Enterprise Critical Messaging Solution™

Critical Messaging - *Redefined.*

Quick Start User Guide

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Zipit® Enterprise Critical Messaging Solution™

Zipit RAP™ Quick Start User Guide

Table of Contents

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.

From this point forward, this Zipit RAP Quick Start User Guide provides only the essential information to get you started using the Zipit Remote Administration Portal. For a more in-depth understanding of the Zipit RAP, please see the full Zipit RAP (Remote Administration Portal) User Guide.

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Zipit RAP™ Quick Start User Guide

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 (aka operators, dispatchers, and true 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	☑
	✏ 🗑	Paging Admin	A top-level dispatching role able to send pages to any users or paging groups.	P3 - Normal	P1 - Mayday	☐
	✏ 🗑	Super Administrator	The top-level administrator's role, able to view and modify any data.	P3 - Normal	P1 - Mayday	☐

- **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 /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).

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.

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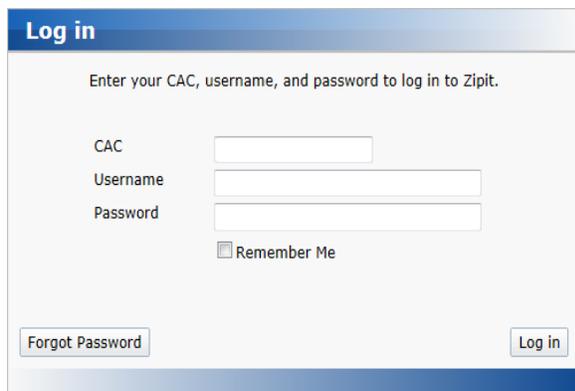
Log in

Enter your CAC, username, and password to log in to Zipit.

CAC

Username

Password

☐ Remember Me

[Forgot Password]   [Log in]

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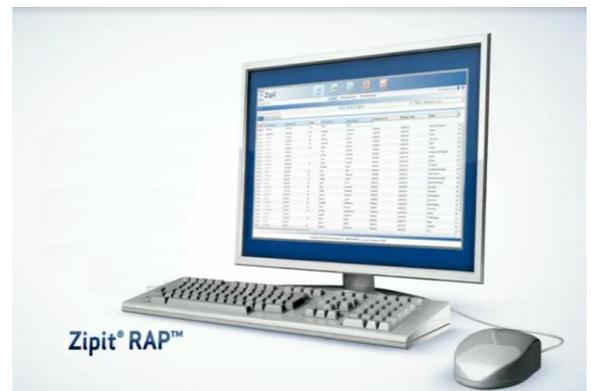
Layout and Navigation

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. Click on one of the five Level 1 icons to take you 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.

> **Note: Your 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.**

Each of the five Level 1 Main Functions and their respective Level 2 Task Items are described below. For the remainder of this Quick Start guide, we will only focus on a portion of the Main Functions and Task Items listed below. To learn more about each, please read the full Zipit RAP (Remote Administration Portal) User Guide.

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Zipit RAP™ Quick Start User Guide

Layout and Navigation

Users Main Function

- **Users Task Item** – Add a user, configure their devices or mobile applications, check their status, and issue remote commands directly to end users (Lock, Unlock, Wipe, and Find).

- **Paging Groups Task Item** – Create and manage unlimited number of paging groups.

- **Address Books Task Item** – Create and manage address books to be pushed down to end users' Contacts Lists.

- **User Sets Task Item** – Create and manage user sets (ex: departments) to restrict sub-administrator so they can only send pages or view pages sent to a particular user set.

New Message Main Function

- Initiate page alerts using 4 different priority levels, and see message responses in real-time.

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** – Same message creation as the New Message Main Function.

- **Dispatch Task Item** – An alternate way of creating page alerts; used with IE 6 or lower.

- **Response Options Task Item** – Create your own sets of pre-defined page response options.

- **Chat/ZText History Task Item** – Review the logs of all Zipit Chat and all ZText messages.

