

# Pia3264

remote monitor

&

Report Generating  
Program

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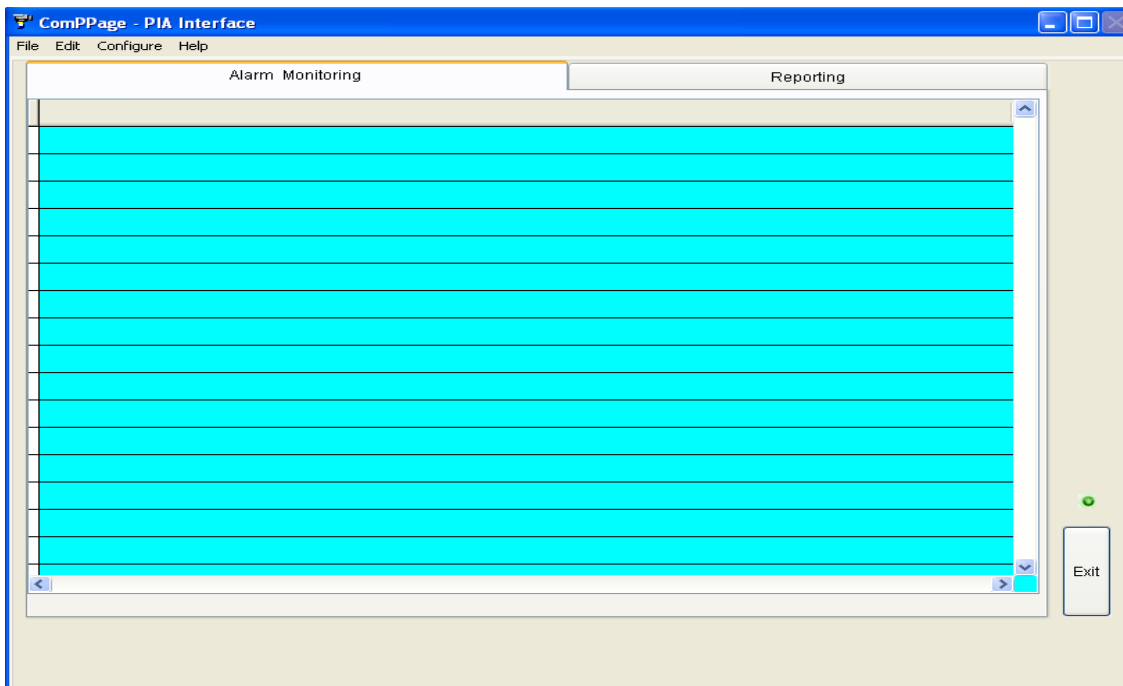
## PIA3264 Remote monitor program

The PIA3264R2 Remote Monitor Program is a visual display of all alarms generated by the PIA3264R2 Interface unit. Each message is displayed the same as if the computer display was a paging receiver. The Monitor Program will display the data in a format of **Time and Message**. Repeats or Escalations will not be displayed. Each Alarm will disappear from the screen when the program receives a **Reset** message. The program also logs all alarms with the time each occurred. These records are permanent and can be archived and restored if necessary. The user can create a number of reports using the appropriate search routines. It must be noted, if the time of an alarm or reset is logged by the Remote Monitoring program is compared to the time of the same alarm and reset recorded on the PIA3264R2 microSD card, you will find a small difference in time. This difference is due to speed of different processors, RF paths and setting of internal clocks.

The PIA3264R2 can be programmed using room numbers and bed identifiers'. [Room 101 or Room 101A] If you use the bed identifier in the alarm message, you must also use it in the reset message. If the installation is using single digit room numbers you must add a one or more leading zero. ie; 01 or 001. This will allow the system to know the difference between 1 and 10 and 100. When setting up the Remote Monitoring Program, you must select the word that will be included in the reset message that corresponds to one of the four selections in the Remote Monitor program. [Reset, Restored, Canceled or Answered].

### Installation

1. Insert CD in CD/CD-RW drive. The CD will auto start.
2. Follow the prompts on the screen.
3. After installation, you will see an Icon on your desktop.
  - a. PIA Interface
4. Select the **PIA Interface** icon and the following screen will be displayed.

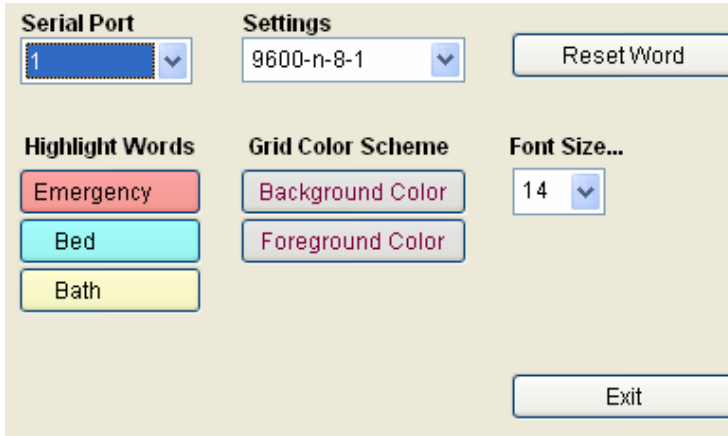


5. Exiting the program will require you to enter a password. The default password is **comppage**.
6. The password can be changed. Simple click on the Exit button.

## Setup

The configuration screen allows the user to select the words to be highlighted and what color the line the call is on and the back ground color.

