

DAKS

mission critical communication

**Reliable Communications
in Critical Situations**

**Alert Broadcasting
Conferencing**

from Impact Technologies

Now more than ever, organizations need solid telecommunications. Workforces have never been more mobile and dispersed, and it's an increasing challenge to quickly and reliably communicate with them, especially when a crisis erupts. Your organization's productivity, security, and even survival might depend on quickly notifying the right people to prevent problems from escalating.

DAKS is a high-performance, high-availability telecommunications platform that delivers **mission critical** collaboration and alerting solutions supporting an organization's business rules and response strategies. DAKS can automatically dial subscribers, deliver prerecorded and live voice announcements and text messages, join people into teleconferences, answer situation inquiries, and more. These capabilities enable a wide range of automated communication and collaboration tasks, including:

Broadcasts and Alert Notifications

voice and text messages with optional recipient acknowledgment.

Emergency Response Teleconferences

initiated by telephone, operator console, external inputs and/or host systems.

Routine Conferences

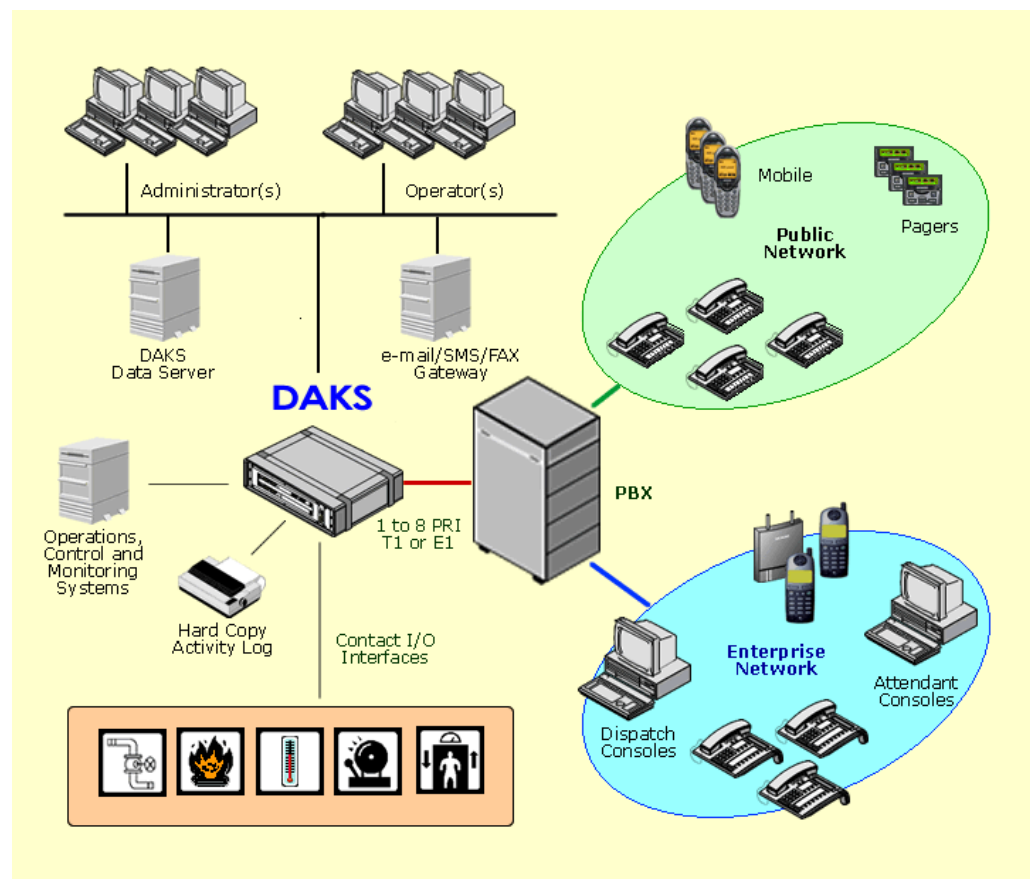
Meet-Me, Preset and Progressive Conferences – Scheduled or Ad-hoc.

Announcement Services

with multi-channel open listening.

Personal and Group Calling Services

one-number access to mobile individuals and service group members.





