SmarterNotify 1.x

Help Documentation

SmarterNotify Help

Welcome to the SmarterNotify Help System. On the left you can find various topics that will help you use SmarterNotify more effectively. The SmarterTools Community Forums are also an excellent source of information from other SmarterNotify users.

SmarterNotify Help

Getting Started

SmarterNotify comes as a single installation file that contains everything necessary to run the product. The SmarterNotify installer can be downloaded from the SmarterTools Knowledge Base .

Follow these steps to install SmarterNotify:

- Run the SmarterNotify installer by double-clicking on the SmarterNotify Setup icon .
- The InstallShield Wizard should open and will walk you through the install process. Click the Next button.
- Read and accept the terms of the EULA. If you wish, you can also print a copy of the EULA for your records at this time. Click the Next button.
- Choose a location to install the files. By default, SmarterNotify installs to C:\Program Files\SmarterTools\SmarterNotify. It is recommended to install the files to the default location, but if you would like to install to a different folder, click Browse and select another folder. Then click the Next button.
- SmarterNotify will configure your new software installation. Once the installation is complete, click Finish to exit InstallShield Wizard.
- Double-click the SmarterNotify desktop icon to start the program.

The first time that you open SmarterNotify you will see a pop-up message explaining the Read Out Loud feature. This feature reads aloud the date and subject of a notification and can be used in conjunction with notification sounds. By default, this feature is enabled. For information on disabling this feature, refer to the Settings section of this help document.

By default, SmarterNotify is set to start automatically when you turn on your computer and log in to Windows. When the application is running, the SmarterNotify icon will appear in the system tray. You can manage some application settings and features by right-clicking on the SmarterNotify system tray icon. For more information, refer to the Using the System Tray Icon section of this help document.

General Information

What is SmarterNotify?

SmarterNotify is an easy-to-use Windows-based notification utility that sends notifications directly to a user's desktop.

SmarterNotify installs locally on your computer and is configured to run from the system tray. Users can create connections to SmarterTools products or third-party applications to monitor for events that fit user-specified parameters. When an event is detected, SmarterNotify alerts the user with visual and/or audible indicators. SmarterNotify's Read Out Loud feature can even read aloud the notification details to the user.

SmarterTools and Third-Party Support

Fully compatible with SmarterTool's event-driven architecture, SmarterNotify provides users the ability to monitor SmarterTools products from their Windows desktop, eliminating the need for always-open email clients and Web browsers. SmarterNotify is compatible with SmarterTrack, and compatibility for SmarterMail

Built with third-party integration in mind, SmarterNotify supports external Web services and plugins so you can receive notifications on just about anything you need.

Unclutter Your Desktop

While some applications may have built-in notification features, most require a local installation or an open Web browser to see these notifications. In addition, the built-in notification features of these applications only works when the applications are running, which can drain valuable system resources and clutter your desktop. Because SmarterNotify can communicate with any application through the use of Web services and plugins, the need for always-open applications and Web browsers is eliminated—giving you the ability to stay organized and informed.

System Requirements

Because SmarterNotify does not use a significant portion of your computer's resources, the requirements to run the application are minimal. Therefore the system requirements needed to run the supported operating systems are adequate.

Minimum Requirements

• 300 MHz processor

• 128 MB RAM

• 1.5 GB hard disk space (SmarterNotify requires only 464 KB)

• Windows XP, Windows Vista, Windows Server 2003 and higher

• Keyboard and a Microsoft Mouse or some other compatible pointing device

• Video adapter and monitor with Super VGA (800 x 600) or higher resolution

Using the System Tray Icon

By default, SmarterNotify is set to start automatically when you turn on your computer and log in to Windows. When the application is running, the SmarterNotify icon will appear in the system tray.

Managing Settings and Features from the System Tray

The following application settings and features can be managed by right-clicking on the SmarterNotify icon in the system tray:

• Open SmarterNotify - Selecting this option maximizes the SmarterNotify interface.

• Manage Settings - Selecting this option opens the settings window in which you can make changes to the general application and notification settings.

