



When the message is critical

# WHAT IS IQ MESSENGER?



IQ Messenger is a unique **Full IP Any to Any** supervised Messaging and Alarming platform. IQ Messenger is the **intelligent hub** between a broad range of new and existing branch specific communication and messaging systems.

**Without vendor preference** and equipped with our unique and unified applications for administration, reporting and supervision we are able to transform non-coherent systems into **one** smart and powerful solution.

**From now on the work process central!**



# CHALLENGES ALARM & MESSAGING



MOVE FROM  
TRADITIONAL  
TECHNOLOGY  
TO INNOVATIVE  
SERVICES &  
USAGES



PROTECT  
INVESTMENT BY  
TRANSPARENTLY  
INTEGRATING  
LEGACY  
SYSTEMS



ENCOMPASS  
MOBILE  
DEVICES IN THE  
NOTIFICATION  
SCHEME

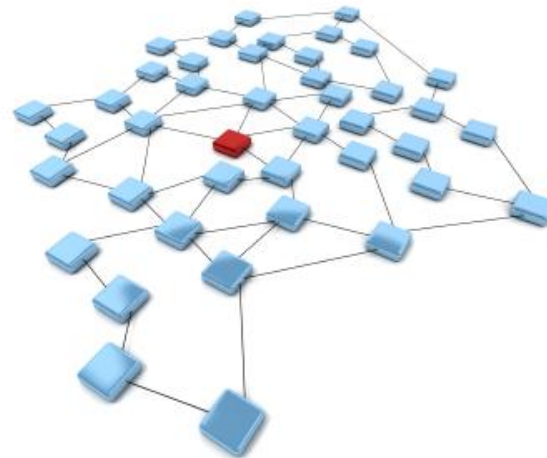


# THE IQ MESSENGER PLATFORM

RELIABLE AND SCALABLE



- On location or in the cloud
- High availability redundancy
- Monitoring in-house possible
- Powerful and scalable
- On each server, at any location
- Service windows
- Proven technology
- Medical class certified
- NEN7510 privacy for care
- ISO27001 global privacy standard



# THE IQ MESSENGER PLATFORM

REALLY BRAND INDEPENDENT, ANY TO ANY



## ALARMS



NURSE  
CALL



FIRE  
ALARM



VIDEO CALL  
(SIP) &  
SUPERVISION



ENGINEERING  
ALERT

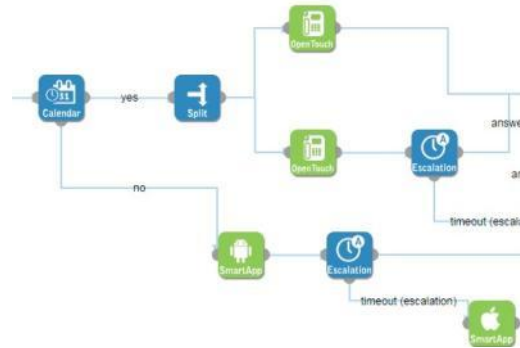


INTRUSION  
DETECTION



PBX  
SYSTEMS

## IQ MESSENGER ANY-TO-ANY 80 VENDOR INTEGRATIES



✓ WORK PROCESS ORIENTED

## NOTIFICATIONS



AUDIO, TEXT  
MESSAGES



POSITIONING  
GEOLOCATION



SOCIAL  
MEDIA



DECT / WIFI  
HANDSETS



SMART  
PHONES &  
TABLETS



E-MAIL  
& SMS

# OVERVIEW SUPPORTED VENDOR SYSTEMS



CALL OUT | MESSAGING | PERSONAL ALARMING | APPLICATIONS | SECURITY | INTEGRATIONS | VIDEO



## Het IQ Messenger platform - integrations

# WIRELESS COMMUNICATION

## DECT SYSTEMS



- DECT systems, Ascom, Spectralink, Nec, Mitel and Avaya
- DECT specials like the DECT room unit and DECT voice medallion
- Unique brand combinations possible
- NEN 2575 compliant
- Easy graphical maintenance and control
- Support of all personal alarming and messaging features
- Bluetooth positioning with LiveTrack and Graphical floor plan
- Fully integrated and supervised by IQ Messenger and GUI





# WIRELESS COMMUNICATION

## VOICE OVER WIFI (VOWIFI)



- VoWiFi systems from Spectralink, Cisco, Ascom, Mitel en Avaya
- Easy graphical maintenance and control
- Support of all personal alarming and messaging features
- Bluetooth and Ekahau positioning with LiveTrack and graphical floor plan
- Fully integrated and supervised by IQ Messenger platform and GUI



