



1. INTRODUCTION AND DEFINITIONS

The General Devices (GD) CAREpoint 3 is a combination of hardware and software for handling and recording communication with others via 2-way radios, telephone lines and email. The most common use case of this is for a Hospital Emergency Department (ED) to communicate with Emergency Medical Services (EMS) providers when EMS is bringing a patient to the hospital. This communication is recorded and stored for QA/QI review by admins. For more information, see <https://general-devices.com/innovations/carepoint/>. See Appendix A – System Diagram for visual overview of the system. CAREpoint 3 consists of a few different components:

- **CAREpoint 3 Server** – virtual (preferred) or physical server provided by customer IT department that hosts all CAREpoint 3 software and history of all events such as call recordings and emails.
- **CAREpoint 3 Communications Interface Module (CIM)** – hardware appliance which interfaces with the 2-way radios and telephone lines used by EMS. This can be located either in a telecom closet (IDF/MDF) or at the location where the CAREpoint 3 Operator Position will be located.
- **CAREpoint 3 Workstation PC Client Software** – software that is accessed by a customer provided PC that provides the user interface for interacting with all of the components of the CAREpoint 3. This is the primary user interface for the CAREpoint 3.
- **CAREpoint 3 Operator Position Interface Module (OPIM)** – hardware appliance where the Handset, Microphones and Speakers connect for communication on 2-way radios and phone lines. The OPIM is pre-mounted to the rear of the provided Touch Screen Monitor and is located at the same location as the PC that runs the CAREpoint 3 Workstation PC Client Software.
- **D-Scribe X Software** – software that is accessed by CAREpoint 3 admins via a web browser for QA/QI review and reporting of CAREpoint 3 data such as call recordings and saved emails.
- **(Optional) CAREpoint 3 Overhead Page and Remote Alarm (OPRA)** – hardware appliance that contains an audio output and relay closure for connecting to customer provided overhead paging system and/or remote alarm interface such as speakers or strobe lights.
- **(Optional) CAREpoint Go Mobile Device Client Software** – software that is accessed by a customer provided mobile device such as iPad or iPhone that provides the user interface for interacting with all of the components of the CAREpoint 3. This is an additional user interface for the CAREpoint 3.

2. CAREPOINT 3 COMPONENT DETAILS

Below are more in-depth technical details of each of the CAREpoint 3 components listed in Section 1 above.

2.1 CAREPOINT 3 SERVER

CAREpoint 3 Server is a virtual (preferred) or physical server provided by customer IT department. This server does NOT need to be publicly accessible, just accessible via the local network. The CAREpoint 3 Server software install will configure IIS, a local MySQL database and a FreeSWITCH SIP Server and requires no additional licenses from the customer other than the Windows Server Operating System (OS). The minimum system requirements for the CAREpoint 3 Server are listed later in Section [4.7 IT Requirements](#).



2.2 CAREPOINT 3 CIM

CAREpoint 3 CIM is a hardware appliance that the 2-way radios and telephone lines connect to for communication. It contains eight (8) RJ45 jacks for connecting up to 8 communication resources. This can be any combination of radio and telephone lines up to 8 total (for example, 5 radios and 3 telephone lines). If more than 8 communication resources are needed, please contact GD for information about adding additional CIM's. This appliance requires a network connection for communication back to the CAREpoint 3 Server. 2-way radio line connections must be tone remote control compatible and can be either 2-wire (Transmit (TX) and Receive (RX) audio on same pair) or 4-wire (TX audio on one pair and RX audio on another pair). Telephone lines must be standard analog phone lines either direct from the local telephone company (POTS line) or analog lines off of an in-house phone system. If the phone lines are in-house lines, they must be Direct Inward Dial (DID) type. This appliance also requires a 120V AC Power outlet. This should be connected to an Uninterruptible Power Supply (UPS) and the UPS should be connected to a red, generator backed up power outlet. If the CIM is to be located near the Operator Position, this UPS can be shared between the Workstation PC, OPIM and CIM. If the CIM is to be located in a telecom closet (IDF/MDF), it will need its own UPS.

