corporate resource include:

- ◆ after hours customer support
- ◆ on-call maintenance engineers
- ◆ dispatching security personnel
- ◆ medical resource such as radiologist

DAKS **Personal Calling Services** accelerates and simplifies the accessibility of specific key resources by allowing a caller to dial a single number and call an individual at multiple numbers (e.g. office, cell phone, home); target numbers can be called either simultaneously or sequentially. With the DAKS Performance Package, delivery of the calls is controlled based on resources logging in/out of the application and/or by time of day and day of week.



POSITIONING SERVICES

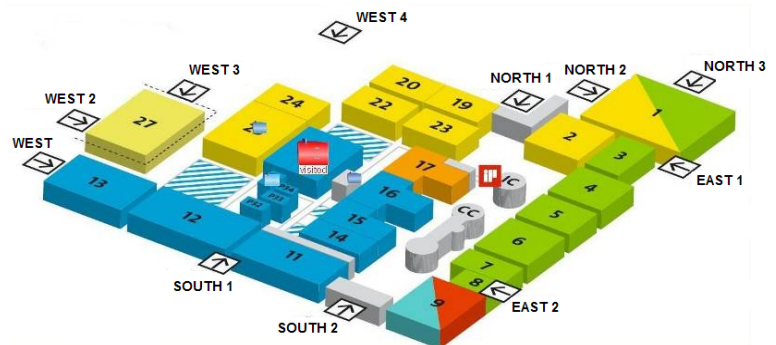
Monitoring assets to prevent inventory loss. Improving efficiency by quickly locating an asset. Locating a person in need of assistance. These are only a few of the drivers for critical resource and asset tracking offered by DAKS Positioning Service (DPS). DPS solutions support:

- ◆ locating staff carrying Wi-Fi phones (e.g. Siemens WL3 or Ascom i62)
- ◆ locating people wearing Wi-Fi medallions
- ◆ locating mobile assets with Wi-Fi tags (e.g. such as medical equipment)
- ◆ alerting service technicians in the vicinity of a problem

When an Alert Notification or Emergency Conference is initiated by a WL3 or Ascom wireless phone, DAKS **DPS-Basic** determines the location of the wireless phone initiating the notification or conference, and:

- ◆ location of initiator is displayed on phone text displays of notification recipients and conference members

- ◆ alert notification announcements and conference introduction announcements are augmented with initiator location



DAKS **DPS-View** provides a graphical browser-based rendition of the positioning results with three level drill-down customized maps and/or floor plans. This allows a centralized security staff or caregiver staff to quickly see the location of requested resources and assets.

INTEGRATED SERVICES MANAGER FOR ATHOC INTEGRATION



With Impact's Integrated Services Manager (ISM) application, we've integrated DAKS and AtHoc's IWSAlerts to create the market's most comprehensive mass notification and emergency collaboration solution. IWSAlerts uses the existing IP network to send audio-visual alerts to targeted personnel via their desktops, handhelds, giant voice systems and more.

As a telephony-centric solution installed on premise, DAKS provides the most efficient, trusted means of reaching large on-campus populations for emergency notification and collaboration. ISM provides a bidirectional communication gateway between DAKS and IWSAlerts. You can leverage the best of both products for a seamless implementation of an enterprise-wide notification and collaboration solution that is scalable and secure.

Unified Notification – From a single web-based portal, you can define notification processes to support both enterprise-wide and individual facilities' needs and then activate multiple simultaneous alerts to virtually any device. Notifications are sent as screen pops on computers, voice recordings to telephones, text messages and e-mail to mobile phones and PDAs, messages to pagers, and more. Alert recipients are presented with multiple response options for selection and acknowledgement. Additionally, IWSAlerts integrates with other in-house solutions easily – such as PA systems, digital signage, radio and sirens.

In addition to the IWSAlerts console, you can launch notifications from any telephone and even smartphones. And, go beyond notifications and instantly dial out to first responders, decision makers and response coordinators, putting them into a conference call to assess the situation and assure the next steps are the right steps.

Finally, emergency events are often triggered by physi-

cal sensors (e.g., fire alarms, video surveillance and chemical detectors) or external data sources (e.g., National Weather Service content feeds). DAKS/IWSAlerts can monitor for these events and automatically initiate alerts and conferences with no human intervention.



