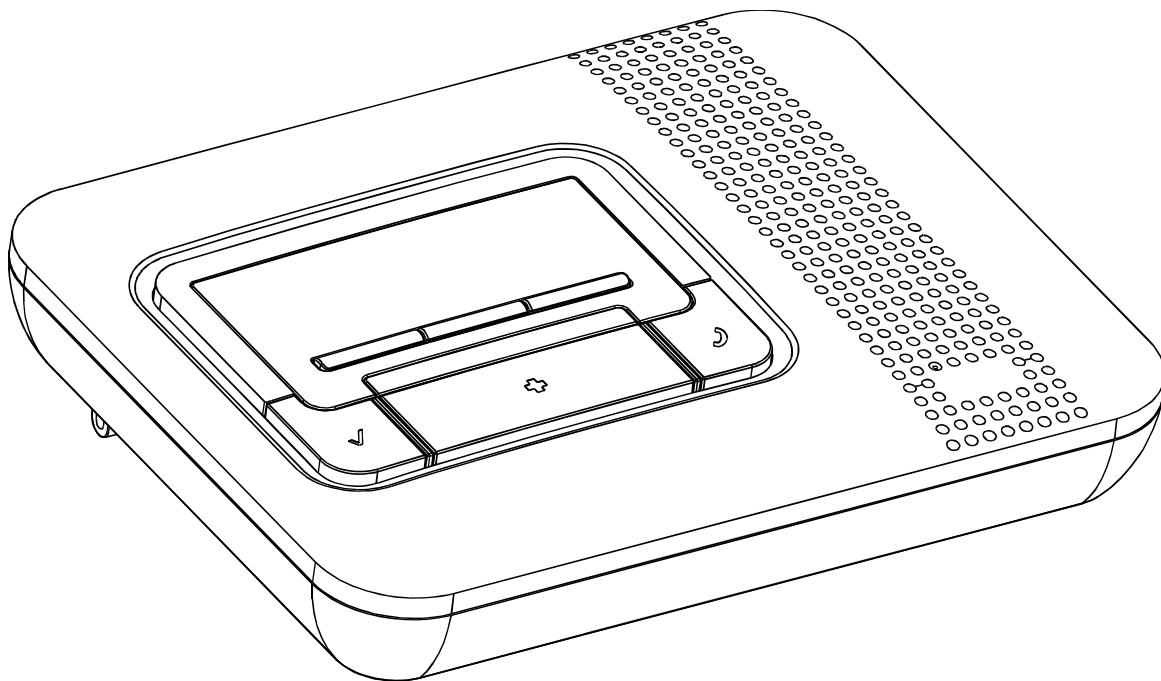


Home Health Care PC Software

User Guide



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Document revision 08/2013

About This Manual

This manual provides a detailed description of the procedures for using the HHCP with your Amber system. Consult HHCP Programming Guides for additional information about specific programmable parameters.

Chapter 1 provides an overview and briefly describes the system.

Chapter 2 lists the requirements for installing the software and describes the software installation process.

Chapter 3 covers the menus included in the software.

Chapter 4 introduces Sites and how they are managed (creating, saving, deleting and copying).

Chapter 5 explains how to use the First Installation and system reset features.

Chapter 6 explains how to manage HHCP users, including how to add users, delete users, change a user's password and how to log in as a different user.

Chapter 7 details all the different tables displayed in the software and provides a general overview of what is included in them.

Chapter 8 describes how to edit text in the control panel LCD display.

Chapter 9 describes how to connect to the Amber. This chapter details the different connection types and available settings, how to connect/disconnect to the Amber and what online functions are available when connected.

Chapter 10 describes how to download/upload customized data settings.

Chapter 11 covers the Reports utility, detailing how to define and generate reports.

Chapter 12 describes how to change the screen appearance, change the screen color, column alignment and user interface language.

Chapter 13 provides answers to troubleshooting questions, which may occur.

Appendix A provides solutions in the event of characters not appearing correctly due to the interface language used.

Formatting Conventions

The following formatting conventions are used throughout the documentation:

Note: Additional information relevant to the presently discussed subject.

Warning: Information that is essential for your safety and to avoid

Caution: damaging the hardware or software.

bold text Indicates operations that you must perform (e.g., name of a button to be clicked or option to be selected) or to emphasize a field or concept being described.

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Chapter 1: Introduction

The HHCP is a utility program that enables you to manage the Amber control panel from a remote station. It runs on PC workstations with Microsoft® Windows XP.

It allows offline preparation of specifications, each of which is a set of parameters especially tailored for a particular HHCP installation site. After the user has prepared the parameters for the site, they can be downloaded into the Amber control panel on the site.

Data is transferred to and from the HHCP either locally through an RS-232 serial data cable, as shown in figure 1-1, or remotely via telephone lines and a modem, as shown in figure 1-2.

Local Data Transfer enables the operator to prepare the parameters for the Amber control panel on a PC where the operator specifies parameters in the Site Screens, even though the operator is working at the same installation site. The operator then transfers the data to the control panel through a cable.

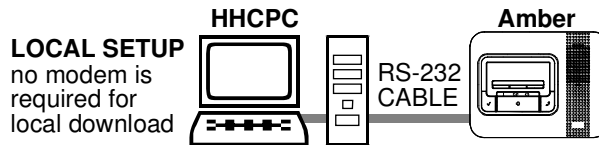


Figure 1-1: Setup for Local Data Transfer

Remote Data Transfer enables the operator to work from a remote site where several Amber systems can be controlled at different installation sites. Using the HHCP, the operator can compare the parameters of the different systems and copy them if necessary. The data is then transferred to each HHCP through a modem.

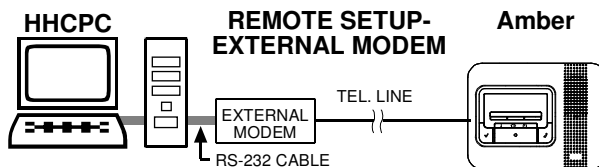


Figure 1-2: Setup for Remote Data Transfer with an External Modem

Note: An external modem is required. It is recommended to use the approved model, USR 5686 or USR 5633 from US Robotics.

Note: For UL installations, the HHCP and the Amber unit must be located in the same room.

Chapter 2: Getting Started

2.1 Hardware / Software Requirements

In order to run HHCP, you need the following resources:

- PC workstation with Pentium microprocessor (100 MHz or higher)
- Microsoft® Windows XP.
- 128 megabytes of RAM (minimum)
- Hard disk with at least 8 megabytes of free space.
- For best performance, use a display driver with a resolution of at least 1024 x 768 pixels.

2.2 Installation

Use an RS-232 cable to connect an external modem to one of the computer's COM ports as instructed in the manual supplied with the modem. Then connect the modem to the telephone line.

To Install the Modem

1. Install the modem for use with the remote computer.
2. Restart your computer. In most cases Windows will detect the new hardware and will open a dialog box prompting you to install the driver for the new modem (from the manufacturer's CD).

If Windows does not recognize the modem during startup, do the following:

3. From the **Start** menu, select **Settings**, then **Control Panel**; the control panel window appears.
4. Double-click the **Modems** icon; the Modem Properties dialog box appears.

Note: In Windows XP the Modems icon is located under **Printers and other Hardware**.

5. Click **Add**; the Install New Modem wizard begins. Follow the instructions to enable Windows detect and install the new modem.

To Install HHCP

1. Start Windows. Close all running applications, if any.
2. Insert the HHCP CD into the CD-ROM drive.

If your system includes the AutoPlay feature, the setup program starts automatically. Otherwise, proceed as follows:

3. From the **Start** menu, select **Run**; the Run dialog box appears.
4. In the Run edit box, type the drive letter of the CD drive you are using, followed by a colon, backslash, and the word “setup”, for example: "**d:\setup**".
5. Click **OK**. The installation welcome screen appears and the Installation program guides you through the entire process.
6. Click **Next**, then follow the instructions on your screen to complete the installation.

During installation an HHCPD shortcut icon is placed on the Desktop to enable you to start HHCPD easily.



To Start HHCPD

1. On the Windows Desktop, double-click on the **HHCPD** icon; the Login screen appears.

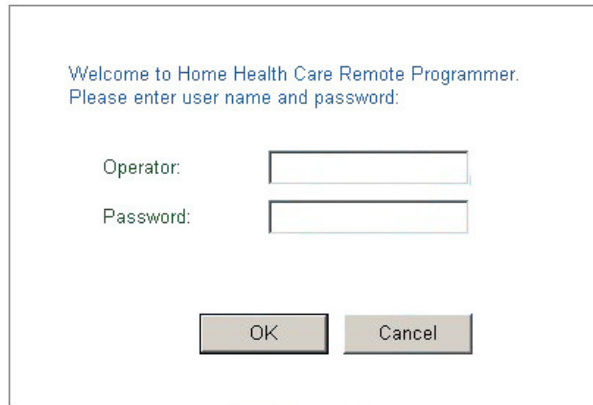
A login dialog box with a white background and a thin black border. At the top, it says "Welcome to Home Health Care Remote Programmer." in blue, followed by "Please enter user name and password:" in black. Below this, there are two labels: "Operator:" and "Password:", each followed by a white rectangular text input box. At the bottom of the dialog, there are two buttons: "OK" and "Cancel", both with black text on a light gray background.

Figure 2-3: Login Screen

2. In the Operator edit box, enter your user name (default HHCPD).
3. In the Password edit box, enter your password (default HHC).

It is recommended to change the default user name and default password with a new user name and a new password.

Both entries are case-sensitive.

The main HHCPD screen appears with the Sites List in the foreground as the active window.

