i-Page Desktop Client

Manual

WiPath Communications Ltd

Contents at a Glance

Contents

Introduction

A standard version of an i-Page client is a Windows desktop application. It comes in two different flavours:

- i-Page Client Professional
- i-Page Client Personal

i-Page Client is loaded on to each PC that requires the ability to send messages. Clients may be located anywhere on the LAN or WAN with normal access to the server.

To access the server, the client must complete the login procedure. If the authentication is successful the server sends to the client all application and account settings and all the message objects (contacts, contact groups, message templates, folders, schedules, reports) that are associated with that account.

i-Page Client allows the user to:

- Create a message
- Send the message to different carriers
- See message results
- See reports on sent messages
- Create, edit and delete their own contacts, contact groups, folders, message templates, schedules and reports
- Assign to her/his account system-wide contacts, contact groups, folders, message templates, schedules and reports
- Set connection to the server
- See connection logs

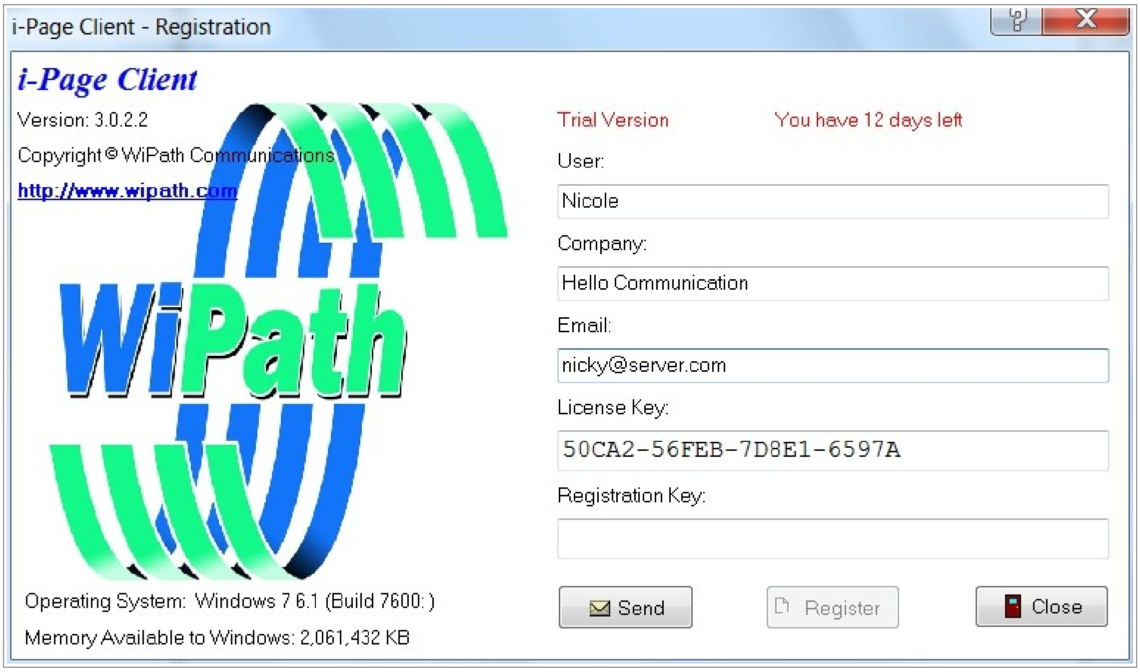
Registration

Only i-Page Client Personal requires a registration. It comes with a 30-day free trial period. This period starts after the first run of the application. During the trial, the functionality of the application is not limited in any way. In that period the client needs to be registered.

***Note**: i-Page Client Professional does not require registration.*

To enter the registration data and to register i-Page Client PE, you must be logged on to the machine as an administrator or you must have one of the machine administrator passwords at your disposal.

The application is registered per machine and the registration is valid for any user that can log on to that computer.



Enter your name into the "User" box.

Enter your company name into the "Company" box.

Enter your email address into the "Email" box.

Press the "**Send**" button.

***Note**: The "Send" button becomes enabled only after you have entered all the above data.*

If you have an email client installed on the machine (Outlook, Thunderbird, etc.) your default email program will open and an email will be created with all your data, the license key and the vendor's address already entered. Send that email to the vendor and you will receive a matching registration key.

If you do not have an email client on the machine, you will have to obtain the registration key from the vendor by some other means.

Enter the registration key into the "Registration Key" box.

Press the "**Register**" button.

You will be advised whether the registration was successful.

> ***Note***: *The "Register" button becomes enabled only after you have entered all the above data, including the registration key.*

Changing User's Data

You can change the user's data (the user's name, company name and email) at any time, even after the application is registered.

Click on any of the labels that display the user's data and it will turn into an editable window. Enter new data. As soon as you close the "Register" dialog, all data will be saved.

Registration Key

The registration key for i-Page Client PE consists of:

- 20 characters
- Characters are divided into 4 groups of 5 characters
- Groups are separated by hyphens ("-")
- Only hexadecimal characters are allowed (A – F and 0 – 9)

Warning: Typing the key in manually often results in typing errors.

The registration engine will attempt to correct some errors that usually occur while entering the registration key. It will do this by ensuring that:

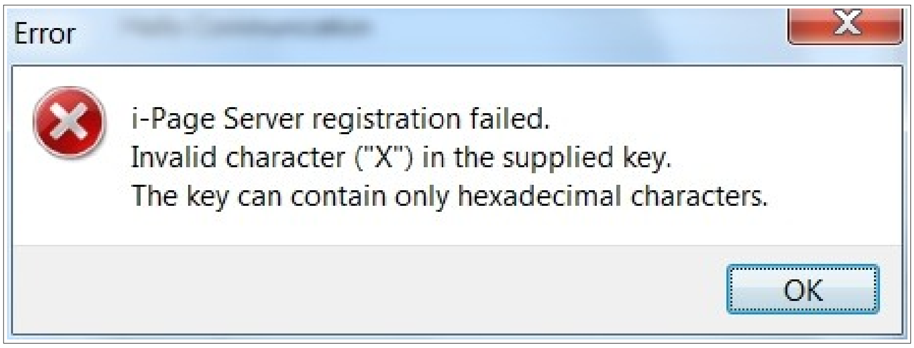
- Spaces are removed
- Characters are converted into uppercase
- Hyphens are removed
- Lowercase "L" characters are replaced by the number "1"
- Lower and uppercase "O" characters are replaced with the number "0" (zero)
- Lower and uppercase "S" characters are replaced with the number "5" (five)
- Characters are checked to be hexadecimal characters

For all errors that the engine cannot resolve it will display an informative error message and the registration will fail.

Registration Errors

Invalid Character Error

The registration key contains a character that is not a hexadecimal character.

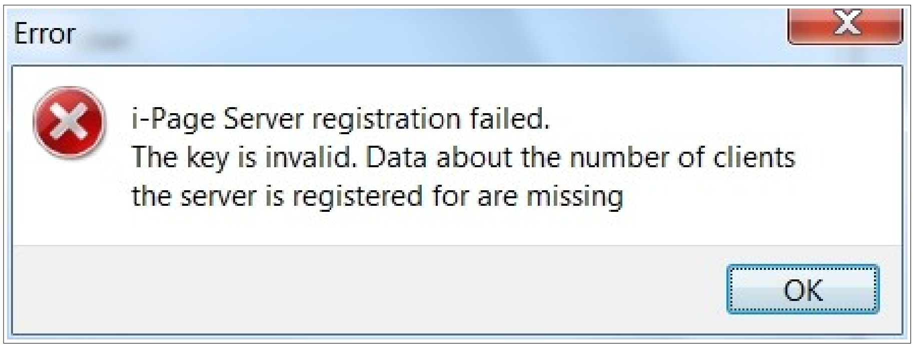


Application Type Error

The registration key does not belong to the i-Page Server application type.

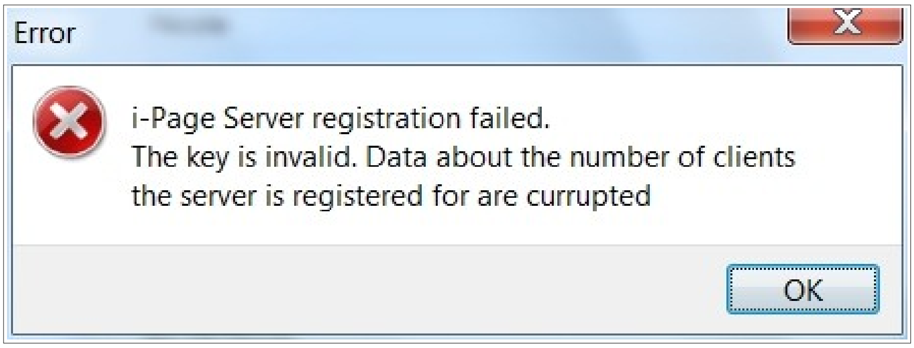
Client Data Missing Error

The registration key does not have embedded the number of clients that the registration is requested for.



Client Data Corrupted Error

The number of clients in the registration key that the registration is requested for has been tempered with or corrupted.



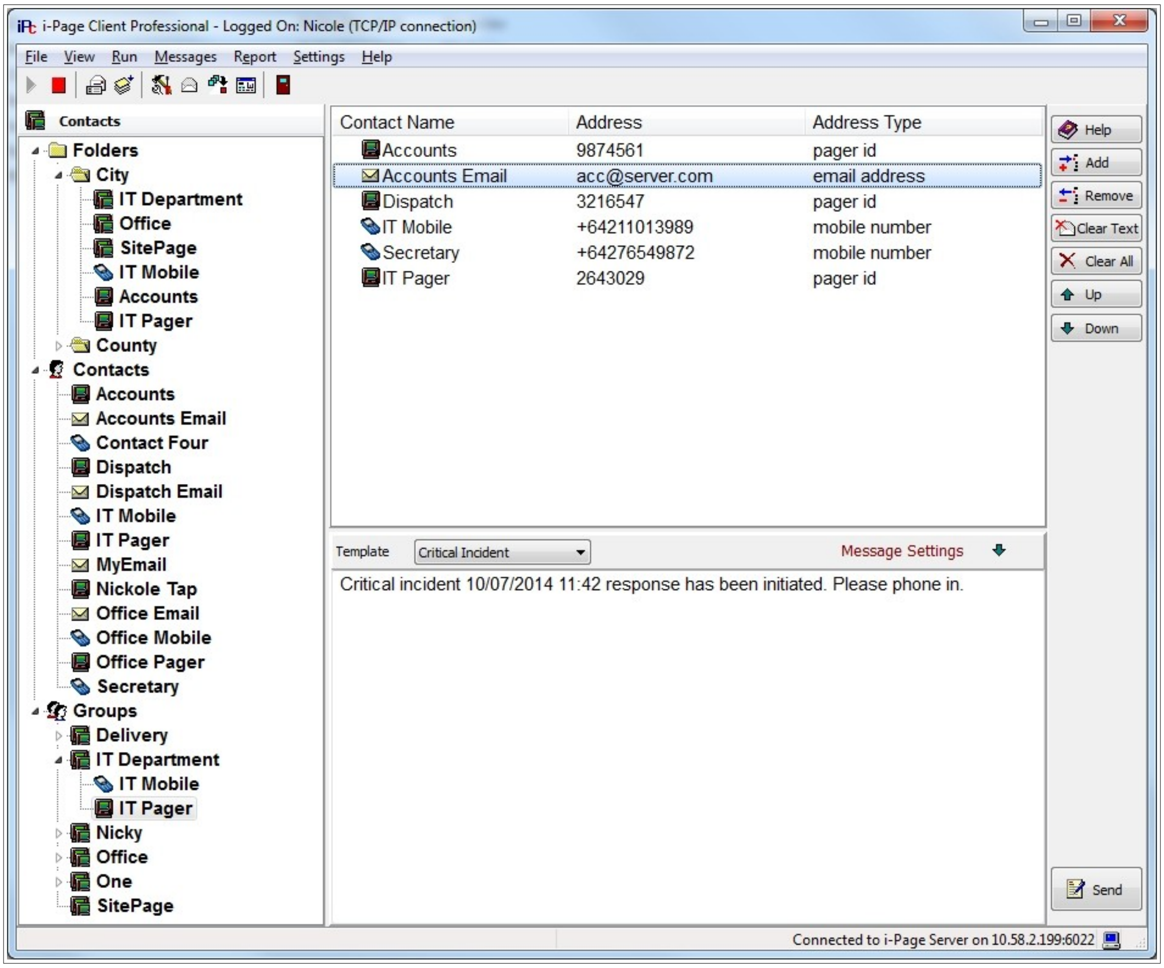
Main Program

The i-Page Client main program displays four panels:

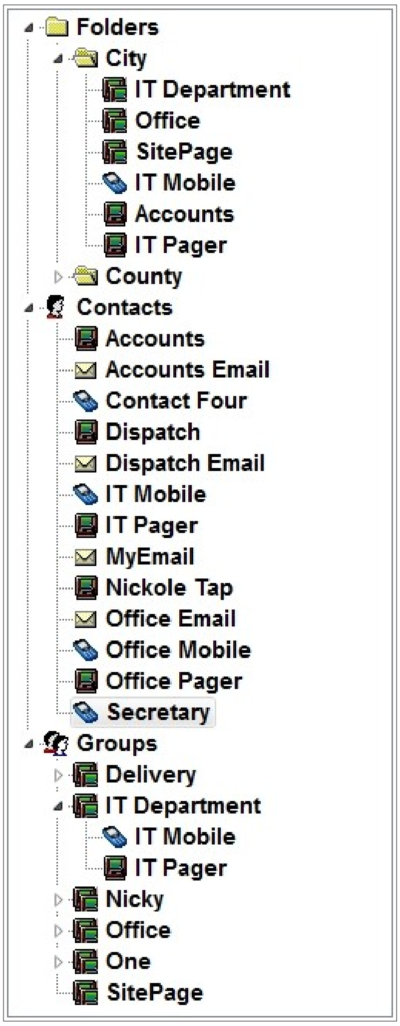
- ***Contacts***
- ***Send To Contacts***
- ***Message***
- ***Send Message Controls***

The size of each panel can be changed by dragging its edges with the mouse. The program will remember the new settings.

To return to the default size of the panels, select "**View** | **Default Size**" (hot keys: **Alt+V,D**) or use **Shift+Ctrl+D** shortcut.



Contacts Panel



Displays all contacts, groups and folders associated with the logged-in user. All items are displayed in a tree-like view form and every contact in every tree view level, has an icon that indicates its address type (pager id, mobile number, email address).

The user can also set which of the objects (contacts, groups, folders) will be displayed and in which order.

See System Setting - Main Display Settings

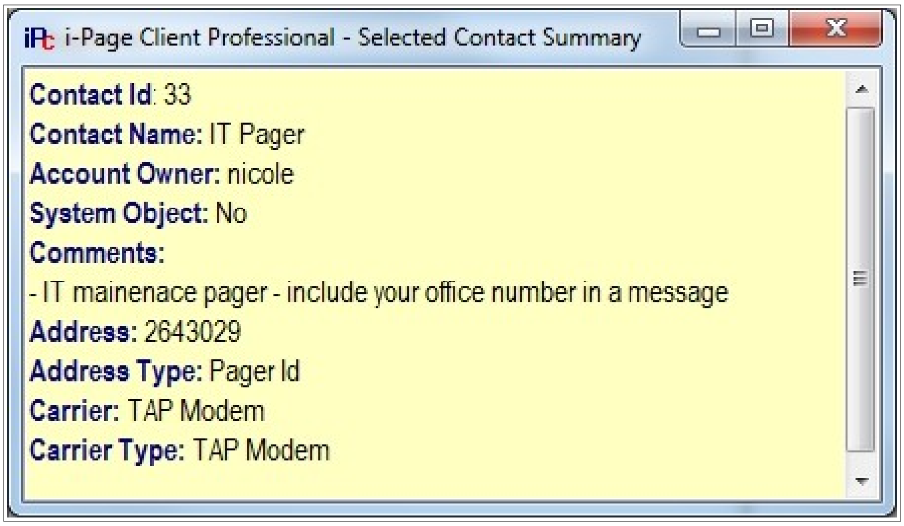
The width of the panel can be increased by dragging its right edge with the mouse. The program will remember the new settings.

Right-clicking on the contact, group or folder brings up a menu that allows the user to:

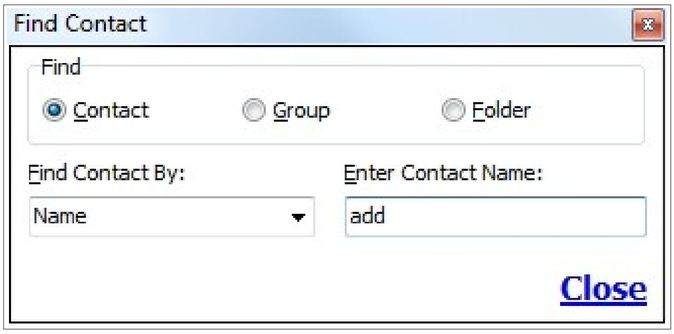
- Delete the selected contact, group or folder
- Edit the selected contact, group or folder
- See detailed information about the selected contact, group or folder
- Find any contact, group or folder

***Note**: If "Delete" or "Edit" items are disabled, that means that the selected contact, group or folder was created by the system administrator on the server or that the user does not have rights to edit contacts.*

Selecting the "**Info**" item shows detailed information about the selected contact, group or folder.



Selecting the "**Find**" item, opens the "Find" dialog, that allows the user to search for displayed contacts, groups or folders.



You can also open the "Find" dialog by clicking on the "Contacts" panel heading or using "**Ctrl+F**" shortcut.

In the "Find" group of controls, select the object type you are searching for: contact, group or folder.

In the "Find Object By" control, select your search criteria. You can search for the object by its name or id. If the object is a contact, you can also search for it by its address.

Start typing the object name, id or address into the "Enter Contact Id/Name/Address" control and the display in the "Contacts" panel will automatically, as you type, move to the next match.

***Note**: The name of the control above depends on the selected object in the "Find" control and the selected criteria in the "Find Object By" control. It can be "Enter Contact (Group, Folder) Name(Id, Address) ".*

The dialog is context sensitive and, if any object is selected in the "Contacts" panel, it will open with the same object type already selected in the "Find" group of controls.

Send To Contacts

Displays all contacts that the user has selected to send the message to. It shows a contact name, address and address type. Every item also has an icon that indicates its address type.

Contact Name	Address	Address Type
Accounts	9874561	pager id
IT Mobile	+64219876543	mobile number
Accounts Email	acc@server.com	email address
Dispatch	3216547	pager id
Secretary	+64276549872	mobile number

The height and width of the panel can be increased by dragging its bottom and left edge with the mouse. The program will remember the new settings.

Adding Contacts

To add a contact/group/folder to the "Send To Contacts" list:

1. **Double-click** on the contact/group/folder in the "Contacts" panel, or
2. **Drag** the contact/group/folder from the "Contacts" panel onto the list, or
3. Select the contact/group/folder in the "Contacts" panel and do one of the following:
   - Click the "**Add**" button on the "Send Message Controls" panel
   - On the main menu select "**Messages | Add**" item
   - Use shortcut **Crtl+=**
   - Use hot keys **Alt+M,A**

***Note**: Whichever method above you choose, the program will take care not to enter duplicate contacts into the "Send To Contacts" list. To change this behaviour, see "Message Options – Allow Duplicate Contacts".*

Removing Contacts

To remove a contact from the "Send To Contacts" list:

1. **Double-click** on the contact in the list, or
2. Select the contact in the list and do one of the following:

   - Click the "**Remove**" button on the "Send Message Controls" panel
   - On the main menu select "**Messages | Remove**" item
   - Use shortcut **Crtl+-**
   - Use hot keys **Alt+M,R**

***Note**: You can select multiple contacts and remove them by using any of above methods (except double-clicking)*

Changing Contact Position

You can move contacts up and down to change their position in the list.

1. Select the contact and **drag** it to its new position, or
2. Select the contact and do one of the following:

   - Press the "**Up**" or "**Down**" button on the "Send Message Controls" panel
   - On the main menu select "**Messages | Up**" or "**Messages | Down**" items
   - Use shortcut: **Crtl+UpArrow** or **Ctrl+DownArrow**
   - Use hot keys **Alt+M,U** or **Alt+M,D**

Message

The "Message" panel is used for creating, editing and displaying of the text message that will be sent to all contacts selected in the "Send To Contacts" list.

The user can type text into the window above and/or use message templates.

The height and width of the panel can be increased by dragging its top and left edge with the mouse. The program will remember the new settings.

Message Settings

To enter message settings click on the "**Message Settings**" button on the "Message" panel.

All settings entered here are saved automatically. For more message settings click on the “**More**” button – see "System Settings – Message Options".

To close the "Message Settings" control either click on the "**Message Settings**" button or move the mouse outside the control.

Send Message Controls

The "Send Message Control" panel is used to manipulate message content, intended message contacts, and to send the message.

It enables the user to:

- Add contacts to the "Send To Contacts" list
- Remove contacts from the "Send To Contacts" list
- Move contacts up and down in the "Send To Contacts" list
- Clear the message text
- Clear all contacts from the "Send To Contacts" list
- Send the message

Toolbar

The main toolbar contains buttons that are associated with commands that are used frequently. Each button has an icon that indicates its function.

If you are not sure what is a button for, hover the mouse over the button and a description (and keyboard shortcut) will pop up. You will also see a description of its functionality displayed in the first panel of the main status bar.

***Note**: Depending on your rights, some of the buttons may be disabled.*

Showing/hiding Toolbar

You can select to show or hide the main toolbar. Use one of the following toggle commands:

Select "**View|Show Toolbar**" – if shown, a check mark appears on the menu.

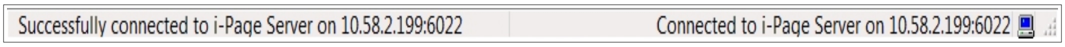
Shortcut: **Shift+Ctrl+T**

Hot Keys: **Alt+V,T**

If the main toolbar is displayed, the above commands will hide it and vice versa.

Status Bar

The main status bar has 3 fields.



Field	Display
First field	Longer version of hints, when the mouse moves over toolbar buttons or menu items
	i-Page Client system messages
	i-Page Server system messages
	Connection results
	Some non-critical errors

Second field	Shows the status of the connection to the server Format: "Connected to i-Page Server on ***<server_IP_address>:<port_no>"*** ***Example:*** *"Connected to i-Page Server on 127.0.0.1:6022"*

Third field	Connection icons
	Connected to i-Page Server
	Not connected to i-Page Server

Showing/hiding Status Bar

You can select to show or hide the main status bar. Use one of the following toggle commands:

Select “**View|Show Status Bar**” – if shown, a check mark appears on the menu.

Shortcut: **Shift+Ctrl+S**

Hot Keys: **Alt+V,S**

If the main status bar is displayed, the above commands will hide it and vice versa.

Help Hints

When you position your mouse over any of the toolbar buttons, a tool tip with the button name and its keyboard shortcut appears. When you position your mouse over any of the toolbar buttons, main menu or popup menu items, a description of its functionality appears in the first panel of the main status bar.

Showing/hiding Help Hints

To show help hints, select “**Help|Hints On**”.

Hot Keys: **Alt+H,O**

To hide help hints, select “**Help|Hints Off**”.

Hot Keys: **Alt+H,F**

A check mark appears next to the currently selected option.

Changing Window State

You can toggle between normal screen and full screen.

Full Screen

Select “**View|Full Screen**”

Shortcut: **Ctrl+PageUp**

Hot Keys: **Alt+V,F**

You can also use the standard Windows '**Maximize**' command.

All the above commands are available only when the program runs in a normal screen mode.

Normal Screen

Select "**View|Normal Screen**"

Shortcut: **Ctrl+PageDown**

Hot Keys: **Alt+V,N**

You can also use the standard Windows '**Restore**' command.

All the above commands are available only when the program runs in a full screen mode.

Start Application

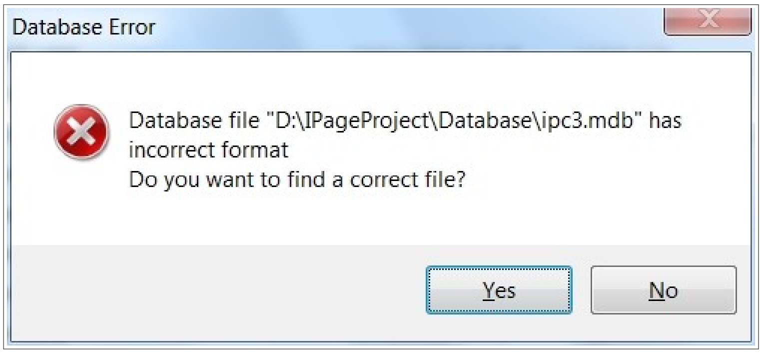
During start-up, the application will check some basic settings.

If the application does not find all the necessary files, you will get an error message.

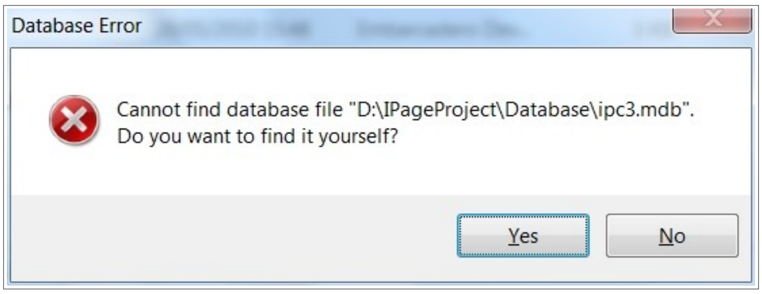
Database Error

If you have deleted the database, changed its name, moved it to another folder, or corrupted it in any way, you will get the “Database error” message:

Current file is corrupted



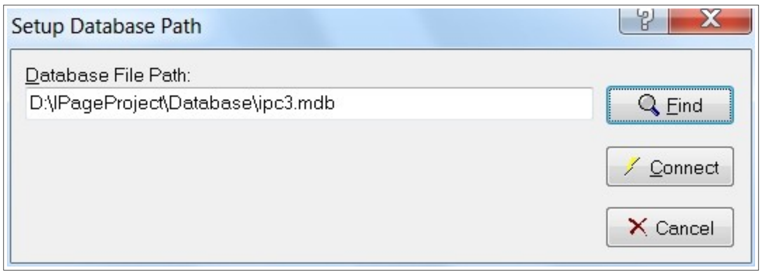
Database moved or its name changed



The message will offer you the choice to find the correct database file.

If you answer ‘Yes’, you will get a dialog box which will help you to find the database.

If you answer ‘No’, the application will terminate.



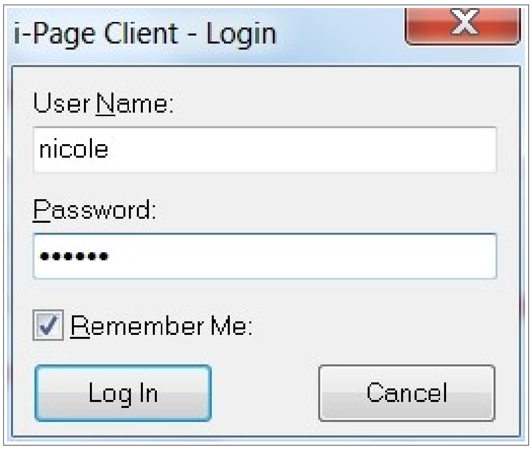
Click on the “**Find**” button to open the ‘Find File’ dialog.

In the dialog title you will see the name of the database file that the system is expecting to find. Find that file and click the “**Open**” button to return to the previous dialog.

Select the “**Connect**” button. If you get the ‘Success’ message, just click the “**OK**” button to continue with the loading of the application. Otherwise, try to find another file.

Log In

Before it completely establishes a connection to i-Page Server, i-Page Client will require the user to complete the authentication process.



Log in to the system:

Enter your user name in the “**User Name**” box – **not case sensitive**

Enter your password in the “**Password**” box – **case sensitive**

Press the “**Log In**” button or the **Enter** key.

If the login procedure is not successful, i-Page Server will terminate its connection to the client and return an error message.

Possible errors:

- Incorrect user name and/or password
- The account ***<account_id>*** on the same IP address is already logged on.
- The account ***<account_id>*** has been deactivated by the administrator.

After you log in to the i-Page Server, the system will set all your rights for the client application according to the account rights, set by the administrator.

Default login for the administrator:

- **User Name**: ***Admin***
- **Password**: ***admin***

Default login data for other users are assigned by the administrator.

It is strongly recommended that you change your password as soon as you log in to the system for the first time.

The i-Page Client application does not require authentication on start-up. You will be asked to log in after you select one of the "Run" commands and the client successfully connects to i-Page Server.

Quick Log In

If only one person will be using i-Page Client on a particular computer, the “**Remember Me**” check box on the “Login” dialog may be checked after entering the user name and password. The next time you start the application, your login data will already be entered and all you need to do is select the “**Log In**” button or press the “**Enter**” key.

The system can remember only one user at a time, so the last one will overwrite the previous. All authentication data is stored in a secure way.

Warning: Be aware that the “Quick Log In” procedure poses a security risk.

Log in as a different user

Select “**File|Log Off** ***<userName>***”

Shortcut: **Shift+Ctrl+L**

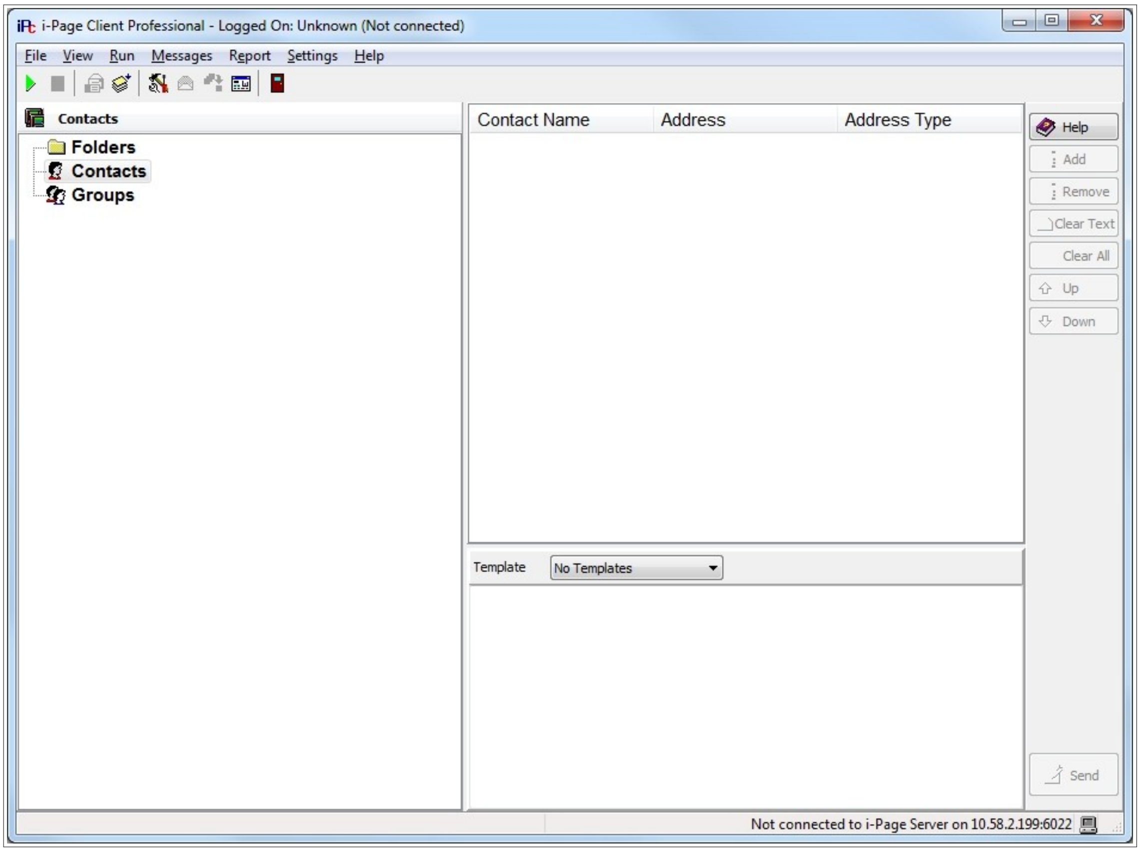
Hot Keys: **Alt+F,O**

Any of commands above will cause the client to disconnect from the server and start a new connection. A new login procedure will be initiated, where you can login as a different user.

Run Client

When you run i-Page Client, it will try to establish a connection to i-Page Server following the user's settings in the "Set System – i-Page Server". If you have a problem running the client, check those settings.

Before the connection to i-Page Server is successfully established, the client does not display any contact objects, most of its functionalities are disabled and it is not capable of sending a message.



Start

To establish the connection to i-Page Server and to enable the client to send messages, use one of the following commands:

Select “**Run | Start**”

Click on the “**Start**” toolbar button

Shortcut Key: **F5**

Hot Keys: **Alt+R,S**

In the i-Page Client application, the above commands will result in the client attempting to connect to the server.

Possible errors:

- Cannot find i-Page Server on ***<server_IPAddress>:<server_port>***
    - Check the server IP address and port number (TCP)
    - Check whether the server is running (TCP)
    - Check your network connection (TCP)
    - The server is not installed on the machine (COM)
    - The server is not registered on the machine (COM)
- The number of clients that the server is registered for has been exceeded

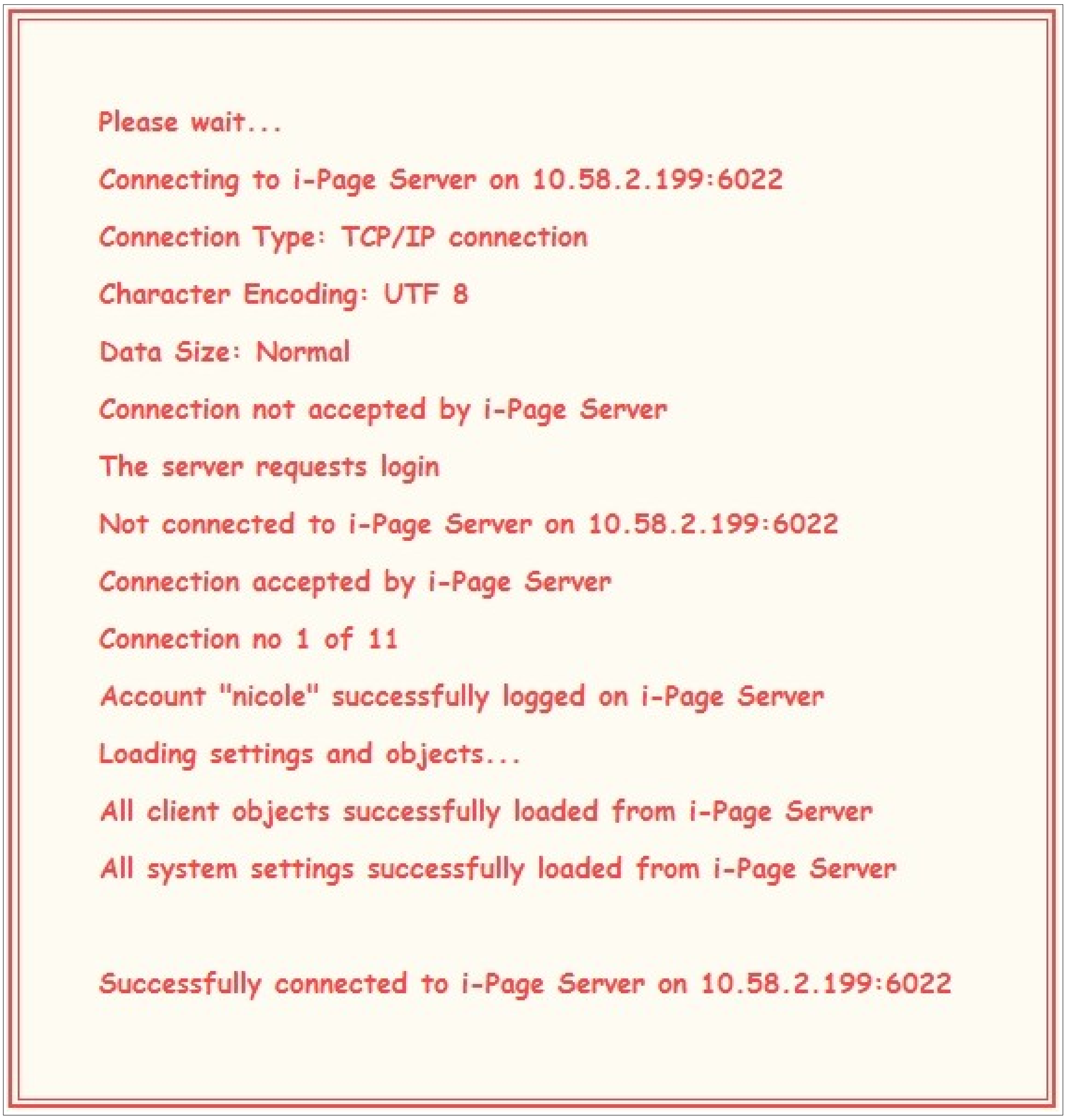
If the connection is successfully established, the user will be asked to log into the server.

