DialPlan
Intelligent Communications

Alerting Solution Overview

Public Address

Scheduled Alerts

Phone Systems

Panic Alerts

Microsoft Teams

Emergency / Lockdown

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The Dial Plan Alerting Solution

The Dial Plan alerting solution is a system of computer network connected devices that allows you to create custom **scheduled alerts** and customised **on-demand alerting (emergency) events**.

When supported by the deployed equipment, the alerting solution can also be used for **public announcements**.
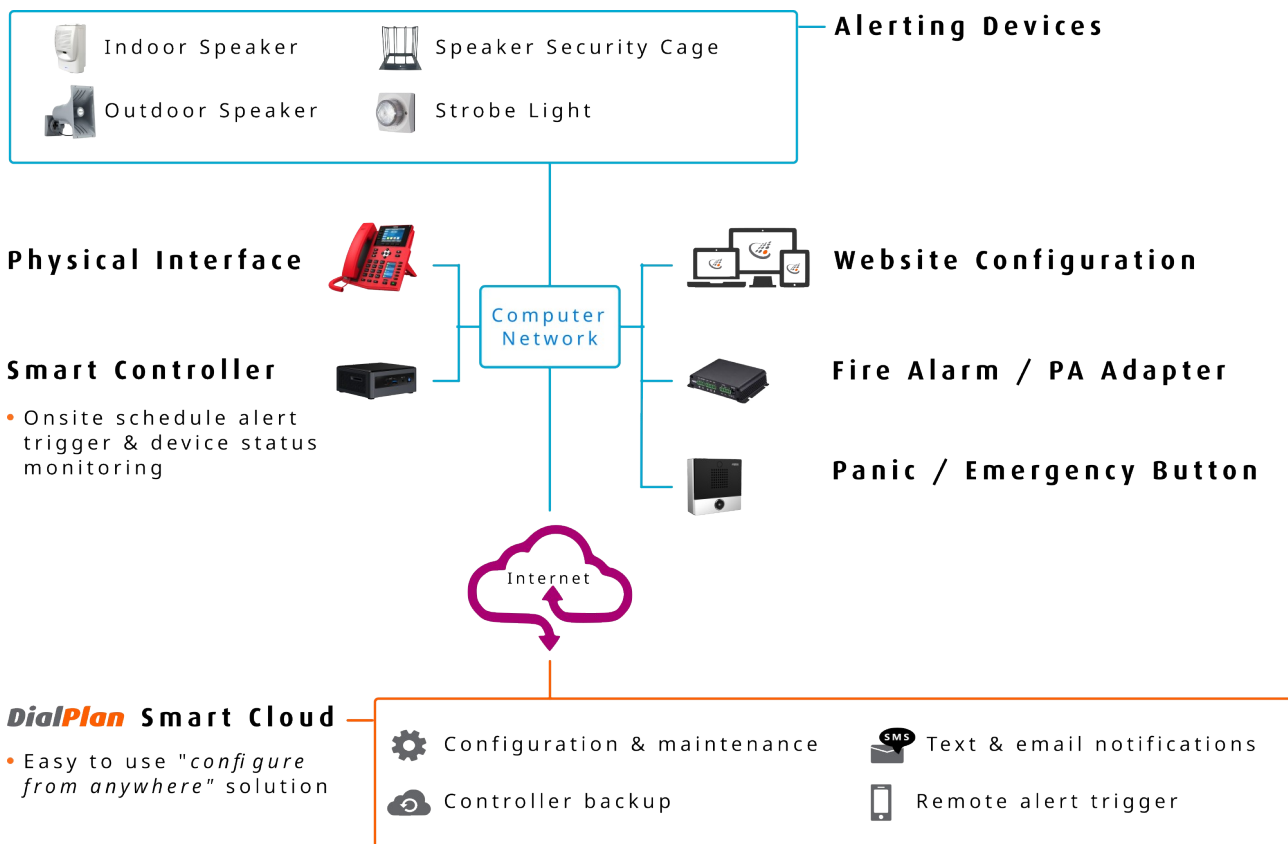
Alerts can be visual, audible, trigger a relay to control something, or some combination of these.

