

ascom

Messenger User Manual

Version 3.0

21/07/2020

Contents

1. Messenger	3
1.1. Introduction	3
1.2. Selecting the module	4
1.3. Screen structure	4
1.4. Symbols and icons	6
1.5. "Inbox" screen	7
1.5.1. Messages list	8
1.5.2. Selected message display	9
1.5.3. The command bar	10
1.6. How to create a new message	12
1.6.1. Destination search and selection	12
1.6.2. Message composition area	16
1.6.3. Composition tools	17
1.6.4. Message composition tools	20
1.6.5. Attachments	21
1.6.6. The command bar	21
1.7. The "Outbox" screen	23
1.7.1. Messages list	24
1.7.2. Selected message display area	25
1.7.3. The command bar	27
1.8. Message notification on Control Bar	27

1. Messenger



For general and detailed information about the Product environment and the instructions for use of the Control Bar software, see the specific documents of the Product. The knowledge and understanding of these documents is mandatory for an appropriate and safe use of the Messenger, described in this document.

1.1. Introduction

Messenger is a tool making it possible to exchange messages between Product "entities". The term "entity" is here used because there are three different user types:

- 1) **Users** - corresponding to the physical users. A user is enabled to send and receive messages.
- 2) **Networks** - corresponding to workstations. Networks are hosts receiving messages. A user, when logged to a workstation, if enabled by his/her permission level, can see the messages sent to that workstation/host.
- 3) **Patients** - A patient can only receive messages. It is more exact to say that messages are **about** a patient, and not **to** a patient. I.e. a user can include the patient currently selected in his/her destinations list. Another user that, later, selects the same patient will see the messages sent to that patient in the inbox.

Therefore, in the inbox of a logged user the following messages can be displayed (depending on his/her permission level):

- The messages sent to her/him personally;
- The messages sent to the host on which he/she is working;
- The messages sent to the selected patient (if there's a patient selected).

The way Messenger works is similar to the way a common e-mail software works, but it is reserved to the communications intercurring between the above mentioned entities. It does not communicate with external e-mail systems. The system is therefore characterized by some peculiarities that are described in this manual.

1.2. Selecting the module

To select the Messenger module

- Click the corresponding icon on the lateral bar.



The following screen is displayed, containing the incoming messages ("Inbox" - Fig 1).

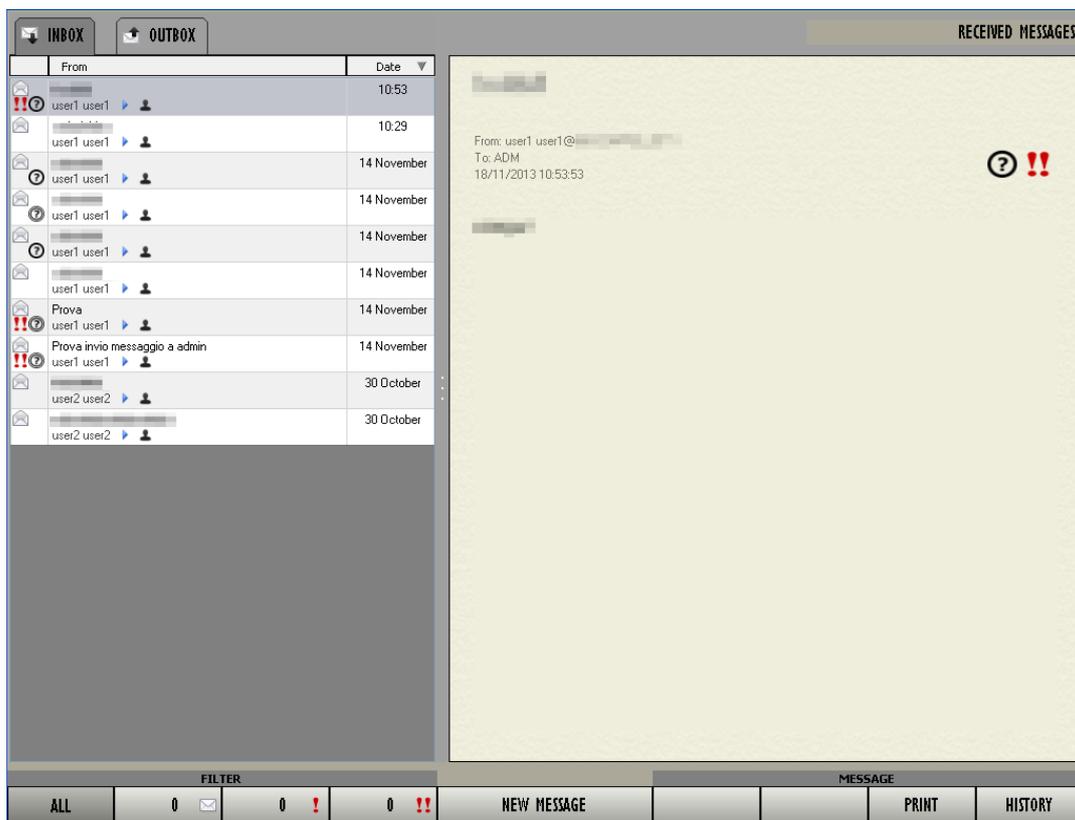


Fig 1 – Inbox

1.3. Screen structure

The screen is formed of three main areas

- 1) The column on the left contains the messages list (either sent or received, depending on Inbox/Outbox selection - Fig 2 A).
- 2) The area on the right displays the message text and all the details of the message selected on the left (Fig 2 B).
- 3) The command bar, formed by buttons having different functionalities (Fig 2 C).

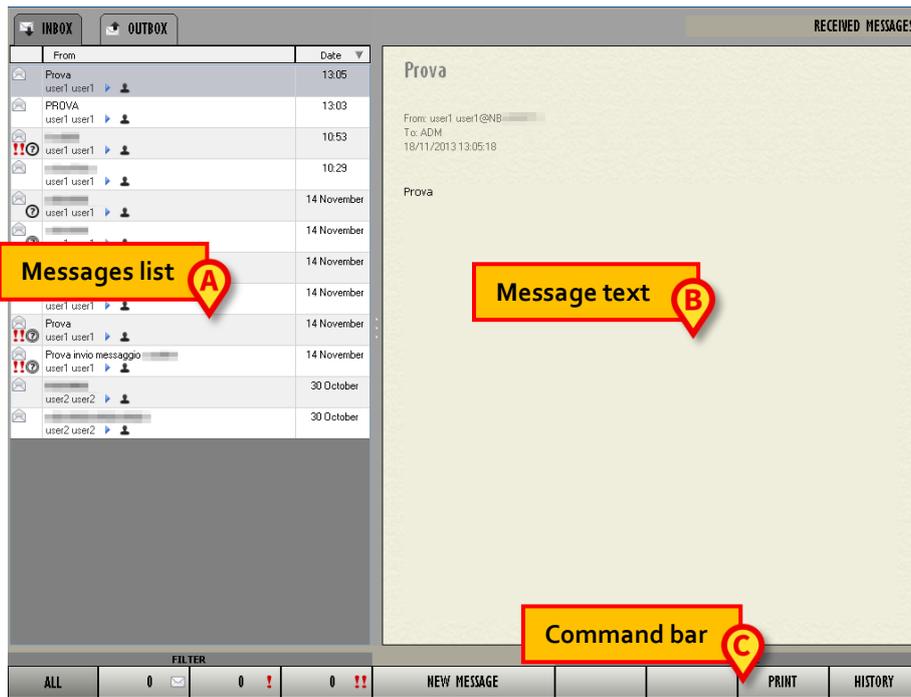


Fig 2

The screen structure remains the same when writing messages ("New message" option on the command bar). In these cases the left area is dedicated to destination selection and the right area is dedicated to the message composition. See Fig 3; this screen is described in detail in paragraph 1.6.2.

