Zipit® Enterprise Critical Messaging Solution™
Zipit® Now™ TS User Guide

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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.

Additional Features:
- On Call/Off Call Status: Allows you to set your device to an Off Call mode, preventing any interruptions during situations that demand no disturbances. Must enter the time the Off Call period ends, and you can select an alert style while in the Off Call mode. This feature must be enabled in the RAP before it can be available on your device.
- Message Threading: Messages can be grouped when related to one another such as with our workflow module, Auto Dispatch.

- Logging Support: Added the ability to enable logging and "upload logs" for Zipit Support review in case of a reported issue.
- Multi-CAC Support: Allows you to log into more than one CAC at the same time, and be able to receive and respond to critical messages from each.
- Repeat Notifications: Allows you to set your device to repeat an audio alert for normal pages and chat notifications, if the message has not been responded to.

Battery Usage

The standard battery provides approximately 50 hours of normal usage and will last for almost 5 days in Standby mode.   Normal usage is based on receiving and responding to 50 critical messages per day. Poor network reception can significantly impact results. A larger, extended life battery is also available and provides ~144 hours (6 days) of normal usage and approximately 13 days of Standby.

The batteries are user replaceable and can easily be swapped with a fully charged battery or recharged in the device in 2.5-3 hours with the included AC Adapter.

3 external chargers are available to charge spare batteries – a single battery charger, a 4-bay battery charger, and a 12-bay battery charger. All 3 chargers can be customized to support either the standard battery or the extended life battery.

Logging in for the First Time

First time use of the Zipit Now TS 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 Solution. This administrator must designate your device type as a "Zipit Now TS" when creating your user account. Login information is only required again if you logout of the device (under Accounts & Settings ⊞ > Accounts (choose color coded account) > Logout), your administrator remotely logs you out, or if you login to another Zipit Now TS device with the same user account credentials.
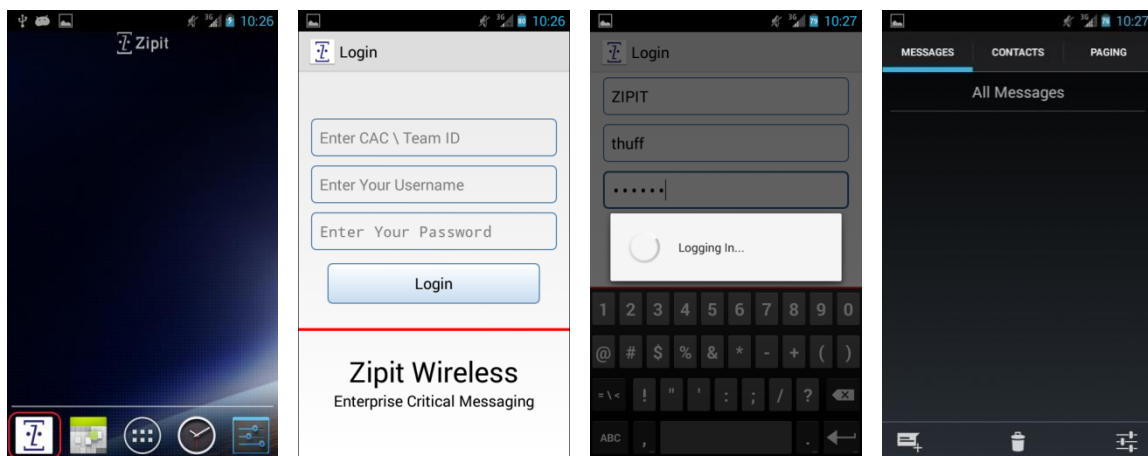
Configuring Your Mobile Device

There are three keys to ensure that your Zipit Now TS device performs as intended.

1 **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. Once you are logged in, go to Accounts & Settings and preset your Notification settings.

2 **Software Updates:**   To insure that your device has the latest critical messaging features available, you will need to check to see if any updates are waiting to be downloaded to your device. This can be done by accessing the device's home screen Settings option . Under Software Updates you will see the latest Android OS version installed. If another updating is available, select it for download. Once downloaded it will direct you to install the update. The device will take care of the rest. Note that even though this is an automatic process, you can intervene at any point to have the device update when it's most convenient for you.

3 **Wi-Fi Connectivity:** One of the benefits of the Zipit Now TS device 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 Now TS device can receive critical messages even when cellular coverage is not available.

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

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

- **Sounds:** Pager 1 is installed by default as the standard ringtone for incoming critical messages. From the settings menu, you can choose from over fifty page alert and 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 Z (Z Tim, Can you meet in 5 Minutes? z) will appear in your status bar (top of display screen below) indicating that you have a new Critical Message, Zipit Chat, or ZText messages.
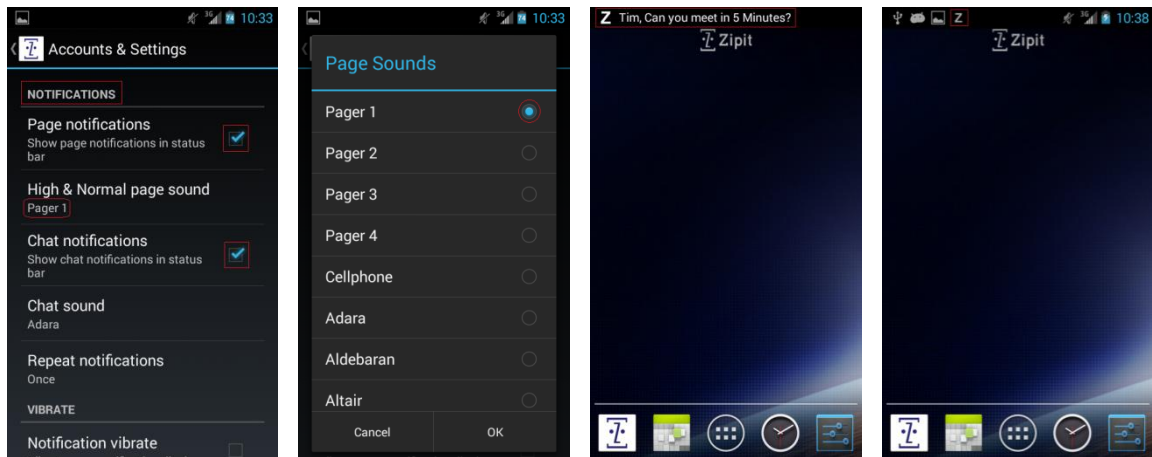
Home Screen Settings

As mentioned in the previous section, there are three keys to ensure that your Zipit Now TS device performs as intended. Once logged into your device you can access the home screen Setting option as shown below to set your Wireless & Network connections, Device options, Personal options, and System options.
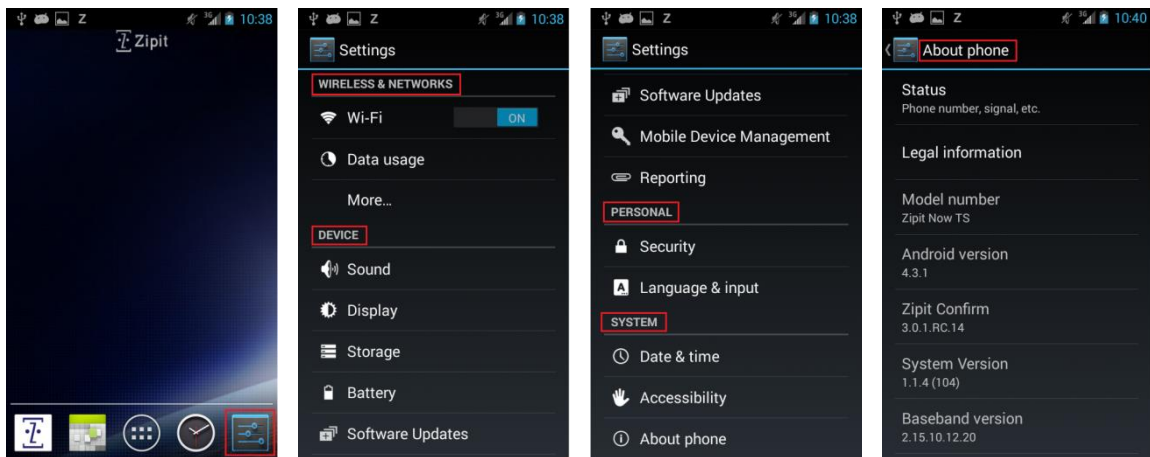
- **WIRELESS & NETWORKS: Wi-Fi** – Shows the network you are connected to (if connected), the networks you are in range of, and the networks you have successfully connected to in the past. To disconnect or remove a network from this list, select the network then choose "Forget" Forget . To connect to a network, select the network then enter in the appropriate credentials, if required, and choose "Connect" Connect . Networks from the Zipit RAP are automatically pushed down to the Zipit Now TS and the device will automatically connect if in range of these networks. To refresh the list of networks on your device to the networks on the RAP, go to Mobile Device Management > WiFi Management, and tap "REFRESH" REFRESH at the top right corner of the screen. The networks listed here are the networks from the RAP.

