# Hiplink Mobile User Guide

2019

# Contents

# About this User Guide

This document is intended to be a User Guide for Users of the HipLink Mobile App. It uses the iOS or Google Play app for illustrations and focuses on covering the essential and relevant features such as login, logout, navigating around the app, and usage of secure communication-related features.

# Introduction to HipLink Mobile

The HipLink Mobile App has options that provide maximum flexibility and leverage optimum use of smartphones and tablets. Using the HipLink Mobile App, a User can have a priority view of alerts, receive fully-secure, encrypted text messages, send secure messages, and execute actions remotely.

Features Include:

- Fully secure transmissions with message confidentiality and integrity checks
- Networks operate on either carrier's data network or Wi-Fi
- Secure chat for conversational messaging with other Users
- Dedicated Alert inbox for HipLink messages sent from a desktop or application
- File attachments supported
- Messages can be sent with increasing severity levels, each with distinguishing tones that can be defined by the User
- Persistent alerting feature for emergency notification with settings override for high-priority alerts
- Messenger Reminder for unread messages
- Auto Message Expiration allows for automatic message deletions
- Location coordinates can be attached to a message
- Change on-call or on-duty status changes
- Pre-programmed custom commands or templates available

# Installation and Login
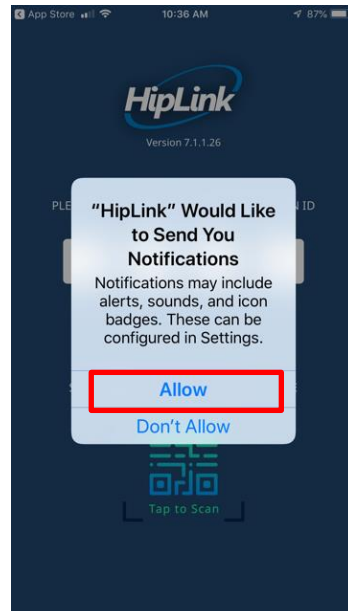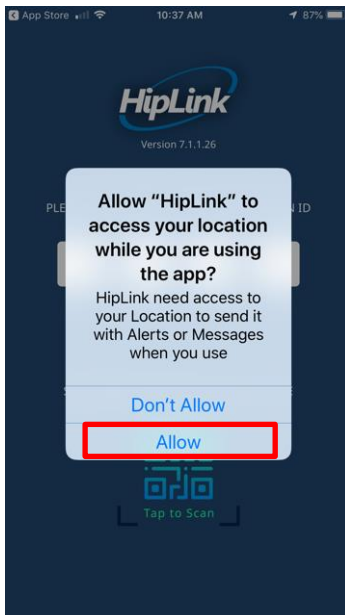
HipLink Mobile
Business
★★★★★ 1

- Open either the Apple App Store or Google Play on a cell phone

- Search "HipLink Mobile"

- Tap on the "Download" button

- Click "Install"
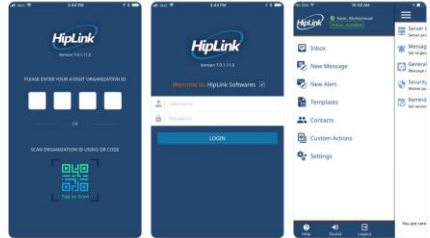
- The HipLink Mobile icon will appear on your phone

- Click to open the application
- Allow HipLink to send notifications and access your location

- Enter your 4-digit organization ID to get connected to the server.  If you don't know your Organization ID number please contact your administrator.

- Login using your given credentials
- Contact your administrator if you have any questions
- Once you've entered your credentials, your data will be downloaded from the previous version if you had one, including your favorites, past messages and preferences
- Review your settings and preferences to confirm, and make any desired changes
- Future updates to HipLink Mobile will be handled like every other app from the App Store/Google Play Store

**For iOS users ONLY:**

- From the Home screen, open your iPhone **Settings**
- Select **Notifications** to change the notification type
- Tap on **HipLink**
- Change the **Banner Style** to **Persistent**
- Return to the HipLink Mobile app and login using your given credentials

# Navigating the Application

HipLink Mobile uses a cabinet menu as the central hub of the app that gives access to all features of HipLink Mobile.

