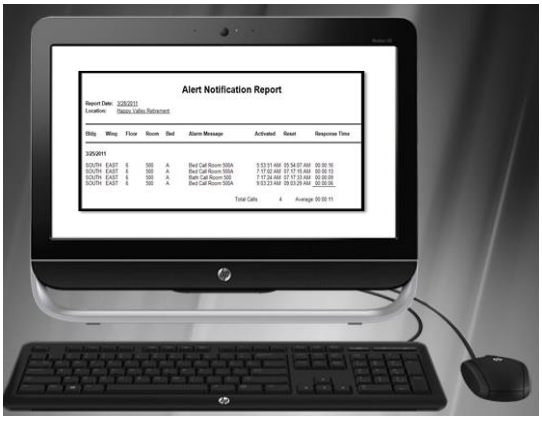
comPPage

Enterprise System

SQL Database
&
PIA Controller



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The PIA Controller is pre-loaded with Controller Maintenance©, Report Print© and Remote Monitor©. The system is setup with four(4) log on's.

User ID	Password
comppage	r22438
maintenance	maint
siteadmin	123456
reportuser	rptuser1

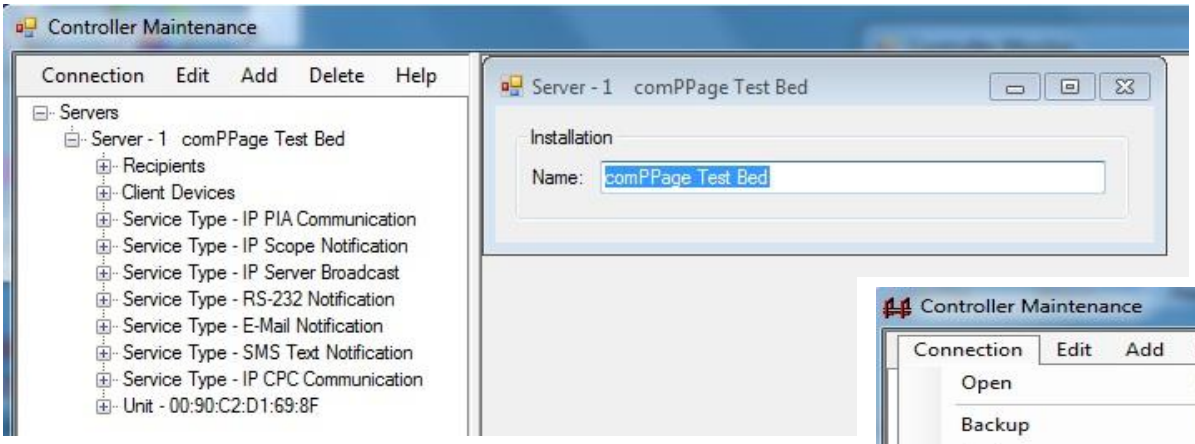
The Controller software has been configured for the PIAs and Paging equipment ordered. If necessary to Add or Edit any entry follow the below procedure for **services, service types, or units**. Any Adds or Removals other than zones under the units, **Windows Service** must be STOPPED and RESTARTED for entries to become effective. The following Services are pre-installed.

Defaults

- IP Server Broadcast
- IP PIA Communication
- IP CPC Communication
- Client Devices
- Recipients
- Unit

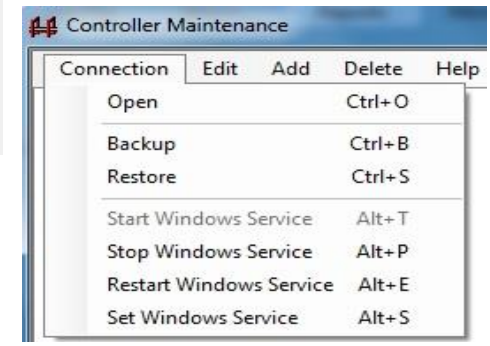
Server

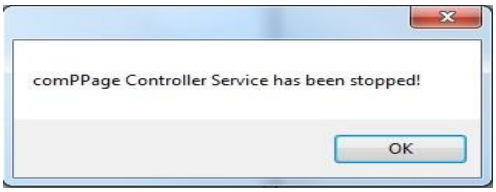
At the sever level the user will identify the name of the installation. Ie.. **comPPage Test Bed.**



Start and Stopping comPPage Controller Service

1. Select Connection from top menu bar.
2. If the service is running the **Start** will be grayed Out. If the service is not running the **Stop** will be Grayed out.
3. Left click on the function to be activated.
4. When completed the Start or Stop message will appear.

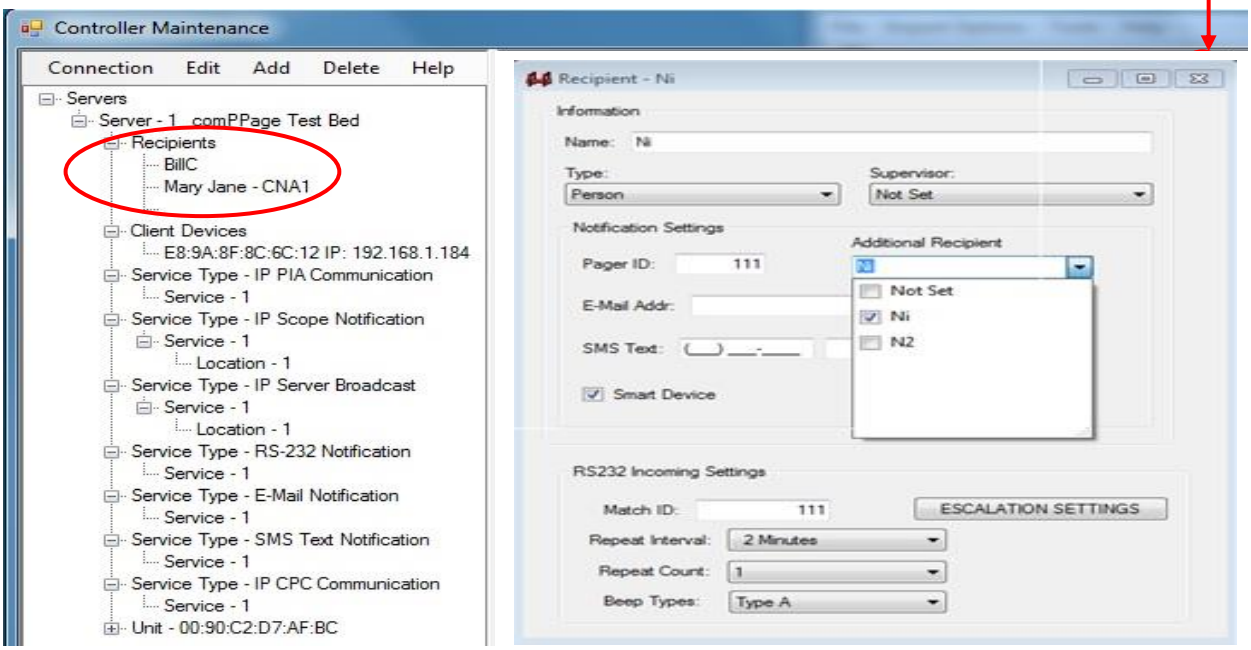




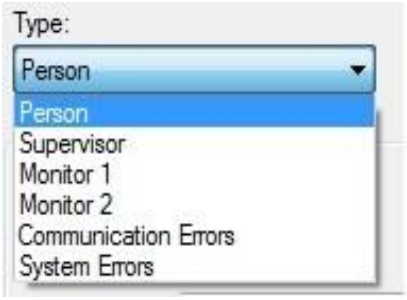
Exit Screen and Save

Recipient File

The recipient file must be completed before programming the Unit Zones or Client Devices .
An entry must be made for each staff member to be notified of an alert.



1. Highlight and right click on **Recipient, Add Recipient**.
2. Name - enter the name that will appear when you select a recipient to receive the alert information.
3. Type – Select the type of recipient.
   a. Person – staff member to receive alerts when contact closure or serial data is supplied.
   b. Supervisor – staff member when selected under Supervisor will receive the same alerts that the recipient receives.
   c. Monitor 1 and Monitor 2 – if this designation is used and a cap code has been entered in the program, they will receive all alerts sent. Note: This selection should be used very rarely.
   d. Communication Errors - The ID that will receive the error message that is generated if the smart device cannot communicate with the controller. Recommended to be someone the IT department.
   e. System Errors – Future Use.

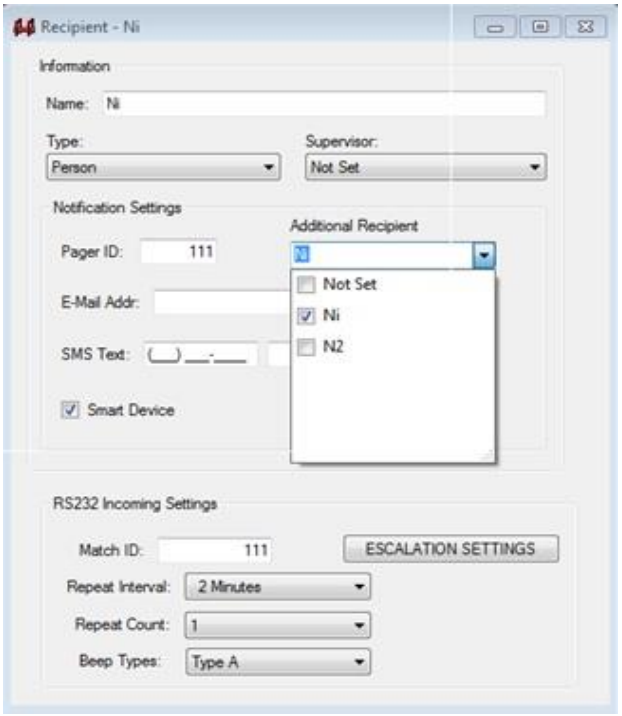


4. Enter one of the following Notification items.
   a. Pager ID for Pocket Paging
   b. E-Mail Address – If controller has Internet access.
   c. SMS Texting – Text to Cellular Phones, also requires Internet access.
   d. Smart Device - WiFi Tablet, 7 and 10 Inch Android, Samsung II, III, Note III and Galaxy S5 SmartPhones.
5. RS232 Incoming Setting
   a. Enter the Matching ID (POCSAG Cap Code) of the incoming data. This ID will be matched to the type of device selected for this recipient.
   b. Select Repeats, Intervals and any escalations.

Additional Recipients

When using Pocket Paging and more than a single staff member needs to be notified, the user can program the same cap code in multiple pagers. This is known as a Group Call. However, when using smart devices or emails you can only use a single ID. To accommodate multiple notifications to multiple types of devices the additional recipients setup is used. It is also used to accommodate grouping of recipients when cap codes are not in all pagers.

Additional Recipient Setup



1. Select the Primary Recipient to receive the alerts.
2. Click the drop down under the Additional Recip.
3. All recipients will be shown, except the primary recipient.
4. Beside each recipient is a check box. Select each recipient that will receive the alerts that the primary recipient will receive. Note: <u>The primary recipient will not show on the additional recipient list</u>.

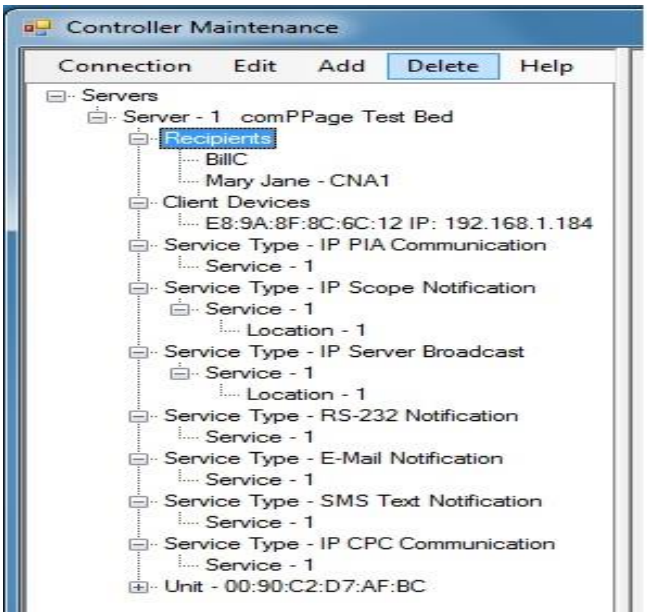
Removing Additional Recipient

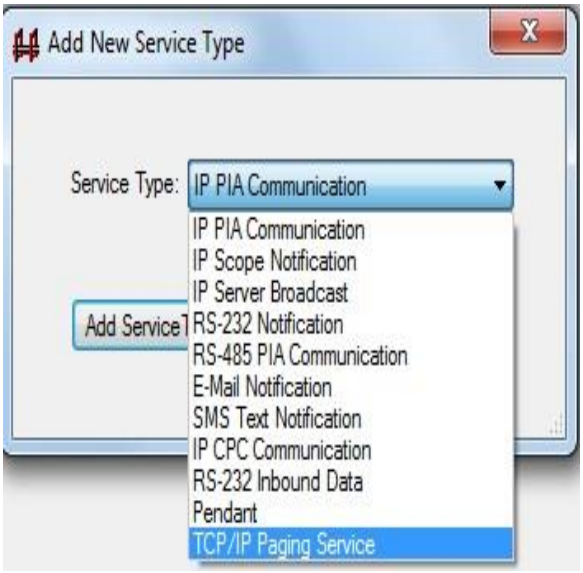
1. Remove all selected recipients by checking **Not Set**.
2. User cannot deselect Not Set.

Conditions

1. All Repeats set for the primary recipient will also apply to the additional recipients.
2. When the alerts is reset, the reset message will be sent to both the Primary and Additional Recipients.
3. When the alert is Escalated from the primary recipient to another device, it will ONLY go to that device. The additional recipients WILL NOT receive escalations.
4. If a recipient is selected as an additional recipient, it can also be selected on another alerts as a Primary recipient.

Service Type Tree



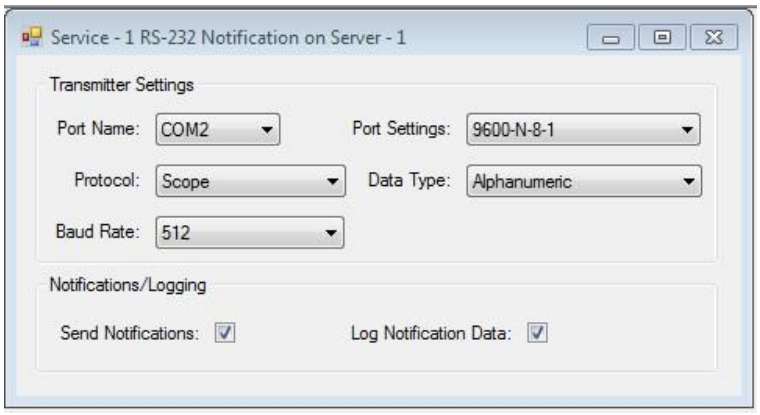


1. **Recipients** – List of all Recipients to receive alerts or error messages.
   Note: If a Recipient's name is change in the file, it will automatically change the name at all Selection on all zones.
2. **Client Devices** – MAC and IP address of clients logged onto the server.
   a. Tablet / SmartPhones
   b. Remote Monitor Computer
3. **IP PIA Communication** – Shows the IP address and Port of the server, that the PIA Units communicate with the server.
4. **IP Scope Communications** – RF Paging via IP address using UDP (Scope).
5. **IP Server Broadcast** – Shows the IP Address, Port and Interval the server broadcast.
6. **RS232 Notification, Email, SMS Text** – Options for outputting the Alert Messages.
7. **CPC Communication** – Indicates IP Address, TCP and UDP ports of the server, also User can set the maximum number of retires and the maximum amount of time before the retries. This works in conjunction with creating an error message if one of the remote devices cannot communicate with the server. The Send Notification MUST be checked for the remote devices to receive the alerts. Log Notification should be checked if no other logging is selected.
8. **Unit** – PIA units attached to the server.

Notification Device

1. RS232 Notification (RF Paging)

    a. Select [**Service**] Under RS232 Notification
    b. Communication Port [**Port Name**]
    c. Port Setting [**baud rate and parity**]
    d. Paging Protocol [**Scope, Tap, Comp2, Waveware**]
    e. Baud Rate, Pager [**512 or 1200**]
    f. Send Notification **MUST** be checked for Alerts to be sent.
    g. Log Notification Data, Check if logging for reports is required.

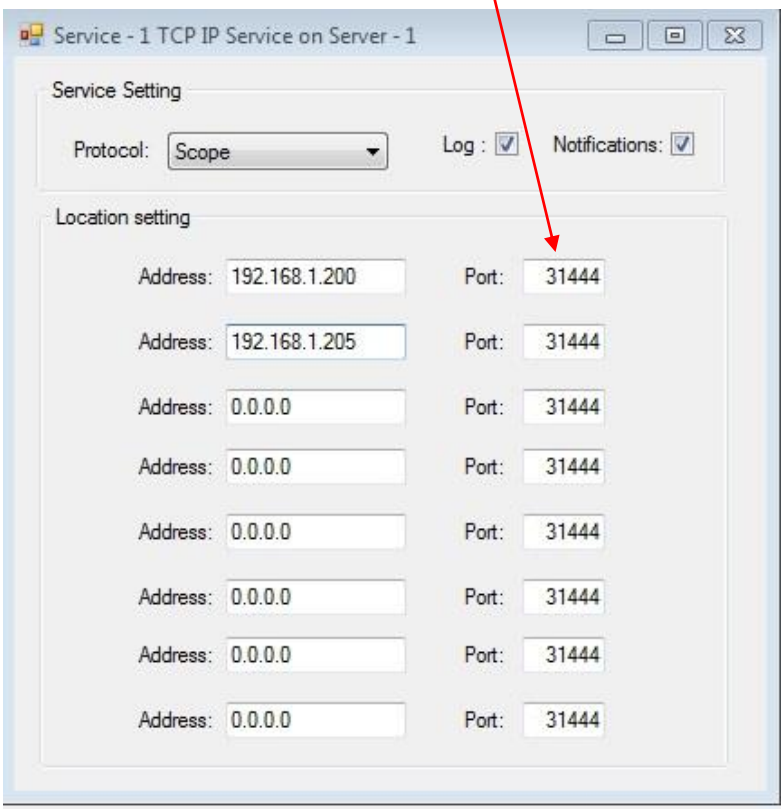


2. IP Scope Notification

    a. Select [**Service**] under IP Scope Notification
    b. Select [Notification/Logging] if needed
    c. IP Address is assigned to the Ethernet card in the Scope Transmitter. Scope UDP

3. TCP/IP Paging Service Notification

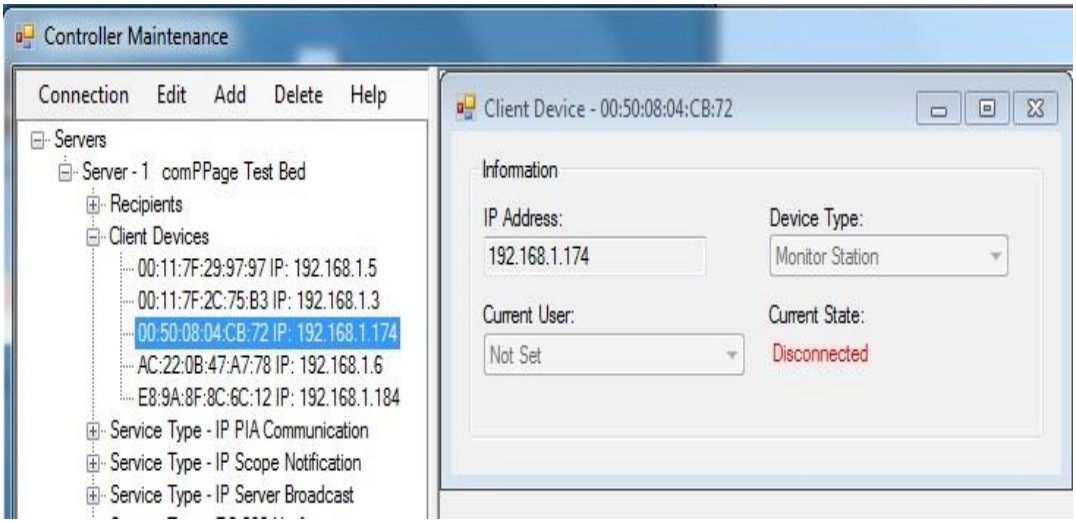
   a. High light [**Server-1**]
   b. Select [**Add Service Type**] .
   c. Select [**TCP/IP Paging Service**] from drop down.
   d. Select [**Paging Protocol**].
   e. Check [**Log**] and [**Notification**]. This will log and send the information.
   f. Enter the [**IP Address**] of all RF Transmitters attached to the system.
   g. Do Not Change the Port Number.



