# Message Systems
*Communication Gateways*

# FUSION CCM
## IT NETWORK MONITORING MESSAGING

AmCom

*Get SMS & Escalation Alerts of your Network Status directly to your Cell Phone*

- **COMPLETE INTEGRATION TO IT MONITORING SYSTEMS**
    - o **INTEGRATE TO MOST NETWORK MONITORING SYSTEMS**
    - o **1 U RACKMOUNT MODULE WITH INTEGRATED SMS**
- **FULLY AUTOMATED MESSAGING SYSTEM**
- **CONTROLLED MESSAGING MANAGEMENT**
    - o **ESCALATION MANAGEMENT**
    - o **MESSAGING GROUPS**
    - o **MESSAGE PRIORITY**
- **MESSAGE DISPATCHED:**
    - o **BY USER VIA WEB CLIENT / SMS**
    - o **AUTOMATICALLY TRIGGERED VIA MONITORING APPLICATIONS AUTOMATICALLY**
    - o **RECEIVE LIVE 'FAILURE' AND 'RESTORE' STATUS MESSAGES**

## ADDITIONAL OPTIONAL FEATURES

- **FULL REPORTING OF RESPONSE TIMES & FAULT FREQUENCIES**
- **MESSAGE DISPATCH VIA TELEPHONE AND/ OR EMAIL INTERFACES**
- **SECURITY / ACCESS CONTROL ALARM MONITORING**
- **WIRELESS CONTROL OF HARDWARE**
- **MULTI-SITE NETWORKING**

**FUSION** is a firmware based messaging platform; enabling the seamless integration of all forms of text messaging. Whether using SMS, email, DECT, an on-site paging system Fusion delivers messages effortlessly. Enabling you to manage incidents & events which results in effective SLA achievement.

### COMPLETE INTEGRATION

**FUSION** integrates with most IT management systems like WUG, MOM, Solar Winds, Nagios etc. enabling alarms to be directed immediately to the appropriate staff. In addition, alerts and messages may be initiated from and sent to other applications like Building Management Systems, Fire, Security & Access Control, Power Management and Environmental Control Systems. Users can initiate messages from any PC on the network, an SMS or the telephone interface or even hard wired switches.

### MESSAGE MANAGEMENT

**FUSION** automatically manages Incidents & Events to closure/ resolution with customizable configuration and message management by employing YOUR escalation management and priority queuing procedure. The escalation management enables a sequence of staff members to be contacted, at varying time intervals, until the call is answered and/or closed. A staff member that is notified of an event that they are not able to attend to can force the event to escalate. In addition, the priority system ensures that a priority call is sent immediately by moving it to the front of the queue. All current unresolved Alarms can be viewed on a screen from the Web Client or even displayed on a White Board or dedicated screen.

### WEB CLIENT INTERFACE

**FUSION**'s web client interface can allow multiple users to access the application over the Internet. In this way, staff can send messages to any recipient on the system from anywhere with an Internet connection - without ever installing a client.

### FULLY AUTOMATED MESSAGING

All alarm messages can be automated reducing the load on Call Centers, Console Operators and administrative staff.

### MULTI-SITE NETWORKING

The system is fully scaleable to operate at one site or over a WAN.

### ADDITIONAL OPTIONS

### REPORTING MODULE

All data is stored in an onboard database buffer viewed from the Web Client. With the addition of the Reporting Module the data can also be progressively extracted to a SQL database on a PC or Server for later analysis and reporting. Track and analyze details on every alarm event generated, every message sent together with the response times or directly extract specific data via an SQL query.

### INTEGRATE TO OTHER FUSION DEVICES

Simple integration with other Fusion Series devices gives even more power and versatility with the Alarm Dispatch Module [ADM], Wireless Contact Monitoring [WCM] & Telephone Interface Module [TIM],

**ADM** Any event like Power Failure/ Generator/ UPS/ Temperature/ Security Alarm and every conceivable IT and network event/ alarm, coupled with Fusion's escalation system, alarms may be dispatched to staff to ensure they are immediately aware of issues that need to be dealt with.

**WCM** By wiring up any form of switchable hardware to relays controlled via RF, you can switch on/off or control hardware such as Air Conditioners via the system interface, by sending a message to the contact RF receiver automatically or manually.