- **Auto Dispatch Task Item** – 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.

- **Roles Task Item** – Restricts the amount of access and control an admin. has within the RAP.

- **Wi-Fi Task Item** – Provide the Wi-Fi network security information for Zipit Now users to connect to.

- **Settings Task Item** – Includes Time Zone, Call2Page, Device Settings / Defaults, and SIP settings.

- **Software Updates Task Item** – Schedule and release device software updates to Zipit Now users.

- **Error Logs Task Item** – Logs all Call2Page, Email2Page, and WCTP/TAP integration errors.

- **Email Task Item** – White list email address/domains to send SMTP based critical messages.

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Layout and Navigation

Reports Main Function

- **Message Delivery Times Task Item** – The min/max/average delivery time for all critical messages.

- **Activated Devices Task Item –** Provides the number of Zipit Now devices activated over time frame.

- **Network Connections Task Item** – Provides Zipit Now user's connection status history.

- **Message Statistics Task Item –** A graphical view of all pages and chat/text messages sent & received.

- **Message Responses Task Item –** Provides a table of all users and the total number of critical messages sent, received, and responded by each. Select a user to see more detailed information.

Users Main Function

Task Items (provided in this guide)

- Users

- Paging Groups

- Address Books

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
	Zipit Now			fgreer	zipitnow123		Frank	Greer
	Zipit Now							
	SMS							
	Smartphone							

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.

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

1. 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 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.

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 all user detail settings, device settings, address book assignments, user change history, and controls to remotely Lock/Unlock a device, Wipe it or Locate it.

Users Main Function

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.

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

1. Click the Add button in the upper left hand corner. Enter a group name and description if desired. Click the Save Changes button to the left of the new paging group to save it.

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.

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 group.

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

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. 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 also use the "Address Bulk Edit" button 📖 on the main User listing screen to assign or unassign an address to all users at one time.

If changes are made to an address book (using the Details button 🔍), the changes will automatically be pushed down to all end users that have that address book in their Contacts List.

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

1. Click the Add button ➕ in the upper left hand corner. 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.
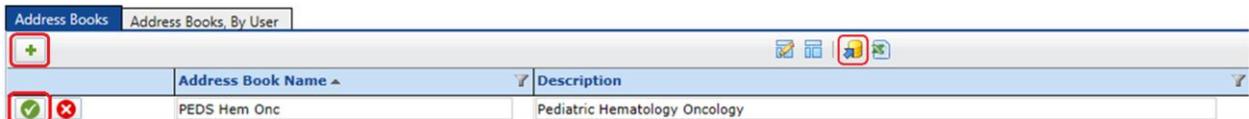
2. To assign users to this address book, click the Details button 🔍 next to the address book you just created. Select the "Add / Remove Members" button `Add/Remove Members` to display a list of all users to choose from. Place a check in each check box ☑ to select desired address book members or place 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.
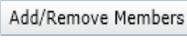
3. When you have chosen all desired members, select the Save Changes button ✅ at the bottom right of the screen to save your changes. Your address book is now created and ready for use.

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.

☐ 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.

Choose Groups...	e|
Choose Individuals...	Emergency Response Group
	Environmental Services
	Evaluation Group

Choose Groups...	Emergency Response Group ✕
Choose Individuals...	th
	Thompson, (dougt)
	Green, Thomas (green)
	Thomas, George (gt)
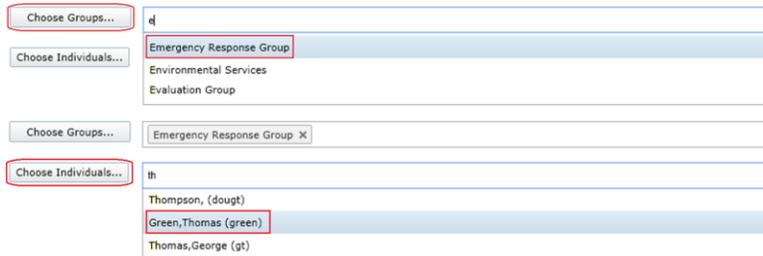
☐ Step 2: **Select the appropriate Priority Level.**

– 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.

