

ScreenBeam Alert Plus

Deployment Guide

Version: 1.2

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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 Tool 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.

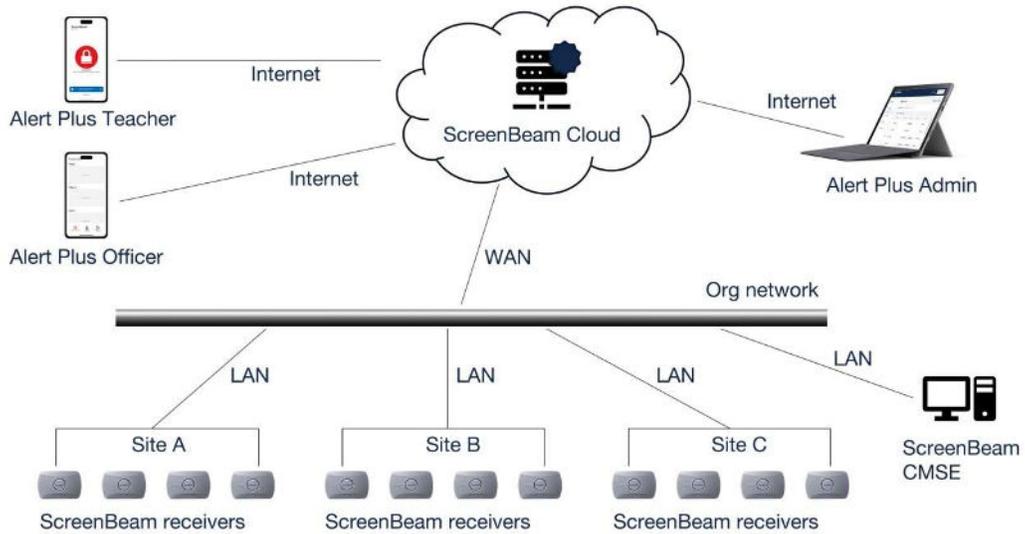
1.2 Deployment Flow

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 Tool 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

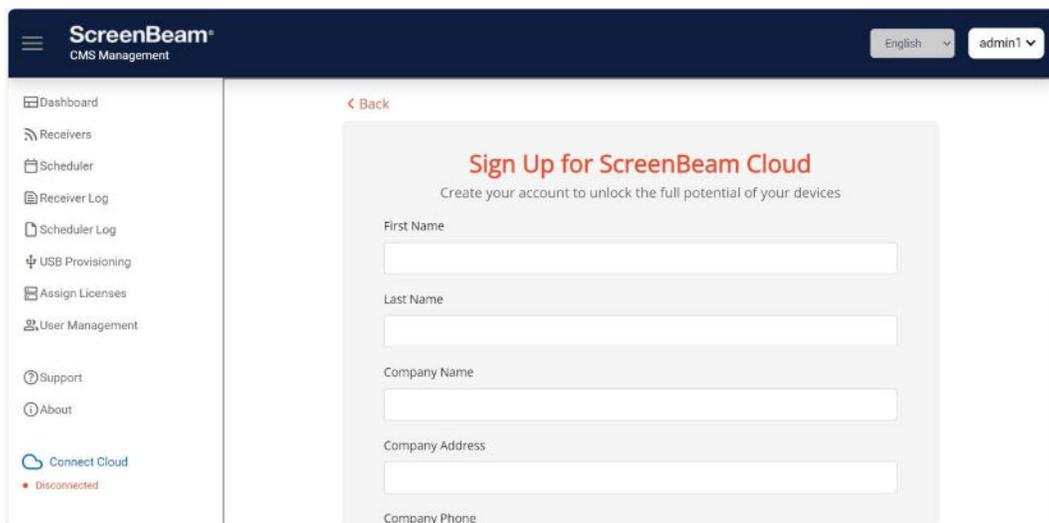
ScreenBeam CMSE 4.4.14.0 or later is required.

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.

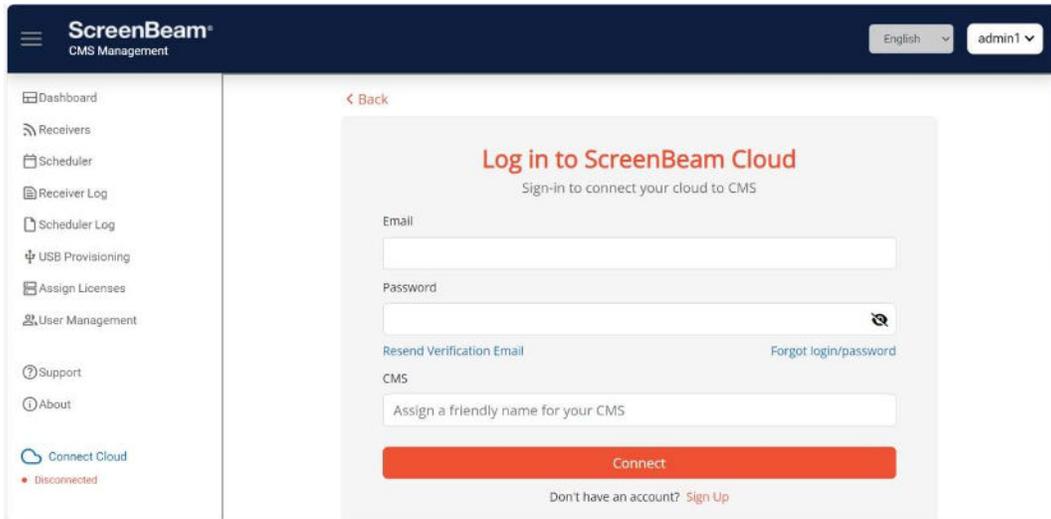
Note: Refer to *ScreenBeam CMSE Deployment Guide* for details on CMSE deployment and usage.

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

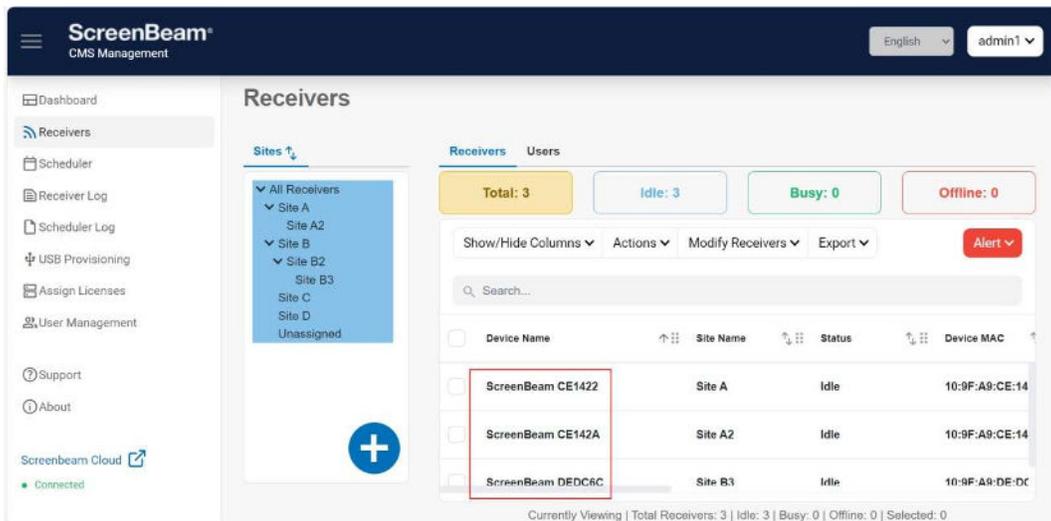
1. Ensure that Internet access is available on the CMSE server.
2. Sign up for ScreenBeam Cloud.