- **WIRELESS & NETWORKS: Data usage** – Displays the amount of data used graphically over a period of time/monthly cycle. You can adjust the two pointers to specify a specific date range. There is also a breakdown of the data usage per category – Software Updates, Zipit Confirm, Android OS, and Reporting.
- **WIRELESS & NETWORKS: More…** – Displays whether the device is cellular activated, and provides option to place the device in cellular diagnostic mode for support service.
- **DEVICE: Sound** – Allows you to set the default notification sound, as well as, configure your device for touch sounds and vibration sounds. These options include dial pad touch tones, touch sounds, screen lock sound, vibrate on touch, and emergency tone (off/alert/vibrate).
- **DEVICE: Display** – Allows you to adjust the brightness of your display, set your display to auto-rotation, place your device in sleep mode (after a specified period of inactivity), set daydream options (what to display and when), specify a font size, and pulse notification light.
- **DEVICE: Storage** – Displays the amount of Internal Storage and storage used on SD Card. The total space used is broken down into the amount of storage Available, amount used for Apps, amount in Cache, amount used for Pictures, amount used for Audio, amount used for Downloads, and the amount used for Misc. items.
- **DEVICE: Battery** – Displays the current charge status, as well as, percentage of charge used for Wi-Fi, Cell standby, Phone idle, Zipit Confirm, Phone, Android OS, and Reporting. You can display the Use Details for each of these items by tapping on the item in question. This is where you can also instruct the device to turn off Wi-Fi when not in use or isn't available.
- **DEVICE: Software Updates** – This will display the latest software version installed. If a new version is pushed down form the RAP it will display here. Software downloads only happen when the device is connected to WiFi. After the download is completed, the Zipit Now TS device will display an icon ⬇ in the notification bar at the top left hand corner of the device. If selected, this will prompt you to install now or delay the installation. If this prompt goes unanswered for 15 minutes, the installation will happen automatically.
- **DEVICE: Mobile Device Management** – Provides a list of current WiFi networks from the RAP, as well as, all user accounts logged into this device.
- **DEVICE: Reporting** – Allows you to Export and Ship logs. To send device logs to Zipit Support select "Ship logs".
- **PERSONAL: Security** – Provides you with options to unlock your screen (None, Slide, Pattern, PIN, Password), display owner information on locked screen, make password visible, view/deactivate device administrators (if applicable), allow installation of apps from unknown sources, provide a warning for harmful app installations, display storage type (software only), display trusted CA certificates, install certificate from SD card, and remove all certificates.
- **PERSONAL: Language & input** – Allows you to choose your language of choice, turn on spell checker, create a personal dictionary, setup keypad options, use text-to-speech output, and select mouse/trackpad pointer speed.
- **SYSTEM: Date & time** – Allows you to choose automatic time zone (provided by network) or manually choose a specific time zone. You can also choose to use 24 hour format (military time), and select a date format.
- **SYSTEM: Accessibility** – Allows you to choose to use large text, auto-rotation screen, and touch & hold delay (shot, medium, long).
- **SYSTEM: About phone**– Shows the Zipit Now TS devise status, phone number, MIN (VZW billing number), MEID, software (Android & Zipit Confirm) versions, and System/Baseband/Kernel versions.

Settings (Accounts & Settings)

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

- **ACCOUNTS: Current User Account(s)** – Displays the current user account(s) that you are connected to through this application.   These accounts are color coded for easier reference.
- **ACCOUNTS: Add Accounts** – Allows you to login in to additional user accounts setup within this or another CAC (multi-CAC support).
- **NOTIFICATIONS: Page notifications** – Allows you to enable/disable the page notification logo in the status bar.
- **NOTIFICATIONS: High & Normal page sound** – Allows you to choose the sound alert for P2 (High) and P3 (Normal) Alerts.
- **NOTFICATIONS: Chat notifications** – Allows you to enable/disable the chat notification logo in the status bar.
- **NOTIFICATIONS: Chat sound** – Allows you to choose the desired ringtones for Zipit Chats and ZText messages.
- **NOTIFICATIONS: Repeat notifications** – Allows you to select how often a notification will remind you that you have a P3 (Normal) Alert or Zipit Chats/ZText message that has not been read or responded to.
- **VIBRATE: Notification vibrate** – Allows you to enable/disable vibration for all notifications.
- **VIBRATE: Vibrate while silent** – Allows you to enable (force)/disable vibration even when the phone is muted.
- **MESSAGING: Require Page Confirmation** – Allows you to enable/disable the request for confirmation before sending a page response.
- **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".
- **APP: Version, Licenses** – This section provides your software version, and allows you to read the License Agreement (Licenses). **Need to update to 2014 on licensing agreement.

Each user account that you log into on your device, can be further customized. Click on the user account (color coded) at the top of the Accounts & Settings screen to display the available options:

- **ON CALL/OFF CALL: On Call** – Allows you to place your device in an "off call" status so you will not be disturbed with incoming pages. You specify at what time/date you wish to go back "on call".
- **SECURITY: Unlock Device** – If checked, device will unlock on incoming P1 and P2 pages.
- **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: Priority, Expiration, Custom Response, and Response Options** – 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 device.