Cabinet menu options will give single tap access to all major functions of HipLink Mobile, which includes:



- **Inbox**: C*onsolidated place for all sent & received alerts and chats*
- **New Message**: *Compose and send chat messages*
- **New Alert**: *Compose and send alert messages to other receivers*
- **Message templates**: *Use predefined message templates for sending alerts and chats*
- **Contacts**: *Access and manage all synched contacts on any device*
- **Custom Actions**: *Execute pre-configured actions on the HipLink server*
- **Alert Topics**: *Subscribe & Unsubscribe for message broadcasts from any device*
- **Settings**: *Manage and customize app settings from any device*
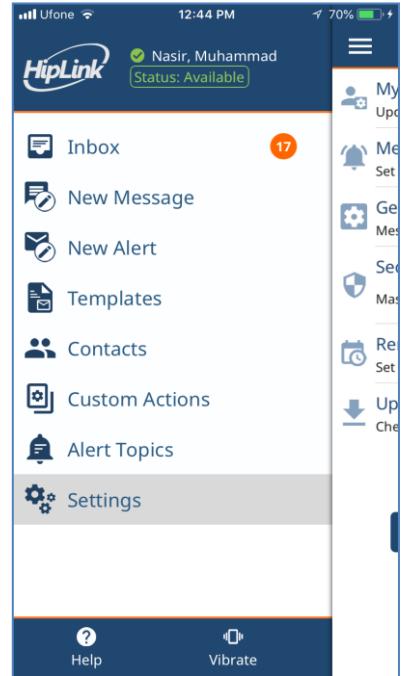


Note: The Cabinet menu can be accessed by tapping on the icon with 3 white lines in the upper left corner or by swiping right from any of the above screens.

# Change On Call Status

HipLink allows the User to change an availability status from *available* to *unavailable* from with the top of the main menu or from the **Settings** under profile.

To change a status:

- Tap on the green "Status" button from the top of the Home screen page
- Adjust the availability as desired

The User can designate availability and has the option to assign a schedule.

Users can designate another person to "Cover" so that the designated person will receive all pertinent messages.

Users can change a status at any time.

# Inbox

HipLink's Inbox stores and displays all alerts and chat messages sent or received by the client.

Alert messages can be sent from a desktop or in a call center, automatically from an application, or an alert or interactive chat message from another mobile User.

Beside the HipLink Alerts title in the cabinet menu, a number shows the count of total unread alerts and chats (if any).
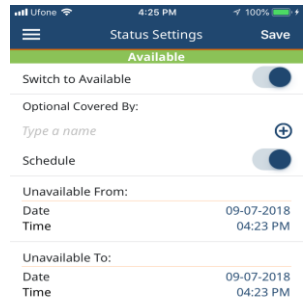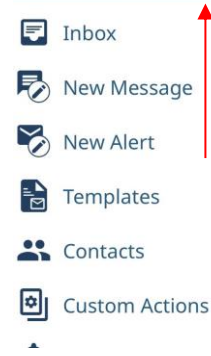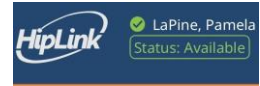
# Inbox List or Preview Screen

There are two tabs shown on Inbox screen:

- All
- Unread

The **All** tab will list all alerts and messages irrespective of the read/unread status.

The **Unread** tab will display only the Unread alerts and chats. On both tabs, messages will appear in chronological order with the most recent on top and grouped by the date.

The **Inbox** will have all messages listed including Sent, Received, Draft and Failed. The message list will display certain attributes associated with each message.

- **Received Messages**: The sender's profile picture will appear (if available), otherwise, the default avatar will appear with the sender's name and timestamp
- **Sent Messages**: The default draft icon will appear with the recipient's name and sent timestamp
- **Color Icon** If there is a color next to a sender's name, it will identify the severity level for the alert.  No icon is displayed for normal level alerts
- **File Attachments**: Indicated by a paper clip symbol next to a receiver's name
- **Text:** A snippet of text is visible as a reference to any message
- **Unread Alerts**: Indicated by a bold font for the sender's name
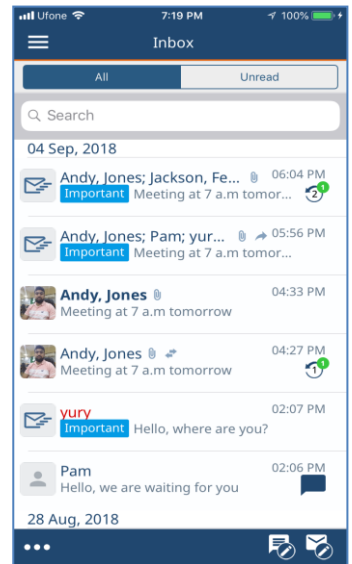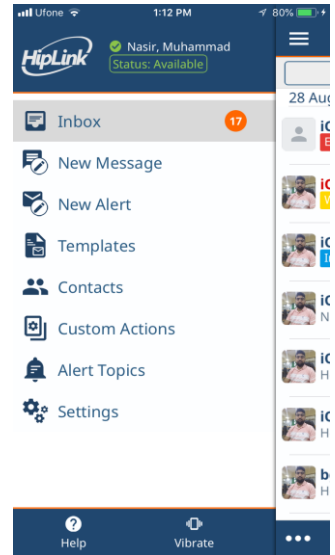
**Search:** A search bar becomes available by scrolling the screen downwards if a User needs to search for a specific message

A left swipe (from right to left) controls two action options on a selected record:
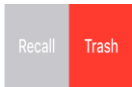
1. Tap *Recall* to revoke sent alerts
2. Tap *Trash* to delete the selected record after confirmation

