MAS

World-recognized security monitoring and business software

MASchat Alarm Validation

MASchat is a web-based chat application designed to deliver SMS links to emergency contacts in the event of real-time alarm notification. When an alarm is detected, designated users are entered into a secure chat session. Users can confirm an alarm in this chat session, bypassing any alarm delays to expedite the response procedure. If there is a false alarm, a vote to cancel the alarm by at least one designated user will stop the dispatch process. Contact your dedicated Account Manager to schedule a demo today.

Functions
- **Instant notification of alarms to emergency contacts**
- **Seamlessly integrates with MASterMind**
- **Configurable response windows**
- **Reduces frequency of false alarms**

Benefits
- **Secure chat platform**
- **Localizable to support multiple languages and regions**
- **Scalable, robust, and efficient for high-demand environments**
- **Supports creating safer environments through alarm verification**
- **Branding to support custom colors and logos in chat app**
- **Enhanced presence awareness when integrated with Ubiety Technologies' HomeAware**

Why MASchat?

For security professionals, MASchat offers the ability to streamline alarm management by reducing false alarms and optimizing response times. Emergency contacts can verify alarms thereby reducing unnecessary dispatches, improving accuracy, and improving overall office efficiency. MASchat can help reduce expenses by decreasing operational disruptions, potential fees for false alarms, and insurance premiums due to higher perceived risk.

Requirements

MASterMind Classic version 6.50.01 or higher
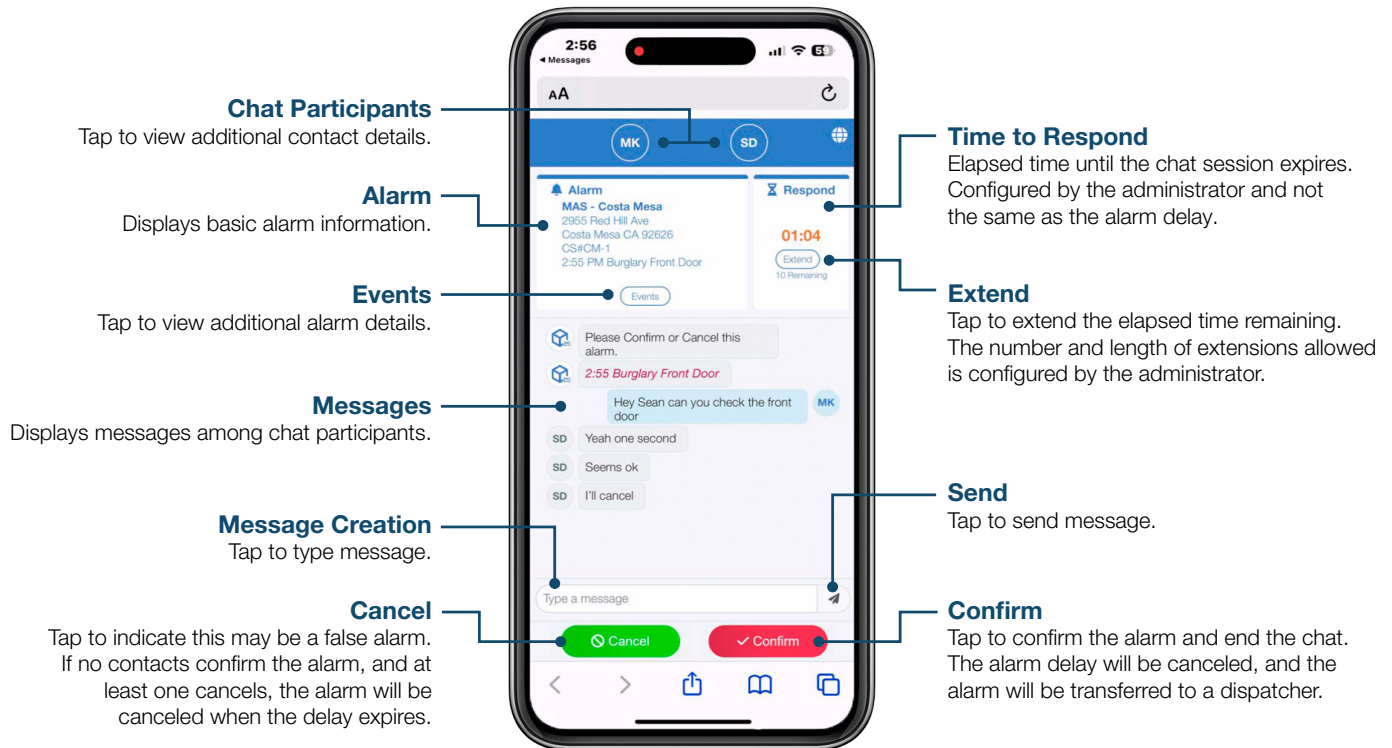**MASterMind EX** version 6.54.01 or higher
Latest version of MASrecv for Auto Notify
Twilio SMS API subscription

Contact MAS for More Information.

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Chat Participants
Tap to view additional contact details.

Alarm
Displays basic alarm information.

Events
Tap to view additional alarm details.

Messages
Displays messages among chat participants.

Message Creation
Tap to type message.

Cancel
Tap to indicate this may be a false alarm. If no contacts confirm the alarm, and at least one cancels, the alarm will be canceled when the delay expires.

Time to Respond
Elapsed time until the chat session expires. Configured by the administrator and not the same as the alarm delay.

Extend
Tap to extend the elapsed time remaining. The number and length of extensions allowed is configured by the administrator.

Send
Tap to send message.

Confirm
Tap to confirm the alarm and end the chat. The alarm delay will be canceled, and the alarm will be transferred to a dispatcher.

No Response
If no contacts indicate the alarm may be false, and none confirm, the alarm will be transferred to a dispatcher when the delay expires.

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