



Mobile Instant Notifier

Deployment Guide

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STANLEY Healthcare is now Securitas Healthcare. We are currently rebranding all our products and documentation, but until that process is complete you may still see visual references to STANLEY Healthcare in this document. All descriptions of functionality are accurate to the best of our knowledge.

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Mobile Instant Notifier

Mobile Instant Notifier is a component of Securitas Healthcare's MobileView® Enterprise Visibility platform that provides visual and audible alerts on critical events for all MobileView solutions, including patient security, environmental monitoring, staff safety, and infant protection. Available for iPhone®, iPod touch®, iPad®, and Android™, Instant Notifier offers multiple options to keep clinical, operations and security staff fully informed of critical events while on the go.

Downloading Mobile Instant Notifier

The Mobile Instant Notifier application is available on the App Store® and Google Play™.

1. Open the App Store or Google Play Store.



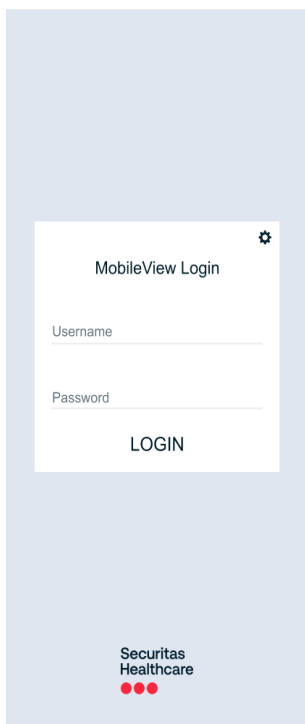
2. Search for: **Mobile Instant Notifier**.
3. Select and then Install the app.

Opening Mobile Instant Notifier

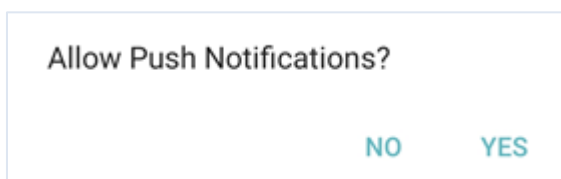
Once installed, the Mobile Instant Notifier icon ('Notifier') is available on the home screen.




1. Tap the **Notifier** icon. The Login to MobileView screen opens.



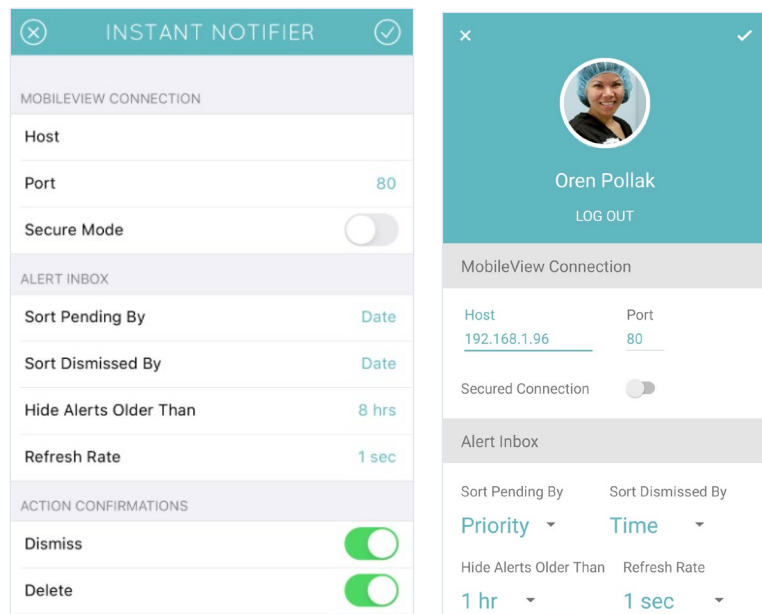
On Android, you may see a message asking if you want to enable Push Notifications; you should click "Yes".



2. If you are not taken immediately to the **Settings** screen, tap the **Settings** icon . The **Settings** screen opens.

Configuring Mobile Instant Notifier Settings

1. Configure the following fields:



MobileView Connection

Host

The IP address or DNS name of the MobileView Server to which the Mobile Instant Notifier should be connected.

Port

The Port number of the MobileView Server to which the Mobile Instant Notifier should be connected.

Secure Mode/Secured Connection

If MobileView has been configured to use a secure connection, toggle this button **On**.