**TIM** A voice-prompted telephone interface enables users to send messages directly to recipients without the assistance of an operator. The user is guided through the messaging process via a series of natural voice prompts. This can reduce traffic to IT support call centers. The number of PABX ports available on your system can be expanded based on traffic.
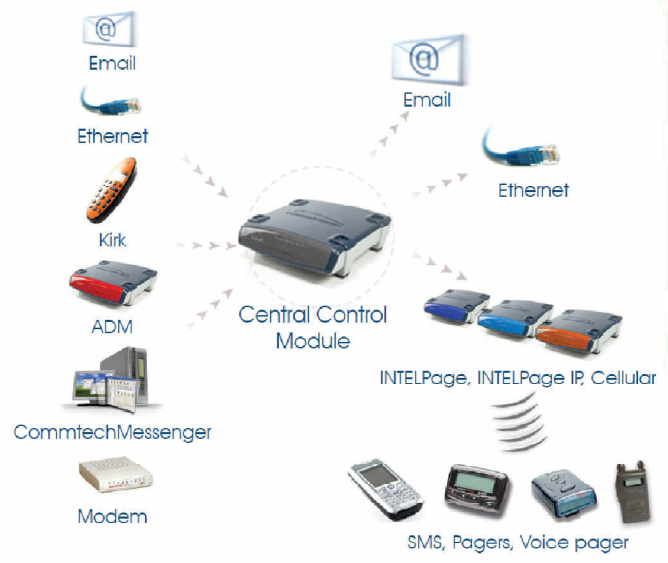
# Fusion CCM ITM

## Technical Specifications

### Fusion Central Control Module – IT Monitoring Ready

| | |
|---|---|
| Equipment Type | Messaging Control Module with Paging Encoder |
| Languages Supported | English, Spanish, Mandarin |
| Power Supply | 110/240VAC 50/60Hz 25W Max |
| External LED Indicators | Power, IP Link, IP Activity, TX Ptt, TX Data, RS232/485 TX, RS232/485 RX, Modem |
| External Connectors | Ethernet: RJ45f 10/100 Mbps. 4 Ports Max<br>POCSAG: RJ45 with RS232 Level POCSAG Output<br>Serial RS232D: 3 x RJ45 300-115200 bps<br>Serial RS232:/485: RJ45<br>Modem: RJ12. 300-115200 bps |
| Internal Transmitter | None (External Transmitter Must Be Placed Away From This Device) |
| Recipient | 10,000 |
| Group Capacity | Up to 25 Members per Group |
| Concurrent Web Clients | 9 Clients Max |
| Alarm Capacity | 1000 Max |
| Escalation Capacity | 10 Steps Max, 65535 sec Max Between Steps |
| Common Messages | 100 Max |
| Input Protocols | TAP (PET / IXO), ADM/AIM, Scripting, SMTP (Email), SMS |
| Output Protocols | POCSAG, TAP (PET/IXO), Spectralink, SMS, SMTP, Logging, Scripting |
| Alarm Programming | Normally Open, Normally Closed, State Change<br>Initial Delay (65535 sec Max)<br>Escalation Delay (65535 sec Max)<br>Escalation Repeats (100 Max) |
| Dimensions | Standard 19" Rack Case<br>439 x 205 x 44 mm / 17.3 x 8.1 x 1.7 inches<br>(Minus Rack Ears)<br>Plastic Version<br>73 x 216 x 254 mm / 2.9 x 8.5 x 10 inches |
| Weight | Rack - 1.4 kg |
| Operating Temperature | 0 °C to 50 °C (32 °F to 122 °F)<br>(20-90% RH Non-Condensing) |
| Storage Temperature | -10 °C - 60 °C (14 °F - 140 °F)<br>(10-95% RH Non-Condensing) |
| Approvals | FCC, CE, C-tick, ROHS, IC, EN60950, ICASA |



| Product Name | Ordering Code |
|---|---|
| Central Control Module (Rack Mount) | FSCCMR |
| CCM  -  IT Monitoring Ready | MS_FCCM_ITM |
| | |
| | |
| | |
| | |
| | |
| | |

## Message Systems
Communication Gateways

**AFRICA OFFICE**

www.messagesystems.co.za
sales@messagesystems.co.za

**Quentin Daffarn – Johannesburg Office**
Mobile: +27 (0) 83 628 8184
quentin@messagesystems.co.za

**Jonny Fantozzi – Cape Town Office**
Mobile: +27 (0) 83 375 0023
jonny@messagesystems.co.za