



Help Manual

HIPLINK DESKTOP ALERT

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Disclaimer

Please read carefully the instructions provided in this guide before installing and administering HipLink. Retain these instructions for future use. Proceed with the installation only if you agree with the terms and conditions stated in the Hiplink Software License Agreement. If you do not agree with the terms of this license agreement, do not install, copy, or use this software.

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Chapter 1: Introduction

1.1 Overview

HipLink's Desktop Alert application is specially designed for HipLink users who want to stay updated with their inbox activities on their desktops. This desktop application allows users to view messages on their personal computers and to respond to them.

1.2 Purpose

This help manual describes the configuration (settings, setup etc...) and usage of the HipLink's Desktop Alert.

This help manual assumes that the user knows how to operate a desktop machine and does not cover the usage of a personal computer.



HipLink Desktop Alert Logo

1.3 Prerequisites

To install and run the HipLink Desktop Alert the user needs:

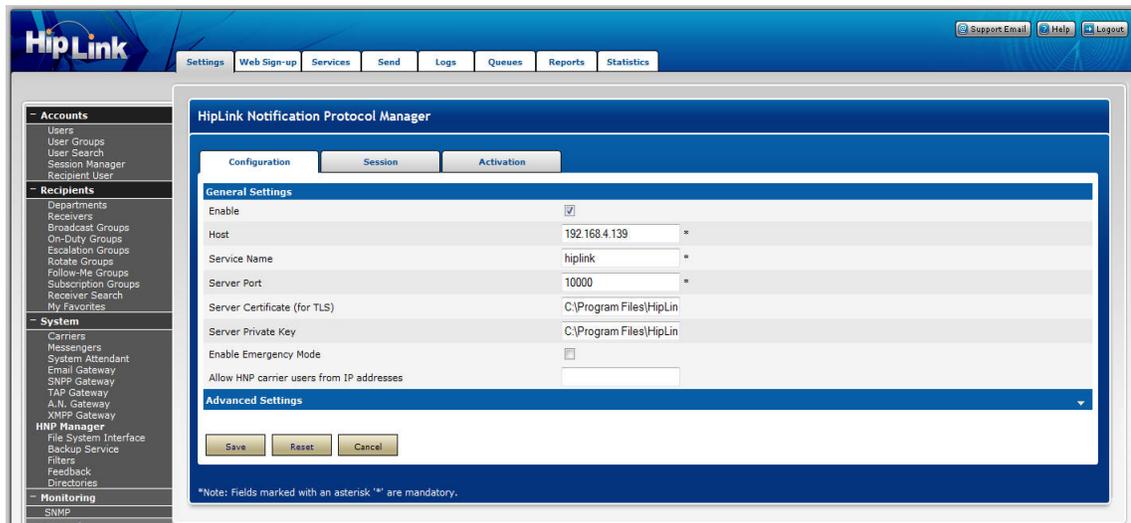
- Sufficient amount of free space on your desktop.
- .Net Framework 3.5 or later

Chapter 2: Getting Started

2.1 Preparing to Setup Your HipLink Desktop Alert

The HipLink Desktop Alert requires some configuration on the server end:

1. The HNP Manager needs to be configured.



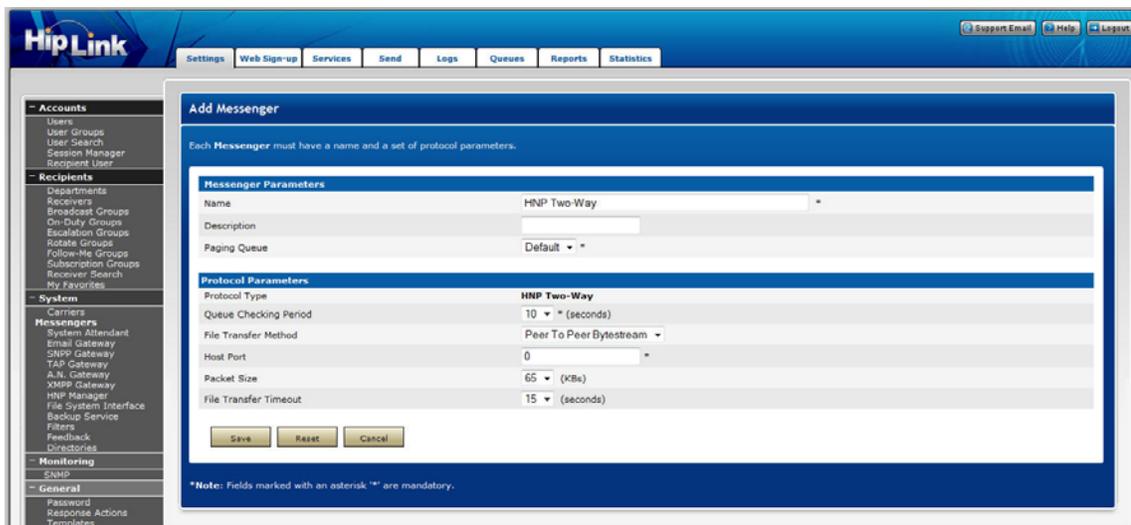
The screenshot shows the HipLink Notification Protocol Manager configuration interface. The left sidebar contains a navigation menu with categories: Accounts, Recipients, System, HNP Manager, and Monitoring. The main content area is titled "HipLink Notification Protocol Manager" and has three tabs: Configuration, Session, and Activation. The Configuration tab is active, showing "General Settings" with the following fields:

Field	Value	Required
Enable	<input checked="" type="checkbox"/>	
Host	192.168.4.139	*
Service Name	hiplink	*
Server Port	10000	*
Server Certificate (for TLS)	C:\Program Files\HipLin	
Server Private Key	C:\Program Files\HipLin	
Enable Emergency Mode	<input type="checkbox"/>	
Allow HNP carrier users from IP addresses		

Below the fields are "Save", "Reset", and "Cancel" buttons. A note at the bottom states: "*Note: Fields marked with an asterisk '*' are mandatory." The "Advanced Settings" section is collapsed.

