# Client/Server Messaging System v3.28

# Client User's Guide


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# User Guide

## 1 Introduction

This Messaging System lets people communicate using text-based messages, quickly, easily, and effectively by sending messages from their computer to the recipients Pager/Beeper or Cell/Mobile phone. This document helps users and administrators of the Client software to configure, and use it as effectively as possible. The Server configuration issues are dealt with in the System Managers Guide whilst installation issues for both systems are deal with in the Installation Guide.

This User Guide may include information about features that are not yet available. Items that are not implemented in the current release are shaded, as is this paragraph.

Your comments on this guide are solicited. The more feedback obtained, the better the product can become. Please see the feedback document included with this release for details of the many ways to contact us with your comments and suggestions.

## 2 Glossary

| | |
|---|---|
| Message | A text message sent to a Cellular/Mobile phone, Beeper or Pager. |
| Group | A list of recipients that are associated together under a single group name. This facilitates sending messages to multiple recipients quickly and simply. |
| Rota | A list of recipients and associated 'on' and 'off' times and dates. This allows a message to be sent to a Rota and for the software to identify the appropriate recipient(s) for that time and day. |
| Subscriber Number | A Subscriber Number is the number used to uniquely identify a particular pager. The Subscriber Number frequently, but not always, consists of 6 digits. Subscriber Numbers only contain numerical digits. |
| Callsign | Some pagers can be addressed with a Callsign, such as "FRED99", which is easier to remember than a Subscriber Number. Callsigns always start with a letter and end with a digit and can be up to ten characters long. |
| Pager ID | A pager ID is used to refer to either a Subscriber Number or a Callsign. |
| ODBC | Microsoft's uniform database connectivity technology. (Open DataBase Connectivity). |


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# 3 What is the Messaging System?

The Messaging System lets people send textual messages from their computer to cellular/mobile phones and beepers/pagers quickly, simply and efficiently.

Unlike single system solutions, our system only needs one modem or Internet connection for your whole company. Messages are composed on each user's PC and sent over the corporate network to a central Server. The server processes the message where necessary and then sends them directly to the Service Provider who transmits it to the recipient's, wherever they may be. Company resources can be put to maximum use, text messaging standardised, address books shared, and system management centralised.

It short, it is;

- Fast
- Efficient
- Simple to use
- Cost Effective
- Well supported to ensure that it works the way you want it to

It is also feature rich, offering

- Messages that can be automatically repeated until the recipient acknowledges receipt – to make sure that messages get through.
- Groups of users that can be defined and then contacted with a single address – e.g. SALES.
- Rotas that can be defined to reach different people at different times of the day or week – e.g. SECURITY.
- Interconnectivity with other programs. Applications can drop messages into a shared network directory for automatic transmission.
- Corporate, Departmental and Private Address Books.
- Detailed logs of all transactions.
- A highly degree of configuration in terms of how it handles messages.
- Licensing for 5, 50 or 500 users on your network.
- Client-Server connectivity over TCP/IP and IPX/SPX networks.
- Operating system flexibility; whilst the Server runs only under Windows NT 4.0, Client programs can run under Windows 95, 98 or NT 4.0.
- Backup routes that can be defined to cover the unlikely failure of a telephone line or Internet connection.
- Support. We offer a high degree of expertise to ensure that it works the way you want it to.
- Redundancy and scaleability. Multiple servers can be supported.

