Instructions for installing CAREpoint Desktop Applications

These instructions are for CAREpoint Desktop Applications Version 10.02

Note: These updates should be performed by a supervisor or person who has "administrator privileges" on the PC.

Please read and follow the instructions carefully. Installing the software 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".

- The following install procedure installs the CAREpoint Desktop Applications software on a <u>user's PC</u>. These instructions are <u>NOT</u> for installing software on the CAREpoint EMS Workstation itself.
- ALL steps must be followed in order!
- These instructions show how to install CAREpoint Desktop Applications on a Windows 7 PC. Other operating systems may vary slightly. Note: Compatible with Windows 7 and Windows XP.

1) Downloading and Installing CAREpoint Desktop Applications

- a) The application can be downloaded from the CAREpoint Drivers & Software page in the Support Center section of our website (<u>http://general-devices.com/support-center/drivers-software</u>).
- b) Left click on the CAREpoint Desktop Applications v10.02 link.

A pop up window will appear at the bottom of the screen asking if you want to Run or Save DesktopApps.exe.

Do you want to run or save DesktopApps.exe (41.9 MB) from general-devices.com ?	Run	Save	•	Cancel	×

Click the Save button

When it finishes downloading, a warning window will appear at the bottom of the screen with the message "DesktopApps.exe is not commonly downloaded and could harm your computer."

8	DesktopApps (1).exe is not commonly downloaded and could harm your computer.	Delete	Actions	View downloads	×	
~						1

Click the Actions button for DesktopApps.exe.

c) A SmartScreen Filter window will appear.

SmartSc	reen Filter - Internet Explorer
	This program might harm your computer
	Publisher: Unknown Name: DesktopApps.exe
	SmartScreen Filter reported that this program is not commonly downloaded and is not signed by its author.
	If you received this program as an unexpected solicitation, link, or attachment, it might be an attempt to fool you. We recommend that you delete it.
	→ Don't run this program
	Delete program
v N	fore Options
What's	s SmartScreen Filter?
Click th	More Options button for it to show the Run anyway but
Then cl	ick the Run anyway button.

d) An InstallShield Wizard will appear and it will automatically extract and prepare the necessary files for the install.

CAREpoint Desktop Applications - InstallShield Wizard			
	Preparing to Install		
0	CAREpoint Desktop Applications Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.		
R. S. C.	Extracting: CAREpoint Desktop Applications.msi		
	Cancel		

e) The Welcome screen will appear

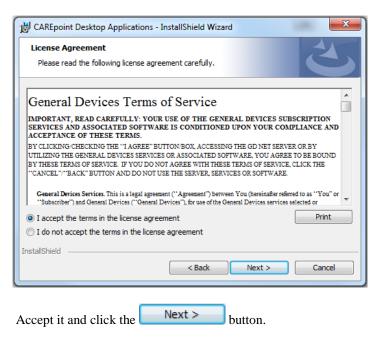
B CAREpoint Desktop Applications - InstallShield Wizard					
1	Welcome to the InstallShield Wizard for CAREpoint Desktop Applications				
•	The InstallShield(R) Wizard will install CAREpoint Desktop Applications on your computer. To continue, click Next.				
3	WARNING: This program is protected by copyright law and international treaties.				
< Back Next > Cancel					

button.

Next > Click the

Note:

- If a previous version of CAREpoint Desktop Applications was installed, a different Welcome screen <u>may</u> appear (the screen will notify you that it will update from a previous version).
- If the same version of CAREpoint Desktop Applications is already installed, a different Welcome screen will appear, asking if you want to Modify, Repair, or Remove the software. Choose what you would like to do. After the operation finishes, skip to Step 2 Setting Up Remote D-Scribe (Page 6) if applicable.
- f) The license agreement screen will appear.



g) The Select Setup Type window will appear (unless updating from an older version)

B CAREpoint Des	ktop Applications - InstallShield Wizard				
Setup Type Choose the set	up type that best suits your needs.				
Please select a setup type.					
Ocomplete	All program features will be installed. (Requires the most disk space.)				
Custom	ustom Choose which program features you want installed and where they will be installed. Recommended for advanced users.				
InstallShield	< Back Next > Cancel				
Leave the De	fault Setup Type and click Next >				

h) An InstallShield Wizard window will appear saying that it is "Ready to Install the Program.

