



Multitone IM-Lite

Secure and Targeted Communications



Complex premises, from private hospitals to shopping centres, need communications which can meet your organisation's goals, ensure the security and safety of your staff, customers and guests and keep pace with ever-evolving challenges.

At a glance

Supporting up to 500 users, IM-Lite is a powerful messaging platform that enables you to send messages that quickly reach the right people first time, every time.

The Multitone IM-Lite unified messaging platform integrates smart apps, email, text, voicemail, video, paging to voice applications using mobile phones, paging, DECT, Wi-Fi, digital mobile radio, IP telephony and your telephone system into a single, comprehensive and efficient communications system. IM-Lite supports messaging, one-to-one conversations, virtual conferencing and collaboration across multiple teams, and automatic alert notification from alarm and key information systems.

This flexibility and efficiency is what sets IM-Lite apart.



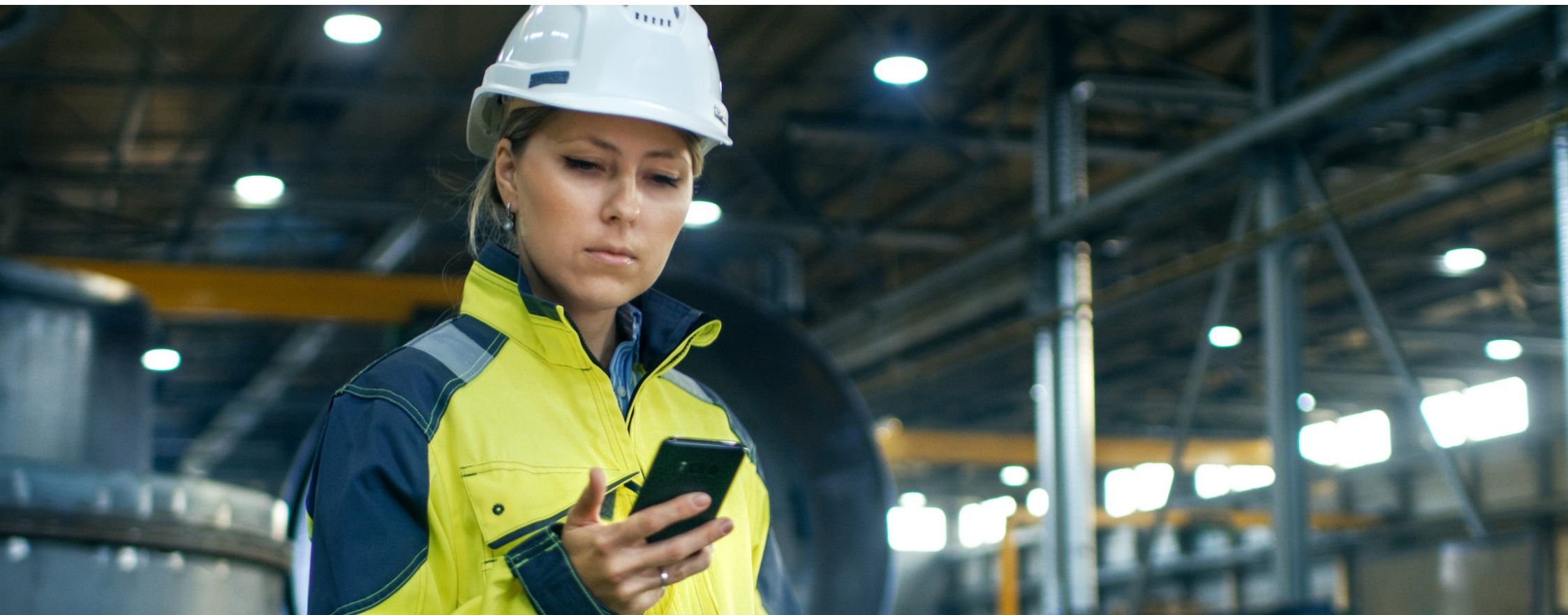
Centralisation

A secure system for growth and development

In a warehouse emergency, rather than wasting valuable time finding out which colleague is on duty as fire marshal that day, what if you could just message “Fire Marshall,” and let the system find the right person?

In a ‘suspicious person’ alert at your hotel, rather than messaging all your security personnel – including those who are off-duty – what if the system only messaged the personnel who are available to respond at that very moment?

