Quick Guide 0005C: Installing and Using e-Bridge (Secure Messaging) on a Windows PC

(This guide only covers the **Secure Messaging** function of **e-Bridge)**

I. Downloading and Installing e-Bridge for Windows

1) Go to http://general-devices.com/support-center/drivers-software/. Scroll down to **e-Bridge** and expand to show the different OS choices and select **e-Bridge for PC (Formerly e-Net Messenger**). Download the installation file**. (**Click the **[Save File]** button if you're using Mozilla Firefox.)


2) Once the download is complete, navigate to the location where your web browser stores downloaded files. Double click on the **e-BridgeSetup.msi** installer file.

3) If your computer displays a Security Warning stating that the publisher could not be verified, click **[Run]** to allow the installer to continue.

4) Click the **[Next]** button in the **e-Bridge** installer and ensure that the **Messenger** choice is selected. Once the installation is underway, it may ask **"Do you want to allow the following program from an unknown publisher to make changes to this computer?"** If it does, click the **[Yes]** button. Click the **[Close]** button once the installation is complete. The installer will create a desktop shortcut for **e-Bridge** as shown on the right.


5) Open **e-Bridge** by double clicking the desktop shortcut.

6) The first time **e-Bridge** is run, a **Messenger Login** box will appear. Enter the user login credentials that were provided by GD or your organization's Administrator, and click the **[OK]** button.


1
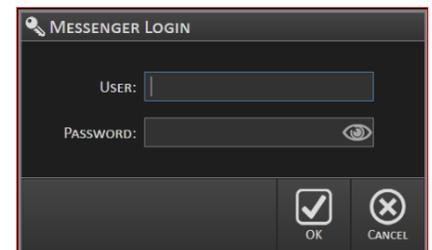
(**NOTE:** You can choose to display the password characters by clicking the **Eye** icon on the right side of the **Password** field. (**NOTE**: This button also functions the same for any other password fields throughout e-Bridge.)

7) Once the **Messages** envelope icon on the upper left corner of the **e-Bridge** home screen turns green, **e-Bridge** is now online and ready for use. (**NOTE**: If the **Messages** icon does not turn green, and changes instead to red, this indicates a communication problem. Please contact **GD Tech Support** to resolve this issue.)
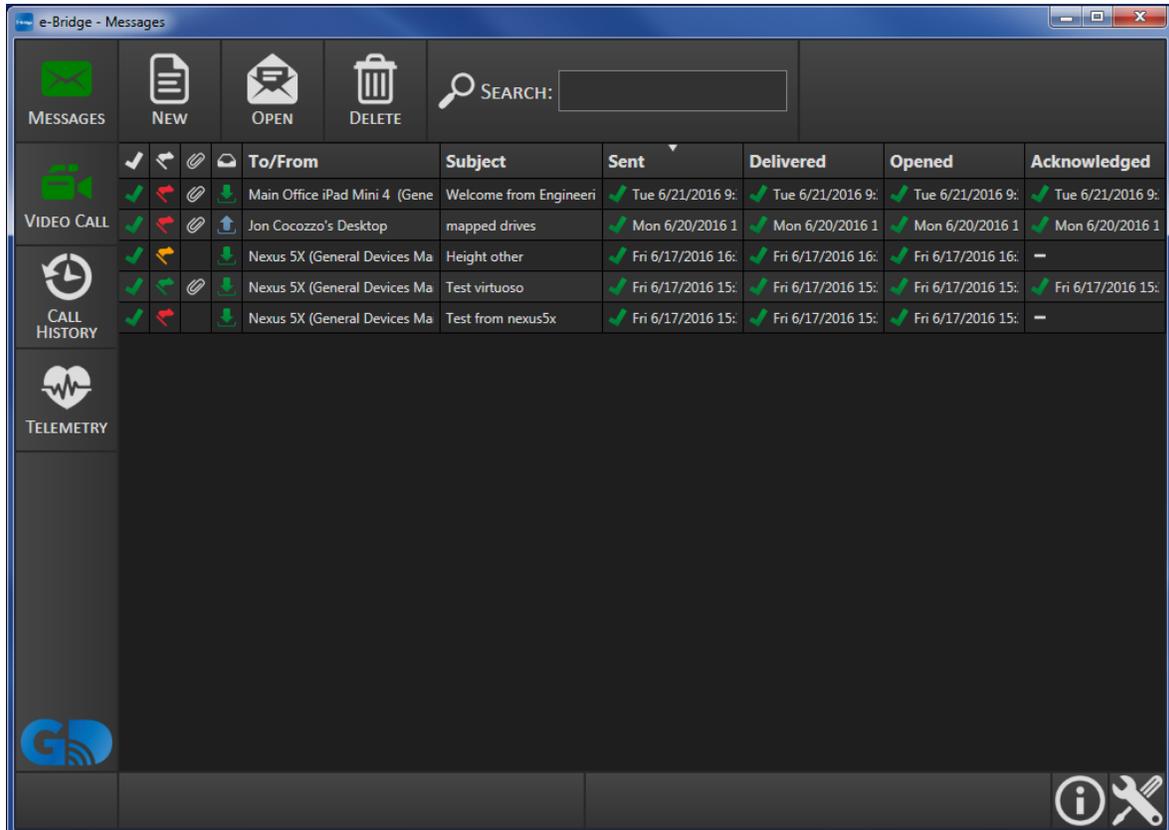
NOTE: Contact GD for more information on the optional **Video Call, Call History** and **Telemetry** features of **e-Bridge**.
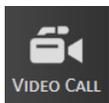
 Video Call (Optional)
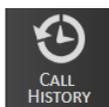
 Call History (Optional)

