



Enterprise Critical Messaging Solution™



Critical Messaging - Redefined.



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RAP Overview

The Zipit Remote Administration Portal provides access to Zipit Wireless' secure, cloud-based hosted server infrastructure and allows your organization's administration team to create and maintain user accounts, remotely manage devices and applications, dispatch critical messages, review logs of all messages from the RAP to end users and between end users, and analyze system performance and usage reports. All communications between the devices/applications and the server infrastructure meet industrial encryption standards.

Administrative Features

- ▣ Administrative Access
 - Create administrators with access to the RAP
 - Define usernames and passwords
 - Select from a set of permissions and select which users administrators can manage
- ▣ Administration
 - Define default settings for all users
 - Setup Users, Paging Groups, and Address Books
 - Import or manually create these records
 - Setup enterprise Wi-Fi credentials for auto-provisioning
 - Setup preferences for Email2Page
 - Configure message archive duration
- ▣ Remote User and Device Management
 - Lock device
 - Wipe device
 - Force an audible alert to help locate a device
 - Set time intervals for messages to be automatically removed from end user's devices and applications
 - Allow/Block Personal Contacts
 - Push Address Books to End Users (populates their Contacts List)
 - Lock Address Book (prevents users from updating their Contacts List from the RAP ; restricts their ZChatting to only contacts provided by their administrator)
 - Require Password after period of inactivity
 - Enable/Disable ZText (SMS)
 - Control Over-The-Air software updates (update one, many, or all devices in the field)
 - Global Contacts List changes are automatically distributed to all devices
 - Personal Contact changes made by end users are stored locally at the device level and not at the server level
- ▣ Archiving and Reporting
 - User history (tracks all changes made to users' accounts)

RAP Overview

- Auto-archiving of all messages – including critical messages (page alerts), Chat messages, and ZText messages
- Message delivery performance
- Number of messages sent and received
- End user network connection / online status history / message responses

Critical Messaging Features

- ▣ Messaging End Users from the RAP
 - Initiate secure, reliable, and fast 2-way critical messages
 - Select from critical groups and individual users
 - Select from 4 message priority options
 - Select a message expiration time so that the message isn't delivered after the pertinent timeframe has passed
 - Select a set of responses that the end user must choose from or allow custom responses
 - Select an auto dispatch workflow profile (if applicable), allowing for follow up responses from end users
 - Manage critical events by monitoring message status in real-time
 - Users' network status
 - Time to send message
 - Time to deliver message
 - Time to respond
 - Users' responses
 - Messages to offline users are delivered as soon as the user appears online within the expiration time
 - Critical Messages can be delivered to cell phone users using ZText (SMS) via their 10-digit phone number (Delivery confirmation and responses are not supported)
- ▣ Messaging End Users from Email (Email2Page)
 - Send critical messages from email / SMTP using defaulted priority levels and response options
 - Email addresses can be white listed individually or in blocks by domain address
 - Responses can be received back to originating address from recipient
- ▣ Messaging End Users from a dial-up phone (Call2Page)
 - Single 10-digit dial-up number per customer
 - Users can be assigned a unique PIN number, such as their original cell or pager number

RAP Overview

- Message priority is selectable per customer
- ▣ Message End Users from 3rd Party Messaging Systems or Alarm Systems
- Send critical messages from multiple 3rd party services – such as nurse-call and call management systems using WCTP, SMS, SMTP, and TAP

Benefits

- ▣ Real-time status tracking, with confirmation that alerts have been transmitted, received, and acknowledged
- ▣ Persistent Delivery — If a user is offline or powered off during the initial transmission of a message, the message will automatically be retransmitted once the user has connected to a network as long as the expiration time set for the message has not expired
- ▣ Support for importing Users, Paging Groups, Address Books, User Sets, and Wi-Fi information from CSV files
- ▣ Very flexible and powerful tools for setting up sub-administrators with restricted access to the RAP
- ▣ Complete messaging archives for HIPAA/HITECH compliance
- ▣ Manage reporting and alert archives
- ▣ Distribute software updates when provided by Zipit Wireless, Inc.

Getting Started

Initial Configuration for Administrators

Zipit initially configures the RAP, for each customer, with three pre-defined roles that can be assigned to administrators:

Administrator Roles					
	Admin Role Name	Description	Default Priority	Maximum Priority	Assignable To Users
	Device Paging	A user-assignable role that allows paging to all users and paging groups	P3 - Normal	P1 - Mayday	<input checked="" type="checkbox"/>
	Paging Admin	A top-level dispatching role able to send pages to any users or paging groups.	P3 - Normal	P1 - Mayday	<input type="checkbox"/>
	Super Administrator	The top-level administrator's role, able to view and modify any data.	P3 - Normal	P1 - Mayday	<input type="checkbox"/>

- Super Administrator** - An administrator with this right can manage all administration functions, including imports, address book creation, group creation, user settings, sending page alerts, software updates, Wi-Fi access points and can access and run reports.
- Paging Admin** - An administrator with this role has access to the messaging interface and can send page alerts to all users or groups of users. This administrator can also create or edit existing paging groups that are visible to all other administrators, but cannot perform any other tasks.
- Device Paging** – This administrator role is reserved for users who have been granted the ability to initiate page alerts from their devices (currently reserved for Zipit Confirm Users only).

Zipit will provide the designated Super Administrator with a CAC (Customer Access Code), a Username, and a Password. The Super Administrator can then add sub-administrators, giving them super administrator or sub-administrator rights – such as those provided in the Paging Admin role.

Sub-administrators can perform a restricted set of functions (permissions), as determined by the super administrator, but cannot add other administrators. To learn how to create your own customized administrator roles, see [Roles](#) on page 61.


Logging In

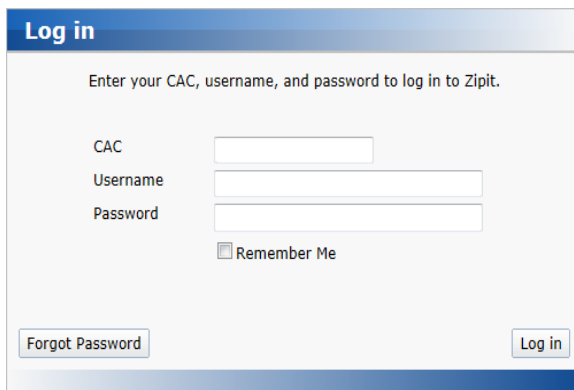
The Remote Administrative Portal (RAP) is protected by a login screen. Only authorized administrators will be allowed access. To log into the RAP, browse to <https://rap.zipitwireless.com> ; for demo customers, go to <https://rapdemo1.zipitwireless.com>.

The RAP offers complete browser independence. All menus and modes are available using any of the below browsers:



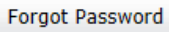
Getting Started



Enter your CAC, Username, and Password, then click the "Log in" button . The CAC is a Customer Access Code that is uniquely created by Zipit for each customer. You may now begin working in the RAP.



The login screen features a blue header with the text "Log in". Below the header, it says "Enter your CAC, username, and password to log in to Zipit." There are three input fields: "CAC", "Username", and "Password". Below the "Password" field is a "Remember Me" checkbox. At the bottom left is a "Forgot Password" button, and at the bottom right is a "Log in" button.

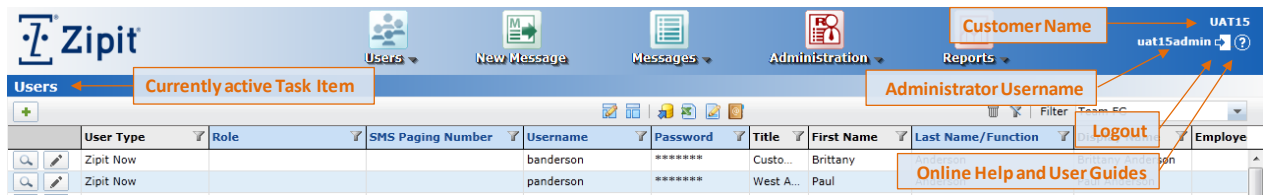


The login screen also contains a link that allows the system to reset the administrator's password and email that password to the administrator. If you forget your password, click the "Forgot Password" button  and follow the prompts to receive a reminder email from Zipit Wireless, Inc.

Checking the "Remember Me" check box  causes the application to log the administrator in automatically the next time they access the system, provided they did not click the logout button  within the application. The system will "remember" the administrator until the administrator clicks to logout.

Layout and Navigation

Header Layout



Navigating within the Portal

The Remote Administrative Portal (RAP) is organized with two primary navigation levels:



Level 1, Main Functions – The key functional areas of the portal can be accessed by selecting one of the five icons that are visible in the top row of the website. Sub-administrators with restricted permissions will only see the icons of the functional areas that they are allowed to access through their Role assignment.

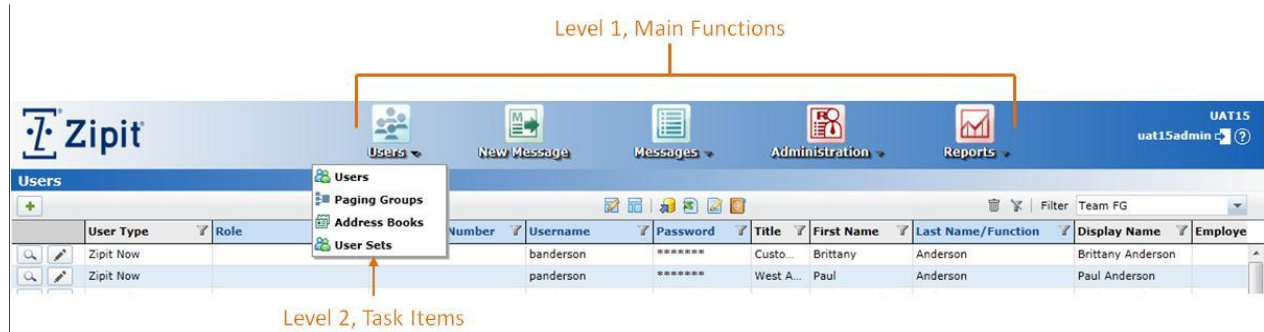



Level 2, Task Items – The tasks available within each functional area are available by hovering over any of the five Level 1 Main Function icons. Clicking on one of the five Level 1 icons takes you directly to the first item listed in the Level 2 drop-down task list of the selected function. Other Level 2 items can be accessed by scrolling down the drop-down task list and selecting the Task Item. The Task Item that is currently active is shown on the left hand side of the screen right below the Zipit logo.

Notes: The New Message Main Function does not have any Level 2 Task Items, but takes you directly to the New Message window where a critical message can be created, sent, and monitored.





Your Super Administrator may also place limits on which Level 1 Main Functions and Level 2 Task Items you have access to, thus making them unavailable on your screen. These limited permissions are discussed further under the sections Administrators and Roles.

Layout and Navigation



To view one of these Task Items, simply hover over a Main Function icon (as shown above), then choose the Task Item from the drop-down menu . Each of the five Level 1 Main Functions and their respective Level 2 Task Items are described below:

Users Main Function







-  **Users Task Item** - Setup users with login information, configure their devices or mobile applications, view their real time status, and issue commands directly to end users , such as, wiping their data, lock their device/application, or trigger an alert to help a user locate their device.
-  **Paging Groups Task Item** – Create and manage paging groups; a collection of users that can collectively be paged, eliminating the need for cap codes used with traditional pagers.
-  **Address Books Task Item** – Create and manage address books; a collection of users that can be pushed down to end users to populate their Contacts Lists.
-  **User Sets Task Item** – Create and manage user sets; a collection of users, such as a department or team, that can be allocated to administrators so that they can manage a subset of the overall population of users (ex.: a sub-administrator can only send pages or view pages sent to a particular user set).

New Message Main Function





- Initiate critical messages, selecting from 4 different priority levels and review the status of each respondent in real-time.

Layout and Navigation




Messages Main Function

-  **Messages Task Item** – Review the logs of all critical messages sent through the RAP or from other supported services (Call2Page, Device Paging, Email2Page, and WCTP).
-  **New Message Task Item** – Initiate critical messages, selecting from 4 different priority levels and review the status of each respondent in real-time. This task item provides the same screen as the New Message Main Function icon provides.
-  **Dispatch Task Item** – An alternate way of initiating critical messages selecting from 4 different priority levels and review the status of each respondent in real time; used primarily for users of IE 6 or lower.
-  **Response Options Task Item** – Manage sets of predefined response options that can be associated with a critical message. You can create as many response option sets as you want, containing up to 6 response options.
-  **Chat/ZText History Task Item** – Review the logs of all Zipit Chat and all ZText messages.
-  **Auto Dispatch Task Item** – Allows you to review the logs of all critical messages sent through a workflow model/profile (Not available for all customers - contact Zipit Support for setup).






Administration Main Function

-  **Administrators Task Item** – Create administrator accounts for true administrators, PBX operators, dispatchers and casual users, allowing various levels of access to the RAP. Provide login information and assign administrator roles to each account.
-  **Roles Task Item** – Create administrator roles and define the associated permissions for each role. This restricts the amount of access and control an administrator has within the RAP.
-  **Wi-Fi Task Item** – Identify the Wi-Fi networks that your end users will connect to, and provide the required security credentials so that the end users never have to manually connect to your Wi-Fi networks.
-  **Settings Task Item** – Settings which are globally assigned to all new users' devices and smartphone applications. Each of these settings can be manually changed at any time for any given user or a collection of users. Includes Time Zone, Call2Page, Device Settings, Device Defaults, and SIP settings.

Layout and Navigation

-  **Software Updates Task Item** – Update individual Zipit Now users or all Zipit Now users within the RAP to the latest software version release.
-  **Error Logs Task Item** – Logs all Call2Page, Email2Page, WCTP/TAP integration, and software version update errors.
-  **Email Task Item** – Authorize individual email address users or email domains to send SMTP based critical messages. This includes setting up SMTP integration interfaces.









Reports Main Function

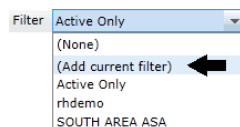
-  **Message Delivery Times Task Item** – Provides both a chart view of the min, max, and average delivery time, the average process (sent) time, and the message volume per day. Provides a table view that shows the min, max, and average delivery time, the average process (sent) time, and the message volume for the past week, month, quarter, and year.
-  **Activated Devices Task Item** – Provides a chart view of the number of Zipit Now devices activated over a specified time frame.
-  **Network Connections Task Item** – Provides a chart view of a Zipit Now user's connection status to cellular, Wi-Fi networks, as well as, when they were offline or powered off. It also provides two tables containing the percentages of when they were connected to each status, and the average transition per day for each status type for both the user and your organization.
-  **Message Statistics Task Item** – Provides a graphical view of all pages and chat/text messages sent and received.
-  **Message Responses Task Item** – Provides a table of all users and the total number of critical messages sent, received, and responded to, along with the minimum response time, maximum response time, and average response time. A user can be selected to provide more details for each individual critical message such as initiated date/time, response time, sender and priority level.

Working with Grids

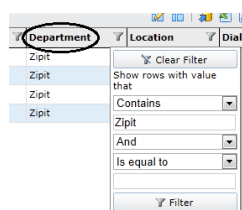
Whether you need to add a new Zipit Now user to the Users screen in the RAP or want to review the paging history for a particular paging group on the Messages screen, you will be working with grids. Grids are any display of records, messages, device options, or setup features that are viewable on your screen. To fully appreciate the RAP you must first understand how to manage grids.




Overview

1. Grids are organized as pages with 50 rows each (**Displaying items 1 - 50 of 5754**) rather than as one long scrollable list. The paging controls are at the bottom of the grid and include an icon for first page , last page , next , previous , and a direct link to each page number .
2. Columns within grids can be hidden (right click a column header and uncheck the column check box), moved (click and hold the column as you move it to a different location), and the width can be adjusted (hover between column headers until double arrows appear, then click on the vertical border, and adjust the width). The layout can be saved per each administrator  **Save Layout**.
3. Each column can be filtered  independently. If a column currently has a filter applied, the filter icon in that column is highlighted in dark blue . The filters currently in effect for all columns can be saved with unique names and can be re-applied at any time.




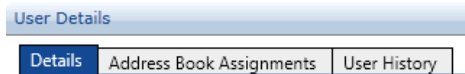
4. There is not a general search field – but each column in a grid can be searched with a filter.




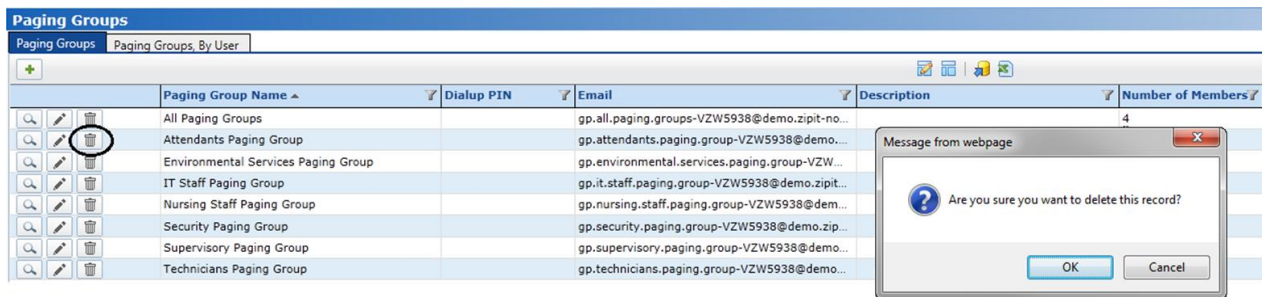
5. Fields can be edited by clicking in one of the display fields (**Timothy** | **Huff** | **Tim Huff**) or by clicking the Edit icon , but in order to save the change you must select the Save Changes button  on the far left edge of the screen or press the Enter key. You can cancel your changes by selecting the Cancel button  or by pressing the Esc key.



Working with Grids

6. Within each grid, you can view additional information pertaining to a specific record by selecting the Magnifying Glass icon , which will cause a “User Details” pop-up screen to appear. For example, within the Users grid, the user’s Details, Address Book Assignments, and User History tabs are available.



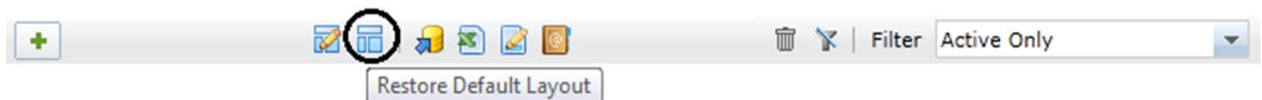
7. In grids where it is allowed, Rows can be deleted by selecting the Trashcan icon  located near the far left edge of the row.



8. Once you have made all your changes, you can update the grid with the latest data by clicking on clicking the Refresh icon  in the bottom left hand corner of the grid (when available), or by clicking the “Refresh” button  in the top right hand corner of the grid (when available). The grid is also refreshed automatically at regular intervals.

Grid Controls, Top

The controls provided at the top of the grid are specific to the currently visible grid and vary depending on the grid. The set of controls available for the Users grid are defined below. When viewing a grid, a description of each icon is provided by hovering over the icon with your mouse.















Add Record – Create a new item or record within the displayed grid.

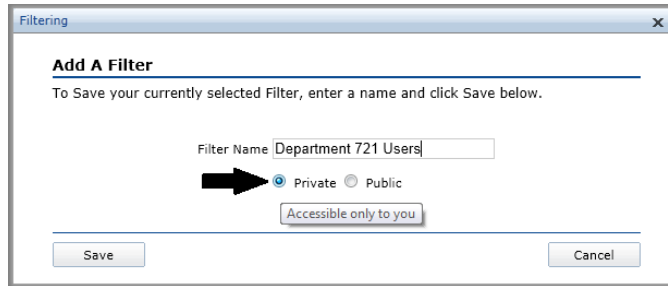


Save Layout – Allows you to save the currently visible layout of the grid. You can rearrange your displayed columns and save them, hide columns from view, and change the width of columns.

Working with Grids

-  **Restore Default Layout** – Restore the displayed grid/columns to the Zipit default layout.
-  **Import Records** – Import a .csv file to populate the grid or to add to or change the grid contents. (Templates are provided.)
-  **Export to Excel** – Export the grid contents to an Excel file for manipulation outside of the RAP.
-  **Bulk Edit** – Edit one or all of the device settings for all users included in the current filter. A pop-up window is provided that allows you to select the desired fields to edit.
-  **Address Book Assignment Bulk Edit** – “Assign to all” or “Unassign from all” any address book, to the users displayed in the current filter. A pop-up window is provided when this icon is selected.
-  **Delete the Current Filter** – Permanently deletes the filter that is currently active and visible in the Filter drop-down menu .
-  **Clear Current Filters** – Clears all active filters, including any filter that is currently selected from the Filter drop-down menu  and any filters that are applied to one or more columns.
-   **Save and Select Filters** – The drop-down menu  includes “(None)”, “(Add current filter)”, and a list of any previously saved filters that you have access to. Selecting “(None)” clears the grid to an unfiltered state. Selecting “(Add current filter)” allows you to name and save the current set of filters that are active for all columns. You can filter as many columns as you desire and then save them as one combined filter that can be easily activated in the future.

Working with Grids



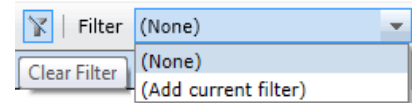
Filtering

Add A Filter

To Save your currently selected Filter, enter a name and click Save below.

Filter Name

☒ Private ☐ Public



Filter (None)



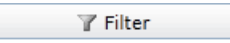


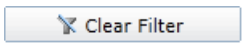

Clear Filter (None)

(Add current filter)

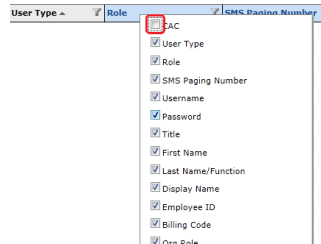
NOTE: Zipit has created an “Active Only” filter allowing you to view only the currently active users in your Users’ List. To view all users, including deactivated users, choose the “(None)” filter. Once displayed, you can reactivate these users and add them back to any paging group or address book. Be sure to also reset their device defaults (ex: Enable ZText).

Grid Controls, Column Headers

	User Type	Role	SMS Paging Number	Username	Password	Title	First Name	Last Name/Function	Display Name	Employee ID
	Zipit Now			banderson			Brittany	Anderson	Brittany Anderson	
	Zipit Now			cpatterson	Shows rows with value that		Colleen	Patterson	Colleen Patterson	
	Zipit Now			dheredia	Contains		Dan	Heredia	Dan Heredia	
	Zipit Now			fgreer	heredia		Frank	Greer	Frank Greer	
	Zipit Now			gbaldwin	And		Gary	Baldwin	Gary Baldwin	
	Zipit Now			jbanks	Is equal to		Jabecca	Banks	Jabecca Banks	
	Zipit Now			kgiroux			Kevin	Giroux	Kevin Giroux	
	Zipit Now			panderson			Paul	Anderson	Paul Anderson	
	Zipit Now			rheredia			Ralph	Heredia	Ralph Heredia	

- Each column header includes a Filter icon  on the far right of the column. When the filter icon is selected, a drop-down menu  is provided that allows you to define the filter requirements. Once completed, select the “Filter” button  to apply this filter selection. You can apply multiple column filters to a grid listing to further narrow down your displayed list. Once you are finished with the filter, click on the Filter icon  (now dark blue ) again and select the “Clear Filter” button  to return to the original display listing. To remove more than one filter, select the Clear Filters icon  located at the top right of the screen.
- A column can also be removed completely from the grid display. With your mouse, right click any column header, and uncheck the check box ☐ to the left of the column you wish to remove. Place a check ☒ by the columns you wish to display.










Working with Grids



- A column can be sorted in alphabetical or numeric order based on the contents simply by clicking on the column header **Username ▲**. Click again to reverse the sort order **Username ▼**.








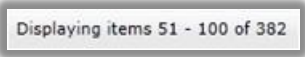
Username ▲	Username ▼
jbanks	thuff
kgiroux	rheredia
rheredia	kgiroux
thuff	jbanks

Grid Controls, Rows

-  **View Details** – Provides a more detailed view of the highlighted row/record.
-  **Edit Row** – Allows you to edit the contents of any field that is editable. Once selected, both the Details button  and Edit button  are replaced with the Save Changes button  and Cancel button  allowing you to save or cancel your changes.
-  **Delete Record** – Allows you permanently remove a record from a grid. Before deleting the record, a pop-up window will appear to confirm your choice to delete.
-  **Save Changes** – Appears when you are in an edit mode, either within a grid or a details screen of a record/view. Allows you to save changes made during an edit session.
-  **Cancel Changes** – Appears when you are in an edit mode, either within a grid or a details screen of a record/view. Allows you to cancel changes made during an edit session.





Working with Grids

Grid Controls, Bottom


-  **Refresh Grid** – Manually updates the grid with the latest data. The grid is also refreshed automatically at regular intervals.
-  **Page View Controls** – A grid can display up to 50 records per page. To view additional records, select the **First Page** , **Previous Page** , **Next Page** , **Last Page** , or **Specific Page Number** control (ex: ) , to move to the desired page or record.
-  **Page View Information** – Provides the set/count of records currently being displayed, and how many total items are in the current filter.

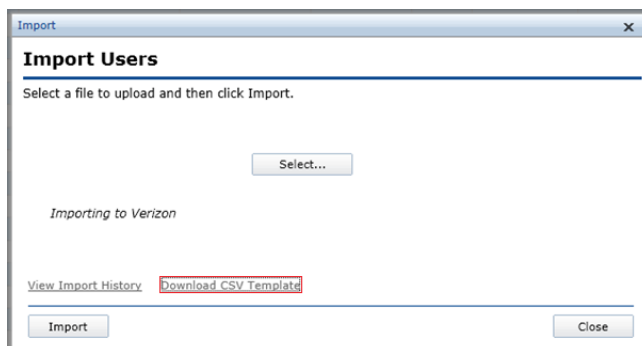
Importing Records into Grids

If your organization is large, you should pre-define and import record lists when your organization first adopts the Zipit Wireless Critical Messaging Solution. This will let you avoid entering records manually, one by one, through the RAP. You can import the following types of record lists:

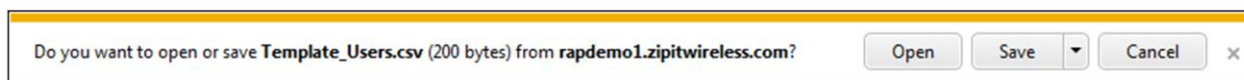
-  Users
-  Paging Groups
-  Address Books
-  Wi-Fi Access Points

The import function works in the same way for all types of record lists. Follow these steps to import records:

1. From the top of the grid, select the Import Records icon . An Import of Users is illustrated below.



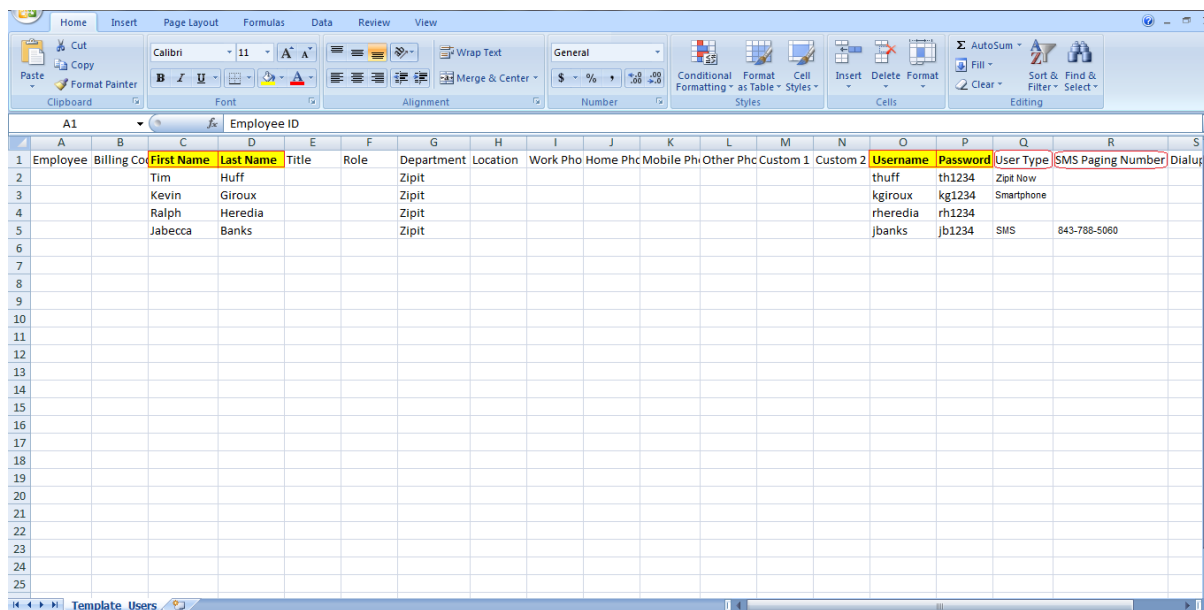
Click on the [Download CSV Template](#) at the bottom of the pop-up window, then choose whether to “Open” / “Save” the template file, or “Cancel” this operation.