# 4 What does the system consist of?

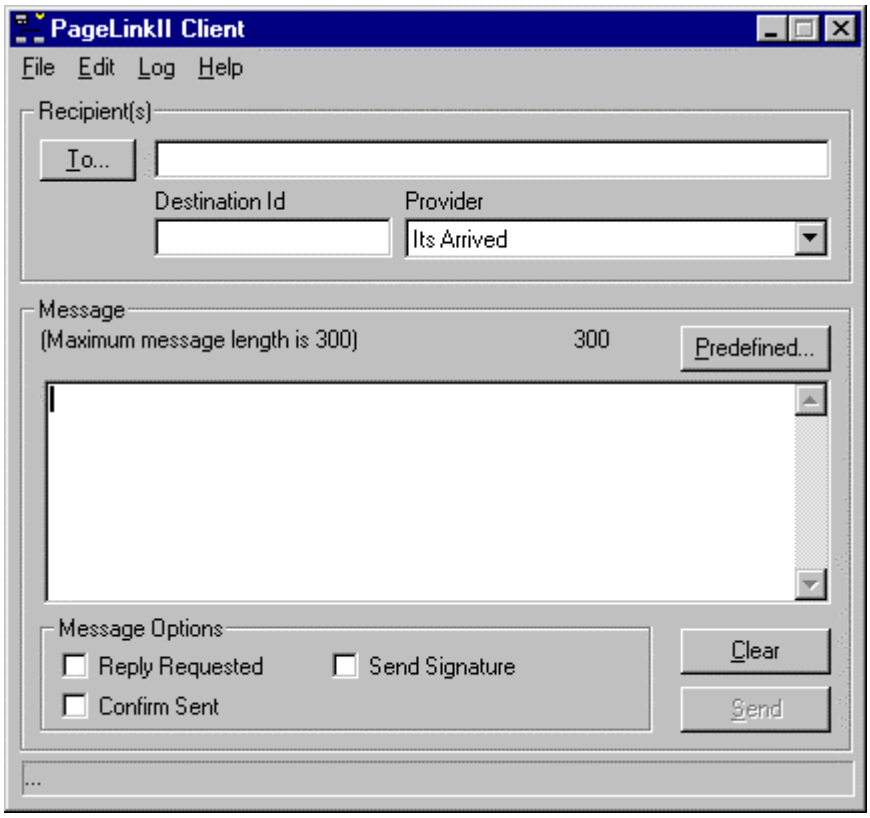
- A Client program that runs on a user's PC to permit you to send messages. The Client sends messages to one or more Servers for onward transmission.
- A Server program running on a dedicated PC that delivers services to a group of users on a network.
- An InfoLink Receiver and cable to enable the Server to receive Messages. The Server program supports "Reply Requested" messaging whereby a recipient of a Message must acknowledge receipt of the Message by sending another Message to a dedicated receiver attached to the Server. If the Message is not acknowledged then the Message is re-sent.
- A Licence to permit multiple users. When initially supplied for evaluation, only one user is supported. Licences can be upgraded in minutes.

# 5 Client Installation

Details of how to install and Client software are given in the Installation Guide.

# 6 Using the Client

The main screen should look similar to this on start up;




## 6.1 Introduction to Client

The Client is a Microsoft Windows 32-bit application that will operate under the Windows 95, Windows 98 and Windows NT 4.0 operating systems.

It is the users interface to the Messaging Server and offers the following facilities:

- Message creation
- Reply Request
- Sent confirmation
- Attachment of a user-defined signature to a Message
- Address book facilities for Global, Corporate, Private, Group and Rota contacts

Each of these items will be covered in more detail through out the rest of this document.

## 6.2 Running the Client application

After installation, run the client by navigating to the Program shortcut “Messaging Client”. This is normally located in the “Messaging Service” program group accessible from the “Programs” menu. If a Service Provider supplied your distribution, the program group might be different, such as “PageLinkII”.

## 6.3 Using the Client

This part of the document discusses how to make use of the various features of the PageLinkII client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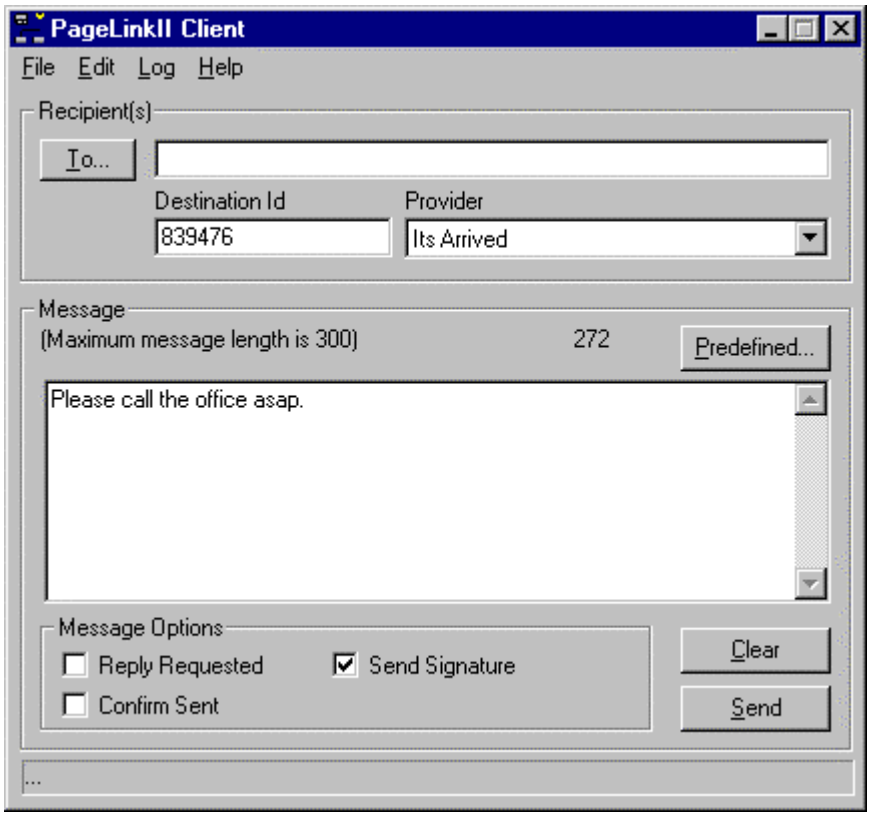
## 6.3.1 Sending a Message

You send messages from the client by selecting entries from the Address Book or by entering the Subscriber Number/Callsign and selecting the required Service Provider.

