

Information

OpenScape Alarm Response Professional (OScAR-Pro) V3 **Reliably alerting, informing, communicating**

Current demands on modern telecommunications go far beyond simply making telephone calls. They include in particular the automation and optimization of critical communication in emergency and crisis situations. With its high flexibility and its multifaceted communication options, OScAR-Pro caters for many of these demands.

Communicating

OpenScape Alarm Response Professional (OScAR-Pro) V3 R2 ...

- ... can be scaled in a wide range (4 to 480 channels) and offers connectivity to traditional telecommunication systems (via S_0/S_{2M} using the QSig/CorNet-NQ protocol) as well as to VoIP systems (e.g. via Gigabit Ethernet using the SIP/SIP-Q protocol).
- ... communicates with telephones (stationary, cell phones, DECT, WLAN), pagers and also with PCs or PDAs via special Web Clients.
- ... answers calls, dials subscribers, interconnects NF sources and connects subscribers for bilateral calls or conferences.
- ... offers special emergency functions in OpenScape networks.
- ... provides information via announcements, or display texts, or SMS messages.
- ... communicates with host systems and with external sensors or relays
- ... locates telephones and tags/medallions in both DECT and WLAN infrastructures.
- ... can control public address (PA) systems and much more.

These capabilities enable OScAR-Pro to realize a variety of different alarm, communication and security services, all of which are described in detail below.

Applications

OScAR-Pro V3 R2 is the successor to the well-known HiPath DAKS V3 R1. Like its predecessor, it is a modular system that can work with a wide range of different applications and is scalable in a wide range. OScAR-Pro provides the following applications for its server:

- Broadcasting/alerting with serial interface
- Broadcasting/alerting with ESPA-X interface
- Emergency and high-performance conferences
- Info telephone
- Dialing profiles
- Internet-Controlled Telephony Conferences (ICTC)

The API familiar from HiPath DAKS V2.1 is discontinued but is replaced by the ESPA-X interface. The Personal Emergency Response Center (PNEZ) is continued via a project-specific release based on the proven HiPath DAKS V2.1. Starting in 2011, the most important PNEZ functions are integrated in OScAR-Pro V3 R2, although initially without BGR certification. For more information, please contact the responsible product management.

System Setup

OScAR-Pro is set up on a cPCI server (simple or redundant in design). A summary of the most important benchmark parameters includes:

- 19" server (3 HU) as a tabletop device or for rack installation
- Low power design, without hard disk or fan, for an MTBF of more than 400,000 h
- Virus-safe encapsulated Linux operating system
- Supports 4 to 480 ISDN channels (QSig, CorNet-NQ)
- Supports 4 to 480 VoIP channels (SIP-Q)
- Up to 2x Gigabit Ethernet
- ESPA 4.4.4 and ESPA-X host system interfaces
- Contact and N/F I/O boards
- Various special boards for optimum functionality.