2. You can use Excel to open this template. There are several columns that you can populate with information, but not all are required. For example when adding a new user account, it is suggested that you add the First Name, Last Name, Username, and Password. Once imported, it will save all users as the defaulted Zipit Now device user types. If you have purchased a Zipit Confirm mobile application license or wish to create a SMS user type (basic cell phone user), then you will need to also populate the User Type field right past the Password column. The appropriate entries for this column are Zipit Now, SMS, and Smartphone. For SMS user types you must also provide the SMS

Importing Records into Grids

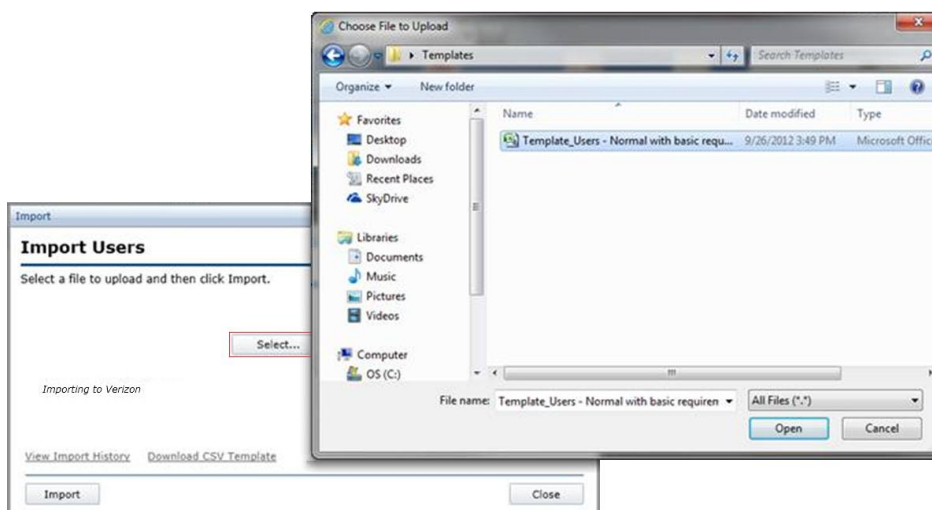
Paging Number (cell phone number) in the next column. SMS user accounts are free, and will equal the number of Zipit Now devices or Zipit Confirm mobile licenses you have purchased.



Employee ID	Billing Code	First Name	Last Name	Title	Role	Department	Location	Work Phone	Home Phone	Mobile Phone	Other Phone	Custom 1	Custom 2	Username	Password	User Type	SMS Paging Number	Dialup
1		Tim	Huff			Zipit								thuff	th1234	Zipit Now		
2		Kevin	Giroux			Zipit								kgiroux	kg1234	Smartphone		
3		Ralph	Heredia			Zipit								rhheredia	rh1234			
4		Jabecca	Banks			Zipit								jbanks	jb1234	SMS	843-788-5060	

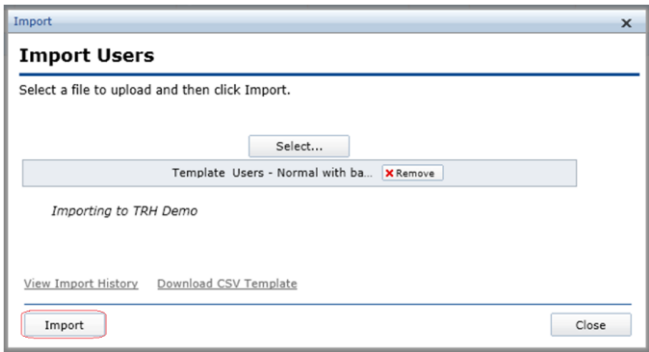
Note: If you try to rearrange or reorganize these columns, you will receive an error during the import process.

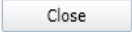
- Once you have saved your new template record file on your computer, you can go back to the RAP and click the “Select” button to locate the file,

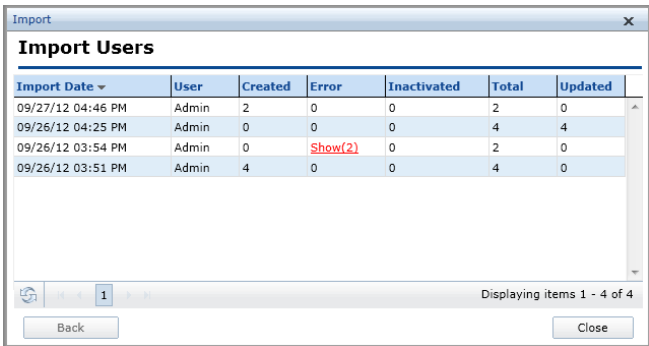


Importing Records into Grids

then click the “Import” button  to load it into the RAP.

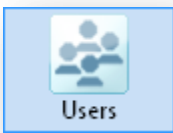


4. The Import History window opens, displaying all imports. Click on the “Close” button  to close this window and to return to the grid.







The Import screen also contains a link to [View Import History](#). At any given time, you may view all prior imports and import errors (as shown in the previous pop-up window).

Users Main Function



Task Items

-  Users
-  Paging Groups
-  Address Books
-  User Sets

Users


Users are typically individuals that are assigned a Zipit Now device, a Zipit Confirm mobile application, or use a cell phone to receive SMS text messages. The list of all Users — including those that were imported and those added through the RAP interface — make up the Users grid.

Each user must have:


- A User Type (Zipit Now, SMS or Smartphone), a Username, a Password, and a Last Name/Function (the First Name field is not required, but can be useful in better identifying a user in the RAP and on your device’s list of contacts).

	User Type	Role	SMS Paging Number	Username	Password	Title	First Name	Last Name/Function
<div><div><div></div><div></div><div></div></div></div>	<div><div><div></div><div></div><div></div></div><div>Zipit Now</div></div>	<div><div><div></div><div></div><div></div></div></div>		fgreer	zipitnow123		Frank	Greer
<div><div><div></div><div></div><div></div></div></div>	<div><div><div></div><div></div><div></div></div><div>Zipit Now</div></div>							
<div><div><div></div><div></div><div></div></div></div>	<div><div><div></div><div></div><div></div></div><div>SMS</div></div>							
<div><div><div></div><div></div><div></div></div></div>	<div><div><div></div><div></div><div></div></div><div>Smartphone</div></div>							

The remaining fields in the Users grid are optional or are automatically populated (device ESN number for example). The Username is the key identifier for each user and must be unique. RAP will not allow you to create duplicate Usernames, or allow you to have a Username that matches the Username of an administrator. The list of all active users also makes up the Global Address Book from which Zipit Now device and Zipit Confirm mobile application users, if allowed, can search from their device to easily populate their Contacts Lists.

You can perform a bulk import  of user accounts for quicker setup or you can define the user accounts individually through the RAP. To bulk import your records, see [Importing Records into Grids](#) on pages 19 for more details.

Follow these steps to create a user account from within the RAP:


- Click on the Add button  in the top left hand corner of the screen, and enter in the required fields listed above for the new user account. If you choose the SMS User Type, you must also provide the

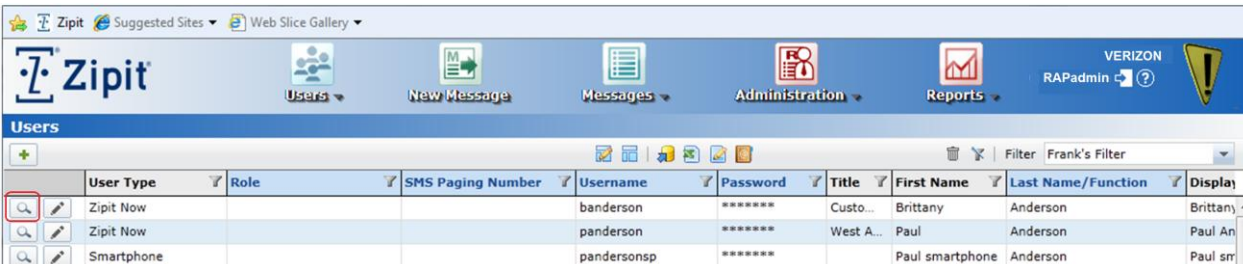
Users Main Function




SMS Paging Number (cellular phone number). SMS user types are free accounts equal to the number of Zipit Now devices or Zipit Confirm mobile application licenses you have purchased. They are used as a backup method to deliver critical messages to your users as a standard, 1-way text message. Because these critical messages are being delivered as a standard SMS text message to the SMS user types, they are not HIPAA compliant.

2. Click the Save Changes button  to save your new user account.

Note: The RAP will not allow you to use the same username for two Administrator accounts or use a username that is currently assigned to a User account. This includes deactivated user and administrator accounts.





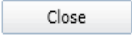

By selecting the View Details button  on the far left of the User grid, you can access the User Details window – which provides access to Details, Address Book Assignments, and User History associated with the selected user.



	User Type	Role	SMS Paging Number	Username	Password	Title	First Name	Last Name/Function	Display
	Zipit Now			banderson	*****	Custo...	Brittany	Anderson	Brittany
	Zipit Now			panderson	*****	West A...	Paul	Anderson	Paul An
	Smartphone			pandersonsp	*****		Paul smartphone	Anderson	Paul sm

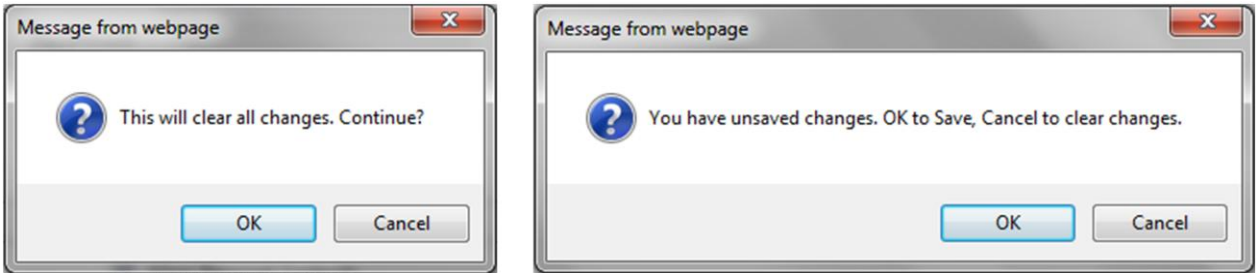
User Details Tab



Notes on working with Pop-Up screens:



1. Changes are not saved or implemented until the Save Changes button  at the lower right corner of the pop-up screen has been selected (if applicable).
2. Changes can be canceled by clicking the Cancel button  at the lower right corner of the pop-up screen (if applicable).
3. The Save Changes button  is only highlighted and available when a field has been edited. It appears faded when it is not available.
4. The Cancel button  is highlighted and available only when a change has been made or an interim pop-up screen is being exited. It appears faded when it is not available.
5. pop-up screens can be closed by clicking the “Close” button  or in the lower right corner of the screen or by clicking the  in the top right corner of the screen. The following messages will appear if you attempt to close a pop-up screen without first saving your changes.



Users Main Function



6. Selecting the “Previous” button  or the “Next” button  from the lower left corner of a pop-up screen changes the pop-up screen from the current user or item being displayed to the user or item in the row that is above (Previous) or below (Next) the current user or item. The “Previous” and “Next” buttons are grayed out when they are not available.

The following figure shows the fields included in each User Details record. To edit a user record, first change a field value and then click the Save Changes button  at the bottom of the Details window to save the changes. To cancel your changes, click the Cancel button .

User Details

Details

Address Book Assignments

User History

901 HOUSEKEEPING

Lock Device

Unlock Device

Wipe Device

Find Device

Type

Zipit Now

 Role Active ☒

Device is unlocked

User Properties

Username

es901

Billing Code

Dialup PIN

1041

Password

••••••••

Employee ID

WCTP ID

Email2Page Address

es901-uat15@zipit-now.com

V-Card Properties

Title

Department

Environmental Services

Office Phone

First Name

Location

Mobile Phone

Last Name/Function

901 HOUSEKEEPING

Custom 1

Home Phone

Role

Shared Pager

Custom 2

Other Phone

Device Settings

☐ Enable ZText

☒ Allow Personal Contacts

☐ Enable VoIP

☐ Require Password After Timeout

☐ Lock Address Book

Device Status

Serial Number

Z1113300947

ESN

0x60D19DA7

IP Address

75.252.166.154

Reset Code

df5

Software Version

01.02.GA.02.5675

Current Network

Offline

Date Activated

1/23/2012 6:07:21 PM

MDN

Previous



Next

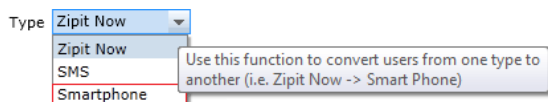
Close


Users Main Function

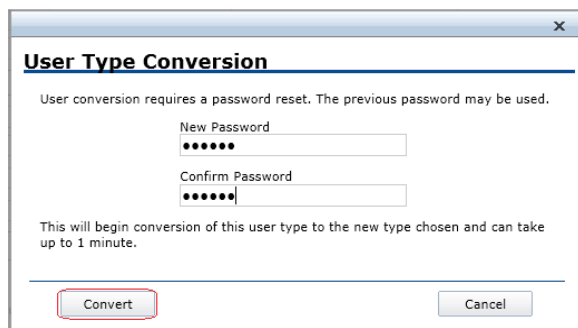
User Configuration Settings:


Type Role Active ☒

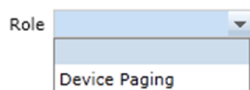
- ▣ **Type** – This is a drop-down menu  that specifies if the user is using a Zipit Now device, a Zipit Confirm Smartphone application, or is receiving pages via SMS. The user type can be changed using this drop-down menu .



If you decide to convert a user to a different user type, you will need to reset your password then click the “Convert” button  at the bottom of the pop-up screen.



- ▣ **Role** – This is a drop-down menu  that specifies what administrative permissions, if any, this end user has been setup with within the RAP.



Device Paging: Allows a Zipit Confirm mobile application user to initiate and monitor the status’ of critical messages (page alerts) from their device.

- ▣ **Active** – This check box ☒ is checked by default when a user is added to the RAP and indicates that the user is actively enabled within the system. This check box should be cleared if a user is no longer with your organization or is taking an extended leave of absence and you don’t want



Users Main Function

other users to be able to send messages or pages to this user. Clearing this box removes the user from all paging groups, address books, contact lists and user sets.

Note: Users cannot be deleted from the RAP. They are deactivated using this check box. This allows you to maintain an accurate history of all former users.

Device Remote Controls:

Lock Device

Unlock Device

Wipe Device

Find Device

Device is unlocked

Push Update

- ☐ **Lock Device** and **Unlock Device** – Selecting the “Lock Device” button prevents anyone from being able to access any functions on their device or their application, without first inputting a lock code or password. This remote control is useful if a user misplaces their device and you want to prevent any unauthorized access. Select the “Unlock Device” button when the device is found or after the user has entered an incorrect lock code too many times and triggered the automatic device locking feature.
- ☐ **Wipe Device** – Selecting the “Wipe Device” button clears all of the data and settings from a Zipit Now device or Zipit Confirm application. Upon selecting this remote control, the device or the app is reset to its factory default condition and requires the user to login again with their username and password. This control is useful is a device is lost or stolen and you want to make sure that no data remains on the device or if you want to clear a former employee’s device so that it can be provided to another employee. The device needs to be online for this function to work.
- ☐ **Find Device** – Selecting the “Find Device” button triggers a periodic beep code to help a user find a misplaced device. This feature is not available for Smartphone or SMS users.
- ☐ **Push Update** – Selecting the “Push Update” button will immediately notify the user’s device to begin updating to the current software version. This control will only be displayed when there is a new software version waiting to be sent to a Zipit Now device.

User Properties Fields:

User Properties

Username	es901	Billing Code		Dialup PIN	1041
Password	••••••••	Employee ID		WCTP ID	

Email2Page Address es901-uat15@zipit-now.com



Users Main Function

- ☐ **Username** – This is the key, unique identifier for all users. This must be filled out when importing or adding a new user. Duplicate usernames are not allowed, even between Zipit device/application users and Zipit RAP administrator account users. Usernames are not case sensitive.
- ☐ **Password** – A password must be provided for all users. The length and characters used are at the discretion of the administrator. Passwords are case sensitive.
- ☐ **Billing Code** – This is an optional field that can be used to designate which organization is responsible for paying for the user’s monthly service.
- ☐ **Employee ID** – This is an optional field that can be used to match a user to an existing employee identifier.
- ☐ **Email2Page Address** – This field is automatically populated when a user is imported or created. It is a combination of the Username and the Customer Access Code with the Zipit domain email address. This email address can be used by others to send a page to this user from any standard email application. Can also be used to receive messages via a SMTP interface (see [Email](#) on page 78 for more details).
- ☐ **Dialup PIN** – This is a numeric code consisting of 1 to 10 numeric characters used to identify a user when using the Call2Page feature. Call2Page allows users to be paged directly from a standard dial-up phone. A customer specific phone number is dialed by the initiator of the page, the user’s dialup PIN is typed in by the caller, and a numeric message is then typed in by the caller (see [Settings](#) on page 69 for more details).
- ☐ **WCTP ID** – Allows you to use an alias for the WCTP gateway instead of forcing the Zipit username to equal that of the username used the WCTP message is coming from.

Note: In order for an email to be delivered to a user’s email2page address, the personal email address (or email domain address) of the sender must be white listed within the RAP. Otherwise, an error response will appear in the Error Log. See page 77 for more details.

V-Card Properties Fields:

V-Card Properties

Title	<input type="text"/>	Department	<input type="text"/>	Office Phone	<input type="text"/>
First Name	<input type="text"/>	Location	<input type="text"/>	Mobile Phone	<input type="text"/>
Last Name/ Function	<input type="text" value="test1"/>	Custom 1	<input type="text"/>	Home Phone	<input type="text"/>
Role	<input type="text"/>	Custom 2	<input type="text"/>	Other Phone	<input type="text"/>

Users Main Function

- ❑ These fields are all optional and are used solely to provide contact information that is used when populating the Contacts Lists for other user's devices or smartphone applications.
- ❑ If a user has ZText enabled and their Mobile Phone field populated with their cellular phone number, then another user can choose "Send Chat" or "Send Text Message" when they select this user from their Contacts List.

Device Settings:

Device Settings

<input type="checkbox"/> Enable ZText	<input checked="" type="checkbox"/> Allow Personal Contacts	<input type="checkbox"/> Enable VoIP
<input type="checkbox"/> Require Password After Timeout	<input type="checkbox"/> Lock Address Book	

- ❑ **Enable ZText** – If checked, this user is enabled to send and receive text messages to and from standard cell phones that support SMS (text messaging).
- ❑ **Require Password after Timeout** – If checked, the user will be requested to use a password or lock code to access their device after a period of inactivity.
- ❑ **Allow Personal Contacts** – If checked, the user will be allowed to add personal contacts to their Contacts List so that they can send ZText messages or make VOIP phone calls (if ZText and/or VoIP are enabled).
- ❑ **Lock Address Book** – If checked, the user will not be able to add contacts to their Contacts List from the Global Enterprise Address Book. This means that only an administrator can assign an address book to a user's Contacts List. If no address book is assigned to a user's Contacts List, then the user will not be able to send Chat or ZText messages to other Zipit users.
- ❑ **Enable VoIP** – If checked, the user's device will support the VoIP feature and will be enabled to make phone calls over your internal VoIP enabled Wi-Fi networks. This feature does require the purchase of a VoIP license per user.

Device Status:

Device Status

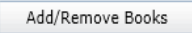
Serial Number	Z1113300947	ESN	0x60D19DA7	IP Address	75.252.166.154	Reset Code	df5
Software Version	01.02.GA.02.5675	Current Network	Offline	Date Activated	1/23/2012 6:07:21 PM	MDN	

- ❑ **Serial Number** – Displays the unique Serial Number of the device.
- ❑ **Software Version** – Displays the software version that the device is running.
- ❑ **ESN** – Displays the unique Electronic Serial Number of the cellular chipset that is activated on the Verizon network.
- ❑ **Current Network** – Displays the current network that the device is connected to (cellular or the name of the Wi-Fi network), or provides offline/powered off status.


Users Main Function


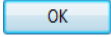
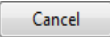

- ☐ **IP Address** – Displays the IP Address that the device is connected to.
- ☐ **Date Activated** – Displays the date the user first connected to a network with this account.
- ☐ **Reset Code** – Code used by Zipit Support to remotely wipe a device of all data and settings.
- ☐ **MDN** – Displays the phone number (mobile device number) that Verizon associates with this device. The MDN is commonly used by Verizon on your monthly billing statements.

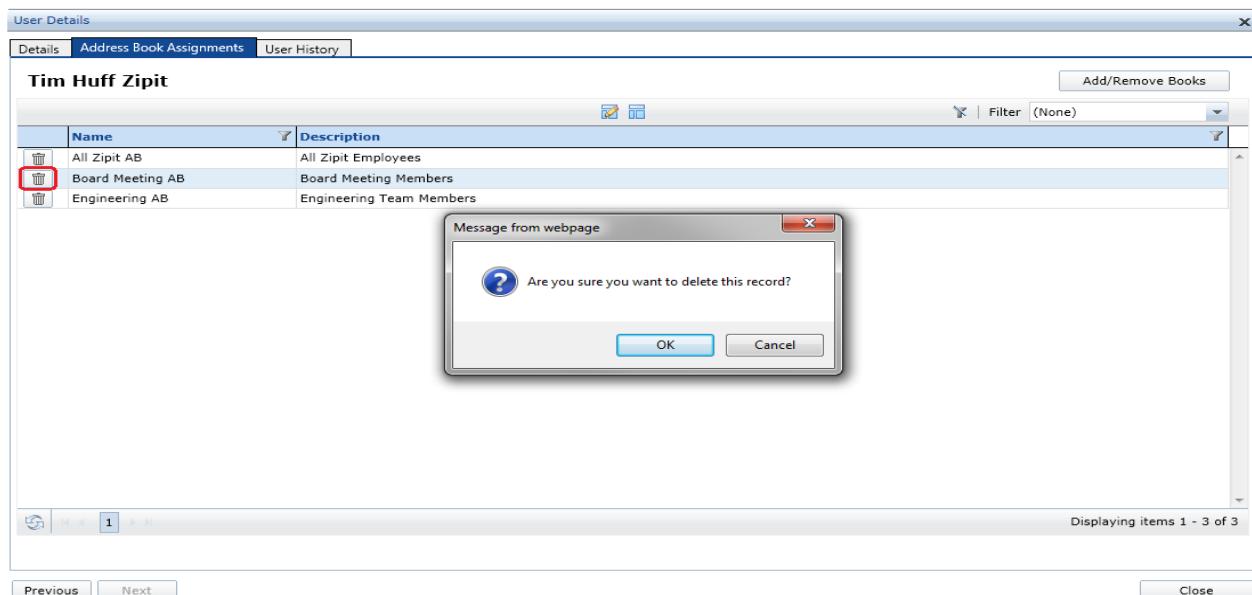
Address Book Assignments Tab

The Address Book Assignments tab shows which address books are currently assigned to the selected user as part of their Contacts List. Additional address books can be assigned to the user by clicking the “Add/Remove Books” button  at the top right side of the displayed window, and then checking the check box ☒ next to the address book(s) that you want to assign. You can remove any address book by un-checking the check box ☐ next to the address book.

<input type="checkbox"/>	CarTn Data Team
<input checked="" type="checkbox"/>	DataLab

You can also use the “Address Book Assignment Bulk Edit” button  on the main User listing screen to assign or unassign an address to all users at one time.


If you need to permanently delete an address book from a user’s Contacts List, select the Delete button , then confirm that you wish to delete this record by clicking the “OK” button , or cancel this operation by clicking the “Cancel” button , or the Close button  in the upper right corner of the pop-up screen.



Users Main Function

Address book functionality is defined below in [Address Books](#) on page 35.

User History Tab


The User History tab provides a simple, time-stamped record of all changes made to the specified user's account and the administrator that made the change. This provides an audit history, should it be needed. You can even filter this view if necessary by clicking on the Filter icon  to the right of each column heading description.

User Details					
Details	Address Book Assignments	User History			
Frank Greer					
<div> </div> <div> Filter (None) </div>					
Date Changed	Changed By	Field Changed	Old Value	New Value	
06/18/12 10:05 AM	uat15/fgreer	Version	02.01.RC.06.8486	02.01.RC.07.8652	
06/07/12 04:54 PM	uat15/fgreer	Version	02.01.RC.05.8419	02.01.RC.06.8486	
06/05/12 09:04 AM	uat15/fgreer	Version	02.01.RC.04.8365	02.01.RC.05.8419	
06/01/12 04:35 PM	uat15/fgreer	MDN		9107428918	
06/01/12 04:35 PM	uat15/fgreer	Version	02.01.RC.03.8305	02.01.RC.04.8365	
05/30/12 10:50 AM	uat15/fgreer	Version	02.00.LA.09.8225	02.01.RC.03.8305	
05/23/12 07:39 PM	uat15/fgreer	Version	02.00.LA.08.8185	02.00.LA.09.8225	
05/22/12 04:52 PM	uat15/fgreer	Version	02.00.LA.07.8165	02.00.LA.08.8185	
05/22/12 12:37 PM	uat15/fgreer	Version	02.00.LA.06.8155	02.00.LA.07.8165	
05/21/12 12:22 PM	uat15/fgreer	Version	02.00.LA.04.8140	02.00.LA.06.8155	
05/18/12 03:33 PM	uat15/fgreer	Version	02.00.LA.02.8120	02.00.LA.04.8140	
05/17/12 12:51 PM	uat15/fgreer	Version	02.00.LA.01.7942	02.00.LA.02.8120	
05/10/12 10:43 AM	UAT15/uat15admin	SearchDisabled	Yes	No	
05/10/12 10:40 AM	UAT15/uat15admin	SearchDisabled	No	Yes	
05/08/12 09:11 PM	uat15/fgreer	Version	02.00.RC.73.7806	02.00.LA.01.7942	
05/07/12 08:40 AM	UAT15/zipitralph	HomePhone		864-458-2254	
04/25/12 04:42 PM	uat15/fgreer	Version	02.00.RC.72.7788	02.00.RC.73.7806	
04/25/12 03:15 PM	uat15/fgreer	Version	02.00.RC.71.7749	02.00.RC.72.7788	
04/20/12 11:12 AM	uat15/fgreer	Version	02.00.RC.70.7729	02.00.RC.71.7749	
<div> </div> <div> 1 2 3 4 5 ▶ </div>					
Displaying items 1 - 50 of 235					
<div> <div>Previous</div> <div>Next</div> <div>Close</div> </div>					

Paging Groups

A paging group is a collection of users that can be paged collectively as a single group. Paging groups work in much the same way as code teams for pagers or distribution lists for email applications. By sending a page alert to a paging group, you do not need to select each recipient separately. A user can be included in multiple paging groups. The Paging Groups view includes both a Paging Groups tab and a Paging Groups, By User tab.

Paging Groups Tab

You can perform a bulk import  of paging groups for quicker setup or you can define the paging groups individually through the RAP. To bulk import your records, see [Importing Records into Grids](#) on page 19 for more details.



Users Main Function

Follow these steps to create a paging group from within the RAP:

- 1. While viewing the Paging Groups tab, click the Add button . Enter a group name and description if desired. Click the Save Changes button to the left of the new paging group to save the paging group.

	Paging Group Name	Dialup PIN	Email	Description	Number of Members
	Technicians Paging Group				0

- 2. To assign users to this paging group, click the Details button next to the paging group you just created. Select the “Add / Remove Members” button to display a list of all users to choose from. Place a check in each check box to select desired group members or place a check in the top left check box to add all users to your paging group.

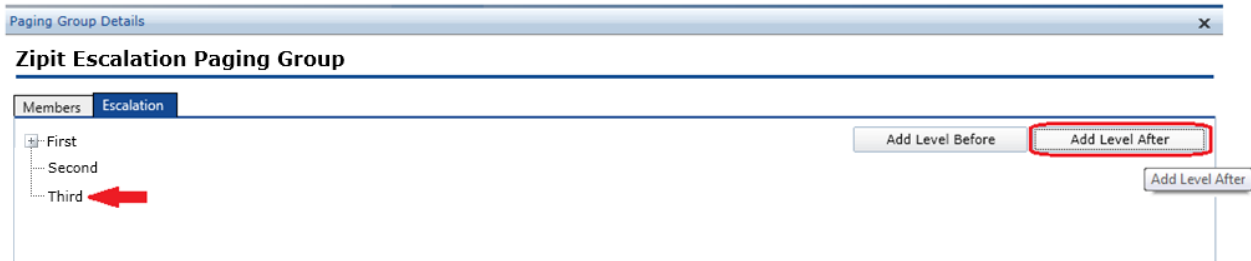
Paging Group Details									
Zipit Paging Group									
Members Escalation									
	Username	First Name	Last Name	Billing Code	Role	Department	Location	Filter	Active Only
	jbanks	Jabecca	Banks			Zipit			(None)
	kgiroux	Kevin	Giroux			Zipit			(Add current filter)
	rhheredia	Ralph	Heredia			Zipit			Active Only
	thuff	Tim	Huff			Zipit			rhdemo
									SOUTH AREA ASA
									username
									ztext



Apply filters to help locate desired users or limit the number of users being displayed. There are no limits to the number of paging groups you can create, or the number of users within a paging group.


- 3. When you have chosen all desired group members, select the Add button at the bottom of the screen to save your changes. Your paging group is now created and ready for use.