2.3 CAREPOINT 3 WORKSTATION PC CLIENT SOFTWARE

CAREpoint 3 Workstation PC Client Software is a client application installed on a customer provided Windows PC. The client software will communicate to the CAREpoint 3 Server via the network. Multiple PC's may be required if customer desires multiple CAREpoint Workstations. The minimum system requirements for the CAREpoint 3 Workstation PC are listed later in Section [4.7 IT Requirements](#).

2.4 CAREPOINT 3 OPIM

CAREpoint 3 OPIM is a hardware appliance that is located near the CAREpoint 3 Workstation where the Push To Talk (PTT) Handset and CAREpoint speakers will connect to. This appliance requires a network connection for communications back to the CAREpoint 3 Server. In addition to the PTT Handset and Speaker connections, this appliance also has connections for optional accessories such as a desktop microphone, flexible gooseneck microphone, wired and wireless headsets. 3.5mm Audio connections to CAREpoint Workstation will be provided by GD to allow sounds from other applications running on PC to play through CAREpoint speakers and to allow CAREpoint handset/microphones to be used as audio inputs for the PC. This appliance also requires a 120V AC Power outlet. This should be connected to a UPS and the UPS should be connected to a red, generator backed up power outlet. This UPS can be shared between the CAREpoint Workstation PC, OPIM and CIM (if located near Operator Position).



2.5 D-SCRIBE X SOFTWARE

D-Scribe X Software runs on the CAREpoint 3 Server and provides a website for CAREpoint 3 admins to review and generate reports of all CAREpoint 3 data such as recorded calls and emails. The admins will access this via a web browser from within the hospital network. Admins will be provided with an account to login to the D-Scribe X website for reviewing of this data. These accounts are initially created by GD and can be managed by GD or hospital personnel if desired. Typically, most hospitals have only 1-3 admins that would need access to D-Scribe X for QA/QI review.

2.6 CAREPOINT 3 OPRA

CAREpoint 3 OPRA is an optional hardware appliance that can be located in an alternate location where there is a desire to have a remote alarm for incoming calls. A customer provided set of PC type speakers or other overhead speakers are required. The OPRA can also provide a relay closure that will be normally open. When there is an incoming call on the CAREpoint 3, the speaker output on the OPRA will play an audible alert sound and the relay will close. When the call is answered on the CAREpoint 3, the speaker output will turn off and the relay will open back up. The audio output is a line level, so speakers must be amplified. This appliance requires a network connection for communication back to the CAREpoint 3 Server. This appliance also requires a 120V AC Power outlet.

2.7 CAREPOINT GO MOBILE DEVICE CLIENT SOFTWARE

CAREpoint Go Mobile Device Software is optional software that is accessed via an app on a customer provided iOS device such as an iPhone or iPad (iPod Touch NOT supported). The app will communicate to the CAREpoint 3 Server via the network. Customer may desire multiple CAREpoint Go Mobile Devices. The minimum system requirements for the CAREpoint Go Mobile Device are:

- iOS 14 or newer OS
- Apple A12 or newer CPU

3. NETWORK TCP/UDP PORTS, FILE/FOLDER ACCESS AND ANTI-VIRUS INFO

3.1 CAREPOINT 3 SERVER

3.1.1 SERVER TCP/UDP PORTS

(Continued on next page)



The following ports need to be open in any firewalls between the CAREpoint 3 Server and the internet for communication:

Port # (Protocol)	Source	Destination
443 (TCP)	IP Address of CAREpoint 3 Server	gdserver.net, sentry.gdserver.net Note: If specific IP addresses are required, contact General Devices Support via support@general-devices.com .
443 (TCP)	IP Address of CAREpoint 3 Server	codedeploy.us-east-1.amazonaws.com, codedeploy-commands.us-east-1.amazonaws.com, awscli.amazonaws.com Note: If specific IP addresses are required, contact General Devices Support via support@general-devices.com .
443 (TCP)	IP Address of CAREpoint 3 Server	outlook.office.com, outlook.office365.com Note: For specific IP addresses, see Office 365 URLs and IP address ranges .
443 (TCP)	IP Address of CAREpoint 3 Server	*.zoom.us ***Only required if also using GD e-Bridge and recording e-Bridge calls in addition to CAREpoint 3*** Note: This is only for the Live Streaming portion of e-Bridge. Note: For specific IP addresses, see e-Bridge Live Streaming Firewall Settings (Zoom) .
443 (TCP)	IP Address of CAREpoint 3 Server	webupdate.gdserver.net, gdsupport.gdserver.net Note: This is only required if customer provided remote access connection to CAREpoint 3 Server does NOT allow file transfer to/from server for installation and on-going technical support.