4. Client Devices

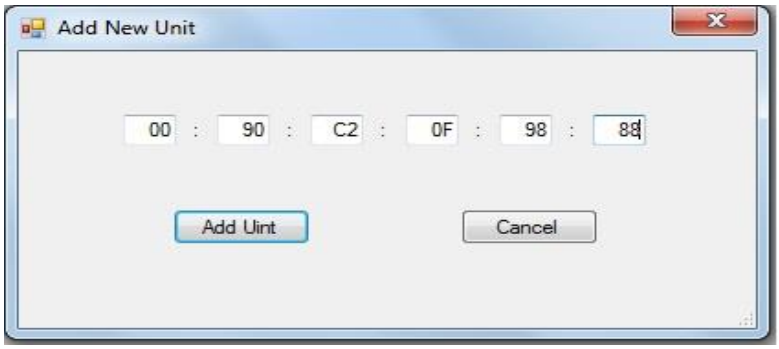
Client Devices is a listing of remote devices that is communicating with the server. Each remote device is listed by MAC and IP address.

a. Right click [**Client Devices**] and select [**Add**].
b. Enter the MAC address of the device to be added.
c. When the server initiates communication with the device, it will add the IP address.
d. Select Device Type..ie Monitor Station, Tablet.
e. The right panel displays the following
    1. IP Address
    2. Current user
    3. Device Type
    4. Current State



4. Unit(s)

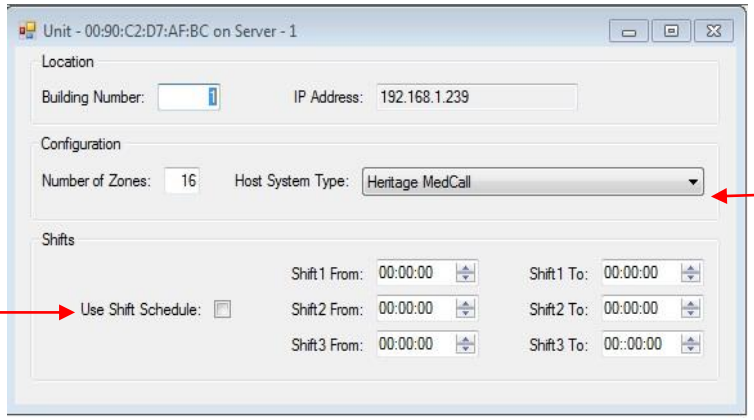
1. Right Click [**Server**], Select [**Unit**] and Add.
2. The MAC address screen will appear where the user will enter the MAC address.



Unit Information

All fields must be completed for either or both Paging and Logging. Ie..Alert messages, recipient and beep type.

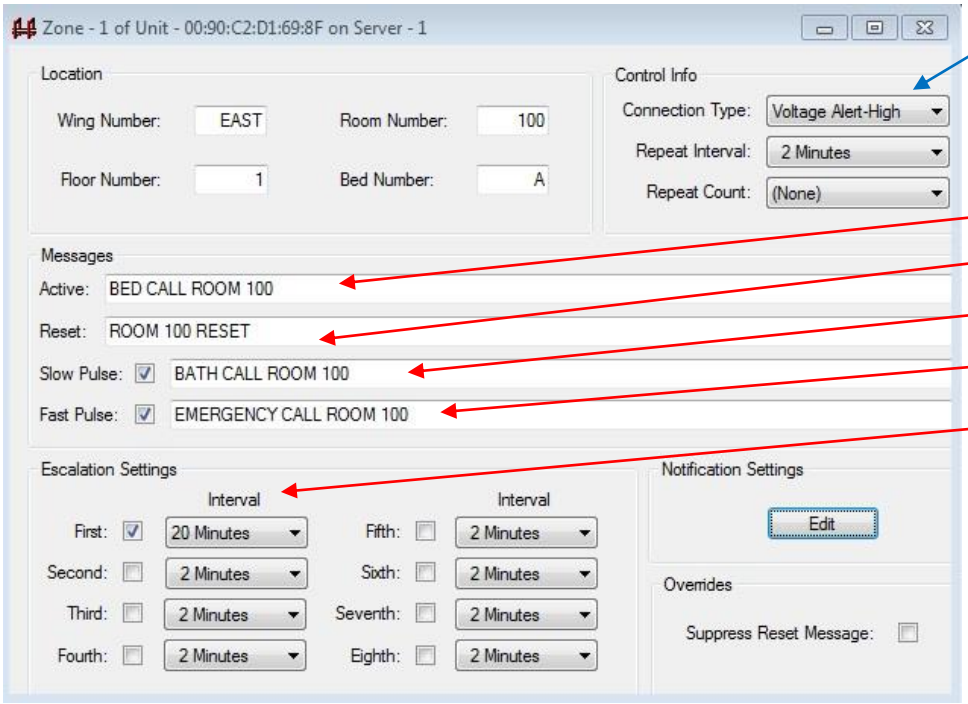
1. Right Click the Unit MAC address.
2. The Global screen will appear.
3. Enter the appropriate information.



The Nurse Call System the unit is attached.

Check if Shifts are used.

4. Right Click the zone under the appropriate MAC Address.
5. Program zone information and notification.



Input Type According to Host Selection

Steady Input

Reset Message for All Call

Normally Bath Call – Slow flash Rate

Normally Emergency Call – Fast flash Rate

Escalation Interval Selection

Note: See page 16 & 17 for escalation settings when shifts have been selected.

IP CPC Communication

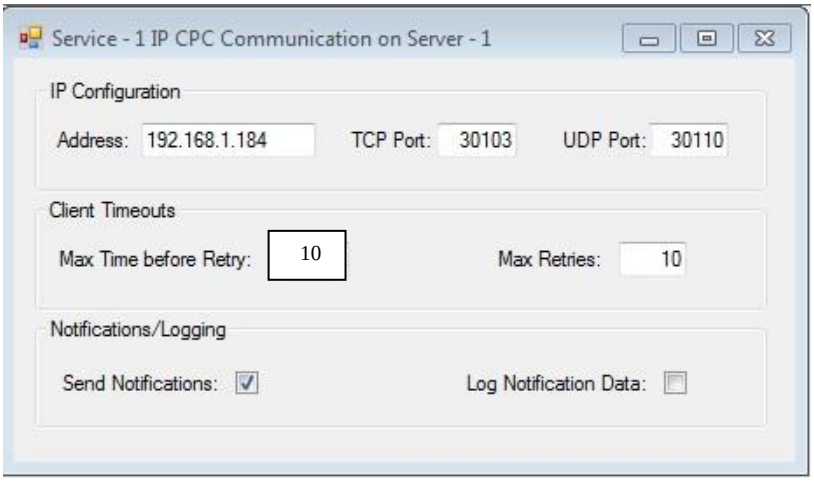
When using controller monitoring and/or Smart Devices, the IP CPC communication must be installed and setup. The system sets the IP Address, TCP and UPD ports. Client Timeouts are used to generate communication Error messages between the server and smart devices.

1. Max Time Before Retry
    a. The amount of time in mS the system will wait for a ACK from the Smart Device or Remote Monitor before sending the Alert again.

2. Max Retries
    a. The maximum number of retries sending the Alert before sending an error message.

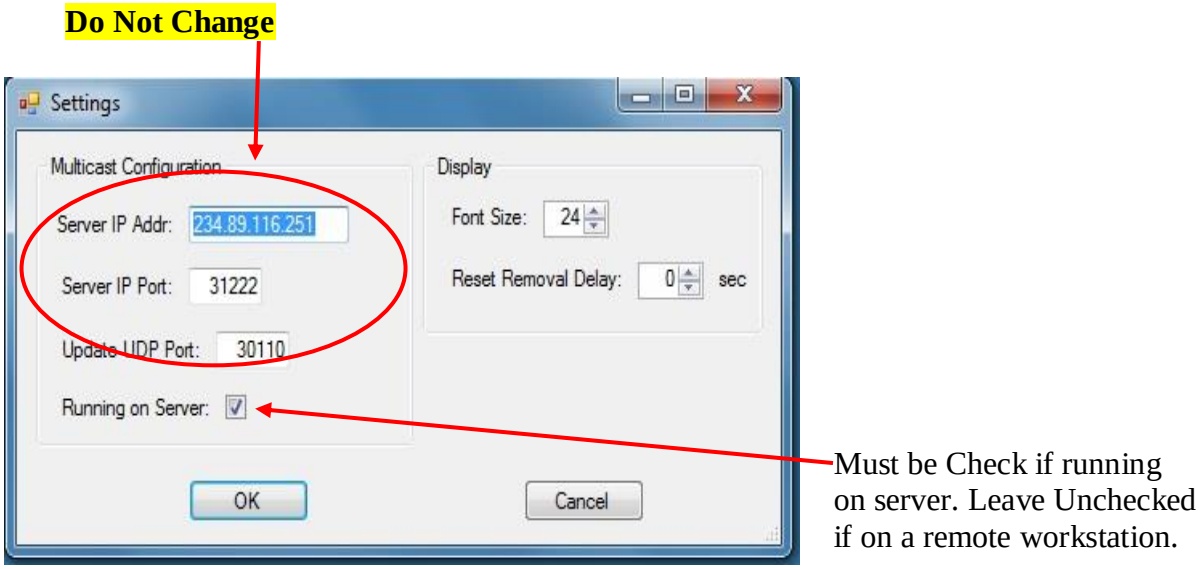
3. Send Notification
    a. Must be checked to for Alerts to be displayed on the Smart Device and Controller Monitor.

4. Log Notification Data
    a. Must be checked to log all Alerts sent.



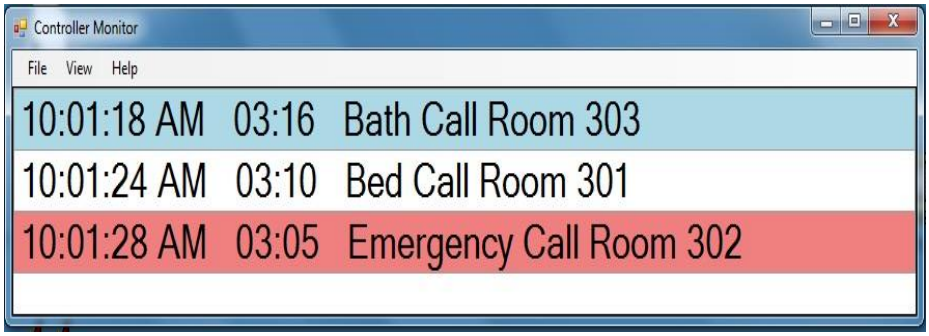
Controller Monitor

The Controller Monitor program will display Alerts on any network display it is installed on.

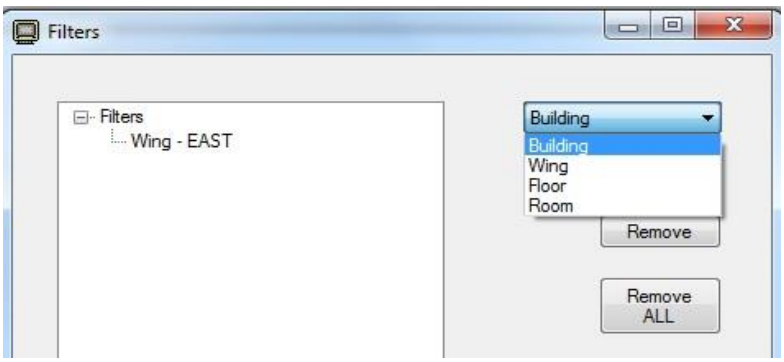


The Controller Monitor and Smart Devices will display the alerts in different colors.

1. Bed Call (steady voltage) – White
2. Bath Call (slow flash)– **Blue**
3. Emergency Call(fast flash) – **Red**
4. Escalation Call (All) - **Green**

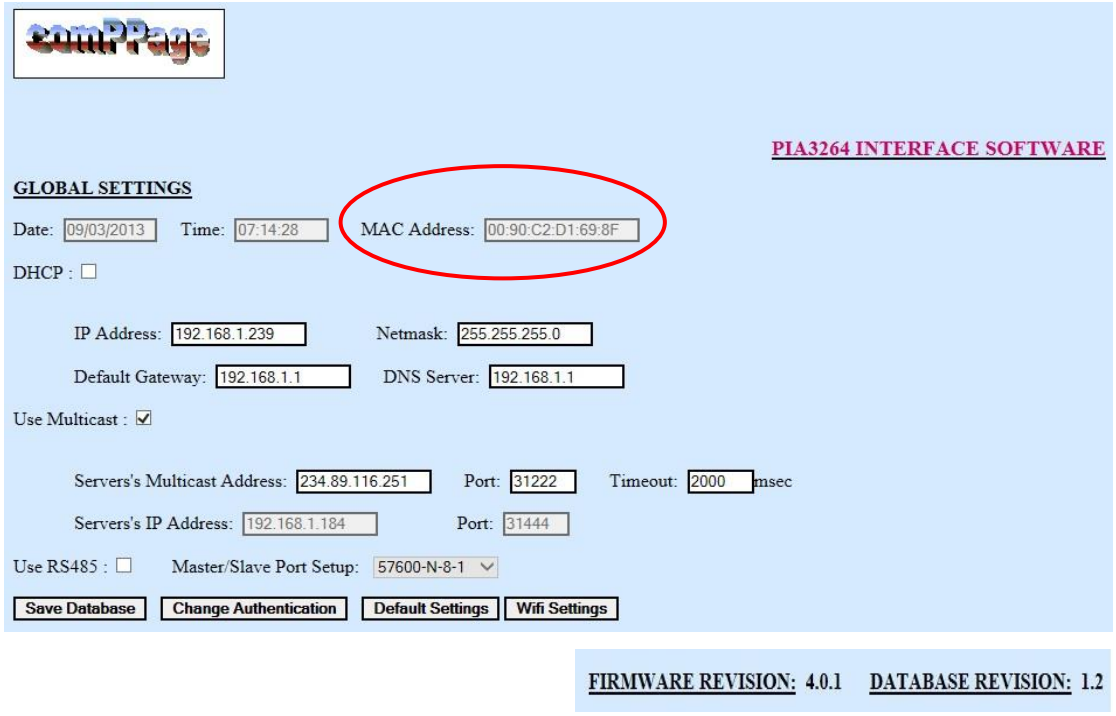


5. Each monitor can be set to display specific alerts by setting the filter on the software.



Locating PIA Unit's MAC and IP Address

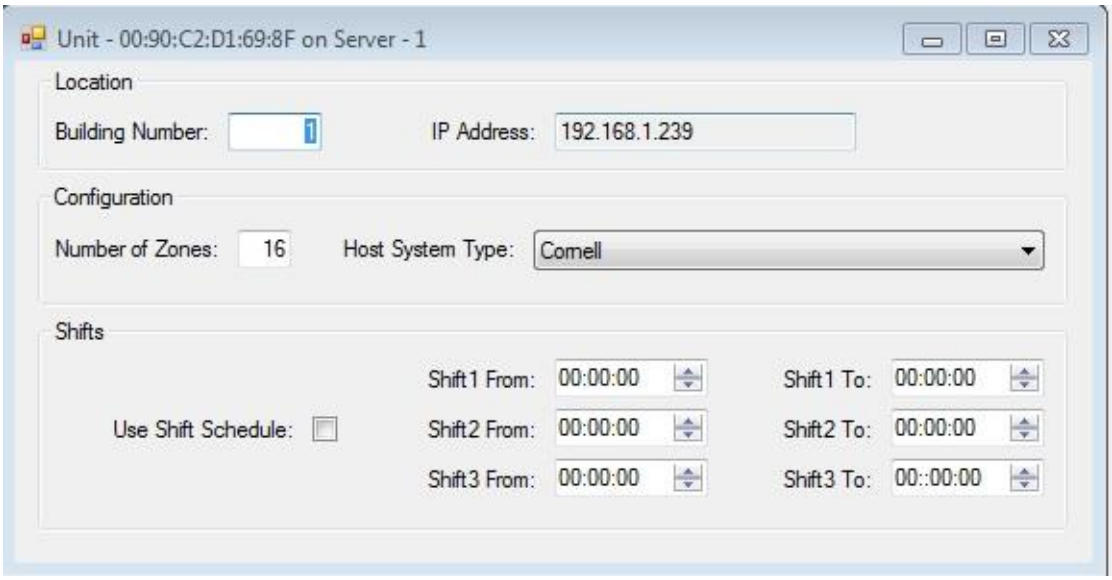
Each PIA unit is identified to the server by it MAC Address (machine code). It can be located by logging onto the PIAs IP Address using Microsoft® Web Browser. Enter the IP address that is located on the back inside housing of the unit. The User id is [**comppage**] and Password is [**pia3264**]. The below screen will appear. If the IP Address needs to be changed to conform with the number sequence of the network, enter a new IP address (be sure to copy it down). For the new IP Address to become active you must cycle the power on the PIA unit. The MAC address is located on the first line.



