InformaCast®
PRODUCT GUIDE

singlewire software

2023

Table of Contents

The InformaCast Difference

Within this guide, you will find a detailed overview of what makes InformaCast one of the most powerful safety and communication solutions on the market. Leveraging robust mass notification and incident management capabilities, InformaCast helps your organization reach all of its people and have the tools to handle any kind of crisis from start to finish.

DETECT THREATS

Set up one-touch activation and automated alerts to deliver notifications the moment an issue arises.

NOTIFY EVERYONE

Deploy intrusive audio, text, and visual alerts throughout your building and to mobile devices so no one misses a message, no matter where they are or what they are doing.

MANAGE INCIDENTS

Leverage a complete toolset to enhance your emergency response with real-time insights, virtual collaboration, digital safety resources, and reporting.

Here's what our customers say about their experience with InformaCast:

"We weren't aware of what we had at our disposal, and as soon as they started diving into it, we found out we were sitting on a gold mine."
        - Tracye Mathis, Telecommunications Manager at Mobile County Public Schools

"The tool itself [InformaCast] proved to be the most effective communication tool I've seen in my career."
        - Vaughn Edsall, Physical Security and Safety Manager at Church Mutual Insurance

"We have InformaCast because it will save lives."
        - Sam Small, Director of Information Technology at Centralia College

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Emergency Notification

Critical messages delivered at a moment's notice

AUTOMATED AND MANUAL TRIGGERS

- Set up sensors or monitor specific information feeds to automatically send alerts when activated.

- Press a button, use the InformaCast app or web interface, or dial a pre-configured code on your desk phone to send pre-built alerts throughout your organization.

TEXT, AUDIO, AND VISUAL ALERTS

- Connect to technology you already own to deliver notifications as text, audio, and visual alerts to interrupt ongoing activities and grab people's attention.

ON-SITE AND MOBILE NOTIFICATIONS

- Send notifications throughout your buildings and to mobile devices so no matter where someone is, they can receive a critical alert.

GROUPS AND ZONES

- Create distribution groups to reach everyone or just specific groups like security teams.

- Designate specific zones, such as floors, wings, or particular buildings to alert a specific area without disturbing your entire organization.

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Mobile Notification

Reach people wherever they are

MASS TEXT, EMAIL, AND PUSH NOTIFICATIONS

- Expand your notification reach beyond your buildings with messages delivered as SMS text, emails or push notifications.

MOBILE PANIC BUTTON

- Create mobile panic buttons to appear within the InformaCast app. When a user activates a button, safety teams are notified with the person's location and the person then receives instructions and can connect with safety teams via a phone call directly from the app.

> *The mass notification capabilities it offers made it easy to reach everyone with accurate information to quickly resolve incidents and maintain calm."*
>
> *- Matthew Stein, President of Freedom Fest*

REAL-TIME RESPONSES

- Notifications can be sent asking for a response to understand who is safe and who needs assistance.

COMPLETE INCIDENT MANAGEMENT

- From the InformaCast app, designated administrators can create notifications, launch preconfigured scenarios, and manage incidents from start to finish.

Desktop Notification

Initiate and receive alerts from desktops

DESKTOP APP

- The cloud-based InformaCast desktop app can deliver text and audio notifications to your people whether they are on-site or remote.

- Organization-wide alerts can also be initiated from the desktop app.

DESKTOP NOTIFIER

- Organizations that only need to reach devices on their network can use InformaCast Desktop Notifier to display messages as full-screen pop-ups, scrolling tickers, toast, and tray notifications.

TEXT AND AUDIO CUSTOMIZATION

- Desktop notifications can be customized to match your organization's colors and include pre-recorded audio, making it clear the message is coming from a trusted source.

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Incident Management

Prepare for every step of a crisis

SCENARIO PLANNING

- Build custom scenarios within InformaCast that outline your unique emergency response steps for any critical event, including active shooters, severe weather, medical emergencies, and more.

VIRTUAL COLLABORATION

- Send notifications that invite people to join a conference call or virtual collaboration space using Webex or Microsoft Teams to quickly assess an emergency situation and deploy a response.

ROLL CALL

- Account for everyone during an emergency to understand where people are, who is safe, and who may be missing.

ALL CLEAR

- Resume operations quickly with "All Clear" messages sent throughout your facilities and to mobile devices so everyone knows when the threat has passed.

REPORTING

- Collect and view data after an incident to determine how effective your response was, including if all notifications successfully reached their intended people and devices.

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Paging

Leverage the power of intrusive audio

LIVE AND RECORDED AUDIO

- Utilize your overhead paging systems, IP speakers, and desk phones to deliver live and recorded audio pages throughout your facilities to grab people's attention.

PUSHTOTALK

- Facilitate easy and immediate communication between multiple parties or on a one-to-one basis with the press of a button on devices including full-duplex intercoms.

LEGACY PAGING SYSTEM INTEGRATION

- Connect your legacy analog paging systems with modern solutions for cost-effective communication that reaches everyone.

PAGING GATEWAY

- Deliver audio communications to remote sites with this cost effective solution.

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Bell Systems

Automate daily tasks

SCHOOL BELLS

- Use existing overhead speaker systems to play a wide variety of audio tones, bells, or music and allow for exceptions for weeks impacted by exams, holidays, or late starts.

DAILY ANNOUCEMENTS

- Automate audio for regular announcements and reminders.

SHIFT CHANGES

- Facilitate smooth shift changes and other routine events with custom bell tones and volume.

NIGHT BELL

- Alert off-hours workers about important calls with tones played throughout your building's overhead paging system or desk-phone network.