• Enable Notification Sounds - Selecting this option will enable or disable notification sounds. Note: If a check appears next to this option, notification sounds are enabled.

• Snooze All - Selecting this option will snooze all active notifications for a specified amount of time.

• Dismiss All - Selection this option will delete all of your notifications.

• Read Out Loud Active Notifications - Selecting this option will cause SmarterNotify to read aloud the date and subject of all previously received notifications.

• Help Topics - Selecting this option will open the online help for SmarterNotify in a new browser window.

• Exit - Selecting this option will close the SmarterNotify program.

Disabling SmarterNotify from Launching Automatically

Follow these steps to disable SmarterNotify from launching in the system tray when you log in to Windows:

• Select the Start menu from the Windows taskbar.

• Select Programs or All Programs (depending on the version of Windows you are running) and select the Startup folder.

• Right-click on the SmarterNotify icon and select Delete . This should remove SmarterNotify from the Startup folder and prevent it from starting automatically.

Managing Connections

Managing Connections Overview

Before you can receive notifications, you must create a connection profile. The connection profile is a set of information SmarterNotify uses to connect to a server and search for messages. Use the contents of this section to get a general understanding of connection profiles and how to modify or delete them.

Creating a Connection

SmarterNotify works by creating a connection with a server and asking if an event that fits the parameters you set has occurred. However, SmarterNotify doesn't intuitively know how to contact the server. You'll need to provide that information by creating a new connection profile. Connection profiles can be created for four types of providers:

- SmarterMail - A Windows mail server created by SmarterTools
- SmarterTrack - A customer service software application created by SmarterTools for tracking, managing, and reporting on tickets and live chats
- Web Service Provider - Any third-party application that uses Web services to send and receive information from a server
- Plugin Provider -Any auxiliary program (usually a.DLL or .EXE file) that works with a software application to enhance its capability

Note: Connection profiles cannot be created for SmarterMail until the release of SmarterMail 6.0.

More information on creating connection profiles for each type of provider can be found in the following sections of this help document:

- Using SmarterNotify with SmarterTrack
- Using SmarterNotify with Web Service Providers
- Using SmarterNotify with Plugins

Connection profiles are displayed in a tree view in the left column of the SmarterNotify interface. This area is called the connection profile pane. For organizational purposes, SmarterNotify groups connection profiles by the type of provider. For example, all of the connection files for SmarterTrack would be found in the SmarterTrack folder in the connection profile pane.

Monitoring the Status of a Connection

The connection indicator, or the colored ball next to the connection profile name, lets the user know if SmarterNotify is communicating with a server. Three different status levels are possible:

• Green - SmarterNotify is communicating with a server and the user can receive notifications.

• Yellow - SmarterNotify is unable to connect to a server and the user cannot receive notifications.

• Red - SmarterNotify is not communicating with a server and the user cannot receive notifications.

Editing a Connection

You can make changes to a connection profile at any time by selecting the connection profile in the connection profile pane and selecting Manage and then selecting Edit Connection in the menu bar. You can also right-click on the selected connection profile and select Edit Connection to make changes to the profile.

This will open the connection profile box, which you may recognize from when you originally created the connection.

Deleting a Connection

You can delete a connection profile at any time by selecting the connection profile in the connection profile pane and selecting Manage and then selecting Delete Connection in the menu bar. You can also right-click on the selected connection profile and select Delete Connection to delete the profile. Once a connection profile is deleted, it cannot be recovered.

Starting, Stopping, and Refreshing a Connection

On occasion, you might want to manually alter the status of a connection profile. The easiest way to do this is by stopping and starting the connection.

Stopping a connection will cause SmarterNotify to cease communication with a server. When a connection profile is stopped, the user will not receive notifications for that connection profile. To stop a connection, select the connection profile in the connection profile pane and select Manage in the menu bar. Then select Stop Connection . You'll know the connection has stopped when the connection indicator turns red. Note: You will not receive notifications for the stopped connection profile until you have manually resumed the connection or restarted the SmarterNotify program (if the connection profile was set to connect on application start).