This icon opens a new alert screen
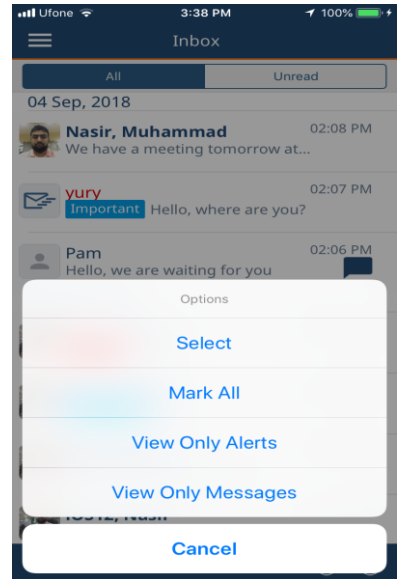
This icon opens a new chat screen

Tap on the **More** icon at the bottom action bar to expand options:

- **Select:** *User can select multiple records and perform actions simultaneously*
- **Mark All:** *Selects all records by default*
- **View Only Alerts:** *Filters and shows only alert messages*
- **View Only Messages:** *Filters and shows only chat messages*
- **Cancel:** *Close options*

# Messages (Secure Chat)

## New Message Compose – Secure Chat

**Secure Chat:** For peer-to-peer conversations that are fully encrypted and secure.

Chats can be with a single person or with a group. The process is similar to an IM session or standard text messaging, but completely secure.

Tapping **New Message** from the cabinet view will show a compose screen with a default cursor in the **To:** field.

To send a secure chat message to any valid HipLink Mobile receiver or broadcast group, start typing in the **To:** and the app will show all matching records, where the User can select any receiver to send a message.

Once the User has added a receiver, simply type a message in the body field, and Send when ready.

After sending a secure chat message, the chat conversation will display a details screen from where chat messages will be in conversation view.
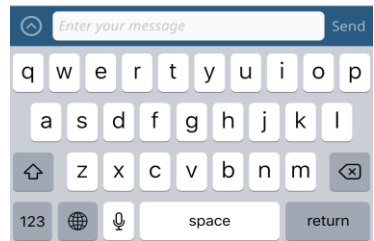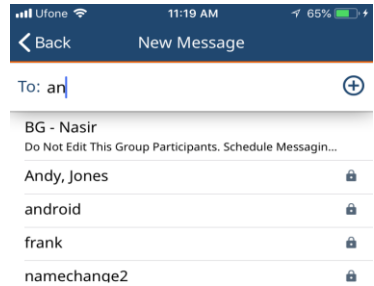
Tap the '**+**' icon to access contacts list, to select and add multiple contacts.

Tap the 'More' icon to access an advanced features list. This becomes available when any contact is added into the 'To' list.

- **Use Template:** *Load a predefined message template with the participants list and send*
- **Emergency:** *Select the severity of a message and send as* **Emergency**. *On the receiving device, message will keep ringing until viewed*
- **Camera:** *Capture photo/video using camera and send image to other receivers, with or without a caption*
- **Gallery:** *Attach saved photos/videos from phone gallery and send to other receivers, with or without a caption*
- **Audio Recording:** *Record audio using the phone's microphone and send to other receivers with or without a caption*
- **Attach Location:** *Attach a current location and send as a chat message to other receivers*
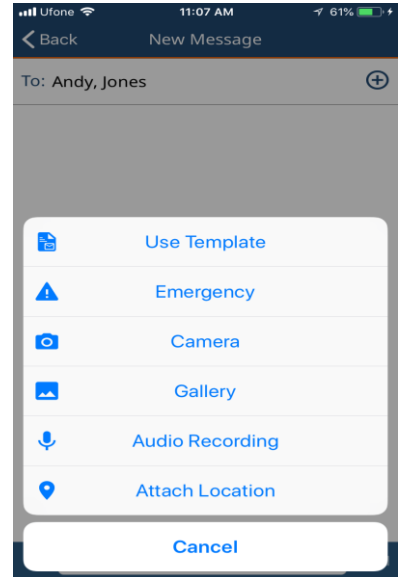
Tapping **Cancel** will close the action sheet.

# Message Conversation Detail View

Tap any chat message from the Inbox list view to open the conversation in detail view. Chat messages have different icons, as shown here.
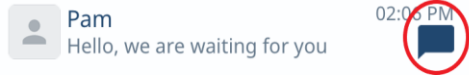
Chat messages are shown in chronological order with the most recent appearing at the bottom.

To reply to a message, enter text using the input text field at the bottom of the screen.

The arrowhead **More** icon has the same functionality as listed for *New Message* screen.

Received messages will appear on the left side of the screen. Sent messages will appear on right side of the screen.