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+ when you create and manage alerts.

The screenshot displays the ScreenBeam CMS Management interface. The top navigation bar includes the ScreenBeam logo, 'CMS Management', and user settings for 'English' and 'admin1'. The left sidebar contains navigation links: Dashboard, Receivers, Scheduler, Receiver Log, Scheduler Log, USB Provisioning, Assign Licenses, User Management, Support, and About. The main content area is titled 'Receivers' and features a 'Sites' dropdown menu with options: All Receivers, Site A, Site A2, Site B, Site B2, Site B3, Site C, Site D, and Unassigned. Below the menu is a blue plus icon. The main area shows a summary of receiver status: Total: 3, Idle: 3, Busy: 0, and Offline: 0. Below this is a table with columns for Device Name, Site Name, Status, and Device MAC. The table lists three receivers: ScreenBeam CE1422 (Site A, Idle, 10:9F:A9:CE:14), ScreenBeam CE142A (Site A2, Idle, 10:9F:A9:CE:14), and ScreenBeam DEDC6C (Site B3, Idle, 10:9F:A9:DE:DC). The bottom status bar indicates 'Currently Viewing | Total Receivers: 3 | Idle: 3 | Busy: 0 | Offline: 0 | Selected: 0'.

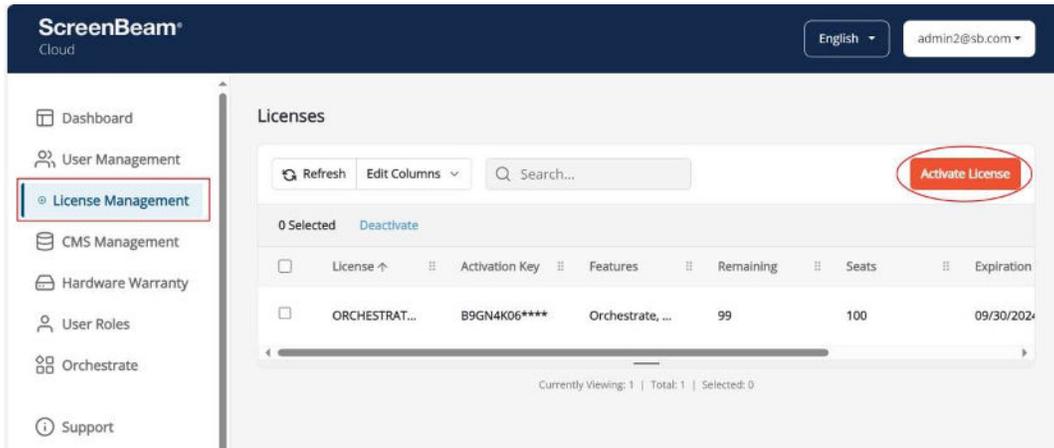
Part III Licensing

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

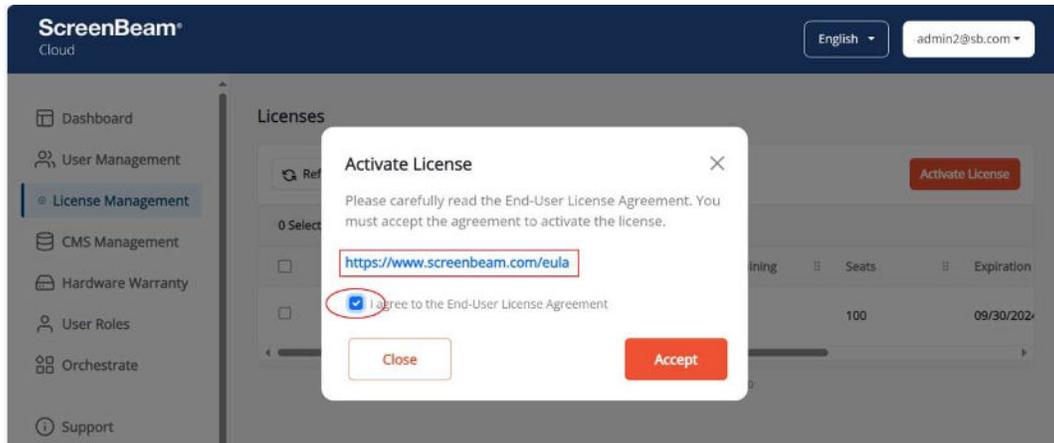
3.1 Activating Administrative Tools License on ScreenBeam Cloud

To activate an Administrative Tools license on ScreenBeam Cloud:

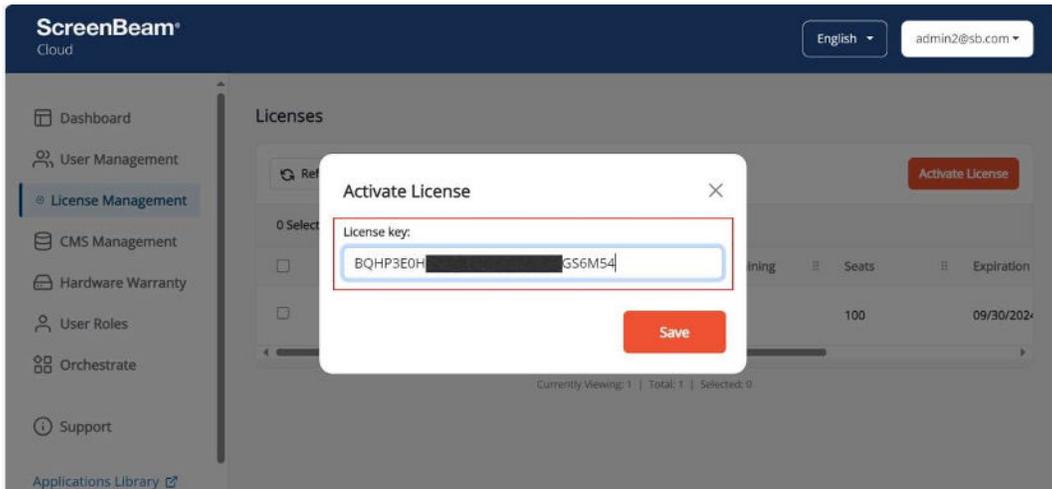
1. Procure an Administrative Tools license key from a ScreenBeam sales representative.
2. Log into ScreenBeam Cloud at <https://cloud.screenbeam.com/> with a user who has **Licenses Manager** privileges.
3. Go to the **License Management** page and click on the **Activate License** button.



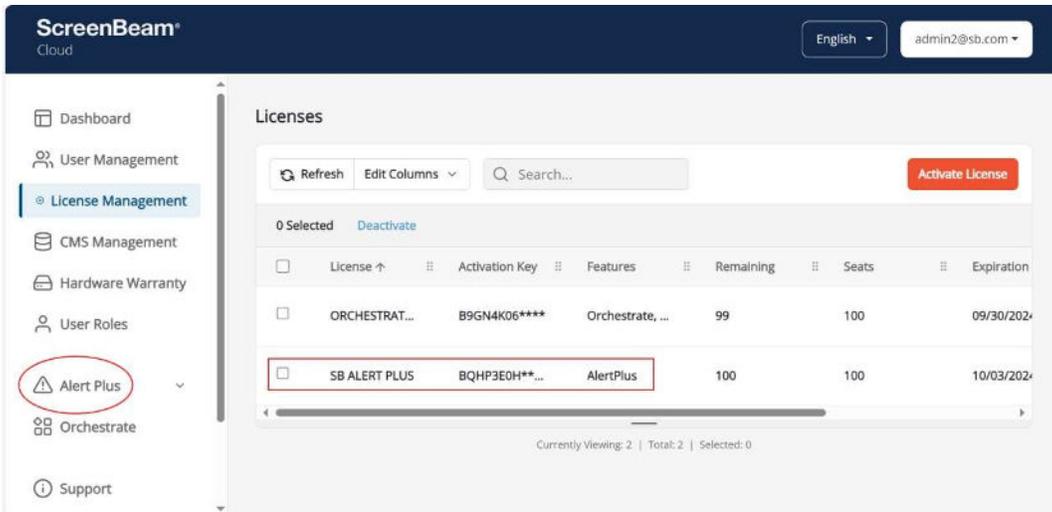
4. The **Activate License** box will appear. Click the EULA link and read the agreement carefully. Check the **I agree to the End-User License Agreement** box then click **Accept** to continue.