Starting a connection will cause SmarterNotify to resume communication with a server and enable the user to receive notifications for that connection profile. To start a connection, select the connection profile in the connection profile pane and select Manage in the menu bar. Then select Start Connection . You'll know the connection has resumed when the connection indicator turns green.

By default, SmarterNotify searches for notifications every 20 seconds. You can force SmarterNotify to search immediately for notifications, even if the 20-second default interval has not been reached, by selecting the connection profile in the connection profile pane and select Manage in the menu bar. Then select Refresh .

Terms Used

Connection Indicator - The colored ball next to the connection profile name that lets the user know if SmarterNotify is communicating with a server.

Connection Profile - A set of information that SmarterNotify uses to connect to a server.

Connection Profile Panel - The left column of the SmarterNotify interface in which a tree view of connection profiles are displayed.

Connecting to SmarterTools Products

Supported Products

SmarterNotify is compatible with the following SmarterTools products:

- • SmarterMail 5.5 and later
- • SmarterTrack 3.6 and leter

SmarterNotify does not currently support any version of SmarterStats.

Using SmarterNotify with SmarterMail

Use SmarterNotify in conjunction with SmarterMail 5.5 or later to monitor an unlimited number of events for domains, mail servers, or individual users. For example, a system administrator monitoring multiple mail servers may use SmarterNotify in conjunction with SmarterMail 5.5 to receive desktop notifications when the configuration of any server changes, an intrusion is detected, or when a user exceeds the disk space utilization threshold

Using SmarterNotify with SmarterTrack

SmarterTrack brings all the functionality of a Help Desk, Ticket System, Live Chat, WhosOn, Cost Analysis, Data Mining, Reporting, and Knowledge Base in one software application—delivered through one elegant Web interface. Because both SmarterTrack and SmarterNotify were built by SmarterTools developers, the two programs are highly compatible. SmarterTrack's events system allows users to act on events that occur throughout the system when certain actions occur, such as the creation of a new ticket or the modification of a KB article. Many users will find that using

SmarterTrack in conjunction with SmarterNotify will free up their workspace because there will no longer be a need to keep the SmarterTrack Web application open to receive event notifications from SmarterTrack.

To use SmarterNotify in conjunction with SmarterTrack, you'll need to create an event in SmarterTrack as usual. For more information on creating events in SmarterTrack, refer to the Create a New Event article in the SmarterTrack Online Help.

Note: When creating a new event in SmarterTrack, the action must be set to "Use My Notification Profile" to receive notifications in SmarterTrack or SmarterNotify. The user will not receive notifications from SmarterNotify if any other event action is chosen in SmarterTrack.

Creating a Connection Profile

Once an event has been created in SmarterTrack, you can create a connection profile for the event in SmarterNotify.

Follow these steps to create a connection profile for a SmarterTrack event:

- From the SmarterNotify interface, select Manage in the menu bar. Then select New Connection . This should open a connection profile box.
- Choose a name for the connection profile and type it into the Profile Name field.
- Select the type of connection profile you are creating. In this instance, you would select "SmarterTrack" from the drop-down menu.
- Type the Web site portal address for SmarterTrack into the Server Address field. This URL is specific to each server, so contact your site administrator if you do not have this information.
- Type the username you use to log in to SmarterTrack into the Authorized Username field.
- Type the login password you use to log in to SmarterTrack into the Authorized Password field.

- Type the username for the user you are receiving notifications for in the Agent Username field. Note: Unless you are an administrator, the Agent Username will be the same as the Authorized Username.
- By default the Enable Connection on Application Start box is checked. If you do not want SmarterNotify to search for notifications for this connection profile every time you start the application, you can uncheck this box. However, you will have to manually force SmarterNotify to search for notifications. For more information on how to do this, refer to the "Starting, Stopping, and Refreshing a Connection" article in the Managing Connections Overview section of this help document.
- Click Save .

The newly created connection profile should appear in the connection profile pane. You can edit the connection profile at any time. Information on editing and managing connection profiles can be found in the Managing Connections Overview section of this help document.