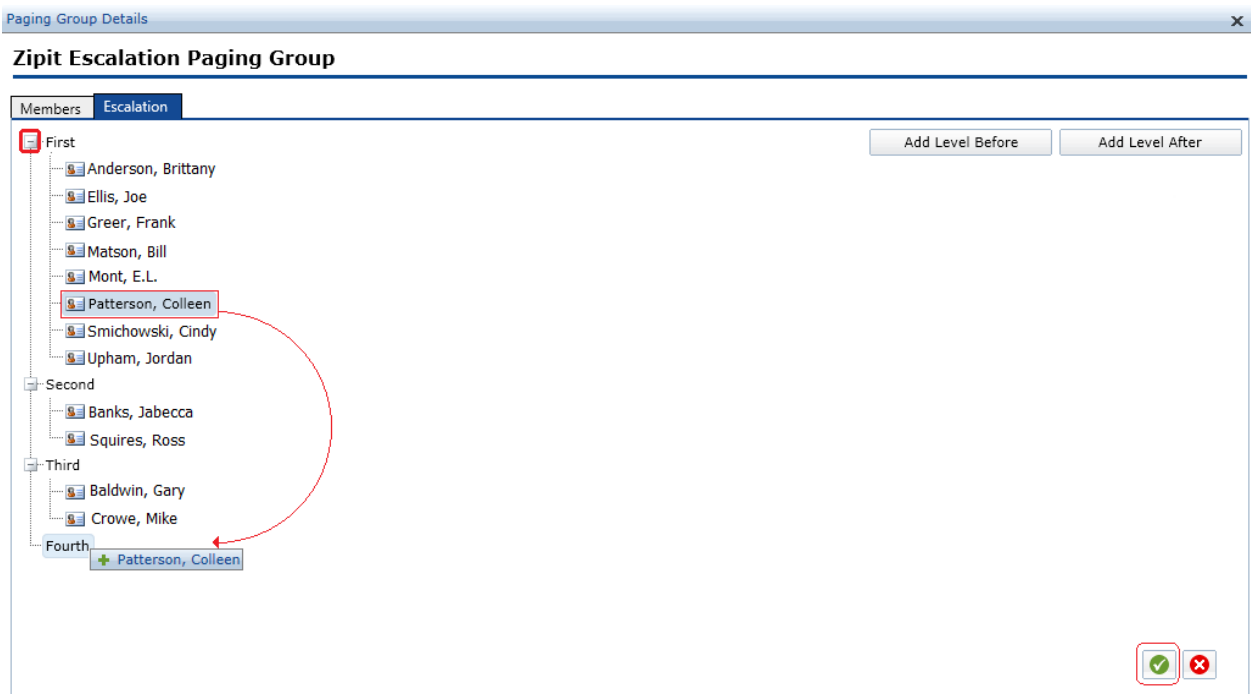
If you are using our Auto Dispatch feature, then you can also assign up to four levels of paging escalation for your Auto Dispatch paging groups. Click on the Escalation tab (as shown below) to display the initial two levels of escalation. You can choose to add up to two additional levels, either before or after the selected level on this screen. In the example below I added a third level by clicking on the “Add Levels After” button at the top right of this screen.


Users Main Function



Once you have added all the necessary levels, then click on the Display button  to the left of the “First” level to display all members within this paging group. Use your mouse to grab a member (left click on the member’s name) and move it to another level. Release the left mouse button once you have hovered over the new level and you see a Plus Sign  **Patterson, Colleen** next to your member’s name.

Continue moving members to the different levels until you have completed assigning all of your follow up escalation members to the appropriate levels. Select the Add button  at the bottom right of my screen to save your changes. See [Auto Dispatch](#) on page 57 for more details.



You can make changes to your paging group settings by clicking on the Edit button  to the far left of the paging group, or simply selecting a field within the paging group row. You can add a Dialup PIN

Users Main Function

number for your paging group, just like with the Zipit user accounts. Note that every paging group created will automatically be assigned an email address as displayed below. See the sections on Call2Paging ([Settings](#), page 69) and Email2Paging ([Email](#), pages 78) for additional information on the purpose of these two fields.

Paging Groups

Paging Groups

Paging Groups, By User

</

Paging Groups, By User Tab

The Paging Groups, By User tab allows the administrator to select a single user and see which paging groups they belong to, and to add them to any of the paging groups that have already been created.









Select a user by clicking on the Details button  to the left of the user displayed row.

Paging Groups

Paging Groups, By User

Filter

Active Only


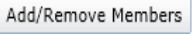
	Username	First Name	Last Name	Billing Code	Role	Department	Location	Custom1	Custom2
	cpatterson	Colleen	Patterson						
	jbanks	Jabbecca	Banks			Zipit			
	kgiroux	Kevin	Giroux			Zipit			
	kmitchum	Kim	Mitchum			Personal			
	rheredia	Ralph	Heredia			Zipit			
	thuff	Tim	Huff			Zipit			
	thuffsp	Tim	Huff sp			Zipit			
	trhuff	Tim	Huff cell			Personal			

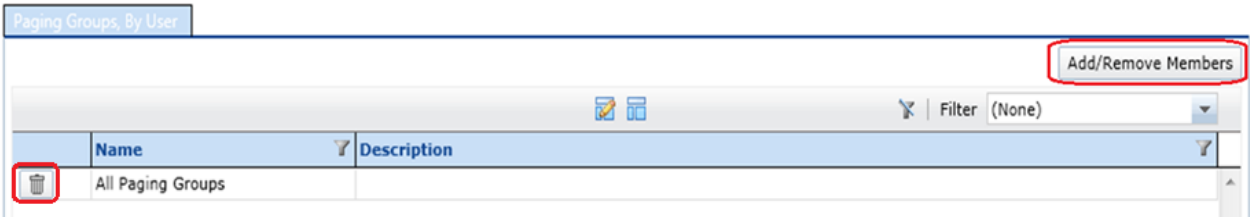
1



Displaying items 1 - 8 of 8

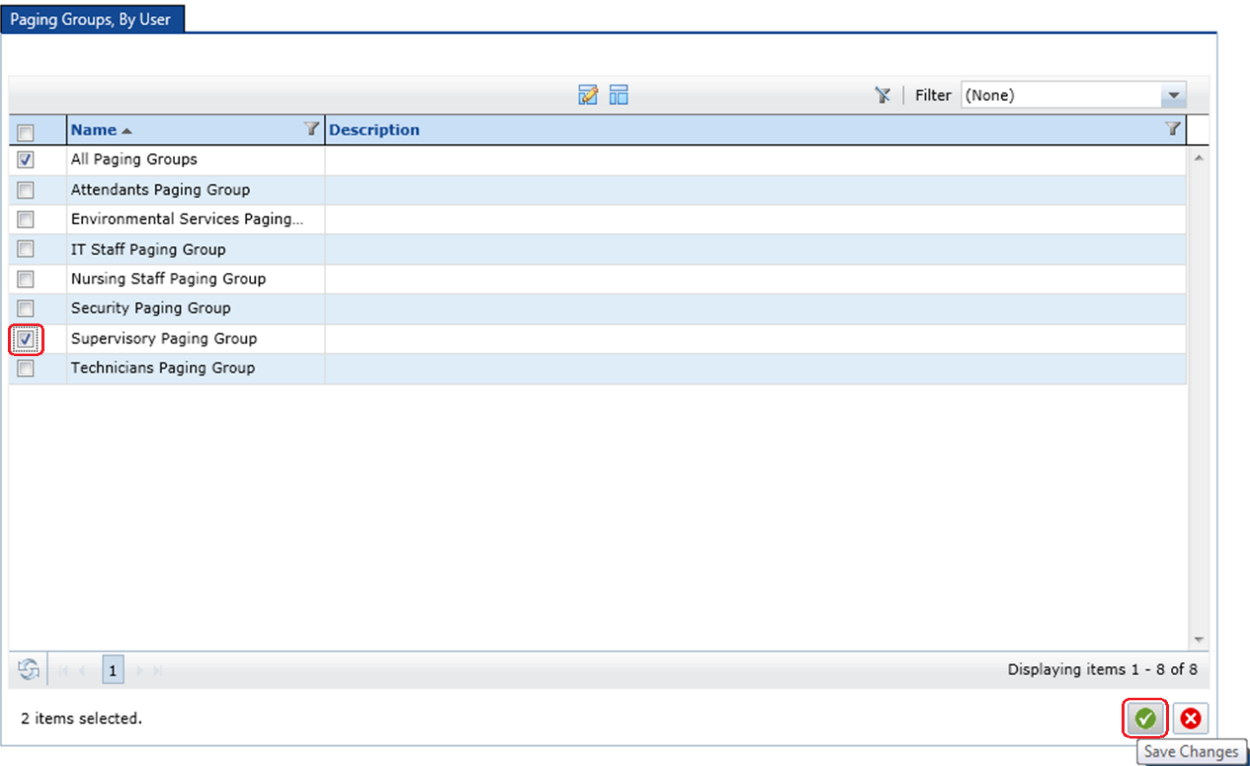


Users Main Function

The Details screen will show all paging groups that this individual is currently a member of. If you need to remove a user from a paging group, click on the Delete button  to the left of the paging group. If you wish to add a paging group, select the “Add/Remove Members” button  at the top right corner of the display window.



Place a check in the check box  next to the paging group(s) you wish to assign this user to. Once you have selected all paging groups, click the Save button  at the bottom right corner to save your updates.





Users Main Function


Address Books

An address book is a collection of users that can easily be downloaded to a user’s device or mobile application in one step – simplifying the process of populating each user’s Contacts List.



Typically, an address book is made up of members that share some common trait – such as the same department, the same job function, or the same location or building. For example, if you have multiple departments and it is common for end users to want to communicate with other members in their department, you may want to setup an address book for each department. As soon as an address book is imported or created, end users that have a Zipit Now device or a Zipit Confirm mobile application can search for and add the address book to their Contacts List or it can be pushed down to specific users by their administrator.

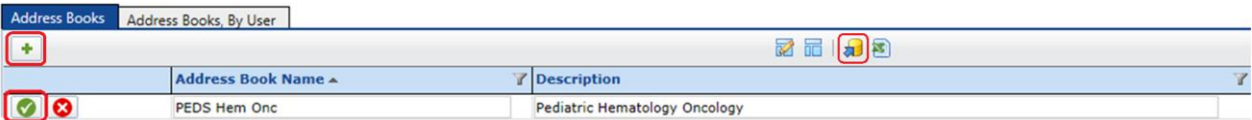
You can create and edit address books. As changes are made to an address book, the changes will automatically be pushed down to all end users that have that address book in their Contacts List.






Address Books Tab

You can perform a bulk import  of address books for quicker setup or you can define the address books individually through the RAP. To import your records, see [Importing Records into Grids](#) on page 19 for more details.

Follow these steps to create an address book from within the RAP:

- 1. While viewing the Address Books tab, click the Add button . Enter a name and description if desired. Click the Save Changes button  to the left of the new address book to save the address book.



- 2. To assign users to this address book, click the Details button  next to the address book you just created. Select the “Add / Remove Members” button  to display a list of all users to choose from. Place a check in each check box  to select desired address book members or place a check in the top left check box  to add all users (up to 250 users) to your address book. . Apply filters  to help locate desired users.

Users Main Function

Address Book Details

PEDS Hem Onc

Description: Pediatric Hematology Oncology


	Username	First Name	Last Name	Billing Code	Role	Department	Location
<input checked="" type="checkbox"/>	panderson	Paul	Anderson				
<input checked="" type="checkbox"/>	efeursteinsp	Eric	Feuerstein				
<input type="checkbox"/>	efeursteinsms	Eric	Feuerstein SMS				
<input type="checkbox"/>	kgirouxndroid	Kevin	Giroux/Droid				
<input checked="" type="checkbox"/>	dheredia	Dan	Heredia				

Filter: rhdemo

(None)
(Add current filter)
Active Only
rhdemo
SOUTH AREA ASA
username
ztext

Displaying items 1 - 5 of 5

Previous Next Close

- When you have chosen all desired members, select the Save Changes button  at the bottom of the screen to save your changes. Your address book is now created and ready for use.

Address Books

Address Books By User

	Address Book Name	Description	Number of Members
	All Address Book	All Users	11
	PEDS Hem Onc	Pediatric Hematology Oncology	3
	Test Address Book	Demo Trials	5
	Zipit Wireless Address Book	All Zipit Users	7

Displaying items 1 - 4 of 4

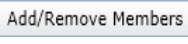


Users Main Function

Address Books, By User Tab

The Address Books, By User tab allows the administrator to select a single user and see which address books they belong to, and to add them to any of the address books that have already been created.

Select a user by clicking on the Details button  to the left of the user displayed row.



Address Books		Address Books, By User				
	Username ▲	First Name	Last Name	Billing Code	Role	
	anthonyg	Anthony	Giroux			
	arabellag	Arabella	Giroux			
	bill	Bill	Heredia			
	demoanderson	Paul	Anderson Demo			
	dheredia	Dan	Heredia			
	efeuerstein	Eric	Feuerstein			

Select the “Add/Remove Members” button , then place a check in the check boxes  by all address books you wish to assign this user to. Click the Save Changes button  at the bottom of the screen to save your updates.

Assign permissions		Address Books, By User				
	Name ▲	Description				
<input checked="" type="checkbox"/>	PEDS Hem Onc	Pediatric Hematology Oncology				
<input type="checkbox"/>	Tim's Address Book					
<input type="checkbox"/>	tims address boook 2					
<input type="checkbox"/>	UPNY East	UPNY Commercial East B2B Team				
<input type="checkbox"/>	UPNY Healthcare Team					
<input type="checkbox"/>	VAMS	Healthcare VAMs				
<input type="checkbox"/>	Verizon					
<input type="checkbox"/>	Verizon Team					
<input type="checkbox"/>	WBV healthcare	WBV Healthcare Team				
<input type="checkbox"/>	Wichita					
<input type="checkbox"/>	Wichita BAE's	Wichita BAE's				
<input type="checkbox"/>	Zack Bond address book					
<input type="checkbox"/>	zipit	Zipit Sales team				
<input checked="" type="checkbox"/>	Zipit Team					

2 items selected.

Displaying items 51 - 64 of 64

  Save Changes



Users Main Function

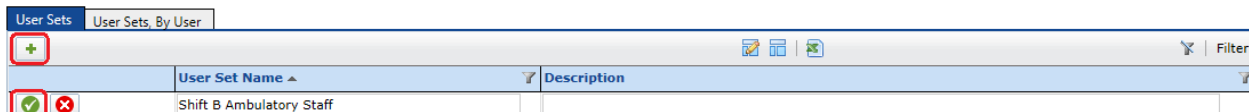
User Sets



A user set is a collection of users, such as a department or team, that can be allocated to sub-administrators so that they can manage a subset of the overall population of users (ex.: a sub-administrator can only send pages or view pages sent to a particular user set) . This is an advanced feature that provides a great deal of flexibility for managing a large user installation with multiple administrators (see [Roles](#) on page 61 for more details).


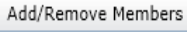



User Sets Tab

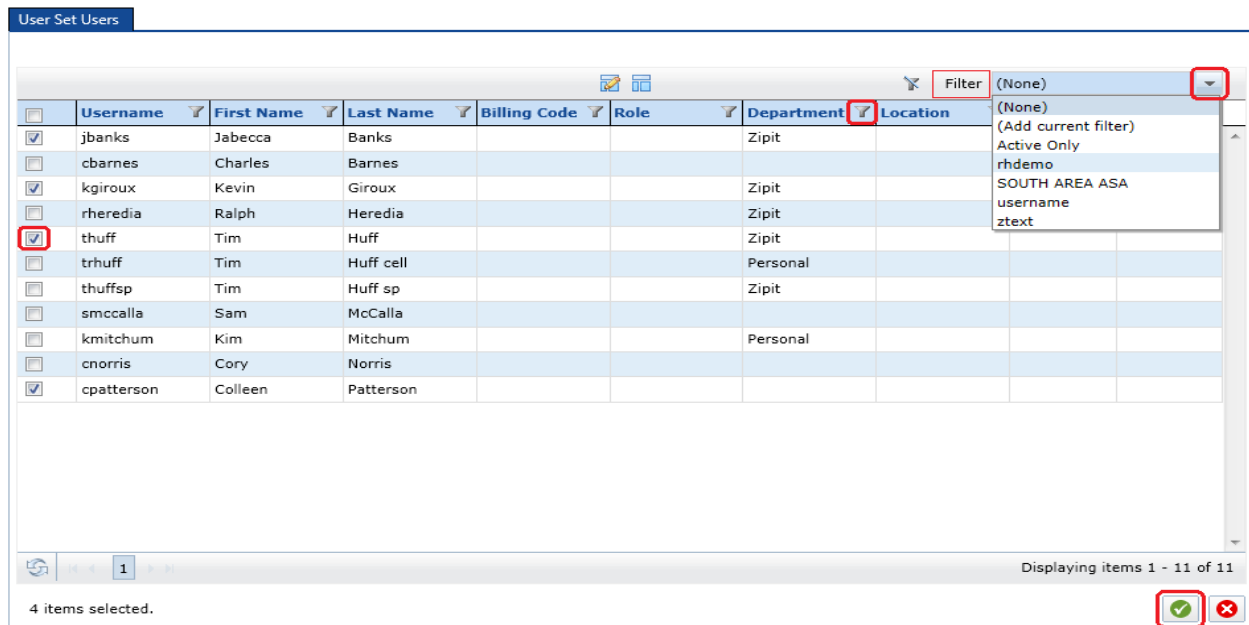
User sets are created the same way that paging groups and address books are created. Follow these steps to create a user set from within the RAP:

1. While viewing the User Sets tab, click the Add button  . Enter a name and description if desired.
Click the Save Changes button  to the left of the new user set to save the user set.



User Sets		User Sets, By User
		
	User Set Name ▲	Description
	Shift B Ambulatory Staff	

2. To assign users to this user set, click the Details button  next to the user set you just created.
Select the “Add / Remove Members” button  to display a list of all users to choose from. Place a check in each check box  to select desired user set members or place a check in the top left check box  to add all users to your user set. Apply filters  to help locate desired users.




User Set Users							
	Username	First Name	Last Name	Billing Code	Role	Department	Location
<input checked="" type="checkbox"/>	jbanks	Jabeca	Banks			Zipit	
<input type="checkbox"/>	cbarnes	Charles	Barnes				
<input checked="" type="checkbox"/>	kgiroux	Kevin	Giroux			Zipit	
<input type="checkbox"/>	rhredia	Ralph	Heredia			Zipit	
<input checked="" type="checkbox"/>	thuff	Tim	Huff			Zipit	
<input type="checkbox"/>	trhuff	Tim	Huff cell			Personal	
<input type="checkbox"/>	thuffsp	Tim	Huff sp			Zipit	
<input type="checkbox"/>	smccalla	Sam	McCalla				
<input type="checkbox"/>	kmitchum	Kim	Mitchum			Personal	
<input type="checkbox"/>	cnorris	Cory	Norris				
<input checked="" type="checkbox"/>	cpatterson	Colleen	Patterson				

4 items selected.



Users Main Function

3. When you have chosen all desired members, select the Save Changes button  at the bottom of the screen to save your changes. Your User Set is now created and ready for use.

User Sets

User Sets By User

	User Set Name ^	Description	Members
	Central Staffing	Central Staffing	30
	Chaplains	Chaplains	5
	Critical Care	Critical Care Unit Staff	5
	DT - Rehab	Downtown Rehab	14
	East Users	All users in the eastern division	3
	EMS Team Members	Anyone that needs to be in any of the EMS groups	21
	EVS	Environmental Services Group	2
	Information Services	Information Services	45
	IRCU	IRCU	64
	IT Tech Support	Desktop Teams	25
	HCC	HCC Clinical	34
	Med/Surg	Med/Surg Unit Staff	15
	Shift B Ambulatory Staff	Shift B Ambulatory Staff	4

Displaying items 1 - 13 of 13

User Sets, By User Tab

The User Sets, By User tab allows the administrator to select a single user and see which user sets they belong to, and to add them to any of the user sets that have already been created.

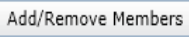


Select a user by clicking on the Details button  to the left of the user displayed row.

User Sets

User Sets By User


	Username ^	First Name	Last Name	Billing Code	Role	Department	Location	Custom1	Custom2
	cpatterson	Colleen	Patterson			Zipit			
	jbanks	Jabecca	Banks			Zipit			
	kgiroux	Kevin	Giroux			Personal			
	kmitchum	Kim	Mitchum			Zipit			
	rhheredia	Ralph	Heredia			Zipit			
	thuff	Tim	Huff			Zipit			
	thuffsp	Tim	Huff sp			Zipit			
	trhuff	Tim	Huff cell			Personal			



Displaying items 1 - 8 of 8

Select the “Add/Remove Members” button , then place a check in the check boxes  by all address books you wish to assign this user to. Click the Save Changes button  at the bottom of the screen to save your updates.




New Message Main Function

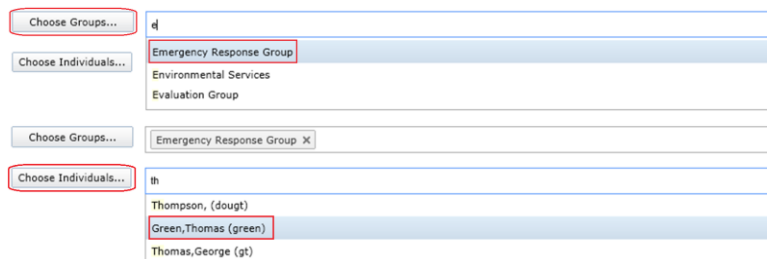


The New Message main function icon is used to create and send critical messages (page alerts) selecting from four different priority levels, and immediately review the status of each respondent in real-time. This feature is also accessible from the Messages Main function drop-down menu New Messages task item .

Use this function to send a priority P1-P4 critical alert to the paging group(s) and/or individual(s) that you specify. Choose the Priority, Expiration, and Response Options from the drop-down menus , enter the message text, and click the “Send Message” button  at the bottom of the screen.

▣ **Step 1: Select one or more Paging Groups or Individuals.**

- You can choose your recipients by either 1) placing the cursor in the Groups field or the Individuals field and typing a few characters until a matching name appears in a drop-down menu , or 2) select the “Choose Groups” or “Choose Individuals” buttons to select from a complete list of all Groups and all Users. Place a check in the check box  by the group or individuals you wish to send a critical message to. Once all groups or individuals are selected, click the Save button  at the bottom right of the pop-up screen.

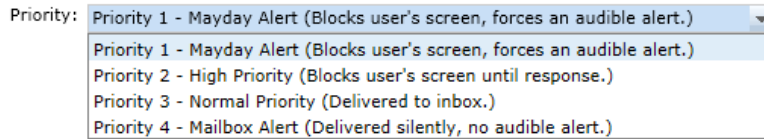


▣ **Step 2: Select the appropriate Priority Level.**

- Priority 1 and 2 alerts (Mayday and High Priority) appear to Zipit users in an Emergency window on top of other screens, and blocks all functions except for calls currently in progress. Recipients must acknowledge these messages before they can return to other activities on their device or mobile application.

New Message Main Function

- Priority 3 and 4 alerts (Normal and Low Priority) appear in the user's Message Inbox, but do not take over the screen.



Priority 1 alerts have an audible signal, accompanied by vibration, which repeats regularly until the recipient(s) respond. The sound and vibration settings are set to the highest levels, and cannot be altered by the recipient.

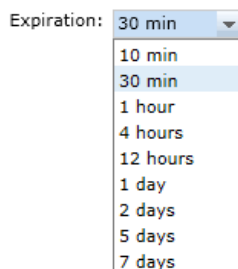
Priority 2 alerts have an audible signal, accompanied by vibration, which repeats regularly until the recipient(s) respond. The alert maintains the device's current sound and vibration settings.

Priority 3 alerts produce one audio tone, based on the individual user's settings for sounds and/or vibration.

Priority 4 alerts are sent to the user's Message Inbox silently, with no vibration. These settings cannot be altered by the recipient.

▣ Step 3: **Select the Expiration Time.**

- Unlike pagers, the RAP will attempt to deliver the message until it knows it has been delivered to an end user, or until the expiration time has expired. This allows you to set the expiration time of a message based on the importance or urgency of the message.
- If the message expires before it can be delivered - as in the case of a user being offline or powered off – the user will never receive the message. This allows you to avoid annoying users with old messages that are no longer relevant.
- In the event that a user receives a message, but fails to respond before the end of the expiration time, the message will be updated to inform the user that the message has expired, no response required.



New Message Main Function

Step 4: Select the Response Options and/or Allow Custom Responses.

- Designated administrators have the ability to create pre-defined or canned responses that can be used to provide Zipit Now or Zipit Confirm users a pre-determined list of responses to choose from when they respond to an alert. Administrators can create as many sets of response options as needed (see [Response Options](#) on page 51 for more details).
- The Administrator can also choose to allow recipients to provide custom responses by checking the Allow Custom Response check box ☒. Custom responses can be provided in addition to or instead of canned responses – depending on the Response Options selected.

Response Options: ☒ Allow Custom Response

Accept Decline

I will be there I wont make it Not sure

1 minutes 5 minutes 15 minutes 30 minutes 60 minutes Never

Yes No Maybe I dont know

Okay Not Okay

1 2 3

Complete Incomplete In Progress No Data

Monday Tuesday Wednesday Thursday Friday Weekend

Yes No Maybe Let Me Text You Let Me Call You Ok

Affirmative Negative

MFG Suite Packaging Shipping Main Floor Lab- QA

Start Stop Complete OnDuty OffDuty Terminate

Step 5: Select Auto Dispatch Workflow Profile (If Available).

- Auto Dispatch allows you to choose a workflow profile that will provides automatic follow up messages and responses to an individual who has accepted a task that needs completion. Contact Zipit Wireless Support to have this feature enabled (see [Auto Dispatch](#) on page 57 for more details).

Auto Dispatch:

<none>

HotSOS - abbreviations - pri flow (No P1)

HotSOS Demo

Guestware- basic workflow


Guestware- basic workflow -WO Complete

SimpleEmail Demo

Step 6: Enter the Critical Message Content.

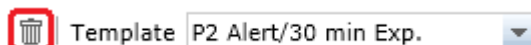
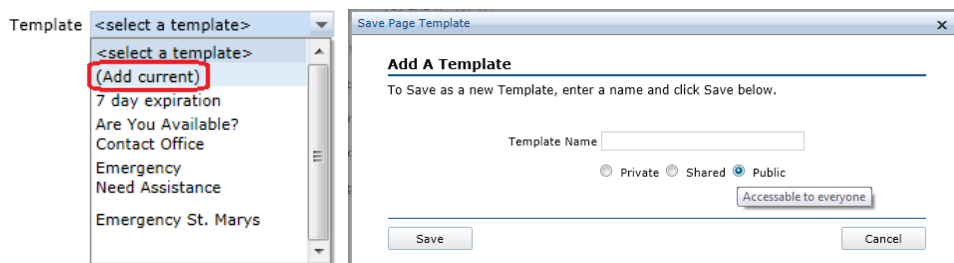
- You can enter up to 250 characters for your critical message.

Step 7: Create Template of Critical Message (Optional).

- This allows you to save the current message settings to be reused for future critical messages. First select the “(Add current)” from the Template drop down menu , then

New Message Main Function

name the template and save it as ☒ Private (for your use only), ☒ Shared (for other administrators at your admin level), or ☒ Public (accessible to everyone).




Note: If you name a template “Default”, the settings within this template will automatically serve as your default settings when you click on the New Message icon. If you ever need to change these settings, first delete the template, then create a new one.

Step 8: Send the Critical Message.

- Click the “Send Messages” button .

New Message

 Template P2 Alert/30 min Exp.

Priority: Priority 2 - High Priority (Blocks user's screen until response.)

Expiration: 30 min

Response Options: Yes No ☒ Allow Custom Response

Auto Dispatch: <none>

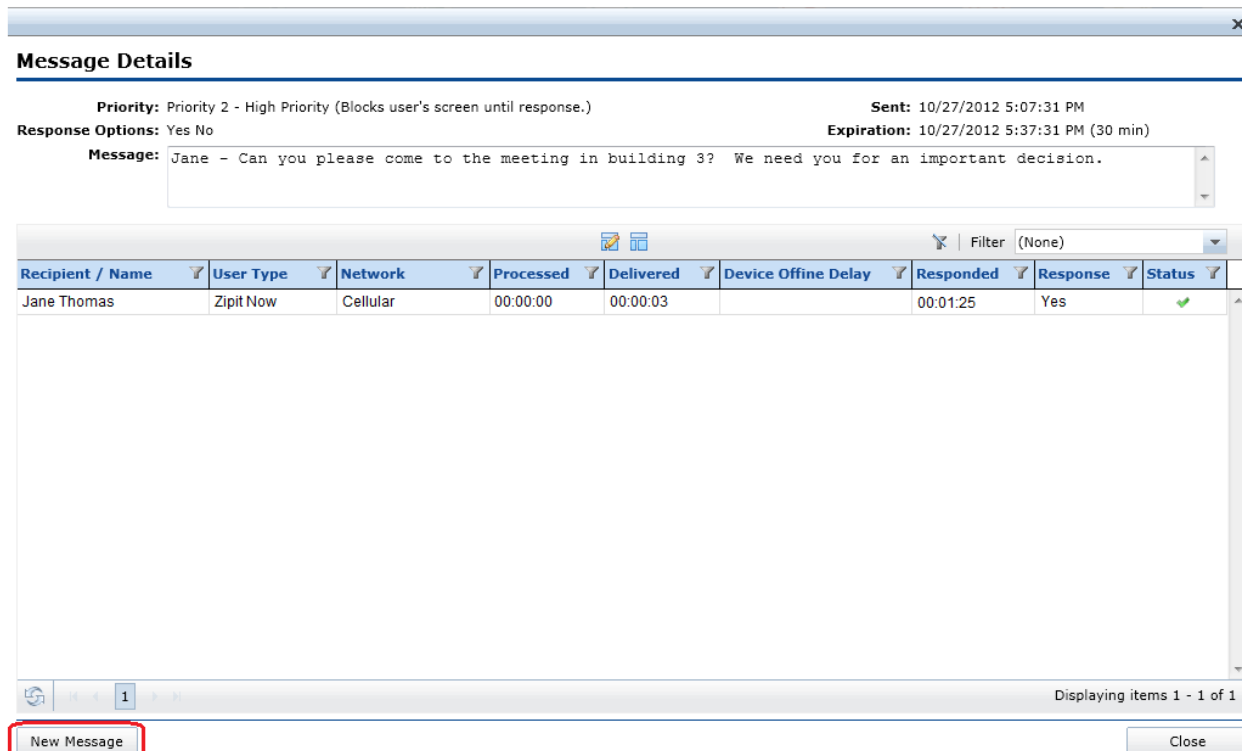
Message: Jane - Can you please come to the meeting in building 3? We need you for an important decision.