With automatic escalation if a call remains unanswered, automatic override so that emergency messages can breakthrough to others, and the security provided by encryption and the segregation of messages on devices, IM-Lite provides the ideal system for high-priority messaging.



IM-Lite: how it works

Powerful flexibility

By centralising and managing communications from a single hub, IM-Lite allows you to effortlessly plan and target your communications to right individual or team:

- Target the individual and not the device for intelligent, personalised message delivery
- Escalate notifications so that the next person or team is contacted in the event of no response
- Resend notifications or send follow-up messages to all necessary recipients
- Broadcast messages to almost any communications device, including desktop alerts
- Initiate action with a single click via pre-prepared messages during an incident
- Setup notification templates with predetermined contact lists and pre-defined messages
- Automate voice, text, email and push notifications for staff on shift or on future rotation
- IM-Lite integrates fully with your IP network and telephone system

Easy to use

- Manage settings, limits and defaults through a user-friendly administration interface

- Organise and categorise contact data in a way meaningful to your organisation
- Define role-based access controls for managing separate user and contact data
- Single access point for managing multiple contacts and groups
- Integrate multiple groups and custom fields from internal systems for message targeting
- Manage mobile device messaging from a single centralised point
- Rapid user and team messaging and conference calling capabilities

Iterative enhancement

- Measure your effectiveness through the system's robust analytics and reporting
- Use the data to drive process improvement and ensure regulatory compliance

Resilience built in

- Secure: designed to operate behind your network - not a public system
- Compliant: UK Home Office approved routing protocol designed for emergency services
- Compatible: support for the latest operating software for iOS and Android devices

IM-Lite: what it does

Notifications

IM-Lite enables organisations to send notifications to individuals or groups, no matter their preferred device, using lists, locations and visual intelligence. This comprehensive notification solution keeps everyone right up to speed before, during and after events (“Car park A is now full”), incidents (“Person of interest has entered hotel – see image”) and emergencies (“Suspected staff injury, first aid team to floor 1”).



Alarm centralisation

IM-Lite can rationalise your alarm systems and monitoring points into a single alarm reception centre, offering mobile access and alert escalation. IM-Lite is ideal for centralising the monitoring and management of all manner of networked systems and devices. These include building management systems (BMS), fire alarms, boilers, greenhouses, fridges and freezers, alarmed or remotely controlled doors, security systems, air conditioning units, gas/vapour alarms, temperature sensors and industrial systems.



Staff safety

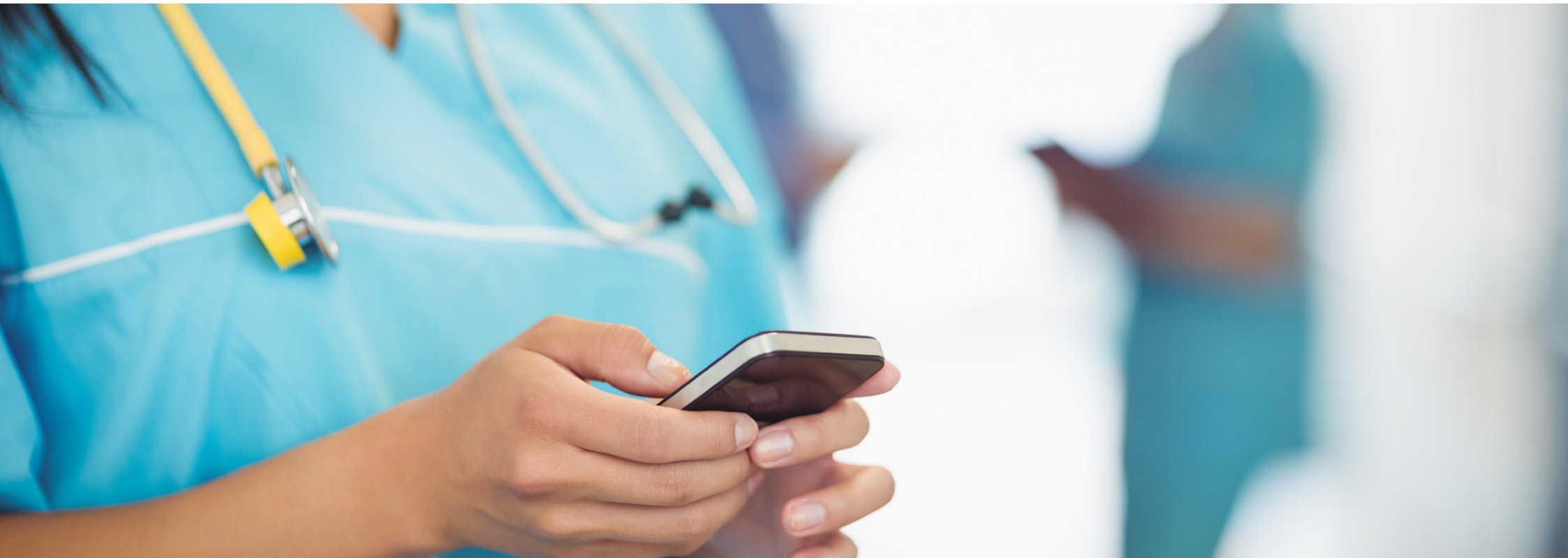
At your premises, your workforce may be highly mobile and widely dispersed. The traditional approach to physical security via patrols cannot always keep your people safe. Even the use of CCTV or mobile phones involve crucial delays in response times. Multitone IM-Lite connects and informs the right people instantly – automatically knowing whom to contact, automatically escalating in the case of no or slow response, and automatically routing messages to the appropriate device(s).

