Alcatel-Lucent Visual Notification Assistant

A mass notification solution is a key asset for conveying real-time critical information about an event occurrence. It can be particularly efficient in situations where many people need to be notified instantly and simultaneously, wherever they are in a building, either at their desks or on the move.

For example, in a hospital environment a surgical team may need to be notified about the readiness of the operating room. Or, in a railway station or on a University campus, if an emergency occurs, a mass notification solution can mobilize the staff to take the necessary action. It is also relevant in retail stores to broadcast promotional messages on store’s loudspeakers, either on a scheduled basis or through live announcement.

The Alcatel-Lucent Visual Notification Assistant provides a simple and flexible, easy-to-install, intuitive multimedia mass notification system. It is an ideal solution for enterprises across all industries. This single platform solution lets you define your scenarios, interworks with the Alcatel-Lucent OmniPCX® Enterprise Communication Server and offers:

- Alert/audio broadcast using multicast for NOE DeskPhones from Alcatel-Lucent Enterprise, with call notification for up to 120 users per group, and for other phones (such as digital, analog, and DECT) or public phone numbers
- Conference capabilities that notify and gather people, save time and provide a coordinated response. Conferences can be recorded, and directly joined by the participants (meet-me)
- Notification services such as email, SMS or instant messaging (Rainbow™ by Alcatel-Lucent Enterprise)
- Emergency call (911/112) management for on-site safety providing location information (per site/building/floor/area) for fixed phones, mobile handsets and softphone applications
- Role-based management enables multi-level access to provide the appropriate rights on each tenant
- Native high availability with hot redundancy
### Features

<table>
<thead>
<tr>
<th>Features</th>
<th>Benefits</th>
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<tbody>
<tr>
<td>Alert/audio broadcast on desk phones and mobiles.</td>
<td>Reduce information latency when warning people of an emergency by using existing phones deployed in buildings.</td>
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<td>Conference capabilities triggered in the event of an emergency.</td>
<td>Notify people in charge (for example safety team and PSAP) to automatically gather together in a conference. Saves time and provides a coordinated response. Conference calls can be recorded.</td>
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<td>Intuitive visual interface with building blocks to create scenarios and get reporting information.</td>
<td>No IT/developer skill required to create your customized emergency scenario from a single web interface.</td>
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<td>Parallel group calls</td>
<td>Present a call to several phones in parallel for more efficiency, speed and agility. A user can belong to several groups simultaneously and log-in/log-out from a group.</td>
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<td>Multiple triggers for starting notification action: schedule, DID caller number, HTTP request (get or post), instant message.</td>
<td>Handle any situation and automate action when possible, using the multichannel capabilities that enrich the notification process.</td>
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<td>API input/output trigger for connected notification scenarios.</td>
<td>Integrate notification capabilities into the workflow using standard HTTP request (for example IoT device, sensor, alarm button).</td>
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<td>Location services</td>
<td>Locate a phone (auto-locator feature for fixed phone or mobile handset) or softphone (based on the user inputs) to enhance the emergency response.</td>
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### Technical specifications

#### Software release
- OmniPCX Enterprise Communication Server (CS) Release 12.3.1 and above

#### Server requirements
- Software delivery on any appliance server:
  - OS Suse embedded in ALE BootDVD
  - Hardware requirements: Table 1
- Software delivery on:
  - VMware supported (including High Availability and Fault Tolerance)
  - Native High Availability:
    - Master/master mechanism
    - Hot redundancy

#### Network requirements
- Multicast supported
- ABC-F IP-trunk to OXE CS
- SIP trunk to OXE CS in case of 911 routing provided by Bandwidth (Inc.)

#### Devices supported
- Multicast available for:
  - ALE desk phones: 8008 ALE DeskPhone
  - Essential (IP mode) and Enterprise from OXE Purple R100 MDx
  - One-way conferencing for:
    - Digital, analog and DECT

#### Capacity
- Conferencing and mass notification: maximum 120 incoming and outgoing calls in parallel
- Several consecutive automatic notification sequences in case of larger population
- Calls recording depending on disk capacity (refer to Table 1)

#### Features list
- Multi-tenancy
- Mass broadcasting:
  - IP multicast
  - One-way conferencing
  - Discreet or on speaker phone
  - Optional tone before message
- Call distribution to parallel groups
- Instant messaging (Rainbow) with optional acknowledgment
  - Email
  - SMS
- Location information:
  - Fixed phones, DECT, WLAN and softphones
  - PSAP ALI databases sync through local provider in USA
- Multichannel triggers: schedule, DID caller number, HTTP request, instant message
  - API triggers: HTTP IN/HTTP OUT
  - Call log
  - Reporting charts
  - Text-To-Speech (Pico, Google) to adapt the message to the context
  - SNMP Trap

### Table 1. Technical Requirements

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<tr>
<th>Minimum</th>
<th>Recommended</th>
<th>More than 1000 users</th>
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<tbody>
<tr>
<td>Processor</td>
<td>Dual-Core 2.4 GHz</td>
<td>Quad-Core 2.4 GHz</td>
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<tr>
<td>Memory</td>
<td>4 GB</td>
<td>8 GB</td>
</tr>
<tr>
<td>Disk</td>
<td>30 GB</td>
<td>80 GB (320 GB if recording)</td>
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<tr>
<td>Network</td>
<td>100 Mb/s</td>
<td>1 Gb/s</td>
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