- **EMAIL2PAGE: Address** – For informational purposes only, this email address can be used by authorized (whitelisted) individuals to initiate critical messages via Email. If you log into a different device, your Email2Page address will follow you to the new device and will remain unchanged.
- **ZTEXT: Number** – For informational purposes only, this 10-digit number is used to send/receive unsecure SMS text messages (ZText). This number is unique to you and is not based on your device's MDN assigned by Verizon Wireless. If you log into a different device with your user credentials, your ZText number will follow you to the new device and will remain unchanged.
- **ZTEXT: Blacklist** – Allows you to see/set which users/numbers cannot be contacted or receive text messages from.
- **CONNECTIVITY: Incoming/Outgoing Messages** – Incoming Messages and Outgoing Messages are checked ✅ if the device is successfully connect to Zipit's messaging servers.
- **ACCOUNT: Color** – Allows you to change the color associated to your Account (useful with Multi-CAC support).
- **ACCOUNT: Logout** – If authorized by your Administrator, allows you to logout of the account - which removes your data and requires you to login again in order to receive and respond to future messages.
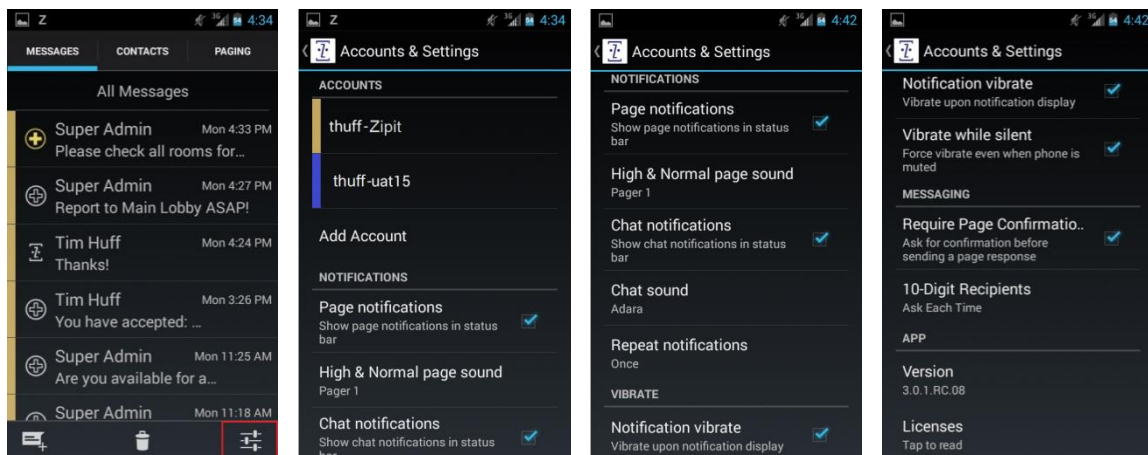
Multi-CAC Administration

Once you have logged into the Zipit Now TS device, you will view All Messages in your Inbox. Note that the messages below are color coded. This is because you can now use one device to connect to multiple Remote Administration Portals (RAP's), also known as CAC's. In the screen prints below, I am receiving messages from one single CAC. If I need to login with a 2nd 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 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

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primary Accounts & Settings screen. Note that the Zipit Now TS automatically color codes this new account. The color selected is chosen 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 [icon] , and hit "OK" [OK] to accept.
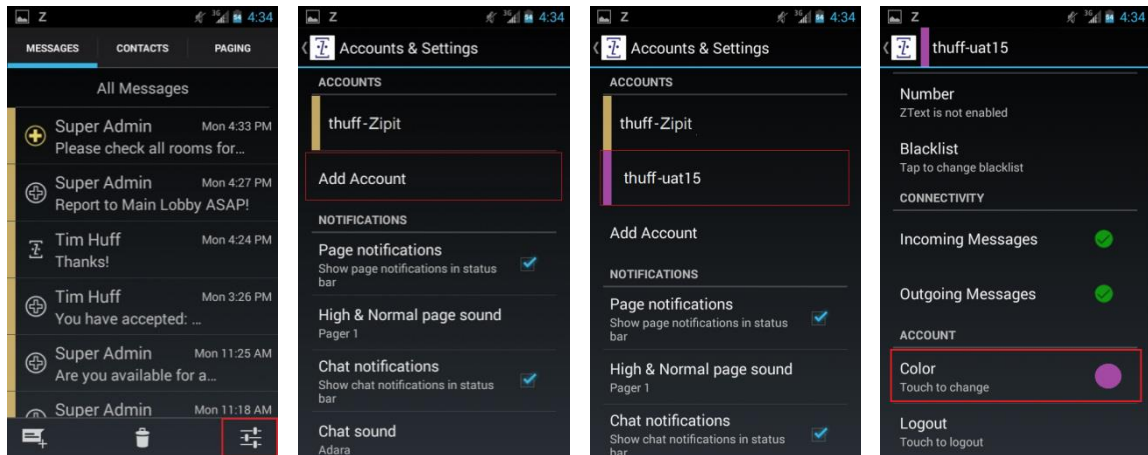
To set your new CAC account settings, choose the CAC account (outlined in red below), then scroll down to edit each option. Once all settings have been set, select the Zipit Wireless Logo [icon] at the top left corner of the display to return to a previous screen, or use your devices own Return button [icon] .
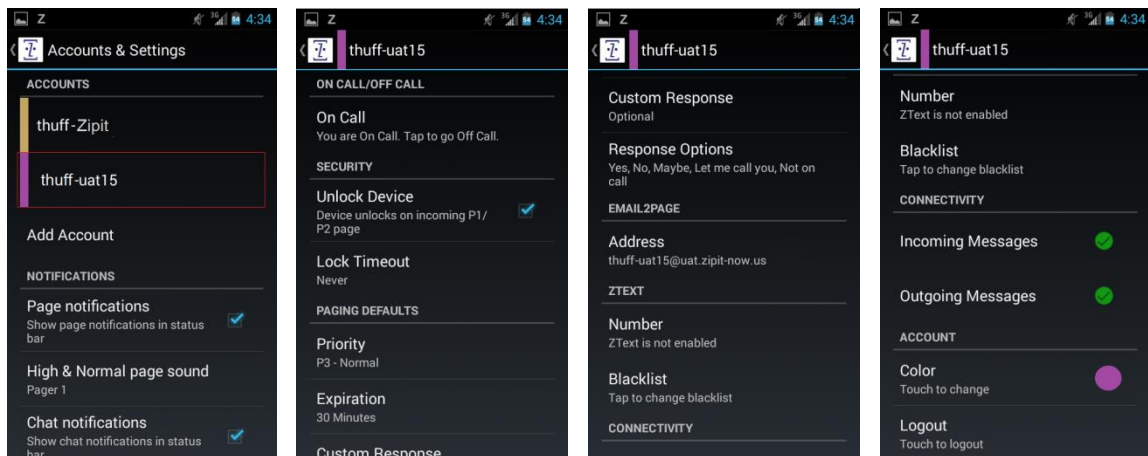
Application Features and Layout

[MESSAGES] **Messages** – Provides access to all message types including Pages (Priority Messages), Zipit Chats, and ZText messages. You may filter messages based on type and for which user account they were received by.

CONTACTS **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 **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.

Accounts & Settings –Provides access to account settings such as adding additional accounts (if using multiple user accounts/CAC's), page notifications, chat notifications, security, paging defaults (critical message settings), user information (Email2Page address, ZText number), connectivity, account setup (used with multiple accounts and logging out of the device), and licensing information.
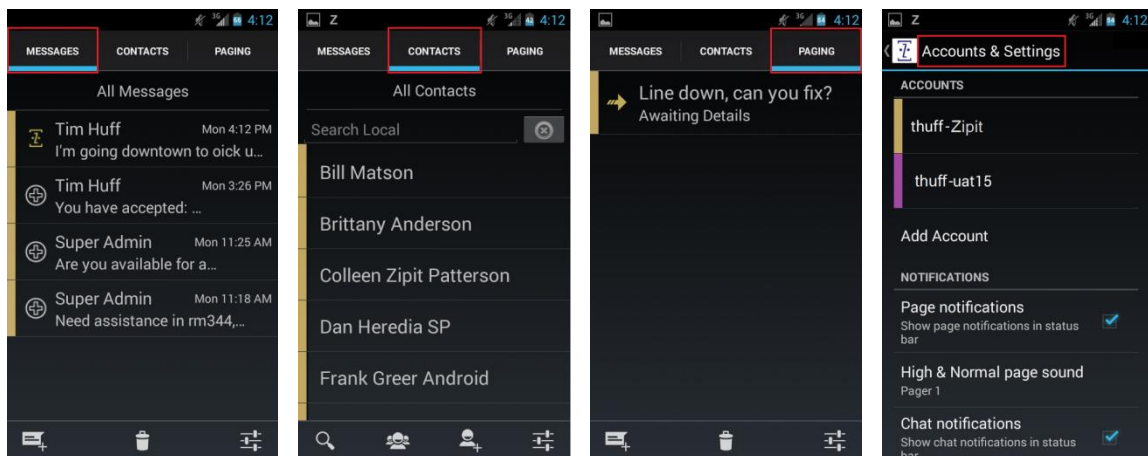
Receiving and Responding to a Critical Message (Page)

Critical Messages can be sent to your Zipit Now TS device with one of four priorities. The priority of the message determines how you are notified.

