A3NS - ACCESS 3000 SERVER

INSTALLATION, USER & SUPERVISORS GUIDE

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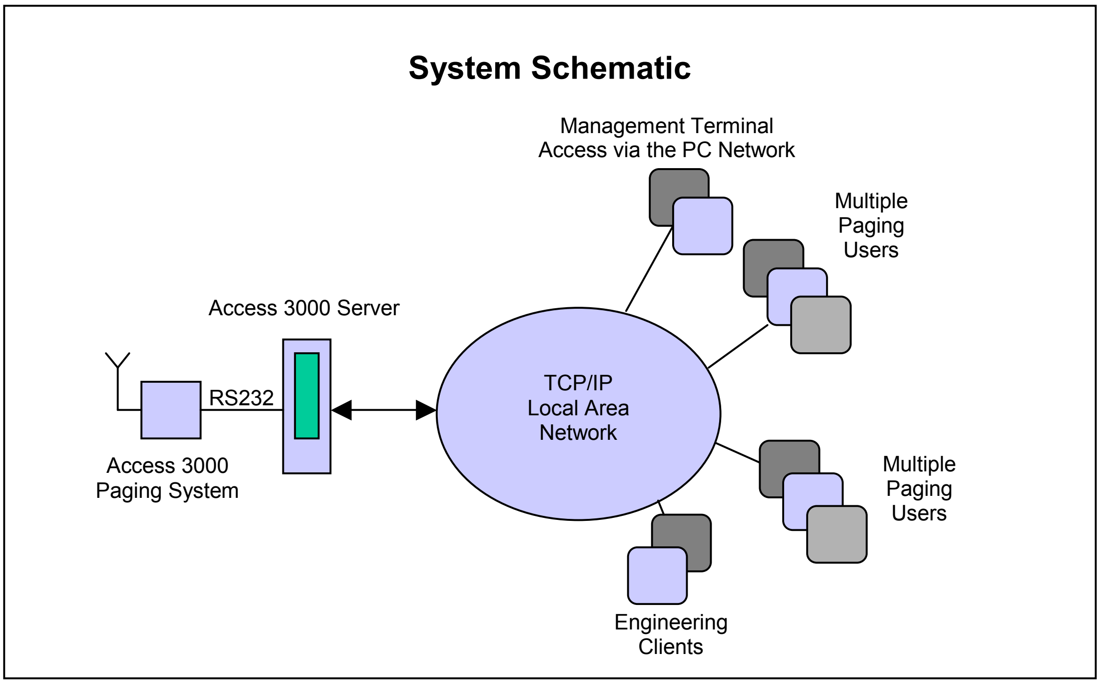
1.2 Product Overview

Access 3000 Server is a software package connecting your Access 3000 paging system to the PC network. It enables you to send text and numeric messages plus schedule calls from your computer to pagers and mobile phones. In addition Access 3000 Server also includes a networked version of Management Terminal for Windows™, allowing you to manage the Access 3000 paging system from your desktop PC.

The Access 3000 Server runs on a PC and this is connected to Access 3000 Paging system via the C3EK Encoder or the C3CB System Master. The server PC is also connected to customer's Local Area Network (LAN) using a standard network card.

Apart from installing the server on a computer, the actual management of the Server is undertaken via the Management and Engineering Clients. The Engineering Client provides database backup, reconfiguration and restore. The Management Client is used for day-to-day administration in terms of creating and editing operators, determining individual access rights and password control.



1.3 System Requirements

The Access 3000 Server Suite is a Client/Server based system designed primarily for Microsoft Windows versions 2000, XP and NT4*. This software comprises a server program, A3kServer, that runs as a Windows service and three Windows-based client applications: A3kPageClient, A3kManClient and A3kEngClient. These clients additionally support Windows 98 and ME and communicate with the server via a network connection.

Recommended minimum Server system requirements are:

- Microsoft Windows 2000 SP2, XP and NT4 SP6 with Microsoft Internet Explorer 5.5 or Later.

- 500MHz Processor

- 128MB RAM

- 55MB disk space for the core software itself and a further 20MB (or more depending on database sizes) for database and logs.

Minimum client system requirements are:

- Microsoft Windows 2000 SP2 or later, XP and NT4 SP6 with Microsoft Internet Explorer 5.5 or Later. Windows 98 or ME with Microsoft Internet Explorer 5.01 or later.

- 500MHz Processor

- 64MB RAM

Up to 15MB disk space for the clients themselves and a further 20MB for the management client (or more depending on database sizes) for cached data.

Note: *Access 3000 Server fully supports NT4 please note that Windows NT is no longer a Microsoft supported platform.*

1.3 Installation

A computer user with administrator privileges must perform installation. The system is provided on a single CD-ROM containing the server and the three clients. Inserting the CD-ROM into a suitable drive should begin the installation process. If this does not happen, installation can be started manually by running the file ‘setup.exe’ located in the root directory of the CD-ROM.

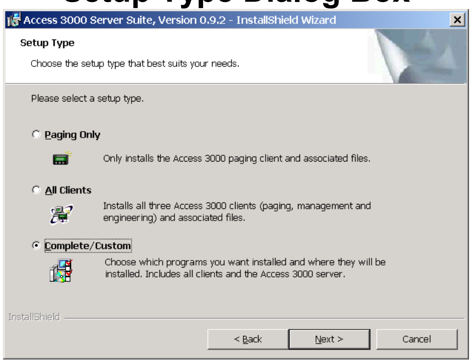
***Note**: Windows 98 does not include the Windows Installer application by default (unlike Windows 2000, XP and ME). When installing on such a system the program will first attempt to install the Windows Installer (unless it is already present). This may involve an automatic re-boot of the system; Access 3000 Server Suite installation will continue after login following the re-boot.*

Software installation follows the standard Windows Installer operation, prompting for install location, license acceptance etc. The installation program provides an option enabling the selection of which parts of the system to install (server, clients). A full installation installs all applications on a 2000, XP or NT machine, and only the clients, on a Windows 98/ME machine. The exact items installed can be selected via the custom install option.

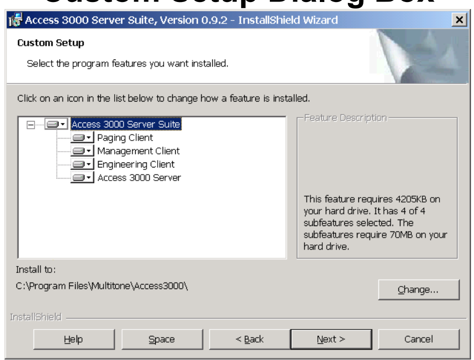
1.3.1 Installing the Server

In the **Setup Type** dialog box click **Complete/Custom** then click **Next** to proceed, from the **Custom Setup** dialog box click **Access 3000 Server Suite** then click **Next** to proceed. This will install the Server the Management Terminal, Paging and Engineering Clients.

Setup Type Dialog Box



Custom Setup Dialog Box



Alternatively, if you wish to install the server only from the **Setup Type** dialog box click **Complete/Custom**. From the **Custom Setup** dialog box click **Access 3000 Server** then click **Next** to proceed.

1.3.2 Installing the Clients

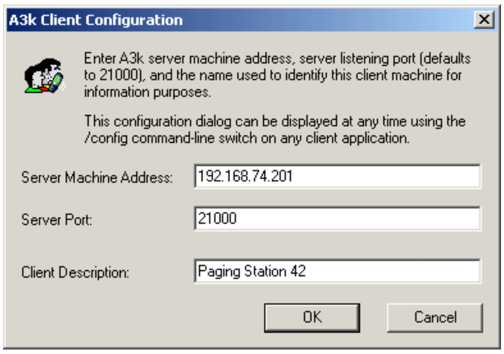
To install the client software, go to the required networked PC and run the install CD-ROM. From the **Setup Type** dialog box click:

- **All Clients** if you require the Management Terminal, Paging Client and Engineering clients to run on a single machine
- **Paging Only** if the paging client is required – For most PCs.
- **Complete/Custom** from the **Custom Setup** box click the required client e.g. the Management Client, Engineering Client or Paging Client.

1.3.3 Completing the Installation Process

Towards the end of the process, the ‘A3k Client Configuration’ dialog box will be displayed (see below) requesting the entry of server connection and client details for the install machine. Enter the address (or name) of the machine running the A3k Server, and the TCP/IP port number on which the server is listening (configured on the server itself), and enter a short description for this particular client machine, for example ‘Paging Station 42’. This description will be used to identify the location of a particular client in addition to its network address.

***Note**: These settings can be changed at any time by running the following command line from Windows Explorer: Program Files\Multitone\Access 3000\Bin\A3kClientCfg.exe, or running any client application with the /config command-line switch appended, e.g. Program Files\Multitone\Access 3000\Bin\A3kPageClient /config*



Once installation is completed, an ‘Access 3000 Server Suite’ entry will have been added to the ‘Programs’ menu containing shortcuts to all the installed client applications. If server installation is selected the new Windows service (‘A3kServer’) will be created and started automatically. It is recommended that after installation, the service configuration be reviewed using the Windows service manager tool. In particular, setting the service ‘Recovery’ options to re-start the service automatically should it fail.

Documentation is provided in Portable Document Format (pdf). If the system does not have a suitable pdf file reader installed (such as Adobe Acrobat Reader), a copy of Adobe Acrobat Reader is supplied within the ‘Acrobat’ directory of the CD-ROM; run the executable in the Acrobat directory and follow the on-screen instructions (Administrator access is required to run the Acrobat installation program).

***Note**: To setup the system database, at least one Management Client (A3kManClient) must be installed.*

1.4 Unattended (Silent) Installation

To enable the rapid installation of a large number of paging clients, an unattended (or silent) installation can be performed as follows:

- Copy of the contents of the installation CDROM to a suitable location (probably a network share for remote installations).

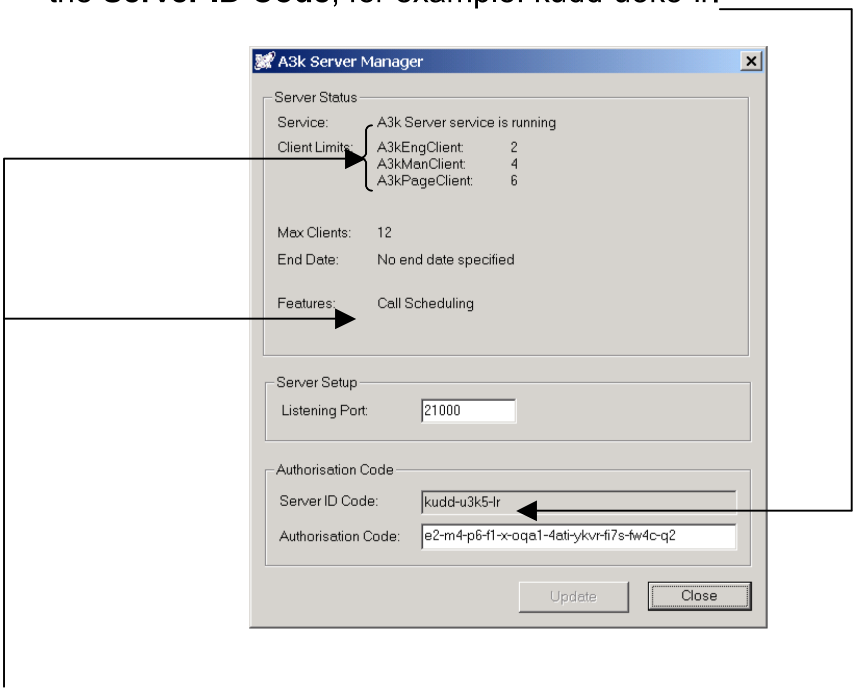
- Edit the copied A3kClientCfg.ini file entering the required A3k Server machine details, and un-commenting the appropriate lines (see A3kClientCfg.ini for details). This will bypass the manual A3k client configuration step (described above).

- Run the setup from the command-line (or a suitable alternative), using the /v/qn switch, i.e. ‘setup.exe /v/qn’ (with no space after the /v). Paging client installation will then proceed without any manual intervention.

1.5 Client Licence Authorisation Codes

Having installed the software you will now need to generate a Client License Authorisation Code.

1. Now look for the Multitone icon in the system tray (bottom left of task bar). Right click and select **Open A3K Server Manager** and note down the **Server ID Code**, for example: kudd-u3k5-lr.



2. Determines the number of Management Terminal, Paging and Engineering clients you require plus Call Scheduling. You will now be required to enter the **Authorisation Code**. This code may be obtained from Customer Service at King's Lynn by supplying full customer details and quoting the Server ID Code e.g. kudd-u3k5-lr.

   ***Note**: The system will always be supplied with 1 free Engineering Licence.*

3. From now on the Sever will start automatically whenever anyone logs into the system. If more licences are required a new Authorisation Code will be required.

1.6 Database Set-up

Having installed the Server you now need to determine the Access 3000 database back-up parameters:

- Database Back-up – Archiving, storage criteria and location of the Access 3000 server database.

- Event Log - Stores all the transactions between the clients, server and Access 3000 system.

- Call Log Purge - Stores all the calls made by the Access 3000 system.

- Access 3000 Serial Link - Please note that configuration of the Access 3000 serial link can only be undertaken from the **Management Client** running on the **Server**.

It is advised that these are set-up via the **Management Client** running on the Server. Please see **Section 12** in the **Management Terminal** section of the **User & Supervisors Guide**.

1.7 Frequently Asked Questions

1.7.1 What Database Does Access 3000 Server Run-on?

Access 3000 Server uses Microsoft SQL Server Desktop Edition (MSDE) 2000 (Service Pack 3a) for data storage. In order to ensure that there are no licensing issues Multitone Electronics PLC has checked with Microsoft that under the developers licence Multitone Electronics PLC are licensed to freely supply this as part of the product. Furthermore, as it is fully integrated into Access 3000 Server there is no requirement for the customer to download or install it. Note that the clients communicate with the Access 3000 Server only, and not directly with MSDE. MSDE only talks locally to the server, and is not required to provide any external access.

1.7.2 How Does Access 3000 Server Operate?

Access 3000 Server runs over TCP/IP, and communicates with the clients using a proprietary protocol. All communications are authorised by the server using a suitable operator ID and password, and the server itself provides no ability to run external scripts, or give direct access to machine resources.

From an operation perspective, on connection, a client downloads the core data it requires from the server. This generally takes only a few seconds over a LAN or broadband link depending on the number of records in the database: the Paging Client is a ‘light client’, taking 1 to 2 seconds, whereas the Management Client also downloads the server event log and call log, and usually requires 3 to 4 seconds (the Engineering Client downloads the event log but not the call log).

These logs can grow to be several tens of megabytes in size depending on the size of the system and current database archiving and purging options. To minimise start-up time, the full logs are only downloaded when a client connects to the server *for the first time from a particular client machine* – they are then cached locally so that next time the client starts, only the changes since it was last closed are downloaded. Once connected to the server, a client is only notified of updates to the system, typically time updates and new log entries.

Note that during initial download of a large call or event log, the Management Client can still be used for database editing, options changing etc. The download will continue in the background. If the client is closed during the download, when it is next started it will resume from where it left off.

1.7.3 What Happens if the Server Disk Drive Fails?

In order to overcome any disk failure concerns, Multitone Electronics PLC suggest running on a fault-tolerant server incorporating a RAID array. The server can also be configured to automatically make period backups of the entire database to a separate file.

1.7.4 Can the Server Backup the Database to Network Share?

By default the Access 3000 server will periodically backup the database to the system drive on the server machine. The backup location can be set to any directory accessible from the server using the Management Client, however, to backup to a network share, the MSDE database engine must have read and write access to that share. MSDE is a service (“MSSQL$ACCESS3000”) running, by default, under the local System account, which does not generally have access to a remote machine. This can be changed to use a suitable account with the required network access via the Windows Service Control Manager – it is recommended that a special Access 3000 account (with *local* Administrator rights) be setup for this purpose alone.

1.7.5 What are the Options Should the Server Fail?

If a server outage is to be avoided, Multitone Electronics PLC advise the deployment of a hot standby system - a second server with a second authorisation code will be required. You can then use management tools within Windows to periodically and automatically copy the database across.

Secondly, Access 3000 Server is an adjunct system, should the server fail the Access 3000 paging system will **NOT** be effected, paging calls can still be undertaken from the Local Control Unit (LCU) or via the telephone interface via a PABX.

Thirdly, an uninterrupted power supply (UPS) could be used to protect the Server PC from power failure.

1.7.6 What Happens as a Result of a Server Re-start?

Access 3000 Server runs in the background (as a Windows Service) and will automatically re-start if Windows crashes. It will then silently re-synchronise itself with the Access 3000 paging system so that any changes made to the paging system (via an LCU for example), will be mirrored on the server.

1.7.7 Does the Server Time Synchronise?

Access 3000 will take its time from the Server; this applies to pager time stamping and call logging etc. This facility enables the Server to synchronise with a timeserver, if required.

ENGINEERING CLIENT

1. A QUICK GUIDE TO THE ENGINEERING CLIENT

The Engineering Client is used primarily as an engineering tool for system monitoring and database backup, features supported are:

- Connection summary
- Clients Status
- Operator Status
- Event Log
- Server database back-up and restore
- Access 3000 Bus Monitor
- Access 3000 Link Monitor
- Access 3000 monitoring online
- Access 3000 database restore
- Online and offline operation

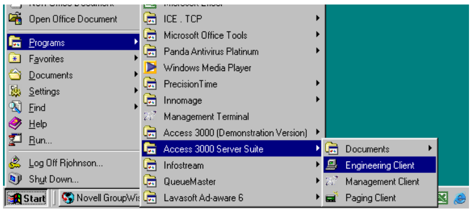
Since this is a networked system, multiple Engineering Clients can be run to provide remote Access 3000 monitoring

2. HOW TO ACCESS THE ENGINEERING CLIENT

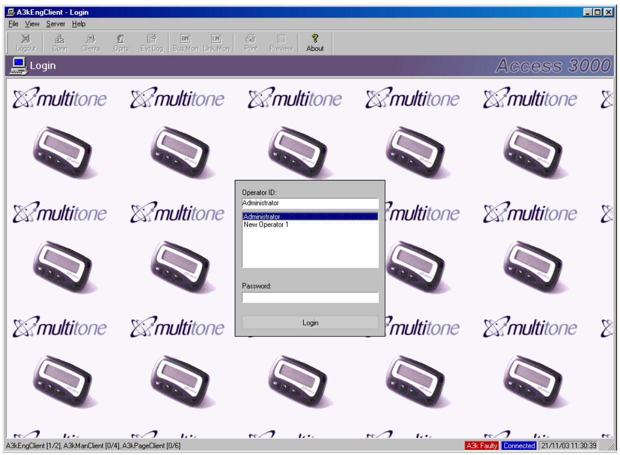
2.1 Opening the Engineering Client

1. Click the **Start** button 

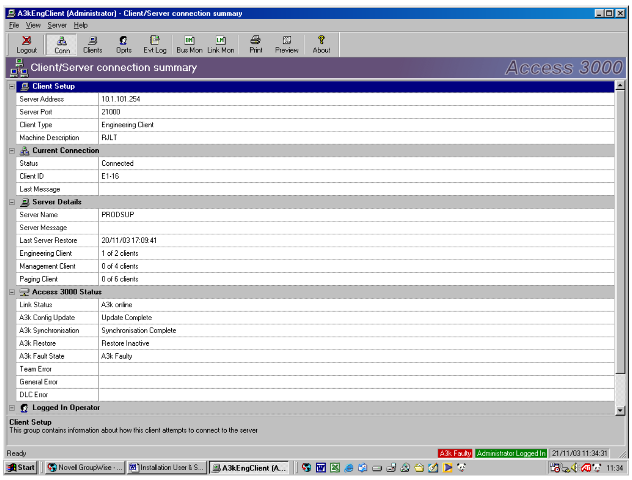
2. Click **Programs**, click **Access 3000 Sever Suite**, click **Engineering Client**:



3. Select your Operator ID from the list, if activated enter the Password and click Login:



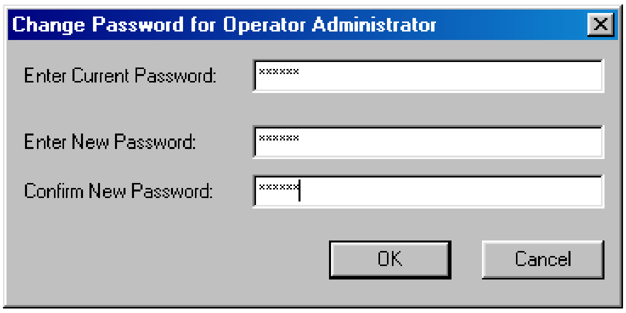
4. The Engineering Client will now be displayed showing the Connection Summary:



2.2 Changing Passwords

1. From the File Menu click **Change Password**

2. Enter the current password, then enter the new password, then confirm the new password and click **OK**. When you log you will now have to enter the password as part of the log-on sequence:



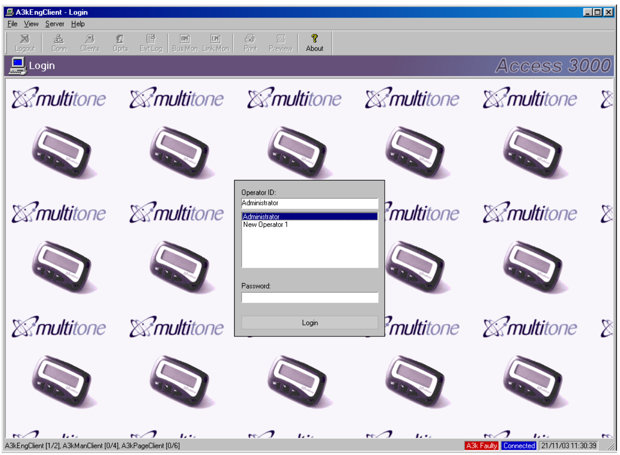
***Note**:*

If you wish to remove password protection, then leave the 'Enter New Password' and 'Confirm New Password' boxes blank. Click 'OK' to confirm the selection.

