

# MULTITONE APPEAR CREW

## ESN-Ready Critical Alerting App for Smartphones

Multitone Appear Crew is a one-way communications app with simple message confirmation. It functions as a smartphone pager (also known as alerters), replacing existing devices or complimenting them via dual device transmission for enhanced reliability. Thanks to its manual acknowledgement function, it gives control rooms visibility of how many rescuers are mobilising.

Designed primarily for mobilisation of crew and rescue teams in fire & rescue and other emergency services, Appear Crew can integrate directly with GD92 networks or operate independently with Multitone i-Message, on-site or in the cloud.

### Suitable for:

- Fire and rescue.
- Marine search and rescue.
- Mountain rescue.
- Disaster response.
- Police.
- Air ambulances.

## Fully Monitored Network for Maximum Situational Awareness

If a smartphone utilising Appear Crew goes offline due to poor coverage, the app instantly notifies system administrators. Messages sent during this period will not be lost: the Multitone system stores the message and once coverage is re-established, any missed messages are re-sent. Message status is fully tracked by the system, from message delivery, to automated read receipt, to manual acknowledgement. In addition, i-Message keeps copies of all communications for audit purposes.

## Designed for Complete Security

- User access and message delivery restricted to designated users only.
- End-to-end AES encryption of all data transmitted and stored within the Multitone i-Message cloud.
- i-Message sits on your network, behind your firewalls and data security measures, or in a secure cloud environment (hosted by AWS).
- Manual authentication (login and password).
- Remote access revocation in case the device is lost or stolen.



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Features
Messaging
Supports text and speech.
Recieve a message with cloud notification.
Silent and do not disturb override for highest priority messages.
Offline message store and forward.
In-app message archive.
Configurable pre-set responses.
Multiple responses available (e.g. accept, decline, etc.).
Monitored Network
Manual acknowledgement receipts.
Automatic device received & read receipts.
App Security
Secure login.
AES256 secure encryption.
Monitored network connection.
Centrally administered user list.
Reserved Statuses
Two reserved statuses: On Duty and Off Duty.
Night mode: messages are silenced and vibrate only. Only emergency alerts break through.
Other default statuses: unavailable, holiday, lunch, attending incident.
Customisable Options
Customisable alert messages, includes colour, text and buttons.
Customisable user statuses and message responses.
Can be configured for customer-specific text.
Lists can be visible to single Multitone i-Message departments or to all departments.

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