Dispatch Services Plug-ins

Fax Service ~ Paging Service ~ E-Mail Service ~ SMS Center

User’s Guide
While every attempt is made to ensure both accuracy and completeness of information included in this document, errors can occur, and updates or improvements may be implemented without notice. For these reasons, Startel cannot accept responsibility for the complete accuracy of this data.


All other brand and product names are trademarks or registered trademarks of their respective holders.

Part Number: 91-1147-030

This manual reflects Administrative Controls version 12.1.

© Copyright 2014 by Startel Corporation

The information contained herein is proprietary to, and considered a trade secret of, Startel Corporation, and shall not be reproduced, transmitted, transcribed, or stored in any retrieval system in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual, or otherwise, without the express written permission of Startel Corporation, 16 Goodyear, Bldg. B # 125, Irvine, California 92618, U.S.A.

Revision Date: April 30, 2014
Contents

Startel Dispatch Services Plug-ins ................................................................. 5
Configuring the Fax Service Plug-in ............................................................... 6
Configuring the Paging Service Plug-in ......................................................... 12
Configuring the E-Mail Service Plug-in ......................................................... 24
Configuring the SMS Center Plug-in ............................................................ 26
  SMS Center Parameters ............................................................................. 27
Viewing Secure Messaging Details ............................................................... 30
Deleting Unregistered Devices ..................................................................... 30
Accessing Additional Secure Messaging Device Options ......................... 31
Index ........................................................................................................... 32
Before your Startel CMC system can dispatch faxes, e-mails, pages, or short messages to clients, it’s necessary to set up your system’s Fax, E-Mail, Paging, and Short Message services using the following Startel CMC Administrative Controls plug-ins:

During the installation of your system, a Startel technician will typically configure required dispatch services for you.

The information in this document is intended primarily to give you an understanding of how the Dispatch Service plug-ins work, and to provide assistance in the event that you need to make changes at a later time. Topics include:

- Configuring the Fax Service Plug-in (page 6)
- Configuring the Paging Service Plug-in (page 12)
- Configuring the E-Mail Service Plug-in (page 24)
- Configuring the SMS Center Plug-in (page 26)

For instructions on how to configure dispatch services for individual clients or members, refer to the Client Maintenance Plug-in or Member Maintenance Plug-in User’s Guide.
**CONFIGURING THE FAX SERVICE PLUG-IN**

The Startel Fax Service Plug-in is used to set up the Startel Fax Dispatch Service for your call center. *This plug-in is normally configured by a Startel technician when your system is initially installed.*

Here are the steps for configuring the Fax Service plug-in:

1. Log in to Startel Administrative Controls (AC).
2. Double-click the (Fax Service) shortcut in the AC Home page. A screen like the following is displayed:

Initially, the Channel Groups element is selected.

3. Click the Channel Settings element on the left side of the screen.
The Fax Channel Settings screen is displayed. Here, you set up each of the channels that will be used for faxing.

4 To set up the first fax channel, click (Add) on the AC toolbar (or double-click in the blank row of the table).

The following screen appears:

5 In the Description field, type a channel name—e.g., Channel 1.

6 In the Channel Number field, enter a 1.
7 If you are using a FAXNMS service for faxing, fill in the **Dial Prefix** field with any standard dial prefix that is necessary for accessing an outside phone line. For example, if it’s necessary to dial 9 before sending a fax, enter a 9.

**Note:** If you are using any other Fax service, the Dial Prefix configured in the Channel Group is used.

8 If a pause following the prefix is necessary, enter a comma after the prefix for each 1.5 second delay required.

9 If it is not already selected, select the **In Service** checkbox.

10 Click [Save](#) on the AC toolbar to save the fax channel. Then click [Back](#).

The screen should now look something like this:

![Channel Settings](image)

The comma following the dial prefix adds a 1.5 second pause.

11 Repeat steps **4 - 10** for each additional fax channel that you want to set up. (Enter channel numbers 2, 3, and so on, for subsequent fax channels.)

★ **NOTE:** The maximum number of fax channels that you can set up is determined by the number of fax channels licensed for your site.

12 When all the fax channels are set up and saved, select the **Channel Groups** element on the left side of the screen.
The **Fax Channel Groups** screen is displayed. You use this screen to define *fax channel groups*.

![Image of Fax Channel Groups screen](image)

### On Fax Channel Groups

Fax channel groups, which consist of one or more fax channels, allow you to assign specific fax channels to specific clients or members as needed based on their Fax machines. A site may have a group of POTs lines for some faxes. They are mainly used to manage different classes of fax machines that require different types of telephony lines.