Sent chat messages will have read receipts with timestamps. They will be represented as follows:

- **Sending:** Message if being sent
- **Clock Icon:** Message has been sent to receiver and is in a waiting state on the server
- **Grey Tick:** Message has been received, but not read/opened
- **Green Tick:** Message has been read by receiver
- **Red cross (X):** Message has failed to deliver on server

Note: Tapping on any message attachment will download and open the attachment.

**Edit Participants**: User can modify participants list and initiate a new Chat conversation with updated list.

In order to forward any received or sent text Chat message and/or attachment, tap and hold the message to view advanced options.

- **Forward As New Message:** *Forward a selected chat message to a new participant*
- **Forward To Existing Message:** *Forward a selected chat message to any existing chat conversation*
- **Recall:** (Only for Sent messages) *Revoke a sent message from a recipient's device; Once recalled, a message will not be viewable on the recipient's device*
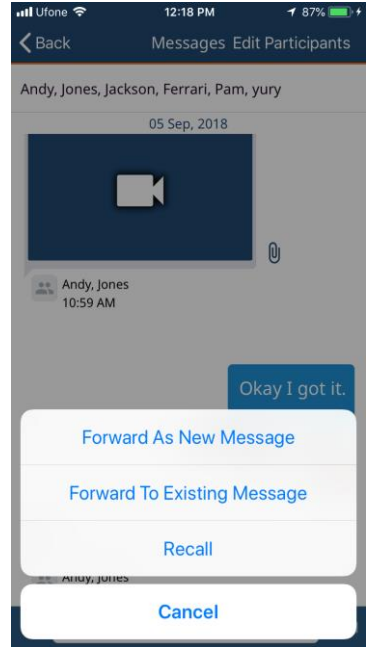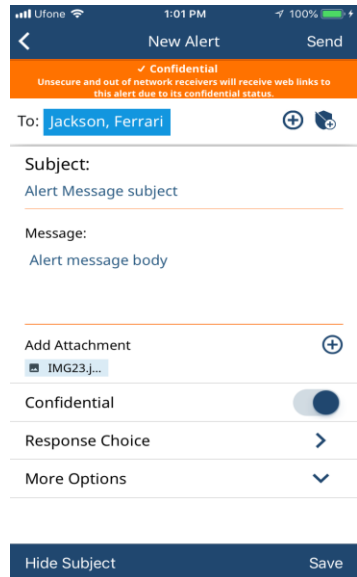
# Alert Messages

## New Alert Compose

Tapping **New Alert** from cabinet view will show an alert message compose screen with default focus in **To** field.

To send an alert message to any HipLink receiver and/or group, start typing in the **To** field and the app will show the matching records in a list. Select any record to send an alert message.

New Alert compose screen has the following options:

- **To field:** *Add recipients who are synched from the server*
    - ○ *Add contacts from contacts screen*
    - ○ *The Shield icon with + icon allows for unregistered receivers (out of HipLink receivers) to receive alerts (this is configurable from server HNP Manager Configuration, and if not configured, this option will not appear)*
- **Subject:** *Send an alert with a subject line*
- **Message:** *Type the alert into the message body*
- **Add Attachments:** *Add attachments such as photos, videos, audio and location (max up-to 3 attachments per alert, except location)*
- **Confidential:** *Send end-to-end secure alerts to receivers. By default, this is turned off. If enabled, alerts will be sent as encrypted*
- **Response Choice:** *Add additional alert response choices, other than default "Confirm" or "Refuse" (configurable in server Global Settings)*

- **More Options:** *By default, this section is turned off on the Alert compose screen but if enabled, additional fields are as follows:*
  - o **CC Responses To:** *Add additional receivers to a message response*
  - o **Severity:** *Define custom severity levels for an alert. Each severity level has a different ringtone, configurable in Settings*
  - o **Expire After (min):** *Send alerts with auto expiration so, after a defined time, the alert will automatically be deleted from the receiver's device*
  - o **Use Template:** *Load predefined message templates that may have recipients already defined*
- **Hide/Show Subject***: Show or hide the subject field on the alert compose screen*
- **Save:** *Save an alert as a draft for future use*

# Alert Detail Screen – Received Alert

The HipLink Alert detail view will show a complete message with all the details, including Sender name, Timestamp, Message content, Response Choices and Attachments (if any).

A speaker icon is used so Users can listen to a message. Tapping on the speaker icon will play a message using text-to-speech technology.

A paperclip icon is used to represent an attached file with a message. Tapping on this icon will scroll through the screen and bring the attachment in focus (if not already visible).

Below the alert message is a section of response options. This section includes the response message buttons for the return reply to the server and based on the reply different configured actions can be performed on server side.

Actual attachments are shown below the response section. Tap on the file name to download and open the attachment in full view on any device.

