



Gen²

Messaging and Alarm Monitoring Software

Connecting systems to people,
unifying communications
throughout your hotel

Passionate People. Proven Solutions.



ABOUT GEN2

Only the most efficient hotels choose Gen2, a software solution that controls and monitors an entire messaging and alarm monitoring operation. Gen2 is high performing, multi-lingual, user-friendly and Windows based with the ability to facilitate an unlimited amount of client users. It is the hub of all communication, sending and receiving messages or alerts from all departments, equipment and staff members.



Gen2 connects a range of devices together including:

- Pagers
- Tablets/Smartphones
- Call Buttons
- Radios
- Door Bells
- DECT Phones
- Loneworker Pendants
- Fire Alarm Systems
- Security Systems
- Lift Alarms
- Pool Alarms
- Disabled Alarms
- And other Third Party Devices

Gen2 is the hub of all hotel communication, connecting numerous devices and alarms.

Alarms and Security

Fire alarms, Security Systems, Lift Alarms, Pool Alarms, Disabled Alarms

Integrating Gen2 with all alarm and security systems adds an extra level of safeguarding for staff and guests. When different alarms are triggered, Gen2 can determine which members of staff are alerted and pre-set messages can be sent. Gain insight from enhanced reporting to determine systematic security lapses or safety failures.

Call Buttons

A single button press will send an alert, via Gen2, to any relevant member of staff, indicating where assistance has been requested e.g. meeting rooms, reception desks and restaurant tables.

Tablets/Smartphones

Enjoy two-way communication with any device logged into the Gen2 software via a web browser. Suitable for users constantly on the move such as security, housekeeping or operations.

Pagers

Unlimited messages can be sent to any on-site alphanumeric pager using Gen2's QWERTY keyboard. These cost effective, discreet communication devices provide coverage in places where mobile phones cannot.

SMS Text

With the Gen2 GSM module users can send and receive messages without costly mobile phone line rental and call charges.

DECT Phones

Used to provide first-rate service, protect lone workers and enjoy high clarity communication, the DECT phone has all the functions of a pager and alarm too.

Loneworker Pendants

Staff working alone can be instantly connected to any end point via the Gen2 system. Pre-determined messages can be sent to alert of an issue or safety breach.

