

In-House Paging Systems cc

Pro-Call In-House Radio Paging Systems
Herald Waiters' Silent Call Systems

Founded as *Pro-Sekure* in 1984
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IT Manager's Guide

Pro-Call Local-Page In-House Paging System

Installation and Administration of the *Compu-Page* software application

**These notes apply to Compu-Page Version 1.32 and higher unless otherwise noted.
Micro-Soft Windows 98 or higher is required on every PC that is to run the application.**

Version 1.32 introduces a new, simplified installation process, especially on networks where multiple computers are to access the paging system. An installation file (Setup.exe) and an "information" file (CpSetup.inf) containing information relevant to the customer's installation are now supplied. New installations may also be supplied with a folder (CpData), containing data files describing pagers, messages, etc.

Changes introduced with Version 1.32

1. The installation process has been completely revised with the Setup.exe procedure creating;
 - 1.1. the application, CPage.exe, and un-installation programs,
 - 1.2. and a new program, CPReg.exe, which is used to read from and write to an information file, CPSetup.inf, and the registry.
2. Usage has also been improved by the following;
 - 2.1. The CompuPage application has been enhanced, including;
 - Facilities may be assigned a default value for all users by the IT Manager and thereafter altered per user by logging in to CompuPage as Administrator, then selecting "Tools", "Options" and "Facilities". Thus, individual users may be assigned access to alter messages, personnel names, etc.
 - Main screen has been improved;
 - Names are easier to read – first and second name column positions are fixed.
 - Description column is fixed in position.
 - Display sort order buttons "Pager", "Name" and "Description" buttons have been added at top of display.
 - Pager number column and details now stay aligned. (Bug fixed.)
 - Pager number may be entered directly into the box (below "Pager Details") to send a page.
 - Pager Details, Send Message, and Message Log sections of screen may now be individually re-sized.
 - Screen sizes are now saved and restored when re-opening application. (Bug fixed.)
 - 2.2. An easier installation process is now provided to allow the On-site Manager (the "Administrator") to install the application onto new or upgraded PC's without having to resort to the IT department for assistance.

Known bugs in Version 1.32

The database status and version display (on bottom line of screen) is not always displayed if Message Log screen is set to minimum size. A workaround is to make the Message Log screen larger, then, close CompuPage, and re-open.

Since 1984 *Pro-Sekure* has supplied on-site radio paging equipment to the hospitality trade, hospitals, and to commerce and industry in Africa, the Indian Ocean Islands, and to shipping.
Our products are fully backed by our own design and support team.



Technical overview for the IT Manager

Before Getting Started

Before supplying the software, your supplier will require information regarding your installation in order to configure and build the information file (cpsetup.inf). Certain information in the information file, may be changed by the IT Manager, if necessary.

Your supplier will ask the following;

