



# INFORMACAST® MOBILE™

Reach everyone with InformaCast Mobile, a cloud service that offers seamless integration with on-premises InformaCast.

Send notifications to mobile devices, landlines and email accounts from anywhere via the InformaCast Mobile web console or iOS and Android apps. Alert targeted parties through mobile phones, tablets and terrestrial devices, such as Cisco phones, computers and digital signage.

[www.singlewire.com/informacast-mobile](http://www.singlewire.com/informacast-mobile)

# InformaCast Mobile User Roles

## Message Recipients

- Receive messages via push notifications (iOS, Android) after installing the InformaCast Mobile app
- Receive messages via SMS text messages, emails and phone calls
- Respond via same channels
- Manage preferences in the app: opt in/out, do-not-disturb status, and contact information (phone numbers and email addresses)

## Message Senders

- Create, update and delete notifications from within the InformaCast Mobile Web console and application for iOS and Android.
- Send notifications and view recipient responses from the Web console and app

## Administrators

- Manage the system through the InformaCast Mobile Web console

# InformaCast Advanced Notification Integration

InformaCast Mobile integrates with InformaCast Advanced Notification to create a comprehensive, two-way system. Users can initiate broadcasts from on-premises devices (e.g., Cisco phones or panic buttons) or iOS and Android mobile devices. The broadcast then reaches on-premises and mobile devices, regardless of the initiation point.

*Example: An employee pushes a panic button on a Cisco desk phone. A notification is sent to on-premise and mobile devices to alert the safety team and key supervisors.*

# InformaCast Mobile Notifications

## Push Notifications

Push an unlimited number of notifications to InformaCast Mobile app users on iOS and Android phones. Notifications can be drafted and stored ahead of time, tailored for specific situations, or created in real-time with text, images and audio.

## SMS Text

Send SMS texts to any SMS capable device (e.g., iOS, Android, Blackberry, Windows or feature phones). Include customized introductions so users know who is sending the message.

*Example: "The following is a safety alert from campus security."*

## Phone Calls

Use InformaCast Mobile to call any mobile phone or landline with live, pre-recorded or customized text-to-speech audio. The message plays as soon as the call is answered by a person or voicemail system, then repeats twice to ensure the notification is heard or recorded.

## Email

Email customized notifications with text, audio and images to any email address.

## Content

InformaCast Mobile offers the ability to send notifications in a variety of formats, and each format is capable of delivering different information components.

	<b>Push</b>	<b>SMS</b>	<b>Email</b>	<b>Dial</b>
<b>Subject</b>	Yes	Yes	Yes	Yes (TTS) – Only when no audio
<b>Body</b>	Yes	Optional	Yes	Yes (TTS) – Only when no audio
<b>Audio</b>	Yes	No	Yes	Yes
<b>Image</b>	Yes	No	Yes	No
<b>Confirmation Request</b>	Yes	Yes	Yes	Yes (TTS) – If a human answers

# Features

## Delivery and Read Receipts

Observe real-time updates from the InformaCast Mobile app or web console to see who has received and read notifications.

## Response/Confirmation

During an emergency, InformaCast Mobile notifications can request a response to see who is safe, who needs help and who is able to assist. In non-emergency situations, this function can help fill shifts or alert supervisors that a factory line has been stopped. Recipients can reply regardless of how they received the notification (e.g., push, SMS, call or email). Senders can see that response and follow up with real-time notifications using the InformaCast Mobile app.



## Escalation

If a response is not received within a designated period of time, escalation rules give users the ability to expand notifications to a broader audience.

*Example: Broadcast a "line down" notification to management if the previously notified supervisor didn't respond within ten minutes.*

## Conference Call

Instantly gather personnel to manage a situation by triggering a conference call following a notification distribution.

## Geo Location

Trigger alerts for people within a designated area or receive alerts when certain people enter the predefined area.