Audible alerts can typically include any sound, music, or verbal message. Simply upload the audio file into the Dial Plan configuration website to assign as required.

Examples of scheduled alerts are school bells, shift changes in factories, and periodic messages such as unattended baggage reminders in airports or promotional messaging in a supermarket.

Examples of on-demand alerting events might be triggering an evacuation, lockdowns for schools, or a panic/assistance button in the consultation room of a Dr's office.

Solution Components Summary

Alerting Devices

- Indoor Speaker
- Speaker Security Cage
- Outdoor Speaker
- Strobe Light

Physical Interface

Smart Controller
- Onsite schedule alert trigger & device status monitoring

Computer Network

Website Configuration

Fire Alarm / PA Adapter

Panic / Emergency Button

Internet

DialPlan Smart Cloud
- Easy to use "*configure from anywhere*" solution

- Configuration & maintenance
- Text & email notifications
- Controller backup
- Remote alert trigger

Interfacing With The Alerting Solution

The Dial Plan alerting solution is a *hybrid* cloud solution that offers the best of both on-site reliability and web based configuration convenience.

Put another way: It operates locally but you configure it via the Dial Plan website.

System Configuration

All configuration is done via the Dial Plan website from a web browser on a computer or tablet. There is no software to install and no single terminal to configure things from.

You can make changes and trigger events from anywhere in the internet connected world.
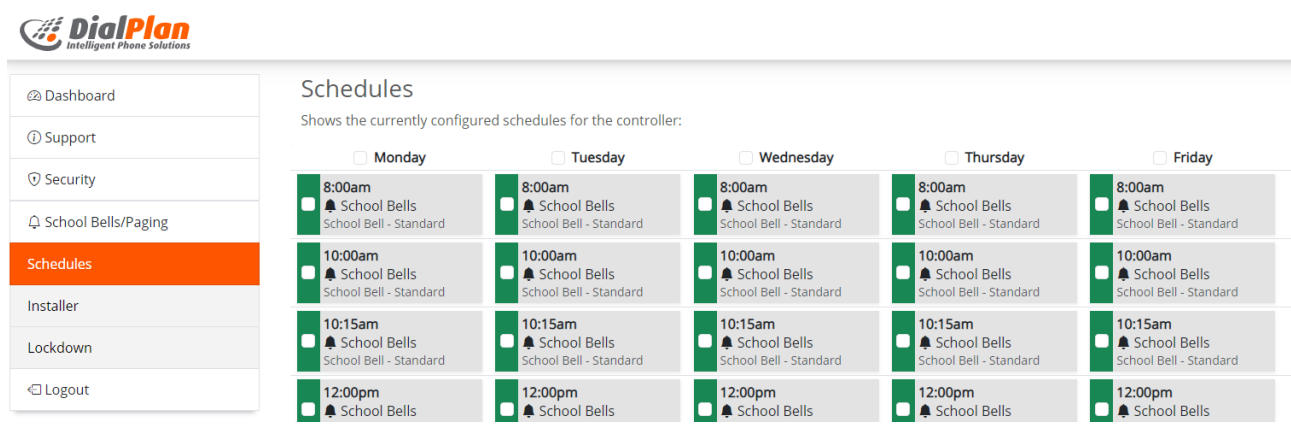