AVAYA

Mitel

spectralink  
solutions

Alcatel-Lucent

ascom

CISCO

# WIRELESS COMMUNICATION

## PRIVATE GSM



- P-GSM support from CapX
- Easy graphical maintenance and control
- Supports personal alarming and messaging features of Sonim handsets
- Support of interactive messaging on any GSM by smart SIM app
- Bluetooth and RF positioning with LiveTrack and graphical floor plan
- Fully integrated and supervised by IQ Messenger platform and GUI



# WIRELESS COMMUNICATION

## PAGING



- Fully integrated and supervised by IQ Messenger platform and GUI



**ascom**

**kadex**<sup>®</sup>  
Professional wireless automation



**atus**

# WIRELESS COMMUNICATION

## PRIVATE MOBILE RADIO (PMR)



- Automated PMR alarm calls in any VHF/UHF environment
- Based on Motorola radio and IQ Messenger hardware
- Selection of 4 radio channels and 16 recordable audio files
- Easy (remote) connectivity, requires power and multiple I/O
- Manageable by the unique IQ Manager GUI application
- Automated periodic test procedure calls
- Can be combined with all other IQ Messenger integrations like SMS, I/O, ESPA, E-mail, DECT, P-GSM, location detection



**MOTOROLA**



# LOCATION AND WANDER DETECTION



- Sensors for intramural and extramural use
- Personal button, optional with access control
- Useable as bracelet or medallion
- Positioning with use of beacons and visible by means of IQ Graphical Floor Plan application
- Bi-directional wander detection beacons
- Auto detection for prohibited areas
- PIR's for detection of movement, get up and fall out of bed
- Actor relays for integrated fire safety by means of extramural switchgear
- Locator for applications like access control, time attendance and wander detection
- Alarms, position and low battery are supervised
- Fully integrated by IQ Messenger platform and GUI



**Tunstall**



**ascom**

**STT Condigi**

**telezorg**

**indigo care**

**BOSCH**

# LOCATION AND WANDER DETECTION



- Positioning for all Bluetooth devices like DECT, GSM and tags
- Positioning with Ekahau RTLS server (Ascom, Ekahau, NEC)
- Positioning for wander alarm (Condigi)
- Positioning for paging (Atus, Ascom)
- Positioning for static objects like I/O, nurse call, security etc
- Positioning with Near Field Communication (NFC)
- Personal alarming with positioning
- LiveTracking for real time location information
- Message send to closest handsets in case of personal alarm
- Integrated in IQ Messenger Graphical Floor Plan
- Fully integrated into IQ Messenger platform



# NURSE CALL SYSTEM



Nurse call is one of the building blocks of our unique platform. This can function as a stand-alone system, but you can also expand it with all our integrated solutions.

- Support of many systems
- Perfect migration or co operation of different nurse call systems
- Nurse call can be part of intelligent event flows
- Interfaces with other NC systems possible by ESPA or IP
- Fully integrated and supervised by IQ Messenger platform



# CARE PHONES AND SOCIAL ALARMS



- Analogue connectivity (with failover mode)
- Complete range of alarm accessories like bracelet, smoke detector and motion detector etc.
- Supervised by IQ Messenger platform
- Built-in number dialer
- Built-in UPS
- Social Care Alarm Internet Protocol (SCAIP)
- Supported Antenna DTMF protocol
- Fully integrated by the IQ Messenger platform





# SOCIAL ALARMS



- Bi-directional email and SMS messages (alarm input and output)
- Supports all network operators and Conel GSM router
- Supports Outlook and Exchange
- No additional hardware required
- Including wildcard technology
- Guarded by IQ Messenger server
- Fully integrated into the IQ Messenger platform and GUI



The most common coupling planes are ESPA, I/O, RS, MSF, RF, XML, SIP and IP. In recent years, most organizations apply IP the most. This underlines the future stability of our platform.