 Telemetry (Optional)

The **Info** button and the **Settings** button are located on the lower right of the **e-Bridge** home screen. The **Info** button provides information about the application version and additional troubleshooting details. The **Settings** button enters the **Settings Menu** screen after entering the Admin password.
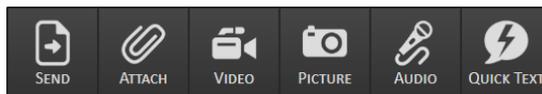
II. Creating and Sending New Messages
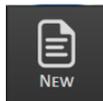
1) Click the **New** button to bring up the **Create New Message** window.
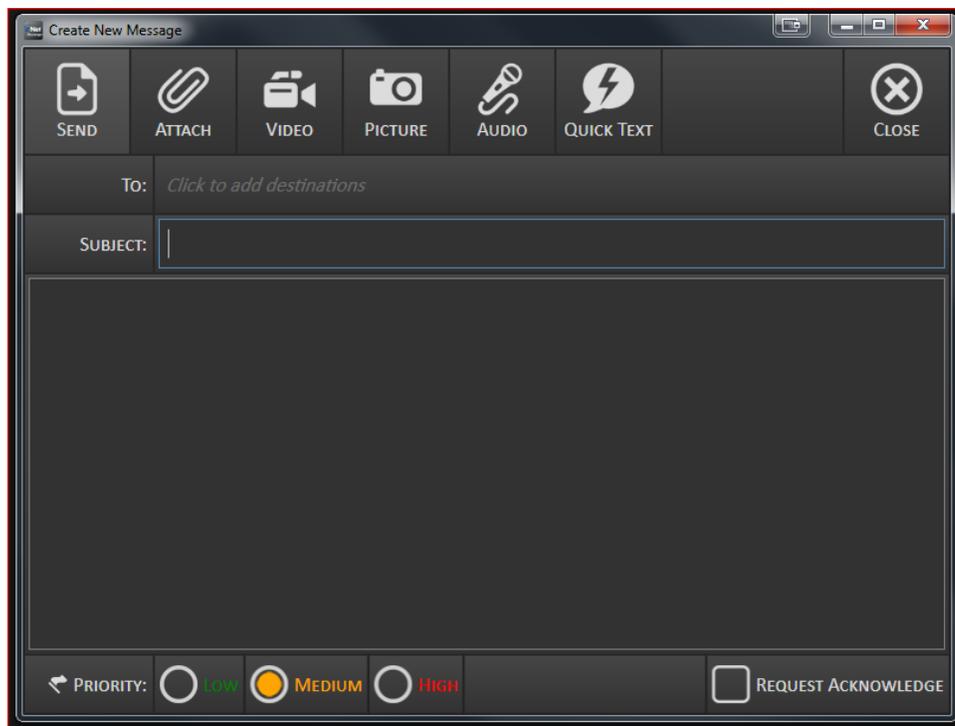
The **Create New Message** choices:

SEND: Click this button once you are ready to send the message to its destination.
ATTACH: You can browse files from your computer that are compatible with **e-Bridge** to attach them to the message.