1. The exact name of the organisation to be displayed at the top of the screen when CompuPage is running – an unlock key will be generated from this name, and neither the name nor the key may be changed.
2. Is Compu-Page to be installed on?
 - Only one computer.
Connection could then be using a serial connection (RS232), or
 - Is access to Compu-Page required from more than one computer.
If so, an Ethernet connection is required.
 - A fixed IP address is required as the hardware is pre-configured by the supplier.
 - DHCP is not supported.
 - A port running at 10MHz (10BaseT) should be provided for the base unit.
3. Where are the following files to be located?
 - 3.1. Data Files. These files contain information about the pagers, personnel names, messages, etc. Ideally, these should be on each PC's hard disk drive (usually C:).
*(Before any paging message is sent, the Compu-Page application compares the database version saved in the PC's data files, with the database version saved in the paging unit's memory. If they are different, the higher level database is automatically transferred from the one unit to the other.
For example, if the PC database files are at a level "123" and the paging unit is at "122", then the data will be uploaded from the PC to the paging unit, and vice versa. This ensures that any alterations made by any user are automatically transferred to other users.)*
 - 3.2. Log Files. All messages (except Phone-Page messages) are logged once they have been sent.
 - 3.2.1. In the case of a single PC, the log file will normally be on the PC's hard disk drive (usually C:).
 - 3.2.2. In the case of multiple PCs, all PCs in the network usually log into one common log file on a drive on the server to which every Compu-Page user has read/write access.
4. What common facilities are required by each user?
Facilities are for example, the ability to add new pagers or cellphones, add or edit standard messages, etc.
It is recommended that access to facilities be limited for most users. Managers and senior personnel who need to use extra facilities may easily be granted access to such extra facilities by the On-site Manager, when needed.
Choose from the following;
 - 4.1. **Pagers**. Normally not required.
(This allows pagers and cellphones to be added, altered, or deleted.)
 - 4.2. **Groups**. Usually required.
(Group information is specific by PC and by user. Thus, information stored by one user as his "Group One" will be different from the information stored by another user as his "Group One".)
 - 4.3. **Pager Log**. Normally not desired.
(Sent messages are stored as a text file and may be viewed by means of a built-in NotePad editor.)
 - 4.4. **Messages**. Normally not required.
(Pre-programmed or "canned messages" are normally added and altered when the system is newly installed. Thereafter, they are only "adjusted" as needs change.)
 - 4.5. **Message Queue**. Never required.
(Only used for diagnostic purposes.)
 - 4.6. **PhonePage Messages**. Normally not required.
(Pre-programmed or "canned messages" are normally added and altered when the system is newly installed. In the case of the PhonePage telephone connect unit, it is imperative that changes are kept to an absolute minimum after the system has been commissioned, otherwise users become confused since messages, sent from a telephone, are usually remembered, the user not referring to a written index of messages.)
 - 4.7. **Control Relays**. Never required.
(This facility has not yet been fully implemented.)
 - 4.8. **Personnel**. Sometimes required.
(This facility allows an operator to alter the name of a pager user. Where pagers are shared by users (usually on different shifts), the need sometimes arises to refer to a pager user by name, rather than by job description; in this case, grant this facility.)



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“Quick-Start Installation” onto a server or the first PC.

1. Run Setup.exe and install the application as follows;
 - On a single PC, install the application into the “Program Files” folder.
 - On a server, install the application into a folder accessible to all PCs on the network. “Read only” rights are required.

Three executables are created;

 - the CompuPage application CPage.exe,
 - the CompuPage Registry setup application CPrege.exe
 - the CompuPage Removal program uninstall.xml
2. Using Windows Explorer, copy CpSetup.inf from the installation CD, and paste it into the same folder you have created for the CompuPage application.

CpSetup.inf will be tailored in the next step, and contains data that will be used by CPrege.exe to store data concerning the application into each PC’s registry. Where possible, CpSetup.inf will have been pre-programmed by your supplier.
3. Run CPrege.exe which is in the program folder you have just created in step 1.
 - 3.1. Login as “IT Manager” with password “456123”.
 - If this is a first time installation, “Read from File”, and tailor the information file “CpSetup.inf” to the standard defaults to be used at the site.
 - If this is an upgrade or a re-installation, “Read from Registry”, and if necessary, make any required alterations – usually none will be required.
 - 3.2. Ensure that the Terminal Name is as follows;
 - For single PC installations, alter to the location or user’s name.
 - For server installations, leave as “New User”.
 - 3.3. Select “Write INF File” – this will overwrite the existing CpSetup.inf file (in the program files folder) with the new installation defaults.
 - 3.4. Write Settings to Registry – this will alter the PC or the server’s registry to the new values.
 - 3.5. Close CPrege.exe.
4. Data files, usually supplied on the same CD as the application;
 - In the case of a new installation, should be copied from the CpData folder (if supplied) to the “first” PC or the server,
 - Left unaltered in the case of an upgrade or re-installation.
5. Create a shortcut to the CompuPage application (CPage.exe) on the desktop of the “first” PC or server.
6. Open CompuPage.
 - 6.1. Login as Administrator with password “456789”.
 - 6.2. Select “Tools”, “Options” “ID” and alter the Terminal Name to the location’s or PC user’s name.
7. Test the system.