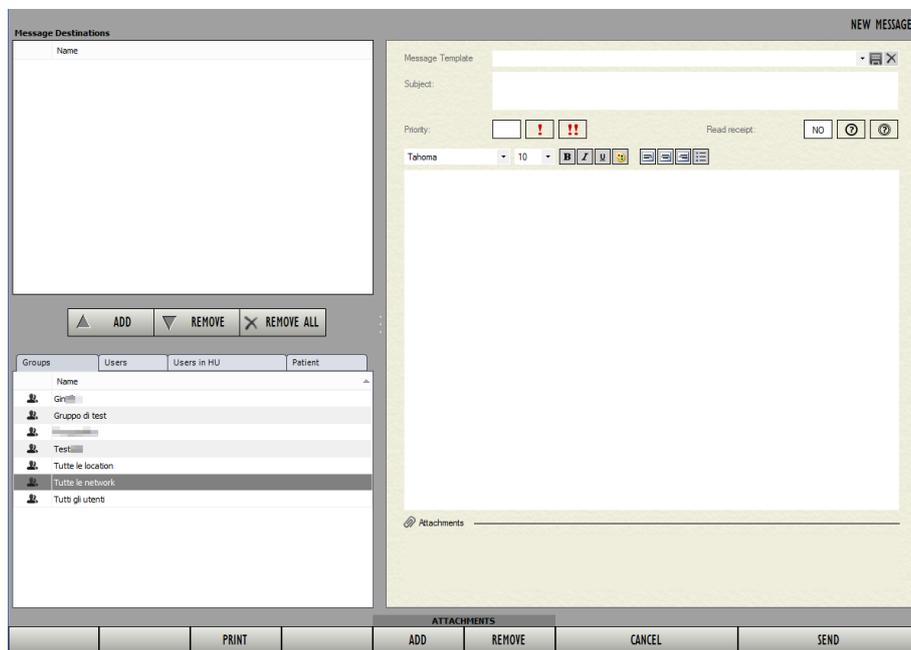


Fig 3

1.4. Symbols and icons

Different icons are used within Messenger. The table below lists them and explains the meanings.

	User
	Network
	Patient
	The sender requested that at least one of the destinations sent a read receipt.
	The sender requested that all the destinations sent a read receipt.
	Message with high priority
	Message with very high priority
	Unread message
	Read message
	Attachments
	Means that a read receipt was sent by one of the destinations (as requested).
	Means that a read receipt was sent by all the destinations (as requested).
	Hospital unit

1.5. "Inbox" screen

The "Inbox" screen (Fig 4) is automatically displayed after user login.

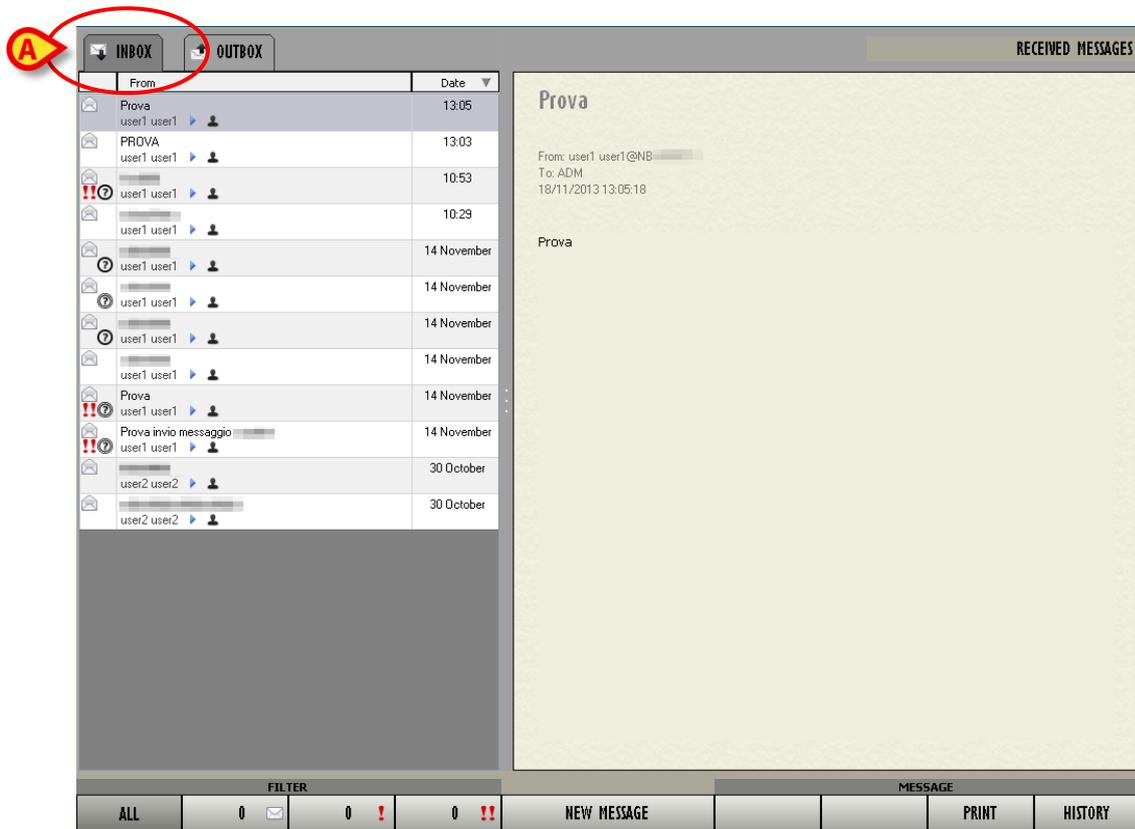


Fig 4

Otherwise, if another screen is selected, to display the "Inbox" again it is necessary to

- Click the  label indicated in Fig 4 A.

The screen is formed of three main areas, described in the next paragraphs:

- Messages list (left);
- Body of selected message (right);
- Command bar (the buttons at the bottom).

1.5.1. Messages list

The area on the left lists the messages that the logged user is enabled to see (Fig 5).

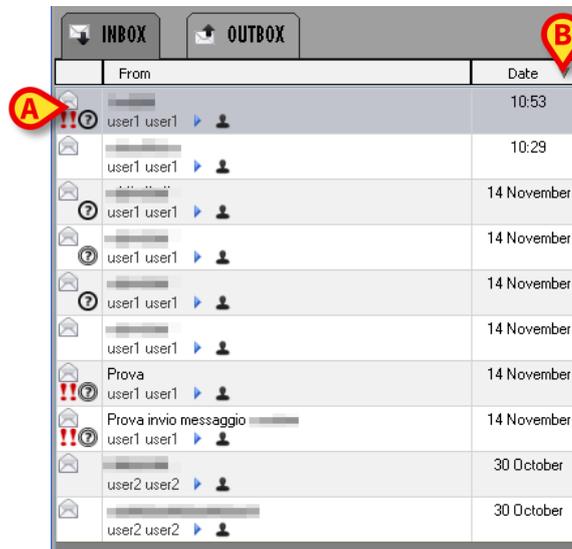


Fig 5

Here are typically listed:

- The messages received by the user;
- The messages received by the host on which the user is logged;
- The messages relating to the selected patient (if a patient is selected).

In this area each row corresponds to a received message. The highlighted row (in Fig 5 **A** it is the row on top) indicates the selected message. The selected message is fully displayed in the right area (described in paragraph 1.5.2).

To select one of the messages

- Click the corresponding box

The box is this way highlighted. The message is fully displayed in the right area.

The messages are ordered cronologically (more recent on top). It is possible to reverse the ordering and display the older messages on top by clicking the area indicated in Fig 5 **B**. If the "From" header is clicked, messages are ordered by subject (alphabetical order).

In the message box some essential information is dispalyed. Fig 6 shows an example.



Fig 6

On the left of the box are displayed the icons characterizing the message. In the figure, for instance, the following icons are displayed: 1 – message with very high priority; 2 – a read receipt

was requested from all the destinations; 3 – the message was read. All the possible icons are listed in paragraph 1.4.

In the centre of the box the following information is displayed: message subject (upper row); user and type of destination (lower row). See paragraph 1.4 again for the icons meanings.

On the right of the box the reception time is displayed. If the message is read the same day the hour is displayed. If the message was received the day before it is marked with "yesterday". If the message was received before yesterday the day and month are indicated. For messages received years in the past, the year is indicated as well.

1.5.2. Selected message display

The selected message is fully displayed on the right area (Fig 7).