VIDEO: If there is a web cam available on the PC you will be able to record and send short video clips as attachments using this button.

PICTURE: As above, if there is a webcam available on the PC you can take still pictures and send them as attachments using this button.

AUDIO: If a microphone or webcam is available, you can record an audio clip and send it as an attachment using this button.
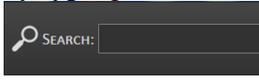
QUICK TEXT: This function allows the sender to send predetermined, "canned" messages. (**NOTE**: Refer to the **Quick Text** section of **Message Settings**)

2) Click on <u>Click to add destinations</u> to bring up a list of predefined destinations. The list is sorted by **Facility Name**, then **Device Name**. The **Facility Name** will be colored orange and will have a check box located in front of it.

General Devices Main Office
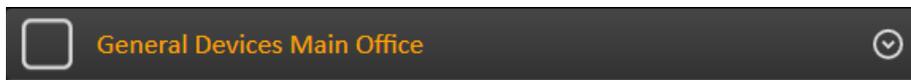
You can expand/collapse the Facility Name list by clicking on the dropdown arrow on the far right side of the Facility Name.

3) Select your destination by clicking on the name of the Device to select it, and then click the **Add** button in the center of the **Destinations** window. To add multiple destinations at once, hold down the **[Ctrl]** key and select all desired destinations. Then click the **Add** button. You can also search for specific destinations by typing the name of the Device in

the Search box at the upper left corner of the screen. SEARCH:
(**NOTE**: Ctrl and Shift can be used to select multiple recipients.)

To select all destinations from a **Facility**, click the check box in front of the Facility Name. To add more facilities, do the same for each facility you want to add. Once you have added

