HipLink® Software
User Guide

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About the User Guide

Purpose

This user guide describes how to use the HipLink application after it has been installed and initial set-up is complete. The guide will give guidelines for creating groups, defining Users, sending messages. All everyday User functions are covered.

This user guide assumes that HipLink is already installed on your system. The companion HipLink Installation and Administration Guide describes how to install and Administrate HipLink.

This user guide does not cover the usage of the any elements for integrations Users should refer to the HipLink Integration and Programmer Guide for details.

Overview

About HipLink

HipLink is a messaging software solution that enables corporate users and software applications to instantly communicate with pagers and other one and two-way wireless devices. HipLink includes a broad range of messaging options like sending and resending Standard messages, sending Two-way, Schedule, Custom Escalation messages with message Confirmation, sending Quick messages, etc.

HipLink is an application that is easy to customize to suit your business needs. It can be installed and run from a corporate server.

HipLink provides both a graphical user interface (GUI) and a command line interface (CLI). The GUI can be accessed through a web browser (e.g., Internet Explorer), at a local web address and it is used for administration and messaging services. The CLI can be accessed either by a 3rd party application or by other users, locally or remotely.

In the GUI, there are menus that are utilized mainly by administrators to configure all HipLink functions, and menus that are dedicated mostly for messaging purposes. The access to different menus is regulated by permissions.

Using HipLink

HipLink is a highly reliable and fast delivery service. Message alerts can be sent to wireless devices to automatically:

• Notify the correct personnel when a critical problem arises;

• Alert field representatives of incidents at client sites for improved customer service;

• Inform sale representatives of a time-sensitive opportunity.

Two-way messaging is a feature that allows Receivers to respond to a message from their two-way device. The service provider must support SNPP Level 3 (contact your wireless carrier for more information). Advantages of two-way messaging include:

• Enabling field representatives to choose from a list of user-defined responses (such as accepting or declining an assignment);

• Enabling an authorized Receiver to execute any command remotely (e.g., a system administrator is able to reboot a server from his wireless device after receiving a message that the system is down);

• Enabling personnel to enter their own response to any message.

Using the Graphical User Interface
The HipLink GUI uses a menu bar located at the top of the screen and a navigation bar located on the left of the screen. The menu bar is a set of buttons that brings you to the Settings, Web Signup, Services, Send, Logs, Queues, Reports, and Statistics menus, contact the HipLink's technical support via Support Email, open the Help pages and allows you to Logout. The navigation bar includes a list of buttons, which link Users to the panels where they can perform specific functions. Panels can also be accessed by using the underlined hyperlinks on the menu pages.

Note: Users will only see the menus which they have access to. Access levels are based on the User Group permissions that HipLink administrators assign to each User.

HipLink Features
HipLink supports numerous wireless devices, such as numeric and alphanumeric pagers, cell phones, smartphones, tablets, email and desktops.

HipLink features include:

• Reliable delivery. Messages are stored in queues from where they are sent to Carriers in batches according to their priority level, to minimize delivery time. HipLink attempts to send a message a preset number of times before changing its status to failed. Failed messages are stored in a separate queue and can be resent manually. HipLink also gives the ability to designate alternative delivery methods by defining backup and/or alternate Carriers.

• Maximum uptime. Multiple messengers and redundancy in the HipLink architecture ensure maximum uptime in the event of network, modem, and phone line failures. The System Attendant consistently checks if the Messengers are up and running, and check the queues to manage the number of messages.

• High throughput. HipLink is a stable application that can accommodate any message volume, for both large and small companies. Sophisticated sorting algorithms and the use of load balancing minimizes delivery time.

• Multiple user interfaces. HipLink can be utilized with a GUI (a browser-based interface that runs on common web browsers like Internet Explorer 5.x or greater) and a CLI.

• Multiple platforms. Both the server and CLI are available on:

> Unix: Linux, Solaris, SUN OS, HP UX, IBM-AIX, and any Unix platform upon request, Windows.

• Multiple protocols. HipLink supports TAP Dial-Up, TAP-Leased Line, SNPP One-Way, SNPP Two-Way, HTTP, MHTTP (multiple steps HTTP), DTMF, GSM, WCTP One-Way, WCTP Two-Way, BES (BlackBerry Enterprise Server push protocol), LWTS, UCP/Dial-Up, UCP/ TCP, XMPP and HNP.

• Predefined carrier list. A comprehensive list of available wireless Carriers is built-in. When you select a Carrier name, the protocols and specifications are set with default values.

• Security and permissions. All Users require a unique user name and password to log in to HipLink. Users are assigned to a User Group, which defines the HipLink functions that they have access to. Secure Socket Layer (SSL) security can be provided as an additional option. Workstations using the CLI will be registered with the HipLink server.

• Advanced sending. Escalation, On-Duty, Schedule, and Two-Way messaging allow Users to customize the sending of messages. These features maximize efficiency for the sender. Two-Way messaging makes it possible for Receivers equipped with two-way wireless devices to respond to messages and trigger system commands (Response Actions) from their device.

• Optional features. Templates and Departments are available licensing options. Templates allow Users to select messages with predefined text and add key information to specify details. Departments allow administrators to better organize HipLink Receivers and to define User access to the Departments they need.

HipLink Technology

Wireless Messaging Software
The HipLink client-server architecture provides an efficient and scalable design for both multiuser UNIX and Windows environments. There are four main components to the system: Messengers, GUI, CLI, and the Monitor/Scheduler.

Messengers are background applications which process messages from the queues, format them according to an assigned protocol, and deliver them to Carriers which use that protocol. Each Messenger will accommodate different wireless devices by presenting messages in the

correct protocol to the network Carrier. Multiple Messengers can be used for redundancy and load balancing to ensure that the messages are sent faster.

The GUI allows you to configure the application and send messages. The CLI can be used to integrate HipLink with another application on your server. This interface can be used to access HipLink remotely.

The Monitor alerts an administrator when the Messengers are down, or the number of failed messages in the queue exceeds a predefined maximum value. The Scheduler handles recurrent messages and delayed messages (i.e., messages that are set to be delivered at later date and time).
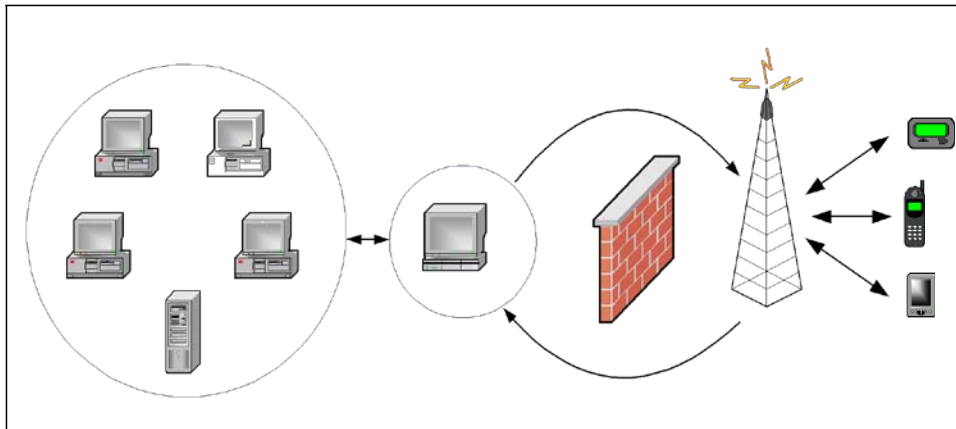
HipLink can work with other software applications to deliver wireless messages.

How it Works
The HipLink messaging system manages all interaction with the network Carriers.

1. An Apache web server is installed together with the HipLink software package. The GUI/CLI communicates with the Apache web server to provide browser access for the GUI and remote access for the CLI.

2. The GUI allows Users (i.e., human operators) to send messages. The command line interface is typically used by 3rd party software, which generates messages in an automated fashion. The CLI can also be used by Users that do not have access to the GUI.

3. A message that is scheduled for delivery at a later time is stored in the Scheduler

Queue and sent to the Main Queue at the appropriate time.

4. The message is posted to the Main Queue, which is located on the server.

5. Messengers check the queues for messages. The appropriate Messenger retrieves the message and processes it with the correct protocol.

6. Messengers deliver the message to the network Carrier.

7. The TAP and DTMF protocols send messages to the Carrier over phone lines. SNPP, WCTP, and the HipLink Software Gateway send messages to the Carrier over the Internet. The GSM protocol sends messages to the Carrier using a GSM modem or a standard GSM mobile phone connected to a RS232 communication port.

8. The Carrier delivers the messages to your wireless device.

9. The Monitor checks the queues and Messengers, and can alert a system administrator if there is a problem.

Wireless Messaging Protocols

HipLink uses numerous protocols including TAP (Telocator Alphanumeric Protocol), SNPP (Simple Network Paging Protocol), SMTP (Simple Mail Transfer Protocol), HTTP (Hyper Text Transport Protocol), DTMF (Dual Tone Multi Frequency), GSM (Global System for Mobile communication), WCTP (Wireless Communications Transfer Protocol), SMPP (Short Message Peer to Peer protocol), BES (BlackBerry Enterprise Server push protocol), UCP (Universal Computer Protocol), and XML (Extensible Markup Language) to support different wireless device protocols.

TAP Dial-Up

TAP is the standard protocol used for most alphanumeric messages for pagers. This dial-up (via modem) protocol is supported by virtually every paging service provider throughout the world. The HipLink server can use multiple modems to deliver messages to paging services over the public telephone network.

TAP Leased Line

Delivery of messages over leased-lines is available as a professional service. HipLink can use a leased line to a Carrier to eliminate any message delay caused by establishing a new message connection.

SNPP

SNPP is a protocol that uses the Internet to deliver alphanumeric messages to the paging service. This protocol is supported by a growing number of paging service providers. SNPP utilizes TCP/IP, which requires that the HipLink server maintain direct Internet connectivity. In some cases, minor configuration of your firewall may be necessary. Please contact HipLink Tech Support at support@hiplink.com for details.

There are two levels of SNPP. SNPP Level 2 is a one-way delivery protocol, which confirms message delivery to Carriers but not to the device. SNPP Level 3 is a two-way delivery protocol, which also confirms message delivery to the device and can be used for two-way messaging.

SMTP

SMTP is a one-way email protocol that uses the Internet to deliver alphanumeric messages to the paging service. It is used as a standard protocol is used for email delivery.

HTTP

HTTP is the communication protocol used to connect to servers on the World Wide Web. It is required by numeric pagers and it is used to post messages to an HTML website for delivery through a carrier's network.

MHTTP is HipLink's multiple steps HTPP and it is used to customize the connection to certain servers on the web.

DTMF

DTMF is the signal to the phone company that you generate when you press an ordinary telephone's touch keys. This one-way protocol is used to send numeric messages.

GSM

GSM is the standard digital cellular system in Europe and Asia and it is also available in many other countries. Second generation GSM provides a short messaging service, SMS, that enables text messages up to 160 characters in length to be sent to and from a GSM phone.

WCTP

WCTP is a one-way or two-way protocol specifically aimed at creating an easy means of passing alphanumeric and binary messages to wireless devices.

SMPP

The SMPP open standard protocol allows an application to communicate with Short Message Service Centers (SMSCs) and Virtual Mobile platforms to perform one-way and two-way messaging between the application and SMS capable mobile devices. Such mobile devices include GSM mobile telephones, GSM modems and other devices on supported networks.

Note: The SMPP protocol is available only for HipLink installed on Windows platforms.

BES

BES is a push protocol used to communicate with the BlackBerry Enterprise Server.

UCP

UCP is a communication protocol for text messages that are sent via modem (UCP/Dial-Up) or TCP/IP (UCP/TCP).

Getting Started

About Administrators

HipLink administrators are entitled to create Users (i.e., persons that either administrate, or use HipLink for sending messages or both) and Receiver (i.e., persons that receive these messages on their wireless devices. The Receiver can be a non-HipLink User, for example, hospital notifying its doctors for an emergency call, or the local police informing citizens about a severe traffic congestion, etc.).

Administrators are also responsible for the creation of Messengers and Carriers specific for each communication protocol. The Messengers process the messages and send them to the service providers which are defined in HipLink as Carriers.

Certain messages use templates, other messages need response actions. The administrators have to define these features. Finally, the administrators are in charge with monitoring the HipLink functioning: start and stop services, set directories and global parameters, and survey reports and statistics.

About Users

The Users are organized in User Groups which establish different levels of access to the HipLink features.

A typical HipLink User will not have permissions to see many of the settings, the services, and the queues. Users will need to know about the Send functionality.

It is necessary to log in to the HipLink system to begin. Your administrator will create a User account for you, with a User name and password to log in. It is strongly recommended that you change your password right away in the Settings menu.

Note 1: A User account cannot be accessed by more than one User concurrently. The HipLink session may expire after an admin-configured period of inactivity.

Note 2: There is a Temporary session check box on the Global Settings panel that enables HipLink to work with either permanent or temporary sessions. Please see the Global Settings section for details.

About Receivers and Groups

The Receivers can be organized for group messaging purposes into:
- simple groups (i.e., Broadcast Groups),
- task oriented groups (i.e., On-Duty Groups, Escalation Groups, Rotate Groups, and Follow-Me Groups), and
- logical groups (i.e., Departments which restrict Users to have access only to certain Receivers and Groups).

Note: All Receivers and Groups names must be unique. Receivers and Groups are commonly referred as Recipients. In all recipient lists the type of the Groups is appended to the name. The group codes are as follows: (E) for Escalation Group, (F) for Follow-Me Group, (G) for Broadcast Group, (O) for On-Duty Group, and (R) for Rotate Group.

Log In to HipLink

HipLink requires Users to have a user name and a password to log in. HipLink is set up with one default User which is the HipLink administrator (user name admin, password admin) and is assigned to the default User Group sysAdmin that grants to the administrator full access to all HipLink functions and features enabled by the License Key.

Note: It is strongly recommended to change the HipLink administrator password after the first log in.

A User can be logged on one machine at a time. It may happen that a User has an active session on one machine and then tries to log on a different machine. The User will be prompted to end the previous session before being allowed to log in and start a new session.

HipLink allows Users to work either with permanent or temporary sessions. The temporary session will expire after a predefined period of inactivity.

Log In

To log into HipLink you have to:

1. Go to your local web address for HipLink.
2. Enter your Username and Password (mandatory).
3. Click on the Login button.

Important: If you forgot your password, enter your user name and press the Lost password link, and the password will be emailed to you.
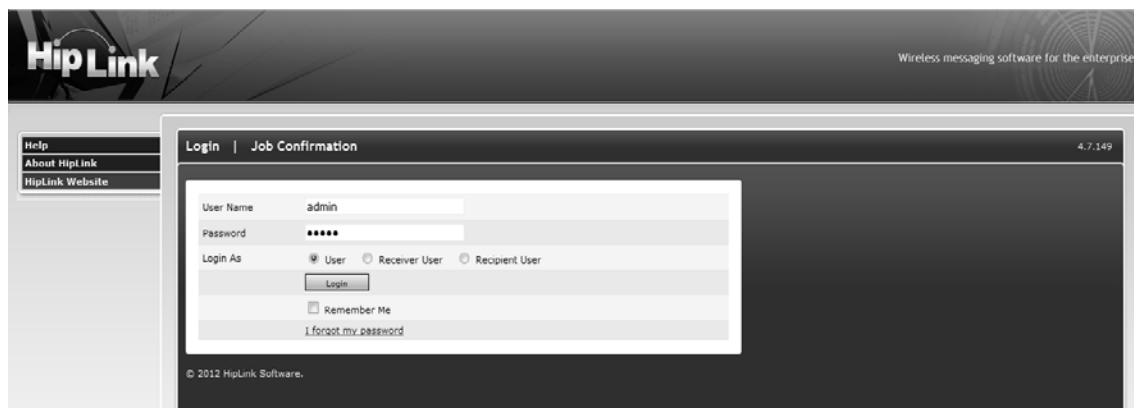
The HipLink login screen

From the Log In page you can also reach the Help files, the About Panel, and go to the HipLink and HipLink Software web sites.

Job Confirmations

The Job Confirmation Panel simplifies the process of job confirmation. By doing so, not only does it increase efficiency, it also makes it more user friendly. This feature provides access to the Job Confirmation form right on the login page without having a user to log in.

It lets you mark a message either as CONFIRMED or REJECTED. In addition to saving time by providing a simpler workflow, it also saves precious bandwidth as the page does not reload and alerts of success or errors on the same page.

The ability to act on messages without having to log in expands the functionality in that, the message receiver does not have to have a login access to the site. This results in a smaller database, preventing any unnecessary access to receivers and hence improving security.

Pre-requisites:

The only pre-requisite to use this functionality is to enable JavaScript in your browser. To enable JavaScript go through the following steps.

 IN INTERNET EXPLORER 7,8 AND 9:
1. Click Tools
2. Click Internet Options
3. Click on the Security tab
4. Move the slider to your desired setting or select Custom
5. Click Custom Level button
6. Scroll down until the Scripting section
7. Under Active Scripting, select Enable
8. Click OK
9. Click Apply and OK
10. Restart the browser

IN FIREFOX:
1. If on Windows press Tools and then Options
2. If on UNIX press Edit and Preferences
3. Click the Content Tab
4. Check the Enable JavaScript option
5. Click OK

Usage

In addition to confirmation panel, user can also confirm/ reject messages through login screen. Clicking on Job Confirmation link on login screen opens job confirmation panel pop-up that allows user to confirm/ reject a message without logging into the application.

The panel contains following fields:

Job ID: Job ID of the message that needs to be confirmed/ rejected.

Action: Type of action to be performed on the message (Confirm/ Reject)

Comments: Optional field for the user to add comments.

Confirmed By: Whatever text is provided in this field, will be displayed as the name of the user who confirmed/ rejected the message.

Submit (button): To submit the job for confirmation/ rejection.

Reset (button): To reset the values in the fields.

Clicking on the Job Confirmation link will bring up the Job Confirmation Panel which looks like the following.
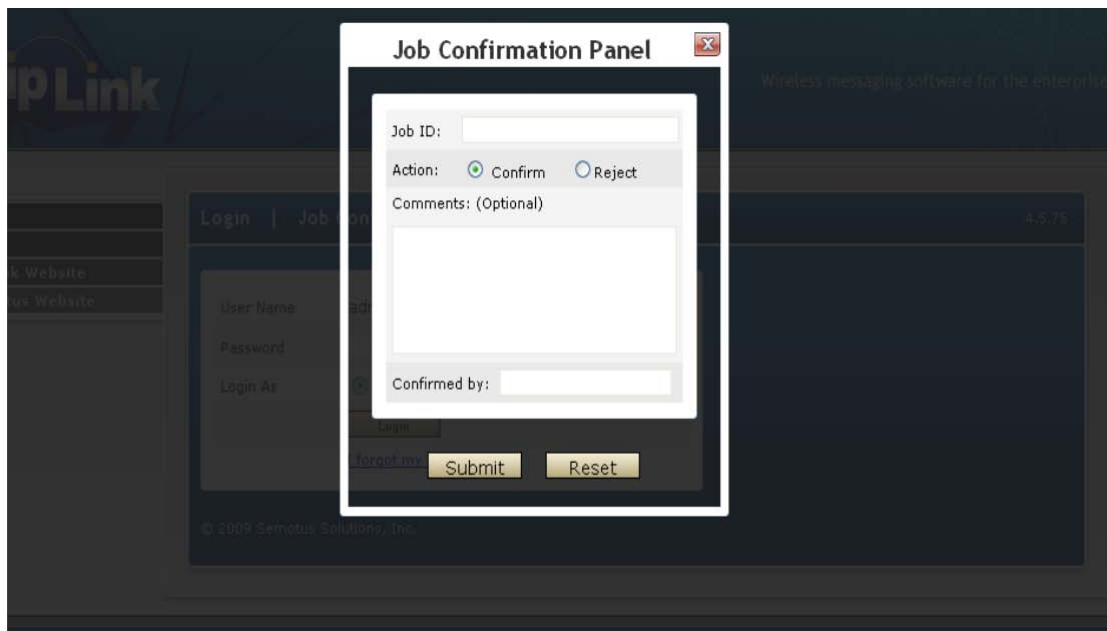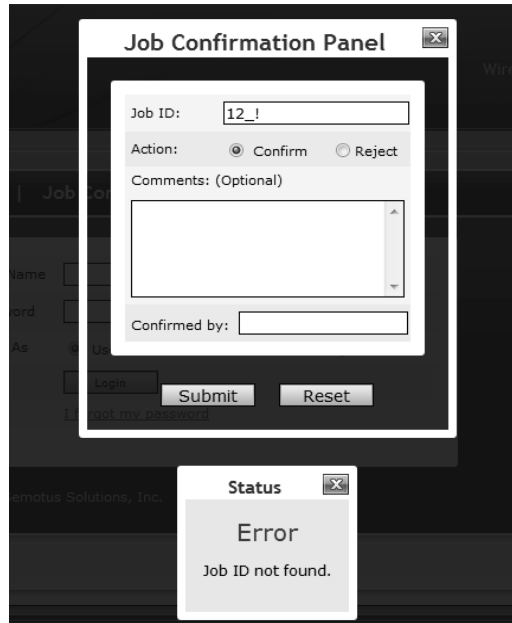

Job Confirmation Panel

You can choose to Confirm or Reject a Job. And click Submit to process your request. Clicking on the Submit button processes your request.

An error is shown in the Status box. You can close the Status box by clicking in the close button found on the upper right corner of the status box.

On a request resulting in a success you can see two messages shown below.

Results of successful and failed requests in Job Confirmation Panel

Clicking on the Reset button clears the Job ID field and hides the Status box.

Clicking on the Close button (cross at the upper right corner) hides the panel and takes you back to the Login page.

Confirmation Errors

Table 1: List of Errors

	Errors	Action
1	No Job ID is specified	Submitting a request without specifying a Job ID.
2	Message Sub ID not specified	Submitting an incomplete Job ID. Example "11", "11_"
3	Message ID [id_number] not found	Submitting a non-existent Job ID.
4	Cannot CONFIRM a CONFIRMED message	Confirming an already confirmed message.
5	Cannot Confirm a REJECTED message	Confirming an already rejected message.
6	Cannot CONFIRM a failed message	Confirming a failed message.
7	Cannot REJECT a CONFIRMED message	Rejecting an already confirmed message.
8	Cannot REJECT a REJECTED message	Rejecting an already rejected message.
9	Cannot REJECT a failed message	Rejecting a failed message.

Navigation

HipLink uses a common interface design to make it easy to locate menus and their functions. A navigation bar on the left of each menu screen will bring you to the panel you select.

The title at the top of each panel window will tell you which panel you are in. Instructions will tell you how to proceed. For additional help, click the Help button.

Note: For easy navigation, some panels will display underlined hyperlinks.

Settings Menu

The main functionality of HipLink is to allow Users to send messages to Receivers registered with different Carriers. Each User must belong to a User Group and inherits the User Group permissions. Each Receiver is assigned to one Primary Carrier and optionally to a Backup Carrier. Each Carrier has one protocol assigned to it.

Receivers can also belong to Broadcast Groups, On-Duty Groups, Escalation Groups, Rotate Groups, and Follow-Me Groups.

- Broadcast Groups include more than one Receiver. This enables Users to send a message to a group of Receivers simultaneously.
- On-Duty Groups designate the working schedule for each Receiver. Messages are only sent to the Receiver(s) who are on-duty at the time of the sending (which can be also scheduled).
- Escalation Groups allow you to send messages one at a time to each Receiver in the group, each after a predefined delay required for message confirmation. The escalation continues if a Confirmation is not received before the next message is scheduled to be sent out. The escalation is stopped once the message is confirmed on the HipLink system.
- Rotate Groups allow you to send messages to different Receivers in a rotation. A group is created by simply adding Receivers in the order that you would like them to receive the messages. This order can be changed later. When a message is sent to the group, HipLink will check which receiver is flagged to receive the message based on this order.
- Follow-Me Groups allow you to send messages to a specific Receiver, who has more than one device(s), the Receiver can then receive messages depending on the time schedule for each device. This could also be achieved with an On-Duty Group, but the Follow-Me interface is more suited for this purpose, i.e., for one person with multiple Receivers rather than multiple people with one receiver each.
- Subscription Groups allow messages either wireless text, voice or email to be sent to a group whose members have elected or opted-in to receive informational alerts related to that group description. Only Receivers can be added as members. Other Groups cannot be included here as members.

Receivers can have assigned one-way or two-way wireless devices. Using a two-way device, a Receiver can respond to a message. The response is retrieved by HipLink and can be used to trigger a predefined Response Action. For example, a Response Action might be a command to be executed on the HipLink server machine, or feedback to the software application that sent the message.

In order to perform its tasks, HipLink uses a Monitor, a Scheduler, and one or more Messengers. Messengers handle the message delivery. They take messages from the Main Queue and send them to Carriers using specific protocols. Each Messenger has one protocol assigned to it. However, for load balancing purposes, the same protocol can be assigned to multiple Messengers.

This section details the panels in the order found in the Settings menu:

Accounts

• Users

• User Groups

• User Search

• Session Manager

• Recipient User

Recipients

• Departments

• Receivers

• Broadcast Groups

• On-Duty Groups

• Escalation Groups

• Rotate Groups

• Follow-Me Groups

• Subscription Groups

• Receiver Search

• My Favorites

System

• Carriers

• Messengers

• System Attendant

• Email Gateway

• SNPP Gateway

• TAP Gateway

• A.N. Gateway

• HNP Manager

• File System Interface

• Backup Service

• Filters

• Feedback

• Directories

Monitoring

• SNMP

General

• Password

• Response Actions

• Templates

• Schedule Templates

• DB Configuration

• License Key

• Global Settings

• LDAP Settings

• GIS Settings

• Logs Settings

• Time Zones

• Upgrades

• About

Note: Some of the previous panels are not shown with all HipLink licenses and depend on the License Key permissions. The corresponding panels and buttons in the left navigation bar are displayed only if these features are enabled. Also, some of the listed panels are available only to sysAdmin.

Accounts

Users

A user accesses HipLink using their username and password. Different users have different privileges to HipLink. The privileges of the User Group will determine which menus and panels a user has access to.

User panel displays all the users of HipLink. This panel allows adding, modifying, deleting, or disabling HipLink users. It is available to all users belonging to sysAdmin User Group. For non-sysAdmin users, the panel is available if the users have following privileges:

- Manage Users within this User Group: allows a user to manage users in their own User Group.
- Assign User Group Permissions -> Manage User Group: allows a user to manage users in other User Groups (except for sysAdmin group)

The panel contains following columns:

1. Edit: Clicking on this button directs the user to Edit User page for the selected user.
2. User Name: Displays user name.
3. Description: Displays user description.
4. User Group: Displays user group that the user belongs to.
5. Email: Displays email address of the user.
6. Last Login: Displays last login time for the user.
7. Status: Displays the status of the user. This is described in detail below.

By default, the user records are sorted on User Name. You can sort users on any column in ascending or descending order by clicking the button at the top of each column.

The columns on User panel can be resized and relocated to suit user's needs.
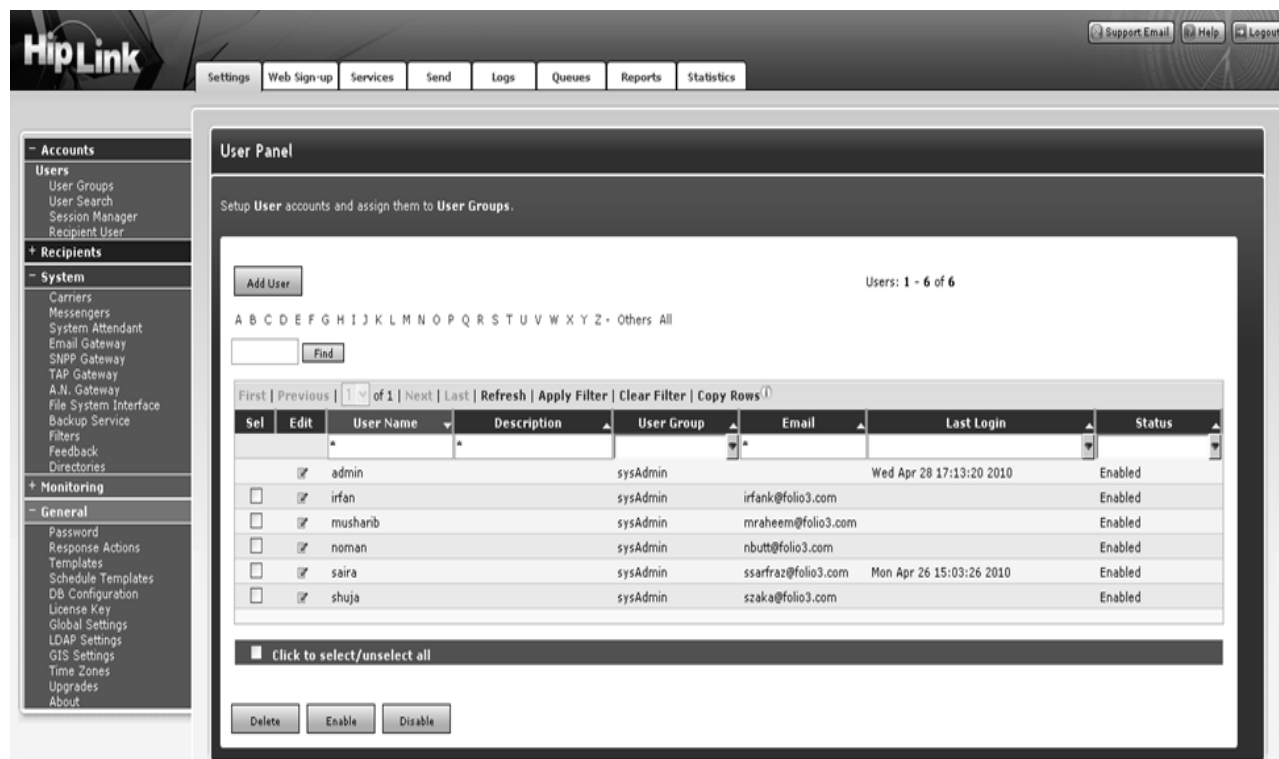
TO SORT USERS:
- On Users panel, click on the button at the top of each column to sort the records in ascending order.
- Click on the button again to sort in descending order.
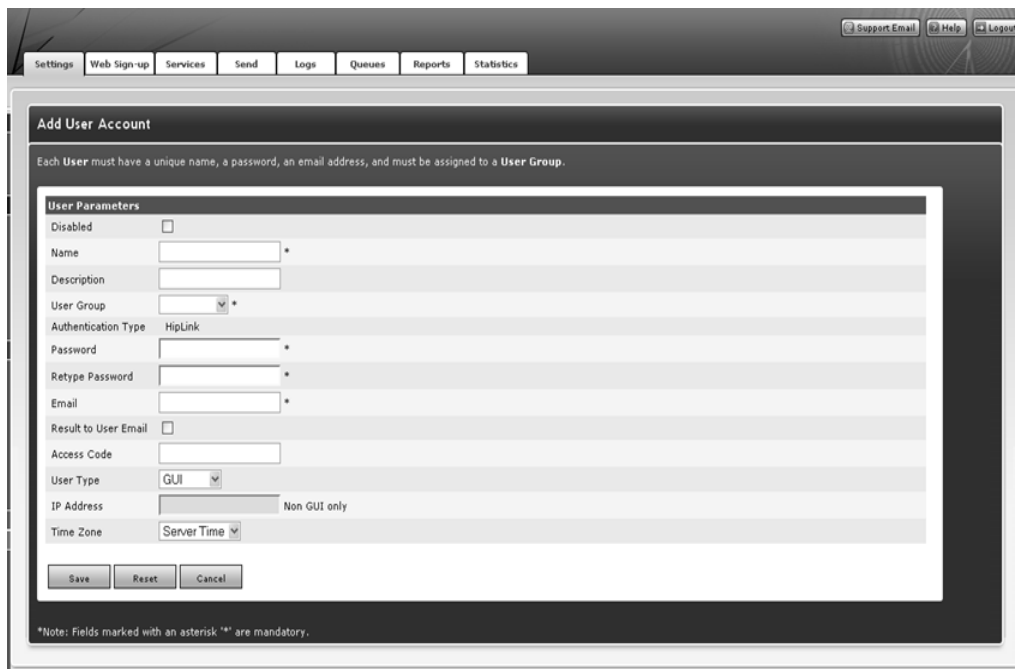
TO FILTER USERS:
- Enter key words in the first box of User Name, Description, or Email columns, or select a value from User Groups or Status columns.
- Click on Filter link.
- HipLink will search for users with this specific text, refresh the page, and display the results.
- To perform a wildcard search, use an * as a prefix, suffix, or both. For example, entering Tech* in the filter box in a particular column, may return records with the words Technical, Technician, Tech Service, etc.
- Click on Clear Filter link to clear filter from the grid and load all the records.
- To perform filtering on Last Login, select one of the values for the drop-down:
  - Within N days: Enter the number of days in the pop-up; select time unit from the drop down (mins/ hours/ days). This will display all the Users that have logged in within the given time.
  - Before N days: This will display all the Users that have logged in before the given time.

- o Exactly N days ago: This will display all the Users that have logged in exactly n days ago.
- o Range: Specify the range of days in which Users have logged in. Will display all the Users that have logged-in in the given range.
- o Never Logged In: This will display all the Users that have never logged in to HipLink.
- For managing a large number of Users use either the simple Alphabetical Filtering feature (e.g., by pressing one of the links A, B, C,..., Z, and Others), or the advanced Search feature to display only the information that you need (e.g., enter a keyword and press the Find button). Select the link All to display all the available users.

TO COPY USER RECORDS:
- Select a row by clicking it or select multiple rows by holding down either the Shift or Ctrl key while clicking on the rows.
- Click Copy Rows link at the top of data grid. This would copy the data in selected rows on your clipboard.

TO ADD A NEW USER:

1. From the Settings menu, click Users on the left navigation bar.
2. On the Users Panel, click the Add User button to reach the Add User Account page.
3. Enter a unique Name for this user (mandatory).
4. Enter a Description for this user (optional).
5. Enter a Password for this user (mandatory).
6. Retype the Password (mandatory).

7. Enter the user's Email address (mandatory).
8. Select a User Group from the drop-down menu (mandatory).
9. Enter the Access Code for this user (optional but mandatory if the NetIQ User ID was entered). The Access Code is a 4 and up to 10 digit code used for authentication of Users that execute actions or send messages remotely through a 3rd party interface, for example email or the Voice Module. If the Access Code is set, it means that the User has permissions to send messages or execute actions using either a two-way device or another software application.
10. Select a User Group from the drop-down menu (mandatory).
11. Select the User Type from the drop-down menu: GUI user (default), Non GUI, or both.
12. For a User of type Non GUI or both, enter the IP Address of the computer where the external application is running (mandatory).
13. Set the Time Zone. Select the Server Time or a different time zone if it was defined.
1. Time Zones are defined in the Settings menu.
14. Click the Save button.

HipLink allows users to be disabled at the time of adding them. Selecting the Disabled check adds the user with login disabled. Such a user would not be able to login using their credentials.

Note: Users belonging to sysAdmin group cannot be disabled. For such users, Disabled check box is disabled by default.

TO MODIFY A USER:
1. From the Settings menu, click User on the left navigation bar.
2. On the User Panel, find the User name you want to modify and click the Edit icon.
3. On the Edit User Account page, edit the Users' Parameters.
4. Click the Save button to submit your changes and return to the Users Panel, Reset button to fill in the previous values, or Cancel button to return without saving.

TO DELETE A USER:
1. From the Settings menu, click Users on the left navigation bar.
2. On Users Panel, select the User you want to remove.
3. Click the Delete button.
4. Click OK button to confirm deletion or click Cancel to revoke this action.

TO DISABLE A USER:
1. From the Settings menu, click Users on the left navigation bar.
2. On Users Panel, select the User you want to disable.
3. Click Disable button.
4. Click the OK button to confirm disable or click Cancel to revoke this action.

Note: You can add more than one User with administrator privileges, and you can modify the predefined admin User. However, you cannot delete the pre-defined User, admin. The logged-

*on Users will be deleted after confirmation. Also, Users with administrative privileges
(belonging to sysAdmin group) cannot be disabled.*

User Groups

A User Group defines the level of access that a User will have to the HipLink features.
Administrators can create new User Groups, in addition to the predefined ones: sysAdmin,
sysOper, and usrSend. All the existing User Groups are displayed as entries in the User
Group drop-down menu on the Add/Edit User Account page.

DEFAULT USER GROUPS

HipLink comes with the following predefined User Groups:
- The sysAdmin User Group gives system administrators access to all functions in the
  Settings menu, Stats, and Reports. This group cannot be edited or deleted.
- The sysOper User Group gives system operators access to the Send, Receiver,
  Groups, Logs, Services, Queues, and Reports from this group.
- The usrSend User Group gives normal Users access to all functions in the Send
  menu, Reports from this group, and it allows them to change their password in the
  Settings menu.

TO ADD A NEW USER GROUP:
1. From the Settings menu, click User Groups on the left navigation bar.
2. On the User Group Panel, click the Add Group button to reach the Add User Group page.
3. Enter a unique Name for this User Group (mandatory).
4. Enter a Description for this User Group (optional).
5. Check the permission settings you wish to assign to this User Group. These permissions
   allow the Users assigned to this User Group to access specific menus and panels, which
   are used to manage and operate the HipLink application.
6. Specify a Start page for all Users assigned to this User Group (mandatory). After logging
   in to HipLink, the User is automatically redirected to the start page specified here at the
   User Group level. Select from the drop-down menu: Standard Send (default), Reports
   Menu, or Settings Menu.
7. Assign Departments Permissions (see details below).
8. Assign User Group Permissions (see details below).
9. Click the Save button.

Add a User Group

Check the permissions settings for each User Group.

Note: The Departments, Template, and Email Gateway features are enabled by the License Key. If the Department feature is enabled there is a Default Department already defined in the HipLink database.

TO MODIFY A USER GROUP:
1. From the Settings menu, click User Groups on the left navigation bar.
2. On the User Group Panel, find the User Group name you want to modify and click the Edit icon.
3. On the Edit User Group page, edit the User Group Parameters and/or the Permission Settings.

4. Click the Save button to submit your changes and return to the User Groups Panel, Reset button to fill in the previous values, or Cancel button to return without saving.

To delete a User Group:

1. From the Settings menu, click User Groups on the left navigation bar.
2. On the User Group Panel, select the User Group you want to delete and click the Delete icon. You can also delete multiple User Groups.
3. Click the OK button to confirm deletion or click Cancel to revoke this action.

Note: You cannot delete a User Group that still has Users assigned to it. You have to reassign these Users to other User Groups.

DEPARTMENT PERMISSION SETTINGS:
On the Add/Edit User Group page, the HipLink administrator can set permissions that allow a user to view the settings and send messages to the members and guests of a Department, and also manage (i.e., add, delete, and modify) the members of each Department.

The existing Departments are displayed in a table where the permissions can be enabled or disabled using check boxes.

Note: For more details about Department Permission Settings see the Departments/Send and Manage Permissions section.

USER GROUP PERMISSION SETTINGS:
On the Add/Edit User Group page, the HipLink administrator can set permissions for the Users of that group to be able to manage (i.e., create, edit, delete) Users assigned to other User Groups, and to view reports of the messages sent by the members of these User Groups.

This feature is aimed to help the HipLink administrator delegate User management functions to other users. The existing User Groups are displayed in a table where the permissions can be enabled or disabled using check boxes.
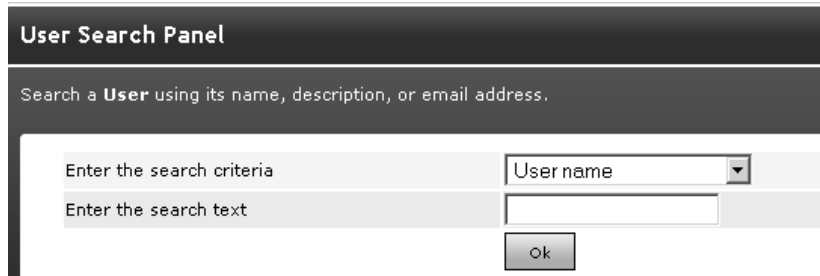
Note: The All Users radio button from the Reports Menu gives a User access to see the status of messages sent by Users assigned to User Groups for which he/she has the View Report permission enabled.

User Search
User Search is a function that allows you to search the HipLink database by User name, description, or email. This is a very useful feature when you have a long list of Users.

For example, if you want to look for all the Users that start with John, you select User name as your search criteria and enter John as your search text. This would bring up all of the Users starting with the word John.

Note: A wildcard, *, is automatically added at the end of your search text. In this way, looking for John will bring for example as result both John Doe and Johnson Brown Users.

The User Search Panel

TO PERFORM A USER SEARCH:
1. From the Settings menu, click User Search on the left navigation bar.
2. On the User Search Panel, select the search criteria from the dropdown menu: User name, Description, or Email.
3. Enter the search text.
4. Click the OK button to perform the search and reach the User Search Results page.
5. On the User Search Results page, click the New Search button to perform another search.

Session Manager

The Session Manager feature is available to sysAdmin users only and is detailed in the Installation and Administration Guide.

Recipient User

A Recipient user is a person who is given the ability to login into HipLink and manage his/her own devices and groups. The HipLink Administrator will create a recipient user and give him/her the permission to manage his own devices.

CREATING A RECIPIENT USER
The HipLink administrator user will manage all Recipient Users in which he/she can create new recipient users.

1. From the Settings menu, click the Recipient User on the left navigation bar.
2. Click on the Add Recipient User button.
3. The admin will be redirected to the Add Recipient User Page.

Recipient User Main

Here the Administrator can set up the permissions for the Recipient User, including the number of devices he/she can manage, the permission to add, edit or delete devices.

He/she can also set him/her up with permission to subscribe to subscription groups.

- The above screen allows HipLink Administrator to create Recipient User (RU) and manage following information:

- Personal Information – First name, Last name, description, email
- Authentication – Authentication type (with options of HipLink and LDAP), password, con firm password. Details of LDAP authentication are given below.

In the case of HipLink: user ID will be its email address

In the case of LDAP: user ID will be its LDAP user name
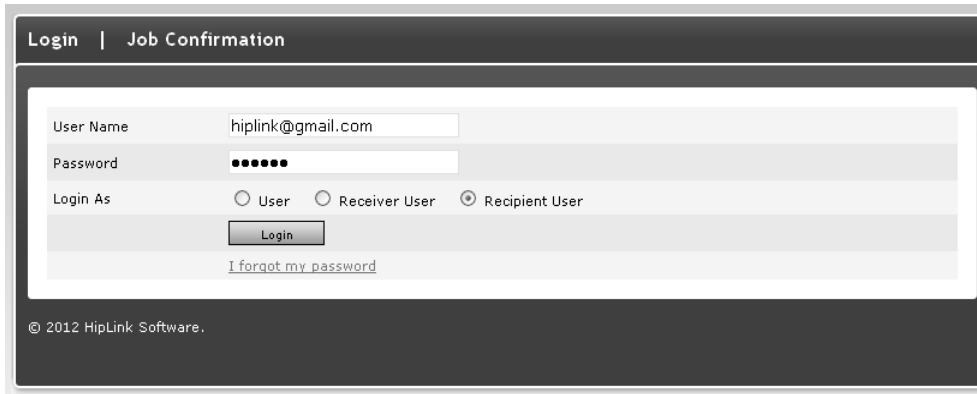
Disable Login

Disable recipient user login.

- Number of devices allocated Define device limit. Put Zero if you do not want RU to add any new device.
- Allow RU to subscribe devices Allows RU to add the selected device or personal group in any Subscription Group(s)
- Allow RU to change device/Personal Group(PG) status from Allowed to Cover by
- Ability to create 3 kinds of Personal Groups (Follow-me, Escalation, Emergency)
- Assign/ un-assign existing receivers to RU

RECIPIENT USER AND PERSONAL GROUPS

A Recipient User is a special kind of User, who has the ability to manage his/her devices and elected to add himself/herself to subscription groups or remove himself/herself from these groups.

A Recipient User has to be first set up the HipLink administrator from the Settings- >Accounts Panel->Recipient User.

HipLink Log-In screen with Recipient User option

After he/she logs in from the HipLink screens and options that are available to him/her will depend on the permissions the administrator has set him/her up with. In the recipient user

workflow, which will be only available to the recipient users after recipient user login, will allow the recipient user to

- Change its settings
- Manage its devices
- Manage its personal groups (PGs)
- Manage its subscriptions

RECIPIENT USER SELF MANAGEMENT

Main Recipient Panel

Edit Account Settings

Edit Personal Group Settings

Set Devices / Personal Groups Status Field have two values:

- Enable (as shown above)
- He/she can add his/her devices to his/her personal groups

Add / Edit Device
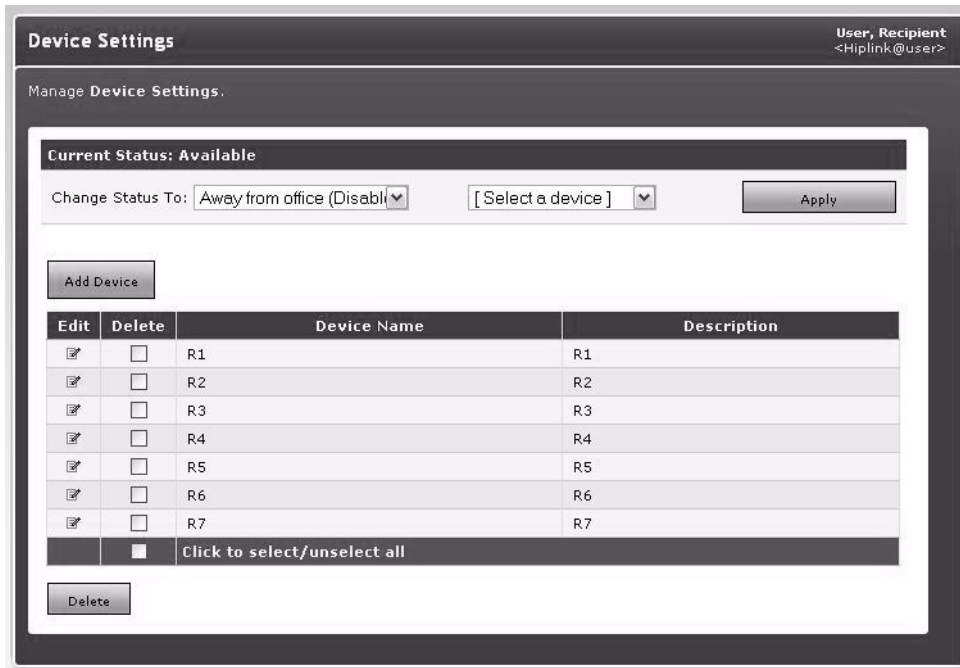
Recipient User Device Settings

Edit Device Subscriptions

Recipient User Device Subscription

The above screen allows RU to subscribe one or more existing Subscription Groups to a selected Device or Personal Group.

Recipients & Groups

Departments
The Departments feature depends on your License Key and provides the HipLink administrator with the ability to organize Receivers and different types of Groups into logical segments based on the company organization structure, geographic regions, or any other grouping desired.

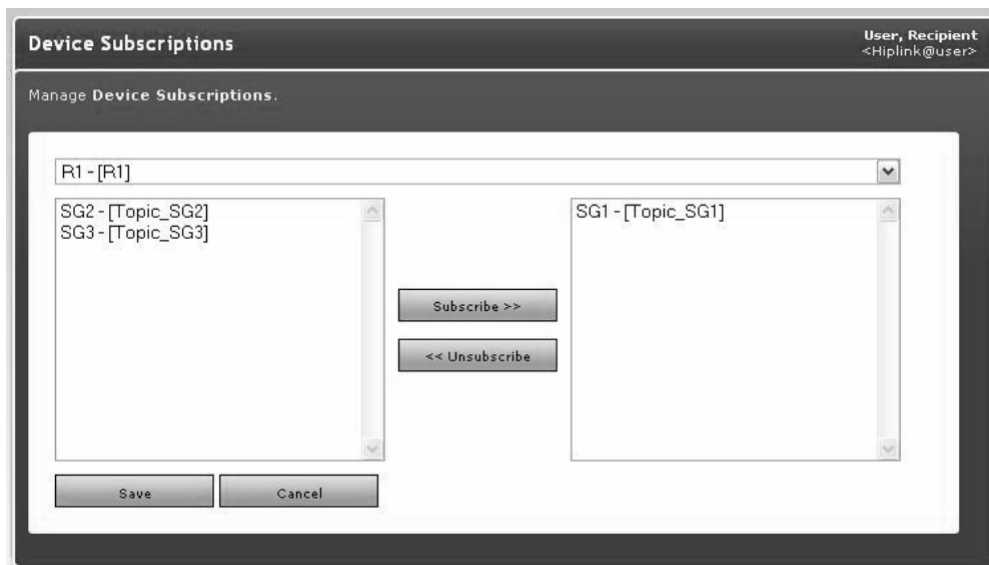*Note: If the Department feature is enabled by the License Key there is a Default Department already defined in the HipLink database.*

The reason for organizing Receivers and Groups into Departments is that administrators can then control the Departments that individual Users can send messages to, and manage (i.e., add, delete, or modify), through the permission settings for each User Group.

This is a valuable feature when, for example, the administrator wants to allow a particular User Group to send messages only to one Department (e.g., Tech Support) within the organization.

There are two basic relationships that govern the operation of Departments and characterize both Receivers and Groups. These are: membership and visibility.

DEPARTMENT MEMBERS
Receivers and Groups can belong to, or be a member of, one Department only.

A Member of a Department is an entity (a Receiver or a Group) that can be added to other Groups. Users can send messages to a Member that is added to a Recipient List. A Member can also be managed, i.e., modified, moved to other Department, and deleted.

Whenever a new Group is created, the Group as a whole must be assigned to one Department, just as an individual Receiver would be. The Receivers that are members of a Group can belong to different Departments, but the Group as a whole must be assigned to one Department only.

For example, an On-Duty Group called Morning Shift could consist of one Receiver from the Tech Support Department, one from the Engineering Department, and one from the Marketing Department. But the administrator may decide to assign this Morning Shift Group only to the Marketing Department. This means that only permissioned Users would be able to send messages to or manage the members of the Marketing Department Group.

Note: Even if your License Key does not support Departments, HipLink uses a Default Department and assigns all created Groups to that Department. This Default Department exists only at the backend.

DEPARTMENT GUESTS
Receivers and Groups can be members or guests of a
Department. Receivers and Groups can be Member of only
one Department, but they can be a Guest in several
departments.

As a guest in a Department, they can receive messages sent to
that department. But they cannot be modified, edited or deleted
by the Users (administrators) of that Department. Users of a
Department can modify, edit or delete only entities that are
Members of a department.

When a Receiver or a Group is created its membership to a
department is assigned. The guest feature is useful, for
example, when an administrator wants a Receiver who is say, a
Member of the Marketing Department, to receive messages
that are sent to Sales Department.

EDITING DEPARTMENT MEMBERS:

From the Departments panel, click on the underlined
Department name. This opens up another web page, with list of Receivers and Groups that
are assigned to this Department. The Members that can be managed from here have an edit
icon displayed next to their name. Clicking on this takes you directly to the Add/Edit Receiver or
Add/Edit Groups page.

On the Departments Panel, click on a Department Name link to see the Receivers or Groups that
are assigned to a Department on a separate web page.
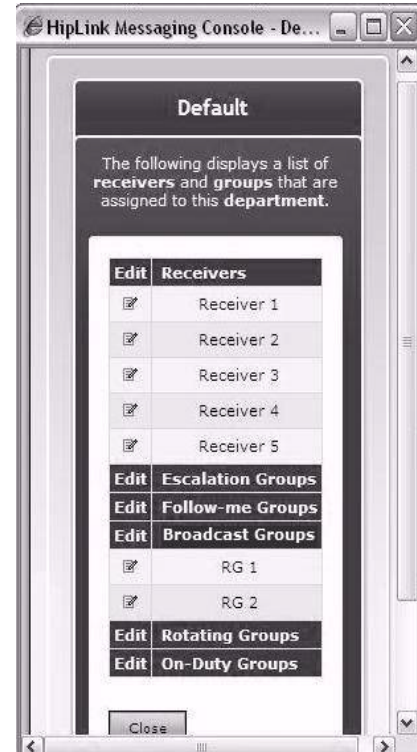
DEPARTMENTS PANEL
The Departments button on left navigation bar from the Settings menu, and the Department
Panel is accessible only for Users that are assigned to the sysAdmin User Group and only if the
Department feature is licensed.