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.



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 a 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 **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 navigation bar includes the ScreenBeam logo, 'CMS Management', a language dropdown set to 'English', and a user dropdown set to 'admin1'. The left sidebar contains navigation options: Dashboard, Receivers, Scheduler, Receiver Log, Scheduler Log, USB Provisioning, Assign Licenses (highlighted), and User Management. Below the sidebar, there are sections for 'Support' and 'About'. 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 A2, Site B, Site B2, Site B3, Site C, Site D, and Unassigned. The 'Receivers' section features an 'Actions' dropdown, a search bar, and a table with columns: Device Name, Site Name, Status, Device MAC, Model Name, and Firmware. The table contains two entries: 'ScreenBeam CE1422' (Site A, idle) and 'ScreenBeam CE142A' (Site A2, idle). A red box highlights the 'ScreenBeam CE1422' entry. Above the Receivers section, a 'Licenses' table is visible with columns: License Name, Seats Available, Seats Used, License Key, Expiry Date, License Type, and Assign/Unassign buttons. The 'Licenses' table has two entries: 'SBALERT PLUS' (100 seats available, 100 used, key BQHP3E0H0AAG218R..., expiry 10-2-2024, type AlertPlus) and 'ORCHESTRATE BY S...' (100 seats available, 100 used, key B9GN4K060491D1838..., expiry 9-29-2024, type OSAAD,OSAAdhocClas...). A red box highlights the 'SBALERT PLUS' license, and a red arrow points to the plus sign in the Assign column.

- Click on the **SB Alert Plus** 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 such as Dashboard, Receivers, Scheduler, Receiver Log, Scheduler Log, USB Provisioning, Assign Licenses, User Management, Support, and About. The main content area is divided into two sections: 'Licenses' and 'Receivers'. The 'Licenses' section shows a table with two entries: 'SBALERT PLUS' (100 licenses, 99 used, license key BQHP3E0H04AG218R..., expiration 10-2-2024, provider AlertPlus) and 'ORCHESTRATE BY S...' (100 licenses, 100 used, license key B9GN4K060491D1838..., expiration 9-29-2024, provider OSAAD,OSAAdhocClas...). The 'Receivers' section shows a tree view of sites (Site A, Site A2, Site B, Site B2, Site B3, Site C, Site D, Unassigned) and a table of active receivers. The receiver table has columns for Device Name, Site Name, Status, Device MAC, Model Name, and Firmware. One receiver is listed: 'ScreenBeam CE1422' at 'Site A' with status 'idle', MAC '10:9F:A9:CE:14:22', model 'SBWD1100P', and firmware '11.1.1'. A red arrow points to this receiver entry.

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

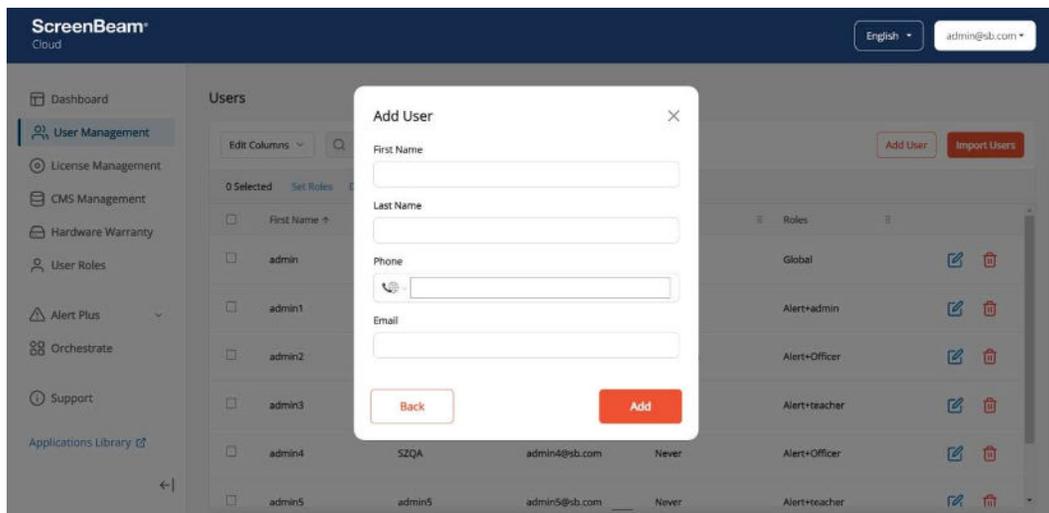
Part IV Setting up Users for Alert Plus

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

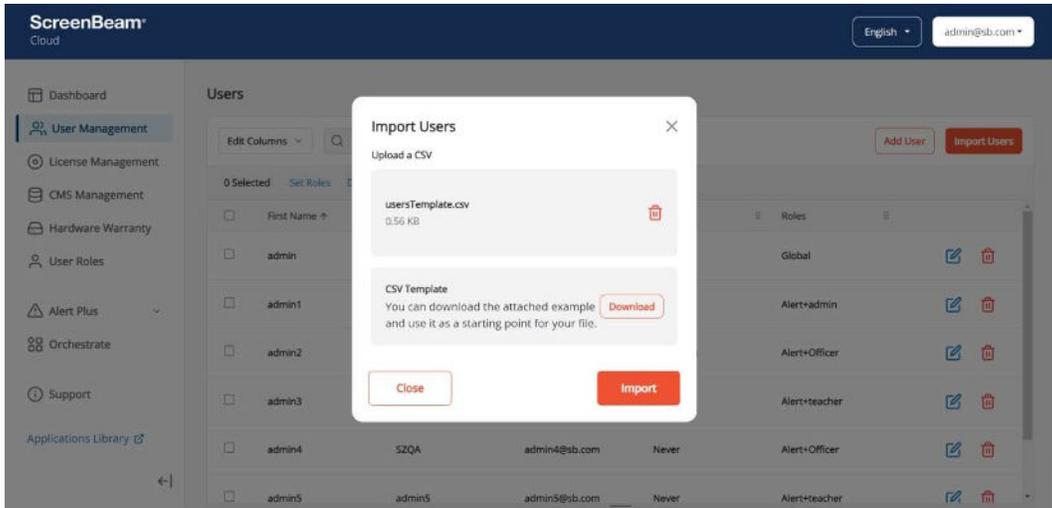
4.1 Add Users to Manage Alert Plus

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

1. Sign into ScreenBeam Cloud with a user that has **Edit User** 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 users 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 **Edit User** 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 displays the ScreenBeam Cloud interface. The top navigation bar includes the ScreenBeam Cloud logo, a language dropdown set to 'English', and a user profile dropdown for 'admin@sb.com'. The left sidebar contains a menu with items: Dashboard, User Management (highlighted), License Management, CMS Management, Hardware Warranty, User Roles, Alert Plus, Orchestrate, and Support. The main content area is titled 'Users' and shows a table of users. A modal dialog box titled 'Assign Roles' is open in the foreground, displaying a table of roles with checkboxes for selection.

