



NotePage

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PageGate Version 6 Documentation

PageGate Version 6 Documentation

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Publisher

NotePage, Inc.

Managing Editor

Sharon Housley

Technical Editors

Jeremy Hartman

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Part



1 General Information

1.1 Overview

Overview

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The PageGate GUI (Graphical User Interface) Client is the Windows based graphical client for the PageGate Paging application. It allows workstations on a network to send messages to the PageGate paging server, which in turn delivers the messages (via a modem, a direct cable connection, or the internet) to your paging carrier(s) for delivery. Your paging carrier will then send the message to the appropriate pager, phone, or wireless messaging device. The PageGate GUI Client program is one of several front-end interfaces available for the PageGate paging server. It can be used alone, or in conjunction with any or all of the other interfaces.

The PageGate server application must be installed and configured before the PageGate GUI Client can be used. Please refer to the PageGate Server's help file for more information on the installation, configuration, and operation of the PageGate Server.

1.2 Features & Capabilities

Features & Capabilities

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Local and network recipient lists - on each workstation you can choose recipients from the network recipient list, or from a smaller personal recipient list which can be defined for each workstation. Administrators can lock users into only using their local recipient list.

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 log - each workstation can track the progress of each message from start to finish

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

Message character counter - displays the length of the current message

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 PageGate GUI Client very easy to use

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

Recipient cueing - Recipients may be selected by typing the first few letters of their name

Multiple delivery options - PageGate can deliver messages to a paging terminal by a direct cable connection, through a modem, or via the internet

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 PageGate to send messages to only the recipients scheduled to receive messages at that point in time.

Dialup support - messages can be sent via modem or direct cable connection to any carrier that supports the IXO, PET, TAP, or UCP protocol. This includes cellular/pcs/digital phones, PIMS, alphanumeric and numeric pagers, PC/PCMCIA cards, billboards, etc.

Internet support - messages can be sent via the internet to any carrier that supports the SNPP, SMTP (email), and WCTP protocols. This includes cellular/pcs/digital phones, PIMS, alphanumeric and numeric pagers, PC/PCMCIA cards, billboards, etc.

Failover - PageGate can automatically send a message that was not deliverable to another recipient or group.

Touch-Tone message delivery - PageGate can send messages to numeric pagers by using touch tones

Message logging - PageGate's general log keeps a history of all messages sent. Each dialer can also keep a detailed log of the communication sessions with the paging carriers.

Modular / Scalable - PageGate's modular architecture allows the application to be run across several computers for high throughput applications.

Reliepage - provides a way for recipients to be aware that a message has been missed.

Queue messages - missed messages can be queued for re-transmission to the paging carrier

High throughput & volume - PageGate's intelligent queuing of messages and multiple dialers (up to 16) allows for a large volume of messages to be delivered per hour.

Filtered Recipients - The PageGate Client can show a filtered list of recipients, which can be filtered by name or one of four other definable fields.

Local Recipient Lists - A subset of the entire network recipient list can be setup for each client, making it easier to find commonly used recipients.

Reports - Reports of pending and sent messages can be printed from the PageGate Client.

1.3 Shareware Information

Shareware Information

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PageGate defaults into an 'evaluation mode' until it is registered (purchased). Registration information can be entered into PageGate's Admin program by choosing the 'Registration' object. The evaluation version of

PageGate only allows for two active recipients at any given time, and the server will stop itself every 3-5 days. PageGate's Admin program can be used to restart the paging engine after this time period.

Shareware 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, checks drawn on US banks, and wire transfers. 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.

1.4 Purchasing

Purchasing

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PageGate can be ordered directly from NotePage, Inc:

The most current PageGate pricing can be found on our website:

www.notepager.net/pricing.htm
www.notepager.com/pricing.htm
www.notepage.net/pricing.htm

NotePage, Inc.
291 Rockland Street
Suite 13
Hanover, MA 02339

Phone (781) 829-0500
Fax (781) 582-1869

Accepted Payment forms are:

- Pre-payment
- COD Company Check (continental US only)
- MasterCard
- Visa
- Discover
- Purchase Orders
(see on-line ordering below for American Express)

All payments are in US Dollars

PageGate can be ordered on-line at:

www.notepager.net/purchase.htm
www.notepager.com/purchase.htm
www.notepage.net/purchase.htm

Accepted Payment forms are:

- MasterCard
- Visa
- Discover
- American Express

Purchase Orders

PageGate 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.

1.5 Contact Information

Contact Information

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NotePage, Inc.