1. Select **Configure** from the top menu. The below screen will appear.



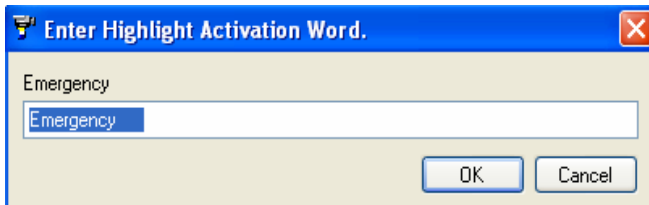
2. Select the correct **Serial Port** for the incoming data.
3. Select the correct **Port Baud and Parity** of the serial port.
4. Click on the **Reset Word** button and enter the word that will be sent when the alarm is reset.
5. Select the **Font size** for the alarm messages.

### Grid Color Scheme

1. Click on the **Background Color**, under **Grid Color Scheme**. This selection will set the color of the rows that the alarms will appear on. From the color chart select the color and click **OK**. Note if you cancel and do not select one, it will default to **White**.
2. Select **Foreground Color**. This selection will set the color of the words in the alarm message. From the color chart select the color and click **OK**. Note if you cancel and do not select one, it will default to **White**.

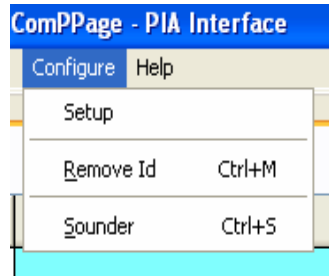
### Highlight Words

1. Select the word you want to change. Enter word and select **OK**. The color scheme will appear.
2. Select the color you want the Line to be when this word appears in the alarm message.
3. Select **OK**. The Foreground color has been selected previously.
4. Continue and select the other two words the same way as step 1.
5. When completed, select **EXIT**.

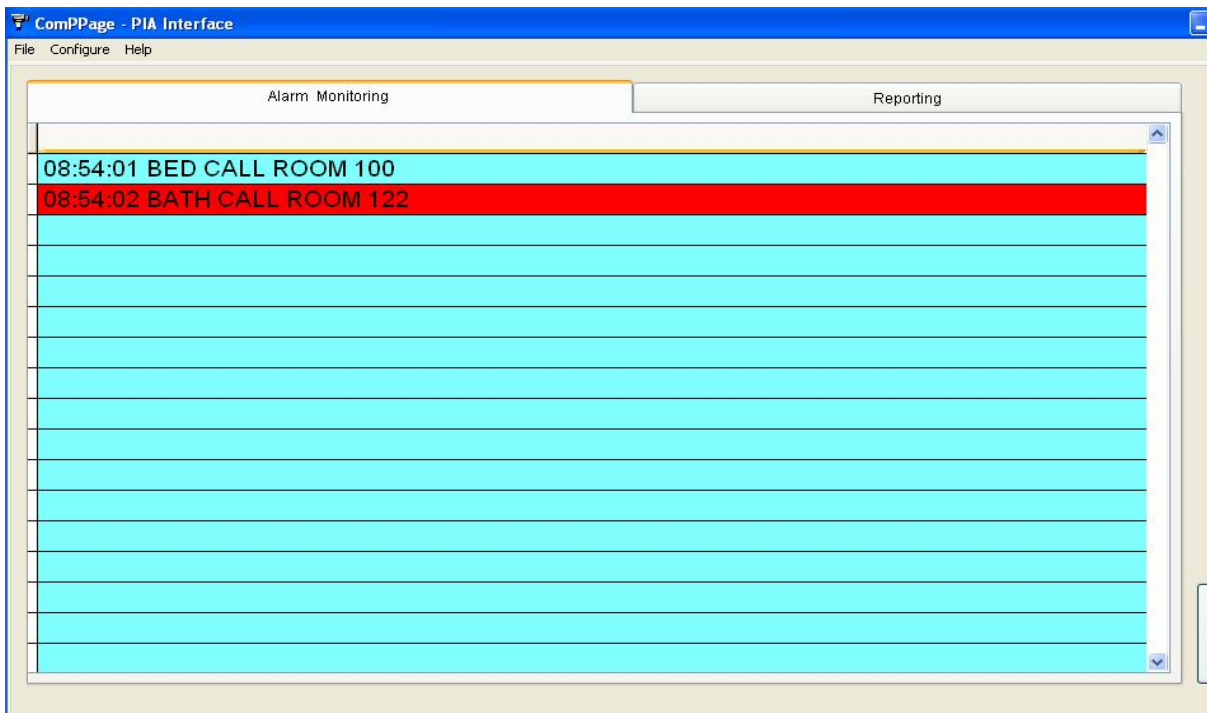


## PAGING INTERFACE ADAPTER REMOTE MONITOR PROGRAM V5.0

If using the **Remote Monitoring** program directly connected to the Paging Interface Adapter it will send the complete protocol to the serial port (AF0200008AThis is a test), select **Configure** and check **Remove Id**. This will remove the Pager Cap Code from the data Stream and allow for correct logging and report generation. If receiving the data from a Over-the-air receiver, this is not necessary. The output from the receiver is only the Alert message.



1. If the user wishes to be notified each time an alarm is displayed on the screen, select **Sounder**. This will activate the default sound selected in Windows.
2. The program can be left on the screen or minimized. As the alarms are received they will displayed on the **Alarm Monitor** screen as shown below. Each time an active alarm is reset, it will be removed from the Monitor screen. However, a record of that alarm and reset will be logged.



3. When creating a report, from the main logging screen select the tab **Reporting**. The select the search criteria required. The complete process is explained in the following pages.
4. It is **important** once you have completed creating and printing your reports you return to the main logging screen.

