HipLink XS™

User Guide

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HipLinkXS^{TM} User Guide

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Disclaimer

Please read carefully the instructions provided in this guide before installing and administering HipLinkXS. Retain these instructions for future use. Proceed with the installation only if you agree with the terms and conditions stated in the Semotus Solutions Software License Agreement. If you do not agree with the terms of this license agreement, do not install, copy, or use this software.

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About the User Guide

Purpose

This user guide describes how to administrate the HipLinkXS application and how to use it for sending messages from the graphical user interface (GUI), or from a remote location using either a two-way device or another software application like e-mail or IVR system.

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

This user guide does not cover the usage of the command line interface (CLI). CLI users should refer to the ‘HipLinkXS Programmer Guide’ for details.

Contents

The **Overview** chapter includes the following sections to describe how HipLinkXS operates:

- **About HipLinkXS** - describes general capabilities, uses, and features;
- **HipLinkXS Technology** - describes the technology and how it works;
- **Wireless Messaging Protocols** - describes TAP, SNPP, SMTP, HTTP, DTMF, GSM, WCTP, BES, UCP, and Semotus Gateway protocols.

The **Getting Started** chapter describes briefly the basics about HipLinkXS administrators, **Users**, and **Receivers**, how to log in and navigate through the HipLinkXS menus and panels.

The following chapters describe in detail the main HipLinkXS menus:

- **Settings Menu** - describes how to define all HipLinkXS entities and set up the HipLinkXS to fit your particular needs.
- **Services Menu** - describes how to start and stop the HipLinkXS services.
- **Send Menu** - describes how to use the basic and advanced features and tools HipLinkXS provides for sending wireless messages.
- **Logs Menu** - describes all the log files HipLinkXS creates during its functioning.
- **Queues Menu** - describes the different message queues HipLinkXS uses during the message creation and sending processes.
- **Reports Menu** - describes how to supervise HipLinkXS sending activities using reports.
- **Statistics Menu** - describes how to monitor the HipLinkXS functioning on a daily basis.

The last chapter, **Executing Actions Remotely**, describes how to execute HipLinkXS Actions from a **Remote Client**, using the **IVR**, or by sending an e-mail to the **E-mail Gateway**.

Overview

About HipLinkXS

HipLinkXS 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. HipLinkXS 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.

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

HipLinkXS 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 HipLinkXS functions, and menus that are dedicated mostly for messaging purposes. The access to different menus is regulated by permissions.

Using HipLinkXS

HipLinkXS 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 HipLinkXS 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**, **Services**, **Send**, **Logs**, **Queues**, **Reports**, and **Statistics** menus, and allows you to **Log Off**, to open the **Help** pages and the **HipLinkXS Web Site**. 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 HipLinkXS administrators assign to each **User**.*

HipLinkXS Features

HipLinkXS supports numerous wireless devices, such as numeric and alphanumeric pagers, WAP enabled phones, PCS phones, and PDAs.

HipLinkXS 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. HipLinkXS 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. HipLinkXS also gives the ability to designate alternative delivery methods by defining backup and/or alternate **Carriers**.
- **Maximum uptime**. Multiple messengers and redundancy in the HipLinkXS architecture ensure maximum uptime in the event of network, modem, and phone line failures. **Monitors** consistently check if **Messengers** are up and running, and check the queues to manage the number of messages.
- **High throughput**. HipLinkXS 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.** HipLinkXS 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 NT 4.0, Windows 2000, Windows XP, and Windows 2003.
- **Multiple protocols**. HipLinkXS 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, and the Semotus Gateway.
- **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 HipLinkXS. **Users** are assigned to a **User Group**, which defines the HipLinkXS 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 HipLinkXS 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 HipLinkXS **Receivers** and to define **User** access to the **Departments** they need.

HipLinkXS Technology

Wireless Messaging Software

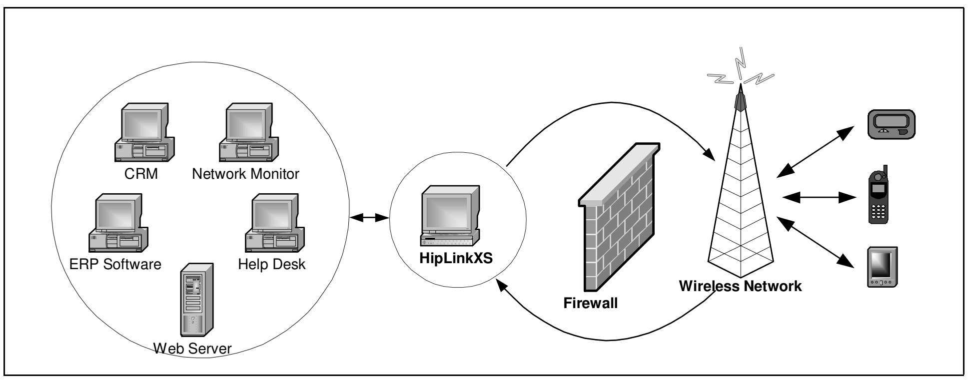
The HipLinkXS client-server architecture provides an efficient and scalable design for both multiuser Unix and Windows environments. There are four main components to the system: **Messengers**, **GUI**, **CLI**, and the **Monitor/Scheduler**.

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 HipLinkXS with another application on your server. This interface can be used to access HipLinkXS 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).

HipLinkXS can work with other software applications to deliver wireless messages.



How it Works

The HipLinkXS messaging system manages all interaction with the network **Carriers**.

1. An Apache web server is installed together with the HipLinkXS 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 a 3rd party software, which generates messages in an automated fashion. The CLI can also be used by **Users** that don't 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 Semotus 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

HipLinkXS uses **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. The **XML** is used by the Semotus Gateway, which directly communicates with and delivers messages to different **Carriers** using different 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 HipLinkXS 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. HipLinkXS 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 HipLinkXS server maintain direct Internet connectivity. In some cases, minor configuration of your firewall may be necessary. Please contact HipLinkXS Tech Support at support@hiplinkwireless.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 e-mail protocol that uses the Internet to deliver alphanumeric messages to the paging service. It is as a standard protocol used for e-mail 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 HipLinkXS' "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 Centres (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 HipLinkXS 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 SMS-messages, that are sent via modem (UCP/Dial-Up) or TCP/IP (UCP/TCP).

Semotus Gateway

The Semotus Gateway is a gateway located at Semotus' Network Operation Centers. HipLinkXS **Users** can utilize the SG (Semotus Gateway) protocol to take advantage of the highly scaled infrastructure provided by this gateway. A message using the SG protocol will be sent via an XML interface to the Semotus Gateway, translated into the appropriate carrier protocol, and sent in that format to the carrier. The main advantage of using the Semotus Gateway is that a single Messenger (protocol) at the HipLinkXS level can give access to all the other protocols and carriers.

The advantages of using the Semotus Gateway are:

- **Reliability** - Internet connections with backup functionality;
- **Scalability** - the ability to quickly adapt to an increase in message volume;
- **State-of-the-Art Technology** - on-going software updates and hardware maintenance;
- **Redundancy** - Minimum downtime due to multiple servers, messengers, and backup systems;
- **Time Savings** - constant, reliable Internet lines save time on establishing new dial-up connections;
- **Technical Support** - capability for every industrially used pager;
- **Protocol Support** - future protocols are automatically supported.

Getting Started

About Administrators

HipLinkXS administrators are entitled to create **Users** (i.e., persons that either administrate, or use HipLinkXS for sending messages, or both) and **Receivers** (i.e., persons that receive these messages on their wireless devices).

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 HipLinkXS 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 HipLinkXS 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 HipLinkXS features.

A typical HipLinkXS **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 HipLinkXS 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.

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

Note 1: *A user account can not be accessed by more than one* ***User*** *concurrently. The HipLinkXS session may expire after an admin-configured period of inactivity.* ***Users*** *that do not have the* ***Automatic Login*** *feature enabled have to log in again after this happens.*

Note 2: *There is a 'Temporary session' check box on the 'Global Settings' panel that enables HipLinkXS 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., **Receiver 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* ***Receiver Group****, (O) for* ***On-Duty Group****, and (R) for* ***Rotate Group****.*

Log In to HipLinkXS

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

Note: *It is strongly recommended to change the HipLinkXS 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.

HipLinkXS allows **Users** to work either with permanent or temporary sessions. The temporary session will expire after a predefined period of inactivity. **Users** that do not have the **Automatic Login** feature enabled have to log in again after this happens.

Log In

To log into HipLinkXS you have to:

1. Go to your local web address for HipLinkXS.
2. Enter your **Username** and **Password** (mandatory).
3. Check the **Enable Automatic Login** box (optional). See the 'Automatic Login Feature' section below for details.
4. Click on the **Login** button.

Important: *If you forgot your password, enter your user name and press the "Lost password" button, and the password will be e-mailed to you.*

*Check the **Enable Automatic Login** box to retain your password and skip the log in page after a time out. You will be redirected to the starting page defined from the 'Global Settings Panel' (the default page is 'Standard Send').*

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

Automatic Login

This feature allows you to automatically login to HipLinkXS after a session has expired. You have to log in only once, at the beginning, and after that you will skip the log in page. The Automatic Login feature remains enabled until you click **Log Off** from the main menu.

Activate Automatic Login

To activate **Automatic Login**:

1. Enter your **Username** and **Password**.
2. Check the **Enable Automatic Login** box.
3. Once in HipLinkXS, bookmark the screen you want displayed.
4. The next time you log in, use this new bookmark to start HipLinkXS.

Deactivate Automatic Login

To deactivate the Automatic Login feature, simply click the **Log Off** button. Next time you try to log in to HipLinkXS, the Login screen will be displayed.

Navigation

HipLinkXS 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 HipLinkXS 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 **Receiver Groups**, **On-Duty Groups**, **Escalation Groups, Rotate Groups**, and **Follow-Me Groups**.

- **Receiver 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 HipLinkXS 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, HipLinkXS will check which receiver is flagged to receive the message based on this order.
- **Follow-Me Groups** allow you to send messages to different **Receivers** depending on the time of day. This could also be achieved with an **On-Duty Group**, but the **Follow-Me** interface is more suited to this purpose, i.e., for one person with multiple **Receivers** rather than multiple people with one receiver each.

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 HipLinkXS and can be used to trigger a predefined **Response Action**. For example, a **Response Action** might be a command to be executed on the HipLinkXS server machine, or feedback to the software application that sent the message.

In order to perform its tasks, HipLinkXS 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

Recipients
- Departments
- Receivers
- Receiver Groups
- On-Duty Groups
- Escalation Groups

- Rotate Groups
- Follow-Me Groups
- Receiver Search
- My Favorites

System
- Carriers
- Messengers
- System Attendant
- E-mail Gateway
- File Interface
- Backup Service
- Filters
- Feedback
- Directories

Monitoring
- SNMP

General
- Password
- Response Actions
- Templates
- Schedule Templates
- License Key
- Global Settings
- Time Zones
- About.

Note: *Some of the previous panels are not available with all HipLinkXS licenses. The **Departments**, **Templates**, **E-mail Gateway**, **File Interface**, and **SNMP Monitor** features depend on the **License Key** permissions. The corresponding panels and buttons in the left navigation bar are displayed only if these features are enabled.*

When you first start using HipLinkXS, it would be useful to follow the scenario shown below to guide your steps. Refer to the corresponding section in the User Guide for details:

- Enter the full **License Key** (not necessary if you use the trial **License Key**).
- Change the ‘admin’ **Password**.
- Check the Directory Structure (**Directories**), modify only if necessary.
- Create **Departments** (only if you have licensed this feature).
- Create **User Groups** (if you need other **User Groups** than those predefined: ‘sysAdmin’, ‘sysOper’, and ‘usrSend’.
- Create **Users** (there is only one default **User**, ‘admin’ with the password ‘admin’ assigned to the ‘sysAdmin’ **User Group**). The number of **Users** is limited by the **Licence Key**.
- Create **Messengers** for all the protocols you are entitled.
- Create **Carriers** for all the protocols you are entitled.
- Create **Receivers**. The number of **Receivers** is limited by the **Licence Key**.
- Create **Receiver Groups** (optional).

- Create **On-Duty Groups** (optional).
- Create **Escalation Groups** (optional).
- Create **Rotate Groups** (optional).
- Create **Follow-Me Groups** (optional).
- Create **Favorites** (optional).
- Create **Response Actions** (optional).
- Create **Feedback Actions** (optional).
- Create **Filters** (optional).
- Create **Templates** (only if you have licensed this feature).
- Set up the **System Attendant**.
- Set the **Global Settings** according to your needs.
- Start all services from the **Services Menu**.

Accounts

Users

A **User** sends messages to **Receivers** using HipLinkXS. Administrators create **Users** by assigning a name, password, e-mail, **User Group**, and the type of interface they will utilize to send messages. The privileges of the **User Group** will determine which menus and panels a **User** has access to.

*The **User** is the sender of a message. **Users** don't necessarily receive wireless messages*

HipLinkXS allows **Users** and **Receivers** to work in different time zones than the HipLinkXS server. Each **User** has a time zone setting which determines the time difference (in hours) between its time zone and the 'Server Time' which is the time zone of the HipLinkXS server.

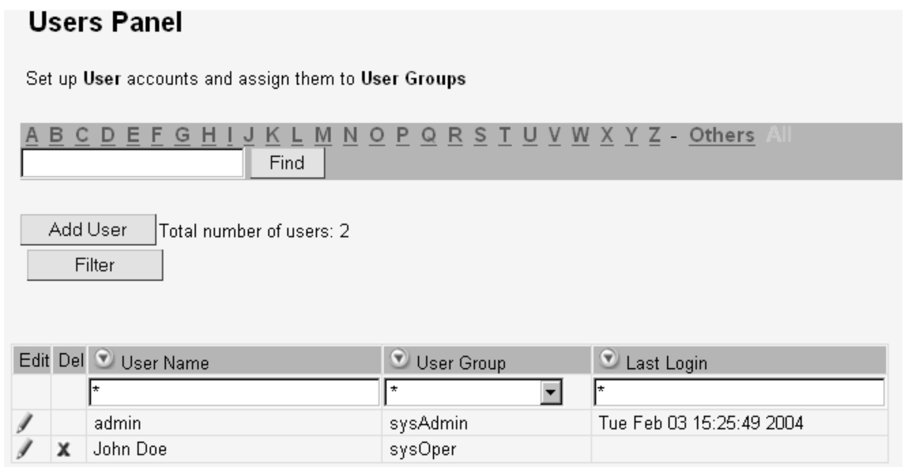
Different time zones can be defined in the 'Time Zones' panel from the 'Settings' menu.

***Note:** All the **Receiver** schedules created by a **User** are displayed using the time zone of that **User**. All HipLinkXS database records are stored, and all messages are generated and processed using the HipLinkXS 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.*

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 **E-mail** address (mandatory).
8. Enter an **Access Code** for this user (optional). 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 e-mail 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.
9. Select a **User Group** from the drop-down menu (mandatory).
10. Select the **User Type** from the drop-down menu: 'GUI' (default), 'Non GUI', or 'both'.
11. For a **User** of type 'Non GUI' or 'both', enter the **IP Address** of the computer where the external application is running (mandatory).
12. Set the **Time Zone**. Select the **Server Time** or a different time zone if it was defined. Time Zones are defined in the 'Settings' menu.
13. Click the **Save** button.



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**.

You can also filter the **Users** using the **User Name**, **Description** (if enabled in the Global Settings), **Protocol**, **User Group**, and **Last Login**. Set the appropriate filtering criteria by entering text or selecting from the drop down boxes at the top of the table and then click on the **Filter** button.

The syntax used by the **Last Login** filter is formed by an operator (e.g., ">" for greater than and "<" for smaller than), a number specifying the number of time units, and a letter specifying the unit of time (e.g., "d" for days, "h" for hours, and "m" for minutes). For example, the expression ">10d" will filter all the users that have not been logged in for more than 10 days.

To modify a **User**:

1. From the **Settings** menu, click **User Group** 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 the 'Users Panel', find the **User** 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 can add more than one **User** with administrator privileges, and you can modify the pre-defined 'admin' **User**. However, you cannot delete the last administrator of HipLinkXS.*

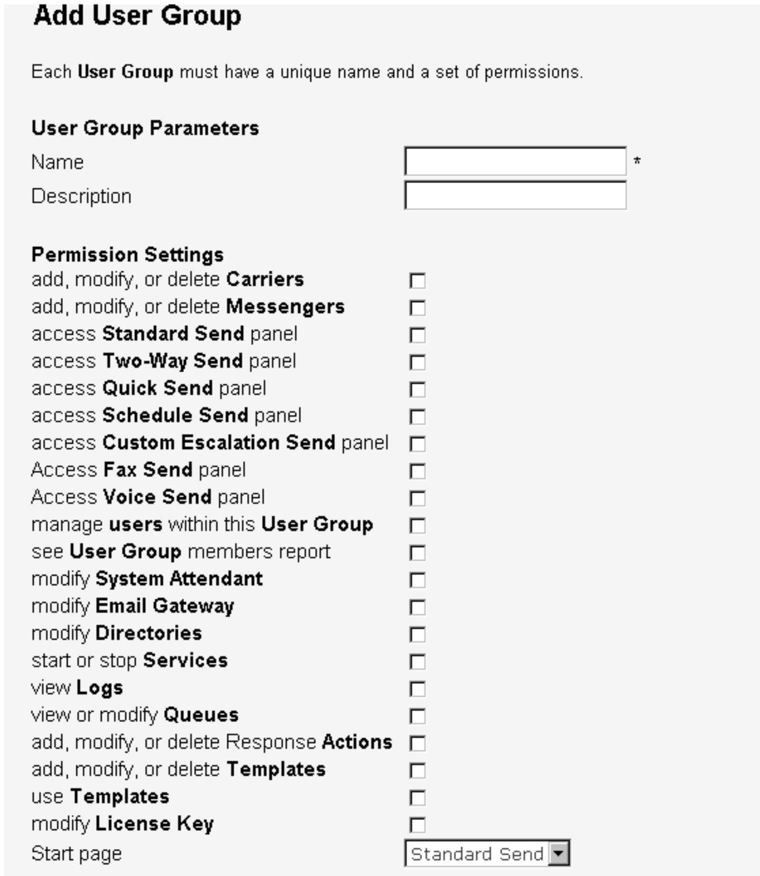
User Groups

A **User Group** defines the level of access that a **User** will have to the HipLinkXS 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

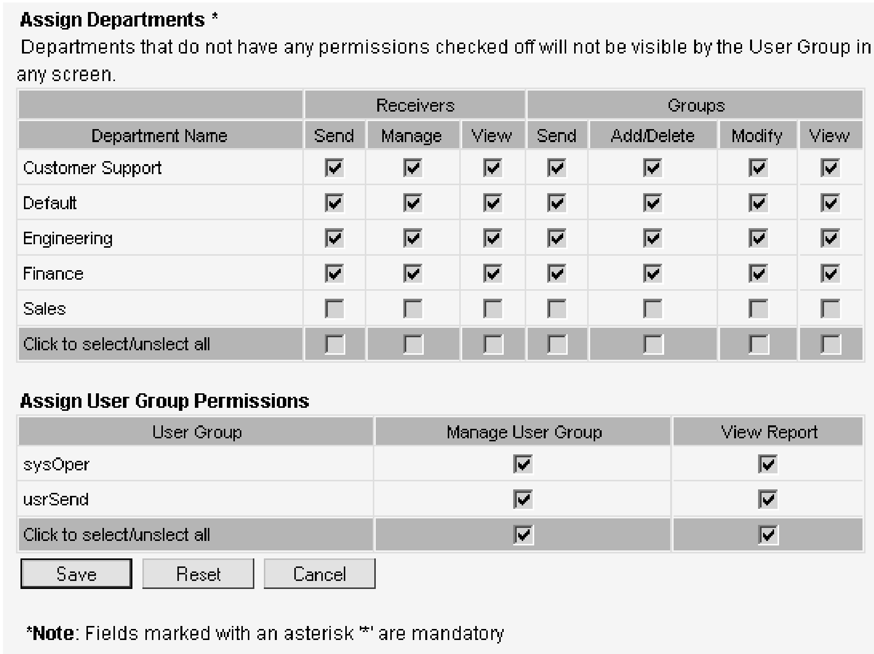
HipLinkXS comes with the following predefined **User Groups**:

- 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 HipLinkXS application.
6. Specify a **Start page** for all **Users** assigned to this **User Group** (mandatory). After logging in to HipLinkXS, 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.



Assign Departments *

Departments that do not have any permissions checked off will not be visible by the User Group in any screen.

	Receivers			Groups			
Department Name	Send	Manage	View	Send	Add/Delete	Modify	View
Customer Support	☑	☑	☑	☑	☑	☑	☑
Default	☑	☑	☑	☑	☑	☑	☑
Engineering	☑	☑	☑	☑	☑	☑	☑
Finance	☑	☑	☑	☑	☑	☑	☑
Sales	☐	☐	☐	☐	☐	☐	☐
Click to select/unslect all	☐	☐	☐	☐	☐	☐	☐

Assign User Group Permissions

User Group	Manage User Group	View Report
sysOper	☑	☑
usrSend	☑	☑
Click to select/unslect all	☑	☑

Save Reset Cancel

***Note**: Fields marked with an asterisk '*' are mandatory

*Check the permissions settings for each **User Group**.*

***Note:** The 'Departments', 'Templates', and 'E-mail Gateway' features are enabled by the **License Key**. If the 'Department' feature is enabled there is a 'Default' **Department** already defined in the HipLinkXS 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 Group**s on the left navigation bar.
2. On the 'User Group Panel', find the **User Group** 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 **User Group** that still has **Users** assigned to it. You have to reassign first these **Users** to other **User Groups**.*

Department Permission Settings

On the 'Add/Edit User Group' page, the HipLinkXS administrator can set permissions that allow 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 HipLinkXS 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 HipLinkXS administrator delegate User management functions to some other people.

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

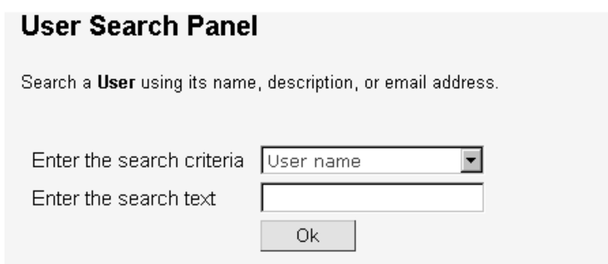
***Note:** The ‘All Users’ radio button from the ‘Reports Menu’ gives a **User** access to see the status of messages sent by **Users** assigned to **User Groups** for which she has the ‘View Report’ permission enabled.*

User Search

User Search is a function that allows you to search the HipLinkXS database by **User** name, description, or e-mail. 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**.*



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 drop-down menu: ‘User name’, ‘Description’, or ‘E-mail’.
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 HipLinkXS administrators. It allows you to end a **User**’s active session at any time. For example, administrators may want to log everyone off before restarting the server for some reason. This can be easily done this way.

To terminate session(s):

1. From the **Settings** menu, click **Session Manager** on the left navigation bar.
2. Tick the check-boxes next to the active sessions in the table on the **Session Manager Panel** that should be terminated.
3. Click **End Session**.

Recipients

Departments

The **Departments** feature depends on your **License Key** and provides the HipLinkXS 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 HipLinkXS 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**.

Department Guests

Receivers and **Groups** can be visible in, or be a "guest" of, other **Departments**.

As a "guest" of a **Department** is an entity (a **Receiver** or a **Group**) that can be added to other **Groups** together with the "members" of that **Department**. **Users** can send messages to a "guest" in the same way as they send messages to a "member". However, a "guest" can be assigned to and removed from other **Departments** only from the **Department** where it is a "member". It cannot be managed, i.e., modified or deleted, from the **Department** where it is a "guest".

Even though a **Receiver** or **Group** is a "member" of only one **Department**, it can be a "guest" in one or many other **Departments**.

This is useful if the administrator wants a **Receiver** that is a "member" of the 'Marketing Department', to also be a "guest" in the 'Northwest Department'. Making a **Receiver** (or **Group**) a "guest" in another **Department** does not mean that the administrator of that **Department** has any control over this **Receiver** (or **Group**).

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 HipLinkXS 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 "guest" of from the current **Department** to a selected **Department**.

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

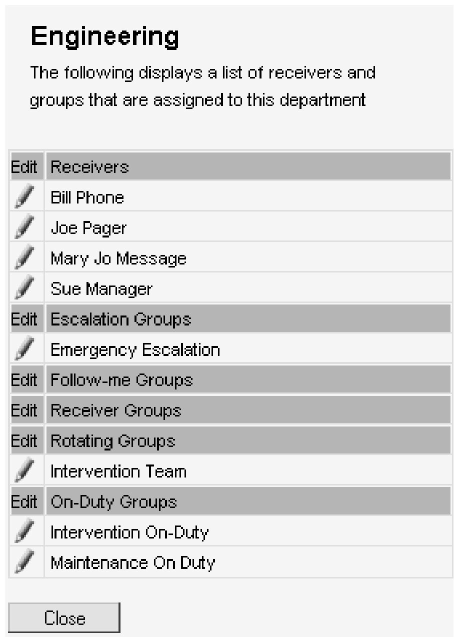
To add a new **Department**:

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.



*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.*

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 have to remove first 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**, highlight 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**, highlight 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 'Shift' or 'Ctrl' key.
8. When you are finished, click **Done**.

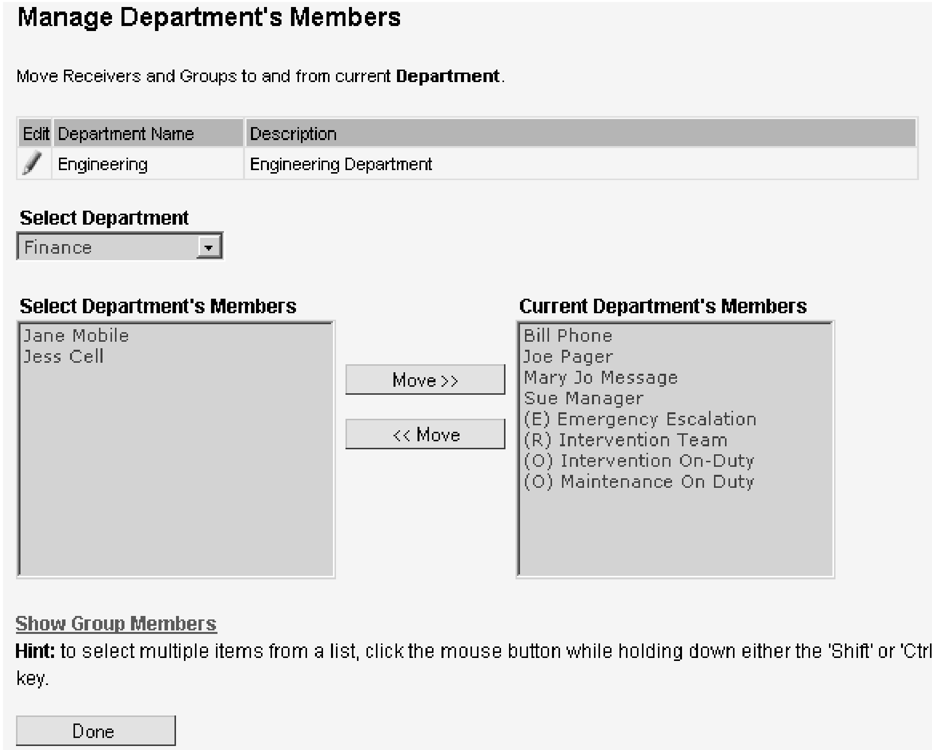
***Note:** Highlight a **Group** and click the **Show Group Members** link to see the members of that **Group** on a separate web page (useful if you want to see who's on duty right now).*

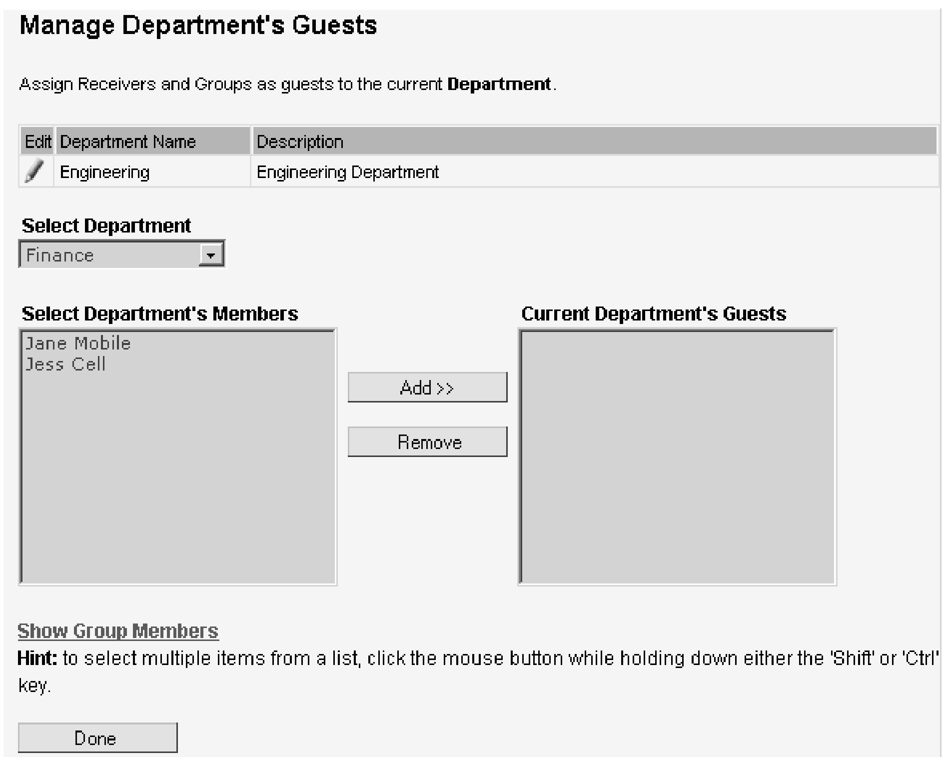
Move **Receivers** and **Groups** as "members" from any **Department** to the **Current Department's Member** list

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**, highlight 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**, highlight 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:** Highlight 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).*





*Assign **Receivers** and **Groups** as "guests" from any **Department** to the **Current 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 assign 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 this permission is 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 **Receiver Groups** there are two permissions: ‘Add/Delete’ and ‘Modify’. If this 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 “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**:

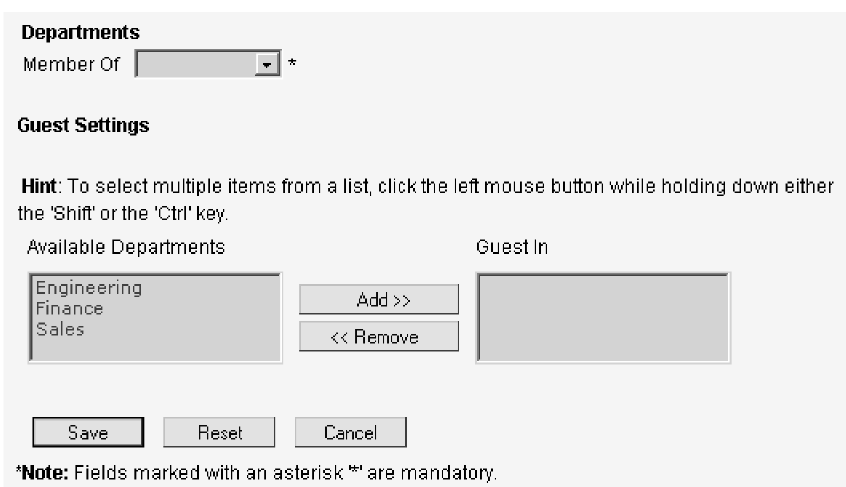
1. From the **Settings** menu, click **User Groups** on the left navigation bar.
2. On the 'User Group Panel', click the **Add** button to reach the 'Add User Group' page.
3. Enter a unique **Name** for this **User Group** (mandatory).
4. Enter a **Description** for this **User Group** (optional).
5. 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 HipLinkXS application.
6. Assign **Departments** (mandatory).
7. Click the **Save** button.

Using Departments

Receivers and **Groups** (i.e., **Receiver 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 'HipLinkXS 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. Highlight 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, highlight 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

A **Receiver** refers to a person that has an alphanumeric or numeric wireless device, a Voice enabled device, or a Fax. A person with a **Receiver** may not necessarily be a **User** who sends messages using HipLinkXS. If a person needs not only to send but also to receive messages, then the same person should be added both as a **User** and a **Receiver**.

As an administrator, you create a list of **Receivers** including the **Name**, **Description**, **PIN**, **Carrier**, and **Receiver Type**. The database should include all of the wireless devices that **Users** may want to send a message to, such as all of the company-owned devices being used. Creating a comprehensive list of **Receivers** in the HipLinkXS 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 - e-mail’, etc.).

For a **Receiver** it is mandatory to define a **Primary PIN** and a **Primary Carrier** for the wireless device, and is optional to define an **Alternate PIN** and **Alternate Carrier**. If the **Alternate Carrier** is defined, it will be used by HipLinkXS in the case where the **Primary Carrier** is not reachable for some reason. The **Alternate PIN** should be defined only if the **Alternate Carrier** requires a different PIN than the Primary PIN for the same device.

For example, if the SNPP connection to SkyTel is down, HipLinkXS can attempt to reach SkyTel using a TAP connection (or HTTP, or WCTP). However, the phone number needed might be formed of 10 digits in some cases and only 7 in other cases.

Note: *For each* ***Carrier*** *that is defined in HipLinkXS (see the ‘Carriers Panel’ section) it is possible to define a* ***Backup Carrier****. Thus, for the same* ***Receiver*** *you may have a* ***Primary Carrier*** *with a* ***Backup Carrier****, and an* ***Alternate Carrier*** *with a* ***Backup Carrier****.*

A **Receiver** can be disabled for a certain period of time during which no messages will be send to it. On the ‘Receiver Panel’ there is an option to display all the **Receivers** or only the disabled ones. You can edit a **Receiver** and change its status at any time. The disabled **Receivers** are not displayed on the **Receivers** Lists from the ‘Send Panels’. No messages are created for disabled **Receivers** that are members of **Groups**.

HipLinkXS allows **Receivers** and **Users** to work in different time zones than the HipLinkXS server. Each **Receiver** has a time zone setting which determines the time difference (in hours) between its time zone and the ‘Server Time’ which is the time zone of the HipLinkXS server.

Different time zones can be defined in the ‘Time Zones panel from the ‘Settings’ menu.

Note: *All the* ***Receiver*** *schedules created by a* ***User*** *are displayed using the time zone of that* ***User****. All HipLinkXS database records are stored, and all messages are generated and processed using the HipLinkXS 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.*

To add a new **Receiver**:

1. From the **Settings** menu, click **Receivers** on the left navigation bar.
2. On the ‘Receivers Panel’, click the **Add Receiver** button to reach the ‘Add Receiver’ page.
3. Create a unique **Name** for each Receiver (mandatory). It is helpful to choose a name that correlates with the user, such as ‘Bill Jones’, ‘Bill - pager’, ‘Bill - cell phone’, etc.
4. Enter a **Description** for this **Receiver** (optional). For example, ‘Sales Rep pager’.
5. Enter the **Primary PIN** number for the device (mandatory). This can usually be found on the back of the wireless device.
6. 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**.
7. Select the **Receiver Type** from the drop-down menu according to the capabilities of the wireless device used by this **Receiver**: ‘Alpha’ for alphanumeric (default), ‘Num’ for numeric, ‘2 Way’ for a two-way device, ‘Fax’ for a Fax device, and ‘Voice’ for a voice enabled device. 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). Selecting the type ‘Fax’ or ‘Voice’ will automatically set the **Primary Carrier/Delivery** to ‘:Fax’ or ‘:Voice’ respectively.

8. Check the **Define Alternate PIN/Carrier** box if you want to be able to use a second wireless device for this **Receiver** (optional).
9. Enter the **Alternate PIN** number for the device (mandatory if the **Define Alternate PIN/Carrier** box is checked).
10. Select the **Alternate Carrier/Delivery** from the drop-down menu (mandatory if the **Define Alternate PIN/Carrier** box is checked).
11. Check the **Voice Enable** check box if the **Receiver** has the capability to receive voice messages and you want to enable this feature (optional).
12. Assign the **Receiver** as member of a **Department** from the **Member Of** list (mandatory).
13. Assign the **Receiver** as a guest in other **Departments** by selecting from the **Available Departments** list and pressing the **Add** button (optional).
14. Set the **Time Zone**. Select the **Server Time** or a different time zone if it was defined. Time Zones are defined in the 'Settings' menu.
15. Click the **Save** button.

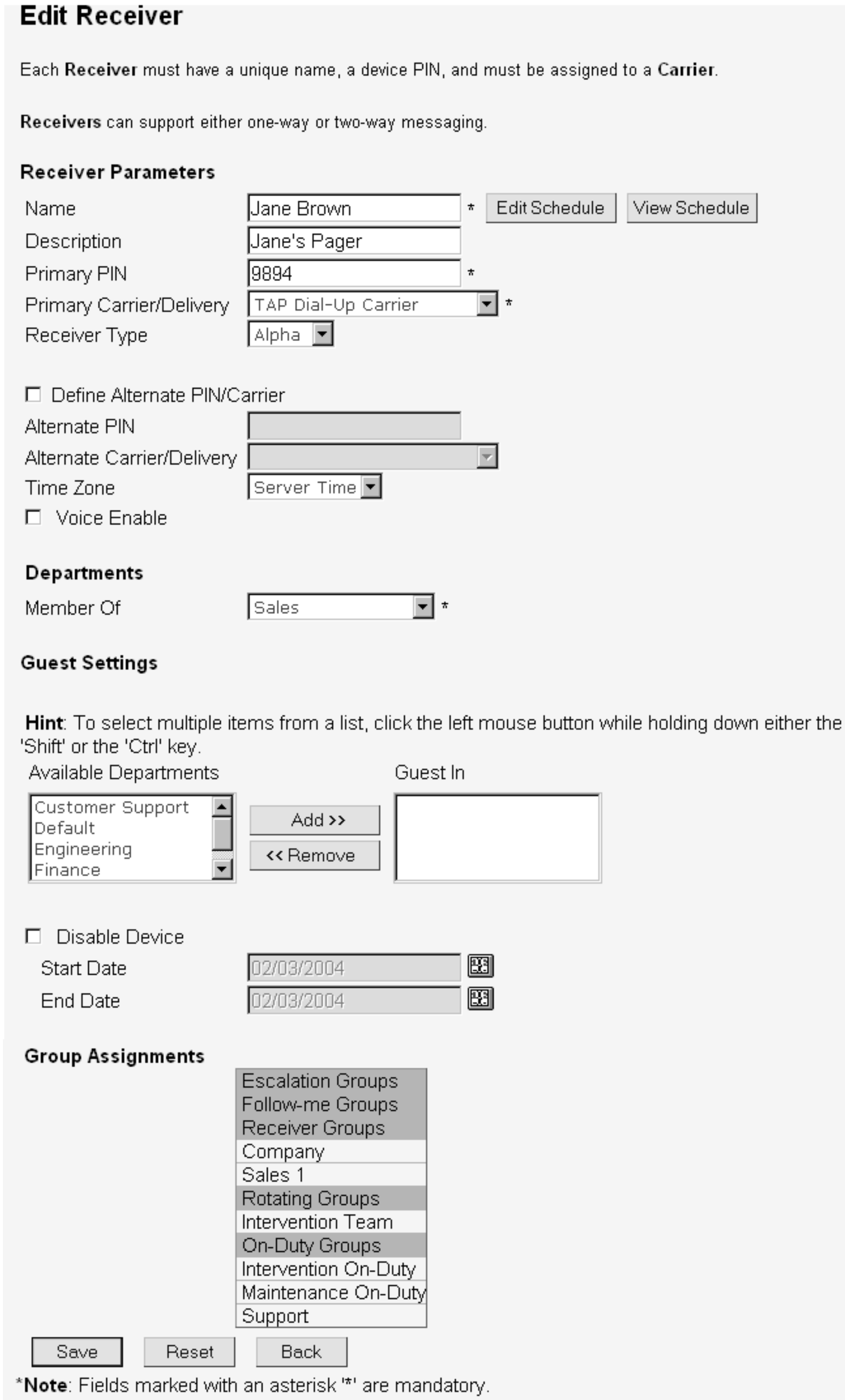
In the case when an **Alternate PIN/Carrier** is defined, the order in which HipLinkXS is supposed to send messages is the following:

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

1. If the **Primary Carrier** is reachable, then send messages to the **Primary PIN** using the **Primary Carrier**.
2. 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:

1. If the **Primary Carrier** is reachable, then send messages to the **Primary PIN** using the **Primary Carrier**.
2. If the **Primary Carrier** is unreachable, then send messages to the **Alternate PIN** using the **Alternate Carrier**.
3. If the **Alternate Carrier** is unreachable, then send messages to the **Primary PIN** using the **Backup Carrier** of the **Primary Carrier**.
4. 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**.