all desired destinations to the **Selected Destination** section click the OK button at the top right.
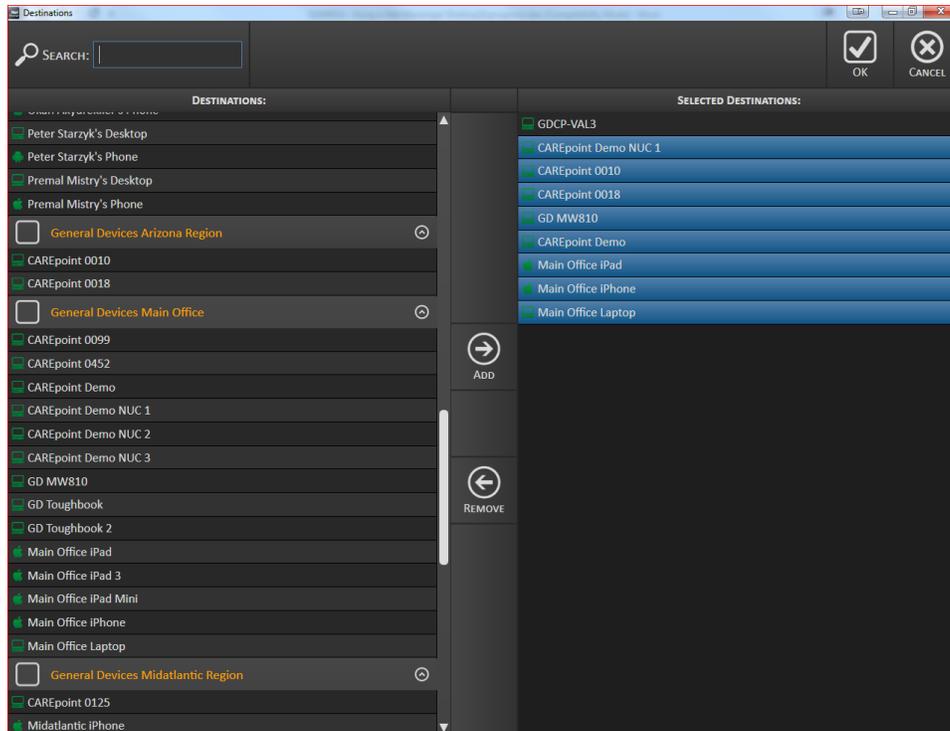
4) Adding a Message Subject and Body:
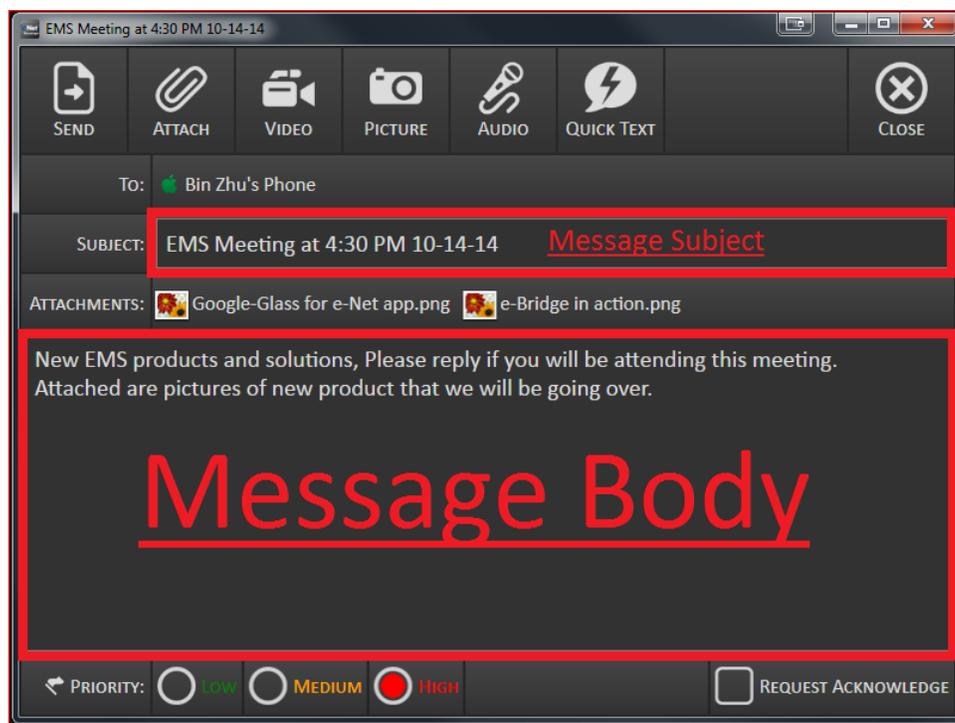
**A)** Type your message subject in the field labeled **Subject.**

B) Enter your message body in the large box below the **Subject** and the **Attachment** sections.

C) Select a priority of **Low**, **Medium** or **High** for the message you will be sending. By default **Medium** priority will be automatically selected.

D) Click the **Request Acknowledge** button if you would like to request an acknowledgment from the recipient once they open the message. When the recipient receives the message, they will be prompted to acknowledge the message or cancel the acknowledge request.

III. <u>Receiving New Messages</u>

If **e-Bridge** is set to "Alarm" when there is a new incoming message, an **Incoming Message** window will pop up and play the selected alarm sound. (**NOTE:** This audible alert sound can be customized or disabled. Refer to the **Alarm** section of **Messenger Settings**.)
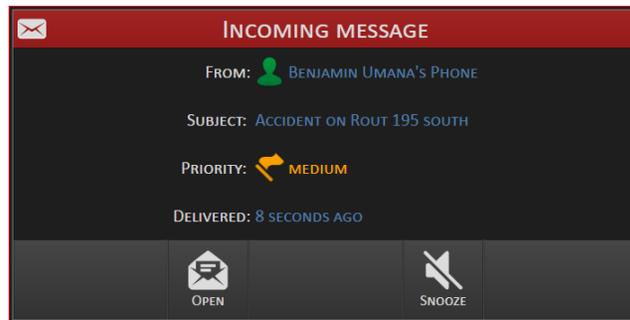
The **Incoming Message** will show the sender's **Device Name**, the **Subject** of the message, the **Priority** of the message and how long ago it was delivered.

