

ScreenBeam Alert Plus

Deployment Guide

Version: 1.3

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Part I Planning

This deployment guide covers the deployment for ScreenBeam Alert Plus.

Alert Plus is a premium feature available in the [Administrative Tools](#) subscription offering.

Alert Plus is an extended use of ScreenBeam CMS Enterprise's Alert feature. iOS and Android apps provide an interface to issue and manage alerts on mobile devices. With ScreenBeam Alert Plus, you can send an alert to ScreenBeam receivers in your organization from anywhere and at any time.

This section provides a summary of requirements for devices and network.

1.1 Basic

Follow these guidelines for Alert Plus deployment:

- Ensure Internet access is available.
- Prepare a ScreenBeam Cloud account with **CMS Administrator**, **License Manager**, and **Alert Plus Administrator** privileges.
- An Administrative Tools license is required to be activated on the ScreenBeam Cloud.
- ScreenBeam CMSE (4.4.14.0 or later) is deployed and is connected to ScreenBeam Cloud service.
- ScreenBeam 1xxx series receiver is installed with firmware 11.x.17.0 or later.
- Ensure that the necessary components have access to ScreenBeam Cloud: <https://cloud.screenbeam.com/> and the site is whitelisted from SSL decryption.

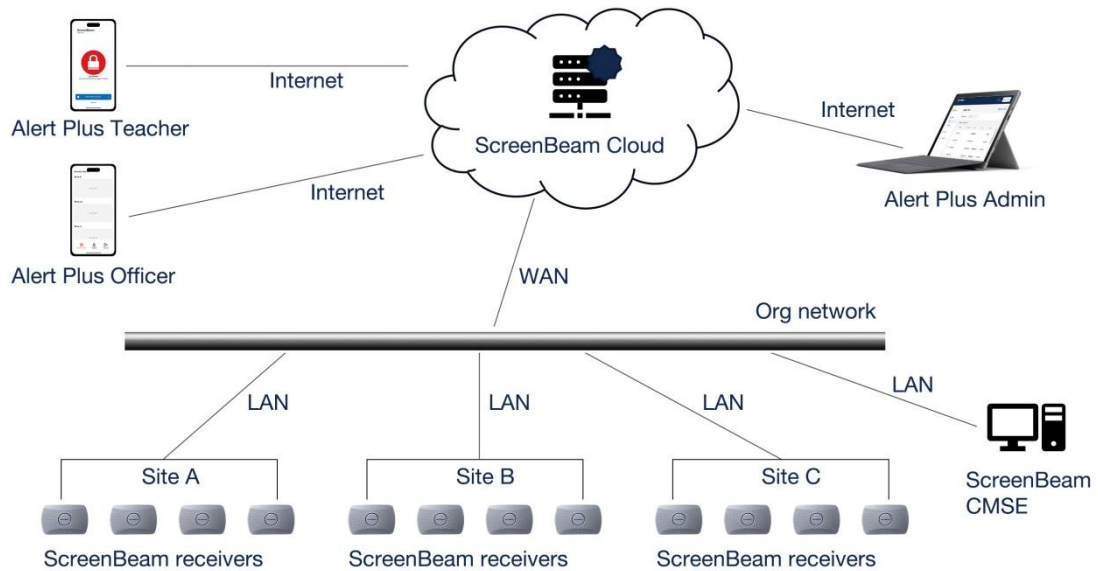
1.2 Deployment Flow

A typical flow for deploying ScreenBeam Alert Plus is as follows:

1. Create your ScreenBeam Cloud account and/or login and bind your CMSE to it.
Note: Refer to the ScreenBeam CMSE deployment guide for details on how to create a ScreenBeam Cloud account.
2. Procure an Administrative Tools license and activate it on ScreenBeam Cloud.
3. Deploy ScreenBeam receivers and connect them to ScreenBeam CMSE.
4. Assign Administrative Tools license to ScreenBeam receivers via ScreenBeam CMSE.
5. Add users to ScreenBeam Cloud for managing Alert Plus.
6. Assign roles to the Alert Plus users.
7. Assign CMSE sites to the Alert Plus users.
8. Install Alert Plus app on mobile devices for triggering and managing alerts.

1.3 Topology

This diagram shows the typical topology for setting up Alert Plus. ScreenBeam CMSE manages all ScreenBeam receivers in the organization and it synchronizes the deployment of receivers to ScreenBeam Cloud. The Alert Plus Admin manages Alert Plus users and sites.



1.4 Recommended System Requirements

Recommended system requirements for installing and running the ScreenBeam Alert Plus are listed below:

1.4.1 End User Device

- iPhone SE2 or above with iOS 15.7 or later
- Android phone with Android 14 or later

1.4.2 ScreenBeam Receiver

The following ScreenBeam receivers are compatible with Alert Plus:

- ScreenBeam 1000 EDU, ScreenBeam 1000 EDU G2, ScreenBeam 1100 Plus, ScreenBeam 1100 Flex (Firmware 11.x.17.0 or later)

1.4.3 ScreenBeam CMS

The deployed ScreenBeam CMS must be 4.4.14.0 or later.

Part II Setting up ScreenBeam CMSE

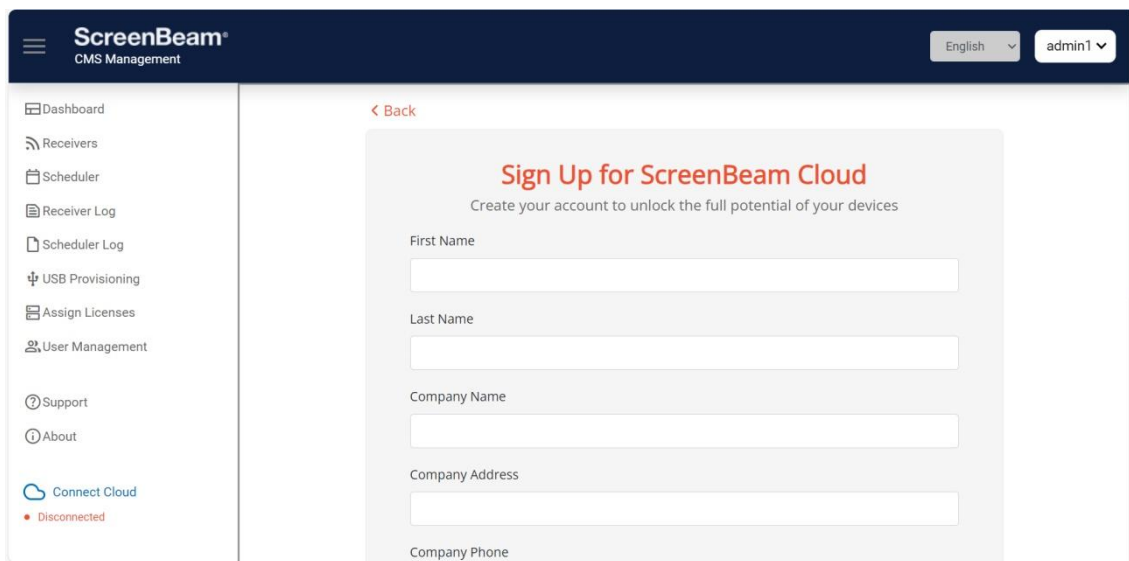
ScreenBeam CMSE 4.4.14.0 or later is required.

Create sites on your CMSE to group your deployed ScreenBeam receivers. An Alert Plus user can send alerts to sites that they are assigned to.

Note: Refer to *ScreenBeam CMSE Deployment Guide* for details on CMSE deployment and usage.

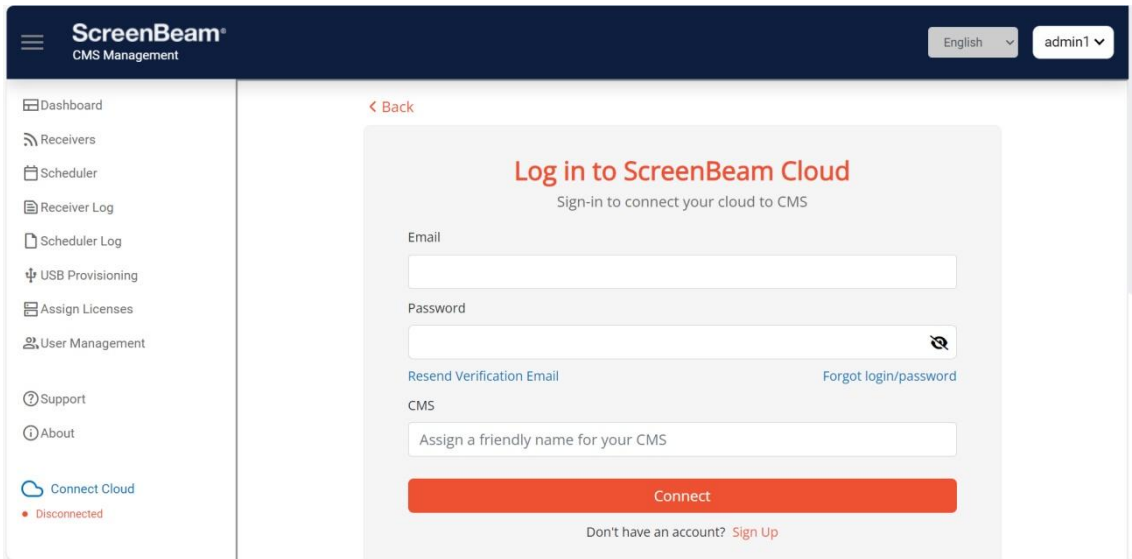
If you already have CMSE setup and connected to ScreenBeam Cloud, proceed to Part III, otherwise follow the below procedure to set up CMSE. Refer to the ScreenBeam CMSE deployment guide for instructions on how to access and configure ScreenBeam Cloud

1. Ensure that Internet access is available on the CMSE server.
2. Sign up for ScreenBeam Cloud.

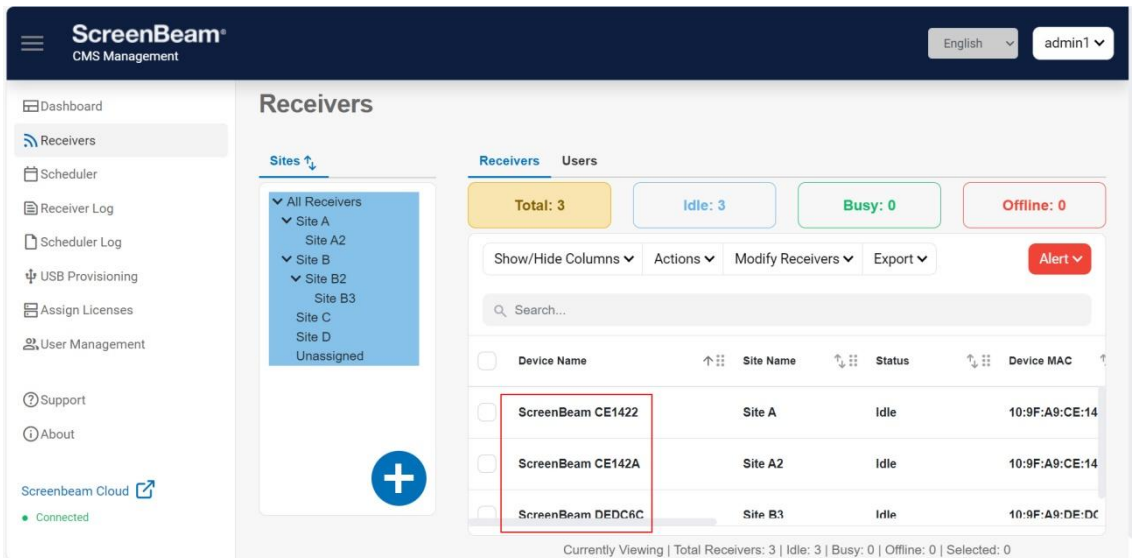


The screenshot shows the ScreenBeam CMS Management web interface. The top navigation bar includes the ScreenBeam logo, 'CMS Management', a language dropdown set to 'English', and a user dropdown set to 'admin1'. A left sidebar contains a menu with items: Dashboard, Receivers, Scheduler, Receiver Log, Scheduler Log, USB Provisioning, Assign Licenses, User Management, Support, and About. At the bottom of the sidebar is a 'Connect Cloud' button with a 'Disconnected' status indicator. The main content area features a '< Back' link and a 'Sign Up for ScreenBeam Cloud' heading. Below the heading is the subtext 'Create your account to unlock the full potential of your devices'. The form contains five input fields: First Name, Last Name, Company Name, Company Address, and Company Phone.

3. Connect your CMSE server to ScreenBeam Cloud.



4. Connect your ScreenBeam receivers to your CMSE server.



5. Create sites on your CMSE and assign your ScreenBeam receivers to them. We recommend you think about your site structure as this will be reflected in Alert Plus when you create and manage alerts.

The screenshot displays the ScreenBeam CMS Management interface. The main header shows 'ScreenBeam CMS Management' and user information 'English' and 'admin1'. The sidebar on the left contains navigation links: Dashboard, Receivers, Scheduler, Receiver Log, Scheduler Log, USB Provisioning, Assign Licenses, User Management, Support, and About. The 'Receivers' section is active, showing a tree view of sites: All Receivers, Site A (with sub-items Site A2), Site B (with sub-items Site B2, Site B3), Site C, Site D, and Unassigned. A table below lists three receivers, all in an 'Idle' state. The table columns are Device Name, Site Name, Status, and Device MAC. The footer indicates 'Currently Viewing | Total Receivers: 3 | Idle: 3 | Busy: 0 | Offline: 0 | Selected: 0'.

Device Name	Site Name	Status	Device MAC
ScreenBeam CE1422	Site A	Idle	10:9F:A9:CE:14
ScreenBeam CE142A	Site A2	Idle	10:9F:A9:CE:14
ScreenBeam DEDC6C	Site B3	Idle	10:9F:A9:DE:DC

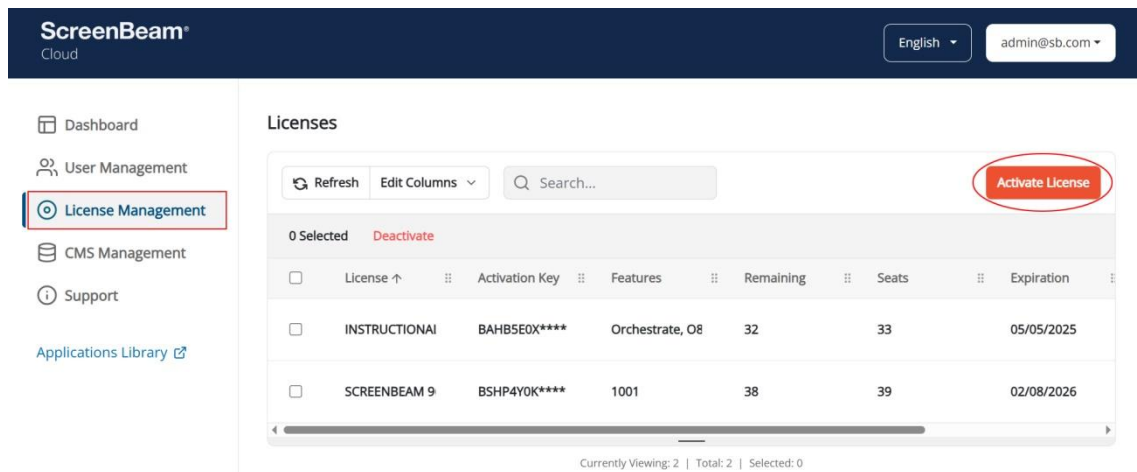
Part III Licensing

An Administrative Tools license is required to enable the Alert Plus feature.

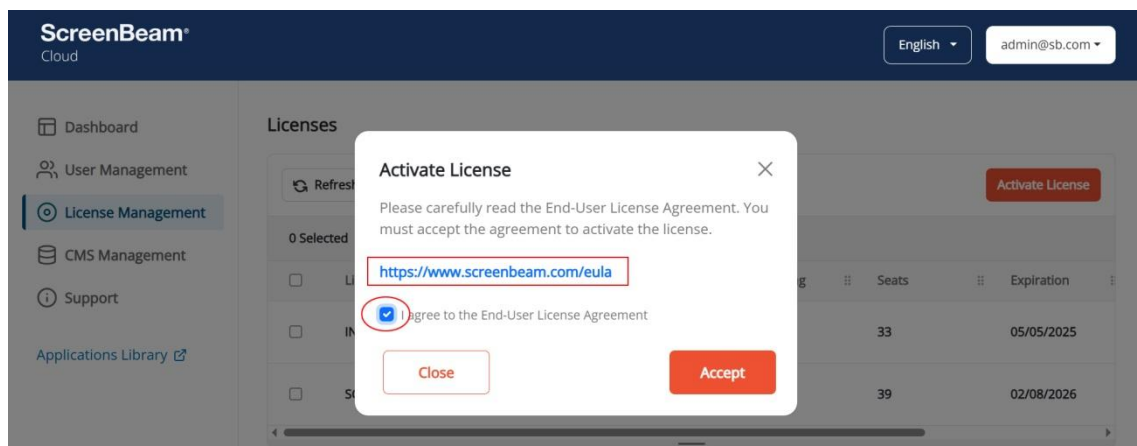
3.1 Activating Administrative Tools License on ScreenBeam Cloud

To activate an Administrative Tools license on ScreenBeam Cloud:

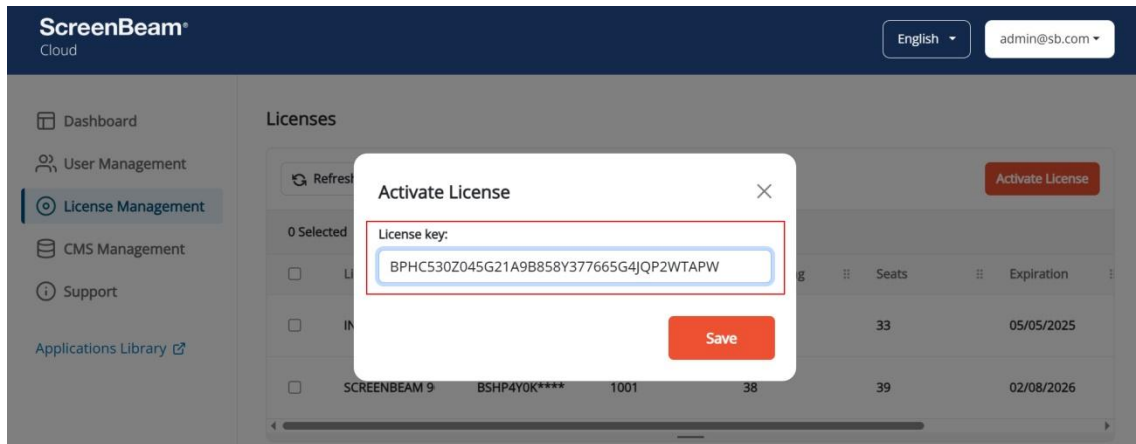
1. Procure an Administrative Tools license key from a ScreenBeam sales representative.
2. Log into ScreenBeam Cloud at <https://cloud.screenbeam.com/> with a user who has **Licenses Manager** privileges.
3. Go to the **License Management** page and click on the **Activate License** button.



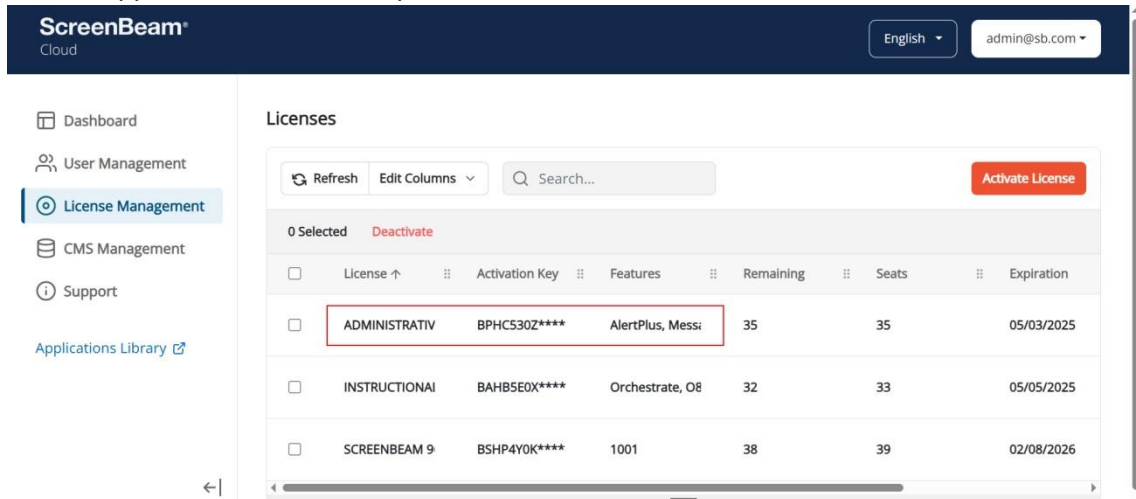
4. The **Activate License** box will appear. Click the EULA link and read the agreement carefully. Check the **I agree to the End-User License Agreement** box then click **Accept** to continue.



