



i-Message™

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Administrator's Guide

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PREFACE

Company Liability

The information in this manual has been carefully compiled and checked for technical accuracy. Multitone Electronics plc accepts no liability for inaccuracies or errors.

In line with the company policy of technical advancement, the information within this document may change. The user must ensure that the correct issue of the manual is available.

Should the i-Message release version in operation at a client site differ from the i-Message release version covered by this manual, then please check with Multitone; Release Notes might have been produced that supersede parts of this manual.

About this Document

This document describes the tasks and responsibilities required to administer i-Message systems.

The basic operator-level tasks — such as sending a message to users, teams, or devices — are described in the ***i-Message Operator's Guide***. It is assumed that an i-Message administrator is already familiar with these.

Intended Readership

Readers of this manual will be those with supervisory or administrative responsibility for i-Message systems.

i-Message Documents

Part No	Title
9261-8753	<i>i-Message Installation Guide</i>
9261-8754	<i>i-Message Operator's Guide</i>
9261-8755	<i>i-Message Administrator's Guide</i>
9261-8756	<i>i-Message Glossary</i>
9261-8906	<i>i-Message Configuration Guide</i>

Using this Document

This document contains the following chapters:

Chapter 1	<i>introduces the i-Message administrator's tasks and responsibilities</i>
Chapter 2	<i>covers the generic elements of the i-Message user interface</i>
Chapter 3	<i>shows the system event log</i>
Chapter 4	<i>shows the call status log</i>
Chapter 5	<i>shows how to manage and maintain i-Message queries</i>
Chapter 6	<i>shows how to manage and maintain i-Message users</i>
Chapter 7	<i>shows how to manage and maintain i-Message teams</i>
Chapter 8	<i>shows how to manage and maintain i-Message canned voice recordings</i>
Chapter 9	<i>shows how to manage and maintain i-Message alphas</i>
Chapter 10	<i>shows how to manually archive i-Message voice and log data; also how to manually back up and restore i-Message configuration data with or without logs</i>

- Chapter 11** shows how to export and import users or teams to facilitate bulk entry
- Chapter 12** shows how to manage and maintain i-Message devices
- Chapter 13** shows how to link Access 3000 users to i-Message users

Conventions Used in this Document

The term 'Multitone' refers to Multitone Electronics plc.

The term 'i-Message' refers to the Multitone i-Message™ product.

Except where otherwise indicated, the term 'i-Message' can refer to:

- Multitone i-Message, as used from a touch-screen System Control Unit (SCU)
- Multitone i-Message, as accessed from a web browser on a PC or laptop

Italics are used for linked cross-references within this document.

Italics are also used for screen names.

Bold italics are used for unlinked references to other manuals in the Multitone i-Message document set. For example: See the ***i-Message Operator's Guide***.

Bold is used in procedural steps where user input is required. For example, click **Audio Port**.

Bold is also used to highlight important files where italics within angle brackets show where variable values apply. For example: **install-iMessage-<version>-<date>.exe**

In field or parameter descriptions, the available options are often formatted using vertical bar separators. For example: options 0, 1, 2, or 3 would be formatted as 0 | 1 | 2 | 3

Trademarks

i-Message is a trademark of Multitone Electronics plc. Multitone Electronics plc recognises the trademarks of products mentioned in this document.

Windows is a registered trademark of the Microsoft Corporation.

Firefox is a trademark of the Mozilla Foundation.

Chrome is a trademark of Google Inc.

Third-Party Components

Third-party components are distributed with, used by, or integrated into, the i-Message communications system. These components are listed — along with related copyright notices and licence agreements — in the *Third Party Licences* file delivered with i-Message.

Browsers

Multitone recommends the use of the Mozilla Firefox browser with i-Message.

i-Message has been designed for use with the Mozilla Firefox browser. Multitone cannot support the use of other browsers with i-Message, except for Google Chrome version 9.0 or later.

Technical Support

Multitone provides a dedicated support service for our customers, dealers, and partners.

To use the online support site, you must have pre-registered with Multitone.

To access this service, go to <http://www.multitone.com/login.php> for the support site page, enter your username and password, then click Submit.

Otherwise, to contact Multitone support, please telephone 08451 849901 or send an Email to supportdesk@multitone.com.

Sales Enquiries

For all sales enquiries, go to <http://www.multitone.com/> and then click Contact us.

Feedback

We welcome your comments on this document. Please convey your comments to supportdesk@multitone.com and put 'Doc Feedback' in the Subject line.

Copyright Notice

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Chapter 1 i-Message Administration

This chapter introduces i-Message administration, and lists the tasks the administrator is expected to undertake.

Note: The basic operator-level tasks — such as sending a message to users, teams, or devices — are described in the *i-Message Operator's Guide*. It is assumed that an i-Message administrator is already familiar with these.

1.1 Administrative Roles

i-Message administration encompasses two distinct roles. However, there is often some blurring between them, and the same person might well assume responsibility for both roles.

- System supervisor role

Responsible for the day-to-day operation of the i-Message system, its user and team management, whiteboard contents, ward client setup, and so on.

- System administrator role (typically an IT/Telecoms person)

Responsible for technical issues, dealing with activities such as monitoring the logs, doing manual backup, recovery, import/export, and linking Access 3000 users into i-Message.

1.2 System Supervisor

- Support i-Message operators
- Carry out operator-level activities (these are documented in the *i-Message Operator's Guide*)
- Manage and maintain i-Message users, teams, recordings, alphas, and devices:
- Monitor alarms and calls
- Manage and run queries (reports)
- Liaise with the i-Message engineer about changes to:
 - whiteboard contents
 - user types (this determines which users have access to which tabs)
 - ward clients

Note: these activities are documented in the *i-Message Configuration Guide*.

1.3 System Administrator

- Be Multitone's primary technical contact for all i-Message matters
- Carry out manual backup and recovery operations

Note: automatic backup and recovery is the responsibility of the i-Message engineer, and this subject is covered in the *i-Message Configuration Guide*.
- Manage the export and import of users or teams to facilitate bulk entry
- Manage and maintain the link between Access 3000 users and i-Message users
- Manage the i-Message log and interpret diagnostic information
- Liaise with the i-Message engineer about changes to scheduled events
- Be responsible for compliance with the Multitone Electronics plc i-Message Software License Agreement
- Ensure that anti-virus scanning takes the needs of i-Message into account

1.4 Typical Administration Tasks and Actions

For easy reference the table below lists typical i-Message administration activities, and provides Go To links to other parts of this manual.

Administration Task or Action	Where in i-Message	Go To	Description
Learn about the administration interface	The administration interface	<i>Chapter 2</i>	The basics of navigating around the administration interface, such as using the active search field and manipulating columns.
Carry out basic operations	The SCU tab	<i>i-Message Operator's Guide</i>	Send messages, view basic information, and make swift operator-level changes.
Monitor alarms	The Alarms tab	<i>i-Message Operator's Guide</i>	Monitor, acknowledge, and accept alarms.
Monitor the system log	The Log tab	<i>Chapter 3</i>	View and search the system event log.
Monitor the call log	The Calls tab	<i>Chapter 4</i>	Browse the calls log, showing various levels of detail.
Manage and maintain queries and reports	The Queries tab	<i>Chapter 5</i>	Build and run queries, and produce reports.
Manage and maintain users	The Users tab	<i>Chapter 6</i>	Manage and maintain i-Message users.
Manage and maintain teams	The Teams tab	<i>Chapter 7</i>	Manage and maintain i-Message teams.
Manage and maintain recordings	The Recordings tab	<i>Chapter 8</i>	Manage and maintain i-Message canned voice recordings.
Manage and maintain alphas	The Alphas tab	<i>Chapter 9</i>	Maintain and manage the various i-Message alpha messages.
Carry out archiving, backup, and restore activities	The Backup tab The Backup and Restore sub-tab	<i>Chapter 10</i>	Back up and download with or without the log data; upload and restore; archive voice or log data.
Import and Export users or teams	The Backup tab The Import and Export sub-tab	<i>Chapter 11</i>	Export and import i-Message users and teams for bulk entries.
Manage and maintain devices	The Devices tab	<i>Chapter 12</i>	Manage and maintain i-Message devices.
Link Access 3000 users to i-Message	The Access 3000 tab	<i>Chapter 13</i>	Link Access 3000 users into i-Message, and resolve any user name identification issues.

Chapter 2 Using the i-Message Interface

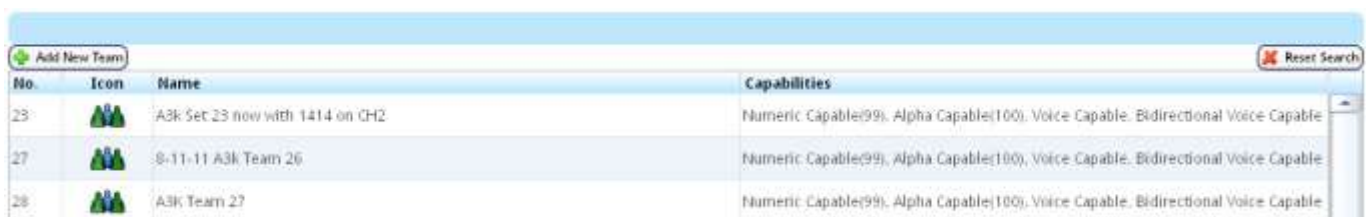
This chapter covers operational and navigational features that apply in most of the i-Message tabs. You should be familiar with these general features before carrying out the i-Message administration activities described in this manual.

2.1 Right Mouse-Click

DO NOT use the mouse right-click function. As i-Message works within a browser, the right-click functions apply to the browser and NOT to i-Message.

2.2 Active Search Field

The active Search field is a blue, full-width field displayed at the top of many i-Message display screens. For example, this is a fragment of the Teams screen showing the active Search field above it:



No.	Icon	Name	Capabilities
23		A3k Set 23 now with 1414 on CH2	Numeric Capable(99), Alpha Capable(100), Voice Capable, Bidirectional Voice Capable
27		8-11-11 A3k Team 26	Numeric Capable(99), Alpha Capable(100), Voice Capable, Bidirectional Voice Capable
28		A3k Team 27	Numeric Capable(99), Alpha Capable(100), Voice Capable, Bidirectional Voice Capable

The contents listed on the screen are always controlled by the contents of the active Search field.

If the active Search field is empty, the entire list is displayed. As soon as one or more alphanumeric characters are entered in the active Search field, the list automatically adjusts to the input, and the number and type of listed items change accordingly.

Note: the active Search field is not case-sensitive.

Click **Reset Search** to reinitialise the active Search field.

2.3 Manipulate Columns

On most i-Message screens, you can manipulate the display columns to suit your requirements.

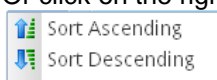
Note: any changes you make are lost when you log out of i-Message.

You can:

- sort columns
- hide and reveal columns
- group and ungroup column entries
- resize column widths

2.3.1 Sort a Column

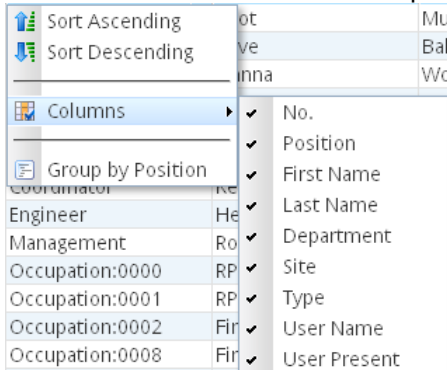
1. Click on the centre of any column heading to sort the column contents. Each time you click, the column is toggle-sorted in ascending or descending order.
2. Or click on the right of any column heading, and choose **Sort Ascending** or **Sort Descending**.



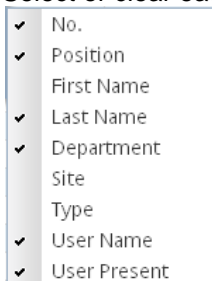
2.3.2. Hide or Reveal Columns

You can hide and reveal columns as required.

1. Click on the right of any column heading.
2. Hover over or click the **Columns** option. This example refers to the Users screen.



3. Select or clear each column in the list as required. For example:

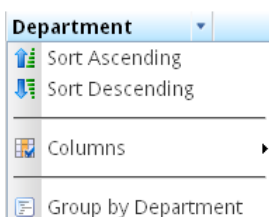




4. The cleared columns are now hidden from the displayed list.

2.3.3. Group a Column

On many columns, you can group column entries for ease of viewing. For example, on the Users screen, you could group the Department column to allow you to easily locate and distinguish users in the same Department.

1. Click the black marker on the right of any column heading. The dropdown menu is displayed.
2. To group the information by Department, click the **Group By Department** option. For example,:



3. The entries for the selected column (Department) are grouped in the leftmost column for easy reference.
4. Expand groups by clicking the  icon. In this example, expand the A&E, Board Level, and Cardiac groups. In an expanded group, all of its fields will be displayed.
5. Collapse groups by clicking the  icon. In a collapsed group, none of its fields will be displayed.
6. In this example, the user information (fragment) now looks like this:

No.	Position	Last Name	Department ^
[-] A&E			
6	Nurse	Jones	A&E
101	Major Account Manager	Montgomery	A&E
[-] A5k 899			
[-] B			
[-] Bbb			
[-] Board Level			
77777	President	Hoare	Board Level
[-] C			
[-] Cardiac			
2	Nurse	Baker	Cardiac
77	Hs	Kostas	Cardiac
220	Sales Mgr.	Carney	Cardiac
[-] ccc			
[-] D			

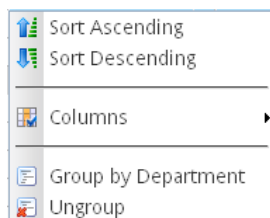
The A&E, Board Level, and Cardiac groups have been expanded.