- **Priority 1 - Mayday Alerts:** Takes over your screen, and produces an alert that overrides your volume and vibration settings, and repeats at full volume/vibration until a response is provided.
- **Priority 2 - High Priority Alerts:** Same as a P1 Mayday Alert, except the message does not override the volume and vibration settings of the device. The alert will sound/vibrate at the current settings of the device.
- **Priority 3 - Normal Priority Alerts:** Goes straight to the Message Inbox. The Alert sound, volume, and vibration settings are based on your application settings. **Z New Page** will appear in the status bar indicating the arrival of a new message. The sound plays only once as a default, but can be set to send a reminder tone if the message has not been responded to within a set time frame (Settings > Message Notification Settings).

- **Priority 4 - Mailbox Alerts:** Same as a P3 Normal Priority Alerts, except with no audible alert or vibration. [Z New Page] will appear in the status bar indicating the arrival of a new message.

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. All Critical Messages are logged in the Remote Administrative Portal (RAP); incoming messages up to 250 characters in length, free text responses up to 140.

P1 and P2 Page Alerts (Displays automatically):
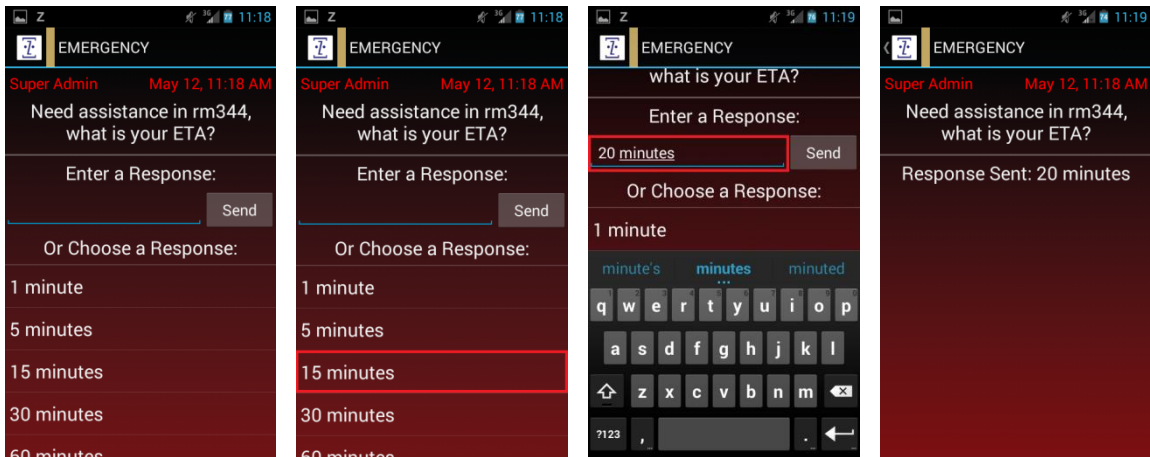
Priority 1 and Priority 2 messages only appear in the Message Inbox after you have responded to the message and therefore never appear in the Message Inbox as "Unread".

P3 and P4 Page Alerts (Accessed through the Message Inbox):
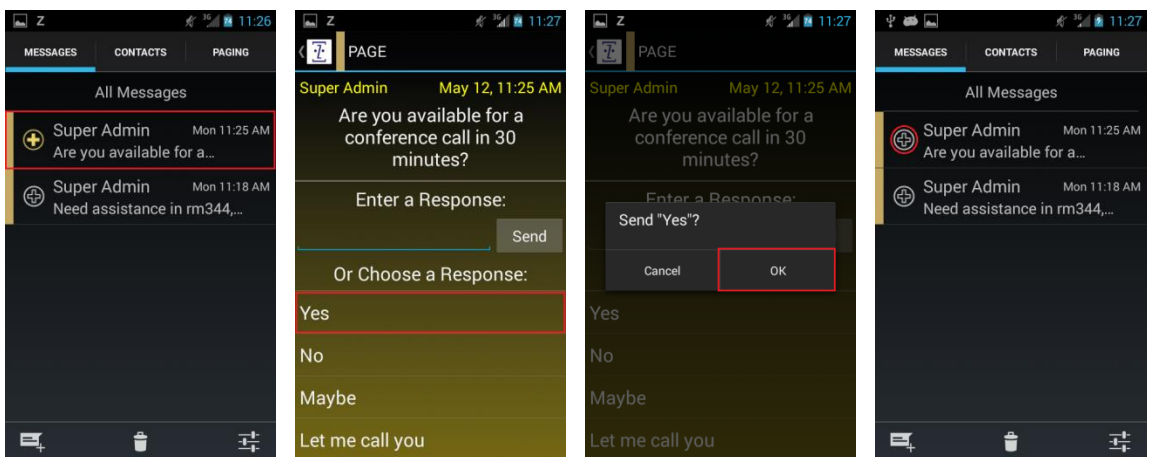
Priority 3 and Priority 4 messages that are sent to the Message Inbox will appear as "Unread" [icon] until a response is provided, even if the message has been opened and viewed.

Sending a Critical Message (Page) from your Zipit Now TS

If your administrator has enabled you to send Critical Messages from your device, the Paging tab [PAGING] will appear in the top right corner of your screen. A Page Alert can be initiated from either this screen, the Message Inbox screen [MESSAGES], or from the Contacts screen [CONTACTS].

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.

You can press the Paging tab [PAGING] 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.

Previously sent pages can also be re-used as templates for future pages. Open the page that you wish to use as a template and click on the Template icon [⇄] (top right corner of screen), then choose whether to "Include Message Text", "Include Previous Responses", and/or "Send as Follow-Up" before clicking "OK" [OK]. The paging options and message content can be modified before the page is sent (as shown below).
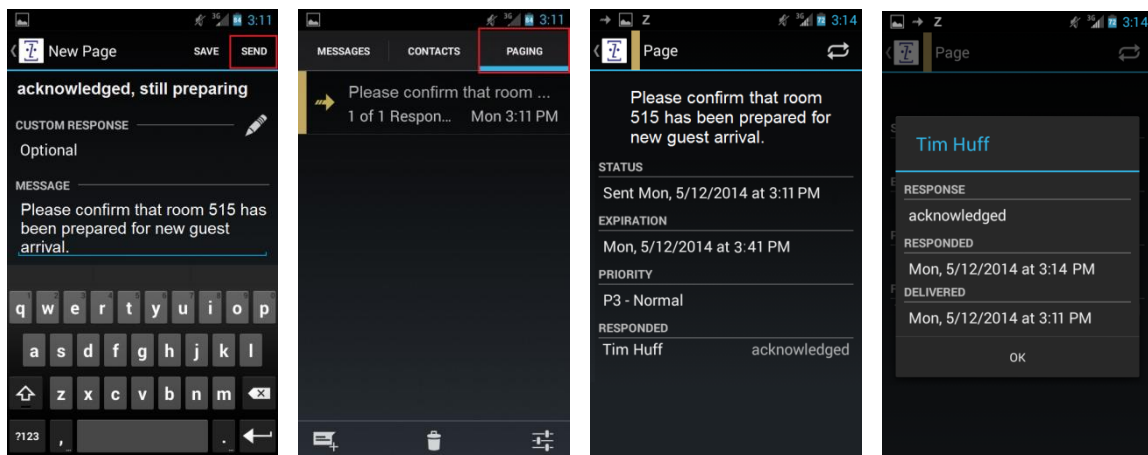
Initiating a Page:

- Select the Compose New Message icon [icon] then "Send Page (Priority Message)"option. Next choose whether or not to use an existing Template, your Recipients (paging Groups or individual Users), and Workflow if applicable.
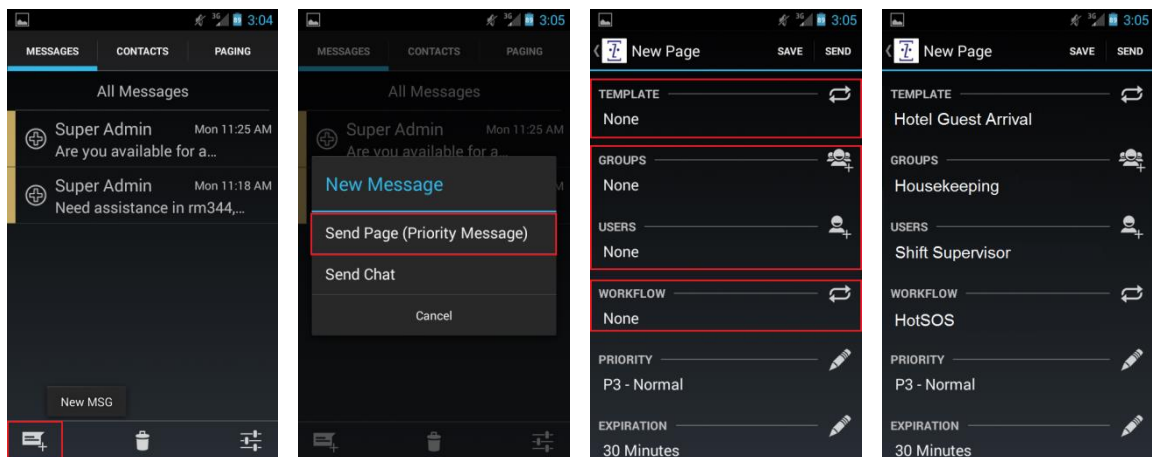

- Choose your Paging Options – Priority Level, Expiration Time, Custom Response Type, and Predefined/Custom Responses. You can set defaulted values for these options through Paging Default settings under Settings [icon] (choose the appropriate account then select your options).
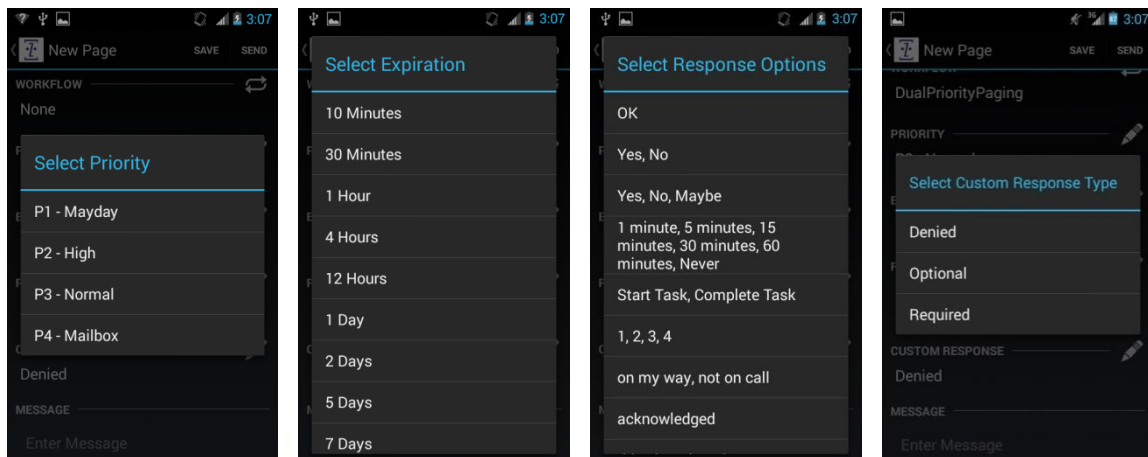
- Finally, type in your message and click "Send" [SEND] at the top of the screen. You can check the status of your Page Alert by clicking on the Paging tab [PAGING] and selecting the new Page Alert indicated by [icon] (P1/P2) or [icon] (P3/P4). Once the message is displayed, you can select one of the recipients to view more details on their response.

Reuse As Template:

- When creating a Page Alert, you have the option to either [SAVE] or [SEND] the Page Alert. If you choose to save the Page Alert as a template, then you can select this template when initiating another Page Alert (as shown above).

- Another option is to use an existing Page Alert that has been sent, and click on the Template icon [icon] (top right corner of screen) to allow you to use it as a template. Choose whether to "Include Message Text", "Include Previous Responses", and/or "Send as Follow-Up" before clicking "OK" [OK] . Modify the message content if necessary, change the recipients and paging options, then hit the Send button [SEND] .
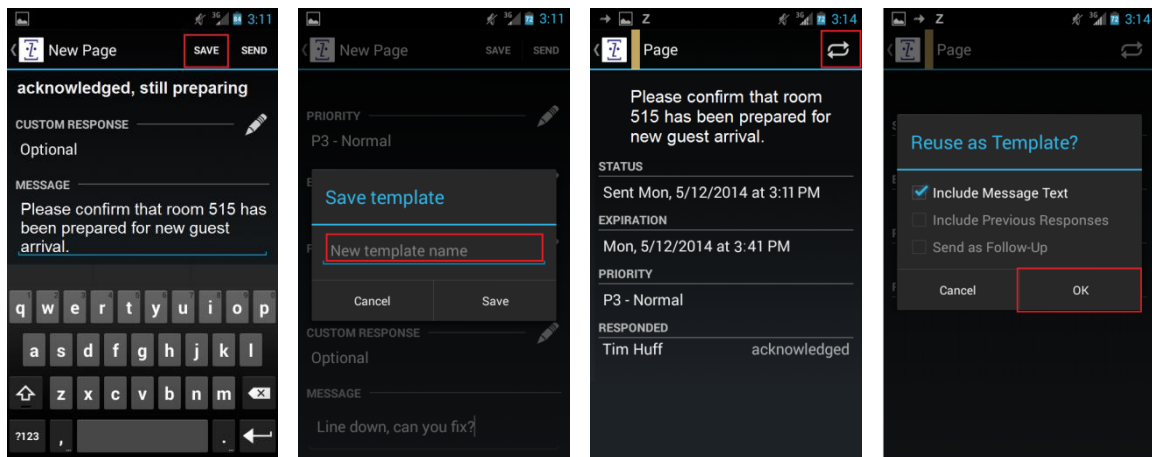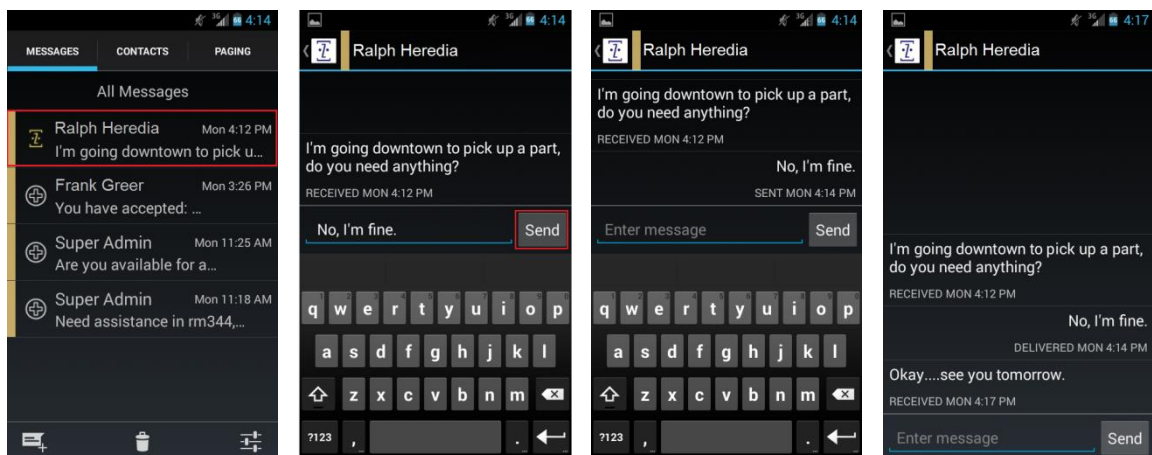
Receiving a Zipit Chat (Secure) or a ZText (SMS) Text Message

A Zipit Chat is a secure text message between two Zipit users, while a ZText is an unsecure SMS text message between a Zipit user and a non Zipit user (cellphone or non Zipit Confirm smartphone user). 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.

