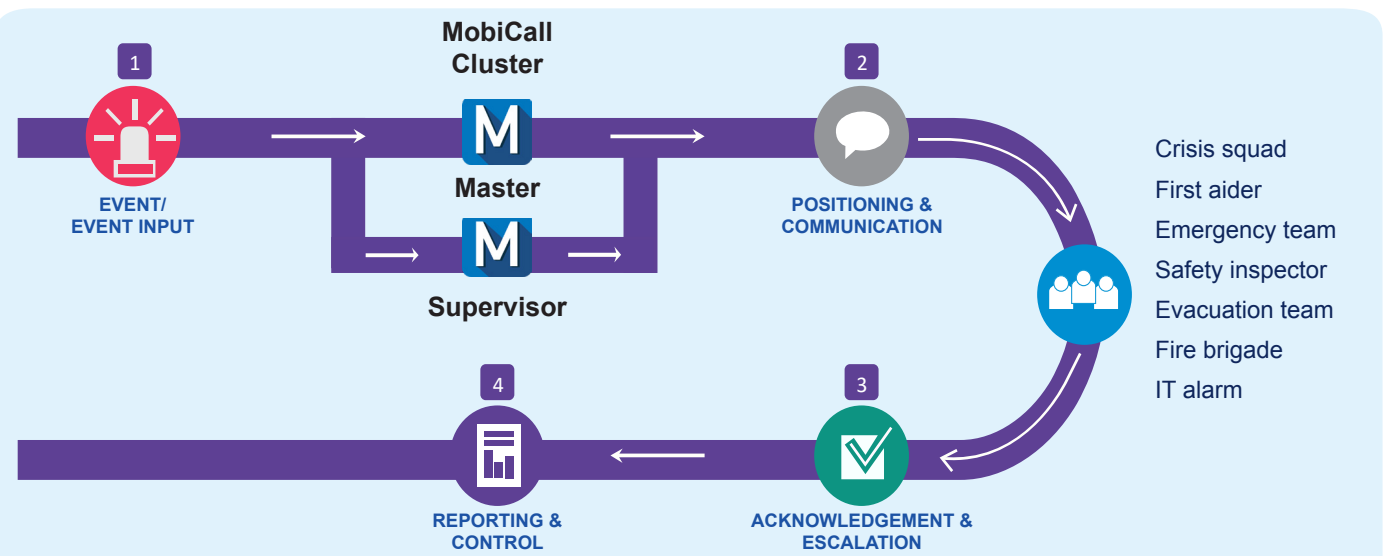# MobiCall Release 12

Unified Event Communication Platform

Comprehensive personal protection, efficient and reliable communication in emergencies, targeted alerting in disaster situations, rapid evacuation of buildings, monitoring of production facilities and components - for the diverse requirements of an alarm, conference and messaging system.

MobiCall

In critical situations, seconds can be crucial to saving lives, avoiding production downtime, or securing buildings and their technical infrastructure. MobiCall is the alarm, information, evacuation and conference system for fast and efficient information flows. Thanks to integrated CRM and TMS, MobiCall enables the transmission of process data, critical threshold values and faults between machines, devices, sensors, cameras and responsible personnel - even beyond the original alarm.

The versatile solution offers numerous interfaces, integrations, and transmission channels to thousands of peripheral systems. MobiCall includes functions for personal security, visualization, conference management, voice and video recording and service-based telephony. The mobilization takes place via all media, which are controlled interactively by voice, text, image, and video messages.

MobiCall Cluster
Master
Supervisor

1 EVENT / EVENT INPUT
2 POSITIONING & COMMUNICATION
3 ACKNOWLEDGEMENT & ESCALATION
4 REPORTING & CONTROL

Crisis squad
First aider
Emergency team
Safety inspector
Evacuation team
Fire brigade
IT alarm

1 Event / Event Input
An event is triggered either automatically via a subsystem (BMA, BMS, process control technology, etc.) or manually by the user (telephone, emergency call, PC client, web, smartphones, smartwatches, trackers, etc.).

2 Positioning & Communication
MobiCall transmits every event to PC clients, IP loud-speakers, printers, displays, IoT devices, relays, smart-phones and -watches, etc. according to the alarm and schedule as well as indoor and outdoor positioning.

3 Acknowledgement & Escalation
To ensure the greatest possible security, a predefined number of recipients must positively acknowledge the alarm. If these are not reached, MobiCall starts an alarm escalation by means of addition.

4 Reporting & Control
MobiCall logs information about the entire alarm process. The alarm report is sent automatically or called up via the alarm center. Emergency calls and conferences can be recorded.

MobiCall Application Areas

Alarm, Mobilization and Evacuation	Silent Alarm and Emergency Calls
Positioning, Path Finding, Asset Tracking	App for Smartphones and -watches
Technical Component Monitoring	Voice- and Videorecording
PSIM	Process control, CRM and TMS, Chat

2

Revision of the entire alarm configuration including telephone inputs, groups, persons, calendar plans, interfaces, priorities, presence, telephone lines and queues, authorization lists, smartphones (Android, iOS), devices, beacons, antennas, localization and asset tracking.