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Panic Buttons

Enable staff to immediately request assistance

INFORMACAST APP

- Configure a panic button on the InformaCast app to request assistance when an issue arises.

- Security personnel will be notified and receive the location of the person who pressed the button to send help quickly.

PHYSICAL DEVICE INTEGRATION

- Integrate InformaCast with physical, mounted devices such as Power over Ethernet (PoE) panic buttons placed throughout your building.

WEARABLE DEVICES

- Wearable badges with discreet buttons can integrate with InformaCast to request help wherever someone is within your buildings.

KEYBOARD SHORTCUTS

- Configure keyboard shortcuts to serve as panic buttons with the InformaCast desktop app.

DESK PHONE SOFT KEYS

- Make panic buttons easily accessible by configuring soft keys on desk phones to easily launch lockdowns, evacuations, or signal that someone is in danger.
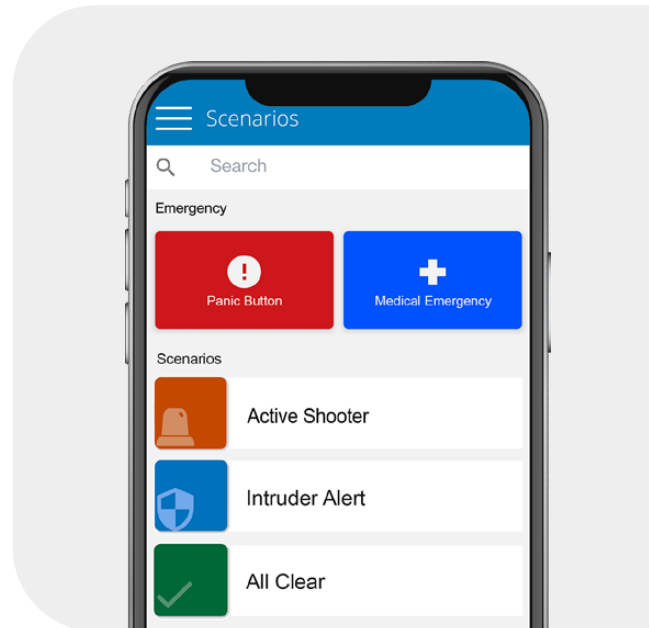
Active Shooter Safety

Keep your people protected

IMMEDIATE RESPONSES FOR INCIDENT MANAGEMENT

- Reach everyone with intrusive text and audio messages sent to on-site and mobile devices.

- Monitor for 911 calls dialed within the building to know the moment an incident has occurred.

- Designate specific messages for particular groups such as security and administrators.

LOCKDOWN AND EVACUATION

- Send messages and manage lockdowns or evacuations.

- Connect to door access control systems to lock doors automatically.

ROSTERING AND REUNIFICATION

- When the threat has passed, carry out an organized reunification process, while documenting every step.

GUNSHOT DETECTION

- InformaCast integrates with leading gunshot detection solutions to initiate notifications when a gun is fired in or near your facilities.

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911 Alerting

Know the moment an incident occurs

AUTOMATED ALERTING

- Set up automated alerts for when 911 is dialed from a landline phone within your facilities.
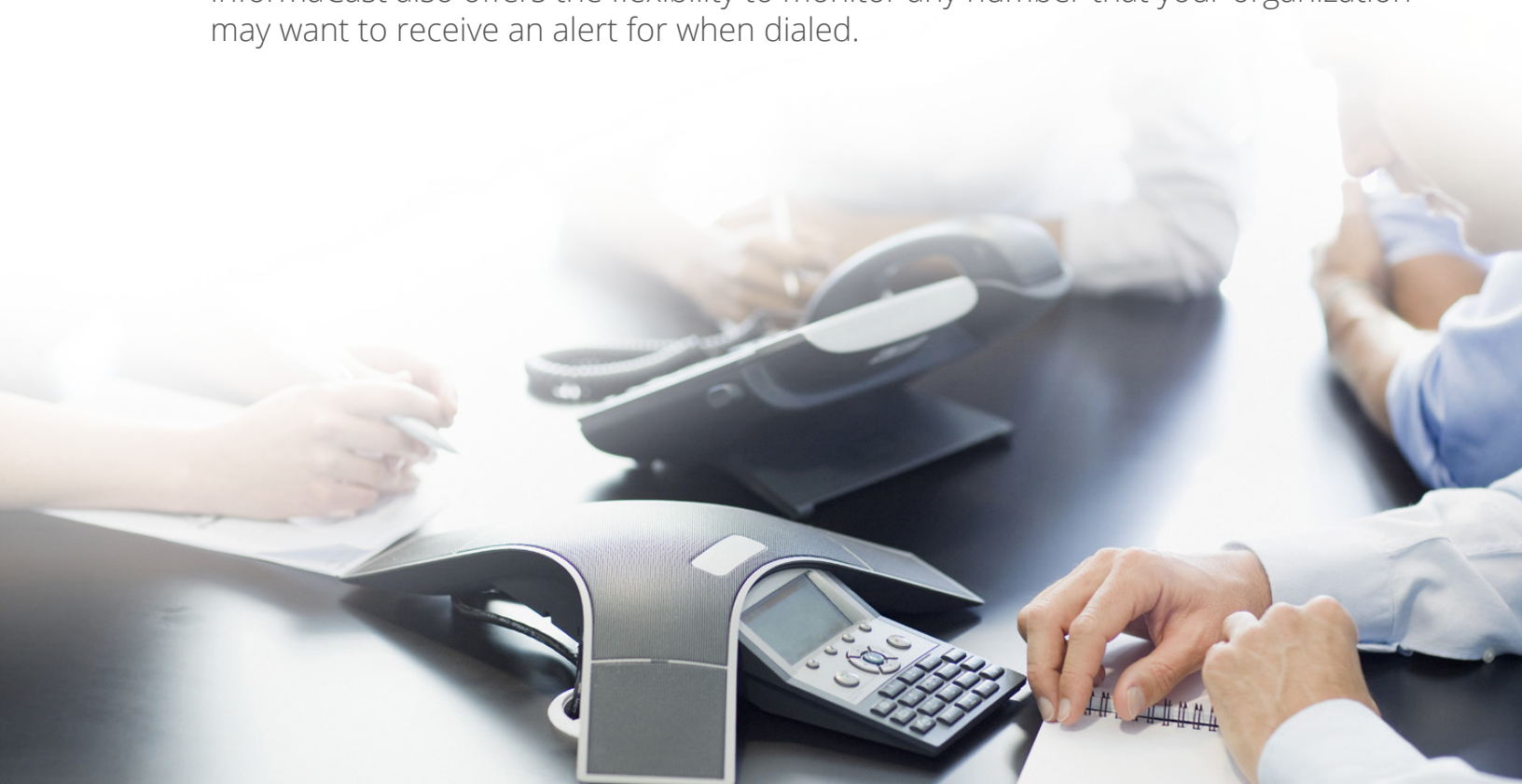
CALL LISTENING AND RECORDING