Once an alert is responded to, the response options will be greyed out. A message status bar will appear on the bottom of the screen, showing statuses of all recipients. This keeps track of message responses sent and is more useful with Response CC and Sent messages. Select the arrow in the status bar for complete details.
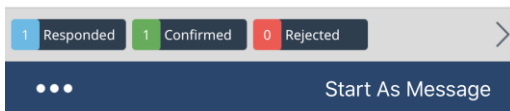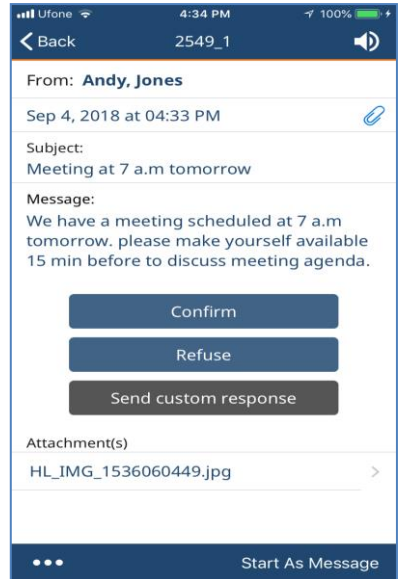
## Start As Message

The *Start As Message* option is used to initiate a chat message directly from the alert detail screen using a single tap. This option automatically creates the chat conversation with the original message content as a reference.

**•••** Tap the *More* icon option on the bottom action bar to expand the action sheet:
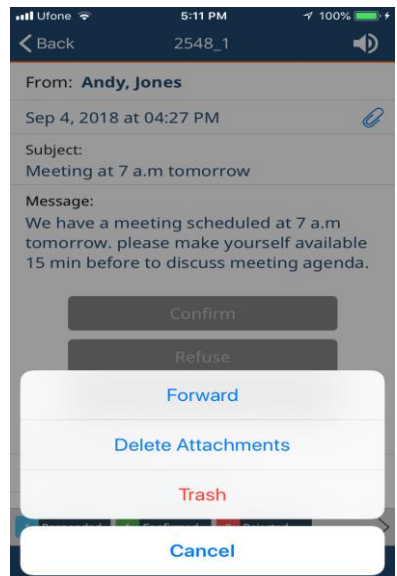
- **Forward:** *Forward the same message to new participants*
- **Delete Attachments:** *Delete all attachments from message*
- **Trash:** *Delete the message and all its data*

## Alert Detail Screen – Sent Alert

When viewing a sent alert, the list of participants and the subject line will be visible.

Tap on the *More* icon at the bottom of the screen to expand a list of additional options:

- **Forward:** *Forward the same message to new participants*
- **Query Status:** *Show all status' and responses for messages sent*
- **Delete Attachments:** *Delete all attachments from a message*
- **Recall:** *Retract a sent message from the recipient's device. If recalled, the message will no longer be viewable on the recipient's device*
- **Trash:** *Delete a message, with all its data*
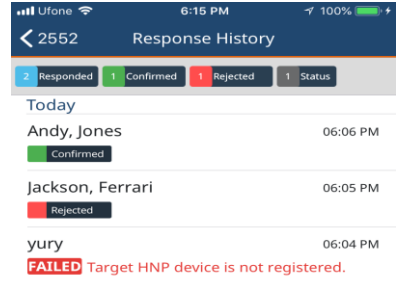
**From both the sent alert screen and the alert message screen, all options and details can be viewed by tapping on the *More* icon in the bottom left.**

The message status bar is an important feature on the sent messages screen to keep track of message history and responses. Tap the message status to show a Response History screen.

## Alert Detail Screen – Draft & Failed

The draft and failed alerts will open in the alert compose screen from where the User can make changes and send messages.
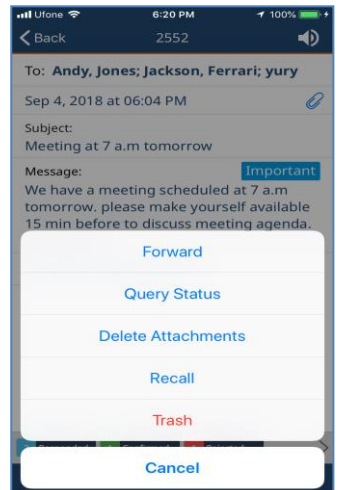
# Templates

Templates are pre-formatted messages that allow for a fast and easy way to compose a new alert and/or a new chat message.

Created on the server, templates can be synched on any device with a single tap. Simply select the 'Update' button at right top corner or drag the list down and release.

