

Singlewire Integration Guide

Integrating Newline Secure with Singlewire InformaCast

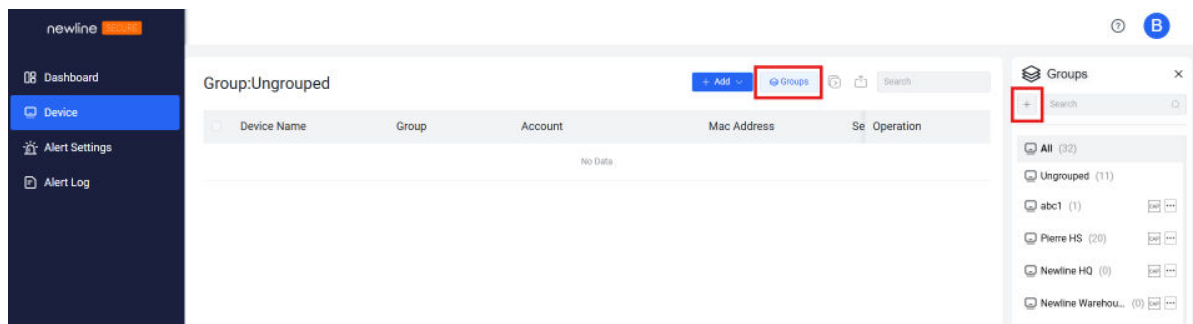
This guide will walk you through integrating Newline Secure with Singlewire InformaCast using InformaCast API connectors and scenarios.

Before proceeding with this guide, please ensure that you have followed the Portal Sign-Up Guide in order to create your account!

Note: Only Newline Q Pro Series Panels are currently supported. For best performance and stability, please ensure that your Q Pro is on firmware v1.0.75 or higher.

Step 1: Create a Device Group

- On the 'Device' tab, look for the 'Groups' sidebar and click the '+' icon



- If you do not see the 'Groups' sidebar, then you can click the 'Groups' button to open it.
- Type in a name for your group in the text box that appears, and click the '✓' icon



Step 2: Register Your Devices

Note: Only Newline Q Pro Series Panels are currently supported. For best performance and stability, please ensure that your Q Pro is on firmware v1.0.75 or higher.

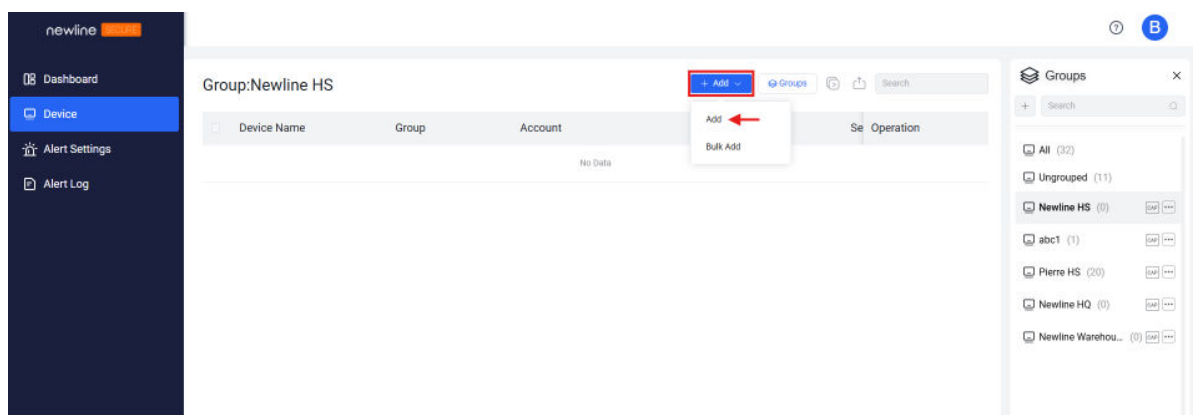
There are three methods for registering your devices to a Newline Secure Device Group:

- Single Device Registration via the Web Console
- Bulk Device Registration via the Web Console
- Registration via the Newline Secure Android Application on the Display