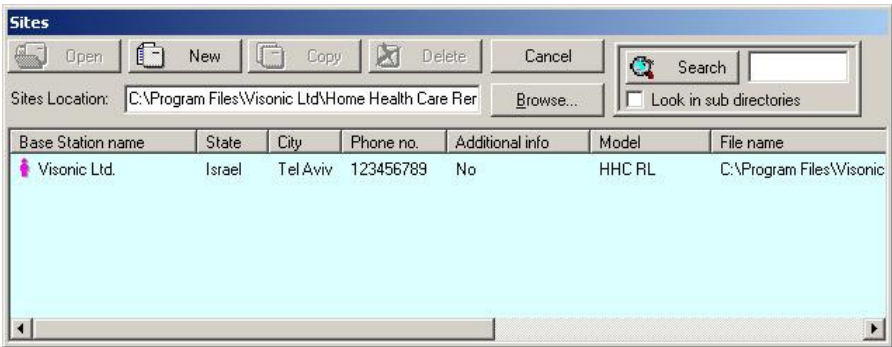


Figure 2-4: Site List Window

This window enables you: to open an existing site file; create a new site file; copy a site file; delete a site file or exit the program. Refer to “Chapter 4. Sites” for further details.

2.3 HHCP Main Window

The HHCP main window displays all the main features of HHCP. This enables you to manage the Amber control panel easily and efficiently.

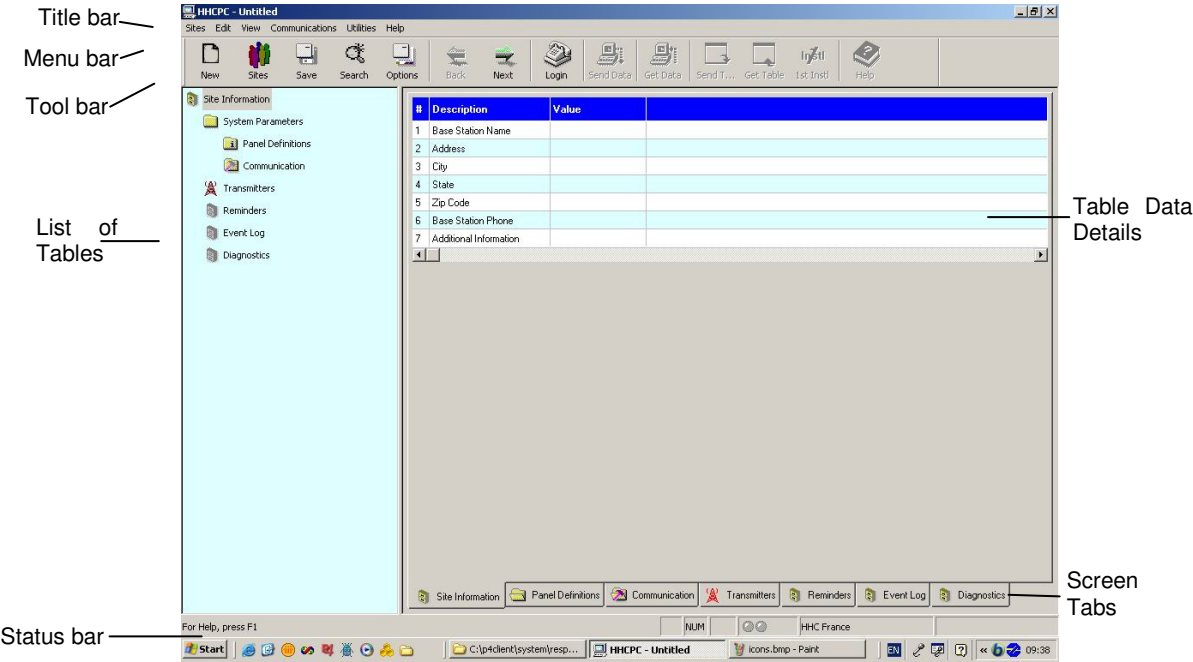


Figure 2-5: HHCP Main Screen

Title Bar

The title bar displays the following features:

- The name of the HHPC file that you have opened.
- The windows Minimize button.
- The windows Maximize button.
- The windows Close button.

Menu Bar

Displays the menus that enable you to access HHPC features.

List of Tables

This area displays a list of all the data tables containing information which characterizes the site. As you point to each table title, it appears underlined. Click on a title to display that table data.

Table Data

This area contains detailed data included in the selected table.

Type in settings, or double-click on the down-pointing arrow to display a drop-down list, and select the appropriate value.

Toolbar

HHPC provides a toolbar that displays buttons which are shortcuts to the most frequently used features of the system.

Button	Name	Function	Also accessible through menu
	New	Displays the New Sites window.	Sites
	Sites	Displays the Sites List window (including Site information).	Sites
	Save	Saves the site file displayed on the screen.	Sites

Button	Name	Function	Also accessible through menu
	Search	Displays the Sites window (without Site information).	View Sites
	Options	Displays the Options dialog box.	View
	Back	Displays the previous table according to the List of Tables.	View
	Next	Displays the next table according to the List of Tables.	View
	Login / Logout	Connects/disconnects the HHCPD to/from the control panel.	Communication s
	Send Data	Downloads the current configuration file (*.pmx) from the HHCPD to the control panel.	Communication s
	Get Data	Uploads the current configuration file (*.pmx) from the control panel to the HHCPD.	Communication s
	Get Table	Uploads data from the control panel to the table currently visible on the screen.	Communication s
	First Installation	Downloads configuration and specific customer audio files when the HHCPD connects to the Central Station for the first time.	Communication s
	Help	Displays the HHCPD Help files.	Help

Status Bar

The Status Bar appears at the bottom of the HHCPD screen. It displays the following:

- Menu name
- Caps lock
- Number lock
- Communication Status: The communication status is displayed by the color of the two communication status icons:

Program Status	Left Icon	Right Icon
Communication is offline	Gray	Gray
Communication is online	Dark green	Dark green
Downloading to control panel	Dark green	Light green
Uploading from control panel	Light green	Dark green

- Amber model: Displays the Amber model name.

2.4 Navigating HHCPD

You can move around the HHCPD screen and carry out functions in a variety of ways:

Mouse

Use the mouse to point to a position on the screen, then click the left mouse button. This enables you to do the following:

- Click a button.
- Select a table tab in the main screen.
- Place the cursor within a table edit box.
- Display a drop-down list.

Arrow keys

The arrow keys enable you to move around the HHCPD tables and highlight the edit boxes. However, they do not position the cursor at the insertion point; this is performed using the mouse or by pressing Enter.

2.5 Exiting HHPCP

At any time, you can exit HHPCP.

To Exit the Program

1. From the **Sites** menu, select **Exit**. A popup message appears prompting you to save the recent changes to the system.
2. Click **Yes** to save or **No** to disregard recent changes. HHPCP closes.

Chapter 3: Menus

The HHCPD main screen displays six menus, which enable you to access the different features of the application.

3.1 Sites Menu

The Sites menu provides you with the tools to manage new and existing Sites.

Menu Item	Function
List of Sites	Displays the Sites window (with Site information).
New Site	Displays the New Site window.
Search	Displays the Sites window (without Site information).
Save	Saves an existing Site file.
Save As	Enables you to save a site file by a new name.
Print	Prints a report.
Print Preview	Displays the report on the screen before you print it.
Print Setup	Enables you to determine the Print specifications.
Users	Enables you to manage users.
Exit	Exits HHCPD.

3.2 Edit Menu

The Edit menu contains commands that help you edit and fill in details in each screen.

Menu Item	Function
Cut	Removes selected text to the clipboard.
Copy	Copies selected text to the clipboard.
Paste	Places the text being held in the clipboard at the point of insertion.

3.3 View Menu

The View menu contains items that enable you to control the appearance of your HHCPD screen.

Menu Item	Function
Toolbar	Displays or hides the Tool bar
Status Bar	Displays or hides the Status bar.
Next Table	Displays the next table of the List of Tables.
Previous Table	Displays the previous table of the List of Tables.
Messages Window	Displays the incoming and outgoing messages.
Options	Displays the Options window.

3.4 Communications Menu

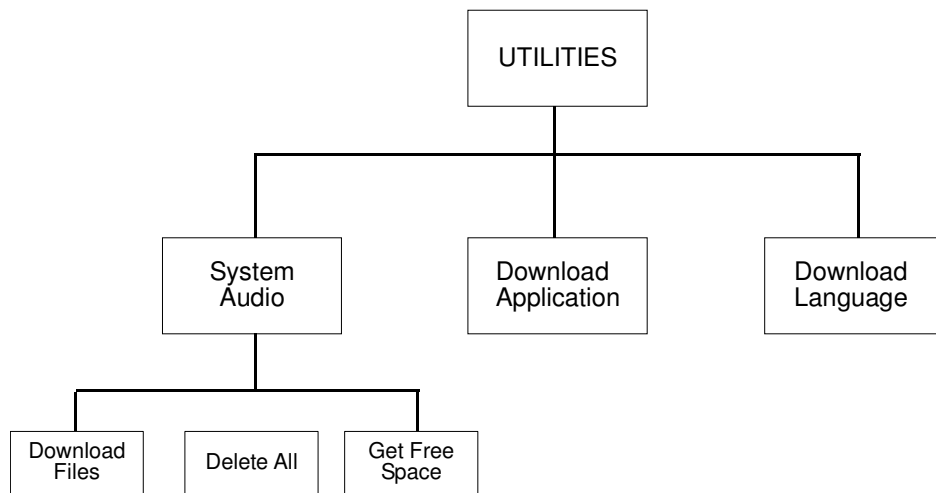
The Communications menu enables you to manage the Communication process with the control panel. All of these functions appear on the toolbar.

Menu Item	Function
Login/Logout	Begins the login/logout process to/from the control panel.
Send Data	Downloads data from the HHCPD to the control panel.
Get Data	Uploads data from the control panel to the HHCPD.
Send Table	Downloads the currently displayed table from the HHCPD to the control panel.
Get Table	Uploads the currently displayed table from the control panel to the HHCPD.
First Installation	Downloads configuration and specific customer audio files.
Audio Manager	Enables the user to download audio files to the Amber and to delete audio files registered in the Amber.
Reset Control Panel	Enables the user to reset the control panel.
Delete Event Log	Enables the user to delete event log files from the Amber

3.5 Utilities Menu

The Utilities menu enables you to perform changes to the panel settings.