HNP Manager Configuration

2. Add a HNP One/Two-way Messenger.



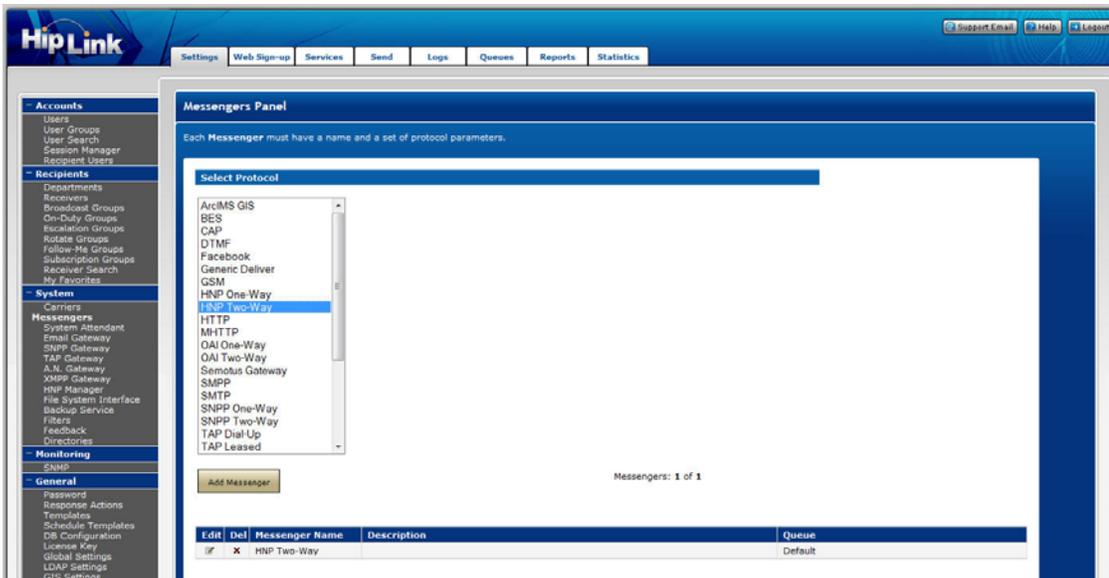
The screenshot shows the HipLink Add Messenger configuration interface. The left sidebar is the same as in the previous screenshot. The main content area is titled "Add Messenger" and contains the following information:

Each Messenger must have a name and a set of protocol parameters.

Section	Field	Value	Required
Messenger Parameters	Name	HNP Two-Way	*
	Description		
	Paging Queue	Default	*
Protocol Parameters	Protocol Type	HNP Two-Way	
	Queue Checking Period	10	*(seconds)
	File Transfer Method	Peer To Peer ByteStream	
	Host Port	0	*
	Packet Size	65	(KBs)
	File Transfer Timeout	15	(seconds)

Below the fields are "Save", "Reset", and "Cancel" buttons. A note at the bottom states: "*Note: Fields marked with an asterisk '*' are mandatory." The "Advanced Settings" section is collapsed.

Adding a One/Two-Way HNP Messenger



New HNP One/Two-Way Messenger

3. Add a HNP One/Two-way Carrier.

Add HNP Two-Way Carrier

Each **CARRIER** must have a unique name and a set of protocol parameters.
A **CARRIER** could have a backup carrier assigned to it, and a set of message parameters.

Carrier Parameters

Name: *

Description:

Paging Queue: *

Backup Carrier:

Backup Carrier 2:

Check for Automatic Carrier Updates:

Protocol Parameters

Type: **HNP Two-Way**

Host: *

Service Name: *

Port: *

Connection Security:

Messenger Query Interval: * (seconds)

Messenger Query Retry: * (times)

Message Parameters

Truncate long message:

Maximum total length (characters):

Split long message into parts:

Maximum part length (characters):

Numbering scheme on parts:

Number of retries (times):

PIN template:

Note: Fields marked with an asterisk: "" are mandatory.

Adding a One/Two-Way HNP Carrier

Carriers Panel

Set up **Carriers** parameters and protocol settings.

Select Protocol

- BES
- CAP
- DTMF
- Facebook
- Generic Deliver
- GSM
- HNP One-Way
- HNP Two-Way**
- HTTP
- MHTTP
- OAI One-Way
- OAI Two-Way
- Semotus Gateway
- SMPP
- SMTP
- SNPP One-Way
- SNPP Two-Way
- TAP Dial-Up
- TAP Leased
- Twitter

Carriers: 1 of 1

Edit	Del	Disable	Auto Update	Carrier Name	Description	Backup Carrier	Backup Status	Queue
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HNP Two-Way Carrier 1				Default

New HNP One/Two-Way Carrier

4. Add a HNP One/Two-way Receiver.

Add Receiver

Each **Receiver** must have a unique name, a device PIN, and must be assigned to a **Carrier**.

Receivers can support either one-way or two-way messaging.

Receiver Parameters

Name: *

Description:

Primary PIN: @hiplink *

Primary Carrier/Delivery: *

HNP Password: *

Receiver Type:

Keep alpha chars:

Receiver Email: Email Failover Email CC

Define Alternate PIN/Carrier

Alternate PIN:

Alternate Carrier/Delivery:

Time Zone:

Voice Enable

Voice Phone Number:

Advanced Messaging

Enable Advanced Messaging

Receiver Status

Define Not Available Schedule

Start Date: Start Time:

End Date: End Time:

Adding a One/Two-Way HNP Receiver

Receivers Panel

Setup Receiver devices and assign them to Carriers.

Add Receiver Receivers: 1 of 1

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z - Others Favorites Disabled All

Find Receiver name

First | Previous | 1 of 1 | Next | Last | Refresh | Apply Filter | Clear Filter | Copy Rows

Sel	Edit	Schd	Receiver Name	Status	Department	Receiver PIN	Carrier	Protocol
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tim	Available	Default	hnp@hplink	HNP Two-Way Carrier	HNP Two-Way

