# Paging

# Setup

**Table of Contents**

**Introduction**

**Paging Icon**

This manual describes in detail how to setup the paging system.  In order to access this function, you need the security access function **Setup Paging.**

Access paging setup by clicking the Auxiliary menu choice, clicking the Paging icon in the Notification group of icons then clicking the setup button.


*Note:  You must exit the paging window for all changes in this manual to take affect.*


**Tab:  General**

Select the **General** Tab to set the following


| Field Description | How it is Used | Special Notes | Example Entries |
|---|---|---|---|
| Clear Message after Page | Check this button to make the message clear after a manual page has been sent. | None | Checked or unchecked |
| Use Code | Use Group Code in Group and Individual.  If this is check, the codes will be displayed in the paging screen. | Check this off to use the unique code for additional identification. | Checked or unchecked |

**Tab: Paging Companies**

Select the **Paging Companies** tab to add new paging companies.

| Field Description | How it is Used | Special Notes | Example Entries |
|---|---|---|---|
| Code | Company Code | Field must be unique | NEXTEL |
| Company Name | Enter the company name in the space provided. | None | Nextel SNPP |
| Service Type | Enter the service type in the space provided. Use the pick list. | Selecting the paging type determines what parameters are needed. | SNPP |
| **SNPP Paging Protocol** | | | |
| SNPP Address | Address of carrier. | Ask carrier for address. | pecos.nextel.com |
| SNPP Port | Port number required for paging connection. | This port must be open on your router. | 444, default. |
| **SMTP Paging Protocol** | | | |
| Mobile Email | Email address of carrier. | Ask carrier for address. | page.nextel.com |
| SMTP Server | Server address. | Ask ISP or e-mail provider for address. | smtp.mail.yahoo.com |
| SMTP Port | Port number required for paging connection. | This port must be open on your router. | 25 |
| User name | User name of mail server | None | None |
| Password | Password of mail server. | None | None |
| **SMS Paging Protocol** | | | |
| SMS Service URL | Service URL for paging. | n/a | n/a |

This section is quite technical and will require assistance from an Alpine representative.

Remember is you are setting up a **SocketLabs** (This is E-MAIL) paging company you will need to make sure that **port 25 or 2525** is not blocked by your router, cable modem, or firewall or virus software.

**Tab: Individuals**

Select the **Individuals** tab to enter each pager.  This section requires that all paging company be entered first.

| Field Description | How it is Used | Special Notes | Example Entries |
|---|---|---|---|
| Code | Code of the pager holder. | Enter the code, initials, unit number etc in the space provide.  Field must be unique. | CHF11 |
| Pager Holder | Enter the name of the holder. | It is recommended that you put in last name, then first for sorting purposes. | Porter, Robert |
| Company | Select from the list the paging company. | Use the pick list. | Nextel |
| Phone or Pin # | Phone number of pin number designating the pager. | Ask carrier for address. | 5852212222 |

**Tab: Groups**

Select the **Groups** tab to create paging groups.

| Field Description | How it is Used | Special Notes | Example Entries |
|---|---|---|---|
| Agency Number | Five Digit number representing the agency. | Use the pick list. | 12345 |
| Code | Code of the group. | Enter the group code in the space provided. | CHF |
| Short Description | Short one description. | Enter one or two short words that represents the group | Chiefs |
| Long Description | Full description | Enter the complete description | North Westfield Line Officers. |

**Tab: Assignments**

Select the **Assignments** tab to assign individuals to groups.  The group names are on the top margin and the pagers are on the left margin.  Place the cursor block where appropriate individual and group intersect then press the space bar to assign the pager to the group. Alternatively you may also double click the cell.  **Yes** will be displayed if an individual was successfully added to a group.  Note that an individual can be a member of multiple groups.

**Remarks Setup**

Follow these steps to enter formatted comments to be used in the manual paging screen.

1. Logon as a user that has **RedAlert NMX System:  System Setup** security set to Yes.

2. Select the remarks tab.

3. Press the New button.
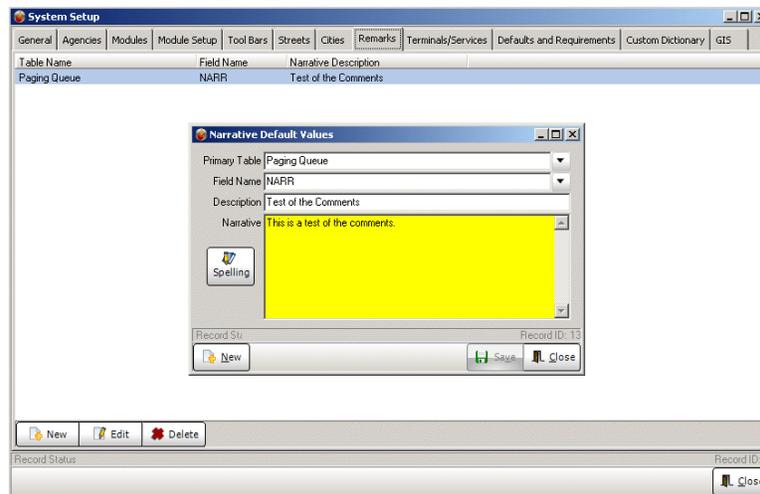


4. Enter the above data.  By entering at least one record will activate the **Select Message** button in the paging tool bar.