Fax channels groups are assigned to clients and members in the Client Maintenance plug-in.

13 To add a channel group, click **(Add)** on the AC toolbar (or double-click in the blank row of the table).
This screen contains a Description field and a list of the fax channels that you defined in steps 4 - 11:

14 In the Description field, enter a name for the fax channel group. (For example, Default Fax Group or POTS Group.)

15 Select the checkbox next to each channel you want included in the group.

16 Click (Save) on the AC toolbar. Then click (Back).

The new channel group is now listed in the Fax Channel Groups list.
Repeat steps 13 - 16 for each additional group that you want to create.

**Assigning Channel Groups to Clients and Members**

Once channel groups are defined, you can assign the groups to clients or client members when you set up their fax services in the Client Maintenance or Member Maintenance plug-in.

See the *Client Maintenance or Member Maintenance Plug-in User’s Guide* for detailed instructions.
CONFIGURING THE PAGING SERVICE PLUG-IN

You use the Paging Service plug-in to configure the Startel Paging Dispatch Service for your call center.

The Paging Dispatch Service is used for dispatching both digital pages and alpha pages.

The Paging Service plug-in is normally configured by a Startel technician when your system is initially installed.

Here are the steps for configuring the Paging Service plug-in:

1. Log in to Startel Administrative Controls (AC).
2. Double-click the (Paging Service) shortcut in the AC Home page.

A screen like the following is displayed:

3. Click (Add) on the AC toolbar (or double-click in the blank row of the table).
Now the screen looks like the one shown below.

- **NOTE:** Don’t worry about the unavailable elements on the left side of the screen. These become enabled as you continue through the procedure.

4. In the **Description** field, type in a descriptive name—for example, *Page Server.*

If you don’t know what IP address to enter, consult your System Administrator.

5. In the **IP Address** field, type the IP address of the machine that is running the Paging Dispatch Service.

6. Click ![Save](Save) on the AC toolbar.
Now the **Port Settings** element on the left side of the screen is enabled. This is used to specify the COM ports that will be dedicated to paging.

7  Click on the **Port Settings** element.

   The **Port Settings** screen is displayed:

8  Click **Add** on the AC toolbar (or double-click in the blank row).
A screen like the following appears:

9 In the **Description** field, enter a name for the COM port—for example, *Page Port 1*.

10 In the **Port Number** field, enter the number of an available COM port.

11 In the **Dial Prefix** field, enter any dial prefix that is necessary for sending a page. (For example, if it’s necessary to dial a 9 to dial out to a digital or alpha paging terminal, enter 9.) If no dial prefix is necessary, leave this field blank.

12 If a pause following the prefix is necessary, enter a comma after the prefix for each 1.5 second delay required.

13 In the **Modem Init String** field, enter the initialization string required by the modem you’re using.

➢ **NOTE:** If you’re using a *MultiTech Multi Modem* internal modem, you can leave the **Modem Init String** and **Modem Reset String** fields blank. Startel uses the strings required by this modem by default. (AT&FQ0V1&W0 and ATZ, respectively.)

14 In the **Modem Reset String** field, enter the reset string required by the modem you’re using. (This string will be prefixed with the letters AT.)

15 If, for now, you want to **exclude** this port from service, clear the **In Service** checkbox. (It is checked by default.)
16 If the port you are configuring is a *serial only* port, select the **Serial Only** checkbox.

17 Click (Save) on the AC toolbar. Then click (Back).

Now the port you added is listed in the Port Settings opening screen:

18 Repeat steps 8 - 17 for each additional port that you want to dedicate to digital or alpha paging.

---

**Deleting or Editing Ports**

To delete or edit a port in the ports list, select the item you want to delete or edit and then click (Remove) or (Edit) on the AC toolbar.

---

**NOTE:** You can also add ports by **copying** ports that are already defined. This is sometimes quicker than starting from scratch. To copy a port, select the port in the Port Settings screen, click (Copy) on the AC toolbar, and then edit the Description field and other fields as appropriate. When you save and exit, the new port will be listed in the Port Settings screen.

19 When you’re finished adding ports, click (Save) on the AC toolbar to save your changes.
Next, select the Port Groups element on the left side of the screen. The Port Groups opening screen is displayed. From this screen you can define port groups.