Menu Item	Function
Translation Editor	Enables the user to edit the panel display strings
System Files	Downloads system files (application, audio and language)
System audio	System audio files
Delete all	Deletes all system audio files.
Download files	Downloads system audio files.
Download application	Downloads application in online mode. Used for upgrading the HHCPD software.
Download language	Enables downloading of the required language (English or Spanish) file



3.6 Help Menu

The Help menu enables you to receive information and guidance in managing HHCPD.

Menu Item	Function
Help Topics	On-line Help to increase your knowledge about HHCPD, and help you use it to its maximum potential.
About HHCPD	Provides HHCPD copyright and version information. Click on the HHCPD logo to display our Home Page, which contains important information about using HHCPD.

Chapter 4: Sites

4.1 Introduction to Sites

HHPCPC enables you to manage Sites in a variety of ways. These features are accessible either from the menus or from the Site List window.

The Site List window is displayed either when the program is first initiated, or by clicking the Sites button in the tool bar or by selecting List of Sites in the Sites menu.

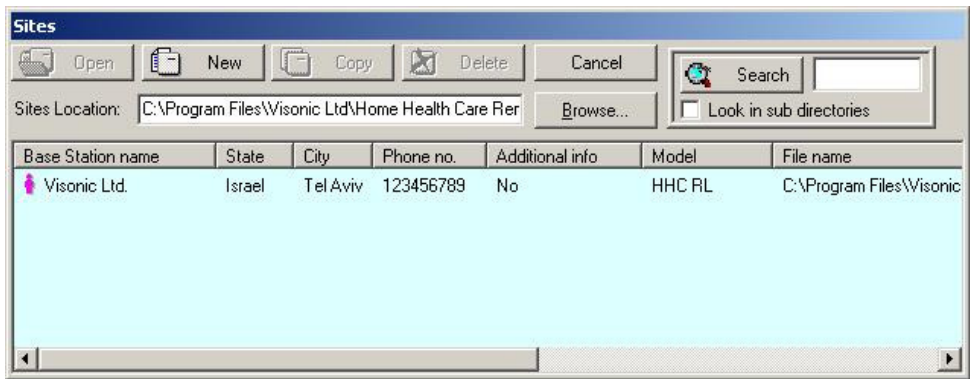


Figure 4-6: Site List Window

This window displays a list of the site names whose files are located in the directory displayed in the Sites Location field. The first time the program is initiated, the path displayed will be the path where the HHPCPC is installed on your computer. In later sessions, the Sites Location field will display the path last chosen (either typed in or selected using the Browse button). Using the Browse button, it is possible to locate and access a site file anywhere in the network and not just access site files saved to your local computer.

Each column of the site list table can be sorted in either descending or ascending order by clicking on the column title. You can drag the vertical lines that separate the columns to enlarge or reduce the size of the columns.

The screen displays buttons, which enable you to begin working with HHPCPC:

Button	Function
Open	Opens an existing Site
New	Opens a new Site
Delete	Deletes a Site
Exit	Closes the HHPCPC application. When you display the Sites List from within the system, the Exit button appears as a CANCEL button. This enables you to remove the Sites List from the screen, and continue using the application.

Button	Function
Browse	Opens the Browse for Folder dialog box, which enables you to locate a folder where the Site files are located.
Search	Lists all the file names containing the text entered into the Search window. If "Look in sub directories" is not checked, the search will be performed only on Sites location (the root directory).

4.2 Creating a New Site

You can create a new, empty site file or you can copy an existing file, save it under a new name, and make the relevant changes to tailor it to a similar setup as the original. You can create a new site either via the Site List window or directly in the New Site window.

1. Click **New** in the Site List window,
or

In the **Sites** menu, click **New Site....**

The New Site dialog box appears.

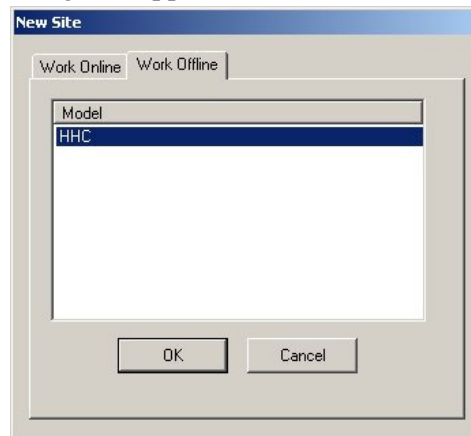


Figure 4-7: New Site Window - Work Online

The New Site dialog box has two tabs:

Work Offline: Enables defining and changing parameters offline and at a later time downloading these parameters to the control panel.

Work Online: Enables direct operation with the control panel via a serial port or telephone modem.

By default the New Site dialog box opens with the Work Offline tab open to enable you to create the configuration file before the installation.

Working Offline

Work Offline only if you know the Amber model you want to connect to.

1. Select the Work Offline tab. The following screen will be displayed:

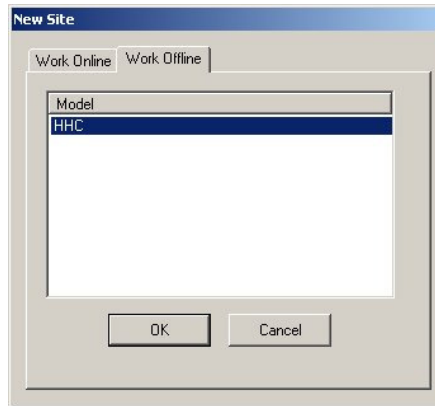


Figure 4-3: New Site Window - Work Offline

2. Select the relevant Amber model.
3. Click **OK**.

The HHCPC main screen will display the parameters relevant for the selected model.

Working Online

To work via a telephone modem

1. In the New Site window click **Options....** The Options Communications window appears.

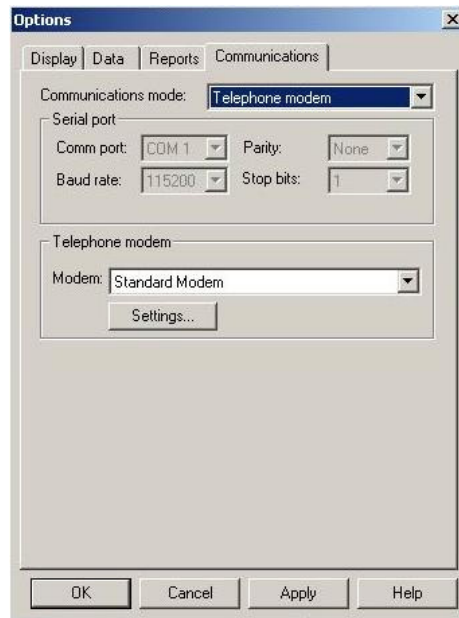


Figure 4-4: Options - Telephone Modem Communications Mode

2. Select **Telephone modem** in the **Communications mode** field.
3. Ensure that the correct modem is selected and configured (see Chapter 9.1).

4. Click **OK**.

The New Site window will appear displaying the Work Online tab with the Phone Number field enabled.

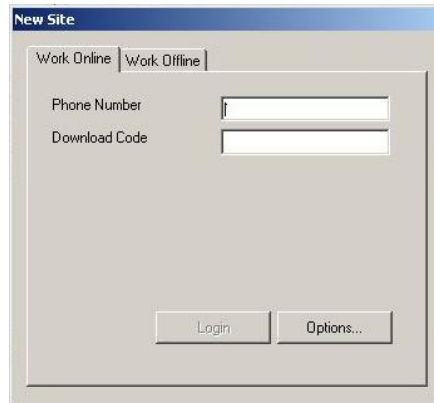


Figure 4-5: New Site Window - Telephone Modem Mode

5. Enter the **Phone Number**.

The Login button will become enabled.

6. Click **Login**. The **Modem Dial Up...** window will appear and attempt connecting.



Figure 4-6: Modem Dial Up...

7. Click **Connect**. The **Hang Up** button becomes enabled.



Figure 4-7: Modem Hang Up

8. Wait for two or three rings, then click the **Hang Up** button.



Figure 4-8: Communicating with PC

The system will wait for 12 seconds and then will automatically dial again. The Amber will answer the call after the first ring and will initiate a data session with your PC.

To work via a serial port

1. In the New Site window click **Options....** The Options Communications window appears.

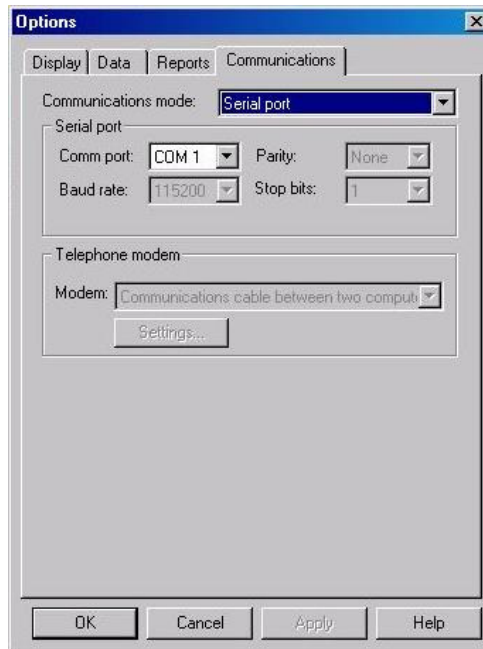


Figure 4-9: Options - Serial Port Communications Mode

2. Ensure that **Serial port** is selected in the **Communication mode** field and that the serial port details are correct (refer to chapter 7: Connecting to the Amber Control Panel for further details).
3. Click **OK**.

The New Site window will appear displaying the Work Online tab with the Phone Number field disabled.



