Intrado OneAlert™
Notification Management Platform

Emergency Alerts, Routine Communications, Targeted Notifications, and IP Paging Solutions

Efficient and reliable site monitoring and communication is critical to all organizations but can be challenging to achieve due to incompatible technology, lack of resources, budget, and inconsistent processes.

Intrado OneAlert helps organizations solve these challenges with its unified on-premise notification management platform that reaches people across disparate communication systems. It improves network-wide communication, security, emergency responsiveness, and productivity within the organization. With OneAlert, organizations can facilitate disseminating information for virtually any communication need, including real-time and automated notifications for emergency alerts, facility-wide paging, and routine scheduled communications.

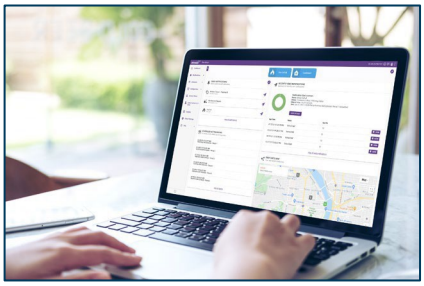
OneAlert helps monitor sensors, contact closures, etc., and alert and notify the right people located within the facility and grounds by integrating with an organization's existing or new communications infrastructure. This may include IP speakers, legacy PA systems, IP phones, desktop computers, digital signs, strobes and clocks, panic buttons, and more. OneAlert can also be used to alert people located off-premise using tools like mobile alerts, SMS, email, collaboration chat tools, and social media using the organization's own integrated systems or third-party platforms. Notifications are customizable and support text, audio, and visual information, as well as optional responses for recipients to report on their status (i.e., "Yes, I am safe" or "No, please send help") and can be broadcast or targeted to a select set of endpoints, devices, and contacts.

Innovative notification management software that connects systems, people, and processes.

OneAlert breaks down communication barriers by uniting fragmented systems and processes into a centralized platform to help organizations monitor systems and communicate critical or routine information more efficiently, safely, and reliably.

Connect, Monitor, and Communicate with:

- IP Phones
- IP Speakers, Clocks, Signs, and LED Marquees
- Beacons and Strobes
- Contact Closures (Buttons, Sensors, GPIOs)
- Fire Alarm Panels
- Access Control Systems
- Mobile Devices (iOS and Android)
- Windows and Mac PCs
- SMS Messaging Services
- Outbound Dialing Services
- Email Clients
- Legacy Analog Systems (PA Systems, Bells, etc.)



K-12 and Higher Education • Enterprise • Healthcare

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Notification Functionality

Notification Management
Deliver information and alerts to people on or off-premise. Communications can include live or scheduled notifications with text, audio, and graphics delivered to cell phones, computers, IP phones, overhead IP and analog speakers, loud horns, digital signs, and more. Includes geolocation-enabled notifications via OneAlert's optional mobile application.

Emergency Alerts
Quickly activate emergency alerts containing real-time information with text, images, audio, and more. Keep people safe and informed through integration with access control systems and fire alarm panels. Initiate one-touch building lockdowns and trigger silent alarms with integrated panic buttons.

Paging and Routine Communications
Deliver routine, non-emergency information to employees, visitors, patients, students, or bystanders located within or near your facility. Share information in real-time, or by scheduling notifications ahead of time using OneAlert's Scheduler tool.

Flexible Notification Activation
Possibility of triggering notifications using a variety of ways:

- 1:1 – Designate a specific trigger action to activate a single notification.
- M:1 – Define multiple trigger actions to activate one notification.
- M:M – Assign multiple triggers to different notifications, and any trigger will simultaneously activate each notification it is associated to.

Certified IP Hardware Manufacturer Program*
Be confident that OneAlert has been tested with a variety of IP hardware devices, including ones from: Algo • Advanced Micro Systems • Advanced Network Devices (AND) • Atlas IED • Axis • Barix • Pro-Lite • RF Technologies • Telecor • Valcom

*Compare certified endpoints here: https://www.intrado.com/onealert/certified-endpoint-partners/

Compatible with most On-Premise and Hosted SIP-compliant PBX Systems, including:
Avaya Aura 6.x and newer • Avaya IP Office v. 9.x and newer • Cisco CUCM v. 8.x – 14.x • Cisco BroadWorks® • Cisco Webex Calling • Mitel MiVoice Connect v. 1.0 and above • Mitel MiVoice Business • Polycom • Yealink • and more.

Supported Audio Codec: G.711

Solution Components

Server-based (on-premise) OneAlert Software Platform
The platform interface is accessible through standard Web browsers with connection to the LAN.

- Licensing and Pricing based on number of endpoints / devices.
- Supported Servers: Windows 2016 / 2019 / 2022.
- Supported Virtual Machines: VMWare ESXi 7.0 and above or Microsoft HyperV 2016 and above.
- Database: Microsoft SQL 2019 Express on supported Windows OS or Microsoft .NET 4.5.2 or newer.

Server Hardware

- On-premise Server Hardware can be purchased from Intrado or sourced / provided by the customer.
- High Availability licenses purchased from Intrado provide authorization for a secondary (backup server).

