

TAS

Audio-Teleconference System

“Green-IT“ with minimal power consumption: only 20,5W !



KOMMUTEL DIAL OUT

System Description

Web-Configurator: PHP V02 respectively V03

Version of Description: 3.0



KOMMUTEL – Audio-Teleconference System for rapid communication:

The KOMMUTEL conference server is connected to the existing telephone exchange (PABX) and enhances its performance by specific dialing and messaging functions for telephone conferences. The system is able to establish a dial-up telephone conference (for example) for 30 channels simultaneously. Each call of subscriber to an extension number leads to a special conference channel, the virtual audio-conference room. If a recorded announcement is defined, the announcement will effect in front.

Then KOMMUTEL handles the combination of the audio-signals. All members of a conference will be informed by sign of notice (peep) about time of connection. The sign of notice is centrally defined for the system.

A various number of teleconferences may be processed at the same time, up to the number of available ISDN-channels.

Examples of application:

- project conference by speed dialing key
- conference of subsidiaries/branches by secretary
- conference of crisis management group
- dial-in conference of project team of a company
- periodic sales conference of sales representatives
- editorial meeting of publishing house
- coordination of operations of public transportation services and municipal utilities
- guided tours at museum or facility
- chat conferences
- E-Learning
- teleconference operations by the police
- discussion of urgent, finance relevant subjects of a bank

After activation, KOMMUTEL DIAL OUT summons a previously defined conference, i.e. all group members saved in the database are called and assigned to an unengaged conference channel. If the attempt to call a participant fails, an alternative call number is used. Dialling pauses, retries and alternative call numbers (e.g. mobile phone numbers) can be saved in case of a participant cannot be reached. The activation of a conference may refer to the call of an authorized participant who wants to be connected with a defined extension number in the system. The caller can be, but doesn't have to be participant in the conference.

The following possibilities exist to summon a conference:

WEB- Browser / mouse control / keyboard:

Every conference can be initiated directly on the PC (Web-Browser i.e. Internet Explorer or Firefox) or via Internet/Intranet (if the system is additionally connected to a LAN). Conferences can be presented and changed, participants can be removed, added or muted. Master file data or any telephone number can be added spontaneously to a running conference.

Speed Dial Button:

Predefined extension numbers in the system can be used to summon defined conference groups. A CLIP identification (terminal identification) or an authentication of a participant via DTMF can be carried out simultaneously, to protect against abuse.

„Chief-Conference“:

Initiation by speed dial button: Contrary to regular telephone conferences, the initiator (“Chief”) is allowed to terminate a conference by hang-up. All members receive a final announcement (i.e. “The conference has been terminated”) and will be disconnected thereafter.

Timer, Time control:

The initialization of periodical conferences (weekly, daily) can be configured (e.g. field service – sales-meetings).

Connection to interface (software can be offered optionally after consulting):

There are no limits for sorts of conference, because of evaluation of interfaces (i.e. by LAN or LDAP) of different manufacturers of facility management. For example: IT-Management-Systems, OPC interfaces, connection to control station.

Online-conference:

From personal database single participants can be put into a conference by drag and drop. By mouse click on button „Start“ the conference will begin automatically. Reached participants are marked in terms of colour, so the user can follow up the conference on any PC screen. A speak/listen-authorization can be given during a running conference. Disconnected participants (i.e. by disconnection of mobile telephony) can be connected again by one single mouse click. Spontaneous telephone numbers can be dialled and integrated during the conference. When opening the WEB-browser again, several online-conferences can be taken place during the same time.

Dial In with PIN:

Within the system both personal telephone numbers and Personal Identification Numbers (PIN) for identification or authorization for conference meeting can be defined. Each dial of caller to an extension number leads to a special conference channel, the virtual Audio-Conference room. The caller is requested to enter the PIN. Each dial in of further participant is marked with a sign of notice to the other participants of the conference. Several conference rooms can be setup, which can be used at the same time.

Dial In with authorized Caller ID:

Caller numbers and participant code (CLIP) are defined for dial in at the conference. Each dial of caller to an extension number is checked with “Network Provided” Caller ID and led to the respective conference channel, the virtual audio-conference room. Each dial in of further participant is marked with a sign of notice to the other participants of the conference. Several conference rooms can be setup, which can be used at the same time.

General performance features:

Numerous optional parameter are configurable:

Maximum duration of first call, dialing pauses, repeated dialing, alternative call numbers (i.e. mobile phone number) and time interval up to repeated dial process can be stored.

The record of different (conference) announcements is normally effected by phone. The user can record and save any number of messages up to 1.1 GB; that adds up to an announcement time of more than 35 hours. For each conference a separate text / melody can be created. Any participant can hear the announcements from the very first.

KOMMUTEL DIAL OUT saves by request CLIP of each participant. An identification is possible although dial in has effected afterwards. In this way, conferences can be blocked for illegal dial in.

For outgoing conferences (Dial-Out) a "service schedule" can be set up, to consider different working shifts of participants. This way only the present participants are being introduced to the conference.

When e-mail servers are available, mails can be sent at conference as well as for logging (see below). The participants are able to confirm the dial in at conference by PIN positive or negative. Furthermore, it is possible to activate the conference after entering the PIN.

For KOMMUTEL DIAL OUT there is no limitation in view of quantity and amount of participants, groups and conferences – except for physical ISDN- or SIP-channels! All data (sensitive phone numbers and actions) are safe and stored at user's company to protect for access from a third party.

Logging:

All data of initiated conferences (Date, time, Members, Caller No.) are being saved and logged without limit of time. The store of data and the retrieving of log is possible days later, if requested in selection. Moreover, KOMMUTEL DIAL OUT is able to send latest log by e-mail immediately.

