

# PagerPro<sup>™</sup>

Congratulations! You have purchased a license to use **PagerPro**, the most easy to use Paging program available today!

**PagerPro** allows your company personnel to be in touch with the office on a continuous basis by automating the delivery of Paging messages, without having to call the Paging Operator to relay your messages. You will be sending more accurate, timely, and meaningful messages because you can express your message better on written form. **PagerPro** also allows you to send messages to a group of employees, immediately, or scheduled to be sent at a later date and time; even if they use different Paging Service Providers.

## Installation

You need a computer running Windows 3.1 or Windows 95, a Hayes compatible modem and a telephone line attached to this modem. From Windows run the **setup** program from the **a:** or **b:** drive. The setup program will create a directory called **pager310** in your **c:\** drive (**c:\pager310**). Setup will copy all needed files to that directory and will install a **PagerPro** group to your Windows desktop.

## PagerPro System Setup

**First Step in using PagerPro is setting up System Parameters. Select 'System'** from the Main menu and complete the required information:.

**Note:** PagerPro may have detected the modem in your COM port without your intervention, in which case a message to that effect should show in the Message Status area.

1. Select the **Communications port** where you have a Modem connected. This port can be **COM1, COM2, COM3 or COM4**.
2. Select the **Modem Model** from the list of modems presented. Usually this software will work with a '**HAYES compatible**' Model. If your modem is not listed you can try one of the **.Generic or Unlisted** models. You can also **Define a New Model** by selecting '**Modem Initialization**' from the Menu.
3. If your telephone line is an extension on a telephone system ( PBX) you may need to enter a special digit to be able to **dial outside** of your company. This is usually the digit **9** or **8**.
4. **Pulse dialing** allows use of your dial lines that do not support DTMF tones, i.e., (Touch Tone) .
5. **Delivery retries** are the number of times the program attempts to send

your message upon detection of failures during transmission. By default, the program will try a minimum of 3 times. You can increase or decrease this number as desired.

6. **Numeric Message Delay** is a parameter with a typical value of 8 to 14 seconds.

**A delay has to be entered here** so that the Pager system is ready to receive DTMF tones. This delay can be between 8 and 14 seconds depending on how fast your Pager Service system answers direct calls.

7. Enter all information related to your **Company**. Save the configuration by pressing the **Save** button, or by selecting **Save Configuration** from the menu. PagerPro will not run if you do not complete this information.

## Modem Setup

If your modem does not respond well to the **Hayes Compatible** model or another predefined modem, you can define a new Modem initialization string. Most paging carriers do not support error correction - so make sure you send a modem initialization string that sets **DATA COMPRESSION OFF AND ERROR CORRECTION OFF**.

If this still does not solve your problem, try connecting using a standard communications program like the Windows Terminal. Set the baud rate to 300, Even Parity, 7 data bits, and 1 stop bit. Dial the number and wait for the CONNECT message. Is there a baud rate after the CONNECT message? (i.e. CONNECT 1200). In that case, you are talking at the wrong baud rate. Change the speed to match that value (1200 in this case). After you see the CONNECT message, wait about 2 seconds and then press ENTER. This will send a carriage return up to the paging terminal. If all is well, you will receive back **ID=**. If you do not receive this, PagerPro will not work. Try sending your modem different strings and dialing again until you get it to work. **Please refer to your modem's manual.**

## Paging Service Providers

You must setup all the **Paging Service Providers** that will be receiving/transmitting messages. Select '**Services**' from the main menu. For each Paging Service Provider:

1. Enter the **name of the Paging Service Provider** where you want to send messages.
2. Enter the **Host Telephone Number**. This is the telephone number of the Switch Computer that receives messages by modem. Your Paging Services Provider will give you this information upon your request.

**To use the NUMERIC MESSAGES** feature you need to setup a

**Paging Service Provider** whose **Host Telephone Number** is the string **DIRECT** . The Companies database included already has this **DIRECT** company defined for you.