PO Box 296
Hanover, MA 02339
USA

Mailing Address

PO Box 296
Hanover, MA 02339

web www.notepage.net

email sales@notepage.net

phone (781) 829-0500

fax (781) 582-1869

1.6 Version Information

Version Information

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PageGate GUI Client Help File

For PageGate version 6.0

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1.7 End User License Agreement

End User License Agreement

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END-USER LICENSE AGREEMENT FOR PageGate

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Part



2 Installation

2.1 System Requirements

System Requirements

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Minimum requirements to run the PageGate GUI Client:

Operating System: Windows XP, Windows Vista, 7, 8, Server 2003, Server 2008 32-bit and 64-bit

Processor: Pentium

Memory: 256 Mb of free memory (typically 512 Mb for Windows XP and 1GB for Vista, 7, 8, Server 2003 or Server 2008)

Storage: 10 Mb of free disk space

Communications: Network access to the PageGate Server's database

2.2 Installation Instructions

2.2.1 PageGate Server

2.2.1.1 Overview

Overview

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The PageGate Server application must be installed and operational before the PageGate GUI Client program can be used. Please refer to the PageGate Server documentation for detailed instructions on the installation of the PageGate Server.

2.2.2 PageGate GUI Client

2.2.2.1 Pre-Installation

Pre-Installation

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here are a few things you should verify before installing the PageGate GUI Client:

1. The PageGate Server must be installed and operational before the PageGate GUI Client is installed.
2. The workstation must have network access to the paging database (pagegate.mdb). The workstation must have read, write, and change permissions to this file.
3. If you plan to use the spell-checking feature, Microsoft Office must be installed on the workstation.
4. If application or database passwords have been defined in the PG Admin program, they will be needed to access the Client application and the PageGate database.

2.2.2.2 CD-Rom Installation

CD-Rom Installation

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1. Insert the PageGate CD-Rom into your computer.
2. PageGate's setup routine will (on most computers) automatically start. If the setup program starts, go to step 3 below. If not, click on the Windows start button, and then choose 'Run' from the menu. Type in 'd:\setup' without the quotes (in this example the CD-Rom drive letter is 'd'. If your CD-Rom drive letter is different, use it instead). Next hit the 'OK' button.
3. The setup program will present you with options for which part of PageGate you want to install. To install the PageGate GUI Client you should choose the second option.
4. The following screen will display PageGate's End User License Agreement. Please read it carefully and proceed with the installation of PageGate ONLY if you agree with ALL the terms of this agreement.
5. On the next screen you can specify a location where you want the PageGate GUI Client installed. The default install location is C:\Program Files\PageGate Client\. You can change the installation path by hitting the 'Browse' button. To accept the install location, hit 'OK'.
6. You will now be prompted for the name of the group that the PageGate GUI Client icons should be added to in the Windows Start Menu. The default group is 'PageGate Client'.
7. The setup program is now ready to install the PageGate GUI Client. Click on the 'Next' button to start the installation process.
8. The setup program will now copy the PageGate GUI Client program and support files to your computer. If you encounter any problems during this part of the installation, please refer to the 'Installation Troubleshooting' section of the manual.
9. The next screen will tell you that the PageGate GUI Client has been successfully installed. Hit the 'Finish' button to exit PageGate's setup program.
10. In some cases, your computer will ask to be restarted after the installation of the PageGate GUI Client. If you are prompted to do so, you must restart your computer before running the PageGate GUI Client.

2.2.2.3 Single executable (.exe) installation

Single executable (.exe) installation

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1. Run the executable file that you downloaded (pgsetup.exe).
2. The setup program will present you with options for which part of PageGate you want to install. To install the PageGate GUI Client you should choose the second option.
3. The following screen will display PageGate's End User License Agreement. Please read it carefully and proceed with the installation of PageGate ONLY if you agree with ALL the terms of this agreement.
4. On the next screen you can specify a location where you want the PageGate GUI Client installed. The default install location is C:\Program Files\PageGate Client\. You can change the installation path by hitting the 'Browse' button. To accept the install location, hit 'OK'.

5. You will now be prompted for the name of the group that the PageGate GUI Client icons should be added to in the Windows Start Menu. The default group is 'PageGate Client'.
6. The setup program is now ready to install the PageGate GUI Client. Click on the 'Next' button to start the installation process.
7. The setup program will now copy the PageGate GUI Client program and support files to your computer. If you encounter any problems during this part of the installation, please refer to the 'Installation Troubleshooting' section of the manual.
8. The next screen will tell you that the PageGate GUI Client has been successfully installed. Hit the 'Finish' button to exit PageGate's setup program.
9. In some cases, your computer will ask to be restarted after the installation of the PageGate GUI Client. If you are prompted to do so, you must restart your computer before running the PageGate GUI Client.