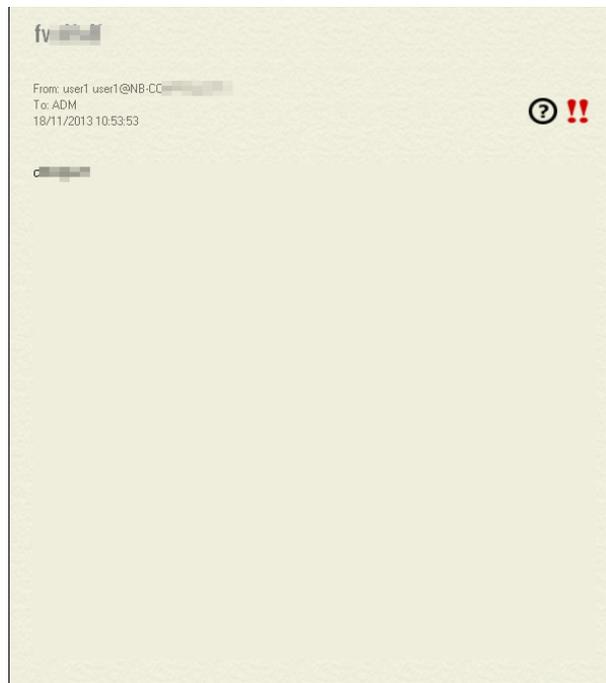


Fig 7

To select a message

- Click the corresponding box on the message list on the left (shown in Fig 5).

The box is this way highlighted. The message is fully displayed on the right (see the example shown in Fig 7 and enlarged in

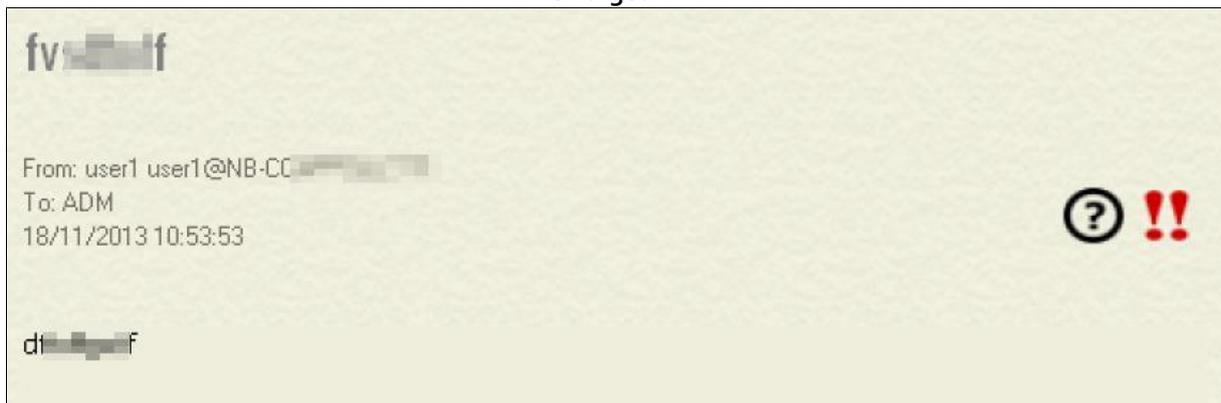


Fig 8).

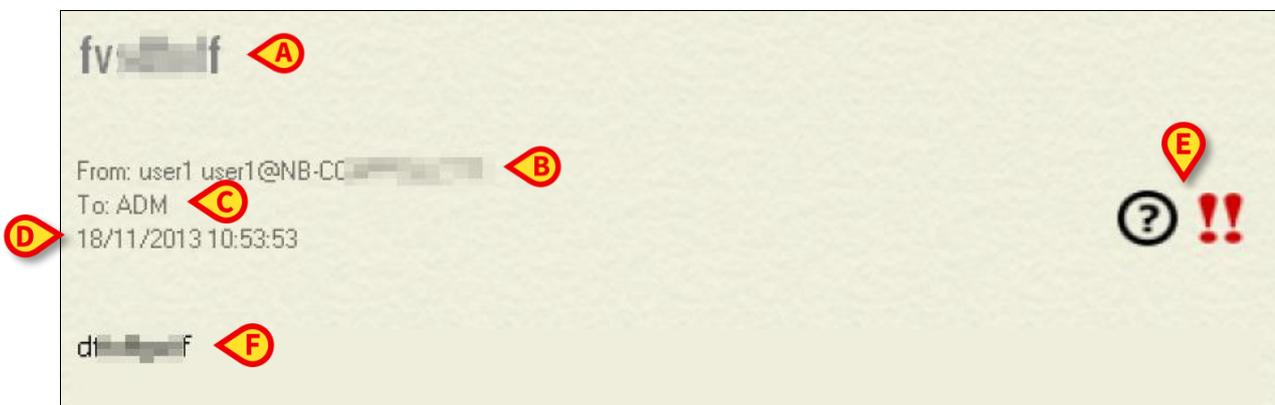
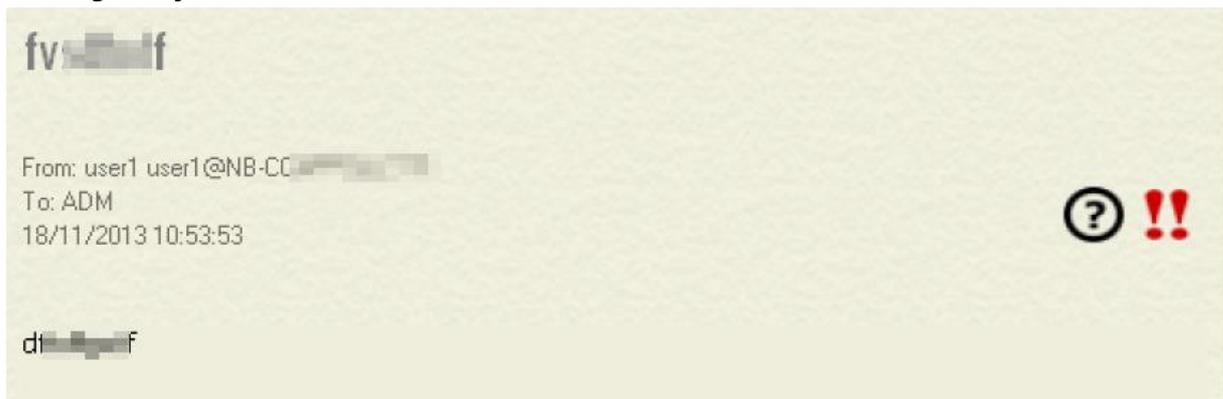


Fig 8

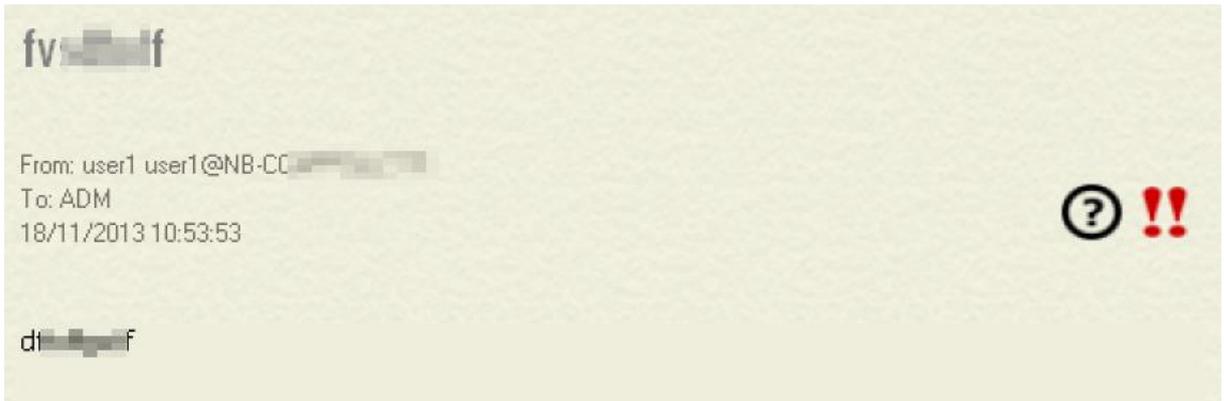
The following information is displayed on the message:

- 1) Message subject (



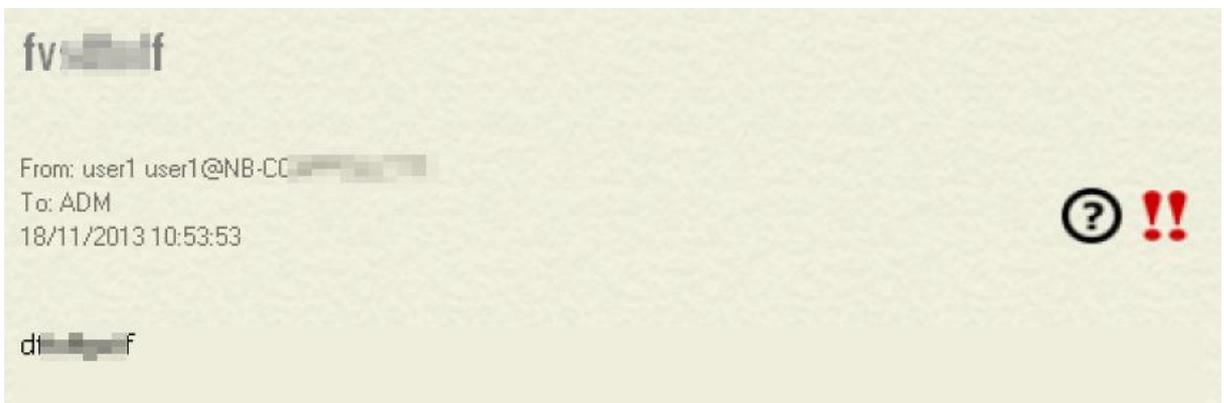
- 2) Fig 8 A).