| <input type="checkbox"/> | Name | Features | Description |
|--------------------------|---------------|---|-------------|
| <input type="checkbox"/> | Alert+admin | AlertPlus | |
| <input type="checkbox"/> | Alert+Officer | AlertPlus | |
| <input type="checkbox"/> | Alert+teacher | AlertPlus | |
| <input type="checkbox"/> | Global | AlertPlus, Orchestrate, Hardware Warranty, License Management | |

Buttons: Back, Save

Background user table (partial):

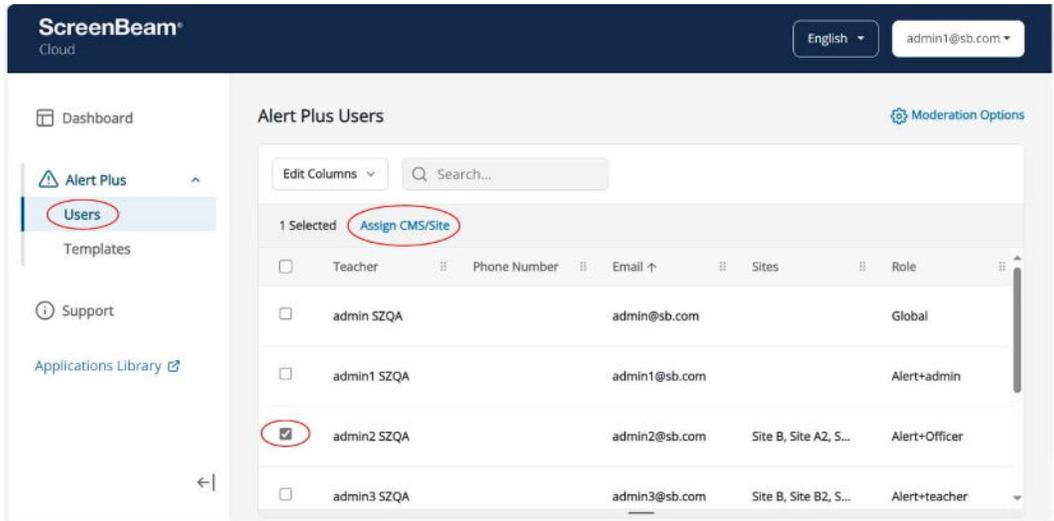
| <input type="checkbox"/> | admin4 | SZQA | admin4@sb.com | Online | Alert+Officer | [Edit] | [Delete] |
|--------------------------|--------|--------|---------------|--------|---------------|--------|----------|
| <input type="checkbox"/> | admin5 | admins | admin5@sb.com | Never | Alert+teacher | [Edit] | [Delete] |

4.3 Assigning CMS Users to a Site

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

To assign CMS sites to Alert Plus users:

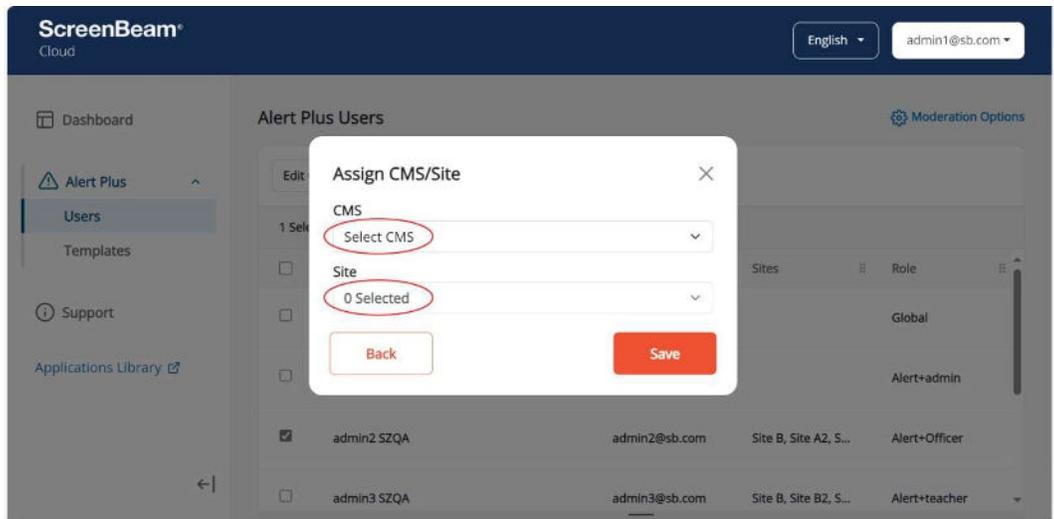
1. Sign into ScreenBeam Cloud with a user that has **AlertPlus Administrator** privileges.
2. Navigate to **Alert Plus > Users**, select the users that you want to assign CMS sites, and then click **Assign CMS/Site**.



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.

