

Instructions for installing CAREpoint Service Pack Software Updates

These instructions are for Update Package 9.03

Note: These updates should be performed by a supervisor or person designated with CAREpoint administrative privileges.

Please read and follow the instructions carefully. Installing the updates requires only basic computer skills. Should you need assistance, General Devices' technical support is available M-F between the hours of 9:00 AM and 4:00 PM Eastern time. It is highly recommended that updates be performed when GD tech-support is available. For assistance call (201) 313-7075 and ask for "CAREpoint Tech Support".

Important! Your CAREpoint workstation will NOT be able to handle calls during the update process - as appropriate for your system, notify agencies that you will be "out-of-service". Typical downtime is 10-30 minutes (each unit).

- The following update procedure updates the CAREpoint workstation software versions and settings.
- You will need to enter the **Install Key Code** supplied with the update CD. If you do not have it, contact General Devices Tech Support (see above) before proceeding.
- You will need to use the CAREpoint's keyboard to enter information.
- ALL steps must be followed in order!
- If you have multiple CAREpoint units, they may have to be updated in a particular order.
- After installing the updates, you will need to contact General Devices Tech Support (see above) to obtain and enter a **Registration Key Code** to clear the **Register Update** message.

1) Firmware Update (T/R Cards Ver 4.33, OPIC Card Ver 3.09)



a) Using the on-screen keypad, Click: **#RCONFIG (#-7-2-6-6-3-4-4)**.





- The ConfigSet resource configuration window will appear

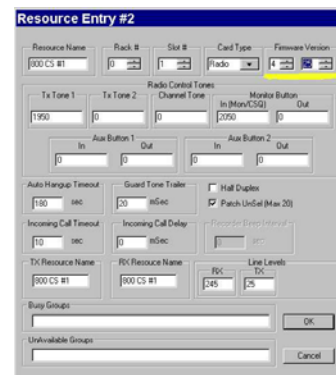
b) Double click the first Radio or Phone type Resource Entry line (NOT OPIC)

ID	Name	R/S	Type	Pots	AutoDis...	Incomin...	Incomin...	Guard T...	Online ...	Version	TxTones	Channel
1	OPIC 0...	0/6	Opic	179/24...	0	0	300	0	0	3.09	0	0
2	800 CS ...	0/1	Radio	245/25	180	10	100	2	0	4.25	1950	0
3	800 CS ...	0/2	Radio	245/25	180	10	100	2	0	4.25	1950	0
4	Line 1	0/4	Phone	250/87	0	0	300	0	0	4.25	0	0

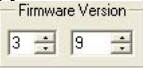
- The Resource Entry window will appear

c) In the upper right corner, change the **Firmware Version** from 4.xx to **4.33**, then click . If already 4.33, just click . **Do NOT change any other settings!**

- The Resource Entry window will close





d) Repeat steps b & c for each **Radio** or **Phone** Resource entry line (listed under “**Type**” column).
Do NOT change any “Voice” entries if present.

e) Repeat steps b & c for **OPIC** Resource entry line (listed under “**Type**” column), but change the **Firmware Version** from 3.xx to **3.09**. **Note:** It will appear as  in the Resource Entry window.

f) When all resources are updated to the correct firmware version , click  on the ConfigSet window.

Note: If the **Save As** window appears (only on older versions):

- o Click  again (saves as the same file name – Do NOT change file name)
 - The Save As window will close
- o On the ConfigSet window, click 

• The ConfigSet window will close

g) The T/R Card firmware will not update until the next reboot. This will occur automatically after the software update is completed.

Note: After reboot, the Resource buttons will blink blue while the cards are reprogramming. This process will take several minutes for each card. While the cards are reprogramming, they are NOT available to take calls. Disregard Red “card not available” error messages.

IMPORTANT! Do Not reboot or restart Host until all the new software is installed!

- If you have only one (1) CAREpoint workstation – Skip to Step 3
- If you have additional CAREpoint workstations, repeat Step 1 for all the other workstations then continue to Step 2.

2) LogRecorder Shutdown

IMPORTANT!

- If you have only one (1) CAREpoint workstation – Skip to step 3
- If you have more than one CAREpoint workstation:

a) Locate the CAREpoint unit(s) with the  button on the task bar at the bottom of the screen (may be on more than one unit) and click it.


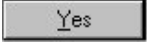

- The Dscribe -LogRecorder password entry window will appear



b) Enter your LogRecorder password (typically logrecorder) with the keyboard & click .