2.2.2.4 Single archive (.zip) installation

Single archive (.zip) installation

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1. To extract the PageGate installation file from the archive (.zip) file, you will need a program such as WinZip or PKZip. Extract the contents of the .zip file that you have downloaded (pgsetup.zip) into a temporary directory by using one of these utilities.
2. Run the file named pgsetup.exe from the location where you extracted PageGate's installation file.
3. The setup program will present you with options for which part of PageGate you want to install. To install the PageGate GUI Client you should choose the second option.
4. The following screen will display PageGate's End User License Agreement. Please read it carefully and proceed with the installation of PageGate ONLY if you agree with ALL the terms of this agreement.
5. On the next screen you can specify a location where you want the PageGate GUI Client installed. The default install location is C:\Program Files\PageGate Client\. You can change the installation path by hitting the 'Browse' button. To accept the install location, hit 'OK'.
6. You will now be prompted for the name of the group that the PageGate GUI Client icons should be added to in the Windows Start Menu. The default group is 'PageGate Client'.
7. The setup program is now ready to install the PageGate GUI Client. Click on the 'Next' button to start the installation process.
8. The setup program will now copy the PageGate GUI Client program and support files to your computer. If you encounter any problems during this part of the installation, please refer to the 'Installation Troubleshooting' section of the manual.
9. The next screen will tell you that the PageGate GUI Client has been successfully installed. Hit the 'Finish' button to exit PageGate's setup program.
10. In some cases, your computer will ask to be restarted after the installation of the PageGate GUI Client. If you are prompted to do so, you must restart your computer before running the PageGate GUI Client.

2.2.2.5 Promptless automatic installation

Promptless automatic installation

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The PageGate GUI Client can be installed unattended. This helps network administrators to automate the installation of this program.

CD-Rom Instructions

1. Copy the contents of the CD-Rom to a shared folder on your network. The setup for the workstations will be run from here.
2. Go to step #5 below.

Single Executable (download file) Instructions

1. Start the PageGate setup by running the downloaded file (pgsetup.exe).
2. When the first installation screen is shown, stop there. A folder named 'PGSetup' will now exist in your system's temporary directory, (usually c:\windows\temp or c:\temp).
3. Copy the entire contents of the PGSetup folder to a shared folder on your network. The setup for the workstations will be run from here.
4. Exit out of the installation program.
5. Use the following commandline syntax to run a promptless install.

Note: promptless installations install the PageGate applications to their default locations only.

```
<path>pgcsetup.exe /S
```

The <path> option should be replaced with the path to where you copied the contents of the 'PGSetup' folder (or the contents of the CD-Rom).

Here is an example of a promptless install of the PageGate GUI Client if the contents of the PGSetup folder (or the contents of the CD-Rom) was copied to C:\PGFiles

```
C:\PGFiles\pgcsetup.exe /S
```

Notes:

The PageGate client can be installed normally by running pgcsetup.exe. After the installation finishes, the install files are automatically removed from your system. If you want the setup files to remain after installation, use a /K in the commandline.

2.2.2.6 Post-Installation

Post-Installation

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1. If you installed from CD-Rom, remove the CD and keep it in a safe place. You will need it again if you ever need to reinstall PageGate, or want to install the PageGate Admin program, the PageGate Monitor program, or the PageGate GUI Client program on an additional workstation.

2. If you installed the PageGate GUI Client from a single downloaded file (pgsetup.exe or pgsetup.zip), be sure to make a copy of the file and store it in a safe place. You will need it again if you ever need to reinstall PageGate, or want to install the PageGate Admin program, the PageGate Monitor program, or the PageGate GUI Client program on an additional workstation.

2.2.2.7 Installation Troubleshooting

Installation Troubleshooting

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Problem: Any number of different problems

Solution: Be sure that there are no other programs running when you install the PageGate GUI Client. There may be programs running even if you don't see them in your task bar. Pressing <ctrl><alt> will bring up a list of running programs in the 'Task Manager'. Stop any program that you believe is causing the conflict.

WARNING: this should only be done by an experienced user. Randomly ending tasks can lock up your computer, lose data or worse. Please consult with an experienced technician before killing any processes.

A clean reboot can sometimes also help. Holding down the shift key while windows is starting will stop some programs from starting that normally load at startup. Try re-running the PageGate GUI Client setup program.

Part



3 Setup

3.1 Setup Overview

Setup Overview

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There are two stages to the setup of the PageGate GUI Client. The first stage is the setup of the PageGate Server. The PageGate Server must be installed, setup, and running in order to use the PageGate GUI Client. It should be installed and setup before attempting to run the PageGate GUI Client for the first time. The second stage is the setup of the PageGate GUI Client application.

The PageGate GUI Client sends messages to and receives information from the PageGate Server via a shared database file (pagegate.mdb). During the setup of the PageGate Server you are prompted for a location for this file. The file should be placed in a location where both the PageGate Server and the PageGate GUI Client can access the file. In other words, the database file (pagegate.mdb) should be in a shared network folder to which both the PageGate GUI Client and the PageGate Server have full rights. The default location for this file is the PageGate Server's program directory. To keep the file there and use the PageGate GUI Client, you must share the PageGate program folder on your network.

