

Instructions for installing CAREpoint Software Package Updates

These instructions are for Update Package 21.04

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 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 15-30 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!
- 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.
- **This procedure assumes your CAREpoint has the ability to access the internet and download files OR that you have the software saved on a USB Flash Drive. If you are not sure if your CAREpoint has internet access or do not have the software saved on a USB Flash Drive, refer to the "New Features and How to Acquire Update" (Document 1838059X.doc) located at www.general-devices.com/software-updates before proceeding.**

1) Identify LogRecorder unit(s) in multi CAREpoint Systems

IMPORTANT!

- If you have only one (1) CAREpoint workstation – Skip to **Step 2 Firmware Update**
- 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).

IMPORTANT! The unit(s) with the LogRecorder button in the task bar must be updated first. This is critical to ensure there is no data loss during the update process!

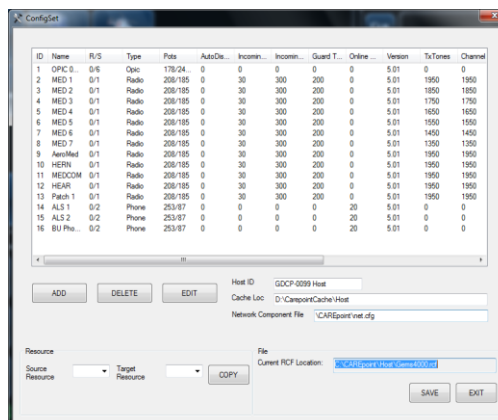
- b) Proceed to Step 2 below on the unit(s) with LogRecorder. Once the unit(s) with LogRecorder has been completely updated, repeat the update process starting with Step 2 below on the remaining unit(s).

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2) Firmware Update (T/R Cards Ver 5.01, OPIC Card Ver 5.01, Voice Card Ver 5.01)

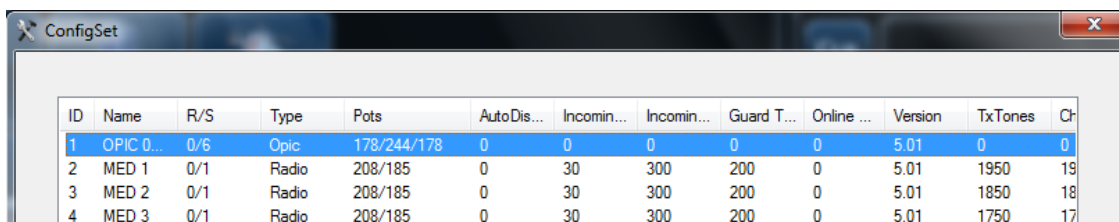


- a) Using the on-screen keypad, slowly click: **#RCONFIG (#-7-2-6-6-3-4-4).**

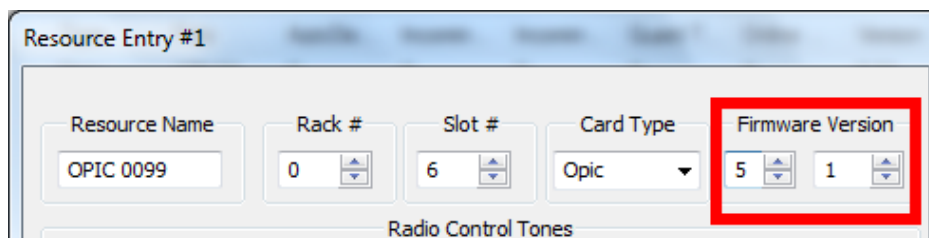


- The ConfigSet resource configuration window will appear

- b) Double click the first Resource Entry Line (typically OPIC)



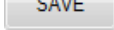
- The Resource Entry window will appear



- c) In the upper right corner, change the **Firmware Version** from 5.xx to **5.01**, then click **OK**. If already **5.01**, just click **OK**. **Do NOT change any other settings!**

- The Resource Entry window will close

- d) Repeat steps b & c for each **Radio, Phone or Voice** Resource entry line (listed under “**Type**” column).