Any number of PIA units can be added to the server. Each Unit will have a different MAC and IP address.

Programming Unit and Zones

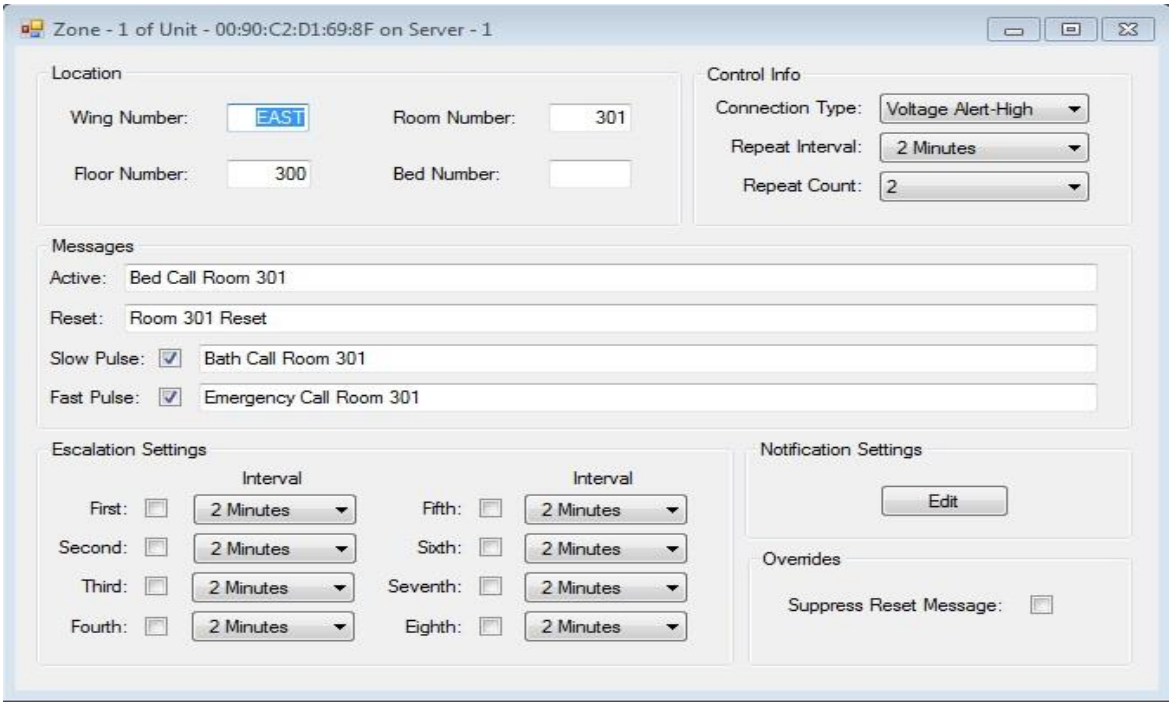
1. The global screen is where data will be entered that will apply to all alarm inputs on the specific unit selected.
2. Right click on [**Unit**], select [**Edit**] the screen below will appear.



3. **Building number** will **not** be transmitted, it is used when creating reports.
4. **Number of Zones-** the user enters the total number of zones in use on this unit.
5. **Host** is the selection of the Nurse Call System attached to this unit.
6. **Shifts,** if used, check the box. must be entered in the correct manner.
   All times are in a 24 hour format.
   . …example..This shift schedule will cover a 24 hour period.. (01/01/2011 – 01/02/2011)

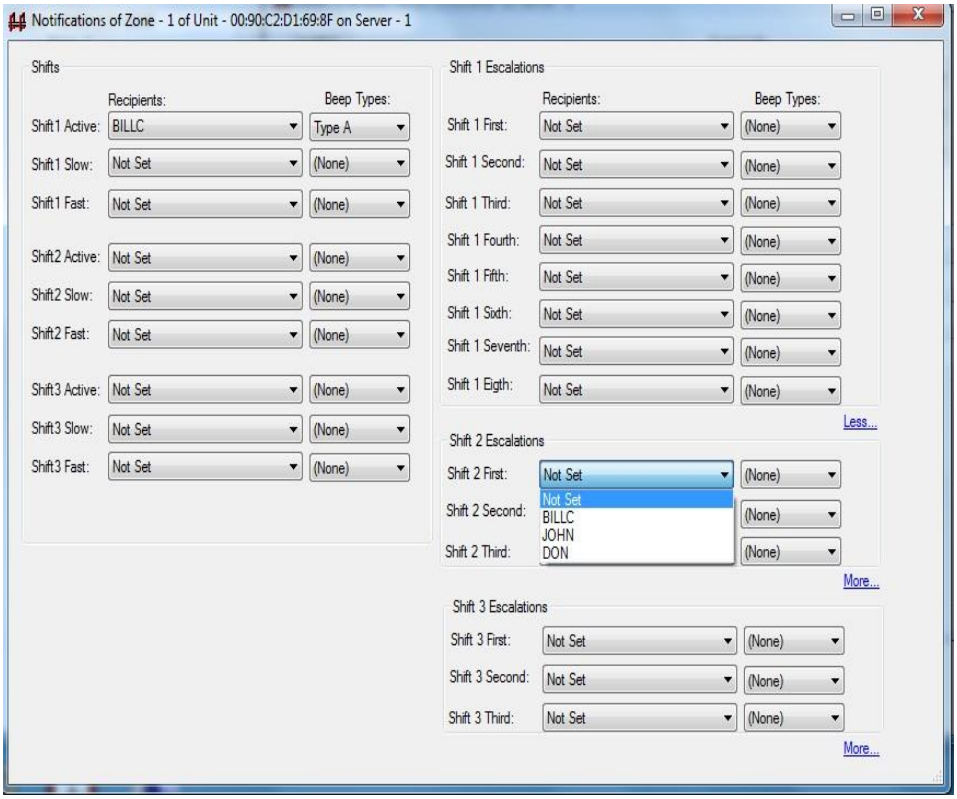
   Shift 1 – 07:30:00 – 15:29:59
   Shift 2 – 15:30:00 – 23:59:00
   Shift 3 - 00:00:01 – 07:29:00

7. Highlight **Zone** of the unit and select **Edit.**
8. Enter all information necessary for the zone displayed. **Any field not filled in will be disregarded**.
9. The option **Suppress Reset Message,** if checked, will not allow the reset message to be sent. The Reset will still be logged.



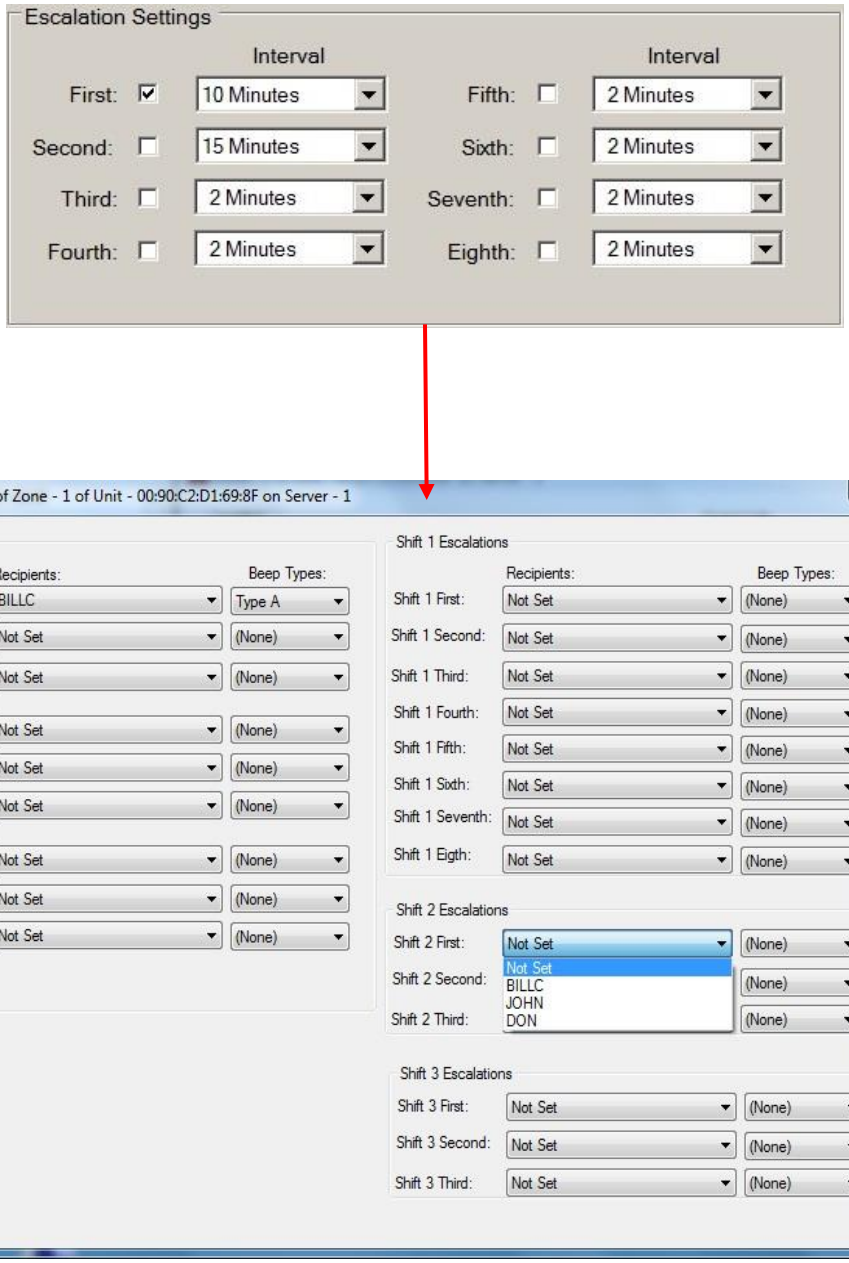
Recipients with Pagers assigned in the recipient file must have the Beep Type selected. If **SD** (smart device) has been checked in the Recipient file for a specific recipient, select **None** for Beep Type.

If escalation is checked under Escalation Settings, select the recipient on the Notification settings.



Escalation Selection

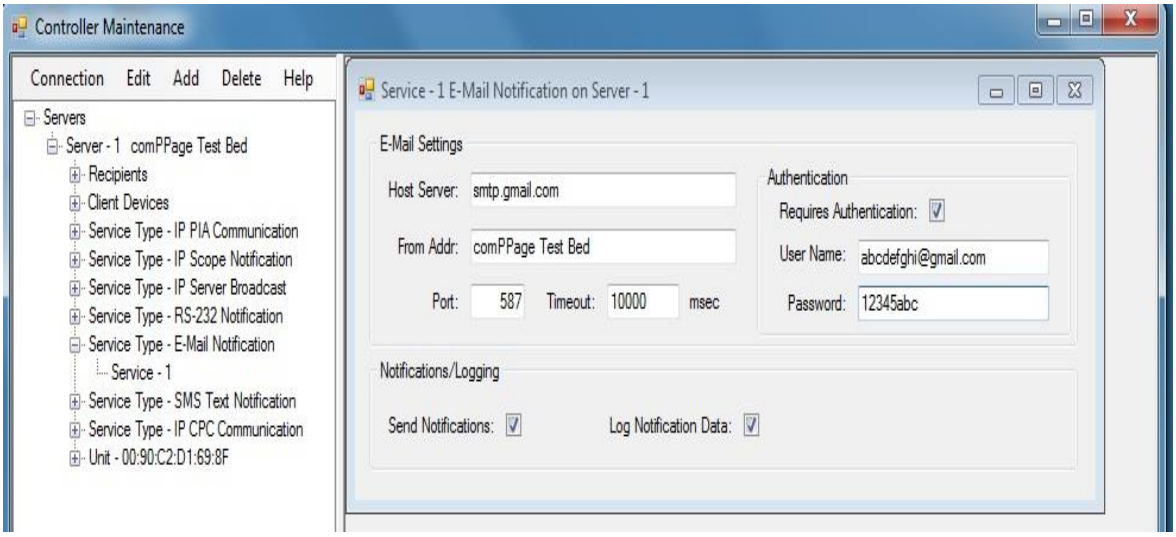
Escalation of an Alert is independent of the number of repeats or time interval selected for the input. The time interval selected for the escalation will determine how long the selected escalation will wait until it sends the notification. …example: the original call was activated at **12:00:00**. All selected repeats were completed at **12:15:00**. At that time the escalation is activated. It show that the escalation was set for 10 minutes, the notification will not be sent for 10 minutes. The escalation notification will be sent at **12:25:00**. Escalations have no repeats. However, when the alert is reset, the system will send a reset notification to ALL devices that was sent an alert notification.



Email or SMS Texting

The system can be setup to send an Email or SMS text message to cellular telephones. The controller must have internet access in order for these two options to function. The user can use their own email account or setup a free gmail account online. The below screen is an example of how the email notification should be entered.

1. Highlight **Service Type** – Email Notification and select **Service-1**
2. Enter the email information for the Users location.



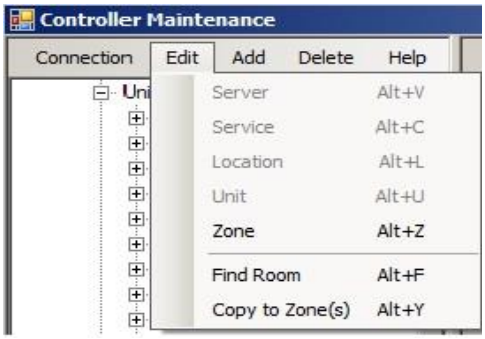
SMS Texting

The same setup information will be used for SMS texting as for email. The only difference is the Service Type will show **SMS Text Notification**.

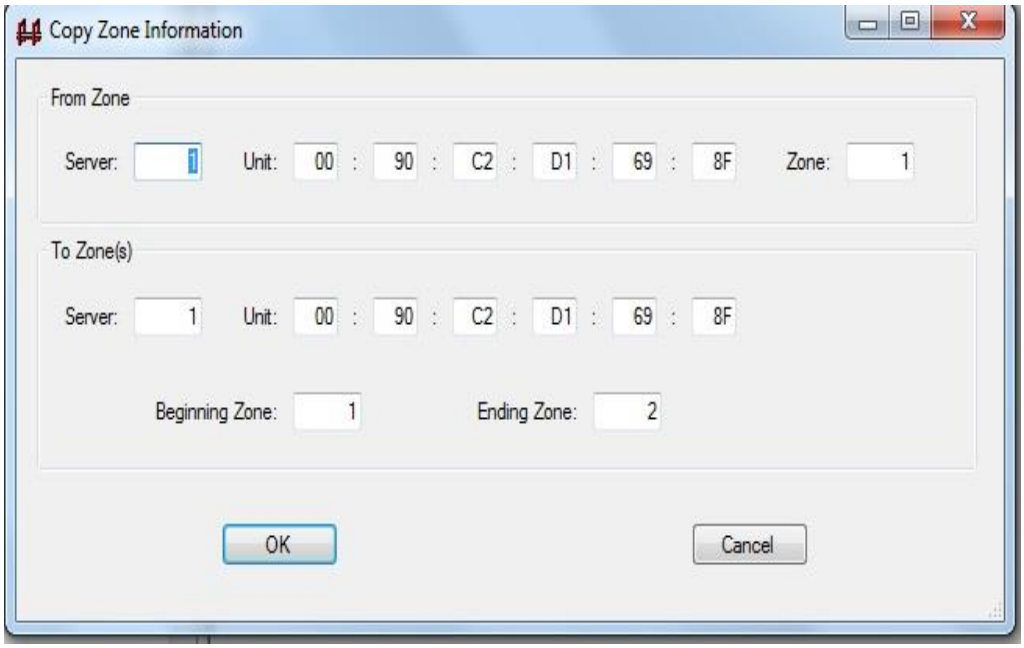
Duplicating Zone Content

Copying data from one Zone to another Zone or Zones will reduce key strokes and time when having large Numbers of Zones to be programmed.

1. Locate the Unit and Zone to be copied.
2. Click on the zone to be copied, select Copy to Zone(s) from the top menu.



3. This screen will appear. Enter the correct information and select OK.
4. This will copy the Zone on the Unit you have selected to the Unit and Zone(s) you entered.



Smart Device Setup

The following Smart Devices have been tested and approved for use on the Enterprise System.

a. Nexus 7, 10" - Android Version 4.3 and above
b. HP Slate 7" – Android Version 4.1.1 and above.
c. Coby 7,10" – Android Version 4.1 and above.
d. Lenovo 10" – Android Version 4.2.2 and above.
e. Samsung Galaxy II, III, Note III and S5 Smartphones.

It is recommended to use **IPmsg** for a communication application for communicating with other staff members. This application allows the user to type information or use Voice to Text input. (Not available on the Coby 7 or 10" tablets). If your Nexus or HP Tablets do not have IPmsg pre- installed you can use the link below to install a free copy.

https://play.google.com/store/apps/details?id=com.aob.android.ipmsg

Note: The below directions are generic in nature. They may be different on your device.

Locating MAC address of your SmartPhone [Samsung].

1. Select **Apps – Settings – About device – Status**.
2. MAC address is located under the heading [**WiFi MAC Address**].
3. This address will be entered in the Client Device panel.

Downloading CP Communicator Software to Smart Device

1. Connect the Smart Device to the Controller using the USB cable that came with your device.
2. If prompted, turn on the USB Storage.
3. Using File Explorer on the computer, locate the ES_Load directory.
4. Locate the file [com.comppage.cpcommunicator-Signed.apk]
5. Drag and Drop it into the Down Load directory on your device.
6. Disconnect from the computer.

Installing CP Communicator on Smart Device

Note: File Manage program is needed to install programs not downloaded from Google Play.

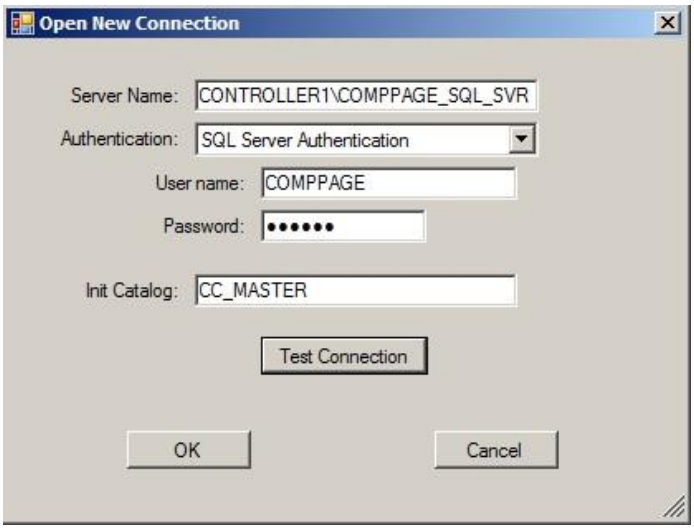
1. In the file manager program, locate the Down Load folder and open it.
2. Locate the [com.comppage.cpcommunicator-Signed.apk]. Tap on the program.
3. Select Install.
4. Select Done.