Figure 4-10: New Site Window - Work Online via a Serial Port

4. Click **Login**.

4.3 Saving a Site

From the **Sites** menu, select **Save**, or click the Save button on the toolbar; HHCPD automatically saves the site file on which you are working.

When you select Save or click the Save button for the first time after creating a new site file, HHCPD displays the Save As screen.

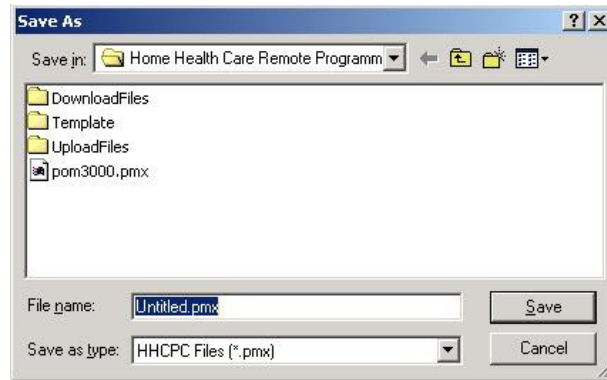


Figure 4-11: Save As... Screen

4.4 Saving a Site File with a New Name

This enables you to save the site file with a new name and in a different directory.

1. From the **Sites** menu, select **Save As**; HHCPD displays the Save As screen.
2. Enter a suitable name for the new site and locate the directory where you want to save the file.

4.5 Displaying and Editing Existing Site Files

Once you have created a site, and saved it, you can view it at any time.

1. Either select the site from the recently used files in the Sites menu or select the site name to display in the Sites List window, and click **Open**.
2. The HHCPD main window displays the information of the selected site.
3. Edit the site tables as necessary.

4.6 Copying a Site

You can create a new site based on an existing similar site. This is done by copying an existing site file, saving it with a new name and then making and saving the necessary changes.

1. In the Site List window, select an existing site file.
2. Click **Copy**; an edit box appears prompting you for the name of the new site.
3. Type the new site name, then click **OK**.

The HHCPD main window appears and displays the details of the copied site.

4. Edit the site as necessary.
5. Click **Save** to save the site.

4.7 Deleting a Site

When a Site is no longer active, and it is no longer necessary to store it in HHCPD, you can delete it.

1. In the Sites List, select the site to delete, then click **Delete**, a warning box appears reminding you that any account that you delete is not retrievable.
2. Click **Yes** to delete the account, or **No** to return to the Sites List.

If you click Yes, the selected site is deleted and the Sites List is displayed.

4.8 Exiting the Site List Window

When you open HHCPD, the Sites List displays an Exit button. However, when you display the Sites List from within the application, the Exit button is replaced by a Cancel button.

Click **Exit** to exit HHCPD.

Click **Cancel**; the Sites List closes, and the main HHCPD screen becomes active.

Chapter 5: First Installation

First Installation enables you to download configuration and specific customer audio files, and to set the date and time when the Amber performs initial connection to the HHCPD.

5.1 Remote Reset

The remote reset feature enables you to reset all configurations made to the Amber. When performing remote reset, the system saves all database and event log files.

To Perform Remote Reset

From the **Communications** menu, select **Reset Control Panel**, then select **Remote Reset**.

5.2 User Test Mode

The system enters this mode automatically each time the unit calls the central station. This enables the user to perform a Walk Test using an RF device. Each time the device button is pressed, the Base Station will announce the name of the customized audio file attached to the specific user name, or, it will announce the device type if no audio file was attached.

If no audio file was attached, the Amber will announce the device type (pendant, smoke detector or fall detector) and its order number in the device table.

At the end of the voice session, the Amber will report all activities to the central station log.

5.3 Date/Time Updates

After completing the first installation, the PC clock is updated to the correct date and time. The date and time are updated each time the HHCPD is logged into the unit.

Chapter 6: Users

From the Sites menu, select Users; HHCPD displays a menu that enables you to manage the HHCPD users.

Menu Item	Enables you to:
Add new user	Add a new user name and password.
Delete user	Delete a user.
Change password	Change an existing user's password.
Login as different user	Login as a different user without exiting HHCPD.

6.1 Adding New Users

1. From the **Sites** menu, select **Users**, then **Add new user**; the Add new user dialog box will appear.

Figure 6-8: Add New User Dialog Box

2. In the **User Name** edit box, type the user's name.
3. In the **Password** edit box, type the user's password.
4. In the **Confirm Password** edit box, retype the user's password.
5. Select the **Full Access** check box to enable the user to create and delete other users. If this is not selected, the user will have access to all the sites, but will not be able to create or delete other users.
6. Click **Add**; a message box appears confirming the addition of the user to the system.

6.2 Deleting a User

1. From the **Sites** menu, select **Users**, then **Delete user**; the Delete user dialog box will appear.

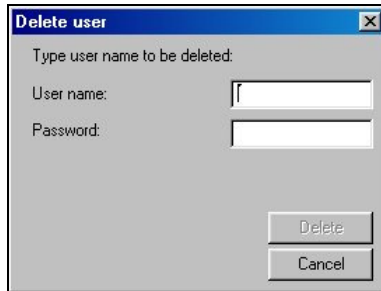


Figure 6-9: Deleting User Name Dialog Box

2. In the **User Name** edit box, type the user's name.
3. In the **Password** edit box, type the user's password.
4. Click **Delete**; a message box appears confirming the deletion of the user from the system.

6.3 Changing User Passwords

1. From the **Sites** menu, select **Users**, then **Change Password**. The Change Password dialog box appears.



Figure 6-10: Changing User Password Dialog Box

2. In the **User Name** edit box, type the user's name.
3. In the **Old Password** edit box, type the user's current password.
4. In the **New Password** edit box, type the user's new password.
5. Click **Change**; a message box appears confirming the user password change.

6.4 Login as a Different User

1. From the **Sites** menu, select **Users**, then **Login as a different user**; the HHPCPC Login screen appears.
2. In the **User Name** edit box type the user's name and in the **Password edit** box type the user's password.
3. Click **OK**; a message will appear to notify that the password has been changed successfully.

Chapter 7: Data Details Tables

The data details tables display the parameters that can be uploaded from or downloaded to the Amber control panel. When first creating a site file, the values displayed are default values, which can be altered to suit the specific system.

Use the arrow keys to navigate between the cells and focus on the different parameters, then click the left mouse button or press ENTER to edit the cell and change the values.

HH CPC includes the following tables:

- Site Information
- Panel Definitions
- Communications Definitions
- Transmitters
- Reminders
- Event Log
- Intruder
- Diagnostics

7.1 Site Information

This section provides various types of information on HH CPC sites, including site connection and location details.

Site Information - Displays general information about the site control panel.

Base Station Name - The name of the station where the control panel is installed. This field receives the name of the detected Amber model by default.

Address, City, State, and Zip Code - The complete address of the site.

Base Station Phone - The telephone number which the HH CPC uses to connect to the control panel.

Additional Information - Additional important information about the HH CPC site and facilities.

7.2 Panel Definitions

Panel Definition enables you to customize the control panel and adapt its characteristics and behavior to the requirements of the particular user.

Standard Support – Select UL, Social Alarm or Disabled.

Operational Mode - Various operational modes used in HHCP, as follows:

Important: *Regardless of the operational mode used, each emergency pendant button and other wireless device enrolled with an Amber panel should be manually tested regularly (at least once a week) to determine if there is a low battery condition, identify radio interference and to protect against faults.*

Mode	Usage and Functionality
Single User⁽¹⁾	Suitable for general use inside a home or within congregate living facilities. Up to 29 detectors may be used in this mode, out of which up to 2 emergency pendant-buttons and/or fall detectors may be enrolled for signaling alarm (emergency) and/or any other trouble condition (for example, low battery in pendant). Single User Mode is supported in: AMBER SELECT, AMBER SELECTX, AMBER CLASSIC, AMBER CLASSICX, AMBER BASIC, AMBER LINK and AMBER GSLA.
Multi User⁽¹⁾	Suitable for use within congregate living facilities. Up to 29 emergency pendant buttons and/or fall detectors may be enrolled for signaling alarm (emergency) and/or any other trouble condition (for example, low battery in pendant). Multi User Mode is supported in: AMBER SELECT, AMBER SELECTX, AMBER CLASSIC, and AMBER CLASSICX. <i>Note: This mode does NOT support Device Test Check or individual reminders.</i>
Fire Only⁽¹⁾	Designed to trigger fire alerts only. The control panel functions as a fire alarm system, and up to 29 detectors (non-pendant) may be enrolled. Fire Only Mode is supported in: AMBER SELECT, AMBER SELECTX, AMBER CLASSIC and AMBER CLASSICX. <i>Note: This mode does NOT support Device Test Check, custom audio files, individual reminders or the enrollment or monitoring of pendants.</i>

Common Area⁽²⁾	Suitable for use within congregate living facilities, such as residential care homes and hospitals specializing in senior care. Up to 255 emergency pendant buttons may be enrolled for signaling alarm (emergency) only in Common Area mode. The first 29 enrolled detectors may be of any type, but detectors 30-255 may only be personal pendants and/or fall detectors. Common Area Mode is supported in: AMBER SELECT, AMBER SELECTX, AMBER CLASSIC and AMBER ClassicX. <i>Each emergency pendant button enrolled to an AMBER panel in Common Area mode should also be enrolled to a separate AMBER panel in Single User mode to enable the trouble condition reporting not covered by Common Area mode (as described below). These additional panels should be installed in the patients' rooms and configured to work in Single User mode for full functionality, including individual reminders and reporting of pendant or fall monitor for battery status and other trouble conditions. The panels must then be enrolled to the Common Area panel to integrate the system.</i> <i>Notes: Common Area mode does NOT support reporting individual reminders or reporting of low battery or other pendant or fall detector trouble conditions.</i>
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⁽¹⁾When moving between the above three operational modes, the data entered into the previous operational mode will become invalidated if it contradicts the conditions of the current operational mode. An error message will then appear on the HHCPD installation software screen.