Various options are available and are covered later in this section.

### 6.3.1.1 Sending a Subscriber Number Only Message

You can identify the recipient for your message using just their Subscriber Number, Callsign or Pager Id if you wish. This is most useful for one-off messages. If you intend to send multiple messages to this person, it will be much quicker if you add them to your personal address book.




1. Select the Destination Id field and enter the recipient's number.
2. Ensure that the correct Provider has been selected and then enter the text of your message.
3. When you are ready to send the message, press the Send button.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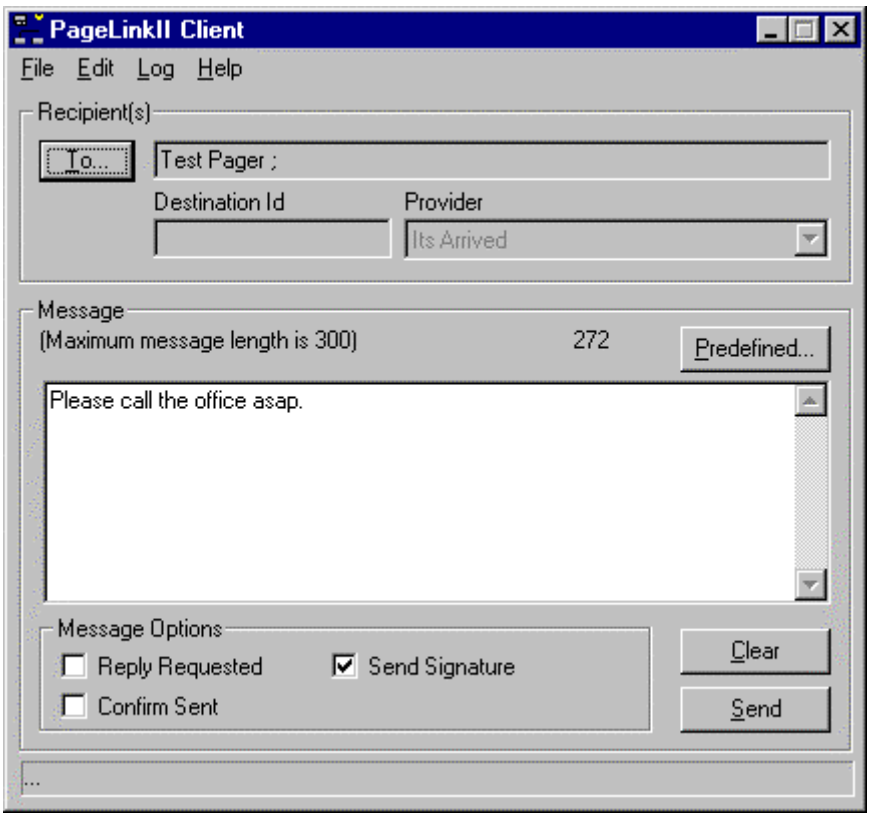
#### 6.3.1.2 Sending a Message to Contacts in the Address Books

You can also select the recipient(s) of your message using the Contacts defined in the Address Book(s).




1. Click the "To…" button. This will load the Address Book screen where you can select the recipient(s) for the Message.
2. Enter the text of the Message
3. When you are ready to send Message, press the Send button.

### 6.3.2 Options

When you send a Message, you can choose various options. These are:

- Reply Requested – request an acknowledgement receipt
- Confirm Sent – notify the sender when the message has been sent
- Send Signature – attach your signature to the message before sending it

Each of these options affects the way in which the Messaging Server processes the message.

#### 6.3.2.1 Reply Requested

If you check the "Reply Requested" box prior to sending the message, you are indicating that you wish the recipient to acknowledge receipt of your Message. The Messaging Sever will inform you when an acknowledgement is received (via the Message Status Window which will be brought to the top). If no receipt is received within the time limits set up by the System Administrator, you will be informed of this also.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#### 6.3.2.2 Confirm Sent

If you check the “Confirm Sent” check box prior to sending the message, then the Server will notify you when it has sent the message (via the Message Status Window which will be brought to the top). If the message is not sent, you will be notified of this also. The report will appear in a pop-up window.

#### 6.3.2.3 Send Signature

If you check the “Send Signature” option the Server will append your personal signature to the end of the message you are sending before it passes it on the Service Provider to deliver. You should be careful to consider the maximum size of the message and the size of your signature when using this option. The size of your message plus the size of your signature should not exceed the maximum permissible size of the message. If it does part of the message may be lost.


