

Secure dedicated corporate communications

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

Dedicated corporate solution

The App is part of the Multitone system, linking disparate communications media together. With Multitone Appear not only is this message sent to other Multitone Appear app users it can also be delivered to pager's, email or as an SMS text. You can also message your whole team irrespective of what device they are using, safeguarding delivery and keeping people in-touch.

Message Status

A key feature is the ability to track message status from 'device acknowledgment' on the delivery of message to 'read receipt' to 'user acknowledgment', ensuring that the right people are informed at every stage of the communications journey. Additionally, Multitone i-Message retains a copy of all messages sent and received, ensuring system transparency and your protection.

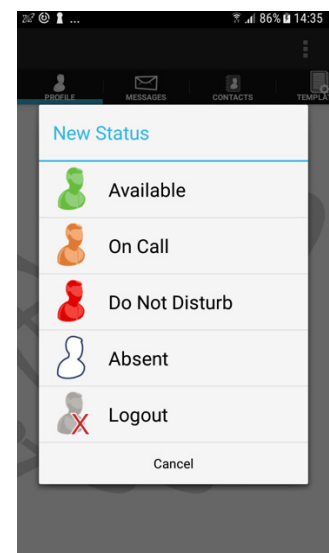
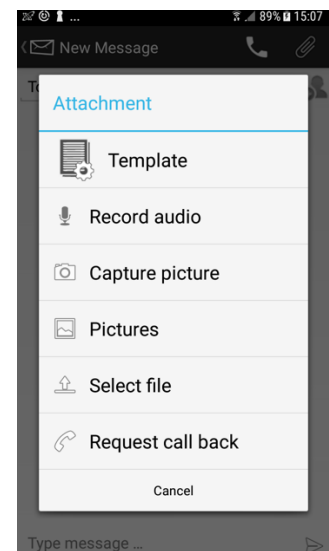
Monitored Network

A powerful characteristic of the app is that it uses a fully monitored network connection. If a smartphone utilising the Multitone Appear app should go offline due to poor coverage, Multitone Appear instantly notifies all other users its' out of coverage. Messages sent during this period will not be lost, the Multitone system stores the message, once coverage is re-established any missed messages are re-sent.

Message Security

The App allows users to communicate with one another in the knowledge that all of their communication is fully secure:

- User access and message deliver restricted to corporate users only, no accidental messages sent to friends or family
- All data transmitted and stored within the Multitone i-Message cloud is end-to-end encrypted using AES256
- Data messaging and content occurs between only the sender and receiver, and is encrypted using AES256. The data attached is sandboxed and not transferrable to other applications, i.e. no screen grabs, and photographs remain with the app and not transferable
- All data resident with the app is deleted when the user logs out
- Multitone i-Message sits on your network, behind your fire walls and data security measures
- Manual authentication (login and password) with auto log-off challenged every 24 hours
- If a device is lost or stolen the login and details of the device can be immediately revoked



Message Priority

Priority levels are available, messages sent as an emergency will automatically override the silent button.

User Status Monitoring

With the Multitone Appear status indicator, “on-call”, “busy” or “not available”, you can instantly see who is available or not, allowing you to either leave a voice or text message, or contact an alternative colleague. Crucially the current user status does not prevent critical messages from reaching you.

FEATURES	MULTITONE APPEAR
Receiving a Message	
Receive a message (text/speech)	●
Receive a message with 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 with 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	

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