Click to select/deselect all

Delete Available Not Available

New HNP One/Two-Way Receiver

5. Check Services: HNP Manager and HNP One/Two-way Messenger services should be running.

HipLink Support Email Help Logout

Settings Web Sign-up Services Send Logs Queues Reports Statistics

Services

Status Refresh

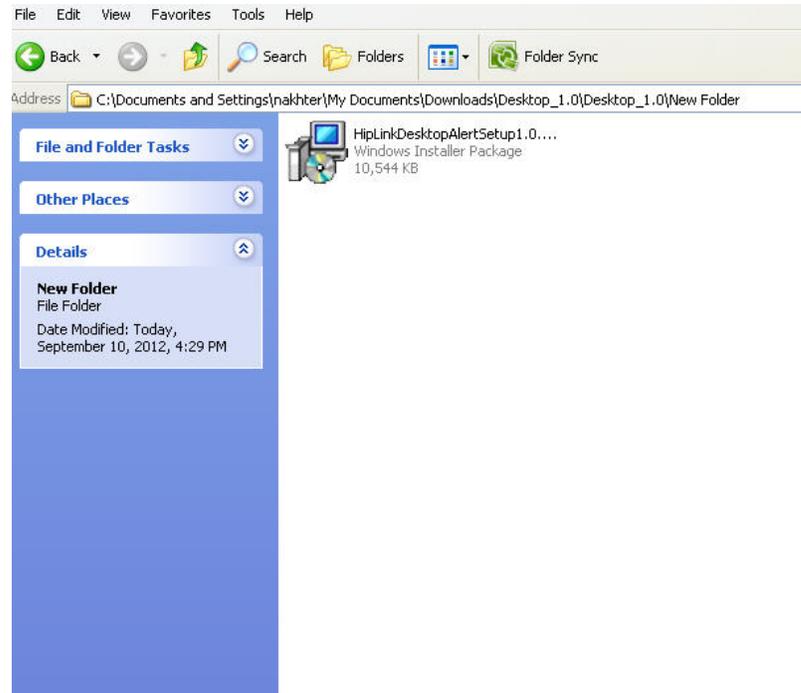
Category	Item	Status	Start All	Stop All	Restart All	Count
Messengers	HNP Two-Way	Service is running. Running since Thu Aug 30 11:27:22 2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1
Gateways	Email Gateway	Service is stopped.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	6
	SNPP Gateway	Service is stopped.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	TAP Gateway	Service is stopped.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	File System Interface	Service is stopped.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Alarm Notification Gateway	Service is stopped.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	XMPP Gateway	Service is stopped.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
System Services	System Attendant	Service is running.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9
	Scheduler	Service is running. Running since Thu Aug 30 10:36:24 2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Backup Service	Service is stopped.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	SNMP Service	Service is running. Running since Thu Aug 30 10:36:37 2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	LDAP	Service is stopped.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Web Sign-up Manager	Service is stopped.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	GIS Campaign Manager	Service is stopped.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Campaign Manager	Service is stopped.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
HNP Manager	Service is running. Running since Thu Aug 30 11:27:27 2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
External Services	Fax	Unknown				
	Voice	Unknown				

Go To Top

Checking Services Status

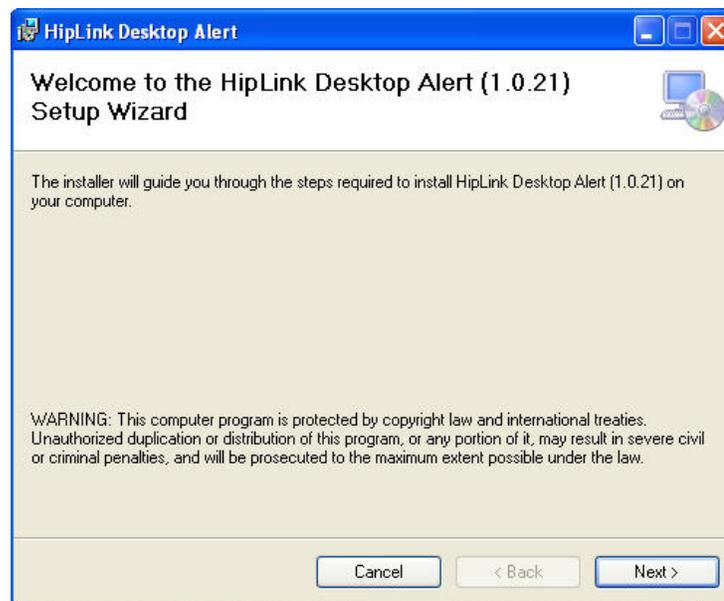
2.2 Installing the HipLink Desktop Alert