96 of 250 characters

Send Message

New Message Main Function

Once the message is sent, the window automatically converts into the Message Details view (shown below) which allows you to monitor the status for each intended recipient.



Message Details

Priority: Priority 2 - High Priority (Blocks user's screen until response.) **Sent:** 10/27/2012 5:07:31 PM

Response Options: Yes No **Expiration:** 10/27/2012 5:37:31 PM (30 min)

Message: Jane - Can you please come to the meeting in building 3? We need you for an important decision.

Recipient / Name	User Type	Network	Processed	Delivered	Device Offline Delay	Responded	Response	Status
Jane Thomas	Zipit Now	Cellular	00:00:00	00:00:03		00:01:25	Yes	✓

Displaying items 1 - 1 of 1


New Message **Close**

The Message Details include:

- **Priority Level selected**
- **Response Options selected**
- **Message Content**
- **Sent Date and Time**
- **Expiration Date and Time (length)**
- **Recipients/Names**
- **User Type** – Provides the type of device the critical message was sent to (ex: Zipit Now device, Smartphone, SMS).
- **Network** – Displays the current device connectivity status. Connected to cellular, to Wi-Fi (provides name of Wi-Fi network), Offline, or Powered Off. Only available for Zipit Now users. Smartphone and SMS users will show a N/A status.
- **Processed** – The time it took to send the message, measured from the time the “Send Message” button is selected until the message is sent from the Zipit service.
- **Delivered** – The time it took to deliver the message, measured from the time the “Send Message” button is selected until the message is delivered to a user’s device or mobile application. Not available for SMS users.
- **Device Offline Delay** – The amount of time that a message is delayed due to the device not being connected to a cellular or Wi-Fi network (the device is either offline or powered off) or, in

New Message Main Function

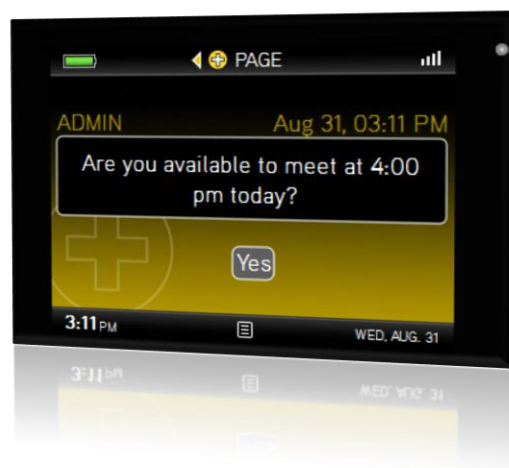
the case of an iOS device running the mobile application, the time it took for a User to open their application after the message was sent. Not available for SMS users.

- **Responded** – The amount of time it took the recipient to respond to a message, measured from the time the “Send Message” button is selected until the response is delivered to Zipit’s service. Not available for SMS users.
- **Response** – The actual response provided by the recipient (either pre-defined or custom response). Not available for SMS users.
- **Status:**
 - ➔ **Processed** - Message was sent but not received during response window (recipient was not connected to network or their device was powered off).
 - 👤 **Delivered** - Message was delivered; no response was received during response window.
 - ✅ **Responded** - Message was delivered, individual responded. For SMS users, this status can be used to signify that a message was delivered to their cellular device.
- The administrator can initiate a new message by selecting the “New Message” button  in the lower left corner of the display window.

Example of a P1 or P2 alert on a Zipit Now device.



Example of a P3 or P4 alert on a Zipit Now device.





Messages Main Function

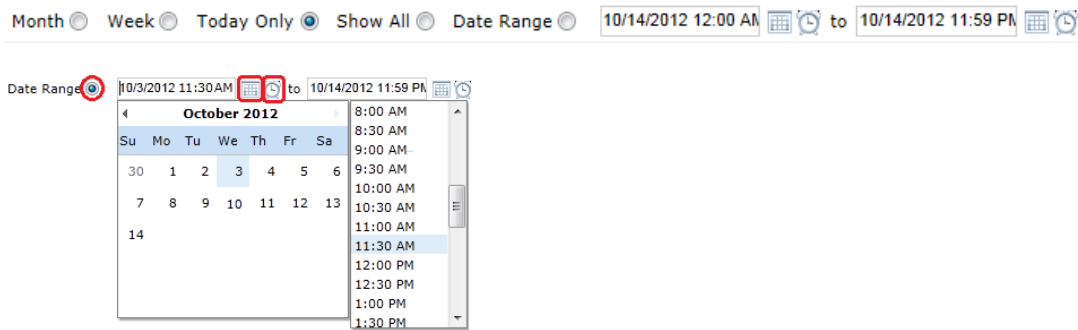


Task Items

- Messages
- New Message
- Dispatch
- Response Options
- Chat/ZText History
- Auto Dispatch

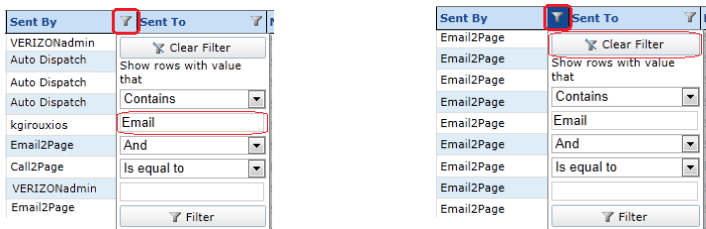
Messages

This read-only screen displays the complete critical message (page alert) history – including messages sent through the RAP and messages sent through 3rd party messaging systems that have been enabled. The default view shows all alerts sent “Today Only”. The radio buttons at the top of the screen allow you to change the display period to show messages from the past “Month”, “Week”, “Today Only”, “Show All”, or messages from within a specific “Date Range”.





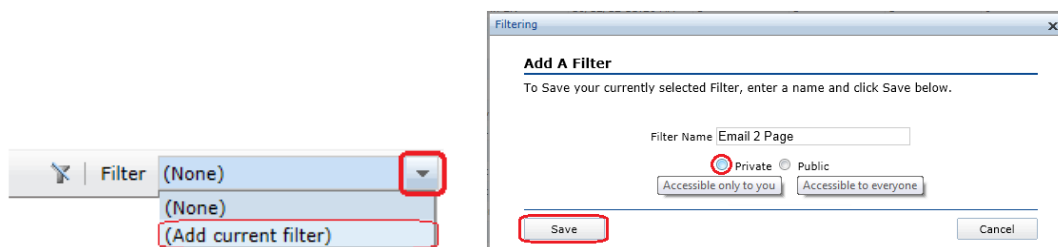
The grid can also be filtered based off of column content to show messages sent by a specific administrator, sent to a specific individual/group, containing specific message content, by priority level, etc.



Once you are finished with the filtered view, click on the Filter icon you used and select the “Clear Filter” button to clear the filter.

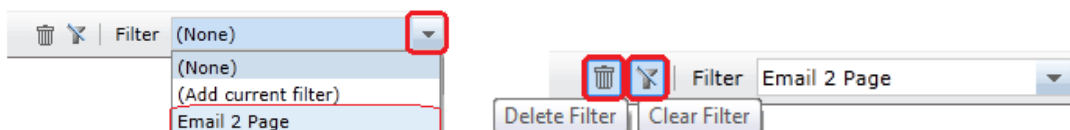


Messages Main Function


If you need to filter by multiple items (columns), go ahead and create your filters, then save this new view as a master filter. You can make this master filter  Private (accessible only to you) or  Public (accessible to everyone).
























Once you are finished with the filter, you can either clear it  or delete it .



To learn more about the other options available for this display, see [Working with Grids](#) on page 13.

To view more details on a particular critical message, click on the Details button  to the left of the critical message being displayed. Below are several critical messages sent by various methods (Auto Dispatch, Call2Page, Email2Page, WCTP):

Messaging											
Show messages sent in the last: Month Week Today Only Show All Date Range 10/14/2012 12:00 AM to 10/14/2012 11:59 PM											
										Filter (None)	
	Sent By	Sent To	Message	Sent Time	Recipients	Processed	Delivered	Responded	Priority	Expiration	Expiration Unit
	VERIZONadmin	Spring,James (franchi	Check on electric at house	10/03/12 01:51 PM	1	1	1	1	Priority 1 ...	10/03/12 02:21 PM	30 minutes
	Auto Dispatch	Giroux, Anthony (anthr	roo m 222 , light broke La	10/03/12 01:10 PM	1	1	1	1	Priority 4 ...	10/03/12 01:25 PM	15 minutes
	Auto Dispatch	Giroux, Anthony (anthr	roo m 222 , light broke La	10/03/12 01:10 PM	1	1	1	1	Priority 4 ...	10/03/12 01:25 PM	15 minutes
	Auto Dispatch	Giroux, Anthony (anthr	roo m 222 , light broke	10/03/12 01:10 PM	1	1	1	1	Priority 2 ...	10/03/12 01:13 PM	3 minutes
	kgirouxios	Giroux, Kevin (kgiroux)	Code 51 in Main ER	10/03/12 12:31 PM	1	1	1	1	Priority 3 ...	10/03/12 01:01 PM	30 minutes
	Email2Page	Paul Anderson	Subj:ticket #47777 Please	07/11/12 04:24 PM	1	1	1	1	Priority 1 ...	10/03/12 01:16 PM	1 day
	Call2Page	Kevin Giroux(kgiroux)	Numeric page: 25 from (51	10/03/12 12:16 PM	1	1	1	1	Priority 3 ...	10/03/12 01:16 PM	1 hour
	VERIZONadmin	Moniz,Kyle iPhone (kyl	Room 123 eta?	10/03/12 12:13 PM	1	1	1	1	Priority 1 ...	10/03/12 12:43 PM	30 minutes
	Email2Page	Dave Worley	Subj:Test Let's see if this	08/01/12 02:26 PM	1	1	1	1	Priority 3 ...	08/02/12 02:26 PM	1 day
	Email2Page	Kyle Moniz	Subj:Test Room 123 Kyle	10/30/12 09:34 AM	1	1	1	1	Priority 1 ...	07/31/12 09:34 AM	1 day
	ralphhered	Heredia, Ralph (rhered	test	10/03/12 12:08 PM	1	1	1	1	Priority 2 ...	10/03/12 12:38 PM	30 minutes
	VERIZONadmin	Heredia APP,Ralph (ral)	Help. Can you come here?	10/03/12 11:48 AM	3	3	2	2	Priority 1 ...	10/03/12 12:18 PM	30 minutes
	Call2Page	Ralph Heredia	Numeric page: 55511	10/03/12 11:19 AM	1	1	1	1	Priority 3 ...	10/03/12 12:19 PM	1 hour
	VERIZONadmin	Giroux,Krissy (krissyg)	Emergency, need you to c	10/03/12 11:05 AM	2	2	2	2	Priority 2 ...	10/03/12 11:35 AM	30 minutes
	Call2Page	Giroux/Droid,Kevin	Numeric page: 10 from (51	10/03/12 10:09 AM	1	1	1	1	Priority 3 ...	10/03/12 10:39 AM	30 minutes
	WCTP	Paul Anderson	RC:Job# 0669-A	10/03/12 09:54 AM	1	1	1	1	Priority 3 ...	10/03/12 10:24 AM	30 minutes
	Auto Dispatch	Chi, Will (chiwill)	Clean room Last Response	10/03/12 08:49 AM	1	1	1	1	Priority 4 ...	10/03/12 09:04 AM	15 minutes
	Auto Dispatch	Chi, Will (chiwill)	Clean room Last Response	10/03/12 08:48 AM	1	1	1	1	Priority 4 ...	10/03/12 09:03 AM	15 minutes
	Auto Dispatch	Chi, Will (chiwill)	Clean room	10/03/12 08:48 AM	1	1	1	1	Priority 2 ...	10/03/12 08:51 AM	3 minutes
	VERIZONadmin	Moniz,Kyle iPhone (kyl	Test	10/03/12 08:12 AM	1	1	1	1	Priority 1 ...	10/03/12 08:42 AM	30 minutes
	kgirouxios	Lane,Kevin (klane);	Code 51 in Main ER	10/02/12 09:22 PM	1	1	1	1	Priority 1 ...	10/02/12 09:52 PM	30 minutes

Messages Main Function

Auto Dispatch Critical Messages:

Message Details

Sent By: Auto Dispatch **Sent:** 10/03/12 01:10 PM
Priority: Priority 4 - Mailbox Alert **Expiration:** 10/03/12 01:25 PM (15 minutes)

Message: roo m 222 , light broke Last Response: Start

Recipient / Name	User Type	Network	Processed	Delivered	Device Offline Delay	Responded	Response	Status
Anthony Giroux	Zipit Now	cellular	00:00:00	00:00:01		00:00:16	Complete	✓

For a better explanation of Auto Dispatch, please see [Auto Dispatch](#) on page 57.

Email2Page Critical Messages:

Message Details

Sent By: Email2Page **Sent:** 10/03/12 01:16 PM
Priority: Priority 1 - Mayday Alert **Expiration:** 10/04/12 01:16 PM (1 day)

Message: Subj:ticket #47777 Please fix the computer =AD line 322

Recipient / Name	User Type	Network	Processed	Delivered	Device Offline Delay	Responded	Response	Status
Paul Anderson	Zipit Now	Zipit Paul	00:00:00	00:00:02		00:00:17	I dont know	✓

For a better explanation of Email2Page, please see [Email](#) on page 78.

Call2Page Critical Messages:

Message Details

Sent By: Call2Page **Sent:** 10/03/12 11:19 AM
Priority: Priority 3 - Normal Priority **Expiration:** 10/03/12 12:19 PM (1 hour)

Message: Numeric page: 5551212 from (864)275-2740:"WIRELESS CALLER"

Recipient / Name	User Type	Network	Processed	Delivered	Device Offline Delay	Responded	Response	Status
Ralph Heredia	Zipit Now	Guest	00:00:01	00:00:02		00:01:19	Ok	✓

For a better explanation of Call2Page, please see the section [Settings](#) on page 69.



Messages Main Function

WCTP Integration Critical Messages:

Message Details

Sent By: WCTP

Sent: 10/03/12 09:54 AM

Priority: Priority 1 - Mayday Alert

Expiration: 10/03/12 10:24 AM (30 minutes)


Message: RC:Job# 0669-A (Run# 239193) Alert: Special Instructions: UCDC Parking*Do not park in red zones at UCDC. They will ticket you./ Alert: Crew Instructions: UCDC - ER Code *7211* (Res Rm code **7 12*) Do not give out.

Filter (None)

Recipient / Name	User Type	Network	Processed	Delivered	Device Offline Delay	Responded	Response	Status
Paul Anderson	Zipit Now	cellular	00:00:01	00:00:09		00:00:44	Ok	✓

For a better explanation of WCTP Integration, please contact Zipit Support (support@zipitwireless.com).

Message Details View

Selecting the Details button  provides a detailed view of a critical message, including the details for each intended recipient. Below are the available fields in the Message Details view.

They include:

- **Priority Level selected**
 - **Response Options selected**
 - **Message Content**
 - **Sent Date and Time**
 - **Expiration Date and Time (length)**
 - **Recipients/Names**
- **User Type** – Provides the type of device the critical message was sent to (ex: Zipit Now device, Smartphone, SMS).
 - **Network** – Displays the current device connectivity status. Connected to cellular, to Wi-Fi (provides name of Wi-Fi network), Offline, or Powered Off. Only available for Zipit Now users. Smartphone and SMS users will show a N/A status.
 - **Processed** – The time it took to send the message, measured from the time the “Send Message” button is selected until the message is sent from the Zipit service.
 - **Delivered** – The time it took to deliver the message, measured from the time the “Send Message” button is selected until the message is delivered to a user’s device or mobile application. Not available for SMS users.
 - **Device Offline Delay** – The amount of time that a message is delayed due to the device not being connected to a cellular or Wi-Fi network (the device is either offline or powered off) or, in the case of an iOS device running the mobile application, the time it took for a User to open their application after the message was sent. Not available for SMS users.
 - **Responded** – The amount of time it took the recipient to respond to a message, measured from the time the “Send Message” button is selected until the response is delivered to Zipit’s service. Not available for SMS users.
 - **Response** – The actual response provided by the recipient (either pre-defined or custom response). Not available for SMS users.

Messages Main Function

- **Status:**

- ➔ **Processed** - Message was sent but not received during response window (recipient was not connected to network or their device was powered off).
- 👤 **Delivered** - Message was delivered; no response was received during response window.
- ✅ **Responded** - Message was delivered, individual responded. For SMS users, this status can be used to signify that a message was delivered to their cellular device.

Message Details

Sent By: ZIPITRalph

Priority: Priority 1 - Mayday Alert

Message: I need help. Can you come here?

Sent: 09/21/12 02:16 PM

Expiration: 09/21/12 03:16 PM (1 hour)

Filter (None)



Recipient / Name	User Type	Network	Processed	Delivered	Device Offline Delay	Responded	Response	Status
Dan Heredia	Zipit Now	cellular	00:00:00	00:00:01		00:01:16	Yes	✓
Nancy Green	Smartphone	N/A	00:00:00	00:00:12	00:00:12	00:00:22	Yes	✓
Eric Feuerstein	Zipit Now	Verizon MIFI4510L...	00:00:00	00:00:03		00:00:36	Tuesday	✓
Eric Feuerstein	Smartphone	N/A	00:00:00	00:00:05				👤
Anthony Giroux	Zipit Now	Offline	00:00:00					➔
Eric Feuerstein SMS	SMS	N/A	00:00:00	N/A	N/A	N/A	N/A	✓
Mike Giroux	Zipit Now	Powered Off	00:00:00					➔

New Message

This task provides the same functionality as the New Message main function icon . For a full explanation, see [New Message Main Function](#) on page 40.

Dispatch

The Dispatch task combines both the New Message screen with the Message History screen for an alternate view when sending and monitoring messages.

You will prepare your messages the same way as you would through the New Message window by choosing your recipients, a priority level, expiration time, response option, and typing in your message content. As soon as you send the message, the Message History portion of the screen is updated. To view more details of the message status, click on the Display button  to the left of the new message (becomes a  once the message details are displayed).

Messages Main Function

Dispatch

Dispatch

Choose Groups... Template <select a template>

Choose Individuals... Housekeeping Inspector X

Priority Priority 3 - Normal Priority (Delivered to inbox.)

Expiration 30 min

Response Options 5 minutes 10 minutes 15 minutes 30 minutes 1 hour 2 hours

Message Can you please clean room 107 and deliver new towels

52 of 250 characters

Send Message Cancel

Hide Paging

Sent By	Sent To	Message	Sent Time	Recipients	Processed	Delivered	Responded	Priority	Expiration	Expiration Unit
zipiteric	ellis,jason (ellis);	This is an emergency>>>	10/12/12 02:02 PM	1	1	1	1	Priority 1 -	10/12/12 03:02 PM	1 hour
zipiteric	ellis,jason (ellis);	Hey how fast can you be t	10/12/12 02:00 PM	1	1	1	1	Priority 2 -	10/12/12 03:00 PM	1 hour
ZIPIT admin	Giroux,Kevin	Emergency in ER	09/19/12 02:48 PM	1	1	1	1	Priority 1 -	09/19/12 03:18 PM	30 minutes

Recipient / Name	User Type	Network	Processed	Delivered	Device Offline Delay	Responded	Response	Status
Giroux,Kevin	Zipit Now	cellular	00:00:00	00:00:01		00:00:04	OK	✓

This window shows the status of the transmission to each recipient who was addressed in the message. Please see [Messages](#), page 46, for an explanation of all critical messaging components.

To view only the message history on your screen, select the “Hide Paging” button **Hide Paging**. To go back to the original paging view, select the “Show Paging” button **Show Paging**.

Dispatch

Dispatch

Show Paging

Sent By	Sent To	Message	Sent Time	Recipients	Processed	Delivered	Responded	Priority	Expiration	Expiration Unit
zipiteric	ellis,jason (ellis);	This is an emergency>>>	10/12/12 02:02 PM	1	1	1	1	Priority 1 -	10/12/12 03:02 PM	1 hour
zipiteric	ellis,jason (ellis);	Hey how fast can you be t	10/12/12 02:00 PM	1	1	1	1	Priority 2 -	10/12/12 03:00 PM	1 hour
vzkimspale	greatplainsdemo1, (gri	Emergency in ER	10/12/12 11:20 AM	1	1	1	0	Priority 3 -	10/12/12 11:50 AM	30 minutes
vzkimspale	greatplainsdemo1, (gri	Can you go to the ER now	10/12/12 11:19 AM	1	1	1	0	Priority 3 -	10/12/12 11:49 AM	30 minutes
kgirouios	Giroux, Kevin (kgiroux	Red	10/12/12 10:24 AM	1	1	0	0	Priority 3 -	10/12/12 10:54 AM	30 minutes
zipitkevin	Giroux Ipad,Kevin (kgi	tests	10/12/12 10:18 AM	1	1	1	0	Priority 3 -	10/12/12 10:48 AM	30 minutes
zipitkevin	Giroux Ipad,Kevin (kgi	test	10/12/12 10:18 AM	1	1	1	1	Priority 2 -	10/12/12 10:48 AM	30 minutes
zipitkevin	Giroux Ipad,Kevin (kgi	Emergency, need you in E	10/12/12 10:16 AM	1	1	1	1	Priority 1 -	10/12/12 11:16 AM	1 hour
Email2Page	Jonathan Harris	Subj:Test 1 october 12th	10/12/12 09:16 AM	1	1	1	0	Priority 3 -	10/13/12 09:16 AM	1 day
vzwjonathan	Harris,Jonathan (jharri	Will you be able to make it	10/12/12 09:11 AM	1	1	1	1	Priority 1 -	10/12/12 09:41 AM	30 minutes
VERIZONAdmin	Secord,Charlene (csecr	Did you get this message?	10/12/12 08:33 AM	1	1	1	1	Priority 1 -	10/12/12 09:03 AM	30 minutes
VERIZONAdmin	Johnston Smartphone, D	id you get this message?	10/12/12 08:32 AM	1	1	1	1	Priority 1 -	10/12/12 09:02 AM	30 minutes
vzwIndyLab	smartphoneinddatorari	please resond	10/11/12 02:05 PM	1	1	1	1	Priority 2 -	10/11/12 02:35 PM	30 minutes
VZWJeffRose	Rose,Jeff (jefrose);	hello	10/11/12 02:00 PM	1	1	1	1	Priority 3 -	10/11/12 02:30 PM	30 minutes
VZWJeffRose	smartphoneinddatorari	'sdrfgv	10/11/12 01:59 PM	1	1	1	1	Priority 1 -	10/11/12 02:29 PM	30 minutes
zipitkevin	Giroux,Kevin (kgiroux)	Test	10/11/12 01:47 PM	1	1	1	1	Priority 3 -	10/11/12 02:17 PM	30 minutes
zipitkevin	Giroux,Kevin (kgiroux)	What is up	10/11/12 01:34 PM	2	2	2	2	Priority 1 -	10/11/12 02:04 PM	30 minutes
zipitkevin	Giroux,Kevin (kgiroux)	Test	10/11/12 01:32 PM	1	1	1	1	Priority 1 -	10/11/12 02:02 PM	30 minutes
VZWJeffRose	Ind Dattorium;	lunch	10/11/12 01:31 PM	3	3	0	0	Priority 3 -	10/11/12 02:01 PM	30 minutes



Displaying items 1 - 50 of 3583

Response Options

Designated administrators have the ability to create pre-defined or canned message responses that can be used to provide Zipit Now or Zipit Confirm users a pre-determined list of responses to choose from when they respond to a critical message.

Messages Main Function
















The RAP includes four default sets of response options that can be rearranged, deleted or edited. Administrators that have been granted the proper permissions, can create as many sets of response options as needed.

To create a set of response options, click on the Add button  in the top left hand corner of the screen. You can enter up to six response options per set, each up to twenty characters in length. Click the Save Changes button  to the left of the new set of response options to save these options.

Response Options

As many sets of response options as you like can be included in your drop down box. The options can include up to 6 choices of up to 20 characters each. Row 1 will be used as the default responses.

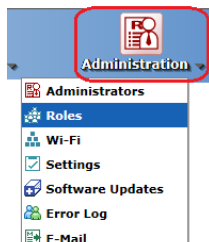
Custom response options (Roles may be granted custom options by setting the 'Response Options' permission to 'Restricted.') (default)



	Option One	Option Two	Option Three	Option Four	Option Five	Option Six	
	OK	Decline					
	Accept	I wont make it	Not sure	30 minutes	60 minutes	Never	
	I will be there	5 minutes	15 minutes				
	Yes	No	Maybe	I dont know			
	Okay	Not Okay					
	1	2	3				
	Complete	Incomplete	In Progress	No Data			
	Monday	Tuesday	Wednesday	Thursday	Friday	Weekend	
	Yes	No	Maybe	Let Me Text You	Let Me Call You	Ok	
	Affirmative	Negative					
	MFG Suite	Packaging	Shipping	Main Floor	Lab- QA		
	Start	Stop	Complete	OnDuty	OffDuty	Terminate	
	room clean	room pending	room dirty				
	Best I've gone to	Awesome	Data team is great	I've learned so much			
	Approved	No Problem	You've got it	OK	Certainly	By all means	

Displaying items 1 - 16 of 16

As noted on the screen above, you can grant custom options by setting the "Response Options" permission to "Restricted". Follow these steps to create Custom Response Options:





1. Select the Administration main function icon at the top of your screen, and scroll down to the Roles task.




2. Click on the Add button  in the top left hand corner of the screen, and enter a description for the custom response role. Click the Save Changes button  to save your new role.


Administrator Roles


Filter (None)

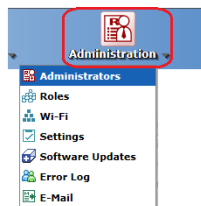
	Admin Role Name	Description	Default Priority	Maximum Priority	Assignable To Users
	Custom Response	Restricted Custom Response Admin	P1 - Mayday	P1 - Mayday	<input type="checkbox"/>
	Device Paging	A user-assignable role that allows paging to all users and paging groups	P3 - Normal	P1 - Mayday	<input checked="" type="checkbox"/>
	Paging Admin	A top-level dispatching role able to send pages to any users or paging groups.	P3 - Normal	P1 - Mayday	<input type="checkbox"/>
	VZW5938 Super Administrator	The top-level administrator's role, able to view and modify any data.	P3 - Normal	P1 - Mayday	<input type="checkbox"/>




Messages Main Function



- Click the Display button  to display the list of permissions you can set for this role.

Administrator Roles					
Filter (None)					
	Admin Role Name	Description	Default Priority	Maximum Priority	Assignable To Users
	Custom Response	Restricted Custom Response Admin	P1 - Mayday	P1 - Mayday	<input type="checkbox"/>
Permissions					
Permission	Unrestricted	Restricted	Details	Description	
Super Administrator	<input type="checkbox"/>	<input type="checkbox"/>		Leave unchecked	
Settings	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Permission to set settings for new users	
E-mail Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Permission to whitelist E-mail addresses that can initiate critical messages (pages)	
Filters	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Permission to create, delete and modify public filters	
Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Permission to view reports	
Response Options	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Permission to modify the set of responses that are available for critical messages. Unrestricted roles may edit the default set of responses. Restricted roles may have their own custom set of responses	
WiFi Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Permission to create, modify or delete WiFi information	
View Pages	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Permission to view pages. Can be restricted to pages sent by the administrator or sent during a single browser session	
View Chats	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Permission to view chats between users. Can be restricted by user set	
Users	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Permission to create, edit, deactivate and import users. Can be restricted by user set	
Paging Groups	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Permission to create, edit, delete and import paging groups. Can be restricted by which groups may be modified and which users may be added	
Address Books	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Permission to create, edit, delete and import address books. Can be restricted by which address books may be modified and which users may be added	
Send Pages	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Permission to send pages. Can be restricted by user sets and paging groups	
Auto Dispatch	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Permission to start, view, and cancel automated dispatch	
Login to RAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Permission to log in to the RAP	


- Place a check ☒ in the check box in the “Restricted” column for Response Options. Choose any other permissions needed for the administrator assigned this role. Do not select the “Super Administrator” check box, because it will override the “Restricted” Response Options selection. Click on the Undisplay button  to close this Permissions screen.
- To create the administrator account that has this custom response role, select the Administration main function icon at the top of your screen, and scroll down to the Administrators task.



- Click on the Add button  in the top left hand corner of the screen, and enter a description for the administrator account. Select the new custom response role you just created from the “Roles” drop-down menu . Click the Save Changes button  to save your new account. You will have to login under this administration account to have this role assignment take effect and to set your new custom response options restrictions.

