i-Message™

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Operator's Guide

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PREFACE

Company Liability

The information in this manual has been carefully compiled and checked for technical accuracy. However, 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 manual contains introductory and general guidance for i-Message SCU operators who are using the touch-screen. It is not specific to any particular implementation.

Intended Readership

Readers of this manual are not assumed to have any previous knowledge of i-Message. The content is aimed at operators of i-Message SCU touch-screens (SCU users).

i-Message Documents

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

Using this Document

This document contains the following chapters:

Chapter 1	*introduces the touch-screen (SCU)*
Chapter 2	*shows how to log in and out*
Chapter 3	*shows the i-Message interface*
Chapter 4	*describes the whiteboard*
Chapter 5	*describes how to send various kinds of message to users and teams*
Chapter 6	*shows how to deal with alarms*
Chapter 7	*shows how to verify the status of calls in the system*
Chapter 8	*shows how to carry out basic user administration*
Chapter 9	*shows how to set up a transfer*
Chapter 10	*shows how to change a user's status (present/absent)*
Chapter 11	*shows how to swap a user's device*

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.

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

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

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

Copyright Notice

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Chapter 1 How to Use the Touch-Screen

This chapter introduces the Multitone touch-screen System Control Unit (SCU).

1.1 The Touch-Screen Display

The i-Message system runs within a browser and is displayed on a touch-screen.

Someone will have set up the touch-screen and browser for you.

The *i-Message Login* touch-screen display looks like this:

Figure 1: The i-Message Login touch-screen keyboard

1.2 How Does the Touch-Screen Work?

The touch-screen is an electronic visual display that can detect the presence and location of the touch of your finger within the display area.

A touch-screen monitor makes computer use more enjoyable, simple and very convenient. You can interact with the interface directly, as you would with other normal real world objects.

There is no need for separate keyboards and mouse pads.

It's like using a computer mouse. Every time you touch the screen it's as if you had clicked the equivalent left-click mouse button.

Note that Figure 1 shows the default, lowercase keyboard.

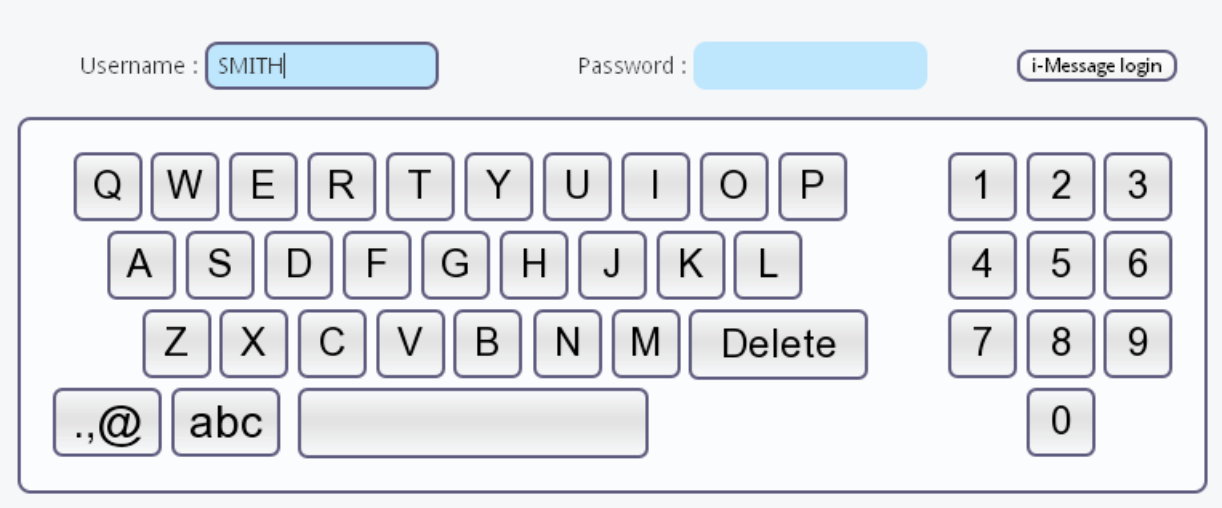
Sometimes you might need to enter uppercase characters, special characters, or delete something you entered.

The following sections show you how to do this.

1.3 How to Enter UPPERCASE Characters

1. On the lowercase keyboard, touch ABC.

2. The keyboard will now accept UPPERCASE input. For example, type SMITH:



3. To revert to the lowercase keyboard, touch abc

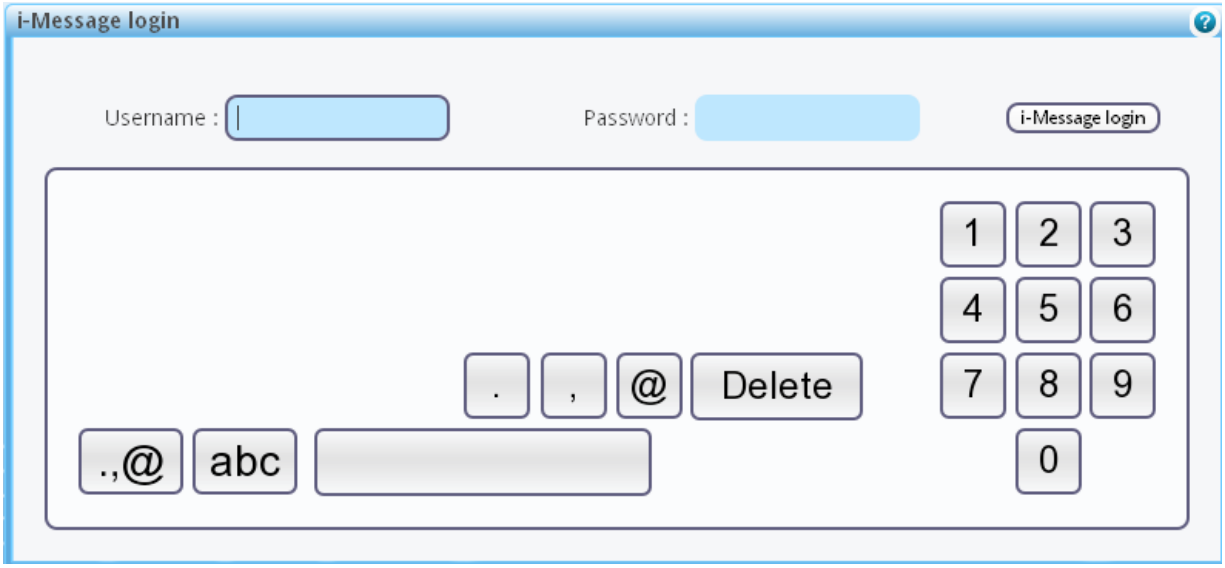
1.4 How to Enter Special Characters (full stop, comma, at sign)

You might need to enter special characters, although you cannot use these in user names and passwords.

There are three special characters you can use: full stop, comma, and the 'commercial at' @ sign.

To enter special characters:

1. On the keyboard, touch .,@
2. The keyboard now appears like this:



3. Notice the special character keys have now appeared on the keyboard while the letters have disappeared. You can touch any of these special character keys, as required.
4. To revert to the regular keyboard, touch ..@ again.

1.5 How to Delete Characters

Sometimes you might need to delete characters you have entered for some reason.

To delete the last character you entered:

1. Touch Delete
2. The last character you entered in the active field is deleted.
3. Repeat as required.

1.6 How to Switch between Full-Screen Mode and Window Mode

When using a touch-screen with i-Message, you normally work in full-screen mode. With this, the i-Message interface will cover the entire screen area.

However, you might need to toggle between full-screen mode and window mode.

To enable or disable full-screen mode from a standard keyboard:

Click **F11**.

To enable full-screen mode from a touch-screen:

In Mozilla Firefox, touch **View > Full Screen**.

To disable full-screen mode from a touch-screen:

Touch and drag your finger from the very top of the screen. This will reveal the Mozilla Firefox location bar at the top of the screen display.

You can return to full-screen mode by touching anywhere on the screen.

Chapter 2 Logging In and Out

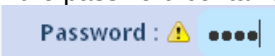
➢ It is assumed you have read *Chapter 1* so you already know how to use the touch-screen keyboard.