2.3 Engineering Client - Logging Off and Exit

2.3.1 <u>Logging Off</u>

1. From the **File Menu** click **Log Out**.
2. You will now be asked to confirm the action, select **Yes** or **No**.
3. At the Login Screen you may login under an alternative ID.



2.3.2 <u>Exiting the Engineering Client</u>

1. From the **File Menu** click **Exit**.
2. You will now be asked to confirm the action, select **Yes** or **No**.

3. SYSTEM MONITORING

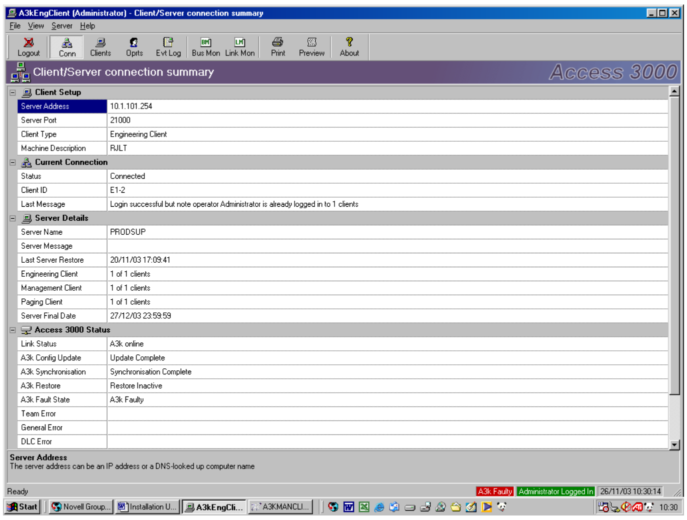
The system monitoring functions are used to help you to determine the status of both Access 3000 and Access 3000 Server in terms of connectivity and system activity, key reporting tools are:

- Connection summary
- Client status
- Operator status
- Server event log
- Access 3000 bus monitor
- Access 3000 link monitor

3.1 Connection Summary

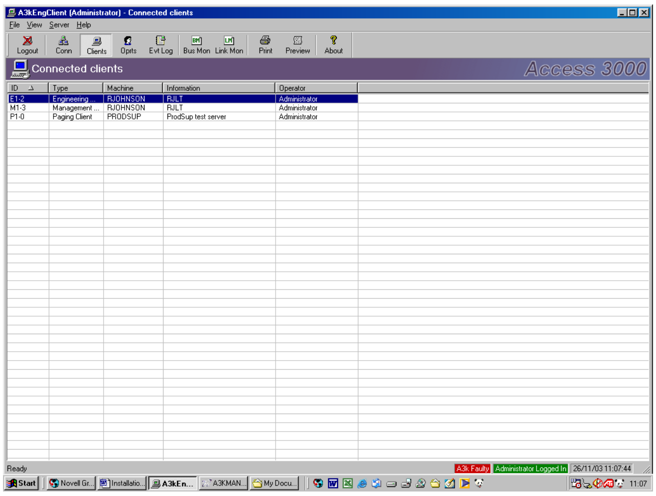
The Connection summary provides details of client set-up, current connections, current server details, and Access 3000 status. The Connection Summary is view only,

1. From the **View Menu** click **Connection Summary**:



3.2 Client Status

To view the status of all client programs currently connected to the server, from the **View Menu** click **Clients**:



Access 3000 Server comprises the server and a number of licences. These are available for 10, 50, 100 and 250+ concurrent client users.

There are two client types in addition to the Engineering Client: the Paging Client, allowing you to make paging calls from your PC and the Management Client for system administration. When ordering Access 3000 server you can choose the number of Paging Clients and Management Clients. For example if you order 10 licences you can have 2 Management Clients and 8 Paging Clients. Every system is supplied with an Engineering Client; this is used for database control and server management.

Additionally, extra licences may be ordered if you wish to add more users to the Access 3000 Server solution:

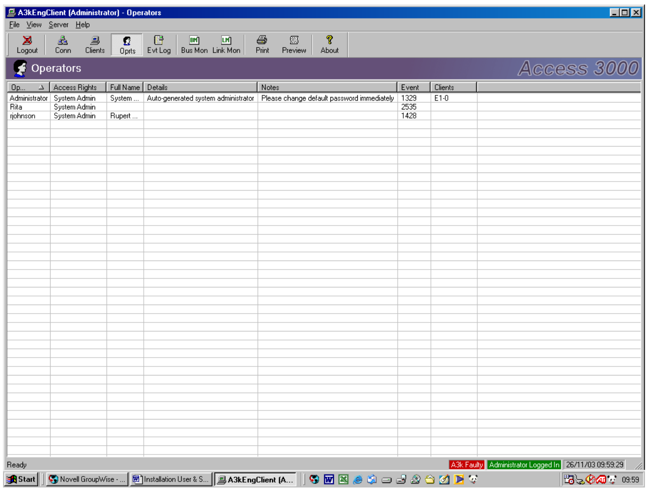
- A3NS-CP10 10 Additional Client Licences
- A3NS-CP50 50 Additional Client Licences
- A3NS-CP100 100 Additional Client Licences
- A3NS-CP250 250 Additional Client Licences

There is no restriction on the number of individual Paging, Management or Engineering Clients which may be requested provided they equal the number of licences ordered. For example if you order A3NS-CP10, 10 licences you may have 3 Management Terminal Clients and 6 Paging Clients and 1 additional Engineering Client.

3.3 Operator Status

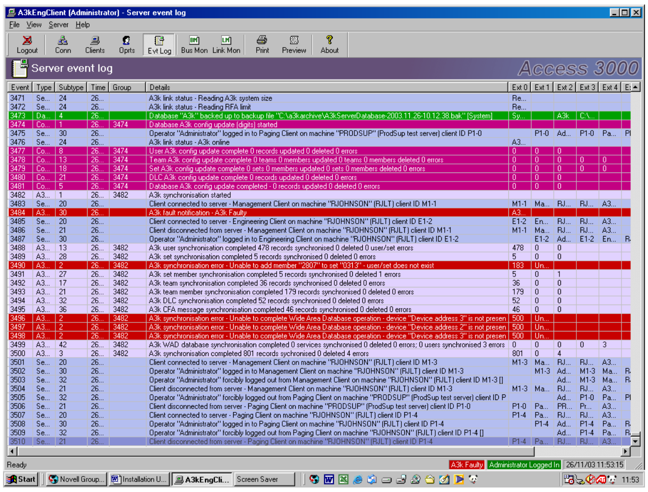
Operators and clients can be confusing terms; the client is the program running on the remote machine, this can be the Paging Client, Management Client or Engineering Client. The Operator is the person who logs into the client. The Operator Summary gives detail of the operators, access rights, full name and general details, along with their current login status.

In order to view the status of all operators, from the **View Menu** click **Operators**, the operator status will be displayed:



3.4 Event Log

The server event log displays all the activity between the Access 3000, Access 3000 Server and the Clients. The Event Log is view only, however, it is colour coded. To view the **Event Log** from the **View Menu** click **Event Log**:



The event log window lists the contents of the server event log, in chronological order. Each event record contains a number of fields:

Field Name	Description
Event Number	Unique, incrementing event ID number. Auto-generated.
Type	Describes the general type/source of the event, e.g. database, server, paging.
Sub-type	Event sub-type of the event, e.g. page user event, operator login.
Time	Server date/time at which the event occurred.
Group	For multiple-event operations, such as A3k database synchronisation or group paging, group specifies the event number of the event describing the start of the operation.
Details	Readable description of the event itself
Extended Data	Type/sub-type specific data incorporated into the details description. Useful for external database analysis.

There are currently 16 event types supported, each being displayed using a different colour. The currently supported event types are:

Type (numbers)	Description	Colour
Database (1-3)	Global database operations (e.g. database open/close).	Green
	Database record operations.	Normal (white)
	Database errors.	Red
Server (4-6)	Global server events (e.g. server started).	Blue-Grey
	Server operations (e.g. operator logged-in, client connected).	Blue-Grey
	Server errors.	Red
Page (7, 8)	Paging events for pages sent from the server.	Light Green
	Paging error events.	Red
A3k Sync (9, 10)	Access 3000 synchronisation (during initial connection) events.	Light Purple
	Access 3000 synchronisation (backup) errors.	Red
A3k Notify (11, 12)	Access 3000 notifications – Asynchronous database updates from the Access 3000.	Orange/Yellow
	Access 3000 notification errors.	Red
A3k Restore (13, 14)	Access 3000 database restore events.	Light blue
	Access 3000 database restore errors.	Red
Config Update (15, 16)	Database a3k configuration (SSF) update events (during initial connection).	Purple
	Database a3k configuration (SSF) update errors.	Red

3.5 Bus Monitor

This displays the paging system bus traffic between Access 3000 Server and the paging system serial link, each packet is broken down into its constituent components.

3.6 Link Monitor

This displays the raw paging system bus traffic including all control codes.

4. DATABASE MAINTENANCE

The Engineering Client provides a range of facilities, which enable re-synchronise Access 3000 and Access 3000 Server databases. Synchronisation problems may result from offline paging system operation, changes in paging system SSF configuration or implementation of new software upgrades. Features supported are:

- Server database back-up and restore
- Access 3000 database restore
- Online and offline operation

4.1 Backup Server Database

Access 3000 Server will automatically back-up the Server Database in accordance with configured options. See Section 12, Database Management, Sub-Section 12.1 for full details. It is also possible to back-up the Server Database manually, as follows:

1. From the **Server Menu** click **Server Backup**.

2. At the dialogue box click **Yes** to continue.

3. Enter a brief description or summary information.

4. Then click **OK**.

The file will be stored in the configured Database Backup directory, which, by default, is set to **C:\Documents and Settings\All Users\Application Data\Multitone\Access3000\Backups**. This can be viewed and changed via the Management Client (see later).

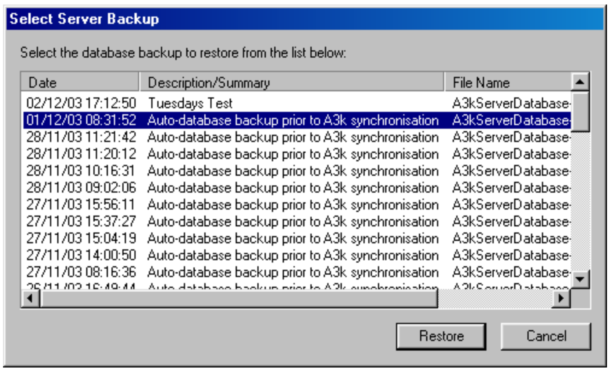
4.2 Restore Server Database

This operation allows a previous backup of the server's database to be selected and installed, in place of the current server database. Please note that this does not affect the paging system's core database (UTU).

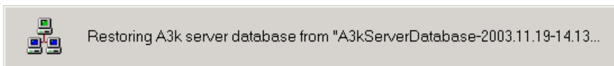
1. From the **Server Menu** click **A3k Offline**. Refer to the **Connection Summary** to confirm the Access 3000 link status as **A3k forced off-line**.

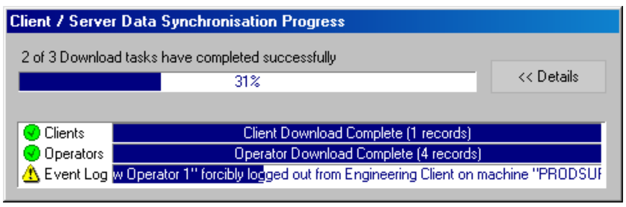
2. From the **Server Menu** click **Restore Server Database**. From the dialogue box click **Yes** to continue.

3. From the **Select Server Backup** list highlight the **Database Backup File** you wish to restore:



4. Click the **Restore** button, the following dialogue boxes will be displayed confirming database restoration:





5. Once the database has been restored, from the **Server Menu** click **A3k Reconnect**. From the dialogue box click **Yes** to continue. Now refer to the **Connection Summary** to confirm Access 3000 link status as **A3k online**.

   Note*: Once the restore has completed successfully, all clients currently connected to the system will be completely re-synchronised with the Server. Any operator currently logged-in will, however, remain logged-in.*

4.3 A3K Database Restore

In most normal circumstances this facility is not required as it is done as the paging database updated automatically. This facility copies the Access 3000 Server paging database onto the paging system and overwrites existing paging system records. To perform a restore the paging system must be offline:

1. From the **Server Menu** click **A3k Offline**. Refer to the **Connection Summary** to confirm the Access 3000 link status as **A3k forced off-line**.

2. Return to the **Server Menu** and click **A3k Database Restore** to start the process.

3. Once the database has been restored, from the **Server Menu** click **A3k Reconnect**. Refer to the **Connection Summary** to confirm Access 3000 link status as **A3K online**.

4.4 Abort A3K Operation

Please note, this may be used to halt an Access 3000 database restore, but this will leave the paging system UTU only partially loaded.

1. From the **Server Menu** click **A3k Abort Operation**.

2. At the dialogue box click **Yes** to continue.

3. Look at the **Connection Summary** to confirm Access 3000 link status as A3K Forced Offline.

4. To restore operation, from the **Server Menu** click **A3k Reconnect**. Look at the **Connection Summary** to confirm that the Access 3000 link status as **A3K online**.

MANAGEMENT CLIENT

1. A QUICK GUIDE TO THE MANAGEMENT CLIENT

The Management Client supports all Access 3000 administrative features and has the same interface as the standalone Management Terminal for Windows TM. It also includes the capability to create and edit paging operators and management elements of the Access 3000 Sever. Features include:

- User, team, set and group create, edit and delete
- User, team, set and group paging
- DLC create, edit and delete
- CFA message edit
- Wide area dial-out configuration for Paging and TAP messaging
- Call logger configuration
- Call logging of all paging messages
- Call log analysis
- Client status
- Logging, archiving and Access 3000 configuration
- Server event log monitoring
- Operator - create, edit and delete.
- Operator access rights administrator and password control
- Help information - Acrobat document

Full System Management From the Desktop

For system management, call logging and statistical analysis, the Management Client provides on-screen management of all Access 3000 system records. This includes, users, teams, sets and groups (system or personal), closing contacts, pre-set messages and the wide area dialout facility for public carrier paging and messaging.

In addition to the paging system management features the Management Client also enables you to create new operators (the people who log on to the client/server system itself – analogous to Windows users) set passwords and determine individual access rights, giving you complete system management of both the Paging System and the Access 3000 Server.

Full Paging & Call Logging Facilities

The Management Client includes the ability to make paging calls and incorporates full call logging facilities - automatically recording the time and date when all paging calls are transmitted. Also included is a wide range of tools for statistical analysis, allowing you to analyse call counts, call times, type-of-paging-calls, pager usage and system faults etc.

Multi-Tasking - System Management Operations

As this facility is networked you can operate multiple Management Clients simultaneously. For example one person can be adding or editing paging records, whilst another can access the call logger to check the time a paging call was sent. At the same time a third operator can send a paging message, make a team call or alter another user record.

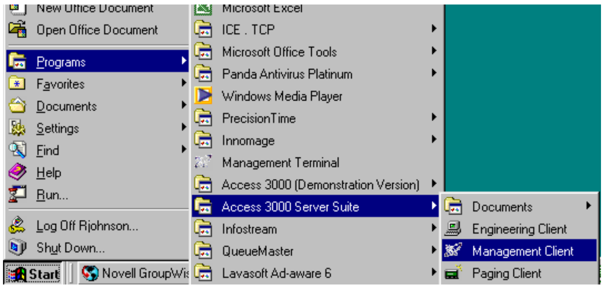
Password Protection & Client Access Control

In order to maintain server security, password protected access rights are provided. This enables the system supervisor or network manager to determine what level of access an individual operator may have. For example you might not want to give some operators the ability to send a team call, nor would you want everyone to have access to the system management functions.

