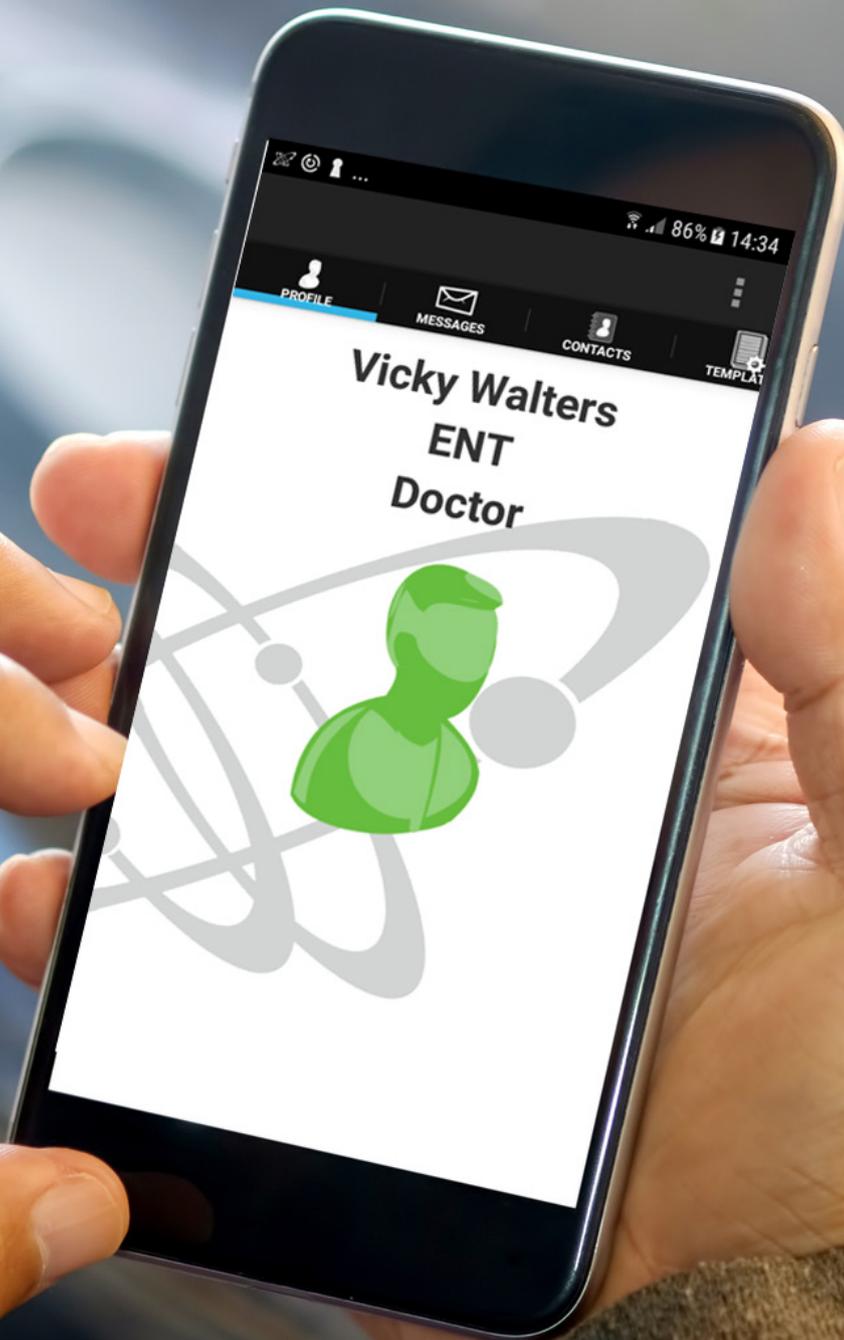




Appear Mobile Application

Seriously secure for your critical communications



Whatever your environment and whatever your specific communications needs and challenges, you are likely to be using SMART enabled devices to send messages and to share a variety of content – from patient-sensitive information or images, to emergency calls to action.