- Alarm triggered within 1.9 seconds according to BGR/GUV-R 139.

- Full redundancy through real-time replication: All data is available on all networked MobiCalls at the same time and guarantees high availability of over 99.99% - for up to 100 Master & Supervisor systems, including load sharing.

- Support for 20,000 alarms, 9,900 alarm groups and unlimited alarm persons.

- Internal communication via message queues simplified and accelerated.

- The use of triggers (event topics) allows, for example, prompt contactless door opening for doctors and nursing staff in order to comply with hygiene regulations.

- Watchdog box now relies on the powerful Wago PFC-200 (8207/8217) to replace Top-Pass. The controller also offers voice calls with voice prompts. At the same time, it serves as the basis for solutions such as NFC readers, Micro-MobiCall and the redundant transmission of interfaces via VPN to the MobiCCloud via Ethernet and 3G/LTE.

- The web chat function serves as an alternative to Whatsapp.

- Improved filters in the alarm evaluation allow filtering of the most important parameters (alarm name and number, sections, groups, priority, trigger).

- New MobiCall server overview with IP, MAC, location, status, replication, redundancy and additional data on the existing license. This as a supplement to well-known programs such as SanityCheck, Wizard, Synchronization and SaveBase.

- Emergency mode in the event of faults: reports are sent via voice call, SMS, email, etc.

- Extension of the NVX dashboard generator for localization with pathfinding and asset tracking based on BLE, Wifi, NFC, GPS, AoA (Angle of Arrival), Cisco DNA Spaces, Quupta and more.

- Further development of dynamic object movement on the dashboard.

- New and extended certifications from various PBX manufacturers and external systems.

MobiCall

Web / Controller

- Web dashboard for sensors and analog signals

- Integration of well-known clients as well as controllers and devices from WAGO 750, 8207 and 8217, Moxa, Fastwel, FSV, NISerial, ICP, Saia, B&R, Robin, NV-Universal-Sensor, ADAM, Elsner weather station, eviSENSE, NV_TH-Sensor, Universal -Modbus, BACNET, W&T, Actility, Elsys, LoRa IoT and more.

- Revised translation of German, English and French as well as other languages on request.

- Various new functions (e.g. chat as an alternative to WhatsApp)
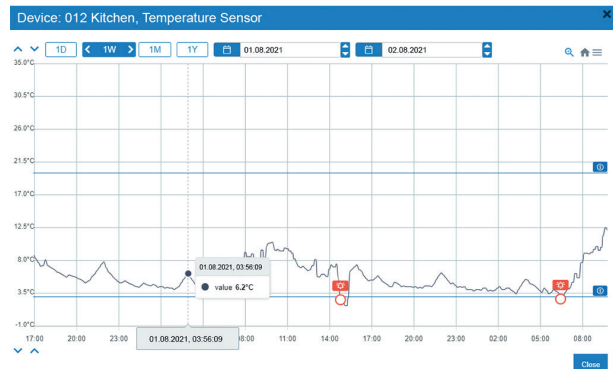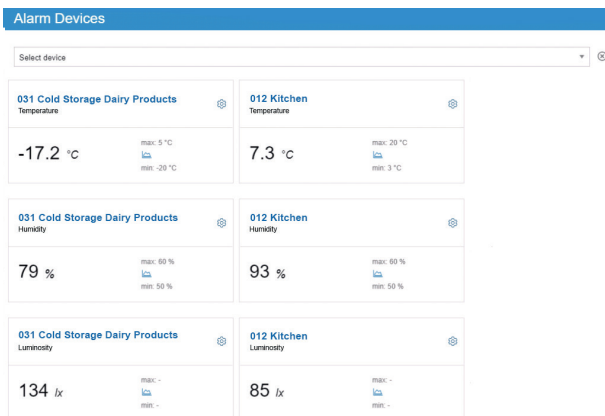
Interfaces

- Improvement and extension to all peripheral systems with alarm priorities for inputs and outputs.

- Connection to the MobiCall extension based on the WAGO PFC-200 (8207/8217) with IP input.

- WhatsApp integration: new chat feature available with upcoming minor releases.

- MS Teams integration: Alarm messages and images are sent directly to people or channels and confirmed in MS Teams. New chat configuration page in the alarm configurator for alarm specific settings.

- NvMail: The new interface for sending emails with support for the latest TLS options replaces the predecessor program Postie. This also supports Office 365.

