



WaveWare Technologies, Inc.

"We Deliver Information at the Speed of Light"



Call Manager Software

Call Manager Setup Manual

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Call Manager Software

Software Overview

Call Manager Software is Designed to Monitor Service Call Requests from Both Inovonics Wireless Transmitters and from Wired Call Systems, while Notifying Call Activation and Deactivation Events via Pager and LED Message Board, while Logging the Event History. A Report Generation Utility is also provided.

Manual Overview

This Manual is to Explain How to Install, Register and Configure the Software.

The Call Manager Software is Available to be Purchased "Pre-installed" on a Desktop PC (Optional)

- If Not Ordered "Pre-installed" on a Desktop PC -

Install the Call Manager Software on a "Desktop" Computer.

The PC doesn't have to be a Dedicated Desktop Computer and Do Not use any "Server" Model Computers. The Call Manager Software ONLY works properly on a "Standard Desktop" Computer.

It is NOT recommended to install on a SERVER Model Computer.

WaveWare Does Not Support Real Servers or Server Operating Systems or Computer Terminals. WaveWare Does Not Support Virtual Machines or Tablets, at this time.

WaveWare Only Supports: **Windows XP Pro SP2 or SP3 and Windows 7 Pro SP1**
(We Do Not Support Vista or Windows 8).

Additional Information:

Note: Call Manager Software is Designed to Operate with Wired Call Systems that Perform Repeat Paging during Active Calls and Do Not Output a Call Cancellation Message when the Call is Cancelled.

At the End of this Manual you will find Diagrams to illustrate how the installed components work together.

Desktop PC Requirements:

The Minimum Hardware Requirements for use with WaveWare Call Manager Software are:

1 **Desktop** Model PC with...

1+ GHz Processor

10+ GB Hard Drive

1+ GB Memory

3+ RS-232 Serial Com Ports

1 Ethernet Port

1 CD-ROM

Please Note: Additional RS-232 Serial Com Ports may be needed depending on Application Requirements.

Registration and Activation Information:

WaveWare Support “Strongly Recommends” Requesting a Fully Functional “Trial” Activation Key to Start.

This is in case the customer (the end user) finds that the PC they chose is “Not” the one they will use. This could be for many different reasons: Not happy with the Performance, or decide to use a different PC and/or maybe in a different location within the building or during testing of the Software the PC just wouldn't work properly as required or it died, etc.

Requesting a DEMO Key will “Save” the Customer a Permanent Key, in case it is needed sometime in the Future, as ONLY 2 Activation Keys are allowed per Purchase.

Please Note:

It is Suggested that Both the Dealer and the Customer Save a Copy of the Software and the Registration Key.

NOTE: If you have No Activations Keys left to use, WaveWare may Re-activate the Software if you have the Original Software Version and if No Technical Assistance is required.

If you need Technical Assistance, you will need to Re-Purchase the Software to Upgrade to Latest Version.

We Do NOT Support Multiple User Log-ins.

(But, Try and Install the Activation Key for each User for the same PC, as this may work)

IMPORTANT

WaveWare Software “Requires” Administrator Privileges to work properly.

Required Information:

The Customer (End User) Company Name is “Required” Information when sending a PO to Order our Software. This same Information along with the Dealer Name who sold the Software and Software Version is also “Required” when sending WaveWare the “Request Key” or the “Activation Key” will be Delayed.

All Information Must match the PO on Record for this Application, or it will Delay Activation / Registration.

For Support:

Users please call your Software Dealer who sold you the Call Manager Software.

Dealers may contact WaveWare Technologies at:

WaveWare Technical Support at: 1.800.373.1466 x216 or support@wirelessmessaging.com

WaveWare Website: www.WirelessMessaging.com

Next: How to Install and Activate the Call Manager Software



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Call Manager Software

Installation and Activation

This Section is to Explain How to Install and Register/Activate the Software.

Downloading Call Manager from the WaveWare Software CD

If you Received a WaveWare Software CD, place it into your PC's CD-Rom Drive and when the CD Auto-Starts, Click on the "Call Manager" Icon on the Main Screen. See Fig. 1

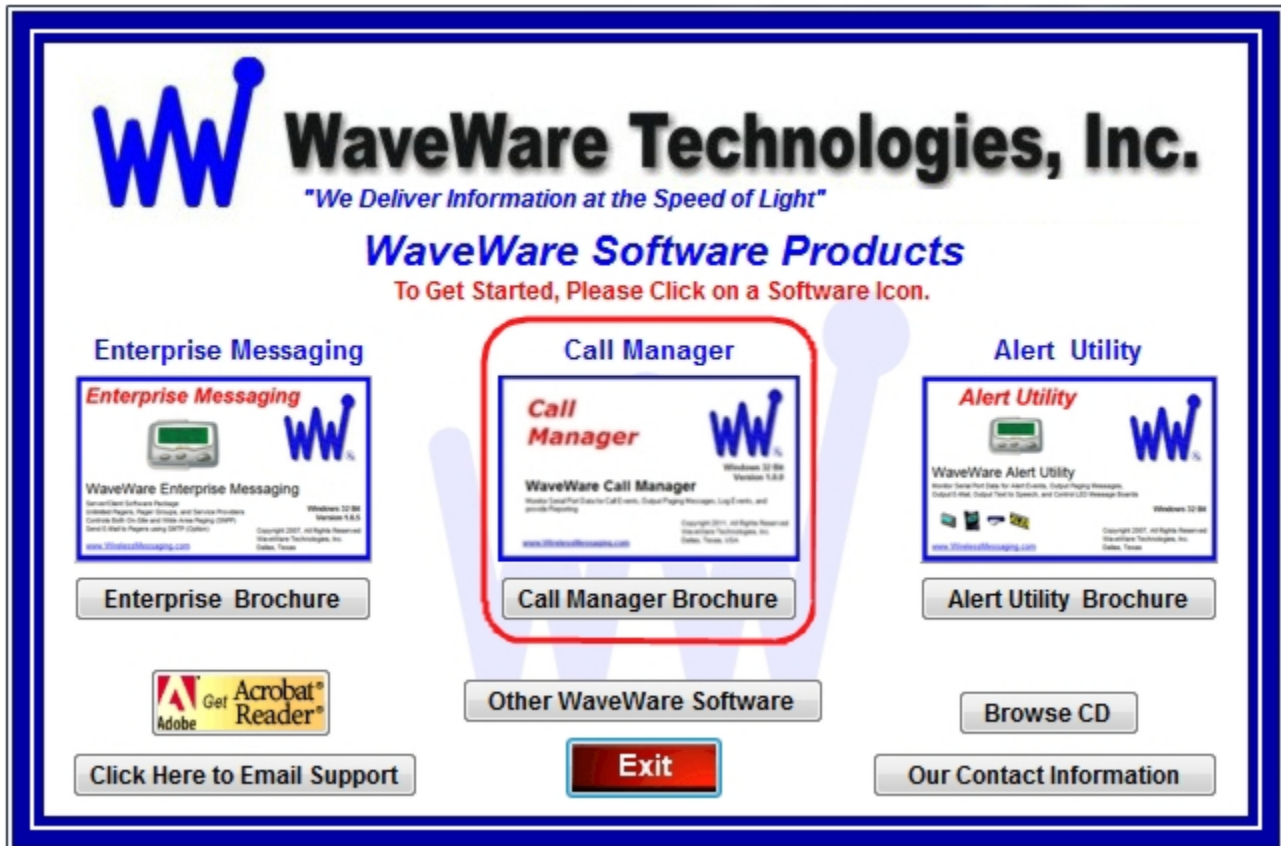


Fig. 1

IMPORTANT

It is Recommended that you keep the WaveWare Software CD in a Safe place for Future re-installs.
Or "Save" a Copy of the "Install Files" on the CD in a Safe Place.

