

EXELE Information Systems

Voice Notification Made Easy

EXELE Information Systems specializes in manufacturing applications such as real-time process control. Their TopView® software is providing an entirely new spectrum of audible alarm options for businesses of all sizes and markets. TopView monitors process data (temperatures, pressures, etc.) and allows the user to create alarm conditions based on the value of these data points. Using the Multi-Tech MultiModem® ZDX voice modem, it delivers audible alarm messages via phone or a computer's speakers.

TopView software is a powerful, yet easy to configure, process alarming tool. Through its rich alarming capabilities and notification methods, TopView allows users to quickly respond to abnormal process conditions, saving time, equipment, material and money.

TopView Windows can monitor thousands of tags for user-configured alarm conditions, sending alarm notification messages through email, alphanumeric pagers and cellular phones. TopView uses a Multi-Tech modem to call users on the phone, using text-to-speech technology, to explain the alarm to the user.

In addition, TopView supports a dial-in voice menu where the caller can listen to and acknowledge alarms. This remote dial-in feature allows for access to TopView software using a cellular or land-based phone. Similar to other phone-based voice menu systems, you can listen to all TopView items and acknowledge alarms using the buttons on your phone keypad. This dial-in feature also uses the MultiModem ZDX voice modem.

"We recommend the Multi-Tech modem because of its reliability and the quality of Multi-Tech's support," explains Dane Overfield, Product Manager at Exele Information Systems. "When people are relying on our software to let them know about process alarms, we need to make sure the delivery mechanism is reliable. When problems are encountered, Multi-Tech is there with us to help the customer."



Value	Time	Alias	Time in alarm	Group
164.2	3/22/2006 7:56:10 PM			
168.3	3/22/2006 7:56:10 PM	Avg outlet temp (Deg F)		Temperature
● HI	3/22/2006 7:56:10 PM	Level 1 indicator	000:06:14	Level
● HIHI	3/22/2006 7:56:10 PM	Level 2 indicator	000:06:14	Level
● Running	3/22/2006 7:56:10 PM	Discharge Pump 2	000:06:14	Pump
110.7	3/22/2006 7:56:11 PM	Outlet 4 pressure (psi)		Pressure
106.8	3/22/2006 7:56:11 PM	Outlet 5 pressure (psi)		Pressure
117.5	3/22/2006 7:56:11 PM	Outlet 4 temperature (Deg F)		Temperature
170.9	3/22/2006 7:56:11 PM	Outlet 5 temperature (Deg F)		Temperature
Up	3/22/2006 7:56:10 PM	Station 4 status		Station Status
Up	3/22/2006 7:56:10 PM	Station 5 status		Station Status
● Down	3/22/2006 7:56:10 PM	Station 6 status	000:06:14	Station Status
● 200	3/22/2006 7:56:10 PM	Unit1 NOx (ppm)	000:06:14	NOx
● 171.410	3/22/2006 7:56:05 PM	Unit 2 NOx (ppm)		NOx
● 188	3/22/2006 7:56:05 PM	Unit 1 power (MW)	000:01:07	Power
● 109	3/22/2006 7:56:05 PM	Unit 2 power (MW)		Power

Multi-Tech and EXELE Information Systems

Solution Benefits:

- Process alarming and notification
- Text-to-speech technology explains alarm
- Remote dial-in voice menu to hear and acknowledge alarms

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- Dane Overfield, Product Manager, Exele Information Systems

Multi-Tech MultiModem ZDX

The MultiModem ZDX desktop modem delivers dial-up data transfer and faxing capabilities making it ideal for the mainstream PC market. The V.92 models are ideal for the mainstream PC-user offering V.92/56K downloading speeds, Class 1 and Class 2 fax commands, U.S. Caller ID reporting, Plug and Play operation and V.80 video conferencing support. The voice model supports AT#V/TAM compatible voice mail and full-duplex speakerphone as well as DTMF tone.

Features:

- V.92/56K download speeds and 48K upload speeds when connecting with V.92 servers
- V.44 compression improves data throughput rates
- Class 1 and Class 2 faxing at 14.4K
- Voice mail support and full-duplex speaker phone operation on voice models
- Dial-up phone line connectivity for asynchronous equipment
- Phone number storage for automatic dialing
- Automatic call answering
- Automatic rate detection and negotiation
- Small footprint and stackable design
- Custom installation support (depending on model) with features like 11-bit support,
- Multi-Tech command set, and remote configuration
- Ten-year warranty

Model No.	Description
MT5656ZDX-V	V.92 Voice/Data/Fax Modem

EXELE Information Systems TopView Software

TopView software is a powerful, yet easy to configure, process alarming tool. TopView Windows can monitor thousands of tags for user-configured alarm conditions, sending alarm notification messages through email, alphanumeric pagers and cellular phones. TopView supports voice annunciation and text-to-speech technology allowing delivery of audible alarm messages over the phone or through the computer's speakers. Our remote dial-in voice menu allows users to browse and acknowledge alarms using a phone and their keypad.

- Monitor up to 2500 tag values per Window
- Optionally create calculations/operations on tag values (bit-masking, avg, standard deviation, ...)
- Configurable value, timestamp age, value flat-line and value change alarm conditions
- Complex alarm conditions involving multiple tags and conditions
- Multiple alarm notification methods (email, pager, text, audible, voice annunciation)
- Flexible recipient scheduling for notification (email, pager, voice)
- Remote acknowledgement of alarms through phone or our Remote Viewer
- Escalation of unacknowledged or persistent alarms
- Custom alarm messages for each alarm condition
- Fixed and dynamic limits
- Bulk tag configuration (alarm conditions, recipients, ...)
- Tag Groups for grouping of tags, alarms, and notification
- Ability to temporarily set alarm conditions inactive or active
- Output points (tags) for alarms, return to normal and alarm acknowledgement events
- Robust error handling and recovery
- Running as Service allows you to log off machine and still alarm
- Resend alarms that remain active for a (configurable) time period
- Delay sending alarm unless condition is active for a period of time
- Summary reports (RTF format) document configuration
- Send alarm messages when server connections are lost

About EXELE Information Systems

EXELE Information Systems, Inc. is a privately-held consulting and software engineering company that specializes



in manufacturing

applications such as real-time process control. Founded in 1978, EXELE provides consulting and software products for both OPC and PI.

For more information contact EXELE Information Systems, Inc. directly at:

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About Multi-Tech

Multi-Tech Systems is an ISO 9001:2000 certified global manufacturer of award-winning telephony, Internet, remote access, and device networking products that connect voice and data over IP networks. With a long history inventing products known for their reliability and performance, Multi-Tech still employs the same mission from which the company was founded: to provide quality solutions that solve real business problems.