We offer comprehensive hotel guests' and staff safety, efficient and reliable communication in case of emergency, targeted alerting in disaster situations, fast evacuation of buildings, systems networking, technical components monitoring, and workflows optimization as well as extensive reporting and statistics features – to meet the wide-ranging requirements of the hotel industry.
MobiCall – operating principle of an alarm server

In today’s environment, hotel businesses have to face a wide range of challenges. The fierce competition, the increasing digitalisation as well as the stricter safety regulations may exemplify this context. The proper and quickest possible redirection of significant information is a key element to cope with these requirements.

MobiCall allows an extensive networking between systems, devices, sensors and the staff responsible, in order to directly transfer major guests’ and rooms data, critical thresholds and potential faults. The system permits therefore to optimize hotel-internal processes as well as to reduce costs and increase the service quality. Furthermore, the system significantly improves the whole emergency management. By means of MobiCall internal and external first aid stations are alerted and evacuations are immediately initiated. Crisis teams and conferences can be called up at the touch of a button. A further advantage of this solution is that through a unique info hotline, guests, media and the public, are provided with the latest information. MobiCall also allows safeguarding buildings and the technical infrastructure while preventing damages.

A great added value of this solution is that all interfaces for subsystems necessary are available. Standardised and producer-specific interfaces allow a full integration of the existing hotel management, building automation, multimedia and ICT systems, including the hazard detection technology.

Also, based on events, MobiCall can alert the relevant parties and the guests concerned. For this purpose all known media are available, which can be interactively controlled through different types of messages – voice, text, picture and video.

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1. **Event/event input**
   
   An event can be triggered either automatically by a subsystem (FAS, BMS, BPCS, etc.) or manually by the user (telephone, PC client, web, etc.).

2. **Communication**
   
   According to the emergency plan and time schedule, MobiCall signals via multi-media the event to a specific group of people such as external and internal extensions, smartphones, PC clients and IP loudspeakers.

3. **Acknowledgement and escalation**
   
   To guarantee the maximum safety, the alarm should be acknowledged by a predefined number of recipients. If they cannot be reached, the system can start an alarm escalation to inform other users.

4. **Report and control**
   
   MobiCall records detailed data about the entire alerting process. The alarm report can be sent automatically or retrieved at any time through the alarm centre. As an option, emergency calls and conferences can also be recorded.
MobiCall provides a better protection for your guests and staff members, as well as a quick reactivity to technical and operational alarms; thus allowing to avoid any kind of faults, technical failures, waiting times and dissatisfactions. The system provides a time- and calendar-dependent information distribution, which enables a flexible mapping of duty rosters. The information transfer occurs on a skill-based and prioritised, as well as on a simultaneous or sequential way, depending on the alarm configuration. MobiCall also supports internal watchdog monitoring, automatic backups as well as comprehensive reporting and statistics features.

All scenarios can be configured and managed through the MobiCall-App, both in a centralised and decentralised way. The web-based management tool features an innovative “drag-and-drop” configurator. This solution provides IT administrators and users responsible for groups as well as for subject areas with an intuitive and clearly structured tool to configure personal data and alarm parameters. The multi-client capability offers to different areas the opportunity to autonomously administer their own alarm management by means of differentiated access rights. The connection of external databases is also possible, thus allowing the use of existing master data for the automatic import, which consequently reduces the administrative load.

MobiCall is available in two versions. MobiBBox is the smart “plug & use” solution installed on a compact industrial PC with an integrated web server (appliance). This solution is preferred for standard requirements in small and medium-sized businesses. MobiCall also create a more powerful platform for large and complex requirements using server hardware or virtual environments.

As a professional safety solution, MobiCall can also be operated in a redundant set-up with increased performance and high reliability. MobiCall geo-clustering enables redundancy and functional monitoring in several locations.

Starting from the current version, MobiCall supports Low-Power Wide-Area Network based protocols, such as LoRa, SigFox or NB-IoT. Thanks to these technologies it is possible to cheaply and quickly integrate any sensor type. A major advantage of this technology is that no GSM, WiFi or Ethernet infrastructure is necessary to let the sensors run. Due to the battery-operated system, no connection to the mains is needed. Therefore, allocated emergency buttons, utility meters, or temperature and level sensors can among others simply be connected to a central MobiCall device.
Evacuation and emergency management

In emergency situations like fire alarms or disaster alerts an immediate mass alerting is necessary. With MobiCall the existing infrastructure can be used so that telephones, in-room entertainment systems and computers in use are available to transmit an acoustic or optical alarm signalling. IP-loudspeakers or central PA systems can be connected in order to play back the proper announcement (e.g. in hall and corridor areas). Moreover, the coordination between acting people is supported by means of automatic teleconferences. The system can be employed for first aiders’ emergency calls, taking into account the rules and regulations of the employers’ liability insurance association.

