



Alert Community

Installation Manual

ScanAlert Support Software

Version 1.1011.2

October 2010

Revision Sheet

Release No.	Date	Revision Description
Rev. 1.704.4	22/04/07	User's Manual with installation Detail
Rev 1.708.4	04/08/07	Additions and Modifications
		- Allow an importing/exporting function of Call Points
		- Ensure CAP CODES can be any length (within reason (up to 20 chars))
		- Alter the Personalised Notification to allow one database entry to be able to be attached to multiple Personalised Notification tags.
		- Introduce the ability to play a wav file when a new call comes in.
		+ (New) Added a simple report listing the Call Point Number, Name and the Resident that it is connected to.
		Make the reporting function similar to Tracker and has the ability to export to Excel
		Can see Call duration in the reports with a final average time taken per call
		Fix bug with screen presentation when screen passes 5 active calls
		Introduce a watchdog where we monitor the stack – if there is a call present and there has been no reply pulses for a set time – then clear the stack as there are no calls present and something has gone wrong.
Rev 1.708.7	7/8/07	Call point description length increased to 25 Characters with improved scripting
		Custom pages displayed for 15 Seconds then automatically removed
		Ability to set call wav file to occur (None / Once per call / Every DSD cycle)
		Ability to Import and Export Residence database
Rev 1.908.1	1/8/09	Installation Manual separate from Users manual Add a radio button to disable pages from incoming IDs that are not in the database.
Rev 1.909.1	3/9/2009	Introduce scheduled paging
Rev 1.909.6	1/10/2009	Bug Fixes and enhance reporting
Rev 1.1011.2	31/10/1020	Add feature to enable paging to POCSAG paging receiver by having the ability to build paging MACROS. Also enhance the multiple page function to make it a little more snappy in operation.

Installation Manual

TABLE OF CONTENTS

1.0 System Overview

1.1 File Structure

1.2 Initial Installation

1.3 Administrator Password

1.4 Setting of Communications Ports

2.0 Configuring Alert Community

Below Installation Techniques to be configured in Administrator Mode

2.1 Enter Administrator Mode

2.2 Settings

2.3 Messaging Configuration

2.4 Control Macros via GP Paging

2.5 Importing and Exporting

3.0 Assigning Call Points to Pagers and Groups

3.1 Naming Call Points

3.2 Naming a Group of Call Points

4.0 Configuring Pagers and Paging Groups

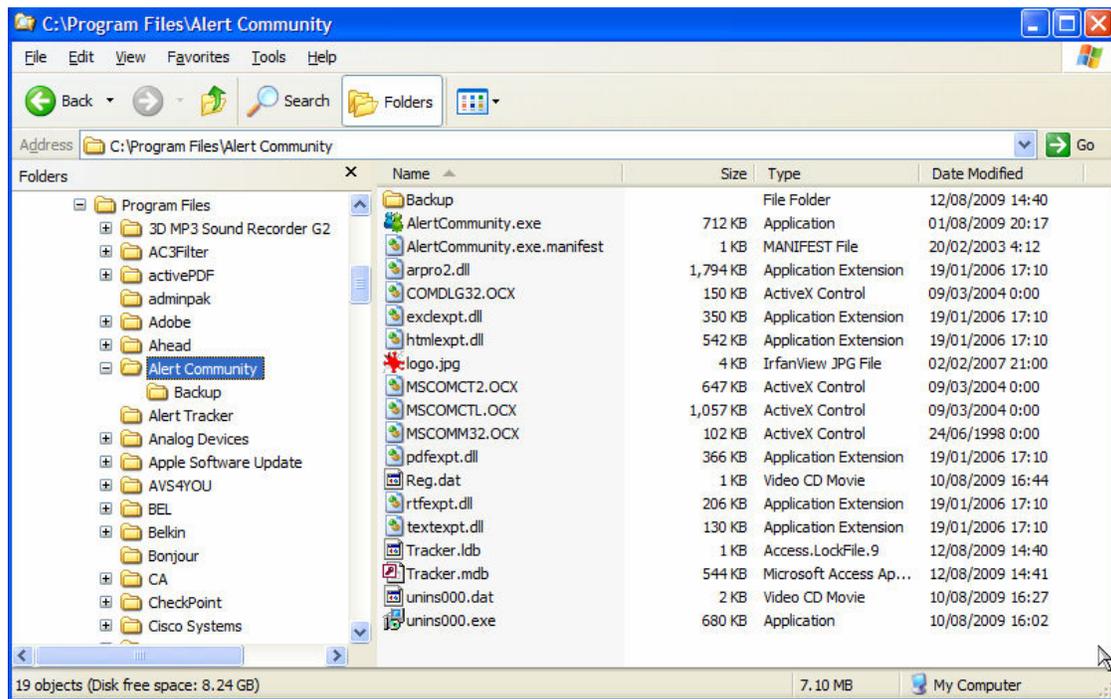
4.1 Pagers and Groups

4.1 A Paging Scenario with scheduling to Suit You

1.0 System Overview

Alert Community is a computer based reporting system designed to be of assistance to caring staff in charge of groups of residence in a nursing facility. Opening with a comprehensive residence database, *Alert Community* will display location and call activity of all resident in your establishment.

The opening screen is clean and welcoming to the user. Clearly labeled function buttons provide quick access to the structure of the programme. Information found below the Alert Window Logo provides feed back of Licence information and current version information. As enhancements to the programme become available, this version number will assist any technical support provided during an upgrade.



1.1 File Structure

Above is a typical outline of files after *Alert Community* is installed on your system. *Alert Community* is installed under "Program Files" of your Windows XP operating System.

1.2 Initial Installation



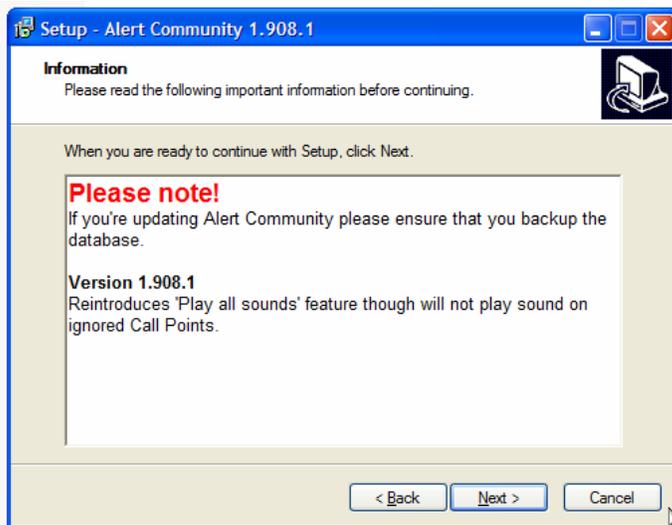
There are two methods used for installation.
1 - Place the programme CD in your CD tray and follow the instructions offered once the CD boots.