Broadcasting and Alerting

Quick and Reliable Response in Critical Situations

Notifying large groups of people as quickly as possible via telephone, pager, or e-mail can be essential to an organization's success, or in some cases, its survival ...

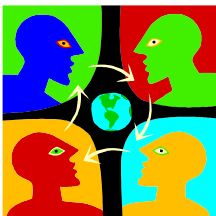
- mobilizing incident response personnel, staff call-back, security personnel, and rescue teams;
- targeted evacuation of industrial sites and large commercial buildings (e.g. hotels, department stores) in the event of fire and other emergencies;
- simultaneous notification of police, hospitals, schools, authorities, press, etc.;
- broadcasting information between company headquarters and branch offices;
- reporting system faults and alarms to mobile service technicians.

Critical information is relayed quickly and reliably through automatic pre-selection of the right recipients. Staffs are no longer required to carry out time-consuming, repetitive calling tasks where there is a high risk of error or omission. Broadcasts can be activated by:

- authorized users from internal or external telephones;
- operators or attendants from a system console;
- connections to external devices and signals like fire alarms, thermostats, security gates, etc.;
- factory floor and production control systems;
- interfaces to operations and facilities monitoring systems and host applications.

You can associate up to four telephone numbers with a subscriber, which allows the user to be reached by business phone, cell phone, personal phone, pager, or any other phone device.

Alert notifications can also be delivered by e-mail, in addition to or instead of audio announcements.



Teleconferencing and Emergency Conferences

Facilitating Team Collaboration and Decision Processes

Easy to use, high quality teleconferencing greatly accelerates collaboration and decision-making processes

within an enterprise. As useful as it is under routine business conditions it becomes even more important in emergency situations.

DAKS provides a highly flexible and extremely reliable platform for convening Preset, Meet-Me and Progressive teleconferences on either a scheduled or ad-hoc basis, among, for example:

- teams responding to critical incidents,
- people seeking and providing assistance,
- headquarters and branch offices personnel,
- virtual project team members,
- physicians and other expert consultants.

Conferences can be activated and controlled by any on-net or off-net telephone, or through a central operator console.



Personal and Group Calling Services

Enhanced Availability on Multiple Networks

A person can be called simultaneously on several phones assigned to him/her via a single number. This significantly increases the availability of mobile users, and callers do not wait as long to reach the user.

Help is One Call Away

Call many team members simultaneously by dialing one group phone number. The first person to answer takes the call. Applications include reaching members of:

- qualified service technician teams,
- specialized medical personnel teams,
- after-hours duty teams.

The tedious task of searching for a competent person is taken care of just when every second counts.



Info Telephone

Information On Demand

DAKS can deliver up-to-date recorded or prepared announcements to callers. Scenarios include:

- providing up-to-date status reports in the case of industrial accidents;
- providing environmental and traffic information, e.g. smog, flooding, snowfall and traffic jams;
- cinema or theater programs, sporting event schedules and cancellations;
- meeting schedules and locations, today's menu, store hours, daily specials.

Integrated Solutions

DAKS is the basis for tightly integrated enterprise communication solutions in three key areas:

In the Network

- Digital interfaces (T-1/E-1) for highest quality and ease of implementation
- Cornet-NQ compatibility for enhanced functionality in HiPath networks
- MLPP capability for mission critical applications in HiPath and EWSD networks
- Hot-standby and dual-server configurations

Among the Core Applications

- Any or all of the core applications can be installed on a single DAKS server
- Enterprises can leverage the complementary functionality of the core applications to support complex real-world scenarios
- Common administration, interface and database resources across the core applications for better operating efficiency and lower training requirements
- DAKS also supports client groups in addition to the global group, allowing separate administration and operation of subscribers, broadcasts, conferences and more

Within the Enterprise

- DAKS is integrated with other key voice network applications including: Attendant Console, Dispatch/Trading Turret, Messaging and Smartphone
- System APIs support integration with operations support, monitoring and control systems
- Direct electrical contact inputs and outputs permit integrations with physical plant infrastructure like alarms, sensors and detectors, switches, etc.
- Support for multiple client groups
- LDAP interface for subscriber database import