NOTE: Without the CD or Original Version of the Install Files, you will need to Re-Purchase the Software, if you ever Require Re-installation of the Software.

On the following screen: Click on the "Call Manager Software" Button. See Fig. 2



Fig. 2

Choose to "Save" the Software to a Folder on the PC or "Install" to start the Installation. See Fig. 2A



Fig. 2A

Check for Available Com Ports

This Utility will Search the PC for Serial Com Ports and give the Availability and Status of each.

If you are not sure of the com ports installed on the PC...

Click the “Check PC Com Ports” Button, then Click Run. See Fig. 3



Fig. 3

Download Call Manager from the WaveWare Website is next.

Download Call Manager from WaveWare Website

Download the Call Manager Software from the WaveWare Website and save to a Folder on the Desktop PC.
Website: <http://www.wirelessmessaging.com/wavewaresw.html>

Please, be sure to "Download and Save" the Software to a Folder, to use for any Future re-installs.

It is highly "Recommended" that you "Keep a Copy" of the Call Manager Software in a Safe place.

NOTE: Without the Originally Purchased Software "Version", you will need to "Re-Purchase" the Software.

Registering/Activating Call Manager Software

After Installing the Call Manager Software, Start the Software for the First time.
You should see the "Register WaveWare Call Manager" Icon in the Center of the Screen.
Click, on the Register Icon. See Fig. 4

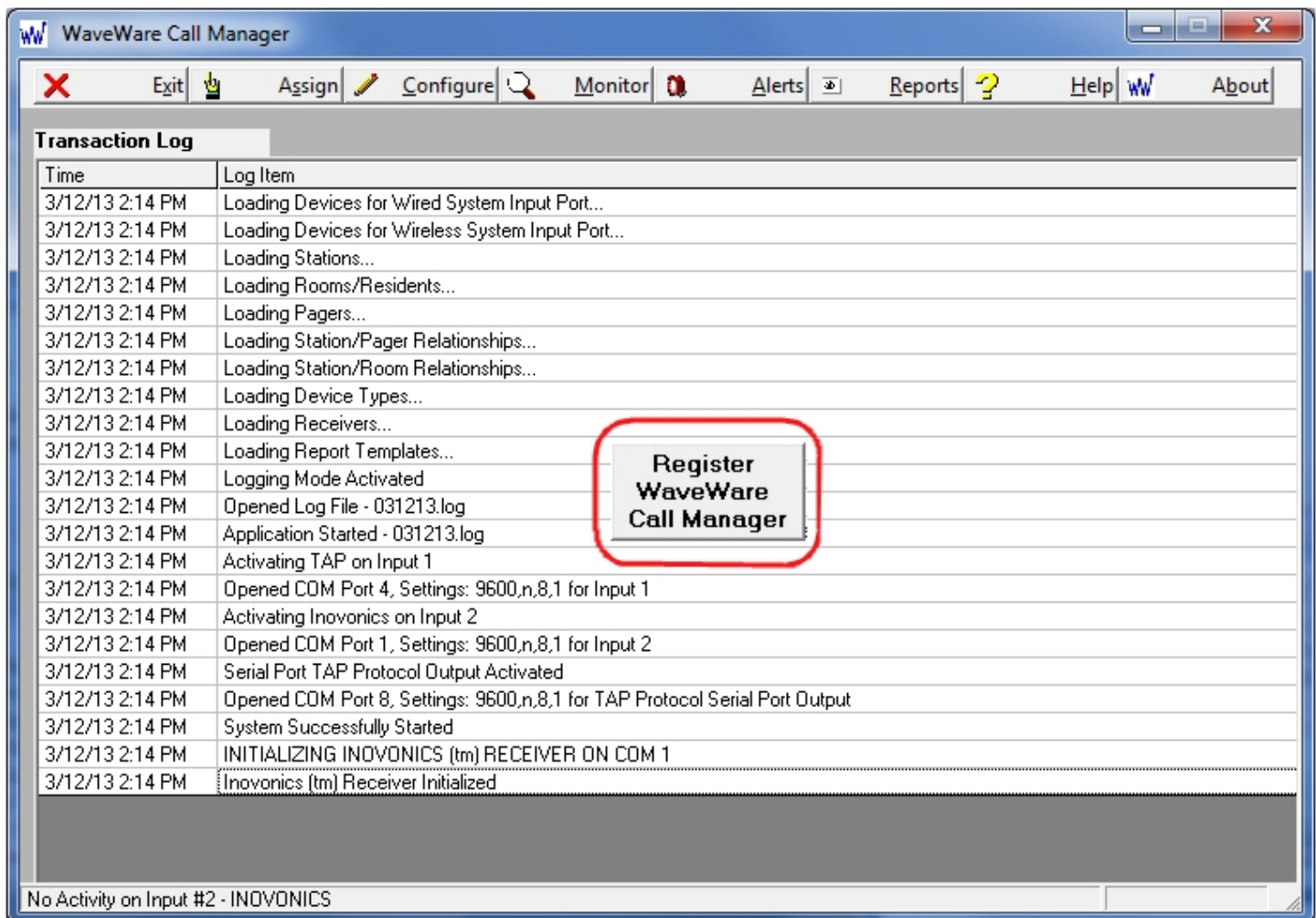


Fig. 4

If the above Screen with the Register Icon is seen, after Clicking the Icon, Jump to Page 7.

If you Do Not see the Register Icon, Please Continue to the next Page to Register the Software.