- e) When all resources are updated to the correct firmware version, click  on the ConfigSet window.
- The ConfigSet window will close


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

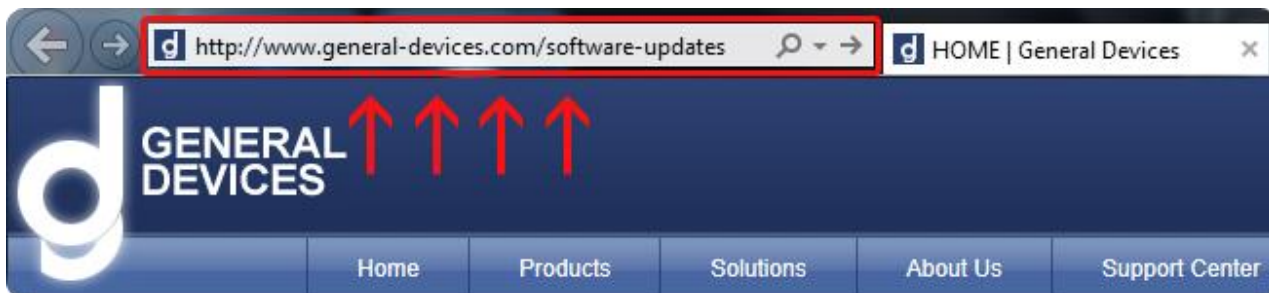
3) Downloading and Installing the Update

IMPORTANT!

- This step is for downloading the update from the internet. If you have the update saved on a USB Flash Drive, skip to **Appendix A Install Update from USB Flash Drive.**



- a) Using the on-screen keypad , slowly click: **#IEXPLORE (#-4-3-9-7-5-6-7-3).**
- b) Internet Explorer will open. In the address bar, enter www.general-devices.com/software-updates and press the Enter key on the keyboard.



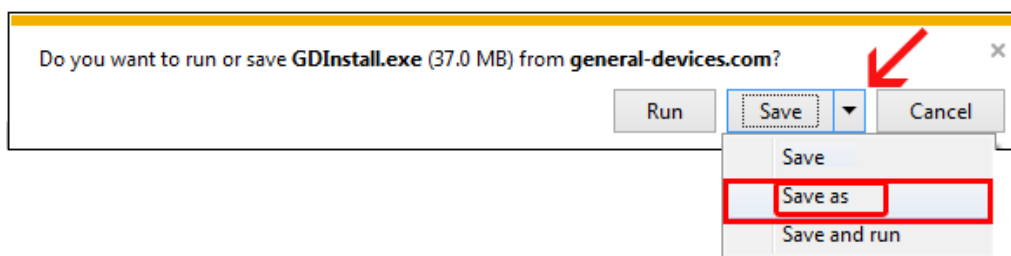
- From the section titled “CAREpoint v2.0 (Windows 7-based CAREpoint)”, click on the link for “Latest Software Update Package for CAREpoint Workstation”

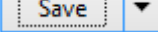
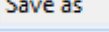
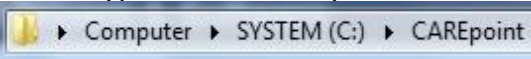
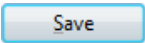
CAREpoint v2.0 (Windows 7-based CAREpoint)

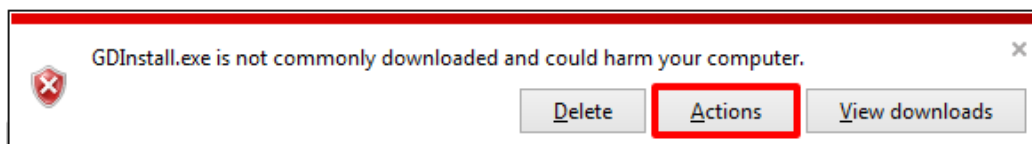
- [Latest Software Update Package for CAREpoint Workstation](#) **Note:** Requires Installation Key to install.
- [New Features and How to Acquire Update \(Coming Soon\)](#)
- [Instructions for Installing Latest Software Update Package for CAREpoint \(Coming Soon\)](#)
- [Installation Instructions for PC's that have CAREpoint Desktop Applications Installed](#)

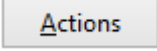
Note: If the General Devices Updates Page does not load, the CAREpoint does **not** have internet access. Refer to the **“New Features and How to Acquire Update”** (Document 183059X.doc) located at www.general-devices.com/software-updates to determine an alternate way of acquiring the update.