Scroll through the list to find the desired template. Tap on the arrow icon or on a template row to open.
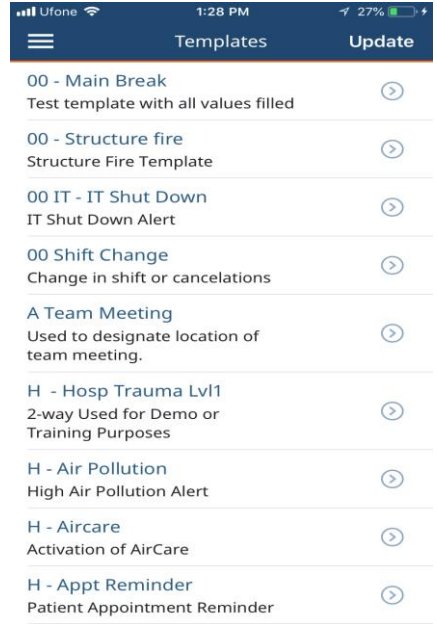
## Using Templates to Compose an Alert or Chat

Templates can be used with either an alert or a chat message. Users can also send messages directly from the template detail screen as an alert.

\* Place holders on the templates screen are editable (if allowed from server)

- **Send:** Directly send an alert to selected participants
- **Compose Alert**: Opens a template in the Compose Alert screen with participants listed. The message body and subject (if available) allows the User to modify the template content

- **Compose Message:** Opens a template in the Compose Chat screen with participants listed. The message body allows the User to modify the template content

Values appear on the Template Detail screen and are controllable from the server. They can become static or editable, per configuration.

From the Compose Alert or Chat screens, all content of the template can be modified.

From the Template screen, only editable fields can be modified.

# Contacts

The **Contacts** screen lists the individuals and groups configured on the HipLink server, specific to the organization. To browse contacts, simply swipe up or down the list.  At the top of the page, tap the search field to find a name, receiver, or group.  A list of names matching the criteria will appear while typing.

The subsets of the main list are **Favorites** and **Recent**.  **Favorites** are the contacts that have been marked as "Favorite" from the bottom left corner of **All** contacts. **Recent** will automatically populate as an alert or chat message is sent.
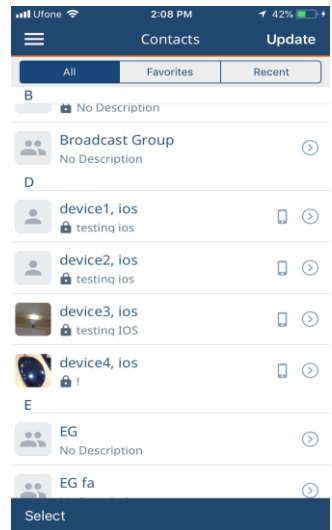
Each listing will show:

- **Profile Pic:** *If uploaded, a contact's photo will display. If no photo is uploaded, a default profile icon will appear. Groups will display a default profile icon*
- **Colored dot:** *Represents a contact's availability status for message receiving.*
    - *A red dot shows that the receiver is unavailable.*
    - *A yellow dot shows that someone else is covering for this unavailable receiver*
- **Personal details (Receiver name and/or First/Last name):** *Receiver's last, then first, name will be shown*
- **Description:** *Contact's job title, location or other details defined will display*
- **Properties (Lock, Smartphone icons):** *Lock represents a secure receiver. A smartphone icon represents a HipLink Mobile receiver.*
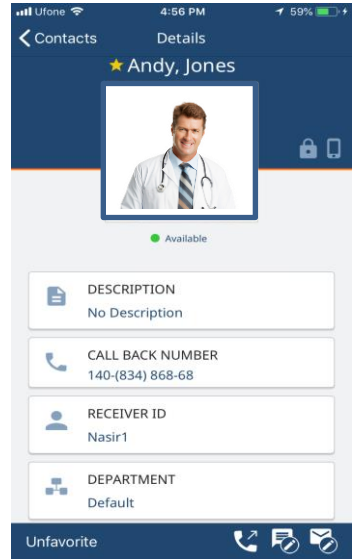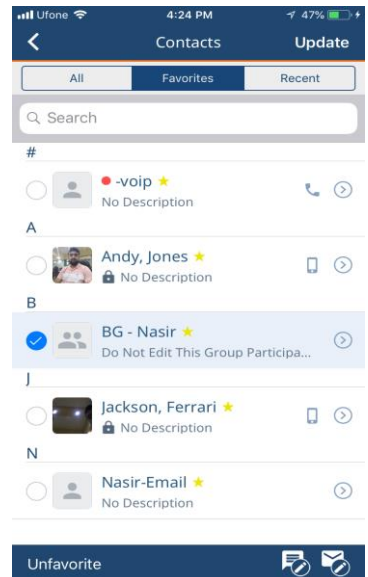
To mark a contact as Favorite/Unfavorite, send a chat message, send an alert message or dial a secure internet call, tap on the Contact name.

A **Star** icon next to the receiver's name represents a Favorite.

**Updates**: Tap on The Update button from the upper right-hand corner to refresh the contacts list and sync contacts from server.