1. Run the HipLinkDesktopAlertSetup file (.exe file) and click Next.



HipLink Desktop Alert Setup File

2. Select the installation folder and click Next.



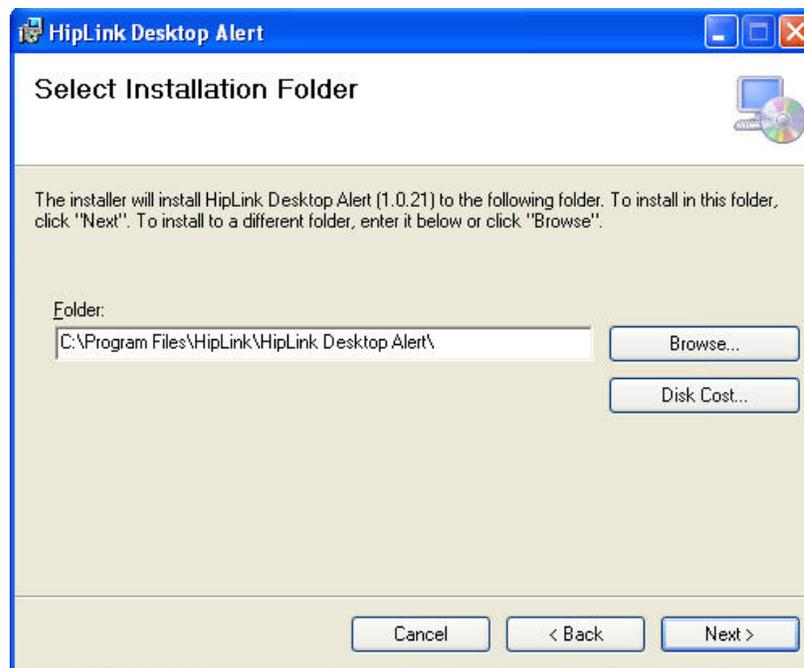
Starting the Installer

3. User can also check for the available disk space by clicking on Disk Cost.



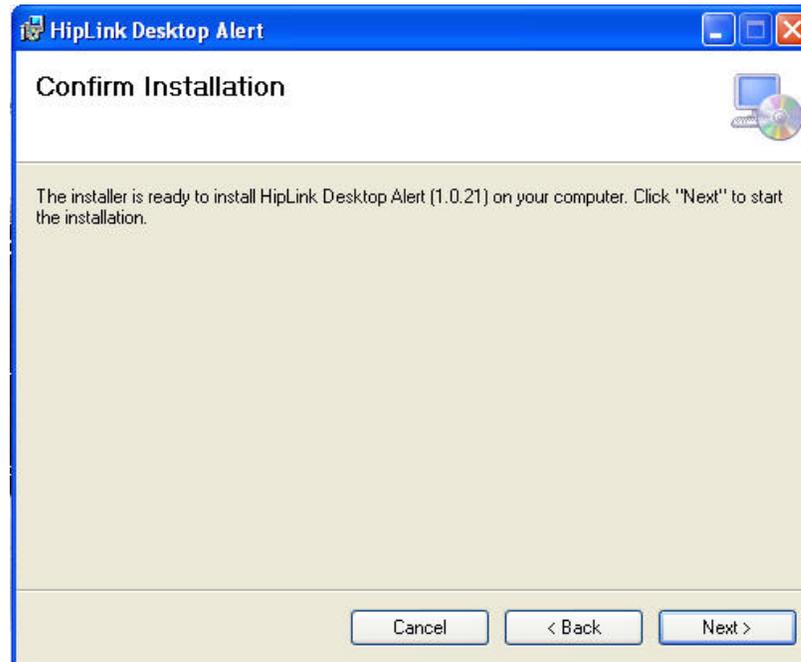
Checking Disk Space

4. To confirm installation, click Next.



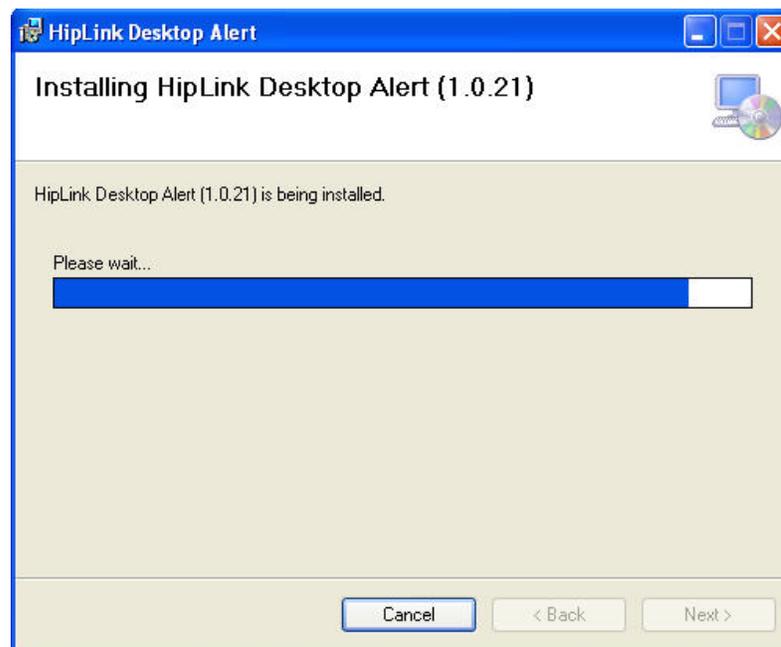
Selecting Installation Folder

5. Click on Next to proceed with the installation process.



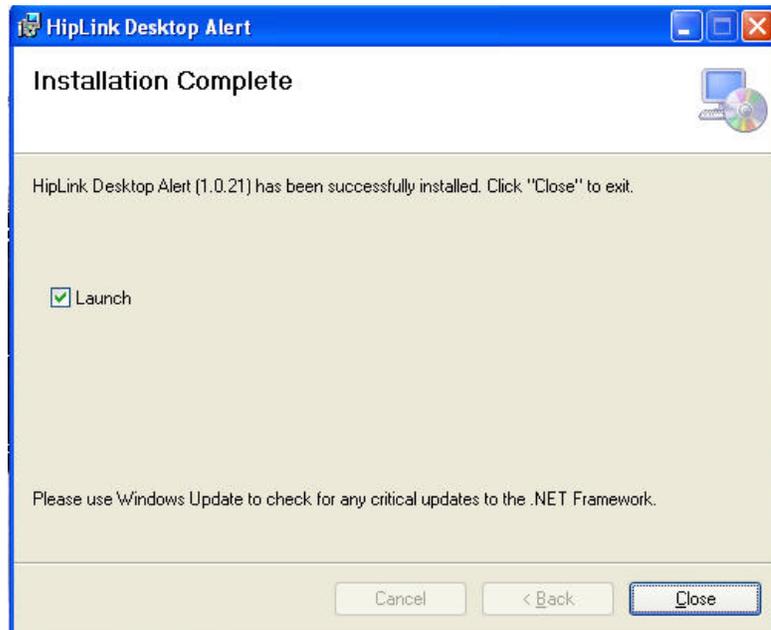
Confirming Installation

6. The installation process might take some time. If .Net Framework is not installed on your desktop, you will be prompted to download it now.



Installation Process

7. Once the Installation is complete click on Close. Check marking the Launch will start the application as soon as you click on the Close button.

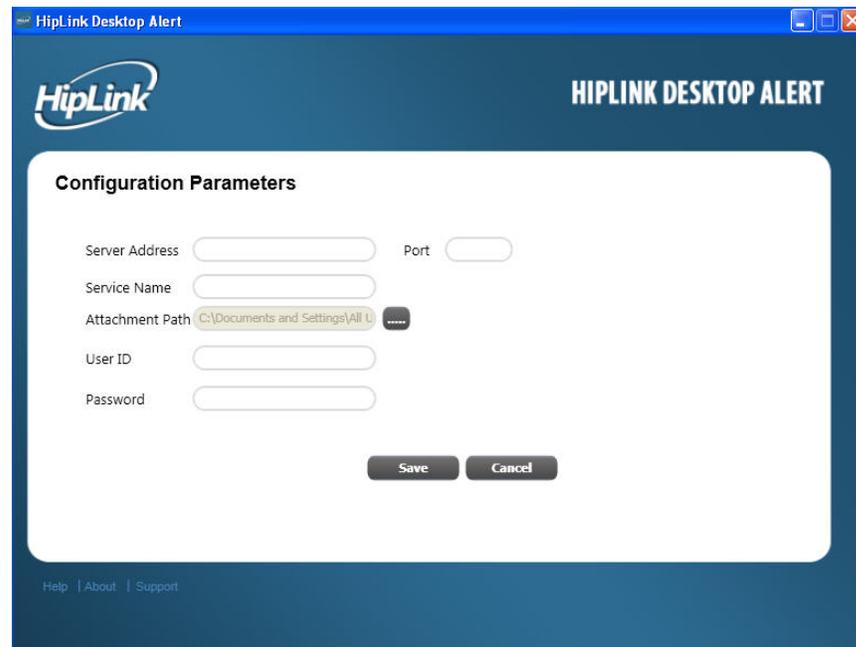


Successful Installation and Launching HipLink Desktop Alert

Note: Each time you reboot your system, the HipLink Desktop Alert will launch at startup.

2.3 Configuring the HipLink Desktop Alert

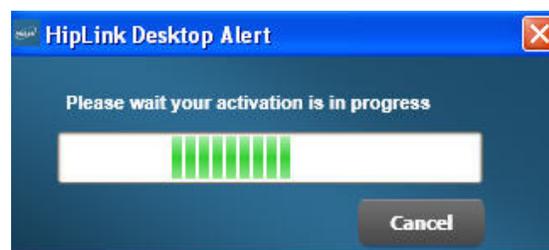
1. The first time the HipLink Desktop Alert starts you see the Configuration Parameters form.
 - a. Fill it up with the same values as your server's HNP Manager Parameters.
 - b. Provide the User ID (HNP Receiver PIN) and Password (HNP Receiver's password).