3. Enter the **speed** at which this Host accepts calls. This speed is usually 2400 bits per second, but it could be as low as 300 bits per second. This speed is critical, as your modem will not be able to connect and send messages at the wrong speed.
4. Enter the maximum number of characters per message supported by this Paging Service Provider's system. You can start with 100 and send a test message or ask for the exact number of characters per message from your Paging Service Provider.
5. Enter **password** used with this Host System. **Usually there is no password**, and this field can be left blank.

## Pager Users

Now you must **setup all Users of pagers** in your company. **Select 'Users'** from the main menu and complete the following information for each user:

1. Enter the **Name** of the user.
2. Enter the **User's Pager ID number** or 'Beeper' number.
3. Select the **Paging Service Provider** serving this user.

If you select the **Paging Service Provider** as **DIRECT**, you are instructing the program to dial the User's pager ID number instead of a Pager Host Access number to send a **NUMERIC MESSAGE** .

## Group Information Setup

You may want to group users by function, department, project teams, so that messages can be sent to all those users simultaneously. To achieve this you need to:

1. Select Groups from the Main Menu.
2. You will see three data areas: **Group Name Definition; Group Members;** and **Available Users**. In the **Group Name Definition** area (on top center of the screen) you will add new Group Names, e.g. (Sales, Marketing, Administration, Managers, etc.), and save or delete the definition. **Group Members** show the users who are members of the currently selected Group. **Available Users** shows all users that can be added to the currently selected Group.
3. To add users to the group you need to select the user and then press the

**Add Member** button, or double click on top of the user.

4. To delete members from the group you need to select the member and then press the **Delete Member** button, or double click on top of the member.

5. To finish, press the **Save Group** button.

## Sending Messages

Once you have setup the system, Paging Service Providers, and users, you are ready to send messages.

1. From the Main Window, **select the user** you want to send the message to, by using the selection arrows or entering the name of the user directly to the **User Name** lookup field.

2. You can add to the message, the **current date** and/or the **current time** by pressing the **Date** and/or **Time of Day** buttons to the right of the message area. You can also **Clear** a previously written message by pressing the **Clear Text** button.

3. You can **write a message** not to exceed 500 characters and will **send it by pressing the Send Message' Button**. After approximately 35 seconds you will receive a **status message** indicating if the call was successful, and if it failed, why it failed.

If you select a user who has been setup for **NUMERIC MESSAGES** you would be able to enter no more than 40 digits.

4. You can also use a **Quick Message** by pressing the **Quick Message' button**. and selecting the Quick Message from the available list (by double clicking the mouse). Quick Messages are defined by you to save time when sending messages. See the discussion below on Quick Messages Definition.

5. If you want to send a **Group message**, first select the '**Send by Group' checkbox**, then select the Group from the **Group Lookup Field**, and press the **Send Message** button.

The **Group** feature does not work with **NUMERIC MESSAGES**. If you have a DIRECT pager defined in a given group, the program will skip it when transmitting group messages.

6. To clear all text press the **Clear Text** button.

## Quick Messages Definition

You can pre-define messages that you use often, for quick reference. When you add a Quick Message, it is available to select it from the Main PagerPro window. Messages like: **Please call me at 555-5555. URGENT'**; or **Call**

**me at HOME'**, can be reused with just two mouse clicks, saving you time in the process.

1. To define new Quick Messages select **QuickMsg** from the Menu.
2. On the Quick Messages Definition window, press the Add button.
3. Enter a **Quick Message Name**. This is how you will reference this message in the future.
4. On the Message area write the detailed message corresponding to this **Quick Message Name**. This message may be 500 characters long.
5. Save this new message and exit.
6. To use Quick Messages see **Sending Messages'**.

## Message Log Feature

You can keep a log of individual messages by clicking on the **Message Log** check box.