5. Enter your license key in the **Activate License** box. Click **Save**.



6. Your license will be activated and displayed in the **Licenses** table. The **Alert Plus** menu will appear in the left menu pane.



The **Alert Plus** menu will appear in the left menu pane when a user with **Alert Plus Administrator**, **Alert Plus Officer** or **Alert Plus Teacher** privileges signs into the ScreenBeam Cloud website.

3.2 Assigning License to ScreenBeam Receiver

Note: Refer to the CMSE deployment guide for detailed instructions

Once you activate the license in SB Cloud, the next step is to return to the CMSE and assign the license seats to selected receivers.

Assign an Administrative Tools license to ScreenBeam receivers:

1. Ensure that your ScreenBeam receivers are connected to ScreenBeam CMSE.
2. Go to the **Assign Licenses** page on ScreenBeam CMSE and ensure that adequate License seats are available.
3. On the **Assign Licenses** page, select the target ScreenBeam receiver(s) in the **Receivers** section, then locate the **Administrative Tools** License entry in the **Licenses** table, and click on the plus sign (“+”) to assign a license to the selected receiver(s).

The screenshot displays the ScreenBeam CMS Management interface. The top header shows 'ScreenBeam CMS Management' with a language dropdown set to 'English' and a user dropdown set to 'admin1'. The sidebar on the left contains navigation options: Dashboard, Receivers, Scheduler, Receiver Log, Scheduler Log, USB Provisioning, Assign Licenses (highlighted with a red box), User Management, Support, and About. The main content area is divided into two sections: 'Sites' and 'Receivers'. The 'Licenses' table at the top lists two license types: 'ADMINISTRATIVE TOOLS' (35 seats available, 35 seats used) and 'INSTRUCTIONAL TOOLS' (33 seats available, 32 seats used). A red box highlights the 'ADMINISTRATIVE TOOLS' row, and a red arrow points to the plus sign next to it. The 'Receivers' table below lists three receivers: 'ScreenBeam CE1422' (selected with a checkmark), 'ScreenBeam CE142A', and 'ScreenBeam DEDC6C'. All receivers are at 'Site A' and have an 'Idle' status.

License Type	Available	Used	License ID	Expiration	License Name	Actions
ADMINISTRATIVE TOOLS	35	35	BPHC530Z045G2...	5-2-2025	AlertPlus, Messag...	+ -
INSTRUCTIONAL TOOLS	33	32	BAHB5E0X045G4...	5-4-2025	O8AAD,O8Adhoc...	+ -

Device Name	Site Name	Status	Device MAC	Model No
<input checked="" type="checkbox"/> ScreenBeam CE1422	Site A	Idle	10:9F:A9:CE:14:22	SBWD1
<input type="checkbox"/> ScreenBeam CE142A	Site A	Idle	10:9F:A9:CE:14:2A	SBWD1
<input type="checkbox"/> ScreenBeam DEDC6C	Site A	Idle	10:9F:A9:DE:DC:6C	SBWD1

4. Click on the **Administrative Tools** license entry and confirm that the target receivers are displayed in the **Receivers** table. Only licensed receivers will display the alerts that are received from Alert Plus.

The screenshot displays the ScreenBeam CMS Management interface. At the top, the header includes the ScreenBeam logo, 'CMS Management', a language dropdown set to 'English', and a user dropdown set to 'admin1'. A left-hand navigation menu lists various system functions, with 'Assign Licenses' highlighted. The main content area is divided into two sections: 'Sites' and 'Receivers'. The 'Sites' section shows a tree view with 'All Receivers' expanded, listing Site A, Site B, Site C, Site D, Site E, and Unassigned. The 'Receivers' section features a table with columns for Device Name, Site Name, Status, Device MAC, and Model Number. A red arrow points to the entry 'ScreenBeam CE1422' under Site A, which has a status of 'Idle'. Above the table, there is a search bar and an 'Actions' dropdown menu. At the top of the main content area, a table lists license entries. The 'ADMINISTRATIVE TOOLS' entry is highlighted with a red box, showing 35 licenses assigned to Site A and 34 to Site B. The 'INSTRUCTIONAL TOOLS' entry shows 33 licenses assigned to Site A and 32 to Site B.

License Category	Site A	Site B	License ID	Expiration	Alert Plus	Actions
ADMINISTRATIVE TOOLS	35	34	BPHC530Z045G2...	5-2-2025	AlertPlus, Messag...	+ -
INSTRUCTIONAL TOOLS	33	32	BAHB5E0X045G4...	5-4-2025	O8AAD,O8Adhoc...	+ -

Device Name	Site Name	Status	Device MAC	Model Number
ScreenBeam CE1422	Site A	Idle	10:9F:A9:CE:14:22	SBWD11

Note: The ScreenBeam receiver must stay connected to the CMSE that assigned its license. Otherwise, the receiver's License may become deactivated.

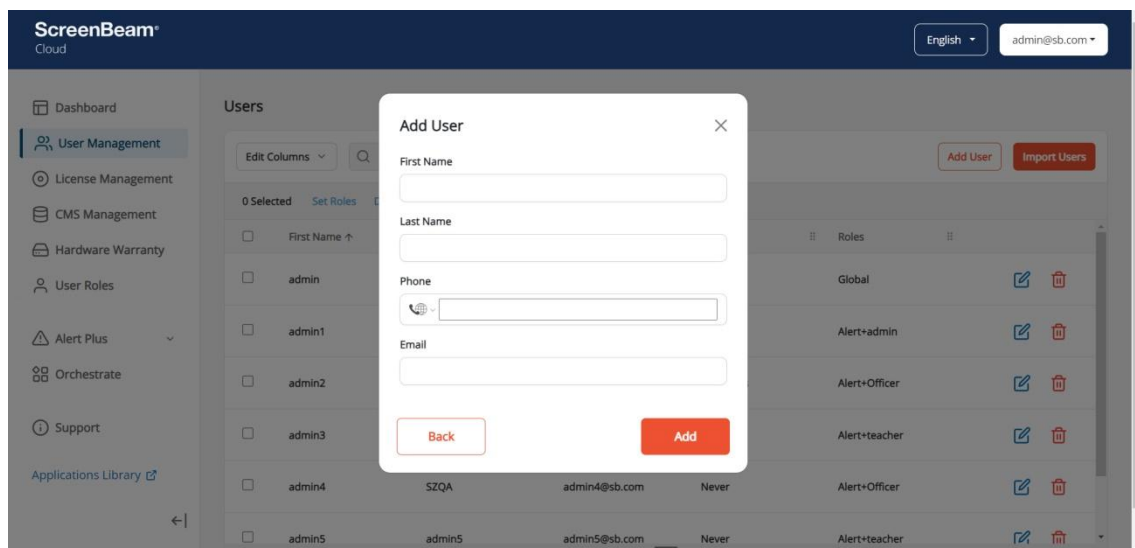
Part IV Setting up Users for Alert Plus

This section describes user management and site management for Alert Plus.

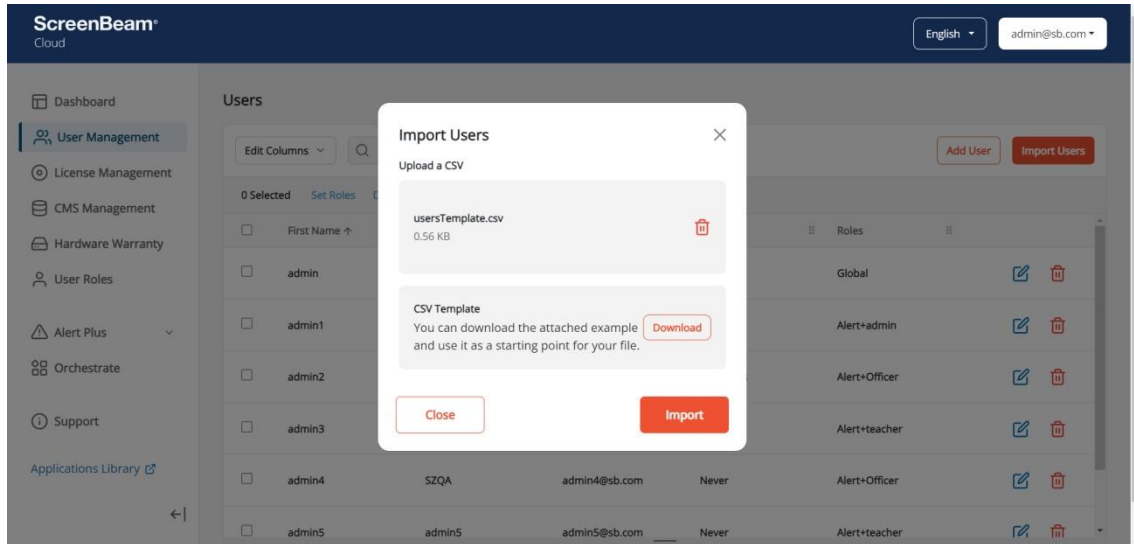
4.1 Add Users to Manage Alert Plus

Feature admins can create/add users to manage Alert Plus through the ScreenBeam Cloud.

1. Sign into ScreenBeam Cloud with a user that has **User Administrator** privileges.
2. Click on **Add User** or **Import User** on the User Management page.
 - **Add User** allows you to add a user one at a time. Enter a user's first name, last name, phone number, and Email address in the **Add User** window and click **Add**. A user account validation Email will be sent to the user's Email address. The user must verify the account via the link sent to the user's Email address.



- **Import Users** allows you to import multiple users at a time. Download the CSV Template for importing users in the **Import Users** window. Edit the user import template to include your users' first names, last names, phone numbers and Email addresses. Follow the template's format when adding user info to the template. Add the edited template to the **Import Users** window and click **Import**.



3. The added users will be displayed in the **Users** table and user account validation emails will be sent to their Email addresses. Inform the users to validate their user accounts through their Email accounts. New users must validate their accounts via the confirmation links sent to their Email addresses.

4.2 Assigning Roles to Alert Plus Users

There are three Alert Plus user roles: (Alert Plus) Feature Admin , Alert Plus Safety Officer, and Alert Plus Teacher. To assign roles:

1. Sign into ScreenBeam Cloud with a user that has **User Administrator** privileges.
2. Assign roles to users in the **User Management** page. Select the user(s) that you want to assign roles, click the **Set Role** button, and then select a role in the **Assign Roles** window.

The screenshot shows the ScreenBeam Cloud User Management interface. A modal dialog titled "Assign Roles" is open, displaying a table of available roles. The table has columns for "Name", "Features", and "Description". The roles listed are:

Name	Features	Description
Alert+admin	AlertPlus	
Alert+Officer	AlertPlus	
Alert+teacher	AlertPlus	
Global	AlertPlus, Orchestrate, Hardware Warranty, License Management	

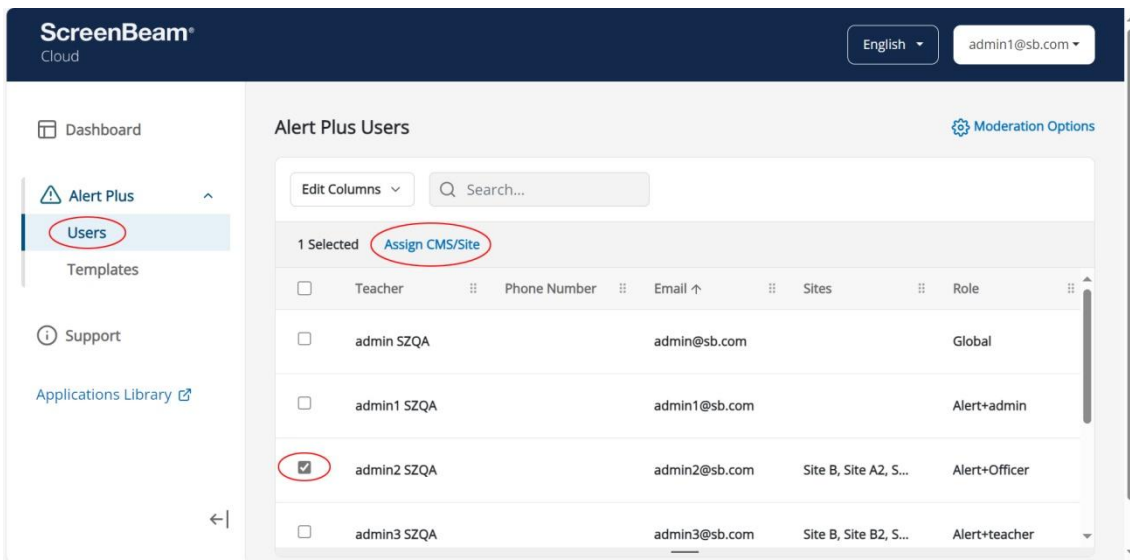
Below the table are "Back" and "Save" buttons. In the background, the "Users" page is visible, showing a list of users with columns for Name, Email, Status, and Role. Two users are visible: "admin4" (SZQA, admin4@sb.com, Online, Alert+Officer) and "admin5" (admin5, admin5@sb.com, Never, Alert+teacher).

4.3 Assigning Alert Plus Users to CMS Sites

Alert Plus users can only interact with receivers at sites they are assigned to.

To assign Alert Plus users to CMS sites:

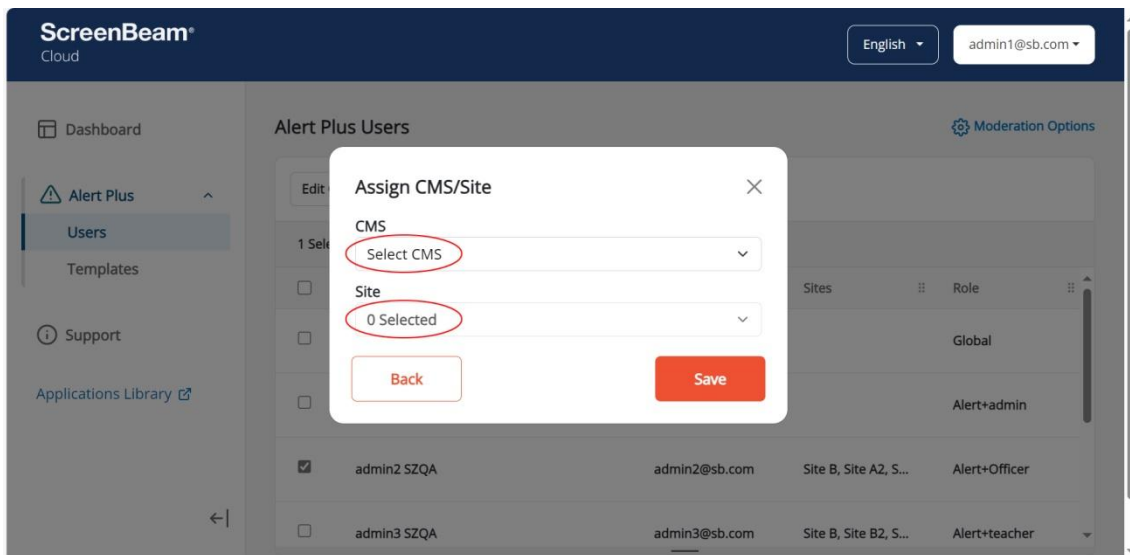
1. Sign into ScreenBeam Cloud with a user that has **Alert Plus Administrator** privileges.
2. Navigate to **Alert Plus > Users**, select the users that you want to assign CMS sites, and then click **Assign CMS/Site**.



3. In the **Assign CMS/Site** window, select a CMSE server in the **CMS** dropdown box, and select one or more sites in the **Site** dropdown box.

An **Alert Plus Officer** can be assigned to multiple sites.

An **Alert Plus Teacher** can only be assigned to one site and can send an alert to the assigned site (and its child sites) only.

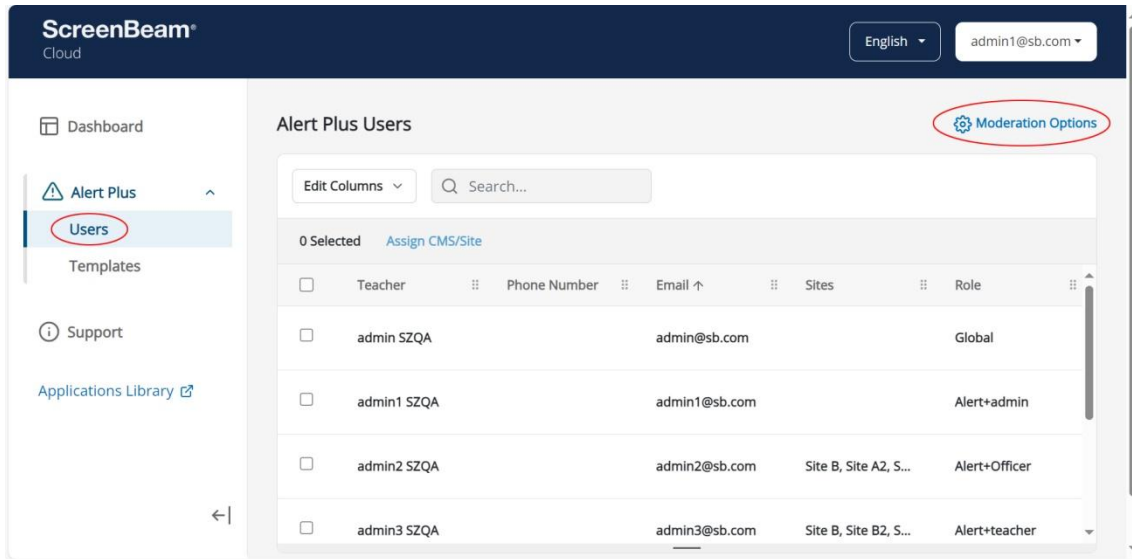


4.4 Setting up Moderation Modes

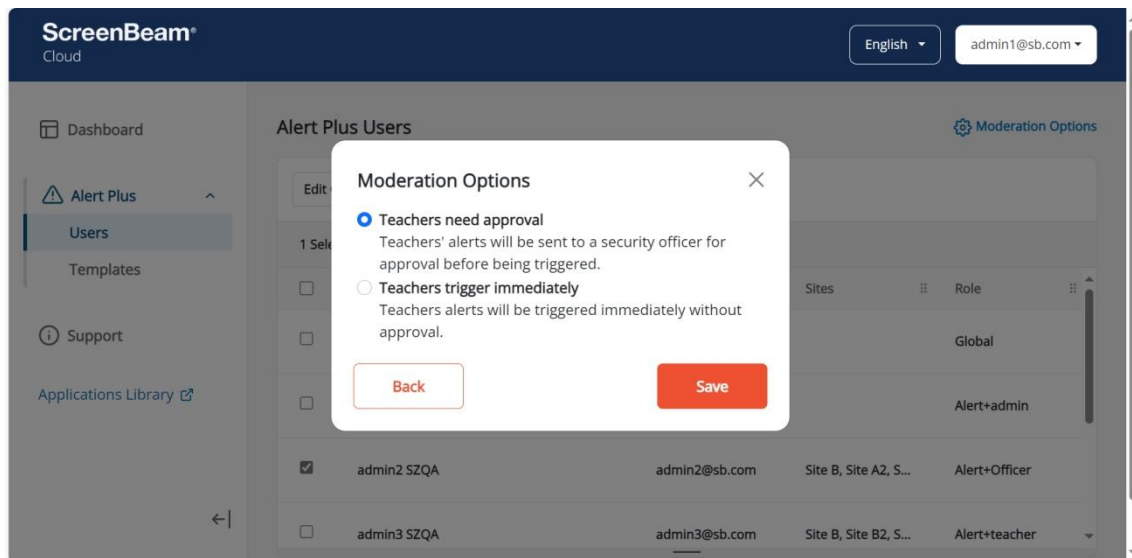
This is an organizational-wide configuration which affects the approval flow for teacher generated alerts.

To configure moderation modes:

1. Sign into ScreenBeam Cloud as a user with the **Alert Plus Administrator** role.
2. Navigate to **Alert Plus > Users**, and then click **Moderation Options**.



3. On the **Moderation Options** window, choose **Teachers need approval** or **Teacher trigger immediately**. Click **Save**.
 - **Teachers need approval:** Teacher initiated alerts require approval by a safety officer before it is display on the receivers.
 - **Teacher trigger immediately:** Teachers can trigger alerts immediately without approval.