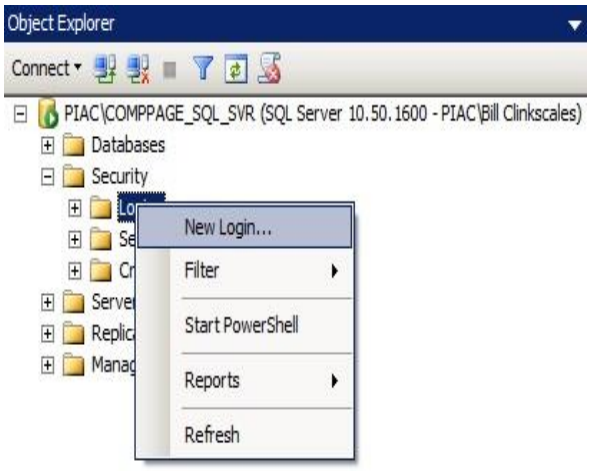
Setup CP_Communicator on Smart Device

1. Tap on the Icon for the com.comppage.cpcommunicator-Signed.apk application.
2. The software will show Log In and in about 5 – 7 seconds all the recipients that have Smart Device checked in the recipient file will appear on the screen.
3. Tap the **Users name** and then Tap the **3 dots** at the top right of the screen.
4. The drop down will show **Save and Cancel**.
5. Select **Save**. This will log the Smart Device MAC address into the **Client Device** list.

Log On

Logging onto the **Controller Maintenance** program is controlled by SQL Server Authentication. The users names and passwords must be setup in the Maintenance database.





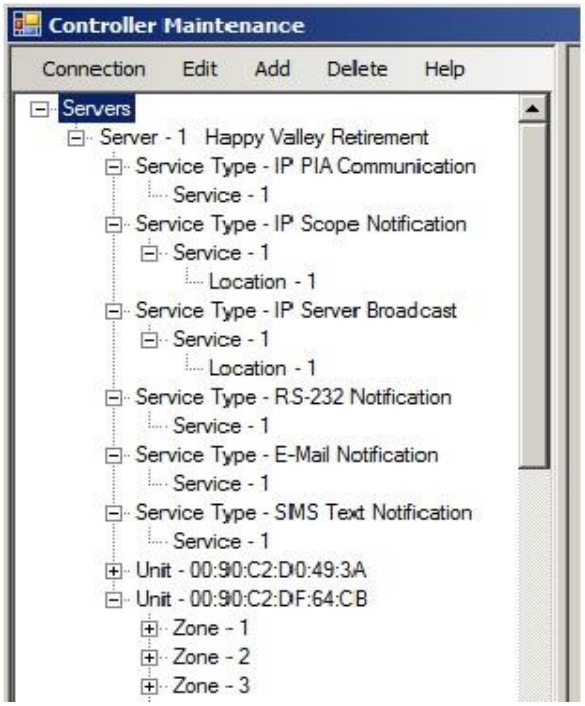
Editing and Saving Data

To select an item to edited, highlight the item in the left panel and select **Edit** from the menu. The screen to be Changed will appear in the right panel. After data has been entered or changed you **must save** the changes by clicking on the **X** in the right top corner of the right panel. The panel will disappear. This procedure applies to **all additions or changes**.

Starting and Stopping the Service

The PIA Controller is shipped pre-configured and set to automatically start the PIA **Windows Service**. However, there will be times when the user will need to **stop** or **start** the service. This can be accomplished by clicking on **Connection** from the menu and selecting **Start Windows Service or Stop Windows Service.**

PIA Maintenance Tool



1. All Modifications made to **ALL service types will not** be reflected until a stop and start of the PIA 33264 Service has occurred.

2. Modifications made to the **Unit and Zone** level Are dynamic and will respond to changes once The window is closed.

3. When Deleting Service Types, Units or Zones , the **Windows Service must be stopped**.

Time Value

The time value located under Service Type/Service/Location has different meanings depending on the Service Type.

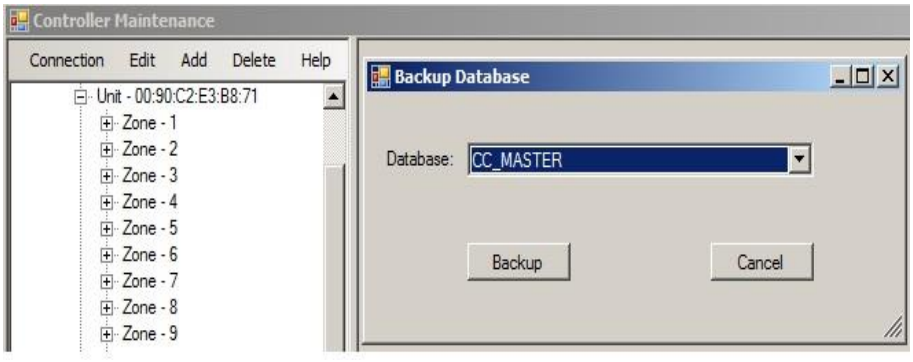
1. IP Scope Transmitter – Timeout value for the response from the unit.

2. IP Server Broadcast – Hop Value for the Multicast group for routers.

Backing Up Master Database

The master database should be backed up at some interval. This will ensure if the current database becomes corrupt you will have a backup copy you can install. The comPPage Controller Service Must Not Be Running and you are logged onto Controller Maintenance. Follow the below procedure.

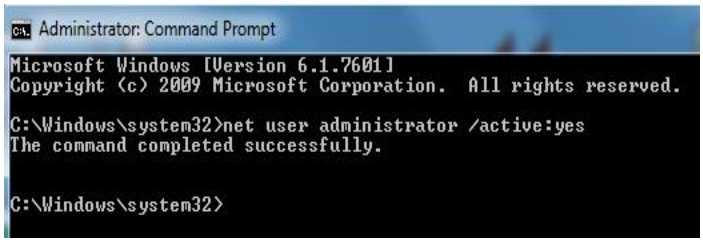
1. From the menu **Connection**, select **Backup.**
2. The Backup Database screen will appear.
3. Select **Backup** .
4. When completed a **Backup Successfully Completed** message will be displayed.



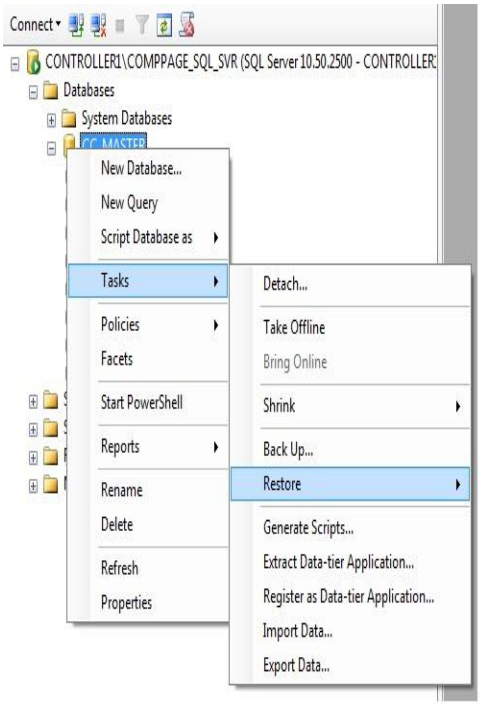
Restoring Master Database

This function should only be done by the Administrator of the system. If done incorrect it could cause the Lost of valuable data.

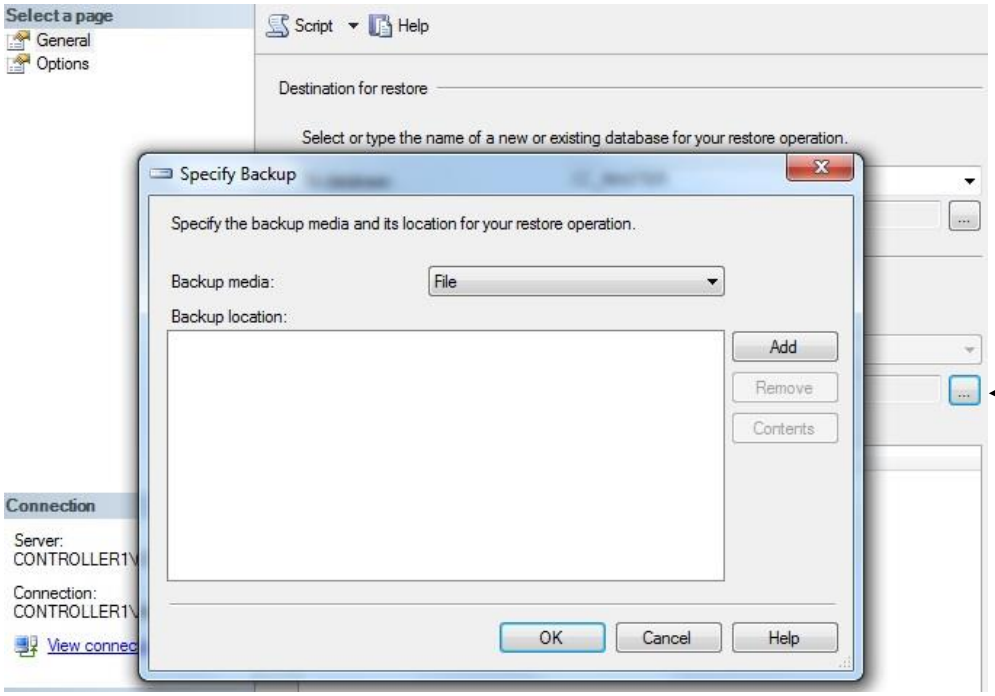
1. Run Command Prompt as Administrator.
2. Type [net user administrator /active:yes] without brackets.



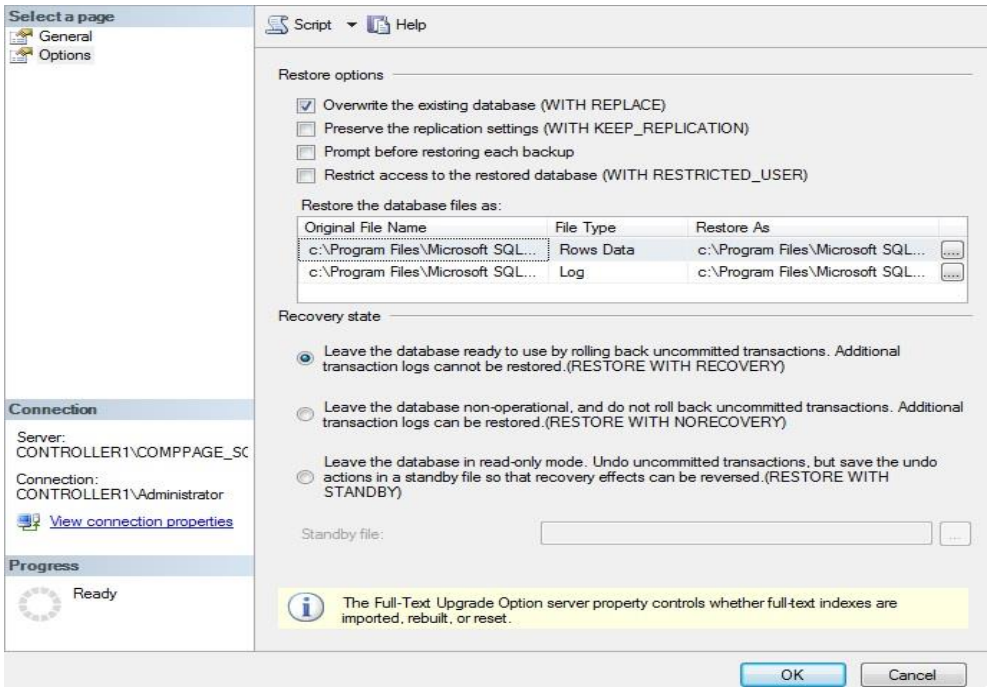
3. Restart the controller and log on as [**Administrator**], Password [comp3468].
4. Access the **SQL SERVER MANAGEMENT STUDIO.**
5. Log on using **Windows Authentication**.
6. Highlight **CC_MASTER** and right click and select **RESTORE, DATABASE**.



7. Check **From Device** and **Select Browse**.
8. Select **Add**.



9. Select the most current backup data or desired backup data.
   Program Files\Microsoft SQL Server\MSSQL10_50.COMPAGE_SQL_SVR\MSSQL\Backup
10. Select OK.
11. Check Restore
12. Select Option – Overwrite - OK



13. When completed it will show **Successful.**

14. Close program.
15. Run Command Prompt and type [**net user administrator /active:no.**
16. Restart system and log on as comppage.

Remote Access for Controller Maintenance

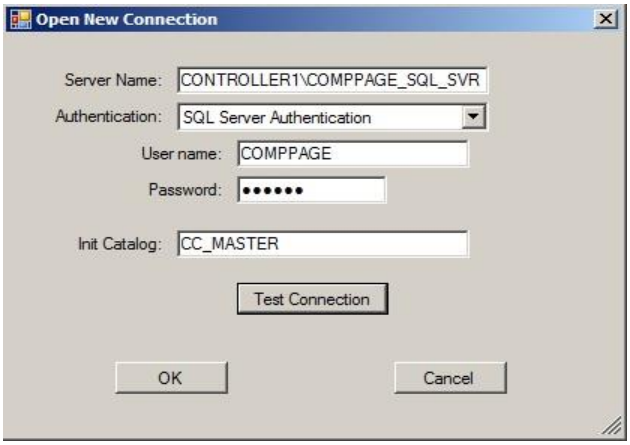
Note: Network Administrator should install and setup this option.

When the PIA Enterprise Controller is installed on an In-house network, the users will be able to log onto the controller and modify or add data.

Note: All software needed is located on hard drive. Directory **c:\es_load**.

Remote Access Setup (Remote computer on network)

1. Install Controller Maintenance Setup.
2. Make sure the C drive is shared on the controller.
3. On the remote computer Map the drive on the controller to the remove computer.
4. Create a short cut on the remove computer's desktop, to the controller.
5. Double click on the short cut Icon and the screen below will appear.



1. This operation will allow the user to Add/Edit /Delete information in the setup of the PIA units and Services. It is **VERY IMPORTANT** that the Network Administrator control this access.

Change Password

Use this procedure to change the user password for the Controller Maintenance and Controller Reports. **This does not effect** the login password for Windows.

1. Start – Programs – Microsoft SQL Server 2008R2 – SQL Server Management Studio.
2. Log on as comppage – r22438.
3. Open the Security Folder – select Logins.
4. Select User to change – Right click – select Properties.
5. On the right panel enter the New Password in the Password Field and confirm it.
6. Close the program.
7. This will change the logon for both the Maintenance and Reports.

Attaching Econtroller and System to customer's Local Area Network

The Enterprise Controller and PIA units must be integrated into the customer's Local Area Network in order for the remote computers access to **Reports** and **make changes to data, services** and **display real time call** monitoring or sending **Email and SMS Texting**. The Controller and PIA units must have a static IP address. Local IT personnel must supply the correct IP addresses for the Controller and PIAs.

Step 1. Determine the Default gateway and DNS server address on the customer's local area network. At the Command Prompt type [ipconfig /all] without brackets. Locate the IP Addresses.

Step 2. Log onto the PIA(s) and change the IP address to one that matches the Local Area Network sequence but not used by another computer on the network. Change the Default Gateway and DNS server to match the ones found in item 1.

E-Controller

1. Access the Ethernet card and make the following changes.
    a. Change the IP Address on the TCP/PIV4 to match the LAN numeric sequence. Ie.. 10.1.10.16
    b. SubMask 255.255.255.0
    c. Default Gateway to match the number obtained in Step 1. Ie..10.1.10.1
    d. Add a Preferred DNS Server ip address. Use the IP Address located in step 1 in the Beginning. Ie… 10.1.10.1

Controller Maintenance

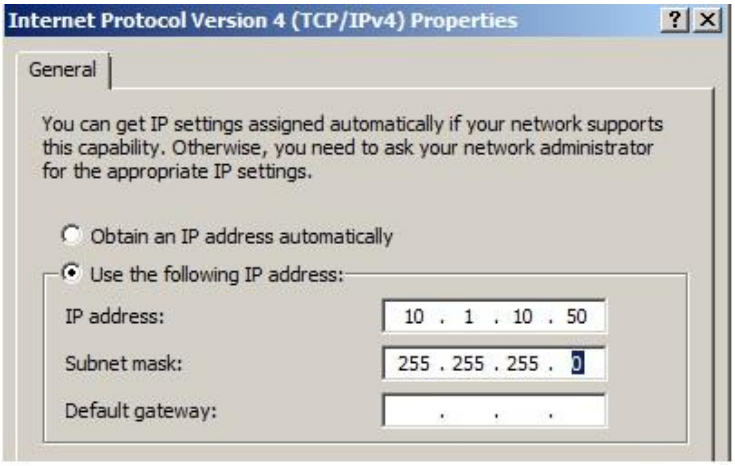
1. Log onto the Controller Maintenance Program
    a. Change the IP PIA Communications [Service -1] IP address to match the IP address on the E-Controller.
    b. Change the IP Server Broadcast [Service – 1] IP Address to match the IP Address on the E-Controller.

2. Set up Email and SMS Texting as described in the manual page 14.

Econtroller – Setup

The Econtroller NIC (network interface card) must have a **Static IP Address**, if the Econtroller reboots it will come back with the same IP Address.

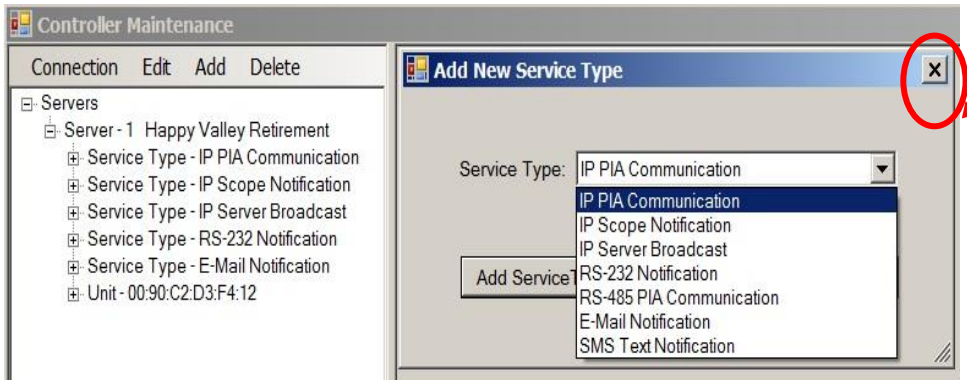
1. Select Control Panel – Network – Network Sharing.
2. Select change Adapter Settings.
3. Right Click Local Area connection – Right Click Properties.
4. Select IPv4 – Properties.
5. Change IP Address to a number in the network sequence not used by another computer on the network.
6. Select OK – Close.