2 - Go to

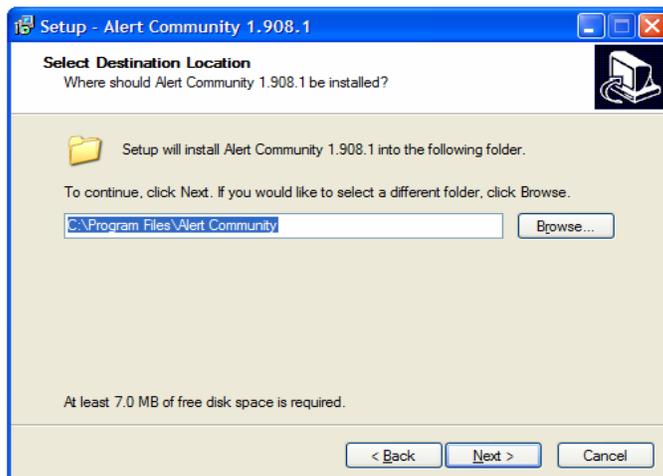
<http://www.harbourvision.com.au/downloads/>

And download the installation file.

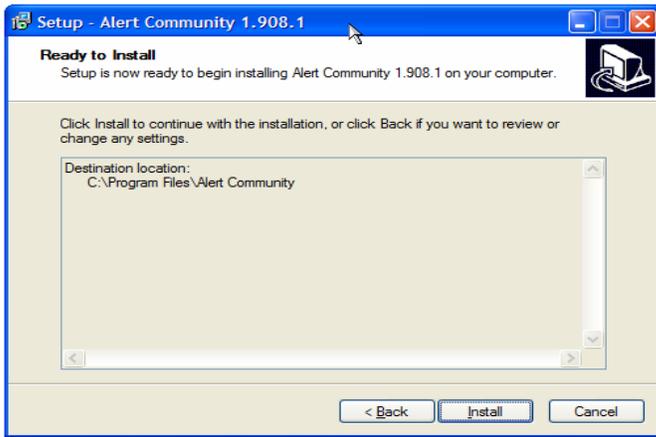
The above splash screen is the first screen shown when you successfully boot the installation Programme.



This screen offers some valuable advice if there was previous version of *Alert Community* installed on your machine. A backup will place the current database in a backup folder in your Program Files Directory. This ensures you have a recovery path incase there is a power interruption while your proceed with the installation. Exit install and backup NOW if necessary.



The default location for the programme can be changed if required



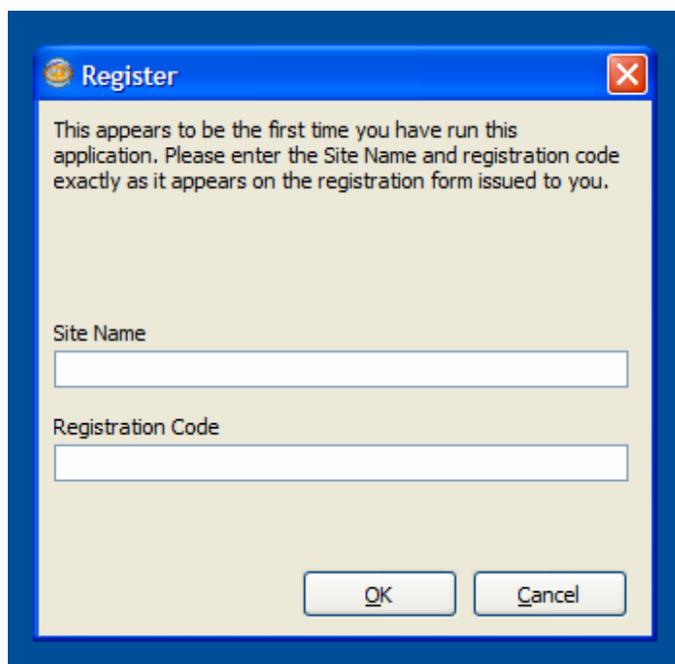
Once the progress bar runs through, clicking the finish button will complete the installation. The programme installation is now complete and a booting icon will be placed on your desktop.



Double click the programme icon and *Alert Community* will run.

If this is the first time the programme has been initialized, the following

screen shots will appear to register the programme and to customize the setup to the communications ports available.

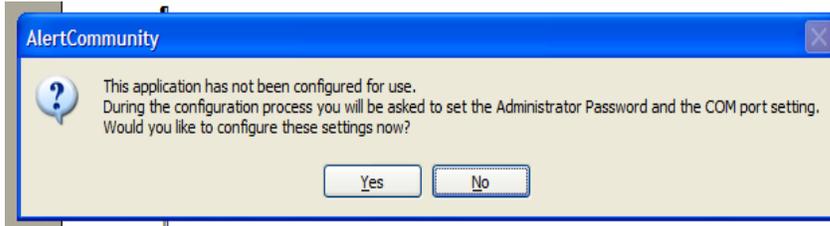


Part of the purchase of *Alert Community* is the release of the Site Name and associated Registration Code to enable the product to run.

This information IS CASE SENSITIVE and should be entered exactly as supplied at time of purchase. The Site Name is used on the Home Page of *Alert Community* as a valid license indicator.

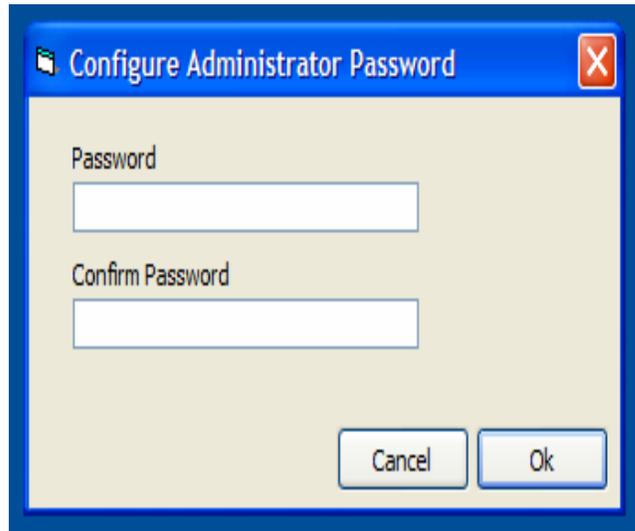


If you have loaded the information correctly, the above splash screen will appear.