Terms Used

Agent Username - The username for the user you are receiving notifications for.

Authorized Password - The login password that corresponds to the authorized username and is required before logging in to SmarterMail, SmarterTrack or an external Web application.

Authorized Username - The name you use to identify yourself when logging into SmarterMail, SmarterTrack or an external Web application.

Profile Name - The name the user wants associated with the connection profile.

Provider - The source or type of connection profile. The types of connection profiles supported by SmarterNotify are SmarterMail, SmarterTrack, Web Service Provider, and Plugin Provider.

Server Address - The Web site portal address for SmarterMail or SmarterTrack.

Connecting to a Web Service Provider

Web Service Providers Overview

Built with third-party integration in mind, SmarterNotify allows users to connect to external applications through the use of Web services.

Some users may wish to increase the functionality of SmarterNotify through the use of a Web service provider. A Web service provider is a third-party application that uses Web services to send and receive information from a server. For example, a company could create a Web service provider that notifies the Human Resources department when a new application for employment is submitted through its Web site.

In order to receive notifications from a Web service provider, the Web service provider must be configured to work with SmarterNotify. More information on setting up an external Web service for SmarterNotify can be found in the Requirements for Web Service Providers section of this help document.

Using SmarterNotify with Web Service Providers

Creating a Connection Profile

Once a Web service provider is configured to work with SmarterNotify, you can create a connection profile for the Web service provider.

Follow these steps to create a connection profile for a Web service provider:

- From the SmarterNotify interface, select Manage in the menu bar. Then select New Connection . This should open a connection profile box.
- Choose a name for the connection profile and type it into the Profile Name field.
- Select the type of connection profile you are creating. In this instance, you would select "Web Service Provider" from the drop-down menu.
- Type the URL to the external Web service into the Connection URL field. This URL is specific to each Web service, so contact the Web service administrator if you do not have this information.
- Type the username you use to log in to the Web service into the Authorized Username field.
- Type the login password you use to log in to the Web service into the Authorized Password field.
- Type the username for the user you are receiving notifications for in the Data Username field.
- By default the Enable Connection on Application Start box is checked. If you do not want SmarterNotify to search for notifications for this connection profile every time you start the application, you can uncheck this box. However, you will have to manually force SmarterNotify to search for notifications. For more information on how to do this, refer to the "Starting, Stopping and Refreshing a Connection" article in the Managing Connections Overview section of this help document.
- Click Save .

The newly created connection profile should appear in the connection profile pane. You can edit the connection profile at any time. Information on editing and managing connection profiles can be found in the Managing Connections Overview section of this help document.

Terms Used

Authorized Password - The login password that corresponds to the authorized username and is required before logging in to SmarterMail, SmarterTrack or an external Web application.

Authorized Username - The name you use to identify yourself when logging into SmarterMail, SmarterTrack or an external Web application.

Connection URL - The URL to the Web service that the user created.

Data Username - Any identifier, such as a username, that is used to received notifications for a specific Web service.

Profile Name - The name the user wants associated with the connection profile.

Provider - The source or type of connection profile. The types of connection profiles supported by SmarterNotify are SmarterMail, SmarterTrack, Web Service Provider, and Plugin Provider.

Requirements for Web Service Providers

When creating a Web service provider for SmarterNotify, you will want to ensure the Web service provider meets the following requirements:

- Must have "SmarterNotify" as its namespace
- Must implement INotifyProvider from the SmarterNotify.Connector DLL file
- Methods that are implemented from INotifyProvider must be preceded with a [WebMethod] block at the top of each of them
- Methods that are implemented from INotifyProvider cannot return null values or throw exceptions. If this happens, SmarterNotify will run slower than usual when trying to connect to this provider.

Note: If you do not have at least moderate programming knowledge, it is not recommended to create Web service providers for use with SmarterNotify.

