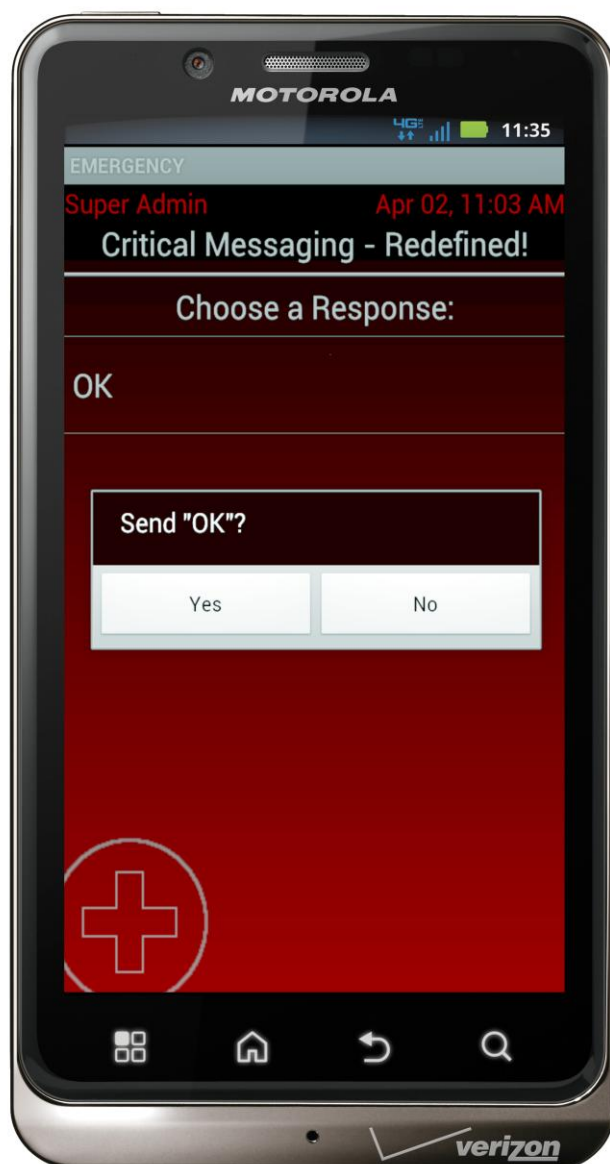


Zipit® Enterprise Critical Messaging Solution™
Zipit Confirm™ User Guide
for Android Devices



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Patent Notice: The Zipit products and/or technologies are covered by various U.S. and/or foreign patents. These patents include: US7,292,870; US7,894,837; US8,086,678; US8,190,694; AUS2005251096; AUS2009251161; JP5031556. Additionally, other U.S. and/or foreign patent applications are pending.

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- **Battery Usage**
- **Installing Zipit Confirm on your Mobile Device**
- **Logging in for the First Time**
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- **Settings**
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What's Included?

Zipit's service pricing includes unlimited Critical Messages (pages), unlimited Zipit Chats, unlimited ZTexts, online access to a corporate directory, as well as administrative access to the Remote Administration Portal otherwise known as the RAP.

Receive Critical Messages:

- Enables delivery of critical messages with 4 levels of priority that require a response and can be tracked in real time by a dispatcher to determine if an event is being properly addressed by the recipients.
- All critical messages are encrypted for security and logged in the RAP so that they can be reviewed at any time.

Send Critical Messages:

- Enables the initiation of critical messages from the Smartphone to Paging Groups and/or Users with expiration options, 4 priority levels, multiple response options, and a free form message.
- Once a message is sent, a status screen is updated in real time showing how long it took to send (process), deliver, and respond to the message, along with each user's response.
- All critical messages are encrypted for security and logged on the cloud-based server (RAP) so that they can be reviewed at any time.

Zipit Chat:

- Enables text-based communication with Zipit Now devices and other Zipit Confirm mobile application users.
- All Zipit Chat communication is encrypted for security and logged in the RAP.
- Sent and delivery status is tracked for each message sent.
- The enterprise can control which contacts can be reached and which can be blocked.

ZText:

- Enables text-based 2-way communication with standard cell phones via text (SMS), even when your device is connected to Wi-Fi. (Typical SMS communications occurs over a cellular voice network.)
- All ZText communication is logged in the RAP.
- The enterprise can control which contacts can be reached and which can be blocked.

Enterprise Contacts List:

- Ability to search for and add corporate users and address books.
- Address books of contacts can be pushed by the administrator to your device.
- Automatic updates to all contacts if the corporate directory changes.

Multi-CAC Management:

- Ability to log into several user accounts from different CAC's all at the same time.

Data Usage

The Zipit service uses bandwidth provided from your cellular provider and will contribute to data usage. Typical data usage for a single month is less than 10 MBs of data based on 2,000 pages received and responded to, 1,000 Zipit Chat messages sent, 1,000 Zipit Chat messages received, 1,000 ZText messages sent, 1,000 ZText messages received, 100 contacts added to the address book, and 100 address book updates. All Zipit services also work when using a Wi-Fi data connection and, during such a connection, do not affect cellular data usage charges. The application itself is only a 7MB download over Wi-Fi and uncompresses to 15MB-20MB, depending on the number of CAC's, once it hits your device. Software updates, if provided while connected to cellular, may consume up to an additional 7 MBs.

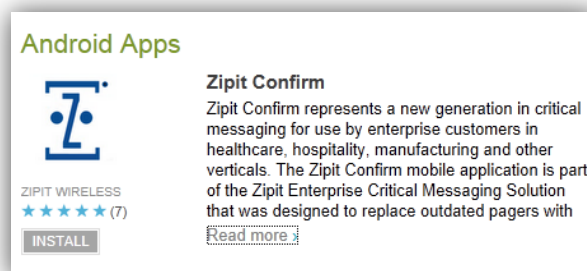
The Zipit Confirm mobile application does not use your cellular provider's standard SMS (text messaging service) and therefore has no impact on your cellular provider's SMS charges.

Battery Usage

Battery usage will vary depending on how often you use the Zipit Confirm mobile application. However, simply having the application installed and running on your device will have very little, if any, impact on your battery life.

Installing Zipit Confirm on your Mobile Device

The Zipit Confirm mobile application for Android devices can be downloaded for free from the Android Play Store (formerly called Android Marketplace). Search for Zipit Confirm, select the "Install" button, and follow the instructions. The application can also be provided to you via an email to your mobile device. Simply select the "Install" button and follow the instructions.



Your Android device **must have** the Android Market / Play Store installed.

Logging in for the First Time

First time use of the Zipit Confirm mobile application requires you to enter a Customer Access Code (CAC), a Username, and a Password and then select the Login button. The login information should be provided by your system administrator that manages users of the Zipit Enterprise Critical Messaging

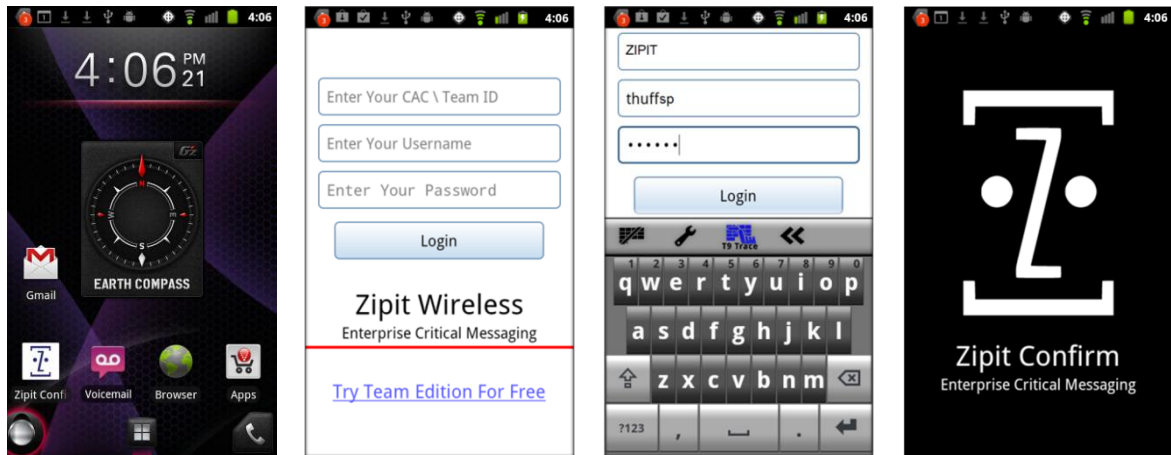
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Solution. This administrator must designate your device type as a “Smartphone”. Login information is only required again if the application is removed and then re-installed or if you login to the application on a different mobile device.