Note: If any Web Security Gateways are used (such as Websense, Zscaler, McAfee Web Gateway, Bluecoat, Barracuda, etc), the above sites must be whitelisted in them as well.

3.1.2 SERVER FOLDER ACCESS

CAREpoint 3 Server software runs as a Local System account and needs full access (Read, Write and Delete) to the following folders:

- %ALLUSERSPROFILE%\General Devices\ and all subfolders (typically C:\ProgramData\General Devices)
- %PROGRAMFILES(X86)%\General Devices\ and all subfolders (typically C:\Program Files (x86)\General Devices)
- %PROGRAMFILES%\General Devices\ and all subfolders (typically C:\Program Files\General Devices)



- %PROGRAMFILES%\Freeswitch\ and all subfolders (typically C:\Program Files\Freeswitch)

3.1.3 SERVER ANTI-VIRUS INFO

The following paths should be excluded in any anti-virus/anti-malware software on the CAREpoint 3 Server:

- %ALLUSERSPROFILE%\General Devices\ and all subfolders (typically C:\ProgramData\General Devices)
- %PROGRAMFILES(X86)%\General Devices\ and all subfolders (typically C:\Program Files (x86)\General Devices)
- %PROGRAMFILES%\General Devices\ and all subfolders (typically C:\Program Files\General Devices)
- %PROGRAMFILES%\Freeswitch\ and all subfolders (typically C:\Program Files\Freeswitch)
- D:\ProgramData\MySQL\ and all subfolders
- D:\ProgramData\General Devices\ and all subfolders
- E:\Elastic\ and all subfolders

3.2 CAREPOINT 3 CLIENT DEVICES (CAREPOINT WORKSTATION PC/CAREPOINT GO MOBILE DEVICE, D-SCRIBE X PC, CIM, OPIM, OPRA)

3.2.1 CLIENT DEVICES TCP/UDP PORTS

The following ports need to be open in any firewalls between the CAREpoint 3 Client Devices (Workstation PC/Mobile Device, D-Scribe X PC, CAREpoint 3 CIM, CAREpoint 3 OPIM, CAREpoint 3 OPRA) and the CAREpoint 3 Server:

CAREpoint Workstation PC/CAREpoint Go Mobile Devices, D-Scribe X PC's		
Port # (Protocol)	Source	Destination
443 (TCP), 5060 (TCP), 7443 (TCP)	IP Address(es) of CAREpoint 3 Workstation PC's/Mobile Devices	IP Address of CAREpoint 3 Server Note: This is traffic between internal PC's/Mobile Devices on the same network as the CAREpoint 3 Server and is typically NOT blocked.
5060 (TCP)	IP Address of CAREpoint 3 Server	IP Address(es) of CAREpoint 3 Workstation PC's/Mobile Devices Note: This is traffic between internal PC's/Mobile Devices on the same network as the CAREpoint 3 Server and is typically NOT blocked.
5060 (UDP), 16384-32768 (UDP)	IP Address(es) of CAREpoint 3 Workstation PC's/Mobile Devices	IP Address of CAREpoint 3 Server. High ports are for RTP audio streams. Note: This is traffic between internal PC's/Mobile Devices on the same network as the CAREpoint 3 Server and is typically NOT blocked.



5060 (UDP), 16384-32768 (UDP)	IP Address of CAREpoint 3 Server	IP Address(es) of CAREpoint 3 Workstation PC's/Mobile Devices. High ports are for RTP audio streams. Note: This is traffic between internal PC's/Mobile Devices on the same network as the CAREpoint 3 Server and is typically NOT blocked.
443 (TCP)	IP Address(es) of admin PC's used for D-Scribe X reviews	IP Address of CAREpoint 3 Server Note: This is traffic between internal PC's on the same network as the CAREpoint 3 Server and is typically NOT blocked.
9100 (TCP)	IP Address(es) of CAREpoint 3 Workstation PC's/Mobile Devices	IP Address of any network printer(s) to be printed to