## Authentication

Authenticate with:

- AD FS - Microsoft
- Azure - Microsoft
- OpenID - Google and others
- InformaCast Mobile Identity Provider

## HR/Staff Management System Integration

Load data from .csv files to integrate users into InformaCast Mobile. Automatically assign permissions and distribution list memberships while loading.

## Visitor Notification

Create campaigns with Visitor Notification to inform individuals temporarily visiting facilities. Visitors can register to receive notifications using a web browser or by texting a hashtag to a phone number.

*Example: To receive notifications during Parents' Weekend, text #ParentsWeekend to 608-555-1212.*

## Self Service Option

Edit, delete and enable/disable SMS, phone, and email devices, as well as remove iOS and Android devices. Access self service via the InformaCast Mobile web console or the InformaCast Mobile app.

## Do Not Disturb Window

Users have the option to select periods of time when they do not wish to receive notifications. A Do Not Disturb window can be set using the web or the InformaCast Mobile app. System administrators can override this feature so urgent messages are received even if a Do Not Disturb window is in place.

## Multiple Devices for Each User

Each user can have up to 14 methods of contact associated with his or her account:

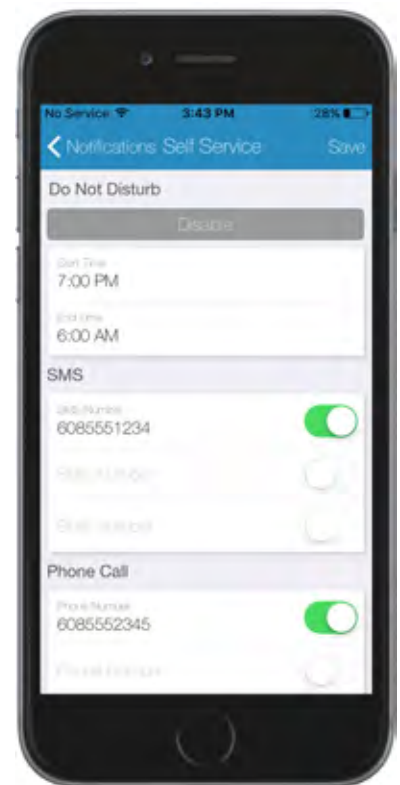
- Five devices to receive push notifications
- Three to receive SMS texts
- Three phone numbers for automatic dialing
- Three email addresses

## Unlimited Message Templates

Create unlimited message templates in InformaCast Mobile, and configure fields to be customizable at send time, or locked so the message can only be sent as is.

## Open API

Any operation supported by InformaCast Mobile can be accessed through its REST API. For more information, visit <http://api-docs.icmobile.singlewire.com/>.



# Requirements and Licensing

## Web Browser Requirements

- Access the InformaCast Mobile website using one of the following supported browsers:
  - Internet Explorer 10+
  - Chrome, latest stable version
  - Firefox, latest stable version or ESR version
  - Safari, latest stable version
- A firewall configuration allowing outgoing requests to InformaCast Mobile's REST API

## Device Requirements

A separate account is required for each user who plans to receive InformaCast Mobile notifications.

### InformaCast Mobile App:

- iOS devices: iOS 8.0 or later
- Android devices: Android 4.0 (Ice Cream Sandwich) or later

**SMS Text:** Any SMS-capable device with a cellular connection

**Phone Call:** Any callable (PSTN-reachable) number

**Email:** Any email-capable device

## InformaCast Advanced Notification Integration Requirements:

- Successful installation of InformaCast 8.5.1 or newer
- Valid InformaCast license key that includes the InformaCast Mobile plugin
- Outbound public Internet access for InformaCast on HTTPS (443 TCP) for connectivity to the InformaCast Mobile infrastructure. Inbound ports are not required.

For more information about setting up InformaCast Mobile, visit <https://www.singlewire.com/informacast-mobile-setup>.

## Pricing

InformaCast Mobile is an annual subscription for a specific number of users (minimum 250). Each subscription includes access to Singlewire's Support Team.

## Contact Singlewire Software

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