- HD build-in camera
  - High output speakers & sensitive mic's
  - Motion detection and audio detection
  - 4 NO/NC inputs / 2 NO outputs
  - SIP H264 (video) calling
  - PoE network connection
  - Flush/surface mount
- 
- Hemispheric look around for complete control of an area
  - Fully supervised by IQ Messenger server



# VIDEO INTERCOM



- Vandal proof video intercom (built-in/on)
- Supports H.264 SIP video calling
- Supported by our IQ Touch screen
- Built-in (door opening) relay triggered by DTMF
- Pan/tilt by DTMF
- Fish-eye or screen filled format
- Fully integrated with Apartment Video Intercom application



# ESPA, TAP, ASCII, PRINTER & I/O



- IP connected with IQ Messenger platform
- Bi-directional ESPA-444 and ESPA-X support
- Smart sensing of triggered inputs (time thresholds)
- Outputs triggered with exact timer control
- No maximum of I/O contacts and ESPA interfaces
- Incl. wildcard technology
- ESPA & I/O interfaces are permanently supervised
- Fully integrated by the IQ Messenger platform and GUI



**MOXA**<sup>®</sup>

The demand to involve the social domain into the care process is increasing. For this IQ Messenger offers unique guarded integrations with known social networks.

- Respond to the increasing demand for social care
- Unique monitored integrations with major social networks
- Monitored social alarms and video communication
- Alarms and messages are supervised
- Fully integrated by IQ Messenger platform and GUI



Alle alarmeringen die het IQ Messenger platform afhandelt kan het systeem als e-mailbericht of Sms'je naar een willekeurig aantal e-mailadressen of gsm-toestellen, waar ook ter wereld sturen.

- Bi-directionele e-mail en SMS berichten (alarm in- en output)
- Ondersteunt alle netwerk operators en Conel GSM router
- Ondersteunt Outlook en Exchange
- Geen extra hardware vereist
- Inclusief wildcard technologie
- Bewaakt door IQ Messenger server
- Volledig geïntegreerd in het IQ Messenger platform en GUI



- IP verbonden met het IQ Messenger platform
- Bi-directionele KNX ondersteuning
- Controle over TV, audio, verwarming, inbraakalarm, verlichting
- Uitrol op elke bestaande KNX bus
- Speciaal ontwikkelde KNX/IR afstandsbediening voor TV/audio
- KNX interfaces worden permanent bewaakt
- Volledig geïntegreerd in het IQ Messenger platform en GUI

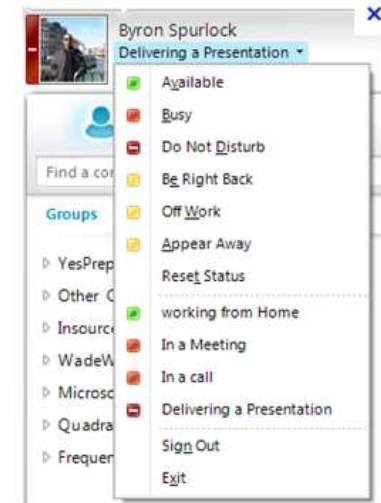


- Compleet geïntegreerd emergency call out systeem
- Te beheren door de unieke IQ Messenger GUI applicatie
- Volledige beantwoording en escalatie procedures
- Verbinding naar telefooncentrale of publieke lijn (analoog en SIP)
- Schaalbaar van 4 tot 500 poorten
- Veel noodgeval eigenschappen zoals DirectStart, RecordStart etc.
- Volledig bewaakt door het IQ Messenger platform
- Kan worden gecombineerd met alle andere IQ Messenger integraties, zoals SMS, I/O, ESPA, E-mail, DECT, P-GSM, locatie detectie
- Als er geen alarmering mogelijk is op DECT
- Ondersteunt gespreksroutering middels DTMF





- Build for Lync 2010/ 2013
- Trusted Server to Server integration
- Adaptation of Lync Presence states
- Intelligent Presence routing of alarm messages
- Emergency Call out & Conference
- Integration in the graphical floor plan
- Full support of all other integrations
- Incl. wildcard technology
- Alarms and messages are supervised
- Fully integrated by IQ Messenger platform and GUI





## Het IQ Messenger platform - applications

- Runs on Android, iOS and Windows 8 phone and tablet
- Icons, colors and priorities for direct recognition
- Real time alarms and alarm history with actions
- Accept, reject, call back with video functionality
- Forced WiFi on and auto provisioning WiFi access password with Android
- Smartphones work on WiFi/3G/4G
- Combined with NFC possible for access control (Android & Windows 8)