Click yes to proceed

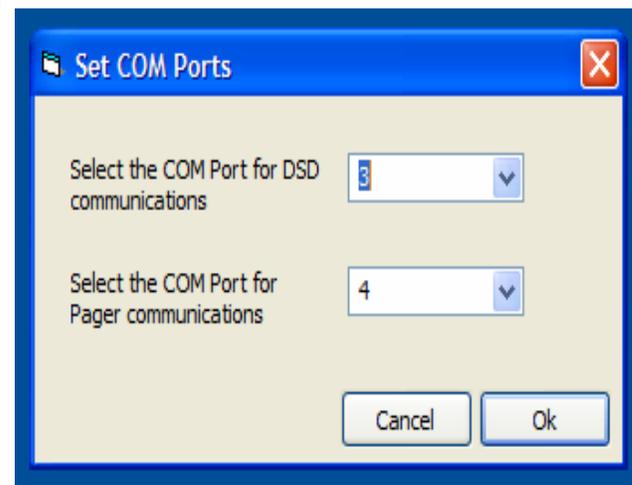
1.3 Administrator Password



The staff in charge of making parameter changes to the software should have access to this password. Under normal operation conditions, after the initial set is complete, the password will not be required. It is because of this, it may easily be forgotten, and so it is recommended that the password be stored in a safe place. The password can be changed after setup is finished if desired. It is not possible to retrieve the password after it is committed at this point. If you are unsure how the key staff will protect this password, then it is recommended that Admin be added at this point and changes can be made later.

Remember passwords are CASE SENSITIVE!

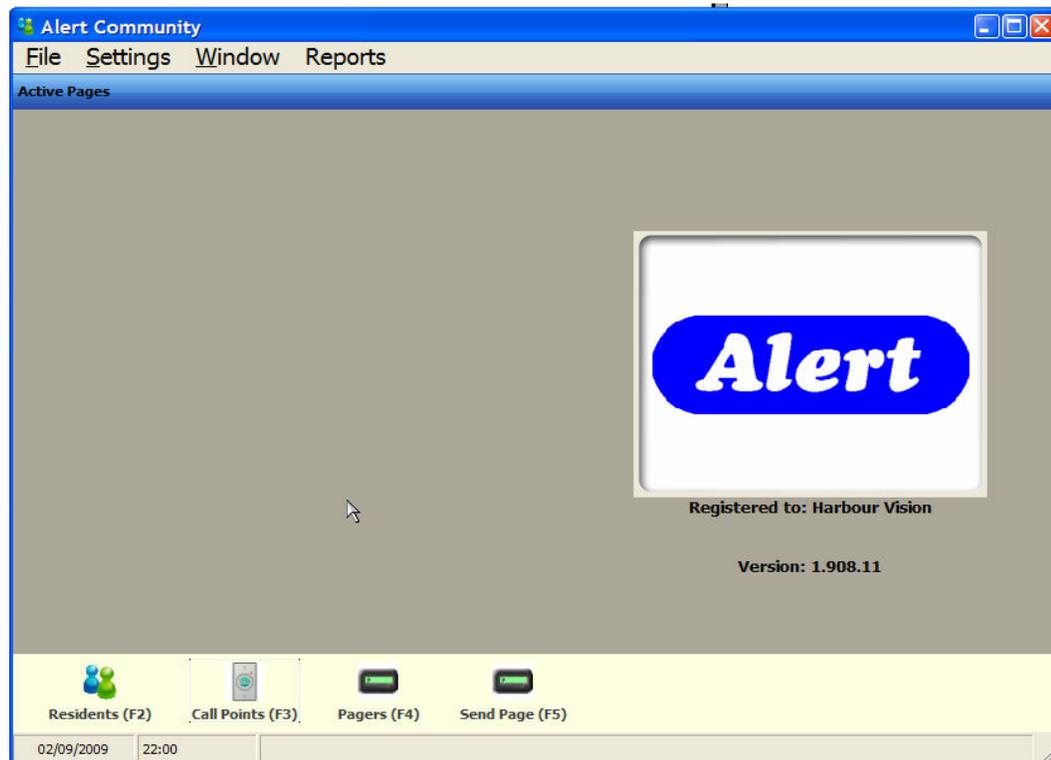
1.4 Setting of Communication Ports



It is a requirement that two serial ports be available for this installation.

If you are using USB to Serial adaptors, it is imperative that these devices have the ability to have their ports altered by the installation technician, and also that they be tested to ensure the com port assigned to the USB device does not alter if it is unplugged and re inserted at a later time.

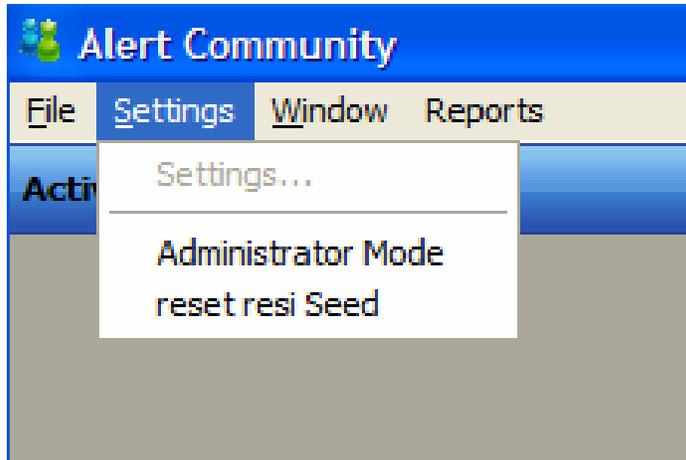
The DSD is a Digital System Driver supplied by Alert Call Systems. This device communicates directly to this software. It supplies the level of call security and call identification to allow the software to operate correctly. The pager COM port will plug directly into the paging transmitter, commonly buffered by a serial to POCSAG encoder.



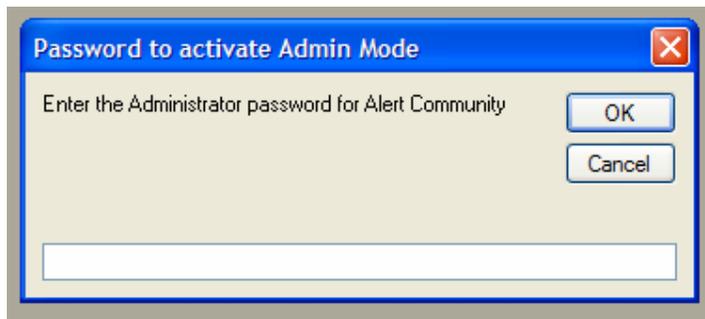
Your installation is now complete.

