USER'S MANUAL

Remote Monitor ™

Live Audio Monitoring
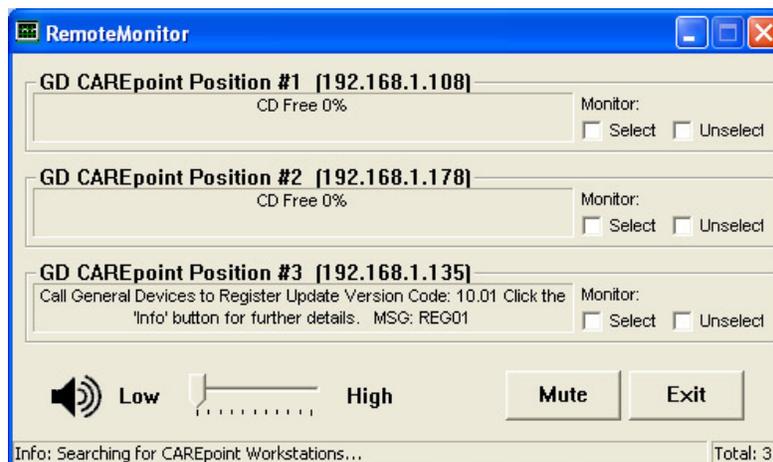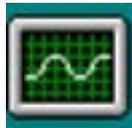

GENERAL DEVICES ™

RemoteMonitor

GD CAREpoint Position #1 [192.168.1.108]
CD Free 0%
Monitor:
☐ Select ☐ Unselect

GD CAREpoint Position #2 [192.168.1.178]
CD Free 0%
Monitor:
☐ Select ☐ Unselect

GD CAREpoint Position #3 [192.168.1.135]
Call General Devices to Register Update Version Code: 10.01 Click the 'Info' button for further details. MSG: REG01
Monitor:
☐ Select ☐ Unselect

🔊 Low ⎯⎯⎯⎯ High   Mute   Exit

Info: Searching for CAREpoint Workstations...   Total: 3

Table of Contents

Section 1   General Information

This manual provides descriptions, connection information, operating instructions as well as maintenance and service information for General Devices' Remote Monitor Software.

1.1 Description
Remote Monitor was designed to allow a supervisor to listen to Live Audio streaming from the CAREpoint Workstation. The user can monitor the status of the CAREpoint Workstation from a remote location, such as a separate room or building. The software is installed as part of the CAREpoint Desktop Applications.

The user can monitor to either Selected (Answered calls) or Unselected Audio directly from their PC. Remote Monitor can run in the background while you perform other tasks with other applications. Additionally, the user can monitor CAREpoint messages and 'CD Free Space'.

1.2 Glossary of Terms
- Remote Monitor: Remote Monitor is software created by General Devices used to listen to Live Audio streaming from the CAREpoint EMS Workstation.
- GUI: The GUI (Graphical User Interface) is what the user interacts while working with Remote Monitor.
- Select Audio: This is the audio that is heard after a call is patched (answered)
- Unselect Audio: This is the audio that is heard before a call is patched (incoming or on hold)
- Workstation: This refers to the CAREpoint EMS Workstation that data is being streamed from.

1.3 Applicability
This manual describes the many features and functions of Remote Monitor. Some of these features or functions may be optional and may not be provided or compatible with all models or versions.

Section 2   Setup and Installation

This section contains information for setup and installation of General Devices' D-Scribe Software.

2.1 Installation Requirements

- **<u>On a Remote PC</u>**
  - o A PC running Microsoft Windows 2000, Windows NT, or Windows XP.
  - o The CAREpoint EMS Workstation needs to be connected to your network.

2.2 Installation

- **<u>On a Remote PC</u>**
  - o Remote Monitor software is installed as part of the CAREpoint Desktop Applications. Refer to document 1838015C.pdf (Section 1: Install CAREpoint Desktop Applications Version 6.00) for installation details.

# Section 3   Getting Started

The following is an introduction to familiarize the user with Remote Monitor Software control means and how to perform basic operations.