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

Priority: | Priority 1 - Mayday Alert (Blocks user's screen, forces an audible alert.) ▼ |

Priority 1 - Mayday Alert (Blocks user's screen, forces an audible alert.)
Priority 2 - High Priority (Blocks user's screen until response.)
Priority 3 - Normal Priority (Delivered to inbox.)
Priority 4 - Mailbox Alert (Delivered silently, no audible alert.)
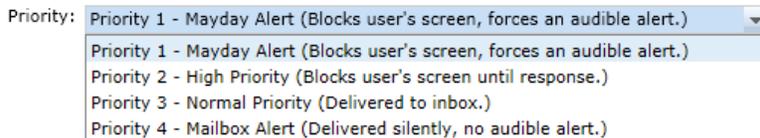
Priority 1 alerts have an audible signal, accompanied by vibration, which repeats regularly until the recipient(s) respond. The sound and vibration settings are set to the highest levels, and cannot be altered by the recipient.

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.

New Message Main Function

Priority 3 alerts produce one audio tone, based on the user's device settings for sounds and 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.

Expiration: 30 min ▼

10 min
30 min
1 hour
4 hours
12 hours
1 day
2 days
5 days
7 days
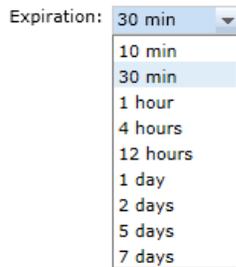
- Step 4: **Select the Response Options and/or Allow Custom Responses.**
  - Designated administrators have the ability to create pre-defined or canned responses that can be used to provide Zipit Now or Zipit Confirm users a pre-determined list of responses to choose from when they respond to an alert. Administrators can create as many sets of response options as needed (see **Response Options** 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: OK ▼ ☑ 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

New Message Main Function

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** for more details).

Auto Dispatch: `<none>`

`<none>`
HotSOS - abbreviations - pri flow (No P1)
HotSOS Demo
Guestware- basic workflow
Guestware- basic workflow -WO Complete
SimpleEmail Demo
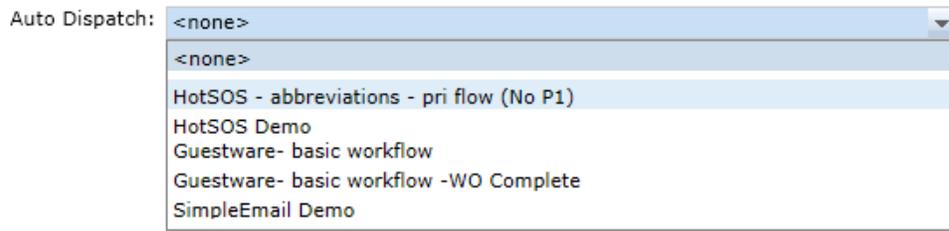
Step 6: **Enter the Critical Message Content.**

- 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 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).

Template `<select a template>`

`<select a template>`
(Add current)
7 day expiration
Are You Available?
Contact Office
Emergency
Need Assistance

Emergency St. Marys

Save Page Template ✕

Add A Template

To Save as a new Template, enter a name and click Save below.

Template Name `_____`

◯ Private ◯ Shared ⦿ Public

Accessable to everyone

Save   Cancel

🗑 Template `P2 Alert/30 min Exp.` ⌄

Step 8: **Send the Critical Message.**

- Click the "Send Messages" button `Send Message` .

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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.

The Message Details include:

- **Priority Level selected**   **Sent Date and Time**
- **Response Options selected**   **Expiration Date and Time (length)**
- **Message Content**   **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.