**Port Groups**

Port groups, which consist of one or more COM ports, allow you to assign specific ports to specific clients and client members for the purpose of controlling the flow of paging traffic in your call center.

Port groups are especially useful for implementing priorities with respect to paging. For example, if your call center has some very high priority clients, you can create a low-traffic port group to ensure that pages to those clients are delivered without delay.

Port groups are assigned to clients or client members in the Client Maintenance (or Member Maintenance) plug-in.

To define a port group, click (Add) on the AC toolbar (or double-click in the blank row of the table).
Now a screen like this appears. Listed in the screen are all the ports that you defined using the Port Settings element.

22 In the **Description** field, enter a name for the port group. (For example, *High Priority Group*.)

23 Select the checkbox next to each port that you want included in the group.

24 Click (Save) on the AC toolbar. Then click (Back).
The port group is now listed in the Port Groups list:

```
<table>
<thead>
<tr>
<th>Service</th>
<th>Alpha Paging Terminals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paging Group</td>
<td>High Priority Group</td>
</tr>
</tbody>
</table>
```

25 Repeat step 21 – 24 for each additional port group that you want to create.

### Deleting or Editing Port Groups

To delete or edit a port group in the Port Groups list, select the item you want to delete or edit and then click the (Remove) or (Edit) button on the AC toolbar.

### Assigning Port Groups to Clients and Members

Once port groups are defined, you can assign the groups to clients or client members in the Client Maintenance or Member Maintenance plug-in.

For alpha paging, port groups are assigned to clients and members indirectly via their alpha paging terminals (which are assigned in Client Maintenance). See page 22 for information on how port groups are assigned to alpha paging terminals.

26 Once you’ve finished creating port groups, click on the Alpha Paging Terminals element on the left side of the screen.

- **NOTE:** The Alpha Paging Terminals element applies to alpha paging only. If your call center supports digital paging, but not alpha paging, you can skip this element.
The **Alpha Paging Terminals** screen is displayed.

From this screen, you add the alpha paging terminals that your clients use for alpha paging.

27 To add an alpha paging terminal, click **(Add)** on the AC toolbar (or double-click in the blank row of the table).
Do the following in this screen:

- In the **Description** field, enter a name describing the alpha paging terminal.
- Select from the **Protocol** drop-down menu to specify the appropriate protocol for your system: **TAP**, **SNPP**, or **WCTP**. (If no port groups have been defined, TAP is not offered.)
- If you selected **SNPP** or **WCTP**, fill in the appropriate **Server** and **Port** settings below the **Description** field. (These don’t display for TAP.)
- Enter the **User ID** and **Password** associated with the specified server, if necessary. (When the **TAP** protocol is selected, User ID is disabled and a Password may or may not be required.)

**Note:** Startel recommends using the **SNPP** or **WCTP** protocol, since these are internet protocols, and therefore eliminate the need for modems.
If you don’t know what to enter in some of these fields, consult your System Administrator or the paging company that administers the alpha paging terminal.

- **For TAP only:** If your system communicates with the alpha paging terminal via modem, select the **Use Modem** checkbox. Then, enter the alpha paging terminal’s phone number in the associated **Number** field. *(Note: Do not enter a dialing prefix if you have configured a dialing prefix in the Port configuration.)*

- **For TAP only:** Select from the **COM Port Group** drop-down menu to choose the port group that you want used for this terminal.

- **For TAP only:** Enter **Serial Communications** values if this Alpha Page terminal will use a Serial connection to connect to the Paging terminal. If the “Use Modem” checkbox is checked, these settings will not be used.

- **For TAP only:** Select appropriate **Connection Conditions** values. *(See the table below for guidance.)*

<table>
<thead>
<tr>
<th>Connection Condition</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Pages Before Connecting to Paging Terminal</td>
<td>The number of pages that must be queued up for this paging terminal before a connection to the paging terminal is attempted.</td>
</tr>
<tr>
<td>Minimum Seconds Before Connecting to Paging Terminal</td>
<td>The number of seconds that must pass after one page has entered the queue for this paging terminal before a connection to the terminal is attempted.</td>
</tr>
<tr>
<td>Minimum Seconds Before Disconnecting From Paging Terminal</td>
<td>Following a transmission to the paging terminal, the number of seconds that must pass before disconnecting from the terminal. <em>(Note: This setting allows for new pages to go out before the next paging session begins.)</em></td>
</tr>
<tr>
<td>Maximum Number Of Messages To Send Per Terminal Session</td>
<td>The maximum number of messages that the paging terminal can receive in a single session.</td>
</tr>
</tbody>
</table>

**Important Note:**

Only one of these first two Connection Conditions will cause the Startel Paging service to start dialing the alpha paging terminal, depending on which condition is met first.