**Select:** Tap on the Select button to enable select mode:

- **Search bar:** *Search for any record using a receiver name, first/last name, attribute and/or description*

- **Favorite/Unfavorite:** *Mark a record as Favorites for easy access*
- **New Chat Message:** *Opens a new chat message with selected contact(s)*
- **New Alert:** *Opens a new alert message with selected contact(s)*

**Note**: Select multiple contacts at one time to perform an action in a bulk.
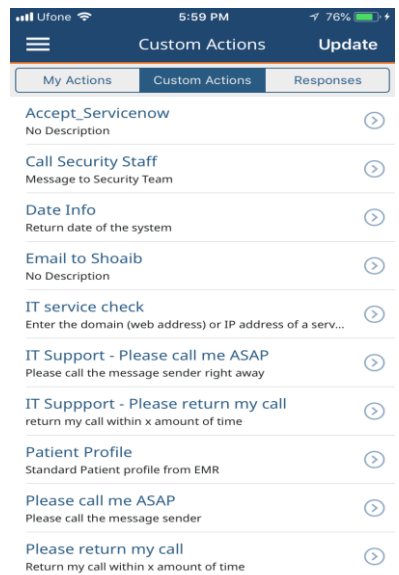

# Custom Actions

The HipLink Mobile App includes very powerful tools to script any action on the HipLink server. Scripts are available under the control of the User permissions as a Custom Action on a mobile device.

Examples of Custom Actions:

- "Call Security" to a specific location
- Retrieve and update data from a backend system

The Custom Actions:

- are presented as forms with fields to enter any dynamic component
- can be saved as a Quick Action for easy access
- are accessible from the cabinet menu
- are used to sync custom actions from a server
- will show tabs for My Actions and Responses

Selecting an action from the list will allow a User to save the action to *My Actions*, or to *Execute* the action.

Responses to an executed action can be saved to the Responses folder for future reference.

## Custom Action Detailed/Full View

The Detail view will display a section for Action, and a section for Parameters.

The section for Action will contain the name of the Custom Action and a brief description of its purpose.

The section for Parameters will contain the fields requiring an entry before the action can be saved or executed. Some Custom Actions will not have a section for parameters and can be saved or executed instantly.
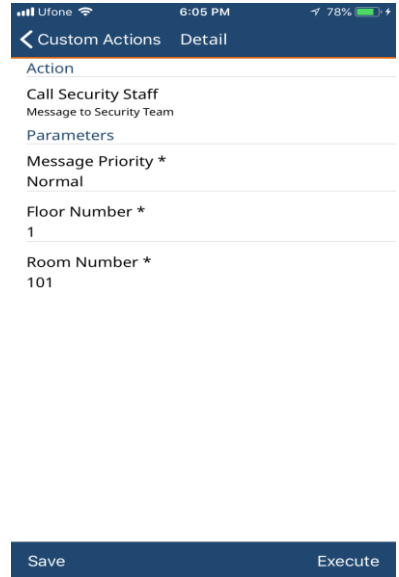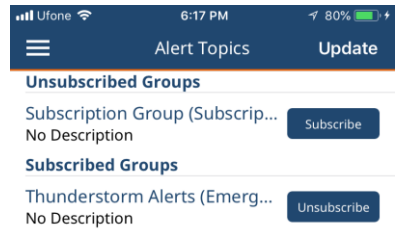
# Alert Topics

Alert Topics gives the ability to Subscribe or Unsubscribe from an optional group in HipLink. Subscription groups are defined on the HipLink server and are typically informational updates.

Tap on **Subscribe** or **Unsubscribe** to add or remove a contact from a subscribed list.

The **Update** button will refresh the list and sync to the server.

# Settings

Use **Settings** to manage the app locally. This includes the following:

- **My Profile**

- **Message Tones**

- **General Settings**

- **Security and Advanced Setup**

- **Reminder Configuration**

- **Upgrade**

**Logout** will take the User out of the application. The User must enter the login credentials again to access any data.

## My Profile

Tap **My Profile** to open up a profile detail screen.

- **Profile Pic:** *Displays the User's profile picture. Upload a new profile picture by tapping* **Edit**

- **View Profile:** *Opens a logged-in User's profile in full view*

- **Change Password:** *Allows a User to change a login password*

- **Change On Call Status:** *Allows a User to update an availability status to Available, Unavailable or Covered By:*

- **Change Call Back Number:** *Update a call back contact number on the server. Number is displayed on the User profile page*
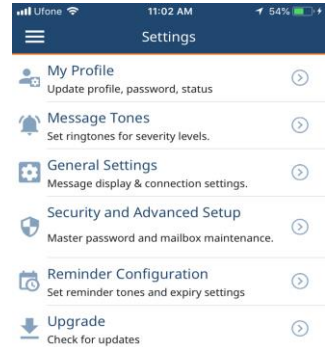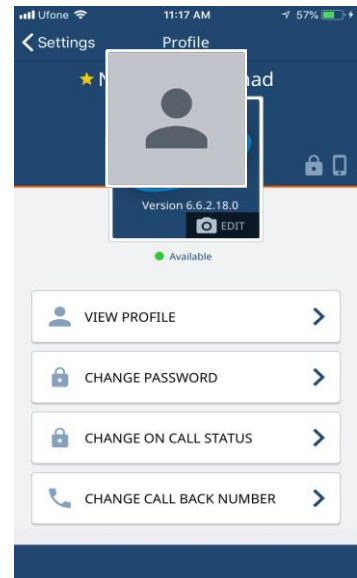
# Message Tones

Message Tones page has two subsections:

- **Alert Tones:** *Set the ringtone for all alert messages*
- **Message Tones:** *Set the ringtone for all chat messages*

Message Tone section allows Users to change and set different ringtones for different severity-type for chat and alert messages.

