SmartCall™ Messenger

Account Administration & Setup

ADMINISTRATION

At any time, select the "Welcome" box in the upper right and choose ADMINSTRATION.

In Administration, you can:

- Edit Company Info
- Add/Edit Pagers and Transmitters
- Add/Edit Departments
- Add/Edit Preset Messages
- Add/Edit Users and Passwords
- View Reports

COMPANY INFO

Add a Company Logo or modify Account owner information (admin privileges required).

PAGERS

- Add pager #'s as either Alphanumeric (full text) or Vibe/Numeric (no display) pagers.
- Add "static" IP addresses of HME transmitters.

    Messages are sent via internal network to one or multiple transmitters. Multiple addresses are separated by commas.

DEPARTMENTS

Each list for waiting or staff is considered a "Department."

- Input Department Name, select icon if desired.
- Assign Minimum and Maximum thresholds.
    - Thresholds determine when the record changes color on the waitlist.
- Click + to add. Once all Departments are added, their position can be adjusted by clicking on Edit.

IMPORT

Administrators can import a .CSV or .XLS file that includes the day's records. All imported records will show up as NOT ARRIVED on the Waitlist. Samples are available for download to ensure proper mapping.

MESSAGES

There are two different types of Pre-Set Messages available; ❶ the Welcome Message and ❷ the Pre-Set messages for the Waitlist and Staff.

Welcome Message is sent whenever a mobile phone is added to a Waitlist. Edit the field inside the phone to craft your specific message. Leaving it blank will turn off the message.

Pre-Set Messages are messages that users can choose from to page on the Waitlist or Staff screens. To setup, select a Department from the list on top; add message(s) by Department and by List type. Waitlist are in the top table, Staff messages are in the lower table.

- Edit messages at any time by highlighting the message and making the necessary changes.
- Messages cannot contain special characters (e.g. *@%?<>;). Periods and commas are permitted.

USERS

Users are defined as the login credentials anyone will utilize when accessing the system. Users are not all staff members who may be paged, that is handled on the Staff list outside of Admin.

- Login names can be specific to a person or generic for multiple users like Greeter or Nurse.
- Add Users by completing each of the boxes at the bottom of the screen, passwords are case sensitive.
- For each username, highlight the name and assign the departments they will have access to.

REPORTS

Multiple reports are available for research or a deeper look at the daily operation.

EXIT ADMIN – Setup is Complete.

If you have any questions, contact us at 800.919.9903 or via email at hmewsupport@hme.com or wecare@jtech.com.