- Record 911 calls when they are placed and listen to in-progress calls to understand the situation as it unfolds.

EMERGENCY CALLING

- When a notification is initiated, send simultaneous messages to your response teams and a public safety answering point (PSAP) which can dispatch first responders.

MORE THAN 911

- InformaCast also offers the flexibility to monitor any number that your organization may want to receive an alert for when dialed.

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Severe Weather Alerting

Stay ahead of potential disasters

NATIONAL WEATHER SERVICE MONITORING

- Know the moment severe weather approaches with the ability to monitor Common Alerting Protocol (CAP) feeds from the National Weather Service.

ON-SITE AND MOBILE ALERTS

- If severe weather impacts your operations, use intrusive text, audio, and visual alerts delivered to on-site and mobile devices to alert people wherever they are and keep them out of harm's way.

IPAWS ALERTING

- Broadcast messages via the Integrated Public Alert and Warning System (IPAWS), to extend alerts beyond InformaCast users.

  Please note: IPAWS functionality requires FEMA approval to use.

Visitor Management

Secure visitor screening and check-in

Add visitor screening to your safety toolset with Visitor Aware from Singlewire Software. Visitor Aware works with InformaCast to add another layer of protection to your organization.

VISITOR CHECK-IN AND CHECK-OUT

- Leverage hardware your organization already has on hand to screen every visitor that comes through your doors.
- Continually updated encrypted facial recognition means fewer false positives than competitive solutions.

VOLUNTEER MANAGEMENT

- Leverage custom volunteer applications to provide quick and easy information collection.

BACKGROUND VERIFICATION

- Immediately validate visitors and volunteers against national sex offender databases, government watchlists, and active legal injunctions.
- Maintain a list of banned visitors who should be flagged when trying to check in to prevent known offenders from gaining access.
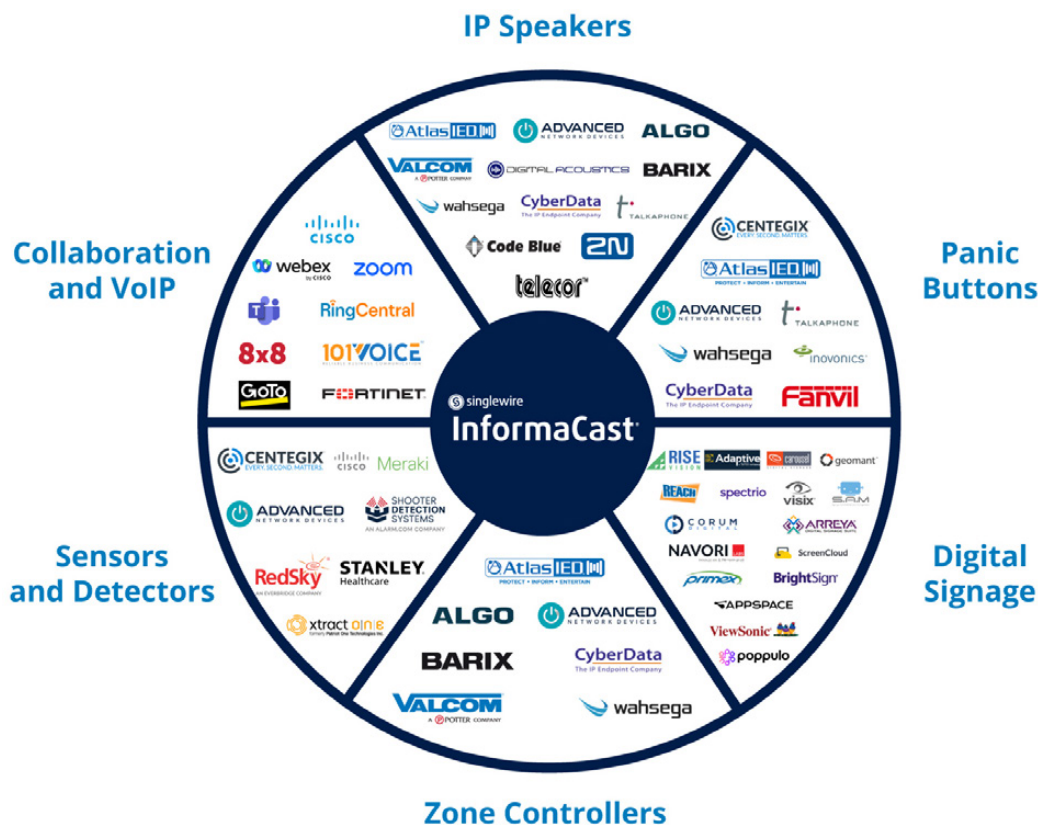
Visit www.singlewire.com/visitor-aware to learn more about **Visitor Aware.**

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Technology Integrations

Unify every device and system

COMPATIBLE DEVICES

- InformaCast can connect to a wide array of devices to consolidate management into a single system and add value to existing technology investments by leveraging them for safety.