This chapter shows how to log in and log out from i-Message.

2.1 Log In

1. Touch the **Username** field. You should already know your user name. If not, please ask your i-Message administrator.
2. Using the touch-screen keyboard, touch each character or number in turn. The user name will be displayed in the Username field.
3. If you need to correct the user name, touch **Delete** to delete the last character you entered. Repeat as necessary.
4. Touch the **Password** field. You should already know your password. If not, please ask your i-Message administrator.
5. Using the touch-screen keyboard, touch each character or number in turn.
6. The password will appear as a series of large dots in the Password field.

7. If the password contains any illegal characters, i-Message displays a warning triangle like this:

   If you need to correct the password, touch **Delete** to delete the last character you entered. Repeat as necessary.
8. Touch **i-Message login** to log in to the i-Message system.

9. If your login is successful, the i-Message whiteboard will be displayed. At the top of the screen, you will see *"i-Message user:"* followed by your user name.
10. If your login is unsuccessful, a *"Login failed"* message is displayed.

    In this case, touch **OK** to restart the login process.

2.2 Log Out

Touch **Logout**.

Chapter 3 The i-Message Interface

This chapter tells you about the i-Message interface.

- It is assumed you have read Chapters 1 and 2 so you already know how to use the touch-screen, you have successfully logged in to i-Message, and your user account rights include the whiteboard.

When you have logged in, i-Message will display the first screen on the tab list that you can access. In this instance it is the i-Message whiteboard that will be displayed first.

3.1 Header Bar Icons

You will also see some icons at the top-right of the screen in the header bar:

Envelope icon.
Touch this to see the currently logged in user's call history status. See *Chapter 7*.

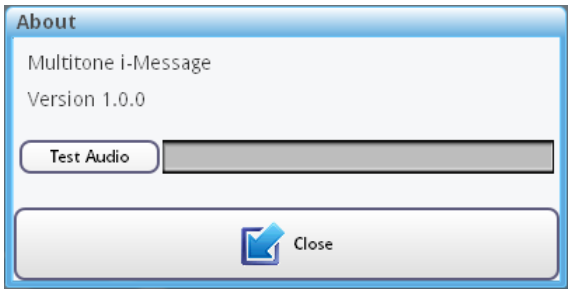
Floating keyboard icon.
Touch this to display the floating keyboard..

Touch this to hide the floating keyboard..

Touch this to log out of the system.

Touch this to see the i-Message help (not currently implemented).

Touch this to see the i-Message *About* screen and access the Audio Test to test the SCU's audio.



3.2 The Floating Keyboard

The floating keyboard lets you input letters and numbers whenever you need. It works exactly like the keyboard on the login screen.

From any i-Message tab screen, touch the floating keyboard icon to display the floating keyboard:

Touch the floating keyboard icon again to hide the floating keyboard:

3.3 The Tabs

You might see a number of tabs along the top of the screen.

Touch any of these tabs to carry out their associated activities. These are fully described later in this manual.

Whiteboard	By default, the Whiteboard tab is displayed after login. To display the whiteboard at any time, touch the **Whiteboard** tab. For a sample whiteboard display, see section *4.4*. You might see: • messages giving you some information • icons that let you touch through to send urgent text or voice messages
Message	To send a message to users or teams. See *Chapter 5*.
Alarms	**Note:** You might not see this tab if you do not have access to the alarms. This lets you view and deal with alarms generated by i-Message. See *Chapter 6*.
User Admin	To view or edit a user's details. For example, change a user's existing transfers or swap a user's pager. See *Chapter 8*.
Transfers	To set up new user transfers. See *Chapter 9*.
User Presence	To see whether a user is present or absent, and change the setting as needed. See *Chapter 10*.
User Devices	To select a device for a user so that the two can be linked. See *Chapter 11*.

Chapter 4 The Whiteboard

This chapter tells you about the whiteboard.

- It is assumed you have read Chapters 1 to 3, and your user account rights include the whiteboard.

When you have logged in, the i-Message whiteboard will be displayed first.

On the whiteboard, you will see tabs, icons, and various other notes.

The purpose of the whiteboard is to provide a central location where messages and notes are displayed, and to allow you to touch through to send messages quickly to users and teams.

4.1 Notes Board

This is a panel that allows the administrator to inform all users about events.

4.2 Team Calls

This allows you to select and send calls to important teams quickly without having to search for them.

This is a system-wide screen and is displayed with the same setting for all users who can access the whiteboard.

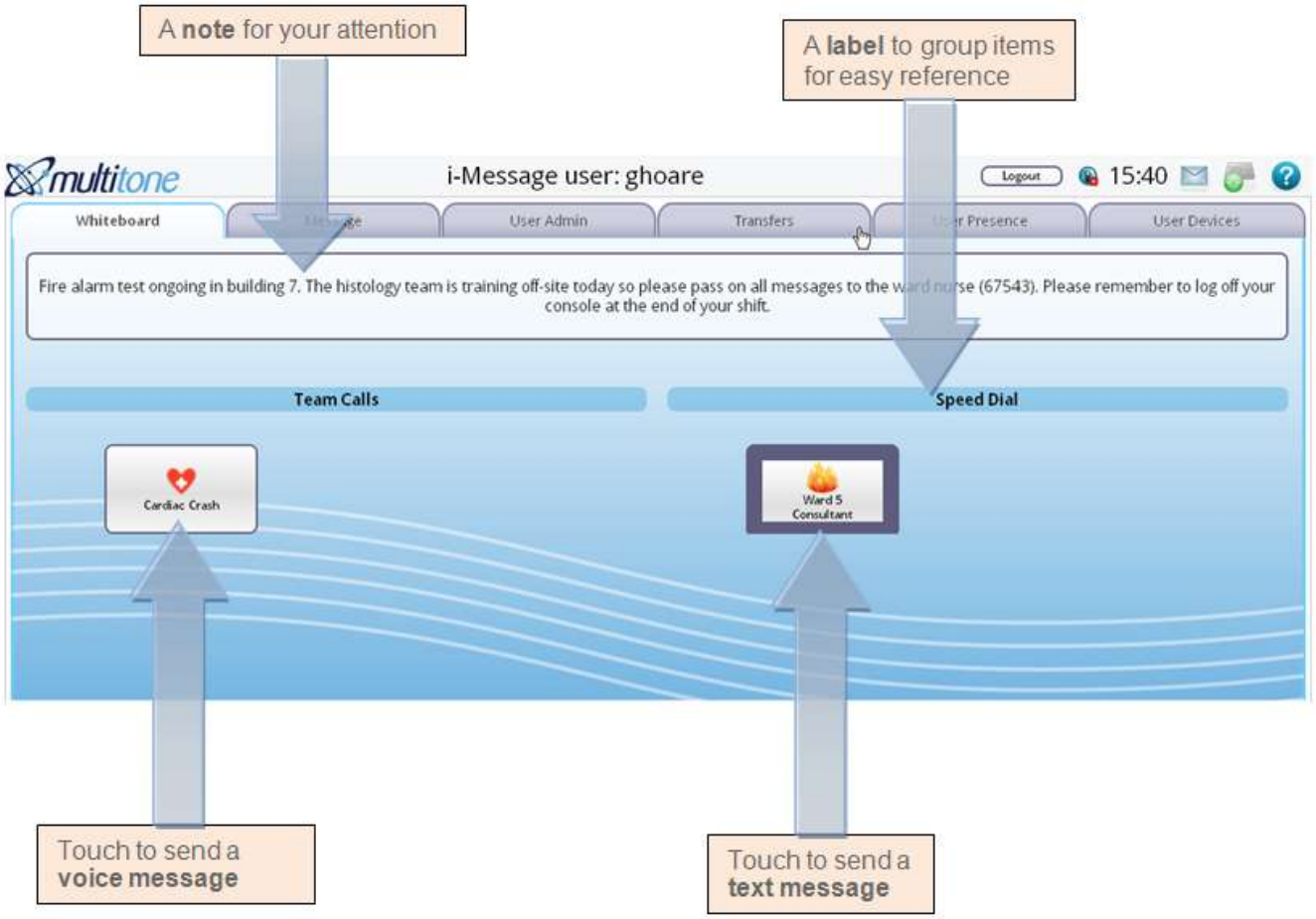
4.3 Speed Dial

This allows you to select and send calls to important users quickly without having to search for them.