Configuring Your Mobile Device

There are three keys to ensure that your Zipit Confirm mobile application performs as intended.

- 1. Auto-Start:** The Zipit Confirm mobile application must be allowed to run in the background and must be allowed to automatically start-up when the device is turned on or restarted. This behavior is built into the application and requires no end user action.
- 2. Notifications:** If you don't know that a new message has arrived, the solution is not going to meet your expectations. It is critical that you are aware of notifications when a Critical Message, Zipit Chat, or ZText is delivered. Android 4.1 allows users to disable notifications, so be sure that notifications are enabled (<http://androidadvice.com/turn-notifications-apps-android-jelly-bean-41/>). Non-cellular devices such as tablets typically turn off their data connection when the device goes to sleep. In order to keep the Zipit Confirm mobile application connected, the device's Wi-Fi sleep policy must be set to “Never” to keep the tablet from disconnecting Wi-Fi when the screen is turned off (<http://www.androidcentral.com/android-101-save-battery-keeping-wifi-alive>). If not, page alerts and text messages will only be retrieved when the screen is on. This is not a problem with cellular devices. When the screen is turned off on a cellular device, Wi-Fi is disconnected, but the cellular data connection is left on.
- 3. Wi-Fi Connectivity:** One of the benefits of the Zipit Confirm mobile application is that all communications, including ZText, work on Wi-Fi just as they work when your mobile device is connected to a cellular data network. In many facilities, especially larger facilities and hospitals, cellular coverage may not be available in all areas. It is important that your mobile device is configured to support Wi-Fi so that the Zipit Confirm mobile application can receive critical messages even when cellular coverage is not available.

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Please contact your IT staff to make sure that your device is enabled to connect to your enterprise's Wi-Fi infrastructure.

Android devices do not require special configuration to handle notifications properly. Once installed, the application will run with the optimal, default settings.

- **Sounds:** Alert 1 is installed by default as the standard ringtone for incoming critical messages. From the settings menu, you can choose from eight page alert ringtone options and twenty text messaging ringtone options. Priority 1 alerts will play at full volume regardless of your sound settings. Sounds can be disabled completely for Priority 2 and 3 critical messages.
- **Vibration:** Vibration is enabled by default for all text messages and alerts, except for P4 – Mailbox Alerts. Vibration can be turned completely off for all text messages and Priority 2 and 3 Critical Messages by unchecking “Enable” in the Settings screen. Vibration can be turned off for Chats and Priority 2 and 3 Critical Messages just when the phone is set to silent mode by unchecking “Vibrate while Silent”.
- **Display:** Priority 1 and 2 messages take over your display and block other applications and will require a response before you can return to other activities.
- **Status Bar Notifications:** A small Zipit logo  ( New Pages (2)   ) will appear in your status bar (top of display screen below) indicating that you have a new Critical Message, Zipit Chat, or ZText messages.



Settings

Settings can be accessed from within the application by pressing the Settings icon . Once all settings have been set, select the Zipit Wireless Logo  Accounts & Settings at the top left corner of the display to return to a previous screen, or use your devices own Return button .

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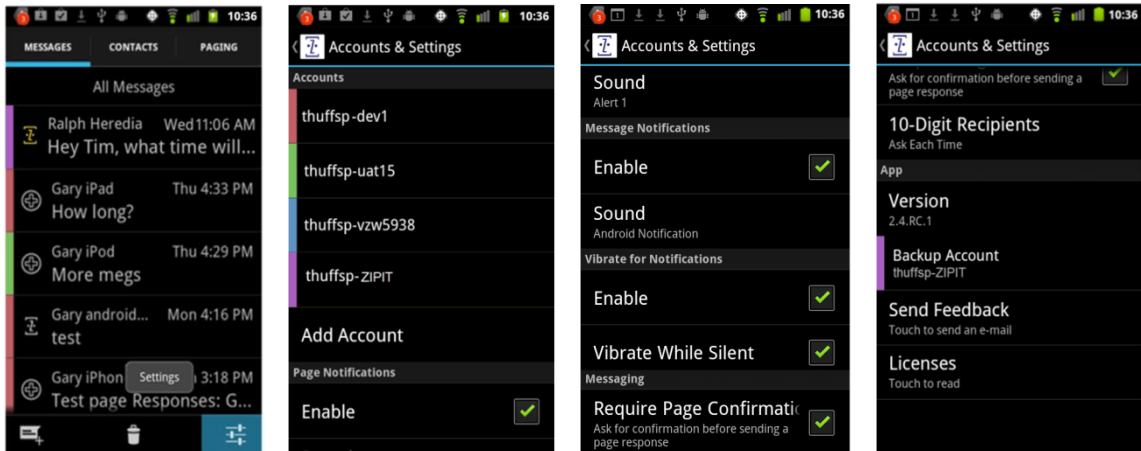


- **Page Notifications** – This setting allows you to enable/disable sounds for Priority 2 and 3 critical messages and allows you to select the ringtone used for Priority 2 and 3 critical messages.
- **Message Notifications** – This setting allows you to enable/disable sounds and select the desired ringtones for Zipit Chats and ZText messages.
- **Vibrate for Notifications** – This setting allows you to enable/disable vibration for all notifications and to enable/disable vibrations when volume is set to silent.
- **Messaging: 10-Digit Recipients** – This setting allows you to specify how to handle new messages that are being sent to a 10-digit number that matches a user in the Contacts List. The application can be configured to ask each time, “use Zipit Chat”, or “use ZText”.
- **Security: Unlock Device upon Incoming Page** – This setting allows you to determine if the device stays locked or automatically unlocks if a new critical message is delivered.
- **Security: Lock Timeout** – This setting allows you to specify how much time – 5 minutes, 15 minutes, 30 minutes, 1 hour, or never (disabled) – can pass after the last user action before the application is locked and a password must be provided to re-open.
- **Paging Defaults** – If you are authorized to send critical messages from your device, these setting allow you to change the default settings that are used when you initiate a new critical message. If these settings are not available, your administrator has not authorized you to send critical messages from your application.
- **Email2Page** – This is provided for information only so that you can provide your email address to others that want to reach you via Email. This email address number is unique to you. If you load the application on a different device, your Email2Page address will follow you to the new device and will remain unchanged.
- **ZText Number** – This is provided for information only so that you can provide your 10-digit number to others that want to reach you via ZText. This number is unique to you and is not based on your device phone number. If you load the application on a different device, your ZText number will follow you to the new device and will remain unchanged.
- **Account** – Provides your CAC and your Username for information only. Also, allows you to logout of the account - which removes your data and requires you to login again in order to use the app in the future.
- **Connectivity** – Incoming Messages and Outgoing Messages are checked if the application is able to successfully connect to Zipit’s messaging servers.
- **App Information** – This section provides your software version, provides a way to contact support, and allows you to read the License Agreement.