To modify a **Receiver**:

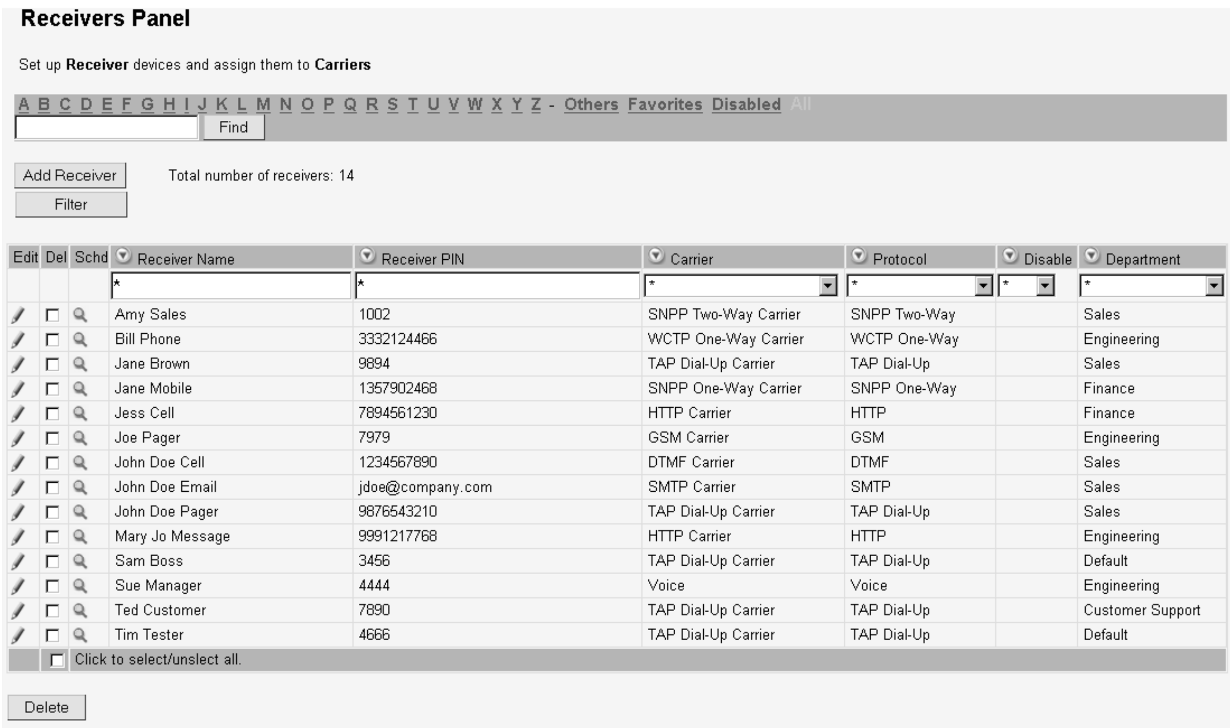
1. From the **Settings** menu, click **Receivers** on the left navigation bar.
2. On the ‘Receivers Panel’, find the **Receiver** name you want to modify and click the **Edit** icon.

3. On the ‘Edit Receiver’ page, edit the **Receiver Parameters**.
4. Click the **Schedule** button if you want to see a list of schedules assigned to this **Receiver**.
5. Look in the **Group Assignments** to see in which Groups the Receiver belongs to.
6. Click the **Save** button to submit your changes and return to the ‘Receivers Panel’, **Reset** button to fill in the previous values, or **Cancel** button to return without saving.

*Note: The **Schedule** button and the **Group Assignments** table are displayed only on the ‘Edit Receiver’ page.*

To delete a **Receiver**:

1. From the **Settings** menu, click **Receivers** on the left navigation bar.
2. On the ‘Receivers Panel’, find the **Receiver** 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.



Receivers Panel

Set up **Receiver** devices and assign them to **Carriers**

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z - Others Favorites Disabled All

Find

Add Receiver   Total number of receivers: 14

Filter

Edit	Del	Schd	Receiver Name	Receiver PIN	Carrier	Protocol	Disable	Department
			*	*	*	*	*	*
			Amy Sales	1002	SNPP Two-Way Carrier	SNPP Two-Way		Sales
			Bill Phone	3332124466	WCTP One-Way Carrier	WCTP One-Way		Engineering
			Jane Brown	9894	TAP Dial-Up Carrier	TAP Dial-Up		Sales
			Jane Mobile	1357902468	SNPP One-Way Carrier	SNPP One-Way		Finance
			Jess Cell	7894561230	HTTP Carrier	HTTP		Finance
			Joe Pager	7979	GSM Carrier	GSM		Engineering
			John Doe Cell	1234567890	DTMF Carrier	DTMF		Sales
			John Doe Email	jdoe@company.com	SMTP Carrier	SMTP		Sales
			John Doe Pager	9876543210	TAP Dial-Up Carrier	TAP Dial-Up		Sales
			Mary Jo Message	9991217768	HTTP Carrier	HTTP		Engineering
			Sam Boss	3456	TAP Dial-Up Carrier	TAP Dial-Up		Default
			Sue Manager	4444	Voice	Voice		Engineering
			Ted Customer	7890	TAP Dial-Up Carrier	TAP Dial-Up		Customer Support
			Tim Tester	4666	TAP Dial-Up Carrier	TAP Dial-Up		Default

Click to select/unslect all.

Delete

Add all the **Receivers** that HipLinkXS **Users** may want to send messages to.

*Note: HipLinkXS 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 a two-way device. In the case where a message containing text is sent to a numeric pager, HipLinkXS will strip the text characters, send only the numeric content of the message, and log this fact in the log file.*

For managing a large number of **Receivers** 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 **Find** button). 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** or Disabled to display only the disabled ones.

You can also filter the **Receivers** using the **Receiver Name**, **Receiver PIN**, **Carrier**, **Description** (if enabled in the Global Settings), **Protocol**, **Disabled** status, and **Department.** Set the appropriate filtering criteria by entering text or selecting from the drop down boxes at the top of the table and then click on the **Filter** button.

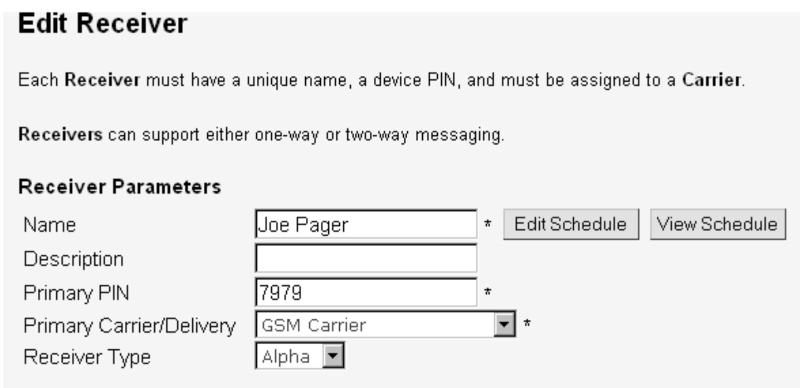
Receiver Schedules

A **Receiver** can have assigned to it a time schedule that defines its availability: when the **Receiver** is entitled to receive messages and when it is not.

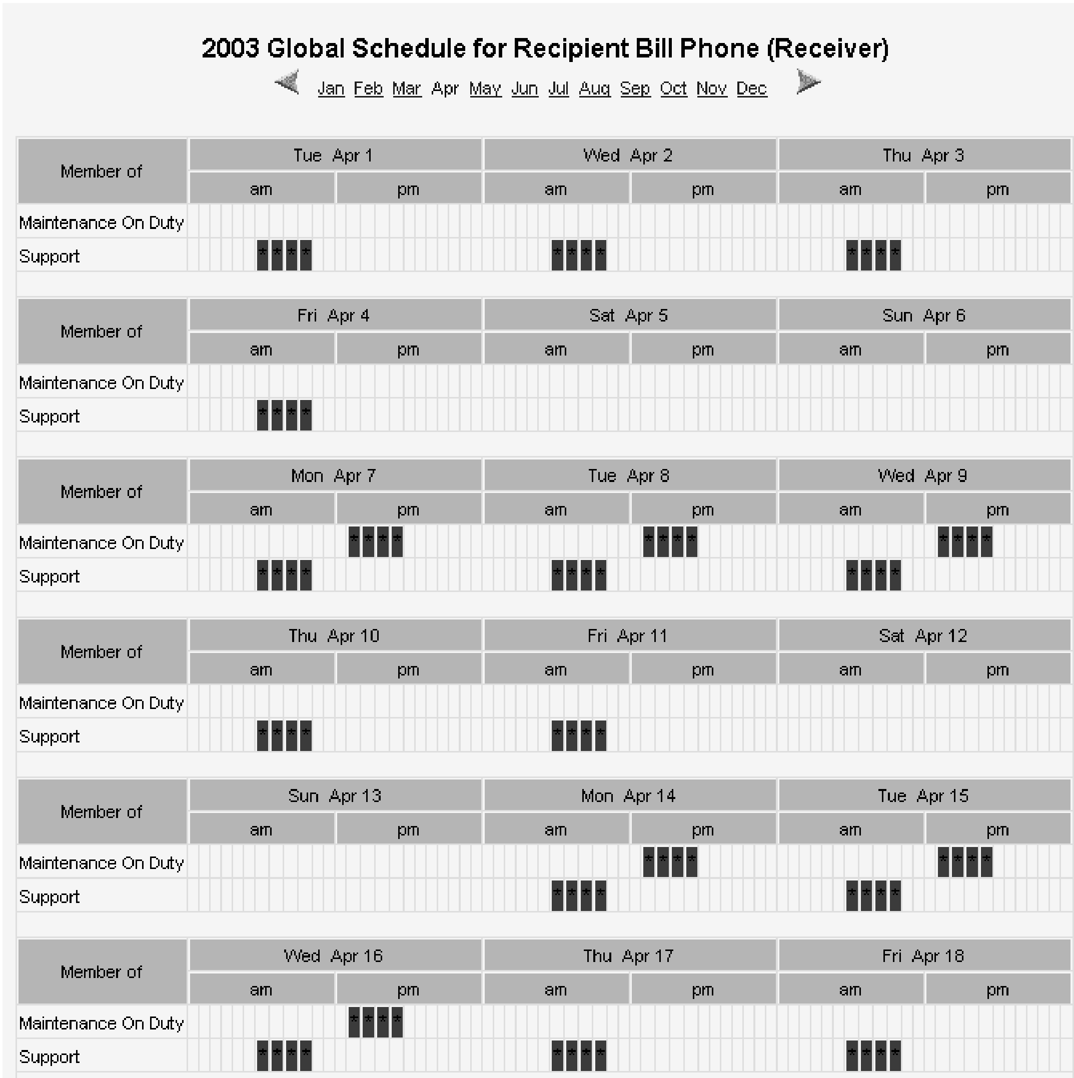
There are different situations when a **Receiver** can get a schedule:

- 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 many **On-Duty Groups** and/or **Follow-Me Groups**. Within each such a group, the **Receiver** will have assigned a schedule. These schedules will be in effect only when messages are sent to the respective **Groups**.
- a **Receiver** can be a member of a regular **Receiver Group** which at its turn is a member of an **On-Duty Group** or **Follow-Me Group.** The schedule assigned to the Receiver Group will affect all its members. As in the previous case, these schedules will be in effect only when messages are sent to the respective **Groups**.

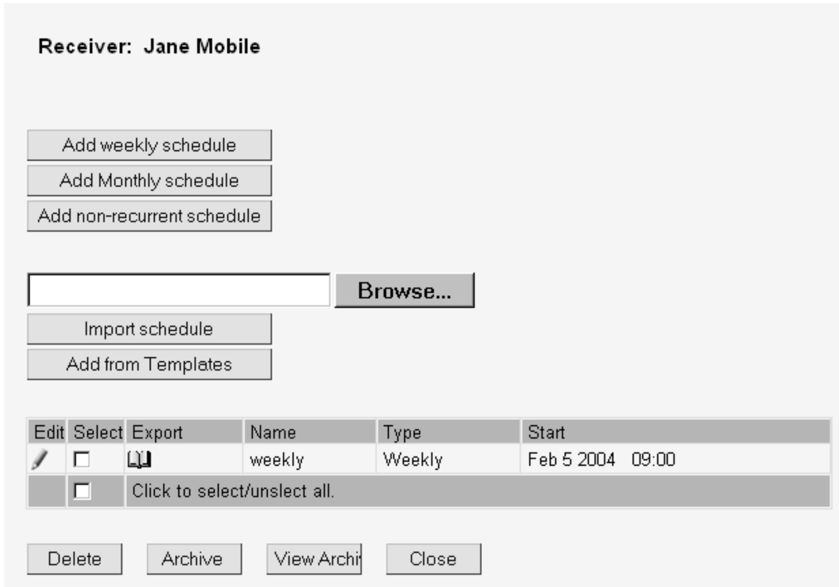
Note: *If the global setting 'Enable Send Receiver Schedule' is enabled, then on all the 'Send' panels (i.e., 'Standard Send', 'Quick Send', etc.), only the* ***Receivers*** *that are on duty at that moment are displayed.*



The **View Schedule** button on the **Edit Receiver** panel allows a global view to all schedules assigned to this **Receiver**. Please see the **On-Duty Groups** and **Follow-Me Groups** sections below to learn more details about setting schedules.



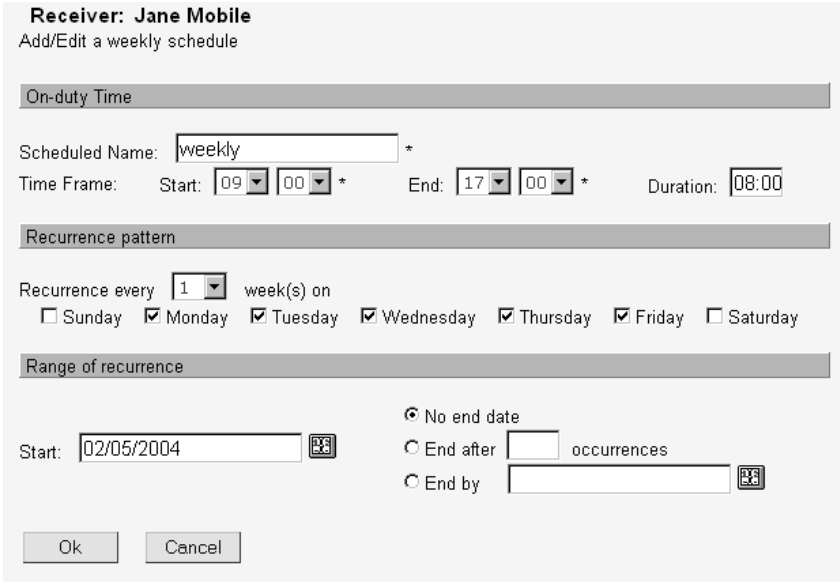
Note: *You can always print the schedule as a reminder or for displaying purposes*



Add a schedule to a **Receiver**:

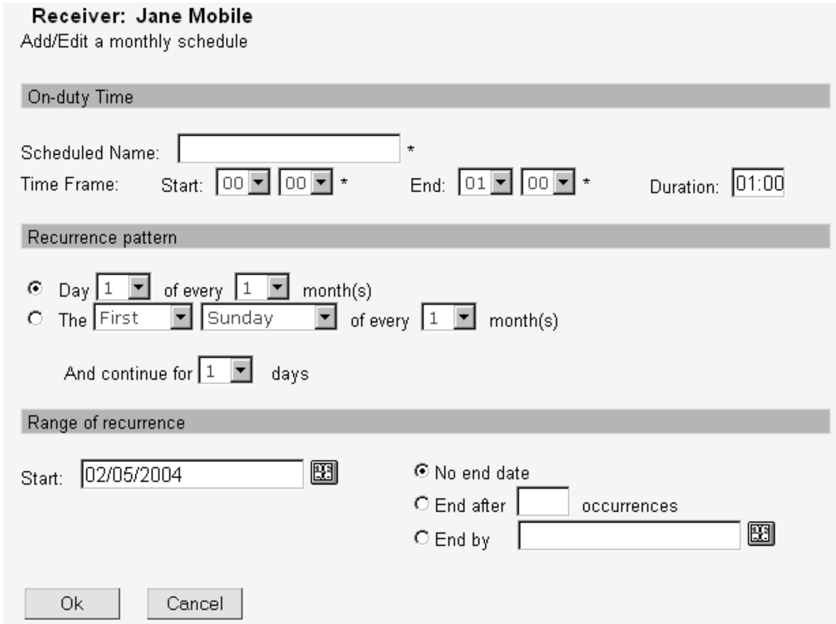
1. From the **Settings** menu, click **Receivers** on the left navigation bar.
2. On the ‘Receivers Panel’, find the **Receiver** name you want to modify and click the **Edit** icon.
3. On the ‘Edit Receiver’ page, click the **Edit Schedule** button.
4. **Receiver** schedules can be either added manually, 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 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’.
- .To add a schedule from Templates, click ‘Add from Templates’, then continue with **Step A (Templates)**.



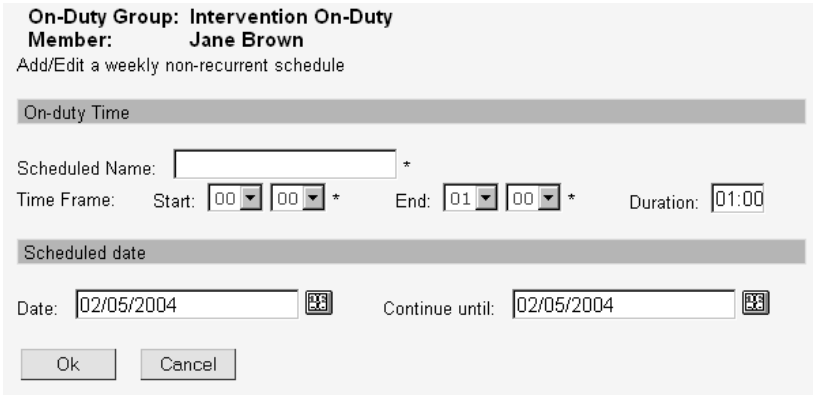
Step A (Weekly): Create a Weekly Schedule for a **Receiver**:

1. Click the **Edit** icon next and a Schedule window will pop-up.
2. Choose an **Name** for the Schedule (mandatory).
3. 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.
4. 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.
5. 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.
6. When you are done click **Ok**. The Pop-up window will disappear. You may then either set up a schedule for another member of this **On-Duty** group, or if you are done then click the **Done** button on that page.



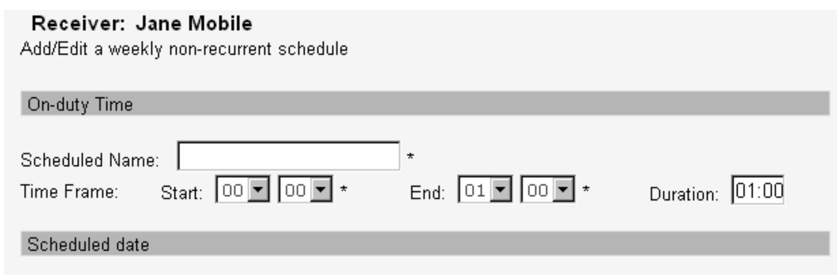
Step A (Monthly): Create a Monthly Schedule for a **Receiver**:

1. Click the **Edit** icon next to the and a Schedule window will pop-up.
2. Choose an **Name** for the Schedule (mandatory).
3. 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.
4. Select your preferred type of **Recurrence pattern** using the radio buttons.
5. 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.
6. When you are done click **Ok**. The Pop-up window will disappear. You may then either set up a schedule for another member of this **On-Duty Group**, or if you are done then click the **Done** button on that page.



Step A (Non-recurrent): Create a Non-recurrent Schedule for a **Receiver**:

1. Click the **Edit** icon next and a Schedule window will pop-up.
2. Choose an **Name** for the Schedule (mandatory).
3. 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.
4. 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.
5. When you are done click **Ok**. The Pop-up window will disappear. You may then either set up a schedule for another member of this **On-Duty** group, or if you are done then click the **Done** button on that page.



Step A (Templates): Add a Schedule from Templates for a **Receiver**:

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 deletion or click **Cancel** to revoke this action.

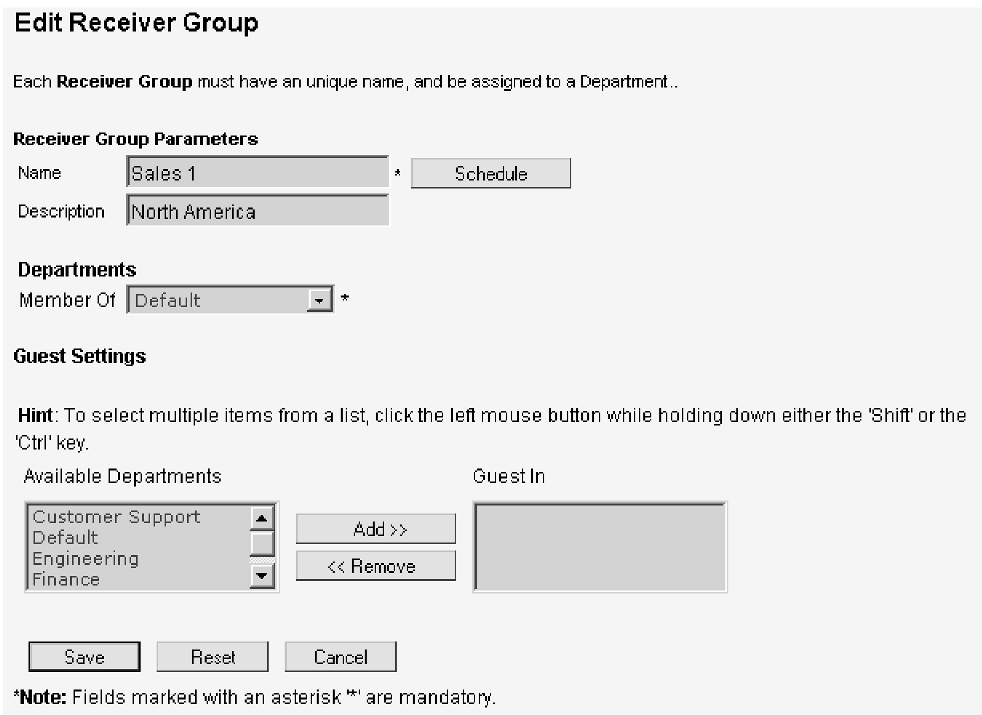
Receiver Groups

A **Receiver Group** is a group of wireless devices, which have been defined as **Receivers** in HipLinkXS. A **Receiver Group** can also contain as members other groups of **Receivers** (i.e., Receiver Groups, On-Duty Groups, Escalation Groups, Rotate Groups, and Follow-Me Groups). 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 **Receiver Groups** for your company in any logical way.

Note: *Any group can be a member of any other group. HipLinkXS 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 HipLinkXS administrator to make groups that make sense and avoid infinite loops.*

For example, a **Receiver Group** named ‘Sales Team’ could include all members of the sales team in your company. When a manager (or any HipLinkXS **User**) wants to alert sales personnel about a price change, they can select this **Receiver Group** from the **Receiver 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 ***Receiver Group*** *a unique name. If the ‘Department’ feature is enabled, then you will also have to assign this* ***Receiver Group*** *to a* ***Department.***

To add a new **Receiver Group**:

Step A: Create a **Receiver Group** record.

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

2. On the ‘Receiver Groups Panel’, click the **Add Group** button to reach the ‘Add Receiver Group’ page.
3. Enter a unique **Name** for this group (mandatory).
4. Enter a **Description** of this group (optional).
5. If the ‘Department’ feature is not enabled, skip to step 8.
6. Specify the **Department** for this new group.
7. 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.
8. Click the **Save** button to reach the ‘Add Receiver Group Members’ page.

Step B: Assign **Receiver Group** Members

1. Highlight 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* ***Receiver Group****, (O) for* ***On-Duty Group****, and (R) for* ***Rotate Group****.*

2. The **Member List** will display the members of this **Receiver Group**.
3. When you are finished, click **Done**.

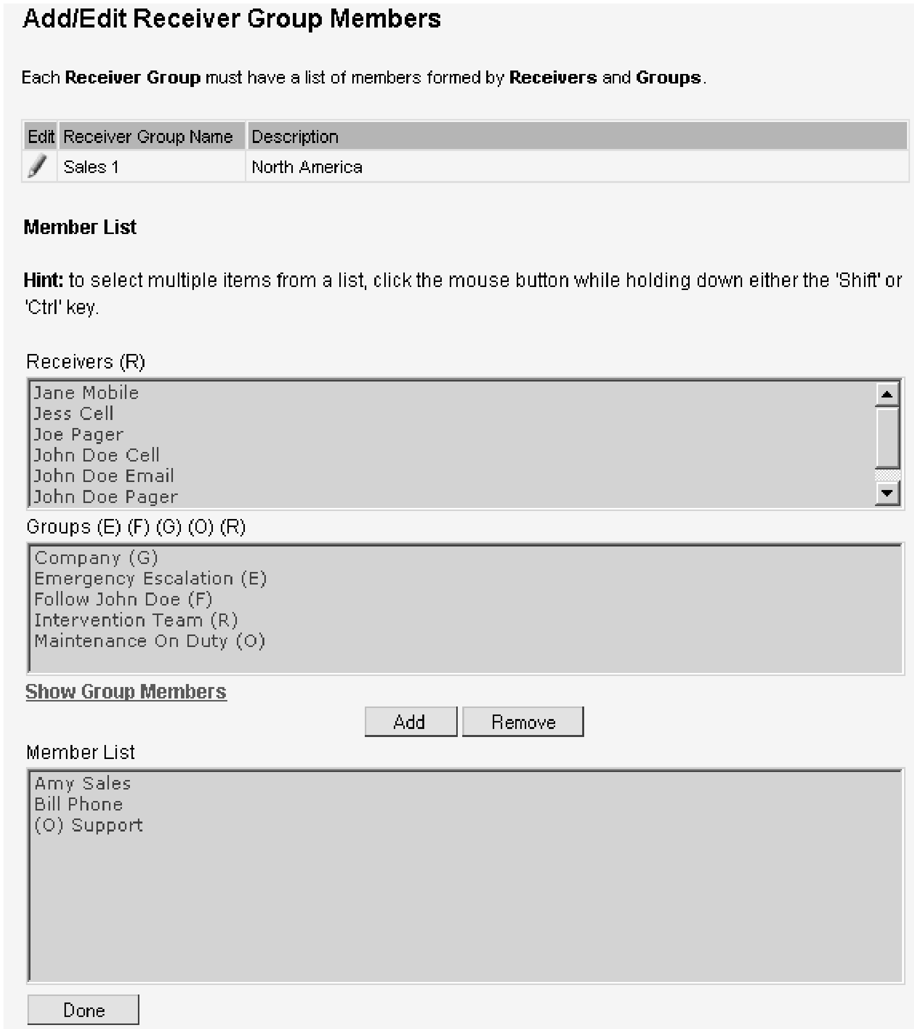
Note: *Highlight a* ***Group*** *and click the* ***Show Group Members*** *link to see the members of that* ***Group*** *on a separate web page (useful if you want to see who’s on duty right now).*

To modify a **Receiver Group**:

1. From the **Settings** menu, click **Receiver Groups** on the left navigation bar.
2. On the ‘Receiver Groups Panel’, find the group name you want to modify and click the **Edit** icon.
3. On the ‘Edit Receiver Group Members’ page, press the **Edit** icon to modify the **Name** or the **Description** (from the ‘Edit Receiver Group’ page). To add or remove members to or from the **Member List**, highlight the **Receivers** and **Groups** and click **Add** or **Remove** respectively.
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 **Receiver Group**:

1. From the **Settings** menu, click **Receiver Groups** on the left navigation bar.
2. On the ‘Receiver 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.



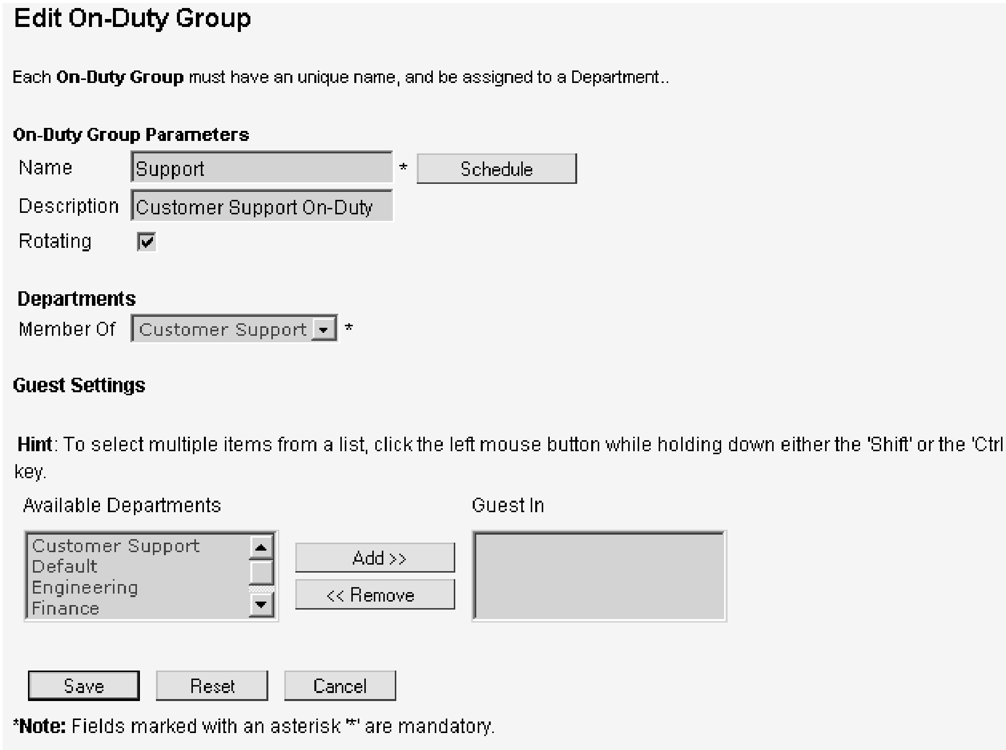
*Create a **Member List** for the new **Receiver Group** by adding **Receivers**.*

Note: *A **Receiver Group** can be a member of one or many **On-Duty Groups** and/or **Follow-Me Groups**. Within each such a group, the **Receiver Group** will have assigned a schedule. The **Schedule** button on the **Edit Receiver 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.*

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**.*

To add a new **On-Duty Group**:

Step A: Create an **On-Duty Group** record.

1. From the **Settings** menu, click **Receiver 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. If the ‘Department’ feature is not enabled, skip to step 8.
7. Specify the **Department** for this new group.

8. 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.
9. Click the **Save** button to reach the ‘Add/Edit On-Duty Group Members’ page.

Step B: Assign **On-Duty Group** Members

1. Highlight 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 **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 **On-Duty Group**.

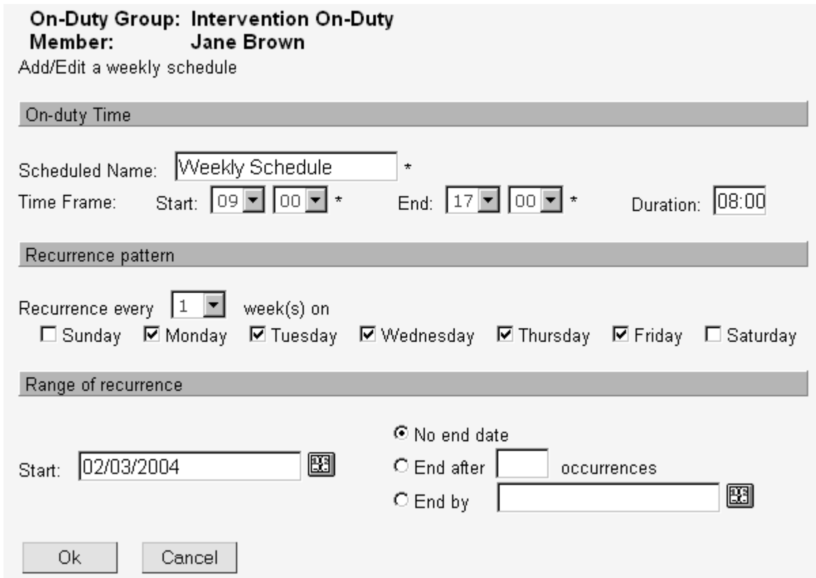
Note: *Highlight a **Group** and click the **Show Group Members** link to see the members of that **Group** on a separate web page (useful if you want to see who’s on duty right now).*

Step C: Create the schedules for the **On-Duty Group** Members:

1. Click the **Edit** icon and a Schedule window will pop-up.
2. **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.

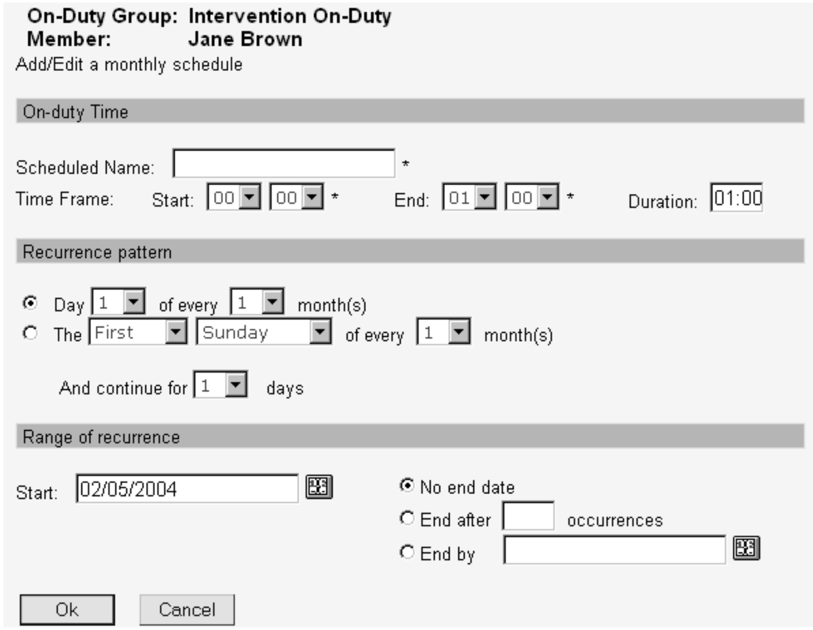
- To create a weekly schedule click ‘Add Weekly Schedule’, then continue with **Step D (Weekly)**.
- To create a monthly schedule click “Add Monthly Schedule’, then continue with **Step D (Monthly)**.
- To create a non-recurring (once-only) schedule click ‘Add Non-recurring Schedule’, then continue with **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)**.



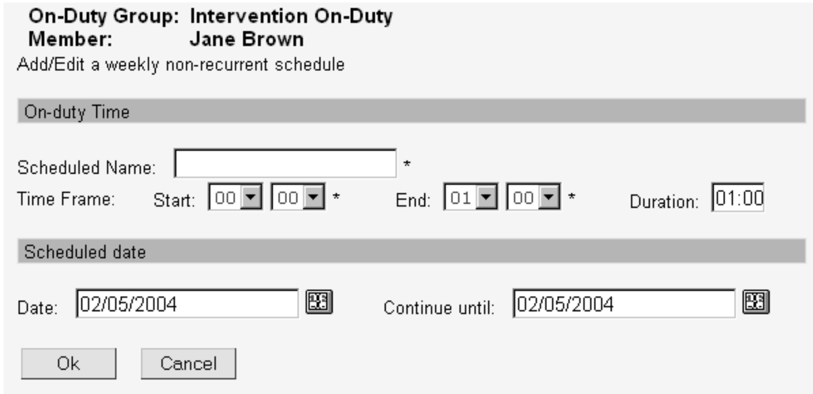
Step D (Weekly): Create a Weekly Schedule for an **On-Duty Group** Member:

1. Click the **Edit** icon next and a Schedule window will pop-up.
2. Choose an **Name** for the Schedule (mandatory).
3. 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.
4. 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.
5. 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.
6. When you are done click **Ok**. The Pop-up window will disappear. You may then either set up a schedule for another member of this **On-Duty** group, or if you are done then click the **Done** button on that page.



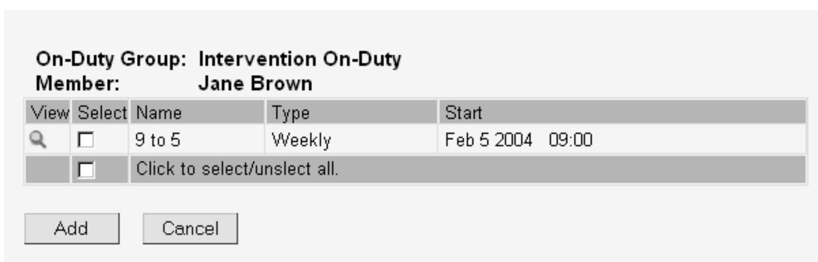
Step D (Monthly): Create a Monthly Schedule for an **On-Duty Group** Member:

1. Click the **Edit** icon next to the and a Schedule window will pop-up.
2. Choose an **Name** for the Schedule (mandatory).
3. 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.
4. Select your preferred type of **Recurrence pattern** using the radio buttons.
5. 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.
6. When you are done click **Ok**. The Pop-up window will disappear. You may then either set up a schedule for another member of this **On-Duty Group**, or if you are done then click the **Done** button on that page.



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

1. Click the **Edit** icon next and a Schedule window will pop-up.
2. Choose an **Name** for the Schedule (mandatory).
3. 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.
4. 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.
5. When you are done click **Ok**. The Pop-up window will disappear. You may then either set up a schedule for another member of this **On-Duty** group, or if you are done then click the **Done** button on that page.



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 deletion 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.

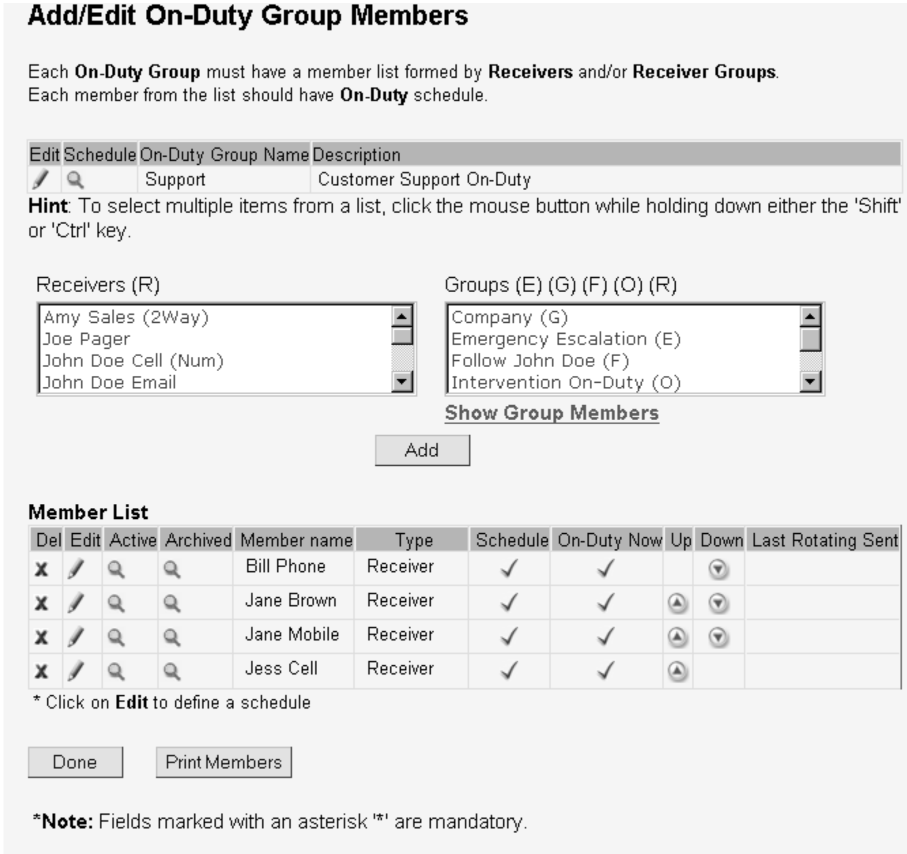
3. On the ‘Edit On-Duty Group Members’ page, press the **Edit** icon to modify the **Name** or the **Description** (from the ‘Edit On-Duty Group’ page). To add members to the **Member List**, highlight the **Receivers** and **Receiver Groups** and click the **Add** button.
4. Click the **Print Members** 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**:

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 remove and click the **Delete** icon.
3. Click the **OK** button to confirm deletion or click **Cancel** to revoke this action.

To archive an **On-Duty Group** schedule:

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’ panel, click the ‘Edit’ icon for the **On-Duty Group** member you want to modify.
4. 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).
5. Click the **Archive** button to confirm or click the **Close** button to revoke this action.
6. From the ‘Add/Edit On-Duty 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.



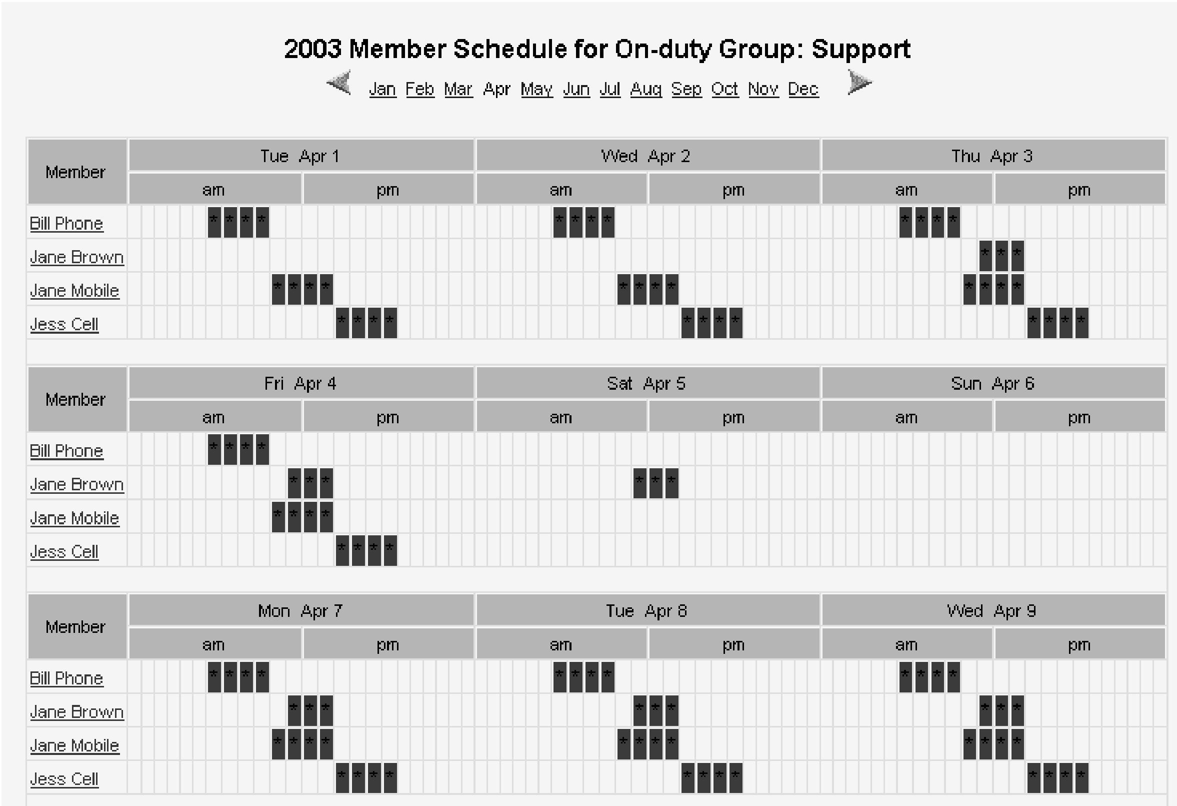
*Define the work schedules for each **On-Duty Group** member. The **Member List** will display the members of this **On-Duty Group** and the work schedules of the people who use the devices.*

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

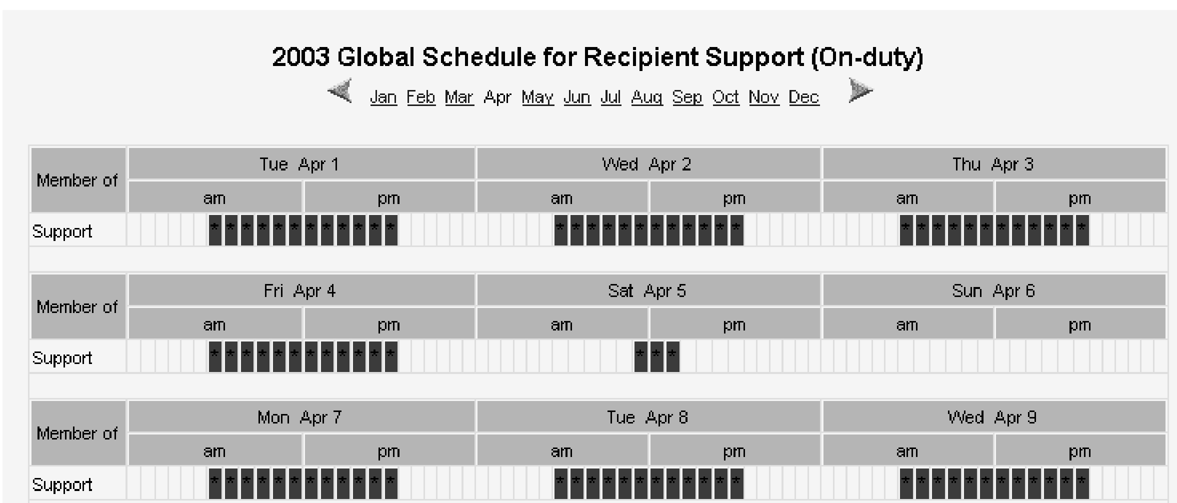
The ‘Up’, ‘Down’, and ‘Last Rotating Sent’ columns are displayed only if the Rotating property is enabled. The ‘Up’ and ‘Down’ arrow icons allow to change the order of the list.

