

# Sipelia™ Communications Management

Enhance collaboration and overall situational awareness with unified security and communications management.

Sipelia™ Communications Management is a core module of Security Center that enables seamless SIP-based communications between operators and intercom devices deployed throughout your organization. Seamlessly unified in Security Center, intercom communications become intricately linked to your security systems over your network. Your security team's situational awareness and effectiveness will be greatly improved, allowing personnel to respond to calls, identify callers through live video, and allow access through doors from the same user application. For more efficient communications during a coordinated response or any routine activity, operators can participate in video calls with one another directly within the Security Center user interface.

## Applications:

Video Surveillance · Access Control  
Automatic License Plate Recognition

## Key benefits

Extend your access control and video platform to unify intercom communications management

Intuitively manage all incoming calls, route them to other operators or call stations, log call activity

Efficiently manage employee access request during lost card situations

Enhance investigations through the replay of recorded call sessions and associated video

Promote collaboration between your security staff through operator to operator video calls

Standardize on Session Initiated Protocol (SIP) to protect your investment in intercom technology

## Sample applications with unified security and communications



### Emergency call management

Whether securing a single building, or ensuring the safety a town center, you can leverage emergency call station integration with video to better manage emergency calls. Answer incoming emergency calls, view live video while responding, and take the right action to address situations as they arise.



### Employee lost card situations

Intercom call stations linked to access controlled doors and video cameras streamline how operators respond to employee lost card requests. Accept incoming calls, confirm caller identity through live video and their cardholder profile, and grant access from the Security Center user application.



### Parking entrance control

When controlling access to your parking or car park entrance either through access control readers or license plate recognition, your team can respond to incoming requests for assistance and manually open parking gates and doors from a single user application.



### High security environments

Adding intercom communications within a high security environment adds another layer of security to your operations. Grant or deny access to highly secure rooms or areas by validating audio, video, and access control information at the same time.

## Key features & specifications

### Unified with Access Control and video:

Call stations can be associated with doors and/or cameras, ensuring door- and camera-related actions are readily available.

### Call dialog:

Operators can initiate, answer, forward, place on hold, or cancel calls from an easy to use and dedicated call dialog.

### Audio/video calls between operators:

Deploy standard USB headsets and microphones to allow your team to communicate within your Security Center interface.

### Visual and audible call notifications:

Operators are instantly notified of incoming calls through the notification tray.

### Fully SIP enabled:

Connect to intercom devices, exchange servers, and mobile apps through the SIP standard.

### Supports the most popular SIP enabled intercom systems:

Sipelia™ integrates the most popular intercom brands and models from Zenitel, Commend, and Castel.

### Call reporting and playback of call sessions:

Your staff can run reports to investigate communications activity and replay call sessions with associated video.

### Customizable ring groups and phone book:

Build custom ring groups so multiple operators receive incoming calls and build Phone Book for quick access to call recipients.

## Sipelia™ Communications Management overview

The Sipelia™ SIP server module can manage SIP-enabled edge devices such as intercom stations and/or with SIP-enabled intercom exchange servers. Security Desk operators can also leverage Sipelia™ to communicate with intercom devices and other operators through video calls directly within the user interface.