⁽²⁾When switching from the Common Area mode to any other mode (and vice versa), all data entered by the user in the previous operational mode will be automatically deleted.

⁽²⁾When switching from the Common Area mode to any other mode (and vice versa), all data entered by the user in the previous operational mode will be automatically deleted.

Language – Select the unit language for LCD alignment.

Time and Date Format – USA or Europe time and date format.

Time Zone Gap – Set the difference in time (in hours) between the location of the HHCPD system and the location of the Amber (0 by default).

Automatic Daylight Saving – Enables/disables automatic adjustment to daylight saving time, according to USA or European standards (see Time and Date Format).

Keypad Sound – Keypad sound is always OFF.

Trouble Announcement – Defines the duration of time for trouble announcements. Enables you to provide definitions for the following periods of time: daily, weekly, monthly and yearly

Reminders Duration – The duration of time in which the reminder is sounded (0 - 5 minutes).

Local Pendant Test - Enables/disables local pendant transmitter test.

Inactivity Window 1 – Define first activity beginning and end times.

Inactivity Window 2 – Define second activity beginning and end times.

Panel Audio Name – Provides audio announcement of panel name. It enables you to select a (.aud) file to be downloaded.

Fall Detector Warnings – The number of times that the Amber will announce "User Has Fallen" when the fall detector has been tilted to an angle lower than 60 degrees.

Fall Detector Warnings Delay – the amount of time in between each announcement.

Blink On Reminder – when enabled, the LCD will blink during a reminder.

Volume - Define the default speaker volume level.

Intruder Mode - Enables/disables Intruder Mode.

User Notification Field – Enable/ disable user notification. Used for social alarm standard support (see Standard Support field).

Personal Emergency on Away – When set to Enable, a button press on an enrolled pendant reports an emergency event if the unit is in Home and Away mode. When set to Disable, a button press on an enrolled pendant reports an emergency event when the unit is set to Home mode only.

Jamming Detection – Select between "enable" and "disable". The user may wish to select Jamming Detection disable. This will cause the unit to become non-compliant to the selected standard support.

7.3 Communications Definitions

Communications Definitions enables you to set the telephone communication parameters to the requirements of the particular Site. The CPC feature provides recognition of call termination at the other end of the line.

Outside Line Number – If relevant, the Amber adds this number to the dialed telephone number.

Report Mode – The Amber reports emergency events to the central station and/or to a private telephone number.

Report Non Emergency to CS - Enables/disables report of non-emergency events to the central station.

CS Communication Protocol – Enables user to choose between Contact ID or Tunstall communication protocol to the central station.

Primary User Account – After dialing Emergency Tel, enter this code at the prompt.

Emergency Tel #1 – In the event of an emergency, dials the first stored emergency number.

Secondary User Account – After dialing Emergency Tel, enter this code at the prompt.

Emergency Tel #2 – In the event of an emergency, dials the second stored emergency number.

Ring Time (minutes) – The period, in minutes, during which the central station can establish 2-way voice communication with the Amber (2 min. by default).

Central Station Dialing Attempts – Number of dialing attempts to the central station. First call is to Emergency Tel #1; second call is to Emergency Tel #2 (16 by default).

1st private – Dials first private telephone number.

2nd private – Dials second private telephone number.

3rd private – Dials third private telephone number.

4th private – Dials fourth private telephone number.

Private Dialing Attempts - Number of dialing attempts to private telephone numbers. First call is to Private Tel #1; second call is to Private Tel #2 (4 by default).

Private Report Cycle – The number of playbacks of a private message report during a single attempt.

Contact Check Time – Schedules a daily “Contact Check” to assure that the base unit can communicate with the central station. The time is scheduled automatically by the HHCP.

Day Time Window – The daytime window settings for Warden mode.

Retry Emergency Timeout – The period of time after which the unit will attempt to report an emergency event if the previous set of attempts failed.

Staff Mode Timeout – The staff mode timeout settings for Care Home Mode.

CPC Signal Detection – Select Enable or Disable to activate/deactivate the CPC termination of a call feature. This feature also enables the installer to adjust the CPC detection per telephone service provider.

CPC Threshold Minimum (0 – 500 ms) – Define the minimum threshold time upon CPC recognition, in milliseconds, for disconnecting the telephone line.

CPC Threshold Maximum (0 – 900 ms) – Defines the maximum threshold time upon CPC recognition, in milliseconds, for disconnecting the telephone line.

Direct Link Tel #1 – Amber dials the telephone number stored in memory location 1.

Direct Link Tel #2 – Amber dials the telephone number stored in memory location 2.

Direct Link Tel #3 – Amber dials the telephone number stored in memory location 3.

Call Button Tel – If defined, the unit will call this telephone number upon pressing the Call button.

Voice Session on Emergency – Enables/disables voice session after reporting to the central station.

Rings Before Data Session – The number of continuous incoming rings after which the unit automatically enters a data session.

2 Way Voice Direction – The default settings for the voice communication with the central station. Select Full Duplex or Listen in.

Remote 2W Voice Access – Enables/disables remote two-way voice access.

User Code – The user code setting for remote two-way voice access.

Equipment type – Equipment type setting for Tunstall CS communication protocol.

7.4 Transmitters

This feature enables you to enroll up to 29 RF devices.

Active – Notifies if the enrolled device is active or not active.

Device Type – Select the device type

RF ID # – Transmission ID number.

Intruder - Click to select SECURE/NON-SECURE/DELAY for every detector.

Name – Name displayed on particular RF device.

Device Audio – Click to select the corresponding audio file to the particular RF device.

Device Test – Determines the frequency of performing checks on the RF device.

Current RF Level – The result of the current diagnostic test

Previous RF Level – The result of the previous diagnostic test

Note: To delete an RF device from the Amber, select Not Active from Entry Status.

7.5 Reminders

This feature enables you to set up to 16 programmable reminders per day. The reminder is announced by a voice message and also appears on the Amber LCD display.

Note: Individual reminders are only available in base systems working in Single User mode.

Active – Notifies if the enrolled device is active or not active.

Reminder Schedule – Enables you to set a recurring reminder: daily; weekly; monthly; or yearly.

Reminder Type - Select one of the following reminder options:

- **Medication**
- **Health Test**
- **Wellness Check**
- **Wake Up Call**
- **General Reminder**

***Note:** Up to 16 programmable reminders. If a specific reminder is ignored for the duration of the reminder (programmable under Panel Definitions), an emergency announcement is sent to the central station and a 2-way voice session is opened.*

User Name – Displays the name of the person to whom the reminder is intended.

User Name Audio – Provides a voice message emitting the user name.

Displayed Message – Displays the contents of the message.

Audio Message – Provides a voice message that relays the contents of the message.

7.6 Event Log

The Amber maintains a log file of all occurred events. The event log can be uploaded to the HHCP.

Index # – Lists events in numerical order.

Event – Type of event.

Zone # – Displays the wireless device number or whether it was a system event.

Date and Time – Displays the date and time of the event.

To upload the event log table

1. Perform login.
2. Select the Event Log table.
3. Click the Get Table icon on the toolbar

The HHCP uploads all events in the table. A log file can contain up to 100 events in FIFO format (first-in, first-out), whereby new events overwrite the oldest events.

7.7 Intruder Mode

This mode enables you to perform the functions listed below.

Arm/disarm from Panel – Enables/disables arm/disarm function on AMBER control panel, by pressing the CHECK button for 3 seconds

Entry delay – Entry delay value.

Exit delay – Exit delay value.

Swinger counter – Disabling or setting the swinger counter. This counter determines how many times (1, 2, 3, or disable) each zone is allowed to initiate an alarm within a single arming period. If the alarms number from a specific zone exceeds the programmed number, the control panel automatically bypasses the zone to prevent recurrent siren noise and nuisance reporting to the central station. The zone will be reactivated upon disarming.

Silent Alarm – Enables or disables the silent alarm. This is used in Wandering patient applications. The delay beep operates as normal, but the siren will not be activated in the event of an alarm

Siren – Siren activation duration value.

Voice Session on Alarm - Enables/disables a voice session after the activation of an alarm.

Chime - Enables/disables the Chime function

7.8 Diagnostics*

Diagnostics provides details of the control panel and items connected to the control panel.

Control Panel Serial Number – Production serial number of control panel.

Flash Version

Control Panel Software Version – Current software version of control panel.

Control Panel Hardware Version – Current hardware version of control panel.

Control Panel Manufacture Date Code – Special code unique to each Amber unit.

Pendant ID – Pendant ID number.

Feature support

Power Charger Status – Provides battery life status.

- All parameters are read-only. Diagnostics parameters are updated when uploading tables.

Chapter 8: Utilities

8.1 Translation Editor

HHCPD enables you to perform text changes to the control panel in a variety of ways. These features are accessible from the Utilities menu.

The Translation Editor window is displayed by selecting Translation Editor in the Utilities menu. The text that appears on the Amber window is comprised of two rows, with up to 16 characters on each row. Rows marked in gray cannot be edited. Rows marked in purple may be edited only where there are no asterisks.

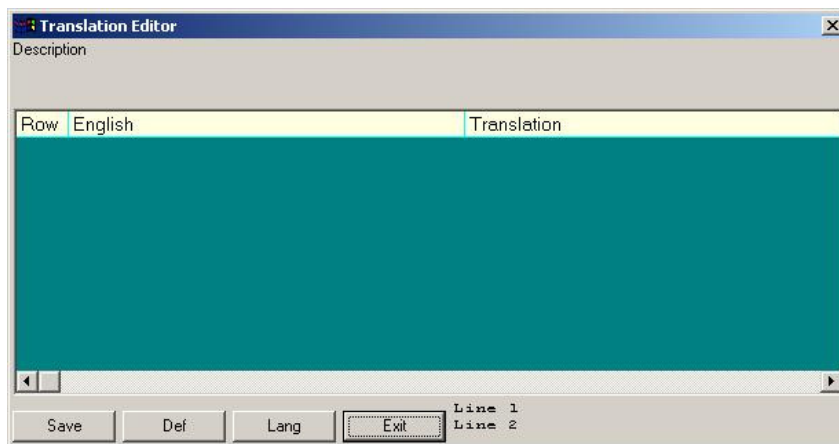


Figure 8-11: Translation Editor Window

8.2 Editing Control Panel LCD Display Strings

This window enables you to edit the strings on the LCD display and also to translate the strings from English into a different language.