On the main “Call Manager Software” Screen, Click on the “About” Button, as Shown below. See Fig. 5

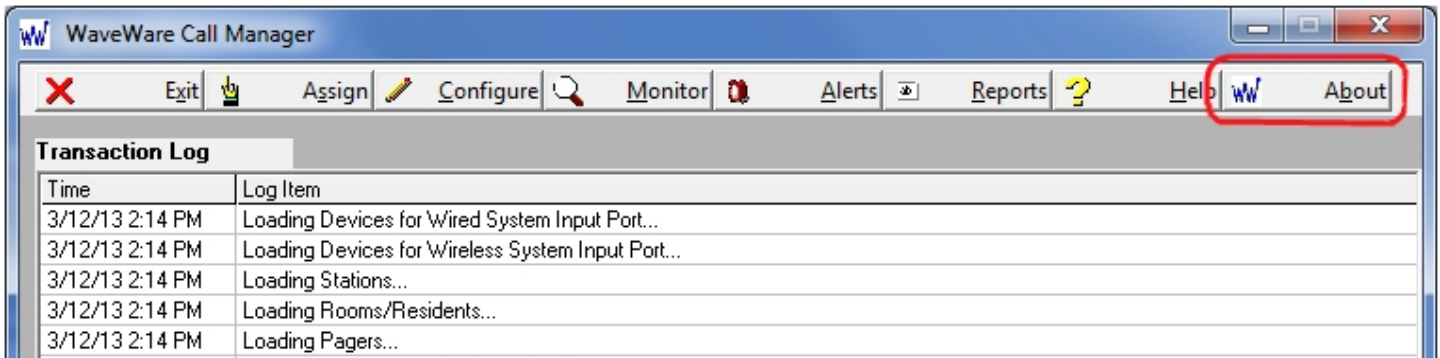


Fig. 5

Next, Click on the Registration Button. See Fig.6



Fig. 6

See next page for Instructions for Registering our Call Manager Software.

Generating the “Request Key” for Call Manager

After Clicking the Register Icon or Registration Button, Click the “Generate Request Key” Button. See Fig. 7



Fig. 7

Follow the Instructions on the Request Key Screen to send the “Request Key” to WaveWare. See Fig. 8

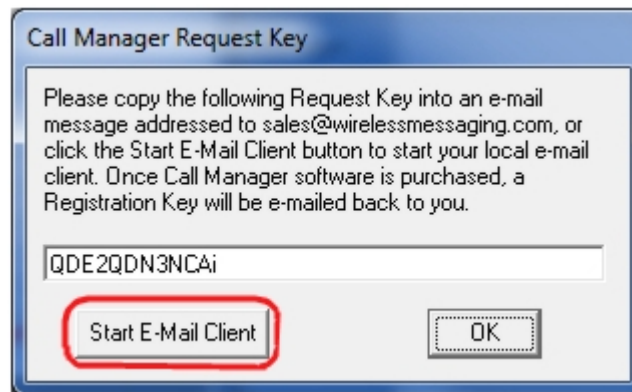


Fig. 8

If you have Internet and Email capability on this PC, Click on the “Start E-Mail Client” Button. See Fig. 8

IMPORTANT NOTE: The “Activation Key” will **ONLY** work on the Computer that Generated the Request Key.

Please proceed to the Next Page for instructions to Send the Generated Request Key to WaveWare.

Email the "Request Key" for Call Manager to WaveWare

After you Click on the "Start Email Client" Button...(Fig. 8)

This should start and open an E-mail Client Window with the "Key" in the Body of the E-Mail, and our "Sales" Email Address in the "To: Window" and "Software Name" in the Subject Line. As shown below in Fig. 9.

If you Do Not have Internet or Email on this Desktop PC, then Copy and Paste the Request Key into Notepad or a Word Document and then Copy that file to a Flash Drive and take to a PC that does have Email capability. We cannot do the Activation over the Phone.

Please, be sure to "ADD ALL" of the 4 Required Information Fields to the Email, as shown below. See Fig. 9

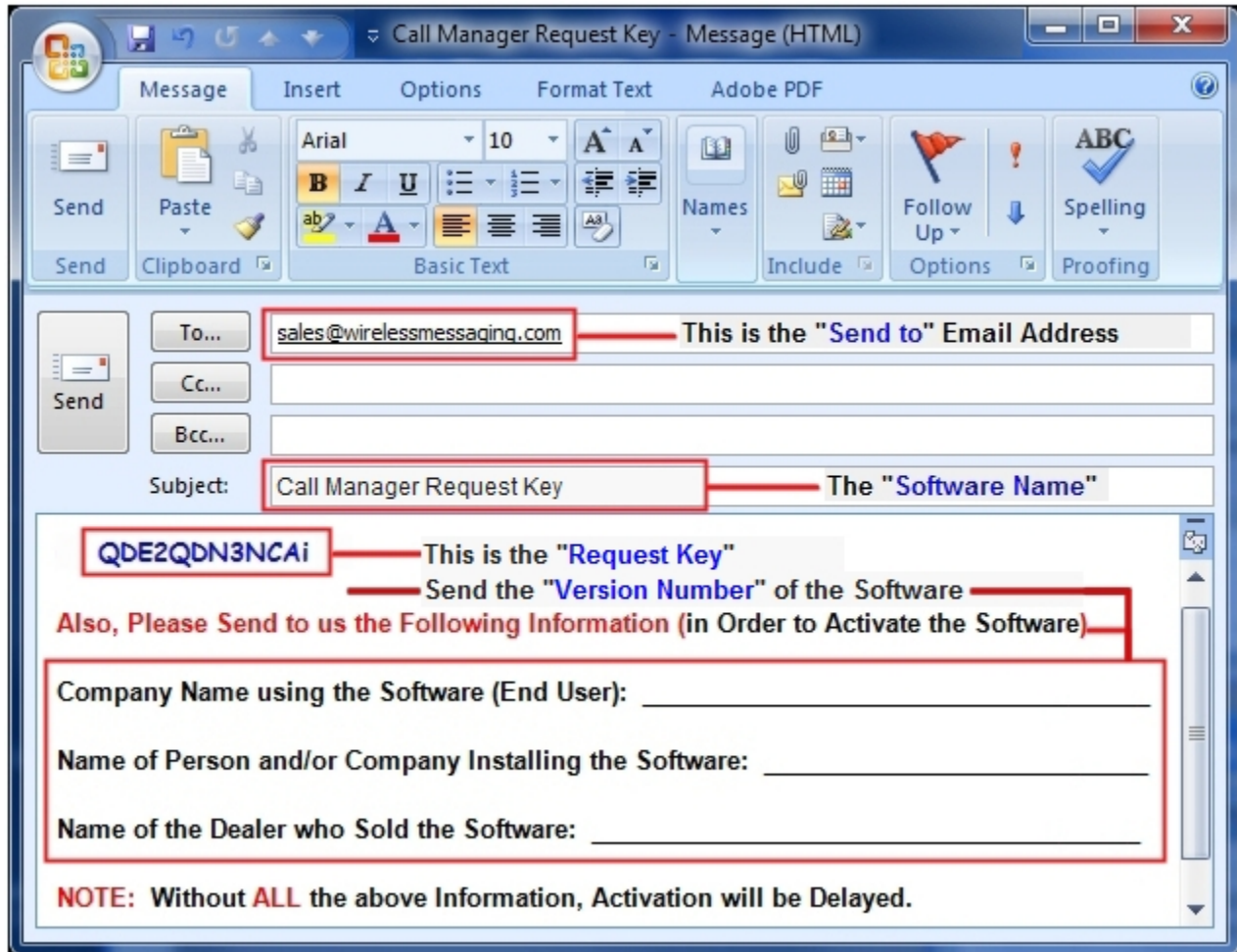


Fig. 9

NOTE 1: Include in the **Body of the E-Mail:** Your **Company Name**, **Contact Name** and the **Name of the Dealer** from whom the "Software was Purchased From" and send the E-Mail to us: Sales@WirelessMessaging.com Include the **Version** of the Software you are installing.

