

# FAQ - Alarm, Messaging and Location

# Gigaset

Valid for:	<del>N640</del>	N670	N870	N870E	Embedded Integrator	Virtual Integrator
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Valid for N670 / N870 / N870E but not supported by N610. Software 2.52 or higher is needed.

Gigaset Alarm, Messaging and Location (AML) enables companies of any size in the most diverse of industries to improve significantly the workflows in all areas and to increase in the long term the safety of their workforce. This highly efficient solution has at its heart the scalable, reliable Gigaset N670 IP PRO and N870 IP PRO DECT IP systems. In conjunction with an alarm server, they provide intelligent message management with priority-dependent signaling.

With seamless handover and roaming, workers are able in emergencies to trigger alarms and read and reply to messages from their Gigaset R700H PRO, S700H PRO and SL800H PRO\*, from the range of Professional handsets. Furthermore, accurate location tracking is guaranteed. AML functionality is enabled via licenses and can be integrated into existing Gigaset DECT IP installations as well as new installations.

\*A complete overview of the compatibility of Gigaset handsets is available [here](#).

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## 1. Alarming

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Alarming is the possibility to trigger an Alarm via devices/sensors connected to an Alarm server.

Specialized DECT handsets can automatically generate alarm calls to the configured alarm destination. The alerted party recognizes the alerting party from the caller's phone number for example. The following possibilities are available to start alarm calls.



### Panic Alarm buttons

There are many Panic Alarm buttons in the Market, often they are open/close contact buttons that are connected to an Alarm server. When pressed, the Alarm server will trigger an Alarm message. Often used in hospitals or care homes, or even gym facilities.

This is not a Gigaset product.

### Sensors

Via many different available sensors (Fire, burglary, intrusion detection, machine breakdown, ...) connected to an alarm server, it can trigger an alarm or inform a service technician about a calamity or a machine breakdown.

This is not a Gigaset product.

### Smart phone

Gigaset offers a wide range of Smart phones that can be used in these alarming environments.

- [GS5 PRO](#)
- [GX4 PRO](#)
- [GX6 PRO](#)

DECT handset

The following Gigaset DECT handsets can be used to trigger an alarm

- [SL800H/SL750H/R650H/S650H](#) - Start an call based alarm via
  - Manual dialing
  - Softkey press
  - Long-press keypad
- [R700H/S700H](#) - Start an call based alarm via
  - Manual dialing
  - Softkey press
  - Long-press keypad
  - Alarm (Function) key
- [Atos/Unify OpenStage M3 Plus](#) - Start an call based alarm via
  - Manual dialing
  - Softkey press
  - Long-press keypad
  - Alarm key
  - Sensors
    - Non movement
    - Man down
    - Fast motion
    - Pull cord
    - Technical alarm
    - Time alarm

## 2. Messaging (MQTT)

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We have implemented an intelligent, high featured messaging solution using the MQTT protocol to communicate with [certified Alarm partner/server](#).

### Supported MQTT message features:

Priority :

Up to 5 priority levels are supported:

- Priority 1 is the highest call-based priority and will even intrude an existing ongoing call
- Priority 3 is the medium call-based priority
- Priority 6 is the low call-based priority
- Priority 8 is the info message-based priority to quickly inform many users, showing info an message on the IDLE display
- Priority 9 is a Broadcast-based message to quickly inform many users, signaled via an message icon

Ringtone melody :

For priority 1/3/6, the server has the option to choose the ringtone:

- Melody prio high
- Melody prio medium
- Melody prio low
- Silent

Ringtone volume :

For priority 1/3/6, the server has the option to set the ringtone volume: 0 - 100%

Message headline :

The message headline text and color can be set by the alarm server

Message body :

The message body can have 2 different paragraphs with the options:

- Own text
- Text color
- Alignment (Left / Center / Right)
- Blinking
- Bold
- Underline

How much text can be seen on the handset depends on the width of the used character (called the set width), for example the character "i" uses less space than "w".

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Message icon :	<p>The SL800H/R700H/S700H support many icons, specially created for AML environments.</p> <ul style="list-style-type: none"><li>• Up to 20 icons</li><li>• Icon color (White / Green / Yellow / Red / Blue)</li></ul>
Respond via softkeys :	<p>The user can respond via the softkeys below the screen, these keys are defined by the Alarm server. Some examples are: OK / Acknowledge / Decline / Make Call / ...</p> <ul style="list-style-type: none"><li>• Up to 10 reply options</li></ul>
Presentation timer :	<p>The presentation timer is the time that the message will be signaled on the handset, valid for priority 1/3/6 messages.</p>
Time to live :	<p>The Time to live timer defines how long (seconds) a Message will stay in the system.</p>
Message list :	<p>Messages will automatic end in the Message list until TTL has been passed. The following options are available:</p> <ul style="list-style-type: none"><li>• Message list icon</li><li>• Message list text</li><li>• Message status</li></ul>
Vibration :	<p>Enable vibration for incoming messages</p>
Overrule silencing :	<p>In case the user has activated Silent charging / Anonymous Call Silent / Time control that causes incoming message ringtones are not signaled, the server can overrule the local handset setting.</p>
Allow ignore message :	<p>Allow the user to ignore a message or decline that the user ignores the message.</p>
Delete message :	<p>Allow the user to delete a message.</p>
Maximum number of messages :	<p>Per handset, up to 50 messages are buffered. Then last in - first out.</p>