1. Click the **Def** button to upload the LCD string definitions file (usually titled language.def).

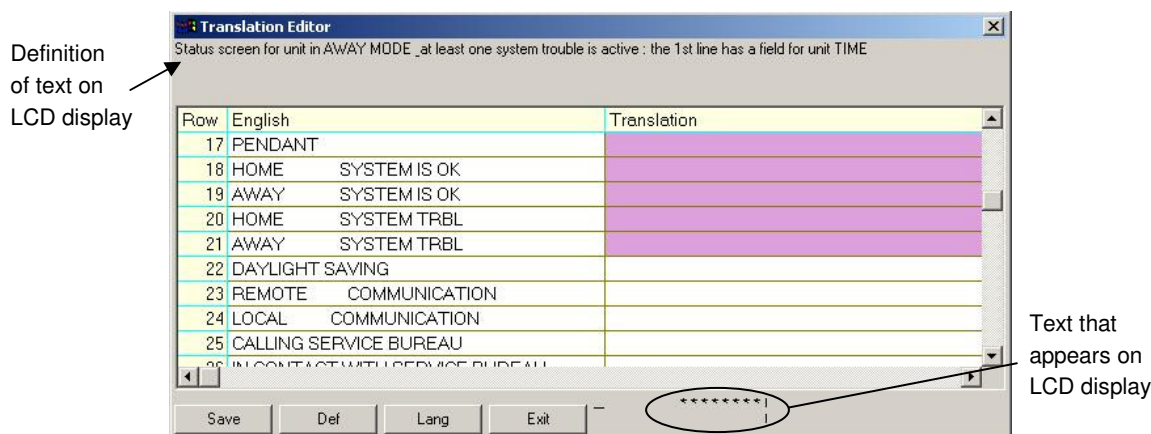


Figure 8.2: Translation Editor Window – Typing Text

- Click the **Lang** button to load an existing file to be edited, by selecting the required (.lng) file from the opened window,

or

Simply type the required text in the empty rows.

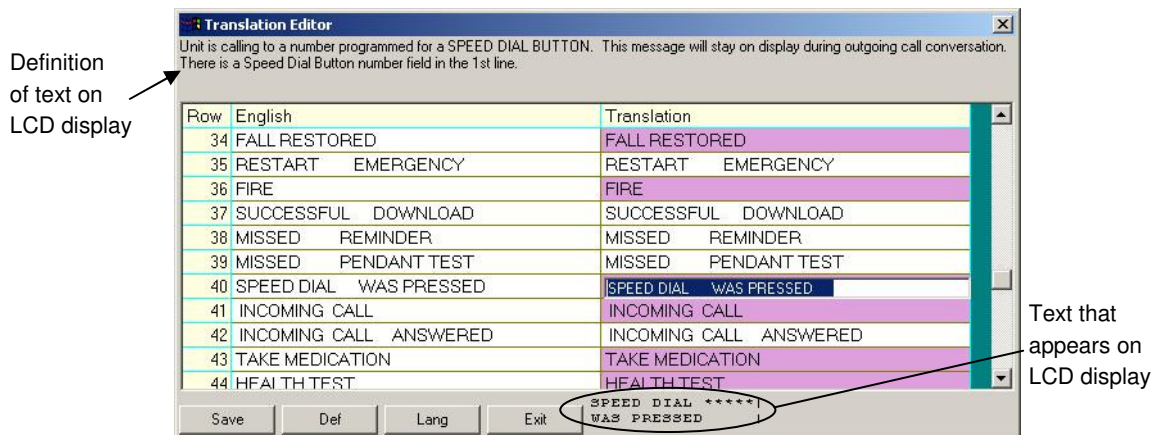


Figure 8.3: Translation Editor Window – Editing Existing Text

- Edit the file, as required.
- Click the **Save** button.
- From the **Utilities** menu, select **System Files**, then **Download Language**.
- Download the relevant (.lng) file. This will update the control panel LCD display strings.

Chapter 9: Connecting to the Amber Control Panel

Connecting to the Amber control panel enables the HHCPD to transfer information to and from the control panel. The control panel can be connected by remote connection (via telephone modem), used when the operator specifies the parameters off-site, or by local connection (via RS-232), used when the installer uses a PC to specify the parameters on-site.

Once connected, it is possible to perform a number of operations, such as, uploading site parameters, downloading site parameters or changing system date and time.

9.1 Defining Communication Settings

The Communications dialog box enables you to determine the communication settings by which the HHCPD and the control panel will communicate.

From the **View** menu, select **Options**, then click on the **Communications** tab; the Communications dialog box appears.

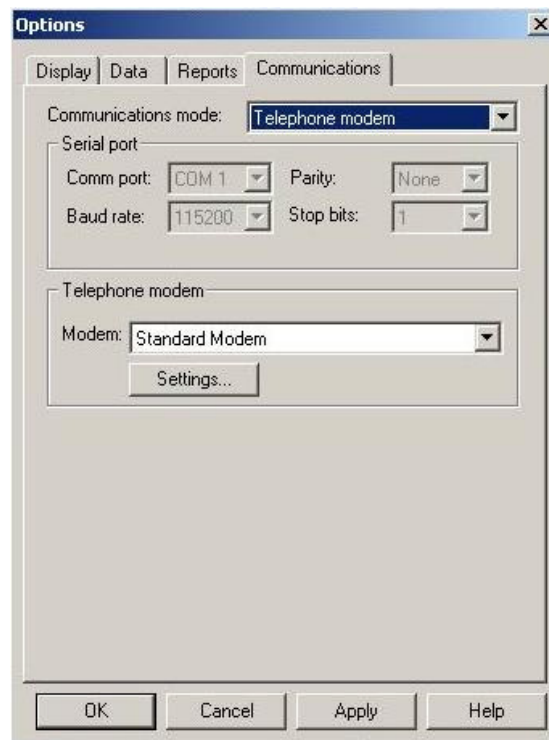


Figure 9-12: Options - Communications Tab

9.1.1 Local Connection (Serial Port)

Local connection is used when the HHCPC is within direct cable connection distance from the Amber control panel. When using Local Connection there is no need for a modem. Only communication ports without installed modem drivers may be used in Serial mode. For example, if the modem drivers are installed on the ports COM2 and COM3, then ports COM1 and COM4 may be used for connection in Serial mode.

1. From the **Communications mode** drop-down list, select **Serial Port**. The serial port parameters are displayed as follows:
 - The **Comm port** field becomes enabled.
 - The **Baud rate** field displays 115200, this being the baud rate used for serial connection. The **Baud rate** field is disabled.
 - The **Parity** and the **Stop bits** fields do not change and are disabled.



Figure 9-13: Communications Mode - Serial Port

2. Change the **Comm port** field as necessary.
3. Click **OK**.

9.1.2 Remote Connection (Telephone Modem)

This is applicable when the HHCP is off-site and when using a telephone modem to connect to the Amber on-site.

1. From the **Communications mode** drop-down list, select **Telephone Modem**. The telephone modem section becomes enabled, and the serial port parameters change automatically to be displayed as follows:
 - The **Comm port** field becomes disabled and the field value is the communications port where the modem is connected.
 - The **Baud rate** field displays 115200, the baud rate used for telephone modem connection.
 - The **Parity** and the **Stop bits** fields do not change and are disabled.

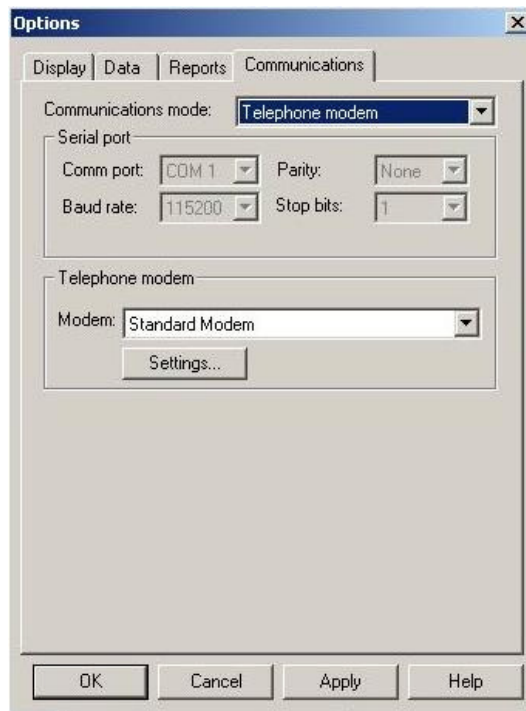


Figure 9-14: Communications Mode – Telephone Modem

2. In the **Telephone Modem** section of the dialog box, select from the **Modem** drop-down list, the modem to use for connecting to the control panel.
3. Click **Settings** to display the Modem Settings dialog box, and define the dialing and modem parameters.



Figure 9-15: Modem Settings

4. To connect to the Amber modem, the local software initiates the dialing process. This process includes a number of steps:

Step 1: Dialing.

Step 2: Waiting 2-4 rings (The dialing process ends if connection is made).

Step 3: Hanging up.

Step 4: Waiting a number of seconds before trying again.

Step 5: Beginning the dialing process again for the predefined duration of time.

The **Try to connect** field defines the number of times the dialing process should be initiated (step 1-4). The **Wait for 2-4 rings during** field defines the time allocated for the two to four telephone rings (step 2). This time needs to be defined as different telephone systems/modems take different amounts of time to carry out the rings.