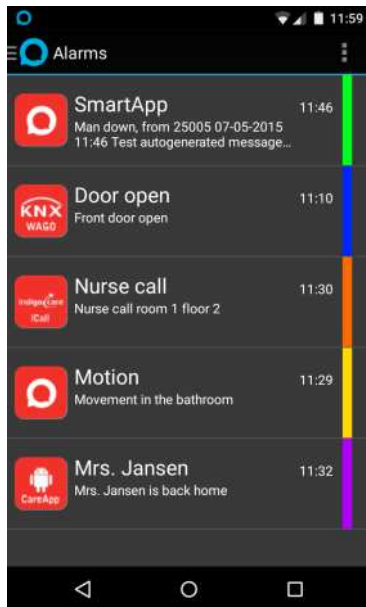
- ✓ Panic button
- ✓ Geo location
- ✓ Monitored
- ✓ Priorities
- ✓ SIP phone
- ✓ Standalone or integrated
- ✓ Video call
- ✓ Improved reporting

# IQ SMARTAPP

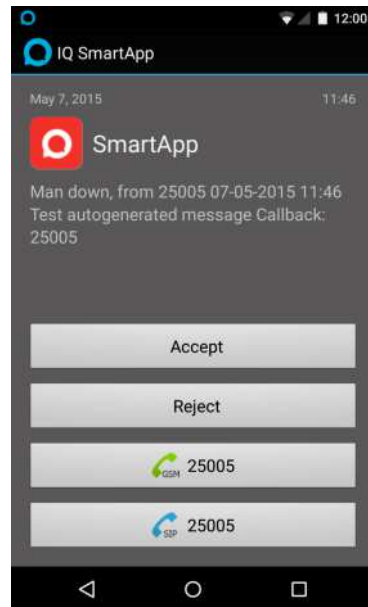
## ALARMS AND HISTORY



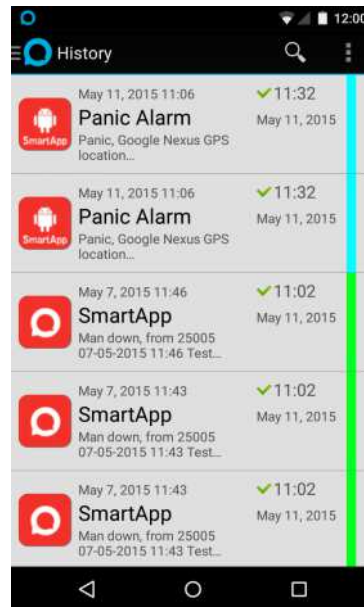
Active alarms



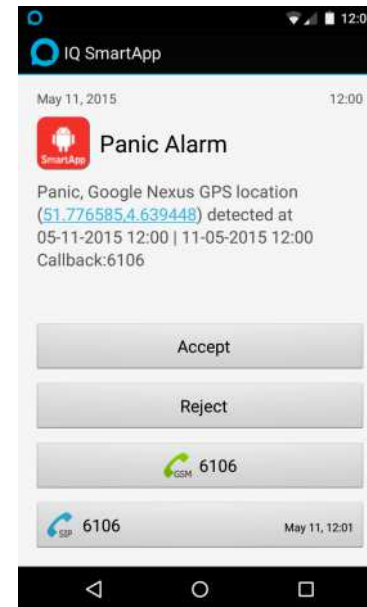
Response options



History overview



History details



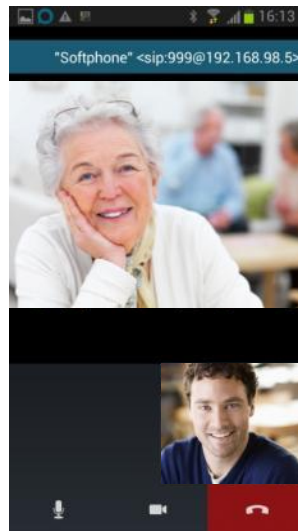
# IQ SMARTAPP

## CAMERA AND VIDEO CALLING



Video calling on smartphone and tablet

Live camera



# IQ SECURE MESSENGER



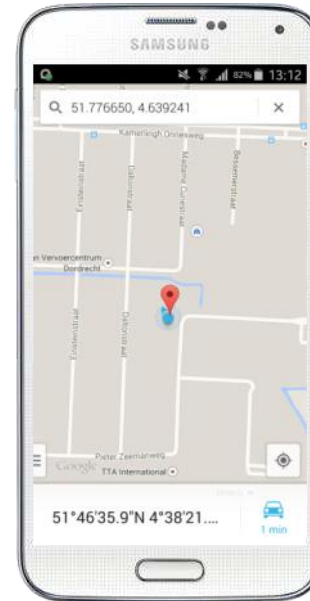
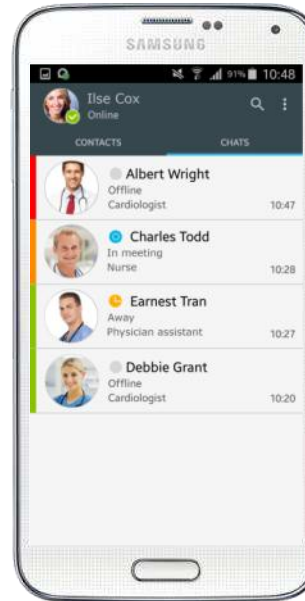
- Communications now simple and safe
- Instant messaging and critical alarming and notification
- WhatsApp for care from your own IT environment
- Accept, reject, escalate chats or send with priority
- Share photos, videos, files and location
- Runs on Android and iOS phone and tablet
- In accordance with NEN7510 and ISO27001
- Support of panic button



# IQ SECURE MESSENGER



- Full support of all brand integrations and applications on the IQ Messenger platform (80+ systems)
- Full control of active messaging (ringtone, volume, priority class, icons, priority colours)
- Medical class
- Panic button



# NFC

WITH IQ SMARTAPP AND IQ SECURE MESSENGER