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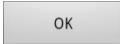
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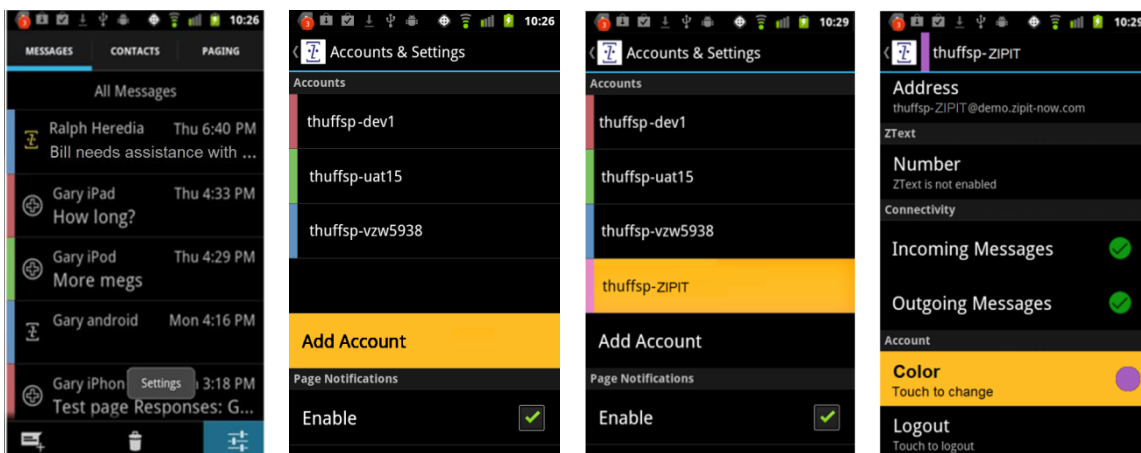
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Multi-CAC Administration

Once you login to the Zipit Confirm mobile application, you will view All Messages in your Inbox. Note that the messages below are color coded. This is because you can now use one single App to connect to multiple Remote Administration Portals (RAP's), also known as CAC's. In the screen prints below, I am receiving messages from three separate CAC's. If I need to login with a fourth CAC, I can simply click on the Settings button  at the bottom to go to my Accounts & Settings screen.

Under Accounts & Settings, select the Add Account option (highlighted below) to allow you to log into an additional CAC. Follow the same login steps as shown above. Once completed, a new account will appear on the primary Accounts & Settings screen. Note that the Zipit Confirm mobile application automatically color codes this new account. This is done randomly, and can be changed to a more appropriate color by selecting the newly created account and scrolling down to the Color option. Simply select a new color from the color pallet , and hit "OK"  to accept.





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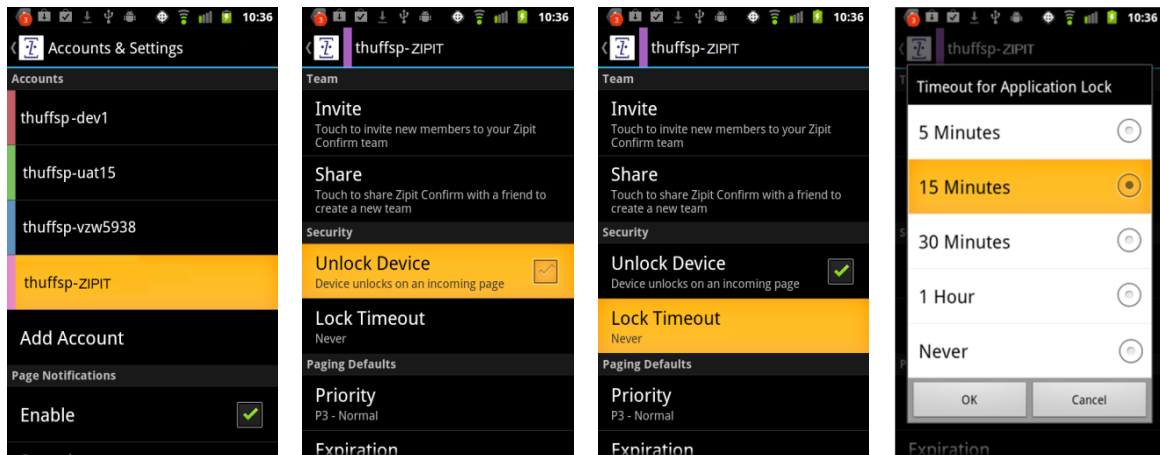
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To set your new CAC account settings, choose the CAC account (highlighted in yellow below), then scroll down to edit each option. Your settings consist of: Security (Unlock Device / Lock Timeout), Paging Defaults (Priority / Expiration Time / Custom Response / Response Options), Email2Page Address . ZText number, Connectivity (Incoming Messages / Outgoing Messages), Account Settings (Color / Logout). You also have the opportunity to invite others to join your Zipit Confirm team or share Zipit Confirm with a friend to create a new team.

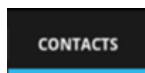
Once all settings have been set, select the Zipit Wireless Logo  at the top left corner of the display to return to a previous screen, or use your devices own Return button .



Application Features and Layout



Messages – Provides access to all message types including Critical Messages (Page Alerts), Zipit Chats, and ZText messages. You may filter messages based on type and for which user account they were received by.



Contacts – Provides access to the list of contacts and address books that are stored locally with your application as well as providing access to contacts that can be searched and retrieved from your enterprise's database. When you select a contact, you will be provided the option to "Send Page" or "Send Chat".

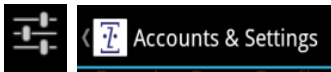


Paging – Provides ability to initiate critical messages from your Smartphone. This feature can be enabled or disabled by your administrator. If disabled, the Paging tab will not appear in the tab bar at the top of the screen.

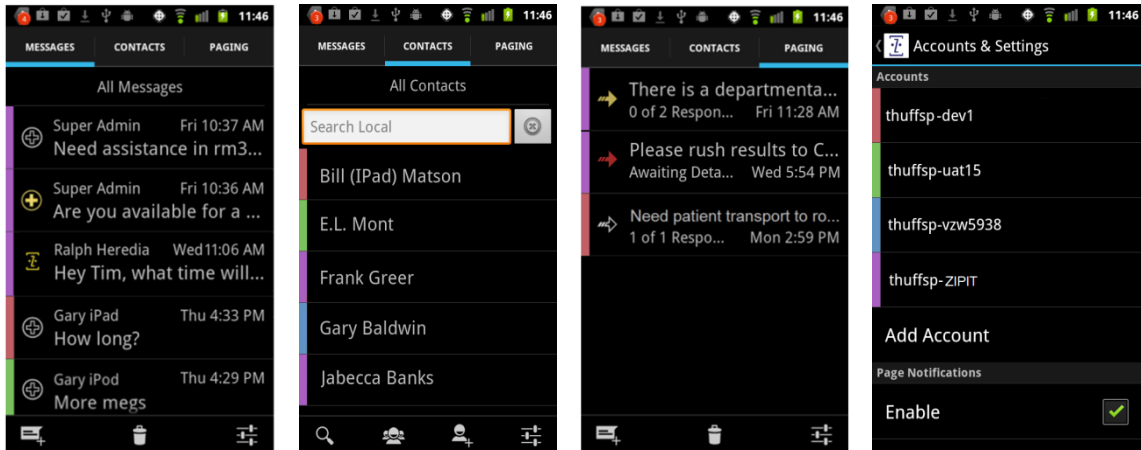
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Settings –Provides access to application settings such as adding accounts (if using multiple user accounts/CAC's), page notifications, message notifications, team invite/sharing, security, paging defaults (critical message settings), user information (Email2Page address, ZText number), connectivity, account setup (used with multiple accounts and logging out of the app), and licensing information.



Receiving and Responding to a Critical Message (Page)

Critical Messages can be sent to your Mobile Device with one of four priorities. The priority of the message determines how you are notified.