3) Who sent the message and from which host ("from" field -



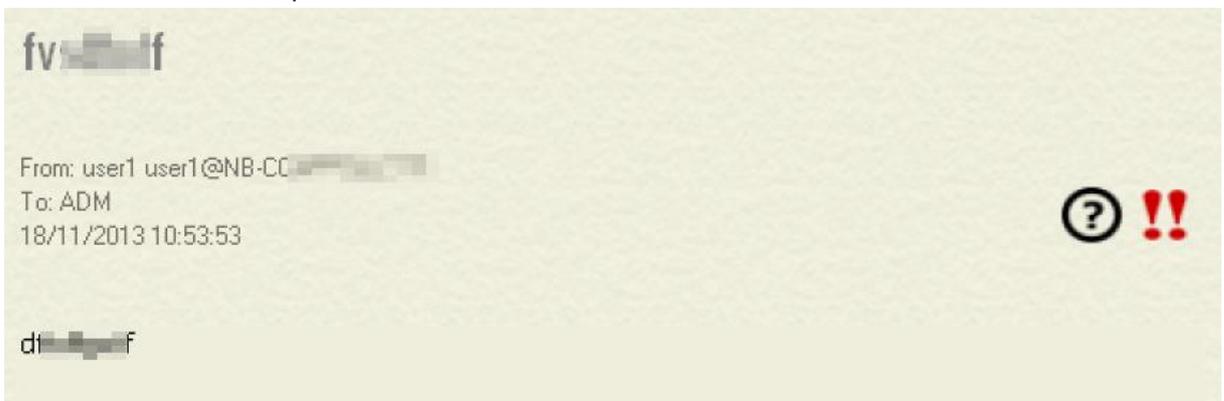
4) Fig 8 B)

5) Destination/s ("to" field -



6) Fig 8 C)

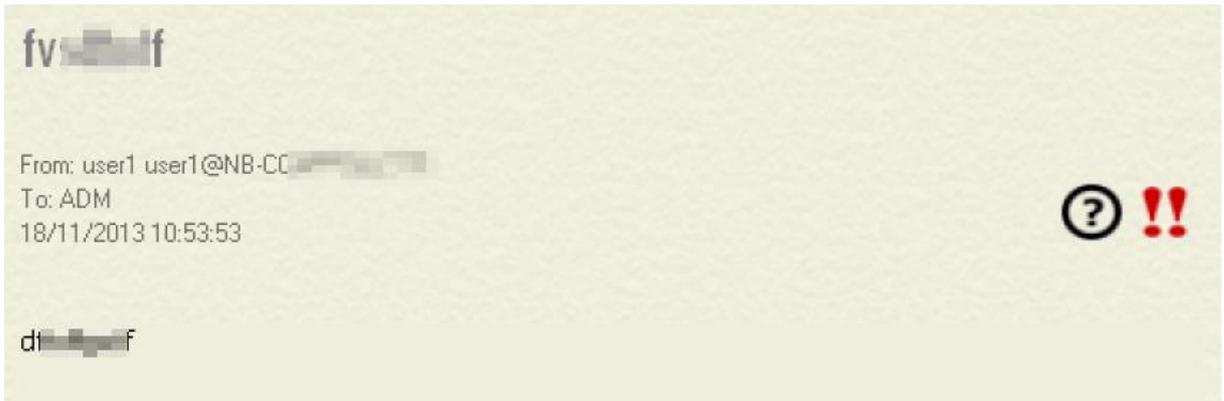
7) Date and time of reception (



8) Fig 8 D)

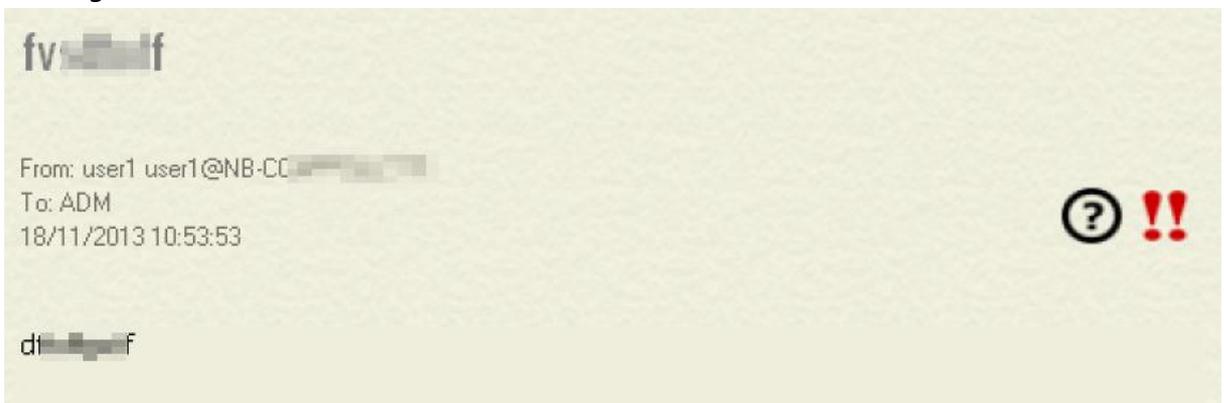
9) Message features, indicated by the icons on the right. In the example shown in the figure the icons indicate that it is a message with very high priority for which a read receipt was

requested from at least one of the destinations (



10) Fig 8 E – see paragraph 1.4 for the icons meanings).

11) Message text (



12) Fig 8 F).

1.5.3. The command bar

The command bar on the bottom of the screen (Fig 9) is formed of buttons making it possible to perform specific actions.



Fig 9

The first four buttons on the right are filters making it possible to display part of the messages in the "Inbox".

In detail:

If the  button is selected all the messages are displayed.

If the  button is displayed only the messages having normal priority are displayed.

If the  button is displayed only the messages having high priority are displayed.

If the  button is displayed only the messages having very high priority are displayed.

The number displayed within the filter buttons indicates the number of unread messages of the kind corresponding to the button.

The  button makes it possible to create a new message. The new message composition procedure is described in paragraph 1.6.4.

The  button makes it possible to print the selected message. Click the button to display a print preview.

The  button on the right makes it possible to display the message history (if existing). The "History" option only applies to system messages (i.e. messages sent by the Product system either at scheduled times or after specific configured events). Only the latest version of these messages is normally displayed. To display the previous versions the user can click the  button. Only users having specific permissions are enabled to do that.