Alert Inbox

Sort Pending By

Select how you want pending alerts to be sorted: by **Time (Date)** or by **Priority**.

Sort Dismissed By

Select how you want dismissed alerts to be sorted: by **Time (Date)** or by **Priority**.

Hide Alerts Older Than

Select the time period after which alerts are hidden (in hours).

Refresh Rate

Select your required refresh rate (in seconds).

Note: The refresh rate only applies when the application is open and active to display new notifications. When the application is inactive (running in the background), Push Notifications are used to send new alerts to the device.

Action Confirmations

Dismiss

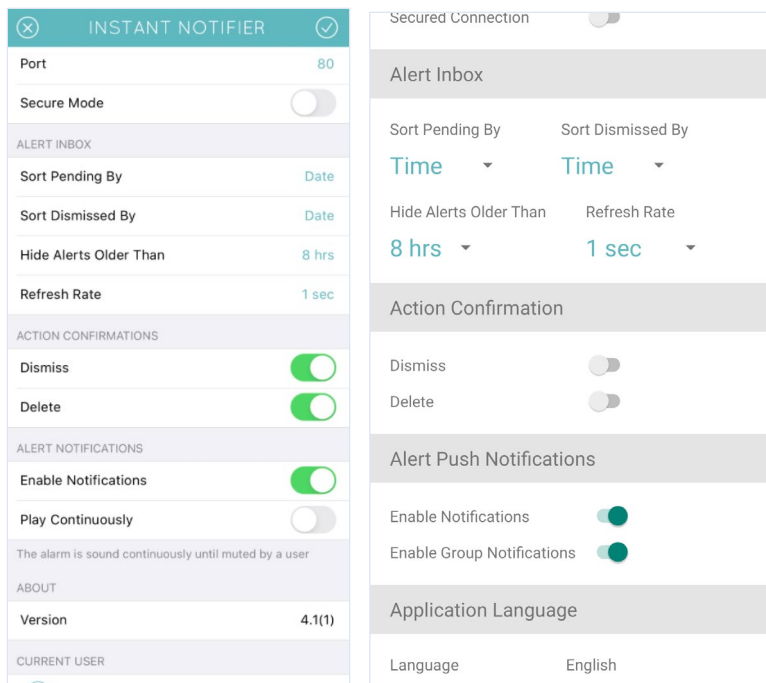
Toggle **On** if you require a confirmation request before dismissing an Alert.

Note: Users who are not authorized to dismiss alerts do not have the dismiss function enabled when signed in, regardless of this setting.

Delete

Toggle **On** if you require a confirmation request before deleting an Alert.

Note: Users who are not authorized to delete alerts—or are connected to a MobileView server that disallows alert deletion—do not have the delete function enabled when logged in, regardless of this setting.



Alert Notifications

Enable Notifications

Toggle **On** to allow Mobile Instant Notifier to display alert notifications while you are logged into the Mobile Instant Notifier application but the application is closed.

Note: An internet connection is required for push notifications to function correctly.

Enable Group Notifications (Android Only)

This is **On** by default and groups alert notifications when received on the device. Toggle **Off** to disable Group Notifications. In this case, each alert notification will appear separately. For more see [About Group Notifications \(Android Only\)](#).

Note: Some Android devices limit the number of separate notifications within a 24 period. For new notifications to appear, older ones must be cleared.

Play Continuously (iOS Only)

Toggle **On** to allow Mobile Instant Notifier to play the alarm sound continuously until muted by the user. This setting is Off by default. For more see [Muting Continuous Alarm Sound](#).



Application Language (Shown in Android Only)

Note: To change the Application Language on iOS see [Settings iOS Application Language](#).

Language

Displays the application's set language. To change the language, tap the displayed language and tap on your selection.

The app supports English, French, German, Dutch, Swedish, Finnish, Spanish, and Portuguese.

Version

Displays the Mobile Instant Notifier version number.

About (Shown in iOS Only)

Version

Displays the Mobile Instant Notifier version number.

Current User (not in Android version—instead this is shown at the top of the Settings screen)

Displays the name of the user currently signed-in.