Controller Maintenance

All Service Types have to have their IP Addresses change to match the IP address of the Econtroller.

1. Activate the Controller Maintenance Program.
2. From the Windows Menu, Select **Connection**.
3. Select **Stop Windows Service.**
4. Select each service type IP address and change it to match the IP address of the Econtroller.



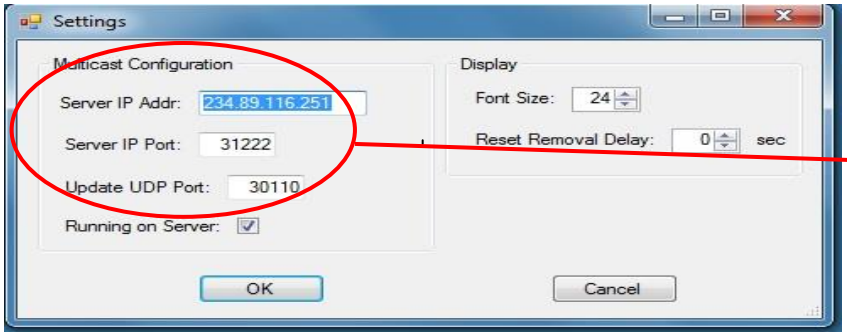
Note: After each change be sure to exit the screen by clicking the X in the right top corner.

5. After all changes are made, Restart Windows Services.

Remote Monitoring of Calls

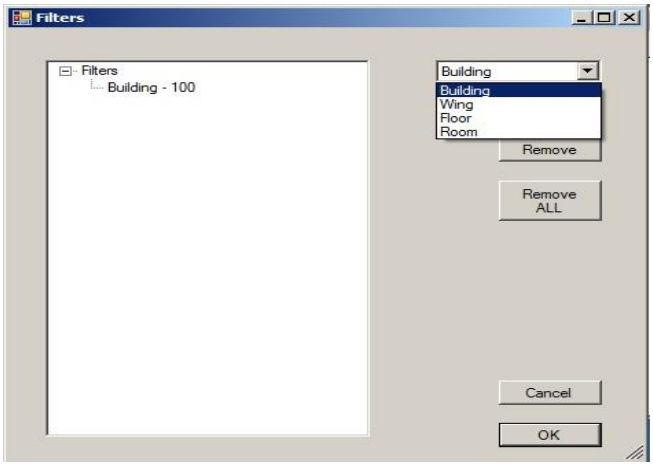
Install the Remote Monitor Client software on each computer on the network that you want to receive and display the alerts.

1. Install Controller Monitor program.
2. Select View – Settings.

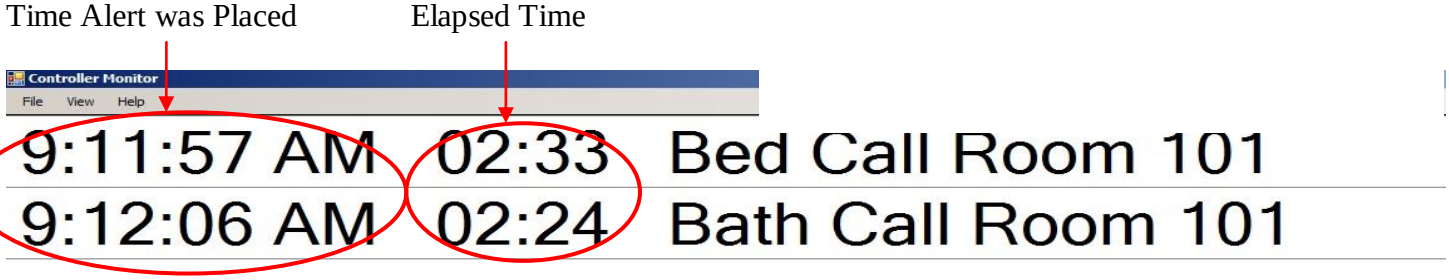


3. Adjust Font Size for display.
4. Running on Server – Check Only If Installed and Viewing on the Server (controller)

Setting Filters



1. Select Filters.
2. From the drop down, select the key you Want to key on. Ie..Building or Wing.
3. Each location can be different if you do not want each station to receive the same alerts.
4. When completed, select OK.
5. Note: The program MUST BE ACTIVE In order to receive alerts.



Synchronization of Network Clocks

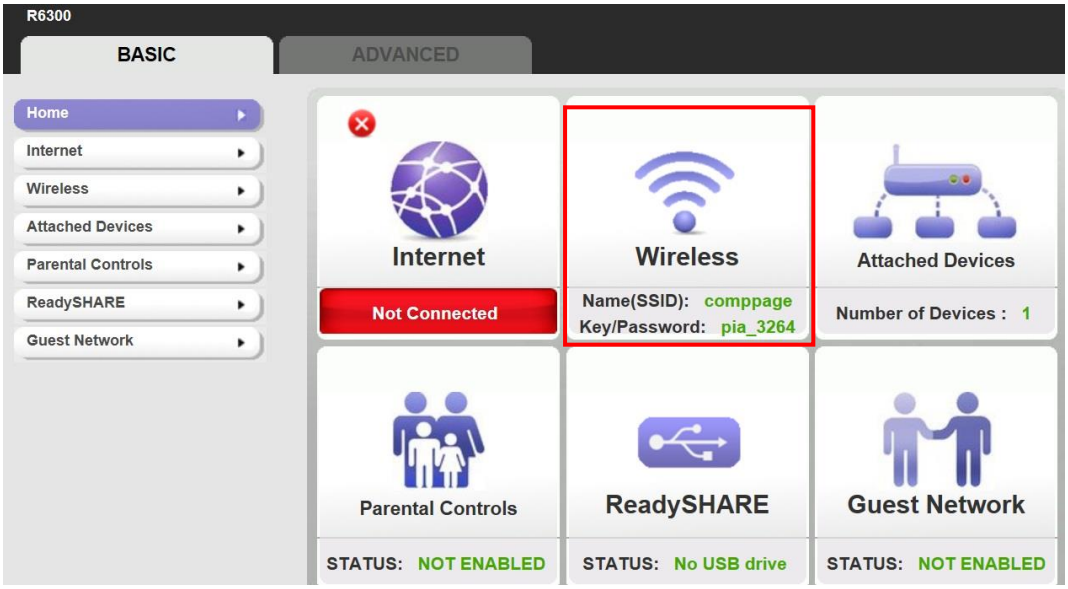
To ensure the time is displayed correctly the network clocks may need to be synchronized with the Controller.

1. Run Command Prompt as Administrator.
2. At C:\ enter [**net time \\controller1** /set /yes] without brackets, and enter.
3. The return will say; successful and the local time from the controller.

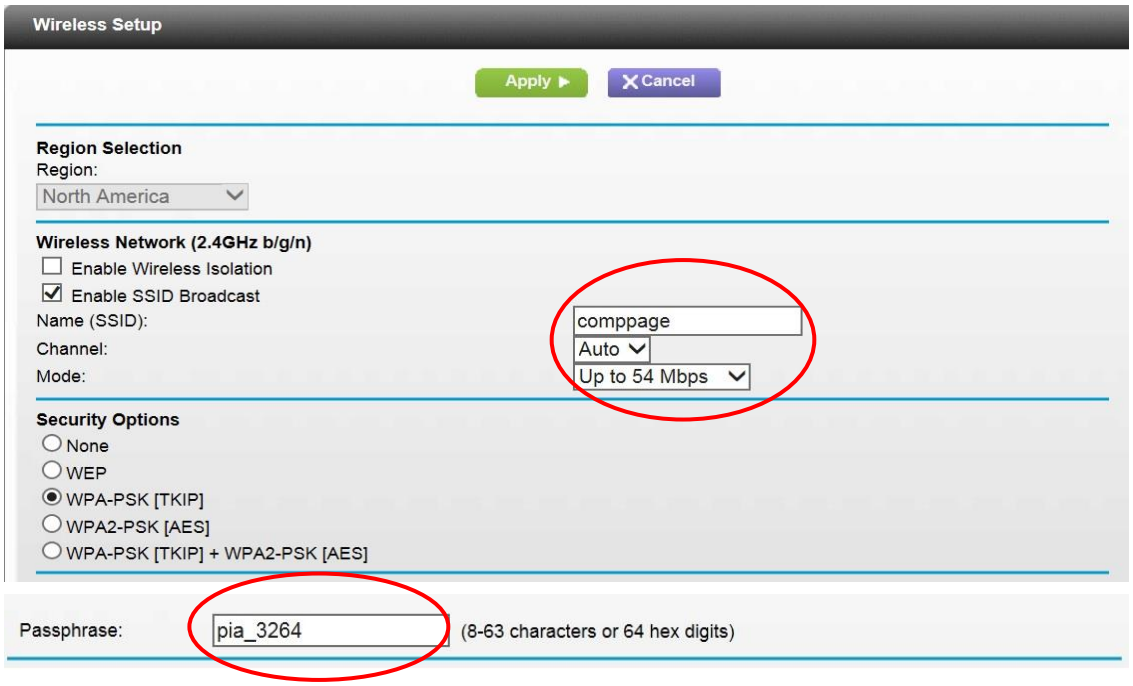
Wireless Setup

The PIA Enterprise system can be setup for all Wireless or a mix of hardwired and wireless. The procedure listed below is a SAMPLE. The Wireless Router used is a Netgear R6300

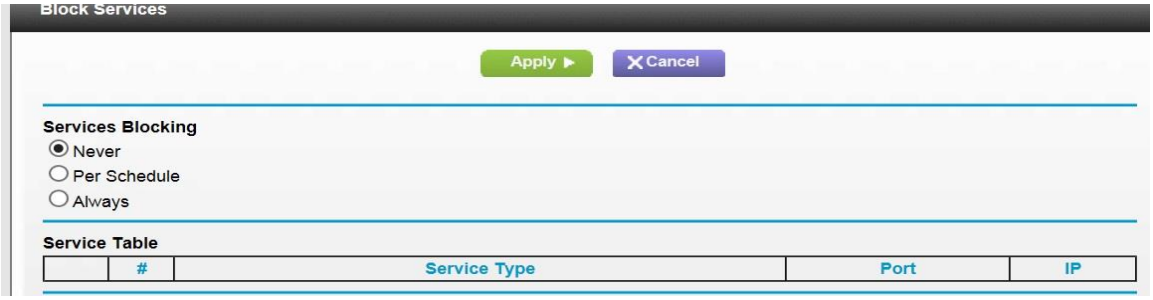
1. You can access the router by entering the IP address [192.168.1.1] in the browser address field.
2. User: admin Password: password



3. Select Wireless and check Enable SSID Broadcast.
4. Enter **comppage** for the SSID name.
5. Select WPA-PSK(TKIP).
6. Enter the Passphrse: **pia_3264**



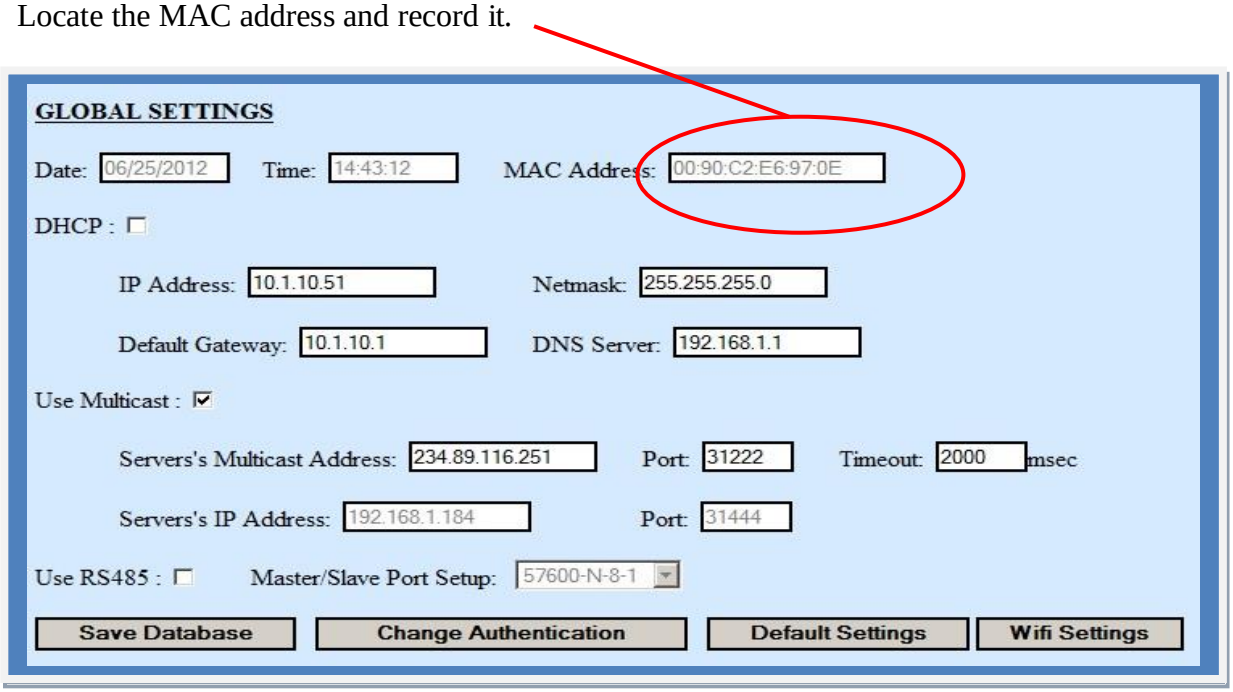
7. Under Services Blocking – select **Never**.



PIA Wireless Unit

When the PIA unit(s) are fitted with wireless cards prior to shipment, to ensure it is install properly or if an additional unit is being added at a later date, follow the below procedure.

1. Log onto the PIA from the E-Controller using the IP Address.
   Default User ID: **comppage** Default Password: **pia3264**
2. The main screen will display.
3. Locate the MAC address and record it.



4. Log onto the E-Controller. (controller_maintenance).
5. Compare the Mac Address previously recorded to the Mac address(s) of the unit(s) installed on the E-Controller. If correct no further action is required.
6. If adding another unit, ensure the Windows Service is disabled and follow the procedure on page 9.

RS232 Inbound Data

The PIA Enterprise System has the ability to received RS232 input data as well as inputs from the Paging Interface adapter(s). The system will accept Scope, Tap 1.8 and Comp2 paging protocol. The system will take the incoming message text and place it in the correct paging format identified in the output section of the Enterprise system. Additional RS232 inputs can be setup by add another **Service** under **Service Type.** Note: All changes made will not take effect unit the Controller Service has be STOPPED and RESTARTED.

Inbound Data

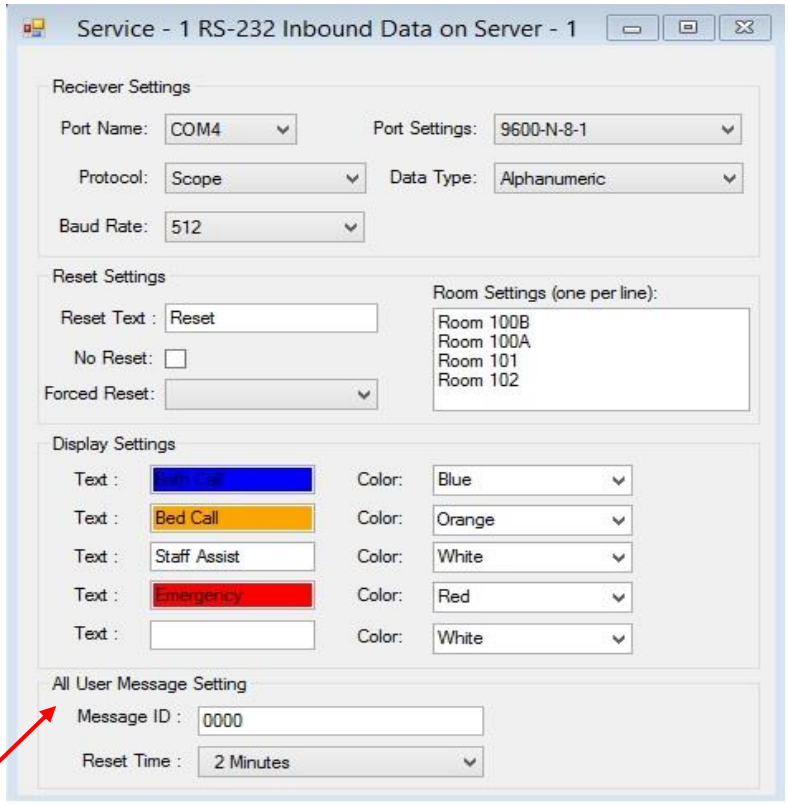
Right click the [**Service-1**] under the [**Service Type**].

1. Select communication port of the incoming data and Port Settings and Data Type.
2. Select the incoming Protocol.
3. In the Reset Text blank, enter the word that will be sent from the host system. This **MUST** be entered. If not entered, the system will not receive incoming data.
4. If no reset message is generated from the host system, check the box [**No Reset**].
   Note: With this option checked, you will select a time for the system to do an Automatic Reset. If you also select a repeat time in the Recipient file, the system will process the number of repeats according to the time selected. When the repeat(s) complete, and the time entered in the [Forced Reset] has expired, the system will automatically log the reset and sent a system generated reset message.
5. In the area labeled [Room Settings], enter the room numbers coming from the host. These must be an exact match. Ie…RM 111 or Room 111. The system keys off of the number. If multiple beds are in the same room, include them in the description. Ie.. Room 111 Bed A thru C.

Display Settings

The display settings have two(2) free form text areas. 1) Text of incoming data, 2) Colors.

1. In the Text area, enter the key word(s){maximum of 20 characters} the system will use to match to incoming data.
2. In the color blank next to the text entered in step 1, select the color you want the system to display the alert on the remote monitor and/or tablets.
3. If no color is selected the data will be display in white, which is the default color.
4. Continue to enter necessary data and colors as necessary.



