SmartCall Messenger

Staff Paging Overview

JTECH RECOMMENDS

JTECH recommends Google Chrome as the preferred browser to operate SmartCall when utilizing a PC or Mac.

COMPATIBILITY

The following browsers have all been tested with SmartCall SMS and have been considered satisfactory alternatives to Google Chrome for desktop users.

- Internet Explorer – version 10 or higher
- Firefox version 31.0
- Safari version 5.1
- Opera version 23.0

Windows Surface and Chromebook are the recommended tablet to use.

As of date of publication, Apple iPad, Amazon Kindle Fire and Android powered tablets; like Samsung and Acer models, have only limited functionality and are not recommended or supported by JTECH.

FROM YOUR BROWSER

https://www.hmeapps.com/smartcall25

STAFF PAGING SET UP

Once you are logged into SCM, select the "Staff Paging" Icon

Using the First and Last Name fields, enter in each staff member name and corresponding cell phone or pager number separately – select "OK".

Notes can be added in if indicating what section or department the employee is covering. This field can be updated each day.
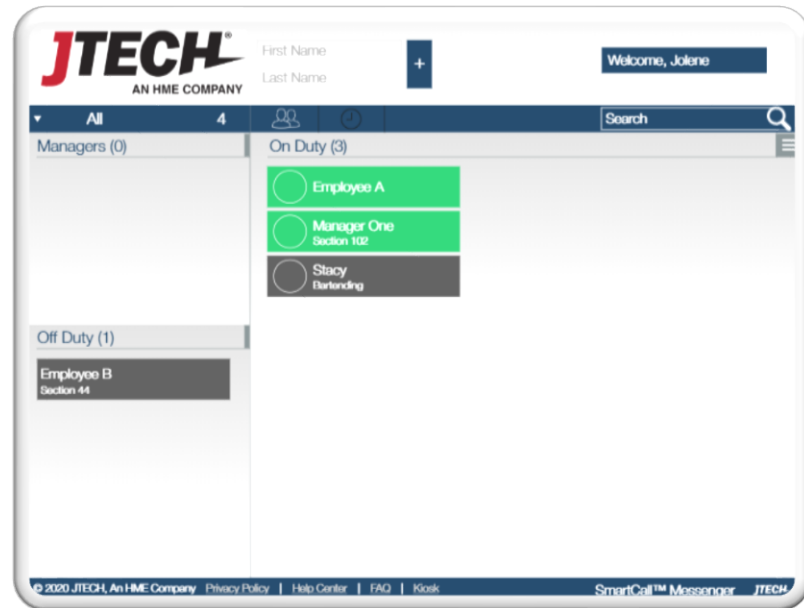
ON DUTY EMPLOYEE

Each employee will need to be assigned a department to indicate they are "On Duty".
To do this, hover over the employee's name and select "info".
Select each department the employee will be responsible for. Note that you can select multiple departments if applicable. This can be changed daily if needed.
This process is correctly done when the employee's name is highlighted Green. If the employee record is greyed out, this indicates that they have not been assigned a department.

OFF DUTY EMPLOYEE

When an employee is "Off Duty" you can move them into the "Off Duty" section of the software. To do this, hove over the employee's name and select "Move". Choose "Off Duty" and the record will move automatically.

MANAGERS

You can assign a "manager" role to any employee. To do this, hover over the employee's name, select "Move" and choose "Manager". The employee's record will automatically move to the "Managers" section.

PAGE AN EMPLOYEE

To page a single employee, hover over the employee's name and select the broadcast key ((*)).

The message sent will depend on the messages set up in the Admin Panel and the style of pager the employee has been assigned.

- Vibe only pager will sent a Vibe Only page.
- Alpha Numeric pagers will be sent the pre-defined message or a free formed message.

To Page multiple employees at the same time

PAGE MULTIPLE EMPLOYEES

To page multiple employees at the same time:

Select the Check Box to the left of each employee's name. Select the "Page All" or "Page Selected" feature on the right side of the wait list.
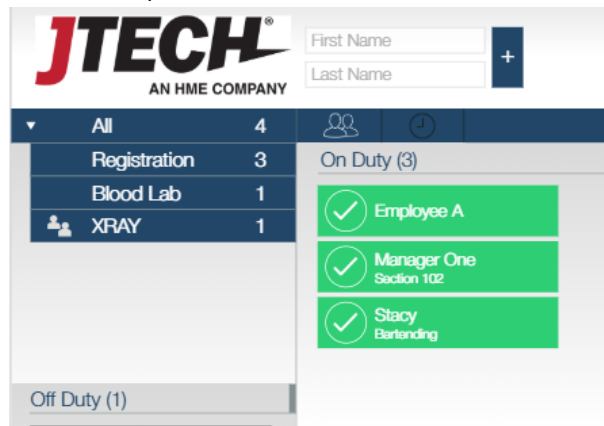
The message sent will depend on the pager type each employee is assigned.

VIEWING EMPLOYEES BY DEPARTMENT

To view employees by department, hover over the departments on the left side of the wait list.

You can view ALL employees or view employees by individual department.

SEARCHING

To search for an employee, use the top right "Search" field. You can type either the full employee name or just a partial to narrow down your search. Any record does not match what is typed in the search field will be removed from the list.

To remove the search, deleted any content in the "Search" field.

SORTING

In SCM you can "sort" each list by various means.
- On Duty List – You can sort by first name or by last name.
  - Hover over the three dash lines at the right-hand side of the wait list.
  - Select your preferred sorting method.
- Managers list – You can sort by first name or last name.
  - Hover over the grey box in the managers list
  - Select your preferred sorting method.
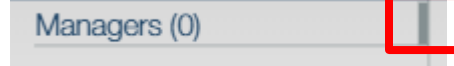
- Off Duty list – You can sort by first name or last name.
  - Hover over the grey box in the managers list
- Select your preferred sorting method.
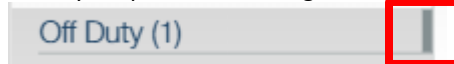
SET UP IS COMPLETE

If you have any questions, contact us at 800.321.6221 or via email at wecare@jtech.com.