**Assigning Groups to Dispatch Call Types**

This section requires access to both dispatch and paging setup.  It also assumes that all of the Paging Companies, Individuals, Groups, and Assignments have been completed.

1.  Access the **Dispatch Setup**.
2.  Select the **Call Types** tab.
3.  Select the call type to assign paging groups to.
4.  Within the call type entry screen, select the **Paging Groups** tab.
5.  Double click in the appropriate box to assign the group.
6.  Test the call type.

**Assigning Groups to Progress Pages**

Progress pages are sent out as the call progresses.  For example, a page could be sent to a fire investigator when the dispatch status **Call Fire Investigator** is entered.  Another example is to send pages to the chiefs when a fire is **Under Control**.

1.  Access the **Dispatch Setup**.
2.  Select the **Status Codes** tab.
3.  Select the status code to that you wish to associate pages to.
4.  Check off the **Activate Pages** box.
5.  Double click on groups to be paged.

**Pre Defined Text for Pages**

The paging system has the ability to store pre-defined messages such as event reminders and other frequently used messages.  Follow these steps to enter pre defined messages.

1.  From the main menu click on **System** and select **Setup** from the drop down list.
2.  Click the **Remarks** Tab.
3.  Click **New** at the bottom of the page.  Enter the fields in the following chart.
4.  Click **Save.**
5.  Exit System Setup.
6.  Open the paging module by clicking on the paging icon.
7.  Click the **Select Message** button to view the pre-defined message.

The following fields are enter in the pre defined messages page.

| Field Name | How it is Used | Special Notes | Example |
|---|---|---|---|
| Primary Table | Select Paging Queue from the drop down list. | Use the pick list. | Always use: Paging Queue |
| Field Name | Select NARR from the drop down list. | Use the pick list. | Always use: NARR |
| Description | Enter the subject of the page. | Type in the Subject | Monthly Meeting |
| Narrative | Enter the text of the page. | N/A | Monthly meeting tonight at 1930 hours. |

**Trouble Shooting:  SMTP**

**Problem Description:  Connection Refused or not Accepted at this time**

This happens  when your ISP has a filter set on the number of messages send in a given  time period.  Even with  an enterprise account like Optonline Boost or a special T1 in a communications center, you might need to contact your ISP to ensure your account is not being blocked.

TODAY, MOST ISP'S ARE NOW FILTERING BY DEFAULT AND YOU WILL HAVE TO MAKE ARRANGEMENTS TO PASS THROUGH OR AROUND THE ISP'S EQUIPMENT WITH YOUR OWN E-MAIL SERVER OR AN ALTERNATIVE.  THIS MAY REQUIRE SENDING SMTP MESSAGES OVER ANOTHER PORT.

Pre-Requisites to using the RedNMX SMTP Paging Module:

1.     Cooperation from your ISP.  Unlimited e-mail messaging via port 25.

2.     A valid SMTP Server, Username and Password for sending messages.

3.     NO filters internally or externally on your messaging.  This means virus software, firewall on your network and any of the equipment you will be sending pages across.

The following is an alternative way of connecting to SMTP console through the telnet client in order to test the connections.

1.     Go to a DOS prompt

2.     Enter the following string:

     telnet <server name> 25

where server name could be

     smtp.mail.yahoo.com

If the proper ports are open, you should see the following:

     220 smtp105.plus.mail.re2.yahoo.com ESMTP

**Problem Description:  Message is sent and received hours later**

This happens when your pager is out of range or there is a problem with your carrier delivering your mail.

1.     Your pager may have been out of range or in an area where a signal was unavailable.

2.     Send a test page to ensure there is not an intermittent issue and that the device is working properly.

3.     It is also highly likely that your ISP is blocking or filtering pages as spam.

**Trouble Shooting:  SNPP**

There are virtually no reported issue with SNPP and is a time sensitive paging protocol.   As long as messages can be sent from your network via port 444 the messages will be received.  While many departments choose this method because it is the most reliable, it is less popular due to the costs involved.

To troubleshoot a phone message follow these steps. ***Note: This is for Nextel Users Only***

1.     Go to Start -> Run Type in CMD and press ok. This will open a Command Prompt

2.     Type the following   *telnet pecos.nextel.com 444*

3.     After you connect you will see "220 SNPP Gateway Ready" Type the following *PAGE xxxxxxxxxx* - The xxxxxxxxxx should be the phone number of the person your trying to test i.e. 5165551234

4.      After you type in the above command press enter and you will see ***250 Pager ID Accepted*** This means you have a valid account on the nextel system.

5.      If you see **550 Error, Invalid Pager ID** This means the account is not valid with the nextel system.

**Trouble Shooting:  Unknown Carrier**

Follow these steps for people who don't know what their phone carrier address is.  This is the Verizon example.