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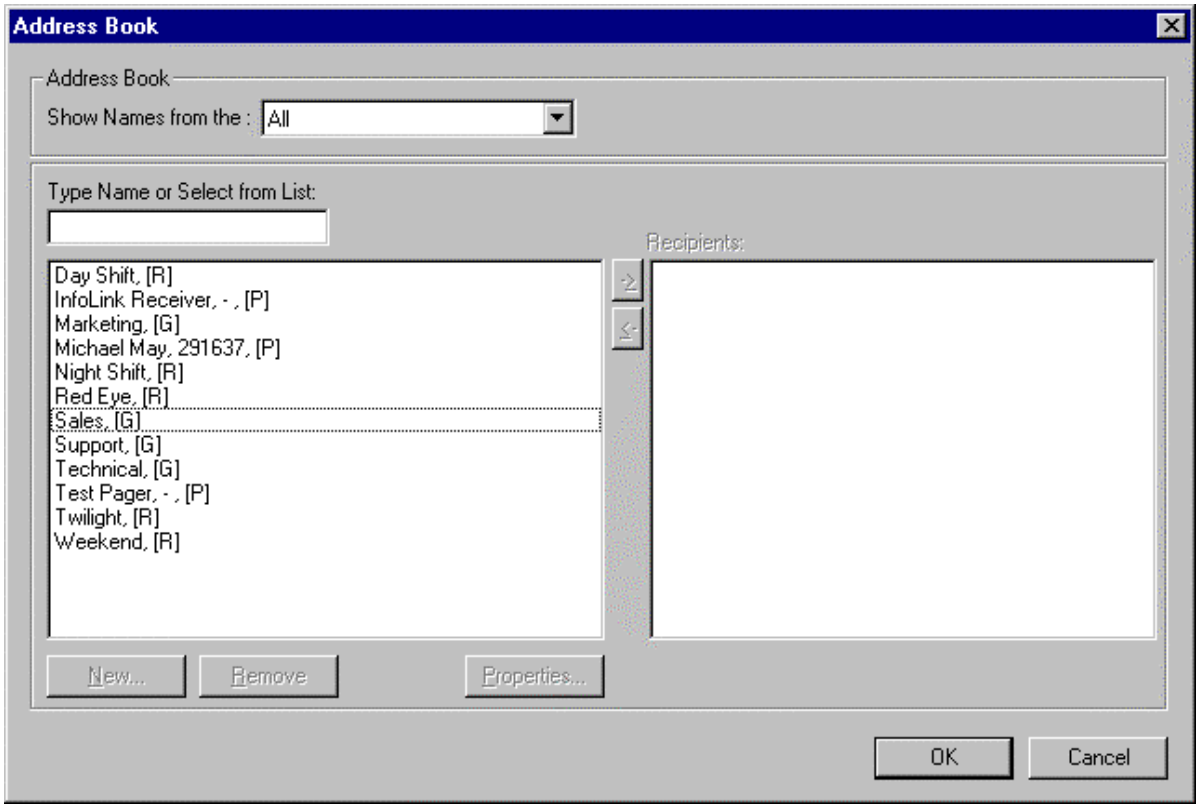
### 6.3.3 The Address Book

The Address Book is used to store details about contacts that you want to send messages to regularly. These are usually managed by you and stored in your Private Address Book, but it can also be used to hold details about departmental and corporate contacts. It is also possible to view lists of Group or Rota contacts here (these will be discussed in greater detail later). The Address Book screen is also used when you wish to send a message to several contacts at once.

The Address book screen can be accessed from the Client "Edit " menu. By default, the contacts from all of the address books will be displayed. You can limit the contacts displayed by selecting a specific Address Book, such as your Department or Private Address Book.

The Address Book dialog looks like this:




The types of Address Book available are

| Address Book | Description |
|---|---|
| Private | The local users own address book |
| Department | The department address book for the local user |
| Corporate | The company/global address book |
| Rota | The Rota address book |
| Group | The Group address book |

It is also possible to search for a particular contact by entering the first few letters of their name, this will search the list of contacts and select the first contact that matches those letters.

#### 6.3.3.1 Selecting a Soft Group of Contacts

When the “Address Book” is being used to build a “Soft Group” of contacts, to which a page will be sent, it is possible to move contacts from the contact list into the recipients list.

Moving the contacts can be done in two ways, you can “double click “ on an entry and it will move from one list to the other. You can also pick one or more contacts and press the “->” button. This will then move all the selected contacts into the recipient’s list.

If you wish to move a contact from the recipients list back into the contact list you can by double clicking or you may also move them by selecting all the recipients and pressing the “<-“ button.

### 6.3.3.2 Editing the Address Book

The address book allows you as a user to Add, Update and Delete contacts. The System defines what address books you are allowed to edit based on who you are.