After successful authentication the client will receive:

- Account data
- System settings
- Contacts, contact groups, folders and templates owned by the account or assigned to the account
- Schedules and reports owned by the account or assigned to the account

Connection Display

During the connection process, the user will be constantly advised about its progress:



To remove the progress display, just click anywhere or press any key.

You can set whether this prompt appears or not in "System Settings – Display Connection Prompt".

Connected

- Message appears in the status bar field that shows the connection status: "Connected to i-Page Server on ***<IP_address:port>***"

Example:
"Connected to i-Page Server on 127.0.0.1:6022"

- Connection icon in the status bar field that shows the connection image becomes enabled.

Not connected

- Message in the status bar field that shows the connection status reads: "Not connected to i-Page Server on ***<IP_address:port>***".

  Example:
  "Not connected to i-Page Server on 127.0.0.1:6022"

- Connection icon in the status bar field that shows the connection image becomes disabled.

Connection icons

 Connected to i-Page Server

 Not connected to i-Page Server

Auto connect

To start the connection process as soon as the program loads:

Select **Run | Autoconnect**

Hot Keys: **Alt+R,A**

If the auto-connect feature is on, a check mark will appear next to its menu item.

You can also set this feature in "System Settings – i-Page Server"

Stop

To stop i-Page Client, use one of the following commands:

Select "**Run | Stop**"

Click on the "**Stop**" toolbar button 

Shortcut: **F6**

Hot Keys: **Alt+R,O**

When you stop the application, the user will be logged out and the connection to the server will be disconnected. All user data will be destroyed and settings reset.

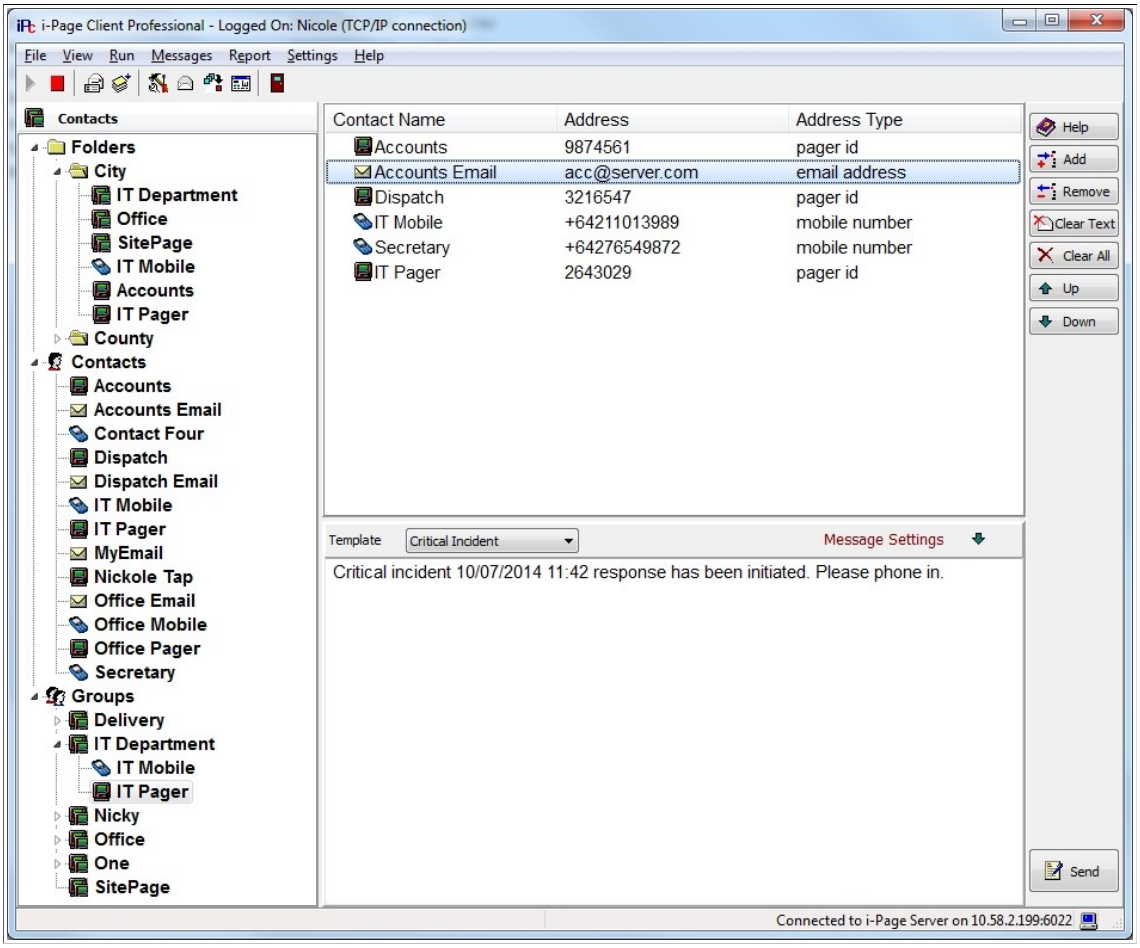
Send Message

i-Page Client uses i-Page Server to send a message to different wireless devices connected to different carriers.

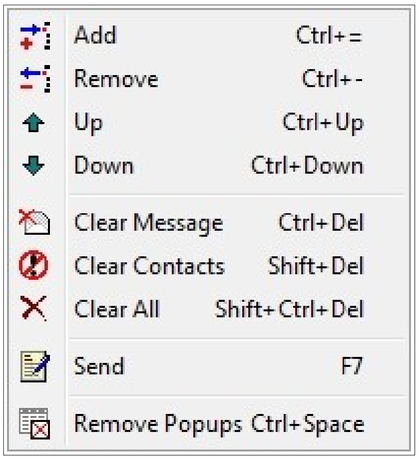
To send the message, the client must be connected to the server and all application and user's data must be loaded from the server to the client.

The message can be sent from the client main screen, following a simple procedure:

- ☐ Select contacts into the send to list
- ☐ Create a message
- ☐ Define message settings (optional)
- ☐ Send a message
- ☐ Clear transaction data (optional)



Messages Menu



Select Contacts

All contacts and contact groups that are accessible to the user currently logged on, are displayed in the contacts list (left panel). All the contacts that you want to send the message to must be placed into the send to list (middle top panel).

***Note**: If there are no contacts in the send to list and no text in the message window, the "Send" button will be disabled.*

Add Contact

To select the contact to send the message to:

Select a contact or a group in the left panel.

Press the "**Add**" button in the right panel or select "**Messages | Add**" item on the messages menu.

Shortcut: **Ctrl+=**

Hot Keys: **Alt+M,A**

You can also:

- **double-click** on the contact/group in the left panel, or
- **drag** the contact/group to the send to list.

***Note**: Whichever method above you choose, the program will take care not to enter duplicate contacts into the send to list. To change this behaviour, see "Message Options – Allow Duplicate Contacts".*

Remove Contact

To remove a contact from the send to list:

Select the contact in the list.

- You can select more than one contact.
- To select non-contiguous contacts, hold down the CTRL key and click on every contact you want to select
- To select contiguous contacts, click on the first one, hold down the Shift key and click on the last one. All contacts in between will be selected.

Press the "**Remove**" button in the right panel or select "**Messages | Remove**" item on the messages menu.

Shortcut: **Ctrl+-**

Hot Keys: **Alt+M,R**

You can also **double-click** on the individual contact to remove it from the send to list.

Change Contact Position

You can move contacts up and down to change their position in the send to list.

Select the contact in the send to list.

Press the "**Up**" or "**Down**" button in the right panel or select "**Messages | Up**" or "**Messages | Down**" items on the messages menu.

Shortcuts: **Crtl+UpArrow**, **Ctrl+DownArrow**

Hot Keys: **Alt+M,U** (for Up) or **Alt+M,D** (for Down)

You can also **drag** the contact to its new position in the send to list.

Create Message

Message Options

Same Message for All Contacts

1. On the "Message Options" page select the "Same Message for All Contacts" option.
2. Enter contacts into the "Send To" window.
3. Enter a message into the "Message" control.

Different Message for Every Contact

1. On the "Message Options" page select the "Different Message for Every Contacts" option.
2. Enter contacts into the "Send To" window.
3. Select every contact in the "Send To" window separately and enter its message into the "Message" control.

Different Message for Same Contact

1. On the "Message Options" page select the "Different Message for Every Contacts" option.
2. On the same page check the "Allow Duplicate Contacts" check box.
3. Enter the same contact into the "Send To" window multiple times.
4. Select every instance of the same contact in the "Send To" window separately and enter its message into the "Message" control.

Same Message for Same Contact (multiple instances)

1. On the "Message Options" page select the "Same Message for All Contacts" option.
2. On the same page check the "Allow Duplicate Contacts" check box.
3. Enter the same contact into the "Send To" window multiple times.
4. Enter a message into the "Message" control.

To speed up entering the message, you can also use message template.

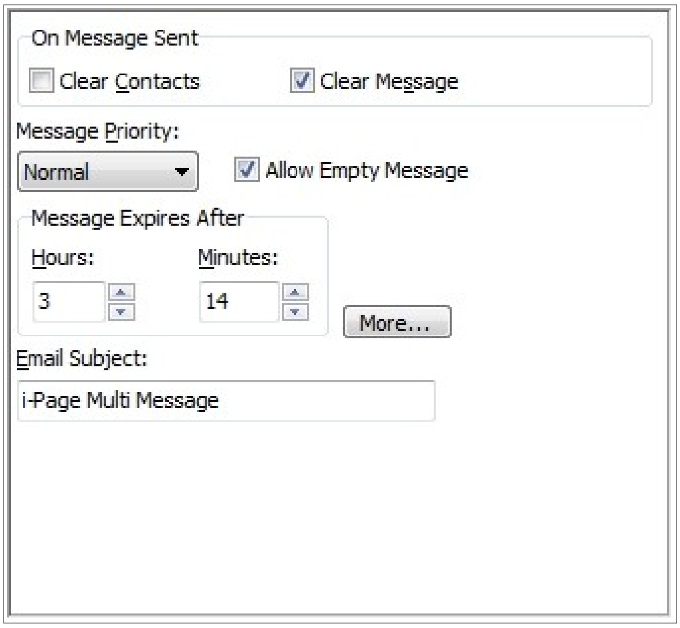
Message Settings

You do not need to set message settings for every message that you send. Once set, message settings are applied to all the subsequent messages.

Changes to any of the options are saved automatically.

You can also change message settings through "System Settings – Message Options".

To open the "Message Option" form, just click on the "**More...**" button.



On Send Events

There are two events that are triggered every time a message is sent.

Clear Contacts

If you check the "**Clear Contacts**" box, every time a message is sent, all contacts in the send to list are cleared.

Default: *Off*

Clear Message

If you check the "**Clear Message**" box, every time a message is sent, any text in the message window is cleared.

Default: ***On***

Message Priority

To set a message priority, select a value from the "**Message Priority**" control.

Options:

- Critical
- Urgent
- High
- Normal
- Lower
- Low

This option is used by i-Page Server to order clients' messages in its message queue. All messages with higher priority will be dispatched first.

Default: ***Normal***.

Allow Empty Message

Check this option to allow the operator to send a message without any text.

Message Age

Set the message expiry time in the "**Message Expires After**" group of controls. After that period of time, if the message is not sent for whatever reason, the server will destroy the message.

Default: ***2 hours***.

Email Subject

Enter an email subject into the "**Email Subject**" control.

This setting is used only by email messages.

Default: "***i-Page Client Message***"

Sending Message

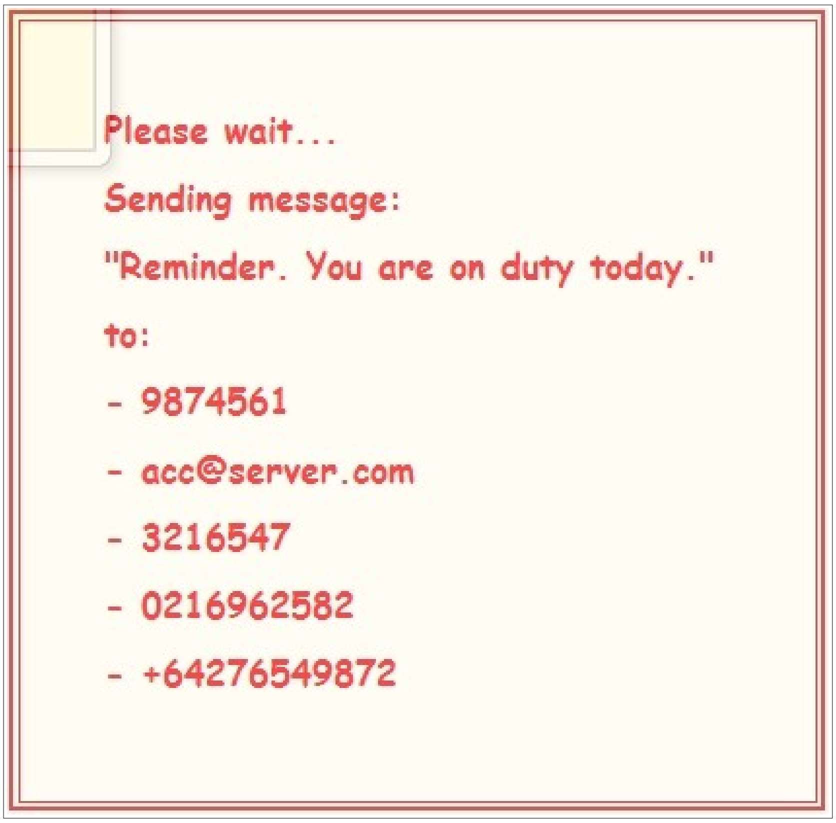
To send the message, press the "**Send**" button or select "**Messages | Send**" on the messages menu.

Shortcut: **F8**

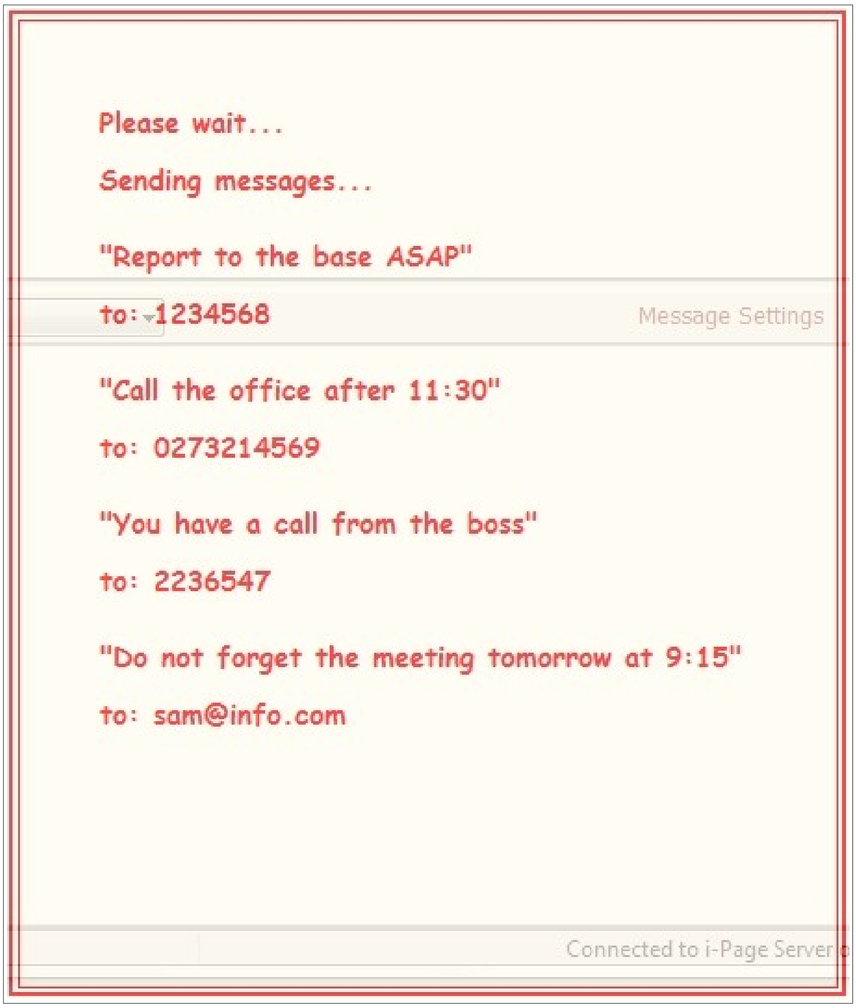
Hot Keys: **Alt+M,S**

The client will advise you that the message is being sent to the selected addresses:

The same message to different contacts:



Different messages to different contacts:

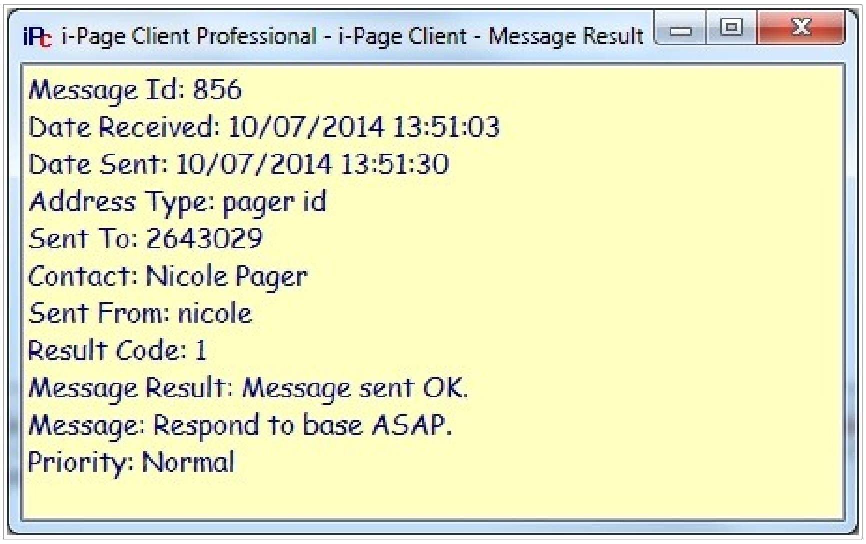


To remove the display, just click anywhere or press any key.

You can send many messages one after another. To send another message, you do not need to wait until the client finishes sending the previous one.

After a while, the server will return the message result:

To set the content and the format of the message result, go to "Message Result Popup".



Clear Transaction Data

Clear Message

To clear the "Message" window, press the "**Clear Text**" button in the right-hand panel or select "**Messages | Clear Message**" on the messages menu.

Shortcut: **Ctrl+Del**

Hot Keys: **Alt+M,C**

You can also right-click on the "Message" window and select "**Clear Message**" from the popup menu.

Clear Contacts

To clear all the contacts in the "Send To" window, select "**Messages | Clear Contacts** " on the messages menu.

Shortcut: **Shift+Del**

Hot Keys: **Alt+M,C**

Clear All

To clear the "Message" window and all the contacts in the " Send To" list, press the "**Clear All**" button in the right panel or select "**Messages | Clear All**" on the messages menu.

Shortcut: **Shift+Ctrl+Del**.

Auto Clear

To set the system to automatically clear the message and/or contacts, see “Message Settings – On Send Events”

Sent Messages

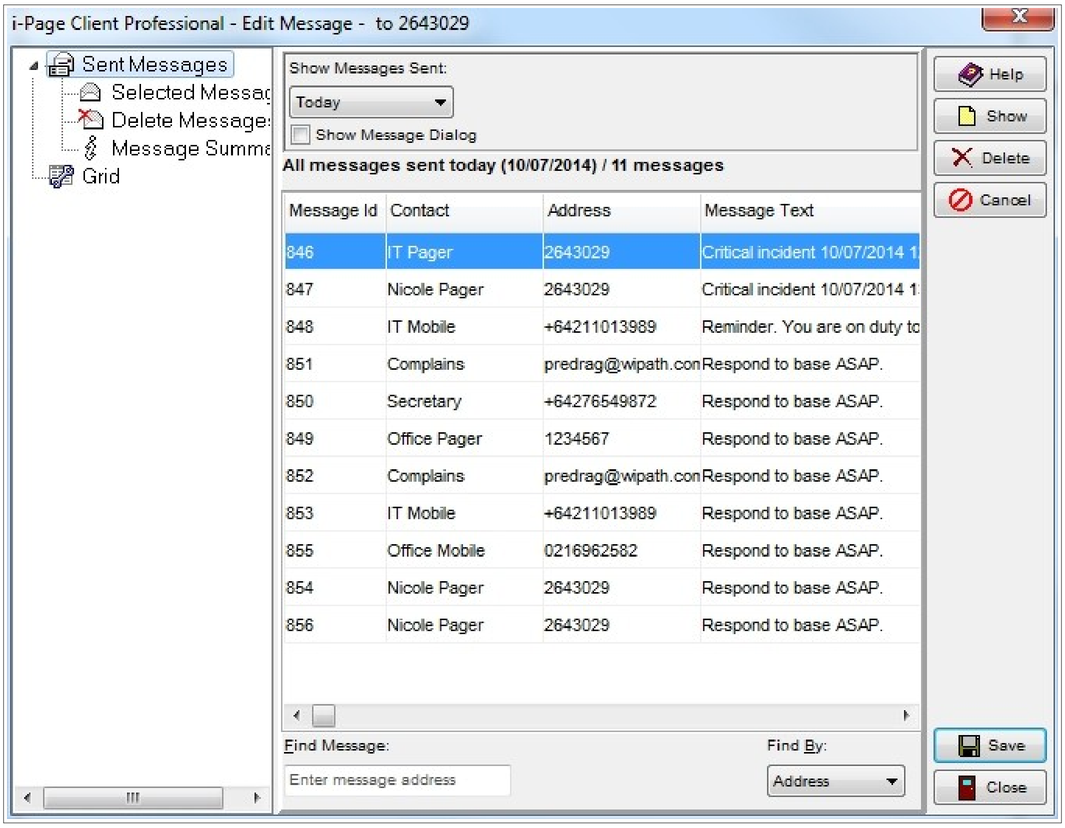
i-Page Client does not store sent messages. All sent messages are stored on i-Page Server. The user can see only her/his own messages.

To see previously sent messages, the client must be connected to the server.

Select "**Report | Sent Messages**" or click on the "**Show Sent Messages**" toolbar button.

Shortcut: **F7**

Hot Keys: **Alt+E,S**



In the "Show Messages Sent", select the subset of messages that you want to see.

Option	Description	Additional Data
All	All messages sent by the account	None

Option	Description	Additional Data
Last	Last selected number of messages sent by the account.	The number of messages
Today	All messages sent today by the account	None
On Date	All messages sent on selected date by the account	Date and time
Before Date	All messages sent before selected date by the account	Date and time
After Date	All messages sent after selected date by the account	Date and time
Between Dates	All messages sent between two selected dates by the account	Date and time for start and end of the period

For some of the above options the user must enter additional data. In that case the option will display additional data entry controls.

Fill additional data (if needed) and press the "**Show**" button.

The grid will display all the messages (if any) that meet the selected criteria.

The grid title displays the selected criteria and the number of messages found (and displayed).

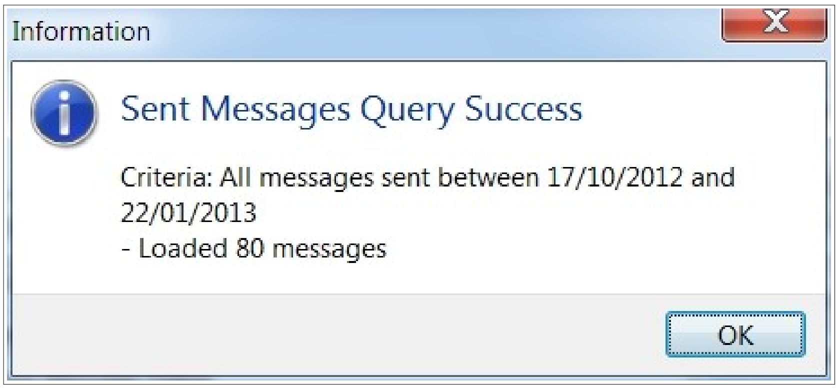
Title format: ***`<criteria> / <number> messages`***

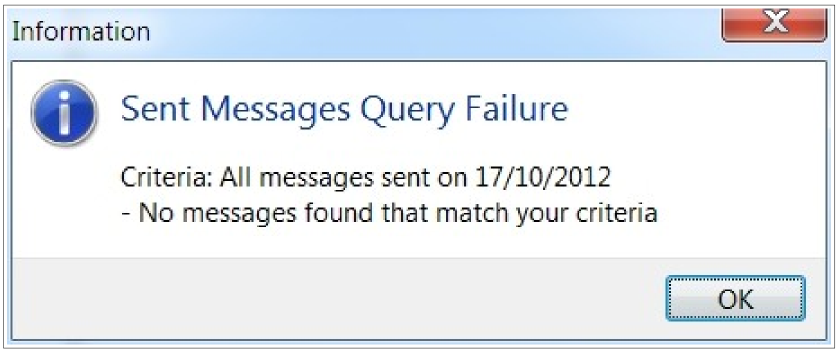
Example:

All messages sent on 22/03/2020 / 9 messages

Show Message Dialog

If you want the program to display a message dialog with the result of your query, select the "Show Message Dialog" check box.





Find Message

If there are too many sent messages displayed, you can use a search tool at the bottom of the dialog.

Select one of the options in the "Find By" combo box.

Option	Description
Address	Pager id, email address or mobile number the message was sent to

Option	Description
Contact	The name of the contact the message was sent to
Text	Message text
Id	System id of the message, unique throughout the i-Page system
Transaction Id	Id of the message unique to the sender

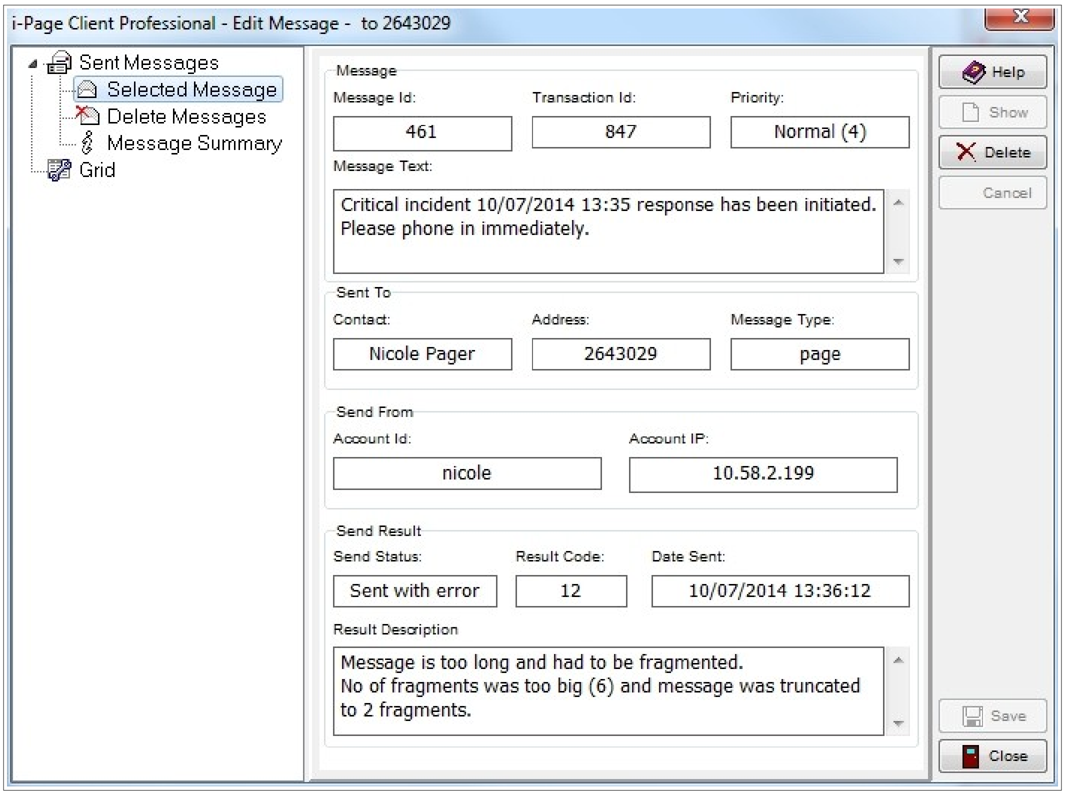
Default: ***`Address`***

Start typing the address, contact name, part of the message text or any of ids into the "Find Message " window. If the match is found the message in the grid will be selected and moved at the top of the grid.

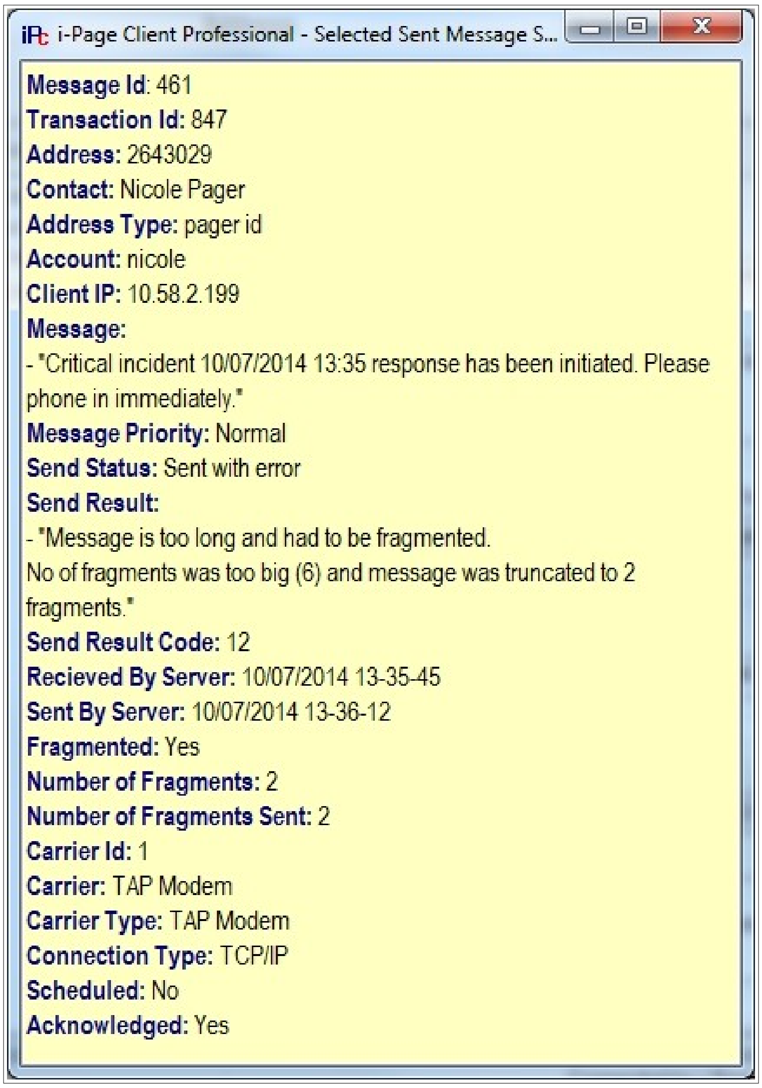
Message Data

To see all information about the selected message, select the "**Selected Message**" node or just **double-click** on the message in the grid.

Shortcut: **Ctrl+O**



To see the same information about the selected message in a different format, select the "**Message Summary**" node or use the shortcut **Ctrl+I**.

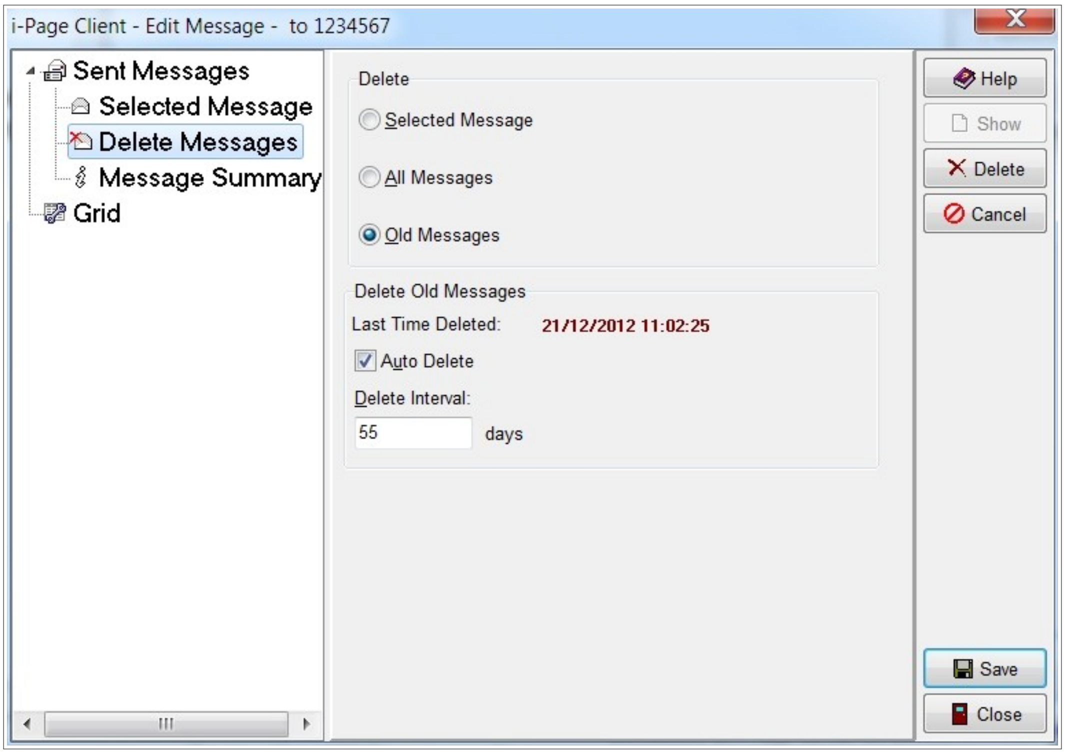


The "Message Summary" window allows you to copy all information to the clipboard. To do so, **right-click** in the window and from popup menu first select "Select All" then "Copy", or use shortcuts: **Ctrl+A** and then **Ctrl+C**.

