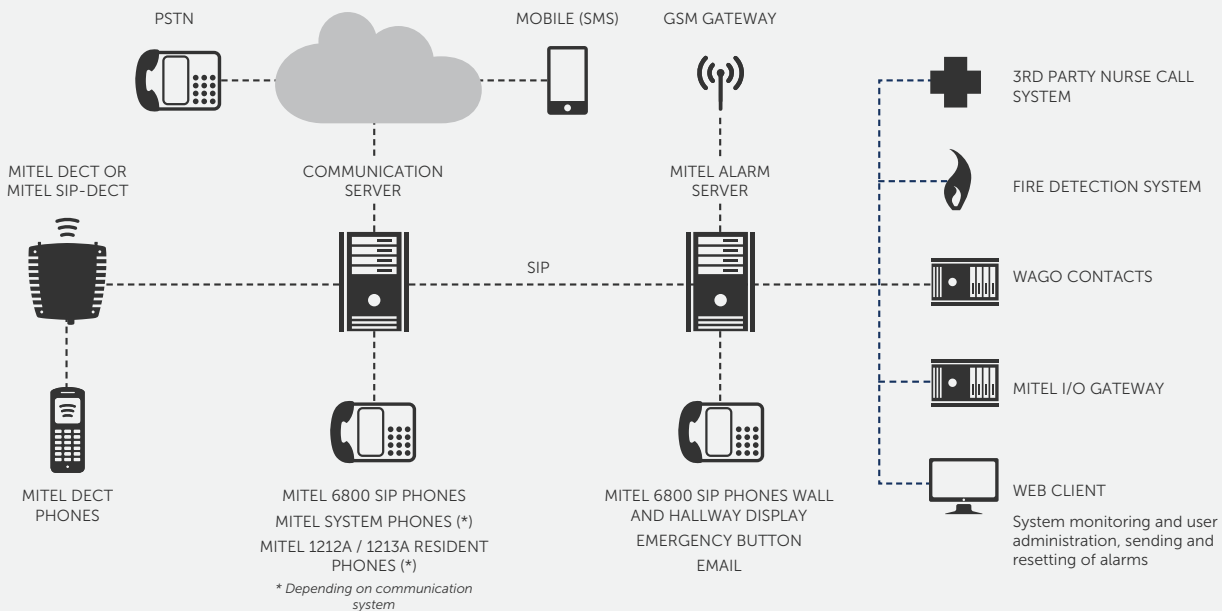# Mitel Alarm Server

Overview and Technical Details

The Mitel Alarm Server solution ensures a fast communication flow as it monitors systems and processes, triggers alarms, and provides immediate assistance. This meets the requirements of hospitals and nursing homes as well as those of the commercial and public sectors perfectly.

Reliable solution for challenging environments

OVERVIEW OF KEY FUNCTIONS:

- *Alarms can be triggered by:*
  - *Personal protection (man-down alarm, escape alarm...) using the Mitel 632 DECT phone*
  - *Contacts (WAGO, I/O gateway)*
  - *ESPA, Line or Ackerman interface*
  - *Time alarm (count-down alarm) and monitoring alarms*
  - *Email*
  - *Phone calls (optionally PIN-protected)*
  - *Function keys on desktop phones*
  - *Self-monitoring function*
    - *Interface malfunction*
    - *DECT System malfunction*
    - *Malfunction in resident room (with I/O gateway)*
    - *Charging level of battery (DECT phones)*

- *Depending on the escalation plan and the recipient's terminal device the alarm is notified by*
  - *Short text messages on DECT or desktop phones*
  - *Playback of an audio file*
  - *SMS*
  - *Email*
  - *Closing of a contact*
  - *Alarm forwarding via ESPA interface*

- *Text alarm:*
  - *Comprehensive range of alarm sounds, visual signals and volumes*
  - *Silent alarm*
  - *Fully customizable function keys for easy confirmation*
  - *Immediate establishment of a voice connection, e.g. using the alarm trigger in the alarm center*