In such sensitive situations, public apps, offer the right functionality but lack some of the security such situations demand.

Appear is Multitone's corporate messaging application working alongside the Multitone i-Message platform, designed specifically to provide secure communications between an organisation's key users and teams.



At a glance

- **Device Agnostic:** Multitone Appear works across Android and iOS platforms, so you don't have to replace your digital assets, but, when you do migrate, the application can move with you
- **Seamless movement between devices:** native user experience, Multitone Appear works like all your other apps
- **Seamless movement between Wi-Fi:** the app will transition automatically between Wi-Fi and mobile networks as you move, ensuring no constant logging in and out
- **Proof of delivery:** the originator and the system will know when a message has been received and when it has been read
- **Centralised contacts:** you can generate and utilise centralised lists of organisational contacts or teams for group messaging
- **Privacy of Contact:** contact details are hidden, so phone numbers and email address can be used, but not seen
- **Priority override:** high priority messages can override a Silent or Do Not Disturb setting
- **Security through encryption:** all data, whether text, speech, image or video, is encrypted
- **Security through segregation:** all Multitone Appear data is stored separately from other applications' information on your device.

Where there's no second chance

Our development of the App has been informed by our extensive work on critical applications such as hospital cardiac team and fire-fighter call-out, shopping mall security and educational staff safety across the globe – situations where there is often no second chance to make contact with the right person.

As far as technologies are concerned, it has been designed to operate over both public and private Wi-Fi and public mobile networks. This range maximises the likelihood of being able to reach your Multitone Appear contacts, wherever they are, on or off site.

In addition, there is just one contact ID for all communications, so messages can be sent to recipients using their preferred communication method, such as email, 2-way radio, phone or their pager. Without the need to remember any of them. All of the communication is logged by the Multitone i-Message system, giving a detailed audit trail – Sent, Received, etc. – providing valuable management information.

Linked to your business system through the Multitone i-Message, the App is also capable of receiving and responding to critical alarms and voice communications.



Real-time
mobile
communications

The functionality you want

Multitone Appear allows users to send and receive messages, all with defined priority levels, with text, images and audio. Users can also see the status of their contact list, whether Available, Busy, On call or Absent. Should a mobile device go out of coverage or stop working for any reason, the application will show the user is Offline.

Such real-time information is the best way to ensure that the right message is sent to the right person first time.

Once any message is sent, the application provides a delivery notification as well as an 'opened' notification back to the sender. Additionally, the recipient can manually acknowledge the message with a quick pre-formatted response. No message is ever lost: if it is undeliverable when it is sent, it is stored and delivered the moment the target device re-appears.

Time and
mission critical
apps for today
and tomorrow

The security you need

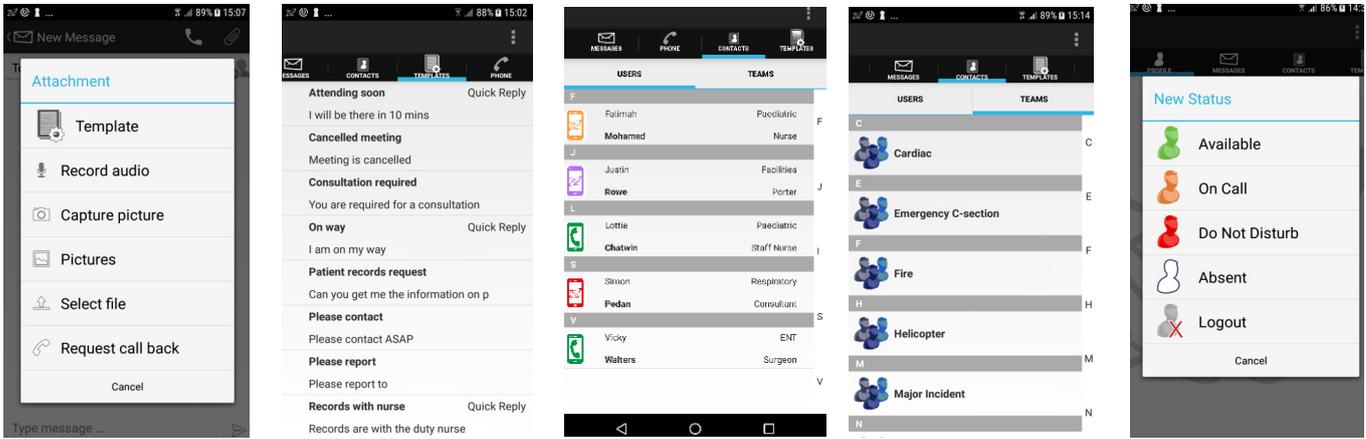
The security of your messages and data of whatever medium – as well as the integrity of your organisation – is safe with Multitone Appear. It is a client/server application, which allows communication only with authenticated users via the Multitone i-Message server. Users must log in with a username and password. All messages are AES 256 encrypted, and stored separately from all the other data on each device.