2.3.4. Ungroup a Column

Each time you group a column, any previously grouped column is automatically ungrouped. It is not possible to group more than one column at a time.

To ungroup a column:

1. Click the black marker on the right of the column to be ungrouped. The dropdown menu is displayed.
2. Click **Ungroup**.



3. The grouped column (here, Department) is ungrouped. The full display is restored. By default, the information is sorted in ascending sequence on the previously grouped column (Department). For example:

No.	Position	Last Name	Department ^
6	Nurse	Jones	A&E
101	Major Account Manager	Montgomery	A&E
899	A5k 899	A5k 899	A5k 899
1001	B	B	B
8011	Bbb	Bbb	Bbb
77777	President	Hoare	Board Level
1002	W	C	C
2	Nurse	Baker	Cardiac

2.3.5. Resize Column Width

To resize a column's width:

1. Move the cursor to a position between the column whose width you want to adjust and an adjacent column.
2. When you see the two-headed arrow, drag the column left or right as required.

Chapter 3 Log

This chapter describes how to diagnose problems with i-Message using the system log.

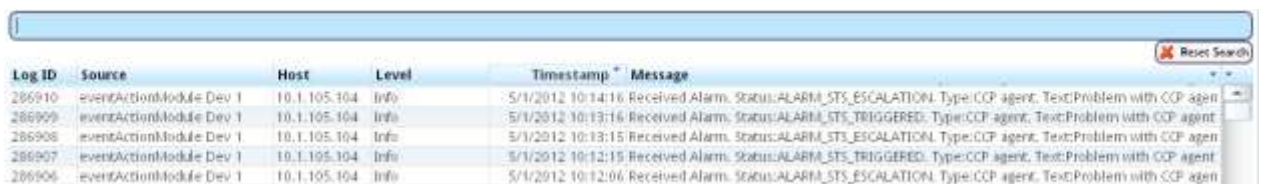
3.1 Introduction

The log is a repository of system events. This lets the administrator analyse error patterns, evaluate warnings, and investigate reasons for failures in the i-Message system.

The log also provides an essential audit trail. Logs can be backed up and restored, as described in *Chapter 10*.

3.2 View Log

1. Click the **Log** tab.
2. By default the first, most recent, page of the system log is displayed. For example:



Log ID	Source	Host	Level	Timestamp	Message
286910	eventActionModule Dev 1	10.1.105.104	Info	5/1/2012 10:14:16	Received Alarm, Status:ALARM_STS_ESCALATION, Type:CCP agent, Text:Problem with CCP agent
286909	eventActionModule Dev 1	10.1.105.104	Info	5/1/2012 10:13:16	Received Alarm, Status:ALARM_STS_TRIGGERED, Type:CCP agent, Text:Problem with CCP agent
286908	eventActionModule Dev 1	10.1.105.104	Info	5/1/2012 10:13:15	Received Alarm, Status:ALARM_STS_ESCALATION, Type:CCP agent, Text:Problem with CCP agent
286907	eventActionModule Dev 1	10.1.105.104	Info	5/1/2012 10:12:15	Received Alarm, Status:ALARM_STS_TRIGGERED, Type:CCP agent, Text:Problem with CCP agent
286906	eventActionModule Dev 1	10.1.105.104	Info	5/1/2012 10:12:06	Received Alarm, Status:ALARM_STS_ESCALATION, Type:CCP agent, Text:Problem with CCP agent

3. By default, the events are listed with this level of detail. But from here you can request more detail or less detail to be included.

3.3 Columns in the Log

By default, all columns are displayed, with their contents sorted in descending order. So the most recent events appear first.

active Search field	This blue field allows you to search dynamically for log items, by name or part thereof.
Reset Search	Clears the current contents of the active Search field.
Log ID	The logged item number, generated by i-Message.
Source	The source of the logged item. Typically a module, such as 'pbxModule' or 'eventActionModule'.
Host	The IP address.
Level	The level of severity (in words), such as 'Fatal Error', 'Transient Error', 'Info', 'Warning'.
Timestamp	The time when the item was logged. The format is: <i>DD/MM/YYYY hh:mm:ss</i>
Message	A description of the logged item, generated by i-Message.

3.4 Show More or Less Detail

You can hide or reveal columns in the normal way, as described in section 2.3.2.

You can also hover over an item in the Message column in order to display truncated text in full. For example:

10.1.105.101	Warning	16/12/2011 03:15:32 Badly formatted broadcast packet or packet for another site from 10.1.105.16: <Site 'Site 1' Node 300 Role 5> at 2011-12-16 03:15:26.566
10.1.105.101	Warning	16/12/2011 03:15:32 Badly formatted broadcast packet or packet for another site from 10.1.105.16: <Site 'Site 1' Node 300 Role 5> at 2011-12-16 03:15:26.566

3.5 Search the Log

You can type a string in the active alphanumeric Search field (see section 2.2) to search for log items. The results change dynamically as the search string is expanded or reduced. The results exactly match the search string as currently entered.

The active Search field works on all columns. However, there are some limitations: you cannot search for, say, “4/1/12” to find all the items with a timestamp of January 4th 2012 because the search mechanism here does not recognise the special character /.

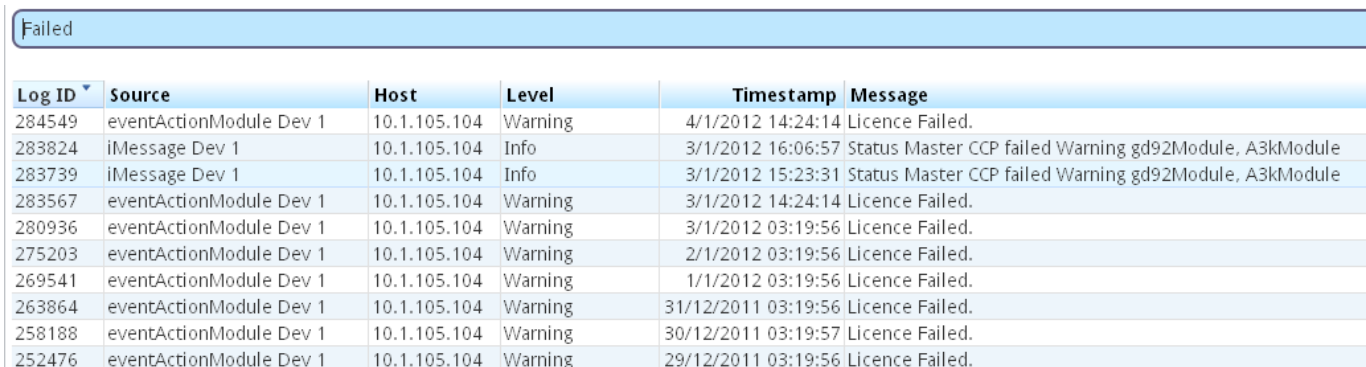
For example, to search for all logged items concerning the i-Message Licence:



Log ID	Source	Host	Level	Timestamp	Message
209420	eventActionModule Dev 1	10.1.105.104	Warning	16/12/2011 03:19:58	Licence - Option 2: Licence Servers=1, Configured Servers=1
209419	eventActionModule Dev 1	10.1.105.104	Warning	16/12/2011 03:19:58	Licence - Option 1: Licence Users=100000, Configured Users=69
209418	eventActionModule Dev 1	10.1.105.104	Warning	16/12/2011 03:19:58	Licence Check: 2011-12-16 03:19:58; Grace Period=10000 hours
209416	eventActionModule Dev 1	10.1.105.104	Warning	16/12/2011 03:19:55	Licence Failed.
209415	eventActionModule Dev 1	10.1.105.104	Warning	16/12/2011 03:19:55	Licence SIP Trunk I/F=255, Configured SIP Trunk I/F=2
209414	eventActionModule Dev 1	10.1.105.104	Warning	16/12/2011 03:19:55	Licence SCU Clients=255, Configured SCU Clients=11
209413	eventActionModule Dev 1	10.1.105.104	Warning	16/12/2011 03:19:55	Licence - Option 6: Licence SIP Endpoints=255, Configured SIP Endpoints=7
209412	eventActionModule Dev 1	10.1.105.104	Warning	16/12/2011 03:19:55	Licence - Option 5: Licence Alarm Agents=255, Configured Alarm Agents=1
209411	eventActionModule Dev 1	10.1.105.104	Warning	16/12/2011 03:19:55	Licence - Option 4: Licence Messaging Agents=255, Configured Messaging Agents=9
209410	eventActionModule Dev 1	10.1.105.104	Warning	16/12/2011 03:19:55	Licence Enable Eia=Yes, Configured Eia Targets=0
209409	eventActionModule Dev 1	10.1.105.104	Warning	16/12/2011 03:19:55	Licence Enable Pocsag=Yes, Configured Pocsag Targets=1
209408	eventActionModule Dev 1	10.1.105.104	Warning	16/12/2011 03:19:55	Licence Enable Mk7=Yes, Configured Mk7 Targets=2
209407	eventActionModule Dev 1	10.1.105.104	Warning	16/12/2011 03:19:55	Licence - Option 3: Licence Enable Mk6=Yes, Configured Mk6 Targets=1
209406	eventActionModule Dev 1	10.1.105.104	Warning	16/12/2011 03:19:55	Licence Identifiers:Bbcb305bd0f9c3 : Server 1211 Identifiers:Lob@acsf9155bc Bbbl
209405	eventActionModule Dev 1	10.1.105.104	Warning	16/12/2011 03:19:55	Licence - Option 2: Licence Servers=1, Configured Servers=1
209404	eventActionModule Dev 1	10.1.105.104	Warning	16/12/2011 03:19:54	Licence - Option 1: Licence Users=100000, Configured Users=69
209403	eventActionModule Dev 1	10.1.105.104	Warning	16/12/2011 03:19:51	Licence Check: 2011-12-16 03:19:51; Grace Period=10000 hours
209090	eventActionModule Dev 1	10.1.105.101	Info	15/12/2011 11:21:37	Licence OK.
208641	eventActionModule Dev 1	10.1.105.101	Info	14/12/2011 11:21:37	Licence OK.
208256	eventActionModule Dev 1	10.1.105.101	Info	13/12/2011 16:12:45	Licence OK.

Here, all items where the Message column contains the string “Licen” are displayed. These could then be sorted by Timestamp, for example.

A typical search string is “Failed” which will display all logged items where some i-Message event has caused some failure. For example:




Log ID	Source	Host	Level	Timestamp	Message
284549	eventActionModule Dev 1	10.1.105.104	Warning	4/1/2012 14:24:14	Licence Failed.
283824	iMessage Dev 1	10.1.105.104	Info	3/1/2012 16:06:57	Status Master CCP failed Warning gd92Module, A3kModule
283739	iMessage Dev 1	10.1.105.104	Info	3/1/2012 15:23:31	Status Master CCP failed Warning gd92Module, A3kModule
283567	eventActionModule Dev 1	10.1.105.104	Warning	3/1/2012 14:24:14	Licence Failed.
280936	eventActionModule Dev 1	10.1.105.104	Warning	3/1/2012 03:19:56	Licence Failed.
275203	eventActionModule Dev 1	10.1.105.104	Warning	2/1/2012 03:19:56	Licence Failed.
269541	eventActionModule Dev 1	10.1.105.104	Warning	1/1/2012 03:19:56	Licence Failed.
263864	eventActionModule Dev 1	10.1.105.104	Warning	31/12/2011 03:19:56	Licence Failed.
258188	eventActionModule Dev 1	10.1.105.104	Warning	30/12/2011 03:19:57	Licence Failed.
252476	eventActionModule Dev 1	10.1.105.104	Warning	29/12/2011 03:19:56	Licence Failed.

3.6 Filter the Log

The displayed items can be filtered by using the standard column manipulation techniques (as explained in *Chapter 2*). You also filter the log by adjusting the contents of the active Search field.

Chapter 4 Calls Log

This chapter shows how to browse through the i-Message calls log.

The call status icon  is used to quickly check whether or not a call has succeeded for the user currently logged in. If the call has failed, you can get more details to find out why. This feature is described in the ***i-Message Operator's Guide***.

If you want to see all calls made (by the operators, users, and including system calls), the Calls tab will need to be used. They are shown in the same way as described in the ***i-Message Operator's Guide***.

The calls log is a repository of all calls made. This lets the administrator analyse call patterns, success rates, and investigate reasons for any call failures.