During the setup of the PageGate GUI Client, you are prompted for the 'Server Database'. You must enter (or browse using the button with three dots) the full path to the pagegate.mdb file. If the machine you installed the PageGate Server on was called 'pgserver', and you installed the server to a drive shared as c-drive, and the database was installed in it's default location, the full path would be:

```
\\pgserver\c-drive\program files\pagegate\
```

3.2 First Time Setup

First Time Setup

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In order to properly setup the PageGate GUI Client, the PageGate Server must already be installed, setup, and running (refer to PageGate's documentation for installation and operations).

The first time you start the PageGate GUI Client, the setup screen will be displayed.

1. Specifying the server's data directory.

During the setup of the PageGate Server, a location for PageGate's database was specified (pagegate.mdb). The PageGate GUI Client must know the location of that database file, in order to operate. Type the full path to the database file in the 'Server Database' field, or use the browse button (three dots) to find its location.

2. Preset Msgs File

The GUI Client can store up to 100 preset messages to help users quickly enter commonly used messages or phrases. Enter a file path and name here to store these messages.

3. Sender's Name

By default, each message sent by the PageGate GUI Client is prefixed with the name of the sender (this behavior can be turned off in the PG Admin program if desired). This is where you specify that name.

4. Station Number

The station number is used in the log files to indicate which workstation a message originated from. Each workstation should be given a unique station number (unless you want multiple workstation

to share the same history log).

5. Update frequency

This sets how often (in seconds) the PageGate GUI Client updates its statistics and logs. Too small a value may generate unnecessary network traffic.

6. Local Recipient List Only

This option can be use to only allow the user of this program to see recipients in their local recipient list. The full network recipient list will not be accessible.

7. Enable Spell Check

If you have Microsoft Word 97 or newer, you can enable this option to allow for the spell checking of messages.

8. Choose to save the above setting for all users of this workstation, or for only the currently logged in user.

9. Apply your changes.

Setup of the PageGate GUI Client is now complete. You are ready to send messages!

Part



4 Operation

4.1 Sending a Message

Sending a Message

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Sending a message is as easy as 1, 2, 3.

1. Choose a recipient(s) from the 'Recipient List'. Selected recipients will move to the 'Selected Recipients' list.
2. Enter a message in the 'Message Text' box.
3. Hit the 'SEND' button.

DONE !!!

4.2 Shortcuts, Hints, and Things You Should Know

Shortcuts, Hints and Things You Should Know

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The 'Clear' button next to the 'Selected Recipients' list will clear all the selected recipients

The 'Clear' button next to the 'Message Text' box will clear the entire message text

Clicking on the 'Prog1' - 'Prog5' buttons will automatically type pre-programmed messages into the 'Message Text' area.

Right-clicking on the 'Prog1' - 'Prog5' buttons will allow you to set or modify the pre-programmed message for that button.

Clicking the 'More' button will bring you to the main presets screen where you can program up to 100 messages.

Clicking on the 'Pending', 'Sent', or 'Bad' numbers (or labels) will bring up its respective status log.

If you have spell checking enabled, double-clicking anywhere in the 'Message Text' area will start the spell check.

If the 'Recipient List' has the focus (is the current window), you can type the first few characters of a recipient's name to jump directly to that recipient. The <ENTER> key can then be used to select that recipient. The 'Recipient List' get the focus after a recipient is selected, or if you click on the 'Recipient List' heading.

Clicking on the current list indicator '(network)' or '(local)', will toggle between the local recipient list and the network recipient list. A local recipient list must first be setup for this to work.

The 'OPTIONS' button allows you to schedule messages to be sent in the future or to schedule repeating messages.

If the date/time displayed in the top right corner of PageGate GUI Client is in red print, one of PageGate's modules that is necessary to send pages, isn't running.

Clicking on the blue 'PageGate GUI Client' logo will bring up the 'About' information screen.

Shift-clicking on the name of a recipient in either the 'Recipient List' or the 'Selected Recipients' list will show more information about that recipient.

Shift-clicking on the name of a group in either the 'Recipient List' or the 'Selected Recipients' list will show more information about that group, and will also enable you to view all the members of that group.

Right-clicking on the recipient list will allow you to filter the recipient list for only desired recipients and groups.

Keyboard Shortcuts:

Send Message	Ctrl-S
Clear Selected Recipients	Ctrl-X
Clear Message Text	Ctrl-C
Set Focus to Recipient List	Ctrl-R
Set Focus to Message Text	Ctrl-T
Show All Preset Messages	Ctrl-P
Select Preset Message (1-9)	Ctrl-(1-9)
Filter Recipients	Ctrl-F

4.3 Minimizing the PageGate GUI Client

Minimizing the PageGate GUI Client

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The client application can be minimized to remove its window from the Windows desktop, but to keep it running for instant access. When it is minimized, it will either appear as a pager in the Windows system tray (bottom right corner next to the clock), or as a button in the Windows task bar (just like regular programs). To restore the client's window, simply click on the pager icon in the Windows system tray, or on the button in the Windows task bar.