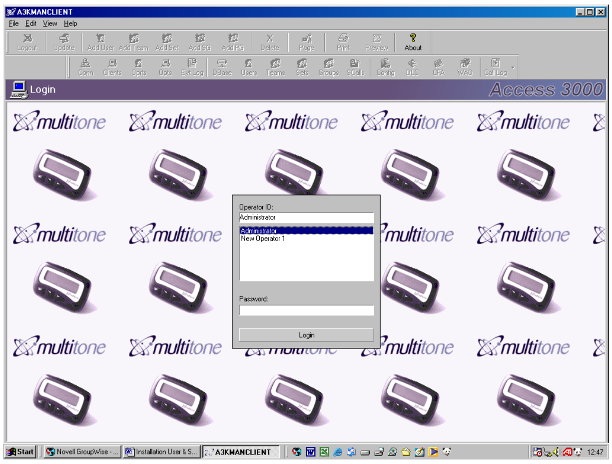
1.1 Opening the Management Client

1. Click the **Start** button: 

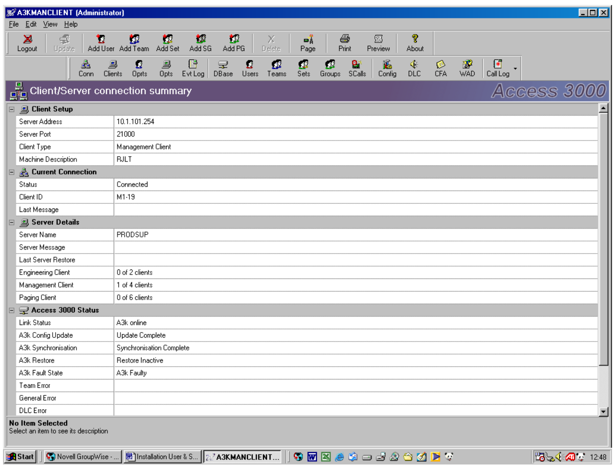
2. Click Programs, click **Access 3000 Sever Suite**, click **Management Client**:



3. Select your Operator ID from the list, if activated enter the password and click login:



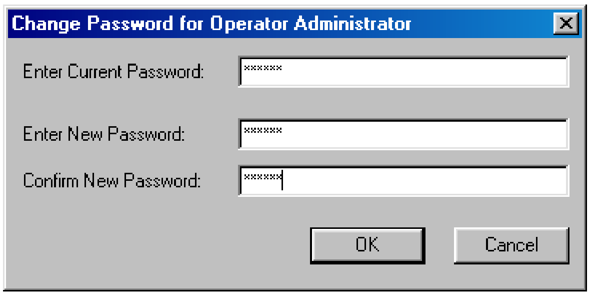
4. The Management Client will now be displayed showing the Connection Summary:



1.2 Changing Passwords

1. From the **File Menu** click **Change Password**

2. Enter the current password, then enter the new password, then confirm the new password and click **OK**. When you log you will now have to enter the password as part of the log-on sequence.

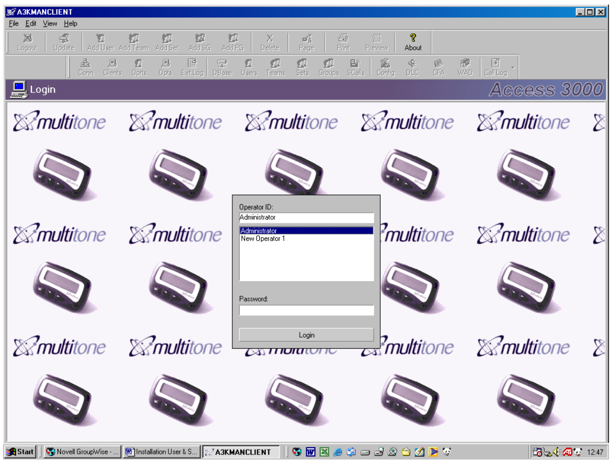


***Note**: If you wish to remove password protection, then leave the 'Enter New Password' and 'Confirm New Password' boxes blank. Click 'OK' to confirm the selection.*

1.3 Management Client – Logging Off and Exit

1.3.1 Logging Off

1. From the **File Menu** click **Log Out**.
2. You will now be asked to confirm the action, select **Yes** or **No**.
3. At the Login Screen you may log-in under an alternative ID:

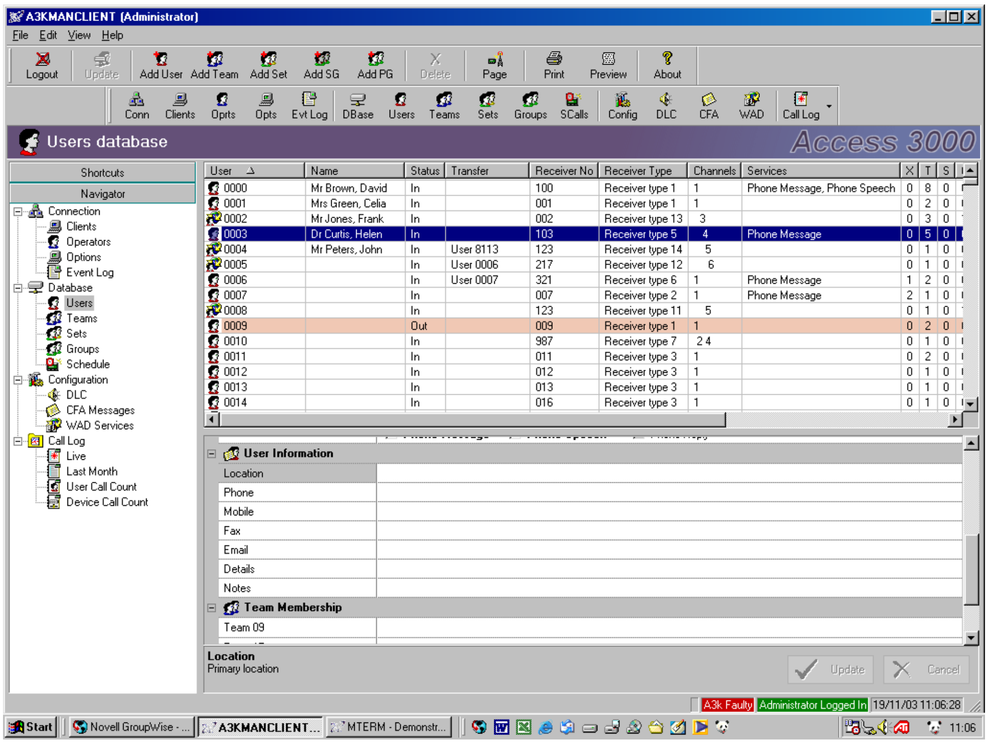


1.3.2 Exiting the Management Client

1. From the **File Menu** click **Exit**.
2. You will now be asked to confirm the action, select **Yes** or **No**.

1.4 A Tour of Management Client

The Management Client is based around a single main application window split into a number of sub-windows. The layout and display of these windows can be customised according to user preference and available screen space. The example below shows a typical screen shot including a set of toolbars and the main record selection and edit windows, along with the navigator:



1.4.1 The Main Window

In the screen-shot above, the Main Window or in this case the User Database is broken down into two sections. The top window displays all the users on the system, while the bottom window shows details of each user and enables you to edit individual user record details. The information displayed in the main window also covers the following records:

- Connection Summary
- Client Connection Details
- Operators
- Server Configuration Options
- Server Event Log
- Database Summary
- User Database
- Team Database
- Set Database
- Group Database
- Scheduled Call Overview
- Paging System Configuration
- DLC Record Database
- CFA Message Database
- WAD Database
- Call Log Configuration

1.4.2 Navigation

A number of alternative methods may be used to navigate around the Management Client:

- Select the appropriate menu item using from the standard toolbar. For example:

  1. From the main toolbar select View

  2. Then select Teams

  This will display the Team Database. All the instructions in this user guide use where possible this method to navigate around the Management Client. Although this is slightly long winded, this method of navigation will always remain consistent, however the windows are set-up.

- Alternatively you can:

  - press a button on the 'Standard' and Navigate' toolbars. For example, the Configuration icon ( ) changes the main window to a single view showing paging system parameters, receivers and channels etc.

  - select a 'shortcut' from the 'Shortcuts' bar in the 'Navigator' window.

  - select an item from the 'Navigator' tree in the 'Navigator' window.

1.4.3 Other Windows

In addition to the main window, there are further windows available. These are all implemented as docking windows and can be made visible via the appropriate view menu item:

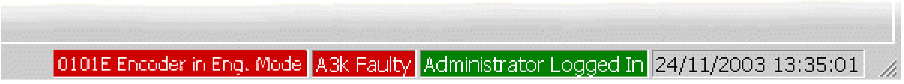
- Navigator - docked onto the left-hand side of the main window by default, this provides the primary means of navigating around the entire system.

- Paging Console - a floating window allowing users and teams to be paged.

- Activity Log - A floating window showing the last 5,000 operations performed by Management Client on the paging system database (and vice-versa) – this is effectively a subset of the server event log, which shows the operations of all clients.

1.4.4 Status Bar

The status bar is located at the bottom of the Management Client window, and shows the status of various system and Management Client parameters:



From left to right these are:

- Paging error report - View the activity log or the server event log for more information on the error. Double click on the error report to clear it.

- Paging system faulty state - This field is red if there is a fault or device not working on the Access 3000, green if it's healthy and blank if the system is offline.

- Client connection and log-on status - Indicates whether the paging system is on line (green) or off line (red). Also shows initialisation progress when Management Client is going online.

- Server and paging system time - the Access 3000 internal clock is automatically synchronised to the server PC.

1.5 Customisation

The appearance and behaviour of many of the Management Client windows and toolbars can be customised in a number of ways:

1.5.1 Toolbars

As with other Windows applications, the toolbars can be moved around, hidden or resized and the toolbar button text can be hidden to make more efficient use of a small screen. To show or hide a toolbar:

1. From the main toolbar select View.

2. Select Toolbars. Click-on the boxes to show and hide toolbars and toolbar label text

1.5.2 Main Window Settings

The main windows are based on a grid-style list of items. These provide a number of customisation options:

- Columns can be re-ordered by dragging a column header to the desired position using the left mouse button.

- In most views, data can be sorted to be numerically or alphabetically ascending or descending by clicking-on the appropriate column header. Note: this is not possible for the call or event logs.

- Columns may be resized by dragging the column separators within the column header. To hide a column it can simply be shrunk until it is no longer visible.

Please note that the lists used for Team, Set and Group Databases and WAD Service windows are hierarchical, incorporating a tree-based column that can be used to expand or collapse sub-items, e.g. teams and team members. All of the above features are also available in these views.

1.6 Printing

1.6.1 General Printing

The contents of most of the windows and views within Management Client may be printed onto any attached or networked printer. To print or preview the contents of a window, select an item in the desired view, e.g. the User Database, or a Call Log Query, then:

1. Click **File Menu** and select Print or Print Preview menu option, or

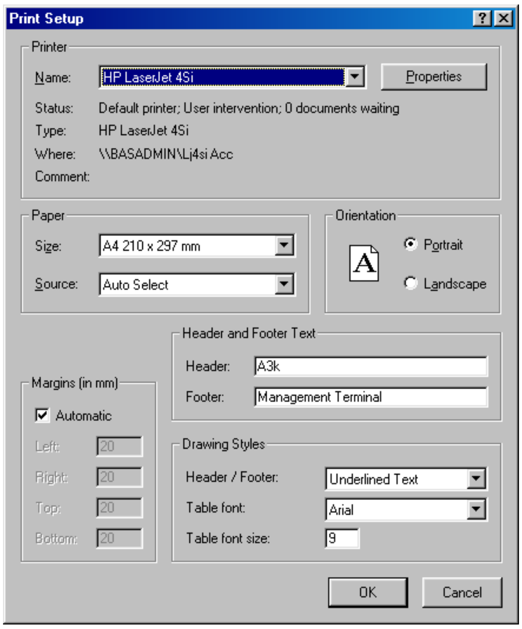
2. Click on the Print ( ) or Preview ( ) button on the standard toolbar, or

3. Press Ctrl+P (to print only).

The appearance of the printed page may be customised using the Print Set-up dialog box. This accessed via:

a. Click **File Menu** then select **Print Set-up**, or

b. Click-on the Set-up toolbar button ( ) when in print preview mode:



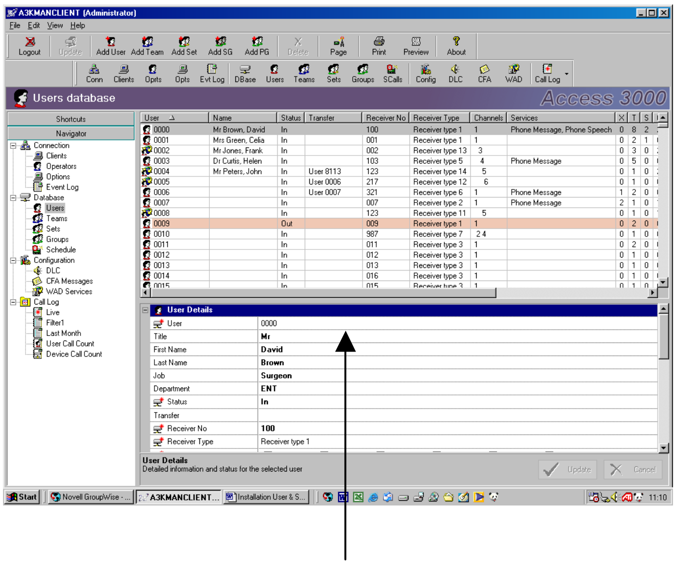
This dialog box provides standard options to select printer, paper size and orientation etc, along with further options for customising the margins, headers and footers and fonts of the output page.

***Note**: The print layout matches the default screen layout only and does not take account of local changes to the current view. For example, columns that are switched on the screen view are NOT switched on the printout.*

1.6.2 Printing Individual Record Details

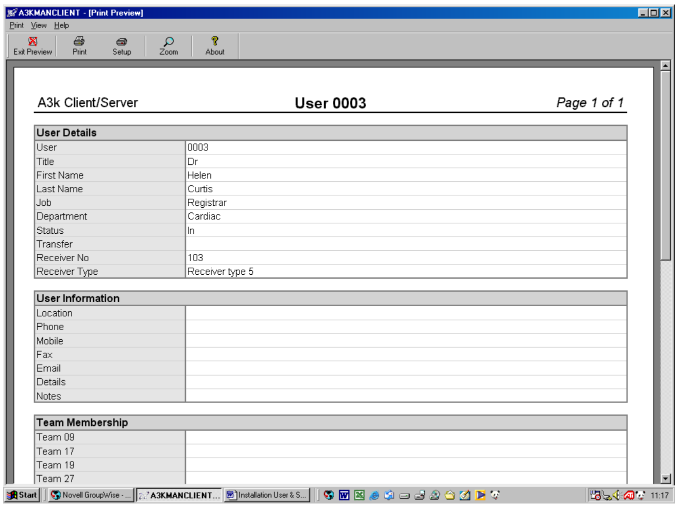
It is possible to print individual record details of a client operator, user, team set, group or scheduled call. This application also applies to live call log records.

1. Select the appropriate records database, e.g. User Database:



2. Click anywhere in the **User Details** window to select it.

3. From the **File Menu** click **Print** to print the record or **Print Preview** to display the record:



2. OVERVIEW OF DATABASE EDITING

This section provides an overview of how to view, create and edit the main paging system databases. The Management Client database is split into five key sections:

- Operators
- Users
- Teams
- Sets
- Groups
- DLCs
- CFA Messages
- Wide Area Dial-out (or WAD) Services

Viewing and editing each of these sections follows the same general process, with the Window being split into two sections:

- The top window lists all the entries such as users and teams within the database

- The bottom window displays the individual details connected with an entry, such as user number, receiver type, channel number etc.

Record selection takes place within the top window, editing takes place in the bottom window. In order to add or delete a record within the top window a Context-Sensitive Menu is provided; this is accessed by a Right Click on the mouse.

2.1 Management Client Database Summary

This is a useful feature and provides a quick overview of system records, number of users, team etc; it also includes an event history and very basic call logging information, i.e. last call made.

To display the Database Summary:

1. From the **View Menu** click **Database Summary**.

2. Select from:

   - Database Record Summary – This displays the number of records within the database broken down into users, teams etc.

   - Database Information – This provides user-entered database information such as customer name and location; these elements can be directly edited within this window.

   - Database Event History – This shows the date and time at which key events last occurred, such as when last online, off-line time and last backup.

   - Paging Log Summary – Shows information about the live paging log, e.g. number of calls and last call made.

2.2 Editing & Updating a Record

To edit a user, team, DLC, CFA record or WAD Services, you must select the record within the top window. The details of the record will be displayed in the bottom window. Editable fields are displayed in bold and are selected using the mouse or the tab key. Fields can be classed into three groups:

- Key fields – These must be filled in for the record to be valid and are indicated by the following icon () and form part of the core database stored on the paging system.

- Fields that are not required, but still form part of the core database stored on the paging system.

- Non-core fields that are only stored within the local database, such as names, location etc.

Any changes made to a record are immediately mirrored in the top window, but they are not downloaded to the paging system. In this state the Management Client considers an edit to be 'active' and will not allow any operations on any other records until the edit has been accepted and updated.

To accept a record press the Return or TAB key, to update a record press the Record Update button or the F10 key. Any edits made prior to an Update can be 'undone' by selecting the Esc key.

When the paging system is online, performing an update will transfer the modifications from the Management Client to the Paging System, ensuring that the two databases are synchronised.

When the Management Client is connected to the Paging System, it will notify you of any changes made from other input devices, such as the Local Control Unit. If an external change is made to a record currently being edited a warning will be displayed and the current edit will be aborted.

2.3 Re-numbering a Record

When a new user, team, set or DLC has been created, a record number is automatically allocated. This number can be changed if the default is unsuitable. This is only applicable to newly created records.

***Note**: Groups can be given an alphanumeric ID, not just a number; these can be changed at any time, not just when newly created.*

2.4 Special Edit Controls

For many items, special edit controls are provided. These are only available when editing an item and perform context-specific operations. For example, when editing a user number in a newly created record, an up/down control is available:

Pressing the up arrow will change the user number to the next unused user number in the database. Pressing the down arrow will change it to the next previous unused user number in the database. The following special edit controls are available:

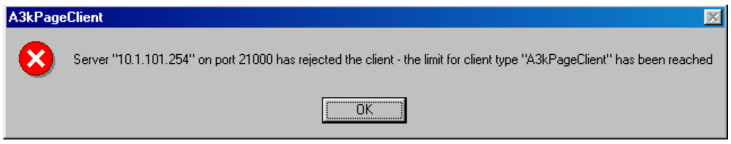
Edit Options	Field	Function
User Edit	User	Next/Previous unused user number
	Transfer	Next/Previous valid (used) user number
	Receiver No.	Next/Previous unassigned receiver number
Team Edit	Team	Next/Previous unused team number
Team Member	User	Next/Previous compatible user number
DLC Record	DLC	Next/Previous unused DLC number
	User	Next/Previous compatible user number
	Team	Next/Previous compatible team number
CFA Message	Message No.	Next/Previous unused CFA message number

3. OPERATOR ADMINISTRATION

The client is the program running on the remote machine, this can be the Paging Client, Management Client or Engineering Client. The operator is the person who logs into the client (analogous to Windows^{TM} users).

Access rights are applied to an operator in order to control what they can or cannot do, these are determined solely for the operator and not the client. Any operator can log in to any client, however their ability to perform operations is dependent upon their assigned access rights. For example, an operator with only user paging rights can log in to a paging client, but will only see a list of users.

As Access 3000 Server supports concurrent client operation it is possible to create more operators than there are available client licences. Should more operators connect to the system than there are actual licences then Access 3000 Server will display the following notice:

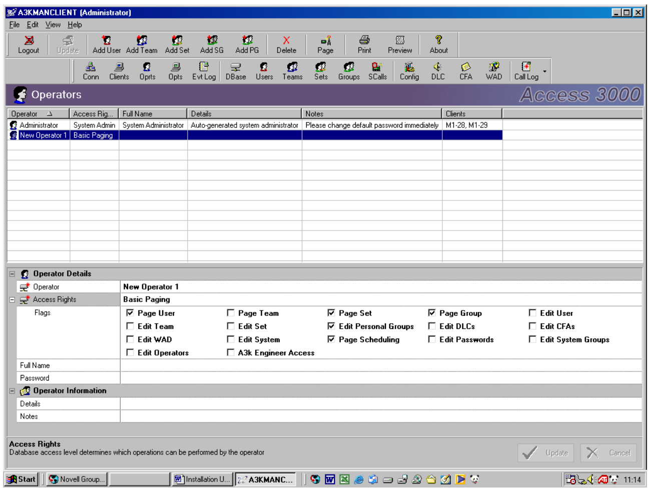


To resolve this problem additional client licences will be required. Multitone can supply this by creating an Amended Authorisation Code.