4.1 View Calls

- Click the **Calls** tab.
- The first, most recent, page of the calls log is displayed. For example:

Sources	Destinations	Content	Targets	Status
User #4 : Administrator Tom Jones	Target #43 : Pager - Mark 6 (RFA) 11666		12/12/2011 10:38:12 1/1 Acks 0/0 Verified #43 : Pager - Mark 6 (RFA) 11666	SUCCESS Requested : 12/12/2011 10:38:12 Completed : 12/12/2011 10:38:12
User #4 : Administrator Tom Jones	Target #43 : Pager - Mark 6 (RFA) 11666	Please call Rita	12/12/2011 10:37:53 1/1 Acks 0/0 Verified #43 : Pager - Mark 6 (RFA) 11666	SUCCESS Requested : 12/12/2011 10:37:53 Completed : 12/12/2011 10:38:53
User #4 : Administrator Tom Jones	Target #43 : Pager - Mark 6 (RFA) 11666		12/12/2011 10:34:21 1/1 Acks 0/0 Verified #43 : Pager - Mark 6 (RFA) 11666	SUCCESS Requested : 12/12/2011 10:34:21 Completed : 12/12/2011 10:36:21
User #4 : Administrator Tom Jones	Target #43 : Pager - Mark 6 (RFA) 11666	Text 1	12/12/2011 10:30:54 1/1 Acks 0/0 Verified #43 : Pager - Mark 6 (RFA) 11666	SUCCESS Requested : 12/12/2011 10:30:54 Completed : 12/12/2011 10:32:54
User #4 : Administrator Tom Jones	User #899 : Ask 899 Ask 899 Ask 899	Please call Rita	12/12/2011 10:28:25 0/0 Acks	ERROR: USER NOT FOUND Requested : 12/12/2011 10:28:25 Completed : 12/12/2011 10:28:25

- By default, the calls are listed with this level of detail. But from here you can request more detail or less detail to be included.

4.2 Show More Detail

- To show more detail, click **More Detail**.



- Continuing with the above example, the screen display changes slightly:

Sources	Destinations	Content	Targets	Status	Log
User #4 : Administrator Tom Jones	Target #43 : Pager - Mark 6 (RFA) 11666	Text 1	12/12/2011 10:30:54 1/1 Acks 0/0 Verified #43 : Pager - Mark 6 (RFA) 11666	SUCCESS Requested : 12/12/2011 10:30:54 Completed : 12/12/2011 10:32:54	
User #4 : Administrator Tom Jones	User #899 : Ask 899 Ask 899 Ask 899	Please call Rita	12/12/2011 10:28:25 0/0 Acks	ERROR: USER NOT FOUND Requested : 12/12/2011 10:28:25 Completed : 12/12/2011 10:28:25	12/12/2011 10:28:25 : User: 899 is not present. 12/12/2011 10:28:25 : Transfer user: 899 to user: 8 12/12/2011 10:28:25 : User: 8 does not have any 'When Present' targets or Ask Links 12/12/2011 10:28:25 : User: 8 does not have any transfer set. Sending to 'when absent' targets. 12/12/2011 10:28:25 : User: 88 Ken Logan is present and has no available targets or transfer
User #4 : Administrator Tom Jones	Target #43 : Pager - Mark 6 (RFA) 11666	RFA msg 30 - out of range	12/12/2011 10:18:43 1/1 Acks 0/0 Verified #43 : Pager - Mark 6 (RFA) 11666	SUCCESS Requested : 12/12/2011 10:18:43 Completed : 12/12/2011 10:20:43	

- Notice that the **Log** column is now included. This shows a lot more detail about the user called, the device called, whether there are any available targets, and so on.

4.3 Show Less Detail

Starting from the example in section 4.1, we want to display less detail.

- Click **Less Detail**.



- The screen display changes slightly.

Sources	Destinations	Targets	Status
User #4 : Administrator Tom Jones	Target #43 : Pager - Mark 6 (RFA) 11666	12/12/2011 10:38:27 1/1 Acks 0/0 Verified #43 : Pager - Mark 6 (RFA) 11666	Success Requested : 12/12/2011 10:38:27 Completed : 12/12/2011 10:38:27
User #4 : Administrator Tom Jones	Target #43 : Pager - Mark 6 (RFA) 11666	12/12/2011 10:38:12 1/1 Acks 0/0 Verified #43 : Pager - Mark 6 (RFA) 11666	Success Requested : 12/12/2011 10:38:12 Completed : 12/12/2011 10:38:12
User #4 : Administrator Tom Jones	Target #43 : Pager - Mark 6 (RFA) 11666	12/12/2011 10:37:53 1/1 Acks 0/0 Verified #43 : Pager - Mark 6 (RFA) 11666	Success Requested : 12/12/2011 10:37:53 Completed : 12/12/2011 10:37:53
User #4 : Administrator Tom Jones	Target #43 : Pager - Mark 6 (RFA) 11666	12/12/2011 10:34:21 1/1 Acks 0/0 Verified #43 : Pager - Mark 6 (RFA) 11666	Success Requested : 12/12/2011 10:34:21 Completed : 12/12/2011 10:34:21
User #4 : Administrator Tom Jones	Target #43 : Pager - Mark 6 (RFA) 11666	12/12/2011 10:30:54 1/1 Acks 0/0 Verified #43 : Pager - Mark 6 (RFA) 11666	Success Requested : 12/12/2011 10:30:54 Completed : 12/12/2011 10:30:54
User #4 : Administrator Tom Jones	User #899 : A5k 899 A5k 899 A5k 899	12/12/2011 10:28:25 0/0 Acks	Failed Requested : 12/12/2011 10:28:25 Completed : 12/12/2011 10:28:25
User #4 : Administrator Tom Jones	Target #43 : Pager - Mark 6 (RFA) 11666	12/12/2011 10:18:43 1/1 Acks 0/0 Verified #43 : Pager - Mark 6 (RFA) 11666	Success Requested : 12/12/2011 10:18:43 Completed : 12/12/2011 10:18:43

- Notice that the **Content** and **Log** columns are now hidden. This allows more calls to be displayed per screen.

4.4 Call Executing

If a call is still in progress, the **Status** column for the call is highlighted yellow.

Call status		
Destinations	Targets	Status
User #8011 : Bbb Bbb Bbb #8011 : Bbb Bbb Bbb	11:18:55 0/1 Acks 0/0 Verified #109 : A3K User 109	EXECUTING Requested : 11:18:55

4.5 Call Complete

When a call has completed successfully, the **Status** column for the call is highlighted green.

Call status		
Destinations	Targets	Status
User #8011 : Bbb Bbb Bbb #8011 : Bbb Bbb Bbb	11:18:55 1/1 Acks 0/0 Verified #109 : A3K User 109	Success Requested : 11:18:55 Completed : 11:19:17

4.6 Call Failed

If a call has failed, the **Status** column for the call is highlighted red.

Call status		
Destinations	Targets	Status
User #77779 : Alarm Display Graham Hoare	09:56:00 0/0 Acks	Failed Requested : 09:56:00

Chapter 5 Queries

This chapter describes how to create, manage, and maintain i-Message queries.

5.1 Introduction

The **Queries** tab displays a two-part screen:

- On the left side of the Queries screen, a list of stored queries is displayed. A “No items to show” message is displayed if no queries are currently stored.
- Click **Add New Query** to start building a new query on the right side of the screen.

5.2 View Stored Queries

On the left side of the screen, the current list of stored queries is displayed in alphabetical order of the Description field.

You can search this list using the active Search field.

<div> <div>+ Add New Query</div> <div>✕ Reset Search</div> </div>	
No.	Description
1	All calls
10	G query to exclude calls with errors
9	G query to exclude successful calls
7	G query to find calls containing Gavin
8	G query to find calls containing Reception
4	G query to find calls from 29 Nov 2011 to date
2	G query to find Destination Team 25
3	G query to find Source user 4

active Search field	This blue field allows you to search dynamically for queries, by name or part thereof.
Add New Query	Opens the right side of the screen, and allows you to build a new query.
Reset Search	Clears the current contents of the active Search field.
No	The i-Message query number.
Description	The (optional) query description.

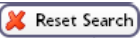
5.3 Search for Queries

1. Use the active alphanumeric Search field. The results list changes dynamically as the search string is expanded or reduced. The results exactly match the search string as currently entered.

For example, enter the string “Team” to search for queries whose description contains “Team”:

The screenshot shows a search interface. At the top is a search field containing the text 'Team'. Below the search field are two buttons: a green '+' button labeled 'Add New Query' and a red 'X' button labeled 'Reset Search'. Below these buttons is a table with two columns: 'No.' and 'Description'. The table contains one row with the number '2' in the 'No.' column and the text 'G query to find Destination Team 25' in the 'Description' column.

No.	Description
2	G query to find Destination Team 25

2. To clear the Search field, click 

5.4 The Query Creation Process

To build and run a query, take the following actions:

- Click **Add New Query**.
- Enter time periods, sources, destinations, targets, target types, and contents as required to build the query.
- Further refine the query to include or exclude successful calls and calls with errors.
- Limit the number of query results as required.
- Create the query.
- i-Message places the new query in the query list on the left side of the screen.
- Run the query.
- Results are shown on the *Query Result* screen.
- Optionally generate the query distribution metrics.
- Results are shown on the *Query Distribution* screen.
- Optionally download the query result as a text or HTML file.

All of these activities are documented in this chapter.



5.5 Add New Query





1. Click **Add New Query**.
2. The right side of the screen contains a set of panes where you enter the query parameters. For example:

The screenshot displays the 'Add New Query' dialog box with the following sections and controls:

- Description:** A text field containing 'New Query'.
- Time periods:** A table with columns 'Start', 'End', and 'Include / Exclude'. It currently shows 'No items to show.' and has an 'Add New Item' button.
- Sources:** A table with columns 'Type', '# or (#-#)', and 'Include / Exclude'. It currently shows 'No items to show.' and has an 'Add New Item' button.
- Destinations:** A table with columns 'Type', '# or (#-#)', and 'Include / Exclude'. It currently shows 'No items to show.' and has an 'Add New Item' button.
- Targets:** A table with columns '# or (#-#)' and 'Include / Exclude'. It currently shows 'No items to show.' and has an 'Add New Item' button.
- Target Types:** A table with columns 'Device Type' and 'Include / Exclude'. It currently shows 'No items to show.' and has an 'Add New Item' button.
- Contents:** A table with columns 'Text' and 'Include / Exclude'. It currently shows 'No items to show.' and has an 'Add New Item' button.
- Include Successful Calls:** A checked checkbox.
- Include Calls with Errors:** A checked checkbox.
- Maximum Number of Records to Query:** A text field containing '10000'.
- Buttons:** 'Remove', 'Run Query', 'Create', and 'Cancel'.

3. Enter values as required, referring to the descriptions below.
In each pane, click **Add New Item** to add a new item line.

Field	Description
Description	Your descriptive name for the query. Be as clear as possible.
Time Periods pane	Specify a number of different time periods, and then include or exclude each as required by the query.
Start	Start date of the query's scope. Blank means from the earliest dated call.
End	End date of the query's scope. Blank means today. The Show Date Chooser option lets you choose a date from the calendar:
Include/Exclude	Checkbox to include or exclude that line's time period from the current query construction. By default, this checkbox is selected.
 remove record	Delete the associated record
Sources pane	Used to specify one or more sources, and then include or exclude each as required by the query.
Type	The source type. This can be: <i>User Team Target</i>
# or (#-#)	Type a numerical value for the source, or a range of source numbers.
Include/Exclude	Checkbox to include or exclude that line's source(s) from the current query construction.
 remove record	Delete the associated record
Destinations pane	Used to specify one or more destinations, and then include or exclude each as required by the query.
Type	The destination type. This can be: <i>User Team Target</i>
# or (#-#)	Type a numerical value for the destination, or a range of destination numbers.
Include/Exclude	Checkbox to include or exclude that line's destination(s) from the current query construction.

Field	Description
 remove record	Delete the associated record
Targets pane	Specify one or more targets, and then include or exclude each as required by the query.
# or (#-#)	Type the number of the target, or a range of target numbers.
Include/Exclude	Checkbox to include or exclude that line's target(s) from the current query construction.
 remove record	Delete the associated record
Target Types pane	Specify a number of target types, and then include or exclude each as required by the query.
Device Type	Select a device type from the dropdown list.
Include/Exclude	Checkbox to include or exclude that line's target type from the current query construction.
 remove record	Delete the associated record
Contents pane	Provide one or more text strings for the query to find, and then include or exclude each piece of text as required by the query.
Text	Typically, a string such as "reception" to find all calls with "reception" in the message..
Include/Exclude	Checkbox to include or exclude that line's text from the current query construction.
 remove record	Delete the associated record
Include Successful Calls	Checkbox to include all successful calls in the query results. If the checkbox is cleared, only failed calls are included.
Include Calls with Errors	Checkbox to include all calls with errors in the query results. If the checkbox is cleared, all calls with errors are excluded.
Maximum No of Records to Query	The maximum number of calls that the query will analyse, based on the other criteria, such as time periods. Default is 10000 calls.

- Click **Create**. The query is added to the query list on the left side of the screen.

