

**SERVICE BULLETIN No. 17**  
**For CAREpoint EMS Workstation**

**Title: External CD-ROM Installation Procedure**

Please read the following instructions before proceeding.

Priority: Service

Reference: None

Rationale: Broken CD-ROM drive, the unit may fail to backup CDs.

Overview: Service/replacement involves disabling the bad CD-ROM drive in Windows and installing the External CD-ROM drive.

Tools and Materials required: None

Procedure: (To be performed by qualified service personnel)

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Should you have difficulty or questions information can be found online at the General Devices Support Site:

**Support.general-devices.com**

Click on "CAREpoint Support" to gain access to the CAREpoint Users Manual and Service Bulletins. For further assistance contact the General Devices Service dept. at (201) 313-7075.

**Note:** Normal hours for the Service Department are Monday through Friday, 9AM EST to 5PM EST. If you begin to service the CAREpoint outside of these hours, immediate assistance cannot be guaranteed. You will need to follow the TECH SUPPORT instructions on the voicemail message.

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**CAUTION - Static Sensitive!** Observe proper anti-static control techniques (ground-straps, etc.) when working on the workstation handling parts. Package electronic items for return using anti-static shipping material supplied with replacement parts.

Enter Pin code...

**NOTE:** If you see **Click the 'i' button for further details. MSG: PIN01** after entering any # codes listed in this document, contact the CAREpoint administrator for the PIN code. If the PIN is unknown, contact General Devices to obtain a temporary one.

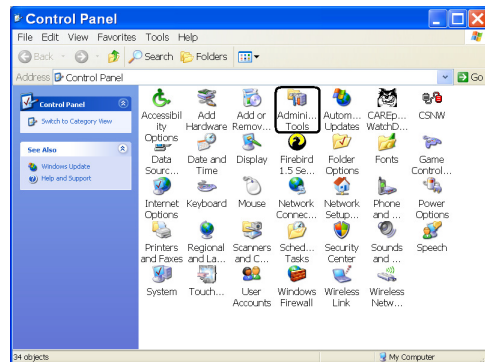
**- PROCEDURE ON NEXT PAGE -**

## External CD-ROM Drive Installation Procedure

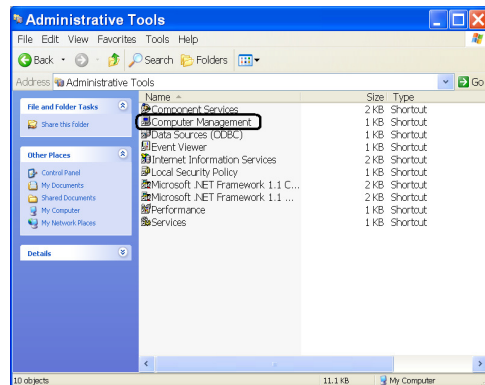
1. Open up the box of the External CD-ROM Drive. Plug the AC Power cable, and the USB cable to the External CD-ROM Drive. **Note: Do not plug in the AC Power cable to the wall or the USB cable to the PC module yet!!!**
2. On the blue on-screen keypad, type in *#-C-P-L-S-Y-S-T-E-M* (*#-2-7-5-7-9-7-8-3-6*). This will take you to the Control Panel window.



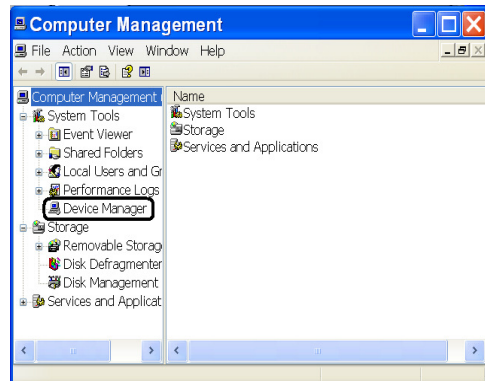
3. Double click on “Administrative Tools”




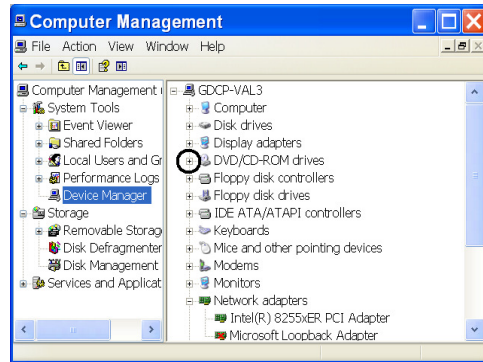
4. Double click on “Computer Management.” This will bring the Computer Management window.



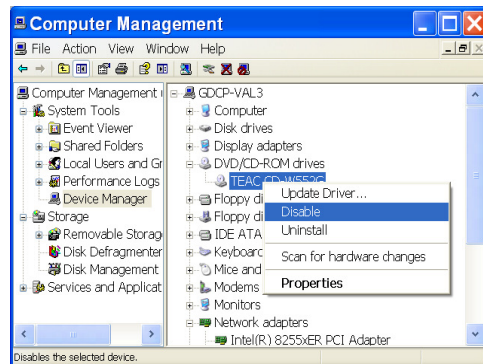
5. Click on “Device Manager” located in the left window.



6. Click on the  corresponding to DVD/CD-ROM Drives to expand it.

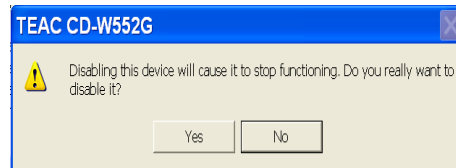


7. Right click on the CD-ROM driver listed under “DVD/CD-ROM Drivers” (TEAC or SONY model generally used), and click “Disable.”