4.4 Quitting

Quitting

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You can quit the PageGate GUI Client by choosing 'Exit' from the 'File' menu, clicking on the 'X' control in the PageGate GUI Client's top right corner, or by double-clicking on the pager icon in the PageGate GUI Client's top left corner. Many users find it useful to keep the PageGate GUI Client running at all times, and simply keep it minimized for quick access.

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5 Reference

5.1 Ad-Hoc

Ad-Hoc

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Ad-Hoc messages are messages that are sent to a recipient that isn't actually setup on the PageGate Server. 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 PageGate) and providing the ID/PIN number for the recipient's pager (or other wireless messaging device). Ad-Hoc recipients that have been setup in PageGate 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'. Note: the Ad-Hoc message feature is not available unless you own a 5000 pager license or greater.

5.2 Bad

Bad

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The 'Bad' status number on the main PageGate GUI Client screen shows how many messages produced errors when being delivered by the PageGate Server. These messages were not successfully sent to the recipient's pager. Please see your PageGate administrator or the PageGate Server documentation for possible causes, more detailed information and troubleshooting tips. By clicking on the 'Bad' label, you can bring up the full 'Bad Messages' log. See 'Bad Messages' for more information about this log.

5.3 Bad Messages

Bad Messages

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The 'Bad Messages' log shows information about messages that have received errors while being delivered by the PageGate Server. Information is only shown for messages sent during the current session of the PageGate GUI Client. 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 change the highlighted message's status from 'bad' back to 'pending' (the message will be resent by the paging server). The 'Close' button will close the log screen. Please see your PageGate administrator or the PageGate Server documentation for possible causes, more detailed information and troubleshooting tips. The 'Bad Messages' log can be accessed by choosing 'Bad' from the 'View' menu, or by clicking on the 'Bad' label on the PageGate GUI Client's main screen.

5.4 Characters

Characters

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PageGate GUI Client 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 is 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, options such as 'Reliepage' add more information to the message before it is sent out.

5.5 Clear

Clear

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Two 'Clear' buttons appear on PageGate GUI Client'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.

5.6 Clear on Send

Clear on Send

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If the 'Clear on send' setting in PageGate GUI Client'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.

5.7 Date & Time

Date & Time

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The date and time of the PageGate Server is displayed in the top right corner of PageGate GUI Client's main screen. The date and time is updated at an interval set in the setup screen (see 'Update Frequency'). This is the current time of the PageGate server, not your local workstation. If the date or time is incorrect, the date or time on the paging server may be wrong. If one of PageGate's modules that is necessary for the PageGate GUI Client to send pages is not running, the date and time will be printed in red letters.

5.8 Display Options

Display Options

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The Display Options window is accessible from the PageGate GUI Client setup screen. These settings allow you to disable some of the PageGate GUI Client's features. This is useful if a simplified user interface is desired for end users.

Remove Preset Buttons: This option will remove the programmable message buttons on the PageGate GUI Client window.

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

Remove Logs: This option will remove the end user's ability to view logs regarding message status and messages sent. This option also disables reporting.

Remove Help: This option will remove the end user's ability to view the Help file.

Remove Spell Checking: This option will remove the ability to use MS Word's spell checker to check the spelling of messages.

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

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 the client's 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.

5.9 Enable Spell Check

Enable Spell Check

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The 'Enable Spell Check' checkbox is used to enable/disable the message spell checking option. The PageGate GUI Client can use Microsoft Word's spell checking dictionary. MS Word 97 or newer is required. The 'Enable Spell Check' setting is located on the 'Setup' screen found under the 'Tools' menu.

5.10 Filtering Recipients

Filtering Recipients

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You can filter the list of recipients that is shown in the 'Recipient List' by right-clicking in the recipient list, or by choosing 'Filter Recipients' from the 'Tools' menu. You can filter recipients by full name (the name that is displayed in the 'Recipient List'), by short name (the name used by the Admin program), or by any of for other user definable fields (these are setup within the Admin program).

In each field, enter characters that must match each recipient to be included in the list.

To return to the full list, leave all the filter fields blank, or click on the 'Clear' button next to the recipient list.

5.11 Groups

Groups

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Messages can be sent to a pre-defined group of recipients (groups are defined in the PG Admin program). 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.

5.12 History Log

History Log

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The 'History Log' shows information about all messages sent from this workstation. The 'Station Number' set in the 'Setup' screen is used to generate this log. If unique station numbers are not used for each workstation, messages sent from other workstations may appear in this log. You have options of printing the log to a printer, or copying the log to your computer's clipboard for use in another application.