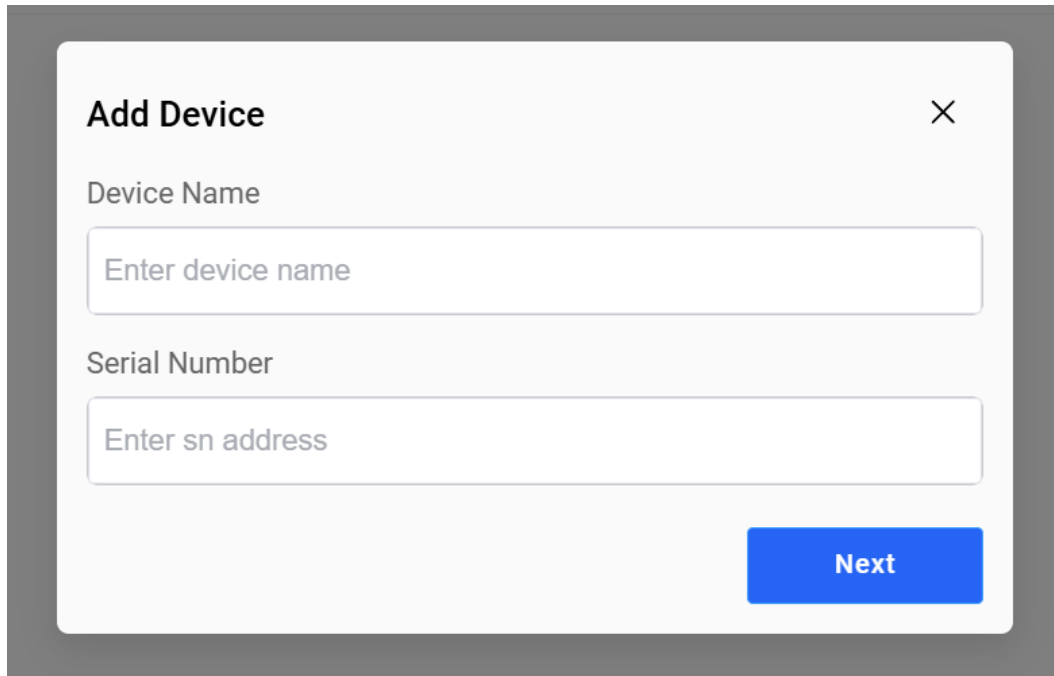
2.1 Register Your Device on the Newline Secure Web Console

2.1.1 Single Device Registration (Method 1)

- On the 'Device' tab, navigate to and click the blue 'Add' button, then select 'Add'



- Input the device's serial number and set a name for the device, then click 'Next'



Add Device ✕

Device Name

Enter device name

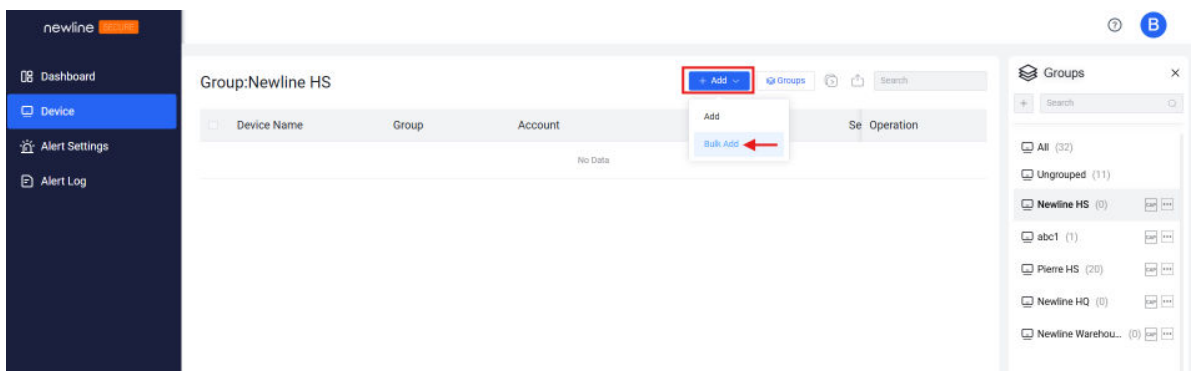
Serial Number

Enter sn address

Next

2.1.2 Bulk Device Registration (Method 2)

- On the 'Device' tab, navigate to and click the blue 'Add' button, then select 'Bulk Add'



- Download the import template using the provided link

Group

Account

Bulk Add

×

1

Please download the link first

↓

[Import Template](#)