Tap on any row to expand the ringtone selector and select how long it should ring.

To mute any specific type severity alert or message, choose 'None' from the ringtone selector.


Note: This option is not available for Emergency-severity alerts or chat messages.

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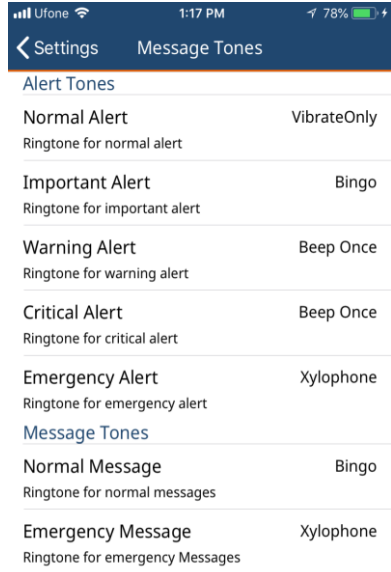
# General Settings

To customize a User's setup:

- **Auto Download Attachments:** *Attachments received as chat messages will automatically download once the chat conversation is opened. A User must be on a Wi-Fi connection. If the User is using a Data Network, the auto download will be controlled by a radio button. If enabled, attachments will automatically download on the data network. If turned off, the attachments will start downloading once the User taps on the attachment to view.*

- **Open at Start:** *Allows User to set page as the default landing screen upon starting the HipLink app.*

- **Font Size:** *Allows User to change the font size throughout the app.*

- **Save Sent Alert:** *If enabled, all alerts sent from the client will be saved in the Inbox. Otherwise, sent alerts will not appear in the Inbox but will be saved on the server.*

- **Clean Inbox Alert:** *Alerts older than a configured number of days in the inbox will be deleted automatically*

- **Clean Sent Alert:** *Sent Alerts older than the configured number of days in the inbox will be deleted automatically.*

- **Clean Draft Alert:** *Draft Alerts older than the configured number of days in the inbox will be deleted automatically.*

- **Clean Message:** *Chat messages older than the configured number of days will be deleted automatically from inside the chat conversation, as well as from the inbox.*

- **Never:** Data will not be deleted automatically.
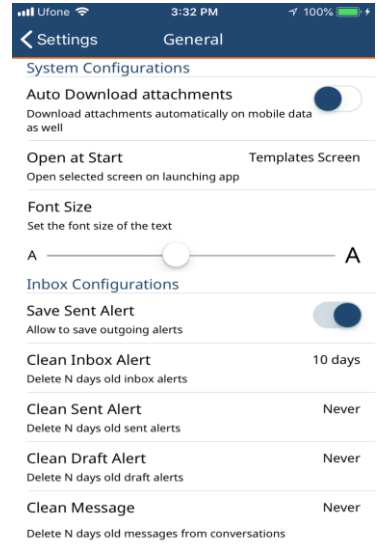
# Security and Advanced Setup

From the security settings screen, Users can configure a master password for the application.

- **Enable Master Password:** *Turn on/off the master password configuration*
- **Password:** *Enter a password to unlock the application*
- **Confirm Password:** *Re-enter the password*
- **Time Out:** *If the application is left idle for a configured amount of time, the application will ask for the master password prior to the User gaining access again*

# Reminder Configuration

The **Reminder Configuration** settings allows the User to set up a toned reminder if they have unread messages.

When enabled, this section defines the parameters to notify the User of an unread message. Time Interval, Ringtone, and Expiration Time are all selectable parameters.
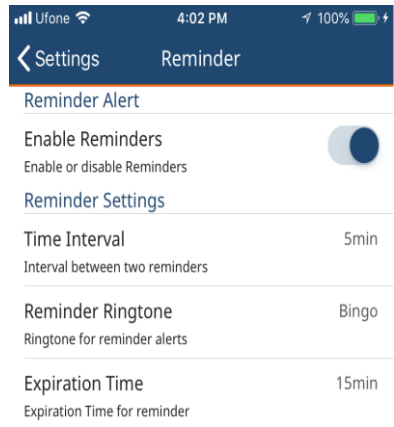
# Training Material

HipLink Software has created a series of training videos available online for its Users. These videos cover basic installation and major feature introductions. A Quick Start Guide is also available in PDF form.

To access materials, visit: http://hiplink.net/training/training.html

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