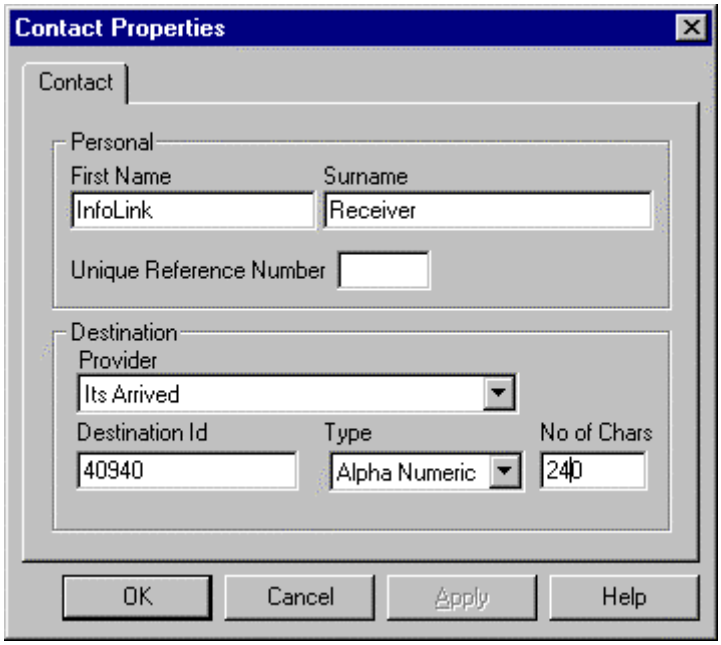
| Who are you? | Global | Department | User | Group | Rota |
|---|---|---|---|---|---|
| System Administrator | Yes | | Yes | Yes | Yes |
| Department Head | | Yes | Yes | Yes | Yes |
| User | | | Yes | | |

Contacts can be added to the address book (assuming you have the privilege) when

- Viewing the Address Book
- Selecting Contacts from the Address Book to send a message to

***NOTE:*** *If you have rights to modify an address book the buttons “New”, “Remove” and “Properties” will be enabled/*

#### 6.3.3.2.1 Adding a Contact




In order to add a Contact you will need to first select the type of Address Book the contact will be added to. Assuming you have the right to add users to that Book, you can then press the “New…” button. This will display a blank “Contact Properties” screen.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Enter the details for the Contact and then press OK. The new contact will then be added to the selected address book. Press Cancel if you do not wish to add the Contact.

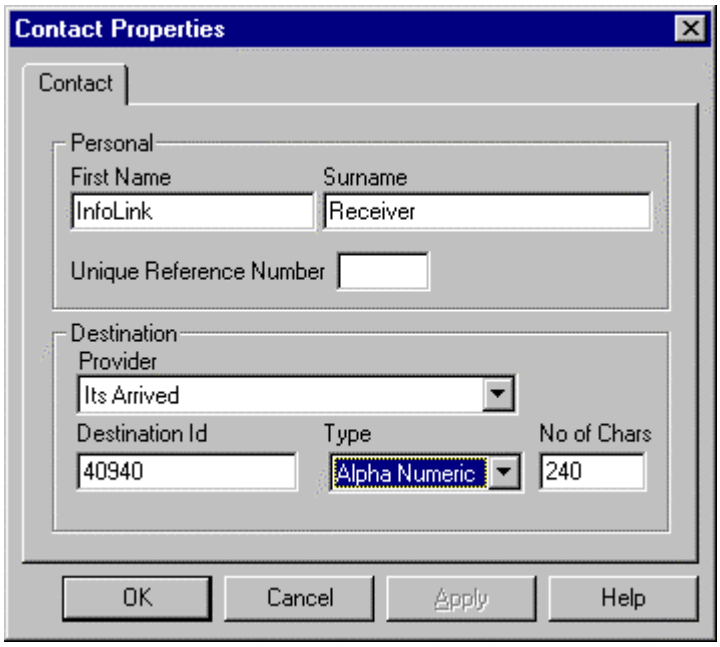
#### 6.3.3.3 Deleting a Contact

To remove a Contact from an Address Book, first select the type of Address Book and, assuming you have the right privileges, press the “Remove” button. You will then be asked to confirm your choice.

#### 6.3.3.4 Updating a Contact

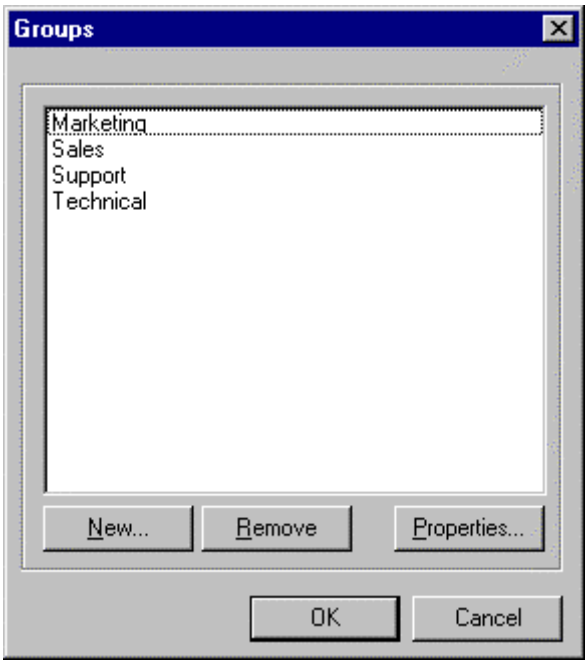
To update a Contact in an Address Book, select the type of Address Book the Contact belongs to and, assuming you have the privilege, press the “Properties” button.