2

Supports batch upload in Excel file format

📁

Upload

✖

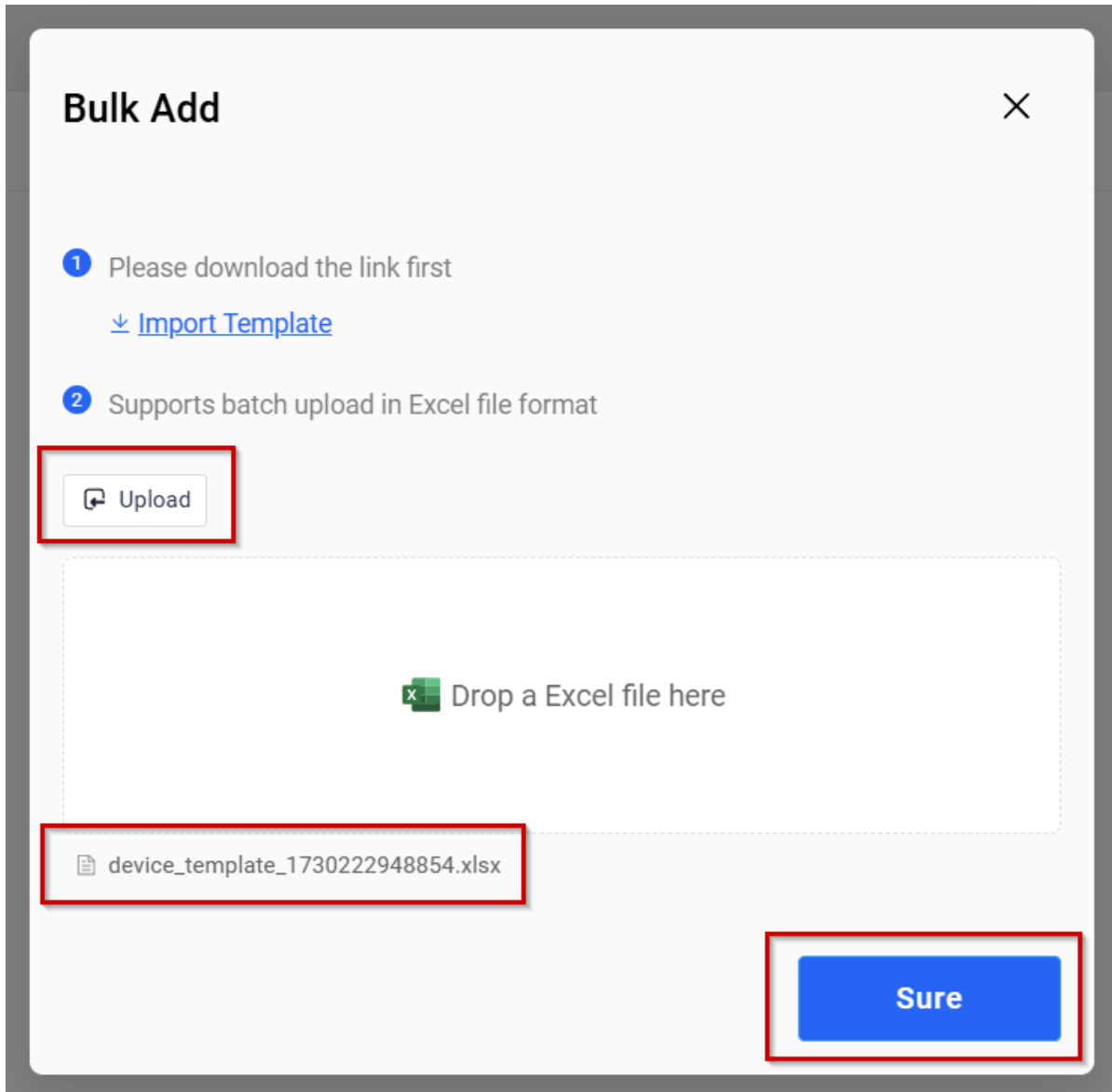
Drop a Excel file here

Sure

- Enter your devices into the Excel table and save the import template to your computer (.xlsx format)

Device Name	Group Name	Serial Number
RM 105 - Q Pro	Pierre HS	DFQ555Z2UA5082
RM 106 - Q Pro	Pierre HS	DFQ555Z2UA5083
RM 107 - Q Pro	Pierre HS	DFQ555Z2UA5084
RM 108 - Q Pro	Pierre HS	DFQ555Z2UA5085

- Select 'Upload' or drag and drop the Excel file into the designated area, then click the confirmation button to complete bulk-registration



2.2 Registration via the Newline Secure Android Application (Method 3)

- Open the 'Newline Secure' application on your display
- Tap 'Account Binding'
- Login with your Newline Secure account information

The registration screen features a dark blue background with a red circuit-like pattern. A central white box contains the title "REGISTRATION" with a refresh icon. Below it are two tabs: "Background binding" and "Account binding". The "Account binding" tab is active. Under the "Account" section, there is a text input field labeled "Enter your email". Under the "Password" section, there is a text input field labeled "Enter your password" with a toggle icon. A red "Log in" button is positioned below the password field. At the bottom of the white box is a link for "Privacy Policy & Terms of Service". The version number "V1.1.0.20240417" is in the bottom right corner.

- Enter a device name for this display

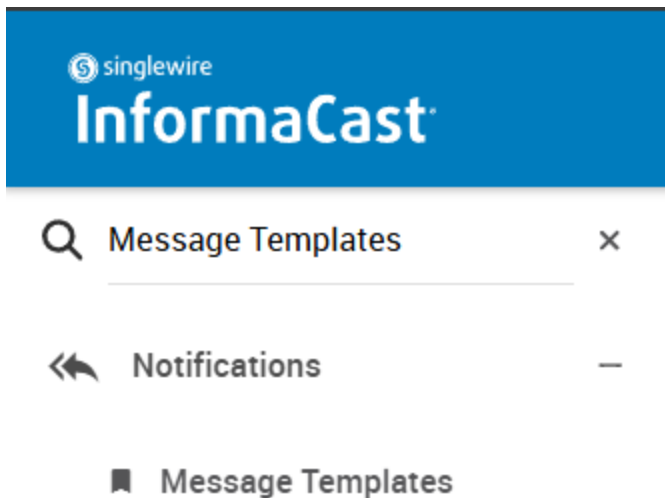
The "Set Device Name" screen has a dark blue background. At the top right is a user icon. The title "Set Device Name" is centered. Below it is a text input field containing "Classroom 301". A red "Next" button is centered below the input field. The version number "V1.1.0.20240417" is in the bottom right corner.