Tip: If you are not sure of the time to enter in the **Wait for 2-4 rings during** field, enter a high number (i.e. 100 seconds), initiate connection as detailed in the section *Remote Connection* in this chapter, time on your watch the number of seconds your modem takes for 2 rings and then click **Hang Up**. Enter the number of seconds you timed in the **Wait for 2-4 rings during** field.

The **Wait for connection during** field defines the duration of time (in seconds) for connection once dialing begins again (step 5).

9.2 Connecting to Amber

The login procedure enables HHCP to transfer information to and from the control panel and can be initiated either when creating a new site file or when a site file is already open. This procedure differs when the communications mode is set to **Serial Port** or **Telephone Modem**. The first part of the procedure is the same for both types of communication modes:

To Login when creating a new site file

1. Select **New Site** from the Sites menu,
Or
Click **New** in the Sites window.
2. In the New Site (work online) dialog box, fill in the fields (the fields will be enabled/disabled according to the communication mode).
3. Click **Login**.

To Login when a site file is open

From the Communications menu select **Login**,

Or

Click the Login icon in the toolbar.

Performing Local Connection (Serial Port)

After connecting, the communication icons in the status bar will become green, and the Download and Upload icons in the toolbar become enabled and you have successfully logged in.

9.3 Online Operations

While connected to the Amber, it is possible to perform a number of different operations. You can transfer information between the HHCP and the control panel by uploading or downloading, either all site parameters or a specific table. It is also possible to update the system date and time.

To Download or Upload All Site Parameters

From the Communications menu, select **Download** or **Upload**,

Or

Click the appropriate icon on the toolbar.

The system begins to transfer data between the control panel and the HHCP. The wording on the message box changes according to whether the transfer is upload or download.

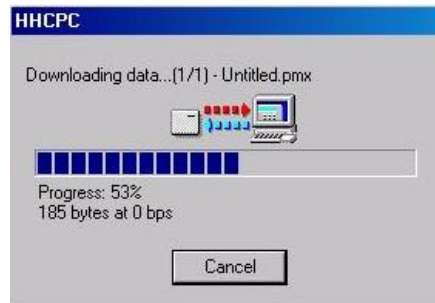


Figure 9-5: Uploading/Downloading Progress Bar Screen

At any point during the transfer, you can click Cancel to halt the procedure.

When the transfer is complete, a message box appears to confirm successful completion.

To Download or Upload a Specific Table

1. Select a table by clicking on a table name in the List of Tables area, or by clicking a table tab at the bottom of the screen.
2. From the Communications menu, select Send Table or Get Table, or click the appropriate icon on the toolbar.

Using the Audio manager

The Audio Manager handles all custom audio files for each control panel.

1. From the **Transmitters** and **Reminders** tables, select the custom audio (.aud) files to be included in the control panel.
2. From the **Communications** menu, select **Audio Manager**; the Audio Manager dialog box appears.

3. Select the custom audio files you wish to download and click the **Download** button to download the files.
4. Click the **Delete All Files** button, to delete all custom audio files from the Amber.
5. Click the **Get Free Space** button to send a query to the Amber of the amount of space available in the custom audio.

***Note:** The **Download**, **Delete All Files** and **Get Free Space** buttons are enabled only after performing login.*

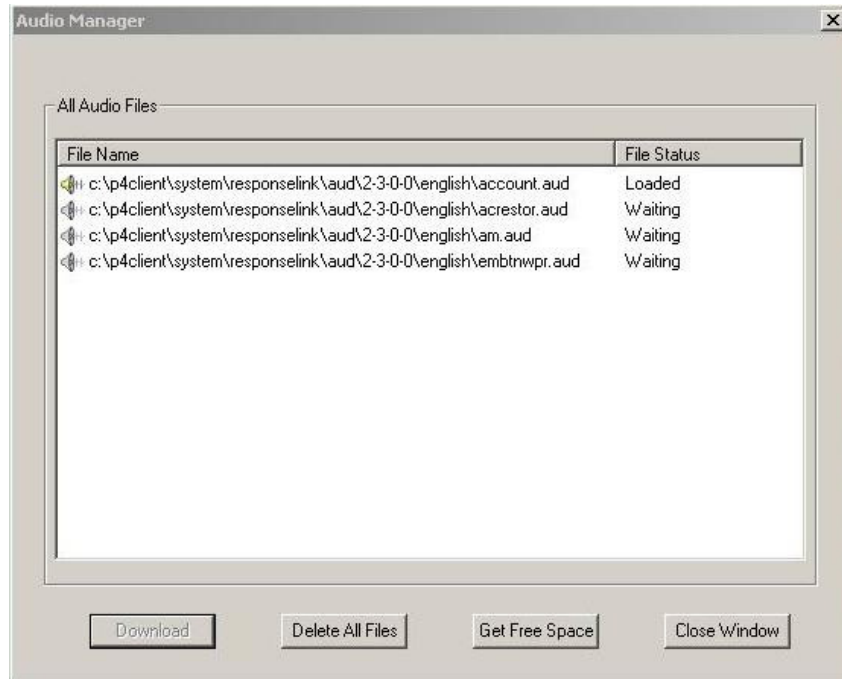


Figure 9-6: Audio Manager Dialog Box

5. A gray icon and Waiting status indicates the file has not been downloaded to the Amber. A yellow icon and Loaded status indicates the file has been downloaded to the Amber.
6. Click the **Close Window** button to close the audio manager dialog box.

***Note:** See the Utilities menu for other functions which are performed online.*

9.4 Disconnecting from the Amber

From the **Communications** menu, select **Logout**,

Or

Click the Logout icon on the toolbar.

Chapter 10: Data

The data tab is used to define specific upload/download settings to facilitate data transfer.

10.1 Defining Data Settings

The Data dialog box enables you to customize specific data settings in the upload/download process.

From the **View** menu, select **Options**, then click on the **Data** tab; the Data dialog box appears.

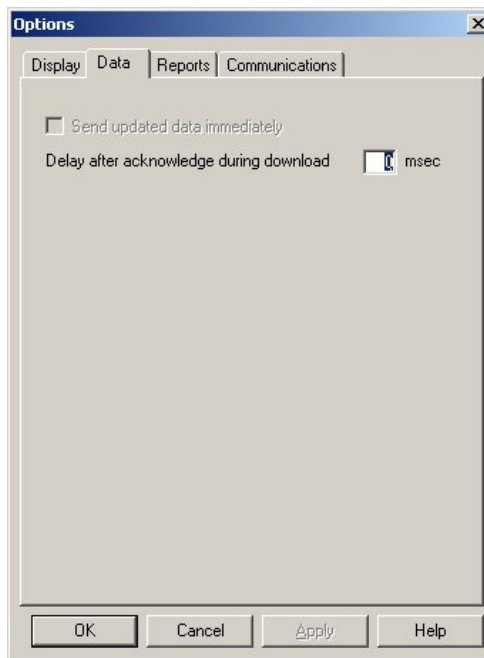


Figure 10-16: Options – Data Tab

1. Select the **Send updated data immediately** check box, to automatically update changed settings from the HHCPC to the Amber.

***Note:** If the above check box is not selected, the Amber will only be updated when performing full download.*

2. In the **Delay after acknowledge during download** field, enter a time value (in milliseconds) for a delay in sending commands.

***Note:** This field should be used when problems in communication are experienced.*

Chapter 11: Reports

After you have created a site, you can generate a printable report of the site data. To generate a report, first define the information to include in the report, then preview the report and then print it.

11.1 Defining and Generating a Report

Each HHCPD account comprises of 7 tables. You can generate a report including information about some or all of these details. After you specify which details you require in the report, HHCPD will generate the report.

To Define and Generate a Report

1. From the **View** menu, select **Options**, or
Click the **Options** button on the toolbar; the Options dialog box appears.
2. Click the Reports tab; the Reports dialog box appears.

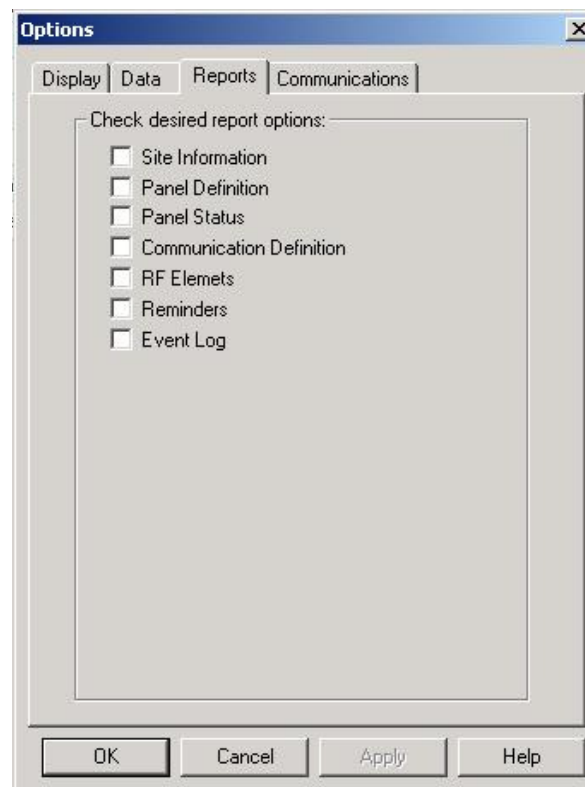


Figure 11-17: Options – Reports

Select the relevant check boxes to specify the information to include in the Report.

3. Click **Apply**; the tables to include in the report are selected, and the Reports dialog box remains on the screen for further perusal and selection.
4. Click **OK**; HHCPG generates the report according to your specifications.

11.2 Viewing a Report

HHCPG enables you to view reports before you print them. This enables you to check that all necessary information has been included in the report.

To View a Report

From the **Sites** menu, select **Print Preview**.