From the Departments Panel, the HipLink administrator is able to add, modify, or delete
Departments, to have a quick view of the Members assigned to any Department on a separate
web page, and to assign and remove Members and guests of from the current Department to a
selected Department.

Click the Edit icon to reach the Edit Receiver or Edit Group page.

TO ADD A NEW DEPARTMENT:
1. From the Settings menu, click Departments on the left navigation bar.
2. On the Departments Panel, click the Add Department button to reach the Add Department
   page.

3. Enter a unique Name for this Department (mandatory).
4. Enter a Description for this Department (optional).
5. Click the Save button and return to the Departments Panel.

TO MODIFY THE DEPARTMENT PARAMETERS:
1. From the Settings menu, click Departments on the left navigation bar.
2. On the Departments Panel, find the Department name you want to modify and click the Members (or Guests) link to reach the Manage Department's Members (or Manage Department's Guest) page.
3. Click the Edit icon to reach the Edit Department page.
4. Edit the Department Parameters.
5. Click the Save button to submit your changes and return to the Manage Department's Members or Manage Department's Guest, Reset button to fill in the previous values, or Cancel button to return without saving.

TO DELETE A DEPARTMENT
1. From the Settings menu, click Departments on the left navigation bar.
2. On the Departments Panel, find the Department name you want to remove and click the Delete icon.
3. Click the OK button to confirm deletion or click Cancel to revoke this action.

Note: You cannot delete a Department that still has Receivers or Groups assigned to it. You will first have to remove all the Members and guests of that Department.

TO REASSIGN MEMBERS FROM ONE DEPARTMENT TO ANOTHER
1. From the Settings menu, click Departments on the left navigation bar.
2. On the Departments Panel, find the Department name you want to modify and click the Members link on the same row to reach the Manage Department's Members page.
3. In the Current Department's Members list on the right of the page there are displayed all the Receivers and Groups that are actually Members of this Department.
4. Select a Department from the drop-down menu and the Receivers and Groups Members of this Department will be displayed in the Selected Department's Members list on the left of the page.
5. To change the membership of one or more Members from the Selected Department to the Current Department, select the Members you want to move from the Selected Department's Members list on the left and click the Move >> (to the right) button. The new Members of the Current Department will be displayed in the Current Department's Members list on the right.
6. To change the membership of one or more Members from the Current Department to the Selected Department, select the Members you want to move from the Current Department's Members list on the right and click the << Move (to the left) button. The new Members of the Selected Department will be displayed in the Selected Department's Members list on the left.

7. To select multiple items on a list, click the left mouse button while holding down either the Shiftor Ctrl key.
8. When you are finished, click Done.

Note: Select a Group and click the Show Group Members link to see the members of that Group on a separate web page (useful if you want to see who is on duty right now).

Move Receivers and Groups as Members from any Department to the Current Department's Member list

TO REASSIGN GUESTS FROM ONE DEPARTMENT TO ANOTHER:
1. From the Settings menu, click Departments on the left navigation bar.
2. On the Departments Panel, find the Department name you want to modify and click the Guests link on the same row to reach the Manage Department's Guests page.
3. In the Current Department's Guests list on the right of the page there are displayed all the Receivers and Groups that are actually guests of this Department.
4. Select a Department from the drop-down menu and the Receivers and Groups members of this Department will be displayed in the Selected Department's Members list on the left of the page.
5. To assign one or more guests from the Selected Department to the Current Department, select the Members you want to move from the Selected Department's Members list on the left and click the Add >> (to the right) button. The new guests of the Current Department will be displayed in the Current Department's Guests list on the right.
6. To remove one or more guests from the Current Department, select the guests you want to remove from the Current Department's Members list on the right and click the Remove button. You can remove guests from any Department, regardless of the Selected Department.
7. To select multiple items on a list, click the left mouse button while holding down either the Shift or Ctrl key.
8. When you are finished, click Done.

Note: Select a Group and click the Show Group Members link to see the members of that Group on a separate web page (useful if you want to see who is on duty right now).

(top) Manage Department Members and (below) Manage Department's Guest list.

SEND AND MANAGE PERMISSIONS
Departments are a way of grouping Receivers and Groups, and they distinguish between Members and guests. This distinction is useful when it comes to assigning the permissions that concern the Departments feature. There are two categories of permissions: send and manage, where manage involves add, delete, and modify Receivers or Groups. Note that for Departments, delete means actually remove from that Department and not physically delete.

Send A User assigned to a User Group can be permissioned to send to Receivers, Groups, or both, of a particular Department, regardless the fact that they are Members or only guests in that Department.

Manage A User assigned to a User Group can be permissioned to manage Receivers, Groups, or both, of a particular Department. If a User Group has manage permissions over a Department, the Users will be able to add, delete, and modify the Members of that Department. A User will also be able to assign and remove a Member of that Department as a guest in other Departments. However, a User has no jurisdiction over the Receivers or Groups that are guests

in the Department that he manages. The send and Manage Permissions are set on the User Group Panel.

SEND PERMISSIONS

There are two types of Send permissions that allow a User assigned to this User Group to send to either a Receiver, or a Group (i.e., Receiver, On-Duty, or Escalation Group), or both, in a particular Department. The Send permission applies to both Members and guests of that Department.

MANAGE PERMISSIONS

Manage permissions imply that a User assigned to this User Group can add, delete, or modify only Receivers and Groups that are Members of that particular Department. A User does not have authority to manage guests that may be visible in his Department.

The following is a description of what manage permissions implies for each Department if it is checked.

For Receivers there is only one permission: Add/Delete/Modify. If these permissions are enabled, it allows a User to:

- Add a new Receiver, and assign it as a Member to that Department.
- Assign a Receiver, Member of that Department, as a guest in any other Department from the list of existing Departments.
- Delete a Receiver that is a Member of that Department.
- Modify a Receiver that is a Member of that Department. This includes the ability to change the membership of a Receiver from one Department to another.

For Broadcast Groups there are two permissions: Add/Delete and Modify. If these permissions are enabled, there are four cases possible that allow a User to:

1. Add/Delete On, Modify On – the User will be able to add, delete, and modify
1. Member Groups in that Department.
2. Add/Delete On, Modify Off – the User will be able to add and delete Member Groups in that Department. However, the User will also be able to rename the Groups and change their membership.
3. Add/Delete Off, Modify On – the User will only be able to modify Groups that have already been created in that Department. The User will not be able to rename the Groups or change their membership.
4. Add/Delete Off, Modify Off – the User will not be able to add, delete, or modify any groups in that Department.

TO ADD A NEW USER GROUP
1. From the Settings menu, click User Groups on the left navigation bar.
2. On the User Group Panel, click the Add button to reach the Add User Group page.
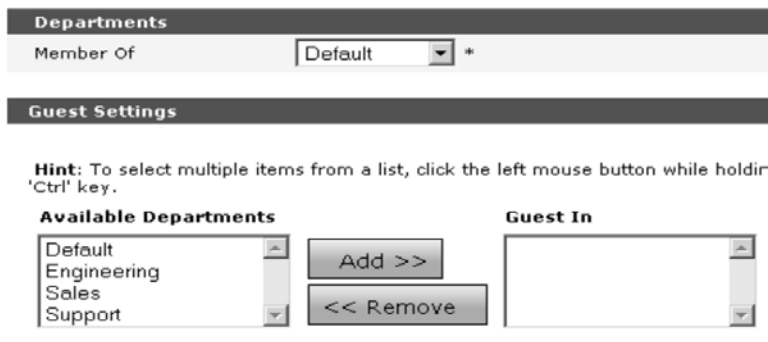
3. Enter a unique Name for this User Group (mandatory).
4. Enter a Description for this User Group (optional).
5. Check the permission settings you wish to assign to this User Group. These permissions allow the Users assigned to this User Group to access specific menus and panels, which are used to manage and operate the HipLink application.
6. Assign Departments (mandatory)
7. Click the Save button.

USING DEPARTMENTS

Receivers and Groups (i.e., Broadcast Groups, On-Duty Groups, Escalation Groups, Rotate Groups, or Follow-Me Groups) are assigned as Members of a Department at their creation in the Add/Edit Receiver and Add/Edit Group pages, respectively.

Note: If a Receiver or Group is deleted, it is automatically removed as a Member or guest in all Departments.

If the Departments feature is enabled, you cannot save a new Receiver or Group without assigning it to a Department.

You have to assign each Receiver (or Group) as Member of a Department. You can also assign a Receiver (or Group) as a guest in other Departments.

TO ADD A RECEIVER (OR GROUP) TO A DEPARTMENT:
1. From the Settings menu, click Receiver (or Group) on the left navigation bar.
2. On the Receivers Panel (or Group Panel), click the Add button to reach the Add/Edit Receiver (or Add/Edit Group) page.
3. Set the other Receiver (or Group) parameters (see Receivers Panel or Groups Panel in the HipLink Administration chapter, Settings Menu section).
4. Select from the drop-down menu the Department in which you want to make this Receiver (or Group) a Member (mandatory).

5. Select the Department(s) in which you want to make this Receiver (or Group) a guest and click the Add button (optional). To select multiple items on a list, click the left mouse button while holding down either the Shift or Ctrl key.
6. Once you have completed setting up all required Receiver (or Group) settings, click Save.

TO REASSIGN A RECEIVER (OR GROUP)TO ANOTHER DEPARTMENT:
1. From the Settings menu, click Receiver (or Group) on the left navigation bar.
2. On the Receivers Panel (or Group Panel), find the Receiver (or Group) name you want to modify and click the Edit icon.
3. On the Add/Edit Receiver (or Add/Edit Group) page, select from the drop-down menu the Department in which you want to reassign this Receiver (or Group) as a Member.
4. Click the Save button to submit your changes and return to the Receivers Panel (or Group Panel), Reset button to fill in the previous values, or Cancel button to return without saving.

Note: You will see only the Departments for which you have permissions.

TO REMOVE A GUEST RECEIVER (OR GROUP) FROM A DEPARTMENT:
1. From the Settings menu, click Receiver (or Group) on the left navigation bar.
2. On the Receivers Panel (or Group Panel), find the Receiver (or Group) name you want to modify and click the Edit icon.
3. On the Add/Edit Receiver (or Add/Edit Group) page, select in the Guest In list the Department from which you want to remove the guest Receiver (or Group) and click Remove.
4. Click the Save button to submit your changes and return to the Receivers Panel (or

Group Panel), Reset button to fill in the previous values, or Cancel button to return without saving.

Receivers or Devices

A Receiver refers to a person that has a wireless device on which he can receive messages sent through HipLink. This device could be an alphanumeric or numeric wireless device, a voice enabled device, or a fax device. Creating a comprehensive list of Receivers in the HipLink system makes it easy for users to quickly send messages to any receiver. A person can have more than one wireless device. For each device, a separate Receiver has to be set up (e.g., John pager, John cell phone, John email, etc.).

Note: HipLink controls the Receiver type and will send only appropriate messages to the wireless devices. For example, a text message delivered to a numeric pager will contain only numeric characters, and a two-way message will be delivered only to a two-way device. In the case where a message containing text is sent to a numeric pager, HipLink will strip the text characters, send only the numeric content of the message, and log this fact in the log file.

The Receivers panel can be accessed through Settings menu in Recipients section. This panel is available to all sysAdmin users. For non-sysAdmin users, the panel is available if one or more of the following permissions are assigned in User Group's Assign Departments:

- Manage Receivers: gives users full access on Receivers panel for the selected department.
- View Receivers: allows users to view Receivers of the selected department.

The panel contains following columns:

1. Edit: Clicking on this button directs the user to Edit Receiver page for the selected receiver.
2. Delete: Selecting this check box and pressing Delete button deletes the selected receiver.
3. Schd: Clicking on this icon opens up receiver's schedule pop-up window.
4. Receiver Name: Displays receiver name.
5. Description: Displays receiver description.
6. First Name: Displays receiver's first name.
7. Last Name: Displays receiver's last name.
8. Status: Displays the status of the receiver.
9. Cover By: In case of a disabled receiver, this column displays the name of its cover by receiver.
10. Department: Displays the name of the department that this receiver is member of.
11. Receiver Pin: Displays the receiver pin on which messages are received.
12. Carrier: Displays the name of the carrier assigned to this receiver.
13. Protocol: Displays the name of the protocol for this receiver's carrier.

By default, the receiver records are sorted on Receiver Name. You can sort receivers on any column – in ascending or descending order – by clicking the button at the top of each column.
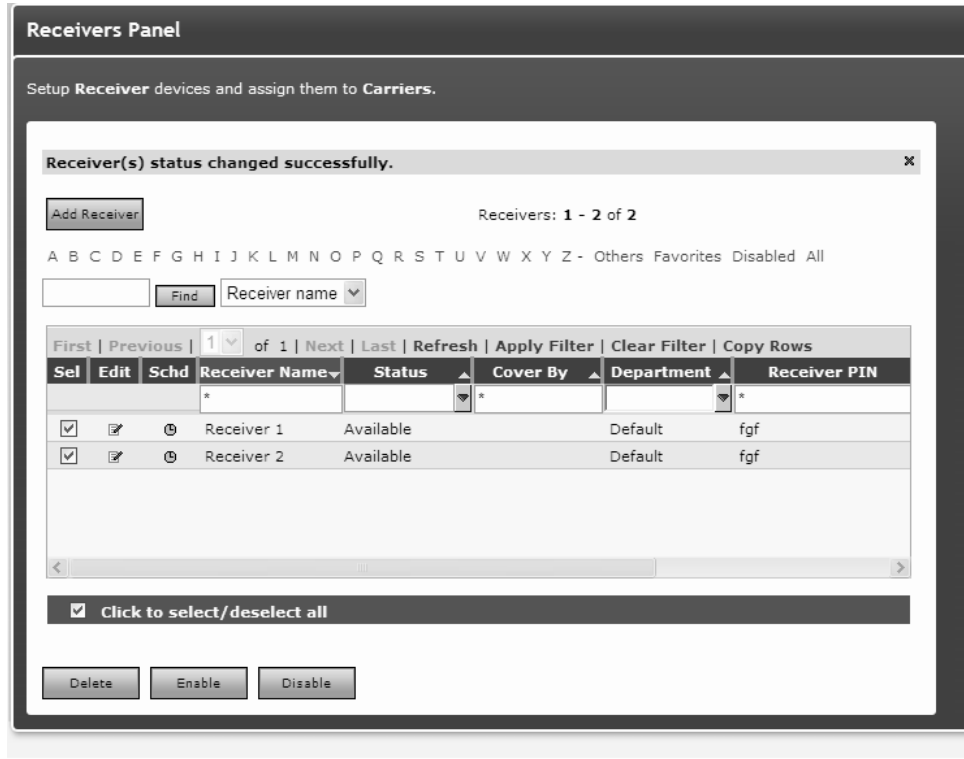
To sort Receivers:

1. On the Receivers panel, press the button at the top of each column to sort the records in ascending order.
2. Press the button again to sort in descending order.

To filter Receivers:

1. Enter key words in the first box of Receiver Name, Description, First Name, Last Name, Cover By, Receiver Pin columns, or select a value from Status, Department, Carrier, or Protocol columns.
2. Press the Filter button.
3. HipLink will search for receivers with this specific text, refreshes the grid, and display the results.
4. To perform a wildcard search, use an * as a prefix, suffix, or both. For example, entering Tech* in the filter box in a particular column, may return records with the words Technical, Technician, Tech Service, etc.
5. Click on All link to clear filter from the grid and load all the records.

For managing a large number of receivers use either of the following:

1. Alphabetical Filtering: Press one of the links A, B, C,..., Z, Others, Favorites, Not Available.

2. Advanced Search: Enter a keyword in the text field, select the column name from the dropdown on which you want to apply the search, and press the Find button.

1. To Change The Device Status:
1. From the Settings menu, click Receiver/Receivers on the left navigation bar.
2. On the Receivers Panel, find the Receiver/Receivers name you want to Enable/Disable and check the Sel check box.
3. Click Enable/Disable button.
4. Selected Receiver/Receivers will be Enabled or Disabled.
5. If the receiver gets Enabled, then on the main Receivers Panel, its status will be shown as Available.
6. If the receiver gets Disabled, then on the main Receivers Panel, its status will be shown as Not Available.

TO ADD A RECEIVER:
1. On Receivers panel, click Add Receiver button to reach Add Receiver page.
2. Enter a unique Name for the receiver (mandatory).
3. Enter a Description for this receiver (optional).
4. Enter the Primary PIN number for the device (mandatory) on which messages will be sent.
5. Select the Primary Carrier/Delivery from the drop-down menu (mandatory). There are two predefined Carriers::Fax and :Voice. Custom defined Carriers have to be created before attempting to create any receiver.

   Note: *For a receiver using Primary Carrier of CAP protocol, Receiver PIN should match the tone group defined in WSI controller.*

6. At the top right corner of Add Receiver page, there is a Test Receiver Button to send a test message to the Receiver in order to check if the configuration / pin is correct. The Receiver will be created during this process.

   Test Reciever

   • *The Test Receiver Button can be enabled/disabled from Global Settings.*
   • Fill all mandatory fields to add a new receiver.
7. Before saving the settings, press Test Receiver Button.
8. That would send a "This is a test message" to the newly configured Receiver and also save the receiver.
7. Select the Receiver Type from the drop-down menu according to the capabilities of the wireless device used by this Receiver:
   a. Alpha for alphanumeric (default)
   b. Num for numeric
   c. 2 Way for a two-way device
   d. Fax for a fax device

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9. The Receiver Type is displayed in parenthesis after the Receiver name in all Add/Edit Group pages and Send panels. For example, (R): Bill Jones (Alpha).
10. Selecting the type Fax will automatically set the Primary Carrier/Delivery to :Fax.

Each **Receiver** must have a unique name, a device PIN, and must be assigned to a **Carrier**.

Receivers can support either one-way or two-way messaging.

Receiver Parameters

Name	Receiver 2 *
Description	
Primary PIN	*
Primary Carrier/Delivery	▼ *
Receiver Type	Alpha ▼
Receiver Attributes	Edit
Keep alpha chars	☐
Receiver Email	☐ Email Failover ☐ Email CC
Owner First Name	
Owner Last Name	

☐ Define Alternate PIN/Carrier

Alternate PIN	
Alternate Carrier/Delivery	▼
Time Zone	Server Time ▼

☐ Voice Enable

Voice Phone Number	

Advanced Messaging

☐ Enable Advanced Messaging

☐ Encrypt Message

Receiver Status

8. Receiver Attributes (If enabled from Global Settings): Click on the Edit link appearing with this field and from popup select single or multiple attributes to associate with the receiver and click on Ok button.

Receiver Attributes

9. Check the Keep alpha characters check box (in case of using numeric or two way devices) if you wish to keep alphabet characters.

10. Enter the Receiver Email. This shall be used in conjunction with the next two steps.

11. Check the Email Failover check box if you want messages to be emailed to the Receiver's inbox in case of failed delivery.

12. Check the Email CC check box if you want sent messages to be emailed to the Receiver's inbox (even if delivered successfully).

13. Check the Define Alternate PIN/Carrier box if you want to be able to use a second wireless device for this Receiver (optional).

14. Enter the Alternate PIN number for the device (mandatory if the Define Alternate PIN/ Carrier box is checked).

15. Select the Alternate Carrier/Delivery from the dropdown menu (mandatory if the Define Alternate PIN/Carrier box is checked). In the case where an Alternate PIN/Carrier is defined, the order in which HipLink sends messages is as following:

> If the Alternate PIN/Carrier box is not checked:

- If the Primary Carrier is reachable, then send messages to the Primary PIN using the Primary Carrier.
- If the Primary Carrier is unreachable, then send messages to the Primary PIN using the Backup Carrier of the Primary Carrier.

> If the Alternate PIN/Carrier box is checked:
- If the Primary Carrier is reachable, then send messages to the Primary PIN using the Primary Carrier.
- If the Primary Carrier is unreachable, then send messages to the Alternate PIN using the Alternate Carrier.
- If the Alternate Carrier is unreachable, then send messages to the Primary PIN using the Backup Carrier of the Primary Carrier.
- If the Backup Carrier of the Primary Carrier is unreachable, then send messages to the Alternate PIN using the Backup Carrier of the Alternate Carrier.

16. Set the Time Zone. Select the Server Time or a different time zone if it was defined.

17. Check the Voice Enable check box if the Receiver has the capability to receive voice messages and you want to enable this feature (optional).

18. Enter the Voice Phone Number that is to receive voice messages

19. Check Enable Advanced Messaging check box to enable advanced messaging for the receiver. This enables the next field Encrypt Message that allows the messages sent to this receiver to be encrypted. This requires the user to provide a Secret Key as well.

20. Receiver Status section allows defining a status of the receiver. Receiver status could be set to:

> Available: This is the default status of the receiver. When this is defined, receiver is available for message sending on all Send panels.

> Not Available: This status is set to disable the receiver. Receiver with Not Available status would not be visible on any of the Send panels except for Scheduled Send. When a receiver status is set to Not Available, following fields become visible

> Define Schedule: Selecting this check box enables the user to define a disable date for the receiver. If a Start Date and End Date are defined, receiver will be disabled during this period only. If this option is not selected, receiver will be permanently disabled.

> *Note: The Receiver Status is only available when the admin has checked Enable Receiver Status on the Receiver's Display options. If Enable Receiver Status is not checked then Define Not Available Schedule is shown.*

> Cover by: Selecting this check box enables the user to assign a cover by device to the receiver. A receiver with cover by would be visible on all Send panels and messages sent to this receiver would be forwarded to the covering receiver.

21. Assigned Owner section allows assigning an owner to the receiver that can update receiver and its schedule. This feature is controlled via Global Settings. User can either assign an existing HipLink User as receiver owner or define a Login Name and Login Password, depending on the settings in Global Settings.

> If Can update receiver info check is selected, the assigned owner can update the receiver by editing the receiver record.

> If Can update receiver schedule info check is selected, the assigned owner can add/modify/delete the receiver schedule.

22. Select a Department from Member Of dropdown to make this receiver member of that department (mandatory).

23. Guest Settings section allows assigning the receiver as a guest in other departments (optional).

- Select a department from Available Departments list. Press Add >> button to move it to Guest In list.

- To revert an assignment, Select a department from Guest In list.
- Press << Remove button to move it back to Available Departments list.

24. Group Assignments section allows assigning the receiver as a member in receiver groups (optional).

Select a receiver group from Available Groups list. Press Add >> button to move it to Member In list. To revert an assignment,

Select a user group from Member In list.

Press << Remove button to move it back to Available Groups list.

25. Press Save to save the receiver record, Reset to rest the fields, or Cancel to go back to Receivers panel without saving the record.

TO MODIFY A RECIEVER:
1. On Receivers panel, find the receiver name you want to modify and click on Edit icon.
2. On Edit Receiver page, edit the Receiver Parameters.
1. Edit Receiver page is similar to Add Receiver page, with a few additional information.
2. To edit the schedule assigned to the Receiver, click the Edit Schedule button.
3. Click the View Schedule button if you want to see a list of all the schedules assigned to this Receiver.
4. In Receiver Status section, press Show Not Available History button to view
5. Disable History of the receiver.
6. Press Save to save the changes made on the panel, Reset to reset the fields, or Cancel to go back to Receivers panel without saving the changes.

TO DELETE A RECEIVER(S)
1. Select a single or multiple Receiver(s).
2. Press the Delete button.
3. Press OK to confirm deletion, or Cancel to revoke the action.

RECEIVER SCHEDULE
- A Receiver can be assigned a time schedule that defines its availability. There are different situations in which a receiver can get a schedule:
- A schedule can be assigned directly to a Receiver and will be in effect when messages are sent directly to it.
- A Receiver can be a member of one or more On-Duty Groups and/or Follow-Me Groups. Within each group, the receiver will have a schedule assigned to it. These schedules will be effective only when messages are sent to the respective groups.
- A Receiver can be a member of a regular Broadcast GroupBroadcast Group which in turn is a member of an On-Duty Group or Follow-Me Group. The schedule assigned to the

Broadcast Group will affect all of its members. As in the previous case, these schedules will be effective only when messages are sent to the respective Groups.

Note: If Enable Send Receiver Schedule is enabled from Global Settings, only the receivers that are on duty at the moment will be displayed on Send panels.
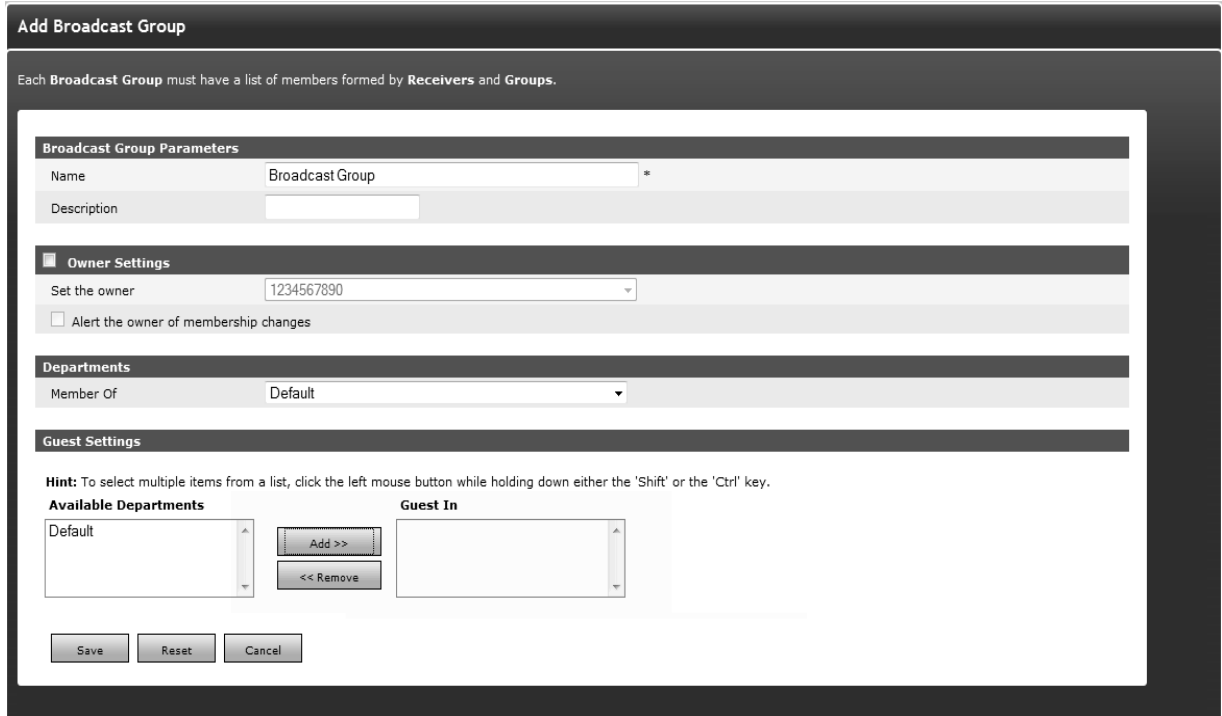
1. On the Receivers panel, find the receiver name you would like to modify and click the Edit button.
2. On the Edit Receiver page, click the Edit Schedule button
3. The Schedule Main Page pop-up window allows the User to add a schedule or schedules to the Receiver. This is similar to the Schedule Templates panel,
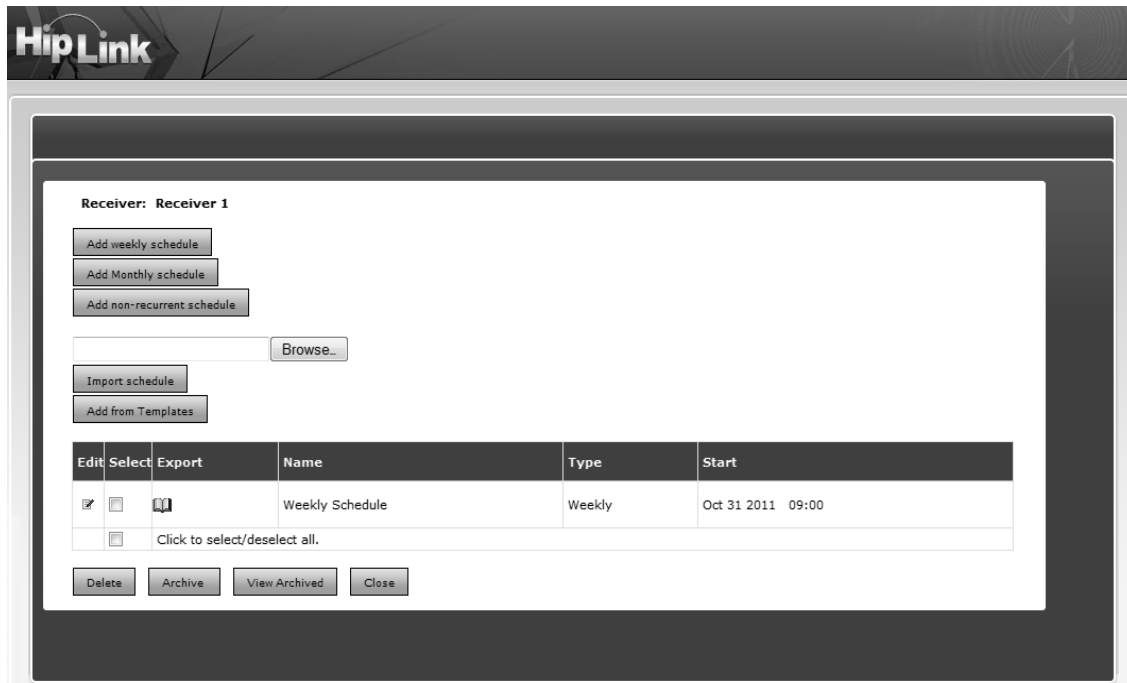
Receiver Schedule Main Page

4. A user can also add a schedule from the list of templates available on the Schedule Templates panel by pressing the Add from Templates button in the schedule pop-up to display the list of schedule templates.
5. Select one or more schedules from the list.

6. Press the Add button to assign this schedule to the Receiver, or Cancel to revoke the action.

7. You can also view template details by clicking on View icon against a template.

8. To archive a schedule, select a check box and press Archive button. The archived schedule will no longer be visible on the list of assigned schedules.

9. To view the schedules archived for any receiver, click View Archived button.

Broadcast Groups

A Broadcast Group is a group of wireless devices, which have been defined as Receivers in HipLink. A Broadcast Group can also contain other groups of Receivers (i.e., Broadcast Groups, On-Duty Groups, Escalation Groups, Rotate Groups, and Follow-Me Groups) as members. Grouping Receivers (and groups of Receivers) makes it possible for Users to send messages to all of the Receivers in the group simultaneously. You can organize Broadcast Groups for your company in any logical way.

Note: Any group can be a member of any other group. HipLink will check for basic redundancy and will send out only one message for a Receiver that is also member of a Group within that Group. However, it is the responsibility of the HipLink administrator to make groups that make sense and avoid infinite loops.

For example, a Broadcast Group named Sales Team could include all members of the sales team in a company. When a manager (or any HipLink User) wants to alert sales personnel about a price change, they can select this Broadcast Group from the Broadcast Groups list in any Send Panel.

Note: If a device is no longer being used, the Receiver can be deleted. This would automatically remove the Receiver from all groups that it is associated with.

Give the new Broadcast Group a unique name. If the Department feature is enabled, then you will also have to assign this Broadcast Group to a Department.

WORKING WITH A BROADCAST GROUP:
To add a new Broadcast Group:

Step A: Create a Broadcast Group record.

- From the Settings menu, click Broadcast Groups on the left navigation bar.
- On the Broadcast Groups Panel, click the Add Group button to reach the Add Broadcast Group page.
- Enter a unique Name for this group (mandatory).
- Enter a Description of this group (optional).
- Enable Owner Settings if you want to assign any owner to this Broadcast Group. (optional).
- Check Alert the owner of membership changes check box. (optional).
  - If anyone makes changes (enable/disable receiver, changing Broadcast Group's name and description, adding or removing recipients) in the Broadcast Group other than the owner, an email will be sent to the owner of this group about those changes.

- o If an owner is changed of any Broadcast Group, emails will be sent to the new and old owners.
- o If the Receiver changes his/her schedule, a notification will be sent to the group owner.
- o If a Receiver disables himself/herself (from main receiver panel or edit receiver page), a notification will be sent to the group owner.
- o Non sysadmin users can only see non sysadmin users in the Owner drop down.
- o Sysadmin users can see all of the Users in the Owner drop down.
- o If the Department feature is not enabled then there will be a configuration parameter in the Broadcast Group that states Limit access to sysAdmin and owner.
- o If user enables the Limit access check box, then that Broadcast Group will not be visible to any non sysadmin user.
- If the Department feature is not enabled, skip to step 9.
- Specify the Department for this new group.
1. If Users who have rights to send messages only to other departments also need to send messages to this group, you can allow them to do so by adding their department to the Guest In box.
- Click the Save button to reach the Add/ Edit Broadcast Group Members page.

Step B: Assign Broadcast Group Members

1. Select the Receivers and/or Groups you want to include in the Member List and click the Add button. To select multiple items on a list, click the left mouse button while holding down either the Shift or Ctrl key.
- *Note: The type of the Group is coded as follows: (E) for Escalation Group, (F) for Follow-Me Group, (G) for Broadcast Group, (O) for On-Duty Group, and (R) for Rotate Group.*
2. The Member List will display the members of this Broadcast Group.
3. When you are finished, click Done.

Step C: Assign Broadcast Group Members through Receiver Attributes

1. Under the Members List section, the Show Attributes link will be available. Clicking on this link will display the Select Attributes section with all of the available attributes checkboxes. This section will provide you the additional capability to filter out the receiver records based on their assigned attributes.

The Add/ Edit Broadcast Group members

Example**:** Selecting attribute Age < 20 and US citizen check box will only list receivers, which belongs to attribute Age < 20 and US citizen as shown in above figure and make selection easier.

Note: If Enable Receiver Attributes feature is turned off from Global Settings than no link to filter receivers based on their attributes will be displayed on this page. The Enable Receiver Attributes can also be enabled or disabled from Receiver's Display Settings page in Global Settings.

Note: select a Group and click the Show Group Members link to see the members of that Group on a separate web page (useful if you want to see who is on duty right now).

To modify a Broadcast Group:

1. From the Settings menu, click Broadcast Groups on the left navigation bar.

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2. On the Broadcast Groups Panel, find the group name you want to modify and click the Edit icon.
3. On the Add/Edit Broadcast Group Members page, press the Edit icon to modify the Name or the Description (from the Edit Broadcast Group page). To add or remove members to or from the Member List, select the Receivers and Groups and click Add or Remove respectively.
4. On the Add/Edit Broadcast Group Members, click the Print Members button to open a new browser window with a list of the group members that you can easily send to the printer by clicking on the Print button displayed at the bottom of the page.
5. When you are finished, click Done.

To delete a Broadcast Group:

1. From the Settings menu, click Broadcast Groups on the left navigation bar.
2. On the Broadcast Groups Panel, find the group name you want to remove and click the Delete icon.
3. Click the OK button to confirm deletion or click Cancel to revoke this action.

The Save Changes button saves the changes made without moving back to the Main Page, whereas the Done button leaves the Add/Edit Broadcast Group Panel without saving the changes. The User is advised to click the Save changes before performing Done.

Note: A Broadcast Group can be a member of one or many On-Duty Groups and/or Follow-Me Groups. Within such a group, the Broadcast Group will have assigned a schedule. The Schedule button on the Edit Broadcast Group panel allows a global view to all schedules assigned to this group. Please see the On-Duty Groups and Follow-Me Groups sections below to learn more details about setting schedules.

VIEWING BROADCAST GROUP PARENT & MEMBERS
Since a Broadcast Group may contain several other Broadcast Groups, Receivers, and can also be part of other Broadcast Groups, keeping track of the hierarch can be a little tricky. HipLink provides its users the facility to view a Broadcast Group's parent as well as child members.

To view these, navigate to a Broadcast Group's EDIT page by clicking on the EDIT icon on Broadcast Group main page.

On the EDIT page, right below the Broadcast Group name, there would be two hyperlinks available titled Show Parent & Show Members.
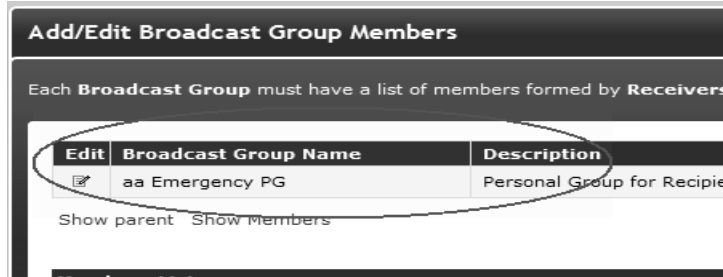
Show Parent & Show Members of Broadcast Group

To View Parent Members of a Group

To view the parent members of a Broadcast Groups, click on the show parent hyperlink. It will spawn a new pop-up window which will show a list of all other groups which have this particular Broadcast Group as a member added in them.
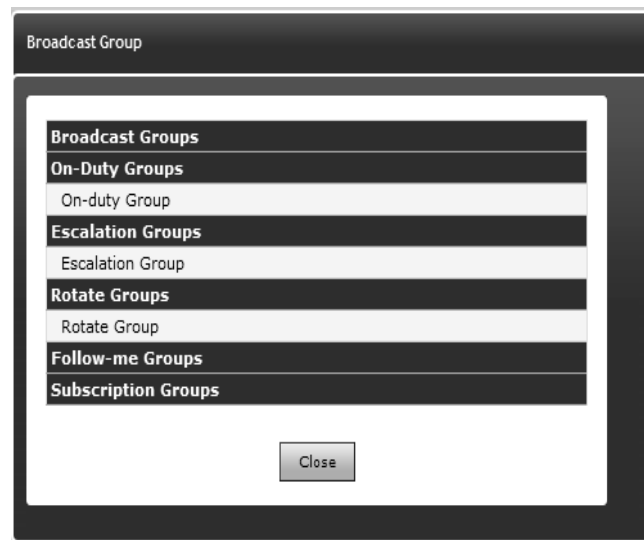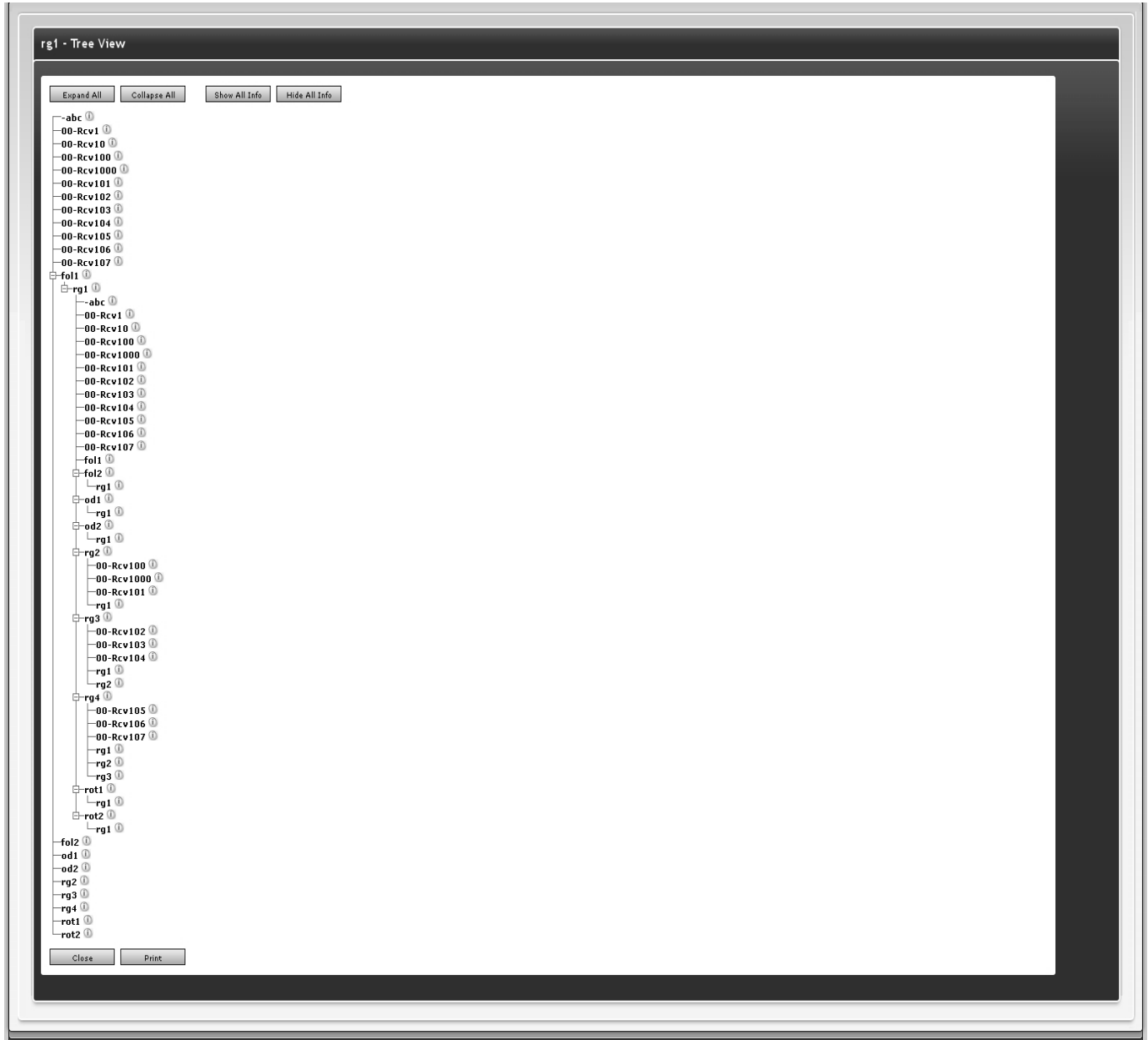

Show Parent Pop-up Showing Empty List

To View Child Members of a Group

To view child members of a Broadcast Group, click on the show member's hyperlink. It will spawn a new popup window which will show a tree view with all the members of this Broadcast Group shown as leaves of this tree.
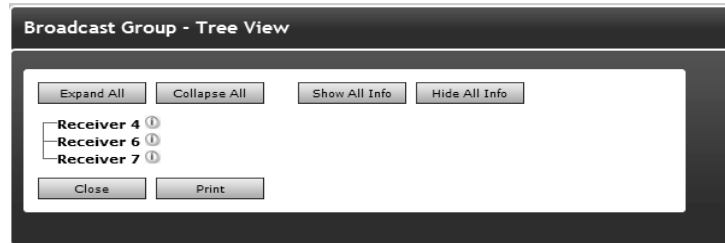
Group members tree view

However, if the members of the group include receivers as well as other Broadcast Groups, then the Broadcast Groups would be expanded to show the children of that group. If it's a nested group then a tree with levels right up to the last leaf node (i.e. receiver) would be shown. Note that if a Broadcast Group appears multiple times (as part of different other groups) then it will be shown expanded up till its leaf nodes only on the first occurrence.

rg1 - Tree View

Expand All   Collapse All   Show All Info   Hide All Info

```
--abc
 --00-Rcv1
 --00-Rcv10
 --00-Rcv100
 --00-Rcv1000
 --00-Rcv101
 --00-Rcv102
 --00-Rcv103
 --00-Rcv104
 --00-Rcv105
 --00-Rcv106
 --00-Rcv107
 --fol1
   --rg1
     --abc
     --00-Rcv1
     --00-Rcv10
     --00-Rcv100
     --00-Rcv1000
     --00-Rcv101
     --00-Rcv102
     --00-Rcv103
     --00-Rcv104
     --00-Rcv105
     --00-Rcv106
     --00-Rcv107
     --fol1
   --fol2
     --rg1
   --od1
     --rg1
   --od2
     --rg1
   --rg2
     --00-Rcv100
     --00-Rcv1000
     --00-Rcv101
     --rg1
   --rg3
     --00-Rcv102
     --00-Rcv103
     --00-Rcv104
     --rg1
     --rg2
   --rg4
     --00-Rcv105
     --00-Rcv106
     --00-Rcv107
     --rg1
     --rg2
     --rg3
   --rot1
     --rg1
   --rot2
     --rg1
 --fol2
 --od1
 --od2
 --rg2
 --rg3
 --rg4
 --rot1
 --rot2
```

Close   Print

Broadcast Group members expanded tree view

A HipLink user can also view the member type (receiver or Broadcast Group) and member disabled status within that group (true or false) of all the members listed in the tree by clicking on the Show all info button on top. Also he can view the information of selected receivers/receiver groups by clicking on the icon adjacent to a record.
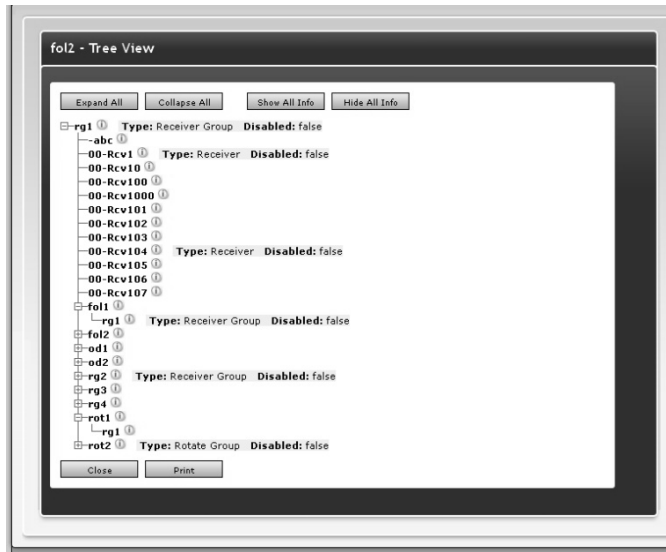
Selected record information displayed

Note: *The settings and features is valid for, On-Duty Groups, Escalation Groups, Rotate Groups, Follow-me Groups and Subscription Groups.*

On-Duty Groups

An On-Duty Group is a group of Receivers (and/or other groups of Receivers) and the work schedules of the people who use them. Messages sent to On-Duty Groups are only delivered to members who are on duty at that time.

For example, an On-Duty Group named Maintenance Team including ten members of the
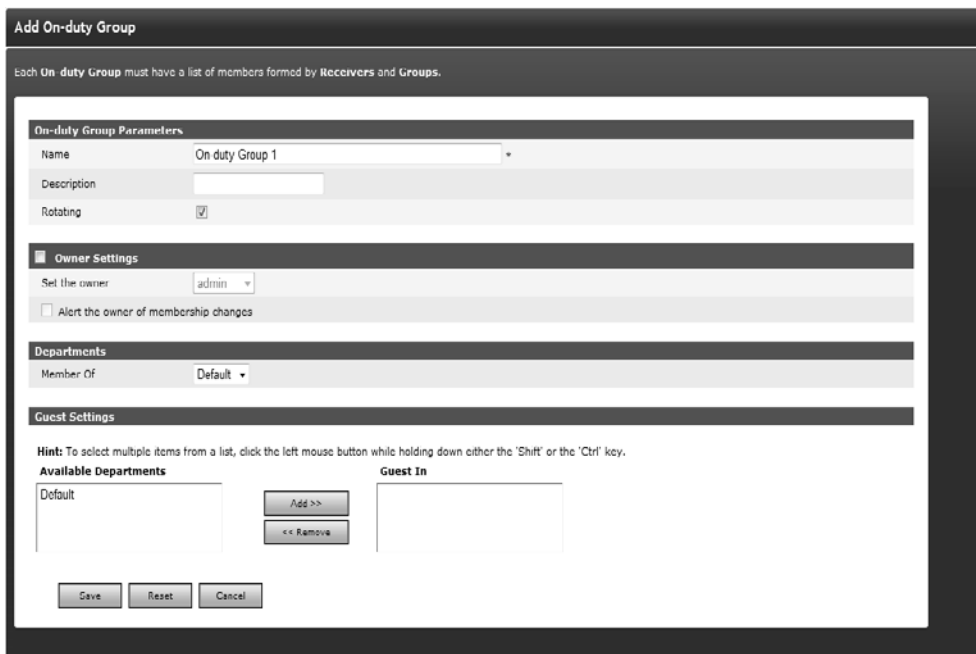
maintenance team was created. A User sent a message to this On-Duty Group on Monday evening at 8:15 pm., when they mistakenly set the alarm off. In this case, only two maintenance members received the message on their wireless devices, because they were on-duty at that time. If the Rotating property is enabled, then only the first

maintenance member will get the message.

Give the new On-Duty Group a unique name. If the Department feature is enabled, then you will also have to assign this On-Duty Group to a Department.

WORKING WITH AN ON-DUTY GROUP:
To add a new On-Duty Group:

Step A: Create an On-Duty Group record.

1. From the Settings menu, click On-Duty Groups on the left navigation bar.
2. On the On-Duty Groups Panel, click the Add Group button to reach the Add On-Duty Group page.
3. Enter a unique Name for this group (mandatory).
4. Enter a Description of this group (optional).
5. Check the Rotating check box if you want to enable the Rotating property inside the On-Duty Group (optional).

Note: The Rotating property has an effect only if there are two or more members on duty at the same time. If the Rotating property is enabled, then the message will be sent by rotation to the next member in the group who has a valid schedule at that given time. In other words, the schedule has a higher precedence than the rotating property.

6. Enable Owner Settings if you want to assign any owner to this receiver group. (optional).
7. Check Alert the owner of membership changes check box. (optional).
    • If anyone makes changes (scheduling receivers, enable/disable receiver, changing receiver group's name and description, repositioning of receivers) in the On-Duty group other than the owner, an email will be sent to the owner of this group about those changes.
    • If the owner is changed in any receiver group, emails will be sent to new and old owners.
    • If the Receiver changes his schedule, a notification will be sent to the group owner.
    • If the Receiver disables himself/herself (from main receiver panel or edit receiver page), a notification will be sent to the group owner.
    • Non sysadmin users can only see non sysadmin users in the Owner drop down.
    • Sysadmin users can see all of the users in Owner drop down.
    • If the Department feature is not enabled then there will be a configuration parameter in the receiver group that states Limit access to sysAdmin and owner.
    • If user enables the Limit access check box, then that receiver group will not be visible to any non sysadmin user.
8. If the Department feature is not enabled, skip to step 10.
9. Specify the Department for this new group.

10. If Users who only have rights to send messages to other departments will also need to send messages to this group, then you can allow them to do so by adding their department to the Guest In box.
11. Click the Save button to reach the Add/Edit On-Duty Group Members page.

Give the new On-Duty Group a unique name. If the Department feature is enabled, then you will also have to assign this On-Duty Group to a Department.

Step B: Assign On-Duty Group Members

1. Select the Receiver or Group you want to include in the Member List and click the Add button.
   - *Note*: *The type of the Group is coded as follows: (E) for Escalation Group, (F) for Follow-Me Group, (G) for Broadcast Group, (O) for On-Duty Group, and (R) for Rotate Group.*
2. Repeat as necessary.
3. The Member List will display the members of this On-Duty Group.
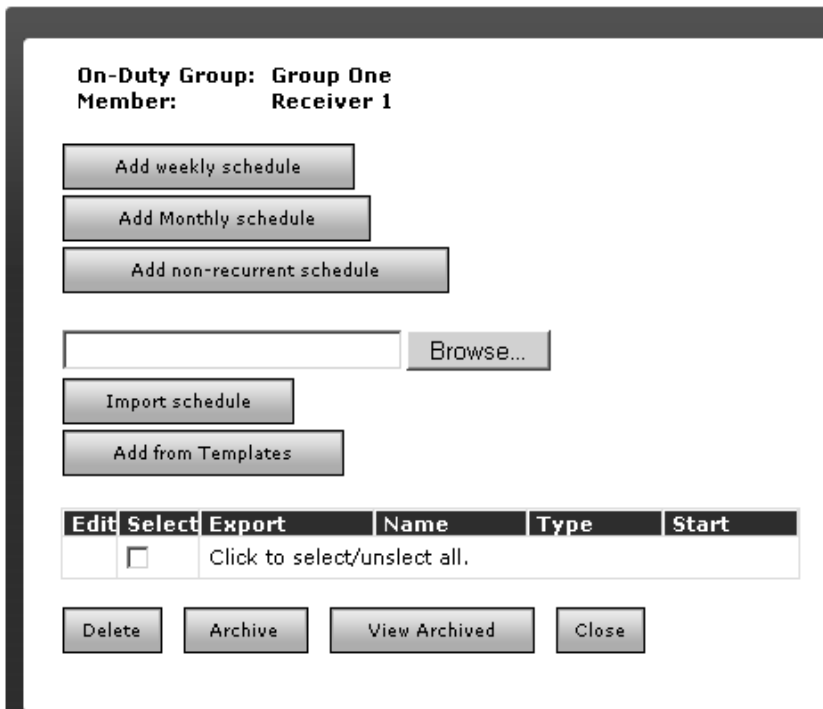
- *Note: select a Group and click the Show Group Members link to see the members of that Group on a separate web page (useful if you want to see who's on duty right now).*

Step C: Assign Receiver Group Members Through Receiver Attributes

1. Under the Members List section Show Attributes link will be available, clicking on this link will display the Select Attributes section with all of the available attributes checkboxes, this section will provide you the additional capability to filter out the receiver records based on their assigned attributes.

