NotePager Pro v5.0 Documentation

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1 Overview

NotePager Pro is a sophisticated wireless messaging (paging) application. It is capable of delivering messages to an unlimited number of recipients (pagers, mobile phones, PIMs, etc.) and/or groups. NotePager Pro includes advanced features such as scheduled messages, repeating messages, pre-programmed messages, on-call groups, ad-hoc paging, etc. NotePager Pro supports all of the current paging (wireless messaging) protocols (FAX, GSMAT, SMTP, SNPP, TAP, TONE, UCP, and WCTP). Messages can be sent via a standard analog modem, a wireless modem, supported mobile phones, or an Internet connection. All of NotePager Pro's features are containded within an easy-to-use and intuative graphical interface.

There is a certain logic and an order of operations to things and there are several terms you'll want to familiarize yourself with.

Within NotePager Pro, you'll be configuring Carriers, Recipients and Groups.

A carrier is a company that provides the service for a wireless device (pager, phone, PIM, etc.). They control the antennas, satellites, broadcast, and computer systems that are used to send the messages to your cell phones and pagers.

A recipient is a person or system whose cell phone, pager or email address you want to message.

A group is a collection of recipients.

So, in order to send messages, you will need to configure a Carrier, then tie a Recipient to the Carrier. Once you have Recipients configured in the program, you can then create Groups.

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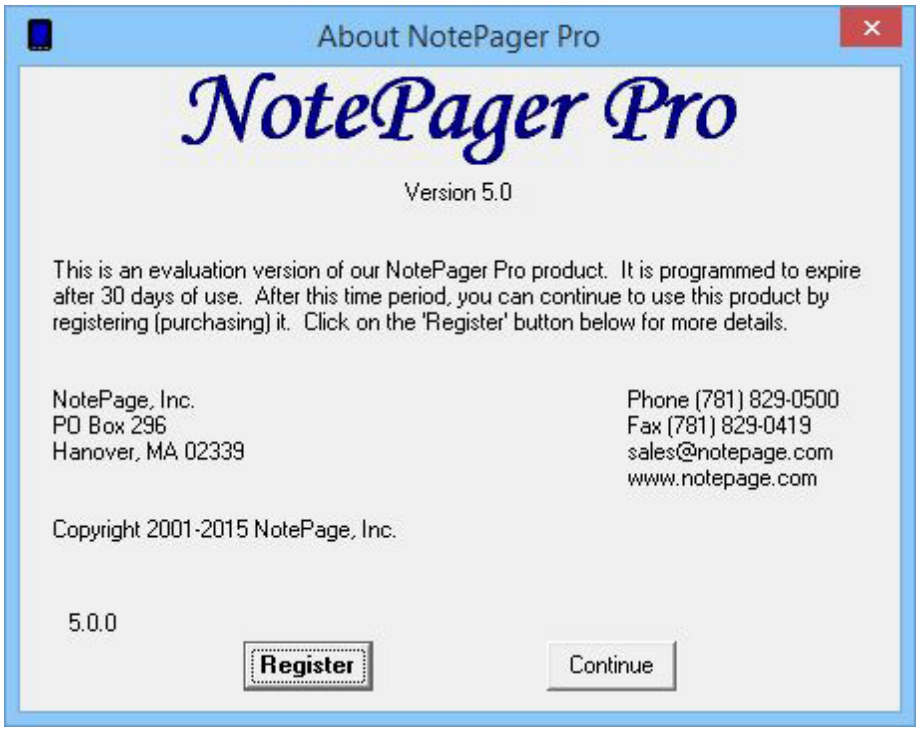
2 Quick Start Guide

Getting to know the NotePager Pro interface is an integral part of stepping in to the world of sending SMS, email, page, fax and other types of messages. There are many different pieces of information you'll need to gather and several things you'll need to configure in order to send a message. Once you familiarize yourself with the NotePager Pro interface, you'll find it's easy to get your messages to your people when they need them.

The first step is to install the program.

After installing the program and running it for the first time, you'll see this screen:



If you've purchased the program, click on the Register button to register the software. Click here for more information on how to register the program.

If you have not purchased the program, click on Continue to proceed to the NotePager Pro Interface.

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2.1 Features & Capabilities

Multiple Protocol Support - all the standard wireless messaging protocols are supported: (GSMAT, SMTP, SNPP, TAP (IXO/PET), TONE, UCP, WCTP, in addition, email and faxing protocols are supported)

Scheduled messages - messages can be scheduled to be sent at a future date/time

Repeating messages - messages can be scheduled to repeat at predefined interval, for a settable period of time

Group paging - messages can be sent to a predefined group of recipients

Multiple recipients - allows a single message to be sent to more than one recipient and/or group

Pre-programmed messages - on each workstation, up to 100 pre-programmed messages can be defined

Real-time message status logs - each workstation can track the progress of each message from start to finish

Real-time message status counters - displays current number of messages scheduled, pending, sent, or failed from each workstation

Message history log - displays a history of all messages sent from each workstation

Intelligent message queuing - messages for the same carrier are grouped together and sent during a single communications session

Point and click operation - an intuitive user interface makes the NotePager Pro very easy to use

Spell check - a spell check option is available on systems running MS Word

Message splitting - Long messages are intelligently split into multiple smaller messages

Settable character limits - The maximum number of characters to be sent in a message is settable by carrier and individual recipient

On-call groups - A schedule can be setup for the recipients in a group, allowing NotePager Pro to send messages to only the recipients scheduled to receive messages a that point in time.

Message logging - NotePager Pro keeps a detailed log of the communication sessions with the paging carriers.

Requeue messages - missed messages can be requeued for re-transmission to the paging carrier

Reporting - extensive reporting capabilities, including writing reports to text file

Security - three levels of password protection

Import/Export - import and export support for other NotePage products and other file formats

User-Definable fields - extra data fields can be used with each recipient for informational or filtering purposes

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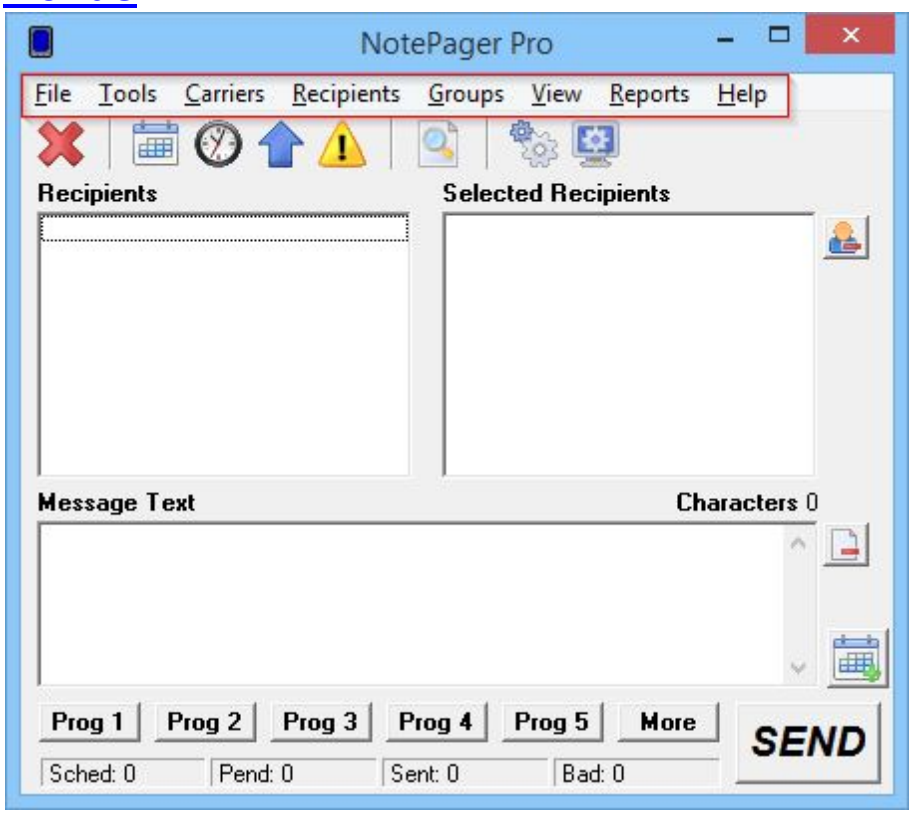
2.2 The NotePager Pro Interface

The NotePager Pro interface can be broken down in to several sections:

Menus



Click here to go to the Menus section of the documentation.

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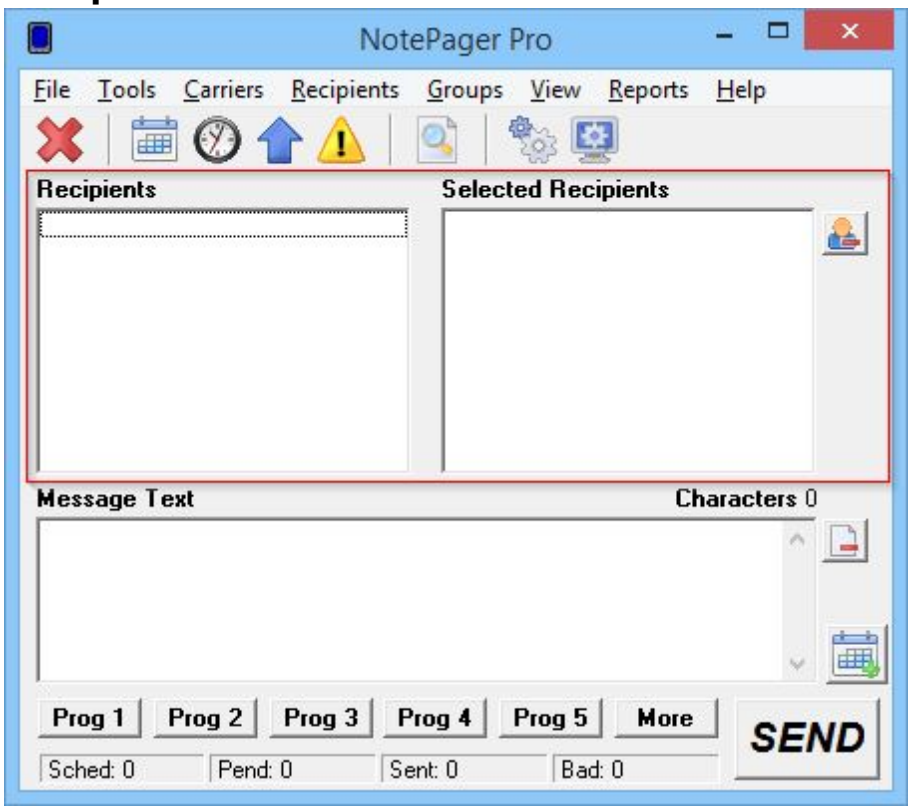
Recipient Selection



A Recipient could be someone's cell phone, pager, their email address, a fax machine or several other things. This section of the interface is used to select the recipients and groups you want to send your message to. When you select a recipient or group, it will be moved to the Selected Recipients dialog.

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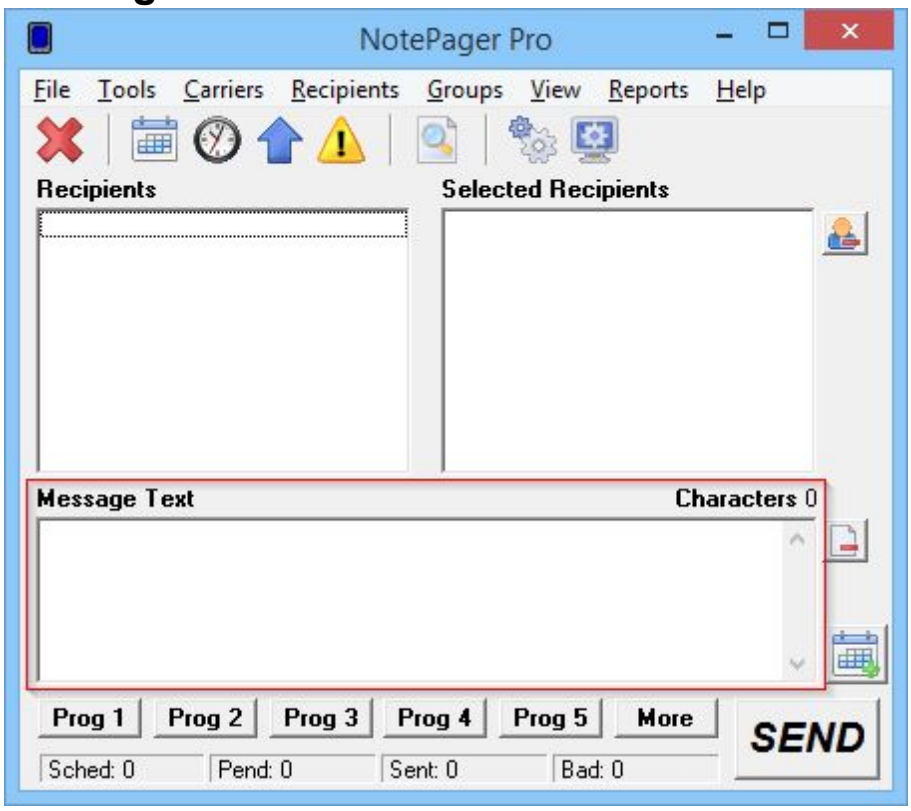
Message



When you have a message you want to deliver, enter it in to this section of the interface. Click here for information on how to send messages.

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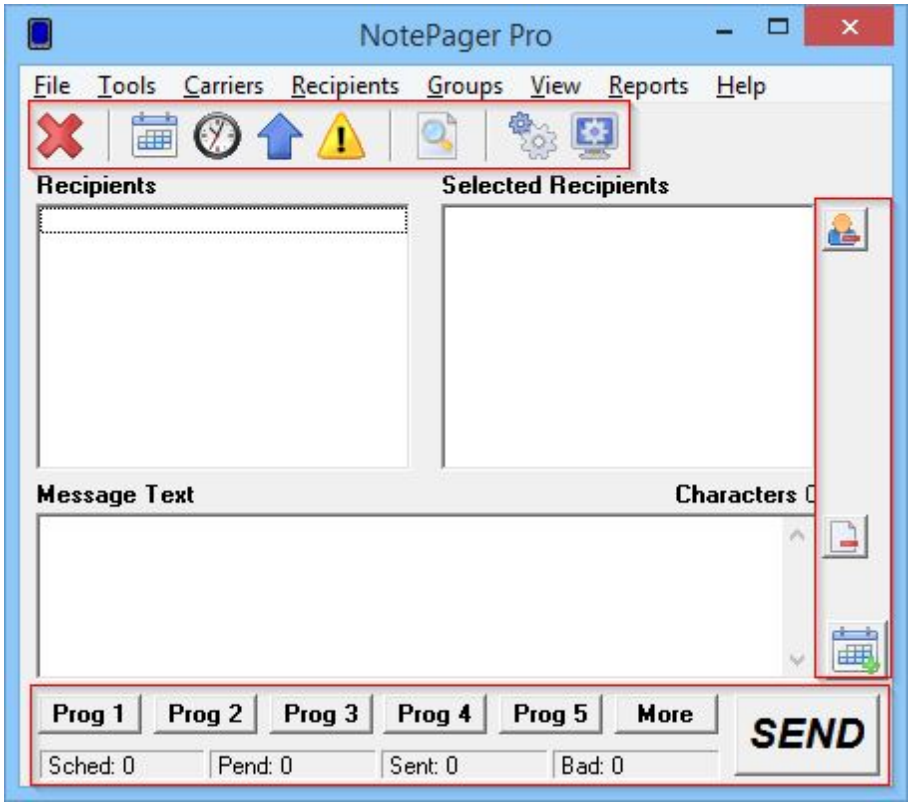
Buttons



Click here to go to the Buttons section of the documentation.

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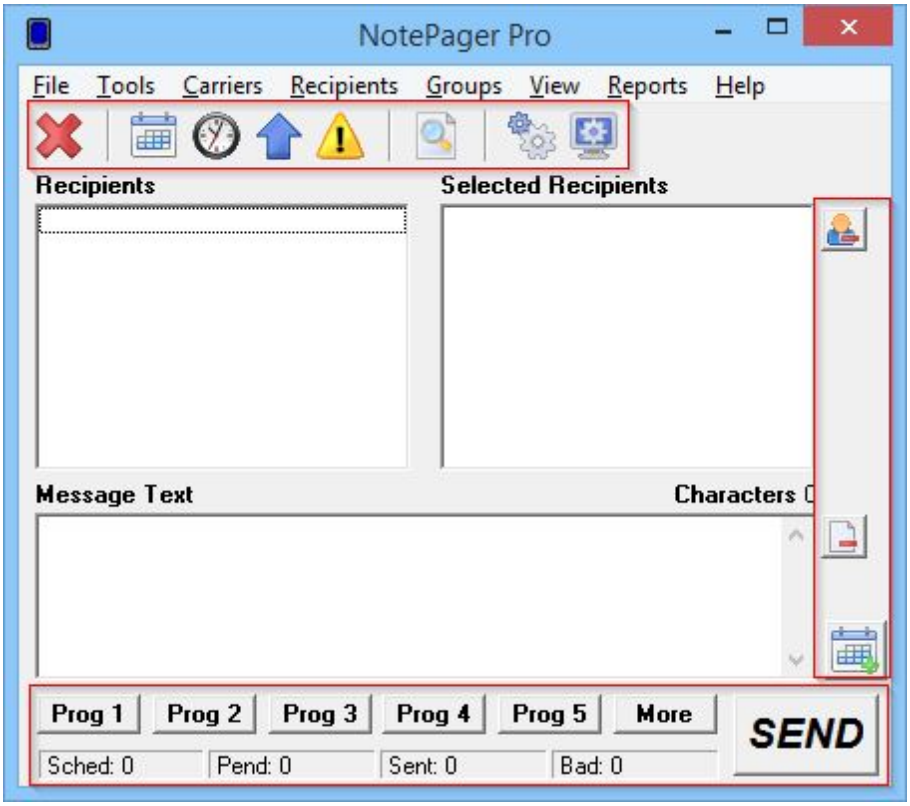
2.2.1 Buttons



Placed throughout the NotePager Pro interface are several buttons that perform different functions.

Along the top of the interface, you will see these buttons:

	This button will cancel pending messages.
	This button shows a list of all scheduled messages.
	This button shows a list of all pending messages.
	This button shows a list of all sent messages.
	This button shows a list of all bad messages.
	This button will display the entire message history.
	This button will access the Activity Log.
	This button will toggle the Activity Monitor on and off.

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On the right hand side of the interface, you will see these buttons:

	This button will clear the recipients out of the Selected Recipients list.
	This button will clear the Message Text box.
	This button provides the ability to schedule messages to go out at a future date and time. This function also allows you to configure messages that repeat at a specified interval
	This button sends the message in the Message Text box to the recipients in the Selected Recipients list.

Along the bottom of the interface, you will see these buttons:

These buttons represent your preset messages. For more information on how to configure preset messages, click here.

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2.3 Using NotePager Pro

Now that you've familiarized yourself with the NotePager Pro interface and its associated buttons, it's time to configure the program to send messages to your people. In order to do that, you're going to need some information.

First, what wireless carrier do the devices you want to send to use?

For cell phones, a carrier could be Verizon, AT&T, T-Mobile, US Cellular, etc. The most common delivery protocol supported by cell phone carriers is SMTP. Click here for information on how to configure an SMTP carrier.

For pagers, a carrier could be USA Mobility, American Messaging, Skytel, etc. The most common delivery protocol supported by paging carriers is SNPP. Click here for information on how to configure an SNPP carrier.

For email addresses, the carrier will be Email. Click here for information on how to configure an Email carrier.

Second, what phone numbers or email addresses do you want to send to?

Once you have that information, you can use it to create a recipient that's tied to one of the carriers you've created. Click here for information on how to add a recipient.

After you have at least one carrier and recipient in the program, you can start sending messages. Click here for information on how to send amessage.

There are also many different functions that you may find useful.

Click here for information on how to schedule messages to go out at a future date and/or repeat.

Click here for information on how to configure preset messages.

2.3.1 How to Send Messages

After creating your carriers, recipients and groups, you will have a list of available recipients in the Recipients section of the NotePager Pro interface.

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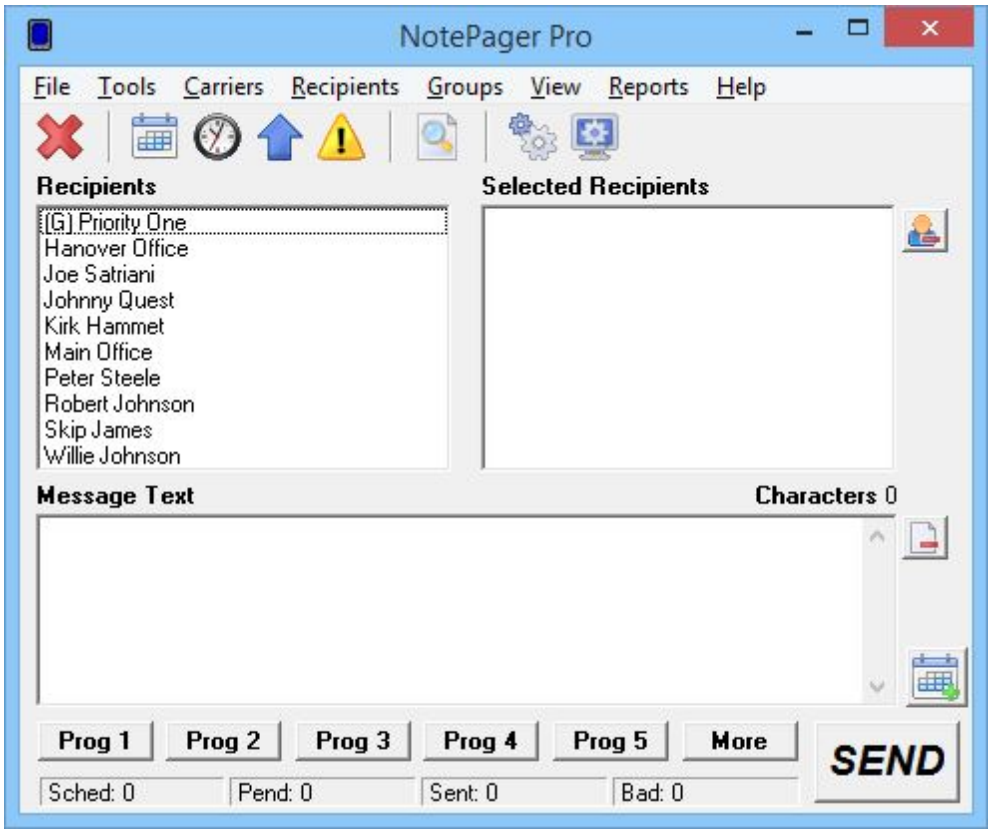

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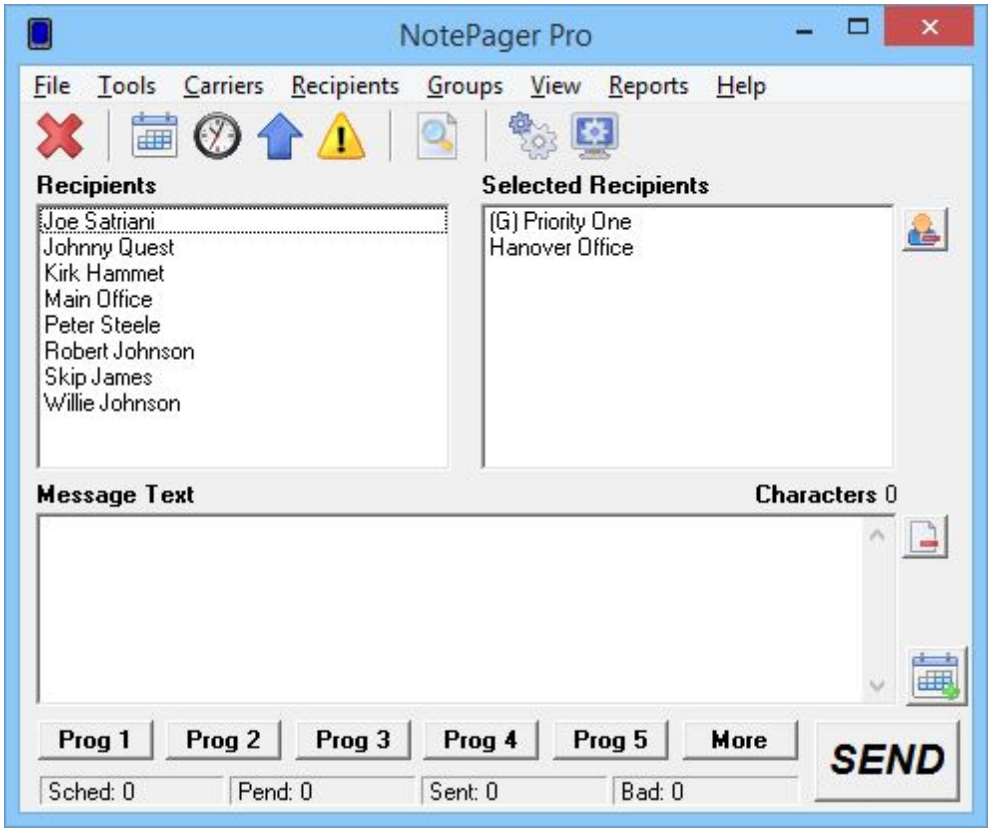
To send a message to a recipient or group, click on their name in the Recipients list to move them in to the Selected Recipients section.



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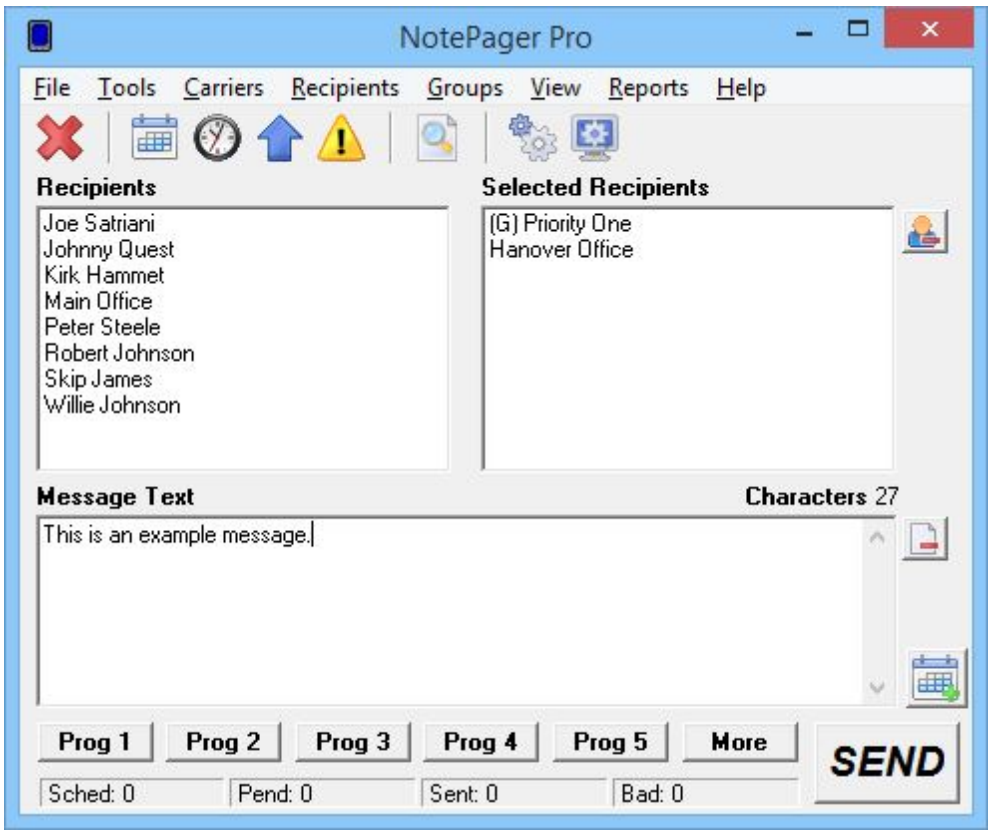
Then type a message in the Message Text box.



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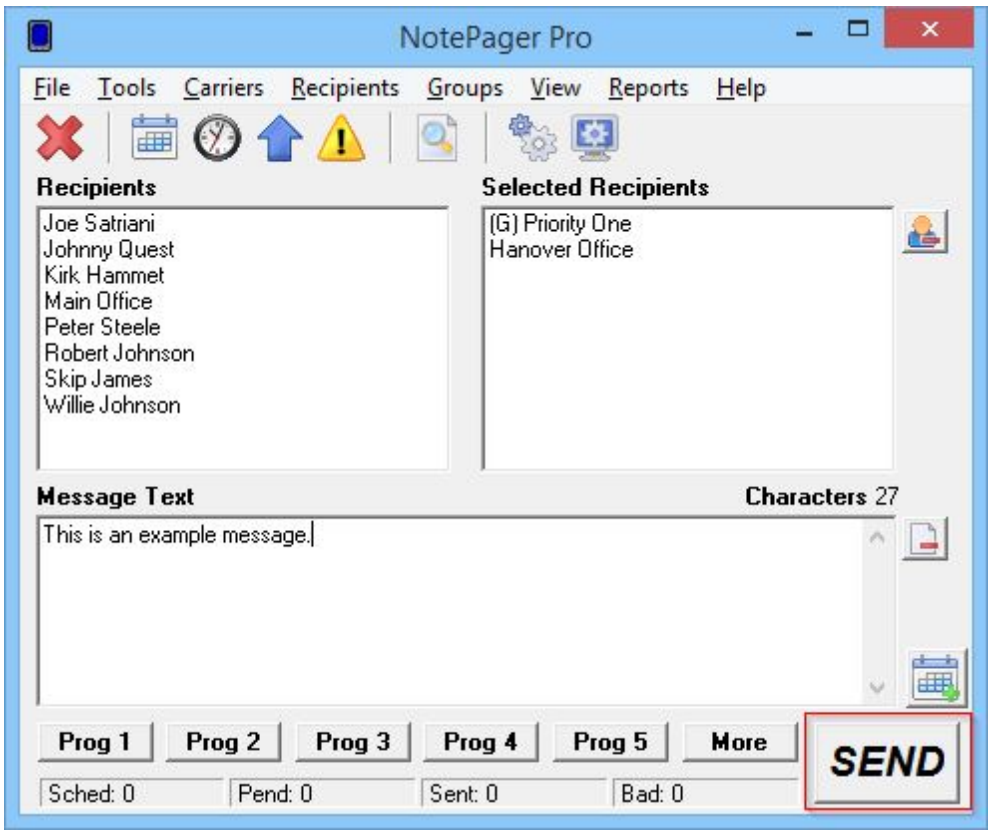
Then click on the Send button to queue the message(s) for delivery.



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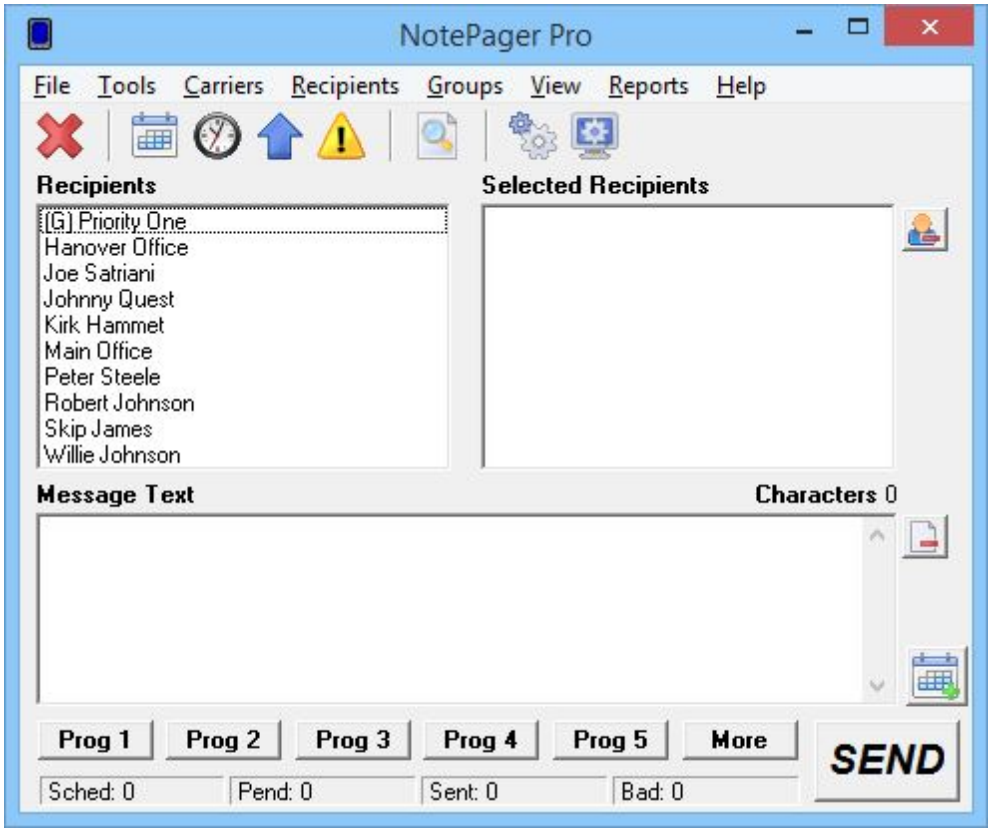
2.3.2 How to Schedule Messages

After creating your carriers, recipients and groups, you will have a list of available recipients in the Recipients section of the NotePager Pro interface.



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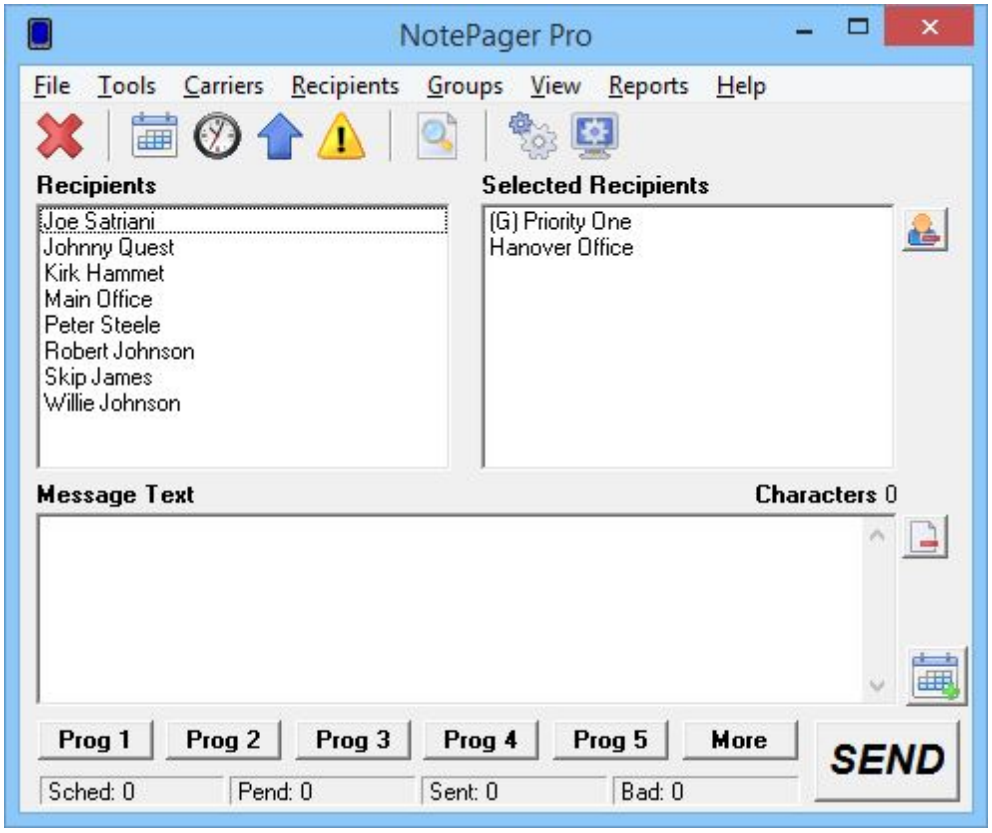
To schedule a message to a recipient or group, click on their name in the Recipients list to move them in to the Selected Recipients section.



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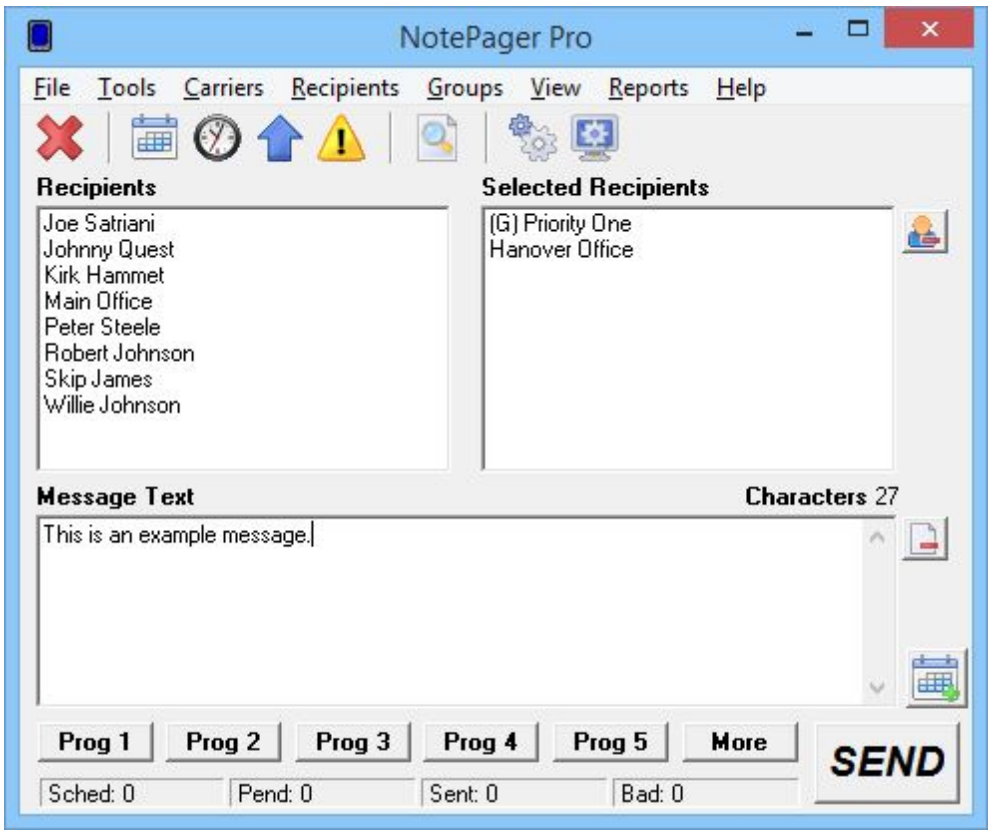
Then type a message in the Message Text box.



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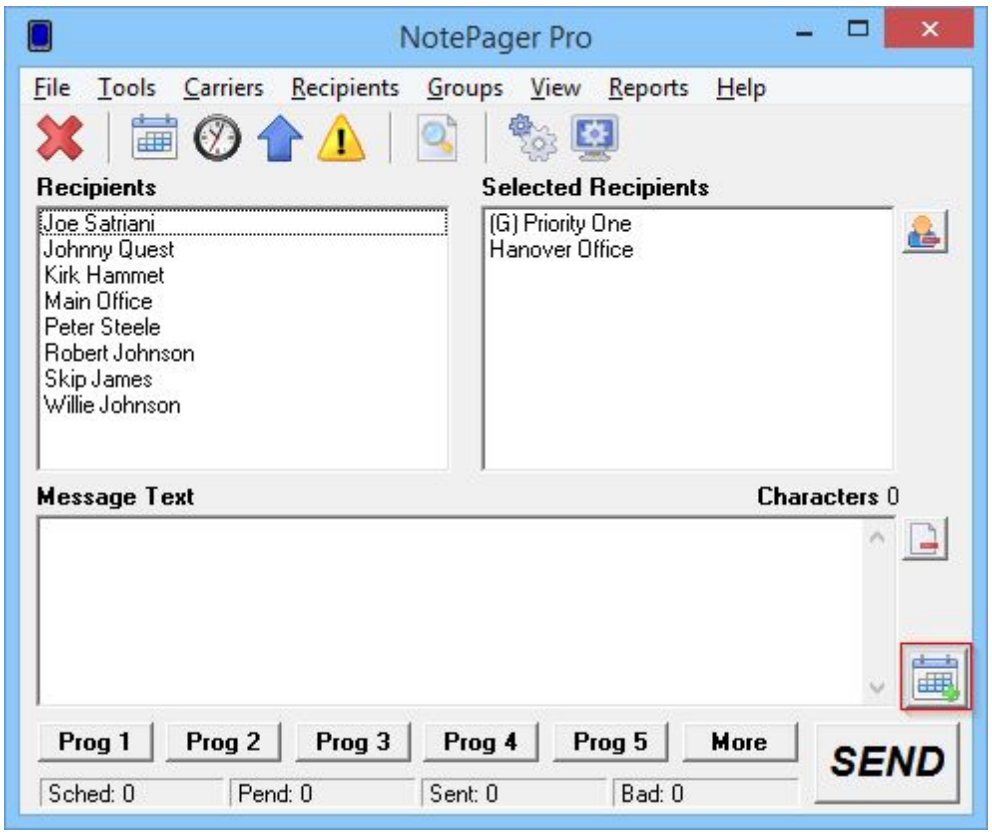
Then click on the Scheduling Calendar button to access the scheduling function.



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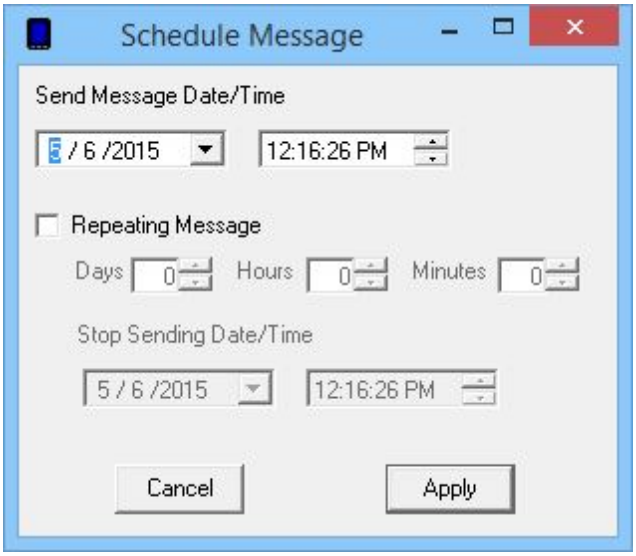
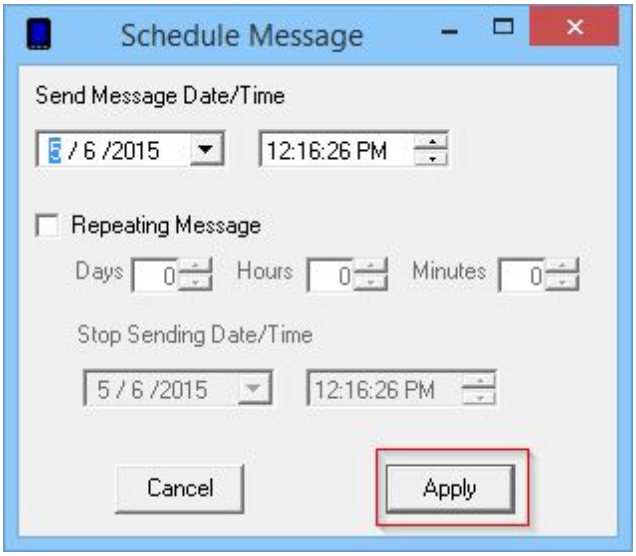
Specify the date and time at which this message should be sent. If this message should repeat, put a check in "Repeating Message" and specify the interval at which the message should repeat, then specify the date and time when the message should stop being sent.



Then click on the Apply button to go back to the main interface.



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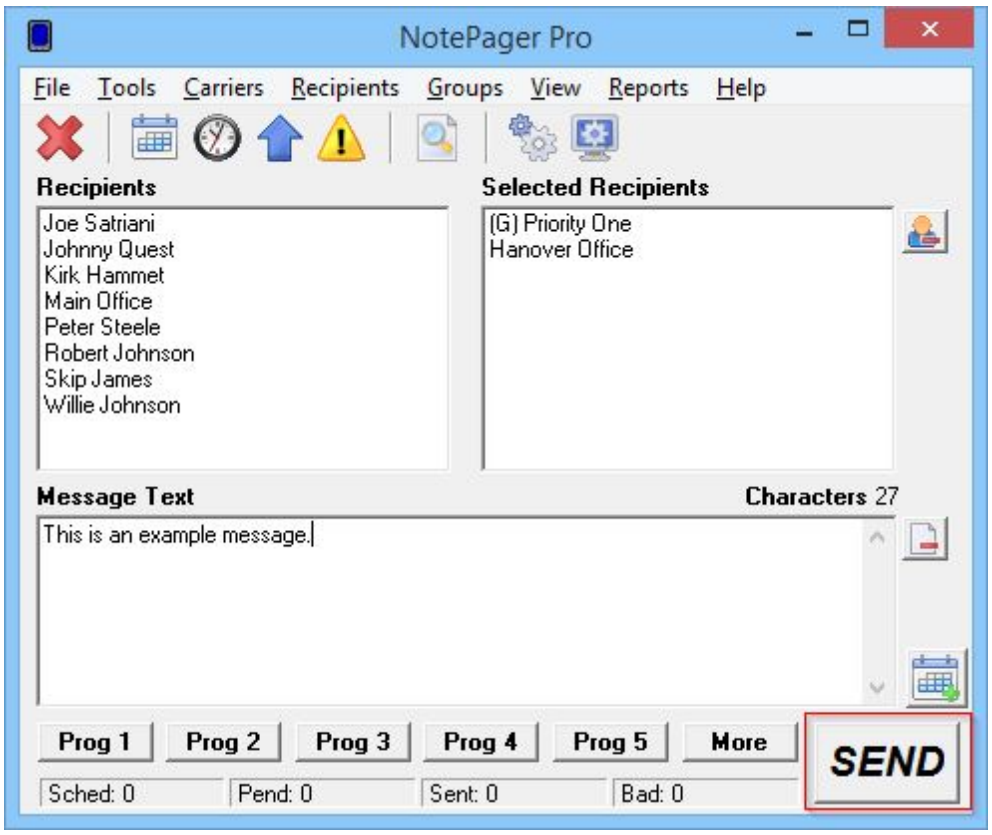
Then click on the Send button to finalize the message schedule.



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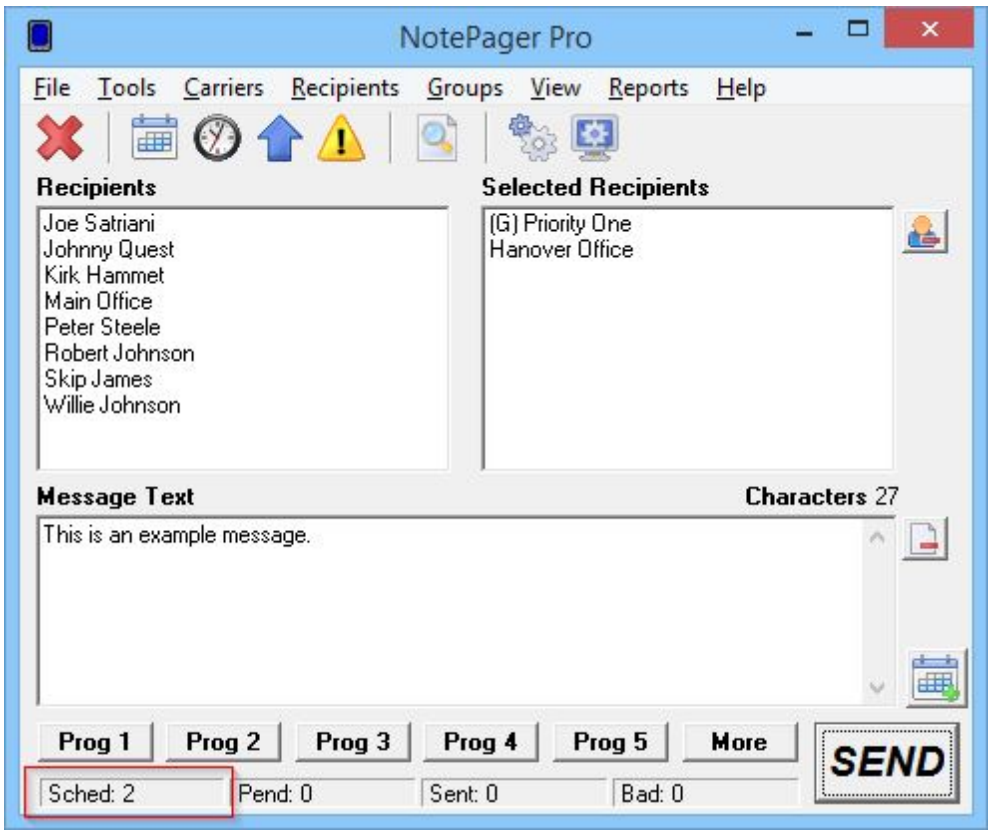
You should then see the Sched section increment with the number of scheduled messages.