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.



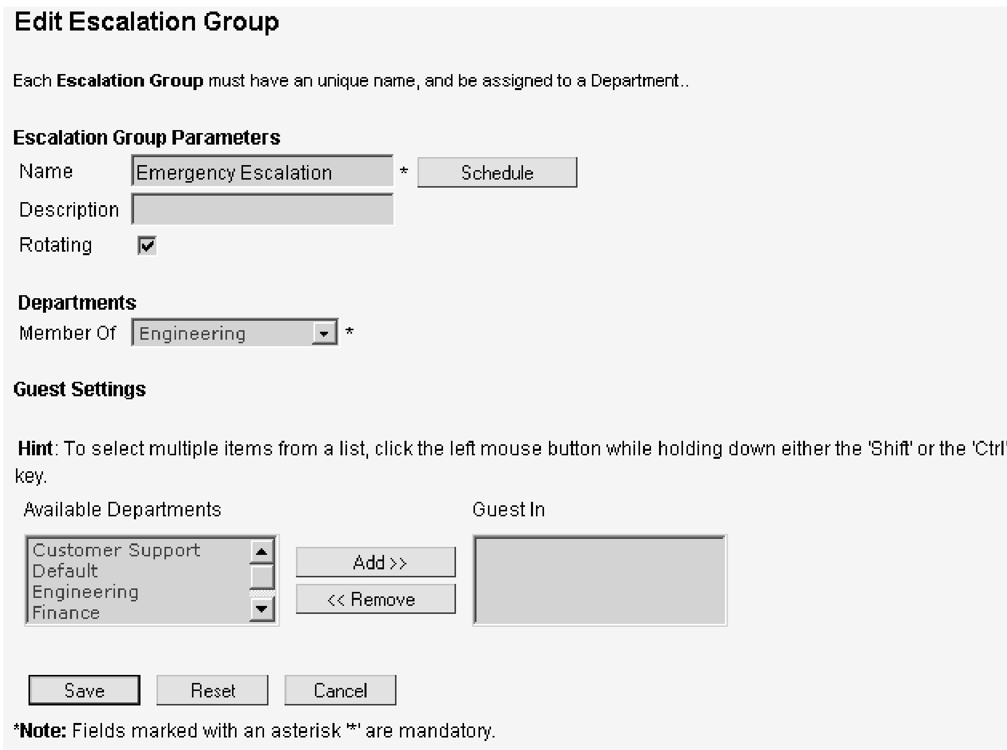
Note: *An* ***On-Duty Group*** *can be a member of one or many* ***On-Duty Groups*** *and/or* ***Follow-Me Groups****. Within each such a group, the* ***On-Duty Group*** *will have assigned a schedule. The* ***Schedule*** *button on the* ***Edit On-Duty Group*** *panel allows a global view to all schedules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



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.



***Step A:** 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.*

To add a new **Escalation Group**:

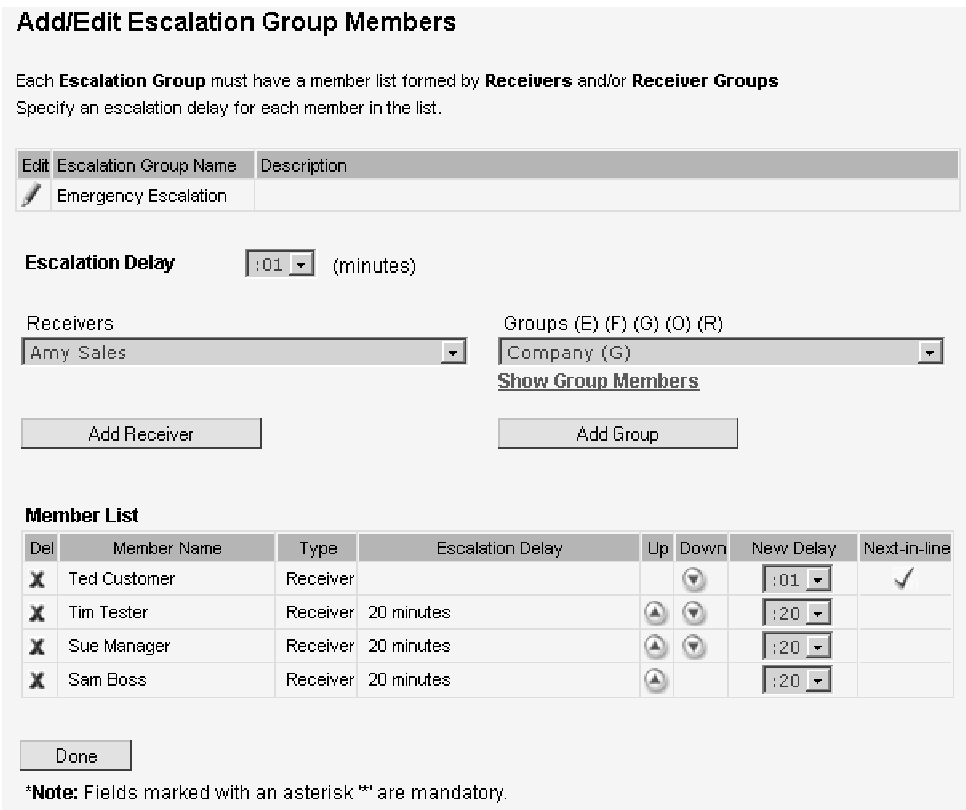
Step A: Create a **Receiver Group** record.

1. From the **Settings** menu, click **Receiver 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 **Escalation 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. If the 'Department' feature is not enabled, skip to step 8.
7. Specify the **Department** for this new group.
8. 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.
9. Click the **Save** button to reach the 'Add 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. Repeat steps 3 and 4 until all the members of the **Escalation Group** are added to the table.
4. All the information will be listed in the **Member List** table.
5. 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.
6. When you are finished, click **Done**.

*Note: Highlight 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).*

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 '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**, highlight the **Receivers** or **Receiver Groups** and click the **Add Receiver** or **Add Receiver Group** button respectively. To delete a member from the **Member List**, click the **Delete** icon to the left of the name you want to remove. 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. 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 **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

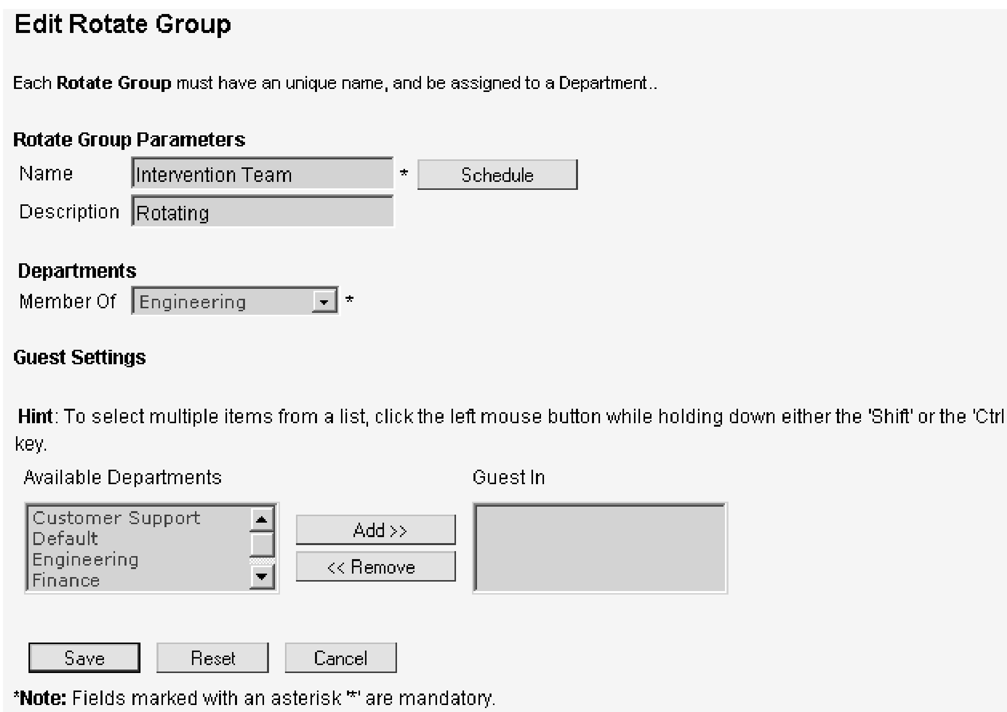
A **Rotate Group** is a group that allows you to send messages to different **Receivers** or **Groups** in a rotation. A group is created by simply adding **Receivers** or **Groups** in the order that you would like them to receive the messages. This order can be changed later. When a message is sent to the group, HipLinkXS 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. Hip-LinkXS will keep track of who got the last message and always send the next message to the next receiver in line.

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. If the ‘Department’ feature is not enabled, skip to step 8.
6. Specify the **Department** for this new group.
7. 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.
8. Click the **Save** button to reach the ‘Add 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**.*

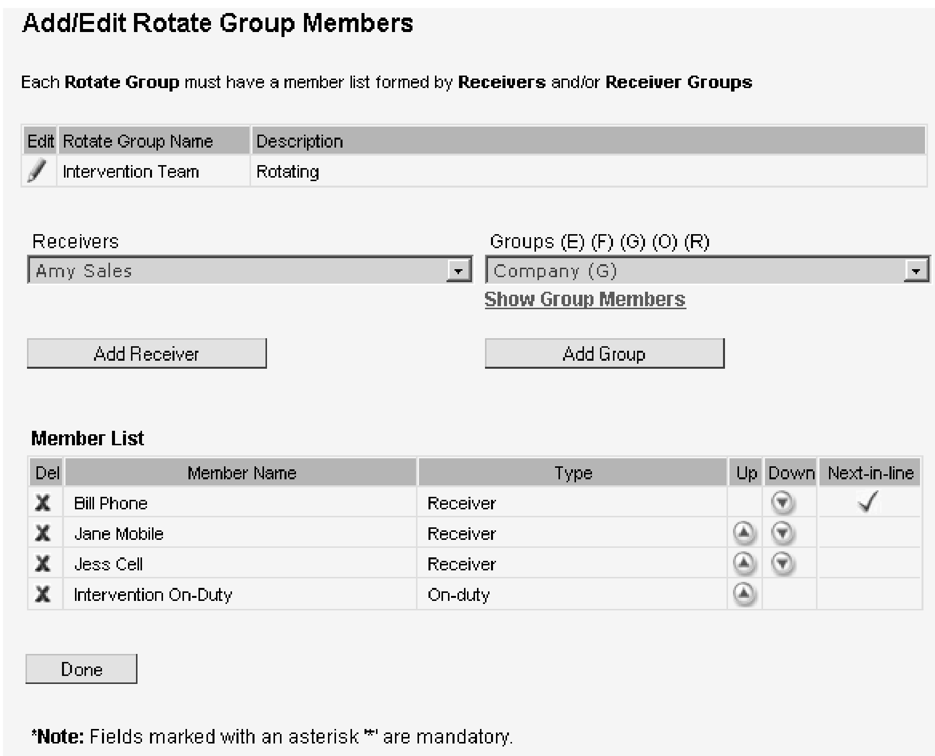
Step B: Assign **Rotate Group** Members.

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.*



Follow-Me Groups

A **Follow-Me Group** is a group that allows you to send messages to different **Receivers** or **Groups** depending on the time of day. This could also be achieved with an **On-Duty Group**, but the **Follow-Me** interface is more suited to this purpose, i.e., for one person with multiple **Receivers** rather than multiple people with one receiver each.

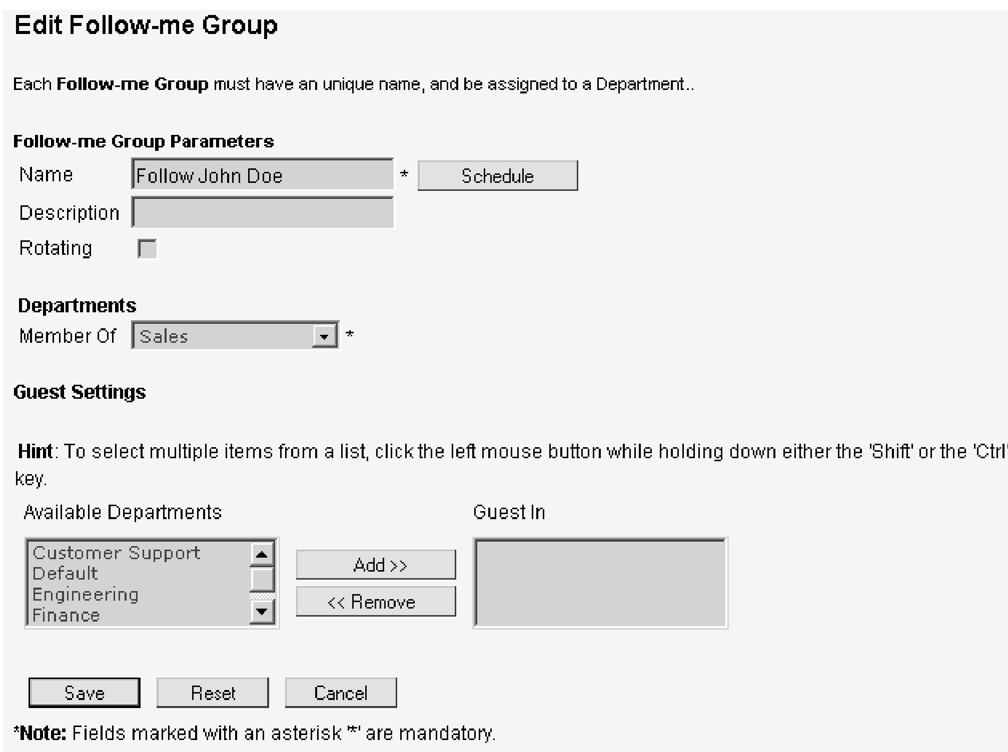
For example, a **Follow-Me Group** named ‘Follow John Doe’ might include three different **Receivers**: ‘John Doe Cell’, ‘John Doe Pager’ and ‘John Doe Email’. On weekday mornings when he gets to work, messages are sent to his text-enabled cell phone, in the afternoon while he is giving lectures they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

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 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 **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. If the ‘Department’ feature is not enabled, skip to step 8.
7. Specify the department for this new group.
8. 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.
9. Click the **Save** button to reach the ‘Add/Edit Follow-Me Group Members’ page.



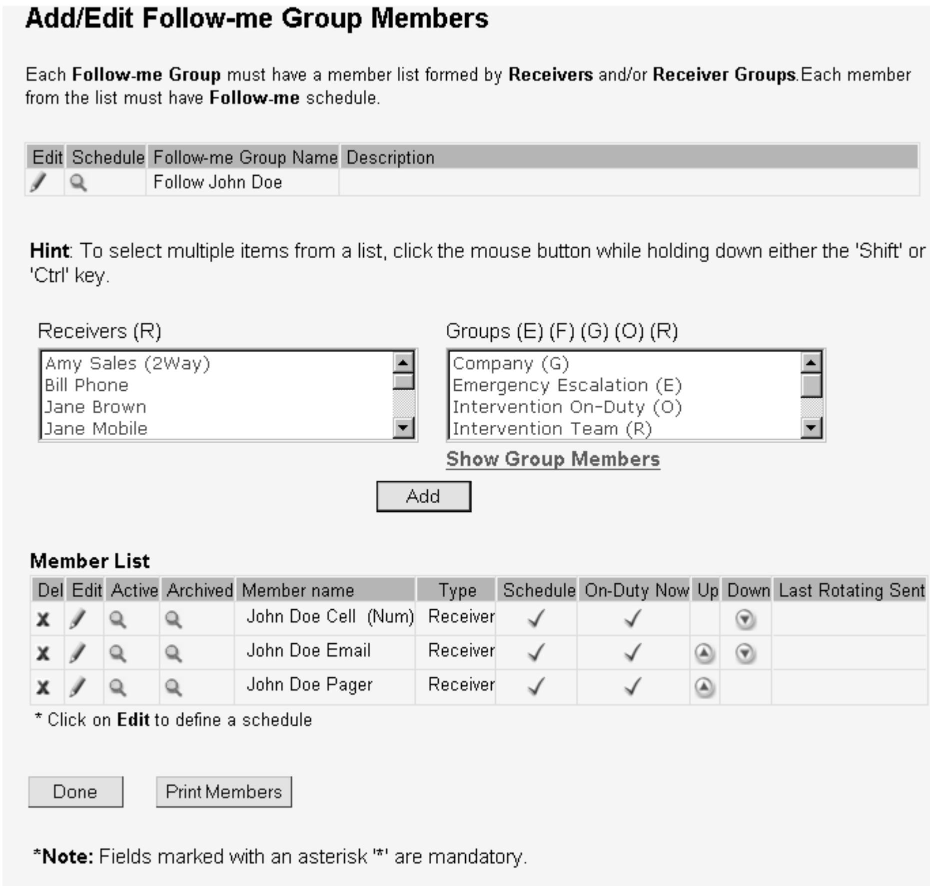
Step B: Assign **Follow-Me Group** Members

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

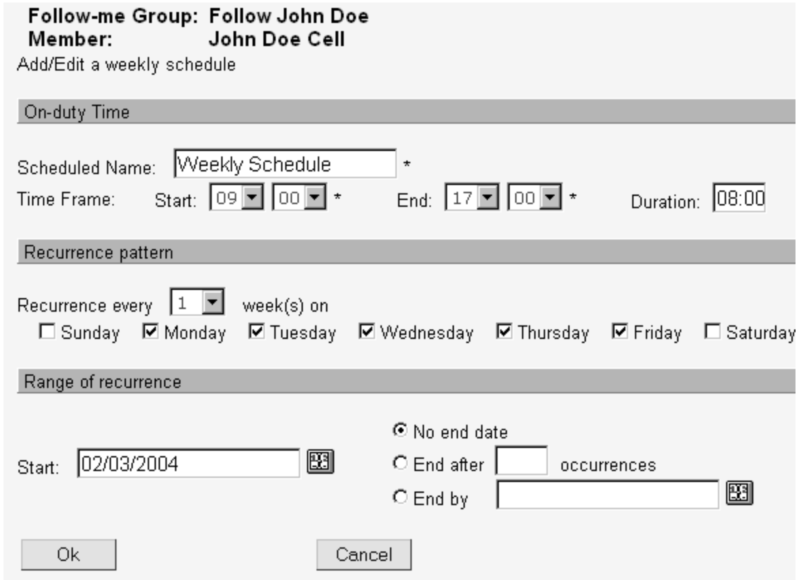
   Note: *The type of the Group is coded as follows: (E) for* ***Escalation Group****, (F) for* ***Follow-Me Group****, (G) for* ***Receiver Group****, (O) for* ***On-Duty Group****, and (R) for* ***Rotate Group****.*

2. Repeat as necessary.
3. The **Member List** will display the members of this **Follow-Me Group**.

Note: *Highlight 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).*



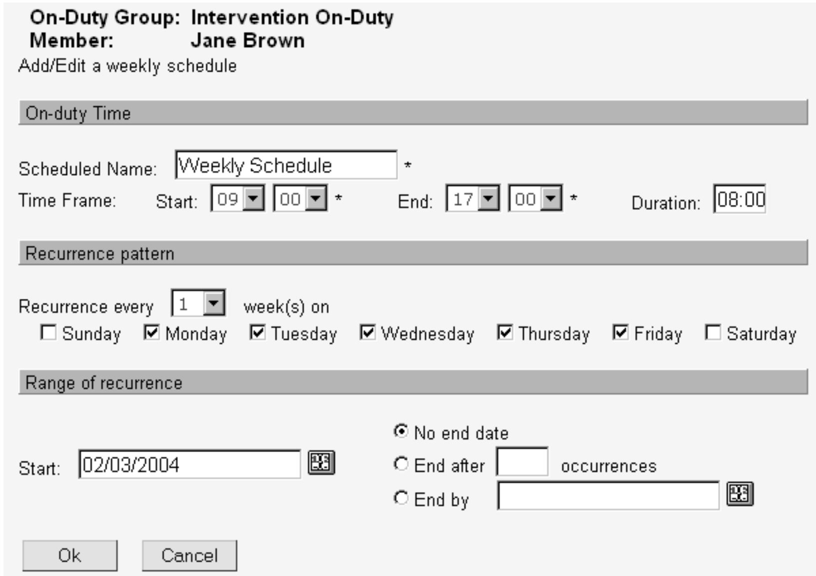
The 'On-Duty Now' flag allows **Users** to see who is currently on duty at the present moment.



Step C: Create the schedules for the **Follow-Me Group** Members:

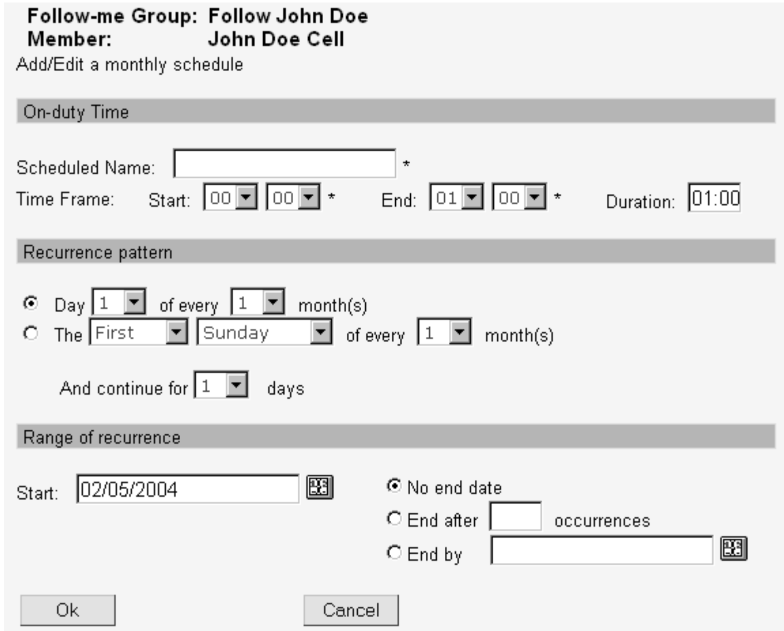
1. Click the **Edit** icon and a Schedule window will pop-up.
2. **Follow-Me Group** schedules can be either added manually, imported from a standard schedule file, or can be added from already defined **Schedule Templates** (see the 'Schedule Templates' section for details). There are three types of 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)**.



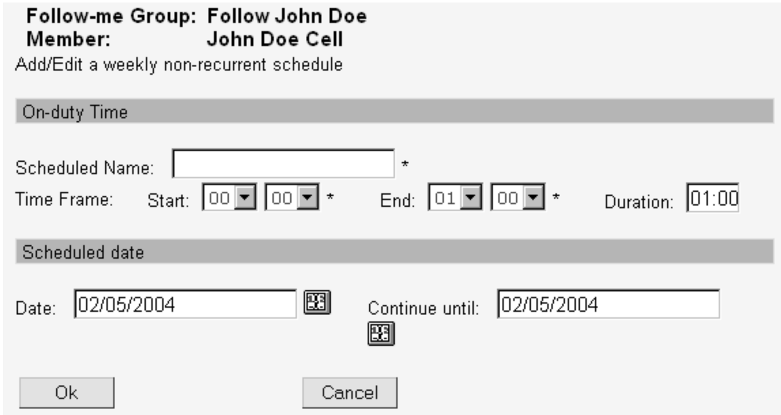
Step D (Weekly): Create a Weekly Schedule for an **Follow-Me Group** Member:

1. Click the **Edit** icon next and a Schedule window will pop-up.
2. Choose an **Name** for the Schedule (mandatory).
3. 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.
4. 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.
5. 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.
6. When you are done click **Ok**. The Pop-up window will disappear. You may then either set up a schedule for another member of this **On-Duty** group, or if you are done then click the **Done** button on that page.



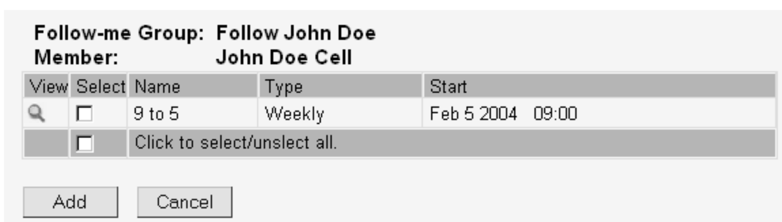
Step D (Monthly): Create a Monthly Schedule for an **Follow-Me Group** Member:

1. Click the **Edit** icon next to the and a Schedule window will pop-up.
2. Choose an **Name** for the Schedule (mandatory).
3. 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.
4. Select your preferred type of **Recurrence pattern** using the radio buttons.
5. 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.
6. When you are done click **Ok**. The Pop-up window will disappear. You may then either set up a schedule for another member of this **On-Duty Group**, or if you are done then click the **Done** button on that page.



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

1. Click the **Edit** icon next and a Schedule window will pop-up.
2. Choose an **Name** for the Schedule (mandatory).
3. 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.
4. 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.
5. When you are done click **Ok**. The Pop-up window will disappear. You may then either set up a schedule for another member of this **On-Duty** group, or if you are done then click the **Done** button on that page.



Step D (Templates): Add a Schedule from Templates for an **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).
2. Click the **OK** button to confirm deletion 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**:

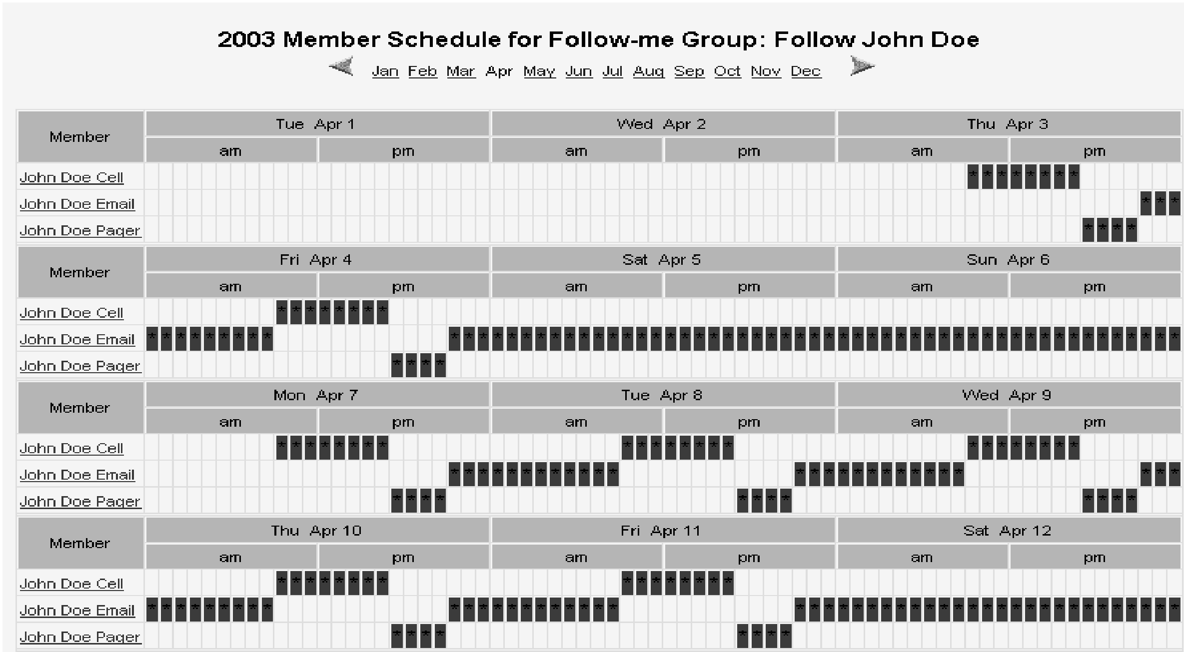
1. From the **Settings** menu, click **Follow-Me Groups** on the left navigation bar.
2. On the ‘Follow-Me Groups Panel’, find the group name you want to modify and click the **Edit** icon.
3. On the ‘Edit Follow-Me Group Members’ page, press the **Edit** icon to modify the **Name** or the **Description** (from the ‘Edit Follow-Me Group’ page). To add members to the **Member List**, highlight 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**:

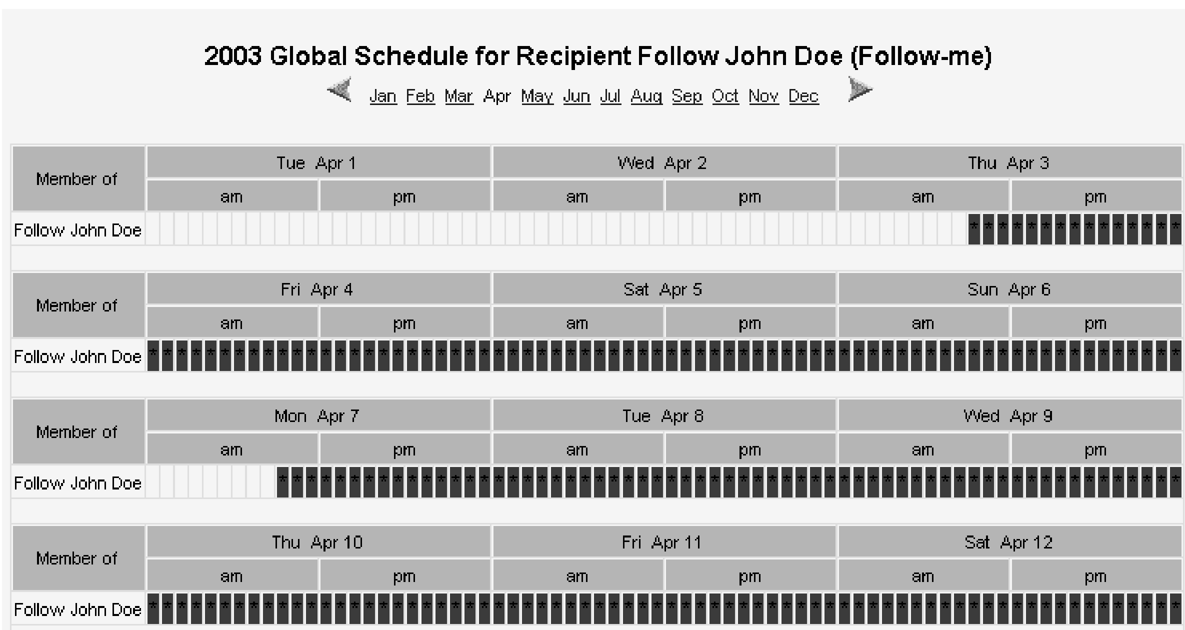
1. From the **Settings** menu, click **Follow-Me Groups** on the left navigation bar.
2. On the ‘Follow-Me Groups Panel’, find the group name you want to remove and click the **Delete** icon.
3. Click the **OK** button to confirm deletion or click **Cancel** to revoke this action.

To archive an **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 ‘Follow-Me 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).
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.



***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.*

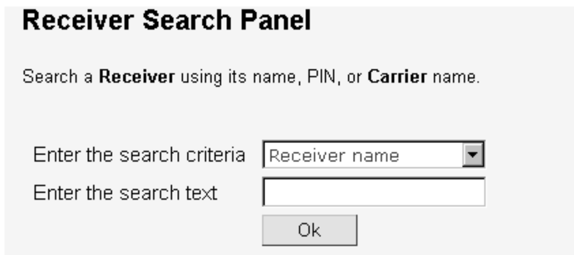


Receiver Search

Receiver Search is a function that allows you to search the HipLinkXS 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****.*



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 sends messages most frequently among all those already defined by the HipLinkXS 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 HipLinkXS’ 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 ‘Edit Personal Favorites’ page.
3. On the ‘Edit Personal Favorites’ page, highlight 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. Highlight 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’s 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, highlight 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. Highlight 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’s 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

The **Carrier** is the service provider that you use to deliver messages from the HipLinkXS application to wireless devices. **Carriers** use protocols to deliver messages. When you add a **Carrier**, you need to select a protocol first.

The **Carrier Parameters** and **Message Parameters** you need to set are the same for every protocol. Only the **Protocol Parameters** depend on the protocol previously selected. Some parameters have default values that depend on the selected protocol. An updated list with the most current protocol settings is available from Semotus web site. The HipLinkXS administrator can download the list by clicking on the ‘Download Carrier’ button from the ‘Carriers Panel’.

Note: *Once that the* ***Carrier*** *settings list is successfully downloaded, it is the responsibility of the administrator to check and update if necessary the settings for each* ***Carrier*** *that is already defined.*

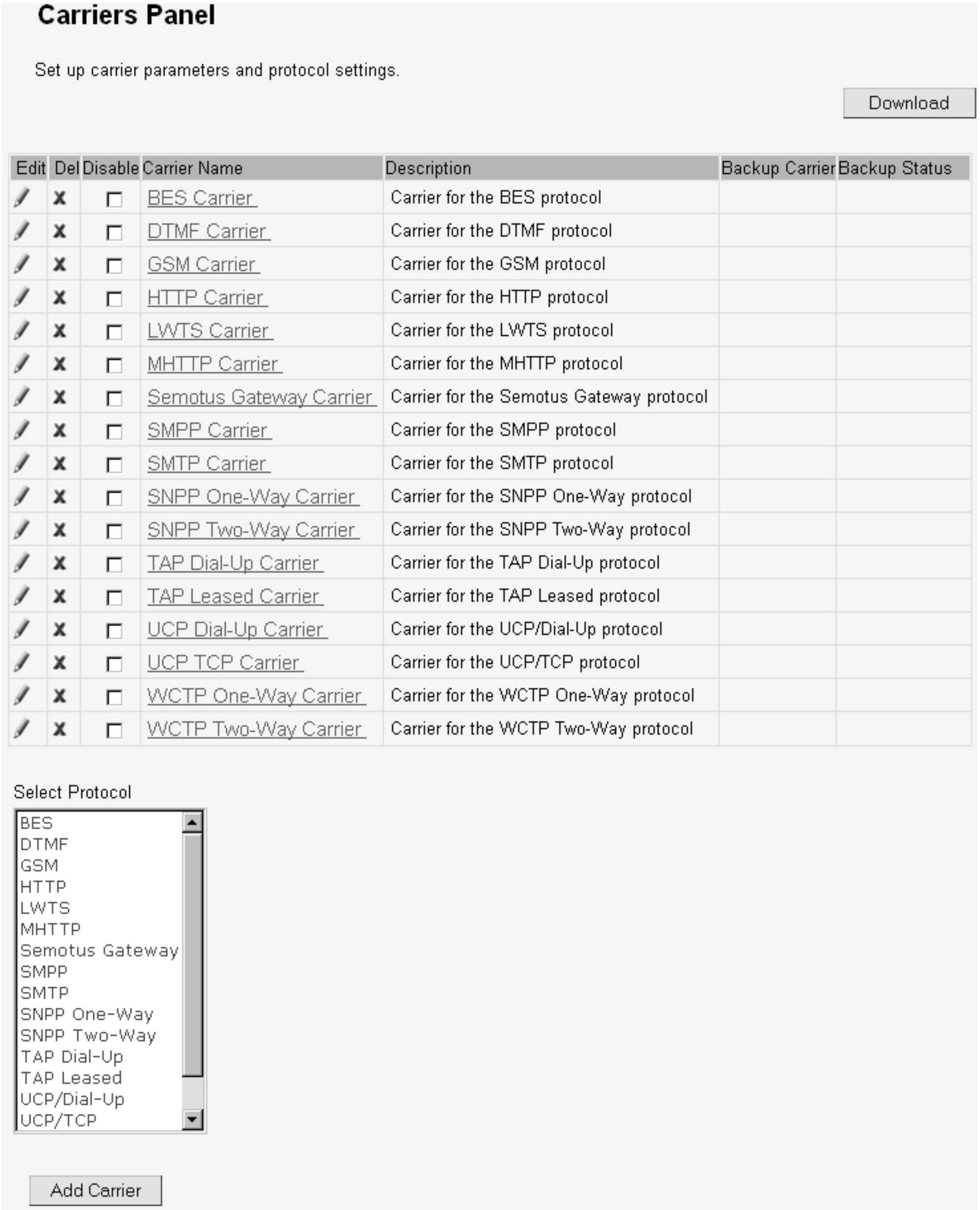
To improve message reliability, it is possible to define a **Backup Carrier** for each **Carrier**. This feature is optional, but if a **Backup Carrier** is defined, it will be automatically used by HipLinkXS in the case where the delivery of messages to the **Primary Carrier** fails.

From the ‘Carriers Panel’, the HipLinkXS administrator has the option to disable a **Carrier** at any moment. If the **Carrier** that is disabled has a **Backup Carrier**, all messages that have to be delivered to the **Primary Carrier** will be diverted from now on to the **Backup Carrier**.

To disable the **Primary Carrier** and use the **Backup Carrier**:

1. From the **Settings** menu, click **Carrier** on the left navigation bar.
2. On the ‘Carriers Panel’, find the **Carrier** name you want to disable and check the **Disable** box.
3. A confirmation window is displayed asking for confirmation. Click the **OK** button to proceed or the **Cancel** button to revoke this action.
4. The **Backup Status** is changed to ‘In Use’ or ‘Disabled’ depending on the status of the **Carrier** that is used as **Backup Carrier**. Note that if the **Backup Carrier** is disabled, HipLinkXS will not use the **Backup Carrier** of the **Backup Carrier** (i.e., if there is a chain of **Backup Carriers**).

Note: *If there is no* ***Backup Carrier*** *defined (see the* ***Carriers*** *table), a warning message will be displayed and you have to confirm that you really want to disable the* ***Primary Carrier****. In this case, the messages for this* ***Carrier*** *cannot be delivered unless an* ***Alternate PIN/Carrier*** *was defined for this* ***Receiver****.*



Carriers Panel

Set up carrier parameters and protocol settings.

Download

Edit	Del	Disable	Carrier Name	Description	Backup Carrier	Backup Status
			BES Carrier	Carrier for the BES protocol		
			DTMF Carrier	Carrier for the DTMF protocol		
			GSM Carrier	Carrier for the GSM protocol		
			HTTP Carrier	Carrier for the HTTP protocol		
			LWTS Carrier	Carrier for the LWTS protocol		
			MHTTP Carrier	Carrier for the MHTTP protocol		
			Semotus Gateway Carrier	Carrier for the Semotus Gateway protocol		
			SMPP Carrier	Carrier for the SMPP protocol		
			SMTP Carrier	Carrier for the SMTP protocol		
			SNPP One-Way Carrier	Carrier for the SNPP One-Way protocol		
			SNPP Two-Way Carrier	Carrier for the SNPP Two-Way protocol		
			TAP Dial-Up Carrier	Carrier for the TAP Dial-Up protocol		
			TAP Leased Carrier	Carrier for the TAP Leased protocol		
			UCP Dial-Up Carrier	Carrier for the UCP/Dial-Up protocol		
			UCP TCP Carrier	Carrier for the UCP/TCP protocol		
			WCTP One-Way Carrier	Carrier for the WCTP One-Way protocol		
			WCTP Two-Way Carrier	Carrier for the WCTP Two-Way protocol		

Select Protocol

BES
DTMF
GSM
HTTP
LWTS
MHTTP
Semotus Gateway
SMPP
SMTP
SNPP One-Way
SNPP Two-Way
TAP Dial-Up
TAP Leased
UCP/Dial-Up
UCP/TCP

Add Carrier

*Use the table to edit, delete, or disable any **Carrier**. Select the protocol and click the **Add** button to configure a new **Carrier**.*

***Important:** If the working with multiple **Paging Queues** feature is enabled by the License Key, then you have to create **Messengers** first and only after that you will be able to add **Carriers**.*

To add a **Carrier**:

Step A: Select a Protocol

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

2. On the ‘Carriers Panel’, highlight the protocol that you want to assign to the new **Carrier**, and click the **Add Carrier** button to reach the ‘Add Carrier’ page.