Figure 1: Dial Plan Website Configuration Portal - Schedule Manager Screen
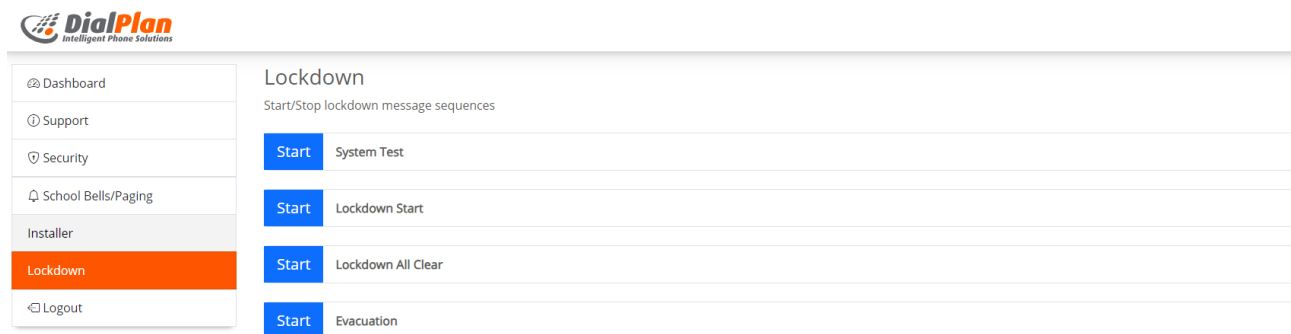

Figure 2: Dial Plan Website Configuration Portal - Remote on-demand (emergency) event control screen

Worth Mentioning

- Scheduled alerts/messages are able to be programmed with a start and end date allowing you to program alerts/messages ahead of time.

- There is no limit to the number of alerts you can define.

- Schools have a parent teacher interview feature to quickly set bell schedules for these unique days.

System Operation

Operating the system is simple and breaks down into three scenarios:

1. Scheduled alerts — Automatically initiated by the on-site controller and configured via the Dial Plan website.

2. Public announcements — These are made via one or more phones assigned this purpose.

3. On-demand (emergency) alerts — Triggered via dedicated hardware buttons, or buttons on one of our phones.

    Adding more trigger locations is easily achieved by adding another wired or wireless network connected device.

    They can also be triggered via our website for remote activation.

Control Stations

Dial Plan predominantly supplies desk phones as the physical control points of the solution. Not only are these the most intuitive to use, but a phone can perform multiple functions while offering the most economical solution we've found to date.

We offer these in black or red. The customer does not need to be a Dial Plan phone customer.

Worth Mentioning

- The desk phones are wall mountable & there are wifi options.

- Manual (non emergency) alerts can be triggered from the phone e.g ring the school bells.

- Any Dial Plan desk phone can be programmed as a control station so if the site already has a Dial Plan phone solution they can save some money by using their existing equipment.