Administrators								
Filter (None)								
	Username	Password	First Name	Last Name	Role	Email Address	Active	Notify
	TRHAdmin	*****	Tim	Huff Admin	Custom Response	THuff@zipitwireless.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	VZW5938admin	*****	Super	Admin	VZW5938 Super Administrator Paging Admin Device Paging Custom Response	THuff@zipitwireless.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>


Messages Main Function































































- Once you have logged in, go back to the Response Options task under the Messages main function icon. Select the new role you just created (from the drop-down menu ) , and create your new set of restricted response options.

Response Options

As many sets of response options as you like can be included in your drop down box. The options can include up to 6 choices of up to 20 characters each. Row 1 will be used as the default responses.

Custom response options (Roles may be granted custom options by setting the 'Response Options' permission to 'Restricted.')

(default) 
 (default)
 Custom Response

	Option One	Option Two	Option Three	Option Four	Option Five	Option Six		
 	OK							
 	Accept	Decline						
 	I will be there	I wont make it	Not sure					
 	1 minutes	5 minutes	15 minutes	30 minutes	60 minutes	Never		
 	Yes	No	Maybe	I dont know				
 	Okay	Not Okay						
 	1	2	3					
 	Complete	Incomplete	In Progress	No Data				
 	Monday	Tuesday	Wednesday	Thursday	Friday	Weekend		
 	Yes	No	Maybe	Let Me Text You	Let Me Call You	Ok		
 	Affirmative	Negative						
 	MFG Suite	Packaging	Shipping	Main Floor	Lab- QA			
 	Start	Stop	Complete	OnDuty	OffDuty	Terminate		
 	room clean	room pending	room dirty					
 	Best I've gone to	Awesome	Data team is great	I've learned so much				
 	Approved	No Problem	You've got it	OK	Certainly	By all means		


Displaying items 1 - 16 of 16

















- Click the Save Changes button  to save your options.

Response Options





As many sets of response options as you like can be included in your drop down box. The options can include up to 6 choices of up to 20 characters each. Row 1 will be used as the default responses.

Custom response options (Roles may be granted custom options by setting the 'Response Options' permission to 'Restricted.')

Custom Response 

	Option One	Option Two	Option Three	Option Four	Option Five	Option Six		
 	OK							
 	Yes	No	Maybe	In 5	In 15	In 30		
 	Room clean	Room pending	room dirty					
 	MFG Floor	Packaging Dept	Shipping Dept	Front Lobby	QA Lab			


Displaying items 1 - 3 of 3

















You can also use the Up  and Down  buttons to rearrange the order of the response option sets as they will be displayed on the new message screen. Use the Edit button  to make changes to any existing set of response options. Click the Delete button  to remove any sets of response options you do not need.

Response Options

As many sets of response options as you like can be included in your drop down box. The options can include up to 6 choices of up to 20 characters each. Row 1 will be used as the default responses.

Custom response options (Roles may be granted custom options by setting the 'Response Options' permission to 'Restricted.')

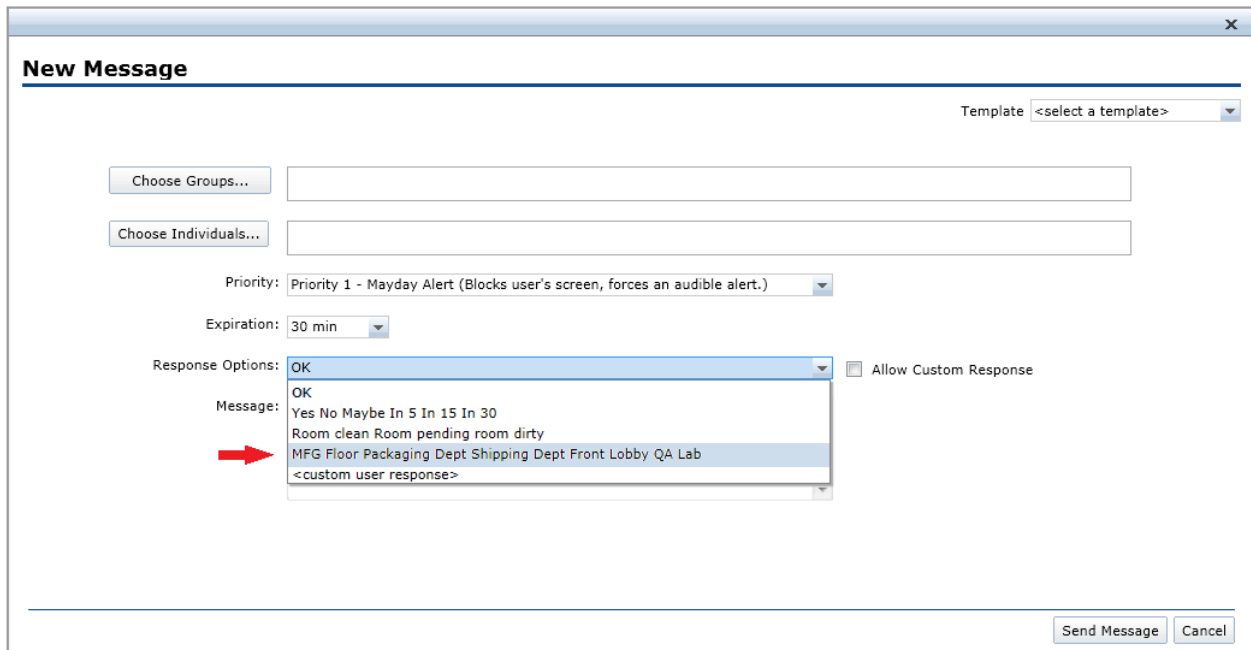
Custom Response 

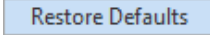
	Option One	Option Two	Option Three	Option Four	Option Five	Option Six		
 	OK							
 	Yes	No	Maybe	In 5	In 15	In 30		
 	Room clean	Room pending	room dirty					
 	MFG Floor	Packaging Dept	Shipping Dept	Front Lobby	QA Lab			

Displaying items 1 - 4 of 4

Messages Main Function

When you create a new critical message, your revised sets of responses will be available in the Response Options drop-down menu for you to include in the page alert as shown below:

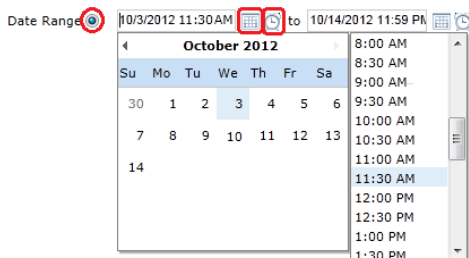


Click on the “Restore Defaults” button  on the Response Options task screen to return to the initial set of responses set by Zipit Wireless.



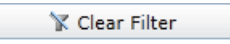
Chat/ZText History

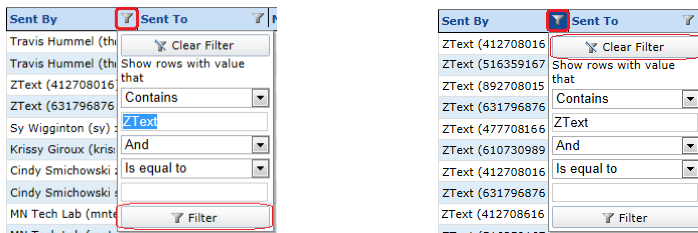
This read-only screen displays the complete text message history – including messages sent between Zipit users (Chats), and also true SMS text messages sent to a cell phone user, including personal contacts (ZText). The default view shows all alerts sent “Today Only”. The radio buttons at the top of the screen allow you to change the display period to show messages from the past “Month”, “Week”, “Today Only”, “Show All”, or messages from within a specific “Date Range”.



Month Week Today Only Show All Date Range 10/13/2012 12:00 AM to 10/14/2012 11:59 PM

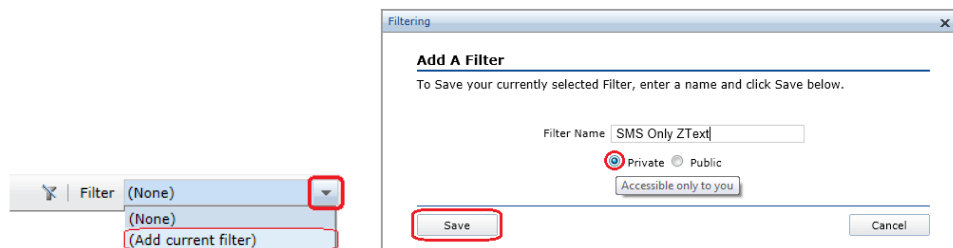




Messages Main Function

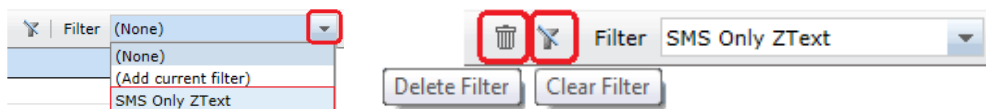
The grid can also be filtered  based off of column content to show messages sent by a particular Zipit user or SMS user, sent to a specific individual, containing specific message content, and by time sent. Once you are finished with the filtered view, click on the Filter icon  you used and select the “Clear Filter” button  to clear the filter.











If you need to filter by multiple items (columns), go ahead and create your filters, then save this new view as a master filter. You can make this master filter  Private (accessible only to you) or  Public (accessible to everyone).

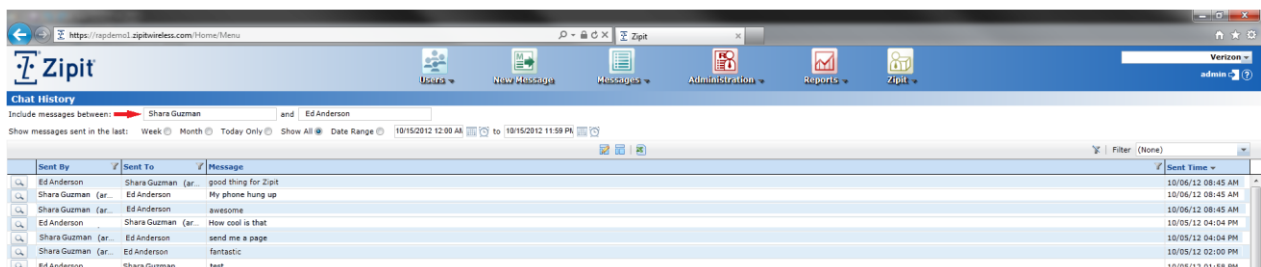


Once you are finished with the filter, you can either clear it  or delete it .




You can also filter to show messages between two recipients, or populate just the first entry field to view messages “Sent By” or “Sent To” this user.

Include messages between:  Shara Guzman and Ed Anderson
Show messages sent in the last: Week  Month  Today Only  Show All  Date Range  10/15/2012 12:00 AM  to 10/15/2012 11:59 PM 





Messages Main Function

To view more details on a particular text message, click on the Details button  to the left of the message you wish to view more information on.

Chat History

Include messages between: and

Show messages sent in the last: Week Month Today Only Show All Date Range 10/15/2012 12:00 AM to 10/15/2012 11:59 PM

Filter (None)

Sent By	Sent To	Message	Sent Time
Strickland (mstrick)	Rick Larchardiere C...	Did you get Zipit app on smartphone yet?	10/07/12 06:31 PM
Ed Anderson	Shara Guzman (ar...	good thing for Zipit	10/06/12 08:45 AM
Shara Guzman (ar...	Ed Anderson	My phone hung up	10/06/12 08:45 AM
Shara Guzman (ar...	Ed Anderson	awesome	10/06/12 08:45 AM
Ed Anderson	Shara Guzman (ar...	How cool is that	10/05/12 04:04 PM
Shara Guzman (ar...	Ed Anderson	send me a page	10/05/12 04:04 PM
Joel Wright Iphone	Lisa Davis	thanks buddy	10/05/12 02:03 PM
Lisa Davis	Joel Wright Iphone	nice job	10/05/12 02:01 PM
Joel Wright	Lisa Davis	where's my pager	10/05/12 02:01 PM
Shara Guzman (ar...	Ed Anderson	fantastic	10/05/12 02:00 PM
Ed Anderson	Shara Guzman	test	10/05/12 01:58 PM
Tim Huff Zipit Now...	ZText (865484344...	Hey	10/04/12 10:28 PM
ZText (865484344...	Tim Huff Zipit Now...	hello	10/04/12 10:28 PM

Chat Details

Message Details

Sent By: Ed Anderson

Sent: 10/06/12 08:45 AM

Message: good thing for Zipit

Filter (None)

Recipient / Name	Network	Processed	Delivered	Device Offline Delay	Status
Shara Guzman	2WIRES60	00:00:01	00:00:06		

Displaying items 1 - 1 of 1


Previous Next Close

To learn more about other options available for this display, see [Working with Grids](#) on page 13.

Auto Dispatch

Auto Dispatch allows you to choose a workflow profile that provides automatic follow up messages and responses to an individual who has accepted a task that needs completion. It can also escalate a page alert if the initial recipients do not respond in the time frame required. This escalation is setup on the Paging Groups tab (see page 30) and can support up to four levels of escalation. Contact Zipit Wireless Support to have this feature enabled. See [New Messages Main Function](#) on page 40 and [Email](#) on page 78 for additional setup and usage details.

Below are two workflow profile examples created for our customers. Follow these steps to view more details on each workflow profile message:

- Step 1: Select the message you wish to view more details of.
- Step 2: Click the message details Display button  to view the individual critical messages (page alerts) and the recipient responses.

Messages Main Function

“Guestware – Basic Workflow - WO Complete” Example:

Auto Dispatch							
Name	Start Date	End Date	Status	Initiator	Message	Priority	Expiration
Guestware- basic workflow -WO Complete	10/16/12 11:26 AM	10/16/12 12:20 PM	Completed	Guestware+Guestware@zipitwirel.	RM: Bgt Kit B side Issue: Sink not c	Priority 2 - High Priority	60
HotSOS Demo	10/16/12 09:49 AM	10/16/12 09:49 AM	Completed	Kevin Groux+kgroux@zipitwirel.	Need transport from Room 222, PT	Priority 1 - Hayday Alert	30
HotSOS - abbreviations - pri flow	10/15/12 01:10 PM	10/15/12 01:11 PM	Completed	Kevin Groux+kgroux@	room 222 , light broke	Priority 1 - Hayday Alert	30
HotSOS - abbreviations - pri flow (No P1)	10/15/12 08:48 AM	10/15/12 08:49 AM	Completed	Ch, William J+William.J.Ch@	Clean room	Priority 2 - High Priority	30
Console - basic workflow	10/15/12 02:45 PM	10/15/12 02:46 PM	Completed	Colleen Patterson+cpatterson@	I need you to pick up Jon James at	Priority 3 - Normal Priority	30
HotSOS Demo	10/14/12 03:01 PM	10/14/12 03:02 PM	Completed	Kevin Groux+kgroux@zipitwirel.	RM: EXEC BOARDROOM Issue:	Priority 3 - Normal Priority	30
Guestware- basic workflow	10/14/12 11:48 AM	10/14/12 11:50 AM	Completed	Guestware+Guestware@zipitwirel.	fire in room 222	Priority 1 - Hayday Alert	30
Console - basic workflow	10/13/12 09:48 AM	10/13/12 09:50 AM	Completed	Colleen Patterson+cpatterson@	This is a page from my email. It w	Priority 1 - Hayday Alert	30
Guestware- basic workflow -WO Complete	10/13/12 09:31 AM	10/13/12 09:31 AM	Completed	Guestware+Guestware@zipitwirel.	Will Ch 3 more towels Room 101 G	Priority 1 - Hayday Alert	30
HotSOS Demo	10/13/12 08:48 AM	10/13/12 08:48 AM	Completed	Resorts Dispatch	RM1128 Issue: Tub Faucet Leaking	Priority 1 - Hayday Alert	30
HotSOS Demo	10/13/12 08:47 AM	10/13/12 08:48 AM	Completed	Resorts Dispatch	Will Chi Room 101 Toilet Broken	Priority 1 - Hayday Alert	30

Messages Tab

Messages										
Sent By	Sent To	Message	Sent Time	Recipients	Processed	Delivered	Responded	Priority	Expiration	Expiration Unit
Auto Dispatch	One, Engineering (test1)	RM: Bgt Kit B side Issue: Sink not dra	10/16/12 11:26 AM	1	1	1	1	Priority 3 - Norm...	10/16/12 12:26 PM	1 hour
Auto Dispatch	One, Engineering (test1)	RM: Bgt Kit B side Issue: Sink not dra	10/16/12 11:28 AM	1	1	1	1	Priority 4 - Mailb...	10/16/12 12:28 PM	1 hour

Messages										
Sent By	Sent To	Message	Sent Time	Recipients	Processed	Delivered	Responded	Priority	Expiration	Expiration Unit
Auto Dispatch	One, Engineering (test1)	RM: Bgt Kit B side Issue: Sink not dra	10/16/12 11:26 AM	1	1	1	1	Priority 3 - Norm...	10/16/12 12:26 PM	1 hour
Auto Dispatch	One, Engineering (test1)	RM: Bgt Kit B side Issue: Sink not dra	10/16/12 11:28 AM	1	1	1	1	Priority 4 - Mailb...	10/16/12 12:28 PM	1 hour

“HotSOS Demo” Example:

Auto Dispatch							
Name	Start Date	End Date	Status	Initiator	Message	Priority	Expiration
Guestware- basic workflow -WO Complete	10/16/12 11:26 AM	10/16/12 12:20 PM	Completed	Guestware+Guestware@zipitwirel.	RM: Bgt Kit B side Issue: Sink not c	Priority 2 - High Priority	60
HotSOS Demo	10/16/12 09:49 AM	10/16/12 09:49 AM	Completed	Kevin Groux+kgroux@zipitwirel.	Need transport from Room 222, PT	Priority 1 - Hayday Alert	30
HotSOS - abbreviations - pri flow	10/15/12 01:10 PM	10/15/12 01:11 PM	Completed	Kevin Groux+kgroux@	room 222 , light broke	Priority 1 - Hayday Alert	30
HotSOS - abbreviations - pri flow (No P1)	10/15/12 08:48 AM	10/15/12 08:49 AM	Completed	Ch, William J+William.J.Ch@	Clean room	Priority 2 - High Priority	30
Console - basic workflow	10/15/12 02:45 PM	10/15/12 02:46 PM	Completed	Colleen Patterson+cpatterson@	I need you to pick up Jon James at	Priority 3 - Normal Priority	30
HotSOS Demo	10/14/12 03:01 PM	10/14/12 03:02 PM	Completed	Kevin Groux+kgroux@zipitwirel.	RM: EXEC BOARDROOM Issue:	Priority 3 - Normal Priority	30
Guestware- basic workflow	10/14/12 11:48 AM	10/14/12 11:50 AM	Completed	Guestware+Guestware@zipitwirel.	fire in room 222	Priority 1 - Hayday Alert	30
Console - basic workflow	10/13/12 09:48 AM	10/13/12 09:50 AM	Completed	Colleen Patterson+cpatterson@	This is a page from my email. It w	Priority 1 - Hayday Alert	30
Guestware- basic workflow -WO Complete	10/13/12 09:31 AM	10/13/12 09:31 AM	Completed	Guestware+Guestware@zipitwirel.	Will Ch 3 more towels Room 101 G	Priority 1 - Hayday Alert	30
HotSOS Demo	10/13/12 08:48 AM	10/13/12 08:48 AM	Completed	Resorts Dispatch	RM1128 Issue: Tub Faucet Leaking	Priority 1 - Hayday Alert	30
HotSOS Demo	10/13/12 08:47 AM	10/13/12 08:48 AM	Completed	Resorts Dispatch	Will Chi Room 101 Toilet Broken	Priority 1 - Hayday Alert	30

Messages Tab

Messages										
Sent By	Sent To	Message	Sent Time	Recipients	Processed	Delivered	Responded	Priority	Expiration	Expiration Unit
Auto Dispatch	Groux, Kevin (kgroux)	Need transport from Room 222, PT K4	10/16/12 09:49 AM	1	1	1	1	Priority 2 - High...	10/16/12 09:52 AM	3 minutes
Auto Dispatch	Groux, Kevin (kgroux)	Need transport from Room 222, PT K4	10/16/12 09:49 AM	1	1	1	1	Priority 4 - Mailb...	10/16/12 10:04 AM	15 minutes
Auto Dispatch	Groux, Kevin (kgroux)	Need transport from Room 222, PT K4	10/16/12 09:49 AM	1	1	1	1	Priority 4 - Mailb...	10/16/12 10:04 AM	15 minutes



Messages Main Function

Messages Log Users												
Filter (None)												
Sent By	Sent To	Message	Sent Time	Recipients	Processed	Delivered	Responded	Priority	Expiration	Expiration Unit		
Auto Dispatch	Giroux, Kevin (kgiroux)	Need transport from Room 222, PT Kx 10/16/12 09:49 AM	1	1	1	1	1	Priority 2 - High	10/16/12 09:52 AM	3 minutes		
Recipient / Name	User Type	Network	Processed	Delivered	Device Offline Delay	Responded	Response	Status				
Kevin Giroux	ZipIt Now	Guest	00:00:00	00:00:02	00:00:15	Accept	✓					
Auto Dispatch	Giroux, Kevin (kgiroux)	Need transport from Room 222, PT Kx 10/16/12 09:49 AM	1	1	1	1	1	Priority 4 - Mailb...	10/16/12 10:04 AM	15 minutes		
Recipient / Name	User Type	Network	Processed	Delivered	Device Offline Delay	Responded	Response	Status				
Kevin Giroux	ZipIt Now	Guest	00:00:00	00:00:01	00:00:11	Start	✓					
Auto Dispatch	Giroux, Kevin (kgiroux)	Need transport from Room 222, PT Kx 10/16/12 09:49 AM	1	1	1	1	1	Priority 4 - Mailb...	10/16/12 10:04 AM	15 minutes		
Recipient / Name	User Type	Network	Processed	Delivered	Device Offline Delay	Responded	Response	Status				
Kevin Giroux	ZipIt Now	Guest	00:00:00	00:00:02	00:00:13	Complete	✓					
Displaying Items 1 - 3 of 3												

Logs Tab

The Logs tab provides the time, date, and message status of each separate page of the Auto Dispatch critical message (Starting, Initial Response, Follow-up Response, and Completed).

Messages Log Users			
Date	Message		
10/16/12 09:49 AM	Completed with final response-Complete		
10/16/12 09:49 AM	Followup Response-Complete		
10/16/12 09:49 AM	Followup Response-Start		
10/16/12 09:49 AM	Initial Response-Accept		
10/16/12 09:49 AM	Starting email process for user kgiroux		

Users Tab

The Users tab provides the individual recipients that the message was prepared for, as well as, the User Type (Zipit Now or Smartphone) and Current Network status (cellular, Wi-Fi, Powered Off, or Offline).








Messages Log Users				
User	User Type	Current Network		
Kevin Giroux	Zipit Now	Power Off		



Administration Main Function







Tasks Items




-  Administrators
-  Roles
-  Wi-Fi (Access Points)
-  Settings
-  Software Update
-  Error Log
-  E-Mail

Administrators

There is one Super Administrator account setup within the RAP. You can share this account with multiple RAP users, or you can create additional administrative accounts based on the level of administration or access that each user needs to have. These levels of administration are referred to as Roles. We will discuss Roles in the upcoming section.

To create additional administrator accounts:

1. Click on the Add button  in the top left hand corner of the screen, and enter the Username, Password, First name, Last Name and Email Address for the new administrator account.
2. Choose from the drop-down menu  the Role for this administrator, and check the “Notify” check box  if this administrator should receive emails from Zipit Wireless concerning future software releases for the RAP.
3. Click the Save Changes button  to save your new administrator account.

Administrators									
	Username	Password	First Name	Last Name	Role	Email Address	Active	Notify	
	TRHAdmin	TRH1234	Tim	Huff Dispatcher	Custom Response	THuff@zipitwireless.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	SuperAdmin	*****	Super	Administrator	CAC Super Administrator Paging Admin Device Paging Custom Response	THuff@zipitwireless.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	





Note: The RAP will not allow you to use the same username for two administrator accounts or use a username that is currently assigned to a user account. This includes deactivated user and administrator accounts.

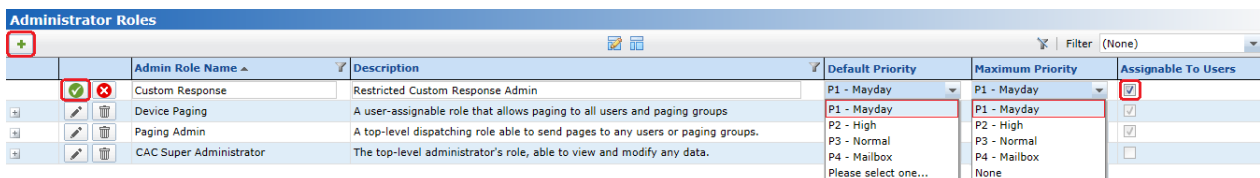
Administration Main Function





To learn more about administrative accounts and responsibilities, see [Typical Administrator Responsibilities](#) and [Preparation for Initial Deployment](#) on pages 86 and 88 for more details.


Roles

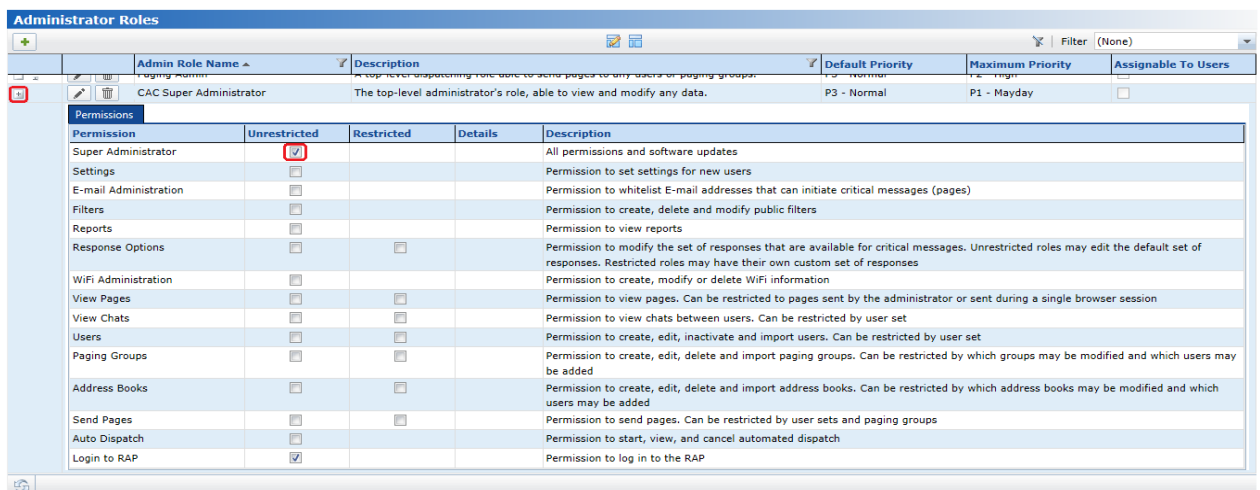
Roles provide levels of administration that can be assigned to each administrator account. These roles are based off of permissions or rights, granted to each user. By selecting these permissions, you essentially define what amount of access and authority each user has within the RAP (ex: Dispatchers, PBX Operators, Receptionists, etc...). To create roles:



1. Click on the Add button  in the top left hand corner of the screen, and enter the Admin Role Name and Description for the new role.
2. Choose from the drop-down menu  options the Defaulted Priority level and Maximum Priority level, then check the Assignable To Users check box  to allow this role to be assigned to Zipit Confirm mobile application users.
3. Click the Save Changes button  to save your new administration role.



Administrator Roles					
	Admin Role Name ^	Description	Default Priority	Maximum Priority	Assignable To Users
	Custom Response	Restricted Custom Response Admin	P1 - Mayday	P1 - Mayday	<input checked="" type="checkbox"/>
	Device Paging	A user-assignable role that allows paging to all users and paging groups	P1 - Mayday	P1 - Mayday	<input checked="" type="checkbox"/>
	Paging Admin	A top-level dispatching role able to send pages to any users or paging groups.	P2 - High	P2 - High	<input checked="" type="checkbox"/>
	CAC Super Administrator	The top-level administrator's role, able to view and modify any data.	P3 - Normal	P3 - Normal	<input checked="" type="checkbox"/>
			P4 - Mailbox	P4 - Mailbox	<input type="checkbox"/>
			Please select one...	None	

Once you have saved your role, you can assign the permissions. Click the Display button  to view the Permissions tab. There are fifteen permissions you can choose from including the Super Administrator (checked below) which grants full authority to access any record and make any changes within the RAP.