All User Messaging

This function allows the user to send a custom message to a group call. This call information will be displayed on the Controller Monitor for the period of time selected. The message will be sent to the pager id of the incoming message. Example:{ AN0300800A0000MEETING IN THE DON OFFICE}

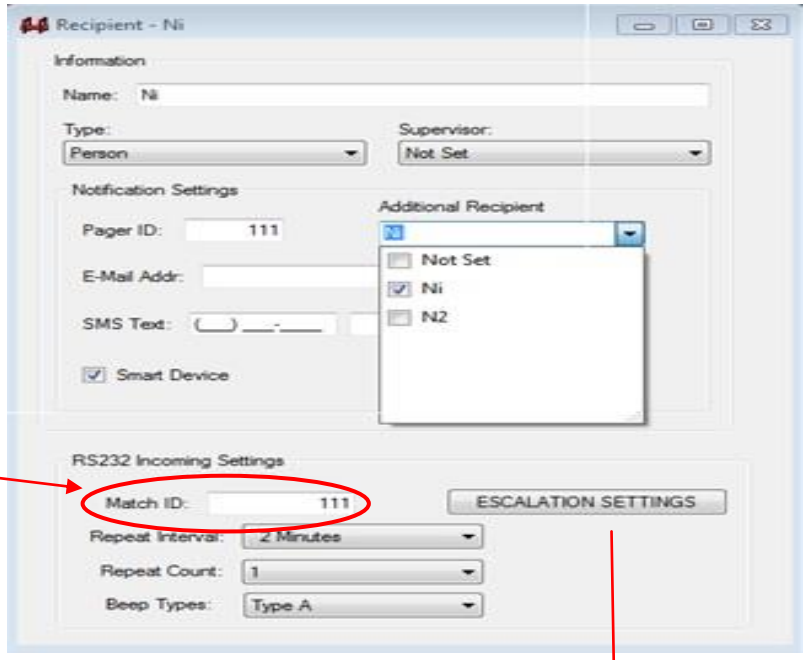
1. Enter the default Message ID [**0000**].
2. Select the Reset Time.
3. Enter the default message id as a room number in the Controller Monitor program.

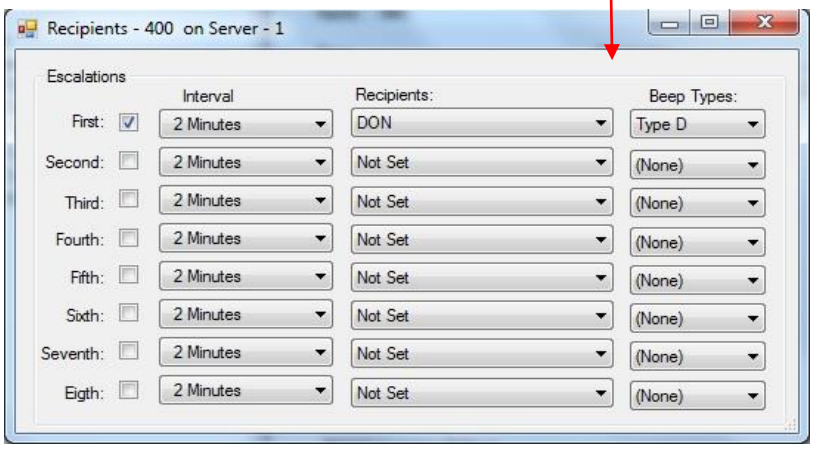
Recipient File (Inbound)

RS232 Incoming Settings

1. In the recipient file select the staff member you want to receive the incoming message.
2. In the **Match ID** blank, enter the incoming pager ID.
    a. 7 digits for Scope [0300800]
    b. 3 digits for Tap and Comp2 [400]
    c. Select the Beep Type.
3. If the recipient is being notified by RF Paging, you can select Repeats and Escalations.
4. If the recipient is being notified on a Tablet, Email or SMS Texting, there is no need to Select repeats. However, you can select Escalation and time.

Pager ID of Incoming message to be sent to this recipient.

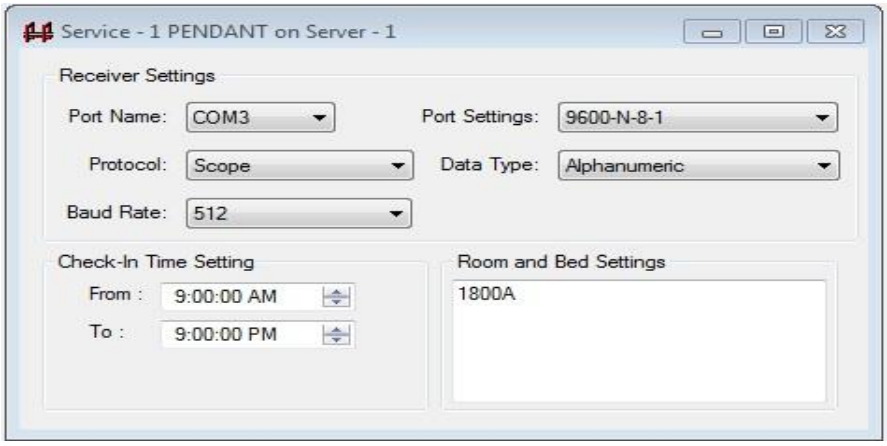




Check-In

This function of the Enterprise system allows the facility to create a log of all rooms that have or have not checked in during a specified period of time. This data is not displayed on the remote monitor or sent to an output device it only creates a log for viewing or printing.

1. Program the **Check-In** transmitter .
    a. Pager ID [Scope protocol – 7 digits], baud rate.
    b. Text – **Check-In 1800A**
2. Install a **Service Type** – [Check-In] and select;
    a. Receiver Setting
    b. Check-In time setting. – Check-In's will only be recognized during this time period.
    c. Enter **Room Number** and **Bed** indicator.
    Beds are identified as A, B, C or D. It should be entered as;
    1800 – Room, A-Bed
3. Once the list of **Rooms** have been enter and the file is saved by clicking on the X, you cannot edit or add additional room without doing the following.
    a. Remove all the data from the Room and Bed Settings text area.
    b. Enter new Room Data and Save.



    d. User can view the check-in log by selecting the Controller Reports software and set the filter for the current date and select **Check-In** from the drop down menu.

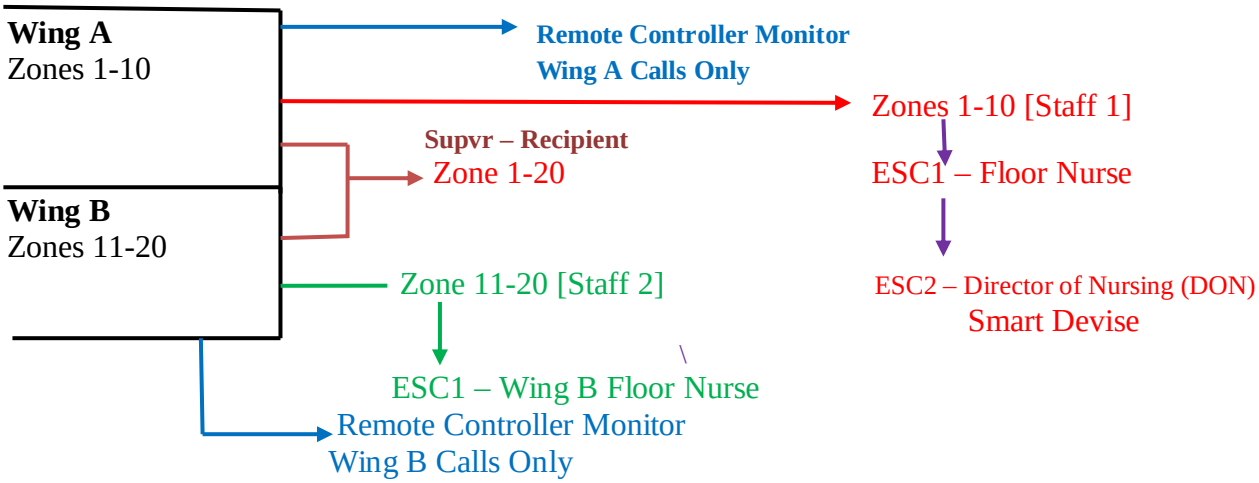
Check-In Report

Date: ____/_____/_____ Location: **Name of Installation**

Time	Room	Bed	Check-In
08:24:14	100	A	yes
08:40:02	100	B	Yes
	102	A	No
08:55:12	110		Yes
	114	A	No

Example Programming Tree

- RS232 RF Paging
- Multi-Nurse Station Monitoring
- Supervisor in Recipient File
- Monitor 1 in Recipient File
- Smart Device Paging



Wing A Calls – Display Calls on selected remote computer monitor by setting filters
1st Call - Staff 1 Pagers Cap Code (Group Call, Multi-pagers)
1st ESC – Floor Nurse Pager Cap Code
2nd ESC – Director of Nursing Smart Device. (tablet)
Supervisor Receives All Calls for Wing A & B

Wing B Calls – Display Calls on selected remote computer monitor by setting filters
1st Call - Staff 2 Pagers Cap Code (Group Call, Multi-pagers)
1st ESC – Wing B Floor Nurse Pager Cap Code
Supervisor Receives All Calls for Wing A & B

Note: If a Staff Member or Guest needs to receive ALL calls enter a Monitor Pager in the Recipient file. This Pager will receive ALL CALLS. Including Escalations and Repeats.

Problem Solving

1. The PIA326R2 is not communicating with the Controller. (Red and Green LED is on)
When the PIA unit is communicating with the Controller the Data light {Yellow} and Power light {Green} is on.

- Is the PIA on and connected to the Router with a patch cable?
- Is Windows Service started in the Controller Maintenance program?
- Is the PIA3264R2 MAC Address in the Controller Maintenance program?

2. **Tablet will not log onto the controller**.

- Ensure the tablets MAC address is in the Client Device's.
- Ensure the Recipient File has an entry identified with a Smart Device.

3. **Tablet does not receive and display alerts.**

- Is the tablet logged onto the Controller?
- Is the tablet identified in the Recipient File?

4. **No Notification is sent when a tablet does not acknowledge receipt of an alert.**

- Is the Communication Error assigned to a Recipient in the Recipient file?

5. **Pager(s) receive alerts but no logging.**

- The RS232 or IP Scope Service must have both Notification and Logging checked.

6. **Can't create reports after activating the Report Program**.

- Check the filter settings under Filter Change.

7. **Reports show double logging of the same alerts.**

- Check Logging and Notification on RS232 and IP Paging. If both are checked on all services the system will log both alerts. Only one needs checked.

8. **When using RS232 inbound nothing appears on the monitor and no paging output**.

- Check and ensure a Reset word has been entered in the Reset Text blank.

TECHNICAL INFORMATION

Note:

1. **All Negative terminals on the PIA mother board are connected on the circuit board. No jumpers are required.**
2. **The logic input cards are designed to take inputs connect to Neg to Pos and Pos to Neg.**
3. **Do Not Remove any Header Pins unless directed by comPPage technical support.**
4. **Fuses are required on the Logic Card if Dry Contact (no voltage) input is required.**

Nurse Call Hook-Up

Cornell
Connection Type – Voltage Alert High
Activation - +24VDC
Reset - 0VDC
Wiring Connection
Cornell +24VDC to PIA – (neg)
Point Wire Neg to PIA + (pos)
Card Type: Standard – With fuse Holder

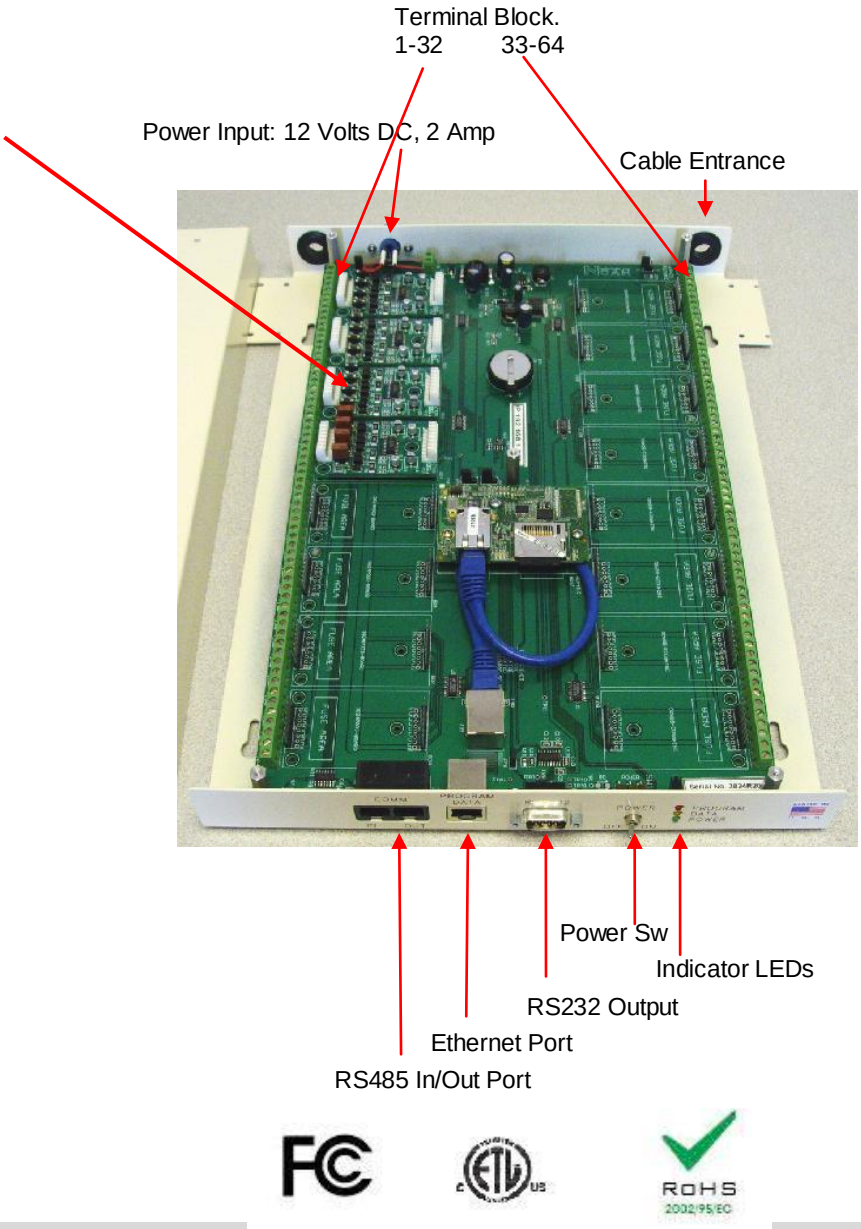
Engineered Electronics
Connection Type – Voltage Alert Low
Activation - 0VDC
Reset - +24VDC
Wiring Connection
EEI Point Wire to PIA + (pos)
Field Gnd - To PIA - (neg)
E-Low
Card type: EEI w/o Fuse Holder

Heritage MedCall
Connection Type – Voltage Alert High
Activation - +24VDC
Reset - 0VDC
Wiring Connection
Point wire +24VDC to PIA – (neg)
Gnd Neg to PIA + (pos)
Card Type: Standard – With fuse Holder

Tektone+Signal and Sound
Connection Type – Voltage Alert Low
Activation - 0VDC
Reset - +24VDC
Wiring Connection
Tektone Point Wire to PIA + (pos)
Field Gnd - To PIA - (neg)
Card type: Tektone w/o Fuse Holder

PIA Password

User: **comppage** – Password: **pia3264**



Approvals

UL 1069 Standard for Safety Hospital Signaling and Nurse Call Equipment Issue:2007/10/12Ed:7

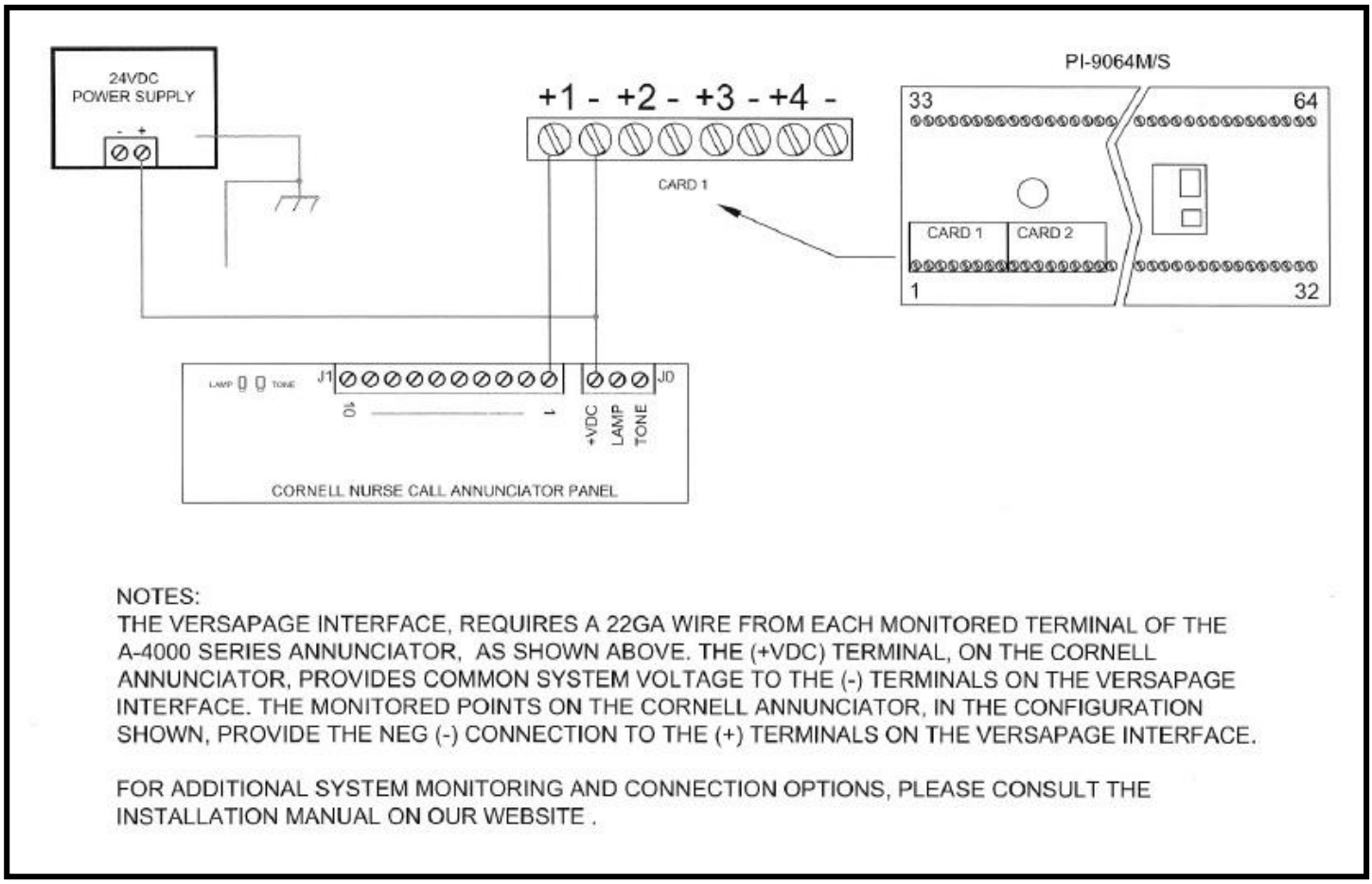
CSA C22.2#205 Signaling Equipment General Instruction No 1. Issue: 1983/01/01 (R2004)