Part V Setting up Mobile Devices for Alert Plus Users

Alert Plus Officers and **Alert Plus Teachers** can trigger and manage alerts from their mobile devices using the Alert Plus iOS/Android app.

5.1 Installing Alert Plus App

To install the Alert Plus app:

1. iOS
 - a) Navigate to - <https://apps.apple.com/us/app/screenbeam-alertplus/id1667683831>
 - b) Tap **Install** to install the ScreenBeam Alert Plus app.
2. Android
 - a) Navigate to - <https://play.google.com/store/apps/details?id=com.screenbeam.alertplus.android>
 - b) Tap **Install** to install the ScreenBeam Alert Plus app.

5.2 Sign in Alert Plus Users

To sign in the ScreenBeam Alert Plus app:

1. Launch the ScreenBeam Alert Plus app.
2. On the Sign in page, enter your Email address and password and tap **Sign in**.

ScreenBeam®
Alert Plus ver 1.0.0

Email
admin2@sb.com

Password
.....

Sign in

Part VI Setting up Integration with Raptor Alert

ScreenBeam Alert Plus can integrate with the Raptor alert system and display Raptor alerts on compatible ScreenBeam receivers.

6.1 Requirements

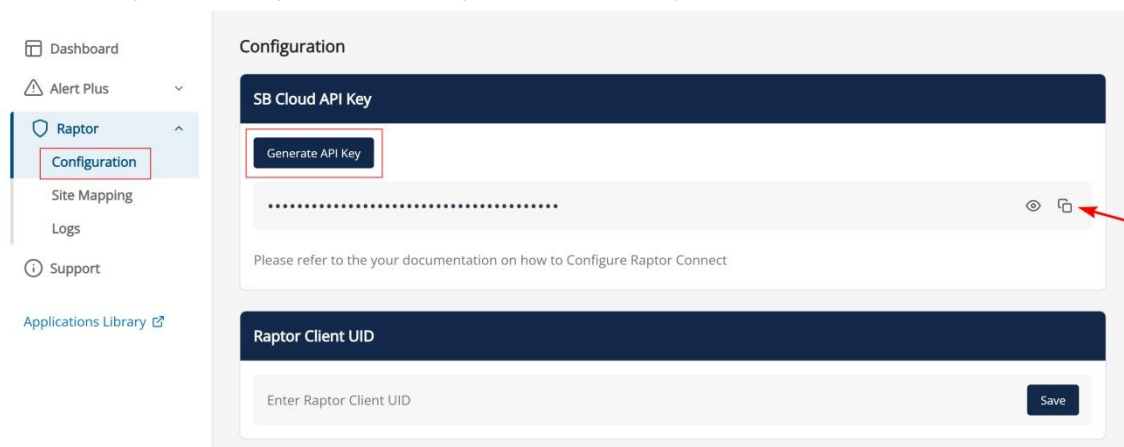
The following requirements must be met:

- ScreenBeam CMSE 4.4.14.0 or later is deployed and connected to ScreenBeam Cloud
- Compatible ScreenBeam receivers with firmware 11.x.17.7 or later are deployed and connected to CMSE
- ScreenBeam Alert Plus deployment is completed (Parts I – V)
- A ScreenBeam Cloud user with **Alert Plus Administrator** privilege is available

6.2 Raptor Connect Configurations

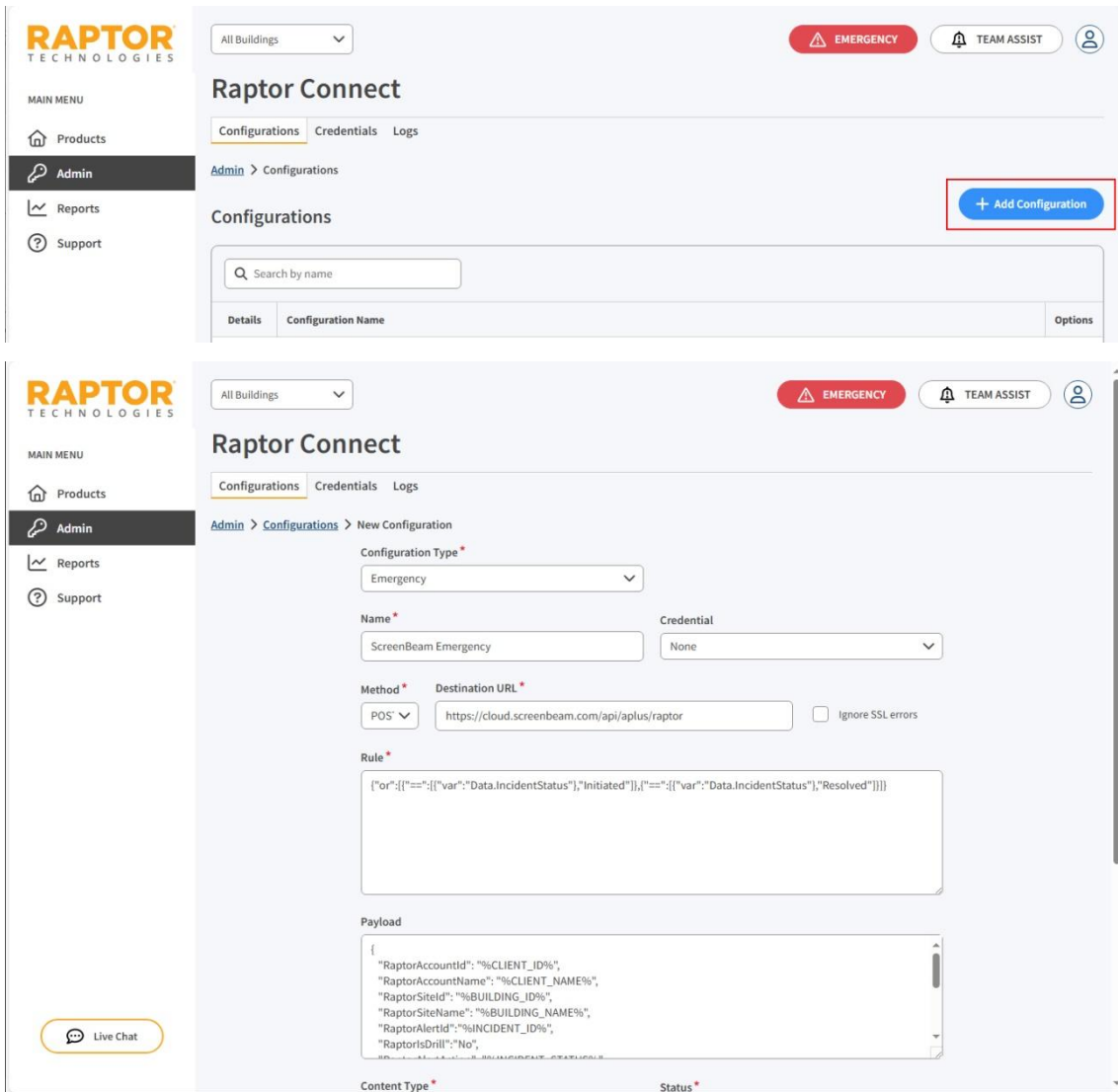
Currently two types of Raptor Connect configurations, **Emergency** and **Drill**, are supported by the ScreenBeam Alert system.

1. Log in to ScreenBeam Cloud (cloud.screenbeam.com) with a user that has Alert Plus Administrator privileges and then go to **Raptor -> Configuration**. Click the **Generate API key** on the page. Save the generated API key.



2. Log in to your Raptor Account on raptortech.com, and then go to the Raptor Connect page using the link below:
<https://apps.raptortech.com/v7/client/admin/raptor-connect/configurations>
3. On the **Raptor Connect** page, click the **Add Configuration** button and then configure

the following parameters for Emergency alerts:



- Select **Configuration Type** – *Emergency*
- Create **Name** – eg. *ScreenBeam Emergency*
- Select **Method** – *POST*
- Type **Destination URL** - *https://cloud.screenbeam.com/api/aplus/raptor*
- Copy and paste the following **Rule**

```
{
  "or": [
    {
      "var": "Data.IncidentStatus",
      "value": "Initiated"
    },
    {
      "var": "Data.IncidentStatus",
      "value": "Resolved"
    }
  ]
}
```
- Copy and paste the following **Payload**

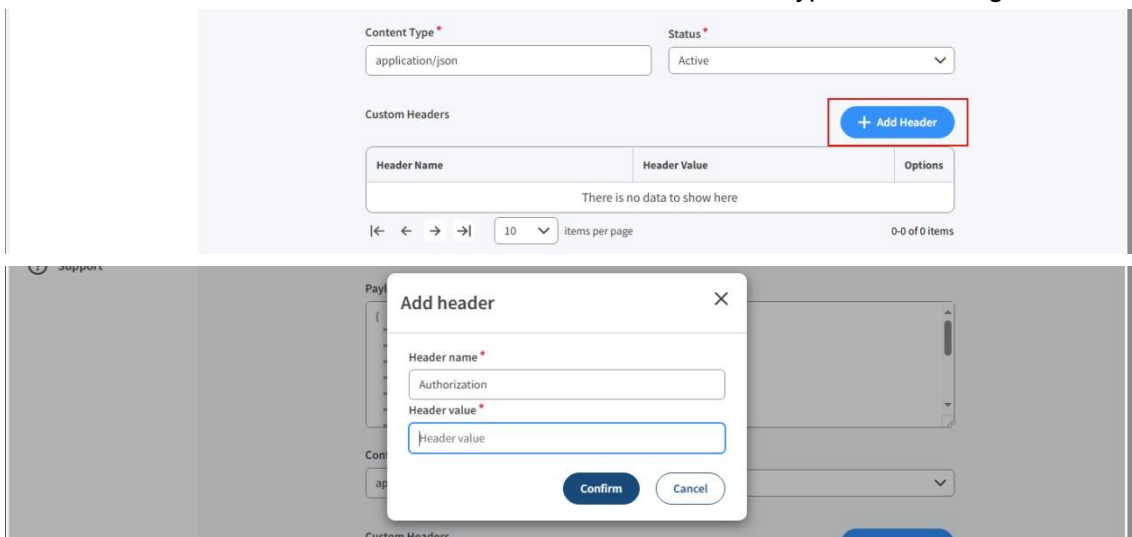
```
{
  "RaptorAccountid": "%CLIENT_ID%",
  "RaptorAccountName": "%CLIENT_NAME%",
  "RaptorSiteId": "%BUILDING_ID%",
  "RaptorSiteName": "%BUILDING_NAME%",
  "RaptorAlertId": "%INCIDENT_ID%",
  "RaptorIsDrill": "No",
  "RaptorAlertAction": "%INCIDENT_STATUS%",
}
```

```

"RaptorTemplateName": "%INCIDENT_TYPENAME%",
"RaptorTemplateSubtypeName": "%INCIDENT_SUBTYPERNAME%",
"RaptorTriggerAlertTime": "%INCIDENT_INITIATED_TIMESTAMP%",
"RaptorClearAlertTime": "%INCIDENT_RESOLVED_TIMESTAMP%",
"RaptorAlerterId": "%INCIDENT_PERSON_ID%",
"RaptorAlerterFirstName": "%INCIDENT_PERSON_FIRSTNAME%",
"RaptorAlerterLastName": "%INCIDENT_PERSON_LASTNAME%"
}

```

- Type **Content Type** - *application/json*
- Select **Status** – *Active*
- Click **Add Header** button and in the **Add Header** box type the following



- Type **Header Name** - *Authorization*
- In **Header value**
Copy and Paste the API key generated in Step 1 (each ScreenBeam Cloud account owner has a unique API key).
- Click **Confirm**
- Click **Save**

4. Repeat Step 3 with the following differences for drills:

- Select **Configuration Type** – *Drill*
- Create **Name** – eg. *ScreenBeam Drill*
- Copy and paste the following **Payload** (Note: The value for RaptorisDrill is “YES”)

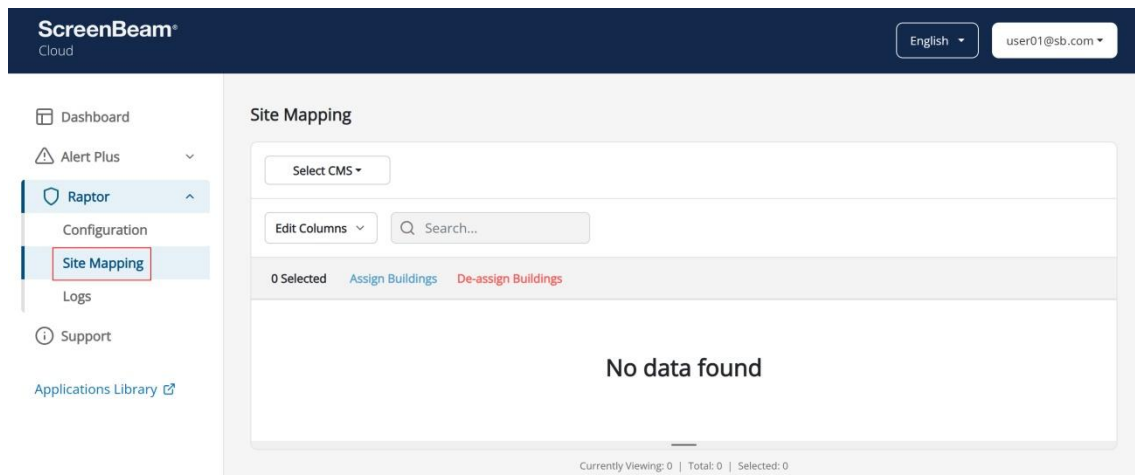
```
{  
  "RaptorAccountId": "%CLIENT_ID%",  
  "RaptorAccountName": "%CLIENT_NAME%",  
  "RaptorSiteId": "%BUILDING_ID%",  
  "RaptorSiteName": "%BUILDING_NAME%",  
  "RaptorAlertId": "%INCIDENT_ID%",  
  "RaptorIsDrill": "Yes",  
  "RaptorAlertAction": "%INCIDENT_STATUS%",  
  "RaptorTemplateName": "%INCIDENT_TYPENAME%",  
  "RaptorTemplateSubtypeName": "%INCIDENT_SUBTYPERNAME%",  
  "RaptorTriggerAlertTime": "%INCIDENT_INITIATED_TIMESTAMP%",  
  "RaptorClearAlertTime": "%INCIDENT_RESOLVED_TIMESTAMP%",  
  "RaptorAlerterId": "%INCIDENT_PERSON_ID%",  
  "RaptorAlerterFirstName": "%INCIDENT_PERSON_FIRSTNAME%",  
  "RaptorAlerterLastName": "%INCIDENT_PERSON_LASTNAME%"  
}
```

The screenshot shows the 'Raptor Connect' web interface. On the left is a 'MAIN MENU' with options: Products, Admin (selected), Reports, and Support. A 'Live Chat' button is at the bottom left. The main area is titled 'Raptor Connect' and has tabs for 'Configurations', 'Credentials', and 'Logs'. The 'Configurations' tab is active, showing a 'New Configuration' form. The form fields are: Configuration Type (Drill), Name (ScreenBeam Drill), Credential (None), Method (POST), Destination URL (https://cloud.screenbeam.com/api/aplus/raptor), and an 'Ignore SSL errors' checkbox. The Rule field contains a JSON rule: [{"or":[{"var":"Data.IncidentStatus"},"Initiated"],["var":"Data.IncidentStatus"},"Resolved"]}], and the Payload field contains the JSON payload from the previous block. A red arrow points to the "RaptorIsDrill": "Yes" line in the payload. At the bottom, there are 'Content Type' and 'Status' dropdown menus.

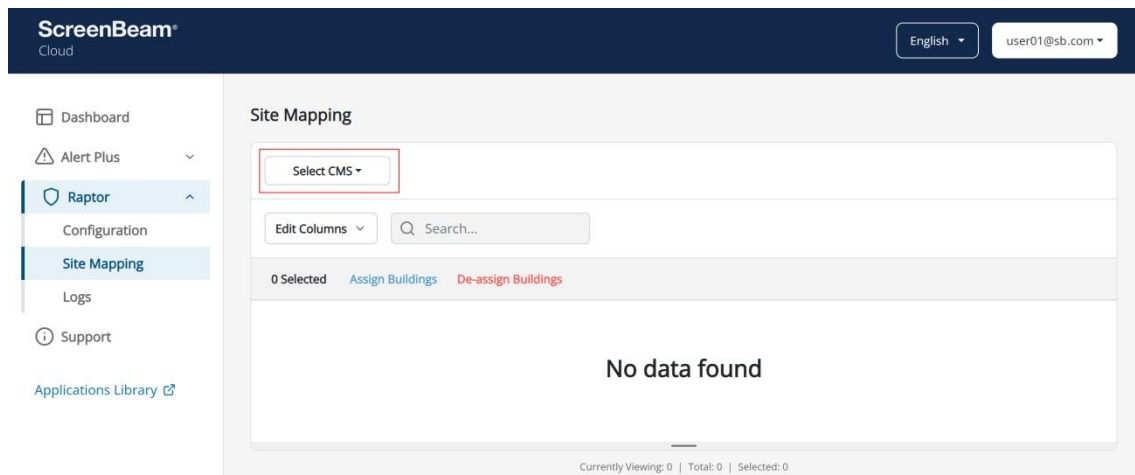
6.3 ScreenBeam CMSE Site Mapping

To display a Raptor alert on a ScreenBeam receiver, the Raptor buildings must be mapped to the ScreenBeam CMSE sites.

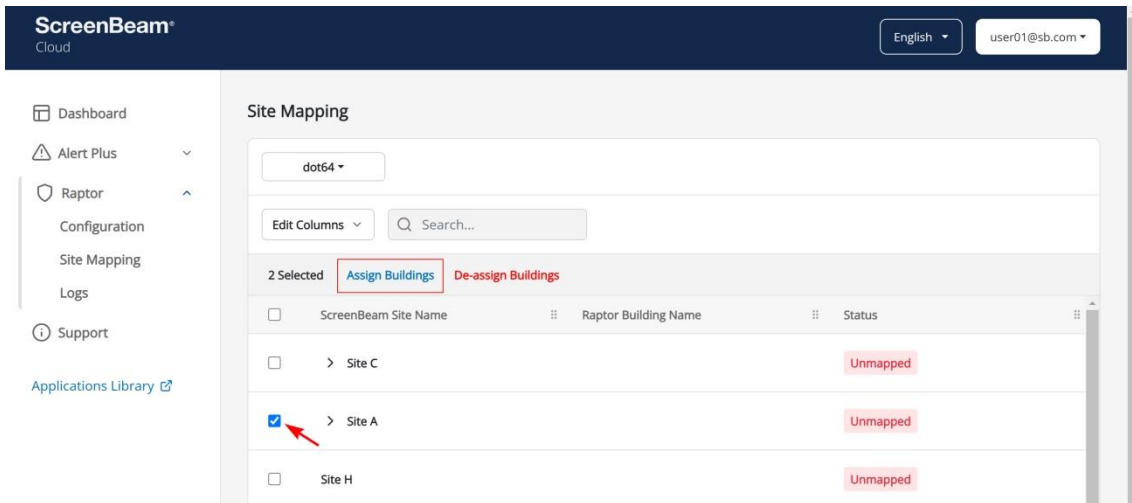
1. Create buildings on the Raptor website (**Admin** → **Client & Building Settings** → **Buildings**).
2. Create sites on your ScreenBeam CMSE and assign ScreenBeam receivers to the sites.
3. Connect the ScreenBeam CMSE to ScreenBeam Cloud.
4. Go to ScreenBeam Cloud (cloud.screenbeam.com) and then navigate to **Raptor** → **Site Mapping**.



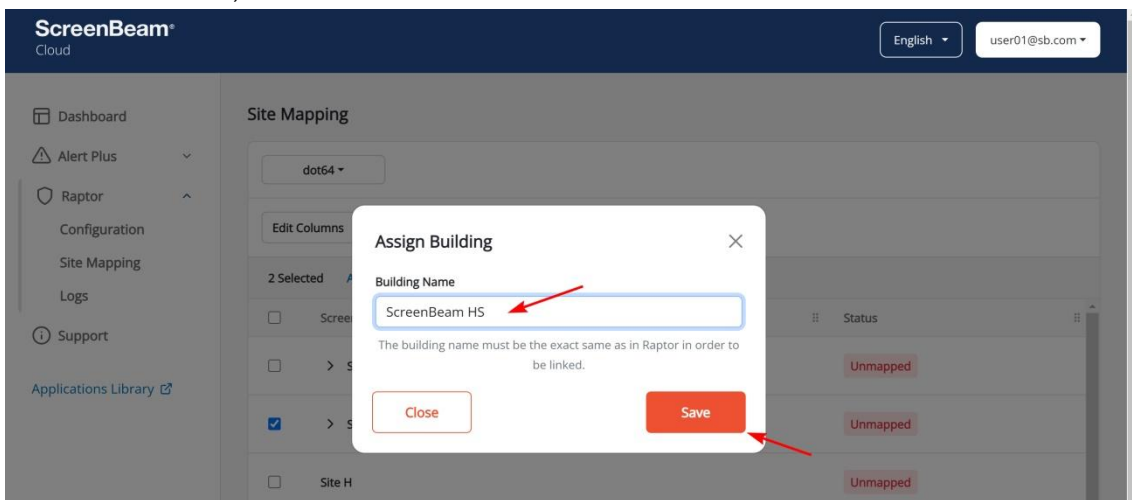
5. On the **Site Mapping** page,
 - a) Select a CMS server from the **Select CMS** list.