5.6 Query Examples

Description	Query Build Content						
query to exclude calls with errors	<div><input checked="" type="checkbox"/> Include Successful Calls</div> <div><input type="checkbox"/> Include Calls with Errors</div>						
query to exclude successful calls	<div><input type="checkbox"/> Include Successful Calls</div> <div><input checked="" type="checkbox"/> Include Calls with Errors</div>						
query to find calls containing Gavin	<div><table><tr><th>Text</th><th>Include / Exclude</th></tr><tr><td>Gavin</td><td><input checked="" type="checkbox"/></td></tr></table></div> <div>Contents :</div>	Text	Include / Exclude	Gavin	<input checked="" type="checkbox"/>		
Text	Include / Exclude						
Gavin	<input checked="" type="checkbox"/>						
query to find calls from 29 Nov 2011 to date	<div><table><tr><th>Start</th><th>End</th><th>Include / Excl</th></tr><tr><td>29/11/2011</td><td></td><td><input checked="" type="checkbox"/></td></tr></table></div> <div>Time periods :</div>	Start	End	Include / Excl	29/11/2011		<input checked="" type="checkbox"/>
Start	End	Include / Excl					
29/11/2011		<input checked="" type="checkbox"/>					
query to find Destination Team 25	<div><table><tr><th>Type</th><th># or (#-#)</th><th>Include / Ex</th></tr><tr><td>Team</td><td>25</td><td><input checked="" type="checkbox"/></td></tr></table></div> <div>Destinations :</div>	Type	# or (#-#)	Include / Ex	Team	25	<input checked="" type="checkbox"/>
Type	# or (#-#)	Include / Ex					
Team	25	<input checked="" type="checkbox"/>					
query to find Source user 4	<div><table><tr><th>Type</th><th># or (#-#)</th><th>Include / Excl</th></tr><tr><td>User</td><td>4</td><td><input checked="" type="checkbox"/></td></tr></table></div> <div>Sources :</div>	Type	# or (#-#)	Include / Excl	User	4	<input checked="" type="checkbox"/>
Type	# or (#-#)	Include / Excl					
User	4	<input checked="" type="checkbox"/>					
query to find Target Type Mark 7 RPR750 512 baud	<div><table><tr><th>Device Type</th><th>Include / Exc</th></tr><tr><td>Pager - Mark 7 RPR750 (512 baud)</td><td><input checked="" type="checkbox"/></td></tr></table></div> <div>Target Types :</div>	Device Type	Include / Exc	Pager - Mark 7 RPR750 (512 baud)	<input checked="" type="checkbox"/>		
Device Type	Include / Exc						
Pager - Mark 7 RPR750 (512 baud)	<input checked="" type="checkbox"/>						
query to find Targets #37	<div><table><tr><th># or (#-#)</th><th>Include / Excl</th></tr><tr><td>37</td><td><input checked="" type="checkbox"/></td></tr></table></div> <div>Targets :</div>	# or (#-#)	Include / Excl	37	<input checked="" type="checkbox"/>		
# or (#-#)	Include / Excl						
37	<input checked="" type="checkbox"/>						
query to return only 100 records max	<div>Maximum Number of Records to Query : 100</div>						

5.7 Edit Query

1. Click on the query to be edited.
2. The query is displayed on the right side of the screen.
3. Make changes as required. For assistance with this, refer to the information in section 5.5.
4. Click **Save**.

5.8 Remove Query

1. Locate the query you want to remove.
2. Click on the query.
The query is displayed on the right side of the screen.
3. Click **Remove**.
4. The *Remove Query?* screen is displayed.



5. Click **Confirm Delete** to remove the query.
Or **Cancel Delete** to abandon.
6. The query is removed from the list of queries.

5.9 Run Query

1. Click on the query to be run.
2. The query is displayed on the right side of the screen.
3. Click **Run**.
4. The query results are displayed on the *Query Result* screen.

5.10 Query Result Screen

The *Query Result* <query-name> screen displays the results of a query that has just been run.

For example:

A query has just been run that looks for all calls made to Team 25. The *Query Result* screen might look like this:

Sources	Destinations	Content	Targets	Status	Log
User #4 : Administrator Tom Jones	Team #25 : Team:25 #7777 : Occupation:7777 FirstName:7777 LastName:7777	15-15-15 Tm 25 short msg Voice ID : 123456789	8/12/2011 10:29:20 3/3 Acks 0/0 Verified #12 : Pager - Mark 7 RPR750 (512 baud) 11777 0/0 Verified #154 : A3K User 154 0/0 Verified #44 : A3K Team 44	SUCCESS Requested : 8/12/2011 10:29:20 Completed : 8/12/2011 10:31:20	
User #4 : Administrator Tom Jones	Team #25 : Team:25 #7777 : Occupation:7777 FirstName:7777 LastName:7777	15-15-15 Tm25 + spch 65 chars PPPPPPPPPPPPPPPPPPPP Voice ID : 123456789	8/12/2011 10:21:55 3/3 Acks 0/0 Verified #12 : Pager - Mark 7 RPR750 (512 baud) 11777 0/0 Verified #154 : A3K User 154 0/0 Verified #44 : A3K Team 44	SUCCESS Requested : 8/12/2011 10:21:55 Completed : 8/12/2011 10:22:55	
User #4 : Administrator Tom Jones	Team #25 : Team:25 #7777 : Occupation:7777 FirstName:7777 LastName:7777	14-14-14 Tm25 spch+msg 65 chars YYYYYYYYYYYYUUUUUUUU Voice ID : 123456789	8/12/2011 10:06:18 3/3 Acks 0/0 Verified #12 : Pager - Mark 7 RPR750 (512 baud) 11777 0/0 Verified #154 : A3K User 154 0/0 Verified #44 : A3K Team 44	SUCCESS Requested : 8/12/2011 10:06:18 Completed : 8/12/2011 10:08:18	

This window can be minimised and maximised.

The footer shows that 99 records have been returned by the query.

If there are no results, the message “No items to show” is displayed.

5.11 Calculate Query Distribution

There are three checkboxes at the foot of *Query Result* screen. These allow the distribution of results to be presented in different ways:

- Select **Sources** to display the results distribution by source
- Select **Destinations** to display the results distribution by destination
- Select **Targets** to display the results distribution by target

For example, select the **Targets** checkbox; then click **Calculate Distribution**.

The *Query Distribution* screen shows the results by target; for example:

Type	No.	Description	Count	Graph
Target	11	A3K Team 11	3	
Target	111	A3K User 111	20	
Target	112	A3K User 112	7	
Target	12	Pager - Mark 7 RPR750 (512 baud) 11777	57	
Target	15	A3K Team 15	6	
Target	154	A3K User 154	57	
Target	37	Pager - Mark 7 RPR750 (512 baud) 11239	20	
Target	44	A3K Team 44	90	

Click **Close** to close the *Query Distribution* screen. The *Query Result* screen is redisplayed.

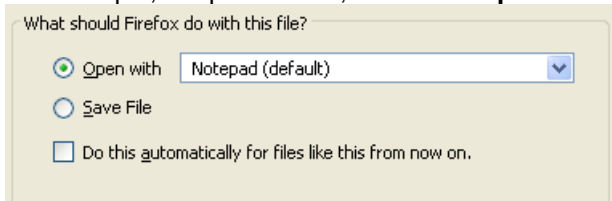
5.12 Download Query Results

Query results can be downloaded in two ways:

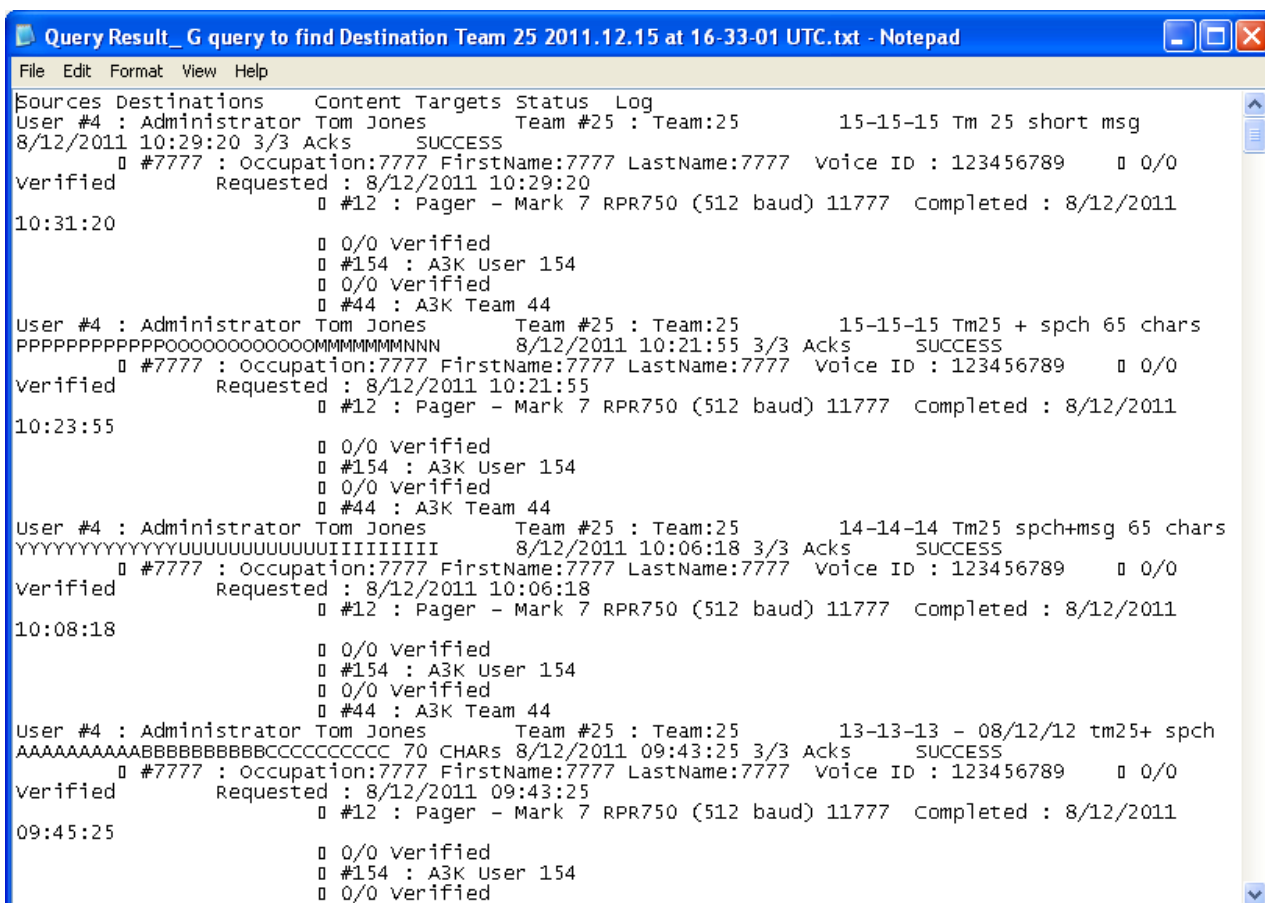
- as a text file, using Notepad or some other editor
- as an HTML file, using a browser

5.12.1. Download as a Text File

1. Click **Download as Text**.
2. You can open or save the query result as a text file.
3. For example, to open the file, select the **Open with** radio button (using Notepad by default):



4. Click **OK**.
5. The query result is opened as a Notepad file:



6. Save the text file if required.

5.12.2. Download as an HTML File

1. Click **Download as HTML**.
2. You can open or save the query result as an HTML file.
3. For example, to open the file, select the **Open with** radio button (using Firefox by default).
4. The file is saved in the *Downloads* folder.
5. The file opens in a new browser window. For example:

Source	Destination	Content	Targets	Status	Log
<ul style="list-style-type: none"> User #4 : Administrator Tom Jones 	<ul style="list-style-type: none"> Team #25 : Team:25 #7777 : Occupation:7777 FirstName:7777 LastName:7777 	<ul style="list-style-type: none"> 15-15-15 Tm 25 alert msg Voice ID : 123456789 	<ul style="list-style-type: none"> 8/12/2011 10:29:20 3/3 Acks 0/0 Verified #12 : Pager - Mark 7 RPR750 (512 baud) 15777 0/0 Verified #154 : A3K User 154 0/0 Verified #44 : A3K Team 44 	<ul style="list-style-type: none"> SUCCESS Requested : 8/12/2011 10:29:20 Completed : 8/12/2011 10:31:20 	
<ul style="list-style-type: none"> User #4 : Administrator Tom Jones 	<ul style="list-style-type: none"> Team #25 : Team:25 #7777 : Occupation:7777 FirstName:7777 LastName:7777 	<ul style="list-style-type: none"> 15-15-15 Tm25 + each 65 chars RRRRRRRRRR0000000000MMMMMMMMNN Voice ID : 123456789 	<ul style="list-style-type: none"> 8/12/2011 10:21:55 3/3 Acks 0/0 Verified #12 : Pager - Mark 7 RPR750 (512 baud) 15777 0/0 Verified #154 : A3K User 154 	<ul style="list-style-type: none"> SUCCESS Requested : 8/12/2011 10:21:55 Completed : 8/12/2011 10:23:55 	

6. Click **Close** to close the *Query Result* screen.

Chapter 6 Users

This chapter describes how to manage and maintain i-Message users.