New Message Main Function

- **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.
- **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 New Message 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 (provided in this guide)

- Messages

- 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 ⊙ ".

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):

For more information on these types of paging, see **Auto Dispatch**, **Settings**, **Email**, or contact Zipit Support to learn about WCTP integration requirements.

Messages Main Function

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.

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 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)

		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

Messages Main Function

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 ⊙ ".
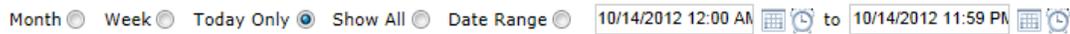
You can filter to show messages between two recipients, or populate just the first entry field to view messages "Sent By" or "Sent To" this user.
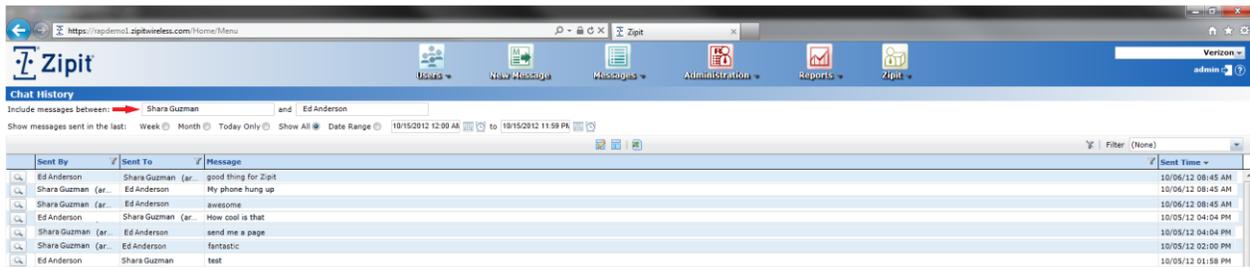
To view more details on a particular text message, click on the Details button 🔍 to the left of the message you wish to view more information on.
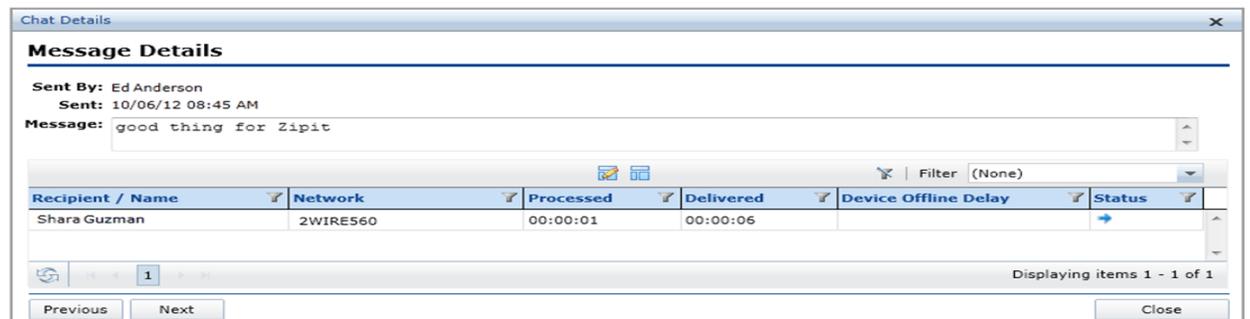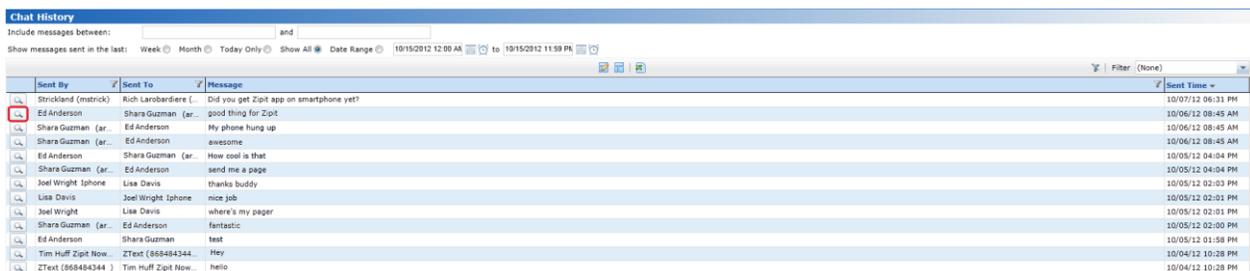
Messages Main Function

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 and can support up to four levels of escalation. Contact Zipit Wireless Support to have this feature enabled.

