



## HipLink Mobile & Desktop

*Powerful Apps for Today's Business*

The workplace continues to move at an increasingly fast pace requiring real-time response and access, as well as secure text messaging. Smartphones can help bridge the technology gap for mobile employees as well as those who are just away from their desk, need to respond after-hours, or receive critical communications.

HipLink Mobile has a suite of options that provide maximum flexibility and leverage the optimum use of smartphones, tablets and desktops. Using HipLink Mobile, a user can have a priority view of important alerts, receive and send encrypted messages, and execute actions remotely.

HipLink's proprietary protocol operates completely independent of cellular SMS. The application provides advanced messaging features for the ability to override phone settings for emergency messages, to see location tracking on a map, one-click responses and many more. Combined with the secure and easy to manage HipLink Platform, HipLink Mobile improves overall communication throughout the organization, regardless of location.



### HIPLINK MOBILE

HipLink provides a completely secure messaging platform through an application installed on a smartphone, supported tablet or Windows desktop. The application includes the HipLink Inbox and full Interactive Client where permissions for the various internal functional elements can be set by the organization. Two versions of the app are available – Basic or Advanced functionality.

#### Features

##### HipLink Mobile - Basic

- Dedicated Inbox for Alert Messages
- Fully secure and encrypted messages 256-bit
- HIPAA, CJIS & FERC Compliant
- Supports both Cell Data or Wi-Fi Networks
- Send any file attachment type & photos
- Unlimited message size
- Persistent alerting to override phone settings
- 5 severity levels, each with user-defined tones
- Ability to receive 1-way or 2-way notifications
- Confirm or reject a message with a simple click
- Message Reminder for unread messages
- Auto Message Expiration for automatic deletion
- Quickly mute tones to vibrate
- Control user availability by toggling between "available" and "not available"

##### HipLink Mobile - Advanced

- Everything in Basic, *plus...*
- Secure chat allows for conversational messaging with other HipLink users
- Certified by FirstNet®
- Supports both standard and secure messages from the app to any other device or desktop, including SMS, pagers and IP Phones etc.
- Send *Quick Alerts* for 1-click, fast execution
- Attach images securely from the app
- Get alerts with real-time mapped target locations
- Wi-Fi voice calling or Video Calling are available
- Templates to quickly compose new messages
- Attach location coordinates to any message
- Subscribe to Alert Topics or public feeds
- Execute pre-programmed Custom Actions

## Other Mobile Features

### Map-Based Location Tracking with Directions

HipLink Mobile offers the ability to send alerts containing mapped target locations with updates. Alerts are shown in the User's Inbox with a map detail to see each User's current location and provide directions. The view updates in real-time for everyone enroute to the incident.

### Audit Trail and Full Traceability

The HipLink server provides a full audit trail for all server-to-device and device-to-device communications. Any message can be traced and its dispatch status can be tracked from a single, easy to follow report panel. These reports can be exported and saved.

### Custom Actions & Quick Actions

HipLink allows you to script any action and make these actionable scripts available to a User as a Response Action on the mobile device. The Custom Actions are presented as forms. From a dynamic component, data is entered into the fields on the form defining the desired action.

### General Policy

The Administrator can set General Policy at either a global or individual level for customization of the end-user experience. The controls allow the customization of the start-up screen when the user logs in. This includes the contacts screen, message templates, or custom actions. A permanent session can also be enforced and logout options disabled. General Policy can control all mobile functionality at any level.

### Remote Device Management

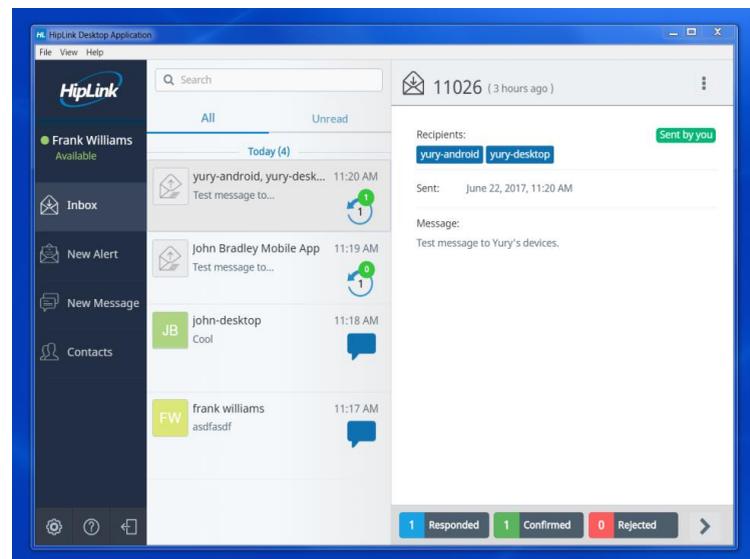
Administrators can have complete control over the HipLink app from the interface and can revoke a key or login access, and delete all or selected data stored in the application



## DESKTOP POP-UP FEATURES

The Desktop Client can be either a stand-alone app or a companion to the mobile client. One login can activate either one. It has a dedicated inbox for messages with a secure communication layer that is TLS based and is established after a proper authentication procedure with full message confidentiality and integrity checks.

- Send highly secure messages and alerts to any HipLink receiver and/or Group with or without the app
- Peer-to-peer communication for easy chat back and forth
- All messages and attachments are saved in an encrypted container - fully HIPAA/CJIS/FERC compliant
- Ability to receive 1-way or 2-way notifications with 1-click for 2-way responses
- Set custom alert tones by message type for easy recognition of different levels of severity
- Persistent alerting for emergency notification



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