5.13 Local Recipient Lists

Local Recipient Lists

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In the PageGate GUI Client, you can select several commonly used recipients and put them into a local (personal) recipient list. This can save you from scrolling through a long network recipient list to select the recipients you use most. This local recipient list is unique to each PageGate GUI Client.

To add recipients to the local recipient list, choose 'Local Recipients' from the 'Tools' menu. The left box shows all the recipients setup in the PageGate paging server. The right box shows which recipients will be displayed in your local recipient list. Simply click on recipients in the 'Network Recipient List' to move them to the 'Local Recipient List'. Also, recipients may be removed from the 'Local Recipient List' by clicking on them.

The 'Recipient List File' field can be used to centralize local recipient lists for multiple workstations. Please see the section 'Recipient List File' for more information. If you have a local recipient list setup, it will be the default recipient list displayed each time you startup the PageGate GUI Client.

5.14 Local Recipient List Only

Local Recipient List Only

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If the 'Local Recipient List Only' setting in the PageGate GUI Client's setup screen is enabled, users of the PageGate GUI Client are restricted to only being able to send messages to recipients in their 'Local Recipient List'.

5.15 Passwords

Passwords

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The PageGate GUI Client can use three different types of passwords. All three of these passwords are set in the PG Admin program by PageGate's administrator. All three passwords are optional.

Database Password: When set, this password is required to access PageGate's database file. It is usually set to restrict other applications from accessing PageGate's database file. If the database password has just been set or changed, the PageGate GUI Client will prompt you for the new password the next time it is run. The PageGate GUI Client will store and use this password automatically each time it is started (you will be re-prompted for the database password each time it is changed).

Application Password: This password can be set by PageGate's administrator to restrict access to the PageGate GUI Client application. If the password is set, the PageGate GUI Client will prompt for it each time the program is started.

Admin Password: This password can be set by PageGate's administrator to password protect the PageGate GUI Client's Setup screen.

5.16 Message Content

Message Content

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Messages sent by PageGate are sent with more information than just the message itself. Messages will be prefixed with the reliapage index (if enabled), 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 PageGate Server will strip all non-printable characters from the messages. This behavior can optionally be turned of in the PG Admin program.

5.17 Message Text

Message Text

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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.

5.18 Options

Options

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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.

5.19 Pending

Pending

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The 'Pending' status number on the main PageGate GUI Client screen shows how many messages sent by this workstation (during the current PageGate GUI Client session) are still waiting to be sent by the PageGate Paging Server. By clicking on the 'Pending' label, you can bring up the full 'Pending Messages' log. See 'Pending Messages' for more information about this log.

5.20 Pending Messages

Pending Messages

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The 'Pending Messages' log shows information about messages that are waiting to be sent by the PageGate Paging Server. Information is only shown for messages sent during the current session of the PageGate GUI Client. 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 'Delete' button will cancel the highlighted message. The 'Close' button will close the log screen. The 'Pending Messages' log can be accessed by choosing 'Pending' from the 'View' menu, or by clicking on the 'Pending' label on PageGate GUI Client's main screen.

5.21 Pre-programmed Messages

Pre-programmed Messages

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Up to 100 commonly used messages can be pre-programmed for your convenience. The first five of these messages can be automatically inserted into the 'Message Text' area by clicking on the 'Prog1' - 'Prog5' buttons. The additional pre-programmed messages can be accessed by clicking on the 'More' button. Individual messages can be set by right-clicking on the respective 'Prog' button. To access the 'Preset Messages' screen, which displays all one hundred pre-programmed messages at the same time, choose 'Tools' -> 'Presets' from the menu. Once in this screen, you can edit any one or all of the pre-programmed messages. Clicking apply will save the changes and close the window. Double-clicking on an entry or highlighting an entry and clicking the 'Apply' button will insert the selected message into the 'Message Text' area on the main screen.

5.22 Preset Msgs File

Preset Msgs File

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The 'Preset Msgs File' setting on the 'Setup' screen allows you to point to a file that stores the preset messages for this workstation. Many workstations can be set to the same file so they can share the same preset messages.

5.23 Recipient List

Recipient List

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The 'Recipient List' box is displayed on the PageGate GUI Client's main screen. It lists recipients (pagers) an groups of recipients, that you can send messages to. To select a recipient, simply click on its name. The recipient will be moved to the "Selected Recipients" box. If the "Recipient List" has the focus (right-clicking in the box will accomplish this), you can jump down to a recipient by typing the first few letters of its their name. The recipient can then be selected by hitting the <Enter> key. Shift-clicking on the name of a group in either the 'Recipient List' or the 'Selected Recipients' list will show a list of all the members of that group.

5.24 Recipient List File

Recipient List File

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This option appears on the 'Assign Local Recipients' screen. It allows an administrator to keep a list of local recipients for this PageGate GUI Client in a central location. This enables the administrator to maintain local user list files in a central location. The file is a simple Ascii text file with a single recipient name on each line of the file.