2. Tap **Save**.

Setting iOS Application Language

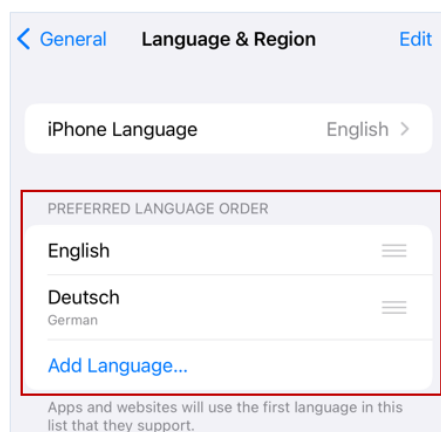
This section is for the iOS app only and explains how to change your Mobile Instant Notifier iOS app language.

The app supports English, French, German, Dutch, Swedish, Finnish, Spanish, and Portuguese.

Before you begin

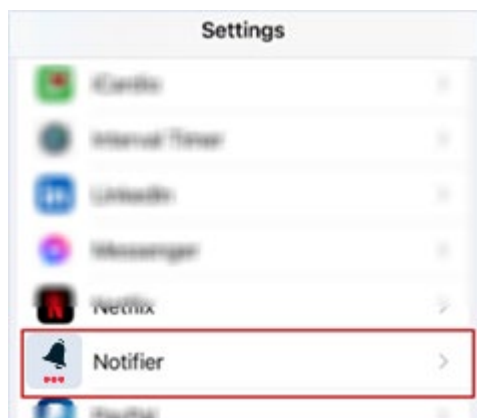
Before changing the application's language, a second preferred language must be added to the iPhone or iPad Settings.

To do this go to Settings > General > Language and Region and add a second preferred language.



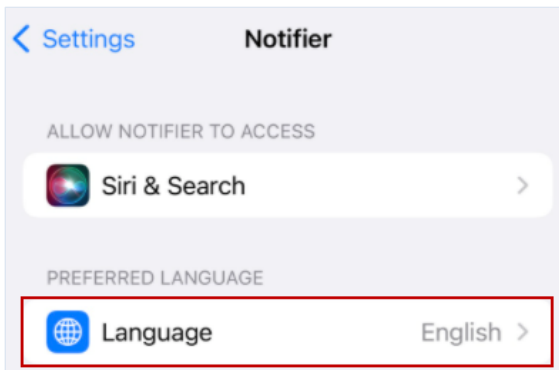
Once you have added a second language you can continue with the steps below to change your Mobile Instant Notifier app language.

1. From your iOS device, tap **Settings**.
2. Scroll down the list and tap the '**Notifier**' app.

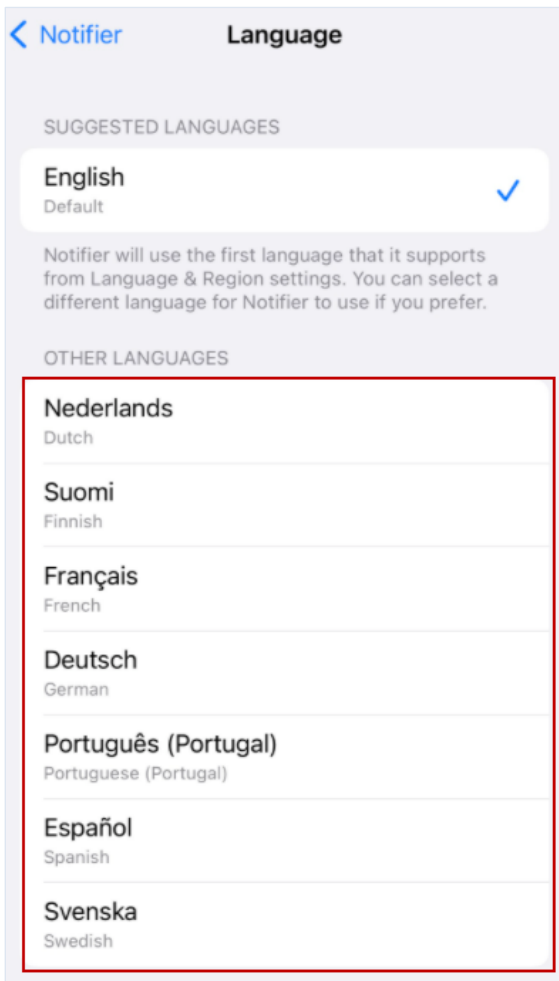


3.

4. Tap the **Language** bar.



5. Tap to select your required language.



Setting up MDM (iOS Only)

The following section is for configuring the Mobile Device Management (MDM) parameters.