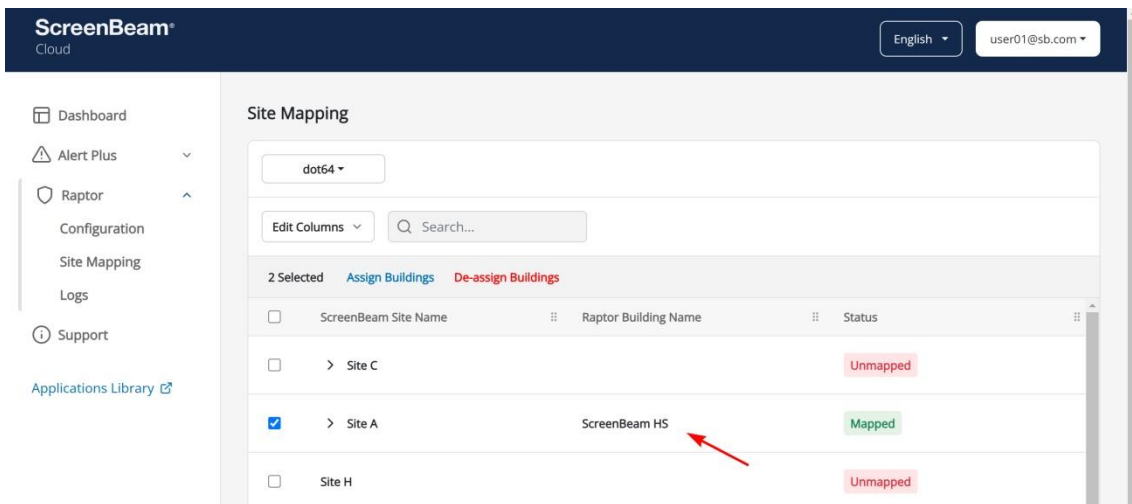
b) Select a CMS site and then click the Assign Buildings button.



c) The **Assign Building** box will appear. Type a Raptor building name that you have created in Step 1 into the **Assign Building** box. Click **Save**. The exact building name that is registered in Raptor must be entered. This includes spaces, special characters, etc...



6. The ScreenBeam CMSE sites will be mapped to the Raptor building.

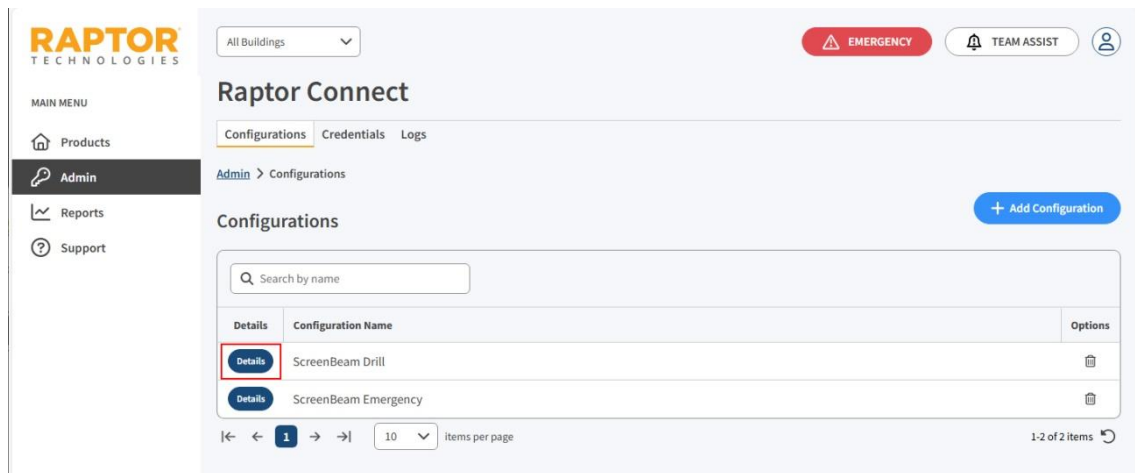


6.4 Testing the Webhook

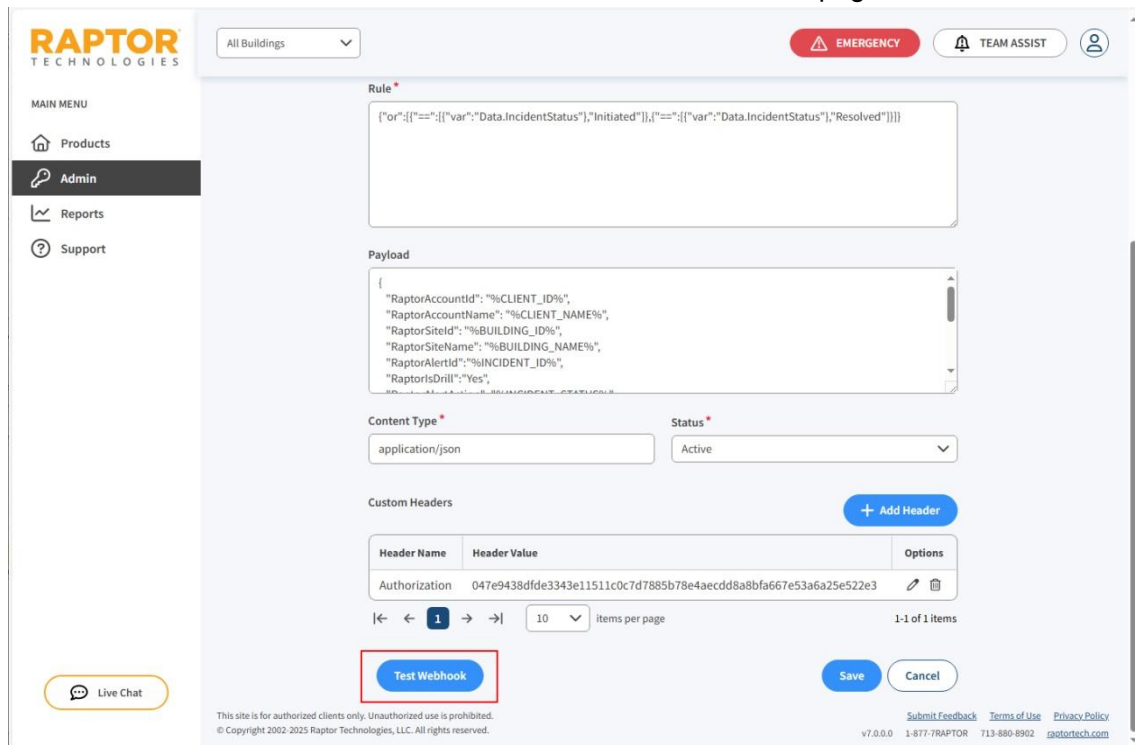
It is recommended to verify that the configurations are correct.

Follow the procedure below to test the configured webhook:

1. Go to the **Raptor Connect** page using the link below:
<https://apps.raptortech.com/v7/client/admin/raptor-connect/configurations>
2. Make sure that Raptor Connect configurations and site mapping are completed.
3. Click the **Details** button of a configuration. The **Configuration Detail** page will show.

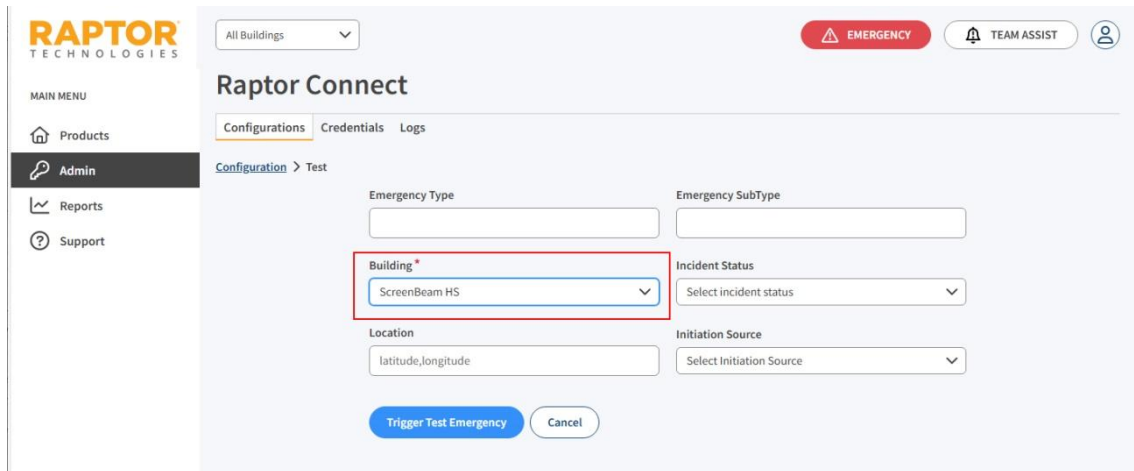


4. Click the **Test Webhook** button, which is at the bottom of the page.



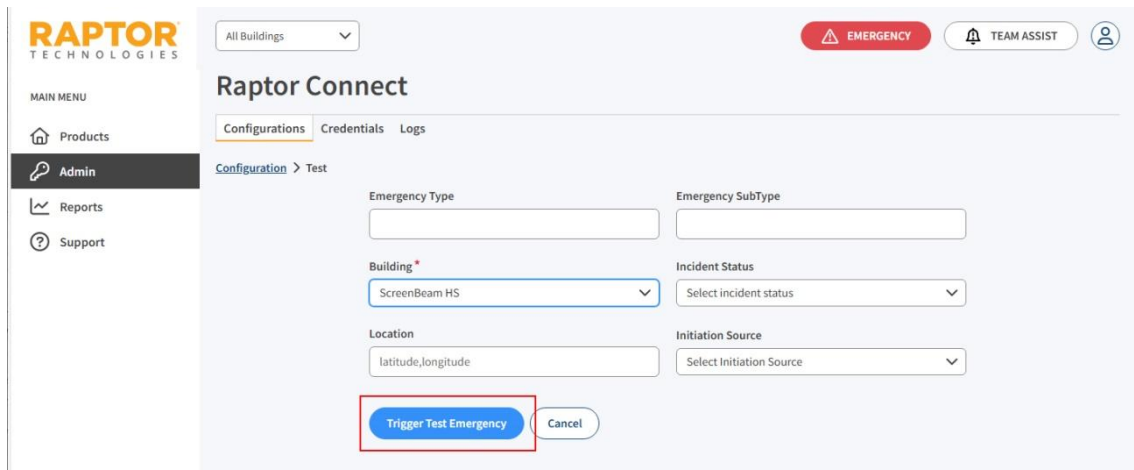
5. The **Confirm Save** box appears. Click **Confirm**. The Test page will show.

6. On the **Building** drop-down list, select a building that you have mapped to a ScreenBeam CMS site.



The screenshot shows the Raptor Connect interface. On the left is a sidebar with 'Admin' selected. The main area is titled 'Raptor Connect' and has tabs for 'Configurations', 'Credentials', and 'Logs'. Under 'Configurations', there is a sub-tab 'Test'. The form contains several fields: 'Emergency Type', 'Emergency SubType', 'Building *' (highlighted with a red box and containing 'ScreenBeam HS'), 'Incident Status' (with a dropdown arrow), 'Location' (with 'latitude,longitude' text), and 'Initiation Source' (with a dropdown arrow). At the bottom are two buttons: 'Trigger Test Emergency' and 'Cancel'.

7. Click the **Trigger Test Emergency** button. The test will be triggered.



This screenshot is identical to the previous one, but the 'Trigger Test Emergency' button at the bottom is now highlighted with a red box, indicating it should be clicked.

8. Check logs. It should say something like:
*Executed webhook 118b850e-6840-4e3a-b767-e8a4c7e22ace Post
<https://cloud.screenbeam.com/api/aplus/raptor> with response OK*

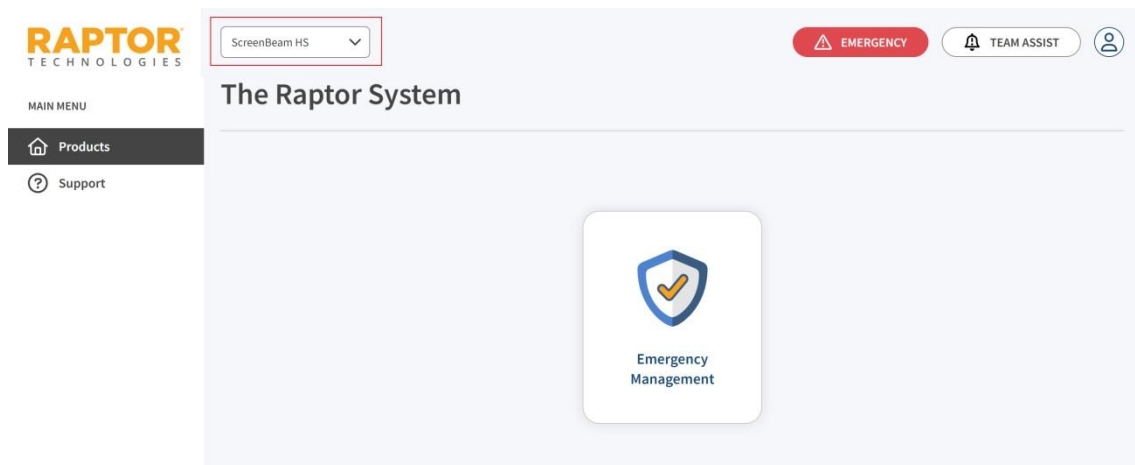
Note: If there are any errors in the logs check your configurations

6.5 Initiating an Alert on a ScreenBeam Receiver

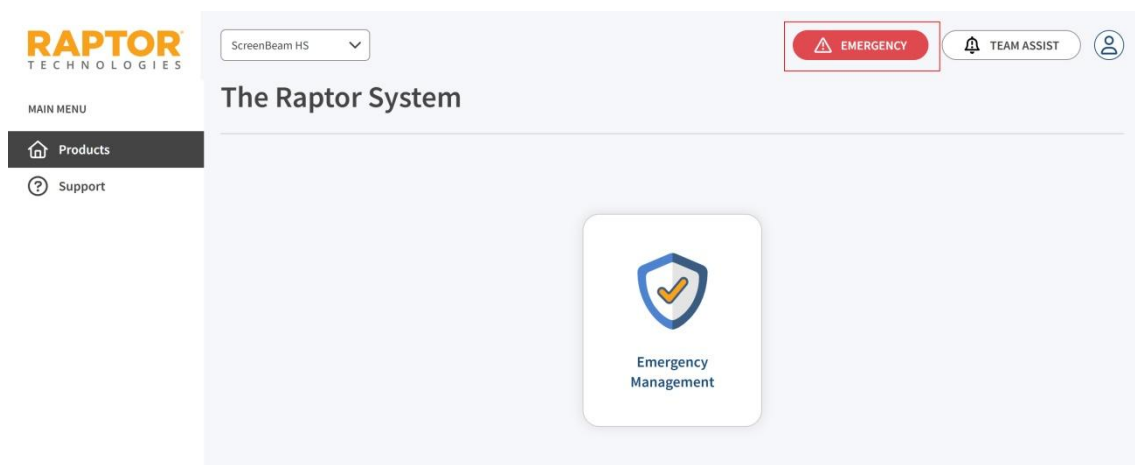
You can now trigger an alert through the Raptor system to a ScreenBeam receiver

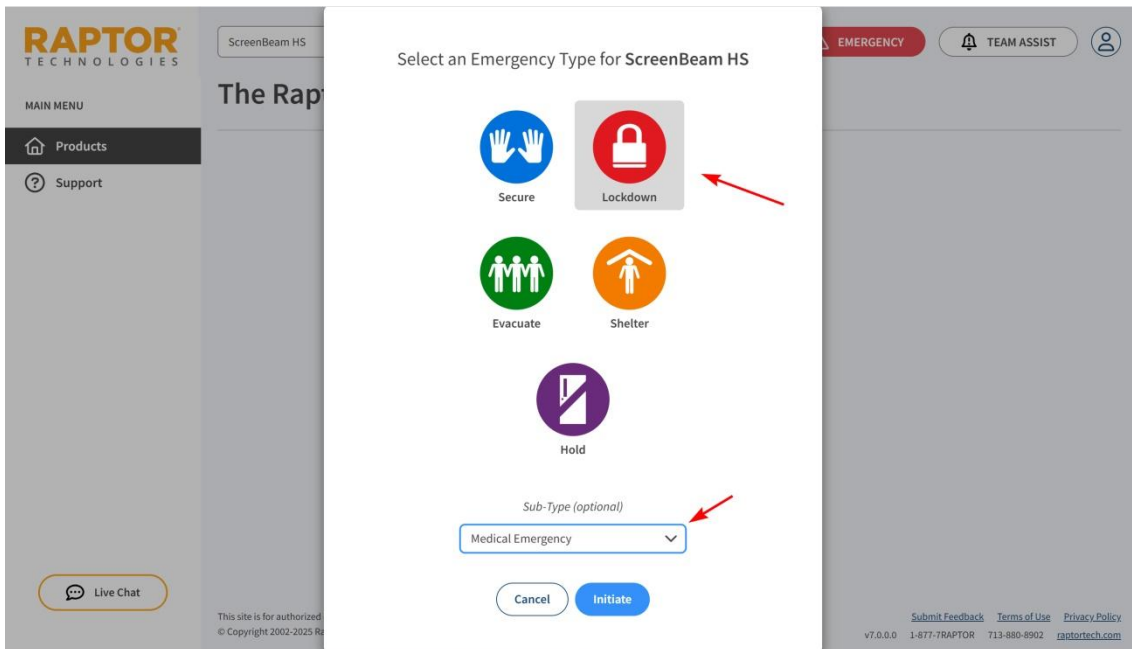
Follow this procedure to trigger an alert on a ScreenBeam receiver:

1. Make sure that your ScreenBeam receivers have licenses assigned.
2. Log into raptortech.com with a user that has **Initiate Incident** permissions (such as a user with the **Emergency Management User** role).
3. Select a building from the top left corner if the user is assigned to multiple buildings.



4. Click the **EMERGENCY** icon on the top right corner and then select an **Emergency Type** and a **Sub-Type** (optional).





5. Click the **Initiate** button.
6. The alert will be triggered on the receivers whose site is mapped to the selected building in a few seconds.



A Raptor user with **End Incident** permissions (such as a user with the **Officer** role) can end the alert by navigating to the **Incidents** page and clicking the **End** button in the **Active Incidents** table.

The screenshot displays the Raptor Technologies Emergency Management dashboard. The interface includes a sidebar with navigation options: Dashboard, Incidents (highlighted), Drill Manager, Students, Reports, Support, and Main Menu. The main content area is titled 'Incidents' and shows a table of 'Emergencies and Drills'. A single incident is listed with the following details:

Details	Incident ↓	Type	Sub-Type	Initiated By	Start Date/Ti...	Duration ↑	Options
	Emergency	Lockdown	Medical Emergency	Teacher1 SZQA	02/19/25 2:42 AM	6 min 55 sec	

Below the table, the 'Team Assists' section shows a message: 'There are currently no active team assists'.

This concludes the guide. Now Raptor alerts have been extended to ScreenBeam connected displays in your existing deployments.

Part VII Setting up Integration with Singlewire Alert

ScreenBeam Alert Plus system can integrate with the Singlewire InformaCast alert system and display the Singlewire alerts on compatible ScreenBeam receivers.