If requested, a live audio recording of a conference can be offered. Please contact us accordingly.

Configuration of system by Web-Browser:

For user only a web-browser is required (Internet Explorer or Firefox). Basis is a flexible data base.

Normally, for user (initiator) no briefing is necessary, because system works widely automatically.

All functions, i.e. master data base of persons or group of persons, all action parameter, announcements and statistics are to be configured and operated by web-browser. For user / initiator of conferences an easy to handle surface is created, so there is no need of additional training effort after running short instruction during the installation. The installation respectively data administration can be effected by trained staff (administrator). The system automatically offers only possible, selected parameters in order to avoid misleading entries.

Important entries, i.e. master data and operations are provided with a search function, to create well arranged lists. The indicated data / lists can be printed by mouse click.

Access Protection:

Flexible and activated user structure: The award of "read and write permission" can be assigned individually or user-oriented. The system administrator can divide the users of a system in five hierarchical levels. A "releaser" i.e. cannot get any configuration rights; with a minimum of training effort he can only activate an alarm in dangerous situations, however, he cannot change anything within the system.

KOMMUTEL DIAL OUT is achievable by remote for maintenance purposes. The accessibility can be restricted by selective selection criterion (i.e. call number).

Available options for further expansion:

The following expansions are possible: single or in combination, also afterwards:

ARUTEL – Alarm and conference server – help in a crisis:

The ARUTEL software expands the system by alarm specific selection and announcement functions:

- Alerting/Notification of persons and groups of persons
- Multi-Address Message for evacuation of buildings and parts of buildings via telephone
- Fault messages and monitoring of plants and personal security
- Documentation of events

ARUTEL notifies the group of persons, configured by the customer, with the transmission of conduct instructions in plain language by announcement via TC-equipment. Internal as well as external participants, fixed network and mobile telephone systems can be achieved worldwide. Each participant can hear his conduct instructions from the very first. In case of alert participants were automatically informed immediately, to spare prosperous time in case of an emergency and it reduces stress of the staff. Each participant gets specific conduct instructions, so a parallel mobilisation of i.e. ambulance service, technical staff, plant security and endangered persons can take place. This form of automatic alert avoids panics at industry, department stores, hospitals or hotels, as far as possible and minimizes the error rate of an already sensible emergency case.

Record of a conference:

The audio data of a telephone conference can be recorded optional. This capability characteristic must be released and the single record can only be activated by a dedicated button at web browser subsequently. Memory requirements: 8 kilobyte/sec. Optional the audio data can be filed in a separate memory (within your network, as well).

Monitoring of machines by contact:

KOMMUTEL DIAL OUT accepts the error surveillance of technical plants by connection of control contact interpretation. Therefore, potential-free contacts are being monitored constantly by use of closed current (15 contacts on one board EET). KOMMUTEL DIAL OUT assigns each disturbance to a specific conference with a pre-defined group of people.

The corresponding assembly EET is connected with interface V.11 up to a distance of 300 meters at KOMMUTEL DIAL OUT. The cable routing (cat.5 or 4x2) to be provided by the end-user.

Contacts via LAN:

Potential-free contacts can be tunnelled over IP to remote locations or branches. The contacts are permanently analysed by KOMMUTEL DIAL OUT at the head office. For that purpose “GA-modules” are required, TAS product range.

Software: INFOSERVICE:

Any caller can request selective information after announcement of a calling number open to the public; each caller hears the requested announcement from the beginning. The set-up of a citizen hotline is relevant for disturbances of chemical industry as well as dangerous climate changes. (flood, smog, etc.)

System monitoring (AKONEL):

Watchdog: The function of the system and the attached telecommunication equipment is being monitored by any (analogue) extension line. Malfunction will cause an acoustic signal and a contact activation. Besides, an alert call is initiated to a programmable telephone number subsequently.

Redundancy:

The system can be linked redundant line-modules (Hot-Stand-by).

Description of hardware:

The connection of KOMMUTEL DIAL OUT effects via LAN at user's network (TCP/IP-Basis) and – according to expansion stage – via ISDN S0 / S2M (DSS1-protocol) to your Telephone switch (PABX) or via LAN (VoIP with SIP protocol) to a Proxy/Registrar (IP-TC-equipment).

Potential stages of expansion:

4* S0 (BRI) at TC-equipment / switch or ISDN-telephone network for up to 8 connections simultaneously

1* S2M (PRI) at TC-equipment or ISDN-telephone network for up to 30 connections simultaneously

1* LAN (TCP/IP, SIP) at VoIP net for up to 30 connections simultaneously

Larger expansion stages and systems with redundancy consist of several KOMMUTEL DIAL OUT modules.

Components of product-specific hardware as well as custom-designed software are developed and produced in Germany.

Minimal power consumption:

Connection data:	
Voltage supply:	230 V AC
Power consumption:	12 Volt DC, 20 W, incl. mains plug
Weight:	4,4 kg
Dimensions:	19", 1 HE, depth: 210mm



Installation notes:

The systems will be set up and tested at our works.

We recommend that the installation and set-up be carried out on site by our customer support. The customer support also takes over the training of the system for end-users and/or the system support for the resellers (on site or in our training centre in Mönchengladbach, Germany). Due to the flexibility of the systems and the related large number of parameters, set-up of administration by untrained staff is not possible.

KOMMUTEL DIAL OUT will be configured during set-up in connection with the communication equipment. The entry of the different (telephone) actions as well as of the customer-specific data (telephone numbers, names, substitute/alternative call number) is carried out on site by the user and/or by the system support, after an appropriate briefing by our customer support.