## PAGING INTERFACE ADAPTER REMOTE MONITOR PROGRAM V5.0

5. If you wish to view the real time logging and create reports from another computer on the network you must map the drive from the controller's drive to your computer. Locate the PIAIF directory and create an icon for the piaif.exe. When you active the program you will only see the reports and the other viewing computers will not see the reports. As always, once you complete your reports, exit out of the program.

### Search Terms

Reports can be generated in many different formats, according to the type of search criteria used. The data is stored in a table that will allow the user to create reports, archive the data, purge the table and restore back data if desired. Below is a list of terms, understanding these terms will be helpful in creating different types of searches.

TERM	MEANING
ALARMDATE	Date Alarm Received
ID	Room or Bed Number
ALARMMSG	Alarm Message Received
START	Time the Alarm Message was Received
STOP	Time the Alarm Message was Reset
EHRS	Elapsed Time of Call in Hours
EMIN	Elapsed Time of Call in Minutes
ESEC	Elapsed Time of Call in Seconds

### SEARCH CRITERIA

Equals	If Data being searched for must be an exact match use " in front and a space plus " at the end of the statement.
Not Equals	Data being searched for does not match
More Than	Data being searched for is greater than
Less Than	Data being searched for is Less than
Is Blank	Searching for a Empty field
Contains	The Search contains a certain Word(s)
In	The data will be found In a specific place
Between	Used for search dates, from one day to another. Separated by a comma. or Elapsed time.
And/Or	You can search on something and/Or include something else and also a third parameter.

### Report Type

All Reports can be printed with or without Elapsed time. Included on the Elapsed Time report is the Average time per room.

- A. Room Number or Bed Number, Date or Dates, Call Type(Bed, Bath, Emergency)
- B. Date or Dates, All Calls, All Rooms
- C. Date or Dates, Call Type (Bed, Bath, Emergency), All Rooms
- D. Room or Bed Number, Date, Call Types(Bed, Bath, Emergency)
- E. Date, Room or Bed number, Key word from alarm message.

## Reports

In order to create a report you must identify the search parameters or set the Filter. This will find and display only the records you desire for your report. The user can create a report description using the free-form text input area at the top of the Report Generator screen. See Below. All reports will be printed on the default printer selected on the viewing computer.

### Header information on Report

**Date From:** 06/01/2009      **To:** 12/31/2009

comPPage, Inc  
 sales@comppage.com  
 www.comppage.com  
 561.969.6976  
 Elapsed time report

### Search Parameters

**Filter**

Field: ALARMDATE    Operator: equals    Value: 05/13/09

And       Case Sensitive  
 Or

Field: ID    Operator: equals    Value: 100A

And

Field: ALARMMSG    Operator: contains    Value: BED

Search    All    Cancel

The alarm date falls within the header from and to.

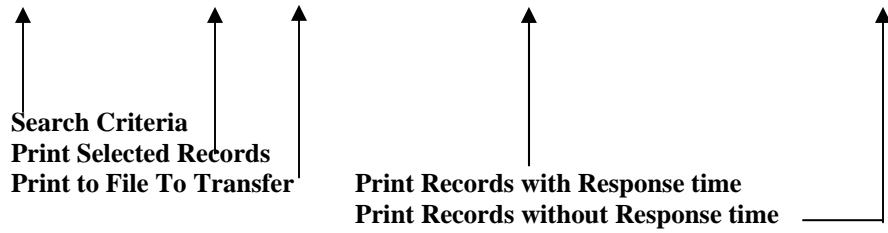
ID value equals the Room number requested.

The alarm message contains the word BED

### Search Results

Alarm Date	ID #	Alarm Message	Activated	Reset	eHrs	eMin	eSec
05/13/09	100A	BED CALL ROOM 100A	05/13/09 09:18:50 AM	05/13/09 09:24:49 AM	0	5	59
05/13/09	100A	BED CALL ROOM 100A	05/13/09 10:08:57 AM	05/13/09 10:10:57 AM	0	2	0
05/13/09	100A	BED CALL ROOM 100A	05/13/09 10:30:36 AM	05/13/09 10:31:02 AM	0	0	26
05/13/09	100A	BED CALL ROOM 100A	05/13/09 10:31:44 AM	05/13/09 10:34:01 AM	0	2	17
05/13/09	100A	BED CALL ROOM 100A	05/13/09 02:22:45 PM	05/13/09 02:31:56 PM	0	9	11

Find    Print    Prit to File     With response times     Without response times



Sample Report

comPPage, Inc  
 Sample Report  
 www.comppage.com  
 561.969.6976  
 Elapsed time report

Thursday July 1, 2010

Date From: 01/01/2010 To: 12/31/2010

Room	Alarm Message	Alarmed	Reset	Response Time
<b>1 - 06/29/2010</b>				
	SHOWER 1	03:09:33 PM	03:12:24 PM	00: 02: 51
	SHOWER 1	03:25:49 PM	03:27:43 PM	00: 01: 54
	SHOWER 1	09:22:47 PM	09:31:12 PM	00: 08: 25
			Average:	00: 04: 23
<b>100 - 06/29/2010</b>				
	BED CALL ROOM 100	10:20:44 AM	10:24:07 AM	00: 03: 23
	BED CALL ROOM 100	02:40:06 PM	02:41:09 PM	00: 01: 03
	BED CALL ROOM 100	07:57:44 PM	08:28:29 PM	00: 30: 45
	BED CALL ROOM 100	11:53:06 PM	11:56:59 PM	00: 03: 53
			Average:	00: 09: 46
<b>102 - 06/29/2010</b>				
	BED CALL ROOM 102	08:35:47 AM	08:37:16 AM	00: 01: 29
	BATH CALL ROOM 102	09:44:41 AM	09:51:56 AM	00: 07: 15
	BED CALL ROOM 102	10:46:00 AM	10:48:40 AM	00: 02: 40
	BED CALL ROOM 102	11:23:08 AM	11:24:45 AM	00: 01: 37
	BED CALL ROOM 102	01:30:45 PM	01:35:00 PM	00: 04: 15
	BED CALL ROOM 102	05:52:12 PM	06:03:34 PM	00: 11: 22
			Average:	00: 04: 46