Note: *The SMPP protocol is available only for Windows platforms.*

Step B: Set **Carrier Parameters** (applies to all **Carriers**)

1. Enter a unique **Name** for the **Carrier** or click the Carrier List icon to select a carrier from the list (mandatory). If you select a carrier from this list, the Protocol Parameters will be set with default values.
2. Enter a **Description** for the **Carrier** (optional).
3. Set a **Paging Queue** (displayed and mandatory only if multiple queues are enabled by the License Key). By default it is set to the ‘Default’ **Paging Queue**. Different **Paging Queues** are set up on the ‘Directories’ panel from the ‘Settings’ menu.
4. Select a **Backup Carrier** from the drop-down menu (optional). In the event that messages cannot be delivered to the primary **Carrier** after a specified number of retries, HipLinkXS will use the backup Carrier to deliver the message.

Step C: Set **Protocol Parameters** (specific for each **Carrier**)

The Protocol Parameters are specific for each protocol and they are detailed below.

Step D: Set **Message Parameters** (applies to all **Carriers**)

1. Check the **truncate long messages** if you wish to cut-off messages that exceed the **maximum total length** setting below. Any message text exceeding the maximum total length will not be sent.
2. Check the **split long messages** into parts box if you wish to divide a long message into multiple parts.
3. Specify the **maximum part length**. All parts of the message will be sent to the **Receiver**.
4. Enter the **number of retries** from the drop-down menu. This number specifies the number of times HipLinkXS will attempt to re-connect to the carrier if a connection cannot be established on the first try.
5. Click the **Save** button.

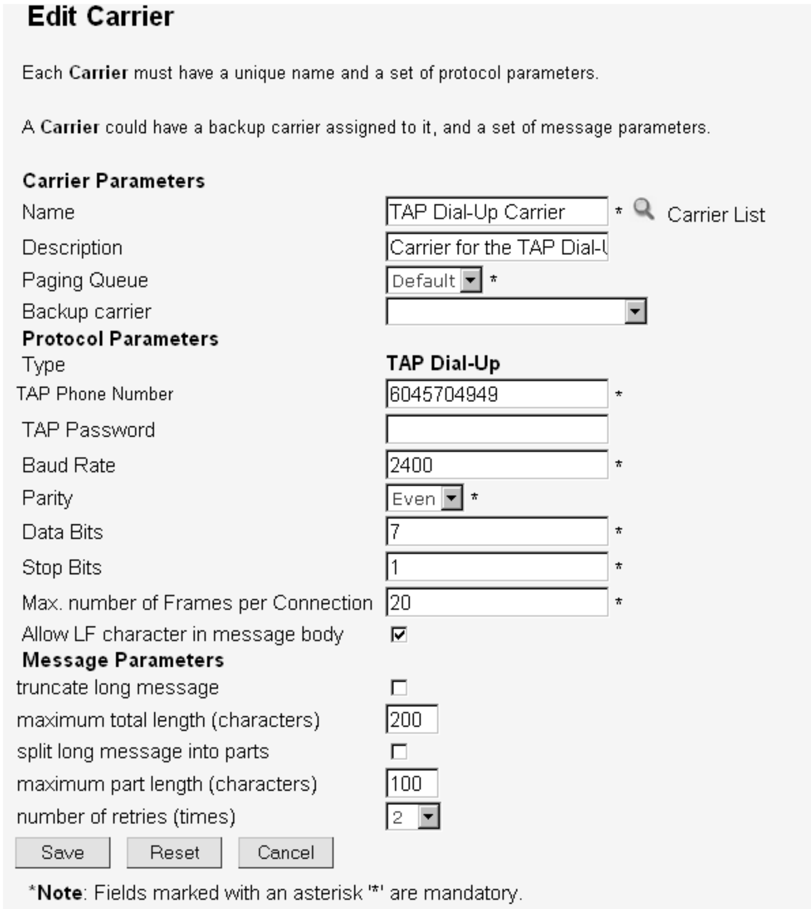
To modify a **Carrier** (applies to all **Carriers**):

1. From the **Settings** menu, click **Carriers** on the left navigation bar.
2. On the Carriers Panel, find the **Carrier** name you wish to modify and click the **Edit** icon.
3. Edit the settings from the Edit Carrier page.
4. When you are finished, click the **Save** button.

To delete a **Carrier** (applies to all **Carriers**):

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

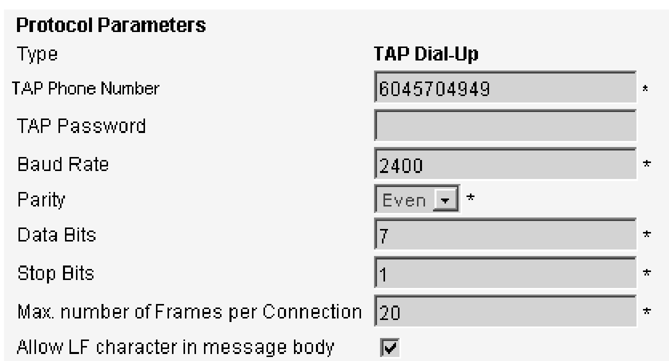
Note: *You cannot delete a **Carrier** that is still used by some **Receivers**. You have to delete these **Receivers** first or reassign them to other **Carriers**.*



*Click on the **Carrier List** button to select a **Carrier** and fill in the information automatically. This example shows the panel for the TAP Dial-Up protocol.*

Note: *After creating **Carriers** and assigning **Receivers** to them it is possible to display a list with all the **Receivers** assigned to a specific **Carrier**. Click on the **Carrier** name from the 'Carrier's panel and a new browser window will be opened. From this window you can edit a specific **Receiver** by clicking on the 'Edit' icon displayed in front of its name, or you can click on the 'Close' button when you're done.*

Using TAP Dial-Up Protocol

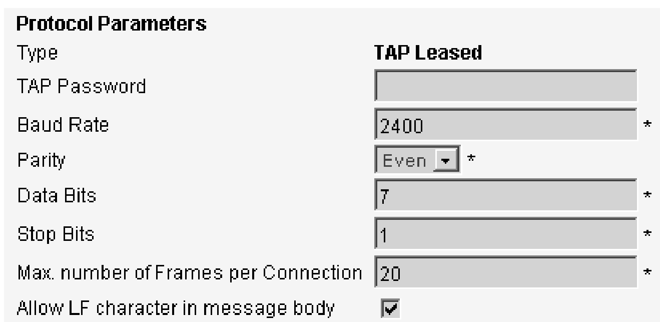


Step C: Set the **Protocol Parameters**

1. For a **Carrier** selected from the **Carrier List**, the **Carrier Name**, **TAP Phone Number**, **Baud Rate, Parity, Data Bits**, and **Stop Bits** fields will be automatically filled in with default values. If needed, you can change these settings by entering new values.
2. Enter your **TAP Password**, if you received any from your **Carrier** (optional).
3. Enter the **Maximum number of Frames per Connection** (mandatory, default value 20).
4. Check or un-check the **Allow LF character in message body** after case. Certain TAP carriers have problems with line feed characters (i.e., “\n” and “\r”). You might want to leave or strip these characters from the message before it is sent out.

Note: *If your* ***Carrier*** *does not appear on this list, you should contact your Carrier to determine the correct* ***Protocol Parameters****.*

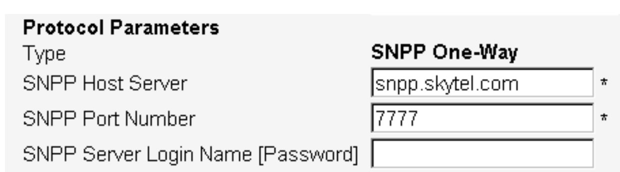
Using TAP-Leased Line Protocol



Step C: Set the **Protocol Parameters**

1. Enter your **TAP Password,** if you received any from your **Carrier** (optional).
2. Enter the **Baud Rate, Parity, Data Bits**, and **Stop Bits** fields specific to your **Carrier**.
3. Enter the **Maximum number of Frames per Connection** (mandatory, default value 20).
4. Check or un-check the **Allow LF character in message body** after case. Certain TAP carriers have problems with line feed characters (i.e., “\n” and “\r”). You might want to leave or strip these characters from the message before it is sent out.

Using SNPP One-Way Protocol

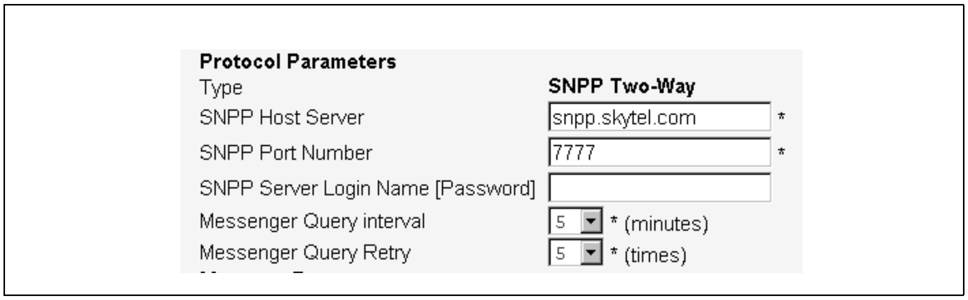


Step C: Set the **Protocol Parameters**

1. If you selected a carrier from the **Carrier List**, the **Carrier Name**, **SNPP Host Server** and **SNPP Port Number** fields will be automatically filled in. If needed, you can change these settings by entering new values.

Using SNPP Two-Way Protocol

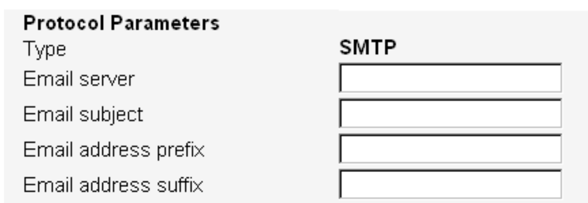
HipLinkXS waits 25 minutes for an answer (i.e., retries 5 times every 5 minutes).



Step C: Set the **Protocol Parameters**

1. If you selected a carrier from the **Carrier List**, the **Carrier Name**, **SNPP Host Server** and **SNPP Port Number** fields will be automatically filled in. If needed, you can change these settings by entering new values.
2. For two-way messaging, HipLinkXS must query the carrier to determine if a response to the message has been sent by the Receiver. The **Messenger Query Interval** specifies the amount of time (in minutes) between queries.
3. Set the **Messenger Query Retry** to specify the number of times HipLinkXS should query the carrier to determine if the Receiver has sent a response to the message.

Using SMTP Protocol

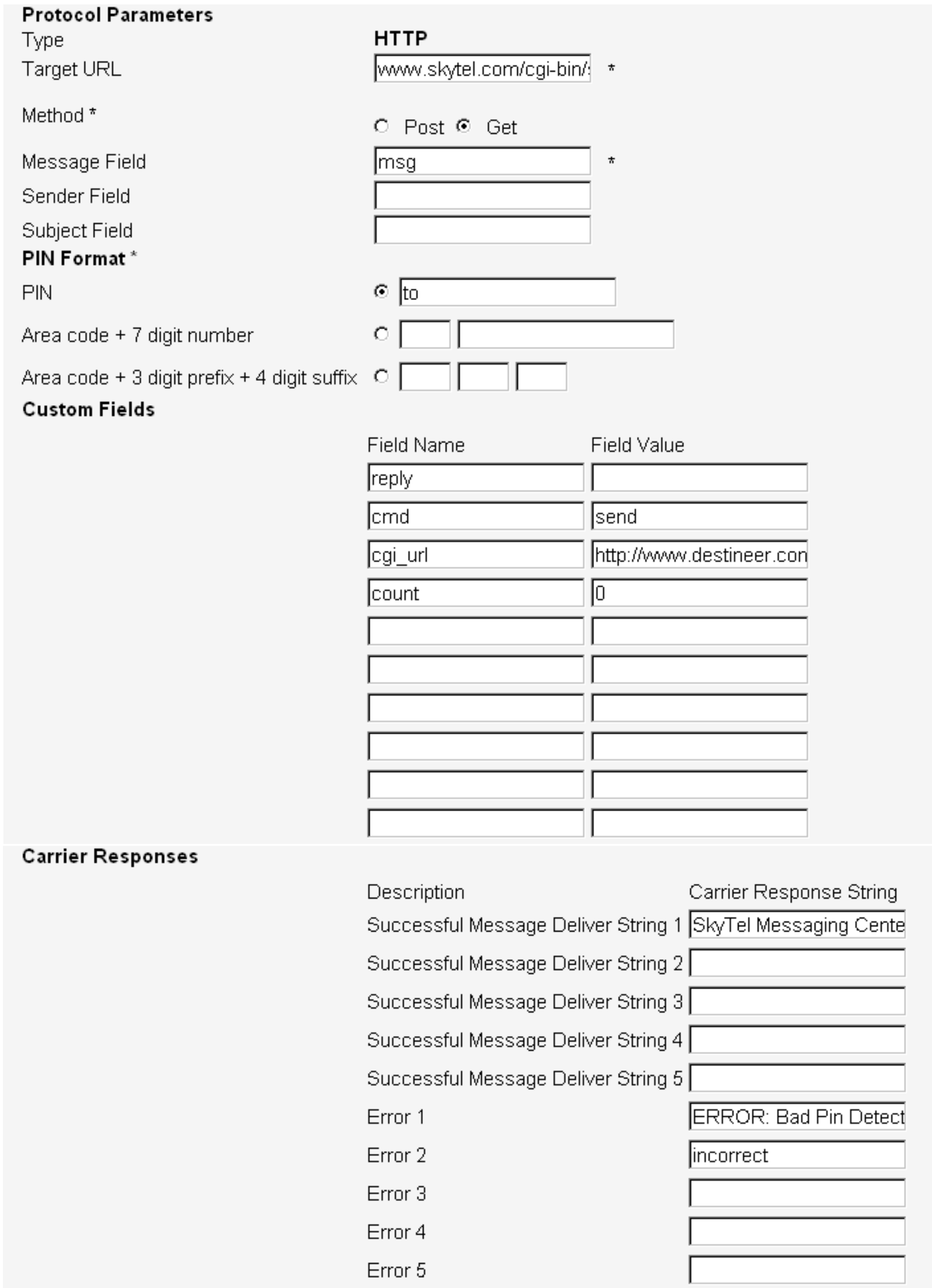


Step C: Set the **Protocol Parameters**

1. Enter the **E-mail server** (optional). Enter the **E-mail server** address to be used by this SMTP **Carrier** if different than the default one which is the 'SMTP server address' parameter defined in the 'Global Settings'. This setting is to allow fail over scenarios between two SMTP carriers.
2. Enter the **E-mail subject** (optional). If you are using a carrier that supports the 'Subject' field in their message, this text will appear as the 'Subject' in all messages sent from HipLinkXS.
3. Enter the **E-mail address prefix** (optional). This is required only for PageNet receivers. Contact PageNet for the correct information.

4. Enter the **E-mail address suffix** (optional). For example, '@skytel.com'.

Using HTTP Protocol



Step C: Set the **Protocol Parameters**

1. For a **Carrier** selected from the **Carrier List**, the **Carrier Name** and some other fields will be automatically filled in with default values. If needed, you can change these settings by entering new values.
2. Enter a **Target URL** where you will be posting or getting message (mandatory).

3. Select either the **Post** (default) or **Get** method for this protocol (depending on the source code of the carrier's HTML page.
4. Specify the **Message Field** (mandatory). This can be found using the **View Source** function of your browser.
5. Specify the **Sender Field** (optional).
6. Specify the **Subject Field** (optional).
7. Select the type of **PIN Format** your carrier uses: PIN (default), Area code + 7 digit number, or Area code + 3 digit prefix + 4 digit suffix.
8. **Custom Fields**. These fields can be defined by the administrator to capture/post any additional information that may be required by the website (optional).
9. **Carrier Responses**. Enter the responses that correspond to a successful message delivery, and different types of error codes. These responses will be used by HipLinkXS to determine the status of messages sent through this protocol. The **Successful Message Delivery String 1** to **5** fields are mandatory, the **Error 1** to **Error 5** fields are optional.

Note: *You should contact your* ***Carrier*** *for more information on their HTTP protocol settings and field names.*

Using MHTTP Protocol

MHTTP is used for **Carriers** that require multiple HTTP steps.

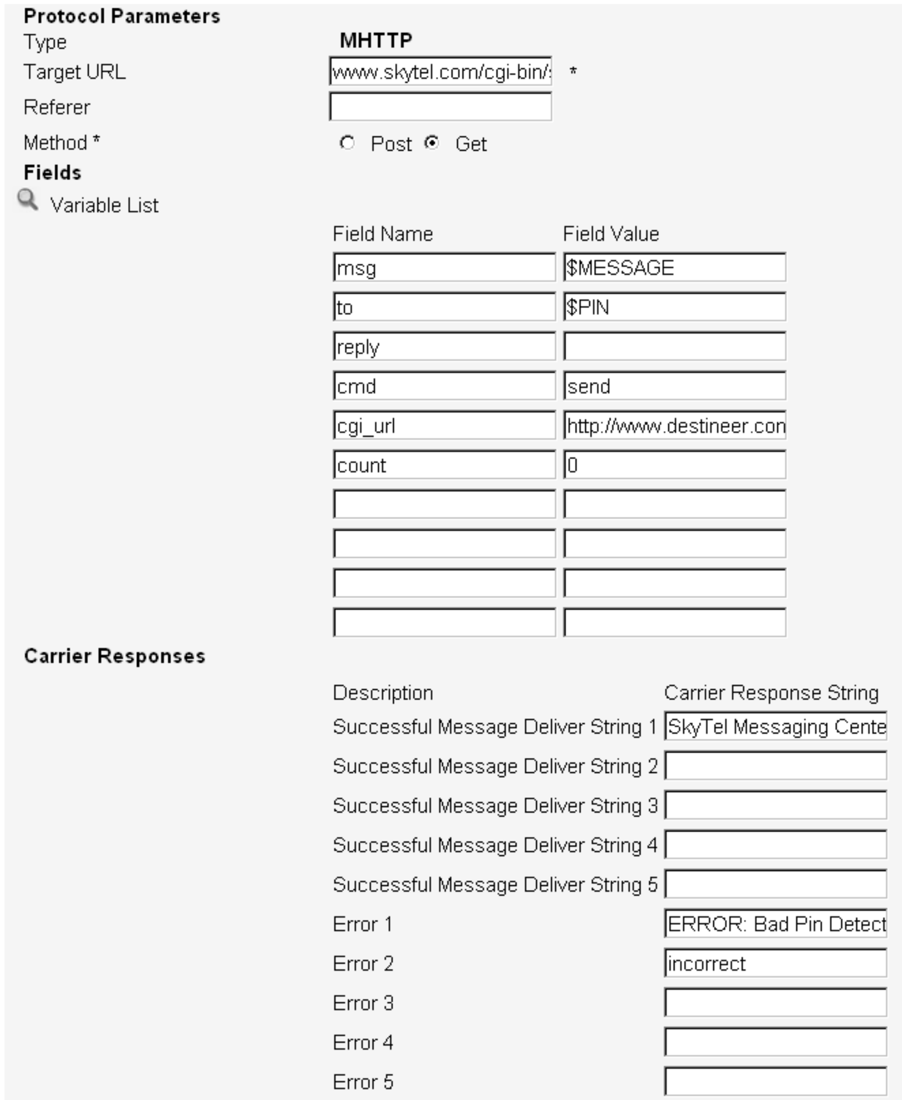
Step C: Protocol Parameters

1. Enter a **Target URL** where you will be posting or getting message (mandatory).
2. Enter the **Referer URL** of the last accessed page (optional).
3. Select either the **Post** (default) or **Get** method for this protocol (depending on the source code of the carrier's HTML page.
4. **Fields**. These fields can be defined by the administrator to capture/post any additional information that may be required by the web site (optional). The following predefined message variables can be used as field values: $MESSAGE, $PIN, $SENDER, $SUBJECT.
5. **Carrier Responses**. Enter the responses that correspond to a successful message delivery, and different types of error codes. These responses will be used by HipLinkXS to determine the status of messages sent through this protocol. The **Successful Message Delivery String 1** to **5** fields are mandatory, the **Error 1** to **Error 5** fields are optional.
6. Press the **Next** button to add another step or the **Finished** button to save the settings and go back to the 'Carriers Panel'.

Note: *You should contact your* ***Carrier*** *for more information on their HTTP protocol settings and field names.*

Example: Protocol Parameters

Step 1 of 3



Protocol Parameters

Type	**MHTTP**
Target URL	www.skytel.com/cgi-bin/: *
Referer	
Method *	○ Post ◉ Get

Fields

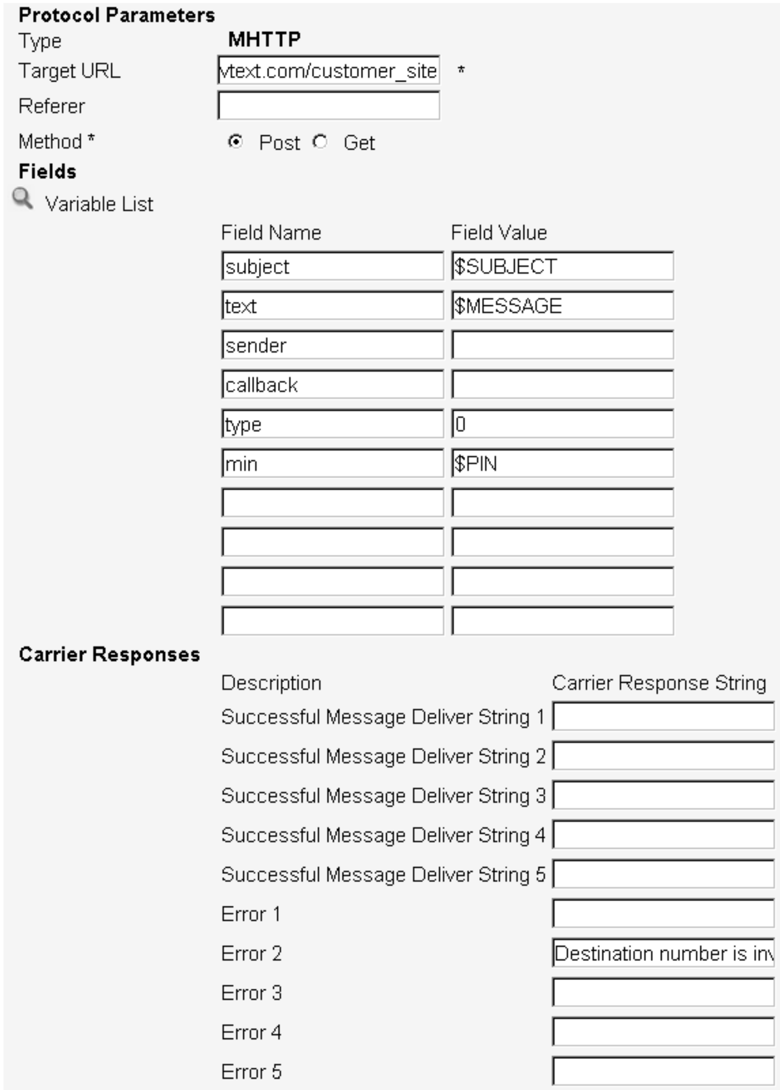
Variable List

Field Name	Field Value
msg	$MESSAGE
to	$PIN
reply	
cmd	send
cgi_url	http://www.destineer.con
count	0

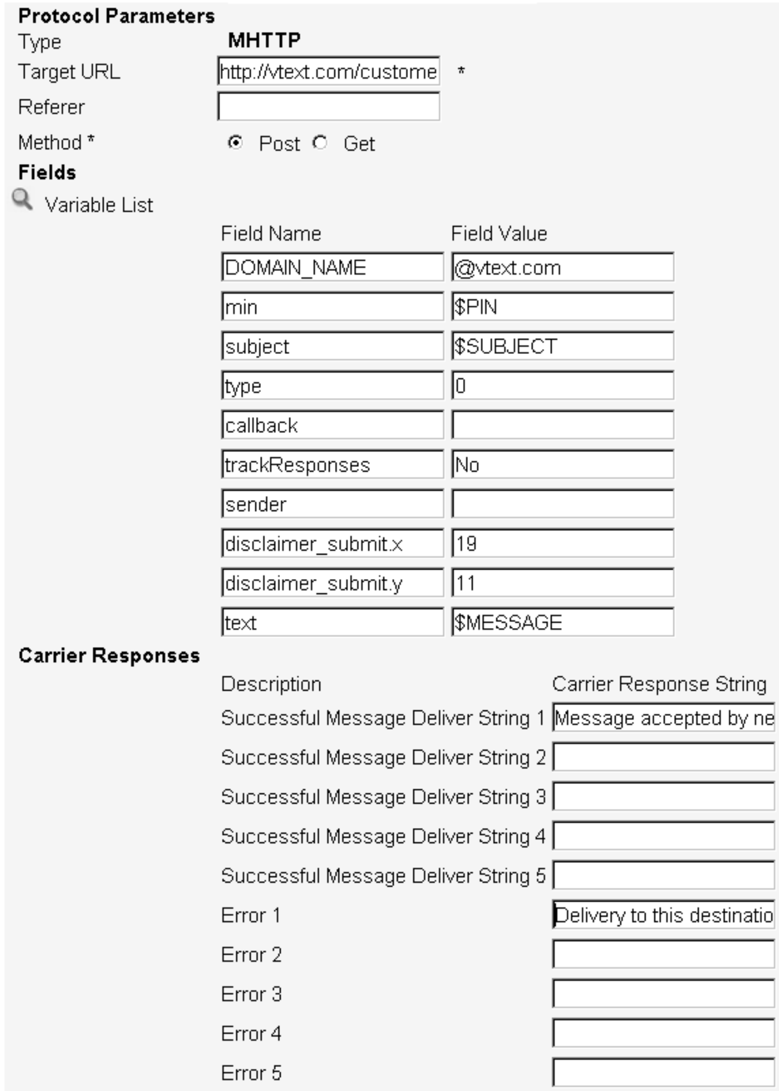
Carrier Responses

Description	Carrier Response String
Successful Message Deliver String 1	SkyTel Messaging Cente
Successful Message Deliver String 2	
Successful Message Deliver String 3	
Successful Message Deliver String 4	
Successful Message Deliver String 5	
Error 1	ERROR: Bad Pin Detect
Error 2	incorrect
Error 3	
Error 4	
Error 5	

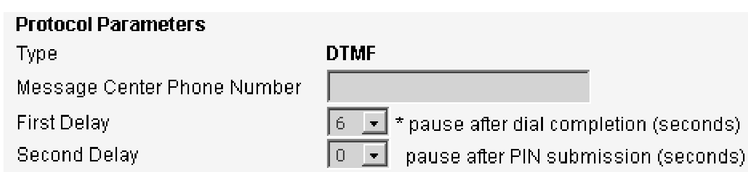
Step 2 of 3


Protocol Parameters
Type
MHTTP
Target URL
vtext.com/customer_site
*
Referer
Method *
Post
Get
Fields
Variable List
Field Name
Field Value
subject
$SUBJECT
text
$MESSAGE
sender
callback
type
0
min
$PIN
Carrier Responses
Description
Carrier Response String
Successful Message Deliver String 1
Successful Message Deliver String 2
Successful Message Deliver String 3
Successful Message Deliver String 4
Successful Message Deliver String 5
Error 1
Error 2
Destination number is inv
Error 3
Error 4
Error 5

Step 3 of 3



Using DTMF Protocol



Step C: Set the **Protocol Parameters**

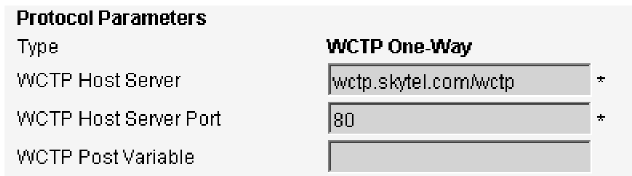
1. Enter the **Message Center Phone Number** for your DTMF **Carrier** (optional).
2. Enter the **First Delay** (mandatory). This delay represents a pause after the dial completion necessary to skip the welcome message of the Message Center. The default value of this parameter is 6 seconds, but it is recommended to adjust the delay manually by trail and error.

3. Enter the **Second Delay** (optional). Sometimes you need to use another pause after the submission of the PIN. If this is the case, it is recommended to adjust this delay manually by trail and error.

Using GSM Protocol

There are no specific parameters to set for a **Carrier** using the GSM protocol.

Using WCTP One-Way Protocol



Step C: Set the **Protocol Parameters**

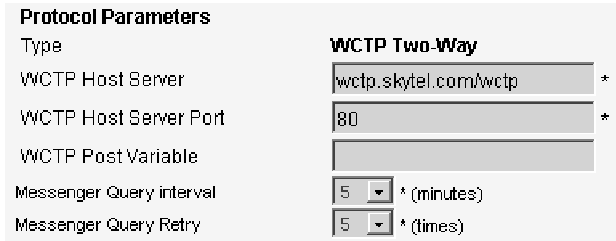
1. If you selected a carrier from the **Carrier List**, the **Carrier Name** and **WCTP Host Server** fields will be automatically filled in with default values. If needed, you can change these settings by entering new values.
2. Enter a **WCTP Host Server** for your WCTP **Carrier** (mandatory). This is either the domain name or server address such as wctp.skytel.com
3. Enter the **WCTP Port Number** (mandatory). This is the port number on the server, the default port number is 80.
4. Enter the **WCTP Post Variable** if it is not contained within the body of the HTTP post request (optional).

Using WCTP Two-Way Protocol

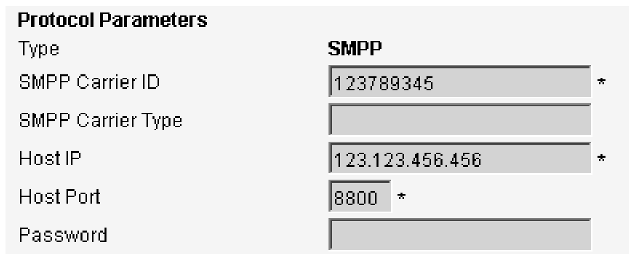
Step C: Protocol Parameters

1. If you selected a carrier from the **Carrier List**, the **Carrier Name** and **WCTP Host Server** fields will be automatically filled in with default values. If needed, you can change these settings by entering new values.
2. Enter a **WCTP Host Server** for your WCTP **Carrier** (mandatory). This is either the domain name or server address such as wctp.skytel.com
3. Enter the **WCTP Port Number** (mandatory). This is the port number on the server, the default port number is 80.
4. Enter the **WCTP Post Variable** if it is not contained within the body of the HTTP post request (optional).
5. For two-way messaging, HipLinkXS must query the carrier to determine if a response to the message has been sent by the Receiver. The **Messenger Query Interval** specifies the amount of time (in minutes) between queries.
6. Set the **Messenger Query Retry** to specify the number of times HipLinkXS should query the carrier to determine if the Receiver has sent a response to the message.

Example: Protocol Parameters



Using SMPP Protocol

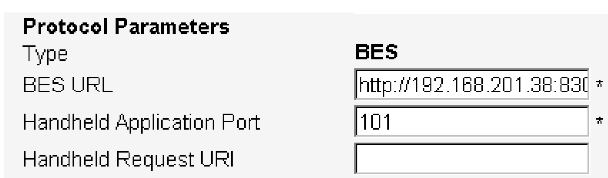


Note: *This protocol is available only for HipLinkXS installed on Windows platforms. You should contact your Carrier to determine the correct* ***Protocol Parameters****.*

Step C: Set the **Protocol Parameters**

1. Enter the **SMPP Carrier ID** (mandatory). This is a string specifying the identity of your Carrier.
2. Enter the **SMPP Carrier Type** (optional). If provided by your Carrier.
3. Enter the **Host IP** (mandatory). This is either the domain name or server address of your Carrier.
4. Enter the **Host Port** (mandatory). This is the port number on the server.
5. Enter the **Password** (optional). If required by your Carrier.

Using BES Protocol



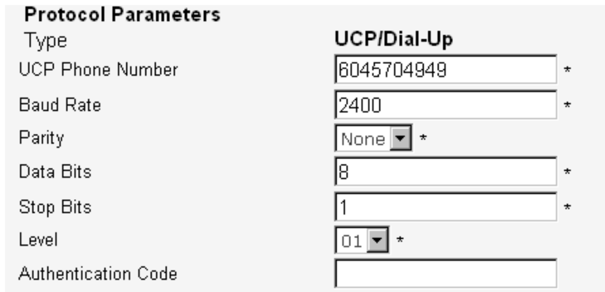
Step C: Set the **Protocol Parameters**

1. Enter the **BES URL** (mandatory).
2. Enter the **Handheld Application Port** (mandatory, default 101).
3. Enter the **Handheld Request URI** (optional). For example, '@skytel.com'.

Using LWTS Protocol

There are no specific parameters to set for a **Carrier** using the LWTS protocol.

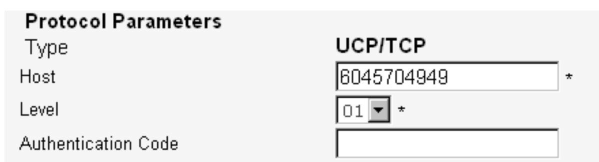
Using UCP/Dial-Up Protocol



Step C: Set the **Protocol Parameters**

1. Enter the **UCP Phone Number** (mandatory).
2. Enter the **Baud Rate, Parity, Data Bits**, and **Stop Bits** fields specific to your **Carrier**.
3. Enter the operation **Level**: 01 for a Call input operation (default) or 30 for a message transfer operation (see the SMSC EMI specification for details, e.g., http://www.t-d1-developercenter.de/content/competence/specification_smsc-ucp_3.pdf).
4. Enter the **Authentication Code** (optional).

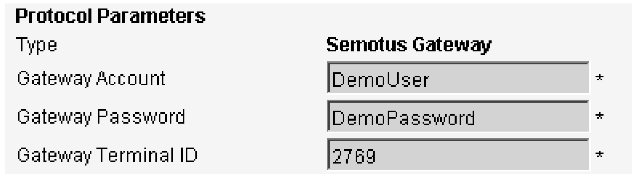
Using UCP/TCP Protocol



Step C: Set the **Protocol Parameters**

1. Enter the **Host** number (mandatory).
2. Enter the operation **Level**: 01 for a Call input operation (default) or 30 for a message transfer operation (see the SMSC EMI specification for details, e.g., http://www.t-d1-developercenter.de/content/competence/specification_smsc-ucp_3.pdf).
3. Enter the **Authentication Code** (optional).

Using Semotus Gateway Protocol



Step C: Set the **Protocol Parameters**

1. Enter your unique **Gateway Account**, **Gateway Password**, and **Gateway Terminal ID** you received from Semotus Solutions (mandatory). This will give you access to the Semotus Gateway. If you do not have this information, please contact HipLinkXS Tech Support.

Messengers

Messengers are applications that run continuously, with the purpose of handling the send message requests. The HipLinkXS **Messenger** will check the **Main Queue**, select only those messages that require its protocol, and use it to deliver the message to the **Carrier**.

Each HipLinkXS **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. You can add as many **Messengers** as your license permits.

To add a **Messenger**, you must first select a protocol from the drop-down menu. Certain parameters are common for all **Messengers**. Other parameters depend on the protocol previously selected and might have default values.

Messenger Panel

Each **Messenger** must have a name and a set of protocol parameters.

Edit	Del	Messenger Name	Description
	X	BES Messenger	Messenger for the BES protocol
	X	DTMF Messenger	Messenger for the DTMF protocol
	X	GSM Messenger	Messenger for the GSM protocol
	X	HTTP Messenger	Messenger for the HTTP protocol
	X	LWTS Messenger	Messenger for the LWTS protocol
	X	MHTTP Messenger	Messenger for the MHTTP protocol
	X	Semotus Gateway Messenger	Messenger for the Semotus Gateway protocol
	X	SMPP Messenger	Messenger for the SMPP protocol
	X	SMTP Messenger	Messenger for the SMTP protocol
	X	SNPP One-Way Messenger	Messenger for the SNPP One-Way protocol
	X	SNPP Two-Way Messenger	Messenger for the SNPP Two-Way protocol
	X	TAP Dial-Up Messenger	Messenger for the TAP Dial-Up protocol
	X	TAP Leased Messenger	Messenger for the TAP Leased protocol
	X	UCP Dial-Up Messenger	Messenger for the UCP/Dial-Up protocol
	X	UCP TCP Messenger	Messenger for the UCP/TCP protocol
	X	WCTP One-Way Messenger	Messenger for the WCTP One-Way protocol
	X	WCTP Two-Way Messenger	Messenger for the WCTP Two-Way protocol

Select Protocol

BES
DTMF
GSM
HTTP
LWTS
MHTTP
Semotus Gateway
SMPP
SMTP
SNPP One-Way
SNPP Two-Way
TAP Dial-Up
TAP Leased
UCP/Dial-Up
UCP/TCP
WCTP One-Way
WCTP Two-Way

Add Messenger

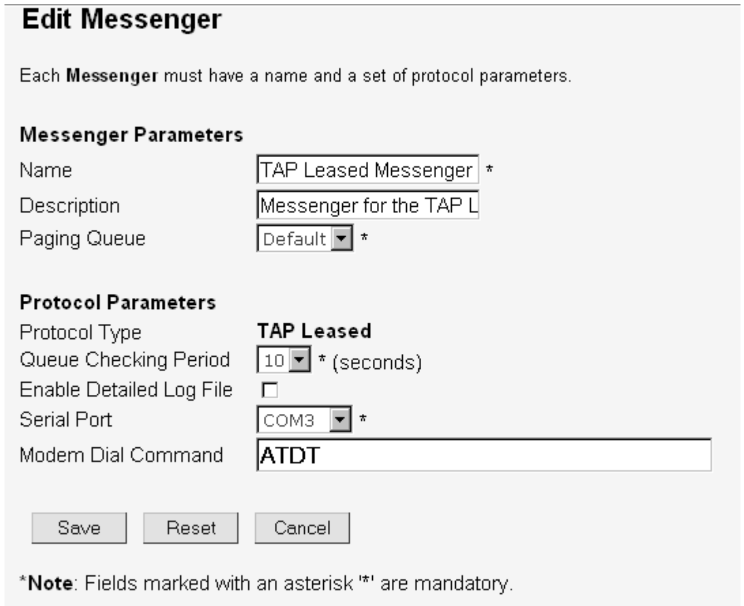
*Select the protocol and click the **Add** button to add a new **Messenger**.*

To add **Messengers**:

Step A: Messenger Parameters

1. From the **Settings** menu, click **Messengers** on the left navigation bar.
2. On the ‘Messengers Panel’, highlight the **Protocol Type** and click the **Add Messenger** button to reach the ‘Add Messenger’ page.

Note: *The SMPP protocol is available only for Windows platforms.*



*Click the **Modem List** icon to select your modem from the list to fill in the **Modem Init Command** automatically.*

Step B: Set the **Messenger Parameters** (applies to all **Messengers**)

1. Enter a unique **Name** for the **Messenger** (mandatory).
2. Enter a **Description** for the **Messenger** (optional).
3. Set a **Paging Queue** (displayed and mandatory only if multiple queues are enabled by the License Key). By default it is set to the ‘Default’ **Paging Queue**. Different **Paging Queues** are set up on the ‘Directories’ panel from the ‘Settings’ menu.

Step C: Set the **Protocol Parameters** (specific for each **Messenger**)

The **Protocol Parameters** are specific for each protocol and they are detailed below.

To modify **Messengers** (applies to all **Messengers**):

1. From the **Settings** menu, click **Messengers** on the left navigation bar.
2. Find the name and click the **Edit** icon.
3. Edit the settings.
4. When you are finished, click **Save**.

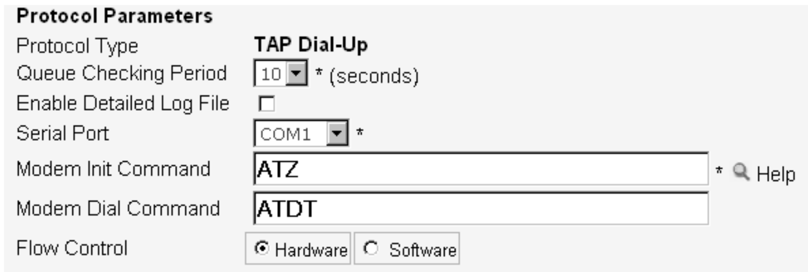
To delete **Messengers** (applies to all **Messengers**):

1. From the **Settings** menu, click **Messengers** on the left navigation bar.
2. Find the name and click the **Delete** icon.

3. Click the **OK** button.
4. Click **Cancel** to cancel this action.

Note: *You cannot delete a* ***Messenger*** *that is running. You have to stop it first from the 'Services Menu'.*

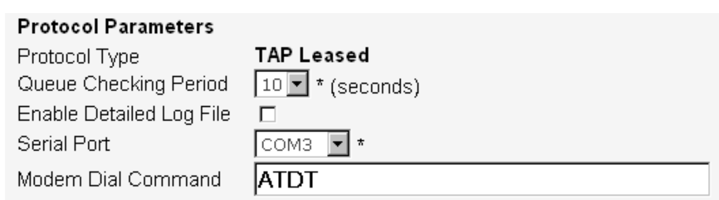
Messengers Using TAP Dial-Up Protocol



Step C: Set the **Protocol Parameters**

1. Select the **Queue Checking Period** - the number of seconds to wait before the **Messenger** checks the **Main Queue** (mandatory, 10 seconds by default).
2. Check the **Enable Detailed Log File** box to save more detailed information in the log file for this **Messenger** (optional).
3. Select the **Serial Port** name (mandatory) from the drop-down list: 'COM1', 'COM2', 'COM3' for Windows Operating Systems. For Unix, you have to enter the **Serial Port** name in a text box because the device name will depend on your Operating System (i.e., Solaris, HP, Linux, AIX). An example for a serial port in Unix is '/dev/ttyS0'.
4. Enter the **Modem Initialization Command** for the modem or click the **Modem List** icon to select a modem type from the list. The modem parameters fields will be automatically set with default values. If needed, you can change these settings by entering new values (mandatory).
5. Enter the **Modem Dial Command** line for the modem (optional, ATDT usually works).
6. Set the **Flow Control**: **Hardware** (default) or **Software**. (optional). This should be correlated with your modem settings.
7. Click the **Save** button.