3.1 Selecting the Operator Database

Before you can create, edit or delete an Operator you will need to select the Operator Database window. The top Window is used for selecting, creating or changing Operator Record. The bottom Window is used to add and change individual Operator record details:

1. From the **View Menu** click **Operators**



3.2 Creating an Operator (Client)

1. Select the Operator database

2. From the top window, right click and select **Add Operator**.

3. Go to the bottom Window, **Operator Details**, select each item in the right hand column:

   a. Operator – Click the **bold text** and enter the required **Operator ID**. This is used as the primary means for identifying the operator, e.g. John Brown.

   b. Access Rights – Click the **bold text**, from the drop list box click to select the required access rights. Access 3000 Server supports eight pre-defined levels of access rights, these are:

▪ None	View only (cannot even log on to paging client).
▪ Basic Paging	User, set, group paging, group edit and call scheduling if enabled.
▪ Full Paging	User, team, sets, group paging, group edit and call scheduling if enabled.
▪ Operator	All paging features including edit users, edit teams, sets and groups plus call scheduling if enabled.
▪ Supervisor	All paging features and all Management client features except Edit Operators and A3K Engineering Access - Server and database back-up and restore on the Engineering Client.
▪ Engineer	All Paging, Engineering and Management client features except Password Edit.
▪ System Administrator	All Paging, Engineering and Management client features.
▪ Custom	Click on the flags (tick boxes) to select any of the required options.

Alternatively, you can click any flag (tick boxes) as appropriate without having to select **Access Rights** list box to define an operating client.

c. Full Name – If required enter the full name of the operator client

d. Password – Enter a unique password for each client, the entered password will be displayed in asterisks: ******

4. At **Operator Information** – Details and Notes - Enter information as appropriate and press the **Return Key**.

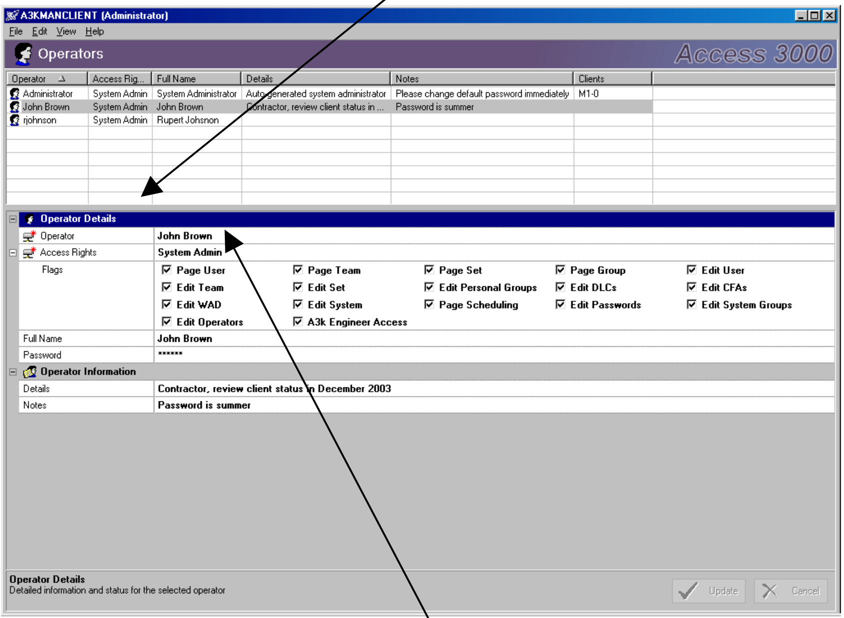
5. When completed click the **Update** record button.

3.3 Editing an Operator

1. Select the Operator database

2. From the top window click on the **Operator** you wish to edit.

3. Go to the bottom Window, **Operator Details**, select the items you wish to edit:



   a. Operator – Click on the **Operator ID**, e.g. John Brown and amend as necessary.

   b. Access Rights – Click on the **Current Rights**, e.g. System Admin and select alternative access rights from list box. Alternatively, click appropriate flags (tick boxes) to amend current rights.

   c. Full Name – If required enter the full name of the operator. This is used for descriptive purposes only.

   d. Password – You may remove the current password by deleting it or you may overtype the current password so entering a new password for the operator client. The entered password will be displayed with asterisks: ******

4. At **Operator Information** – Details and Notes - Enter and change information as appropriate and press the **Return Key**.

5. When completed click the **Update** record button.

3.4 Deleting an Operator

1. Select the Operator database

2. From the top window click on the **Operator** you wish to edit.

3. Right click and select **Delete Operator**

4. You will now be asked to confirm the action, select **Yes** or **No**.

Note: *Deleting an operator will also delete all of the operator's personal groups (see later).*

4. USER RECORDS

A user is an individual who holds a pager.

4.1 Selecting the User Database

Before you can create, edit or delete a user record you will need to select the User Database Window. Having selected User Database, the top Window is used for selecting, adding or changing a User Record. The bottom Window is used to add and change individual record details:

1. From the **View Menu** click **Users**.

4.2 Creating a New User Record

1. Select the User Database.

2. From the top window, right click and select **Add User** - A new user record will be created using the next available user number.

3. Go to the bottom Window, User Details – Select each item in the right hand column:

    a. User Number - Use the Up and Down keys to select an alternative user number.

    b. Title, First Name, Last Name and Job are optional record items. Select each item and type in relevant information.

    c. Status - Select In or Out from the drop down list box.

    d. Transfer - This is optional, use the Up and Down keys to select the transfer number.

    e. Receiver Number – Use the Up and Down keys to select a receiver number.

    f. Receiver Type - Select the receiver type from the drop down list box.

    g. Channel – If there is more than one channel available, you can select these using the tick boxes. If you have a speech pager and you select multiple channels you will **not** be able to send speech messages.

    h. Services – This is optional, select the service type from the tick boxes: Phone Message, Phone Speech or Phone Reply.

4. Select User Information – All fields are optional, type in relevant information in the right hand column.

5. Press the **Return Key** to accept the changes.

6. Click **Update** record button.

4.3 Editing a User Record

1. Select the User Database.

2. Select the User Number you wish to edit.

3. Go to the bottom Window:

   a. Select User Details – You may edit all highlighted items in bold, plus Transfers and Services.

   b. Select WAD Settings (If applicable) – You may change the Dial-out Service and Wide Area ID. See also WAD Services (Section 12.3).

   c. Select User Info – You may change and amend all items.

   d. Team - This cannot be edited.

4. Click **Update** record button to enter the changes.

4.4 Duplicating a User Record

You can also duplicate a user. This allows you to automatically generate a new user record using existing settings:

- The new user number will be the next available user number after the selected user.
- Record status, receiver type, channels and speech options will be copied from the selected user.
- The receiver number will be the next available number for the specified receiver type.

1. Select the User Database.
2. From the top window, right click and select Duplicate User.
3. Go to the bottom Window, select User Details – Select each item in the right hand column:
   a. User Number - Use the Up and Down keys to select an alternative user number.
   b. Title, First Name, Last Name and Job are optional record items. Select each item and type in relevant information.
   c. Status - Select In or Out from the drop down list box.
   d. Transfer - This is optional, use the Up and Down keys to select the transfer number.
   e. Receiver Number – Use the Up and Down keys to select a receiver number.
   f. Receiver Type - Select the receiver type from the drop down list box.
   g. Channel – If there is more than one channel available, you can select these using the tick boxes. If you have a speech pager and you select multiple channels you will **not** be able to send speech messages.
   h. Services – This is optional, select the service type from the tick boxes: Phone Message, Phone Speech or Phone Reply.
4. Select User Information – All fields are optional, type in relevant information.
5. Press the **Return Key** to accept the changes.
6. Click the **Update** record button.

4.5 Deleting a User

1. Select the User Database Window.
2. Go to the top Window select the User you wish to delete.
3. Right click and select Delete User.
4. You will now be asked to confirm the action, select **Yes** or **No**.

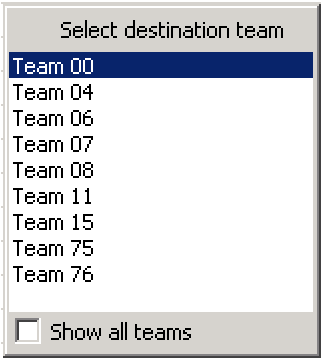
Note: *Only a user with no transfer, team, set or DLC use can be deleted.*

4.6 Adding a User to a Team

1. Select the User Database.

2. Go to the top Window and select the User you wish to enter into a team.

3. Right click and select **Add to Team** - A list of all the destination teams will be displayed:



   This list will only display those teams that are compatible with the user - matching channels, message type etc. If you select 'Show All Teams' all the available teams will be displayed. If you attempt to add a user to an incompatible team an error will be displayed explaining the incompatibility.

4. Select the destination team – The Management Client will automatically open up the Teams Database.

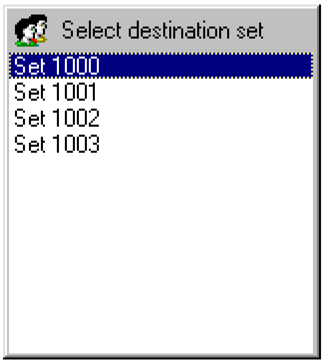
5. Click the **Update** record button.

4.7 Adding a User to a Set

1. Select the User Database.

2. Go to the top Window and select the User you wish to enter into a Set.

3. Right click and select **Add to Set** - A list of all the destination Sets will be displayed:



This list will display all Sets. Note that the set message facilities are dynamic and will be changed to accommodate the features of the pager with the least facilities.

4. Select the destination set – The Management Client will automatically open up the Set Database.

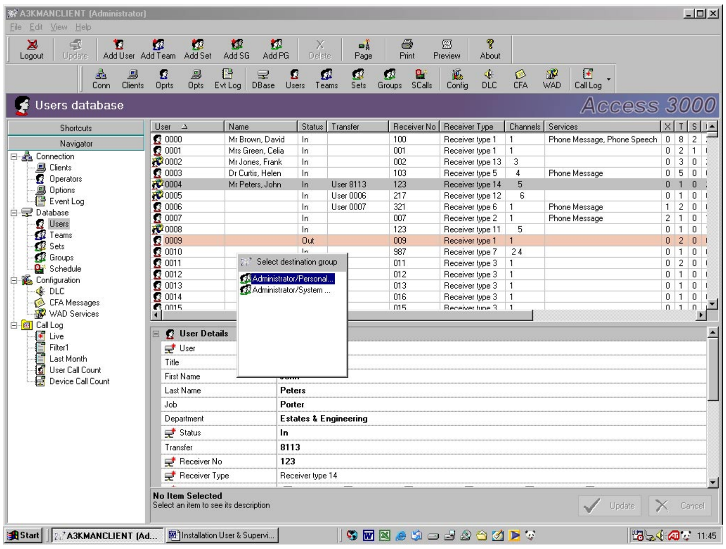
5. Click the **Update** record button.

4.8 Adding a User to a Group

1. Select the User Database.

2. Go to the top Window and click the User you wish to enter into a Group.

3. Right Click and select **Add to Group** - A list of all the destination Groups will be displayed:



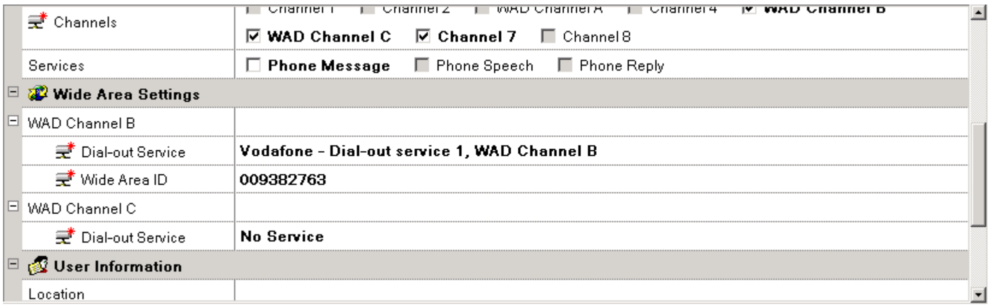
This list will display all Groups. Note that the group message facilities are dynamic and will be changed to accommodate the features of the pager with the least facilities.

4. Select the destination group – The Management Client will automatically open up the Group Database.

5. Click the **Update** record button.

4.9 Setting Up a Wide Area User

Wide-area user records, while stored in a separate database on the paging system, are integrated into the main user editing process. When one or more wide area channels are selected for a user, the bottom window of the User Database will include a ‘Wide Area Settings’ section, containing a sub-section for each of the user’s wide-area channels.



1. To change the dial-out service for a user on a channel, select the required service from the drop down ‘Dial-out Service’ list box.

2. When a valid service is selected, the ‘Wide Area ID’ field becomes visible – Type in the ID. The Wide Area ID is usually the telephone number of the paging service being called.

5. TEAM RECORDS

A Team is a collection of users and/or groups of pagers (Format Groups) that may be paged by a single call. Team members whose pagers are in an Absence Rack will not be paged.

The Teams Database Window shows both the teams and team members. The top Window allows you to select, create, edit and delete a team record. This Window also contains details of team members and format groups. The bottom Window shows all the team configuration details

5.1 Selecting the Teams Database

1. From the **View Menu** click **Teams**.

To view Team Members and/or Format Groups:

1. Select the Team you require.

2. Double Click on the team icon to view the hierarchy of team members and format groups.

Note: *A Format Group is a group of 10 or 100 pagers of the same receiver type having a common 1 or 2-digit receiver number, e.g. Base receiver address is 750 and a group size is 10 will allow pagers 750 to 759 to be called as a single team.*

5.2 Creating a New Team

1. Select the Team Database.

2. From the top Window, right click and select **Add Team** – A new team will be created using the lowest possible team number.

3. Go to the bottom Window and select Team Details – Select items in the right hand column:

    a. Team – Use the Up and Down keys to select an alternative number.

    b. Name and Function – These are optional record items. Select each item and type-in the required information.

    c. Channel – If there is more than one channel available, you can select these using the tick boxes. If you have a speech pager and you select multiple channels you will **not** be able to send speech messages.

    d. Message Type – Select the message type from the list box provided.

    e. Message Length – Type-in the message length.

    f. Speech – Click on the speech tick box.

4. Select Team Information – All fields are optional, type in relevant information in the right hand column.

5. Press the Return Key to accept the changes.

6. Press the Update Record button.

Note:

1. *Once a team has been created it may be edited from the bottom Window. Only a newly created team with no members can be edited in this way. Once users have been added to a team its configuration will be fixed.*

2. *A newly created team has no members and cannot, therefore, be paged. Empty teams are highlighted with a different icon and colour in the top Window ( ). The Management Client will not allow you to close the application, or perform a backup or restore until a member has been added to an empty Team, if not the Team will be automatically deleted.*

5.3 Adding a User to a Team

1. Select the Team Database.

2. Select the required team from the top window.

3. Right click and select **Add to Team Member** - The Management Client will offer you the next available user number meeting the team characteristics.

4. If you wish to change a team member:

    a. Go to the bottom window and select User - Use the Up and Down keys to select an alternative number

    b. Press the **Return Key** to accept the change.

5. Click the **Update** record button - If the user number is incompatible a warning message describing the incompatibility will be generated, either amend the record or cancel or abort the operation.

5.4 Adding a Format Group to a Team

1. Select the Team Database.

2. Select the required team from the top Window.

3. Right click and select **Add Format Group** - A format group will now be added to the team.

4. Go to the bottom window and select:

    a. Receiver type - If you wish to use an alternative receiver, click on Receiver Type and select from the list provided.

    b. Base Address – Type in the receiver base address to which you want the format group to start.

    c. Group size – Select from the list provided – 10 or 100 users.

5. Press the **Return Key** to accept changes.

6. Click the **Update** record button.

Note: *Initially, the new Format Group will be based on a previously selected member (if a format group were selected) by incrementing the base address. The format group details may then be changed, if necessary, by editing the receiver type, base address, and group size*

5.5 Editing a Team Member or a Format Group

1. Select the Team Database.

2. Select the required team from the top window.

3. Click the **Team Record** to display Team Members and/or Format Groups.

4. Click the **Team Member** or **Format Group** you wish to edit.

    a. Editing a Team Member – Use the Up and Key to select an alternative team member. No other records can be changed.

    b. Editing a Format Group – You can only change the following items:

    - Select a new receiver type from the list box
    - Select the receiver base address,
    - Select group size, 10 or 100 from the list box.

5. Click the **Update** record button.

5.6 Deleting a Team Record

1. Select the Team Database.
2. Select the team record you wish to delete.
3. Right click and select **Delete Team**.
4. You will now be asked to confirm the action, select **Yes** or **No**.

***Note**: Only a Team with no DLC use can be deleted*.

5.7 Deleting a Team Member

1. Select the Team Database.

2. Select the team record.

3. Double click on the team record and select the team member you wish to delete.

4. Right click and select **Delete Team Member**.

5. You will now be asked to confirm the action, select **Yes** or **No**.

Note: *Deleting the last member of a team, i.e. where a team only has a single member, leaves an empty team as if it had just been created.*

6. SET RECORDS

A Set is a collection of Users who may be paged together. Calls to Set members who have Status Out or Rack will be transferred to a transferee number if possible.

The Sets Database Window shows both the Sets and Set members. The top Window allows you to select, create, edit and delete a Set record. This Window also contains details of all Set members. The bottom Window shows all the Set configuration details

6.1 Selecting the Set Database

1. From the **View Menu** click **Sets**.

To view Set Members:

1. Select the Set you require.
2. Double Click on the Set icon  to view the hierarchy of Set members. (Note, a set member may be a User or another ‘Set’).

6.2 Creating a New Set

1. Select the Set Database.

2. From the top Window, right click and select **Add Set** – A new Set will be created using the lowest possible Set number.

3. Go to the bottom Window, **Set Details** – Select the following items:

    a. Set – If you wish to change the set number, click-on the right hand column, use the Up and Down keys to select an alternative number.

    b. Name – If you wish to give the Set a name, click on the right hand column and type-in the name.

    c. Function – If you wish to give the Set a function, e.g. Cardiac Support, click on the right hand column and type-in the required function.

    d. Status – If you wish to change the status of the Set, click-on the right hand column and select In or Out from the drop down list box.

    e. Transfer - This is optional, click-on the right hand column and use the Up and Down keys to select the user number to which you wish transfer the Set.

    f. Select Set Information – Click-on the right hand column and type-in relevant details. Please note all these fields are optional items only.

4. Press the **Return Key** to accept these changes.

5. Click the **Update** record button.

Note:

1. *A newly created Set has no members and no defined message capability. Only its status In/Out and Information Notes may be edited in the bottom window. The Set message facilities will be adjusted to match this of the Set member with least message facilities.*

2. *A newly created Set has no members and cannot, therefore, be paged. Empty Sets are highlighted with a different icon and colour in the top Window (). The Management Client will not allow you to close the application, or perform a backup or restore until a member has been added to an empty Set, if not the Set will be automatically deleted.*

6.3 Adding a User to a Set

1. Select the Set Database.

2. From the top window click on the required Set.

3. Right click and select **Add Set Member** - The Management Client will offer you the next available user number.

4. If you wish to change a Set member:

   a. Go to the bottom window and select User – Click-on the right hand column and Use the Up and Down keys to select an alternative number.

   b. Press the **Return Key** to accept the change.

5. Click the **Update** Record button. - If the user number is incompatible a warning message describing the incompatibility will be generated, either amend the record or cancel or abort the operation.