Messaging Priority

Regularly scheduled alerts are automatically disabled when an on-demand (emergency) event is triggered e.g. school bells are disabled during a lockdown event to prevent confusion.
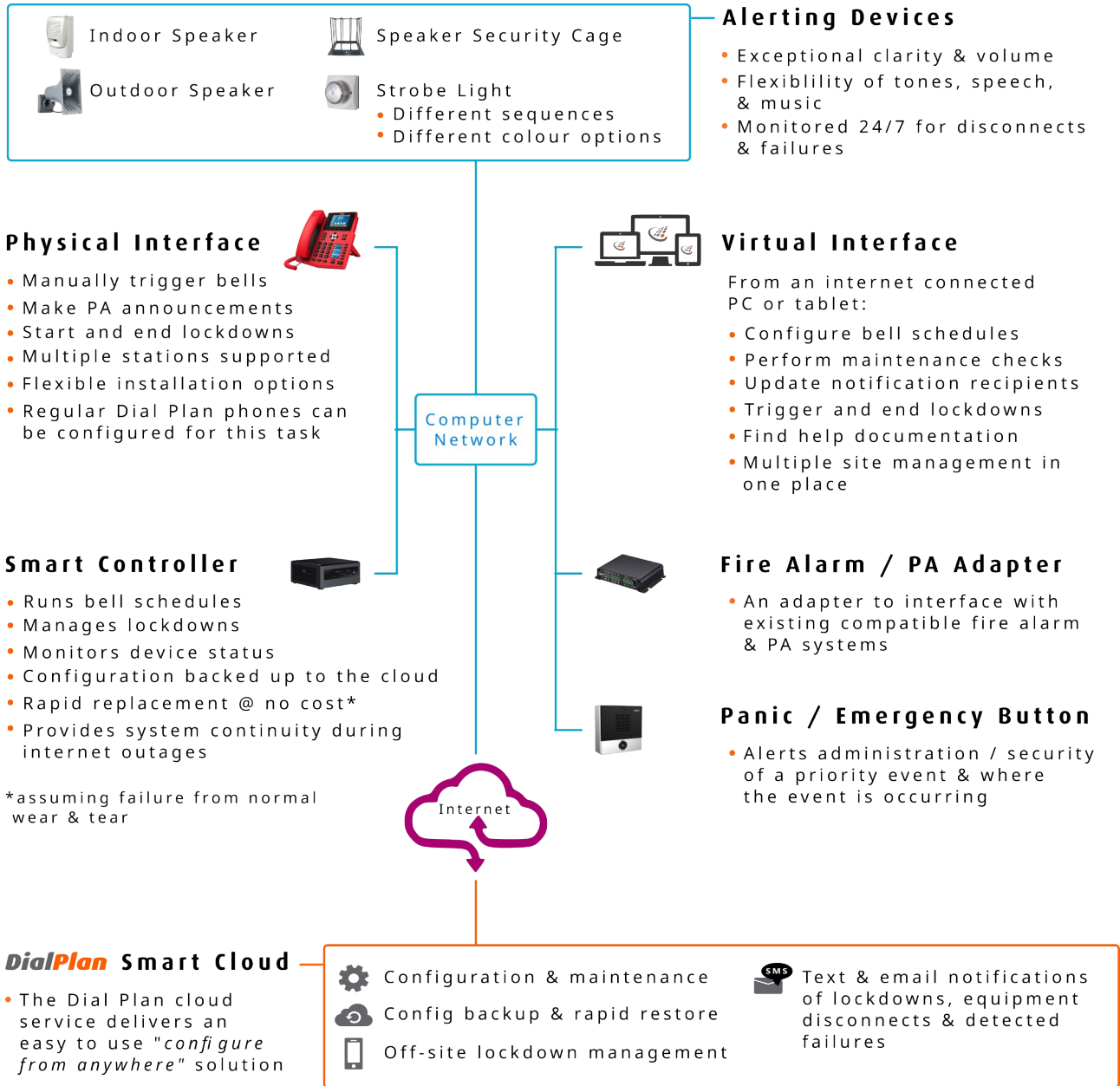
Manual public announcements take priority over all other alerts.

On-demand (emergency) Alert Details

Lockdown / emergency alert events have three message components. A start message, a message on repeat at a custom interval, and an end message when the emergency event is ended. You can choose if you want all or some combination of these programmed for any particular event.

Email and text notifications can be sent to key personnel when an on-demand (emergency) event is triggered and ended.
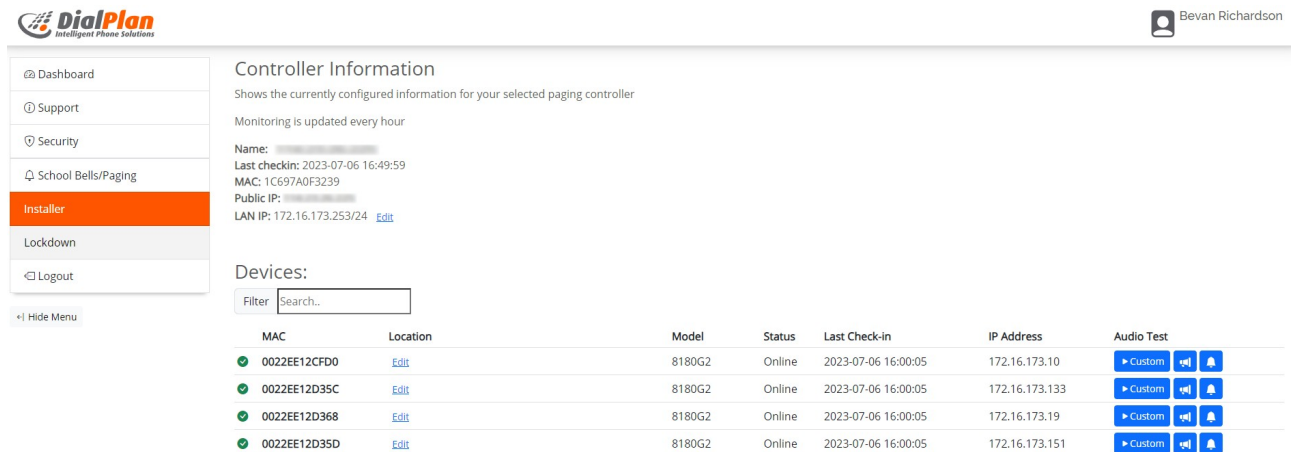
Dial Plan Alerting Solution Components