An incoming Zipit Chat or ZText will provide a Zipit icon [Z New Message] in the status bar indicating the arrival of a new message. The sound, if enabled, plays only once unless set to repeat if message has not been read or responded to (Accounts & Settings > Repeat Notifications).

Viewing and Responding to a Text Message:

Go to your Message Inbox to view the message. Select the message ([Z]) you wish to view, then begin typing in a response. You can respond with up to 140 characters.   Hit the Send button [Send] when finished.
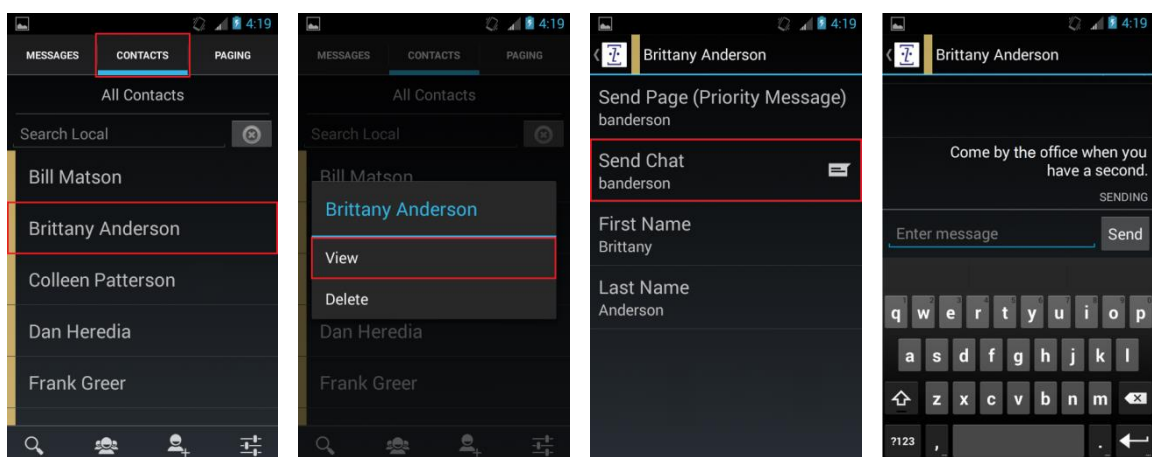
Sending a Zipit Chat (Secure) or a ZText (SMS) Text Message

To compose a ZChat or ZText use one of these three methods:

1) Open an existing conversation from within the Message Inbox, and type in a response and hit Send (as shown above).

2) Select the Compose New Message icon at the bottom 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. Type in the message and hit Send.
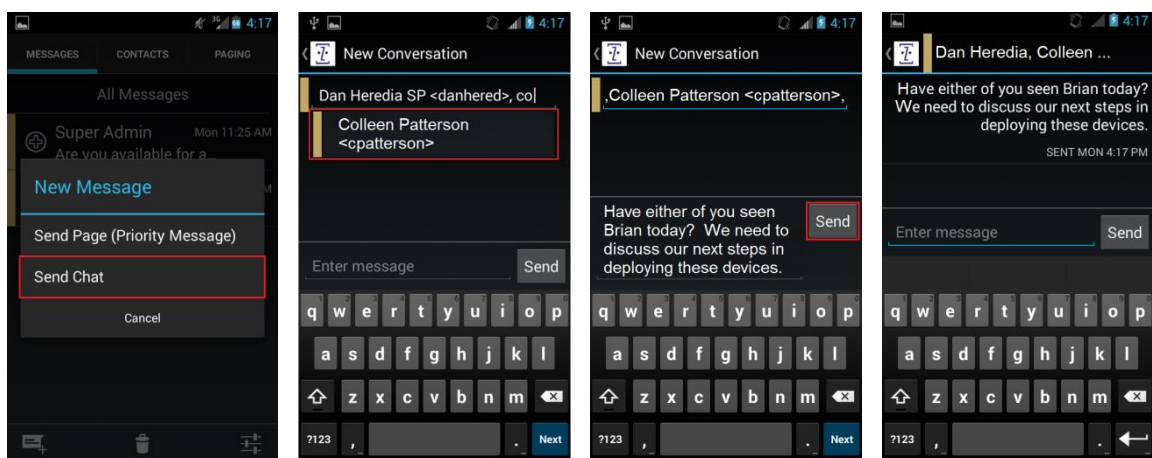
3) Select a contact from the Contacts List and choose the "Send Chat" or "ZText Cell Phone" option if applicable. Follow the above directions to complete the message.

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Message Inbox `MESSAGES`

The Message Inbox provides access to all message types including received Critical Messages (Page Alerts), Zipit Chats, and ZText messages. 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, Group Zipit Chat/ZText Message).

Filtering Messages:

By default, an "All Messages" view is displayed within the Message Inbox., including messages for Multi-CAC accounts, if applicable.

These messages can be filtered by user account (for Multi-CAC users) and by message type (All Messages, Pages, Chats, Expired). 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). Click "OK" `OK` when you are finished with your selection.

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.
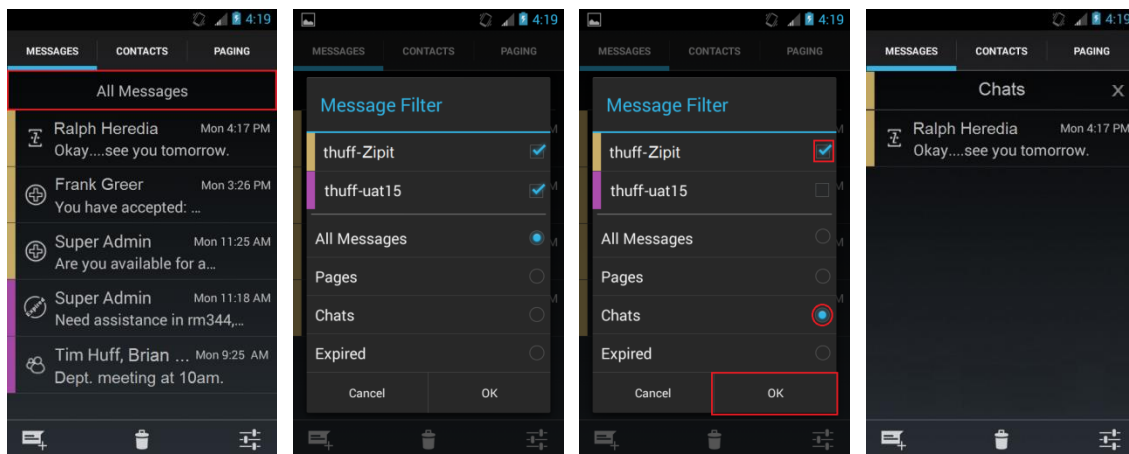
Initiating a Message (if authorized by your Administrator)**:**