6.4 Editing a Set Record

When editing a Set you may only amend the Set Name, Function, Status, Transfers and Set Information:

1. Select the Set Database.

2. Select the required Set from the top window.

3. Go to the bottom Window, **Set Details** – Select the following items:

   a. Name – If you wish to give the Set a name, click on the right hand column and type-in the name.

   b. Function – If you wish to give the Set a function, e.g. Cardiac Support, click on the right hand column and type-in the required function.

   c. Status – If you wish to change the status of the Set, click-on the right hand column and select In or Out from the drop down list box.

   d. Transfer - This is optional, click-on the right hand column and use the Up and Down keys to select the user number to which you wish transfer the Set.

   e. Select Set Information – Click-on the right hand column and type-in relevant details. Please note all these fields are optional items only.

4. Press the **Return Key** to accept these changes.

5. Click the **Update** record button.

6.5 Deleting a Set Record

1. Select the Set Database.
2. Select the Set record you wish to delete.
3. Right click and select **Delete Set**.
4. You will now be asked to confirm the action, select **Yes** or **No**.

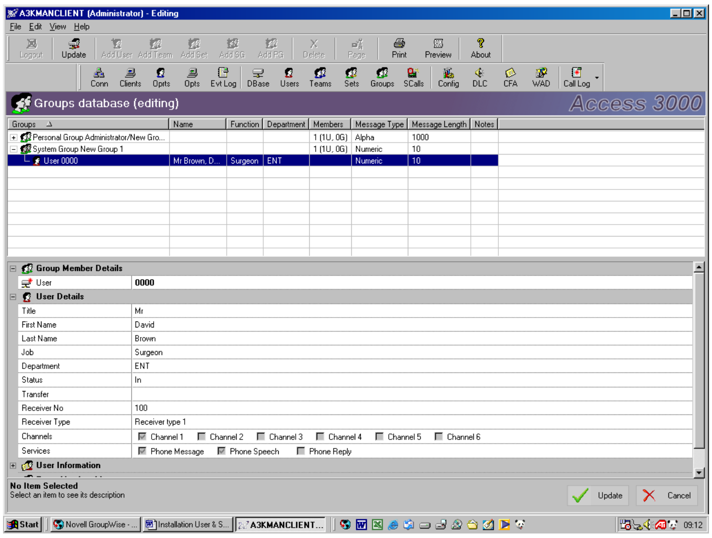
6.6 Deleting a Set Member

1. Select the Set Database.
2. Select the Set Record.
3. Double click the Set Record and click the Set member you wish to delete.
4. Right click and select **Delete Set Member**.
5. You will now be asked to confirm the action, select **Yes** or **No**.

***Note**: Only a Set with no transfer, Set or DLC use can be deleted.*

7. GROUPS

Unlike team paging, which is reserved for critical, life-saving applications, it is possible to create groups on both the Management Client and Paging Client which can be used as a less formal means of paging non-critical teams.



7.1 Selecting the Group Database

1. From the View Menu click **Groups**

To view Group Members:

2. Select the Group you require.

3. Double Click on the Group Icon  to view the list of Group members.

7.2 Creating a New Group

You may create two types of group - Personal Groups or System Groups. A Personal Group is 'personal' and can only be created, edited and viewed by the operator who created the group. A System Group is more formal as it can be seen by all operators but can only be edited those with system group edit permissions.

1. Select the Group Database.

2. From the top Window, right click and select **Add Personal Group** or **Add System Group**. A new Group will be created:

3. Go to the bottom Window, **Personal Group Details**, select the following:

    a. Group – This is used to identify the Group, enter the group name or number, for example, Secretaries, My Colleagues, Doctors. This can be any combination of characters and digits, and can be a descriptive as desired.

    b. Name – If you wish to give the Group a more descriptive name, click on the right hand column and type-in the name.

    c. Function – If you wish to give the Group a function, e.g. Weekly Team meeting, click on the right hand column and enter the required function.

    d. Department – Enter department details as required.

    e. Select Group Information – Click-on the right hand column and type-in relevant details. Please note all these fields are optional items only.

4. Press the **Return Key** to accept these changes.

5. Click **Update**.

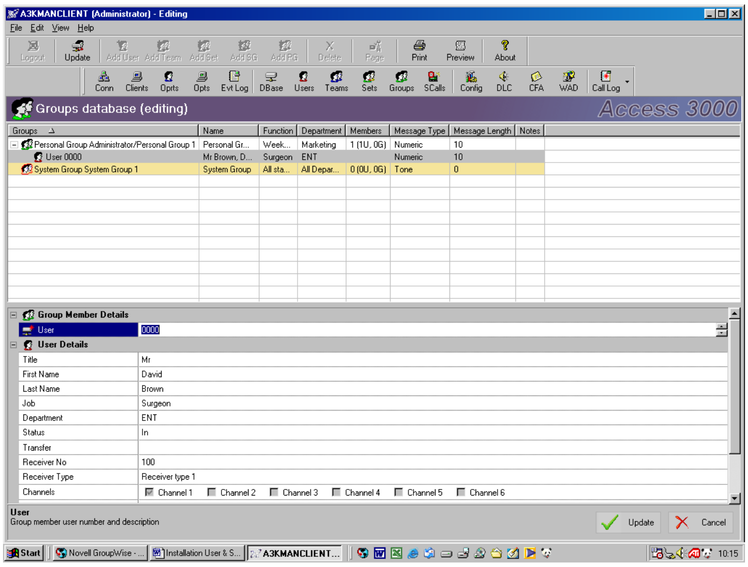
Note: *A newly created Group has no members and therefore cannot be paged. The Group message facilities will be adjusted to match those of the Group member with least message facilities, e.g. a numeric pager. Empty Groups are highlighted with a different icon and colour in the top Window ( ).*

7.3 Adding a User Member to a Group

1. Select the Group Database.

2. From the top window click on the required Group, e.g. Person Group 1.

3. Right click and select Add Group Member - The Management Client will offer you the next available user number:



4. If you wish to change a Group member go to the bottom window

5. Select Group Member Details – Click-on the right hand column and Use the Up and Down keys to select an alternative User number.

6. Press the **Return Key** to accept the change.

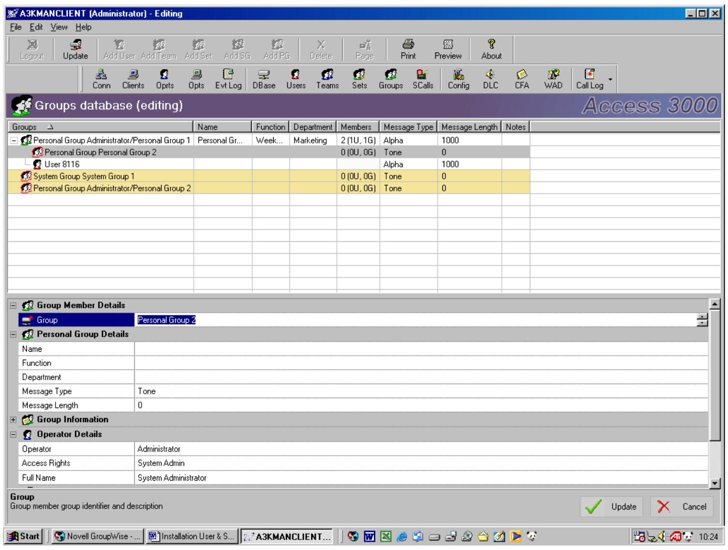
7. Click **Update** - If the user number is incompatible a warning message describing the incompatibility will be generated, either amend the record or cancel or abort the operation.

7.4 Adding a Group to a Group

1. Select the Group Database.

2. From the top window click on the required Group, e.g. Person Group 1.

3. Right click and select Add Group - The Management Client will offer you the next available Personal or System Group:



4. If you wish to change a Group go to the bottom window

5. Select Group Member Details – Click-on the right hand column and Use the Up and Down keys to select an alternative Group number.

6. Press the **Return Key** to accept the change.

7. Click **Update** - If the user number is incompatible a warning message describing the incompatibility will be generated, either amend the record or cancel or abort the operation.

7.5 Editing a Group

When editing a Group you may only amend the Set Name, Function, Status, Transfers and Set Information:

1. Select the Group Database.

2. Select the required Group from the top window.

3. Go to the bottom Window, Group Member Details – Select the following items:

    a. Group – This is used to identify the Group, enter an alternative group name or number.

    b. Name – If you wish to give the Group a new name, click on the right hand column and type-in the name.

    c. Function – If you wish to give the Group a function, e.g. Weekly Team meeting, click on the right hand column and enter the required function.

    d. Department – Enter department details as required.

    e. Select Group Information – Click-on the right hand column and type-in relevant details. Please note all these fields are optional items only.

4. Press the **Return Key** to accept these changes.

5. Clicks **Update**.

7.6 Deleting a Group

1. Select the Group Database.

2. Select the Group record you wish to delete.

3. Right click and select **Delete Group**.

4. You will now be asked to confirm the action, select **Yes** or **No**.

Note:

Deleting a group will automatically remove that group from any other groups of which it is a member.

7.7 Deleting a Group Member

1. Select the Group Database.

2. Select the Group Record.

3. Double click the Group Record and click the Group member you wish to delete.

4. Right click and select **Delete Group Member**.

5. You will now be asked to confirm the action, select **Yes** or **No**.

8. SCHEDULER

Access 3000 Server also incorporates a call scheduling facility, which is fully integrated into the paging client. The management client does not provide editing facilities but does allow all scheduled calls to be viewed.

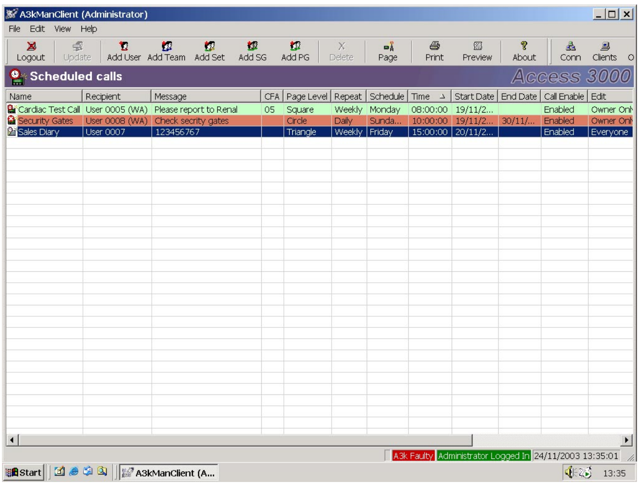
The call scheduling facility enables an operator to enter and send a message at some future point-in-time. Simply select the user, team, set or group then determine the time and message priority and Access 3000 Server will process the call at the pre-determined time. By pre-booking paging calls, Call Scheduler acts as a mobile diary reminding the recipient of appointments or actions that need to be undertaken on a one-off or regular basis. Calls can be scheduled at anytime, either on a daily (1 to 7 days), weekly, monthly or a yearly basis.

Call Scheduler though integrated into the Access 3000 Server is in fact a separate product and can only be initiated via its own unique authorisation code and can be supplied in addition to the standard authorisation code.

8.1 Viewing Scheduled Calls

1. From the View Menu click **Scheduled Calls**.

2. The Scheduled Calls window will now be displayed:



The scheduled call list appears in the paging and management clients, and lists some or all of the scheduled calls on the system. The list can be sorted according to any column. When sorted according to call time (the default), the list shows calls in the order in which they would occur on any given day. The icon and colour used in each row in the table is governed by the current state of the call:

Colour	Description
Green	Call scheduled to occur today
Normal/White	Call will not occur today
Grey	Scheduled call is disabled
Light blue	The “next” scheduled to occur (although this may not be today, or may be disabled) – this colour is merged with the above colours.
Red	The last time the call went out, there was an error – the call was not sent

Icon	Description
	Normal scheduled call
	The last time the call went out, there was an error – the call was not sent

The next call to be sent is indicated with a small yellow arrow (e.g. ), calls not due to be sent today will have a lighter icon (e.g. ), and disabled calls are marked with a red cross (e.g. ).

9. DLC RECORDS

The correct title for the DLC records database is Direct Line Connection Service. It may be referred to as the DLC Database. A DLC record refers to an electrical contact, e.g. a Doorbell, normally this is the DLC input.

9.1 Selecting the DLC Records Database

Before you can create, edit or delete a DLC record you will need to select the DLC Database:

1. From the **View Menu** click **DLC**.

Having selected the DLC Database, the top Window is used for selecting, adding or changing a DLC Record. The bottom Window is used to add and change individual DLC record details.

9.2 Creating a New DLC Record

1. Select the DLC database.

2. Go to the top window, right click and select Add DLC - This will create a new DLC record using the next available DLC record number.

3. Go to the bottom window.

4. Select DLC Details – Select items in the right hand column:

    a. If required you can select an alternative DLC Number - Use the Up the Down keys to select an alternative number.

    b. If required, you may enter details into the Name, Location and Notes fields.

5. Select DLC Settings – Select items in the right hand column:

    a. Select User or Team - Use the Up and Down keys to select the next/previous compatible user or team - User and team settings are mutually exclusive, entering a user number will automatically remove any existing team number and vice-versa.

    b. Output DLC – If required, type in the DLC output number. An output is another electrical contact, which is activated as a result of a DLC input.

    c. Output Activation – Select Activate and optional Timed.

    d. Message text – You can enter a new message. If a user or team has been allocated RFA receivers, an RFA Number field will be displayed, select an RFA message number.

    e. Priority – Select the priority from the drop down list.

    f. Speech MCU – If required, type-in the MCU number (See note below).

6. Press the **Return Key** to accept the amendments.

7. Click the **Update** record button.

Note: *Click on View and select Configuration to ascertain the total number of DLC speech sources on the system. Speech MCUs are numbered from zero onwards. If speech is required, the MCU operator will be able to speak to a pager after the DLC contact has been activated.*

9.3 Editing a DLC Record

1. Select the DLC database.

2. Select the DLC record you wish to edit.

3. Go to the bottom window.

4. Select DLC Details - You can only edit the Name, Location and Notes fields.

5. Select DLC Setting – You can edit all the following fields:

    a. Select User or Team - Use the Up and Down keys to select the next/previous compatible user or team - User and team settings are mutually exclusive, entering a user number will automatically remove any existing team number and vice-versa.

    b. Output DLC – If required, type in a new DLC output number. This is an unusual item and used very rarely.

    c. Output Activation – Select Activate and optionally timed.

    d. Message text – You can enter a new message. If a user or team has been allocated RFA receivers, an RFA Number field will be displayed, select an RFA message number.

    e. Priority – You can select a new priority from the drop down list.

    f. Speech MCU – If required, type-in a new MCU number (See note on page 54).

6. Click the **Update** record button to enter changes.

9.4 Deleting a DLC Record

To delete a DLC record, select the DLC within the DLC primary view then:

1. Select the DLC database.
2. Select the DLC that you wish to delete.
3. You will now be asked to confirm the action, select **Yes** or **No**.

10. CFA RECORDS

10.1 Selecting the CFA Record Database

To display the contents of the Central Fast Alpha (CFA) message database you will need to select the CFA Database:

1. From the **View Menu** click **CFA Messages**.

Having selected the CFA Message database, the top Window is used for selecting, adding or synchronising a CFA Record. The bottom Window is used to add and change individual CFA record details.

***Note**: Messages that can be used for Receiver Fast Alpha (RFA Messages) are shown in this Window with a special icon ().*

10.2 Creating & Editing a CFA Message

1. Select the **CFA Message** database.

2. From the top window, right click and select Add Message - A new CFA message using the next unused message number will be created. To edit a CFA message, click on the message you wish to amend.

3. Go to the bottom window to ‘add’ or ‘change’ the message number and message text.

4. Press the **Return Key** to accept the changes.

5. Click the **Update** record button.

***Note**: Depending on the current paging language, some characters will not be available. These will simply be ignored if entered during message editing.*

10.3 Deleting a CFA Message

1. Select the CFA database.
2. Select the CFA message that you wish to delete.
3. Right click and select **Delete CFA message**.
4. You will now be asked to confirm the action, select **Yes** or **No**.

11. WIDE AREA DIALOUT OR WAD DATABASE

The Wide Area Dial-out facility supports the TAP Protocol and will support wide area paging and TAP text messaging.

11.1 Selecting the WAD Database

To display the contents of the Wide Area Services Database (WAD) in the primary view:

1. From the **View Menu** click **WAD Services**.

The top window represents the WAD Channels and Services, while the bottom window displays WAD configuration in terms of Service Details, Link Settings and Serial Port Configuration.

***Note**: Unlike all the other sections of the database, there are always twenty dial-out services, and one dial-in/link service per WAD channel. Performing a database backup will automatically save the full set of WAD services.*

11.2 Adding a New WAD Channel/Dial-in/Link Service

Each WAD channel supports a single Dial-in/Link service; thus creating a new channel effectively creates one of these services. To set-up an unused WAD channel:

1. Select **WAD Services**.

2. From the top window, right click and select 'Add Channel/Link/Dial-in'. The channel must be present in the paging system parameters. You can check this by looking at the system configuration (**See Section 13**).

3. Go to the bottom window to edit the Dial-in/Link service settings:

    a. WAD Service Details - Select the channel from the drop down list. If required, enter details of the Channel Name, Location or Service and any notes you wish to add.

    b. Link Settings - Select the settings you require from the drop down lists. Depending on the settings selected, various configuration options will become available. For example Dial Type is only available for Modem connections.

    c. Serial Port - Select each setting from the drop down lists.

4. Press the **Return Key** to accept the changes.

5. Click the **Update** button – If the service is not accepted, e.g. if the hardware associated with the WAD channel is not installed the new channel will not be set-up.

11.3 Adding a New WAD Dial-out Service

Each WAD channel supports exactly twenty Dial-out services. These can only be set up on an existing WAD channel. To create a new Dial-out service:

1. Select **WAD Services**.

2. From the top window, click on one of the unused service numbers.

3. Go to the bottom window to edit service settings for the selected service number.

    a. WAD Service Details – If required enter details of the Service Name, Location and any notes you wish to add.

    b. Link Settings - Select the protocol from the drop down list. If required type-in an ID Prefix (local identifier) and a Password (This is usually supplied by the service provider e.g. Vodapage). Normally ID type = NONE will be selected.

4. Press the **Return Key** to accept the changes.

5. Press the **Update** record button.

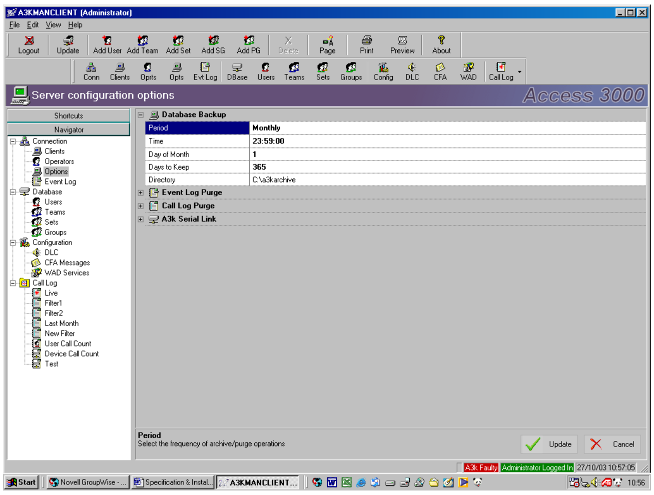
***Note**: If the 20-dialout services are not displayed:*

- *Select the WAD Services database.*
- *From the top window, right click and select Add-Dial-out Service.*
- *Right click and select 'Yes' to Synchronise (If the Management Client is online).*

12. DATABASE MANAGEMENT

12.1 Database Backup

The Access 3000 database back-up parameters can be set-up and edited using the Management Client running on the Server only. Database Backup sets the frequency at which the Access 3000 database is backed up to the Server:



1. From the **View Menu** click **Server Options** then go to the **Database Backup** item.

2. From **Period** click **right hand column** and select the time period at which the Access 3000 Database is backed-up. This may be Daily, Weekly or Monthly:

   - If you have selected **Daily**, click on the **Time** field **00:00:00** and set the time at which the database is backed-up, the default is **23:59:00**.