This is a system-wide screen and is displayed with the same setting for all users who can access the whiteboard.

4.4 Sample Whiteboard Screen

The i-Message whiteboard might look something like this:



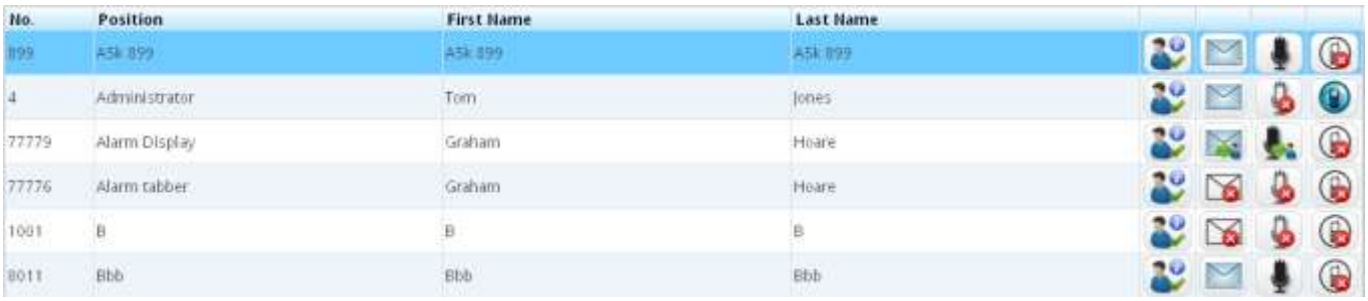
Chapter 5 Sending Messages

This chapter shows how to send various kinds of message to a user or a team.

5.1 Send Messages to Users

Touch the **Message** tab, then the **Users** tab.

The current set of users is displayed. 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
8011	Bbb	Bbb	Bbb

You can send a message to a user from the *Message>Users* screen.

1. Use the floating keyboard to touch the first few letters or numbers of the user to whom you want to send a message. See section *3.2* for more about the floating keyboard.
2. i-Message searches for user details that correspond to your input, and displays those it finds.
   You can search on any of the four columns: *No*, *Position*, *First Name*, *Last Name*.
3. Hide the floating keyboard to get a larger screen for the list.
4. Alternatively, scroll down the list of users to find the user you want.

5.1.1. Send a Text Message to a User

1. Check the user's current status. This is displayed in the first column of icons.
   a. The user is absent and has a transfer:

   b. The user is absent and does not have a transfer:

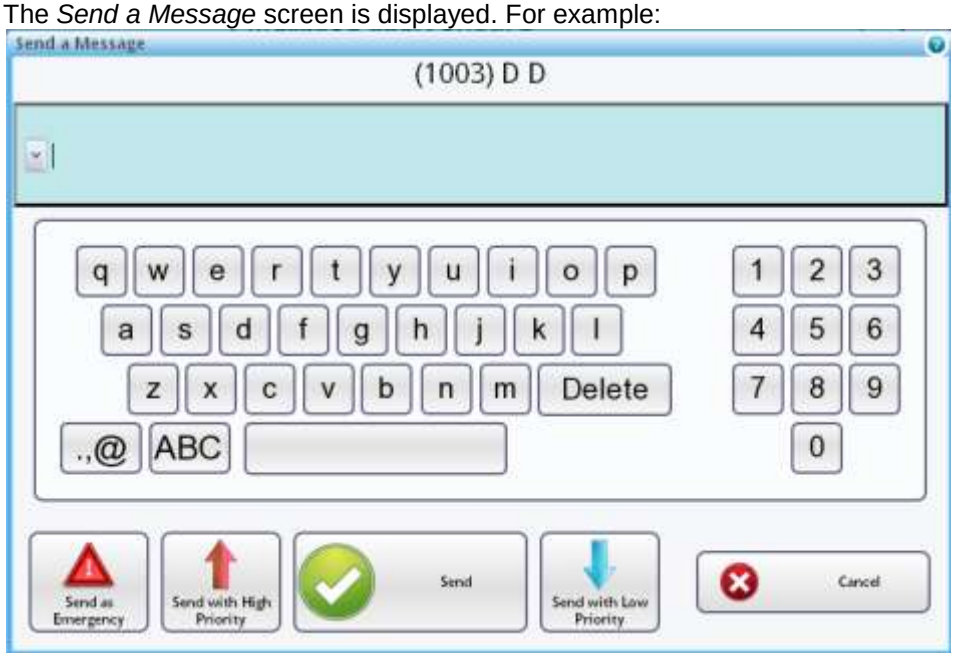
   c. The user is present, and does not have a transfer:

2. Next, check whether the user is textable or not. This is displayed in the second column of icons. Note that if a user is not textable, a message can still be sent although with no guarantee of success.
   a. The user is not currently textable:

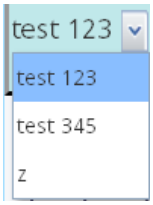
   b. The user has been transferred:

   c. The user is textable:

3. To send a text message, touch the envelope icon for the user you selected:
   or .
4. The *Send a Message* screen is displayed. For example:



5. Either use the dropdown list to select a stored message to send. For example:



   Or, using the keyboard, create the message you want to send.

6. Touch one of the **Send** buttons at the foot of the screen to send the message with the required priority. The receiving pagers will beep with the relevant beep code (as configured in the pager and the system).

   Or touch **Cancel** to cancel.

   The different Send buttons are used by the system to prioritise a message when sending the message out. The higher the priority, the earlier the system will send the message out. Also in some cases this will be mapped to the beep codes of the pager; for example, when the user presses the emergency button a particular sound will come out of the pager telling the receiver of the message that it is an emergency message or voice.

   Note that a pip lasts about 1/8 of a second whereas a beep lasts about 1/2 of a second.

	Beep Code	Multitone Pager Sound
Send As Emergency	5	Three pips This priority will override all calls being sent to the same pager at the same time with the exception of other emergency calls This priority would typically be used for Cardiac arrest calls.
Send With High Priority	4	Continuous beeps The message will override all Standard and Low priority calls being sent to the same pager at the same time.
Send	3	Two beeps The standard priority. The message will override calls being sent to the same pager with a Low priority.
Send With Low Priority	2	One beep This priority will not override any calls with a higher priority.

7. The *Message Sent* screen is displayed confirming the message has been sent.
8. Touch **OK** to exit, and return to the *Message>Users* screen.

5.1.2. Send a Voice Message to a User

1. Check the user's current voice message status. This is displayed in the third column of icons.
   a. The user's voice message capability is not active:

   b. The user's voice message capability has been transferred:

   c. If this icon is displayed, the user's voice message capability is active:

2. To send a voice message, touch the 'voice message' icon for the selected user:
   or
3. The *Select or Record a Message* screen is displayed.
   For example:

4. Touch **Record** to record a voice message to be sent to the user.
   The screen changes to the *Recording* screen and the message is sent.
   The user's device receives the call. Please note this is one-way only.
5. Touch **Send Canned Message** to choose a canned message from those available.
   The *Select a Canned Message* screen is displayed.
   For example:

6. Touch one of the canned messages, say, 1 Cardiac Arrest.
   The message is sent. A confirmation *Message Sent* screen is displayed.
   For example:

   Touch **OK**.