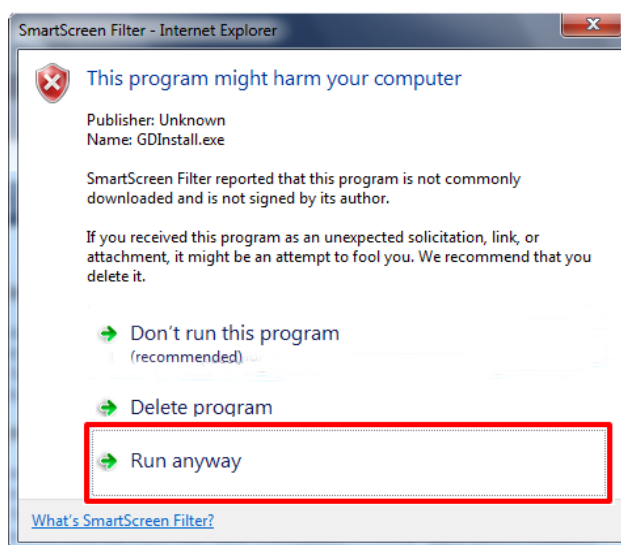
- c) A File Download – Security Warning dialog box will appear on the bottom of the screen.

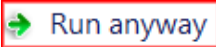


- d) Click the dropdown menu next to the  button and select .
- e) A Save As box will appear. Click on Computer, double click on SYSTEM (C:), double click on the folder CAREpoint  and click .
- Note:** If a Save As box appears telling you the file already exists and asks you to replace it, click Yes.
- f) The update will begin downloading. When the update finishes downloading, a warning window may appear at the bottom of the screen, warning you that GDInstall.exe is not commonly downloaded and could harm your computer.

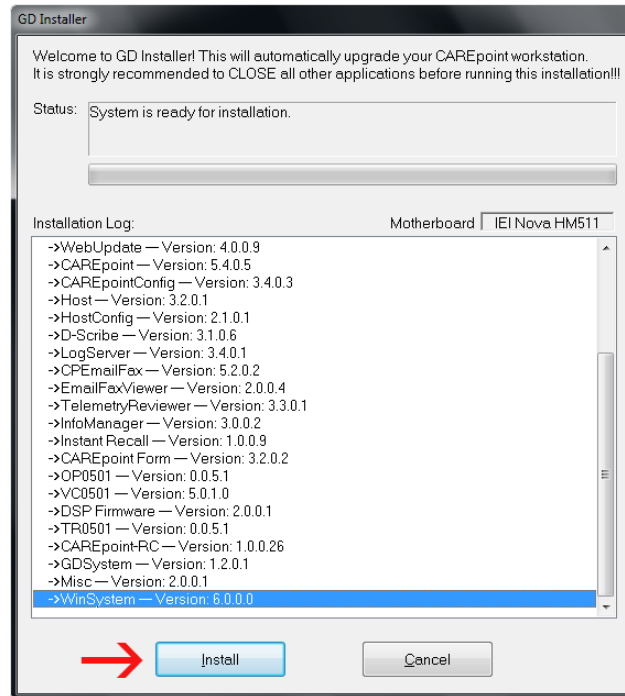


- g) Click the  button.
- h) A SmartScreen Filter window will appear warning you that “This program might harm your computer”.



- i) Click the  button and it will start unzipping the file. The programs will close automatically.

