

GenA™ Pager User Manual



Version 01/22

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PURPOSE

This user manual is intended to provide detailed user interface and operating instructions for the Spok GenA[™] pager. The GenA[™] pager is offered exclusively by Spok.

FEATURES

- Device
 - High resolution E-Paper display with auto-on front-light
 - 16 Flex long/short addresses
 - Uses one alkaline AA battery
- Main Screen Status
 - New message indication (Message Icon)
 - Unread message count indication for Inbox and Groups folders
 - Four segment battery status display
- Message Management
 - Up to 99 Inbox folder messages
 - Up to 99 Groups folder messages across all sub-folders
 - Up to 99 Saved folder messages
 - Inbox and Groups folder message lock with Lock Icon
 - 15 groups sub-folders (optional)
 - Message with Time & Date stamp
 - Message continuation icon
 - All & individual message delete
 - Message slot number
 - Duplicated message indication (with icon)
- Configuration Settings
 - 5, 6, 7 & 10 line message text display with proportional font
 - Quiet Mode (User Selectable)
 - One alarm with alert text
 - Alerts: One beep, one standard and seven custom alerts, chirp, vibrate
 - Do Not Disturb time (no audible alert)
 - 2-minute Reminder Alert (User Selectable)
 - Manual power On/Off
 - Smart unread reminder On/Off (Optional)
 - Screen name
- Remote Programming
 - Access lock clear
 - Message and encryption key delete
 - Screen name update
 - Group address add/delete
- Other
 - Always on clock display
 - Custom power up logo (Optional)
 - Message encryption (AES-128)



Button Locations



ESCAPE | LEFT | RIGHT | ENTER

Battery Insertion and Removal

- Slide the battery cover lock away from the cover
- Slide the battery cover about ¼" out until the two alignment dots are lined up and then lift the cover away from the pager
- Insert a AA battery with the negative end to the spring contact
- Replace the battery cover by inserting and aligning the dots. Then slide the cover closed and slide the battery cover lock into place

Battery Placement





DESCRIPTION OF SCREEN INDICATORS & ICONS

Main S	Screen Folder Icons		
;	Inbox	↓	Saved
-	Groups	0	Settings
Main a	and Time Screen Status Icons (Bottom Row)		
•)	Audio Alert	\times	New Message Indicator
ıOı	Silent Alert (Vibration)	۲	Full Encrypted Message Support Indicator
∢ ×	Disabled Alert	Ċ	Do Not Disturb Indicator
۲ ۱	Alarm Enabled		
	Full Battery Status		2/4 Battery Status
	3/4 Battery Status		1/4 Battery Status
	Low Battery Status		
Gener	al Navigation Indicators		
	Current Setting Indicator		Before page indicator
		V	Next page indicator
Messa	ge Status Icons		
${ imes}$	Unread Message Indicator	Ċ	Duplicate Message Indicator
8	Locked Message Indicator	ΣĽ	Unread & Duplicate Message Indicator

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CONTROL BUTTONS

BUTTON	FUNCTIONS
Left and Right	 Used to move a selection highlight left or right.
	 Used to navigate through the Settings menu items.
	 Used to move the previous/next page in message list screen.
	• Used to move the previous/next message in message view screen.
	• Used to navigate through Date & time, alarm and Do not disturb time
	setting values.
Enter	 Used to open an action popup (with 2 sec press).
	 Used to open a message from a message list screen.
	 Used to activate a highlighted selection.
	 Used to move to the next page of a message when in the message
	view screen.
	• Used to confirm adjusted Date & time, Alarm and Do not disturb time
	setting value changes.
Escape	 Used to exit a menu or a menu popup.
	Used to cancel a selection.
	 Used to turn the front light on with a 2 sec press.
Up and Down	Used to move Up and Down a list.
	 Used to move Up and Down the Settings menu and through a
▏▁▕▌▌▋▋▌	message list screen.
	Used to move Up or Down a message line by line in a message view
	screen.
	• Used to change values in the Date & time, Alarm and Do not disturb
	time setting functions.

MAIN DEVICE SCREENS

SCREEN





NOTES

Power-up Screen

This screen will appear when the pager is turning on. It shows the screen name and a logo graphic

Main Screen

This screen will appear after the pager turns on or when the user exits the Inbox, Groups, Saved or Settings list or when the user presses a button while on the Time screen.

