Instructions for installing CAREpoint Service Pack Software Updates

These instructions are for Update Package 14.06

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. If 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 <u>NOT</u> 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 in the email that informed you about this update. 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.
- <u>After</u> 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.
- This procedure assumes your CAREpoint has the ability to access the internet and download files
 OR that you have a Software Update CD. If you are not sure if your CAREpoint has internet access
 or do not have a Software Update CD, refer to the "New Features and How to Acquire Update"
 (Document 1838040X.doc) located at www.general-devices.com/software-updates before proceeding.

1) LogRecorder Shutdown

IMPORTANT!

- If you have only one (1) CAREpoint workstation Skip to Step 2 Downloading the Update
- If you have more than one CAREpoint workstation:
- a) Locate the CAREpoint unit(s) with the of the screen (may be on more than one unit) and click it.
 - The DScribe LogRecorder password entry window will appear

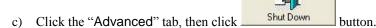


b) Enter your LogRecorder password (typically logrecorder) with the keyboard & click

Logon

The LogRecorder User Mode window will appear





- 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 <u>Step 2 Downloading the Update</u> to download and install the update on <u>all</u> other "non-LogRecorder" CAREpoint units first, then come back to the CAREpoint unit(s) that was running LogRecorder and download and install the update (<u>Step 2 Downloading the Update</u>) on it last.

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

2) **Downloading the Update**

IMPORTANT!

• This step is for downloading and installing the update from the internet. If you have a Software Update CD, skip to **Step 3 Firmware Update**.



a) Using the on-screen keypad,

Slowly click: **#IEXPLORE (#-4-3-9-7-5-6-7-3)**.

(See Next Page)

b) Internet Explorer will open. In the address bar, enter <u>www.general-devices.com/software-updates</u> and press the Enter key on the keyboard.



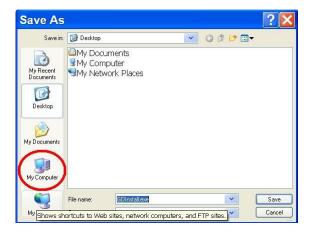
• Click on the link for "Latest Software Update Package for CAREpoint EMS Workstation"

Note: If the General Devices Updates Page does not load, the CAREpoint does <u>not</u> have internet access. Refer to the "New Features and How to Acquire Update" (Document 183040X.doc) located at <u>www.general-devices.com/software-updates</u> to determine an alternate way of acquiring the update. If LogRecorder was shutdown previously (from Step 1) on any units, restart it by clicking the Start menu in the lower left of the screen and then clicking LogRecorder.

c) A File Download – Security Warning dialog box will appear

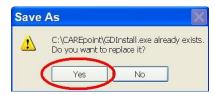


- d) Click Save
- e) A Save As box will appear. Click on "My Computer"



f) Double click on Local Disk (C:). Then Double click on CAREpoint. Then click

Note: If a Save As box appears telling you the file already exists and asks you to replace it, click Yes.



g) The update will begin downloading. When the update finishes downloading, a Download Compete box will appear



- h) Click Close
- i) Close the Internet Explorer window by clicking the in the upper right of the window.

3) Firmware Update (T/R Cards Ver 4.42, OPIC Card Ver 3.09)

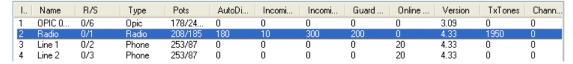
Using the on-screen keypad,

Slowly 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)



- The Resource Entry window will appear
- c) In the upper right corner, change the **Firmware Version** from 4.xx to **4.42**, then click OK . If already **4.42**, just click OK . **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

Firmware Version

i) 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**. If already **3.09**, just click **OK Do NOT change any other settings!**

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.
 - 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!

4) Installing the Update

IMPORTANT!

• This step is for downloading and installing the update from the internet. If you have a Software Update CD, skip to **Appendix A Install Update from CD**.