CIM(s), OPIM(s), OPRA(s)		
Port # (Protocol)	Source	Destination
443 (TCP), 5060 (TCP)	IP Address(es) of CAREpoint 3 CIM(s)/OPIM(s)/OPRA(s)	IP Address of CAREpoint 3 Server Note: This is traffic between internal devices on the same network as the CAREpoint 3 Server and is typically NOT blocked.
22 (TCP), 443 (TCP), 5060 (TCP)	IP Address of CAREpoint 3 Server	IP Address(es) of CAREpoint 3 CIM(s)/OPIM(s)/OPRA(s) Note: This is traffic between internal devices on the same network as the CAREpoint 3 Server and is typically NOT blocked.
123 (UDP), 5060 (UDP), 16384-32768 (UDP)	IP Address(es) of CAREpoint 3 CIM(s)/OPIM(s)/OPRA(s)	IP Address of CAREpoint 3 Server. High ports are for RTP audio streams. Note: This is traffic between internal devices on the same network as the CAREpoint 3 Server and is typically NOT blocked.
5060 (UDP), 16384-32768 (UDP)	IP Address of CAREpoint 3 Server	IP Address(es) of CAREpoint 3 CIM(s)/OPIM(s)/OPRA(s). High ports are for RTP audio streams. Note: This is traffic between internal devices on the same network as the CAREpoint 3 Server and is typically NOT blocked.

3.2.2 CLIENT DEVICES FOLDER ACCESS (CAREPOINT WORKSTATION PC ONLY)

CAREpoint 3 Workstation PC software needs full access (Read, Write and Delete) to the following folders:

- %ALLUSERSPROFILE%\General Devices\ and all subfolders (typically C:\ProgramData\General Devices)



3.2.3 CLIENT DEVICES ANTI-VIRUS INFO (CAREPOINT WORKSTATION PC ONLY)

The following paths should be excluded in any anti-virus/anti-malware software on the CAREpoint 3 Workstation PC:

- %ALLUSERSPROFILE%\General Devices\ and all subfolders (typically C:\ProgramData\General Devices)
- %PROGRAMFILES(X86)%\General Devices\ and all subfolders (typically C:\Program Files (x86)\General Devices)
- %PROGRAMFILES%\General Devices\ and all subfolders (typically C:\Program Files\General Devices)

4. PRE-INSTALLATION REQUIREMENTS

4.1 OVERVIEW

The following sections provide installation requirements for site preparation. Unless specified otherwise, requirements listed are for GD supplied equipment only. It is responsibility of the customer and/or it's designees to ensure that all installation requirements are met and all work is completed prior to CAREpoint 3 installation and in accordance with the agreed upon project schedule.

It is suggested that this document be copied and distributed to the departments involved for review, and a subsequent telephone meeting be scheduled with GD to answer any questions prior to completing the accompanying Pre-Installation Checklist.

4.2 INSTRUCTIONS TO CUSTOMER

- A completed and signed copy of the companion Pre-Installation Checklist (document 202801x) is required.
- Check off items to indicate they are FULLY completed. Make notes as necessary. All check boxes must be completed for GD to accept this form.
- Once all items are completed, the Pre-Installation Checklist must be signed by the customer representative and emailed to the GD Implementation Team (implementation@general-devices.com).
- After completion of the checklist, arrange a Pre-Installation Review conference call with any internal department representatives involved (ED, IT, Telecom, etc), subcontractors, 2-way radio service, etc. and with GD (contact the GD Implementation Team).
- The Pre-Installation Review and acceptance of the emailed checklist by GD are required before an installation date will be set. Please note, on-site installation by GD is NOT included and is an optional service. If optional on-site installation by GD was contracted for, installation will be no sooner than 2 weeks after completion of the Pre-Installation Review call to allow time for travel arrangements.



- The customer is responsible for the accuracy of all information provide in this checklist.

IMPORTANT!

The installation of this equipment in a timely fashion and with minimal disruption to your ED’s & EMS’s ongoing activities is dependent upon the completeness of your site preparation and the availability of customer provided materials or technical personnel.

Installation time spent by GD personnel in excess of the standard/contracted period caused by incomplete/inadequate site preparation or unavailability of customer provided materials or technical personnel will be billed for at the rate of \$2,200/day.

