



# 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.

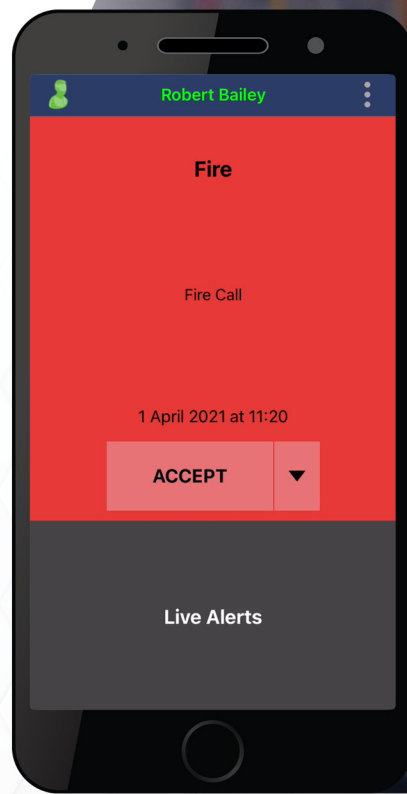
Designed primarily for mobilisation of crew and rescue teams in fire & rescue and other emergency services, Appear Crew can integrate directly with GD92 networks or operate independently with Multitone i-Message, on-site or in the cloud.

## 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



## Suitable for:

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

- 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 device is lost or stolen



Features
<b>Messaging</b>
Supports text and speech
Receive 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.)
<b>Monitored network</b>
Manual acknowledgement receipts
Automatic device received & read receipts
<b>App security</b>
Secure login
AES256 secure encryption
Monitored network connection
Centrally administered user list
<b>Reserved statuses</b>
Two reserved statuses: On Duty and Off Duty
Off Duty: All messages are silenced, only specified low priority messages break through
Night Mode: messages are silenced and vibrate only. Only emergency alerts break through
Other default statuses: unavailable, holiday, lunch, attending incident
<b>Customisation options</b>
Customisable alert messages, including 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

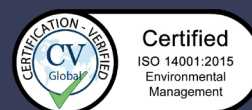
Speak to our experts to find out more about Appear Crew. Visit [multitone.com/contact](https://www.multitone.com/contact)

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