Example: Selecting attribute Age < 20 and US citizen check box will only list receivers, which belongs to attribute Age < 20 and US citizen as shown in above figure and make selection easier.

Note: If the Enable Receiver Attributes feature is turned off from Global Settings, then there will not be a link displayed to filter Receivers based on their attributes.
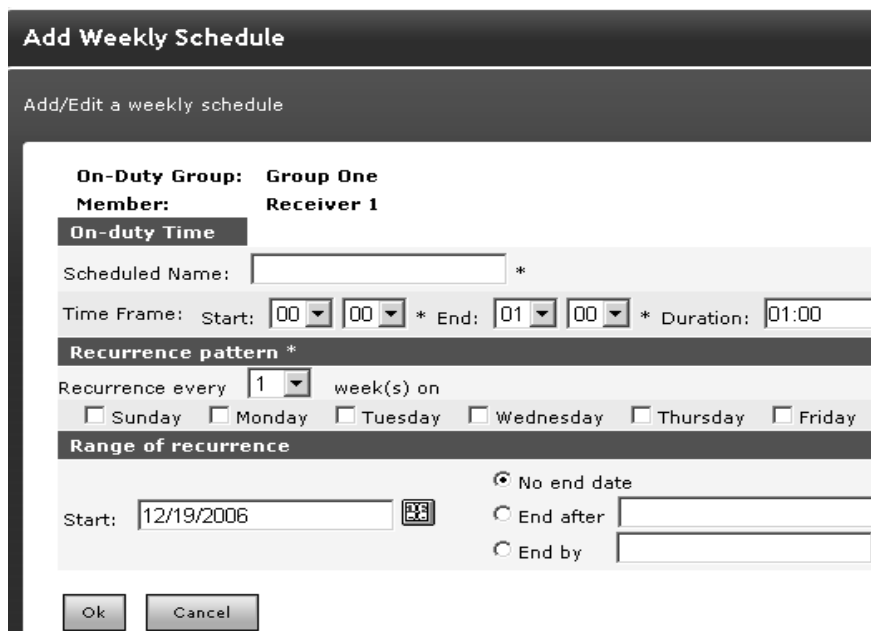

Creating the schedules for the On-Duty Group Members

Step D: Creating the schedules for the On-Duty Group Members:

1. Click the Edit icon next to group member for which a Schedule is to be edited (or assigned).
2. A Schedule window will pop up.

3. On-Duty Group schedules can be either added manually, imported from a standard schedule file, or can be added from already defined Schedule Templates (see the Schedule Templates section for details). There are three types of schedules that can be added manually: weekly, monthly, and non-recurrent.

- To create a weekly schedule click Add Weekly Schedule, then continue with Step D (Weekly).
- To create a monthly schedule click Add Monthly Schedule, then continue with Step D (Monthly).
- To create a non-recurring (once-only) schedule click Add Non-recurrent Schedule, then continue with Step D (Non-recurrent).
- To import a schedule file type the full path or click Browse, select a standard schedule file (i.e., a file with .ics extension) from your computer and then click Import schedule. If the import operation is successful click the Ok button to return to the Schedule Templates Panel.
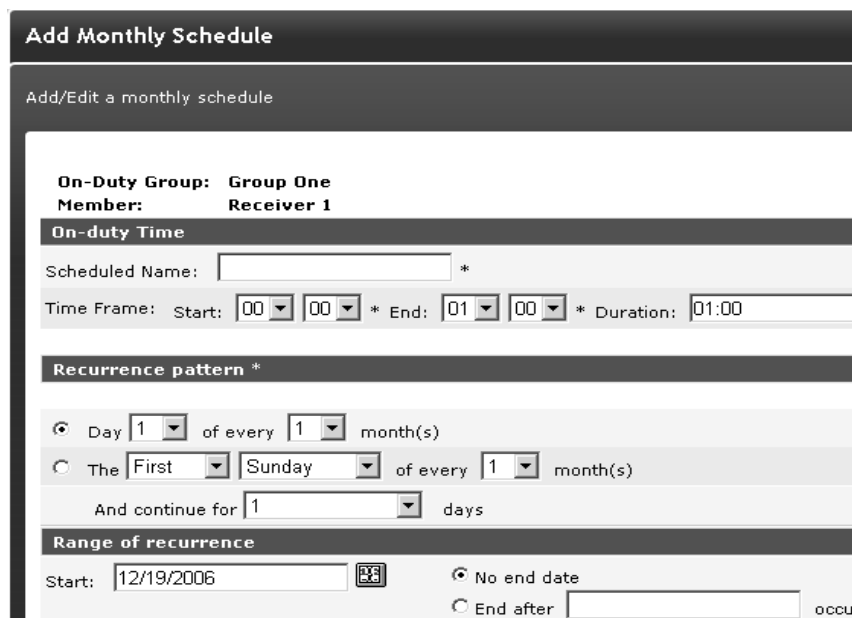- To add a schedule from Templates, click Add from Templates, then continue with Step D (Templates).

Creating a weekly schedule for the On-Duty Group Members

Step D (Weekly): Create a Weekly Schedule for an On-Duty Group Member:

1. Choose a Name for the Schedule (mandatory).
2. Enter a Time frame for the day of this Schedule (mandatory). Enter the Start and End time for the schedule and the duration will be calculated for you. Alternatively, you can enter

the Start time and the Duration (hh:mm), and then the end time will be calculated for you when you click on the next field.

3. Set the Recurrence pattern. Choose the number of weeks for the recurrence of this schedule and the days on which this schedule should apply. For example if you pick 1 week and Monday then the schedule will be in effect on every Monday, but if you pick 2 weeks and Monday, then the schedule will be in effect every 2nd Monday.

4. Set the Range of recurrence. The start date of this Schedule defaults to today's date.
    1. You can change it by directly editing the text box (use the MM/DD/YYYY format), or by clicking on the calendar icon to select a date. By default the recurrence never ends. If you want it to end after a certain number of occurrences, click the second radio button and enter the number of occurrence. To end at a certain date, click the third radio button and enter a date in the text box (use the MM/DD/YYYY format) or click on the calendar icon to select a date.

5. When you are done click Ok. You may then either set up a schedule for another member of this On-Duty group, or if you are done then click the Close button on that Pop-up window.
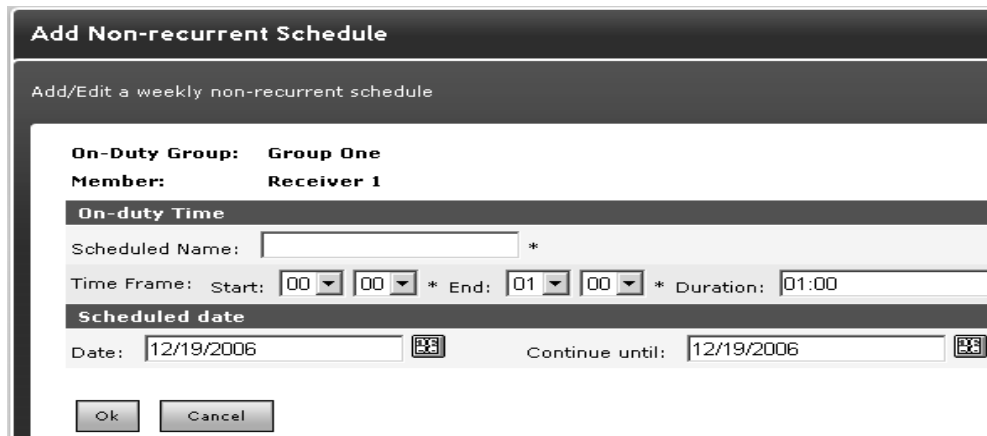

Creating a monthly schedule for the On-Duty Group Members

Step D (Monthly): Create a Monthly Schedule for an On-Duty Group Member:

1. Choose a Name for the Schedule (mandatory).

2. Enter a Time frame for the day of this Schedule (mandatory). Enter the Start and End time for the schedule and the duration will be calculated for you. Alternatively, you can enter the Start time and the Duration (hh:mm), and then the end time will be calculated for you when you click on the next field.

3. Select your preferred type of Recurrence pattern using the radio buttons.

4. Set the Range of recurrence. The start date of this Schedule defaults to today's date. You can change it by directly editing the text box (use the DD/MM/YYYY format), or by clicking on the calendar icon to select a date. By default the recurrence never ends. If you want it to end after a certain number of occurrences, click the second radio button and enter the number of occurrence. To end at a certain date, click the third radio button and enter a date in the text box (use the DD/MM/YYYY format) or click on the calendar icon to select a date.

5. When you are done click Ok. You may then either set up a schedule for another member of this On-Duty Group, or if you are done then click the Close button on that Pop-up window.

Creating a weekly non recurrent schedule for the On-Duty Group Members

Step D (Non-recurrent): Create a Non-recurrent Schedule for an On-Duty Group Member:

1. Choose a Name for the Schedule (mandatory).

2. Enter a Time frame for the day of this Schedule (mandatory). When you enter the Start and End time for the schedule, then the duration will be calculated for you. Alternatively, you can enter the Start time and the Duration (hh:mm), and then the end time will be calculated for you when you click on the next field.

3. Choose the date of this Schedule by editing the Date text box (use the DD/MM/YYYY format), or by clicking on the calendar icon to select a date.

4. When you are done click Ok. You may then either set up a schedule for another member of this On-Duty group, or if you are done then click the Close button on that Pop-up window.

On-Duty Group: Emergency On Call Group
Member: Receiver 1

View	Select	Name	Type	Start	
🔍	☐	Monthly Stalling	Monthly	Dec 19 2006	03:00
🔍	☐	Weekly posting	Weekly	Dec 19 2006	04:00
	☑	Click to select/unslect all.			

Adding a Schedule from Templates for an On-Duty Group Member

Step D (Templates): Add a Schedule from Templates for an On-Duty Group Member:

1. Check the Select check box in front of the Schedule Template name you want to add (or click the View icon to see the schedule details before adding it).

2. Click the OK button to confirm addition or click Cancel to revoke this action.

To modify an On-Duty Group:

1. From the Settings menu, click On-Duty Groups on the left navigation bar.
2. On the On-Duty Groups Panel, find the group name you want to modify and click the Edit icon.
3. On the Add/Edit On-Duty Group Members page, press the Edit icon to modify the Name or the Description (from the Edit On-Duty Group page). To add members to the Member List, select the Receivers and Receiver Groups and click the Add button.
4. Click the Print Members button to open a new browser window with a list of the group members that you can easily send to the printer by clicking on the Print button displayed at the bottom of the page.
5. When you are finished, click Done.

To delete an On-Duty Group:

- From the Settings menu, click On-Duty Groups on the left navigation bar.
- On the On-Duty Groups Panel, find the group name you want to remove and click the Delete icon.
- Click the OK button to confirm deletion or click Cancel to revoke this action.

To archive an On-Duty Group schedule:

- From the Settings menu, click On-Duty Groups on the left navigation bar.
- On the On-Duty Groups Panel, find the group name you want to modify and click the Edit icon.

- On the Add/Edit On-Duty Group Members panel, click the Edit icon of the member schedule that you want to archive. Select the Schedule and click on the Archive button.
- On the On-Duty Group Member page, click the check box for the schedule that you want to archive (or click the select all check box at the bottom of the table).
- After clicking on the Archive button, a message prompt will be displayed Please confirm to archive the selected schedules. Click the OK button to archive the schedule or the Cancel button to revoke this action.
- From the Add/Edit On-Duty Group Members panel you can choose to display the active schedules by clicking on the Clock icon, or by clicking the Edit Schedule icon and clicking the View Archive button.

Define the work schedules for each On-Duty Group member. The Member List will display the members of this On-Duty Group and the work schedules of the people who use the devices.

The On-Duty Now flag allows Users to see who is currently on duty at the present moment.

Here the Save Changes button saves the changes made without moving back to the Main Page, whereas the Done button leaves the Add/Edit Receiver group Panel without saving the changes. The User is advised to click Save Changes before performing Done operation, to save any changes, if made.

To view the member schedule for an On-Duty Group:

1. From the Settings menu, click On-Duty Groups on the left navigation bar.

2. On the On-Duty Groups Panel, click the Edit Icon next to reach the Add/Edit On-Duty Group Members panel.

3. On the Add/Edit On-Duty Group Members panel, click on the Schedule Icon to view the member schedule.

2012 GLOBAL SCHEDULE FOR RECIPIENT GROUP ONE (ON-DUT

◄ Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec ➤

Member of	Fri Dec 1		Sat Dec 2	
	am	pm	am	pm
Emergency On Call Group				
Group One				

Member of	Mon Dec 4		Tue Dec 5	
	am	pm	am	pm
Emergency On Call Group				
Group One				

Member of	Thu Dec 7		Fri Dec 8	
	am	pm	am	pm
Emergency On Call Group				
Group One				

Viewing the member's Schedule of an On-Duty Group

Note: Within each group, the On-Duty Group can be a member of one or many On-Duty Groups and/or Follow-Me Groups. Within each such a group, the On-Duty Group will have assigned a schedule. The Schedule button on the Edit On-Duty Group panel allows a global view to all schedules assigned to this group.

Viewing the schedule of an On-Duty Group

Schedule of a Not Available Receiver:

If a receiver status becomes Not Available than its schedule for that On Duty/Follow Me group is shown in Red.

Receiver1 is not available and hence shown in red. Whereas, Receiver5 remains enable and shown in blue.

Escalation Groups

An Escalation Group is a group that allows you to specify a delay between the message send time for each Receiver and/or Receiver Group. When Users send messages to members of an Escalation Group, each member will receive the message at different times, according to the intervals the administrator set up, until the message is confirmed by one of the Receivers. This is beneficial when a User (the sender of a message) requires an answer in a given time before contacting the next Receiver.

For example, a User may send a message to Ann, asking if she can give a presentation to a potential customer. If Ann does not respond to the message in 30 minutes (the delay interval set up between the first and the second Receiver), the message is sent to Jill, the second Receiver in line. The escalation process continues until one of the Receivers answers the message in the Confirmation Send panel, or all of the Receivers in the Escalation Group have been contacted.

Give the new Escalation Group a unique name. If the Department feature is enabled, then you will also have to assign this Escalation Group to a Department. Click Save to complete this step.

WORKING WITH AN ESCALATION GROUP:
To add a new Escalation Group:

Step A: Create an Escalation Group record.

1. From the Settings menu, click Escalation Groups on the left navigation bar.

2. On the Escalation Groups Panel, click the Add Group button to reach the Add Escalation Group page.

3. Enter a unique Name for this group (mandatory).

4. Enter a Description of this group (optional).

5. Check the Rotating check box if you want to enable the Rotating property inside the Escaation Group (optional).

> *Note: If the Rotating property is enabled, then the message will be sent by rotation to the next member in the group and the escalation process will start from there. In other words the rotation property has a higher precedence than the escalation property.*

6. Select Cycle from the drop-down menu. The default value is 1, you can select 10 maximum.

Example: If the Cycle number is 5, then the escalation cycle will execute on the member list until 5 cycles are completed. This cycle terminate as soon as any message gets confirmed.

7. Enable Owner Settings if you want to assign any owner to this receiver group. (optional).

8. Check Alert the owner of membership changes check box. (optional).

- If anyone makes changes (enable/disable receiver, changing receiver group's name and description, repositioning of receivers) in the escalation group other than the owner, an email will be sent to the owner of this group about those changes.
- If the owner is changed of any receiver group, emails will be sent to the new and old owners.
- If the receiver changes his/her schedule, notification will be sent to the group owner.
- If the receiver disables himself/herself (from main receiver panel or edit receiver page), notification will be sent to a group owner.
- Non sysadmin users can only see non sysadmin users in the Owner drop down.
- Sysadmin users can see all of the users in Owner drop down.
- If the Department feature is not enabled then there will be a configuration parameter in the receiver group that states Limit access to sysAdmin and owner.
- If the User enables the Limit access check box, then that Receiver group will not be visible to any non sysadmin user.

9. If the Department feature is not enabled, skip to step 10.

10. Specify the Department for this new group.

11. If Users who only have rights to send messages to other departments will also need to send messages to this group, then you can allow them to do so by adding their department to the Guest In box.

12. Click the Save button to reach the Add/Edit Escalation Group Members page.

Specify a delay between Receivers and/or Groups. The members of the new Escalation Group and the delay between Receivers will be displayed.

Note: The Next in line column is displayed only if the Rotating property is enabled.

Step B: Assign Escalation Group Members.

1. Set the Escalation Delay to be used between each member of the Escalation Group. Note that the first Receiver does not require a delay. A delay greater than 5 minutes is recommended for the other Receivers.
2. Select a Receiver or Group and click the Add button. Escalation messages will be sent in the order they are added to the Member List.

   Note: The type of the Group is coded as follows: (E) for Escalation Group, (F) for Follow-Me Group, (G) for Receiver Group, (O) for On-Duty Group, and (R) for Rotate Group.

3. To change the order of the members of the list press the Up or Down icons. To change the Escalation Delay use the New Delay drop down list available on each row.

4. When you are finished, click Done.

Note: select a Group and click the Show Group Members link to see the members of that Group on a separate web page (useful if you want to see who is on duty right now).

To modify an Escalation Group:

1. From the Settings menu, click Escalation Groups on the left navigation bar.
2. On the Escalation Groups Panel, find the group name you want to modify and click the Edit icon.
3. On the Add/Edit Escalation Group Members page, press the Edit icon to modify the Name or the Description (from the Edit Escalation Group page). To add members to the Member List, select the Receivers or Receiver Groups and click the Add Receiver or Add Receiver Group button respectively. To delete a member from the Member List, check mark the member from the Sel column and press the Remove button. To change the order of the members of the list press the Up or Down icons. To change the Escalation Delay use the Delay drop down list available on each row.

The Add/ Edit Escalation group members

4. Click the Print Members button to open a new browser window with a list of the group members that you can easily send to the printer by clicking on the Print button displayed at the bottom of the page.

5. When you are finished, click Done.

Step C: Assign Receiver Group Members through Receiver Attributes

1. Under the Members List section, the Show Attributes link will be available. Clicking on this link will display the Select Attributes section with all of the available attributes checkboxes, this section will provide you the additional capability to filter out the receiver records based on their assigned attributes.

Example: Selecting attribute Age < 20 and US citizen check box will only list receivers, which belongs to attribute Age < 20 and US citizen as shown in above figure and make selection easier.

Note: If Enable Receiver Attributes feature is turned off from Global Settings than no link to filter receivers based on their attributes will be displayed on this page.

To delete an Escalation Group:

1. From the Settings menu, click Escalation Groups on the left navigation bar.
2. On the Escalation Groups Panel, find the group name you want to remove and click the Delete icon.
3. Click the OK button to confirm deletion or click Cancel to revoke this action.

Note: An Escalation Group can be a member of one or many On-Duty Groups and/or Follow-Me Groups. Within each such a group, the escalation Group will have assigned a schedule. The Schedule button on the Edit Escalation Group panel allows a global view to all schedules assigned to this group. Please see the On-Duty Groups and Follow-Me Groups sections above and below to learn more details about setting schedules.

Rotate Groups

A Rotate Group is a group that allows you to send messages to different Receivers or Groups in a rotation. A group is created by simply adding Receivers or Groups in the order that you would like them to receive the messages. This order can be changed later. When a message is sent to the group, HipLink will check which receiver is flagged to receive the message based on this order.

For example, a Rotate Group named Intervention Team might include three Receivers and one On-Duty Group, (e.g., Bill Phone, Jane Mobile, Jess Cell and the Intervention On-Duty group). The first message sent to the group will go to Bill Phone, the second one to Jane Mobile, the third to Jess Cell and then the fourth will go to whoever is on duty at that time in the Intervention On-
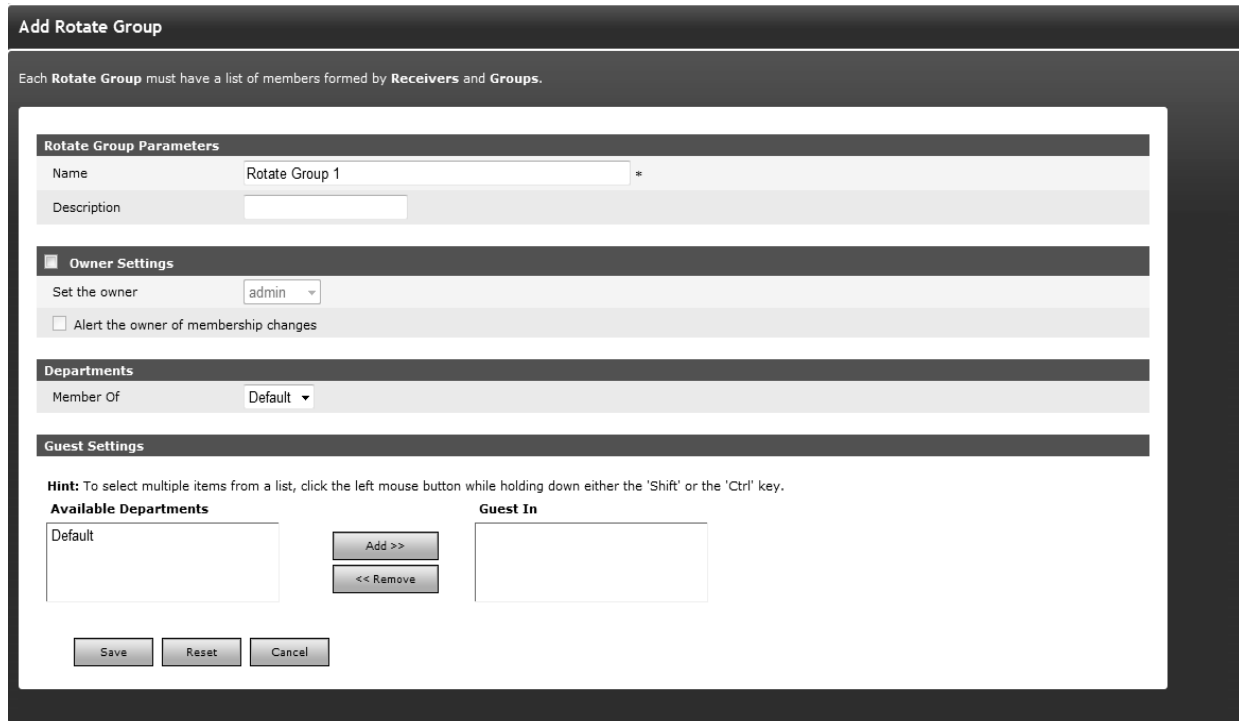
Duty group. HipLink will keep track of who got the last message and always send the next message to the next receiver in line.

WORKING WITH ROTATION GROUP:
To add a new Rotate Group:

Step A: Create a Rotate Group record.

1. From the Settings menu, click Rotate Groups on the left navigation bar.

2. On the Rotate Groups Panel, click the Add Group button to reach the Add Rotate Group page.

3. Enter a unique Name for this group (mandatory).

4. Enter a Description of this group (optional).

5. Enable Owner Settings if you want to assign any owner to this receiver group (optional).

6. Check Alert the owner of membership changes check box (optional).

- If anyone makes changes (enable/disable receiver, changing receiver group's name and description, repositioning of receivers) in the rotate group other than the owner, an email will be sent to the owner of this group about those changes.
- If the owner is changed of any receiver group, emails will be sent to the new and old owners.
- If the receiver changes his/her schedule, notification will be sent to the group owner.
- If the receiver disables himself/herself (from main receiver panel or edit receiver page), notification will be sent to a group owner.
- Non sysadmin users can only see non sysadmin users in the Owner drop down.
- Sysadmin users can see all of the users in Owner dropdown.
- If the Department feature is not enabled then there will be a configuration parameter in the receiver group that states Limit access to sysAdmin and owner.
- If the User enables the Limit access check box, then that Receiver group will not be visible to any non sysadmin user.

7. If the Department feature is not enabled, skip to step 9.

8. Specify the Department for this new group.

9. If Users who only have rights to send messages to other departments will also need to send messages to this group, then you can allow them to do so by adding their department to the Guest In box.

10. Click the Save button to reach the Add/Edit Rotate Group Members page.

Give the new Rotate Group a unique name. If the Department feature is enabled, then you will also have to assign this Rotate Group to a Department.

Step B: Assign Rotate Group Members.

1. Select a Receiver or Group and then click the Add Receiver or Add Group button respectively. Rotate Group messages will be sent in rotation to the receiver that is flagged Next-in Line in Member List.

Note: The type of the Group is coded as follows: (E) for Escalation Group, (F) for Follow-Me Group, (G) for Receiver Group, (O) for On-Duty Group, and (R) for Rotate Group.
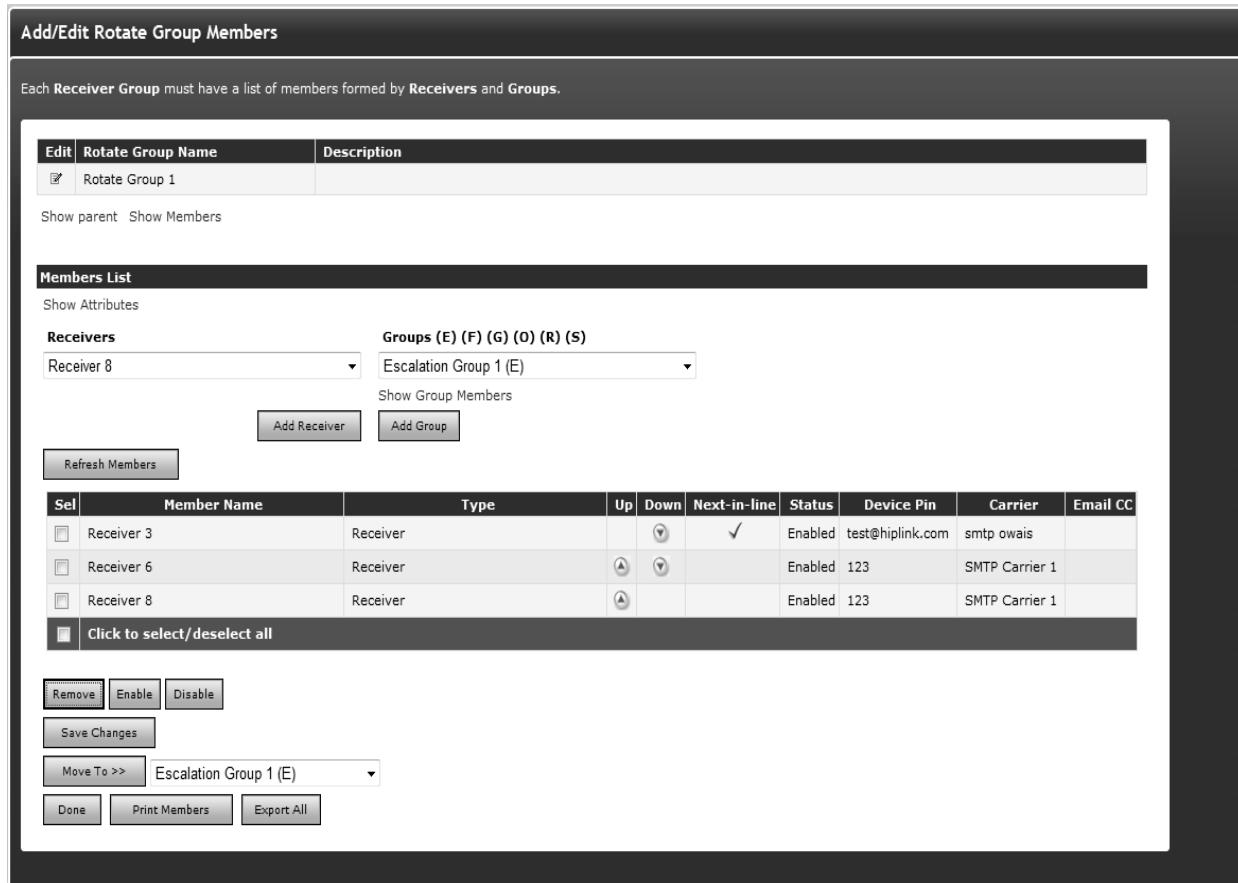
2. To change the order of the members of the list press the Up or Down icons.

3. Click the Print Members button to open a new browser window with a list of the group members that you can easily send to the printer by clicking on the Print button displayed at the bottom of the page.

4. When you are finished, click Done.

Note: A Rotate Group can be a member of one or many On-Duty Groups and/or Follow-Me Groups. Within each such a group, the Rotate Group will have assigned a schedule. The Schedule button on the Edit Rotate Group panel allows a global view to all schedules assigned

to this group. Please see the On-Duty Groups and Follow-Me Groups sections below to learn more details about setting schedules..

The Add/ Edit Rotate group members

Step C: Assign Receiver Group Members Through Receiver Attributes

1. Under the Members List section, Show Attributes link will be available. Clicking on this link will display the Select Attributes section with all of the available attributes checkboxes, this section will provide you the additional capability to filter out the receiver records based on their assigned attributes.

Example: Selecting attribute Age < 20 and US citizen check box will only list receivers, which belongs to attribute Age < 20 and US citizen as shown in above figure and make selection easier.

Note: *If Enable Receiver Attributes feature is turned off from Global Settings than no link to filter receivers based on their attributes will be displayed on this page.*

Follow-Me Groups

Follow-Me Groups allow you to send messages to a specific Receiver, who has more than one device(s), the Receiver can then receive messages depending on the time schedule for each device. This could also be achieved with an On-Duty Group, but the Follow-Me interface is more suited for this purpose, i.e., for one person with multiple Receivers rather than multiple people with one receiver each.

For example, a Follow-Me Group named Follow John Doe might include three different Receivers: John Doe Cell, John Doe Pager and John Doe Email. On weekday mornings when he gets to work, messages are sent to his text-enabled cell phone, in the afternoon while he is giving lectures they are sent to his pager, and at night while he is at home they are sent to his Email address receiver.

WORKING WITH A FOLLOW ME-GROUP:
Step A: Create a Follow-Me Group record.

1. From the Settings menu, click Follow-me Groups on the left navigation bar.

2. On the Follow-me Groups Panel, click the Add Group button to reach the Add Follow-me Group page.

3. Enter a unique Name for this group (mandatory).

4. Enter a Description of this group (optional).

5. Check the Rotating check box if you want to enable the Rotating property inside the Follow-Me Group (optional).

Note: The Rotating property has an effect only if there are two or more members scheduled to receive messages at the same time. If the Rotating property is enabled, then the message will be sent by rotation to the next member in the group who has a valid schedule at that given time. In other words, the schedule has a higher precedence than the rotating property.

6. Enable Owner Settings if you want to assign any owner to this receiver group. (optional).

7. Check Alert the owner of membership changes check box. (optional).

• If anyone makes changes (scheduling receivers, enable/disable receiver, changing receiver group's name and description, repositioning of receivers) in the follow-me group other than the owner, an email will be sent to the owner of this group about those changes.

• If the owner is changed of any receiver group, emails will be sent to the new and old owners.

• If the receiver changes his/her schedule, notification will be sent to the group owner.

• If the receiver disables himself/herself (from main receiver panel or edit receiver page), notification will be sent to a group owner.

• Non sysadmin users can only see non sysadmin users in the Owner drop down.

• Sysadmin users can see all of the users in Owner drop down.

• If the Department feature is not enabled then there will be a configuration parameter in the receiver group that states Limit access to sysAdmin and owner.

• If the User enables the Limit access check box, then that Receiver group will not be visible to any non sysadmin user.

8. If the Department feature is not enabled, skip to step 10.

9. Specify the department for this new group.

10. If Users who only have rights to send messages to other departments will also need to send messages to this group, then you can allow them to do so by adding their department to the Guest In box.

11. Click the Save button to reach the Add/Edit Follow-Me Group Members page.

Editing the Follow-me group settings

Step B: Assign Follow-Me Group Members

1. Select the Receiver or Group you want to include in the Member List and click the Add

button.

Note: The type of the Group is coded as follows: (E) for Escalation Group, (F) for FollowMe Group, (G) for Receiver Group, (O) for On-Duty Group, and (R) for Rotate Group.

2. Repeat as necessary.

3. The Member List will display the members of this Follow-Me Group.

Note: select a Group and click the Show Group Members link to see the members of that Group on a separate web page (useful if you want to see who's on duty right now).

The On-Duty Now flag allows Users to see who is currently on duty at the present moment.

Step C: Assign Receiver Group Members using Receiver Attributes

1. Under the Members List section, Show Attributes link will be available. Clicking on this link will display the Select Attributes section with all of the available attributes checkboxes, this section will provide you the additional capability to filter out the receiver records based on their assigned attributes.

Example: Selecting attribute Age < 20 and US citizen check box will only list receivers, which belongs to attribute Age < 20 and US citizen as shown in above figure and make selection easier.

Note: If Enable Receiver Attributes feature is turned off from Global Settings than no link to filter receivers based on their attributes will be displayed on this page.

Sel	Edit	Active	Archived	Member Name	Type	Schedule	On-Duty Now	Status	Device Pin	Carrier	Email CC
☐	☑	⊕	⊕	Receiver 3	Receiver	✓	✓	Enabled	test@hiplink.com	smtp owais	
☐	☑	⊕	⊕	Receiver 4	Receiver			Enabled	123	msn nadeem	
☐	☑	⊕	⊕	Receiver 7	Receiver			Enabled	123	SMTP Carrier 1	
☐	Click to select/deselect all										
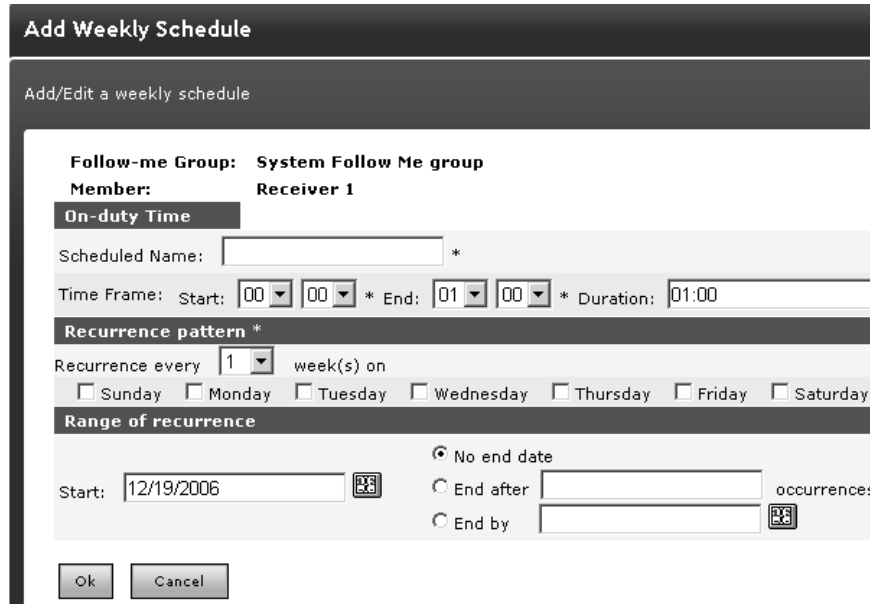
Adding/ Editing weekly schedules for Follow-me groups

Step D: Create the schedules for the Follow-Me Group Members:

1. Click the Edit icon next to the group member for which the Schedule is to be edited or assigned.

2. Follow-Me Group schedules can be either added manually, imported from a standard schedule file, or can be added from already defined Schedule Templates (see the Schedule Templates section for details). There are three types of schedules that can be added manually: weekly, monthly, and non-recurrent.

• To create a weekly schedule click Add Weekly Schedule, then continue with Step D (Weekly).

• To create a monthly schedule click Add Monthly Schedule, then continue with Step D (Monthly).

• To create a non-recurring (once-only) schedule click Add Non-recurring Schedule, then continue with Step D (Non-recurrent).

• To import a schedule file type the full path or click Browse, select a standard schedule file (i.e., a file with .ics extension) from your computer and then click Import schedule. If the import operation is successful click the Ok button to return to the Schedule Templates Panel.

• To add a schedule from Templates, click Add from Templates, then continue with Step D (Templates).

Adding/ Editing weekly schedules for On Duty groups

Step D (Weekly): Create a Weekly Schedule for an Follow-Me Group Member:

1. Choose a Name for the Schedule (mandatory).

2. Enter a Time frame for the day of this Schedule (mandatory). Enter the Start and End time for the schedule and the duration will be calculated for you. Alternatively, you can enter the Start time and the Duration (hh:mm), and then the end time will be calculated for you when you click on the next field.

3. Set the Recurrence pattern. Choose the number of weeks for the recurrence of this schedule and the days on which this schedule should apply. For example if you pick 1 week and Monday then the schedule will be in effect on every Monday, but if you pick 2 weeks and Monday, then the schedule will be in effect every 2nd Monday.

4. Set the Range of recurrence. The start date of this Schedule defaults to today's date. You can change it by directly editing the text box (use the MM/DD/YYYY format), or by clicking on the calendar icon to select a date. By default the recurrence never ends. If you want it to end after a certain number of occurrences, click the second radio button and enter the number of occurrence.

To end at a certain date, click the third radio button and enter a date in the text box (use the MM/DD/YYYY format) or click on the calendar icon to select a date.

5. When you are done click Ok. You may then either set up a schedule for another member of this group, or if you are done then click the Close button on that Pop-up window.

Adding/ Editing monthly schedules for Follow-me group's members

Step D (Monthly): Create a Monthly Schedule for an Follow-Me Group Member:

1. Choose a Name for the Schedule (mandatory).

2. Enter a Time frame for the day of this Schedule (mandatory). Enter the Start and End time for the schedule and the duration will be calculated for you. Alternatively, you can enter the Start time and the Duration (hh:mm), and then the end time will be calculated for you when you click on the next field.

3. Select your preferred type of Recurrence pattern using the radio buttons.

4. Set the Range of recurrence. The start date of this Schedule defaults to today's date. You can change it by directly editing the text box (use the DD/MM/YYYY format), or by clicking on the calendar icon to select a date. By default the recurrence never ends. If you want it to end after a certain number of occurrences, click the second radio button and enter the number of occurrence. To end at a certain date, click the third radio button and enter a date in the text box (use the DD/MM/YYYY format) or click on the calendar icon to select a date.

5. When you are done click Ok. You may then either set up a schedule for another member of this Group, or if you are done then click the Close button on that Pop-up window.

Adding/ Editing weekly non recurrent schedules for Follow-me group's members

Step D (Non-recurrent): Create a Non-recurrent Schedule for a Follow-Me Group Member:

1. Choose a Name for the Schedule (mandatory).

2. Enter a Time frame for the day of this Schedule (mandatory). When you enter the Start and End time for the schedule, then the duration will be calculated for you. Alternatively, you can enter the Start time and the Duration (hh:mm), and then the end time will be calculated for you when you click on the next field.

3. Choose the date of this Schedule by editing the Date text box (use the DD/MM/YYYY format), or by clicking on the calendar icon to select a date.

4. When you are done click Ok. You may then either set up a schedule for another member of this group, or if you are done then click the Close button on that Pop-up window.

Viewing the schedules for Follow-me group's members

Step D (Templates): Add a Schedule from Templates for a Follow-Me Group Member:

1. Check the Select check box in front of the Schedule Template name you want to add (or click the View icon to see the schedule details before adding it) and then click Add button.

2. Click the OK button to confirm addition or click Cancel to revoke this action.

To view the member schedule for a Follow-Me Group:

1. From the Settings menu, click Follow-Me Groups on the left navigation bar.

2. On the Follow-Me Groups Panel, click the Edit Icon next to reach the Add/Edit Follow-Me Group Members panel.

3. On the Add/Edit Follow-Me Group Members Panel, click on the Schedule Icon to view the member schedule.

To modify a Follow-Me Group:

1. From the Settings menu, click Follow-Me Groups on the left navigation bar.

2. On the Follow-Me Groups Panel, find the group name you want to modify and click the Edit icon.

3. On the Add/Edit Follow-Me Group Members page, press the Edit icon to modify the Name or the Description (from the Edit Follow-Me Group page). To add members to the Member List, select the Receivers and Receiver Groups and click the Add button.

4. Click the Print Members button to open a new browser window with a list of the group members that you can easily send to the printer by clicking on the Print button displayed at the bottom of the page.

5. When you are finished, click Done.

To delete a Follow-Me Group:

1. From the Settings menu, click Follow-Me Groups on the left navigation bar.

2. On the Follow-Me Groups Panel, find the group name you want to remove and click the Delete icon.

3. Click the OK button to confirm deletion or click Cancel to revoke this action.

To archive a Follow-Me Group schedule:

1. From the Settings menu, click Follow-Me Groups on the left navigation bar.

2. On the Follow-Me Groups Panel, find the group name you want to modify and click the Edit icon.

3. On the Add/Edit Follow-Me Group Members panel, click the Edit icon for the Follow-Me

Group member you want to modify.

4. On the Schedule Main page, click the check box for the schedule that you want to archive (or click the select all check box at the bottom of the table).

5. Click the Archive button to confirm or click the Close button to revoke this action.

6. From the Add/Edit Follow-Me Group Members panel you can choose to display the active schedules by clicking on the Active icon, or the archived schedules by pressing on the Archived icon.

Viewing the member schedule for Follow-me group's members

Note: A Follow-Me Group can be a member of one or many On-Duty Groups and/or Follow-Me Groups. Within each such a group, the Follow-Me Group will have assigned a schedule. The Schedule button on the Edit Follow-Me Group panel allows a global view to all schedules assigned to this group.

First Group

Member	Sun Mar 4		Mon Mar 5		Tue Mar 6	
	am	pm	am	pm	am	pm

First Group

Member	Wed Mar 7		Thu Mar 8		Fri Mar 9	
	am	pm	am	pm	am	pm

First Group

Member	Sat Mar 10		Sun Mar 11		Mon Mar 12	
	am	pm	am	pm	am	pm

First Group

Viewing the global schedule for Follow-me group's members

Schedule of a Not Available Receiver: If a receiver status becomes Not Available than its schedule for that On Duty/Follow Me group is shown in Red.
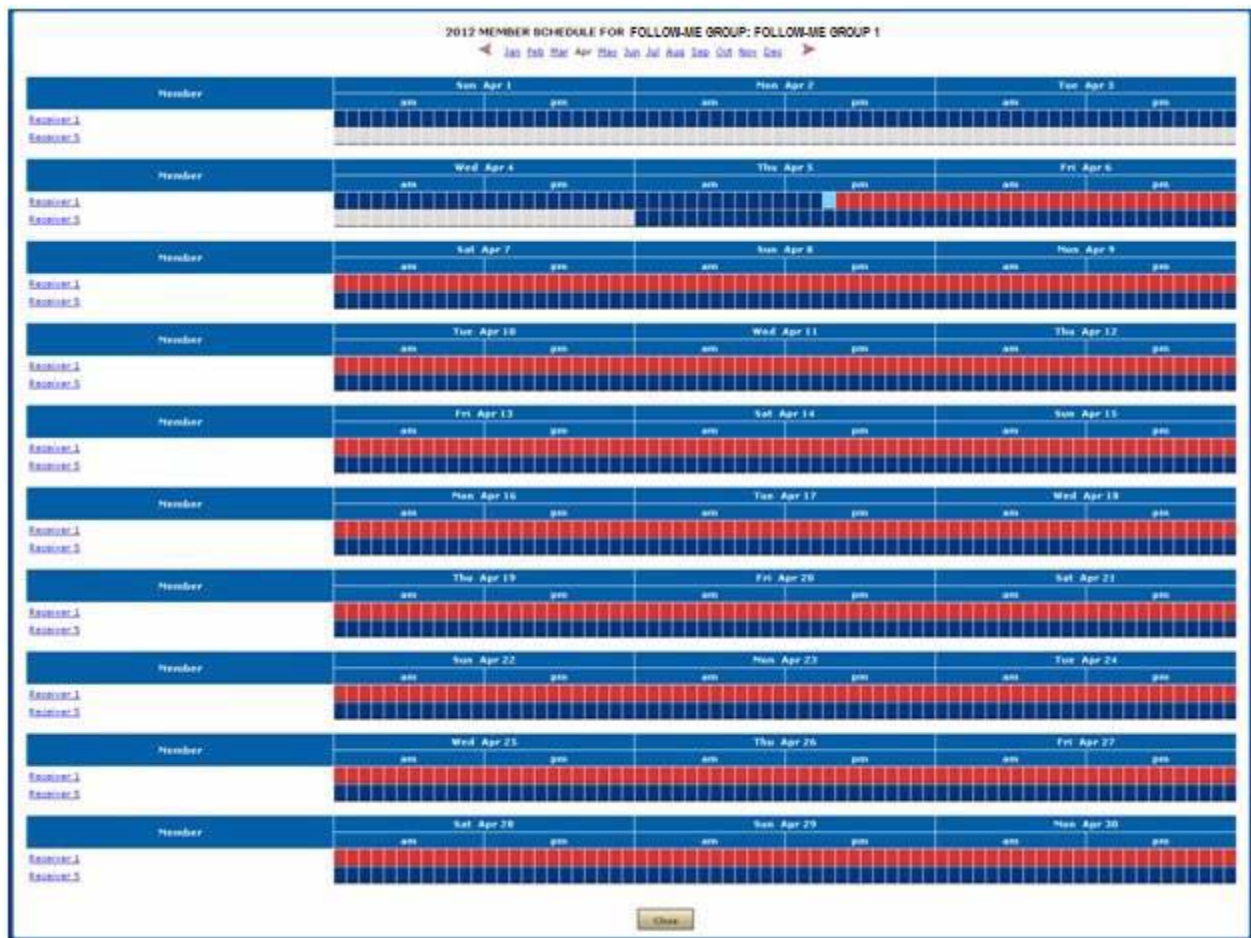
Receiver1 is not available and hence shown in red. Whereas, Receiver5 remains enable and shown in blue.

Subscription Groups

Subscription Groups is an optional feature that allows messages either wireless text, voice or email to be sent to a group whose members have elected or opted-in to receive informational alerts related to that group description. This group function provides for the dissemination of update type messages to an audience that has a specific interest to the topic or title of the group and decides on their own to subscribe. Members of a group may be part of a business unit that may be directly affected by an outage or slow down or need to know as conditions change. Only Receivers can be added as members. Other Groups cannot be included here as members.
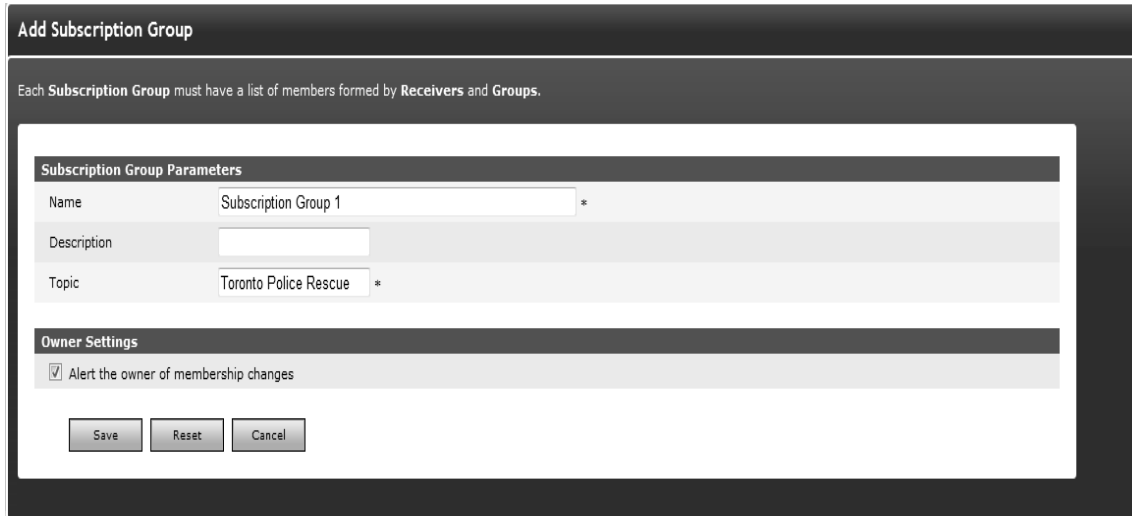
Examples of the subscription type groups could be weather related such as Snow Updates, Market updates like Interest Rate Change or system related messages like Website Down or any other application that may be running. Other usages could be geographic such as Northeast Region Alerts or even client groups that indicate an active incident within strategic accounts of a company and its resolution.

WORKING WITH A SUBSCRIPTION GROUP:
To add a new Subscription Group:

Step A: Create a Subscription Group record.

1. From the Settings menu, click Subscription Groups on the left navigation bar.

2. On the Subscription Groups Panel, click the Add Group button to reach the Add Subscription group page.

3. Enter a unique Name for this group (mandatory).

4. Enter a Description of this group (optional).

5. Enter the common Topic of interest for which the subscribed receivers will receive alerts for.

6. Check Alert the owner of membership changes check box. (optional).

• If anyone makes changes (enable/disable receiver, changing receiver group's name and description, adding, removing receivers) in the subscription group other than the owner, an email will be sent to the owner of this group about those changes.

• If the receiver disables himself/herself (from main receiver panel or edit receiver page), notification will be sent to a group owner.

• The user who has created a Subscription Group can become the owner of that group.

7. Click the Save button to reach the Add/Edit Rotate Group Members page.

Give the new Subscription Group a unique name.

Step B: Assign Subscription Group Members.

1. Select a Receiver and then click the Add button respectively. Subscription Group messages will be sent to the receivers selected.

2. Click the Print Members button to open a new browser window with a list of the group members that you can easily send to the printer by clicking on the Print button displayed at the bottom of the page.

3. To disable a Receiver from receiving an alert, select that receiver from the list and click on the Disable button.

4. To copy a list of receivers for a certain subscription group to another subscription group, select that subscription group from the drop down menu and click Copy To >>.

5. When you are finished, click Done.

Step C: Assign Receiver Group Members using Receiver Attributes

1. Under the Members List section, Show Attributes link will be available. Clicking on this link will display the Select Attributes section with all of the available attributes checkboxes, this section will provide you the additional capability to filter out the receiver records based on their assigned attributes.

Example: Selecting attribute Age < 20 and US citizen check box will only list receivers, which belongs to attribute Age < 20 and US citizen as shown in above figure and make selection easier.

Note: If Enable Receiver Attributes feature is turned off from Global Settings than no link to filter receivers based on their attributes will be displayed on this page.

How to subscribe to a group

The administrator can assign Receivers to the group at the time of creation or later. Once created the subscription groups are public and visible. Certain Receivers who are so enabled by the Administrators can login and subscribe/unsubscribe to these groups.

The Add/Edit Subscription group members

Receiver Search

Receiver Search is a function that allows you to search the HipLink database by Receiver name, Receiver PIN number, or Carrier name. This is a very useful feature when you have a long list of Receivers.

For example, if you want to look for all the devices owned by John Smith, you select Receiver name as your search criteria and enter John as your search text. This would bring up all of the Receivers starting with the word John.

Note: A wildcard, *, is automatically added at the end of your search text. In this way, looking for John will bring for example as result both John Pager and Johnson Cell Receivers.

Receiver Search Panel

Search a **Receiver** using its name, PIN, or **Carrier** name.

Enter the search criteria	Receiver name
Enter the search text	

Ok

Searching for Receivers

To perform a Receiver Search:

1. From the Settings menu, click Receiver Search on the left navigation bar.

2. On the Receiver Search Panel, select the search criteria from the drop-down menu: Receiver name, Receiver PIN, User name, or Carrier name.

3. Enter the search text.

4. Click the OK button to perform the search and reach the Receiver Search Results page

5. On the Receiver Search Results page, click the New Search button to perform another search.

My Favorites

The My Favorites is an optional feature that allows Users to deal with a large database of Receivers and Groups (Receiver Groups, On-Duty Groups, and Escalation Groups). A User can define a list of Receivers and Groups to whom he/she sends messages most frequently among all those already defined by the HipLink administrator. When a User is accessing a Send Panel to send standard, two-way, scheduled or escalated messages, this list of Favorites, if defined, is used as default. Of course, the User can override it and choose to send messages to other Receivers and Groups that are not in his My Favorites. For more details about sending messages, see to the Using HipLink chapter.