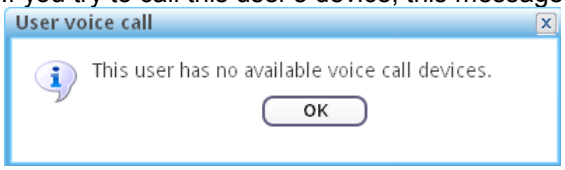
7. On the *Select or Record a Message* screen, if a previous message was sent,. you can touch **Resend Last Message** to resend the last message. For example:

8. To abandon the call, touch **Cancel**.

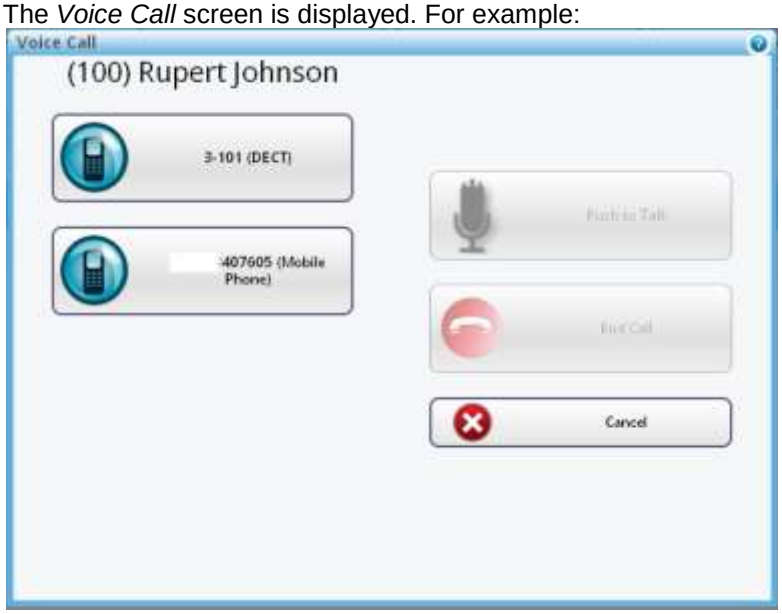
5.1.3. Two-Way Speech with a User

1. Check the user's current two-way speech status. This is displayed in the fourth column of icons.
   a. The user's two-way speech device is active:

   b. The user's two-way speech device is NOT active:

   If you try to call this user's device, this message will be displayed:
   

2. To start the call, touch the 'two-way speech' icon for the selected user, say, Tom Jones:

3. The *Voice Call* screen is displayed. For example:
   

4. Touch one of the available phone numbers to make the call.
5. The **Trying** message, and then the **Ringing** message are displayed.
   a. The **Busy** message shows that the device is busy.
   b. The **In a Call** message shows that the call has been answered.
   c. Note: **Push to Talk** is only for Kenwood not for two-way calls, because Kenwood is a push to talk device. This lets you speak to the user you called.
6. Touch **End Call** to end the call. The **Not in a call** message is then displayed.
7. Touch **Cancel** at any time to abandon the call and leave the *Voice Call* screen.

5.2 Send Messages to Teams

Sending a message to a team is similar to sending a message to a user.

Touch the **Message** tab, then the **Teams** tab.

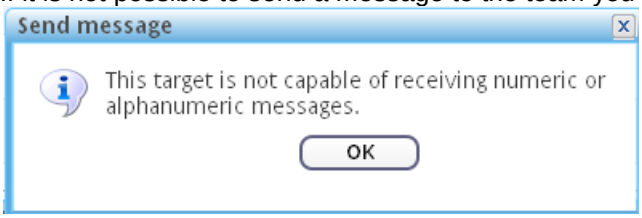
The current set of teams is displayed. For example:

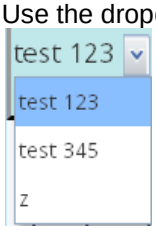
You can send a message to a team from the *Message>Teams* screen.

1. Use the floating keyboard to touch the first few letters or numbers of the team to whom you want to send a message. See section *3.2* for more about the floating keyboard.
2. i-Message searches for team details that correspond to your input, and displays those it finds. You can search on two columns (team number and name): *No*, *Name*.
3. Hide the floating keyboard to get a larger screen for viewing the list.
4. Alternatively, scroll down the list of teams to find the team you want.

5.2.1. Send a Text Message to a Team

1. To send a text message, touch the envelope icon for the team you selected:

2. If it is not possible to send a message to the team you selected, the following window is displayed:


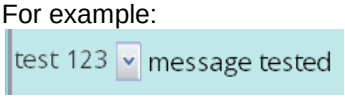
3. If it is possible to send a message to the team you selected, the *Send a Message* screen is displayed.
4. Use the dropdown list to select a stored (RFA) message to send. For example:


   And, using the keyboard, add to or create the message you want to send.

5. Touch **Send** to send the message with an Emergency priority.
   (or touch **Cancel** to abandon the message).
6. The *Message Sent* screen is displayed.
7. If prompted, touch **OK** to exit.

5.2.2. Send a Voice Message to a Team

1. To send a voice message, touch the 'voice message' icon for the selected team:

2. The *Select or Record a Message* screen is displayed.
3. Touch **Record** to record a voice message to be sent to members of the team.
   The screen changes to the *Recording* screen and the message is sent. The team members' devices receive the call.
4. Touch **Send Canned Message** to choose a canned message from those available.
   The *Select a Canned Message* screen is displayed.
   a. Touch a canned message. The message is sent. A confirmation screen is displayed.
   b. Touch **OK**.
5. You can edit the text to be sent with a voice message.
   a. To do this, touch the text field and the *Edit Speech Message Text* screen is displayed.
   b. Edit the text as you would do for standard text messaging (see section *5.1.1*).
      For example:
      

      and touch **Save** (takes you back to the *Select or Record a Message* screen)
      or touch **Cancel** (takes you back to *Select or Record a Message* without changing the text).
      Use the *Select or Record a Message* screen to complete the message sending.
      See above for sending recorded or canned messages.
6. If a previous message was sent, the **Resend Last Message** option becomes available.
   Touch **Resend Last Message** to resend the last message.

Chapter 6 Alarms

This chapter shows how to deal with i-Message alarms.

Alarms are displayed:

- directly, if you are working with a dedicated alarm panel display
- or otherwise, by touching the **Alarms** tab

Alarms initially appear in red, as in the examples below. When acknowledged, alarms turn yellow. But they return to red if not dealt with before the escalation time limit expires.

Some alarms are generated by i-Message; other alarms are raised by third-party systems (such as nurse call systems, building environment systems, or fire alarms).

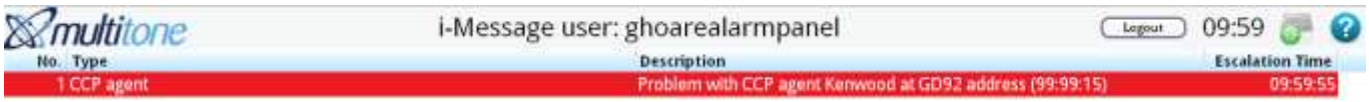
If in doubt how to respond to an alarm, refer to the in-house response instructions or contact your supervisor.

6.1 Alarm Panel Display

It is possible that the alarm panel is displayed when you log in to i-Message. In this case, you will not be able to see the i-Message tabs.

A dedicated alarm panel is normally displayed on a large size screen.

The top of the alarm panel display will look something like this:



You deal with alarms in the same way as if you had touched the Alarms tab. See section *6.3*.

6.2 The Alarms Tab

If the Alarms tab is visible on the touch-screen, then you are able to deal with alarms as they occur by touching the tab.

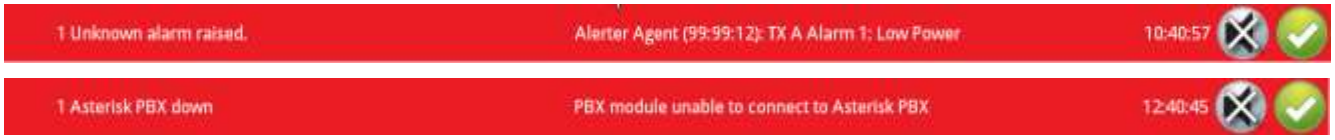
If an alarm has been raised, the tab will be displayed like this:

Touch the tab to display the alarm. For example:

6.3 How to Deal With Alarms

6.3.1. Sample Alarms

Here are two examples of different alarms.



6.3.2. No Alarms Active

If there are no alarms currently in force, the following message is displayed on the Alarms tab:

No items to show.