NOTE 2: Failure to Send All the Required Information will Delay sending the Activation Key. See Fig. 9

Without All the Required Information, No Key will be sent.

Registering/Activating Call Manager

WaveWare will send a Reply Email with the “Registration/Activation Key” for either a Trail Key or Permanent Key.

If you have not Received a Reply within 30 minutes, please call us at: 1.800.373.1466, and ask for Tech Support.

Copy and Paste the “Activation Key” into the “Registration Key” Field and Click “OK”. See Fig. 10



Fig. 10

You should then see: “Registration Was Successful”. Click “OK”, See Fig. 11

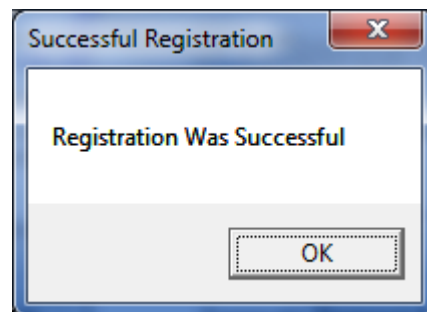


Fig. 11

This Concludes the Registration Process.

If you have any Problems with the Installation or Registration or just have Questions, please Contact the Dealer from whom you have Purchased the Software.

Please Note:

WaveWare Supports our Dealers and our Dealers Support their Customers.

Thank you.

Next: How to Configure Call Manager Software



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Call Manager Software

Configuring the Call Manager Software

NOTE: This Software **Must** be "Running" in order to work. So Please Only "Minimize", **Do Not** Close or Exit Out of the Software after you have Finished with the Setup and Configuration.

You should see a **Blinking Blue WW Logo** in the **Bottom Right Corner** of your Desktop, possibly under "Hidden Icons" to Confirm that the Software is Running.

To get Started, Click on the "Configure" Button to start the Configuration Process, as Shown below. See Fig. 13

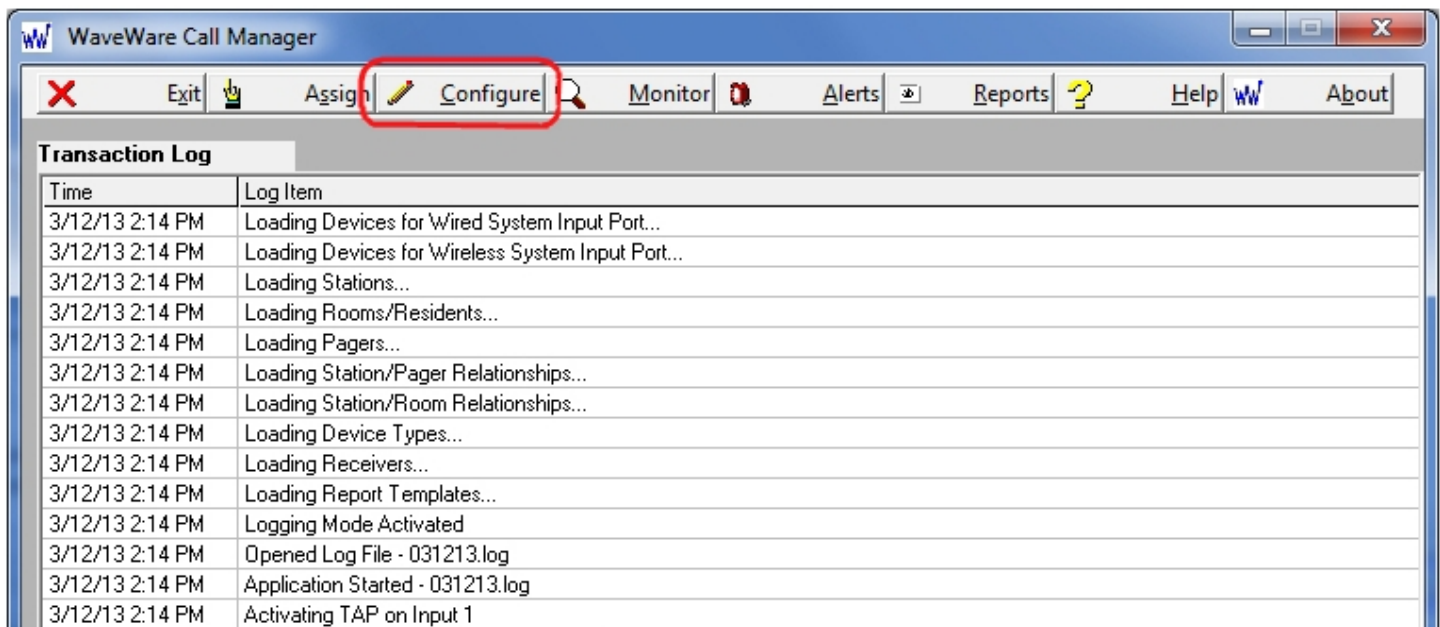


Fig. 13

You will be asked if you are sure, as the System is "Disabled" During the Configuration Process. See Fig. 14

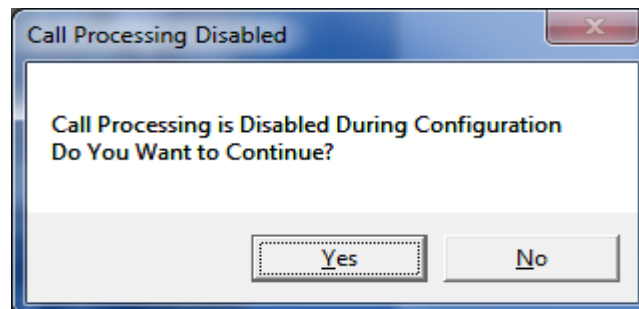


Fig. 14 Click Yes.

NOTE:

The Call Manager "Configuration Screen" has "15 Steps" that will need to be "Configured/Defined" in order for the Software to work Properly with the Pagers, Transmitters and Repeater(s), as well as other Wired and Wireless Devices, depending of the Application Requirements.