To add Receivers and/or Groups to the list of My Favorites:

1. From the Settings menu, click Favorites on the left navigation bar.

2. On the Personal Favorites Panel, click the Edit button to reach the Add/Edit Personal Favorites page.

3. On the Add/Edit Personal Favorites page, select one or more Receivers, Receiver Groups, On-Duty Groups and/or Escalation Groups on your left and click the Add button to create your Favorites List.

4. To select multiple items on a list, click the left mouse button while holding down either the Shift or Ctrl key.

5. Select a Receiver Group, On-Duty Group, or Escalation Group and click the Show Group Members link to see the members of that Group on a separate web page (useful if you want to see who is on duty right now).

6. Click the Done button to save your Favorites and return to the Personal Favorites Panel.

To remove Receivers and/or Groups from the list of My Favorites:

1. From the Settings menu, click Favorites on the left navigation bar.

2. On the Personal Favorites Panel, find the Receiver or Group name you want to remove and click the Edit icon (or simply click the Edit button at the bottom of the page) to reach the Edit Personal Favorites page.

3. On the Edit Personal Favorites page, select one or more Receivers, Receiver Groups, On-Duty Groups and/or Escalation Groups from the Favorites List on your right and click the Remove button.

4. To select multiple items on a list, click the left mouse button while holding down either the Shift or Ctrl key.

5. Select a Receiver Group, On-Duty Group, or Escalation Group and click the Show Group Members link to see the members of that Group on a separate web page (useful if you want to see who is on duty right now).

6. Click the Done button to save your changes to the Favorites List and return to the Personal Favorites Panel.

System

Carriers
A Carrier is a service provider that is used to deliver messages from HipLink to wireless devices. The Carriers panel can be accessed through the Settings tab in System section. This panel is available to all sysAdmin users. For non-sysAdmin users, the panel is available if add, modify, or delete Carriers permission is assigned in User Group.

For full set up and configuration please see the Installation and Administration Guide.

Messengers
Messengers are services that handle the send message requests. A messenger will check the paging queue for message files, select only those messages that require its protocol, and use it to deliver the message to the carrier.

Each messenger handles one wireless protocol to deliver messages. However, depending on the message volume and redundancy needs of the company, more than one messenger for one protocol may be required. For example, a company might license the TAP One-Way protocol, but need multiple TAP messengers to manage the message volume. The maximum number of messengers that can be added depends upon license key permissions.

Please see the Installation and Administration Guide for full setup and configuration.

System Attendant

The System Attendant is the watchdog of the HipLink system. It surveys the HipLink Messengers and the size of the queues, and notifies the administrator by email when any of the predefined limits are exceeded.

Full Details are in the Installation and Administration Guide

Gateway Descriptions and Admin Tools

Email Gateway

The HipLink Email Gateway is enabled through your License Key. Please check the License Key Panel from the Settings Menu to see that this feature is enabled for your version of HipLink. If it is not and you want to use the Email Gateway you need a new License Key. Please contact HipLink Tech Support at support@hiplink.com for assistance.

For full set up and configuration please see the Installation and Administration Guide.

SNPP Gateway

The SNPP Gateway feature in HipLink is a front end interface for accepting incoming messages over the SNPP protocol and then sending outgoing messages to various devices using HipLink. Through this gateway, the HipLink product has the ability to listen to SNPP messages on defined TCP/IP port, process them & generate messages, and finally send them to existing receivers and / or groups, possibly belonging to a group of different protocols.

The HipLink SNPP gateway can communicate with any external SNPP message generating source, like certain CAD systems, provided they are connected through the same TCP/IP network. As a possibility, it can also communicate over the Internet if the HipLink server is configured to be accessed through a public IP, either directly or indirectly through port forwarding.

Full Details for setup are available in the HipLink Integration and Programmers Guide

TAP Gateway

The TAP Gateway feature in HipLink is a front end interface for accepting incoming messages over the TAP protocol and then sending outgoing messages to various devices using HipLink. Through this gateway, the HipLink product has the ability to listen to TAP messages on connected serial ports, process them & generate messages, and finally send them to existing receivers and / or groups, possibly belonging to a group of different protocols.

The HipLink TAP gateway can communicate with any external TAP message generating source, typically TAP paging terminals, like the Zetron paging terminal, either connected physically over a serial cable (Leased mode), or through the telephone network using modems (Dial-up mode).

Full Details for setup are available in the HipLink Integration and Programmers Guide

Alarm Notification Gateway

Alarm Notification Gateway is an optional feature that is available based on your HipLink license that is purchased. This feature lets the administrator set up the Alarm Notification Gateway profiles a general serial connector that is capable of providing simultaneous connectivity of several serial devices through different serial port configurations to HipLink. This expands HipLink's support of various appliances and integration with several different solutions for emergency response, management and control. Alarm Notification Gateway:

• Provides regular expression parser capability to filter out needed text from the input stream.
• Allows the user to create a text string dynamically from the previously parsed input chunks.
• Can determine the target recipient name from the input stream, and sends the customized text string as message to the recipient.
• Allows outputting the text to some text file as special log entries.
• Allows the user to write back to the Serial port
• Allows the user to perform data transformations and manipulations on the input data.

Full details are available in the Integration Guide

XMPP Gateway

XMPP – eXtensible Messaging & Presence Protocol – is an open-standard communications protocol for message-oriented middleware. It is an XML based protocol, in which all the communication between the server and client is done on an XML stream. XMPP follows a client server model where servers can connect to each other to form an XMPP direct connected network. The client first logs into the server, and then they can send message to other clients connected to the same server or to any other server reachable to the client's server. The client can send message in any form with or without control data that can be processed at the other client.

Full Details for setup are available in the HipLink Integration Guide

File System Interface

The File System Interface provides a powerful way to send messages. HipLink periodically (every 30-60 seconds) checks a spool directory to see if there are new files that need to be processed. The format of these files is described in the HipLink Programmer Guide. HipLink will process the files in the spool directory, send out messages, and then delete the files. The HipLink Administrator can configure the location of the spool directory and the checking period.

Full Details for setup are available in the HipLink Integration Guide

HNP Manager for Advanced Mobile Applications

HipLink Notification Protocol (HNP) is an IP based communication mechanism that allows HipLink to send notifications to HipLink clients on desktop computers or mobile platforms using any OS. There is not any distinction at the HipLink side for the receiver device whether it is Blackberry, Android, iPhone or a desktop client.

HNP Manager is an interface to manage HNP's settings. It gives the user control over HNP user's sessions and activation. It also shows which HNP users are online along with their presence status.

For full set up and configuration please see the Installation and Administration Guide.

Backup Service

The Backup Service provides full backups of the HipLink database. These backups can be scheduled to happen at a user-defined interval. Everything that can be set in the Settings menu of the GUI will be saved in the backup file. The HipLink Administrator can edit various settings related to this backup process. Restoring a backup is as easy as pressing the restore button next to the backup file that you want to use.

For full set up and configuration please see the Installation and Administration Guide.

Filters with Setup

The Message and API Filters are licensed components. Please note: these services are not available without the license key with the added feature that supports this service. If you do not have the license key that supports these services, please contact HipLink Software and request an update of the license key for the services.

HipLink features a way to filter messages throughout the application. Based on the conditions defined in a filter, a particular action is taken i.e. to pass or suppress or to throttle messages.

A sequencing of filters is maintained so that the filter at the top gets executed first and then the next one and so on. The order can be changed by the user by using a mouse.

The key idea behind this service is that specific messages can be directed to receivers and other receivers can be blocked from getting these messages; thus providing more control over the messages communication throughout the system.
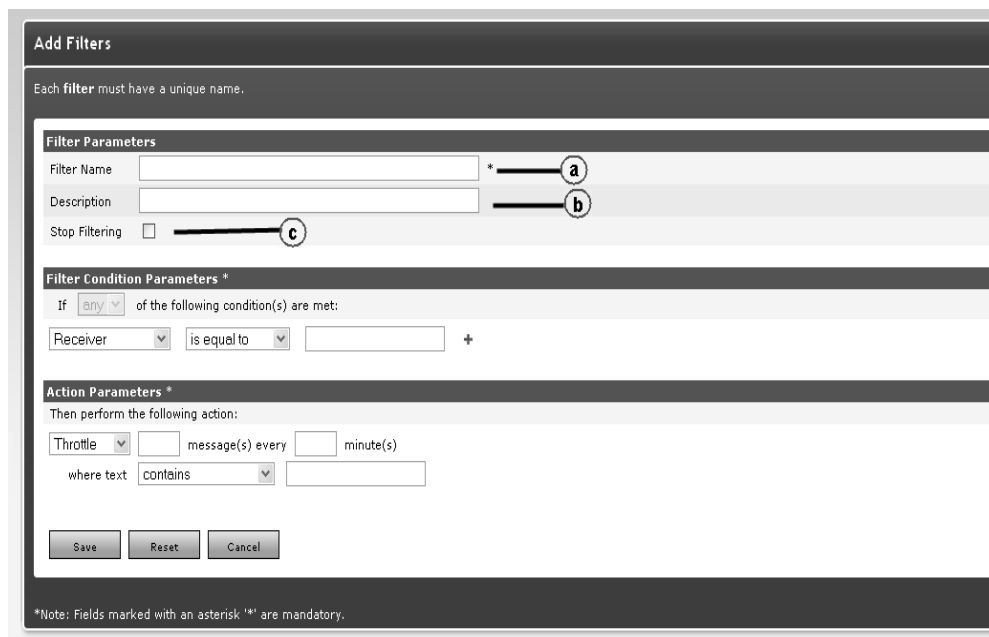
To help troubleshoot any issues, the service provides logging of different errors, warnings and important Informational messages, which are logged in the Windows Event Log.

USING MESSAGE FILTERS:
A step-by-step description of the usage of the Message Filter service

1. After logging into the HipLink, expand Systems menu on the left side panel and click Filters under it. This will take you to Filters Panel's main page.
   Note: The Systems menu is already expanded as a default, or you can just scroll down and click it on the main panel.
2. On the Filters Panel, click the Add Filter button under the Message Filters section to start creating a message filter.
3. Entering Filter Parameters
   a. Enter a Filter Name. The field is mandatory.
   b. Add a Description about the filter.
   c. Stop Filtering is a control to define whether filtering will continue after the conditions are met.
4. Entering Filter Condition Parameters (Mandatory)

Note: If the filter's conditions are met and Stop Filtering is selected, then no more filters will be applied to the message. If Stop Filtering is not checked then other filters can also be applied to the message.
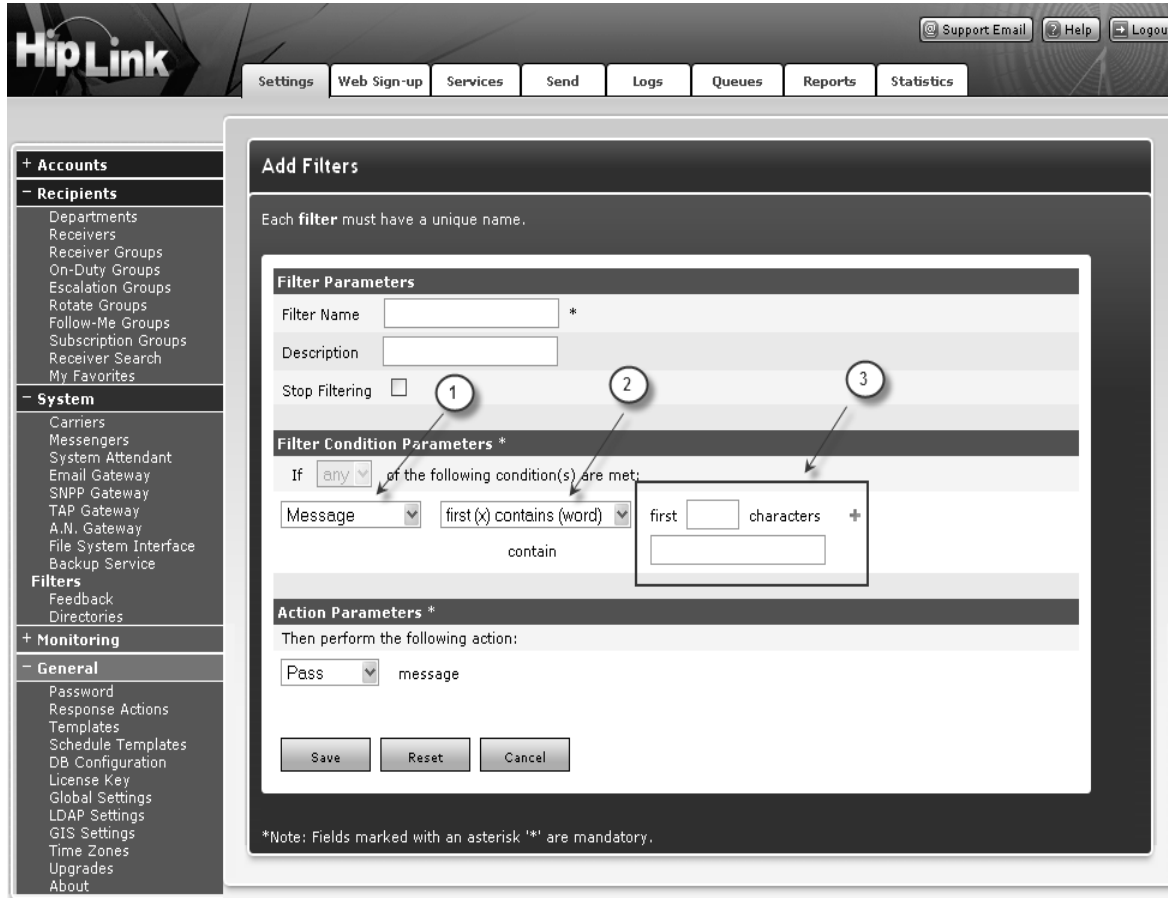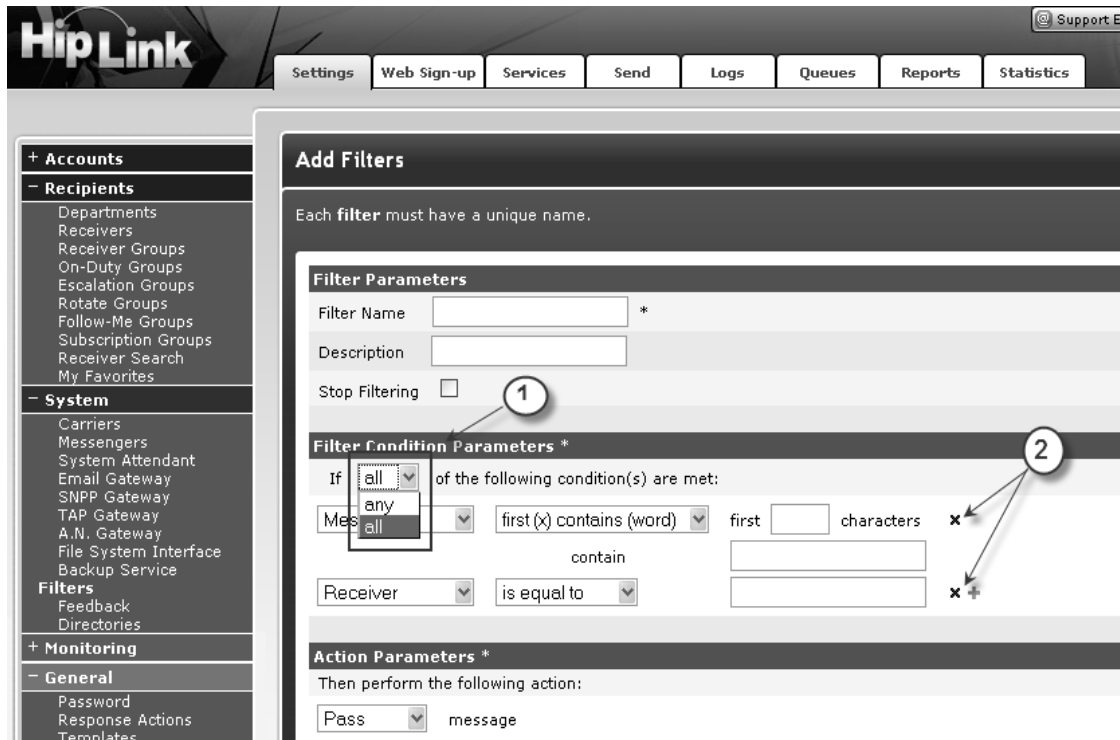

Adding a Filter

1. At least one condition must be defined in this sub-panel. Adding Filters Mandatory Field
2. The Filter Conditions has three components: two drop down menus and input field(s).
3. First dropdown menu (1) has four options:
   - Receiver
   - Sender
   - Message
   - Receiver Group.
4. Second drop down menu (2)'s options are specific to the selection in first drop down:
   a) Receiver
   - is equal to [checks for the equality of input field]
   - is not equal to [checks for the inequality of input field]
b) Sender
   - is equal to [checks for the equality of input field]
   - is not equal to [checks for the inequality of input field]
c) Message
   - contains [checks if the message contains string defined in the input field]
   - contains (word)[checks if the message contains word defined in the input field]

- contains (regex)[checks if the message contains string in the pattern of regular expression defined in the input field]
- first (x) contains[checks if first x characters of the message contain string defined in the input field]
- first (x) contains (word)[checks if first x characters of the message contain word defined in the input field]
- first (x) contains (regex)[checks if first x characters of the message contain string in the pattern of regular expression defined in the input field]

d) Broadcast Group
- . is equal to[checks for the equality of input field]
- . is not equal to[checks for the inequality of input field]

5. The input field (3) is a text field that should contain the value of filter text to be applied.

6. Adding More Than One Filter Condition

Press + button, and another filter condition is added, as can be observed below. By adding another condition, the drop down menu (high-lighted 1) becomes enabled. This drop down menu has two options, any and all. If any is selected then only one condition needs to be true to pass the filter conditions. If 'all' is selected then all conditions will need to be true for the filter conditions to pass.

By adding filter conditions, you also activate the delete buttons (x high-lighted 2). To remove a particular condition from a filter, simply hit the delete button to remove the condition.

Adding Filters Action Parameters

7. Entering Action Parameters

The Action Parameters sub-panel of the Add Filters Panel are mandatory, therefore, one action must be selected in this sub-panel.

The drop down menu contains three options:

- Pass
- Suppress
- Throttle

On filter conditions being met, if the parameter Pass Action is selected, the message is passed to the receivers. If Suppress Action is selected, the message will be blocked from going through.

Note: When Suppress Action is selected, the Stop Filtering option is enabled automatically. There is no option to change while in this condition.

• When Throttle Action is selected, a set of input fields and a drop down menu will appear.
• High-lighted 2 is for the number of messages.
• High-lighted 3 is for the number of minutes.
• High-lighted 4 drop down menu contains two options; contains and duplicates.

Adding Filters Throttle Options

• If duplicates is selected, the message is reviewed for duplication during the defined period set per message.

• If contains is selected (high-lighted 1 in the following figure), an additional input text field (high-lighted 2) will appear. This option box should contain the text to be searched for within the message.

Adding Filters Contains Option
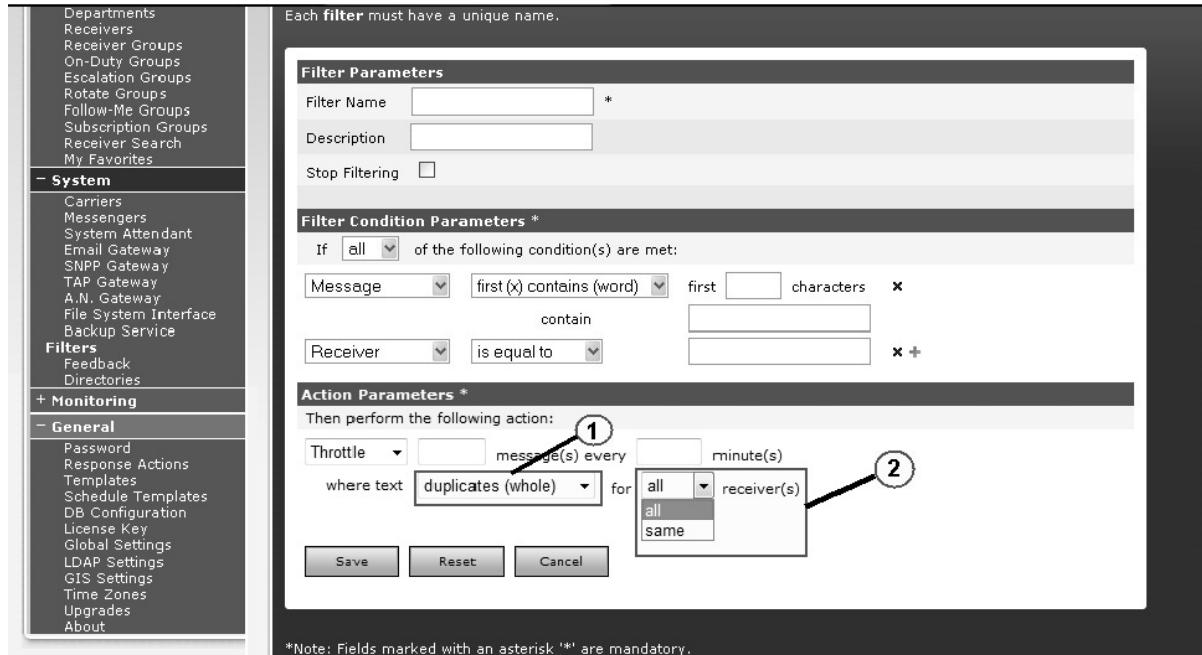
Adding Filters Duplicate Option

When all filter conditions are met and Throttle is selected, then a specified number of messages are blocked for every specified minutes, when the conditions are:

i) If contains is selected then the text defined in the input text field is searched in the messages.

ii) If duplicates is selected then the messages are checked for duplication.

Note: If the backup carrier is sending the message upon failure by the primary carrier, then the previously applied throttling will not be considered.

8. Saving the Filter Record

When the filter conditions and actions are defined and the Save button is selected, a confirmation will appear via a pop-up message. The message will prompt the user to restart the messengers after the creation of the filter (high-lighted 2). Once OK is pressed, the filter will be created. If Cancel is selected, then the filter will not be created allowing the user to either leave this page or make another selection.
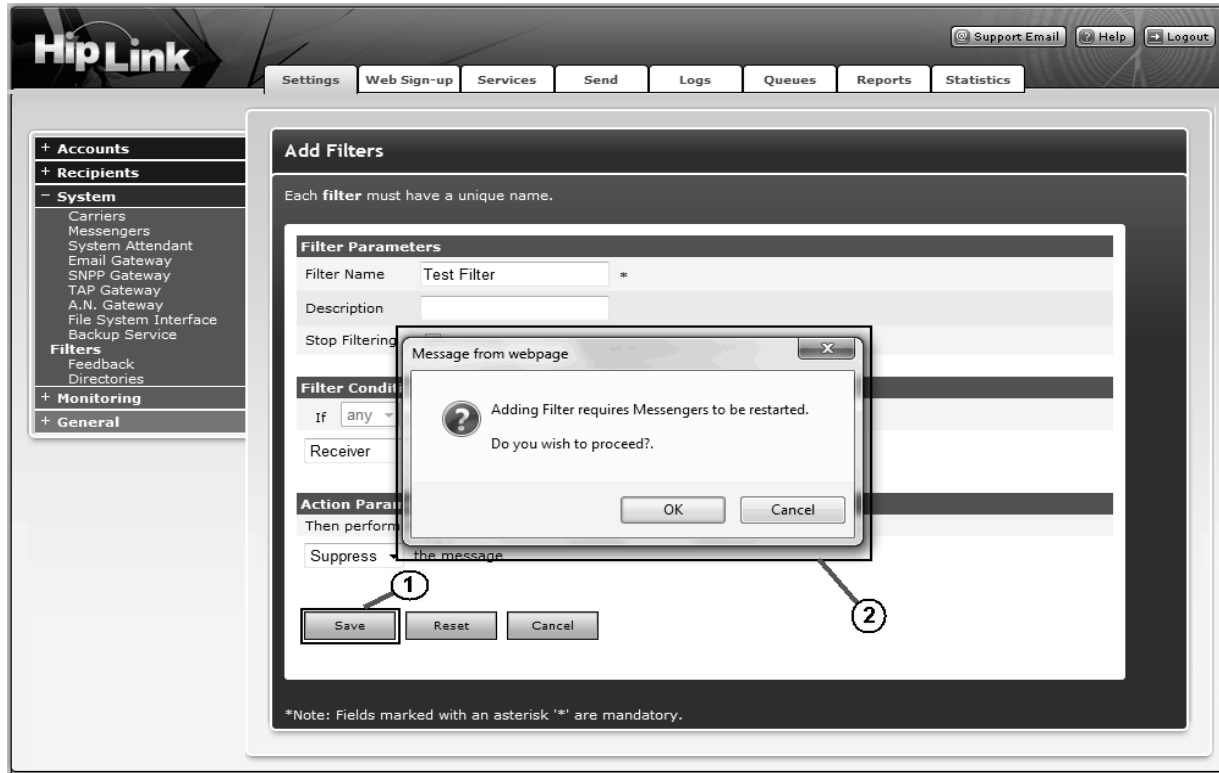
Saving Filter Records

USING API FILTERS:

API Filters are used to filter the messages sent to HipLink receivers via CLI. These filters are applied on CLI users. The System Administrator can apply these filters to prevent the CLI users from sending messages on the basis of various conditions.

Here is a step-by-step description of the usage of the API Filter service.

1. After logging into HipLink, click Filters under it. This will take you to Filters Panel's main page.

2. On Filters Panel, click Add Filter button under the API Filters section to start creating an API filter.

3. Filter Parameters

a) Enter a Filter Name. The field is mandatory.

b) Add a Description about the filter.
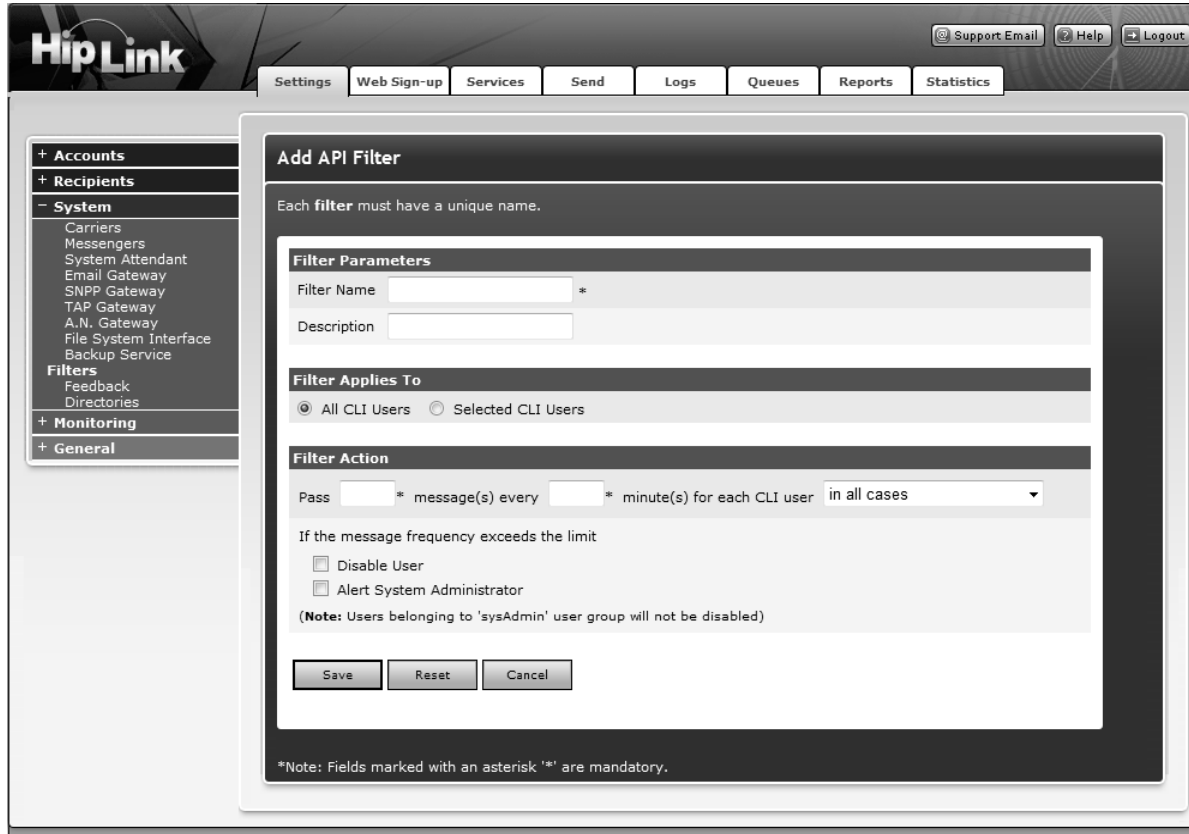
Adding a Filter

4. Filter Applies To

This section allows you to select the CLI users on whom the filters would be applied.

> a) All CLI Users: If this radio button is selected, the defined filter would be applied on all the cli users that exist in HipLink

> b) Selected CLI Users: If this radio button is selected, the defined filter would be applied only on the selected CLI users.

If you have check marked Selected CLI Users, a grid box titled, Select CLI Users, appears in the same section.
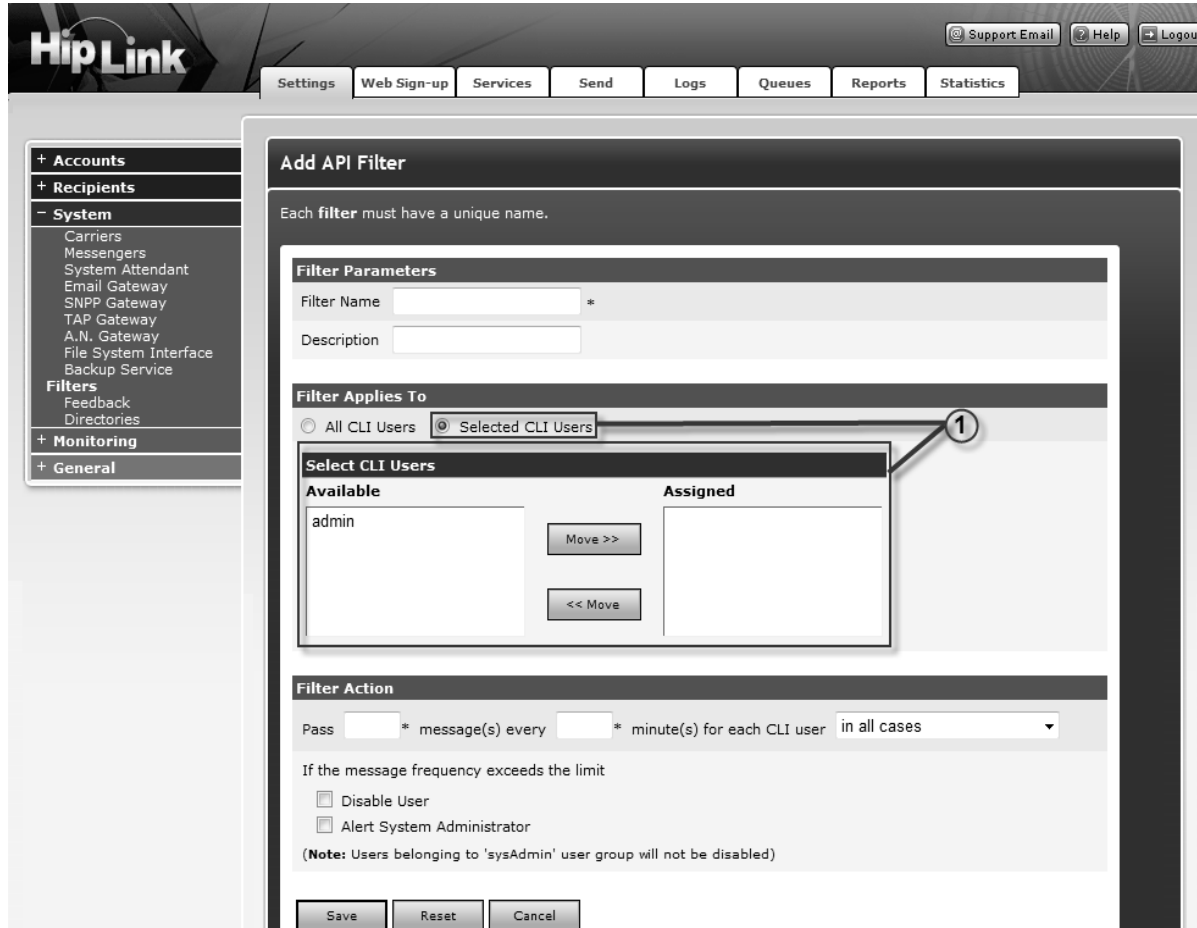
c) Select CLI Users: The grid box shows two columns (See highlight 1):

> Available: Displays the list of all the existing CLI users of HipLink

> Assigned: Displays the list of CLI users selected for filtering

Move >>: Button to move available CLI users to the list of assigned users

<< Move: Button to remove CLI users from the list of assigned users

For Selected CLI Users.

5. Filter Action

This section allows you to define the filter action to be taken when the selected CLI users perform messaging. This section has the following fields:

No. of messages:

In the first text field, enter number of messages you allow to be passed through the API Filter. This is mandatory.

No. of minutes:

In the second field, enter number of minutes in which you allow the specified number of messages to pass through the API Filter. This is mandatory.

c) The drop down menu allows four conditions to apply these Filter Actions on:

in all cases (see highlight a):

• Allows x number of messages to be passed by the selected CLI users in y minutes in all cases
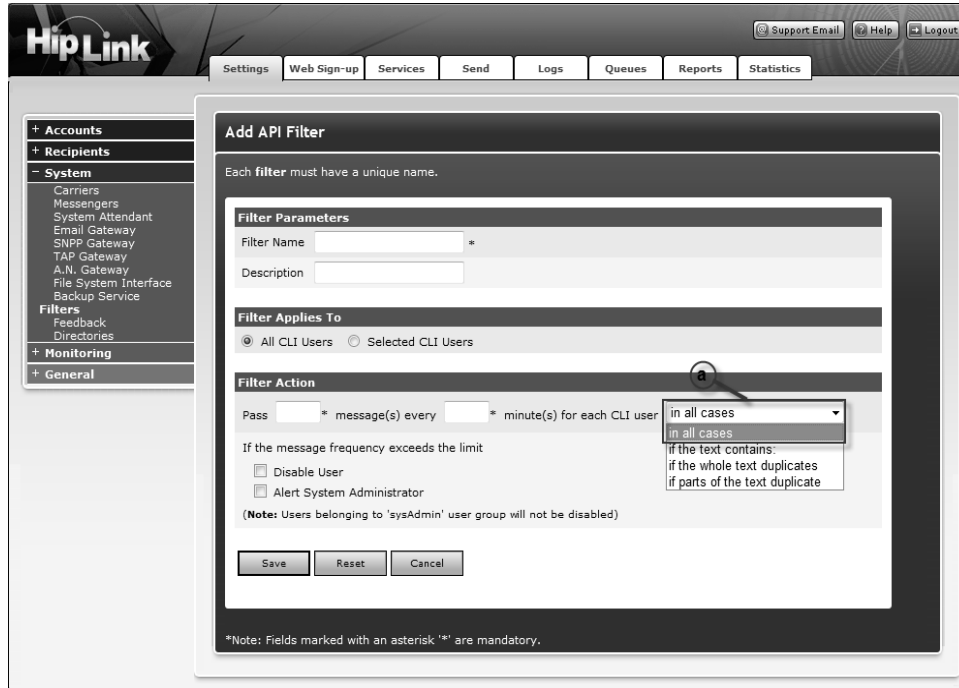
Applying Filter Actions – in all cases.

If the text contains (see highlight b):

• Allows x number of messages to be passed by the selected CLI users in y minutes if message text contains the defined text
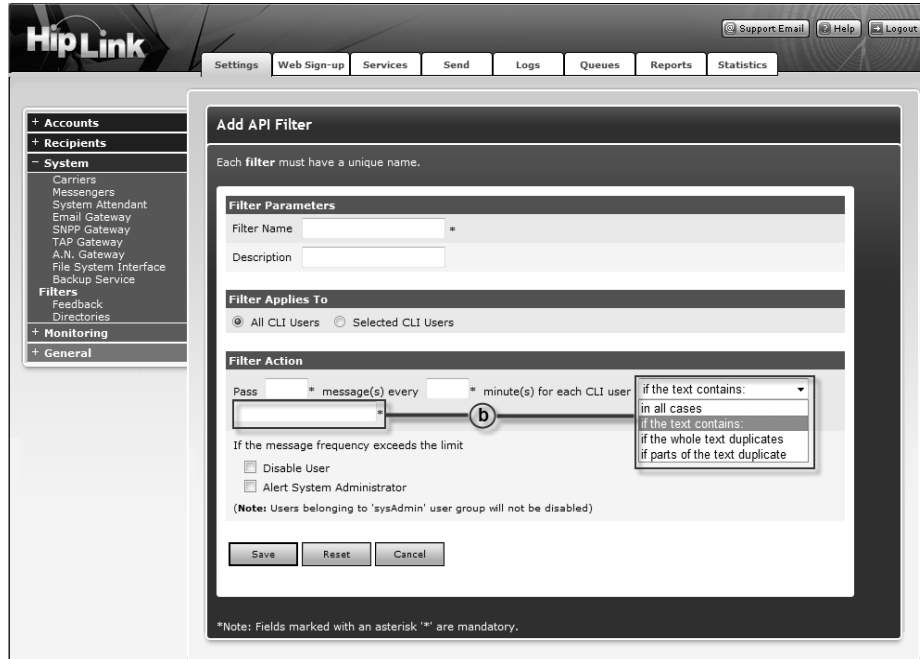
Applying Filter Actions – if the text contains.

If the whole text duplicates

• Allows x number of messages to be passed by the selected CLI users in y minutes if message text duplicates.

a) For all recipients filter messages irrespective of the recipients.

b) For same recipients filter messages if the receivers duplicate.
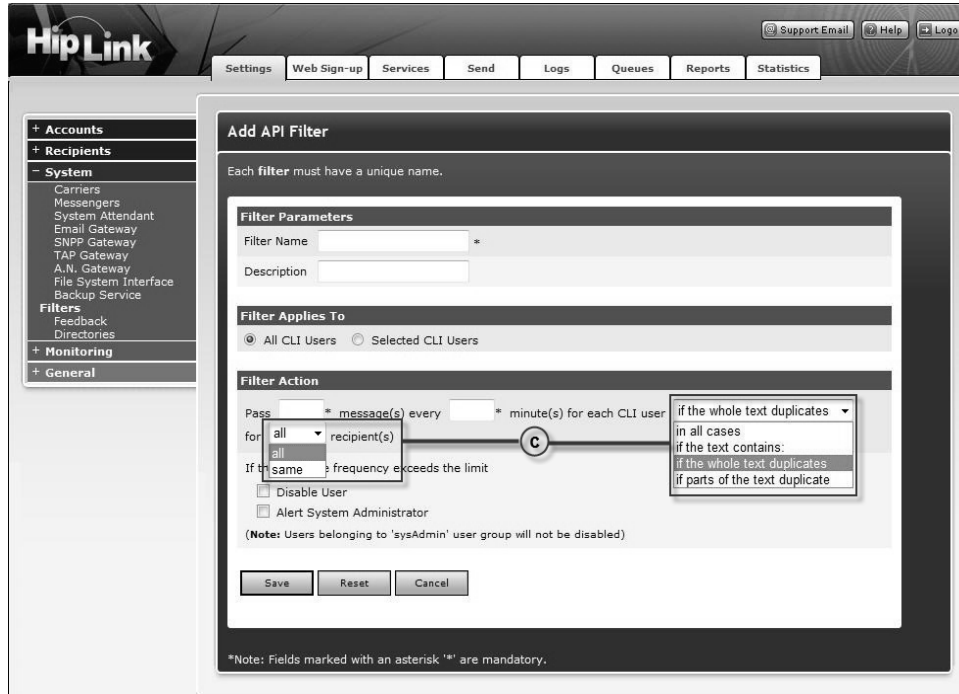
Applying Filter Actions – if the whole text duplicates (all/same).

If parts of the text duplicate Allows x number of messages to be passed by the selected CLI users in y minutes if parts of the message text duplicate

a) As extracted from regex Message text to check duplication in regular expression format**.**
b) For all recipients filter message irrespective of the recipients.
c) For same recipients filter messages if the receivers duplicate.

Applying Filter Actions – if parts of the text duplicate (all/same).

d) Disable User: This is an optional check that allows the System Administrator to disable the CLI users who have exceeded the message frequency limit.

Note: Users belonging to SysAdmin user group will not be disabled even if this check is on.

e) Alert System Administrator: This is an optional check that allows a notification email to be dispatched to the System Administrator whenever a CLI user exceeds message frequency limit.

6. Saving the Filter Record

When the filter conditions and actions are defined and the Save button is selected, the filter will be created. If the Reset button is selected, all the fields would be reset to their default values. If Cancel is selected, then the filter will not be created and the user will be redirected to main the Filters panel.

CHANGING FILTER EXECUTION ORDER:
Whenever a message is received, the filters are executed in the order defined on Filters Panel.
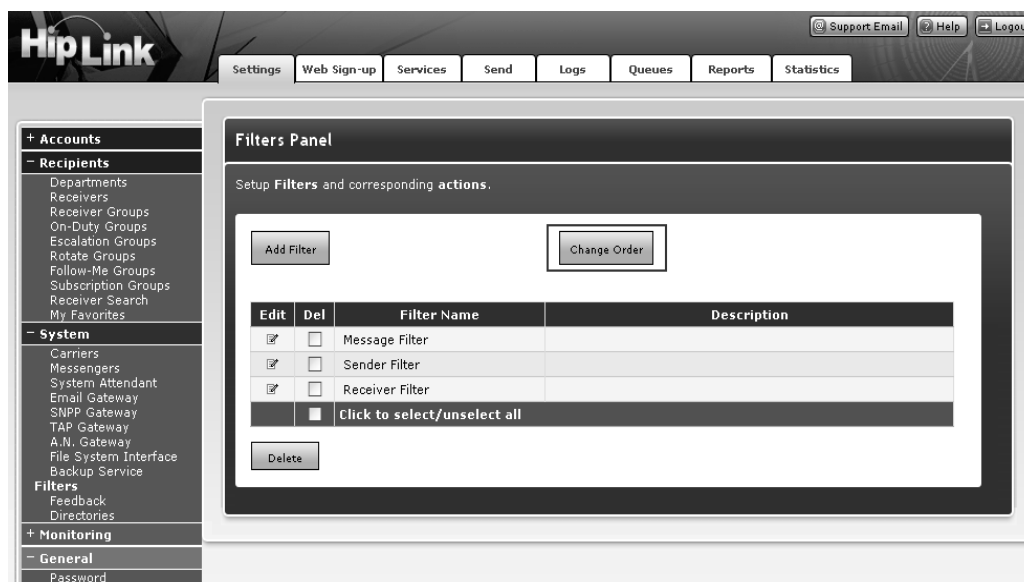
Filter Panel Orders

The Change Order button allows users to change the order of filter execution. When the Change Order button is selected, the mouse icon will change into a cross with double headed arrows and the user may then drag filter records across one another for a specific sequence.

Once the order has been changed, another button will appear. The new button, Update Order (high-lighted 1) will appear alongside the Reset Order button (high-lighted 2). However, if Reset

Order is selected after making the changes in the order the filters are listed, the filters will revert back to the order they were prior to the changes.
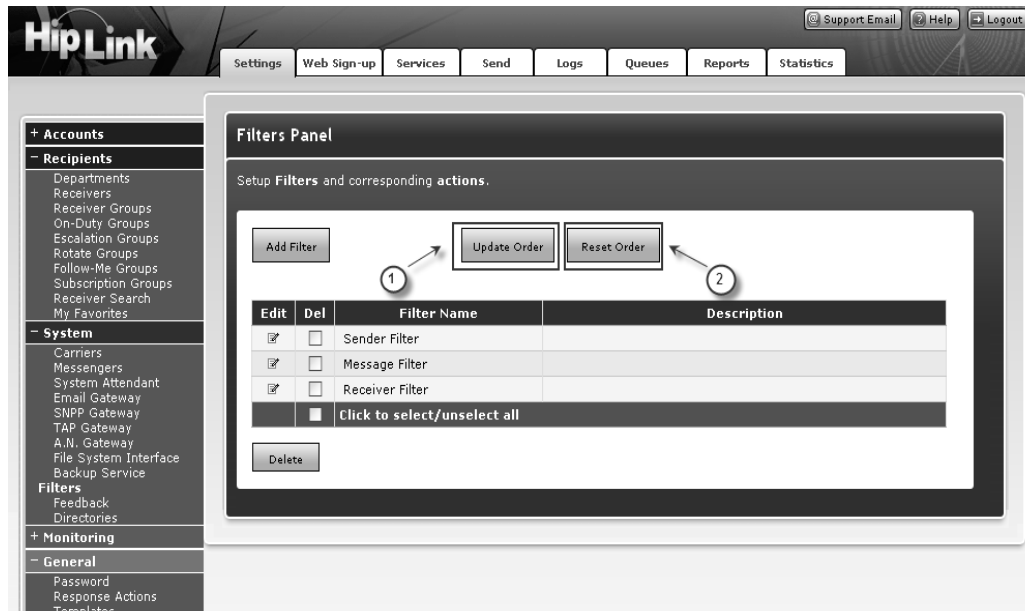
Filter Panel Update and Reset Order Options

After completing the sequencing of filter records and pressing the Update Order button the messengers needs to be restarted.

Feedback Action Panel

HipLink allows users to add response actions with Feedback events that will be executed upon the status of a message. The following are the types of status that a message can have which allow feedback events to be executed:

- Message backed-up
- Message completed
- Message confirmed
- Message delivered
- Message filtered
- Message finalized
- Message rejected

Note: Only the admin User Group has permission to set up Feedback Actions, and it is the responsibility of the HipLink administrators to write and maintain the scripts, batch files, or applications invoked as Feedback Actions.

Example: To add a feedback event Final event select this event and press Add. This event will be added as a Feedback Action, now specifies the Response Action(s) to be executed when a message state matches the state of Event.

See the HipLink Integration and Programmers Guide for full instructions to define Feedback Events.

Directories
The Directories panel lists the default locations of HipLink directories. It displays message queues (i.e., Main, Scheduled, Escalation, Failed, Completed, Fax, Voice and WAP queues), Reports, and Statistics.

All directories are mandatory.

See the HipLink Installation and Administration Guide for more details.

Multiple Paging Queues
The Multiple Paging Queues feature allows Users to create dedicated queues that will be used in exclusivity by one or more Messengers and Carriers assigned to that queue. There should be at least one Messenger assigned to a given paging queue in order to be able to create a Carrier using the same protocol as that Messenger.

For example if you create a TAP messages queue dedicated for messages using the TAP Dial-Up protocol, then you have to create a TAP Dial-Up Messenger that is assigned to that queue before creating the TAP Dial-Up Carrier.

See the HipLink Installation and Administration Guide for more details.
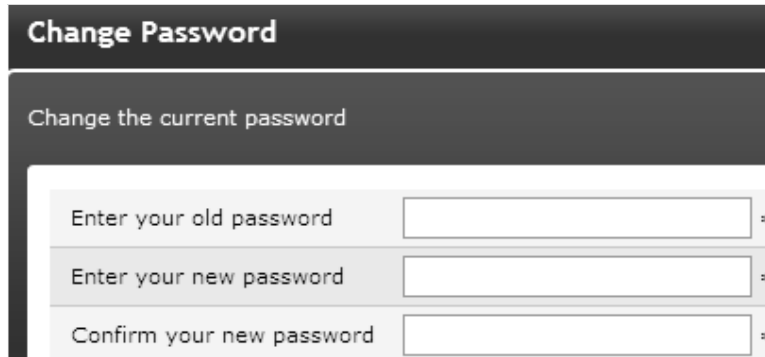
SNMP Monitoring
The SNMP Monitoring feature depends on the License Key and provides the HipLink administrators with a tool that monitors the SNMP messages from the local network where HipLink is installed. The SNMP Monitor is able to generate Alerts based on Events associated with specific Devices connected to the network.

See the HipLink Integration and Programmers Guide for full instructions to define Events.

General Menu

Password
Administrators will set up user passwords when creating Users. Once the user account is set up, all Users will have access to the Password function in the Settings menu to change their password.

Changing the password using the Password Panel

To change your Password:

1. From the Settings menu, click Password on the left navigation bar.

2. On the Password Panel, enter your old password.

3. Enter your new password.

4. Confirm your new password.

5. Click the OK button to submit the new password.

Response Actions

Response Actions allow a user or a receiver to execute system commands remotely. Users can execute response actions in two ways:

• through HipLink's Generic Client (ActionGUI)

• by associating a response action to an event on Feedback Action Panel Receivers can execute response actions from a two-way wireless device. There are two ways to do this:

• when sending a two-way message via Two-Way Send panel, users can add response actions to the messages.

• while creating a two-way carrier (for OAI, VoIP protocols), users can associate response actions to the Response Text, the answer options created for a two-way message.

When a two-way receiver responds to the message by selecting a response text, the command is executed.

Response Actions panel is available to all sysAdmin users. For non-sysAdmin users, it is available only if add, modify, or delete Response Actions permission is given in User Group's

settings. The panel can be accessed from Settings tab's left navigation bar in General menu, as well as from the main Settings panel.

Please see the HipLink Integration Guide for full configuration instructions

Templates

The Templates feature depends on your License Key. It provides the HipLink administrator with the ability to define message templates based on the most commonly used messages in your company.

Templates are forms with fill-in-the-blank fields and combo-boxes that allow HipLink Users to compose fast and easy new messages.

HipLink administrators can grant permission to other Users Groups either to create Templates, or use Templates, or both when sending messages. These permissions can be set in the Add/Edit User Group page accessible through the Settings Menu.

Any number of Templates can be created by administrators or permissioned Users. For example, you may create an Outage Template for technicians and a Schedule Template for dispatchers.

ADDING, EDITING, AND DELETING TEMPLATES

HipLink Templates are created by using some specific tags (a markup language similar to HTML). These tags allow you to define static text, combo boxes, and editable fields. When the User selects a template to send a message, the static text will be displayed as it is, and then the User will have to enter the text in the editable fields and select an entry from the combo boxes.
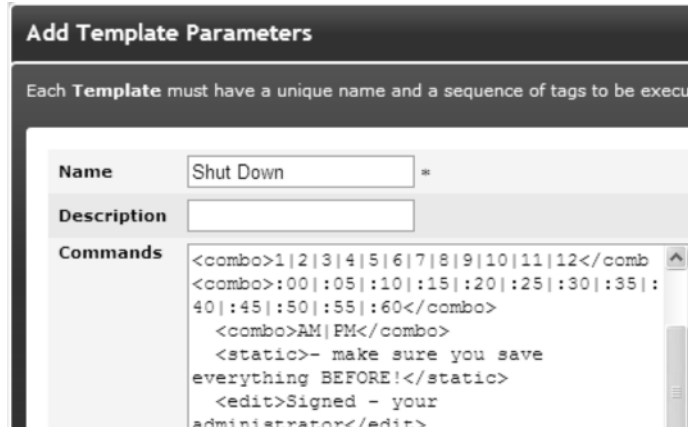
To add a new Template:

1. From the Settings menu, click Templates on the left navigation bar.

2. On the Templates Panel, click the Add button to reach the Template Parameters page.

3. Enter a unique Name for this Template (mandatory).

4. Enter a Description of this Template (optional).

To compose the text for a Template:

1. On the Add Template page, click on the Command List icon and the Template Command List will open in a separate browser page. You can either click on the tags to insert them in the Commands text box, or you can type them directly in the box.

2. Select the <template></template> pair of tags to begin and end the template (mandatory). The tags will be inserted in the Commands text box on the Add Template page.

3. Place your cursor where you want the next set of tags to appear in the Commands text box.

4. Write your text between the tags.

5. Select the <static></static>, insert the pair of tags, and write your text between the tags (optional). This text cannot be edited by the User.

6. Select the <combo></combo>, insert the pair of tags, and write your text between the tags (optional). This will create a drop-down menu with several options for the User. For example, <combo>Mon|Tues|Wed|Thurs|Fri</combo>.

7. Select the <edit></edit>, insert the pair of tags, and write your text between the tags (optional). This text can be edited by the User.