2.0 Configuring Alert Community Installation Techniques to be configured in Administrator Mode

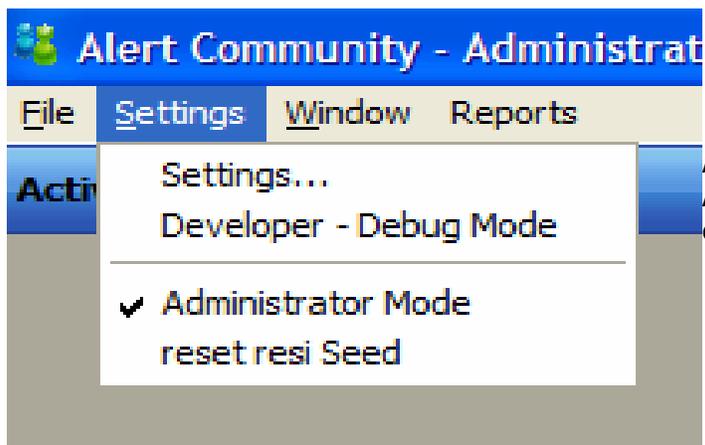
2.1 Enter Administrator Mode



There are some settings necessary to configure, and this can only be done in administrator mode

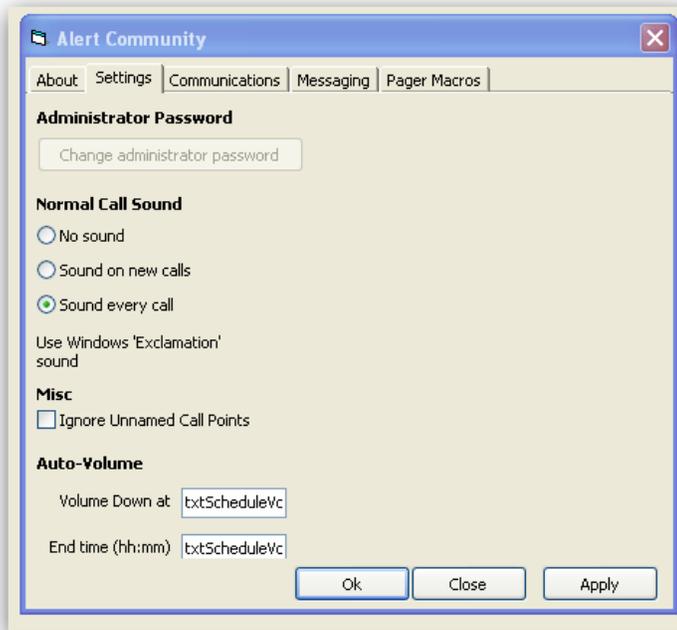


Enter the administrator password nominated during time of installation



A check will now appear next to Administrator mode and the settings can now be set.

2.2 Settings



The computer terminal sound can be turned off if required.

OR

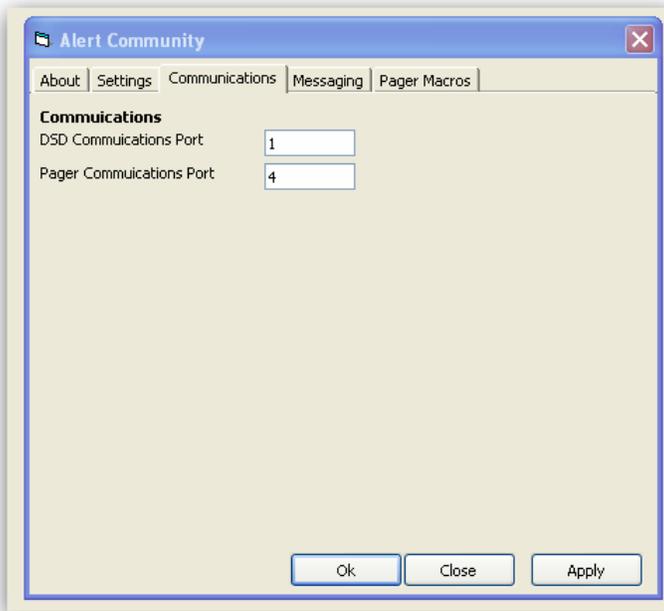
Sound will chime only when a new call arrives from the system

OR

Sound can be repeated every cycle of the ScanAlert system

With regard to the Misc. Group, "Ignore Unnamed Call Points" will be used if after installation the user does not wish to hear calls not entered in the database.

During initial installation and during fault finding, it may become necessary to uncheck this box to allow identification of call point id's that are not entered in the database.

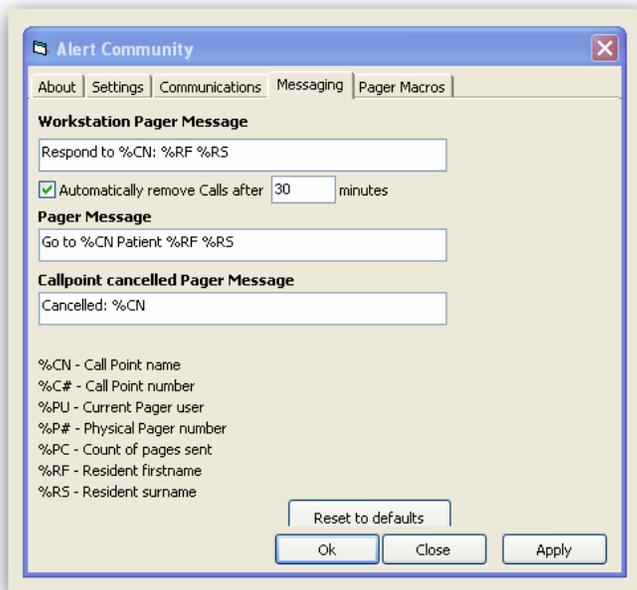


The communication ports are set to connect the System Driver and Paging Transmitter to Alert Community.

Ports 1 through to 10 are available, and USB to serial adaptors should be configured within this range.

2.3 Messaging Configuration

The messages presented to the computer screen and pager can be pre programmed in this menu location. Once again, you must be in "Administrator" mode to gain control of this feature. The "%" symbol is shown in a list and when set correctly, will help to format your message.



For Example

You may wish you're on screen message to look like this: -
 " Respond to: Bed 1 patient Will Robertson"

Bed 1 would have been the title previously configured to the operating call point. Will Robertson – would have been a resident previously entered in the patient database and assigned to the room "Bed 1"

To achieve this the "work station

pager message" would look like this.

Respond to %CN: patient %RF %RS

Where %CN is the call point name currently operating, %RF is the residents first name, and %RS is the residents last name.

Note:

You will be presented with the patient name only if the call point was personalised.

2.4 Control Macros via GP Paging

The Technician configuring Alert Community has the ability to programme a Control Sequence which can be transmitted via a Paging Transmitter to control peripheral devices. This control sequence is termed a Macro and can be triggered from the Alert Community Computer or by a Call Point linked to the Macro.

An alternate option is to configure a Control Sequence that is passed to the DSD port to control extended functions of the Harbour Vision Multi Coloured Display Device. These may be to dim the display, drop the display volume, disable or enable a display zone, or silence all displays.

Below is an example to communicate with the Salcom 12-84 POCSAG receiver.



The Technician can build a control sequence to work with the 12-84 as outlined below.

COMMANDS

The OUTPUT Relay of the 12-84 controlled by a series of numeric commands sent in the form of a numeric or alphanumeric pager message.