- Access control in combination with IQ SmartApp and IQ Secure Messenger
- Registration of all NFC events
- Exact date and time stamping (atom clock)
- Very easy to use
- Perfect fit for care and security purposes
- For Android and Windows 8 phones



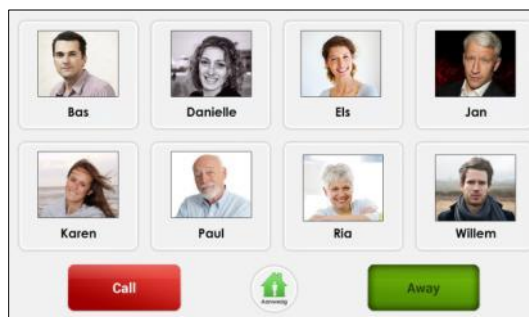


- The care provider determines per tablet the content of their own CareApp
- High quality touch screen application for Android
- Integrated and supervised nurse call alarming and presence
- Integrated video calling to any other touch screens and PC
- Manageable icons and functionality for each screen
- Integrated video intercom
- Complete service icon menu for care, telemedicine and service demands
- Fully integrated and supervised by IQ Messenger platform
- All integrated devices like wrist transmitter are part of an event flow including video

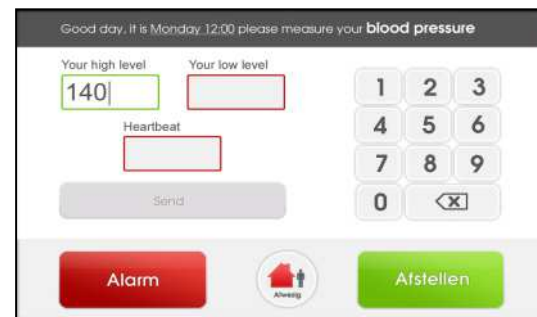




Service icons



Touch picture calling



Telemedicine

# IQ CAREAPP

PICTURE CALLING FOR CARE CONSUMER AND PROFESSIONAL

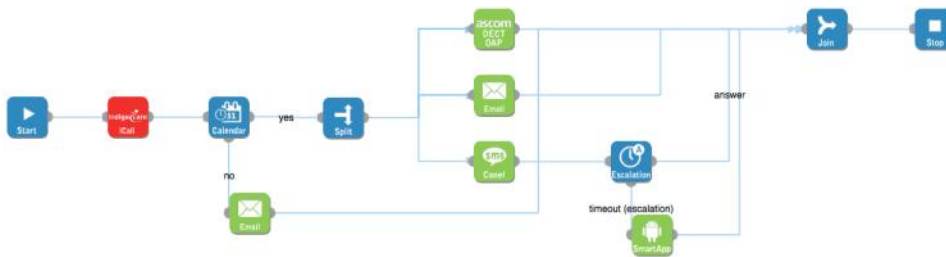


CALL OUT | MESSAGING | PERSONAL ALARMING | APPLICATIONS | SECURITY | INTEGRATIONS | VIDEO

# IQ EVENT FLOW MANAGER



- Complete manager tool for set-up and maintenance
- Unique graphical drag & drop interface
- Extremely flexible and versatile
- Very easy to use
- Web based
- Enables to combine all device integrations and applications