Indoor Speaker

Outdoor Speaker

Speaker Security Cage

Strobe Light
- Different sequences
- Different colour options

Alerting Devices
- Exceptional clarity & volume
- Flexiblility of tones, speech, & music
- Monitored 24/7 for disconnects & failures

Physical Interface
- Manually trigger bells
- Make PA announcements
- Start and end lockdowns
- Multiple stations supported
- Flexible installation options
- Regular Dial Plan phones can be configured for this task

Virtual Interface
From an internet connected PC or tablet:
- Configure bell schedules
- Perform maintenance checks
- Update notification recipients
- Trigger and end lockdowns
- Find help documentation
- Multiple site management in one place

Computer Network

Smart Controller
- Runs bell schedules
- Manages lockdowns
- Monitors device status
- Configuration backed up to the cloud
- Rapid replacement @ no cost*
- Provides system continuity during internet outages

*assuming failure from normal wear & tear

Fire Alarm / PA Adapter
- An adapter to interface with existing compatible fire alarm & PA systems

Panic / Emergency Button
- Alerts administration / security of a priority event & where the event is occurring

Internet

DialPlan Smart Cloud
- The Dial Plan cloud service delivers an easy to use "*configure from anywhere*" solution

Configuration & maintenance

Config backup & rapid restore

Off-site lockdown management

Text & email notifications of lockdowns, equipment disconnects & detected failures

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Installation & Support

You can install, manage, troubleshoot, and assist multiple customers from the one Dial Plan website configuration portal.

Support from one of our NZ based engineers is just a phone call away.

Figure 3: Dial Plan Website Configuration Portal - Installer screen - device info, status, & test options

Simplified Installation

Besides the controller which is typically installed into a comms room, all Dial Plan alerting equipment supports power over ethernet (PoE) thereby avoiding the need for a power source at the point of installation.

The solution requires the controller and all system components to be connected the same computer network i.e. within the same broadcast domain. The controller also requires internet access.

How To Install

1. Connect the controller to the network and turn it on.

2. Log into installer page of the Dial Plan website configuration portal & confirm the controller is online.

3. Install a device (speaker etc), connect to the network, and power on.

4. Confirm the device is detected by the configuration portal, and check it's working correctly by using one of the test buttons next to the device.

5. Give the device a location description for easy identification.

6. Repeat steps 2 – 5 for each device

System Continuity & Maintenance

Timely problem detection is paramount to ensure system availability.

All components of the Dial Plan alerting solution are monitored to assist with early problem detection and rapid resolution.

Email and text notifications can be sent to multiple recipients when equipment connectivity is interrupted.

Notifications identify which equipment has gone offline and logs provide historical insight offering effective metrics in helping determine what happened e.g. the outdoor speaker on the hall went offline between 10:00 and 11:00 Tuesday morning.

How the monitoring works

On-site system network components are monitored by the controller, and the controller is monitored by the Dial Plan Smart Cloud.

Loss of device or controller connectivity can trigger email and text notifications.

Notifications are sent once a threshold of connectivity loss has been detected e.g. the controller has been offline for 3 hours. Thresholds are used to avoid notifications during transient maintenance activities.

Notifications can be manually disabled for devices that are expected to be offline for an extended period of time.