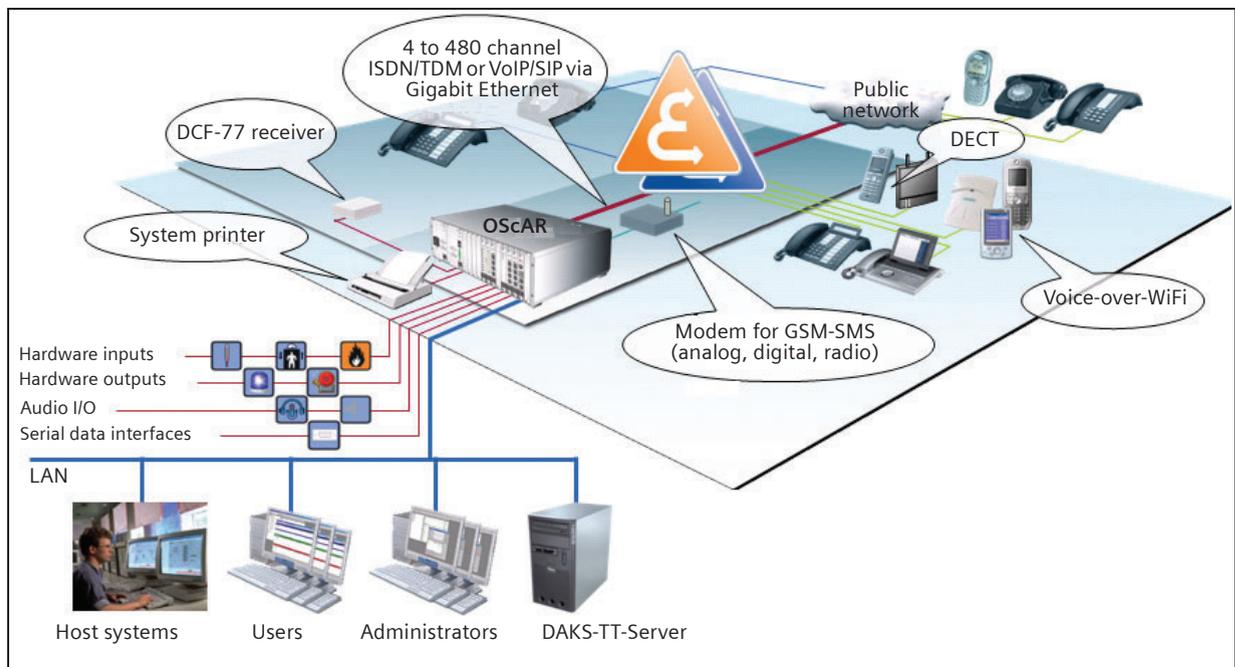
OScAR-Pro Satellite enables alarms (contact detectors and ESPA 4.4.4 Hosts) via the IP infrastructure from subsites including support of the redundant OScAR-Pro server.

ESPA-X

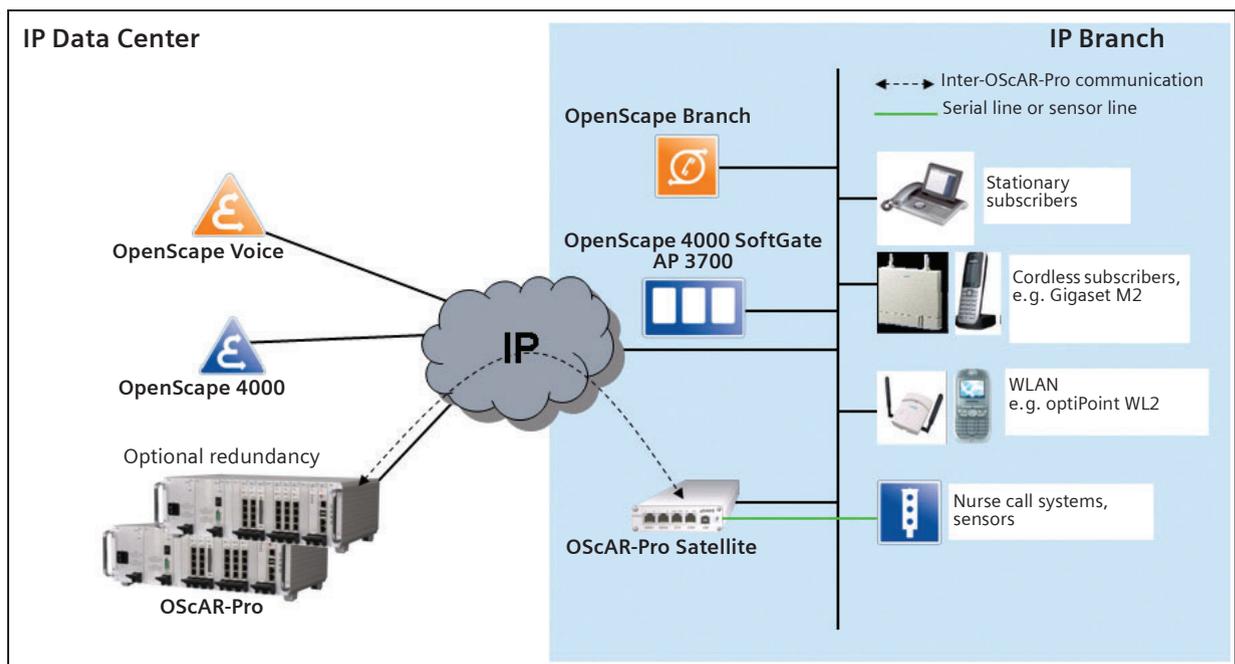
With ESPA-X (Extended Signaling Protocol for alarm processes – XML-based), OScAR-Pro provides a future-oriented, standardized application interface that offers the vendors of alarm management, logistics and, especially, telephone systems a flexible possibility of integration.