1.6. How to create a new message

To create a new message

- Click the **NEW MESSAGE** button on the command bar of the Inbox/Outbox screen (Fig 9 A)

The following screen opens (Fig 10)

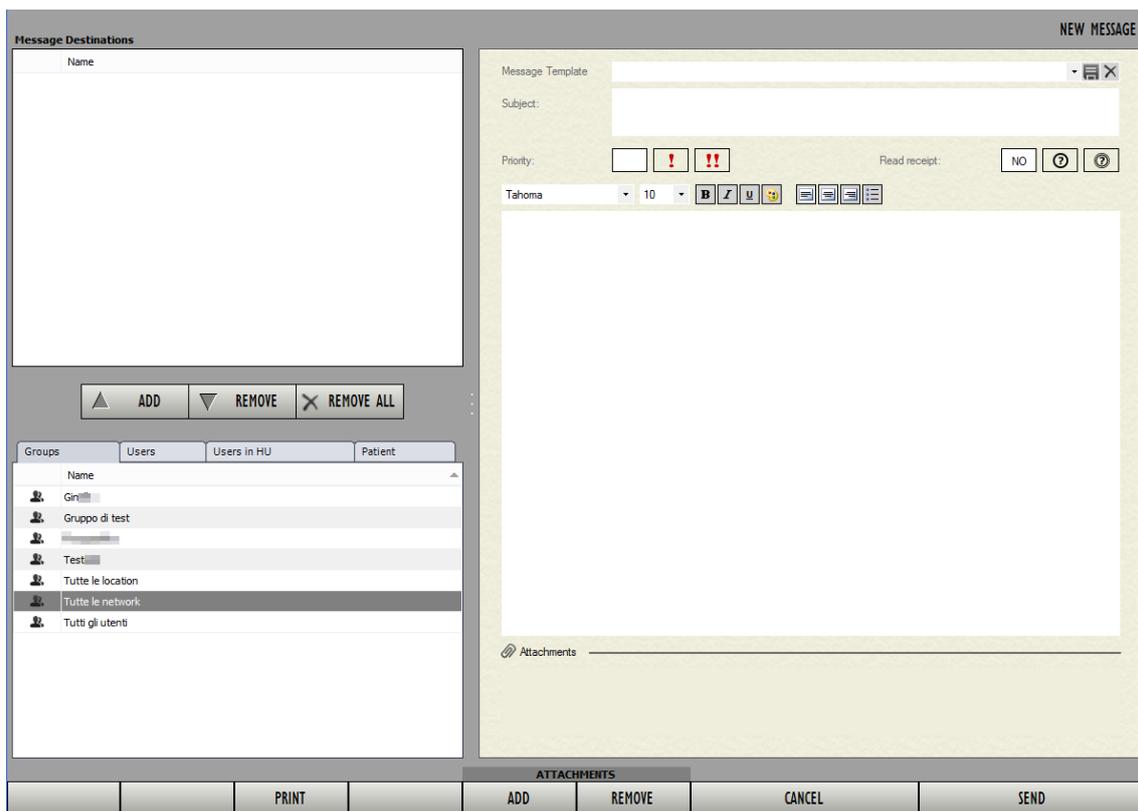


Fig 10

The screen is formed of three main areas, described in the next paragraphs:

- The destination selection area (left);
- The message composition area (right);
- The command bar (the buttons on bottom).

1.6.1. Destination search and selection

Messenger makes it possible to send messages to three types of Product “entities” (see introduction on paragraph 1.1).

- Users
- Networks
- Patients

Specific tools are available to search and select the message destinations. These tools are on the left (Fig 11).

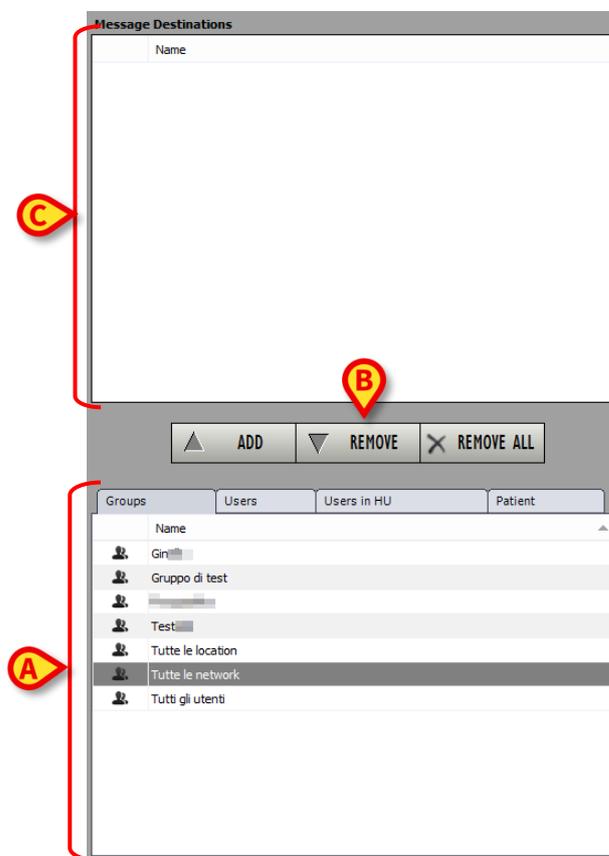


Fig 11

The area indicated in Fig 11 **A** is dedicated to the destinations search and selection. The buttons indicated in Fig 11 **B** make it possible to either add or remove the items selected in the message destinations list. The area on top displays the list of the selected destinations (Fig 11 **C**).

On the bottom area, enlarged in in Fig 12, all the possible destinations are displayed.

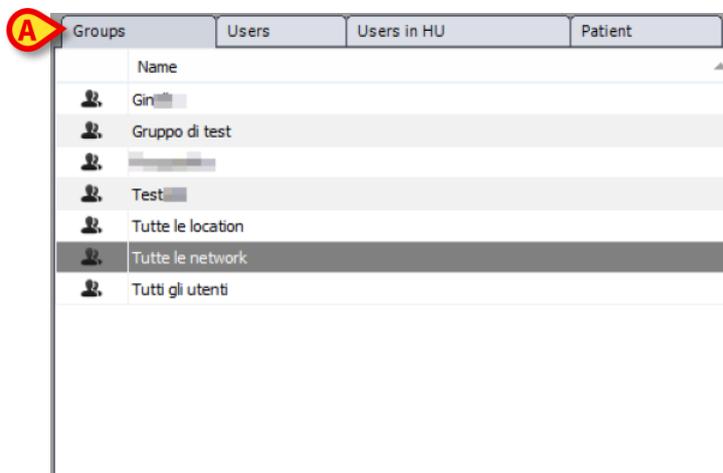


Fig 12

The destinations are divided in four ways. Each way is related to a selection modality and can be selected using the “tabs” indicated in Fig 12 A.

These are the four modalities:

By group – groups are defined by configuration; groups are destinations sets that can include both users and networks.

By users – if the “Users” tab is clicked, the destination selection is performed among (and only) the users (Fig 13).

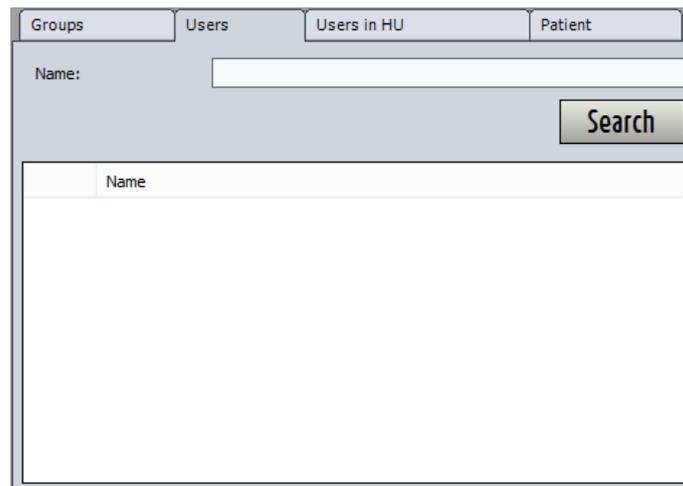


Fig 13

A search field is available, making it possible to search the destination (a user) by name (Fig 14 A).

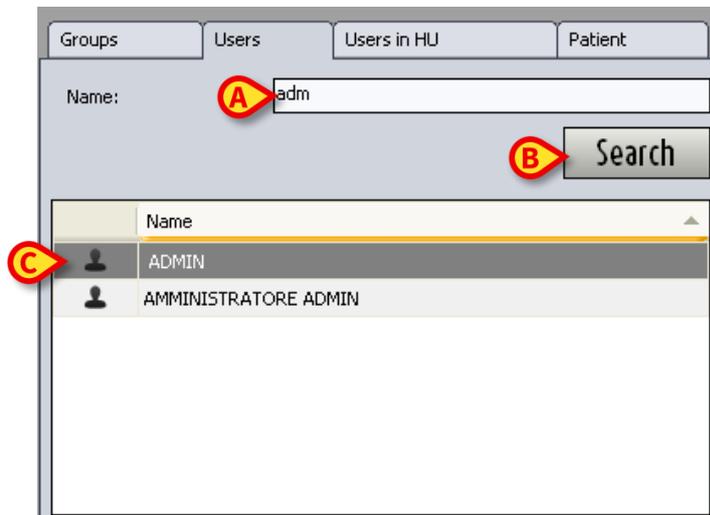


Fig 14

To search the destination.