When you’re finished in the screen, click ![Save](Save) on the AC toolbar. Then click ![Back](Back).

You will now see the paging terminal listed in the Alpha Paging Terminals list.
30 Repeat steps 27 - 29 for each additional paging terminal that you want to add.

- **NOTE:** You can also define alpha paging terminals by **copying** terminals that are already defined. This is sometimes quicker than starting from scratch. To copy an alpha paging terminal, select the terminal in the Alpha Paging Terminals list, click **(Copy)** on the AC toolbar, and then edit the Description field and other fields, as appropriate. When you save and exit, the new alpha paging terminal will be listed in the opening screen.

---

**Deleting or Editing Alpha Paging Terminals**

To delete or edit an alpha paging terminal from the list of terminals, select the item you want to delete or edit and click **(Remove)** or **(Edit)** on the AC toolbar.

---

**Assigning Alpha Paging Terminals to Clients and Members**

Once an alpha paging terminal has been configured in the Paging Service plug-in, it can be selected for an alpha pager in the Client Maintenance or Member Maintenance plug-in.

When an alpha pager has been defined in Client Maintenance or Member Maintenance to use a particular alpha paging terminal, that alpha pager will be listed for the terminal as an **Assigned Alpha Pager** in the screen shown on page 21.
CONFIGURING THE E-MAIL SERVICE PLUG-IN

You use the **E-mail Service** plug-in to configure the Startel E-mail Dispatch Service for your call center. *This plug-in is normally configured by a Startel technician when your system is initially installed.*

Here are the steps for configuring the E-Mail Service plug-in:

1. Double-click the  (E-mail Service) shortcut in the AC Home page. A screen like the following is displayed:

   ![E-mail Service Configuration Screen](image)

   - **Reply E-Mail Address**: Enter the single e-mail address that should receive e-mails when the **Reply** function is initiated from an e-mail dispatched to a client.

2. In the **Reply E-Mail Address** field, enter the single e-mail address that should receive e-mails when the **Reply** function is initiated from an e-mail dispatched to a client.

   - **NOTE**: Some SMTP servers place restrictions on the Reply and Display address that can be used. You may have to contact your SMTP service provider to have them validate the addresses you choose.
In the **Display E-Mail Address** field, enter the words that you want displayed in the From field of e-mails dispatched to clients. (For example, **ABC Answering Service**.)

- **NOTE:** Some SMTP servers require the Display address to be an e-mail address. If yours is in this category, try the following: In the Display Email Address field, enter the e-mail address that is entered in the Reply Email Address field followed by a “greater than” symbol (>) followed by the Display text you want to use. For example: ABCAnswering@emailaddress.com>ABC Answering Service. This workaround is supported by some SMTP servers.

In the **SMTP IP Address** field, type the IP address of the SMTP server that supports your site’s E-Mail services. If you don’t know what to enter here, consult your ISP or System Administrator.

In the **SMTP Port** field, enter the number of the SMTP port that you would like used for sending e-mail messages.

In the **Authentication Type** field, select one of the following from a drop-down menu to identify your E-mail service’s SMTP authentication method.

- Select **None** if no authentication method is required by your SMTP service.
- Select **Plain** if the “Plain” method is supported by your SMTP service.
- Select **Login** if the “Login” method is supported by your SMTP service.

- **NOTE:** Consult with your System Administrator or Internet Service Provider (ISP) if you don’t know which SMTP Authentication type to select.

If **None** is selected in the **Authentication Type** field, the **User ID** and **Password** fields are disabled.

If you selected **Plain** or **Login** in step 6, enter the **User ID** required for SMTP authentication in the **Authentication User ID** field.

If you selected **Plain** or **Login** in step 6, enter the password required for SMTP authentication in the **Authentication Password** field.

When you’re finished filling in the screen, click **Save** on the AC toolbar.

If prompted to confirm, select **Yes**.
CONFIGURING THE SMS CENTER PLUG-IN

The SMS Center plug-in is used to configure your call center’s Short Message service to support the SMS Centers associated with your clients’ SMS-enabled cell phones and pagers. Once an SMS Center has been configured in the SMS Center plug-in, it can be selected for a client or member in the Client Maintenance or Member Maintenance plug-in.