Add Template Parameters

Each **Template** must have a unique name and a sequence of tags to be execu

Name	Shut Down	*
Description		
Commands	<combo>1|2|3|4|5|6|7|8|9|10|11|12</comb <combo>:00|:05|:10|:15|:20|:25|:30|:35|: 40|:45|:50|:55|:60</combo> <combo>AM|PM</combo> <static>- make sure you save everything BEFORE!</static> <edit>Signed - your administrator</edit>	

8. When you are done, click the Close button on the Template Command List page, and then save your template by clicking the Save button on the Add Template page.

First, enter a unique name for the Template, a short description, and then compose the body of the Template in the Commands text box.

To modify a Template:

1. From the Settings menu, click Templates on the left navigation bar.

2. On the Templates Panel page, find the name of the Template you want to modify and click the Edit icon.

3. On the Template Parameters page, edit the Template Parameters.

4. Click the Save button to submit your changes and return to the Templates Panel, Reset button to fill in the previous values, or Cancel button to return without saving.

To delete a Template:

1. From the Settings menu, click Templates on the left navigation bar.

2. On the Templates Panel page, find the name of the Template you want to remove and click the Delete icon.

3. Click the OK button to confirm deletion or click Cancel to revoke this action.

Click on link to insert pair of tags:	
Template	<template>...</template>
Static text	<static>...</static>
Combo box	<combo>...</combo>
Input text	<edit>...</edit>

Example:

```
<template>
<static>WARNING! We will shut down the system at </static>
<combo>1|2|3|4|5|6|7|8|9|10|11|12</combo>
<combo>:00|:05|:10|:15|:20|:25|:30|:35|:40|:45|:50|:55|:60</combo>
<combo>AM|PM</combo>
<static>- make sure you save everything BEFORE!</static>
<edit>Signed - your administrator</edit>
</template>
```

Close
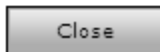
Next, click the Command List button to select tags and enter the text that you want.
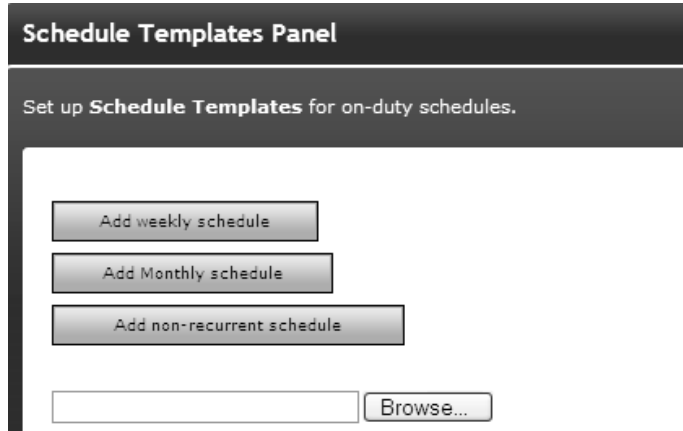
Schedule Templates

HipLink allows Users to define Schedule Templates that can be used later while defining schedules for On-Duty or Follow-Me Groups.

The Schedule Templates can be either added manually or can be imported from standard schedule files.

There are three types of Schedules Templates that can be added manually: weekly, monthly, and non-recurrent.

The standard schedule files are files with an .ics extension, which are iCalendar format files, see the Internet Calendaring and Scheduling Core Object Specification at http://www.ietf.org/rfc/rfc2445.txt for details). An example of a schedule file can be created from Microsoft Outlook by fixing an Appointment and then saving it in the iCalendar format (open the Microsoft Outlook Help and search the Index for appointment and Internet keywords for more details).
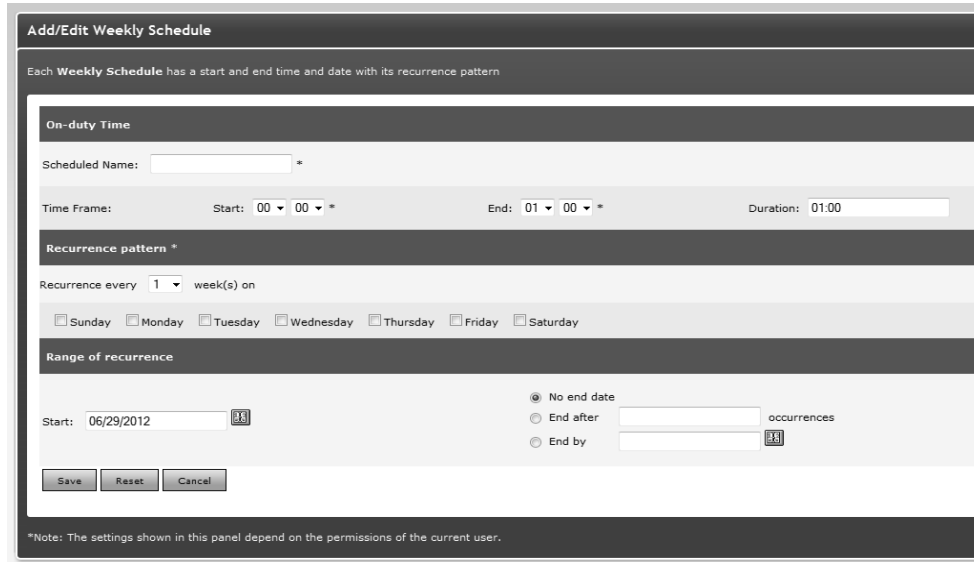
HipLink comes with no predefined Schedule Templates.

Editing the Schedule Templates

TO ADD A SCHEDULE TEMPLATE:
1. From the Settings menu, click Schedule Templates on the left navigation bar.

2. Schedule Templates can be either added manually or can be imported from a standard schedule file. There are three types of schedules that can be added manually: weekly, monthly, and non-recurrent.

• To create a weekly schedule click Add Weekly Schedule, then continue with Step A (Weekly).

• To create a monthly schedule click Add Monthly Schedule, then continue with Step A (Monthly).

• To create a non-recurring (once-only) schedule click Add Non-recurring Schedule, then continue with Step A (Non-recurrent).

• To import a schedule file type the full path or click Browse, select a standard schedule file (i.e., a file with .ics extension) from your computer and then click Import schedule. If the import operation is successful click the Ok button to return to the Schedule Templates Panel.

Creating a Weekly Schedule

Step A (Weekly): Create a Weekly Schedule for an On-Duty Group Member:

1. Choose a Name for the Schedule (mandatory).

2. Enter a Time frame for the day of this Schedule (mandatory). Enter the Start and End time for the schedule and the duration will be calculated for you. Alternatively, you can enter the Start time and the Duration (hh:mm), and then the end time will be calculated for you when you click on the next field.

3. Set the Recurrence pattern. Choose the number of weeks for the recurrence of this schedule and the days on which this schedule should apply. For example if you pick 1 week and Monday then the schedule will be in effect on every Monday, but if you pick 2 weeks and Monday, then the schedule will be in effect every 2nd Monday.

4. Set the Range of recurrence. The start date of this Schedule defaults to today's date.

You can change it by directly editing the text box (use the MM/DD/YYYY format), or by clicking on the calendar icon to select a date. By default the recurrence never ends. If you want it to end after a certain number of occurrences, click the second radio button and enter the number of occurrence. To end at a certain date, click the third radio button and enter a date in the text box (use the MM/DD/YYYY format) or click on the calendar icon to select a date.

5. When you are done click Ok. You may then either set up a schedule for another member of this group, or if you are done then click the Close button on that Pop-up window.

Creating a monthly Schedule

Step A (Monthly): Create a Monthly Schedule for an On-Duty Group Member:

1. Choose a Name for the Schedule (mandatory).

2. Enter a Time frame for the day of this Schedule (mandatory). Enter the Start and End time for the schedule and the duration will be calculated for you. Alternatively, you can enter the Start time and the Duration (hh:mm), and then the end time will be calculated for you when you click on the next field.

3. Select your preferred type of Recurrence pattern using the radio buttons.

4. Set the Range of recurrence. The start date of this Schedule defaults to today's date. You can change it by directly editing the text box (use the DD/MM/YYYY format), or by clicking on the calendar icon to select a date. By default the recurrence never ends. If you want it to end after a certain number of occurrences, click the second radio button and enter the number of occurrence. To end at a certain date, click the third radio button and enter a date in the text box (use the DD/MM/YYYY format) or click on the calendar icon to select a date.

5. When you are done click Ok. You may then either set up a schedule for another member of this group, or if you are done then click the Close button on that Pop-up window.

Creating a non recurrent Schedule

Step A (Non-recurrent): Create a Non-recurrent Schedule for an On-Duty Group Member:

1. Choose a Name for the Schedule (mandatory).

2. Enter a Time frame for the day of this Schedule (mandatory). When you enter the Start and End time for the schedule, then the duration will be calculated for you. Alternatively, you can enter the Start time and the Duration (hh:mm), and then the end time will be calculated for you when you click on the next field.

3. Choose the date of this Schedule by editing the Date text box (use the DD/MM/YYYY format), or by clicking on the calendar icon to select a date.

4. When you are done click Ok. You may then either set up a schedule for another member of this group, or if you are done then click the Close button on that Pop-up window.

TO MODIFY A SCHEDULE TEMPLATE:
1. From the Settings menu, click Schedule Templates on the left navigation bar.

2. On the Schedule Templates Panel page, find the name of the Schedule Template you want to modify and click the Edit icon.

3. On the Add/Edit Schedule page, edit the Schedule Template Parameters.

4. Click the Save button to submit your changes and return to the Schedule Template Panel, Reset button to fill in the previous values, or Cancel button to return without saving.

TO DELETE A SCHEDULE TEMPLATE:
1. From the Settings menu, click Schedule Templates on the left navigation bar.

2. On the Schedule Templates Panel page, find the name of the Schedule Template you want to remove and click the Delete icon.

3. Click the OK button to confirm deletion or click Cancel to revoke this action.

License Key

The License Key panel is described only in the Installation and Administration Guide.

Global Settings

The Global Settings panel allows you to set up various parameters for the HipLink system. This panel is only accessible to sysAdmin users.

The panel can be accessed through Global Settings link that appears on Settings panel or on the left side under the General header in HipLink Web Application.

- The HipLink system parameters are grouped in the following categories:
- Display Settings
- Departments Settings
- Report Export Settings
- Cleanup Settings
- Session Settings
- Email Server Settings
- HTTP Proxy Settings
- Automatic User Disable Settings
- Other Settings

The configuration details for Global Settings is described in the Installation and Administration Guide.

LDAP Settings

HipLink supports connectivity with an AD/LDAP server for Authentication of user and recipient users within the product if licensed. The details below provide insight into the functions of each field which combined allows a user to be authenticated via AD/LDAP.

The configuration details for LDAP are described in the Installation and Administration Guide.

GIS Settings

HipLink is integrated with ESRI's ArcIMS geographic information systems. The GIS system is supplied and provided by the customer. From HipLink the user can select areas from the map GUI and send messages to receivers whose addresses are within the selected geographic area. The addresses are queried from the GIS systems databases and mapped to the corresponding phone numbers in HipLink.

The GIS Settings panel is found in Settings tab under General section. This panel is available to sysAdmin users only.

ArcIMS Settings Panel

General Settings

- Enable: Select this check box to enable ArcIMS integration with HipLink.

- ActiveX Connector Installation path: The communication with the ArcIMS system is made possible by an ActiveX client that is installed on the system where the HipLink GUI is running. The user can accept the default location, shown in the GUI or provide a custom location.
- Server Address: This is the IP address or the domain name of the system where the ArcIMS servlet is running.
- Server Port: Port on which the ArcIMS servlet engine is running.
- Service Name: The name given to this Service that is created and published from the ArcIMS administrator. For e.g. In this GIS system the service has been named CityTPS by the admin.
- Request Retries: The number of times HipLink will query the GIS server in case no response is received.
- Sound Files Directory: Directory where the VOX files are stored.

Address Layer Settings

- Address layer Name: A GIS system typically consists of several layers. For instance some layers could be Rivers, Freeways, Addresses, Topographical info etc. We are primarily concerned with the layer that stores or maps the street addresses within the geography.
- In this field provide the name given to the Addresses layer.
- For e.g. in the screenshot the layer has been named "Address Points" in this GIS system.
- Available Address Layer Fields: Pressing the GET button in the layer name will populate this list box. Layers consist of Fields that contain attributes of the Layer, for example the house number, street name etc are attributes of the Address.
- Selected Address Layer Fields: Using the Move>> button select the fields you are interested in, into this list box. Select the appropriate field that contains the Street name, Number, and Zip or postal code. Contact your GIS system administrator to get the appropriate field names that store the data you are interested in. For e.g. in this example the field names are TCL3.V_Address_pont.Address, LF_Name, and Postal_CD
- Postal/Zip Code Field Name: Enter the field name for the Zipcode as defined in the GIS tables. For e.g TCL3.V_ADDRESS_POINT.POSTAL_CD
- Features per Request: This specifies the number of features that are to be returned per Request made to the GIS server

PhoneDB Settings

The Phone database is a MySQL data base, that consists of an address field and a telephone number associated with this. This is provided or obtained and maintained by the customer. A typical phone data base that a city would have is a database of addresses and phone numbers of the residents in their area.

This database can be on the same system as HipLink or on a different system. ODBC is used to communicate with it. The user also needs to create a System DSN for this database.

- Enable: Select this check box to enable PhoneDB integration with ArcIMS
- DSN Name: The name of this phone database, using the ODBC tool above. E.g. TestDSN
- DB User and Password: Provide the data source credentials that you configured when the DSN
- was created from the Control Panel.
- Phone Table Name: Database Table Name (e.g. citizenphone_data)
- • Phone Number Column Name: Database Table Field for Phone Number (e.g. Telephone_Number)
- Voice Channel: Select the phone carrier you want to use from the drop down list.

Address Field Mapping

The ArcIMS address fields are mapped to data fields that are used in your database.

ArcGIS
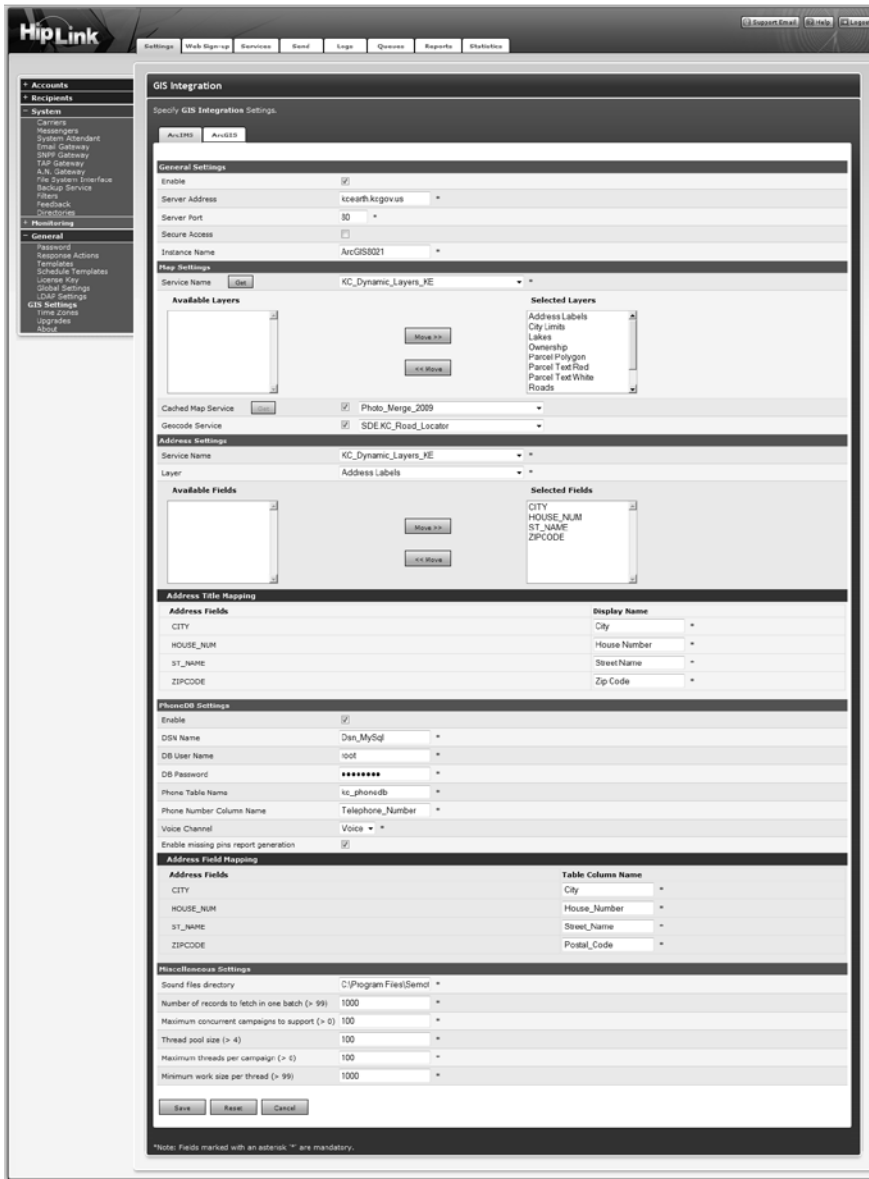
ArcGIS Settings Panel

General Settings

- Enable: Select this check box to enable ArcGIS integration with HipLink.
- Server Address: This is the IP address or the domain name of the system where the ArcGIS servlet is running.
- Server Port: Port on which the ArcGIS servlet engine is running.
- Secure Access: Select this check box if the server requires secure access.

- Instance Name: The name given to the instance that is created and published from the ArcGIS administrator. For e.g. in this GIS system the instance has been named ArcGIS8021 by the admin.

Map Settings

- Service Name: The name given to the map service that is created and published from the ArcGIS administrator. Map service offers access to map and layer content. This service gets the map for the flash application on ArcGIS Send panel. Pressing the Load List button against the Service Name dropdown populates it with map services of the selected ArcGIS server.
- Available Layers: This list contains all the layers available for the service name selected above.
- Selected Layers: Using the Move>> button select the layers you are interested in, into this list box. The selected layers will appear on the map on GIS Send panel.
- Cached Map Service: The name given to the cached map service that is created and published from the ArcGIS administrator. A map service that fulfills requests with pre-created tiles from a cache instead of dynamically rendering part of the map is called a cached map service. For cached maps, this resource represents a single cached tile for the map. The image bytes for the tile at the specified level, row and column are directly streamed to the client.
- Geocode Service: The name given to the geocode service that is created and published from the ArcGIS administrator. This service translates addresses to geographical coordinates and vice versa. It is used to provide street intersections on the map.

Address Settings

- Service Name: The name given to the address service that is created and published from the ArcGIS administrator.
- Layers: The Layers available on the map are provided by the map service. The selected layers will be displayed on the map on the ArcGIS Send panel.
- Available Fields: Selecting a layer name will populate this list box. Layers consist of Fields that contain attributes of the Layer. For example the house number, street name etc are attributes of the Address.
- Selected Fields: Using the Move>> button select the fields you are interested in, into this list box. Select the appropriate field that contains the Street name, Number, and Zip or Postal Code. Contact your GIS system administrator to get the appropriate field names that store the data you are interested in.

Address Title Mapping

The ArcGIS address fields are mapped to address title fields that are used in Web Sign-up, and on ArcGIS Send panel.

PhoneDB Settings

The Phone database is a MySQL data base, that consists of address fields and a telephone number associated with this. This is provided or obtained and maintained by the customer. A typical phone data base that city would have is a database of addresses and phone numbers of the residents in their area.

This database can be on the same system as HipLink or on a different system. ODBC is used to communicate with it. The user also needs to create a System DSN for this database.

- Enable: Select this check box to enable PhoneDB integration with ArcGIS
- DSN Name: The name of this phone database, using the ODBC tool above. E.g. TestDSN
- DB User and Password: Provide the data source credentials that you configured when the DSN was created from the Control Panel.
- Phone Table Name: Database Table Name (e.g. citizenphone_data)
- Phone Number Column Name: Database Table Field for Phone Number (e.g. Telephone_Number)
- Voice Channel: Select the phone carrier you want to use from the drop down list.
- Enable Missing Pins Report Generation: Select this check box to generate report of all the selected addresses on ArcGIS Send for which no entries exist in phone database.

Address Field Mapping

The ArcGIS address fields are mapped to data fields that are used in your database.

Miscellaneous Settings

- Sound Files Directory: Directory where the VOX files are stored.
- Number of records to fetch in one batch (100-50000): A GIS campaign that has been launched may have features selected in tens of thousands, but GIS manager would query only a certain number of features in one attempt. This field specifies the number of features / records that GIS manager would fetch in one batch.
- Maximum concurrent campaigns to support (1-100): When sending ArcGIS messages, user can launch as many campaigns as they want. However, only a limited number of campaigns would run concurrently and that number is defined in this field.
- Thread pool size (5-100): Maximum number of threads that would be used in GIS Manager.
- Maximum threads per campaign (1-100): Maximum number of threads assigned to a campaign.
- Minimum work size per thread (100-50000): Minimum number of addresses a thread will process.

Time Zones

HipLink allows Users and Receivers to work in different time zones than the HipLink server. Each User and Receiver has a time zone setting which determines the time difference (in hours) between its time zone and that of the HipLink server.

Note: All the Receiver schedules created by a User are displayed using the time zone of that User. All HipLink database records are stored, and all messages are generated and processed using the HipLink server time zone. The Receiver time zone is used only when the option to include the timestamp in the body of the message is enabled.

HipLink comes with a predefined time zone, called Server Time, that uses as reference the time zone of the server where HipLink is installed. The default offset is of 0 hours which means that the Server Time has the same time zone as the server time.

The default time zone Server Time can be modified but cannot be deleted. New time zones can be added if needed.
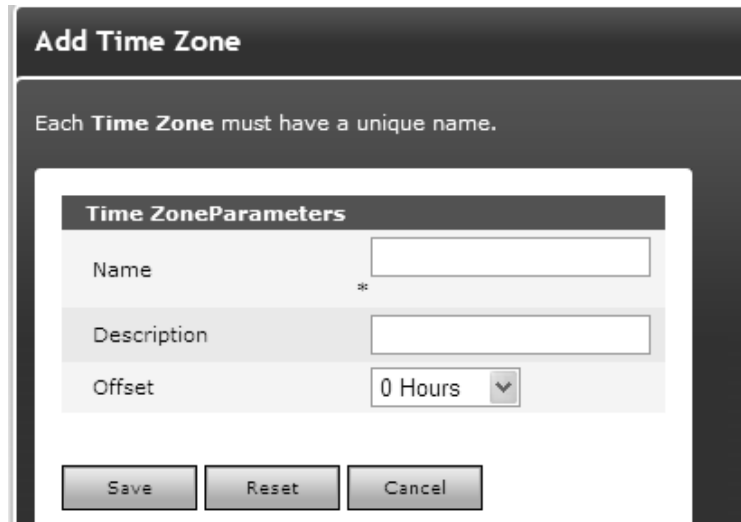
Setting the Time Zone

TO ADD A NEW TIME ZONE:

1. From the Settings menu, click Time Zones on the left navigation bar.

2. On the Time Zone Panel, click the Add Time Zone button to reach the Add Time Zone page.

3. Enter a unique Name for this Time Zone (mandatory).

4. Enter a Description of this Time Zone (optional).

5. Enter the Offset in hours. This is the difference in hours between the new Time Zone and the HipLink server time zone set by the Server Time.

6. Click the Save button.
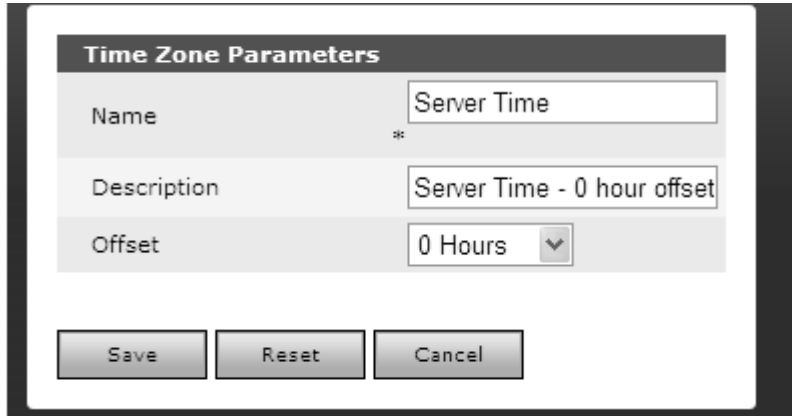
Adding a Time Zone

TO MODIFY A TIME ZONE:
1. From the Settings menu, click Time Zones on the left navigation bar.

2. On the Time Zone Panel page, find the name of the Time Zone you want to modify and click the Edit icon.

3. On the Edit Time Zone page, edit the Time Zone Parameters.

4. Click the Save button to submit your changes and return to the Time Zone Panel, Reset button to fill in the previous values, or Cancel button to return without saving.

TO DELETE A TIME ZONE:
1. From the Settings menu, click Time Zones on the left navigation bar.

2. On the Time Zone Panel page, find the name of the Time Zone you want to remove and click the Delete icon.

3. Click the OK button to confirm deletion or click Cancel to revoke this action.

Editing a Time Zone

About

The About panel includes HipLink copyright, trademark, and the current version information.

Web Sign-Up Menu

The Web Sign-Up module can be used by cities and counties for citizen signup, or by enterprises for internal communication to their employees. The Web Sign-up module gives an organization the capability to allow citizens to self register for alerts to cell phone numbers, pagers and even unlisted numbers. Using an easy to use website, citizens can link their information to an address in the county or city's GIS system. The module can also gather demographic data so you can send messages first to those who may need more time to react or know whether it's a resident or business address.

When registering on the website, individuals simply check the box for the topics or characteristics that are important to them. Notifications can then be sent to the entire list of those who have registered or only to those individuals (based on our map selection tool) who live in a certain area. A topic could be anything that helps to keep your community or enterprise more informed. Examples of topics that can be created are emergency notifications, special announcements, amber alerts, gas leaks, crime alerts, road closures, spraying notifications, etc.

Each Web Sign-Up profile is connected to a unique web page which the Admin can edit and view. This information is stored in the HipLink program and can be easily accessed by the Admin.

Web Sign-Up is an optional feature that is available based on the HipLink license key. The panel can be accessed through Web Sign-up tab that appears at the top after Settings tab in HipLink Web Application. The Web Sign-Up panel is available to all members of the sysAdmin user group. For custom users, there are two types of permissions in User Group Permissions for accessing the panel:

• manage Web Sign-up profiles: gives user full access to Web Sign-up panel.

• manage Web Sign-up recipients: allows user to add/ edit/ delete web sign-up recipients.
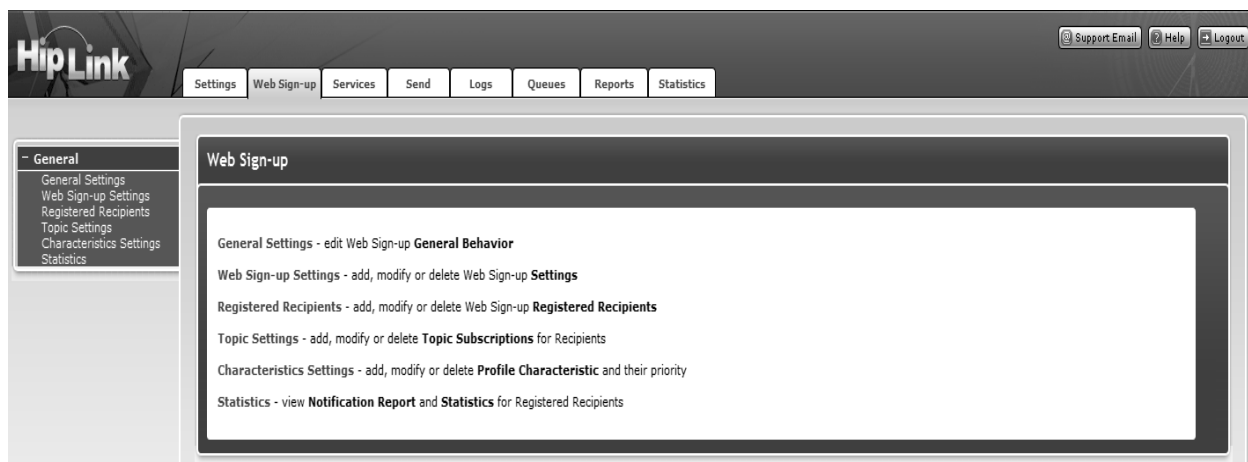
Web Sign-up Main Page

There are following panels available on Web Sign-up menu:

- General Settings
- Web Sign-up Settings
- Registered Recipients
- Topic Settings
- Characteristics Settings
- Statistics

These panels will be further explained later in this chapter. The order of execution of these panels is as follows:

1. Add a Characteristic Profile

2. Add a Topic Profile

3. Add a Web Sign-up Profile

4. Configure General Settings

5. Add Registered Recipients

Through the Registered Recipients panel, the Admin is able to see who has registered and for which topics and characteristics. In this panel, the Admin can also manually add recipients and sign them up for certain alerts based on the topics and characteristics in the profile.

General Settings

The screen allows an administrator to enable any web sign-up profile from the list of available profiles. There can be multiple profiles activated simultaneously, and for each active profile the administrator needs to create distinct web pages in …\HipLink\server\htdocs\webSignup directory.

Note: When there is only one active profile, the default web pages in the above mentioned directory will be accessible for it. In case of multiple active profiles, default web pages would be inaccessible and separate web pages will need to be created for each active profile.
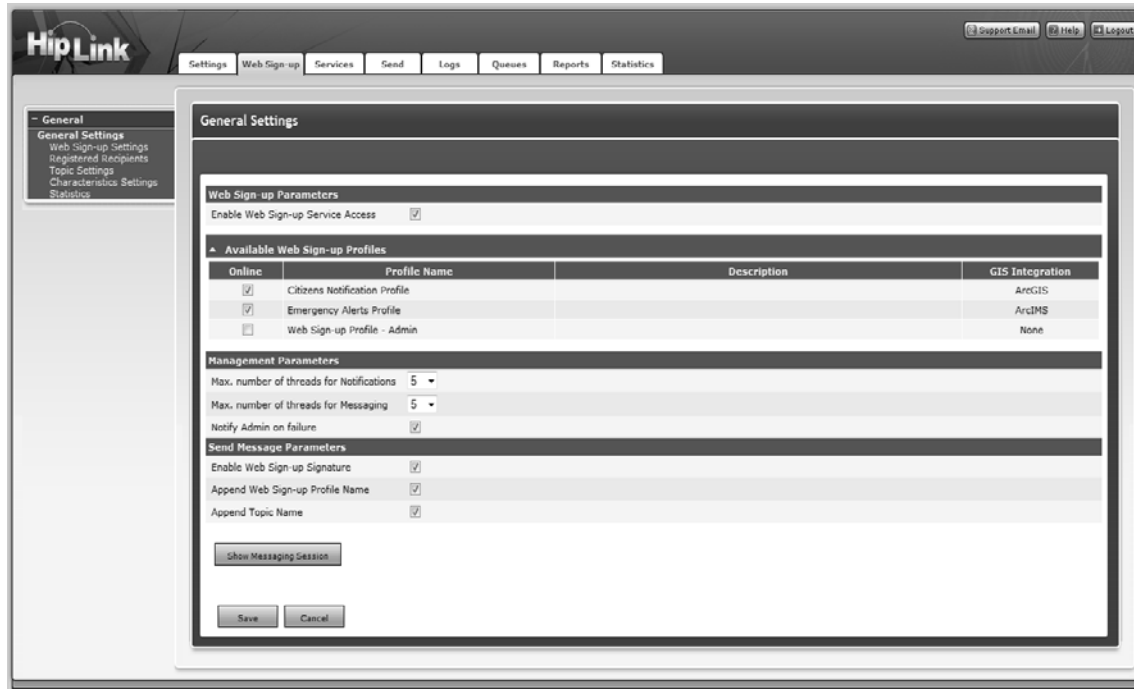
Web Sign-Up General Settings

Web Sign-up Parameters
• Enable Web Sign-up Service Access: This enables web the sign-up service to be access through web the sign-up public pages, and allows end users to register themselves to active web sign-up profiles.

Available Web Sign-up Profiles
This section lists all the existing web sign-up profiles with the following information:

• Online: When this check is on, the web sign-up profile can be accessed by web users through its respective public pages.

• Profile Name: The name of the web sign-up profile.

• Description: Web sign-up profile description.

• GIS Integration: Shows profile's integration with either of ArcGIS or ArcIMS services.

Management Parameters
This section controls notifications and messaging threads.

• Max Number of threads for Notification: Thread count to send maximum notifications concurrently.

• Max. Number of threads for Messaging: Thread count to perform maximum number of messaging sessions concurrently.

• Notify Admin on failure: When selected, HipLink administrator will be notified if set up notifications for registered recipients – who have signed up through public form – fail to be delivered.

Send Message Parameters
This section sets messaging parameters.

• Enable Web Sign-up Signature: Enables web sign-up parameters to be included in web signup messages. In order for the bottom two options to show up, the 'Enable Web Sign-Up Signature' box must be checked.

• Append Web Sign-up Profile Name: Allows web sign-up profile name to be appended to the web sign-up messages.

• Append Topic Name: Allows selected topic(s) name(s) to be appended to the web sign-up messages.

Show Messaging Session
This button opens up Campaign Progress panel for Web Sign-up in a pop-up window. This panel displays the most recent web sign-up messaging sessions. The details of this panel are provided in Section 8.5.3.

Web Sign-up Settings

This page contains the list of all the existing web sign-up profiles. It allows the user to perform the following operations:

• Add new web signup profiles

• Edit existing profiles

• Delete existing profiles

Add/Edit a Web Signup Profile

This screen lets you create a new profile or edit an existing one. The fields marked with an * are mandatory. You need to set up Characteristics and Topics before you set up the Profile. This is described later in this chapter

Edit Web Sign-up Profile

Profile Parameters

Web Sign-up Profile Name	Citizens Sign-Up Profile
Web Sign-up Profile Description	Social Events. Holidays. Announcen
Delivery Type *	☑ Text ☑ Voice ☑ Email
Characteristics Profile	CITIZEN CHARACTERSTICS ▾ *
Topic Profile	CITIZEN TOPIC ▾ *
Maximum Number Of Devices	3 ▾
Maximum Number Of Addresses	3 ▾
Enable GIS Integration	☑

Referer Parameters

Restrict HTTP referers	☐

Setup Notification Parameters

Enable Setup Notification	☑
Number of Setup Notifications	1 ▾
Expiry Time	1 ▾ hour(s)
Action to perform on confirmation	C:\Websignup.vat ⓘ

Email Template Settings

SMTP Carrier to use	SMTP Carrier 1 ▾

Notification Parameters & Confirmation Redirection Settings ...

Sender Name	Web Sign-Up Admin
Notification Sender Address	hiplink@gmail.com *
Notification Email Subject	[%W] - Please confirm your account * ⓘ
URL Prefix for confirmation	http://demo.hiplink.com ⓘ
Notification Email Body	Dear %N, Please confirm your account by clicking on the following url. %U * ⓘ
Enable Confirmation Redirection	☑
On confirmation success, redirect to	www.yahoo.com *
On confirmation failure, redirect to	www.google.com *

Confirmation Email Settings ...

Enable registration confirmation email	☑
Sender Name	Web Sign-Up Admin
Sender Address	Hiplink *
Subject	Confirmation Email *
Email Body	Dear User, Your registration to Web Sign-Up has been confirmed. *

Password Reset Email Settings ...

Enable password reset email	☑
Sender Name	Web Sign-Up Admin
Sender Address	Hiplink *
Subject	Password Reset Email *
Email Body	Dear User, Your password has been changed. Your new password is: %P * ⓘ

Address Parameters

Address Field ID	Address Field Display Name	Mandatory		
CITY	CITY	☑	✕	
HOUSE_NUM	HOUSE_NUM	☑	✕	
ZIPCODE	ZIPCODE	☑	✕	+

Note: The highlighted field(s) will be validated by GIS Server during WebSignup Registered Recipient record Update

Voice Parameters

Prefix for Voice Devices	ⓘ

Carrier Parameters

Select Carrier for Text and Voice Delivery Type

Available Carriers		Assigned Carriers
	Move >>	Enterprise SNPP Enterprise WCTP
	<< Move	

Select Carrier for Email Delivery Type

Available Carriers	SMTP Carrier 1 ▾

[Save] [Reset] [Cancel]

Edit Web Sign-up Profile

Profile Parameters
• **Web Signup Profile Name:** Name of the web sign-up profile; must be unique.

• **Web Signup Profile Description**: Description of the web sign-up profile. This field is optional.

• **Delivery Type:** To control whether the delivery type will be Voice, Text, Email or all of them. If Voice is enabled in the license key, all options would be available; if not, only Text and Email would be available.

• **Characteristic Profile:** The set of characteristics that are required to be associated with the current web sign-up form. Each characteristic has a priority, and they will be selected by the users (on the web signup form) to define their current status. Each user will be associated with a single priority (the highest that he/she have selected from the web signup form as parameter) and hence this priority will be used in mass messaging. Characteristic Profiles are managed through a separate interface as described later.

• **Topics Profile:** This field allows administrator to set any Topic Profile for the given Web sign-up profile. Topics Profiles are managed through a separate interface as described later.

• **Maximum Number of Devices:** Set up the maximum number of devices on which registered recipients can receive notifications.

• **Maximum Number of Addresses:** Set up the maximum number of addresses on which registered recipients can receive notifications.

• **Enable GIS Integration:** This feature serves two purposes:

• Binds Web Sign-up with ArcIMS / ArcGIS (whichever is selected from the combobox) on ArcIMS / ArcGIS Send Panels respectively.

• Adds ArcIMS / ArcGIS Address Parameters fields on Add Registered Recipient panel as well as on Web Sign-up public form. Recipients are supposed to provide address values in these fields which are then validated from GIS Database during registration.

Referrer Parameters
• **Restrict HTTP referrers:** This check allows adding list of HTTP referrers in separate multiple HTTP website fields to facilitate only those requests that come from the listed domains. Requests to Web Sign-up server can be limited by defining allowed domains under these settings.

Setup Notification Parameters
• Enable Setup Notification: This check allows sending setup notifications to registered recipients. When this is selected, the following fields are enabled:

• Number of Setup Notifications: Maximum number of notifications that would be sent to a recipient before their registration finally expires if they don't confirm it.

• Time Interval between Notifications: Time interval after which next notification will be sent if the previous was not confirmed.

• Action to perform on confirmation: Path of an external script to be executed on confirmation.

Email Template Settings
HipLink supports the ability to send out confirmations, notifications, and password reset emails when an account is created.

• SMTP Carrier to use: SMTP carrier that would be used for sending notifications and other emails.

• Notification Parameters & Confirmation Redirection Settings: These fields are enabled when Setup Notification has been enabled. These fields will require the desired information to be provided based on an organization's notification requirements. The key pieces of information have asterisks identifying them. In addition, the tooltip on the i icon provides details of the commands used within the fields to provide account information.

• Confirmation Redirection settings allow the registered recipients to be redirected to the given URL in case of confirmation success or failure.

• Confirmation Email Settings: These fields are used to send an acknowledgement via email to the members who have signed up to a web sign-up profile. Will require the desired information to be provided based on an organization's notification requirements. The key pieces of information have asterisks identifying them. In addition, the tooltip on i icon provides details of the commands used within the fields to provide account information.

• Password Reset Email Settings: These fields are used to send new passwords to the recipients who request for one by clicking on the 'Forgot Password' link on the public form. This will require the desired information to be provided based on an organization's notification requirements. The key pieces of information have asterisks identifying them. In addition, the tooltip on i icon provides details of the commands used within the fields to provide password information.

Address Parameters
This section defines the address fields for registered recipients. If the profile has Enable GIS Integration activated, then these fields are populated with GIS Layer information to validate the addresses on GIS server.

• Address Field ID: GIS Formatted value e.g: TCL3.V_ADDRESS_POINT.ADDRESS.

• Address Field Name: Corresponding non-GIS name for the Address Field e.g: Street

Name

• Mandatory: Check to determine if the address parameter is required or not.

Voice Parameters
This allows setting Prefix for Voice Devices. While sending voice messages, defined prefixes will be used with the voice pins.

Carrier Parameters
This section allows the administrator to assign/unassigned Text, VoIP, or Email carriers with this profile.

To select Voice and Text delivery type move them from Available to Assign carriers. To select Email delivery carrier, choose the carrier from drop-down box.

Note: Text and Voice carrier only available if delivery type is set to Text and Voice. Email type is only available if delivery type Email is checked. Delivery type is chosen from Profile Parameters.

Web Sign-up Registered Recipients

Add Registered Recipients

Web Sign-up Add Registered Recipient

Edit Registered Recipients

Edit Recipients

Search Registered Recipients

For managing a large number of recipients, HipLink allows users to search for recipient records by applying search filters. There are two types of filters available on the panel:

1. Alphabetic Filters: Search records on recipient names by pressing one of the links A, B, C,..., Z, and Others. Select the link All to display all the available recipients for the selected profile.

2. Advanced Filters: Search recipients by providing a keyword and pressing Find button. The search is based on First Name, Last Name, Pin, Email, or Address selected from the combo box.

When Address is selected from the combo box, the search field and Find button are disabled. A new section, Address Filters is added that can be expanded by clicking on Expand button. This section contains all the address fields defined in the selected web sign-up profile. Providing values in the fields and clicking on Apply Filter displays all the records matching the filtration criteria. Clicking on Clear Filter resets all the address fields.
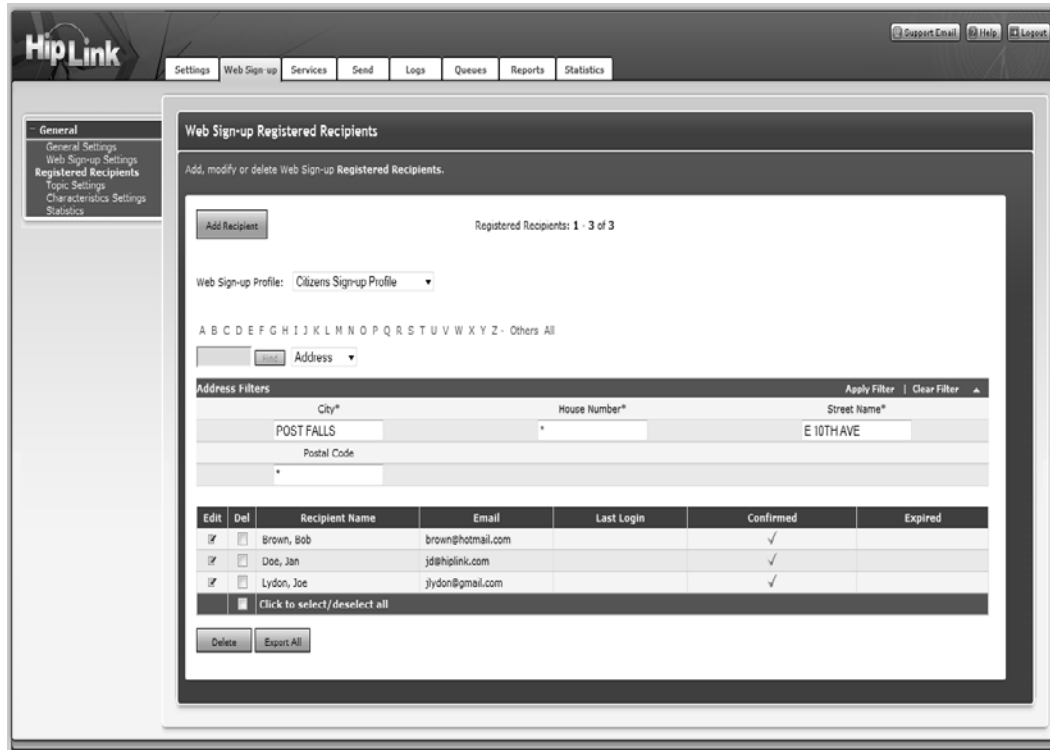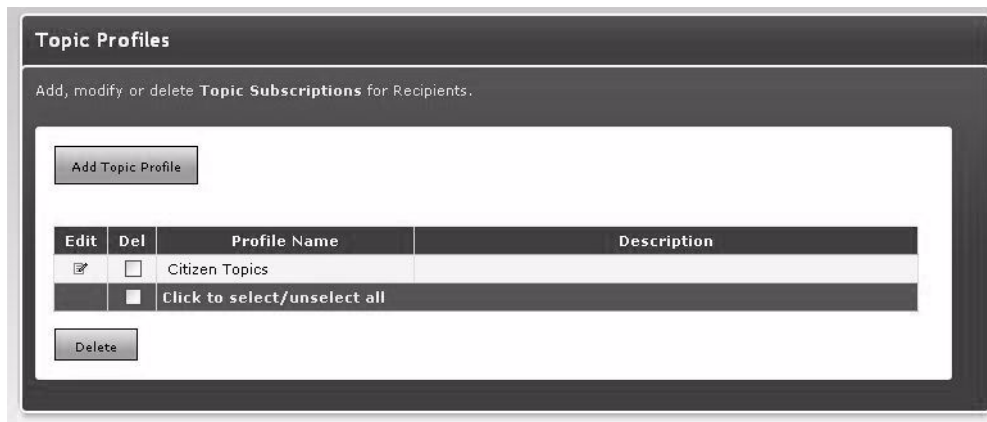
Web Sign-up Registered Recipients Filters

Manage Topic Profiles

This page shows a list of all Topic Profiles. It also allows you to perform the following operations:

• Edit or Delete existing topic profile

• Add new topic profile (similar to Edit Topics Profile Page as shown below)

Web Sign-up Topic Profile

The Topics Profile consists of the following information:

- Topic Profile Name
- Topic Profile Description
- One or more Topic Parameters. Clicking the + will allow you to add more topics.
- Subscription Groups: Subscription groups can be added to here to allow subscription to these topics

Add/Edit Web Sign-up Topic Profile

Manage Characteristics Settings

Web Sign-Up Characteristics Profile

- Edit or Delete an existing characteristic profile
- Add new characteristic profile (Similar to Edit Characteristics Profile Page as shown below)

Add/Edit Web Sign-Up Characteristics Profile

It provides an efficient interface to manage demographic characteristics as groups/sets defined here as profiles that can be assigned to geographic notification or list-based alerts. Each profile must have at least one characteristic. The characteristic parameters ordering defines the priority based on which the messages will be sent.

These profiles will be saved separately and can be reused on future web signup activities. A web signup form can only be associated with a single profile.

For example we can create a profile for a University Community with characteristics named Students and Faculty. If the Student parameter is ordered higher than Faculty, then the users who have registered as students will be notified before the faculty members.

Note: The Web signup page will show the profile that is being set on the General Settings page.
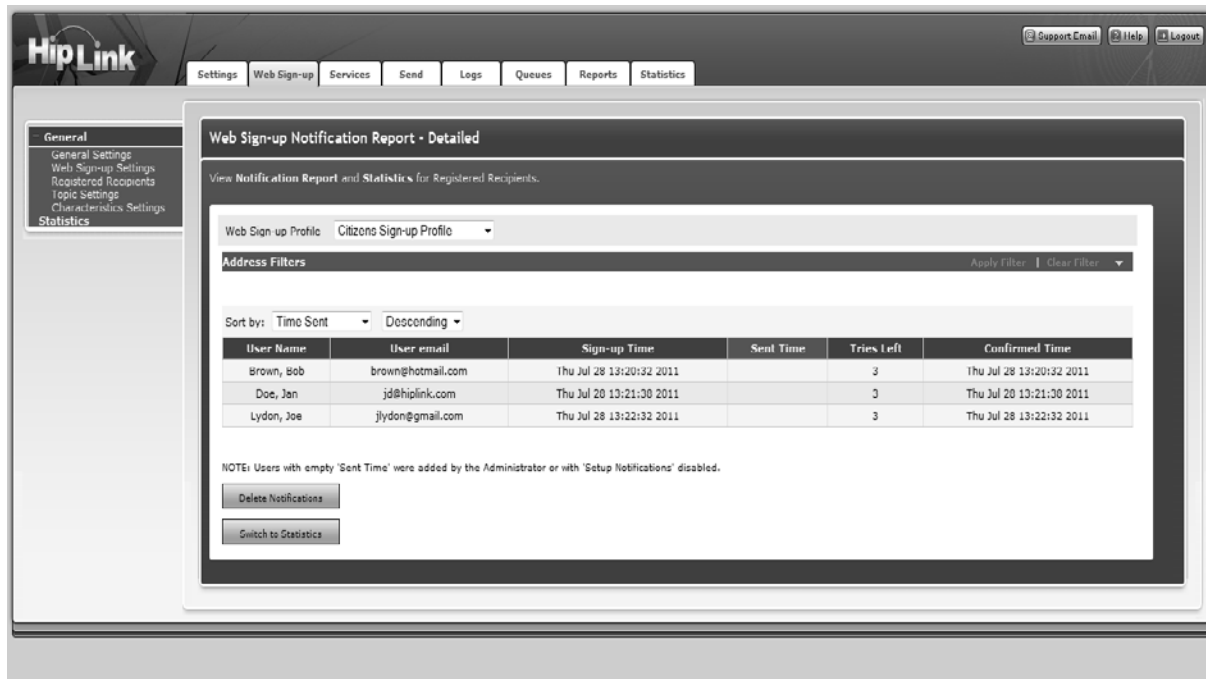
Subscriber Statistics
Statistics panel displays the total number of sign-ups for each of the web sign-up profiles. This section has two views:

1. Statistics: Shows brief list of notifications count in each Topic.
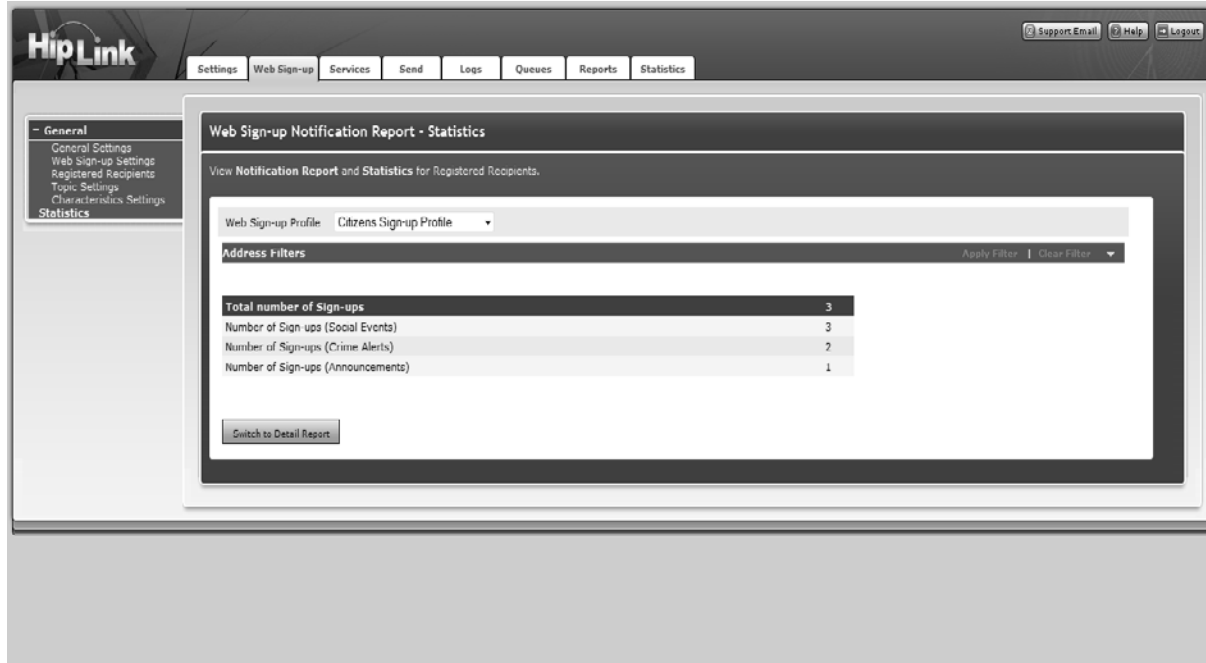
Web Sign-Up Statistics

2. Detailed: Shows detailed report of notifications in a table.

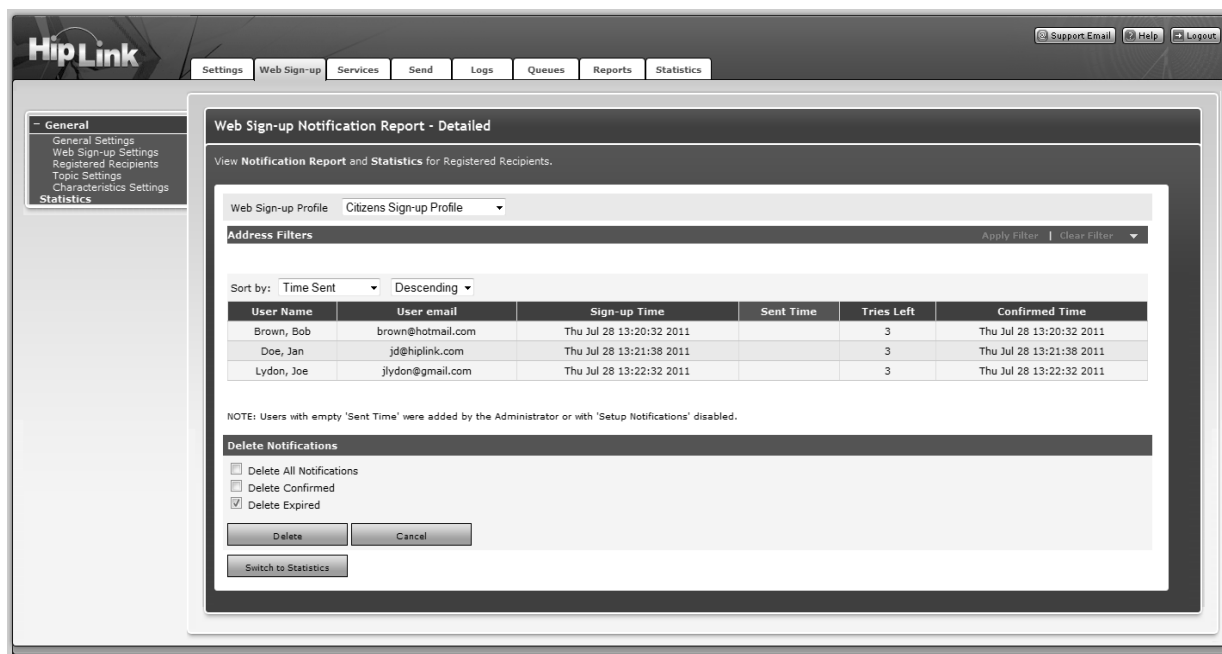*Web Sign-Up Statistics -Detailed*

Address Filters

This section allows filtering notifications in a web sign-up profile on the basis of addresses of recipients.