- Type three letters at least of the destination name in the field indicated in Fig 14 A.
- Click the button (Fig 14 B).

- The list of users whose names match the search string is displayed in the area indicated in Fig 14 C.

Double click the name of a user to add the user to the destinations list.

By hospital unit – this tab makes it possible to select one or more hospital units. The message is this way sent to all the users in the selected hospital unit.

By patient – the last tab on the right (“Patients”) makes it possible to select as destination the patient currently selected. Actually, no message is sent to the patient, but about the patient. The message is then seen by the users that, later, select the same patient. Only the currently selected patient can be chosen as destination.

In all four cases, to select an item as destination (be it group, user or patient), double click the item. The selected item disappears from the selection window (down - Fig 15 A) and appears on top, among the “Message destinations” (Fig 15 B).

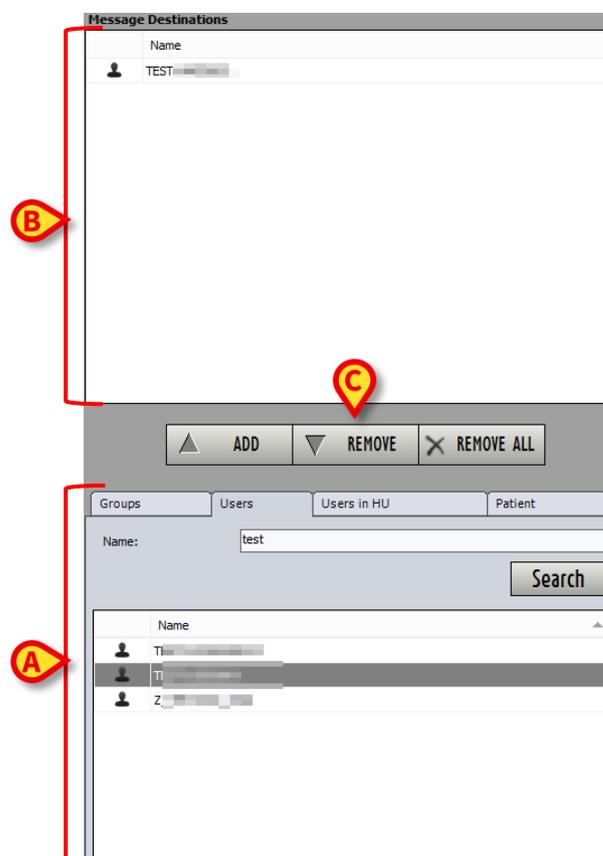


Fig 15

To remove an item from the destinations list, again, double click the item (you will find it in this case in the “Message destinations” area). This way the item disappears from the area on top and is displayed again on the bottom area.

The three buttons indicated in Fig 15 C also make it possible to manage the message destinations. The  **ADD** button makes it possible to add to the destinations a selected item (instead of double clicking the item, select it with one click and then click the button).

The  button makes it possible to remove an item from the destinations (instead of double clicking the item, select it with one click and then click the button).

The  button removes all the items from the destinations list.

1.6.2. Message composition area

The message can be composed in the area on the right. Fig 16 shows the area right after the  button has been clicked.

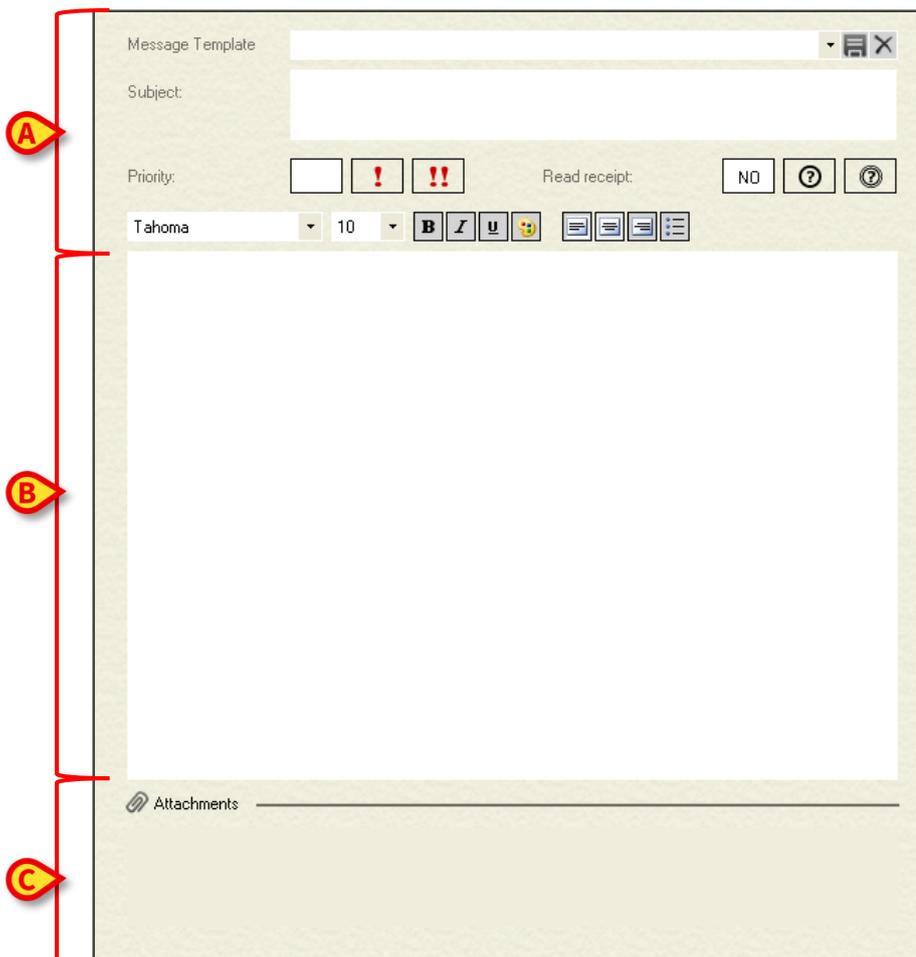


Fig 16

This area is formed of three parts:

- The message composition tools (Fig 16 A)
- The message body (Fig 16 B)
- The attachments area (Fig 16 C)

1.6.3. Composition tools

Some composition tools are available. They are enlarged in Fig 17 and described in the next paragraphs.

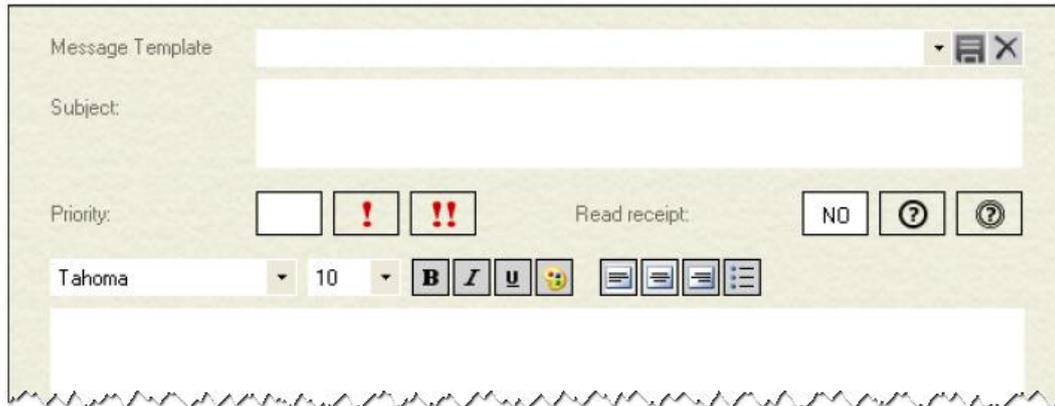


Fig 17

1.6.3.1. Message template

This option makes it possible to create and save template messages that can be quickly selected and inserted in the message body.

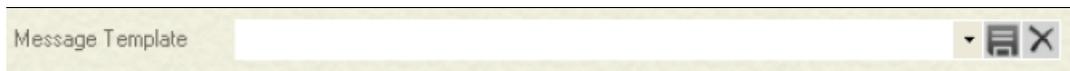


Fig 18

To display the existing templates list

- Click the  button on the right. A drop down menu opens, listing all the existing templates Fig 19.