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## MQTT message status/notification:

The alarm server needs to be informed about:

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Handset message status :	<p>Informs the server about the current message status, the following status options are available:</p> <ul style="list-style-type: none"><li>• "queued"</li><li>• "preview"</li><li>• "fullview"</li><li>• "fullview_by_user_interact"</li><li>• "fullview_failed"</li><li>• "fullview_presentation_timeout"</li><li>• "local_ignore"</li><li>• "replied"</li><li>• "deleted"</li></ul>
User reply feedback :	<p>Informs the server which softkey the user pressed based on the options provided by the server. For example: The user pressed the softkey "Acknowledge", then the server knows the message is handled by a user and other people who received the same message can be informed that somebody else will handle the message.</p>
DECT manager and DECT base status :	<p>The system can inform the Alarm server in case of:</p> <ul style="list-style-type: none"><li>• Single DECT base up/down</li><li>• Single DECT manager up/down</li><li>• Status of DECT base stations up/down</li></ul>

- Status of DECT managers up/down

### 3. Messaging (SIP)

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As some platforms just want to send a SIP message to a DECT handset, we offer an SIP message to MQTT converter that will automatic convert the received SIP message to an pre-defined MQTT command with the following default settings.

- Priority 3 message
- Ringtone: Medium
- Headline: "Info"
- Body text: Content of SIP message
- Presentation timer: 30 seconds / TTL: 3600 seconds
- Message Icon "i"

For more technical information visit: [FAQ - SIP Message](#)

### 4. Location

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An Alarm server can request the location information from an DECT handset, the following location information can be collected:

- DECT RSSI values
- Bluetooth RSSI values
  - R700H / S700H / SL800H can act as an BT Beacon
  - R700H / S700H / SL800H can scan and report BLE Beacons found

### 5. Notification

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The system can inform the Alarm (MQTT) server in case of:

- DECT Manager and or DECT Base - Push notification
  - Single DECT base up/down
  - Single DECT manager up/down
- DECT Manager and or DECT Base - Status information
  - Status of DECT base stations up/down
  - Status of DECT managers up/down
- DECT Handset - Push notification
  - In/out of charger
  - Battery level

For more information see: [FAQ - AML: Notification](#)

### 6. License

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If you want to use messaging and or location functionality, a license per handset is needed. There will be one license enabled by default that you can use to test AML. If you sell the system to your customer and you need 10 handsets that support AML, you need to buy the license for 10. The first enabled test license is then also a paid license.

- Messaging license per handset (S30852-H2714-X11)
- Location including messaging license per handset (S30852-H2714-X21)

Only the handsets that need this functionality needs a license.

Per handset you can enable/disable the messaging and/or location feature.

If no licenses are available, this feature can not be enabled.

### 7. Gigaset prerequisites

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- An [N670](#) with software 2.52 or higher, that supports up to 20 DECT handsets
- An [N870\(E\)](#) with software 2.52 or higher, that supports up to 20.000 DECT handsets
- An [Gigaset PRO DECT handset](#)
- A [license](#) per DECT handset that is used for Messaging and/or Location

### 8. Certified Alarm server

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The following Certified AML partners are available:



When using BLE beacons for location services the following Suppliers are available and approved.



## 9. Documentation

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SIP Message	Technical information how to use <a href="#">SIP Messages</a> and the configuration options.
AML installation procedure	How to install/configure the Cordless system to be used in an AML environment. <a href="#">FAQ - AML: Installation procedure</a>
Location request procedure	Technical document that describes the Location request functionality. <a href="#">FAQ Nx70 - Location</a>
Messaging	Technical document that describes the messaging functionality: <a href="#">FAQ - AML: Messaging</a>
Notification	Technical document that describes how the DECT system informs the Alarm server about: DECT Manager and/or DECT Base status, Handset in/out of charger with the battery level. <a href="#">FAQ - AML: Notification</a>
Test / demonstration tool	Here we explain you how to create your own test/demonstration environment using the open source software Node-RED <a href="#">FAQ - AML: Test/demonstration tool</a>
Opening MQTT to application server	<a href="#">FAQ - Application servers</a>
MQTT Message flow examples	Technical document that shows some MQTT message examples: <a href="#">FAQ - Application servers, message flow examples</a>
Supported Gigaset PRO handsets	<a href="#">FAQ - AML: Supported handsets</a>