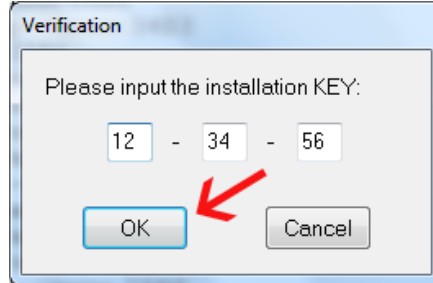
- j) After about 10 seconds, the GD Installer window will appear



- k) Click



- The Installation Verification window will appear



- l) From the keyboard, enter the 6-digit Install Key provided in the email you received



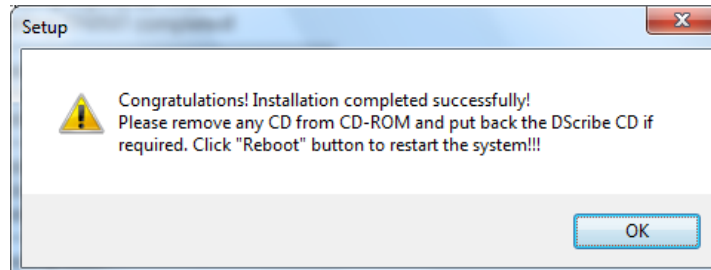
- GD Installer will begin installing the update
- m) The main GD Installer screen will appear again, wait until installation completes. This will take several minutes during which many different screens will flash on and off, disregard these screens.

Note: If the installation fails,

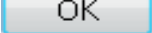
- Installation Failed!! will be displayed
- Click Abort button
- Call General Devices CAREpoint tech support for assistance

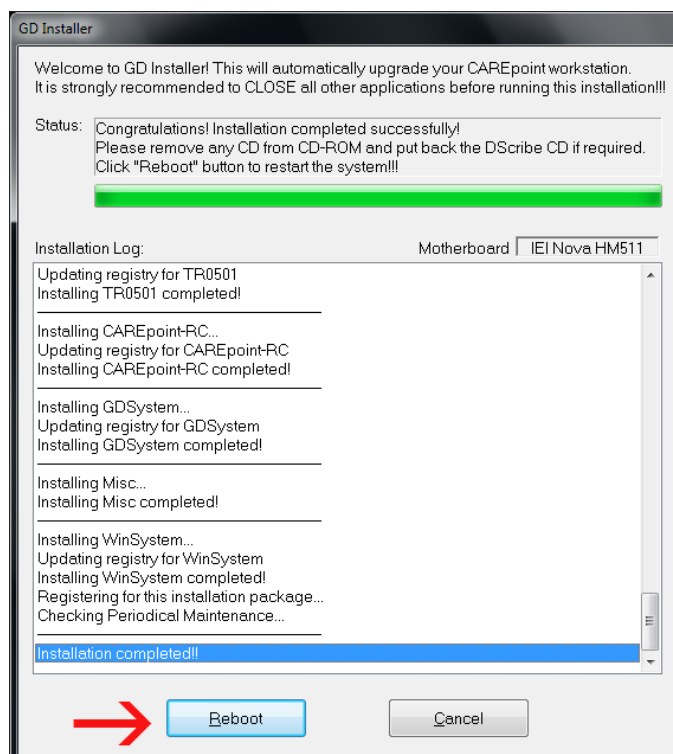
n) Upon successful completion, follow the on-screen instructions;

- The Setup window will appear



Note: If D-Scribe CD was not removed from CD-ROM, just click OK.

- Click 
- The GD Installer window will reappear



o) 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....)
- CAREpoint will now start up (takes approximately 2 minutes)

Note: If any Firmware Update were performed, the Resource buttons will blink gray 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.

- p) After the Resource buttons in the upper left of the screen stop blinking gray, an orange “Periodic maintenance” due: Fan filter cleaning” message will appear.



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

4) Registering Update

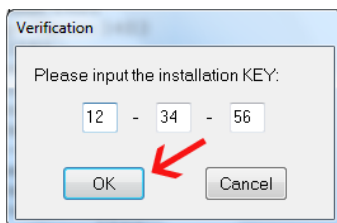
A red “Call General Devices to Register Update” message will appear and a **Version Code** will be displayed. The system will operate normally, but the update must be registered by inputting a Registration Key code to clear this message.

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 ____ - ____ - ____



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



e) From the keyboard, enter the provided Registration Key code

f) Click 

- The Register Update message will disappear.