- The LogRecorder User Mode window will appear



- c) Click the “Advanced” tab, then click  button.
- d) When the “Are you sure you want to stop the LogRecorder” warning appears, click .
- e) Once LogRecorder is shutdown, you will get an error sound and the red error message on all units indicating “Cannot connect to Log Server” – disregard this message.
- f) Repeat the above for any other CAREpoint units (if any) that are also running LogRecorder (units with  button on the task bar).
- g) Continue to Step 3 and install the update on all other “non-LogRecorder” CAREpoint units first, then come back to the CAREpoint unit(s) that was running LogRecorder and install the update (Step 3) on it last.

Note: The order in which multiple CAREpoint units are updated is important!


3) Install Update



- a) Using the on-screen keypad, Click: **#UPDATE (#-8-7-3-2-8-3)**.
- The Update CAREpoint window will appear



- b) Follow the on-screen instructions to insert the Update CD **EXCEPT**,

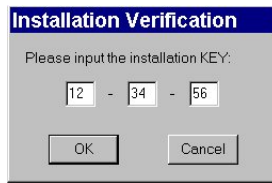
Close the CD door manually and wait several seconds before clicking 

- The GD Installer window will appear




- c) Click 

- The Installation Verification window will appear




- d) From the keyboard, enter the 6-digit Install Key provided with the Update CD

- Click 
- GD Installer will begin installing the update

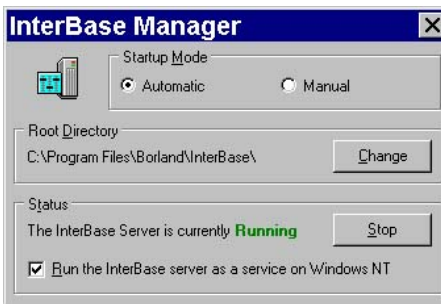
- e) The Interbase Setup window will appear





Note: If this window does not appear, skip to step y (Page 8).

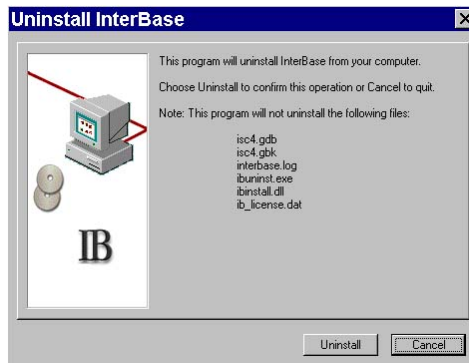
- Click 

f) The Interbase Manager window will appear



- Click , then click  in the upper right.

g) The Uninstall Interbase window will appear



- Click 
- After the uninstallation completes, click 











h) The Select Setup Language window will appear

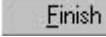


- Click 

- i) The Welcome to Firebird screen will appear



- Click 
- j) The Firebird License Agreement screen will appear
- Click  , then click 
- k) The Firebird Information page will appear
- Click 
- l) The Firebird Select Destination Location screen will appear
- Leave the default destination and click 
- m) The Firebird Select Components screen will appear
- Leave the default components and click 
- n) The Firebird Select Start Menu Folder screen will appear
- Leave the default folder and click 
- o) The Firebird Select Additional Tasks screen will appear
- Leave the default task and click 
- p) The Firebird Ready to Install screen will appear
- Click 
- q) After the installation completes, the Firebird Information screen will appear
- Click 
- r) The Firebird Finish screen will appear


- Leave the checkbox and click 

s) The Welcome to IBOConsole screen will appear



- Click 

t) The IBOConsole Select Destination Location screen will appear

- Leave the default destination and click 

u) The IBOConsole Select Start Menu Folder screen will appear

- Leave the default folder and click 

v) The IBOConsole Select Addition Tasks screen will appear

- Leave the default tasks (**both boxes unchecked**) and click 

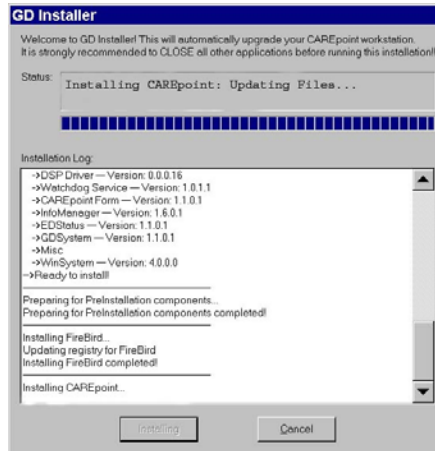
w) The IBOConsole Ready to Install screen will appear

- Click 

x) The IBOConsole Finish screen will appear

- **Uncheck** the  , () then click 

- y) The main GD Installer screen will appear again, wait until installation completes. This will take several minutes during which many different screens will flash on and off, disregard these screens.