- Select at least one group for this display to be registered to

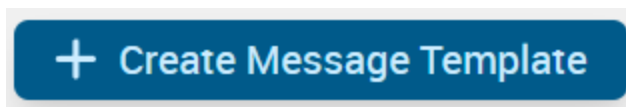
- Note: These settings automatically apply **globally** across all Newline Secure groups and devices

Step 4: Create your Singlewire InformaCast Message Template

- Inside of your Singlewire InformaCast console, navigate to **'Notifications'** ⇒ **'Message Templates'**



- Click the **'Create Message Template'** button in the top right



- Add the following items into the message template, then click the **'Save Template'** button in the bottom right corner
 - Template Name
 - Alert Subject
 - Alert Body (Description)

Content
Define the content to include in your message template, e.g. text, audio, image, confirmation response, incident plan, etc.

Name
Fire Drill - Message Template

Subject
Fire Drill!
Immediately visible on most notification recipients. Subject text is a summary of your notification. [Insert Variables](#)

Body
Please find the nearest emergency exit and evacuate immediately.
Not always immediately visible. Body text provides more details about your notification and requires user interaction, e.g. opening a notification. [Insert Variables](#)

Which types of content would you like to include in your message template?

☐ Audio ☐ Image ☒ Confirmation Request ☐ Incident Plan

Recipients [X Cancel](#) [✓ Save Template](#)

- You will also have to add in a recipient to save this template, feel free to add any external systems (that are not Newline Secure) or email addresses for notifications.
- **Note: Custom Audio & Images are not currently supported by Newline Secure.**

Step 5: Create your Singlewire InformaCast Scenario(s)

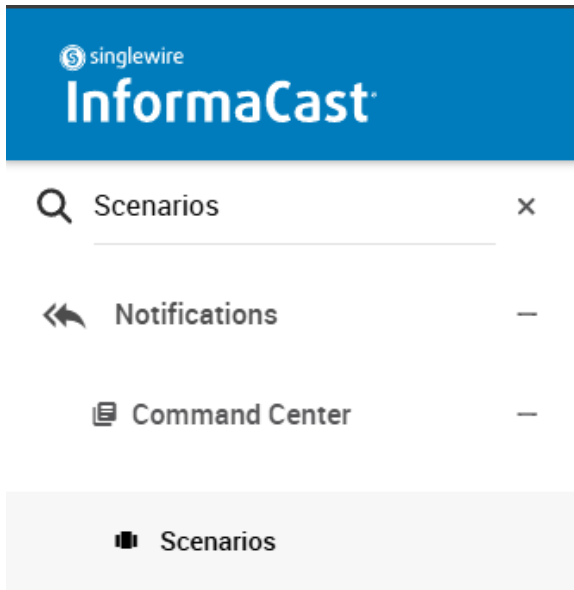
In this guide we will be creating two different scenarios, an 'Alert' scenario, and an 'All Clear' scenario:

- The 'Alert' scenario will activate the Newline Secure application on a group of devices and display the subject and description of a **Singlewire InformaCast Message Template**.
- The 'Clear' scenario will clear out any existing alerts that are being displayed on a group of devices, returning them to normal functionality.

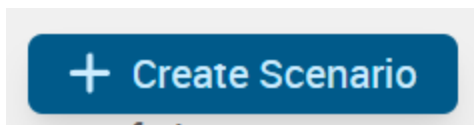
If you have existing scenarios in your console you are welcome to move forward to Step 6, otherwise please follow the below guide to create your **Alert** and **Clear** scenarios:

Creating an Alert scenario

- Inside of your Singlewire InformaCast console, navigate to '**Notifications**' ⇒ '**Command Center**' ⇒ '**Scenarios**' on the side toolbar



- Click the '**Create Scenario**' button in the top right



- Select your preferred **Scenario Type** and click '**Continue**'

What type of scenario would you like to create?



- For this guide we will be using the **Standard** scenario type
- Enter the scenario name, and choose an icon / color for your alert button

Scenario Setup


Name your scenario, set your display preferences for the button that users will press to initiate this scenario, and optionally add other scenario elements.

Name
Fire Drill Alert

Icon
Fire

Color
#ff94d8

Scenario Button Preview



Which scenario elements would you like to include in this scenario (optional)?