Sorting

The combo boxes at the top of the table allow sorting the notifications by any column in ascending or descending order. By default, notifications are sorted by Sent Time in descending order.

Delete Notifications

Notifications on Detailed view panel can be deleted by clicking on the Delete Notifications button. It allows the user to delete confirmed, expired, or all notifications.

Web Sign-Up Statistics Delete Notifications.

Web Sign-up Public Form

This is the public web page available to web users for registering to a web sign-up profile. For each of the active web sign-up profiles, distinct pages are created in …\HipLink\server\htdocs\webSignup directory.

Note: When there is only one active profile, the default web pages in the above mentioned directory will be accessible for it. In case of multiple active profiles, default web pages would be inaccessible and separate web pages will need to be created for each active profile.

Login Page:
This is the page used for logging in/ registering to the web sign-up profile. For default profile this page can be accessed using the following URL:

http://<HipLink-IP:Port>/webSignup/wsulogin.html

• Email Address: Existing users can login to the public page by providing their email address.

• Password: Password provided with the email address

• Forgot Password: Resets the password and sends it to the email address defined in the above field.

• Register: For new users to sign-up to the web sign-up profile.

Registration/Edit Page:
This page will be displayed according to the options and settings defined by the administrator in a web sign-up profile.

For default profile this page can be accessed using the following URL:

http://<HipLink-IP:Port>/webSignup/wsuedit.html

Web Sign-up Public Form Edit.

• User Information: Basic user information (name, password, email address) is defined in this section. In addition, this section contains address fields that are mandatory in case the web sign-up profile is configured with GIS.

• Device Information: This section allows the user to define multiple text and voice devices for alert notifications.

• Optional Profile Information: The list of characteristics for the user to select from.

• Optional Community Alerts: The list of topics for the user to subscribe to.

Services Menu

The Services menu allows you to manually start or stop the HipLink services: the Messengers, System Attendant, Email Gateway, File System Interface, Scheduler, and Backup Service. Each time a service is modified it should be stopped and restarted.

Note: It is strongly recommended that only administrators have access to start and stop HipLink services. Full Details are in the Installation and Administration Guide.

Send Menu

HipLink allows Users to send messages to wireless, Fax, and Voice devices.

These devices are assigned to Receivers, and the Receivers can be organized for different messaging purposes into Groups (i.e., Receiver Groups, On-Duty, Escalation, Rotate, or Follow-Me Groups). Messages are sent to one or more Receivers and/or Groups from a list, called the Recipient List. A Recipient from the list can be either a Receiver or a Group.

Depending on the purpose of a message, HipLink offers a variety of sending functions and Tools:

Basic
- Standard Send sends messages that require no answer to one-way and/or two-way Recipients.
- Quick Send sends a message to one wireless device (defined or not as a Receiver) using its PIN and assigned Carrier.
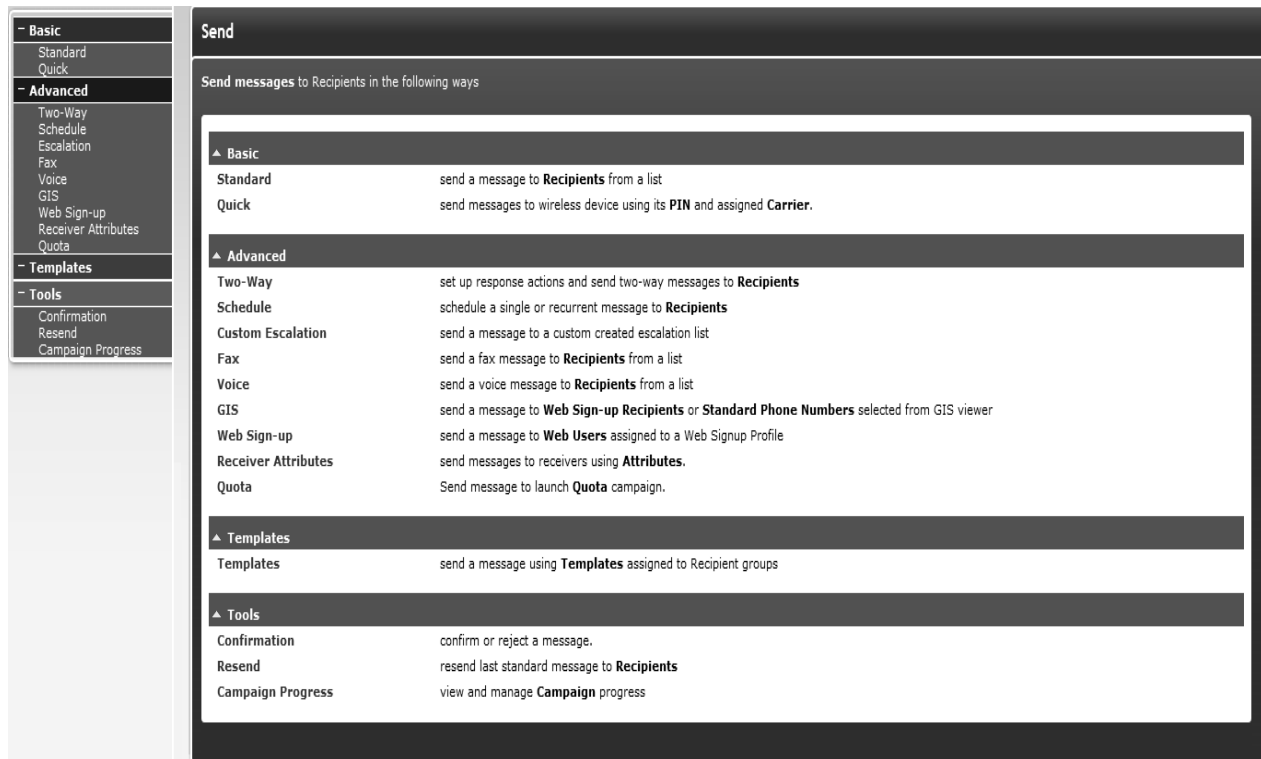
Advanced
- Two-Way Send set up response actions and send messages that require an answer to two-way Recipients.
- Schedule Send sends according to a schedule a single or recurrent message to Recipients.
- Custom Escalation Send sends a message to the first Recipient from a custom created escalation list, wait for message confirmation a certain time, and continue to send the message to the next person from the list until a confirmation is received.
- Fax Send sends a message to a Recipient of type Fax.
- Voice Send sends a message to a Recipient that is Voice enabled or of type Voice.
- GIS send a voice message to Recipients selected from GIS viewer.
- Web Sign-up send a message to Web Users assigned to Web Sign up profile.
- Receiver Attributes send messages to Receivers using Attributes.
- Quota Send message to launch Quota campaign.

Templates

• Templates send a message using Templates assigned to Recipient groups.

Tools

• Confirmation allows Users to confirm messages based on their ID.

• Resend allows Users to resend standard messages.

• Campaign Progress – view and manage Campaign progress.

Send Panel

Note: *The advanced sending features are enabled by the Console Type field from the*

License Key. For a Standard Console Type, only Standard and Quick Send functions are available. For the Advanced Console Type, all the send functions enumerated above are available.
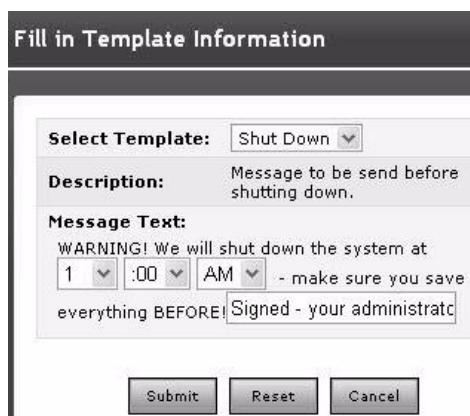
Note: *Basic, Advanced, Templates and Tools features are expandable features. The small triangle expands and collapses these features.*

A User can define a list of Receivers and Groups to whom he sends messages most frequently among all those already defined by the HipLink administrator. When a User is accessing a Send Panel from those mentioned above to send standard, two-way, scheduled or escalated messages, this list of Favorites, if defined, is used as default. The User can choose to send messages to other Receivers and Groups that are not in his/her personal Favorites. For more details about setting the list of Favorites, see to the Favorites Panel section in the Settings Menu chapter.

HipLink allows Receivers to work in different time zones than the HipLink server. The Receiver time zone setting takes effect when the option to include the timestamp in the body of the message is enabled.

Sending Messages Using Templates

Administrators can give Users permission to use templates in the User Groups panel. Users with permission will be able to select a template in the Standard Send, Two-Way Send, Quick Send, Schedule Send, Voice, Web Sign-up, Receiver Attributes, Quota panel, and Custom Escalation Send panels.
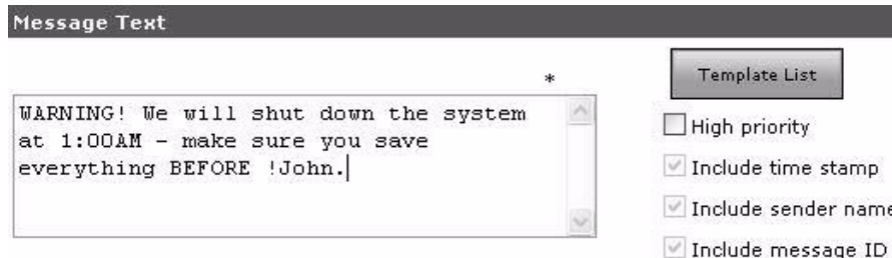
Select an existing Template from the drop-down menu, and customize the fields up to your needs.

To send a message using a Template:

1. On the Send Panel of your choice, click on the Template List button and the Templates will open in a separate browser window.

2. On the Templates page, select a template to use and click the View button.

3. Complete the message by selecting entries from the drop-down menus and entering your text where applicable.

4. Click the Submit button to submit your text and return to the Send Panel, Clear All button to reset your values, or Cancel button to return without submitting.

5. Your message text will be displayed in the Send Panel you are using. You can still edit the text if needed.

The text from the Template will be displayed in the Send panel you are using.

Basic

Standard Send
The Standard Send panel is the most common way to send a message to the addressees found in a Recipient List. A Recipient List is formed by Receivers and/or Groups (i.e., Receiver Groups, On-Duty Groups, Escalation Groups, Rotate Groups, and Follow-Me Groups) which have already been set up in the HipLink system by your administrator.

Note 1: Each time you are sending a message you have to add Receivers and/or Groups to the Recipient List. You cannot save the Recipient List for later use.

Note 2: If the global setting Enable Send Receiver Schedule is enabled, then on all the Send panels (i.e., Standard Send, Quick Send, etc.), only the Receivers that are on duty at that moment are displayed.
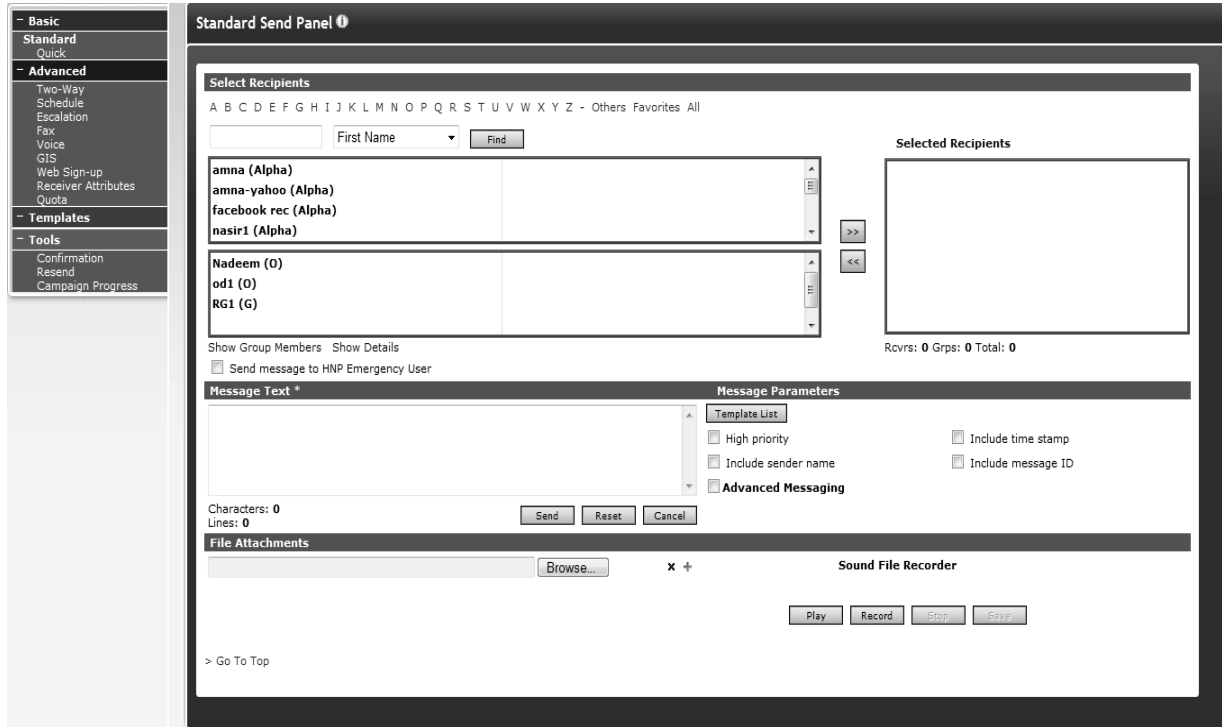
Standard Send Panel

TO SEND A STANDARD MESSAGE:
From the Send menu, click Standard on the left navigation bar.

Step 1: Select a list of Recipients

1. On the Standard Send Panel, select one or more Receivers and/or Groups on your left and click the Add button to create your Recipient List. You can also add/remove a recipient to/from a list by double clicking on that recipient.
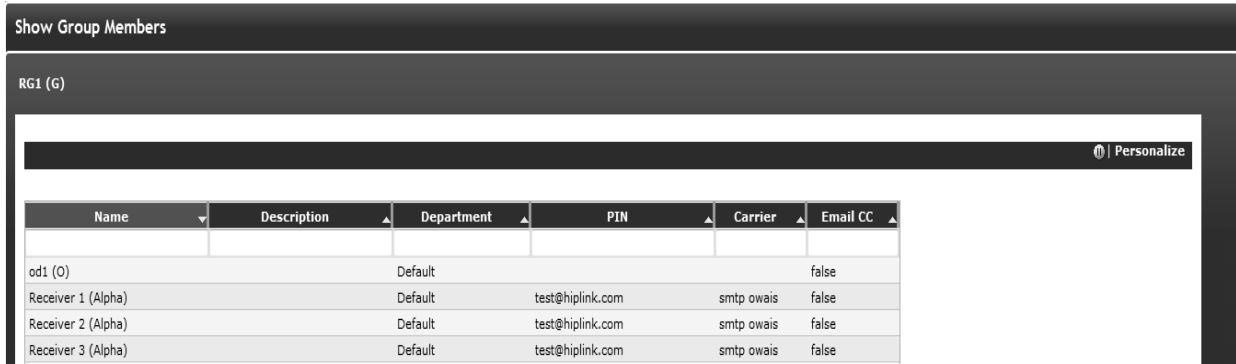
Note: Acronyms prefix the Recipient names: none, (Num), (2Way), and (Fax) for Receivers, (G) for Receiver Groups, (O) for On-Duty Groups, (E) for Escalation Groups, (R) for Rotate Groups, and (F) for Follow-Me Groups.

2. For managing a large number of Receivers and Groups use either the simple Alphabetical Filtering feature (e.g., by pressing one of the links A, B, C,..., Z, and Others), or the advanced Search feature to display only the information that you need (e.g., enter a keyword followed by a * and press the View icon). Note that if you already had defined a list of Personal Favorites, the content of this list is displayed by default on the left column. Select the link All to display all the available Receivers and Groups, and select the Favorites link to go back and display only those selected in your Favorites List or press Others for fetching a specific requirement.

3. To apply a filter to the Select Recipients box select the element name. This filter can be applied to the Recipients' First Name, Last Name, Receiver Name, Group name, Receiver and Group and Description of the recipient. Pressing Find, sends a request with defined filtering criteria.

4. To select multiple items on a list, click the left mouse button while holding down either the Shift or Ctrl key.

5. Selecting a Group by clicking on the Show Group Members displays a list of members that comprise this group. This list could be made up of Receivers and Groups.

Show Group Members

RG1 (G)

Name	Description	Department	PIN	Carrier	Email CC
od1 (O)		Default			false
Receiver 1 (Alpha)		Default	test@hiplink.com	smtp owais	false
Receiver 2 (Alpha)		Default	test@hiplink.com	smtp owais	false
Receiver 3 (Alpha)		Default	test@hiplink.com	smtp owais	false

Standard Send Panel Show Group Members

6. The Show Details button is already there. Selecting Receiver and then clicking on Show Details will display details about the receiver. Name, Description, Department, Device/Pin, Carrier, Email cc flag, and groups he/she belongs to. When click show parent magnifying glass a pop up box displays, showing receiver groups he/she belongs to.

Show Receiver Details

Receiver 1

Show Parent	Name	Description	Department	PIN	Carrier	Email CC
🔍	Receiver 1		Default	123	smtp owais	false

Standard Send Panel Show Details

Step 2: Enter the message text and set the message parameters

1. Enter your message text.

2. Check High priority to send your message ahead of lower priority messages. Messages are sent out from the Main Queue in priority order (optional).
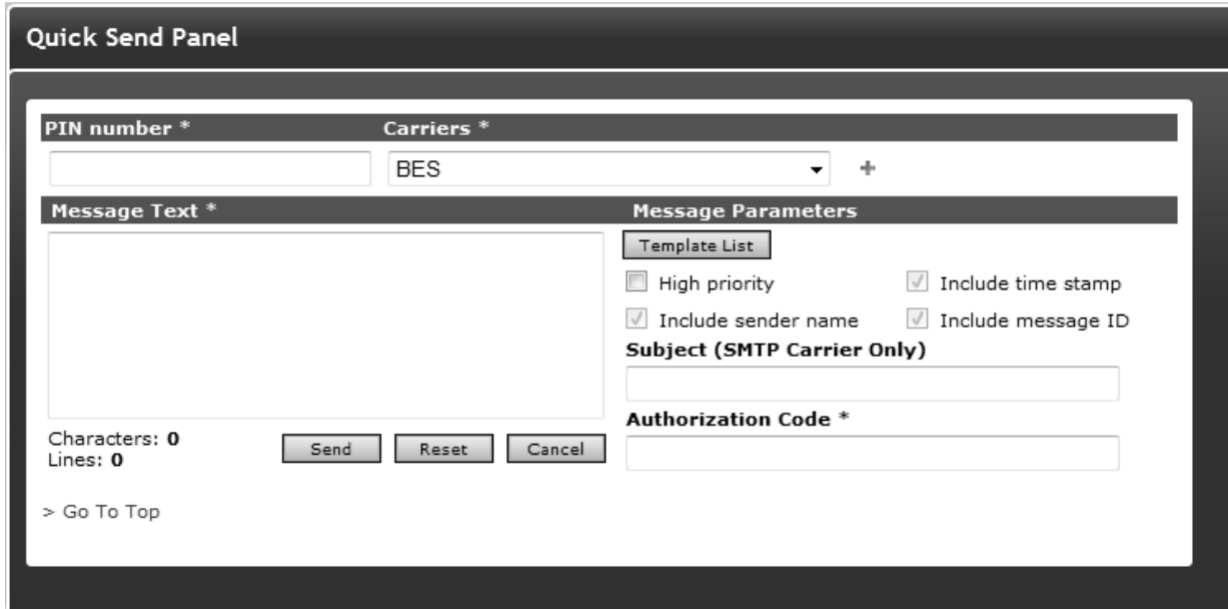
3. Check Include time stamp, Include sender name, and/or Include message ID in the message text if it is important to let the Receiver know when the message was sent, who sent the message, and/or the message ID (optional). These check boxes are grayed out if the global settings: Enable time-stamp on all messages, Enable sender name on all messages, and Include message ID in the message automatically are enabled on the Global Settings Panel. Note that this information takes up space on the Receiver's wireless device, and that the length of the message can be limited by carrier or device type.

4. Enter Authorization Code if present. This is available if chosen in global settings.

5. Click on the Browse button appearing under the File Attachments section and upload any file of supported format. You can add up to as many files as you want, whenever you click on the + sign appearing with the Browse button a new Browse field to attach file will be added. Whenever you will click on the x sign the field with its content will get deleted.

6. To send a recorded message to the selected receivers click on the Record button appearing under Sound File Recorder section and records your message. Once the recording is complete click on the Stop button and Save if you want to use it in future otherwise the file will not be accessible once sent.

7. Click the Send button to submit your message, Reset button to clear the message text, or Cancel button to return to the Send Menu page without sending the message.

Note: HipLink also provides the facility to send encrypted messages to their recipients using options available in Appendix A: Advanced Messaging (at the end of the document).

Quick Send
The Quick Send panel is used when you want to send a message quickly to a wireless device that is not set up as a Receiver in HipLink database. You can send a message to any device using the PIN number and assigned Carrier.

Note: If the global setting Enable Send Receiver Schedule is enabled, then on all the

Send panels (i.e., Standard Send, Quick Send, etc.), only the Receivers that are on duty at that moment are displayed.

Quick Send Panel

You can send a message to any device in the Quick Send panel. Simply enter the PIN number and assigned Carrier, and click the Send button.

TO SEND A QUICK MESSAGE:
From the Send menu, click Quick on the left navigation bar.

Step 1: Enter the PIN number and select a Carrier

1. On the Quick Send Panel, enter the PIN number for this recipient.

2. Select the Carrier from the drop-down menu.

Step 2: Enter the message text and set the message parameters

1. Enter your Message Text.

2. Check High priority to send your message ahead of lower priority messages. Messages are sent out from the Main Queue in priority order (optional).

3. Check Include time stamp and/or Include sender name in the message text if it is important to let the Receiver know when the message was sent and who sent the message. These check boxes are grayed out if the global settings: Enable time-stamp on all messages and/or Enable sender name on all messages are enabled on the Global Settings Panel. Note that this

information takes up space on the Receiver's wireless device, and that the length of the message can be limited by carrier or device type.

4. Enter authorization code if present. This is available if chosen in global settings.

5. Click the Send button to submit your message, Reset button to clear the message text, or Cancel button to return to the Send Menu page without sending the message.

Advanced Send Screens

Two-Way Send

The Two-Way Send panel allows you to send messages and response options to the addresses with two-way wireless devices found in a Recipient List. A Recipient List is formed by Receivers and/or Groups (i.e., Receiver Groups, On-Duty Groups, Escalation Groups, Rotate Groups, and Follow-Me Groups) which have already been set up in HipLink system by your administrator.

Note 1: Each time you are sending a message you have to add Receivers and/or Groups to the Recipient List. You cannot save the Recipient List for later use.

Note 2: If the global setting Enable Send Receiver Schedule is enabled, then on all the Send panels (i.e., Standard Send, Quick Send, etc.), only the Receivers that are on duty at that moment are displayed.

The Receivers will receive the message with the response options set in the Response Text field.

You also have the option of linking each Response Text with an item from the Action List. This list of available Response Actions has already been set up by your administrator, who also has defined a process to be executed.

For example, the message, Available for job today at 3 pm? was sent to a Receiver, along with two response options: Accept and Reject. Accept was linked to the Action update.jobstatus (accepted). Reject was linked to the Action update.jobstatus (rejected). If the Receiver answers Accept or Reject, then the status of the job will be updated automatically, else no action will be taken.

A Receiver with a two-way wireless device has the option to answer with a response of their choice. In this case you can designate a Response Action as a Default Action. The Default Action you specify will be executed when the Receiver does not answer with a predefined response.

In the above example, if the Receiver responds to the message with an unknown answer such as will depend on traffic, HipLink will execute the Default Action specified. The Default Action is executed when a response other than the Response Text is sent by the Receiver.

Note: You can also designate the Response Text as the Final Response. This will avoid checking for later responses that might be sent by a Receiver (a Receiver can respond to a message more than once).

TO SEND A TWO-WAY MESSAGE:
Step 1: Set up the response Actions

1. From the Send menu, click Two-Way on the left navigation bar.

2. On the Two-Way Send Panel, enter the Response Text. This is the response choice that will be displayed on the Receiver's two-way device (optional).

3. Check the Final Response box to stop HipLink from looking for responses after you have received an answer (optional).

4. Select an Action from the Action List, to pair it with the Response Text. This Action will trigger a process to be executed (optional, No Action by default).

Note: Custom actions can be created on the Response Actions panel from the Settings menu. The actions must be of type Reply in order to show up in the Action List. See the Response Action section for details.

5. Check the Default Action box if you want this Action to be taken when unknown answers (other than the responses you set up) are sent from the Receiver (optional).

6. Click the Add button.

7. Repeat steps 2 to 6 to create all responses for this message. All of the information will be listed in the table.

8. If you want to delete a Response Action, find the Action you want to remove in the table and click the Delete icon.

9. Selecting a Group by clicking on the Show Group Members displays a list of members that comprise this group. This list could be made up of Receivers and Groups.

10. The Show Details button is under the column of Receivers.

a) Selecting Receiver and then clicking on Show Details will display details about the receiver. Name, Description, Department, Device/Pin, Carrier, Email cc flag, and groups he belongs to. When click show parent magnifying glass a pop up box displays, showing receiver groups he belongs to.

Step 2: Select a List of Recipients

1. Select one or more Receivers, Receiver Groups, and/or On-Duty Groups on your left and click the Add button to create your Recipient List. You can also add/remove a recipient to/from a list by double clicking on that recipient.

Note: Acronyms prefix the Recipient names: none, (Num), (2Way), and (Fax) for Receivers, (G) for Receiver Groups, (O) for On-Duty Groups, (E) for Escalation Groups, (R) for Rotate Groups, and (F) for Follow-Me Groups.

2. For managing a large number of Receivers and Groups use either the simple Alphabetical Filtering feature (e.g., by pressing one of the links A, B, C,..., Z, and Others), or the advanced Search feature to display only the information that you need (e.g., enter a keyword followed by a * and press the View icon). Note that if you already had defined a list of Personal Favorites, then the content of this list is displayed by default on the left column. Select the link All to display all the available Receivers and Groups, and select the Favorites link to go back and display only those selected in your Favorites List.

3. To select multiple items on a list, click the left mouse button while holding down either the Shift or Ctrl key.

4. Select a Receiver Group or On-Duty Group and click the Show Group Members link to see the members of that Group on a separate web page.

Step 3: Enter the message text and set the message parameters

1. Enter your Message Text. This text should relate to the Response Text.

2. When Send message to HNP Emergency User is selected, an HNP emergency message will be dispatched to all HipLink HNP Receivers.

3. Check High priority to send your message ahead of lower priority messages. Messages are sent out from the Main Queue in priority order (optional).

4. Check Include time stamp, Include sender name, and/or Include message ID in the message text if it is important to let the Receiver know when the message was sent, who sent the message, and/or the message ID (optional). These check boxes are grayed out if the global settings: Enable time-stamp on all messages, Enable sender name on all messages, and Include message ID in the message automatically are enabled on the

Global Settings Panel. Note that this information takes up space on the Receiver's wireless device, and that the length of the message can be limited by carrier or device type.

5. Check Reply by email if you want the replays from the two-way Receivers to be emailed back to the sender (i.e., to the User's email address), optional.

6. Enter authorization code if present. This is available if chosen in global settings.

7. Click on the Browse button appearing under the File Attachments section and upload any file of supported format.

You can add up to as many files as you want, whenever you click on the + sign appearing with Browse button new Browse field to attach file will be added and whenever you will click on x sign the field with its content get deleted.

8. To send a recorded message to the selected receivers click on the Record button appearing under Sound File Recorder section and record your message. Once the recording is complete click on Stop button and Save if you want to use it in future otherwise the file will not be accessible once sent.

9. Click the Send button to submit your message, Reset button to clear the message text, or Cancel button to return to the Send Menu page without sending the message.

Note: HipLink also provides the facility to send encrypted messages to their recipients using options available in Appendix A: Advanced Messaging (at the end of the document).
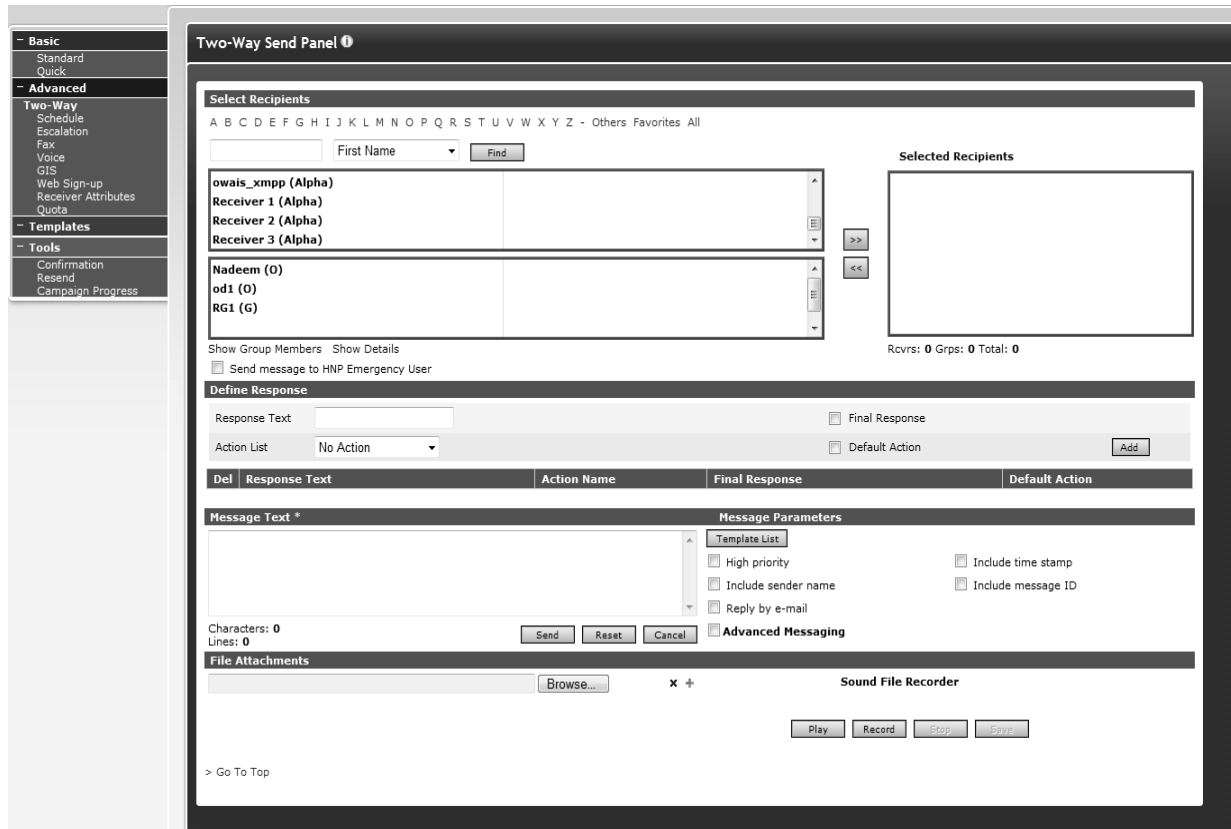
Two-way send panel

Schedule Send

The Schedule Send panel allows you to schedule a message to be sent on a specific day and time to the addressees found in a Recipient List. A Recipient List is formed by Receivers and/or Groups (i.e., Receiver Groups, On-Duty Groups, Escalation Groups, Rotate Groups, and Follow-Me Groups) which have already been set up in the HipLink system by your administrator.

Note 1: Each time you are sending a message you have to add Receivers and/or Groups to the Recipient List. You cannot save the Recipient List for later use.

Note 2: If the global setting Enable Send Receiver Schedule is enabled, then on all theSend panels (i.e., Standard Send, Quick Send, etc.), only the Receivers that are on duty at that moment are displayed.

These scheduled messages can also be set up as Recurrent Messages. For example, you can schedule a message to be sent every Tuesday, at 3:00 p.m.

TO SEND A SCHEDULE MESSAGE:
From the Send menu, click Schedule on the left navigation bar.

Step 1: Select a list of Recipients

1. On the Schedule Send Panel, select one or more Receivers and/or Groups on your left and click the Add button to create your Recipient List. You can also add/remove a recipient to/from a list by double clicking on that recipient.

Note: Acronyms prefix the Recipient names: none, (Num), (2Way), and (Fax) for Receivers, (G) for Receiver Groups, (O) for On-Duty Groups, (E) for Escalation Groups, (R) for Rotate Groups, and (F) for Follow-Me Groups.

2. For managing a large number of Receivers and Groups use either the simple Alphabetical Filtering feature (e.g., by pressing one of the links A, B, C,..., Z, and Others), or the advanced Search feature to display only the information that you need (e.g., enter a keyword followed by a * and press the View icon). Note that if you already had defined a list of Personal Favorites, then the content of this list is displayed by default on the left column. Select the link All to display all the available Receivers and Groups, and select the Favorites link to go back and display only those selected in your Favorites List.

3. To select multiple items on a list, click the left mouse button while holding down either the Shift or Ctrl key.

4. Click the Add button to add recipients to your Recipient List.

5. Selecting a Group by clicking on the Show Group Members displays a list of members that comprise this group. This list could be made up of Receivers and Groups.

6. The Show Details button is under the column of Receivers. Selecting Receiver and then clicking on Show Details will display details about the receiver. Name, Description, Department, Device/Pin, Carrier, Email cc flag, and groups he belongs to. When click show parent magnifying glass a pop up box displays, showing receiver groups he/she belongs to.

Step 2: Set up the schedule

Send Recurrent message:

1. Check the Recurrent box if you want the message to happen on an on-going basis (optional).

2. Click Days and select the Time to schedule the message for delivery (mandatory). Send one time message:

3. Click the Date radio button to select a date (today or future) and select the Time (mandatory).
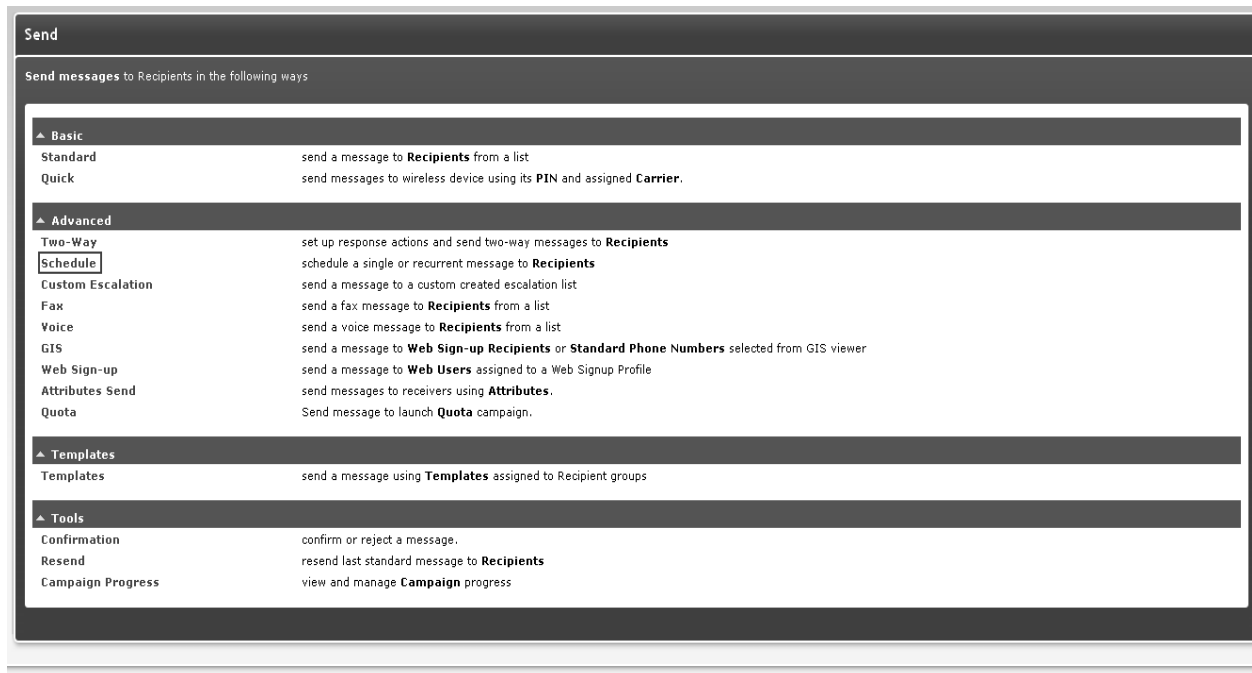
Schedule Send Panel

Step 3: Enter the message text and set the message parameters

1. Enter your message text.

2. Check High priority to send your message ahead of lower priority messages. Messages are sent out from the Main Queue in priority order (optional).

3. Check Include time stamp, Include sender name, and/or Include message ID in the message text if it is important to let the Receiver know when the message was sent, who sent the message, and/or the message ID (optional). These check boxes are grayed out if the global settings: Enable time-stamp on all messages, Enable sender name on all messages, and Include message ID in the message automatically are enabled on the Global Settings Panel. Note that this information takes up space on the Receiver's wireless device, and that the length of the message can be limited by carrier or device type.

4. Enter authorization code if present. This is available if chosen in global settings.

5. Click the Send button to submit your message, Reset button to clear the message text, or

Cancel button to return to the Send Menu page without sending.

Note: HipLink also provides the facility to send encrypted messages to their recipients using options available in Appendix A: Advanced Messaging (at the end of the document).

Custom Escalation Send

The Custom Escalation Send panel is used when you want to send one message at a time to a number of addresses found in a Recipient List. A Recipient List is formed by Receivers and/or Groups (i.e., Receiver Groups, On-Duty Groups, Escalation Groups, Rotate Groups, and Follow-Me Groups) which have already been set up in HipLink system by your administrator.

Note 1: Each time you are sending a message you have to add Receivers and/or Groups to the Recipient List. You cannot save the Recipient List for later use.

Note 2: If the global setting Enable Send Receiver Schedule is enabled, then on all the Send panels (i.e., Standard Send, Quick Send, etc.), only the Receivers that are on duty at that moment are displayed.

The escalation message is sent until someone responds to your message. A delay interval is set up between addressees, to give each recipient a chance to respond. The escalation continues until a confirmation of the message is either received from a two-way device, or entered on the Confirmation Panel.

Some Escalation Groups may have been defined by your administrator and you can select these groups when creating your Recipient List. You can also send an escalation message to a list of Receivers that have not already been defined as an Escalation Group. You can create your own Recipient List and set the delay interval between Receivers.

TO SEND A CUSTOM ESCALATION MESSAGE:
From the Send menu, click Escalation on the left navigation bar.

Step 1: Set up a customized escalation list of Recipients

1. On the Escalation Send Panel, select from the drop-down menu the Escalation delay to be used between each member of the Escalation Group (mandatory). A value greater than 5 minutes is recommended.

2. Select one Group on your left and click the corresponding Add button on the right to create your Recipient List. Escalation messages will be sent in the order they are added to the Recipient List (mandatory).

Note: Acronyms prefix the Recipient names: none, (Num), (2Way), and (Fax) for Receivers, (G) for Receiver Groups, (O) for On-Duty Groups, (E) for Escalation Groups, (R) for Rotate Groups, and (F) for Follow-Me Groups.

3. Select Cycle under Escalation Parameters. This feature allows a user to set cycles (1-10) for an escalation In case of message being rejected within the cycle campaign will keep on sending other message. Campaign will also be stopped if a single message gets confirmed

Note: If one cycle is completed and no message is being confirmed then second cycle will be executed and it will send that message again to all receivers (Assume that user has selected two cycles)

4. For managing a large number of Receivers and Groups use either the simple Alphabetical Filtering feature (e.g., by pressing one of the links A, B, C,..., Z, and Others), or the advanced Search feature to display only the information that you need (e.g., enter a keyword followed by a * and press the View icon). Note that if you already had defined a list of Personal Favorites, then the content of this list is displayed by default on the left column. Select the link All to display all the available Receivers and Groups, and select the Favorites link to go back and display only those selected in your Favorites List.

5. Repeat steps 1 to 4 until you add all the members that you want to the Recipient List.

6. Selecting a Group by clicking on the Show Group Members displays a list of members that comprise this group. This list could be made up of Receivers and Groups.

7. The Show Details button is under the column of Receivers.

a) Selecting Receiver and then clicking on Show Details will display details about the receiver. Name, Description, Department, Device/Pin, Carrier, Email cc flag, and groups he belongs to. When click show parent magnifying glass a pop up box displays, showing receiver groups he belongs to.

Step 2: Enter the message text and set the message parameters

1. Enter your message text.

2. Check High priority to send your message ahead of lower priority messages. Messages are sent out from the Main Queue in priority order (optional).

3. Check Include time stamp, Include sender name, and/or Include message ID in the message text if it is important to let the Receiver know when the message was sent, who sent the message, and/or the message ID (optional). These check boxes are grayed out if the global settings: Enable time-stamp on all messages, Enable sender name on all messages, and Include message ID in the message automatically are enabled on the Global Settings Panel. Note that this information takes up space on the Receiver's wireless device, and that the length of the message can be limited by carrier or device type.

4. Enter authorization code if present. This is available if chosen in global settings.

5. Click the Send button to submit your message, Reset button to clear the message text, or

Cancel button to return to the Send Menu page without sending.

Custom Escalation send panel

Note: HipLink also provides the facility to send encrypted messages to their recipients using options available in Appendix A: Advanced Messaging (at the end of the document).

Fax Send

The Fax Send panel allows you to send a message to the addresses of type Fax found in a Recipient List. A Recipient List is formed by Receivers and/or Groups (i.e., Receiver Groups, On-Duty Groups, Escalation Groups, Rotate Groups, and Follow-Me Groups) which have already been set up in HipLink system by your administrator.

Note 1: Each time you are sending a message you have to add Receivers and/or Groups to the Recipient List. You cannot save the Recipient List for later use.

Note 2: If the global setting Enable Send Receiver Schedule is enabled, then on all the Send panels (i.e., Standard Send, Quick Send, etc.), only the Receivers that are on duty at that moment are displayed.

TO SEND A FAX MESSAGE:
1. From the Send menu, click Fax on the left navigation bar.

Note: The Fax menu entry is displayed only if the Fax sending feature is enabled by the License Key.

Step 1: Select a list of Recipients

1. On the Fax Send Panel, select one or more Receivers and/or Groups on your left and click the Add button to create your Recipient List. You can also add/remove a recipient to/from a list by double clicking on that recipient.

Note: Only Receivers of type Fax are displayed in the Receivers list, and only Groups having Receivers of type Fax as members are displayed in the Groups list. Acronyms prefix the Recipient names: (Fax) for Receivers, (G) for Receiver Groups, (O) for On-Duty Groups, (E) for Escalation Groups, (R) for Rotate Groups, and (F) for Follow-Me Groups.

2. For managing a large number of Receivers and Groups use either the simple Alphabetical Filtering feature (e.g., by pressing one of the links A, B, C,..., Z, and Others), or the advanced Search feature to display only the information that you need (e.g., enter a keyword followed by a * and press the View icon). Note that if you already had defined a list of Personal Favorites, then the content of this list is displayed by default on the left column. Select the link All to display all the available Receivers and Groups, and select the Favorites link to go back and display only those selected in your Favorites List.

3. To select multiple items on a list, click the left mouse button while holding down either the Shift or Ctrl key.

4. Selecting a Group by clicking on the Show Group Members displays a list of members that comprise this group. This list could be made up of Receivers and Groups.

5. The Show Details button is under the column of Receivers.

a) Selecting Receiver and then clicking on Show Details will display details about the receiver. Name, Description, Department, Device/Pin, Carrier, Email cc flag, and groups he belongs to. When click show parent magnifying glass a pop up box displays, showing receiver groups he belongs to.

Step 2: Enter the message text and set the message parameters:

1. Enter your message text.

2. Browse and select an existing file to be sent as an attachment to the Fax message. You can attach to a Fax message different types of files (e.g., Microsoft Word, PowerPoint, and Excel, Adobe PDF, simple ASCII files, etc.). Note that these applications should be installed on the computer where the Windows Fax Server is running.

3. Enter authorization code if present. This is available if chosen in global settings.

4. Click the Send button to submit your message, Reset button to clear the message text, or

Cancel button to return to the Send Menu page without sending the message.

Fax sending panel

Note: The list of cover pages is synchronized with that maintained by the HipLink Fax Module.

Voice Send

The Voice Send panel allows you to send a message to the addresses of type Voice or Voice enabled found in a Recipient List. A Recipient List is formed by Receivers and/or Groups (i.e., Receiver Groups, On-Duty Groups, Escalation Groups, Rotate Groups, and Follow-Me Groups) which have already been set up in HipLink system by your administrator.

Note 1: Each time you are sending a message you have to add Receivers and/or Groups to the Recipient List. You cannot save the Recipient List for later use.

Note 2: If the global setting Enable Send Receiver Schedule is enabled, then on all theSend panels (i.e., Standard Send, Quick Send, etc.), only the Receivers that are on duty at that moment are displayed.

TO SEND A VOICE MESSAGE:
1. From the Send menu, click Voice on the left navigation bar.

Note: The Voice menu entry is displayed only if the Voice sending feature is enabled by the License Key.

Step 1: Select a list of Recipients

1. On the Voice Send Panel, select one or more Receivers and/or Groups on your left and click the Add button to create your Recipient List. You can also add/remove a recipient to/from a list by double clicking on that recipient.

Note: Only Receivers of type Voice or Voice enabled are displayed in the Receivers list, and only Groups having Receivers of type Voice or Voice enabled as members are displayed in the Groups list. Acronyms prefix the Recipient names: none, (Num), (2Way), and (Fax) for Receivers, (G) for Receiver Groups, (O) for On-Duty Groups, (E) for Escalation Groups, (R) for Rotate Groups, and (F) for Follow-Me Groups.

2. For managing a large number of Receivers and Groups use either the simple Alphabetical Filtering feature (e.g., by pressing one of the links A, B, C,..., Z, and Others), or the advanced Search feature to display only the information that you need (e.g., enter a keyword followed by a * and press the View icon). Note that if you already had defined a list of Personal Favorites, then the content of this list is displayed by default on the left column. Select the link All to display all the available Receivers and Groups, and select the Favorites link to go back and display only those selected in your Favorites List.

3. To select multiple items on a list, click the left mouse button while holding down either the Shift or Ctrl key.

4. Selecting a Group by clicking on the Show Group Members displays a list of members that comprise this group. This list could be made up of Receivers and Groups.

5. A new Show Details function is to be provided under the column of Receivers.

a) Selecting Receiver and then clicking on Show Details will display details about the receiver. Name, Description, Department, Device/Pin, Carrier, Email cc flag, and groups he belongs to. When click show parent magnifying glass a pop up box displays, showing receiver groups he belongs to.

Step 2: Enter the message text and set the message parameters

1. Enter your message text.

2. Press the Template List button to open the Voice Template Wizard Page (optional).

Step 1: Select a template from the drop-down menu.

Step 2: Complete the voice template wizard form and press the Send button. Note that in this case the message is created based on the template only and the message and attachment from the Voice Send Panel are neglected.

3. Browse and select an existing sound file to be sent as an attachment to the Voice message.

4. Check the Send sound file first check box if you want to send the attachment first.

5. Enter authorization code if present. This is available if chosen in global settings.

6. Click the Send button to submit your message, Reset button to clear the message text, or Cancel button to return to the Send Menu page without sending the message.
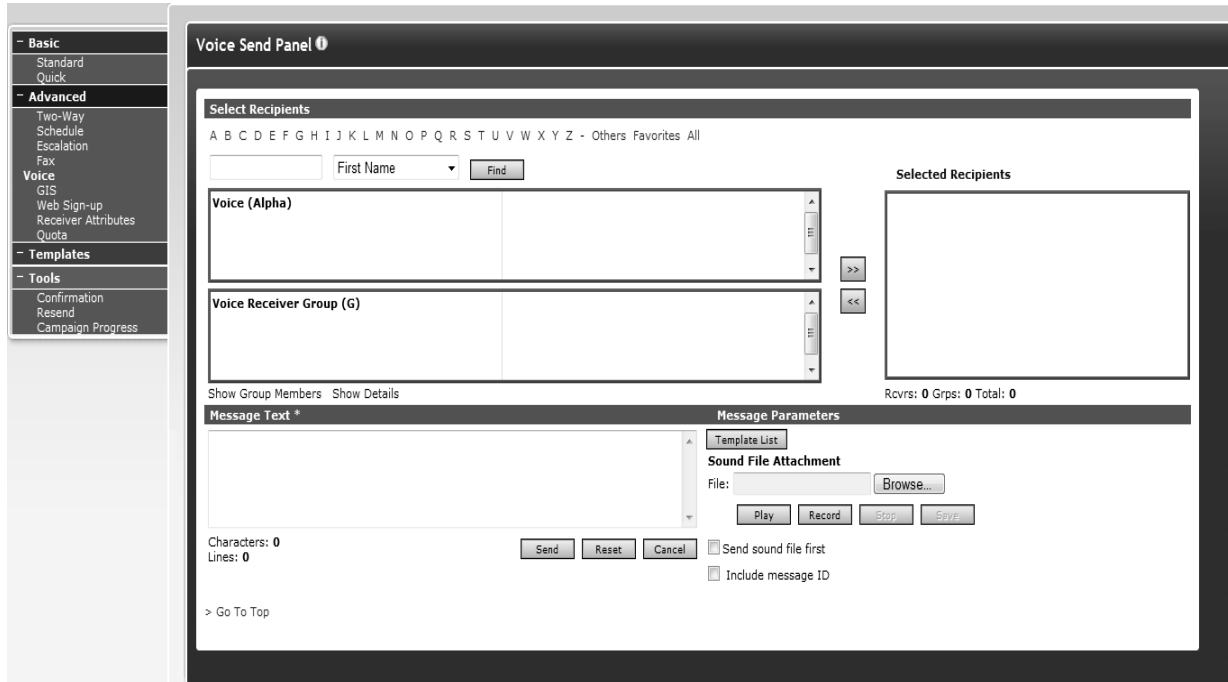
Voice sending panel

Note: The list of templates is synchronized with that maintained by the HipLink Voice Module.