5.25 Recipients

Recipients

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In PageGate, 'recipient' is synonymous with 'pager' (or other wireless messaging device). A recipient is the person who carries the actual pager. When PageGate 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 user name will stay consistent, even though the pager's information would change.

5.26 Scheduled and Repeating Messages

Scheduled and Repeating Messages

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Selecting the 'Options' button on the PageGate GUI Client'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.

5.27 Scheduled Msgs

Scheduled Msgs

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The 'Scheduled Msgs' menuitem can be found under 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 PageGate GUI Client screen. Make the necessary changes and then resend the message by hitting the 'Send' button.

5.28 Selected Recipients

Selected Recipients

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The 'Selected Recipients' list box is displayed on the PageGate GUI Client'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. Shift-clicking on the name of a group in either the 'Recipient List' or the 'Selected Recipients' list will show a list of all the members of that group.

5.29 Send

Send

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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, simply click the 'Clear' button to its right.

5.30 Sender's Name

Sender's Name

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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 'Setup' screen found under the 'Tools' menu. Sending the 'Sender's Name' can optionally be disabled from within the PG Admin program.

5.31 Sent

Sent

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The 'Sent' status number on the main PageGate GUI Client screen shows how many messages have been successfully sent by this workstation (during the current PageGate GUI Client session). By clicking on the 'Sent' label, you can bring up the full 'Sent Messages' log. See 'Sent Messages' for more information on the log.

5.32 Sent Messages

Sent Messages

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The 'Sent Messages' log shows information about messages that have been sent by the PageGate paging server. Information is only shown for messages sent during the current session of the PageGate GUI Client. 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 'Close' button will close the log screen. The 'Sent Messages' log can be accessed by choosing 'Sent' from the 'View' menu, or by clicking on the 'Sent' label on the PageGate GUI Client's main screen.

5.33 Server Database

Server Database

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The 'Server Database' specifies the location of the PageGate Paging Server's main database file. The name of the database is: pagegate.mdb , and is found by default in the PageGate Server's program directory. This field can be set by typing the full path to the database file (not including the filename itself), or by using the browse button (three dots). The 'Server Database' setting is found on the 'Setup' screen found under the 'Tools' menu.

5.34 Setup

Setup

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The 'Setup' screen allows you to change the programs initial setup information.

The 'Server Database' specifies the location of the PageGate Paging Server's main database. The PageGate

Paging Server must be installed, setup, and running in order for the PageGate GUI Client to operate. Type the full path (not including the file name) to the PageGate Server's database file. Or, use the browse button (three dots) to find the database location.

The 'Sender's Name' field allows you to set the name of the operator of this workstation. Each message sent by PageGate GUI Client is prefixed with the name of the sender (this behavior can be optionally disabled from within the PG Admin program).

The 'Station Number' is used by the log files to indicate which workstation a message originated from. Each workstation should be given a unique 'Station Number' (unless you want multiple workstations to share the same history log).

The 'Update Frequency' sets how often (in seconds) the PageGate GUI Client updates its statistics and logs from the paging server. Too small a value may generate unnecessary network traffic.

The 'Clear on Send' option can be checked so that whenever a message is sent, the message textbox and list of recipients the message was sent to are automatically cleared.

If the 'Small Recipient Font' box is checked, a smaller font size will be used in the recipient pick lists.

The 'Local Recipient List Only' option can be used to only allow the user of this program to see recipients in their 'Local Recipient List'. The full 'Network Recipient List' will not be accessible.

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

The 'Display Options' button displays a screen that allows you to disable some of the PageGate GUI Client's features. This is useful if a simplified user interface is desired for end users.

Remove Preset Buttons: This option will remove the programmable message buttons on the PageGate GUI Client window.

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

Remove Logs: This option will remove the end user's ability to view logs regarding message status and messages sent.

Remove Help: This option will remove the end user's ability to view the Help file.

Remove Spell Checking: This option will remove the ability to use MS Word's spell checker to check the spelling of messages.

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.

The 'Setup' screen is accessed by choosing 'Setup' from the 'Tools' menu

5.35 Small Recipient Font

Small Recipient Font

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When this box is checked, a smaller font size will be used in the recipient pick lists. This will help when long recipient names are used.

5.36 Spell Check

Spell Check

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If the spell checking option is enabled on the 'Setup' screen, messages can be checked for spelling errors before they are sent. The PageGate GUI Client uses Microsoft Word's spell checking utility that is included in Word 97 or newer. MS Word must be installed in order for PageGate GUI Client 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.

5.37 Station Number

Station Number

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The 'Station Number' is used by the log files to indicate which station messages were sent from. A unique number should be set to each workstation. The 'Station Number' setting is found on the 'Setup' screen under the 'Tools' menu. If you want a group of users to share a common history log, set their station numbers to be the same.