STEP 1 – Configure Inovonics Input Com Port

Click on the “Configure Input COM Port” Button as shown in Step 1. See Fig. 15

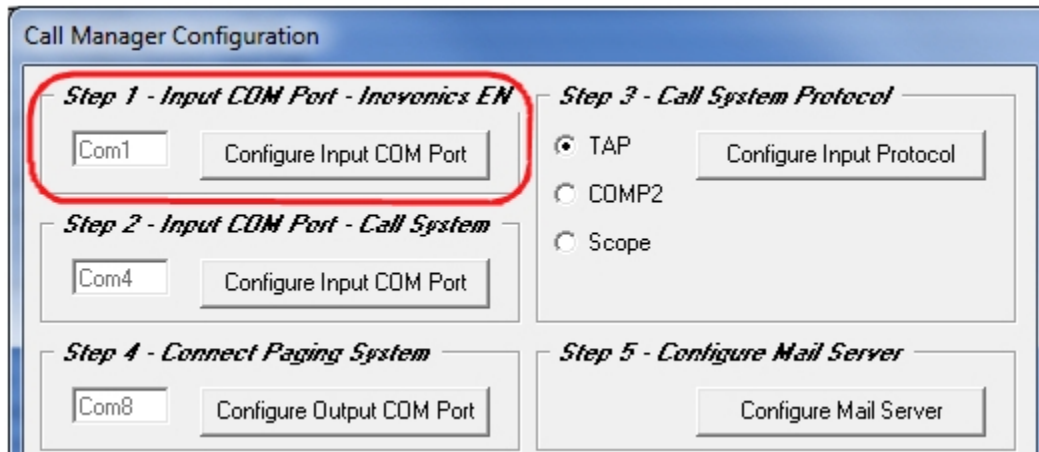


Fig. 15

Choose the Com Port Number and Setting for that Com Port and Click “OK”. See Fig. 16

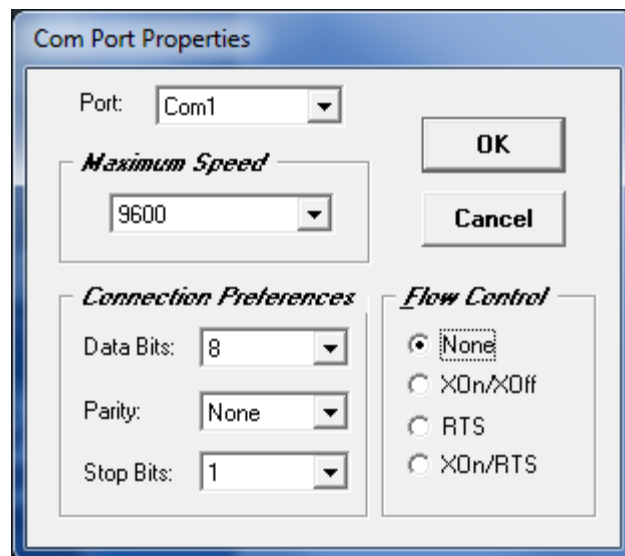


Fig. 16

Step 2 is Next.

STEP 2 – Configure Input Com Port – *Wired Call System*

Click on the “Configure Input COM Port” Button as shown in Step 2. See Fig. 17

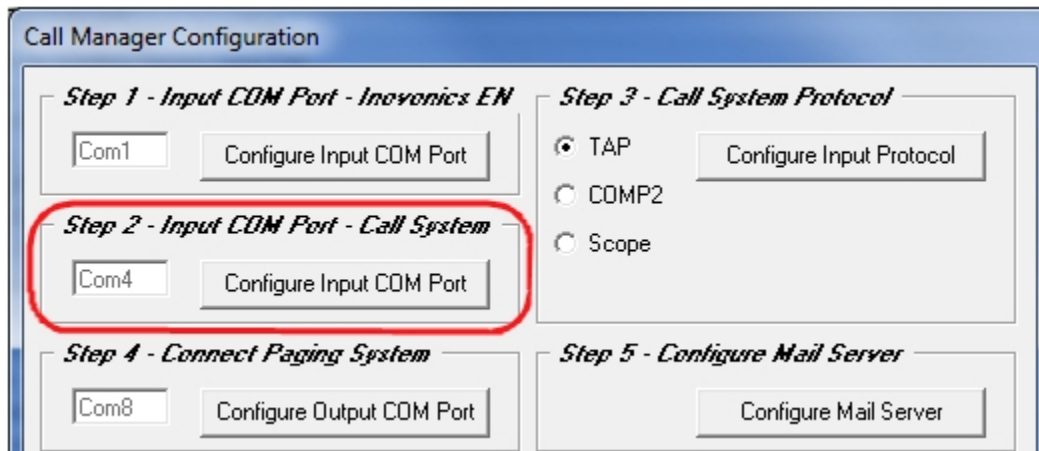


Fig. 17

Choose the Com Port Number and Setting for that Com Port and Click “OK”. See Fig. 18

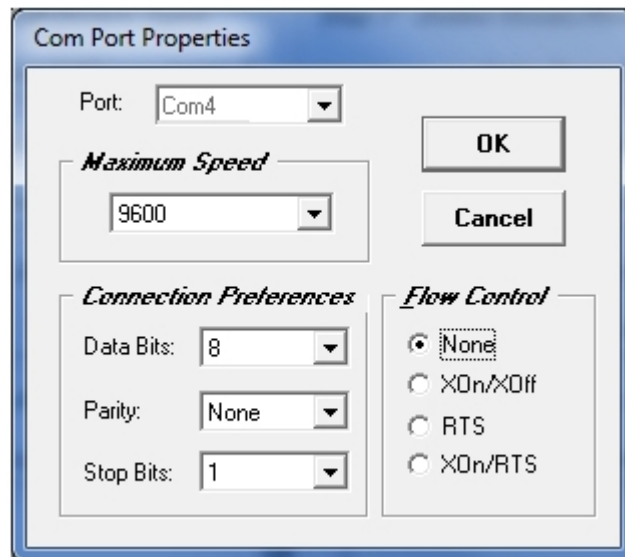


Fig. 18

Step 3 is Next.

STEP 3 – Configure Input Protocol – *Wired Call System*

Click on the “Protocol” Option to be used as shown in Step 3. See Fig. 19
Choices are: TAP, COMP2 and Scope Protocols.