To set the configuration through the MDM, use the list of supported MDM keys in the table below.

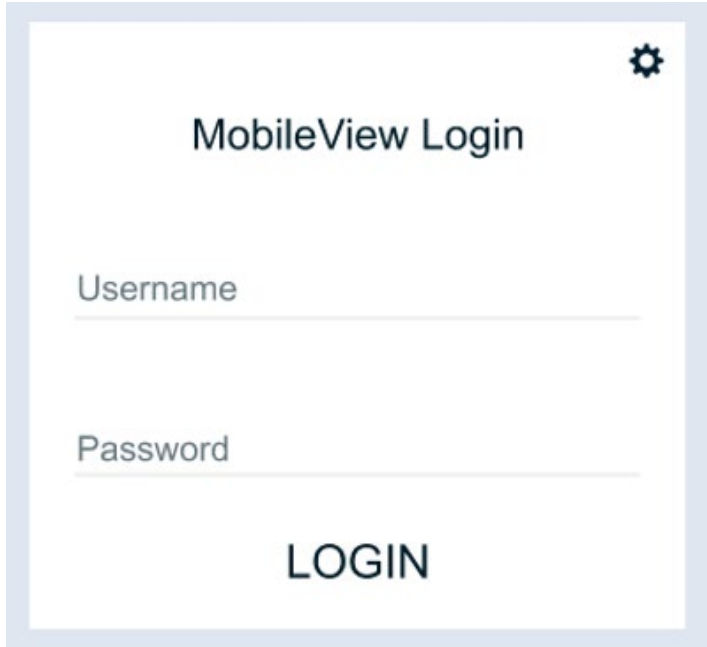
Note the following:

- The keys are case sensitive
- If the value is valid and updated correctly, you can verify it by ensuring the value field in the MINF is disabled
- If the value is not valid, the value field in the MINF will not be disabled

Settings Parameter	MDM Key	Value Type	Options
MV User Name	mdm_user_name	String	Any
MV Password	mdm_password	String	Any
MV Host / IP	mdm_mv_host_or_ip	String	Any
MV Port	mdm_mv_port	String	Port range is: 1- 65535
Secure Mode	mdm_secure_mode_flag	Integer	0 or 1 (Boolean representation)
Sort Pending By	mdm_sort_pending_alert_order	String	Date or Priority
Sort Dismissed By	mdm_sort_dismissed_alert_order	String	Date or Priority
Hide Alerts Older Than	mdm_hide_alerts_older_than	Integer	1 / 2 / 4 / 8
Refresh Rate	mdm_refresh_rate	Integer	1 / 2 / 3 / 4 / 5 / 10 / 15 / 20 / 30
Dismiss	mdm_dismiss_confirmation_flag	Integer	0 or 1 (Boolean representation)
Delete	mdm_delete_confirmation_flag	Integer	0 or 1 (Boolean representation)
Enable Notification	mdm_push_notifications_flag	Integer	0 or 1 (Boolean representation)
Play Continuously	mdm_play_continuously_flag	Integer	0 or 1 (Boolean representation)

Logging into Mobile Instant Notifier

1. Enter your MobileView User Name and Password.

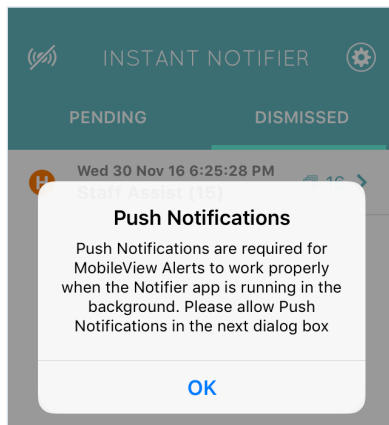


The screenshot shows a mobile application login screen. At the top, the text 'MobileView Login' is centered. In the top right corner, there is a gear icon representing settings. Below the title, there are two input fields: the first is labeled 'Username' and the second is labeled 'Password'. At the bottom center of the screen, there is a large button labeled 'LOGIN'.


