

		<b>ascom</b>		1 (18)	
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## UNITE Data Collection Survey

**Customer:** \_\_\_\_\_

**Location:** \_\_\_\_\_

**Site Contact:** \_\_\_\_\_

**Phone Number** \_\_\_\_\_

**Distributor:** \_\_\_\_\_

**Phone Number** \_\_\_\_\_

### Overview

This document is to be used to collect all the necessary information for the customer site in order to configure the Unite modules. An Ascom certified engineer should be responsible for overseeing the filling out of this form. It will take information from a combination of sales (*Customer, Distributor, and Ascom*), Network Administrators, PBX/CO technicians, project management, and telephone system administrators to complete this document.

*For help with this document, or additional questions call 1 877 71 ASCOM. The caller will be prompted to hit 3 for Technical Support. The caller will then have two sub-options which are; "For Technical Support Between the hours of 8:00 AM and 6:00 PM EST Press 1, and For After-Hour Emergencies Press 3."*

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## 1. Abbreviations

ACS	Ascom Communication Server
ECG-SMTP	External Carrier Gateway with SMTP
ECG-SNPP	External Carrier Gateway with SNPP
ECG-TAP	External Carrier Gateway with TAP
ENS GW	Emergency Notification Gateway
IMS	Integrated Message Server
ICG	Instant Group Communicator
ENS	Emergency Notification Sever

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## 2. Unite Network Information

This section is to be used to collect the information necessary to configure the network connections for the Unite modules.

### 2.1. IP Addresses

Each Unite module will require a network connection.

Module	IP Address	Required	Host Name
IMS			IMS
ACS			ACS
NetPage			NetPage
ECG-TAP			ECG-TAP
ECG-SNPP			ECG-SNPP
ECG-SMTP/Mailmax			ECG-SMTP
ECG Cisco			ECG-Cisco
ECG SpectraLink			ECG-SL
Medamax			Medamax
Teqmax			Teqmax
Secmax			Secmax
Rismax			Rismax
Hentmax			Hentmax
Lismax			Lismax
ENS GW			ENS GW
ENS			ENS
Subnet Mask			
Default Gateway			
Domain Name			
DNS Server			
SMTP Server			

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### 3. Unite Modules

#### 3.1. IMS

An IMS unit is required

- When two way messaging is being implemented.
- When the Global Phonebook is to be used.
- When implementing the ASCOM Emergency Conference Module (ECM).  
(See the ASCOM application note AN-0486)

Implementation of the Global phonebook can be done two ways.

1. A CSV file may be downloaded and stored on the IMS. Maximum of 500 entries. Maintenance of the phonebook is done through a web interface.

The CSV (Comma Separated Variable) file must be provided with the following format. Every field must be filled out - no blanks.

First Name, Last Name, Phone Number

- Who will provide the CSV Global Phonebook? \_\_\_\_\_
2. Use an existing phonebook directory such as a Microsoft Access database. The DECT Phonebook service application will have to be loaded on a Server and configured to work with the database.
    - Which option will be used for the Global Phonebook?  
 Option 1                       Option 2

#### 3.2. ACS

Ascom Communications Server is the core component of UNITE. The ACS provides UNITE system supervision, advanced message routing functionality, Group/User/Device management, Carrier management, Fault handling, and Activity logging. The standard ACS consists of ELISE hardware and ACS software. It should be included when any other UNITE component is installed, except for special circumstances approved by Ascom Product Management.

What is the number range for the Ascom handsets? \_\_\_\_\_.

What is the number range for the Ascom Pagers if applicable? \_\_\_\_\_.

Name any other types of Device Carriers and their ID's that are to receive messaging. See Example 1.

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Device Carrier	ID's
Zetron Pagers	500-599
Arch Pager 1	919-123-4567
Arch Pager 2	919-123-7654
SMTP	techsupport@ascomwireless.com
SMTP	customer@customer.com

Example 1

***Use forms at the end of this document to list additional devices and ID's***

Name any groups that should be used. See example 2.