COMPATIBLE SYSTEMS

InformaCast offers more flexibility to fit into any kind of environment. Compatibility with a wide range of UCaaS phone systems and collaboration tools address modern needs.

- Collaboration tools (Webex and Microsoft Teams)

- Unified Communications and VOIP (Cisco, Zoom, Poly, Jive and more)

This is a general overview of compatible devices and systems. For a full list of partner vendors and compatible devices and systems, visit www.singlewire.com/technology-integrations.

Administration and Usability

Easily reach everyone

ADD USER INFORMATION

- Each InformaCast Fusion user can have multiple phone numbers, emails, and devices associated with their profile.

- Use Active Directory or other LDAP directories to keep your user information automatically synchronized.

- No matter how large your organization is, you can run a bulk upload of user information with the User Loader tool.

- Schools and districts can take advantage of integrating InformCast with their Student Information System to upload users instead of using the User Loader tool.

- Users can also take advantage of self-registration and self-service to receive the notifications that are most relevant to them, relieving the administrative burden.

TARGET YOUR NOTIFICATIONS

- Create groups to send select messages to reach the right people.

- Designate zones to deliver messages to a specific building, wing, or floor without disrupting other areas.

> *It makes it much easier for our team members who have to use these tools. They only need to bookmark one page and remember one log in. They only need to train and conduct testing on one system."*
>
> *- Hailie Roark, computing and information services project manager and senior infrastructure administrator at Reed College*

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Professional Services

Partnering to ensure your success

We're invested in your success, which is why our engineers and implementation specialists work with you to build a tailored onboarding plan to ensure your experience with InformaCast gets started on the right foot. Our Customer Success team has created a proven four step process to ensure your deployment objectives are delivered in a timely manner.

1. PLANNING

- Before we begin, we ensure your environment, technology, and personnel are ready for a successful deployment.

2. VALIDATION

- Before scheduling implementation sessions, we'll make sure you understand the time and resources required to move through the deployment phase quickly.

Customer Satisfaction Score of

4.8 out of 5

on completed services/projects

3. DEPLOYMENT

- With a detailed plan in place, experienced engineers work side-by-side with your staff to efficiently install and configure your software.

4. TRAINING

- Detailed administrative and end-user training sessions ensure your staff is familiar with and comfortable using your new software.

TOOLS FOR SUCCESS

- After our initial work, we will share feature updates, best practices, and on-demand resources so you get the most out of your investment.

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Architecture and Security

Deploying a tool that works when it matters most

RELIABLE NO MATTER WHAT

- Have peace of mind that your notifications will reach your audience during critical situations.

- InformaCast Fusion uses a hybrid-cloud architecture where the "brains" are in the cloud and the Fusion Server Appliance resides on your network.

- High Availability includes Fusion Failover for data center resiliency, Survivable Remote Site Notification to provide limited functionality should your WAN connection fail, and Distributed Activation to spread the notification workload across multiple InformaCast Fusion Servers.

SCALABLE DEPLOYMENT

- InformaCast Fusion is built for growth, whether your organization is trying to reach 100 people or 100,000.

PRIORITIZED SECURITY

- Messages are encrypted in transit and at rest.

- Domains and permissions mean only those with the given authority can trigger certain messages.

- Independent third party testing is conducted on a regular basis to ensure InformaCast Fusion is built to withstand current security threats.

Conclusion

InformaCast is the leading mass notification and incident management solution used in thousands of organizations around the world to enhance safety and communication. Schools, universities, hospitals, manufacturing facilities, government agencies, and business all use InformaCast to manage emergency situations, share critical information, and improve daily processes and procedures. With InformaCast, you'll have a complete solution to ensure every step of your emergency plan is followed, and every person gets the information they need to stay safe.

SCHEDULE A DEMO

Visit www.singlewire.com/demo to learn more about InformaCast, or contact our sales team at sales@singlewire.com or 608-661-1140, Option 1.