Click here for information on how to view and edit your list of scheduled messages.

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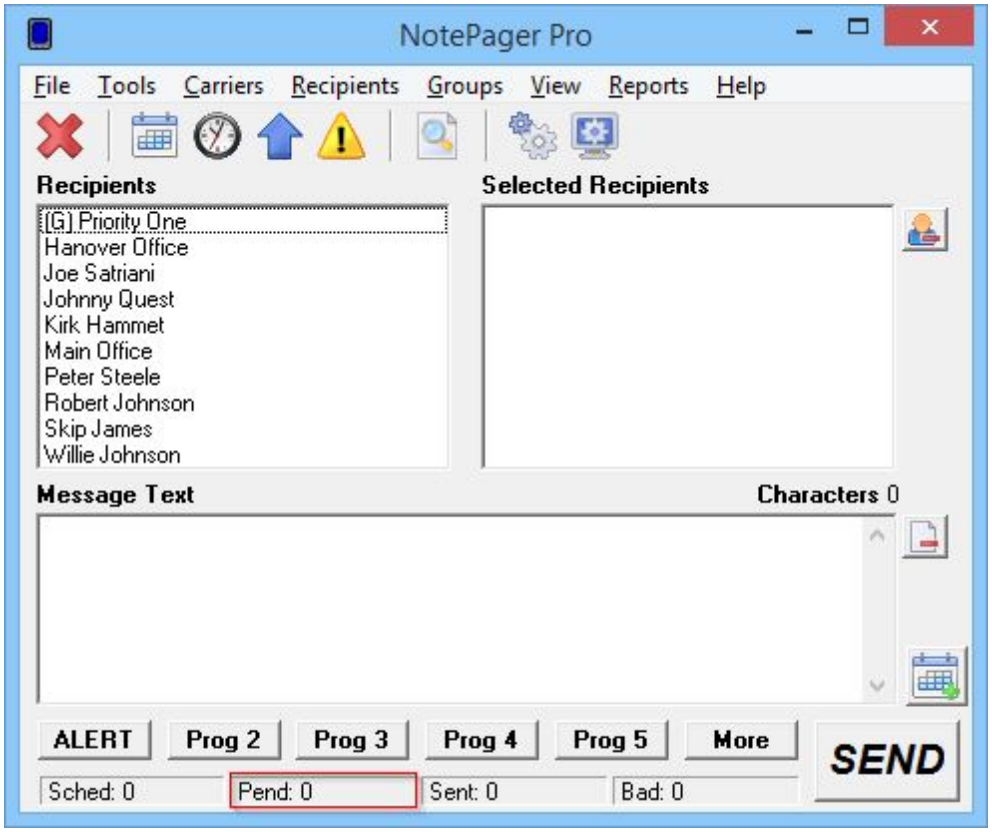
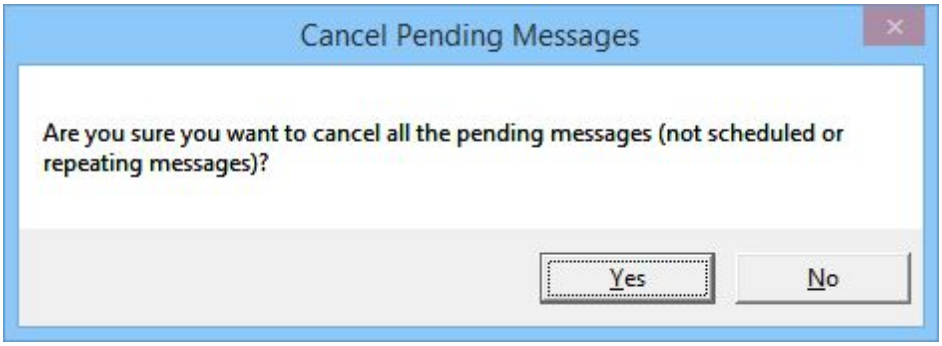
2.3.3 How to Cancel Messages

To cancel all pending messages in the queue, right click on the Pend category along the bottom of the NotePager Pro interface.



The program will then bring up a prompt asking if you want to cancel all pending messages.



For information on how to cancel a specific message in the pending queue, click here.

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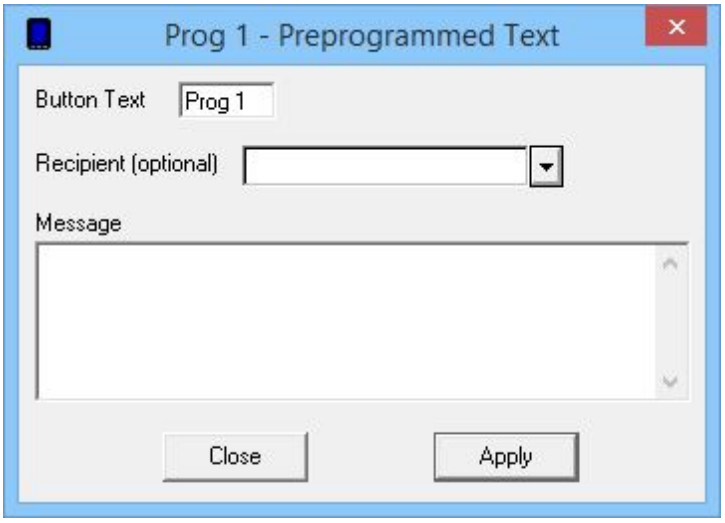
2.3.4 Using Preset Messages

So, let's say that you know you're going to have to type the same message over and over and over. Instead of doing that, you can create a preset to make your life easier.

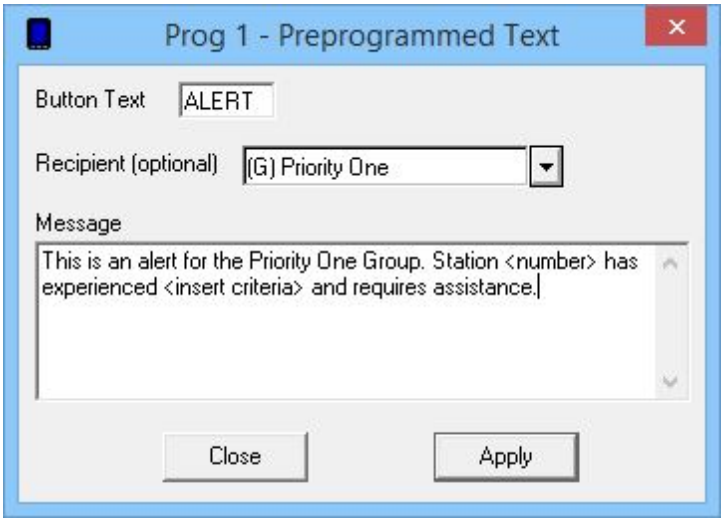
Along the bottom of the NotePager Pro interface, you'll see these buttons.

These buttons allow you to configure preset messages. Here's how:

First, right click on one of the available preset message buttons to access the Preset Messages dialog.



Within this dialog, you can rename the text of the displayed button, specify a recipient or group that the preset message should default to send to and enter the text of your preset message.



When you have finished specifying the modifications to your preset message, click on Apply.

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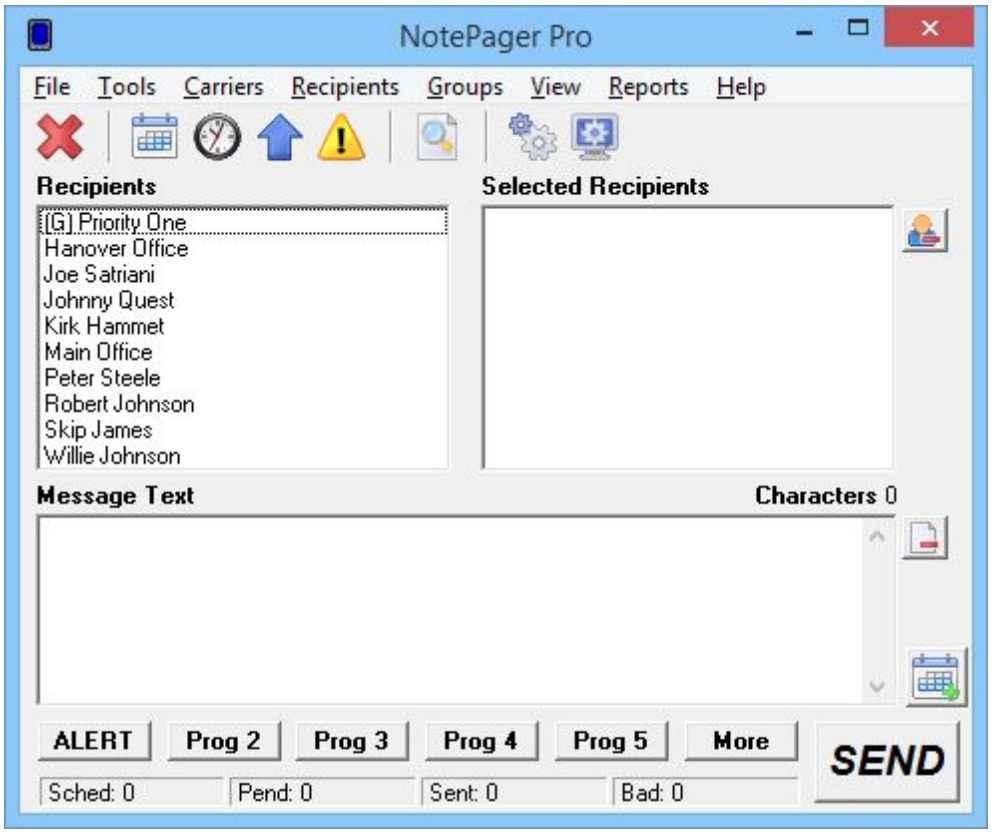

To use your preset message, simply click on the preset button you wish to use.

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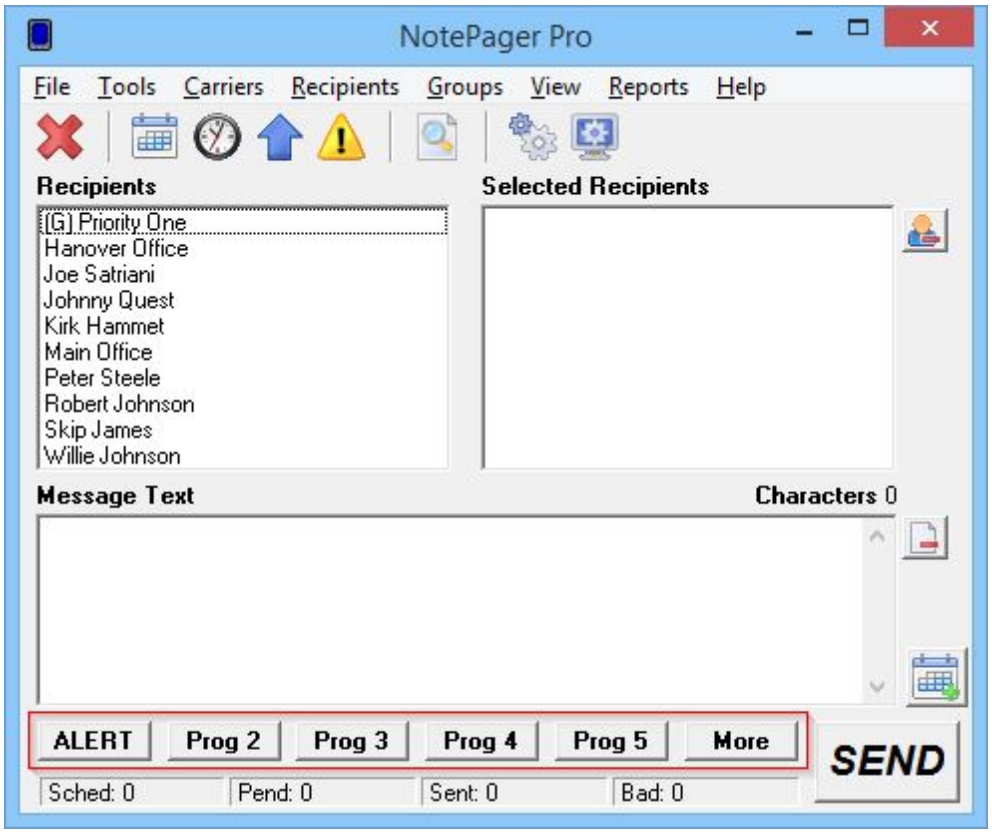

To use the example I created earlier, if I click on the ALERT button, it will automatically propagate the Selected Recipients and Message Text.

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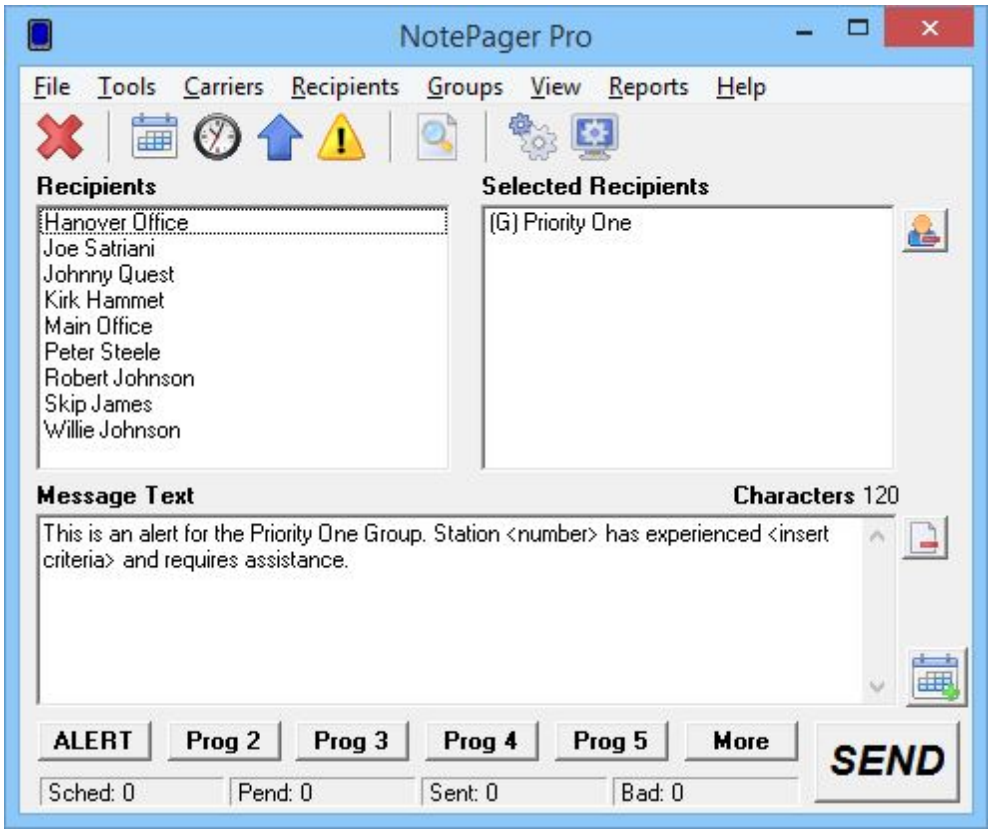

Then click on the Send button to deliver your message(s).

Displayed along the NotePager Pro Window are the buttons for the first five preset messages and a sixth button called More. Clicking on the More button will provide a list of all preset messages in the dialog below.

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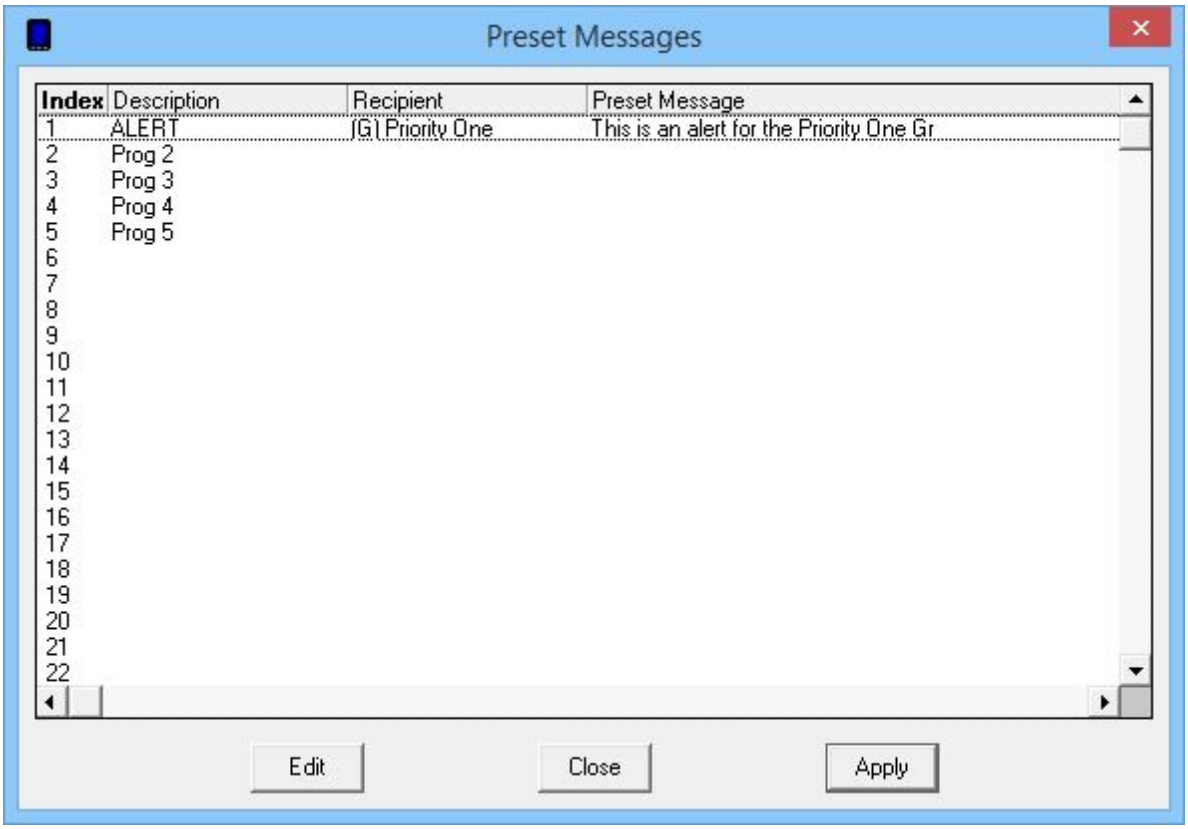

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3 General Information

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There is a certain logic and an order of operations to things and there are several terms you'll want to familiarize yourself with.

Within NotePager Pro, you'll be configuring Carriers, Recipients and Groups.

A carrier is a company that provides the service for a wireless device (pager, phone, PIM, etc.). They control the antennas, satellites, broadcast, and computer systems that are used to send the messages to your cell phones and pagers.

A recipient is a person or system whose cell phone, pager or email address you want to message.

A group is a collection of recipients.

So, in order to send messages, you will need to configure a Carrier, then tie a Recipient to the Carrier. Once you have Recipients configured in the program, you can then create Groups.

3.1 Trial Mode Information

NotePager Pro defaults into an evaluation mode until it is registered (purchased). Registration information can be entered into NotePager Pro by choosing 'Registration' from its 'Help' menu. The evaluation version of NotePager Pro will stop running after 30 days of use.

NotePager Pro is based on the try it before you buy it concept. This software is not free. You may try it. If you like the software and would like a complete registered version you must contact sales@notepage.com. The registration fee allows us to continue to develop quality products, notify you of updates, and provide technical support. NotePage, Inc. accepts credit cards (Visa, MasterCard, Discover & American Express), Purchase Orders, and checks drawn on US banks. If you have any questions or concerns regarding registration please contact sales@notepage.com. If you use any of NotePage, Inc.'s software and do not register after the trial period it is considered software piracy and is illegal.

3.2 Purchasing

NotePager Pro can be ordered directly from NotePage, Inc:

NotePage, Inc.
PO Box 296
Hanover, MA 02339

Phone (781) 829-0500

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Fax (781) 829-0419

Accepted Payment forms are:
- Pre-payment
- COD Company Check (continental US only)
- American Express
- Discover
- MasterCard
- Visa
- Purchase Orders (continental US only)

All payments are in US Dollars

NotePager Pro can be ordered on-line at:

www.notepage.net/notepagerpro.htm

Accepted Payment forms are:
- American Express
- Discover
- MasterCard
- Visa

NotePager Pro can be purchased through a NotePage authorized reseller, who can also be contracted for the installation of our products. Please contact us for a reseller in your area.

3.3 Contact Information

NotePage, Inc.
PO Box 296
Hanover, MA 02339
USA

Mailing Address
PO Box 296
Hanover, MA 02339

Web www.notepage.net
Email sales@notepage.com
Phone (781) 829-0500
Fax (781) 582-1869

3.4 End User License Agreement

END-USER LICENSE AGREEMENT FOR NOTEPAGER PRO

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4 Installation

Minimum requirements to run NotePager Pro:

NotePager Pro can run on Windows XP (sp3) and newer versions of the Microsoft Windows operating system

Memory: 32 Mb of free memory (before NotePager Pro is running)

Storage: 50 Mb of free disk space (for application and data)

Communications: a 300 baud or faster analog modem for dialup connections, a supported wireless modem, a supported mobile phone, or an active Internet connection.

4.2 Installation Instructions

Please reference the Windows 7, 8, Server 2008 and Server 2012 portion of the manual to install on those operating systems.

Please reference the Windows XP and Server 2003 portion of the manual to install on those operating systems.

4.2.1 Windows Vista, 7, 8, Server 2008 and Server 2012 Instructions

There are two primary ways to install NotePager Pro:

Installation by CD-Rom

Installation by Download

4.2.1.1 CD-Rom Installation

1) Insert the NotePager Pro CD-Rom into your computer.

2) NotePager Pro's setup routine will (on most computers) automatically start. Cancel the auto-run.

3) In Windows, browse to your CD Drive.

4) Right click on the notepagerpro.exe file, left click on "Run As Administrator".
NOTE: YOU MUST DO THIS. If you try to run the installation normally, the User Accounts Control security feature of your operating system will prevent the program from functioning properly.

5) Click on Next.

6) In the next portion of the setup, you will be given the option to view the Readme and Release Notes files. If you choose to display either file, they will be shown when you hit 'Next'.

7) The following screen will display NotePager Pro's End User License Agreement. Please read it carefully and proceed with the installation of NotePager Pro only if you agree with all the terms of this agreement.

8) On the next screen you can specify a location where you want NotePager Pro installed. The default install location is C:\Program Files (x86)\NotePager Pro\

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You can change the installation path by hitting the 'Browse' button. When you have specified the path to install to, click on Next.

9) You will now be prompted for the name of the group that the NotePager Pro icons should be added to in the Windows Start Menu. The default group is 'NotePager Pro'.

10) Select whether you would like a shortcut created on your desktop, then click on Next.

11) Click on Install

12) When the installation finishes, click on Finish.

4.2.1.2 Installation by Download

1) Download the latest installation file for NotePager Pro: http://www.notepage.net/download/notepagerpro.exe

2) When asked if you want to run or save it, you want to Save it to the Desktop.

3) After the installation file has downloaded, minimize and/or close everything until you can see the desktop.

4) Right click on notepagerpro.exe

5) Select the "Run as Administrator" option.
NOTE: YOU MUST DO THIS. If you try to run the installation normally, the User Accounts Control security feature of your operating system will prevent the program from functioning properly.

6) Click on Next on the first step.

7) Click on Next on the second step.

8) On the third step, review the End User License Agreement, then select "I accept the agreement" and click on Next.

9) Click on Browse on the fourth step.

10) At the top, change C:\Program Files (x86)\NotePager Pro\ to c:\NotePager Pro\

11) Click on OK.

12) Click on Next.

13) Click on Next until the installation finishes.

14) Click on Finish.

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4.2.2 Windows XP and Server 2003 Instructions

There are two primary ways to install NotePager Pro:

Installation by CD-Rom

Installation by Download

4.2.2.1 CD-Rom Installation

1) Insert the NotePager Pro CD-Rom into your computer.

2) NotePager Pro's setup routine will (on most computers) automatically start.

3) Click on "Install NotePager Pro"

4) Click on Next.

5) In the next portion of the setup, you will be given the option to view the Readme and Release Notes files. If you choose to display either file, they will be shown when you hit 'Next'.

6) The following screen will display NotePager Pro's End User License Agreement. Please read it carefully and proceed with the installation of NotePager Pro only if you agree with all the terms of this agreement.

7) On the next screen you can specify a location where you want NotePager Pro installed. The default install location is C:\Program Files (x86)\NotePager Pro\
You can change the installation path by hitting the 'Browse' button. When you have specified the path to install to, click on Next.

8) You will now be prompted for the name of the group that the NotePager Pro icons should be added to in the Windows Start Menu. The default group is 'NotePager Pro'.

9) Select whether you would like a shortcut created on your desktop, then click on Next.

10) Click on Install

11) When the installation finishes, click on Finish.

4.2.2.2 Installation by Download

1) Download the latest installation file for NotePager Pro: http://www.notepage.net/download/notepagerpro.exe

2) When asked if you want to run or save it, you want to Save it to the Desktop.

3) After the installation file has downloaded, minimize and/or close everything until you can see the desktop.

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4) Double click on the installation file to run it.

5) Click on Next on the first step.

6) Click on Next on the second step.

7) On the third step, review the End User License Agreement, then select "I accept the agreement" and click on Next.

8) Click on Browse on the fourth step.

9) At the top, change C:\Program Files (x86)\NotePager Pro\ to c:\NotePager Pro\

10) Click on OK.

11) Click on Next.

12) Click on Next until the installation finishes.

13) Click on Finish.

4.2.3 Installation Troubleshooting

For assistance in troubleshooting errors in the installation, please contact our Support Department:

http://www.notepage.net/forum/
support@notepage.com

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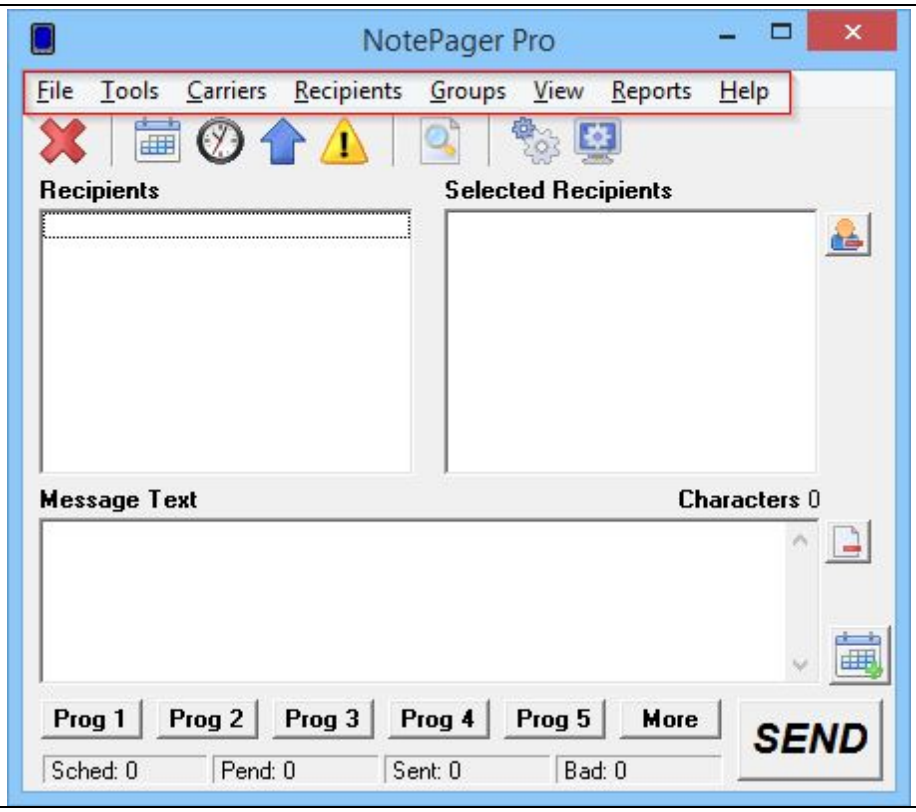
5 The Menus

The menus for NotePager Pro are:

- File
- Tools
- Carriers
- Recipients
- Groups
- View
- Reports
- Help



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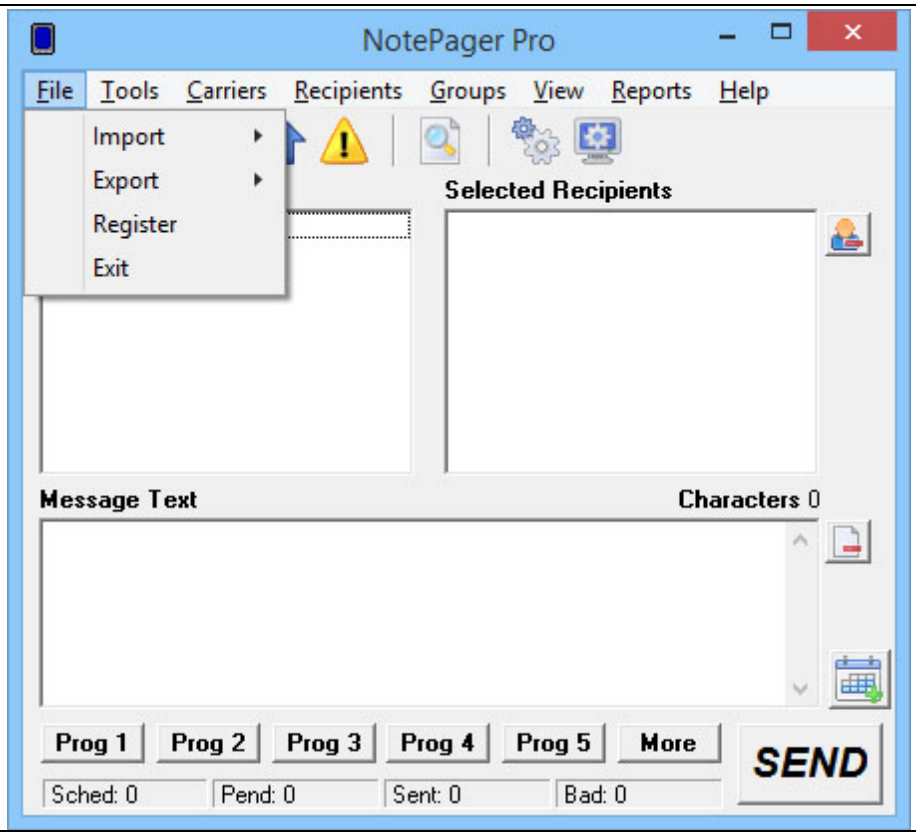
5.1 File

The File menu for NotePager Pro provides the following options:

- Import
- Export
- Register
- Exit



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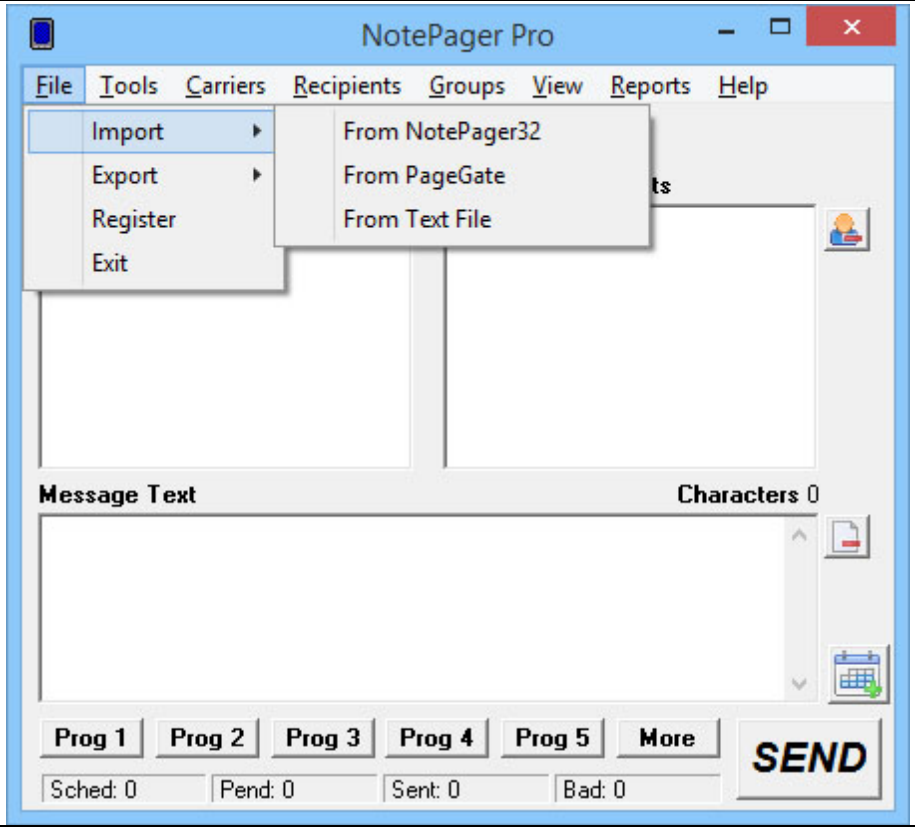
5.1.1 Import

The Import function allows you to take information from other applications and bring it in to NotePager Pro.

NotePager Pro can import from:

- Text File
- PageGate



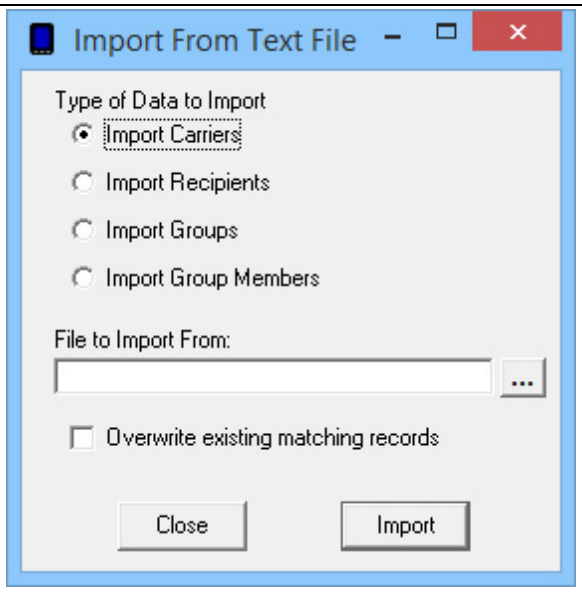
5.1.1.1 Importing From Text Files

The Import function allows you to take information from other applications in a Comma Separated Values text file and bring it in to NotePager Pro.

NotePager Pro can import:

- Carriers
- Recipients
- Groups
- Group Members

Note: The import files MUST be in a Comma Separated Values format and MUST match the specific NotePager Pro data structure.



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5.1.1.1.1 Importing Carriers from a Text File

To import a Comma Separated Values text file in to NotePager Pro to add or update Carriers, the file must be formatted very, very specifically.

The specific data structure of each record is as follows:

"Version","Name","PhoneNumber","ModemSettings","MaxChars","InitString","MessageLimit","DialType", "AuthType","AuthUser","AuthPassword","RelayMail","RelayServer","Priority"

Field	Description and Values
Version	This field declares the version of the import file and should be set to: 500
Name	This field assigns the name of the carrier to be imported. Names should be assigned with alphanumeric characters. Special characters such as ! @ # $ % ^ & * ( ) + = [ ] { } / ? \ | ; : ' " , < > and spaces are disallowed from this field.
PhoneNumber	This field value means different things for different protocols. If this carrier is configured to use a dialing protocol (TAP, TONE or UCP), this field declares the phone number to dial. If this carrier is configured to use the SMTP protocol, this field declares the Sending Domain and MUST match the email domain of the network on which the PC is a member.
ModemSettings	This field value means different things for different protocols. If this carrier is configured to use a dialing protocol (TAP, TONE or UCP), this field declares communication parameters to use and should be set to: BaudRate,Parity,DataBits,StopBits. For example: 1200,e,7,1 If this carrier is configured to use the SMTP protocol, this field declares the port to use.
MaxChars	This field assigns the maximum number of characters that can be sent in a single message. For an SMS carrier, this value should be set to 160. For a paging carrier, this value should be set to 240.
InitString	If this carrier is configured to use a dialing protocol (TAP, TONE or UCP), this field declares initialization string for your modem. If you are unsure what initialization string to use, including parenthesis, enter the value: (auto) If this carrier is NOT configured to use a dialing protocol, leave this field as a blank string value ("").
MessageLimit	This field declares whether or not this carrier has a maximum number of messages it can receive before the connection is closed and further messages are sent on successive connections. If this carrier does not have a message limit, enter the value: 0
DialType	This field declares the protocol to use.

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Protocol	Required Value
FAX	fax
FAXSRV	fxs
GSMAT	gsm
SMTP	eml
SNPP	snp
TAP	tap
TONE	tone-,,@
UCP	ucp
WCTP	wct-0

AuthType

If required by a carrier, this field declares the authentication type.

Value	Authentication Type
0	No Authentication
1	Standard. In SMTP, the authentication used is based on what type the SMTP server reports that it supports after the EHLO command is sent. Order of preference if more than one form is supported by the server: CRAM-MD5, PLAIN, LOGIN. In SNPP, the LOGI command used. In WCTP, the senderID (AuthUser field is used) and securityCode (AuthPassword field is used) data fields are used/sent. In TAP, the password (AuthPassword field is used) is sent as part of the PG1 response. In UCP, the password (AuthPassword field is used) is included in the data sent.
2	Sender Override In SMTP, the AuthUser field value is used in the Mail From field in the SMTP envelope. In WCTP, the AuthUser field value is used in the senderID data field that is sent.
3	CRAM-MD5 In SMTP, the CRAM-MD5 type authentication is used, even if the server doesn't advertise that it is supported.
4	PLAIN In SMTP, the PLAIN type authentication is used, even if the server doesn't advertise that it is supported.
5	LOGIN In SMTP the LOGIN type authentication is used, even if the server doesn't advertise that it is supported.
6	NTLM In SMTP, the NTLM type authentication is used, even if the server doesn't advertise that it is supported.

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	11	WCTP-MISCINFO In WCTP, the senderID (AuthUser field is used) and miscInfo (AuthPassword field is used) data fields are used/sent.
	12	WCTP-RECIPIENT In WCTP, the Sender's email address is used for the senderID field
AuthUser	If this carrier will be using authentication and the authentication method requires a username, enter it in this field.	
AuthPassword	If this carrier will be using authentication and the authentication method requires a password, enter it in this field.	
RelayMail	If this carrier is configured to use the SMTP protocol, this field value determines whether this carrier uses the direct send method of delivery or needs to relay through an SMTP server. This field value should be set to #FALSE# if direct send it being used and should be set to #TRUE# if this carrier should relay. If this carrier is NOT configured to use SMTP, leave this field as a blank string value ("").	
Relayserver	If this carrier is configured to use the SMTP protocol and needs to relay through an SMTP server, this field value declares the SMTP server to use. If this carrier is NOT configured to use SMTP, leave this field as a blank string value ("").	
Priority	This field value must be set to a value from 1 to 100, with 1 representing the highest priority. The default value all carriers and recipients is 100, however, numbers larger than 100 can be used. The default value is 100.	

This is an example of an import record that would import a carrier named 'ATT' that's set to use the TAP protocol to dial the AT&T TAP terminal 18009094602 with a baud rate of 1200, parity of even, data bits of 7, stop bits of 1, automatic initialization string and authentication is not required:
"500","ATT","18009094602","1200,e,7,1","160","(auto)","0","tap","0","","",#FALSE#,"","100"

This is an example of an import record that would import a carrier named 'Email' that's set to use the SMTP protocol over port 25 with a declared sending domain where relaying is enabled, authentication is required and a username and password are declared:
"500","Email","sendingdomain.com","25","160","","0","eml","1","username","password",#TRUE#,"relayserveraddresshere","100"

5.1.1.1.2 Importing Recipients from a Text File

To import a Comma Separated Values text file in to NotePager Pro to add or update Recipients, the file must be formatted very, very specifically.

The specific data structure of each record is as follows:

"Version","Name","FullName","Id","Carrier","MaxChars","Alpha","OnCall","AdHoc","DropControl","Group","SendSubject","RemoveFrom","Extra1","Extra2","Priority"

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Field	Description and Values
Version	This field declares the version of the import file and should be set to: 500
Name	This field assigns the Short Name of the recipient to be imported. Names should be assigned with alphanumeric characters. Special characters such as ! @ # $ % ^ & * ( ) + = [ ] { } / ? \ | ; : ' " , < > and spaces are disallowed from this field. Underscores and dashes can be used.
FullName	This field assigns the Full Name of the recipient to be imported. Names should be assigned with alphanumeric characters. Special characters such as ! @ # $ % ^ & * ( ) + = [ ] { } / ? \ | ; : ' " < > are disallowed from this field. Spaces, commas, underscores and dashes can be used.
Id	This field declares the contact address or phone number of the recipient. For example, if this recipient will be tied to an SMTP/Email carrier, you would either enter an email address or a cell phone contact address (ex;7818290500@vtext.com). If this recipient will be tied to a non-SMTP/Email based carrier, enter the 10 digit cell phone or pager number with no spaces or dashes (ex;7818290500).
Carrier	This field declares the name of the Carrier that this recipient should be tied to. This field value MUST exactly match the name of a carrier that exists within NotePager Pro.
MaxChars	This field determines the maximum number of characters you wish to send to this recipient. If the recipient Max Chars value is higher than the carrier Max Chars value, the program will break up long messages in to multiple messages based on the carrier's character limit.
Alpha	If this recipient is device that can only receive numeric characters, this field value should be set to: #FALSE# All other recipients should have this field value set to: #TRUE#
OnCall	For the Recipients import, this field value should be set to #FALSE# If this recipient needs to be a part of an On-Call Group, that configuration should be done from within the NotePager Pro interface.
AdHoc	If this recipient is an Ad-Hoc recipient, set this value to: #TRUE# If this recipient is a normal recipient, set this value to: #FALSE#
DropControl	This field value corresponds to the "Strip non-printable characters" value within a recipient's settings. Non-printable characters are things like carriage returns, line feeds, horizontal tabs and the like. If you want these characters to appear in messages sent to this recipient, set this value to: #FALSE# If you do not want these characters to appear in messages sent to this recipient, set this value to: #TRUE#
Group	For the Recipients import, set this value to: #FALSE#
SendSubject	This field value corresponds to the "Extract Subject" value within a recipient's settings.

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	If this value is set to #TRUE#, NotePager Pro will search the first 40 characters of any message sent to this recipient for a carriage return and line feed, carriage return, or line feed. If it finds a match, it will treat anything before those characters as the subject line of the message. If this value is set to #FALSE#, NotePager Pro will use a default subject of: TEXT MESSAGE
RemoveFrom	This field value corresponds to the "Strip sender's name" value within a recipient's settings. If you want for the sender's name to prefix messages sent to this recipient, set this value to: #TRUE# If you do not want for the sender's name to prefix messages sent to this recipient, set this value to: #TRUE#
Extra1	This field corresponds to the Comment1 field within a recipient's settings. If you want to leave a comment about this recipient, enter it here.
Extra2	This field corresponds to the Comment2 field within a recipient's settings. If you want to leave a secondary comment about this recipient, enter it here.
Priority	This field value must be set to a value from 1 to 100, with 1 representing the highest priority. The default value all carriers and recipients is 100, however, numbers larger than 100 can be used. The default value is 100.

This is an example of an import line that would import a recipient tied to a carrier named Email whose short name is tech_support, full name is Tech Support, ID to send to is support@notepage.com with DropControl disabled, SendSubject enabled and also allowing the Sender's Name to prefix messages sent to this recipient:
"500","tech_support","Tech Support","support@notepage.com","Email","500",#TRUE#,#FALSE#,#FALSE#,#FALSE#,#FALSE#,#TRUE#,#FALSE#,"","","100"

5.1.1.1.3 Importing Groups from a Text File

To import a Comma Separated Values text file in to NotePager Pro to add or update Groups, the file must be formatted very, very specifically.

The specific data structure of each record is as follows:

"Version","Name","FullName","Id","Carrier","MaxChars","Alpha","OnCall","AdHoc","DropControl","Group","SendSubject","RemoveFrom","Extra1","Extra2","Priority"

Field	Description and Values
Version	This field declares the version of the import file and should be set to: 500
Name	This field assigns the Short Name of the group to be imported. Names should be assigned with alphanumeric characters. Special characters such as ! @ # $ % ^ & * ( ) + = [ ] { } / ? \ | ; : ' " , < > and spaces are disallowed from

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	this field. Underscores and dashes can be used.
FullName	This field assigns the Full Name of the group to be imported. Names should be assigned with alphanumeric characters. Special characters such as ! @ # $ % ^ & * ( ) + = [ ] { } / ? \ | ; : ' " < > are disallowed from this field. Spaces, commas, underscores and dashes can be used.
Id	This field is not used in the Groups import and should be set to a blank string value ("").
Carrier	This field is not used in the Groups import and should be set to a blank string value ("").
MaxChars	This field should have a value of: 1024
Alpha	This field should have a value of: #FALSE#
OnCall	For the Groups import, this field determines whether the On-Call property should be enabled. If this Group should be configured as an On-Call group, set this value to: #TRUE# If this Group should be NOT configured as an On-Call group, set this value to: #FALSE# NOTE: Configuration of the On-Call schedule must be done from within the NotePager Pro interface and cannot be configured as part of an import file.
AdHoc	This field should have a value of: #FALSE#
DropControl	This field should have a value of: #FALSE#
Group	For the Groups import, set this value to: #TRUE#
SendSubject	This field should have a value of: #FALSE#
RemoveFrom	This field should have a value of: #FALSE#
Extra1	This field corresponds to the Comment1 field within a group's settings. If you want to leave a comment about this group, enter it here.
Extra2	This field corresponds to the Comment2 field within a group's settings. If you want to leave a secondary comment about this group, enter it here.

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Priority	This field value must be set to a value from 1 to 100, with 1 representing the highest priority. The default value all carriers and recipients is 100, however, numbers larger than 100 can be used. The default value is 100.

This is an example of an import line that would import a group with a short name of priority_one, a full name of Priority One:
"500","priority_one","Priority
One","","","1024",#FALSE#,#FALSE#,#FALSE#,#FALSE#,#TRUE#,#FALSE#,#FALSE#,"","","100"

5.1.1.1.4 Importing Group Members from a Text File

To import a Comma Separated Values text file in to NotePager Pro to add or update Group Members, the file must be formatted very, very specifically.

The specific data structure of each record is as follows:

"Version","Name","FullName","Id","Carrier","MaxChars","Alpha","OnCall","AdHoc","DropControl","Group"
,"SendSubject","RemoveFrom","Extra1","Extra2","Priority"

Field	Description and Values
Version	This field declares the version of the import file and should be set to: 500
Group	This field assigns the group the group members should be added to and MUST exactly match the short name field of a group that exists within NotePager Pro.
Recipient	This field assigns the recipient to add as a member to the group and MUST exactly match the short name field of a recipient that exists within NotePager Pro.