Ready to Install the Program					
The wizard is ready to begin installation.					
Click Install to begin the installation.					
If you want to review or change any of you exit the wizard.	r installation settings, click Back. Cli	ick Cancel to			
llShield					
	< Back 🚱 Install	Cancel			
lick 🕒 🚱 Install					
OTE: Click the	button in th	ne User Ac	count Control	window that opens.	If the Status
r does not move and app	ears to be stuck, c	lick the fla	shing	icon in the taskbar	on the bottom
the screen. This will br	ing up the User A	Account Co	ntrol window.	Click the Yes	button to
ontinue with the installati					

Continued on Next Page

i) Allow the program to install.

	InstallShield Wizard Completed
C	The InstallShield Wizard has successfully installed CAREpoint Desktop Applications. Click Finish to exit the wizard.
	< Back Finish Cancel

j) There will now be 5 new icons on the desktop (not necessarily in this order)









CP Deskiop Setup InfoManager FormBuilder

Remote Monitor

2) <u>Setting up Remote D-Scribe</u>

IMPORTANT!

- The CAREpoint Workstation <u>MUST</u> be on the network and this PC must be able to "see" the CAREpoint Workstation through the network. The CAREpoint IP Address must be known. (Contact your network administrator if you do not have this information)
- The D: drive of the CAREpoint Workstation needs to be mapped to the PC, which will be done automatically after following the steps below.
- If you have previously installed and set-up Remote D-Scribe, you are done!



- a) Locate the CP Desktop Setup shortcut on the desktop and double click it.
- b) A Desktop Apps window will appear asking if you want to install the program for All Users or just the Current User

Desktop Apps
Install this program for:
All Users
Current User Only
Cancel OK

Note: It is recommended to install the program for All Users. However, if the user who is installing the program does not have Administrative access on this PC, only the Current User option will be available. In this case, to configure the program for All Users, click Cancel. Then right click CP Desktop Setup and choose "Run as..." (Windows XP) or "Run as Administrator" (Windows 7). On Windows 7, a

User Account Control window will pop up. Click the Ves button to continue.

c) The CAREpoint Desktop Applications Configuration Utility window will open.

Output Options	Status
Oreate New D-Scribe Shortcut	Verify IP: Not Performed
O Modify Existing D-Scribe Shortcut	Drive Mapping: Not Performed
Select Shortcut To Modify;	File Access: Not Performed
	Create Batch File: Not Performed
· · · · · · · · · · · · · · · · · · ·	Create Shortcut: Not Performed
CAREpoint Network Settings	More Info
IP Address:	
Ose Default Login Info	
问 Enter Custom Login Info:	
User Name:	
Password:	
Domain:	

d) The utility requires three steps. The first step requires the IP Address of the CAREpoint Workstation you are trying to connect to. For hospitals with multiple CAREpoint Workstations, this should be the CAREpoint that runs LogRecorder.

IP Address:

e) The second step may only need to be changed in advanced cases. If you are unsure if the CAREpoint is on a domain or has a different User Name/Password, **DO NOT CHANGE THIS OPTION**. Leave the "Use Default Login Info" option selected.

Ose Default Login Info				
Enter Custom I	Login Info:			
User Name;				
Password:				
Domain;				

f) If you DO know the domain and login information for your CAREpoint, then select the "Enter Custom Login Info:" radio button and enter the relevant data.

	🔘 Use Default Login Info		
	Enter Custom Login Info:		
	User Name:		
	Password:		
	Domain:		
g)	Click the Save button		

h) The CAREpoint Desktop Applications Configuration Utility will do the rest of the work. If Remote D-Scribe is set up correctly, the right half of the utility will appear as below and you will also find a Remote D-Scribe shortcut on the desktop. **Note:** This may take up to a full minute.

Status		
Verify IP:	Passed!	
Drive Mapping:	Passed!	
File Access:	Passed!	
Create Batch File;	Not Performed	
Create Shortcut:	Passed!	
More Info		Remote
D-Scribe. You will find	tup to use Remote d the shortcut on your ktop.	0 Sabe

Note: If any of the items in the 'Status' section show up as "Failed!", look in the 'More Info' section for information on how correct the failure. If this does not help, see Appendix A (Page 12) below.