Group ID	Group Members
3 <sup>rd</sup> Floor Nursing	6615,6616, Arch Pager 1, Arch Pager 2, 500, 525
Lab	510,511,512
Biomed	Arch Pager 3, Arch pager 6
Skilled Nursing	550, Arch Pager 10, 6616

Example 2

***Use forms at the end of this document to list Groups and Group ID's***

### 3.3. NetPage

Netpage allows a web messaging client to transmit user based messages from any web browser to wireless devices. The standard NetPage consists of ELISE hardware and NetPage software.

If the customer would like a drop down number list in Netpage,

Drop down list be created from the users in the ACS

CSV (Comma Separated Variable) file will be provided with the following format. All fields must be filled in – no blanks.

First Name, Last Name, Phone Number

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### 3.4. ECG-TAP

The External Carrier Gateway – TAP allows UNITE to interface with other wireless carriers, on or off-site that use the TAP protocol. Please fill in the following if the customer will be using the Ascom ECG-TAP. Note that by default, the TAP protocol is set to 9600, 7, E, 1. Please record any differences.

<b>Name of Carrier</b>	
<b>Baud Rate</b>	
<b>Data Bits</b>	
<b>Parity</b>	
<b>Stop Bits</b>	

### 3.5. ECG-SNPP

The External Carrier Gateway – SNPP allows UNITE to interface with other wireless carriers off-site using the SNPP protocol. Please specify the customer's SNPP carrier.

<b>Name of Carrier</b>	
<b>Carrier service and/or IP address</b>	

### 3.6. ECG-SMTP/Mailmax

The External Carrier Gateway – SMTP allows UNITE to transfer emails to pocket units. It also allows UNITE to interface with other wireless carriers off-site that used the SMTP protocol. Please specify the following.

<b>Company Email Server</b>	
<b>Company DNS Server</b>	

Depending on the application, the local IT department must be involved regarding settings for the mail server, e-mail client, ECG-SMTP, firewall and DNS.

Consider the following;

- The mail server must know that the ECG-SMTP exist and be able to send emails to the ECG-SMTP. Relaying to ECG-SMTP must be allowed and the IP address must be known.
- If a firewall is situated between the mail server and the ECG-SMTP, it must be configured to enable SMTP between the mail server and the ECG-SMTP.
- An mx-record for the ECG-SMTP host has to be set up in the DNS like [@ecgsmtp.company.com](mailto:ecgsmtp.company.com)

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### 3.7. ECG-Cisco

The External Carrier Gateway – Cisco allows UNITE to transfer text messages to Cisco pocket units. Please specify the following:

<b>CallManager version</b>	
<b>Cisco IP Phone 7920 software version</b>	
<b>Cisco IP phone 7940 software version</b>	
<b>Cisco IP phone 7960 software version</b>	
<b>CallManager IP address</b>	
<b>CallManager User</b>	
<b>CallManager password</b>	

### 3.8. ECG-SpectraLink

The External Carrier Gateway – SpectraLink allows UNITE to transfer text messages to Spectralink pocket units. Please specify the following:

<b>OAI connection type (RS232 or TCP)</b>	
<b>OAI IP address (if using TCP connection)</b>	
<b>OAI TCP Port (if using TCP connection)</b>	
<b>COMPORT (if using RS232)</b>	
<b>PARITY (if using RS232)</b>	
<b>BAUDRATE (if using RS232)</b>	
<b>STOP BITS (if using RS232)</b>	

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### 3.9. Medamax GW

The Medamax Gateway provides an interface toward a Nurse Call System. The standard Medamax Gateway consists of ELISE hardware and Medamax Gateway software with support for either TAP or ASCII input interface. Please specify the following.

<b>Nursecall Type</b>	
<b>TAP or ASCII</b>	
<b>Baud Rate</b>	
<b>Data Bits</b>	
<b>Parity</b>	
<b>Stop Bits</b>	

Some nurse call systems are installed with a telephone interface which allows the nurse to call a speaker in the patient room. A nurse call message to an Ascom phone can be formatted (when provided the proper information) to include a "Talk" key. Pressing this talk key will connect the nurse to the patient room listed in the message.