- **Priority 1 - Mayday Alerts:** Mayday Alert messages take over your screen. The Alert sound repeats at full volume, and the device vibrates until you provide a response. This message overrides your volume and vibration settings.
- **Priority 2 - High Priority Alerts:** High Priority messages take over your screen. The Alert sound, volume, and vibration settings are based on your application settings. The Alert 1 sound is used by default at your volume setting, and vibration is enabled. The sound, if enabled, repeats until you provide a response.
- **Priority 3 - Normal Priority Alerts:** Normal Priority messages appear in the Message Inbox. The Alert sound, volume, and vibration settings are based on your application settings. Default settings use Alert 1 at your volume setting, and vibration is enabled. The sound, if enabled, plays only once.
A Zipit logo  **New Page** is provided in the status bar indicating the arrival of a new message.
- **Priority 4 - Mailbox Alerts:** Mailbox Alert messages appear in the Message Inbox with no audible alert or vibration. A Zipit logo  **New Page** is provided in the status bar indicating the arrival of a new message.

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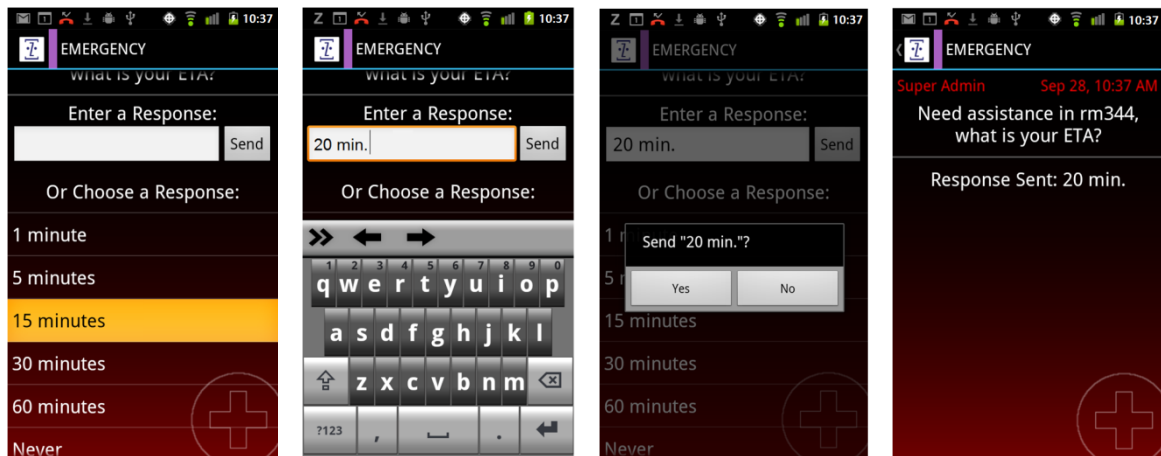
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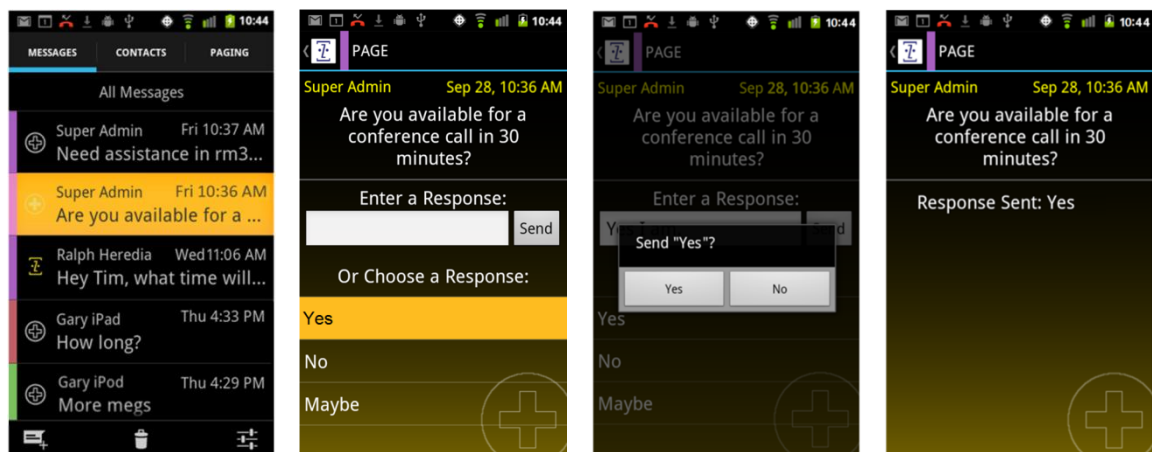
One or more response options will be provided with each Critical Message. Select the desired response, or, if allowed, enter a custom response and then confirm the choice.

P1 and P2 Page Alerts:







Priority 1 and Priority 2 messages only appear in the Message Inbox after you have responded to the message and therefore never appear in the Message Inbox as “Unread”. Priority 3 and Priority 4 messages that are sent to the Message Inbox will appear as “Unread”  until a response is provided, even if the message has been opened and viewed.

P3 and P4 Page Alerts:





All Critical Messages are logged in the Remote Administrative Portal (RAP). The maximum incoming critical message length is 250 characters.


Sending a Critical Message (Page) from your Smartphone

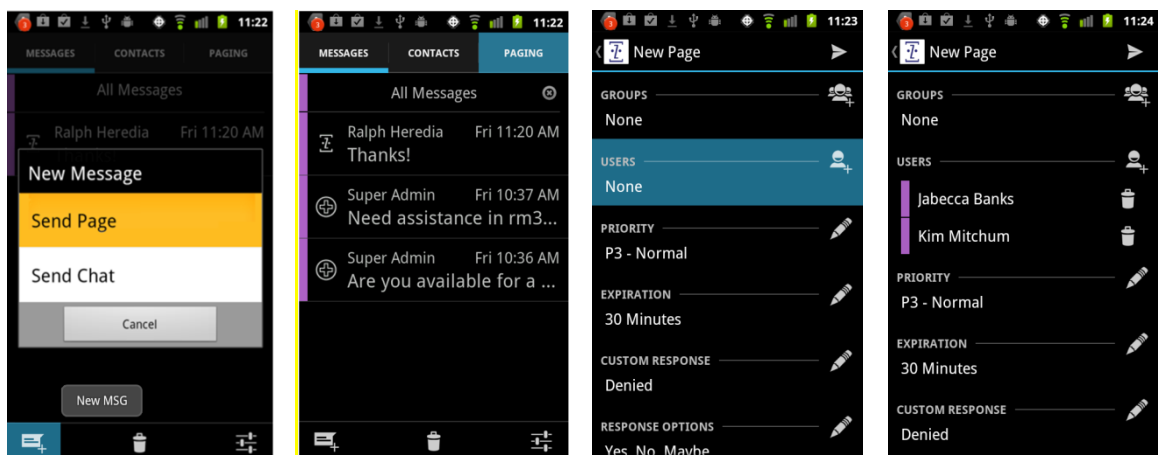
If your administrator has enabled you to have rights to send critical messages, the Paging tab  will appear in the top right corner of the tab bar at the top your screen. Select the Compose New Message icon  from the bottom left of the screen, and then select “Send Page” from the New Message option menu. You can then select the Paging Group(s) and/or User(s) that you want to send the page to; select the Priority Level of the page with “P1 – Mayday” being the highest priority and “P4 – Mailbox” being the lowest priority (your administrator may have restricted the priority levels you can use); select the Expiration Time (the time after which a response is no longer required or allowed); select if a Custom Response is allowed, not allowed, or optional; select from a list of canned Response Options (defined by your administrator); and enter your message. To send the message, press the “paper airplane” icon  in the top right corner of the screen. You can cancel this message at any time by pressing the Zipit icon  New Page in the top left hand corner of the screen.