The following code is a general template that progammers can use to get an idea of what their Web service provider should look like when the above requirements are met. Note: This code is a blueprint and will not function.

```
using System; using System.Collections.Generic; using System.Linq; using
System.Web; using System.Web.Services; using SmarterNotify.Connector;
namespace SmarterNotifyWebProvider { /// <summary> /// Summary description
for WebService1 /// </summary> [WebService(Namespace = "SmarterNotify" )]
public class svcSmarterNotifyProvider : System.Web.Services.WebService,
INotifyProvider { #region INotifyProvider Members [WebMethod] public
GenericResult DismissAllReminders( string authUsername, string
authPassword, string dataUsername, List<InputValue> customVariables) { ///
Called by SmarterNotify: /// - When SmarterNotify calls to "Dismiss All"
from this server /// /// Returns a GenericResult object } [WebMethod]
public GenericResult DismissReminder( string authUsername, string
authPassword, string dataUsername, string reminderID, List<InputValue>
```

```
customVariables) { /// Called by SmarterNotify: /// - When SmarterNotify
calls to "Dismiss" a notification from this server /// /// Returns a
GenericResult object } [WebMethod] public RemindersResult GetAllReminders(
string authUsername, string authPassword, string dataUsername,
List<InputValue> customVariables) { /// Called by SmarterNotify: /// - When
SmarterNotify is called to check for new notifications /// - When
notifications are requested from this server /// /// Returns a
RemindersResult object } [WebMethod] public IntRequestResult
GetNewReminderCount( string authUsername, string authPassword, string
dataUsername, string lastCheckDateUTC, List<InputValue> customVariables) {
/// - Not currently called by SmarterNotify but could in future versions
/// /// Returns an IntRequestResult object } [WebMethod] public
ReminderResult GetReminder( string authUsername, string authPassword,
string dataUsername, string reminderID, List<InputValue> customVariables) {
/// Called by SmarterNotify: /// - When a specific notification is needed
from the server /// - When a notification is clicked in the notification
pane /// /// Returns a ReminderResult object } [WebMethod] public
IntRequestResult GetReminderCount( string authUsername, string
authPassword, string dataUsername, List<InputValue> customVariables) { ///
- Not currently called by SmarterNotify but could in future versions ///
/// Returns an IntRequestResult object } [WebMethod] public
IsAvailableResult PingService( string authUsername, string authPassword,
string dataUsername) { /// Called by SmarterNotify: /// - When
SmarterNotify needs to know if this server connection still exists /// -
(Most of the time this function will need to return an
IsAvailableResult.IsAvailable true value) /// - If
IsAvailableResult.IsAvailable ever returns false then the comunication to
this server will stop. /// /// Returns a IsAvailableResult object }
[WebMethod] public GenericResult SnoozeNotification( string authUsername,
string authPassword, string dataUsername, string reminderID, int
snoozeSeconds, List<InputValue> customVariables) { /// Called by
SmarterNotify: /// - When SmarterNotify calls to "Snooze" a specific
notification /// /// Returns a GenericResult object } #endregion } }
```

Connecting to a Plugin Provider

Plugin Providers Overview

Some users may wish to enhance the capabilities of SmarterNotify by installing plugins. A plugin is a computer program that interacts with a host application (such as SmarterNotify) to provide a specific function. For example, you could create a plugin that alerts you when it is lunchtime and suggests a

restaurant to eat at. Although this may be a more whimsical use for a plugin provider, users with programming knowledge can create plugins to notify them of just about anything.

As more users take advantage of SmarterNotify's functionality, those with programming knowledge may create their own plugins for use with the application. For information on creating a plugin for SmarterNotify, refer to the Requirements for Plugin Providers section of this help document.

Using SmarterNotify with Plugins

Setting Up a Plugin Provider

To use a plugin with SmarterNotify, you will need to install the plugin to the application's plugins directory.

Follow these steps to install a plugin to SmarterNotify:

- • If SmarterNotify is running, exit the application.
- • Place the plugin in the Plugins directory of SmarterNotify. The default location for this folder is C:\Program Files\SmarterTools\SmarterNotify\Plugins, but it may be in a different location if you did not install SmarterNotify to the default location during the installation process.
- • Open SmarterNotify.
- • Create a new connection profile.