6.1 View Current Users

1. Click the **Users** tab.

The existing users are listed. For example:



No.	Position	First Name	Last Name	Department	Site	Type	User Name	User Present
899	A5k 899	A5k 899	A5k 899	A5k 899	Stoicho	Access 9000 Import		
4	Administrator	Tom	Jones	Services	Stoicho	Administrator User	Tom	<input checked="" type="checkbox"/>
77775	Alarm Display	Graham	Hoare	Services	Stoicho	Alarmo Display Panel	ghoarealarmpanel	<input checked="" type="checkbox"/>
77776	Alarm tabber	Graham	Hoare	Services	Stoicho	SCU User (Plus Alarms)	ghoareplusalarms	<input checked="" type="checkbox"/>
1001	B	B	B	B	Stoicho	Access 9000 Import		<input checked="" type="checkbox"/>
8011	Bbb	Bbb	Bbb	Bbb	Stoicho	Access 9000 Import		<input checked="" type="checkbox"/>
6550	ccc	aaa	bbb	ddd	Stoicho	Access 9000 Import		<input checked="" type="checkbox"/>
8000	ccc	pppp	bbb	ddd	Stoicho	Access 9000 Import		<input checked="" type="checkbox"/>
6555	ccc	sss	bbb	ddd	Stoicho	Access 9000 Import		<input checked="" type="checkbox"/>
6552	ccc	xxxx	bbb	ddd	Stoicho	Access 9000 Import		<input checked="" type="checkbox"/>
5432	COC5432	AAA5432	BBB5432	EEE5432	Stoicho	Access 9000 Import		<input checked="" type="checkbox"/>
3	Cleaner	Joanna	Wood	Services	Stoicho	Alarmo Display Panel	joanna	<input checked="" type="checkbox"/>
8	Coordinator	Ken	Logan	Personnel	Stoicho	Engineering User	ken	<input checked="" type="checkbox"/>
1003	D	D	D	D	Stoicho	Access 9000 Import		<input checked="" type="checkbox"/>
5	Doctor	Bill	Smith	Outpatients	Stoicho	SCU User (Basic)	bill	<input type="checkbox"/>

6.2 Search for Users

1. Use the active alphanumeric Search field. The results list changes dynamically as the search string is expanded or reduced. The results exactly match the search string as currently entered.

For example, the string 'ra' finds the user 'Ron Wray' as well as 'Graham Hoare'.

2. To clear the Search field, click .

6.3 Remove User

1. Locate the user you want to remove.
2. Click on the user.
The *Edit User* screen is displayed, showing the user's details.
3. Click **Remove**.
4. The *Remove User?* screen is displayed.




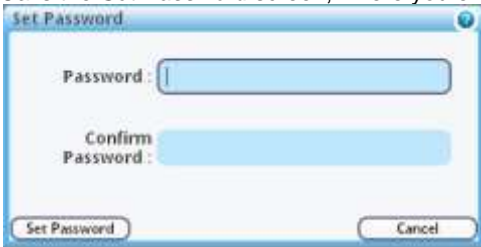


5. Click **Confirm Delete** to remove the user.
Or click **Cancel Delete** to abandon.

6.4 Edit User

1. Click on the user to be edited.
2. The *Edit User* screen is displayed. For example:

3. Edit user details. Use this and the following steps to help you edit the user details. The final step shows how to save the changes.

Field	Description
No	<p>The user's ID.</p> <p>Numeric value. No spaces, letters, or special characters allowed.</p> <p>No duplicates allowed.</p> <p>Every user must have a user number.</p>
First Name	Free-format alphanumeric name. Spaces and special characters are allowed.
Last Name	Free-format alphanumeric name. Spaces and special characters are allowed.
Position	Free-format alphanumeric name. Spaces and special characters are allowed. Typically, the user's job title or role.
Type	The user type. Choose from the predefined dropdown list. User types are specified by the engineer and are edited in the Config tab. For more information on user types, see the <i>i-Message Configuration Guide</i> .
Department	<p>Free-format alphanumeric name.</p> <p>Choose an existing department from the predefined dropdown list.</p> <p>Or type a new one. For example:</p> <p>Department : <input type="text" value="Goods Inward"/></p>
Site	<p>The site where the user is normally based. Choose from the dropdown list.</p> <p>The sites are determined when i-Message is installed.</p>

Field	Description
User Present	When selected, this checkbox indicates the user is present. When unselected, it indicates that the user is absent.
User Name	The name by which the user logs in to i-Message. The name is not case-sensitive. Even if a PIN is set, you can change the user name without being asked the PIN.
Set Password 	Set or reset the user's login password. You do not need to know the user's existing password. The password is used to authenticate the user through the web browser. The password is alphanumeric and case-sensitive. Special characters or spaces are not allowed. Calls the <i>Set Password</i> screen, where you enter and confirm the password.  Then click Set Password .
Set PIN 	Set or reset the user's PIN number. You do not need to know the user's existing PIN. The PIN number is used to authenticate the user through the telephone system. Calls the <i>Set PIN</i> screen where you enter and confirm the PIN number. A minimum of 4 digits, and a maximum of 8 digits are allowed.  Then click Set PIN .

4. Edit transfers.
Only one transfer can be active. Any existing transfer is shown in the Transfers pane.

Click **Clear Transfer** to remove the current transfer.

Click **Modify Transfer** to create or edit a transfer.
The *Select Transfer* screen is displayed.

Click on a user where you want this user to be transferred.
The new or modified transfer is displayed in the Transfers pane.

5. Add new devices to a user.
Any existing devices are shown in the Devices pane.

- a. To add a new user device, click **Add New Device**. The list of possible devices are listed. For example:

DECT
Ekotek
Email
Fixed Line
Kenwood Handset
Mobile Phone
Pager - 2TONE
Pager - Mark 6
Pager - Mark 6 (RFA)
Pager - Mark 7 RPR580 (1200 baud)
Pager - Mark 7 RPR580 (512 baud)
Pager - Mark 7 RPR750 (1200 baud)
Pager - Mark 7 RPR750 (512 baud)
Pager - POCSAG MIT870 (1200 baud)
Pager - POCSAG MIT870 (512 baud)
Pager - POCSAG RPR750 (1200 baud)
Pager - POCSAG RPR750 (512 baud)
Pager - POCSAG TLA850 (1200 baud)
Pager - POCSAG TLA850 (512 baud)
Responder

- b. Click on a device. The *Select or Add New <device>* screen is displayed. The new user device is displayed in the Devices pane. See *Chapter 12* for more on editing devices.
6. Edit shifts.

Any existing shifts are shown in the Shifts pane. For example:

Shifts :

Start Time	End Time	End Day Offset	Day of Week	Day of Month	Month	Enabled	Remove
09:00	17:00	Same Day	+	+	+	<input checked="" type="checkbox"/>	

Click **Add New Shift** to add another shift. For example:

Start Time	End Time	End Day Offset	Day of Week	Day of Month	Month	Enabled	Remove
09:00	17:00	Same Day	Any Monday Tuesday Wednesday	Any 1 2 3	Any January February March	<input checked="" type="checkbox"/>	

Enter the shift details as required. Enable or disable the shift by selecting or unselecting the **Enabled** checkbox. The new shift is added to the shift list.

To remove a user shift, click in the Remove column of the applicable shift's row.

7. Click **Save and Close** to save the changes, close the *Edit User* screen, and return to the list of users where the changes will be displayed. Click **Save** to save the changes, but leave the *Edit User* screen open. Or click **Cancel** to abandon.

6.5 Add New User

1. To add a new user, click **Add New User**.
2. On the *Create New User* screen, enter details of the new user. For example:

The screenshot shows the 'Create New User' form with the following data entered:

Field	Value
No.	765432
First Name	George
Last Name	Mildred
Position	Cleaner
Type	SCU User iBasic
Department	ccc
Site	Stoicho
User Name	gmildred
User Present	<input checked="" type="checkbox"/>

The **Type** selected will determine which i-Message tabs this user will be able to use. Types are configured by the i-Message engineer, and are described in the *i-Message Configuration Guide*. The other fields were described in section 6.4.

3. Click **Create**.
Or **Cancel** to abandon.
4. The *Edit User* screen is displayed, showing the new user's details.
Make further changes, and add a transfer, devices, or shifts as required.
5. Click **Save and Close** to save the changes, close the *Edit User* screen, and return to the list of users where the changes will be displayed.

Click **Save** to save the changes, but leave the *Edit User* screen open.

Or click **Cancel** to lose any changes since the last Save. However, the new user's basic details were already saved when Create was clicked on the *Create New User* screen. To remove the newly created user, select it in *Edit User*, and click **Remove**.











Chapter 7 Teams

This chapter describes how to manage and maintain i-Message teams.

7.1 View Current Teams

1. Click the **Teams** tab.

The existing teams are listed. For example:

Add New Team				Reset Search
No.	Icon	Name	Capabilities	
23		A3k Set 23 now with 1414 on CH2	Numeric Capable(99), Alpha Capable(100), Voice Capable, Bidirectional Voice Capable	
27		0-11-11 A3k Team 26	Numeric Capable(99), Alpha Capable(100), Voice Capable, Bidirectional Voice Capable	
28		A3k Team 27	Numeric Capable(99), Alpha Capable(100), Voice Capable, Bidirectional Voice Capable	
29		A3k Set 24	Numeric Capable(99), Alpha Capable(100), Voice Capable, Bidirectional Voice Capable	
31		Crash	Numeric Capable(99), Alpha Capable(999), Priority Capable(9), Voice Capable, Bidirectional Voice Capable	
32		A3k Set 23 now with 1414 on CH2	Numeric Capable(99), Alpha Capable(100), Voice Capable, Bidirectional Voice Capable	
24		A3k Set 24	Numeric Capable(99), Alpha Capable(100), Voice Capable, Bidirectional Voice Capable	
25		Team 25	Numeric Capable(99), Alpha Capable(100), Voice Capable, Bidirectional Voice Capable	
22		A3k Team 22	Numeric Capable(99), Alpha Capable(100), Voice Capable, Bidirectional Voice Capable	
10		First Aid	Numeric Capable(12), Alpha Capable(24), Voice Capable	

7.2 Search for Teams

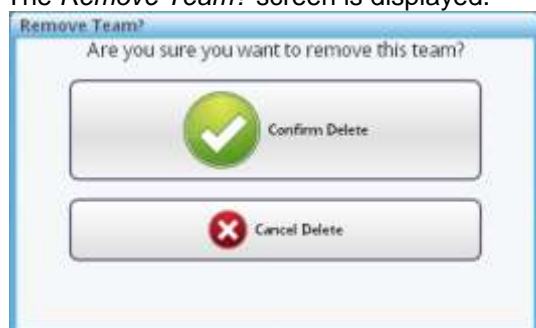
1. Use the active alphanumeric Search field. The results list changes dynamically as the search string is expanded or reduced. The results exactly match the search string as currently entered.

For example, the string 'Ca' finds the team 'Cardiac' as well as 'Academy Students'.

2. To clear the Search field, click .

7.3 Remove Team

1. Locate the team you want to remove.
2. Click on the team.
The *Edit Team* screen is displayed, showing the team's details.
3. Click **Remove**.
4. The *Remove Team?* screen is displayed.



5. Click **Confirm Delete** to remove the team.
Or click **Cancel Delete** to abandon.

7.4 Edit Team

1. Click on the team to be edited.
2. The *Edit Team* screen is displayed. For example:

Edit Team

No. : 31
Name : Crash
Icon :
Capabilities : Numeric Capable(99), Alpha Capable(999), Priority Capable(9), Voice Capable, Bidirectional Voice Capable

Users :

No.	Position	First Name	Last Name	Department	Site	
16	Major Account Manager	Gavin	Reid	Sales	Stoicho	
77	Hs	martin	Kostas	Cardiac	Stoicho	

Sub-Teams :

No. Icon Name

No sub-team members.

Devices :

Type	Identifier	
Pager - Mark 7 RPR750 (512 baud)	11777	

Remove Save Save and Close Cancel

3. Edit team details.

Field	Description
No	<p>The team's ID.</p> <p>Numeric value. No spaces, letters, or special characters allowed.</p> <p>No duplicates allowed.</p> <p>Every team must have a team number.</p> <p>If omitted, i-Message generates a number that is one greater than the highest current team number.</p>
Name	<p>Free-format alphanumeric name. Spaces and special characters are allowed.</p> <p>Duplicates are allowed.</p>
Icon	<p>Mandatory icon that acts as a visual cue to recognise the team in i-Message.</p>

Field	Description
Capabilities	One or more attributes associated with the team. There are six of these:
Bidirectional Voice Capable	Allows Bidirectional voice devices (such as DECT) to be used by the team.
Voice Capable	Allows one-way voice-capable devices (such as MK7 pagers) to be used by the team.
Priority Capable(n)	Allows the messages to be sent at different priorities.
Alpha Capable(n)	Allows alpha-capable devices (such as MK7 pagers) to be used by the team. The option requires a maximum length to be entered for the alpha message.
Numeric Capable(n)	Allows numeric-capable devices (such as MK6 pagers) to be used by the team. The option requires a maximum length to be entered for the numeric message.
RFA Capable(n)	Allows Receiver Fast Alpha to be used by the team. The option requires a maximum length to be entered for the RFA message.

4. Add or Remove Users from Team.

The Users pane shows the users that are current members of the team. The user details are as described in section 6.4.

To add a new team member, click **Add New User**. The list of possible users are listed on the *Select User* screen. For example:



No.	Position	First Name	Last Name
899	Ask 899	Ask 899	Ask 899
4	Administrator	Tom	Jones
77779	Alarm Display	Graham	Hoare
77776	Alarm tabber	Graham	Hoare
1001	B	B	B

Click on a user. That user is then added to the team.

To remove a user on the *Edit User* screen, click  in the Remove column of the applicable user's row.

5. Add or Remove Sub-Teams from a Team.

Any existing sub-teams are shown in the Sub-Teams pane.

To add a new sub-team, click **Add New Sub-Team**. The list of possible teams are listed on the *Select Sub-Team* screen. Click on a sub-team, and that sub-team is then included as a sub-team on the *Edit Team* screen in the Sub-Teams pane.