The priorities you set

Each contact sends each message with their chosen priority level, enabling the recipient to act with an appropriate level of urgency. Any high priority message will override the status of the receiving device if that status would normally inhibit response – On Call, Silent – and the message will precipitate an emergency beep code and fast vibrate to alert the user and ensure appropriate action is taken.



The Multitone Appear Family



Multitone Appear Lite

This version is a 'receive only' app, just like a pager with the added feature of call confirmation. On receipt of a message, the app automatically sends a device acknowledgement and on the recipient's reading of the message, a read receipt.

Multitone Appear

Multitone Appear is the standard app, allowing users to send and receive text messages between multiple device types, with a chosen priority level, along with a secure image and voice attachment.

Multitone Appear+

Appear+ incorporates all the functionality of Multitone Appear, with the additional ability to support the features of SIP Client (Telephone Interface), Secure messaging with digital signature capture and Smart Buttons. Plus the capability to support bar code reading for logistics and security functions.

+SIP Client

A SIP Client supports Voice over IP (VoIP) and a conference bridge, enabling voice enabled collaborative teams.

+Smart Buttons

This feature enabled on Android devices allows for the creation of soft key buttons that can be assigned to a specific function, such as to send a message to a certain individual or job function, to send an alarm, or to link multiple actions, for example messaging the Night Porter and switching on the front-door CCTV.

+Digital Signature Capture

The digital signature capture works in conjunction with the image or document messaging, when user authorization is required. Providing an audit-able trail of critical information.

The Multitone Appear Family

FEATURES	MULTITONE APPEAR LITE	MULTITONE APPEAR	MULTITONE APPEAR+
Receiving a Message			
Receive a message (text/speech)	●	●	●
Receive a message (cloud notification)	●	●	●
Silent alert automatic override	●	●	●
Offline message store and forward	●	●	●
Message Store			
Saves messages to the i-Message cloud	●	●	●
Sending a Message			
Select user(s) or group from contact list		●	●
Manage contact list		●	●
Send message (text, speech or image)		●	●
Select pre-stored message template		●	●
Offline send message, store and forward		●	●
Acknowledgement Receipts			
Automatic received & read	●	●	●
Manual accept response	●		
App Security			
Secure login	●	●	●
AES256 secure encryption	●	●	●
Monitored network connection	●	●	●
Status Availability			
Select status & change availability		●	●
Auto online/offline availability		●	●
View user availability before call		●	●
Groups			
Individual & group messaging		●	●
Create and edit personal groups		●	●
Rich Media Content			
Send and receive voice, image & video		●	●
Digital Signature Capture			●
Value Added Features & Application			
SIP telephone client (VoIP)			●
SIP client conference bridge (VoIP)			●
Customisable on-screen buttons			●

Multitone Appear offers secure real-time multimedia mobile corporate-ready communication. Uses are almost unlimited. If you can see the significant benefit this application might bring to your organisation, please contact Multitone today for a detailed, confidential and without-obligation discussion of your needs.

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