As soon as the message is sent, you will be provided with a summary screen that is updated in real time with the status of the message for each intended recipient (sent, delivered, and response information). Tap on a user’s name to see the details of when the message was delivered and when the response was provided.

Press the Paging tab  to view your paging history (a list of messages in the order they were sent – most recent to oldest). Select any page to review the status of each recipient. If you ever need to send a second page using the same options as used in a previously sent page, simply pull up the page that was sent and click on the Reuse as Template icon  located in the top right corner of the screen. The paging options and body of message can be modified before the page is sent.

Initiating a Page:

- Select the Compose New Message icon  then choose “Send Page” and your Recipients (Paging Groups or Individual Users).



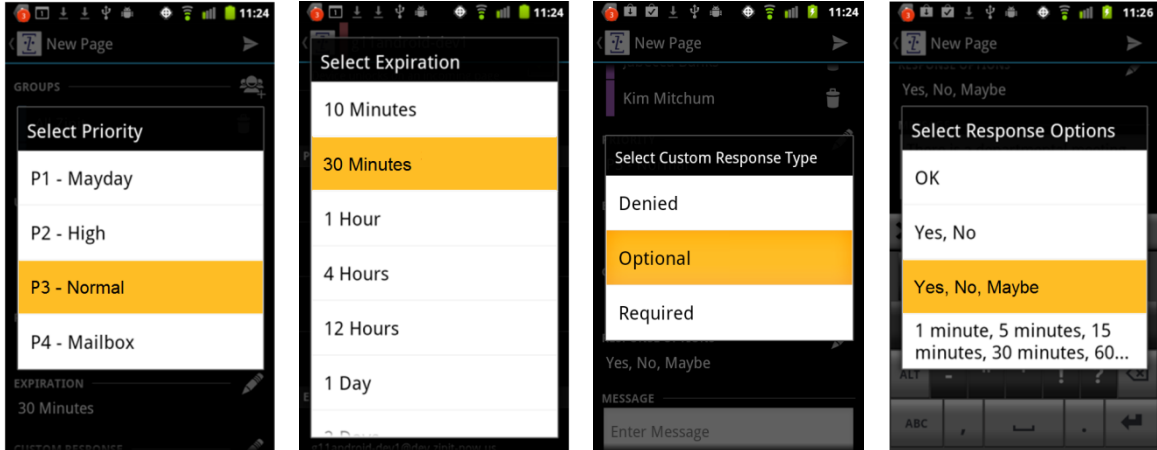
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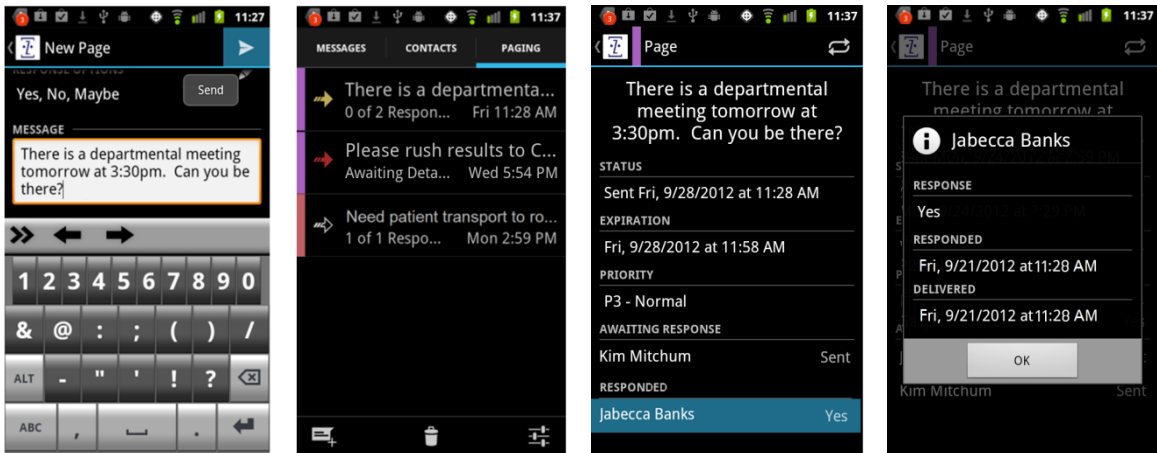
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- Continue by choosing your Paging Options – Priority Level, Expiration Time, Custom Response Type, and Predefined Responses.



- Complete the Page Alert by typing in your Critical Message content, then hit Send . Click on the Paging tab and select the new Page Alert indicated by (P1 or P2) or (P3 or P4) to check the updated status of the Page Alert.



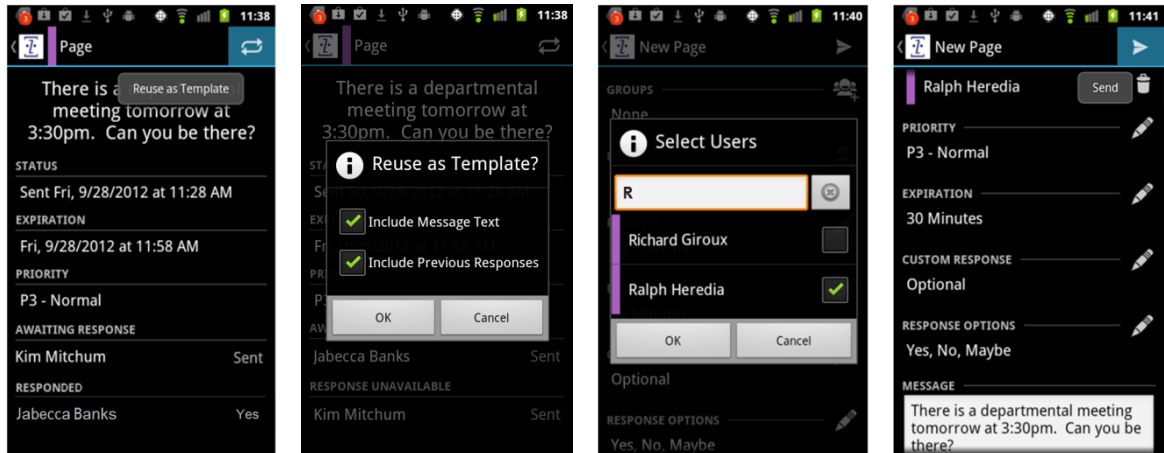
Using Templates:

- Choose a previously sent Page Alert, then select the Reuse as Template icon and choose your new Recipients. Make any necessary changes to the Paging Options, then select the Send icon .




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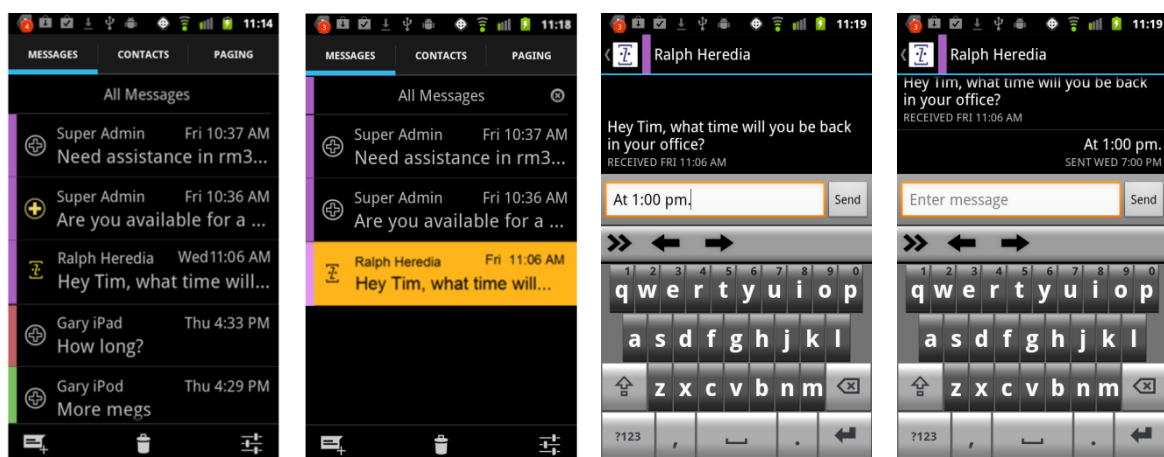
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Receiving a Zipit Chat or a ZText