2. Tap **LOGIN**.

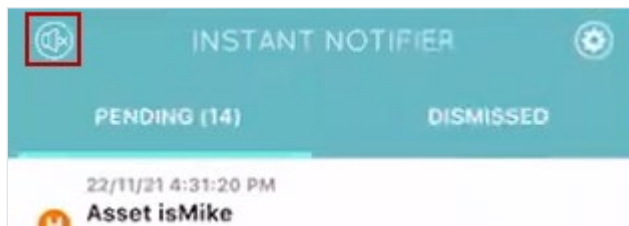
Accepting Push Notifications (iOS Only)

After you log into Mobile Instant Notifier for the first time on an iPhone, iPod touch, or iPad, a message is displayed requesting permission to send notifications. You must accept this request for mobile alert notifications to function correctly.



Muting Continuous Alarm Sound (iOS Only)

If the **Play Continuously** button is enabled under **Settings > Alert Notification**, a Mute button  is shown on all screens except the **Settings** screen. This indicates that the alarm will sound continuously until muted by a user.



The Alarm is muted by performing either of the following:


- Tapping on the Mute button.
- Tapping on an alert to view the alert details.

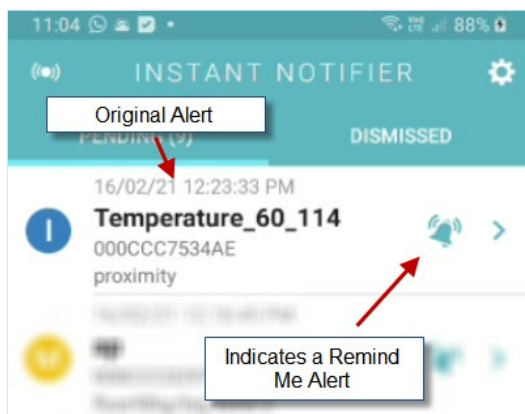
Note: The alarm sound is also muted when the application is closed.

About Remind Me Alerts

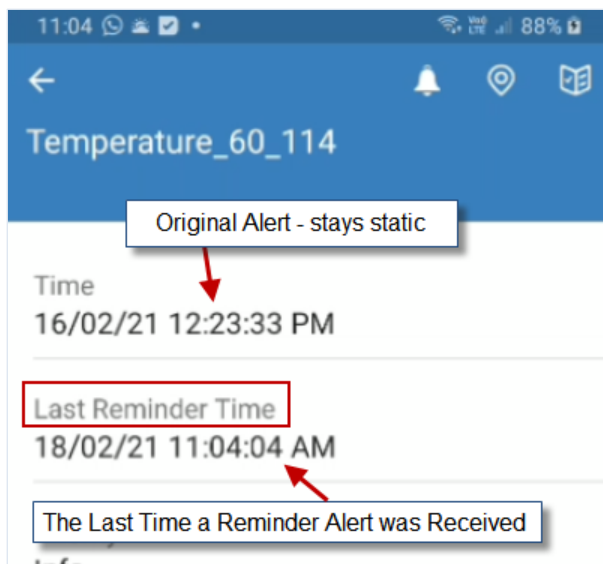
The Remind me every Event Condition option (available only for specific Events), configured in MobileView, allows you to specify the interval at which the alert is repeated as long as the condition persists.

When Remind me every is enabled and set, only one event is triggered. Reminder alerts are triggered according to the set interval time until the condition has returned to normal or the alert is dismissed.

In Mobile Instant Notifier, remind me alerts are not in the form of multiple alerts, instead, a bell icon  is shown next to the original alert.

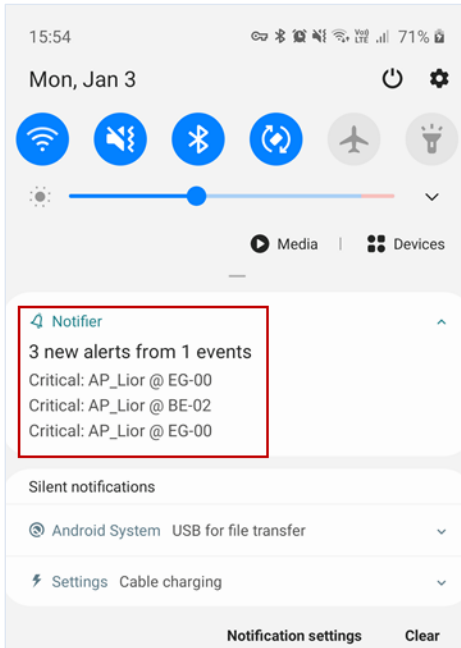


Tapping on the original alert shows more information about the alert. In the more information screen, a **Last Reminder Time** field is added. This field is updated every time another reminder alert is triggered until the condition has returned to normal or the alert is dismissed. The original alert time stays static.



