

## Alarm Annunciation Management

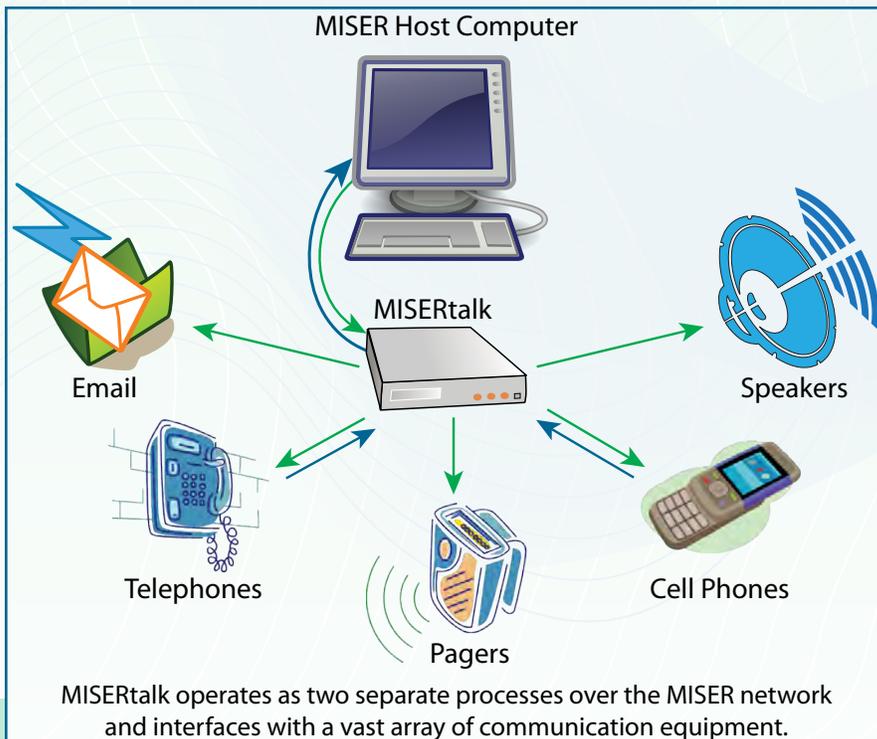
### Key Features

### MISERTALK OVERVIEW

**M**ISERTalk is an enterprise-wide telephony and messaging tool for SCADA systems. At its heart is a powerful software package that can use multiple communication technologies to notify key personnel of problems and alerts on their MISER system. For those in need of a standalone solution, MISERTalk is also available as a hardware/software package – preconfigured on a Windows 7 computer that can be installed in a rack or set on a desktop.

**M**ISERTalk simply and easily interfaces with your MISER system to provide efficient, rapid, and secure communication with isolated users via email, text messaging, or telephony. Not only does MISERTalk provide alarm information about MISER processes to local and remote operators, it also enables interactive access to the MISER SCADA system.

**O**ne of the unique features of MISERTalk is the ability to run two complete, distinctive instances of the software simultaneously. This gives you the flexibility to have multiple contact lists or operate two different modes at once. For instance, one process can be sending an email or text message while the other is synchronously dialing a phone number.



- ◆ Integrates seamlessly with your MISER system giving you remote connectivity and alarm notification
- ◆ Available as a Windows-based application suite or as a complete, turnkey hardware and software solution
- ◆ Standard modem, voice modem, email, and text messaging (SMS) capabilities with dial-in and dial-out functionality
- ◆ Completely configurable dial lists ensure the appropriate person, at the proper time, receives the right information
- ◆ Modern text-to-speech technology provides more recognizable voice synthesis, making notifications easier to understand
- ◆ Scheduling capabilities allow for different scenarios depending on the day of the week and time
- ◆ Customizable call in phone menu gives you the flexibility to configure MISERTalk for your unique situation
- ◆ Security features require codes or passwords before callers can access your SCADA system
- ◆ Maintains MISER access levels – users connecting to the system must have the proper authority to acknowledge alarms



# ...IN CONTROL

## Hardware Specifications:

- 1U Rackmount size
- VIA Nano 1.3 GHz CPU
- 32+ GB SSD (upgradable)
- 2 Video ports (VGA and DVI)
- 2 Ethernet ports
- 4 USB ports
- 1 Mic In jack
- 2 Audio Out jacks

## Telephone Modem Expansion Card:

- RJ11 Line In and Line Out
- Line and Mic jacks



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## COMMUNICATION MODES

### MISERtalk Mode

This mode supports both dial-out and dial-in functionality, each with its own customizable operating parameters. You now have the power to impose security restrictions; requiring callers to enter special pass codes before accessing the system. Interaction is simple and straightforward, just use the keypad on your phone to respond to menu options. Modifying the configuration file for MISERtalk allows you to set the outgoing and incoming menu options, with almost infinite variety. One configuration file can govern all the modes, or you can use a second file to control the other MISERtalk process, making setup a cinch and giving you more flexibility. MISERtalk text-to-speech technology uses the latest speech synthesis for a highly accurate and more natural sounding voice.

### MISERtext Mode

In this mode, emails and text messages are forwarded to anyone you designate. To simplify things, MISERtext uses your local Email server, making setup quick and easy. Messages are sent directly to the appropriate recipients based on the directory in the phone list. Also, each point in the MISER system can be associated with a particular configuration file, ensuring that the proper personnel are notified. For text messages, MISERtalk uses the same principle, except notifications are sent to a phone number.

### Speak Mode

This mode uses a sound card and speaker to audibly alert you to alarms. As with the other verbal modes, you can command MISERtalk to spell out part or all of the text, overriding the default word and sentence breaking rules, etc. Notifications can be announced through speakers placed throughout your facility, freeing operators from the need for continuous monitoring and allowing them to be more efficient.

### Modem Mode

In this mode, MISERtalk uses the normal configuration files and a modem to send numeric and text-based messages to standard alphanumeric pagers. As with all the modes, you are guaranteed that notifications are sent reliably and in a timely manner.