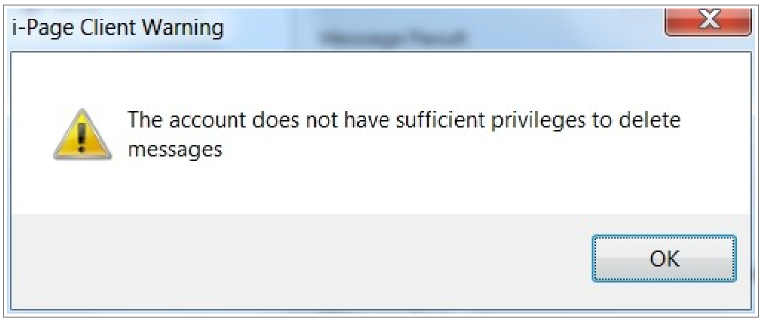
For more info, see "Object Summary Dialog".

Delete Messages

To delete messages, select the "**Delete Messages**" node.



If the user does not have rights to delete messages ("Delete Client Messages" right), the system will display an error message and the "Delete Messages" page will not open:

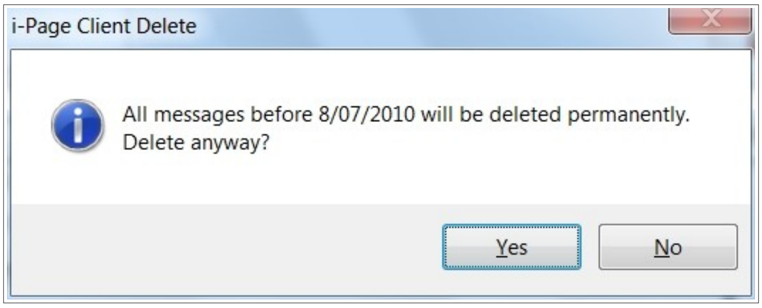


Select a delete option in the "**Delete**" group of radio-buttons.

Selected Message	Only the selected message will be deleted – default for all other pages of the dialog
All Messages	All account's messages stored on the server will be deleted
Old Messages	All account's messages older than the number of days in "Delete Interval" will be deleted

Press the "**Delete**" button or use the shortcut: **Ctrl+Del**.

You will get an appropriate warning with the option to cancel the delete operation.



Delete Old Messages

Old messages may be deleted manually or the program can be set to delete them automatically.

The “Last Time Deleted” control shows the last time old messages were deleted.

In the “Delete Interval” control, enter the **number of days** that the program will keep messages in the database. All messages older than that interval will be deleted.

If you select the “**Auto Delete**” control, every time the program starts it will delete all messages older than the delete interval. If the program runs continuously, every day between midnight and 2:00 AM it will check for old messages and delete them.

Copy Messages

You can copy displayed messages in a CSV format directly from the grid. For more about CSV format see "System CSV File".

To copy the message, **right-click** on it in the grid and from the popup menu select the desired option.

Options:

Copy All Fields	Copies all the message fields from the selected row to the clipboard
Copy Displayed Fields	Copies only fields that are displayed in the grid from the selected row to the clipboard
Copy Whole Grid	Copies the whole grid to the clipboard
Copy Displayed Grid Fields	Copies the whole grid, but only displayed fields, to the clipboard
Copy Message Tex	Copies only the selected message text from the selected row to the clipboard

The copied message can be pasted into any text editing program, saved as a CSV file and opened in a spreadsheet program of your choice.

System Settings

Sets values that are used by the whole application.

Select “**Settings | Set System**”

Shortcut: **Ctrl+S**

Hot Keys: **Alt+S,S**

Save System Settings

None of the changes you make to any of the pages are saved automatically. Saving changes works separately for each page.

For example:

If you have entered some changes on one of the pages, the “Save” button will become enabled, but only when you are on that page. If you move to another page, it will resume the value for that page. Your changes on another page will not be lost, so you can always go back and save or cancel changes.

If you wish to save some changes, go to the respective page and save them by clicking the “**Save**” button or the “**Enter**” key.

Shortcuts: **Ctrl+S** or **Enter**

Warning: If you close the dialog box without saving changes on any of the pages, you will get a warning and another opportunity to save your changes. If you choose ‘Yes’ to save changes on exit, all changes on all pages will be saved.

Cancel Changes

If you do not wish to save your changes to any of the settings and wish to return to the previous settings, you can cancel all the changes for that page by selecting the “**Cancel**” button.

The cancel button works the same way as the “Save” button, i.e. its functionality is always associated only with the currently opened page.

Shortcut: **Ctrl+Q**

***Note**: You can cancel only unsaved changes.*

Defaults

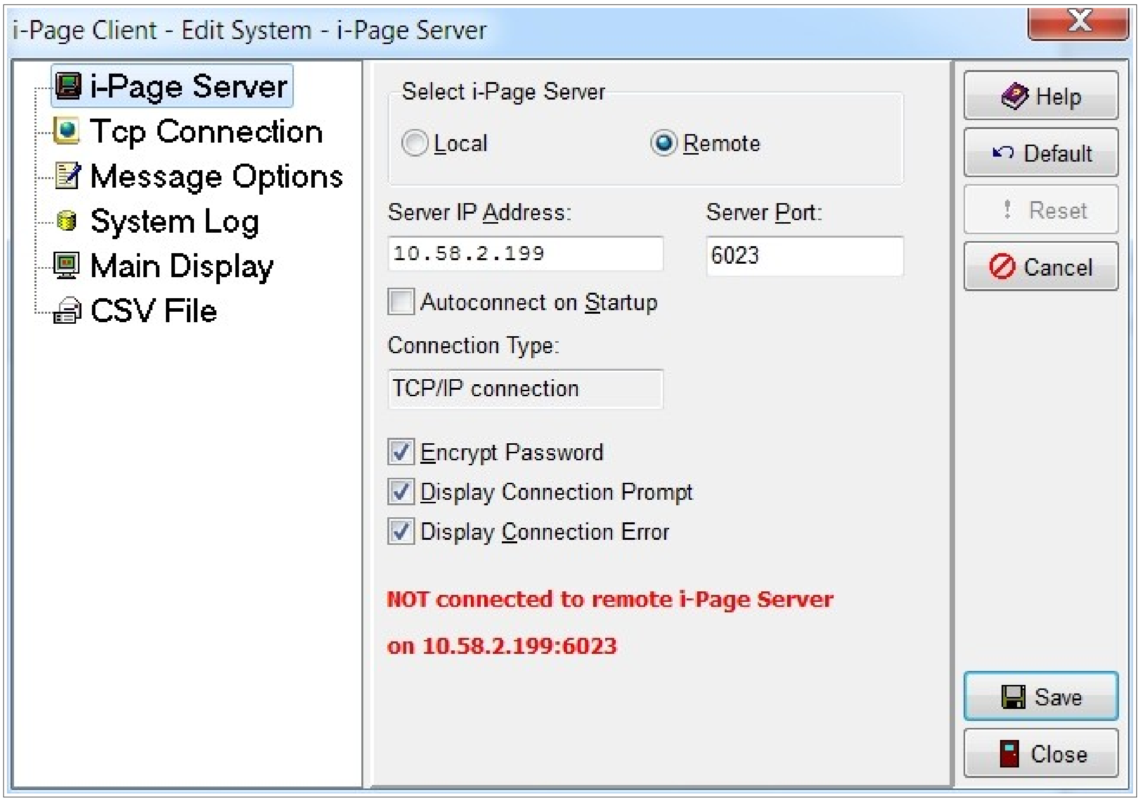
To return to default settings, click on the "**Default**" button.

The default button works the same way as the “Save” button, i.e. its functionality is always associated only with the currently opened page.

Shortcut: **Ctrl+N**

i-Page Server

i-Page Client uses i-Page Server to send page, SMS and email messages required by the user. The software can connect to the local instance of the i-Page server or to any other i-Page server running on any machine accessible through the Internet or your LAN.



Selecting i-Page Server

Before you select a new option for i-Page Server, you must disconnect i-Page Client from the server it is currently connected to. Otherwise, all controls on this page will be disabled.

Select the server in the "**Select i-Page Server**" group of controls.

Save your changes before you attempt to start the server.

Local i-Page Server

To connect to the i-Page server running on your machine, select the "**Local**" option.

To run the server locally, you will need:

- modem (internal or external)

- active telephone line
- GSM Modem
- internet connection for IP enabled carriers and email
- connection to a SitePage on-site paging system via a serial port or LAN

You must also have the i-Page Server software installed and running.

The i-Page PE (Personal Edition) installation will install and register the i-Page Server for you. If you are using the professional edition, you will have to install i-Page Server yourself.

 If it is running, you will see its icon in the computer system tray (bottom-right corner of the desktop).

Remote i-Page Server

To connect to an i-Page server running on another machine, select the "**Remote**" option.

To run the server remotely, you must be able to connect to that machine through your network or the Internet.

You also need to enter the destination machine IP address into the "Server IP Address" control and the i-Page Server port number into the "Server Port" control (**Default** *6022*).

Auto connect

If the "Auto connect on Startup" check box is checked, i-Page Client will attempt to connect to the selected server automatically on the start-up.

You can also set this option in "Run Client – Auto connect"

Encrypt Password

If you want, during the login procedure, to send your password to the server encrypted, check the "Encrypt Password" box.

Display Connection Prompt

If you want to see every step in communication with i-Page Server during the connection and login process, check the "Display Connection Prompt" option.

See "Run Client – Connection Display"

Display Connection Errors

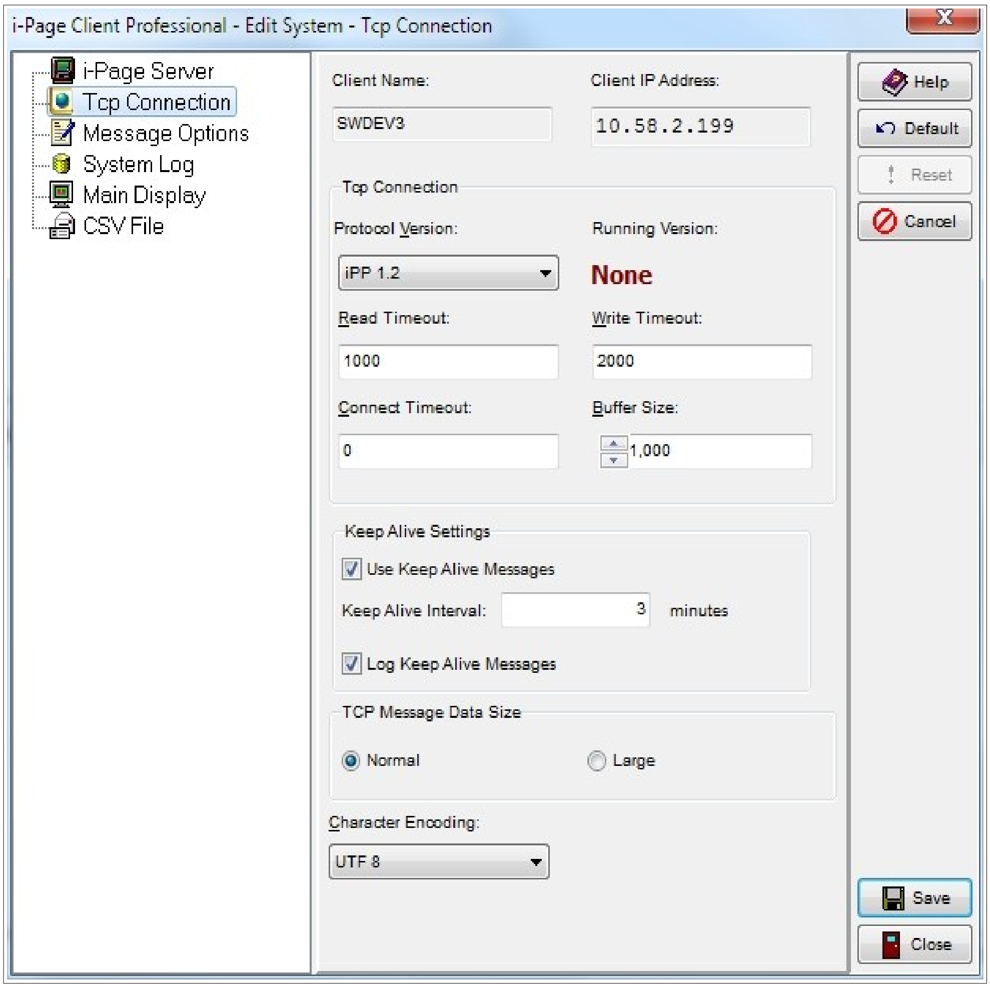
By default, i-Page Client does not display connection and login errors. They are all logged into the system log file. If you want the client to popup an error message box on a connection or login error, check the "Display Connection Errors" check box.

TCP/IP Settings

Sets the values that are used by the TCP/IP connection engine that connects and maintains the connection to i-Page Server.

It is used only if the user chooses to connect to a remote server.

If all controls on the page are disabled it means that the user logged on does not have rights ("Set Client Connection" right) to set the connection.



Client Data

Controls "Client Name" and "Client IP Address" are read-only controls and they display the name and IP address of the machine that i-Page Client is running on.

iPP Protocol

This is an application level protocol[1] that i-Page Client uses to talk to i-Page Server. Select a protocol version that you want to use. In most cases you would select the highest one. Which one will be actually used, depends on the capabilities of each client.

After a successful connection to the server, the "Running Version" read-only control shows the actual version used.

> ***Note**: In the current version of i-Page, either the "iPP 1.1" or "iPP 1.2" protocol can be used.*

TCP Buffer Size

i-Page Client has additional memory buffers to store messages intended for the server, while waiting on TCP connection to come through. The client buffer is used to prevent the loss of messages due to lower speed or congestion of the network, or to control memory used by the messaging system.

If you suspect that some messages may be lost due to slow network traffic, increasing the buffer size may help. On the other hand, if the computer is low on memory, decreasing the buffer size could lower memory consumption.

Enter into the "Buffer Size" control the **number of messages** that the client TCP/IP connection can store.

Minimum: *`200`*

Maximum: *`10,000`*

Default: *`1,000`*

Connect Timeout

Connect timeout indicates the number of **milliseconds** to wait for successful completion of a TCP connection attempt for the client.

The **default** value is *`0`*, and indicates that the default timeout value for the protocol stack implementation should be used when establishing the client connection.

1 *The "i-Page Protocol.pdf" file can be downloaded from the WiPath Communications web site*

Read and Write Timeouts

Read timeout indicates the number of **milliseconds** that the connection should wait on the server, before checking if there is any user message to send to the server.

Default: ***1,000 milliseconds***.

Write timeout indicates the number of milliseconds that the connection should wait on the user's message, before checking if there is any message received from the server.

Default: ***2,000 milliseconds***.

Keep Alive

i-Page Server can be set to send "keep alive" messages to the client in regular time intervals. The client can either disregard those messages or make use of them.

To enable the client to use "keep alive" messages, check the "Use Keep Alive Messages" check box.

Default: ***false***.

To set the keep alive interval in which the client expect the server "keep alive" message, enter the number (in **minutes**) into the "Keep Alive Interval" control.

Default: ***3 minutes***.

After the client connects to the server, it will start the timer that runs for the "Keep Alive Interval" number of minutes. If in that period the client does not receive any "keep alive" message from the server, it will assume that the TCP/IP connection has been lost, start the disconnect procedure and stop the client.

Before entering any value, check the value entered in the same control on the server.

> Warning: The "Keep Alive Interval" on the client must have a larger value than the interval on the server, to avoid the client running the disconnect procedure because of network delays.

TCP Message Data Size

iPP protocol expects every message to be in a certain range size. It allows two different ranges to be used in a communication between the server and the client. Most of messages fit into the "normal" size and it is recommended to the user to use the "Normal" data size settings.

It could happened during the objects download or during report queries that the message goes over that size. If that happen, the server will truncate the message on the boundaries of the last object that fit into the required size. If the user notice that frequently all expected objects (contacts, schedules, etc.) are not loaded, they can increase this settings to the "Large" data size.

Warning: Make sure that the "TCP data Size" on the client is set to the same value.

TCP Character Encoding

iPP protocol allows the client and the server to use different character encoding to encode a TCP message.

To set the character encoding, select one of the options from the "Character Encoding" combo box.

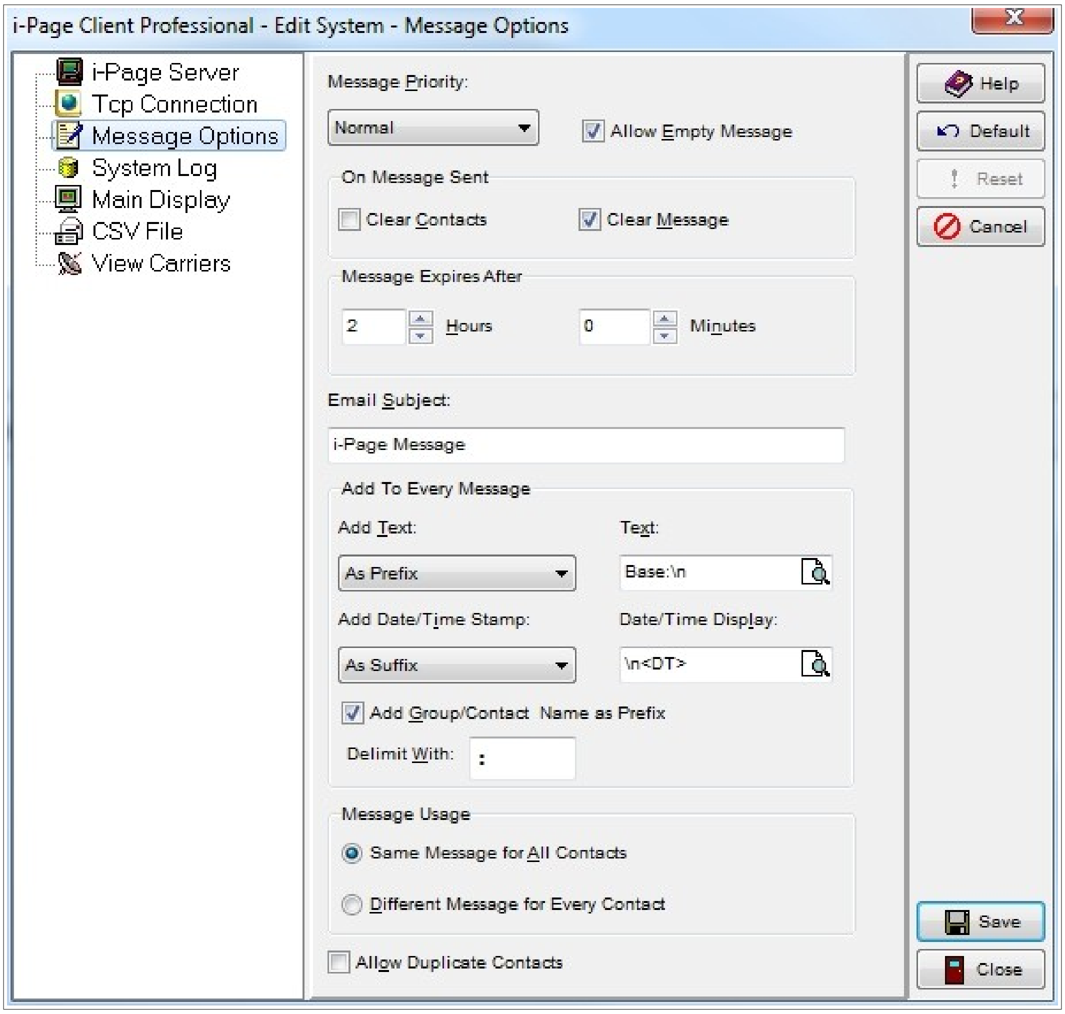
Character Encoding Options	Description
ASCII	Uses characters from the basic 7-bit ASCII encoding set
ANSI	Uses characters from the extended 8-bit ASCII set, defined as the current computer's code page
UTF-8	Uses UTF-8 Unicode character encoding
Unicode	Uses UTF-16LE Unicode character encoding (little-endian byte order)
Unicode BE	Uses UTF-16BE Unicode character encoding (big-endian byte order)

Make sure that the "Character Encoding " on the server is set to the same value.

Warning: Both, the server and the client must have the same settings for the "TCP Message Size" and "Character Encoding". Otherwise, the client may not be able to connect to the server at all.

Message Options

Sets options that will be used for all messages sent to i-Page Server.



Priority

Select a message priority from the "Message Priority" control.

Options:

- Critical (1)
- Urgent (2)
- High (3)
- Normal (4)
- Lower (5)

- Low (6)

This option is used by i-Page Server to order clients' messages in its message queue. All messages with higher priority will be dispatched first.

> ***Note**: Messages with a lower number have a higher priority.*

Default: `Normal`.

Allow Empty Message

If checked, this option allows the operator to send a message without any text. This option is mainly used to send the message to tone-only pagers.

> *Note: If the "Allow Empty Message" is not checked, the "Send" button on the main form is disabled as long as the user does not enter something in the "Message" window.*

On Message Sent Actions

Check the "Clear Contacts" box to clear all contacts selected into "Send To Contacts" list after the user sends the message.

Check the "Clear Message" box to clear the message text in the "Message" window after the user sends the message.

Message Age

If, for some reasons, the server does not manage to deliver the message to a carrier and there is no error reported, the server will keep the message for a while for later retrials.

Some reasons that could cause that:

- The server was down for a while
- The message is still in the message queue and is always pushed back by messages with higher priority
- Sending the message to the carrier was unsuccessful, but the server did not use up all the trials set by the user

Set the message expiry time in the "Message Expires After" group of controls. After that period of time, the server will destroy the message.

Default: `2 hours`.

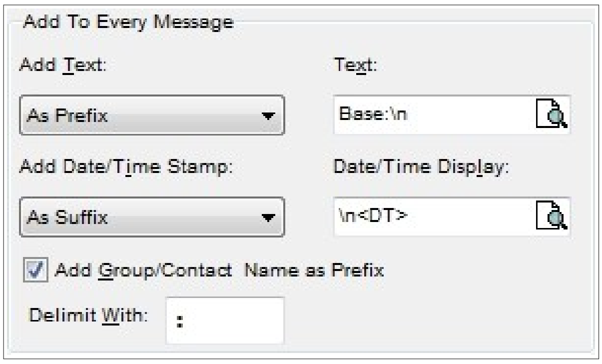
Email Subject

Enter an email subject into the "Email Subject" control.

This setting will be used only by email messages.

Add Affix To Message

This group of controls allow the operator to set some text and a date stamp as a constant prefix and/or suffix to every message.



To add some text to every message, select an option from the "Add Text" control. To add current date to every message, select an option from the "Add Date/Time Stamp".

Options:

- Do Not Add
- As Prefix
- As Suffix
- As Prefix and Suffix

Any option, except "Do Not Add" will enable the "Text" and/or "Date/Time Display" edit boxes respectively.

All spaces that are inserted into above edit boxes will be honoured. If you want to use a new line, type '***\n***' character in the place when you want the line break to be inserted.

In the "Date/Time" display edit box, the program is using '***<DT>***' as a date/time placeholder to help you with formatting. You can insert spaces and/or new line symbols before and/or after the placeholder.

Add Group/Contact Name as Prefix

To add every group/contact name selected into the "Send To Contacts" list to the message automatically, check the "Add Group/Contact Name as Prefix" check box.

To separate those names in the message, enter a delimiter string into the "Delimit With" control.

Message Text Usage

This group of controls allows the user to set the way i-Page Client will use the message text.

If you want the same message text to be used for all selected contacts, select the "Same Message For All Contacts" radio button. (***DEFAULT***)

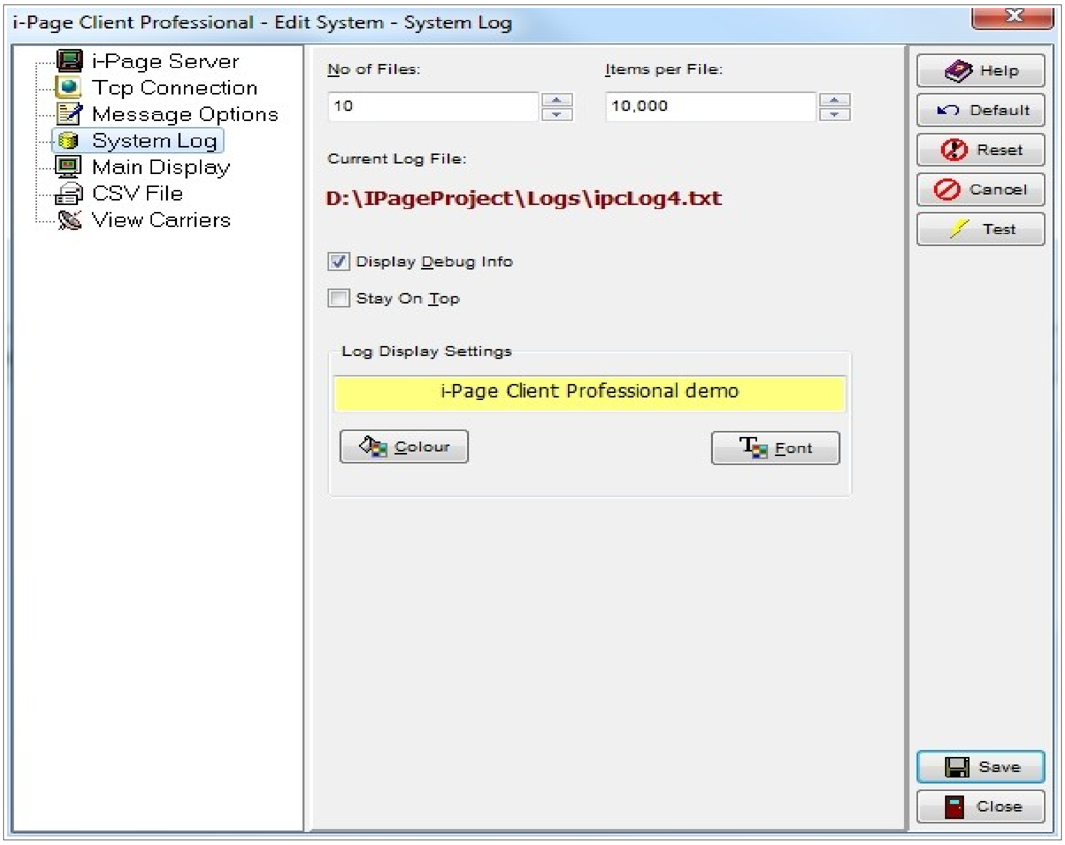
If you want to send a different message to every selected contact, select the "Different Message for Every Contact" radio button.

Duplicate Contacts

By default, i-Page Client does not allow the same contact to be entered more than once into the "Send To" window. If you want to enter the same contacts multiple times, check the "Allow Duplicate Contacts" check box.

System Log

i-Page Client logs all events and their results created during communication with i-Page Server.



Log data are stored in the "***<IPageClient_Folder>\Logs***" folder

Example:

"C:\Program Files\IPageClient3\Logs\"

and it is named "***ipcLog<log_number>.txt***"

You can open that file with any text editing tool (e.g. Notepad) or you can use the log viewer tool that comes with i–Page.

Log File

The log file stores all data in the following format:

- ***Log Item: <item_no> (<date> <time>)***
- ***<action_performed>***
- ***Description: <action_description_and_result>***

☐ ***Debug Info:*** ***<additional_info>***

Example:

Log Item: ***63 (21/07/2010 09:50:08)***

Login Accepted

Description: ***Account "nicole" successfully logged on i-Page Server***

Debug Info: ***"12 LOGIN02000037D0,7DE70F082C23" 1F "7DE70F082C23" 1D "nicole" 02 "Account "nicole" successfully logged on i-Page Server"***

Log Settings

To set the number of distinctive entries that will be stored in one log file, enter a value in the "Items per File" control.

When the number of ***items_per_file*** is reached, i-Page Client will switch to a new log file.

To set the number of separate files that i-Page Client will maintain, enter a value in the "No of Files" control.

When the ***number_of_files*** is reached, i-Page Client will start overwriting the first file.

The control "Current Log File" displays the name and the path of the log file that i-Page Client is currently using. This control is read-only.

Reset

Selecting the "Reset" button will reset all log counters. The system will switch to the first file and start counting items in this file from '***1***'.

Log Display Settings

i-Page includes a log viewer – tool that allows the user to see all the entries in the log file in real time.

If you would like to see more information about server/carriers/devices communication that is logged in that file, check the "Display Debug Info" box.

> ***Note****: If that communication works without problems, it is better to uncheck this control, because debug data makes the log harder to follow and may be confusing for an every day user.*

If you want the log display to always stay on top of all the other forms in the program, select "Stay On Top".

To set the background colour of the viewer, select the "**Colour**" button.

Shortcut: **Ctrl+C**

To set a font for the viewer select the "**Font**" button.

Shortcut: **Ctrl+F**

All changes to the font and colour will display in the text box above buttons.

Test Log

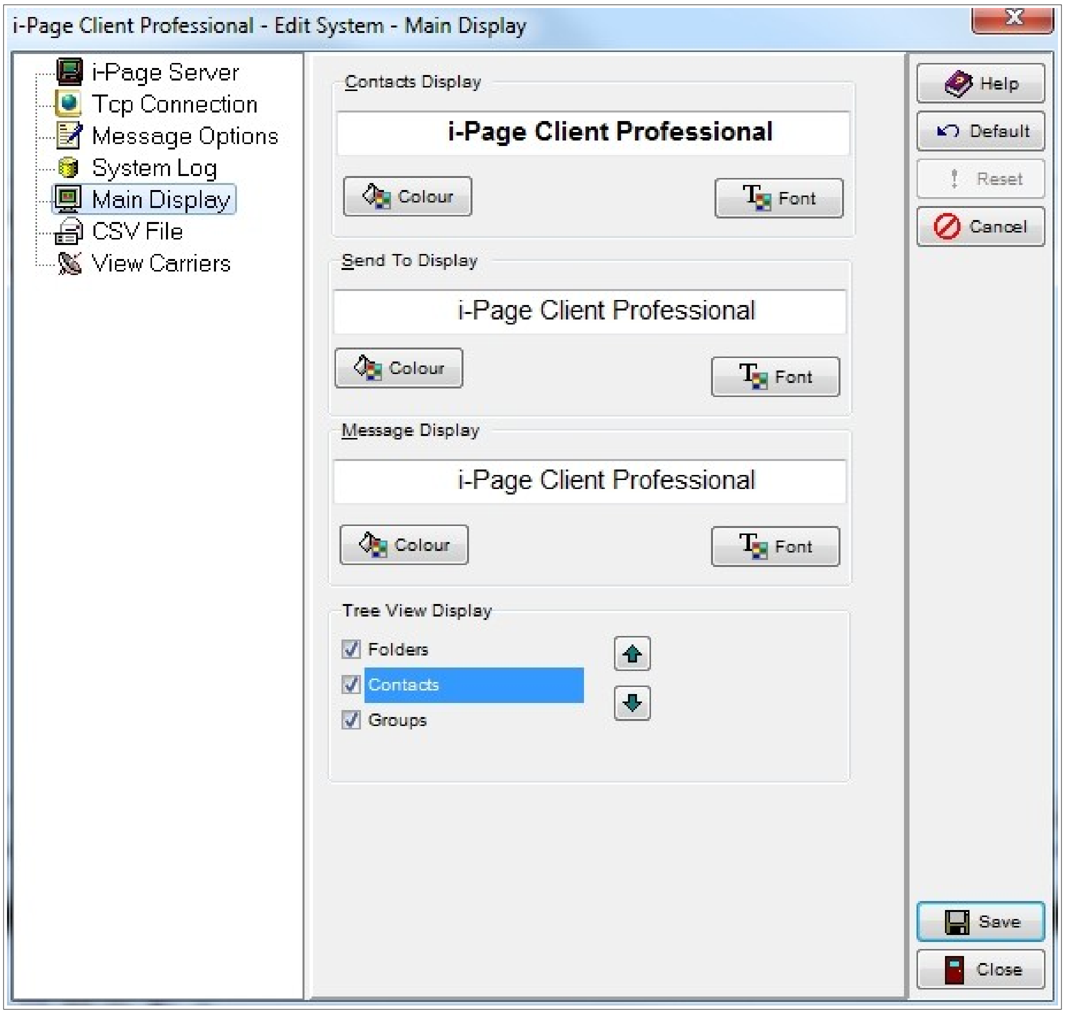
To test current log display settings, select the "**Test**" button.

Shortcut: **Ctrl+T**

The application will open the system log with its current settings.

Main Display Settings

Sets the display of the i-Page Client main form.



You can set different background colours and different font values (type, style, colour and size) for different parts of the main display.

The "Contact Display" groups of controls sets those values for the main form contact display panel, the "Send To Display" sets values for the main form send to contacts panel and the "Message Display" sets values for the main form message panel.

To set a background colour for the display, click on the “**Colour**” button for the respective display type and select colour.

To set the font for the display, click on the “**Font**” button for the respective display type. In the Font Dialog you can select any font type that is installed on the machine. You can also select a font size, a font colour and a font style (bold, italic, strikeout, underline).

The new selection will display in the text box above the buttons.

Contacts, Groups and Folders Display

To set what will be displayed in the contact display panel, select between options in the "Tree View Display" control:

To display an object, check the check box in front of its name.

To set its display position in the tree view, select it and use up/down arrows on the right-hand side.