A) Click the **Snooze** button to cancel the alarm. Depending on the **Alarm** settings the **Incoming Message** window may appear again to remind you of the un-opened message. (**NOTE:** Refer to **Alarm** section **of Message Settings** for more information)

Click the **Open** button to open the message. The **Message** window will open and will display the delivery date and time, from whom the message was received, the subject of the message, attachments if any, the body of the message, the priority of the message and the acknowledgement status if the sender requested acknowledgement.

If an **Acknowledge** was requested by the sender, then the **Acknowledge** button will flash red . You can acknowledge that you received the message by clicking the **Acknowledge** button.
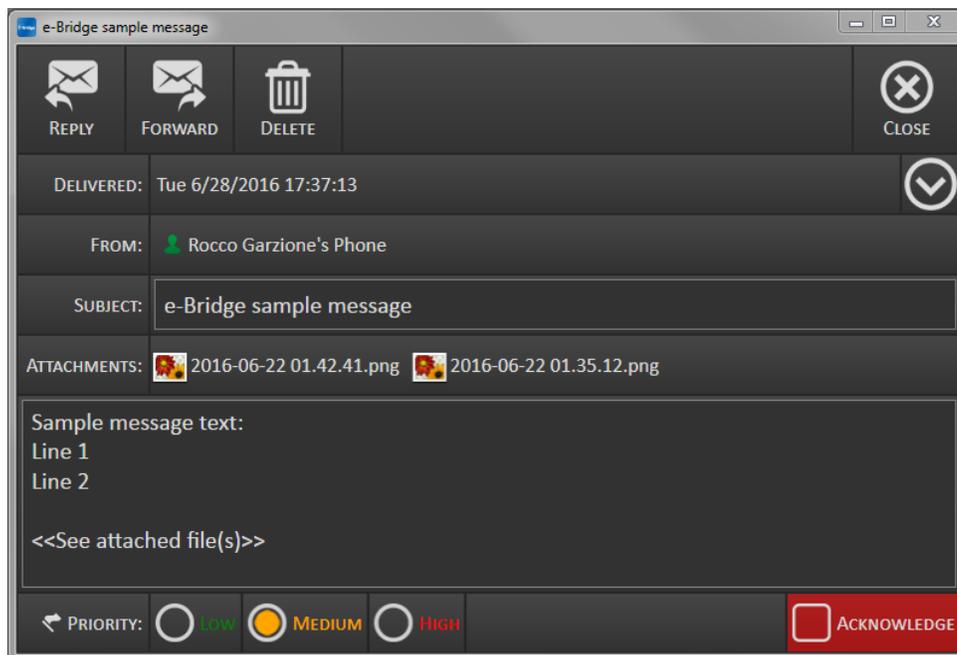
B) Click the **Reply** button to reply to the message or the **Forward** button to forward the message. (**NOTE:** Refer to Section **II. Creating and Sending New Messages** for more details.)

C) Click the button if you would like to delete the message. (**NOTE:** You will need the Admin password in order to delete a message)

D) Click the **Message Details** button to view / hide the **Details** of the message.

DETAILS: SENT: ✔ Wed 10/15/2014 13:46:28   OPENED: ✔ Wed 10/15/2014 13:47:05
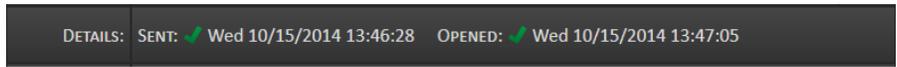
IV. The Messages Screen