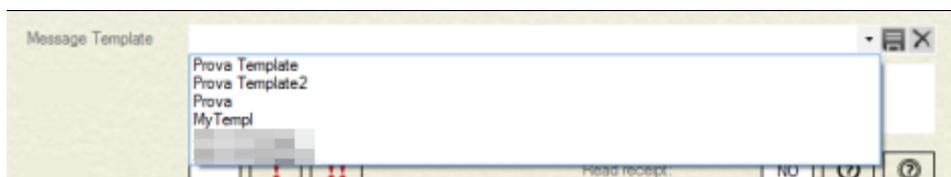


Fig 19

To select one of the templates,

- Click, on the drop down menu, the wanted template.

The template (both subject, message text and destinations) is this way displayed.

To save a new template

- Compose the message to be saved as template as any other message (subject, text and destinations).
- Click the  button placed nearby.

From that moment on the message will be displayed in the template list.

To delete a template

- In the drop down menu, click once on the template to be deleted.

The template is this way displayed

- Click the  button placed nearby.

The message is this way deleted from the template list.

1.6.3.2. Subject

It is the message subject that will be displayed in the box corresponding to the message on the messages list ("Inbox" screen for the destinations, "Outbox" screen for the sender). See the example shown in Fig 20 **A**.



Fig 20

1.6.3.3. Priority

Click one of the three buttons shown in Fig 21 to assign a priority to the message.

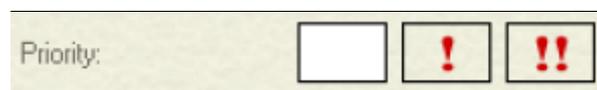


Fig 21

Priority can be

- Normal
- High
- Very high

Priority is normal if not explicitly specified otherwise. The symbol indicating the priority is displayed on the left of the box corresponding to the message in the messages list ("Inbox" screen for the destinations, "Outbox" screen for the sender). See the example shown in Fig 22 **A**.



Fig 22

1.6.3.4. Read receipt

Click one of the three buttons shown in Fig 23 to request a read receipt.



Fig 23

There are four possibilities

- If the first button is selected no read receipt is requested.
- If the second button is selected only one of the destinations must send a read receipt (once one of the destinations has sent the read receipt, the other destinations don't need to do it to open the message).
- If the third button is selected all the destinations must send a read receipt.
- If no button is selected no read receipt is requested.

The read receipt request is notified by the icons  and  placed both in the message box and in the message body. See, for instance, the example shown in Fig 24 A.

The read receipt reception is notified by the icons  and  placed both in the message box and in the message body.

Also the names of the users who sent the read receipt is displayed in the message body when selected in the "Outbox" screen. See paragraph 1.7.2 for more details.



Fig 24

1.6.4. Message composition tools

The actual message text can be written in the central area of the screen, shown in Fig 25.

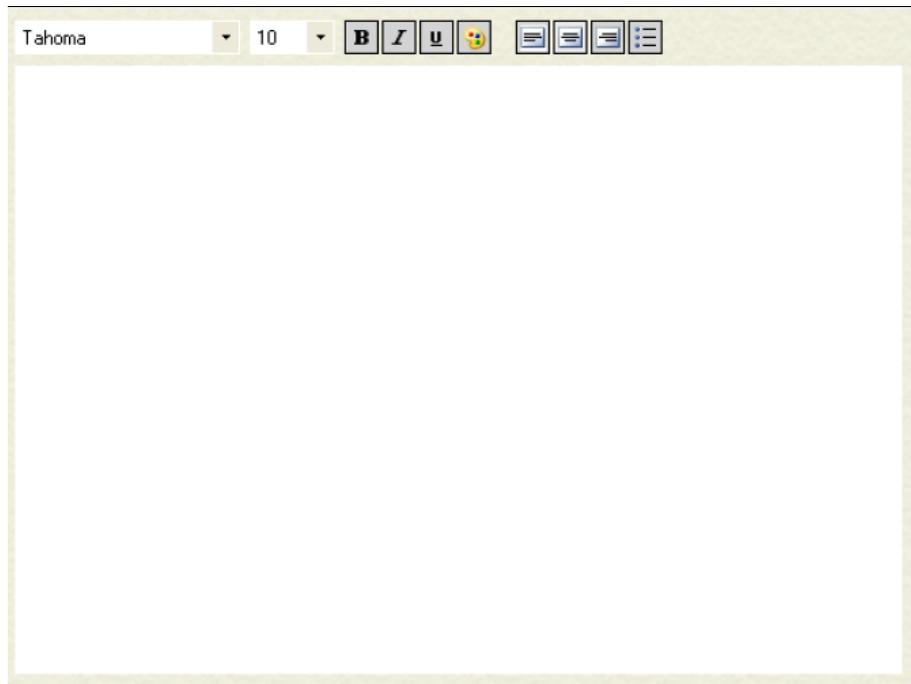


Fig 25

The supported format is Rich Text Format, making it possible to use some text formatting functionalities. These functionalities are activated by the buttons placed in the top-right corner (enlarged in Fig 26).



Fig 26

These are, from left to right:

- Font style selection;
- Font size;
- bold;
- italic;
- underlined;
- text color;
- left alignment;
- centered;
- right alignment;
- bullets.

1.6.5. Attachments

The lower area (Fig 27) is dedicated to the possible attachments.



Fig 27

There are two ways to attach a file:

- 1- Drag and drop the file in the "Attachments" area"
- 2- Use the ADD ATTACHMENT -  - button on the command bar. More detailed instructions are provided in paragraph 1.6.6.

When attached files are present the corresponding icons are displayed in the "Attachments" area (Fig 27).

There are two ways to remove a file from the attachments area:

- 1- Click once on the file icon to select it and then click the CANCEL button on the workstation keyboard.
- 2- Click once on the file icon to select it and then click the REMOVE ATTACHMENT -  - button on the command bar (see next paragraph 1.6.6).

1.6.6. The command bar

The command bar of the message composition screen (Fig 28) is formed of buttons making it possible to perform different procedures.



Fig 28

- The  button makes it possible to print the message that you are composing. After the button is clicked, a print preview is displayed.
- The  buttons make it possible to manage the message attachments.
- The  button makes it possible to quit the message composition.

- The  button make it possible to send the message to the selected destinations.

To attach a file

- Click the  button.

A window is displayed, making it possible to browse the workstation contents (and/or the contents of the network to which the workstation belongs).

- Locate the file and double click it to attach it.



Files can also be attached by dragging and dropping them onto the "attachments" area on the message composition screen.

When there are files attached their icons are displayed in the "attachments" area on the message composition screen (Fig 27).

To remove a file

- Click, in the "Attachments" area (Fig 27), the icon corresponding to the file to be removed.

The icon appears as selected.

- Click the  button on the command bar.

The attached file is this way removed.

1.7. The “Outbox” screen

The “Outbox” screen (Fig 29) displays the messages sent by the currently connected user.

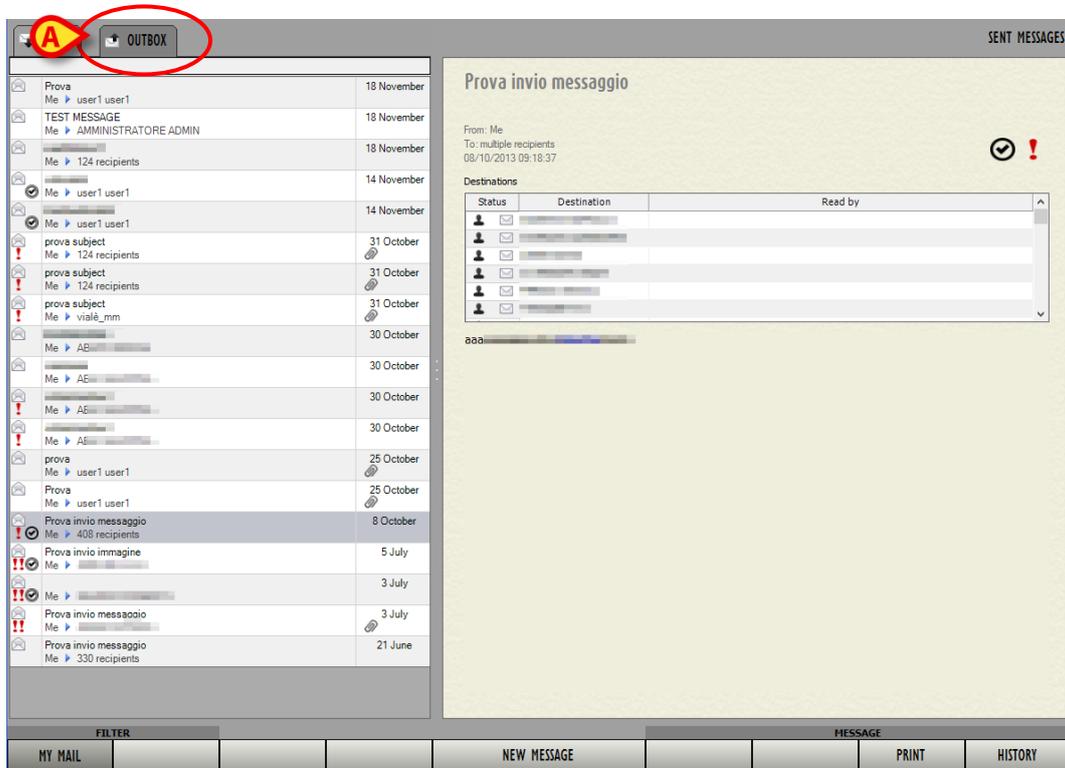


Fig 29

To display the “Outbox” screen

- Click the  label indicated in Fig 29 A.