This is an example of a set of three import lines that would add kirk_hammet, joe_satriani and bb_king as members of the Masters group:

"500","kirk_hammet","masters"
"500","joe_satriani","masters"
"500","bb_king","masters"

5.1.1.2 Importing from PageGate

To import from PageGate, you must first have PageGate installed and configured.

When selecting the "Import from PageGate" option, you will be presented with this screen:

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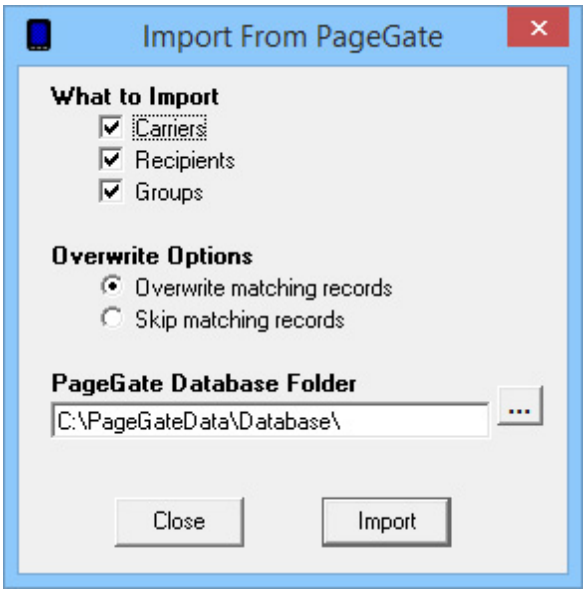


Put a check in each of the items you wish to import, select whether you want to overwrite or skip existing records, then specify the path to the PageGate server's database.

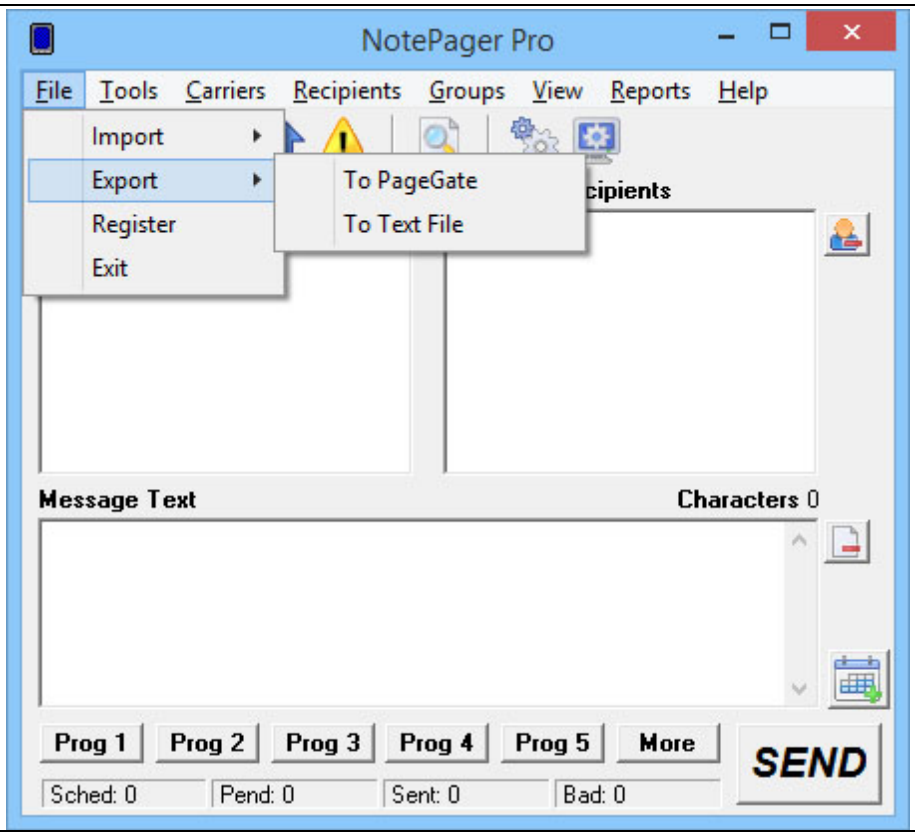
If you are uncertain of the location of this database, please contact the PageGate Administrator for your PageGate server.

5.1.2 Export

The Export function allows you to output information from NotePager Pro in two different formats.

NotePager Pro can export to:

- PageGate
- Text File



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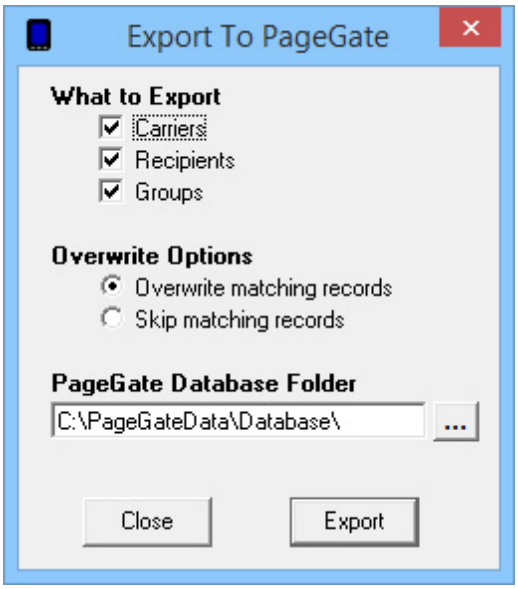
5.1.2.1 Exporting to PageGate

To export data from NotePager Pro in to PageGate, you must first have PageGate installed and configured.

When selecting the "Export to PageGate" option, you will be presented with this screen:



Put a check in each of the items you wish to export, select whether you want to overwrite or skip existing records, then specify the path to the PageGate server's database.

If you are uncertain of the location of this database, please contact the PageGate Administrator for your PageGate server.

5.1.2.2 Exporting to Text File

The Export to Text File function allows you to take information from NotePager Pro and output in a Comma Separated Values text file.

When selecting the "Export to Text File" option, you will be presented with this screen:

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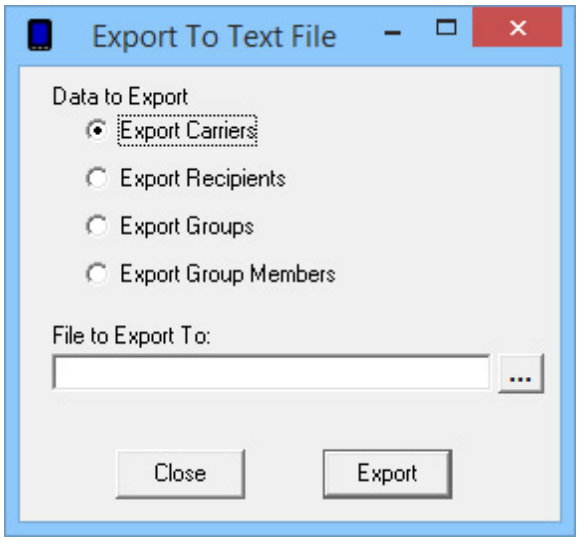


As shown above, NotePager Pro can export Carriers, Recipients, Groups and Group Members.

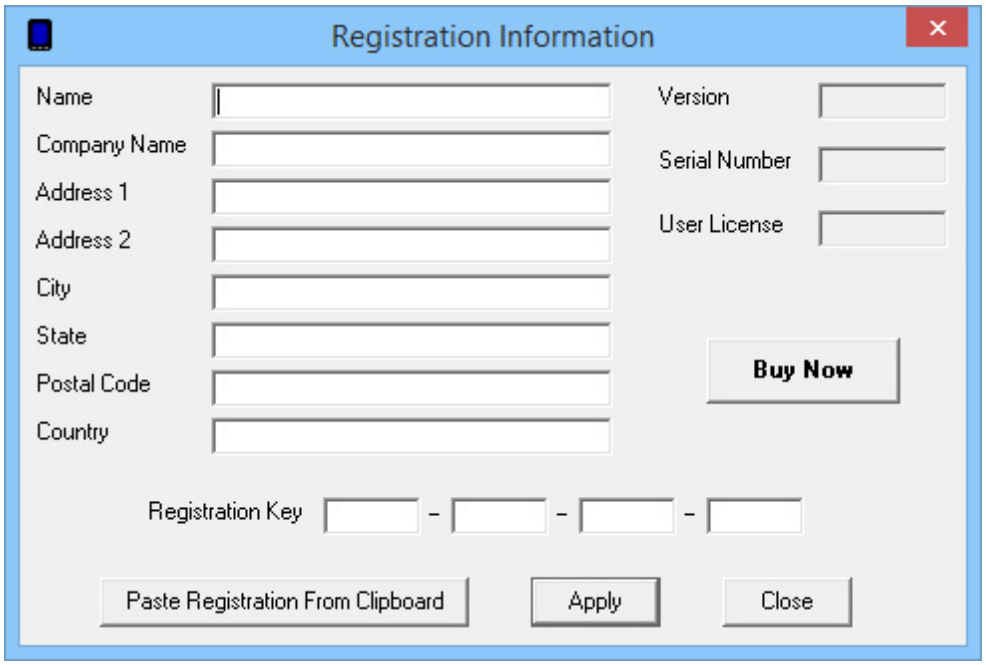
Select the Export you want to perform, then specify the path and file name in the 'File to Export To' section and click on Apply.

Each export must be performed separately and each exported file will need its own, unique name.

5.1.3 Register

Note: Once you register the program, this menu option will no longer be available.

When selecting the Register menu option, you will be presented with the following screen:



Note: Registration keys for NotePager Pro are case and punctuation sensitive and will need to be

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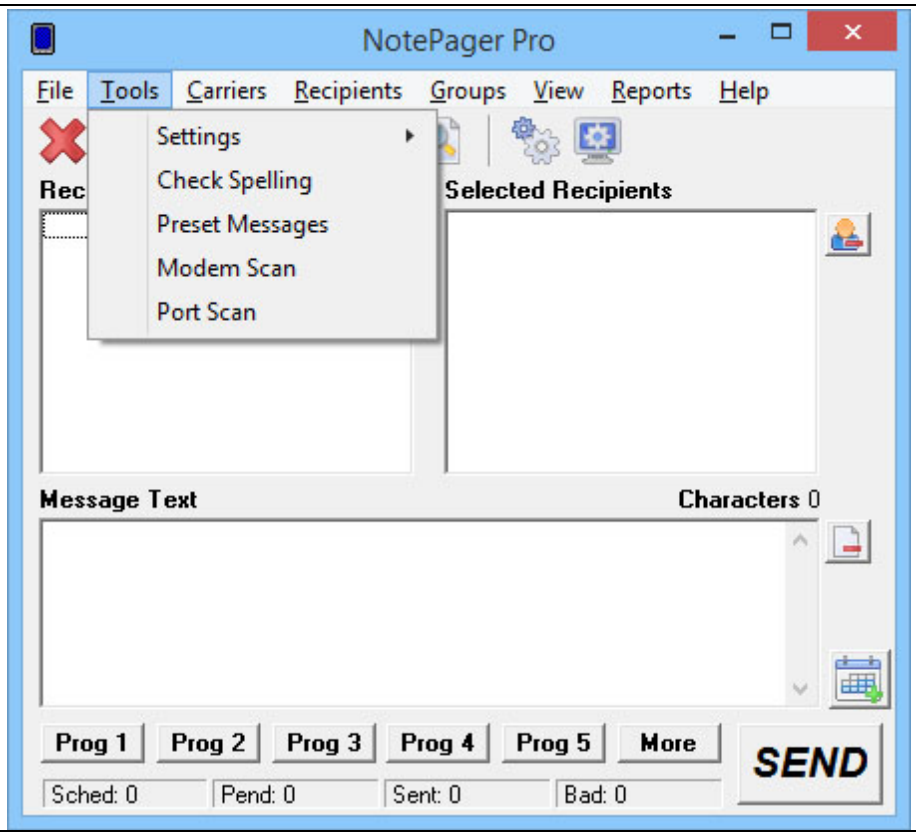
entered **exactly** as shown.

5.2 Tools

The Tools menu for NotePager Pro provides the following options:

- Settings
- Check Spelling
- Preset Messages
- Modem Scan
- Port Scan



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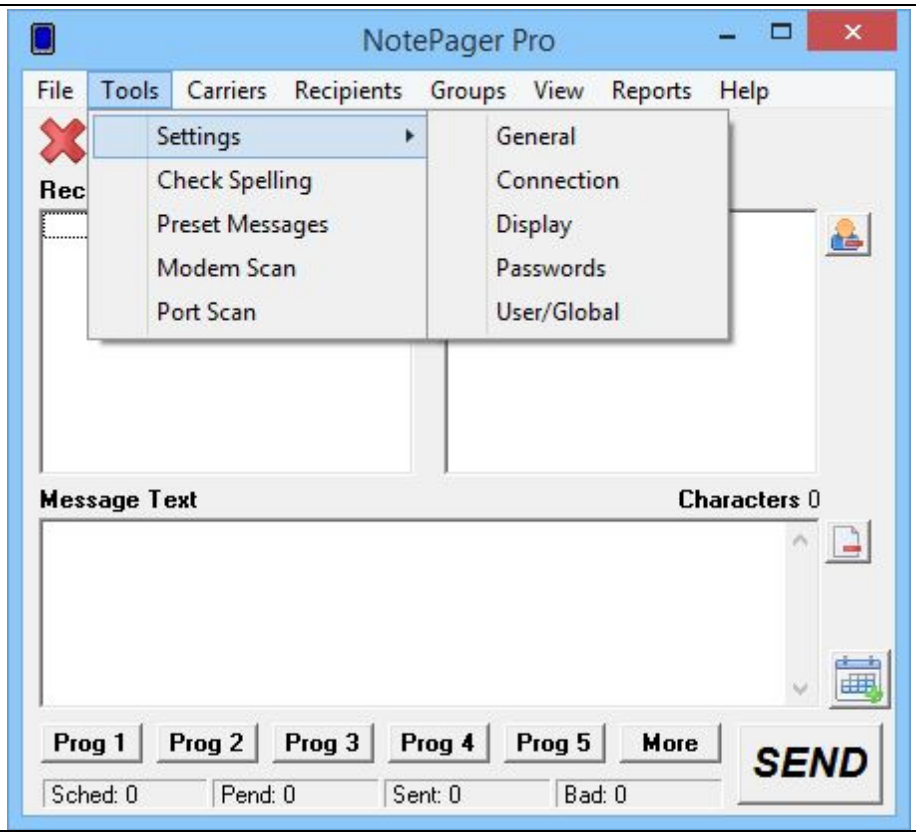
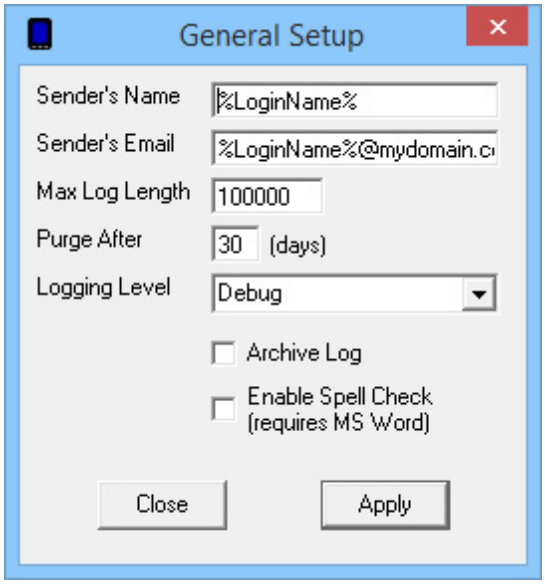
5.2.1 Settings

The Settings sub-menu for NotePager Pro provides the following options:

- General
- Connection
- Display
- Passwords
- User/Global



5.2.1.1 General



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Sender's Name	This field specifies who or what the name of the sender should be for non-SMTP messages. This name will display on the receiving device as who or what sent the messages from NotePager Pro. By default, this value is set to %LoginName %, which will use the Windows Username of the user you're currently logged in to Windows with. Note: Special characters and spaces **should not be used** in this field.
Sender's Email	When using the SMTP protocol, this field is used in lieu of the Sender's Name field. This field MUST be a valid email address on the domain or internet service that the computer running NotePager Pro is connected to.
Max Log Length	This field determines the maximum size of the NotePager Pro log. Anything that exceeds this length will be purged from the logs.
Purge After	This field determines how long you want to keep the store of messages within the database. By default, this value is set to 30 days but can be set to a maximum value of 365 days.
Logging Level	This field can be set to one of three values: Summary, Detail and Debug For ease of assistance when contacting NotePager Pro Tech Support, this field should be set to Debug.
Archive Log	If Archive Log is enabled, when the date changes, NotePager Pro will take the previous day(s) log and rename it to the date on which the program was run, then create a new log for the new day. For example, if Archive Log is enabled and you run NotePager Pro on 4/28, then don't run the program again until 4/30, the program will create an archived log of the transaction history for 4/28 before it starts a new log for 4/30.
Enable Spell Check (requires MS Word)	If Microsoft Word is installed, this option enables automatic spell checking for the NotePager Pro message window.

5.2.1.2 Connection

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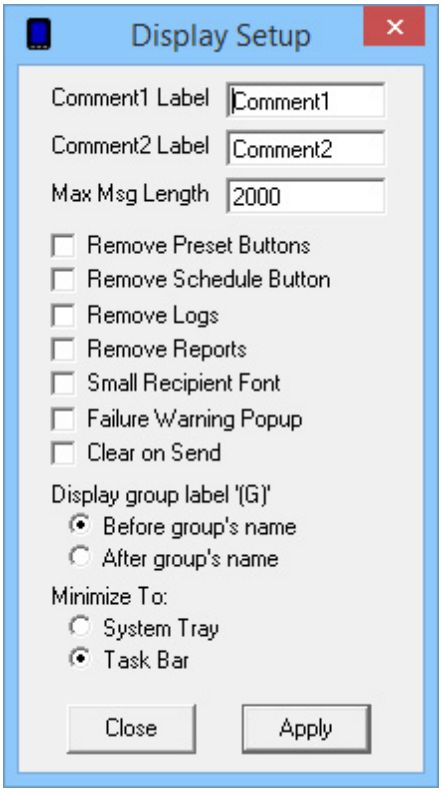
Modem Port	This field specifies the COM port NotePager Pro should use for the modem. This port MUST match the COM port of the Modem. If you are unsure of your modem's COM port, try using the Modem Scan function in the base Tools Menu.
Dialing Prefix	If you must dial a prefix before reaching an outside line, enter that prefix here.
Retries	This field determines the number of times NotePager Pro should attempt to deliver a message before marking it as failed.
Retry Interval	This field determines how long NotePager Pro should wait in between connection attempts.

5.2.1.3 Display



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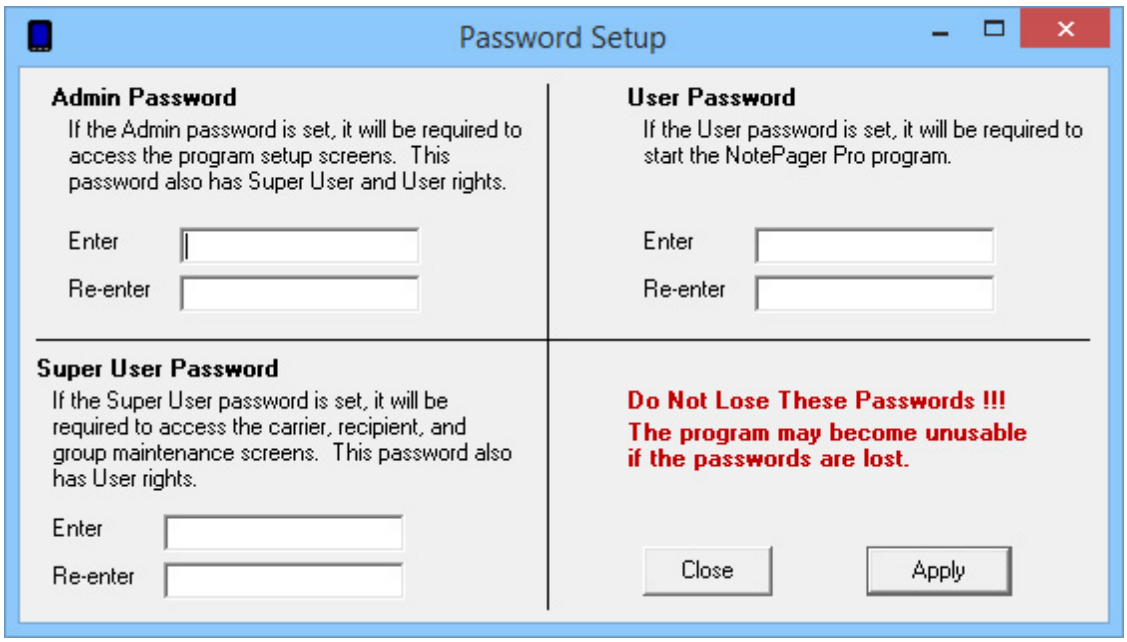
Comment1 Label	Within the settings of Recipients and Groups, there is a field that, by default, is labeled Comment1. This field allows you to modify that field label.
Comment2 Label	Within the settings of Recipients and Groups, there is a field that, by default, is labeled Comment2. This field allows you to modify that field label.
Max Msg Length	This field determines the maximum number of characters that can be entered in to the Message window of the NotePager Pro interface.
Remove Preset Buttons	Enabling this option will remove the Preset Messages buttons from the bottom of the NotePager Pro interface.
Remove Schedule Button	Enabling this option will remove the Scheduling Calendar button from the NotePager Pro Interface.
Remove Logs	Enabling this option will remove the ability to access the View Menu functions.
Remove Reports	Enabling this option will remove the ability to access the Reports Menu functions.
Small Recipient Font	Enabling this option will make the text of the Recipients and Selected Recipients list smaller.
Failure Warning Popup	If this option is enabled and a message fails to send, a pop-up warning message will display.
Clear on Send	If this option is enabled, when the Send button is clicked, the selection in the Selected Recipients box and the text typed in the Message box will be cleared.
Display Group label '(G)'	This field specifies whether you want to (G) that signifies that a group will appear before or after the group's name.
Minimize To	This field specifies whether you want NotePager Pro to minimize to the Task Bar with the other applications or the System Tray, next to the clock in Windows. It is recommended that this option be set to 'Task Bar'.

5.2.1.4 Passwords



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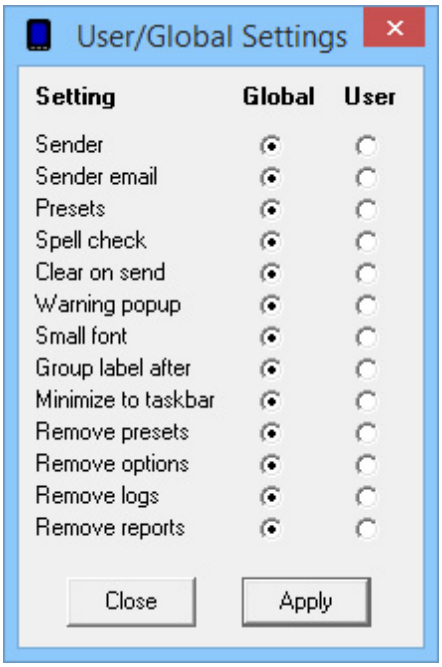
5.2.1.5 User/Global

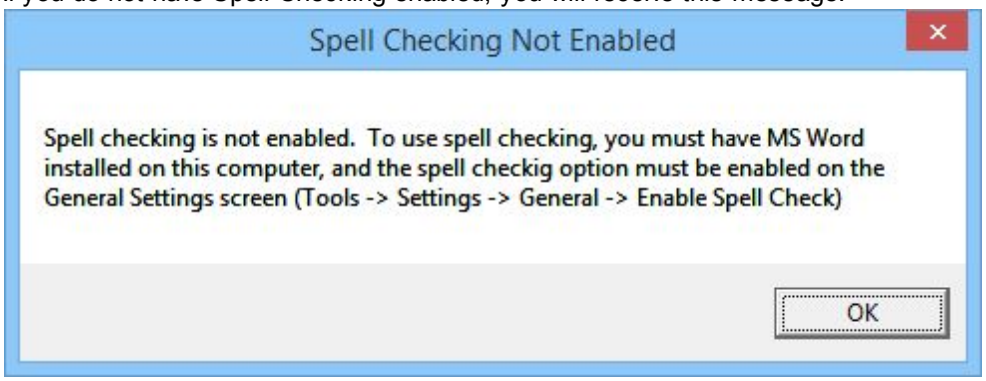
The User/Global sub-menu allows you to specify whether certain settings should apply to all users who access NotePager Pro or only for the user you're currently logged in to Windows and accessing the program with.



5.2.2 Check Spelling

After enabling Spell Check, the Check Spelling menu option will check the spelling of any text entered in to the Message box.

If you do not have Spell Checking enabled, you will receive this message:



To enable Spell Checking, go to the Tools - Settings - General menu and put a check in Enable Spell Check (requires MS Word), as shown below.

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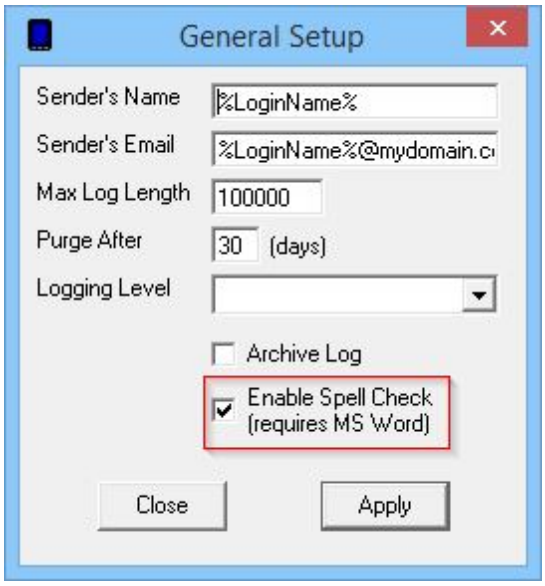
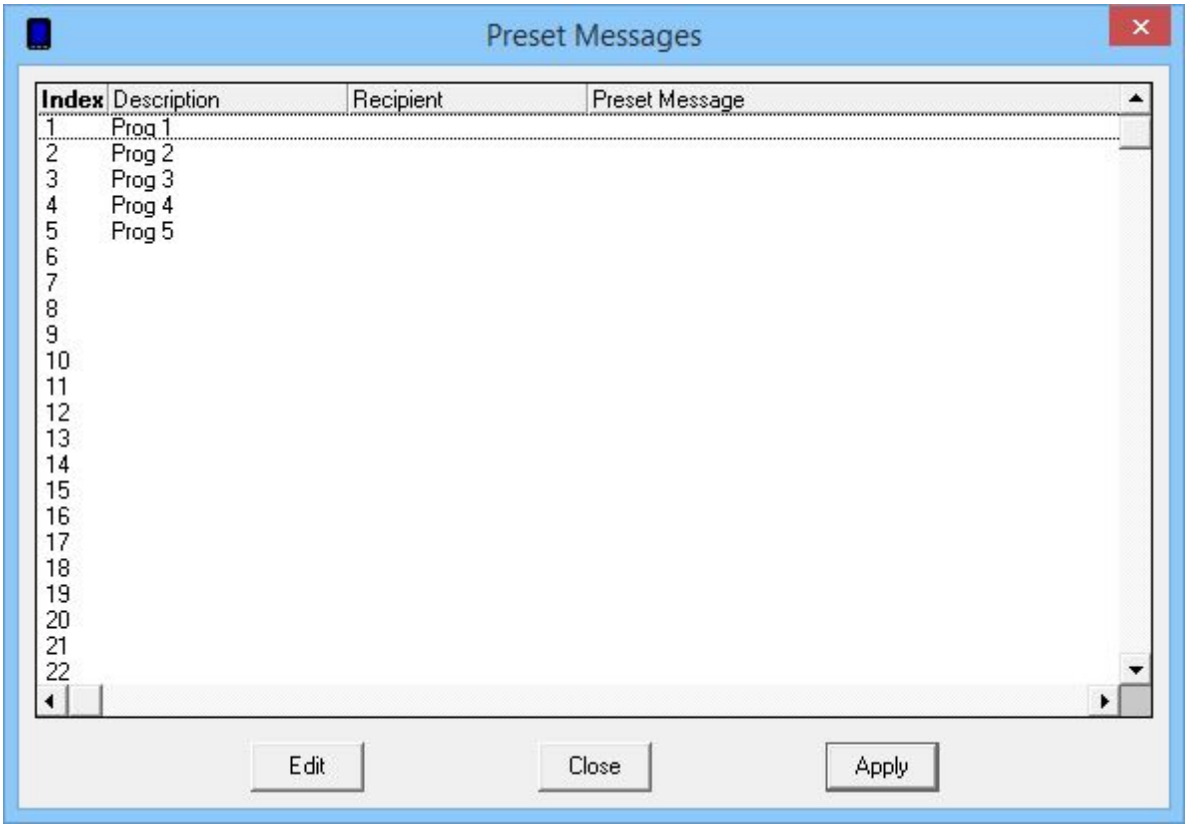


5.2.3 Preset Messages

The Preset Messages sub-menu allows you to view, modify and delete the preset messages within NotePager Pro.

Note: After modifying or deleting preset messages, be sure to click on the Apply button to save your changes.



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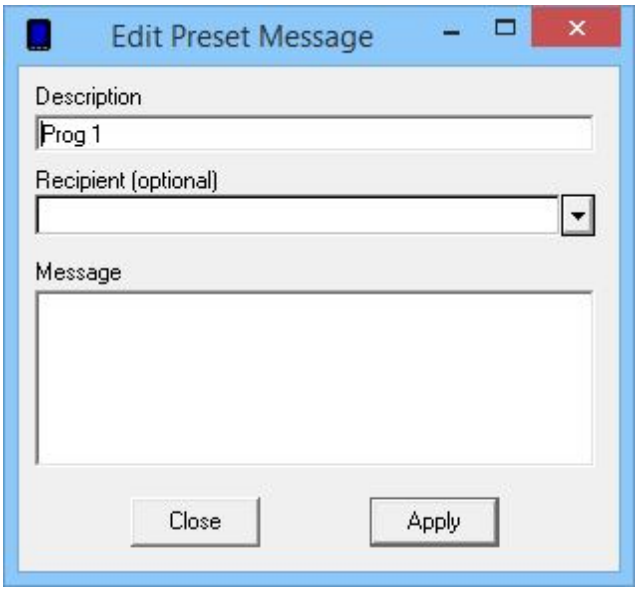
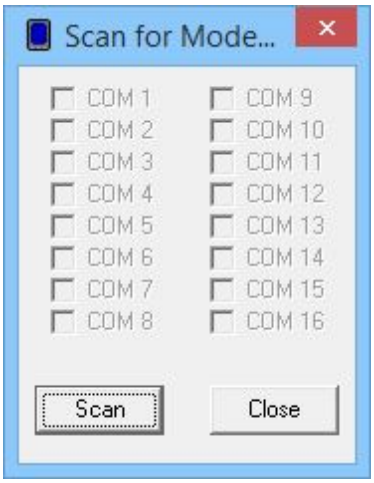
To modify a preset message, click on the Preset you wish to edit, then click the Edit button:



Field	Function
Description	This field modifies the text that is displayed on the Preset Messages button on the bottom of the NotePager Pro interface.
Recipient (optional)	This field allows you to specify a default Recipient or Group that this preset message should go to.
Message	This field allows you to specify the preset message to be sent.

5.2.4 Modem Scan



The Modem Scan sub-menu provides a way for NotePager Pro to attempt to automatically determine the COM port of your modem. Any modems present on the scan will display a check mark in the COM port on which they are assigned.

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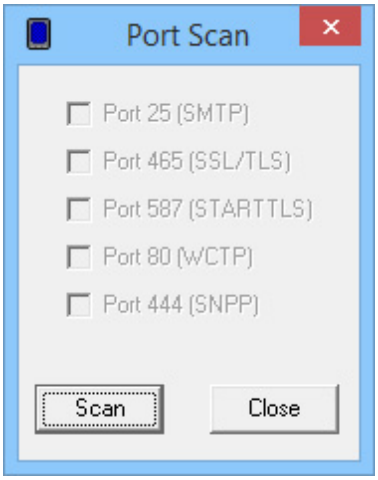
5.2.5 Port Scan



The Port Scan sub-menu provides a way for NotePager Pro to attempt to automatically determine the TCP communication ports are allowed by your network security settings.

Ports 25, 465 and 587 are for SMTP.

Port 80 is for WCTP.

Port 444 is for SNPP.

If any of these ports fail and you need to use them, please contact your network administrator about having the port opened.

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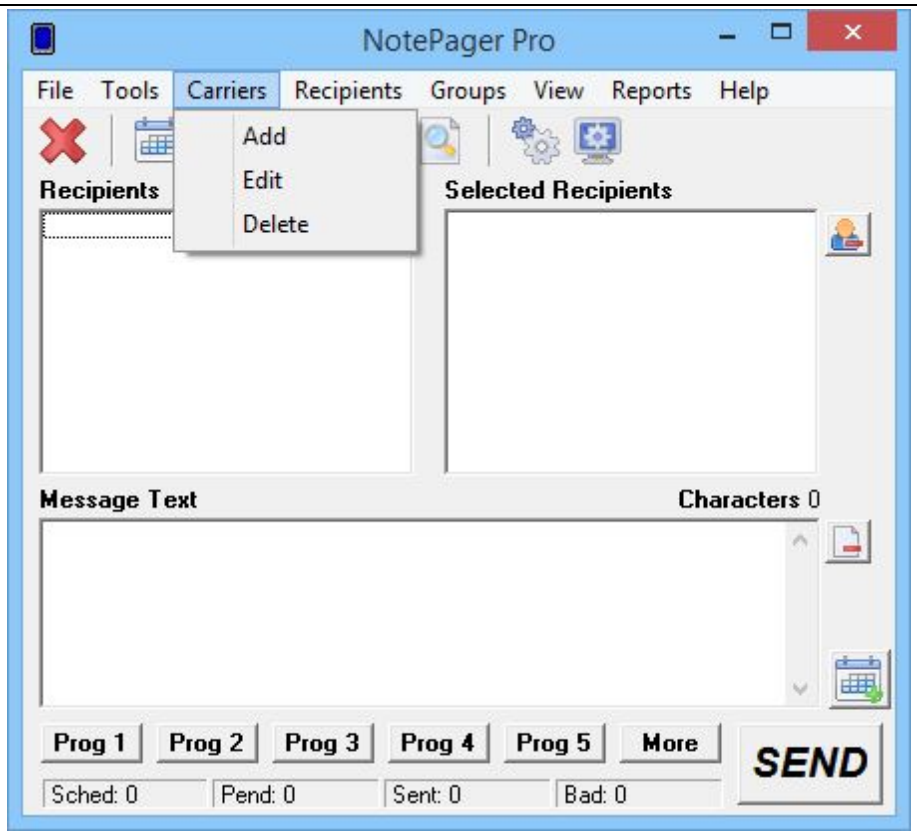
5.3 Carriers

A carrier is a company that provides the service for a wireless device (pager, phone, PIM, etc.). They control the antennas, satellites, broadcast, and computer systems that are used to send the messages to your cell phones and pagers.

The Carriers menu for NotePager Pro provides the following options:

- Add
- Edit
- Delete



5.3.1 Adding a Carrier

- How to add a FAX carrier
- How to add a FAXSRV carrier
- How to add a GSMAT carrier
- How to add an SMTP carrier
- How to add an SNPP carrier
- How to add a TAP carrier
- How to add a TONE carrier
- How to add a UCP carrier

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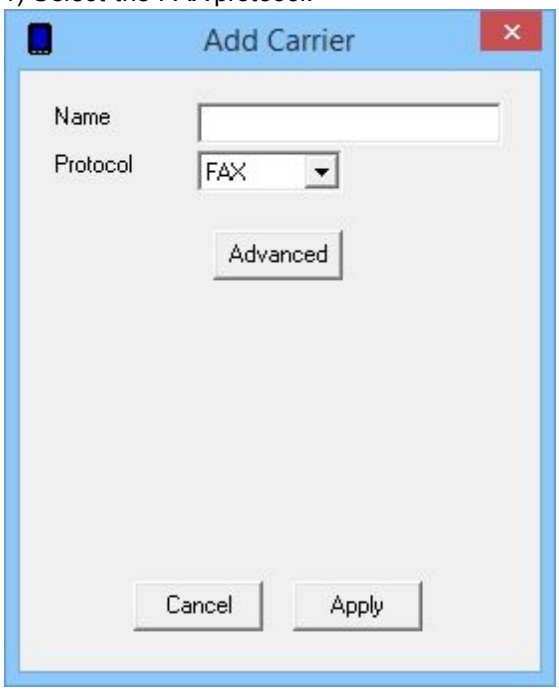
- How to add a WCTP carrier

5.3.1.1 How to add a FAX carrier

The FAX protocol configures this carrier to send facsimile transmissions.

Note: The fax number to dial/send to is configured in the Recipients section.

1) Select the FAX protocol.



2) Give the Carrier a name.

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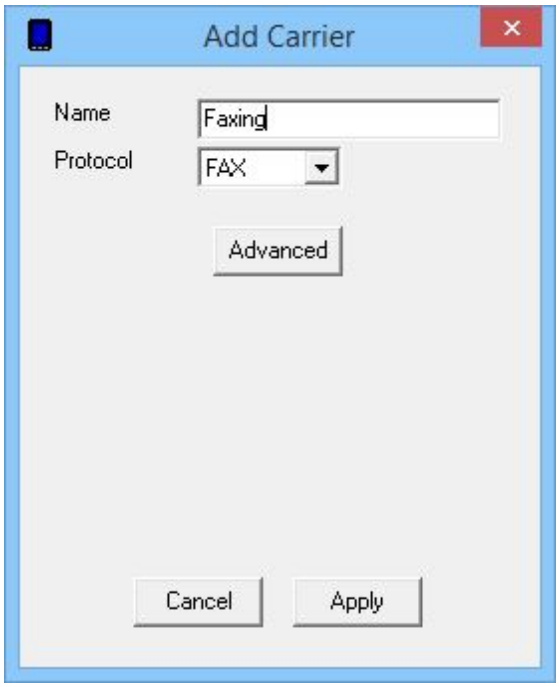
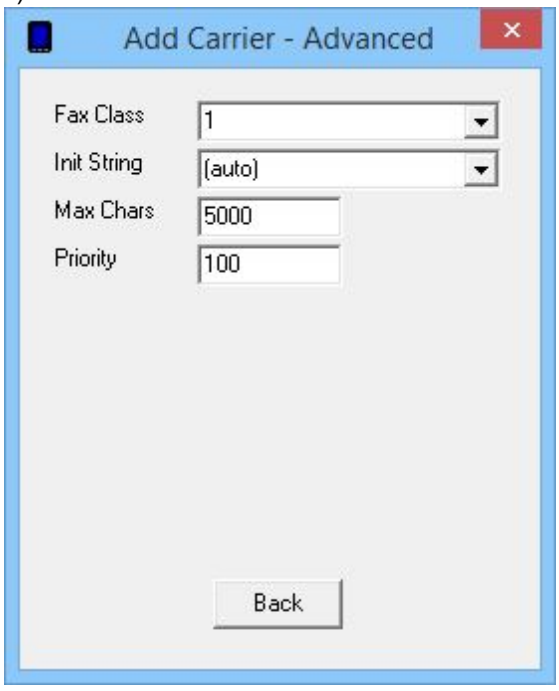


3) Click on the Advanced button.



4) Select the Fax Class. This must match at least one of the supported fax classes of your fax modem and the receiving fax machine. For more information on Fax Classes, click here.

5) If you are familiar with the AT command set of your modem and know the proper initialization string to use, enter it in to the Init String field or select it from the dropdown list. Otherwise, leave this field set to (auto).

6) The Max Chars value determines the maximum number of characters that can be transmitted in a

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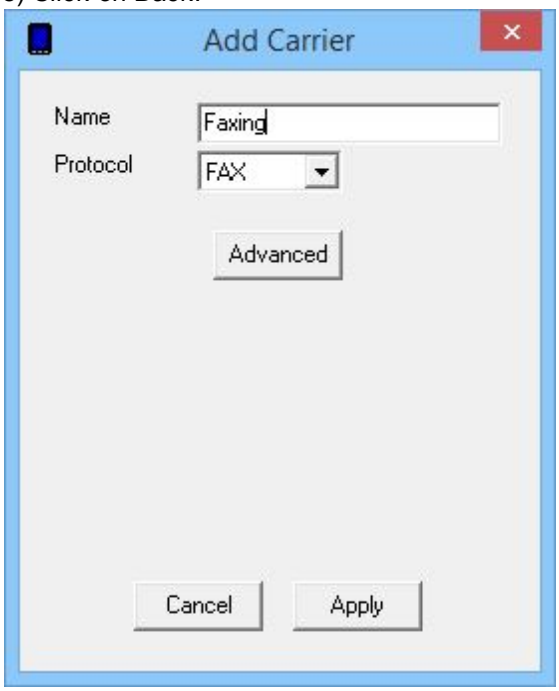
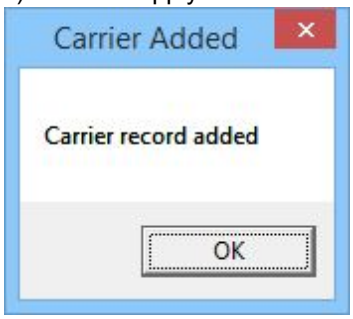
single fax.

7) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority. The default value all carriers and recipients is 100, however, numbers larger than 100 can be used.

8) Click on Back.



9) Click on Apply.



10)Click on OK.

5.3.1.2 How to add a FAXSRV carrier

The FAXSRV protocol configures this carrier to pass fax transmissions to a local Microsoft Fax Server.

Note: The fax number to dial/send to is configured in the Recipients section.

1) Select the FAXSRV protocol.

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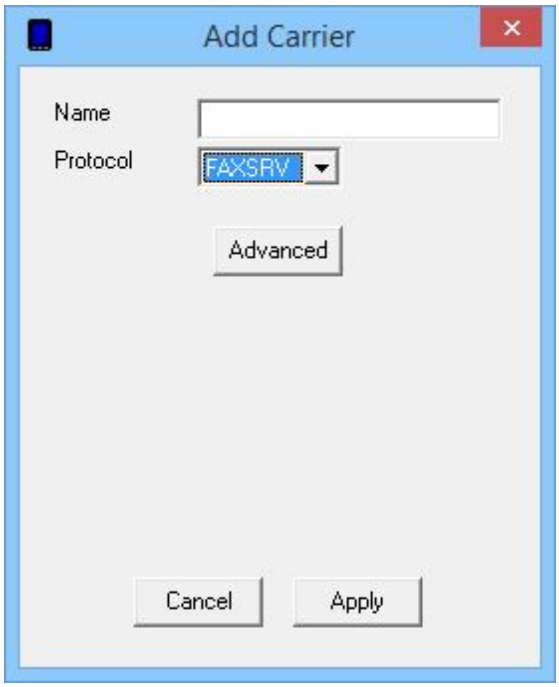
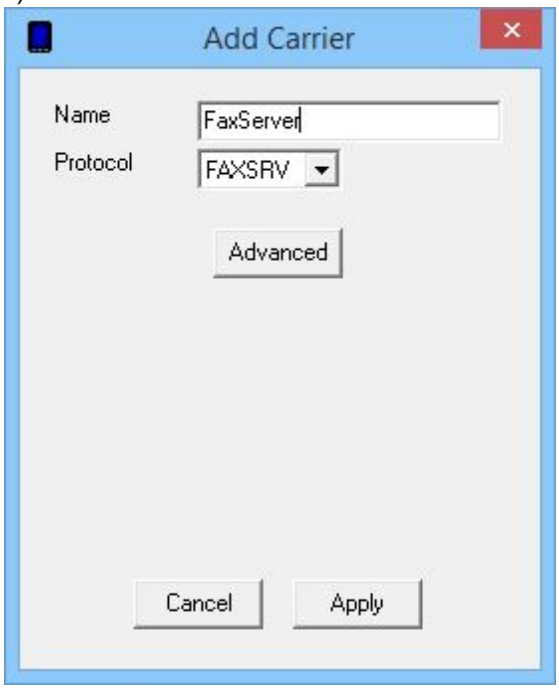


2) Give the Carrier a name.



3) Click on the Advanced button.

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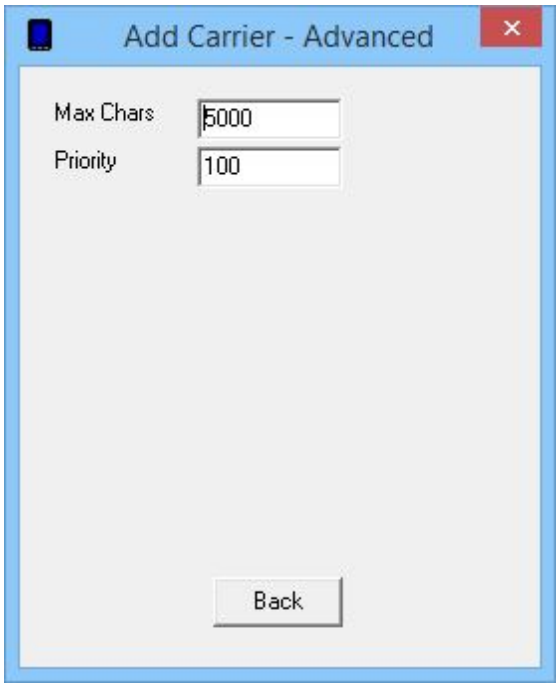
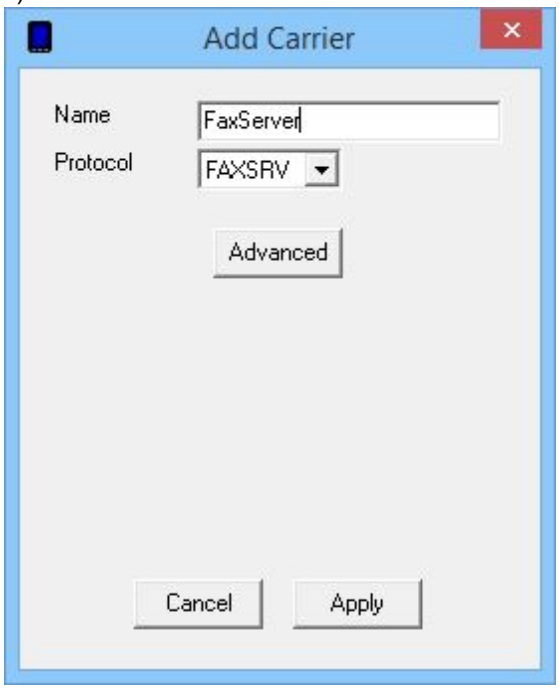


4) The Max Chars value determines the maximum number of characters that can be transmitted in a single fax.

5) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority. The default value all carriers and recipients is 100, however, numbers larger than 100 can be used.

6) Click on Back.



7) Click on Apply.