If you have licensed the Startel Secure Messaging feature, you can use the Secure Messaging element of this plug-in to review the list of SMS devices that have registered for Secure Messaging. This element contains information on each listed device, including the phone number, Registration status, and associated Client ID(s). If you like, you can remove “Unregistered” devices from this list. You can also reset passwords and select a device’s “Bill Client ID.” See page 30 for more information.

The SMS Center plug-in is normally configured for your system by a Startel technician.

Here are these steps for configuring each supported SMS Center:

1. Log in to Startel Administrative Controls (AC).
2. Double-click the (SMS Center) shortcut in the AC Home page.

In the SMS Center opening screen, the SMS Center element is selected.

3. Click (Add) on the AC toolbar (or double-click in a blank table row).
A screen like the following appears:

4 Fill in this screen as described in the table that follows.

5 When you’re finished, click (Save) on the AC toolbar. Then click (Back) to return to the SMS Center opening screen, where the SMS Center will now be listed.

### SMS Center Parameters

<table>
<thead>
<tr>
<th>Setting</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>Enter the name of the SMS Center.</td>
</tr>
<tr>
<td>Protocol</td>
<td>Select from the Protocol drop-down menu to identify the protocol used by the SMS Center: UCP; HTTP; SMPP; or SMPP-Startel.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> The protocol you select will determine which additional settings you need to configure. Parameters that are not required by a selected protocol will be disabled in the screen.</td>
</tr>
</tbody>
</table>
### Setting | Instructions
--- | ---
Server | Under the **Server** heading, select either **Name** or **IP Address**, then enter one of the following, as appropriate.
- The server name associated with the SMS Center.
- The server IP address associated with the SMS Center.
Secure Server | Under the **Secure Server** heading, select either **Name** or **IP Address**, then enter one of the following (if available):
- The name of the Startel secure server associated with the SMS Center.
- The Startel secure server IP address for the SMS Center.
Port | In the **Port** field, enter the TCPIP port number associated with the server for the SMS Center.
SSL Port | If you selected **SMPP-Startel** from the Protocol menu, an **SSL Port** checkbox is present to the left of the **Port** setting. When this checkbox is present, you should select it if the specified port is an SSL port.
Alternate Port | In the **Alternate Port** field, enter the TCPIP port number associated with the secure server for the SMS Center.
Web Server | If you selected **HTTP** from the **Protocol** menu, fill in the settings under the **Web Server** heading as follows, in this order:
- Select from **Service Provider** drop-down menu to identify the service provider.
- If the **User Id** field is enabled, enter the required User ID.
- If the **Password** field is enabled, enter the required Password.
Short Code Password | If necessary, these fields will be configured by a Startel technician.
**Note:** Short Code and Password settings are disabled if SMPP-Startel is not the selected protocol.
System ID | In the **System ID** field, type the unique System ID provided by the SMS Center. (This ID is used to identify the originator of messages for billing and logon purposes.)
System Type | In the **System Type** field, enter the system type value provided by the SMS Center. (This entry identifies the type of SMS messages that can be sent or modified.)
**Setting** | **Instructions**
--- | ---
Dest Type of Number (TON) | In the **Dest Type of Number (TON)** field, enter a value to identify the number dialing format required by the SMS Center. Valid values are 1, 2, and 6:
- Enter 1 for international format (starts with a country code).
- Enter 2 for national format (this is the default value used if you don’t fill in the Type of Number field).
- Enter 6 for abbreviated format (for large account identification).

Number Plan Indicator (NPI) | In the **Number Plan Indicator (NPI)** field, type the Number Plan Indicator provided by the SMS Center. Valid values are 1, 3, and 5:
- 1 = **E.164** address (default value if you don’t fill in the NPI field).
- 3 = **X.121** address.
- 5 = SMSC specific: Private (TCP/IP address/abbreviated number).

Format for Paging | If the SMS Center supports paging, select the **Format for Paging** checkbox. This is used for the numeric paging option available for the paging services—i.e., “If you would like your party paged, press 1 now.”

Do Not Use Extended ASCII (128-255) | If the SMS Center does **not** support an extended ASCII character set (128-255), select the **Do Not Use Extended ASCII (128-255)** checkbox.
- **Note**: TASCII 128-255 supports the international ASCII standard.
Viewing Secure Messaging Details

Selecting the Secure Messaging element of the SMS Center plug-in displays a screen that lists all of the SMS transports in your system that have been registered for Secure Messaging at some time, and their current status.