6. Add or Remove Devices from a Team.

Any existing devices are shown in the Devices pane.

To add a new team device, click **Add New Device**. The list of possible devices are listed.

Click on a device. The *Select or Add New <device>* screen is displayed. See *Chapter 12* for more on

editing devices.

The new team device is displayed on the *Edit Team* screen in the Devices pane.

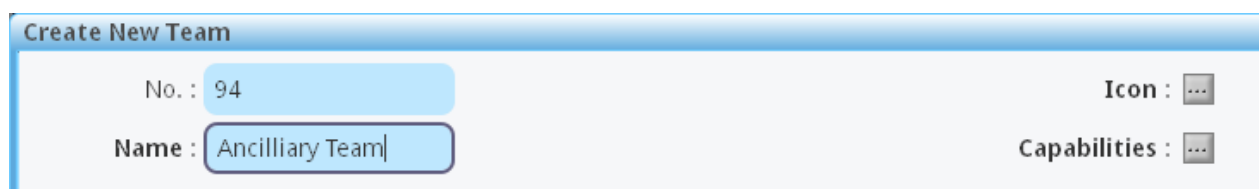
- Click **Save and Close** to save the changes, close the *Edit Team* screen, and return to the list of teams where the changes will be displayed.

Click **Save** to save the changes, but leave the *Edit Team* screen open.

Or click **Cancel** to abandon.

7.5 Add New Team

- To add a new team, click **Add New Team**.
- On the *Create New Team* screen, enter details of the new team. For example:



Create New Team

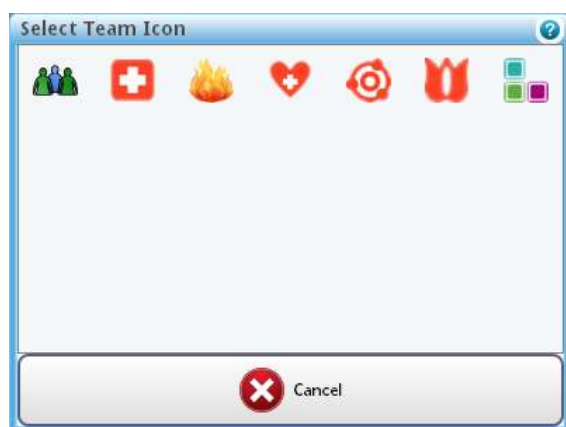
No. : 94

Name : Ancillary Team

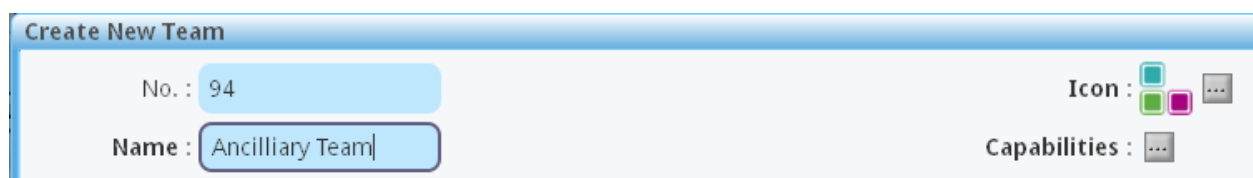
Icon : ...

Capabilities : ...

- Click Icon to select an icon for the team. The *Select Team Icon* screen is displayed.



For example, choose the squares icon. This now appears on the *Create New Team* screen:



Create New Team

No. : 94

Name : Ancillary Team

Icon : [Squares icon] ...

Capabilities : ...

4. Then the *Edit Team Capabilities* screen lets you select the team's capabilities.

Edit Team Capabilities

- ☐ Numeric Capable
- ☐ Alpha Capable
- ☐ RFA Capable
- ☐ Priority Capable
- ☐ Voice Capable
- ☐ Bidirectional Voice Capable

Save and Close Cancel

The capabilities were described in section 7.4. For the first four capabilities in the list, on selection you enter a value as prompted.

For example:

☒ Numeric Capable

Numeric Length: 99

For *Voice Capable* and *Bidirectional Voice Capable*, select the checkbox as required.

Click **Save and Close**. Or **Cancel** to abandon.

5. The *Create New Team* screen is displayed, showing the team details you have entered. For example:

Create New Team

No. : 94

Name : Ancillary Team

Icon : [Three colored squares]

Capabilities : Numeric Capable(99) [More options]

6. Click **Create**. Or **Cancel** to abandon.
7. The new team is displayed on the *Edit Team* screen.

Click **Save and Close** to save the changes, close the *Edit Team* screen, and return to the list of teams where the new team will be listed.

Click **Save** to save the changes, but leave the *Edit Team* screen open.

Or click **Cancel** to lose any changes since the last Save. However, the new team's basic details were already saved when Create was clicked on the *Create New Team* screen. To remove the newly created team, select it in *Edit Team*, and click **Remove**.







Chapter 8 Recordings

This chapter describes how to manage and maintain voice recordings.


8.1 View Voice Recordings

1. Click the **Recordings** tab.


The existing canned voice recordings are listed. For example:

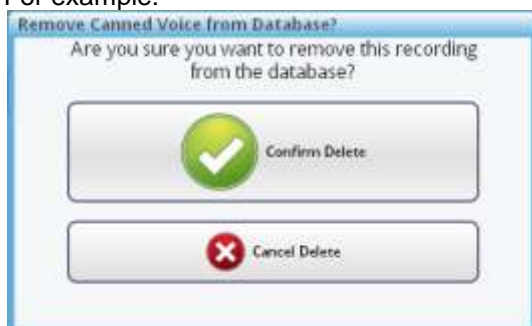
ID	Icon	Name	Remove
1		Cardiac Arrest	
8		Test	
11		New message	

8.2 Search for Voice Recordings

1. Use the active Search field. The results list changes dynamically as the search string is expanded or reduced. The results exactly match the search string as currently entered.
2. To clear the Search field, click 

8.3 Remove Voice Recording

1. Highlight the recording you want to remove.
2. Click  in the Remove column.
The *Remove Canned Voice from Database?* confirmation screen is displayed.
For example:



3. Click **Confirm Delete**.
Or click **Cancel Delete** to abandon.

8.4 Add Voice Recording

1. Click the **Add New Canned Voice Recording** button.



The screenshot shows a button with a green plus icon and the text 'Add New Canned Voice Recording'. Below it is a table with three columns: ID, Icon, and Name.

ID	Icon	Name
1		Cardiac Arrest
8		Test
11		New message

2. The *Create New Canned Voice Recording* screen is displayed.

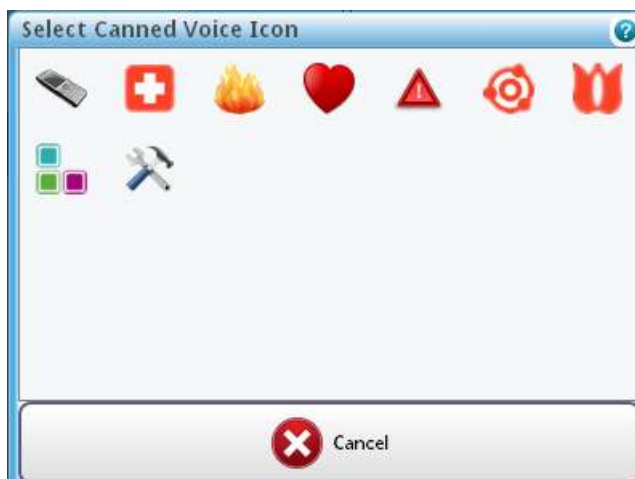



The screenshot shows a dialog box titled 'Create New Canned Voice Recording'. It contains a 'Name' field, an 'Icon' field with a dropdown arrow, a 'Record' button with a microphone icon, and 'Create and Close' and 'Cancel' buttons at the bottom.

3. Type a name in the **Name** field.



4. Click on the **Icon** field.
The *Select Canned Voice Icon* screen is displayed.



5. Click, say, on the  icon. The icon is now displayed on the *Create New Canned Voice Recording* screen.



6. Click **Record**.

Note that if you try to make a recording, the SIP/PBX must be correctly configured for this machine; otherwise the recording cannot proceed, and the following message is displayed:

**There is no SIP/PBX configuration
defined in the system
configuration for this machine.**

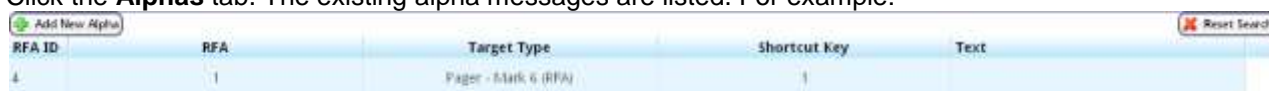
7. When the recording is done, click **Create and Close**.
8. The new recording is now listed in the list of recordings on the Recordings tab.

Chapter 9 Alphas

This chapter describes how to manage and maintain alpha numeric messages (alphas).

9.1 View Current Alphas

1. Click the **Alphas** tab. The existing alpha messages are listed. For example:




RFA ID	RFA	Target Type	Shortcut Key	Text
4	1	Pager - Mark 6 (RFA)	1	


RFA ID is an internal i-Message number.

RFA is the actual message number. There can be up to 100 of these in i-Message (numbered from 0-99).

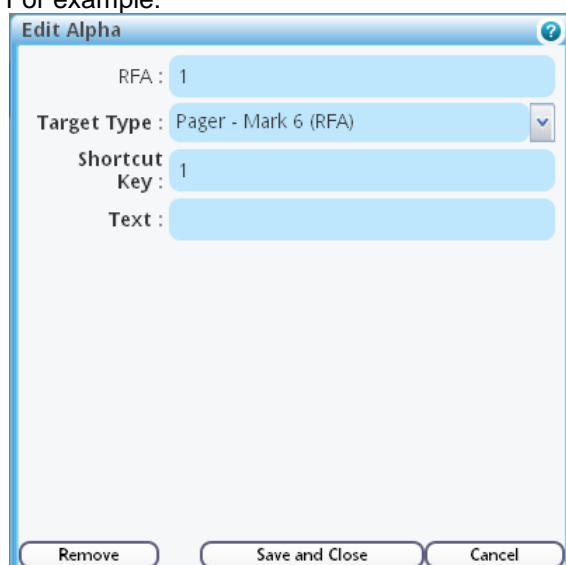
9.2 Search for Alphas

1. Use the active Search field. The results list changes dynamically as the search string is expanded or reduced. The results exactly match the search string as currently entered.
2. To clear the Search field, click .

9.3 Remove Alpha

1. Highlight the alpha you want to remove.
2. Click  in the Remove column.
3. The *Edit Alpha* confirmation screen is displayed.

For example:



Edit Alpha

RFA : 1

Target Type : Pager - Mark 6 (RFA)

Shortcut Key : 1

Text :

Remove Save and Close Cancel

4. Click **Remove**.
Or click **Cancel** to abandon.

9.4 Edit Alpha

- 1. Click on the alpha you want to edit.
- 2. The *Edit Alpha* screen is displayed.
For example:

Edit Alpha

RFA : 1

Target Type : Pager - Mark 6 (RFA)

Shortcut Key : 1

Text :

Remove

Save and Close

Cancel

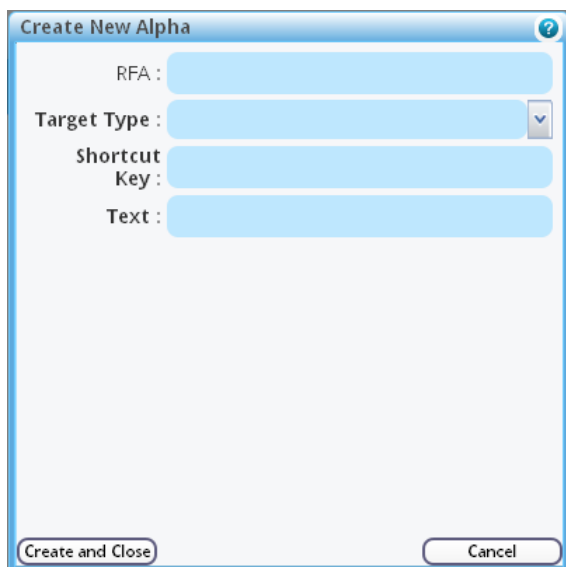
- 3. Make the changes you want.

RFA	Receiver Fast Alpha message number There can be up to 100 of these in i-Message (0-99). Any of these can be used for CFA messages. For RFA messages, only 0-15 can be used.
Target Type	The pager type, such as <i>Pager – Mark 6 (RFA)</i> Use the dropdown list to choose the type you want.
Shortcut Key	This must match the RFA number. It is used for the telephone voice prompts.
Text	This is the text that the pager can display when the associated message is received. For numeric-only pagers, this text should be the same as the text that the pager has been programmed to display when it receives the numeric message. For alphanumeric pagers, this is the text that will be sent and displayed on the pager.

- 4. Click **Save and Close**.
Or **Cancel** to abandon.

9.5 Add New Alpha

1. Click **Add New Alpha**.
2. The *Create New Alpha* screen is displayed. For example:

A screenshot of a software dialog box titled "Create New Alpha". The dialog box has a light blue header bar with a question mark icon in the top right corner. The main area is white and contains four input fields, each with a label to its left: "RFA :", "Target Type :", "Shortcut Key :", and "Text :". The "Target Type" field has a small downward arrow on its right side, indicating it is a dropdown menu. At the bottom of the dialog box, there are two buttons: "Create and Close" on the left and "Cancel" on the right.