GIS Send

The GIS Send panel is accessible from Send Tab under Advanced Send Options. Please note: GIS is a licensed component so this service is not available without the license key that supports GIS Integration. If you do not have the license key that supports this service, please contact HipLink Software and request an update of the license key for the service.
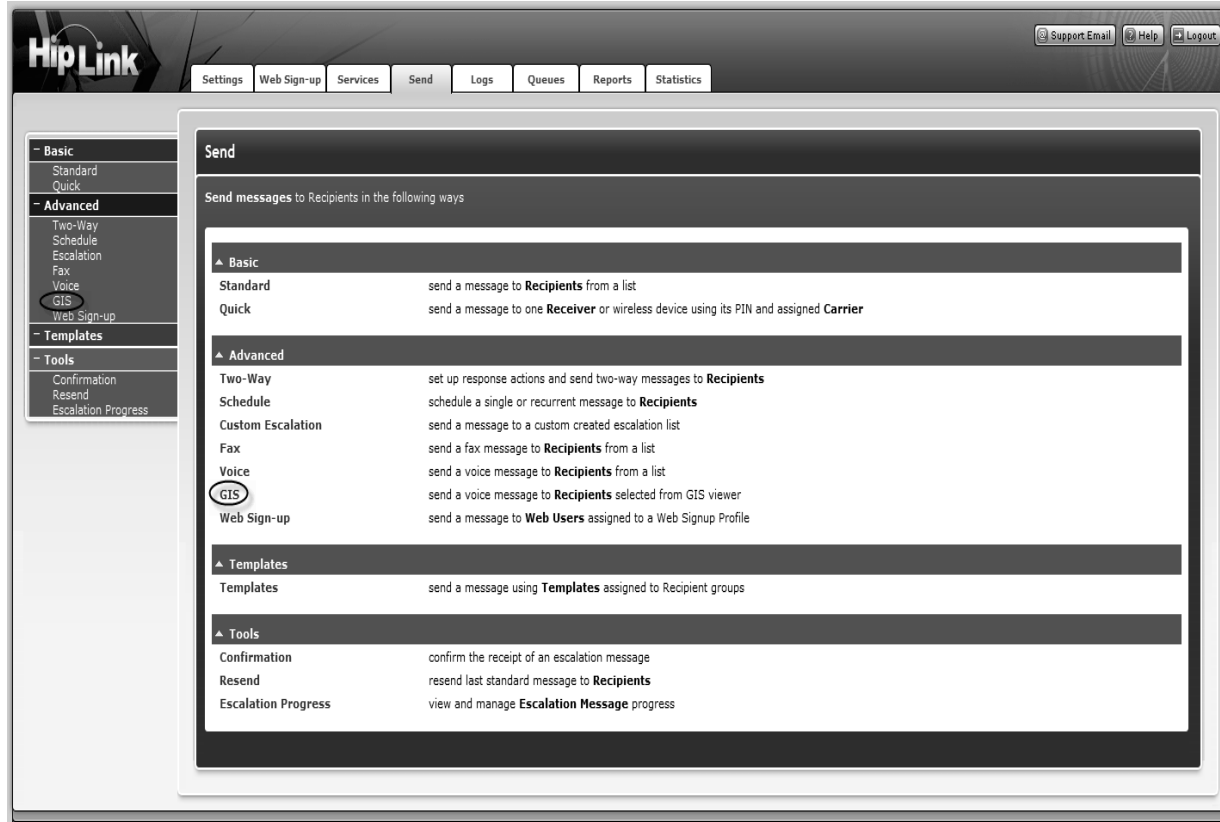
GIS Send Panel

GIS Send panel could only be accessed if GIS Settings are configured for one or both of the following:

• ArcIMS

• ArcGIS

The panel is available to all sysAdmin users. For custom users, this panel is available if access GIS Send panel feature is on in User Group permissions.

From the GIS Send panel, you can send voice as well as text messages – using either ArcIMS or ArcGIS service – to citizens in the region selected in the map displayed on the panel

ArcIMS

This tab is accessible if GIS Settings are configured for ArcIMS, and if one or both of the following are configured:

• Phone DB is configured properly in ArcIMS Settings

• ArcIMS integration is enabled in Web Sign-up General Settings

From the ArcIMS Send panel, you can send voice as well as text messages – using ArcIMS service to citizens in the region selected in the map displayed on the panel.

ArcIMS Send Panel

The panel contains following sections:

Select Region

> The map displayed here will depend on GIS integration and the layers you have chosen to configure on GIS Settings panel.

> The tools at the bottom of the map help you select an area or specify a polygon you wish to target as your notification area.

Select Recipients

This section allows users to select recipients for sending messages. Users can send messages to Standard Voice Numbers (defined in Phone DB), to Web Sign-up Recipients, or to both. It contains following checks:

• Standard Voice Numbers: To send messages to all individuals whose phone numbers are available in the company's phone database. This option is enabled only if PhoneDB Settings are configured properly in ArcIMS Settings.

> In case you have access to the phone company's database, you will be able to send messages to all individuals in the selected area whose phone numbers are available in the phone company's reverse lookup database (address mapped to phone number).

> This is typically used to broadcast in case of emergency situations, but access to this database depends on the local governmental and phone company policies on Privacy.

• Web Sign-up Recipients: To send messages to all the recipients registered to the web sign-up profiles. This option is enabled only if ArcIMS Integration is enabled in Web Sign-up General Settings.

When this check is selected, the following fields are displayed:

- Web Sign-up Profiles: Contains all web sign-up profiles created in HipLink. By default, profile enabled in Web Sign-up General Settings will be selected.
- To Everyone (Emergency Broadcast): To send message to all the recipients of the selected profile, irrespective of the topics or characteristics selection. When this check is enabled, the following two lists are hidden.
- Web Sign-up Topics: Contains the list of topics for the selected web sign-up profile.
- Web Sign-up Characteristics: Contains the list of characteristics for the selected web signup profile.

Enable Address Selection Filtering

This section allows users to apply selection filters on the map selection. It also allows users to save their filters as public or private, as well as use other users' public filters.

Address selection filtering could be applied to both Standard Voice Numbers and Web Sign-up Recipients.

When Enable Address Selection Filtering check is selected, all address fields become visible. These fields are similar to those defined in Web Sign-up General Settings.

When values are provided in Filter String fields, messages are delivered to only those receivers whose addresses match the given filtration criteria.

Enable Address Selection Filtering

Save Address Selection Filter:

- Check the Enable Address Selection Filtering checkbox.
- Provide values in Filter String fields.
- Provide a name for this filter in the Save Filter field.
- Check as public if you want this filter to be accessible to other users.
- Press the Save button.

This will save the filter and load it in the Choose Filter drop down.

Use Address Selection Filter:

- Choose a filter from the Choose Filter drop down.
- Press the Load button.

This will load the filter in Filter String fields.

Delete Address Selection Filter:

- Choose your own filter from Choose Filter drop down.
- Press the Delete button.

This will delete the selected filter.

Note: Users can only delete their own filters and not those of other users

- Message Text: Enter the message text in this text box.
- Message Parameters:
- Send Sound File Saved on Server: Browse and select an existing sound file on the server to be sent as an attachment with the Voice message.
- Send Local Sound File: Browse and select an existing local sound file to be sent as an attachment with the Voice message. You can also record a voice message, save it on your local server, and select it as an attachment.
- Send sound file first: Select this check box if you want to send the attachment first.
- Include message ID: Select this check box if you want the message ID to be included in your message.
- Authorization Code: Enter authorization code for the message. This is available if selected in Global Settings.

When you are ready to send the message, press the Send button to submit your message. If you want to undo the selections, press the Reset button to clear all the fields.

Press the Cancel button to return to main Send page without sending the message.

ArcGIS

ArcGIS Send Panel

This tab is accessible if GIS Settings are configured for ArcGIS, and if one or both of the following are configured:

- Phone DB is configured properly in ArcGIS Settings
- ArcGIS Integration is enabled in Web Sign-up General Settings

From ArcGIS Send panel, you can send voice as well as text messages – using ArcGIS service – to citizens in the region selected in the map displayed on the panel.

The map displayed here will depend on GIS integration and the layers you have chosen to configure on GIS Settings panel. The map contains the following windows:

- Available Layers: Displays the list of layers available on the map. You can turn the layers on/ off by selecting/ un-selecting the checks next to them
- Tools: Provides tools for navigation, selection, de-selection, and address query on the map
- Results: Displays the results of selection made on the map i.e., the list of selected features

The panel contains following sections:

Map Selections

This section allows users to save the selections they have made on the map. These selections are listed as Spatial Requests in the dropdown list. The selections can be saved as either public or private. If saved as public, then these selections are also available to other users.

The purpose of this section is to save time spent in making huge selections on the map each time a message is to be sent.

Map Selection

Save Map Selection:

- Select a region on the map
- Click on the Expand button against Map Selections header
- Provide a name for this selection in Save Spatial Request field.
- Check as public if you want this selection to be accessible to other users.
- Press the Save button.

This will save the map selection and load it in Choose Spatial Request drop down.

Use Map Selection:

- Choose a selection from the Choose Spatial Request drop down.
- Press the Load button.
- This will load the selection on the map.
- Delete Map Selection:
- Choose your own selection from the Choose Spatial Request drop down.
- Press the Delete button.

This will delete the map selection.

***Note:** Users can only delete their own map selections and not those of other users.*

Select Recipients

This section allows users to select recipients for sending messages. Users can send messages to Standard Voice Numbers (defined in Phone DB), to Web Sign-up Recipients, or to both. It contains the following checks:

• Standard Voice Numbers: To send messages to all individuals whose phone numbers are available in the company's phone database. This option is enabled only if PhoneDB Settings are configured properly in ArcGIS Settings.

In case you have access to the Phone company's database, you will be able to send messages to all individuals in the selected area whose phone numbers are available in the phone company's reverse lookup database (address mapped to phone number).

This is typically used to broadcast in case of emergency situations, but access to this database depends on the local governmental and phone company policies on Privacy.

• Web Sign-up Recipients: To send messages to all the recipients registered to the web sign-up profiles. This option is enabled only if ArcGIS Integration is enabled in Web Sign-up General Settings.

When this check is selected, the following fields are displayed:

- Web Sign-up Profiles: Contains all web sign-up profiles created in HipLink. By default, profile enabled in Web Sign-up General Settings will be selected.
- To Everyone (Emergency Broadcast): To send message to all the recipients of the selected profile, irrespective of the topics or characteristics selection. When this check is enabled, the following two lists are hidden.
- Web Sign-up Topics: Contains the list of topics for the selected web sign-up profile.
- Web Sign-up Characteristics: Contains the list of characteristics for the selected web sign-up profile.

Enable Address Selection Filtering

This section allows users to apply selection filters on the map selection. It also allows users to save their filters as public or private, as well as use other users' public filters.

Address selection filtering could be applied to both Standard Voice Numbers and Web Signup Recipients.

When the Enable Address Selection Filtering check is selected, all address fields become visible. These fields are similar to those defined in Web Sign-up General Settings.

When values are provided in Filter String fields, messages are delivered to only those receivers whose addresses match the given filtration criteria.

Save Address Selection Filter:

- Check the Enable Address Selection Filtering checkbox.
- Provide values in Filter String fields.
- Provide a name for this filter in Save Filter field.
- Check as public if you want this filter to be accessible to other users.
- Press the Save button.
- This will save the filter and load it in the Choose Filter drop down.
- Use Address Selection Filter:
- Choose a filter from the Choose Filter drop down.
- Press the Load button.

This will load the filter in the Filter String fields.

Delete Address Selection Filter:

- Choose your own filter from the Choose Filter drop down.
- Press the Delete button.

This will delete the selected filter.

Note: Users can only delete their own filters and not those of other users.

Enable Address Ignore Filtering

This section allows users to apply ignore filters on the map selection. It also allows users to save their filters as public or private, as well as use other users' public filters.

Address ignore filtering could be applied to both Standard Voice Numbers and Web Sign-up Recipients.

When the Enable Address Ignore Filtering check is selected and New button is pressed, all address fields become visible. These fields are similar to those defined in Web Sign-up General Settings.

When values are provided in Filter String fields, messages are *not* delivered to the recipients whose addresses match the given filtration criteria.

Add Address Ignore Filter:

- Check the Enable Address Ignore Filtering checkbox.
- Press the New button.
- Provide values in the Filter String fields.
- Press the Add button.

This will add the filter to the list of filters being applied on the map selection. You can add as many ignore filters as you want.

Edit Address Ignore Filter:

Any filter – that has been added – can be modified.

- Click on the Edit icon next to a filter. (This will load the filter in Filter String fields).
- Make the desired changes.
- Press the Update button.

This will modify the filter and add it to the list of filters being applied on the map selection.

Delete Address Ignore Filter:

Any filter – that has been added – can be deleted by clicking on the Delete icon next to it.

Save Address Ignore Filter:

- Check the Enable Address Ignore Filtering checkbox.
- Press the New button.
- Provide values in the Filter String fields.
- Provide a name for this filter in the Save Filter field.
- Check as public if you want this filter to be accessible to other users.
- Press the Save button.

This will save the filter and load it in the Choose Filter drop down.

Use Address Ignore Filter:

- Choose a filter from the Choose Filter drop down.
- Press the Load button.

This will load the filter in the Filter String fields.

Delete Address Ignore Filter:

- Choose your own filter from the Choose Filter drop down.
- Press the Delete button.

- This will delete the selected filter.

Note: Users can only delete their own filters and not those saved by other users.

Get Target Address Count:

This link fetches the total addresses count in the map selection. It displays the total count after selection, de-selection, and applying filters.

• Select a region in the map using any selection tool, such that it highlights a few addresses

• Click on Get Target Address Count

This will fetch total recipients count in Target Addresses Statistics section.

Target Address Statistics

• Deselect some of the selected features

• Apply Address Selection / Address Ignore Filter(s)

• Click the Refresh button next to the Target Addresses Statistics header.

This will display the address count after map selection, de-selection, and after applying address filters.

• Message Text: Enter the message text in this text box.

• Message Parameters:

• Send Sound File Saved on Server: Browse and select an existing sound file on the server to be sent as an attachment with the Voice message.

• Send Local Sound File: Browse and select an existing local sound file to be sent as an attachment with the Voice message. You can also record a voice message, save it on your local server, and select it as an attachment.

• Send sound file first: Select this check box if you want to send the attachment first.

• Include message ID: Select this check box if you want the message ID to be included in your message.

• Authorization Code: Enter authorization code for the message. This is available if selected in Global Settings.

When you are ready to send the message, press the Send button to submit your message. If you want to undo the selections, press the Reset button to clear all the fields.

Press the Cancel button to return to main Send page without sending the message.

When values are provided in Address Fields, messages are delivered to only those receivers whose addresses match the given filtration criteria.

Web Sign-up Send
The Web Sign-up Send panel is accessible from the Send Tab under Advanced Send Options.

Please note: Web Sign-up is a licensed component so this service is not available without the license key that supports Web Sign-up. If you do not have the license key that supports this service, please contact HipLink Software Solutions and request an update of the license key for the service.

The Web Sign-up Send panel is available to all sysAdmin users. For custom users, this panel is available if access Web Sign-up Send panel feature is on in User Group permissions.

The panel contains the following fields:

• Web Sign-up Profiles: Contains all the web sign-up profiles created in HipLink. By default, profile enabled in Web Sign-up General Settings will be selected.

• Web Sign-up Topics: Contains the list of topics for the selected web sign-up profile.

• Web Sign-up Characteristics: Contains the list of characteristics for the selected web sign-up profile.

• Message Text: Message text goes in this text box. The message can also be based on templates.

• Options for sending message:

High Priority
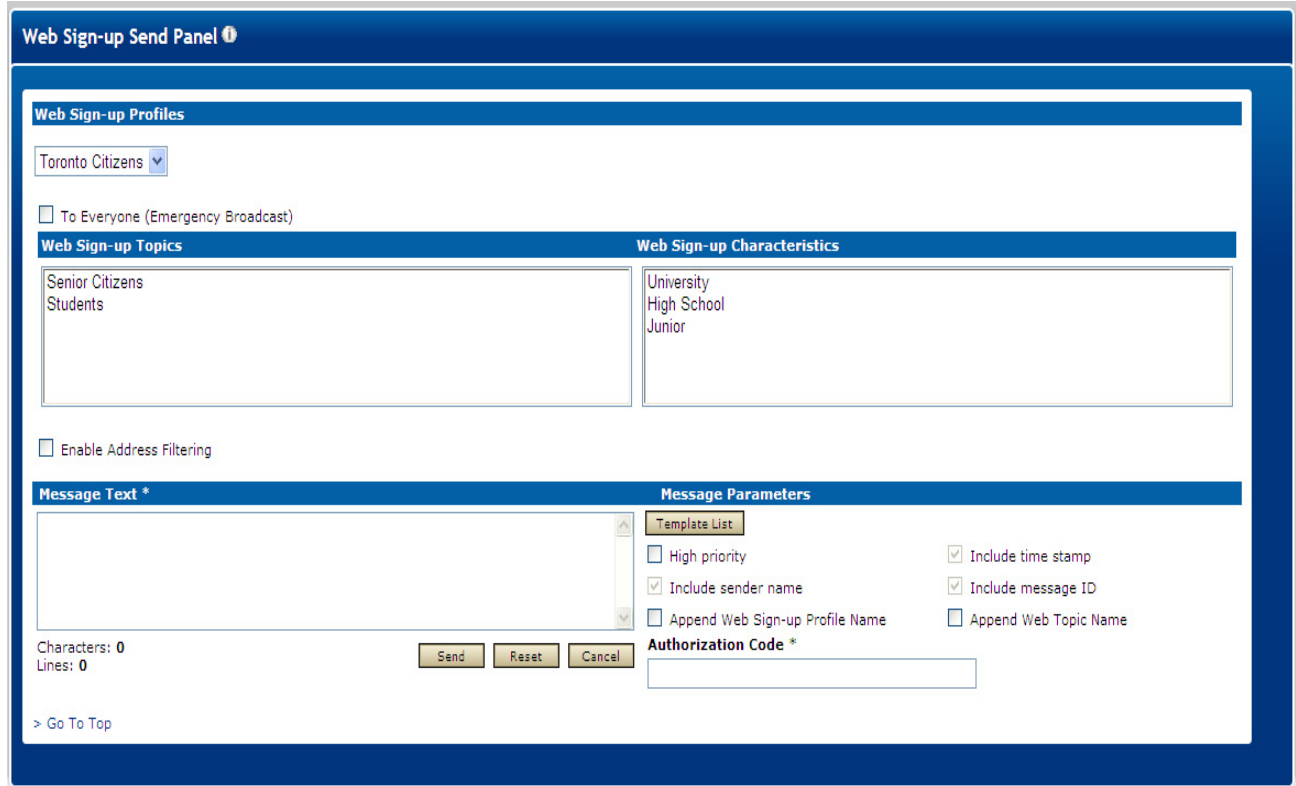
Include time stamp

Include sender name

Include message ID

Append Web Sign-up Profile Name

Append Web Sign-up Topic Name
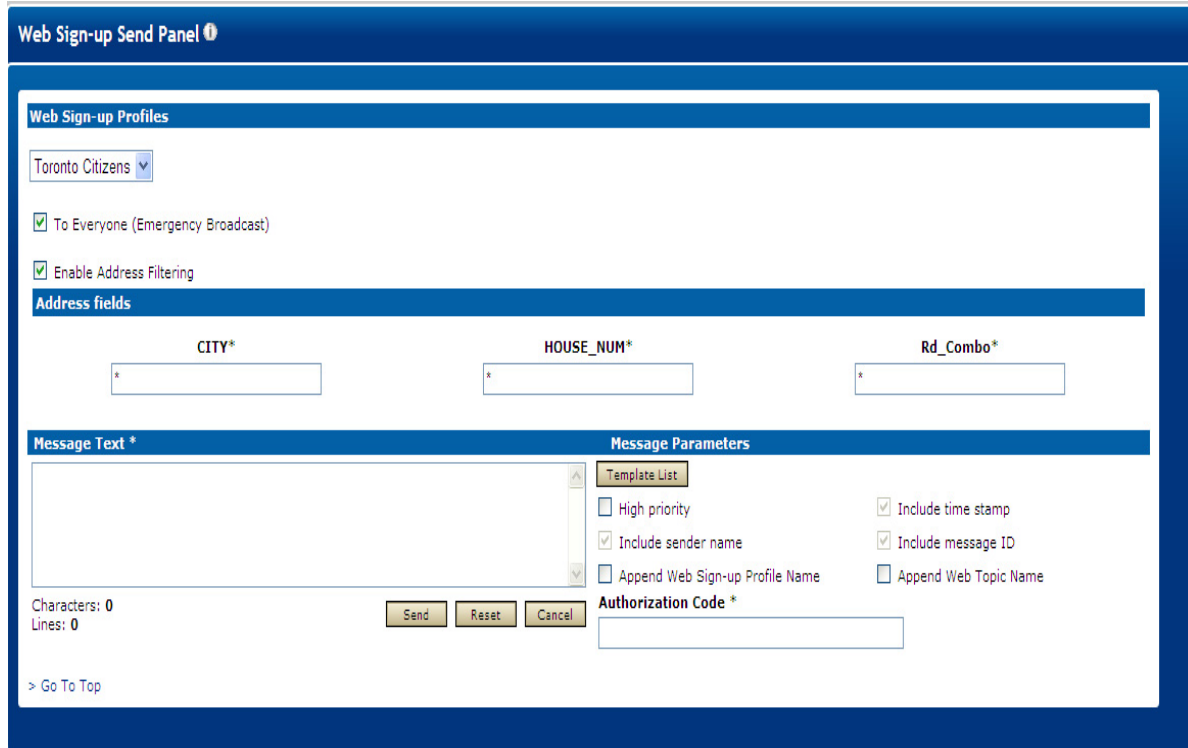
Web sign-up Send Panel

MESSAGE SENDING OPTIONS:
Messages could be sent to the registered recipients on the basis of following selections:

• Selected Topics: All recipients registered to at least one of the topics will receive the message. Message files would also be created for the Subscription Groups associated to these topics. If a subscription group is assigned to more than one topics, only one message file would be created for each member of that subscription group.

• Selected Characteristic: All recipients registered to at least one of the characteristics will receive the message.

• Selected Topics and Characteristics: All recipients registered to at least one of the topics *and* one of the characteristics will receive the message.

• Emergency Broadcast: All recipients in the selected web sign-up profile will receive the message. When this check is selected, Web Sign-up Topics and Web Sign-up Characteristics fields are hidden.

Web sign-up Send Message Settings

ADDRESS FILTERING:
This option is available if GIS Integration is enabled from GIS Settings panel and/ or

Address Parameters are defined in Web Sign-up General Settings.

When the Enable Address Filtering check is selected, all address fields become visible. These fields are similar to those defined in the Web Sign-up General Settings.
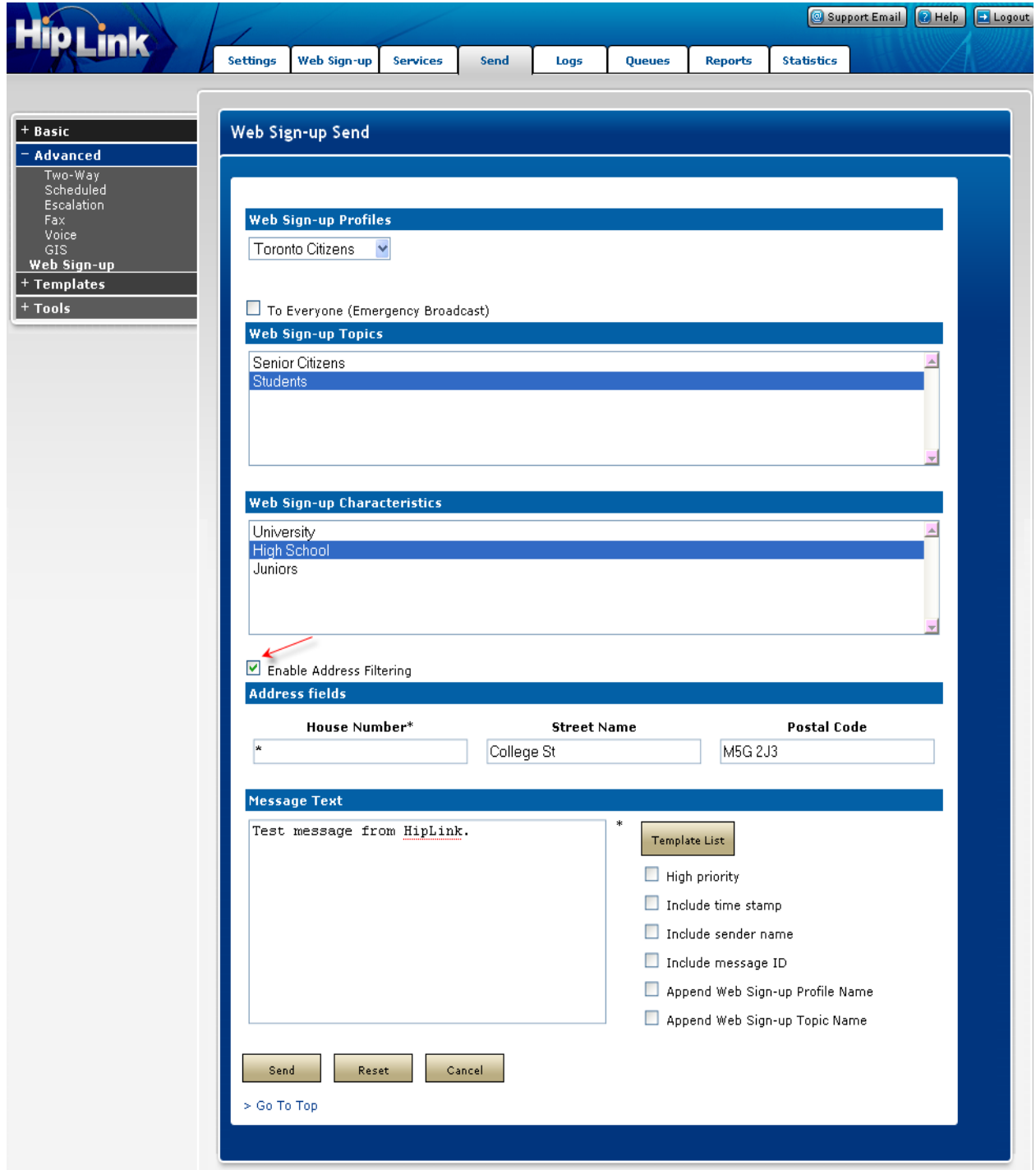
Web sign-up Send: Address Filtering

Fields marked as mandatory in Web Sign-up General Settings will have an asterisk appended by default

When values are provided in Address Fields, messages are delivered to only those receivers whose addresses match the given filtration criteria.

Attributes Send Panel

The Receiver Attributes Send panel allows you to send messages to receivers using their attributes. Only Receivers are present on the Receiver Attribute Send page. Initially Available Receivers list is empty, and receivers are only1 viewable when their associated Attribute is selected.

Note: Each time you are sending a message you have to add Receivers to the Selected Receivers List. You cannot save the Receivers List for later use.

Note: If the global setting Enable Send Receiver Schedule is enabled, then on all the Send panels i.e., Standard Send, Quick Send, etc.), only the Receivers that are on duty at that moment are displayed.

TO SEND A MESSAGE USING ATTRIBUTES:
From the Send menu, click Receiver Attributes.

Receiver Attributes Panel

Step 1: Checked the attributes so that the receivers assigned that attributes will be displayed in the Available Receivers list.

- To select multiple items on a list, click the left mouse button while holding down either the Shift or Ctrl key.
- Click the Add button to add receivers to your Selected Receivers List.
- Select a Receiver and click the Show Details to see the Parent, Name, Description, Department, Pin Carrier and Email CC.

Step 2: Selecting Multiple Attributes.

1. If an Attribute is selected, all the receivers that have been assigned that attribute become visible in Available Receivers list.
2. If multiple attributes are selected than only those receivers will be visible that contains all the selected receivers.
3. To select multiple items on a list, click the left mouse button while holding down either the Shift or Ctrl key.
4. Click the Add (>>) button to add receivers to your Selected Receivers List.
5. Select a Receiver and click the Show Details to see the Parent, Name, Description, Department, Pin Carrier and Email CC.
6. The Show Details button is under the column of Receivers.
    a) Selecting Receiver and then clicking on Show Details will display details about the receiver. Name, Description, Department, Device/Pin, Carrier, Email cc flag, and groups he belongs to. When click show parent magnifying glass a pop up box displays, showing receiver groups he belongs to.

Step 3: Enter the message text and set the message parameters.

1. Enter your message text.

2. Check High priority to send your message ahead of lower priority messages. Messages are sent out from the Main Queue in priority order (optional).

3. Check Include time stamp, Include sender name, and/or Include message ID in the message text if it is important to let the Receiver know when the message was sent, who sent the message, and/or the message ID (optional). These check boxes are grayed out if the global settings: Enable time-stamp on all messages, Enable sender name on all messages, and Include message ID in the message automatically are enabled on the Global Settings Panel. Note that this information takes up space on the Receiver's wireless device, and that the length of the message can be limited by carrier or device type.

4. Enter authorization code if present. This is available if chosen in global settings.

5. Click the Send button to submit your message, Reset button to clear the message text, or Cancel button to return to the Send Menu page without sending.

Note: HipLink also provides the facility to send encrypted messages to their recipients using options available in Appendix A: Advanced Messaging (at the end of the document).

Quota Send Panel

The Quota Send panel is accessible from the Send Tab under Advanced Send Options. This panel allows a user to use the specialized Send Screen to send a message to a group of people in a specific order and specify the number of confirmations required before the system stops sending a notification to the group.

The System sends a message to the selected quota and wait for the confirmation, in case all of the receivers confirm the message, the quota gets completed if some of them confirm the system will wait for other receivers to respond, if receivers confirm message within allocated response wait time quota will get completed else it will be failed.

Note: The System only waits for confirmations in case of rejection quota will get failed.

Note: The Quota Send panel will only be accessible if it has been enabled in license key.

Note: This panel will be available to all sysadmin users and to user who has granted privileges accessing Quota Send panel.

TO SEND A QUOTA MESSAGE:
From the Send Menu, click Quota on left navigation bar under Advance Send option.
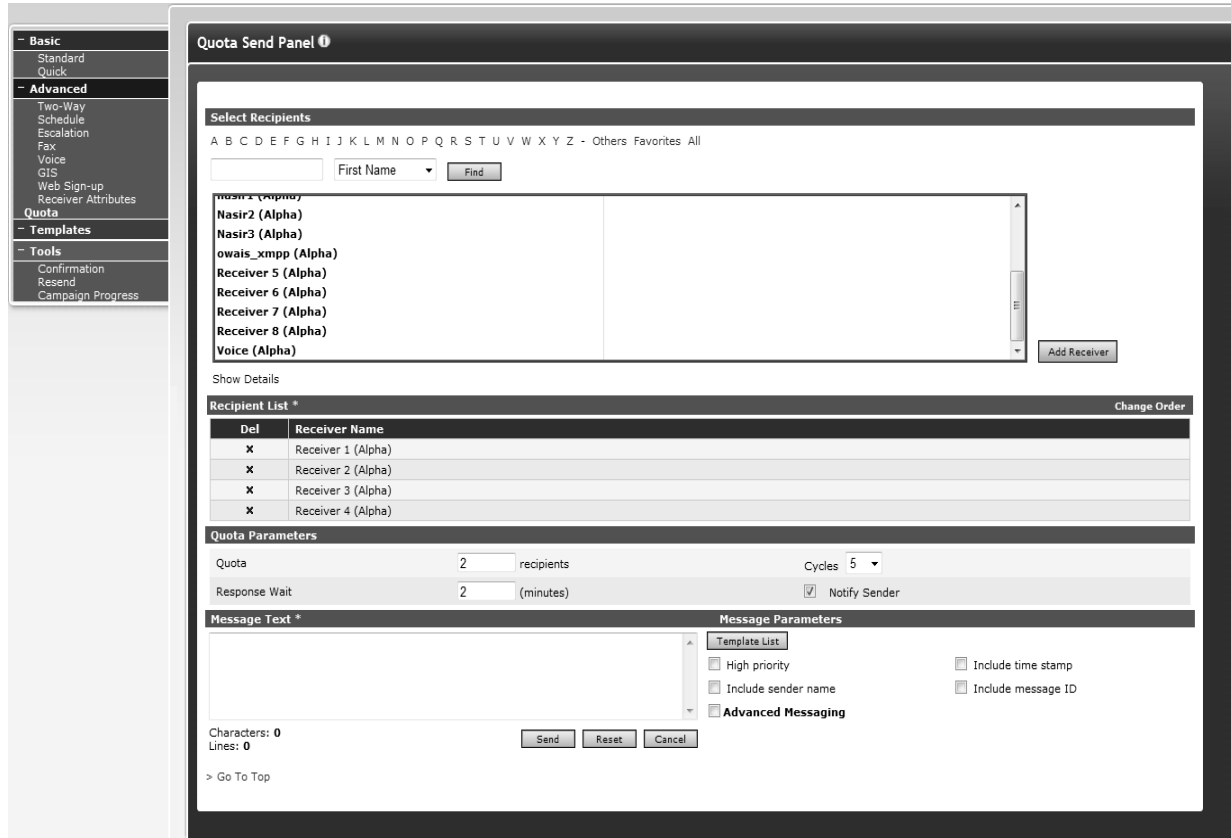
Quota Panel

Step1: Select a list of Recipients

1. On the Quota Send panel, select multiple receivers (*You can select multiple receivers by holding Ctrl or Shift key*) and click the Add Receiver button to create your Recipient List. You can delete receivers from your recipient list by clicking the Delete icon next to any receiver which you want to delete.
2. *Note: Receiver groups will not be showing in receiver box. (Currently this send panel is for receivers only)*
3. You can change the receiver's order by clicking the Change Order option on the right corner of Recipient List box (*change receivers order and click save*).
4. The Show Details button is under the column of Receivers.
    b) Selecting Receiver and then clicking on Show Details will display details about the receiver. Name, Description, Department, Device/Pin, Carrier, Email cc flag, and groups he belongs to. When click show parent magnifying glass a pop up box displays, showing receiver groups he belongs to

Step2: Set up Quota Parameters

1. Enter a valid digit in Quota (Value entered in Quota should be less than selected Recipients).
2. *Note: Value which you enter in Quota is the number of recipient who has to send confirmation before response wait time expires.*
3. Enter a valid Response Wait time in minutes (Value which you enter in this field is the response wait time of system to wait for confirmations).
4. Select the number of Cycles from the combo (You can select cycles from 1 to 10; system will resend messages according to the number of cycles selected if and only if quota is not completed and response time has not expired).
5. Notify Sender, if this check box is enabled, the system will send success and failure reports of the campaigns to the sender.

Step3: Enter message text and set message parameters

7. Enter your message in Message Text box.
8. Check High priority to send your message ahead of lower priority messages. Messages are sent out from the Main Queue in priority order (optional).
9. Check Include time stamp, Include sender name, and/or Include message ID in the message text if it is important to let the Receiver know when the message was sent, who sent the message, and/or the message ID (optional). These check boxes are grayed out if the global settings: Enable time-stamp on all messages, Enable sender name on all messages, and Include message ID in the message automatically are enabled on the Global Settings Panel. Note that this information takes up space on the Receiver's wire-less device, and that the length of the message can be limited by carrier or device type.
10. Enter authorization code if present. This is available if chosen in global settings.
11. Click the Send button to launch campaign, Reset button to clear the message text, or Cancel button to return to the Send Menu page without sending.
12. After sending message, browse to Confirmation panel and confirm/reject messages, when user confirms/rejects messages, Campaign Progress for quota gets updated showing percentage bar. Campaign terminates in case of success and failure.

Note: HipLink also provides the facility to send encrypted messages to their recipients using options available in Appendix A: Advanced Messaging (at the end of the document).

Tools

Confirmation

The Confirmation panel allows users to confirm/ reject messages. This panel is available to all sysAdmin users. For custom users, the panel is available if the users have access to any of the Send panels.
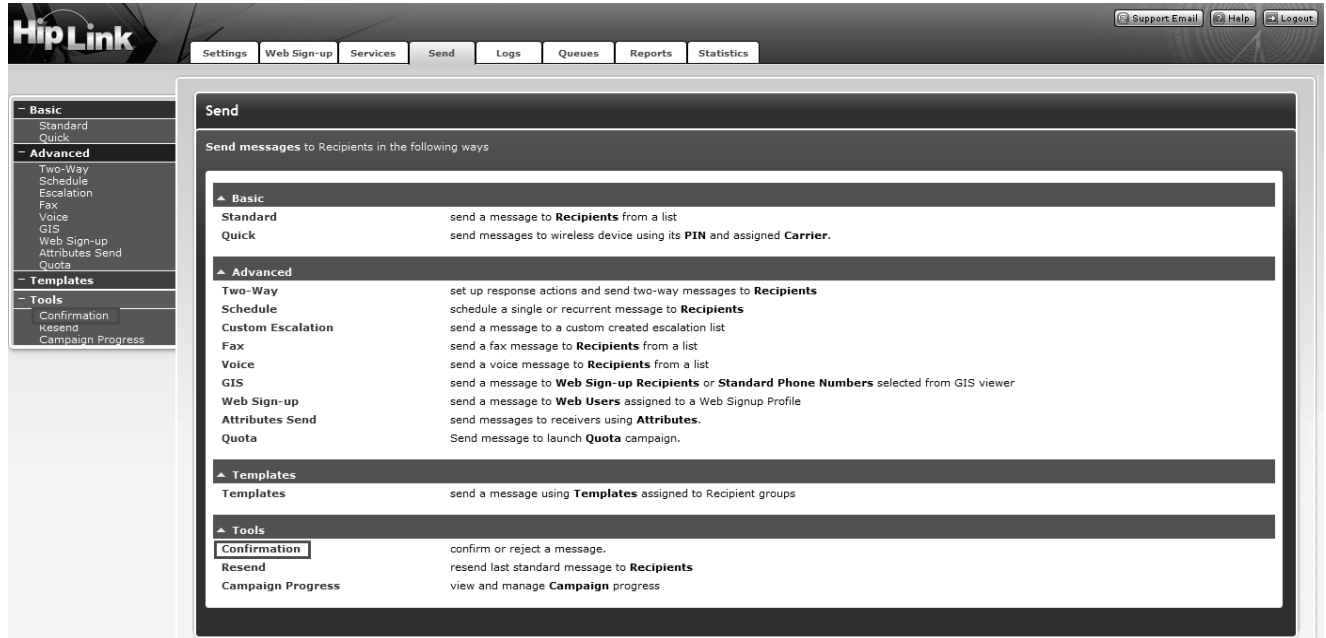
Send Panel Confirmation

All messages can be confirmed/ rejected based on their message ID. By default, only the escalation messages have the message ID included in the body of the message. If you want to send the message ID to the Receivers, you should first select Include message ID check box on Send panels, or enable this setting from Global Settings panel. If this setting is enabled, Include message ID check box will appear selected and disabled on all Send panels.

The Confirmation panel contains two fields:

• Job ID: Job ID of the message that needs to be confirmed/ rejected.

• Comments: Optional field for the user to add comments.

In addition, the panel contains Confirm and Reject buttons to confirm/ reject the message.
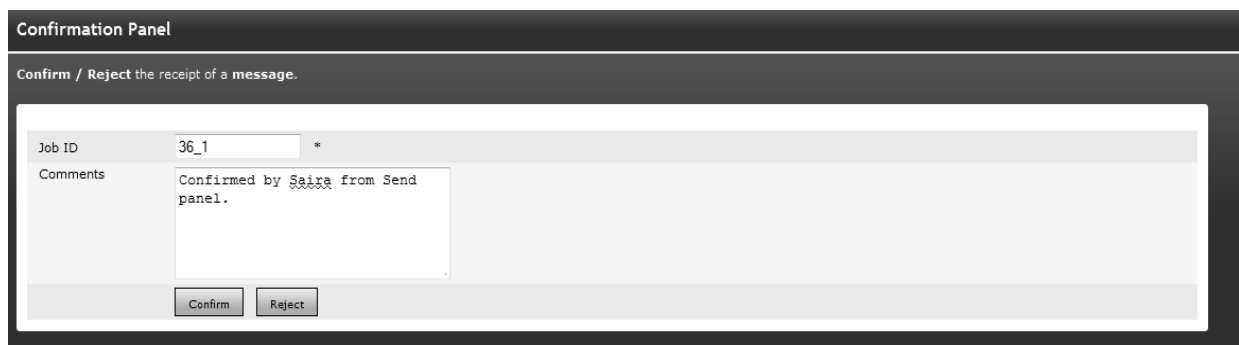
Confirmation Panel

After confirmation, the message status in the Reports menu changes to CONFIRMED. After rejection, the message status in Reports menu changes to REJECTED.

Details of confirmation/ rejection can be viewed by clicking on job ID of the confirmed/ rejected message on Reports panel. The Message History pop-up displays the following details for a confirmed/ rejected message:

• Confirmation Comments: Any comments that were provided by the user

• Confirmation Interface: Send Confirmation panel, Login screen, Action GUI, etc.

• Job Confirmed By: Name of the user who confirmed/ rejected the message. When messages are confirmed/ rejected through Confirmation panel, the user name is auto-generated.

TO CONFIRM AN ESCALATION MESSAGE:
For the Receiver of an escalation message, it is important to confirm/ reject it on the HipLink application because the message confirmation/ rejection will automatically stop the escalation process to the other recipients. Each escalation message comes with a Message ID (such as Message ID: HPG65_2) that is displayed on the wireless device.

There are two ways for a Receiver to confirm/ reject an escalation message:

• Select Confirm or Reject directly from their two-way device.

• Login to HipLink as the User who sent the message

From the Send menu, click Confirmation on the left navigation bar.

On the Confirmation panel, enter the Message ID from the text of the message.

Click the Confirm or Reject button.

CONFIRM THROUGH SEND PANEL:
In addition to the confirmation panel, the user can also confirm/ reject messages through the Send panel.

Resend
The Resend panel displays messages sent by a user. This panel is available to all users having access to the Send panel and with message sending rights for any of the departments' members.

The panel can be accessed from Send tab's left navigation bar in Tools menu, as well as from the main Send panel under Tools header.
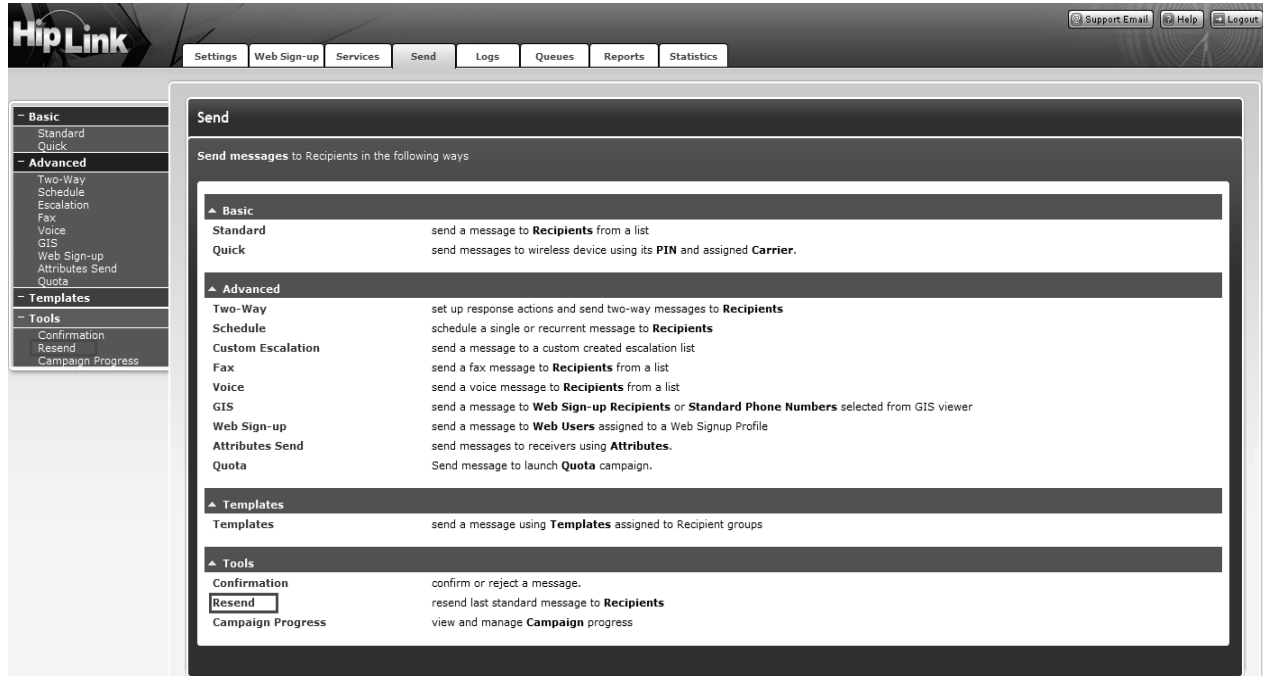
Accessing the Resend Panel

By default, the panel displays messages sent by the user. A combo box at the top of the grid contains an All option that allows messages sent by other users to be displayed and resent. For sysAdmin users, it loads messages sent by all other users on the panel.

For non-sysAdmin users, it allows messages sent by other members of the group to be viewed and sent. This option is available only in case the user has permission to View Group Members Reports feature.

The number of messages to be kept for a single user ranges from 10 to 1000, and this feature is controlled through Global Settings.

The contents of the panel could be refreshed by clicking on the Refresh link above the data grid. The panel contains the following columns:
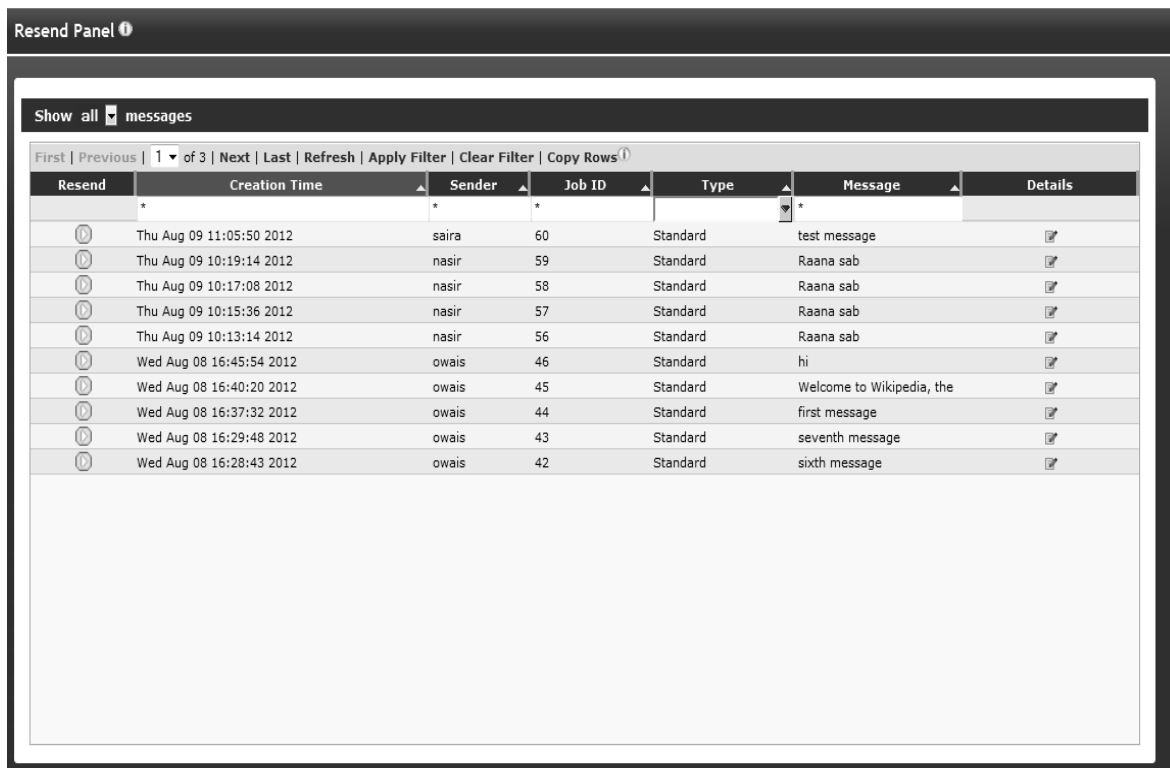
1. Resend: Clicking on this button directs the user to the corresponding Send panel, with all the message details loaded on it.

2. Creation Time: Displays creation time of the message.

3. Job ID: Displays job ID of the message.

4. Type: Displays message type (Standard/ GIS etc.)

5. Message: Displays the initial contents of the message.

6. Details: Clicking on this link open ups the Message Details pop-up. This pop-up contains all the details of the sent message (Job ID, Message, Creation Time, Sender, Message Type, Recipient List)

7. Sender: This column is visible when All is selected from the combo box. It displays the name of the user who sent the message.

By default, the message records are sorted on Creation Time. You can sort messages on any column in ascending or descending order by clicking the button at the top of each column.

The columns on the Resend panel can be resized and relocated to suit a user's needs.

Resend Panel

TO SELECT MESSAGES:
On the Resend panel, select from the combo box at the top the Message**s** you want to display:

1. Show my messages (default).

2. Show all messages

TO SORT MESSAGES:
1. On the Resend panel, click on the button at the top of each column to sort the records in ascending order.

2. Click on the button again to sort in descending order.

TO FILTER MESSAGES:
1. In the Resend Messages category you want to search, enter key words in the first box of Creation Time, Sender (for All / Group reports only), Job ID, Type, Message columns.

2. Click on the Filter link.

3. HipLink will search for messages with this specific text, refresh the page, and display the results.

4. To perform a wildcard search, use an * as a prefix, suffix, or both. For example, entering Tech* in the filter box in a particular column, may return reports with the words Technical, Technician, Tech Service, etc.

5. Click on the Clear Filter link to clear filter from the grid and load all the records.

TO COPY MESSAGE RECORDS:
1. Select a row by clicking it or select multiple reports by holding down either the Shift or Ctrl key while clicking on the rows.

2. Click the Copy Rows link at the top of the data grid. This would copy the data in the selected rows on your clipboard.

TO RESEND YOUR LAST SENT MESSAGE:
Through the Main Resend Panel:

1. From the Send menu, click the Resend on the left navigation bar.

2. Press the Resend button next to any of the messages present on the panel.

3. When the message is loaded on the corresponding Send panel, enter Authorization Code if required. This is available if selected in Global Settings.