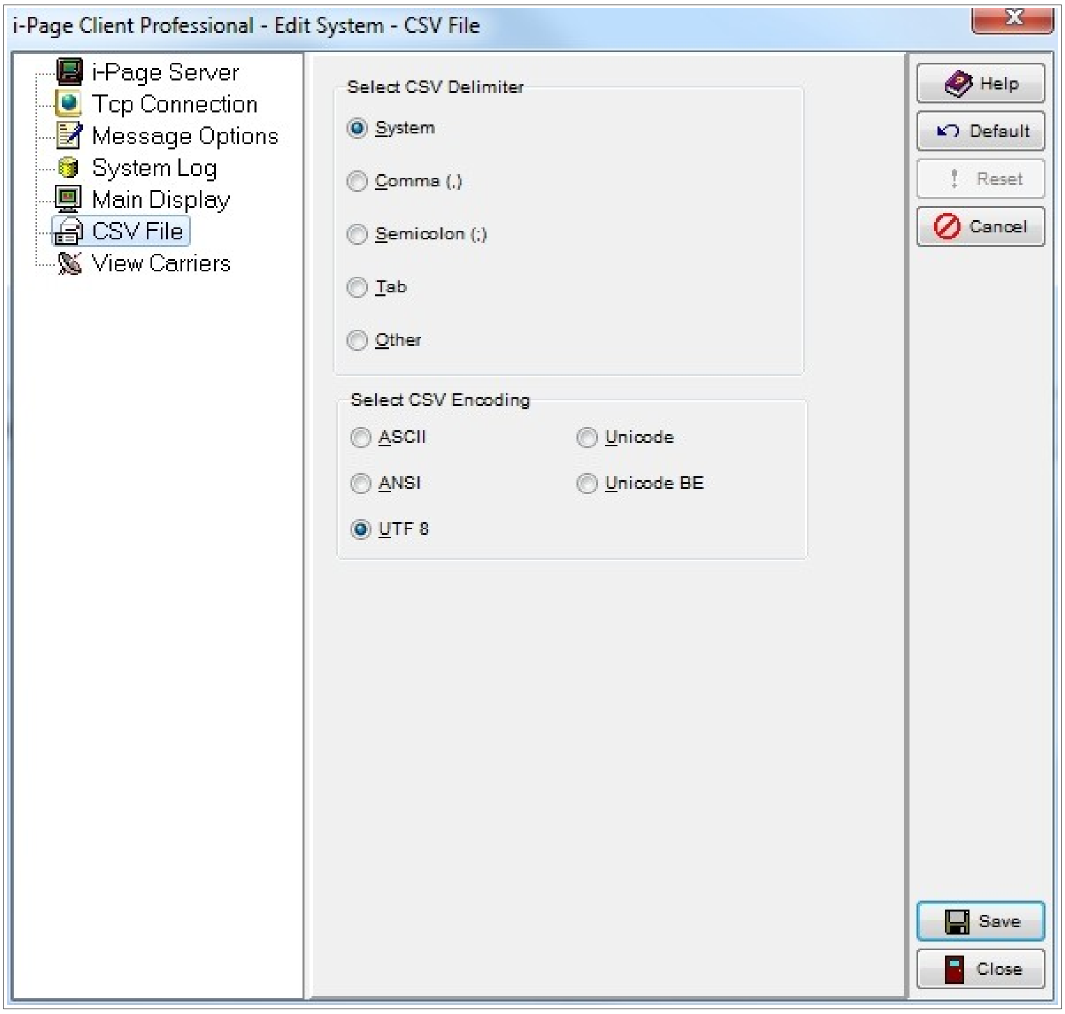
System CSV File

i-Page uses a CSV format to copy sent messages from different displays, to export reports to a file and to send report result as an attachment to an email.

CSV is a common, relatively simple file format that is supported by large number of applications. A CSV file can contain any number of records, separated by a line break. Each record contains fields, separated by some character as delimiter. Usually, all records have an identical sequence of fields.

Different programs use different variations of CSV format. That is why i-Page allows the user to set some parameters of the CSV format so that the user can make it compatible with a desired application.

To set i-Page CSV format, on the main menu select "**Settings | Set System**" and on the "Set System" dialog select the "CSV File" item.



i-Page CSV File Format

In practice CSV is not a single, well-defined format. The term is usually used for a large family of formats, which differ in many ways.

To make it more portable, the i-Page system defines CSV format which is followed by most implementations:

1. The file contains records of data that are divided into fields.
2. Each record is located on a separate line, delimited by line break characters – ***CR*** (`0xD`; `#13`) ***LF***(`0xA`; `#10`). Line break characters on the last line are optional.
3. The first line of the file contains a header.
4. Each record is divided into fields, separated by the delimiter character.
5. The last field in the record is never followed by the delimiter.
6. Each record has the same number of fields.
7. The header contains names that corresponds to the fields in the file and has the same number of fields as the records in the rest of the file
8. A field can be empty – it means that only the delimiter character is entered.
9. If a field contains line break characters (***CRLF***), the delimiter or double-quotes ("), it must be enclosed in double-quotes. If a double-quote appears in the field then it must be duplicated.
10. All fields contain a plain text, which means that data within fields is interpreted as a sequence of characters, not as a sequence of bits or bytes.
11. The text in the field can be formatted using ASCII, ANSI (default machine code page), Unicode UTF-8 and Unicode UTF-16LE character set.
12. The field delimiter character is always an ASCII character.
13. If the file is formatted using UTF-8, then the first 3 bytes on the first (header) line are: `0xEF 0xBB 0xBF`. It is required by many text processing and spreadsheet applications in order to recognise UTF-8 format.
14. If the file is formatted using UTF-16LE, then the first 2 bytes on the first (header) line are: `0xFF 0xFE`. This is called BOM (Byte Order Mark) and it is required by many text processing and spreadsheet applications in order to recognise UTF-16LE format.

CSV Delimiter

To set a character that will delimit fields in one record, select between the options in the "Select CSV Delimiter" control.

Field Delimiter Options

System	The "List Separator" option, from the computer's "Control Panel | Region and Language" settings is used
Comma	ASCII character 'comma' - "," is used (***0x2C*** - ***#44***)
Semicolon	ASCII character 'semicolon' - ";" is used (***0x3B*** - ***#59***)
Tab	ASCII control character 'Horizontal tab"' is used (***0x09*** - ***#9***)
Other	The user can enter any printable ASCII character

CSV Encoding

To set a character encoding of the CSV file, select between the options in the "Select CSV Encoding" control.

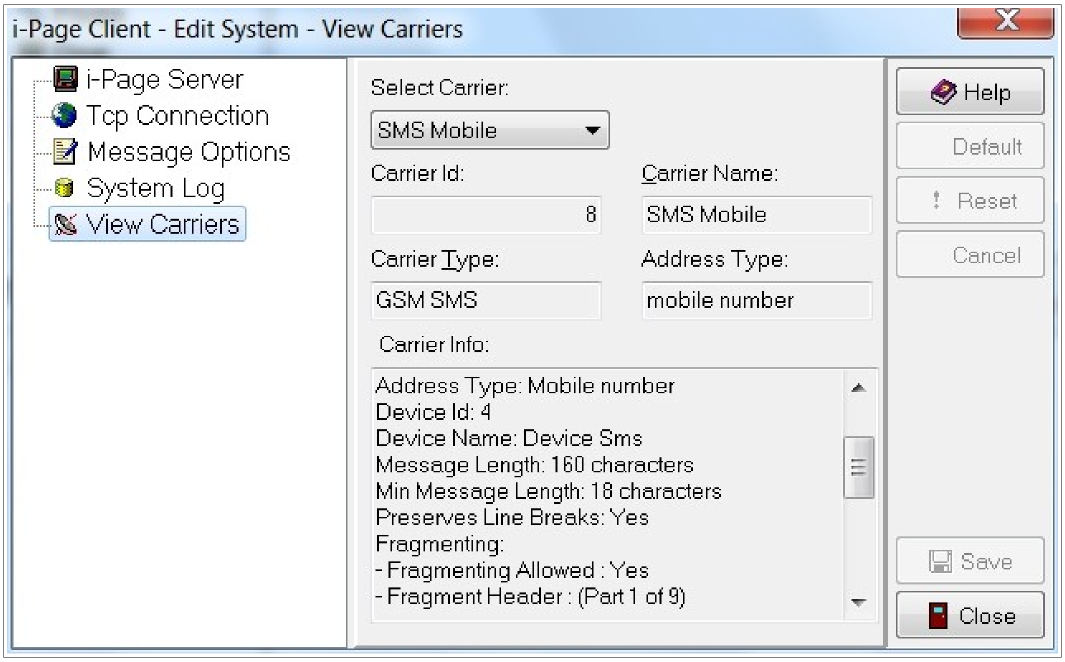
CSV Encoding Options

ASCII	Uses characters from the basic 7-bit ASCII encoding set
ANSI	Uses characters from the extended 8-bit ASCII set, defined as the current computer's code page
UTF-8	Uses UTF-8 Unicode character encoding
Unicode	Uses UTF-16LE Unicode character encoding (little-endian byte order)
Unicode BE	Uses UTF-16BE Unicode character encoding (big-endian byte order)

***Note**: If you select the "Unicode" option (UTF-16LE) and you intend to open a CSV file in current versions of MS Excel, please select the "Tab" delimiter option. Otherwise, Excel will not be able to parse fields properly and you will have to do it manually.*

View Carriers

Displays data about carriers received from i-Page Server. All data on this page are read-only and the page is visible only when the user is successfully logged on to i-Page Server. All carriers and their respective devices are set on i-Page Server by the system administrator.



Select a carrier from the "Select Carrier" combo box.

Controls display the carrier id, carrier name, carrier type and the address type the selected carrier is using.

All other info about the carrier and its respective device are displayed in the "Carrier Info" window.

Message Objects

Every account can create, edit and delete their own message objects. Those objects are visible only to the account that has created them and cannot be assigned to another account.

Message objects are objects that the user uses to send a message:

Contacts

Contact Groups

Message Templates

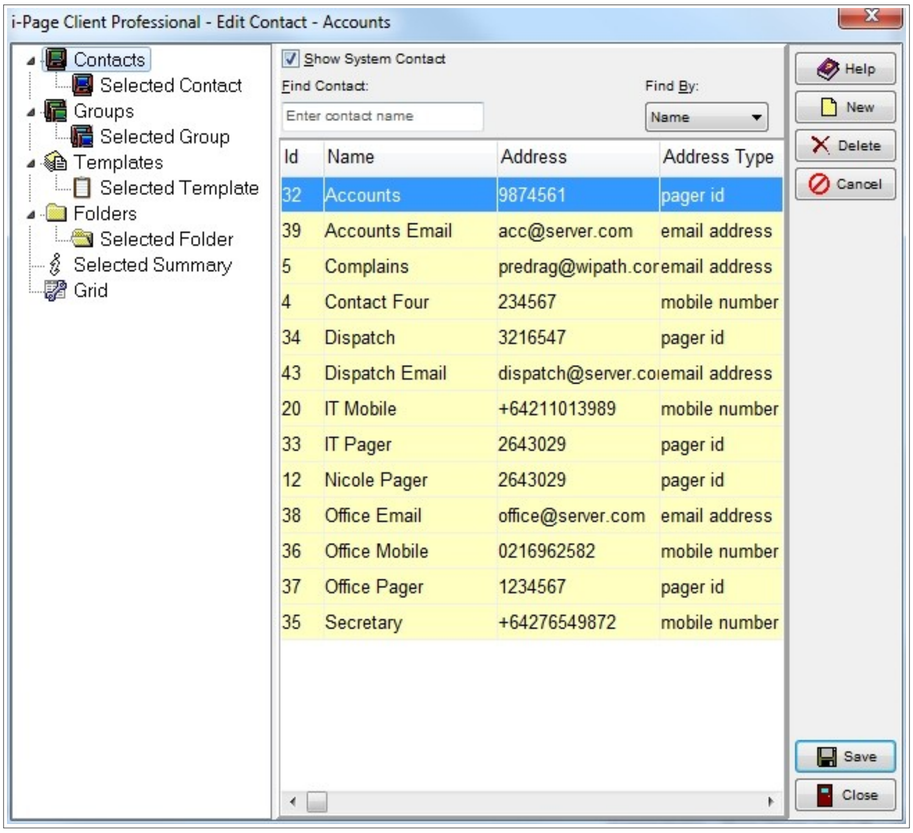
Folders

Select "**Settings | Set Message Objects**"

Shortcut: **Ctrl+M**

Hot Keys: **Alt+S,M**

If this functionality is disabled, that means that the user does not have rights to create, edit and delete their own message objects ("Set Client Objects" right).



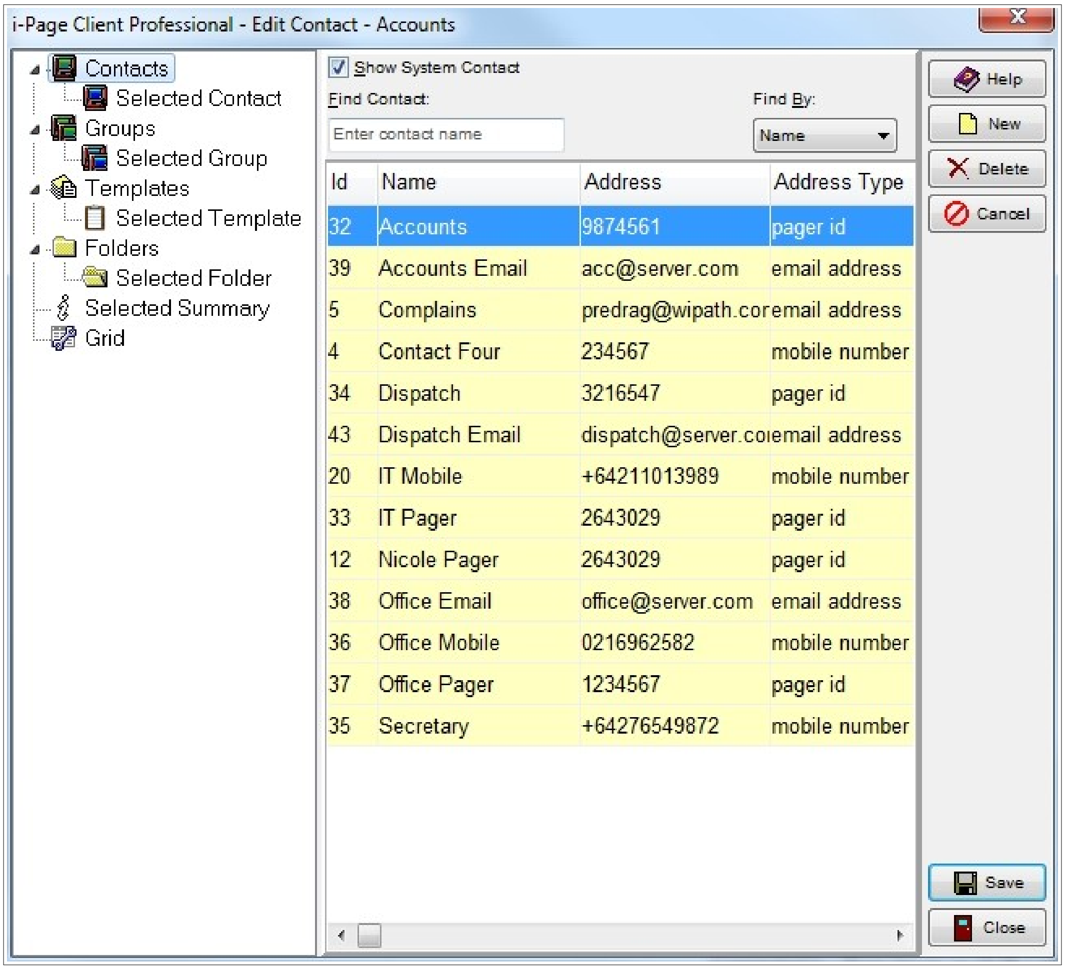
Message Object Types

To set their own message object, the user must first select the object type. To select the object type that you want to create, edit or delete, click on one of the items in the left-hand side panel:

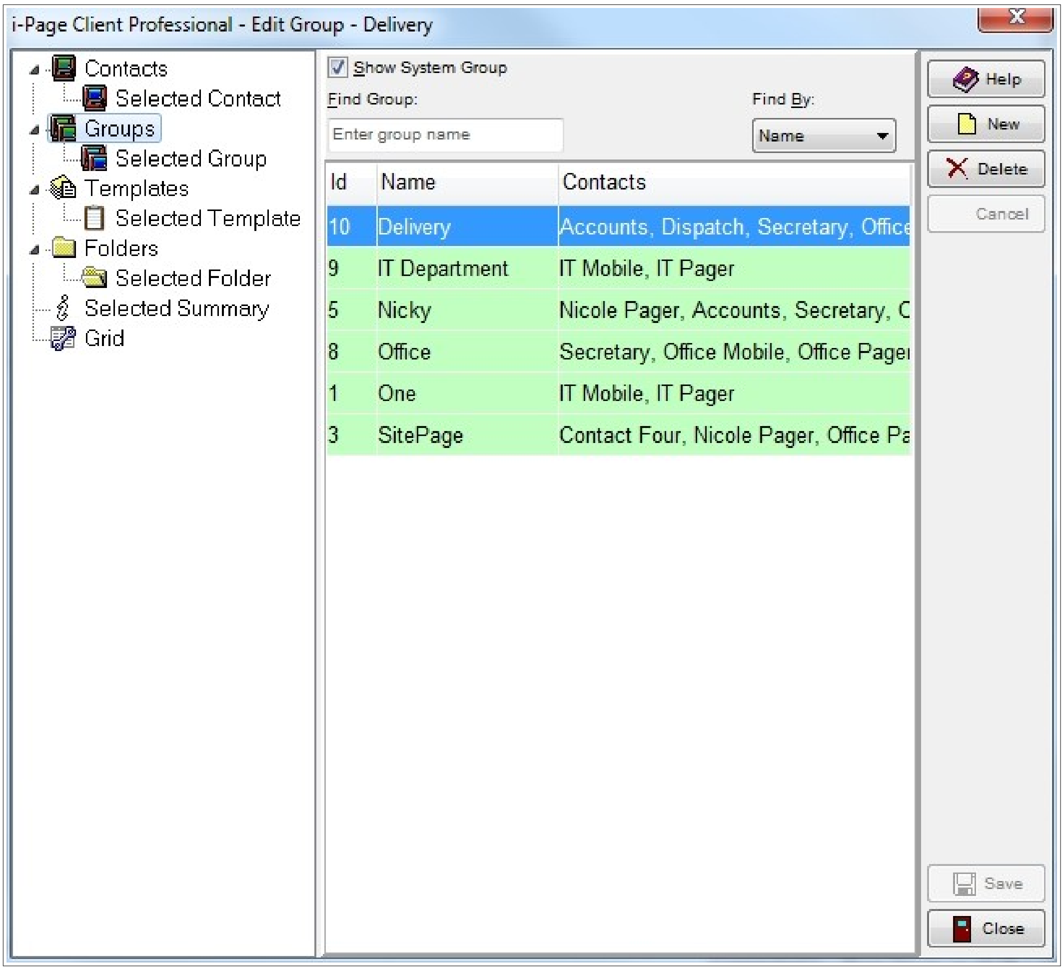
- Contacts
- Groups
- Templates
- Folders

A page with all objects of that type already created by the account opens in the middle panel.

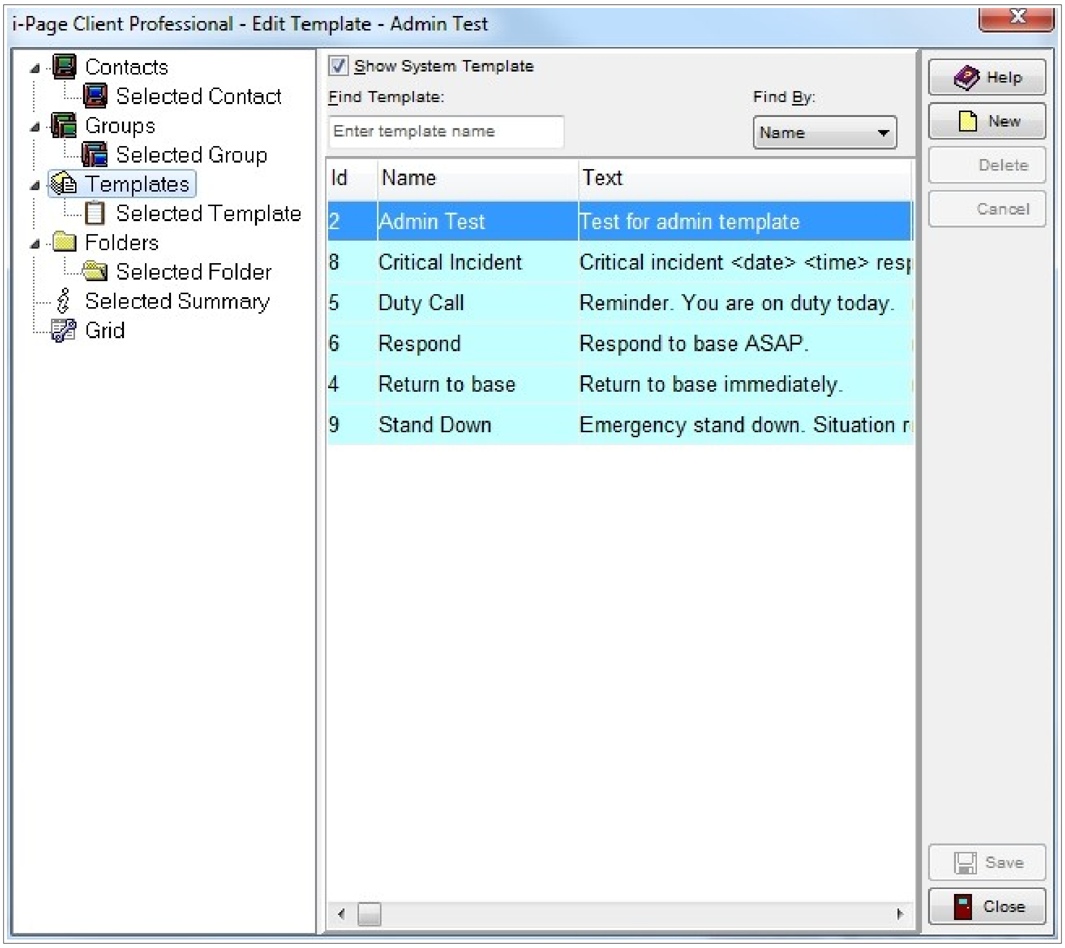
Contacts



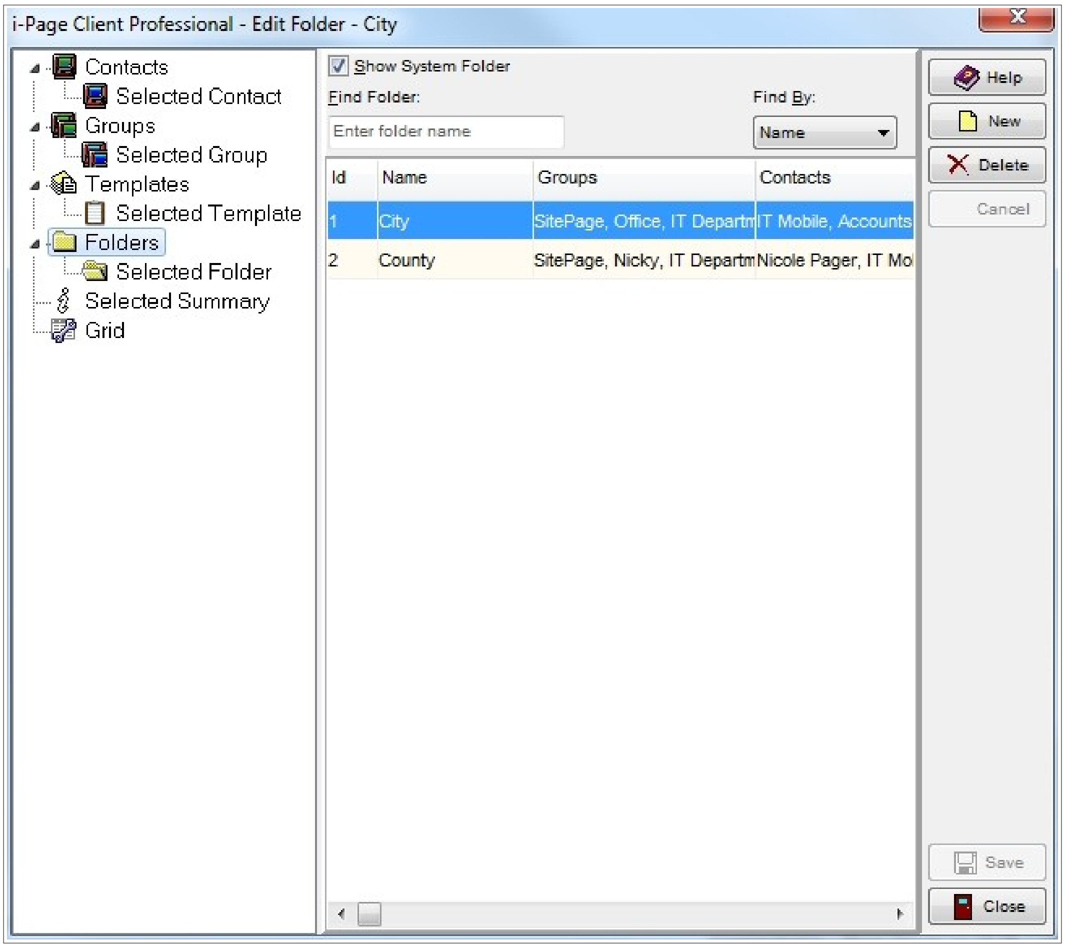
Groups


i-Page Client Professional - Edit Group - Delivery
Contacts
Selected Contact
Groups
Selected Group
Templates
Selected Template
Folders
Selected Folder
Selected Summary
Grid
Show System Group
Find Group:
Enter group name
Find By:
Name
Id
Name
Contacts
10
Delivery
Accounts, Dispatch, Secretary, Office
9
IT Department
IT Mobile, IT Pager
5
Nicky
Nicole Pager, Accounts, Secretary, C
8
Office
Secretary, Office Mobile, Office Pager
1
One
IT Mobile, IT Pager
3
SitePage
Contact Four, Nicole Pager, Office Pa
Help
New
Delete
Cancel
Save
Close

Templates


i-Page Client Professional - Edit Template - Admin Test
Contacts
Selected Contact
Groups
Selected Group
Templates
Selected Template
Folders
Selected Folder
Selected Summary
Grid
Show System Template
Find Template:
Enter template name
Find By:
Name
Id
Name
Text
2 Admin Test Test for admin template
8 Critical Incident Critical incident <date> <time> resp
5 Duty Call Reminder. You are on duty today.
6 Respond Respond to base ASAP.
4 Return to base Return to base immediately.
9 Stand Down Emergency stand down. Situation r
Help
New
Delete
Cancel
Save
Close

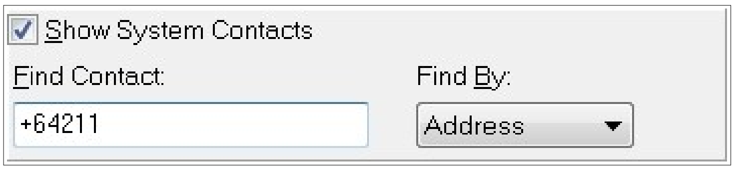
Folders



If you also want to see all system objects of that type, check the "Show System Contacts/Groups/Templates/Folders" above the grid.

Find Message Object

Every page for every object type has a search tool that helps the user to find an object.



The object can be located in its grid by its name, id or address (contacts only).

Select one of these options in the "Find By" combo box.

Default: *name*.

Start typing the object's name, id or address into the "Find Contact" window. If the match is found the object in the grid will be selected and moved at the top of the grid.

New Message Object

Select an object type.

Click on the "**New**" button in the 'Edit Object' dialog box.

Shortcut: **Ctrl+N**

> ***Note***: *All objects are created and stored on i-Page Server and if you use a TCP/IP connection you may wait for a while until the server sends back the newly created object.*

Select the "Selected Contact/Group/Template" node to see the panel with object settings.

Enter an object name in the "Contact/Group/Template Name" box.

> ***Note***: *Object names are not unique and you can assign the same name to a different object of the same type. The names in the system are case sensitive.*

Edit Message Object

Selecting Object for Editing

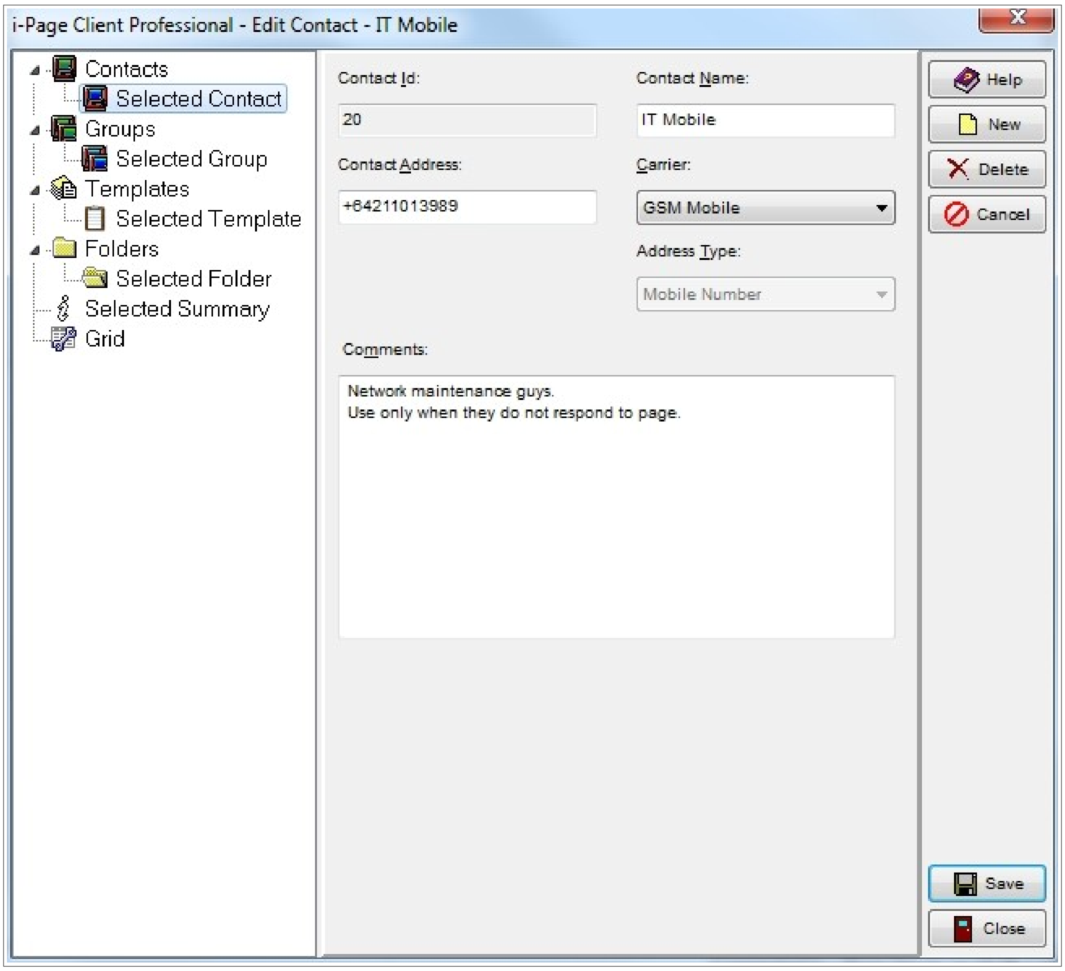
Select an object type.

Select the object in its respective grid.

If you have a problem finding the object you can use the object's search tool.

Edit Contact

Select the "**Selected Contact**" node to get the panel with contact settings, or just **double-click** on the contact in the grid.



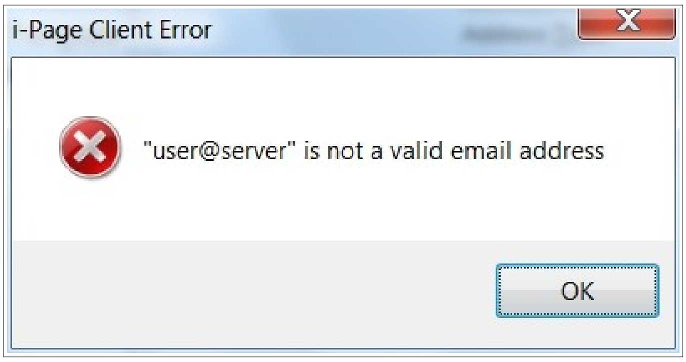
To change the contact name, enter a new name into the "Contact Name" control.

Select its carrier type in the "Carrier" combo. As soon as you change the carrier type, a value in the "Address Type" will change to the type of the address that the selected carrier is using. The "Address Type" control is read-only.

> ***Note**: If you are not sure which carrier to use, you can find more information about each carrier in the "View Carriers" dialog.*

Enter a contact Address into the "Contact Address" box.

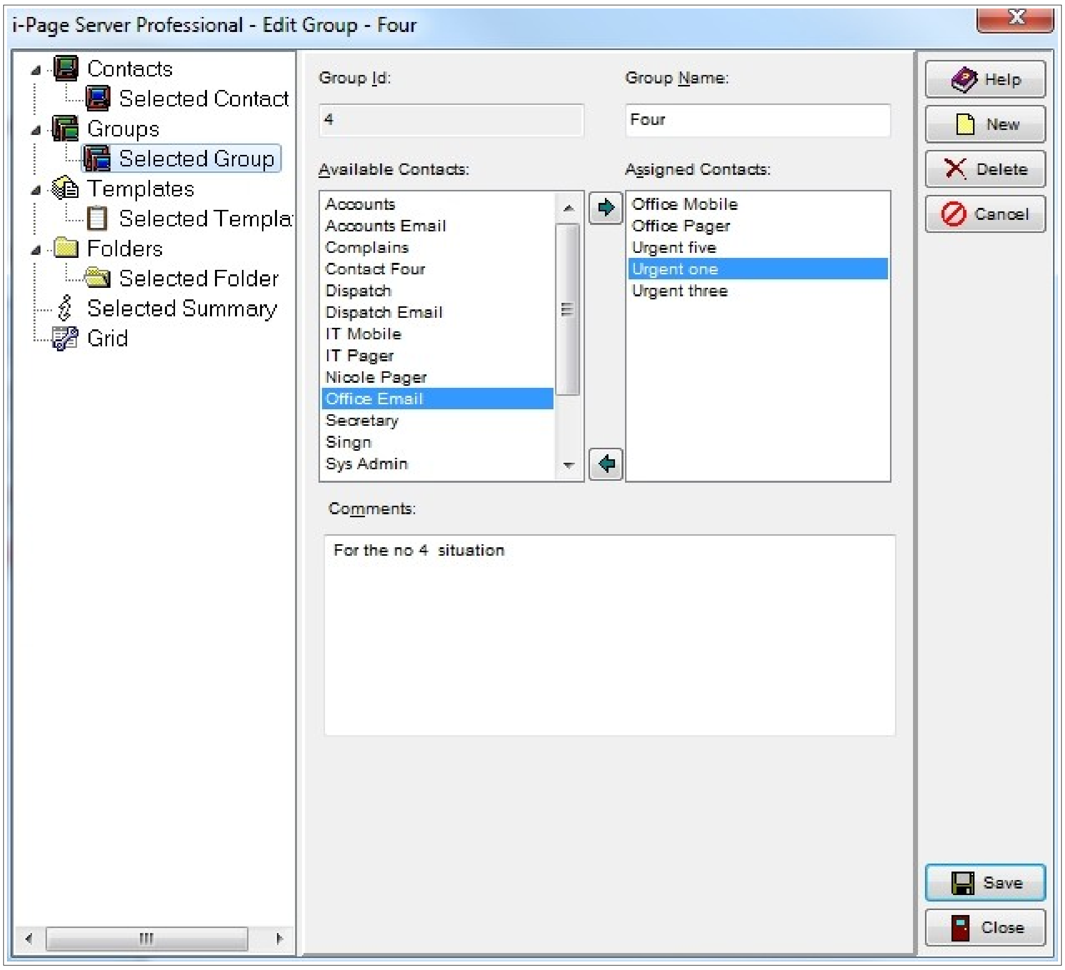
The address must be of the type shown in the "Address Type" control. If you enter an address of the wrong type the system will warn you and you will not be able to save your settings.