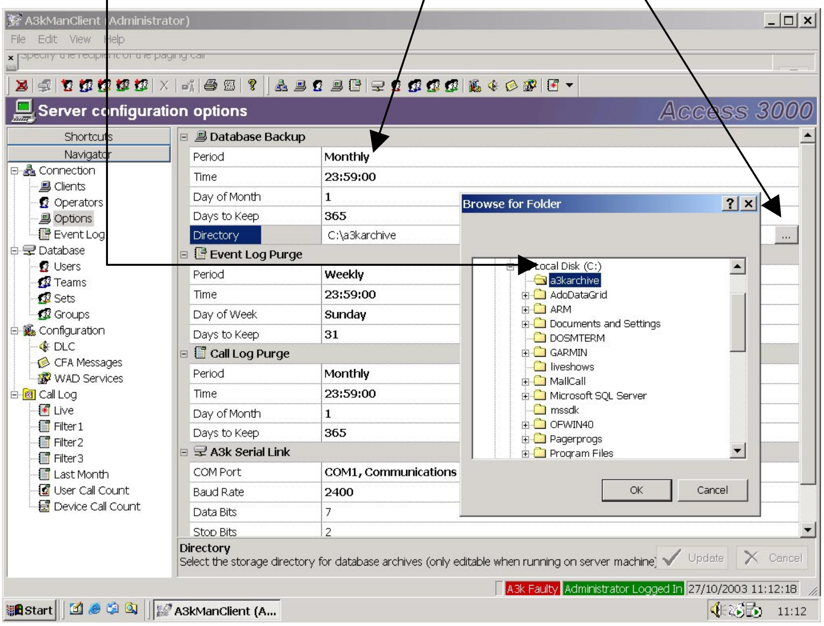
   - If you have selected **Weekly** set the **Time**, then from **Day of Week** click on the **Day** field e.g. **Sunday** and select the required day from the list box.

   - If you have selected Monthly, set the Time, then from Day-of-Month click on the **Day** filed and use the Up and Down arrow key to select the day-of-month, 1 to 31 days.

3. From **Days to Keep** click on the **number of days** (e.g. 365) to determine how long the backups are kept - This can be as many days as you require. Type-in the days required, or use the **up** and **down** arrow keys to select.

4. Please note that the Directory can only be set-up from the Management Client running on the **Server** computer. Using Windows Explorer create an Access 3000 Database archive directory e.g. C:\A3kArchive.

5. From Directory click on the **right-hand column**, then either enter a backup location manually, or click the **button** on the left-hand-side to bring up the **Browse for Folder** dialog box - select the appropriate folder, e.g. **A3kArchive**, click **OK** to confirm.

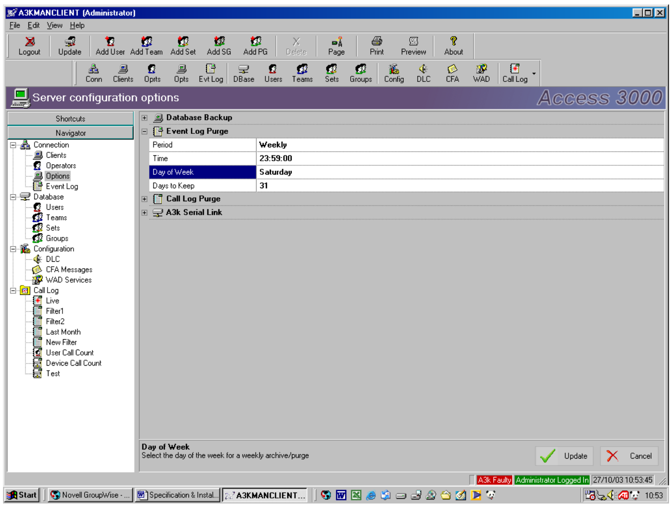


6. Click the **Update** button to confirm all changes, saving them to the server.

***Note**: A database backup comprises the entire database including all users, teams, operators etc. plus the full call and event logs*

12.2 Event Log Purge

The Event Log stores all the transactions between the clients, server and Access 3000 system. This can amount to many thousands of events over time, thus old events must be regularly purged. Event Log Purge sets the frequency at which events are removed from the log:



5. From the **View Menu** click **Server Options** then go to the **Event Log Purge** item.

6. From **Period** click the **right hand column** and select the time period at which the Access 3000 Database is backed-up. This may be Daily, Weekly or Monthly:

   - If you have selected **Daily**, click on the **Time** field **00:00:00** and set the time at which the database is backed-up, the default is **23:59:00**.

   - If you have selected **Weekly** set the **Time**, then from **Day of Week** click on the **Day** field e.g. **Sunday** and select the required day from the list provided.

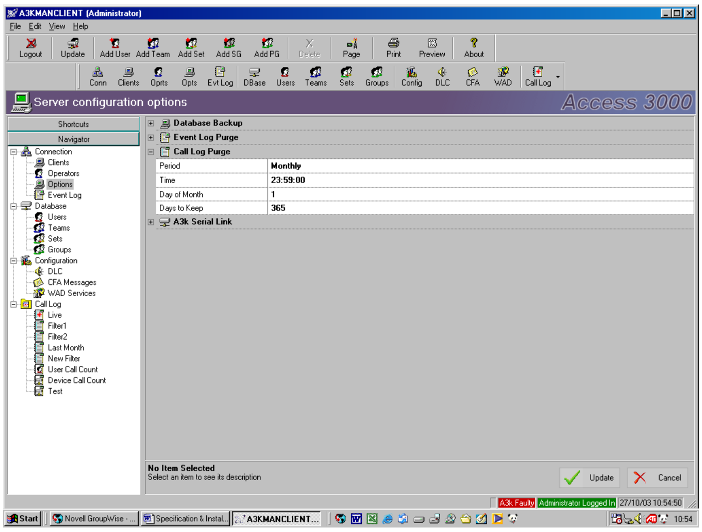
   - If you have selected Monthly, set the Time, then from Day-of-Month click on the **Day** filed and use the Up and Down arrow key to select the day-of-month, 1 to 31 days.

7. From **Days to Keep** click on the **number of days** (e.g. 365) to determine how long the records are kept in the log – This can be as many days as you require. Type-in the days required, or use the **up** and **down** arrow keys to select.

8. Click the **Update** button to confirm all changes, saving them to the server.

12.3 Call Log Purge

The Call Log stores all the calls made by the Access 3000 system. Like the event log this can amount to many thousands, if not millions of calls over time, and must be regularly purged. Call Log Purge sets the frequency at which calls are removed from the log:



1. From the **View Menu** click **Server Options** then go to the **Call Log Purge** item.

2. From **Period** click the right hand column and select the time period at which the Access 3000 Database is backed-up. This may be Daily, Weekly or Monthly:

   - If you have selected **Daily**, click on the **Time** field **00:00:00** and set the time at which the database is backed-up, the default is **23:59:00.**

   - If you have selected **Weekly** set the **Time**. From **Day of Week** click on the **day** field e.g. **Sunday** and select the required day from the list provided.

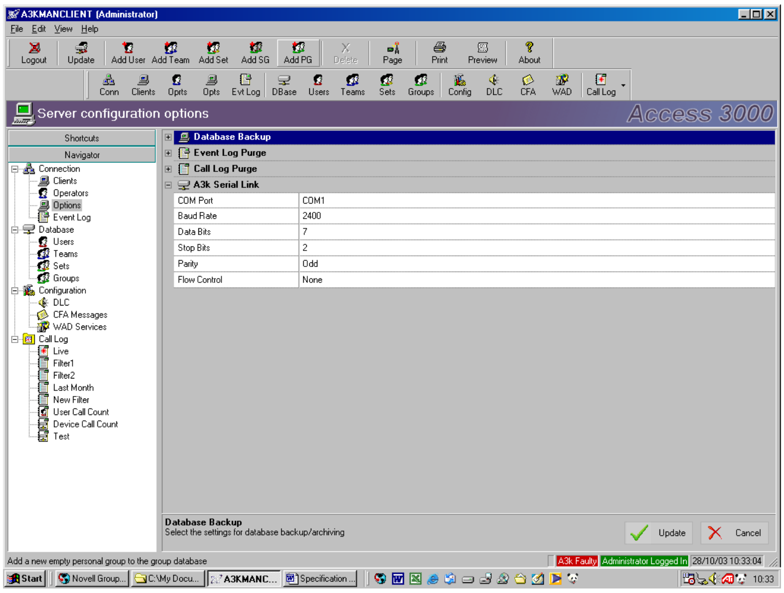
   - If you have selected Monthly, set the Time, then from Day-of-Month click on the **Day** filed and use the Up and Down arrow key to select the day-of-month, 1 to 31 days.

3. From **Days to Keep** click on the **number of days** (e.g. 365) to determine how long the records are kept – This can be as many days as you require. Type-in the days required, or use the **up** and **down** arrow keys to select.

4. Click the **Update** button to confirm all changes, saving them to the server.

12.4 Access 3000 Serial Link

Please note that configuration of the Access 3000 serial link can only be undertaken from the Management Client running on the **Server** computer.



1. From the **View Menu** click **Server Options** then go to the **A3K Serial Link** item.

2. From the **Serial Link** options click the relevant set-up parameters in the right hand column, changing settings as required.

3. Click the **Update** button to confirm all changes, saving them to the server. Any change to the link settings will force the Access 3000 to re-connect and perform a full re-synchronisation with the server. This should be transparent to any operators using the system.

13. EDITING PAGING SYSTEM CONFIGURATION DATABASE

When Management Client connects to the A3k Server, it downloads configuration data (the 'SSF') from the paging system. This data contains information about devices, channels, receivers and other system parameters and affects the way data is displayed and edited within the database.

Note that core paging system data can be viewed but not edited as it is taken from the Access 3000 itself.

To display the Paging System Configuration database:

1. From the **Main View** click **Configuration**.

The Paging System Configuration database shows five groups of data covering:

1. Paging System Parameters – Select this to display the core paging system configuration parameters including serial number, language, number of digits etc.

2. Receiver Details – Select this to display details of each receiver type supported by the paging system. This includes code format, supported channels and message length etc.

3. Channel Details – Select this to display details of each channel supported by the system showing the channel address, editable name and notes fields, and an indication of wide-area channels ( ).

4. Device Details – Select this to display details of each device on the system providing editable name and notes fields, and an indication of whether the device is present ( ).

13.1 Editing Receiver, Channel and Device Details

For Receiver Details, Channel Details and Device Details it is possible to re-name or edit description fields. This will make it easier for the System Supervisor to select the right receiver and paging channel when creating a new user or team etc.

1. Select Configuration.

2. Select the database you wish to re-name or edit, e.g. Receiver Details, Channel Details or Device Details.

3. Select the field you wish to change this is highlighted in bold. You may also append a note in the Notes field if you wish to add additional information.

4. Type in the change.

5. Press the **Return Key** to update the field.

6. Click the **Update** button to confirm all changes, saving them to the server.

14. CALL LOGGING & ANALYSIS

Management Client provides extensive call logging and analysis features. The call log database maintains a complete history of all calls made by Access 3000. The Management Client is supplied with four pre-configured call log views, these are:

- The Live Call Log - This lists all paging calls made on the system. Please note that this item cannot be printed, as it can be vast (thousands, even millions of pages).

- Last Month Call Log - This lists all the calls made in the last month.

- User Call Count - This lists all the users called and the number of times they were called.

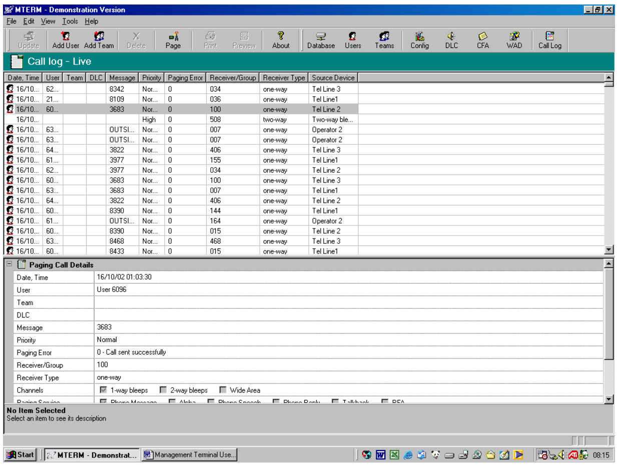
- Device Call Count - This lists all the source devices from which a paging call has been made and shows the number of times a call was made from each device.

In addition to these standard views it is possible to create a customised call log view - or **query**. Creating a customised query enables you to specify the way in which you wish to archive paging calls, analyse call statistics or look at a particular event in greater detail.

***Note**: The complete call log is stored on the server and can be accessed from a Management Client, running on any suitable computer. Due to the potential large size of this data, a copy is also stored on the client computer so that only the latest calls need to be downloaded from the server.*

14.1 Accessing the Live Call Log

1. From the **View Menu** click **Live Call Log**.



2. To examine a call in detail, click the Call Record you wish to view. Go to the bottom window Paging Call Details in order to examine the record in greater detail.

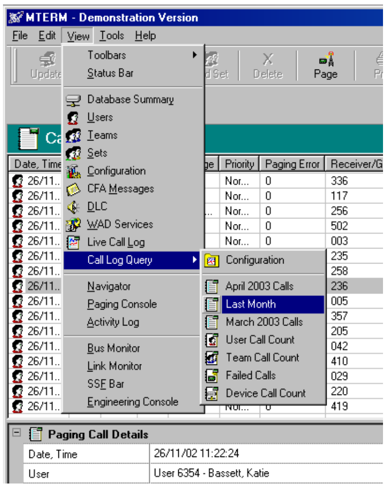
***Note**:*

- *Team calls are shown as a separate call to each team member (user and/or format group).*

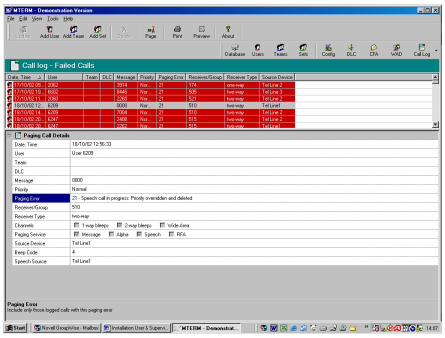
- *Calls highlighted in RED indicate a failed paging call.*

14.2 Accessing Call Log Queries

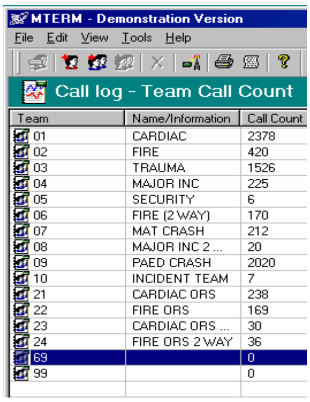
To select: Last Month Call Log, User Call Count, Device Call Count or any other query, from the **View Menu** click **Call Log Query** then click on the specific Query you require:



***Note**: Some of the call logs will allow you to investigate the 'circumstances' of the paging call and enable you to use the bottom window to look at each individual call in more detail:*



Some call logs are counts and these are presented as a list:



14.3 Creating a New Call Log Query

1. From the View menu click **Call Log Query** then click Configuration.

2. Right-click and click **Add Query**.

3. Go to the bottom Window, under **Query Name** click on **Filter 1** and type-in a suitable query name in place of the 'Filter 1' default. Press Return to confirm.

4. Under Query Type click on the option you require. There are eight options to choose from, you may only select one:

   a. **Filtered Log** - Lists all calls stored in the call log database – similar to the Live Call Log.

   b. **User Count** - Counts the number of calls made to each user.

   c. **Team Count** - Counts the number of team calls within the database. Since a separate call is recorded for each team member, the actual number of calls to a whole team will be the team count divided by the number of members.

   d. **DLC Count** - Counts the number of calls made due to DLC input activation.

   e. **Receiver Count** - Counts the number of calls made to each receiver address.

   f. **Device Count** - Counts the number of calls made from each paging system device address.

   g. **Speech Count** - Counts the number of speech calls made from each paging system device address.

   h. **Error Count** - Counts the number of calls made, aggregated according to the call error number.

5. <u>Adding Log Filter Details</u>

   Having selected Query Type you can now apply a filter or filters, this enables you to set a range of parameters for more detailed archiving or analysis. To select a filter or filters **<u>YOU MUST</u> click one or more of the filter tick boxes or the filter will <u>NOT</u> be activated**, then select the filter criteria:

   a. **Start Date** - Determines the start date to which calls will be included or archived in a query. Click on the Date Field. Click the Down Arrow Button then select the start date from the calendar.

b. **End Date** - Determines the end date to which calls will be included on archived in a query. Click on the Date Field. Click the Down Arrow Button then select the end date from the calendar.

c. **Duration** - Specifies the number of days to include since the most recent paging call. Enabling this filter automatically disables the two previous options. Click on the Duration Field, type-in the number of days required then press Return.

d. **User** - Specifies the number of calls made to a specific user. Click on the User Field and type-in the user number, alternatively use the up and down arrows keys, press Return to confirm selection.

e. **Team** - Specifies the number of calls made to a specific team. Click on the Team Field and type-in the team number, alternatively use the up and down arrows keys, press Return to confirm selection.

f. **DLC** - Specifies the number of calls made to a specific DLC. Click on the DLC Field and type-in the DLC number, alternatively use the up and down arrows keys, press Return to confirm selection.

g. **Priority** – This specifies the paging priority. Only calls made with the specified priority will be included. Click relevant tick-boxes to select appropriate priority.

h. **Paging Error** - Specifies a paging error code, only calls made with the specified error code are included. Click on the Paging Error Field and select the Error Type from drop-down list box.

i. **Receiver/Group** - Specifies either a receiver number or a format group. Calls made to other receivers/format groups will be ignored. Type-in the receiver or format group number, then press Return to confirm selection. Note that for format groups this item is a three-character string of the form ‘nnC’ or ‘nCC’ or where *nn* is the format group base address for groups of 10 receivers, and *n* is the base address for groups of 100 receivers.

j. **Receiver Type** - This allows you to select a specific receiver type to which a call was made. Click on the Receiver Type Field and select the Source Device from drop-down list box.

k. **Channels** - Allows the selection of paging system channels on which a call was sent. Only calls made on an exactly matching set of channels will be included. Click the relevant tick-boxes to select Channel Type.

l. **Paging Service** - Specifies the service flags for a particular call. Only calls with paging flags exactly matching the selected flags will be included. Click the relevant tick-boxes to select the appropriate Paging Services.

m. **Source Device** - Specifies the bus address of the device from which calls were made. Only calls made from the specified device will be included, all others will be ignored. Click on the Source Device Field and select the Source Device from drop-down list box.

n. **Speech Source** - Specifies the bus address of the device used as a speech source for a call. Only calls made with the specified speech source device will be included. Click on the Speech Source Field and select the Speech Source from drop-down list box.

6. Once you have created your customised call log you may view this in the normal way - From the View menu click Call Log Query then click on the newly created Call Log Query Name.

***Note**: While the call log data is stored and downloaded from the server, the query settings are only stored on the client computer, thus there is no 'Update' button. The actual call data displayed for a query is, however, based on the complete call log.*

14.4 Example - How to Create a New Query

1. From the View menu click **Call Log Query** then click Configuration.

2. Right-click and click **Add Query**.

3. Click on **Filter 1** and type-in the query name, e.g. March 2003 Paging Calls, then press the Return key to update.

4. Go to Query Type and click the Filtered Log option.

5. Go to Log Filter Details and click the Start Date tick box. Click on Date Field then click the Down Arrow Button and select 1st March 2003 from the calendar.