## Sample Search Routines

### 1. **Requirement:** Specific Room and Date

The screenshot shows a 'Filter' dialog box with three rows of search criteria. The first row has 'ALARMDATE' as the field, 'equals' as the operator, and '06/01/2010' as the value. The second row has 'ID' as the field, 'equals' as the operator, and '100' as the value. The third row has 'ALARMDATE' as the field, 'equals' as the operator, and an empty value field. The 'And' radio button is selected, and the 'Case Sensitive' checkbox is unchecked. Arrows point from the text 'Date Required' to the first row's value field and 'Room Number' to the second row's value field. At the bottom are 'Search', 'All', and 'Cancel' buttons.

**Results:** All Alerts from Room 100 on June 1, 2010 will be displayed in the report.

### 2. **Requirement:** Specific Date and Specific Time

The screenshot shows a 'Filter' dialog box with three rows of search criteria. The first row has 'START' as the field, 'more than' as the operator, and '06/10/2010 07:00:00 AM' as the value. The second row has 'STOP' as the field, 'less than' as the operator, and '06/10/2010 03:00:00 PM' as the value. The third row has 'ALARMDATE' as the field, 'equals' as the operator, and an empty value field. The 'And' radio button is selected, and the 'Case Sensitive' checkbox is unchecked. Arrows point from the text 'Date and Start time of Search' to the first row's value field and 'Date and Stop time of Search' to the second row's value field. At the bottom are 'Search', 'All', and 'Cancel' buttons.

**Results:** ALL Calls from ALL rooms on the June 10, 2010 between 0700 AM and 3:00 PM on June 10, 2010 will appear on the report.

3. **Requirement:** Specific Dates, Specific series of rooms, containing a Specific word.

The screenshot shows a 'Filter' dialog box with three filter criteria. The first criterion is 'ALARMDATE' with the operator 'between' and the value '06/02/10,06/05/2010'. The second criterion is 'ID' with the operator 'between' and the value '299,400'. The third criterion is 'ALARMMSG' with the operator 'contains' and the value 'Bath'. The 'And' radio button is selected. There are 'Search', 'All', and 'Cancel' buttons at the bottom.

Annotations with arrows point to the following fields:

- Date Range June 2 - 5
- All Rooms in the 300 Series Plus Room 299 and 400.
- All Alerts with the word Bath

**Results:** Calls from rooms 300s on the June 3 & 4 2010 between containing the word Bath.

6. **Requirement:** Specific Dates, Specific Calls that lasted more than 15 minutes.

The screenshot shows a 'Filter' dialog box with three filter criteria. The first criterion is 'ALARMDATE' with the operator 'equals' and the value '06/01/2010'. The second criterion is 'EMIN' with the operator 'more than' and the value '15'. The third criterion is 'ALARMDATE' with the operator 'equals' and an empty value field. The 'And' radio button is selected. There are 'Search', 'All', and 'Cancel' buttons at the bottom.

Annotations with arrows point to the following fields:

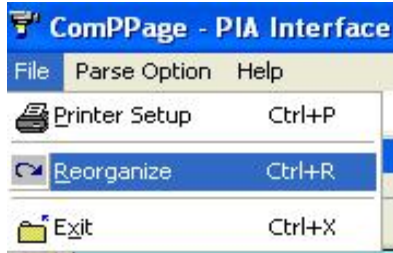
- Date Range
- Anything over 15 Minutes

**Results:** All Calls from all rooms on the June 1, 2010 that was not reset in 15 minutes.

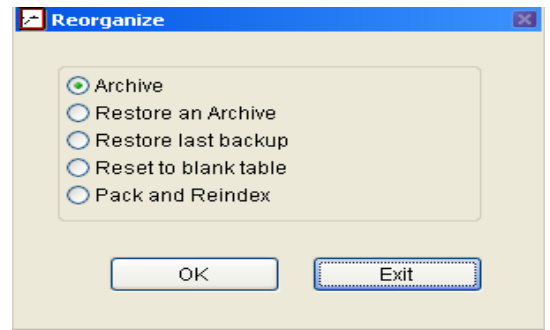
## Archiving and Restoring Back files

**THESE OPERATIONS SHOULD ONLY BE DONE BY THE ADMINISTRATOR**

1. Select **File, Reorganize**.

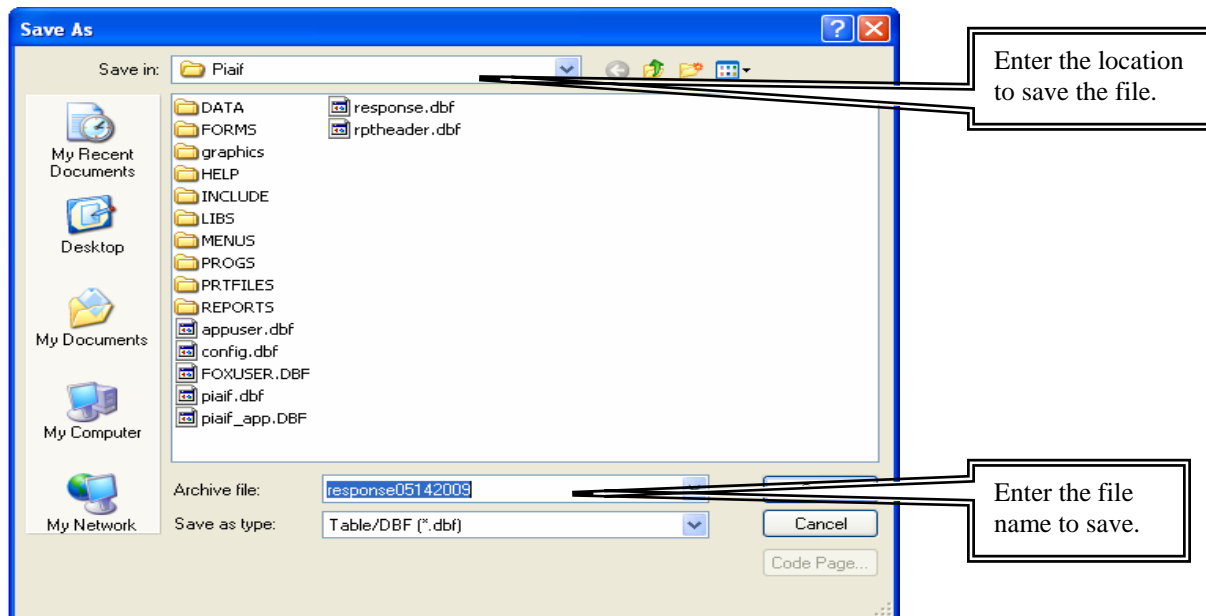


2. Select one of the five desired operation.



- 1 .Archive

Save the complete database to a location and file name designated by the user.



## 2. Restore an Archive

This operation should only be used by the **Administrator**. If you restore a Archived copy of the database it will over write the current database. During this operation the program will make a backup copy of the current database.

**Example:** The date is May 14, 2009. On December 31, 2008 the database was archived. The current database has all alarms from 1 January 2009 to May 14, 2009. If the Archived Database was Restored, the current records would be written over.

**Note:** **While using the Archived database for report generation, the user should be aware that any active alarms will be logged to the archived database. It is recommended to use another computer to generate reports from the archive database.**

## 3. Restore Last Backup

This operation will over write the current database with the last backup database. All data in the current database will be lost.

## 4. Reset to Blank Table

This operation will over write the current database with a blank table. All data in the current database will be lost.

## 5. Pack and Re-index

This operation will clean up the current database and re-index the database removing any deleted data and fragments.

## Remote Operation

The Remote Monitor Program gives the user the ability to see in real time all alarms and resets. In addition reports can be generated without interfering with the logging of real time alarms. All of these operations are performed on the PIA Controller. However, if desired the **Network Administrator** can give access to a remote computer to create, print reports and see alarms in real time mode. Additionally access can be limited to View only. All access to the program is password protected.

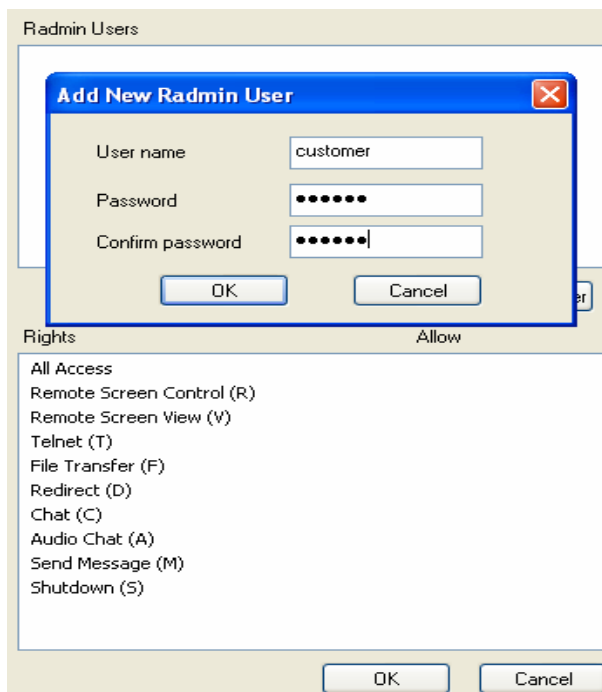
Remote access is accomplished using the program Radmin® Viewer and Server. Radmin® Server is pre-loaded on the PIA Controller. The Network Administrator must authorize setup and ensure proper password protection is employed.

## Radmin® Server Setup

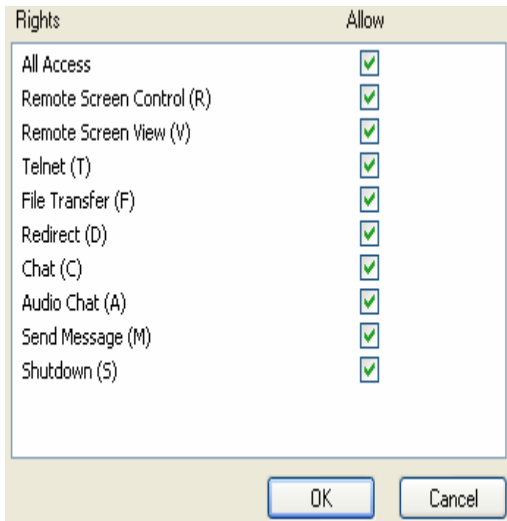
1. Select **Program, Radmin Server, Setting for Radmin Server, Permissions.**