Sites

Keyboard Shortcuts

Scenario Questions

Instructions

Incident Plan

API Connector

- Set a name for your scenario notification, then using **'Message Template'** dropdown menu select the **Message Template** that was created earlier in this guide (Step 5).
 - After your scenario is customized, be sure to click the **'Save'** button

Scenario Notifications

Select the notifications to be sent when this scenario is initiated, and set any message template overrides.

Notification 1

Name
Fire Drill Notification

Message Template
Fire Drill - Message Template

Override Message Template ☐

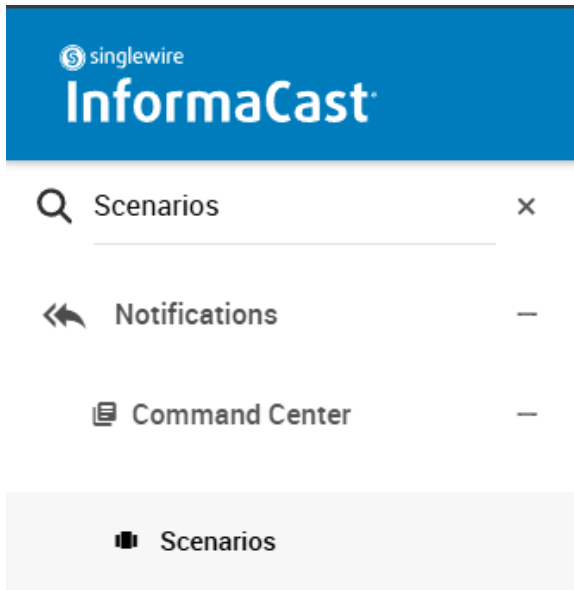
Delete

+ Add a Notification

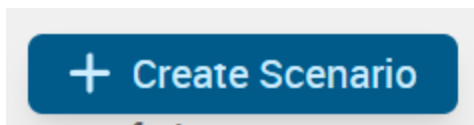
Cancel Save

Creating a Clear scenario

- Inside of your Singlewire InformaCast console, navigate to '**Notifications**' ⇒ '**Command Center**' ⇒ '**Scenarios**' on the side toolbar



- Click the '**Create Scenario**' button in the top right



- Select your preferred **Scenario Type** and click '**Continue**'

What type of scenario would you like to create?



- For this guide we will be using the **Standard** scenario type
- Enter the scenario name, and choose an icon / color for your alert button

Scenario Setup


Name your scenario, set your display preferences for the button that users will press to initiate this scenario, and optionally add other scenario elements.

Name

Icon

Color

Scenario Button Preview



Which scenario elements would you like to include in this scenario (optional)?

Sites

Keyboard Shortcuts

Scenario Questions

Instructions

Incident Plan

API Connector

- Set a name for your scenario notification, then using **'Message Template'** dropdown menu select the **Message Template** that was created earlier in this guide (Step 5).
 - After your scenario is customized, be sure to click the **'Save'** button

Scenario Notifications

Select the notifications to be sent when this scenario is initiated, and set any message template overrides.