IMPORTANT!   **Verify that that the installation has been performed as per the instructions in Section 2 of this manual.**

3.1 Screens and Views

The Remote Monitor GUI is arranged similar to most Windows applications. Descriptions of each button and indicator are provided in this manual.
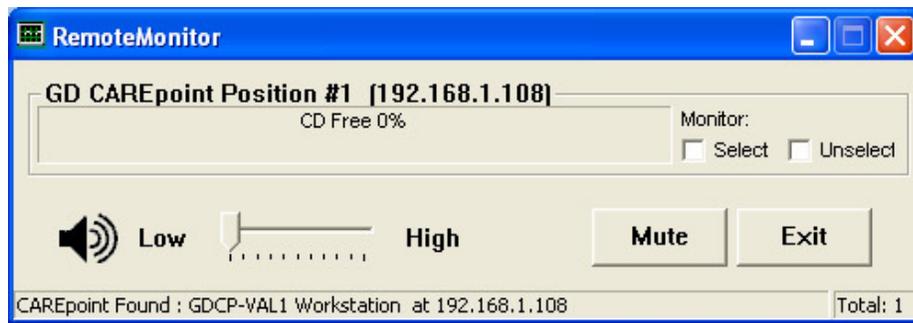
- **Connected Workstations**

  - o Workstation Information
    This text box displays the Workstation Description and the CAREpoint's IP Address.

  - o Message Display
    This text box scrolls through the current state of the system (i.e. Incoming calls) and any messages displayed on the CAREpoint screen.

  - o Audio Monitor Options
    These buttons allow you to choose if you will be monitoring the 'Select' or 'Unselect' audio for this workstation.

- **Controls**

o Speaker Status

> This icon displays the status of the speaker. It will indicate whether sound is audible or muted.

o Volume Slider

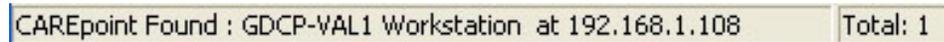> This slider allows the user to control the volume of the call being played.

o Mute

> This button allows the user to mute and unmute the audio volume.
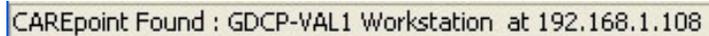
o Exit

> This button allows the user to close the Remote Monitor software.
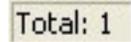
- **Status Bar**

  CAREpoint Found : GDCP-VAL1 Workstation at 192.168.1.108   Total: 1

  o Information

  CAREpoint Found : GDCP-VAL1 Workstation at 192.168.1.108

  > This text displays information regarding the status of the Remote Monitor software.

  o Total Workstations Connected
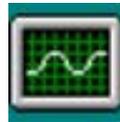
  Total: 1

  > This text displays the total number of connected CAREpoints.

3.2 Windows Operation

The Remote Monitor software can be accessed on your PC in several ways. However, there are two common methods for opening the software:

- **Accessing Remote Monitor from the Desktop Shortcut**
  o Navigate to your Desktop

  o Double-click the Remote Monitor icon.
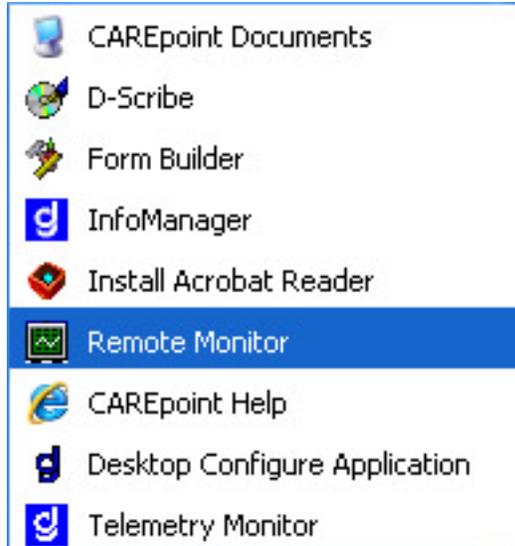
- **Accessing Remote Monitor from the Start Menu**
  o Click the Start Menu, then All Programs.

o   Locate the General Devices Program Group

o   Locate the Remote Monitor Shortcut

# Section 4   Configuration Settings

This section contains information on configuring the Remote Monitor software.

4.1 Initial Configuration
        The first time Remote Monitor runs on a PC it will start with the "Settings for Remote Monitor" window. This is where the user can enter the IP Address of the CAREpoint and set a password to match the CAREpoint Remote Monitor password.

- The "Settings for Remote Monitor" window allows the user to manually enter the IP Address of the CAREpoint.
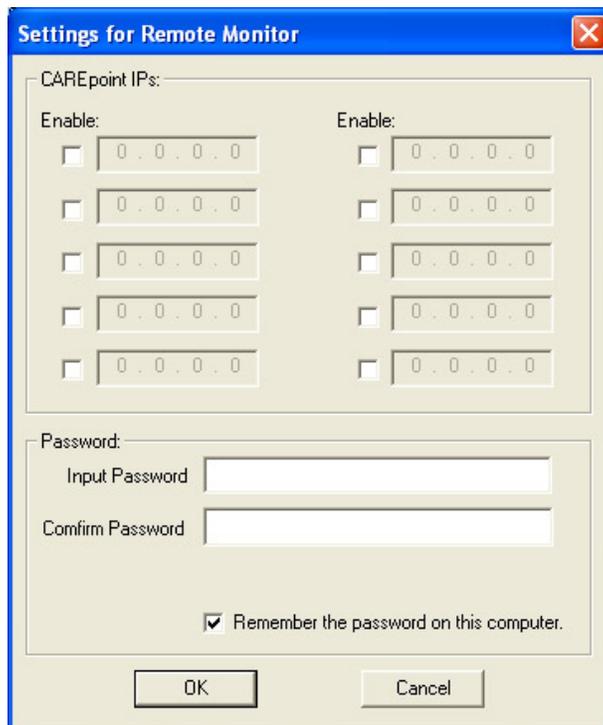
- Click the checkbox in the upper-left and enter the IP Address of the CAREpoint. Repeat this step for any additional CAREpoint Workstations to be added.