3. Create an alpha. Refer to section 9.4 for parameter descriptions.
4. Click **Create and Close**.
Or **Cancel** to abandon.

Chapter 10 Manual Backup, Restore, and Archiving

This chapter describes how to manually back up and restore databases, and to archive parts of i-Message to external files.

- **Important:** A user with i-Message configuration access rights can schedule backup and restore to take place automatically. Please see the ***i-Message Configuration Guide***.

10.1 Backup and Restore

The **Backup and Restore** tab shows a list of files (the backup/restore list) that can be backed up or archived from i-Message, and files that can be restored to i-Message.

With this tab, you can:

- use **Start New Backup** to manually back up and download i-Message data, to include or exclude logs
- use **Start New Backup** to manually archive voice or log data
- use **Browse** and **Upload Backup File** to locate a previously downloaded backup file and upload it to the list
- choose a file from the list of uploaded files and use **Restore** to restore the file to i-Message

To back up means ‘make a copy somewhere else’.

To archive means ‘remove from i-Message and archive it somewhere else’.

When backup or archive files are created, i-Message uses default file names that are self-explanatory. This sample screen fragment shows the file names: *Archive Voice data older than 7 days on 2011.12.22 at 10-25-55 UTC.zip* and *Backup Including Log on 2011.12.10 at 04-00-00 UTC.zip*


Download	Restore	File Name
		Archive Voice data older than 7 days on 2011.12.22 at 10-25-55 UTC.zip
		Backup Including Log on 2011.12.10 at 04-00-00 UTC.zip

10.2 List Backup/Restore Files

1. Click the **Backup** tab.
2. Click the **Backup and Restore** tab. The currently available backup/restore files are listed. For example:



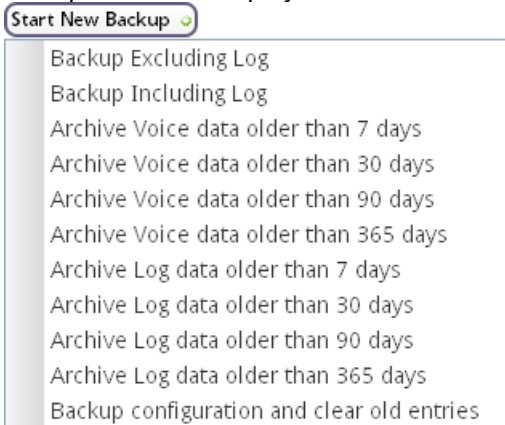
10.3 Search for Backup/Restore Files

1. Use the active Search field. The results list changes dynamically as the search string is expanded or reduced. The results exactly match the search string as currently entered.
2. To clear the Search field, click .

The search field works on the contents of the File Name column.

10.4 Back Up Data File

1. Click **Start New Backup**.
2. The options list is displayed.



3. Select the required option:

Option	Description
Backup Excluding Log	Back up i-Message configuration data, excluding all logs.
Backup Including Log	Back up i-Message configuration data, including all logs.
Archive Voice data older than <n> days	Remove date-specified voice data from i-Message and archive it in a file.
Archive Log data older than <n> days	Remove date-specified log data from i-Message and archive it in a file.
Backup configuration and clear old entries	Remove voice, call, and log data from i-Message, but also make a backup copy of the configuration data only.

- On the *Enter new backup file name* screen, enter a name for the file, or accept i-Message's default name. For example:

Enter new backup file name

File Name : Backup configuration and clear old entries on 2011.12.22 at 11-49-42 UTC.zip

File Name	Size
No existing file names	

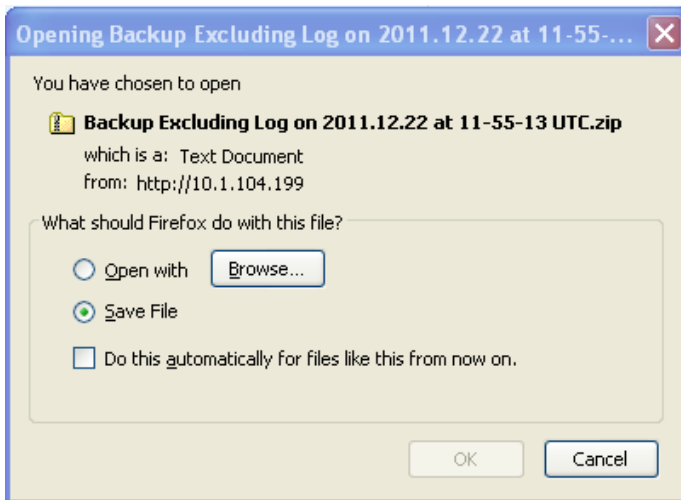
Start Backup Cancel

The default file name is *<Option> on <yyyy>.<mm>.<dd> at <hh>-<mm>-<ss> UTC.zip*

- Click **Start Backup**.
Or **Cancel** to abandon.
- The new file is added to the backup/restore list.

10.4.1. Download File for Viewing or Storing

1. In the backup/restore list, locate the file you want to back up, and click **Download**.
2. You can open the file in a suitable text editor or save the backup file as a text file.
3. For example, to save the file, select the **Save File** radio button:



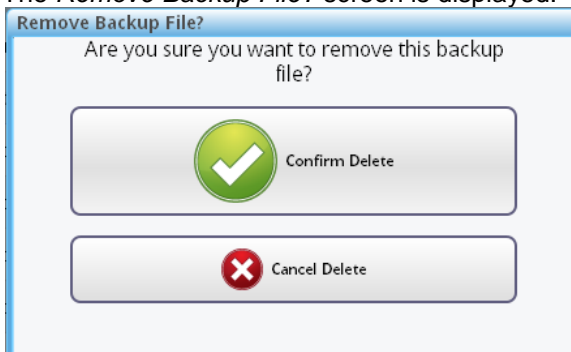
The file then appears in the download list.



4. Open the file if required.

10.5 Remove Backup/Restore File

1. Locate the file you want to remove.
2. Highlight the file and click **X** in the same row.
3. The *Remove Backup File?* screen is displayed.



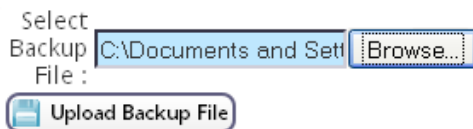
4. Click **Confirm Delete** to remove the file.
Or click **Cancel Delete** to abandon.

10.6 Upload a File for Restore

You can upload an externally backed up file to the i-Message backup/restore list so that it becomes a candidate to be restored.

1. In the Select Backup File pane, click **Browse**.
2. Navigate to the file you want to upload and click **Open**.
3. Click **Upload Backup File**.
4. The file is uploaded into i-Message and included in the backup/restore file list.

For example:



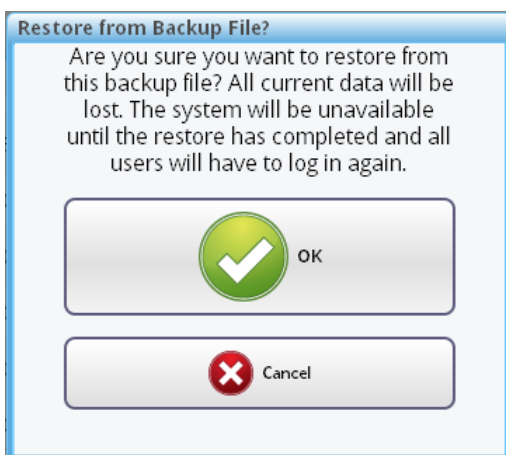
10.7 Restore File

You can restore a file into i-Message by specifying a previously backed up file in the backup/restore list.

1. To restore a file, locate it in the backup/restore list:

Download	Restore	File Name	Size	Remove
		Archive Voice data older than 7 days on 2011.12.22 at 10:25:55 UTC.zip	825370	
		Backup Excluding Log on 2011.12.22 at 11:55:13 UTC.zip	492250	
		Backup Including Log on 2011.12.10 at 04:00:00 UTC.zip	110965807	
		Backup Including Log on 2011.12.11 at 04:00:00 UTC.zip	111535335	
		Backup Including Log on 2011.12.12 at 04:00:00 UTC.zip	112700873	

2. Highlight the file and click **Restore** in the same row.
3. The *Restore from Backup File?* screen is displayed.



4. Click **OK** to restore the file.
Or click **Cancel** to abandon.

Chapter 11 Import and Export

This chapter shows how to export and import users or teams.

Import and Export are used to manage bulk entries.

- **Important:** Do not use the Import/Export facility for backup and restore. For this, see *Chapter 10*.

Exported files are stored as text files in CSV format.

11.1 List Exported Files

1. Click the **Backup** tab.
2. Click the **Import and Export** tab. The currently available exported files are listed.



The **Import and Export** tab also allows you to:

- Manually export i-Message users or teams
- Upload a previously exported file to be used to import teams or users
- Import teams or users
- Manage and maintain exported files

11.2 Search for Import/Export Files

1. Use the active Search field. The results list changes dynamically as the search string is expanded or reduced. The results exactly match the search string as currently entered.
2. To clear the Search field, click

The search field works on the contents of the File Name column.

11.3 Export Users

1. Click **Add Data Export**.
2. Click **Export Users**.
3. On the *Enter New Data Export File Name* screen, either accept the default name or type a different one. For example:

The default name takes the form “*Export Users <year>.<month>.<day> at <hh>-<mm>-<ss> UTC.txt*” This provides a timestamp to clearly identify the file.

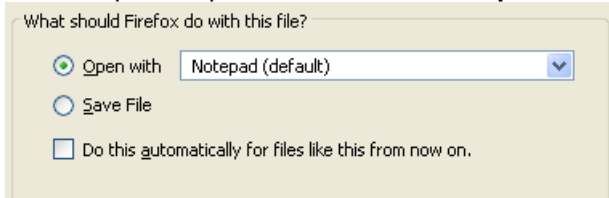
4. Click **Start Data Export**.
5. The exported file is then appended to the list of Export Users files. For example:

Download	Import Users	Import Teams	File Name	Size
			Export Teams 2011.11.21 at 23-19-11 UTC.txt	1947
			Export Teams 2011.12.09 at 15-19-54 UTC.txt	3779
			Export Users 2011.11.21 at 23-19-03 UTC.txt	5782
			Export Users 2011.12.09 at 15-19-46 UTC.txt	6618
			Export Users 2011.12.19 at 14-46-27 UTC.txt	8611

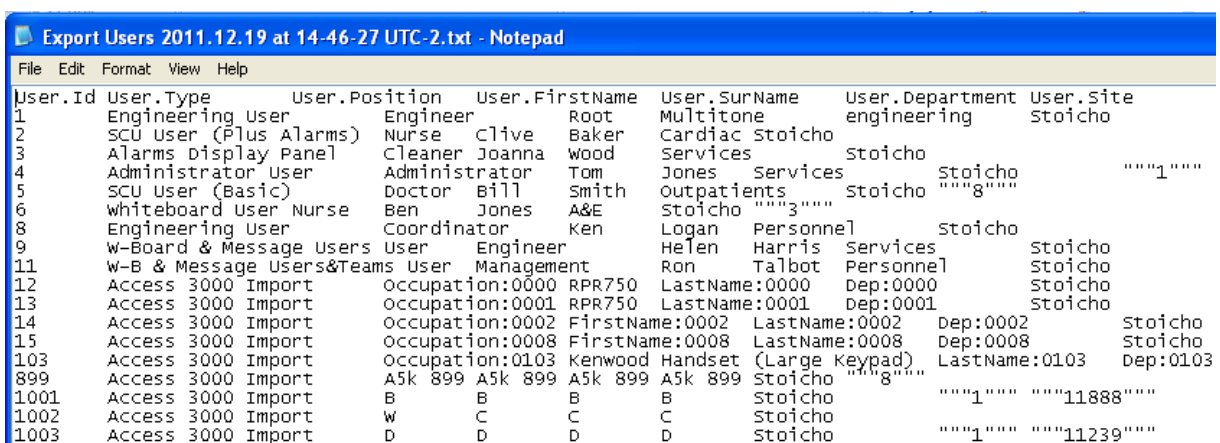
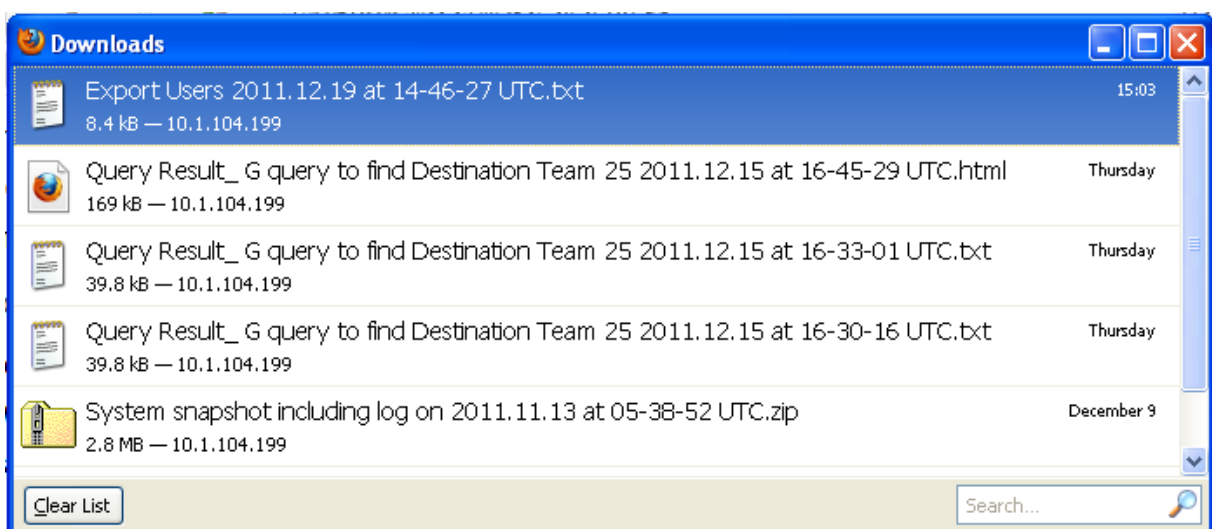
6. You can download the file and save or view it externally.
7. Any of the exported files in the list can be used to import their users or teams back into i-Message.