The “Contact Properties” screen will then load, populated with the details of that Contact. Make the changes you desire, and press the “OK” button to save the new details. Pressing Cancel will leave the Contact unchanged.



### 6.3.4 Groups

A Group is a list of contacts that are associated together to form a Group. These Groups can be used to represent contacts that share a common reference. For example, contacts within a Marketing department could be grouped together to form a “Marketing” Group.




Ordinary users do not have the ability to define groups, only the System Administrator and/or Department Head can do this.

To see/edit the list of Groups, select from “Groups” from the “Edit” menu.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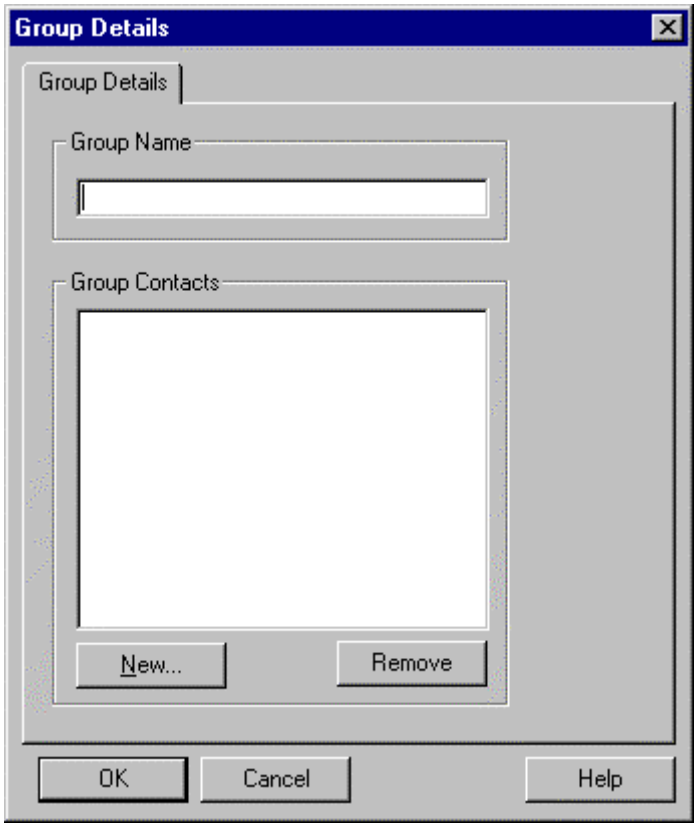
#### 6.3.4.1 Adding a Group

To add new groups press the “New… “ button. The “Group Details” screen will then load.




Enter the name of the new Group. If at this stage you wish to add contacts to the Groups list of contacts press the “New…” button, this will then load the “Address Book” screen. This will then allow you to select contacts to be added to the Group.

After you have selected the contacts for a Group, but have added a contact incorrectly select the contact and press “Remove”. You will then be asked to confirm you choice to remove a contact.

#### 6.3.4.2 Removing a Group

To remove a Group and its contact from the PageLinkII system, select the name of the Group and then press “Remove”. You will then be asked to confirm your choice.

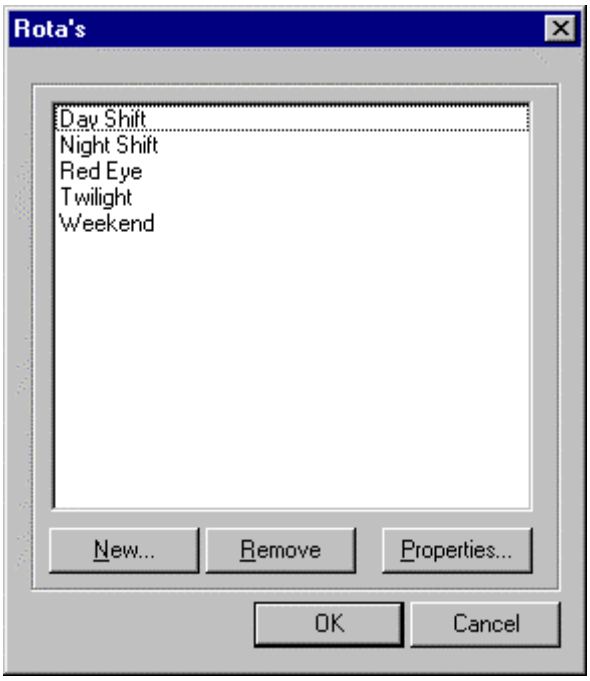
#### 6.3.4.3 Changing a Group

If you wish to change the name or the contacts for a Group select the name of the Group and then press the “Properties” button. This will then load the “Group Details” screen.