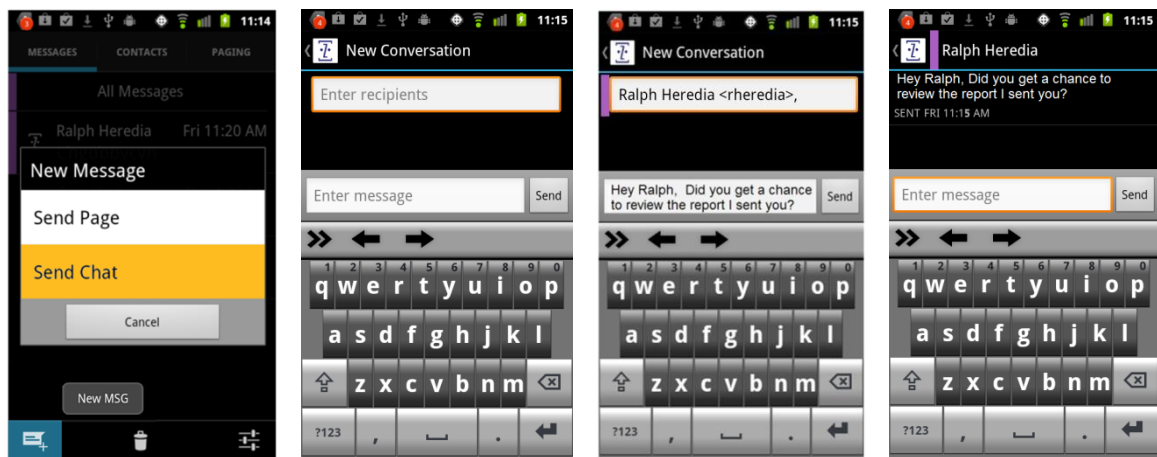
An incoming Zipit Chat or ZText will provide a Zipit icon  **New Message** in the status bar indicating the arrival of a new message. The message sound, volume, and vibration settings are based on your application settings. “Android Notification” is only one of twenty message ringtone options available, and is set as your default sound setting. The volume is set to your device’s volume setting, and vibration is enabled. The sound, if enabled, plays only once. Go to your Message Inbox to view the message . If you are a multi-CAC user, click on the “All Messages” Filter bar within the Message Inbox, and select the appropriate account you wish to view. Once you are finished with this filter, touch the Filter bar once more to modify the filtering options, or select the Remove Filter icon  to return to the “All Messages” normal view.



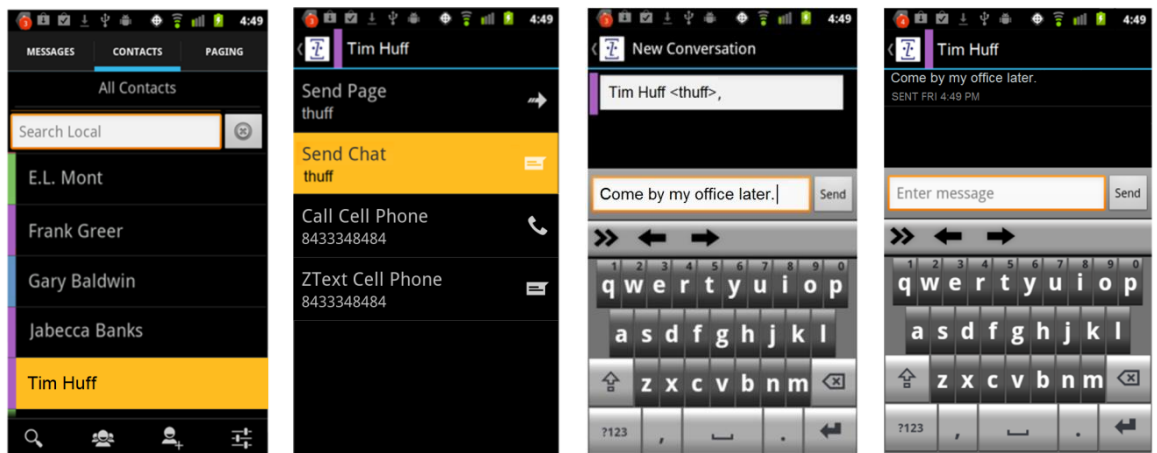
Sending a Zipit Chat or a ZText

You can compose a message three ways:

- 1) Open an existing conversation from the Message Inbox and type in a new message (as shown above).
- 2) Select the Compose New Message icon  from the bottom left corner of the Message Inbox screen and select “Send Chat”. Next enter a user’s name or a 10-digit phone number in the “recipients” field. If the message is being sent to multiple recipients (you can include a combination of Zipit Chat users as well as ZText users), enter multiple names or numbers in the “recipients” field (as shown below).



- 3) Select a contact from the Contacts List  and choose the desired action from the available options.



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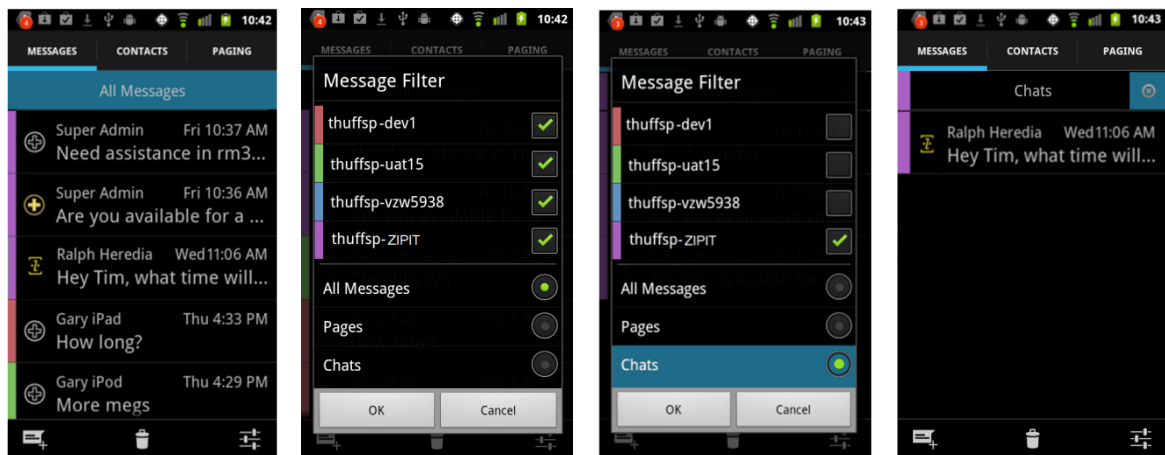
Note: All Zipit Chats and ZText conversations are logged in the Remote Administrative Portal (RAP). The maximum Zipit Chat or ZText message length is 140 characters.

Message Inbox


Messages are always displayed in order of the time they were sent or received, with the newest message appearing at the top of the Message Inbox . Messages that have not been read or answered will have their message type icon displayed in color ( Page Alert  Zipit Chat/ZText Message).

