

21-20-0000

Message Me

溯 salcom	Powered by	Logout	
Contacts			
Search			
John Smith	123	31232 1	
John Smith	123	31232 2	
John Smith	123	31232 3	
John Smith	123	31232 4	
Emma Johnson	123	31240 1	
Michael Brown	123	31248 1	
Sarah Davis	123	31256 1	
Robert Taylor	123	31240 1	
Predefined Messages			
Report to the nurses station			
Call extension 2419 immediately			
Please contact your supervisor			
Code Blue response team needed			
Please check your email for urgent message			
Report to the Emergency Department			
Contact			
Enter contact	Le	evel 1 🗸	
Message			
Enter message			
Send Message			

PRODUCT MANUAL

Version 1.0.0 OCT 2024

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Salcom Product Documentation

This document is designed to familiarize you with Salcom products and guide you through the hardware, configuration, installation, and overall system management.

Salcom is an environmentally conscious company and to conserve paper no longer prints manuals with shipped products. All relevant documentation can be downloaded in PDF form from our website <u>www.salcom.com</u>

Warranty and Disclaimer

Salcom products are warranted for a period of 12 months from the date of purchase against faulty materials and workmanship. Should any fault occur, the unit should be returned to the vendor, freight pre-paid. Please include a description of the fault to assist with prompt return. Any unauthorized alterations or repairs will invalidate the warranty.

All information provided in this document is carefully prepared and offered in good faith as a guide in the installation, use and servicing of Salcom products. Installers must ensure that the final installation operates satisfactorily within the relevant regulatory requirements. Salcom accept no responsibility for incorrect installation. We reserve the right to change products, specifications, and installation data at any time without notice.

Some of the operational features of the product may be specific to the firmware release at the time of writing. Features described in this document may no longer be supported, or new features may have been added which are not yet described. Please check the firmware or release version of the product is equal to the one below or greater.

Version: October 2024

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Welcome to Message Me

Overview

Welcome to Message Me, Salcom's server-based Personal Messaging terminal. Message Me provides multiple user access to a central paging host which is connected to a paging transmitter located on the same network.

Server

To avoid the need to install software on every device wanting to send messaging, Message Me runs as a single application on one PC with provision for multiple users to connect via an internet browser, either on a PC or mobile device, which is connected to the same IP network as the PC hosting Message Me.

User access

Access is simply by connecting to the listening IP of Message Me using a standard internet browser application then logging in with a username and password.

License

Message Me can be licensed as a pilot trial, a periodic license, or as a perpetual license. Licences are generated by Salcom depending on the service required and are copied into a file in the Message Me folder.

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Main Directory

Explanation

There are two files and two folders in the Message Me main directory folder which are needed to run the application. Copy the entire folder onto the host PC.

Logo

This is the logo which will appear on the top of the user log-in panel and at the top-left corner of the main UI. It allows for customisation of the UI to show a customer's name or company logo. The image must be in PNG format, preferably 800 x 200 maximum size.

Even if the logo image is changed, the file must still be called "logo.png" for the logo to be used.

Message Me Application

This is the Message Me server application which is run on any PC on the network. Once running, it will identify the HTTP server IP and port and the serial number of the transmitter the application is connecting to.

When the application is run, the Message Me server will show the following information:



Where **hh:mm:ss dd/mm/yyyy** is the expiry date of the current license,

aaa.aaa.aaa.aaa:pppp/ is the HTTP address and port number the users connect to use the application, and

ssssss is the serial number of the connected transmitter.



The Message Me application uses a static UDP connection so the 20-62 will need the IP configuration programmed as a UDP Server using an identified Static IP address on the connected network.

This application operates as the host server and must be left running, messages are sent by connecting to the HTTP address to access the User Interface.

Logs Folder

If logging is enabled in the .env file there will be another folder called Logs created in the main directory. Activity on the Message Me server is logged to file to record and server functions such as activations, license information, Listening IP address, and the identity of the connected transmitter.

All paging traffic is also recorded. The current version does not record which logged-in user sent the message just that the message was sent and timestamps the transaction. Each paging transaction has two entries; the Sending Page record is the server sending the message to the transmitter, the Page Sent record is the acknowledge from the transmitter that it has transmitted the message.