If you want, you can also enter some additional comments about the contact in the "Comments" window.

Edit Group

Select the "**Selected Group**" node to get the panel with group settings, or just **double-click** on the group in the grid.



To change the group name, enter a new name into the "Group Name" control.

There are two lists with contact names displayed. The list on the left-hand side with the title "Available Contacts" shows all available contacts that are not yet assigned to the selected group. The list on the right side with the title "Assigned Contacts" shows all contacts already assigned to the selected group.

To add a new contact to the group, select it in the "Available Contacts" list and press the "**Assign Contacts**" button , or just **double-click** on it. The contact will be moved from the "Available Contacts" to the "Assigned Contacts" list.

Shortcut: **Ctrl+Right (arrow)**

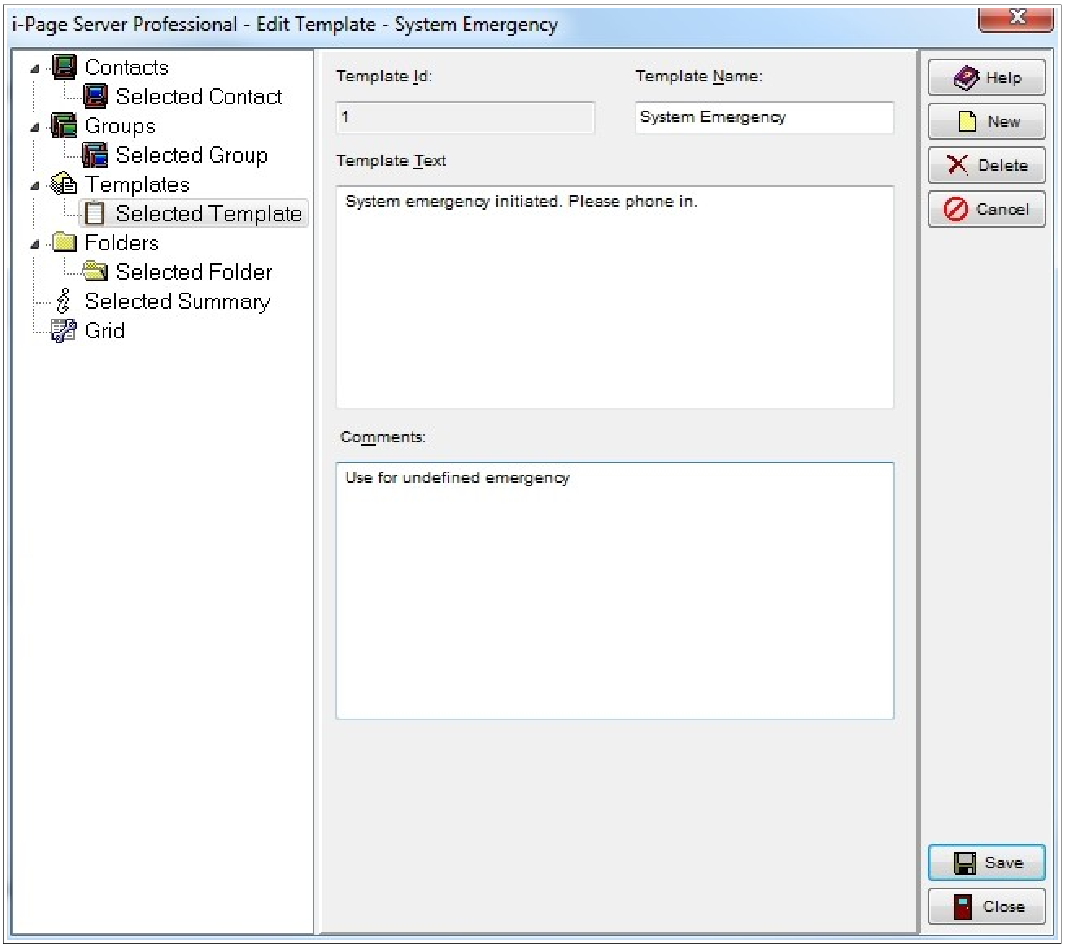
To remove a contact from the group, select it in the "Assigned Contacts" list and press the "**Remove Contacts**" button, or just **double-click** on it. The contact will be moved from the "Assigned Contacts" to the "Available Contacts" list.

Shortcut: **Ctrl+Left (arrow)**

If you want you can also enter some additional comments about the group into the "Comments" window.

Edit Template

Select the “**Selected Template**” node to get the panel with template settings or just **double-click** on the template in the grid.



To change the template name, enter a new name into the “Template Name” control.

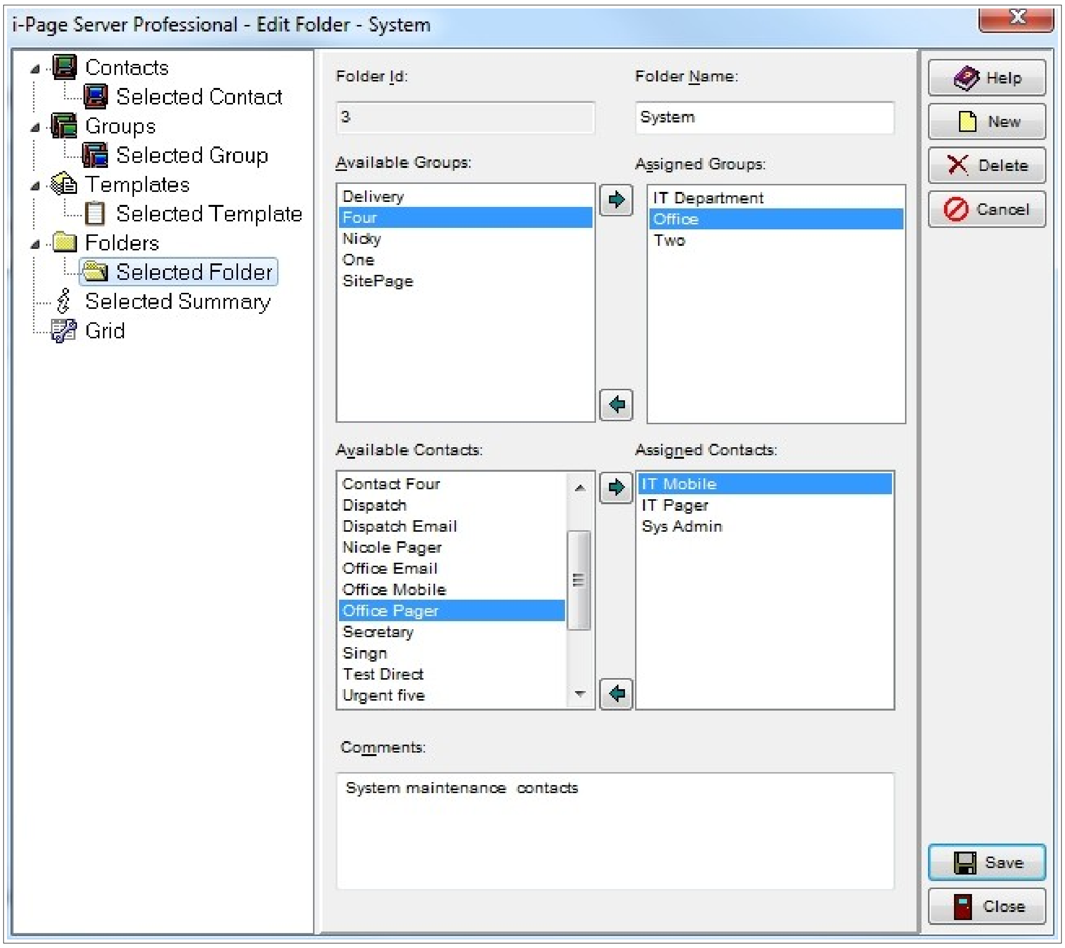
Enter a template text into the "Template Text" box. The system will preserve new line settings.

If you want you can also enter some additional comments about the template into the "Comments" window.

About using templates, see Using Message Template

Edit Folder

Select the “Selected Folder” node to get the panel with folder settings, or just **double-click** on the folder in the grid.



To change the folder name, enter a new name into the “Folder Name” control.

The dialog contains two groups of controls with two lists in each group.

Set Groups

The list on the left-hand side with the title "Available Groups " shows all the account's groups, that have not yet been assigned to the selected folder. The list on the right-hand side with the title "Assigned Group " shows all the groups already assigned to the selected folder.

To add a new group to the folder, select it in the "Available Groups " list and press the "**Assign Group**" button , or just **double-click** on it. The group will be moved from the "Available Groups " to the "Assigned Groups " list.

Shortcut: **Ctrl+Right (arrow)**

To remove a group from the folder, select it in the "Assigned Groups " list and press the "**Remove Group**" button, or just **double-click** on it. The group will be moved from the "Assigned Groups " to the "Available Groups " list.

Shortcut: **Ctrl+Left (arrow)**

Set Contacts

The list on the left-hand side with the title "Available Contacts " shows all the account's contact, that have not yet been assigned to the selected folder. The list on the right-hand side with the title "Assigned Contacts " shows all the contacts already assigned to the selected folder.

To add a new contact to the folder, select it in the "Available Contacts" list and press the "**Assign Contacts**" button, or just **double-click** on it. The contact will be moved from the "Available Contacts" to the "Assigned Contacts" list.

Shortcut: **Shift+Ctrl+Right (arrow)**

To remove a contact from the folder, select it in the "Assigned Contacts" list and press the "**Remove Contacts**" button, or just **double-click** on it. The contact will be moved from the "Assigned Contacts" to the "Available Contacts" list.

Shortcut: **Shift+Ctrl+Left (arrow)**

If you want, you can also enter some additional comments about the folder in the "Comments" window.

Save Object Changes

To save your changes, press the "**Save**" button.

Shortcut: **Ctrl+S** or **Enter**.

The save command will save changes only for the selected object type.

> **Warning**: If you close the dialog box without saving changes for any of the object types, you will get a warning and another opportunity to save your changes. If you choose ‘Yes’ to save changes on exit, all changes for all object types will be saved.

All changes are saved on the server to its central database. The client does not store any settings for any of the message objects.

Cancel Object Changes

If you do not wish to save your changes and want to return to previous settings, you can cancel all the changes for the selected object type by selecting the “**Cancel**” button.

The cancel command works the same way as the save command, i.e. its functionality is always associated only with the currently selected object type.

Shortcut: **Ctrl+Q**

> ***Note***: *You can cancel only unsaved changes.*

Delete Message Object

To delete the selected object, press the "**Delete**" button.

Shortcut: **Ctrl+Del**.

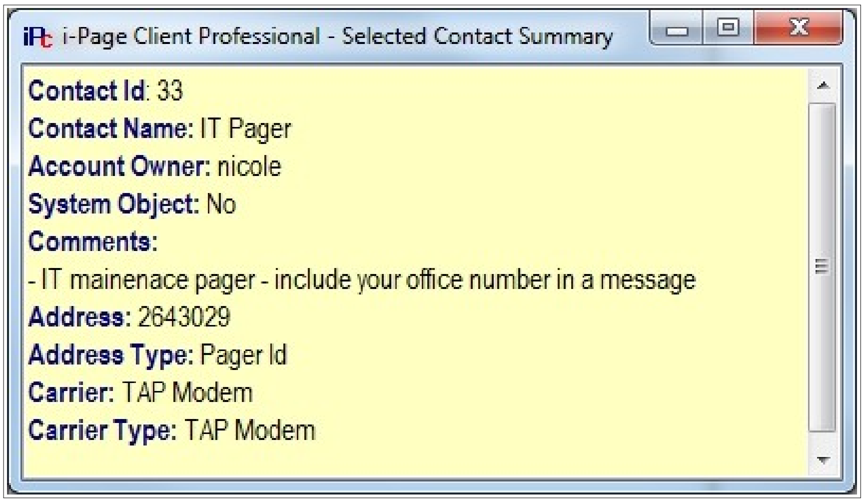
You will get a warning from the system that the object will be deleted permanently and the option to either delete it or not. If you choose to delete it anyway, the object will be deleted permanently.

> ***Note***: *You can delete only a system object. If the selected object is created by an account (on the client), the "Delete" button will be disabled.*

> **Warning**: The deleted object will be removed from all accounts. If the selected object is a contact, it will be also removed from all groups and folders. If the select object is a group, it will be removed from all folders.

Message Object Summary

To see detailed info about the selected object either click on the "**Selected Summary**" item in the left-hand side panel, or use the shortcut **Ctrl+I**.



See also “Object Summary Dialog”.

Assign Message Objects

Apart from creating their own message objects, the user can also assign message objects already created by the system administrator on i-Page Server. These objects are system-wide objects and they are visible to all accounts. The only one who has the right to create, edit and delete these objects is the account with the "Set System Object" right and it must be done on i-Page Server.

Message objects are objects that the user uses to send a message:

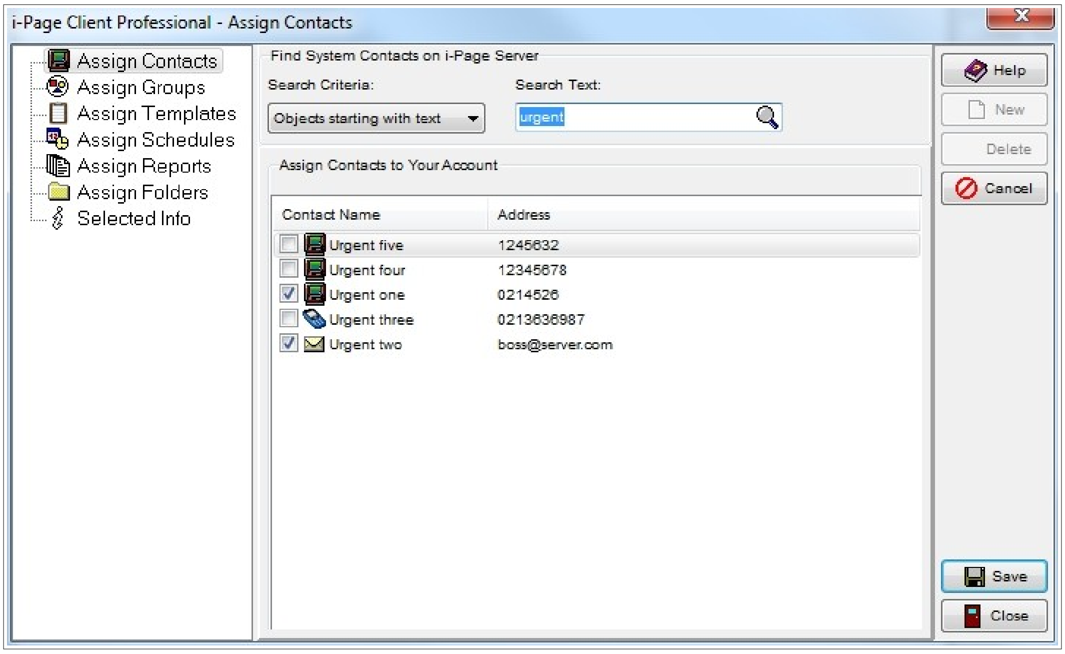
- ☐ Contacts
- ☐ Contact groups
- ☐ Message templates
- ☐ Schedules
- ☐ Reports
- ☐ Folders

Select "**Settings | Assign Message Objects**"

Shortcut: **Shift+Ctrl+M**

Hot Keys: **Alt+S,A**

If this functionality is disabled, this means that the user does not have rights to assign system objects to their account ("Assign System Objects" right).



Select Object Type

To select the object type that you want to assign to your account, click on one of the items in the left-hand side panel:

- Assign Contacts
- Assign Groups
- Assign Templates
- Assign Schedules
- Assign Reports
- Assign Folders

An appropriate page with the search tool for that type of object will open in the middle panel.

Find Objects

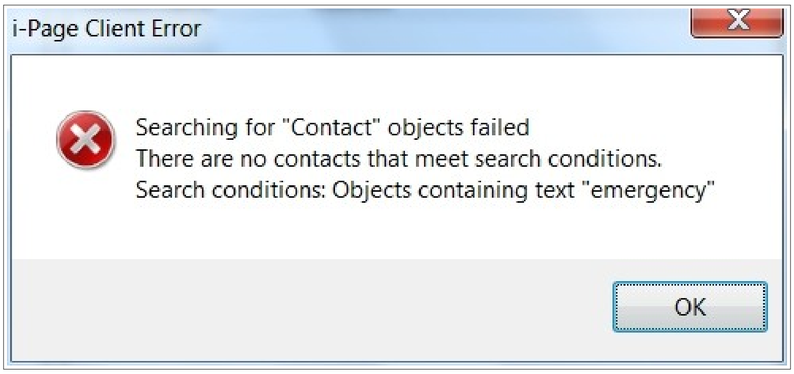
To find objects of the selected type that are visible to all accounts, select your search criteria in the "Search Criteria" combo.

Options	
All objects	Retrieves all objects of the selected type from the server and displays them in the list below
Objects starting with text	Retrieves all objects of the selected type from the server, whose name starts with the text in the "Search Text" control, and displays them in the list below
Objects containing text	Retrieves all objects of the selected type from the server, whose name contains the text in the "Search Text" control, and displays them in the list below

Enter the text for your search criteria into the "Search Text" window.

Click on the **search tool** in the "Search Text" window or just press **Enter**.

If there are no system message objects that match your criteria, you will get an error message



***Note**: If you are connected to the server through a TCP/IP connection, you may need to wait for a while before you get any results.*

Assign Objects

If the search returns results, all system objects that are already assigned to your account are checked.

To assign an object to your account check the box in front of it and to remove an object from your account remove the check mark.

Save Assigned Objects

To save your changes, press the "**Save**" button.

Shortcut: **Ctrl+S** or **Enter**.

The save command will save changes only for the selected object type.

Warning: If you close the dialog box without saving changes for any of the object types, you will get a warning and another opportunity to save your changes. If you choose ‘Yes’ to save changes on exit, all changes for all object types will be saved.

Cancel Assigned Changes

If you do not wish to save your changes and want to return to previous settings, you can cancel all the changes for the selected object type by selecting the “**Cancel**” button.

The cancel command works the same way as the save command, i.e. its functionality is always associated only with the currently selected object type.

Shortcut: **Ctrl+Q**

***Note**: You can cancel only unsaved changes.*

Assigned Object Info

To see detailed info about the selected object, either click on the "**Selected Info**" item in the left-hand side panel, or just **double-click** on the object in the list. You can also use the shortcut **Ctrl+I**.

See also “Object Summary Dialog”.

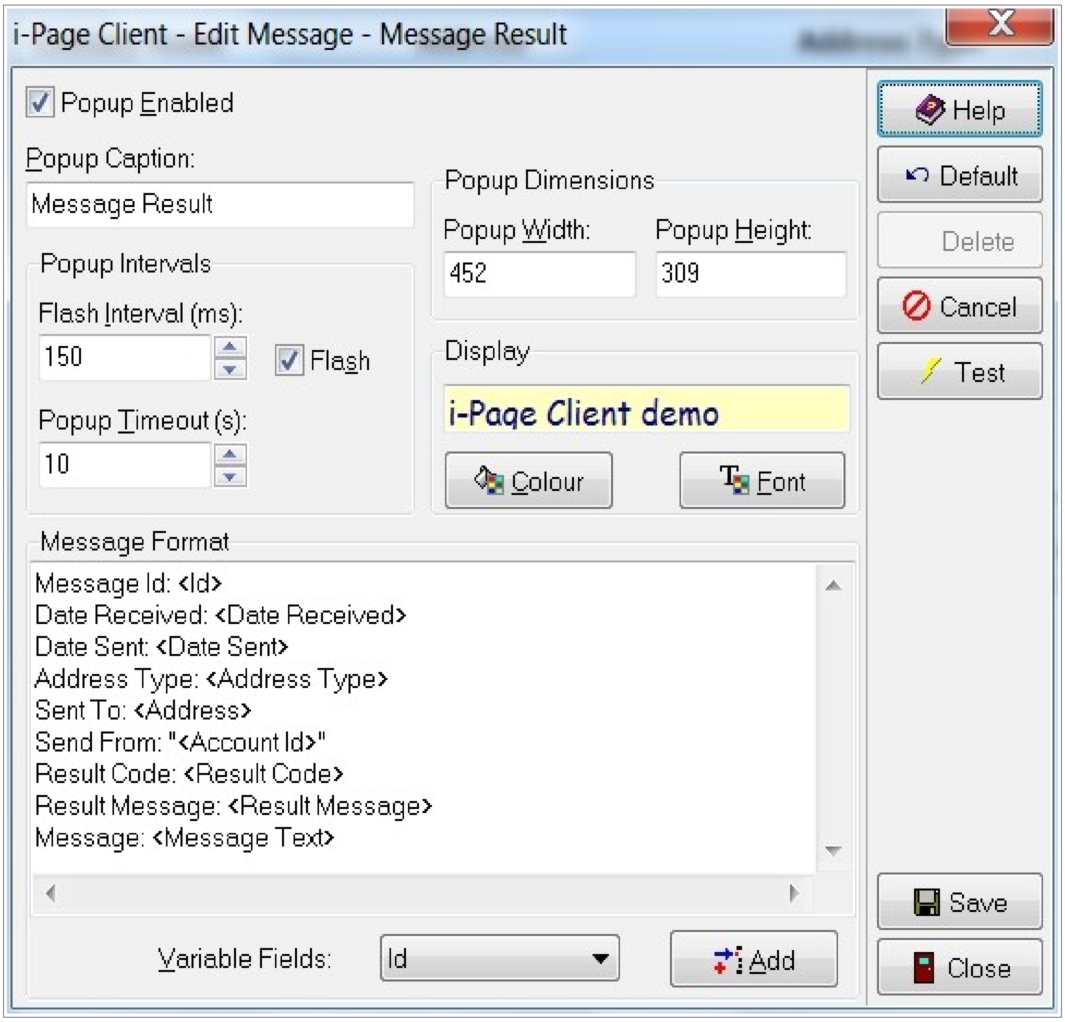
Message Result Popup

The message result alert is a form that pops up when the client receives a result from the server for the message that it had sent previously. It contains some basic data about the message. The user can choose whether or not to display the message result form.

Select “**Settings | Edit Popup**” or click on the “**Edit Message Popup**” toolbar button.

Shortcut: **Ctrl+P**

Hot Keys: **Alt+S,P**



Popup Form Caption

To set the popup form caption, enter a value into the “Popup Caption” control.

The caption will be displayed in the form:

"***<program_name> - <user_caption>***"

For example, if the user enters “Message Result” into the “Popup Caption” control, the form caption will be:

"i-Page Client – Message Result"

Popup Dimensions

The width and height of the popup form can be set by entering values into the “Popup Width” and “Popup Height”, respectively. These values are expressed in **pixels**.

An easy way to set dimensions is through the test form. See Testing Popup

Popup Colour

Every popup form can be assigned a different background colour.

Click on the “**Colour**” button and select a background colour for that popup.

Shortcut: **Ctrl+C**

Hot Keys: **Alt+C**

The new selection will be displayed in the text box above the button.

Popup Font

Click on the “**Font**” button.

Shortcut: **Ctrl+F**

Hot Keys: **Alt+F**

In the Font Dialog you can select a font type from the “Font” control. You can use any font that is installed on the machine.

You can also select a font size (from the "Size" control) and a font colour (from the "Color" control) and any font style (bold, italic, strikeout, underline).

All changes to the font will be displayed in the text box above the button.

Flashing

To make the popup form flash (blinking caption), check the “Flash” control.

You can also set a flashing interval by entering a value into the “Flash Interval” control. Values are expressed in **milliseconds**.

> ***Note**: 1000 ms = 1 sec*

If you do not know what value to enter, try different values and play with the test form. See Testing Popup

Timeout

To set how long the popup form will be displayed, enter an appropriate value into the “Popup Timeout” control. This value is expressed in **seconds** and defines the number of seconds the popup will be displayed.

If you enter ‘***zero***’ for the value, the popup form will stay on the screen until closed by the user.

Popup Message

You can create the entire text that the popup alert form will display and format it any way you like.

Enter your message text into the "**Message Format**" window.

The text is a combination of literal text entered by the user and variable fields filled in by the system.

There are 16 fields that the user can use in the popup alert.

Field Name	***Field Placeholder***	***Value***
Id	***<Id>***	Unique message id, assigned by the client on send
Account Id	***<Account Id>***	The id of the account that has sent the message
Account IP	***<Account IP>***	IP address of the machine the client is running on
Address	***<Address>***	Address that the message is sent to

Field Name	***Field Placeholder***	***Value***
Contact	***<Contact>***	The name of the contact the message is sent to
Result Code	***<Result Code>***	Numeric result of the message sent operation, returned by the server
Result Message	***<Result Message>***	Description of the result of the message sent operation, returned by the server.
Message Text	***<Message Text>***	Message text
Date Sent	***<Date Sent>***	Date and time the message was sent by the server
Date Received	***<Date Received>***	Date and time the message was received by the server
Priority	***<Priority>***	Message priority expressed as a number
Priority Text	***<Priority Text>***	Message priority expressed in a textual form
Age	***<Age>***	For how long the message, if not sent, will be kept on the server
Address Type	***<Address Type>***	Type of the address (pager id, mobile number, email address)
TCP Command	***<TCP Command>***	Actual iPP protocol command used in the message
iPP Version	***<iPP Version>***	Version of iPP protocol, used to send the message

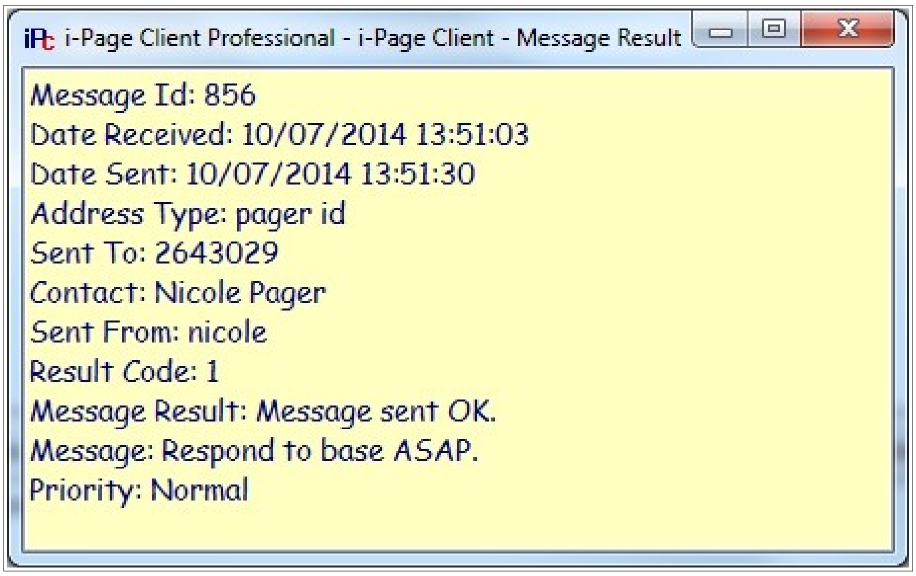
To enter one of the fields, position the cursor in the "Message Format" window where you want the field placeholder to appear. **Right-click** on the window and select the field from the **popup menu**.

During run-time the program will replace all fields with their real values.

Testing Popup

To test your settings, click on the “**Test**” button. You will see an example of the popup form with your current settings.

You do not need to save settings to test them.



You can also use this test form to set up width and height easily. Just resize the form with your mouse pointer, and when you close it the “Popup Width” and “Popup Height” controls will assume the width and the height of the test form.

Save Popup

Changes you make to the popup settings are not saved automatically. If you have made some changes, the “Save” button will become enabled. If you wish them to take effect in the program, you must save them by clicking the “**Save**” button or the “**Enter**” key.

Shortcuts: **Ctrl+S** or **Enter**

> **Warning**: If you close the dialog box without saving changes, you will get a warning and another opportunity to save your changes.

Cancel Popup Changes

If you are not satisfied with changes to the popup form and wish to return to all previous settings, you can cancel all the changes at once by selecting the “**Cancel**” button.

Shortcut: **Ctrl+Q**

> ***Note**: You can cancel only unsaved changes.*

Enable Popup Alert

For the popup alert to appear, you must enable it by checking the “Popup Enabled” control.

Scheduling

The user can schedule any message to be send (one or more times) in the future. The message can be send only once or in hourly, daily, weekly or monthly intervals.

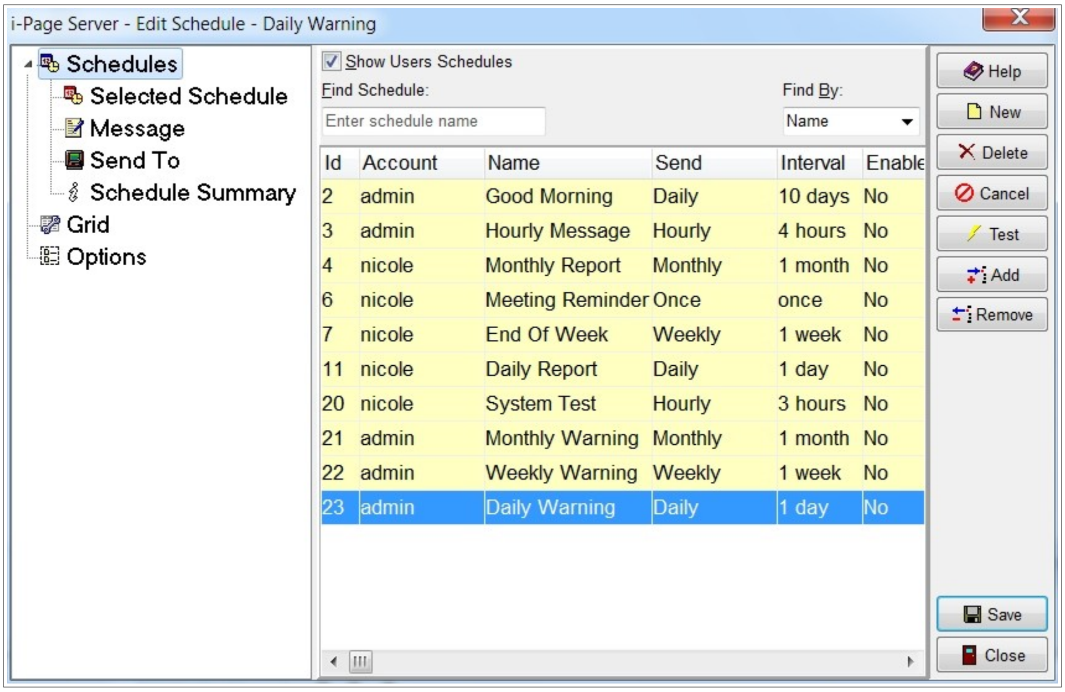
The account with the “Create System Schedules” right can create system-wide schedules, visible to all accounts. They are created only on the server and 'owned' by the default "admin" account.

The account with the “Create Account Schedules” right can create their own schedules, that are visible only to the account that has created them.

Select “**Settings | Set Schedule**” from the main menu.

Shortcut: **Ctrl+T**

Hot Keys: **Alt,S,C**



Set Schedules

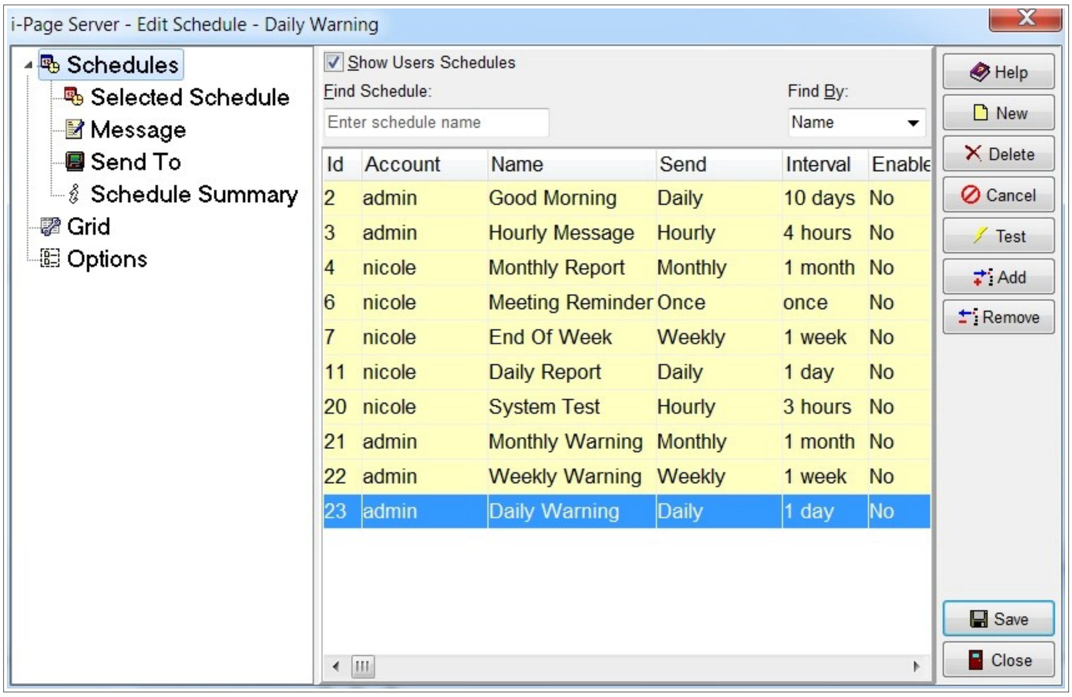
The system administrator and every account with the "Create System Schedules" right can create, edit and delete system-wide schedules that are visible to all accounts. They can also disable and delete (but not edit) schedules created by any account.

The system-wide schedules are created only on the server and 'owned' by the default "admin" account. They can be assigned to any account.

The account schedules are created on the client and 'owned' by the account that created them. They can be edited only by that account, but they can also be disabled and deleted by the system administrator on the server.

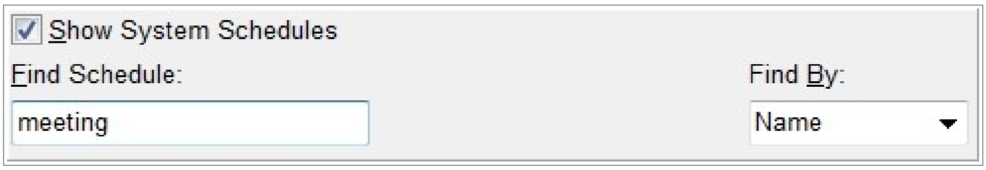
There are 5 types of schedules:

1. Send Once
2. Hourly
3. Daily
4. Weekly
5. Monthly



Find Schedule

"Edit Schedule" page has a search tool that helps the user to find a schedule.



The schedule can be located in the grid by its name or id.

Select one of these options in the "Find By" combo box.

Default: ***name***.

Start typing the schedule's name or id into the "Find Schedule" window. If the match is found the schedule in the grid will be selected and moved at the top of the grid.

If you want to see the system-wide schedules assigned to the account, check the "Show System Schedules". Otherwise only schedules, created and owned by the account will be displayed in the grid.

New Schedule

Click on the “**New**” button in the ‘Edit Schedule’ dialog box.

Shortcut: **Ctrl+N**

Select the “Selected Schedule” node to see the panel with schedule settings.

Enter a schedule name in the “Schedule Name” box.