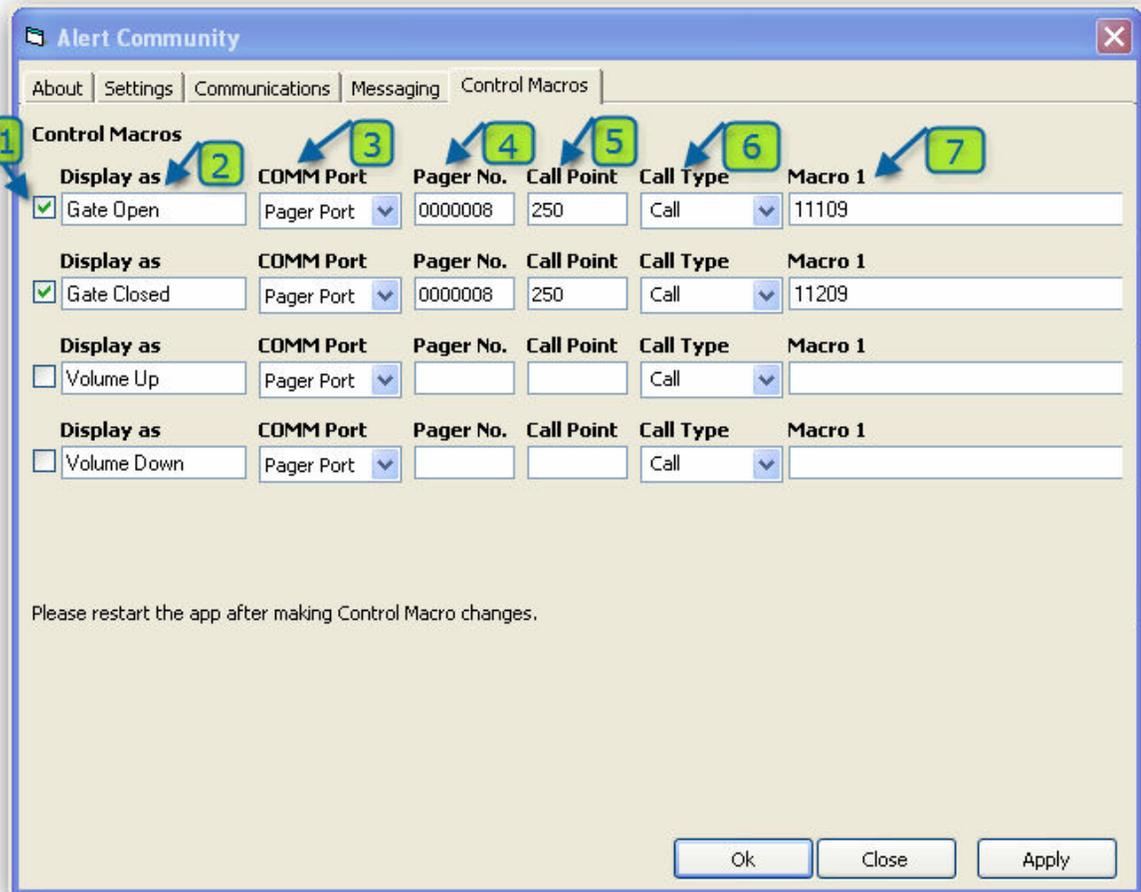
Note: For best sensitivity and range, it is better to send the command as a numeric paging message, as this uses the least number of characters.

Command Format: UUx..x0y..y9

- UU** **Unit number**
This must be entered as 2 digits 00 - 99.
- x** **Relay to go ON.**
The standard relay in the 12-84 is designated as channel 1. Therefore the command should carry "1" in this position. If a second relay is fitted to the unit, this digit can be 1 or 2 or both. Any combination of Digits 1 or 2 can be entered in any order. If none are entered then the function has no effect.
- 0** **End entry of Output ON values**
This terminates the list of outputs to turn on. This character is mandatory.
- y** **Relay to go OFF.**
As per "Relay to go ON" above, but this designates the relay to go OFF instead.
- 9** **End entry of Outputs OFF values & Ignore rest of entry.**
This terminates the list of outputs to turn OFF and informs the 12-84-0000 to ignore the rest of the message. This allows a text message to follow the command.

Examples: (All examples are for latching relay control, so "Hold Time" is set to 0. Examples assume a unit id of 11):

Action	Message Received
To close relay 1	11109
To open relay 1	11019
To close relay 2	11209
To open relay 2	11029
To close relay 1 and relay 2 together	111209
To open relay 1 and relay 2 together	110129



1 – By checking the controlling macro, makes the macro visible on screen and can be controlled by the mouse.

2 – Label the macro for screen presentation.

3 – Select the communication port the serial information is passed to.

4 – When used with a paging transmitter, select the cap code nominated by the paging receiver.

5 – Nominate the call point ID you wish to fire macro 1. This example is sending a control sequence to Salcom 12-84 POCSAG receiver with ID 11. Relay 1 will go on. Alert Community will log the call point operation, which can be and Assist or Normal Call.

6 – Call Type allows the Macro to be tied to a call function, or the clearing of that call. If CANCEL is selected in this pull down, string 11019 will release relay 1 when Call Point 250 is cancelled.

7 – Is the text string required by the receiving device. Example 2 (Gate Closed) control sequence to Salcom 12-84 POCSAG receiver with ID 11 operating relay 2.

Below shows the on screen display of the controlling macros.



2.5 Importing and Exporting

Residents

Resident Details

Firstname, surname

First Person
Second Person

Firstname: First
Surname: Person
Date of Birth: 12/08/2009

Religion:
Contact Doctor:
Allergies:
Medical Condition:
Special Condition:
Notes:

This is a typical list of entries for two residents and how the database is presented when exported to a *.CSV file.

A look at the exported data below in Excel.

ID	Firstname	Surname	DOB	Religion	Contact Doctor	Allergies	Medical Condition	Special Medication	Notes	NextOfKinName	NextOfKinAddress1	NextOfKinAddress2	NextOfKinPhone	NextOfKinPhoneMobile
1	First	Person	12/08/2009											
2	Second	Person	12/08/2009											

If Changes or additions are now made in the Excel file (as seen below) then we can readily see how an existing database can be added to or appended into *Alert Community* database. To ensure there are no duplications to the database, all existing entries in the database will need to be manually removed before re-importing. Hence it is important to have done a backup of any existing database before any importing is done.

As shown below, the existing entries were exported and two more entries added to the data fields. NOTE the syntax error with the date of birth for the fourth person. This import would fail until the error is corrected

Microsoft Excel - Alert Community.csv

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	'ID	Firstname	Surname	DOB	Religion	ContactDc	Allergies	MedicalCc	SpecialMe	Notes	NextOfKin/						
2	1	First	Person	12/08/2009													
3	2	Second	Person	12/08/2009													
4	3	Third	Person	13/08/2009													
5	4	Fourth	Person	13/08/2009													

OK – It is now fine so the import is done with the existing data plus the additional two entries

Microsoft Excel - Alert Community.csv

	A	B	C	D	E	F	G	H
1	'ID	Firstname	Surname	DOB	Religion	ContactDc	Allergies	Medi
2	1	First	Person	12/08/2009				
3	2	Second	Person	12/08/2009				
4	3	Third	Person	13/08/2009				
5	4	Fourth	Person	13/08/2009				

Now clean the *Alert Community* Database if this is to be imported and proceed with importing the modified *.csv file and observe the changes below.