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Intrado Paging Relay (Optional – Sold Separately)

The Intrado Relay is a small, Powered over Ethernet (PoE) network appliance providing many features including unicast-to-multicast conversion to eliminate bandwidth-intensive unicast streams across WAN connections. The Paging Relay also enables analog systems, physical contacts, alarm panels, and more to integrate seamlessly with the OneAlert Notification Platform.

- Unicast-to-multicast technology.
- Optimizes bandwidth for cross-WAN connectivity.
- Analog system integration - Brings legacy PA systems into IP network.
- Saves time and money (no need to rip & replace hardware).
- General Purpose Input/Output (GPIO) contact closure integration.
- Sensor closure and relay contact closure.



OneAlert Mobile Application (Optional)

The mobile application is available for iOS and Android devices through the Apple App store and Google Play store and is supported on the latest operating systems. Licensed as an individual Mobile Endpoint.

- Authorized senders can activate alerts directly from the OneAlert mobile app.
- Notifications and alerts received can include predefined text, image, and audio. The sender can also share additional information using the mobile app.
- Audible + Visual alerts delivered to users within the facility or off-premise. Geolocation enables targeted alerts only to those users on-premise.

OneAlert Desktop Notification Client (Optional)

The OneAlert Desktop Notification Client (DNC) is a client-side application for Windows and Mac PCs to become notification endpoints. As an endpoint, user desktops may receive and broadcast emergency alerts, weather alerts, live or pre-recorded audio broadcasts, and text messages. Licensed as an individual Endpoint.

- Audio / text / visual alerts directly to software installed on user's Windows PC & Mac computers.
- Notification priority levels determine whether the DNC takes over the computer with a full-screen override or utilizes a less intrusive corner pop-up.
- Recipients can respond to notifications using custom acknowledge buttons.
- Trigger notifications directly from the desktop.

Endpoints (Devices) to Receive or Trigger Notifications

OneAlert is compatible with a variety of industry-leading IP hardware manufacturers. Integrate with new and existing communication and monitoring infrastructure to trigger or receive notifications or perform actions based on notifications. Annual subscriptions based on number of active Endpoints (Devices).

- Compatible with most IP devices that support multicast.
- IP-connected (PBX) Phones – Including functionality for paging and dial monitoring (e.g., calls to 911). Dial monitoring available on some brands of PBX phones.
- Audio (pre-recorded or Text-to-Speech) to IP-connected speakers.
- Text and icons to IP-connected LED signs, displays, or marquees.
- Activate beacons, sirens, strobes, clocks and bells.
- Trigger notifications from panic buttons.
- Integrate with fire alarm panels and access control systems (via contact closures).
- OneAlert Mobile Application and Desktop Client.
- Send notifications via third-party SMS text messaging services (via Clickatell or Twilio).
- Digital signage can display Common Alerting Protocol (CAP) feeds - Subscribe to receive alerts from NWS, IPAWS EAS, and AMBER alerts.
- Contact phones with audio notifications utilizing mass outbound dialing services (via Twilio).
- Send email notifications via SMTP clients.
- Utilize other devices and systems that support static streams (e.g., analog systems, legacy PA systems).
- Third-party products and services integrated through APIs.

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Warranty, Support, and Limitations

Ordering and Installation
Once Intrado receives the purchase order, OneAlert software download and license information will be provided by email and hardware will be shipped (if purchased). Orders are typically processed within one to two business days.
OneAlert is an on-premise solution sold as an annual subscription license based on number of endpoints (devices). The subscription start date will begin the day the order is processed unless an alternative date is specifically requested on the purchase order.

Most customers can install and configure OneAlert within two business days, depending on the organization's notification requirements and the systems intended to be integrated. Remote installation support or training is available for a fee. Documentation and training is available online.

Bundled Licensing
OneAlert bundle licenses include one Mobile Application license, one Desktop Notification Client license, and the customer's choice of either one IP Phone license or one IP Device license

OneAlert Bundle (for Enterprise) and SLED Bundle (exclusive to State and Local Government, or Education customers) are discounted.

Customer Service
OneAlert Support is included through a toll-free 866 number, email, and web form for all users. Customer service is available 24/7 for critical outages and Monday through Friday from 8 a.m. until 5 p.m. Mountain Time (excluding U.S. holidays) for all other issues.
https://www.intrado.com/support.

Limitations and Disclaimers
- Intrado is not responsible for any third-party endpoints used in connection with the solution.
- Customer is responsible for maintaining the server OneAlert is installed on.
- Customer is responsible for purchasing and maintaining third-party software integrations, such as Twilio or Clickatell SMS, Twilio Mass Outbound Dialer, Slack, MS Teams, etc.

Warranty and Returns
- For General Terms, please refer to: https://www.intrado.com/legal-privacy/terms-conditions.
- Intrado Server Hardware is covered by a one-year warranty for parts and labor.
- Intrado Paging Relay Hardware is covered by a one-year warranty with optional "for fee" extended protection available (purchased by year).
- Intrado New in Box Hardware Returns – Paging Relay and Server: Minimum 15% restocking fee with original packaging. No returns accepted after 30 days from invoice date. A minimum ground shipping charge of $15 per unit will apply to all hardware.
- Third-party Hardware Warranty and Returns: Third-party Hardware (devices and accessories) ordered through Intrado and drop shipped from the manufacturer or reseller are subject to the manufacturer's policies. All warranty claims and returns should be processed through the manufacturer.

For More Information:
https://www.intrado.com/campus-building-solutions.

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