6.3.3. Alarm Icons

For each alarm displayed, touch one of these alarm icons to acknowledge or accept it:

Acknowledge the alarm (which then changes the alarm colour to yellow)

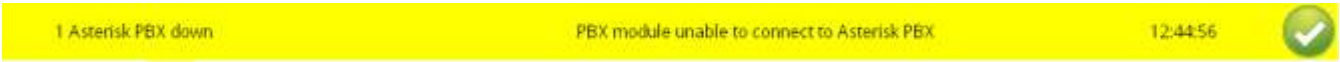
Accept the alarm (which then changes the alarm colour to green)

6.3.4. Columns on the Alarms Screen

No.	Number in the alarm list.
Type	Alarm category.
Description	A short description of the alarm.
Escalation Time	In *hh:mm:ss* format, the time at which the alarm will be escalated if it has not been acknowledged. The escalation time is pre-set by the i-Message engineer.

6.3.5. Alarm Acknowledged

If an alarm has been acknowledged, it appears yellow:



6.3.6. Alarm Accepted

If an alarm has been accepted, it appears green:

Chapter 7 Call Status

This chapter shows how to check whether or not a call has succeeded. If it has failed, you can get more details about the call to find out why.

7.1 Find the Call Status

The envelope icon can look slightly different depending on the status of calls in the system.

Standard envelope icon.
Touch this icon to display the *Call Status* screen.

One or more calls are in progress.
Touch this icon to display the *Call Status* screen.

One or more calls are now available for checking on the *Call Status* screen.
When the calls have been checked, the standard envelope icon is displayed.

Touch one of these icons to display the *Call Status* screen.

7.2 Call Executing

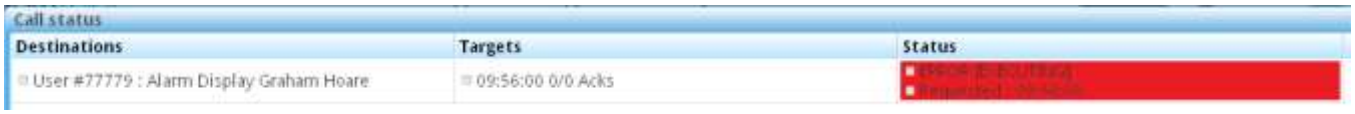
If the call is still in progress, the **Status** column for the call is highlighted yellow.

7.3 Call Complete

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

7.4 Call Failed

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



7.5 Get More or Less Detail

To get more detail on calls, touch the **More Detail** button.

A more detailed analysis of the calls is then displayed. For example:

Sources	This details the user that the message/call was sent from.
Destinations	This details the user(s) and the devices held by the user(s) that the message/call is being sent to (that is, users having compatible devices for the message/call being sent).
Content	This details the content of the text message (and when a voice message is sent, a recording of the voice message — canned or recorded).
Targets	This details additional information on the call: • the time of the acknowledgment from the system where the call was successfully sent • the result of Verification, if required • other details, such as the Access 3000 user used when the call has been made
Status	This details the Status of the message: • Green = Successful • Yellow = Executing • Red = Failed
Log	This details additional information about calls, especially for failed calls.

Touch **Less Detail** to return to close the additional columns.

Touch **Close** to close the *Call Status* screen.

Chapter 8 User Admin

This chapter shows how to edit a user's details.

You use this feature to make changes 'on the fly', such as when changing a user's pager or activating a transfer. This can be very useful when changes must be made at short notice such as during the night.

Note: User Admin cannot add or delete underlying user details; that is the responsibility of the i-Message Administrator.

The **User Admin** tab allows the operator to adapt the user's details to current needs, by making use of what has already been set up. So you can disable or change a shift pattern, but cannot create an entirely new one. In a similar way, User Admin can activate or deactivate a user device, but cannot create or delete devices from i-Message.

8.1 Make Changes to a User's Details

Touch the **User Admin** tab.

User Admin

The current set of users is displayed. For example:

You can make various changes to a user's details from this screen.

1. Use the floating keyboard to touch the first few letters or numbers of the user to whom you want to send a message. See section *3.2* for more about the floating keyboard.
2. i-Message searches for user details that correspond to your input, and displays those it finds. You can search on any of the four columns: *No*, *Position*, *First Name*, *Last Name*.
3. Hide the floating keyboard to see the filtered search in a larger screen.
4. Alternatively, scroll down the list of users to find the user you want.
5. Touch the row for the user you want.

For example: Rupert Johnson:

No.	Position	First Name	Last Name
100	Product Manager	Rupert	Johnson

The *Edit User* screen (for Rupert Johnson) is displayed.

Note: you cannot change the User Details (within the boxed area, top pane).

8.2 Change the User's Status

A user can be Present or Absent.

If you change a user's status, it will change settings in other parts of i-Message. For example, if the user is absent and there are no devices selected when Device Absent, you might not be able to send a text message to that user.

1. If **User Present** is selected, the user is Present.
   ☑ User Present
2. If **User Present** is unselected, the user is Absent.
   ☐ User Present

8.3 Change a Transfer

A user's calls might be transferred to another user or device.

A transfer allows a call sent to a given user or device to be sent to an alternative user or device when the destination user or device is marked as not available on the i-Message system.

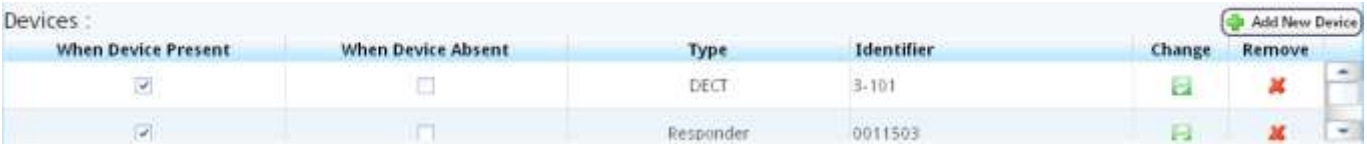
It is sometimes useful to be able to make, undo, or swap a transfer 'on the fly'.

1. To remove a transfer, in the Transfer pane, touch **Clear Transfer**.
2. To modify a transfer, touch **Modify Transfer**.
3. On the *Select Transfer* screen, touch a suitable alternative in the list. The change is immediately displayed on the *Edit User* screen.
   If there is no current transfer, Modify Transfer will activate one.
   If there is a current transfer, Modify Transfer will replace it.

8.4 Change a Device

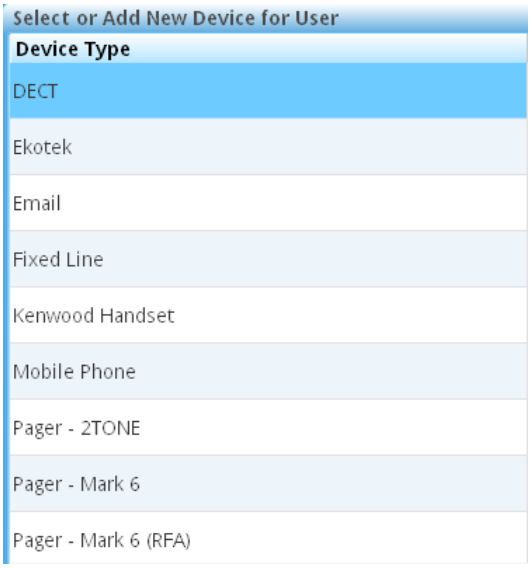
In the Devices pane, you can:

- add a device (activate it)
- remove a device (deactivate it)
- swap a device
- set a device's status

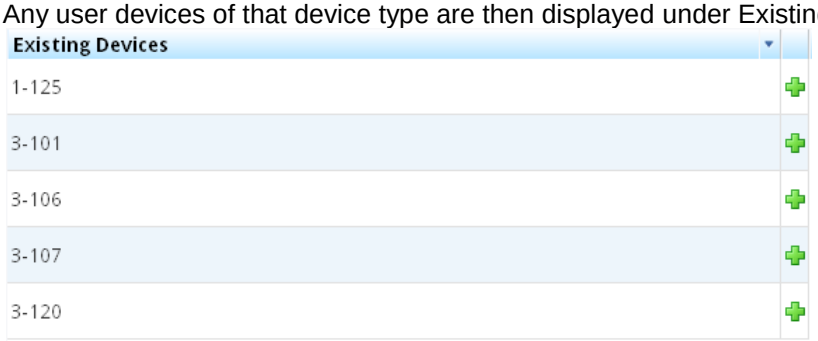


8.4.1. Add a Device

1. To add a device from the user's device list, touch **Add New Device**.
2. On the *Select or Add New Device for User* screen, touch a Device Type. For example, DECT.