The screen is formed of three main areas, that will be described in the next paragraphs:

- The messages list (left);
- The selected message display area (right);
- The command bar (the buttons below).

1.7.1. Messages list

The area on the left lists all the sent messages (Fig 30).

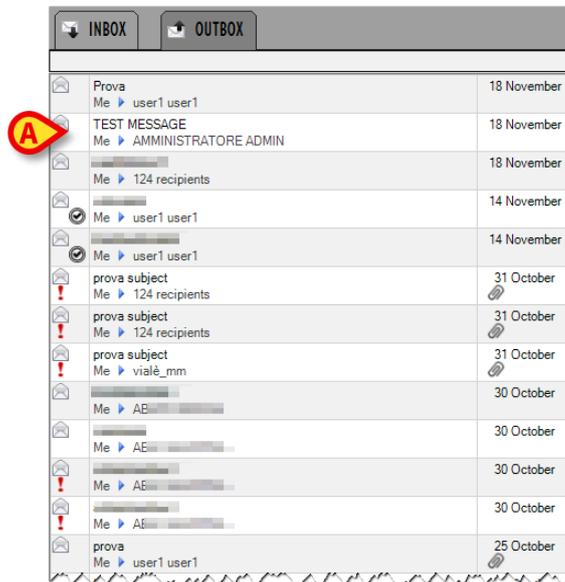


Fig 30

Listed in this area are:

- The messages sent by the user;
- The system messages (only visible to users having specific permissions)

Each row corresponds to a sent message. The highlighted row in the example shown in Fig 30 **A** indicates the selected message. The selected message is fully displayed on the right (the message display area is described in paragraph 1.7.2).

To select a message click the corresponding box. The box is this way highlighted and the message fully displayed on the right.

Messages are in chronological order (more recent on top).

In the box corresponding to the message some essential information is displayed. Fig 31 shows an example.



Fig 31

The icons characterizing the message are on the left. In detail, in the figure the icons in the figure mean that: 1 – the lower message has high priority; 2 – a read receipt was sent by all the destinations for the message on top, as requested. The possible icons are listed in paragraph 1.4.

In the central part of the message box the following information is displayed: message subject (upper row); the sender ("Me" in the figure) and the destination (the name if there's only one

destination, the number of destinations if they are more than one; the lower message in the figure has been sent to 124 destinations).

On the right it is displayed the time the message was sent. If the message has been sent the same day the time (hh:mm) is displayed; if it has been sent the day before today it is marked as "yesterday". If it was sent before yesterday the day and the month are indicated. The year is displayed as well for messages sent in the previous years.

1.7.2. Selected message display area

The selected message is fully displayed on the right (Fig 32).

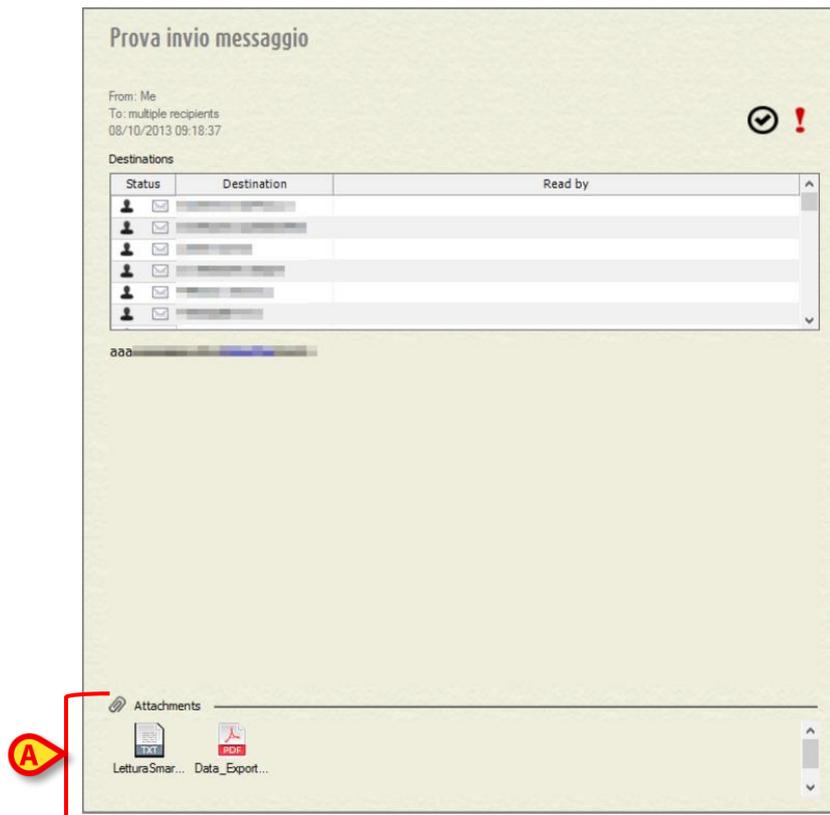


Fig 32

To select a message

- Click the corresponding message box on the messages list on the left (shown in Fig 29).

The box appears as highlighted. The message is fully displayed on the right (see the example shown in Fig 32 and enlarged in Fig 33).



Fig 33

The following information is on the message:

- 1) Message subject (Fig 33 **A**).
- 2) Sender ("from" field - Fig 33 **B**).
- 3) Destination ("to" field - Fig 33 **C** – in case of multiple destinations the destinations are listed in a table – described below).
- 4) Date and time of sending (Fig 33 **D**).
- 5) Message features, indicated by the icons on the right. In the figure it is a message with high priority (Fig 33 **E** – see paragraph 1.4 to know the meanings of the icons).
- 6) The destinations table (Fig 33 **F**). The table, described in the next paragraph is only present in case of multiple destinations.
- 7) Message text (Fig 33 **G**).
- 8) In the lower part of this area are the icons corresponding to the possible attached files (see Fig 32 **A**).

1.7.2.1. The destinations table

In case of multiple destinations, the destinations are listed in a table displayed within the selected sent message (Fig 34).

Status	Destination	Read by
<input type="checkbox"/>		

Fig 34

On the table, each row corresponds to a destination. Information is here ordered in three columns:

“Status” – the destination type is here indicated (either user , network  or patient ).

The /  icons indicate here whether the message has been read or not.

“Destination” – the name of the destination is here indicated

“Read by” – The name of the destination who sent the read receipt (if requested) is here displayed.

1.7.3. The command bar

The command bar (Fig 35) is formed of buttons making it possible to perform different actions.



Fig 35

If the  button is selected only the messages sent by the logged user are displayed. Otherwise the system messages are displayed as well.

The  button makes it possible to create a new message. The new message composition procedure is described in paragraph 1.6.2.

The  button makes it possible to print the selected message. Click the button to display a print preview.

The  button on the right makes it possible to display the message history (if existing). The “History” option only applies to system messages (i.e. messages sent by the Product either at scheduled times or after specific configured events). Only the latest version of these messages is normally displayed. To display the previous versions the user can click the  button. Only users having specific permissions are enabled to do that.

1.8. Message notification on Control Bar

If there are new unread messages for the user currently logged to the system, and the user is not working with Messenger (i.e. another module is displayed), the notification button on Control Bar turns green to warn the user about the new incoming messages.