- The screen shows the current time & date at the top
- The Inbox, Groups (if enabled), Saved and Settings folder icons are shown in the middle
- The bottom row shows the status icons

Time Screen

- This screen automatically appears after the user hasn't pressed a button for 30 seconds.
- It shows the date and time, the device screen name, and the device status icons in the bottom row



TURNING THE PAGER ON AND OFF

Turning the Pager On

- If the pager has a good battery but was switched off, press the Enter button for 2-3 seconds
- If the pager doesn't have a battery, insert a fresh battery and it will turn on automatically
- If the pager battery depleted, replace with a fresh battery and it will turn on automatically

IMPORTANT: The pager has an internal power reservoir. If the reservoir is depleted when a new battery is inserted, it may take up to 15 seconds before the pager can turn on.

Turning the Pager Off



SPECIAL PAGER POWER OFF SCREENS

E-Paper screens permanently display their last image when power is removed. To ensure that personal or confidential information is removed from the display when the pager is powered off, the pager will automatically clear its screen when it is turned off, the battery is removed, or the battery dies while still inside the pager. In these situations, the pager will indicate how it powered off so that the user will know how to turn the pager on again.



Press the solutions to move the highlight between the Inbox/Group/Saved and Settings folders. Press the button to select the highlighted folder.

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Main Screen Folders

FOLDER NAME	ICON	NOTES
Inbox	 6	 Personal messages appear in this folder An upper right-side number will appear on the icon to show the number of unread messages in the folder
Groups		 Group messages appear in this folder An upper right-side number will appear on the icon to show the number of unread messages in the folder The folder is not visible if group address sub-folders aren't programmed in the pager
Saved	↓	 Any saved messages appear in the Saved folder Messages are sorted in the order they were saved
Settings	\Diamond	 Device settings can be viewed and updated within the Settings folder

Bottom Row Status Icons

STATUS	ICON(S)	NOTES
New Message	X	• Appears when a new message is received in either the Inbox or Groups folder
Message Security	۵	 Displays when all programmed pager addresses are encrypted
Battery		 Shows the current battery level A low battery popup will also appear when the battery needs to be replaced
Alarm On	<u>ن</u>	 Appears when an alarm is enabled The alarm is set up and activated from the Settings folder
Do Not Disturb	C	 Appears when Do Not Disturb is enabled and currently active The Do Not Disturb feature is set up and enabled from the Settings folder
Alert Setting	4) ı∏ı 4 ×	 Shows the current alert setting. Audible, vibrate or off The alert settings are set up from the Settings folder

MESSAGE OPERATIONS

Messages List Screen (Inbox and Groups Folders)

Messages List Screen



Message status icons are described below:

MESSAGE STATUS	ICON(S)	NOTES
Unread	Х	The message has not been read
Read	<blank></blank>	The message has been read
Locked	8	 The message has been locked to prevent accidental deletion Up to half of max message number can be locked
Duplicate	Ľ	An identical message was previously received
Unread & Duplicate	ъĈ	• The message has not been read and is a duplicate

• The date/time information at the top of the display shows the date/time that the selected message was received on the pager based on the pager's time setting.

- As you navigate up and down through the list, the selected message will be highlighted in reverse video
- The V at the upper right indicates that there are more messages below that displayed
- Press the or button to move the selection up or down. Pressing or when at the top or bottom of the list will move the selection to the bottom or top of the list respectively (wrap-around).
- Press the or button to move the message list up or down page by page. Pressing or when at the top or bottom of the list will move the selection to the bottom or top respectively (wrap-around).
- Press the button to view the message in the message read screen.
- Press the button for 2 sec, to bring up the message list popup.

Messages List Popup

When the Enter button is pressed for 2 seconds on a highlighted message, an action popup appears. The action popup displays actions that can be performed on a highlighted message or within the message list.



Action Popup with a Locked Message Selected



ACTION	DESCRIPTION
Delete All	All read messages are deleted. Unread and locked messages are <u>not</u> deleted.
Delete	The highlighted message is deleted. If the popup is brought up when a locked
	message is selected, this action will not appear
Cancel	The action popup is cleared. This item is highlighted by default
Save	The highlighted message is moved to the Saved folder and removed from the
	message list
Lock / Unlock /	The highlighted message is locked and its message status icon will change to a
Lock Full	Locked discon. If the popup is brought up when a locked message is
	selected, the delete action will not appear and an unlock action will appear
	and its message status icon will change to blank to indicate a read message.
	Up to half of the max message number can be locked.
	The saved folder does not have a lock function.

Messages List Screen Behaviors

When the message memory is full for with the Inbox or Groups folders, messages will be automatically deleted to make room for new messages. All read messages will be deleted, oldest first, followed by unread messages, oldest first. Locked messages will not be automatically deleted unless first unlocked.

