

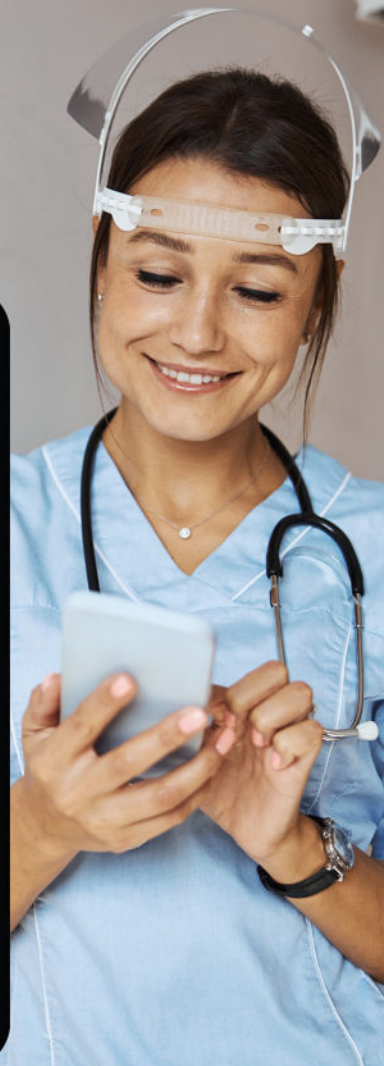
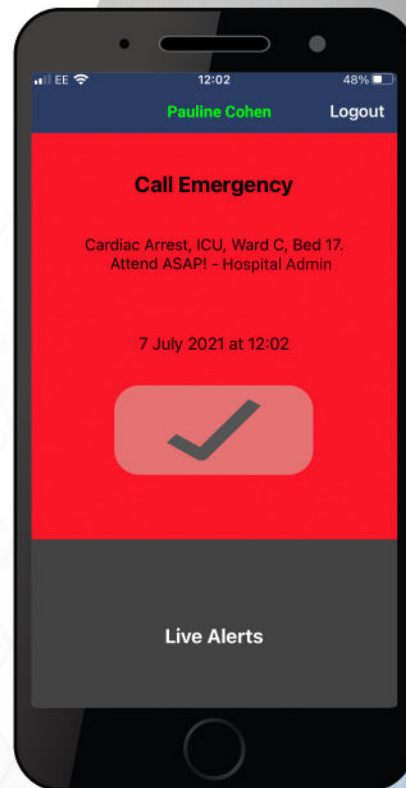


Appear Lite

Critical messaging app for smartphones

Multitone Appear Lite is a one-way communications app with simple message acknowledgement. It can override Silent and Do Not Disturb (DND) settings to issue push notifications and audible alerts.

Impossible to ignore, Appear Lite effectively turns smartphones into pagers, replacing existing devices or complimenting them via dual device transmission for enhanced reliability. Thanks to its manual acknowledgement function, it gives administrators confidence that their messages are being actioned. It's an ideal app for complementing critical paging or replacing pagers in NHS Trusts.



Suitable for:

- Public and private healthcare
- Infrastructure management & maintenance
- Campus staff and security
- Alerting IT teams to critical issues

Key features of Appear Lite

Fully monitored network for maximum situational awareness

If a smartphone with Appear Lite loses internet connectivity, the system administrator is alerted. Messages sent during this period are stored and immediately re-sent once the connection is restored. The system tracks message transmission from delivery to read receipt and 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)
- Two factor authentication (login, password and verification code)
- Remote access revocation in case device is lost or stolen

Features
Messaging
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
Monitored network
Manual acknowledgement receipts
Automatic device received & read receipts
App security
Secure login
AES256 secure encryption
Monitored network connection
Centrally administered user list
Customisation options
Customisable alert messages, including colour, text and canned audio
Can be configured with customer-specific text



Appear Lite in action



A major NHS Trust and long-term Multitone customer in central London adopted Appear Lite as a pager replacement app and to complement their critical paging.

Spurred by the British government's policies regarding phasing out non-critical paging, the Trust was looking for fresh communications solutions that could replace pagers in a way that enhanced their communications. Appear Lite was the ideal solution.

Appear Lite supports multiple message priorities, with highest priority messages able to override Silent & DND settings to issue audible alerts and push notifications. This means it bleeps just like a pager when a critical alert is received, regardless of the phone's settings. Additionally, Appear Lite can receive audio messages as well as text, and these can be played multiple times within the app.

Alerts are clearly colour-coded in the app and each has a different audible alert tone to make them easily distinguishable. The system can be configured in i-Message with various message templates and canned voice messages. This means switchboard operators or administrators can send alerts with relevant information out quickly manually, but Appear Lite alerts can also be generated automatically.

Unlike with pagers, Appear Lite features a full message audit trail that allows hospital administrators to see when messages are delivered and read in real time. This gives them confidence that the alert has been received and that help is on the way.

Users in the Trust with Appear Lite have often found themselves first at the scene thanks to its reliable, rapid message delivery and ease of use. As a result, increasingly, clinicians themselves have asked for access to Appear Lite as well as Multitone's two-way messaging app, Multitone Appear.

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

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