Below is a workflow profile example. Follow these steps to view more details:

- 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.

"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: Bqt 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 Giroux<kgiroux@zipitwirel...	Need transport from Room 222, PT	Priority 1 - Mayday Alert	30
HotSOS - abbreviations - pri flow	10/15/12 01:10 PM	10/15/12 01:11 PM	Completed	Kevin Giroux<kgiroux@	room 222 , light broke	Priority 1 - Mayday Alert	30
HotSOS - abbreviations - pri flow (No P1)	10/15/12 08:48 AM	10/15/12 08:49 AM	Completed	Chi, William J<William.J.Chi@...	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@z...	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 Giroux<kgiroux@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 - Mayday Alert	30
Console - basic workflow	10/13/12 09:48 AM	10/13/12 09:50 AM	Completed	Colleen Patterson<cpatterson@z...	This is a page from my email. It wo	Priority 1 - Mayday Alert	30
Guestware- basic workflow -WO Complete	10/13/12 09:31 AM	10/13/12 09:31 AM	Completed	Guestware<Guestware@zipitwirel	Will Chi 3 more towels Room 101 G	Priority 1 - Mayday Alert	30
HotSOS Demo	10/13/12 08:48 AM	10/13/12 08:48 AM	Completed	Resorts Dispatch	RM:1128 Issue: Tub Faucet Leaking	Priority 1 - Mayday 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 VII	Priority 1 - Mayday Alert	30

Messages Tab

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 Ke 10/16/12 09:49 AM	1	1	1	1	Priority 2 - High...	10/16/12 09:52 AM	3 minutes
Auto Dispatch	Giroux, Kevin (kgiroux)	Need transport from Room 222, PT Ke 10/16/12 09:49 AM	1	1	1	1	Priority 4 - Mailb...	10/16/12 10:04 AM	15 minutes
Auto Dispatch	Giroux, Kevin (kgiroux)	Need transport from Room 222, PT Ke 10/16/12 09:49 AM	1	1	1	1	Priority 4 - Mailb...	10/16/12 10:04 AM	15 minutes

Displaying items 1 - 3 of 3

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 Ke 10/16/12 09:49 AM	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 Ke 10/16/12 09:49 AM	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 Ke 10/16/12 09:49 AM	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).

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

Displaying items 1 - 5 of 5

Administration Main Function

Tasks Items (provided in this guide)

- Administrators
- Wi-Fi (Access Points)
- Settings
- 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. For more information on Roles see **Defining Administrative Accounts and Roles** at the end of the guide.

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.

	Username	Password	First Name	Last Name	Role	Email Address	Active	Notify
	TRHadmin	TRH1234	Tim	Huff Dispatcher	Custom Response	THuff@zipitwireless.com	✓	✓
	SuperAdmin	*******	Super	Administrator	CAC Super Administrator / Paging Admin / Device Paging / Custom Response	THuff@zipitwireless.com	✓	✓

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.