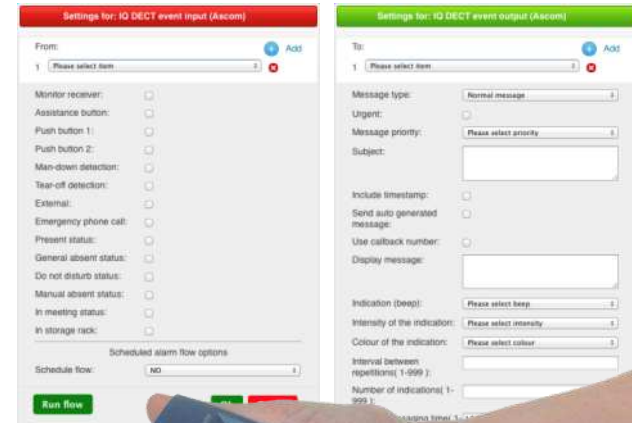


# IQ EVENT FLOW MANAGER

## CUSTOM ALARMS



- Full supervised control over your event flows and device characteristics
- Self-completion on the basis of date/time, type of alarm, escalation and groups (vendor dependent)
- Different sounds, icons, priority on the basis of date/time, type of alarm, escalation and groups, soft sound at night, execution timeout per unit
- Icon, tone, vibration and volume can be set, depending on the vendor
- Self-completion of subject, message, timeout and auto generated message



# IQ REAL TIME CONSOLE



- Real time alarm reporting application
- Alarms in different colors and sounds (user selectable)
- Last day/week alarm history buttons for quick reference
- Option for mandatory alarm response
- Real time insight in alarm response and escalations
- True timing by atom clock synchronization
- Web based



# IQ GRAPHICAL FLOOR PLAN



- Real time alarms made visible in the IQ Graphical Floor Plan
- LiveTrack, changing positioning with Bluetooth devices
- All IQ Messenger integrated devices made visible
- Alarms in different colors and sounds (user selectable)
- Real time insight in alarm response and escalations
- True timing by atom clock synchronization
- Web based



# IQ REPORTING



- Historical reporting of all alarms and devices
- Reports direct on screen or scheduled and send by mail
- Special reports for personal alarming
- Many automated scheduled reports can be created
- Insight in alarm response and escalations
- True timing by atom clock synchronization
- Web based

Report preview

iqmessenger

Report name: Test report

Report created: 14.06.2012 15:59

Report created by:

Report period: 04.06.2012 00:00 - 11.06.2012 23:59

Alarm Date	Alarm type	Initial	Accepted by	Action date	Action Type
05.06.2012 10:41	IQ Nursecall	Room 1, Call	402 CAPX	05.06.2012 10:42	INFORM
05.06.2012 10:41	IQ Nursecall	Room 1, Call	234 DECT	05.06.2012 10:42	INFORM
05.06.2012 10:41	IQ Nursecall	Room 1, Call	9/1/2 KIX	05.06.2012 10:42	INFORM
05.06.2012 10:41	IQ Nursecall	Room 1, Call		05.06.2012 10:42	FINISHED
05.06.2012 11:01	IQ Tablet	Button pressed NO	231 DECT	05.06.2012 11:02	INFORM
05.06.2012 11:01	IQ Tablet	Button pressed NO		05.06.2012 11:02	FINISHED
05.06.2012 11:02	IQ Tablet	Button pressed YES	234 DECT	05.06.2012 11:02	INFORM
05.06.2012 11:02	IQ Tablet	Button pressed YES		05.06.2012 11:02	FINISHED
05.06.2012 14:49	IQ Nursecall	Room 1, Call	402 CAPX	05.06.2012 14:49	INFORM
05.06.2012 14:49	IQ Nursecall	Room 1, Call	234 DECT	05.06.2012 14:49	INFORM





Questions or suggestions

Thanks for your attention



Pieter Zeemanweg 57

3316 GZ Dordrecht

The Netherlands

+31 88 20 22 333

[info@iqmessenger.com](mailto:info@iqmessenger.com)

[www.iqmessenger.com](http://www.iqmessenger.com)

# WERKPROCESS CENTRAL INSTAD OF HARDWARE



CALL OUT | MESSAGING | PERSONAL ALARMING | APPLICATIONS | SECURITY | INTEGRATIONS | VIDEO