Messengers Using TAP-Leased Protocol

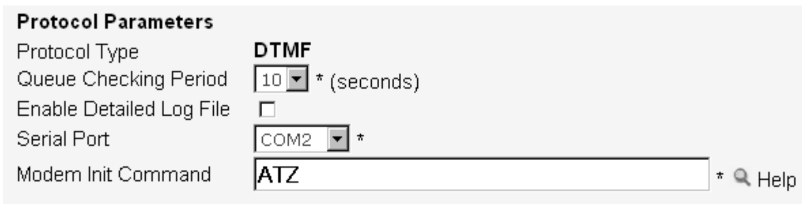


Step C: Set the **Protocol Parameters**

1. Select the **Queue Checking Period** - the number of seconds to wait before the **Messenger** checks the **Main Queue** (mandatory, 10 seconds by default).

2. Check the **Enable Detailed Log File** box to create a more detailed log for this **Messenger** (optional).
3. Select the **Serial Port** name (mandatory) from the drop-down list: ‘COM1’, ‘COM2’, ‘COM3’ for Windows Operating Systems. For Unix, you have to enter the **Serial Port** name in a text box because the device name will depend on your Operating System (i.e., Solaris, HP, Linux, AIX). An example for a serial port in Unix is ‘/dev/ttyS0’.
4. Enter the **Modem Dial Command** line for the modem (optional, ATDT usually works).
5. Click the **Save** button.

Messengers Using DTMF Protocol



Step C: Set the **Protocol Parameters**

1. Select the **Queue Checking Period** - the number of seconds to wait before the **Messenger** checks the **Main Queue** (mandatory, 10 seconds by default).
2. Check the **Enable Detailed Log File** box to create a more detailed log for this **Messenger** (optional).
3. Select the **Serial Port** name from the drop-down list: ‘COM1’, ‘COM2’, ‘COM3’ for Windows Operating Systems. For Unix, you have to enter the **Serial Port** name in a text box because the device name will depend on your Operating System (i.e., Solaris, HP, Linux, AIX). An example for a serial port in Unix is ‘/dev/ttyS0’.
4. Enter the **Modem Initialization Command** for the modem or click the **Modem List** icon to select a modem type from the list. The modem parameters fields will be automatically set with default values. If needed, you can change these settings by entering new values (mandatory).
5. Click the **Save** button.

Messengers Using GSM Protocol

HipLinkXS can send and receive SMS messages using a GSM modem or a standard GSM mobile phone connected to a RS232 communication port.

Requirements

The requirements for GSM modems and handsets are the following:

- Support the SMS send/receive AT command set (GSM 07.05 / 07.07),
- Valid SIM card with a GSM operator capable of delivering SMS messages,
- Serial interface connection.

Compatible devices

- Any GSM device that complies with GSM 07.05 and GSM 07.07

Recommended devices

- Merlin G100/G201 GSM/GPRS wireless PC Card Modem from Novatel Wireless (<www.novatelwireless.com>),
- FastTrack G1200 series GSM/GPRS modem from WaveCom (www.wavecom.com <http://www.wavecom.com>),
- Siemens M20T, MC35T, TC35T (<www.siemens.com/wm>).

Settings

- The modem has to be connected through a serial port to the computer hosting the HipLinkXS server.
- A license key supporting the GSM protocol is required.
- A new **Messenger** has to be created for the GSM protocol. See the required protocol parameters below.
- A **Carrier** has to be created for the GSM protocol. There are no specific parameters for the GSM **Carrier**.

Once the GSM **Messenger** is started and a GSM **Carrier** is created, HipLinkXS is capable of one-way or two-way SMS communication with GSM handsets.

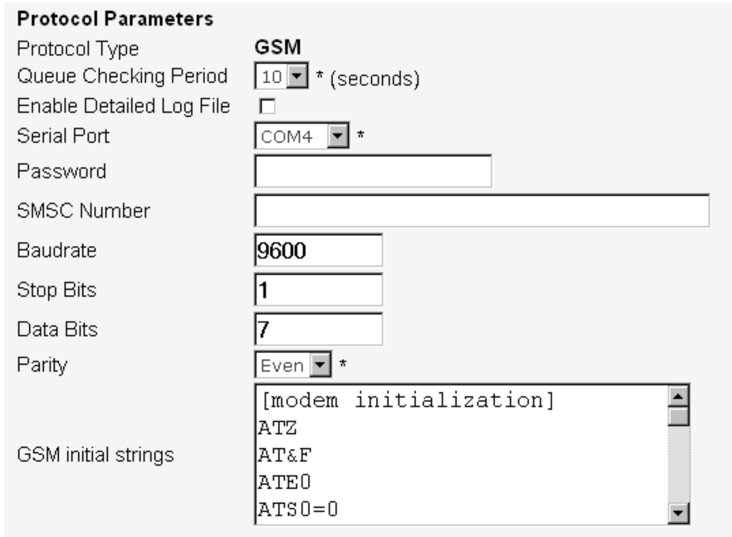
One-Way SMS Communication

SMS messages can be sent to GSM handsets using HipLinkXS. The sender of the message is the number of the SIM card used by the GSM modem. If message delivery reports are available, the status of the message will be updated in the reports section.

Two-Way SMS Communication

If HipLinkXS is licensed for two-way communication, messages can be initiated on GSM handsets and sent to HipLinkXS using the number of the SIM card used by the GSM modem.

HipLinkXS comes with a few predefined commands, like confirming and sending messages. Additional custom commands can be implemented by HipLinkXS administrator in the “Response Actions” panel. Normally response actions generate a response which is delivered back to the device who initiated the command.



Step C: Protocol Parameters

1. Select the **Queue Checking Period** - the number of seconds to wait before the **Messenger** checks the **Main Queue** (mandatory, 10 seconds by default).
2. Check the **Enable Detailed Log File** box to create a more detailed log for this **Messenger** (optional).
3. Select the **Serial Port** name from the drop-down list: ‘COM1’, ‘COM2’, ‘COM3’ for Windows Operating Systems. For Unix, you have to enter the **Serial Port** name in a text box because the device name will depend on your Operating System (i.e., Solaris, HP, Linux, AIX). An example for a serial port in Unix is ‘/dev/ttyS0’.
4. Set the SIM card **Password** if any.
5. Enter the **SMSC Number** (Short Messaging Service Center) for your GSM **Carrier** (mandatory).
6. Enter the serial port settings: **Baud Rate**, **Parity**, **Data Bits**, and **Stop Bits** (all are mandatory and have default settings: 9600, None, 8, and 1 respectively). If needed, you can change the default settings by entering new values.
7. Select the **Serial Port** name (mandatory) from the drop-down list: ‘COM1’, ‘COM2’, ‘COM3’ for Windows Operating Systems. For Unix, you have to enter the **Serial Port** name in a text box because the device name will depend on your Operating System (i.e., Solaris, HP, Linux, AIX). An example for a serial port in Unix is ‘/dev/ttyS0’.
8. Choose the appropriate modem initialization string from the **Initial String** edit box or enter a new one. You might delete the unused ones.

   Default initialization strings:

   ```
   [modem initialization]
   ATZ
   AT&F
   ATE0
   ATS0=0
   ATX4&C1
   ATM1
   ```

```
[remote connection]
AT+CPIN?
AT+CREG?
AT+CPAS
ATE0
ATI5
AT+CGMI;+CGMM;+CGMR;+CGSN
AT+CSMS=0
AT+CMGF=0
AT+CNMI=2,0,,1,0
AT+CPMS="SM"
[query]
ATE0
AT+CRC=1
AT+CMGL=4
AT+CSQ
AT+CPMS="SM"
```

The following example shows how to query a GSM modem and set up the initialization string for it:

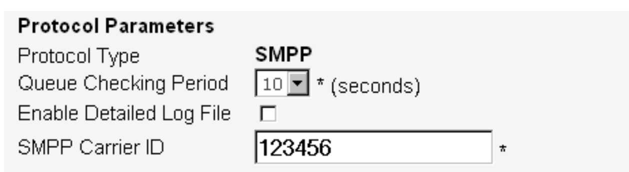
```
at+cnmi=?
+CNMI: (0-3),(0,1),(0,2,3),(0,2),(1)           // example result
```

This result shows what numbers are allowed in this setting. Set the `AT+CNMI` setting to an appropriate values, for example:

```
AT+CNMI=2,1,2,2,1
```

9. Click the **Save** button.

Messengers Using SMPP Protocol



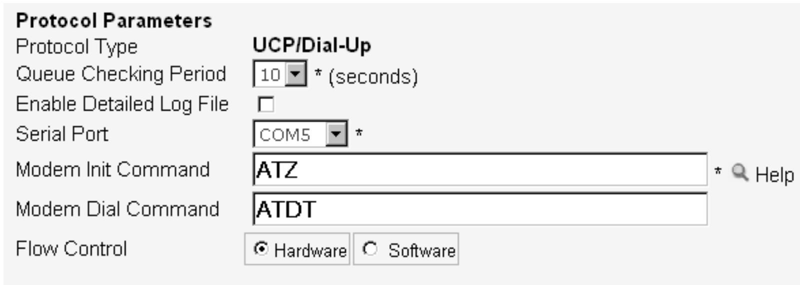
Step C: Set the **Protocol Parameters**

1. Select the **Queue Checking Period** - the number of seconds to wait before the **Messenger** checks the **Main Queue** (mandatory, 10 seconds by default).
2. Check the **Enable Detailed Log File** box to create a more detailed log for this **Messenger** (optional).
3. Set the **SMPP Carrier ID**. This should match the **SMPP Carrier ID** defined for the SMPP Carrier.

Note: *SMPP protocol requires a* ***Messenger*** *defined for each* ***Carrier****.*

4. Click the **Save** button.

Messengers Using UCP/Dial-Up Protocol

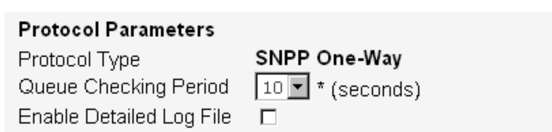


Step C: Set the **Protocol Parameters**

1. Select the **Queue Checking Period** - the number of seconds to wait before the **Messenger** checks the **Main Queue** (mandatory, 10 seconds by default).
2. Check the **Enable Detailed Log File** box to save more detailed information in the log file for this **Messenger** (optional).
3. Select the **Serial Port** name (mandatory) from the drop-down list: 'COM1', 'COM2', 'COM3' for Windows Operating Systems. For Unix, you have to enter the **Serial Port** name in a text box because the device name will depend on your Operating System (i.e., Solaris, HP, Linux, AIX). An example for a serial port in Unix is '/dev/ttyS0'.
4. Enter the **Modem Initialization Command** for the modem or click the **Modem List** icon to select a modem type from the list. The modem parameters fields will be automatically set with default values. If needed, you can change these settings by entering new values (mandatory).
5. Enter the **Modem Dial Command** line for the modem (optional, ATDT usually works).
6. Set the **Flow Control**: **Hardware** (default) or **Software**. (optional). This should be correlated with your modem settings.
7. Click the **Save** button.

Messengers Using Other Protocol

Messengers using one of the following protocols: SNPP One-Way, SNPP Two-Way, SMTP, HTTP, MHTTP, WCTP One-Way, WCTP Two-Way, BES, LWTS, UCP/TCP, or the Semotus Gateway have all the same **Protocol Parameters**.



Step C: Set the **Protocol Parameters**

1. Select the **Queue Checking Period** - the number of seconds to wait before the **Messenger** checks the **Main Queue** (mandatory, 10 seconds by default).
2. Check the **Enable Detailed Log File** box to create a more detailed log for this **Messenger** (optional).
3. Click the **Save** button.

System Attendant

The **System Attendant** is the watchdog of the HipLinkXS system. It surveys the HipLinkXS **Messengers** and the size of the queues, and notifies the administrator by e-mail when any of the predefined limits are exceeded.

The HipLinkXS administrator will get an alert if one of the following thresholds is reached in a given time period:

- the maximum number of messages in the Failed queue within one hour;
- the maximum number of messages in the Completed queue within one hour;
- the number of minutes that a message stays unprocessed (idle) in the Main queue.

The HipLinkXS administrator can also specify a command to be executed by the **System Attendant** when an alert is triggered. This feature allows the **System Attendant** not only to notify the administrator by e-mail but also to send the alert message to **Receivers** or **Groups**. A batch file invoking the Command Line Interface (CLI) with appropriate parameters can be easily set up to perform this task. Please refer to the 'Programming Guide' for details about the CLI.

System Attendant

Notify the administrator by email when any of the predefined limits are exceeded.

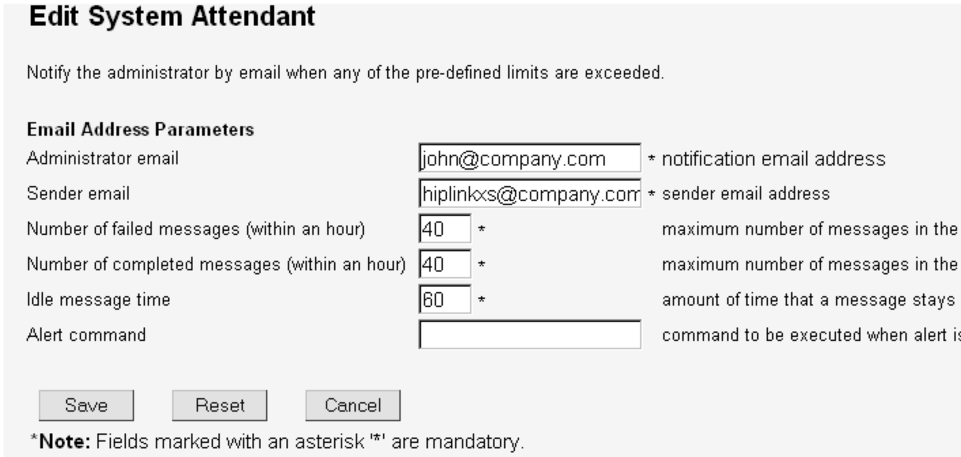
Email Address Parameters	
Name	Value
Administrator email	john@company.com
Sender email	hiplinkxs@company.com
Number of failed messages (within an hour)	40
Number of completed messages (within an hour)	40
Idle message time	60
Alert command	

Edit

The HipLinkXS administrator is able to set the e-mail address where the alerts will be sent and the sender e-mail address.

HipLinkXS will start cleaning up the **Failed** and **Completed** queues when there are more messages in these queues than a predefined maximum value, and when the messages in these queues are older than a given number of days.

For example, assume that HipLinkXS **Failed** queue size is set to '40'. Then, if there are more than 40 failed messages in the queue within a one-hour period, the administrator will receive an e-mail with the sender name as 'HipLinkXS System Attendant' and the subject 'Failed Queue size exceeds maximum length".



*The **System Attendant** checks the efficiency of the message delivery against various benchmarks.*

To set the **System Attendant** parameters:

1. From the **Settings** menu, click **System Attendant** on the left navigation bar.
2. On the ‘Monitor Panel’, click any **Edit** icon to reach the ‘Edit Monitor’ page.
3. Enter the **Administrator e-mail** address (mandatory).
4. Enter the **Sender e-mail** address (mandatory).
5. All the other parameters except the ‘Alert Command’ are set with default values. You can change the settings according to your needs by entering new values. All these parameters are mandatory.
6. Set the path to the ‘Alert Command’ to be executed by the **System Attendant** when an alert is triggered.
7. Click the **Save** button to submit your changes and return to the ‘Monitor Panel’, **Reset** button to fill in the previous values, or **Cancel** button to return without saving.

E-mail Gateway

The HipLinkXS **E-mail 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 HipLinkXS. If it is not and you want to use the **E-mail Gateway** you need a new License Key. Please contact HipLinkXS Tech Support at support@hiplinkwireless.com for assistance.

Set up the E-mail Gateway

The **E-mail Gateway** supports both the SMTP and POP3 protocols.

In order to work properly, the **E-mail Gateway** has to be set up properly. Please refer to the ‘HipLinkXS Installation and Administration Guide’ for details about setting the **E-mail Gateway**.

SMTP Server E-mail Gateway Parameters

The **SMTP Server E-mail Gateway** parameters that can be set are:

- **The HipLinkXS URL** - specifies the URL of the HipLinkXS instance used by the **SMTP Server E-mail Gateway** to send messages. If there is only one HipLinkXS installed on the machine, this is the default URL.
- **The spool directory** - specifies the directory where the e-mails received by the gateway are stored.
- **The server Port** - specifies the port of the **SMTP Server E-mail Gateway**.
- **The spool directory checking period** - specifies the time period at which the **SMTP Server E-mail Gateway** is checking the spool for new messages.
- **Enable detailed log file -** determines the level of details logged in the log file.

One-Way E-mail Address Configuration

The one-way **SMTP Server E-mail Gateway** is designed to work following two different scenarios of processing the e-mails.

Scenario 1

Messages sent to the generic e-mail address defined for the first scenario are delivered to the recipient (**Receiver** or **Group**) which is defined in the ‘Subject’ field of the e-mail message. The **Receiver** or **Group** should be already defined in the HipLinkXS database.

For example, if there is an e-mail sent to ‘HipLinkXS@company.com’ with the subject ‘Joe Smith’, then HipLinkXS will send the body of the message to the receiver ‘Joe Smith’.

Scenario 2

Messages sent to e-mail addresses other than those previously defined for Scenario 1 are sent to the recipient (**Receiver** or **Group**) that matches the e-mail recipient name. The **Receiver** or **Group** should be already defined in the HipLinkXS database.

For example, if there is an e-mail coming to ‘smith@company.com’, then HipLinkXS will send the body of the message to the receiver ‘smith’. Spaces are not allowed (as for all e-mail addresses in general), thus it will not be possible to send messages to such receivers, even if HipLinkXS allows to define **Receivers** with spaces in the name, e.g., ‘Joe Smith’.

Two-Way E-mail Address Configuration

The **SMTP Server E-mail Gateway** allows to define an additional e-mail address that will handle two-way requests. Messages sent to this e-mail address trigger **Response Actions**. The output of a **Response Action** (if any) will be delivered to the sender.

*Set and modify the **SMTP Server E-mail Gateway** parameters and configure the e-mail addresses that will be used by the **SMTP Server E-mail Gateway**.*

To set the **SMTP Server E-mail Gateway** parameters:

1. From the **Settings** menu, click **E-mail Gateway** on the left navigation bar.
2. On the ‘E-mail Gateway Panel’, click the ‘SMTP Server’ radio button (default).
3. Click the **Edit** button to reach the ‘Edit E-mail Gateway Panel’.
4. Enter the **HipLinkXS URL** (mandatory).
5. Enter the **E-mail Gateway** spool directory (mandatory).
6. Enter the **Server Port** (mandatory).
7. Select the **Spool Directory Checking Period** from the drop-down list (mandatory). The default value is 30 seconds.
8. Check the **Enable Detailed Log File** box to create a more detailed log for the **E-mail Gateway** (optional, not checked by default).
9. Enter the one-way messaging e-mail address for the **Scenario 1** in the ‘One-Way E-mail Address Configuration’ area.
10. Enter the two-way messaging e-mail address in the ‘Two-Way E-mail Address Configuration’ area.
11. Click the **Save** button to submit your changes and return to the ‘E-mail Gateway Panel’, **Reset** button to fill in the previous values, or **Cancel** button to return without saving.

Note: *Any changes to the* ***E-mail Gateway*** *require to restart the service.*

POP3 E-mail Gateway Parameters

The **SMTP Server E-mail Gateway** parameters that can be set are:

- **The HipLinkXS URL** - specifies the URL of the HipLinkXS instance used by the **SMTP Server E-mail Gateway** to send messages. If there is only one HipLinkXS installed on the machine, this is the default URL.
- **The spool directory** - specifies the directory where the e-mails received by the gateway are stored.
- **The server Port** - specifies the port of the **SMTP Server E-mail Gateway**.
- **The spool directory checking period** - specifies the time period at which the **SMTP Server E-mail Gateway** is checking the spool for new messages.
- **Enable detailed log file -** determines the level of details logged in the log file.

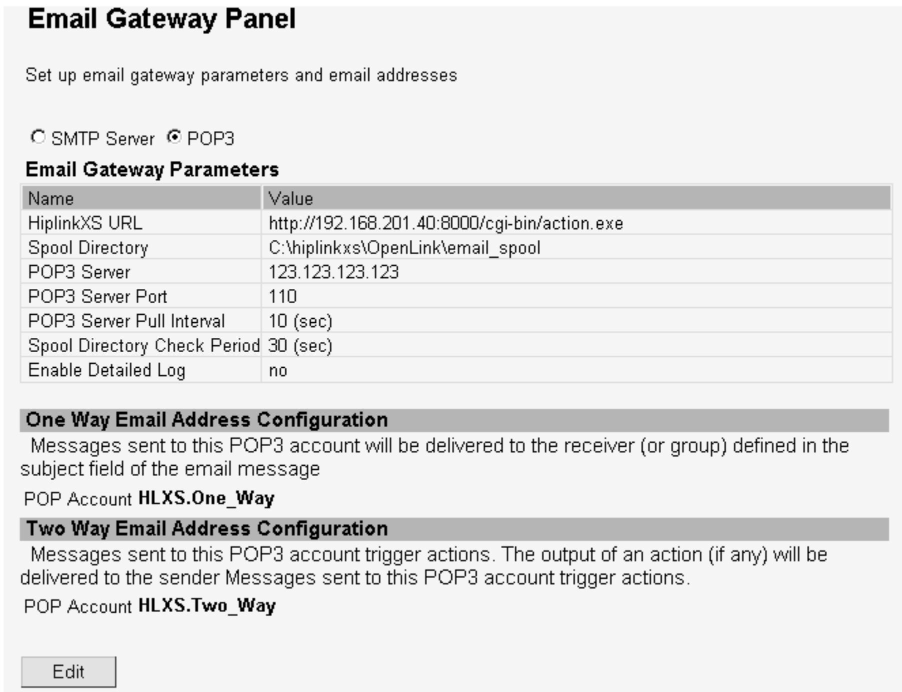
One-Way E-mail Address Configuration

Messages sent to the generic one-way e-mail address are delivered to the recipient (**Receiver** or **Group**) which is defined in the ‘Subject’ field of the e-mail message. The **Receiver** or **Group** should be already defined in the HipLinkXS database.

For example, if there is an e-mail sent to ‘HipLinkXS@mail.company.com’ with the subject ‘Joe Smith’, then HipLinkXS will send the body of the message to the receiver ‘Joe Smith’.

Two-Way E-mail Address Configuration

The **E-mail Gateway** allows to define an additional two-way e-mail address that will handle two-way requests. Messages sent to this e-mail address trigger **Response Actions**. The output of a **Response Action** (if any) will be delivered to the sender.



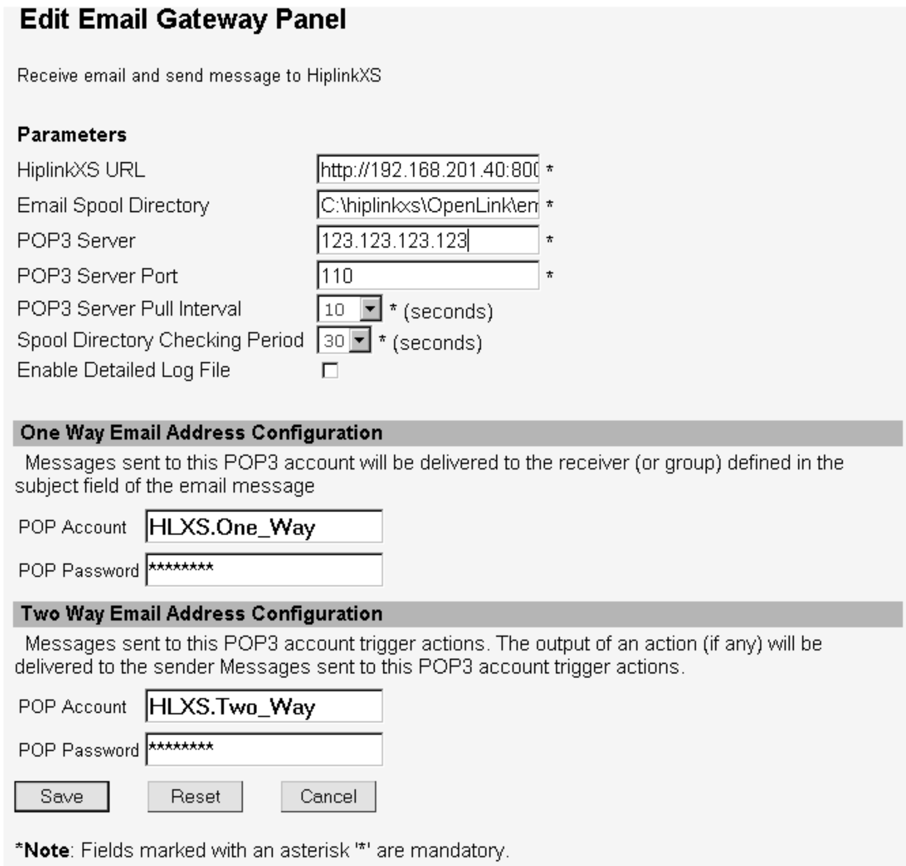
*Set and modify the **POP3 E-mail Gateway** parameters and configure the e-mail addresses that will be used by the **POP3 E-mail Gateway**.*

To set the **SMTP Server E-mail Gateway** parameters:

1. From the **Settings** menu, click **E-mail Gateway** on the left navigation bar.
2. On the ‘E-mail Gateway Panel’, click the ‘POP3’ radio button.
3. Click the **Edit** button to reach the ‘Edit E-mail Gateway Panel’.
4. Enter the **HipLinkXS URL** (mandatory).
5. Enter the **E-mail Gateway** spool directory (mandatory).
6. Enter the **POP3 Server** (mandatory).
7. Enter the **POP3 Server Port** (mandatory).
8. Select the **POP3 Server Pull Interval** from the drop-down list (mandatory). The default value is 10 seconds.

9. Select the **Spool Directory Checking Period** from the drop-down list (mandatory). The default value is 30 seconds.
10. Check the **Enable Detailed Log File** box to create a more detailed log for the **E-mail Gateway** (optional, not checked by default).
11. Enter the one-way messaging POP Account and POP Password in the 'One-Way E-mail Address Configuration' area.
12. Enter the two-way messaging POP Account and POP Password in the 'Two-Way E-mail Address Configuration' area.
13. Click the **Save** button to submit your changes and return to the 'E-mail Gateway Panel', **Reset** button to fill in the previous values, or **Cancel** button to return without saving.

Note: *Any changes to the* ***E-mail Gateway*** *require to restart the service.*



File Interface

The **File Interface** provides a powerful way to send messages. HipLinkXS 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 'HipLinkXS Programmer Guide'. HipLinkXS will process the files in the spool directory, send out messages, and then delete the files. The HipLinkXS Administrator can configure the location of the spool directory and the checking period.

To edit the configuration of the **File Interface:**

1. From the ‘Settings Menu’, click **File Interface** on the left navigation bar.
2. Click the ‘Edit’ button to reach the Edit page.
3. Edit the **File Spool Directory**.
4. Edit the **Spool Directory Checking Period**.
5. Click Save.

Backup Service

The **Backup Service** provides full backups of the HipLinkXS 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 HipLinkXS 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.

***Warning**: It is strongly recommended to make a backup of the current HipLinkXS configuration (by pressing the “Backup Now” button), **before** restoring from an old version. Restoring from an old backup file will, by design, overwrite the entire current HipLinkXS database with the old version.*

To set the **Backup Service** parameters:

1. From the **Settings** menu, click **Backup Service** on the left navigation bar.
2. On the ‘**Backup Service Panel**’, click the **Edit** button to reach the ‘Edit The Configuration of Backup Service’ page.
3. Enter the **Backup Directory** where the backups will be stored (mandatory).
4. Set the **Backup Start-Time** (24 hours clock). This is the time of the first backup. Subsequent backups are scheduled based on the Backup Interval. See step 6.
5. Set the **Backup Keep Days**. This is the number of days that the backup files will be kept.
6. Set the **Backup Interval (hour)**. The is the number of hours that HipLinkXS waits between backups. For example if you set the Backup Start Time to be 03:00 and the Backup Interval to be 24 hours, then backups will be made every day at 3 am.
7. Finally you can choose to enable or disable the detailed log file.

To **Restore** from an old Backup:

1. From the **Settings** menu, click **Backup Service** on the left navigation bar.
2. Press the icon under the Restore column, next to the backup file that you want to restore. It is strongly recommended to make a backup of the current HipLinkXS configuration (by pressing the “Backup Now” button), **before** restoring from an old version. Restoring from an old backup file will, by design, overwrite the entire current HipLinkXS database with the old version.

***Note:** Upgrading HipLinkXS from one version to another implies very often database conversion from the previous format to the new format. When this is the case, the installer will check the version of the backup, and only compatible backups will be restored. The HipLinkXS version is included in the name of the backup file.*

Filters

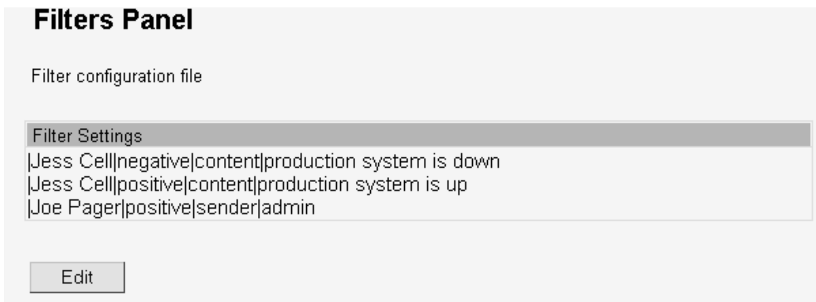
HipLinkXS allows to define filters that affect sending messages to **Receivers** and **Groups**. There are two types of filters:

- positive filters and
- negative filters,

and three types of filtering criteria based on:

- message content,
- message sender, and
- number of messages with similar content (i.e., filters can be set to skip or limit duplicate content within a specified time frame).

Note: *Only the 'admin'* ***User Group*** *has permissions to set up* ***Filters****.*

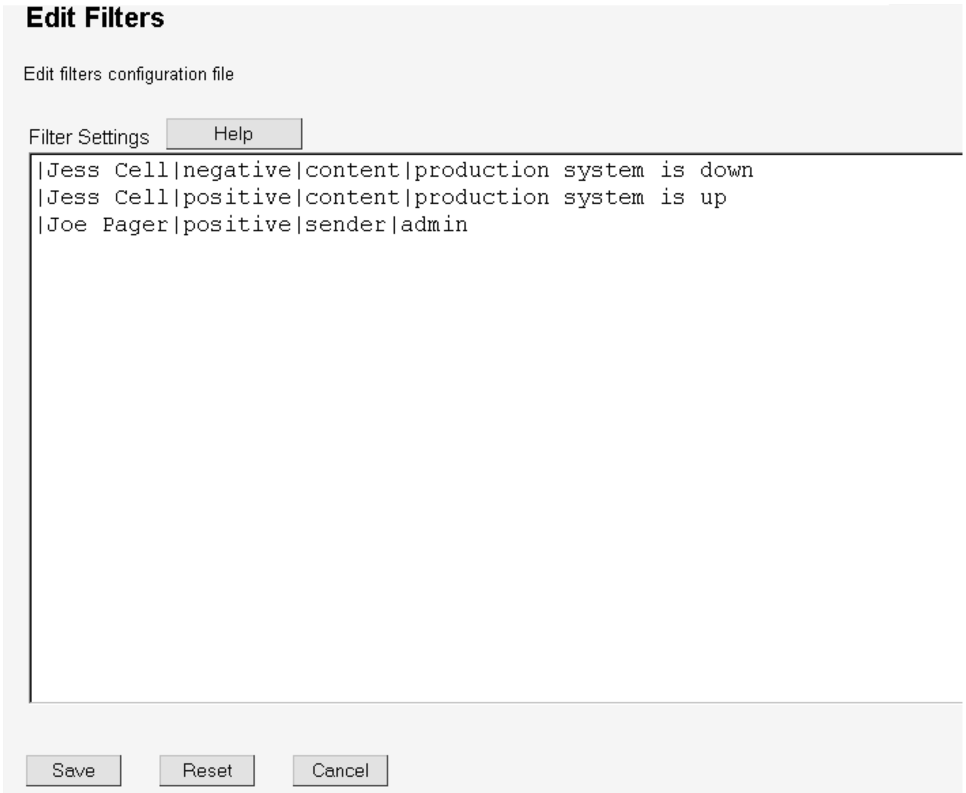


For details about the filter syntax and examples of usage please refer to the 'Message Filtering' section from the 'HipLinkXS Installation and Administration Guide'.

To set up **Filters**:

1. From the **Settings** menu, click **Filters** from the 'System' section on the left navigation bar.
2. On the '**Filters Panel**', click the **Edit** button to reach the 'Edit Filters' page.
3. Enter the Filter definitions in the **Filter Settings** text area. (Click the **Help** button for a quick help and some examples).
4. Click the **Save** button.

Note: *The filter syntax is automatically checked when the filter is saved.*



Feedback Actions

HipLinkXS allows to set up the path to Feedback Actions scripts, batch files, or other applications that will be executed upon the status of a message. There are two types of feedback actions:

- actions executed when a message reaches the final status.
- actions executed when a message reaches the ‘Failed’ status.

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

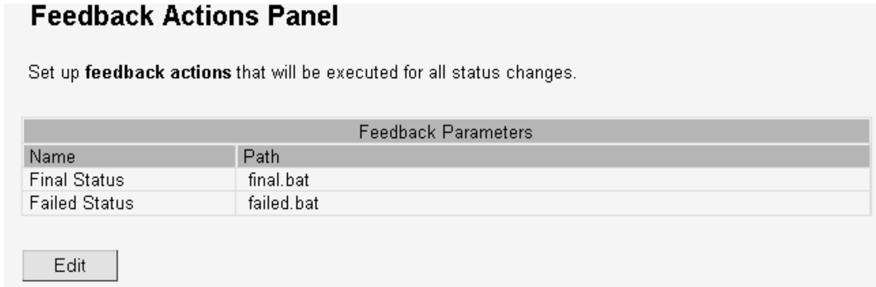
HipLinkXS is passing three parameters to the Feedback Action:

1. **msg_id** - the message ID;
2. **msg_status** - the status of the message;
3. **filename** - the full filename of the message file.

Example:

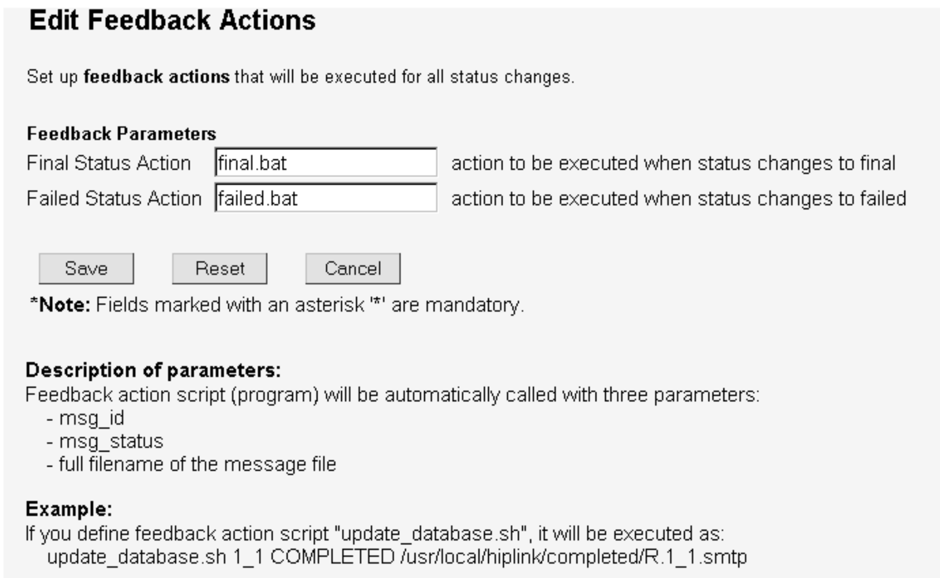
If you define feedback action script ‘`update_database.sh`’, it will be executed as:

```
update_database.sh 1_1 COMPLETED /usr/local/hiplink/completed/R.1_1.smtp
```



To set up the path for **Feedback Actions**:

1. From the **Settings** menu, click **Feedback** from the ‘System’ section on the left navigation bar.
2. On the ‘**Feedback Actions Panel**’, click the **Edit** button to reach the ‘Edit Filters’ page.
3. Enter the path to the **Filter Status Action** (optional).
4. Enter the path to the **Failed Status Action** (optional).
5. Click the **Save** button.



Directories

The **Directories** panel lists the default locations of the HipLinkXS files: message queues (i.e., 'Main', 'Scheduled', 'Escalation', 'Failed', 'Completed', 'Fax', and 'Voice' queues), **Logs**, **Reports**, and **Statistics**.

If working with multiple **Paging Queues** feature is enabled by the License Key then the 'Main' queue is replaced by the 'Default' queue and the **User** can add more custom **Paging Queues** up to the number allowed by the License Key.

HipLinkXS uses the following queues to store the messages: **Main**, **Scheduled**, **Escalation**, **Failed**, and **Completed** queues**.** It also lists the default locations for message **Logs** and **Reports**, and **Statistics**.

All directories are mandatory.

***IMPORTANT**. It is strongly recommended that you keep the directories in their default locations to avoid message loss. However, if you choose for some reason to change the directory locations follow all of the steps below. After changing the location of the directories, it is mandatory to restart the **Messengers**, the **Monitor**, and the **Scheduler** from the 'Services Menu', and move manually all the files from the old locations to the new locations.*

Directories Panel

View or change the location of HiplinkXS system files

Name	Full Path
Main Queue	C:\Program Files\Semotus\HiplinkXS\paging
Scheduled Queue	C:\Program Files\Semotus\HiplinkXS\scheduled
Escalation Queue	C:\Program Files\Semotus\HiplinkXS\escalation
Failed Queue	C:\Program Files\Semotus\HiplinkXS\failed
Completed Queue	C:\Program Files\Semotus\HiplinkXS\completed
Fax Queue	C:\Program Files\Semotus\HiplinkXS\fax
Voice Queue	C:\Program Files\Semotus\HiplinkXS\voice
Log Files	C:\Program Files\Semotus\HiplinkXS\logs
Reports	C:\Program Files\Semotus\HiplinkXS\report
Statistics	C:\Program Files\Semotus\HiplinkXS\statistics

Edit

***Note:** The 'Fax Queue' and 'Voice Queue' directories will be displayed only if the **Fax** and **Voice** services are enabled by the License Key.*

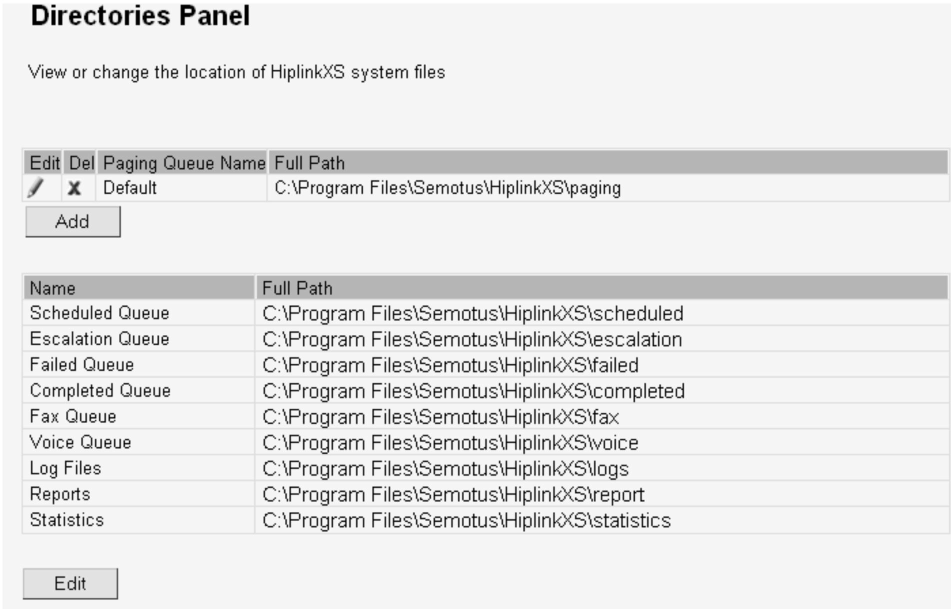
To modify a **Directory**:

1. From the **Settings** menu, click **Directories** on the left navigation bar.
2. On the ‘Directories Panel’, click any **Edit** icon to reach the ‘Edit Directories’ page.
3. Change the path of the directory you want to modify.
4. Click the **Save** button to submit your changes and return to the Directories Panel, **Reset** button to fill in the previous values, or **Cancel** button to return without saving.
5. Restart **Messengers**, **Monitor**, and **Scheduler** from the **Services** menu.
6. Move all the files from the old locations to the new locations.

Multiple Paging Queues

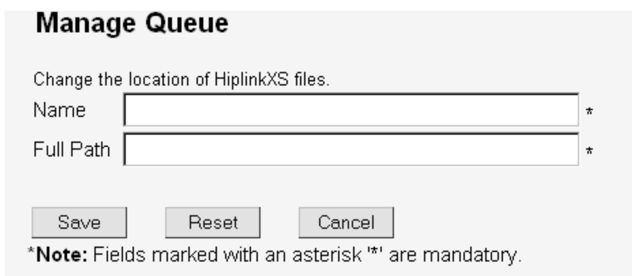
The **Multiple Paging Queues** feature allows to create dedicated queues that will be used in exclusivity by one or more **Messengers** and **Carriers** assigned to that queue. There should be at least one **Messenger** assigned to a given paging queue in order to be able to create a **Carrier** using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



To add a **Paging Queue**:

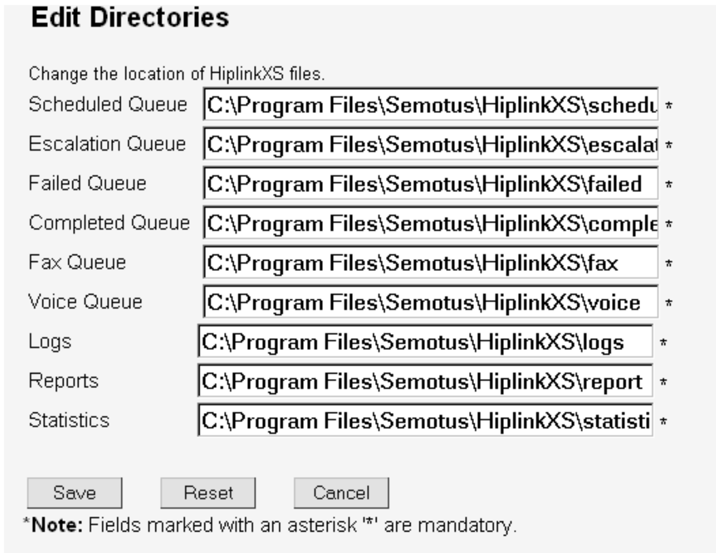
1. From the **Settings** menu, click **Directories** on the left navigation bar.
2. On the ‘Directories Panel’, click the **Add** button to reach the ‘Manage Queue’ page.
3. Enter a name for the new paging queue (mandatory).
4. Enter the path of the directory you want to be used as a paging queue (mandatory).
5. Click the **Save** button to submit your changes and return to the Directories Panel, **Reset** button to fill in the previous values, or **Cancel** button to return without saving.