Notification 1

Name

Message Template

Override Message Template

☐

Delete

+ Add a Notification

Cancel

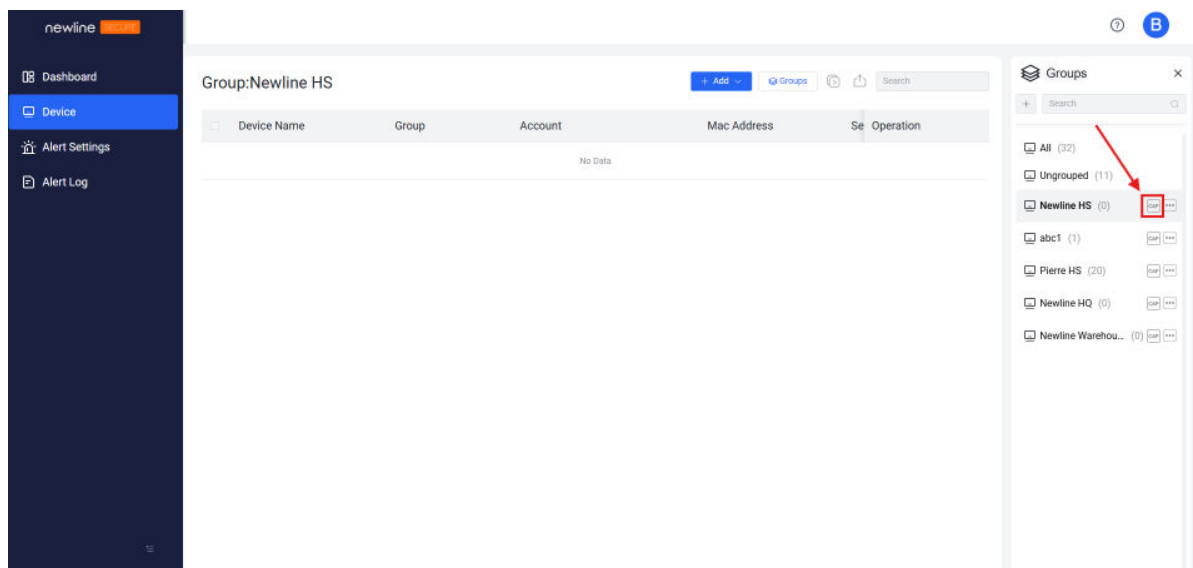
Save

Step 6: Add the Newline Secure API Connectors to each scenario

Generate CAP 'Alert' Information from Newline Secure

To create a **Singlewire API Connector** to attach to a **Singlewire Scenario**, we first need to generate the Common Alerting Protocol (CAP) endpoint information for each Newline Secure group:

- Click the 'CAP' button in the device group list to generate CAP integration information



- Now you should see a window appear that contains the API endpoint information for your Newline Secure group. Keep this window open as we will need to copy this information over to the Singlewire InformaCast console.

+ Add
Groups

API Connector ✕

To configure API connector, you will need below information:

Security platform: singlewire

Webhook URL: https://secure.newline-interactive-global.com/api/apiHub/v1/cap/message

Key: authorization

Value: Basic

Alert
✕

Body:

```
<?xml version="1.0" encoding="UTF-8"?> <alert xmlns="urn:oasis:names:tc:emergency:cap:1.2"> <identifier>{{event.scenarioNotification.id}}</identifier> <sender>Singlewire</sender> <sent>{{event.scenarioNotification.createdAt}}</sent> <status>Actual</status> <msgType>Alert</msgType> <scope>Public</scope> <info> <category>Safety</category> <event>Singlewire Alert</event> <urgency>Immediate</urgency> <severity>Severe</severity> <certainty>
```

Instructions :

You can quickly access the third-party platform via the link below.

singlewire: <https://admin.icmobile.singlewire.com>

Centegix: <https://web.centegix.com>

- Ensure that **'Security Platform'** is set to **Singlewire**
- Ensure that **'Body'** is set to **Alert**
- In the Singlewire InformaCast console, navigate back to **Scenarios** and re-open the **'Alert'** scenario that was created in **Step 6**

Scenario Details: Fire Drill Alert ?

View/edit a standard scenario, its details, button, questions, notifications, etc.

Scenario Setup

Name your scenario, set your display preferences for the button that users will press to initiate this scenario, and optionally add other scenario elements.

Name

Icon

Fire

×

Color

#ff94d8

Scenario Button Preview

Fire Drill Alert

Which scenario elements would you like to include in this scenario (optional)?

Sites

Keyboard Shortcuts

Scenario Questions

Instructions

Incident Plan

✓

API Connector

1

API Connectors ?

Add API connections to external applications to send them InformaCast data when this scenario is initiated.

No API connectors found

+ Add API Connector

2

- Click on **API Connector**
- Click on **Add API Connector**
- A new window should appear titled '**Add an API Connector**', use the **CAP Alert** information we have just gathered from **Newline Secure** to create this connector and navigate to the **Headers** tab:

The screenshot shows the 'Add an API Connector' dialog box. It has a title bar with a close button. The main content area includes the following elements:

- Name:** A text input field containing 'Fire Drill Alert - API Connector'. A red box and the number '1' highlight this field.
- Description (Optional):** An empty text input field.
- Type:** A dropdown menu set to 'Webhook'.
- Method:** A dropdown menu set to 'POST'.
- Webhook URL:** A text input field containing 'https://secure.newline-interactive-globi'. A red box and the number '2' highlight this field. Below the input is a link that says 'Insert Variables'.
- Expire After:** A dropdown menu set to '1.5 minutes'.
- Authorization:** A tab labeled 'Authorization' is selected. Below it, a table lists key-value pairs for HTTP headers.

Key	Value	Description
authorization	Basic [REDACTED]	

 A red box and the number '3' highlight the 'Key' column. Another red box and the number '4' highlight the 'Value' column.
- Encrypt:** A checkbox labeled 'Encrypt' is checked. A red box and the number '5' highlight this checkbox.
- Buttons:** At the bottom right, there are 'Cancel' and 'Save' buttons.

- 1 - Create a name for your API connector
- 2 - Copy over the **Webhook URL** from your Newline Secure Group's CAP information window
- 3 - Copy over the **Key** from your Newline Secure Group's CAP information window
- 4 - Copy over the **Value** from your Newline Secure Group's CAP information window
- 5 - Ensure you **check the Encrypt box**.
- Then, click on the '**Body**' tab and copy over the **Body** from your Newline Secure Group's CAP information window and click **Save**

Authorization Parameters Headers **Body**

Define the data that should appear in the HTTP request body in a format supported by the receiving application.