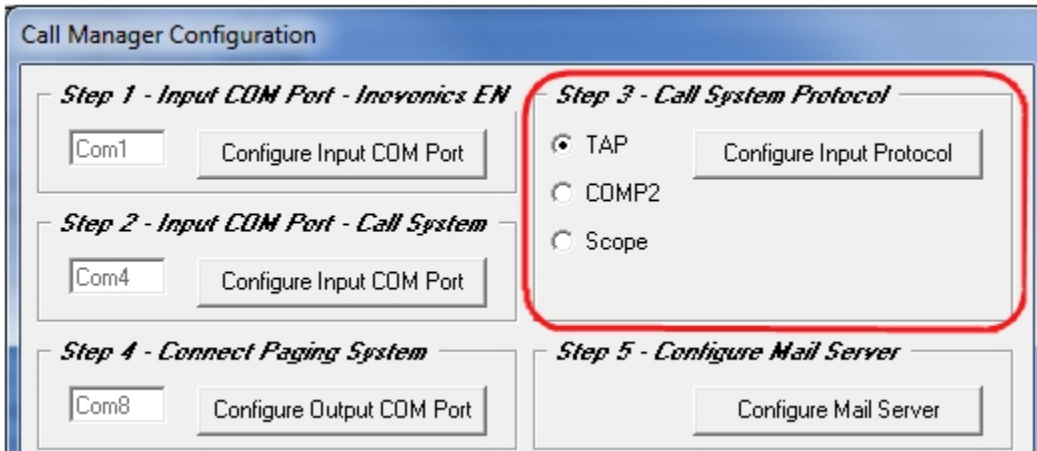


Fig. 19

Click on the “Configure Input COM Port” Button as shown in Step 3. See Fig. 20

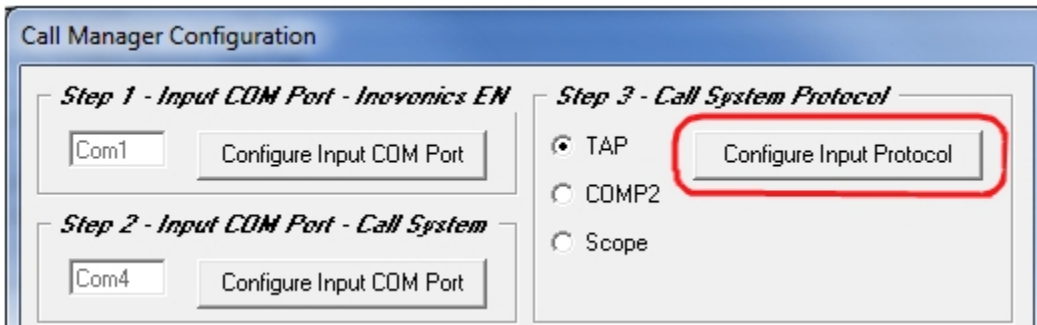


Fig. 20

Configure the TAP / COMP2 Inputs, Default settings are shown below. Click “OK” when Finished. See Fig.21

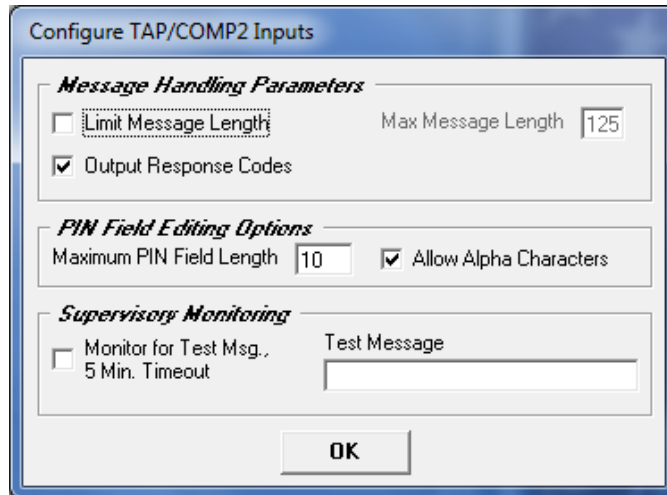


Fig. 21

Step 4 is Next.

STEP 4 – Configure Output Com Port – *Connect Paging System*

Click on the “Configure Output COM Port” Button as shown in Step 4. See Fig. 22

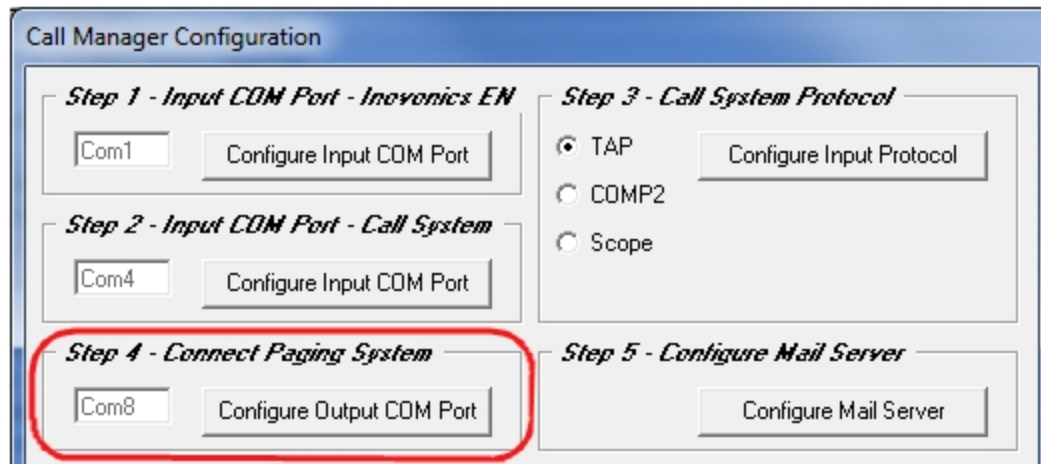


Fig. 22

Choose the Com Port Number and Setting for that Com Port and Click “OK”. See Fig. 23

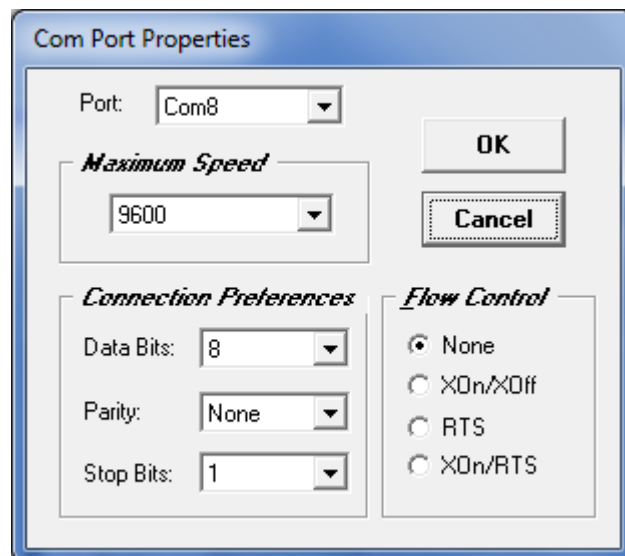


Fig. 23

Step 5 is Next.

STEP 5 – Configure E-Mail Server

Click on the “Configure Mail Server” Button as shown in Step 5. See Fig. 24

The screenshot shows the 'Call Manager Configuration' dialog box with seven steps. Step 5, 'Configure Mail Server', is highlighted with a red rounded rectangle. The other steps are: Step 1 (Input COM Port - Inovonics EN), Step 2 (Input COM Port - Call System), Step 3 (Call System Protocol), Step 4 (Connect Paging System), Step 6 (Define Msg Recipients), and Step 7 (Define Call Device Types).

Fig. 24

See Next Page for the [Mail Server](#) Configuration Information

The 'Configure Mail Server' dialog box contains the following fields and options:

- SMTP Host:** Mail.SMTPHost.com **Example Only - Edit this Field**
- From Name:** Call Manager **Edit this Field**
- From Address:** CallMgr@WirelessMessaging.com **Edit this Field**
- Subject:** Call Manager Message **Edit this Field**
- Msg in Subject Line** **Priority Status**
- Authentication:** Leave blank if not required
- User ID:** [] **Password:** []
- Test Mail Server** [] Idle
- To Address:** **Enter a Email Address to Send Test Message**
- Log Test Results to SMTPLog.txt**
- OK** []

Step 5 is Continued...Next Page.

Configure E-Mail Server – Continued

In this Tab, you would enter the “Mail Service’s Information” (SMTP) that you will be using.
You may need to obtain this Information from the IT Dept.

Configure similar as shown in the Example below.