11.3.1. Download File for Viewing or Storing

1. Click **Download**.
2. You can open the file in a suitable text editor or save the exported file as a text file.
3. For example, to open the file, select the **Open with** radio button (using Notepad by default):



4. Click **OK**.
5. The exported file is saved in the *Downloads* folder and opened as a Notepad file:



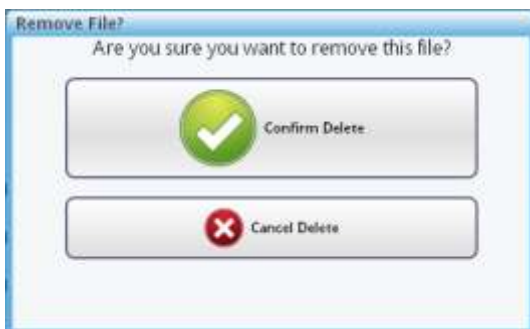
6. Save the file if required.

11.4 Export Teams

1. Click **Add Data Export**.
2. Click **Export Teams**.
3. Exporting teams works in exactly the same way as for exporting users (see sections 11.2 and 11.3.1).

11.5 Remove Exported Files

1. Locate the file you want to remove.
2. Highlight the file and click **✗** in the same row.
3. The *Remove File?* screen is displayed.



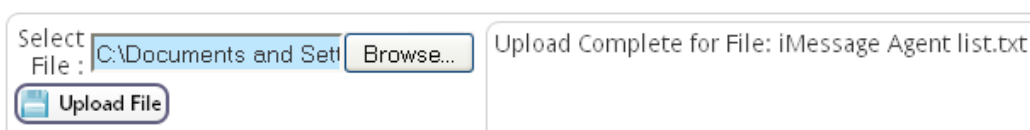
4. Click **Confirm Delete** to remove the file.
Or click **Cancel Delete** to abandon.

11.6 Upload a File for Import

You can upload an external exported file into the i-Message list of so that you can select it for import.

1. In the Select File pane, click **Browse**.
2. Navigate to the file you want to upload.
3. Click **Upload File**.
4. The file is uploaded into i-Message and included in the list of exported files.

For example:



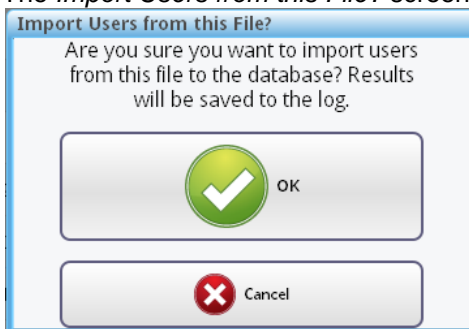
11.7 Import Users

You can import a set of users into i-Message by specifying a previously exported users file.

1. To import a previously exported users file, locate one of the Export Users files in the list:

Import Users	Import Teams	File Name
		Export Teams 2011.11.21 at 23-19-11 UTC.txt
		Export Teams 2011.12.09 at 15-19-54 UTC.txt
		Export Teams 2011.12.19 at 15-27-15 UTC.txt
		Export Users 2011.11.21 at 23-19-03 UTC.txt
		Export Users 2011.12.09 at 15-19-46 UTC.txt
		Export Users 2011.12.19 at 14-46-27 UTC.txt

2. Highlight the file and click **Import Users**.
Ensure you click **Import Users**. If you click Import Teams by mistake, a later error will occur.
3. The *Import Users from this File?* screen is displayed.



4. Click **OK** to import the file.
Or click **Cancel** to abandon.

11.8 Import Teams

Importing a team file works in the same way as for users (see section 11.7).

But ensure you click **Import Teams**. If you click Import Users by mistake, a later error will occur.

Chapter 12 Devices

This chapter describes how to manage and maintain i-Message devices.

Note: the i-Message device types are predefined. If these need to be changed, please contact Multitone.

12.1 View Current Devices

1. Click the **Devices** tab.

The existing devices are listed. For example:

Add New Device							Reset Search
ID	Type	Identifier	Present	Status	Remove		
1	ASK	10.1.100.34	<input checked="" type="checkbox"/>				
2	DECT	1-125	<input checked="" type="checkbox"/>				
3	DECT	3-120	<input checked="" type="checkbox"/>				
4	DECT	3-106	<input checked="" type="checkbox"/>				
5	DECT	3-107	<input checked="" type="checkbox"/>				
6	DECT	3-101	<input checked="" type="checkbox"/>				
7	Email	imessage726-messagebas7.multitone.co	<input checked="" type="checkbox"/>				
8	Responder	0011502	<input checked="" type="checkbox"/>				
9	Mobile Phone	447788104626	<input checked="" type="checkbox"/>				
11	Email	stoytcho.gutchev@multitone.com	<input checked="" type="checkbox"/>				
12	Pager - Mark 7 RPR750 (512 baud)	11777	<input checked="" type="checkbox"/>	Off			
13	Mobile Phone	4407903407605	<input checked="" type="checkbox"/>				


ID	The device ID is a database identifier that is generated by i-Message.
Type	The device type; e.g. <i>Pager – Mark 7 RPR750 (512 baud)</i> Use the dropdown list to choose the type you want.
Identifier	The identifier that uniquely identifies this device in the list of i-Message devices. The format of the identifier depends on the device's type. For example, it can be a phone number, IP address, e-mail address or pager RIC number.
Present	Present only has meaning for pager devices that can be entered into an absence rack. When this is the case, Present is unselected.
Status	ON appears only if the pager has been put (at least once) in the absence rack.

12.2 Search for Devices


1. Use the active alphanumeric Search field. The results list changes dynamically as the search string is expanded or reduced. The results exactly match the search string as currently entered.

For example, enter **44**. The international format mobile phone numbers are displayed:

44							Reset Search
Add New Device							
ID	Type	Identifier	Present	Status	Remove		
9	Mobile Phone	447788104626	<input checked="" type="checkbox"/>				
13	Mobile Phone	4407903407605	<input checked="" type="checkbox"/>				
15	Mobile Phone	447903407605	<input checked="" type="checkbox"/>				
16	Mobile Phone	447885050003	<input checked="" type="checkbox"/>				
17	Mobile Phone	447889155370	<input checked="" type="checkbox"/>				
26	Mobile Phone	447889400003	<input checked="" type="checkbox"/>				
27	Mobile Phone	447885220221	<input checked="" type="checkbox"/>				

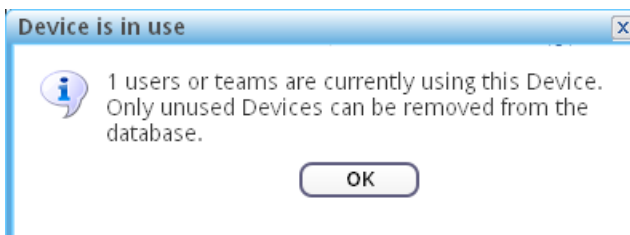
2. To clear the Search field, click 

12.3 Remove Device

1. Locate the device you want to remove.
2. Highlight the device.
3. Click  in the Remove column.
4. The *Remove Device from Database?* screen is displayed.



5. Click **Confirm Delete** to remove the user. Or click **Cancel Delete** to abandon.
6. If the device is currently in use, a warning message is displayed; for example:



In such cases, you cannot remove the device.

12.4 Add New Device

1. To add a new device, click **Add New Device**.
2. Select a device type from the dropdown list:

A3K
A3K Team
A3K User
Alarm
DECT
DLC Input
DLC Output
Ekotek
Email
Fixed Line
Innovise
Kenwood Handset
Mobile Phone
Pager - 2TONE
Pager - Mark 6
Pager - Mark 6 (RFA)
Pager - Mark 7 RPR580 (1200 baud)
Pager - Mark 7 RPR580 (512 baud)
Pager - Mark 7 RPR750 (1200 baud)
Pager - Mark 7 RPR750 (512 baud)

As an example, select *Pager – Mark 7 RPR750 (512 baud)*.

3. The *Add New Pager* - <name> screen is displayed. For example:

4. In the **Pager** field, enter the actual address for the new pager. Say, 11241.

5. Click **Create New** <Pager>. The precise button label changes depending on the device. Or **Cancel** to abandon.
6. The new device is added to the list on the Devices tab. For example:

45	Pager - Mark 7 RPR750 (512 baud)	11241	<input checked="" type="checkbox"/>
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i-Message has given this device the next available device number (in ascending sequence); here, 45.

Chapter 13 Access 3000

This chapter describes how to make a link between an Access 3000 user and an i-Message user.

13.1 Introduction

If the i-Message server is connected to one or more Access 3000 systems, i-Message runs continuous background record-by-record interrogation of the database such that updates occurring on the Access 3000 system can be identified on the i-Message system.

However, there can be cases where an Access 3000 user does not have an exact equivalent user in i-Message. If such inconsistencies occur, an alarm is generated. For example:

5 A3k Conflict Found

16:37:52



To view the mismatch, go to the **Access 3000** tab.

One reason for a mismatch might be because there really is no equivalent user in i-Message. In this case, the administrator will create a new i-Message user and make a link to the new user from the Access 3000 user.

Alternatively i-Message might propose one or more existing i-Message users, any of which could be the right one. The administrator will then decide whether or not one of them is correct. If so, a link is made. If not, then a new i-Message user must be created.

13.2 View Unresolved Access 3000 Users

1. Click the **Access 3000** tab. Any unresolved Access 3000 users are displayed in the upper pane. For example:

Unresolved Access 3000 Users :

A3k ID	Position	First Name	Last Name	Department
3000	Occupation:7777	FirstName:7777	MaryTrout:7777	Dep:7777

13.3 Make a Link to an Existing i-Message User

1. If i-Message is able to propose one or more existing users, these are displayed in the *Link selected Access 3000 User to an existing or new i-Message User* pane.
2. In this example, i-Message has found a user called George Mildred who has the same name as the Access 3000 user:

Unresolved Access 3000 Users :

A3k ID	Position	First Name	Last Name	Department
5555	Job5555	George	Mildred	Dep5555
3000	Occupation:7777	FirstName:7777	MaryTrout:7777	Dep:7777

Link selected Access 3000 User to an existing or new i-Message User:

No.	Position	First Name	Last Name	Department	Site	Type	User Name	User Present	Link
765432	Cleaner	George	Mildred	ccc	Stolcho	SCU User (Basic)	gmildred	<input checked="" type="checkbox"/>	

Create and link to a new user

3. To make a link between the Access 3000 user in the upper pane, and one of the i-Message users displayed in the lower pane, click on the link icon of the selected user.



- The *Link Access 3000 User* screen is displayed. For example:



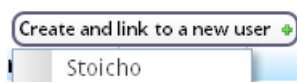
- Click **OK**. Or **Cancel** to abandon.
- The link can be verified by searching for the i-Message user in the **Users** tab, and clicking on it to display the user details. For example:



Notice the “Access 3000: 1 linked user records” text. This confirms the link has been made.

13.4 Make a Link to a New i-Message User

- If i-Message is unable to propose any existing users, the *Link selected Access 3000 User to an existing or new i-Message User* pane will be empty. Or it might be that none of the proposed i-Message users is the required one.
- In either case, you must create a new i-Message user for the Access 3000 user to link to.
- In the *Unresolved Access 3000 Users* pane, select the Access 3000 user you want to link.
- Click **Create and link to a new user**.
- Click on a site from the dropdown list. For example:



- The *Link Access 3000 User* screen is displayed. For example:



- Click **OK**. Or **Cancel** to abandon.

8. The Access 3000 user is imported into i-Message with a user type of *Access 3000 Import*.
9. The imported Access 3000 user can be verified by searching for it in the **Users** tab. For example:

765436	Occupation:6549	Graham	Hoare	Dep:6549	Storcho	Access 3000 Import	<input checked="" type="checkbox"/>
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10. Click on this user to display the user details.

Edit User

No. : 765436	First Name : Graham	Last Name : Hoare
Position : Occupation:6549	Type : Access 3000 Import	Department : Dep:6549
Site : Storcho	<input checked="" type="checkbox"/> User Present	User Name : <input type="text"/>

Access 3000 : 1 linked user records

11. The new link is confirmed by the *Access 3000: 1 linked user records* tag.

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