7.1 Requirements

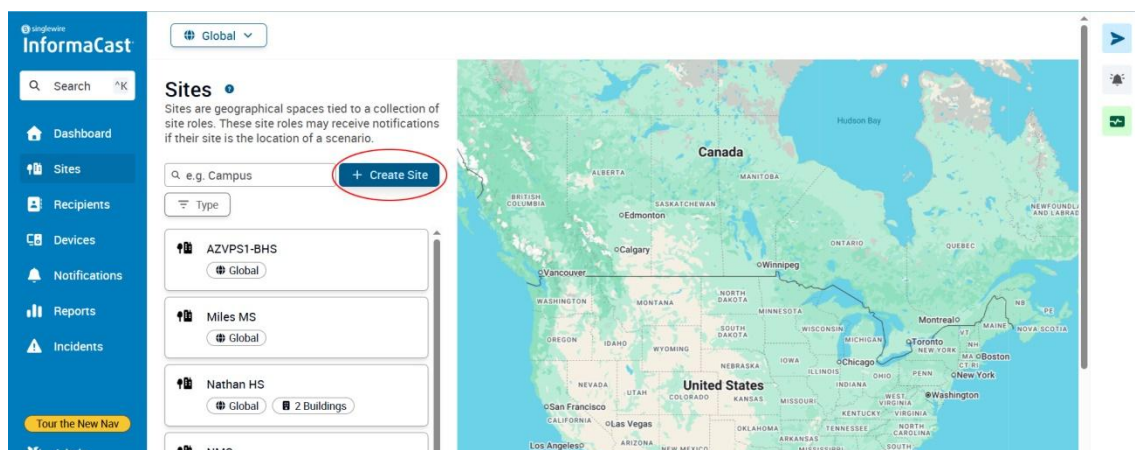
The following requirements must be met:

- ScreenBeam CMSE 4.4.14.0 or later is deployed and connected to ScreenBeam Cloud
- Compatible ScreenBeam receivers with firmware 11.x.17.7 or later are deployed and connected to CMSE
- ScreenBeam Administrative Tools license is activated and assigned to ScreenBeam receivers
- ScreenBeam Alert Plus deployment is completed (Parts I – V)
- A ScreenBeam Cloud user with Alert Plus Administrator privileges is available

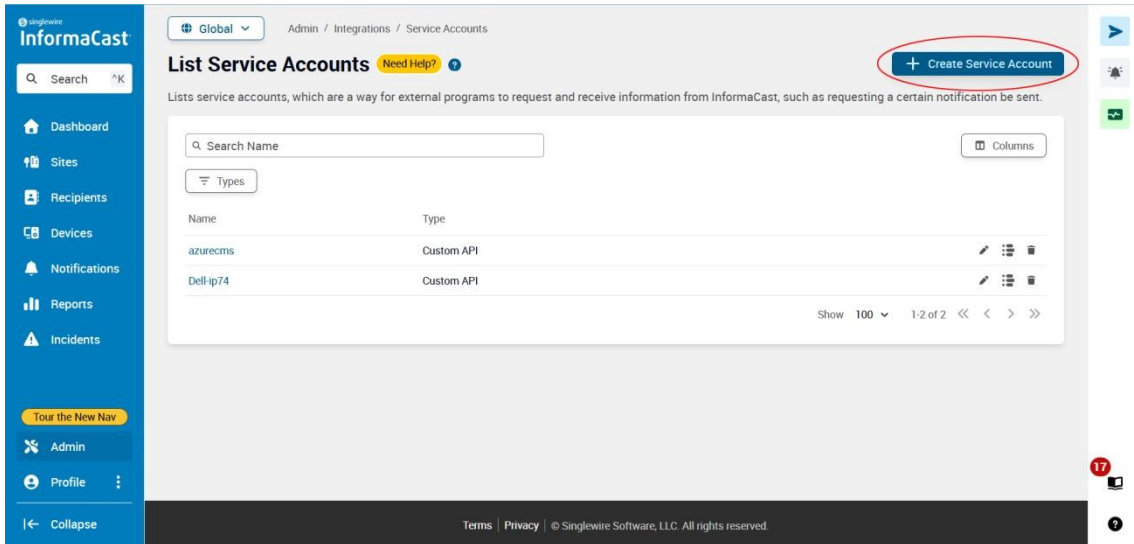
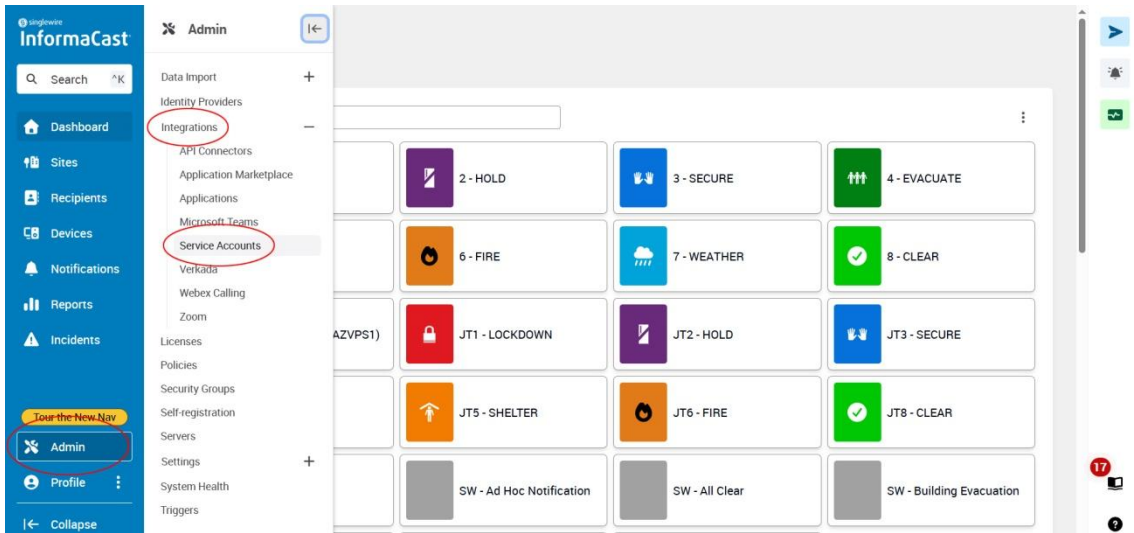
7.2 Mapping ScreenBeam CMSE Sites to Singlewire InformaCast Sites

To display a Singlewire InformaCast alert on a ScreenBeam receiver, the ScreenBeam CMSE sites must be mapped to the InformaCast sites. To do this,

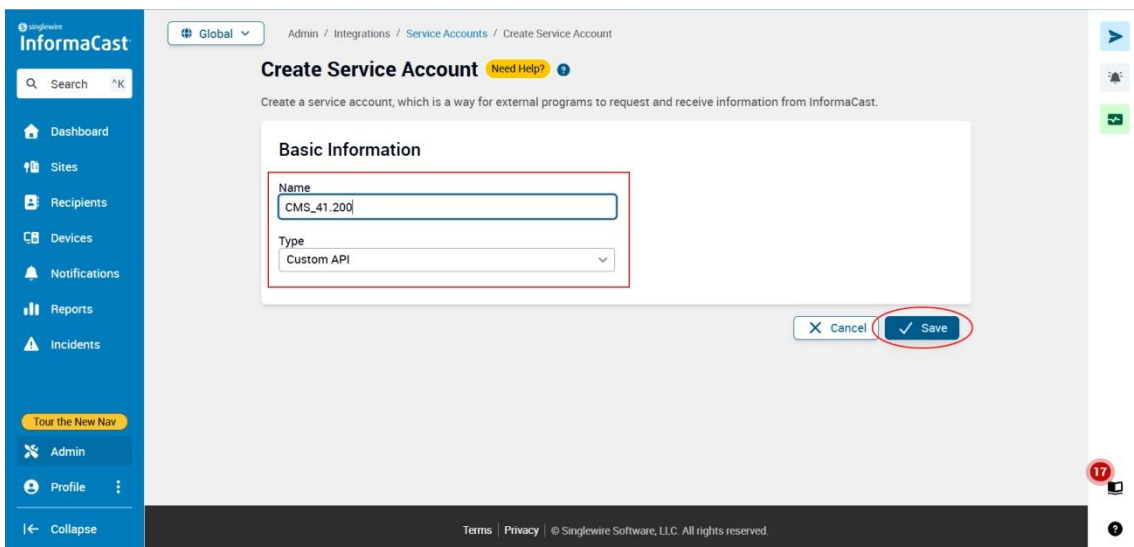
1. Create sites on the Singlewire InformaCast website if you have not done this yet. Log into the InformaCast website (admin.icmobile.singlewire.com) and go to **Sites > Create Site**.



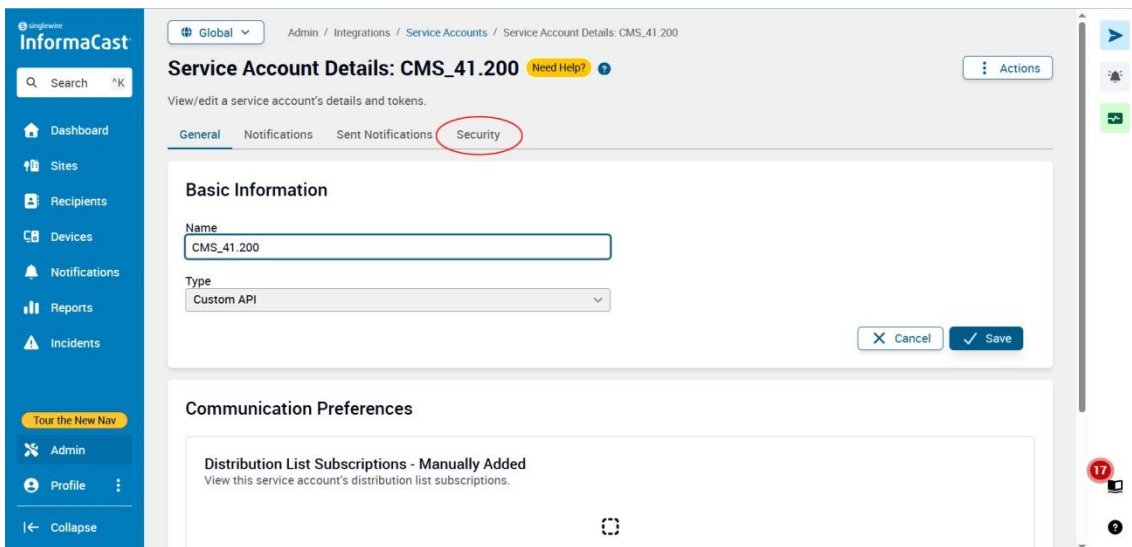
2. Create a service account for your ScreenBeam CMSE on the InformaCast website.
 - a. Go to **Admin > Integrations > Service Accounts** and click **Create Service Account**.



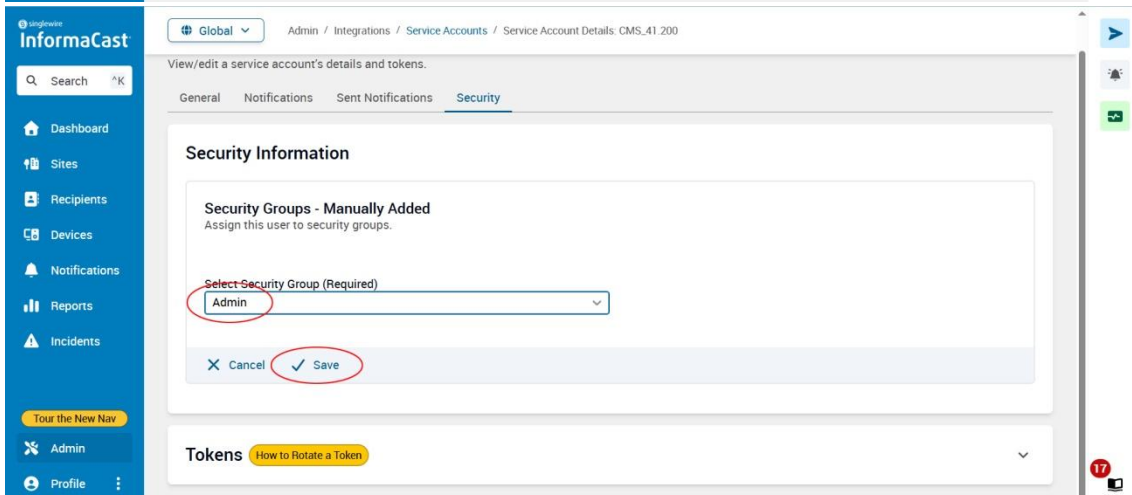
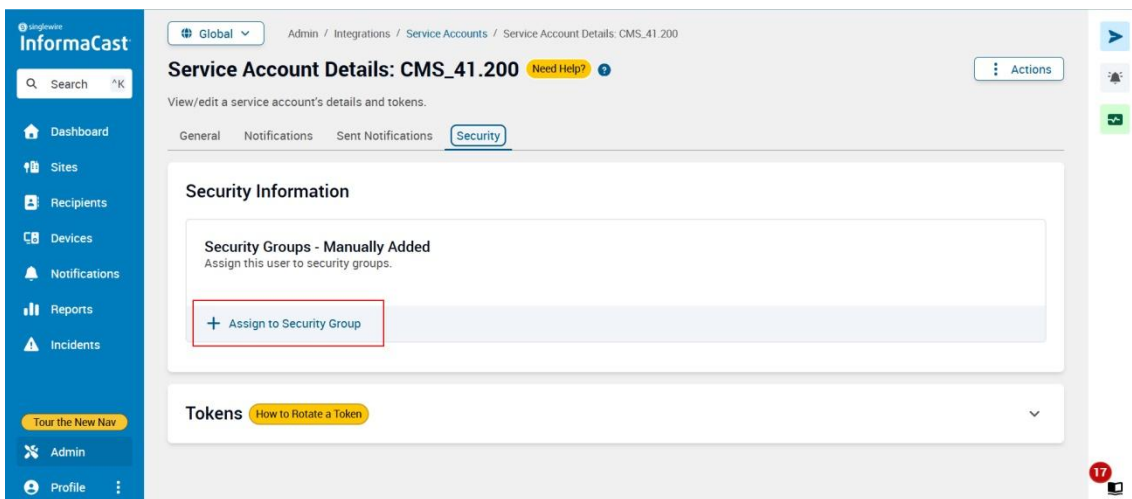
- b. Type a name and select **Custom API** for the Basic Information. Click **Save**.



c. The **Service Account Details** page will appear. Select the **Security** tab page.

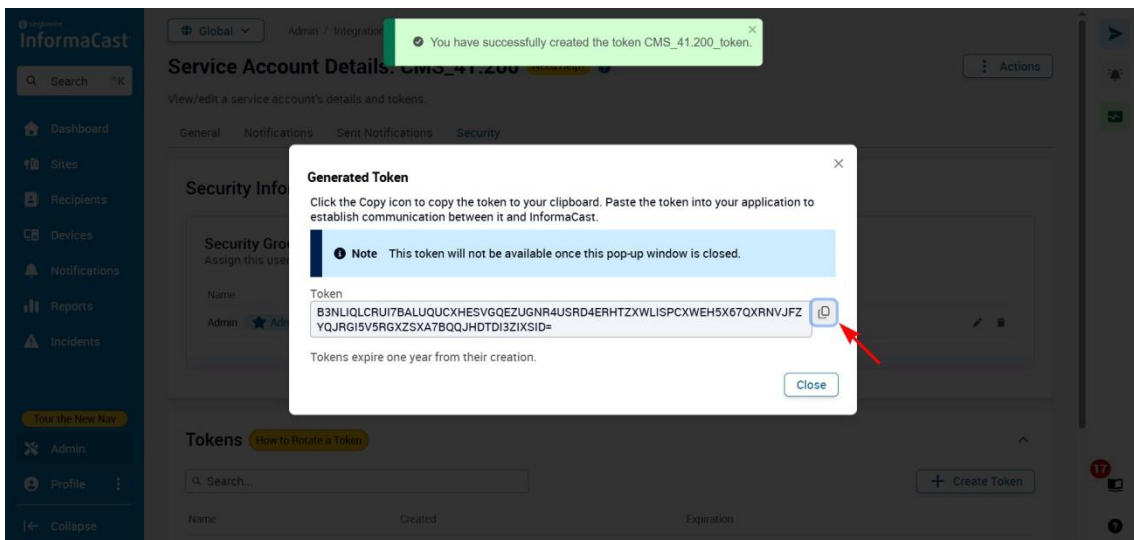
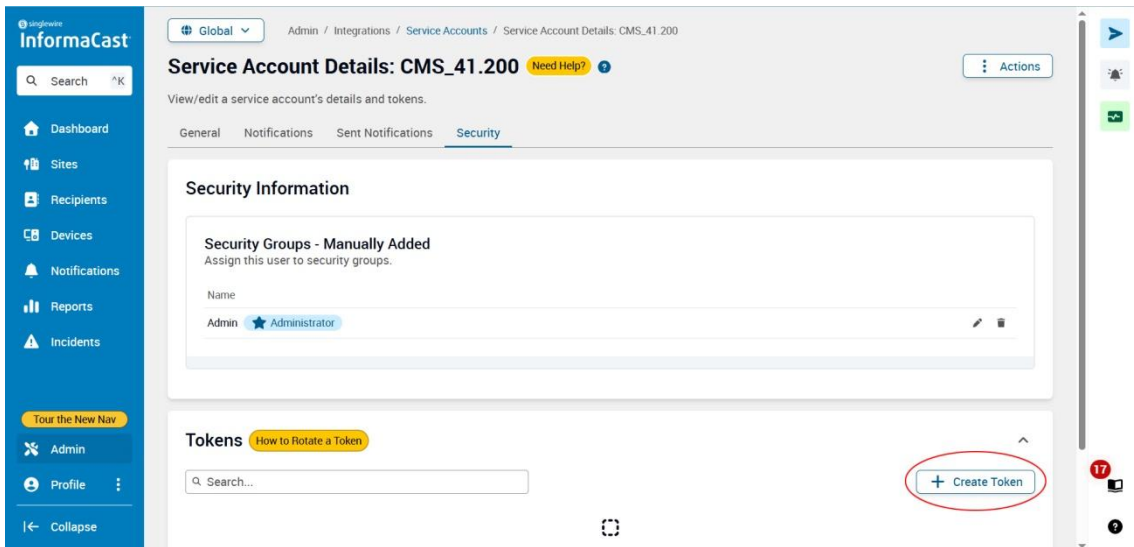


d. On the **Security Information** section, click **Assign to Security Group** and then select **Admin**. Click **Save**.

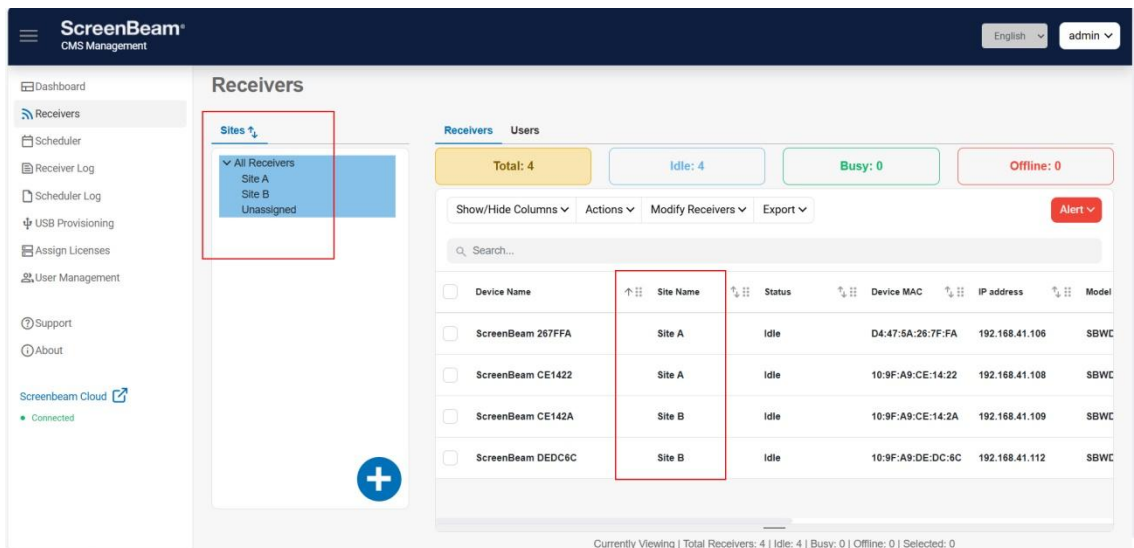


e. On the **Token** section, click **Create Token**. Type a name for this token and click **Save**. A token will be created. Copy and paste this token on Notepad for later use. Note: You must save the token when it's generated as it will not show again after the

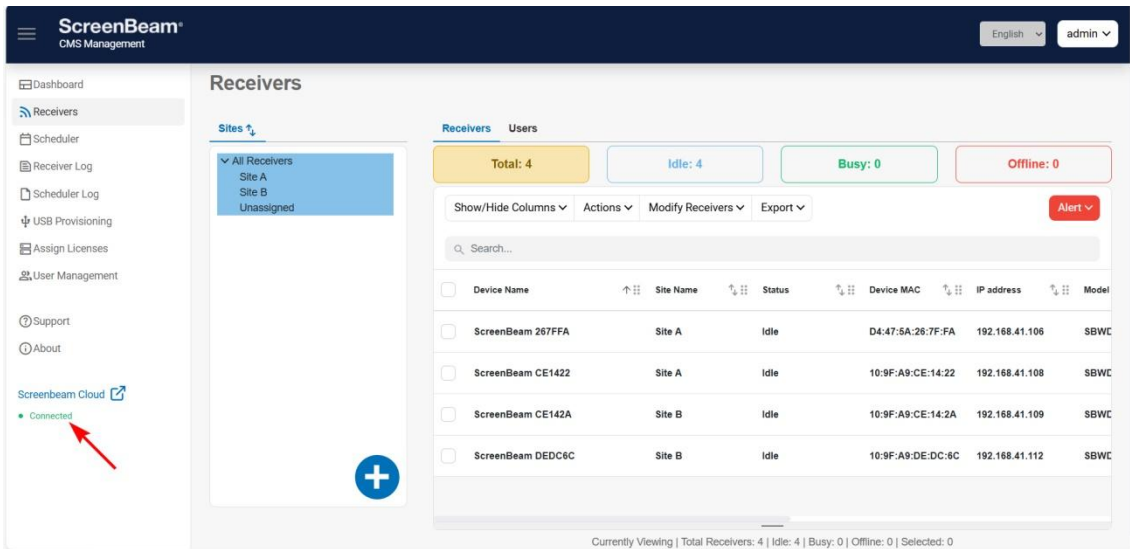
window is closed. The token will expire one year from its creation.