2. Select Permissions.



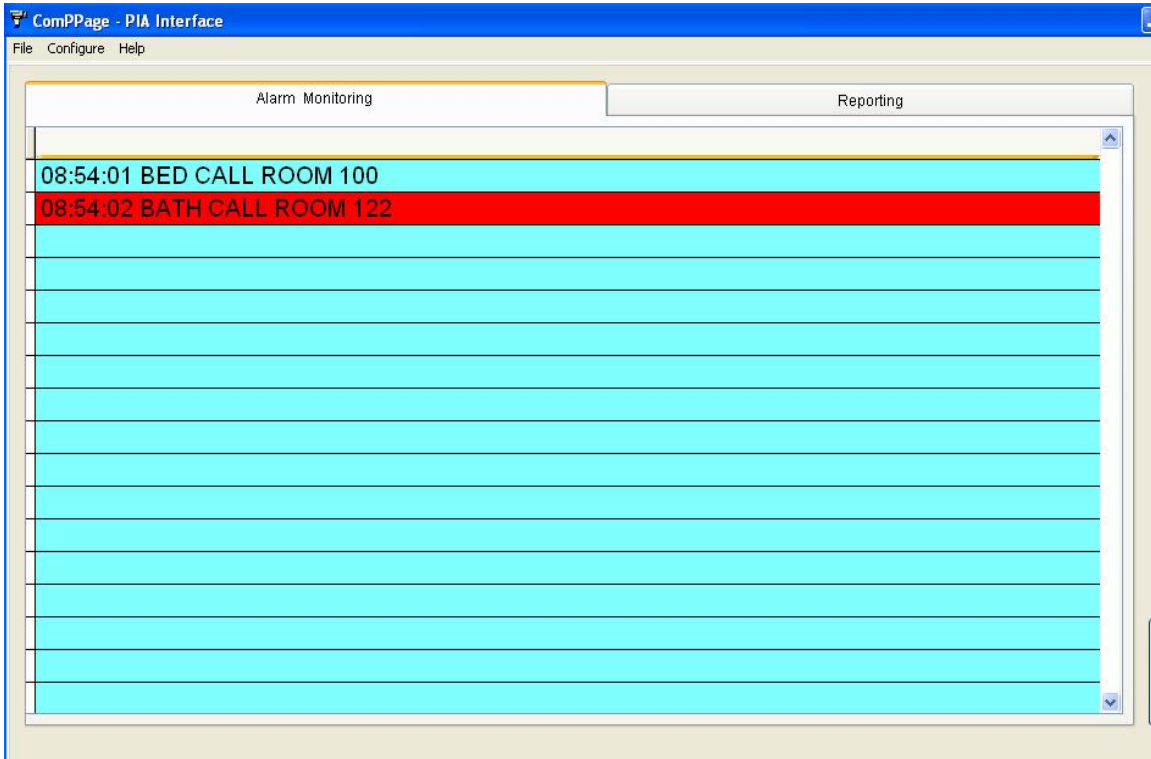
- 3 Enter Users Name and Password. OK
7. Select access permissions for each user.



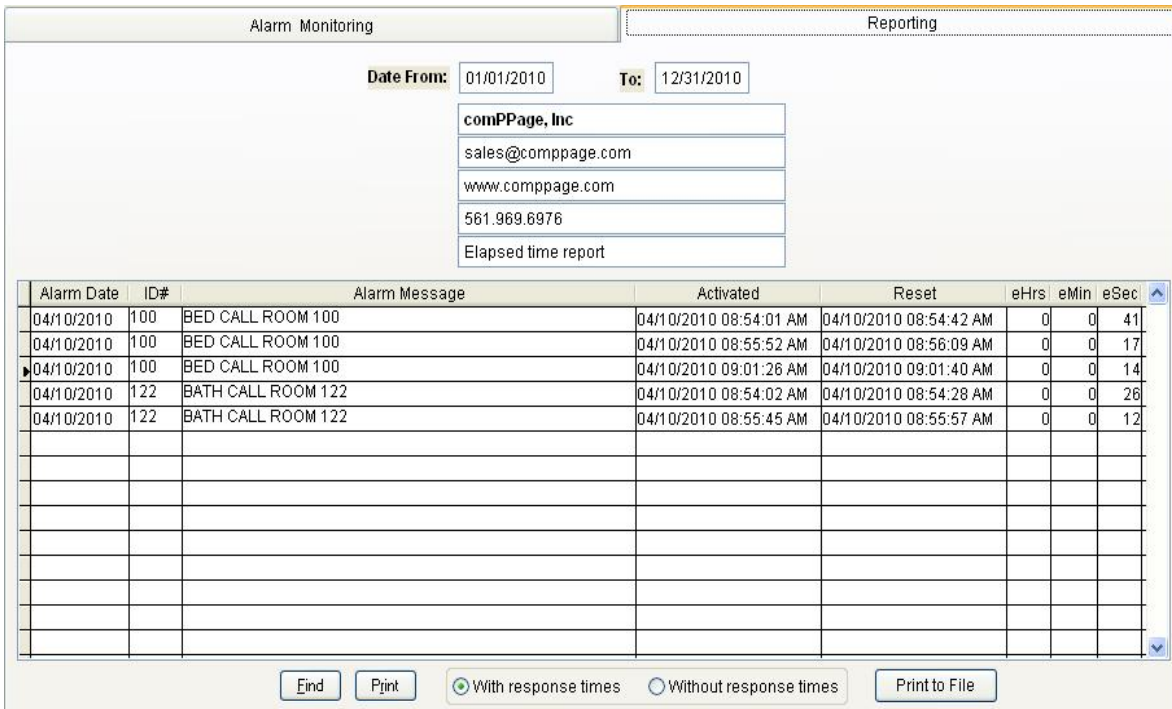
8. Select OK, OK and Exit.
9. All PIA Controllers are shipped with Radmin® Server set with the following. User ID – customer, Password – 123456. – This Log On should be changed by the Network Administrator .