Request Body Encrypt ☐

```
<urgency>Immediate</urgency> <severity>Severe</severity> <certainty>Observed</certainty> <expires>
<![CDATA[{{event.scenarioNotification.scenario.messages.0.messageTemplate.expiration}}]]></expires>
<headline><![CDATA[{{event.scenarioNotification.scenario.messages.0.subject}}]]></headline> <description><![
CDATA[{{event.scenarioNotification.scenario.messages.0.body}}]]></description> </info></alert>
```

[Insert Variables](#)

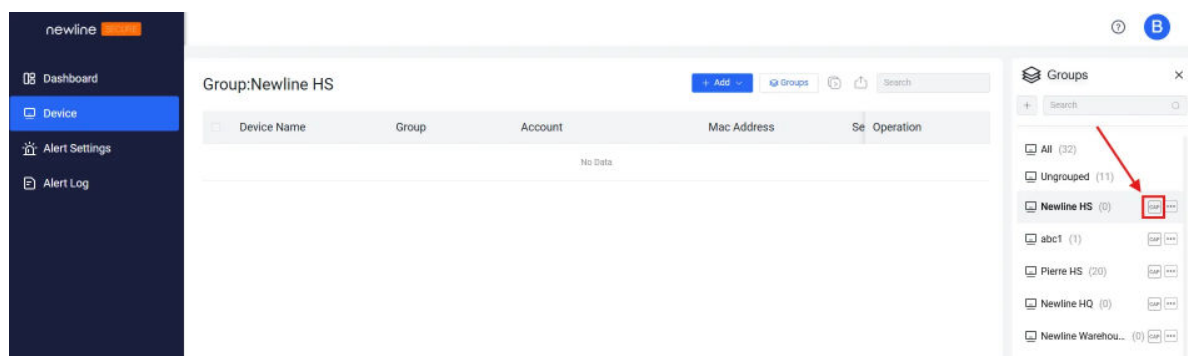
Cancel Save

- This will navigate you back to the **Scenario Edit Screen** where you can now see that the API connector has been added. **ENSURE THAT YOU CLICK SAVE ONCE MORE TO FINISH ADDING YOUR API CONNECTOR TO THE SCENARIO.**

Generate CAP 'Clear' Information from Newline Secure

To create a **Singlewire API Connector** to attach to a **Singlewire Scenario**, we first need to generate the Common Alerting Protocol (CAP) endpoint information for each Newline Secure group:

- Click the 'CAP' button in the device group list to generate CAP integration information



- Now you should see a window appear that contains the API endpoint information for your Newline Secure group. Keep this window open as we will need to copy this information over to the Singlewire InformaCast console.

No Data

API Connector

To configure API connector, you will need below information:

Security platform: **singlewire** ▾

Webhook URL: <https://secure.newline-interactive-global.com/api/apiHub/v1/cap/message/> [Copy]

Key: **authorization** [Copy]

Value: **Basic** [Copy]

Body: **Clear** ▾ [Copy]

```
<?xml version="1.0" encoding="UTF-8"?> <alert xmlns="urn:oasis:names:tc:emergency:cap:1.2"> <identifier>{{event.scenarioNotification.id}}</identifier> <sender>Singlewire</sender> <sent>{{event.scenarioNotification.createdAt}}</sent> <status>Actual</status> <msgType>Clear</msgType> <scope>Public</scope> <info> <category>Safety</category> <event>Singlewire Alert</event> <urgency>Immediate</urgency> </info> </alert>
```

Instructions :

You can quickly access the third-party platform via the link below.

singlewire: <https://admin.icmobile.singlewire.com>

Centegix: <https://web.centegix.com>

- Ensure that **'Security Platform'** is set to **Singlewire**
- Ensure that **'Body'** is set to **Clear**
- In the Singlewire InformaCast console, navigate back to **Scenarios** and re-open the **'Alert'** scenario that was created in **Step 6**

Scenario Details: Fire Drill Clear ?

View/edit a standard scenario, its details, button, questions, notifications, etc.

Scenario Setup

Name your scenario, set your display preferences for the button that users will press to initiate this scenario, and optionally add other scenario elements.

Name

Fire Drill Clear

Scenario Button Preview

Fire Drill
Clear

Icon

Fire

Color

#00ff11

Which scenario elements would you like to include in this scenario (optional)?



Sites



Keyboard Shortcuts



Scenario Questions



Instructions



Incident Plan



API Connector

1

API Connectors ?

Add API connections to external applications to send them InformaCast data when this scenario is initiated.