Close to exit the CAREpoint Desktop Applications Configuration Utility i) Click



- j) Look on the desktop for **Describe** and double-click it to open the Remote D-Scribe database.
- k) D-Scribe will now appear as it does on the CAREpoint Workstation.

D-Scribe Reviewer								
•••								
Playback	Channel	Zoom Level						
	Select Audio	€ 1 Day	- 🔎					
Volume		Date/Time Selec	tion					
Low ,	High 💿 Unselect Audio	Pick Date	Pick Time					
	2			1	2			2
GD CAREpoint I	Position #1		1	0/23/2014 11:54:13			Refresh	
00:00	03:00	06:00	09:00	12:00	15:00	18:00	21:00	
								Select
								Unselect
D	40 40 D	<u>> 85</u>	<u> </u>	<u> </u>	<u> </u>	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	<u>>>></u>	Solution
Hide Events Legend :	🖄 - Call Event 🕅 - E0	CG Event 🔳 - For	m Entry 🖃 - Email Entry	🔚 - Fax Entry				
Show : C Answered Calls	s 📃 Alarmed Calls 📃 O)utgoing Calls 🛛 🗹 A	ll Calls 🛛 📝 ECG E	vents 👿 Form Entries 📄 Email B	Entries 📄 Fax Entries			
escription	Date	Time	Resource	Type Duration				
🛾 Å Incoming Call.	10-23-14	06:41:07	MERCI 340	0:00				
🛛 🚳 Incoming Call.	10-23-14	07:16:20	Line 1	1:38				
] 🛓 Incoming Call.	10-23-14	07:26:39	MERCI 340	0:00				
Incoming Call.	10-23-14	07:27:50	MERCI 340	0:00				
] 🔯 Incoming Call.	10-23-14	08:12:24	Line 1	4:20				
Incoming Call.	10-23-14	08:20:44	MERCI 340	0:00				
a ^{(*} Incoming Call.	10-23-14	08:21:50	MERCI 340	0:00				
SIncoming Call.	10-23-14	08:25:14	Line 1	1:18				
Incoming Call.	10-23-14	08:34:07	Line 1	2:36				
Sincoming Call.	10-23-14	08:52:39	Line 1	2:35				
Mincoming Call.	10-23-14	09:09:48	Line 1	2:25				
] 🔯 Incoming Call.	10-23-14	09:26:52	Line 1	2:19				
[SIncoming Call.	10-23-14	09:32:13	Line 1	2:18				
Incoming Call.	10-23-14	09:39:40	Line 1	3:27				
] 🔊 Incoming Call.	10-23-14	09:45:58	Line 1	2:37				
Sincoming Call.	10-23-14	09:53:30	Line 1	3:13				
& Incoming Call.	10-23-14	10:12:15	MERCI 340	0:00				
s 🕷 Incoming Call.	10-23-14	10:13:32	MERCI 340	0:00				
	10-23-14	10:41:35	Line 1	2:56				
1 🔊 Incoming Call	10-23-14	11:57:11	Line 1	2:16				
] 🕉 Incoming Call.			Line 1	1:12				
] 🔊 Incoming Call.		12.14.45						
) SIncoming Call.	10-23-14	12:14:45 12:41:27						
) 🔊 Incoming Call.) 🏷 Incoming Call.) 🏷 Incoming Call.	10-23-14 10-23-14	12:41:27	Line 1	1:49				
Sincoming Call. Incoming Call. Incoming Call.	10-23-14 10-23-14 10-23-14	12:41:27 12:53:07	Line 1 MERCI 340	1:49 0:00				
Image: Second system Image: Second system	10-23-14 10-23-14 10-23-14 10-23-14	12:41:27 12:53:07 13:14:56	Line 1 MERCI 340 Line 1	1:49 0:00 2:56				
Sincoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call.	10-23-14 10-23-14 10-23-14 10-23-14 10-23-14	12:41:27 12:53:07 13:14:56 13:28:00	Line 1 MERCI 340 Line 1 Line 1	1:49 0:00 2:56 2:26				
Sincoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call.	10-23-14 10-23-14 10-23-14 10-23-14 10-23-14 10-23-14	12:41:27 12:53:07 13:14:56 13:28:00 14:40:36	Line1 MERCI 340 Line1 Line1 Line1	1:49 0:00 2:56 2:26 2:55				
S Incoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call.	10-23-14 10-23-14 10-23-14 10-23-14 10-23-14 10-23-14 10-23-14	12:41:27 12:53:07 13:14:56 13:28:00 14:40:36 15:07:47	Line1 MERCI 340 Line1 Line1 Line1 Line1	1:49 0:00 2:56 2:26 2:55 2:06				
S Incoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call.	10-23-14 10-23-14 10-23-14 10-23-14 10-23-14 10-23-14 10-23-14 10-23-14	12:41:27 12:53:07 13:14:56 13:28:00 14:40:36 15:07:47 15:13:01	Line 1 MERCI 340 Line 1 Line 1 Line 1 Line 1 Line 1	1:49 0:00 2:56 2:26 2:55 2:06 2:13				
S Incoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call. Incoming Call.	10-23-14 10-23-14 10-23-14 10-23-14 10-23-14 10-23-14 10-23-14	12:41:27 12:53:07 13:14:56 13:28:00 14:40:36 15:07:47	Line1 MERCI 340 Line1 Line1 Line1 Line1	1:49 0:00 2:56 2:26 2:55 2:06				