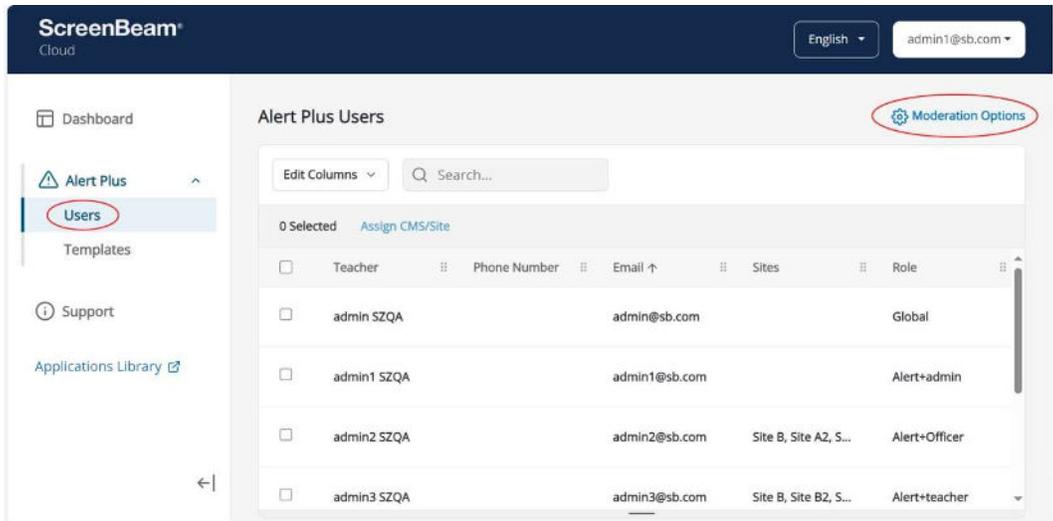


4.4 Setting up Moderation Modes

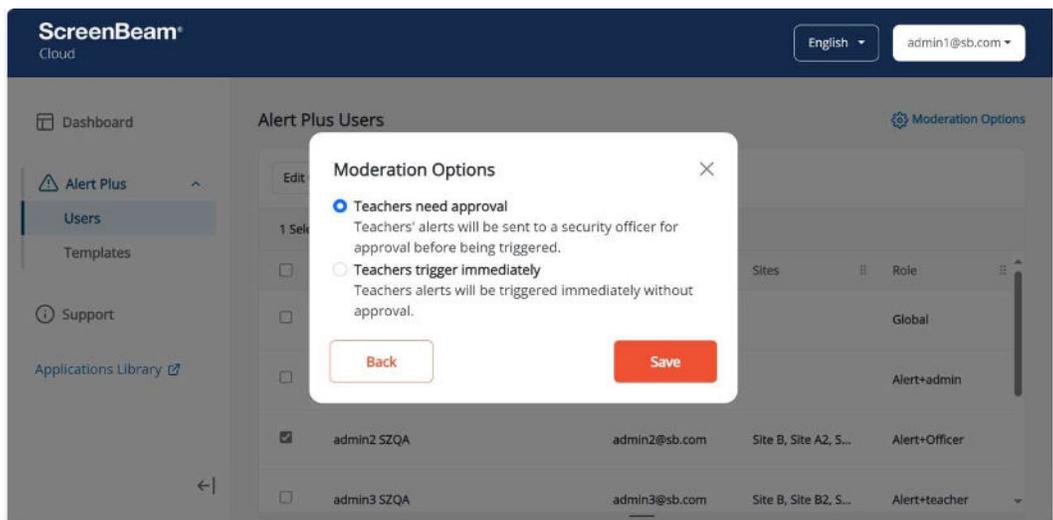
This is an organizational-wide configuration which affects the approval flow for teacher generated alerts.

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

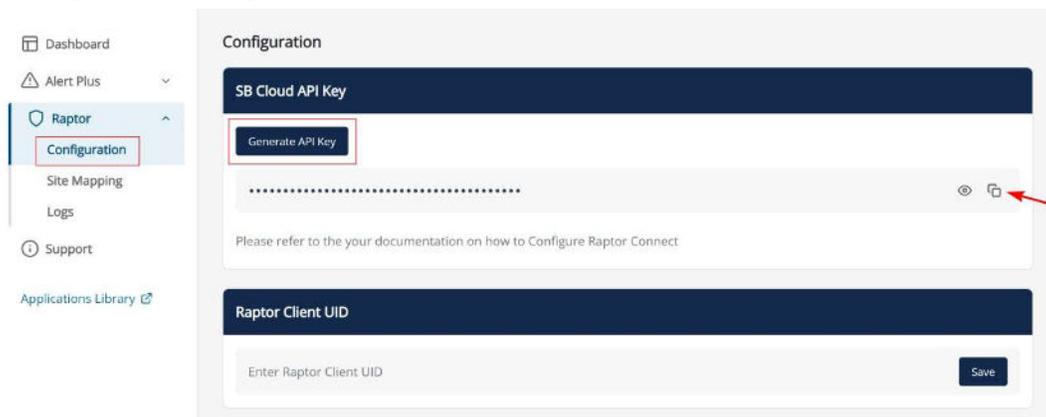
The following requirements must be met:

- 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

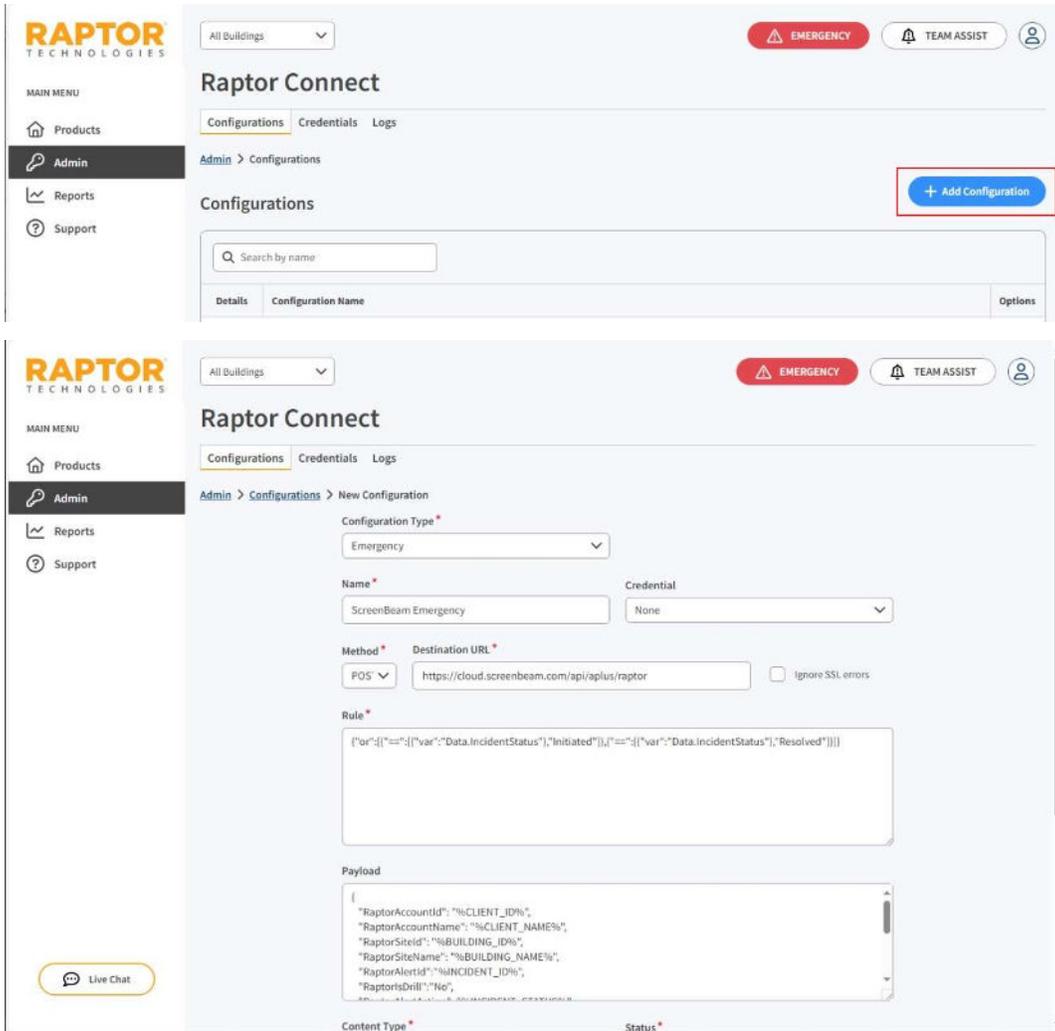
6.2 Raptor Connect Configurations

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 Edit AlertPlus 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_SUBTYPENAME%",  
"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