4.3 SITE CONFIGURATION DRAWING REVIEW

A CAREpoint 3 Site Configuration Drawing will be provided after a Purchase Order is received. This Site Configuration Drawing will show a high level overview of the CAREpoint 3 and how/what it will be connected to at your hospital such as the number of 2-way radios and telephone lines. It will also show the number of CAREpoint 3 OP’s (PC and Mobile), OPIMs, CIMs, OPRAs, etc. Please review this drawing for:

- Accuracy
- AC power outlet needs
- New and Existing Radio and Telephone wiring connections
- Network (LAN) connections

4.4 PHYSICAL SPACE REQUIREMENTS

The following table provides dimensions for CAREpoint 3 components (See Appendix C for Sample Installation Photos):

Equipment	Location	Dimension
CAREpoint 3 CIM w/cables	Desktop/Under Counter at Operator Position location or in Telecom IDF/MDF	19.25” W x 12” D x 1.75”H (w/mounting brackets) 17” W x 12” D x 1.75”H (w/o mounting brackets) 1U rack mountable
CAREpoint 3 Touch Screen Monitor w/cables, OPIM and Handset	Desktop at Operator Position	24.75” W x 10.50” D x 14.0”H w/OPIM and Handset attached (20.5” W x 10.50” D x 14.0”H w/o OPIM and Handset)
Speakers (2)	Desktop	3” W x 4.75” D x 6.5”H each



CAREpoint 3 OPRA (Optional)	Wall mounted at location of remote alarm speakers or in Telecom IDF/MDF	Size TBD
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- Adequate cable & wire hole or passageway to above/below counters & cabinets. A dedicated hole of at least 2” diameter is required for CAREpoint 3.
- Service access – make sure equipment is accessible for maintenance and service.
- Adequate air flow/ventilation – Enclosures or cabinets must provide at least 2” of space on all sides of the equipment to allow for adequate “fresh” airflow. **Vent holes may be required.**
- Wall Space for CAREpoint 3 CIM - A region of wall space located within 6 feet of the telephone and radio connections shall be allocated for the CAREpoint 3 CIM if it is being installed near the Operator Position. The customer shall provide this wall surface and any required fire coatings or painting shall be applied prior to installation of CIM. If CIM is to be installed in a telecom IDF/MDF, it can be rack mounted in a standard 19” rack.
- Refer to CAREpoint 3 Site Configuration Drawing to determine if multiple CIM’s or Workstation PC’s are required to ensure enough space is allocated.

4.5 ELECTRICAL REQUIREMENTS

- CAREpoint 3 CIM requires a 120VAC power outlet within 5’ of its mounting location. Each CIM requires one (1) 120V AC power outlet. The CIM should also be connected to a UPS and the UPS should be plugged into a generator backup up outlet whether it is to be located in Telecom IDF/MDF or by the Operator Position. Current consumption is less than 1A AC for the CIM.
- CAREpoint 3 Workstation PC Touch Screen Monitor w/OPIM requires 120VAC power outlets within 5’ of their mounting location. Each Workstation PC setup (Workstation PC Touch Screen Monitor w/OPIM and Workstation PC) requires three (3) total 120V AC power outlets. They should be connected into a UPS and the UPS should be plugged into a generator backup up outlet. If multiple OP’s are being installed, each Workstation PC Setup should have its own UPS. Current consumption is less than 1A AC for the OPIM and less than 2A AC for the Workstation PC Touch Screen Monitor.

4.6 TELECOM, RADIO AND WIRING REQUIREMENTS

- Verify the radio and telephone wiring/connections match the supplied Site Configuration Drawing.
- All telephone lines must be standard analog phone lines either direct from the local telephone company (POTS line) or analog lines off of an in-house phone system. If the phone lines are in-house lines, they must be Direct Inward Dial (DID) type. Maximum loop current shall not exceed 50mA.
- All radios must be Tone Remote Control type. CAREpoint 3 cannot provide other radio control types such as DC, local or digital/RoIP. Note, optional adapters are available to connect to Motorola MC3000 and MCD5000 digital desksets.