**First-aiders’ emergency call**
- Central phone number for all staff members to call first-aiders
- Optional record of emergency information
- Fixed and dynamic space-oriented alarm combination
- Automatic set-up of conference between first-aiders with optional recording and forwarding
- Optional forwarding to external stations
- Automatic switching-off function in case of emergency

**Fire and disaster alarm**
- Guests’ data acquisition from the hotel management system to alert in the relevant local language
- Integration of the existing fire alarm systems (ESPA 4.4.4, ESPA-X, contact)
- Manual alarm trigger (telephone, web, push button)
- Fire compartment or sectoral alerting
- Integration of a pre-alarm to avoid false alarms
- Parallel multimedia alerting on different devices
- PA system and IP-loudspeakers integration
- Start of emergency conferences

**Lone workers’ protection**
- Platform-independent solution for DECT, Wifi, GSM
- Support of manual (red button) and automatic alarms (man-down, no movement, time, escape and tear-off via pull-cord alarm)
- Automatic set up of emergency conferences between alarm trigger and alarm recipient
- Permanent monitoring of the personal alarm signal devices
- Localisation via DECT, Wifi, Bluetooth Beacons and GPS
- Buildings and site plans visualization system
- Support to patrol and watchman controls

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**Diagram:**
- Hotel management system
- FIRE ALARM
  - MobiCall
  - Report & control
- FIRST-AIDERS CALL
  - Voice recording
  - MobiCall
  - Report & control
- ALARMING
  - Localisation
  - Control centre

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An efficient employment of all means of communication is a crucial cost and quality factor for a hotel business. By means of MobiCall all existing systems, such as the telephone system, the entertainment system, and the hotel management software can be linked together. As a consequence, the workflow can be optimized, thus allowing to sink the costs and to enhance the service quality. Here the task management module plays a key role, since it supports cross-media planning, administration, monitoring and execution of tasks.

### Service management and process optimization

**Service call**
- Cross-media input of service tasks concerning room service, laundry service, etc.
- Integration of battery-operated sensors for the automated transmission of status messages (e.g. minibar)
- Hotel-App suitable for Android and iOS devices
- Skill-based tasks transmission (e.g. to the technical or service team)
- Login and logout functions for staff members
- VIP functionality to prioritize tasks
- Multi-client capable web portal for SLA monitoring and evaluation of service quality

### Hotel management software integration
- Integration of all major hotel management software platforms
- Lock and unlock the guest telephone automatically at check-in and check-out times
- Acquisition, gathering and transmission of call data considering the hotel-specific pricing models
- Input of status message by telephone, smartphones or PC e.g. room status and report transmission
- Wake-up call including escalation management via telephone
- Communication of cleaning, repair, and maintenance works
- Real time monitoring of pending task

### Further potential applications
- Baby-monitor function to connect the room terminal with the parents’ mobile phone
- Safeguarding of the SPA area thanks to an emergency button (“red button”) with alarm and escalation conditions
- Fixed and mobile option to safeguard a single workstation
- Connection among door station modules including video integration
- Optimisation of the business continuity management, for instance through availability alert
- Automatic start of teleconferences during daily operation
Monitoring of technical components

MobiCall, with its variety of interfaces, allows a real time monitoring of all subsystems, such as process control and visualization systems, as well as building automation and ICT components. When faults or critical thresholds occur, the detailed alarm information and process data are automatically conveyed through the cross-platform to a defined group of people. The integrated task management is a major advantage of this solution, ensuring faults classification and tracking. The entire process, starting from the alarm trigger up to the troubleshooting including the usual SLA times, can be monitored, visualized and recorded.

Process and building automation

- Collection and monitoring of reporting points across different locations
- IP-Wago contact controller to collect analog signals (such as temperature, measuring and fluid levels) as well as digital contact inputs and outputs
- LPWAN based records to connect low-consumption devices, like battery-operated sensors
- Serial connection via ESPA 4.4.4, Generic Printer Protocol
- IP integrations via Modbus, KNX, BACNet, OPC, XML, e-mail, ESPA-X, HL7, etc.
- Alarm and status messages visualization
- Support to time schedules and shift plans for a specific alarm transmission
- Positive or negative acknowledgement signal transmission
- Task management to monitor all pending events
- Activation of special features linked to announcement and pop-up functionalities on the PC
- Integration of PA equipment and IP-loudspeakers

Security technology

- Platform-independent integration of security technology
- Constant monitoring of critical components
- Optional collection of local alarms endowed with a secondary alerting channel via GSM
- Direct transmission of camera images to the client smartphones
- All-clear and information function

ICT monitoring

- Integration of management systems (e.g. Nagios, HP-OpenView, CastleRock, etc.)
- Direct integration and monitoring of ICT components:
  - PBX infrastructures
  - Windows services and processes
  - PING functions
  - SNMP traps V1-V3
- Setting priorities and availability plans
- Safe transmission on smartphone app
- Automatic text-to-speech function including the stored library
- Temperature and humidity control
- Access control to the server room including video integration
New Voice MobiCall – Added values overview

Flexible, modular and highly performative

- Platform-independent solution
- Decentralised and centralised structure
- Optional virtualization
- Load sharing support
- Cloud-ready application
- Full multi-media integration
- +350 interfaces for subsystems

Security under control

- Internal system monitoring
- Optional geo-redundancy
- Automatic backups
- Interfaces monitoring
- Automatic recording

Usability

- Process-oriented system management
- Sector-specific configuration options
- Multi-client capable web access
- Templates and filtering functions for statistical alarm evaluation
- Reporting with graphics

New Voice International AG

- +25 years of experience
- 60 employees
- +6,000 installations
- 250 marketing and service partners
- Worldwide branch offices
New Voice International AG

The Swiss company New Voice International AG has been developing high-quality solutions in the security, telecommunication and information technology fields since 1991. Having successfully implemented more than 6,000 systems worldwide, New Voice is the leading provider in the “Unified Event Communication” industry. The main product is “MobiCall”, since it guarantees an individually tailored solution in terms of alerting, mobilisation, evacuation, information distribution and monitoring in professional environments. More than 60 employees around the world are collaborating in the development, sales, project management, installation and support departments in order to create reliable and innovative products combined with user-friendly interfaces.

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The information provided in this document contains general descriptions or performance features which can vary according to the infrastructure and the software version.