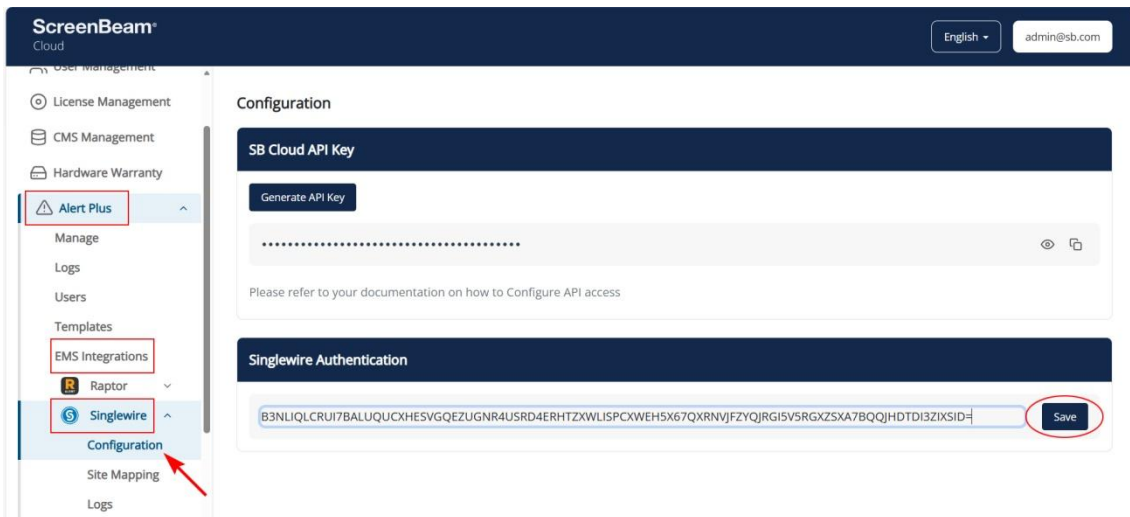
3. Create sites on your ScreenBeam CMSE and assign ScreenBeam receivers to the sites.



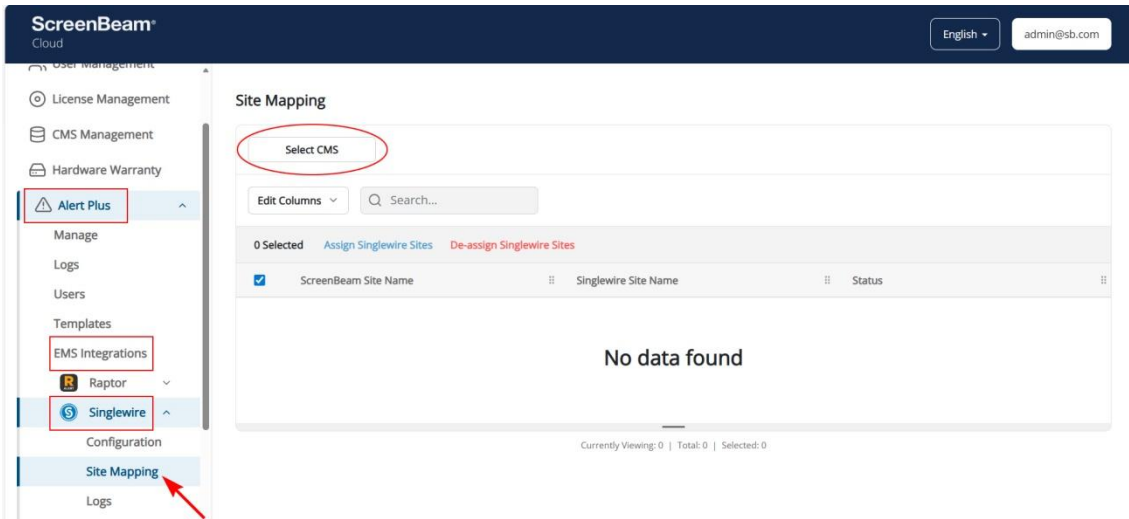
4. Connect the ScreenBeam CMSE to ScreenBeam Cloud if you have done this yet.



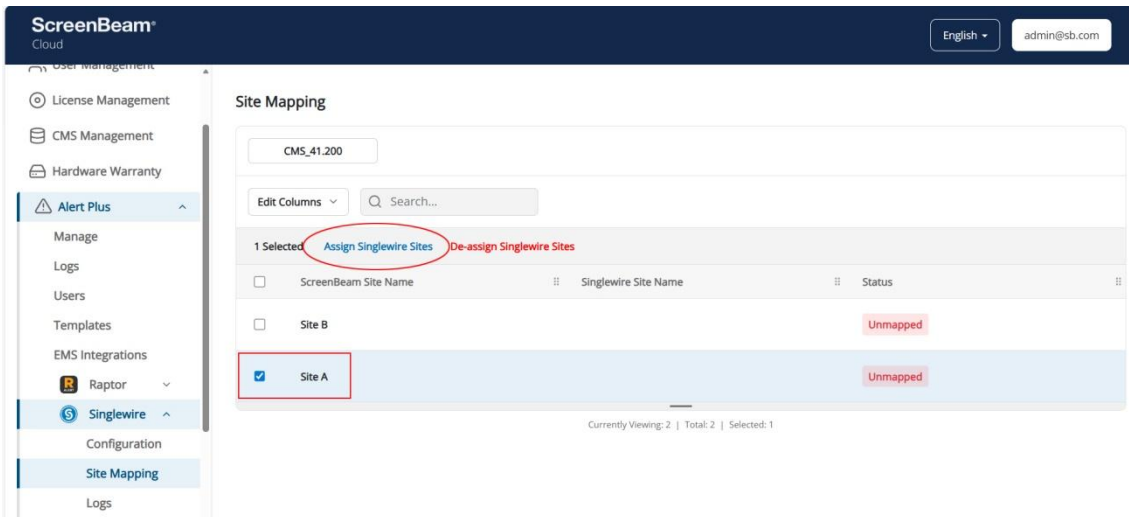
5. Go to ScreenBeam Cloud (cloud.screenbeam.com) and then navigate to **Alert Plus** -> **EMS Integration** > **Singlewire** > **Configuration**. Enter the token that is saved in Step 2.e in the **Singlewire Authentication** box. Click **Save**.



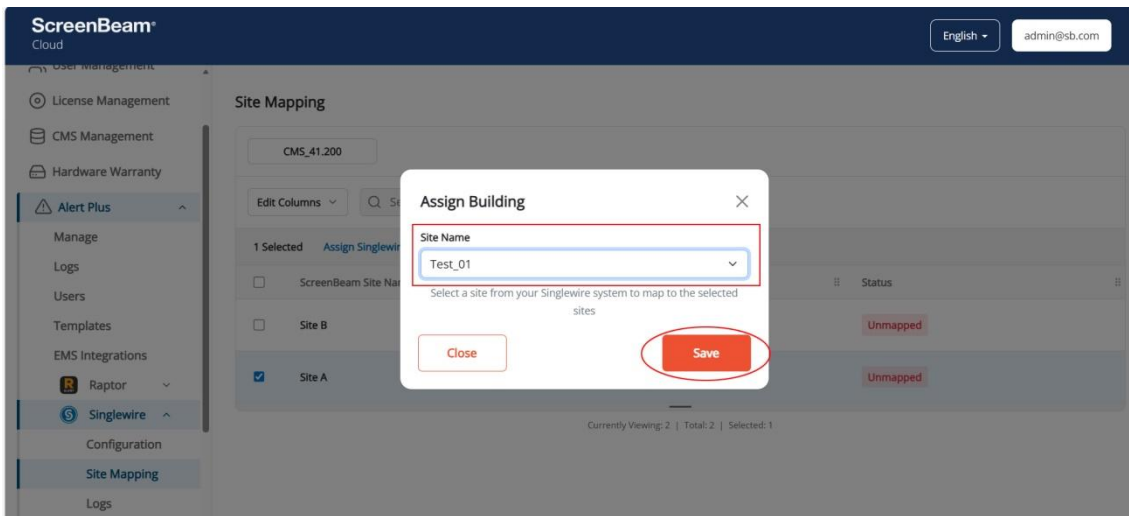
6. Map ScreenBeam CMSE sits to Singlewire sites on ScreenBeam Cloud.
 - a. Navigate to **Alert Plus** -> **EMS Integration** > **Singlewire** > **Site Mapping** on ScreenBeam Cloud. Click **Select CMS** and then select a CMS server.



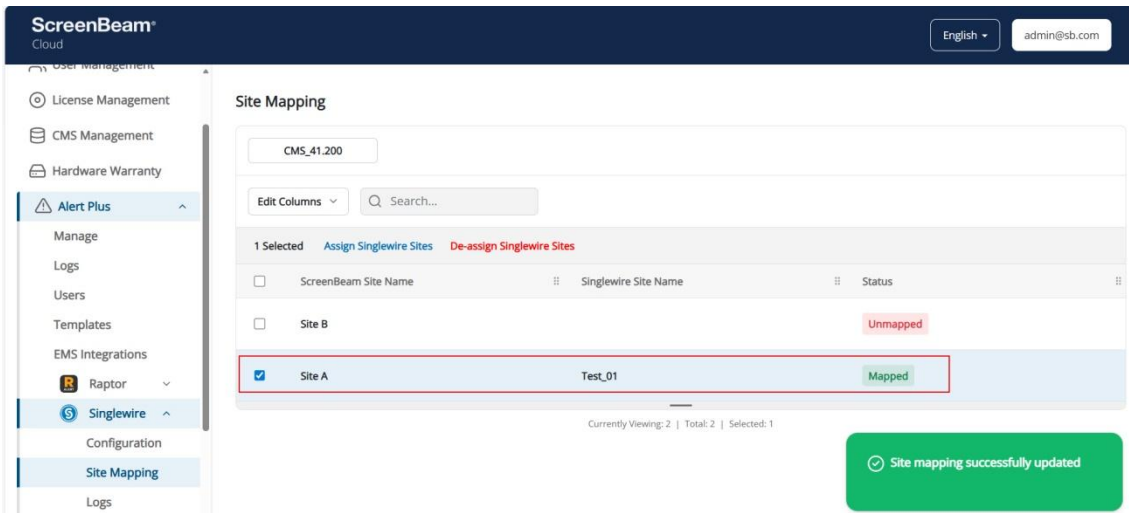
- b. The sites that are created on this CMS are listed in the **Site Mapping** table. Select one or more sites and the click **Assign Singlewire Sites**.



- c. Select a site from the Assign Building dropdown box, or type the Singlewire site name exactly the same as it is in your Singlewire website, and click **Save**.



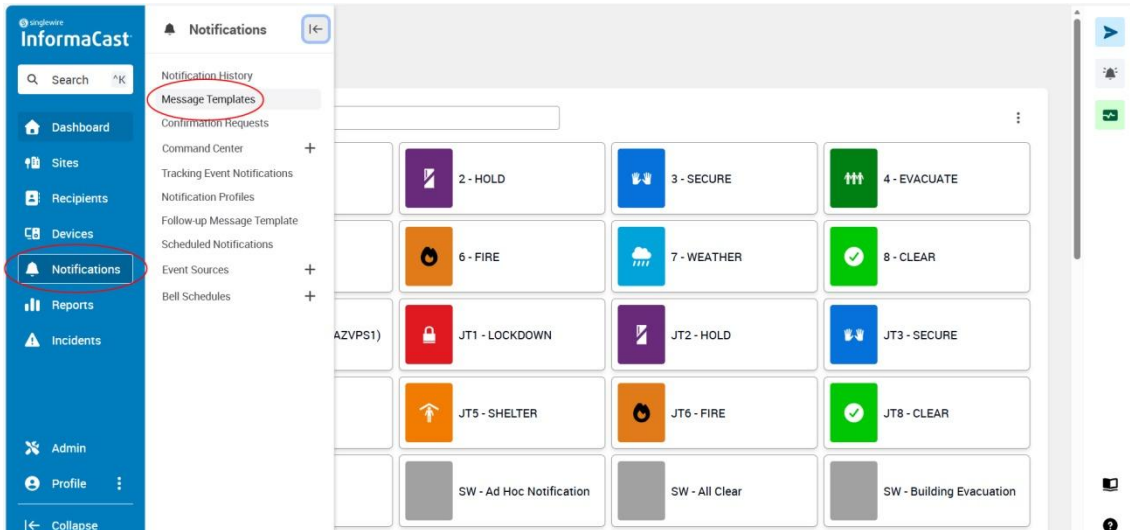
- d. The selected ScreenBeam CMSE sites are mapped to the selected Singlewire site.



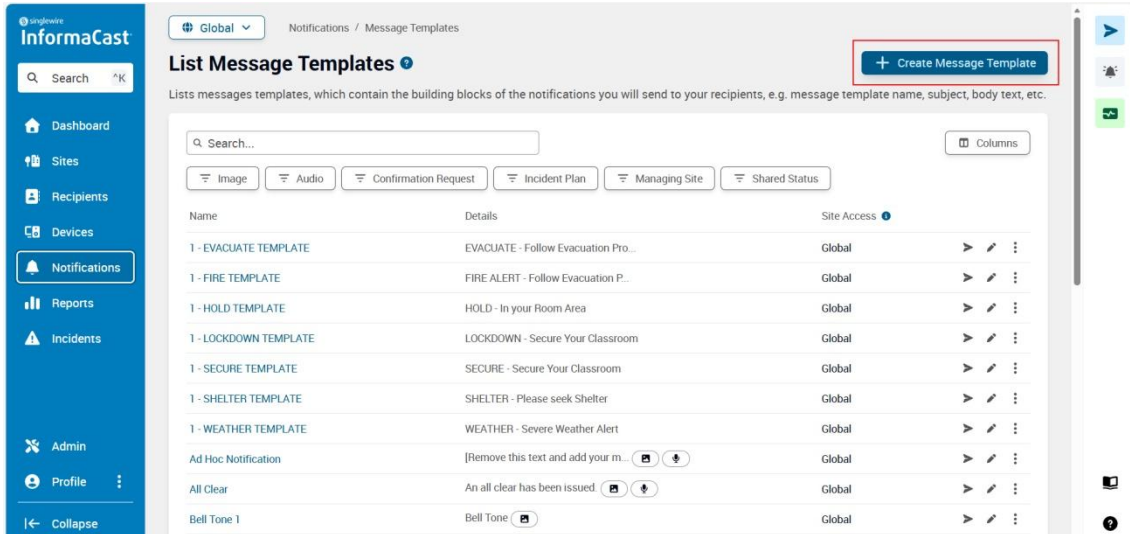
7.3 Creating Message Templates

To create message templates on Singlewire InformaCast, follow the procedure below:

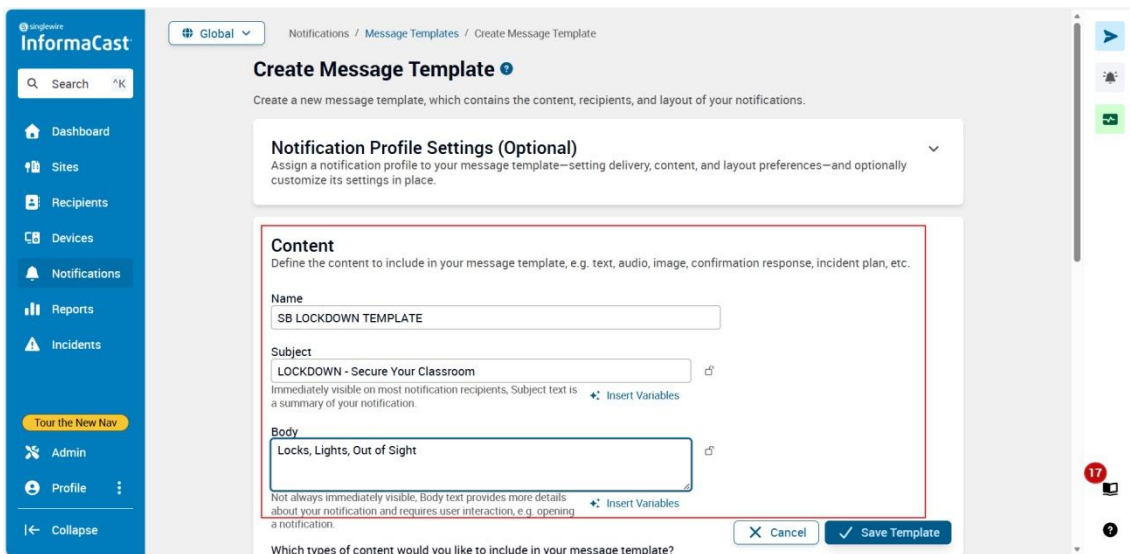
1. Log into the InformaCast website (admin.icmobile.singlewire.com) and go to **Notifications > Message Templates**.



2. Click **Create Message Template** to go to the **Create Message Template** page.



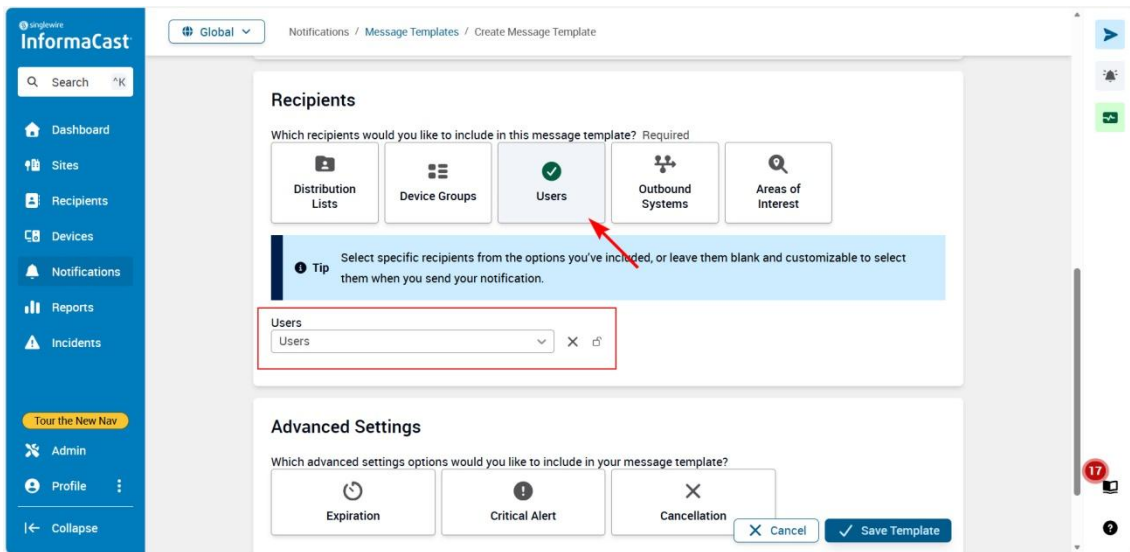
- a. In the **Content** section, enter information in the **Name**, **Subject** and **Body** boxes for your template.



It is recommended to follow the I_Love_U_Guys templates (as listed in the table below) to create your templates. You may edit the text as necessary.