To change the contacts within a Group, press “New…” to add new contacts or select an entry and press “Remove” remove a contact.

### 6.3.5 Rota's

A Rota is a list of contacts with their associated start time and day and their finish time and days

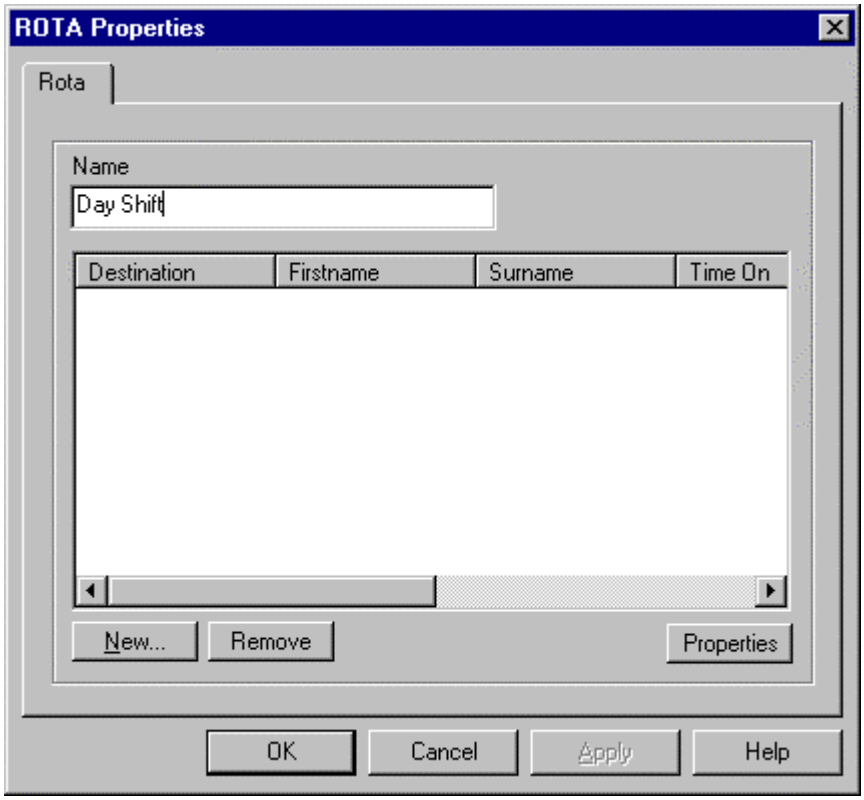



Only the System Administrator or a Department Head can define a Rota.

To list/edit the Rota list select “Rota’s” from the “Edit” menu.

### 6.3.5.1 Adding a Rota

To add a Rota press the “New…” button and the Rota Properties screen will load.

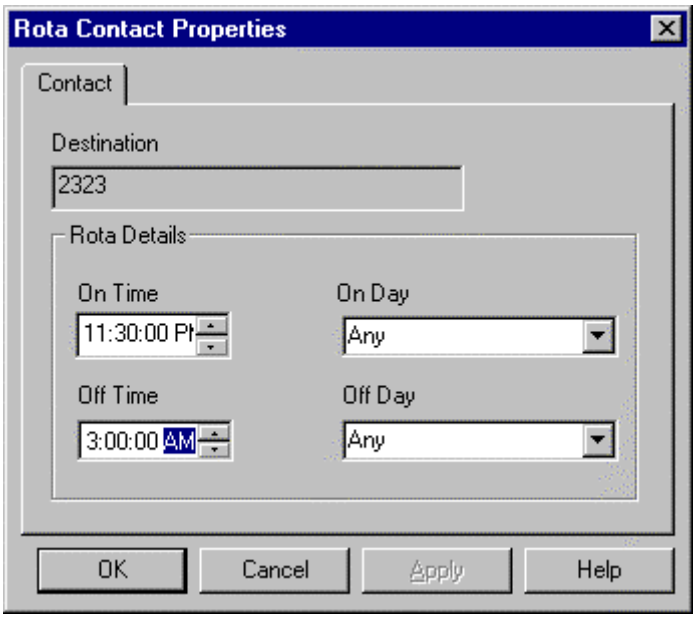



Enter the name by which the Rota will be known.

If you wish to add contacts to the Rota, press the “New…” button. This will then load the “Address Book” scrren where it is possible to select the names of the contacts that will be part of this Rota.

If you have added a contact incorrectly, select the contact you wish to remove and press the “Remove” button. You will then be asked to confirm your choice.

You will now have to set the Rota times for the contacts. To view the Rota times for the contact select the contact and then press “Properties”. This will now load the Contact Properties, on this screen it is possible to set the start and end times for a contact. When you have finished entering the rota details for a contact press the “OK” button.




