

## Managing a Device's Canned Messages from the Devices tab [GPv3]

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**Canned Messages** are predefined messages which are intended to save the device user time from typing a message using the virtual keyboard on the device. As an Administrator, you have the ability to define up to 15 **Global Canned Messages** and up to 5 **Device Canned Messages**. Usually the first 15 Global Canned Messages are configured by the Administrator and the 5 Device Canned Messages are left to the device user.

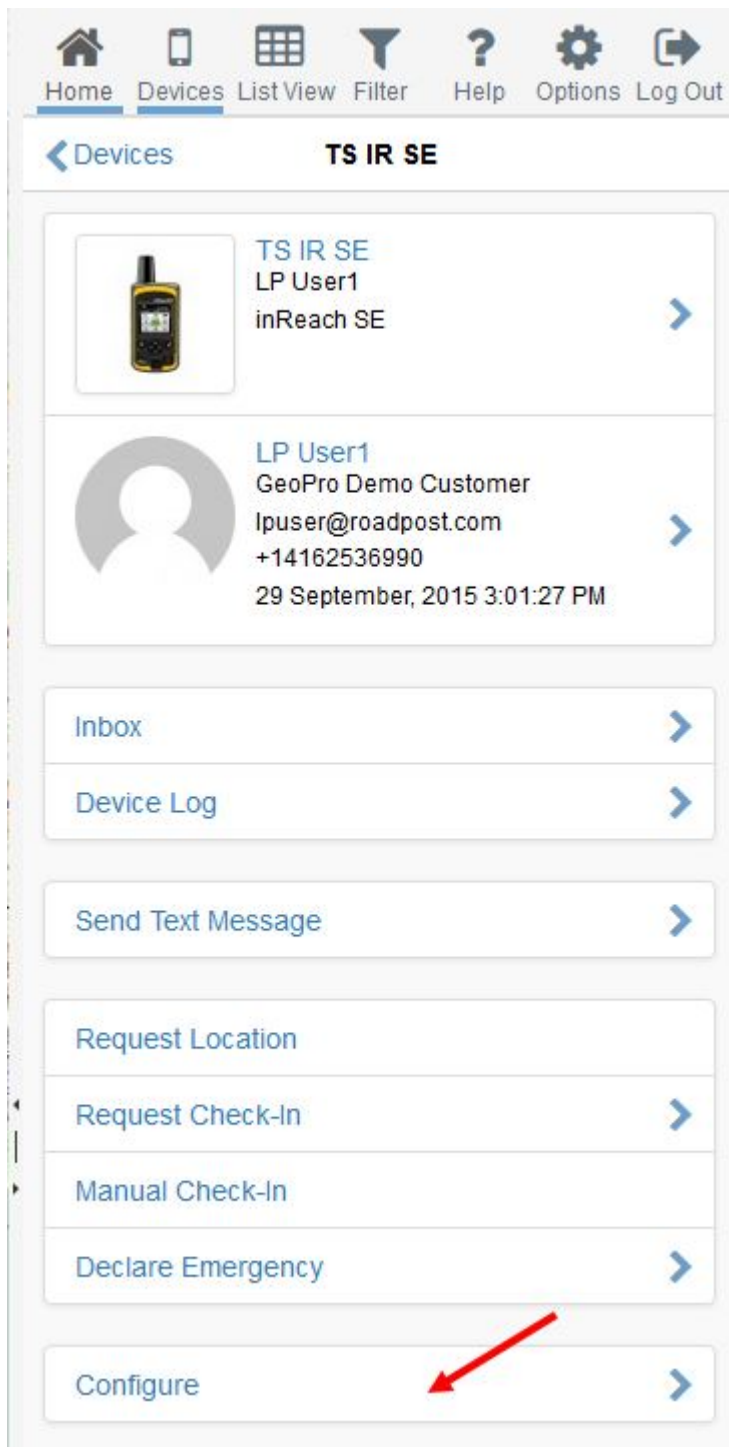
This article explains how to manage device Canned Messages.

**Note:** Changes to any device Canned Messages will require the device to re-sync in order for the changes to appear.

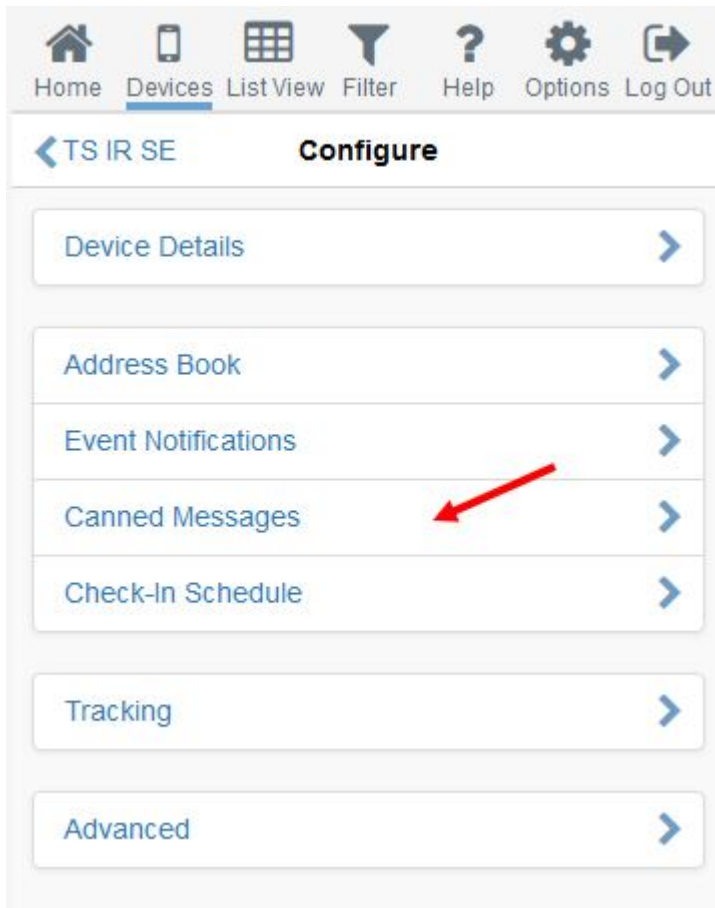
1. To define the device Canned Messages for a specific device, navigate to the **Devices** tab and select the desired device.