AN INDUSTRY-LEADING, AWARD-WINNING SOLUTION

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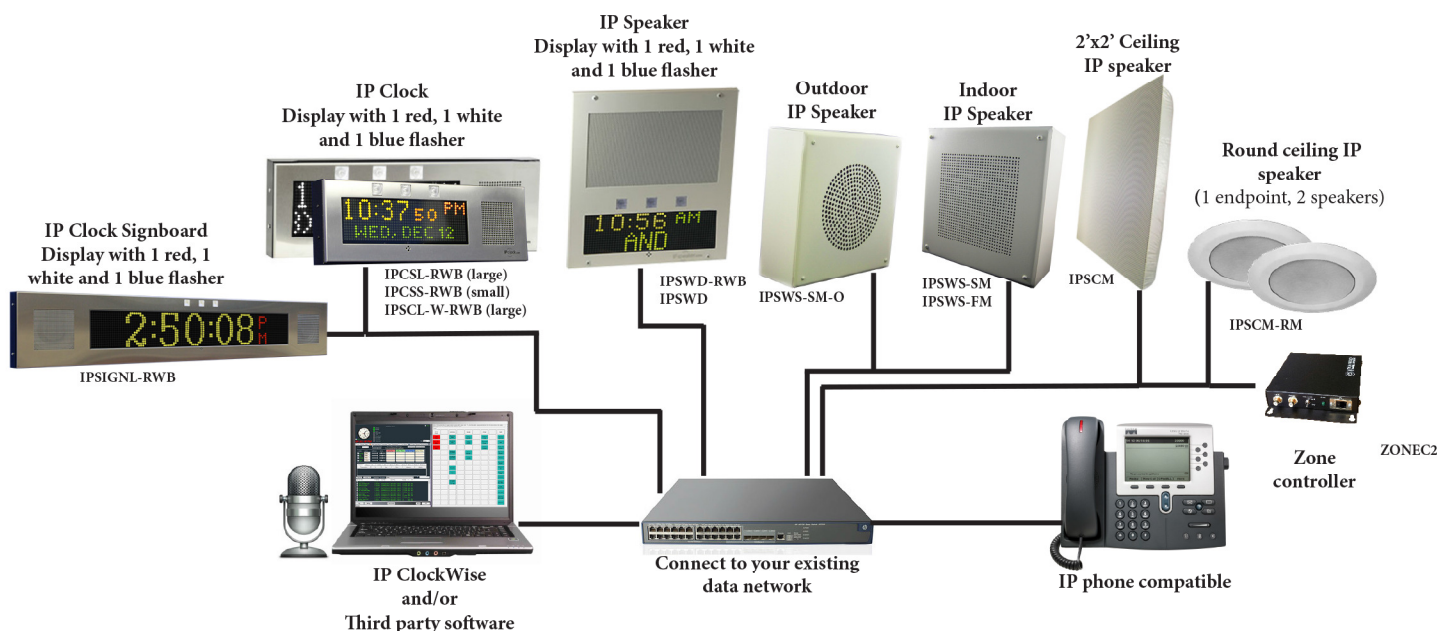
*A*dvanced Network Devices (AND) is committed to providing feature rich, intelligent network devices for use in commercial applications. IP is a perfect solution for clock/intercom systems and mass notification, allowing users to have full supervision and reporting of all end point devices.
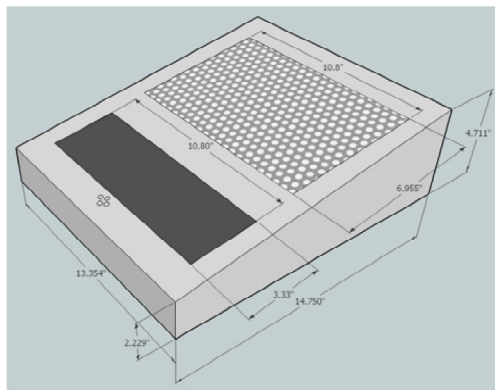
All AND Gen2 products support:
- Simple field upgrade ability.
- Built-in web servers for administration and maintenance.
- GPIO (General purpose I/O) for sensing conditions and controlling remote signals.
- Clock and scrolling text (on models which include a display).
- Power and control over one cable using PoE (Power Over Ethernet) and PoE+ (the new higher power standard)
- Most models have a microphone for bidirectional communication/intercom, remote monitoring, and system test.
- Interoperation with Cisco VoIP network and phones. Built in SIP functionality makes each device look like a phone extension.
- Sound Masking
- Individual device or group accessability

IP Speaker
Display with 1 red, 1 white and 1 blue flasher

IP Clock
Display with 1 red, 1 white and 1 blue flasher

Outdoor IP Speaker

Indoor IP Speaker

2'x2' Ceiling IP speaker

Round ceiling IP speaker
(1 endpoint, 2 speakers)

IP Clock Signboard
Display with 1 red, 1 white and 1 blue flasher

IPCSL-RWB (large)
IPCSS-RWB (small)
IPSCL-W-RWB (large)

IPSWD-RWB
IPSWD

IPSWS-SM-O

IPSWS-SM
IPSWS-FM

IPSCM

IPSCM-RM

IPSIGNL-RWB

IP ClockWise and/or Third party software

Connect to your existing data network

IP phone compatible

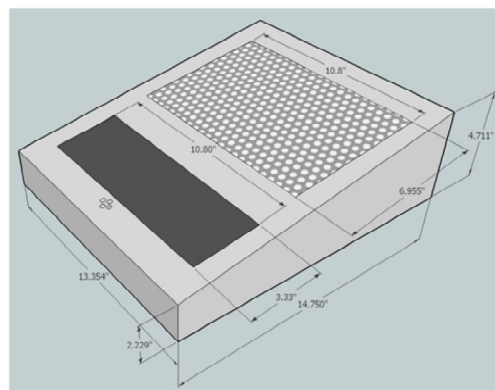Zone controller

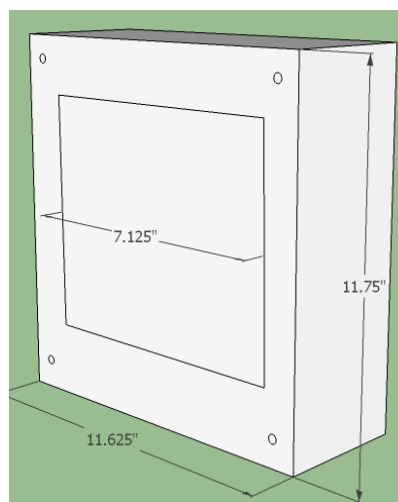ZONEC2

IPSWD
IP Speaker (With Display)