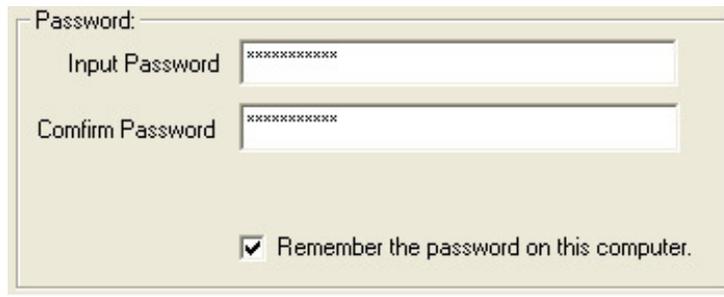Single Unit   Multiple Units

              -**OR**-

- Enter the password in both the "Input Password" and "Confirm Password" text boxes that will match the password set in the CAREpoint Configuration file (NOTE: This will most likely be: **GDcarepoint**)

- Click [OK] to save the changes and start the Remote Monitor software.

Note: If an "access is denied…" message displays in the Status bar, yet the "Workstation Information" appears, close and restart Remote Monitor by clicking [Exit] and following the instructions in **Section 3.2**
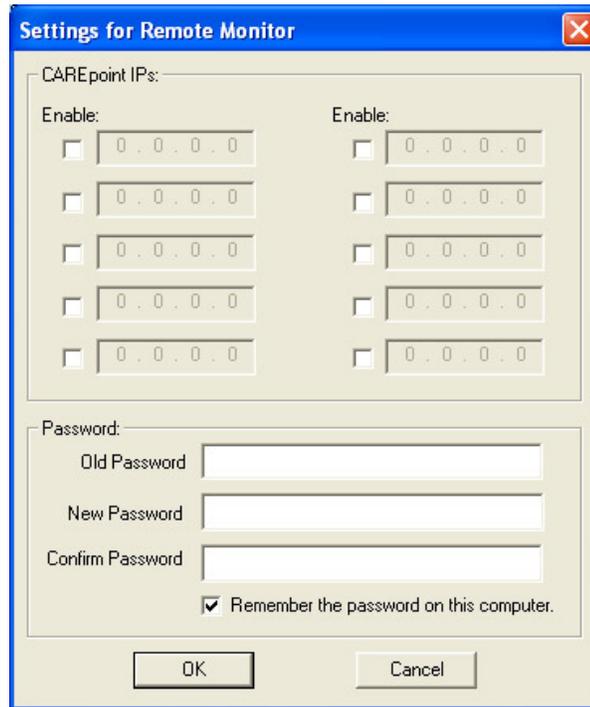
4.2 Adding IP Address Manually

If Remote Monitor is unable to automatically locate the CAREpoint on your network, you can manually add the IP Address.

- Click the green icon in the upper-left of Remote Monitor to open a new drop-down menu and then click [Change Settings] to open the "Settings for Remote Monitor" window

- The "Settings for Remote Monitor" window allows to user to manually enter the IP Address of the CAREpoint.

- Click the checkbox in the upper-left and enter the IP Address of the CAREpoint. Repeat this step for any additional CAREpoint Workstations to be added.

Single Unit

Multiple Units

-**OR**-

- Click [OK] to save the changes and return to the Remote Monitor software.

- Click [Exit] to close the Remote Monitor software.

- Restart Remote Monitor using the instructions in **Section 3.2**

4.3 Changing the Remote Monitor Password

The password for Remote Monitor is required to sync with the CAREpoint Workstation. If the password in Remote Monitor matches the password set in the CAREpoint configuration, you will be granted access to monitor live calls.

