



HipLink Mobile App Overview



Wireless Messaging & Paging Software

HipLink Mobile & Desktop Powerful App for Law Enforcement

When responding to emergencies every day, an agency needs a powerful, secure system for communicating to responders, special teams, SWAT, hostage negotiation, outside agencies and more. The FirstNet Certified® HipLink Mobile app is as an alternative to SMS with secure chat that allows for conversational messaging with full audit trail and alerts from CAD.

HipLink Mobile is a paging & communication solution for critical messages and notifications that public safety agencies all over the country trust to deliver messages. The encryption employed meets the highest security standards and the app is CJIS compliant.

The app has advanced messaging features including the ability to override phone settings, see location tracking on a map, one-click responses, and many more. Combined with the secure and easy to manage HipLink server platform, HipLink Mobile improves overall communication throughout the organization, regardless of location.



Why HipLink Mobile?

Faster Alerts – Better Coordination – Full Situational Fluency – Easier on Dispatch

Requirements for law enforcement have become more complex and dispatch is typically understaffed, so agencies are looking for solutions to support the environment they find themselves in.

It's becoming important for teams to have powerful tools for self-coordination whether it's a tactical group, search and rescue, animal control, etc. This relieves dispatch from being in the middle and the potential delays that come with it.

With HipLink Mobile, teams can see where everyone is at either on the way to an incident or, onsite for better command coordination.

Because HipLink can be integrated directly with CAD, notifications are automatic and fast.

Usage Examples for Law Enforcement

- Mobile application for encrypted collaboration with mapping and team location
- Tactical Unit coordination like SWAT, hostage negotiation, aviation events, bomb squad, K-9 units, harbor or marine patrol unit, cybercrime units, animal control or protection, etc.
- CIT Officer de-escalation response coordination
- Use of Force notifications
- Mental or Behavioral Health coordination for joint response
- Homeless advocate coordination
- Interoperability with secure communication to outside agencies, organizations, or stakeholders
- Overtime coverage both unplanned shift coverage and special events
- Documentation for e-discovery



HipLink Mobile & Desktop

Powerful App for Law Enforcement

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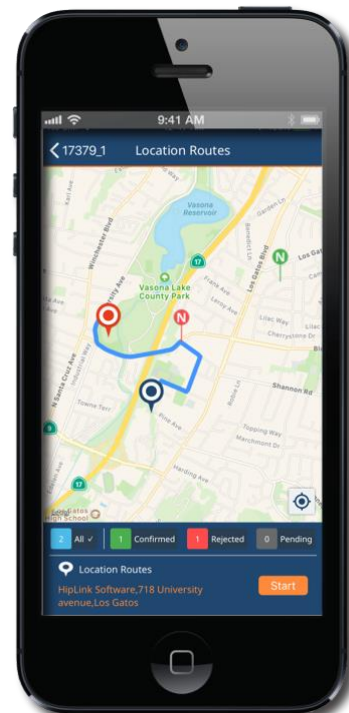
Mobile App Features

HipLink Mobile - Advanced

- Dedicated Inbox for Alert Messages
 - Fully secure, encrypted messages
 - HIPAA & CJIS Compliant
 - Certified by FirstNet®
 - Supports both cell data or Wi-Fi networks
 - Send and receive file attachments
 - Persistent alerting overrides phone settings
 - 5 severity levels with user-defined tones
 - One-click confirm or reject a message
 - Control location tracking with easy on/off
 - Message Reminder for unread messages
 - Quickly mute tones to vibrate
 - Control user availability by toggling between “available” and “not available”
- Secure chat allows for conversational messaging with other HipLink users
 - Templates to quickly compose new messages
 - Attach location coordinates to any message
 - Supports both standard and secure messages from the app to any other device or desktop, including SMS, pagers etc.
 - Send *Quick Alerts* for 1-click, fast execution
 - Wi-Fi voice calling or Video Calling are available
 - Subscribe to Alert Topics or public feeds

Map-Based Location Tracking with Directions

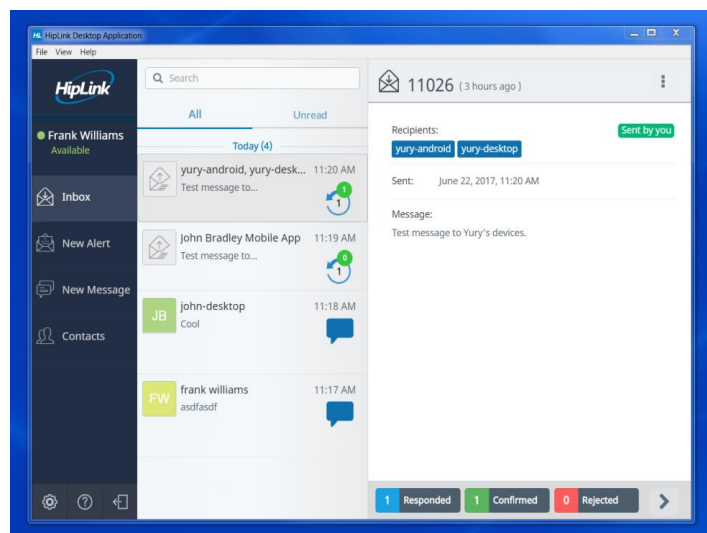
HipLink Mobile offers the ability to send alerts containing mapped target locations with updates. Alerts are shown in the User’s Inbox with a map detail to see each Users current location and provide directions. The view updates in real-time for everyone en route using map-based location tracking with directions.



Desktop Client Features

The Desktop Client is 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 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



HipLink Software

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