3) <u>Setting up Remote Monitor</u>

IMPORTANT!

- The CAREpoint Workstation <u>MUST</u> be on the network and this PC must be able to "see" the CAREpoint Workstation through the network. The CAREpoint IP Address must be known. (Contact your network administrator if you do not have this information).
- If you have previously installed and set-up Remote Monitor, you are done!



Monitor

- a) Locate the Remote Monitor shortcut on the desktop and double-click it.
- b) This will launch Remote Monitor which defaults to the settings screen.

Settings for Remote Monitor					
CAREpoint IPs:					
Enable:	Enable:				
0.0.0.0	0.0.0				
0.0.0.0	0.0.0.0				
0.0.0.0	0.0.0.0				
0.0.0.0	0.0.0.0				
0.0.0.0	0.0.0.0				
Password: Enter Password					
OK Cancel					

c) Check the 1st Enable box under "CAREpoint IP's" and enter the CAREpoint IP Address.

Enable:				
V	10 .192. 17 .177			

Note:

- The address in the image, 10.192.17.177, is not likely to be the CAREpoint IP Address.
- If there are multiple CAREpoint Workstations, repeat this step for each additional CAREpoint IP Address.

d) Enter the password for Remote Monitor in the "Input Password" and "Confirm Password" fields.

- Password:	
Enter Password	•••••
Confirm Password	••••••

Note: Contact GD for the default password.

e) Remote Monitor will search for the CAREpoint(s), and, when they are found, will connect to it.

RemoteMonitor					
GD CAREpoint (10.10.10.177) Call General Devices to Register Update Version Code: 20.12 Click Info button at right for instructions. MSG: REG01					
📣 Low 🦳 High	Mute Exit				
CAREpoint Found : GDCP-0544 Workstation at 10.10.10.177 Total: 1					

Note: Upon first run of this application, it may report that the password is incorrect; this does not affect proper operation. Close and reopen the program to remove this error message.

CAREpoint Desktop Application Software Installation is now complete.

Appendix A: Troubleshooting Remote D-Scribe

If these steps fail:

Verify IP

• Check to see that you have entered the correct IP address of the CAREpoint Workstation you are looking to remotely access. If you do not have this information, you can go to the CAREpoint Workstation, use the code #ABOUT (#22688) on the on-screen keypad, and look under Network Info to find out the IP address, or try contacting the appropriate internal department (i.e. IT Department)

Drive Mapping

• Check if drive D:\ on the CAREpoint is shared by typing #EXPLORE on the CAREpoint. If it is, it will have an icon of a hand underneath the drive like this: Disk (D:). If the drive is not shared, call General Devices.

File Access

Call General Devices

Create Batch File

Call General Devices

Create Shortcut

• Check with IT to see that you have write access to the C:\Documents and Settings\All Users\Desktop (Windows XP) folder or the C:\ProgramData\Desktop (Windows 7) folder. This is the location that the program is trying to make a shortcut in if it was set to install for all users. If it was set to install for current user, it will try to create a shortcut in the C:\Documents and Settings\{user name here}\Desktop (Windows XP) or the C:\Users\{user name here}\Desktop (Windows 7) folder. If this is not the problem, call General Devices