Accountability – The delivery, receipt and responses of the alerts are tracked in real time, providing operators with both aggregated overview summaries as well as detailed delivery information for each alert recipient.

DEPLOYMENT FLEXIBILITY

By deploying our Unified Mass Notification solutions on premise, you leverage your own IP and telecommunications network infrastructure. Hosted and hybrid deployment models are also available, to speed implementation, eliminate the need for on-site hardware and provide redundant telephony resources. *In the end, it's about making best use of all your communication resources.*

DAKS SMARTPHONE ACCESS SERVICE

DAKS leverages smartphone technology as a tool to collaborate in critical communication workflows. The DAKS Smartphone Access Service allows you to:

- ◆ receive voice notifications, alarms, text messages and e-mails on a single device
- ◆ handle alarm notifications immediately – even if you are already on a call
- ◆ respond to alarms and alerts with one of several presented response options

- ◆ maintain and review logs of all alarms and associated responses
- ◆ leverage customized application extensions to initiate and monitor complex incident response scenarios from your handheld device





MISSION CRITICAL COMMUNICATION

- ◆ Shielded cPCI frame and H.110 bus architecture in 3U EIA 19" form factor as table top or rack-insert solution
- ◆ Optimized embedded Linux operating system
- ◆ Support 4 to 480 TDM/ISDN channels (QSIG, NI2, CorNet-NQ) and/or VoIP channels (SIP or SIP-Q)
- ◆ Mean power consumption of less than 30 watts
- ◆ Up to 4x gigabit Ethernet for VoIP telephony, host interfaces and to connect operators/administrators
- ◆ A separate playback channel for each user for announcements and DTMF signals
- ◆ Digital signal processor with:
 - high performance codec processing
 - echo cancellation
 - advanced conference bridging functions

EXPANSION & INTEGRATION OPTIONS

- ◆ Increase subscriber capacity in 1,000 increments
- ◆ Multiple Client support (up to 100 groups)
- ◆ Electrical Contact I/O Modules with:
 - up to 32 optically coupled inputs
 - up to 16 optically coupled outputs and 2 relay outputs
- ◆ Analog Audio I/O Modules with up to 8 inputs and 8 outputs
- ◆ Up to 8 serial data interfaces (RS232/RS422) for connection to external systems
- ◆ Interface to Ekahau Positioning Engine
- ◆ Full support of Alarm Medallion GMD-2x tags
- ◆ ESPA-X interface to a host or nurse call system
- ◆ ISM for AtHoc IWSAlerts
- ◆ Ascom OAP support for i75 handsets
- ◆ xLink-100e XML host interface
- ◆ LDAP Interface and Data Import Tool
- ◆ Text-to-Speech modules for various languages
- ◆ Personal Security monitoring for up to 50 individuals

TECHNICAL SPECIFICATION



HIGH RELIABILITY & AVAILABILITY

- ◆ 400,000 MTBF
- ◆ Fail-safe power supply of 120 VAC or 48 VDC with redundancy options for dual mix-or-match power supplies
- ◆ Storage of all configuration data and recorded announcements in Flash Memory
 - 120 minutes capacity for up to 1,000 announcements of varying lengths
- ◆ Optically coupled inputs and outputs
- ◆ Server functions (conferences, alert notifications, personal calls, group calls, announcement services) remain operational even in the event of Admin PC failure

ENHANCED FEATURES FOR SIEMENS PLATFORMS

Via SIP-Q V2 or CorNet-NQ D-channel protocols, DAKS provides the following enhanced features for Siemens OpenScape Voice, HiPath 4000 and HiPath 3000 platforms:

- ◆ Programming a telephone to ring in alerting tone (emergency call) to draw attention to the importance of a call (if supported by endpoint)
- ◆ For busy phones: intrusion, emergency intrusion with neutral announcement or forced disconnect
- ◆ For busy connection paths: automatic release or emergency override with neutral announcement
- ◆ Ignoring call forwarding, e.g. to prevent voice-mail activation
- ◆ Penetrate do-not-disturb
- ◆ Direct access to the executive in an executive/secretary configuration
- ◆ Automatic speaker activation without lifting the handset
- ◆ With digital system telephones: multi-line alphanumeric display outputs and dialogs with user prompting on the telephone display
- ◆ Route optimization



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