1 2 3

GHI JKL MNO
4 5 6

PRS TUV WXY
7 8 9

* 0 #

a) Using the on-screen keypad,

Slowly click: **#CPUPDATE** (#-2-7-8-7-3-2-8-3).

(See Next Page)

b) An Open File – Security Warning will appear



- c) Click Run
- d) After about 10 seconds, the update will start unzipping and the GD Installer window will appear



- e) Click Install
 - The Installation Verification window will appear

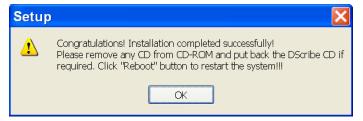


- f) From the keyboard, enter the 6-digit Install Key provided in the email you received
 - Click OK
 - GD Installer will begin installing the update
- g) The main GD Installer screen will appear again, wait until installation completes. This will take several minutes during which many different screens will flash on and off, disregard these screens.

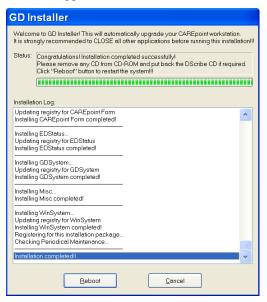


Note: If the installation fails,

- Installation Failed!! will be displayed
- Click Abort button
- Call General Devices CAREpoint tech support for assistance
- h) Upon successful completion, follow the on-screen instructions;
 - The Setup window will appear

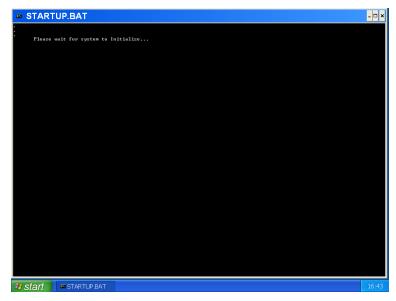


- Click OK
- The GD Installer window will reappear



i) Click Reboot

- 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....)

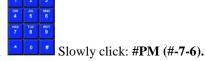


• CAREpoint will now start up (takes approximately 2 minutes)

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.

j) After the Resource buttons in the upper left of the screen stop blinking blue, an orange "Periodic maintenance" due: Fan filter cleaning" message will appear.



- Clear the active PM message using the on-screen keypad,
- The message will remain cleared until the PM period has expired again.

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:

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

c) Record the **Registration Key** provided by General Devices ____-_



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



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

6) Configuring Automatic Software Updates

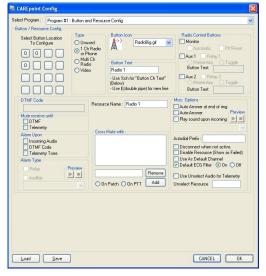
IMPORTANT!

• If you performed the update using a Software Update CD because your CAREpoint did not have internet access, skip to **Step 7 Finalizing Update**.

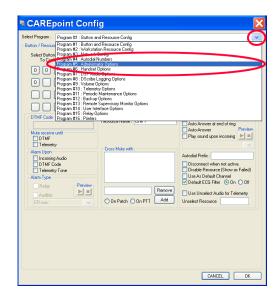


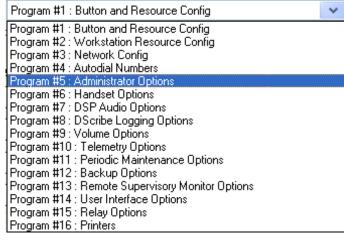
a) Open CAREpoint Config program; Using the on-screen Keypad
 6-6-3-4-4).



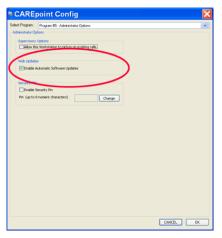


b) Click and click (select) Program #5: Administrator Options





c) The Program #5: Administrator Options window will appear.



d) Check the appropriate option to enable Automatic Software Updates. (If already enabled, skip to the next step.)