Data is looking good!

HINT:

To build a new database using Excel for the first time.

1 – Within *Alert Community* export the existing empty Database from the fresh install. This will give you a clean *.csv file to open in Excel with all necessary fields included.

2 – Import or add data in Excel as necessary.

3 – Import the *.csv into *Alert Community*.

To Append to an existing database.

1 – Backup Existing database

2 – Export Existing database to *.csv file.

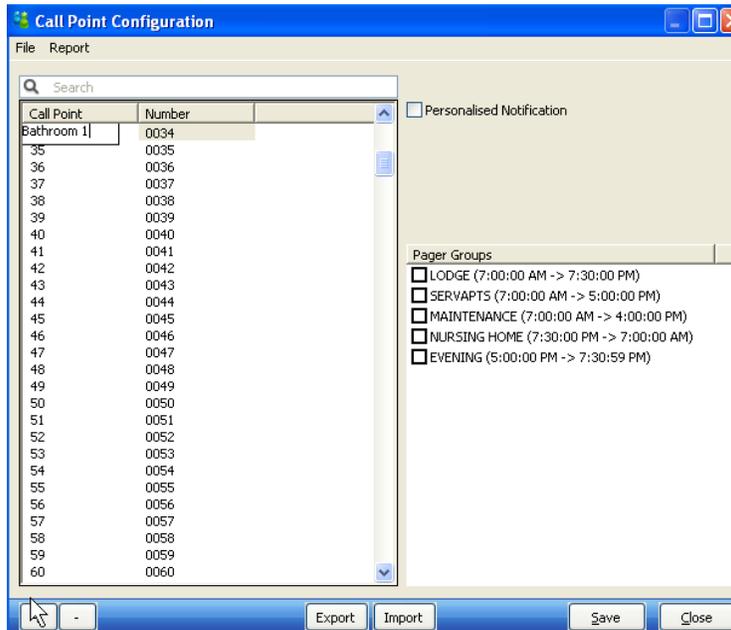
3 – Make additions to the *.csv file and save and make safe.

4 – Empty the existing database by clearing all data using the Mark all feature in *Alert Community*

5 – Import the merged database into *Alert Community*.

3.0 - Assigning Call Points to Pagers and groups

3.1 Naming Call Points



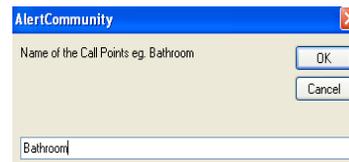
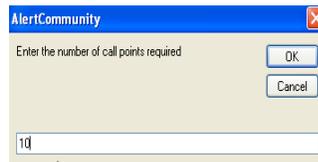
Initially there will be no call point location assigned to the call point ID.

By left clicking once on the Call Point you wish to edit, a name or location can be assigned to the call point ID.

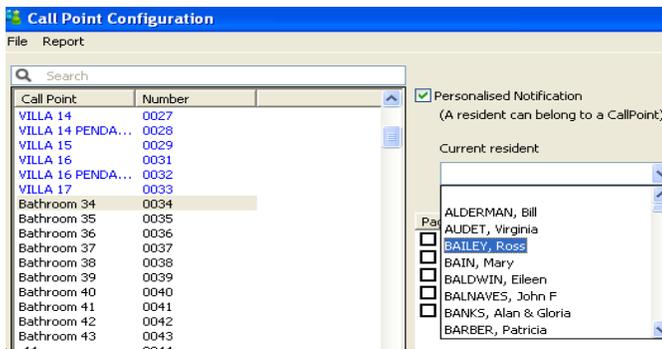
Once the call point has been given a location identity, it can be personalised. This means that a person previously entered in the resident database is assigned to this call point. A resident can be assigned to a number of call points.

You may wish to enter a common and repeating name to a series of call points. This can be achieved by

left clicking the Call Point you wish to begin the running series from, and while holding the Ctrl key click on the " + ". Lets say Bathrooms 1 to Bathroom 10 starting from ID034.



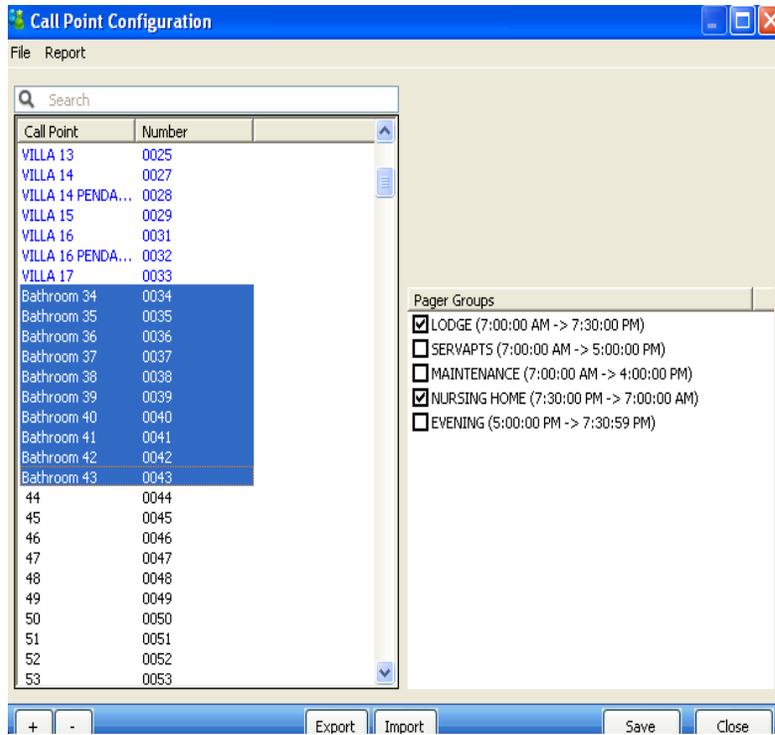
The new Call Points can now have Residents associated to them.



By checking the Personal Notification tab a pull down list of residents will appear.

If the sort order is by Christian name, and you wish the last sorted by Surname, navigate back to Residents tab (F2), and click on the Surname tab. This will alternate the sort order between Christian and Surname.

3.2 Naming a Group of Call Points



Step through the newly associated Call Points and check which paging group you wish allocated the Call Point location.