- Click the green icon in the upper-left of Remote Monitor to open a new drop-down menu and then click Change Settings to open the "Settings for Remote Monitor" window

- The "Settings for Remote Monitor" window allows to user to manually enter the IP Address of the CAREpoint.
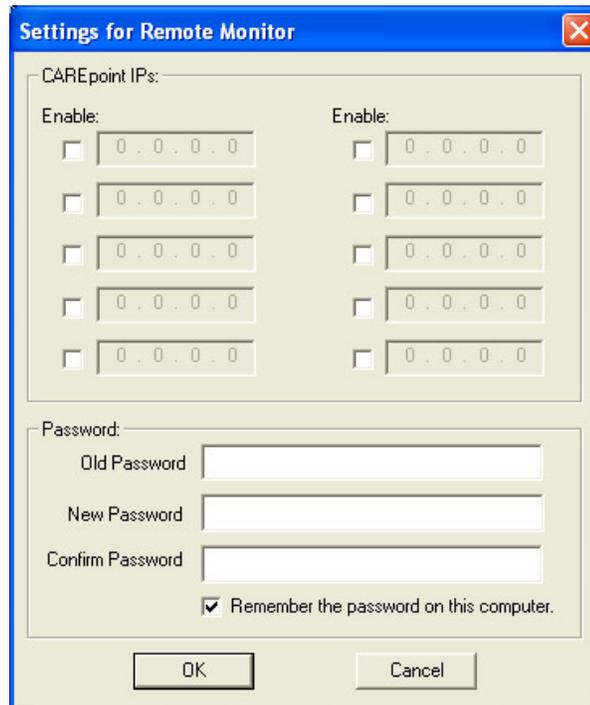
- Enter the previous password in 'Old Password' and then enter the new password in both 'New Password' and 'Confirm Password'

Note: This password needs to match the password set at the CAREpoint (**GDcarepoint** by default)

- Click [OK] to save the changes and return to the Remote Monitor software.

- Click [Exit] to close the Remote Monitor software.

- Restart Remote Monitor using the instructions in **Section 3.2**

Section 5   Operation

This section contains operating information for common Remote Monitor functions.

5.1 Listening to Audio

       Remote Monitor allows you to monitor streaming audio from the CAREpoint. The user can monitor to either Selected (Answered calls) or Unselected Audio directly from their PC.

- Check the box for the type of audio you would like to monitor for the connected workstation
  - o Selected Audio:

  - o Unselected Audio:

  - o Both Selected and Unselected Audio:

  - o No Monitoring:

Note: Selected Audio will be heard from the left speaker and Unselect Audio will be heard from the right speaker

5.2 Adjusting the Audio Volume

       The user can adjust the volume of the audio being monitored. Remote Monitor has a convenient volume slider that is used to lower and raise the volume.

- Move the slider from 'Low' to 'High' to adjust the volume of the audio being monitored:

5.3 Muting the Audio

The user can also Mute and Unmute the audio being monitored. The speaker icon will indicate whether the audio is muted or not.

- Click the 'Mute' button to Mute the speakers and change the Speaker Status accordingly:

<table>
<tr><td>Click</td><td>Changes Speaker Status to:</td></tr>
</table>

- Then, click the 'Unmute' button to Unmute the speakers:

<table>
<tr><td>Click</td><td>Changes Speaker Status to:</td></tr>
</table>

Section 6   Troubleshooting

This section contains information for troubleshooting common Remote Monitor operations.

6.1 The connection was denied due to wrong password.
- Confirm that the password set for your Remote Monitor is: GDcarepoint
  - If not, follow the instructions for **Changing the Remote Monitor Password (Section 4.3)** and set it to: GDcarepoint
- Confirm that the password set in the CAREpoint configuration file is also: GDcarepoint.

6.2 I cannot hear any Audio.
- Verify that you are connected to a Workstation
  - You will see a screen similar to the one in **Connected Workstations (Section 3.1)**
- Verify that you have checked an Audio Monitoring option
  - If not, follow the instructions for **Listening to Audio (Section 5.1)**
- Verify that your speakers are functioning correctly
- Verify that the PC has a functioning Sound Card

6.3 Remote Monitor cannot find any CAREpoint Workstations.
- If Remote Monitor does not automatically find any workstations, follow the instructions for **Adding IP Address Manually (Section 4.2).**
- Verify that you have the correct IP Address for the CAREpoint.
- Verify that you can ping the IP Address.
- Verify that the Remote Monitor feature is enabled on the CAREpoint Workstation.

6.4 Technical Support
Factory technical telephone support is provided during normal business hours Monday through Friday, from 9:00 AM to 5:00 PM EST.

Phone: (201) 313-7075
e-mail: support@general-devices.com
Internet: www.general-devices.com

After hours factory telephone tech support coverage may be provided for warranty or extended warranty service on a call back basis, and may not be available at all times. Direct factory services are NOT available beyond regular business hours.