Messages List Screen (Saved Folder)



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Messages List Action Popup (Saved Folder)

When the Enter button is pressed for 2 seconds on a highlighted message an action popup appears. The action popup shows actions that can be performed on a highlighted message.



ACTION	DESCRIPTION
Delete	The highlighted message is deleted.
Cancel	The action popup is cleared. This item is highlighted by default

Message Read Screen (Inbox, Groups and Saved) Inbox/Groups/Saved Message Read Screens



The Message Read Screen displays the first page of the selected message.

Read Messages Screen Navigation

BUTTON(S)	NOTES
▲ _{or} ▼	 The Up & Down buttons allow the user to move up or down the message text line-by- line
	• Pressing the Enter button moves the message text display down page-by-page
$\overline{\bigcirc}$	• Pressing the Escape button returns the user to the message list screen
or D	• Pressing the Left or Right buttons allow the user to move to the previous or next message

When entering the Message Read Screen of an unread message, the message changes status from unread to read.

When the bottom of the message is reached a 'Message Options' selection appears at the bottom of the screen. Pressing Enter again will bring up the message action popup.

NOTES: The Message Source text that appears below the message content is programmed within the pager. It indicates which pager address the message was received on.

Read Messages Action Popup

When the Enter button is pressed for 2 seconds on a message an action popup appears. The action popup shows actions that can be performed on the message.



ACTION	DESCRIPTION
Cancel	The action popup is cleared. This item is highlighted by default
Delete	The highlighted message is deleted. If the popup is brought up when a locked
	message is selected, this action will not appear
Next	Displays the next oldest message in the folder
Save	The highlighted message is moved to the Saved folder and removed from the
	message list
Lock / Unlock	The highlighted message is locked and its message status icon in the list
	screen will change to a Locked 🚺 icon. If the popup is brought up when a
	locked message is selected, the delete action will not appear and an unlock
	action will appear and its message status icon will change to blank to indicate
	a read message.
	Up to half of max message number can be locked.
	The saved folder does not have a lock function.

- Press the or button to navigate through the popup menu.
- Press the 🗩 button to execute the action.

Group Folder Sub-Folder Screen (Groups)

The Groups folder (If enabled within the pager) contains one or more sub-folders. Each sub-folder contains messages from separate group addresses programmed into the pager. The sub-folder name is pre-programmed in the pager and each sub-folder can be configured by the user with a unique alert.

Г	Ur Ur	iread message icon	
		Sub-folder list	_ Sub-folder alert
	CODE	RED	status
\times	Facili	ties 🔹 🕩	

Group Sub-folders Screen

- Press the or button to highlight the desired sub-folder.
- Press the button to view the messages in the selected sub-folder. If the sub-folder doesn't contain any messages 'No messages' will appear momentarily.
- Press the 🗩 button for 2 sec, to enter the sub-folder alert selection screen.

Notes

- 1. The sub-folder name is determined when the group address is programmed in the pager
- 2. Sub-folders with unread messages display the unread message icon on the left.
- 3. Different alerts can be set for each sub-folder.
- 4. The sub-folder alert status is displayed on the right side of the folder according to the set alert.

Messages List Popup

When the Enter button is pressed for 2 seconds on a highlighted sub-folder, an Set Alert screen appears and shows the available alert selections for that sub-folder.

SCREEN	NOTES
Silent Vibe-Only Standard Double Chirp Vibe Double Chirp Alert 1	 Set Alert Screen Press the or button to select the desired alert type. Press the button to set the new alert type.
Alert 2 Alert 3 Alert 4 Alert 5 Alert 6 Alert 7 (Endless)	 Press the button to cancel the alert selection and exit back to the sub-folder list screen. The standard alert and Alerts 1-6 will alert for 15 seconds Alert 7 will alert continuously until a button is pressed

SETTINGS

The Settings folder provides access to the many features incorporated in the pager. When possible, the current setting value is displayed to the right of the menu item for easy reference.



The Lock Now, Change Lock Code and Disable Lock Code items only appear if the Lock feature is enabled on the pager.

Quiet Mode

The pager alerting can be globally set to audible (Quiet Mode: Off) or silent (Quiet Mode: On).

SCREEN	NOTES
Ouiet Mode : Off Set Date & Time Set Ald On Inbox A Off Turn Off Pager Message Zoom : 6 Line ▼	 When setting the Quiet mode to on, all alerts are set to vibrate (silent). The alert status on the Main screen will show as . The current setting is indicated by the icon.

Set Date & Time

The date and time set in the pager appears on the Main and Time screens and determines the date and time displayed for when a message was received.



NOTES

Set Alarm

One alarm can be set within the pager.

