



Ascom Unite  
Connectivity Manager

## Ascom Unite Connectivity Manager – Bringing together mission-critical communications and mobility

*Streamline your operational processes by transforming your information systems into a powerful mobile messaging platform, enabling communication and efficiency improvements.*



Reliable and secure platform for alert notifications, messaging and administration



Advanced device management supporting multiple Ascom device types



Modular and scalable design – cost effective for any size operation

### Unite Connectivity Manager (Unite CM) overview

The Ascom Unite CM delivers critical alert notifications, messaging and data to mobile staff members, regardless of their device type, enabling quicker response to information. Receiving mission-critical information directly at the point of need significantly reduces wait times and costs resulting in improved workflow, streamlined communication and a safer work environment.

### Collaborate, communicate and prioritize activities

Managing information from various system resources is extremely challenging given the time-sensitive nature of delivering the right information to the right person. The Ascom Unite CM can communicate assignments and relay time-

sensitive information instantly to your mobile staff or prioritize work activities of limited resources to improve efficiency and utilization. Use the Unite CM and interactive messages to create advanced two-way solutions where sensitive alarms or messages can be prioritized visually by color-coding and easily recognized audibly by distinctive message tones. Two-way messaging provides valuable feedback on acceptance of staff assignments. It assures timely task execution by acknowledging when a task is complete or initiating an automatic escalation based on pre-defined rules.

### Two-way interactive messaging

The Unite CM supports two-way interactive messaging as well as secure text messaging and advanced group messaging via a browser interface. Configure work teams to enable group notification and make certain users receive only messages and alerts relevant to their role or department. Predefined messages can easily be created and customized for specific alert and message content. The ability to reach mobile staff members within seconds and require message receipt acknowledgement creates a powerful tool to improve team collaboration and response time.

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## Key benefits

- **System integration**

Connects with a wide array of information systems to leverage your current investment and deliver workflow improvements via mobile messaging to your staff.

- **Device flexibility**

Supports diverse device types including smartphones, tablets, paging systems, and on-site wireless systems to enable a cohesive, mixed-device environment.

- **Scalable, modular design**

Delivers a cost-effective, pay-as-you-go platform that grows as your business needs change.

- **Reliability**

Utilizes a purpose-built appliance providing high availability with low cost of ownership.



## Central and remote management

Centrally monitoring and managing your Ascom Unite CM locally is easy. Using a web browser interface you can:

- Update system software
- View activity and fault logs
- Program fault actions
- Customize message alert handling
- Manage your Ascom devices over-the-air
- Create and manage a central staff phonebook

Administration is easy with a modern user interface and the ability to manage an entire Ascom system from a single interface, including the option for remote management. Remote management is also available via a VPN connection to the LAN. Administration rights are secured by password with three distinct admin levels: user management, basic administration, and advanced administration.

## Scalable, dependable, modular design

Scalability is assured by a modular design that expands as your messaging and integration needs increase. The Ascom Unite CM supports up to 10,000 mobile device users for large Enterprise businesses and affordably scales down below 100 users for smaller deployments. Multi-site support, utilizing additional Unite CMs, provides the flexibility to grow your system as your business expands. The Unite CM is designed as a purpose-built appliance to provide high availability and reliability utilizing an embedded solid state server. Module redundancy is supported where regulatory, operational or environmental factors require a failover design.

The Unite CM is a scalable, cost-effective platform that leverages your existing investment in Enterprise information systems and communications infrastructure, transforming your business systems into a powerful mobile messaging platform. Our flexible platform supports multiple system inputs and easily converts information for delivery to a diverse group of mobile devices.