Template Name	Subject	Body
SB LOCKDOWN TEMPLATE	LOCKDOWN – Secure Your Classroom	Locks, Lights, Out of Sight
SB HOLD TEMPLATE	HOLD - In your Room or Area	Remain in place and keep halls clear
SB SECURE TEMPLATE	SECURE - Secure Your Classroom	Remain Inside - Lock Outside Doors
SB EVACUATE TEMPLATE	EVACUATE - Follow Evacuation Procedures	Proceed safely to your assigned evacuation point
SB SHELTER TEMPLATE	SHELTER - Please Seek Shelter	Use Shelter Strategy
SB FIRE TEMPLATE	FIRE - Follow Evacuation Procedures	Proceed safely to your assigned evacuation point
SB WEATHER TEMPLATE	WEATHER - Severe Weather Alert	Please follow severe weather safety procedures

- b. In the **Recipient** section add at least one recipient, e.g., select your email address in Users.

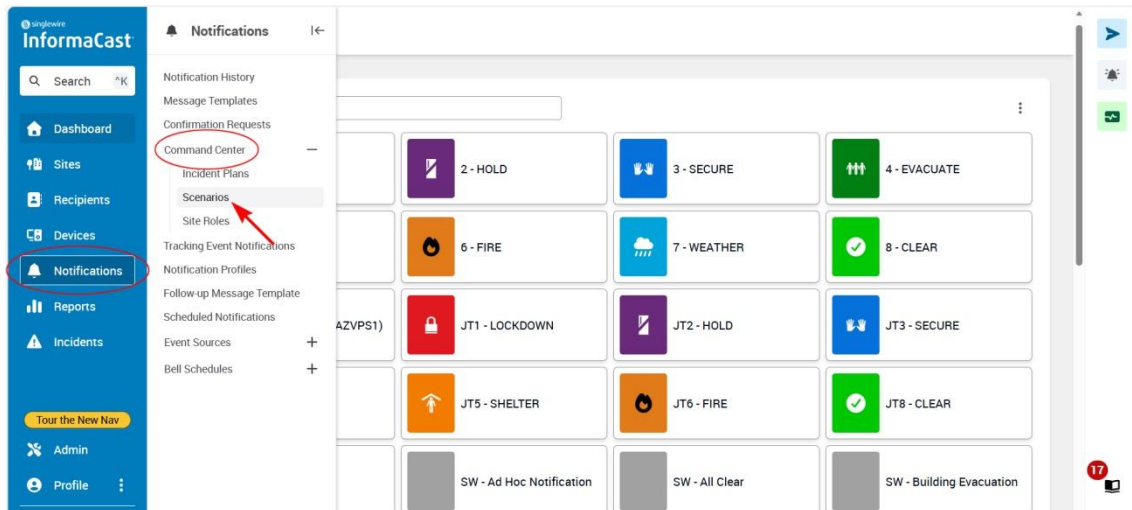


- c. Click **Save Template** to save your template.
3. Repeat Step 2 to add other templates (as listed in the I_Love_U_Guys templates table).

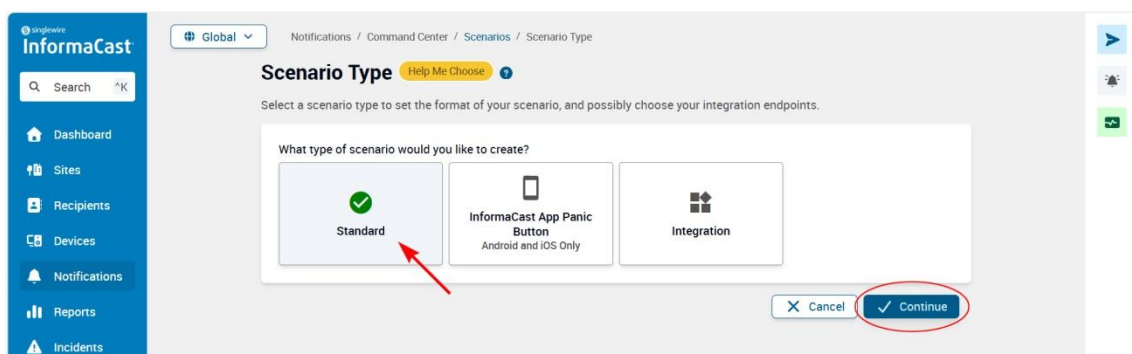
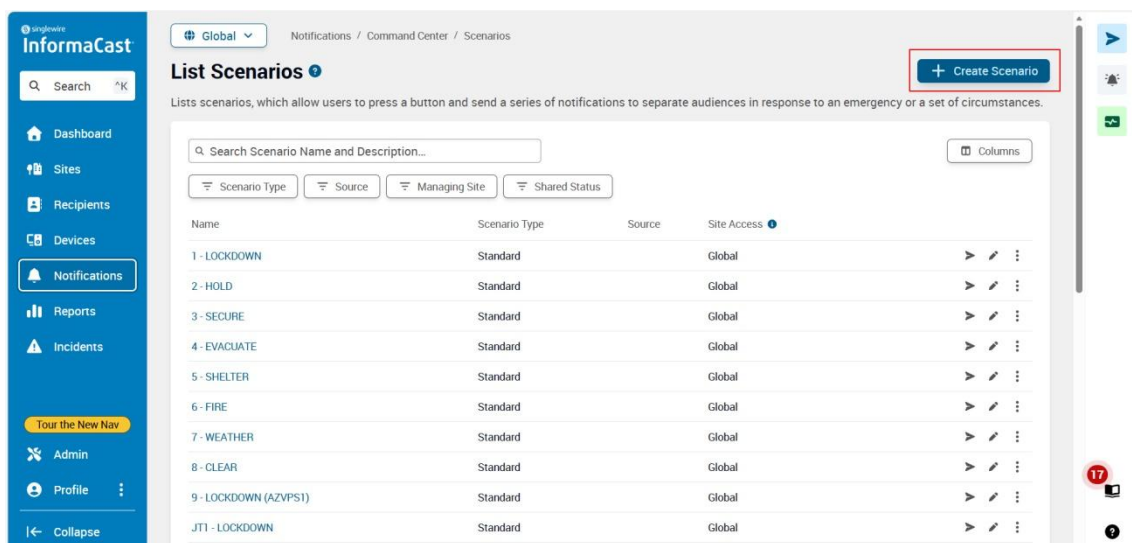
7.4 Creating Scenarios

To create scenarios on Singlewire InformaCast, follow the procedure below:

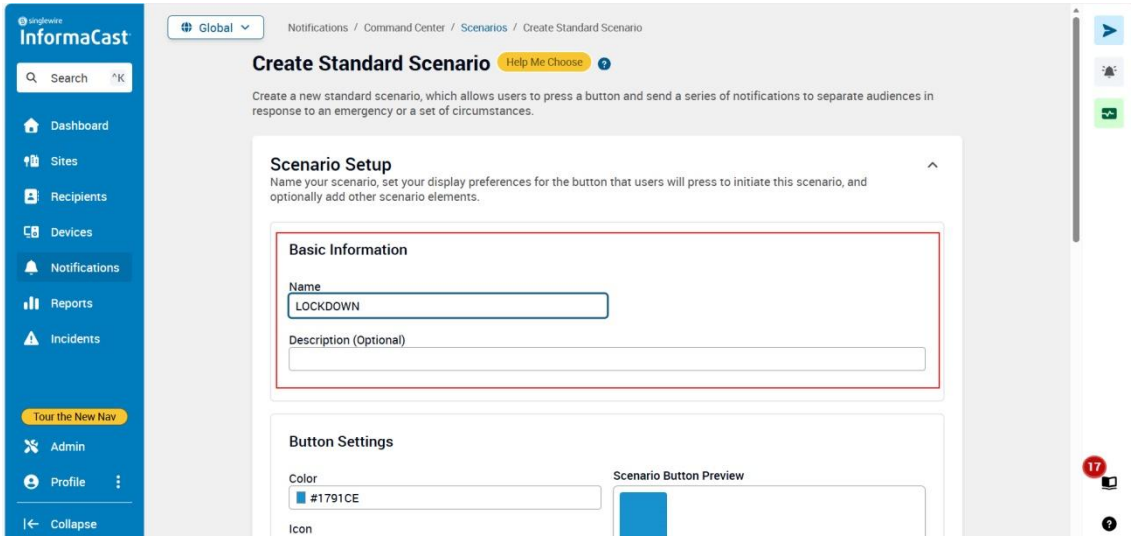
1. Log into the InformaCast website (admin.icmobile.singlewire.com) and go to **Notifications > Command Center > Scenarios**.



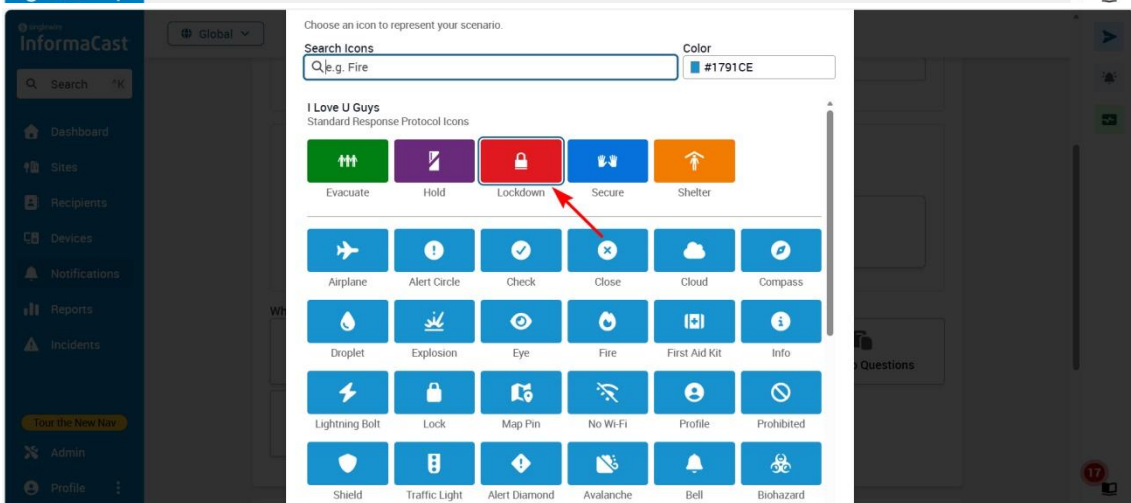
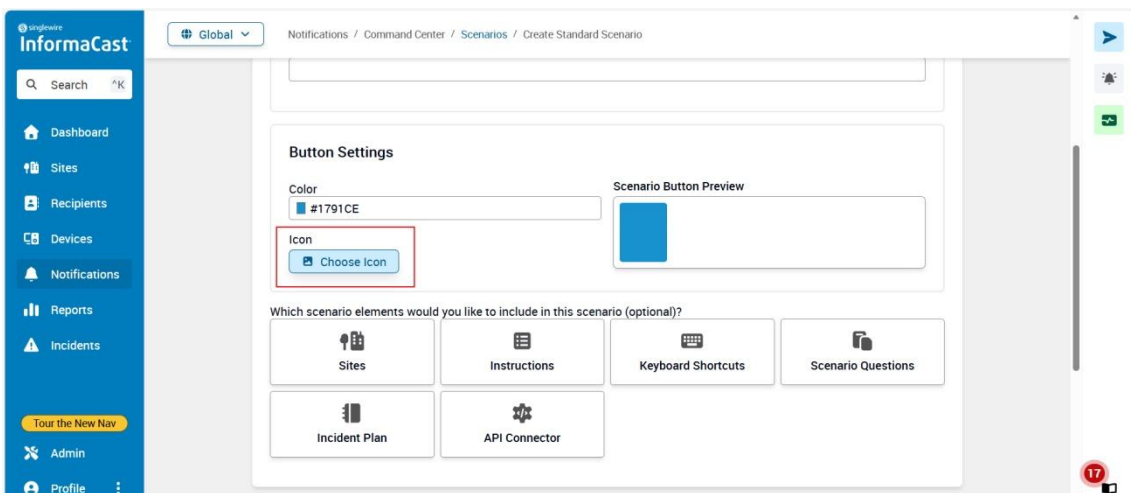
2. Click **Create Scenario** to open the **Scenario Type** page. Select **Standard** and click **Continue**.



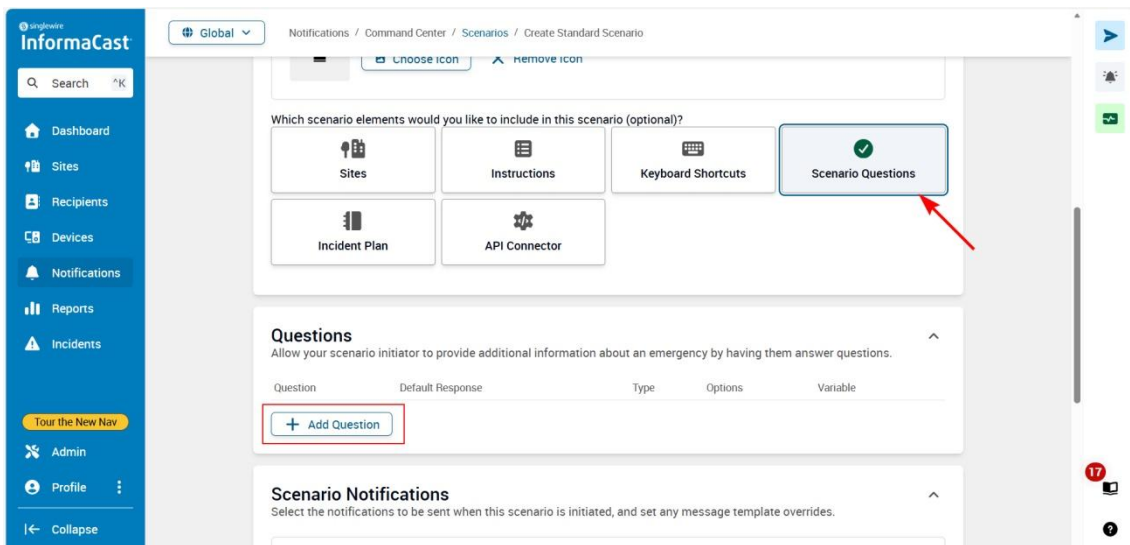
3. The **Create Standard Scenario** page appears.
 - a. In the **Scenario Setup** section, enter a name and some descriptions for your scenario in **Basic Information**.



- b. Click the **Choose Icon** button and select an icon for your scenario in the **Button Settings** section. Choose one of the **I Love U Guys** icons or other icons for your template. You can also use the color picker to customize your icon.

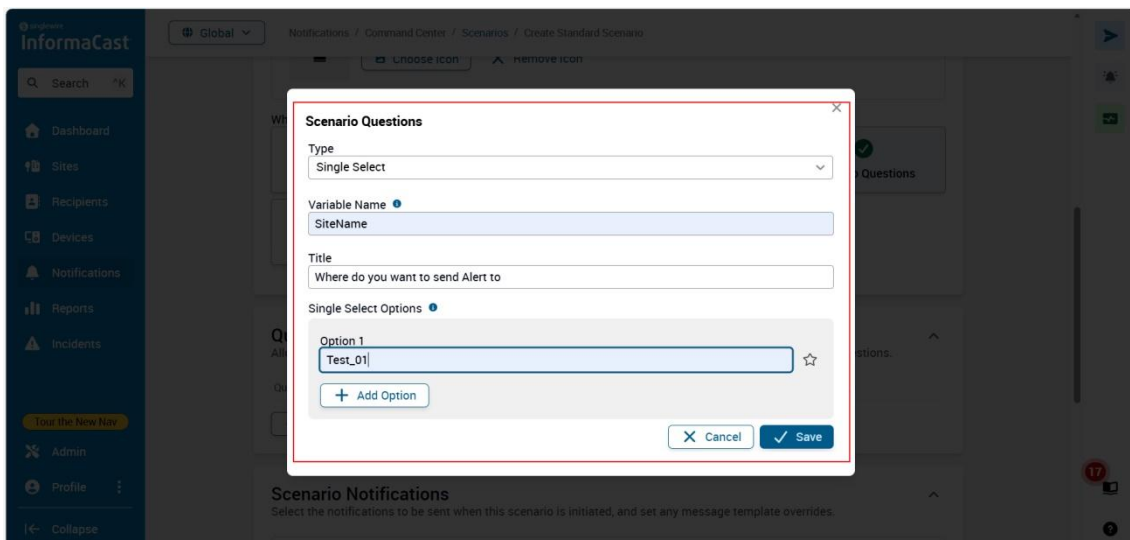


- c. Select **Scenario Questions** to display the **Questions** section and then click **Add Question**.

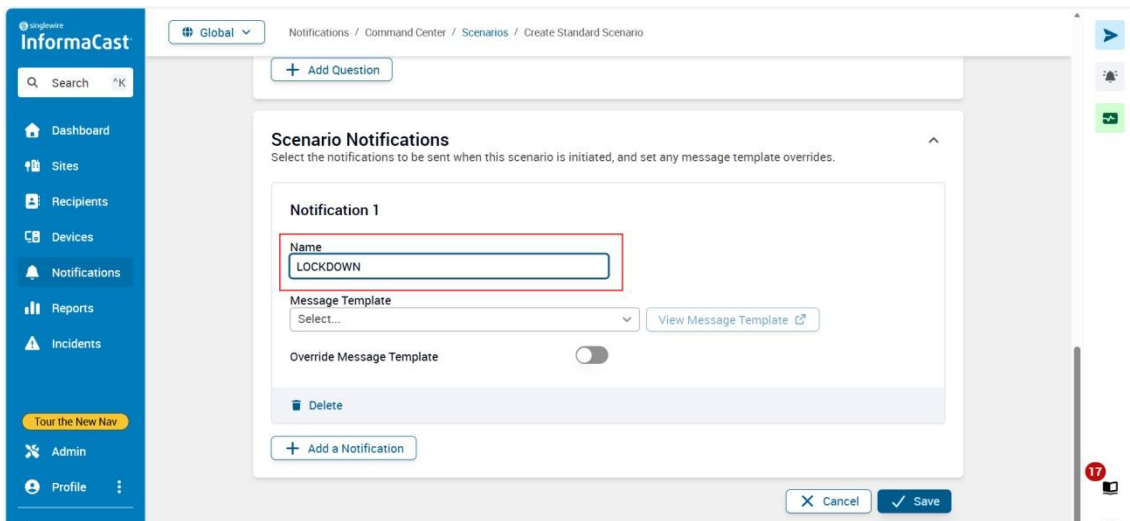


- d. The **Scenario Question** window appears. Enter information for your question. Repeat steps c to d to add Question 2 and 3 listed in the table below for your questions. Note: The option for **SiteName** must match exactly the name of the site you create. If you want to add more options, click the **Add Option** button.

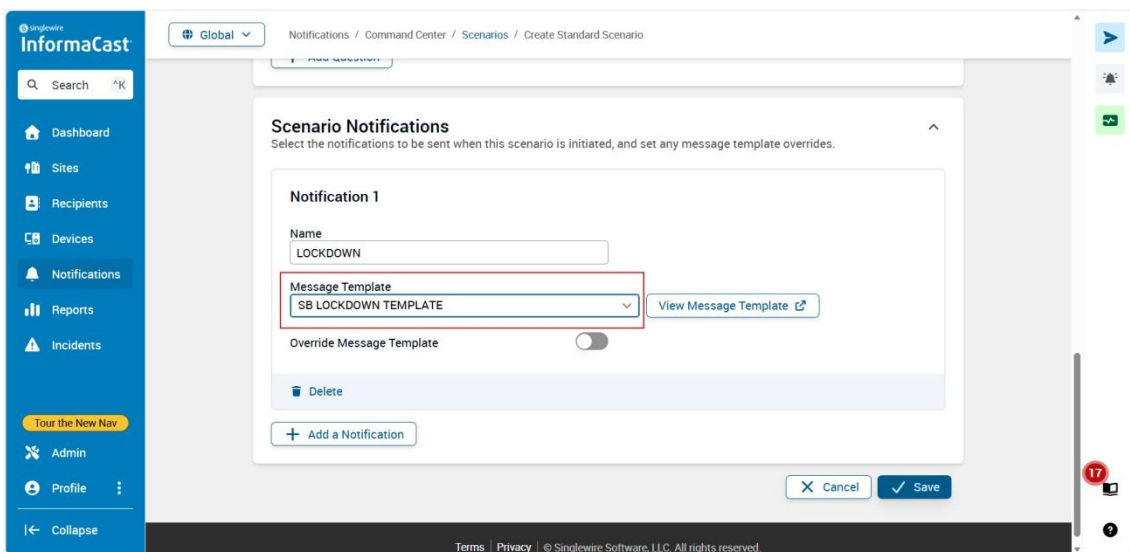
	Title	Type	Variable
Question 1	Where do you want to send Alert To	Single Select	SiteName
Question 2	State your Full Name	Free Text	AlertInitiator
Question 3	Is this a Drill	Single Select	IsDrill



- e. In the **Scenario Notifications** section, type a name for Notification 1.
IMPORTANT: The name must be one of the following: LOCKDOWN, HOLD, SECURE, EVACUATE, SHELTER, FIRE, WEATHER, CLEAR.