The screenshot shows a window titled "HipLink Desktop Alert" with a dark blue header. The "HipLink" logo is on the left, and "HIPLINK DESKTOP ALERT" is on the right. Below the header is a white box titled "Configuration Parameters". Inside this box are several input fields: "Server Address" and "Port" (smaller), "Service Name", "Attachment Path" (with a file explorer icon), "User ID", and "Password". At the bottom of the white box are "Save" and "Cancel" buttons. At the very bottom of the window, there are links for "Help", "About", and "Support".

Defining Configuration Parameters

2. Click on Save. The Activation Progress window will appear indicating that your activation is in progress.



Activation Progress Dialog

3. The activation request goes to your HipLink server which can be seen on the server's HNP Manager Panel under the Activation tab.
4. Authorize the activation request in the HNP Manager's Activation tab. After successful authorization, user can log in with his/her credentials.

2.4 Login/Logout

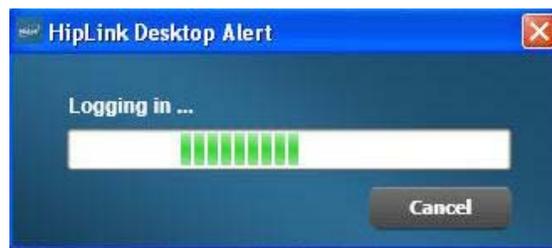
- **To Login:**

1. Enter User Id.
2. Enter Password.



The screenshot shows a dialog box titled "HIPLINK DESKTOP ALERT". It contains two input fields: "User Id" with the text "hnp" and "Password". Below the password field is a checkbox labeled "Enable Emergency Mode". On the right side of the dialog, there are two buttons: "Ok" and "Cancel".

Login Dialog



Login Progress Dialog

Once logged in, the user name is visible on top right corner of the HipLink Desktop Alert window.

Login sessions can be viewed in the HNP Manager's Session tab on the HipLink Server.

- **To Logout:**

1. Click on the Logout link on top right corner of the HipLink Desktop Alert window.

This exits the HipLink Desktop Alert.

The user session also expires on the HipLink server.

2.4.1 Logging in via Emergency Mode

1. Select **Enable Emergency Mode** check box on the login screen.
2. This will disable User ID and Password fields.
3. Click on OK button.

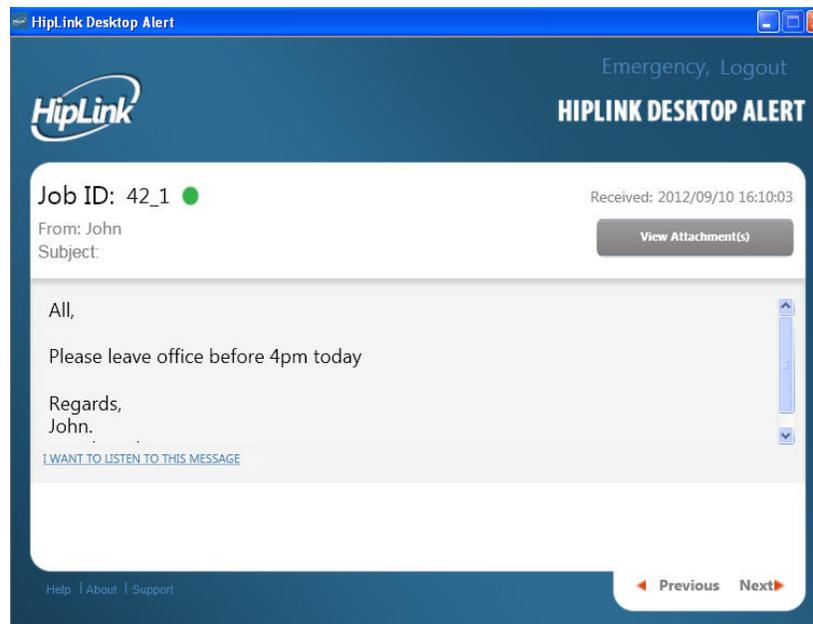


The screenshot shows a login dialog box titled "HIPLINK DESKTOP ALERT". It features a "User Id" field containing "hnp", a "Password" field, and a checked checkbox labeled "Enable Emergency Mode". On the right side, there are "Ok" and "Cancel" buttons. The dialog is set against a dark blue background with a light blue border.

Emergency Mode Login Dialog

The user will now be logged in as an Emergency User. Logging in via Emergency Mode lets the user view messages sent to HNP Emergency User from the HipLink server.

Once logged in via Emergency Mode, the user name on the top-right corner of the HipLink Desktop Alert window will be displayed as 'Emergency'.



Emergency Mode - Message View

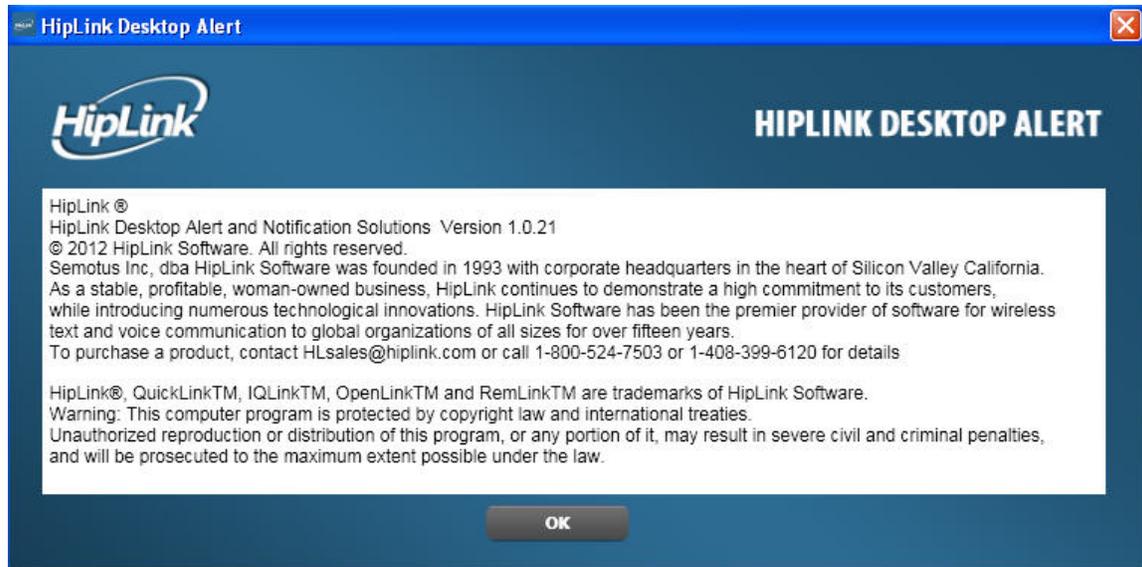
Caution: To login via Emergency Mode, **Enable Emergency Mode** feature should be enabled in the HNP Manager configuration. Once this feature is enabled the user needs to restart the HNP Manager service.