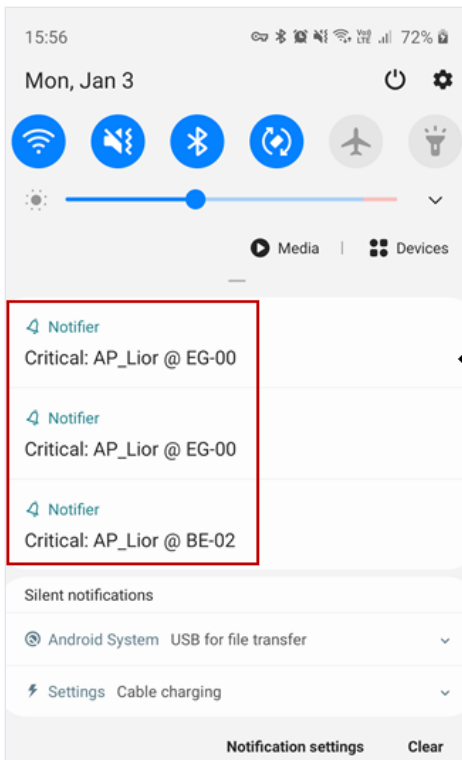
About Group Notifications (Android Only)

Mobile Alert notifications are set by default to be grouped, allowing for easier viewing:



You can toggle group notifications **Off** under **Alert Push Notifications** in the **Settings**.

If the **Enable Group Notification** is **Off**, each alert notification will appear separately:



Note: Some Android devices limit the number of separate notifications within a 24 period. For new notifications to appear, older ones must be cleared.

Appendix

Roles and Permissions

The following permissions are the minimum required for logging into Mobile Instant Notifier:

- Alerts Module
 - Access Alerts Module
- Locator Module
 - Access Locator Module

Connecting to MobileView Through a Load Balancer and Firewall

When using a load balancer or when a firewall monitors the connection to and from MobileView, issues may be experienced when logging into the application. In such instances, a configuration update is required on the MobileView Server side.

1. On the MobileView Server navigate to: C:\Program Files\Aeroscout\MobileView\tomcat\webapps\alerting-server-web\WEB-INF\conf
2. Open the am_connection.config file.
3. Update parameter 'alertingServer.amOverrideUrl' with the external server URL (IP & port).
4. Restart the MobileView service.

Push Notifications Without a MobileView Server Connection

Note:

Alert notifications using Push Notifications are received even when the application is closed and the device is off-site. This functionality is by design and allows you to receive MobileView alerts at all times.

When not connected to the MobileView server, you cannot interact with an alert (view alert details, view the map, dismiss the alert, or update corrective actions).

To avoid receiving notifications when off-site, switch off the Push Notification feature in the **Settings** screen, or log out of the application.

Push Notifications Not Received

Verifying the Correct MobileView Version

Check with your System Administrator.

MobileView 5.3.1.365 or higher is required for Mobile Instant Notifier on iPhone, iPod touch, and iPad.
MobileView 5.3.3.18 or higher is required for Mobile Instant Notifier on Android.

Verifying TCP Ports are Accessible

If Push Notifications are not received when you are connected to your Wi-Fi network, check with your network administrator to make sure the related TCP ports are accessible.

To use Push Notifications, the MobileView Server and your mobile device need a direct and persistent connection to the Push Notification servers:

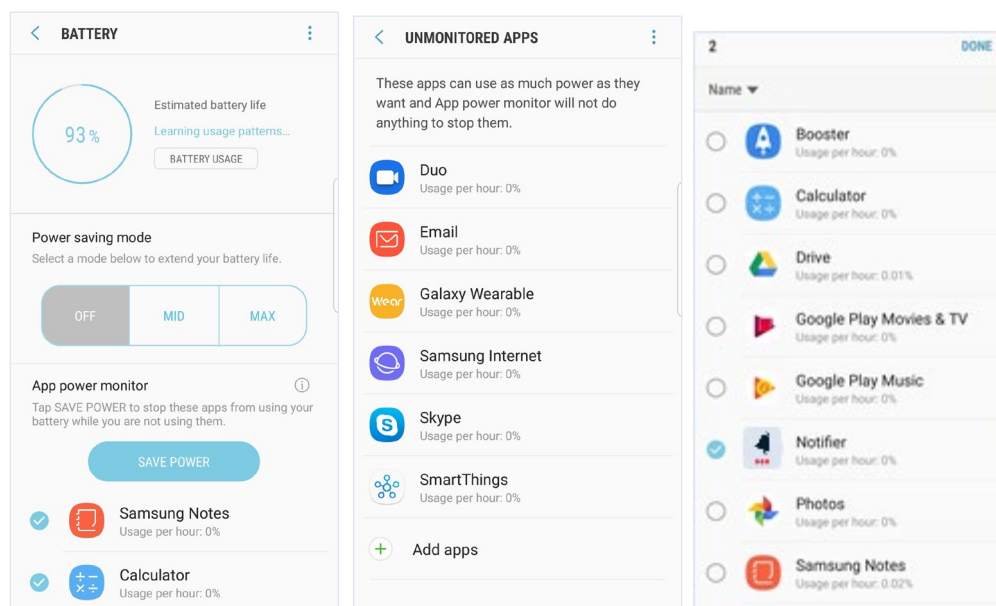
Apple® Push Notification Service (APNs)	Firebase Cloud Messaging (FCM)
<p>When the network and Wi-Fi are protected behind a firewall or a private Access Point Name (APN) for cellular data, you will need a direct, unproxied connection to the APNs servers on the following ports:</p> <ul style="list-style-type: none">• TCP port 5223 – for communicating with Apple Push Notification services (APNs)• TCP port 2195 – for sending notifications to APNs• TCP port 2196 – for the APNs feedback service• TCP port 443 – for a fallback on Wi-Fi only, when devices cannot reach APNs on port 5223 <p>These ports must be open to both the clients (iOS devices) and server (MobileView server).</p> <p>APNs servers use load balancing, so notification communication is not always done through the same public IP address. It is best practice to allow access to these ports on the entire 17.0.0.0/8 address block that is assigned to Apple.</p>	<p>Mobile devices must have internet connection to receive Push Notifications (ports 5228, 5229, 5230).</p> <p>MobileView server must have internet connection to send alerts through FCM (port 443).</p>

Android Doze

When Android 6.0 was released, Android introduced “Doze”, which is a feature that reduces battery usage when the device is idle. This feature can prevent Instant Notifier from receiving alerts promptly, and needs to be disabled on devices with Android 6 and above.

Each device’s method for disabling this is slightly different, but it will generally be found in Settings, under “Battery Optimization” or “Power Management”, and may require multiple steps. Some settings are global, such as “Power Saving”. Other settings can be customized by application, so Instant Notifier must be set to “Allowed”, “Not Optimized”, “Unmonitored”, or similar.

Example from Samsung Galaxy S8 with Android 8:



Push Notification Alerts – Known Issues

Push Notification alerts may not function correctly in the following situations:

- You are logged out of the Mobile Instant Notifier app and you turned off and/or restarted the device.
- You disabled notifications in the Settings screen and you turned off and/or restarted the device.

In both cases, follow this procedure:

1. Sign in to the Mobile Instant Notifier app.
2. Enable Notifications.
3. Restart the device. The notifications will now function correctly.

Supported Notification Sounds

Custom sounds are not currently supported. The only supported sounds are those included with MobileView 5.1. Supported alert sounds can be selected in MobileView, from the drop down list located in the **Actions** window in the Event wizard.

If the Event has a different sound selected, the default notification sound will be played in the Mobile Instant Notifier app.

The screenshot below lists the notification sounds supported by Mobile Instant Notifier.

Note: The Action Type **Instant Notifier Message** must be selected.



Warning

Mobile Instant Notifier uses Apple Push Notification service or Firebase Cloud Messaging to receive alerts. Securitas Healthcare does not control all aspects of this communication chain and therefore cannot guarantee its reliability in all circumstances. Therefore, Mobile Instant Notifier should not be used as a primary alerting mechanism, especially for security applications such as Hugs® on Wi-Fi. Appropriate staff must have access to MobileView and should respond to all alerts according to your facility's established procedures.



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About Securitas Healthcare

Securitas Healthcare empowers caregivers to deliver connected, productive and safe care. Its innovative portfolio of healthcare solutions helps over 15,000 hospitals, clinics and senior living organizations worldwide protect people, use assets efficiently and understand their operations for a caring and healing environment. Securitas Healthcare is proud to be part of Securitas, the world's leading intelligent protective services partner. For more information, visit us at securitashealthcare.com