

CAREpoint EMS Workstation

Application Note: 183V019A

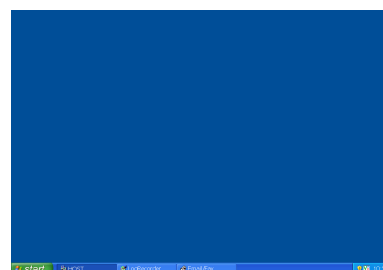
Title: How to clear the registration message from the CAREpoint screen if an update has not been done recently.

Overview:

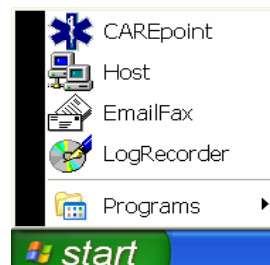
This procedure guides you through the steps for clearing the red “Call General Devices to Register Update” message that may appear on the screen of a CAREpoint that has **NOT** recently performed a software update. This is a known issue that has been resolved in package 11.00 and later. Please contact General Devices for information about obtaining the latest software for the CAREpoint Workstation. This procedure should be performed by someone who is familiar with the CAREpoint Workstation.

Execution:

1. On the blue, on-screen keypad, slowly type #-B-Y-E (#-2-9-3). This will close the main CAREpoint screen. Wait 20 seconds before proceeding to the next step.



2. Click on “Start” in the lower left of the screen. Then click on CAREpoint. The main CAREpoint screen will appear again after about 10 seconds.



3. Once the main CAREpoint screen is back up, wait 90 seconds to see if the registration message comes back.

If the registration message does not come back, this procedure is complete and you do not need to do the following steps.

If the registration message does come back, repeat Steps 1 through 3 one more time. If the message comes back again, proceed with the following steps:

4. On the blue, on-screen keypad, slowly type #-R-E-B-O-O-T (#-7-3-2-6-6-8). The CAREpoint will start rebooting.



5. Once the main CAREpoint screen is back up, wait 90 seconds to see if the registration message comes back.

If the registration message does not come back, this procedure is complete. Again, this issue has been resolved in a newer version of CAREpoint software and it is recommended that you contact General Devices for information about obtaining the latest software for the CAREpoint Workstation.

If the registration message does come back, call General Devices at (201)-313-7075 and ask for Tech Support.

- END PROCEDURE -