3. Any user devices of that device type are then displayed under Existing Devices in the right pane.



4. Touch a suitable device in the list. The change is immediately displayed on the *Edit User* screen.
5. You can also add a device that has not already been entered in the system.
   a. Select the device type, and in the Search field of the existing devices, type the device's details (such as a new email address).

b. If the entry is not found on the list, touch the **New *<Device type>*** button. The entry in the Search field is entered as a new device.

6. To abandon the device search, touch **Cancel**.

8.4.2. Remove a Device

1. On the *Edit User* screen, in the Devices pane, touch **Remove** in the row for the device you want to remove.
2. The device disappears from the *Edit User* screen.

8.4.3. Swap a Device

1. On the *Edit User* screen, in the Devices pane, touch **Change** in the row for the device you want to remove.
2. On the *Select or Add New Device for User* screen, touch a Device Type.
3. The change is immediately displayed on the *Edit User* screen.

8.4.4. Change a Device's Status

A device can be Present or Absent.

In the list of devices for a user, there are two status columns:

1. When Device Present
   When Device Absent
2. If the User Present checkbox under User Details is selected (see section *8.2*), then the devices that have the **When Device Present** checkbox also selected are accessible.
3. If the User Present checkbox under User Details is unselected, this means the user is Absent. In this case, the devices that have the **When Device Absent** checkbox also selected are accessible.

8.5 Change a User's Shift Pattern

A user would typically have a number of shift patterns. User Admin allows you to enable and disable a user's shift patterns as required.

The Shifts pane shows the user's currently available shift patterns.

Shifts :

Start Time	End Time	End Day Offset	Day of Week	Day of Month	Month	Enabled
09:00	17:00	Same Day	*	*	*	☑

To enable or disable a shift pattern, select or unselect the **Enabled** checkbox in the corresponding row

If no shifts are defined, you cannot use this feature.

8.6 Save the Changes

Touch **Save and Close** to save whatever changes you have made.

Alternatively touch **Cancel** to lose any changes you made.

Chapter 9 Transfers

This chapter shows how to set up transfers.

A transfer will allow a call sent to a particular user to be sent to an alternative user or device when that user or device is marked as not available in the i-Message system.

9.1 Set Up a Transfer

Touch the **Transfers** tab.

Transfers

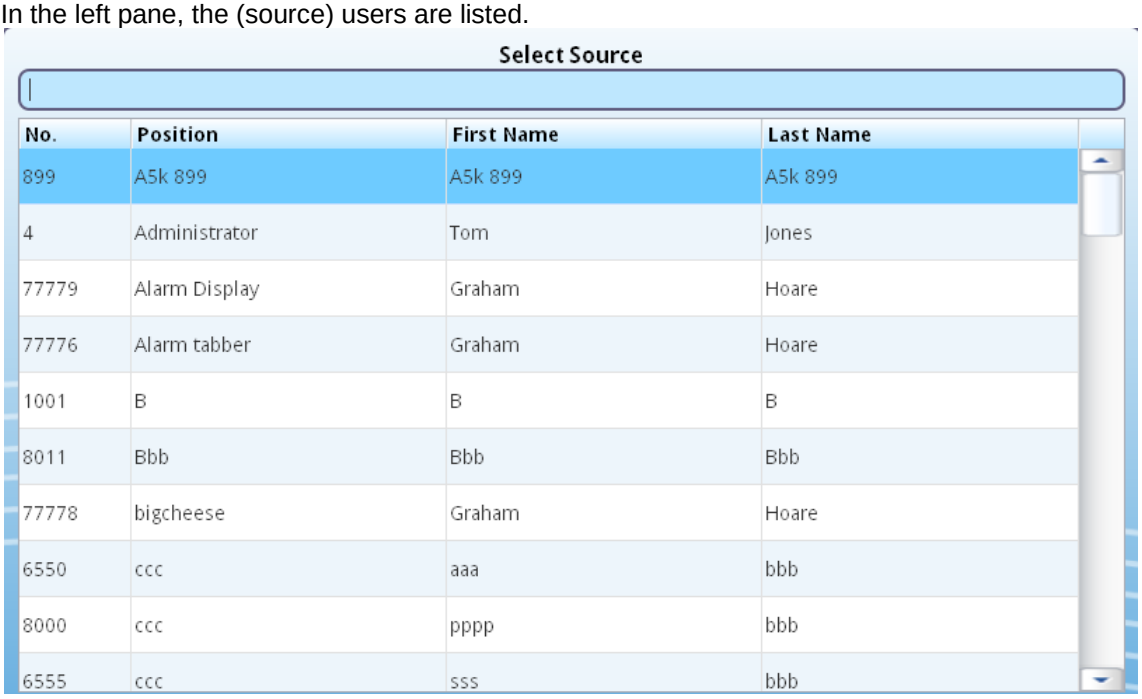
The Transfers screen is in two parts:

- The left pane shows the list of (source) users that you might want transfer from.
- The right pane shows the list of (destination) users you can transfer the (source) user to.

9.2 Example

9.2.1. Select the User to Transfer From

1. In the left pane, the (source) users are listed.



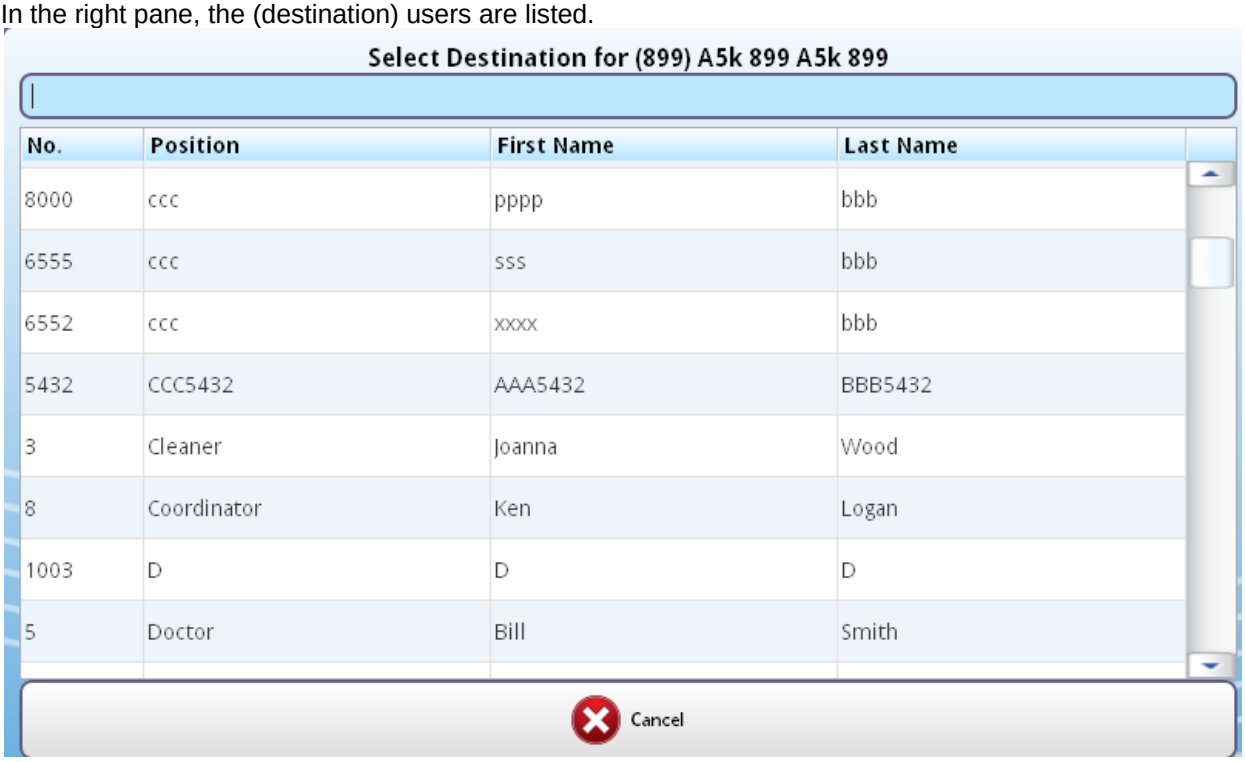
Select Source

No.	Position	First Name	Last Name
899	A5k 899	A5k 899	A5k 899
4	Administrator	Tom	Jones
77779	Alarm Display	Graham	Hoare
77776	Alarm tabber	Graham	Hoare
1001	B	B	B
8011	Bbb	Bbb	Bbb
77778	bigcheese	Graham	Hoare
6550	ccc	aaa	bbb
8000	ccc	pppp	bbb
6555	ccc	sss	bbb