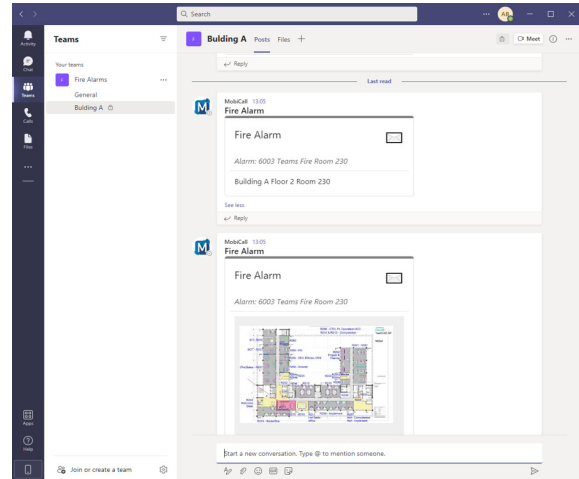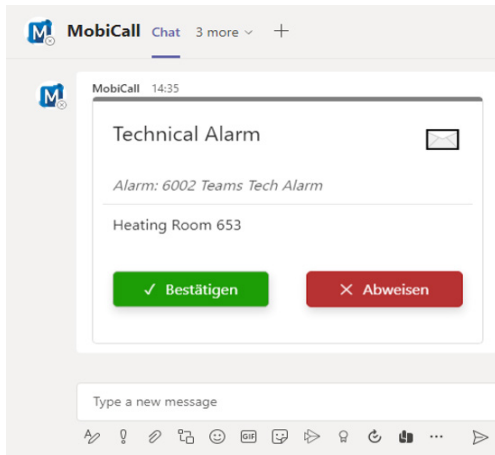- Integration of the Bosch OII interface: connection of the MAP5000 intruder alarm system from Bosch

Microsoft Teams Integration

- MobiCall offers seamless integration with MS Teams. People and/or groups are reached via MS Teams Desktop and MS Teams Mobile.

- MobiCall also supports calls and voice conferences using SIP or SIP-S. Call recording of two-party conferences with the first (emergency call) and/or conferences with multiple participants can be activated.

Alarm configuration / NVT Lines and Queues

Alarm configuration

- Extended alarm priorities with independent configuration (detached from the known 10 post-queues).

- New chat settings for New Voice Chat, MS Teams, Rainbow and more.

- Display of the linking of alarms to interfaces for the detection of the alarm-triggering interface.

- Advanced dashboard capabilities for dynamic object movement and asset tracking, pathfinding, indoor and outdoor localization based on BLE, Wifi, NFC, GPS, AoA, GSM, Cisco DNA Spaces, Quupta, and more.

## NVT Lines and Queues

- New line and queue configuration - centralized for a network of up to 100 MobiCall.

- Known 10 queues can be expanded to an unlimited number.

- Accelerated processing thanks to processing on multiple servers and the use of all lines and resources such as GPRS/SMS modules. This improves load sharing.

- MobiCCloud-ready with customer-specific queues and line reservation.

MobiCCloud
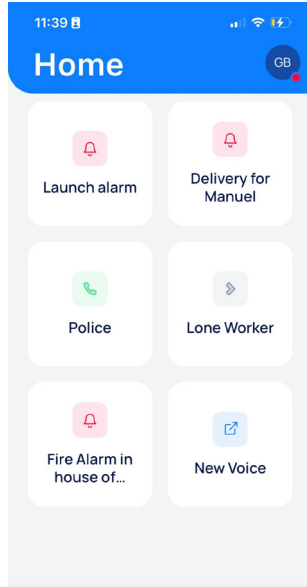
- Centralized administration in the MobiCCloud with seamless integration of the smartphone app

- MobiCCloud in connection with MobiBBox increases redundancy and enables the combination of cloud and on-premise. If Internet and VPN fail over 3G/LTE, the MobiBBox/Micro-MobiCCall alarms autonomously.

- Multi-path redundancy also works for interfaces, contacts, sensors, and relays.

- Multi-PBX support from the MobiCCloud for call separation, special ringtones, display messages and text - also for MMS, rotating texts, and broadcasts with automatic opening of loudspeakers.

- Extensions in interfaces, web-based GUI, automated tests, IoT, web, and NVX dashboard, alarm definition and configuration, smartphone apps, interactive sales tool and web-based demos (MobiCity).

Web-Management

MobiCCloud

Individual Configuration | Web based multi-client Capability | Detailed Report
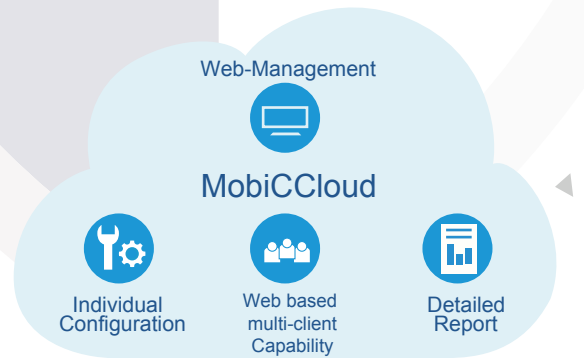
Secure Alarm Processing

New Voice International AG

Since 1991, New Voice has been developing high-quality solutions in the fields of security, telecommunications and information technology. With thousands of lifetime customers worldwide, New Voice is one of the leading providers in the field of „Unified Event Communication". The „MobiCall" gateway stands between events and experts as an individually configurable solution for alarming, mobilization, evacuation, information distribution and monitoring in a professional environment. The solution offers seamless integration of localization to mobilize and guide present experts thanks to path finding and asset tracking.

The information in this document only contains general descriptions or performance features which, depending on the infrastructure, software version and environment, may not always apply in the form described.

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