> **Warning**: The schedule name is required by the scheduling engine and cannot be an empty string.

> ***Note***: *Schedule names are not unique and you can assign the same name to a different schedule. The names in the system are case sensitive.*

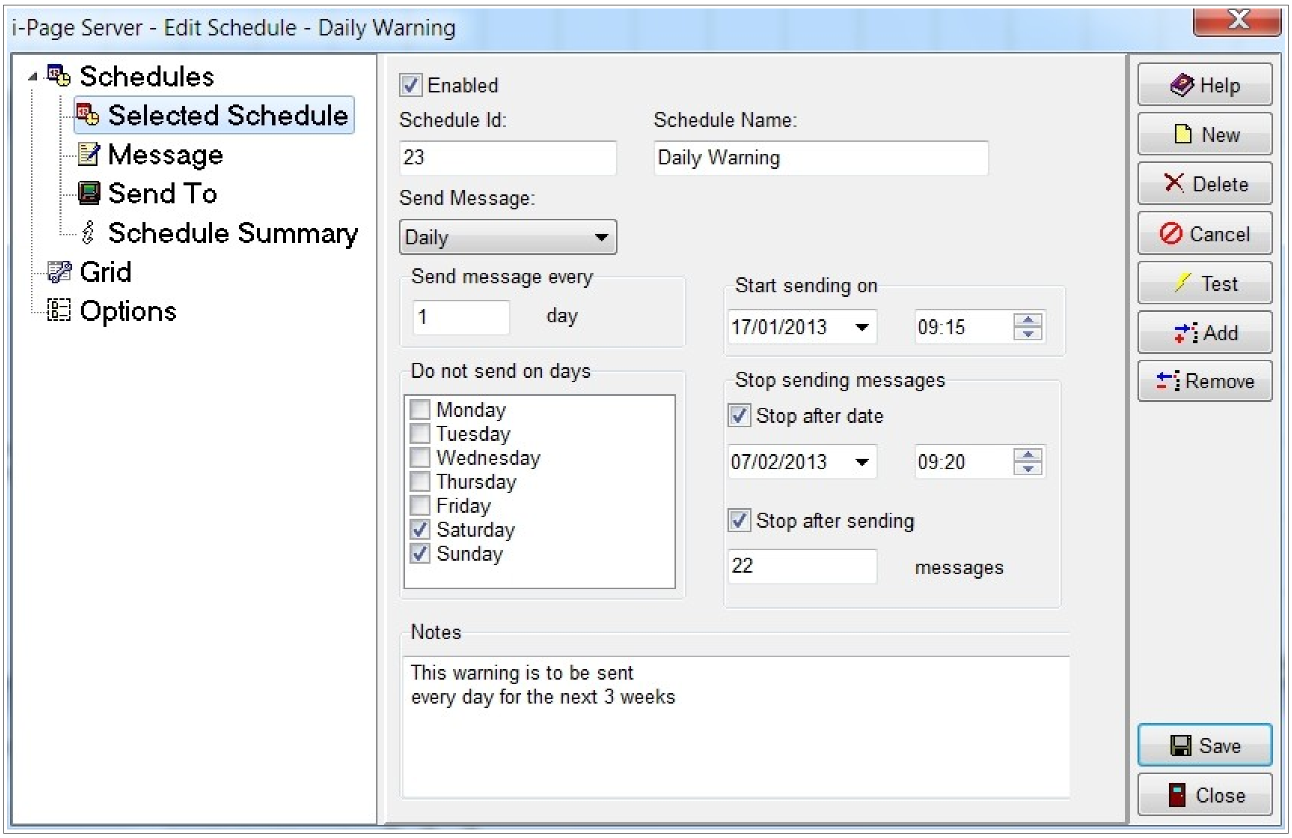
Edit Schedule

Select the schedule in the grid.

If you have a problem finding the schedule you can use the schedule's search tool.

Select the “**Selected Schedule**” node to get the panel with the schedule settings, or just **double-click** on the schedule in the grid.

Shortcut: **Ctrl+O**



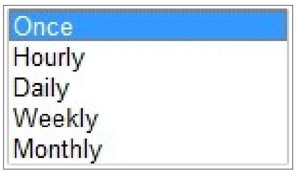
Schedule Name

To change the schedule name, enter a new name into the “Schedule Name” control.

The schedule name is required by the scheduling engine and you will not be able to enable the schedule without a name.

Schedule Type

In the "Send Message" control, select a schedule type.



When the type is changed, the dialog will display different set of controls to enable the user to enter data that are required for that type of schedule.

Send Interval

Every type of the schedule (except "Send Once") requires an interval. The interval is a period of time in which the message will be repeatedly scheduled.

To set scheduling interval, enter a number of hours/days/weeks/months into the "Send message every" control.

Wording of the control display ("hours", "days", "weeks", "months") depends, of course on the type of the schedule.

The interval must have a value bigger than *0*, otherwise you will not be able to enable the schedule.

Schedule Start Date

A start date is a date on which the scheduling engine will start to calculate next message.

For the "Send Once" type it is the date on which the message will be sent, so it displayed as "Send Message On" and must be latter than the current date.

For all other types it is displayed as "Start sending on" and can be any date. If the value is earlier than the current date, the engine will keep calculating intervals until it reaches the current date. First message that will be scheduled is the message with date latter or equal to the current date.

Schedule End Conditions

Every schedule (except "Send Once") must have its end conditions defined.

To stop scheduling messages after certain date and time, check the "Stop after date" check box and select the end date and time in the end date controls.

The schedule end date must be latter than the schedule start date and the current date and time.

To stop scheduling messages after certain number of messages has been sent, check the "Stop after sending" check box and enter a number of messages into the text box. The number of messages must be bigger than `0`.

If you select both end conditions, the scheduling will stop when the first of them is met.

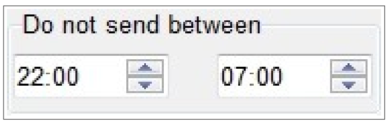
If none of conditions is selected, the scheduling engine will report an error and will not allow you to enable the schedule.

Sending Limits

Every schedule (except "Send Once") can limit sending of messages in certain intervals. The settings depend on the type of schedule.

Hourly

The user can prevent sending of the messages between certain hours of the day.



Use the first control to set the start of the period and the second one to set the end of the period of the day when i-Page will pause sending messages.

All values are expressed in the `24 hour` values.

If the first value is smaller, the interval falls within the same day.

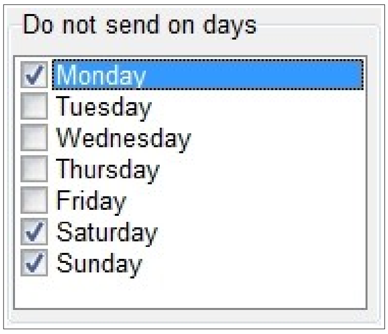
If the first value is bigger, the interval spans two days.

Example:

22:00 to 07:00 – the messages will pause from 10 p.m. of the one day to 7 a.m. the next day

Daily

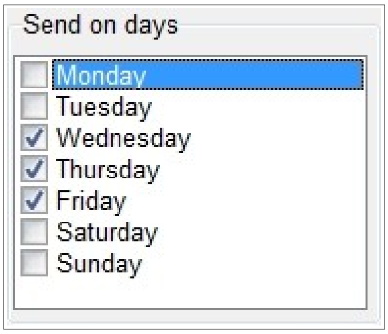
The user can exclude certain days from sending of the messages. If the daily interval falls on the excluded day, the scheduling engine will move it to the next allowed (not selected) day.



If you select all days, the scheduling engine will report an error and you will not be able to enable the schedule.

Weekly

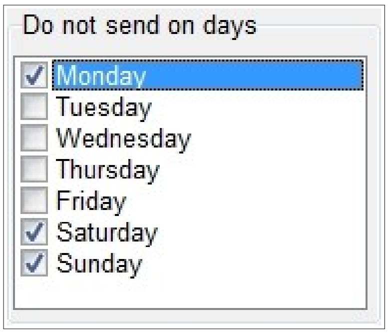
In a weekly scheduling, the user can select the day(s) of the week on which the message will be scheduled.



The engine will increase the next scheduling date for the number of weeks defined in the "Scheduling Interval" and start sending messages on every selected day in that week.

Monthly

The user can exclude certain days from sending of the messages. If the monthly interval falls on the excluded day, the scheduling engine will move it to the next allowed (not selected) day.



If you select all days, the scheduling engine will report an error and you will not be able to enable the schedule.

Enable Schedule

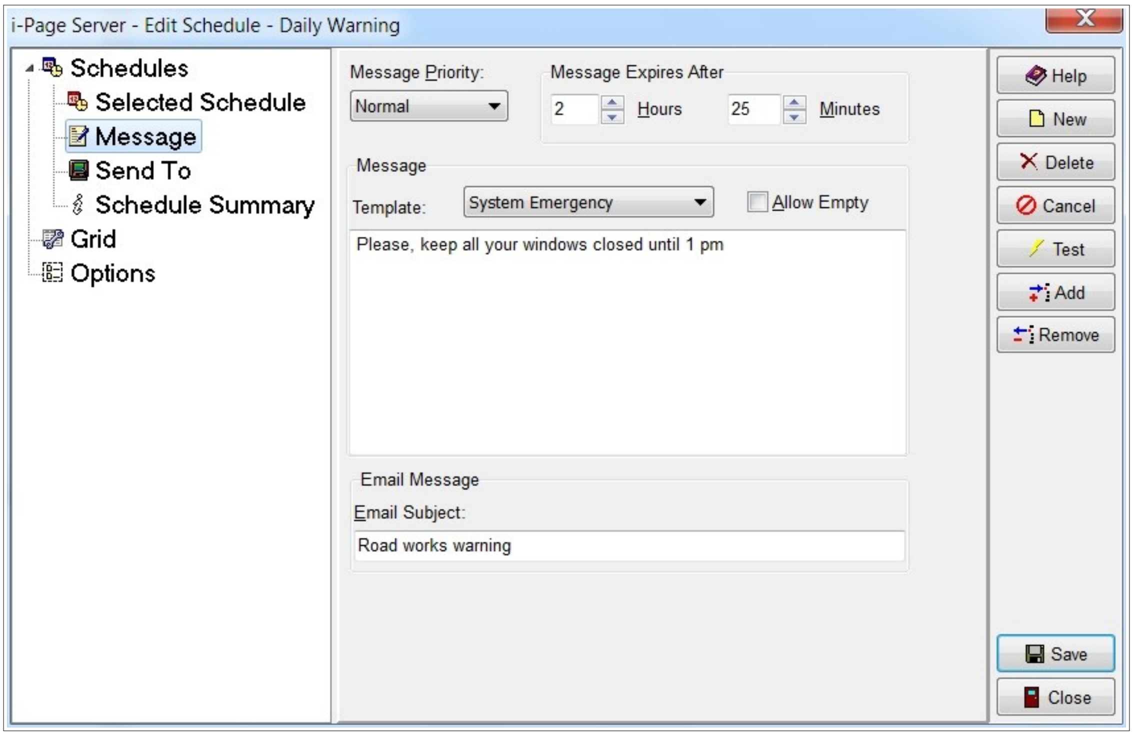
To enable the schedule, check the "**Enabled**" check box.

When you try to save the enabled schedule, the scheduling engine will check the schedule settings for errors. If there are errors, the engine will disable the schedule and report all the errors.

Schedule Message

Schedule message is the actual message that will be scheduled and sent to the designated contacts.

To define the message that the scheduling engine will use for the scheduled message, select the schedule in the grid and select the "Message" node in the left–hand side panel in the "Edit Schedule" dialog.



Message Priority

Select a message priority from the "Message Priority" control.

Options:

- Critical (1)
- Urgent (2)
- High (3)
- Normal (4)
- Lower (5)
- Low (6)

This option is used by i-Page Server to order clients' messages in its message queue. All messages with higher priority will be dispatched first.

> ***Note**: Messages with a lower number have a higher priority.*

Default: ***`Normal`***.

Message Age

Set the message expiry time in the "Message Expires After" group of controls. After that period of time, if the message is not sent for whatever reason, the server will discard the message.

Default: *2 hours*.

Create Message

Enter a message in the "Message" control.

To speed up entering the message, you can also use message template.

Allow Empty Message

If the "Allow Empty" is checked, the scheduling engine will send a message even if no message text is set. This option is mainly used to send the message to tone-only pagers.

> ***Note***: *If the "Allow Empty Message" is not checked and the "Message" control does not contain any text, the scheduling engine will not allow the user to enable the schedule.*

Email Subject

Enter an email subject into the "Email Subject" control.

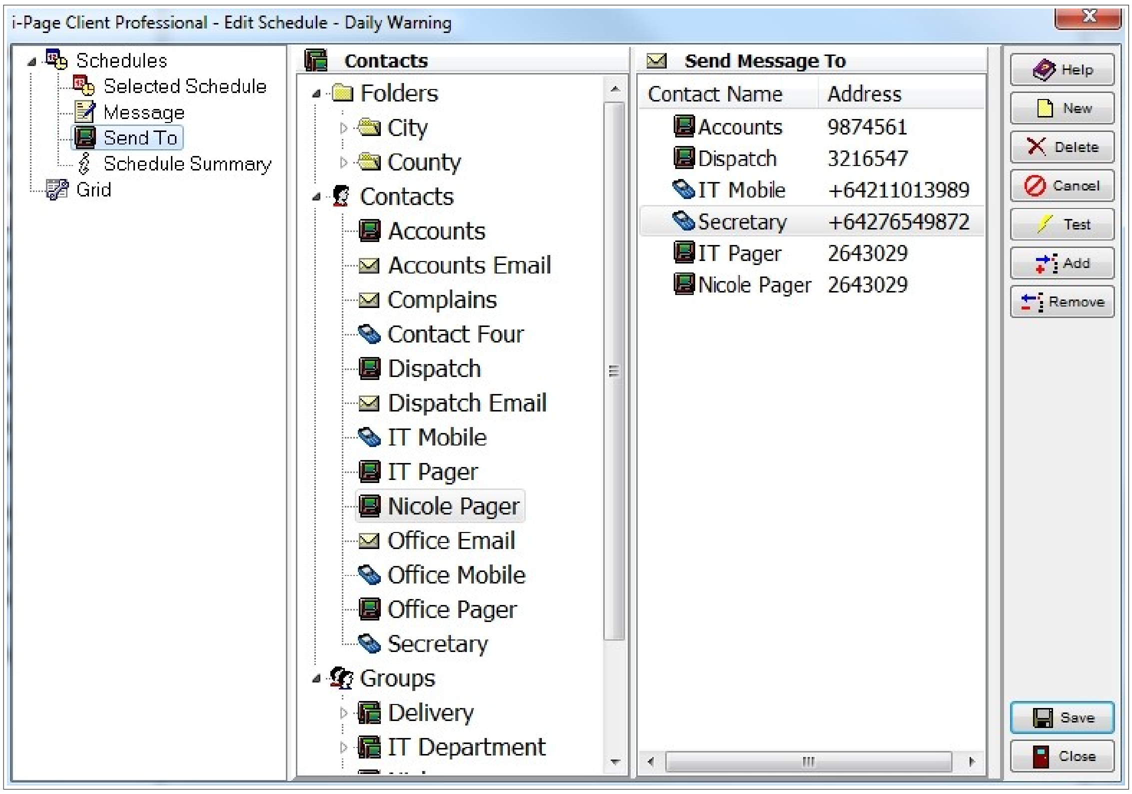
This setting will be used only by email messages.

For information on how to set the message, see "Schedule Message" page.

Schedule Contacts

Schedule contacts are the contacts that the scheduled message will be sent to.

To define contacts that the scheduling engine will send message to, select the schedule in the grid and select the "Send To" node in the left–hand side panel in the "Edit Schedule" dialog.



All contacts and contact groups that are accessible to the user currently logged on, are displayed in the "Contacts" list (left panel). All the contacts that the scheduling engine will send the message to must be placed into the "Send Message To" list (middle top panel).

Warning: If there are no contacts in the "Send Message To" list the scheduling engine will not allow the user to enable the schedule.

Add Contact

To select the contact to send the message to:

Select a contact or a group in the left panel.

Press the "**Add**" button in the right panel.

Shortcut: **Ctrl+=**

You can also:

- **double-click** on the contact/group in the left panel, or
- **drag** the contact/group to the send to list.

Note: *Whichever method above you choose, the program will take care not to enter duplicate contacts into the "Send Message To" list.*

Remove Contact

To remove a contact from the send to list:

Select the contact in the list.

- You can select more than one contact.
- To select non-contiguous contacts, hold down the CTRL key and click on every contact you want to select
- To select contiguous contacts, click on the first one, hold down the Shift key and click on the last one. All contacts in between will be selected.

Press the "**Remove**" button in the right panel.

Shortcut: **Ctrl+-**

You can also **double-click** on the individual contact to remove it from the send to list.

Scheduling Errors

If the scheduling engine cannot schedule any message from the user's settings it reports a scheduling error and disables the schedule.

There are two types of scheduling errors:

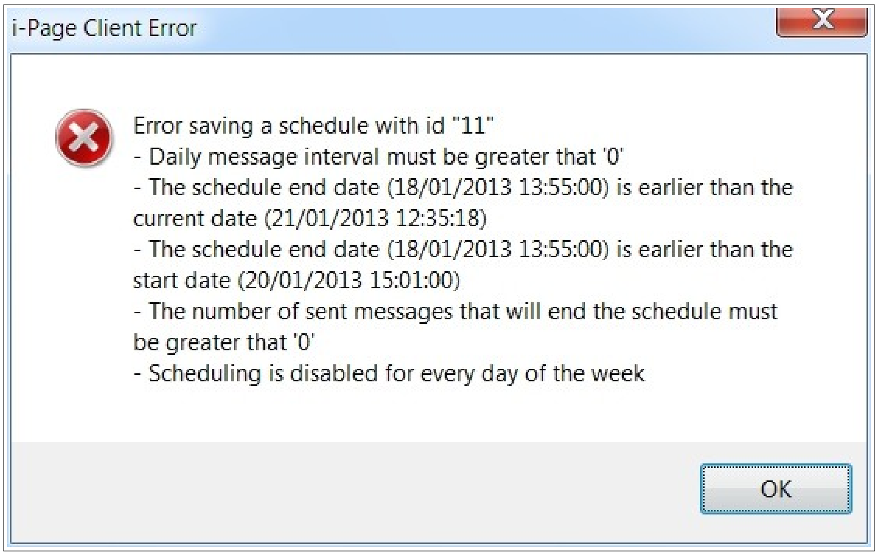
- Settings error
- Runtime error

Settings Errors

Error	Description	Schedule Types
Schedule Name	Schedule name cannot be an empty string	All
Message	Schedule message cannot be an empty string unless the "Allow Empty Message" is selected	All
Contacts	At least one contact must be assigned to the schedule	All
Send Date	Send date and time must be latter than the	Send Once

Error	Description	Schedule Types
	current date and time	
Interval	Scheduling interval must be greater than 0	All – except Send Once
End Conditions	At least one of the end conditions must be set	All – except Send Once
End Conditions – End Date	If the "Stop after date" is selected, than the end date must be latter that the start and current date	All – except Send Once
End Conditions – Number Of Messages	If the "Stop after sending" is selected, than the number of messages sent must be bigger than 0	All – except Send Once
Do Not Send On Days	All days cannot be selected (excluded from sending)	Daily, Monthly

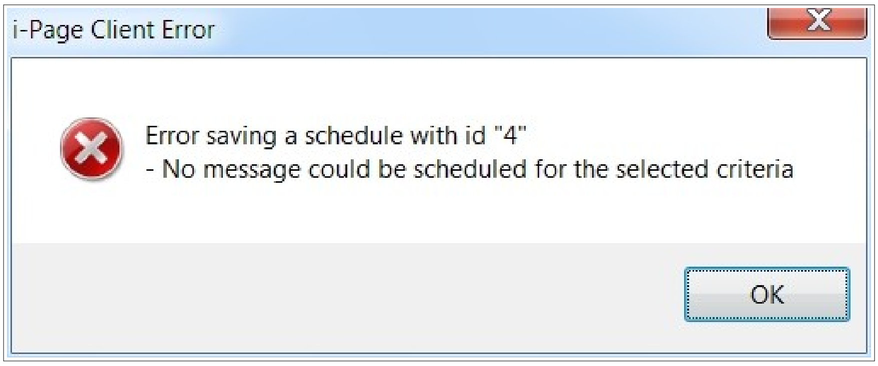
If one or more of above errors happen, the scheduling engine disables the schedule and reports all the errors.



Runtime Error

If all the settings are correct, the scheduling engine checks if it is possible to schedule at least one message from the schedule settings in the given time interval.

If this is not possible, the engine disables the schedule and reports the error.



Save Changes

To save your changes, press the "**Save**" button.

Shortcut: **Ctrl+S** or **Enter**.

If you enable the schedule and try to save the changes, the scheduling engine will test the schedule for errors. If one or more errors are detected, the engine will disable the schedule. All other changes, even if they contain settings errors, will be saved.

The save command always saves all changes on all pages of the "Edit Schedule" dialog.

Warning: If you close the dialog box without saving changes for the schedule, you will get a warning and another opportunity to save your changes. If you choose ‘Yes’ to save changes on exit, all changes for that schedule will be saved.

All changes are saved on the server to its central database. The client does not store any settings for any of the schedules.

Cancel Changes

If you do not wish to save your changes and want to return to previous settings, you can cancel your changes by selecting the “**Cancel**” button.

The functionality of the cancel command is always associated only with the currently selected page of the "Edit Schedule" dialog.

Shortcut: **Ctrl+Q**

***Note**: You can cancel only unsaved changes.*

Delete Schedule

To delete the schedule, press the "**Delete**" button.

Shortcut: **Ctrl+Del**.

You will get a warning from the system that the schedule will be deleted permanently and the option to either delete it or not. If you choose to delete it anyway, the schedule will be deleted permanently.

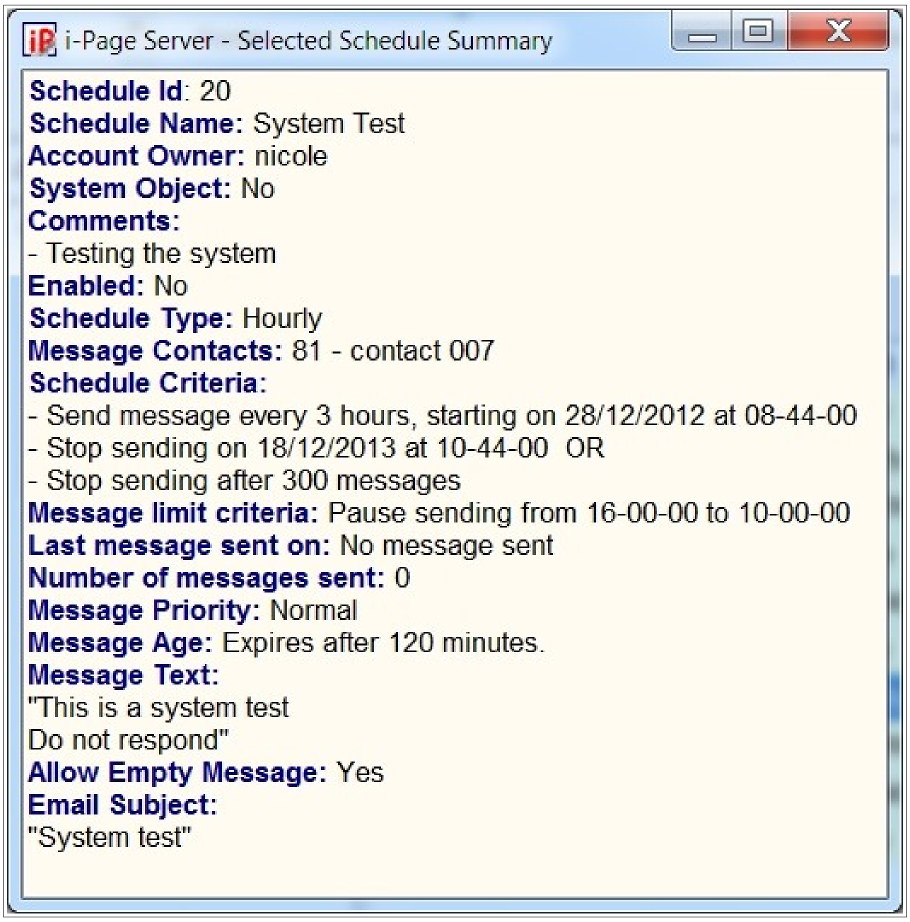
Note:

- *On the client, you can delete only schedule 'owned' by the account currently logged on (non-system schedule)*
- *On the server, you can delete any schedule (system-wide and owned by any of accounts).*

Warning: The deleted schedule will be removed from all accounts.

Schedule Summary

To see detailed info about the selected schedule either click on the "**Schedule Summary**" item in the left-hand side panel, or use the shortcut **Ctrl+I**.



For more info, see "Object Summary Dialog".

Testing Scheduling

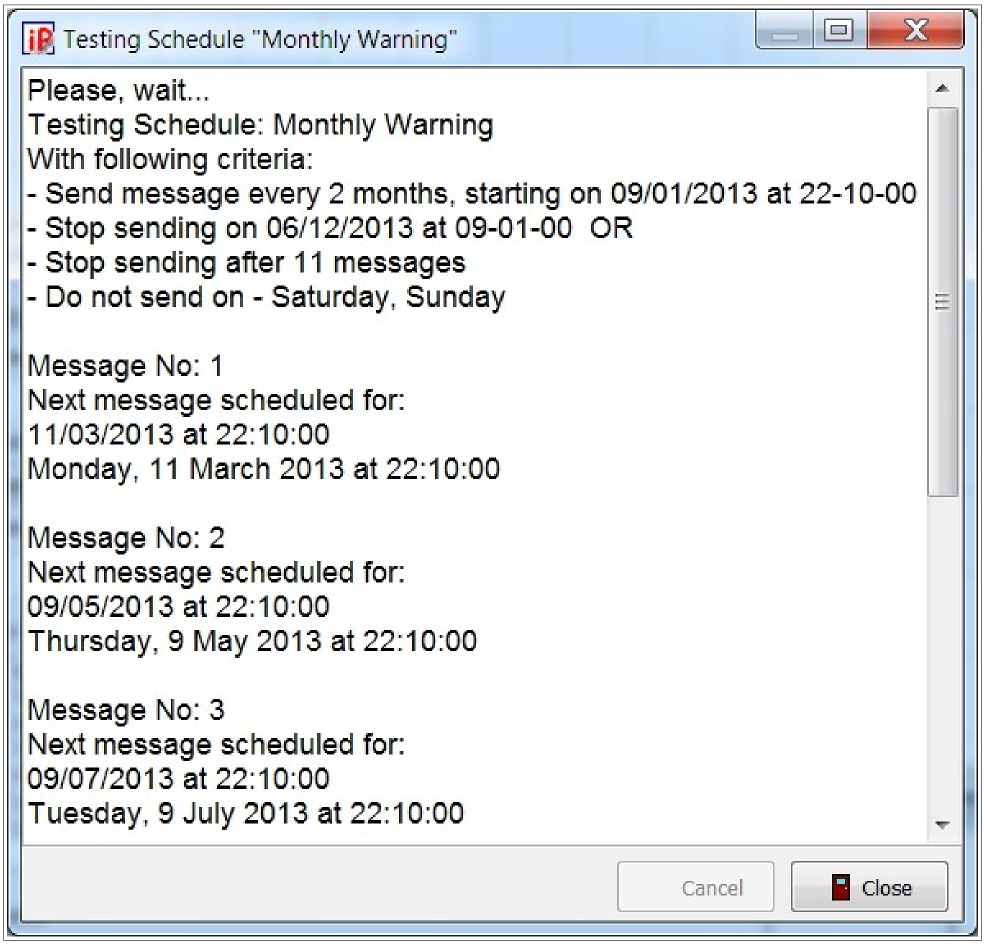
Every user can test any schedule that is visible to them (either created by or assigned to the account).

To test the schedule, select it in the "Edit Schedule" dialog and press the "**Test**" button (shortcut: **Ctrl+T**).

The user can test only one schedule at the time.

Test Result

The program will display the test result.



The test result displays:

- Schedule name
- Schedule criteria

- All messages that can be scheduled OR
- All errors reported by the scheduling engine

Every message is marked with ordering number and displays the date when it will be sent.

The date is displayed in two formats: short and long date and time format. Both formats are localised – displayed according to the machine "Region and Language" settings. The long date format is useful for following schedules that exclude certain days of the week from sending messages.

If you do not want a long date format to be displayed, right-click on the display and on the pop-up menu unselect the "Debug Info" item.

Storing Test Result

The user can copy any part or the whole test result and paste it in any text editing program.

To copy the part of the test result:

- Select the part you want to copy
- Press **Ctrl+C** OR from the pop-up menu select "**Copy**"

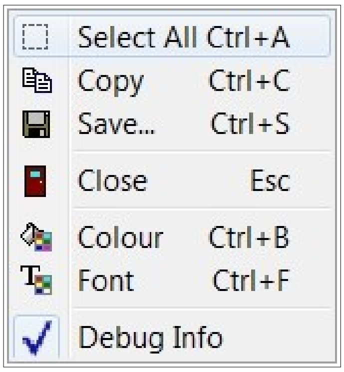
To copy the whole test result:

- Press **Ctrl+A** OR from the pop-up menu select "**Select All**"
- Press **Ctrl+C** OR from the pop-up menu select "**Copy**"

To store the test result directly to a file, from the pop-up menu select the "**Save**" item. In the "Save" dialog select a folder and the file name.

Test Result pop-up Menu

Every test result displays its pop-up menu that allows the user to perform copy and save operations and to change the display settings.



To invoke the menu, right-click anywhere in the summary display.

Reports

The system administrator and every account with the "Create System Reports" right can create, edit and delete system-wide reports that are visible to all accounts. The system-wide reports are created only on the server and 'owned' by the default "admin" account. They can be assigned to any account.

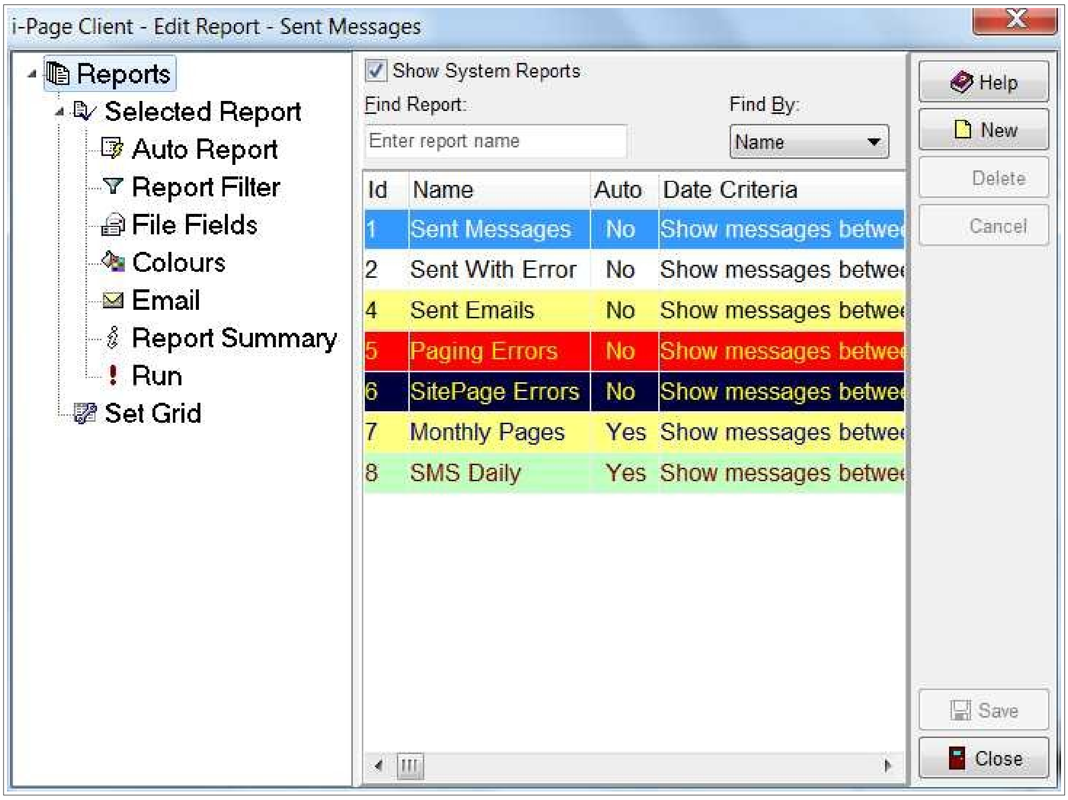
The account reports are created on the client and 'owned' by the account that created them. They are visible only to account that created them and they can be edited only by that account.

To access the report functionality:

Select “**Reports | Reports**” from the main menu on the client "Main Form".

Shortcut: **F8**

Hot Keys: **Alt,E,R**



Edit Report Dialog Layout

The “Edit Report” dialog consists of three panels. The left panel is a tree-like list of all report settings available. The middle panel shows values for the selected setting. The right panel contains editing command buttons.

Selected Node (left panel)	Feature (middle panel)
Reports	Displays all existing reports and some of their setting values in the grid
Selected Report	Basic settings for the selected report: date boundaries, sorting criteria and email carrier
Auto Report	Basic settings for the auto report: auto report type, report interval and send (start) time
Report Filter	Criteria for further filtering the report by message types, message data and message text
File Fields	Settings for fields used in a CSV file attached to the report email
Colours	Background and font colours for the selected report
Email	Email messages settings for the report: email addresses, subjects and email message texts
Report Summary	Displays summary of the selected report settings
Run	Run selected report
Set Grid	Customizing grid that displays all existing reports

Find Report

"Edit Report " page has a search tool that helps the user to find a report.

The report can be located in the grid by its name or id.

Select one of these options in the "Find By" combo box.

Default: ***name***.

Start typing the report's name or id into the "Find report" window. If the match is found the report in the grid will be selected and moved at the top of the grid.

If you want to see the system-wide reports assigned to the account, check the "Show System reports". Otherwise only reports, created and owned by the account will be displayed in the grid.

New Report

Click on the “**New**” button in the ‘Edit Report' dialog box.

Shortcut: **Ctrl+N**

Select the “Selected Report” node to see the panel with report settings.

Enter a report name in the “Report Name” box.

