

PACCS – Duress – Integrated with Voice and Text Messaging

Duress with Voice over WiFi, Voice over DECT and Text

The PACCS platform also offers the ability to integrate with side wide PABX's and IPPBX systems to deliver high quality voice and SMS.

Examples of application of the PACCS PBX / NETcall range from personal alarm systems to handling of alarms in production lines or emergency teams at hospitals. Other advanced alarm and messaging applications where acknowledge, absent handling, data from pocket units, and alarms from external equipment are included is another example of application.

The PACCS PBX / NETcall can be programmed to take care of alarms and other events from PACCS DECT handsets or other 3rd party software. The PACCS PBX / NETcall can react on input from alarm modules, personal alarms with location information, messages, and data from handsets. Different actions can be taken for different types of input, for example send a message with request for acknowledge, activate an output in the system, and send information to an Alarm Location Client. If absent information or a positive or negative acknowledgement is sent, and the PACCS PBX / NETcall can take another action.

The input information can be processed, for example a location code can be translated to a text string. System variables that contain information on, for example, a current shift can be created in the PACCS PBX / NETcall. The value of a system variable can be altered on input from the system, for example data from a handset. An action can be delayed in the PACCS PBX / NETcall, which provides the possibility to time schedule actions on an input. The programming of the Event Handler is performed with help of a web browser.

When the PACCS PBX / NETcall receives an alarm, a chain of reactions can be started. First some information in the alarm is processed, for example the location of a fixed alarm button is translated to a descriptive text. Then the information can be put together to a message that can be sent to a pocket unit in the system. If a response has not been received with a preset time further actions can be taken.

Having a wireless PABX handset, duress, man-down, lone-worker protect and advanced text messaging all in the one handset is a very powerful option. Please contact us for more information.