Creating a Connection Profile

Once a plugin has been added to the SmarterNotify plugin directory, you can create a connection profile for the plugin in SmarterNotify.

Follow these steps to create a connection profile for a plugin:

- • From the SmarterNotify interface, select Manage in the menu bar. Then select New Connection . This should open a connection profile box.
- • Choose a name for the connection profile and type it into the Profile Name field.
- • Select the type of connection profile you are creating. In this instance, you would select "Plugin Provider" from the drop-down menu.
- • Select the type of plugin. The type of plugin will correspond with the plugin file name. For example, if your plugin was named MeetingReminder.dll, the plugin type will also be "MeetingReminder.dll".
- • By default the Enable Connection on Application Start box is checked. If you do not want SmarterNotify to search for notifications for this connection profile every time you start the application, you can uncheck this box. However, you will have to manually force SmarterNotify to search for notifications. For more information on how to do this, refer to the "Starting,

Stopping, and Refreshing a Connection" article in the Managing Connections Overview section of this help document.

• Click Save .

The newly created connection profile should appear in the connection profile pane. You can edit the connection profile at any time. Information on editing and managing connection profiles can be found in the Managing Connections Overview section of this help document.

Terms Used

Plugin Provider - A computer program that interacts with a host application (such as SmarterNotify) to increase its functionality.

Plugin Type - The type of plugin will correspond with the plugin file name. For example, if your plugin was named MeetingReminder.dll, the plugin type will also be "MeetingReminder.dll".

Profile Name - The name the user wants associated with the connection profile.

Provider - The source or type of connection profile. The types of connection profiles supported by SmarterNotify are SmarterMail, SmarterTrack, Web Service Provider, and Plugin Provider.

Requirements for Plugin Providers

When creating a plugin for SmarterNotify, you will want to ensure the plugin meets the following requirements:

• Must be a compiled .DLL or .EXE file

• The classes that you want to be used in SmarterNotify must implement INotifyPluginProvider from SmarterNotify.Connector DLL

• Be sure to call the AddNotification method any time you need to add a notification to SmarterNotify

Note: If you do not have at least moderate programming knowledge, it is not recommended to create plugins for use with SmarterNotify.

The following code is a general template that progammers can use to get an idea of what their plugin provider should look like when the above requirements are met. Note: This code is a blueprint and will not function.

```
using System; using System.Collections.Generic; using System.Linq; using
System.Text; using SmarterNotify.Connector; namespace SmarterNotifyProvider
{ public class SmarterNotifyPlugin : INotifyPluginProvider { #region
INotifyPluginProvider Members public event NotifyHelper.AddNotificationDel
AddNotification; public bool IsPluginAvailable() { /// Called by
```

```
SmarterNotify: /// - When SmarterNotify needs to know if this server
connection still exists /// /// Returns a boolean value } public void
StartConnection() { /// Called by SmarterNotify: /// - When SmarterNotify
starts communicating with this plugin. /// (When the icon for the
connection profile turns green in SmarterNotify) /// /// Description: ///
/// In most cases this method will run a background thread which will
process notification checks. /// Remember, any time you want to add a
notification make sure to call the "AddNotification" /// event to inform
SmarterNotify of the new notification sent by this plugin. } public void
StopConnection() { /// Called by SmarterNotify: /// - When SmarterNotify
stops communicating with this plugin /// /// Description: /// /// This
function should trigger any events necessary to stop the background thread
from /// adding new notifications } #endregion } }
```

Importing and Exporting Connections

SmarterNotify also allows users to import and export connection profiles so they can be shared with other users. There are a variety of reasons why users may share connections.

For example, a support specialist may have a connection profile set up to notify him of all incoming tickets. When he goes on vacation, he can export that connection profile and send it to another co-worker. The co-worker can then import the connection profile into his installation of SmarterNotify. In doing so, the co-worker is notified when new tickets for the vacationing support specialist are received and can take appropriate action.