> ***Note***: *Report names are not unique and you can assign the same name to a different report. The names in the system are case sensitive.*

Edit Report

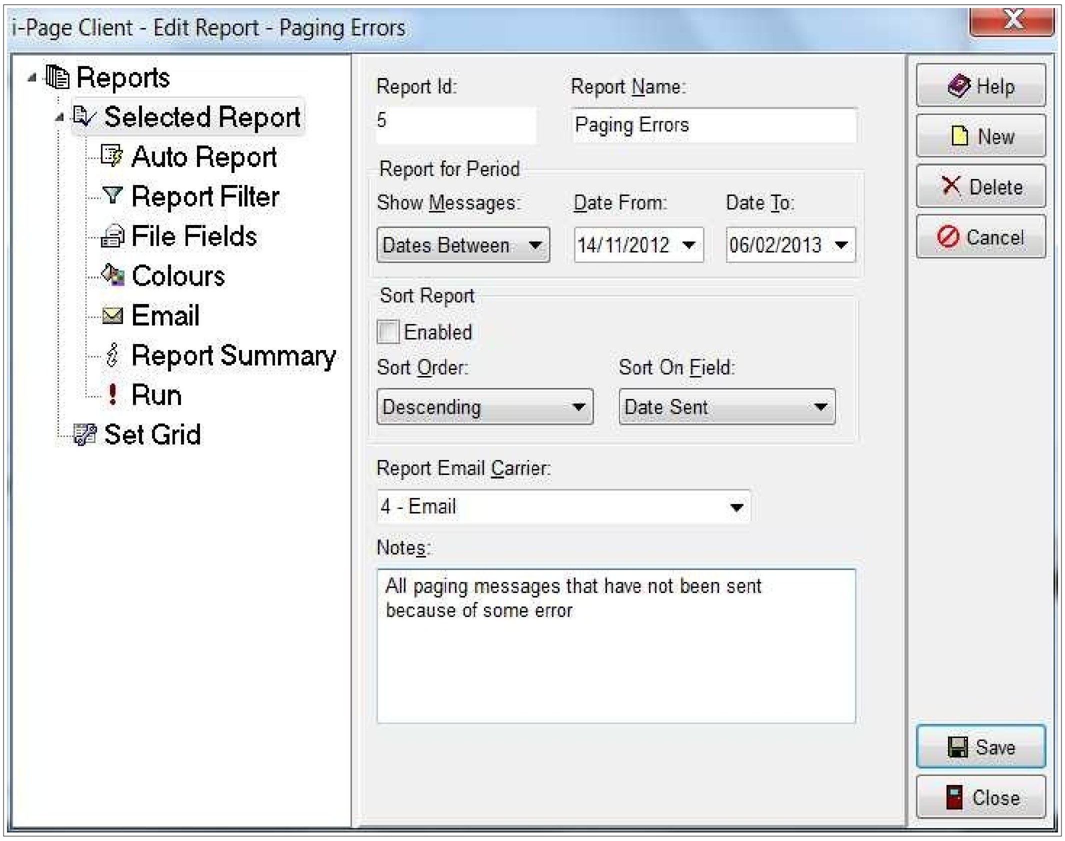
Select the report in the grid.

If you have a problem finding the report you can use the report's search tool.

Basic Settings

Select the “**Selected report**” node to get the panel with the report settings, or just **double-click** on the report in the grid.

Shortcut: **Ctrl+O**



Report Name

To change the report name, enter a new name into the “Report Name” control.

You can use any printable characters for the name and it can contain spaces. Report names are not unique and you can assign the same name to a different report

Report Period

To select stored messages by their sent date, select an option from the “Show Messages” control:

Option	Result
All Messages	All messages, regardless of their date
Dates Between	All messages between dates selected in the “Date From” (inclusive) and “Date To” (inclusive).
Dates Before	All messages before date selected in the “Dates Before”

Option	Result
	(exclusive) control.
Dates After	All messages after date selected in the “Dates After” (exclusive) control.

Every option (except 'All Messages') will display additional controls for entering additional data, required for that type of a query.

Enter required values into those controls.

Sort Report

If you wish your report to be sorted in any particular order, select the "Enabled" check box in the "Sort Report" group of control.

Select a sort order in the "Sort Order" control to sort your report either in the ascending or descending order.

Select a field in the "Sort On Field" control on which values you want your report to be sorted.

> ***Note**: If sorting is enabled it will be applied whether you run your report manually or automatically.*

Report Email Carrier

After the reporting engine on the server creates the report, it converts it into the CSV format and sends it as an email attachment to every email address defined in the report.

To set an email carrier, select it from the "Email Carrier" control. It displays all email carriers defined and set on the server.

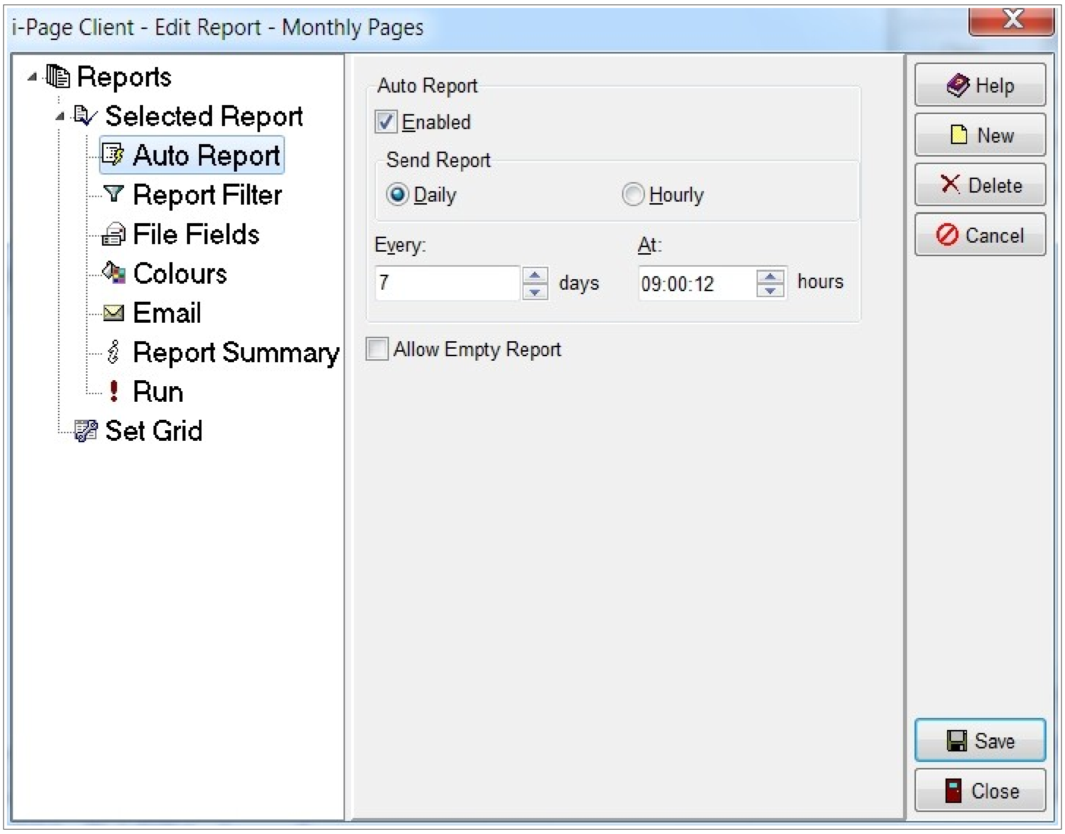
Report Notes

The "Notes" control is used for entering some notes, comments and remarks about the report.

Auto Report

i-Page Server can also create and send reports automatically.

When the auto report is enabled, the whole "Report for Period" group of controls are disabled. That is because the auto report engine does not use these settings. Every auto report is always generated for the period between two runs.



To start the auto report functionality for the selected report, check the "**Enabled**" control in the "Auto Report" group of controls.

Daily Auto Report

To create auto report on a daily basis:

- Select the "Daily" control
- Enter a day interval into the "Every" control

  Min: `1 day`
  Max: `365 days (1 year)`
  Default: `1 day`

- Enter the time the report should be generated and sent into the “At” control.

The report will be generated and sent every daily interval at the selected time

Hourly Auto Report

To create auto report on an hourly basis:

- Select the “Hourly” control
- Enter an hour interval into the “Every” control
- Enter the time the system should start to generate and send reports into the “Start At” control.

The report will be generated and sent every hourly interval, starting with the selected time.

Empty Report

It is very likely that within some of the report's intervals, there will be no users' messages recorded. In that case i-Page server does not create the report and does not send emails to the email addresses defined in the report template.

If you want the server to create the (empty) report anyway, and send it to all defined email addresses, check the "Allow Empty Report" check box.

The created report will have the header with all its basic and filtering settings displayed and a warning that there are no messages in a report interval period.

Empty report displayed in MS Excel

R1302080949137.csv

	A	B	C	D	E	F	G	H	I	J	K
1	i-Page Server - Reports										
2	Report Name: Monthly Pages										
3	Auto Report Enabled: Yes										
4	Auto Report Type: Daily Report										
5	Auto Report Criteria:										
6	Run every 30 days - at 09-00-12										
7	Filtering Criteria:										
8	Message Sent Statuses: Sent / Sent with error										
9	Carrier Types: TAP Modem / TAP Direct										
10	Address Types: Pager Id										
11	Priorities: Critical / Urgent / Normal										
12	Carriers: 1 / 3										
13	Addresses: 1234567 / 024567 / 4562789										
14	Accounts: nicole / tom / rachel / nick										
15	Message Text Criteria:										
16	Case insensitive search for "ASP urgent"/All Words/Whole words only										
17											
18	Message Id	Account Id	Address	Carrier Id	Carrier Name	Carrier Type	Send Status	Result Code	Result Message	Message Text	Date Sent
19	NO MESSAGES FOR THE MONITORED PERIOD AND CRITERIA										
20											

Report Filter

The collection of messages, returned for the selected period of time, can be further narrowed down by defining more query conditions.

The message can be filtered by its:

- Send status
- Address type
- Carrier type
- Priority
- Receiver address
- Carrier id
- Account id
- Message text

To filter messages on chosen conditions, select the "Report Filter" node.

To makes it easier, the conditions are divided into three broad areas, displayed on three different panels.

Filter By Message Types

Filter By Message Data

Filter By Message Text

To open/close the panel, click on its title.

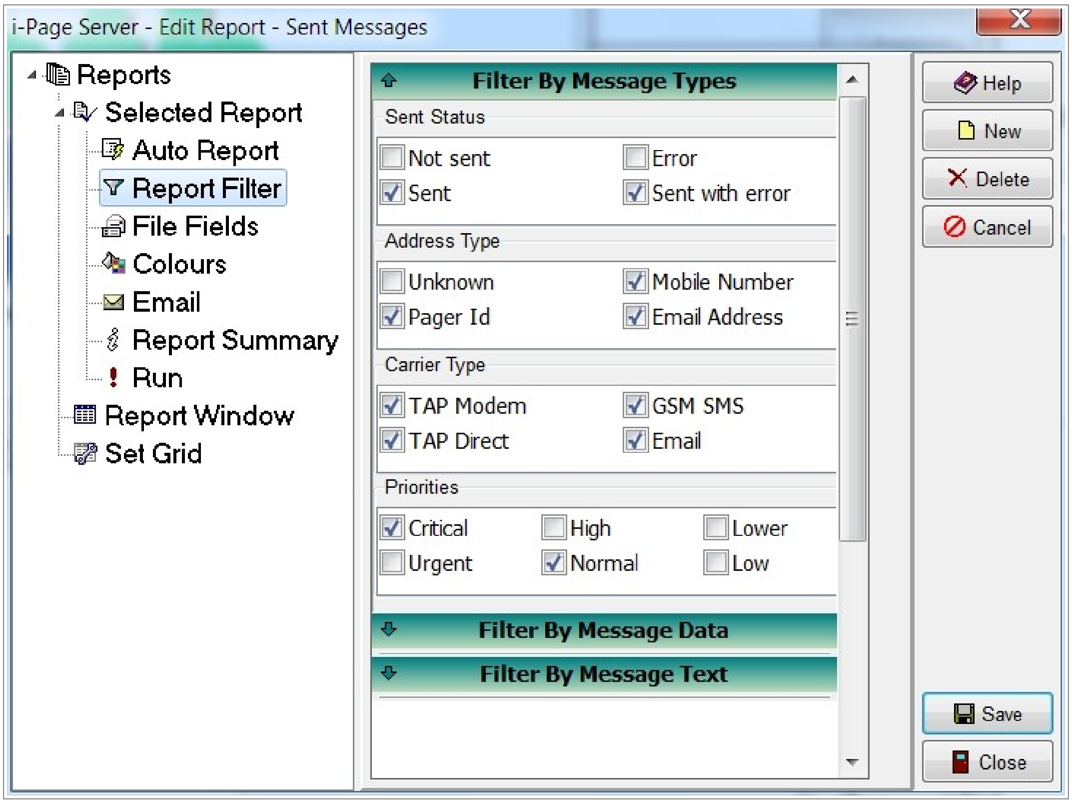
When you open a panel, the already opened panel will close. Only one panel can be opened at time.

Message Types

Messages can be filtered by:

- Send status
- Address type

- Carrier type
- Priorities



To filter a message by a particular type:

- Check the option you want the message is checked against
- You can check more than one option of the same type
- If you do not check any option of the type, the message will not be filtered for that type
- If you check all options of the same type, the result is the same as if you do not check any – the message will not be filtered for that type

Message Data

Messages can be filtered by:

- Receivers' addresses
- Carriers' ids that handled the message
- Accounts' ids that sent the message

Receiver's Address

To select only messages that are sent to a chosen address:

- Enter the address into the "Sent To Addresses" control

- The address can be: pager id, mobile number or email address
- You can enter more than one address and any combination of address types from above

Carriers

To select only messages that are handled by a chosen carrier:

- Enter the carrier id (as defined on the server) into the "Sent To Carriers" control
- To enter the carrier id, you can also select a carrier form the "Select Carrier" control and press the "Add" button next to it
- You can enter more than one carrier

Accounts

To select only messages that are sent by a chosen account:

- Enter the account id (as registered on the server) into the "Sent By Accounts" control
- To enter the account id, you can also select an account form the "Select Account" control and press the "Add" button next to it

  This option is only available on the server, because, for security reasons, clients cannot have the list of all registered accounts
- You can enter more than one account id, but only if your account has the "Create System Reports" right.

  Accounts with that right are allowed to see messages from all users.

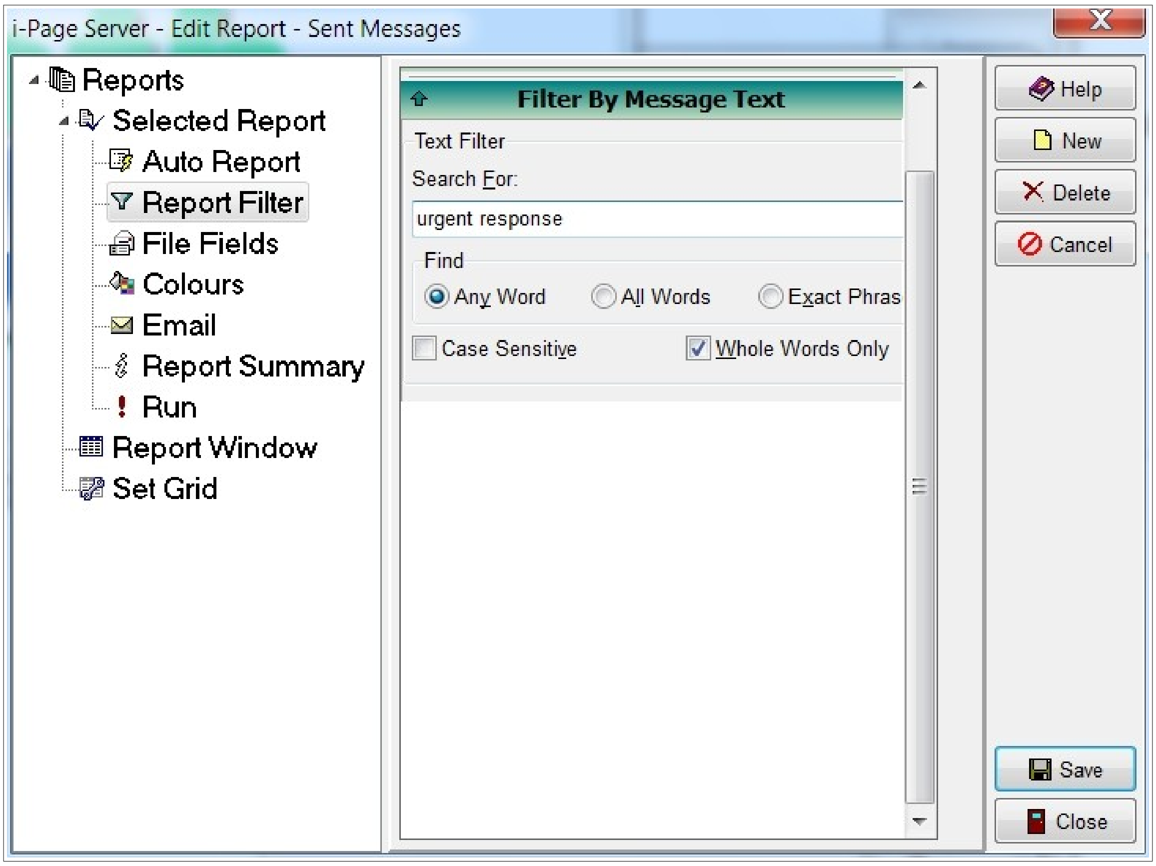
  If you do not have that right, the "Sent By Accounts" control is disabled and your account id is already entered

Entering more than one entry

If you enter more than one address, carrier id or account id into their respective controls, separate entries by:
space ('·'), coma (','), semicolon (';'), colon (':'), forward slash ('/') or back slash ('\') character – or any combination of them. You can use these characters with or without a space before or after them.

Message Text

You can also filter messages by any text that appears in their message payload.



Enter a text string you are searching for into the “Search For” control.

The string can be a single word, a phrase or several unrelated words.

Select a type of search in the “Find” control.

Type of search Conditions

Any Word	filtering criteria will be met if any word from the search string is found in the message.
All Words	filtering criteria will be met only if all words from the search string are found in a message, but not necessarily in the same order.
Exact Phrase	filtering criteria will be met only if all words from the search string are found in a message and in the same order.

If you wish to have the search text to be case sensitive, check the “Case Sensitive” check box.

If you check the “Whole Words Only” check box, then the filter will look only for stand-alone words from the search phrase

Example:

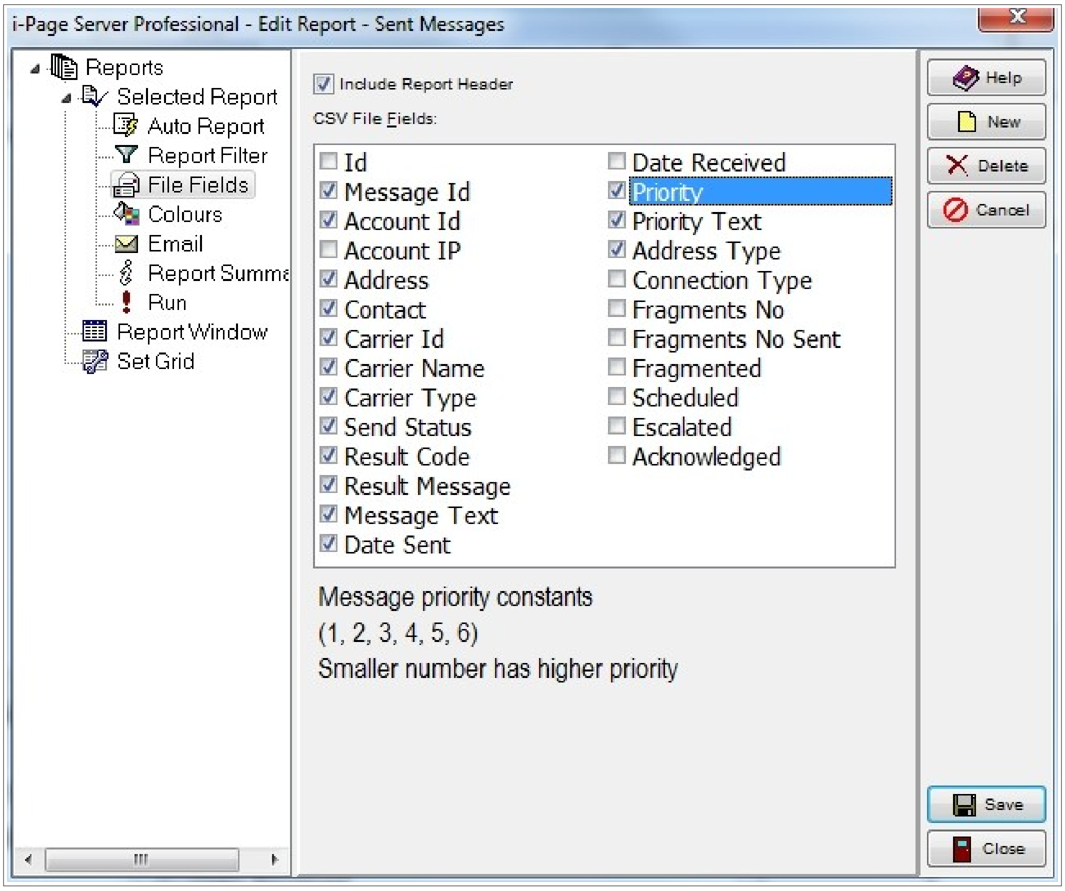
The word “gun” would not be recognized in the words “gunmen”, gunpoint", "handgun", "guns", etc.

Otherwise, the filter will look for any partial match in any word in a message.

Report Fields

The report contains values for some or all message fields that are stored for every message. The user can select which fields will appear in the generated report file.

The user can also select whether the report file will contain the report header.



The server creates the report file with the header. If you do not want the header to appear in the file, uncheck the "Include Report Header" control.

To select a field which value will appear in the report, check the check box next to the field name.

If you hoover the mouse over the field's name, a brief description of the field will appear in the window beneath.

Report File

The report file consists of:

- Application Title (if the header is included)
- Report Header (if the header is included)

- Selected field names and their values, formatted as a CSV File.

Application Title

In this version:

i-Page Server – Reports

Report Header

Auto-report header contains:

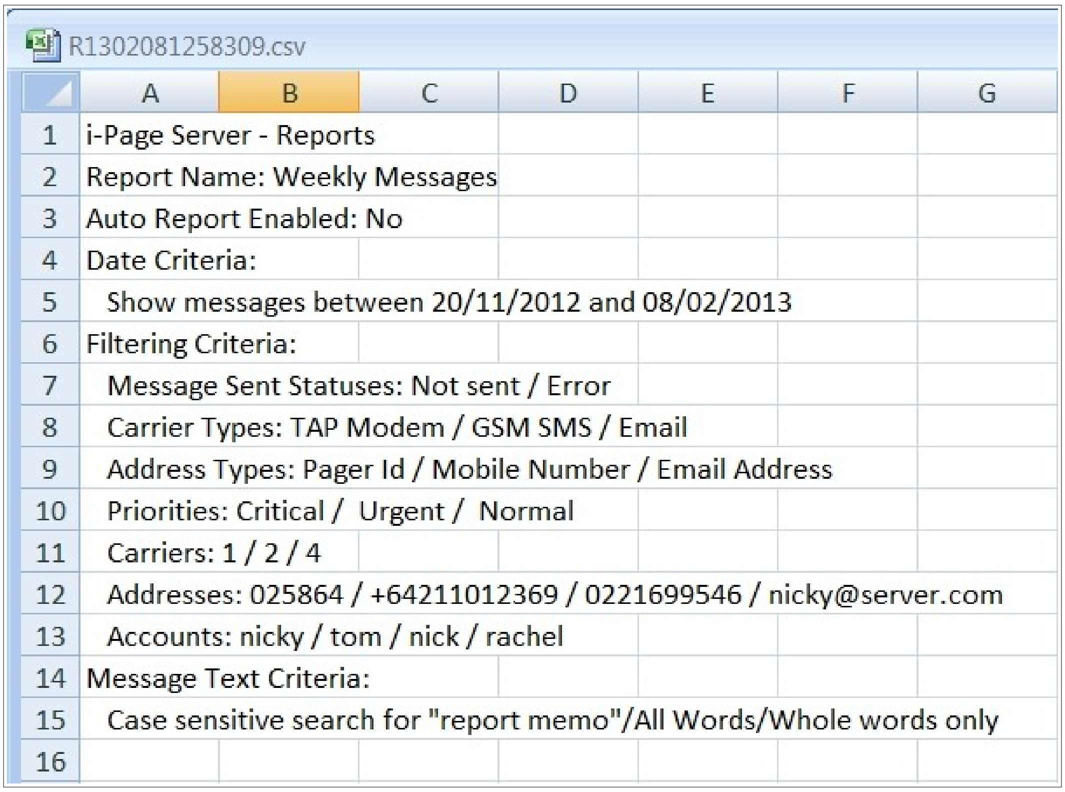
- Report name
- Auto report type
- Auto report criteria
- All filtering criteria set by the user

R1302080949137.csv

	A	B	C	D	E	F
1	i-Page Server - Reports					
2	Report Name: Monthly Pages					
3	Auto Report Enabled: Yes					
4	Auto Report Type: Daily Report					
5	Auto Report Criteria:					
6	Run every 30 days - at 09-00-12					
7	Filtering Criteria:					
8	Message Sent Statuses: Sent / Sent with error					
9	Carrier Types: TAP Modem / TAP Direct					
10	Address Types: Pager Id					
11	Priorities: Critical / Urgent / Normal					
12	Carriers: 1 / 3					
13	Addresses: 1234567 / 024567 / 4562789					
14	Accounts: nicole / tom / rachel / nick					
15	Message Text Criteria:					
16	Case insensitive search for "ASP urgent"/All Words/Whole words only					
17						

Ordinary report header contains:

- Report name
- Date criteria
- All filtering criteria set by the user



R1302081258309.csv

	A	B	C	D	E	F	G
1	i-Page Server - Reports						
2	Report Name: Weekly Messages						
3	Auto Report Enabled: No						
4	Date Criteria:						
5	Show messages between 20/11/2012 and 08/02/2013						
6	Filtering Criteria:						
7	Message Sent Statuses: Not sent / Error						
8	Carrier Types: TAP Modem / GSM SMS / Email						
9	Address Types: Pager Id / Mobile Number / Email Address						
10	Priorities: Critical / Urgent / Normal						
11	Carriers: 1 / 2 / 4						
12	Addresses: 025864 / +64211012369 / 0221699546 / nicky@server.com						
13	Accounts: nicky / tom / nick / rachel						
14	Message Text Criteria:						
15	Case sensitive search for "report memo"/All Words/Whole words only						
16							

Selected Field Names And Values

This part of the file contains multiple lines and their number depends of the number of returned messages.

The first line contains the selected field names, separated by the CSV delimiter.

All other lines contain field values – one line for every message. Values are separated by the CSV delimiter. The position of every field value corresponds to the position of its field name.

All lines are delimited by line break characters – ***CRLF***.

File Character Encoding

Every report file is formatted according to the user's setting on the "Set CSV File" form.

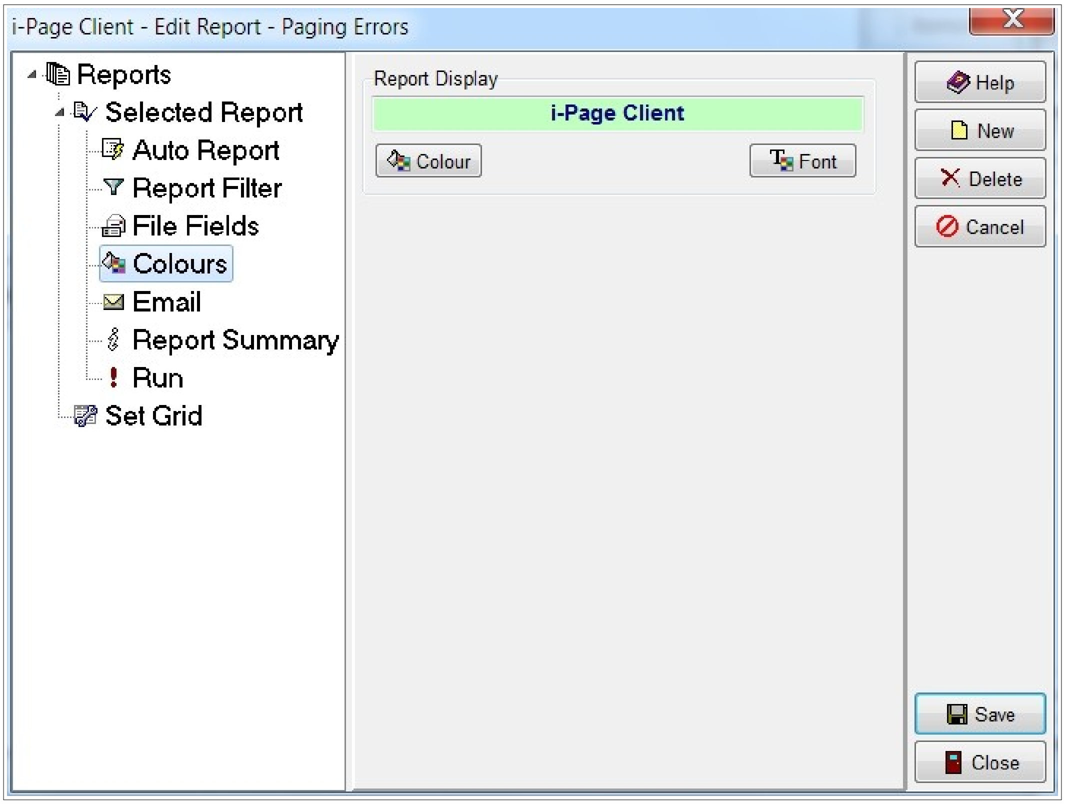
For more about the report file character encoding, see "CSV Encoding" topic.

Colours

Every report can be assigned a different background and font colour.

These colours display in the report grid entry and on the server as colours of the report window.

Select the “Colours” node to get the panel with the selected report colour settings.



Click on the “**Fill**” button and select a background colour for that report.

Shortcut: **Ctrl+C**

Click on the “**Font**” button and select a font settings for that report.

Shortcut: **Ctrl+F**

You can set the font type, size, colour and style (regular, bold, italic, underlined).

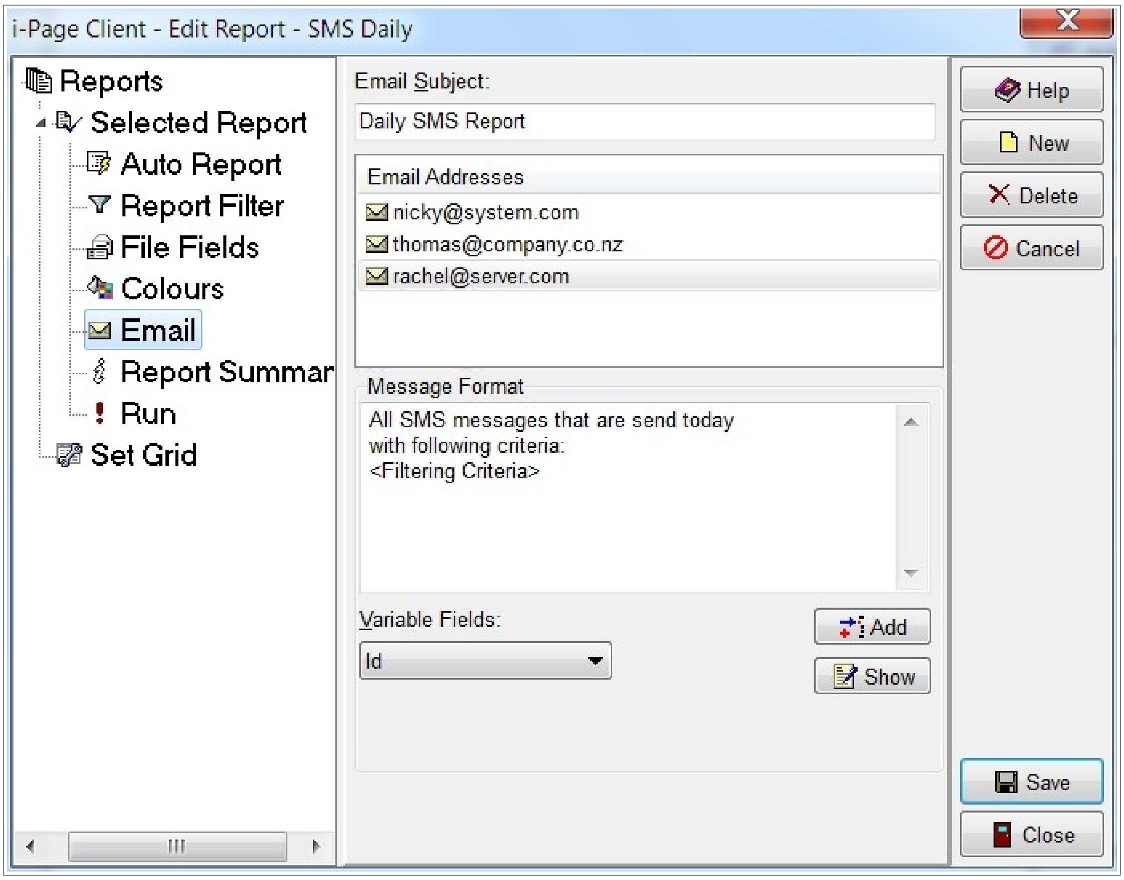
You can see how these colours match in the text box above the button.

Report Email

When the auto report is created, it will be saved to a temporary file, and the report engine will generate email messages for every set report address, attach the file to the messages and remove the file from the hard drive afterwards.

When the user runs report and presses the "Send Report To Report Emails" button, the generated report will be send to all set report addresses.

Select the “Email” node to get the panel with the selected report email settings.

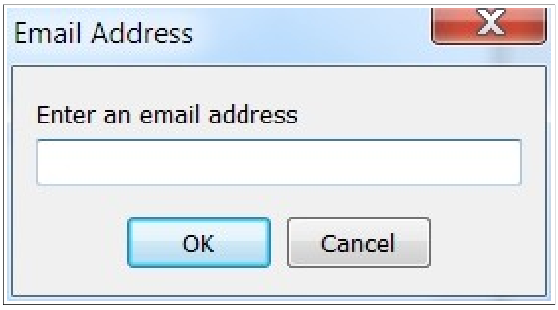


Warning: When you select the “Email” node, all editing controls in the right panel (buttons “New”, “Cancel”, “Delete”) refer to the email functionality not to the selected report.

New Email

Click on the “**New**” button to add an email address to the list. Enter an email address in the pop-up dialog.

Shortcut: **Ctrl+N**



Click on the "**OK**" button.

All email addresses are checked to ensure they are properly formatted email addresses.

i-Page does not impose any limits on the number of email address assigned to the report. You should be aware that sending to many email messages at once could be a burden for your SMTP server and it can reject to process them. If you are not sure about that, talk to your network administrator.

Delete Email

To delete the email address from the list, select it and click the “**Delete**” button.

Shortcut: **Ctrl+Del**

Edit Email

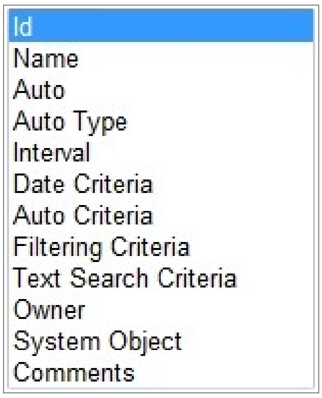
To create or edit an email message for the respective email address, select the address in the “Email Address” control.

The message is a combination of literal text entered by the user and variable fields filled in by the system at run time.

To create a message:

- Enter the text that you wish to appear in the message.
- Position the cursor where you want a variable field to appear in the text.
- Select a field in the “Variable Fields” control.
- Click on the “Add” button.

Steps 3 and 4 can be replaced by right-clicking into the editing control and selecting the field name from the pop-up menu.