- All radio and telephone lines must terminate in either RJ11 or RJ45 jacks with the preferred wiring as the center pair (red/green of RJ11, blue for RJ45) used for TX/RX for 2-wire radios and telephones, or TX for 4-wire radios. The outer pair (black/yellow of RJ11, green for T568B RJ45) is used for RX for 4-wire radios.
- All existing telephone or radio lines must be tested and known to be working properly and comply with the above listed requirements. List the telephone numbers for these lines on the Pre-Installation Checklist.
- All new telephone or radio lines must be installed (up to the CAREpoint 3 CIM location) AND TESTED prior to installation. List the telephone numbers for these lines on the Pre-Installation Checklist.
- All radio/phone line terminations should be identified and marked (jack number, phone number, jack/cable location, etc.).
- If the supplied Site Configuration Drawing/Sheet shows any Tone Remote Adapters, these must be installed by your 2-way radio service PRIOR to the CAREpoint 3 installation. All Tone Remote Adapters must be hooked to a fixed level output that is independent of the volume knob on the front of the radio. Tone Remote Adapters should be configured for 4-wire operation and terminate in RJ11 or RJ45 jacks with the preferred wiring as the center pair (red/green of RJ11, blue for RJ45) used for TX audio and the outer pair (black/yellow of RJ11, green for T568B RJ45) used for RX audio.
- Two (2) active network 100/1000 Base-T (Ethernet) RJ45 jacks per Operator Position must be located at the CAREpoint 3 Operator Position location, within 6' of equipment location (300' max. cable run, CAT5 or better). One jack is for the Workstation PC and the other is for the OPIM. Switch ports should be set to auto negotiate for speed and duplex. List the Network Jack/Port or ID No. on the Pre-Installation Checklist.
- One (1) active network 100/1000 Base-T (Ethernet) RJ45 jack per CIM must be located at the CAREpoint 3 CIM location, within 6' of equipment location (300' max. cable run, CAT5 or better). Switch port should be set to auto negotiate for speed and duplex. List the Network Jack/Port or ID No. on the Pre-Installation Checklist. Note if the CAREpoint 3 CIM will be located by the Operator Position, that means a total of three (3) network connections are required, if a single Operator Position, plus two (2) additional network connection per additional Operator Position.
- If the supplied CAREpoint Site Configuration Drawing/Sheet shows an OPRA for remote alarming or overhead paging, this wiring needs to be completed. The required wiring is to connect either a line level or speaker level output, or a contact closure output, or both to a remote speaker/overhead paging system and/or other alarming device such as a buzzer, strobe light, etc. The connectors on the OPRA include a 3.5mm stereo jack as well as a screw terminal block where wires would need to be stripped at the end to be connected. One (1) active network 100/1000 Base-T (Ethernet) RJ45 jack per OPRA must be located at the CAREpoint 3 OPRA location, within 6' of equipment location (300' max. cable run, CAT5 or better). Switch port should be set to auto negotiate for speed and duplex. List the Network Jack/Port or ID No. on the Pre-Installation Checklist. This appliance also requires a single 120V AC Power outlet.



4.7 IT REQUIREMENTS

- Dedicated virtual server (preferred) or physical server that meets the following requirements:
 - Windows Server 2016 or newer OS
 - Server-grade, 64-bit CPU (such as Intel Xeon), 2+ cores/vCPU recommended
 - 16GB RAM (Note: May need more depending on utilization)
 - Three (3) Disk Volumes arranged as follows (drive letters are flexible):
 - Volume 1 (C:) – OS Install
 - Size - 100GB or greater recommended
 - Volume 2 (D:) – Primary Storage for Database (DB) and Attachments
 - Size - 100GB (Note: This could vary widely depending on how CAREpoint is used and how long data needs to be stored for. This volume should be expandable as needed if the 100GB fills up.)
 - Volume 3 (E:) – Database Search Indexing
 - Size - 10GB recommended
 - 1Gbps or faster network connection
 - Static or DHCP Reserved IP Address
 - 6 DNS CNAME records that point to the CAREpoint 3 server IP named as follows:
 - cp3-service.hospitaldomain.com where hospitaldomain.com is the domain name for the hospital
 - cp3-op.hospitaldomain.com
 - cp3-config.hospitaldomain.com
 - cp3-sip.hospitaldomain.com
 - dx-service.hospitaldomain.com
 - dx-client.hospitaldomain.com
 - Note: If hospital belongs to a large health system, hospital campus name should be included in all 6 DNS records (for example cp3-service-campusname.healthsystemdomain.com)
 - Valid SSL certificate that supports Server Authentication for its Intended Purpose and needs to be installed in the Local Machine certificate store. The certificate also needs to have been exported/imported with a Private Key. The certificate can be self-signed. It can also be a wildcard certificate with a Subject Alternative Name (SAN) property that contains “DNS Name= *.hospitaldomain.com”. If not using a wildcard certificate, the certificate must have a Subject Alternative Name (SAN) property that contains the 6 DNS names mentioned above like such:
 - “DNS Name= cp3-service.hospitaldomain.com”
 - “DNS Name= cp3-op.hospitaldomain.com”
 - “DNS Name= cp3-config.hospitaldomain.com”
 - “DNS Name= cp3-sip.hospitaldomain.com”
 - “DNS Name= dx-service.hospitaldomain.com”
 - “DNS Name= dx-client.hospitaldomain.com”
 - A backup mechanism in place for backing up the entire CAREpoint 3 Server for Disaster Recovery purposes. If backing up of the entire Server is not possible, at a minimum the data on the CAREpoint 3 Server’s Data volume (typically D:\) **MUST** be backed up. This volume contains the database and all of the recorded call audio, emails, and forms. This data is initially cached in %ALLUSERSPROFILE%\General Devices\ and its subfolders