Columns in this screen show you the following for each listed device:
- Phone Number or Address of the device
- Registration Status (Registered; Pending Registration; Unregistered)
- Registration ID
- Last Update (The last time the device or device status changed in some way—for example, a password reset.)
- Client ID to be billed for the device
- All Client IDs associated with the device

Additional information may appear in the Info field (for example, Password Reset, or Pending Password Reset.)

Deleting Unregistered Devices

If an SMS device is shown to have an “Unregistered” status, it means that the device is not registered and usable.

If you want to remove all Unregistered devices from the Secure Messaging list, click the (Delete All Unregistered) icon (highlighted above) at the upper-left corner of the screen.
Accessing Additional Secure Messaging Device Options

If you double-click on a device name in the Secure Messaging list screen, a new screen displays from which you can select the Billing Client ID for the device, unregister the device, and reset (clear) the device password.

- **To select the Billing Client ID:** Click **Select Bill Client ID**, then select the desired client from the pop-up client list.
- **To unregister the selected device:** Click **Unregister**.
- **To reset the device password:** Click **Reset Password**. This clears the current password so that the device user will need to set a new one.
Index

A
adding alpha paging terminals 20
adding fax channel groups 9
adding fax channels 7
adding port groups 17
alpha paging terminals
  adding 20
    assigning to clients 23
    copying 23
    deleting 23
    editing 23
Alternate Port field 28
Alternate Server settings 28
Assigned Alpha Pagers 21, 23
assigning port groups to clients 19
Authentication Password field 25
Authentication Type drop-down menu 25
Authentication User ID field 25

C
Channel group
  assigning to clients 11
COM Port Group drop-down menu 22
Connection Conditions values 22
Copy button 16
copying 16
copying alpha paging terminals 23
copying Paging Service ports 16

D
defining port groups 17
deleting 16
defleting alpha paging terminals 23
deleting port groups 19
deleting unregistered secure messaging devices 30
delting Paging Service ports 16
Dial Prefix field 15
Display E-Mail Address field 25
Do Not Use Extended ASCII (128-255) checkbox 29

E
editing 16
  editing alpha paging terminals 23
  editing Paging Service ports 16
  editing port groups 19

F
fax channel group 9
  adding 9
    channel checkboxes 10
    Description field 10
  Fax Channel Groups screen 9
  Fax Channel settings 7
    Channel Number field 7
    In Service checkbox 8
  Fax Channel Settings screen 7
  fax channels
    adding 7
  Fax Service plug-in 6
  Format for Paging checkbox 29

I
In Service checkbox
  fax channel 8
IP Address field in SMS Center screen 28

L
Login (Authentication Type option) 25

M
Maximum Number Of Messages To Send Per Terminal Session 22
Minimum Pages Before Connecting to Paging Terminal setting 22
Minimum Seconds Before Connecting to Paging Terminal setting 22
Minimum Seconds Before Disconnecting From Paging Terminal setting 22
Modem Init String field 15
Modem Reset String field 15

N
None (Authentication Type option) 25
Number Plan Indicator (NPI) field 29

P
Paging Service "Add Port Groups" screen 18
Paging Service "Add Port" screen 15
Paging Service "Add Service" screen 13
Paging Service "Port Groups" opening screen 17
Paging Service opening window 12
Paging Service plug-in 12
  Port Groups element 17
  Port Settings element 14
  Paging Service ports 16
Plain (Authentication Type option) 25
port groups
  adding 17
    assigning to clients 19
    defining 17
    deleting 19
    editing 19
  Port Groups Description field 18
  Port Number field 15
  ports
    adding 14

R
Reply E-Mail Address field 24

S
Secure Messaging 30
  resetting device passwords 31
  setting Billing ID for secure messaging 31
  unregistering secure messaging devices 31
  secure messaging device
    deleting unregistered 30
Serial Communications
values 22
Serial Only checkbox 16
SMS Center "Add" screen 27
SMS Center alternate IP
address 28
SMS Center alternate Server
name 28
SMS Center IP address 28
SMS Center opening
screen 26
SMS Center plug-in 26
Secure Messaging
element 30
SMS Center element 27
SMS Center Server name 28
SMS Center shortcut 26
SMTP IP Address field 25
SMTP Port field 25
System ID field 28
System Type field 28

T
Type of Number (TON) field 29

U
Use Modem checkbox 22
using Paging Service plug-in 12, 26