Features

- 8" high efficiency PA speaker
- Approx. 13"x15"x 5"
- Standard multicolor LED display
- Send audio and/or scrolling text to individual devices, all devices or groups of devices with IP ClockWise or third party mass notification software
- Built-in microphone for two way communication
- Auto-synchronizing clock with scrolling text display and date feature
- Built-in sound masking
- Backbox mounting options available: Flush or surface mount
- 2 inputs, 1 output

IPSWD-RWB
IP Speaker (With Display)
and Flashers

Features

- 8" high efficiency PA speaker
- Approx. 13"x15"x 5"
- Standard multicolor LED display
- Send audio and/or scrolling text to individual devices, all devices or groups of devices with IP ClockWise or third party mass notification software
- Built-in microphone for two way communication
- Auto-synchronizing clock with scrolling text display and date feature
- Built-in sound masking
- Individually controllable flashers- 1 red, 1 white, 1 blue
- Backbox mounting options available: Flush or surface mount
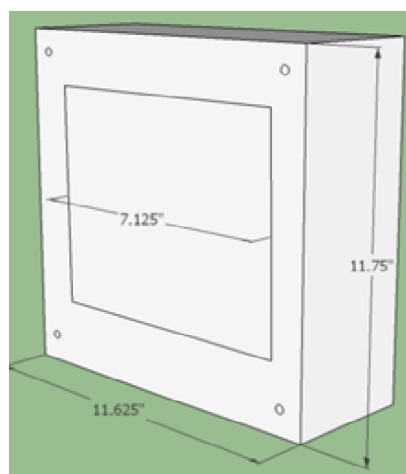- 2 inputs, 1 output

IPSWS-SM
IP Speaker- Surface Mount

Features

- 8" high efficiency PA speaker

- Approx. 12"x12"x 4"

- Send audio to individual devices all devices or group of devices with IP ClockWise or third party mass notification software.

- Built-in sound masking

- Built-in microphone for two way communication
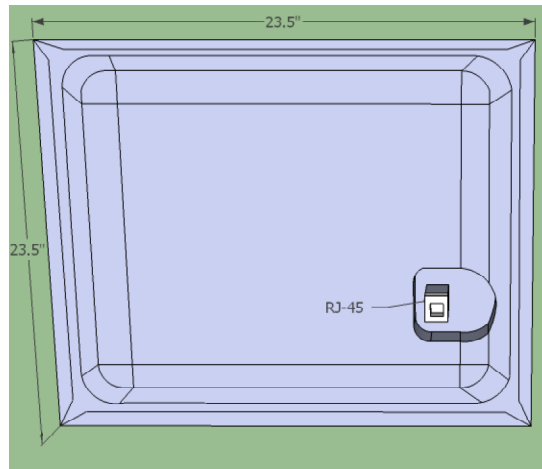
IPSWS-FM
IP Speaker - Flush Mount

Features

- 8" high efficiency PA speaker

- Approx. 12"x12"x3"

- Send audio to individual devices all devices or group of devices with IP ClockWise or third party mass notification software.

- Built-in sound masking

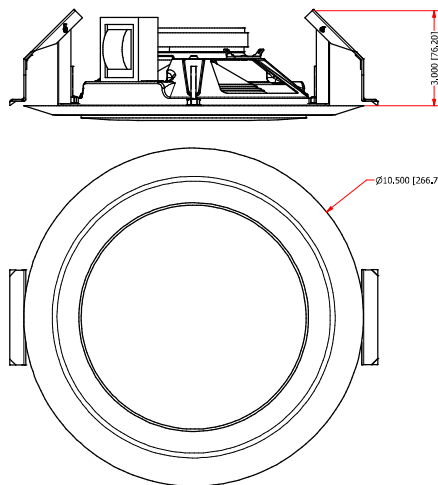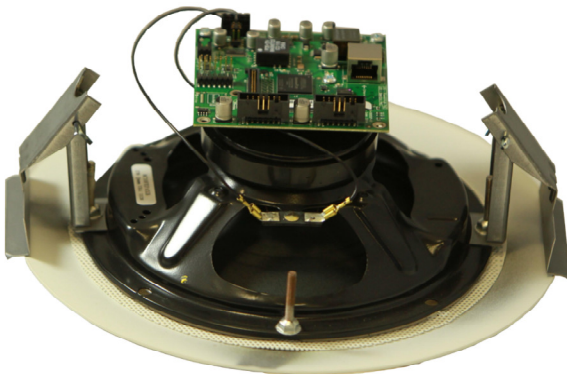- Built-in microphone for two way communication

IPSCM
2"x2" Ceiling IP Speaker

Features

- 8" high efficiency PA speaker

- Approx. 2'x2'x3"

- Drop in replacement for a standard 2'x2' ceiling tile

- Send audio to individual devices, all devices or group of devices with IP ClockWise or third party mass notification software

- Built-in sound masking

- Built -in microphone for two way communication

IPSCM-RM
Round Ceiling IP Speaker

Features

- 8" High efficiency PA Speaker

- Approx. 10.5" diameter

- 1 endpoint, 2 speakers

- Send audio to individual devices, all devices or group of devices with IP ClockWise or third party mass notification software

- Built-in sound masking

- Installs in drop ceiling or drywall

- 2 inputs, 1 output

- Independent line in

- Can be configured to send line in audio to the speaker and/or broadcast to additional speakers

IPspeaker

ADVANCED NETWORK DEVICES

IPSWS-SM-O
Outdoor IP Speaker

Features
- PoE (Power over Ethernet)
- Approx. 11.5"x 11.5"x 4"
- Weather resistant
- Full multicast and broadcast support. Send audio to individual, multiple or all devices simultaneously
- Field upgradable
- Configurable volume