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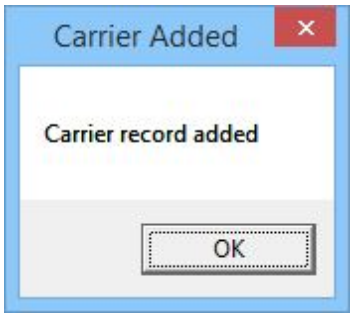


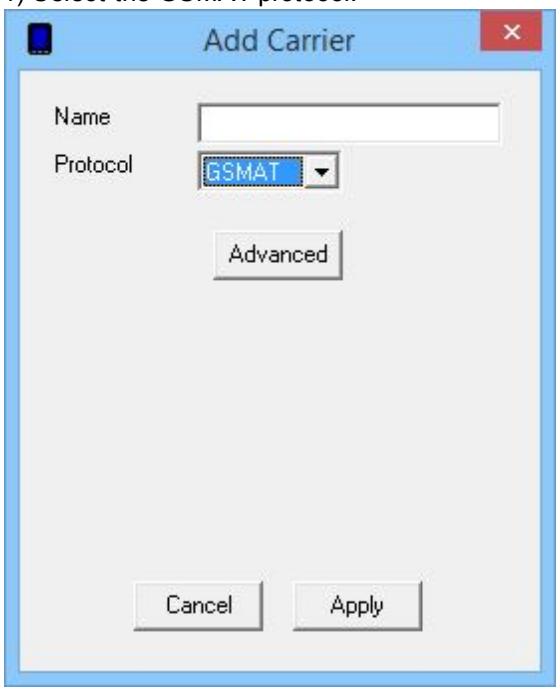
8) Click on OK.

5.3.1.3 How to add a GSMAT carrier

The GSMAT protocol configures this carrier to use a Cellular Modem to transmit SMS messages.

Note: Be sure to set the COM port of the device in the Connection Settings.

1) Select the GSMAT protocol.



2) Give the Carrier a name.

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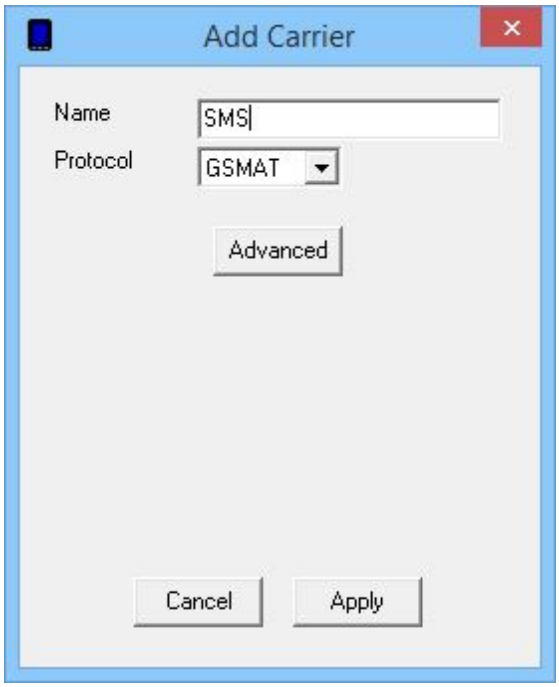
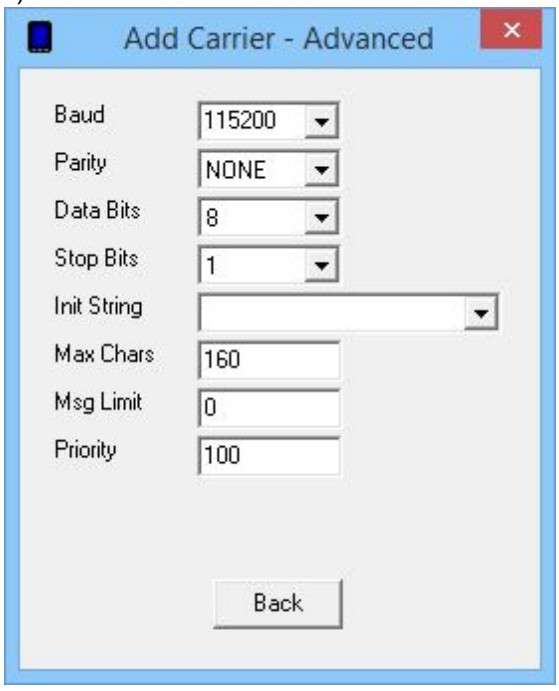


3) Click on the Advanced button.



4) Specify the Baud Rate, Parity, Data Bits and Stop Bits for your cellular modem. The industry standard for most cellular modems are the defaults shown above (115200, NONE, 8, 1)

5) Click inside the Init String field and enter: AT+CSQ.

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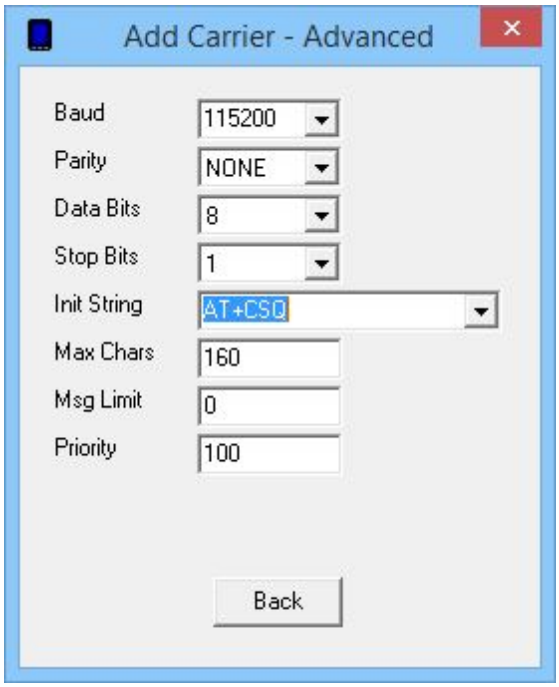

6) Leave the Max Chars value at 160.

7) The Msg Limit specifies how many messages should be sent in a single session with the cellular modem before NotePager Pro disconnects from the modem, then reconnects to send any remaining messages. Some cellular modems require that each message be sent in its own session, so if you have one of those cellular modems, set the Msg Limit to 1. If you are unsure of the Message Limit of your cellular modem, please contact the device's manufacturer.

8) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority. The default value all carriers and recipients is 100, however, numbers larger than 100 can be used.

9) Click on Back.

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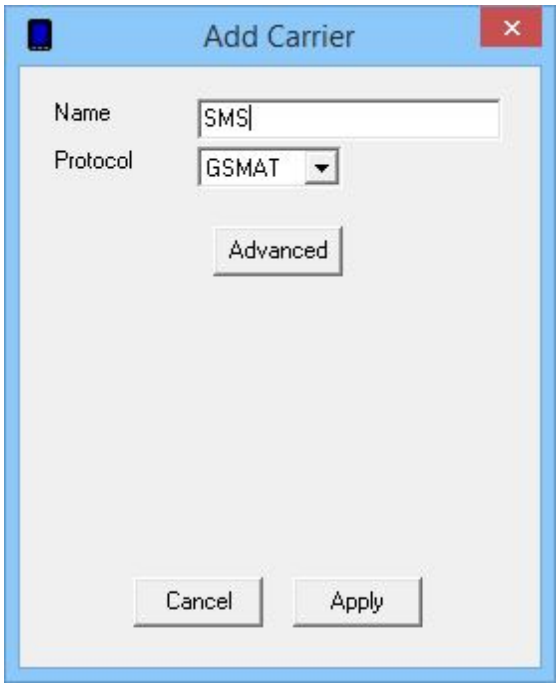
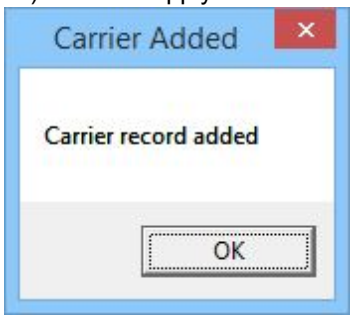


10) Click on Apply.



11) Click on OK.

5.3.1.4 How to add an SMTP carrier

SMTP configurations vary from network to network. Some networks allow direct SMTP over port 25, others require that you relay your messages through a mail server.

To determine which variety of SMTP is available to you, there is a connection test you'll need to run that requires the Telnet Client to be enabled in Windows.

If you use Windows XP or Server 2003, the Telnet Client is enabled by default. If you use Windows Vista, 7, 8/8.1, Server 2008 or Server 2012, you will need to enable the Telnet Client.

For information on how to enable the Telnet Client in Windows Vista, 7 or Windows 8/8.1, click here.

For information how to enable the Telnet Client in Server 2008 or Server 2012, click here.

After the telnet client has been enabled, this is the port test you'll want to run:

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1) In Windows, run a Command Prompt.

2) In the Command Prompt, type the following and hit enter:

telnet smtp-bb.vtext.com 25

If port 25 is open and there are no outstanding issues with the public IP address the system sits behind, you'll receive a 220 response.
If you receive a 220 response, use the Adding a direct SMTP Carrier steps.

If port 25 is open but there is an outstanding issue with the public IP the system sits behind, you'll receive a 554 or a 421 rejection notice.
This indicates that your public IP is on a blacklist, so you will need to determine which blacklists you're on. To do that, from the computer running the software, go to www.whatismyipaddress.com and get your public IP. Then click on the Blacklist Check option at the top of the page and run the test. Any list that has a red ! next to it is a list the IP address is on, so you'll want to go to each of those links and go through their provided lookup and removal steps. Once your IP is off of those blacklists, you can use direct SMTP from that system.

If port 25 isn't open at all, you'll receive a response that says "Unable to establish a connection to the host on port 25".

If port 25 isn't open, you may be able to have it opened but you will need to speak with your network administrator or internet service provider's tech support.

If port 25 is closed and cannot be opened, you must relay your traffic through an SMTP server and you will need to contact your local IT staff or internet service provider's tech support and ask them the following questions:

1) What SMTP Server can you use?

2) What port should you connect to that server on?

3) Does that server require authentication?

3a) If the server does require authentication, what styles of authentication are supported and what username and password should you use to authenticate with?

Once you have the answers to those questions, use the Adding a relayed SMTP Carrier steps.

5.3.1.4.1 Enabling the Telnet Client in Windows Vista, 7 and 8/8.1

1) In Windows, open the Control Panel.

2) In the upper right hand portion of the Control Panel, set "View by" to Small Icons.

3) In the Control Panel, open Programs and Features.

4) On the left hand side, click on "Turn Windows Features on/off"

5) Put a check next to Telnet Client.

6) Click on OK.

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5.3.1.4.2 Enabling the Telnet Client in Windows Server 2008 or 2012

1) In Windows, open the Server Manager.

2) On the left hand side, click on Features.

3) On the right hand side, click on Add Feature.

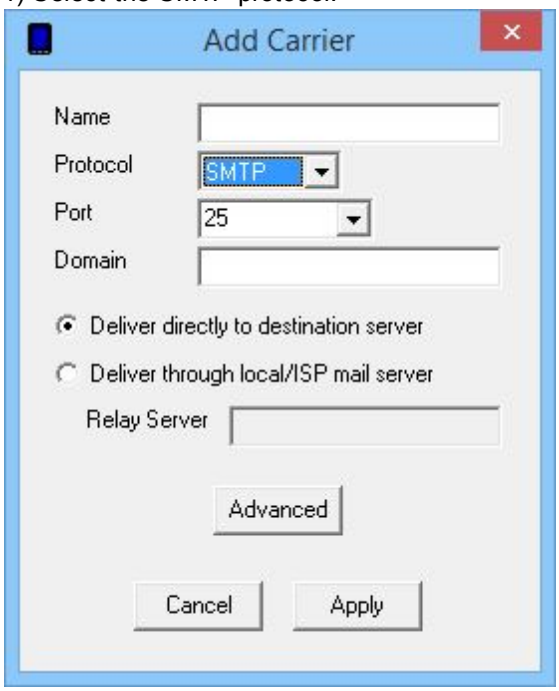
4) In the Features list, put a check next to Telnet Client.

5) Click on Next.

6) Click on Install.

5.3.1.4.3 Adding a direct SMTP Carrier

1) Select the SMTP protocol.



2) Give the Carrier a name.

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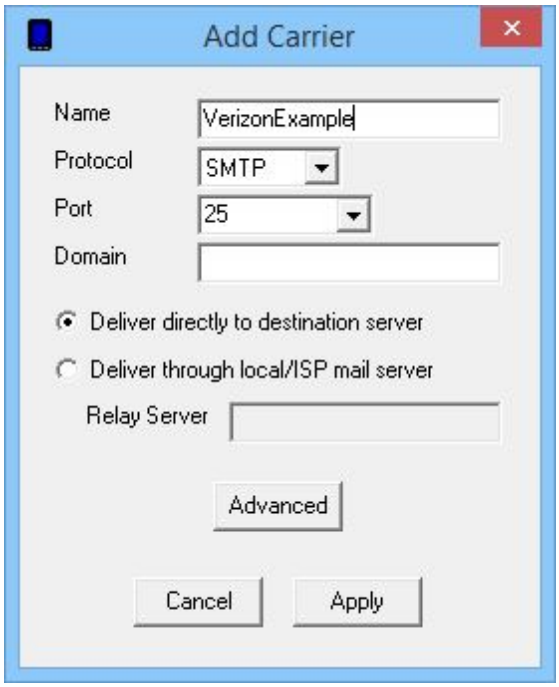
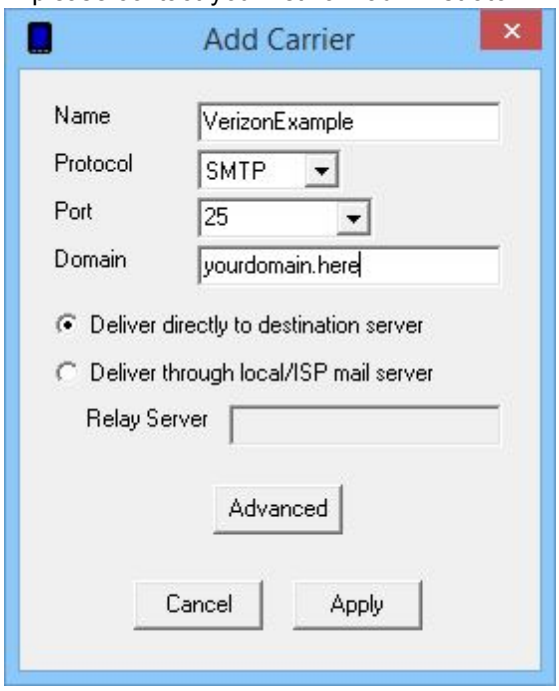


3) Leave the Port set to: 25

4) In the Domain field, enter your network's Email Domain. If you are unsure what your email domain is, please contact your network administrator.



5) Select "Deliver directly to destination server".

6) Click the Advanced button.

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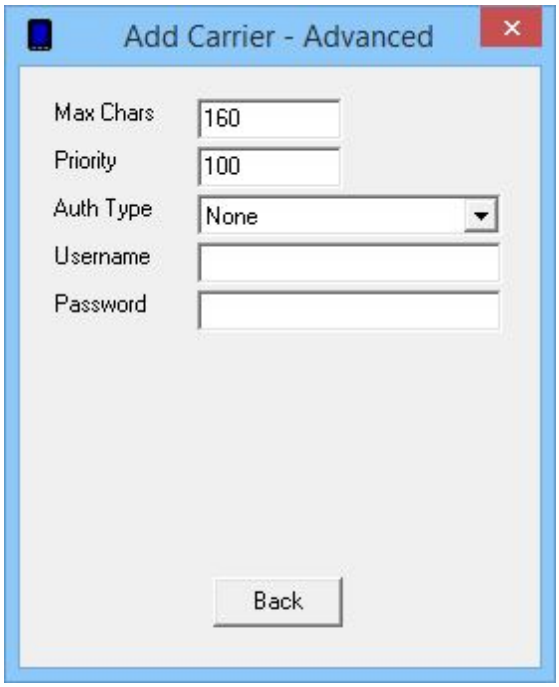
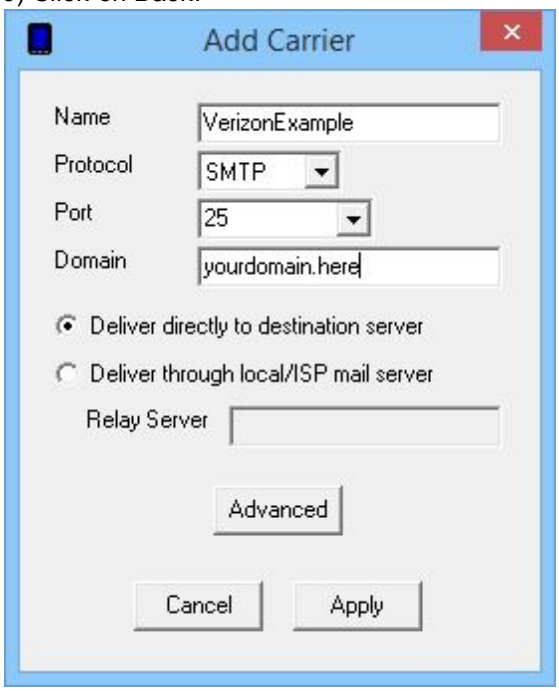


7) Leave the Max Chars value at: 160

8) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority. The default value all carriers and recipients is 100, however, numbers larger than 100 can be used.

9) Click on Back.



10) Click on Apply.

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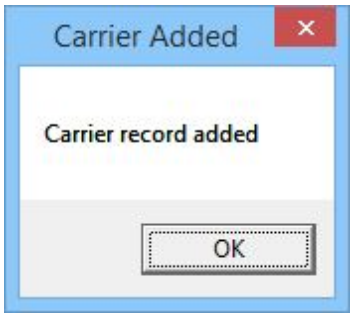
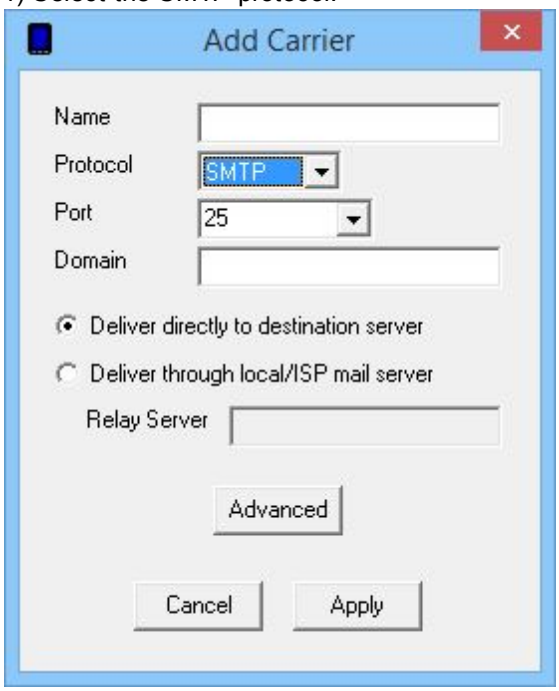


11) Click on OK.

5.3.1.4.4 Adding a relayed SMTP Carrier

1) Select the SMTP protocol.



2) Give the Carrier a name.

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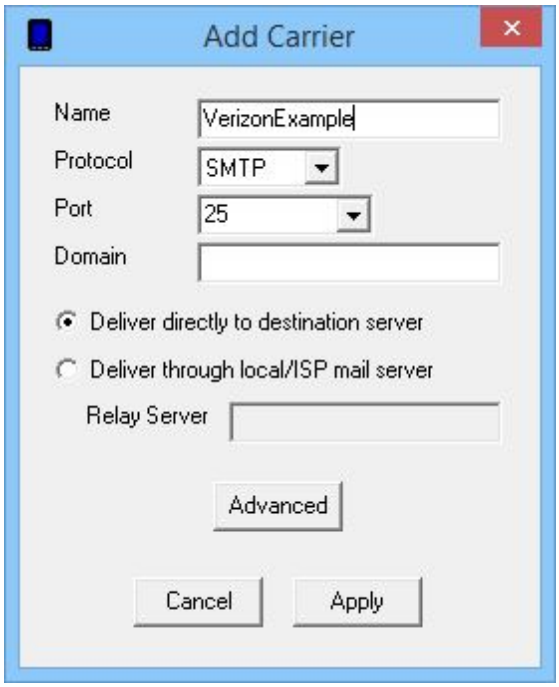
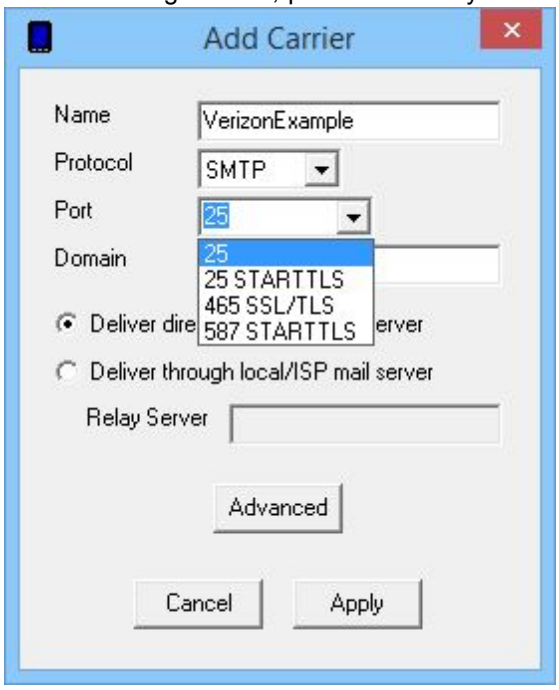


3) Select the port and handshaking method required by your SMTP server. If you are unsure of the port or handshaking method, please contact your SMTP server administrator or ISP's tech support.



4) In the Domain field, enter the Email Domain of the SMTP server you are sending through. If you are unsure what email domain to use, please contact your SMTP server administrator or ISP's tech support.

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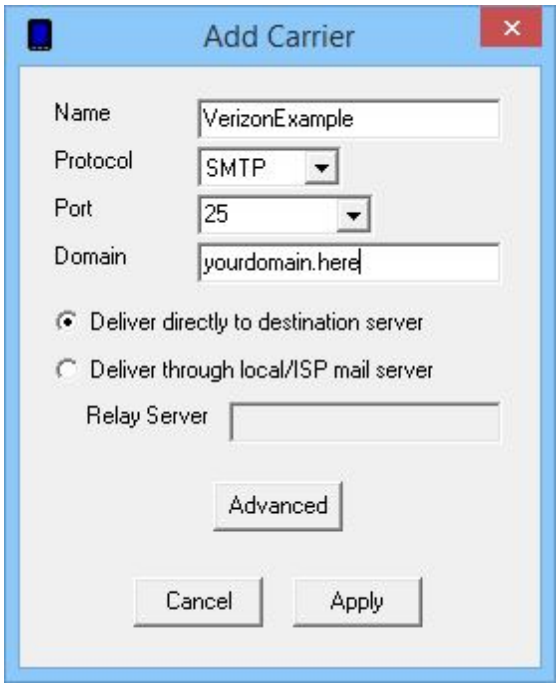
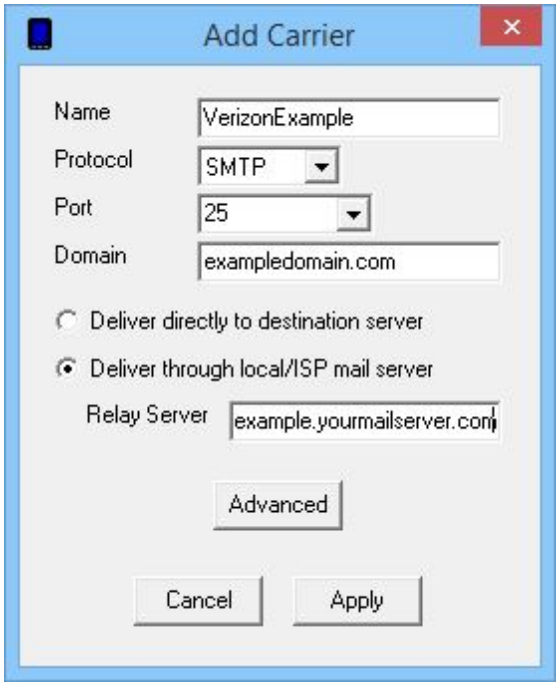


5) Select "Deliver through local/ISP mail server" and enter the SMTP server address in the Relay Server field.



6) Click the Advanced button.

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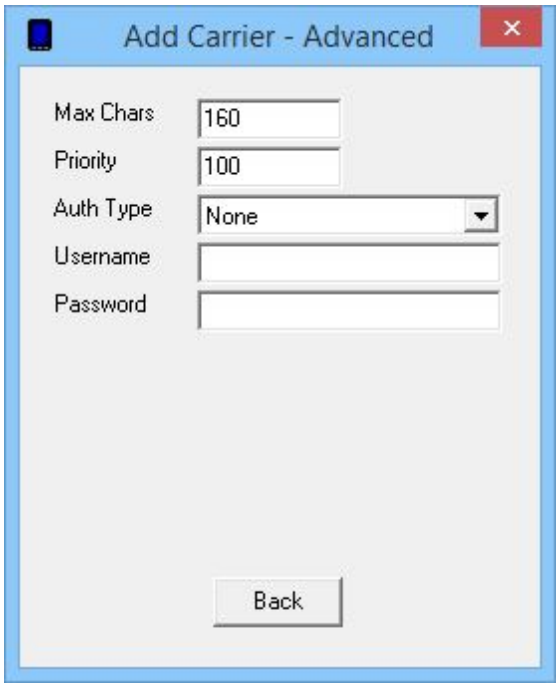
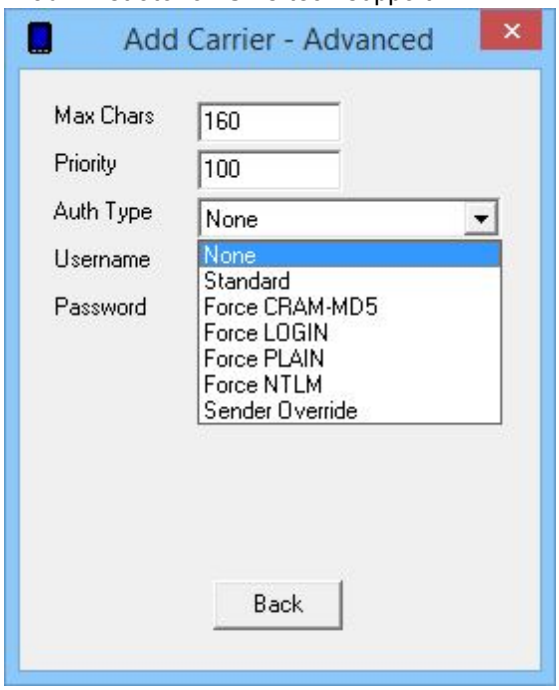


7) Leave the Max Chars value at: 160

8) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority. The default value all carriers and recipients is 100, however, numbers larger than 100 can be used.

9) Select the Authentication Type that your mail server requires. For most mail servers, you'll want to select 'Standard'. If you are unsure what authentication type to use, please contact your SMTP server administrator or ISP's tech support.



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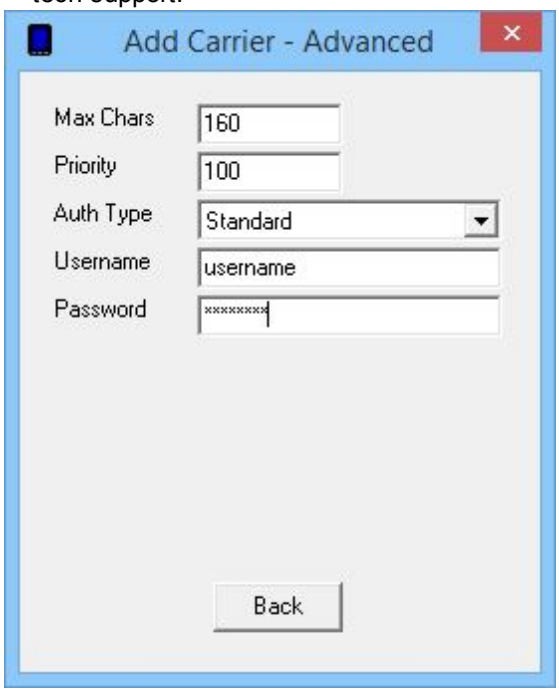
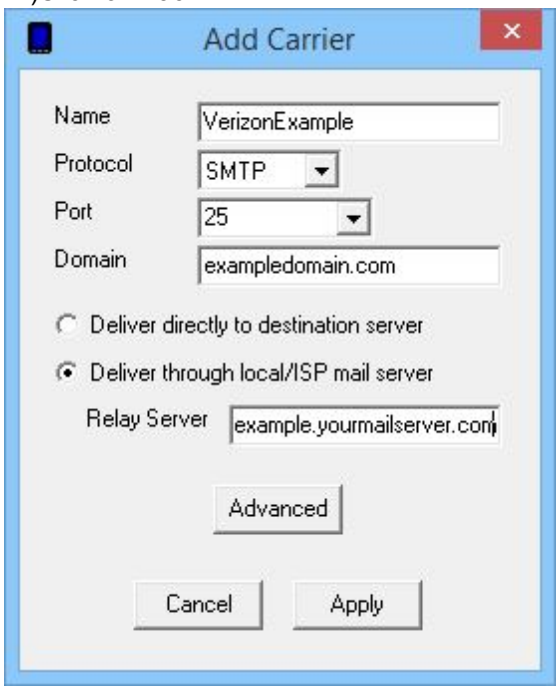
10) Enter the authentication credentials (username and password) required by your mail server. If you are unsure what authentication credentials to use, please contact your SMTP server administrator or ISP's tech support.



11)Click on Back.



12) Click on Apply.

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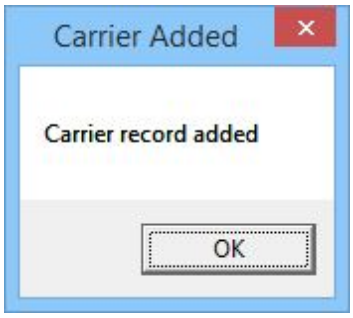
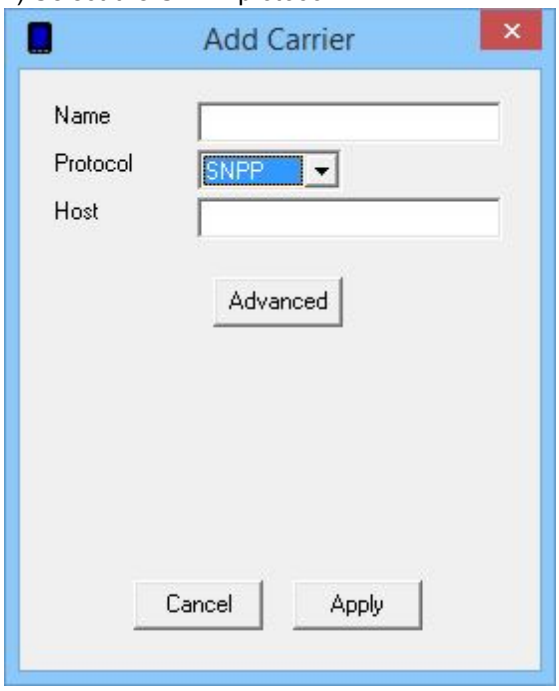


13) Click on OK.

5.3.1.5 How to add an SNPP carrier

The SNPP protocol configures this carrier to use your internet connection to send messages to a carrier's Simple Network Paging Protocol host.

1) Select the SNPP protocol.



2) Give the Carrier a name.

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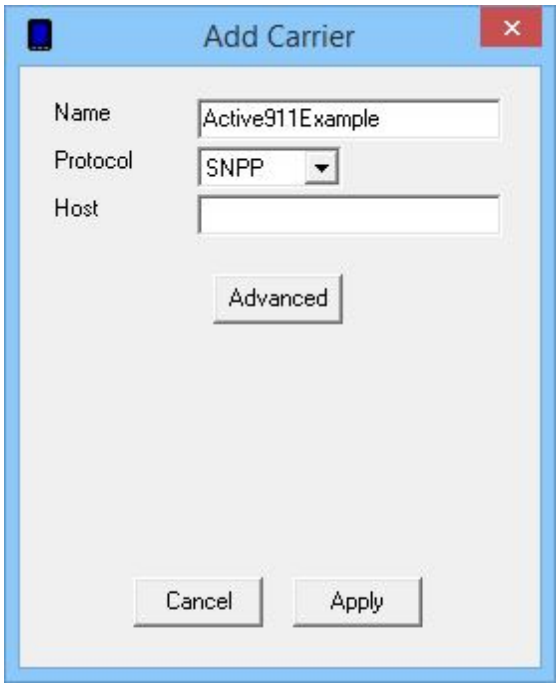
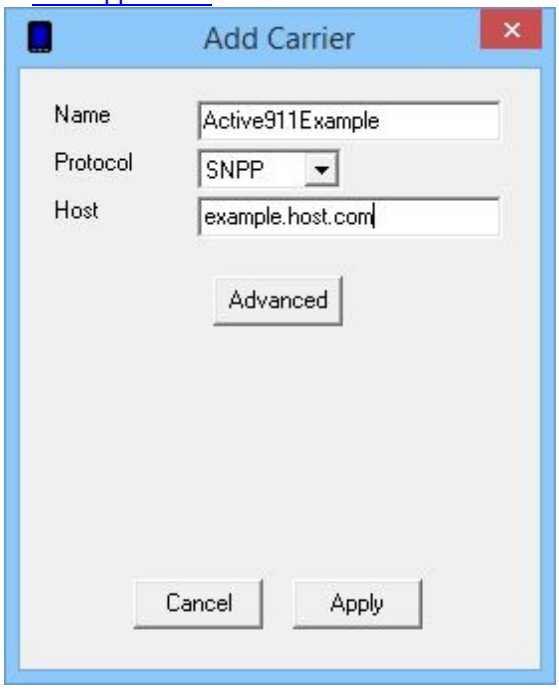


3) In the Host field, enter the SNPP host to connect to. For a list of SNPP host addresses, please see our support site.



4) Click the Advanced button.

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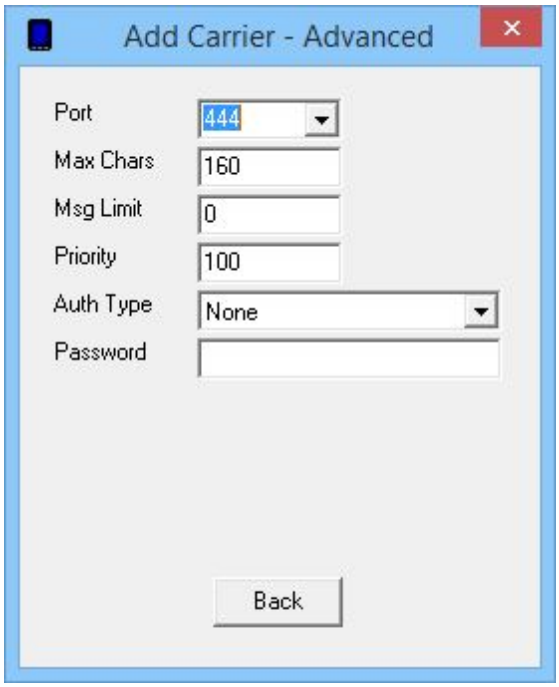

5) Port 444 is the standard SNPP port. If the SNPP host you need to connect to uses non-standard port, enter it here.

6) Leave the Max Chars value at: 160

7) The Msg Limit specifies how many messages should be sent in a single session before NotePager Pro disconnects from the host, then reconnects to send any remaining messages. Some hosts have a message limit, some don't. If you are unsure of the Message Limit of your SNPP host, please contact the SNPP host provider.

8) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority. The default value all carriers and recipients is 100, however, numbers larger than 100 can be used.

9) If the SNPP host you need to connect to requires authentication, select Standard from the Auth Type dropdown list and enter the required authentication credentials. If you are unsure of the authentication requirements or credentials, please contact the SNPP host provider.

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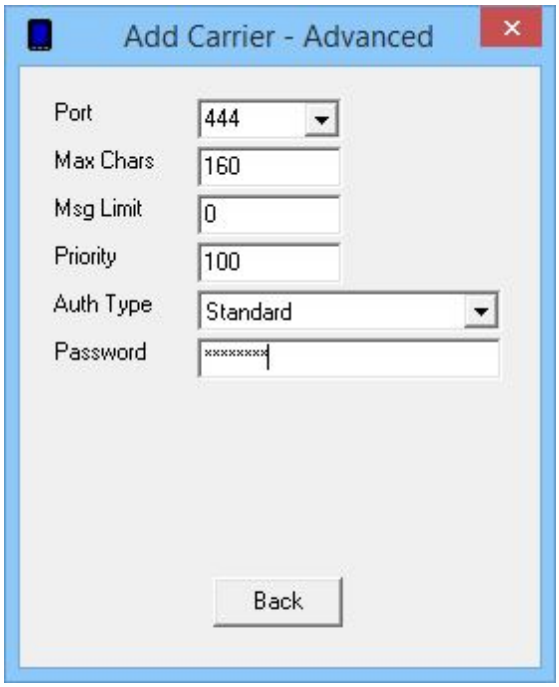
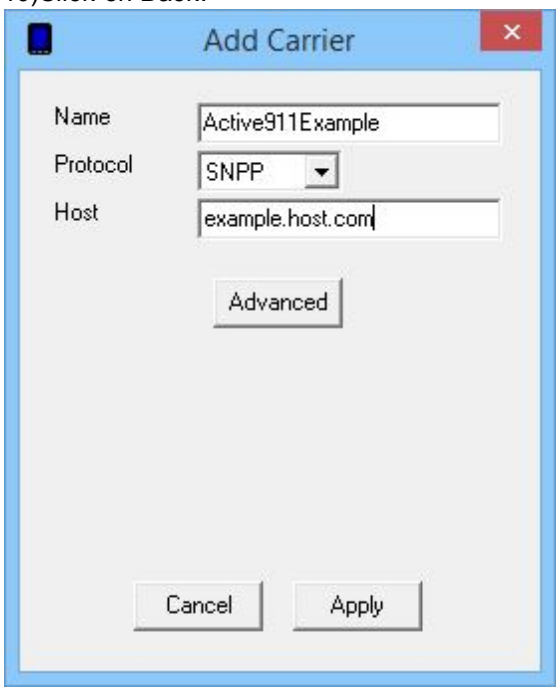


10)Click on Back.



11) Click on Apply.

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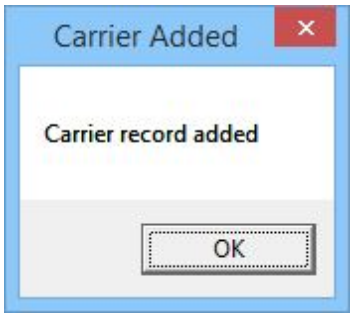


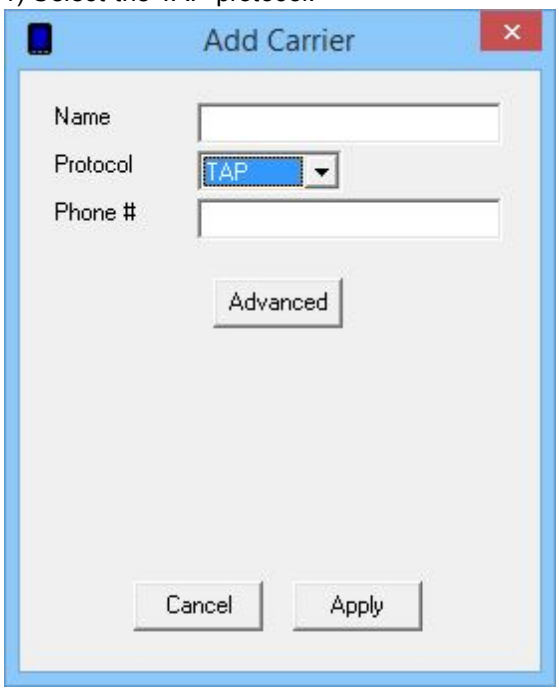
12) Click on OK.

5.3.1.6 How to add a TAP carrier

The TAP protocol configures this carrier to use a dial-up modem to transmit messages.

Note: Be sure to set the COM port of the device in the Connection Settings.

1) Select the TAP protocol.



2) Give the Carrier a name.

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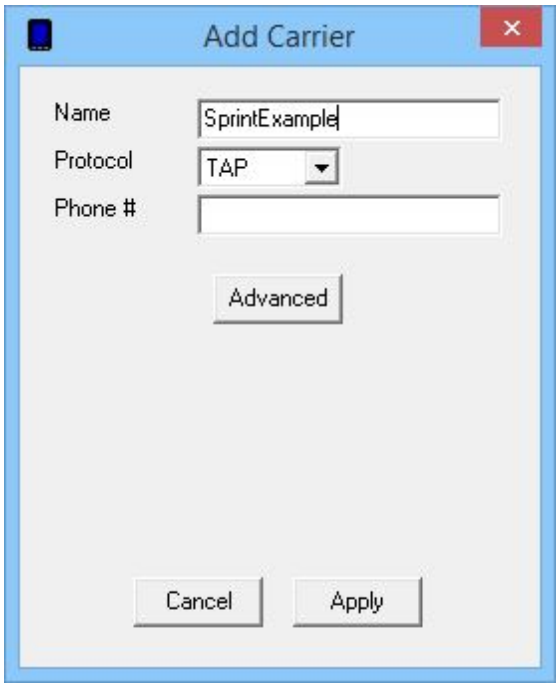
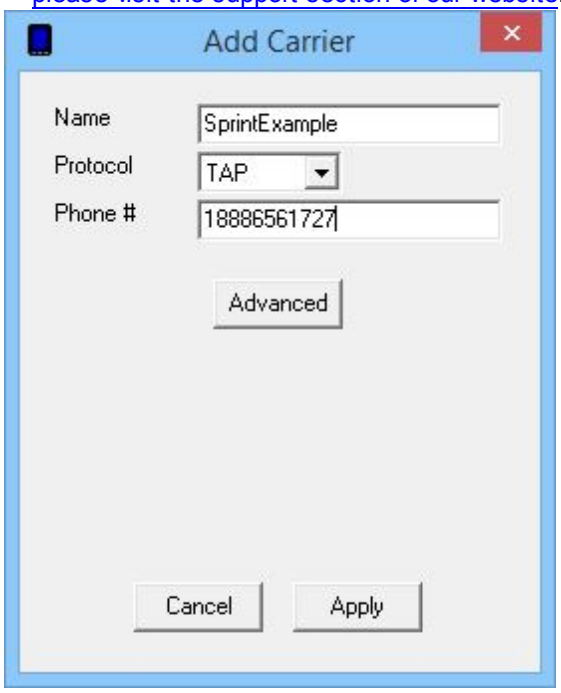


3) Enter the TAP terminal phone number of the destination carrier. For a list of known TAP terminals, please visit the support section of our website.



4) Click on the Advanced button.

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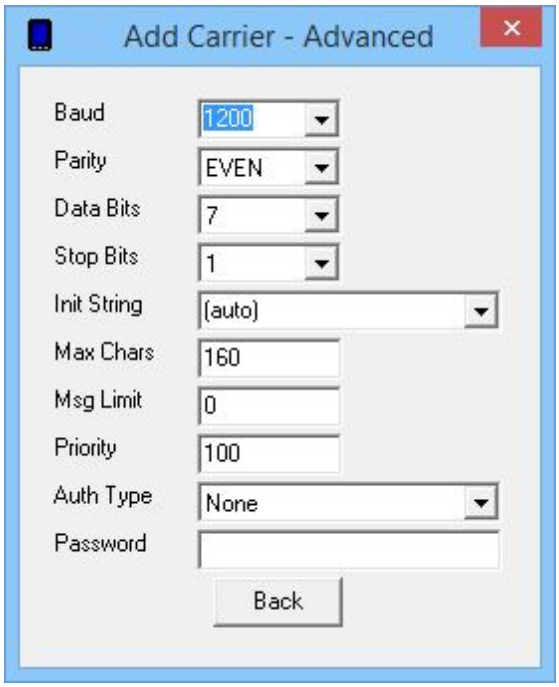

5) Specify the Baud Rate, Parity, Data Bits and Stop Bits required by the receiving TAP system. The industry standard for most TAP terminals are the defaults shown above (1200, EVEN, 7, 1)

6) If you are familiar with the AT command set of your modem and know the proper initialization string to use, enter it in to the Init String field or select it from the dropdown list. Otherwise, leave this field set to (auto).

7) Leave the Max Chars value at 160.

8) The Msg Limit specifies how many messages should be sent in a single session before NotePager Pro disconnects from the receiving TAP system, then reconnects to send any remaining messages.

9) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority. The default value all carriers and recipients is 100, however, numbers larger than 100 can be used.

10) If the TAP system you are connecting to requires authentication, select Standard from the Auth Type dropdown list and enter the required authentication credentials in the password field.

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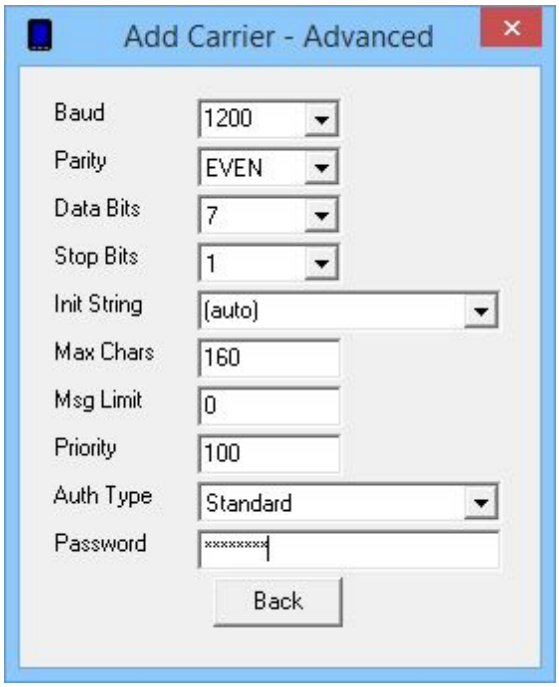
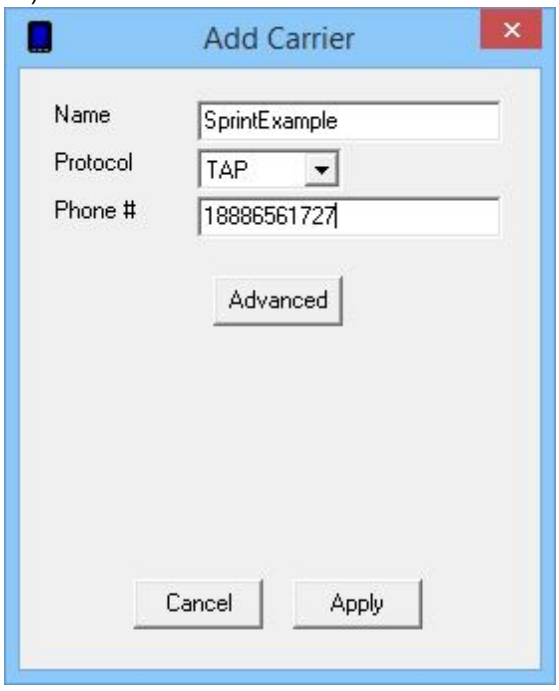


11)Click on Back.



12) Click on Apply.

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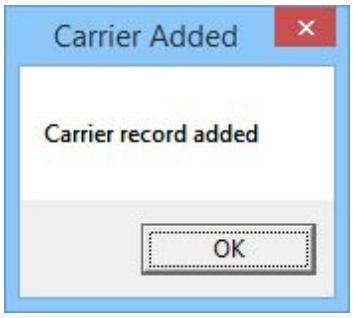


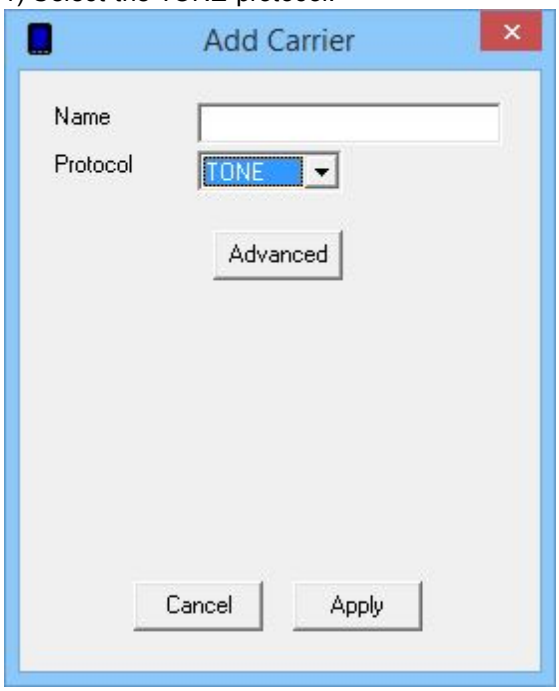
13) Click on OK.

