



# HipLink Mobile QUICK START

## IMPORTANT: Notification Settings

We *highly* recommend you change the Notification Settings on your iPhone, to receive notifications of new messages. Go to: Settings > Notifications > HipLink > Check all three Alerts options and *change* Banner Style to PERSISTENT

### Menu

HipLink Mobile has a main navigation menu that enables users to easily navigate through the application.

The Menu icon is in the top left corner of each screen. Tap the icon, and the *Menu* screen appears or you can swipe the screen to the right.

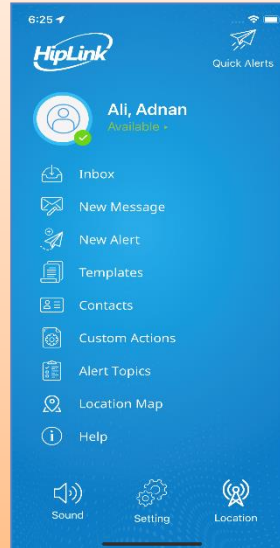
Tap Menu options for *Inbox*, create a *New Message* or *New Alert*, view *Contacts*, and configure your *Settings*. Advanced features are *Templates*, *Alert Topics*, *Map*, and *Custom Actions*.



**Sound:** Temporarily mute alert tones to vibrate or unmute tones on the bottom left of the menu



**Location:** turn on/off location sharing from bottom right



### Help

Access the HipLink Training Center by tapping the Help icon located in the bottom the Main Menu.

Scroll down the screen for options.



## Two Types of Messages

A **Message or Chat** is a fully secure, threaded, peer-to-peer conversation between two or more people much like Instant Messaging (IM) or a traditional text message exchange on your phone.

An **Alert** is typically a message sent using HipLink's desktop interface. An example would be from a Call Center or someone at a central station. It can also be an automatic alert from an application like CAD or IT.

## Your Message Inbox

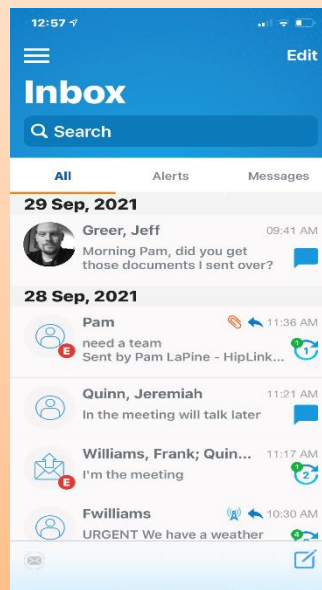
Tap *Inbox* in the Main Menu, to see your message Inbox. Unread messages are in bold.

The *Inbox* screen contains a chronological list of all conversations and alerts received or sent.




Included is:

- Who sent the message
- The exact time of the last message
- The severity level of each alert
- Whether it included an attachment

Tap the envelope in the bottom left of the screen to filter and see just unread messages.

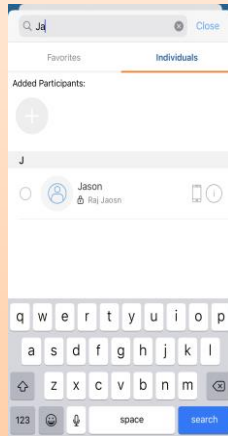


Differentiate the type of message based on the icon on the right-hand side of the Message.

- Chat Messages have a blue bubble 
- Alerts either have no icon or one of two types that show activity:
  - 1 – Number of total people who have responded 
  - 2 - Green number on the icon tells how many people have confirmed the Alert 


## Creating a New Message (Chat)

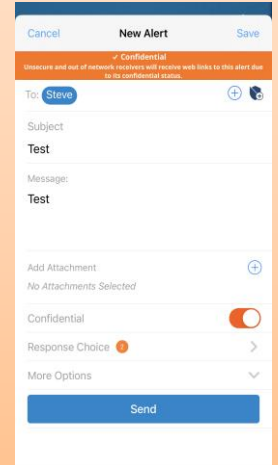
1. Tap *New Message* in the Menu to open the *New Message* screen 
2. Tap the *To:* field and start entering the name or description of the person  
A list of contacts will be displayed as you type. Press **+** to go to all Contacts
3. Tap the appropriate name and repeat for additional contacts
4. Tap into the *Message* field and write your message
5. Tap the **+** icon to add attachments
6. Tap *More Options for Severity* or to use a *Template*
7. When ready to send, tap *Send* in the upper right hand corner



## Sending an Alert

Sending an Alert is very similar to sending a Chat message, however, there are a few more options to choose from.

1. Tap *New Alert* in the Menu 
2. Follow the same process for sending a Chat message to selected contacts
3. To attach an image, video or audio file, select *Add Attachment*
4. Use *Confidential*, so that only secure users will receive the alert
5. Select *More Options* for *CC*, *Severity*, *Templates*
6. When ready, tap *Send*



## Receiving a New Message

A notification will appear on your phone's home screen if your phone alert settings for HiLink are PERSISTANT. You can tap it to quickly open a message.

When you receive a new *Alert*, pre-set responses are shown. Tap the most appropriate response, or enter a custom response.

### Default Options:

- **Confirm:** You're able to respond
- **Refuse:** You're not able to respond
- **Send Custom Response:** Enter a custom message that is sent to the sender


In some cases, the sender will create different responses for messages sent.



## Contacts

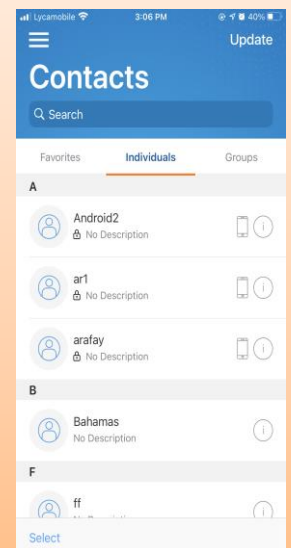
Tap *Contacts* in the main menu to view:

- Favorites
- Individuals
- Groups

Tap the icon to the right of a contact for full *Details* 

Tap the *Select* option in bottom menu to add a contact to your Favorites or send a Message or Alert.

For On-duty groups, you can click the calendar to see the schedule.



## Settings

Use the *Settings* screen to configure your options in HiLink. *Settings icon* is located on the bottom of the main *Menu*.

- Update your Profile
  - Photo, password update, change availability and add a callback number
- Set ringtones for severity levels
- Configure your message display
- Edit password and mailbox maintenance
- Set reminder tones and expiration times



## Tips

- Swipe down from the top of your phone screen to see unread HiLink Mobile messages
- The number of unread messages appears to the right of the Messages in the *Menu* screen
- Whenever you launch HiLink, you will be returned to the same screen you were on when you left
- It's highly recommended that you use a Wi-Fi connection whenever possible for optimal battery life