ZONEC2
Zone Controller 2

Features
- PoE or PoE+ (Power over Ethernet)
- Approx. 6" x 6" x 1.25"
- Connects directly to amplifier
- Make existing speakers IP addressable
- Unbalanced line level in/out
- Provides a complete solution for larger areas with multiple devices
- Built-in sound masking
- Wall mount capability
- Power indicator LED
- 8-ohm speaker level ouput
- 2 general purpose inputs, 1 general purpose output (12V option)
- Microphone input

IPCSS-RWB
IP Clock - Small
with Flashers

Features

- 4" High efficiency PA Speaker

- Approx. 18"x6"x 2"

- Standard multi-color LED display

- Send audio and/or scrolling text to individual devices, all devices or group of devices with IP ClockWise or third party mass notification software

- Built-in microphone for two way communication

- Auto-synchronizing clock with scrolling text display and clock function

- Built-in sound masking

- Individually controllable flashers, 1 red, 1 white, 1 blue

- Timer display

IPCSL-RWB
IP Clock - Large
with Flashers

Features

- 8" High efficiency PA Speaker

- Approx. 24"x9"x 4"

- Standard multi-color LED display

- Send audio and/or scrolling text to individual devices, all devices, or group of devices with IP ClockWise or other mass notification software

- Built-in microphone for two way communication

- Auto-synchronizing clock with scrolling text display and clock function

- Built-in sound masking

- Individually controllable flashers, 1 red, 1 white, 1 blue

- Timer Display

IPCSL-W-RWB
IP Clock - Large with Flashers and White LED Display

Features

- 8" High efficiency PA Speaker

- Approx. 24"x 9"x 4"

- Bright-white LED display for extended readability

- Send audio and/or scrolling text to individual devices, all devices, or group of devices with IPClockWise or other mass notification software

- Built-in microphone for two way communication

- Auto-synchronizing clock with scrolling text display and clock function

- Built-in sound masking

- Individually controllable flashers, 1 red, 1 white, 1 blue

IPSIGNL-RWB
IP Clock - Large Signboard with Flashers

Features

- Two 8" High efficiency PA Speakers

- Approx. 52"x9"x 4"

- Standard multi-color LED display

- Send audio and/or scrolling text to individual devices, all devices, or group of devices with IPClockWise or other mass notification software

- Built-in microphone for two way communication

- Auto-synchronizing clock with scrolling text display and clock function

- Built-in sound masking

- Individually controllable flashers, 1 red, 1 white, 1 blue

IPclock

ADVANCED NETWORK DEVICES

IPCDS-RWB
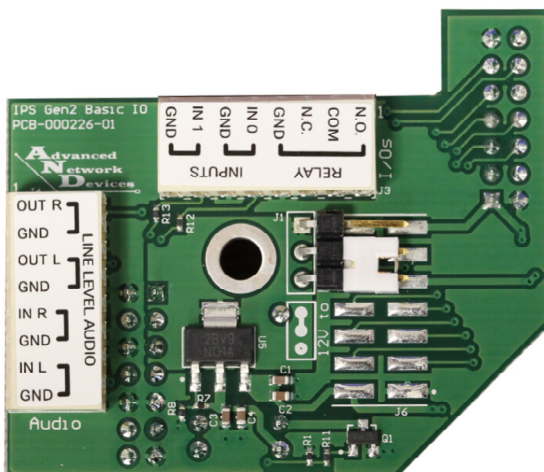### IP Clock - Double Sided Small Clock with Wall Mount and Flashers

Features

- Two 4" High efficiency PA Speaker
- Approx. 23"x 6"x 6"
- Standard multi - color LED display
- Send audio and/or scrolling text to individual devices, all devices or group of devices with IPClockWise or third party mass notification software
- Built-in microphone for two way communication
- Auto-synchronizing clock with scrolling text display and clock function
- Built-in sound masking
- Individually controllable flashers, 1 red, 1 white, 1 blue

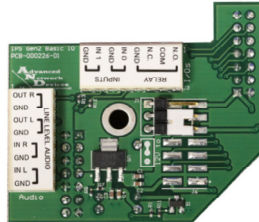## AND-PIA-1
Peripheral Interface Adapter

Features

- Use with 18-22 AWG stranded or solid core wire
- Output relay functionality tested to operate with the System Sensor strobe (IPSTROBE-ACCY)
- Makes any combination of the following signals available:

  -Line level audio in/out

  -2 General purpose inputs

  - General purpose output relay (with 12VDC option)
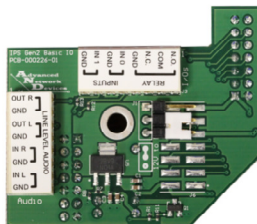- Easy to install; no tools required

AND-BTN-KIT-1
Call Button Kit

Features

- Includes call button, faceplate, and peripheral interface adapter board (AND-PIA-1)

- Button diameter is .6" (15mm)

- Faceplate is 4.5"x 2.75" for installation with any standard single gang junction box

- Faceplate is 16 gauge polished stainless steel

- Use 18 AWG stranded or solid core wire pair to connect call button to peripheral interface adapter.