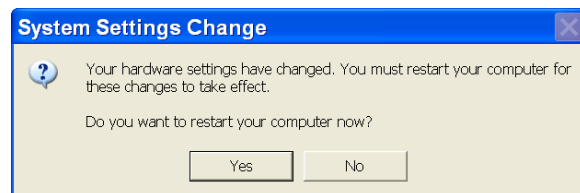
This will bring a window asking if you really want to disable this device.

Click  .




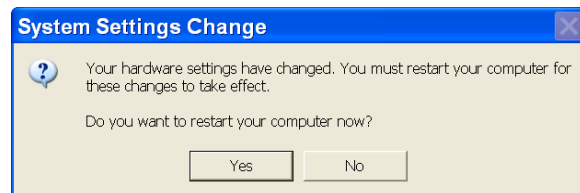
This will bring up the System Settings Change window.

**Note: Do not click any option yet!!!  
Continue with next step.**





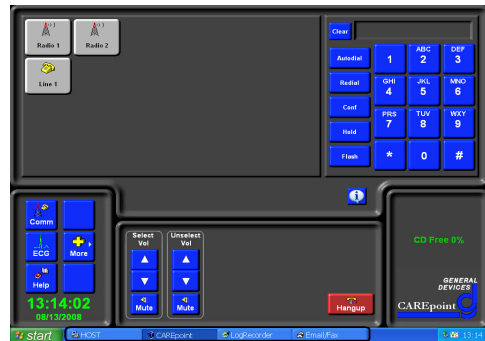
8. Plug the AC Power Cable of the external drive into an open power outlet on the UPS (preferably a backed up outlet, but not necessary). Also plug the USB cable of the external drive into an open USB port on the rear of the OPE.

9. Go back to the System Settings Change window and click  .  
If unit does not restart, type *#-R-E-B-O-O-T* (*#-7-3-2-6-6-8*) on the blue on-screen keypad.



10. While the unit is rebooting, turn on the power switch of the External CD-ROM Drive. Wait until the CAREpoint main screen appears and verify that LogRecorder, Host, and Email/Fax are in the taskbar at bottom of screen.


11. In the blue on-screen keypad, type in *#-E-X-P-L-O-R-E* (#-3-9-7-5-6-7-3) and make sure that  CD-RW Drive, is letter (E:). Or (May appear as  DVD-RAM Drive)



If the CD-RW or DVD-RAM drive is not letter (E:), follow the next steps:

11.1 Right-click My Computer (located in the left side of the window) and then click ‘Manage’

11.2 On the Left Frame, click “Disk Management”

11.3 Maximize the “Computer Management” Window by clicking on  located in the upper right of the window.

11.4 Right-click the CD-ROM 0 at the bottom right and click ‘Change Drive Letter and Paths...’

11.5 Click ‘Change’

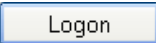
11.6 Select ‘E’ from the drop-down menu and click ‘OK’

11.7 After the “Confirm” window appears, click ‘Yes’

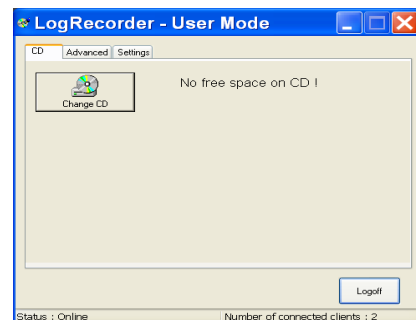
11.8 On the Menu bar, click ‘File’ | ‘Exit’ to close the Computer Management window

12. Click “LogRecorder” in the taskbar and enter “logrecorder” as the password.



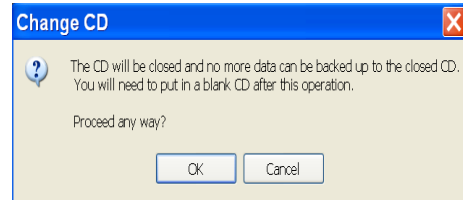
Click . This will bring up the LogRecorder window.

13. In the LogRecorder window, click “Change CD.”

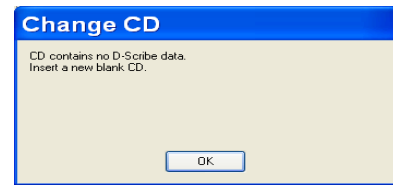


This will bring up the Change CD window.

Click .

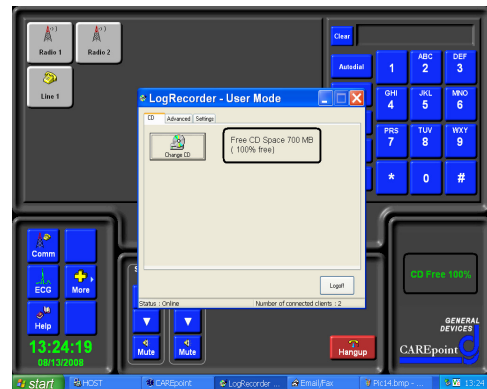


This will bring up the following window.  
**Note: Do not click OK yet!!!**



Insert a new CD-R in the External CD-ROM tray and then click .

14. Make sure that 100% CD free is shown in the LogRecorder window and in the lower right of the CAREpoint main screen in green letters.



*If backup is needed immediately, follow the normal procedure for a manual backup.*

*Otherwise, click  and you are done with External CD-ROM Driver Install Procedure.*

**- END OF PROCEDURE -**