NetPage Unlimited

QUICK SETUP & OPERATION

Centralized, enterprise paging solution for notifying guests or staff from anywhere on a networked computer.

LRS
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System Setup Instructions

When installing NetPage Unlimited (NPU) in a large facility, it's recommended to first map out the installation locations across your organization. Using a scaled drawing, blue print, or even sketch of your building, plot PCs, desks, floors, or buildings where NPU equipment will be installed – including the NPU server, transmitter(s), networked PCs, and pagers. Also, you may want to engage your IT manager or supervisor to further help coordinate your installation.

Basic Overview

NetPage Unlimited contains two components that require installation:

- NetPage Server & Software – the NPU Server Software is installed on a network server, from which all communication traffic is controlled by that server.

- Transmitter – LRS Transmitter(s) need to be unboxed. First access the Network Menu under Set-Up and update the settings to Network ENABLED. If using a DHCP Network, verify DHCP is selected YES. If using a Static Network, verify DHCP is selected NO, then verify the transmitters' IP, Netmask, DNS, and Gateway addresses are entered correctly. (Reference the full TX-7470 Transmitter manual online at lrsus.com/support for more details.) Then, plug the Transmitter(s) into your network.

  If placing more than one Transmitter throughout your facility, Transmitters should be spaced evenly throughout the facilities. In smaller facilities <100,000 square feet, one transmitter typically is all that's needed.

Getting Started

Create a Site Survey Before Installation

First, it's important to know where you plan to place the Transmitter Controller(s). As you plot the layout for where NPU components will go, keep in mind:

- Each Transmitter connects to the local network.

- Picturing your facility in 3D, Transmitter Controllers should be placed about 500 meters apart and be separated by 4-5 floors vertically.

- Name each Transmitter or indicate a location they're close to on your Site Survey map (such as reception desk 2, or John Smith' desk) so you can more easily locate them as needed at a later date.

Install the NetPage Unlimited Server Software

Before you get started, keep in mind:

- NetPage Unlimited Server should only be installed on 1 PC/Server per company.

- NetPage Unlimited Server Software must run on Windows 2000, XP Pro, XP Home, or Windows 7. Soon, Windows 10 will also be supported. A Windows Server is not required; only a server with any of the mentioned Windows versions.

- NetPage Unlimited Users can access NetPage from the latest version of any of these browsers: Chrome, Firefox, IE 8, 9 10, and 11, and Safari.

First, select a PC or server that will not power down and has Internet access. This will be the heart of NetPage and run the NetPage server program. Download the Server Software from lrsus.com/downloads. There you will find a link to the NetPage Unlimited Server Software.

Double click the npusetup.exe file to launch the installation process. Follow the prompts to complete the installation. It's recommended NetPage Unlimited be installed on Port 8080. When asked if you want to install the 74USB_Driver, that is optional and not required.

After installation, the web address of the NetPage Unlimited Server will be displayed. You may want to write that down; as staff Users will use this web address to open NetPage Unlimited from any networked PC using a compatible browser. Or, to find the web address later for sharing with staff Users, you can find it by going to Windows Start Menu ➜ all programs ➜ NetPage Unlimited ➜ NetPage Unlimited Server Control Panel; there you will see a "NetPage installer" window noting the web address. Reference the web address on the left when sharing with Users to log-in from any other computer.

Administrator Logs-in for the First Time

Go to any PC on your network and type in **http://<serverIPaddress>:8080** if you are installed on Port 8080. This is the IP address provided after the server software was installed. Otherwise, type in **http://<serverIPaddress>**.

Log-in using the following credentials:
Username: admin
Password: the password created during installation

Registration

NetPage Unlimited comes with 5 Users in the standard software package. Upon receiving your equipment, you'll need to register your NetPage Unlimited instance by going to "Company Info" under the System Menu. There, complete the form. Upon registering, you can request to order more users as your team grows, wait lists, or SMS packages. A request is sent to LRS and you will be registered within 1-2 business days. After your registration is activated by LRS you will have access to additional features.

Entering Users

After registration is completed by LRS, create staff User profiles by entering the name, email address, pager number, and any other pertinent information for each staff member intended to use the NPU system software.
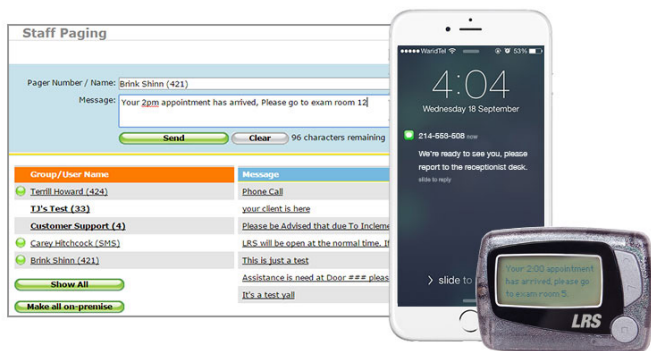
Once you've entered all the Users, provide each User the login web address of the NetPage Unlimited Server that was displayed during installation (the same web address referenced in the "Install the Software" section of this guide).