5) Configuring Automatic Software Updates

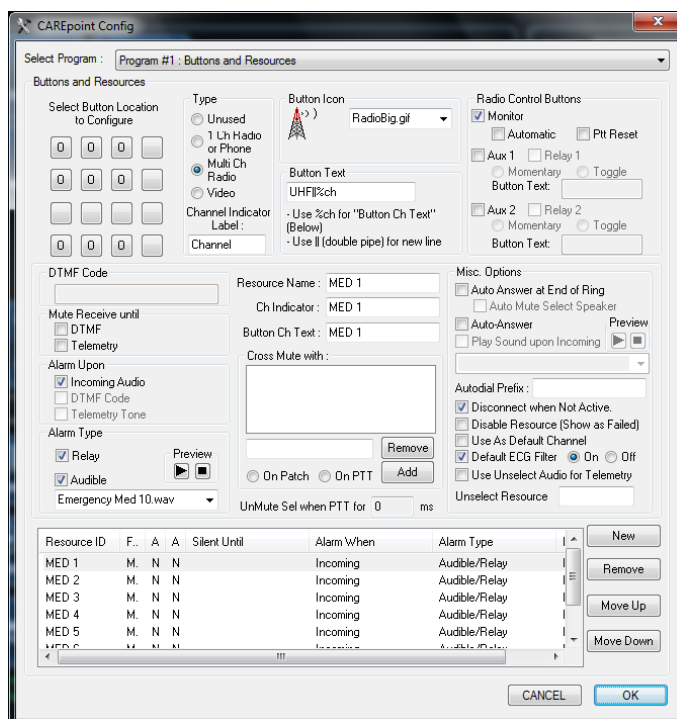
IMPORTANT!

- If you performed the update using a USB Flash Drive because your CAREpoint did not have internet access, skip to **Step 6 Finalizing Update.**




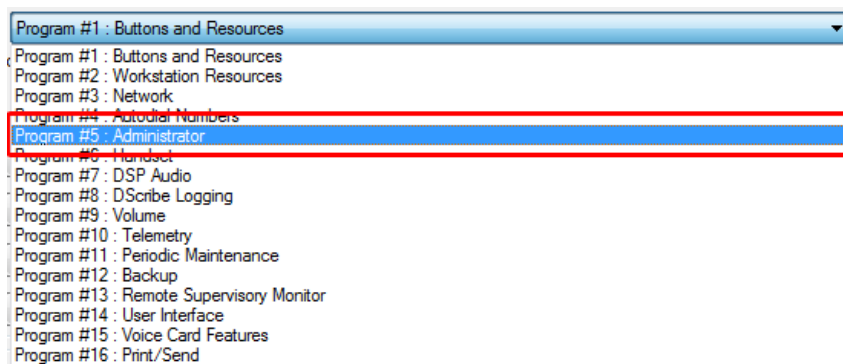
a) Open CAREpoint Config program; Using the on-screen Keypad **#CONFIG (#-2-6-6-3-4-4).**, slowly click:

The Program #1: Button and Resource Config window will appear

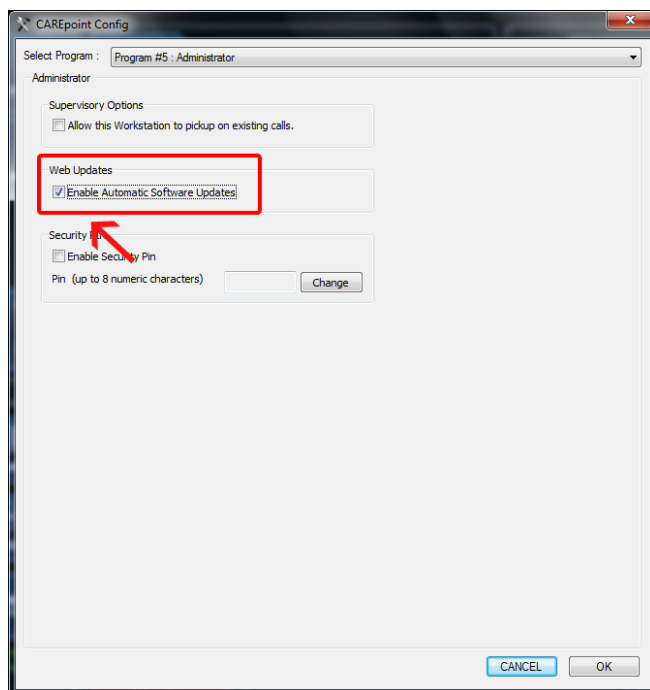


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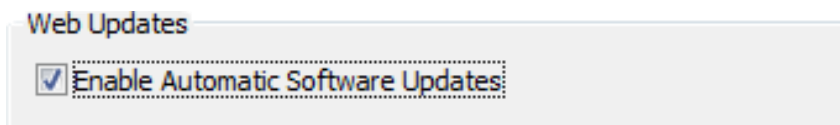
- b) Click the drop down button on the top right corner of the Config window  and (select) Program #5: Administrator Options

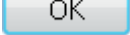


- c) The Program #5: Administrator Options window will appear.



- 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.



f) 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)

6) **Finalizing Update**

- 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 **Step 3 Downloading the Update** for the rest of the units. Be sure to update the “LogRecorder” unit first.
 - 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, the 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 USB Flash Drive

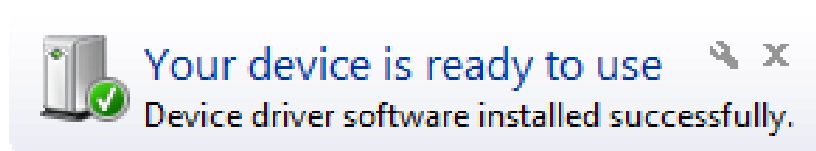
IMPORTANT!

- If you have only one (1) CAREpoint workstation – Skip to **Step C** below
- 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).

IMPORTANT! The unit(s) with the LogRecorder button in the task bar must be updated first. This is critical to ensure there is no data loss during the update process!

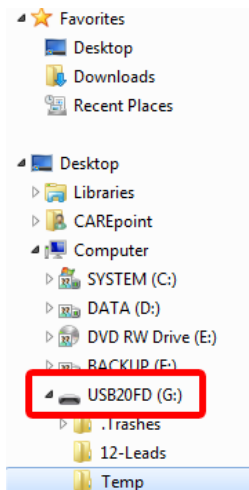
- b) Proceed to Step C below on the unit(s) with LogRecorder. Once the unit(s) with LogRecorder has been completely updated, repeat the update process starting with Step C below on the remaining unit(s).
- c) At the CAREpoint Workstation, locate the USB port on the front of the PC Module and plug in your USB Flash Drive.
- d) The CAREpoint Workstation will automatically install the USB flash drive driver and let you know once the device is ready to use.



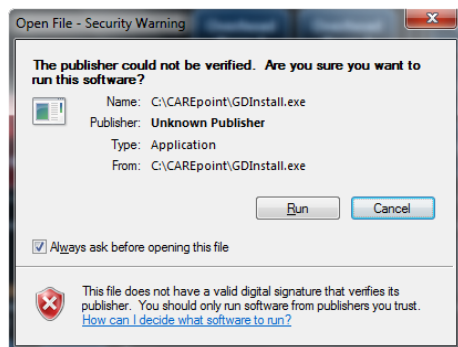
- e) Using the on-screen keypad, slowly click: : #EXPLORE (#-3-9-7-5-6-7-3).
- Windows Explorer will open

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- f) Locate the USB Flash Drive (typically G:) on the left side of the window under Computer.