1) You can initiate a Critical Message (Page Alert) or Zipit Chat/ZText message by pressing the Compose New Message icon and choosing which type of message you wish to send. See the above sections for further details on sending a Critical Message (Page Alert) and Zipit Chat/ZText message.
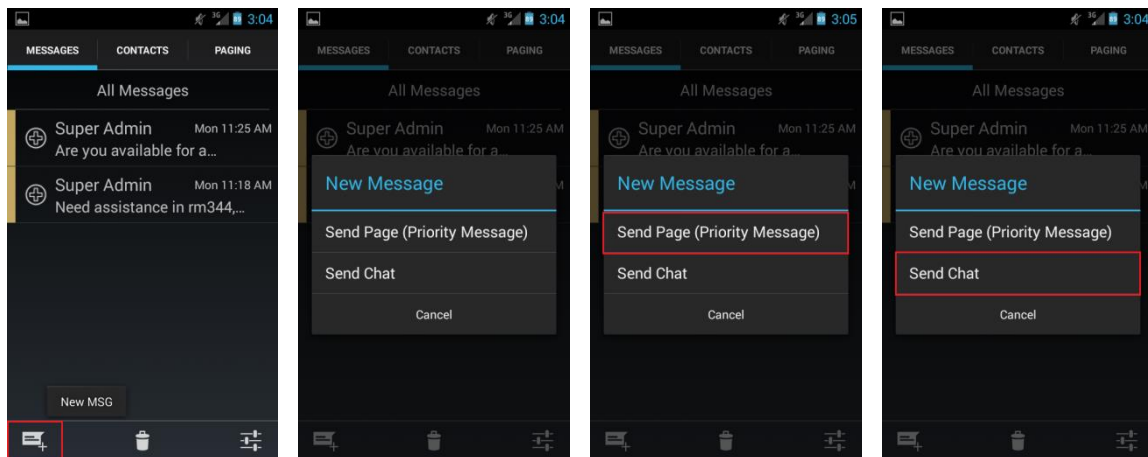
Deleting Messages:

1) Individual messages can be deleted from the Message Inbox by selecting the message until a dialog box appears that allows you to delete the message.

2) To delete all messages and conversations, click on the Trashcan icon 🗑 at the bottom of the display screen.

3) Messages in the Message Inbox are automatically deleted after the number of messages exceeds 200, with the oldest being deleted first. The individual exchanges that make up a message are automatically deleted after exceeding 200 as well. These settings are controlled by your administrator.
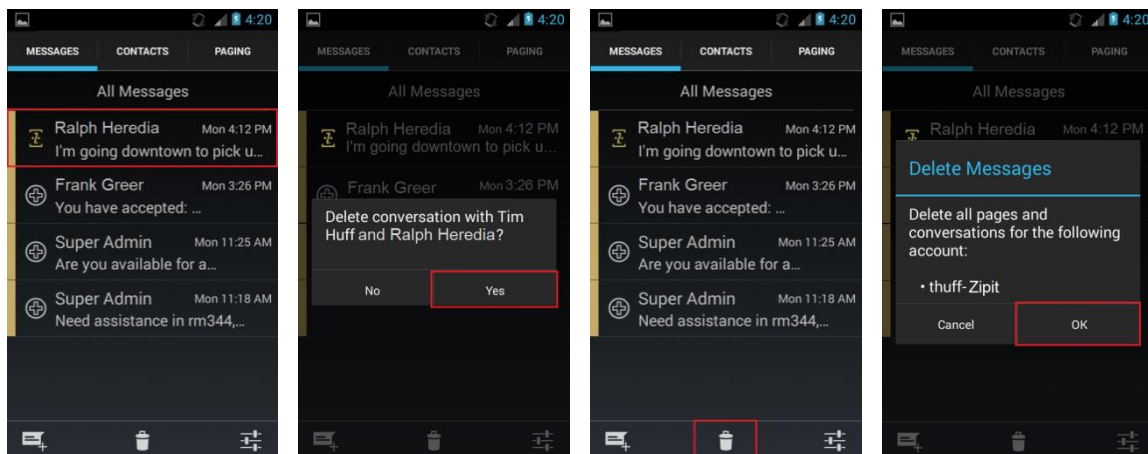
Managing Contacts CONTACTS

Your contacts are accessible by selecting the Contacts tab CONTACTS at the top center of your display 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 and clicking the Search icon 🔍 . You can also scroll through the list to find a contact.

Contacts can be created and managed in three ways:

1)   Your Administrator can populate your Contacts List automatically by pushing contacts and address books down from the Remote Administration Portal (RAP).
2)   Your Administrator can allow you to manually update your Contacts List by searching for and selecting contacts and address books already setup in the RAP.
3)   Your Administrator can grant you the right to add personal contacts to your Contacts List. The Create New User icon 👤 will be visible at the bottom of the Contacts List view, if given this right.

Filtering Contacts:

Your Contacts List view can be filtered to show only contacts that are included in a selected address book. Select the Filter bar All Contacts – which is set to "All Contacts" by default – and select the address book to view. Use your devices own Return button ↩ to exit this view or click on the header once more and choose "All Contacts".
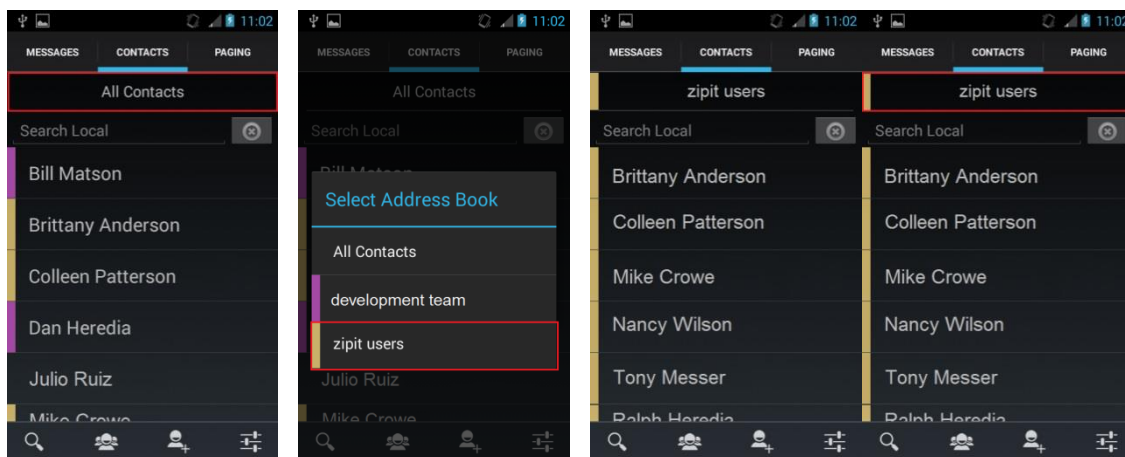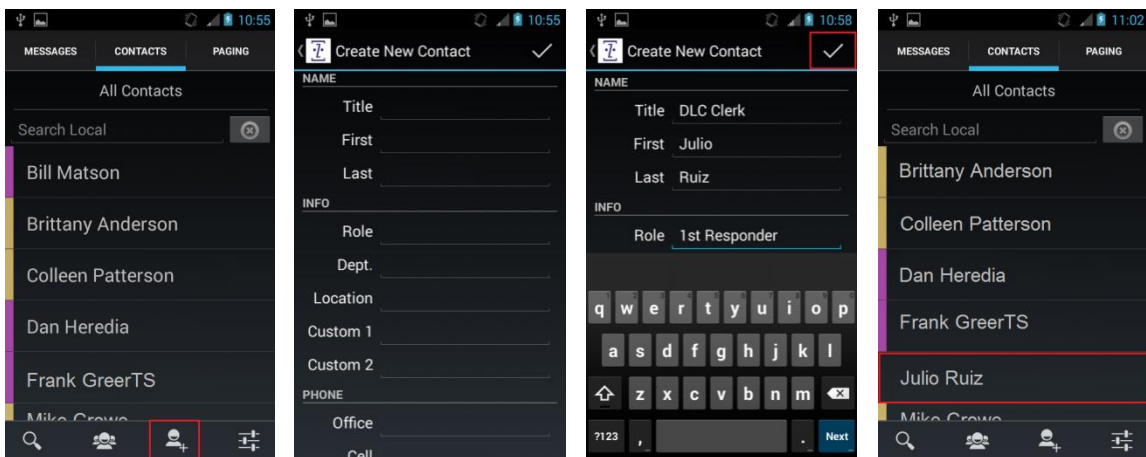