HINT:

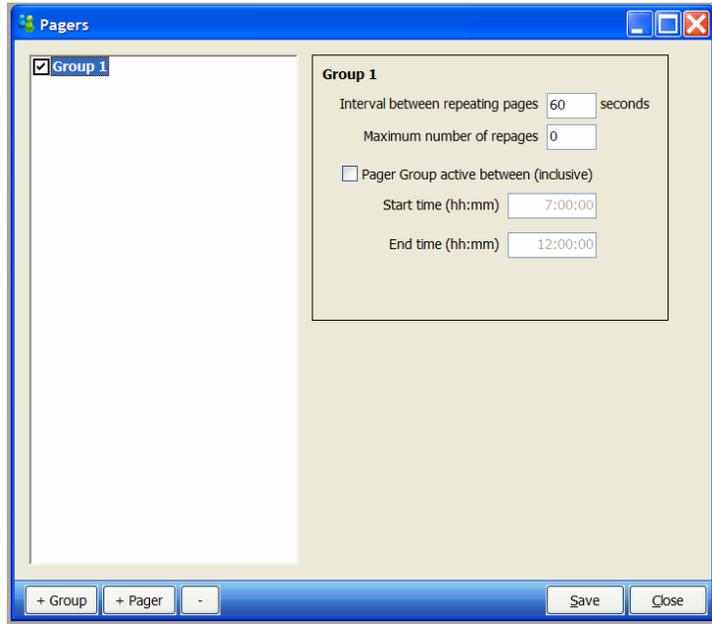
You may have a similar set of paging groups for a consecutive string of Call Points. By clicking the first Call Point, and while holding the shift key, click the last in the sequence (high lighted now in blue), then release the shift key and check the paging groups common to this list of Call Points. Now click on save. Tabbing up and down this list will show the same paging groups have been allocated.

The same can be achieved jumping up and down the list while holding the Ctrl Key.

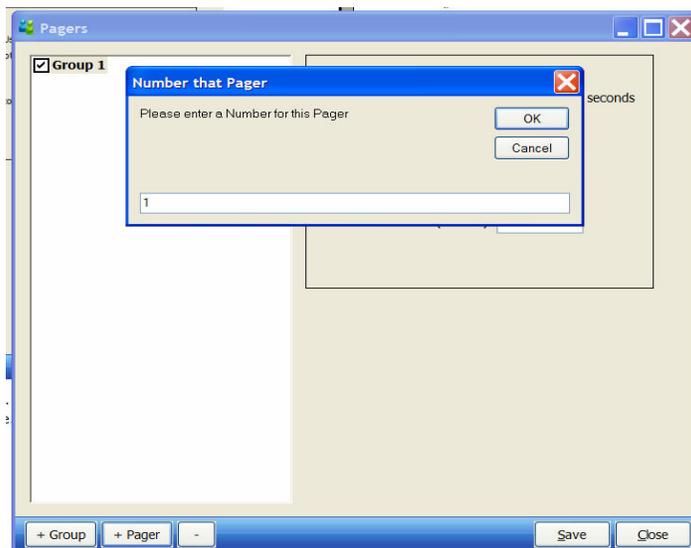
4.0 Configuring Pagers and Paging Groups

4.1 Pagers and Groups

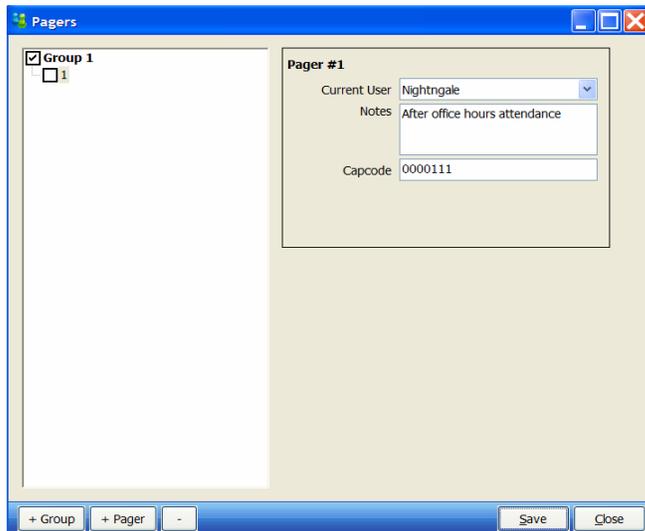
(To be completed in Administrator Mode)



All pagers must reside in a group. If there is only one pager used, then a specific group must be added first. By clicking **+Group** you are presented with a window requesting the entry of a title that explains this group of pagers. Numerous pagers may be added to this group. The same pager may also be a member of another group.



Once the Group name is entered, it is time to add the individual pagers to that group. Highlight the new group title and click **+Pager**. Each pager is given a numeric number and Current User title. This title will appear on screen when the page is made to this group.



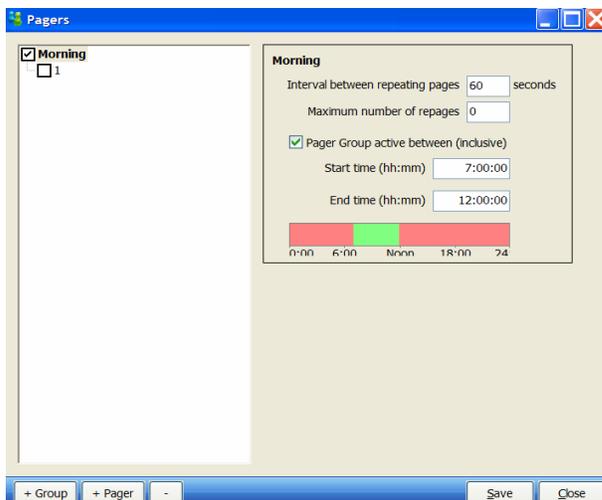
By highlighting the new pagers numeric value (seen below), a Current User and Cap code entry screen will appear. Pull down and select from a list of current users or enter a new user. The Notes will only appear here and may be used to give a brief description of the pagers serial number, date of purchase, Users Nick Name etc

The Cap code assigned to the pager is entered. The pagers Cap code and the Cap code entered here must be the same.