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.
- **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** – 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 WiFi 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.
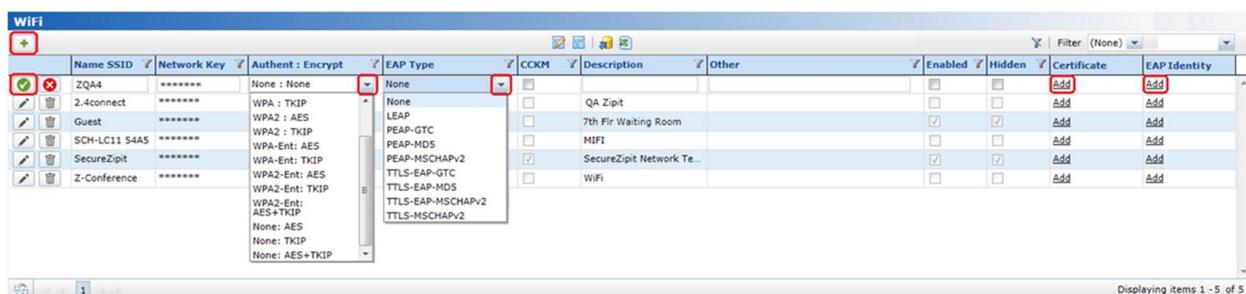
Administration Main Function

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.
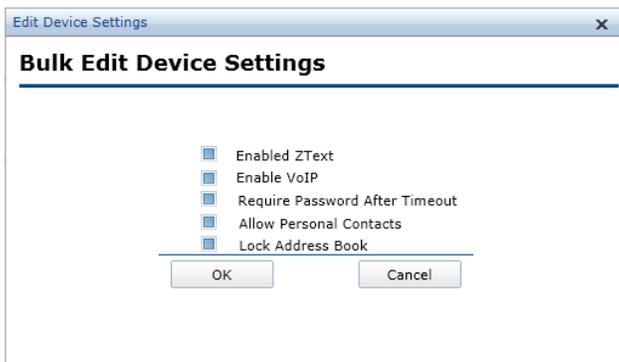
Company Settings:
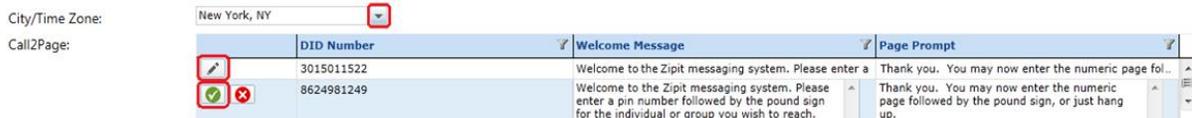
Company Settings consists of the following fields:

- **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

Administration Main Function

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.

> **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: ⓘ	☑
Message Retention Days: ⓘ	730
Lock Screen Message: ⓘ	Your Device Is Locked..., Enter Your Password.
(Leave empty for default message)	

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.)

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Zipit RAP™ Quick Start User Guide

Administration Main Function

Device Defaults:

Device Defaults consists of the following fields:

- **Require Password After Timeout** – If checked, requires a password to be entered to reactivate/unlock a device when it becomes locked due to it being idle for a period of time.

- **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 to be fully enabled.**

SIP Configuration:

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 user your Zipit Now devices as VoIP enabled devices for in-house voice communication.

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.

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

Administration Main Function

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.

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** 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

Administration Main Function

domain name is used for a SMTP interface integration, and the sending application does not support postbacks.