5.3.1.7 How to add a TONE carrier

The TONE protocol configures this carrier to use a dial-up modem to call a phone number and transmit a series of touch tones.

Note: Be sure to set the COM port of the device in the Connection Settings.

1) Select the TONE protocol.



2) Give the Carrier a name.

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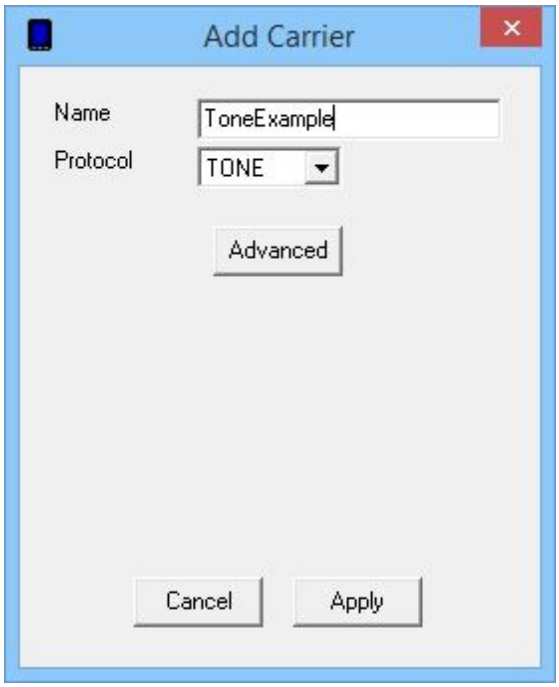
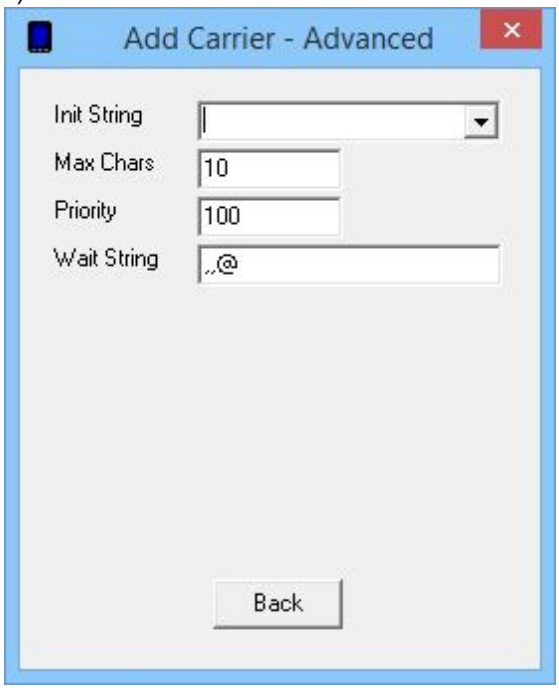


3) Click on the Advanced button.



4) If you are familiar with the AT command set of your modem and know the proper initialization string to use, enter it in to the Init String field or select it from the dropdown list. Otherwise, leave this field set to (auto).

5) Leave the Max Chars value at 10.

6) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority. The default value all carriers and recipients is 100, however, numbers larger than 100 can be

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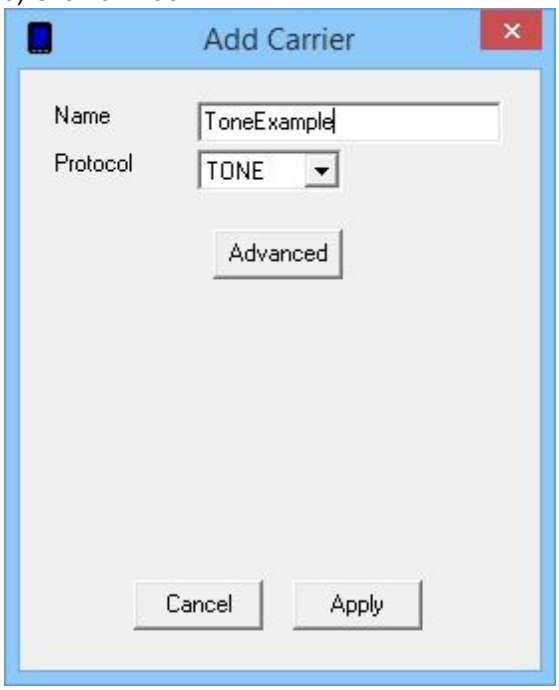
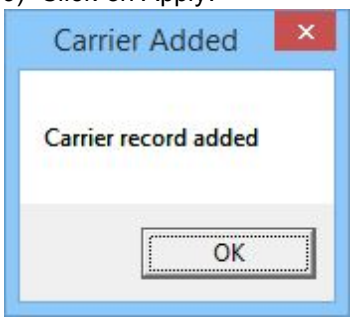
used.

7) The Wait String field determines how long NotePager Pro should wait before transmitting the TONE characters. Each comma represents a 2 second delay.

8) Click on Back.



9) Click on Apply.



10) Click on OK.

5.3.1.8 How to add a UCP carrier

The UCP protocol configures this carrier to use a dial-up modem to transmit messages.

Note: Be sure to set the COM port of the device in the Connection Settings.

1) Select the UCP protocol.

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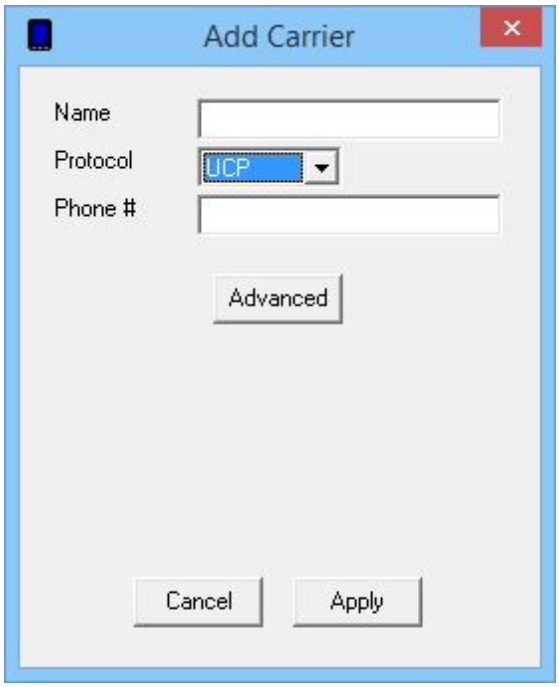
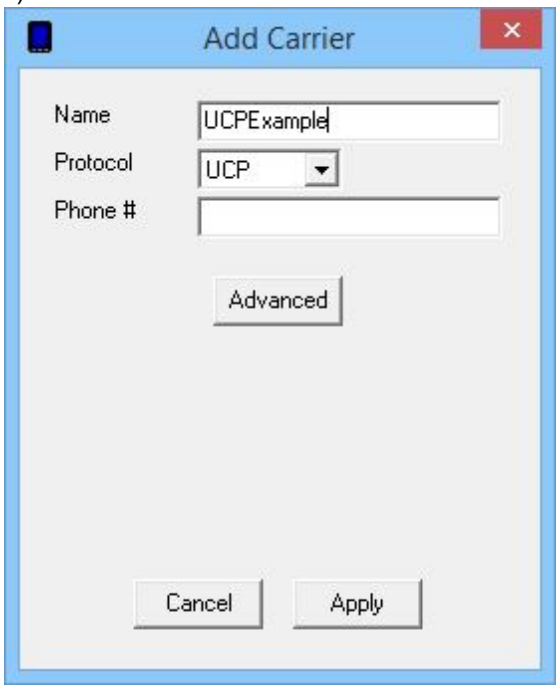


2) Give the Carrier a name.



3) Enter the UCP terminal phone number of the destination carrier.

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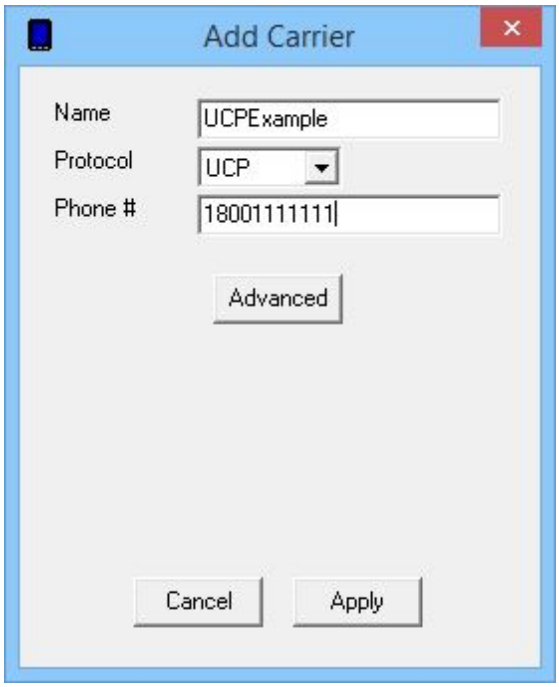
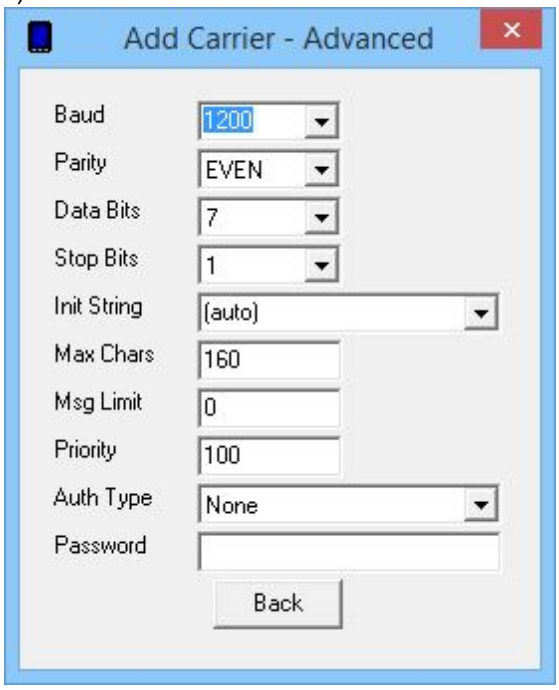


4) Click on the Advanced button.



5) Specify the Baud Rate, Parity, Data Bits and Stop Bits required by the receiving UCP system.

6) If you are familiar with the AT command set of your modem and know the proper initialization string to use, enter it in to the Init String field or select it from the dropdown list. Otherwise, leave this field set to (auto).

7) Leave the Max Chars value at 160.

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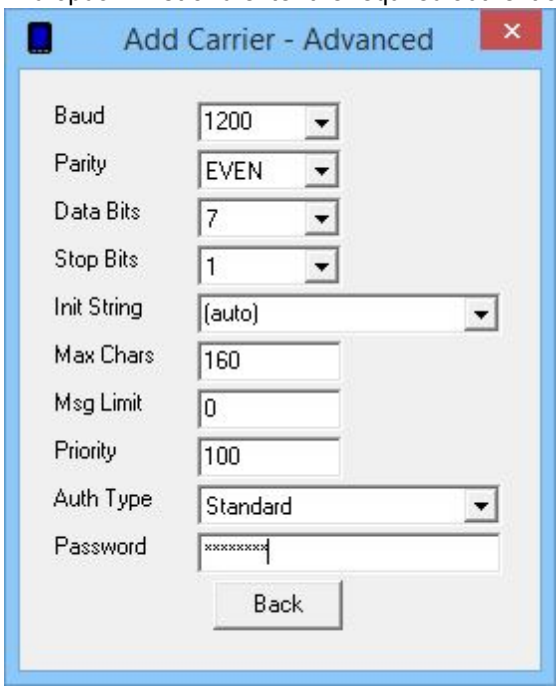
8) The Msg Limit specifies how many messages should be sent in a single session before NotePager Pro disconnects from the receiving UCP system, then reconnects to send any remaining messages.

9) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority. The default value all carriers and recipients is 100, however, numbers larger than 100 can be used.

10) If the UCP system you are connecting to requires authentication, select Standard from the Auth Type dropdown list and enter the required authentication credentials in the password field.



11)Click on Back.

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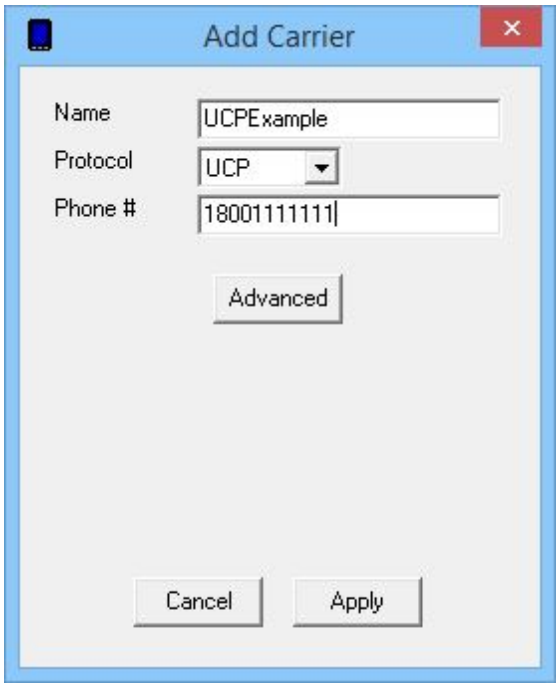
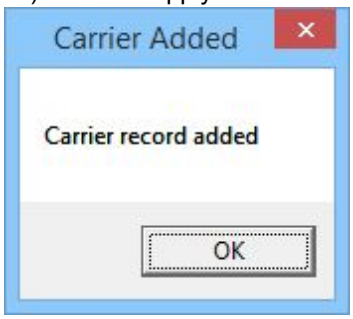


12) Click on Apply.



13) Click on OK.

5.3.1.9 How to add a WCTP carrier

The WCTP protocol configures this carrier to use your internet connection to send messages to a carrier's Wireless Communication Transfer Protocol host.

1) Select the WCTP protocol.

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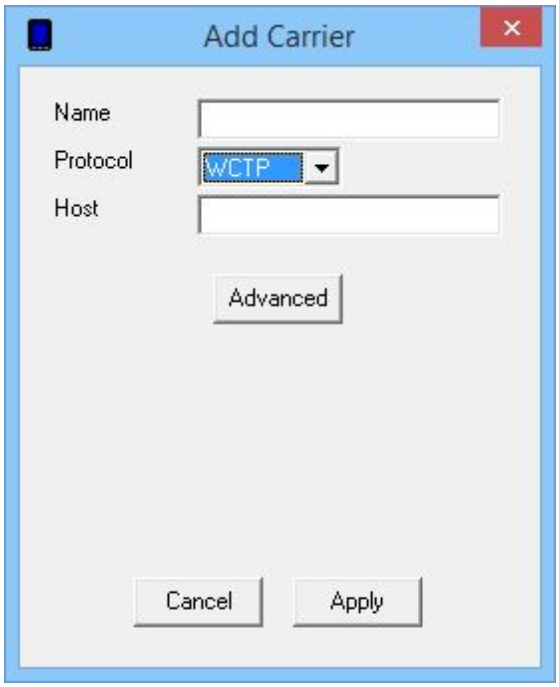
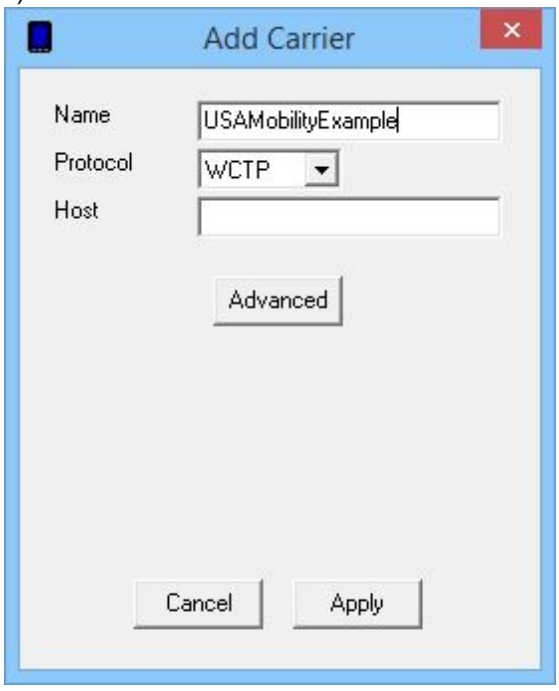


2) Give the Carrier a name.



3) In the Host field, enter the WCTP host to connect to. For a list of WCTP host addresses, please see our support site.

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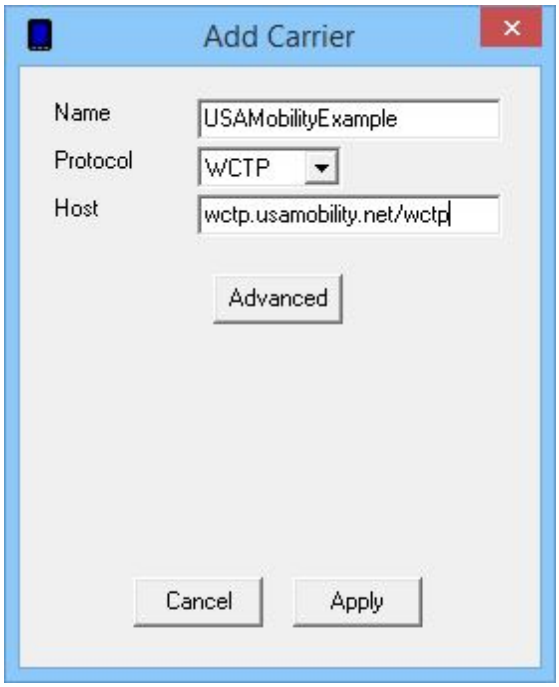
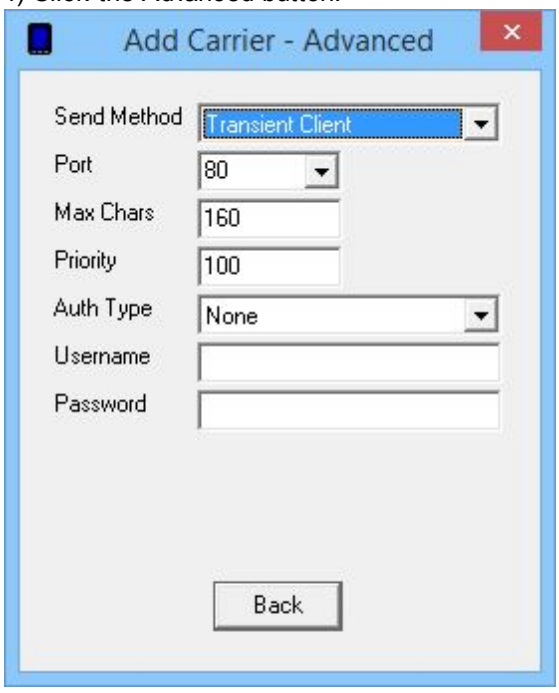


4) Click the Advanced button.



5) If you are connecting to the WCTP host as a transient client (this is the most common method of delivery), select Transient Client. If the WCTP host you are connecting to is an Enterprise host, which is less common, select Enterprise Host.

6) Port 80 is the standard WCTP port. If the WCTP host you need to connect to uses non-standard port, enter it here.

7) Leave the Max Chars value at: 160

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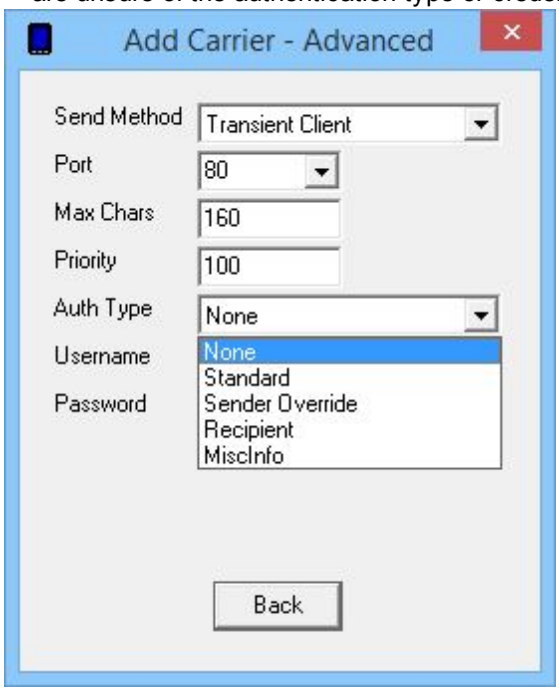
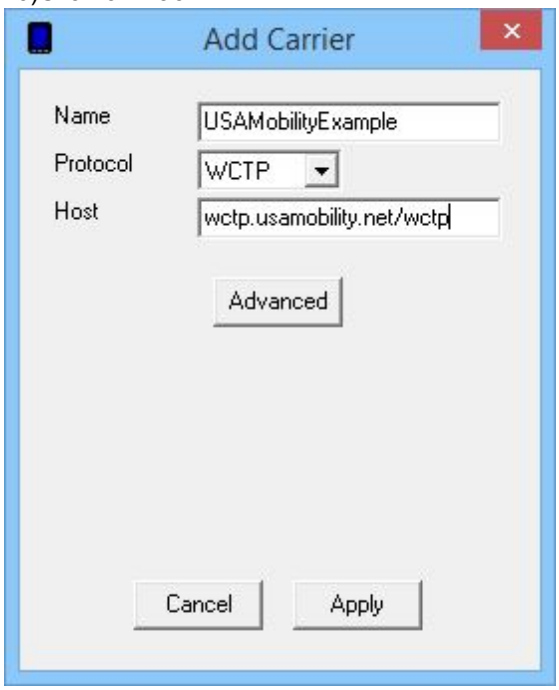
8) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority. The default value all carriers and recipients is 100, however, numbers larger than 100 can be used.

9) If the WCTP host you need to connect to requires authentication, select the required method from the Auth Type dropdown list and enter the required authentication credentials in the Password field. If you are unsure of the authentication type or credentials, please contact the WCTP host provider.



10)Click on Back.



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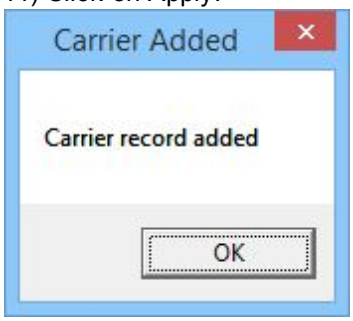
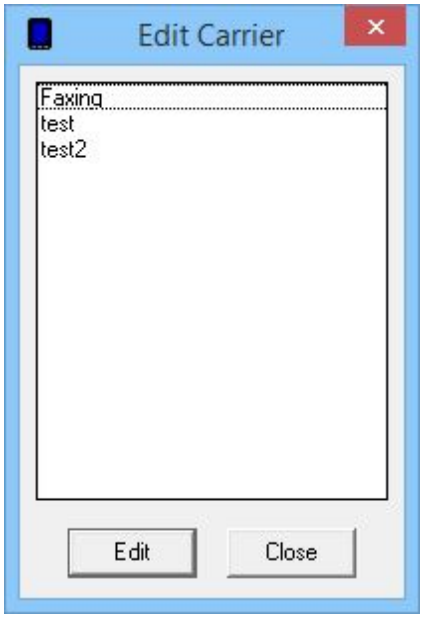
11) Click on Apply.



12) Click on OK.

5.3.2 Editing a Carrier

The Edit Carrier menu provides a method of modifying a carrier's settings and provides list of all carriers currently configured in the program.



To edit a carrier, simply click on the name in the list, then click on Edit.

5.3.3 Deleting a Carrier

The Delete Carrier menu provides a method of removing a carrier from the program and provides list of all carriers currently configured in the program.

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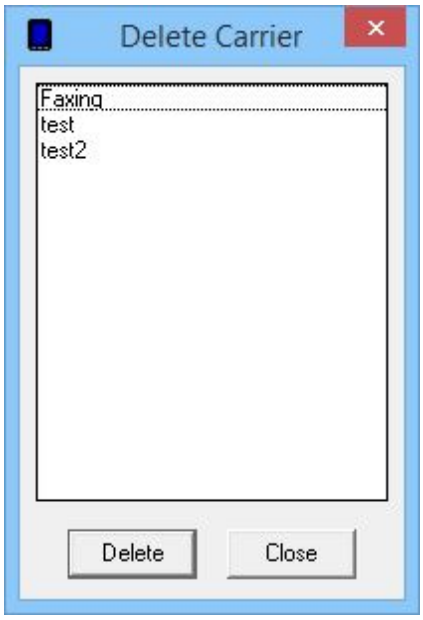


To delete a carrier, simply click on the name in the list, then click on Delete.

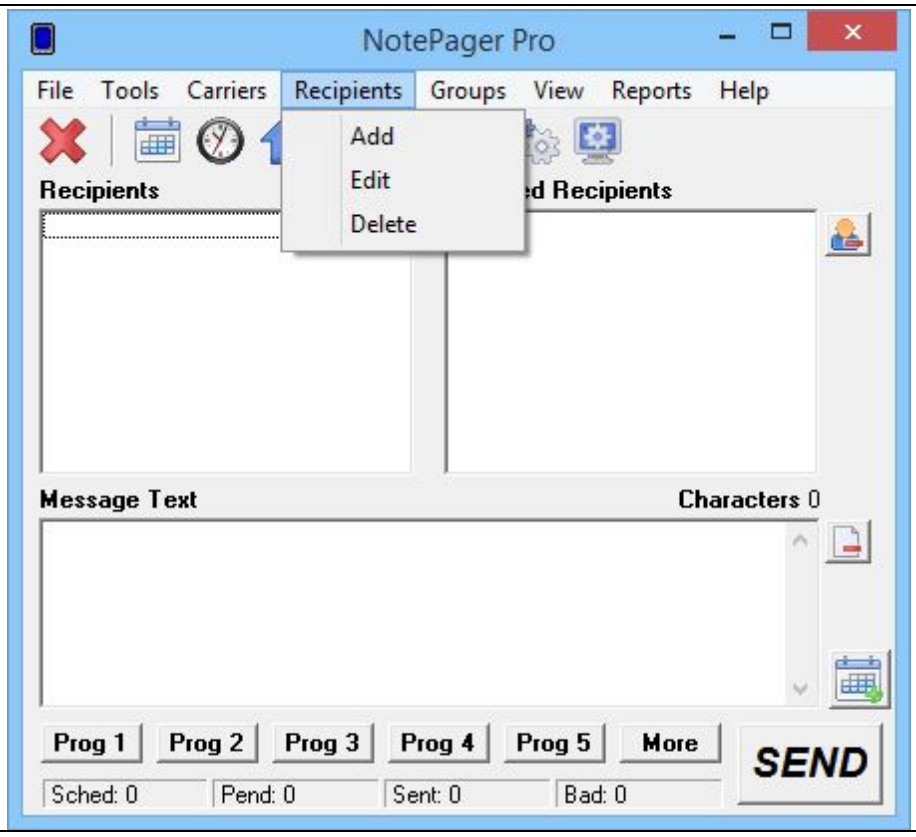
NOTE: A carrier cannot be deleted if there are recipients tied to it. For information on how to delete a recipient, please click here.

5.4 Recipients

A recipient is a person or system whose cell phone, pager or email address you want to message.

The Recipients menu for NotePager Pro provides the following options:

- Add
- Edit
- Delete



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5.4.1 Adding a Recipient

When adding a Recipient in to NotePager Pro, you will need to select a Carrier for the Recipient.

The protocol of the Carrier will determine how the Recipient needs to be configured.

- Adding a Recipient to a FAX Carrier
- Adding a Recipient to a FAXSRV Carrier
- Adding a Recipient to a GSMAT Carrier
- Adding a Recipient to a SMTP Carrier
- Adding a Recipient to a SNPP Carrier
- Adding a Recipient to a TAP Carrier
- Adding a Recipient to a TONE Carrier
- Adding a Recipient to a UCP Carrier
- Adding a Recipient to a WCTP Carrier

5.4.1.1 Adding a Recipient to a FAX Carrier

Note: You must have a carrier configured to use the FAX protocol. For steps on how to configure a FAX carrier, please see the "How to add a FAX carrier" section.

1) Enter a Full Name for the recipient.

2) Click inside the Short Name field to have the program automatically fill in the field.

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3) From the Carrier dropdown list, select the carrier you have configured to use the FAX protocol.

4) Enter the phone number of the fax machine.

5) Click the Advanced button.

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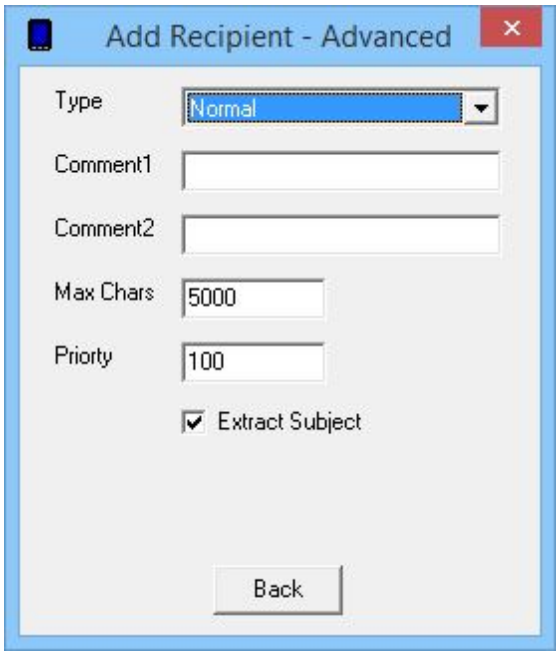

6) Leave the Type as: Normal

7) If you wish to leave a note about this recipient, enter it in the Comment1 or Comment 2 fields.

8) The Max Chars field in the Recipient Settings determines the maximum number of characters you wish to send to this recipient. If this value is set higher than the Carrier Max Chars value, NotePager Pro will split long messages into multiple messages.

9) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority and 100 representing the lowest priority. The default value all carriers and recipients is: 100

10) If you are using a template that specifies a subject line, "Extract Subject" will collect the subject from the message text and pass it as the Subject line of the facsimile transmission.

11) Click on Back.

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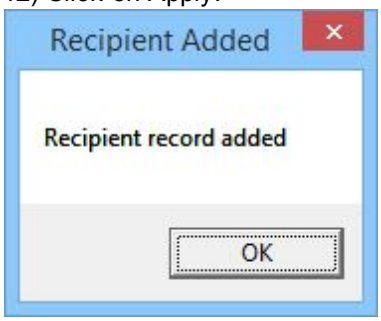
12) Click on Apply.



13) Click on OK.

5.4.1.2 Adding a Recipient to a FAXSRV Carrier

Note: You must have a carrier configured to use the FAXSRV protocol. For steps on how to configure a FAXSRV carrier, please see the "How to add a FAXSRV carrier" section.

1) Enter a Full Name for the recipient.

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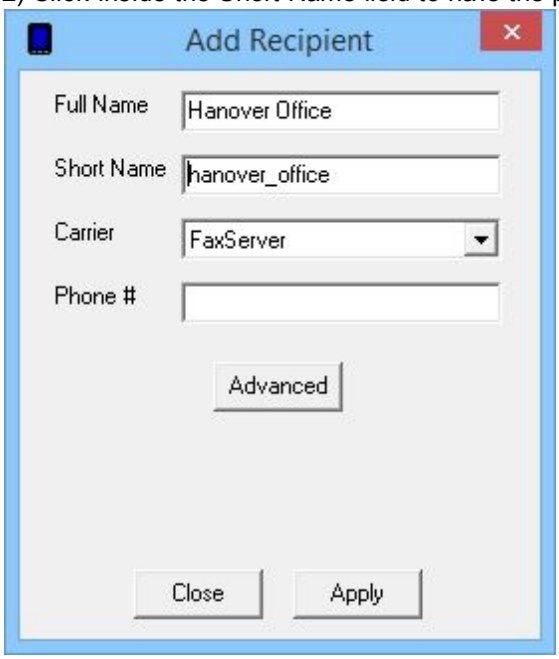
2) Click inside the Short Name field to have the program automatically fill in the field.



3) From the Carrier dropdown list, select the carrier you have configured to use the FAXSRV protocol.

4) Enter the phone number of the fax machine.

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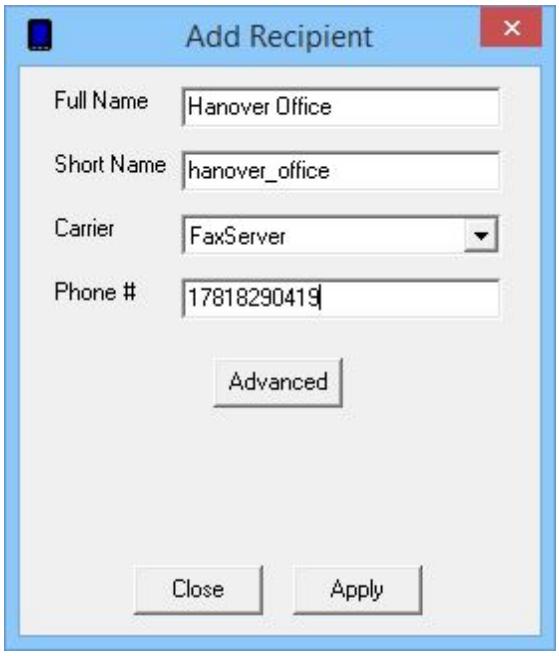
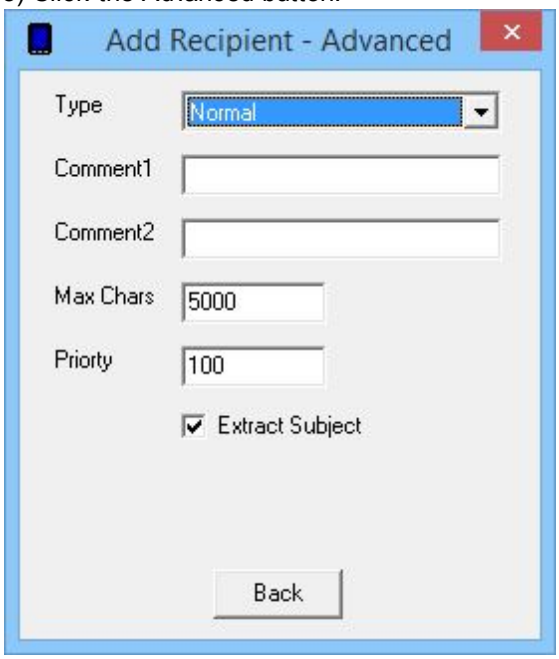


5) Click the Advanced button.



6) Leave the Type as: Normal

7) If you wish to leave a note about this recipient, enter it in the Comment1 or Comment 2 fields.

8) The Max Chars field in the Recipient Settings determines the maximum number of characters you wish to send to this recipient. If this value is set higher than the Carrier Max Chars value, NotePager Pro will split long messages into multiple messages.

9) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority and 100 representing the lowest priority. The default value all carriers and recipients is: 100

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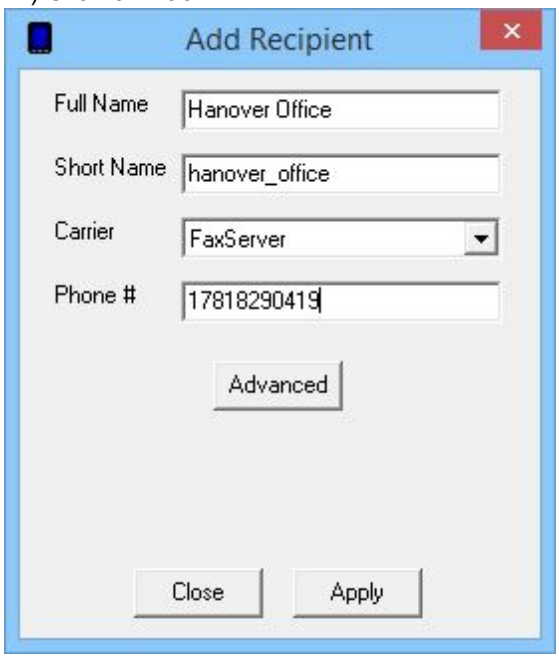
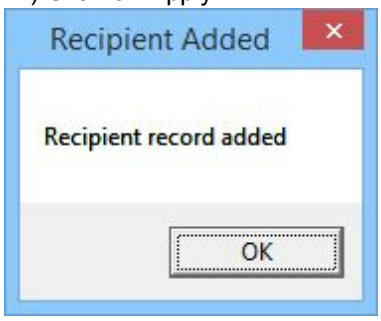
10) If you are using a template that specifies a subject line, "Extract Subject" will collect the subject from the message text and pass it as the Subject line of the facsimile transmission.

11) Click on Back.



12) Click on Apply.



13) Click on OK.

5.4.1.3 Adding a Recipient to a GSMAT Carrier

Note: You must have a carrier configured to use the GMSAT protocol. For steps on how to configure a GSMAT carrier, please see the "How to add a GSMAT carrier" section.

1) Enter a Full Name for the recipient.

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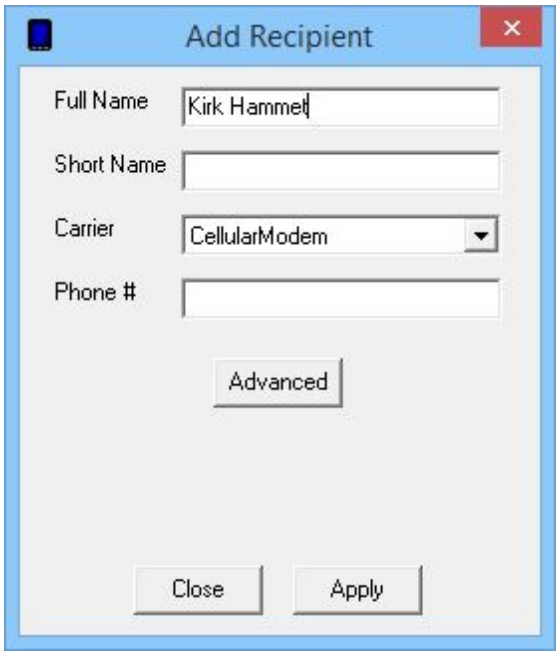

2) Click inside the Short Name field to have the program automatically fill in the field.

3) From the Carrier dropdown list, select the carrier you have configured to use the GSMAT protocol.

4) Enter the cell phone number of the recipient, including the area code, with no spaces or dashes.

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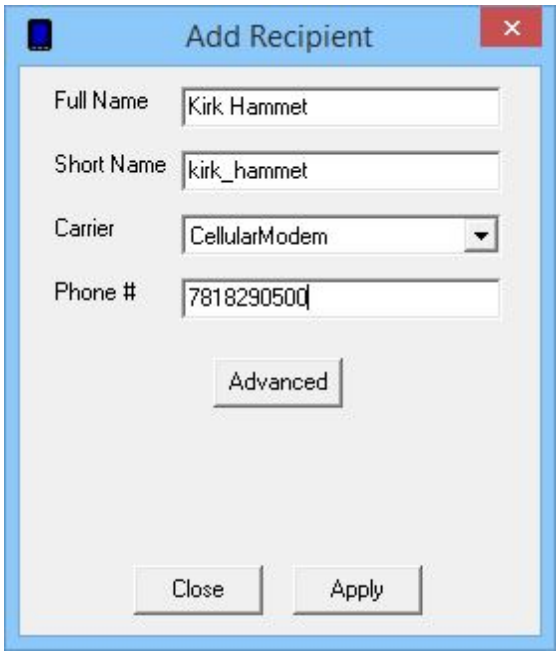
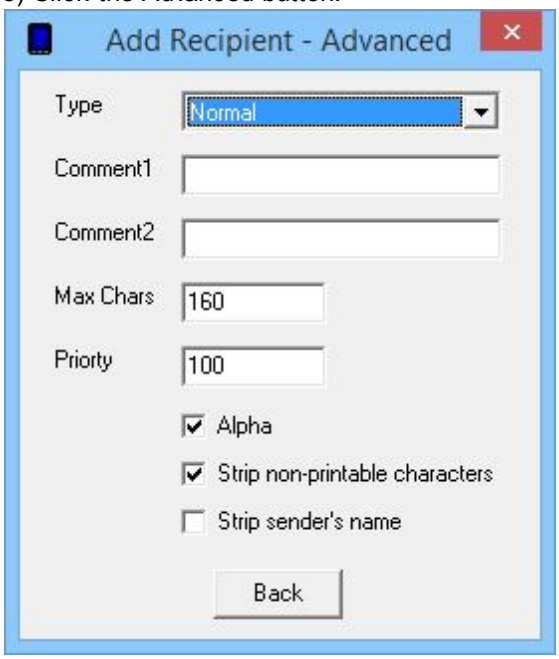


5) Click the Advanced button.



6) Leave the Type as: Normal

7) If you wish to leave a note about this recipient, enter it in the Comment1 or Comment 2 fields.

8) The Max Chars field in the Recipient Settings determines the maximum number of characters you wish to send to this recipient. If this value is set higher than the Carrier Max Chars value, NotePager Pro will split long messages into multiple messages.

9) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority and 100 representing the lowest priority. The default value all carriers and recipients is: 100

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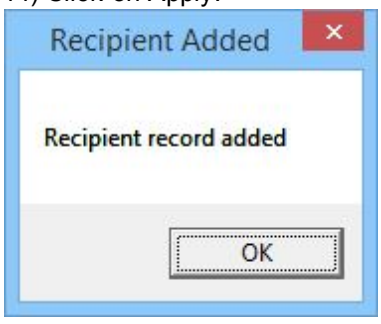
10) If the device you are sending to can receive both alpha and numeric characters, leave Alpha checked. If the device you are sending to can only receive numeric characters, uncheck Alpha.

11) Non-printable characters are things like carriage returns, line feeds, horizontal tabs and the like. If you do not want these characters to appear in messages sent to this recipient, leave 'Strip non-printable characters' checked. If you do want these characters to appear in messages sent to this recipient, uncheck 'Strip non-printable characters'.

12) If 'Strip sender's name' is checked, NotePager pro will not prefix your messages with the sender's name.

13) Click on Back.

14) Click on Apply.



15) Click on OK.

5.4.1.4 Adding a Recipient to an SMTP Carrier

Note: You must have a carrier configured to use the SMTP protocol. For steps on how to configure a SMTP carrier, please see the "How to add an SMTP carrier" section.

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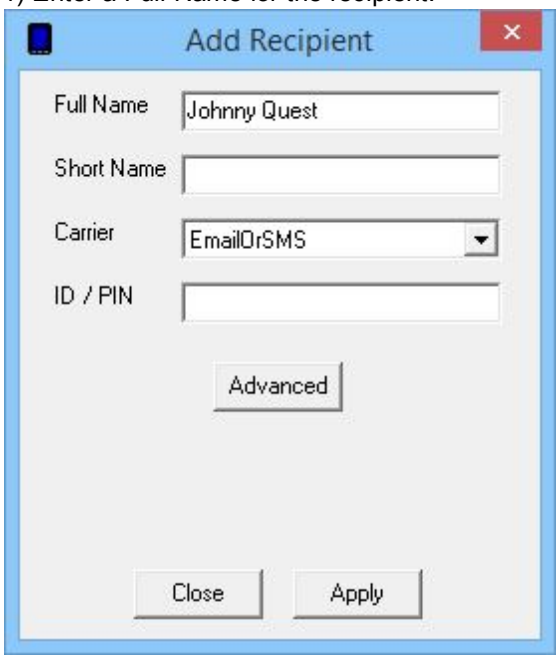
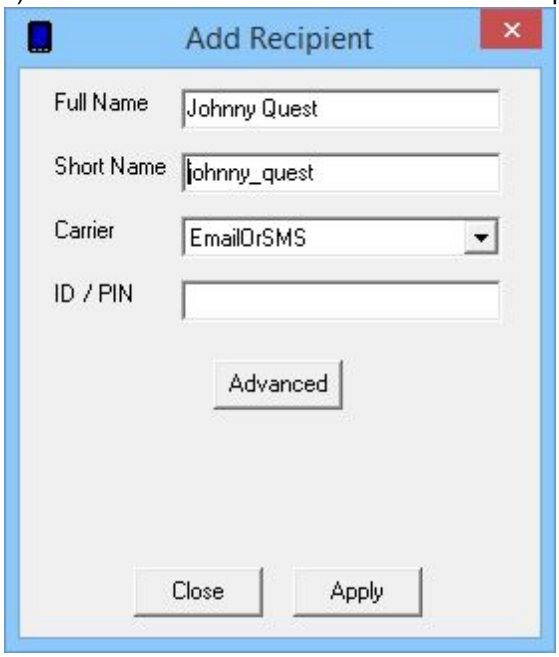
1) Enter a Full Name for the recipient.



2) Click inside the Short Name field to have the program automatically fill in the field.



3) From the Carrier dropdown list, select the carrier you have configured to use the SMTP protocol.

4) In the ID/PIN field, either enter the email address of this recipient or enter the contact address of their cell phone. For a list carrier contact addresses, please see our support site.

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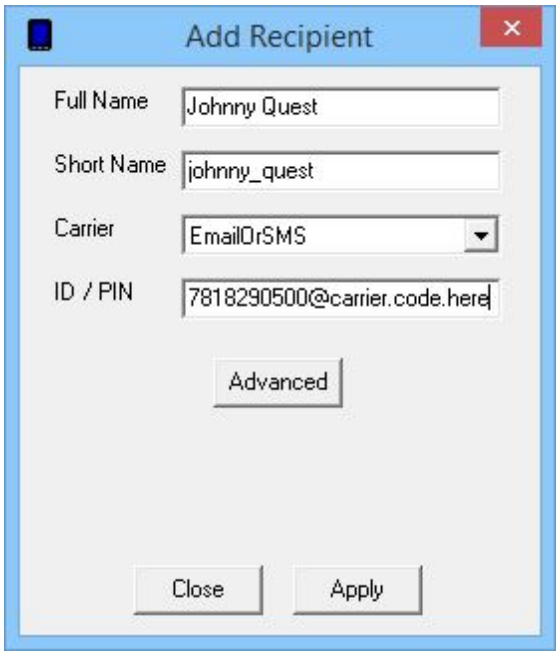

5) Click the Advanced button.

6) Leave the Type as: Normal

7) If you wish to leave a note about this recipient, enter it in the Comment1 or Comment 2 fields.

8) The Max Chars field in the Recipient Settings determines the maximum number of characters you wish to send to this recipient. If this value is set higher than the Carrier Max Chars value, NotePager Pro will split long messages into multiple messages.

9) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority and 100 representing the lowest priority. The default value all carriers and recipients is: 100

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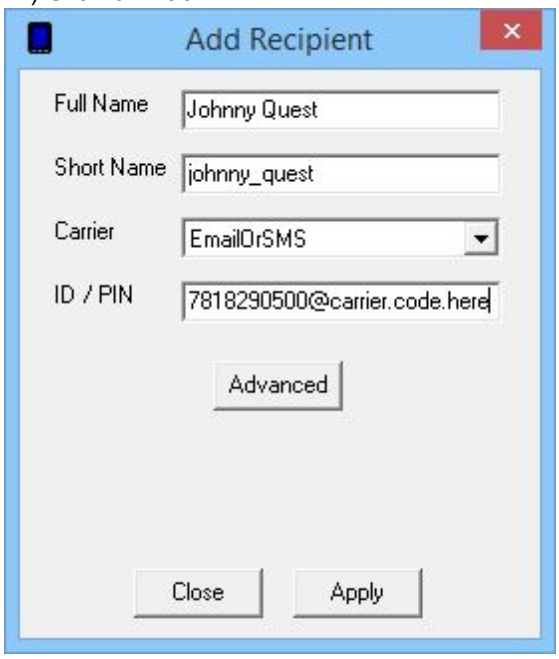
10) If the device you are sending to can receive both alpha and numeric characters, leave Alpha checked. If the device you are sending to can only receive numeric characters, uncheck Alpha.