(typically C:\ProgramData\General Devices). Data is then transferred to the Database and moved to the D:\ volume. The data remains cached on the C:\ volume for 30 days before being automatically purged, leaving it only on the D:\ volume at that point. The Recovery Time Objective and Recovery Point Objective (RTO/RPO) for your organization will determine how often backups need to occur and how long you will need to keep them for. GD recommends consulting with the organization's Compliance department to determine how long this data needs to be stored for.

- PC located at Operator position to run Workstation PC Client Software that meets the following requirements:
 - Small format PC highly recommended that can be mounted to a VESA 100x100 hole pattern mount. A mounting plate is located on the rear of the GD provided Touch Screen Monitor
 - Windows 10 x64 or newer OS (32-bit Windows NOT supported)
 - 8th Generation or newer Intel Core i5 or higher CPU
 - 8GB RAM (Note: May need more depending on utilization)
 - 5GB free HDD space
 - 100Mbps or faster network connection
 - Full size HDMI or Display Port connector for video output to GD provided Touch Screen Monitor
 - Monitor is NOT required as GD provides a Touch Screen Monitor as part of the CAREpoint 3 PC Operator Position
 - Keyboard/Mouse
 - Keyboard garage/monitor stand recommended for monitor to sit on top of to hide keyboard/mouse as they are not used frequently for daily use
 - 3.5mm Audio Microphone In and Speaker Out jacks for connection to OPIM appliance
 - PC Speakers are NOT required as they will be provided by GD as part of the CAREpoint 3 PC Operator Position
 - This PC needs to be up and running 24/7 due to the use case of this system (handling incoming emergency calls from EMS). Therefore, it is highly recommended that this PC be configured to auto login to Windows and not auto lock after a set period of inactivity
 - Access to network printers for printing out items such as 12-Lead EKG reports from EMS, Forms filled out CAREpoint 3 operator while handling a call, etc

- Remote Access must be provided for GD (vendor) access to the CAREpoint 3 Server and CAREpoint 3 Workstation PC. This is used for remote diagnostics and support. This access must include the ability for GD to transfer files to/from the server for installation and on-going tech support. The following methods of Remote Access are acceptable:
 - Hospital provided remote access means such as SecureLink.
 - For CAREpoint 3 Workstation PC only: Allow access to join an on-demand GoToAssist session via a website. This connection must be tested with GD by performing a test GoToAssist session with any PC at the customer location to verify that GoToAssist is not blocked by any firewalls. Contact GD for more information on setting up a time to do a test session.



IMPORTANT! Failure to provide Remote Access may result in withholding of support or voiding of license agreement!