Configure Mail Server

Enter the Customer's SMTP Host Information into this Field

SMTP Host: Mail.SMTPHost.com Example Only - Edit this Field

From Name: Call Manager Edit this Field

From Address: CallMgr@WirelessMessaging.com Edit this Field

Subject: Call Manager Message Edit this Field

Msg in Subject Line Priority Status

Authentication: Leave blank if not required

User ID: Password:

Test Mail Server Idle

To Address: Enter a Email Address to Send Test Message

Log Test Results to SMTPLog.txt

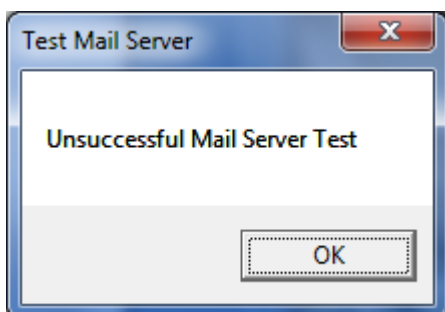
OK

You can Include Email Recipients in your Message Recipients List in addition to Pager Recipients.
See Step 6 (Page 19).

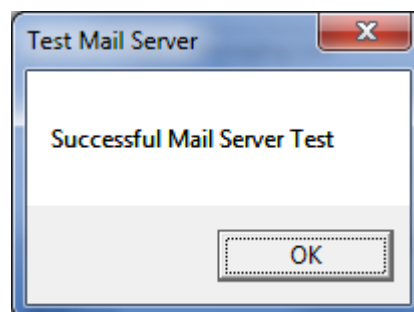
If Authentication is Required, Fill in the User ID and Password.

To Test the Setup, Enter the “To Address:” and Click the “Test Mail Server” Button.

You should then see one of these Screens shown below:



If you see this Screen, please recheck your Information and configuration and try again.

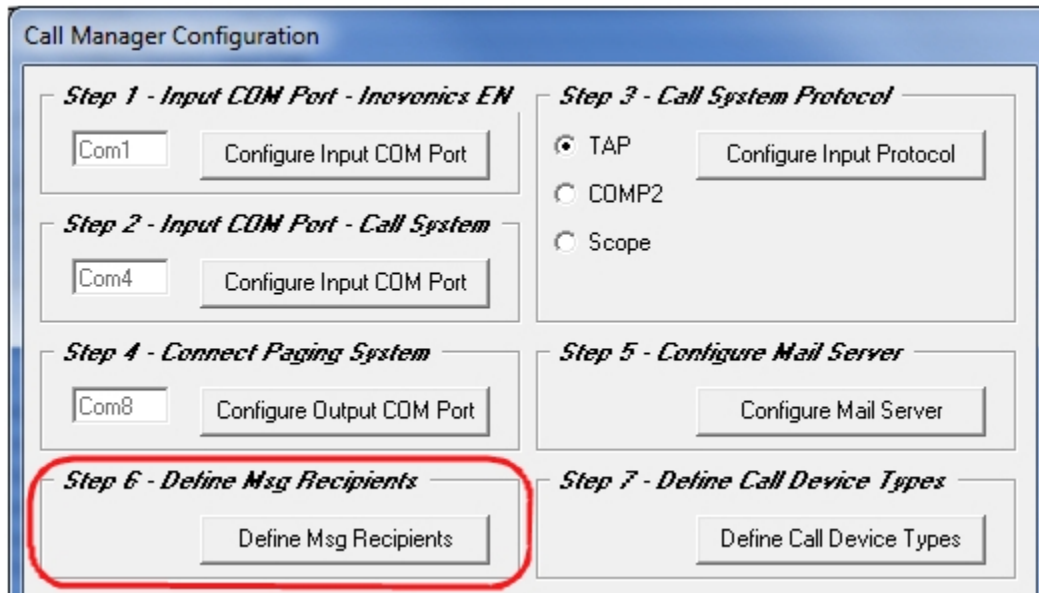


If you see this Screen, the Configuration is Correct and you are ready for the next Step.

Step 6 is Next.

STEP 6 – Define Message Recipients

Click on the “Define Msg Recipients” Button as shown in Step 6. See Fig. 25

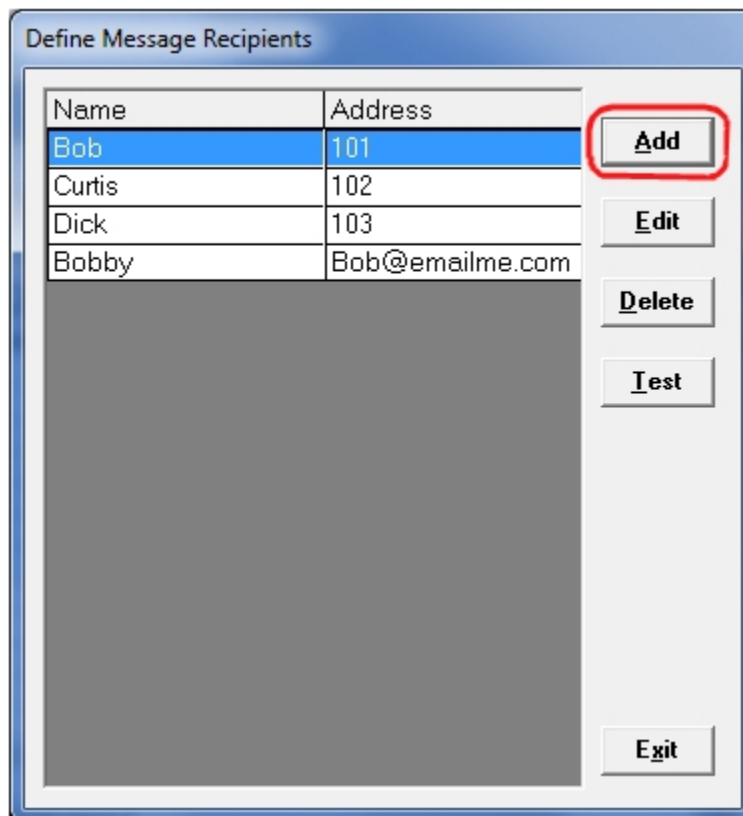


The image shows a 'Call Manager Configuration' dialog box with seven steps. Step 6, 'Define Msg Recipients', is highlighted with a red border. The other steps are:

- Step 1 - Input COM Port - Inevonics EN: Com1, Configure Input COM Port
- Step 2 - Input COM Port - Call System: Com4, Configure Input COM Port
- Step 3 - Call System Protocol: TAP (selected), COMP2, Scope, Configure Input Protocol
- Step 4 - Connect Paging System: Com8, Configure Output COM Port
- Step 5 - Configure Mail Server: Configure Mail Server
- Step 7 - Define Call Device Types: Define Call Device Types

Fig. 25

Click on the “ADD” Button to start adding the Pagers used with this System. See Fig. 25A



The 'Define Message Recipients' dialog box contains a table with the following data:

Name	Address
Bob	101
Curtis	102
Dick	103
Bobby	Bob@emailme.com

Buttons on the right side of the dialog include 'Add', 'Edit', 'Delete', 'Test', and 'Exit'. The 'Add' button is highlighted with a red border.