11) Non-printable characters are things like carriage returns, line feeds, horizontal tabs and the like. If you do not want these characters to appear in messages sent to this recipient, uncheck 'Strip non-printable characters'. If you do not want these characters to appear in messages sent to this recipient, uncheck 'Strip non-printable characters'.

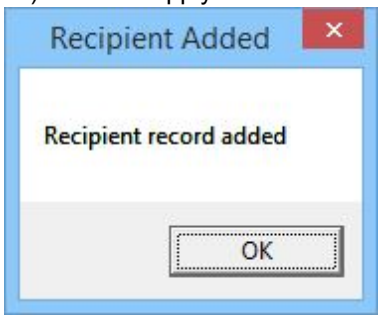
12) If 'Strip sender's name' is checked, NotePager pro will not prefix your messages with the sender's name.

13) If 'Extract Subject' is checked, NotePager Pro will look within the first 40 characters of your message for a carriage return. If it finds one, everything before the carriage return will be used as the Subject and will not appear in the body of the message. If 'Extract Subject' is unchecked, NotePager Pro will not look for a subject within the message and will instead use the default subject line of 'TEXT MESSAGE'.

14) Click on Back.



15) Click on Apply.



16) Click on OK.

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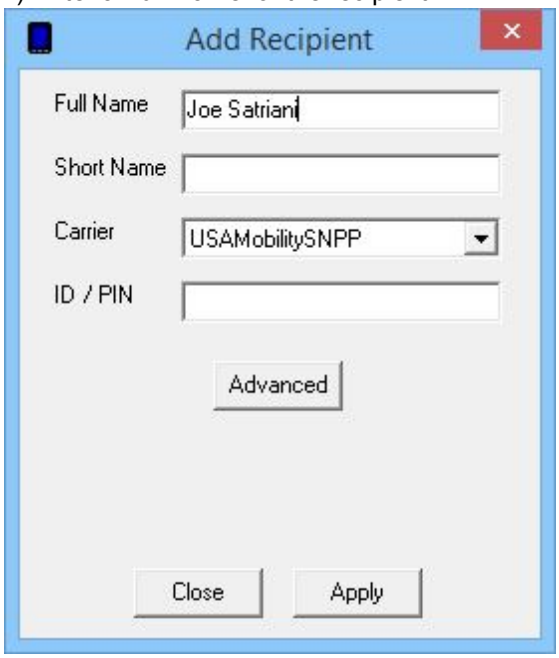
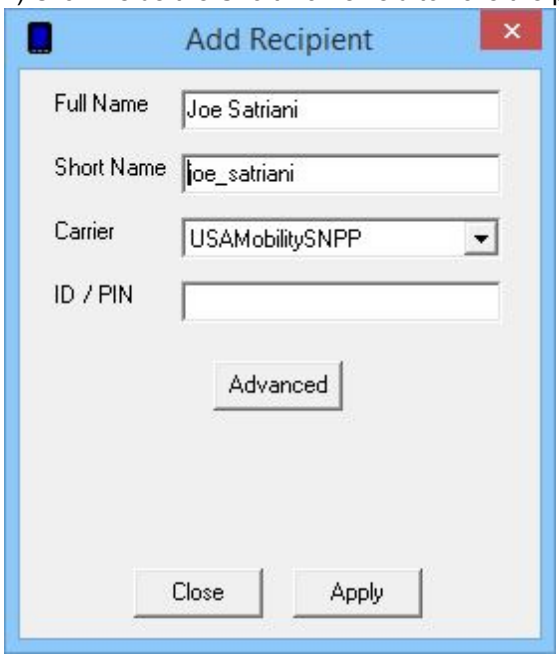
5.4.1.5 Adding a Recipient to an SNPP Carrier

Note: You must have a carrier configured to use the SNPP protocol. For steps on how to configure a SNPP carrier, please see the "How to add an SNPP carrier" section.

1) Enter a Full Name for the recipient.



2) Click inside the Short Name field to have the program automatically fill in the field.



3) From the Carrier dropdown list, select the carrier you have configured to use the SNPP protocol.

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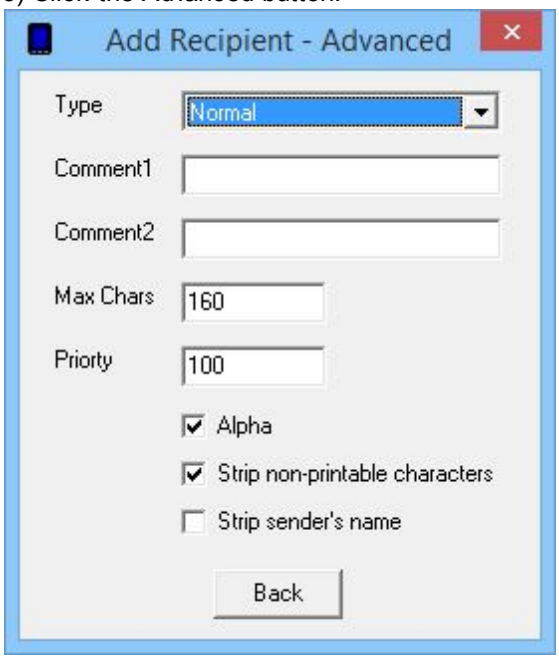
4) Enter the pager or cell phone number with no spaces or dashes.

5) Click the Advanced button.



6) Leave the Type as: Normal

7) If you wish to leave a note about this recipient, enter it in the Comment1 or Comment 2 fields.

8) The Max Chars field in the Recipient Settings determines the maximum number of characters you wish to send to this recipient. If this value is set higher than the Carrier Max Chars value, NotePager Pro will split long messages into multiple messages.

9) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest

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priority and 100 representing the lowest priority. The default value all carriers and recipients is: 100

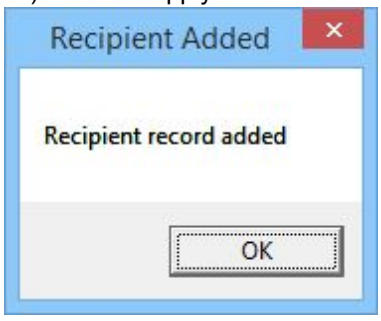
10) If the device you are sending to can receive both alpha and numeric characters, leave Alpha checked. If the device you are sending to can only receive numeric characters, uncheck Alpha.

11) Non-printable characters are things like carriage returns, line feeds, horizontal tabs and the like. If you do not want these characters to appear in messages sent to this recipient, leave 'Strip non-printable characters' checked. If you do want these characters to appear in messages sent to this recipient, uncheck 'Strip non-printable characters'.

12) If 'Strip sender's name' is checked, NotePager pro will not prefix your messages with the sender's name.

13) Click on Back.

14) Click on Apply.



15) Click on OK.

5.4.1.6 Adding a Recipient to a TAP Carrier

Note: You must have a carrier configured to use the TAP protocol. For steps on how to configure a TAP carrier, please see the "How to add a TAP carrier" section.

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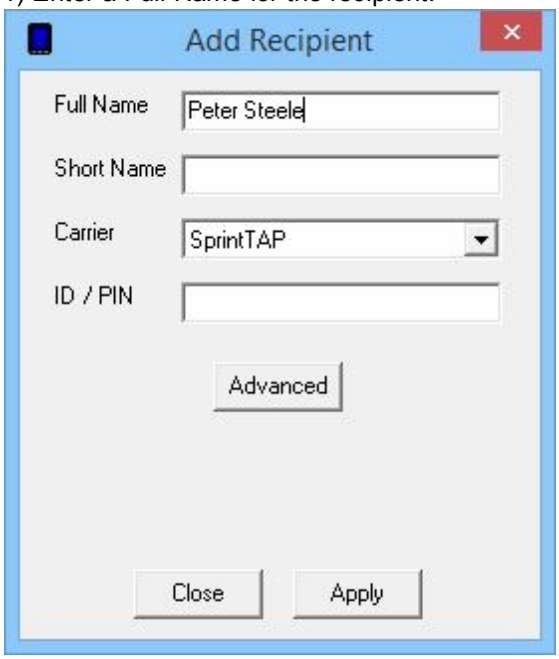
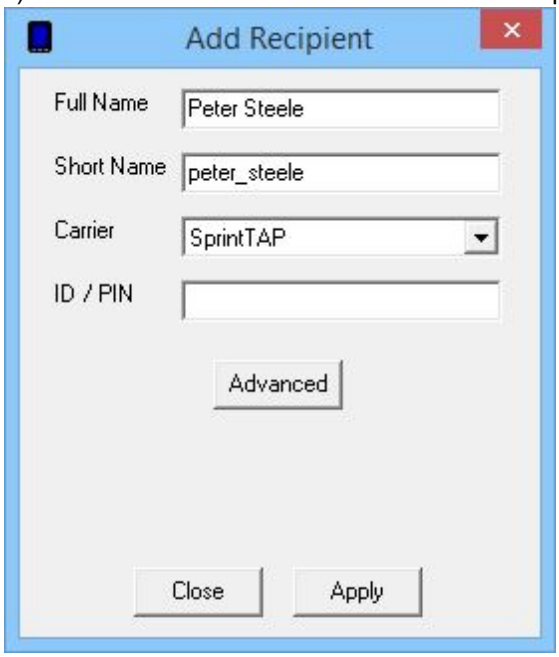
1) Enter a Full Name for the recipient.



2) Click inside the Short Name field to have the program automatically fill in the field.



3) From the Carrier dropdown list, select the carrier you have configured to use the TAP protocol.

4) In the ID/PIN field, enter the cell phone or pager number with no spaces or dashes.

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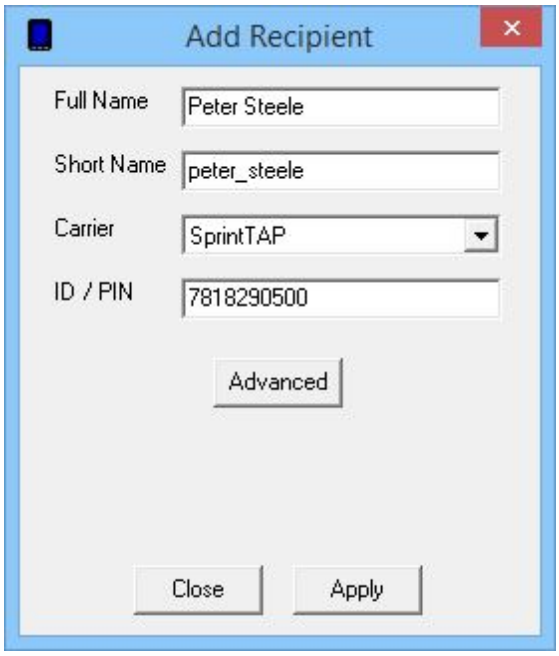
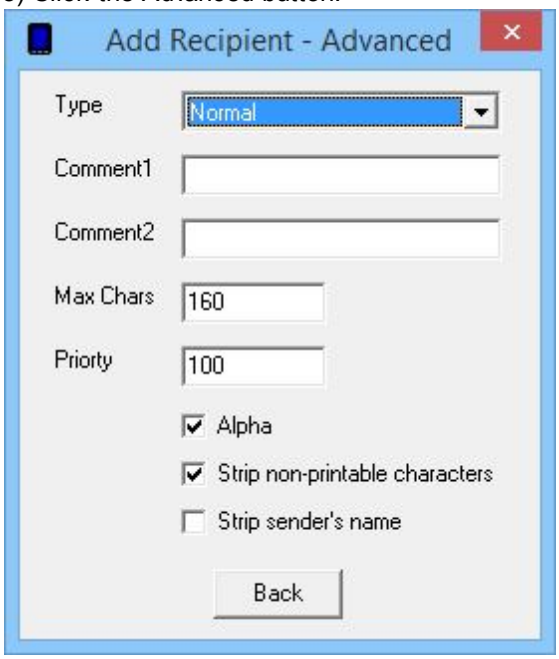


5) Click the Advanced button.



6) Leave the Type as: Normal

7) If you wish to leave a note about this recipient, enter it in the Comment1 or Comment 2 fields.

8) The Max Chars field in the Recipient Settings determines the maximum number of characters you wish to send to this recipient. If this value is set higher than the Carrier Max Chars value, NotePager Pro will split long messages into multiple messages.

9) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority and 100 representing the lowest priority. The default value all carriers and recipients is: 100

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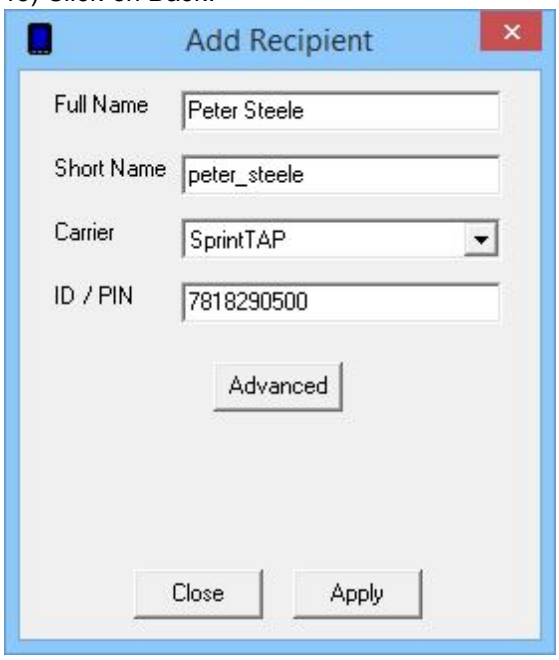
10) If the device you are sending to can receive both alpha and numeric characters, leave Alpha checked. If the device you are sending to can only receive numeric characters, uncheck Alpha.

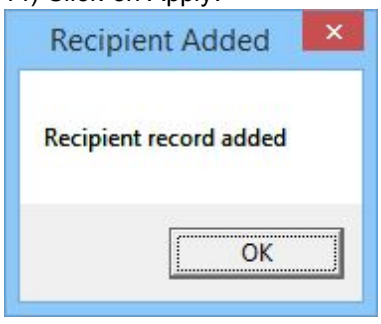
11) Non-printable characters are things like carriage returns, line feeds, horizontal tabs and the like. If you do not want these characters to appear in messages sent to this recipient, leave 'Strip non-printable characters' checked. If you do want these characters to appear in messages sent to this recipient, uncheck 'Strip non-printable characters'.

12) If 'Strip sender's name' is checked, NotePager pro will not prefix your messages with the sender's name.

13) Click on Back.



14) Click on Apply.



15) Click on OK.

5.4.1.7 Adding a Recipient to a TONE Carrier

Note: You must have a carrier configured to use the TONE protocol. For steps on how to configure a TONE carrier, please see the "How to add a TONE carrier" section.

1) Enter a Full Name for the recipient.

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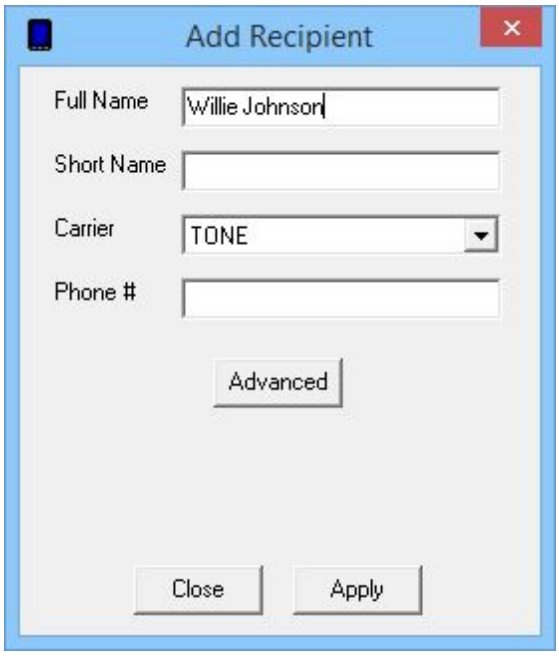
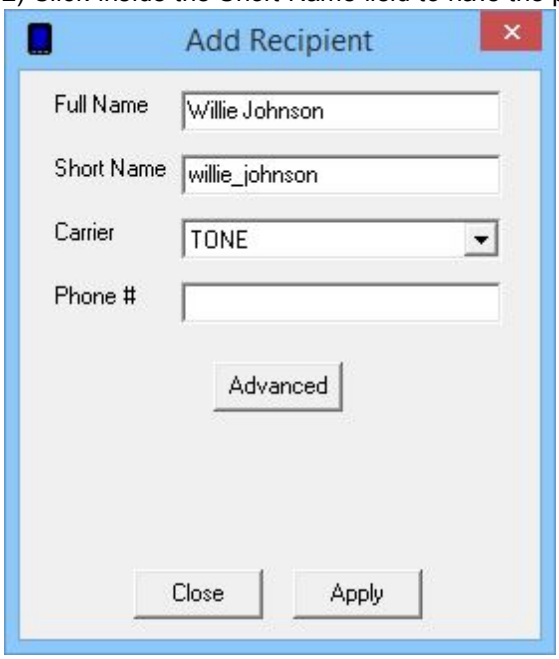


2) Click inside the Short Name field to have the program automatically fill in the field.



3) From the Carrier dropdown list, select the carrier you have configured to use the TONE protocol.

4) Enter the phone number you want the touch tones transmitted to.

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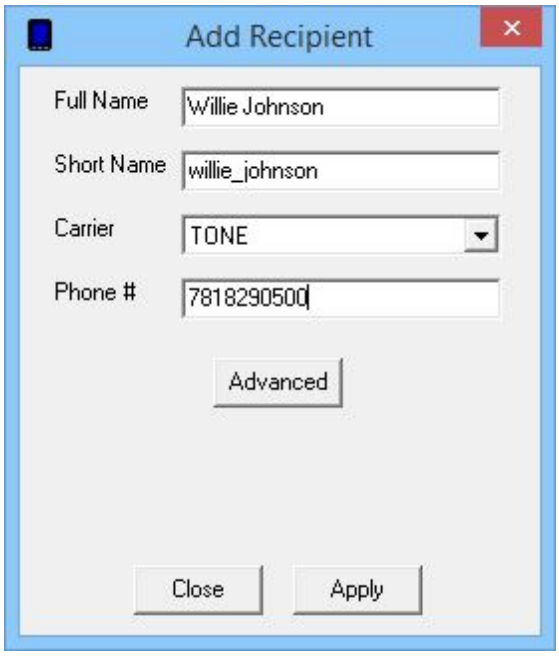
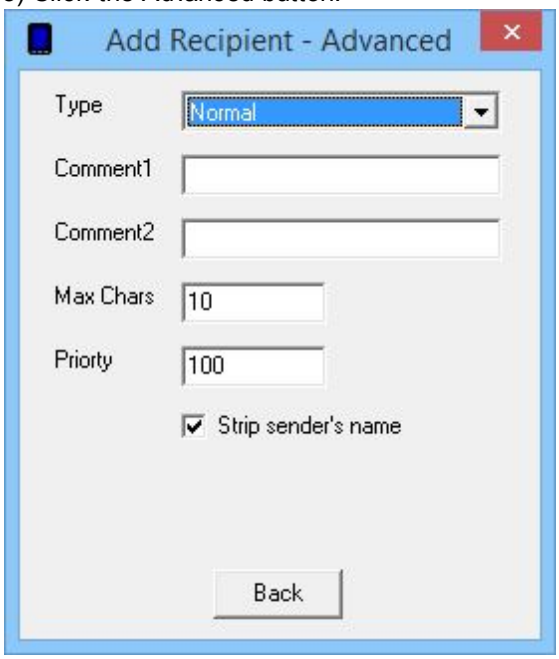


5) Click the Advanced button.



6) Leave the Type as: Normal

7) If you wish to leave a note about this recipient, enter it in the Comment1 or Comment 2 fields.

8) The Max Chars field in the Recipient Settings determines the maximum number of characters you wish to send to this recipient. If this value is set higher than the Carrier Max Chars value, NotePager Pro will split long messages into multiple messages.

9) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority and 100 representing the lowest priority. The default value all carriers and recipients is: 100

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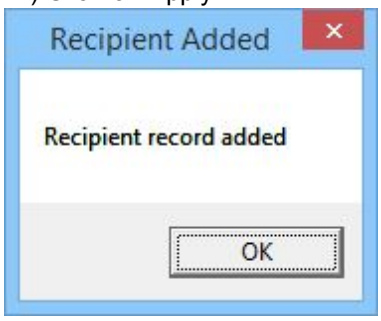
10) If 'Strip sender's name' is checked, NotePager pro will not prefix your messages with the sender's name.

11) Click on Back.

12) Click on Apply.



13) Click on OK.

5.4.1.8 Adding a Recipient to a UCP Carrier

Note: You must have a carrier configured to use the UCP protocol. For steps on how to configure a UCP carrier, please see the "How to add a UCP carrier" section.

1) Enter a Full Name for the recipient.

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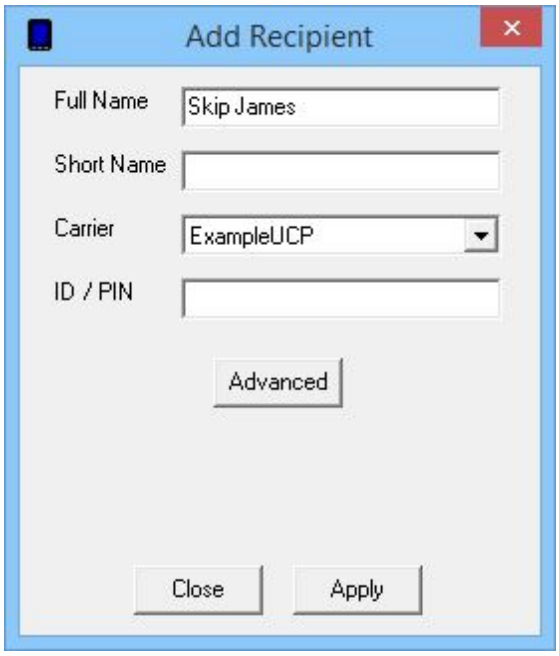
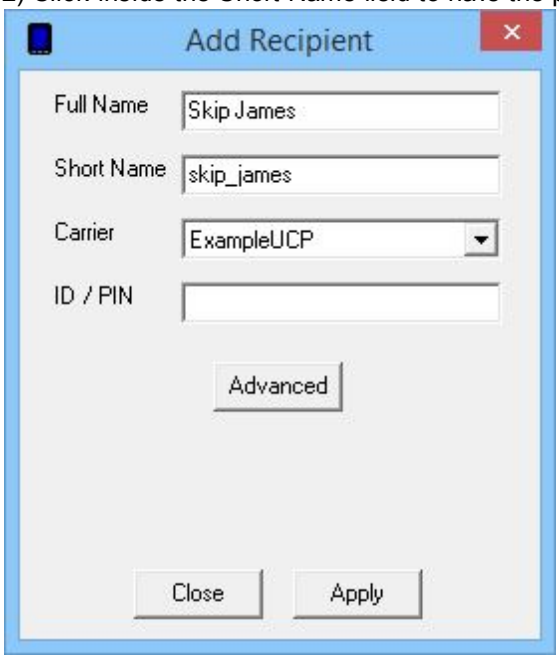


2) Click inside the Short Name field to have the program automatically fill in the field.



3) From the Carrier dropdown list, select the carrier you have configured to use the UCP protocol.

4) In the ID/PIN field, enter the cell phone or pager number with no spaces or dashes.

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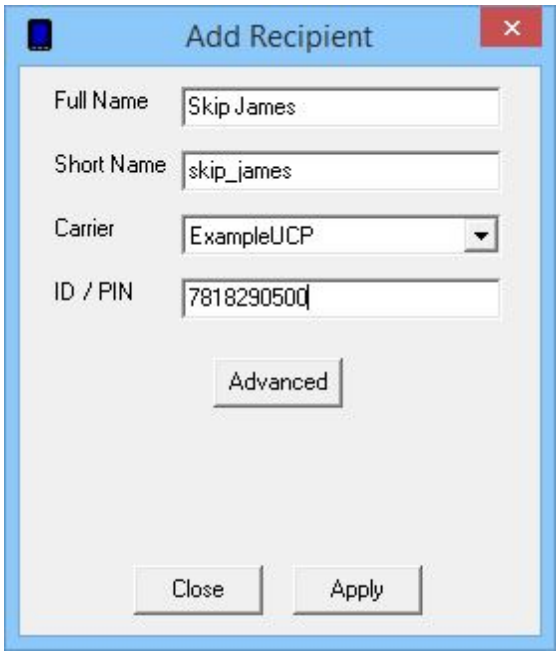
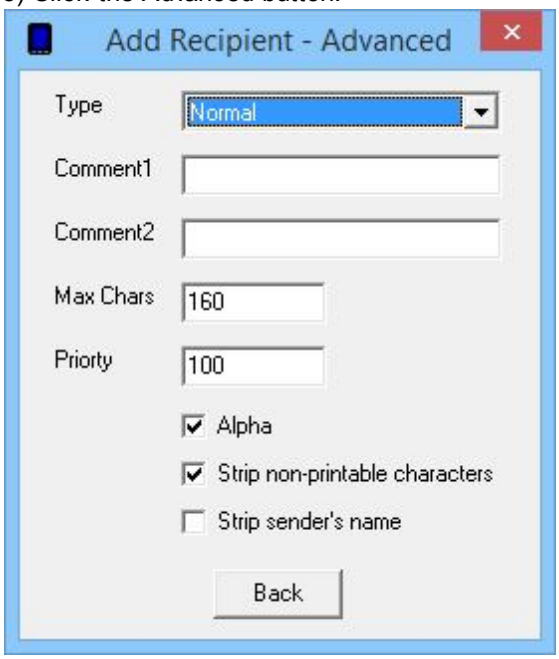


5) Click the Advanced button.



6) Leave the Type as: Normal

7) If you wish to leave a note about this recipient, enter it in the Comment1 or Comment 2 fields.

8) The Max Chars field in the Recipient Settings determines the maximum number of characters you wish to send to this recipient. If this value is set higher than the Carrier Max Chars value, NotePager Pro will split long messages into multiple messages.

9) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority and 100 representing the lowest priority. The default value all carriers and recipients is: 100

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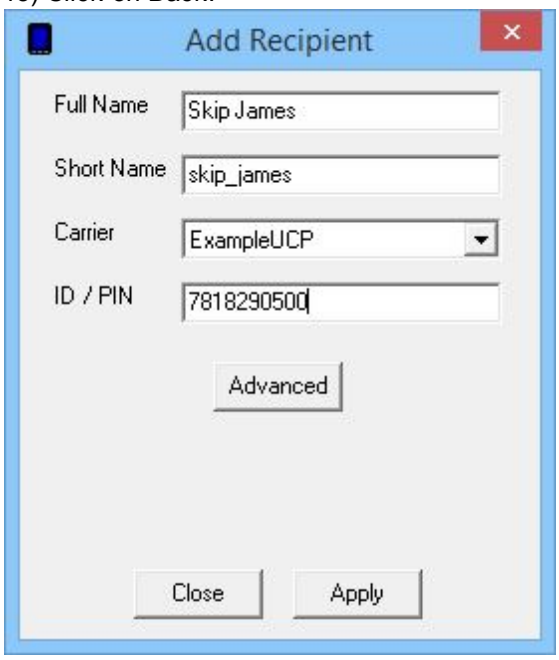
10) If the device you are sending to can receive both alpha and numeric characters, leave Alpha checked. If the device you are sending to can only receive numeric characters, uncheck Alpha.

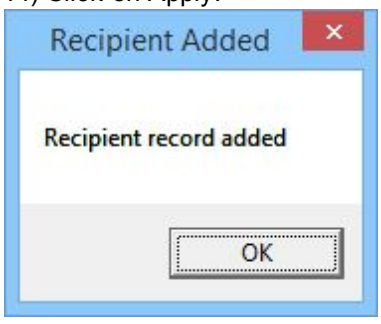
11) Non-printable characters are things like carriage returns, line feeds, horizontal tabs and the like. If you do not want these characters to appear in messages sent to this recipient, leave 'Strip non-printable characters' checked. If you do want these characters to appear in messages sent to this recipient, uncheck 'Strip non-printable characters'.

12) If 'Strip sender's name' is checked, NotePager pro will not prefix your messages with the sender's name.

13) Click on Back.



14) Click on Apply.



15) Click on OK.

5.4.1.9 Adding a Recipient to a WCTP Carrier

Note: You must have a carrier configured to use the WCTP protocol. For steps on how to configure a WCTP carrier, please see the "How to add a WCTP carrier" section.

1) Enter a Full Name for the recipient.

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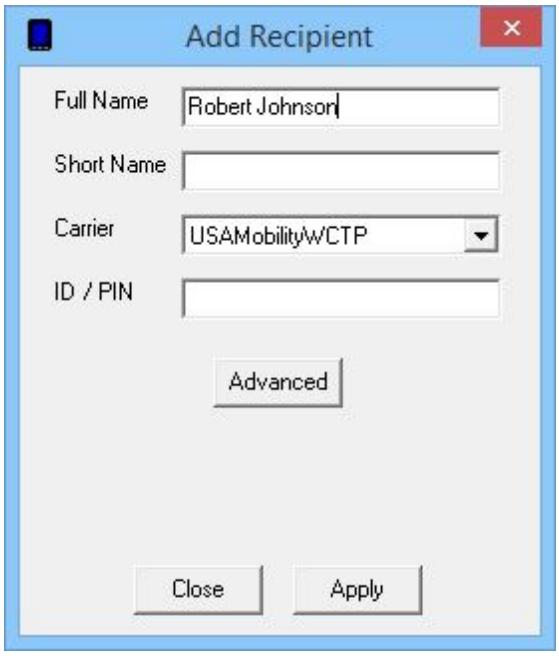
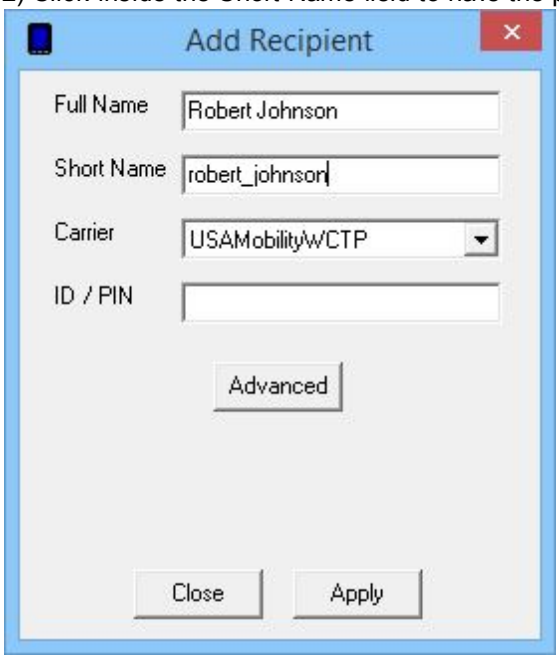


2) Click inside the Short Name field to have the program automatically fill in the field.



3) From the Carrier dropdown list, select the carrier you have configured to use the SNPP protocol.

4) Enter the pager or cell phone number with no spaces or dashes.

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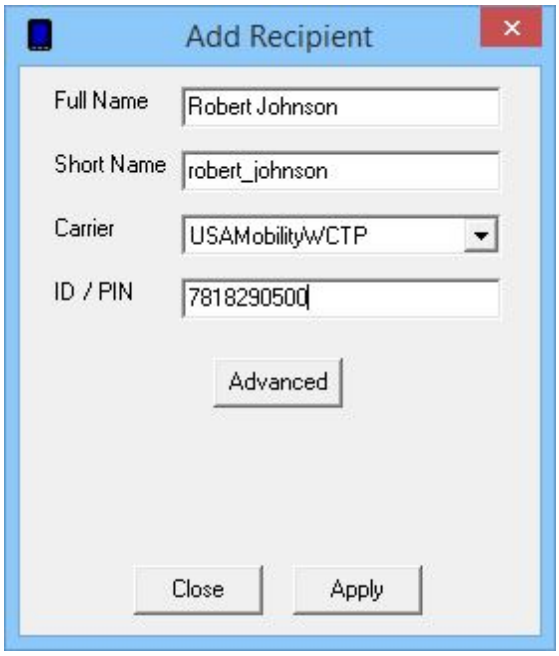
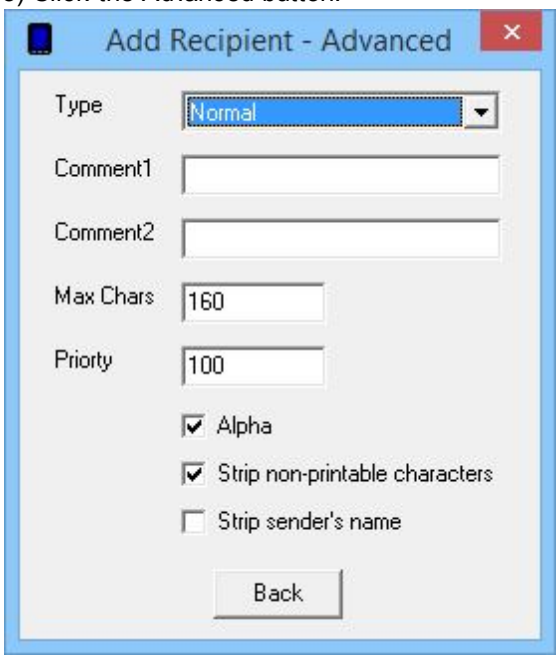


5) Click the Advanced button.



6) Leave the Type as: Normal

7) If you wish to leave a note about this recipient, enter it in the Comment1 or Comment 2 fields.

8) The Max Chars field in the Recipient Settings determines the maximum number of characters you wish to send to this recipient. If this value is set higher than the Carrier Max Chars value, NotePager Pro will split long messages into multiple messages.

9) Set the Priority of the carrier. This can be set to a value from 1 to 100, with 1 representing the highest priority and 100 representing the lowest priority. The default value all carriers and recipients is: 100

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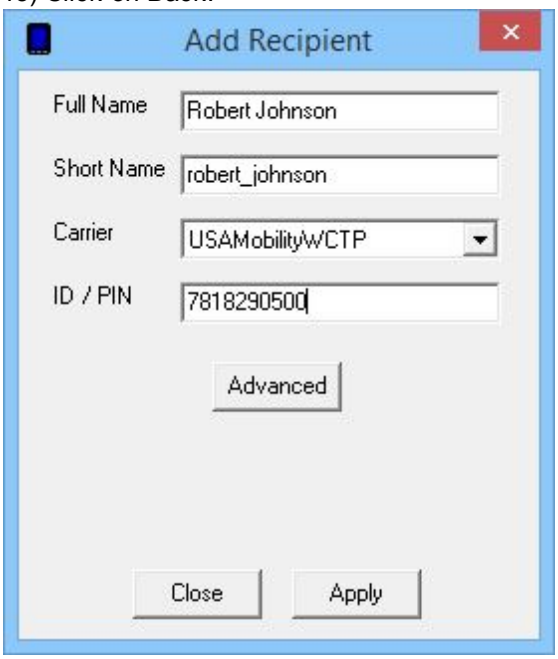
10) If the device you are sending to can receive both alpha and numeric characters, leave Alpha checked. If the device you are sending to can only receive numeric characters, uncheck Alpha.

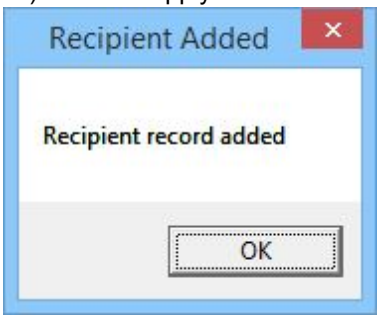
11) Non-printable characters are things like carriage returns, line feeds, horizontal tabs and the like. If you do not want these characters to appear in messages sent to this recipient, leave 'Strip non-printable characters' checked. If you do want these characters to appear in messages sent to this recipient, uncheck 'Strip non-printable characters'.

12) If 'Strip sender's name' is checked, NotePager pro will not prefix your messages with the sender's name.

13) Click on Back.



14) Click on Apply.



15) Click on OK.

5.4.2 Editing a Recipient

The Edit Recipient menu provides a method of modifying a recipient's settings and provides list of all recipients currently configured in the program.

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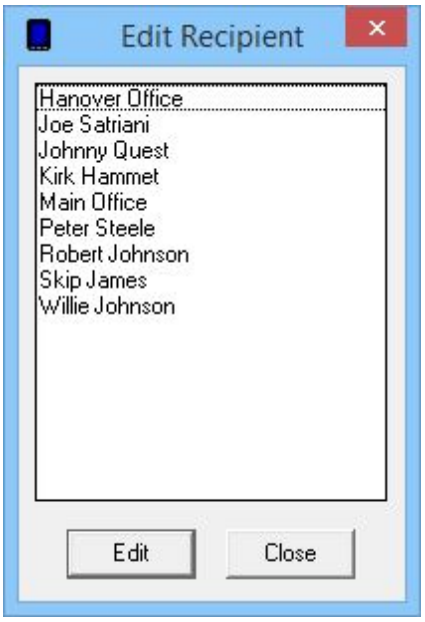
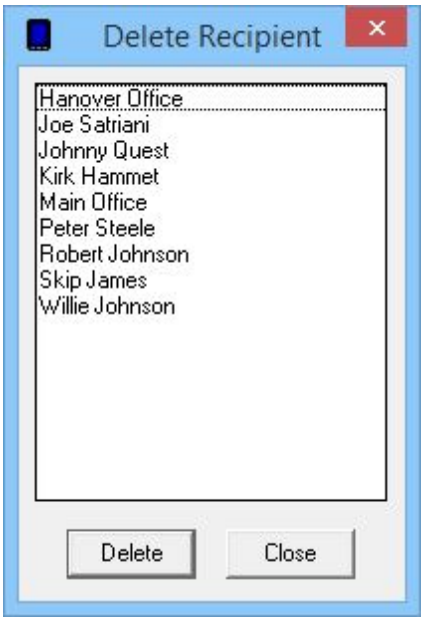


To edit a recipient, simply click on the name in the list, then click on Edit.

5.4.3 Deleting a Recipient

The Delete Recipient menu provides a method of removing a recipient and provides list of all recipients currently configured in the program.



To delete a recipient, simply click on the name in the list, then click on Delete.

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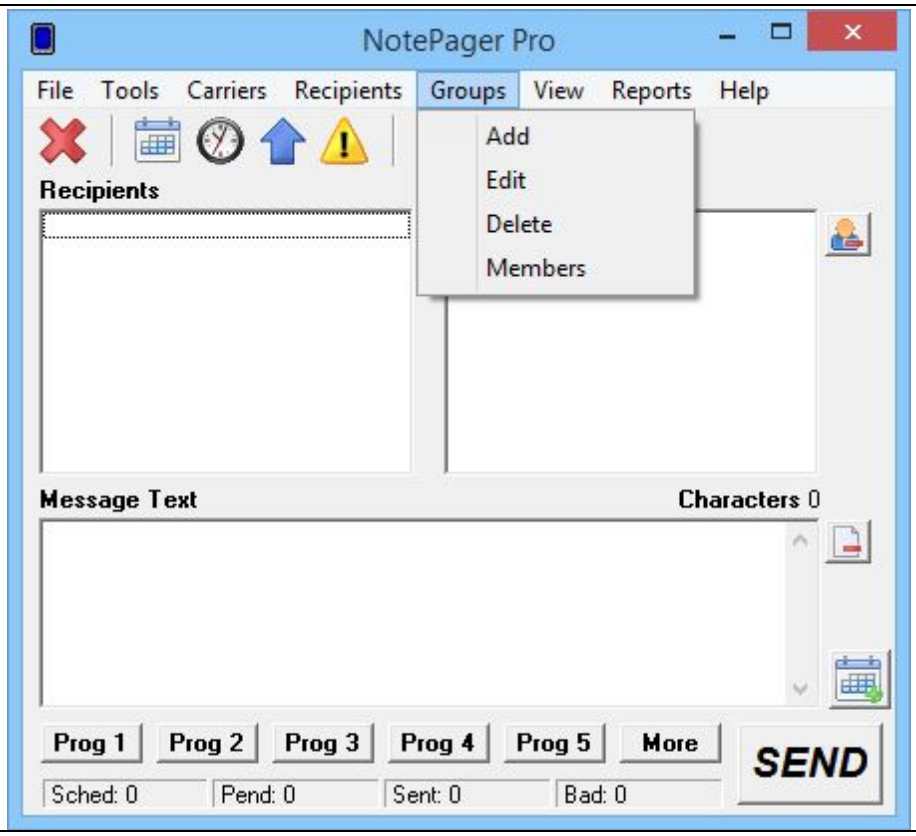
5.5 Groups

A group is a collection of recipients.

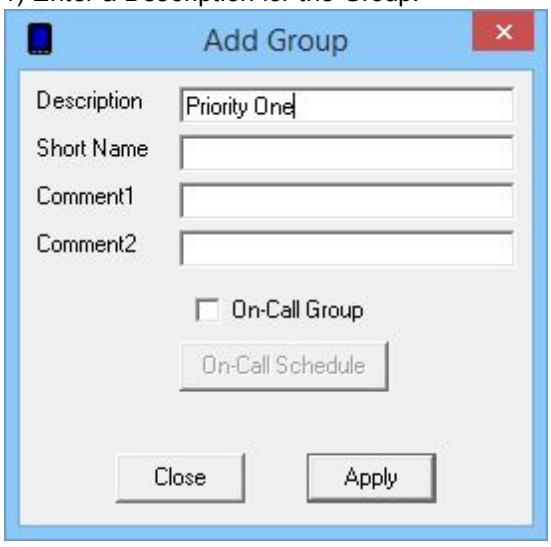
The Groups menu for NotePager Pro provides the following options:

- Add
- Edit
- Delete
- Members



5.5.1 Adding a Group

1) Enter a Description for the Group.



2) Click inside the Short Name field to have the program automatically fill in the field.

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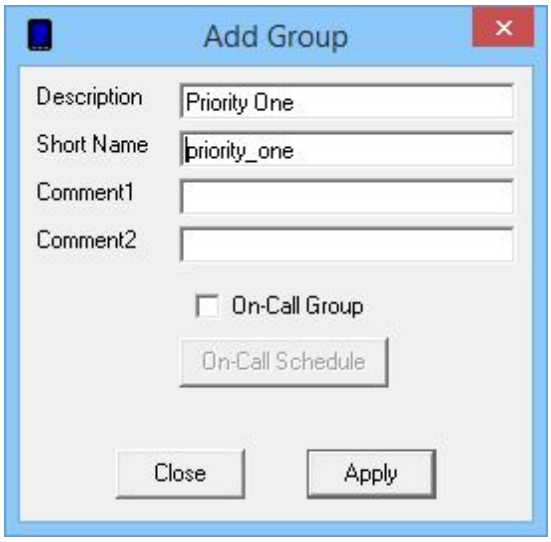
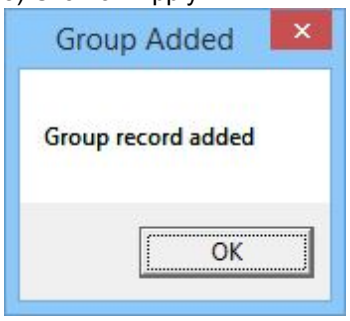


3) If you wish to leave a note about this Group, enter it in the Comment1 or Comment 2 fields.

4) If this Group needs to be configured as an On-Call Group, put a check in On-Call group. For information on configuring the On-Call Schedule, please click here.

5) Click on Apply.



Note: For information on how to add recipients to a group or modify a group's member list, please click here.

5.5.2 Editing a Group

The Edit Group menu provides a method of modifying a group's settings, including the On-Call Schedule, and provides list of all groups currently configured in the program.

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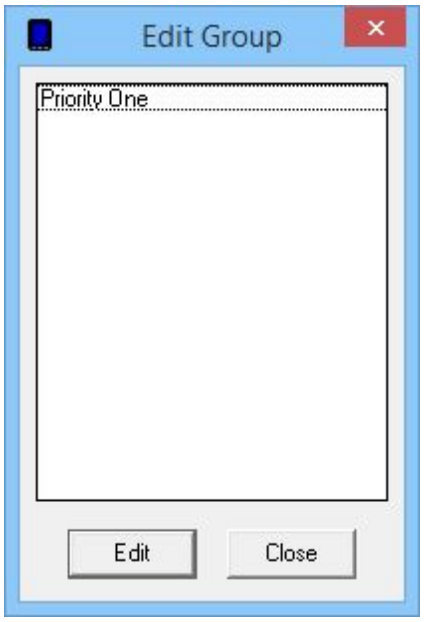
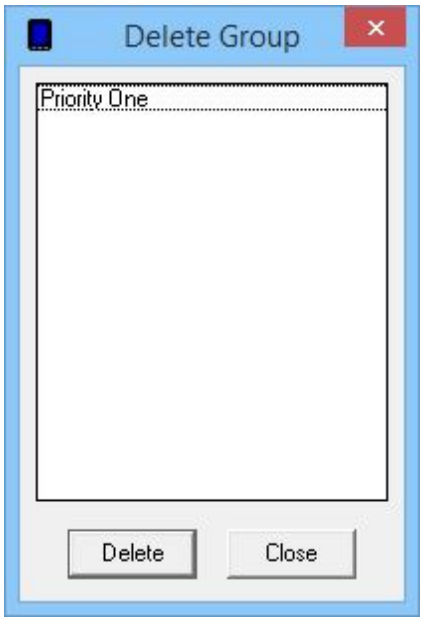


To edit a group, simply click on the name in the list, then click on Edit.

5.5.3 Deleting a Group

The Delete Group menu provides a method of removing a group and provides list of all groups currently configured in the program.



To delete a group, simply click on the name in the list, then click on Delete.

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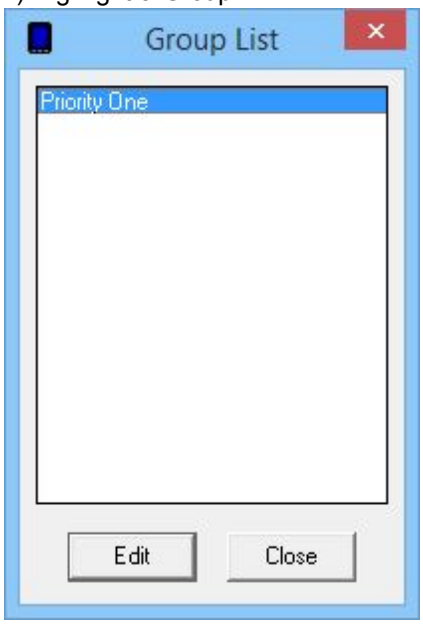
5.5.4 Modifying Group Members

1) Highlight a Group.



2) Click on Edit.

3) To add a recipient to the Members section, click on the name of the recipient in the Non-members section.

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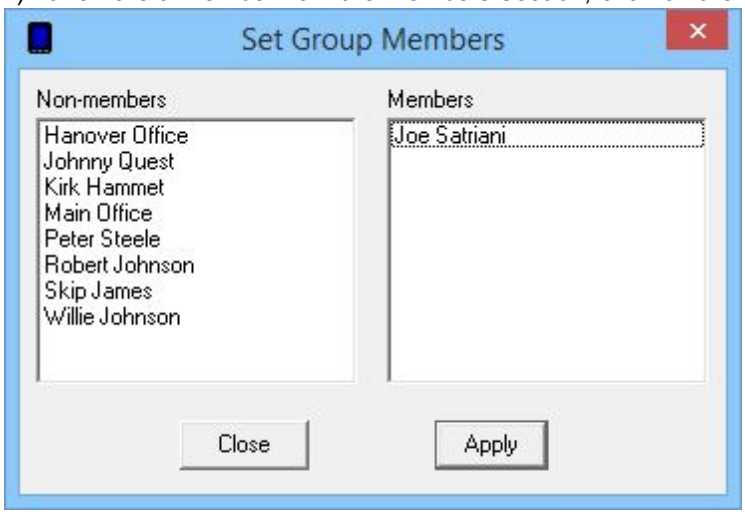
4) To remove a Member from the Members section, click on the name of the recipient.