1.      Have the customer try and send an email to <phonenumber>@vtext.com from their favorite e-mail program.

2.      If it does not work find out if the carrier info is different or if they know if they use SNPP.  They may need to contact Verizon to find out if the phone can receive e-mail or SNPP messages and at what address.

**Trouble Shooting:  Additional**

There are several issues that can cause pages to not be sent.

•      Some firewall software programs will only allow for certain applications to send data through the required ports.  They must be set for the Paging.Exe application.

**Special Paging Announcement**

This is a special message from Alpine Software about recent developments with Internet Service Providers and paging.

Over the past few months numerous internet service providers, in their war against spam and commercial spamming companies, have limited the number of emails (pages) that can be sent at one time. This has led to delays and undelivered pages to fire department personnel.

When numerous simultaneous pages are sent from the RedNMX or RedAlert paging module, your agencies internet service provider can interpret them as spam and subsequently delay or block the delivery of the page to the intended recipients. This disruption occurs when a page is sent to a paging group with numerous recipients, such as notifying personnel of an alarm.

We have been working diligently with our customers to help them navigate these changes instituted by the various ISP's. If you are experiencing problems similar to those mentioned here, please contact us for assistance. We can help you trouble shoot the problem and offer guidance in working with your ISP. Additionally, we have contracted with a 3rd party provider that allows numerous recipients per page on a fee per page basis.

**Sincerely,**

**Alpine Software Corporation**

**Verizon SMS Character Limitation Enforcement**

Starting January 1, 2011 we have identified an issue with Verizon MMS (Multimedia Message Service) enabled phones receiving cutting off SMS (Short Message Service) messages from the RedAlert™ paging system.

Verizon now requires any message sent greater then the standard 160 character limit to be sent as an MMS message. This requirement effects every MMS enabled device supported on Verizon's network.

To correct this issue in the RedAlert™ paging system you will first need to create a new paging company using a new mobile email address.  The effected individuals in the paging system will then have to be moved from the current Verizon paging company setup to the new company setup.

**Step 1**  Create a new paging company in the paging setup form with  the following:

| | |
|---|---|
| Code: | VZMSS |
| Company Name: | Verizon MMS |
| Service Type: | EMAIL |
| Mobile Email: | **vzwpix.com** |
| SMTP Server: | (Same as current Verizon paging Company.) |
| SMTP Port: | (Same as current Verizon paging Company.) |
| Email From Address: | (Same as current Verizon paging Company.) |
| User Name: | (Same as current Verizon paging Company.) |
| Password: | (Same as current Verizon paging Company.) |

**Step 2**  Navigate to the "Individuals" section of the paging setup.

Edit the individuals receiving cut off messages and change the company field from the current Verizon company to the new Verizon MMS company.

**Step 3**  Send a test page with more then 160 characters to all individuals changed to ensure that they received the full message.

Please contact an Alpine Support Representative at 585-264-9080 if you have any further questions or concerns in regards to this matter.

**Restarting the Paging Service**

This section covers how to restart the Paging Service.  You must have administrator rights on the server to do these steps.

    1.      Access the Server desktop where the paging service is running.

    2.      In the Start, Run Command, type **SERVICES.MSC**.

    3.      Highlight the rapage service, and press the right mouse and select the **Start** button.
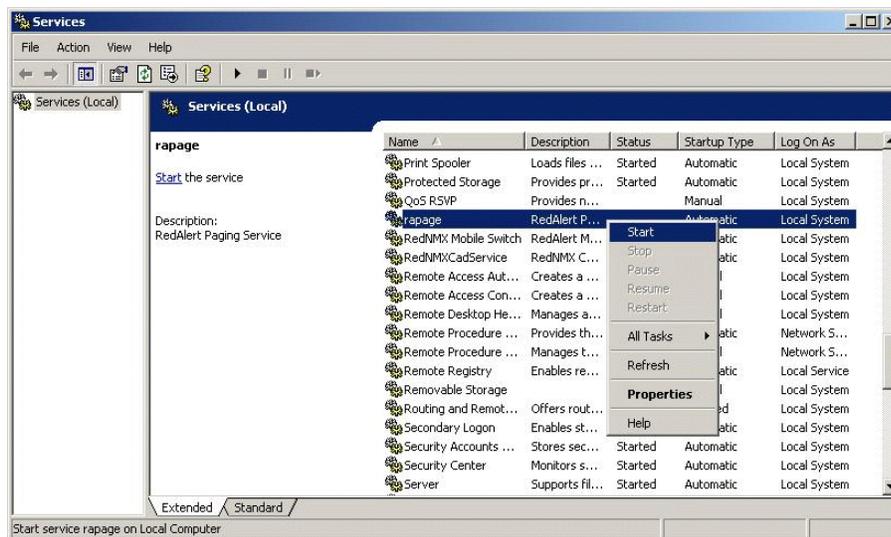


    4.      Verify the paging is working by sending a test page to yourself.