FCC – CFR 47, Part 15

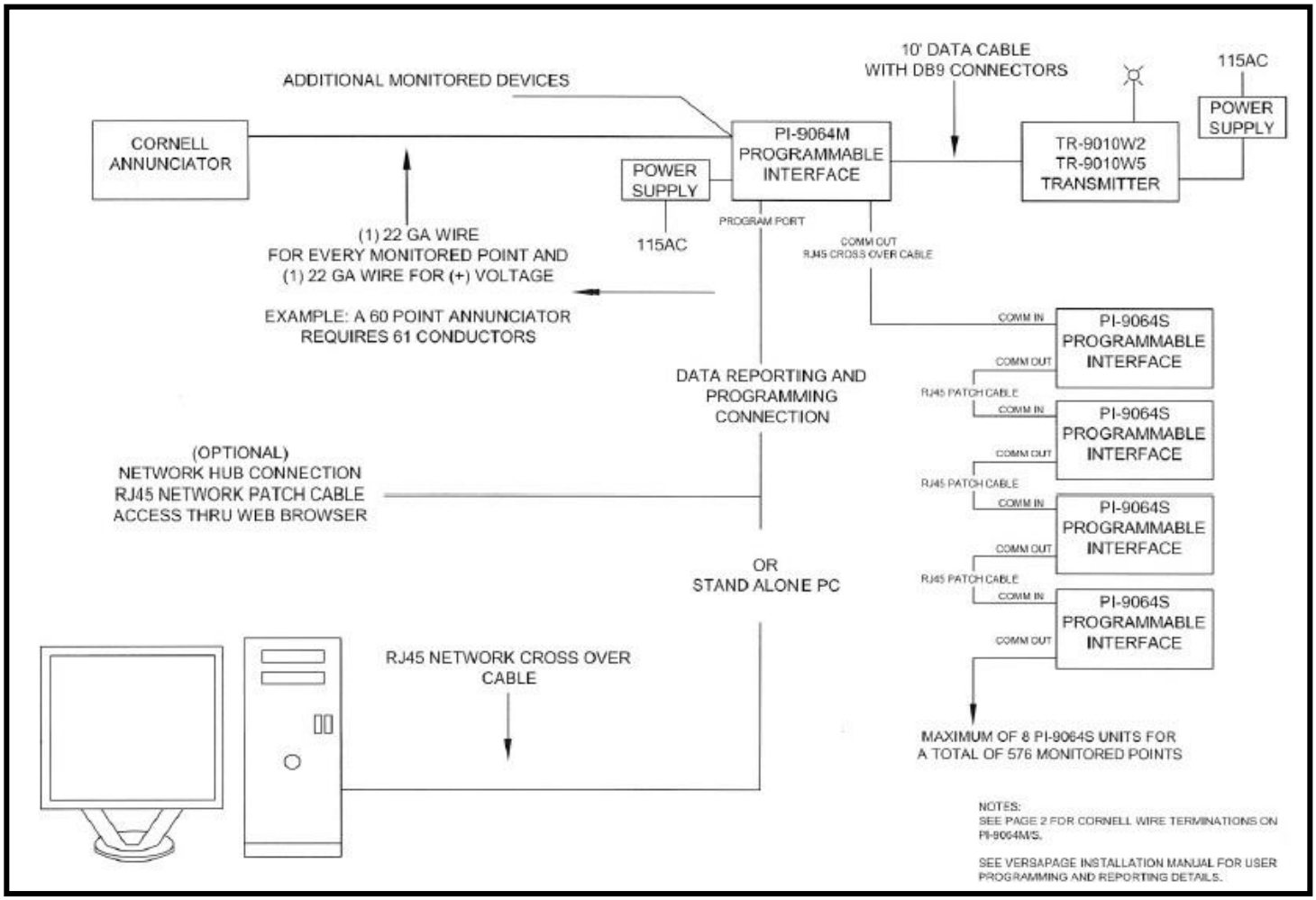
RoHS Compliant

Diagram

Cornell Diagram



Cornell – Continue

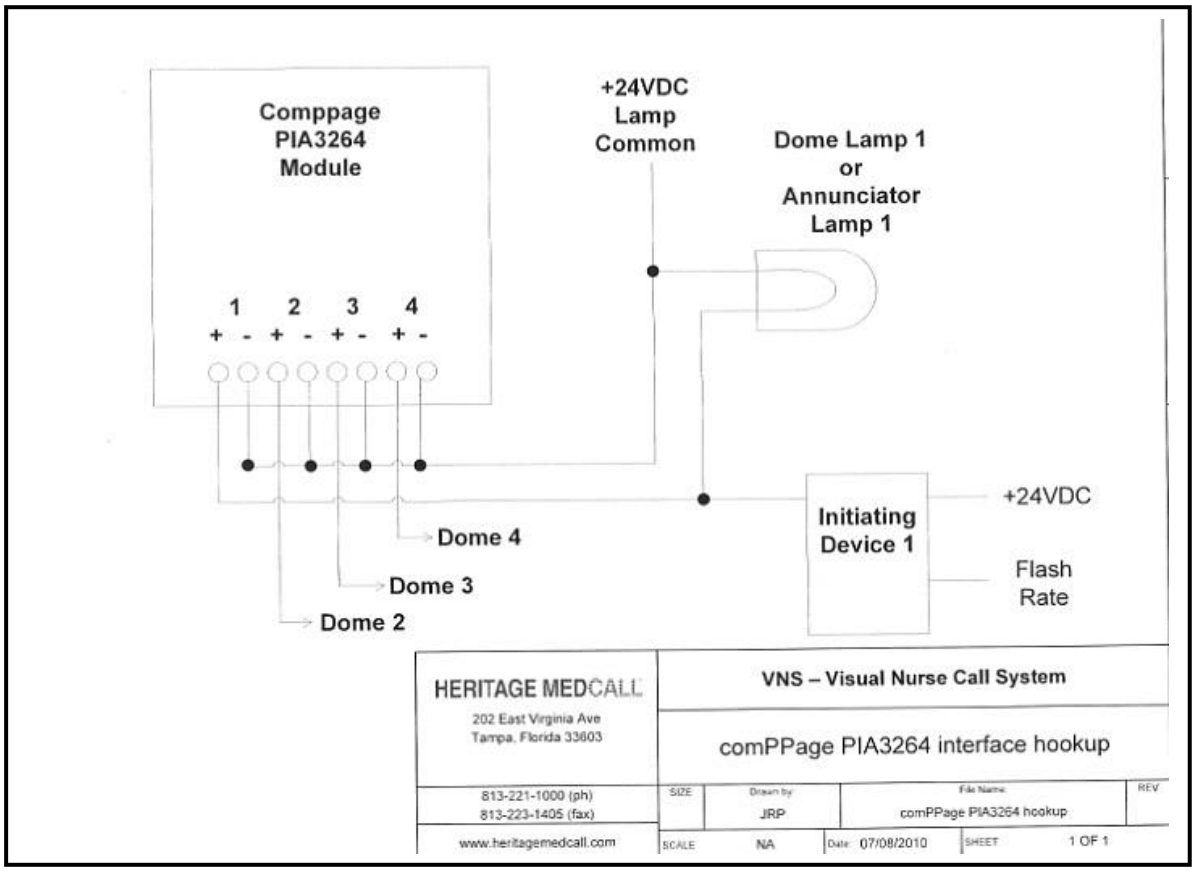


Engineered Electronics

ENGINEERED ELECTRONICS, INC.
COLOR CODE CONNECTIONS FOR PIA3264

A CABLE 900-202 OR 900-203	POINT CONNECTION PIA3264	B CABLE 900-202 OR 900-203	POINT CONNECTION PIA3264	B CABLE 900-202 OR 900-203	POINT CONNECTION PIA3264
BL/WH	+1	BL/WH	+31	WH/BL	+56
OR/WH	+2	OR/WH	+32	WH/OR	+57
GR/WH	+3	GR/WH	+33	WH/GR	+58
BR/WH	+4	BR/WH	+34	WH/BR	+59
SL/WH	+5	SL/WH	+35	WH/SL	+60
BL/RD	+6	BL/RD	+36	RD/BL	+61
OR/RD	+7	OR/RD	+37	RD/OR	+62
GR/RD	+8	GR/RD	+38	RD/GR	+63
BR/RD	+9	BR/RD	+39	RD/BR	+64
SL/RD	+10	SL/RD	+40	RD/SL	+65
BL/BK	+11	BL/BK	+41	BK/BL	+66
OR/BK	+12	OR/BK	+42	BK/OR	+67
GR/BK	+13	GR/BK	+43	BK/GR	+68
BR/BK	+14	BR/BK	+44	BK/BR	+69
SL/BK	+15	SL/BK	+45	BK/SL	+70
BL/YL	+16	BL/YL	+46	YL/BL	+71
OR/YL	+17	OR/YL	+47	YL/OR	+72
GR/YL	+18	GR/YL	+48	YL/GR	+73
BR/YL	+19	BR/YL	+49	YL/BR	+74
SL/YL	+20	SL/YL	+50	YL/SL	+75
BL/VI	+21	BL/VI	+51	VI/BL	+76
OR/VI	+22	OR/VI	+52	VI/OR	+77
GR/VI	+23	GR/VI	+53	VI/GR	+78
BR/VI	+24	BR/VI	+54	VI/BR	+79
SL/VI	+25	SL/VI	+55	VI/SL	+80
WH/BL	+26				
WH/OR	+27				
WH/GR	+28				
WH/BR	+29				
WH/SL	+30				

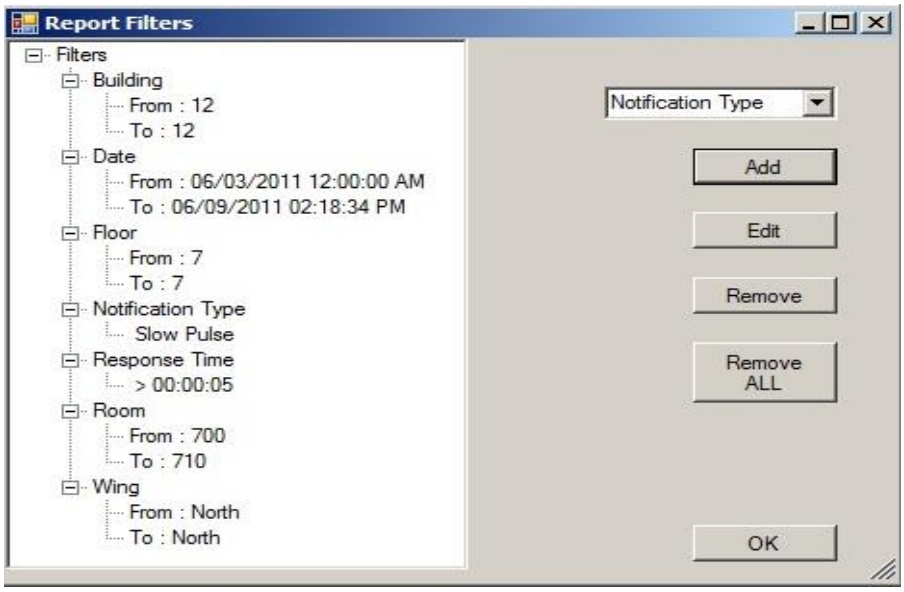
Heritage MedCall



Report and Printing Operation

Filter Selection

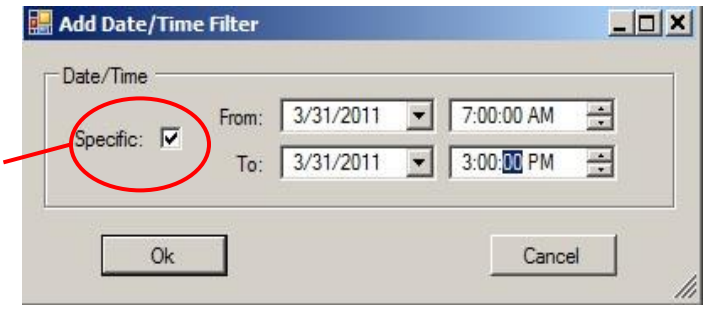
From the drop down menu the user can create any number of filter searches. Highlight the heading you want to search on and select **Add.** The item will appear on the left side under **Filters**. If an incorrect filter has been selected, highlight and select the **Remove** button.



Date and Time Filter

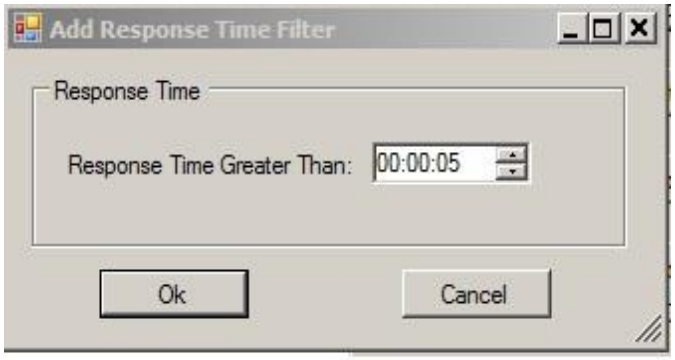
After selecting **Date/Time** and clicking on Add, the below screen will appear. Enter the **From** Date/Time and the **To** Date/Time of the required report to be generated.

If Checked, search is limited to a single date.



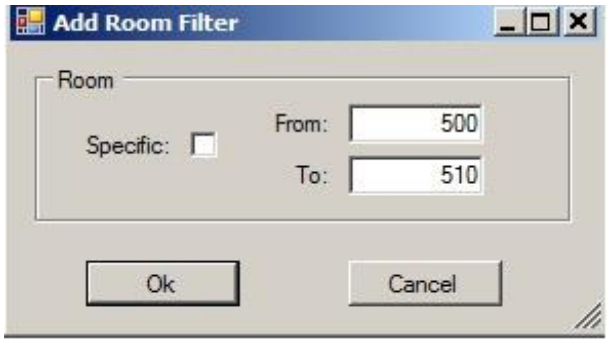
Response Time Filter

The default Response Time is set to greater than 5 seconds. The user can select Response Time from the Report Items and the below screen will appear. User can adjust the time using the up and down arrows. When complete select **OK**.



Room Filter

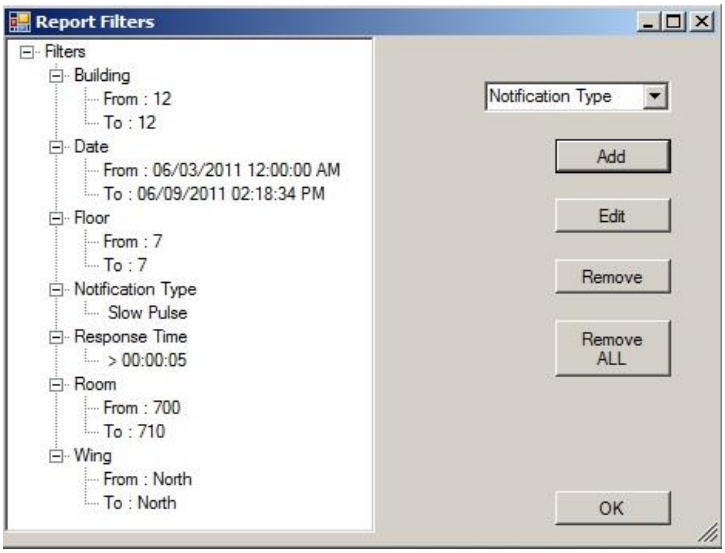
A group of rooms or a single room can be selected by selecting Add Room Filter from the Report Items. If limited the search to a single room enter the same room number in the **From** and **To** fields and check **Specific.** If requiring a group of rooms, enter the starting room in the **From** field and the ending room in the **To** field.



Additional Filters

Additional filters can be selected from the Report Items List.

Report Filter Selection sample



Report Selection

After selecting the required filters for the report desired, select OK. Next select the way the report will be displayed. If **By Date** is selected, the report will be sorted in date order. If **By Date/Room** is selected, the report will be sorted by Date then by Room.

Sample Reports

Alert Notification Report

Report Date: 3/28/2011
Location: Happy Valley Retirement

Bldg	Wing	Floor	Room	Bed	Alarm Message	Activated	Reset	Response Time
3/25/2011								
SOUTH	EAST	6	500	A	Bed Call Room 500A	5:53:51 AM	05:54:07 AM	00:00:16
SOUTH	EAST	6	500	A	Bed Call Room 500A	7:17:02 AM	07:17:15 AM	00:00:13
SOUTH	EAST	6	500	A	Bath Call Room 500	7:17:24 AM	07:17:33 AM	00:00:09
SOUTH	EAST	6	500	A	Bed Call Room 500A	9:03:23 AM	09:03:29 AM	00:00:06

Total Calls: 4 Average: 00:00:11

Alert Notification Report

Report Date: 3/28/2011
Location: Happy Valley Retirement

Bldg	Wing	Floor	Room	Bed	Alarm Message	Activated	Reset	Response Time
3/24/2011								
SOUTH	EAST	6	500		Bath Call Room 500	9:00:05 AM	09:00:17 AM	00:00:12
SOUTH	EAST	6	500		Bath Call Room 500	10:33:07 AM	10:34:55 AM	00:01:48
SOUTH	EAST	6	500		Emergency Call Room 500	10:35:01 AM	10:36:22 AM	00:01:21
SOUTH	EAST	6	500		Emergency Call Room 500	10:36:42 AM	10:37:16 AM	00:00:34
SOUTH	EAST	6	500		Bath Call Room 500	10:37:19 AM	10:38:40 AM	00:01:21
SOUTH	EAST	6	500		Emergency Call Room 500	10:40:27 AM	10:40:55 AM	00:00:28
SOUTH	EAST	6	500		Code Blue Call Room 500	10:41:26 AM	10:41:39 AM	00:00:13
SOUTH	EAST	6	500		Code Call Room 500	10:42:38 AM	10:43:36 AM	00:00:58
SOUTH	EAST	6	500		Code Call Room 500	12:36:44 PM	12:36:55 PM	00:00:11
					Total Calls: 9		Average:	00:00:47
SOUTH	EAST	6	501		Bed Call Room 501	8:57:35 AM	08:57:47 AM	00:00:12
SOUTH	EAST	6	501		Bed Call Room 501	10:35:08 AM	10:36:23 AM	00:01:15
SOUTH	EAST	6	501		Bed Call Room 501	10:36:42 AM	10:38:41 AM	00:01:59
SOUTH	EAST	6	501		Bed Call Room 501	10:42:49 AM	10:43:13 AM	00:00:24
SOUTH	EAST	6	501		Bath Call Room 501	10:43:23 AM	10:43:36 AM	00:00:13
					Total Calls: 5		Average:	00:00:48
3/25/2011								
SOUTH	EAST	6	500	A	Bed Call Room 500A	5:53:51 AM	05:54:07 AM	00:00:16
SOUTH	EAST	6	500	A	Bed Call Room 500A	7:17:02 AM	07:17:15 AM	00:00:13
SOUTH	EAST	6	500	A	Bath Call Room 500	7:17:24 AM	07:17:33 AM	00:00:09
SOUTH	EAST	6	500	B	Bed Call Room 500B	7:17:47 AM	07:17:54 AM	00:00:07
SOUTH	EAST	6	500	B	Bed Call Room 500B	8:50:22 AM	08:50:33 AM	00:00:11
SOUTH	EAST	6	500	A	Bed Call Room 500A	9:03:23 AM	09:03:29 AM	00:00:06
					Total Calls: 6		Average:	00:00:10

Clear Report and Search Filters

1. From the menu select **Window** and click on **Close** to clear the Report or click on **Close All** to clear both the **Filters** and reports.