## Report Generation and Printing

1. When the user logs on to the PIA Controller the below screen will appear.



2. Select the **Reporting Tab**.
3. The below screen will appear.

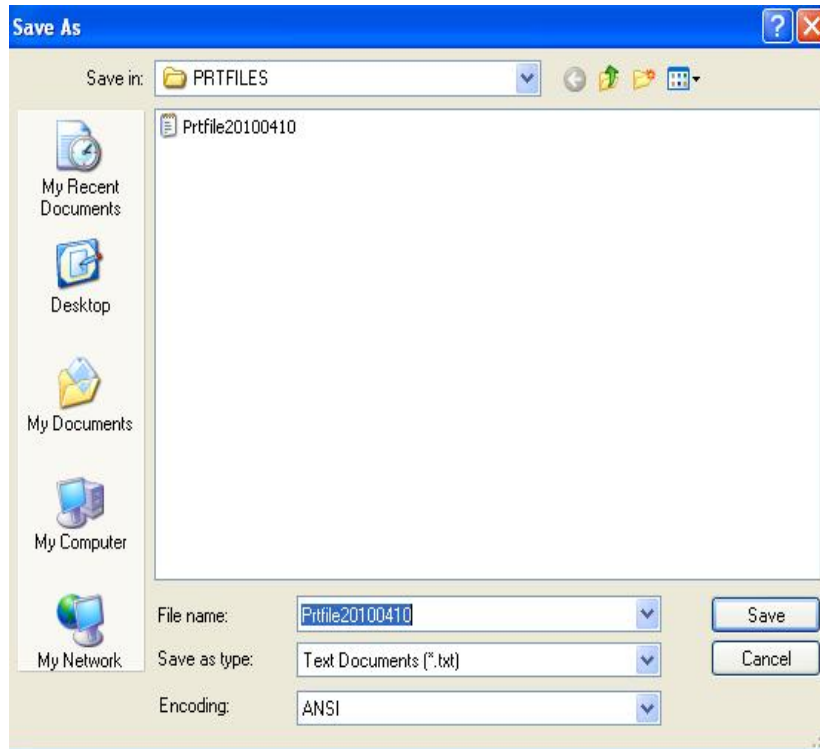


4. After completing the search in the same way for a local report, select the **Print to File** button.
5. The below screen will appear.

comPPage, Inc Sample Report www.comppage.com 561.969.6976			07/01/2010	
Elapsed time report From: 01/01/2010 To: 12/31/2010				
Room	Alarm Message	Alarmed	Reset	E-Time
-----				
1 - 06/29/2010				
	SHOWER 1	03:09:33 PM	03:12:24 PM	00:02:51
	SHOWER 1	03:25:49 PM	03:27:43 PM	00:01:54
	SHOWER 1	09:22:47 PM	09:31:12 PM	00:08:25
				Avg: 00:04:23
-----				
100 - 06/29/2010				
	BED CALL ROOM 100	10:20:44 AM	10:24:07 AM	00:03:23
	BED CALL ROOM 100	02:40:06 PM	02:41:09 PM	00:01:03
	BED CALL ROOM 100	07:57:44 PM	08:28:29 PM	00:30:45
	BED CALL ROOM 100	11:53:06 PM	11:56:59 PM	00:03:53
				Avg: 00:09:46
-----				
102 - 06/29/2010				
	BED CALL ROOM 102	08:35:47 AM	08:37:16 AM	00:01:29
	BATH CALL ROOM 102	09:44:41 AM	09:51:56 AM	00:07:15
	BED CALL ROOM 102	10:46:00 AM	10:48:40 AM	00:02:40
	BED CALL ROOM 102	11:23:08 AM	11:24:45 AM	00:01:37
	BED CALL ROOM 102	01:30:45 PM	01:35:00 PM	00:04:15
	BED CALL ROOM 102	05:52:12 PM	06:03:34 PM	00:11:22
				Avg: 00:04:46

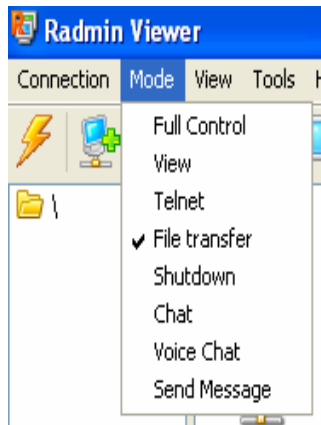


6. From the menu bar select **File, Save As** and assign a name to the print file or leave the current name, then select the **Save** button.