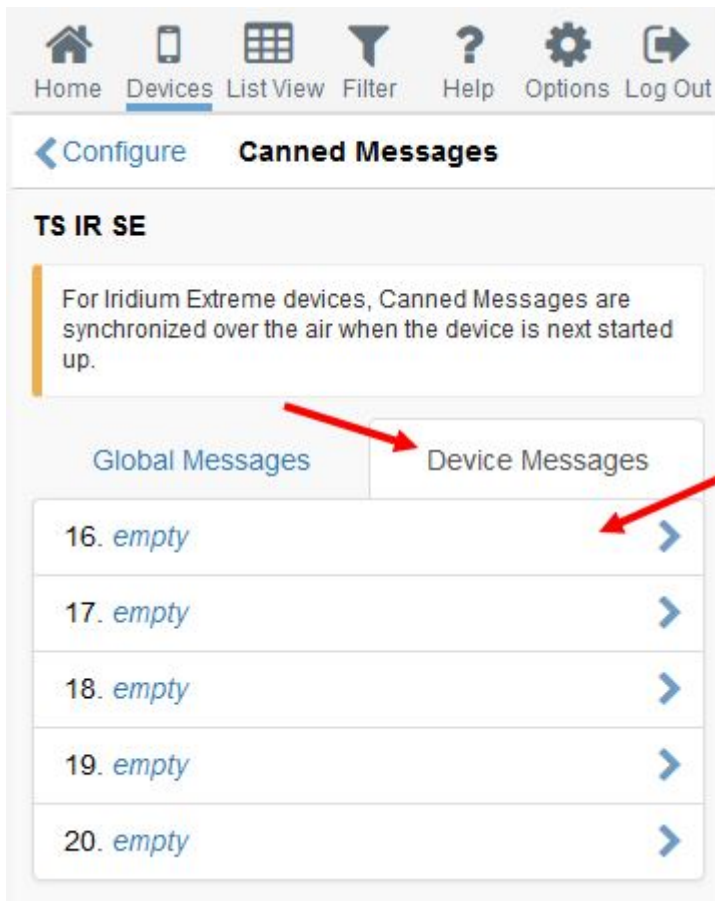
2. The device page for the selected device will be displayed, select **Configure** from the list.



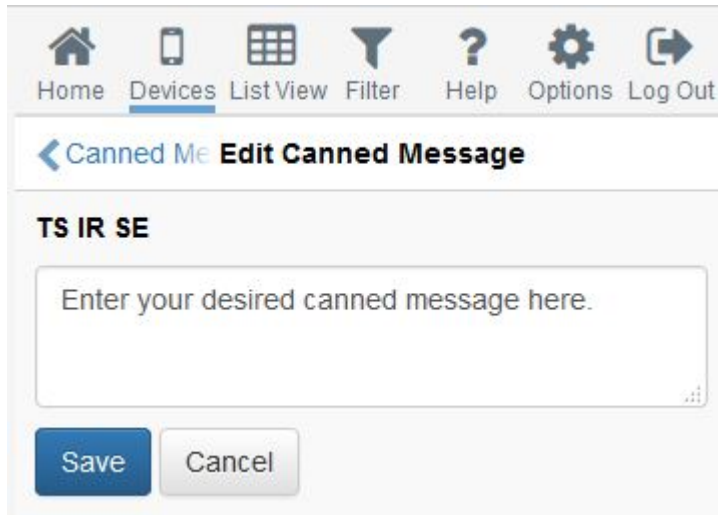
3. From the device configuration page, select **Canned Messages** from the list.



4. Select the **Device Messages** tab followed by any of the messages or an *empty* field from the list.



5. Enter the desired message content in to the text box and **Save** when finished.



The screenshot shows a mobile application interface. At the top is a navigation bar with icons and labels: Home, Devices (highlighted), List View, Filter, Help, Options, and Log Out. Below the navigation bar is a header with a back arrow and the text 'Canned Messages Edit Canned Message'. The main content area is titled 'TS IR SE' and contains a large text input field with the placeholder text 'Enter your desired canned message here.'. Below the input field are two buttons: 'Save' (in blue) and 'Cancel' (in grey).

6. Next, you will be presented with a pop-up indicating "**Please sync your device**". Once you have finished managing your device's Canned Messages, **you must sync in order for the messages to appear on the device.**