5) When finished, click on Apply.

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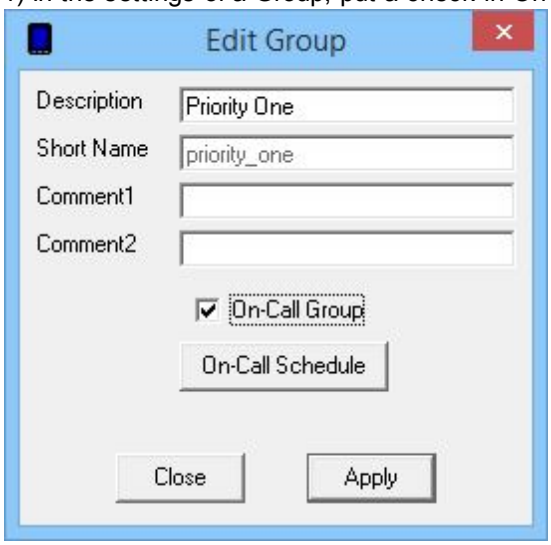
6) Click on Close.

5.5.5 On-Call Scheduling

1) In the settings of a Group, put a check in On-Call Schedule.



2) Click on the On-Call Schedule button.

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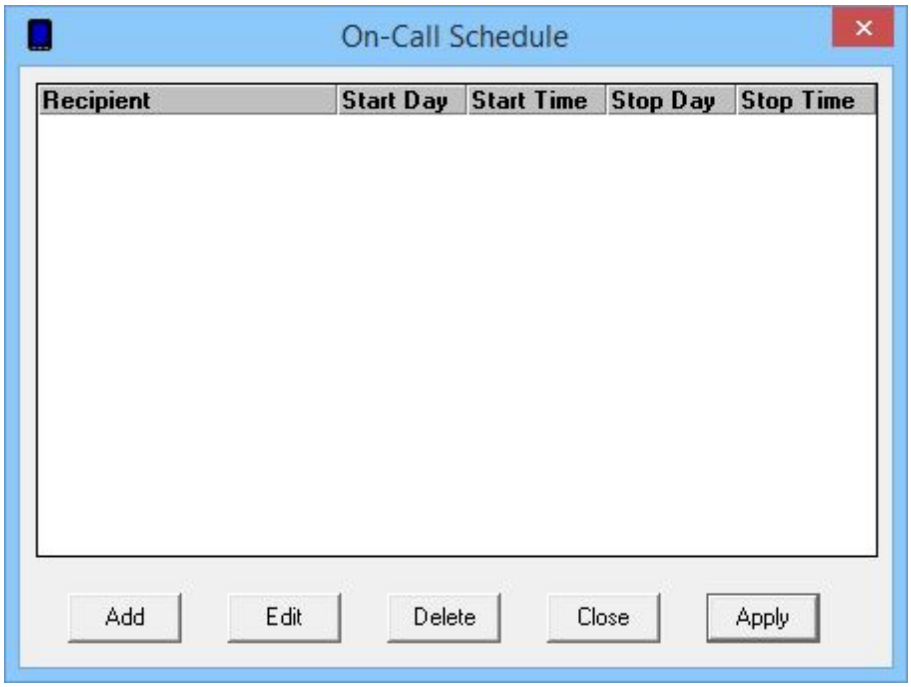
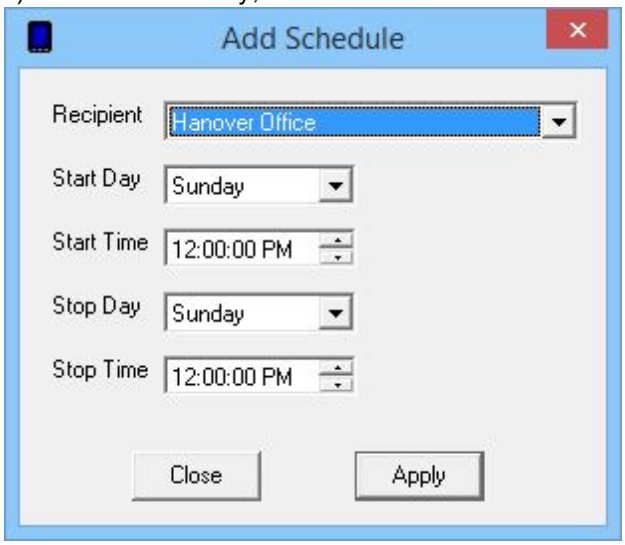


3) To add a new entry, click on Add.



4) Select a recipient from the Recipient drop down list.

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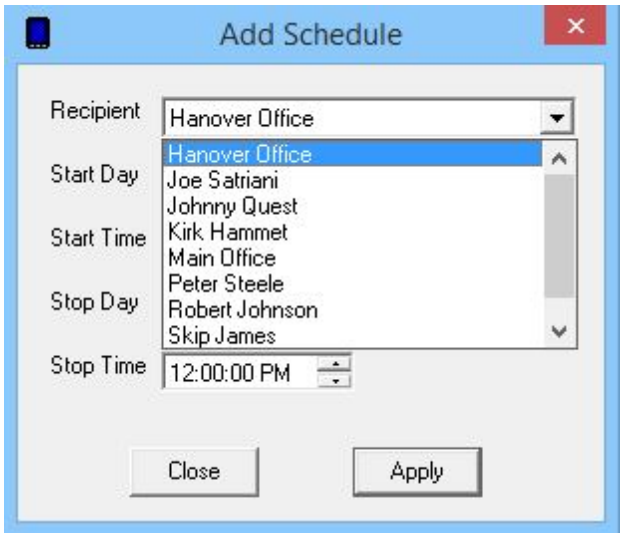
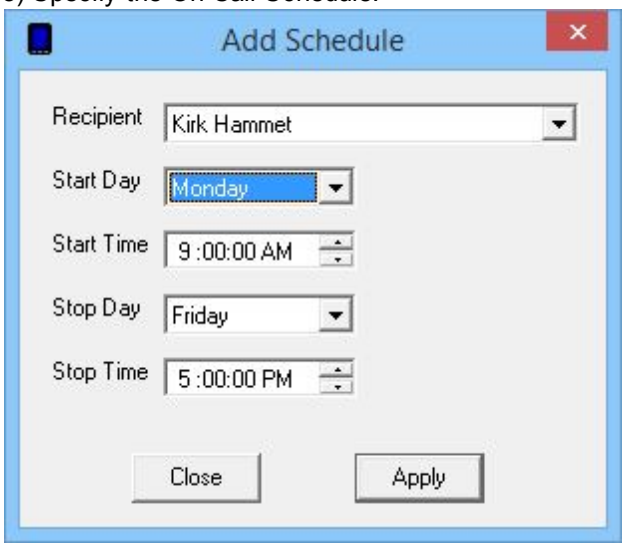


5) Specify the On-Call Schedule.



6) Click on Apply.

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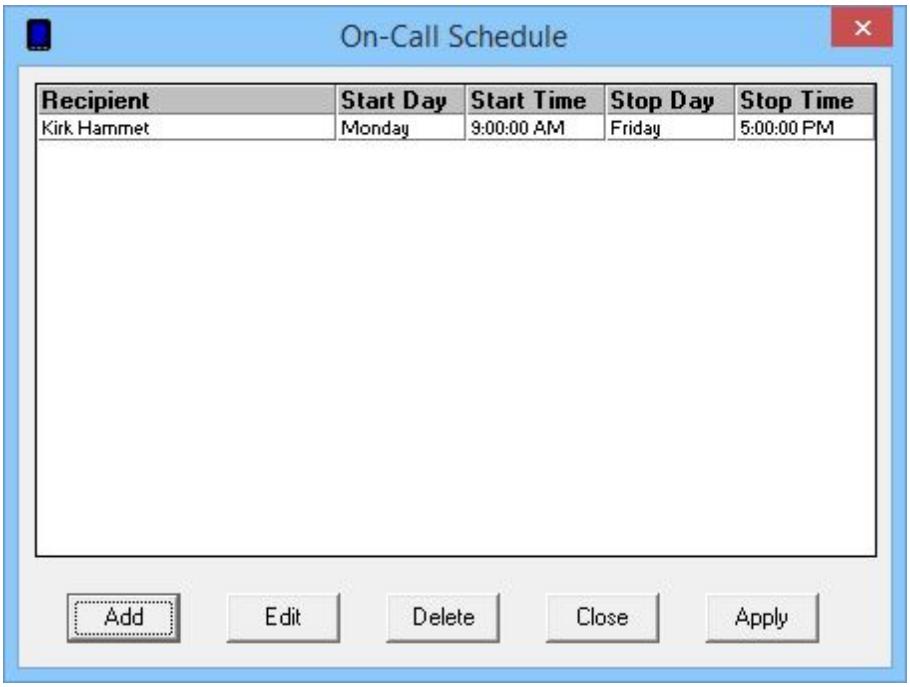
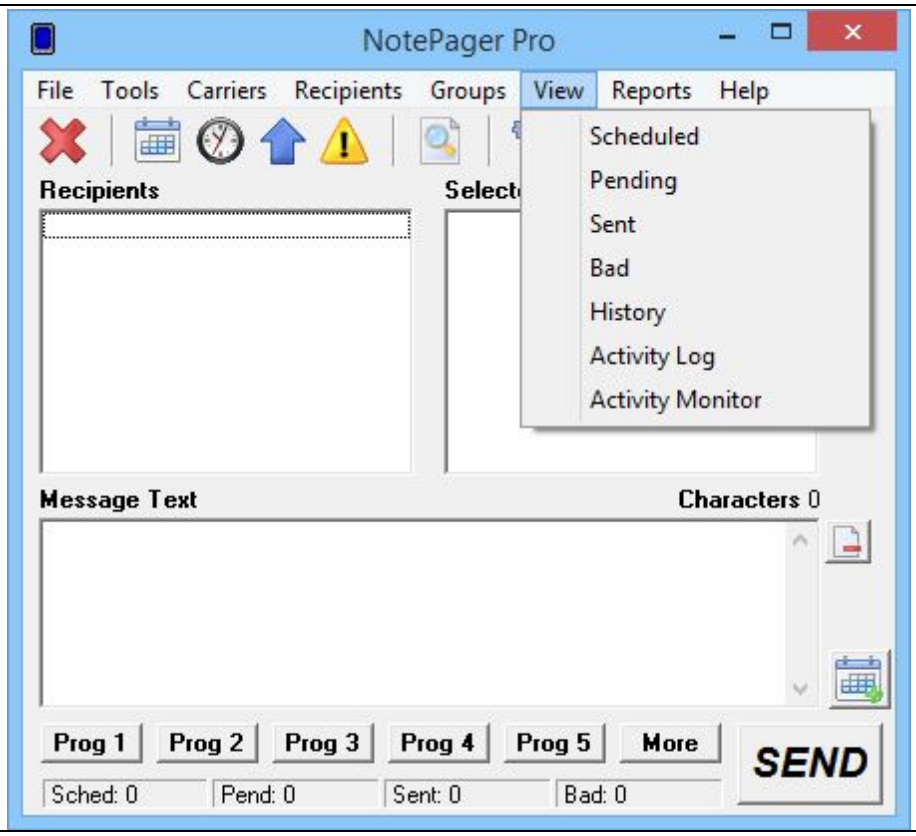


7) Click on Apply.

5.6 View

The View menu for NotePager Pro provides the following options:

- Scheduled
- Pending
- Sent
- Bad
- History
- Activity Log
- Activity Monitor



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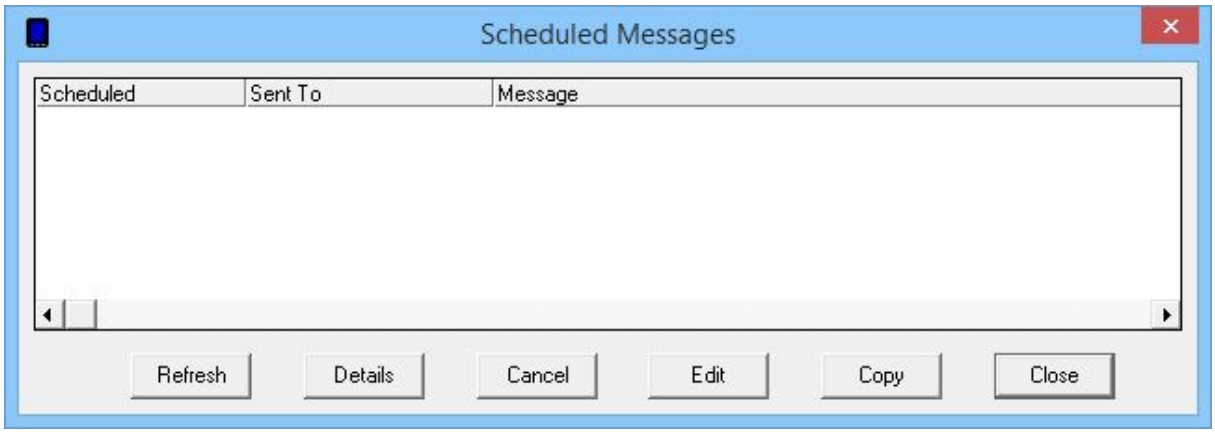
5.6.1 Scheduled Messages

The View - Scheduled menu option shows a list of all scheduled and repeating messages. For information on how to create a scheduled or repeating message, please see the "How to Schedule Messages" section of the documentation.



Button	Function
Refresh	This button will refresh the list of scheduled messages to show you the most recent information possible.
Details	After highlighting a scheduled message, this button will show the full technical details of the message.
Cancel	After highlighting a scheduled message, this button will remove the highlighted message.
Edit	After highlighting a scheduled message, this button will allow you to edit the recipients or groups, schedule and content of the scheduled message.
Copy	After highlighting a scheduled message, this button will copy the recipients, content of message and schedule to the main NotePager Pro interface so you can use it as a template to create further scheduled messages based on the one copied.
Close	This button will close the Scheduled Messages window.

5.6.2 Pending Messages

The View - Pending menu option shows a list of all messages currently in the queue to be delivered. For information on how to send a message, please see the "How to Send Messages" section of the documentation.

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Button	Function
Refresh	This button will refresh the list of pending messages to show you the most recent information possible.
Details	After highlighting a pending message, this button will show the full technical details of the message.
Cancel	After highlighting a pending message, this button will remove the highlighted message from the queue.
Copy	After highlighting a pending message, this button will copy the recipients and content of the message to the main NotePager Pro interface so you can use it as a template to create further messages based on the one copied.
Close	This button will close the Pending Messages window.

5.6.3 Sent Messages

The View - Sent menu option shows a list of all messages that have been delivered successfully.

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Button	Function
Refresh	This button will refresh the list of sent messages to show you the most recent information possible.
Details	After highlighting a sent message, this button will show the full technical details of the message.
Requeue	After highlighting a sent message, this button will re-queue the highlighted message to be sent again.
Copy	After highlighting a sent message, this button will copy the recipients and content of the message to the main NotePager Pro interface so you can use it as a template to create further messages based on the one copied.
Close	This button will close the Sent Messages window.

5.6.4 Bad Messages

The View - Bad menu option shows a list of all messages that were not delivered successfully.

Button	Function
Refresh	This button will refresh the list of failed messages to show you the most recent information possible.
Details	After highlighting a failed message, this button will show the full technical details of the message.
Requeue	After highlighting a failed message, this button will re-queue the highlighted message to be sent again.
Copy	After highlighting a failed message, this button will copy the recipients and content of the message to the main NotePager Pro interface so you can use it as a template to create further messages based on the one copied.
Close	This button will close the Bad Messages window.

5.6.5 History

The View - History menu option shows a list of all messages that the program has within its message store. By default, NotePager Pro will keep 30 days worth of messages in the database. To modify that value, please see the General Settings section of the documentation.

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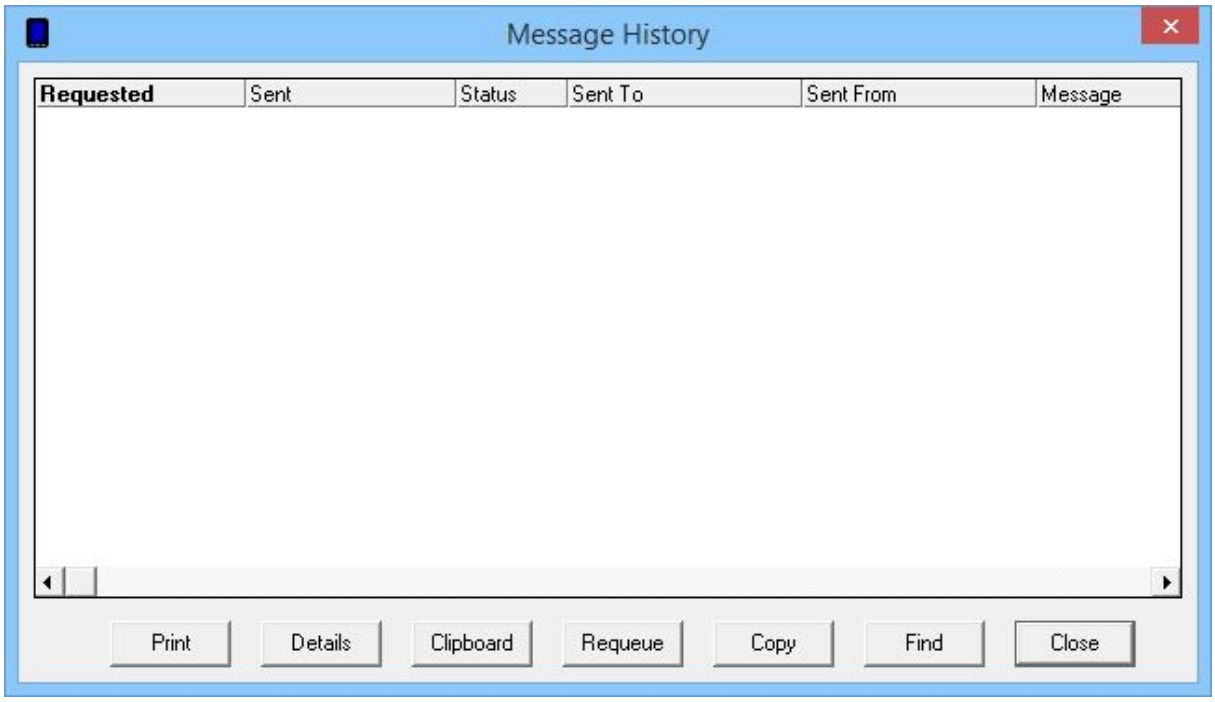

Button	Function
Print	This button will print the message history.
Details	After highlighting a message, this button will show the full technical details of the message.
Clipboard	This button will copy the message history to the windows clipboard so you can paste it in to another window, such as MS Word, Notepad, Wordpad, the body of an email, etc.
Requeue	After highlighting a message, this button will re-queue the highlighted message to be sent again.
Copy	After highlighting a message, this button will copy the recipients and content of the message to the main NotePager Pro interface so you can use it as a template to create further messages based on the one copied.
Find	This button will provide a search window that will find the entered text within the message history.
Close	This button will close the Message History window.

5.6.6 Activity Log

The View - Activity Log menu option displays the log of all activity performed with NotePager Pro. By default, NotePager Pro will keep 1MB worth of information in the log. To modify that value, please see the General Settings section of the documentation.

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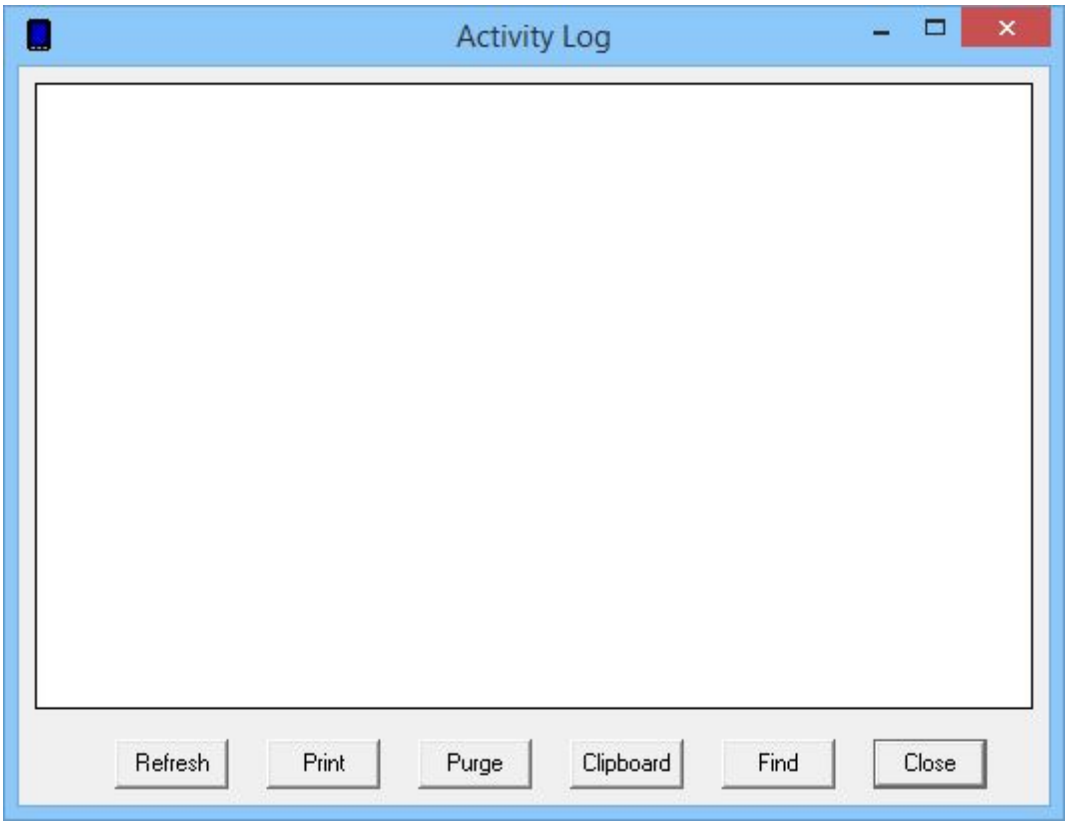

Button	Function
Refresh	This button will refresh the activity log to show you the most recent information possible.
Print	This button will print the activity log.
Purge	This button will purge all information from the activity log.
Clipboard	This button will copy the activity log to the windows clipboard so you can paste it in to another window, such as MS Word, Notepad, Wordpad, the body of an email, etc.
Find	This button will provide a search window that will find the entered text within the activity log.
Close	This button will close the activity log.

5.6.7 Activity Monitor

The Activity Monitor is a real-time logging window that will appear beside the main NotePager Pro interface. This window will display what is being logged in the Activity Log as it is happening.

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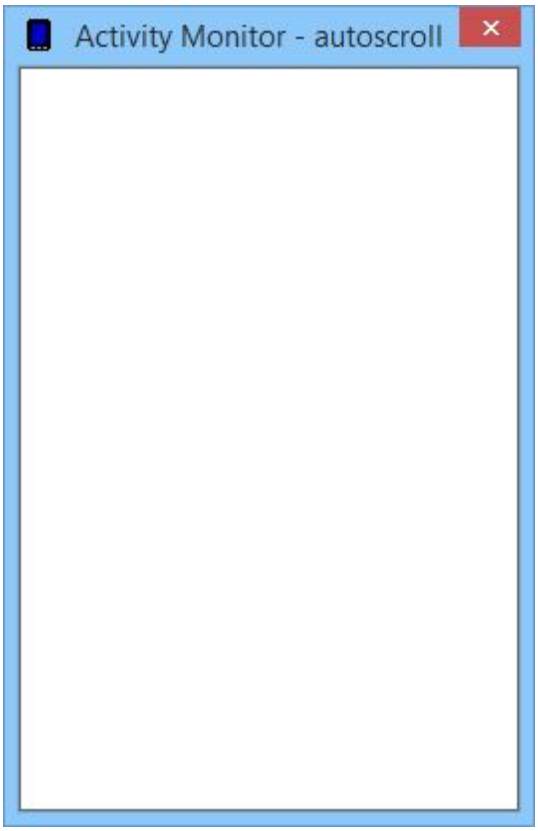

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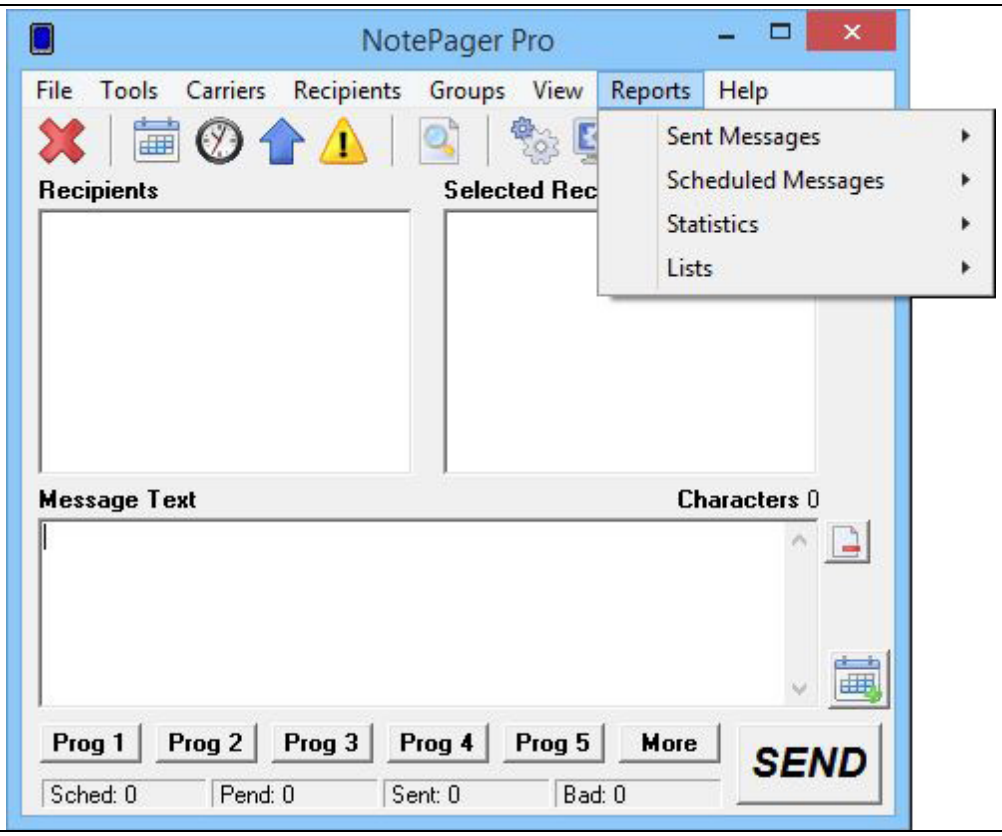
5.7 Reports

The Reports menu for NotePager Pro provides the ability to run four types of reports:

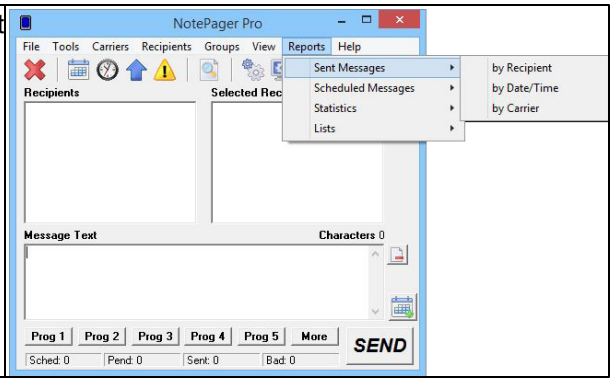
- Sent Messages
- Scheduled Messages
- Statistics
- Lists



5.7.1 Sent Messages

There are three types of Sent Message reports that you can run:

- by Recipient
- by Date/Time
- by Carrier



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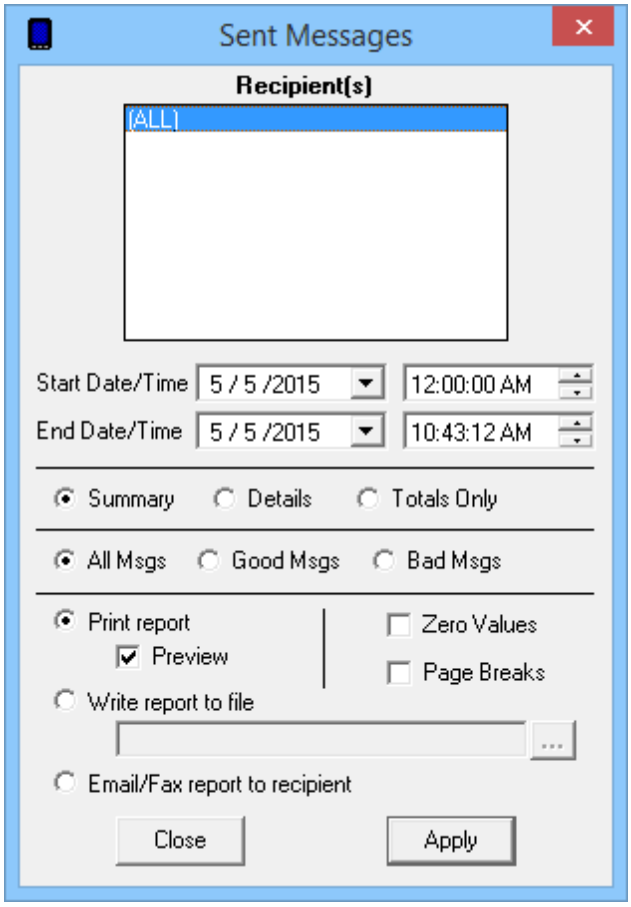
5.7.1.1 Sent Messages by Recipient



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Section	Function
Recipient(s)	This section provides a list of all recipients and groups within the program. To run a report on a recipient or group, highlight their name in the list.
Start Date/Time	This section specifies the date and time of the beginning of the report.
End Date/Time	This section specifies the date and time of the end of the report.
Summary	This option will provide a basic summary for messages found by this report.
Details	This option will provide the full technical information for messages found by this report.
Totals Only	This option will provide a numeric total of messages found by this report.
All Msgs	This option specifies that the report should search for all messages, both failed and delivered.
Good Msgs	This option specifies that the report should only search for delivered messages.
Bad Msgs	This option specifies that the report should only search for failed messages.
Print Report (Preview Optional)	With 'Preview' checked, the report will output to a screen for review. With 'Preview' unchecked, the report will be sent to the selected printer.
Zero Values	This option specifies that the report should include zero value results.
Page breaks	This option specifies that you do want page breaks to appear in the report.
Write report to file	This option specifies that the report should be written to a file instead of being sent to a printer.
Email/Fax report to recipient	If configured, this option allows you to email or fax a report to a recipient within the Recipients list.
Close	This button will close the report window.
Apply	This button will run the report.

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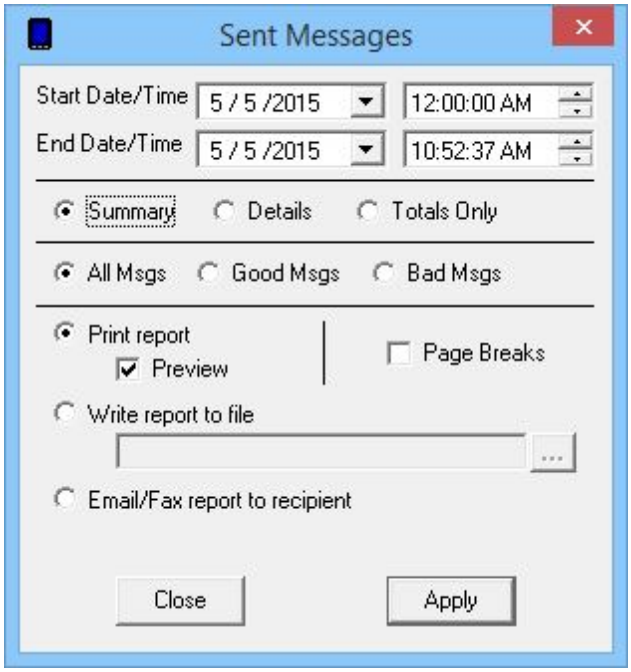
5.7.1.2 Sent Messages by Date/Time



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Section	Function
Start Date/Time	This section specifies the date and time of the beginning of the report.
End Date/Time	This section specifies the date and time of the end of the report.
Summary	This option will provide a basic summary for messages found by this report.
Details	This option will provide the full technical information for messages found by this report.
Totals Only	This option will provide a numeric total of messages found by this report.
All Msgs	This option specifies that the report should search for all messages, both failed and delivered.
Good Msgs	This option specifies that the report should only search for delivered messages.
Bad Msgs	This option specifies that the report should only search for failed messages.
Print Report (Preview Optional)	With 'Preview' checked, the report will output to a screen for review. With 'Preview' unchecked, the report will be sent to the selected printer.
Zero Values	This option specifies that the report should include zero value results.
Page breaks	This option specifies that you do want page breaks to appear in the report.
Write report to file	This option specifies that the report should be written to a file instead of being sent to a printer.
Email/Fax report to recipient	If configured, this option allows you to email or fax a report to a recipient within the Recipients list.
Close	This button will close the report window.
Apply	This button will run the report.

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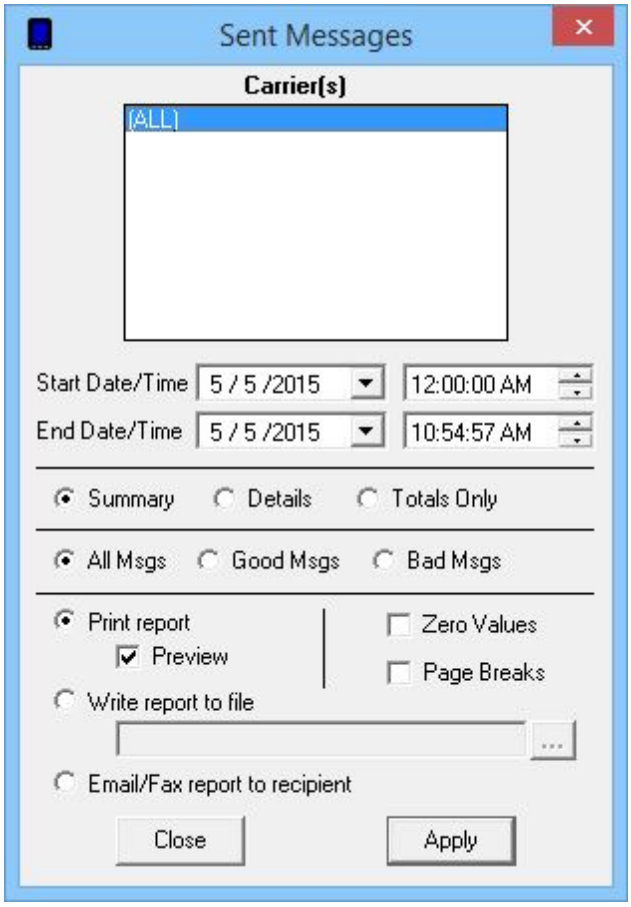
5.7.1.3 Sent Messages by Carrier



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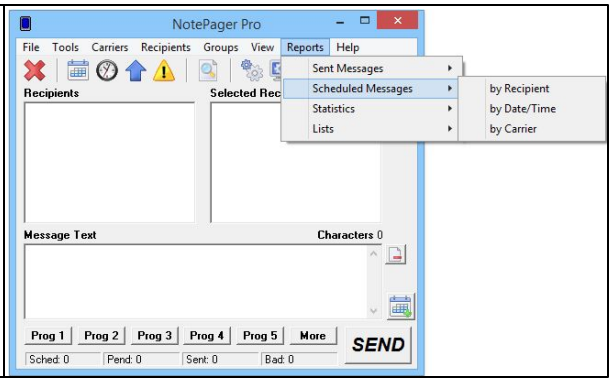
Section	Function
Carrier(s)	This section provides a list of all carriers within the program. To run a report on a carrier, highlight its name in the list.
Start Date/Time	This section specifies the date and time of the beginning of the report.
End Date/Time	This section specifies the date and time of the end of the report.
Summary	This option will provide a basic summary for messages found by this report.
Details	This option will provide the full technical information for messages found by this report.
Totals Only	This option will provide a numeric total of messages found by this report.
All Msgs	This option specifies that the report should search for all messages, both failed and delivered.
Good Msgs	This option specifies that the report should only search for delivered messages.
Bad Msgs	This option specifies that the report should only search for failed messages.
Print Report (Preview Optional)	With 'Preview' checked, the report will output to a screen for review. With 'Preview' unchecked, the report will be sent to the selected printer.
Zero Values	This option specifies that the report should include zero value results.
Page breaks	This option specifies that you do want page breaks to appear in the report.
Write report to file	This option specifies that the report should be written to a file instead of being sent to a printer.
Email/Fax report to recipient	If configured, this option allows you to email or fax a report to a recipient within the Recipients list.
Close	This button will close the report window.
Apply	This button will run the report.

5.7.2 Scheduled Messages

There are three types of Scheduled Message reports that you can run:

- by Recipient
- by Date/Time
- by Carrier



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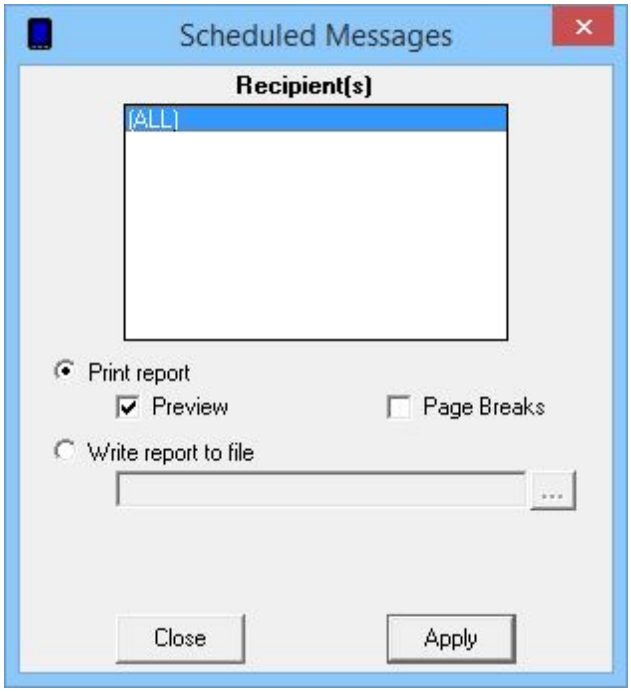
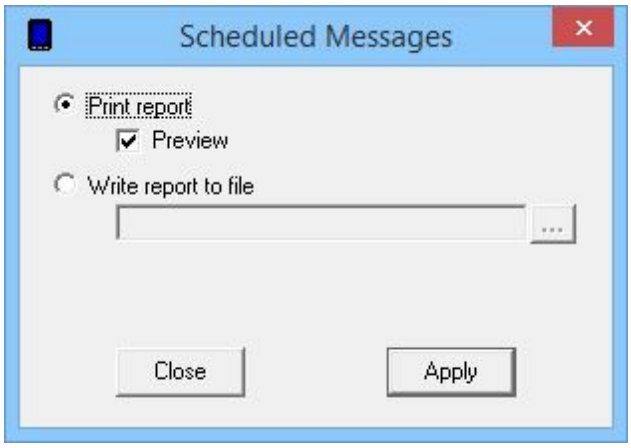
5.7.2.1 Scheduled Messages by Recipient



Section	Function
Print Report (Preview Optional)	With 'Preview' checked, the report will output to a screen for review. With 'Preview' unchecked, the report will be sent to the selected printer.
Page breaks	This option specifies that you do want page breaks to appear in the report.
Write report to file	This option specifies that the report should be written to a file instead of being sent to a printer.
Close	This button will close the report window.
Apply	This button will run the report.

5.7.2.2 Scheduled Messages by Date/Time



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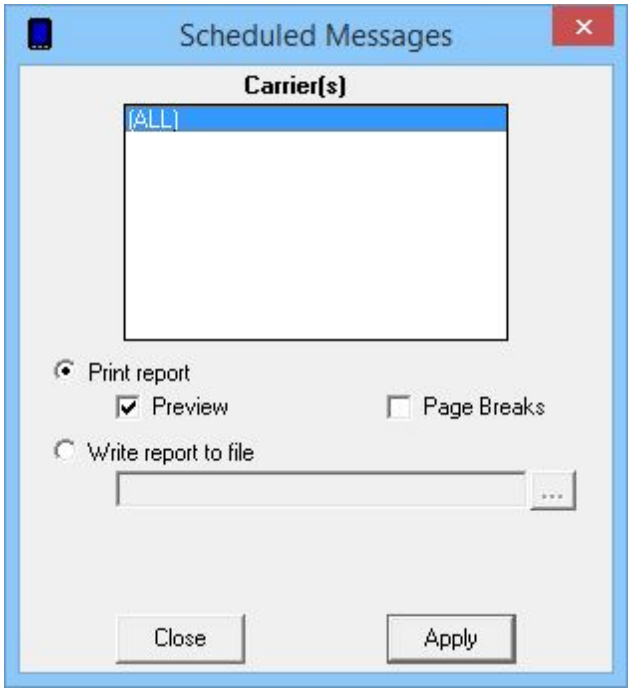
Section	Function
Print Report (Preview Optional)	With 'Preview' checked, the report will output to a screen for review. With 'Preview' unchecked, the report will be sent to the selected printer.
Write report to file	This option specifies that the report should be written to a file instead of being sent to a printer.
Close	This button will close the report window.
Apply	This button will run the report.

5.7.2.3 Scheduled Messages by Carrier



Section	Function
Print Report (Preview Optional)	With 'Preview' checked, the report will output to a screen for review. With 'Preview' unchecked, the report will be sent to the selected printer.
Page breaks	This option specifies that you do want page breaks to appear in the report.
Write report to file	This option specifies that the report should be written to a file instead of being sent to a printer.
Close	This button will close the report window.
Apply	This button will run the report.

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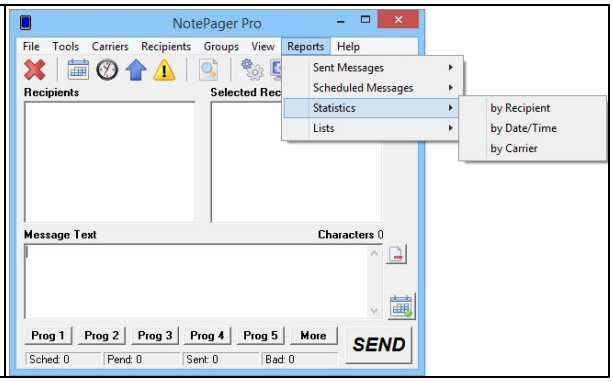
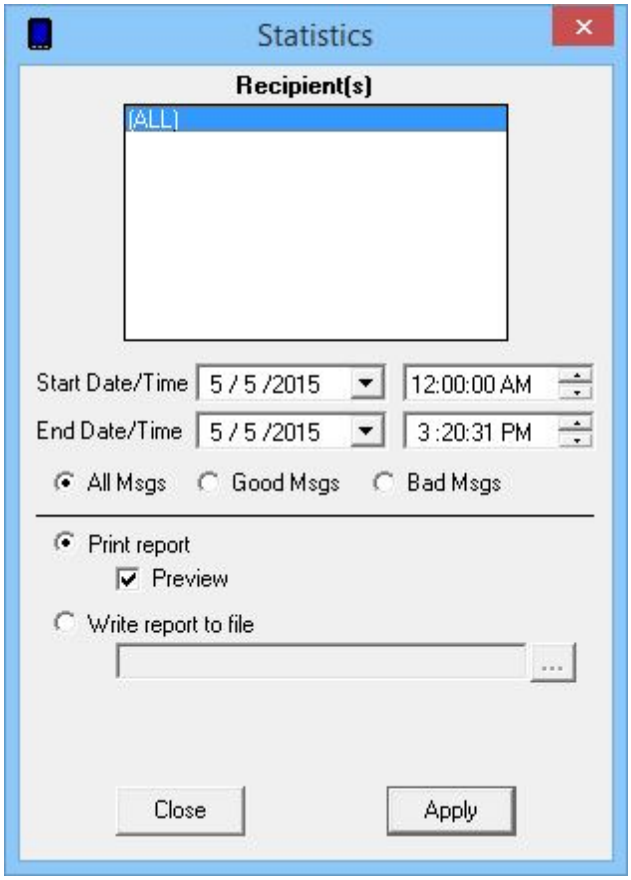
5.7.3 Statistics

There are three types of Statistics reports that you can run:

- by Recipient
- by Date/Time
- by Carrier



5.7.3.1 Statistics by Recipient



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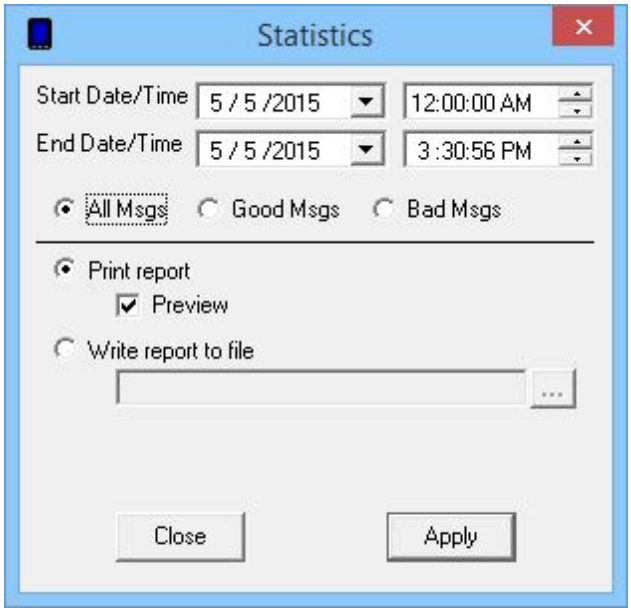
Section	Function
Recipient(s)	This section provides a list of all recipients and groups within the program. To run a report on a recipient or group, highlight their name in the list.
Start Date/Time	This section specifies the date and time of the beginning of the report.
End Date/Time	This section specifies the date and time of the end of the report.
All Msgs	This option specifies that the report should search for all messages, both failed and delivered.
Good Msgs	This option specifies that the report should only search for delivered messages.
Bad Msgs	This option specifies that the report should only search for failed messages.
Print Report (Preview Optional)	With 'Preview' checked, the report will output to a screen for review. With 'Preview' unchecked, the report will be sent to the selected printer.
Write report to file	This option specifies that the report should be written to a file instead of being sent to a printer.
Close	This button will close the report window.
Apply	This button will run the report.

5.7.3.2 Statistics by Date/Time



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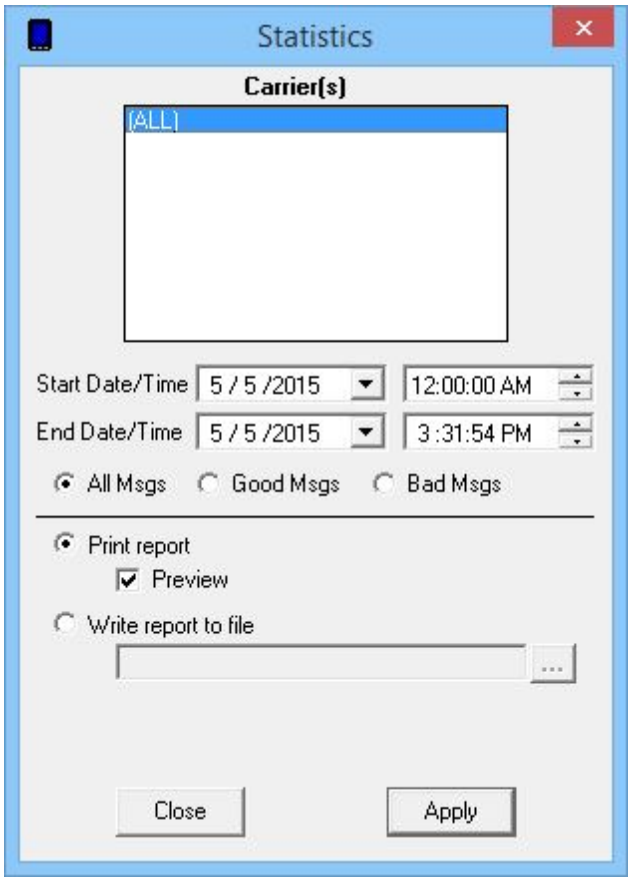
Section	Function
Start Date/Time	This section specifies the date and time of the beginning of the report.
End Date/Time	This section specifies the date and time of the end of the report.
All Msgs	This option specifies that the report should search for all messages, both failed and delivered.
Good Msgs	This option specifies that the report should only search for delivered messages.
Bad Msgs	This option specifies that the report should only search for failed messages.
Print Report (Preview Optional)	With 'Preview' checked, the report will output to a screen for review. With 'Preview' unchecked, the report will be sent to the selected printer.
Write report to file	This option specifies that the report should be written to a file instead of being sent to a printer.
Close	This button will close the report window.
Apply	This button will run the report.