Basic Operation

Starting NetPage Unlimited

Go to any PC on your network and open a browser. Type **http://<serverIPaddress>:8080** if you installed on Port 8080. This is the IP address provided after the server software was installed. Otherwise, type in **http://<serverIPaddress>.**

Staff Paging

When paging staff in NPU, you will see a list of User names in the lower right. Click on one or many Users, then type a message in the message box. Hit the Send button. The message should immediate go to those individuals via the delivery method of their preference-pager, SMS text, or email.

Guest Paging

Before a User can page a guest, the wait list feature must be activated by LRS. Then, you may create a wait list by clicking on "Waitlist."

For each waitlist, select the Users that should have access to the Waitlist (note: make sure you include the Admin – often that's yourself). Click on the Menu item in the top called Guest Paging (you must have access to at least one guest paging waitlist for the menu item to appear). Before you can page a guest, offer them a pager.

- · Press Handout and enter the customer name and pager or mobile number, then press handout again.

- · To page, click the guest's name in the list.

- · Then type the desired message and click send. Depending on their preferred method for receiving information, their pager will begin flashing, or an Alpha pager will display the text message, or an SMS text message will appear in their mobile phone.

To stop a pager from flashing, return it to the charging stack.

SMS Messaging

There is an option to SMS message guests or staff, notifying them via text message on their mobile phone. If interested in this feature, please contact LRS to purchase an SMS package, which is required to activate this feature.

Troubleshooting

After you've installed the system, it's recommended you conduct a test of the system to ensure it's working properly. First, conduct a range test. Using the Site Survey layout to reference during range testing, walk around the building while having others push a series of pages to you. Marking where pages were received or not (i.e. "dead spots") will help you pinpoint possible trouble spots and coordinate with LRS to find a swift solution. It's best to have two or three pagers in hand, to see where they all begin to no longer receive pages to help isolate dead spots.

If you experience any non-delivered messages during a test, your Transmitter may not have the necessary range to reach all portions of your facility. Or, there may be obstructions (such as steel-lined walls for radiology sections of a hospitals).

Or, if you have multiple Transmitters and also experience non-delivered messages, there may be cross interference between them if placed to close to each other.

These issues can be resolved, just contact LRS Support for assistance at support.lrsus.com.

Optimize Message Delivery

NetPage Unlimited works with a paging protocol that allows for multiple Transmitters to operate in unison. The average NPU message takes 1-second to transmit from a single Transmitter. The time to transmit a message increases successively by 1-second for each additional Transmitter. For example, a hospital may have 10 Transmitters, one per floor. In this case, a single message to the whole staff would rotate through each Transmitter taking up to 10-seconds to transmit the message to the entire organization.

If you are interested in optimizing the message delivery time between Transmitters, there is an option for creating "paging families" which essentially groups non-interfering Transmitters together to send messages simultaneously. To learn more about this feature or how to implement it, please contact LRS Support at support.lrsus.com. We're happy to assist you with setting that up.

Service Questions And Answers

Should you need assistance with your NetPage Unlimited system, submit a support request at support.lrsus.com or call LRS at (800) 437-4996. Reps are available 7-days a week. After hour calls and online tickets are responded to as soon as possible.

Warranty

Long Range Systems, LLC (LRS) provides a one-year limited warranty on Complete Systems. We warranty your system against defects in materials and workmanship that occur under ordinary use for one year from the original ship date. Warranty does not include damage to the product resulting from accident, natural disasters, misuse, improper electrical connection, or failure to charge the product within 30 days of receipt. Devices with a rechargeable battery are required to stay on charge while not in use. Rechargeable devices that are left off of charge for longer than 90 days will have a negative impact on the life of the batteries and will void the warranty. If a defect arises in a device, we will at our option, to the extent permitted by law, either (i) repair the Device using either new or refurbished parts, or (ii) replace the Device with a new or refurbished Device that is equivalent to the Device to be replaced.

LRS provides a 30-day limited warranty on individual parts purchased separately ("Parts") or for the remaining period of an associated Complete System's one-year warranty, whichever period is longer.

Implied warranties also expire after one year (Complete Systems) or 30-days (Parts), as appropriate. All other warranties, whether express or implied, are disclaimed.

LRS returns repaired or replacement product via UPS ground shipping. All warranty claims must be initiated through our customer service department at lrsus.com/support, support@lrsus.com or 800.437.4996.
Exclusions and exceptions may apply. To view our entire warranty policy, visit http://lrsus.com /warranties. For information about LRS' return policy, visit http://pager.net/company/return-policy/.

You can also contact our customer service department to request a written copy of our warranties via:
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