Filtering Messages:

- 1) By default, all message types are displayed within the Message Inbox., including messages for Multi-CAC accounts (as displayed below).
- 2) Messages can be filtered by user account  (for Multi-CAC users) and by message type  (All Messages, Pages, Chats). Select the “All Messages” Filter bar to display the Message Filter screen. Uncheck the Multi-CAC user accounts you do not wish to view, then select the message type you wish to have displayed (ex: Chats).
- 3) Once you are finished with this filter, touch the Filter bar once more to modify the filtering options, or select the Remove Filter icon  to return to the “All Messages” normal view.



Deleting Messages:

- 1) Messages can be deleted from the Message Inbox by selecting the message until a dialog appears that allows you to delete the message.
- 2) All messages can be deleted by selecting the Trashcan icon  at the bottom of the Message Inbox screen.

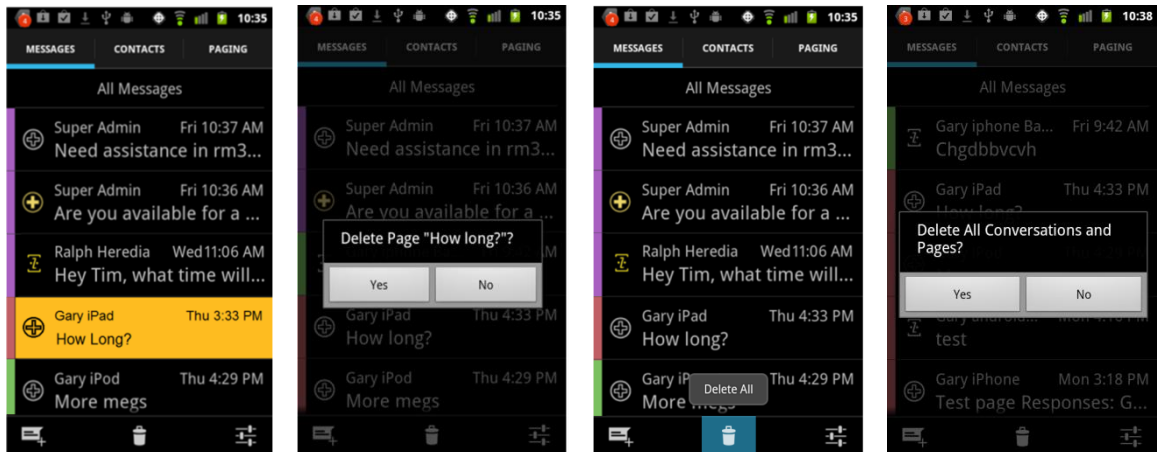
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
- 3) Messages in the Message Inbox are automatically deleted after the number of messages exceeds 200. The oldest are deleted first.
- 4) The individual exchanges that make up a message are automatically deleted after exceeding 200. The oldest are deleted first.




Accessing and Managing Contacts in Your Contacts List

Contacts can be managed entirely by your administrator, by you, or a combination of both. Your administrator can:

- 1) Push address books to your application so that your contacts appear in your Contacts List automatically.
- 2) Lock your Address Book so that you can only access contacts that are pushed your device.
- 3) Block Personal Contacts so that you can't add your own contacts.

Your contacts are accessible by selecting the Contacts tab  at the top center of your screen. Contacts are always displayed in alphabetical order by the user's first name. You can do a quick search of your contacts by entering the first few characters of a user's first or last name in the search field at the top of the Contacts List. You can also scroll through the list to find a contact.

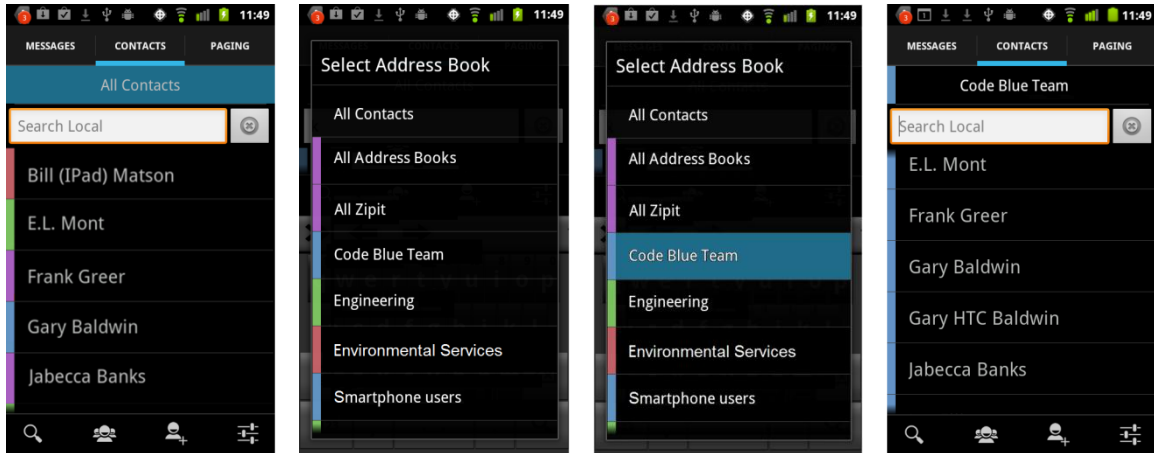
Filtering Contacts:

- 1) Your Contacts List view can be filtered to show only contacts that are included in a selected address book. Select the Filter bar – which is set to “All Contacts” by default – and select the address book to view. Use your device's own Return button  to exit this view.




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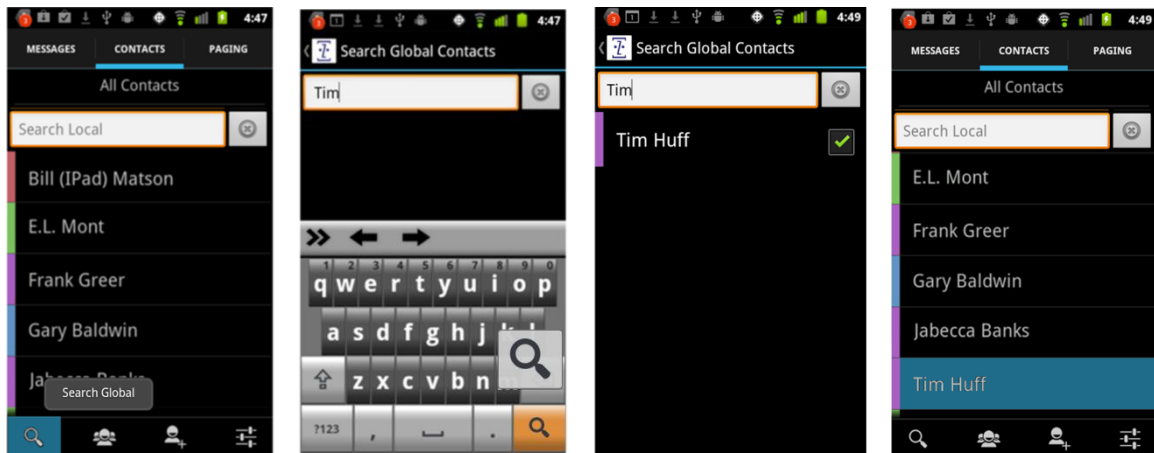
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Adding Contacts (if your administrator allows it):

- 1) Contacts can be added from your enterprise's database of contacts by selecting the Search Global Contacts icon  at the bottom of the Contacts List view. Enter as many characters as you wish to match the name of the desired user or address book. Press the Search button  to initiate the search. All users and address books that match your search will be displayed. A check mark  to the right of an entry let's you know that this user or address book is already a part of your Contacts List. If no check mark is visible, touch the user or address book to add them to your Contacts List. If you add an address book, all users that are included in the address book will be added to your Contacts List, and you will also be able to filter your Contacts List view by the address book. Each address book in this search will have a set of parentheses with the number of users associated with that address book.