If call back to the room will be used, please list the hunt group number(s). If not, please enter N/A.  
\_\_\_\_\_.

Callback to the patient room is allowed only on "Normal" calls in most cases. List any exceptions.  
\_\_\_\_\_.

Please note how the nurse call details the room numbers in a message. Are they listed as 3-digit, 4-digit, or 5-digit? Are there letters in the room number? \_\_\_\_\_.

Do rooms have multiple beds? \_\_\_\_\_.

If rooms have multiple beds, what is the room separator in the message? Period? Semi-Colon? Etc. -  
\_\_\_\_\_.

Will the customer be using Ascom Duty Assignment? \_\_\_\_\_.

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### 3.10. Teqmax GW

The Teqmax Gateway provides an interface toward a Building Management System. The standard Teqmax Gateway consists of ELISE hardware and Teqmax Gateway software with support for either TAP or ASCII input interface. Please specify the following.

<b>Building Management Type</b>	
<b>TAP or ASCII</b>	
<b>Baud Rate</b>	
<b>Data Bits</b>	
<b>Parity</b>	
<b>Stop Bits</b>	

Please provide contact information for the company contracted to manage the Building Management System.  
\_\_\_\_\_.

Please provide a list of Alarm Types that the customer wants to be notified on. For example, CRIT 1, CRIT 2, etc... \_\_\_\_\_.

Please provide a list of users and/or groups the messages should be sent to.  
\_\_\_\_\_.

### 3.11. Secmax GW

The Secmax Gateway provides an interface toward a Security Management System. The standard Secmax Gateway consists of ELISE hardware and Secmax Gateway software with support for either TAP or ASCII input interface. Please provide the following.

<b>Security Management System</b>	
<b>TAP or ASCII</b>	
<b>Baud Rate</b>	
<b>Data Bits</b>	
<b>Parity</b>	
<b>Stop Bits</b>	

Please provide contact information for the company contracted to manage the Security Management System.

<b>Contact</b>	
----------------	--

Please provide a list of Alarm Types that the customer wants to be notified on. For example, FIRE, Intrusion, etc...

<b>Alarm Type</b>	<b>Alarm Type</b>	<b>Alarm Type</b>

Please provide a list of users and/or groups the messages should be sent to.

<b>Alarm Type</b>	<b>User(s)</b>	<b>Group(s)</b>







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### 3.14 IGC – Instant Group Communicator

Please specify the extension of the Ascom Handsets and the groups that the customer wishes to have in the IGC configuration. For Example, Floor 1 has 7 RN's. An RN group for Floor 1 RN's will be built and the extension numbers of the RN phones will be placed in that group.

***Please use form at the end of this document to fill in your choices.***

Please specify the Message to be sent. For example, "Conference Request from RN1"

***Please use form at the end of this document to fill in your choices.***

If a conference bridge number is going to be used, please list a conference number to be used for each Group. For example, phones, pagers, etc... in the Floor 1 RN group will be prompted to call 9999 which is a conference bridge used by the RN group on Floor 1.

## 4. General Information

### 4.1 Module Power

Unite modules are powered by wall mount 12 volt DC power supplies. Since the Unite modules are part of the whole Ascom system, Radio Exchange(s), Mobility Server, Ascom FreeNET and other equipment, and the Ascom system is on UPS then the Unite modules should be on UPS circuits also.

- Will there be UPS provided for the Unite Modules?

YES

NO

- Who will provide the UPS?      Customer       Distributor

- What type of UPS will be provided?

Wall outlet

Individual

### 4.2 LAN Connectivity

Unite modules communicate to one another via TCP/IP.

- Will there be LAN connectivity available for the UNITE modules? (The Ascom Solution Design Engineer can provide IT staff with a list of ports that are required for communication.)      YES       NO

- Who will provide the LAN connectivity/cabling?

Customer

Distributor

- Will the modules be connect via separate wall connections or via a hub?      Wall       Hub