IM-Lite can automate communications for staff assembly, alerts and advice. It can send an alarm message to the appropriate staff, containing the sender's exact location – with the information also mapped centrally. It can also keep off-site personnel informed via text, voice, mobile app, digital signage or desktop alert.

Private healthcare

Given the often time-critical nature of healthcare communications, Multitone IM-Lite is perfect for maximising efficiency and minimising delay across the whole breadth of applications: from team call outs, where clinical staff can be informed and co-ordinated in seconds through secure, encrypted 'conversations' concerning patient data and images, to day-to-day communications such as shift coverage and patient transitions.

(For senior personnel nervous of divulging their mobile phone number, this personal information is held in a secure, encrypted database, which is never made public in any way – they are simply Dr Green, Radiologist, or just the "Radiologist on call".)





Technical specification

Multitone IM-Lite is a cost-effective messaging and communications system, supporting time critical, voice and data messaging with centralised alarm management. Three options are available, with one supporting a telephone interface, enabling you to send and receive messages from any device - PC, desktop telephone or smartphone.

Multitone IM-Lite-A, no telephone interface, 500 users

1 x IM-Lite & Centralised Communications Processor:

- Processor - Intel® Core™ i3 10110U Processor (4.10 GHz, Dual Core, 4 MB
- Cache, 28W TDP
- System Memory - Two DDR4-2666 1.2V SO-DIMM sockets (up to 64 GB, 2400 MHz), 1.2V
- Interfaces - Seven 2x front (Type-A, Type-C) and 3x rear USB 3.1 Gen2 (2x Type-A, Type-C); 2x USB 2.0 via internal headers
- Temperature - Operating 0°C to +50° C, Storage -20°C to +70°C

Multitone IM-Lite-B, SIP telephone interface, 10 extensions, 50 users

1 x IM-Lite & Centralised Communications Processor:

- See specifications for Multitone IM-Lite, no telephone interface, 500 users

Telephone Interface:

- 3 x SIP extensions (User), 3 x SIP extensions (Team), 4 x SIP extensions (Conference)

Multitone IM-Lite-C, SIP telephone interface, 256+ extensions, 500 users

1 x IM-Lite & Centralised Communications Processor:

- See specifications for Multitone IM-Lite, no telephone interface, 500 users

Telephone Interface

Multitone IM-Lite-D, Full Redundancy & Failover, SIP telephone interface, 256+ extensions, 300 users

2 x IM-Lite & Centralised Communications Processor supporting full redundancy and failover :users, 300 users

Telephone Interface

Note: UPA, UPI & RS232 interfaces not supported internally, a separate network switch connected to a Dual Bearer Interface (DBI) or Multitone Integrator is required.