2. Use the floating keyboard to touch the first few letters or numbers of the user you want. See section *3.2* for more about the floating keyboard.
3. i-Message searches for user details that correspond to your input, and displays those it finds. You can search on any of the four columns: *No* (number), *Position*, *First Name*, *Last Name*.
4. Hide the floating keyboard to see the filtered user or users in a larger screen.
5. Alternatively, scroll down the list of users to find the user you want.
6. Touch the row for the user you want.

9.2.2. Select the User to Transfer To

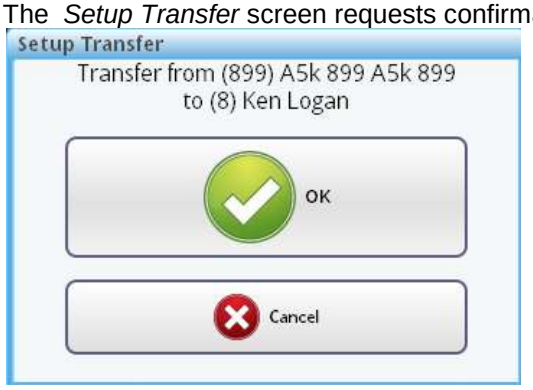
7. In the right pane, the (destination) users are listed.



8. Touch the row of the user you want to transfer to (the destination). For example, Ken Logan.

9.2.3. Make the Transfer

9. The *Setup Transfer* screen requests confirmation of the transfer.



Touch **OK**.

10. To verify the transfer, touch the **User Admin** tab, and select the user that was transferred.

In the Transfers pane, the transfer is displayed.

11. Clearing and modifying transfers was explained earlier in section *8.3*.

Chapter 10 User Presence

This chapter shows how to change a user's status quickly and easily.

A user's status must be either Present or Absent.

If you change the user's status, it will change settings in other parts of i-Message. For example, if you set a user's status to Absent, and if that user has no transfer set, you might not be able to send a text message to that user.

10.1 Verify a User's Status

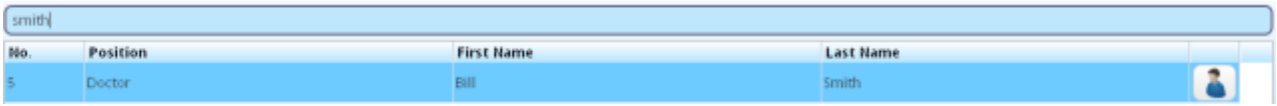
Touch the **User Presence** tab.

User Presence

The **User Presence** tab lets you quickly verify the status of i-Message users. This avoids the need to make these changes via the more detailed User Admin tab.

The i-Message users are listed.

1. Use the floating keyboard to touch the first few letters or numbers of the user to whom you want to send a message. See section *3.2* for more about the floating keyboard.
2. i-Message searches for user details that correspond to your input, and displays those it finds.
   You can search on any of the four columns: *No* (number), *Position*, *First Name*, *Last Name*.
3. Hide the floating keyboard to see the user or users that correspond to your search.
4. Alternatively, scroll down the list of users to find the user you want.
5. Here, we touch the name Smith in the Search field.



6. The icon shows Bill Smith as Present.

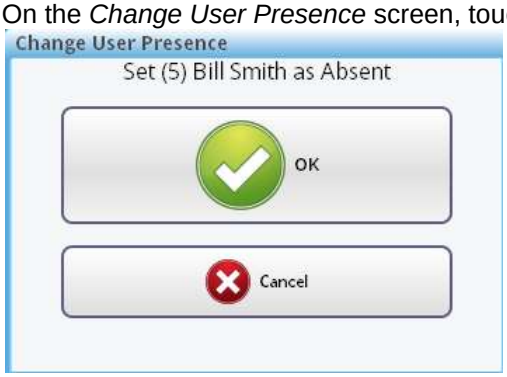
Icon indicating user is Present

Icon indicating user is Absent

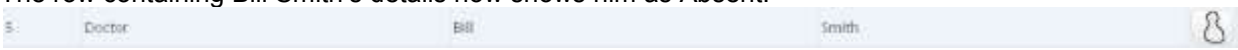
You can change a user's status between Present and Absent, as required.

10.2 Change a User's Status

1. To change Bill Smith's status to Absent, touch the Present icon.
2. On the *Change User Presence* screen, touch **OK** to confirm the change.



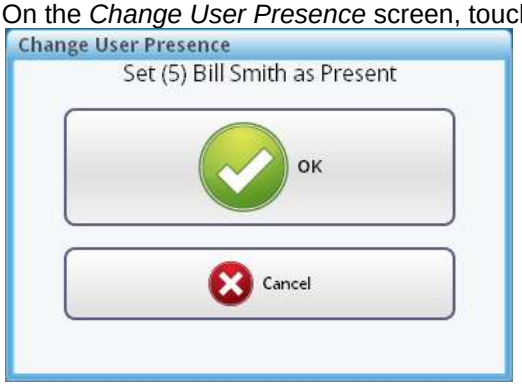
3. The row containing Bill Smith's details now shows him as Absent.



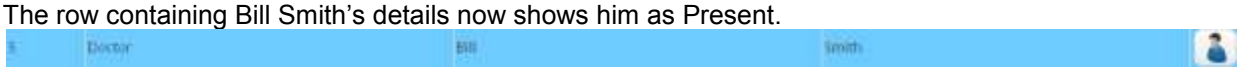
4. To verify the change in status, touch the **User Admin** tab, and select the user whose was status was changed to Absent.

The **User Present** checkbox is now unselected.

5. To change Bill Smith's status to Present, touch the Absent icon.
6. On the *Change User Presence* screen, touch **OK** to confirm the change.



7. The row containing Bill Smith's details now shows him as Present.



8. To verify the change in status, touch the **User Admin** tab, and select the user whose was status was changed to Present.

   The **User Present** checkbox is now selected.

Chapter 11 User Devices

This chapter shows how to quickly replace a device in the i-Message system.

11.1 Set Up a Device Change

Sometimes a device might fail, and you would need to set up a replacement. Use the **User Devices** tab to do this.

Touch the **User Devices** tab.

User Devices

The *User Devices* screen is in two parts:

- The left pane shows the list of users to select from.
- The right pane shows the list of device types to select from, and an area to specify a new or existing device (of the selected device type) for the user.