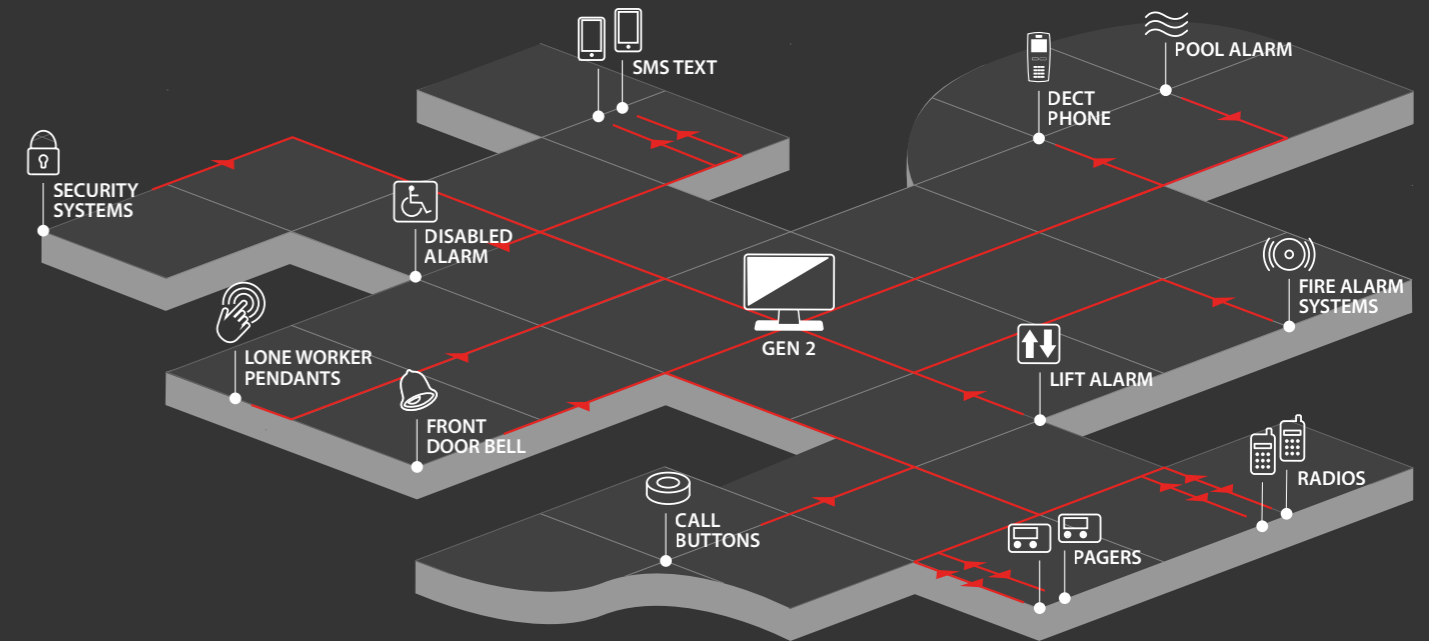
Door Bells

When a front door bell is triggered, staff are paged immediately and can respond accordingly wherever they are in the hotel. Maintains customer service and guest experience levels during out of hour periods when less staff are available.

Radios

Send messages to digital radios via Gen2 to alert users to specific tasks or duties.

GEN2 CONNECTING DEVICES



MESSAGES & ALERTS

Pre-set or formulate messages using the QWERTY keyboard and communicate critical events and data to any end point. Gen2 can send recurring messages and prompts such as maintenance reminders as well as one-time instant messages. Gen2 can route alerts to individuals or entire groups via different connections. As events escalate, so can your recipient list. Whether it's a status update or a life-safety alert, you can be confident the right people will be receive the information.



FEATURES



Quick Installation

Installation Wizard takes an average of 15 minutes depending on connection speed. This includes installation of .Net framework; setting up webserver port number; installation of local database or alternatively connecting to an external database specified by site.



Reporting

Track communication and reports for every individual, department or device. Assess data and messaging to ensure staff efficiency and productivity. Have completed transparency and reporting of critical events include alarm and security systems.



Fully Scalable

Gen2 software is flexible and scalable to fit any business, from two system users to large global businesses. Additional users can be added on as a business expands. A CST site survey can determine the scale required.



Message Processing Speed

Gen2 is written to process data and events consecutively at a maximum rate. Stress testing results for sending messages to a paging transmitter shows a consistent rate of one message per second.



Hot Keys

Unlimited programmable hot keys for setting defined pre-set messages enabling swift alerts to pagers, radios, DECT phones, email addresses, mobile users and other PC users.



Alarm Monitoring

Gen2 takes data from access control systems, fire panels, hardwired intrusion panels and CCTV systems, routing them to your desired connection, be it an individual or entire group.

THE DASHBOARD

The Dashboard is the homepage of Gen2 and holds all the components for client user functionality.

Gen2 Dashboard

Logout English (British) ▼

[Home](#) [Menu](#)

Recipients

All ▼

- General Manager 1
- F&B Manager 18
- Reception 250
- Housekeeping 232
- Spa Manager 4
- Security Staff 54
- Night Manager 6

Incoming Messages

Date	From	Message
04/02/2017 05:24	Housekeeping	Medical Alert
28/01/2017 11:09	Fire Alarm ESPA	Test
26/01/2017 06:34	Fire Alarm ESPA	Test Notice
22/01/2017 01:42	Front Desk	Security Alert
22/01/2017 13:28	Gym Floor	Night Entrance
21/01/2017 18:21	Manager	Front Door Bell

Quick Send

Select recipient

Message

Send Clear

Hot Keys

- Manager
- Deputy Manager
- Security
- Housekeeping

Quick Keys

- Manager to front desk
- Porter to front desk
- Security alert

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MINIMUM PC REQUIREMENTS

Operating System: Windows 7 / Server 2008R2 upwards,

Requires .net 4.5.2 Framework: Your current version will be automatically be detected and updated (if necessary) during installation by the Gen2 installation wizard.