All product variants include

Peripheral connectivity (IM-Lite-A, B & C):

- 1 x Integrated Intel 10/100/1000 Network Connection
 - 1 x Socket RJ45 x RJ45 Panel Mount (Telephone Interface Only)
 - Up to 3 PBA UPA Transmitter Interfaces
 - Up to 3 UPI Direct Line Interfaces (DLC) supporting up to 48 closing contacts
 - Up to 3 RS232 interfaces
- Note: Any combination, up to a maximum of three items*

Peripheral connectivity (IM-Lite-D):

- 2 x Integrated Intel 10/100/1000 Network Connection
- 2 x Socket RJ45 x RJ45 Panel Mount (Telephone Interface Only)

Dimensions:

- Desk mount option - 355mm (Width) x 202mm (Depth) x 64mm (Height)
- Rack facia option (2U) - 483mm (Width) x 88mm (Depth) x 50mm (Height)

Power supply options:

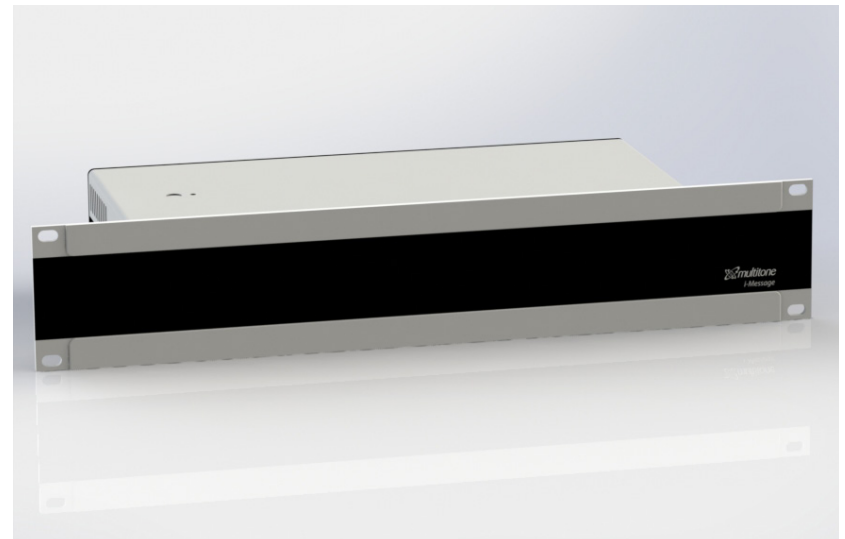
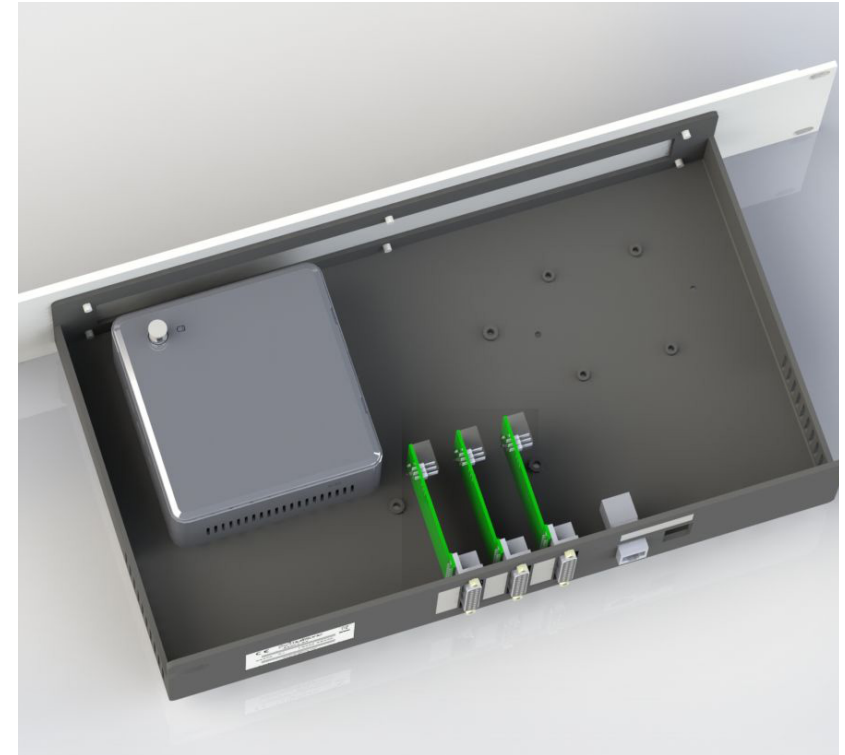
- Mains input 120V/240V
- DC Power 12 - 19 V, 65W, Maximum Power Draw 130W or 7amps
- Power Cord Options - Types B (North America), E (European Union), and G (United Kingdom)

Temperature performance:

- 0° C to +50°C (Operating)
- -20° C to +70°C (Storage)

Environmental compliance:

- Europe RoHS (Directive 2011/65/EU)





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