Similarly, a system administrator may have connection profiles set up to help him monitor 100 servers. If a new system administrator also needs to monitor the same 100 servers, he doesn't need to spend time creating new connection profiles for each server. Instead, his co-worker can export the already-existing connection profiles and send them to the new system administrator. The new system administrator can then import the connection profiles into his installation of SmarterNotify and begin receiving notifications.

Follow these steps to export a connection from SmarterNotify:

  • From the SmarterNotify interface, select Manage in the menu bar. Then select Export Connection(s) . This should open an export connection profiles box.
  • Select the connection profile(s) that you want to export. By default, all of your connection profiles are selected. You can select a single connection profile by clicking on that profile.
  • Click Browse to specify a destination to for the exported connection profile data.
  • Click Export . The connection profile data will be saved as a .XML file in the destination you specified.

Follow these steps to import a connection to SmarterNotify:

- From the SmarterNotify interface, select Manage in the menu bar. Then select Import Connection(s) . This should open an import connection profiles box.
- Click Browse to find the connection profile that you want to import to SmarterNotify. The connection profile must be a .XML file.
- Select the connection profile that you want to import and click Open . The connection profile that you want to import should appear in the import connection profiles box.
- Click Import . You will know the connection profile was successfully imported into the application when it appears in the connection profile pane of the SmarterNotify interface.

Note: Connection profiles for plugin providers cannot be imported or exported.

Managing Notifications

Managing Notifications Overview

Notifications will appear in the notification pane of the SmarterNotify interface. The notification pane is the top horizontal pane to the right of the connection profile pane. Notifications are listed in the order in which they are received, with the most recent notifications appearing at the top of the notification pane. Information provided in the notification pane includes the notification subject, date and time received, type, and the connection profile. Note: The date column will only show the time for notifications received that day; for notifications received that week, the date column will show the day and time; and for notifications received more than a week ago, the date column will show the date and time the notification was received.

Additional content for the notification can be found in the preview pane, which is located directly below the notification pane.

Read Out Loud

SmarterNotify supports text to speech synthesizing. The Read Out Loud feature reads aloud the date and subject of a notification and can be used in conjunction with notification sounds. For information on enabling and disabling this feature for all new notifications, refer to the Settings section of this help document.

The Read Out Loud feature will also read aloud the date and subject of all previously received notifications.

Follow these steps to have SmarterNotify read aloud any previously received notifications in your notification pane:

- • From the SmarterNotify interface, select Notifications in the menu bar.
- • Then select Read Out Loud Active Notifications .

Note: To stop SmarterNotify from speaking the active notifications, select Notifcations and then select Stop Reading Out Loud .

Snoozing Notifications

Follow these steps to snooze a single notification or multiple notifications:

- • Select the notifications you want to snooze. Multiple notifications can be selected by pressing CTRL on your keyboard and clicking on the desired notifications.

• Select Notifications in the menu bar.

• Then select Snooze Selected and select the amount of time that you want the notification(s) to snooze.

You can also snooze notifications by following these steps:

• Select the notifications you want to snooze. Multiple notifications can be selected by pressing CTRL on your keyboard and clicking on the desired notifications.

• Select the amount of time that you want the notification(s) to snooze and click the Snooze button near the bottom of the SmarterNotify interface.

By default, snoozing a notification temporarily removes it from the notification pane of the SmarterNotify interface for the amount of time you selected. When that time has passed, the SmarterNotify will send you a reminder notification and the notification will reappear in the notification pane of the SmarterNotify interface.

You can view snoozed notifications by checking the Show Snoozed Items box near the bottom of the SmarterNotify interface or by selecting Notifications in the menu bar and then selecting Show Snoozed Items . Your notifications will reappear in the notification pane of the SmarterNotify interface.

Dismissing Notifications

SmarterNotify has two methods for deleting notifications you no longer need.

The following steps can be used to delete a single notification or multiple notifications:

• Select the notifications you want to delete. Multiple notifications can be selected by pressing CTRL on your keyboard and clicking on the desired notifications.

• Select Notifications in the menu bar.

• Then select Dismiss Selected .