2.5 Help

Clicking on the Help link will open the HTML version of this user manual.

2.6 About

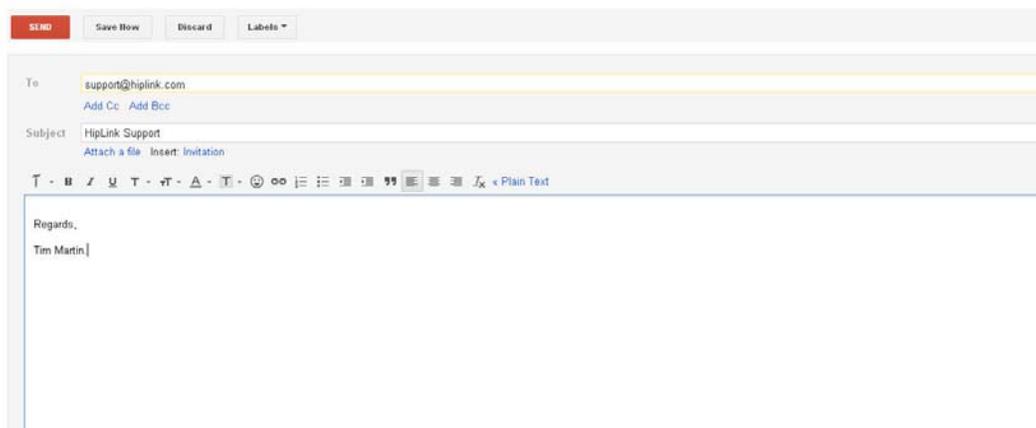
Clicking on the About link opens a new window which displays the application version, copyright and trademark notice.



About Screen

2.7 Support

This pops-up your personalized email client service and lets you seek support from the HipLink Desktop Alert team.



Email Client Service to Communicate with the HipLink Desktop Alert's Support Team

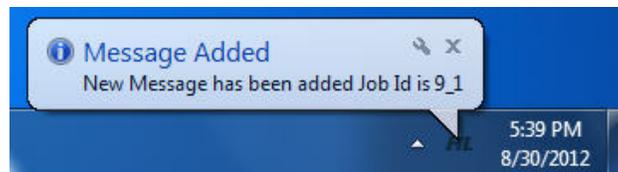
Chapter 3: Using the Application

The Main Application has 3 screens:

1. **Message View**
2. **Inbox** and
3. **Configuration Parameters**

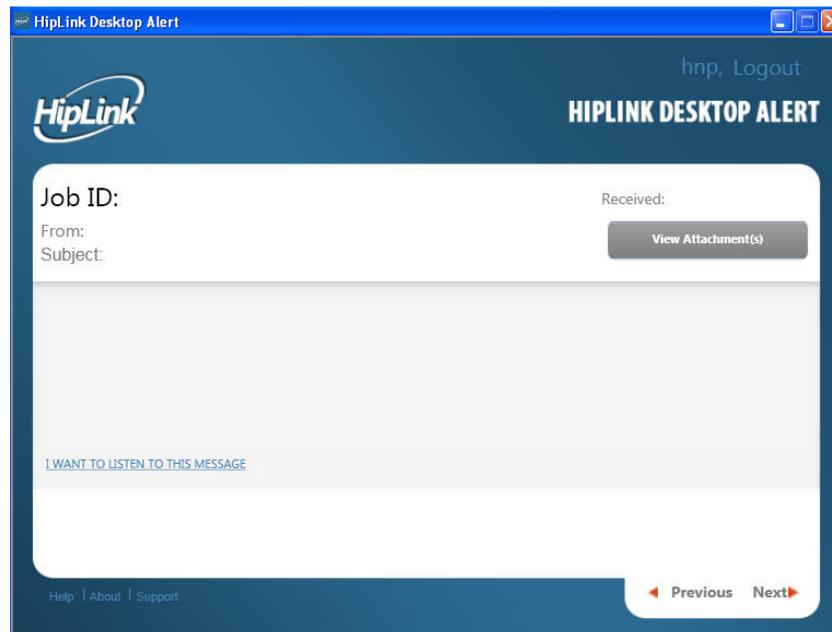
3.1 Message View

When a new message is received a notification will be displayed in the system tray notifying a new message.



New Message Notification

Also, the **Message View** screen will pop-up on the desktop. In this Message View window, the user can view a message, send a reply, and can also listen to the message.



Message View

Elements on the Message View screen are defined below:

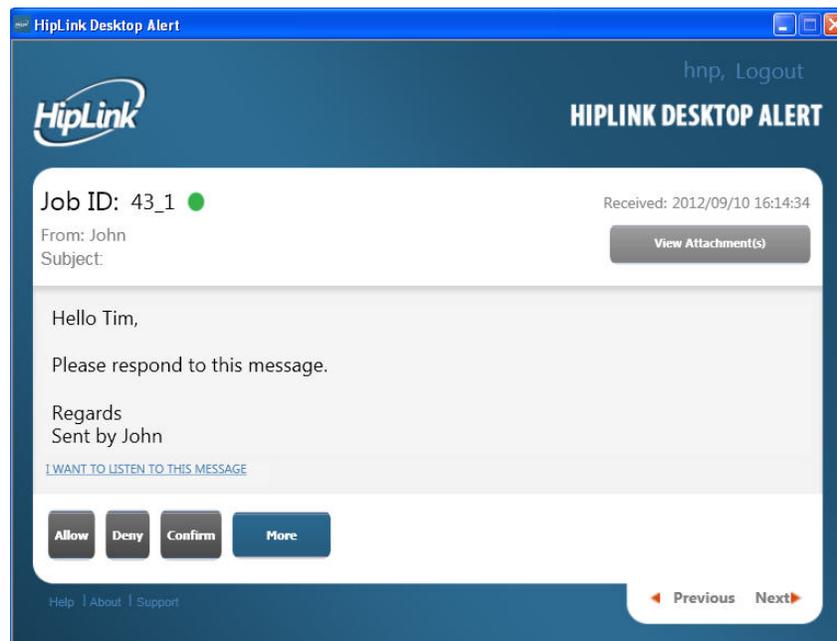
- **Job ID:** The ID of the received message, created by HipLink server.
- **From:** The name of the HipLink user who sent the message.
- **Subject:** Shows the subject of the message, if any.
- **Received:** Mentions the date and time when the message was received.
- **View Attachment(s):** If a message comes with attachment(s) this button is enabled and displays the number of attachments in parenthesis.
- **I WANT TO LISTEN TO THIS MESSAGE:** This link reads out the message for you.
- **Previous:** Takes you to the previous message, if any.
- **Next** Takes you to the next message, if any.