To modify a **Paging Queue**:

1. From the **Settings** menu, click **Directories** on the left navigation bar.
2. On the ‘Directories Panel’, click the **Edit** icon displayed in front of the **Paging Queue** you want to modify, and reach the ‘Manage Queue’ page.
3. Change the name of the queue or the path of the paging queue.
4. Enter the path of the directory you want to be used as a paging queue (mandatory).

5. Click the **Save** button to submit your changes and return to the Directories Panel, **Reset** button to fill in the previous values, or **Cancel** button to return without saving.
6. Restart **Messengers**, **Monitor**, and **Scheduler** from the **Services** menu.
7. Move all the files from the old locations to the new locations.



To modify a **Directory**:

1. From the **Settings** menu, click **Directories** on the left navigation bar.
2. On the ‘Directories Panel’, click any **Edit** icon to reach the ‘Edit Directories’ page.
3. Change the path of the directory you want to modify.
4. Click the **Save** button to submit your changes and return to the Directories Panel, **Reset** button to fill in the previous values, or **Cancel** button to return without saving.
5. Restart **Messengers**, **Monitor**, and **Scheduler** from the **Services** menu.
6. Move all the files from the old locations to the new locations.

Monitoring

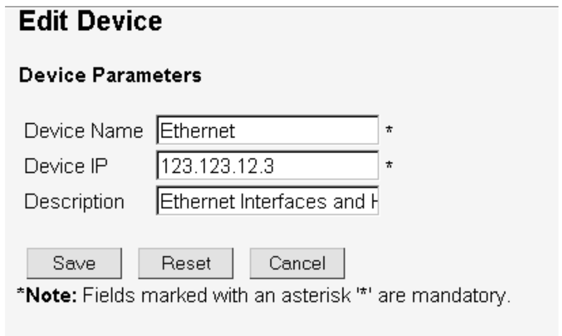
SNMP Monitoring

The **SNMP Monitoring** feature depends on the **License Key** and provides the HipLinkXS administrators with a tool that monitors the SNMP messages from the local network where the HipLinkXS is installed. The **SNMP Monitor** is able to generate **Alerts** based on **Events** associated with specific **Devices** connected to the network.

Devices

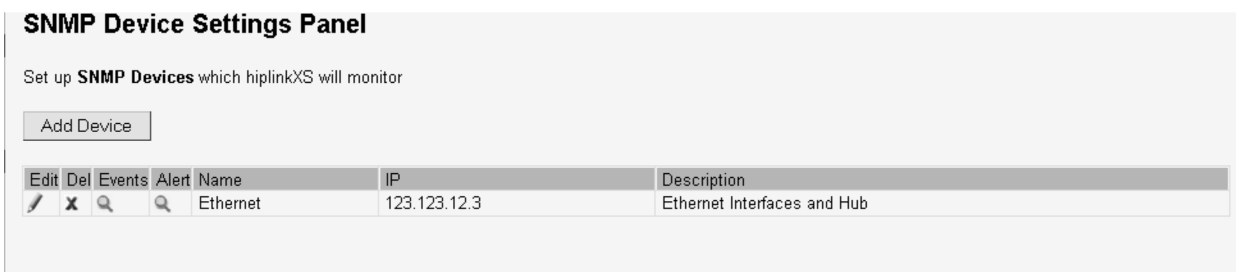
To add a new **Device**:

1. From the **Settings** menu, click **SNMP** on the **Monitoring** section of the left navigation bar.
2. On the ‘SNMP Device Settings Panel’, click the **Add Device** button to reach the ‘Edit Device Settings’ page.
3. Enter a unique **Device Name** for this device (mandatory).
4. Enter a unique **Device IP** for this device (mandatory).
5. Enter a **Description** for this device (optional).
6. Click the **Save** button.



To modify a **Device**:

1. From the **Settings** menu, click **SNMP** on the **Monitoring** section of the left navigation bar.
2. On the ‘SNMP Device Settings Panel’, find the **Device** you want to modify and click the **Edit** icon.
3. On the ‘Edit Device Settings’ page, edit the **Device Parameters**.
4. Click the **Save** button to submit your changes and return to the ‘SNMP Device Settings Panel’, **Reset** button to fill in the previous values, or **Cancel** button to return without saving.



To delete a **Device**:

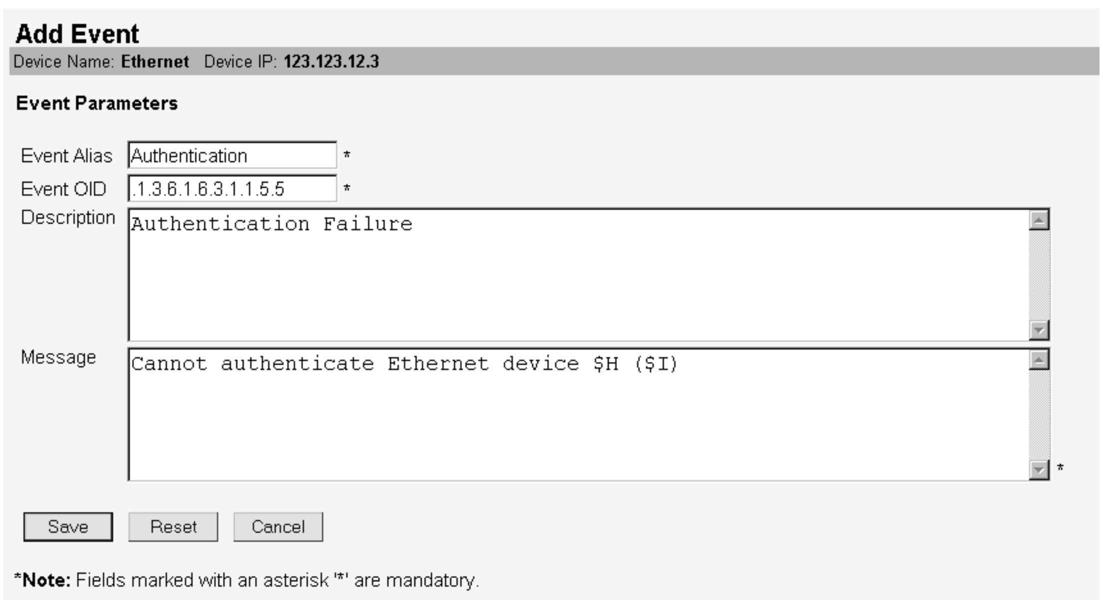
1. From the **Settings** menu, click **SNMP** on the **Monitoring** section of the left navigation bar.
2. On the ‘SNMP Device Settings Panel’, find the **Device** you want to remove and click the **Delete** icon.
3. Click the **OK** button to confirm deletion or click **Cancel** to revoke this action.

***Note**: You cannot delete a **Device** that has **Events** associated with it. You have to delete the **Events** first.*

Events

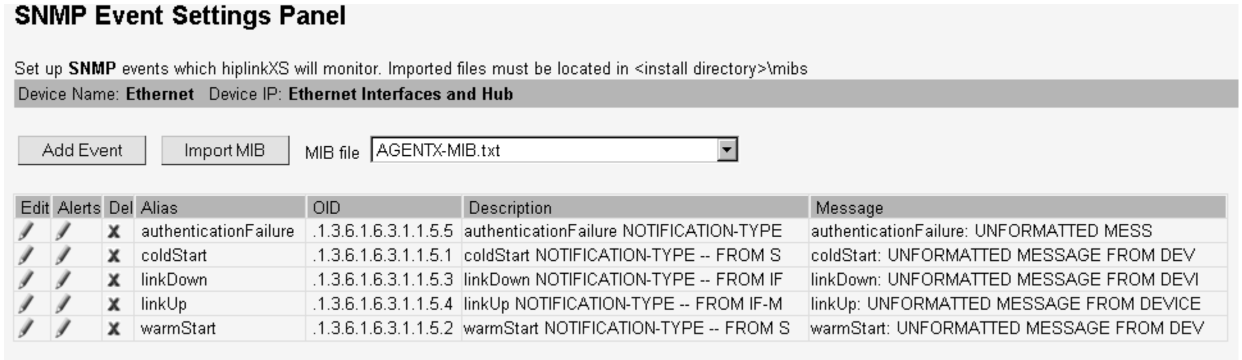
To add an **Event** to a **Device**:

1. From the **Settings** menu, click **SNMP** on the **Monitoring** section of the left navigation bar.
2. On the ‘SNMP Device Settings Panel’, find the **Device** to which you want to add an **Event** and click the **Events** icon.
3. On the ‘SNMP Event Settings Panel’, click the **Add Event** button to reach the ‘Add Event’ page.
4. Enter a unique **Event Alias** for this event (mandatory).
5. Enter a unique **Event OID** for this event (mandatory).
6. Enter a **Description** for this event (optional).
7. Enter a **Message** for this event (mandatory).
8. Click the **Save** button.



To import **Events** to a **Device** from a MIB file:

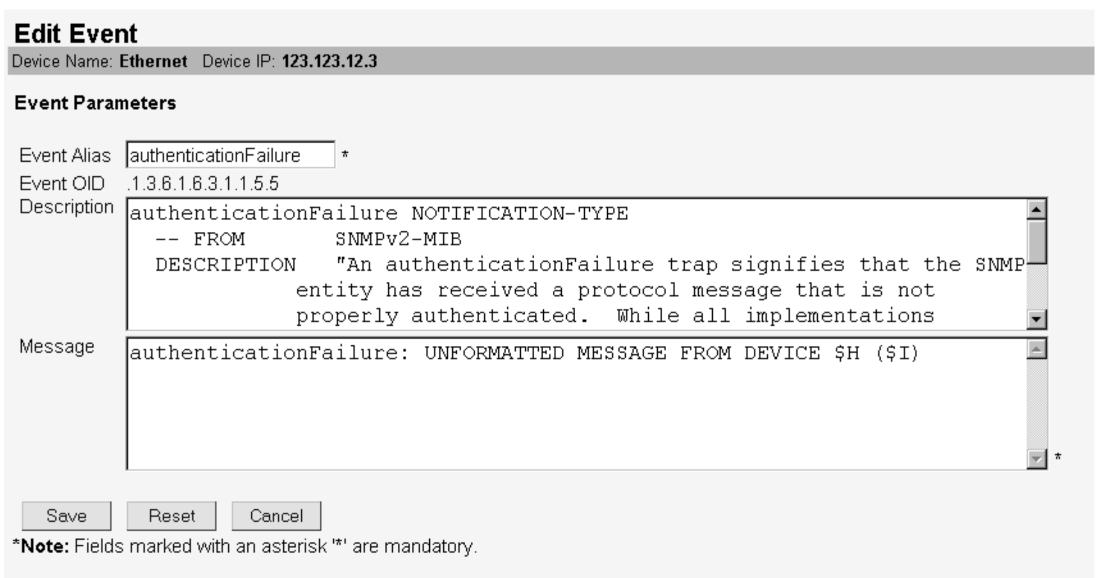
1. From the **Settings** menu, click **SNMP** on the **Monitoring** section of the left navigation bar.
2. On the ‘SNMP Device Settings Panel’, find the **Device** to which you want to add an **Event** and click the **Events** icon.
3. On the ‘SNMP Event Settings Panel’, select a MIB file from the drop down list, and click the **Import MIB** button.
4. The **Events** defined in the MIB file, will be automatically imported.
5. Click the **Save** button.



To modify an **Event**:

1. From the **Settings** menu, click **SNMP** on the **Monitoring** section of the left navigation bar.
2. On the 'SNMP Device Settings Panel', find the **Device** for which you want to modify an **Event** and click the **Events** icon.
3. On the 'SNMP Event Settings Panel', find the **Event** you want to modify and click the **Edit** icon.
4. On the 'Edit Event' page, edit the **Event Parameters**.
5. Click the **Save** button to submit your changes and return to the 'SNMP Device Settings Panel', **Reset** button to fill in the previous values, or **Cancel** button to return without saving.

Note*: You cannot modify the* ***Event OID*** *of an* ***Event*** *that was imported from a MIB file.*



To delete an **Event**:

1. From the **Settings** menu, click **SNMP** on the **Monitoring** section of the left navigation bar.

2. On the 'SNMP Device Settings Panel', find the **Device** for which you want to delete an **Event** and click the **Events** icon.
3. On the 'SNMP Event Settings Panel', find the **Event** you want to modify and click the **Delete** icon.
4. Click the **OK** button to confirm deletion or click **Cancel** to revoke this action.

SNMP Event Alerts

To set an **SNMP Event Alert**:

1. From the **Settings** menu, click **SNMP** on the **Monitoring** section of the left navigation bar.
2. On the 'SNMP Device Settings Panel', find the **Device** to which you want to add an **Event Alert** and click the **Events** icon.
3. On the 'SNMP Event Settings Panel', find the **Event** to which you want to add an **Alert** and click the **Alerts** icon.
4. On the 'SNMP Event Alert Panel' select **All** or a specific **Event** from the drop down list of **Events**.
5. Wait until the Event Parameters are displayed at the top of the page and then you can start to select a list of **Recipients**.
6. Highlight one or more **Receivers** and/or **Groups** 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**.*

7. 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.
8. To select multiple items on a list, click the left mouse button while holding down either the 'Shift' or 'Ctrl' key.
9. Highlight a **Group** and click the **Show Group Members** link to see the members of that **Group** in a pop-up window (useful if you want to see who's on duty right now).
10. Click the **Save** button to submit your settings and return to the 'SNMP Event Settings Panel', **Reset** button to fill in the previous values, or **Cancel** button to return without saving.

*Build the **Recipient List** by selecting and adding members from **Receivers** and/or **Groups**.*

To modify an **SNMP Event Alert**:

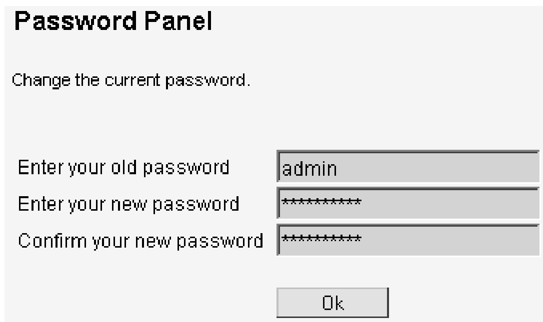
1. From the **Settings** menu, click **SNMP** on the **Monitoring** section of the left navigation bar.
2. On the ‘SNMP Device Settings Panel’, find the **Device** to which you want to add an **Event Alert** and click the **Events** icon.
3. On the ‘SNMP Event Settings Panel’, find the **Event** to which you want to modify an **Alert** and click the **Alerts** icon.
4. On the ‘SNMP Event Alert Panel’ select **All** or an **Event** from the drop down list of **Events** for which you want to modify the **Recipient List.**
5. Modify the list of **Recipients**.
6. Click the **Save** button to submit your settings and return to the ‘SNMP Event Settings Panel’, **Reset** button to fill in the previous values, or **Cancel** button to return without saving.

***Note:** You cannot delete an **Event Alert**. All you have to do is to remove all members (**Receivers** and/or **Groups**) from the **Recipient List**.*

General

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.



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 are set up by administrators and allow a **Receiver** to execute system commands from a two-way wireless device. **Response Action** parameters are defined by its **Name** and **Definition**, the **Command** that has to be executed when the response arrives, and the **Action Type**.

In the **Two-Way Send** panel, **Users** have the option to select **Response Actions** in the drop-down menu. These actions can be associated with **Response Text** (the answer options **Users** create for a two-way message). When a two-way **Receiver** responds to a message with a predefined **Response Text** / **Response Action** pair, the command is executed.

For example, if a **User** wants to dispatch job order no. 25, they may include the **Response Text** answers ‘accept’ and ‘reject’. The **Response Action** named ‘update job status’ is paired with the answer ‘accept’, and will automatically execute the command to update the status of the job order on the company database. This command will only be executed when the **Receiver** responds with the answer ‘accept’.

All **Response Actions** created here will become selections in the **Response Actions** drop-down list in the ‘Two-Way Send Panel’ (see the ‘Using HipLinkXS’ chapter for details).

There are three predefined **Response Actions** that and cannot be modified or deleted:

1. **Conf** - to confirm a message;
2. **Send** - to send a standard message;
3. **ShowRecv** - to show the matching receivers.

These predefined actions are of type ‘Standard’ and are used only by two-way messages that are sent by other means that the HipLinkXS GUI. They require the following parameters:

1. **Conf** requires as parameter the job ID, (i.e., JOBID, a string of maximum 32 characters, mandatory)
2. **Send** requires four parameters:

• the message recipient, (i.e., RECIPIENT, a string of maximum 50 characters, mandatory)

• the message body, (i.e., BODY, a string of maximum 500 characters, mandatory)

• the message priority, (i.e., PRIORITY, a string of one character, optional)

• the name of the sender and the time stamp, (i.e., NAMETIME, a string of one character, optional).

3. **ShowRecv** requires as parameter a matching pattern, (i.e., RECV_PATTERN, a string of maximum 50 characters, mandatory).

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 HipLinkXS Voice Module refer to the ‘HipLinkXS Installation and Administration Guide’.

In the case of sending an e-mail to the E-mail Gateway, the **User** will have to send the action and its parameters in the body of the e-mail message.

The actions that can be executed are either the predefined action or any other action defined by the HipLinkXS administrator.

There are three predefined actions that cannot be deleted or modified:

1. **Conf** - to confirm a message.
2. **Send** - to send a standard message.
3. **ShowRecv** - to show the matching receivers (used internally by the HipLinkXS Voice Module).

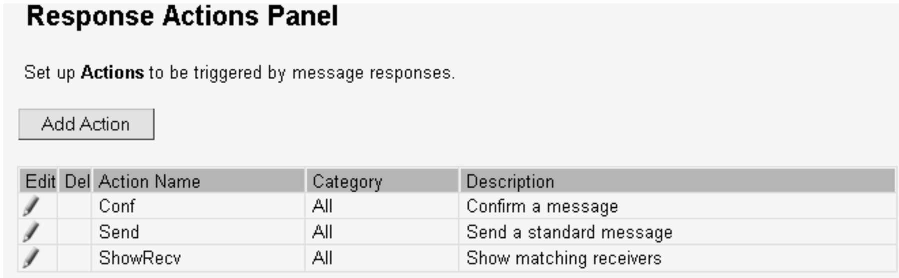
There are two ways of passing parameters to a **Response Action**:

1. Parameter values only: `value1 value2 value3`...
2. Pairs of parameter name and value: `-name1 value1 -name2 value2`...

In the first case, all parameters will be passed to the action without any validation. In the second case, the parameters are validated before they are passed to the action.

Examples

```
Send "John Doe" "Hello John!"
Send -recipient "John Doe" -body "Hello John!"
```



Edit	Del	Action Name	Category	Description
		Conf	All	Confirm a message
		Send	All	Send a standard message
		ShowRecv	All	Show matching receivers

To add **Response Actions**:

1. From the **Settings** menu, click **Response Actions** on the left navigation bar.
2. On the ‘Response Actions Panel’, click the **Add** button to reach the ‘Add Response Action’.
3. Enter a unique **Name** for this **Response Action** (mandatory).
4. Enter a **Description** of this **Response Action** (optional).
5. Enter an executable **Command** accessible from the server where is installed HipLinkXS (mandatory). For example, the command might look something like ‘updatestatus.exe 'name', 'field1', 'field2'.
6. Select the **Action Type**: ‘Standard’ (default), ‘Escalation Confirm’, ’ Escalation Refuse’, or ‘Reply’.

   • a) **Standard** - used for user-initiated actions;

   • b) **Escalation Confirm** - used for confirming escalation messages;

   • c) **Escalation Refuse** - used for refusing escalation messages;

   • d) **Reply** - used for replies to two-way messages.
7. Enter the **Response Text** (mandatory).
8. Select the **Module Permission**: ‘Email Gateway’, ‘IVR’, or ‘Remote Client’. Each remote client (i.e., CLI, File Interface, E-mail Gateway, IVR, remote client, etc.) has its own Module ID that is used while sending requests to the HipLinkXS server. If you want to restrict the usage of a **Response Action** for certain modules.
9. Assign **User Group** Permissions. This feature restricts the usage of the **Response Action** so only **Users** from the **Assigned User Groups** can execute it.

   • Select one or more **User Groups** from the ‘Available User Group’ list.

   • Click the ‘Move >>’ button to add them to the ‘Assigned User Group’ list.
10. Select the **Execution Account**:

    • a) **Web Server Account** (default). By default, the action will be executed under the Web Server Account that has local permissions only.

    • b) **Prompt for User Name and Password**. The execution account will be specified at run time.

    • c) **Under this account** (**User Name**, **Password**, Retype **Password**). The action will be always executed under the specified account.
11. Set database parameters (optional):

    • Check the **Database** check-box. If checked, all following fields are mandatory.

    • Enter the **ODBC Source Name**.

- Enter the database **User Name**.
- Enter the database user **Password**.
- Re-type the database user **Password**.
- Enter the **Command String**.

12. Define a **Parameter List** (for 'Standard' **Response Actions** only). You can define up to 16 parameters (parameter **Name**, **Max.Length**, a flag specifying if the parameter is **Required** or optional, and a **Default Value**).
13. Click the **Save** button.

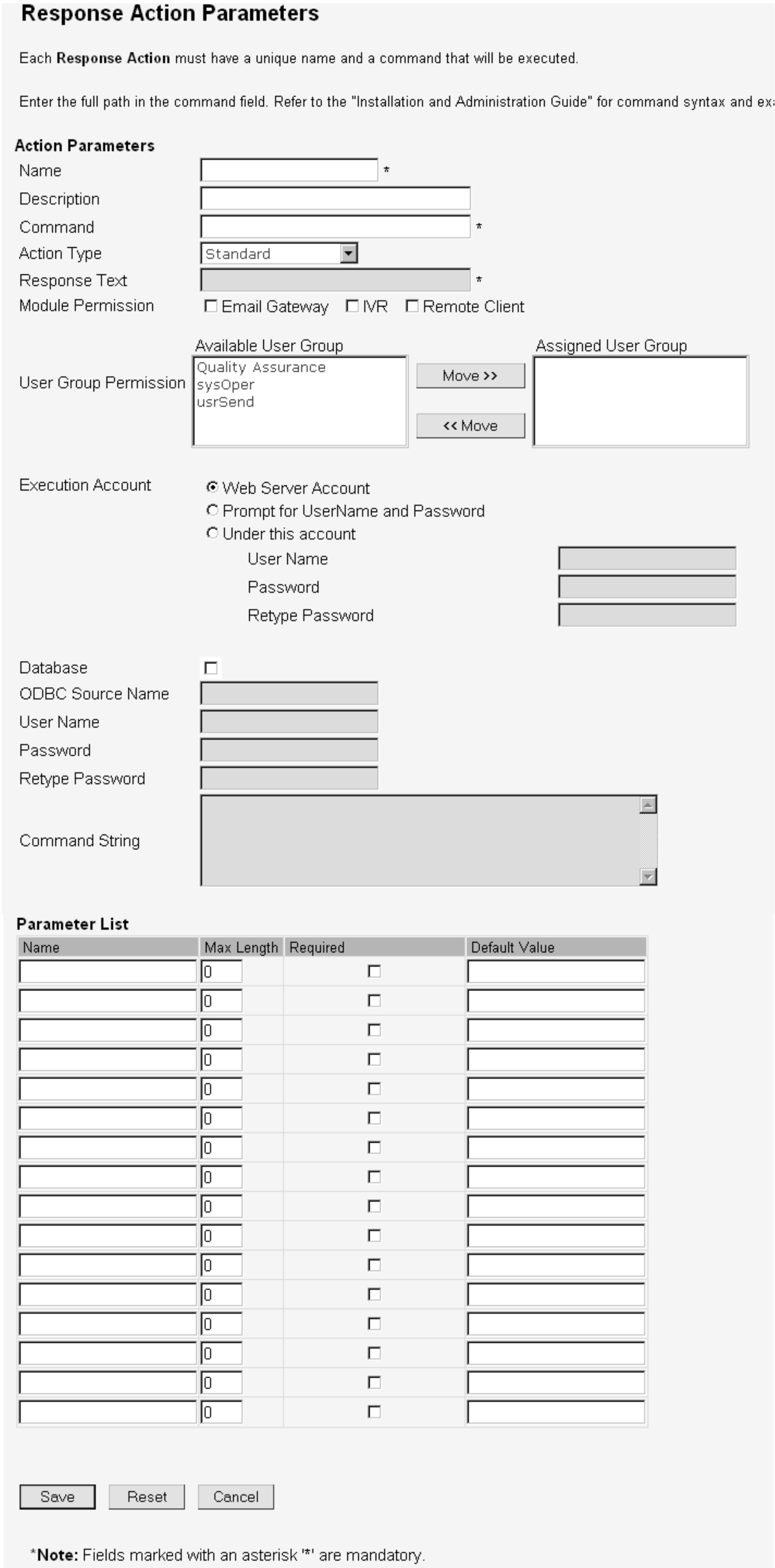
Note: *The parameters from the* ***Parameter List*** *are used only by two-way messages sent by other means that the HipLinkXS GUI.*

To modify a **Response Action**:

1. From the **Settings** menu, click **Response Actions** on the left navigation bar.
2. On the 'Response Actions Panel', find the **Response Action** name you want to modify and click the **Edit** icon.
3. On the 'Edit Response Action' page, modify the **Response Action Parameters**.
4. Click the **Save** button to submit your changes and return to the 'Response Actions Panel', **Reset** button to fill in the previous values, or **Cancel** button to return without saving.

To delete a **Response Action**:

1. From the **Settings** menu, click **Response Actions** on the left navigation bar.
2. On the 'Response Actions Panel', find the **Response Action** 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.



Response Action Parameters

Each **Response Action** must have a unique name and a command that will be executed.

Enter the full path in the command field. Refer to the "Installation and Administration Guide" for command syntax and ex

Action Parameters

Name *
Description
Command *
Action Type Standard
Response Text *
Module Permission ☐ Email Gateway ☐ IVR ☐ Remote Client

User Group Permission
Available User Group: Quality Assurance, sysOper, usrSend
Move >>
<< Move
Assigned User Group

Execution Account
◉ Web Server Account
○ Prompt for UserName and Password
○ Under this account
User Name
Password
Retype Password

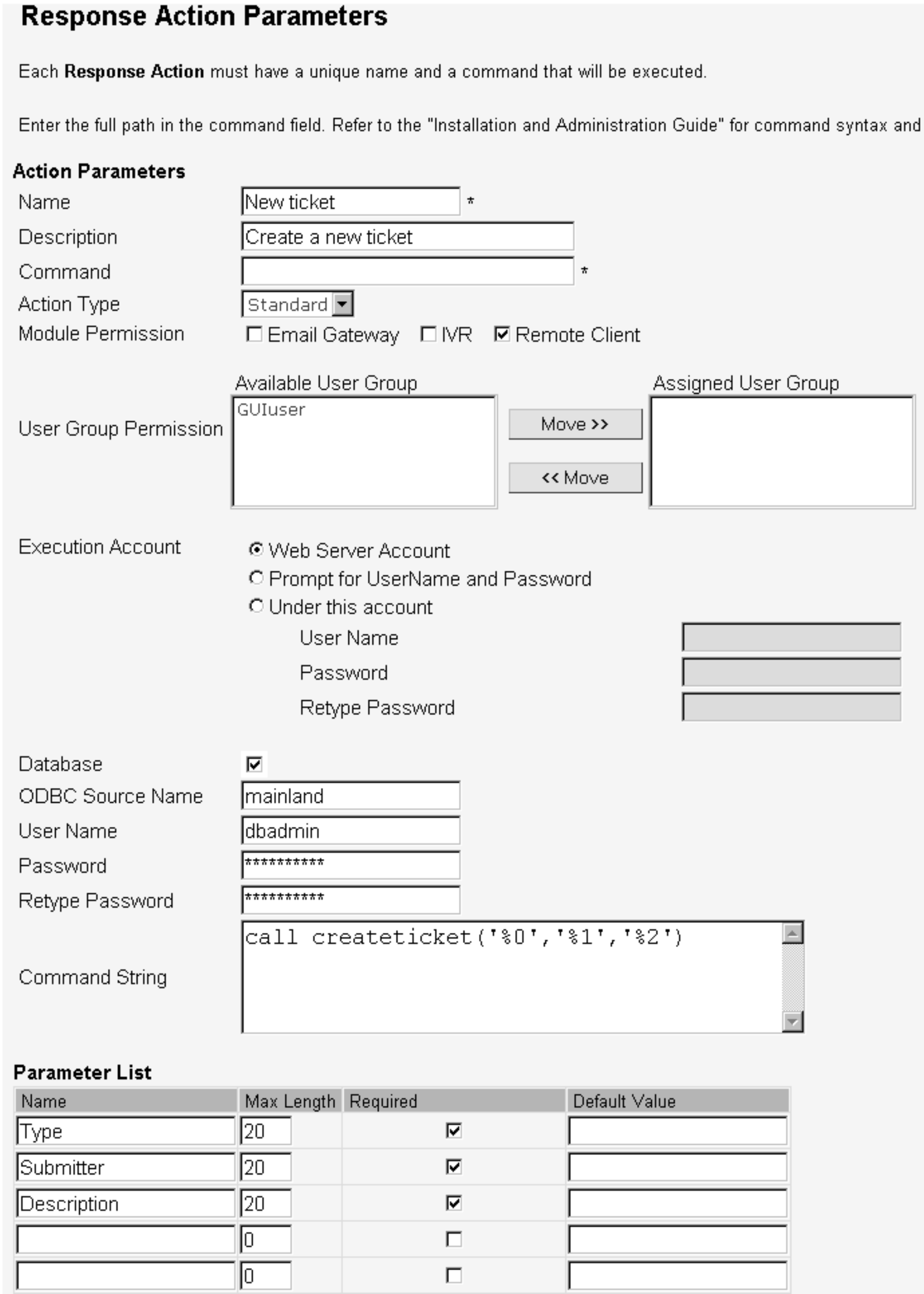
Database ☐
ODBC Source Name
User Name
Password
Retype Password
Command String

Parameter List

Name	Max Length	Required	Default Value
	0	☐	
	0	☐	
	0	☐	
	0	☐	
	0	☐	
	0	☐	
	0	☐	
	0	☐	
	0	☐	
	0	☐	
	0	☐	
	0	☐	
	0	☐	
	0	☐	
	0	☐	
	0	☐	

Save Reset Cancel

__Note:__ Fields marked with an asterisk '' are mandatory.



Templates

The **Templates** feature depends on your **License Key**. It provides the HipLinkXS 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 HipLinkXS **Users** to compose fast and easy new messages.

HipLinkXS 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

HipLinkXS **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.

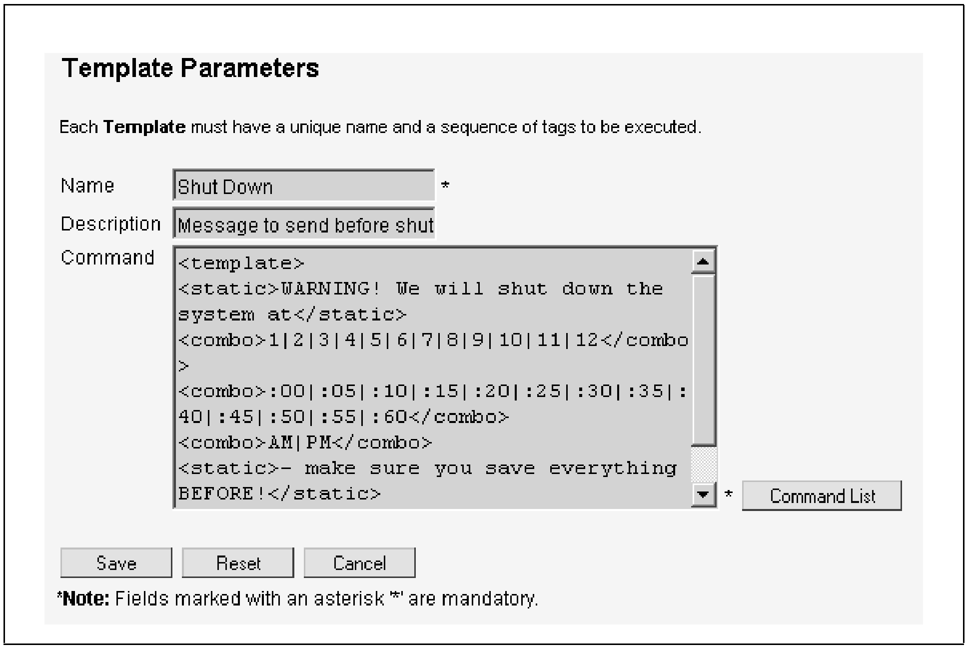
To add a new **Template**:

1. From the **Settings** menu, click **Templates** on the left navigation bar.
2. On the ‘Templates Panel’, click the **Add** button to reach the ‘Add Template’ 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**.
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.*



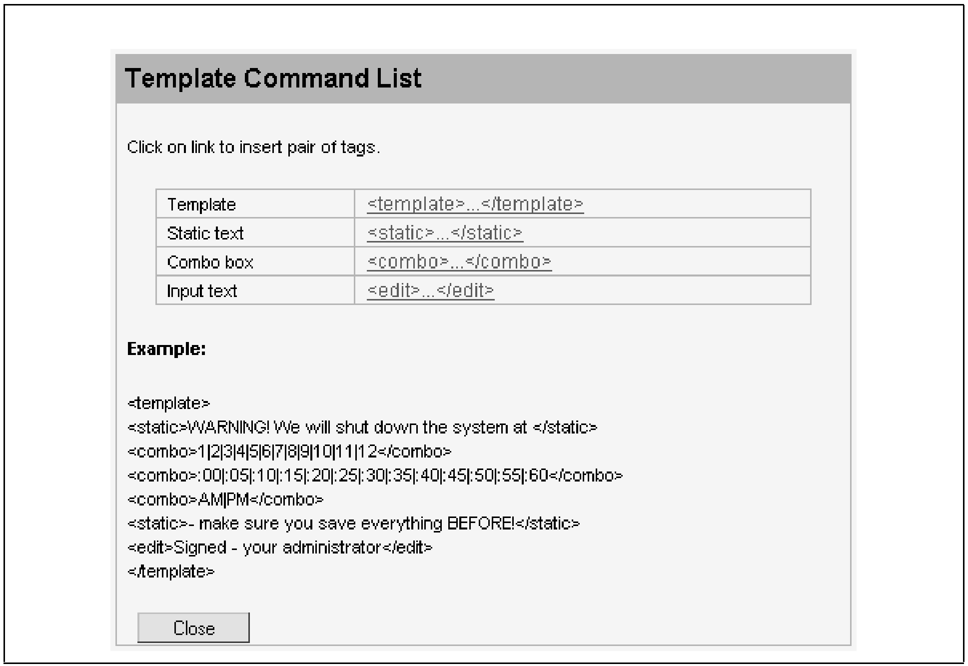
To modify a **Template**:

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 ‘Edit Template’ 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. tFrom 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.

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



Schedule Templates

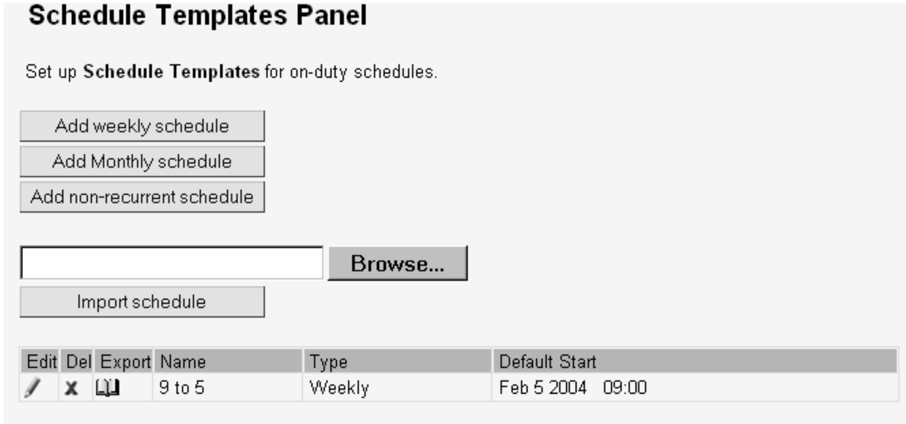
HipLinkXS allows to define **Schedule Templates** that can be used later while defining schedules for **On-Duty** or **Follow-Me Groups**.

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).

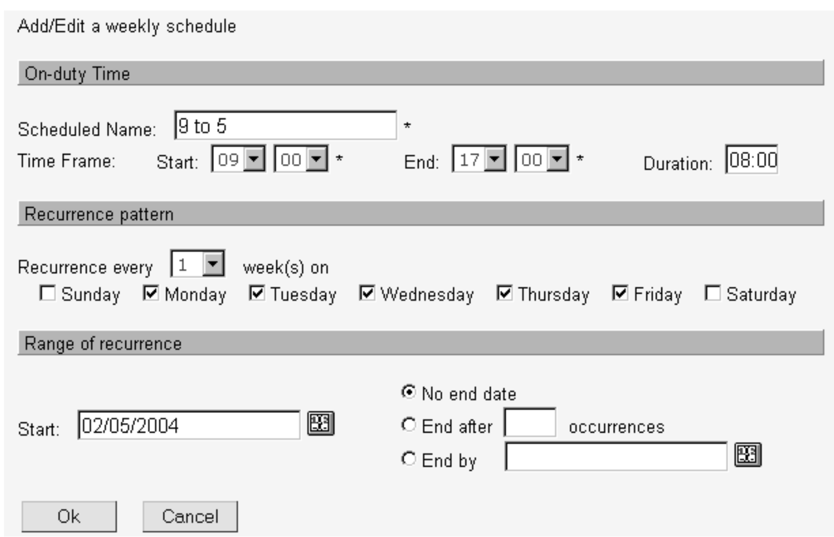
HipLinkXS comes with no predefined **Schedule Templates**.



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.

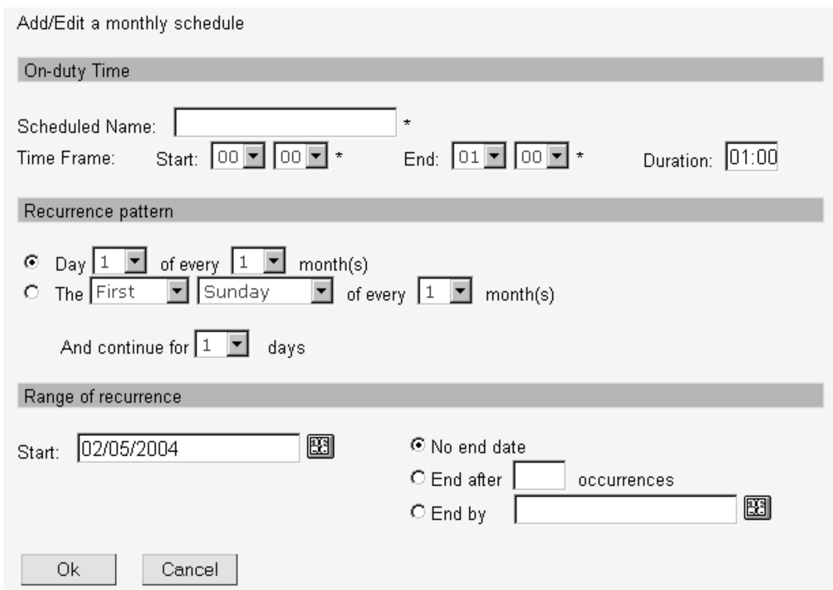
- To create a weekly schedule click ‘Add Weekly Schedule’, then continue with **Step A (Weekly)**.
- To create a monthly schedule click ‘Add Monthly Schedule’, then continue with **Step A (Monthly)**.
- To create a non-recurring (once-only) schedule click ‘Add Non-recurring Schedule’, then continue with **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’.



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

1. Click the **Edit** icon next and a Schedule window will pop-up.

2. Choose an **Name** for the Schedule (mandatory).
3. 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.
4. 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.
5. 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.
6. When you are done click **Ok**. The Pop-up window will disappear. You may then either set up a schedule for another member of this **On-Duty** group, or if you are done then click the **Done** button on that page.

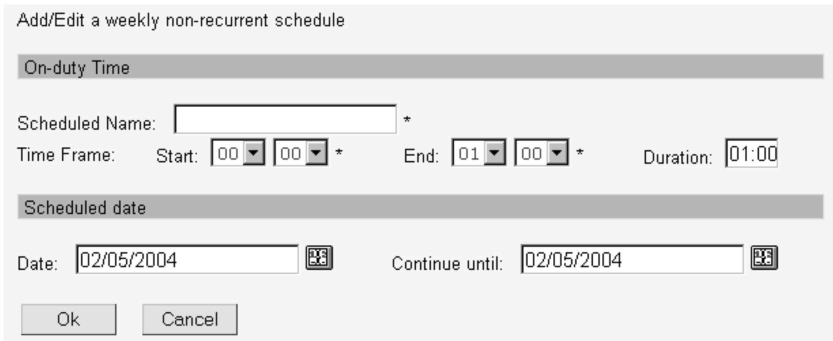


Step A (Monthly): Create a Monthly Schedule for an **On-Duty Group** Member:

1. Click the **Edit** icon next to the and a Schedule window will pop-up.
2. Choose an **Name** for the Schedule (mandatory).
3. 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.
4. Select your preferred type of **Recurrence pattern** using the radio buttons.
5. 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.