4.1 A Paging Scenario with scheduling to Suit You

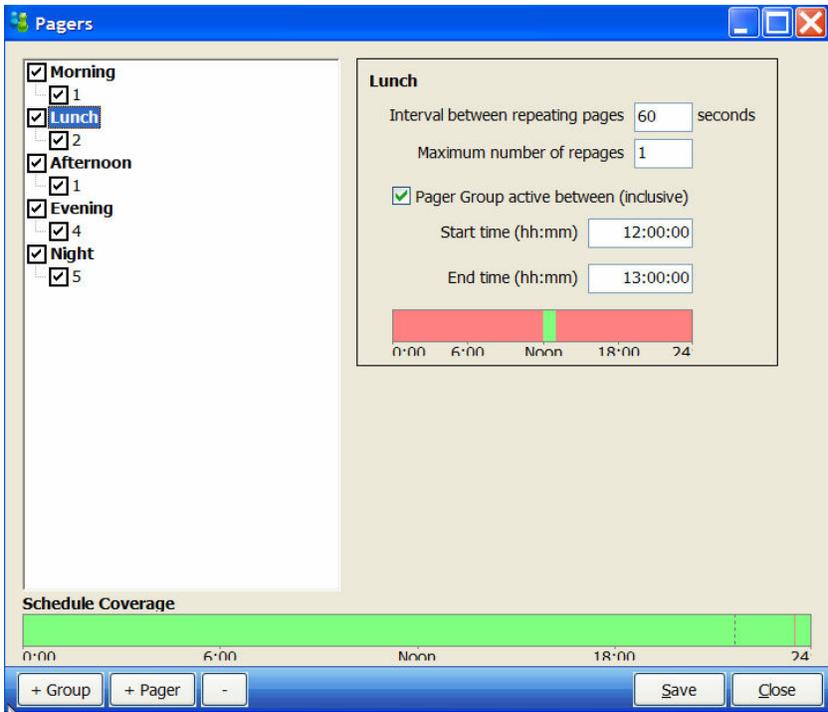
A typical Scenario below

I have four pagers and wish to cover a 24hr period. There is a relief pager from a different section of the building that can cover lunch. The morning and evening staff have staff relief and will not require re paging. Lunch period is shared and may require re paging. Dinner is covered by an overlap of afternoon and evening staff. We also have repeater test equipment that does not require a pager, however needs to be shown in the reporting system as a logged incoming call.

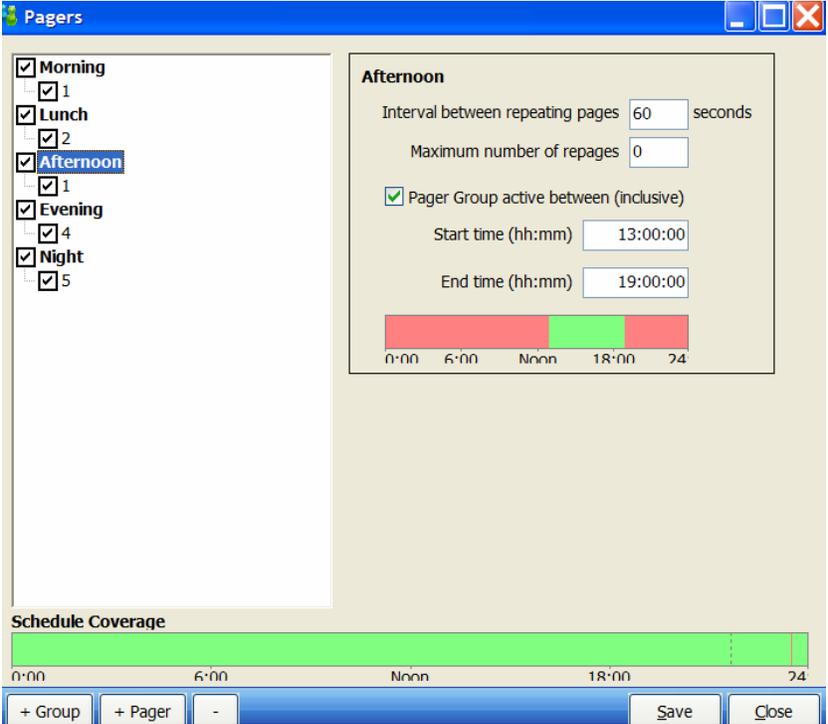


Add the required number of groups and assign scheduling to the groups by ticking the check box provided.

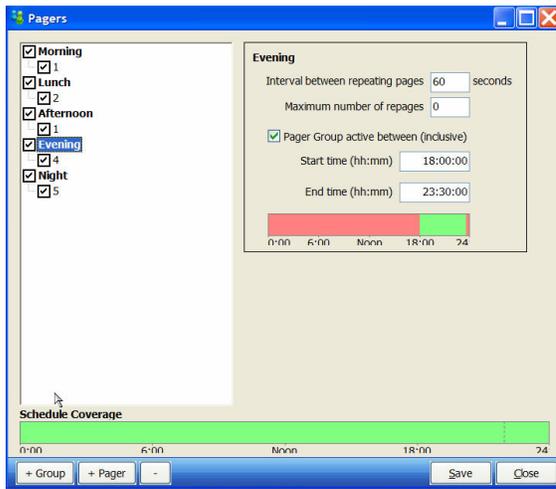
Commence building your groups and assign the appropriate pagers and active time periods for these groups.



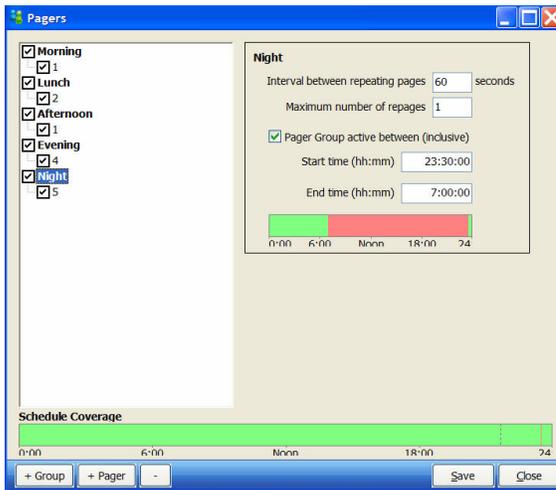
The lunch period is one hour and the staff is shared. They may require a second page. The schedule coverage is showing we have the total 24hr period covered.



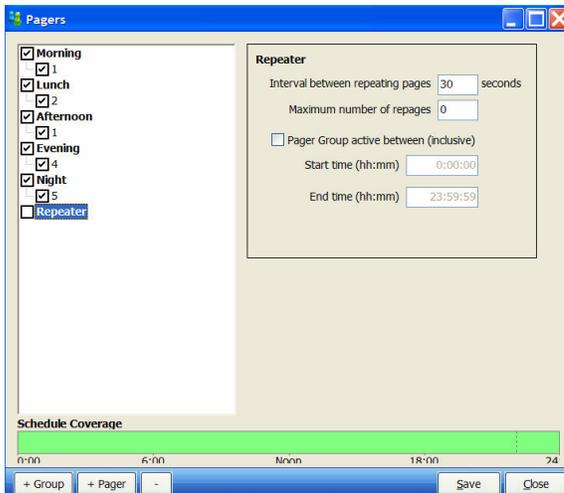
Afternoon schedule is similar to the morning with no need to re page.



Afternoon and evening overlap between 16:00 and 17:00. Both groups will receive paging during this period



Night staff may require a re page.



The system has several repeater test units attached that report in on a regular basis. It is not necessary to page so no pager is attached. This however will enable logging and report sorting functions to be carried out.