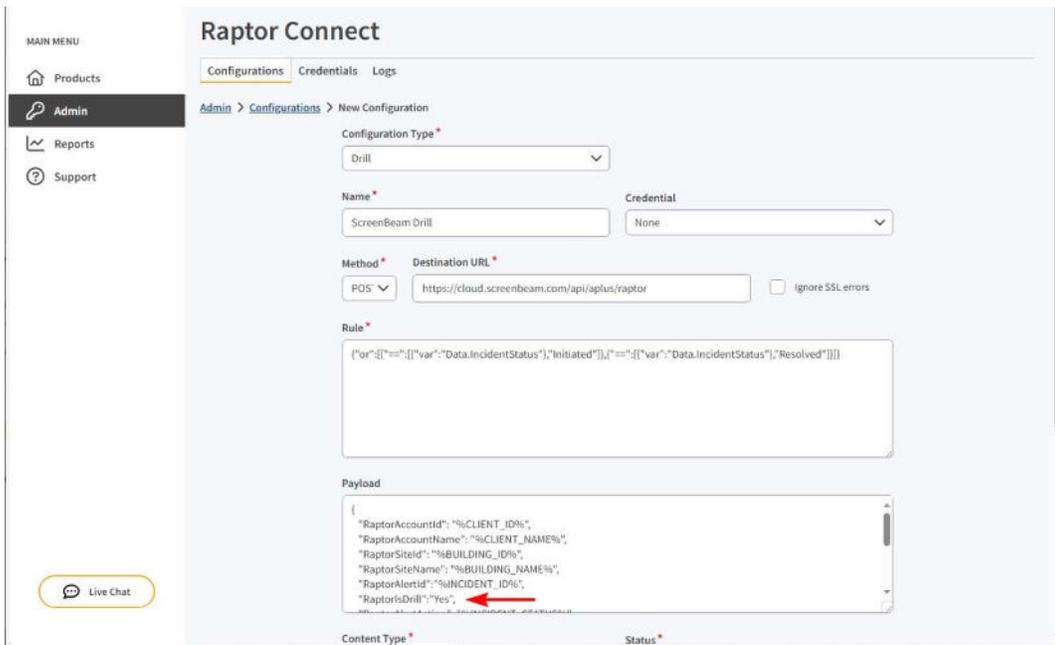
The image shows a screenshot of a web interface for configuring an API endpoint. The 'Content Type' is set to 'application/json' and the 'Status' is set to 'Active'. Below these, there is a table for 'Custom Headers' which is currently empty. A red box highlights the '+ Add Header' button. A modal dialog box titled 'Add header' is open, showing fields for 'Header name' (containing 'Authorization') and 'Header value' (containing a placeholder for an API key). The dialog has 'Confirm' and 'Cancel' buttons.

- 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”)