Based on the TCP/IP and XML standards, ESPA-X integrates seamlessly into existing data network systems, enabling new centralized solution concepts with the integration of satellite systems.

Further information at www.espa-x.org.



OScAR-Pro Voice Environment



OScAR-Pro Deployment Overview

Broadcasting and alerting

Alerting, informing and mobilizing

The ability to simultaneously or sequentially alert and inform individual or multiple subscribers via phone or text messaging enables the creation of security systems in many operational areas. Such systems can:

- Mobilize emergency personnel in fire departments, rescue and emergency services (also in conjunction with external command and control computers)
- Initiate targeted evacuation of industrial sites and buildings (e.g. hotels, department stores) in the event of fire and other emergencies
- Simultaneously notify police, hospitals, schools, media etc.
- Exchange information between headquarters and branch offices
- Connect calls to care staff via DECT/WLAN phones (in conjunction with paging systems and callback to patient rooms)
- Conduct emergency calls and locate casualties, also in combination with so-called Patient Monitoring Systems
- Transmit fault reports from external systems such as industrial control systems, or warning systems to mobile service engineers

Important information can be distributed fast and reliably. Staff are more mobile and no longer have to perform time-consuming, routine tasks where there is a high risk of error.

Personal security

Working safely under hazardous conditions

Mobile and stationary personnel are supervised by means of cyclical calls and can trigger alarms themselves via speed-dial or emergency-call button. Or, in the event of immobility or disorientation, alarms are triggered automatically. The alarms may be triggered by:

- Carers working with high-risk patients in psychiatric institutions
- Night watchmen doing their rounds
- Lone workers
- Service engineers working in hazardous areas

Announcement and monitoring services

Simultaneously informing as many users as possible

OScAR-Pro can be used to play up-to-date recorded or pre-prepared announcements and live messages.

Examples of typical applications:

- Communication up-to-date reports in the case of industrial accidents to reassure and inform the public, authorities and employees
- Environmental and traffic information, such as reports on flooding, snowfall and traffic jams.
- Providing information on movie programs or upcoming events
- Live broadcasts of parliamentary sessions or works meetings, for example.

Telephone conferences

Making team decisions, providing qualified help

OScAR-Pro makes it possible to organize telephone conferences intuitively and spontaneously, hence greatly accelerating communication and decision-making processes between:

- crisis managers during catastrophes
- those seeking and providing assistance
- headquarters and branch offices
- editors
- members of teams based at different locations (international teams, for example)
- users in several other areas

Conferences can be activated and controlled by phone, a central operator or via the Internet/Intranet and a standard browser.

The web interface provides areas for scheduling and controlling telephone conferences. One-time scheduled conferences have guaranteed conference places for the invited participants. The current speaker is highlighted during the conference.

One number service

Quick accessibility in every situation

OScAR-Pro dialing profiles allow you to call users on several phones assigned to them or to intelligently and automatically call the relevant member of a team using a single number. This is particularly effective in combination with:

- DECT/WLAN systems at different locations that are not roaming-enabled between one another
- employees using a DECT system and a corded telephone
- with several telephones in hotel suites
- in flexible offices
- "Hotlines" of information personnel or service technicians who are either called simultaneously or can also transfer the service to one another.

Especially for the latter application, the telephone "waiting room" integrated in OScAR-Pro is of particular interest.

The benefits: Increased availability of mobile users, reduced caller waiting times and simplified dialing for callers. This eliminates the time-consuming task of searching for a competent person, which can be vital in emergencies where every second counts.

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