Administrator Roles					
	Admin Role Name ^	Description	Default Priority	Maximum Priority	Assignable To Users
	Paging Admin	A top-level dispatching role able to send pages to any users or paging groups.	P2 - High	P2 - High	<input checked="" type="checkbox"/>
	CAC Super Administrator	The top-level administrator's role, able to view and modify any data.	P3 - Normal	P1 - Mayday	<input type="checkbox"/>
Permissions					
Permission	Unrestricted	Restricted	Details	Description	
Super Administrator	<input checked="" type="checkbox"/>			All permissions and software updates	
Settings	<input type="checkbox"/>			Permission to set settings for new users	
E-mail Administration	<input type="checkbox"/>			Permission to whitelist E-mail addresses that can initiate critical messages (pages)	
Filters	<input type="checkbox"/>			Permission to create, delete and modify public filters	
Reports	<input type="checkbox"/>			Permission to view reports	
Response Options	<input type="checkbox"/>	<input type="checkbox"/>		Permission to modify the set of responses that are available for critical messages. Unrestricted roles may edit the default set of responses. Restricted roles may have their own custom set of responses	
WiFi Administration	<input type="checkbox"/>			Permission to create, modify or delete WiFi information	
View Pages	<input type="checkbox"/>	<input type="checkbox"/>		Permission to view pages. Can be restricted to pages sent by the administrator or sent during a single browser session	
View Chats	<input type="checkbox"/>	<input type="checkbox"/>		Permission to view chats between users. Can be restricted by user set	
Users	<input type="checkbox"/>	<input type="checkbox"/>		Permission to create, edit, inactivate and import users. Can be restricted by user set	
Paging Groups	<input type="checkbox"/>	<input type="checkbox"/>		Permission to create, edit, delete and import paging groups. Can be restricted by which groups may be modified and which users may be added	
Address Books	<input type="checkbox"/>	<input type="checkbox"/>		Permission to create, edit, delete and import address books. Can be restricted by which address books may be modified and which users may be added	
Send Pages	<input type="checkbox"/>	<input type="checkbox"/>		Permission to send pages. Can be restricted by user sets and paging groups	
Auto Dispatch	<input type="checkbox"/>			Permission to start, view, and cancel automated dispatch	
Login to RAP	<input checked="" type="checkbox"/>			Permission to log in to the RAP	

Administration Main Function

Each permission has an Unrestricted check box ☐, and some have a Restricted check box ☐ that allows you to further restrict the level of authority to access a record or view message history. In most cases, a [details](#) link will appear next to the Restricted check box ☐, allowing you to choose the type of restriction you wish to assign.

Permissions	Unrestricted	Restricted	Details	Description
Super Administrator	<input type="checkbox"/>			All permissions and software updates
Settings	<input type="checkbox"/>			Permission to set settings for new users
E-mail Administration	<input type="checkbox"/>			Permission to whitelist E-mail addresses that can initiate critical messages (pages)
Filters	<input type="checkbox"/>			Permission to create, delete and modify public filters
Reports	<input type="checkbox"/>			Permission to view reports
Response Options	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Permission to modify the set of responses that are available for critical messages. Unrestricted roles may edit the default set of responses. Restricted roles may have their own custom set of responses
WiFi Administration	<input type="checkbox"/>			Permission to create, modify or delete WiFi information
View Pages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	details	Permission to view pages. Can be restricted to pages sent by the administrator or sent during a single browser session
View Chats	<input type="checkbox"/>	<input checked="" type="checkbox"/>	details	Permission to view chats between users. Can be restricted by user set
Users	<input type="checkbox"/>	<input checked="" type="checkbox"/>	details	Permission to create, edit, inactivate and import users. Can be restricted by user set
Paging Groups	<input type="checkbox"/>	<input checked="" type="checkbox"/>	details	Permission to create, edit, delete and import paging groups. Can be restricted by which groups may be modified and which users may be added
Address Books	<input type="checkbox"/>	<input checked="" type="checkbox"/>	details	Permission to create, edit, delete and import address books. Can be restricted by which address books may be modified and which users may be added
Send Pages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	details	Permission to send pages. Can be restricted by user sets and paging groups
Auto Dispatch	<input type="checkbox"/>			Permission to start, view, and cancel automated dispatch
Login to RAP	<input checked="" type="checkbox"/>			Permission to log in to the RAP

Below are examples of the restricted permissions and detail screens.

View Pages Restriction:

View Pages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	details
------------	--------------------------	-------------------------------------	-------------------------

Permission
User Sets

Controls the behavior of the Messages screen

☐ All Pages (Unrestricted)

Allows the administrator to view all pages, regardless of sender.

☐ By Role

Allows the administrator to view pages sent by anyone sharing his or her role.

☒ By User Sets

Allows the administrator to view pages, based on who received the page.

☐ Only Own Pages

Allows the administrator to view only pages he or she has sent.

☐ Only Session Pages




Allows the administrator to view only pages he or she sent during this visit to the website.

☐ None

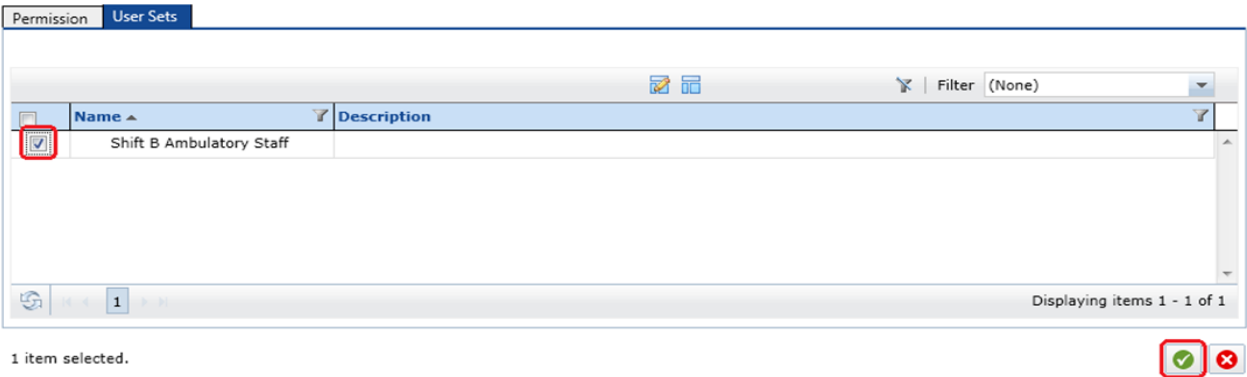
Forbids the administrator from viewing any pages.



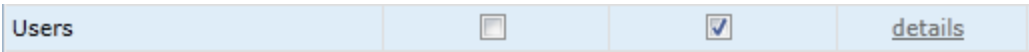
View Chats Restriction:


If “ **By User Sets**” is chosen, then you can select the Users Sets tab and choose which user sets  this role can view chats for. Click the Save Changes button  to save your user set assignments and restrictions. To learn more about user sets, see [User Sets](#) on page 38 for more details.

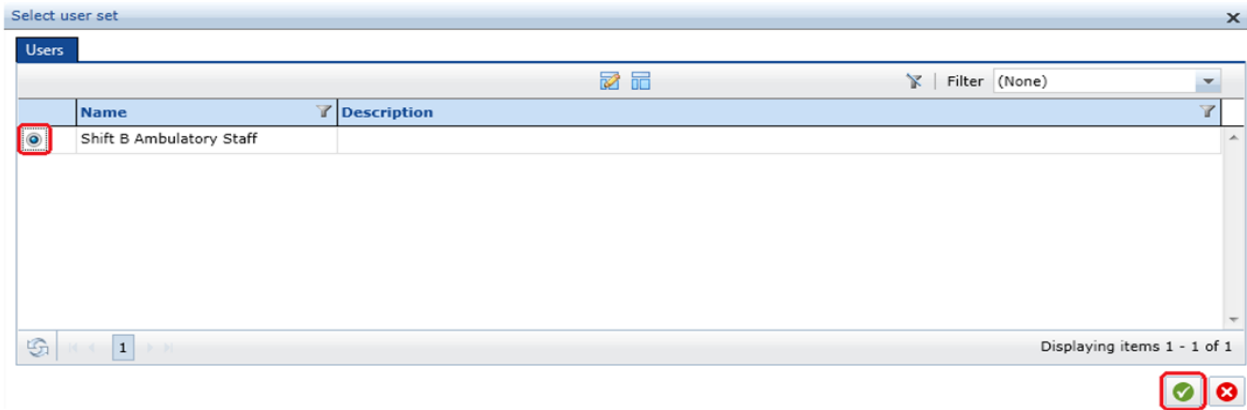
Administration Main Function



Users Restriction:

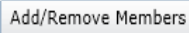




This restriction automatically goes to the Users tab where you can choose which user set ☒ this role can view and edit the user account records of its members. Click the Save Changes button  to save your user set assignments. To learn more about user sets, see [User Sets](#) on page 38 for more details.



Paging Groups Restriction:



This restriction automatically goes to the Paging Groups tab where you can choose which paging groups this role is authorized to view and edit, and which users you can assign into these paging groups (Users tab). Select the “Add/Remove Members” button  to display all paging groups. Place a check in the check box ☒ next to the groups you wish to assign to this restriction. Click the Save Changes button  to save your paging group assignments. Select the Users tab to choose group of users (user sets) you will be able to assign into the paging groups. Follow the above directions to add and save user sets to the Users tab. If you need to remove a paging group or user set from either tab,

click the Delete button  to the left of the paging group or user set. To learn more about paging groups and user sets, see [Paging Groups](#) on page 30 and [User Sets](#) on page 38 for more details.

Grant permission to modify paging groups, and to assign users into paging groups:

Paging Groups Users

	Name ▲	Description
<input type="checkbox"/>	All Paging Groups	
<input type="checkbox"/>	Attendants Paging Group	
<input checked="" type="checkbox"/>	Environmental Services Paging...	
<input type="checkbox"/>	IT Staff Paging Group	
<input type="checkbox"/>	Nursing Staff Paging Group	
<input type="checkbox"/>	Security Paging Group	
<input type="checkbox"/>	Supervisory Paging Group	
<input type="checkbox"/>	Technicians Paging Group	

1

1 item selected.

Grant permission to modify paging groups, and to assign users into paging groups:




Paging Groups

Users

Filter

(None)



Add/Remove Members

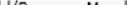


	Name ▲	Description
	All Users	May add any user to paging groups
	Verizon-All	All Verizon users on the Verizon CAC. No Zipit users
	Zipit-All	All Zipit users on the Verizon CAC. No Verizon users

1

Displaying items 1 - 3 of 3


Address Books Restriction:

Address Books			details
---------------	---	---	-------------------------

This restriction automatically goes to the Address Books tab where you can choose which address books this role is authorized to view and edit, and which users you can assign into these address books (Users tab). Select the “Add/Remove Members” button  to display all address books. Place a check in the check box  next to the address books you wish to assign to this restriction. Click the Save Changes button  to save your address book assignments. Select the Users tab to choose group of




Administration Main Function

users (user sets) you will be able to assign into the address books. Follow the above directions to add and save user sets to the Users tab. If you need to remove an address book or user set from either tab, click the Delete button  to the left of the address book or user set. To learn more about address books and user sets, see [Address Books](#) on page 35 and [User Sets](#) on page 38 for more details.

Grant permission to modify address books, and to assign users into address books: ✕

Address Books Users



Name ▲

Description

☒

All Address Book

☒


Zipit Wireless Address Book


Filter (None)

1

Displaying items 1 - 2 of 2


1 item selected.






Grant permission to modify address books, and to assign users into address books: ✕

Address Books Users




Name ▲

Description




All Users

May add any user to address books



Verizon-All

All Verizon users on the Verizon CAC. No Zipit users



Zipit-All

All Zipit users on the Verizon CAC. No Verizon users

Filter (None)

1

Displaying items 1 - 3 of 3

Add/Remove Members

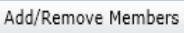
Send Pages Restriction:

Send Pages

☐

☒


details

This restriction automatically goes to the Users tab where you can choose which users (based on user sets) this role is authorized to send pages to. You can do the same with paging groups on the Paging Groups tab. and a Paging. Select the “Add/Remove Members” button  to display all



Administration Main Function

Wi-Fi (Access Points)





Configuring and maintaining Wi-Fi access points is a critical task, because these govern how Zipit Now users will connect and communicate within your organization's operating area or campus. This task displays all access points that you define that will automatically be pushed down to all Zipit Now users. This push notification is not available for Zipit Confirm users or SMS users.

You can perform a bulk import  of Wi-Fi access points for quicker setup or you can define the Wi-Fi access points individually through the RAP. To bulk import your records, see [Importing Records into Grids](#) on page 19 for more details.

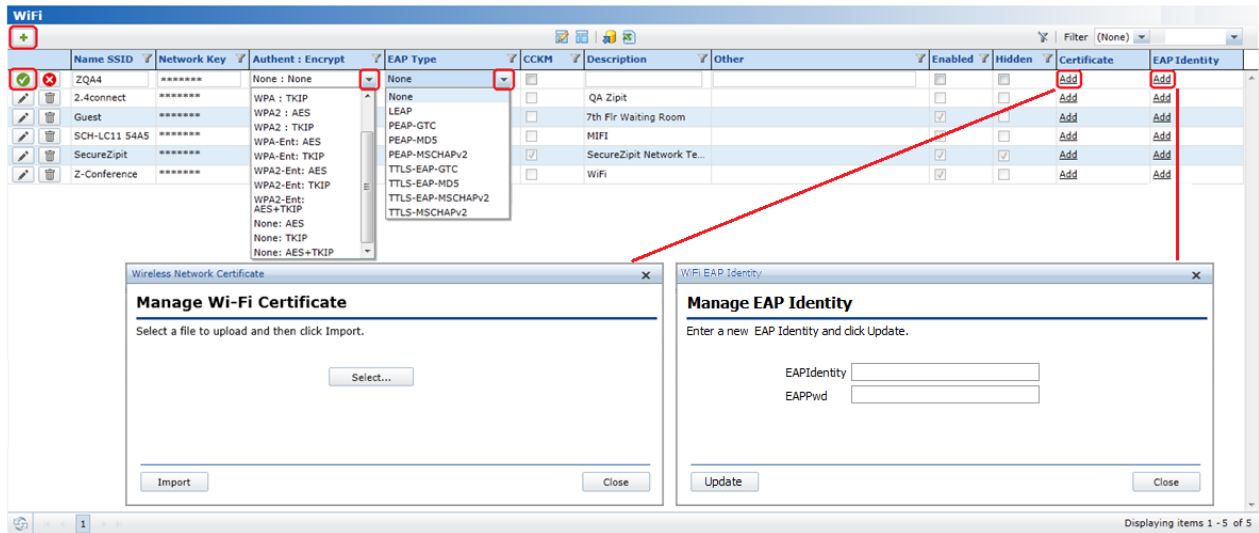
Below is an explanation of each available field:

- ☐ **Name/SSID** – Defaulted network name or Service Set Identifier used to identify this network.
- ☐ **Network Key** – A security feature such as a password to prevent unauthorized access to your Wi-Fi network.
- ☐ **Authent : Encrypt** – Provides a drop-down menu  for you to select the authentication and encryption type for your Wi-Fi network.
- ☐ **EAP Type** – Provides a drop-down menu  for you to select the Extensible Authentication Protocol type if applicable.
- ☐ **CCKM** – Check this box to denote compliance with Cisco Centralized Key Management (Fast Roaming).
- ☐ **Description** – A more elaborate explanation of this network (location, type, etc.).
- ☐ **Enabled** – Check this box to allow the access point to be detected and used.
- ☐ **Hidden** – Check this box to denote this access point to be hidden.
- ☐ **Certificate** – Allows you to manage Wi-Fi Certificates. Click Add to select a file to upload and Import.
- ☐ **EAP Identity** – Allows you to use a generic/common username and password for multiple users connecting to this Wi-Fi network (for future use).

To assign a Wi-Fi access point within the RAP:


1. Click on the Add button  in the top left hand corner of the screen, and enter the required fields to successfully connect to your network.
2. Choose from the drop-down menu  and select the check boxes  when necessary.
3. Click the Save Changes button  to save your new Wi-Fi access point.

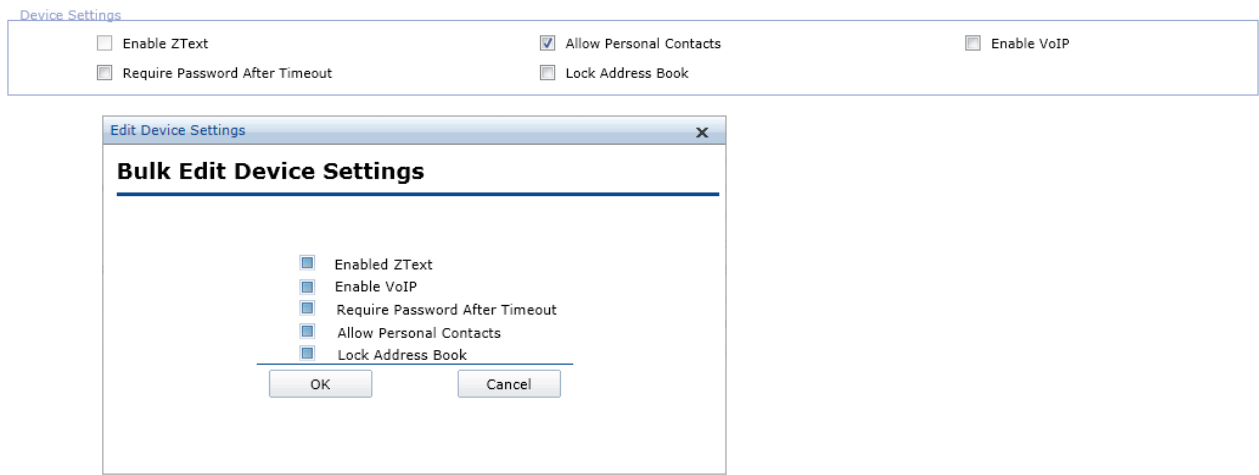
Administration Main Function



Remember that you can also manually add Wi-Fi access points through the Tools option on the Zipit Now device. This will allow your Zipit Now users to connect to their own personal Wi-Fi networks if they live in an area with poor cellular coverage. This Wi-Fi network information is not stored within the RAP, so no one else will have access to their private settings. For details on setting up these connections, see the Zipit Now User Guide.

Settings

Settings govern what device default settings will be available in your organization, as well as, control other feature settings such as Call2Page, Message Retention time, and SIP (VoIP) configuration. Once these device default settings have been assigned to all users, they can be changed for individual users or for groups of users at any time through the User Details screen (below) or with the Bulk Edit feature () as shown on the next page.





Administration Main Function

Company Settings:

Company Settings

City/Time Zone: New York, NY

Call2Page:

DID Number	Welcome Message	Page Prompt
3015011522	Welcome to the Zipit messaging system. Please enter a	Thank you. You may now enter the numeric page fol..
8624981249	Welcome to the Zipit messaging system. Please enter a pin number followed by the pound sign for the individual or group you wish to reach.	Thank you. You may now enter the numeric page followed by the pound sign, or just hang up.

Company Settings consists of the following fields:

- City/Time Zone – Drop-down menu of time zone selections based off of city/state locations throughout the United States.
- Call2Page – Provides the DID Number(s) assigned to your RAP, and allows you to edit both the “Welcome Message” and “Page Prompt” scripts. Once you are finished with your changes, be sure to click on the Save Changes button . For a better explanation of Call2Page, see the below feature overview.

Call2Page Overview

This feature is similar to traditional paging in that you can use a LAN line or mobile phone to call in a numeric page to any Zipit user or SMS user. Zipit Support will issue you a local access or long distance number (DID Number) that can be dialed to connect to your RAP. Once connected, the caller will be greeted with a welcome message requesting them to input the pin number for the individual or group they wish to reach. This pin number is assigned to a user or paging group via the Dialup PIN field on their respective detail screens. This dialup pin can be any unique set of numbers up to 10 digits in length, including your current pager numbers used by your end users.

User Properties

Username	es901	Billing Code		Dialup PIN	1041
Password	*****	Employee ID		WCTP ID	

Email2Page Address es901-uat15@zipit-now.com

Once they type in the pin number and press the # key, the caller will be prompted to input their numeric page (emergency code or call back number). The page will be sent as a P3 page alert, and allows your Zipit users to respond with an approved acknowledgement if required. The P3 page alert will contain the numeric page, along with the caller's phone number and caller ID if available.

Call2Page can also be used to interface with your existing PBX system, allowing your PBX system to handle the internal dialing. In order for Call2Page to be use in this manner, you will be required to purchase a Hark ISI converter box to convert your TAP/Serial interface into a WCTP interface.

Administration Main Function

Note: For an additional charge, a toll free number can be issued or multiple local access numbers can be assigned.

Device Settings:

Device Settings

Enable Off Call Mode: ⓘ	<input checked="" type="checkbox"/>
Message Retention Days: ⓘ	730
Lock Screen Message: ⓘ	Your Device Is Locked... Enter Your Password.
<small>(Leave empty for default message)</small>	

Device Settings consists of the following fields:

- ☒ **Enable Off Call Mode** ⓘ – If box is checked, allows for Zipit Now and Zipit Confirm users the ability to place their devices into an Off Call mode preventing pages from being sent to their device. This would be reflected in the Network Status column of the Message History screen, just like a Power Off or Offline state (for future use).
- ☒ **Message Retention Days** ⓘ – The number of days a message will remain on a device. If left blank, the Message Inbox will keep all messages until it reaches its capacity of 200 pages/text messages. The oldest, lowest priority messages will be deleted first along with the old text messages. Remember that if you wipe a Zipit Now device or logout of the Zipit Confirm mobile application, all unread messages will automatically be removed.
- ☒ **Lock Screen Message** ⓘ – Type in message to be displayed on screen when a device is in a locked state (leave empty for default message from Zipit).

(The Information icon ⓘ invokes a pop-up comment box to appear, providing more details on this particular setting.)

Device Defaults:

Device Defaults

<input checked="" type="checkbox"/>	Require Password After Timeout
<input type="checkbox"/>	Allow Personal Contacts
<input checked="" type="checkbox"/>	Lock Address Book
<input type="checkbox"/>	Enable VoIP

Device Defaults consists of the following fields:

- ☒ **Require Password After Timeout** – If this box is checked, it requires the Zipit Now user to enter their password to reactivate/unlock their device when it becomes locked due to it being idle for a period of time.

Administration Main Function

- ☐ **Allow Personal Contacts** – If this box is checked, device users are allowed to add personal contacts to their Contacts List, other than Enterprise contacts provided by their administrator.
- ☐ **Lock Address Book** – If this box is checked, it prevents the Zipit user from adding Enterprise contacts to their Contacts List.
- ☐ **Enable VoIP** – Grants Zipit Now users the ability to carry on voice communications over their VoIP Wi-Fi Networks and PBX systems. Requires the purchase of a VoIP license per user, and is not available for Zipit Confirm mobile application or SMS user type accounts.

The settings checked on this page will become the default values for all new Zipit users created on the Users screen or imported into the RAP. **Enable ZText** is not available as a default setting on this screen. You will need to enable this feature either on the User Details screen, or using the Bulk Edit feature as described above. This feature assigns a 10 digit phone number to a user account, allowing them to send SMS text messages to any cellular phone.

Note: Enabling ZText on a user account, may take up to 24-48 hours for ZText to be fully enabled.

SIP Configuration:

SIP Config

```
[default]
SERVER1_REGISTRAR_REALM=[REDACTED]
SERVER1_REGISTRAR_ADDR=pbx.zipitwireless.corp
SERVER1_PROXY_REALM=[REDACTED]
SERVER1_PROXY_ADDR=pbx.zipitwireless.corp
STUN_SERVER1_NAME=[REDACTED].com
SIP_FUNCTION_STUN=0
SIP_FUNCTION_RTCP=0
SERVER2_REGISTRAR_REALM=voip-b.evolveip.net
SERVER2_REGISTRAR_ADDR=voip-b.evolveip.net
SERVER2_PROXY_REALM=voip-b.evolveip.net
SERVER2_PROXY_ADDR=voip-b.evolveip.net
USER1_BASE_PRESENCE=0

[pbx]
DIAL_PLAN_10DIG_SEARCH=([0-9]{10})
DIAL_PLAN_10DIG_REPLACE=1s1
DIAL_PLAN_7DIG_SEARCH=([0-9]{7})
DIAL_PLAN_7DIG_REPLACE=1s64s1
VOICEMAIL=17
```

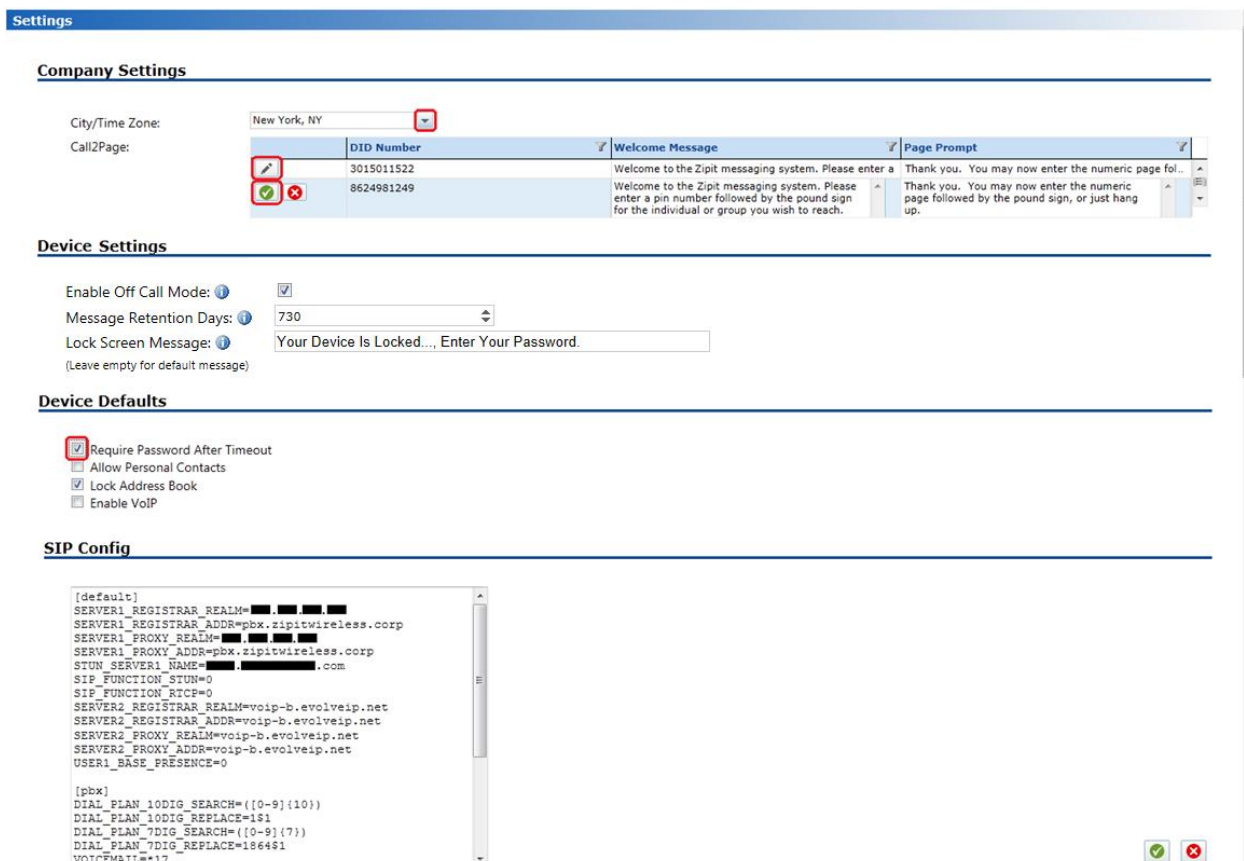
Zipit Support will complete the SIP Configuration portion of this screen, based on the information you provide on the Zipit VoIP feasibility questionnaire. This setup allows you to use your Zipit Now devices as VoIP enabled devices for in-house voice communication.

Device Settings

- | | | |
|---|--|---|
| <input type="checkbox"/> Enable ZText | <input type="checkbox"/> Allow Personal Contacts | <input checked="" type="checkbox"/> Enable VoIP |
| <input type="checkbox"/> Require Password After Timeout | <input type="checkbox"/> Lock Address Book | |

Administration Main Function

In order to enable VoIP for your users, you must purchase a VoIP license for each user requiring VoIP. Once processed, you can check the enable VoIP check box ☒ on the Zipit Now user's user account detail screen. VoIP is only available for Zipit Now users, not Zipit Confirm or SMS type user accounts.



Settings

Company Settings

City/Time Zone: New York, NY

Call2Page:

DID Number	Welcome Message	Page Prompt
3015011522	Welcome to the Zipit messaging system. Please enter a	Thank you. You may now enter the numeric page fol...
8624981249	Welcome to the Zipit messaging system. Please enter a pin number followed by the pound sign for the individual or group you wish to reach.	Thank you. You may now enter the numeric page followed by the pound sign, or just hang up.

Device Settings

Enable Off Call Mode: ☒

Message Retention Days: 730

Lock Screen Message: Your Device Is Locked..., Enter Your Password.

(Leave empty for default message)

Device Defaults

☒ Require Password After Timeout

☐ Allow Personal Contacts


☒ Lock Address Book

☐ Enable VoIP

SIP Config

```
[default]
SERVER1_REGISTRAR_REALM=
SERVER1_REGISTRAR_ADDR=pbx.zipitwireless.corp
SERVER1_PROXY_REALM=
SERVER1_PROXY_ADDR=pbx.zipitwireless.corp
STUN_SERVER1_NAME=
SIP_FUNCTION_STUN=0
SIP_FUNCTION_RFC=0
SERVER2_REGISTRAR_REALM=voip-b.evolveip.net
SERVER2_REGISTRAR_ADDR=voip-b.evolveip.net
SERVER2_PROXY_REALM=voip-b.evolveip.net
SERVER2_PROXY_ADDR=voip-b.evolveip.net
USER1_BASE_PRESENCE=0

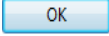
[pbx]
DIAL_PLAN_10DIG_SEARCH=([0-9]{10})
DIAL_PLAN_10DIG_REPLACE=181
DIAL_PLAN_7DIG_SEARCH=([0-9]{7})
DIAL_PLAN_7DIG_REPLACE=1864$1
VOICEMAIL=17
```

Once you have made all the necessary edits to this screen, click the Save Changes button  to save your changes.