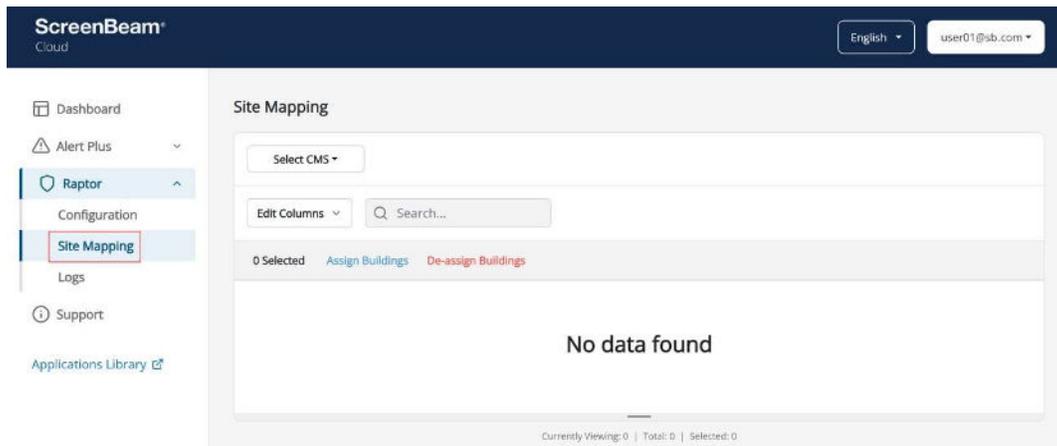
```
{  
  "RaptorAccountId": "%CLIENT_ID%",  
  "RaptorAccountName": "%CLIENT_NAME%",  
  "RaptorSiteId": "%BUILDING_ID%",  
  "RaptorSiteName": "%BUILDING_NAME%",  
  "RaptorAlertId": "%INCIDENT_ID%",  
  "RaptorIsDrill": "Yes",  
  "RaptorAlertAction": "%INCIDENT_STATUS%",  
  "RaptorTemplateName":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



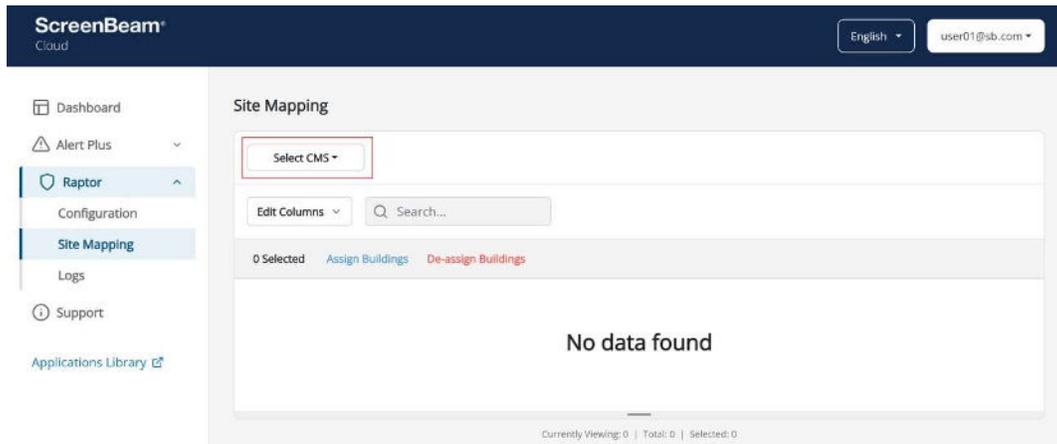
6.3 ScreenBeam CMSE Site Mapping

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

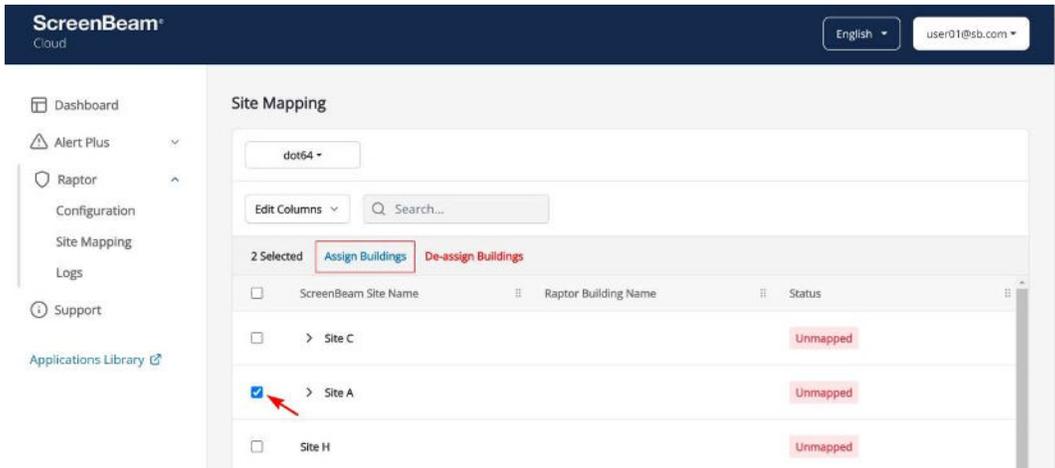
1. Create buildings on the Raptor website (**Admin** → **Client & Building Settings** → **Buildings**).
2. Create sites on your ScreenBeam CMSE and assign ScreenBeam receivers to the sites.
3. Connect the ScreenBeam CMSE to ScreenBeam Cloud.
4. Go to ScreenBeam Cloud (cloud.screenbeam.com) and then navigate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



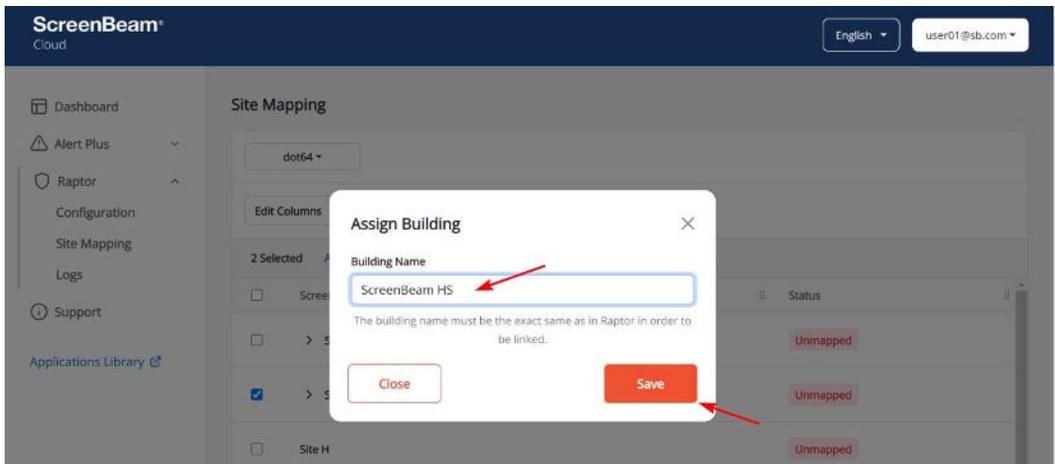
5. On the **Site Mapping** page,
 - a) Select a CMS server from the **Select CMS** list.



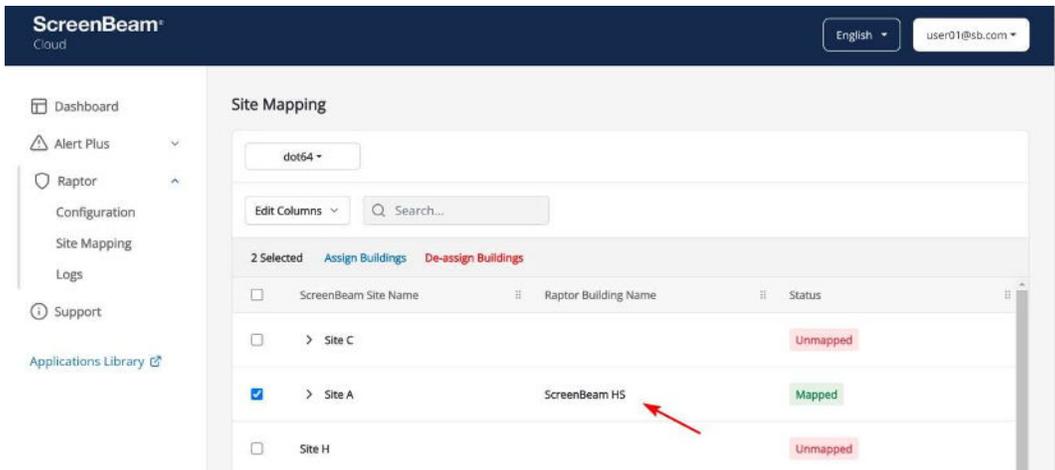
b) Select a CMS site and then click the Assign Buildings button.



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.

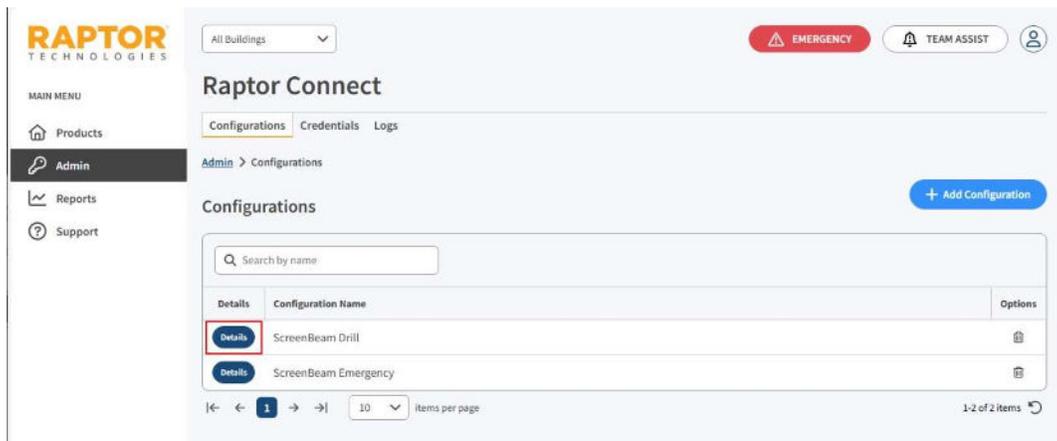


6.4 Testing the Webhook

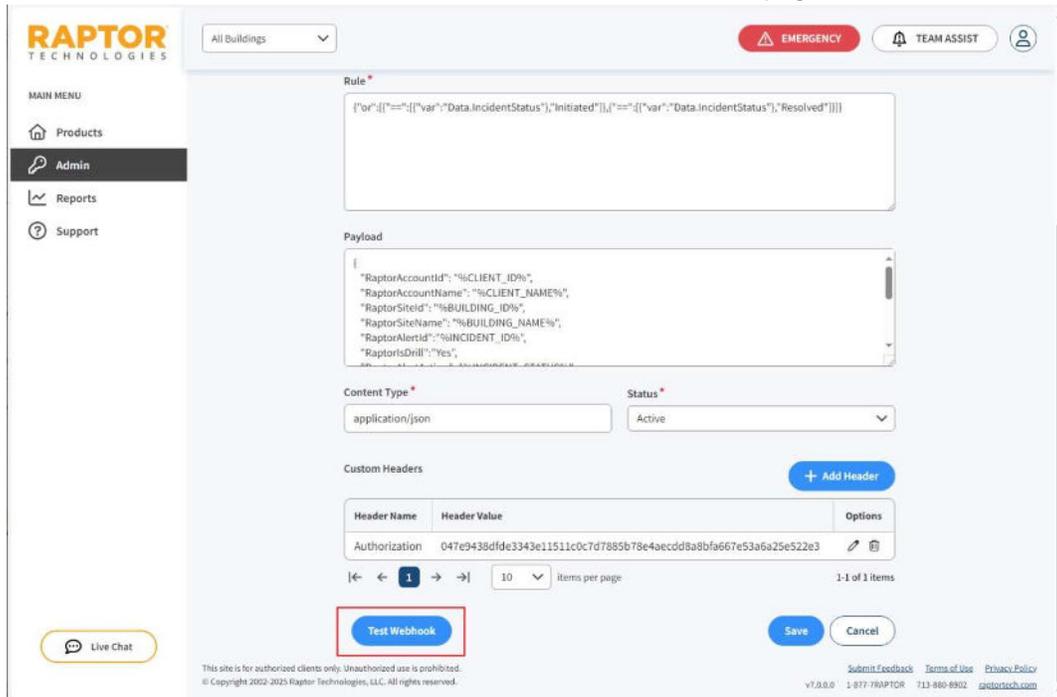
It is recommended to verify that the configurations are correct.

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 web interface. On the left is a sidebar with a 'MAIN MENU' containing 'Products', 'Admin', 'Reports', and 'Support'. The 'Admin' menu item is selected. The main content area is titled 'Raptor Connect' and has tabs for 'Configurations', 'Credentials', and 'Logs'. Below the tabs, the breadcrumb 'Configuration > Test' is visible. The form contains several fields: 'Emergency Type' (text input), 'Emergency SubType' (text input), 'Building*' (dropdown menu with 'ScreenBeam HS' selected), 'Incident Status' (dropdown menu with 'Select incident status'), 'Location' (text input with placeholder 'latitude,longitude'), and 'Initiation Source' (dropdown menu with 'Select Initiation Source'). At the bottom of the form are two buttons: 'Trigger Test Emergency' (highlighted with a red box) and 'Cancel'. At the top right of the interface, there is a red 'EMERGENCY' button and a 'TEAM ASSIST' button with a bell icon.

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

This screenshot is identical to the previous one, showing the Raptor Connect 'Test' configuration page. The 'Building' dropdown menu is still highlighted with a red box. In this view, the 'Trigger Test Emergency' button at the bottom of the form is highlighted with a red box, indicating it is the next step in the process.

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*

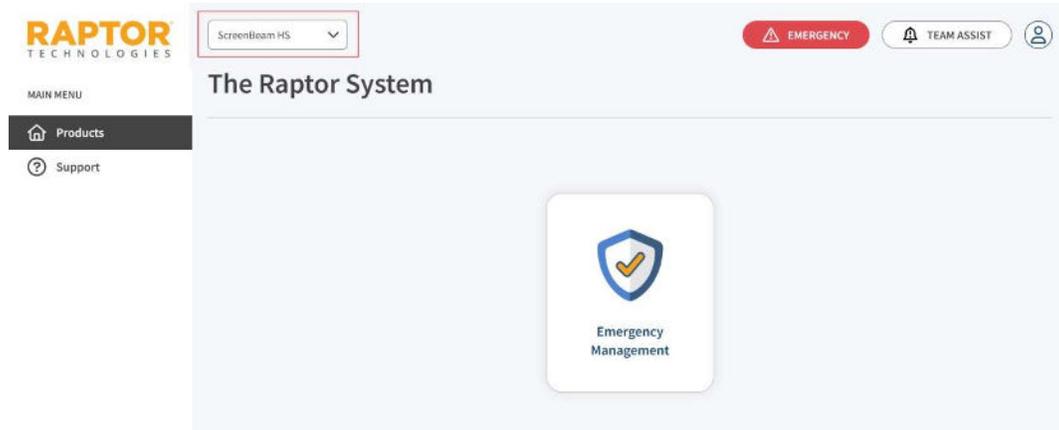
Note: If there are any errors in the logs check your configurations

6.5 Initiating an Alert on a ScreenBeam Receiver

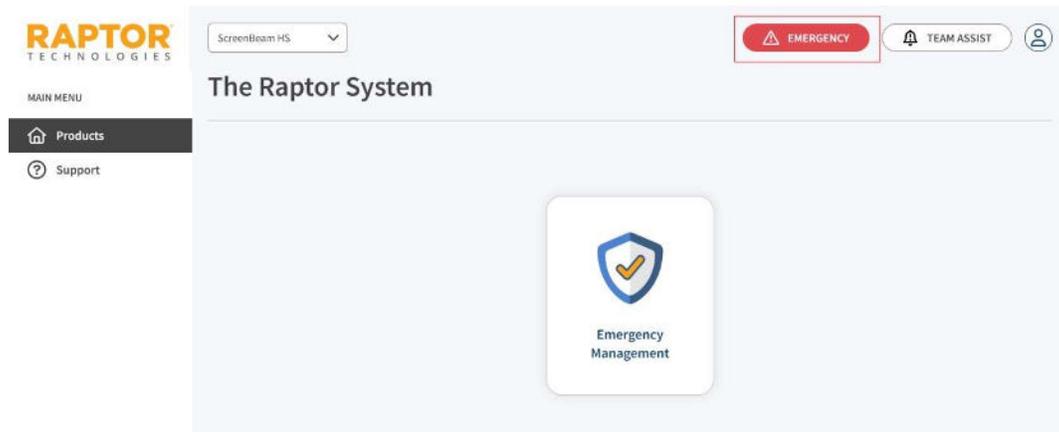
You can now trigger an alert through the Raptor system to a ScreenBeam receiver

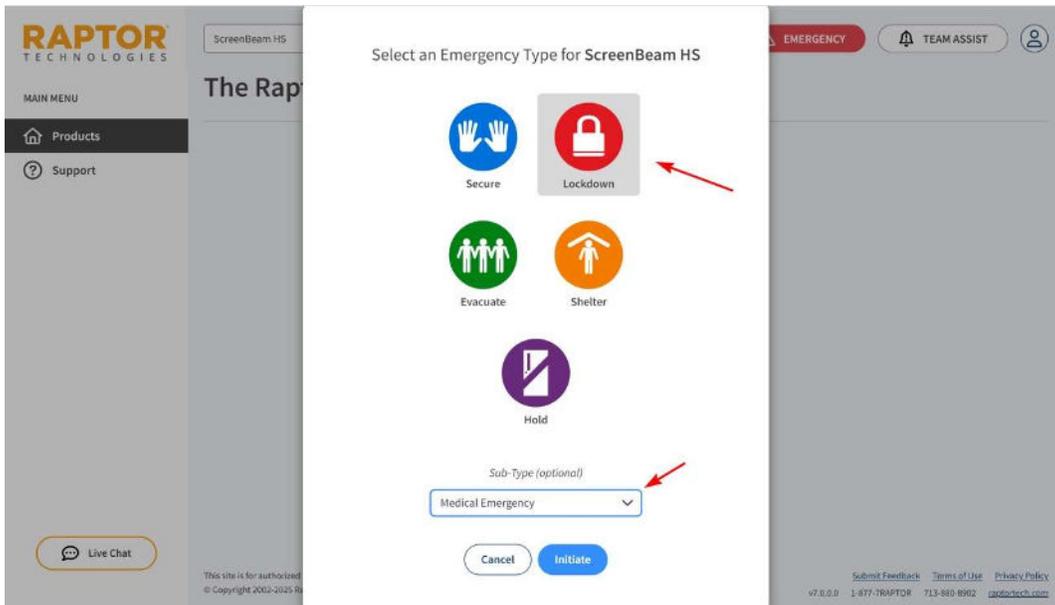
Follow this procedure to trigger an alert on a ScreenBeam receiver:

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.



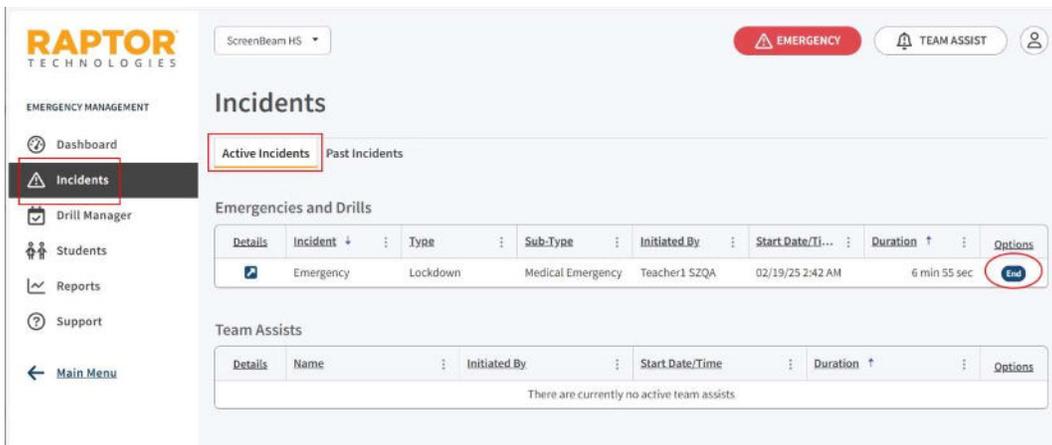
4. Click the **EMERGENCY** icon on the top right corner and then select an **Emergency Type** and a **Sub-Type** (optional).





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.



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