- ☐ **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

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 Refresh . You can sort your messages based off of Message Type (All, Zipit Now, Zipit Confirm) and Network Type (All, Cellular, WiFi).
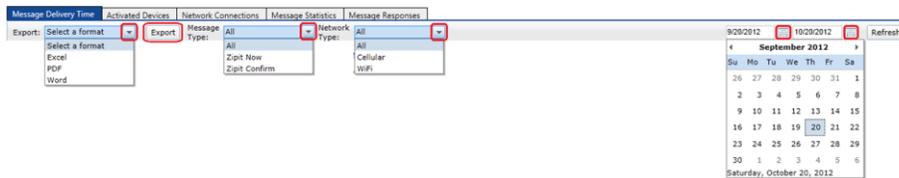
Message Delivery Time
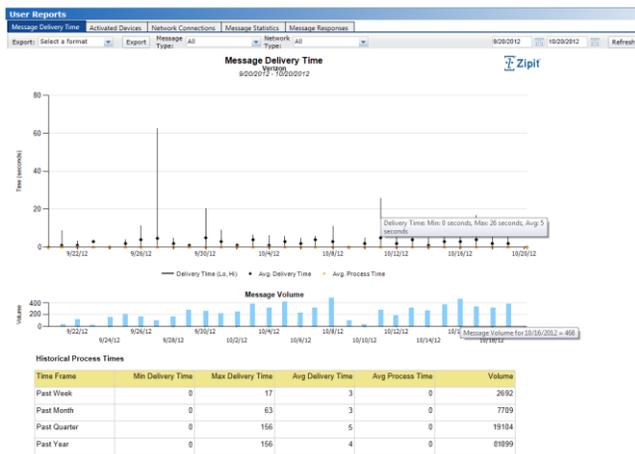
Shows the minimum delivery time, maximum delivery time, average delivery times ✦ , and average processing time ▪ for all page alerts, as well as the volume ▎ of messages processed on a particular date. Just point your cursor to one of the vertical columns on the chart, and the information will be displayed on the screen. At the bottom of the report is a table showing the same information for the past week, month, quarter and year.

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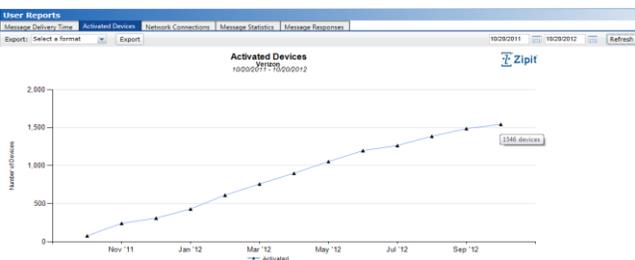
Shows the number of ━▲━ activated devices over a selected date range. Just point your cursor to one of the activated icons on the chart, and the information will be displayed on the screen.

Reports Main Function

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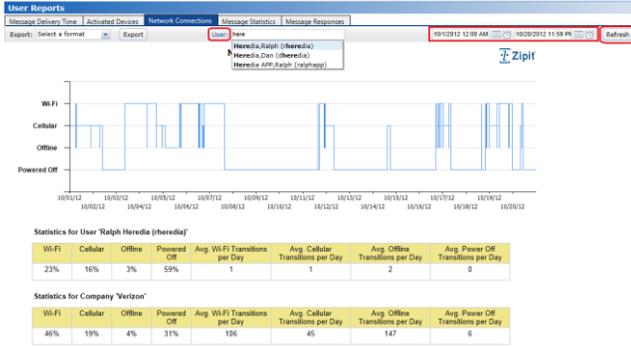
Provides a linear graph of the network status (Wi-Fi, Cellular, Offline, or Powered Off) of any user over a selected date and time range. Select the intended user, then choose the date/time range and click on the "Refresh" button Refresh to update your screen.

The second half of the report shows the statistics for both the user and company.

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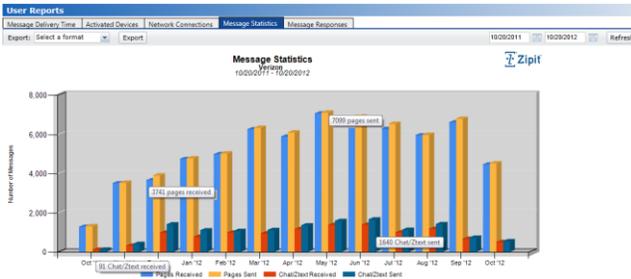
Shows the number of messages sent and received over a selected date range. Just point your cursor to one of the vertical columns on the chart, and the information will be displayed on the screen.

— 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 Refresh to update your screen.

To see more detailed information per recipient, select the recipient's name.

Preparation for Initial Deployment

Defining Administrative Accounts and Roles

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.