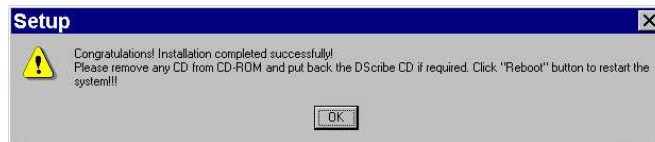


Note! If the installation fails,

- Installation Failed!! will be displayed
- Click Abort button
- Call General Devices CAREpoint tech support for assistance

- z) Upon successful completion, follow the on-screen instructions;

- The Setup window will appear



IMPORTANT!

Before clicking , make sure you:

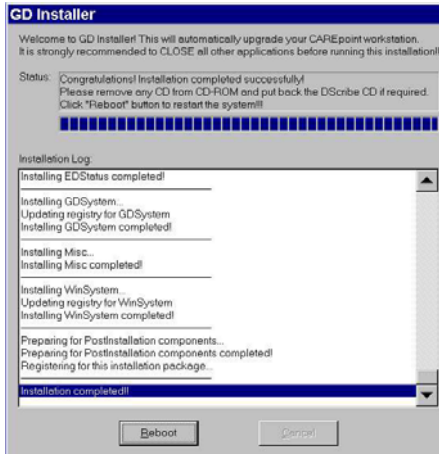
- Eject and remove the Update CD

Note: If CD does not eject, click  and proceed to step aa.

- Reinsert the D-Scribe CD (if applicable) and close door

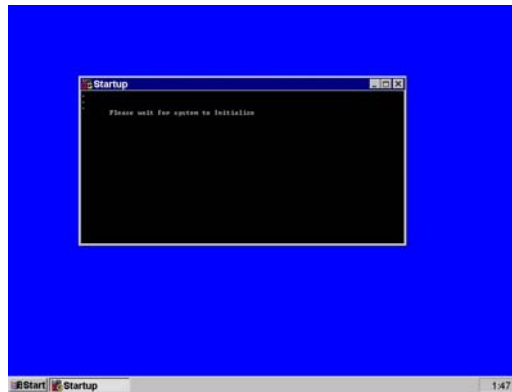
- Click 

- The GD Installer window will reappear



aa) Click 

- A System Shutdown window will appear, ignore this
- System will Reboot and go through it's normal startup screens
- The Startup window will appear (Please wait...)



Note: If the CD could not be ejected previously in **Step z**, you can:

- Eject and remove the Update CD
- Reinsert the D-Scribe CD (if applicable) and close door
- CAREpoint will now start up (takes approximately 2 minutes)

Note: If the T/R card firmware was updated, after reboot, the Resource buttons will blink blue while the cards are reprogramming. This process will take several minutes for each card. While the cards are reprogramming, they are NOT available to take calls. If the OPIC card firmware was also updated, all of the Resource buttons will stay red until it finishes reprogramming.

Red error messages saying the cards are not available while programming will appear after 90 seconds – disregard these messages. Disregard any other red messages at this point as well.


bb) Continue to Step 4.

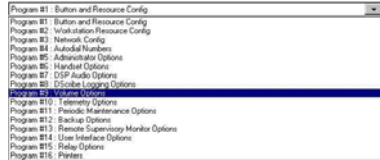
4) Set Fan Filter PM Reminder



a) Using the on-screen keypad, Click: **#CONFIG (#-2-6-6-3-4-4)**.

- The CAREpoint Config window will appear

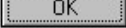
b) From the Select Program menu;
Click  and click (select) Program #11:
Preventative Maintenance Options



- The Preventative Maintenance Options configuration window will appear

c) Check the Fan Filter check box if not already checked and set the reminder interval to 60 days (leave current setting if less than 60)



d) Click  to save the settings and close the Configuration window.

- An orange "Periodic maintenance due: Fan filter cleaning" message will appear.

- Clear the active PM message using the on-screen keypad, Click: **#PM (#-7-6)**.
- The message will remain cleared until the PM period has expired again.



e) Continue to Step 5.

5) Registering Update:

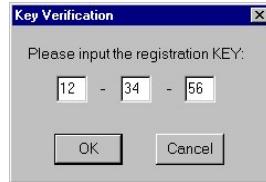
A red "Call General Devices to Register Update" message will appear and a **Version Code** will be displayed. The system will operate normally, but the update must be registered by inputting a Registration Key code to clear this message.


To register the update and clear the message:

- Record the displayed Version Code _____
- Call General Devices and ask for a "Registration Key". You will be asked to provide the displayed Version Code
- Record the **Registration Key** provided by General Devices ____-____-____



- d) On the CAREpoint on-screen keypad, Click: **#KEY (#-5-3-9)**
- Key Verification window will appear



- e) From the keyboard, enter the provided Registration Key code
- f) Click 
- The update message will disappear.

CAREpoint Software Update Installation is now complete

Test operation and notify your EMS system as appropriate, that your workstation is back in service.