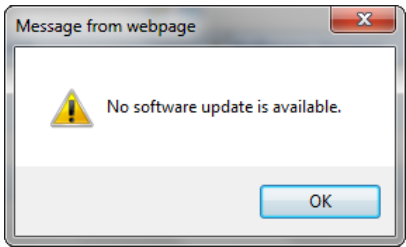
Software Updates

The Software Update task indicates whether a software update is available for your Zipit Now users. These updates allow your Zipit Now users to take full advantage of the latest software and feature enhancements available for their devices.

Software Update Tab

If there's no update available, the below pop-up screen will appear. Click the "OK" button  to close this pop-up screen.

Administration Main Function



If an update is available, its specifications (Version and Publish Date) are listed in the top left hand corner of the screen.

Version

Published Date

Software Update

Software Update | History

Version

Published Date

Release to Users

Days to Wait for Wi-Fi Connection

Hours to Delay Installation

Release to All Users


Release to Select Users

Online	Username	First Name	Last Name	Software Version	Updated	Resend
--------	----------	------------	-----------	------------------	---------	--------

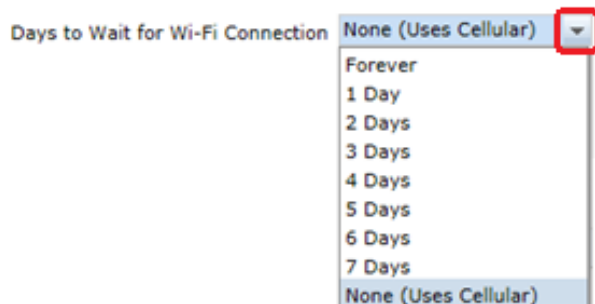
1


Displaying items 1 - 1 of 1

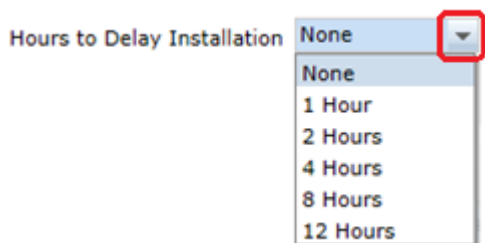
To release an update to your Zipit Now users, following these instructions:

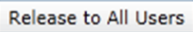
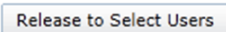
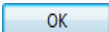
1. Select the number of Days to Wait for Wi-Fi Connection from the drop-down menu . This field specifies the number of days a device will wait for a Wi-Fi connection before it automatically downloads the new software release over a cellular connection.

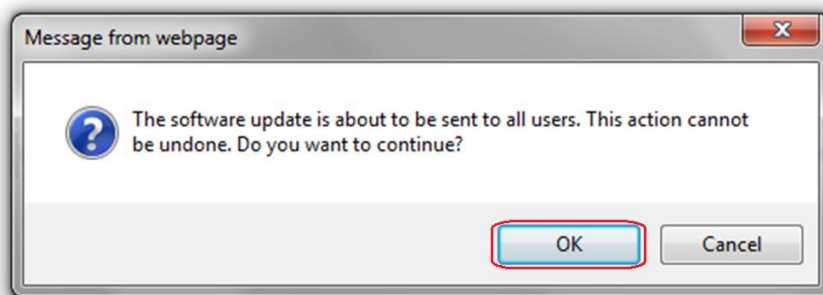
Administration Main Function



2. Select the number of Hours to Delay Installation from the drop-down menu . This field specifies the number of hours a user is allowed to delay the installation of a newly downloaded release. If set to 'None', the installation will happen immediately after the download is complete.



3. Choose whether to “Release to All Users”  or “Release to Select Users” . If ‘Release to All Users’ is selected, the following pop-up window will appear. Click the “OK” button  to push update to all users.



If “Release to Select Users” is chosen, then the following screen will appear:

Administration Main Function

Select Users

Release to Select Users

<input checked="" type="checkbox"/>	Username	First Name	Last Name	Billing Code	Role	Department	Location	Custom1	Custom2
<input checked="" type="checkbox"/>	cpatterson	Colleen	Patterson			Zipit			
<input checked="" type="checkbox"/>	jbanks	Jabeca	Banks			Zipit			
<input checked="" type="checkbox"/>	kgiroux	Kevin	Giroux			Zipit			
<input checked="" type="checkbox"/>	rhedia	Ralph	Heredia			Zipit			
<input checked="" type="checkbox"/>	cnorris	Cory	Norris			Zipit			
<input checked="" type="checkbox"/>	smccalla	Sam	McCalla			Zipit			

Message from webpage

The software update is about to be sent to all selected users. This action cannot be undone. Do you want to continue?


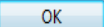
OK Cancel

1

Displaying items 1 - 6 of 6

Send Update

Close

Place a check ☒ by the user you wish to update, then click on the “Send Update” button . The same pop-up window as above will appear; to continue, click the “OK” button .

Software Update History

Version: 02.01.RC.13.9039
Published Date: 10/11/2012 10:23:18 AM

Release to Users

Days to Wait for Wi-Fi Connection: None (Uses Cellular)
Hours to Delay Installation: None

Release to All Users

Release to Select Users

Online	Username	First Name	Last Name	Software Version	Updated	Resend
<input checked="" type="checkbox"/>	thuff	Tim		02.01.RC.13.9039	<input checked="" type="checkbox"/>	Notify Device
<input checked="" type="checkbox"/>	kgiroux	Kevin		02.01.RC.13.9039	<input checked="" type="checkbox"/>	Notify Device
<input checked="" type="checkbox"/>	rhedia	Ralph		02.01.RC.13.9039	<input checked="" type="checkbox"/>	Notify Device
<input checked="" type="checkbox"/>	jbanks	Jabeca		02.01.RC.13.9039	<input checked="" type="checkbox"/>	Notify Device
<input checked="" type="checkbox"/>	cpatterson	Colleen		02.01.RC.13.9039	<input checked="" type="checkbox"/>	Notify Device
<input checked="" type="checkbox"/>	cbarnes	Charles	Barnes	02.01.RC.13.9039	<input checked="" type="checkbox"/>	Notify Device
<input checked="" type="checkbox"/>	cnorris	Cory	Norris		<input type="checkbox"/>	Notify Device
<input checked="" type="checkbox"/>	jthomas	Jane	Thomas		<input type="checkbox"/>	Notify Device

Message from webpage



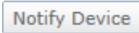
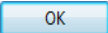
Notification Sent.

OK

1

Displaying items 1 - 8 of 8

Administration Main Function

4. Your screen now displays the software version of each user's device, as well as, their Online  / Offline  status. As soon as a device updates to the currently released software version, the new version will be displayed and a check will be placed in the Updated check box ☒. You can send a notification to the user's device to force it to update now by clicking the "Notify Device" button . A new pop-up window will appear displaying "Notification Sent". Click the "OK" button  to acknowledge this message.

History Tab

This tab provides a history of all software release version updates, including when they were published, created, and the method used for installation (Wi-Fi vs. cellular, and hours to delay installation). It also shows which software release version is the current version by placing a check in the check box ☒ next the current release.

Software Update						
Software Update		History				
Version	<input checked="" type="checkbox"/> Is Current Version	<input checked="" type="checkbox"/> Published	<input checked="" type="checkbox"/> Created	<input checked="" type="checkbox"/> Days to Wait WiFi	<input checked="" type="checkbox"/> Hours to Delay Install	<input checked="" type="checkbox"/>
01.01.LA.04.4935	<input type="checkbox"/>	09/14/11 10:33 AM	09/14/11 10:33 AM	1 Day	2 Hours	
01.01.LA.03.4927	<input type="checkbox"/>	09/14/11 10:37 AM	09/14/11 10:37 AM	1 Day	4 Hours	
01.01.LA.04.4935	<input type="checkbox"/>	09/14/11 10:39 AM	09/14/11 10:39 AM	Forever	12 Hours	
01.01.LA.04.4935	<input type="checkbox"/>	09/14/11 10:40 AM	09/14/11 10:40 AM	1 Day	4 Hours	
01.02.GA.02.5675	<input type="checkbox"/>	11/30/11 04:10 PM	11/30/11 04:10 PM	None (Uses Cellular)	1 Hour	
01.02.GA.15.7146	<input type="checkbox"/>	04/19/12 09:05 AM	04/18/12 12:45 PM	None (Uses Cellular)	None	
01.02.GA.26.8894	<input type="checkbox"/>	07/30/12 09:21 AM	07/26/12 09:18 AM	Forever	8 Hours	
01.02.GA.27.9295	<input type="checkbox"/>	08/20/12 09:32 AM	08/17/12 05:07 PM	None (Uses Cellular)	4 Hours	
02.01.RC.13.9039	<input checked="" type="checkbox"/>	10/11/12 10:23 AM	10/02/12 06:35 PM	None (Uses Cellular)	None	

Error Log

The Error Log provides feedback on any page alerts that were initiated via E-mail Gateway (Email2Page), Dial-Up Paging (Call2Page), and WCTP interfacing (3rd Party Console integration), but was not successful in being delivered to the end users. This log provides not only the Time and Source of the message, but the reason the message could not be delivered.

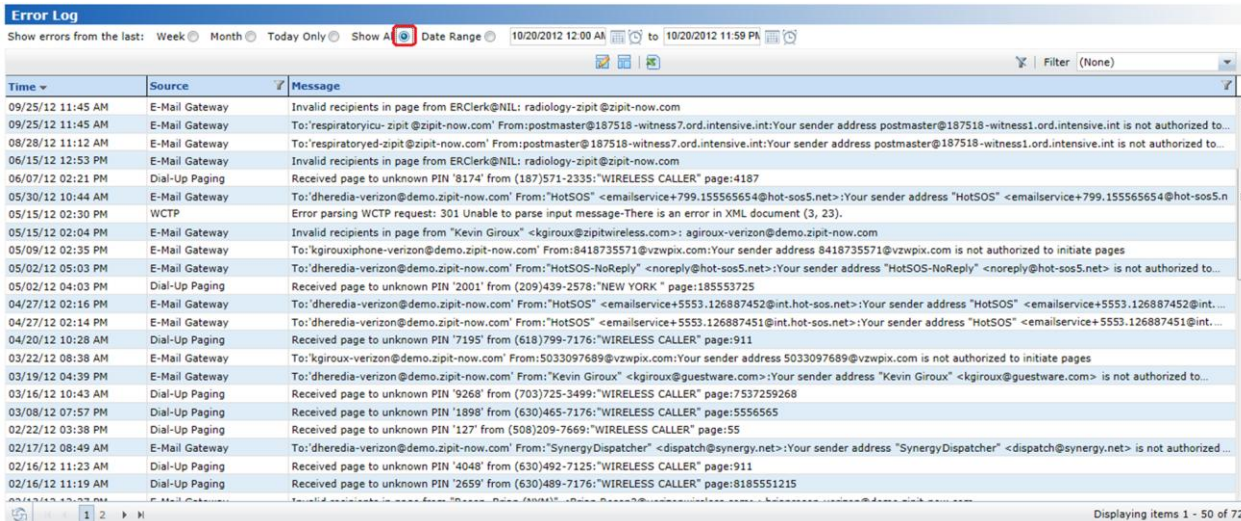
In the examples below, most of the E-mail Gateway errors were due to the sender not being authorized to initiate pages, or invalid recipients. To be authorized to initiate pages your email domain or individual email address must be white listed on the Email task screen (see page 78 for details). "Invalid recipients" means that the email address used for the end user(s) was incorrect, or not recognized by the RAP. The standard email address for all device users is, username-CAC@zipit-now.com (if you are taking part in a demo trial, then the domain would be demo.zipit-now.com).

Administration Main Function

The Dial-Up Paging (Call2Page) errors below indicate that the dial-up pin used to deliver the page to the end user or paging group was not recognized by the RAP. To remedy this, go to the user's detail screen or paging group main screen, and verify that the Dialup PIN field has the correct pin listed.

The final error below deals with WCTP integration (error parsing WCTP request), and would require you to contact Zipit Support (support@zipitwireless.com) to resolve the problem.

For more details on Call2Page and Email2Page, see [Settings](#) on page 69 and [Email](#) below. To learn more on WCTP integration, contact Zipit Support (support@zipitwireless.com).



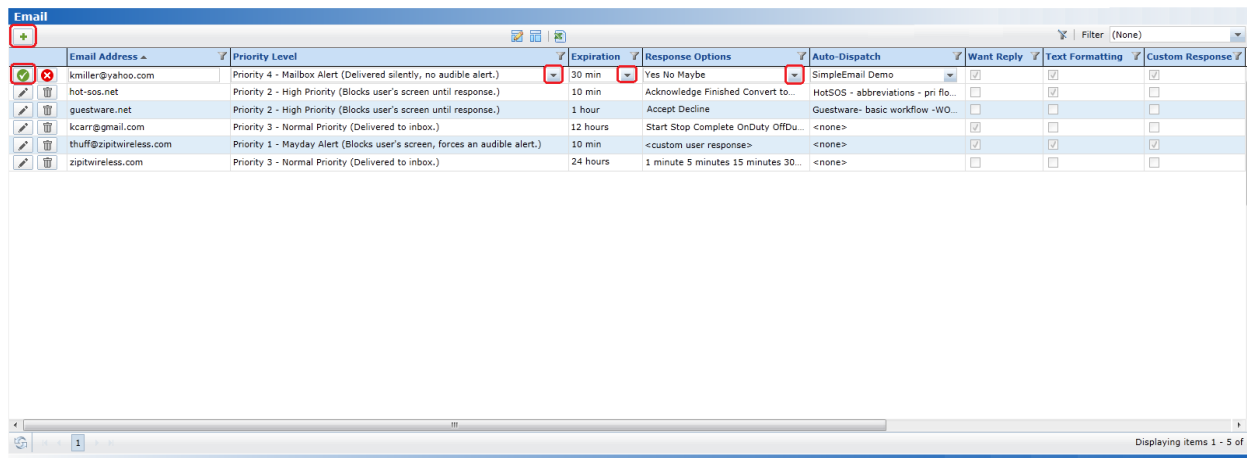
Time	Source	Message
09/25/12 11:45 AM	E-Mail Gateway	Invalid recipients in page from ERCLerk@NIL: radiology-zipit@zipit-now.com
09/25/12 11:45 AM	E-Mail Gateway	To:'respiratoryicu-zipit@zipit-now.com' From:postmaster@187518-witness7.ord.intensive.int:Your sender address postmaster@187518-witness1.ord.intensive.int is not authorized to...
08/28/12 11:12 AM	E-Mail Gateway	To:'respiratoryicu-zipit@zipit-now.com' From:postmaster@187518-witness7.ord.intensive.int:Your sender address postmaster@187518-witness1.ord.intensive.int is not authorized to...
06/15/12 12:53 PM	E-Mail Gateway	Invalid recipients in page from ERCLerk@NIL: radiology-zipit@zipit-now.com
06/07/12 02:21 PM	Dial-Up Paging	Received page to unknown PIN '8174' from (187)571-2335: "WIRELESS CALLER" page:4187
05/30/12 10:44 AM	E-Mail Gateway	To:'dheredia-verizon@demo.zipit-now.com' From:'HotSOS' <emailservice+799.155565654@hot-sos5.net>:Your sender address "HotSOS" <emailservice+799.155565654@hot-sos5.net> is not authorized to...
05/15/12 02:30 PM	WCTP	Error parsing WCTP request: 301 Unable to parse input message-There is an error in XML document (3, 23).
05/15/12 02:04 PM	E-Mail Gateway	Invalid recipients in page from "Kevin Giroux" <kgiroux@zipitwireless.com>: agiroux-verizon@demo.zipit-now.com
05/09/12 02:35 PM	E-Mail Gateway	To:'kgirouxiphone-verizon@demo.zipit-now.com' From:8418735571@vzwpx.com:Your sender address 8418735571@vzwpx.com is not authorized to initiate pages
05/02/12 05:03 PM	E-Mail Gateway	To:'dheredia-verizon@demo.zipit-now.com' From:'HotSOS-NoReply' <noreply@hot-sos5.net>:Your sender address "HotSOS-NoReply" <noreply@hot-sos5.net> is not authorized to...
05/02/12 04:03 PM	Dial-Up Paging	Received page to unknown PIN '2001' from (209)439-2578: "NEW YORK" page:185553725
04/27/12 02:16 PM	E-Mail Gateway	To:'dheredia-verizon@demo.zipit-now.com' From:'HotSOS' <emailservice+5553.126887452@int.hot-sos.net>:Your sender address "HotSOS" <emailservice+5553.126887452@int.hot-sos.net> is not authorized to...
04/27/12 02:14 PM	E-Mail Gateway	To:'dheredia-verizon@demo.zipit-now.com' From:'HotSOS' <emailservice+5553.126887451@int.hot-sos.net>:Your sender address "HotSOS" <emailservice+5553.126887451@int.hot-sos.net> is not authorized to...
04/20/12 10:28 AM	Dial-Up Paging	Received page to unknown PIN '7195' from (618)799-7176: "WIRELESS CALLER" page:911
03/22/12 08:38 AM	E-Mail Gateway	To:'kgiroux-verizon@demo.zipit-now.com' From:5033097689@vzwpx.com:Your sender address 5033097689@vzwpx.com is not authorized to initiate pages
03/19/12 04:39 PM	E-Mail Gateway	To:'dheredia-verizon@demo.zipit-now.com' From:'Kevin Giroux' <kgiroux@guestware.com>:Your sender address "Kevin Giroux" <kgiroux@guestware.com> is not authorized to...
03/16/12 10:43 AM	Dial-Up Paging	Received page to unknown PIN '9268' from (703)725-3499: "WIRELESS CALLER" page:7537259268
03/08/12 07:57 PM	Dial-Up Paging	Received page to unknown PIN '1898' from (630)465-7176: "WIRELESS CALLER" page:5556565
02/22/12 03:38 PM	Dial-Up Paging	Received page to unknown PIN '127' from (508)209-7669: "WIRELESS CALLER" page:55
02/17/12 08:49 AM	E-Mail Gateway	To:'dheredia-verizon@demo.zipit-now.com' From:'SynergyDispatcher' <dispatch@synergy.net>:Your sender address "SynergyDispatcher" <dispatch@synergy.net> is not authorized to...
02/16/12 11:23 AM	Dial-Up Paging	Received page to unknown PIN '4048' from (630)492-7125: "WIRELESS CALLER" page:911
02/16/12 11:19 AM	Dial-Up Paging	Received page to unknown PIN '2659' from (630)489-7176: "WIRELESS CALLER" page:8185551215

Email

The Email2Page feature allows specified email senders to initiate pages to Zipit users or paging groups by sending SMTP email to a specific email address.


In order to allow email addresses and/or domains to send pages to your Zipit users or paging groups, these addresses must be white listed (approved) by the RAP Super Administrator. This prevents any unauthorized messages from reaching your end users and prevents spamming. Below are several examples of email addresses and domains that have been white listed to send pages.

Administration Main Function



Email Address	Priority Level	Expiration	Response Options	Auto-Dispatch	Want Reply	Text Formatting	Custom Response
kmiller@yahoo.com	Priority 4 - Mailbox Alert (Delivered silently, no audible alert.)	30 min	Yes No Maybe	SimpleEmail Demo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
hot-sos.net	Priority 2 - High Priority (Blocks user's screen until response.)	10 min	Acknowledge Finished Convert to...	HotSOS - abbreviations - pri flo...	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
guestware.net	Priority 2 - High Priority (Blocks user's screen until response.)	1 hour	Accept Decline	Guestware- basic workflow -WD...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
kcarr@gmail.com	Priority 3 - Normal Priority (Delivered to inbox.)	12 hours	Start Stop Complete OnDuty OffDu...	<none>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
thuff@zipitwireless.com	Priority 1 - Mayday Alert (Blocks user's screen, forces an audible alert.)	10 min	<custom user response>	<none>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
zipitwireless.com	Priority 3 - Normal Priority (Delivered to inbox.)	24 hours	1 minute 5 minutes 15 minutes 30 ...	<none>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Email2Page consists of the following fields:

- Email Address** – Enter a specific email address such as thuff@zipitwireless.com or you can simply enter the domain name such as zipitwireless.com. By entering the domain name you are authorizing all individuals with this domain name to send pages to your end users. Note that if you add a specific email address to this screen, its default settings will override the default settings set for the domain name address only. Below are the default settings fields.
- Priority Level** – Just like with regular page alerts generated by the RAP, you can select a defaulted priority (P1-P4) for all your email2page page alerts.
- Expiration** – You can also choose a defaulted time duration for which a page alert can be delivered and responded to. The page expiration time ranges from 10 minutes to 24 hours.
- Response Options** – Select from a list of pre-defined response option sets - a set of responses that can be used by your end users to respond back to a email2page page alert. These options are defined by your RAP administrator. If you choose the option “<custom user response>”, then your email2page recipients can send back a custom free text response. Once you save this new record, the RAP will place a check in the ‘Custom Response’ check box.
- Auto Dispatch** – This option is reserved for customers using SMTP to interface with their existing workflow applications (examples: HotSOS, Guestware, Starguest, Teletrackers). To use this feature, you must contact Zipit Support and request a workflow profile model to be created for your RAP. Once created, you can select this workflow profile model from the drop down menu . Note that if you select a workflow profile model for an email address record, the RAP will ignore all defaulted settings set for that record. The workflow profile model itself contains all settings for how this email2page will be delivered and responded to (see [Auto Dispatch](#) on pages 57 for more details).
- Want Reply** – Place a check in this box if you wish to receive a response back via email. Once a user responds to the email2page, the RAP will issue an email response back to the sender showing what the end user’s response was. Do not check this box if the email address or domain name is used for a SMTP interface integration, and the sending application does not support postbacks.

Administration Main Function

- ▣ **Text Formatting** – This check box is reserved for users who have issues with html formatting of their email messages. By checking this box, the system will remove all html formatting from the email2page before delivering the page alert.
- ▣ **Custom Response** – Place a check in this box if you want to allow your end users to respond with either a pre-defined response option set (as defaulted above) or use a custom free text response.

Email Address Rule Requirements for Zipit Users:

To initiate a page to a Zipit User, the email format must be as follows:

[{username-CAC}@zipit-now.com](#) or [{username-CAC}@demo.zipit-now.com](#)
for demo trial users.

For example, if your CAC is “ZTEST” and your username is “zipituser” the email address would be

[zipituser-ZTEST@zipit-now.com](#) .

To initiate a page to a Zipit RAP paging group, the email format must be as follows:

[{gp.paginggroupname-CAC}@zipit-now.com](#) or [{gp.paginggroupname-CAC}@demo.zipit-now.com](#)
for demo trial paging groups.

If the name of paging group is made up of more than one word (ex: IT Support), then use a ‘.’ between “IT” and “Support” when referring to this email address (ex: [gp.IT.Support-ZTEST@zipit-now.com](#)).

Email Limitations

First, all emails sent from an approved email account will be converted into a text-only version removing any rich formatting, the subject line, attachments, and any non-text objects in the body of the message.


Secondly, all email page alerts are restricted to 1200 characters. If this amount is exceeded, the email will be truncated and a <truncated> tag will be added at the end of the message.




Finally, when sending e-mail page alerts to SMS type users, the incoming email will be broken up into no more than 4 SMS messages of 160 characters each, before being sent to the SMS device.


Reports Main Function

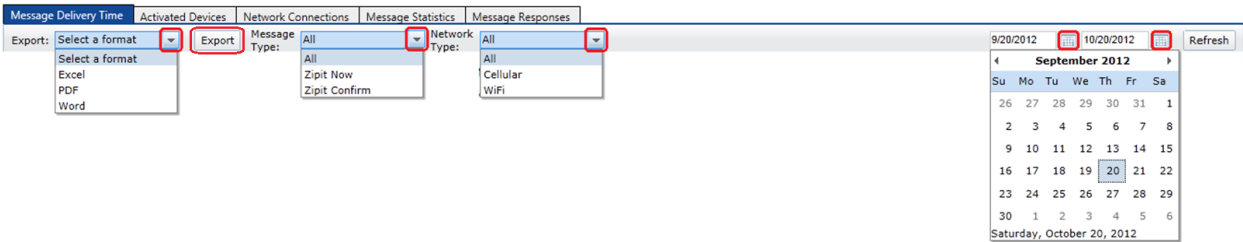


Task Items

-  Message Delivery Time
-  Activated Devices
-  Network Connections
-  Message Statistics
-  Message Responses

These reports will enable you to track user and messaging activity. To show information within a specific date range, choose one of the date fields and click on the Open Calendar button . Some reports even allow you to select a time range  (Network Connections and Message Responses). Once you have the date selected, click the “Refresh” button . You can sort your messages based off of Message Type (All, Zipit Now, Zipit Confirm) and Network Type (All, Cellular, WiFi).

You can export any one of these reports for further manipulation and data analysis through an external application. For each, choose a format - Excel, PDF, or Word format. Press the “Export” button  to export the file.

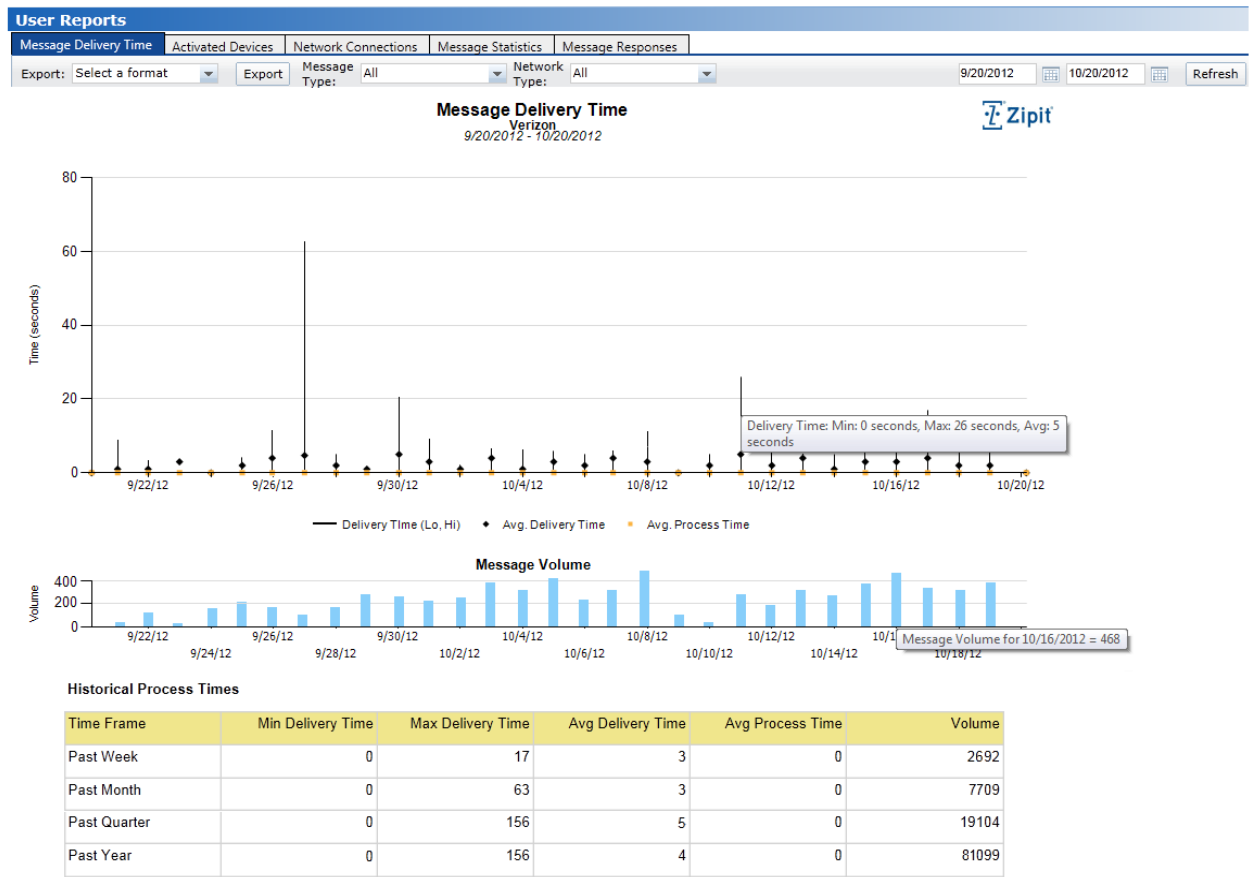


Message Delivery Time

Shows the minimum delivery time, maximum delivery time, average delivery times ♦, and average processing time ♦ for all page alerts, as well as the volume | of messages processed on a particular date. Just point your cursor to one of the vertical columns on the chart, and the information will be displayed on the screen. At the bottom of the report is a table showing the same information for the past week, month, quarter and year.

