

System Overview

REACT System Components

The purpose of this document is to provide an overview of the components that make up the REACT Critical Response Notification System. The multi-tiered client/server architecture of the system consists of a REACT Server, REACT Desktop, REACT Dedicated Player, REACT Console, and REACT Single Button Alerts (SBA). This highly flexible and scalable system can operate at a single site or as part of a vast network containing an unlimited number of locations and recipients. REACT can utilize wired or wireless configurations or combinations of both.

The REACT Server

The REACT Server is the controller and manager of the system. Operated as a Windows 2003 Server service, the REACT Server provides the distribution of critical information as well as several integration points to allow for the automated delivery of alert information from other software/hardware systems to REACT Dedicated Players, REACT Desktop Players, Cell Phones, Telephones, and Email. To ensure strong security protocols, the REACT Server and the REACT Players use AES encryption to secure network communication. The REACT Server routinely checks and monitors the media content to ensure it is correct and up-to-date. The REACT Server automatically controls the distribution of the rich media content to the REACT Players, eliminating the need for the user to spend time on this activity. All REACT Players are monitored by the REACT Server to ensure uptime and availability.

The REACT Console

The REACT Console is the management interface between the operator and the system. It can run either on the local network or from a remote location and allows multiple people to interact with the system simultaneously. The REACT Console runs on a workstation, a desktop PC or a laptop and supports Windows 2000, Windows XP, Windows 2003, and Vista. It provides the user with a full range of functionality to harness the power of REACT. It is through the REACT Console that the user initiates and updates alerts, manages users, tracks status of events, updates the media content, and manages REACT system configuration.

REACT Desktop Player

The REACT Desktop Player component is an easy and fast way to alert people to critical situations or inform them of useful information on their existing desktop and notebook PCs as well. The REACT Desktop Player alerts can contain presentation loops with audio, diagrams, photos, videos, static and dynamic text. It is compatible with Microsoft Windows and is can be used for many types of communication and notification. Priority ensures that most vital messages are visible at all times. REACT Desktop Player also supports screen-saver capability to ensure the computer may be used for communication even if no one is logged in. The REACT Desktop Player provides the ability to gather feedback from users as well, whether it is receipt of messages, or specific response required.

The REACT Desktop Player may run silently in the background and will pop up when triggered by the server with emergency or priority information. Designed to run with a minimum of system resources, the REACT Desktop Player makes information dispersal easy and quick. Sound may also be incorporated to help catch attention of the recipients of the information should they not be looking at the screen at the time of the critical event.

The REACT Dedicated Player

The REACT Dedicated Player is software for the purpose of controlling information displayed on a dedicated display, such as a plasma or LCD. The REACT Dedicated Player is resolution independent and can utilize almost any type of display screen. Through the use of devices located at the location of the screen, the REACT Dedicated Player provides the ability to present information relevant to that screen location and will continue to present information even if the connection to the network is lost. REACT Dedicated Players have the same rich media capabilities available with REACT Desktop Players.

REACT Single Button Alerts (SBA)

REACT Single Button Alerts (SBA) are desktop icons configured to launch general or location-specific alerts to predefined recipients. These provide an easy to install, easy to configure, and cost effective panic button solution on any desktop in your organization. System Administrators can configure REACT SBA icons on any system running a REACT Desktop Player. Through the use of multiple SBA buttons, events can be initiated with specific instructions and recipients appropriate for the event.

REACT Text Messaging (SMS) and Voice Notification

REACT Enterprise provides support for delivery of critical information to telephone and cellular devices. Messages may be delivered via telephone calls to wired or cellular phones, where the text of the message is read to the user. Messages may also be delivered through SMS (text message) to cell phones. For communication over telephone networks, calls are retried if unsuccessful. User confirmation of receipt is supported on both SMS and telephone delivery, providing visibility as to when a user actually reads a critical message. REACT supports SMS messages up to 160 characters and provides coverage of over 97% of the cellular carriers in the US. SMS messages may also be sent internationally.

System Overview

REACT® Initiation and Management

- Graphical interface for ease of use
- Real-time graphical status feedback
- Quick and easy distribution of alerts and media
- View and update multiple alerts by by content and priority
- Initiate events a variety of ways
 - Console
 - Single Button Alert (SBA)
 - Easy to install and easy to configure
 - panic button solution on any desktop
 - Web Interface
 - 3rd Party Integrated Solutions

REACT® Server

- Intelligent distribution of media to REACT Players
- Secure AES encrypted communication and data
- Alert/Information delivery/management
- Continuous monitoring of system

REACT® Notification Methods

REACT Desktop Player

- Pop-up window alerts on PCs

REACT Dedicated Player

- Public and Dedicated Security Displays

Cell Phones

- Notification via Voice and Text Message

Telephones

- Voice notification and voicemail with feedback capability

Email

- Email notification of specific instructions