### 6.3.5.2 Removing a Rota

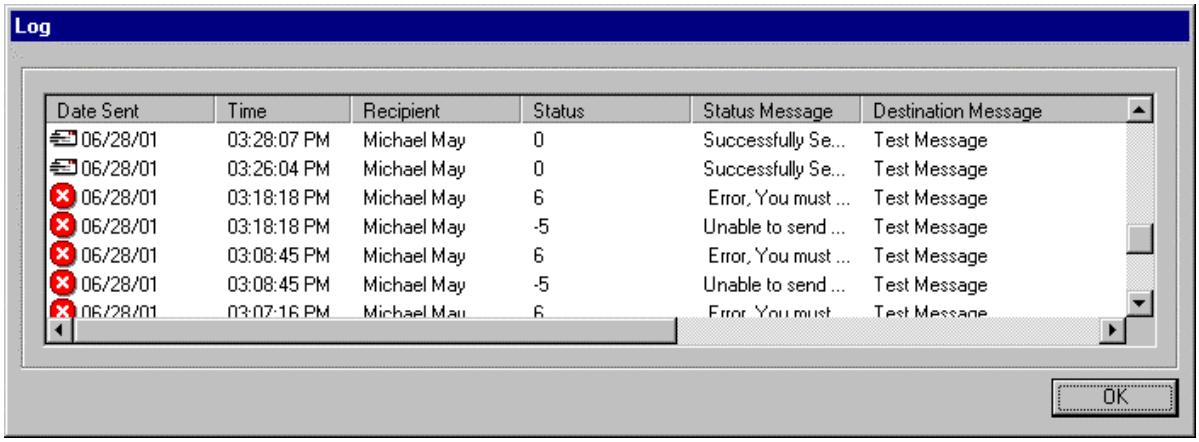
To remove a Rota, select the name of the Rota and then press the “Remove” button. You will then be asked to confirm your choice.

### 6.3.5.3 Changing a Rota

To change the details of a Rota select the Rota to be changed and press the “Properties” button.

## 6.3.6 The Client Log Viewer

The Client Log View screen is used to examine the history of the messages that you have sent.

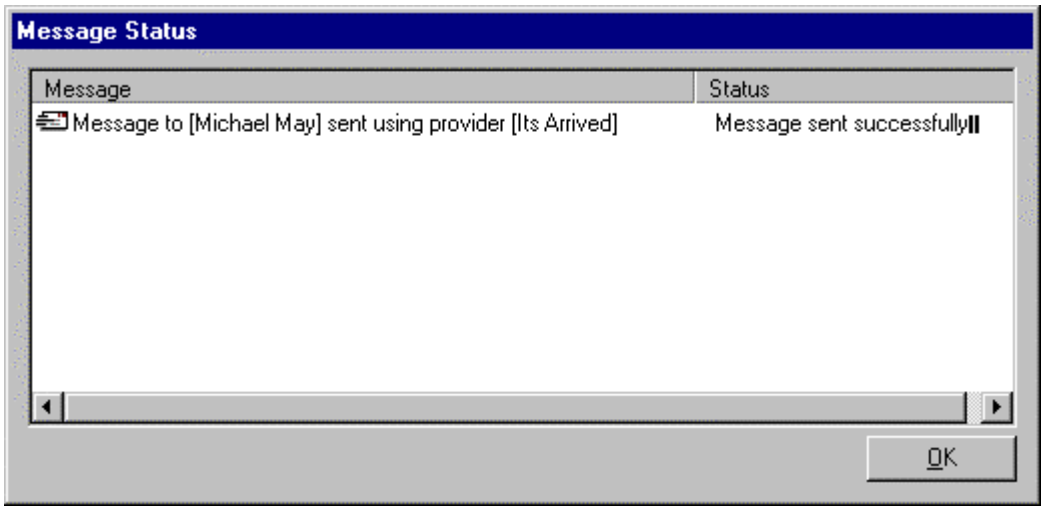



The Log Viewer also allows you to delete all the records from the log. To do this press the “Clear Log” button.

By selecting an entry from the log and pressing re-send, that message can be re-sent to either the original recipient or to a new recipient.

## 6.3.7 The Message Status Window

The Message Status Window can be used to view details of the messages sent since the Client program was started. It is also used to return Message status reports when you check the Reply Requested or Confirm Send check boxes. In these cases, the dialog will be brought to the top when the report arrives from the Server.



# 7 Appendices

## 7.1 Drop File Format

If you require the format for the drop file, you are advised to contact your System Administrator who will have this in his system documentation.

# 8 Feedback

We have made every effort to provide the support that you may need in this Help file but we do want to hear about problems, and suggestions for improvements. All messages will be carefully analyzed and provide important input into future planning.

If you would like to provide feedback then please mail, fax or email the appropriate form in the feedback document, included with this documentation, back to Connection software.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