6. When you are done click **Ok**. The Pop-up window will disappear. You may then either set up a schedule for another member of this **On-Duty Group**, or if you are done then click the **Done** button on that page.



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

1. Click the **Edit** icon next and a Schedule window will pop-up.
2. Choose an **Name** for the Schedule (mandatory).
3. 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.
4. 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.
5. When you are done click **Ok**. The Pop-up window will disappear. You may then either set up a schedule for another member of this **On-Duty** group, or if you are done then click the **Done** button on that page.

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. tFrom 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 HipLinkXS system. Only **Users** assigned to the ‘sysAdmin’ **User Group** have access to this page.

The HipLinkXS system parameters are grouped in the following categories:

- Report Export
- Cleanup
- HTTP Proxy Settings
- LDAP
- Display Settings
- Others
- Redundancy

Report Export Settings

- **Enable export report feature.** Enable or disable the report export feature (optional, disabled by default).
- **Report Export Time Interval.** Set the amount of time (in minutes) at which the report will be exported (optional, default value 0 minutes).
- **Report Export File Path.** Set the path of the exported report (optional, empty by default).

Cleanup Settings

- **Maximum Failed queue size.** Set the maximum number of message files sitting in the Failed queue (mandatory, default value 200 files).
- **Days in Failed queue.** Set the number of days messages will be kept in the Failed queue (mandatory, default value 30 days).
- **Maximum Completed queue size.** Set the maximum number of message files sitting in the Completed queue (mandatory, default value 500 files).
- **Days in Completed queue.** Set the number of days messages will be kept in the Completed queue (mandatory, default value 30 days).
- **Set the log file size** (mandatory, default value 200 Kb).

  Note: *The recommended file size is 200 Kb and the number of files displayed in each log is limited to 20. You can view each log by clicking the* ***Previous*** *and* ***Next*** *links in the ‘Logs Panel’.*

- **Set the number of log files** (mandatory, default value 20 files).

- **Keep reports for.** Specify the number of days reports will be kept (mandatory, default value 30 days).

HTTP Proxy Settings

- **Use HTTP proxy.** This feature allows HipLinkXS to use a HTTP proxy while sending messages using the HTTP protocol. It should be enabled only if the network where HipLinkXS is operating requires proxy based access (optional, disabled by default).
- **HTTP proxy host.** Set the IP address (or hostname) and the port used by the HTTP Proxy, e.g., 123.123.345.345:8000 (optional).
- **HTTP proxy user name.** Set the user name used by the HTTP Proxy (optional).
- **HTTP proxy password.** Set the password used by the HTTP Proxy (optional).
- .**Retype password.** Retype the password used by the HTTP Proxy (optional).

LDAP Settings

The LDAP settings are enabled by the License Key.

- **LDAP integration.** Enable/disable LDAP integration (optional, disabled by default). If LDAP integration is enabled, upon the User login HipLinkXS will contact the LDAP server to verify the Users's credentials. If the username and password are correct, the User will be logged in.
- **LDAP Server.** Set the LDAP Server address (mandatory if LDAP integration is enabled, 389 default value).
- **LDAP Port.** Set the LDAP Port (mandatory if LDAP integration is enabled).
- **LDAP Backup Server.** Set the LDAP Backup Server address (optional if LDAP integration is enabled, 389 default value). HipLinkXS will always try to use the primary LDAP Server, but if it fails then it will use the Backup Server.
- **LDAP Backup Server Port.** Set the LDAP Backup Server Port (optional if LDAP integration is enabled).
- **Create User account automatically.** Enable/disable creation of a User account automatically (optional, disabled by default). If enabled, a new HipLinkXS **User** record will be automatically created in the case the LDAP username and password verification was successful but the **User** does not exist. The **Authorization Type** of the newly created **User** will be automatically set to LDAP.
- **User Group associated to automatically created User.** Select the **User Group** associated to the automatically created **User** from the option list.
  Note: *The selected **User Group** cannot be deleted from the **User Group** panel.*

Display Settings

- **Enable time stamp on all messages** (optional). If this setting is enabled, the **Include time stamp** check box on all the 'Send Panels' will be checked and greyed out.

  Note 1: *HipLinkXS allows that **Receivers** work in different time zones than the HipLinkXS server. The **Receiver** time zone setting takes effect when the option to include the timestamp in the body of the message is enabled.*

  Note 2: *By default, the DTMF protocol cannot carry a time stamp, even if the time stamp option is enabled.*

- **Enable sender name on all messages** (optional). If this setting is enabled, the **Include sender name** check box on all the 'Send Panels' will be checked and greyed out.
- **.Put sender name at the beginning of message** (optional). If this setting is enabled, the name of the sender will be included at the beginning of the message.
- **Include message ID in the message automatically** (optional). If this setting is enabled, the message ID will be included at the beginning of the message automatically.
- **Set the number of records showing on each report page.** Set the number of records showing on each report page between 10 and 1000 (mandatory, default value 50 records).
- **Set maximum number of report records that can be sorted.** Set maximum number of report records that can be sorted between 100 and 99999 (mandatory, default value 1000 records)
- **Set the number of records per page.** Set the number of records per page between 0 and 1000 (mandatory, default value 100 records).
- **HipLinkXS Theme.** Set the color scheme for the HipLinkXS GUI. (mandatory). Select from the drop-down menu 'Blue' (default) or 'Grey'.
- **Tool-tips.** Enable/disable the Tool-tips. (optional, enabled by default). These are the pop-up help descriptions that appear when you move the mouse cursor over a link.
- **Detail Receiver/User Display** (optional, disabled by default). If enabled, it will allow to display the 'Detail' field of **Users**, **Receivers**, and **Groups** in all the lists.

Other Settings

- **Temporary session**. Enable/disable Temporary Session (optional, disabled by default). If enabled, the HipLinkXS session will be terminated if the User closes the browser. The User has to log in for opening a new session.
- **Session Time-out.** Set the Session Time-out for all users. (HipLinkXS Administrators Only). A value of 0 means no time-out (mandatory, default value 30 minutes).
- **User Description as Signature.** Use the **User** description as signature instead of the **User** name (disabled by default)
- **SMTP server address.** Set the SMTP server address (optional, set during the installation process on the Windows platforms). The mail server IP address or host name (e.g., 123.123.123.123 or mail.company.com).
- **Enable Send Subject Field** (optional). If enabled, it will allow to enter the text to be sent in the 'Subject' field of an SMTP message.
- **Enable Send Receiver Schedule** (optional). If 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.

Redundancy Settings

The Redundancy settings are enabled by the License Key.

- **Enable Redundancy**. Enable/disable Redundancy (optional, disabled by default).
- **HipLinkXS IP/hostname:port** of the first (main) computer
- **HipLinkXS IP/hostname:port** of the second (backup) computer.

Edit Global Settings

Control HiplinkXS global behavior.

Report Export

Enable export report feature	☐
Report Export Time Interval (min)	0
Report Export File Path	

Cleanup

Maximum Failed queue size	200 *
Days in Failed queue	30 *
Maximum Completed queue size	500 *
Days in Completed queue	30 *
Set log file size	200 (Kb)*
Set number of log files	20 *
Keep reports for	30 (days) *

HTTP Proxy Settings

Use HTTP proxy	☐
HTTP proxy host (eg. 123.123.345.345:8000)	
HTTP proxy user name	
HTTP proxy password	
Retype password	

LDAP

LDAP integration	☐
LDAP Server	
LDAP Port	389
LDAP Backup Server	
LDAP Backup Server Port	389
Create User account automatically	☐
User group associated to automatically created user	

Display Settings

Enable time-stamp on all messages	☐
Enable sender name on all messages	☐
Put sender name at the beginning of message	☐
Include message ID in the message automatically	☐
Set number of records showing on each report page	50 *
Set maximum number of report records that can be sorted	1000 *
Set number of records per page (0-1000)	100 *
HiplinkXS Theme	Blue *
Tool-tips	☑
Detail Receiver/User Display	☐

Others

Temporary session	☐
Session Timeout (minutes)	30 *
User Description as Signature	☐
SMTP server address	mail.semotus.com
Enable Send Subject Field	☐
Enable Send Receiver Schedule	☐

Save   Reset   Cancel

Note: By default, the DTMF protocol cannot carry a time stamp, even if the time stamp option is enabled.

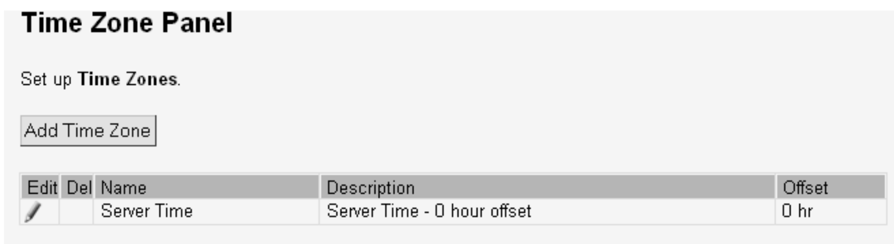
Time Zone

HipLinkXS allows **Users** and **Receivers** to work in different time zones than the HipLinkXS 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 HipLinkXS server.

Note: *All the **Receiver** schedules created by a **User** are displayed using the time zone of that **User**. All HipLinkXS database records are stored, and all messages are generated and processed using the HipLinkXS 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.*

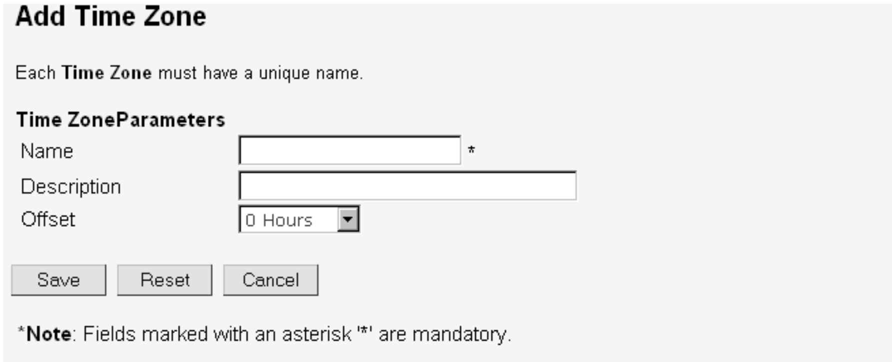
HipLinkXS comes with a predefined time zone, called ‘Server Time’, that uses as reference the time zone of the server where HipLinkXS is installed. The default offset is of 0 hours which means that the ‘Server Time’ has the same time zone as the server time.

The default time zone ‘Server Time’ can be modified but cannot be deleted. New time zones can be added if needed.



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 HipLinkXS server time zone set by the ‘Server Time’.
6. Click the **Save** button.

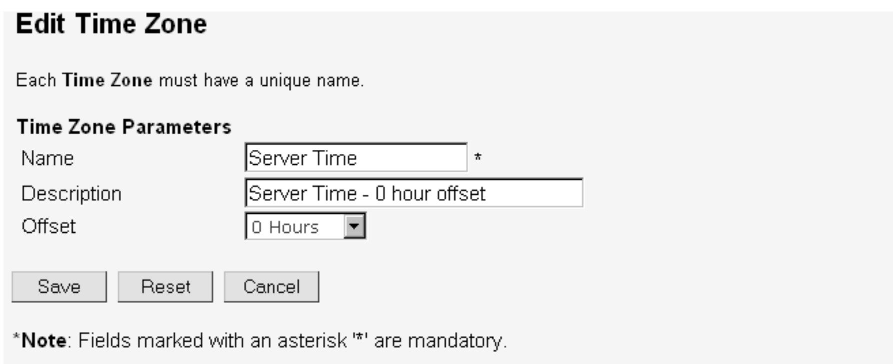


To modify a **Time Zone**:

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. tFrom 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.



About

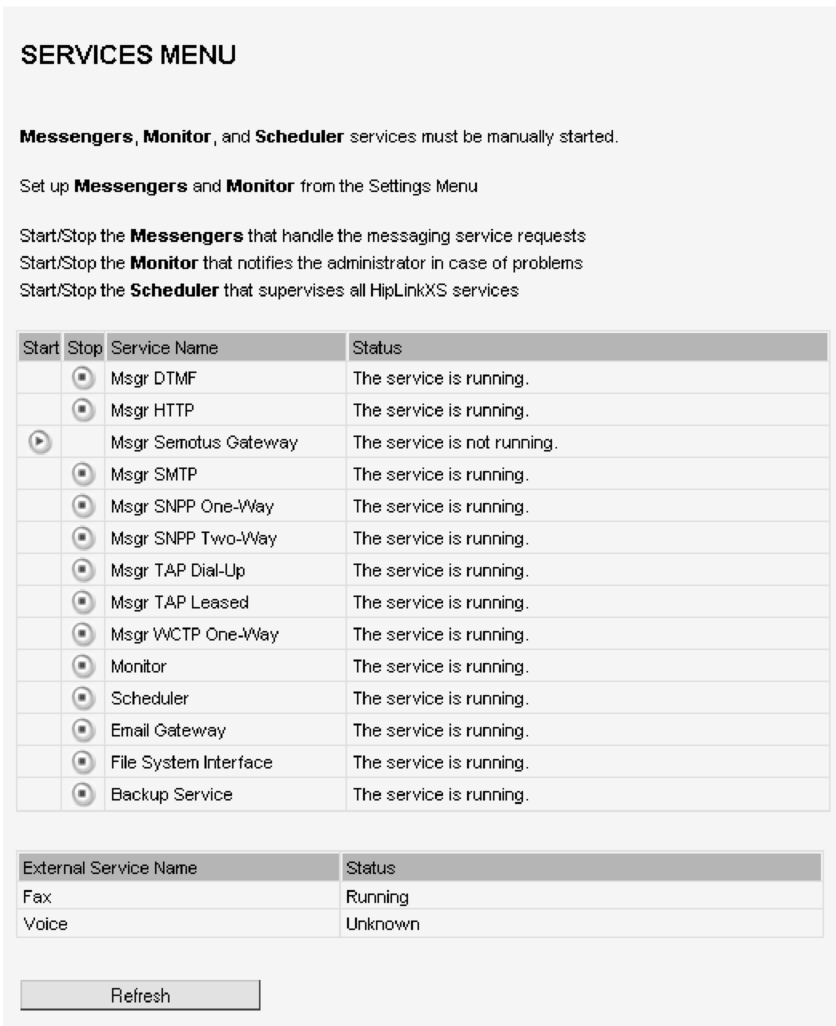
The **About** panel includes HipLinkXS copyright, trademark, and the current version information.

Services Menu

Introduction

The **Services** menu allows you to manually start or stop the HipLinkXS services: the **Messengers**, **System Attendant**, **E-mail 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 HipLinkXS services.*



*Click on the **Start** or **Stop** icon to change the status of a HipLinkXS service. If the service is busy starting or stopping then no icon will appear.*

The **Services** menu allows also to see the status of the external Fax and Voice services if they are installed.

Starting or Stopping Services

To manually start and stop the **Messenger** services:

4. Click **Services** in the menu bar to reach the ‘Services Menu’.
5. Find the **Name** of the service you want to start or stop.
6. Click the **Start** or **Stop** icon to change the service status.

The **System Attendant** is checking permanently the status of the other HipLinkXS services. If a service is not responding it will be automatically restarted by the **System Attendant**.

The **System Attendant** will not restart the services that have been stopped manually.

All HipLinkXS services will be restarted automatically when the server is rebooted. This feature helps to provide a better server uptime.

Send Menu

Introduction

HipLinkXS 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, HipLinkXS offers a variety of sending functions and Tools:

Basic

- **Standard Send** - send messages that require no answer to one-way and/or two-way **Recipients**.
- **Quick Send** - send 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** - 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’.

Tools

- **Confirm** - allows **Users** to confirm messages based on their ID.
- **Resend** - allows to resend standard messages.

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.*

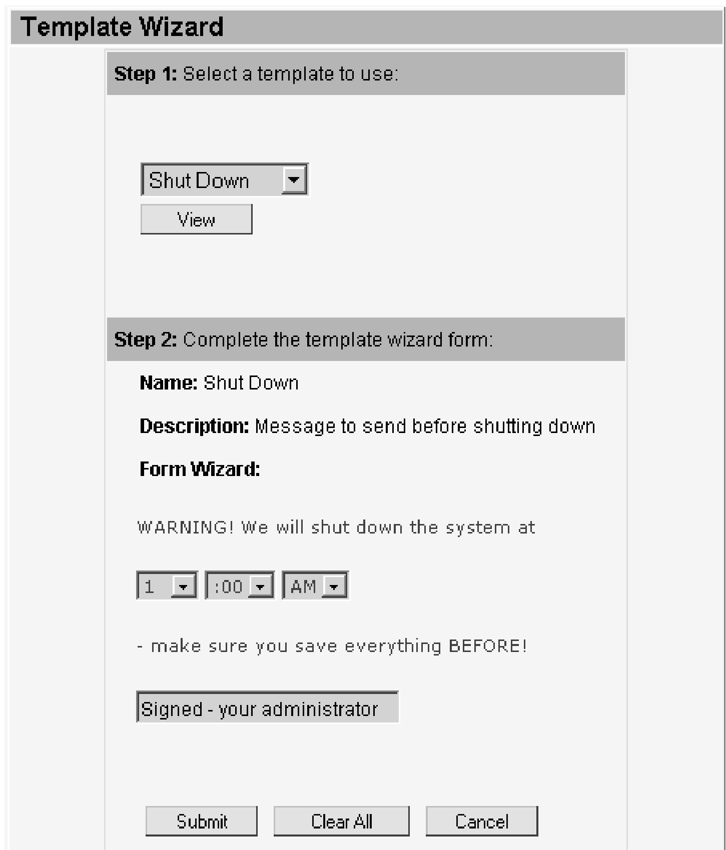
A **User** can define a list of **Receivers** and **Groups** to whom he sends messages most frequently among all those already defined by the HipLinkXS administrator. When a **User** is accessing a ‘Send Panel’ from those mentioned above to send standard, two-way, scheduled or escalated messages, this 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 personal **Favorites**. For more details about setting the list of **Favorites**, see to the ‘Favorites Panel’ section in the ‘Settings Menu’ chapter.

HipLinkXS allows that **Receivers** work in different time zones than the HipLinkXS 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

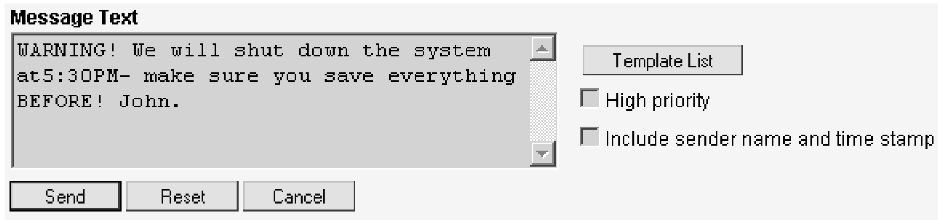
Administrators can give **Users** permission to use templates in the **User Groups** panel. **Users** with permission will be able to select a template in the 'Standard Send', 'Two-Way Send', 'Quick Send', 'Schedule Send', and 'Custom Escalation Send' panels.

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 HipLinkXS 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 **Standard** message:

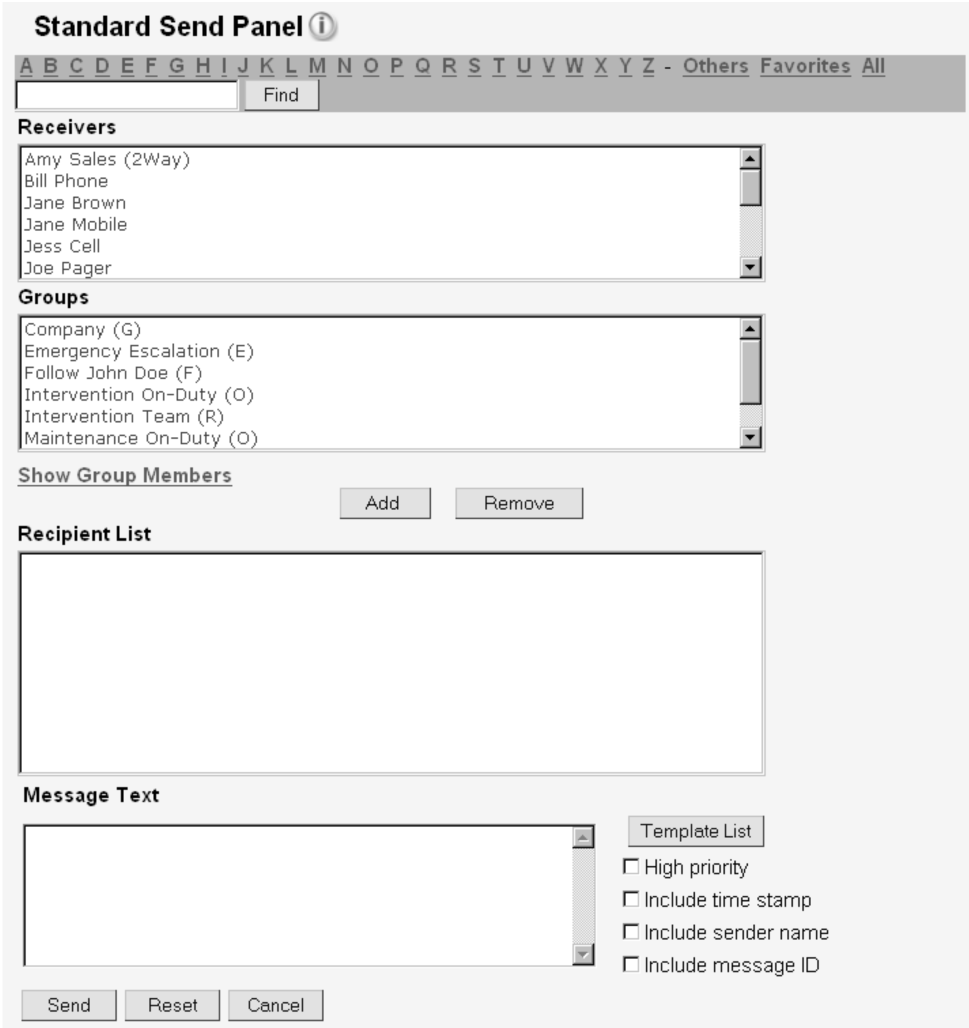
From the **Send** menu, click **Standard** on the left navigation bar.

Step 1: Select a list of **Recipients**

1. On the 'Standard Send Panel', highlight 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. Highlight a **Group** and click the **Show Group Members** link to see the members of that **Group** in a pop-up window (useful if you want to see who's on duty right now).



*Build the **Recipient List** by selecting and adding members from **Receivers** and/or **Groups.** Enter your **Message Text** and then press **Send.***

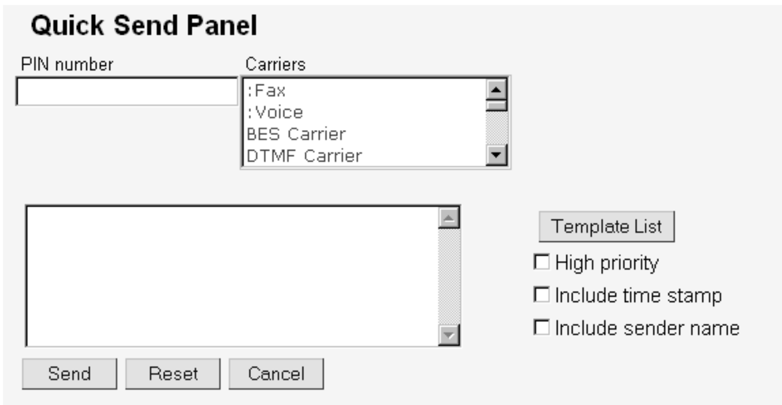
Step 2: Enter the message text and set the message parameters

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 greyed 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. 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.

Quick Send

The **Quick Send** panel is used when you want to send quickly a message to a wireless device that is not set up as a **Receiver** in HipLinkXS 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.*



*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. Highlight 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 greyed 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. 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

Two-Way Send

The **Two-Way Send** panel allows you to send messages and response options to the addressees 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 HipLinkXS system by your administrator.

Note 1: *Each time you're 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', HipLinkXS 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 to check 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 HipLinkXS 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 be 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 Actions,** find the **Action** you want to remove in the table and click the **Delete** icon.

Step 2: Select a List of **Recipients**

1. Highlight 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.

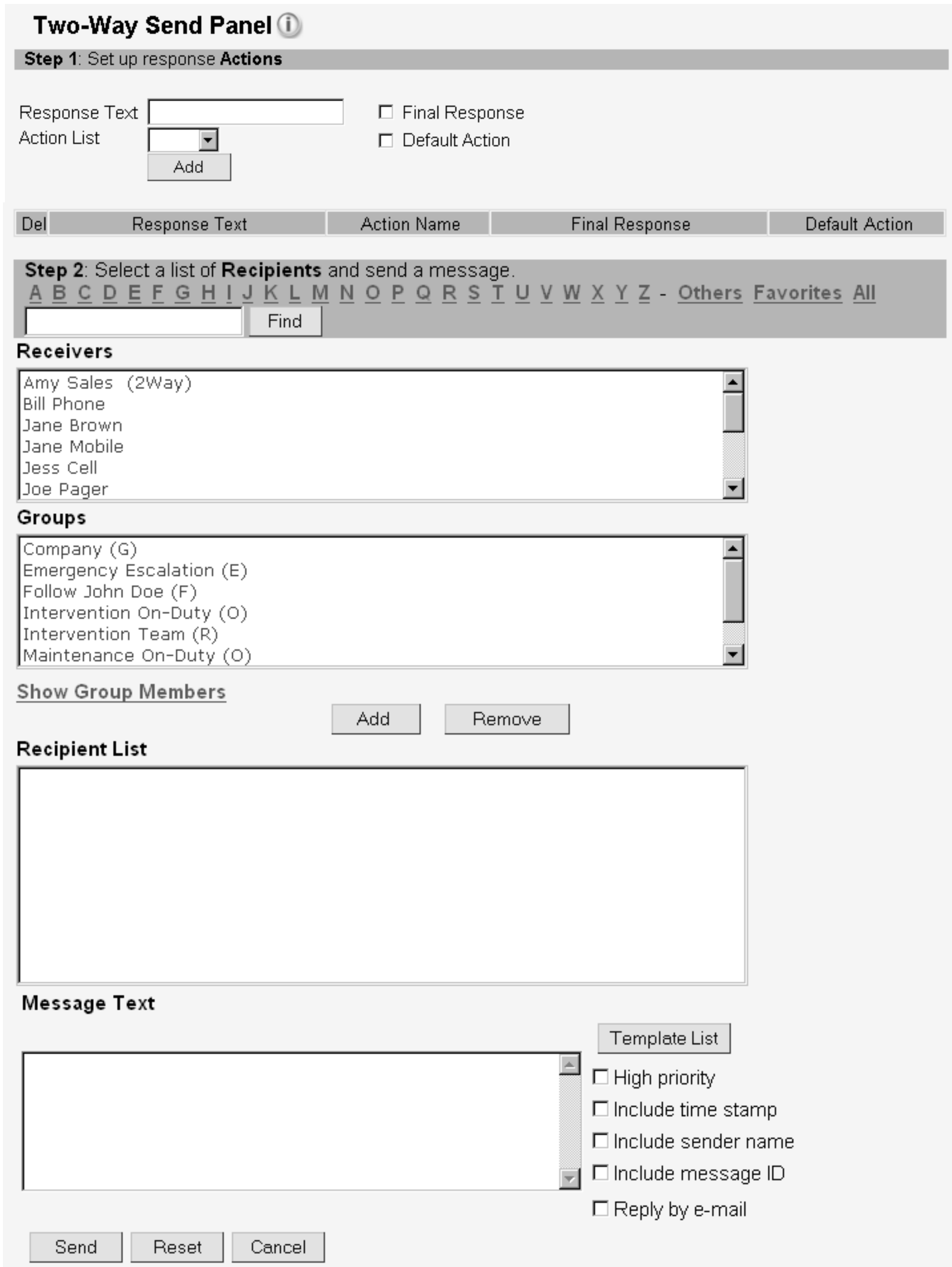
*Note: Acronyms prefix the **Recipient** names: none, '(Num)', '(2Way)', and '(Fax)' for **Receivers**, '(G)' for **Receiver Groups**, '(O)' for **On-Duty Groups**, '(E)' for **Escalation Groups**, (R) for **Rotate Groups**, and (F) for **Follow-Me Groups**.*

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. Highlight 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 (useful if you want to see who's on duty right now).

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. 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 greyed 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. Check **Reply by e-mail** if you want that the replays from the two-way **Receivers** will be e-mailed back to the sender (i.e., to the **User**'s e-mail address), optional.

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.



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 HipLinkXS system by your administrator.

Note 1: *Each time you're 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.*

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**

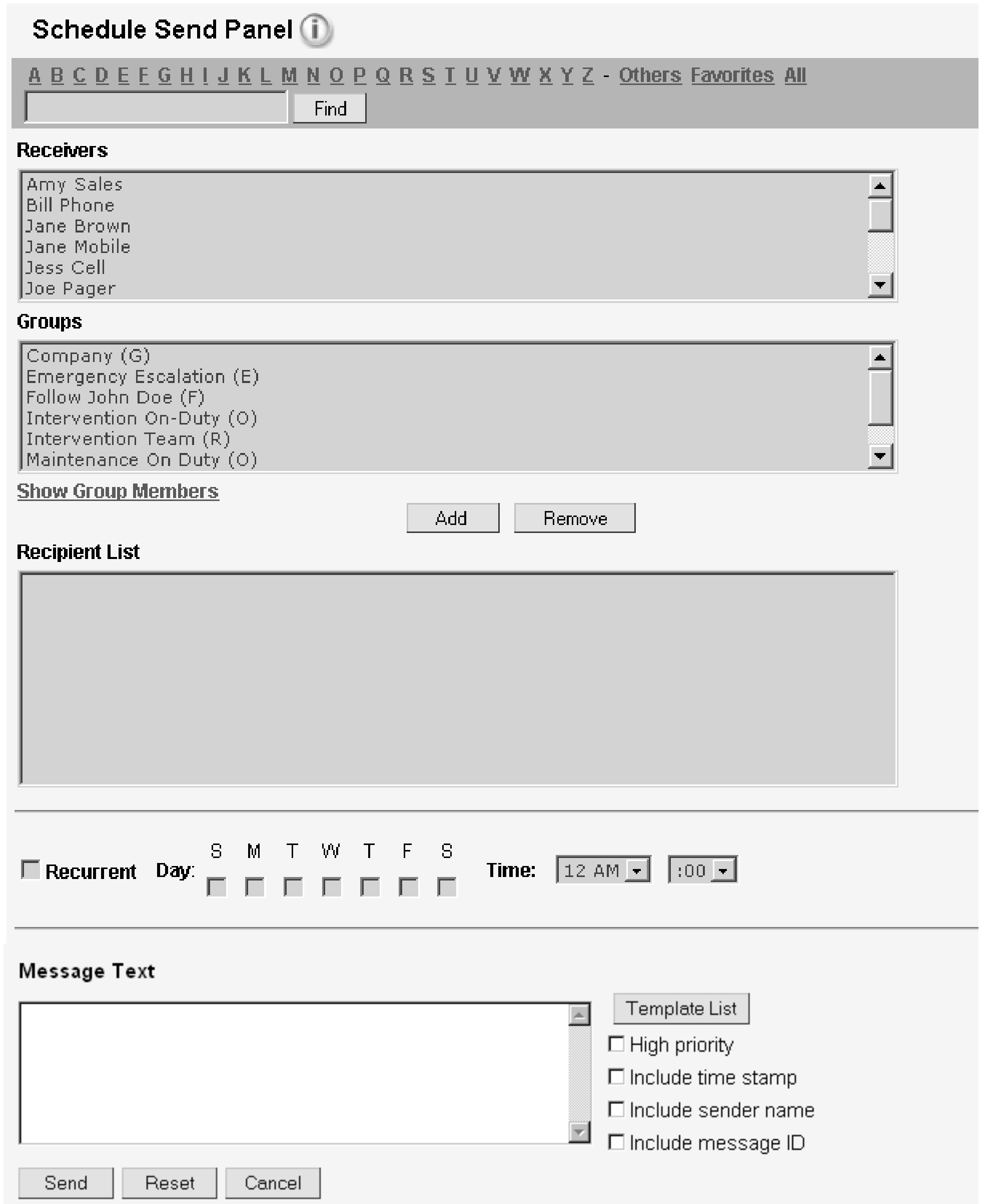
1. On the 'Standard Send Panel', highlight one or more **Receivers** and/or **Groups** on your left and click the **Add** button to create your **Recipient List**. You can also add/remove a recipient to/from a list by double clicking on that recipient.

   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. Highlight 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's on duty right now).

Step 2: Set up the schedule

1. Check the **Recurrent** box if you want the message to happen on an on-going basis (optional).
2. Check the **Days** and select the **Time** to schedule the message for delivery (mandatory).



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 greyed 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. 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

The **Custom Escalation Send** panel is used when you want to send one message at a time to a number of 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 HipLinkXS system by your administrator.

Note 1: *Each time you're 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 create your own **Recipient List** and set the delay interval between **Receivers**.

To send a **Custom Escalation** message:

From the **Send** menu, click **Custom 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. Highlight 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).

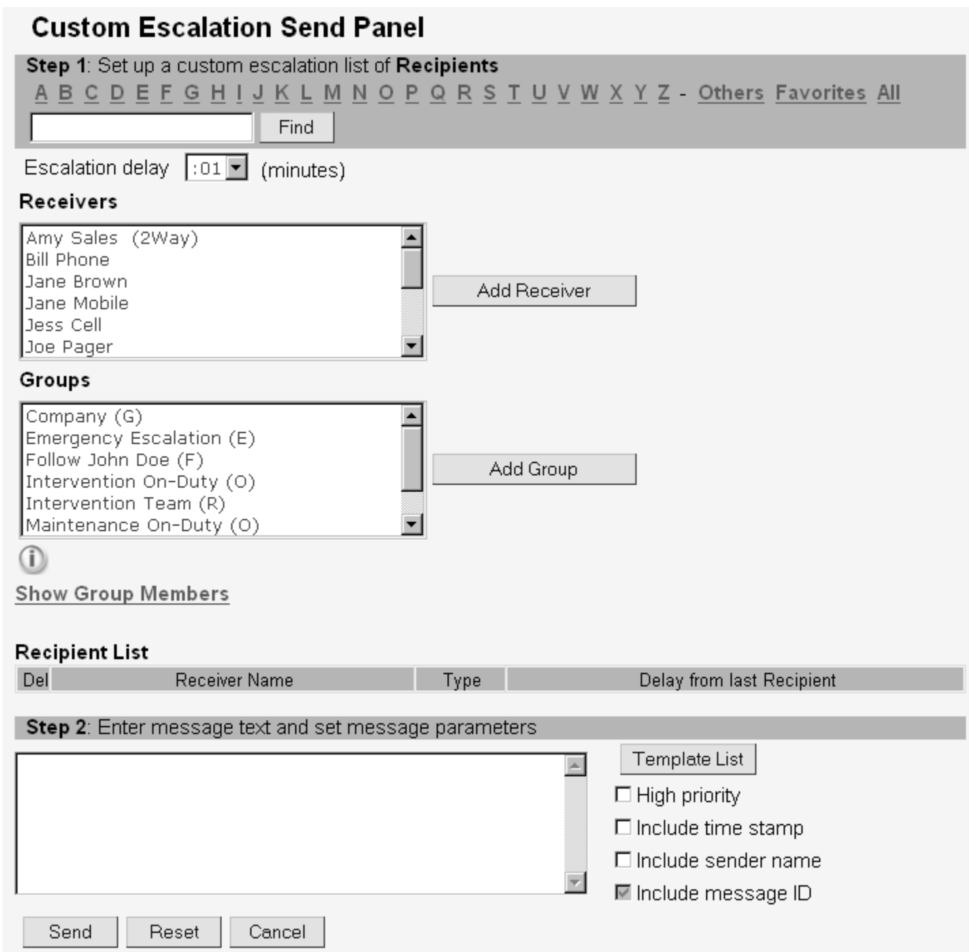
   Note: *Acronyms prefix the* ***Recipient*** *names: none, '(Num)', '(2Way)', and '(Fax)' for* ***Receivers****, '(G)' for* ***Receiver Groups****, '(O)' for* ***On-Duty Groups****, '(E)' for* ***Escalation Groups****, (R) for* ***Rotate Groups****, and (F) for* ***Follow-Me Groups****.*

3. 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.
4. Repeat steps 1 to 4 until you add all the members that you want to the Recipient List.

5. Highlight 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's on duty right now).

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 greyed 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. 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.



Fax Send

The **Fax Send** panel allows you to send a message to the addressees 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 Hip-LinkXS system by your administrator.

Note 1: *Each time you're 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', highlight 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.

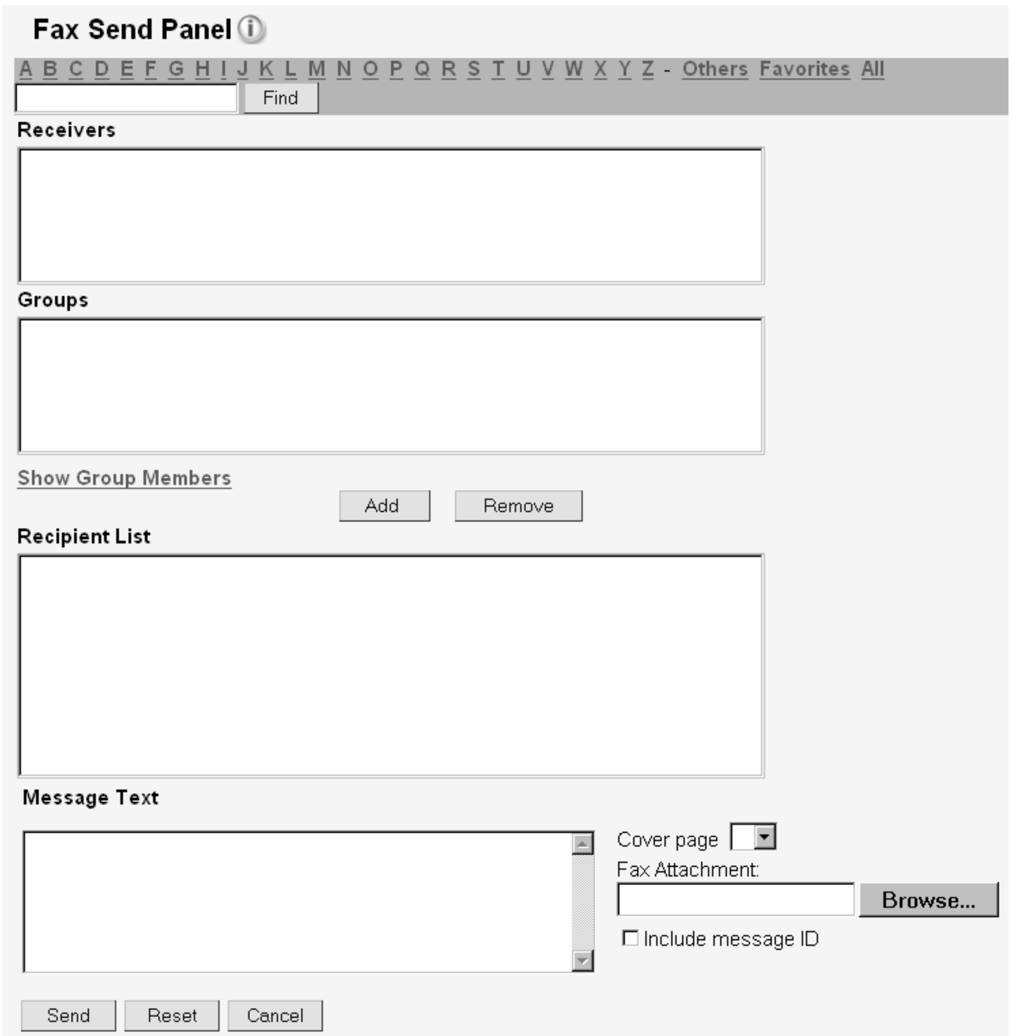
   Note: *Only **Receivers** of type 'Fax' are displayed in the **Receivers** list, and only **Groups** having **Receivers** of type 'Fax' as members are displayed in the **Groups** list. Acronyms prefix the **Recipient** names: '(Fax)' for **Receivers**, '(G)' for **Receiver Groups**, '(O)' for **On-Duty 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. Highlight a **Group** and click the **Show Group Members** link to see the members of that **Group** in a pop-up window (useful if you want to see who's on duty right now).

Step 2: Enter the message text and set the message parameters

1. Enter your message text.
2. Select a Fax **Cover page** from the drop-down menu (optional). There are four default cover pages pre-defined by the Fax Server: 'confdent.cov', 'fyi.cov', 'generic.cov', and 'urgent.cov', plus the user defined Fax cover pages.

3. 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.
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.



Note: *The list of cover pages is synchronized with that maintained by the HipLinkXS Fax Module.*

Voice Send

The **Voice Send** panel allows you to send a message to the addressees 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 HipLinkXS system by your administrator.

Note 1: *Each time you're 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 **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', highlight 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.