6. Click on the End Date tick box. Click on the Date Field then click the Down Arrow Button then select 31st March 2003 from the calendar.

7. The query has now been created.

8. To review the query, from the View menu click Call Log Query then select the March 2003 Paging Calls query.

Using this method you can analyse previous calls or set up a filter to capture calls made in the following month, quarter, 6-month period or year.

14.5 Editing a Call Log Query

From the View menu click Call Log Configuration then click on the Call Log Query you require. Go to the bottom window to change query and filter parameters. This can be done in the same way as the described in Section 14.3.

***Note**: You can edit and amend the query types options and log file filters as often as you require.*

14.6 Deleting a Query

1. From the **View Menu** click **Call Log Configuration** then click **Configuration**.
2. From the top window and select the Query you wish to delete.
3. Right-click then click **Delete Query**.
4. Confirm the selection **Yes** or **No**.

15. USER, TEAM, SET & GROUP PAGING

Management Client provides a facility for sending non-speech paging calls to users, teams and sets using the ‘Paging Console’ window.

15.1 Sending a Paging Call

1. To select a user, team, set or group number and to send a paging call you will need to select the Paging Console, you may either:

   a. From the **View Menu** click **Paging Console**. To enter a user, team, set or group number click on the User, Team, Set or Group Button and enter the required number in the right hand column, or

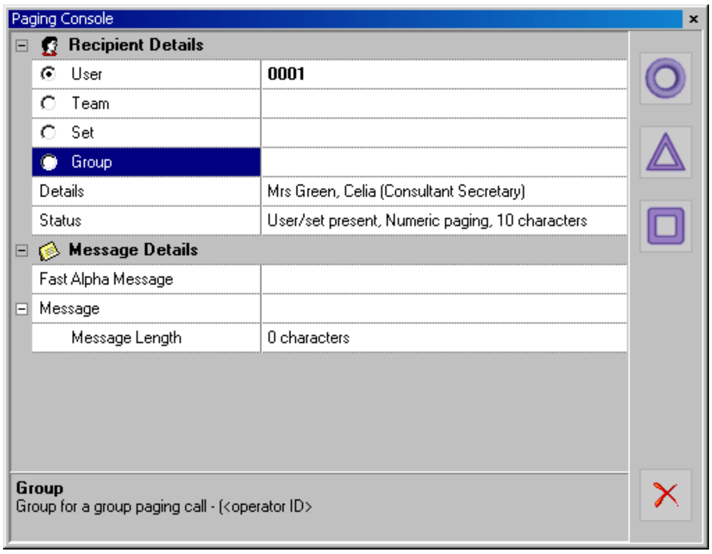
   b. Click the Page button ( ) on the Standard toolbar. To enter a user, team or set number click on the User, Team, Set or Group Button and enter the required number in the right hand column, or

   c. From the **User Database**, click the user you wish to page, right-click and select **Page User**, or

   d. From the Teams Database, right-click and select **Page Team**, or

   e. From the Sets Database, right-click and select **Page Set**.

   f. From the Groups Database, right-click and select **Page Group**.



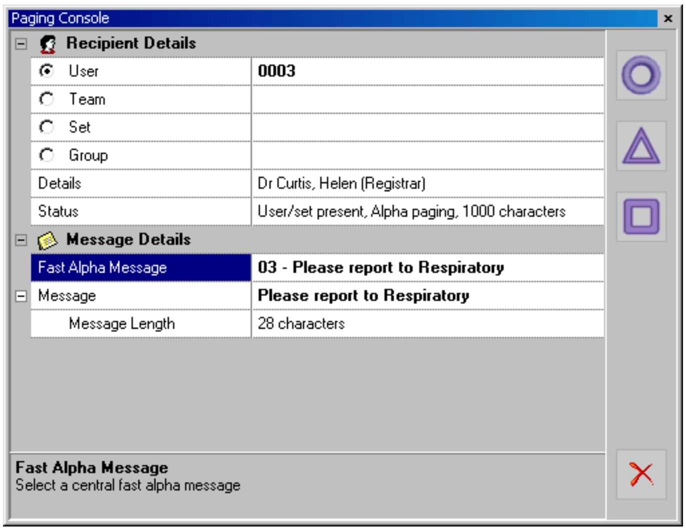
3. When a valid User, Team or Set has been selected the Paging Console will display full message details - Name, function, current status and message type etc.

4. Select a message:

   - To enter a Fast Alpha or CFA message, right click and select **Fast Alpha Message** you can either type-in the message number and press the Return key. Or

   - Click on the down arrow button and select the message from the list box.

   - For free format messages, right click and select **Message**, enter your message. When sending a message to an alphanumeric pager you can select a Fast Alpha or CFA message and add extra text.



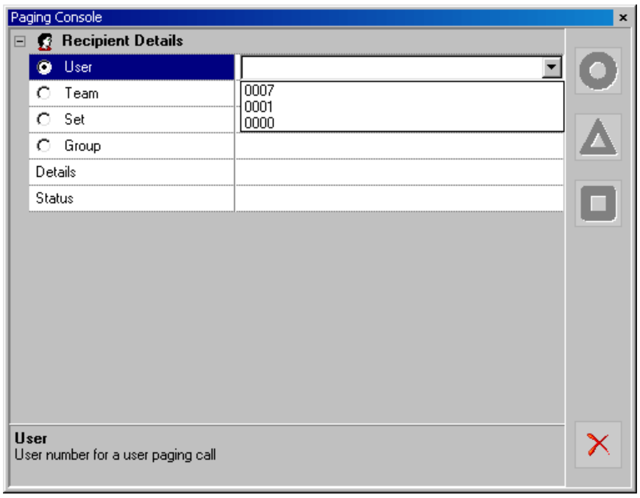
5. To send the paging call, press one of the page buttons (circle ( ), triangle ( ) or square ( ) for users and sets, or team page ( ) red button for team calls). These will only be available when valid paging parameters have been entered and the Management Client is online.

15.2 Paging History

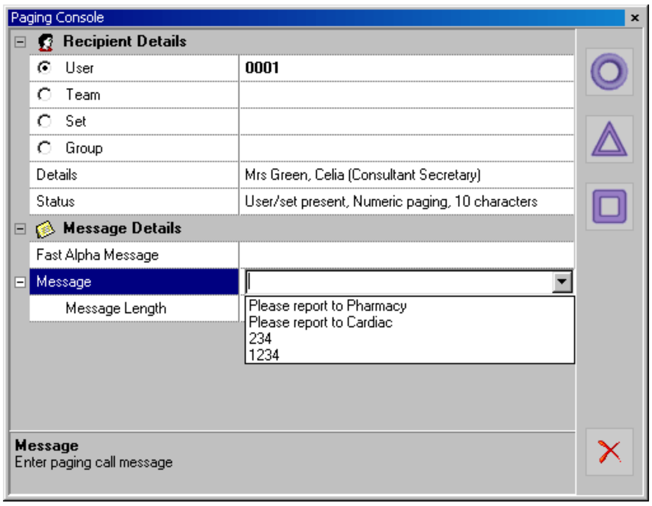
The Paging Console maintains a history of the last 25 users, teams, sets and CFA messages paged:

1. Select user, teams, sets or groups tick box

2. Click the drop-down arrow – A list box of the last 25 calls to users, teams and sets will displayed:



3. To examine the message history, select a user, team, set or groups, then click the Message box, then click on the down arrow to reveal the message history list box:



PAGING CLIENT

1. A GUIDE TO THE PAGING CLIENT

The Paging Client or Paging Operator may be installed on any networked PC and supports the following key features:

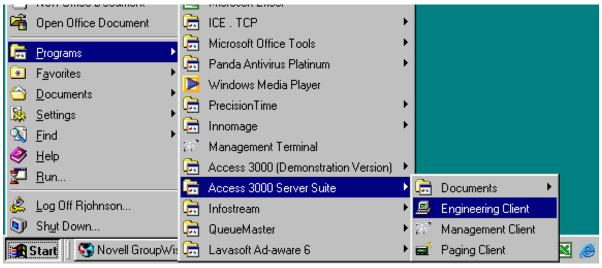
- User, team, set and group paging
- Search feature
- The ability to set-up and edit system and personal groups
- Call Scheduler – If enabled
- The ability to set-up and edit the Call Scheduler

2. ACCESSING THE PAGING CLIENT

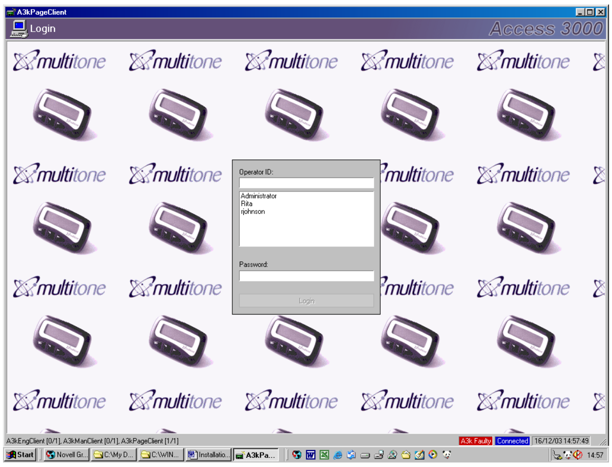
2.1 Opening the Paging Client

1. Click the **Start** button: 

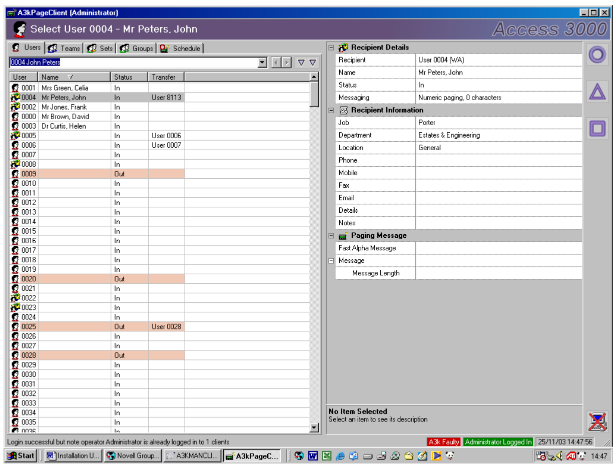
2. Click **Programs**, click **Access 3000 Sever Suite**, click **Paging Client**:



3. Select your **Operator ID** from the list, if activated enter the **Password** and click **Login**:



4. The **Paging Client** will now be displayed:

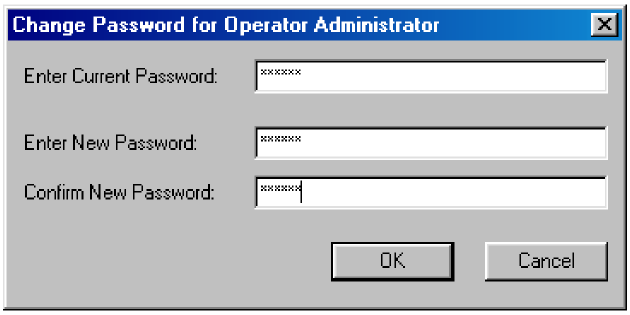


2.2 Changing Passwords

1. From the top left hand corner of the paging client screen, click the  icon.

2. From the menu click **Change Operator Password**.

3. Enter the current password, then enter the new password, then confirm the new password and click **OK**. When you login you will now have to enter the password as part of the login sequence:

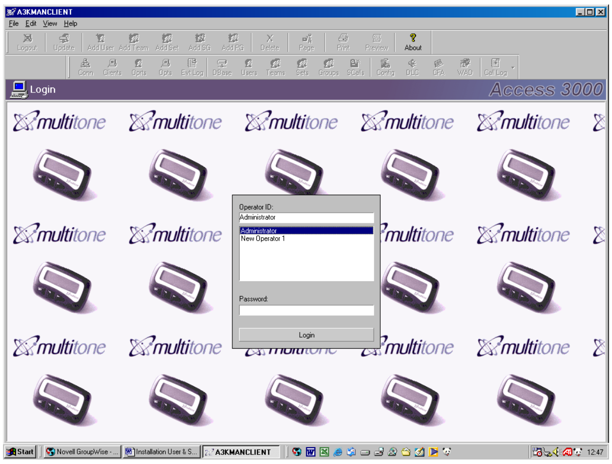


***Note**: If you wish to remove password protection, leave the **Enter New Password** and **Confirm New Password** boxes blank. Click **OK** to confirm the selection.*

2.3 Paging Client – Exit

2.3.1 Logging Off

1. From the top left hand corner of the screen click the icon.
2. You will now be asked to confirm the action, select **Yes** or **No**.
3. At the **Login Screen** you may log-in under an alternative ID:



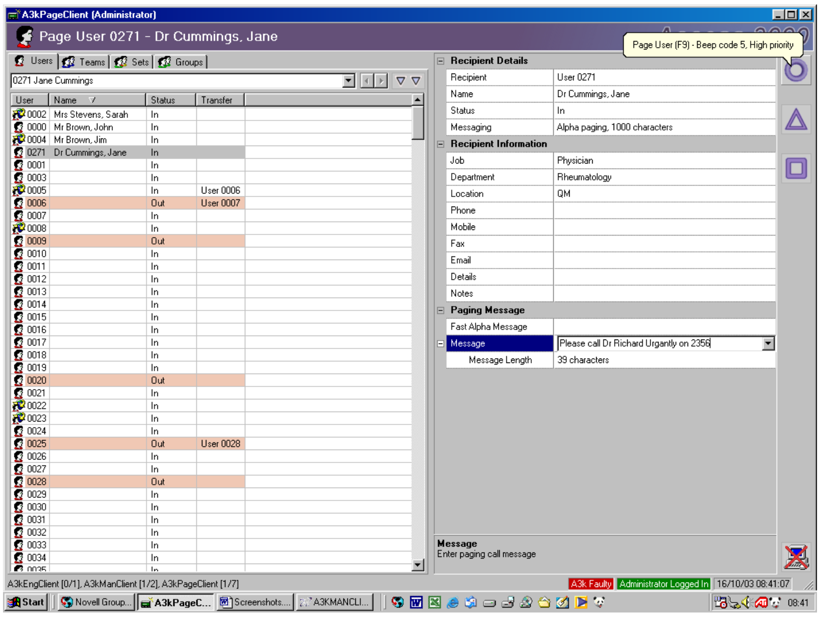
2.3.2 Exiting the Paging Client

1. From the top left hand corner of the screen click the icon.
2. From the list box click **Close**.
3. You will now be asked to confirm the action, select **Yes** or **No**.

3. USER, TEAM, SET & GROUP PAGING

3.1 User Paging

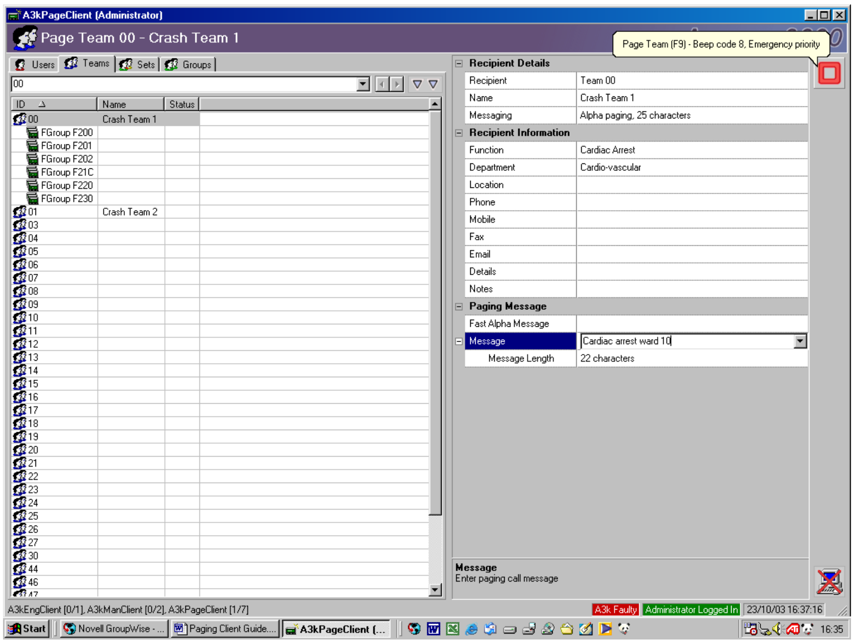
The paging client has been designed for both mouse or keyboard operation:



1. Press **F1** for **User Paging**.
2. Enter the **Name** or **Number** of the paging recipient and press the **Return Key**.
3. In **Recipient Details** check the message type before entering text.
4. Use the **Return Key** to toggle between **Fast Alpha Message** to send a pre-set message or **Message** to send a free format text messages. Either select or enter the message or both.
5. For user paging, depending on priority, press **F7** = Square, **F8** = Triangle or **F9** = Circle to page.
6. Access 3000 will then acknowledge the call. Press the **Return Key** to continue.

3.2 Team Paging

To send a team call:



1. Press **F2** for Team Paging.

2. Type in the team **Name** or **Number** and press the **Return Key**.

3. Check the message type before entering the message text.

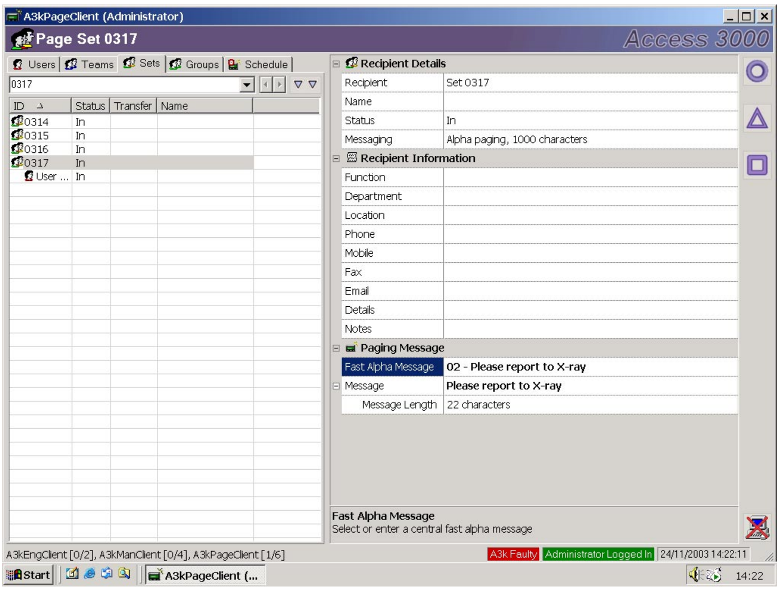
4. Use the **Return Key** to toggle between **Fast Alpha Message** to send a pre-set message or **Message** to send a free format text messages. Either select or enter the message.