Setting-up an installation

This procedure only needs to be followed in the case of a new installation; however, later versions of our software apply more stringent validation of data which might require that data already existing on the system will need to be updated slightly.

Entering the pagers, personnel, and variable data for the entire system.

1. Enter the pagers and cellphones.

- 1.1. Login to CPage as "Administrator" using password "456789" and select "Options", then "Pagers".
- 1.2. Enter each device as follows;
"Pager" Choose a number between "001" and "500".
"Type" Select;
. "N" for numeric pagers;
. "A" for alpha-numeric pagers;
. "S" for cellphones, and;
. "T" for tone-only pagers.
"Capcode" For pagers, enter the seven-digit "serial" number of the pager, and,
for Cellphones, enter the cellphone number, preferably in "international format"
(enter the South African cellphone number "083 123 4567" as "+27831234567", or in
"normal format" (enter as "0831234567").
Pager Status Leave as "Assigned".
- 1.3. When complete, click on "OK" and the centralised databases on the file server and the base unit will be updated.

2. Next, enter Personnel.

- 2.1. Remain logged-in as "Administrator", then select "Options", and "Personnel".
- 2.2. Enter each person as follows;
"Select a Pager" Click on the line of the device to be updated.
"Enter Lastname" Must be at least two characters in length; eg "Brown".
"Enter Firstname" Must be at least two characters in length; eg "Pete".
"Enter Description" Must be at least two characters in length; eg, "Maintenance, Manager".
Hint - Use the first word of the description to specify the person's department (ie "Maintenance" rather than his title "ie "Manager".
- 2.3. When complete, click on "OK" and the centralised databases on the file server and the base unit will be updated.

3. Enter Phone-Page Messages.

- 3.1. Ensure you are logged-in as "Administrator", then select "Options", "Phone-Page Messages".
- 3.2. "Enter Phone-Page Text Messages" This is the message that will be sent to an alpha-numeric pager or cellphone, when the person sending the message selects that "canned message" number over the telephone. Select a message line, then enter the message.
- 3.3. "Enter Phone-Page Numeric Messages" This is the message that will be sent to a numeric pager, when the person sending the message selects that "canned message" number over the telephone. Select a message line, then enter the message.
Hint - Phone-Page messages should seldom be changed; people phoning-in may not have a list of the messages to hand, but remember them by heart.
Also, the "Text Messages" and "Numeric Messages" should correspond to each other.
For example, if text message "01" is "Please telephone Reception on 2021", then, numeric message "01" should be merely "2021".
- 3.4. When complete, click on "OK" and the centralised databases on the file server and the base unit will be updated.

4. Enter Messages. These are the messages a computer operator will be able to select and send.

- 4.1. Ensure you are logged-in as "Administrator", then select "Options", "Messages".
- 4.2. "Pre-Programmed Text Messages" Click on the blank top line, and enter the message that will be sent to an alpha-numeric pager or cellphone, when the person sending the message selects that line.
Hint - When entering "generic messages" such as requesting someone to phone a certain number, enter the message as "Please phone " with a "space" after the message. In other words, leave any fields which require "tailoring" at the end of the message.
"Pre-Programmed Numeric Messages" Click on the blank top line, and enter the message that will be sent to a numeric pager.
- 4.3. When complete, click on "OK" and the centralised databases on the file server and the base unit will be updated.

You have now completed the installation and programming of the Pro-Call Local-Page base unit, centralised databases.



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The following procedure should be followed by the "On-site Manager" (the "Administrator") of the installation. It is included here should the On-site Manager require assistance.

"Quick-Start Installation" onto a new PC.

1. Create a shortcut to CPage.exe (which is on the central server) on the desktop of the PC.
2. Run CpReg.exe (which is in the same program folder holding the CPage.exe application).
 - 2.1. Login as "Administrator" with password "456789".
 - If this is the first time this version of software is being installed onto this PC, "Read from File", and alter the Terminal Name to the location's or user's name.
 - If this is a re-installation of this version of software onto this PC, "Read from Registry", and if necessary, make alterations as required.
 - 2.2. Write Settings to Registry
 - 2.3. Close CpReg.exe.
3. Test the system.