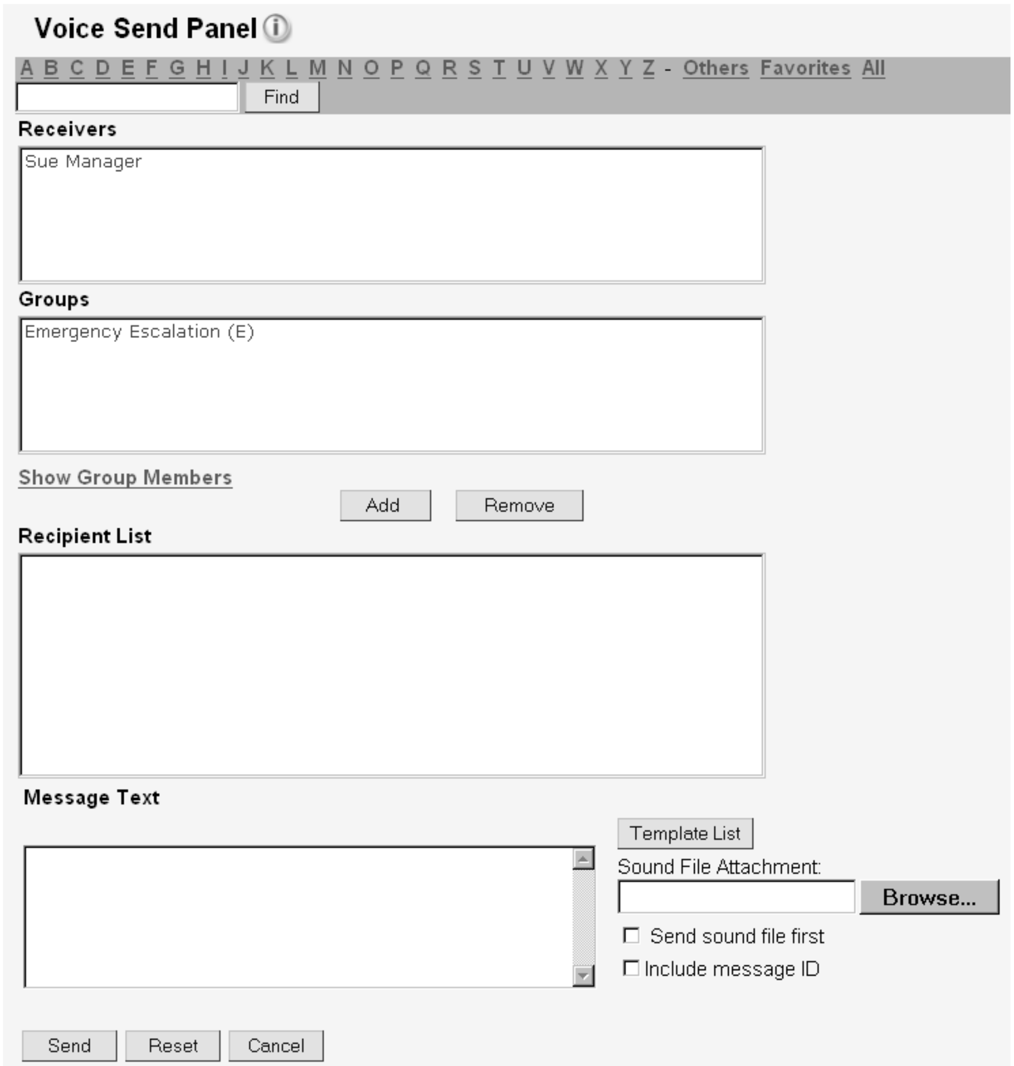
   Note: *Only* ***Receivers*** *of type 'Voice' or 'Voice' enabled are displayed in the* ***Receivers*** *list, and only* ***Groups*** *having* ***Receivers*** *of type 'Voice' or 'Voice' enabled as members are displayed in the* ***Groups*** *list. Acronyms prefix the* ***Recipient*** *names: none, '(Num)', '(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. Highlight a **Group** and click the **Show Group Members** link to see the members of that **Group** in a pop-up window (useful if you want to see who's on duty right now).

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. 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: *The list of templates is synchronized with that maintained by the HipLinkXS Voice Module.*

Tools

Confirmation

All messages can be confirmed 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 be able to send the message ID to the **Receivers**, you should first check the **Include message ID on send screens** check box on the 'Global Settings Panel'. If this setting is enabled, the **Include message ID** check box will be displayed on all the 'Send Panels'. Then you should check this check box before sending a message.

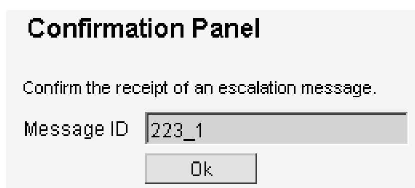
After confirmation, the message status in the 'Reports Menu' changes to 'confirmed'.

For the **Receiver** of an escalation message, it is important to confirm it on the HipLinkXS application because the message confirmation 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 an escalation message:

- Select 'Confirm' directly from their two-way device.
- Log in as the **User** who sent the message, go to the 'Confirmation Panel' in the 'Send Menu', and enter the Message ID.

*The **Message ID** is sent together with the escalation message.*



To **Confirm** an **Escalation** message:

1. From the **Send** menu, click **Confirmation** on the left navigation bar.
2. On the 'Confirmation Panel', enter the **Message ID** from the text of the message and click the **OK** button.

Resend Standard

The **Resend Standard** panel displays the last ten messages sent. Clicking on the Resend icon brings you to the **Standard Send** panel with your old message in the message text box. To send it again, you will need to recreate the **Recipient List**.

To **Resend** your last **Standard Send** message:

1. From the **Send** menu, click **Resend Standard** on the left navigation bar.
2. Select one of the last 10 messages, and click the **Resend** icon.

3. On the ‘Resend Standard Panel’, the message text that you have sent before was preserved, but not the **Recipient List**.

Step 1: Select a list of **Recipients**

1. On the ‘Standard Send Panel’, highlight one or more **Receivers** and/or **Groups** and click the **Add** button to create your **Recipient List**. To select multiple items on a list, click the left mouse button while holding down either the ‘Shift’ or ‘Ctrl’ key.
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.

Step 2: Enter message text and set message parameters

1. The message text was preserved. You can edit and modify if needed.
2. 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.

Logs Menu

Introduction

Logs track the operations in the HipLinkXS system. A log will display the date, time, **User**, and relevant activity.

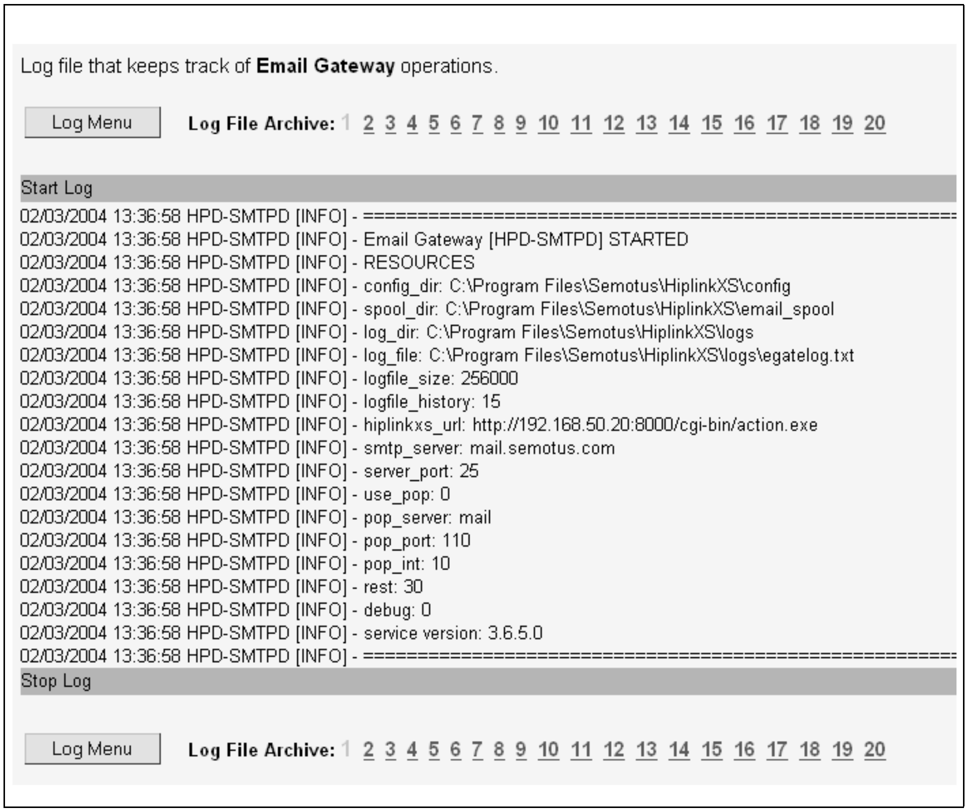
HipLinkXS activities are tracked in the following logs:

General
- Main Log
- Errors Log

Services
- Messengers Logs (each **Messenger** has a separate log file)
- System Attendant Log
- Scheduler Log
- E-mail Gateway Log
- File Interface Log
- Backup Service Log
- SNMP Log

GUI
- Messages Log
- Confirmation Log

Note: *From the 'Global Settings Panel', the HipLinkXS administrator can set the number and the size of the Log files that will be kept in the 'log' directory. When the maximum size (the default value is 200 Kb) is reached, the* ***Monitor*** *will start writing in a new log file. When the maximum number of log files is reached (the default value is 20), the* ***Monitor*** *will delete the oldest log file (i.e., log.txt.20), rename the remaining files (i.e., log.txt.1 to log.txt.19 will become log.txt.2 to log.txt.20), and start to write a new file (i.e., log.txt.1).*



*An example of a log file for the **E-mail Gateway**.*

The **Monitor** automatically deletes the oldest log file when the number of files reaches the maximum number of log files set in the ‘Global Settings’ panel. For example, if the **Main Log** uses the maximum number of log files (set at 20 in the **Global Settings** panel), the 21st log will be emptied after it has reached its maximum Kb size. The system will always store 20 files for each **Log**.

General Logs

Main Log

The **Main Log** is a file that tracks system operations such as adding, modifying, and deleting a **Receiver** record.

To view the **Main** log:

1. From the **Logs** menu, click **Main** on the left navigation bar in the “General” section.
2. View system operations.
3. Click **Logs Menu** to return to the main Log menu.

Errors Log

The **Errors Log** is a file that tracks system errors.

To view the **Errors** log:

1. From the **Log** menu, click **Errors** on the left navigation bar in the “General” section.
2. View system errors. Note that the newest errors are displayed at the bottom of the page.
3. Click **Logs Menu** to return to the main Log menu.

Services Logs

Messengers Logs

The **Messengers Logs** are files that track **Messenger** operations. Each **Messenger** has his own log file.

To view a **Messenger** log:

1. From the **Log** menu, click the **Messenger** name on the left navigation bar in the “Services” section.
2. View message entries. Note that the newest entries are displayed at the bottom of the page.
3. Click **Logs Menu** to return to the main Log menu.

Monitor Log

The **Monitor Log** is a file that tracks **Monitor** operations.

To view the **Monitor** log:

1. From the **Log** menu, click **Monitor** on the left navigation bar in the “Services” section.
2. View monitor activities. Note that the newest entries are displayed at the bottom of the page.
3. Click **Logs Menu** to return to the main Log menu.

Scheduler Log

The **Scheduler Log** is a file that tracks **Scheduler** operations.

To view the **Scheduler** log:

1. From the **Log** menu, click **Schedule**” on the left navigation bar in the “Services” section.
2. View scheduled message activities. Note that the newest entries are displayed at the bottom of the page.
3. Click **Logs Menu** to return to the main Log menu.

E-mail Gateway Log

If the ‘modify E-mail Gateway’ permission is enabled for a **User Group**, then an **E-mail Gateway** button that gives access to the E-mail Gateway log file is displayed on left navigation bar from the ‘Logs Menu’.

The **E-mail Gateway Log** is a file that tracks **E-mail Gateway** operations.

To view the **E-mail Gateway** log file:

1. From the ‘Logs Menu’, click **E-mail Gateway** on the left navigation bar in the “Services” section.
2. View message entries. Note that the newest entries are displayed at the bottom of the page.
3. Click **Logs Menu** to return to the main ‘Log Files Menu’ page.

File Interface Log

The **File Interface Log** is a file that tracks **File Interface** operations.

To view the **File Interface** log:

1. From the **Log** menu, click **File Interface** on the left navigation bar in the “Services” section.
2. View scheduled message activities. Note that the newest entries are displayed at the bottom of the page.
3. Click **Logs Menu** to return to the main Log menu.

Backup Service Log

The **Backup Service Log** is a file that tracks **Backup Service** operations.

To view the **Backup Service** log:

1. From the **Log** menu, click **Backup Service** on the left navigation bar in the “Services” section.
2. View scheduled message activities. Note that the newest entries are displayed at the bottom of the page.
3. Click **Logs Menu** to return to the main Log menu.

SNMP Log

The **SNMP Log** is a file that tracks **SNMP** operations.

To view the **SNMP Service** log:

1. From the **Log** menu, click **SNMP** on the left navigation bar in the “Services” section.
2. View scheduled message activities. Note that the newest entries are displayed at the bottom of the page.
3. Click **Logs Menu** to return to the main Log menu.

GUI Logs

Messages Log

The **Messages** log is a file that tracks message creation.

To view the **Messages** log:

1. From the **Log** menu, click **Messages** on the left navigation bar in the “GUI” section.
2. View message creation or sending activities. Note that the newest entries are displayed at the bottom of the page.
3. Click **Logs Menu** to return to the main Log menu.

Confirmation Log

The **Confirmation** log keeps that tracks confirmed escalation messages.

For example, if an escalation message is sent out to ten **Receivers**, the log will display information about the **Receiver** who confirmed the message in HipLinkXS. When the message is confirmed, the escalation is discontinued. Any remaining **Receivers** in the **Escalation Group** will not receive the message, as it is no longer necessary.

To view the **Confirmations** log:

1. From the **Log** menu, click **Confirmations** on the left navigation bar in the “GUI” section.
2. View escalation message confirmations.
3. Click Logs Menu to return to the main Log menu.

Queues Menu

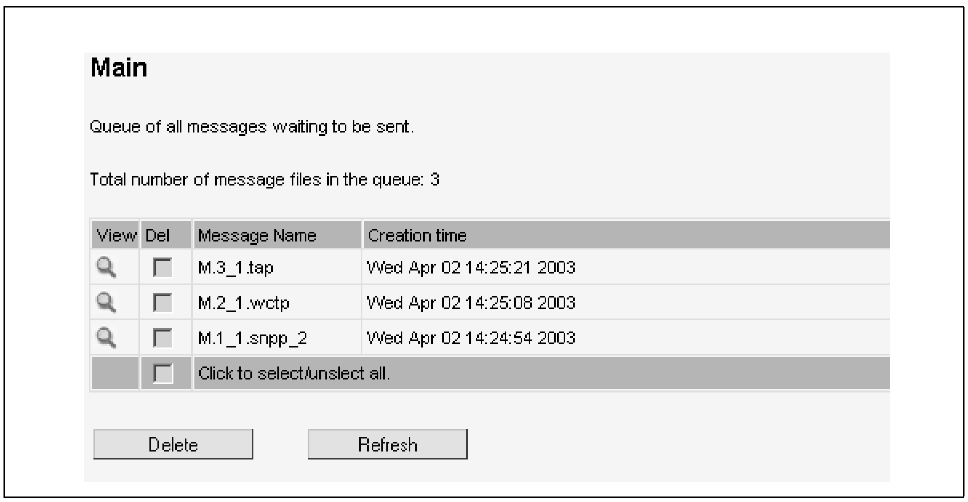
Introduction

The HipLinkXS 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 and all the other paging queues added by the **User**.*

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 **Main** queue displays the messages that are waiting to be sent.*



Main Queue

The **Main Queue** collects the messages waiting to be sent.

To view messages from the **Main Queue**:

1. From the **Queue** menu, click **Main** on the left navigation bar.
2. Find the **Message Name** and/or **Creation Time** and click the **View** icon.

To delete messages from the **Main Queue**:

1. Find the **Message Name** and/or **Creation Time** and click the **Delete** icon.
2. Click the **OK** button to confirm deletion or click **Cancel** to revoke this action.
3. Click **Refresh** to view your changes.

Escalation Queue

The **Escalation Queue** collects the escalation messages and sends them to the **Main Queue**:

To view messages from the **Escalation Queue**:

1. From the **Queue** menu, click **Escalation** on the left navigation bar.
2. Find the **Message Name** and/or **Creation Time** and click the **View** icon.

To delete messages from the **Escalation Queue**:

1. Find the **Message Name** and/or **Creation Time** and click the **Delete** icon.
2. Click the **OK** button to confirm deletion or click **Cancel** to revoke this action.
3. Click **Refresh** to view your changes.

Scheduled Queue

The **Schedule Queue** collects scheduled messages and sends them to the **Main Queue**:

To view messages from the **Schedule Queue**:

1. From the **Queue** menu, click **Schedule** on the left navigation bar.
2. Find the **Message Name** and/or **Creation Time** and click the **View** icon.

To delete messages from the **Scheduled Queue**:

1. Find the **Message Name** and/or **Creation Time** and click the **Delete** icon.
2. Click the **OK** button to confirm deletion or click **Cancel** to revoke this action.
3. Click **Refresh** to view your changes.

Failed Queue

The **Failed** queue collects messages that could not be sent.

To view messages from the **Failed** queue:

1. From the **Queue** menu, click **Failed** on the left navigation bar.
2. Find the **Message Name** and/or **Creation Time** and click the **View** icon.
3. Check the **Select** box and click the **Resend** button if you want to resend a failed message.

To delete messages from the **Failed** queue:

1. Find the **Message Name** and/or **Creation Time** and click the **Delete** icon.
2. Click the **OK** button to confirm deletion or click **Cancel** to revoke this action.

Completed Queue

The **Completed** queue collects all successfully sent messages.

To view messages from the **Completed** queue:

1. From the **Queue** menu, click **Completed** on the left navigation bar.
2. Find the **Message Name** and/or **Creation Time** and click the **View** icon.

To delete messages from the **Completed** queue:

3. From the **Queue** menu, click **Completed** on the left navigation bar.
4. Find the **Message Name** and/or **Creation Time** and click the **View** icon.
5. Click the **OK** button to confirm deletion or click **Cancel** to revoke this action.
6. Click **Refresh** to view your changes.

Fax Queue

The **Fax Queue** collects the messages waiting to be sent via the HipLinkXS Fax Module.

Note: *The **Fax Queue** menu entry is displayed only if the **Fax** sending feature is enabled by the License Key.*

To view messages from the **Fax Queue**:

1. From the **Queue** menu, click **Fax** on the left navigation bar.
2. Find the **Message Name** and/or **Creation Time** and click the **View** icon.

To delete messages from the **Fax Queue**:

1. Find the **Message Name** and/or **Creation Time** and click the **Delete** icon.
2. Click the **OK** button to confirm deletion or click **Cancel** to revoke this action.
3. Click **Refresh** to view your changes.

Voice Queue

The **Voice Queue** collects the messages waiting to be sent via the HipLinkXS Voice Module.

Note: *The* ***Voice Queue*** *menu entry is displayed only if the* ***Fax*** *sending feature is enabled by the License Key.*

To view messages from the **Voice Queue**:

1. From the **Queue** menu, click **Voice** on the left navigation bar.
2. Find the **Message Name** and/or **Creation Time** and click the **View** icon.

To delete messages from the **Voice Queue**:

1. Find the **Message Name** and/or **Creation Time** and click the **Delete** icon.
2. Click the **OK** button to confirm deletion or click **Cancel** to revoke this action.
3. Click **Refresh** to view your changes.

Reports Menu

Using 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).

You can sort **Reports** by ascending or descending order by clicking the button at the top of each column. By default, the report records are sorted by the time of their creation.

You can filter the **Reports** by entering specific text for each category in that report.

Each **User** that has **Send** permissions can see a **Report** for the sent messages. **Users** assigned to the 'sysAdmin' **User Group** have the ability to view their own **Report** and also the **Reports** of all the other **Users**.

The status of a message can be reported in one of the following ways:

- **ATTEMPT** - HipLinkXS has attempted to send the message at least once, and the message has been re-queued for delivery.
- **BACKED-UP** - Message assigned to the back-up Carrier.
- **COMPLETED** - Message successfully delivered to **Carrier** (for one-way **Receivers** only).
- **CONFIRMED** - Message confirmed (for two-way **Receivers** only).
- **DELIVERED** - Message successfully delivered to two-way **Receiver**.
- **FAILED** - Message failed to be delivered to **Carrier**, or **Carrier** failed to deliver message to **Receiver**.
- **FILTERED** - HipLinkXS has not sent the message because it was filtered. (See details about message filtering feature in the companion 'HipLinkXS Installation and Administration Guide').
- **NEW** - Message read by the HipLinkXS **Messenger** and found in the appropriate queue.
- **PENDING** - Message received by two-way **Carrier**, but HipLinkXS has not yet received confirmation that it has been delivered to the **Receiver**.
- **REPLIED** - Message successfully delivered to two-way **Receiver**, and HipLinkXS has received a reply. The reply message is also displayed.
- **UNKNOWN** - Message delivered but status unknown (e.g., in the case of the HTTP protocol, the **Carrier** does not return a 'success' or 'failure' status). Messages with status 'UNKNOWN" are however archived in the Completed Queue.
- **WAITING** - The message is in process of being read. This status is used only for messages sent with the LWTS protocol.

The **Reports Menu** displays only the latest status of the message. If you want to see the history of a message you have to click on the Job ID link. The browser will open a new page displaying the history of that message from its creation to the present moment.

To select **Reports**:

1. On the ‘Reports Menu’ page, select the radio button for the **Report** you want to display: **All Users** or **Own Report** (default).

To sort **Reports:**

1. On the ‘Reports Menu’ page, click on the button at the top of each column to sort by ascending order.
2. Click on the button again to sort by descending order.

To filter **Reports:**

1. In the **Report** category you want to search, enter key words in the first box of the **Time Stamp**, **Job ID**, **Receiver Name**, **Receiver Group**, **Sender Name** (for ‘All Users’ only), **Receiver PIN**, **Message**, or **Failed Reason** columns, or select an entry from the **Carrier** or **Status** drop-down menus. These menus contain a list of already setup **Carriers** and a list of predefined **Status** codes.
2. Click on the **Filter** button.
3. HipLinkXS 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.”.

Reports can be exported to a tab-delimited text file, which can then be imported into almost every spreadsheet applications for further analysis. The **User** name is also exported in addition to the fields already displayed on the ‘Reports Menu’ page.

To export **Reports**:

1. On the ‘Reports Menu’ page, click on the **Export** button. A new page will appear with data in tab-delimited format.
2. Using your browser, save this page as a **Text** document.
3. Import this document to an external application. Be sure to specify the tab-delimited format when importing.

To display the history of a message:

1. Click the Job ID link for a particular message. The history of that message will be displayed on a new page.
2. Click the **Close** button when you’re done.

Statistics Menu

Using Statistics

HipLinkXS 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 computed for data from all HipLinkXS **Users**.

This feature is available for the default ‘sysAdmin’ **User** for which there is a **Stats** button between **Reports** and **Log Off** buttons in the horizontal menu bar.

The HipLinkXS 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 **Stats** 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

HipLinkXS allows permissioned **Users** to execute actions from a remote location in two different ways:

1. by using the HipLinkXS Voice Module, and
2. by sending an e-mail to the **E-mail Gateway**.

Permissioned Users

A permissioned **User**, is a **User** that beside the password required to log in the HipLinkXS 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 e-mail sent to the **E-mail Gateway**.

See the 'Settings Menu' chapter for details about creating a **User** and setting the **Access Code**.

Predefined Actions

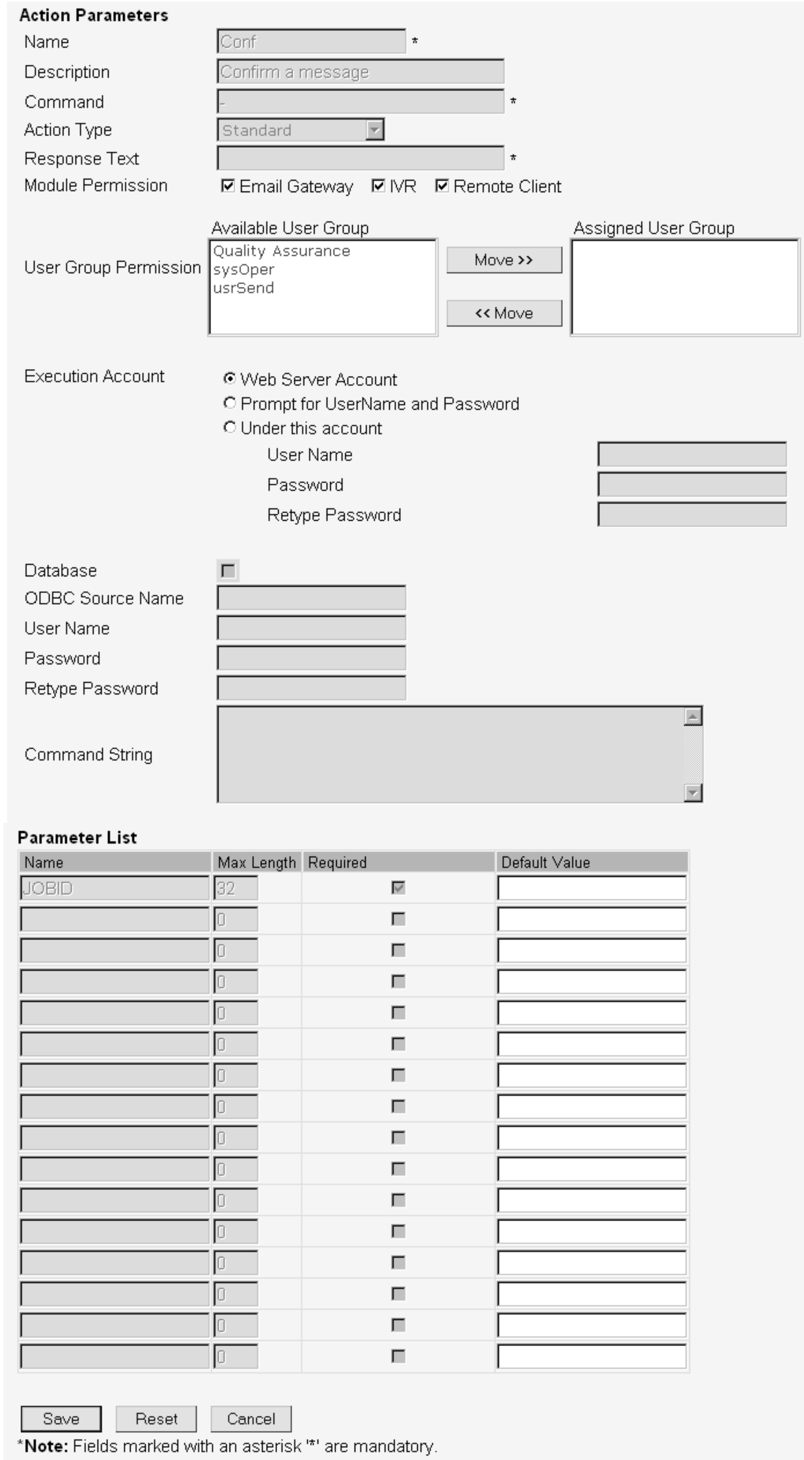
In the case of an IVR session, the **User** will be asked to select the action from an option list. For details about installing and using the HipLinkXS Voice Module refer to the 'HipLinkXS Installation and Administration Guide'.

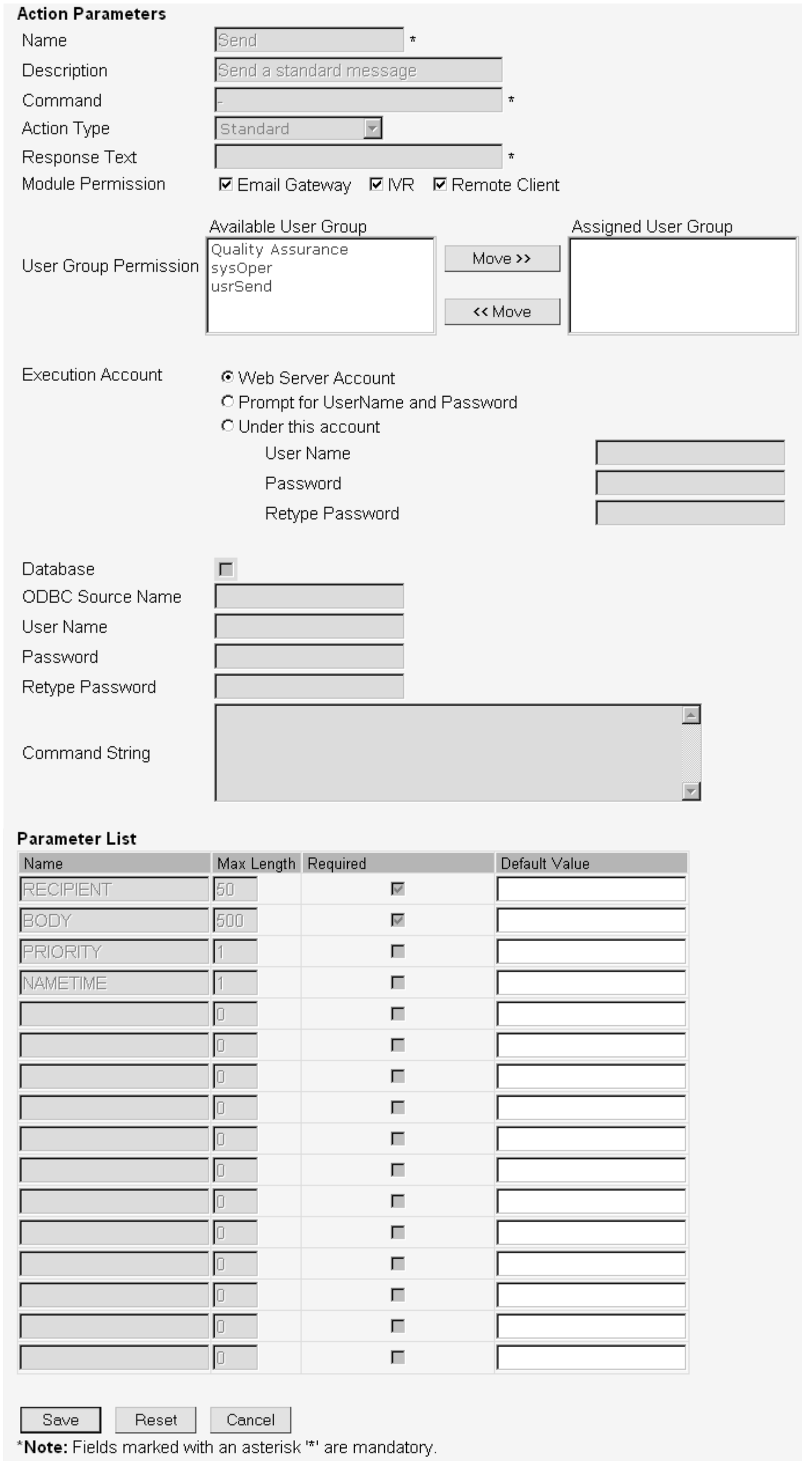
In the case of sending an e-mail to the E-mail Gateway, the **User** will have to send the action and its parameters in the body of the e-mail message.

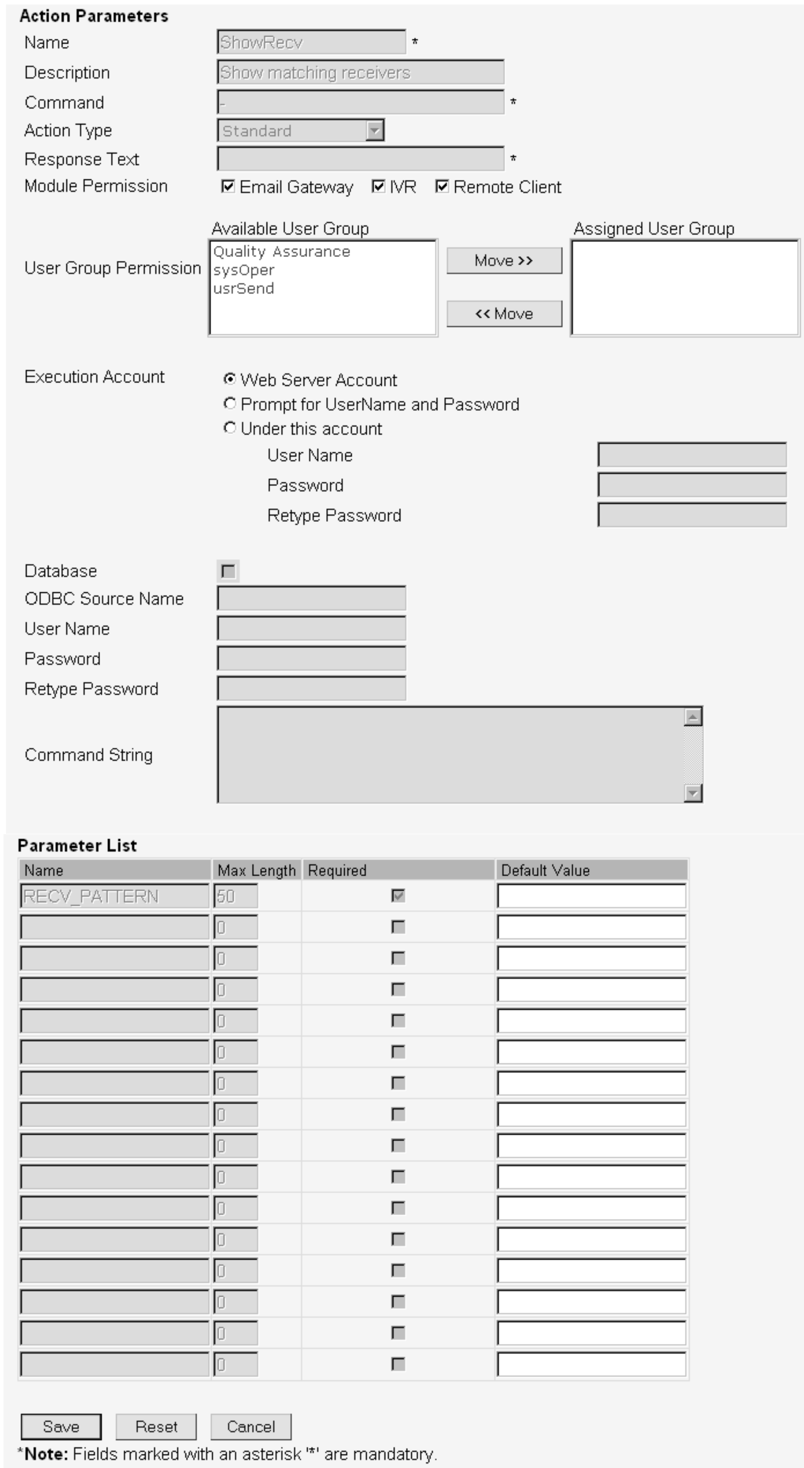
The actions that can be executed are either the predefined action or any other action defined by the HipLinkXS administrator.

There are three predefined actions that cannot be deleted or modified:

1. **Conf** - to confirm a message.
2. **Send** - to send a standard message.
3. **ShowRecv** - to show the matching receivers (used internally by the HipLinkXS Voice Module).


Action Parameters
Name
Conf
Description
Confirm a message
Command
Action Type
Standard
Response Text
Module Permission
Email Gateway
IVR
Remote Client
Available User Group
Assigned User Group
User Group Permission
Quality Assurance
sysOper
usrSend
Move >>
<< Move
Execution Account
Web Server Account
Prompt for UserName and Password
Under this account
User Name
Password
Retype Password
Database
ODBC Source Name
User Name
Password
Retype Password
Command String
Parameter List
Name
Max Length
Required
Default Value
JOBID
32
Save
Reset
Cancel
Note: Fields marked with an asterisk '' are mandatory.


Action Parameters
Name
Send
Description
Send a standard message
Command
Action Type
Standard
Response Text
Module Permission
Email Gateway
IVR
Remote Client
User Group Permission
Available User Group
Quality Assurance
sysOper
usrSend
Move >>
<< Move
Assigned User Group
Execution Account
Web Server Account
Prompt for UserName and Password
Under this account
User Name
Password
Retype Password
Database
ODBC Source Name
User Name
Password
Retype Password
Command String
Parameter List
Name
Max Length
Required
Default Value
RECIPIENT
50
BODY
500
PRIORITY
1
NAMETIME
1
Save
Reset
Cancel
Note: Fields marked with an asterisk '' are mandatory.



Action Parameters

Name: ShowRecv *

Description: Show matching receivers

Command: - *

Action Type: Standard

Response Text: *

Module Permission: ☑ Email Gateway ☑ IVR ☑ Remote Client

User Group Permission

Available User Group: Quality Assurance, sysOper, usrSend

Move >>

<< Move

Assigned User Group

Execution Account

- ◉ Web Server Account
- ○ Prompt for UserName and Password
- ○ Under this account
  - User Name
  - Password
  - Retype Password

Database ☐

ODBC Source Name

User Name

Password

Retype Password

Command String

Parameter List

Name	Max Length	Required	Default Value
RECV_PATTERN	50	☑	
	0	☐	
	0	☐	
	0	☐	
	0	☐	
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Save Reset Cancel

__Note:__ Fields marked with an asterisk '' are mandatory.

Executing Actions Using the E-mail Gateway

The **E-mail Gateway** can be configured with two e-mail addresses:

1. a one-way e-mail address required for sending messages to HipLinkXS **Receivers** and **Groups**,
2. a two-way e-mail address required to execute HipLinkXS 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 e-mail sent to his e-mail address.

See the ‘Two Way Email Address Configuration’ settings on the ‘E-mail Gateway Panel’ from the ‘Settings Menu’ chapter for details.

The execution of actions can be controlled at the **E-mail Gateway** level by defining two files called ‘allowed’ and ‘denied’ containing access list of allowed and denied e-mail addresses or domains. These files are located in the ‘config’ directory, they are both in text format, and contain one address per row.

For situations are possible:

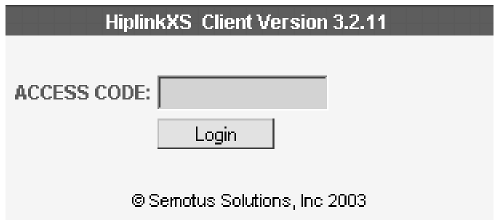
1. If both ‘allowed’ and ‘denied’ lists are empty, all senders are allowed to execute actions.
2. If the ‘allowed’ list is not empty and ‘denied’ is empty, then all senders that are on the ‘allowed’ list will be allowed to execute actions.
3. If the ‘allowed’ list is empty and ‘denied’ is not, then all 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 e-mail 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.

Generic Client

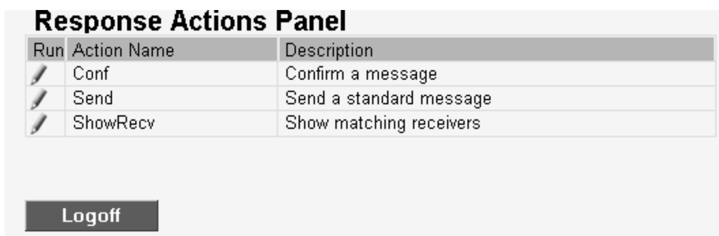
HipLinkXS **Generic Client** (called ActionGUI) allows **Users** to execute actions using a simple HTML interface by accessing the 'actiongui.exe' application. For example:

```
http://machinename:portnumber/cgi-bin/actiongui.exe
```

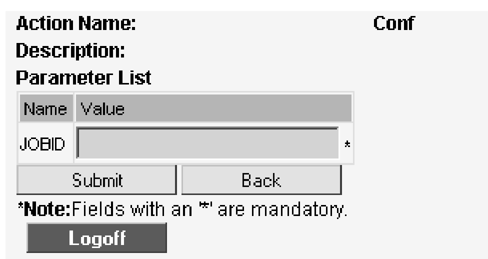
1. Log in using the User **Access Code**.

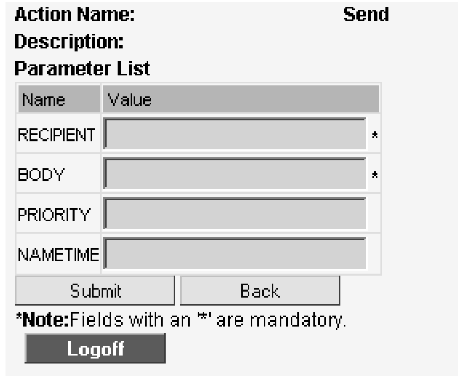


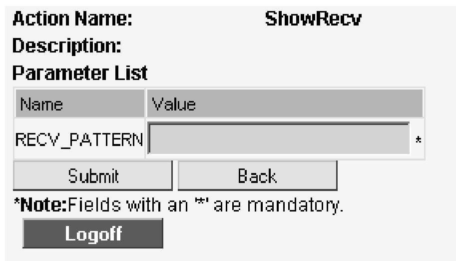
2. Upon successful log in, access the list of available **Response Actions**.



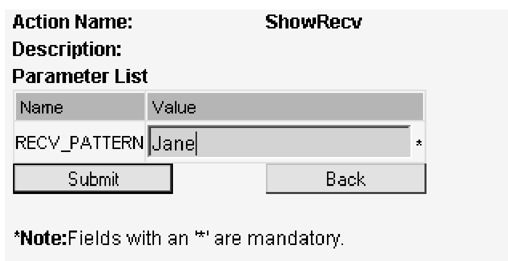
3. Select a **Response Action** and click on the **Run** icon

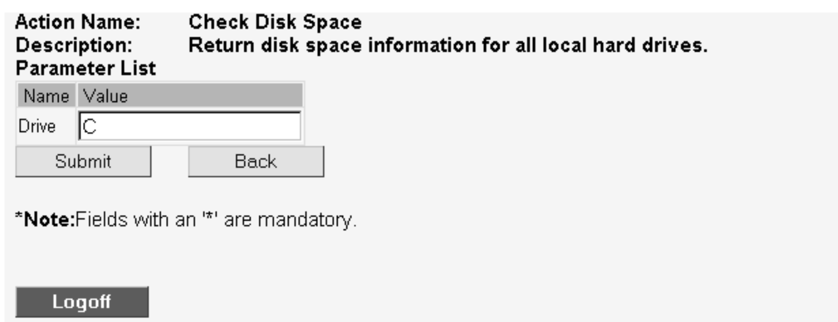




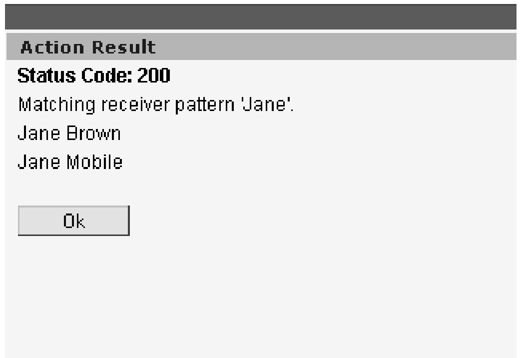


4. Fill the form with the action parameters and click the **Submit** button.





5. Get the result.



6. Click the **Ok** button.

7. Log off.