SCREEN



Set Inbox Alert

You can set the paging message alert to an audible alert, a vibrating alert, a chirp alert, a silent alert, or one of seven other alerts. All alerts sound for 15 seconds except for Alert 7. Alert 7 alerts continuously when a message is received until a button is pressed. The display front light can also be used to alert when in dark environments.



Set Message Zoom

Four different text sizes are supported for the message text in the message list and message view screens.



Set Reminder

Reminder Alert : Off

Ûn

Off

Enable Lock Code

Inbox Size · 20

When this feature is enabled and there are unread Inbox messages, the pager will alert the user every two minutes with a short beep or vibration depending on the current Inbox alert type or Audible mode.

SCREEN

Do Not

About

Key Vib 🕨

NOTES

Set Reminder Alert Popup

- If there is one or more unread messages, a double chirp will alert every two minutes.
- The current setting is indicated by the icon.

Set Lock Code

The Lock Code feature, when enabled by the user, prevents unauthorized persons from reading messages on the device. The message display will lock after the five-minute default inactivity period. To view messages, the user must enter the pre-defined four-button lock code sequence. All six device buttons can be used for the code.

The lock code feature set is determined by device programming. For example, the lock code may be preset without the option to change it or the lock code may be changed but not disabled.



NOTES

Unlock Device # # # Enter Code	<u>Unlock Device Screen</u> After entering the Main Screen from the Time Screen, and pressing a button, the Unlock Device input screen will appear. If the entered Lock Code is correct, the user can navigate the main screen. If the entered Lock Code is wrong, the main screen is displayed but Lock Code screen is displayed again when the user presses a button.
Message Zoom : 6 Line Reminder Alert : Off Change Lock Code Disable Lock Code Do Not Disturb : Off Key Vibe : Off	<u>Change Lock Code</u> When the Lock Code feature is enabled, the 'Change Lock Code' function is available for the user to change the lock code.
Change Lock Code <u>R</u> <u>R</u> <u>R</u> <u>E</u> Enter Code ESC:Exit ENTER:Set	 <u>Change Lock Code Screen</u> (ESC) = C, (Enter) = E (Left) = L, (Right) = R (Up) = U, (Down) = D When four code entries have been made, press button to activate the Lock function with the new lock code. If you press , the Lock Code update will be cancelled. In the Change Lock Code input window, you cannot cancel the entry until four entries have been made.
Message Zoom : 6 Line Reminder Alert : Off Change Lock Code Disable Lock Code Do Not Disturb : Off Key Vibe : Off	 Set Disable Lock Code When the Lock Code is enabled, the 'Disable Lock Code' function is available. When the Lock Code is correct, press button to disable the Lock feature. Pressing button



If you forget your lock code and can't access your pager, contact your company's pager administrator to get it remotely reset.

Set Do Not Disturb

When the Do Not Disturb feature is enabled, the pager will not alert if a message is received between the set times. If a message is received during the set times, the pager can be set to alert at the end of the set time.



Key Vibe

When Key Vibe is On, there is a very short vibration each time a key is pressed. (Haptic feedback)



has been pressed.

Inbox Size

Disable

The Inbox Size setting determines how many messages can be stored in the Inbox before messages are deleted as new messages are received. The allowable range is 10 – 99 messages. Once the Inbox is full of messages, messages will be automatically deleted as new messages arrive according to the following priority.

1. Read messages starting with the oldest

Off

Do Not Disturb , Un

Key Vibe : On

2. Unread messages starting with the oldest

Locked messages are not automatically deleted.



The Inbox Size value also controls how many messages can be stored in a Groups sub-folder. The Groups folder has a capacity of 99 messages across all the subfolders that may be programmed into the pager.

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Thus, if the Inbox Size is set to 20 and there are three sub-folders, each sub-folder will contain a maximum of 20 messages. However, if the Inbox Size is set to 40 and there are three sub-folders, each sub-folder would not be able to contain 40 messages (3x40 >99) and messages would be automatically deleted to maintain the Groups folder 99 message limit. Therefore, when a new message is received, message deletion will follow the following rules.

- IF FolderCount = Max
 - Delete oldest read message from the folder. If no read messages exist, delete oldest unread message from the folder
 - \circ Store new message
- ELSEIF TotalCount =99
 - Delete oldest read message from all Groups folders. If no read messages exist, delete total oldest unread message from all Groups folders.
 - Store new message

About

SCREEN

NOTES

2021521 Ver.1.0.2 SN : T0000000000 CAP1 : 6557102 <Personal> CAP2 : 7154683 <ALL CALL>

About Screen

The About screen lists the following information:

- Date of firmware release
- Firmware version
- Device serial number
- Programmed device addresses with source text