Note: Even if an attachment or response action is embedded in a message, the HNP Emergency User cannot see them.

3.1.1 Messages with Response Actions

If a message is received with Response Action(s), these response actions are displayed as buttons under the message body on the Message View screen.

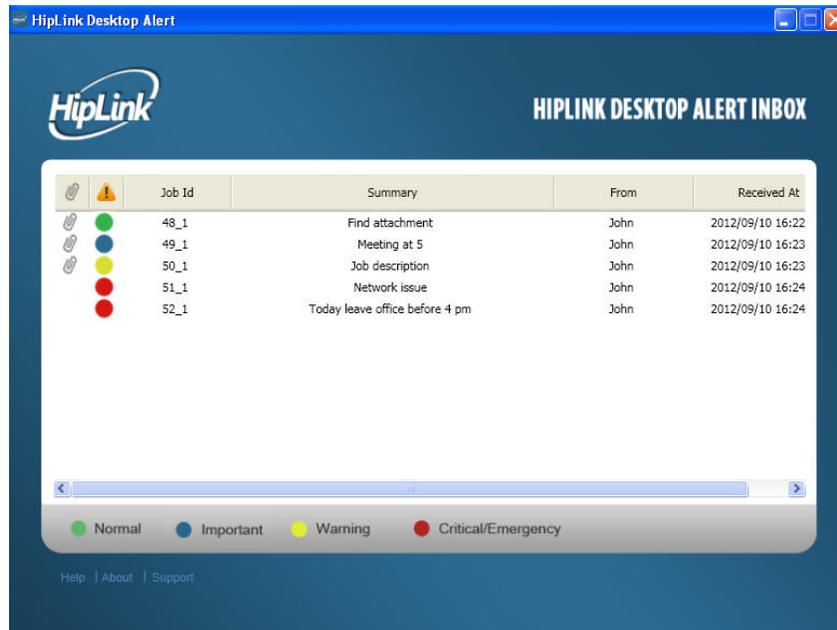
If a message contains more than three Response Actions, **<more>** button appears right next to the list of Response Actions. Clicking on this button pops-up a new window listing the rest of the Response Actions.



Viewing a Message with Response Actions

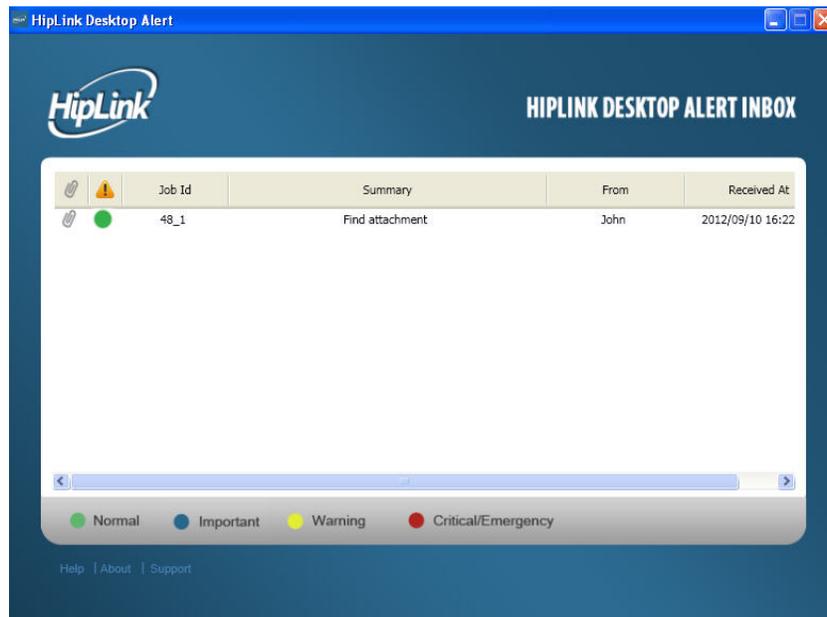
3.2 Inbox

The Inbox section displays all the received messages. Clicking on a message opens it up in the Message View window.



Inbox Screen

A message with an attachment displays  sign in the message list.



A Message with Attachment(s)

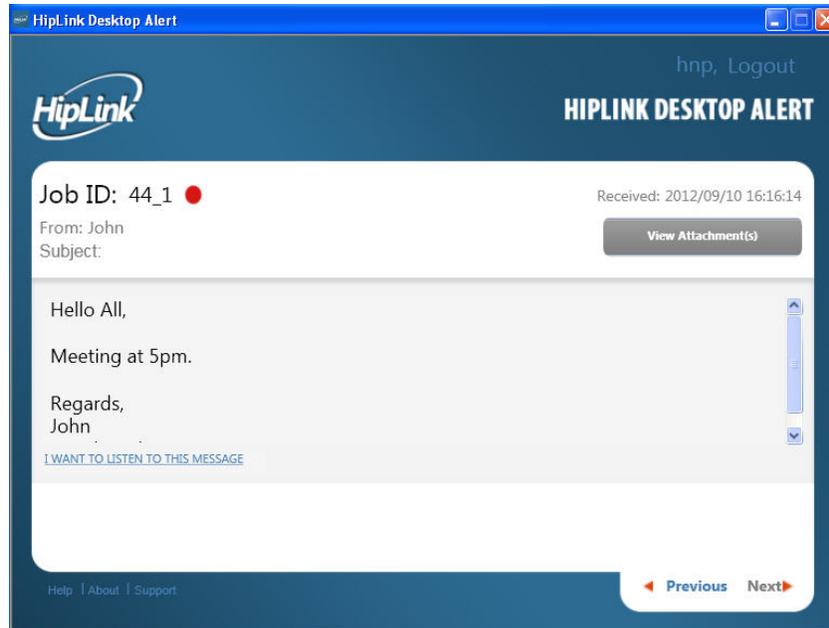
3.2.1 Type of Messages

A message can be either of the two types:

- **One way message**

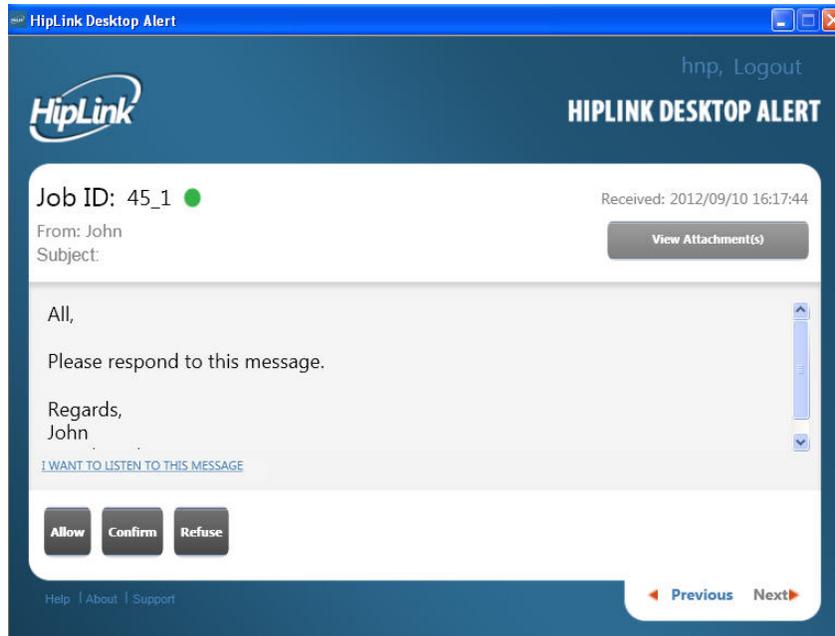
- **Two way message**

A One-Way message is only to be read by the receiver. This message may contain attachments but it does not have any response actions attached to it.



One-Way Message View

A Two-Way message is the one that the receiver can reply to by executing the response action(s) attached to it. This response is sent back to the server where the message's status is updated accordingly.



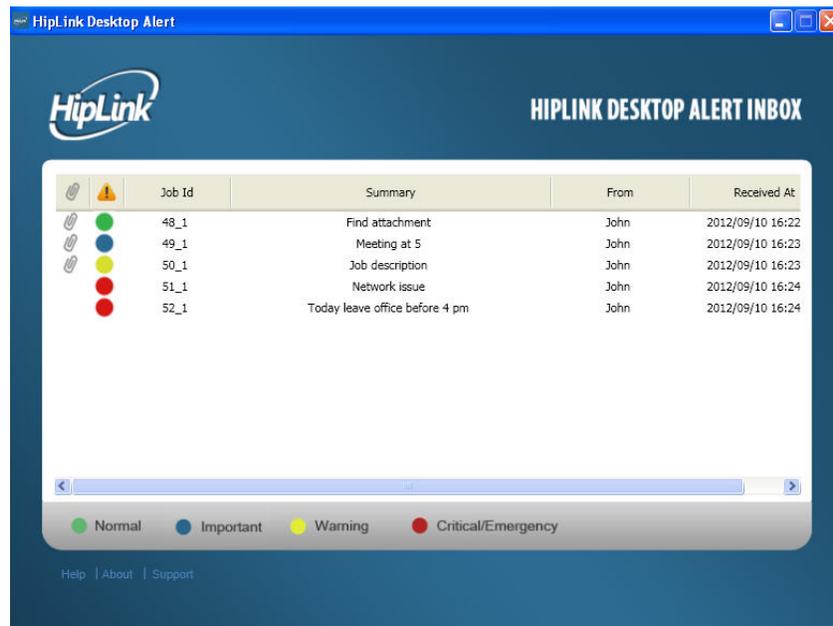
Two-way Message View

3.2.2 Receiving Messages with Various Severity Levels

There are five levels of Severity for a message:

- Normal: A normal message sent by HipLink user.
- Warning: Denotes any warning to the user.
- Important: An important message that needs receiver's attention.
- Critical: Message that is of critical nature and it needs immediate response by the receiver.
- Emergency: An emergency message which must not be ignored and needs an immediate response.

Each of these message severities are denoted by different coloured spots. The ring tone for each severity level will also be different.



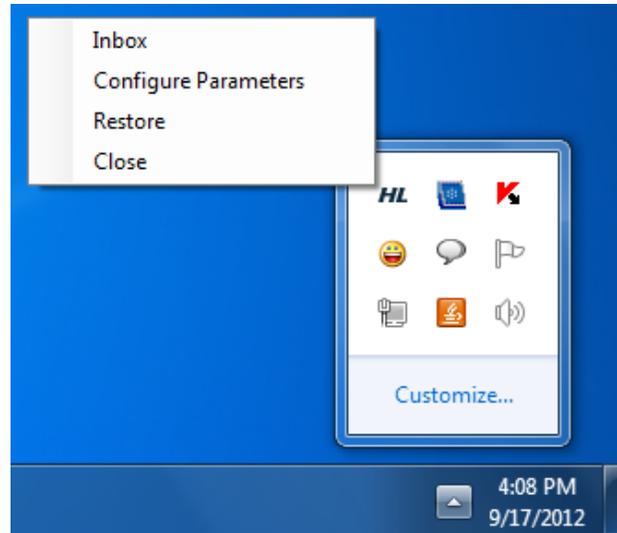
Messages with Various Severity Levels

3.3 Switching between Inbox and Configure Parameter Screens

The User can switch between **Inbox** and **Configure Parameters** screens by right clicking on the HipLink Desktop Alert **HL** icon in the left corner of the task bar near the time and date view.

Clicking on **Restore** pops-up the last viewed screen of the HipLink Desktop Alert application.

The user can also exit the application from this menu by clicking on **Close**.



The HipLink Desktop Alert Menu

Appendix A: Remote Administration

Remote Administration is a feature that gives HipLink administrator control over receiver's inbox data, configurations, and permissions. The changes made by the administrator will be reflected on the HipLink Desktop Alert on next login.

Clean User Data – HipLink admin can clean your HipLink Desktop Alert's Inbox. This will delete all received messages.

Server Settings – HipLink admin can change your HipLink Desktop Alert's Configuration settings which will be auto-filled on the Configuration Parameters screen on your next login.

Configure Permissions – HipLink admin can grant/revoke the user's right of viewing and receiving messages.

Appendix B: Uninstalling, Repairing and Upgrading

Uninstalling

The user can uninstall the HipLink Desktop Alert from the Control Panel as well as by running the .exe file.

Repairing

The user can repair the HipLink Desktop Alert by running the .exe file.

Note: For Uninstalling or Repairing the HipLink Desktop Alert the .exe file should be same as that at the time of installation.

Upgrading

To upgrade the HipLink Desktop Alert, download the latest .exe file and install it. The installation process is defined in Section 2.2.

If the user is running an old .exe file version on his/her currently installed version, he/she will be notified of the existing newer version.