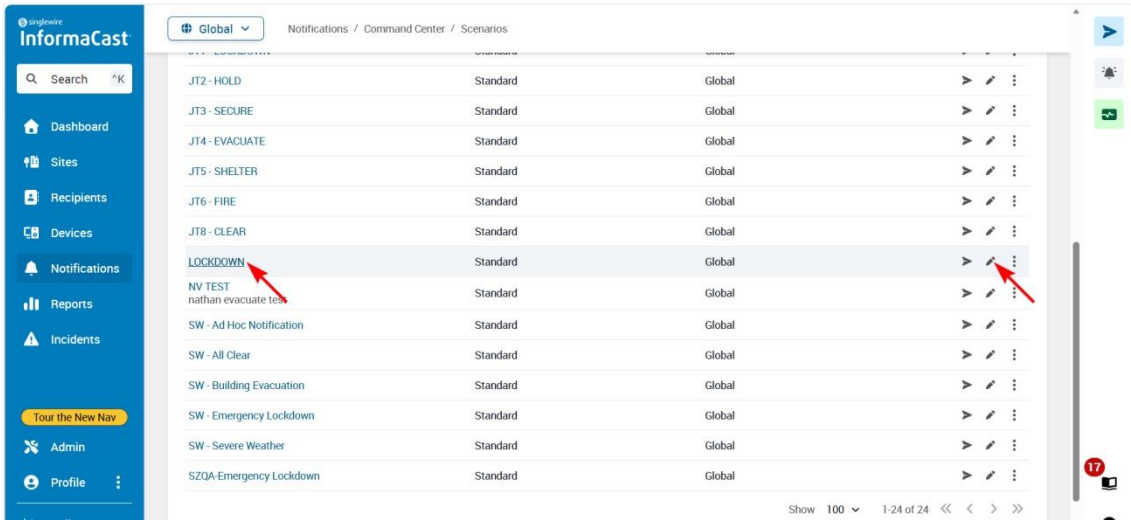


- f. Select a message template that you create in Section 7.3 **Creating Message Templates**.

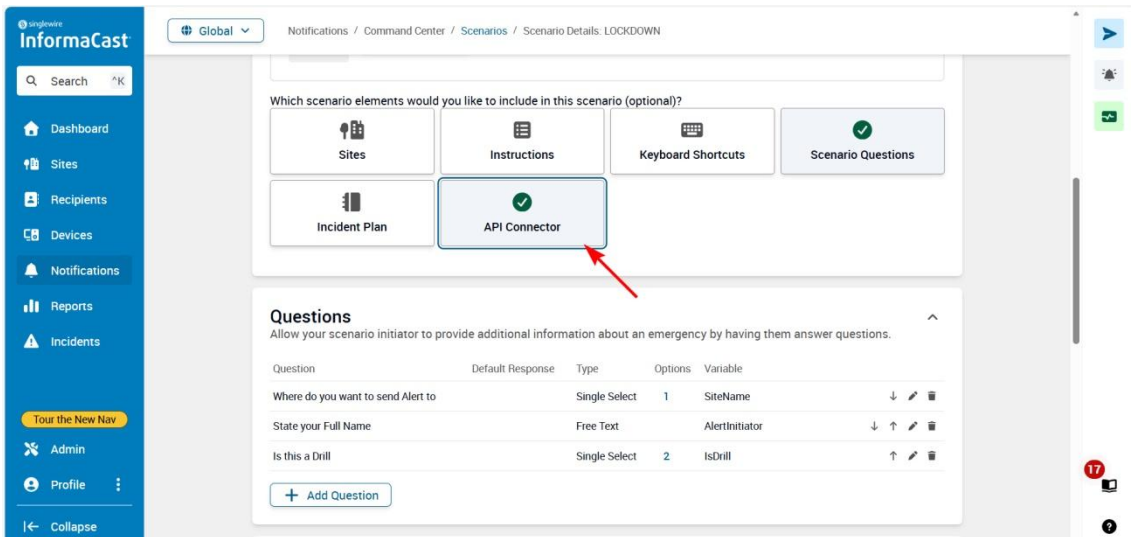


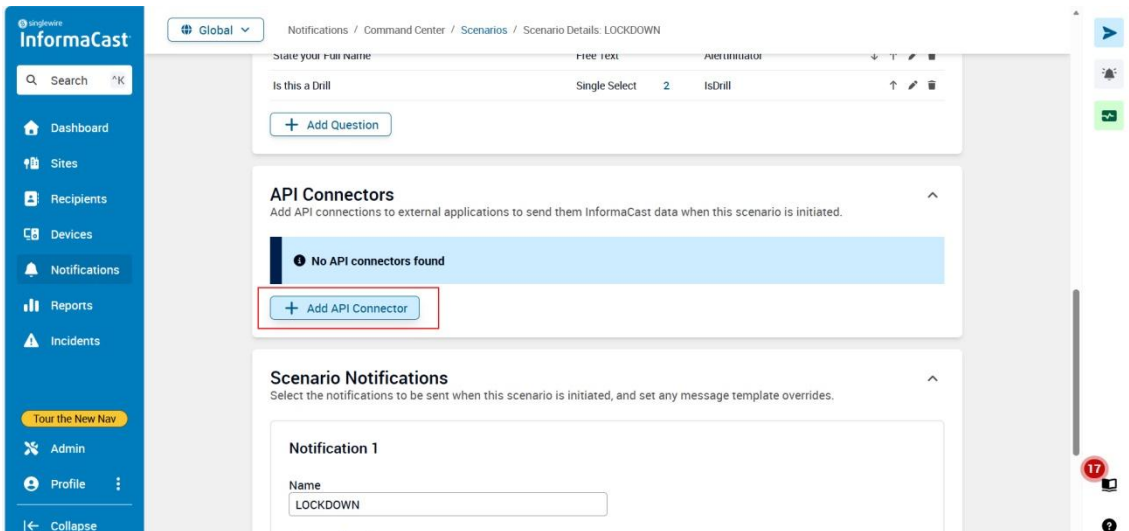
4. Click **Save** to create your scenario.

5. Set up an API connector for the newly created scenario.
 - a. Click the name of the newly created scenario or click the pen icon to open the **Scenario Details** page.



- b. Select **API Connector** in the **Scenario Setup** section and then click **Add API Connector** in the **API Connectors** section.





c. The **Add an API Connector** window appears. Fill in or select the following information:

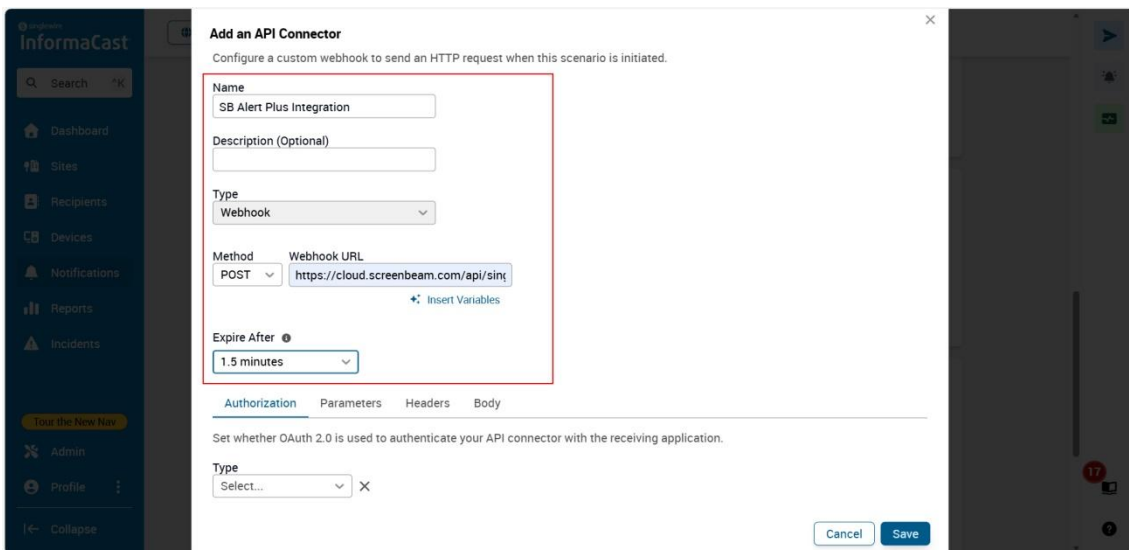
Name : SB Alert Plus Integration

Type : Webhook

Method : POST

Webhook URL : <https://cloud.screenbeam.com/api/singlewire/alert>

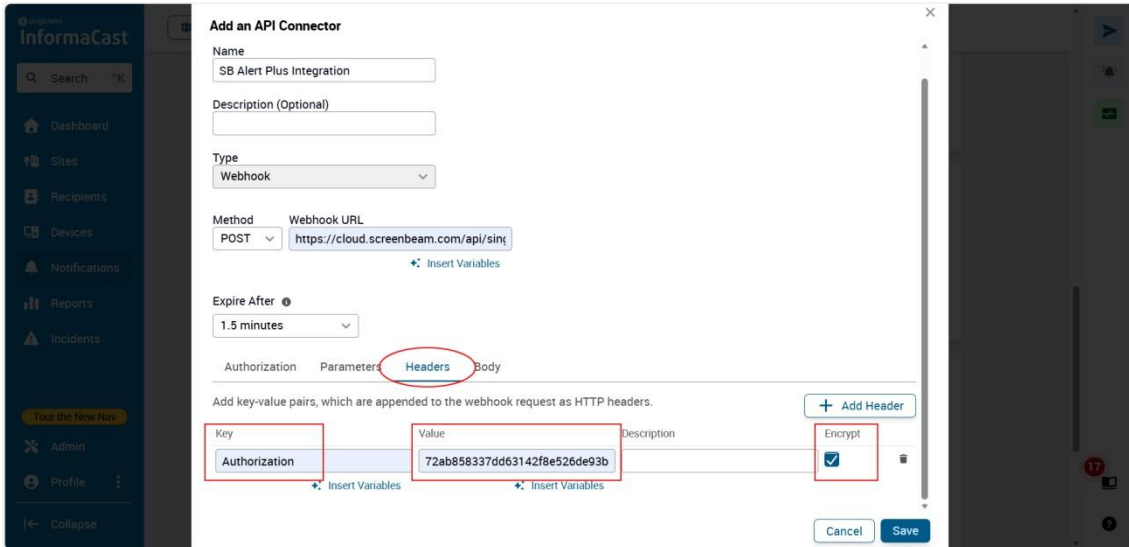
Expire After : 1.5 minutes



Click **Headers** and fill in the following information:

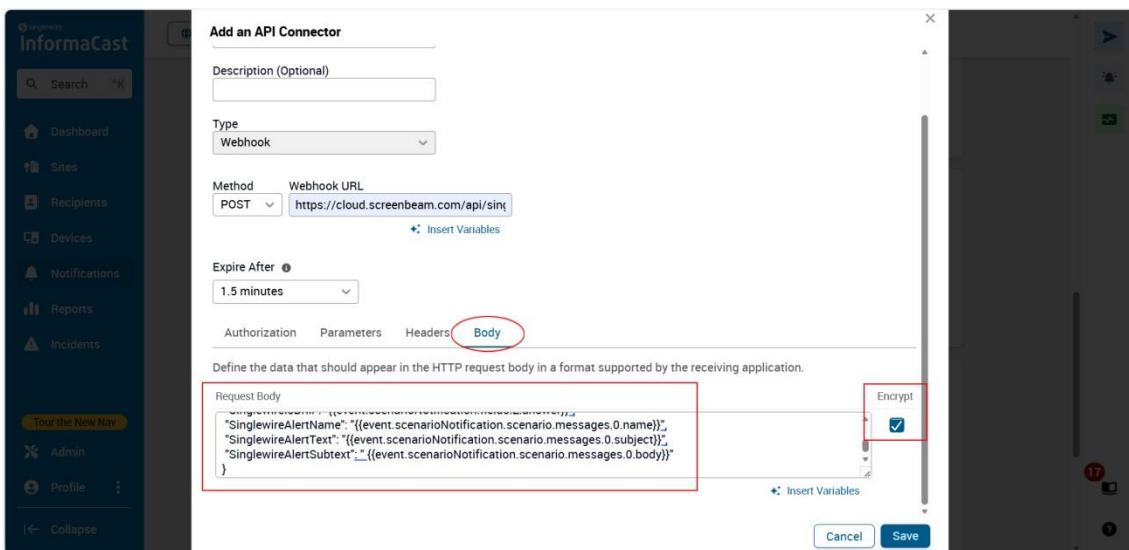
Key: Authorization

Value: The SB Cloud API key that is generated in **ScreenBeam Cloud > Alert Plus > EMS Integrations > Singlewire > Configuration > SB Cloud API Key**.



Click **Body** and fill in the following information:

```
{
  "SinglewireNotificationId": "{{event.scenarioNotification.id}}",
  "SinglewireSiteNameAlt": "{{event.scenarioNotification.fields.0.answer}}",
  "SinglewireAlertInitiator": "{{event.scenarioNotification.fields.1.answer}}",
  "SinglewireIsDrill": "{{event.scenarioNotification.fields.2.answer}}",
  "SinglewireAlertName": "{{event.scenarioNotification.scenario.messages.0.name}}",
  "SinglewireAlertText": "{{event.scenarioNotification.scenario.messages.0.subject}}",
  "SinglewireAlertSubtext": "{{event.scenarioNotification.scenario.messages.0.body}}"
}
```



Enable (check) the **Encrypt** option for the **Headers** and **Body** settings.

- d. Click **Save** to save the API Connector.
- e. Click **Save** to save the scenario settings.

7.5 Initiating an Alert on a ScreenBeam Receiver

Now you can trigger an alert on a ScreenBeam receiver after you have correctly configured Singlewire scenarios and mapped ScreenBeam CMSE sites to Singlewire InformaCast sites on ScreenBeam Cloud.

Follow the procedure below to trigger an alert on a ScreenBeam receiver:

1. Make sure that your ScreenBeam receivers have ScreenBeam Administrative Tools licenses assigned.

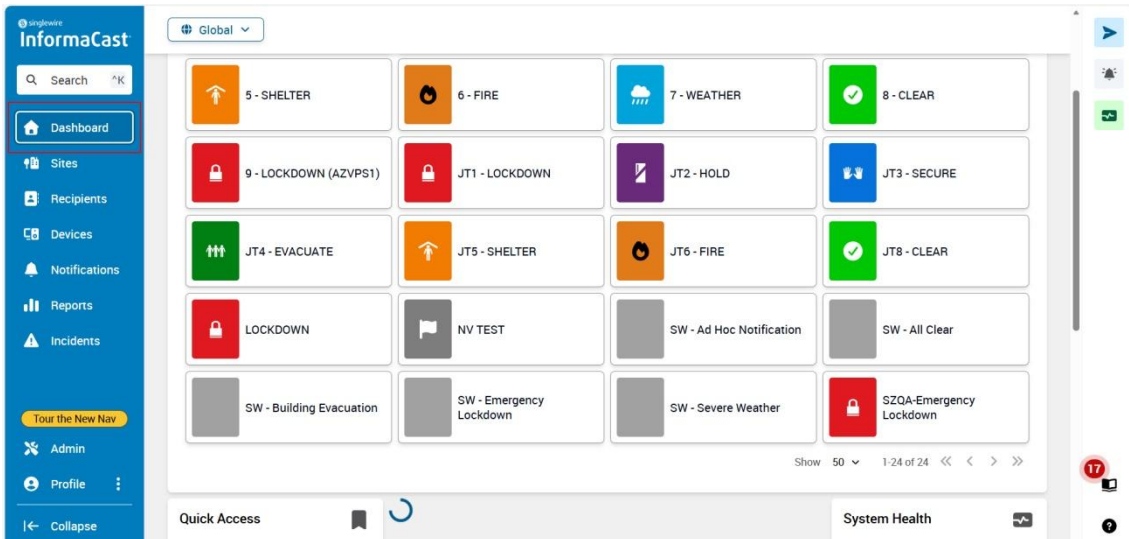
The screenshot displays the ScreenBeam CMS Management interface. The top navigation bar includes the ScreenBeam logo, 'CMS Management', and user settings for 'English' and 'admin'. The left sidebar contains a menu with options like Dashboard, Receivers, Scheduler, Receiver Log, Scheduler Log, USB Provisioning, Assign Licenses (highlighted), and User Management. The main content area shows a table of licenses:

Product	Max Allowed Receiv...	Available	Activation Key	Expiry Date	Features	Action
INSTRUCTIONAL TOOLS	29	29	BVHSEY0Q046G51AC...	6-6-2026	OBAAD_08AdhocClas...	+ -
ADMINISTRATIVE TOOLS	23	22	BWHNS205043G71AF...	3-7-2026	AlertPlus,MessageMa...	+ -

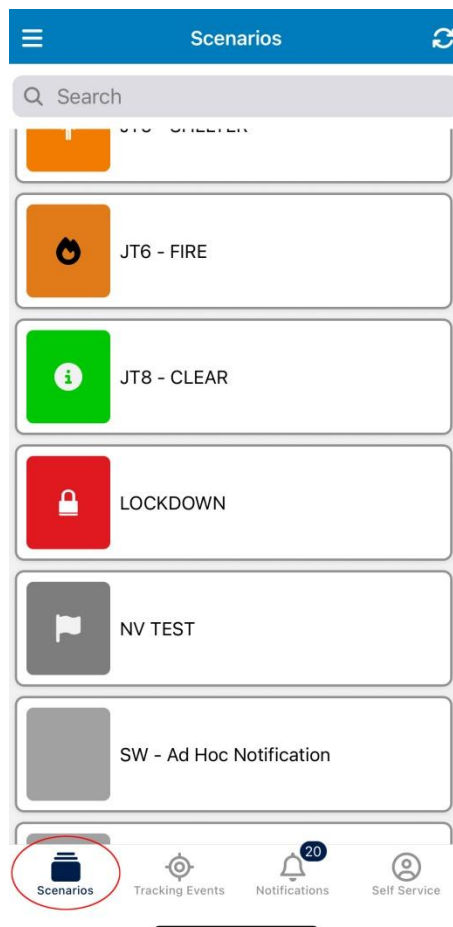
Below the license table, there are two sections: 'Sites' and 'Receivers'. The 'Sites' section shows a tree view with 'All Receivers', 'Site A', 'Site B', and 'Unassigned'. The 'Receivers' section has an 'Actions' dropdown and a search bar. Below that is a table of receivers:

Device Name	Site Name	Status	Device MAC	Model Name	Firmw
ScreenBeam CE1422	Site A	Idle	10:9F:A9:CE:14:22	SBWD1100P	11.1.1

2. Log into the Singlewire InformaCast website (admin.icmobile.singlewire.com) and go to **Dashboard**.



Or, log into the InformaCast app and go to **Scenarios**.



3. Select a scenario in the **Dashboard** page on the InformaCast website. Or, select a

scenario in the **Scenarios** page on the InformaCast app.

Note: Search for your scenario if there are too many scenarios in the page.

4. The questionnaire will appear. Select or fill in your answers and click the **Review** button to continue.

The screenshot shows the 'Describe Scenario: LOCKDOWN' page. The breadcrumb trail is 'Notifications / Command Center / Scenarios / Describe Scenario: LOCKDOWN'. The main heading is 'Describe Scenario: LOCKDOWN'. Below it, a prompt asks to provide more information. A 'Questions' box contains three items: a dropdown for 'Where do you want to send Alert to' (Test_01), a text input for 'State your Full Name' (Larry Chen), and a dropdown for 'Is this a Drill' (YES). At the bottom right, there are 'Cancel' and 'Review' buttons, with the 'Review' button circled in red.

5. The **Review Scenario** page will appear. Check your scenario info and click **Send**.

The screenshot shows the 'Review Scenario: LOCKDOWN' page. The breadcrumb trail is 'Notifications / Command Center / Scenarios / Review Scenario: LOCKDOWN'. The main heading is 'Review Scenario: LOCKDOWN'. Below it, a prompt asks to review the notifications. A section titled 'Notifications That Will Be Sent' shows a toggle for 'Include Notification' (checked) and a list of recipients (Larry Chen). The 'Content' section shows the message template, subject, and body. At the bottom right, there are 'Cancel', 'Back', and 'Send' buttons, with the 'Send' button circled in red.

6. The alert will be triggered on the ScreenBeam receivers whose site is mapped to the selected Singlewire site in a few seconds.

Note: To clear the alerts, you can set up and issue a CLEAR scenario.