The main area of the **Home** screen displays the log of sent/received messages. The messages will also include their status and other details.
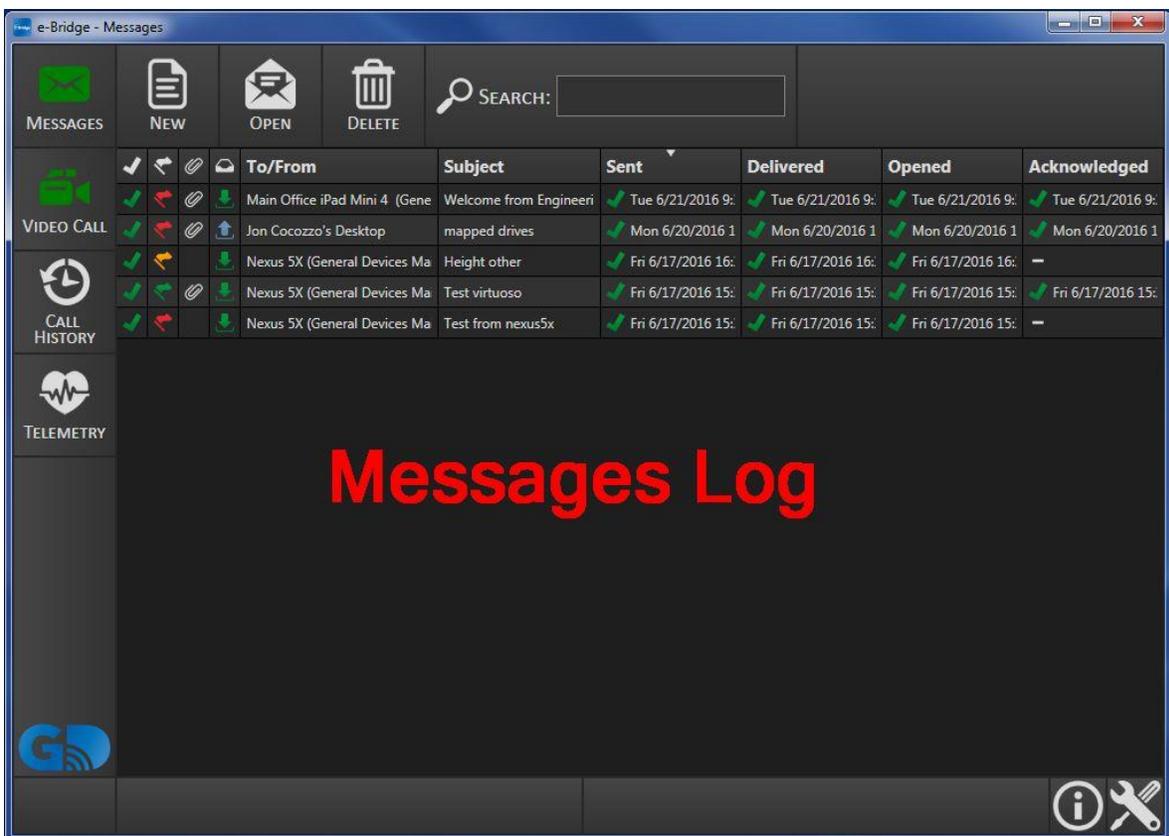

1) Messages icons:

Messages can have four different types of icons in front of them and depending on the status of the message you may see different ones as detailed below:

A) The first icon will be an if the message has not been opened or acknowledged, or a if the message has been opened or acknowledged by the recipient.

B) The second icon will be a **flag,** and the color will vary depending on the priority of the message. The color will indicate the following: Low priority is indicated by a green flag, medium priority by an orange flag and high priority by a red flag.

C) The third icon will be a **paper clip** which indicates if the message includes an attachment. If there was no attachment, this icon will not be displayed.

D) The fourth icon can be either a **Blue Arrow** pointing up or a **Green Arrow** pointing down. The **Blue Arrow** pointing up indicates an outgoing message. The **Green Arrow** pointing down indicates an incoming message.