The name of the field appears in the text, surrounded by tags (e.g.***<field_name>***). Leave it as it is because those tags tell the system that it is dealing with the field name and that it has to replace that name with the current system value.

You can also type the whole message (including variable fields) directly. But you must be aware of few things:

- You can use only field names displayed in the “Variable Fields” control
- Spelling must be correct (including spaces)
- Field name must be surrounded with tags
- Case does not matter

The system will honour any space or new line that you have entered, so you can format the message any way you like.

You can also create the email subject field in the same way. Just position the cursor into the "Email Subject" control instead.

To test formatting result, select the “**Show**” button. The whole message, with variable fields replaced by test data, will pop-up in a separate window.

Save Email

To save the email changes, click the “**Save**” button or press the “**Enter**” key.

Shortcuts: **Ctrl+S** or **Enter**

If you select another email without saving changes, your modifications will be lost.

Cancel Email Changes

If you wish to return to your previous email settings, you can cancel all the changes at once by selecting the “**Cancel**” button.

Shortcut: **Ctrl+Q**

Save Report

None of changes you make to the report settings are saved automatically. If you have entered some changes, the “Save” button will become enabled. If you wish them to take effect in the report, you must save them by clicking the “**Save**” button or the “**Enter**” key.

Shortcuts: **Ctrl+S** or **Enter**

Warning:

- If you select another report without saving changes, your modifications will be lost.
- If you close the dialog box without saving changes, you will get a warning and another opportunity to save your changes.

Delete Report

To delete selected report, select the “**Delete**” button.

Shortcut: **Ctrl+Del**

You will get a warning from the system that the report will be deleted permanently and the option to delete it or not. If you choose to delete it anyway, the report will be deleted permanently.

Cancel Report Changes

If you are not satisfied with changes to the report and wish to return to all previous settings, you can cancel all the changes at once by selecting the “**Cancel**” button.

Shortcut: **Ctrl+Q**

***Note**: You can cancel only unsaved changes.*

Test Run Report

To run report immediately from the "Report Edit" form, select the "Run" node.

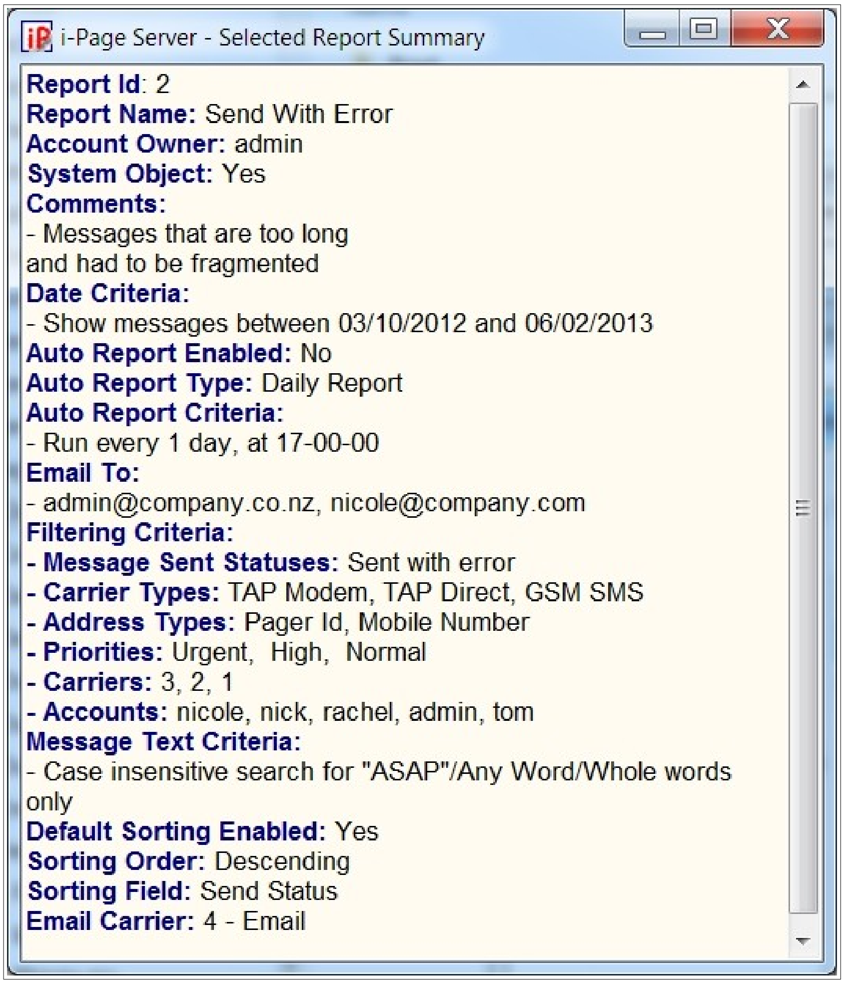
The "Report Edit" form will be closed and the report result will be shown in the new "Report Window".

You can also run your report directly from the "Reports" program.

Report Summary

Displays the summary of all settings for the selected report.

Shortcut: **Ctrl+I**.



The "Report Summary" window allows you to copy all information to the clipboard. To do so, right-click in the window and from pop-up menu first select "Select All" then "Copy", or use shortcuts: **Ctrl+A** and then **Ctrl+C**.

For more info, see "Object Summary Dialog".

Appendix A

Log Viewer

Log Viewer is a tool that is included as a part of the i-Page system and allows the user to see different log files maintained by the system. Currently i–Page maintains two log files: i-Page Client log and i-Page Server log

The Log Viewer does not allow editing of the log files.

The Log Viewer displays its respective file in real time, which means that when the viewer is opened, any new entry in the file will be added to the display of existing entries.

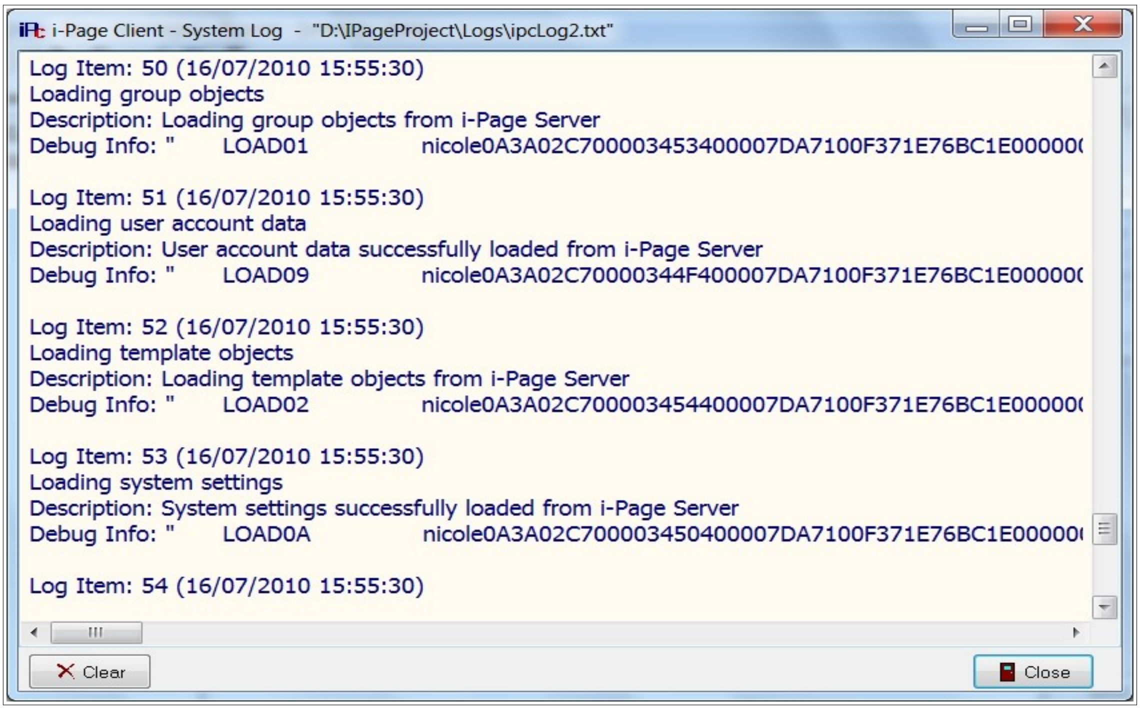
> **Warning**: While i-Page is running, you will not be able to open any of its log files in another editing tool

In its title the viewer shows:

- ☐ Application name
- ☐ Type of the log file (System Log)
- ☐ The path and name of the currently used file

For example, in the screen shot below, you can see that the name of the application is "i-Page Client", the type of the file displayed is "System Log" and the path of the file is:

"C:\IPageProject\Logs\ipcLog2.txt"



Display Settings

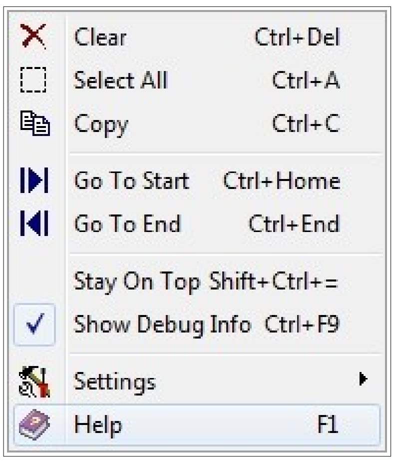
To clear the log display, select the "**Clear**" button (or the "**Clear**" menu item in the pop-up menu).

Shortcut: **Ctrl+Del**

It will clear the display but will not delete the log file.

To close the viewer, press the "**Close**" button, or the "**Esc**" key.

For more available commands, right-click on the display and select the appropriate command from the pop-up menu.



To move to the beginning of the file select "**Go To Start**" (**Ctrl+Home**), and to move to the end select "**Go To End**" (**Ctrl+End**).

If you want the log display to always stay on top of all the other forms in the program, select "Stay On Top". If this option is selected, the menu item will have a check mark displayed.

To change the background colour of the viewer select "**Settings | Colour**" (**Ctrl+B**) and to set the font select "**Settings | Font**" (**Ctrl+F**).

You can also select any part of the text and copy it to the clipboard.

All changes to the log viewer settings are stored automatically.

Open i-Page Client Log Viewer

i-Page Client Log Viewer displays a file that is used to log its communication with i-Page Server. It can be opened from the i-Page Client main screen.

Select “**File | Show Log**”

Shortcut: **Ctrl+L**

Hot Keys: **Alt+F,L**

All the above commands will open the "i-Page Log Viewer" for the client application.

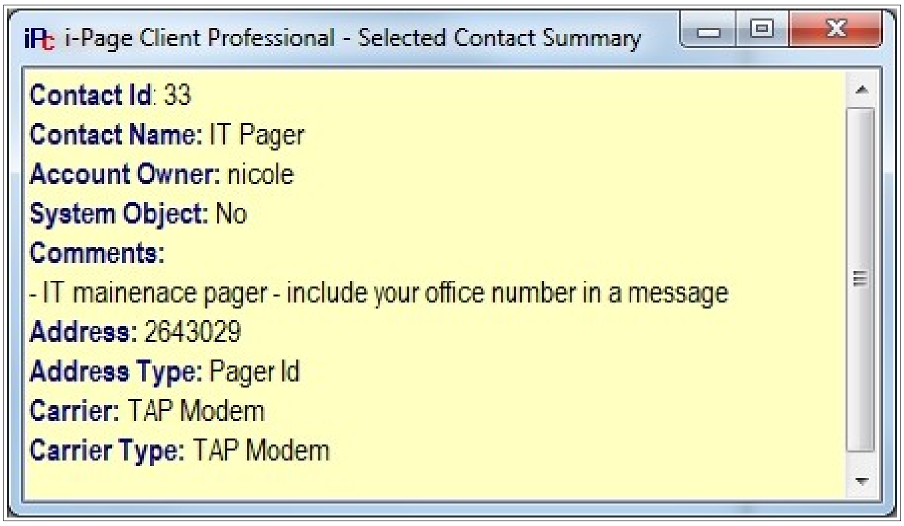
Object Summary Dialog

Every object in i-Page System displays a dialog with the summary of its settings.

To invoke the dialog, select the object in its respective edit page and press **Ctrl+I** (I – for Info). Some edit pages have a separate "Summary" item that can be selected and some allow the user to invoke the summary by double-clicking the object.

Objects With Summary

Contacts	***Reports***
Groups	***Folders***
Templates	***Sent Message***
Schedules	



All object summaries are displayed as read-only and cannot be changed.

Copy Summary

The user can copy any part or the whole summary and paste it in any text editing program.

To copy the part of the summary:

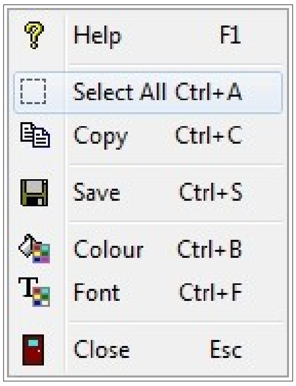
- ☐ Select the part you want to copy
- ☐ Press **Ctrl+C** OR from the pop-up menu select "**Copy**"

To copy the whole summary:

- ☐ Press **Ctrl+A** OR from the pop-up menu select "**Select All**"
- ☐ Press **Ctrl+C** OR from the pop-up menu select "**Copy**"

Pop-up Menu

Every summary display has its pop-up menu that allows the user to perform a copy operation and to change the display settings.



To invoke the menu, right-click anywhere in the summary display.

Display Settings

To change the colour of the display, select "**Colour**" from the pop-up menu (shortcut **Ctrl+B**).

From the colour dialog select a desired colour.

To change the display font, select "**Font**" from the pop-up menu (shortcut **Ctrl+F**).

From the font dialog select: font type, style and size.

Save Summary

To save the summary into a file, select "**Save**" from the pop-up menu (shortcut **Ctrl+S**).

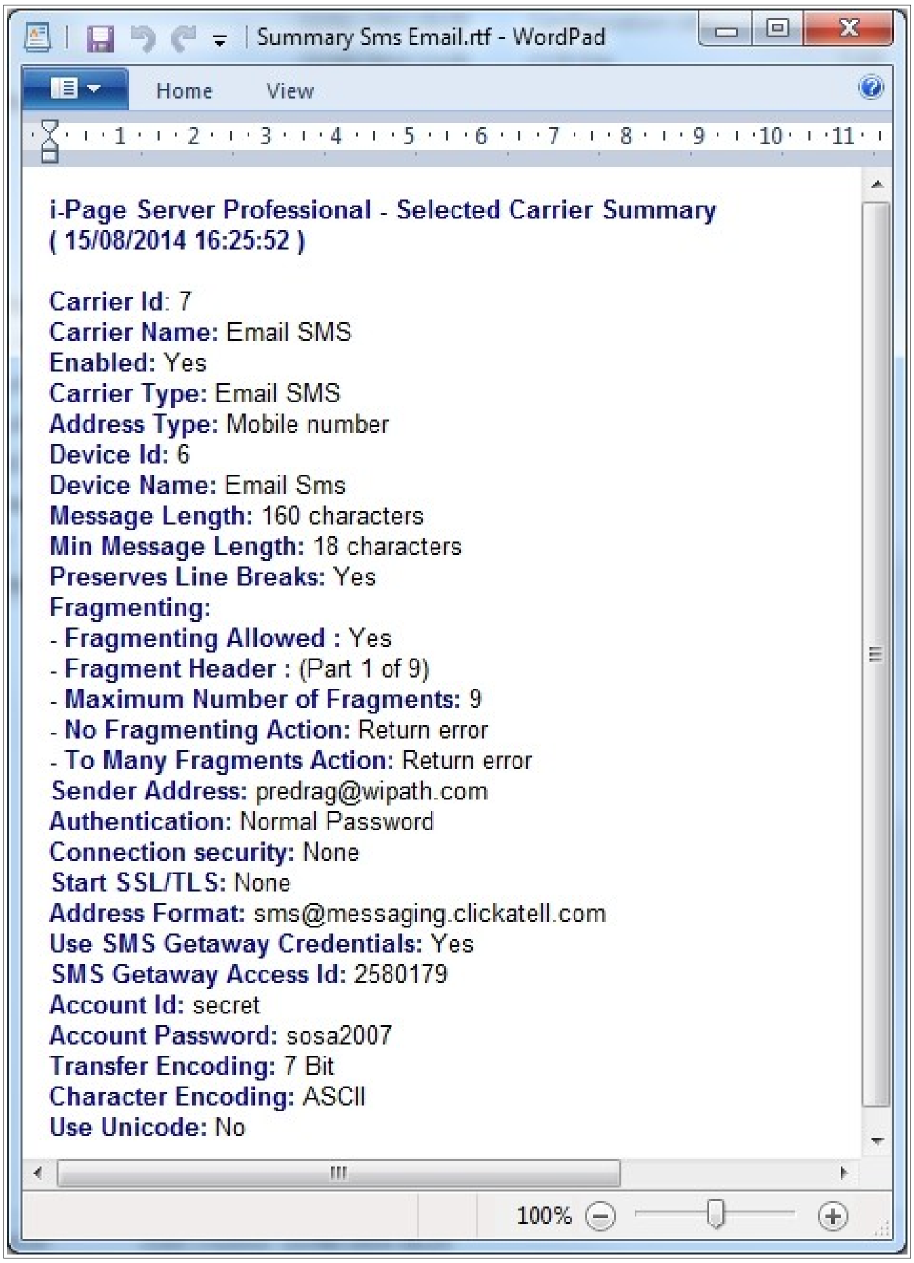
On the save dialog in the "Save as type" control select a type of file. The summary can be saved into 2 types of file:

- ☐ Text file (***.txt***)
- ☐ Rich Text Format (***.rtf***)

Enter a file name and press "Save".

***Note**: Rich Text Format will preserve all the formatting from the display.*

One of the summaries, saved in the RTF format and opened in "WordPad".



i-Page Server Professional - Selected Carrier Summary
(15/08/2014 16:25:52)

Carrier Id: 7
Carrier Name: Email SMS
Enabled: Yes
Carrier Type: Email SMS
Address Type: Mobile number
Device Id: 6
Device Name: Email Sms
Message Length: 160 characters
Min Message Length: 18 characters
Preserves Line Breaks: Yes
Fragmenting:
- **Fragmenting Allowed :** Yes
- **Fragment Header :** (Part 1 of 9)
- **Maximum Number of Fragments:** 9
- **No Fragmenting Action:** Return error
- **To Many Fragments Action:** Return error

Sender Address: predrag@wipath.com
Authentication: Normal Password
Connection security: None
Start SSL/TLS: None
Address Format: sms@messaging.clickatell.com
Use SMS Getaway Credentials: Yes
SMS Getaway Access Id: 2580179
Account Id: secret
Account Password: sosa2007
Transfer Encoding: 7 Bit
Character Encoding: ASCII
Use Unicode: No

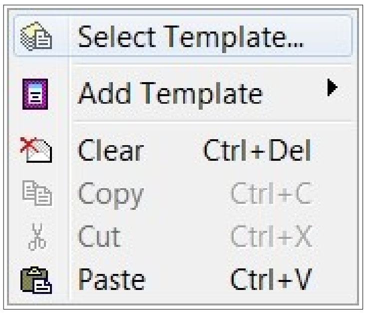
Using Message Templates

If you find yourself sending the same or similar message very often, you may find the message template functionality very useful.

How to create your own message templates?

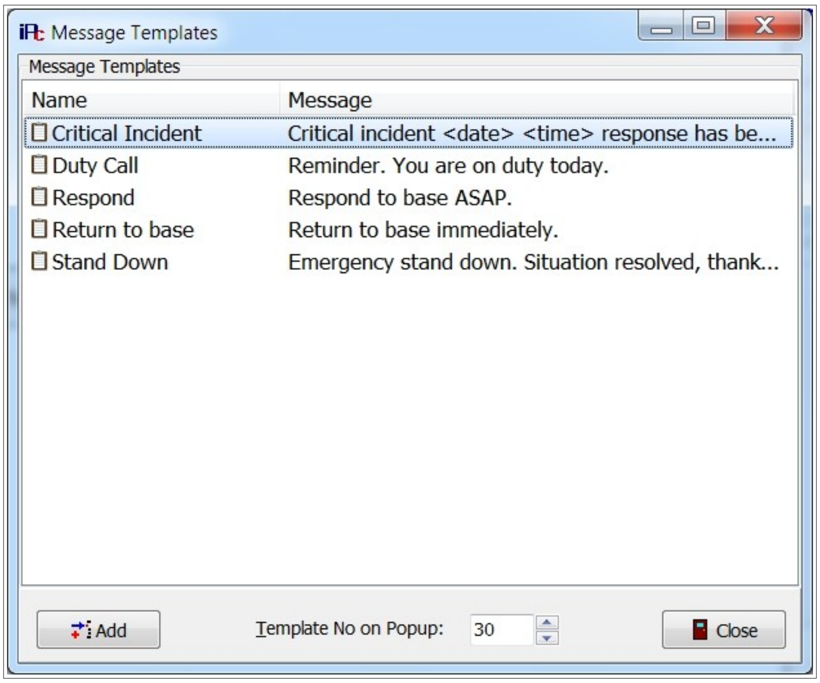
How to get system templates?

When you are creating the message to send to selected contacts, right-click in the "Message" control.



Selecting Template

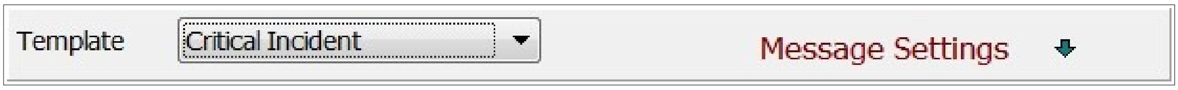
From the popup menu select the "**Select Template**" item. A dialog with all templates will open.



Select the template and click on the "**Add**" button, or just **double-click** on the chosen template.

The selected template text will be inserted into the "Message" control at the cursor position.

Selecting Template – Quick Way

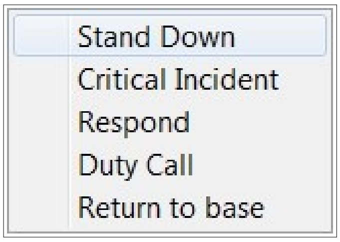


In the "Message" window position the cursor where you want the template content to appear in the text.

Select a template in the "Template" control. The selected template will automatically be added to the "Message" window.

Selecting Template – Shortcut Command

From the popup menu select the "**Add Template**" item. The second level menu will appear, listing the names of existing templates.



If you move your mouse over the template name, you can see its full text in the first field of the main status bar.

Click on the menu item of the template you want to insert into the "Message" control.

Shortcuts

All dialogs that are used for creating, editing and deleting objects in i-Page System, have some common features and use the same shortcut keys to perform those functionalities.

Edit Dialogs

New	Ctrl+N
Delete	Ctrl+Del
Cancel	Ctrl+Q
Save	Ctrl+S or Enter
Selected Object Settings	Ctrl+O
Display All Objects	Ctrl+A
Selected Object Summary	Ctrl+I
Close	Escape

Used in the following dialogs:

Assign Message Objects

Edit Message Objects

Edit Schedules

Edit Reports

Sent Messages

Appendix B

Grids

Some edit dialogs in i-Page Server use grids to display all editable objects and some of their properties.

Sent Messages

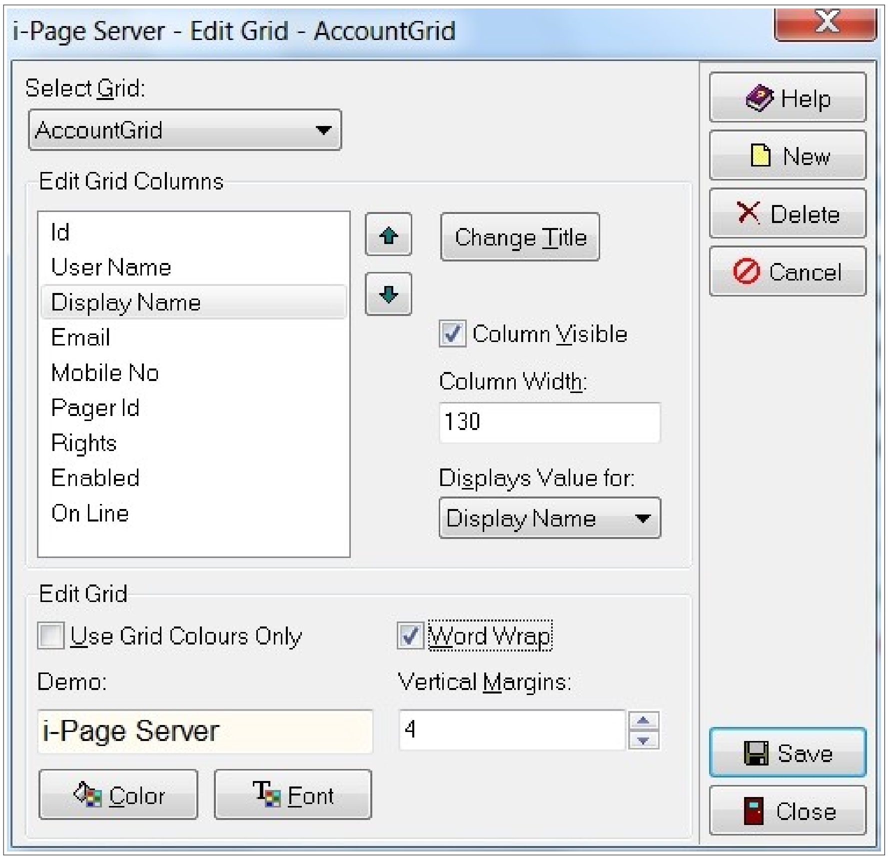
Edit Message Objects

Edit Schedules

Edit Reports

Grids that they are using can be set from within these dialogs by selecting the "Grid" item in the left-hand side panel. They can all be set in the same way.

The “Select Grid” control displays the name of the grid that you are editing.



New Column

The number of columns that you can create in i-Page grid is limited by the number of distinct information that is available for the editing object. The application will warn you if you set two columns to show the same type of data.

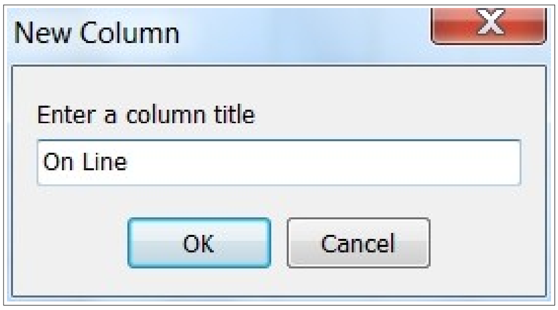
All of the types of data that can be displayed for each object are listed in the “Displays Value for” combo box.

To create a new column, press the “**New**” button.

Shortcut: **Ctrl+N**

By default the application will create a column with the next available type of data and suggest an appropriate name for the column.

In the pop-up dialog enter a name for the new column and click “**OK**”.



The name may be up to *30* characters long and it may consist of one or more words. It can contain any printable character. If the name is longer than *30* characters, it will be truncated.

This name will be displayed as a column title on the grid title bar.

Edit Column

In the “Edit Grid Columns” control, select the column you wish to edit.

Changing Column Position

The “Edit Grid Columns" control shows columns on the same position as in the grid title. Click on the “Up” or “Down” button to move the column up or down until you are satisfied with its position. See Grid Display/Changing Column Position

These changes are saved automatically. If you have the respective grid opened, you will see the changes immediately.

Changing Column Title

Click on the “Change Title” button. In the pop-up dialog enter a new name for the selected column and click “OK”. (For naming see New Column)

Those changes are saved automatically. If you have the respective grid opened, you will see the changes immediately.

Showing/Hiding Columns

Check or uncheck the “Column Visible” check box. Its respective icon in the “Edit Grid Columns” control will change accordingly. See Grid Display/Displaying/Hiding Columns

This change is not saved automatically.

Changing Column Width

Enter the desired column width into the “Column Width” control. The column width is expressed in pixels. If you do not feel comfortable working with pixels, see Grid Display/Resizing Columns.

This change is not saved automatically.

Changing Display Data Type

Each column displays data obtained from every object displayed. You can change what data each column displays by selecting from the “Displays Value for” combo box.

If you try to set two columns to display the same data, you will get a warning message.

This change is not saved automatically.

Save Column

If you have entered some changes into the column that are not saved automatically, the “Save” button will become enabled.

To save changes to the column, press the “**Save**” button or the "**Enter**" key.

Shortcuts: **Ctrl+S** or **Enter**

Warning:

1. If you select another column, without saving changes to the previously selected column, the modifications to that column will be lost.
2. If you close the dialog box without saving changes, you will get a warning and another opportunity to save your changes.

Delete Column

In the “Edit Grid Columns” control, select the column you wish to delete.

Select the “**Delete**” button.

Shortcut: **Ctrl+Del**

You will get a warning from the system that the column will be deleted permanently and the option to either delete it or not. If you choose to delete it anyway, the column will be deleted permanently and removed from the grid, with all its data, instantly.

***Note**: Deleting a column from the display does not affect the programming object whose properties the grid is displaying.*

Warning:

- Deleting is not the same as hiding a column.
- You cannot delete the "ID" column.

Set Grid Display

Grid Default Colour

Click on the “**Color**” button and select the default background colour for that grid.

Shortcut: **Ctrl+C**

Hot Keys: **Alt,C**

Click on the “**Font**” button and select the default font colour for that grid.

The new selection will display in the text box above the selection buttons.

Use Grid Colours Only

Not used in this version of i-Page.

Word Wrap

If this control is checked, the grid display engine will force all text to fit within the defined margins of the grid cell. If the length of the text is greater then the width of the cell, the text will be split and placed into the next line and the height of the cell (and the whole grid row) will be increased accordingly. This process will continue until the whole text is displayed within the grid cell. No word will ever be split between two lines. Word wrap will also occur after the user changes the margins of the grid manually.

The word wrap feature does not change the content of the original text displayed in the cell.

Grid Font

Click on the "**Font**" button.

Shortcut: **Ctrl+F**

Hot Keys: **Alt,F**

In the Font Dialog you can select a font type from the "Font" control. You can use any font that is installed on the machine.

You can also select a font size (from the "Size" control) and a font colour (from the "Color" control).

A font style (bold, italic, strikeout, underline) is also supported by the grid display engine.

All changes to the font will display in the text box above the button.

Vertical Margins

The "Vertical Margins" control allows the user to set margins between the text in the grid and the grid cell top and bottom edges. This feature works only when the "Word Wrap" feature is turned off. The value is expressed in pixels and the default value is ***4***.

Save Grid Display

To save grid display changes, press the "**Save**" button or Enter key.

Shortcuts: **Ctrl+S** or **Enter**

Cancel Changes

If you are not satisfied with changes to the grid and wish to return to all previous settings, you can cancel all the changes at once by selecting the "**Cancel**" button.

Shortcut: **Ctrl+Q**

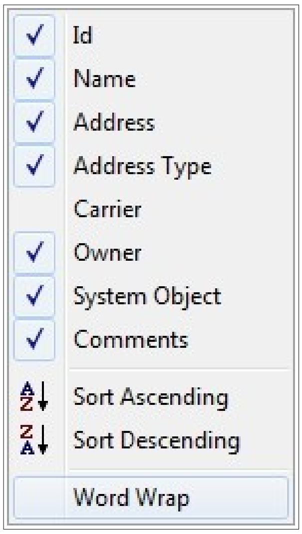
> ***Note***: *You can cancel only unsaved changes.*

Sorting Grid

Displayed grid data can be sorted in some columns (where it makes sense) in ascending or descending order.

To sort a grid column, just click on its title. If the column is sortable, every time you click on it, it will toggle between ascending and descending sorting order.

If you want more control over the sorting order, right click on the column title and select the "Sort Ascending" or the "Sort Descending" item from the pop-up menu.

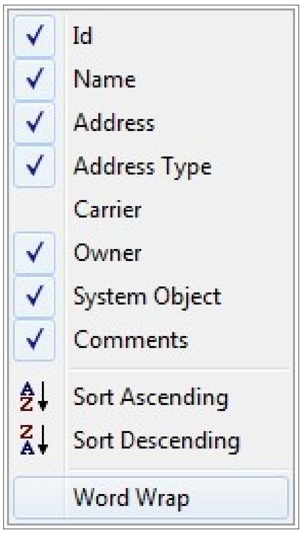


If those items are disabled, that means that the selected column is not sortable.

Grid Display

Displaying/Hiding Columns

Right-click on any of the grid column headings to bring up a pop-up menu that shows the names of all columns created for that grid and in the same order as they are displayed in the grid. All visible columns have a check mark next to their name.



To hide a visible column or to show a hidden column, click on its name in the pop-up menu.

Resizing Columns

Move the mouse pointer to the grid title bar.

Position the mouse over the edge of the column you wish to resize. The mouse pointer cursor changes into the resizing cursor.

Hold the main mouse button down and resize the column by moving the mouse pointer.

Changing Column Position

Move the mouse pointer to the grid title bar.

Position the mouse over the column you wish to move. Click and hold the main (left) mouse button and drag the column to the new position at which you wish for it to appear.

Id	Name	Address Type	Owner
39	Accounts Email	email address	nicole
4	ConFour	mobile number	admin
17	Contact 17	email address	admin
34	Dispatch	pager id	nicole
43	Dispatch Email	email address	nicole
20	IT Mobile	mobile number	nicole
33	IT Pager	pager id	nicole
56	New Email	email address	admin
38	Office Email	email address	nicole
36	Office Mobile	mobile number	nicole
37	Office Pager	pager id	nicole
35	Secretary	mobile number	nicole
6	Six	pager id	admin

All changes will be stored automatically and retrieved the next time you open i-Page Application.

Access Rights

All actions on the client are limited by the user's access rights. To log into i-Page Server the user must have her/his account created on the server. User accounts can be created, edited and deleted only by the system administrator. The administrator also sets the account's rights.

Right	Explanation
Log on i-Page Server	The user can log in directly to the server application (not via client)
Set i-Page Server	The user can change some server system settings
Set Accounts	The user can create, edit and delete accounts
Set Devices	The user can create, edit and delete devices
Set Carriers	The user can create, edit and delete carriers
Set Database	The user can change the system database file
Set System Objects	The user can create, edit and delete system wide contacts, groups and templates on i-Page Server
Set Client Objects	The user can create, edit and delete its own contacts, groups and templates on i-Page Client
Assign System Objects	The user can assign system wide contacts, groups and templates to themselves on i-Page Client
Set Server Connection	The user can change server TCP/IP connection settings on i-Page Server
Delete Server Messages	The user can delete messages archived on the server
Delete Client Messages	The user can delete its own subset of messages stored on the server
Register i-Page Server	The user can register the server and change the registration type (number of allowed client connections)
See Server Connections	The user can see and disconnect all clients connected to the server
See Password Changes Log	The user can see all password changes and save them to a file
Set File Interface	The user can create, edit, delete, start and stop client file interface on the server

Right	Explanation
Create System Schedules	The user can create, edit and delete system wide schedules on i-Page Server and disable and delete accounts' schedules
Create Account Schedules	The user can create, edit and delete its own schedules on i-Page Client
Create System Reports	The user can create, edit and delete reports on any account's messages
Create Account Reports	The user can create, edit and delete reports but only on their own messages

***Note**: If the selected user is "admin", the "Access Rights" control is disabled, because the admin account has all rights assigned to it and that cannot be changed.*