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### Alerts notifications and messaging integration

The Ascom Unite CM enables your staff to have near instant access to mission-critical information via alert notifications delivered to a wireless device. It provides scalable, customized solutions, using standards-based hardware interfaces regardless of development platform and protocols. The Unite CM offers connectivity to standard applications like building management, security systems and HVAC monitoring systems. The Unite CM also supports integration to vertical-specific applications in healthcare, industry, hospitality and secure establishments. Regardless of your need the Ascom Unite CM can leverage your existing information systems to create time-sensitive messaging and alerts. Automatic escalation of events can easily be customized to your particular needs resulting in time savings and enhanced safety.

### Device support

An enterprise typically utilizes a wide range of mobile devices since one device rarely meets everyone's needs. Being able to choose a mobile device that fits a particular need is an important consideration. In addition to support for Ascom market-leading VoWiFi and DECT devices, the Unite CM provides message support for other devices including VoWiFi devices from Cisco, iOS and Android smartphones, mobile phones, pagers, and text displays (e.g. LED signs).

### Device management for Ascom devices

The Unite CM is the perfect tool to centrally manage your Ascom Myco, VoWiFi or DECT handsets efficiently. Our device manager gives you complete visibility and control of all Ascom devices on your network. There is no need to physically collect devices for updates as our device manager provides complete over-the-air configuration and updating.

Devices may be identified with a group or team designation in description field to more easily sort specific devices needing configuration changes. Device updates and configuration changes can be sent to an individual device or a group of devices to save time. Pre-defined templates may also be created and stored with specific configurations to quickly add a new handset to the network or update a configuration. There are flexible options to update the software version on a device (e.g. scheduled during non-peak hours or sent immediately to the device). With ease of administration and a variety of tools, the device manager provides a cost effective way to manage your Ascom devices.



## Key features and capabilities

<b>NetPage messaging</b>	NetPage provides a web-based messaging application designed to send secure text messages with acknowledgement to individuals or entire work teams.
<b>Staff directory or phonebook</b>	Internal database for up to 500 entries or external database supporting LDAPv3
<b>Basic Alarm Manager</b>	Send messages based on event or alarm trigger including support for alert message escalation options.
<b>Inbound serial interface</b>	Two physical interfaces supporting ESPA, TAP or Ascom Line protocol utilized for third party nurse call or fire alarms systems.
<b>Outbound serial interface</b>	Supports outbound, messaging to third party paging systems via ESPA or TAP interface (RS 232).
<b>GSM interface</b>	Enables connection to external GSM devices for alarm and messaging integration.
<b>Text display over IP</b>	Support for text displays utilizing IP connectivity (e.g. LED signs and corridor displays.)
<b>Activity Logging</b>	Activity and fault logging for up to 30 log view clients and XML export of log data
<b>Email (SMTP)</b>	Support for both incoming and outgoing SMTP messages including protocol conversion.
<b>Alarm Management Client (AMC)</b>	Number of Alarm Management Clients supported, maximum 10
<b>Open Access Protocol (OAP)</b>	Supports OAPv4 and includes basic one-way paging, manual acknowledge, interactive messaging, user data, alarms, location, remote change of profile, availability and poll location.
<b>Open Java Server (OJS)</b>	Java applications that utilize the Java Virtual Machine (JVM) within the Ascom Unite platform. Includes basic one-way paging, manual acknowledgement, interactive messaging, user data, alarms, locationing, remote profile administration, availability and poll location.
<b>Advanced event handler</b>	Includes event handler with all Ascom Unite blocks, XPATH support, action handler (task handler), external duty assignment, I O handler, system 900 Master, ASCII-in (R232, UDP, TCP), and HTTP-out.
<b>Device Management</b>	Enable device management for up to 10,000 Ascom devices or users.
<b>Module redundancy</b>	Enables secondary Unite CM for failover design to provide a fully redundant system.
<b>Cisco Unified Communications Manager interface</b>	Integration to Cisco Unified Communications Manager to provide two-way messaging for Cisco IP phones.

## Accessories

<b>Part No. 660324</b>	19" Rack Mount Kit, Front Mount
<b>Part No. 660325</b>	19" Rack Mount Kit, Rear Mount

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