1. You can later **re-use these messages** for other recipients or groups by selecting the **MsgLog** menu option, selecting any message you want, and finally pressing the **Use Msg** button. Now you will be back at the **Send Message** screen, where you can modify the user and/or select a group before sending this message.
2. You can also **ReSend** a message from the **MsgLog** screen. **ReSend** sends the message to the same individual or group that received it previously.

## Numeric Message Feature

**Numeric Messages** is a special feature that works with **Direct Access pagers**. The **ID or Unit** number of a Direct Access pager can be used to call the paging service and enter a numeric message by using DTMF tones dialed from your phone. You **do not** need the **HOST ACCESS NUMBER** for this feature to work.

## Scheduling Messages

You can send messages at a later date and time. You can even send Group Messages using this feature. Imagine your schedule following you, no matter where you are. No more lost itineraries or missed commitments. Follow these instructions from the Main Window to prepare a message for scheduled transmission.

1. **Select** the **User** who will receive this message. Prepare the **message**

## contents.

2. Press the **Send by Group** checkbox, and select a **Group** if you want this message to be sent to a group of users.
3. Press the **Send Later** button. At this moment you should see the **Pager Scheduling** window. From this window you can select the month, day, year and time for the message, and look at previously scheduled messages.
4. Select the **date and time** for later transmission.
5. Press **OK** to schedule this message.

**IMPORTANT NOTES:** If this PC is responsible for sending scheduled messages, leave the **Send\_Messages?** checkbox enabled.

**YOU NEED TO DISABLE THIS CHECKBOX** if you **DON'T WANT** to **Send Scheduled Messages from this PC.**

**Why is this necessary?** If this program is accessing a network directory then you only need ONE PC to be in charge of sending scheduled messages. If you have more than one PC responsible for this task in a network, you might get duplicate messages. Therefore:

If you installed the program locally, leave this checkbox enabled.

If you installed the program in a network, only one PC needs to be enabled, ask your Network Administrator.

If you are in DOUBT, it is better to leave this checkbox enabled.

IMPORTANT: You must leave this program running in the background, if it is responsible for sending messages.

## **NOTE: IF YOU WANT TO SEE THE LIST OF SCHEDULED MESSAGES:.**

1. From the Main Window, press the **Send Later** button.
2. From the **Pager Scheduling window** menu select **ScheduledMsgs** or press **Alt+S**.
3. Browse through the list of scheduled messages. If you want to, you can delete them, or you can use the message contents.

## **Scheduled Messages List**

To see a list of all messages that are in schedule:

1. From the Main Window, press the **Send Later** button.
2. From the **Pager Scheduling window** menu select **ScheduledMsgs** or

press **Alt+S**.

3. Browse through the list of scheduled messages. If you want to, you can delete them, or you can use the message contents.

## Message Status List

At the bottom of the Main window there is a small box which will contain the status of each message sent during your current session. This box has capacity for 20 status messages. You can access all of them by using the scroll arrows on its right. Even scheduled messages status are saved here for your reference. The button on the lower right of the Box is used to Erase all Status messages.

## Navigation Keys

PagerPro can be used without a mouse. You can access all menu options and fields by using Alt key combinations, the TAB key, and record navigation keys.

**The following record navigation keys are available:**

|                 |            |
|-----------------|------------|
| Previous Record | Up Arrow   |
| Next Record     | Down Arrow |
| First Record    | Home       |
| Last Record     | End        |

**All menu options have one letter underlined.** To execute the various menu commands you just have to press the Alt key and the underlined letter simultaneously.

**Some common options are:**

|                       |       |
|-----------------------|-------|
| <u>E</u> xit          | Alt+X |
| <u>S</u> ave          | Alt+S |
| <u>A</u> dd Record    | Alt+A |
| <u>D</u> elete Record | Alt+D |

All **User Names, Paging Service Providers, Group Names, and Modems** are modified upon edit by converting the first letter of each word to uppercase. This is done to make the search of this information in the main window easier.

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