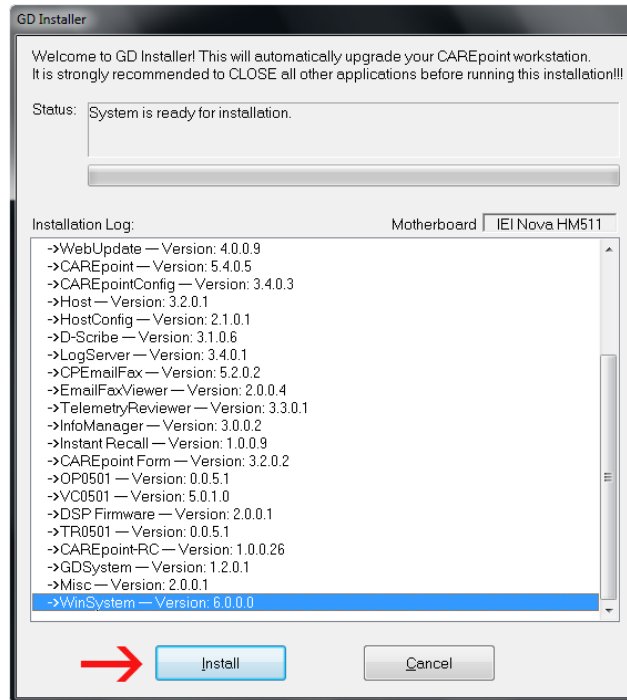
- g) Double click the GDInstall.exe. A Open File - Security Warning window will appear asking you if you want to Run or Cancel.



- h) Click the  button and it will start unzipping the file. The programs will close automatically.

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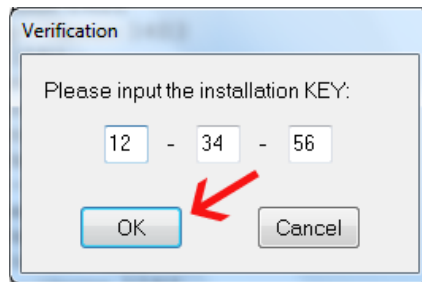
- i) After about 10 seconds, the GD Installer window will appear




- j) Click



- The Installation Verification window will appear



- k) From the keyboard, enter the 6-digit Install Key provided in the email you received

- Click 
- GD Installer will begin installing the update


- l) 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.

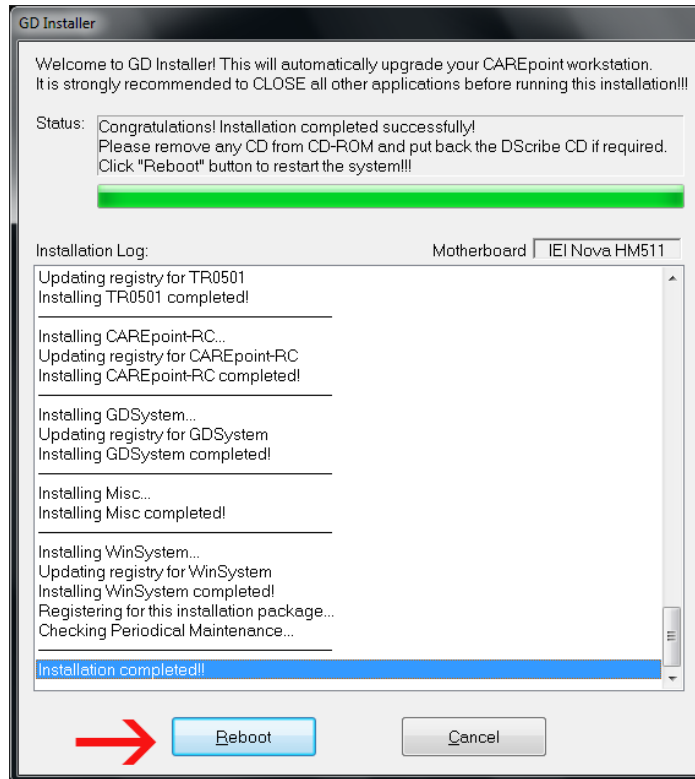
Note: If the installation fails,

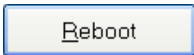
- Installation Failed!! will be displayed
- Click Abort button
- Call General Devices CAREpoint tech support for assistance

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

- The Setup window will appear

- Click 
- The GD Installer window will reappear



- n) 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....)
 - CAREpoint will now start up (takes approximately 2 minutes)

Note: If any Firmware Update were performed, the Resource buttons will blink gray 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.

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



- Clear the active PM message using the on-screen keypad **#PM (#-7-6)**, slowly click:
 - The message will remain cleared until the PM period has expired again.
- p) Return to **Step 4 Registering Update**.