HHCPG displays the report of the site as specified for printing via the Options dialog box. This enables you to view the various details of the report before you print it.

The Print Preview toolbar enables you to do the following:

Print	Prints the report from the Print Preview screen.
Next Page	Displays the following page of the report.
Prev Page	Displays the previous page of the report.
First Page	Displays the first page of the report on the screen.
Last Page	Displays the last page of the report on the screen.
Whole Page	Displays one page of the report on the screen.
Page Width	Fits the page to the width of the window.
Two Pages	Displays two pages of the report on the screen.
Thumbnail	Opens a navigation pane of thumbnails of each report.
Zoom	Increases the size of the report as it appears on the screen. There are five possible view sizes available.

11.3 Printing a Report

You can change the print setup for a report. This enables you to determine the following:

- The printer to print the report.
- The paper size on which to print.
- The source from which the printer should take paper.
- The orientation of the paper.

To Determine the Print Setup

1. From the **Sites** menu, select **Print Setup**; the Print Setup dialog box appears.
2. Specify the printer to where the report will be printed.
3. Specify the paper size of the paper on which the report will be printed.
4. Specify the paper source.
5. Specify the orientation of the paper.
6. Click **OK**. The window is closed.

To Print a Report

1. From the **Sites** menu, select **Print** (or click the **Print** button on the toolbar); HHCPC displays the Print screen.

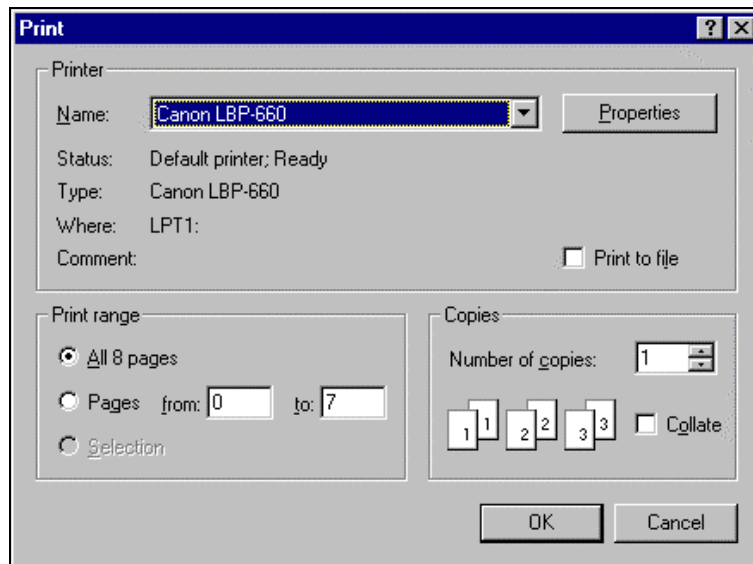


Figure 11-18: Print Dialog Box

This screen enables you to do the following:

- Select the printer to print the report.
 - Determine the print range.
 - Determine the number of copies of the report, and whether or not they should be collated.
2. Make the appropriate changes, then click **OK**; HHCPC prints the report.

Chapter 12: Screen Appearance

Any changes to the appearance of the Site screens are made in the Display tab of the Options dialog box.

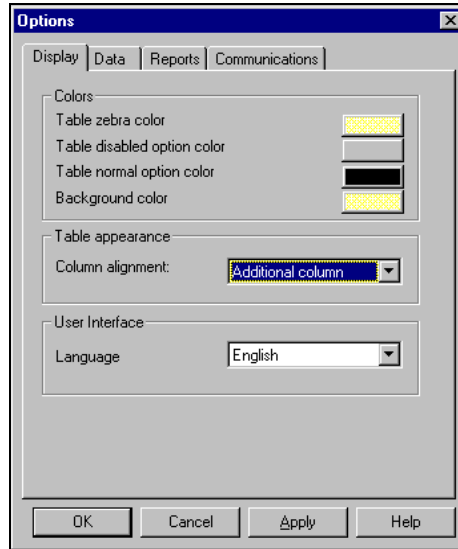


Figure 12-19: Options - Display Tab

12.1 Changing the Color

The colors of the Table Details are defined according to the following settings:

- Table zebra color: Defines the color of every other line in each table. This makes it easier for the user to follow the horizontal lines in the table.
- Table disabled option color: Disabled tables appear in the selected shade.
- Table normal option color: The color of the text as you type it.
- Background color: The background color of the tables list and the sites list.

To Change the Tables Color

1. From the **View** menu, select **Options**; the Options dialog box appears. By default, the display tab is active.
2. Click on the block of Tables zebra color; the color palette appears.
3. Select a color, then click **OK**.
4. Repeat the procedure for all the options.
5. Restart HHCPC.

12.2 Column Alignment

HHPCPC defines the Table Details column alignment according to one of the following settings: The Tables Column Alignment determines the width of the table columns on the screen.

- No auto alignment: All columns in the tables are the same width, regardless of their contents.
- Right justified: The columns in the table are all widened in order to cover the entire screen.
- Last column stretched: The last column in the table reaches the right side of the screen, however wide the contents of the column.
- Additional column: An additional column is added to the tables that are too narrow to fill the screen. The extra column is the width of the empty space between the last column of the table, and the right side of the screen.

To Change the Tables Column Alignment

Click the column alignment drop-down arrow, then select an option from the list.

12.3 User Interface Language

HHPCPC provides you with the possibility to change the language used in the software interface.

To Change the User Interface Language

1. Click the Language User Interface language drop-down arrow, then select a language from the list.
2. Restart HHPCPC.

Chapter 13: Troubleshooting

PROBLEM	DIAGNOSIS	POSSIBLE SOLUTION
A. The HHCP doesn't identify the modem	A1. Your modem might be OFF or loosely connected.	A1. Make sure the modem is turned ON. A power switch is available on any external modem. The light on the front panel should illuminate. Also ensure that all other applications using the COM Port are turned off (PalmPilot Hotsync and other accessories or terminal windows). Check whether the cable connectors are fitted securely to their respective ports: • The line connector in case of an internal modem • The line and RS-232 connectors in case of an external modem.
	A2. You may have a COMIRQ conflict.	A2. Check whether you have the correct Com port and IRQ settings in your software and/or in the Windows Control Panel. Also verify that there are no conflicts with other devices.
B. Failure to communicate with the Amber via the modem.	B1. You may have a conflict with the definitions in the communication mode window.	B1. Make sure you selected the Telephone Modem option in the communication mode window.
	B2. The modem type is different from the type displayed in the OPTIONS menu / Communications tab.	B2. Check that the correct modem type has been selected.
	B3. Modem is not properly installed in operating system (Windows).	B3. Make sure that the modem is recognized by Windows. If not, click Start → Setting → Control Panel. Double click the Modems icon and follow the instructions on the displayed Install New Modem window.

PROBLEM	DIAGNOSIS	POSSIBLE SOLUTION
	B4. Amber is not connected to the phone line.	B4. Verify proper connection of the Amber to the phone line.
C. PC fails to communicate with the Amber via the Serial Port.	C1. The RS-232 cable is disconnected from the Com Port of your PC.	C1. Verify proper connection of the RS-232 cable.
	C2. You may have a definition conflict in the OPTIONS menu/ Communications settings	C2. Make sure that the Serial Port option is currently selected.
	C3. Your serial port is defined to work with high or low baud rate.	C3. Make sure 115200 bps option is currently selected in the OPTIONS menu / Communications.
	C4. You may have a COM Conflict.	C4. Verify that the correct Com Port is specified in the OPTIONS menu / Communications
D. The unit stalls during configuration or remote programming.	D1. The Amber needs to be reset.	D1. Press the three main buttons on the Amber simultaneously, for 10 seconds.

Appendix A: Language Settings

When using the HHCP Software in Windows XP with a foreign language interface, some characters may not appear correctly in the chosen language. This may require changing your computer's language settings.

Changing Language Settings in Windows XP

1. From Start>Settings>Control Panel double-click Regional and Language Options. The Regional and Language Options dialog box appears.

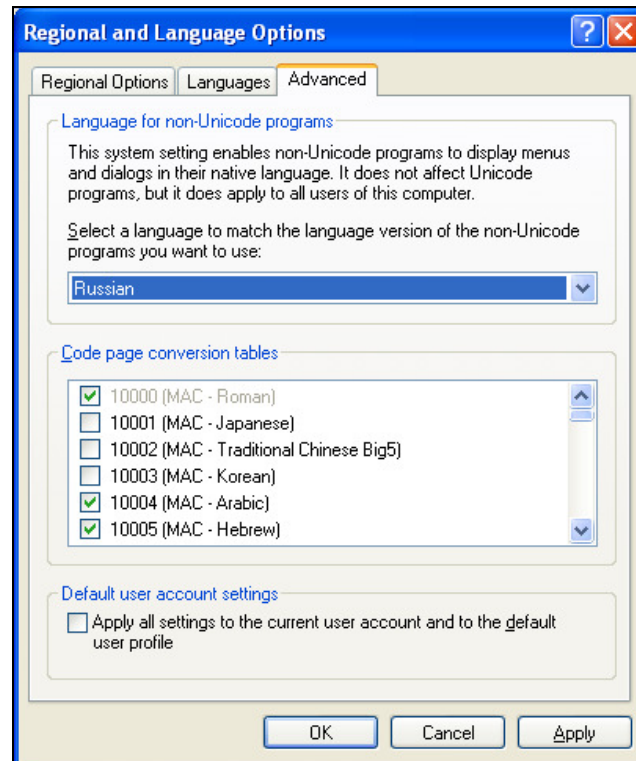


Figure A-20: Regional and Language Options Window

2. Click on the **Advanced** tab.
3. Under **Language for non-Unicode programs**, click the drop-down list and select the appropriate language.
4. Click **OK**.
5. Restart the computer.

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E-MAIL: info@visonic.com

INTERNET: www.visonic.com

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