There are three different types of records:

[LOG] records are actions by the server, usually in the form of text.

[INFO] records are information being provided by the Message Me server.

[DATA] records are paging message transactions between the server and the paging transmitter.

Log files can be accessed by any person with access rights to the PC hasting the Message Me server. They are not password protected, created daily, and stored as text files.

Settings Folder

All the configuration files in the settings folder can be opened and edited by a text editor.

Environment Configuration

Settings for the Message Me environment is configured in the .env file. The file will look like the example below:

License

LICENSE=14fe24a95bef64e9a2cc821f6e2301fc

Transmitter TRANSMITTER_IP=100.100.100.100 TRANSMITTER_PORT=80 TRANSMITTER_BAUD=ca

HTTP HTTP_ENABLE=true HTTP_PORT=80

HTTPS HTTPS_ENABLE=false HTTPS_PORT=443 HTTPS_PRIVATE_KEY_PATH="path/to/private_key" HTTPS_CERTIFICATE_PATH="path/to/certificate"

Log to file (set to 1 to enable) FILE_LOG=1

LICENSE is the license key for the application. This is generated as required for the customer and has a defined operating time (shown when the Message Me application is started)

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TRANSMITTER_IP sets the IP address, and TRANSMITTER_PORT sets the port, for the connected paging transmitter. The paging baud rate is also set here in the TRANMSMITTER_BAUD field using the format CA = 512 Baud Alphanumeric, ca = 1200 Baud Alphanumeric, CN = 512 Baud Numeric, and cn = 1200 Baud Numeric.

Networking options should only be changed by the IT department maintaining the network. Port 80 is the default and Administrator rights on the local PC may be required to run the application.

The FILE_LOG enables or disables the dynamic generation of a daily log file.

Colours

The settings in this file define the colour scheme of the User Interface (UI). Background colour, text and hover highlight colours can be changed to match a customer's corporate colours if required.

Colours are defined as "RGB" in HEX values (00-FF)

The format is Parameter=#RRGGBB

Contacts

The contact names, associated CAP codes and alert levels for the pagers are set in this file. The format is

<Name><comma><seven-digit CAP code><comma><Level>

CAP codes must be seven digits so shorter CAP codes must have leading zeroes added.

The Level field is the alert level sent; valid values are 1, 2, 3, and 4. Some pagers use this field to change the cadence of the message alert whereas some receivers use this as a message discriminator for identical CAP codes.

A level parameter must be entered for each contact.

Note: To send messages with different default levels to the same recipient you may choose to enter the contact several times in the list, preferably with slightly different names such as "John Smith – Normal" and "John Smith – PRIORITY", while using different Level values.

Alternately, levels can be changed after a contact is selected before the message is sent on the main UI window.

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Users

To prevent unauthorised persons connecting to Message Me, a log-in is required to access the UI. Authorised users and their passwords are stored in the Users file.

To make the software usable, three "factory" users and passwords are populated in the default User file. These should be changed or removed when actual users are entered.

The format of the user details is:

<Username>,<Password>

Any number of users can be added to the system and will have the same access rights, there are currently no permission levels supported by Message Me.

Configuring the 20-62 Transmitter

Settings

In the TCP/IP tab –

- 1. Set the IP Type to UDP Server.
- 2. Set the IP Type to Static.
- 3. Enter a valid static IP address and local port number for the network the 20-62 is being connected to.

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Using Message Me

Accessing the URL

Accessing the Message Me UI is as simple as opening the listening IP address identified when the Message Me application is run in a browser on a PC or mobile device connected to the same network as the hosting PC. When connecting to the IP address, the server will require a log-in, as shown below. Usernames and passwords are saved in the Users file in the Message Me folder and must be set up before use.

溯 salcom		
Username		
Password		
	Login	

Note: The tab on the browser will show "Page Master" to distinguish it from the old, single PC based version of Message Me.

Enter a username and password to access the UI. If the user or password is unrecognised, a warning will be shown

192.168.1.47:4000 says		
Invalid credentials		
	ок	

When a valid user and password are supplied, the Message Me UI opens at the default browser window size. The window can be resized as required and the lists will automatically resize. This allows the Message Me UI to be left open as a side-bar sized window.