- AND-PIA-1 also includes "poke-home" access to these device signals:

    -Line level audio in/out

    - General purpose output relay (12 VDC option)

    - 1 additional general purpose input

- Vandal proof screws included to increase security

AND-STROBE-KIT-1
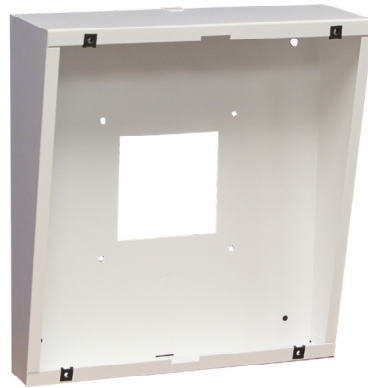### Strobe Kit

Features

- Includes wall-mountable strobe and peripheral interface board (AND-PIA-1)

- PoE+ recommended

- Strobe is approximately 5"x 6"x2.5"

- 15 and 15/75 candela settings available

- Mounts to a single gang, 4" square double gang, or 4" octagon junction box

- Use 18 AWG stranded or solid core wire pair to connect strobe to peripheral interface adapter.

- Peripheral interface board also includes "poke-home" access to these device signals

    - Line level audio in/out

    - 2 general purpose inputs

IPS-FM1 & IPS-SM-1
Flush and Surface Mounts for the
IPSWD and IPSWD-RWB

Flush

Surface

Features

- Surface Mount Enclosure

    - Mounts directy onto the wall

    - Approx. 13"x 15"x 5"

    - 3.5 pounds

    - Powder-coated 22 gauge galvanized steel

    - Wire knockouts provided where required

- Flush Mount Enclosure

    - Mounts inside the wall

    - Approx. 14.5"x 11.5"x 3.75"

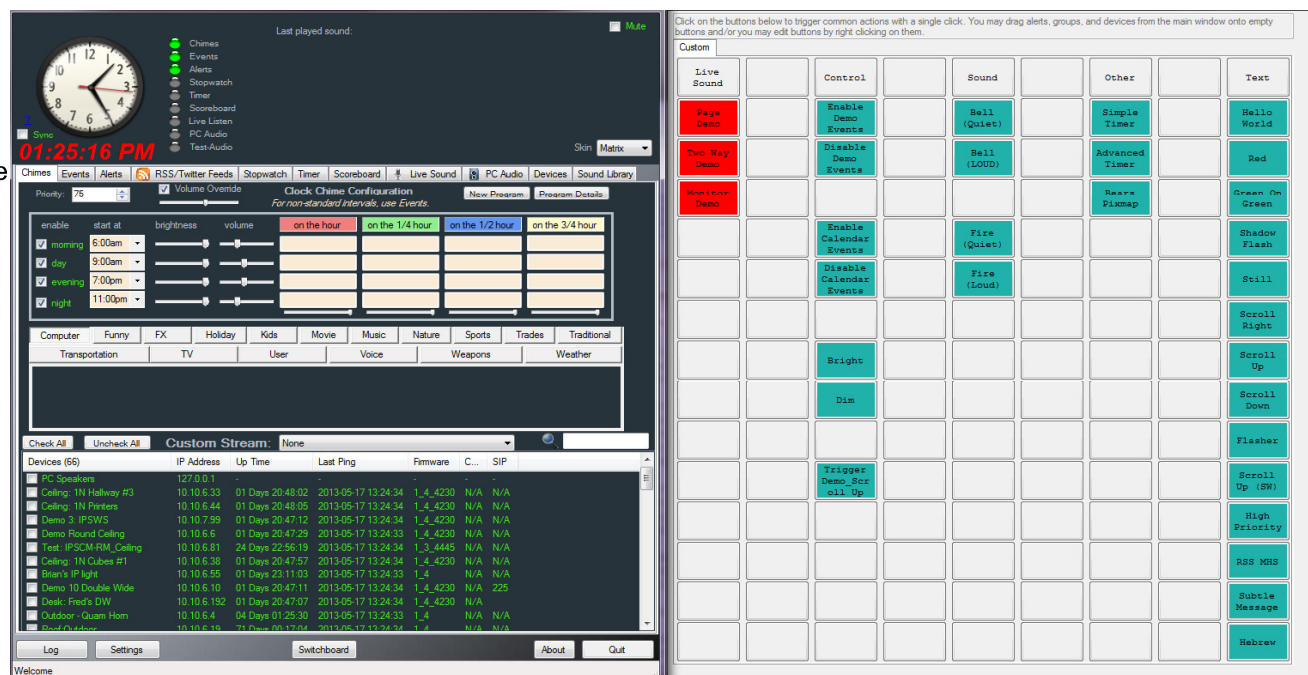   - 3 pounds

    - 22 gauge galvanized steel

Wood Frame
for IPCSS-RWB

Features

- Fits the IPCSS-RWB clock model

    - Approx. 23"x 11"x 2.5"

    - 2 pounds

- Easy to install, magnets secure the frame around the device

- Tether wire included for additional security

Programmable Schedule

Virtual Switchboard

Network IP Devices

Preview of IPClockWise

Features

- Runs in the background with virutally no CPU

- Configurable groups and zoning with volume override capability

- Allows for paging, two way communication/intercom, and monitoring

- Programmable clock chimes and bell scheduling

- Page to any device or group of devices

- Can send text and/or audio to individual devices, all devices, or group of devices

- Built-in ability to upgrade AND devices

- Optional User and Administrative passwords.

- Immediately detects AND devices (IP clocks and IP speakers) or defaults to the PC speakers.

- Built-in Scoreboard functionality allows you to manage the game time, possessions and score on a user friendly interface

- Display RSS/Twitter/News/Weather/Stock Feeds

- Schedule text/audio events for one or more devices

- Configurable virtual switchboard for push button access to alerts and paging

- Stream PC audio (Media Player, YouTube, Pandora, etc.) playable to devices

- Allows complete audio control over devices. Ability to import sound files to library

- Design your own graphics. Import bitmaps, jpegs, etc. which can be scheduled to display like other text messages.

- Send countdown or count up timers to one or many devices