Remote Print Access

When the PIA Enterprise Controller is installed on an In-house network, the users will be able to log onto the controller and create, view and print custom reports.

Note: All software needed is located on hard drive. Directory **c:\es_load**.

Remote Access Setup (Remote computer on network)

6. Install one of the following Crystal Reports Runtime for Visual Studio 2010.
   a. CCRuntime_32bit_13_0_2. (32-bit operating system)
   b. CCRuntime_64bit_13_0_2. (64-bit operating system)

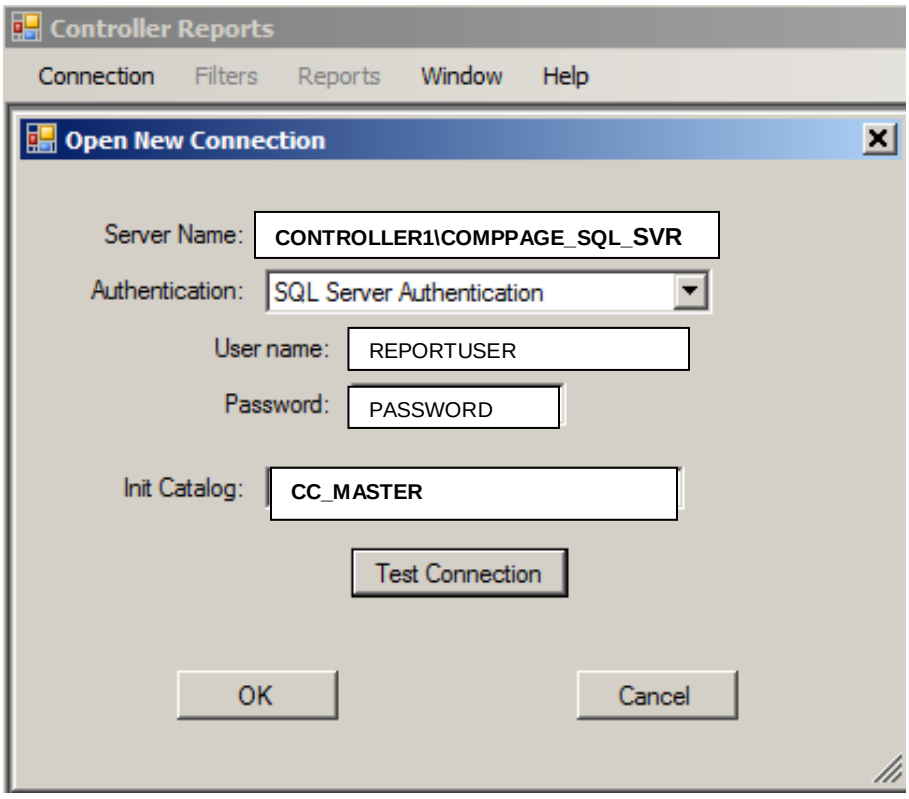
7. Install Controller Reports Setup.

8. Make sure the C drive is shared on the controller.

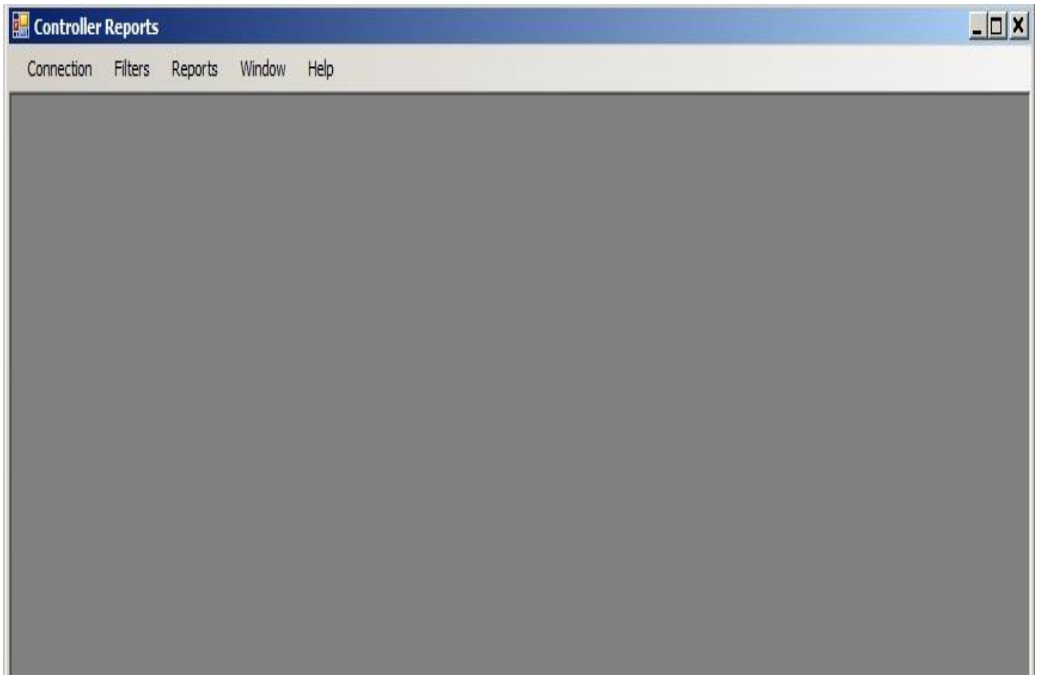
9. On the remote computer Map the drive on the controller to the remove computer.

10. Create a short cut on the remove computer's desktop, to the controller.

11. Double click on the short cut Icon and the screen below will appear.



12. Enter your password and the below screen will appear.

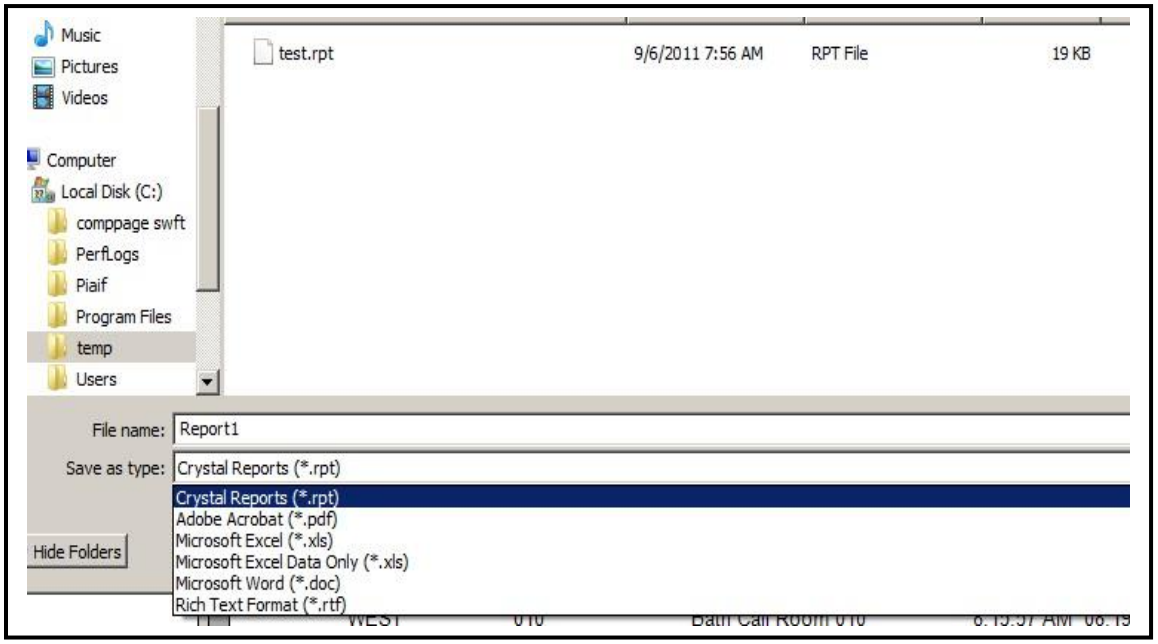


13. Follow the same procedure for filtering and printing reports at the remote PC as you do on the Controller.

Exporting Reports

1. Create the report you want to export.
2. With the report on the screen, select the icon at the left of the report tool bar. When you place the mouse over the icon it will show Export Report.

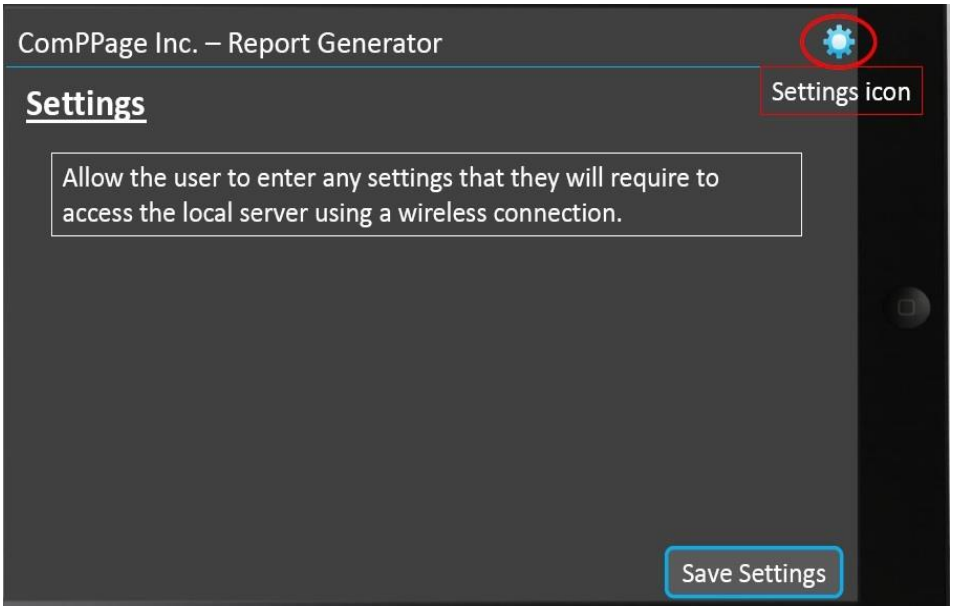
3. Click on the icon and it will open a window shown below.



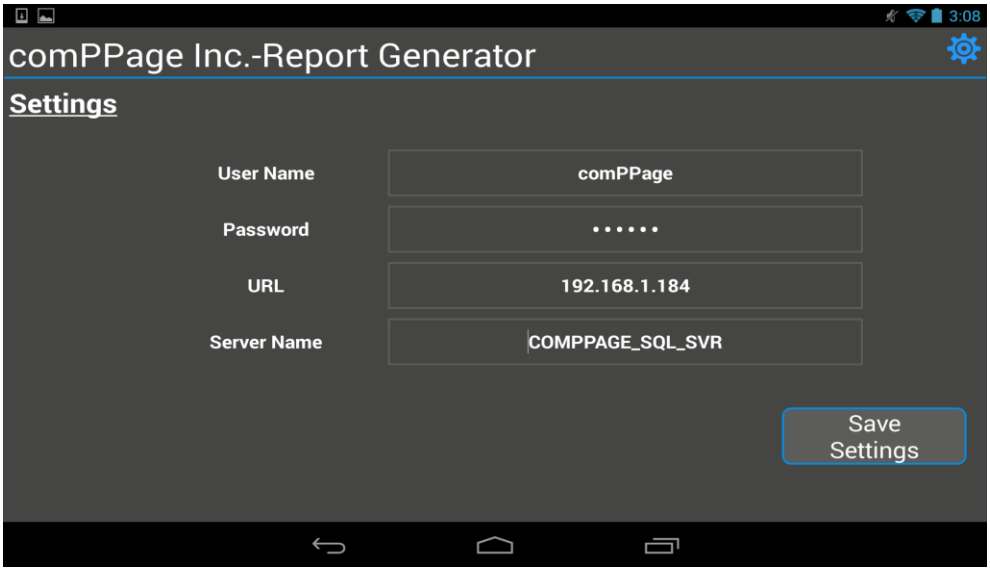
4. Name the report and select the type of file from the drop down menu. It is recommended to select **[*pdf]**. This file type can be read by anyone with Acrobat reader installed on their computer.

Reports on Smart Device

1. Access the Report Generator program by tapping on the Report Icon.



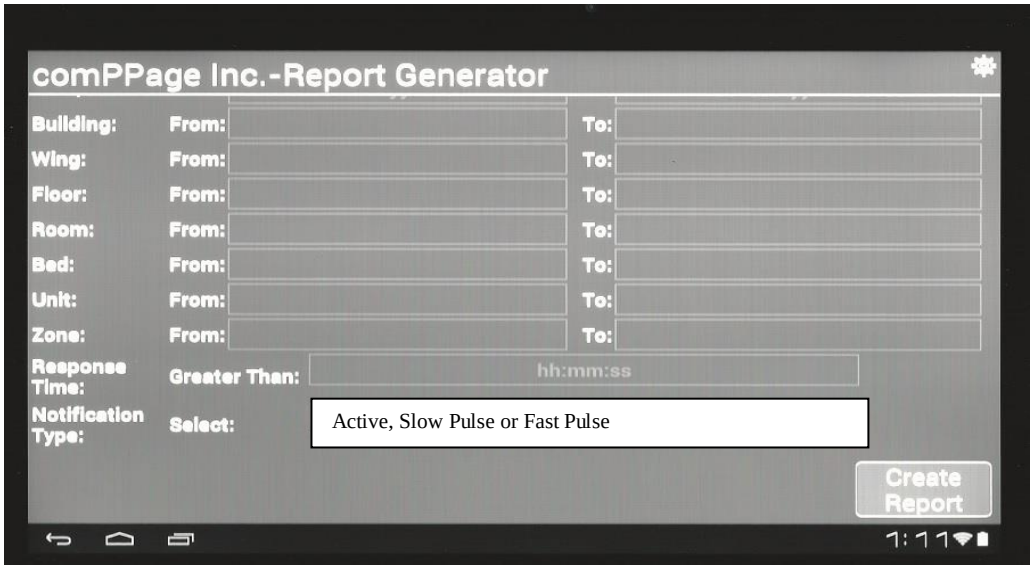
Log on to the Server



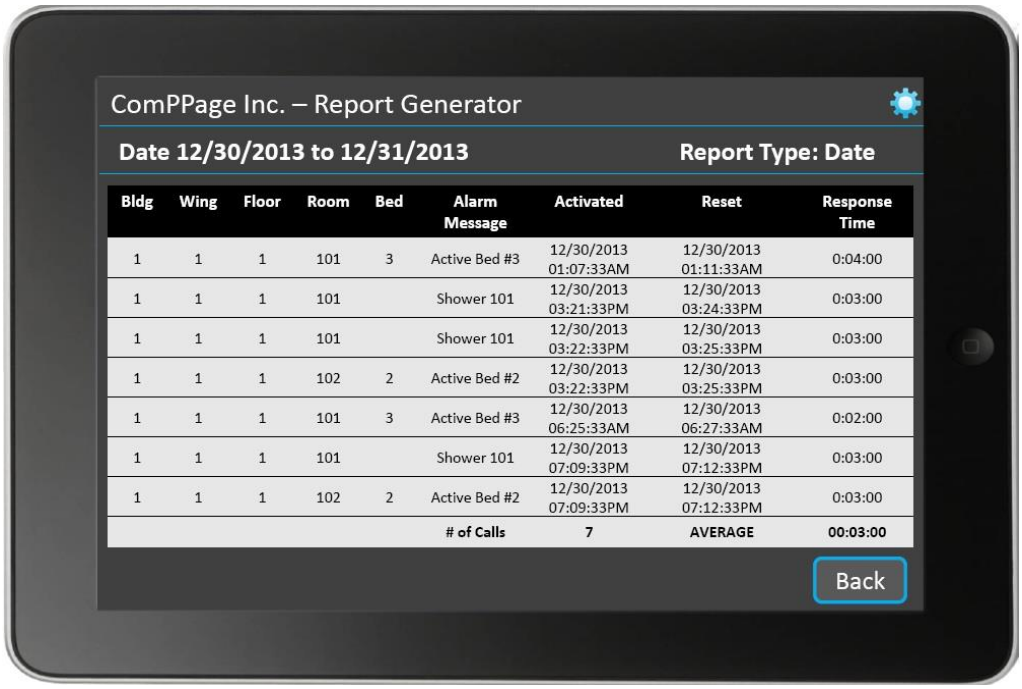
Reports Displayed on 10” Tablet

1. Tap the field beside **From:** Set the Month, Day, Year and Time for the start of the report date. The next field is the same format for the ending date.
2. If the Month, Day, Year and Time is the same, simply tap on **Specific** and the **To** will be filled in automatically.

Exit from Program



3. If **Response Time** is required for the report, tap the field next to Greater Than and Select the time required. Ie.. 00:15:00 (15 minutes).



Bldg	Wing	Floor	Room	Bed	Alarm Message	Activated	Reset	Response Time
1	1	1	101	3	Active Bed #3	12/30/2013 01:07:33AM	12/30/2013 01:11:33AM	0:04:00
1	1	1	101		Shower 101	12/30/2013 03:21:33PM	12/30/2013 03:24:33PM	0:03:00
1	1	1	101		Shower 101	12/30/2013 03:22:33PM	12/30/2013 03:25:33PM	0:03:00
1	1	1	102	2	Active Bed #2	12/30/2013 03:22:33PM	12/30/2013 03:25:33PM	0:03:00
1	1	1	101	3	Active Bed #3	12/30/2013 06:25:33AM	12/30/2013 06:27:33AM	0:02:00
1	1	1	101		Shower 101	12/30/2013 07:09:33PM	12/30/2013 07:12:33PM	0:03:00
1	1	1	102	2	Active Bed #2	12/30/2013 07:09:33PM	12/30/2013 07:12:33PM	0:03:00
					# of Calls	**7**	**AVERAGE**	**00:03:00**