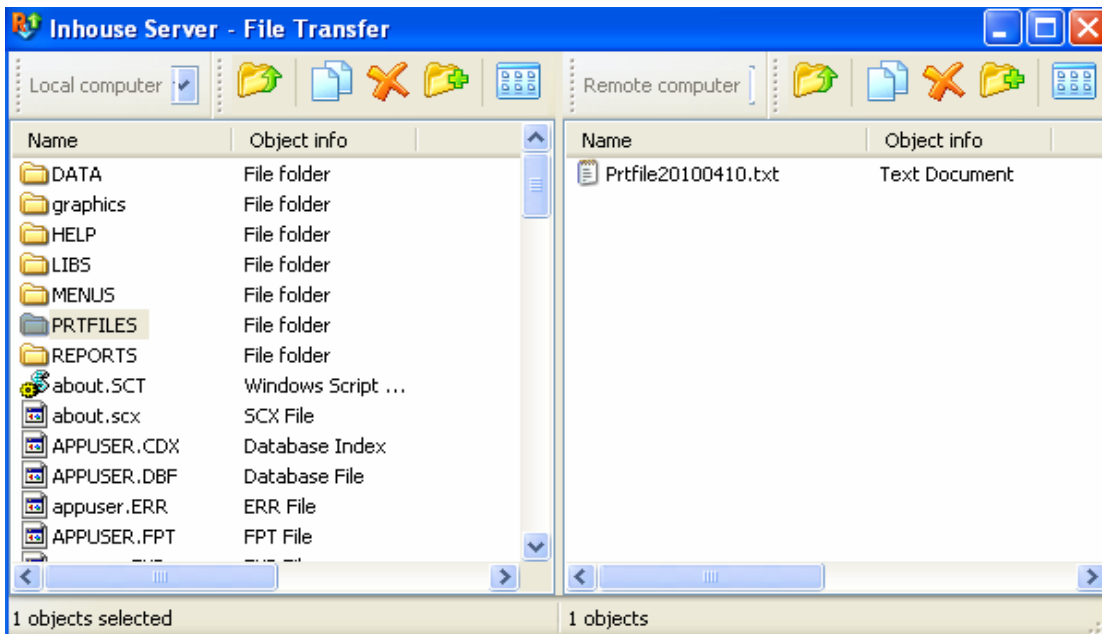


## File Transfer for Remote Printing

1. From the top menu of Radmin® Viewer and select **Mode** then check **File Transfer**.



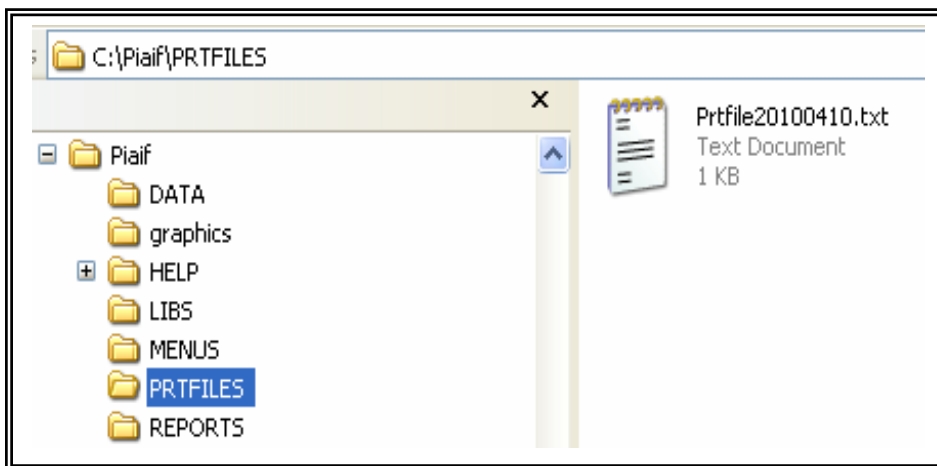
2. Log On to the PIA Controller and you will see the below screen.



3. The frame on the left is your computer and the frame on the right is the PIA Controller.
4. Select the Directory Piaif and its sub-directory PRTFILES. This is where you will want to transfer the print file from the Controller.
5. On the PIA Controller, locate the PIAIF directory then the sub-directory PRTFILES.
6. Place the mouse on the print file on the Controller directory and hold down the right mouse button and drag the file to the left frame into the PRTFILES directory.
7. Exit from the Radmin® Viewer program.

## Printing Prtfile

1. Using Windows Explorer, locate the directory C:\PIAIF\ and the sub-Directory PRTFILES.
2. In the Prtfiles directory, locate the file you want to print.



3. Double click on the file and use Notepad to display and print the file.

Prtfile20100701 - Notepad

File Edit Format View Help

comPPage, Inc 07/01/2010  
 Sample Report  
 www.comppage.com  
 561.969.6976

Elapsed time report  
 From: To:  
 01/01/2010 12/31/2010

---

Room	Alarm Message	Alarmed	Reset	E-Time
<b>1 - 06/29/2010</b>				
	SHOWER 1	03:09:33 PM	03:12:24 PM	00:02:51
	SHOWER 1	03:25:49 PM	03:27:43 PM	00:01:54
	SHOWER 1	09:22:47 PM	09:31:12 PM	00:08:25
				Avg: 00:04:23
<b>100 - 06/29/2010</b>				
	BED CALL ROOM 100	10:20:44 AM	10:24:07 AM	00:03:23
	BED CALL ROOM 100	02:40:06 PM	02:41:09 PM	00:01:03
	BED CALL ROOM 100	07:57:44 PM	08:28:29 PM	00:30:45
	BED CALL ROOM 100	11:53:06 PM	11:56:59 PM	00:03:53
				Avg: 00:09:46
<b>102 - 06/29/2010</b>				
	BED CALL ROOM 102	08:35:47 AM	08:37:16 AM	00:01:29
	BATH CALL ROOM 102	09:44:41 AM	09:51:56 AM	00:07:15
	BED CALL ROOM 102	10:46:00 AM	10:48:40 AM	00:02:40
	BED CALL ROOM 102	11:23:08 AM	11:24:45 AM	00:01:37
	BED CALL ROOM 102	01:30:45 PM	01:35:00 PM	00:04:15
	BED CALL ROOM 102	05:52:12 PM	06:03:34 PM	00:11:22
				Avg: 00:04:46