No API connectors found

+ Add API Connector

2

- Click on **API Connector**
- Click on **Add API Connector**
- A new window should appear titled '**Add an API Connector**', use the **CAP Alert** information we have just gathered from **Newline Secure** to create this connector and navigate to the **Headers** tab:

The screenshot shows the 'Add an API Connector' dialog box. It has a title bar with a close button (X). The main content area is divided into sections. The first section, 'Name', has a text input field containing 'Fire Drill Clear - API Connector' and is marked with a red box and the number 1. Below it is a 'Description (Optional)' text input field. The 'Type' section has a dropdown menu set to 'Webhook'. The 'Method' section has a dropdown menu set to 'POST' and a 'Webhook URL' text input field containing 'https://secure.newline-interactive-globi' and is marked with a red box and the number 2. Below the URL is a link that says 'Insert Variables'. The 'Expire After' section has a dropdown menu set to '1.5 minutes'. Below this are tabs for 'Authorization', 'Parameters', 'Headers', and 'Body'. The 'Headers' tab is selected. Below the tabs is a text input field containing 'Add key-value pairs, which are appended to the webhook request as HTTP headers.' Below this is a table with three columns: 'Key', 'Value', and 'Description'. The 'Key' column has a text input field containing 'authorization' and is marked with a red box and the number 3. The 'Value' column has a text input field containing 'Basic' followed by a redacted black box and is marked with a red box and the number 4. Below the 'Value' input is a link that says 'Insert Variables'. The 'Description' column is empty. To the right of the table is a checkbox labeled 'Encrypt' which is checked and is marked with a red box and the number 5. Below the table are 'Cancel' and 'Save' buttons.

- 1 - Create a name for your API connector
- 2 - Copy over the **Webhook URL** from your Newline Secure Group's CAP information window
- 3 - Copy over the **Key** from your Newline Secure Group's CAP information window
- 4 - Copy over the **Value** from your Newline Secure Group's CAP information window
- 5 - Ensure you **check the Encrypt box**.
- Then, click on the '**Body**' tab and copy over the **Body** from your Newline Secure Group's CAP information window and click **Save**

Authorization Parameters Headers **Body**

Define the data that should appear in the HTTP request body in a format supported by the receiving application.

Request Body Encrypt ☐

```
<urgency>Immediate</urgency> <severity>Severe</severity> <certainty>Observed</certainty> <expires>
<![CDATA[{{event.scenarioNotification.scenario.messages.0.messageTemplate.expiration}}]]></expires>
<headline><![CDATA[{{event.scenarioNotification.scenario.messages.0.subject}}]]></headline> <description><![
CDATA[{{event.scenarioNotification.scenario.messages.0.body}}]]></description> </info></alert>
```

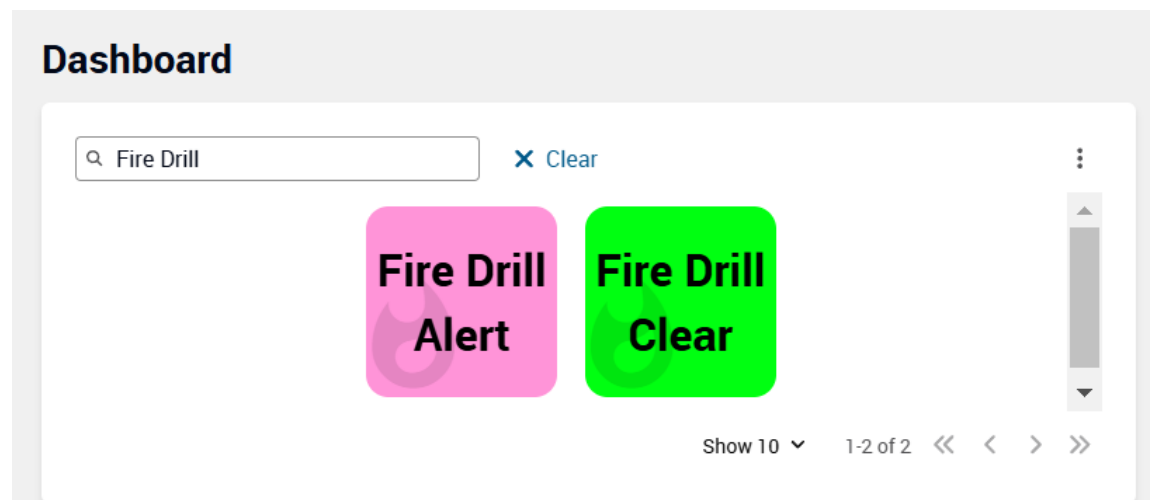
[Insert Variables](#)

Cancel Save

- This will navigate you back to the **Scenario Edit Screen** where you can now see that the API connector has been added. **ENSURE THAT YOU CLICK SAVE ONCE MORE TO FINISH ADDING YOUR API CONNECTOR TO THE SCENARIO.**

Congratulations!

You've successfully created Alert and Clear scenarios. These are now available on your InformaCast console and ready to integrate into existing workflows.



If you have questions or need assistance with the Newline Secure portal, please contact Newline Technical Support:

- Submit a ticket [here](#)!
- Give us a call at +1 (833)-469-9520

If you have questions or need assistance with the Singlewire Portal, please contact Singlewire Support by submitting a ticket using the link below:

- <https://support.singlewire.com/s/contactsupport>