

HiPath DAKS V2.1

Digital Alarm and Communication Server



Product Overview

Current demands on modern telecommunications go far beyond simply making telephone calls.

The DAKS digital alarm and communication server (or HiPath DAKS when used in conjunction with HiPath telecommunications systems and networks), caters for many of these demands.

DAKS answers calls, dials subscribers, plays messages or external voice sources via multiple channels, locates subscribers, provides information via display texts, performs dialogs and connects subscribers for bilateral calls or conferences.

DAKS supports:

- Broadcasting/alerting
- Personal security
- General network-wide positioning
- E-mail services for system telephones
- Telephone conferences
- Announcement and monitoring services
- One number services and group calls
- CSTA services for host systems

Overview of DAKS Functions

Broadcasting/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 mobile phones (in conjunction with paging systems and callback to patient rooms)
- Conduct emergency calls and locate casualties
- 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.

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Personal security

Working safely under hazardous conditions

DECT users are monitored by means of cyclical calls and can trigger alarms themselves via an emergency button. Or, in the event of immobility or disorientation, alarms are triggered automatically. The alarms, which conform to BGR139 (German occupational accident prevention directive) 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

For further information on scenarios where DAKS may be implemented, please refer to the HiPath Personal Alarm System data sheet.

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General network-wide positioning

Exact positioning throughout the entire telecommunications network

When used with a location server, DAKS can pinpoint the position of DECT users in a HiPath corporate network for various external applications.

For further information on these scenarios, please refer to the HiPath Positioning System data sheet.

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E-mail services for system telephones

Informing users via e-mail

E-mails can be sent to individual or multiple users as well as predefined user groups manually (via MS Outlook for example) or automatically. These e-mails may be sent directly to Gigaset, optiPoint 500, optiset E phones or via SMS to GSM users. This function can be used to send:

- job orders
- information about schedule changes or changed locations
- fault and status reports from machines or IT systems

Telephone conferences

Making team decisions, providing qualified help

The ability to organize spontaneous telephone conferences greatly accelerates 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.

Announcement and monitoring services

Simultaneously informing as many users as possible

DAKS can be used to play up-to-date recorded or pre-prepared announcements and live messages. This feature is particularly useful for:

- providing up-to-date reports in the case of industrial accidents to reassure and inform the public, authorities and employees
- accessing environmental and traffic information, such as reports on flooding, snowfall and traffic jams
- providing information on cinema or event programs
- organizing conferences, staff meetings and other types of meeting

One number service and group calls

Immediate availability

The one number service function allows you to simultaneously call users on several phones assigned to them using a single number. This significantly increases the availability of mobile users and at the same time reduces caller waiting times. This feature can be implemented:

- with DECT systems at different locations
- by employees using a DECT system and a corded telephone
- with several digital telephones in hotel suites
- in flexible offices

It is also possible to simultaneously call all members of a team by dialing a single group number. The first person to answer takes the call. This is particularly useful for:

- service engineers
- medical specialists
- hotline staff

This eliminates the time-consuming task of searching for a competent person, which can be vital in emergencies where every second counts.

CSTA services for host systems

A high-performance telephony server

DAKS provides software partners with a platform (DAKS API) for connecting their systems to the telecommunications network via multiple channels. This forms the ideal basis for setting up:

- control centers
- conference systems
- logistics solutions

DAKS system setup

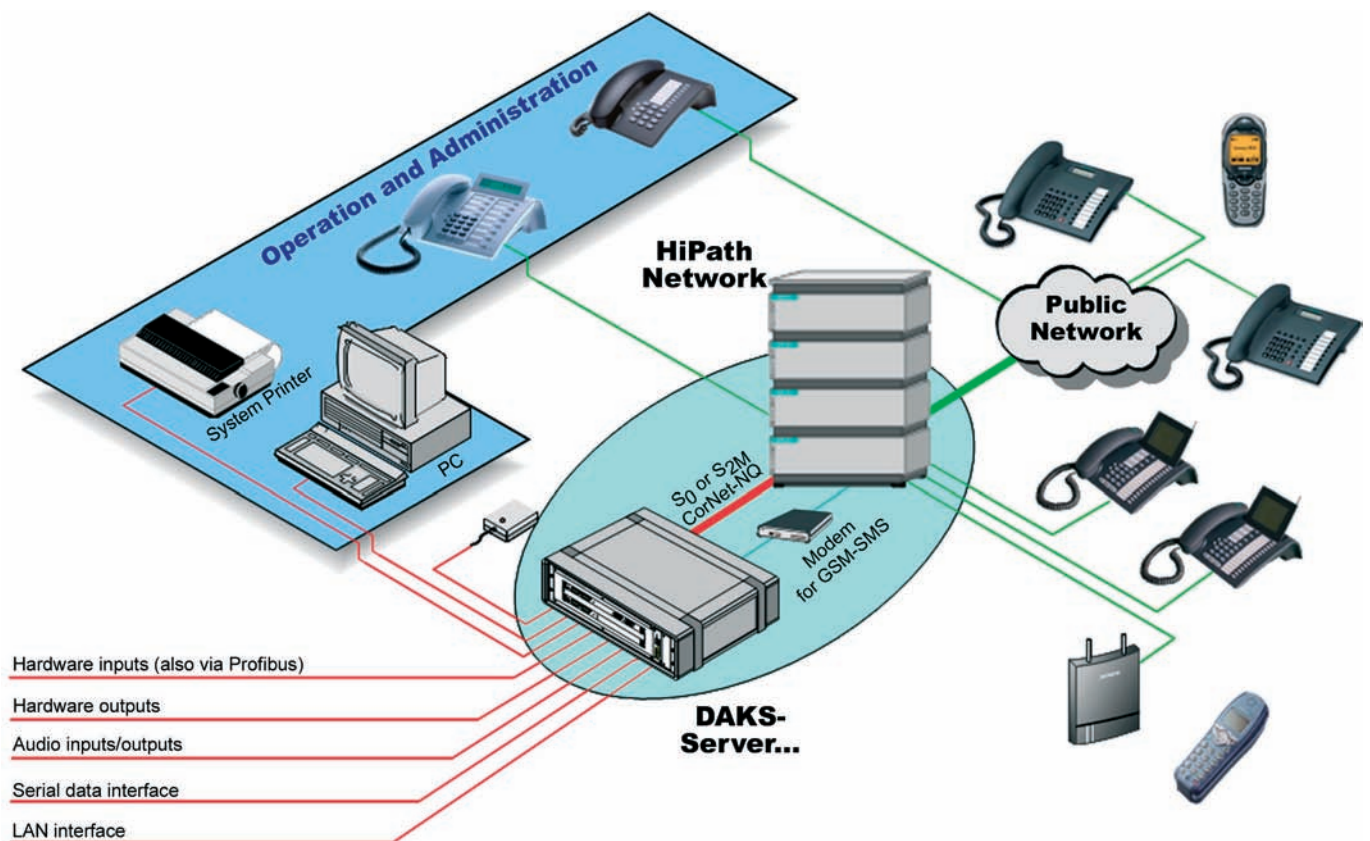
DAKS has a modular structure and is scalable from four to twenty-four channels. There are two different types of server:

Classic DAKS supports any combination of classic applications:

- broadcasting/alerting with personal security and positioning, if required
- e-mail service for system telephones
- emergency and high-performance conferences
- dialing profiles
- info telephone

API-based DAKS supports:

- Internet-controlled telephone conferences
- DAKS API sessions as CSTA platforms for external host applications
- DECT field strength queries in the HiPath network for the Siemens Location Manager
- location-based services with the PNEZ personal emergency response center, in accordance with BGR139 (German occupational accident prevention directive)



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Siemens Communications • Hofmannstr. 51 • D-81359 München

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