RAM Memory: Minimum 4GB

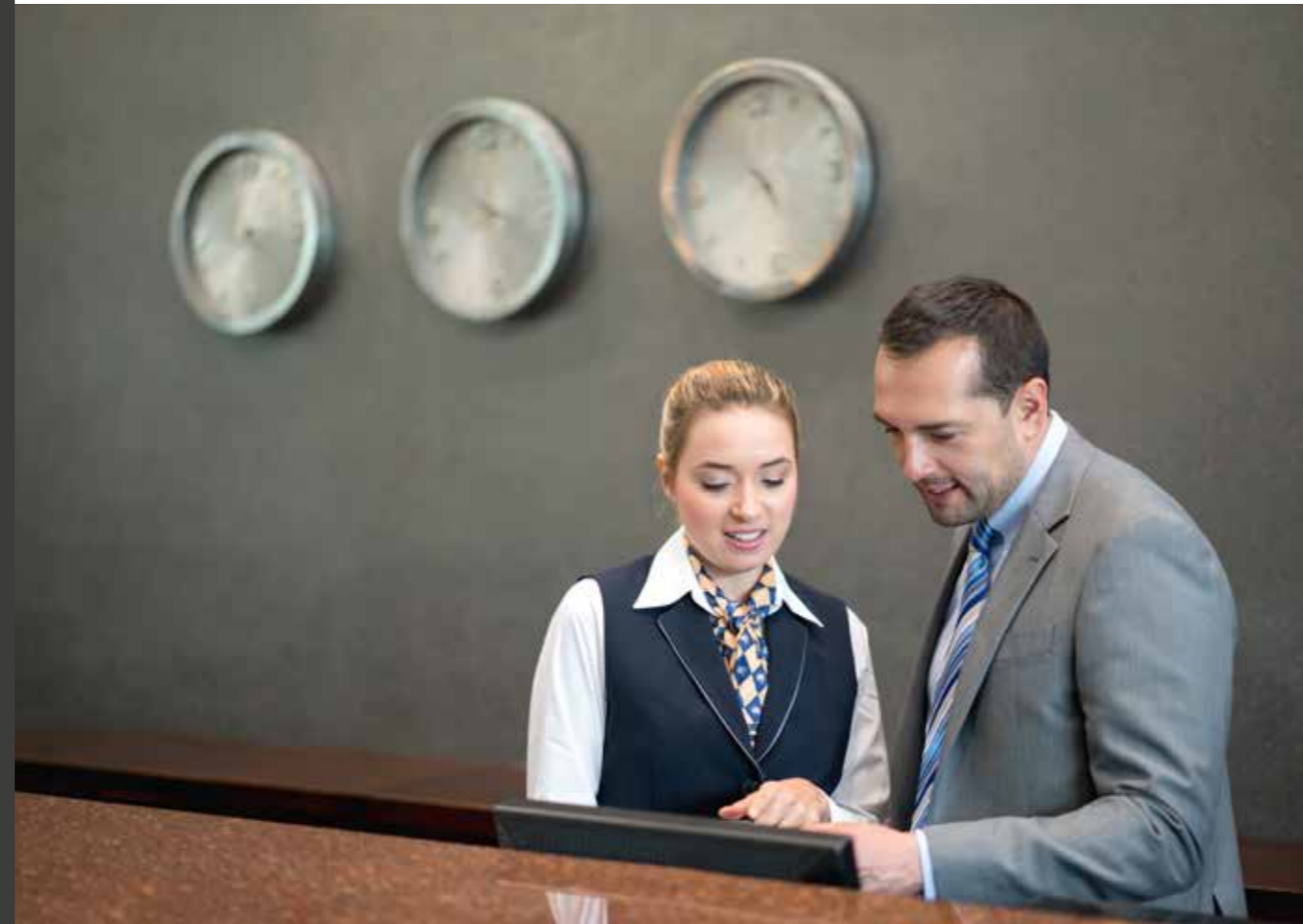
Disk Space: 600MB to 10GB max depending on database size, typical installation will be approx. 600MB.

Database: Min SQL 2012 if connection to an existing customer external database is requested, else at installation the Gen2 installation wizard will create its own SQL2014 database engine.

Web browser for Web Client login: Safari/Mobile Safari/ Chrome/Firefox/ Internet Explorer 10 or above.

Network Connections: 1x Network port required. (Unless Gen2 is only to be used to connect serial input and output devices directly).

Suggested Screen Resolution:1024x768



FAQs

Can I review what messages have been sent or received?

Yes, you can review the sent message log to show the date, time and content of all messages sent and received.

Can I use it on a mobile device?

Yes, you can log in to Gen2 on Android and iOS operating devices.

Can I amend the layout?

Yes, the dashboard can be reorganised to your preferences, adjusting the size and location of contacts, messages and hot keys.

Can I connect multiple devices?

Yes, you can connect pagers, DECT phones, mobile phones, PCs and email addresses.

Can we connect our fire alarm system to Gen2?

Yes. You can connect multiple systems that provide an output either via dry contact or serial interface.

Will Gen2 operate on more than one PC?

Yes, Gen2 can be installed on multiple PCs within the same building or on the same network.

Gen²

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