4. You can edit the Recipient List by adding/ removing receivers from the list.

5. Click on the Send button to send the message.

6. Click on the Cancel button to go back to the Resend panel.

Through Message Details Pop-up:

1. From Send menu, click Resend on the left navigation bar.

2. Click Details icon against any of the messages present on the panel.

3. This will open Message Details pop-up window.

4. You can edit the Recipient List by un-selecting receivers from the list.

5. Click on the Send button to load the message on the corresponding Send panel..

6. Click on the Cancel button to go back to Resend panel.
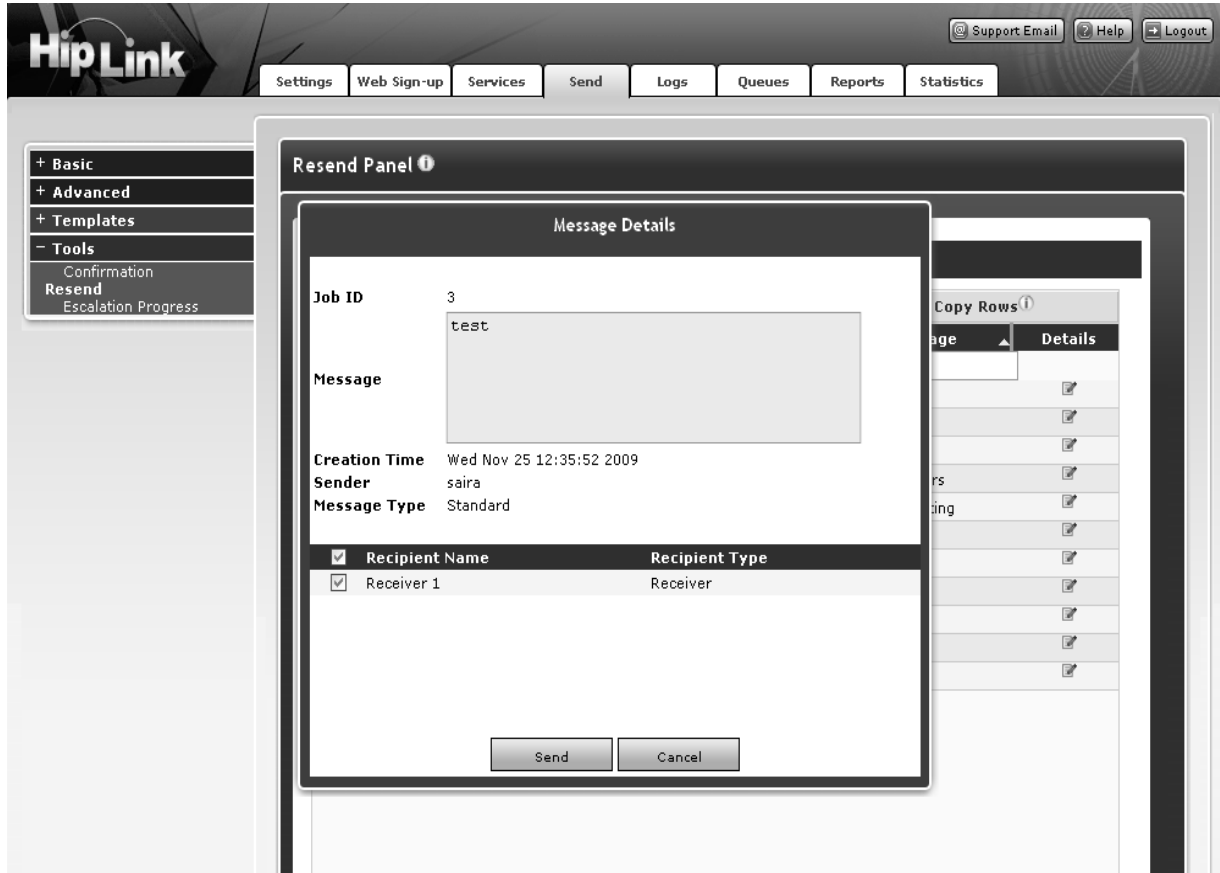
Campaign Progress
Quota Campaign Panel
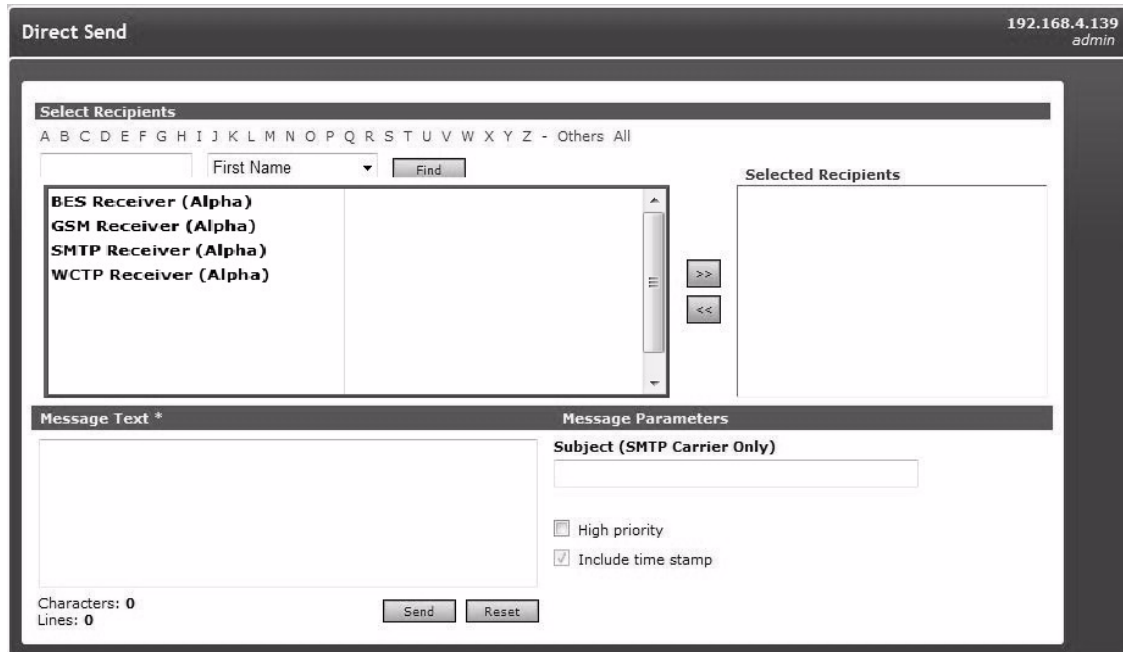
This Panel will display Job ID, Sender's Name, Start Time of that campaign, Next line displays next receiver in line to be sent, under Cycle section running cycle number will be displayed and in Quota Percentage section quota completion progress will be showing in percentage. This Panel also allows user to Pause, Resume and Stop campaign at any time.

Escalation Campaign Panel

This panel will displays Stop button, Job ID, Next Inline message files and Edit icon. This panel allows user to stop Escalation Campaign, by clicking Edit button, this will lead user to edit page where all message files are listed and user can also delete desired message files.

Web Sign-Up Campaign Panel

This panel shows the status of all currently ongoing message sending activities. Status of each activity is shown through a progress bar. To add to this, each message sending activity can be paused and stopped using Pause and Stop icons respectively against each progress bar. Click Session ID to view the details of Messaging session.

Direct Send Panel

Logs Menu

Logs track the operations in HipLink system. A log will display date, time, user (who performed the activity), and relevant activity. The panel can be accessed through Logs tab that appears at the top after Send tab in HipLink Web Application.

The Logs panel is available to all members of sysAdmin user group. For custom users, this panel is available if view Logs permission is assigned in User Group Permissions.

Full details about the Logs are in the Installation and Administration Guide.

Queues Panel

The HipLink queues line up messages to be sent. When a User sends a message, it is lined up in a dedicated queue: Main, Escalation, Scheduled, Fax, or Voice Queue. The Queue menu

allows permissioned Users to view and, if necessary, delete messages in these queues before the Messengers are picking them up.

Note: If the multiple Paging Queues feature is enabled by the License Key, then the Main paging queue is replaced by the Default queue.

Messages that have been successfully processed and sent to the Carrier are stored in the Completed queue. Unsuccessful messages that are not sent to the Carrier are stored in the Failed queue.

The Queue Main Panel lists all the system queues present in the system (Default, Escalation, Scheduled, Failed, Filtered, Completed, Fax, and Voice) as well as any custom paging queue created by a user. In front of every queue name, the numbers of files currently present in that queue are listed in brackets. The queue panel is auto-refreshed at every 30 seconds to update these message file numbers. Furthermore, the user is given the option to delete all message files present in a queue by clicking on the EMPTY link present for every queue.

For full details on Queue management, please see the Installation and Administration Guide.

Reports

The Reports panel provides users with the status of their messages. This panel is available to all users having access to any of the Send panels.

By default, the panel displays messages sent by the user presently logged in. A combo box at the top of the grid allows messages sent by other users to be displayed and resent. For sysAdmin users, the combo box contains an All option that loads messages sent by all other users on the panel.

For non-sysAdmin users, the combo box contains Group option that allows messages sent by other members of the group to be viewed and sent. This option is only available if the user has permission to View Group Members reports feature.

The panel contains the following columns:

1. Job ID: Displays the job ID of the message. Clicking on the job ID link opens the message History pop-up, which displays the message processing from its creation time to the present moment.
2. Time Stamp: Displays creation time of the message.
3. Receiver: Displays the name of the receiver to whom the message is sent.
4. Group: Displays Group Name if message was sent to a group.
5. Sender: This column is visible when Group or All is selected from the combo box. It displays the name of the user who sent the message.
6. PIN: Displays Receiver PIN.

7. Carrier: Displays carrier name.
8. Status: Displays the Status of the message. The list of possible statuses is given below.
9. Message: Displays the initial contents of the message.
10. Failed Reason: This field is for FAILED messages only. It displays the reason for message failure.
11. Department: Displays the Department name of the receiver to whom the message was sent.
1. Original Job ID: This field is for Resent messages only. It displays the job ID of the message that has been resent.
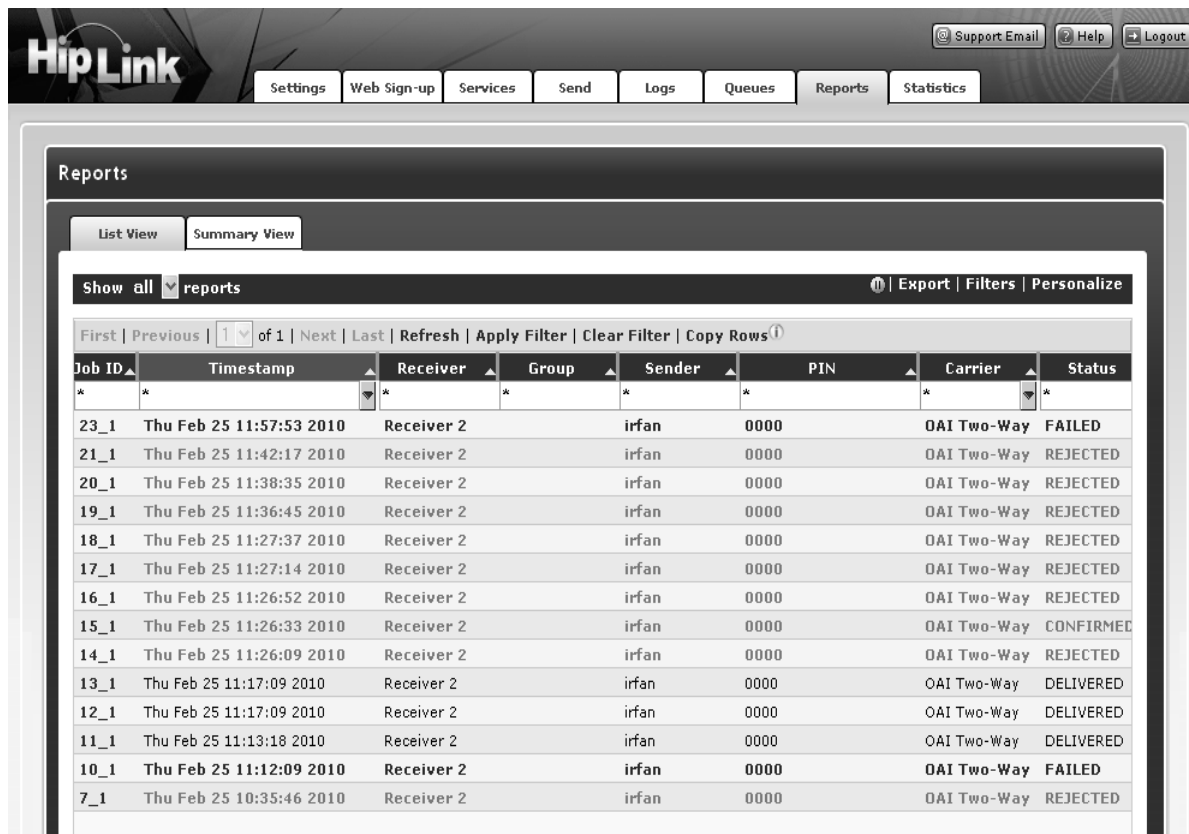
By default, the report records are sorted on Creation Time. You can sort reports on any column in ascending or descending order by clicking the button at the top of each column.
The columns in the Resend panel can be resized and relocated to suit user's needs. The Refresh link refreshes the page immediately.

Message Status
The status of a message can be reported in one of the following ways:

- ATTEMPT: HipLink has attempted to send the message at least once, and the message has been re-queued for delivery.
- BACKED-UP: Message has been assigned to Backup Carrier.
- COMPLETED: Message has been successfully delivered to Carrier (for One-Way Receivers only).
- CONFIRMED: Message has been confirmed by the receiver (for Two-Way receivers) or by the user.
- REJECTED: Message has been rejected by the receiver (for Two-Way receivers) or by the user.
- DELIVERED: Message has been successfully delivered to Two-Way receiver.
- FAILED: Message has been failed to be delivered to Carrier, or Carrier has failed to deliver message to Receiver.
- FILTERED: Message was not sent because it was filtered. (See details about message filtering in Filters section of User Guide).
- NEW: Message File has been picked by the HipLink Messenger.
- PENDING: Message has been received by Two-Way Carrier, but HipLink has not yet received confirmation that it has been delivered to the Receiver.
- READ: Message has been read.
- REPLIED: Message has been successfully delivered to Two-Way Receiver, and HipLink has received a reply. The reply message is also displayed.
- ADDRESSES-FETCHED: The GIS messenger has fetched all the addresses from the server and now message files for these addresses are being created. This is for GIS messages only.
- WAITING: Message is in process of being read.
- ANSWERED: Voice message has been completely read.

- TIMED OUT: The message has been queued for too long and its retry time is out.
- NO ANSWER: N/A
- QUOTA EXCEEDS: When maximum number of calls has been reached and the user tries to make a call anyway.
- QUEUED: Message has been queued.
- RINGING: N/A
- DIALING: When the bell is ringing on the receiver's device.
- UNKNOWN: Message delivered but status unknown (e.g., in case of HTTP protocol, the Carrier does not return a success or failure status). Messages with status UNKNOWN are archived in Completed Queue.

Reports

Using Reports

To select Reports:
On the Reports panel, select from the combo box at the top the Report you want to display:

1. Show my reports (default).

2. Show all reports

To sort Reports:
1. On the Reports panel, click on the button at the top of each column to sort the records

in ascending order.

2. Click on the button again to sort in descending order.

To filter Reports:
1. In the Report category you want to search, enter key words in the first box of Job ID, Creation Time, Receiver, Group, Sender (for All / Group reports only), PIN, Message, Failed Reason, Department, Original Job ID columns, or select an entry from the Carrier or Status drop-down menus. The menus contain a list of all preconfigured Carriers, and a list of all predefined Status codes.

2. Click on the Clear Filter link.

3. HipLink will search for messages with this specific text, refresh the page, and display the results.

4. To perform a wildcard search, use an * as a prefix, suffix, or both. For example, entering Tech* in the filter box in a particular column, may return reports with the words Technical, Technician, Tech Service, etc.

5. Click on Clear Filter link to clear filter text from the grid and load all the results.

To export Reports:
The Reports panel allows report records to be exported for further analysis.

1. Click on the Export link at the top-right corner of the panel to display the Export section.

2. You can choose to export reports of the current pages or all pages. Reports can be exported either including or excluding filters.

a) When reports are exported including filters and there are some filtered records on the panel, the exported file will only contain filtered records.

b) When exported, reports excluding filters with some filtered records on the panel, the exported file will contain all the records.

c) When excluding filters is selected, records can be exported only for all pages.

6. Reports can be exported in any of the three formats: CSV, PDF, Excel

7. Click on the Export button to export the file to your desired location.

The exported file will also contain the name of the user who exported it, and the creation time of the file.
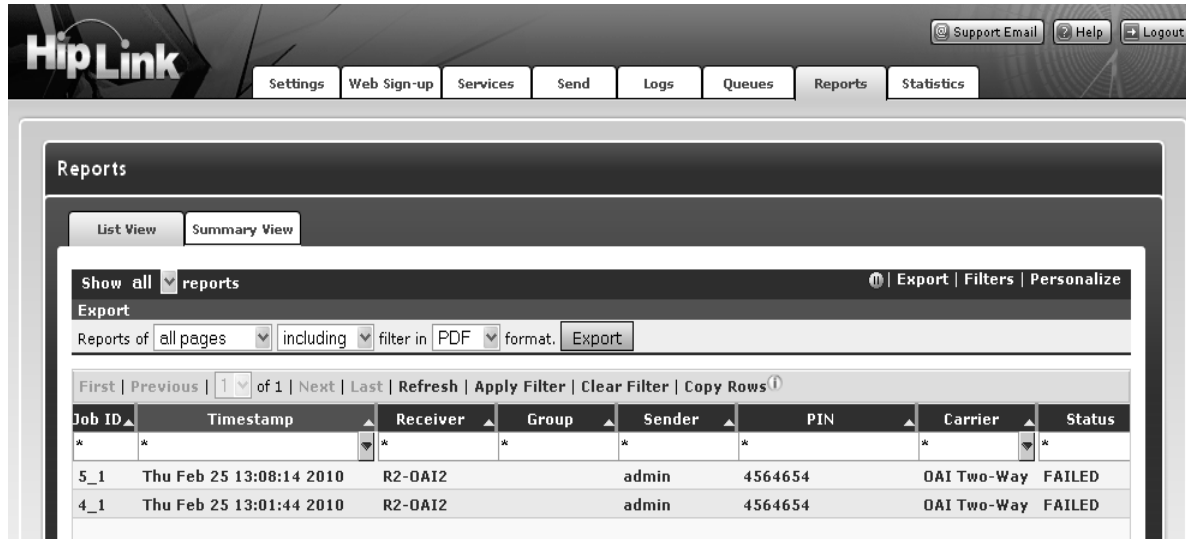
Export Reports

To display the history of a message:
1. Click the Job ID link for a particular message. The history of the message will be displayed in a pop-up window.

2. Click the Close button when you are done.
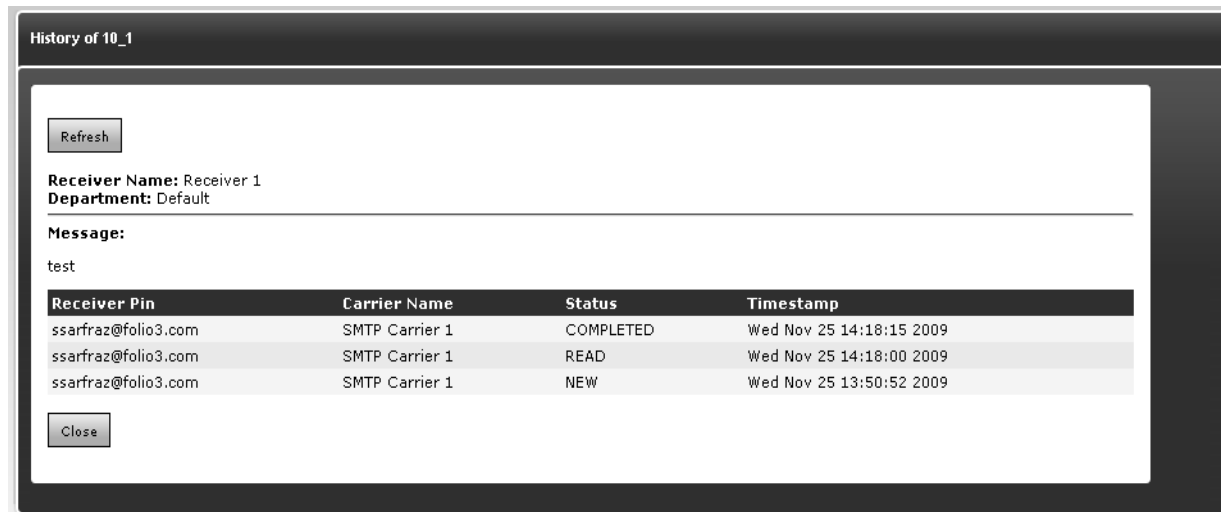
Message History

To copy Report records:

1. Select a row by clicking it or select multiple reports by holding down either the Shift or Ctrl key while clicking on the rows.

2. Click Copy Rows link at the top of data grid. This would copy the data in selected rows on you clipboard.

Reports – Summary View:

The Reports panel displays reports in two modes:

1. List View (Default)

2. Summary View

To view reports in Summary Mode, click Summary View tab at the top of the data grid. The panel will display following details for the messages in summary view:

*   Major Job ID
*   Progress Bar (Green in case of Success; Red in case of Failure)
*   Number of Completed, Failed, and In Progress messages in each job
*   To expand a job to view all of its messages, click on expand icon (magnifying glass) against the major Job ID.
*   To go back to list view, click List View tab at the top of data grid.
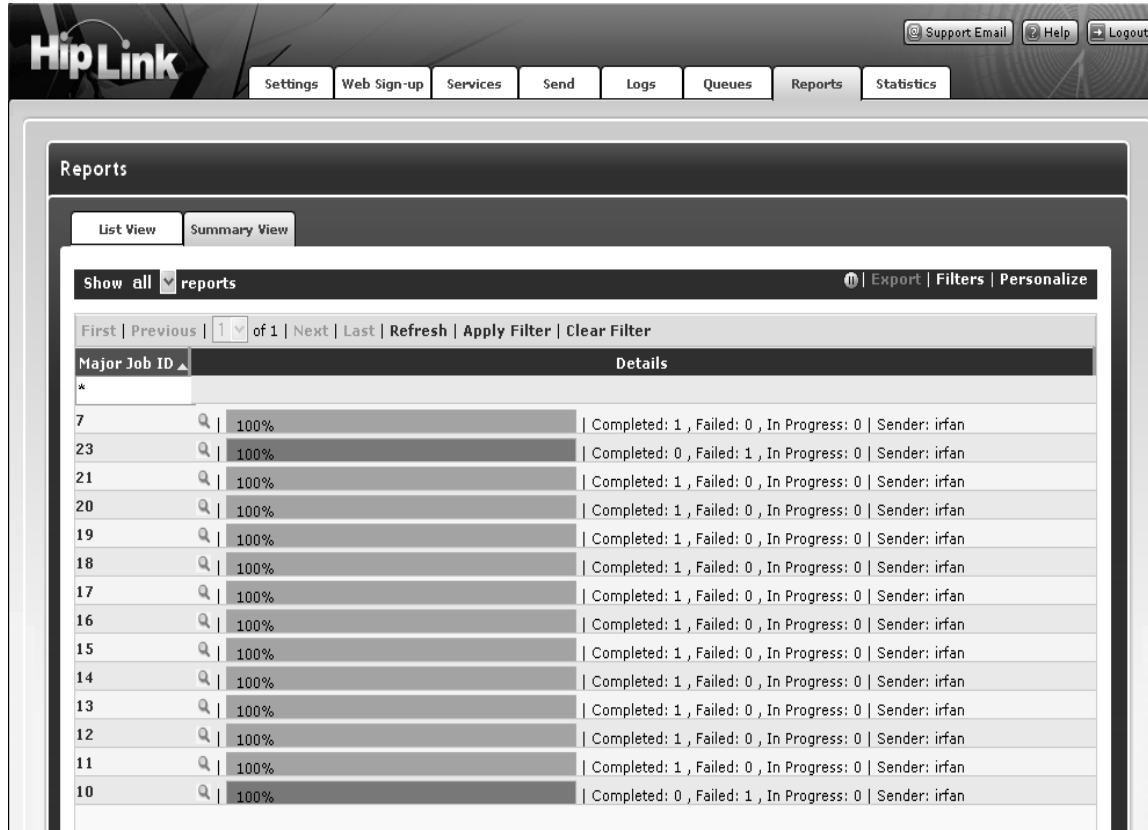
Summary View

Reports – Filter:

The Reports panel allows users to create filters which they can save for future use.

1. Apply filters on the report records (refer to Sec. 2.3 for details)

2. Click on the Filter link at the top-right corner of the panel to display the Filters section.

3. In the Save Filter field, provide any text. This will be used as the name of your filter.

4. Click on the Save button to save your filter.

5. This filter is created as your private filter and can only be viewed by you. If as public check is selected, it would become public and would be available to other users as well.

The Choose Filter combo box contains all the filters created by the user (Own) as well as the public filters (Public) of other users. Selecting a filter from the combo box displays two buttons:

1. Load: Loads the filter strings in data grids.

2.   Delete: Deletes the selected filter. This button is displayed only when Own filter has been selected.

Refresh icon refreshes the list of filters in the combo box.
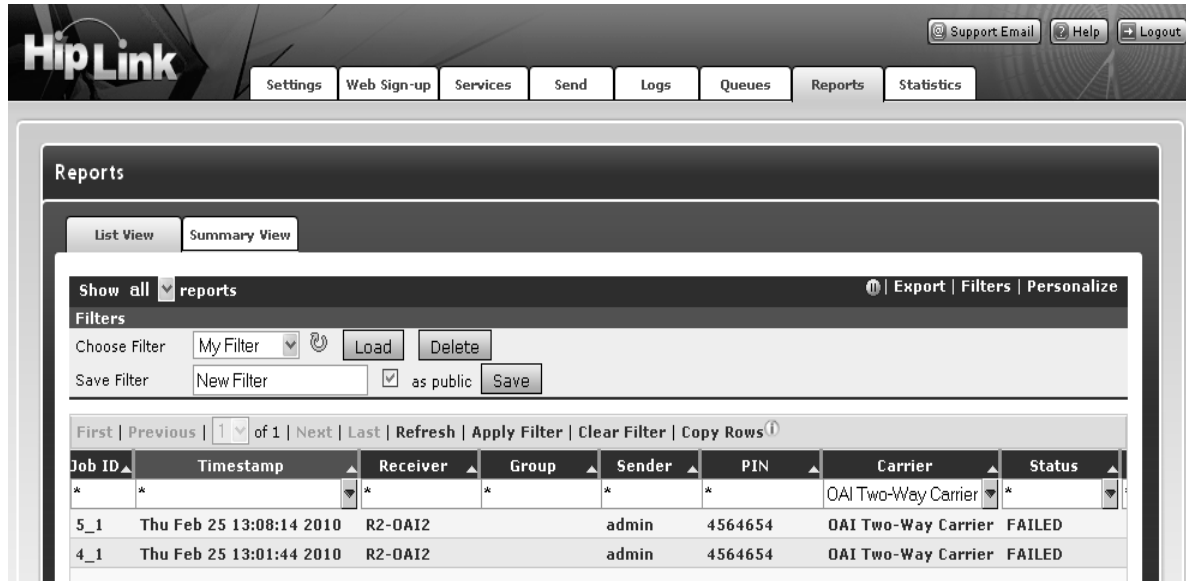
Reports Filter

Reports – Personalize:

This section allows user to personalize the Reports panel. User can choose to turn on/ off columns on the panel, save the size and order of the columns, and page refresh time interval. The settings can be saved permanently or only for the current session.

The settings saved in this section are personal to a user and do not effect settings for any other user's Report panel.

1. Click on the Personalize link on the top-right corner of the page to display the

Personalize section.

2. Select / un-select check boxes to turn on/ off columns on the panel.

3. If the Department check is unselected, the Departments combo box appears at the top of the grid. It lists all of the departments for which the user has send permissions. a) By default, the panel displays reports for all the departments.

b) You can select a department from the combo box to display reports for the receivers of that department only.

4.   Sender check box will always be disabled.

a) When show my reports is selected, Sender check box is unchecked. b) When show all reports is selected, Sender check box is checked.

5. By default, page refresh time interval is 600 seconds. You can set a custom time interval (30600 seconds) by providing value in Refresh Interval field and clicking on Set button.

6. You can choose to keep the current column width and column order by selecting the corresponding check boxes.

7. The panel contains three buttons:

   a) Reset Layout: Resets Personalize section to last saved values.

   b) Reset To Default: Restores the default settings of Personalize section.

   c) Make Permanent: Saves Personalized settings permanently.
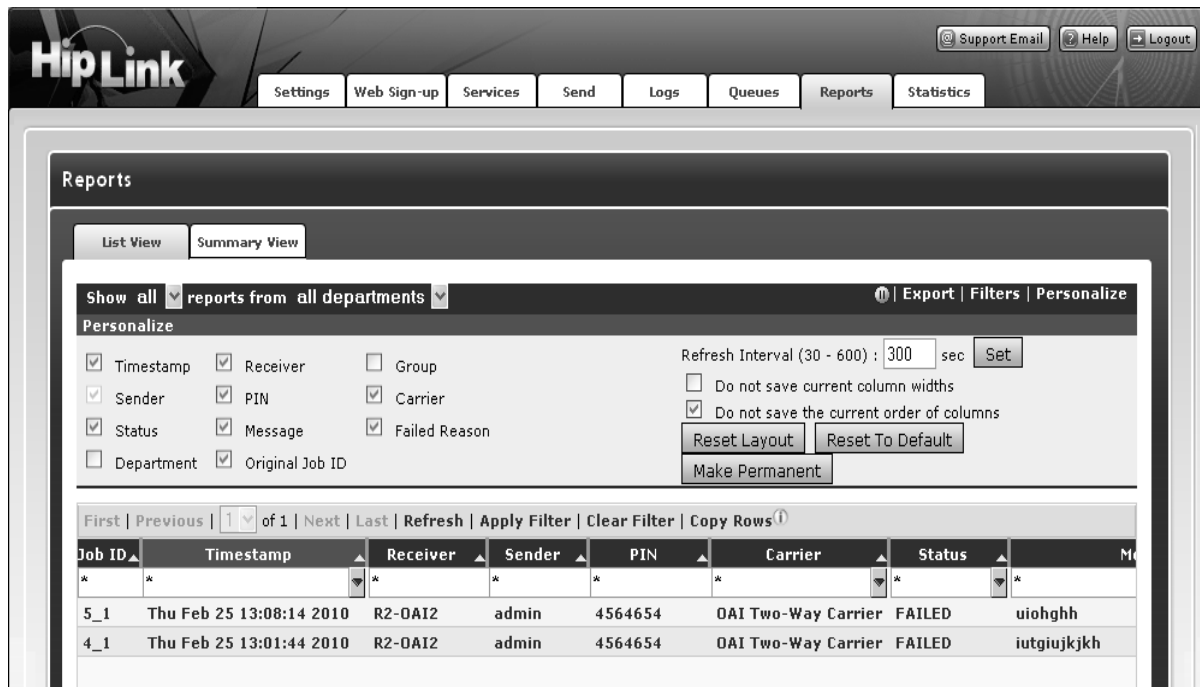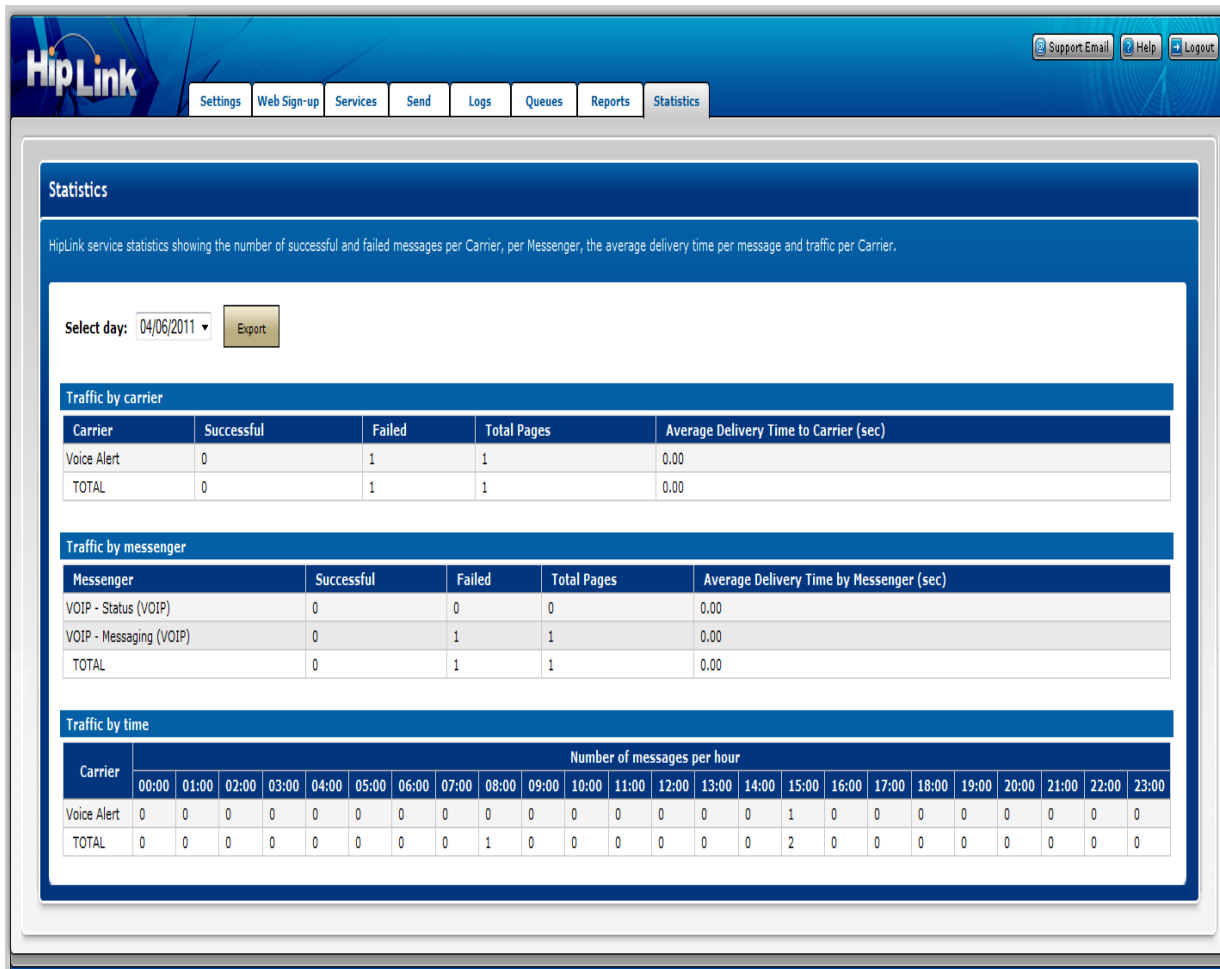
Personalize Report

Statistics Menu

HipLink service statistics shows the number of successful and failed messages per Carrier as well as the average delivery time per message in seconds. The statistics are computing using data from all HipLink Users.

This feature is available for the default sysAdmin User for which there is a Statistics in the horizontal menu bar.

The HipLink administrator can select a day from the previous 30 days of activity, and can also export the data in a Tab delimited format text file. Statistics are displayed in 3 formats: Traffic by carrier, Traffic by messenger, and Traffic by time.

To display Statistics:

1. Click Statistics on the menu bar (default sysAdmin User only).

2. On the Statistics page, select the day you want to display from the drop-down menu.

3. The page is automatically refreshed and the data for the selected day is displayed.

4. Click the Export button if you want to save the data in a text file.

Executing Actions Remotely

HipLink allows permissioned Users to execute actions from a remote location in three different ways:

- by using the HipLink Voice Module,
- by using the ActionGUI interface, and
- by sending an email to the Email Gateway.

Permissioned Users

A permissioned User, is a User that beside the password required to log in the HipLink GUI has defined a numeric Access Code. This Access Code is used to authenticate the User while initiating an IVR session from a phone, and it is also entered in the Subject field of an email sent to the Email Gateway.

See the Settings Menu chapter for details about creating a User and setting the Access Code.

Predefined Actions

In the case of an IVR session, the User will be asked to select the action from an option list. For details about installing and using the HipLink Voice Module refer to the HipLink Installation and Administration Guide.

In the case of sending an email to the Email Gateway, the User will have to send the action and its parameters in the body of the email message.

The actions that can be executed are either the predefined action or any custom response actions defined by the HipLink administrator.

A sysAdmin user can execute all the actions defined on Response Actions panel of HipLink. For a non-sysAdmin user, only those actions are available for which the he/ she has been given permissions in User Group settings.

There are six predefined actions in HipLink:

- Conf: to confirm a message
- GetUserData: to get the user information
- Query_Msg_Status: to get the status of a message
- Reject: to reject the message
- Send: to send a standard message
- ShowRecv: to show receivers matching the given receiver pattern

Executing Actions Using the Email Gateway

The Email Gateway can be configured with two email addresses:

1. a one-way email address required for sending messages to HipLink Receivers and Groups,

2. a two-way email address required to execute HipLink actions.

An Action may or may not return a response to the sender. If the sender is a permissioned User and the action has a response, then the User will receive it in an email sent to his/her email address.

See the Two Way Email Address Configuration settings on the Email Gateway Panel from the Settings Menu chapter for details.

The execution of actions can be controlled at the Email Gateway level by defining two files called allowed and denied containing the access list of allowed and denied email addresses or domains. These files are located in the config directory, they are both in text format, and contain one address per row.

Four situations are possible:

1. If both allowed and denied lists are empty, all senders are allowed to execute actions.

2. If the allowed list is not empty and denied is empty, then all senders that are on the allowed list will be allowed to execute actions.

3. If the allowed list is empty and denied is not, then all senders that are not on the denied list will be allowed to execute actions.

4. If there are entries on both the allowed and denied lists, only these email address or domains that are on the allowed list (and that are not on denied list, in this particular order) will be allowed to execute actions.

Glossary of Terms

Advanced LDAP	A HipLink Add-on Option that uses the LDAP Active Directory to setup and automatically update HipLink Users and database.
Advanced Send with Templates	Advanced Send provides additional sending options: *Two-Way Send* - set up Remote Actions and send messages that require an answer to two way Recipients *Schedule Send* - send according to a schedule a single or recurrent message to Recipients. *Custom Escalation Send* - send a message to the first Recipient from a custom created escalation list, wait for message confirmation a certain time, and continue to send the message to the next person from the list until a confirmation is received. *Fax Send* - send a message to a Recipient of type 'Fax'. *Voice Send* - send a message to a Recipient that is 'Voice' enabled or of type 'Voice'. **Templates** the user to create templates to rapidly respond to scenarios that happen frequently where only unique parameters change. Rather than typing a new detailed message you can access a predefined message template and select specific parameters through drop-down menus.
Application Integrations	HipLink has packaged integrations for NetIQ AppManager (IQLinkXS), Remedy (RemLinkXS) and HP OpenView (OpenLinkXS). Using our easy-to-use Application Integration toolset, we have development many custom integrations with most network monitoring, helpdesk, CRM and ERP applications. Application Messaging is a robust, two-way and highly scalable solution that enables corporate applications to instantly alert any data or voice enabled wireless device, mobile or land phone, PDA, or pager with vital information. HipLink can easily integrate with enterprise and third-party applications via several software interfaces, such as CLI (command line interface), Win32 COM object, and a Java API. HipLink also offers an e-mail interface (SMTP Gateway) and a File System Interface (ASCII) for interfacing with applications that only communicate via SMTP or ASCII files.
Application Messaging	Application Messaging is a robust, two-way and highly scalable solution that enables corporate applications to instantly alert any data or voice enabled wireless device, mobile or land phone, PDA, or pager with vital information. HipLink can easily integrate with enterprise and third-party applications via several software interfaces, such as CLI (command line interface), Win32 COM object, and a Java API. HipLink also offers an e-mail interface (SMTP Gateway) and a File System Interface (ASCII) for interfacing with

applications that only communicate via SMTP or ASCII files.

The two-way messaging capabilities turns a wireless device, such as a RIM BlackBerry into a remote control command center, allowing mobile workers to access information and applications anytime, anywhere. Remote users have remote access to mission-critical backend systems and applications, such as network monitoring software, CRM, helpdesk and ERP applications and can remotely log into HipLink to be authenticated and to take correction action using pre-defined remote actions. (See Application Integrations)

Application Messaging is a must has for IT manager responsible for high availability–99.999% uptime for customer service, business continuity and disaster recovery before, during and after an emergency event. The ESRI ArcIMS Module, Siemens Fire & Safety System Module, and most network monitoring system, CRM, helpdesk, ERP and Computer Aid Dispatch applications have been seamlessly integrated with HipLink as Application Integrations.

Application User (GUI user)	A software application or hardware that sends messages to and/or receives messages from HipLink. Requires an additional Application User Interface.
Application User Interface	Methods used by HipLink to integrate with, send messages to and to receive messages and data from software applications and back-end systems Command Line Interface (CLI), HipLink SMTP Gateway, COM Object, Java API and File System Interface.
ArcIMS GIS Module	The ArcIMS GIS (Geographic Information System) citizen notification module in HipLink offers an easy to use, full integration to ESRI's ArcIMS dynamic maps and GIS data to meet the demands for Mass Notification based on geography. The solution enables a HipLink user to target specific areas defined on the map, by zip code, or by specifying a point on the map and a notification radius. The selection process identifies the individuals to notify within the geographic lookup and automatically generates the associated call list. HipLink, with its easy to use desktop alerting features and embedded ESRI GIS application, enables you to generate immediate alerts for large groups of citizens in an affected geography, based on dispatcher defined parameters, get first responders mobilized with as little delay and confusion as possible and provide detailed logging and reporting for confirmation of delivery.
Characteristic Profile	This feature provides a way to manage demographic characteristics of groups. The ordering of characteristics defines the priority on which

messages will be sent. Each Web sign-up Profile is associated with a Characteristic Profile.

CLI

Command Line Interface integrated into third party applications to send messages to HipLink

Departments

With **Departments** HipLink administration can be delegated to the functional departments within an organization. For example, this feature allows the HipLink administrator to organize **Receivers** and different types of **Groups** into logical segments based on the company's organizational structure, geographic regions, or any other grouping criterion desired. The value of organizing **Receivers** and **Groups** into **Departments** is that administrators can control the **Departments** that individual **Users** can send messages to, and manage (i.e., add, delete, or modify), through the permission settings for each **User Group**.

Desktop Messaging

Desktop Messaging gives the enterprise a central messaging system that enables any employee to instantly communicate from their computer with any data or voice enabled wireless device, mobile or land phone, PDA, or pager. Any industry vertical enterprise, such as Healthcare, Utilities, Transportation/Logistics, Energy, Financial Services, Emergency Management Services and Governments needs a reliable centralized messaging system to communicate with their employees, their mobile field force, customers, partners and emergency responder. HipLink Desktop Messaging ensures critical messages get there on time, every time Desktop Messaging is the ideal solution for Business Continuity, Disaster Recovery and managed Public Notification when workers and emergency response teams need to get wireless messages reliably and in real-time. Every second counts when fast response saves lives, property, ensures business continuity and faster recovery after a disaster.

Desktop User

A person who sends messages to Receivers using the HipLink graphical user interface (GUI)

Devices

HipLink supports all wireless devices such as pagers, cell phones, BlackBerries, other PDAs and handhelds. The Carrier must be specified with configuring a Device in HipLink for both Application and Desktop Messaging. HipLink also supports Voice (Voice Module required) and Fax (Fax Module required).

DTMF

DTMF (dual tone multi frequency) is the signal to the phone company that you generate when you press an ordinary telephone's touch keys.

Escalation Groups

Sends messages one at a time to each **Receiver** in the group, each after a predefined delay required for message confirmation. The escalation continues if a **Confirmation** is not received before the next message is scheduled to be sent out. The escalation is stopped once the message is

confirmed on the HipLink system.

Fax Module	With this module installed HipLink can send a message to a Fax device
File System Interface	Method used by HipLink to integrate, to send messages and to receive messages and data from software applications and back-end systems that only communicate via ASCII files.
Filter Engine	HipLink Filters allows the user to set positive (true) or negative (false) conditions or criteria that affect sending messages to Receivers and Groups based on the message content, the message sender or the number of messages with similar content (i.e., filters can be set to skip or limit duplicate content within a specified time frame).
Follow-Me Groups	Sends messages to different **Receivers** depending on the time of day
Group	Wireless devices, which have been defined as **Receivers** in HipLink. A **Group** can also contain as members other groups of **Receivers** (i.e., Receiver Groups, On-Duty Groups, Escalation Groups, Rotate Groups, Follow-Me Groups and Subscription Groups). Grouping **Receivers** (and groups of **Receivers**) makes it possible for **Users** to send messages to all of the **Receivers** in the group simultaneously. Any group can be a member of any other group. HipLink will check for basic redundancy and will send out only one message for a **Receiver** that is also member of a Group within that Group.
GSM/GPRS	Global System for Mobile: The most common digital cellular system in the world
HTTP	Direct HTTP Post or Get methods to carriers' websites, uses Internet and port 80. Average Delivery to Carrier: 10 seconds Carriers who support: Most carriers, all major 5 do.
Input Gateways	In addition to Command Line Interface (CLI), COM Object and Java API for application integration, HipLink has three unique Gateways that allow HipLink to receive messages as input for message and content delivery to multiple servers: • HipLink SMTP Gateway sends data to HipLink via email • HipLink TAP Gateway sends data to HipLink via a modem over TAP dial-up • HipLink SNPP Gateway sends data to HipLink over the Internet via the Simple Network Paging Protocol (SNPP).
IVR	Interactive Voice Response. IVR systems automate routine transactions, such as requests for literature or information by using voice recognition or

phone keypad operations.

LDAP Lite HipLink users can be authenticated through a Windows 2000 Active Directory Server. This helps manage Users across the organization, and allows Administrators to apply the company password change policies in a unified manner. The User's Windows password authenticates their access to HipLink.

Advanced LDAP HipLink users can be authenticated through a Windows 2000 Active Directory Server. This helps manage Users across the organization, and allows Administrators to apply the company password change policies in a unified manner. The User's Windows password authenticates their access to HipLink.

Message Queue An additional Message Queue is useful for high volume messaging where there is a need for dedicating messengers (ports) to specific carrier(s).

Messenger HipLink term for the protocol (message delivery channel) used to deliver a message to or receive a message from a Carrier. One Messenger is required for each message delivery channel that can be delivered to multiple Carriers supporting the protocol. It is recommended that you select a primary and failover Messenger for your critical high priority message delivery. There are two factors to consider when deciding which protocol to use to send your messages: the number of messages and how fast they need to be delivered to the Receiver. When your delivery performance falls below the delivery time threshold you simply add another Messenger.

MHTTP Multiple HTTP

Non-GUI User See Application User

On-Duty Groups Groups set up based on the working schedule for each **Receiver**

Premium Support 24x7 phone and email support

Protocols DTMF, HTTP, SEMOTUS GATEWAY, SMTP, SNPP One-way, SNPP Two-way, TAP DIAL-UP, TAP, WCTP One-way, WCTP Two-way, GSM, SMPP

Quick Send Send a message to one wireless device (defined or not as a Receiver) using its PIN and assigned Carrier.

Receiver A Receiver refers to a person that has an alphanumeric or numeric wireless device, a Voice enabled device, or a Fax. Receivers can have assigned one-way or two-way wireless devices. Using a two-way device, a Receiver can respond to a message. The response is retrieved by HipLink and can be used to trigger a predefined Remote Action. For example, a Remote Action might be a command to be executed on the HipLink server machine,

or feedback to the software application that sent the message.

Receiver Groups	This enables **Users** to send a message to a group of **Receivers** simultaneously.
Recipient User	A special type of Receiver who can manage his own devices and subscription groups by logging into the HipLink System
Reports	The **Reports** menu provides you with the status of your messages (i.e., 'Own Report') or all the messages sent by the Users you're permissioned to see (i.e., "All Users"). The table will display the message **Time Stamp**, **Job ID**, **Receiver Name**, **Group Name**, **Sender Name** (for 'All Users' reports only), **Receiver PIN**, **Carrier**, message **Status**, the body of the **Message**, and the **Failed Reason** (if the message failed).
Remote Action	HipLink Two-way Remote Actions help to remotely respond to or revolve problems from any two-way wireless device. HipLink provides Standard and Pre-defined Remote Action and the ability to create custom Remote Actions for any application. Standard HipLink **Remote Actions** for Receivers are: Confirm, Send, Refuse and Show List of Receivers. HipLink predefined **Remote Actions** allow a **User** to log into HipLink from a two-way wireless device to execute system commands. With HipLink the User can customize the pre-defined Remote Actions unique to their applications only limited my the imagination. Example pre-defined Remote Actions are:

- **Check Database Connection** - Check database connection via ODBC.
- **Check Disk Space** - Return disk space information for all local hard drives.
- **Check Process** - List all matching active processes on the local server. All active processes will be returned if no name is specified.
- **Dos Command** - Run a DOS command and return the result.

- **Kill Process** - Kill an active process on the local server.

- **Manage Service** - Manage (restart/start/stop/query) a service on the specified server.
- **Ping Server** - Return ping statistics information of a server.

- **Reboot Server** - Reboot specified server.

- **Shutdown Server** - Shutdown specified server.

Remote User	A person who receives a HipLink message and needs to log into HipLink to be authenticated to sent a response and/or perform a Remote Action from a

wireless device. Requires HipLink Two-way Products. . Requires an additional User License.

Rotate Groups   Sends messages to different **Receivers** in a rotation.

SMPP   The short message peer-to-peer protocol (SMPP) is a telecommunications industry protocol for exchanging SMS messages between SMS peer entities such as short message service centers.

SMTP   Simple Mail Transfer Protocol - Need Email server, port 25 and an Internet connection. While this protocol is popular, it was not designed for paging and is not time sensitive; there can be delays in the receipt of the email depending on the routing. Average Deliver to Carriers 20 seconds to 4 or 5 days or more. Nearly all carriers support SMTP

SNMP Traps   Simple Network Management Protocol Traps - sends alerts of device/hardware malfunctions

SNPP One-way and Two-way   Simple Network Paging Protocol - Text delivery via a Gateway connection, use Internet connection on usually Port 444 or 7777, can be changed thou. Average Delivery to Carrier: 4-7 seconds. Carriers who support: AT&T/Cingular (all devices, extra cost), Nextel, Verizon (pagers only), Metrocall, Rogers Wireless, SBC, Pagemart

SOAP Programming Option   Programmers can now write SOAP based .Net web service clients to integrate messaging in their .Net applications. SOAP is a XML standard for implementing web services. HipLink provides application messaging as a web service and programmers can integrate SMS messaging and paging in their applications by developing web services clients.

Standard Send   Send messages that require no answer to one-way and/or two-way Recipients.

Standard Support   Phone and email support between 7:00 am - 5:00 pm PST, Monday to Friday

Statistics   HipLink service statistics shows the number of successful and failed messages per Carrier, per Messenger as well as the average delivery time per message in seconds and traffic per Carrier. The statistics are computed for data from all HipLink **Users**. The HipLink administrator can select a day from the previous 30 days of activity, and can also export the data in a Tab delimited format text file. Statistics are displayed in 3 formats: **Traffic by carrier**, **Traffic by messenger**, and **Traffic by time**

Subscription Groups   This is a HipLink add-on option. **Receivers** opt-in to an area of interest or topic to become part of the Subscription Group. **Subscription Groups** are *only* comprised of **Receivers** and cannot include other Groups as

members.

TAP Dial-up and Leased Line	Messages are sent via software to the paging terminal. The software communicates with the paging terminal in a fashion that the paging terminal understands, the terminal then broadcasts the message to the appropriate paging device. You will need the phone number of the paging carrier and the id number of the pager or cell phone. Average Deliver to Carrier: 40 seconds to 1 minute (depending if Long Distance or not) Nearly all carriers support TAP
TNPP	The Telocator Network Paging Protocol (TNPP) is a point-to-point digital communications protocol. It is used basically to ensure reliable delivery of information from one paging terminal to another directly connected paging terminal. The primary purpose of TNPP is to move radio page requests within networks and between different carriers networks, but the protocol also allows non-paging information to be transferred.
Topic Profiles	This feature lets you create and group topics. The parameters let you define specific topics under each topic profile.
Two-Way Enabled	This is the technology HipLink uses to execute two-way commands for 2-way message delivery and Custom Remote Actions
GUI User	HipLink has two types of Users: **Desktop User** is person who sends messages and may also be an Administrator and/or an Administrator who is a person that manages and monitors HipLink and Receivers are applications or people who receive messages from HipLink. Users may have multiple roles. **Remote User** is a person who receives a HipLink message and needs to log into HipLink to be authenticated to sent a response and/or perform a Remote Action from a wireless device. Requires HipLink Two-way Products. **Application User** is an application or hardware that sends messages to and/or receives messages from HipLink. Requires an additional Application User Interface.
User License	One license need per Remote or Desktop User
Voice Module	The Voice Module includes an Interactive Voice Response (IVR) system that supports DTMF and text-to-speech (TTS) using a computer generated voice or a natural voice option. The IVR systems automate voice message delivery by using voice recognition, TTS and phone keypad operations. The Voice Module is required for citizen notification to land line phones for Emergency Response Management. The ArcIMS GIS module is also

recommended for precision mapping of the geographic area affected by the disaster, so voice messages are sent only to the people living in that area.

WAP Push
Wireless Application Protocol is a set of specifications, developed by the WAP Forum, that lets developers using Wireless Markup Language build networked applications designed for handheld wireless devices. WAP was designed to work within the constraints of these devices: a limited memory and CPU size, small, monochrome screens, low bandwidth and erratic connections.

WCTP One-way and Two-way
Wireless Control Transmission Protocol - XML Based delivery in one and two way fashion, uses Internet and Port 80 for delivery average delivery to Carrier: 4-7 seconds). Carriers who support: AT&T/Cingular (all devices, extra cost), Arch/ Metrocall / US Mobility (Pagers, no charge), Verizon (pagers only), SBC, Skytel

Web Signup Profile
A Web page is associated with a Characteristic and Topic Profile. A webpage is created based on the chosen attributes. An organization can have several of these created to serve different sections of the population it serves.

WIN 32 COM Object, Java API
Software libraries integrated into in-house applications to send messages to HipLink