The following steps can be used to delete all of your notifications:

• From the SmarterNotify interface, select Notifications in the menu bar.

• Then select Dismiss All .

Once notifications have been deleted they cannot be recovered.

Settings

This section describes how to make some basic changes to your settings. Application settings can be accessed by selecting Manage in the menu bar and selecting Settings . This will open the settings window in which you can make changes to the general application and notification settings. Once all changes are made, click the Save button in the lower right corner of the settings window.

General

General application settings can be found by clicking on the General tab in the settings window.

Preferences

> • Enable application hiding when the interface closes - Checking this box will hide the application when the SmarterNotify interface is closed or minimized. By default this option is enabled.
>
> • Enable notification methods only when the application is minimized - Checking this box will disable speech and sound notifications when the SmarterNotify interface is maximized. By default this option is disabled.
>
> • Enable auto-navigation to new notifications - Checking this box will allow SmarterNotify to automatically highlight and preview the most recent notification and its connection profile. By default this option is enabled.
>
> • Enable application minimizing after dismissing notifications - Checking this box will minimize the application after the user has deleted all notifications by clicking Dismiss All. By default this option is disabled.

Error Tracking

This option allows the user to track application errors. By default this option is set to log errors only, but additional error tracking options are available by clicking on the drop-down menu.

> • Disabled - Application errors will not be tracked.
>
> • Enable logging - Application errors will be tracked and logged.
>
> • Enable notifications - Application errors will be tracked and the user will receive a notification when errors occur.
>
> • Enable logging and notifications - Application errors will be tracked, logged, and the user will receive a notification when errors occur.

You can view the error tracking log by clicking on the View Log link next to the drop-down box. To delete the error tracking log, click the Clear Log link next to the drop-down box.

Connection Tracking

This option allows the user to track connection profile changes. By default this option is disabled. Enabling connection tracking will create a log or notify the user when the availability of a server changes or when a connection profile is created, modified or deleted. The following connection tracking options are available by clicking on the drop-down menu:

- Disabled - Connection profile changes will not be tracked.
- Enable logging - Connection profile changes will be tracked and logged.
- Enable notifications - Connection profile changes will be tracked and the user will receive a notification when errors occur.
- Enable logging and notifications - Connection profile changes will be tracked, logged, and the user will receive a notification when errors occur.

You can view the connection tracking log by clicking on the View Log link next to the drop-down box. To delete the connection tracking log, click the Clear Log link next to the drop-down box.

Notification Tracking

This option allows the user to track notifications. By default this option is disabled, but you can enable notification tracking by clicking on the drop-down menu and selecting Enable . Enabling notification tracking will create a log of previously received notifications.

You can view the notification tracking log by clicking on the View Log link next to the drop-down box. To delete the notification tracking log, click the Clear Log link next to the drop-down box.

Notification Settings

Notification settings can be found by clicking on the Notifications tab in the settings window.

Notification Methods

- Enable notification sounds - Checking this box will enable SmarterNotify to play a sound when new notifications are received. By default this option is enabled.
- Enable Read Out Loud - Checking this box will activate the Read Out Loud feature of SmarterNotify. This feature reads aloud the date and subject of a notification and can be used in conjunction with notification sounds. By default this option is enabled.
- Enable message balloon pop-ups - Checking this box will enable SmarterNotify to display a pop-up message near the taskbar when new notifications are received. By default this option is enabled.
- Enable system tray animated icon - Checking this box will animate the SmarterNotify icon in the system tray when new notifications are received. By default this option is enabled.

• Enable SmarterNotify pop-up - Checking this box will maximize the SmarterNotify interface when new notifications are received. By default this option is disabled. Note: If this option is enabled, the SmarterNotify interface must be minimized to work.

Notification Sound

If notification sounds are enabled, SmarterNotify will automatically play the default notification sound when new notifications are received. You can change the notification sound by clicking Browse and selecting a .WAV file on your computer.

Sound Interval

This option allows you to set notification sounds to play once or at specific intervals listed in the drop-down menu until the notification is acknowleged.

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