11.2 Examples

11.2.1. Select the User

1. In the left pane, the users are listed.

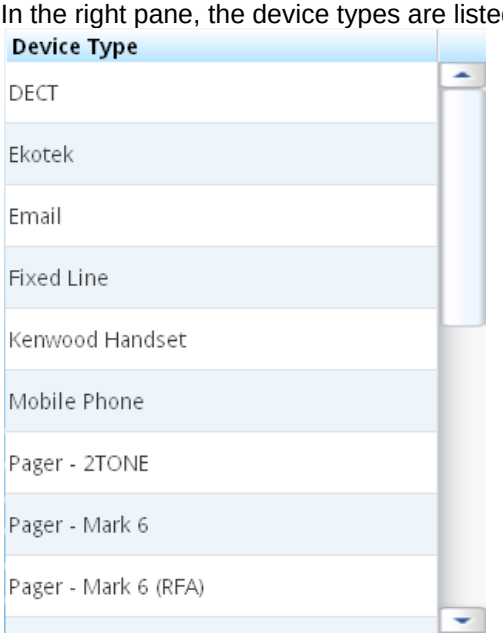
Select User

No.	Position	First Name	Last Name
899	A5k 899	A5k 899	A5k 899
4	Administrator	Tom	Jones
77779	Alarm Display	Graham	Hoare
77776	Alarm tabber	Graham	Hoare
1001	B	B	B
8011	Bbb	Bbb	Bbb
77778	bigcheese	Graham	Hoare
6550	ccc	aaa	bbb
8000	ccc	pppp	bbb

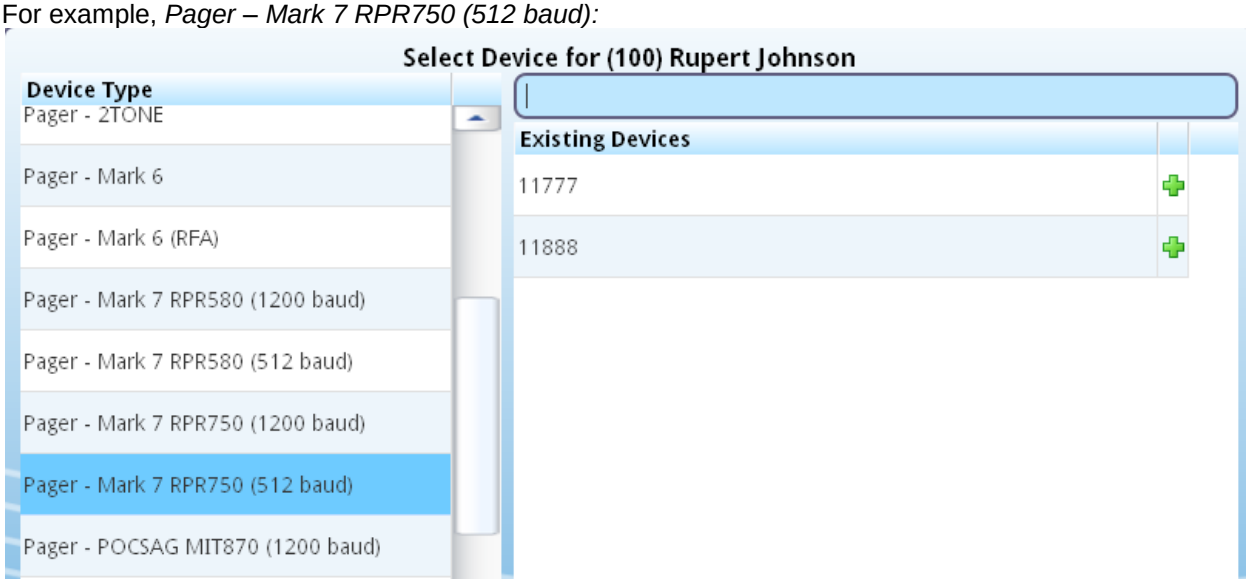
2. Use the floating keyboard to touch the first few letters or numbers of the user you want. See section *3.2* for more about the floating keyboard.
3. i-Message searches for user details that correspond to your input, and displays those it finds. You can search on any of the four columns: *No* (number), *Position*, *First Name*, *Last Name*.
4. Hide the floating keyboard to see the filtered user or users in a larger screen.
5. Alternatively, scroll down the list of users to find the user you want.
6. Touch the row for the user you want. For example, *Rupert Johnson*.

11.2.2. Select the Device Type

1. In the right pane, the device types are listed under Device Type.



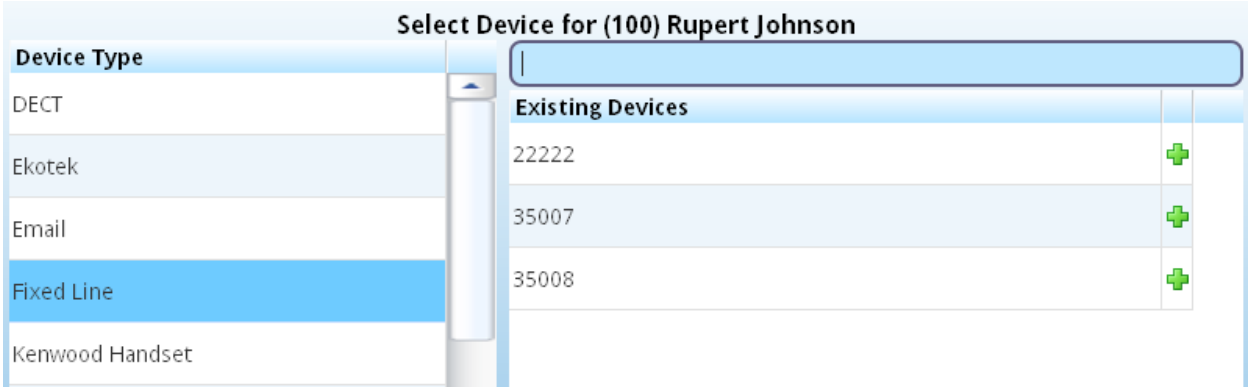
2. Scroll down the list, and touch the device type you need.
   For example, *Pager – Mark 7 RPR750 (512 baud):*



3. The existing devices for the selected device type are displayed under Existing Devices.

11.2.3. Specify an Existing Device

1. On the Device Type list, touch the required device type on the list.
   For example: *Fixed Line*.



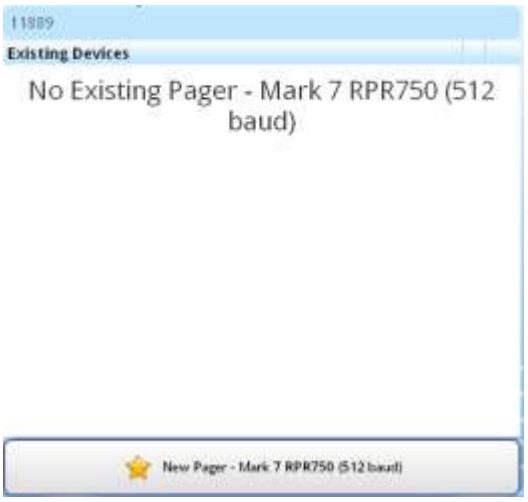
2. On the Existing Devices list, touch the existing device on the list.
   For example: *35007*.
3. On the *Assign Device* screen, touch **OK**.

4. The device has now been assigned to the user.

11.2.4. Specify a New Device

1. Use the floating keyboard to enter a new device for the user (Rupert Johnson).

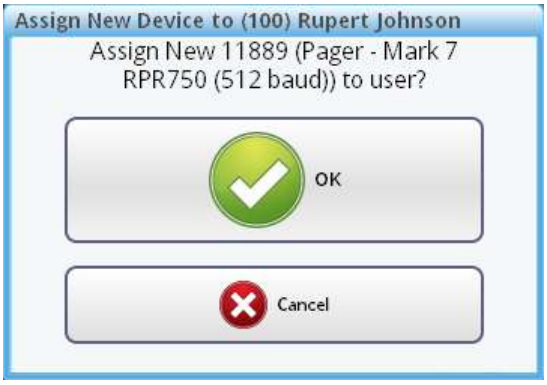
   For example, *11889*. The “No Existing Pager” message confirms that pager 11889 does not currently exist in the i-Message system.



   You need to know what number to type in here as each device type requires you to use a specific format for the device. The following table might help.

Device Type	**Device Format to Use**
DECT	SIP handset number, such as 3-101
EkoTek	EkoTek address
Email	Email address, such as abc.def@gh.com
Fixed Line	Extension number, such as 35008
Kenwood Handset	Kenwood handset address
Mobile Phone	Mobile phone number (international format, such as 447901454545)
Pager – 2Tone	EIA 2-Tone RIC code
Pager – Mark 6	Mark 6 RIC code
Pager – Mark 7	Mark 7 RIC code
Pager - POCSAG	POCSAG RIC code
Responder	Responder RIC code (GP pager), such as 0011503

2. Touch the **New..** button. The name of this button depends on the device.
3. On the *Assign New Device* screen, touch **OK**.



4. The new device has now been assigned to the user.

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