2) Message information and status:

				To/From	Subject	Sent	Delivered	Opened	Acknowledged
✕	↰			Jorge Moreno's Desktop (Gener	Critical Patient	✓ Mon 10/13/2014 10:28	✓ Mon 10/13/2014 10:28	✓ Mon 10/13/2014 10:30	✕
✕	↰		↓	Jimmy Nejmeh's Desktop (Gene	RE: New e-Net Messenger	✓ Mon 10/13/2014 10:10	✓ Mon 10/13/2014 10:10	✕	–
✓	↰		↓	Support (General Devices)	Urgent Msg	✓ Mon 10/13/2014 9:55	✓ Mon 10/13/2014 9:55	✓ Mon 10/13/2014 9:56	–
✓	↰		↑	Jimmy Nejmeh's Desktop (Gene	New e-Net Messenger	✓ Mon 10/13/2014 10:10	✓ Mon 10/13/2014 10:10	✓ Mon 10/13/2014 10:10	–
✓	↰		↓	Chelsey Bush's Phone (General I	Good morning	✓ Mon 10/13/2014 10:02	✓ Mon 10/13/2014 10:03	✓ Mon 10/13/2014 10:11	–
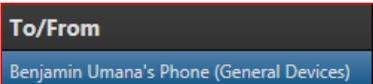
A) The **Recipient** (Outgoing) or **Sender** (Incoming) including **Device Name** and **Facility Name**.
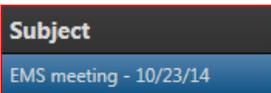
B) Subject of the message.
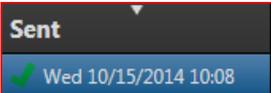
C) Date and time the message was sent. If it was successfully sent, it will have a green check mark. A red X indicates it has not been sent.
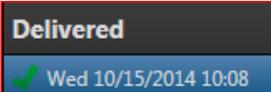
D) Date and time the message was delivered. If it was successfully delivered it will have a green check mark. A red X indicates it has not been delivered.

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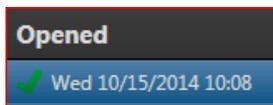
E) Date and time the message was opened. If the message was opened it will have a green check mark. A red X indicates it has not been opened.
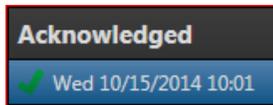
F) If the message had an acknowledge request, and it was acknowledged, it will have a green check mark and the date and time when it was acknowledged. A red X indicates it has not been acknowledged.

(**NOTE:** You can sort the order of the messages on the **Messages** screen by selecting any of the above column headings such as To/From, Subject, Sent, Delivered, Opened, etc).

3) Opening a message from the Messages Log:
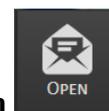
A) Single click the message from the list to highlight and click the **Open** button. You can also double click a message to open it directly.

B) Deleting a message from the Message Log:
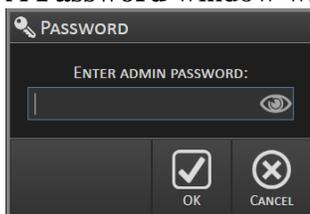Select the message from the list and single click on it to highlight it. You can also use Ctrl or Shift to select multiple messages at a time. Click the button. A confirmation window will come up asking "**Are you sure you want to delete selected message?**"
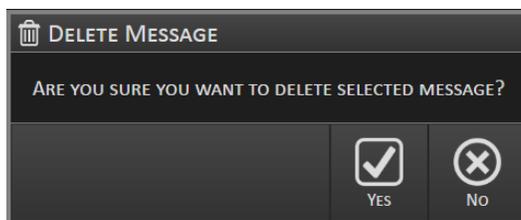
C) Click the **Yes** button.

D) A **Password** window will ask you to "**Enter Admin Password.**"

After entering the Admin password, click the **OK** button.
(**NOTE**: Contact **GD** for the Admin Password)

4) Searching for messages on the Messages screen:

A) You can search your messages by using the **Search** box **.** The Messages list will now only display messages that match or contain certain characters that was entered in the **Search** box. (**NOTE**: Remove any characters you may have entered in the **Search** box to once again display all messages.)

IV. <u>Settings (Coming Soon)</u>

(**NOTE**: <u>The e-Bridge program must be left running at all times to send/receive messages. If the program is closed you CANNOT send/receive messages. If you wish to close e-Bridge at any point, press Alt+F4 simultaneously on the keyboard while the e-Bridge window is highlighted.</u>)

For more information, answers, help or to just chat, give us a call. A "live" member of Team GD will answer. No annoying menus or voice mail – we promise. **(201) 313-7075 M-F 9am – 5pm ET**.

<u>END OF GUIDE</u>