5.7.3.3 Statistics by Carrier



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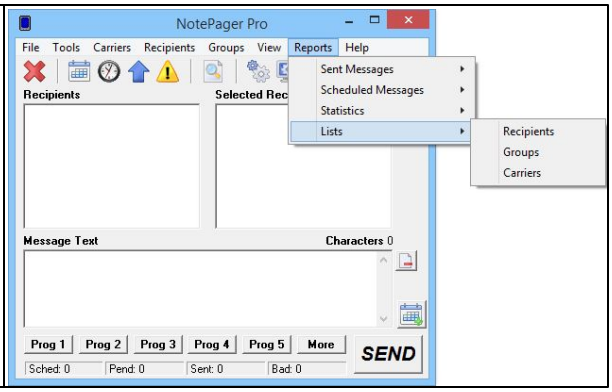
Section	Function
Carrier(s)	This section provides a list of all carriers within the program. To run a report on a carrier, highlight its name in the list.
Start Date/Time	This section specifies the date and time of the beginning of the report.
End Date/Time	This section specifies the date and time of the end of the report.
All Msgs	This option specifies that the report should search for all messages, both failed and delivered.
Good Msgs	This option specifies that the report should only search for delivered messages.
Bad Msgs	This option specifies that the report should only search for failed messages.
Print Report (Preview Optional)	With 'Preview' checked, the report will output to a screen for review. With 'Preview' unchecked, the report will be sent to the selected printer.
Write report to file	This option specifies that the report should be written to a file instead of being sent to a printer.
Close	This button will close the report window.
Apply	This button will run the report.

5.7.4 Lists

There are three types of List reports that you can run:

- Recipients
- Groups
- Carriers



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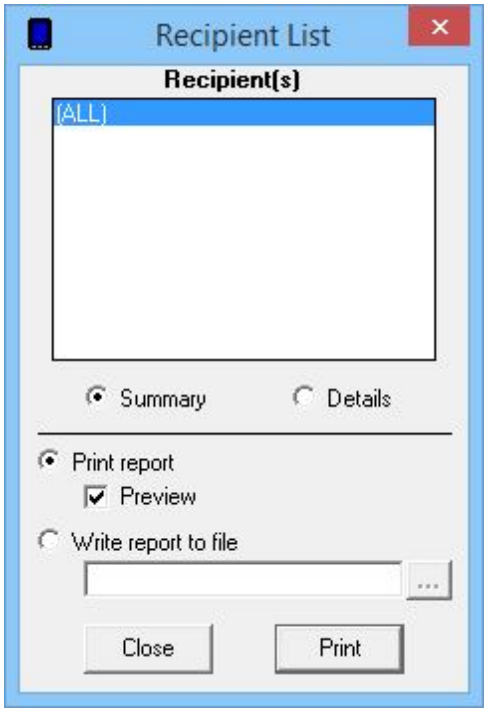
5.7.4.1 Recipient List Report



Section	Function
Recipient(s)	This section provides a list of all recipients within the program. To run a report on a recipient, highlight their name in the list.
Summary	This option will provide a basic summary for recipients found by this report.
Details	This option will provide the full technical information for recipients found by this report.
Print Report (Preview Optional)	With 'Preview' checked, the report will output to a screen for review. With 'Preview' unchecked, the report will be sent to the selected printer.
Write report to file	This option specifies that the report should be written to a file instead of being sent to a printer.
Close	This button will close the report window.
Apply	This button will run the report.

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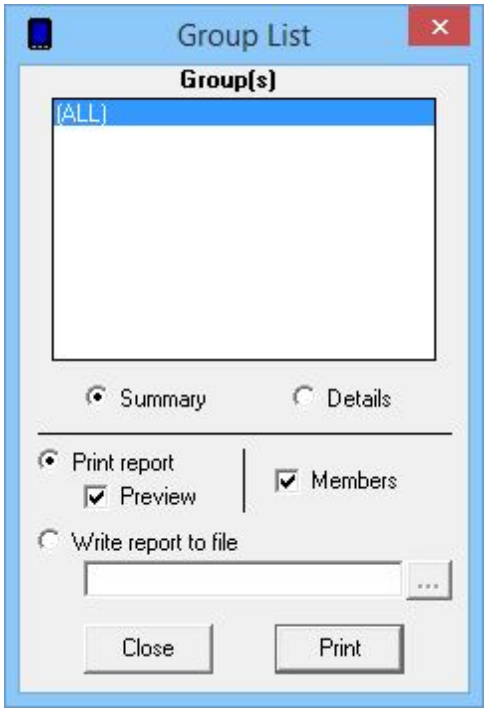
5.7.4.2 Group List Report



Section	Function
Group(s)	This section provides a list of all groups within the program. To run a report on a group, highlight their name in the list.
Summary	This option will provide a basic summary for groups found by this report.
Details	This option will provide the full technical information for groups found by this report.
Print Report (Preview Optional)	With 'Preview' checked, the report will output to a screen for review. With 'Preview' unchecked, the report will be sent to the selected printer.
Members	This option specifies whether you want to see the Members of the Group(s) that you are running the report on.
Write report to file	This option specifies that the report should be written to a file instead of being sent to a printer.
Close	This button will close the report window.
Apply	This button will run the report.

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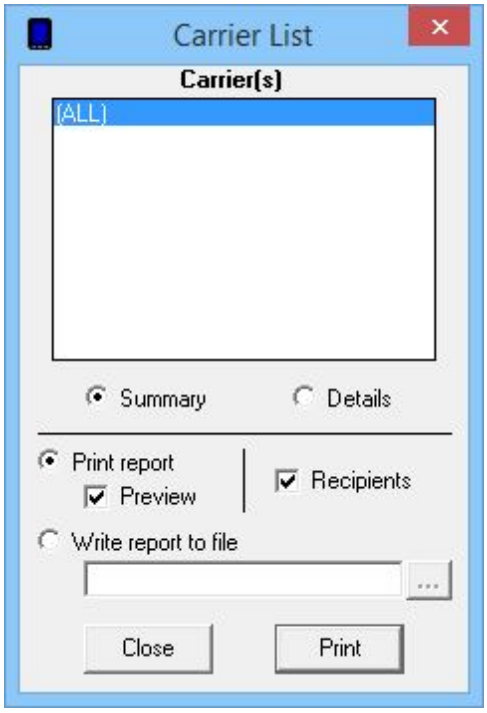
5.7.4.3 Carrier List Report



Section	Function
Group(s)	This section provides a list of all carriers within the program. To run a report on a group, highlight their name in the list.
Summary	This option will provide a basic summary for carriers found by this report.
Details	This option will provide the full technical information for carriers found by this report.
Print Report (Preview Optional)	With 'Preview' checked, the report will output to a screen for review. With 'Preview' unchecked, the report will be sent to the selected printer.
Recipients	This option specifies whether you want to see the Recipients tied to the Carrier(s) that you are running the report on.
Write report to file	This option specifies that the report should be written to a file instead of being sent to a printer.
Close	This button will close the report window.
Apply	This button will run the report.

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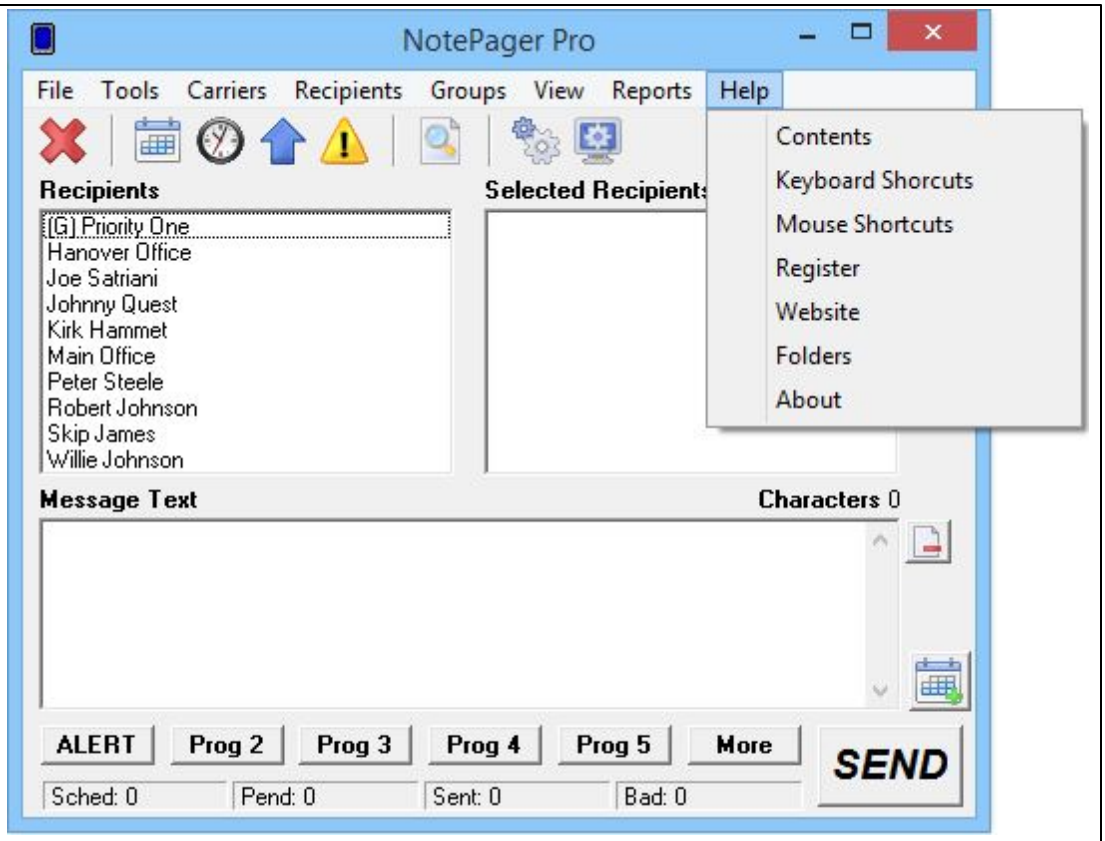
5.8 Help

The Help menu for NotePager Pro provides the ability to run four types of reports:

- Contents
- Keyboard Shortcuts
- Mouse Shortcuts
- Register
- Website
- Folders
- About



5.8.1 Contents

You are here.

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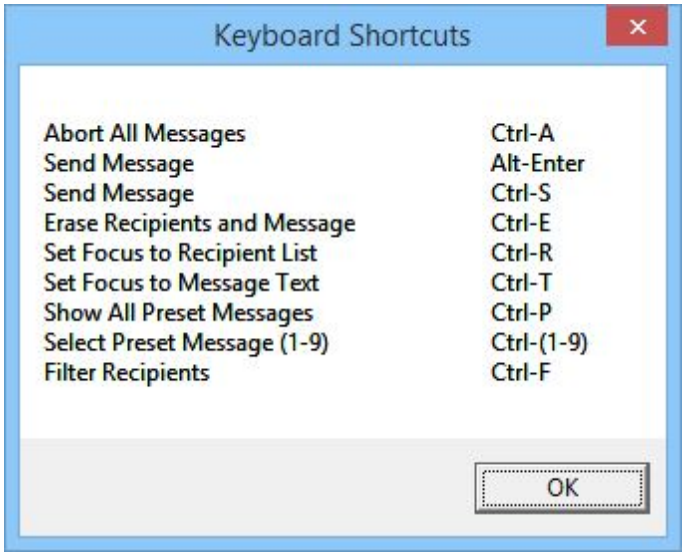
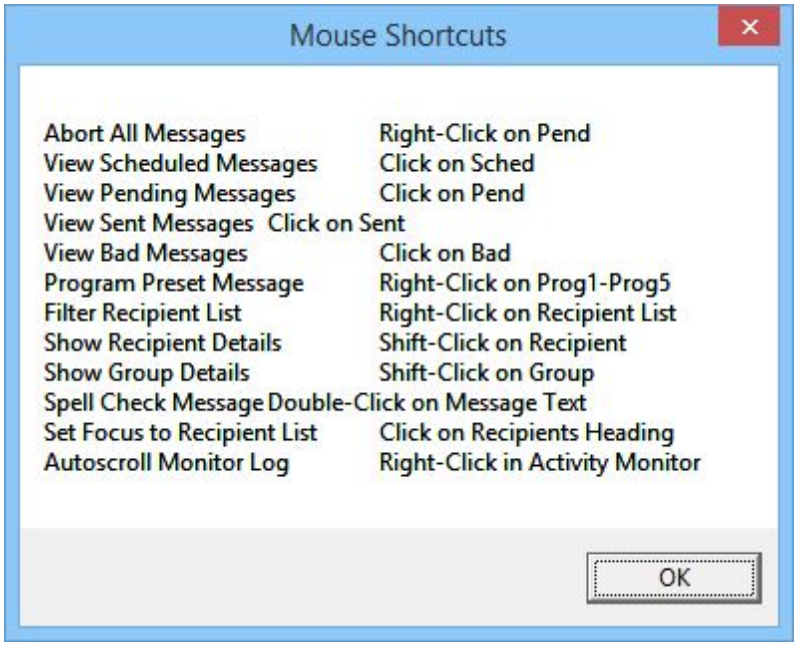
5.8.2 Keyboard Shortcuts



5.8.3 Mouse Shortcuts



5.8.4 Register

Note: If you have already registered the program, this menu option will not appear.

After purchasing NotePager Pro, you will be sent a registration key. That registration key will need to be typed in to this section of the program.

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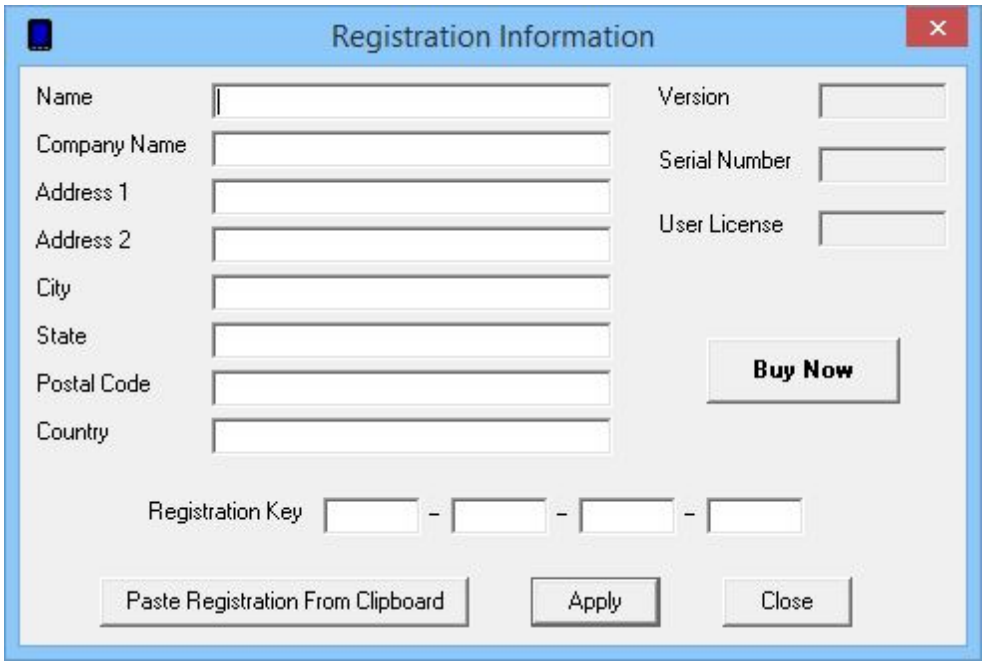


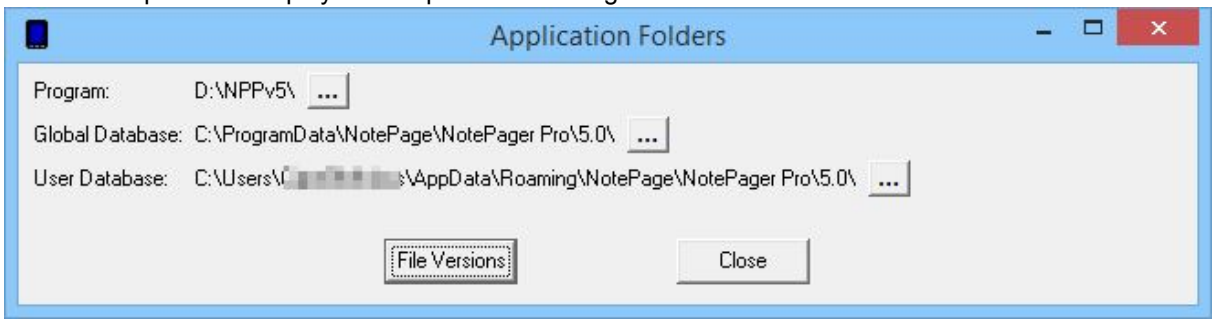
NOTE: The registration information is both case and punctuation sensitive and it must be typed in precisely as it is shown in what you were sent.

5.8.5 Website

Clicking this menu option will open your default web browser and take you to our website (http://www.notepage.net).

5.8.6 Folders

This menu option will display the file path for the Program and Database directories.



5.8.7 About

This menu option will show a dialog that displays the version information of NotePager Pro as well as your registration information, if you have registered the program. If you have not registered the program, it will prompt you for a registration key and remind you that you are running the trial version.

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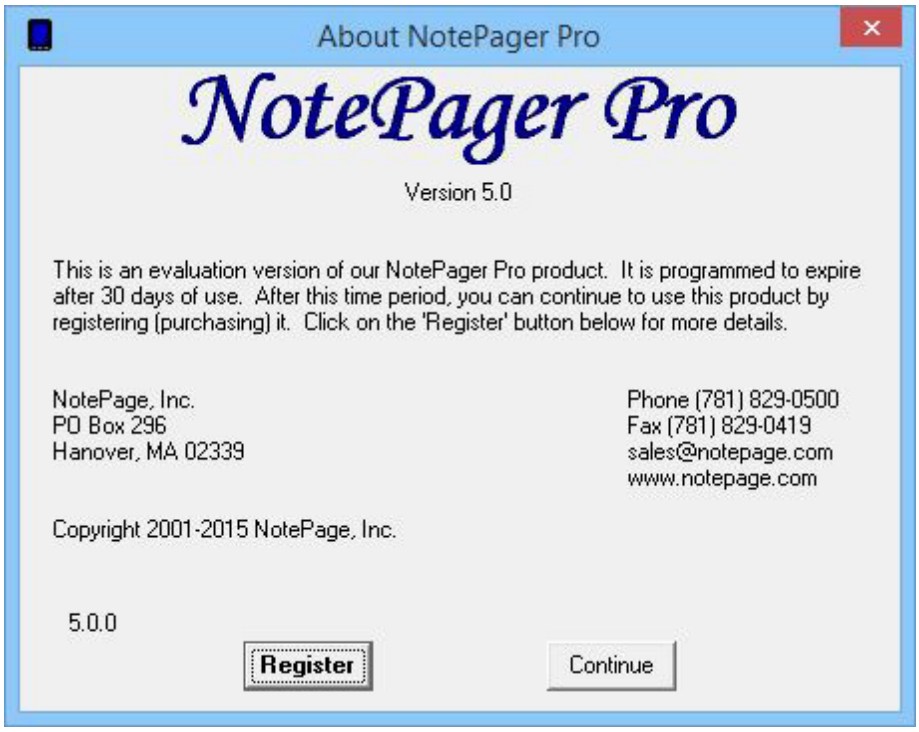

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6 Reference

The reference section provides a definition for some of the terms used when interacting with NotePager Pro.

6.1 Ad-Hoc

Ad-Hoc messages are messages that are sent to a recipient that isn't actually setup in NotePager Pro. By using Ad-Hoc, messages can be sent to a recipient by choosing the recipient's paging carrier (by choosing the carrier's ad-hoc recipient that must already be setup in NotePager Pro) and providing the ID/PIN number for the recipient's pager (or other wireless messaging device). Ad-Hoc recipients that have been setup in NotePager Pro will show up at the beginning of the 'Recipient List' and will have the text '(A)' before their name. If you choose an Ad-Hoc recipient, you will be prompted for the recipient's ID/PIN number before the entry is moved into the 'Selected Recipients List'.

6.2 Bad

The 'Bad' status number on the main NotePager Pro screen shows how many messages produced errors when being delivered. These messages were not successfully sent to the recipient's pager. By clicking on the 'Bad' label, you can bring up the full 'Bad Messages' log. See 'Bad Messages' for more information about this log.

6.3 Bad Messages

The 'Bad Messages' log shows information about messages that have received errors while being delivered. Information is only shown for messages sent during the current session of the NotePager Pro. This log displays whom the message was sent to, when it was entered, the current message status, and the beginning of the actual message. The 'Refresh' button will update the displayed information. The 'Requeue' button will change the highlighted message's status from 'bad' back to 'pending' (the message will be resent). The 'Close' button will close the log screen. The 'Bad Messages' log can be accessed by choosing 'Bad' form the 'View' menu, or by clicking on the 'Bad' label on the NotePager Pro's main screen.

6.4 Carrier

A carrier is a company that provides the service for a wireless device (pager, phone, PIM, etc.). They control the antennas, satellites, broadcast, and computer systems that are used to send the messages to your pager. You may purchase your service from a reseller who represents several different carriers. They resell the paging service, but are not actually the carrier. When setting up NotePager Pro, you will need some information about the actual carrier that your wireless device is serviced by (see the installation part of the documentation for specifics).

6.5 Characters

NotePager Pro has a character counter that displays on the main screen. It updates itself as a message is typed into the 'Message Text' area. This number in not necessarily the exact number of characters sent out in the actual message. The sender's name may be added to the beginning of each message depending on settings for each recipient. Also, some options add more information to the message before it is sent out. The maximum number of characters that the message box will accept can be set by going to 'Tools' -> 'Settings' -> 'Display'.

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6.6 Clear

Two 'Clear' buttons appear on NotePager Pro's main screen. The 'Clear' button immediately to the right of the 'Selected Recipients' list, clears all the selected recipients. The 'Clear' button immediately to the right of the 'Message Text' box, clears any text in its box.

6.7 Clear on Send

If the 'Clear on send' setting in NotePager Pro's setup screen is enabled, whenever a message is sent by the user, the 'Selected Recipients' list and the 'Message Text' box will be automatically cleared. Otherwise, these two display boxes are left in their previous state, when a message is sent.

6.8 Connection Monitor

The Connection Monitor shows you, in real time, the communication session between NotePager Pro and the wireless carriers. This is especially helpful when first setting up and testing new carriers and recipients. This same information can be viewed after-the-fact in the dialer log file. The log can be view by choosing 'Dialer Log' from the 'View' menu.

If you close the Connection Monitor, it can be displayed again by choosing 'Connection Monitor' from the 'View' menu.

Right-clicking in the log area of the Connection Monitor will toggle 'autoscroll' on and off. When autoscroll is on, the Connection Monitor's log will automatically scroll so the most current information is always showing.

6.9 Copy

A message that is scheduled, pending, or has already been sent, can be copied back onto NotePager Pro's main screen so it can be modified and re-sent. This option is available from the scheduled, pending, sent, bad and history logs (available from the view menu).

6.10 Display Options

The Display Options setup screen is accessible from 'Settings' option under the 'Tools' menu. These settings control how some of NotePager Pro's information is displayed. Also, some of these settings allow you to disable a few of NotePager Pro's features. This can be useful if a simplified user interface is desired for end users.

Comment Label: Each recipient or group has two user-defined fields associated with them. By default these fields are labeled 'Comment1' and 'Comment2'. You can change these labels to something more meaningful.

Max Msg Length: The number of characters that the message box on the main screen can be limited by changing this value.

Remove Preset Buttons: This option will remove the programmable message buttons on the NotePager Pro window.

Remove Option button: This option will remove the 'Options' button from the NotePager Pro window. This will remove the end user's ability to send scheduled and repeating messages.

Remove Logs: This option will prevent the user from being able to view NotePager Pro's log files.

Remove Reports: This option will prevent the user from being able to view or print reports.

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Small Recipient Font: This option will use a smaller font in the 'Recipient List' and 'Selected Recipients' listboxes.

Failure Warning Popup: This option will cause NotePager Pro to display a large red failure warning box if a message can't be delivered.

Clear on Send: When this option is checked, the list of selected recipients and the message text will be automatically cleared each time a message is sent.

Display group label: Groups are distinguished from regular recipients in the Recipient list by being prefixed with the letters '(G)'. If desired, this label can be moved to the end of the group's name.

Minimize To: When NotePager Pro's main screen is minimized, it can do one of two things. It can either put an icon in the Windows system tray, or it can minimize to the Windows task bar.

6.11 Enable Spell Check

The 'Enable Spell Check' checkbox is used to enable/disable the message spell checking option. The NotePager Pro can use Microsoft Word's spell checking dictionary. MS Word 97 or newer is required. The 'Enable Spell Check' setting is located on the 'General Settings' screen found under the 'Tools' -> 'Settings' menu.

6.12 Exporting

NotePager Pro can export information to several different destinations:

NotePager Pro - There is no need to export information between versions of NotePager Pro. Any database from an earlier version will be automatically upgraded if this version is installed to the same folder as the previous version

NotePager Net - Many companies upgrade from NotePager Pro to NotePager Net (a client/server network version of NotePager Pro). This option makes moving your existing settings into the network version easy.

PageGate - Many companies upgrade from NotePager Pro to PageGate (a wireless messaging server with many interfaces and features). This option makes moving your existing settings into PageGate easy.

WebGate - Many companies upgrade from NotePager Pro to WebGate (a wireless messaging server with Internet gateways). This option makes moving your existing settings into WebGate easy.

Text File - NotePager Pro can write its settings out standard comma delimitated text files.

6.13 Filtering (Searching)

The 'Recipient List' on NotePager Pro's man screen can be filtered to only display a small group (or single) of recipients. This is very helpful if you have a long recipient list. Filtering can also be used to find recipients that match the user-defined fields that are associated with each recipient and group.

To filter the Recipient List, simply right-click somewhere in the Recipient list, and then enter information in the window that pops up that you want the recipients to meet. Leave all the fields blank to remove any active filter and display the full recipient list again.

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6.14 General Settings

The 'General Settings' contains general program setting.

The 'Sender's Name' field allows you to set the name of the operator of this workstation. Each message sent by NotePager Pro is prefixed with the name of the sender. You can set the sender's name to %LoginName% to have NotePager Pro automatically use the currently logged in username for the sender.

The 'Max Log Length' field sets the maximum length that the dialer log will grow to (in bytes).

The 'Purge After' setting is used to set how long message history will be kept in the NotePager Pro database file.

The 'Detailed Log' setting enabled (or disables) the logging of detailed communications information in the dialer log.

The 'Archive Log' option, when enabled, renames each day's dialer log with the date. This is used if you need to keep a log of all messages sent out each day.

The 'Enable Spell Check' checkbox allows you to enable the spell checking option in the NotePager Pro. In order to use this option, you must have Microsoft Word 97 or newer installed on your system.

The above settings can be saved so that all users of this workstation will use these settings, or so that only the currently logged in user uses these settings. This applies to most of the other settings screens too.

6.15 Groups

Messages can be sent to a pre-defined group of recipients. Groups will show up at the beginning of the 'Recipient List' and will have the text '(G)' before their names. When you send a message to a group, the message will be delivered to all the members of the group.

6.16 History

The 'History' shows information about all messages sent from this workstation. You have options of printing the log to a printer, or copying the log to your computer's clipboard for use in another application. Messages can also be requeued and copied from the history screen.

6.17 Importing

NotePager Pro can import information from several different sources:

NotePager32 - You would use this if you are upgrading from NotePager32 to NotePager Pro

NotePager Pro - There is no need to import from previous versions of NotePager Pro. Any database from an earlier version will be automatically upgraded if this version is installed to the same folder as the previous version

PageGate - It is common for companies that are using PageGate to use NotePager Pro on their portable computers, when not connected to the company's network. Importing the settings from PageGate into NotePager Pro will keep the portable computers up-to-date.

Text File - NotePager Pro can import settings from standard comma delimitated text files. This enables

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NotePager Pro to accept information from other applications or data sources.

6.18 InitStrings

What is an init string?
Different modems can't necessarily talk to each other as set right out of the box. Modems use many different settings and protocols. In order for two modems to communicate, they must agree on many things such as speed, error correction, compression algorithms, etc... By sending a modem an init string, you can control some of these parameters.

What do I need to put in my init string?
In general, the modems used by paging carriers run at a speed from 300 to 2400 baud (1200 being the most common). They don't typically use any form of error correction or data compression protocols. In many cases, if your modem tries to use either of these protocols, your modem will be unable to communicate with the paging terminal's modem. In your init string you should include settings to lock you modem's baud rate to that of your carrier's modem, disable error correction protocols, and disable data compression protocols. In addition NotePager Pro would like your modem to issue English response codes (rather than numeric response codes), and issue complete connection information.

Do all modems use the same init string?
No, many different modem manufacturers use their own set of modem commands. Init strings may even be different between models by the same manufacturer.

My init string works on one carrier but not the other.
You may need a different init string to connect to each carrier. In general your init strings will be the same, but not always.

What init string should I use?
There is no easy answer to this. In general, if your modem is a 2400 baud model or slower (very old models) you won't need an init string. These older modems sometimes work best when communicating with the paging terminals. Anything faster (9600, 14.4, 28.8, 33.6, 56K, etc.), will probably require an init string. Some of the most common init strings are listed below. If you have a less well known brand modem, you may need to use the documentation include with you modem to create an init string.

Common Init Strings

AT&FQ0V1X4&D2 - Minimal settings. Works with most 1200 and 2400 baud modems. Some modems use &F0 rather than &F. All '0' are zeros not oh's.

AT&FQ0V1X4&D2N0S37=5 - Hard coded baud rate. Works with many 14.4 and 28.8 modems. The added codes locks the connection baud rate to 1200 baud. Use S37=3 for a 300 baud connection, and S37=6 for a 2400 baud connection. Some modems use &F0 rather than &F. All '0' are zeros not oh's.

AT&FQ0V1X4&D2N0S37=5\N0%C0 - No compression/error correction. Works with many 14.4, 28.8 and 33.6 modems. The added codes turn off data compression and error correction. You can try using only one of the two additional codes (\N0 or %C0) if you modem rejects using both. Use S37=3 for a 300 baud connection, and S37=6 for a 2400 baud connection. Some modems use &F0 rather than &F. All '0' are zeros not oh's.

AT&F0Q0V1X4&D2&B1&K0&M0&N2 - US Robotics (3Com) string. Works with most US Robotics/3Com 33.6 and 56K modems (and some others too). Use &N1 (instead of &N2) for a 300 baud connection, or &N3 for a 2400 baud connection.

AT&FQ0V1X4&D2N0+MS=B103 - This string has been found to work with some of the newer winmodems. Set the baud rate to 300 when using this string.

Note: all '0' characters in the init strings are zeros not oh's

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***More init strings may be available on our web site: www.notepager.com

6.19 Message Content

Messages sent by NotePager Pro are sent with more information than just the message itself. Messages will be prefixed with the the block number (if it is part of a large message that has been broken into smaller pieces. i.e. 1 of 3, 2 of 3, 3 of 3), the sender's name (optional), and then the message itself. Each of these fields is separated with a colon (:). Most pagers have a limited character set usually consisting of upper and lower case letters, numbers, and some symbols (periods, commas, dollar signs, exclamation points, etc.). Non printing characters such as carriage returns, line feeds, tabs, and some symbols are not commonly supported. By default the NotePager Pro Server will strip all non-printable characters from the messages. Non-printable characters can be sent as part of the message by unchecking the 'Drop non-printable characters' option on the recipient's setup screen.

6.20 Message Text

The 'Message Text' area is where the actual message to be sent is typed. Commonly used messages can be automatically entered by hitting one of the 'Prog1' - 'Prog5' buttons (see 'Presets' for information on settings and use of these buttons). A character counter is displayed above the 'Message Text' area. If spell checking is enabled (see 'Spell Checking'), it can be invoked by double-clicking anywhere in the 'Message Text' area.

6.21 Modem Settings

The 'Modem Settings' screen allows you to change settings that control how NotePager Pro uses your modem.

The 'Modem Port' field is used to set the serial port that your modem is attached to.

The 'Dialing Prefix' field is used if the phone line your modem is using requires a code to be dialed to get an 'outside' dialtone. The most common setting for this (other than leaving it blank) would be: 9,

The 'Retries' field sets the number of times a failed message should be retried before the message is permanently marked as bad.

The 'Retry Interval' field sets how long NotePager Pro should pause (in seconds) between retries.

6.22 Notify Only

Recipients in NotePager Pro can be set to 'Notify Only'. When this option is enabled, a predefined (settable) message (notification code) is sent instead of the actual message. This is most often used with numeric pagers.

6.23 Numeric Pagers

Some pagers are only capable of displaying numbers (no letters). These are commonly called numeric or digital pagers (beepers). NotePager Pro fully supports numeric pagers. If a message is sent to a numeric pager, and the message contains letters, the recipient's notification code (999 by default) is sent instead. This alerts the recipient that they have been sent a message that was alphanumeric in nature, and they should take steps to retrieve the actual message.

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6.24 Options

The 'Options' button brings you to the 'Advanced Message Options' screen. From here, scheduled and repeating messages can be setup. To schedule a page to be sent at a future date and time, fill in the 'Send Message When' fields. To schedule a message to be sent repeatedly, fill in the 'Send Message When' fields for when you want the first page to be sent. Fill in the 'Resend Messages Every' fields to set the interval at which the message is to be repeated. Finally, fill in the 'Stop Sending Message' fields to set the date and time for the message to stop being sent.

6.25 On-Call Groups

NotePager Pro has a feature built into it that can be very useful in an on-call service environment. After recipients are added to a group, a schedule of recipients can be setup defining when each recipient is on-call (starting day and time, and ending day and time). When a message is sent to the group, the schedule is consulted to see which recipient or recipients the message should be sent to. This way, only the recipients that are scheduled to be on-call receive the page.

6.26 Pager (Beeper)

Throughout NotePager Pro's documentation the word 'pager' is used. 'Pager' is better defined as 'wireless messaging device'. NotePager Pro can be used to send messages to many devices other than pagers. For example messages can be sent to digital/cellular/mobile/pcs phones, pager cards for portable computers, Personal Information Managers (PIMs), billboards, and many other wireless messaging devices.

6.27 Passwords

The 'Password Setup' screen is accessed by choosing 'Tools' -> 'Settings' -> 'Passwords' from NotePager Pro's menu.

Admin Password - If you set an Admin Password, users will be required to enter it to access any of the setup screens. The Admin Password will also work in place of either of the other two passwords.

Super User Password - If you set a Super User Password, users will be required to enter it to access the carrier, recipient, and group setup screens. The Super User Password will also work in place of the User Password.

User Password - If you set a User Password, users will be required to enter it in order to start the NotePager Pro program.

6.28 Pend

The 'Pend' status number on the main NotePager Pro screen shows how many messages are still waiting to be sent by NotePager Pro. By clicking on the 'Pend' label, you can bring up the full 'Pending Messages' log. See 'Pending Messages' for more information about this log.

6.29 Pending Messages

The 'Pending Messages' log shows information about messages that are waiting to be sent by NotePager Pro. This log displays whom the message was sent to, when it was sent to the paging server, the current message

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status, and the beginning of the actual message. The 'Refresh' button will update the displayed information. The 'Cancel' button will cancel the highlighted message. The 'Edit' button will allow you to temporarily suspend the message, make changes to it, and then re-send it. The 'Copy' button will copy the message information back into the main NotePager Pro screen (without affecting the currently pending message). The 'Close' button will close the log screen. The 'Pending Messages' log can be accessed by choosing 'Pending' form the 'View' menu, or by clicking on the 'Pend' label on NotePager Pro's main screen.

6.30 Pre-programmed Messages

Up to one hundred frequently used messages can be pre-programmed for your convenience. The first five of these can accessed with a single click on the main screen. These messages can be automatically inserted into the 'Message Text' area by clicking on the 'Prog1' - 'Prog5' buttons. The rest of the pre-programmed message are accessed by clicking on the 'More' button. The first five pre-programmed messages can be set by right-clicking on its button. To bring up the 'Preset Messages' screen, which displays all the pre-programmed messages, click on the 'More' button, or choose 'Tools' -> 'Presets' from the menu.

Each pre-programmed message can also, optionally, be assigned a recipient or group. This option will not only add the programmed message text to the main screen, but will also automatically select a recipient or group to send the message to.

6.31 Protocols

NotePager Pro supports seven different protocols to deliver messages to wireless carriers. You will need to contact your carrier to verify what protocols they support. You can also find protocol support information for many carriers in the support section of our website (www.notepager.com).

FAX - This protocol allows NotePager Pro to send a fax.

FAXSRV - This protocol allows NotePager Pro to use a Microsoft Fax Server.

GSMAT - This protocol was initially defined as part of the GSM protocol. It uses AT Commands to communicate with mobile phones and wireless modems that are directly connected to your computer (usually to the serial port). This protocol can be used to send messages totally wirelessly: from your wireless device (phone or modem), directly to the recipients's device.

SMTP - (Simple Mail Transfer Protocol) This is the same Internet based protocol that is used for regular email. Although most wireless carriers support this protocol, it shouldn't be your first choice. Using SMTP can result in delays in delivery, and there is no confirmation that the carriers has even accepted the message.

SNPP - (Simple Network Paging Protocol) This is an excellent Internet based protocol. It has all the advantages of TAP, but tends to be faster.

TAP - (Telocator Alphanumeric Protocol) The is probably the oldest, and most widely used modem based wireless messaging protocol. Previous versions of TAP were named IXO and PET. NotePager Pro supports all of these standards.

TONE - (Touch Tone) Although not really a protocol, touch tone delivery is still exclusively used for many numeric pagers.

UCP - (Universal Computer Protocol) A modem-based protocol that is used mostly in Europe.

WCTP (Wireless Communications Transfer Protocol) Another Internet based wireless messaging protocol. It's not quite as widely accepted as SNPP.

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6.32 Recipient List

The 'Recipient List' listbox is displayed on the NotePager Pro's main screen. It lists the recipients that can be chosen to send messages to. Recipients are listed alphabetically by the recipient's full name. Groups are listed before single recipients and are prefixed with a (G) label. Recipients are moved from the 'Recipient List' to the 'Selected Recipients' list by clicking on the recipient's name. You can also select recipients by typing the first few letters in their name and hitting <ENTER>. This only works if the 'Recipient List' is the active control (has the focus). Set the focus to the 'Recipient List' by clicking on the 'Recipient List' heading, or by hitting <Ctrl-R>. Once a recipient is selected, it is moved from the 'Recipient List' box to the 'Selected Recipients' box.

If you shift-click on a recipient or group, you can view more detailed information about that recipient or group (including members in the case of the group).

If you right-click in the recipient list, you can filter which recipients show up in the list.

6.33 Recipients

In NotePager Pro, 'recipient' is synonymous with 'pager' (or other wireless messaging device). A recipient is the person who carriers the actual pager. When NotePager Pro refers to a 'recipient' it is really referring to the recipient's pager. This approach simplifies things for the end users. For example if a user were to replace their pager with a new unit, the recipient name will stay consistent, even though the pager's information would change.

6.34 Reports

NotePager Pro can generate many useful reports. Each report has several options of what to display and how to display the information. All reports can be previewed on your screen before they are printed. Also, all reports can be saved to a standard text file, instead of printed.

Sent Messages - These reports will show information about messages that have already been sent (both successful and failed messages). There are three different ways to view this information:
- By Recipient - Messages are grouped by which recipient they were sent to
- By Date/Time - Messages are listed in the order they were sent out
- By Carrier - Messages are grouped by which carrier they were sent to

Scheduled Messages - These reports show messages that have not yet been sent out. These are typically messages that were scheduled to be sent in the future, or messages that repeat. There are three different ways to view this information:
- By Recipient - Messages are grouped by which recipient they were sent to
- By Date/Time - Messages are listed in the order they were sent out
- By Carrier - Messages are grouped by which carrier they were sent to

Statistics - The statistics reports show useful information about the deliver of messages, such as average delivery times, failure rates, etc.
- By Recipient - Messages are grouped by which recipient they were sent to
- By Date/Time - Messages are listed in the order they were sent out
- By Carrier - Messages are grouped by which carrier they were sent to

Lists - These reports print information about the carriers, recipients, and groups that are setup in NotePager Pro.
- Recipient List - lists information about each recipient
- Group List - lists information about each group including (optionally) the members of each group
- Carrier List - lists information about each carrier including (optionally) the recipients that use each carrier

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6.35 Scheduled and Repeating Messages

Selecting the 'Options' button on the NotePager Pro's main screen will display a window where you can schedule messages to be sent in the future, and messages that will be sent repeatedly. To schedule a page to be sent at a future date and time, fill in the 'Send Message When' fields. To schedule a message to be sent repeatedly, fill in the 'Send Message When' fields for when you want the first message to be sent. Fill in the 'Resend Messages Every' fields to set the interval at which the message is resent. Finally, fill in the 'Stop Sending Message' fields to set the date and time for the message to stop being sent.

6.36 Scheduled Msgs

The 'Scheduled Messages' screen can be accessed by clicking on the 'Sched' label on NotePager Pro's main screen, or by choosing 'Scheduled' from the 'View' menu. This option allows you to make changes to a message that has been scheduled for delivery, but hasn't been sent yet.

To edit a scheduled message, highlight a message entry on the 'Scheduled Messages' screen and then hit the 'Edit' button. A message box will appear to let you know that this message will not be delivered until you hit the 'Send' button again (even if you don't make any changes). the data from the message you selected will be filled into the regular NotePager Pro screen. Make the necessary changes and then resend the message by hitting the 'Send' button.

6.37 Selected Recipients

The 'Selected Recipients' list box is displayed on the NotePager Pro's main screen. It lists recipients (pagers) that the next message will be sent to. Recipients are added to the 'Selected Recipients' list by choosing them from the 'Recipient List' box (see 'Recipient List' for more details). You can remove a single recipient from this list by simply clicking on the name of the recipient. Clicking the 'Clear' button to the right of the 'Selected Recipients' box, will clear all the recipients in the list.

6.38 Send

Clicking on the 'Send' button will send the message in the 'Message Text' area to all the recipients (pagers) in the 'Selected Recipients' list. The 'Send' button will animate to confirm your mouse click on the button. The 'Message Text' and 'Selected Recipients' boxes are not cleared after clicking 'Send' (unless the 'Clear on Send' option in the setup screen is enabled), enabling you to resend the message if needed. To clear either of these boxes, simple click the 'Clear' button to it's right.

6.39 Sender's Name

The 'Sender's Name' is sent at the beginning of each message, so the recipient knows who the message is sent from. A short name should be used because most pagers only display a limited number of characters on their screens. The 'Sender's Name' setting is located on the 'Tools' -> 'Settings' -> 'General' screen. If you want NotePager Pro to use the currently loggon on user for the sender's name, put %LoginName% in the sender field.

6.40 Sent

The 'Sent' status number on the main NotePager Pro screen shows how many messages have been successfully sent by this workstation. By clicking on the 'Sent' label, you can bring up the full 'Sent Messages' log. See 'Sent Messages' for more information on the log.

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6.41 Sent Messages

The 'Sent Messages' log shows information about messages that have been sent. Information is only shown for messages sent during the current session of the NotePager Pro. This log displays whom the message was sent to, when it was sent to the paging server, the current message status, and the beginning of the actual message. The 'Refresh' button will update the displayed information. The 'Requeue' button will resend the highlighted message. The 'Copy' button allows you to copy this message information back into the main NotePager Pro screen. The 'Close' button will close the log screen. The 'Sent Messages' log can be accessed by choosing 'Sent' form the 'View' menu, or by clicking on the 'Sent' label on the NotePager Pro's main screen.

6.42 Spell Check

If the spell checking option is enabled on the general setup screen, messages can be checked for spelling errors before they are sent. The NotePager Pro uses Microsoft Word's spell checking utility that is included in Word 97 or newer. MS Word must be installed in order for NotePager Pro to be able to spell check messages. A message can be checked by double-clicking anywhere in the 'Message Text' area, or by choosing 'Check Spelling' from the 'Tools' menu.

6.43 Touch Tone Delivery

Touch messages are messages sent by calling a pager's phone number and sending a series of tones (like a touch tone phone) as a message. The tones are converted to their equivalent numbers and sent to the recipient's pager. Some paging carriers do not accept messages for numeric pagers via the regular TAP (IXO/PET) protocol. They only accept touch-tone numeric messages. NotePager Pro supports delivering numeric messages in this manner, but it is not the preferred method. This method of message delivery has no provisions for error detection/correction or message confirmation. It is sometimes known as 'blind dialing' because there is no way to really know if the other end actually received the message.

How to setup a recipient for touch-tone messages:
First a 'Tone' carrier must be setup. Only a single 'Tone' carrier may be needed to send message to all your numeric pagers. To make a carrier a 'Tone' carrier, choose 'Tone' as the 'Delivery Method' on the carrier setup screen. The default wait string ',,@' should work for most pagers. If you need to use different wait string for different pagers, you will need to create multiple 'Tone' carriers (one for each unique wait string needed). The wait string can be changed to support pagers with different input methods.

The comma (,) is used to pause (about one second)
The at sign (@) is used to wait for silence (about five seconds of silence)

The default wait string will dial the pager's number, pause for a couple of seconds, and then wait for a five second period of silence (after the beeps or greeting message) and then send the message (touch tones).

To setup a recipient to use touch-tone delivery, simply choose the carrier you just setup as a 'Tone' carrier and put the numeric pager's phone number in the 'Phone Num' field on the recipient setup screen. If you have setup several carriers with different wait strings, choose the carrier that will work with this pager's service provider. With this setup, NotePager Pro will dial the phone number setup in the recipient's 'Phone Num' field, pause according to the commas or @ in the carrier's 'Wait String' field, and then send the touch-tone message.

Some paging providers use a common phone number for all numeric pagers. The user must dial this number, wait for a tone, dial their pager's ID number, wait for another message, and then type the numeric message. This can be accomplished in NotePager Pro by setting the 'Tone' carrier's wait string to wait a predetermined amount of time (using commas and or an @ symbol). This would be the wait time between sending the pager's phone number and sending the actual touch-tone message. On the recipient setup screen, in the recipient's 'Phone Num' field, put the paging company's common phone number followed by a few commas or an @ symbol, and then the pager's phone number. This will give the following results: The phone number will

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be dialed from the first part of the recipient's ID/PIN field, NotePager Pro will pause according to the commas or @ in the 'Phone Num' field, NotePager Pro will then send the second set of number in the recipient's 'Phone Num' field and then pause according to the carrier's wait field. NotePager Pro will then send the touch-tone message.

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7 Troubleshooting

For assistance, please visit our support site at http://www.notepage.net/support.htm and our support forum at http://www.notepage.net/forum/

Technical support is available from 9:00 AM to 5:00 PM Eastern Time and can be reached at:

support@notepage.com
http://www.notepage.net/forum/

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