Application Scenarios

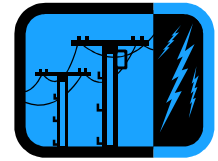
The core applications (Broadcast/Alert, Conferencing, Personal/Group Calls and Info Telephone), provide highly functional and reliable solutions:

Health Care

- Automated call-in of staff for emergency events
- Evacuation scenarios
- Routine or emergency conferences and consultations

Utilities

- Disaster and threat response notification scenarios – internal, public safety, and regulatory personnel
- Mobilization of repair crews
- Power outage notifications
- Dial-in access for updated situation status



Community

- Severe weather notification and evacuation
- Public notices
- Event schedules and cancellations

Government

- Threat response coordination
- Evacuation scenarios
- Legislative assembly – committee conferencing, voting time alerts

Education

- Dormitory and campus evacuation
- “Snow Day” notification
- Departmental conferences



Transportation

- Terminal/port incident notification and response team conferences
- Schedule disruption notifications
- Repair crew mobilization
- Situation updates

Manufacturing

- Emergency/Hazard response
- Production process fault notification
- Maintenance and repair crew notification
- Plant operations staff emergency conferences
- Personal Security monitoring of personnel deployed in hazardous roles

Hospitality

- Event Announcements
- Fire and evacuation
- Elevator alarm



Enterprise Operations

- Building management and maintenance
- Security breaches
- Virus-safe IT notifications
- Work shift notifications

Technical Specifications



- Shielded VME frame in 3U or 6U EIA 19" form factor
- DAKS systems for the US market are available in two base unit configurations:
 - Standard Base Unit (3U) supporting T1 applications of 23 or 46 channels or E1 application of 30 or 60 channels
 - Large Base Unit (6U) supporting T1 applications of up to 184 channels (eight T1 interfaces) or E1 applications of up to 240 channels (eight E1 interfaces)
- Siemens HiPath 4000 CorNet-NQ D-channel protocol with support for the following features:
 - programming a telephone to ring in alerting tone (emergency call) to draw attention to the importance of a call
 - for busy users: override or emergency override with neutral announcement, forced disconnect or call waiting
 - for busy connection paths: automatic release or emergency override with neutral announcement
 - ignoring call forwarding or diversion, e.g. to prevent voice-mail activation
 - ignoring call pickup groups
 - direct access to the executive in an executive/secretary configuration
 - automatic speaker activation without lifting the handset
 - penetrate do-not-disturb
 - with digital system telephones:
 - ✓ multi-line alphanumeric display outputs (with 2-line display and browsing option)
 - ✓ dialogs with user prompting on the telephone display
 - ✓ support for the keypad function
 - ✓ connection optimization (Path Replacement) *
 - ✓ callback if free or busy (Call Completion) *
- Communication with any internal or external (line-based, cordless or cellular) telephones, pagers and ELA systems
- Integrated high-performance switching and coupling field.
- High operating reliability and availability:
 - fail-safe power supply from the PBX battery,
 - storage of all configuration data and speech announcements in maintenance-free, non-volatile semiconductor memories (flash EPROMs),
 - optically coupled inputs and outputs,
 - server functions (conferences, broadcasts, personal calls, group calls, info announcements) remain operational even in the event of Admin PC failure.
- Digital flash EPROM speech memory for live or recorded announcements:
 - maintenance-free and safeguarded against power failures
 - 60 or 120 minutes capacity for standard announcements of varying lengths (240 or 480 linkable partitions of 15 seconds each)
 - additional 3 minutes voice memory for 6 ad-hoc announcements of 30 seconds each
- A separate playback channel for each user for announcements and DTMF signals
- A separate DTMF receiver channel for each user
- A variety of expansion options:
 - LAN Interface Module
 - serially connected system printer or Print Manager PC (RS 232) with print output via internal spooler
 - Contact I/O Modules with:
 - ✓ 16 optically coupled inputs
 - ✓ 8 optically coupled outputs 1 relay output,
 - ✓ coupling and decoupling of signals (4xIN, 4xOUT or 8xIN, 8xOUT)
 - up to 4 serial data interfaces (RS422 or RS232) to external systems
 - Modem for sending SMS messages to GSM users or public pagers

* only in conjunction with "Personal and Group Calling Services" application



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