- *Voice alarm:*
  - *Calling the hotline (PIN-protected)*
  - *Audio-guided and PIN-protected reception of voice alarm messages*
  - *Confirmation by push-button (DTMF post dialling)*
  - *Up to 20 simultaneous voice messages*

- *Confirmation of alarm by the user and further processing depending on escalation plan*

Mitel
Powering connections

- Locating
  - Locating people (location of base station where the DECT phone is logged in or highest field strength)
  - Displaying locations of active alarm sources on a map in a web browser
- Alarm scenarios depending on location
- Escalation scenarios depending on the day of the week and time of the day
- Logging of all alarm messages or events and user interactions (e.g. confirmation an alarm message was read), including filter and analysis options as well as alarm statistics
- Web-based user interface
  - Overview of current alarms
  - Monitoring of system status (monitoring alarms)
  - Convenient entering of alarm texts in the browser before triggering
  - Triggering and resetting of alarms
  - Filtering of log files and exporting for analysis
  - Operations specific settings, e.g. activation/deactivation of escalation plans depending on the day of the week or shift
  - User administration: fully customizable user groups and functions per user group
- Windows-based configurator including plausibility check of configuration
- Secure remote maintenance via internet, along with the Mitel SRM Server
- Up to 200 alarm types
- Up to 500 escalation plans
- Up to 1000 notification groups
- Up to 10000 end points*
- Virtualization in order to guarantee high availability according to customer-specific security requirements**

*End points are alarm triggers and alarm receivers, e. g. contacts, DECT phones, internal and public phones, phone numbers, Email addresses etc.

** Note: Virtualization does not support V.24 hardware interfaces. These need to be transformed via IP-V.24-converters.

INTERFACES:

- Up to 2 Mitel I/O gateways, up to 1024 contacts each
- Up to 10 ESPA interfaces, inputs or outputs, ESPA focus (output of all incoming ESPA messages to an ESPA output interface)
- Up to 10 WAGO modbus 750 field bus controllers (input/output), up to 256 input/output contacts each
- Type: 750-841 (controller), with -400 (2 channels in), -501 (2 channels out), -430 (4 channels in) or -530 (4 channels out), or compatible types, and -600 (terminal module) and 787-602 (power supply)
- Email gateway (input/output), (input: POP3 and IMAP; output: SMTP)
- Up to 2 GSM gateway (output), type: CEP CT63 (including monitoring of field strength)
- Wall or hallway display (output); interface converter RS232/485 required
- Support of IP-V.24 converter for connecting remote systems via ESPA
- Potential-free contact for external monitoring (Watchdog) of Mitel Alarm Server

INTEGRATION WITH COMMUNICATION SERVERS:

- MiVoice Office 400 (Release 3.0 and later)
- OpenCom 1000 (Release 6 and later)
- SIP-DECT (up to 4500 SIP DECT phones) (Release 4 and later)
- All other Mitel platforms via Mitel SIP-DECT integration

HARDWARE / SOFTWARE:

- Mitel Alarm Server Configurator: Windows 7 (32/64 bit) & Windows 8 (32/64 bit)
- Hardware Server
  - Intel Xeon E3 3.1 GHz / 4GB 1600 MHz RAM / 500GB HDD
  - Pre-installed Linux operating system and recovery DVD
  - 4 V.24 interfaces
- Virtualized version for VMware: 2 GB RAM / 16 GB HDD recommended; installation using .ova template.
- Web client compatible with Internet Explorer 10 and later and Firefox 3.0 and later (most recent version).

	MiVoice Office 400	MiVoice Business	MX-ONE	MiVoice 5000	Other communication systems integrated with Mitel SIP-DECT
Text alarms	Mitel SIP-DECT	Mitel SIP-DECT	Mitel SIP-DECT	Mitel SIP-DECT	Mitel SIP-DECT
	Mitel SIP phones	Mitel SIP phones	Mitel SIP phones	Mitel SIP phones	Mitel SIP phones
	System phones	–	–	–	–
	DECT	–	–	–	–
Voice Alarms	Up to 20 channels	planned	planned	planned	–