Adding Contacts (if allowed by your administrator)**:**

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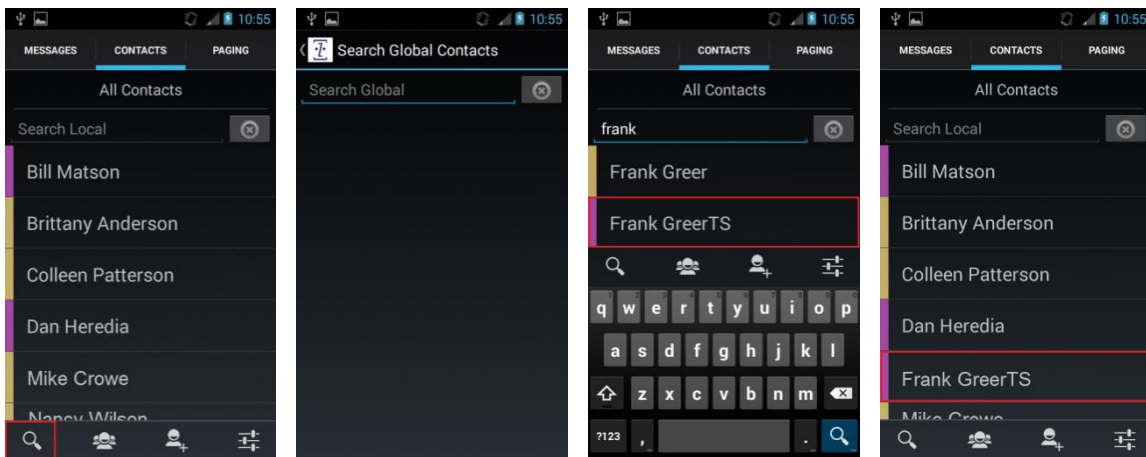
2) Personal Contacts can be added by selecting the Create New User icon ![icon] from the bottom of the Contacts List view. Enter information in as many fields as you wish. Personal Contacts are most frequently added so that they can be reached via ZText (SMS) messaging, so make sure that you include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

Deleting Contacts (if allowed by your administrator)**:**

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.
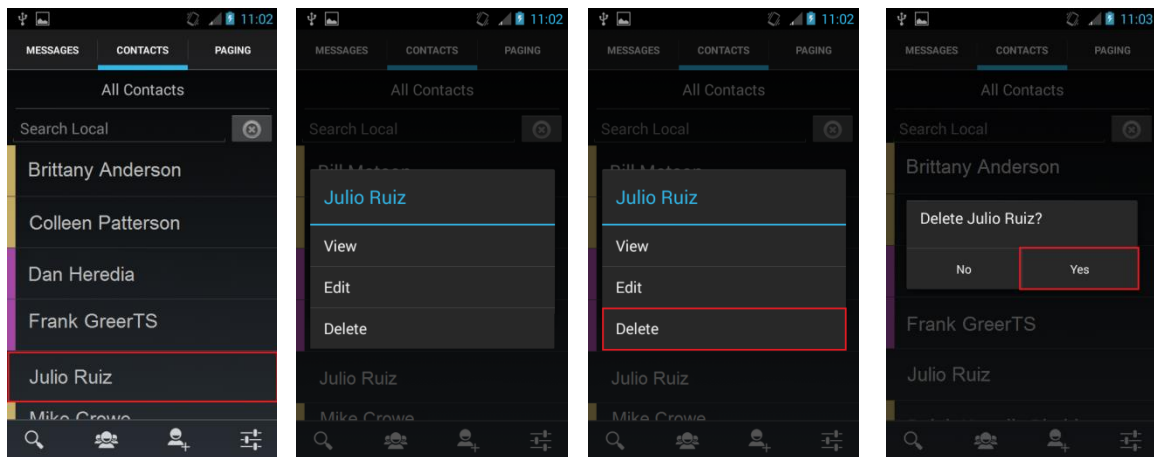
2) Address Books can be removed by selecting the Address Books icon 👥 from the bottom of the Contacts List view. Select (☑) the Address Book or Books that you would like to remove and then select "OK" ⬚ᴏᴋ .
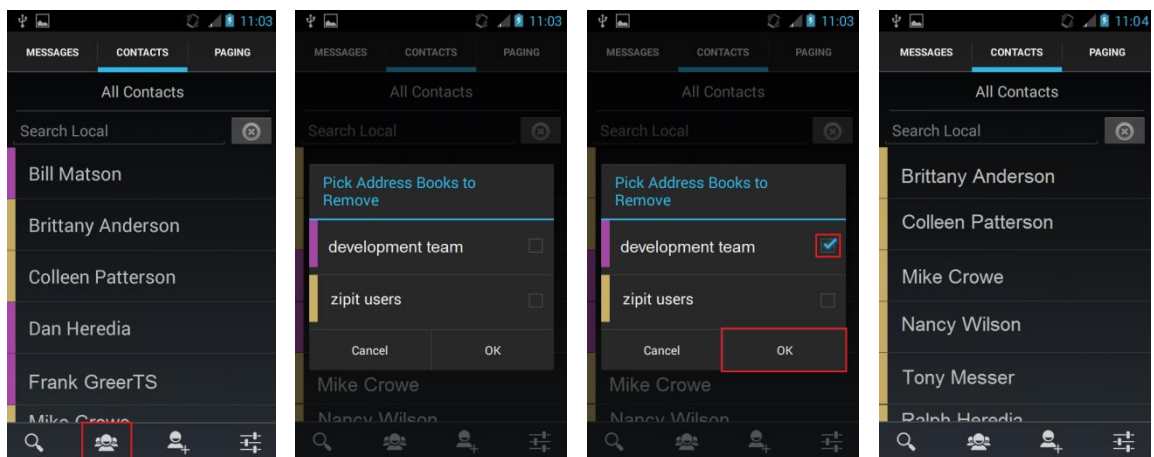

Enterprise Control and Security Features

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 under Accounts & Settings > Lock Timeout, and then provide your password prior to accessing the device (the same password that you initially logged in with).
- **Lock Address Book** – allows the administrator to lock your address book so that you cannot add enterprise or personal contacts. Only the contacts that are in the 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 to cellular users.
- **Lock Device / Unlock Device** – Remotely locks or unlocks your device to prevent unauthorized access.
- **Wipe Device** – 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 (closes the current session you are logged in on with your application).
- **Push Update** – From time to time software updates will need to be pushed to your device. Your administrator will "Push" the firmware update to your device. Once received, you will then acknowledge acceptance, and begin the installation. This installation should only take a few minutes to complete. Once completed your device will power off then power back up with the new software version.

Using Multiple Zipit Now TS Devices

As mentioned throughout this user guide, you can log into your Zipit Now TS device with multiple user accounts from the same CAC or from Multiple CAC's. User accounts can also be shared if the username represents a specific role or unit designation.

However, a user account can only be logged into one Zipit Now TS device at any given time. When you log into a second Zipit Now TS device using the same credentials as used on the first device, the first device will be wiped of all user data. Once logged in, all user data (your contacts, settings, and unanswered critical messages) will be transferred to the new device, and the first device will be essentially logging you out.

Previously read messages will not be restored, but are available to view from the Remote Administration Portal (RAP). If you need to switch back to your first device, simply repeat the process by logging into the first device again.