5.38 Update Frequency

Update Frequency

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The 'Update Frequency' setting specifies how often (in seconds) the PageGate GUI Client updates its statistics and logs from PageGate. Too small a value may generate unnecessary network traffic, while too large a value will not give the user current information. The 'Update Frequency' setting is located on the 'Setup' screen found under the 'Tools' menu.

5.39 Recipient List

Recipient List

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The 'Recipient List' listbox is displayed on the PageGate GUI Client's main screen. It lists recipients (pagers) that can be chosen to send messages to. Recipients are listed alphabetically by the recipient's full name. Groups are listed before single recipients. Recipients must be added to the PageGate paging server application before they are available to PageGate GUI Client. There are two different recipient lists maintained by PageGate GUI Client. The current list being displayed is indicated by the word next to the 'Recipient List' label. It will read either '(network)' or '(local)'. The network recipient list displays all recipients setup in the PageGate server. A local recipient list can be setup by choosing 'Local Recipients' from the 'Tools' menu. You may want to add commonly used recipients into your local recipient list to save time scrolling through the entire network recipient list. You can switch between the local recipient list and the network recipient list by clicking on the 'Recipient List' label, clicking on the '(network)' or '(local)' labels, or by choosing 'Local Recipients' or 'Network Recipients' from the 'View' menu. 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 right-clicking anywhere in the recipient list box. Once a recipient is selected, it is moved from the 'Recipient List' box to the 'Selected Recipients' box.

Part



6 Troubleshooting

6.1 Date and time is red

Date and time is red

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The date and time shown on the PageGate GUI Client screen is printed in red

If one of PageGate's modules necessary for the operation of the PageGate GUI Client is not running, the PageGate GUI Client will alert you by printing the date and time in red print rather than black. Your messages will still be accepted, but won't be sent out until the problem is resolved.

6.2 Date and time is wrong

Date and time is wrong

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The date or time shown on the PageGate GUI Client screen is wrong

The PageGate GUI Client receives its date and time from the PageGate Paging Server. If the date or time on the PageGate Server is incorrect or if the server application isn't running, your local NotePager date or time may not be correct.

6.3 I can't see all the recipients

I can't see all the recipients

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I can't see all the recipients setup in PageGate

If you have setup a local recipient list (a subset of all the PageGate recipients) it will be displayed as the default list when you start PageGate GUI Client. You can switch to the full PageGate recipient list by clicking on the 'Recipient List' heading, or by choosing 'Network Recipients' from the 'View' menu. If the PageGate GUI Client isn't registered and is running in 'shareware mode', only the first five recipients in PageGate will be displayed.

6.4 Installation Troubleshooting

Installation Troubleshooting

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Problem: Any number of different problems

Solution: Be sure that there are no other programs running when you install PageGate. There may be programs running even if you don't see them in your task bar. Pressing <ctrl><alt> will bring up a list of running programs in Windows 95 and 98. In Windows NT you can choose 'Task Manager' after hitting <ctrl><alt> for similar information. Stop any programs that you believe is causing the conflict.

WARNING: this should only be done by an experienced user. Randomly ending tasks can lock up your computer, lose data or worse. Please consult with an experienced technician before killing any processes.

A clean reboot can sometimes also help. Holding down the shift key while windows is starting will stop some programs from starting that automatically load at startup. Try re-running the PageGate setup program.

6.5 Spell checking doesn't work

Spell checking doesn't work

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Spell checking doesn't work.

In order to use the spell checking feature in the PageGate GUI Client, you must have a Microsoft Office installed on the workstation.

6.6 Using Local Time

Using Local Time

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When the PageGate GUI Client starts, I get the message 'Unable to synchronize with the scheduler....'

When the PageGate GUI Client starts, it attempts to synchronize its clock with the clock on the paging server. Note: this does not affect your computer's time or date. Synchronized application time is important for efficient message delivery. If for any reason your PageGate GUI Client is unable to synchronize its time with the server, you will receive the message 'Unable to synchronize time with the scheduler. Using local time'. Even if you receive this message, your client will continue to operate and queue messages. However, there may be a problem with the paging server that could interfere with the delivery of your messages. When time is out-of-sync, the date/time display on the PageGate GUI Client screen will be displayed in red.

6.7 Where is the Server Database file?

Where is the Server Database file?

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Where is the Server Database file?

The PageGate GUI Client and the PageGate Server must share the same database file (pagegate.mdb) to operate. Therefore the file should be located on your network where both machines have access to the file. Both the PageGate GUI Client and the PageGate Server must also have full rights to read, write, and change the file contents. The pagegate.mdb file is created by the PageGate Server and by default is located in the PageGate program directory. If you accept this location while installing PageGate, be sure to make the folder a shared network folder to all the PageGate GUI Client computers.

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