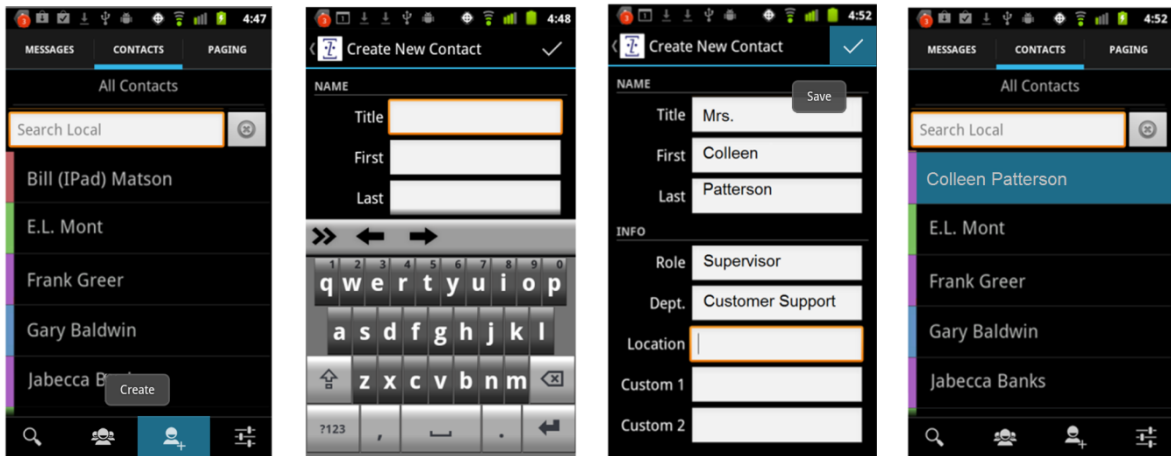
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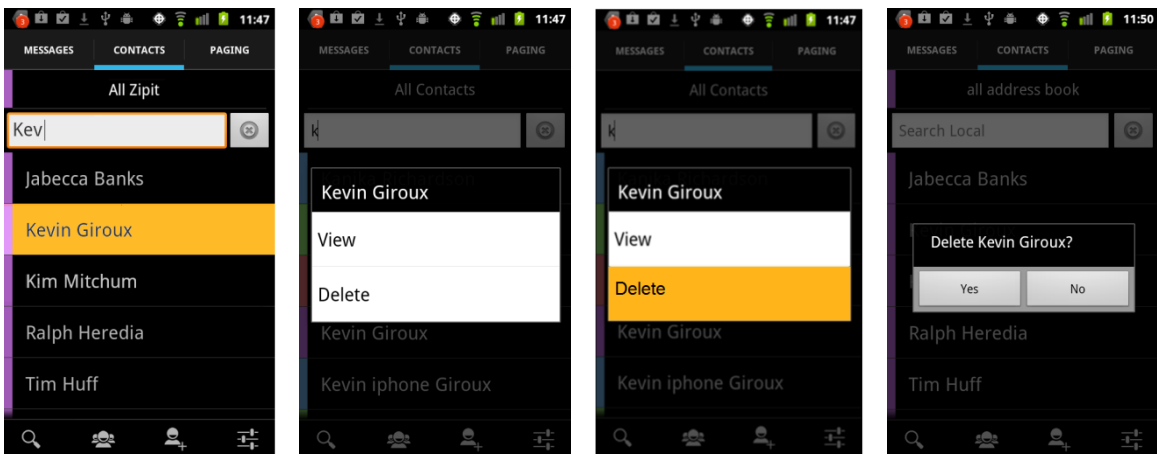




- 2) Personal Contacts can be added by selecting the Create New User icon  from the bottom of the Contacts List view. Enter information in as many fields as you wish. Personal Contacts are most frequently added so that they can be reached via ZText, so make sure that you include a 10-digit phone number for these contacts. To save your new personal contact, select the Save icon  to the right of the Create New Contact bar.



Deleting Contacts (if your administrator allows it):

- 1) Contacts can be deleted by selecting the contact until a dialog appears that allows you to “View” or “Delete” this contact. Select “Delete” and then confirm your selection.

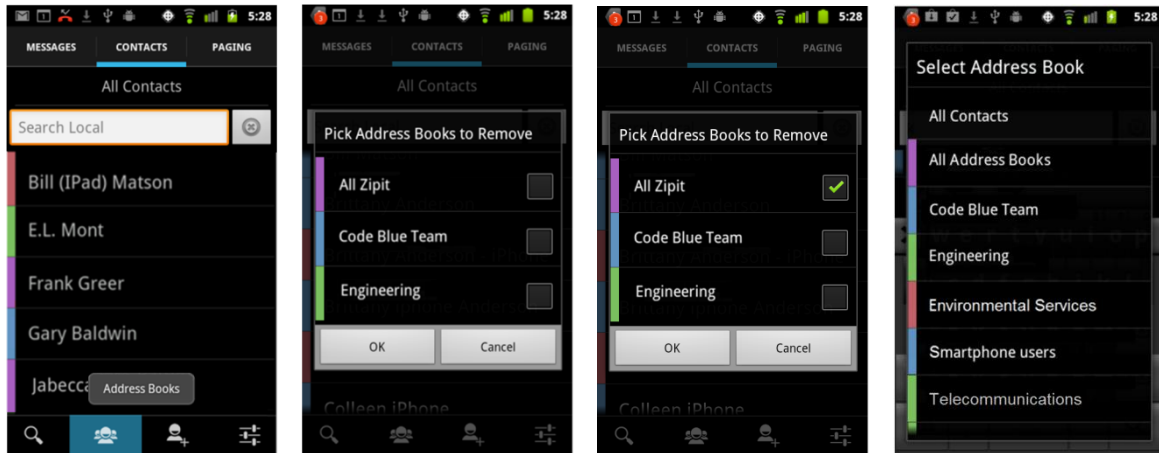


- 2) Address Books can be removed by selecting the (Delete) Address Books icon  from the bottom of the Contacts List view. Select  the Address Book or Books that you would like to remove and then select “OK”.

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Enterprise Control and Security Features

Zipit Confirm is designed to allow your enterprise to manage your application remotely. The following capabilities are managed by your administrator.

- **Require Password after Timeout** – allows the administrator to enforce security. If it is enabled by the administrator, you will be required to use one of the four time intervals provided in Settings/Lock Timeout and then provide your password prior to accessing the application (the same password that you logged into the application with on your first login).
- **Lock Address Book** – allows the administrator to lock your address book so that you can't add enterprise or personal contacts. Only contacts that are in address books that are pushed to your device by the administrator will be available in your Contacts List.
- **Allow Personal Contacts** – if enabled by the administrator, you will be able to create personal contacts within the Contacts List.
- **Enable ZText** – If enabled by the administrator, a 10-digit cellular number will be assigned to the application, and you will be able to SMS text message cellular users.
- **Lock Application / Unlock Application** – if "Locked" by the administrator, your application will be unusable until the administrator "Unlocks" it. This can be useful if you misplace your device and want the administrator to lock the device until it is found.
- **Wipe Application** – if this command is issued by the administrator, your application will be wiped of all user data and will be reset to the state of a brand new download.

Using Zipit Confirm on Additional Mobile Devices

Each Zipit Confirm license can be assigned to only one user and cannot be shared by multiple users (unless the users share a username – such as a role).

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Using the Application with Multiple Devices:

The Zipit Confirm mobile application can be run on as many devices as you choose – but only one device at a time per user. If you access the application from another device, you will be required to Login with your CAC, Username, and Password – just like with your initial login. Once you login, your original application will be wiped of all user data. Don't worry, when you login again on a second device, your contacts, settings, and unanswered critical messages will be restored.

Replacing Your Mobile Device:

If you ever replace your mobile device, the license will automatically transfer to the new device once the application is installed and you have logged in. All of your contacts, settings, and unanswered critical messages will be restored. Previously read messages will not be restored but are available to view from the Remote Administration Portal (RAP).