5. For team press **F9** = Red Square.

6. Access 3000 will then acknowledge the team call. Press the **Return Key** to continue.

3.3 Paging a Set

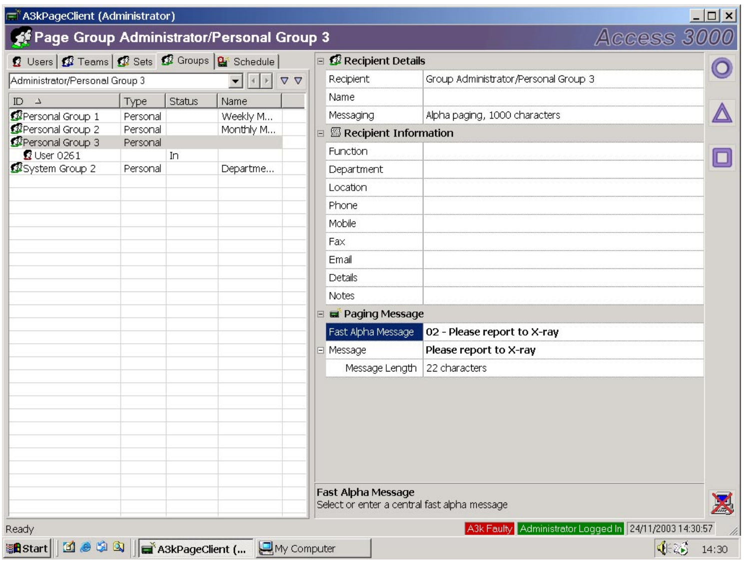
To send a paging call to a Set:



1. Press **F3** for Sets Paging.
2. Type in the Set **Number** and press the **Return Key**.
3. Check the message type before entering the message text.
4. Use the **Return Key** to toggle between **Fast Alpha Message** to send a pre-set message or **Message** to send a free format text messages. Either select or enter the message.
5. For user paging, depending on priority, press **F7** = Square, **F8** = Triangle or **F9** = Circle to page.
6. Access 3000 will then acknowledge the Set call. Press the **Return Key** to continue.

3.4 Paging a Group

To send a paging call to a Group:

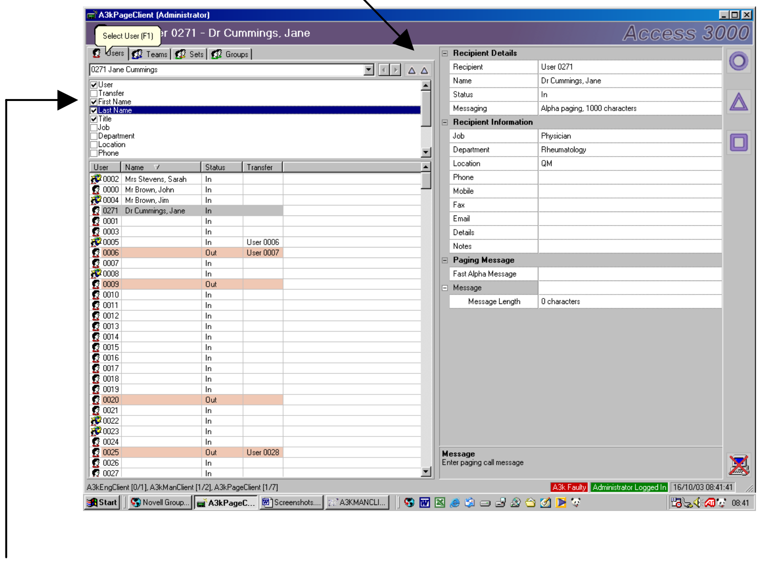


1. Press **F4** for Group Paging
2. Type in the group **Name** or **Number** and press the **Return Key**.
3. Check the message type before entering text.
4. Use the **Return Key** to toggle between **Fast Alpha Message** to send a pre-set message or **Message** to send a free format text messages. Either select or enter the message.
5. For user paging, depending on priority, press **F7** = Square, **F8** = Triangle or **F9** = Circle to page.
6. Access 3000 will then acknowledge the team call. Press the **Return Key** to continue.

4. QUICK & SIMPLE USER, TEAM SET OR GROUP SEARCH

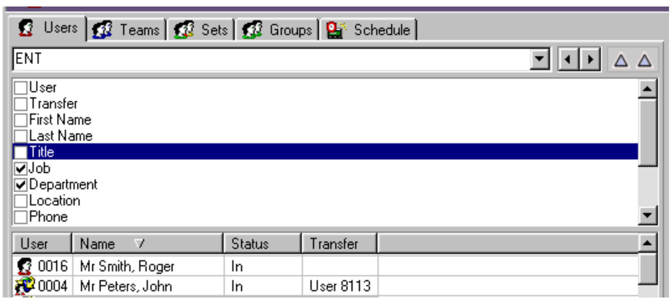
You can search for a user, team, set or group by either Name or Number by simply entering all or part of the name or number – where more than one entry matches the search string, the left/right arrow buttons can be used to jump between them. Alternatively you can visually scroll through the list and select the appropriate entry by clicking the mouse. The list can be sorted by clicking on the column headers, and the headers re-sized or rearranged by dragging them with the mouse.

The paging client incorporates a powerful **Advanced Search** facility. Press **F6** or click the **double arrow** buttons to display the advanced search options.



1. Use the **Up** and **Down Arrow** keys to select the search criteria, e.g. User name, User, Number, Transfer, First Name, Last Name etc.

2. Press the **Space Bar** or click on the **Tick Boxes** to select the search items e.g. Job and Department:



3. Type in the search criteria e.g. ENT and Surgeon, use the **Page Up** and **Page Down** to identify all ENT staff and Surgeons. To make a selection press the **Return Key** to facilitate a paging call.

***Note**: In order for this feature to operate effectively full details of each user, team record etc., need to be entered into the system.*

5. CREATE, EDIT & DELETE SYSTEM AND PERSONAL GROUPS

Unlike team paging, which is reserved for critical, life-saving applications, each individual paging client can create their own less formal personal paging groups.

5.1 Creating a New Group

You may create two types of group, Personal Groups and System Groups. A Personal Group is 'personal' and can only be created, edited and viewed by the person who initially created the group. A System Group is more formal it can be seen by everyone but can only be edited people who have system group edit access rights.

4. Press **F4** for Group Paging

5. Right click and select **Add Group**. A new Group will be created.

6. From **Group Identifier** select the following:

   a. Group – This is used to identify the Group. Click the right hand column and enter the group name or number, e.g. Group 1, Secretaries, etc.

   b. Group Type – Click to select **Personal** or **System** Group

5. From **Group Details** select the following:

   a. Name – If you wish to give the Group a further means of identification, click on the right hand column and enter appropriate, additional information.

   b. Function – If you wish to give the Group a function, e.g. Weekly Team meeting, click on the right hand column and enter the required function.

   c. Department – Enter department details as required.

   d. Select Group Information – Click-on the right hand column and type-in relevant details. Please note all these fields are optional items only.

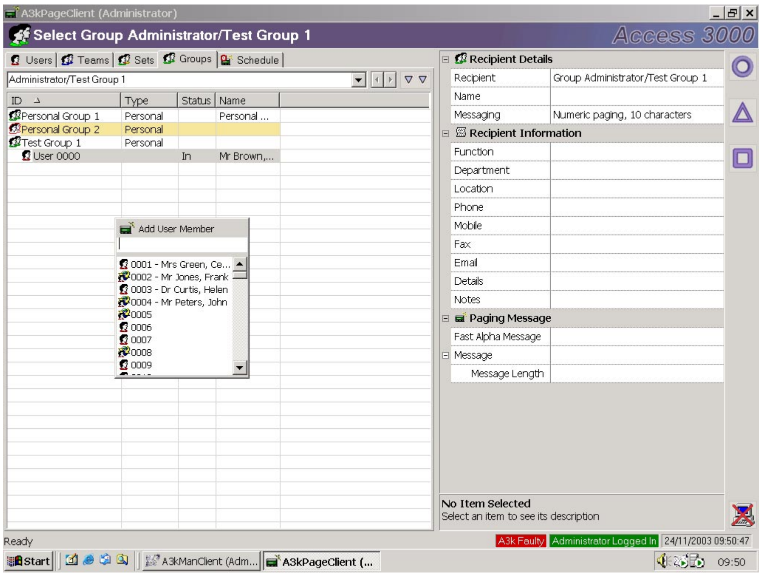
6. Press the **Return Key** to accept these changes.

7. Click **Update**.

5.2 Adding a User Member to a Group

1. Press **F4** for Group Paging.

2. Click and select the required group.



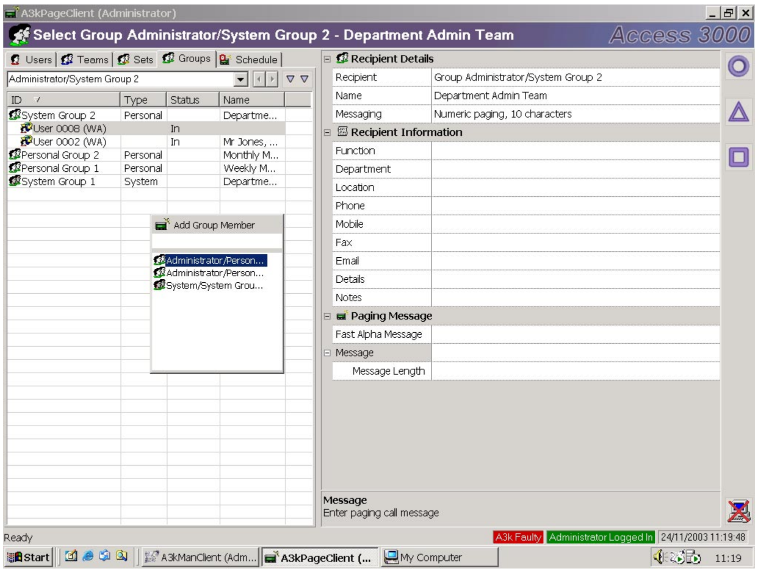
3. Right click and select **Add User Member**.

4. From the list box click the required **User**, this will be added to the Group.

5.3 Adding a Group to a Group

1. Press **F4** for Group Paging.

2. Right click and select the required group:



3. Right click and select **Add Group Member**.

4. From the list box click the required Group, this will be added to the selected group

   ***Note**: For a system group you can only add additional System Groups; you cannot add Personal Groups. However, with a Personal Group you may add both Personal and System groups as sub-members.*

5.4 Modifying a Group

1. Press **F4** for Group Paging

2. Click on the group you wish to modify.

3. Right click and select **Modify**.

4. From **Group Identifier** select **Group**, you may change the name of the group only. Click the right hand column and enter the group name or number, e.g. Group 1.

5. From **Group Details** you may alter all relevant group information – Click the right hand column and enter relevant details. Please note all these fields are optional items only.

6. Press the **Return Key** to accept these changes.

7. Click **Update**.

5.5 Deleting a Group

1. Press **F4** for Group Paging
2. Click on the group you wish to delete.
3. Right click and select **Delete Group**.
4. From the dialog box click **Yes** the Group will now be deleted.

5.6 Deleting a Group User Member

1. Press **F4** for Group Paging.
2. Select the group you wish to delete a user member from.
3. Click on the User Member you wish to delete.
4. Right click and select **Delete Member**.
5. From the dialog box click **Yes** the User Member will now be deleted.

6. SCHEDULER

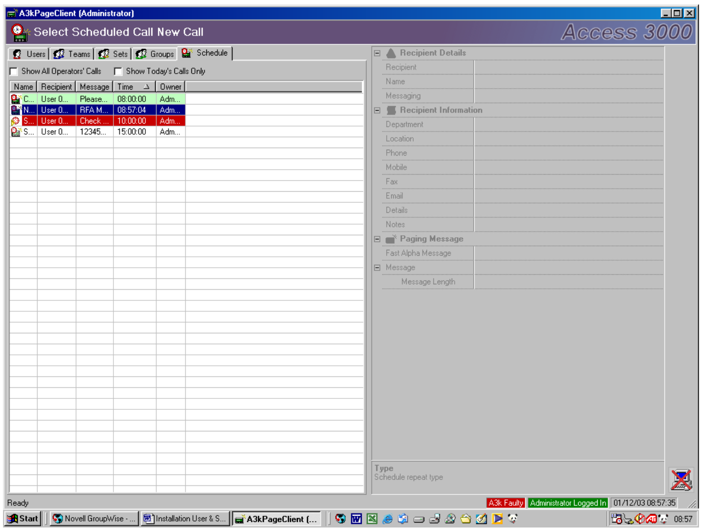
Access 3000 Server also incorporates a call scheduling facility, integrated into the Paging Client, enabling you to enter and send a message at some future point-in-time. Simply select the user, team, set or group then determine the time and message priority and Access 3000 Server will process the call at the pre-determined time.

By pre-booking paging calls, Call Scheduler acts as a mobile diary reminding the recipient of appointments or actions that need to be undertaken on a one-off or regular basis. Calls can be scheduled at anytime, either on a daily (1 to 7 days), weekly, monthly or a yearly basis.

Call Scheduler though integrated into the Access 3000 Server is in fact a separate product and can only be initiated via its own unique authorisation code. This is supplied separately from the Access 3000 Server authorisation code.

6.1 Scheduled Call List

The scheduled call list appears in the paging and management clients, and lists some or all of the scheduled calls on the system:



The list can be sorted according to any column. When sorted according to call time (the default), the list shows calls in the order in which they would occur on any given day. The icon and colour used in each row in the table is governed by the current state of the call:

Colour	Description
Green	Call scheduled to occur today
Normal/White	Call will not occur today
Grey	Scheduled call is disabled
Light blue	The “next” scheduled to occur (although this may not be today, or may be disabled) – this colour is merged with the above colours.
Red	The last time the call went out, there was an error – the call was not sent

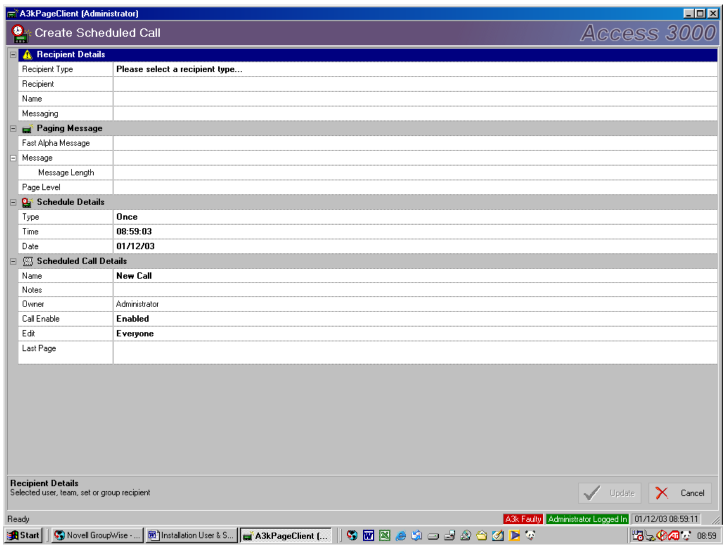
Icon	Description
	Normal scheduled call
	The last time the call went out, there was an error – the call was not sent

The next call to be sent is indicated with a small yellow arrow (e.g. ), calls not due to be sent today will have a lighter icon (e.g. ), and disabled calls are marked with a red cross (e.g. ).

6.2 Creating a Scheduled Call

1. Press **F5** for **Schedule**.

2. Right click and select **Add Scheduled Call**.



3. From **Recipient Type** click '**Please select a recipient…**' From the list box select Page User, Page Team, Page Set or Page Group.

4. From **Recipient** click '**Please select a recipient…**' From the list box select the appropriate User, Team, Set or Group.

5. From **Paging Message** enter the message type, either click **Fast Alpha Message**, then click the down arrow and to select a pre-set message or click **Message** and enter your message.

6. From **Page Level** click on the **Call Priority** and select the priority from the list box.

7. From **Schedule Details** you may determine the frequency and duration period of the scheduled call. A scheduled call can be made Once only, Daily, Weekly, Monthly or even on a Yearly basis:

   a. <u>Once Only</u>

      1. From **Type** click the right hand column and select: **Once** from the list box.

      2. From **Time** (00:00:00) enter the time you wish the scheduled call to be sent.

      3. From **Date** click the right hand column, click on the down arrow button to select the date from the **Calendar** from which the scheduled calls should commence.

b. Daily

1. From **Type** click the right hand column and select: **Daily** from the list box.

2. From **Time** (**00**:**00**:**00**) click and enter the time you wish the scheduled call to be sent.

3. From **Days** use the drop-down list or tick boxes to select the days on which you wish the scheduled call to be sent.

4. From **Start Date** click the right hand column. Now click on the down arrow button to select the date from the **Calendar** from which the scheduled calls should commence.

5. If you wish the scheduled calls to terminate at a given point in time, click the **End Date** tick box. Click the right hand column. Now click on the down arrow button to select the end date from the **Calendar**.

c. Weekly

1. From **Type** click the right hand column and select: **Weekly** from the list box.

2. From **Repeat** click the right hand column and use the **Up** and **Down** arrow keys to select the frequency of calls: **1** for '**Every week**', select **2** for '**Every 2 weeks**' etc.

3. From **Time** (**00**:**00**:**00**) click and enter the time you wish the scheduled call to be sent.

4. From **Day of Week** click the right hand column, from the list box select the day to which the call should be sent

5. From **Start Date** click the right hand column. Now click on the down arrow button to select the date from the **Calendar** from which the scheduled calls should commence.

6. If you wish the scheduled calls to terminate at a given point in time, click the **End Date** tick box. Click the right hand column. Now click on the down arrow button to select the end date from the **Calendar**.

d. <u>Monthly</u>

1. From **Type** click the right hand column and select: **Monthly** from the list box.

2. From **Repeat** click the right hand column and use the **Up** and **Down** arrow keys to select the frequency of calls: **1** for '**Every month**', select **2** for '**Every 2 months**' etc.

3. From **Time** (**00**:**00**:**00**) click and enter the time you wish the scheduled call to be sent.

4. From **Day of Month** click the right hand column; from the list box select the day-of-the-month to which the call should be sent.

5. From **Start Date** click the right hand column. Now click on the down arrow button to select the date from the **Calendar** from which the scheduled calls should commence.

6. If you wish the scheduled calls to terminate at a given point in time, click the **End Date** tick box. Click the right hand column. Now click on the down arrow button to select the end date from the **Calendar**.

e. <u>Yearly</u>

1. From **Type** click the right hand column and select: **Year** from the list box.

2. From **Repeat** click the right hand column and use the **Up** and **Down** arrow keys to select the frequency of calls: **1** for '**Every year**', select **2** for '**Every 2 years**' etc.

3. From **Time** (**00**:**00**:**00**) click and enter the time you wish the scheduled call to be sent.

4. From **Start Date** click the right hand column. Now click on the down arrow button to select the date from the **Calendar** from which the scheduled calls should commence.

5. If you wish the scheduled calls to terminate at a given point in time, click the **End Date** tick box. Click the right hand column. Now click on the down arrow button to select the end date from the **Calendar**.

8. From **Scheduled Call** details:

    a. From **Name** enter the name by which you wish to refer to the schedules call.

    b. From **Notes** enter any notes you may require when referring to the scheduled call.

    c. From **Call Enable** click the right hand column and select **Disabled** if you wish to temporary cancel the scheduled call. The icon will then be display in the main Schedule window

    d. From **Edit** click the right hand column and select '**Everyone**' if you require all Operators who have access to this facility to amend or modify a scheduled call.

    e. From **Follow Transfer** click the right hand column and select **Don't Transfer** if you do not want the scheduled call to follow the transfer chain or **Follow Transfer** if you wish the call to follow the transfer chain.

9. When completed click the **Update** record button.

6.3 Modifying a Scheduled Call

1. Press **F5** for **Schedule**.
2. Click the scheduled call you wish to amend.
3. Right click and select **Modify Scheduled Call**.
4. See **Section 6.1** and amend as necessary.
5. When completed click the **Update** record button.

6.4 Deleting a Scheduled Call

1. Press **F5** for **Schedule**.
2. Click the scheduled call you wish to amend.
3. Right click and select Delete **Scheduled Call**.
4. You will now be asked to confirm the action, select **Yes** or **No**.