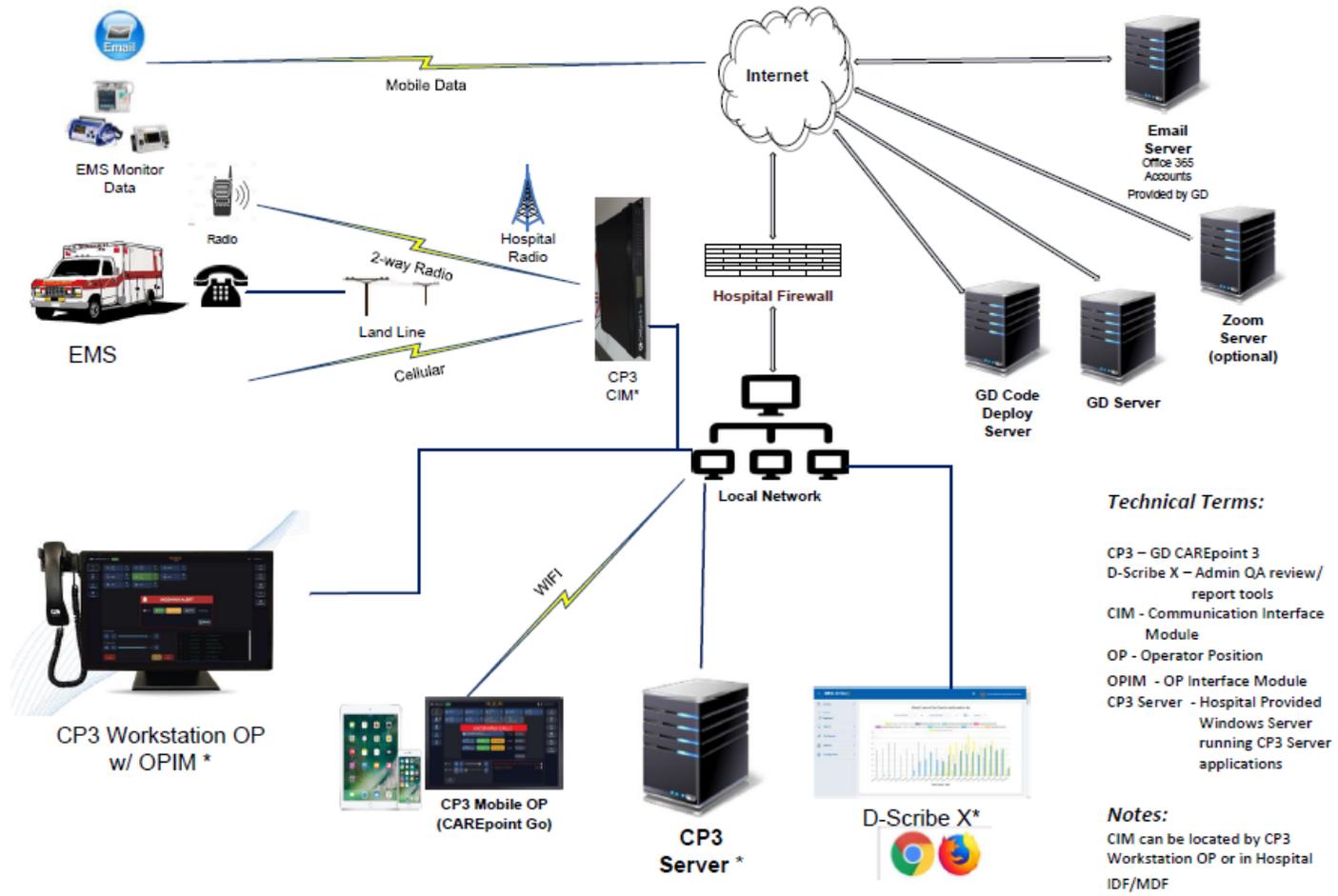
- Windows Updates for both the CAREpoint 3 Server and CAREpoint 3 Workstation PC's should be coordinated with end users (typically Hospital Emergency Department). During testing, we've seen some reboots for Windows Updates take upwards of 30 minutes, during which time the CAREpoint cannot receive calls. Because the CAREpoint needs to be running 24/7 to be ready to handle incoming EMS calls, the recommended approach for Windows Updates is for local hospital IT to coordinate a time with the hospital ED staff once a month to install Windows Updates. The Hospital ED staff can communicate out to their EMS providers that they may be unavailable to receive calls during this time via the normal communication means and can provide another means for EMS to contact them (for example, have EMS call the charge nurse phone directly).



APPENDIX A – SYSTEM DIAGRAM

Doc 2029005D
10/18/2022

System Deployment Diagram of GD CAREpoint 3





APPENDIX B – SAMPLE PICTURES (COMING SOON)