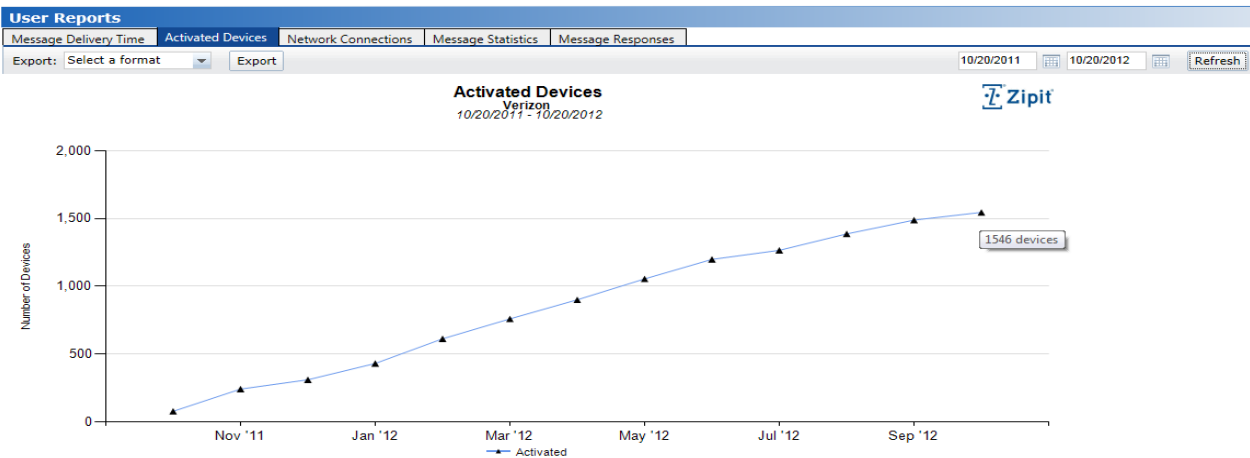


Reports Main Function



Activated Devices


Shows the number of ▲ activated devices over a selected date range. Just point your cursor to one of the activated icons on the chart, and the information will be displayed on the screen.

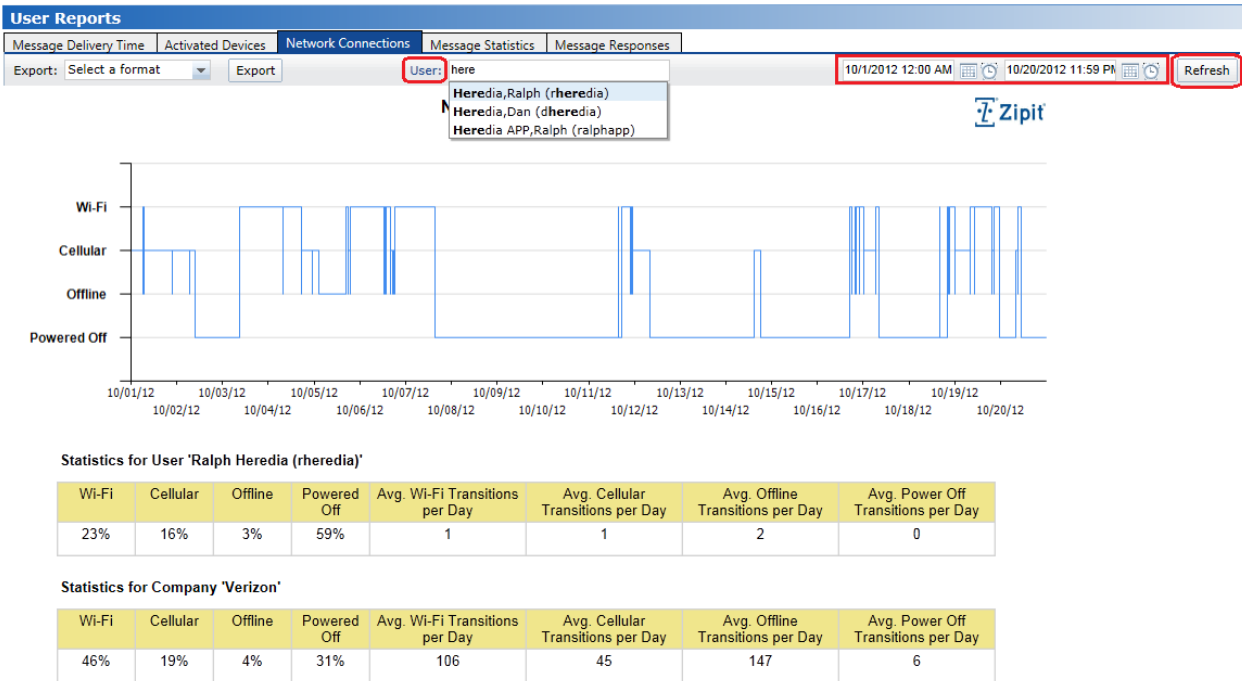




Reports Main Function

Network Connections

Provides a linear graph of the network status (Wi-Fi, Cellular, Offline, or Powered Off) of any user over a selected date and time range. Select the intended user, then choose the date/time range and click on the “Refresh” button  to update your screen.



The second half of the report shows the statistics for both the user and company. The information displayed is as follows:

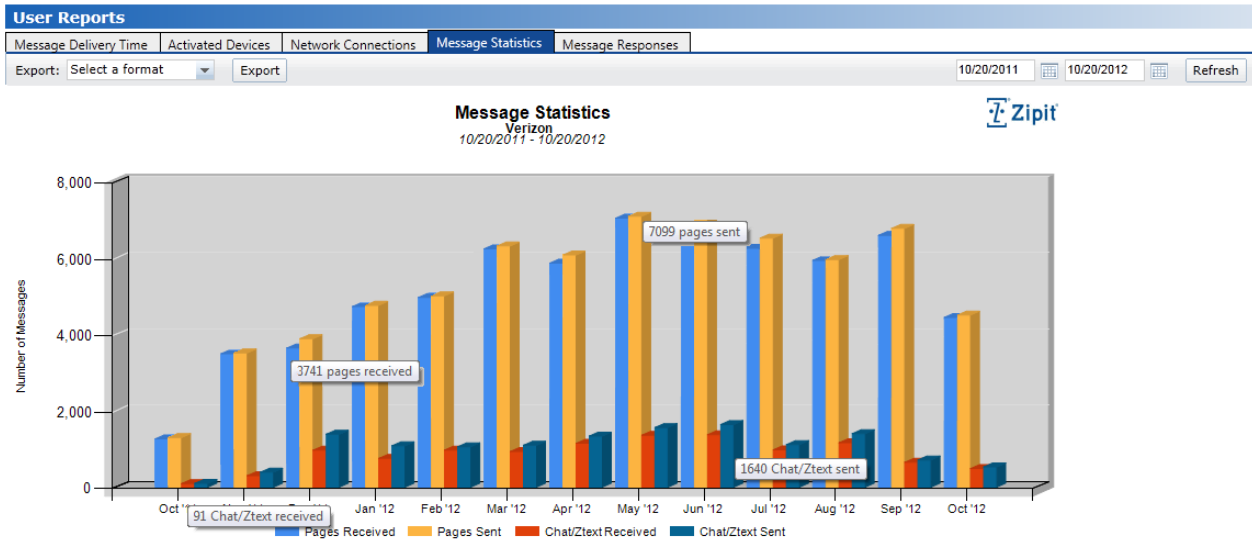
- The percentage (%) of time spent on Wi-Fi / Cellular / Offline / Powered Off
- The average number of transitions per day for Wi-Fi / Cellular / Offline / Powered Off

Message Statistics

Shows the number of messages sent and received over a selected date range. Just point your cursor to one of the vertical columns on the chart, and the information will be displayed on the screen.




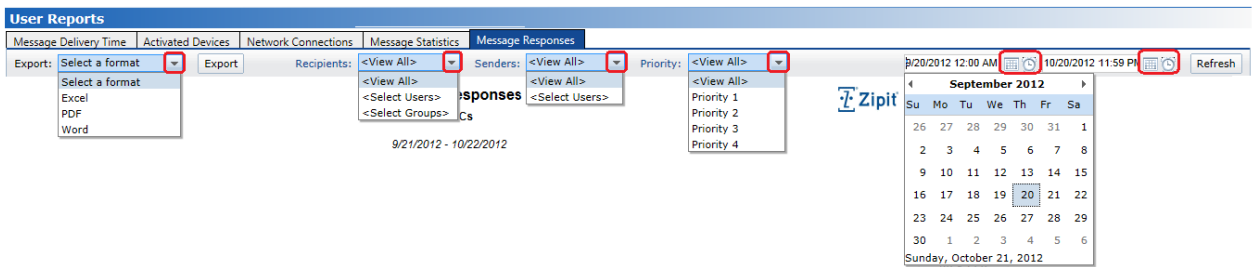
Reports Main Function



- Pages Received vs. Pages Sent
- Zipit Received vs. Zipit Sent

Message Responses

Provides a tabular view of the total number of pages sent, pages received, pages not responded to, the minimum delivery time, the maximum delivery time, and the average delivery time for each Zipit user recipient. Choose which Recipients (View All, Select Users, Select Users), Senders (View All, Select Users), and Priority (P1-P4) to you to view over a selected date and time range. Click on the “Refresh” button  to update your screen.



Reports Main Function

User Reports

Message Delivery Time

Activated Devices

Network Connections

Message Statistics

Message Responses

Export: Select a format

Export

Recipients: <View All>

Senders: <View All>

Priority: <View All>

9/20/2012 12:00 AM

10/20/2012 11:59 PM

Refresh

Message Responses

Verizon

9/20/2012 - 10/21/2012

Zipit

CAC	Recipient	Total Sent	Total Received	Total Unresponded	Min Response Time	Max Response Time	Average
VERIZON	Anderson, Brittany (banderson)	220	217	9	00:15:20	07:55:17	04:05:18
	Anderson, Paul (panderson)	34	34	3	00:00:43	00:15:58	00:06:09
	Baldwin, Gary (gbaldwin)	786	782	34	00:00:05	21:43:10	01:15:15
	Banks, Jabecca (banks)	154	154	1	00:00:18	00:00:58	00:00:38
	Crowe, Mike (mcrowe)	447	447	0	00:00:00	00:26:09	00:05:21
	Giroux, Kevin (kgiroux)	235	233	11	00:00:38	00:14:20	00:10:16
	Greer, Frank (fgreer)	79	78	22	00:00:17	20:09:18	07:40:19
	Heredia, Dan (dheredia)	21	21	2	00:00:04	01:43:48	00:20:04
	Heredia, Ralph (rheredia)	825	820	30	00:00:05	23:59:17	02:59:10
	Huff, Tim (thuff)	77	74	4	00:00:40	10:16:34	00:15:05
	Matson, Bill (bmatson)	636	623	16	00:00:06	12:13:31	00:20:41
	Mitchum, Kim (kmitchum)	234	200	17	00:00:07	23:51:19	02:27:42
	Mont, E.L. (elmont)	719	704	12	00:00:05	17:38:05	02:40:02
	Patterson, Colleen (cpatterson)	526	524	8	00:15:32	01:35:43	01:03:39
	Thomas, George (gthomas)	89	89	0	00:20:13	23:47:59	12:31:21

	Total Sent	Total Received	Total Unresponded	Min Response Time	Max Response Time	Average
Total	5082	5000	169	00:00:00	23:59:17	2:24:04

If you wish to see more detailed information per recipient, select the recipient's name. The following detail view will be displayed. It provides the date/time the individual page was Initiated, the Response Time, Sender and Priority Level of each message.

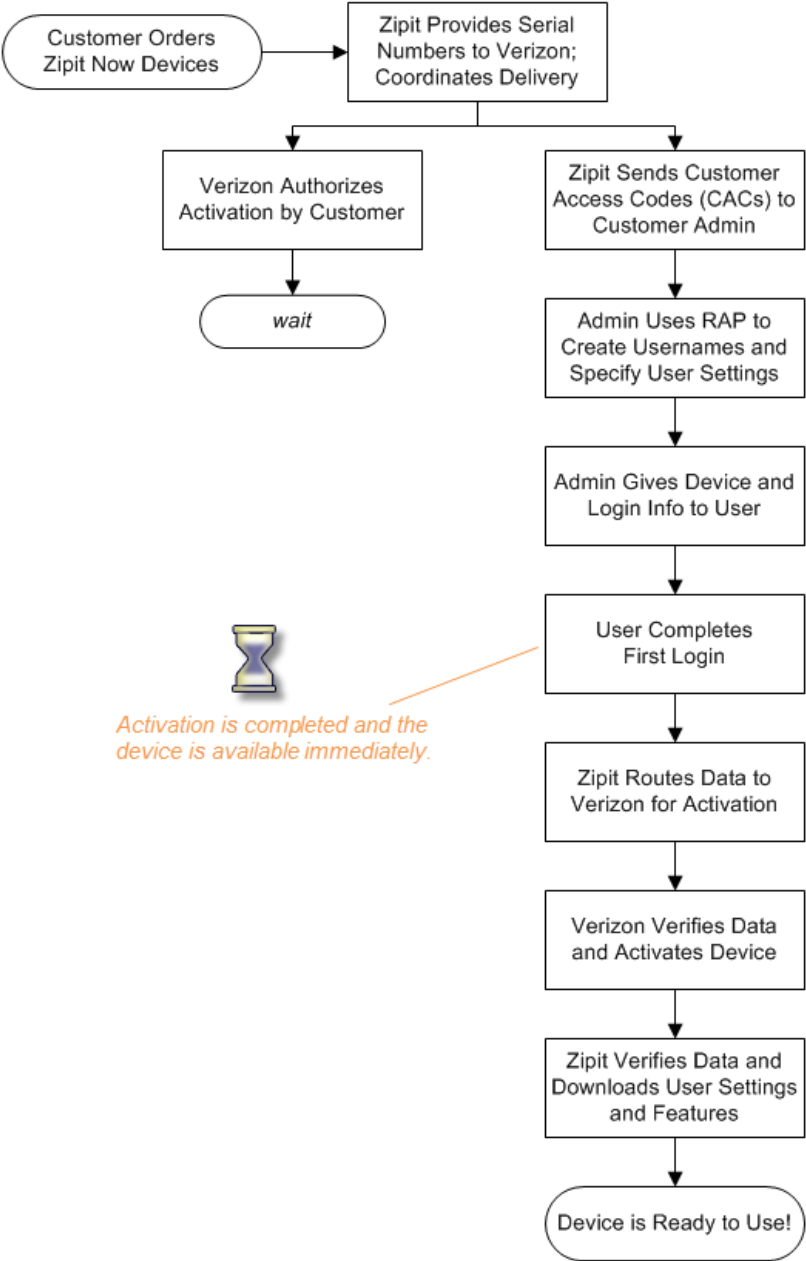
Message Responses Detail			
Heredia, Ralph (rheredia)			
Initiated	Response Time	Sender	Priority Level
10/20/2012 1:23:04 PM	00:00:07	Gateway, WCTP (wctp_gw)	Priority 1
10/20/2012 10:55:32 AM	00:00:40	Huff sp, Tim (thuffsp)	Priority 3
10/20/2012 8:48:04 AM	00:00:06	Admin, Super (VERIZON)	Priority 4
10/19/2012 11:13:17 PM	00:00:33	Page, Numeric (did_gw)	Priority 3
10/19/2012 3:25:19 PM	00:00:03	Gateway, WCTP (wctp_gw)	Priority 1
10/19/2012 2:45:06 PM	00:47:47	Gateway, Email (email_gw)	Priority 2
10/19/2012 1:54:06 PM	00:00:06	Patterson, Colleen (cpatterson)	Priority 3
10/19/2012 1:44:33 PM	00:00:07	Page, Numeric (did_gw)	Priority 3
10/19/2012 1:41:35 PM	00:02:06	Gateway, WCTP (wctp_gw)	Priority 1
10/19/2012 1:01:45 PM	00:20:13	Admin, Super (VERIZON)	Priority 3
10/19/2012 12:29:07 PM	No Response	Gateway, Email (email_gw)	Priority 3
10/19/2012 12:23:17 PM	No Response	Greer, Frank (fgreer)	Priority 4
10/19/2012 12:19:12 PM	00:00:05	Users, 1st Shift (Dispatch1)	Priority 2
10/19/2012 11:15:58 AM	00:15:32	Gateway, WCTP (wctp_gw)	Priority 3
10/19/2012 11:07:22 AM	00:00:20	Gateway, WCTP (wctp_gw)	Priority 3
10/19/2012 10:09:51 AM	00:00:05	Page, Numeric (did_gw)	Priority 3



Typical Administrator Responsibilities

Allocating New Zipit Now Devices

When an organization purchases a set of Zipit Now devices, Zipit Wireless, Inc. coordinates the issue of devices and their service activation with Verizon. The figure below illustrates the activation process.



Typical Administrator Responsibilities

Distributing Replacement Devices

If a Zipit Now device is defective, or if the user misplaces or loses it, or simply leaves it at home, you can provide the user with an unassigned device. The user's data will be transferred to the replacement device and the previous device will be wiped automatically.

1. Provide the user with a new or wiped Zipit Now device.
2. The user logs in by entering the CAC (for a new device), their username, and password in the new device.
3. During verification, the user's account information is updated with the new device serial number.
4. The user's data is restored and the user can start using the new device. Restored data includes user settings, contact information, and all unread P1-P4 page alerts and ZChat messages.
5. Also during verification, the Zipit server initiates a "wipe" of the old device. This deletes all data, resets the device to factory defaults, and turns off the device. (If the device is already off, it will be wiped when it is turned on.) The user should turn in this device so that it can be returned or reassigned to another user.

Note: Before replacing a lost or misplaced device, lock the original and help the user attempt to locate it by using the Find Device function located on the User Details screen. The Find Device function is only available for the Zipit Now devices, not the Zipit Confirm mobile application smartphone users.

Managing Former Employees' Accounts

When an employee leaves the organization or is reassigned and no longer needs a Zipit Now device, reclaim and wipe the device so that it can be reassigned to another user. Then, on the User Details tab in the RAP, clear the Active check box ☒. This removes the user's account from the defaulted 'Active Only' display, but retains his or her historical data in the archives. The same can be done for a smartphone user who no longer needs to use the Zipit Confirm mobile application.

Preparation for Initial Deployment

Prior to setting up users and deploying devices and applications, the following information should be provided to Zipit:

Provide Zipit with a message archival retention time. This time, which should be provided in days, determines when message content is removed from Zipit's servers. This setting can be changed at any time by informing Zipit Support (support@zipitwireless.com).

1. Provide Zipit with a time for automatic message deletion from devices and applications. This time, which should be provided in days, determines when messages are automatically removed from end users' device and applications. This setting can be changed at any time within the RAP through Administration/Settings (see [Settings](#) on page 69 for more details).

Defining Administrative Accounts and Roles

The RAP has always had the ability to setup roles that had a restricted set of permissions. Prior to RAP 3.0, Zipit support would create roles with restricted permissions and make those available to the super administrators to use. These roles were never restricted to sets of users – just specific functions. With RAP 3.0, roles can be created by the customer and many of the permissions can be restricted by sets of users and in some cases by paging groups or address books.

The original RAP permissions list is compared to the RAP 3.0 implementation below:

RAP 1.0 Permissions	RAP 3.0 Permissions	Access
Create and Edit Administrators	Create and Edit Administrators	Only available to super administrators
Create Public Filters	Create Public Filters	Affects all users
Manage Device Defaults	Manage Device Defaults	Affects all users
View Reports	View Reports	Access to all users
Create and Edit Wi-Fi Access Points	Create and Edit Wi-Fi Access Points	Affects all users
Import Wi-Fi Access Points	Import Wi-Fi Access Points	Affects all users
Create and Edit Email Settings	Create and Edit Email Settings	Access to all users
Manage Response Options	Manage Response Options	Affects all users (* may be changed to all or private)
Manage Software Updates	Manage Software Updates	Access to all users
Create and Edit Users	Create and Edit Users	Can be restricted by User Sets
Import Users	Import Users	Can be restricted by User Sets
View User History	View User History	Can be restricted by User Sets
View Chat History	View Chat History	Can be restricted by User Sets
Send New Messages	Send New Messages	Can be restricted by User Sets and/or Paging Groups
View Messages	View Messages	Can be restricted by User Sets and/or Paging Groups
Create and Edit Paging Groups	Create and Edit Paging Groups	Can be restricted by Paging Groups and/or User Sets
Import Paging Groups	Import Paging Groups	Can be restricted by Paging Groups and/or User Sets
Create and Edit Address Books	Create and Edit Address Books	Can be restricted by Address Books and/or User Sets

Preparation for Initial Deployment

Super Administrator Role: Any administrator that has the role of Super Administrator has access to all permissions and users within the RAP. This role is created by Zipit as the default role and can be assigned to new administrators by anyone else that has the Super Administrator role.

Unrestricted Permissions: There are a number of permissions that, if granted, provide the role with access to a feature that affects all users within a site. The ability to disable these permissions allows a super administrator to create administrative roles that are more restricted and allows an organization to limit access to site wide features to a limited set of administrators. Managing Software Updates, Wi-Fi Access Point configurations, and Device Defaults are permissions that are typically given to only a few administrators. These permissions, if given, cannot be restricted to a set of users. Similarly, Creating Public Filters, Viewing Reports, and Managing Email Access cannot be restricted to a set of users.

Restricted Permissions: There are a number of permissions that, if granted, can provide access to all users or can be restricted to a subset of users – called User Sets – or in some cases to a set of Paging Groups or Address Books. These permissions include View Chats, Users, Paging Groups, Address Books, Send Pages, and Response Options. In addition, Viewing Pages can be restricted to only the pages sent by the admin with a specific role or only to the pages sent during the current browser session.

User Sets: A user set is just a simple collection of users. Only a super administrator can create users sets. There is no limit to the number of user sets that can be created and users can be included in multiple user sets. When creating a new role, individual permissions can be restricted by a single user set – not by multiple user sets. Once a user set is created, control of the user set can be given to a subordinate administrator so that they can create, import, and manage members of the user set. User sets can be created from the User main function icon/User Set task item.

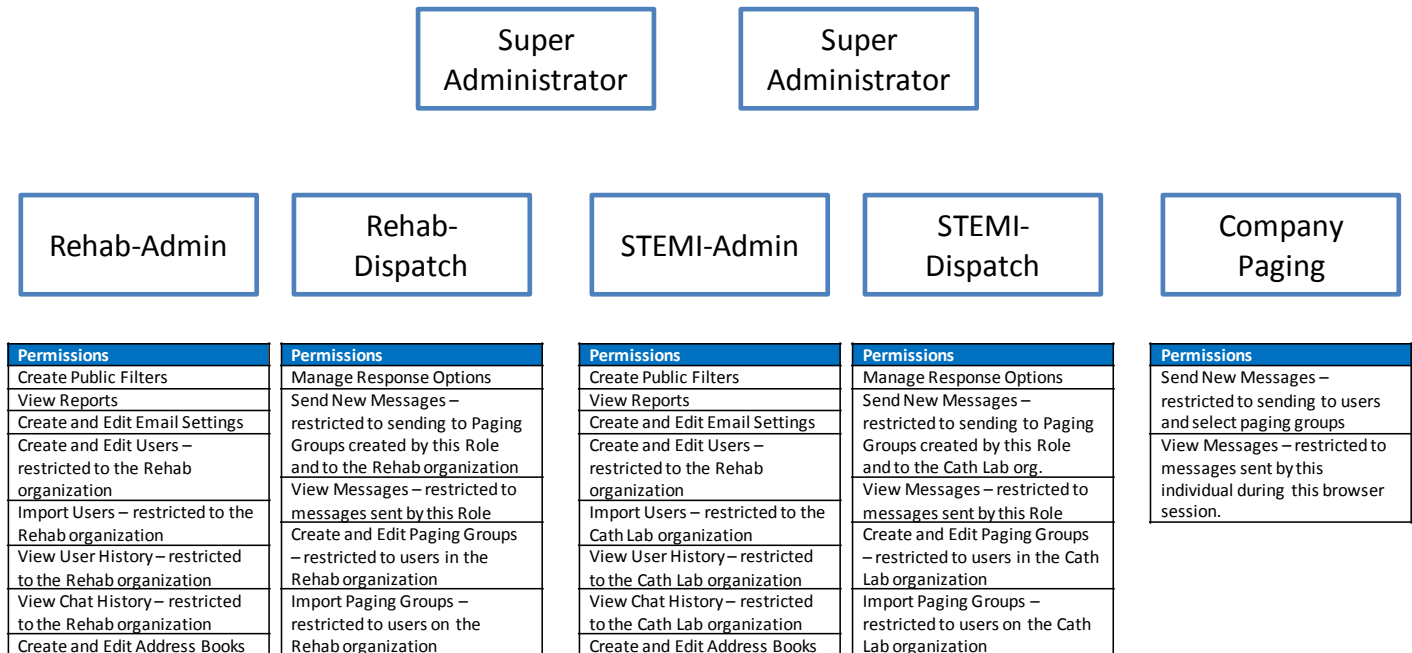
Examples of the Most Common Roles:

1. **User Set Sub-Administrator:** This role allows an admin to completely manage a subset of users – such as a department or a location. Admins with this role, could, for example, create new users, modify existing users, create address books for their users, and push address books to their users. Their collection of users is going to be limited by a user set that is created by the super administrator. This role will be able to create new address books from all users or they could be restricted to creating address books from a user set. They may be able to view chats to or from users in their user set. They may have access to global permissions so they can better manage their users. For example, they may be allowed to white list email addresses for paging. They may be allowed to setup Wi-Fi settings if they are responsible for a location or this may be restricted to only the super admin. They may be allowed to define the device defaults. They may or not have access to reports. If an organization has multiple departments managing their devices, the super administrator would create multiple roles with this same attributes – but each with access to unique user sets. Example names could be Nurse-Admin, Maintenance-Admin, Food Services-Admin, etc.
2. **Dispatcher – Unrestricted:** This role allows an admin to send pages to all paging groups and to all users. They would probably also be allowed to view all pages sent. This will likely be common for a call center/dispatch group if the site doesn't have any other restricted paging admins.


Preparation for Initial Deployment

3. Dispatcher – Restricted: This role allows an admin to send pages to selected paging groups and all users or selected User Sets. A call center/dispatch group would commonly have access to all users and to the set of paging groups that they create and manage. As other groups set up their own paging groups, the dispatch group wouldn't have to see all of those other groups. This role would most likely be configured to view only the pages that they've sent.
4. General Use Paging – Restricted: Typically opened up to all employees, this role allows an admin to send pages to all users. The role can be setup to allow paging to a restricted set of users as well as to all paging groups or selected paging groups. This role would commonly be prevented from viewing all of the pages sent by the other users of this role. The most common setup for this role would be to allow the admin to view only the pages they send from their current browsing session. [Bozeman is an example of the kind of facility that would use this role. They allow all of their users to select an icon on their desktop which automatically logs them into the website and lets them send pages.] This role may also be restricted from sending P1 or P2 pages if the organization deems that only the dispatch center should have access to P1 and P2 pages.


Sample Hierarchy


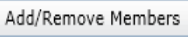







Steps to Create Restricted Administrators:






1. Create a User Set: Only a super administrator can create users sets. A new task item, User Sets, exists in the Users main function icon drop-down menu . Select the User Sets task, create a new





Preparation for Initial Deployment

user set by selecting the Add button  and providing a name for the user set and a description. Once complete, select the Save Changes button  to save the user set.

Next, select the Details button  next to the newly created user set to open the Details window. Select “Add/Remove Members” button  and then select the users to be included in the user set. Filters  may be used to reduce the list to pertinent users that belong in a user set. Columns such as Billing Code, Department, Location, Title, and the 2 Custom fields can be used for this purpose. You may select all of the users in the current filter by selecting the check box  in the header row of the grid.

2. Create a Role: Only a super administrator can create roles. Go to the Administration main function icon drop-down menu  and select the Roles task item. Select the Add button  to create a new role and enter a name and a description. Also, you may determine the paging priority level that this administrator can use (if they are allowed to send pages) and the default paging priority that will be used for new messages. The priority level selection defines the highest level of priority allowed by this role – it can be set from Priority 1 down to None. The default paging priority determines which priority level is selected and displayed by default in a New Message screen. This can be set to any of the paging levels that this administrator is allowed to use. Once this step is completed, select the Save Changes button  to save the new Role.

Next, select the Display icon  to select which permissions are enabled for this role. Selecting Unrestricted for any permission provides this role with access to this permission site wide. For example, if the role is given unrestricted access to Users by checking the Unrestricted check box , they can create, edit, and import users with no restrictions. To restrict the role to the newly created user set, check the Restricted check box  and then select [details](#). This will open a window that provides a list of all existing user sets. Check the radio button  of the new user set and then select the Save Changes button  to save the setting. Only one user set can be selected.

3. Create an Administrator and Assign a Role: Only a super administrator can create additional administrators. Go to the Administration main function drop-down menu  and select the Administrators task item. Click the Add button  to create a new administrator. Enter a username, password, first name, last name and an email address where they can be contacted. Select the role field and then choose the newly created role from the drop-down menu . Once this step is completed, select the Save Changes button  to save the new administrator account. Multiple administrators can be created that share a single role. As soon as an administrator is created and saved, the administrator will be able to login and use the RAP.

Tips:

1. Allow Sub-Admins to create and import their own users. A super administrator can setup a user set, but not add any users to it. They can then create a role that has control of this user set and assign

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that to a sub-admin. The sub-admin can then create or import users and they will automatically be placed in their user set. (Once this happens, the super administrator can see that the new users have automatically been added to the user set.) This enables a super administrator to allow sub-admins to completely manage their own departments or roles.

2. Allow Paging Administrators to Send Pages AND Manage and Create Paging Groups. If a super administrator wants to hand over control of paging to a sub-admin, they should provide that administrator with permission to Send Pages and to manage Paging Groups. This way, if the sub-admin creates a new paging group, they are automatically given the ability to send pages to that new group that they created. On the other hand, if the sub-admin only has the ability to send pages to pre-defined user sets and paging groups, when new paging groups are created by any other administrator, the super administrator will have to manually update the paging sub-admin's list of authorized paging groups.