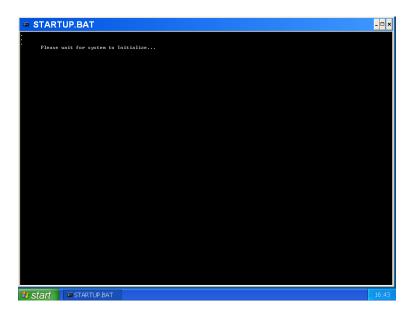


e) Click to save the settings and close the CAREpoint Config window.



Using the on-screen Keypad , Slowly click #REBOOT (#-7-3-2-6-6-8).

• The CAREpoint will begin to reboot automatically. The "Startup" window will appear in approximately one minute



• CAREpoint will now start up (takes approximately 2 minutes)

7) <u>Finalizing Update</u>

- a) Wait approximately five minutes after the CAREpoint GUI appears and look for any messages that may appear.
 - If you see an orange message that tells you the unit cannot download information from General Devices, your CAREpoint may not be setup to access the internet. Call General Devices during normal business hours to resolve this issue.
 - If you see a message informing you that you are out of warranty, your CAREpoint may no longer be covered under warranty through General Devices. Call General Devices during normal business hours to resolve this issue.
 - If you have more than one CAREpoint Workstation, repeat this procedure starting with <u>Step 2</u> **Downloading the Update** for the rest of the units. Be sure to update the "LogRecorder" unit last.
 - If you have more than one CAREpoint Workstation, you may have some red messages on the screen. Any messages that are on the screen should disappear within 1 minute. If they do not, call General Devices to resolve this issue.
- b) If you do not see any messages after the CAREpoint GUI has displayed for more than five minutes...

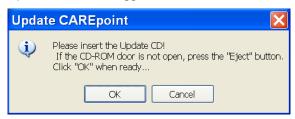
CAREpoint Software Update Installation is now complete

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

Appendix A Install Update from CD



- a) Using the on-screen keypad, Slowly click: **#UPDATE** (**#-8-7-3-2-8-3**).
 - The Update CAREpoint window will appear after about 5 seconds

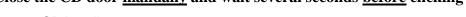


Note: If Update CAREpoint window does not appear, click bar at the bottom of the screen and the window will appear.

OK

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 [nstall
 - The Installation Verification window will appear



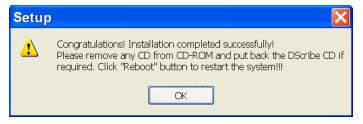
- d) From the keyboard, enter the 6-digit Install Key provided with the Update CD
 - Click OK
 - GD Installer will begin installing the update

e) 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
- f) Upon successful completion, follow the on-screen instructions;
 - The Setup window will appear



IMPORTANT!

Before clicking OK, make sure you:

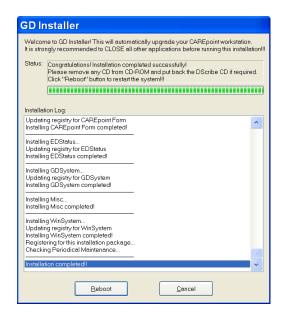
• Eject and remove the Update CD

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

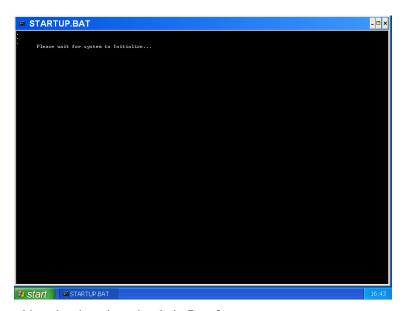
• Reinsert the D-Scribe CD (if applicable) and close door



• The GD Installer window will reappear



- g) Click <u>R</u>eboot
 - 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 f**, 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.

h) After the Resource buttons in the upper left of the screen stop blinking blue, an orange "Periodic maintenance" due: Fan filter cleaning" message will appear.

i)



- Clear the active PM message using the on-screen keypad,
- The message will remain cleared until the PM period has expired again.
- j) Return to **Step 5 Registering Update.**