🍿 salcom	Powered by	Logout	
Contacts			
Search			
John Smith	123	1232 1	
John Smith	123	1232 2	
John Smith	123	1232 3	
John Smith	123	1232 4	
Emma Johnson	123	1240 1	
Michael Brown	123	1248 1	
Sarah Davis	123	1256 1	
Robert Taylor	123	1240 1	
Predefined Messages			
Report to the nurses station			
Call extension 2419 immediately			
Please contact your supervisor			
Code Blue response team needed			
Please check your email for urgent message			
Report to the Emergency Department			
Contact			
Enter contact	Le	evel 1 🗸	
Message			
Enter message			
Send Message			

The image above shows the default colour and logo settings with demonstration contacts and messages. These have been left in the standard file set to show the person configuring Message Me what the data formats should look like.

A Logout button in the top-right of the window allows a user to log out while still leaving the browser window open. After logging out, the log-in window is shown.

If the window is sized so the entire contacts or predefined messages lists can't be shown, scroll bars will be shown at the right side of the lists indicating the lists are too large to be shown and allowing the full lists to be viewed.

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UI window overview

Corporate Logo 🖵 🔿	🚿 salcom	Powered by Logout	Logout button
Contacts Search	Contacts Search		
	John Smith	1231232 1	
	John Smith John Smith	1231232 2 1231232 3	
Contacts List	John Smith Emma Johnson	1231232 4 1231240 1	
	Michael Brown	1231248 1	
	Saran Davis Robert Taylor	1231296 1 1231240 1	
Predefined Messages	Predefined Messages Report to the nurses station Call extension 2419 immediately Please contact your supervisor Code Blue response team needed Please check your email for urgent message Report to the Emergency Department		
Contact Field	Contact Enter contact	Level 1 🗸	Manual Message level
Message Field	Message Enter message		
Send Button	Send Message		

Selecting a contact

Click the person you want to send the message to in the Contacts list at the top of the window. The CAP code and default alert level for the contact is shown on the right side of the panel. When a contact is selected, their CAP code is put in the Contact frame at the bottom of the window and the Level option is set to the pre-set default.

Selecting a different contact will change the CAP code in the Contact frame and the Level while highlighting the new selection.

Free entering a CAP code

If a contact person is not in the database and their pager CAP code is known, the CAP con be free entered into the Contact Frame. When this is done, any selection highlighted contact in the Contacts list is cleared.

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Searching for a contact

In some user cases, there may be tens, or hundreds, of contacts making scrolling through the list impractical. At the top of the contacts list is a search box which can be used to search for any text in the contacts list. This includes the CAP code for any contacts. Start typing the name or CAP code for the contact and the list is filtered to matching cases.

Selecting a message

In many use cases, the same messages will be sent frequently. Message Me has a predefined message database which can be populated on the host PC and selected in the UI in the same way as the contact is selected.

Predefined messages can be entered as partial messages, then completed in the Message field at the bottom of the window. E.g., Predefined message "Please call extension No." with the extension number then free entered on to the end of the message in the message field.

Entering a message

Contacts can be sent messages not in the predefined messages list by free entering it in the Message field at the bottom of the window.

Manual Message Level entry

Contacts in the database have a pre-defined alert level which defines the way some pagers will alert audibly. This level can be changed before sending the message in this field.

It allows some contacts to have pre-defined urgency levels, such as Cardiac Response always defaulting to Level 1, but also allows pre-defined contacts to be called at lower alert levels if required.

Sending a message

When the intended recipient and message have been entered, click the Send Message button at the bottom of the window. The highlighted contact, message and/or any details in the Contact or Message fields are cleared.

The Message Me UI does not give any indication the message was sent; this can only be seen on the Message Me server or in the activity logs.

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How to Contact Us

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- This 'tick of approval' means we've met all the New Zealand Government's eligibility criteria, which should give you huge amounts of confidence in what you're buying.
- The Programme employs a global monitoring service, Yellow Brand Protection, that trawls the web for illegitimate use of the FernMark. This means that when you see the FernMark on a product, you know it's an authentic New Zealand product.



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