Fig. 25A

Define Message Recipients - *Continued*

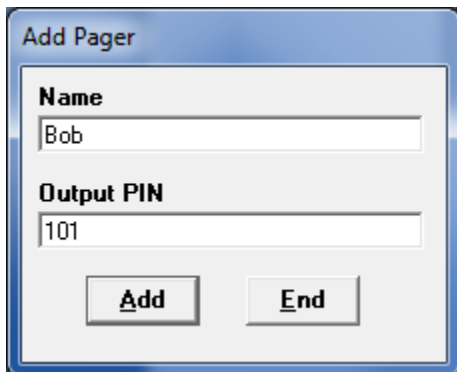
Add a "Name" Associated with the "Pager ID" you want to use. See Fig. 26

Or

Add an "ID Number" Associated with the "Pager ID" you want to use. See Fig. 27

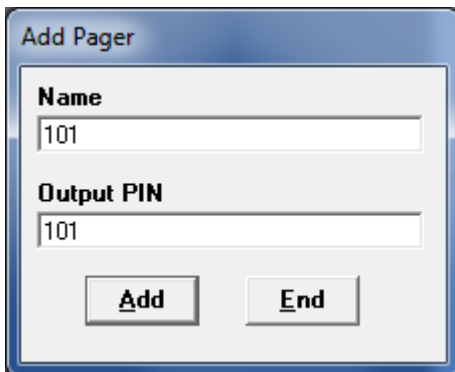
Or

Add a "Name" Associated with the "Email Address" you want to use. See Fig. 28



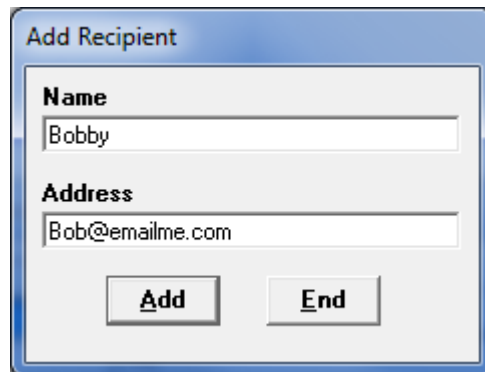
The "Add Pager" dialog box has a title bar "Add Pager". It contains two text input fields: "Name" with the value "Bob" and "Output PIN" with the value "101". At the bottom, there are two buttons: "Add" and "End".

Fig. 26



The "Add Pager" dialog box has a title bar "Add Pager". It contains two text input fields: "Name" with the value "101" and "Output PIN" with the value "101". At the bottom, there are two buttons: "Add" and "End".

Fig. 27

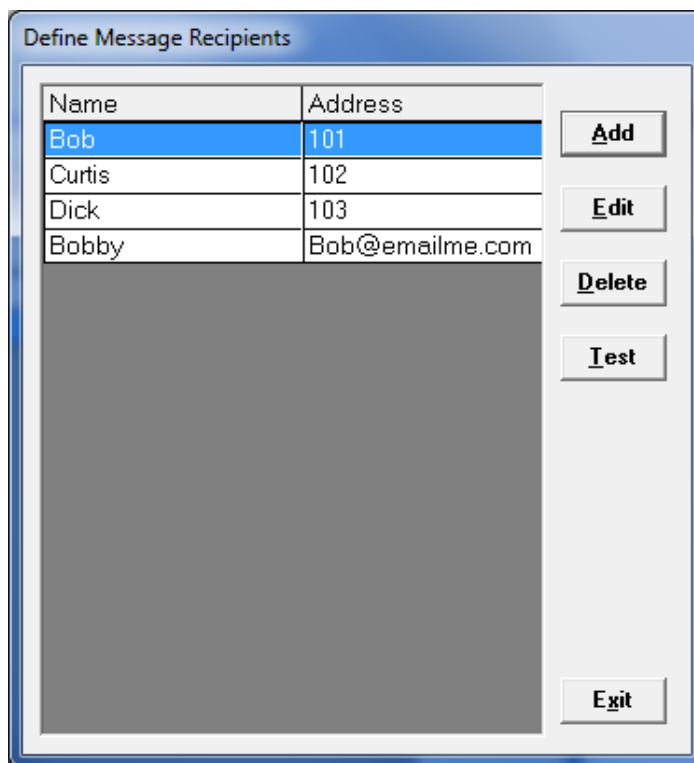


The "Add Recipient" dialog box has a title bar "Add Recipient". It contains two text input fields: "Name" with the value "Bobby" and "Address" with the value "Bob@emailme.com". At the bottom, there are two buttons: "Add" and "End".

Fig. 28

When Finished, Click "End".

The "Define Message Recipients" Screen will List all Names and Pager ID's and Email Addresses. See Fig. 28A



The "Define Message Recipients" dialog box has a title bar "Define Message Recipients". It contains a table with two columns: "Name" and "Address". The table has four rows: "Bob" with "101", "Curtis" with "102", "Dick" with "103", and "Bobby" with "Bob@emailme.com". The "Bob" row is highlighted. To the right of the table are four buttons: "Add", "Edit", "Delete", and "Test". At the bottom right, there is an "Exit" button.

Name	Address
Bob	101
Curtis	102
Dick	103
Bobby	Bob@emailme.com

Fig. 28A

In the Above Screen you may Test the Pagers. Highlight the Recipient and Click the "Test" Button.

You may also "Edit" existing Names/Addresses or "Delete" them in the above Screen. See Fig. 28A

When Finished, Click "Exit".

Step 7 is Next.

STEP 7 – Define Call Device Types

Click on the “Define Call Device Types” Button as shown in Step 7. See Fig. 29

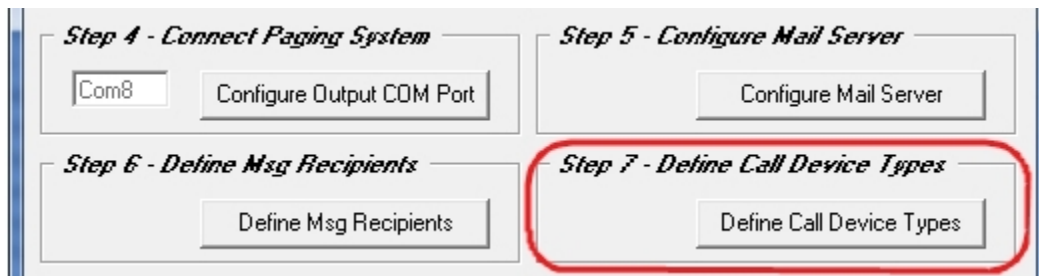


Fig. 29

You will see a List of “Pre-Entered” Devices some of which are “Hard-Coded” and should **Not** be “Deleted”. The Hard-Coded Device Types are: Pendant, Call Cord, Pull Cord, Door and Window.

To Add other Device Types, Click on the “Add” Button. See Fig. 30

Enter the “Name” of the Additional Device Type and Click “Add”. See Fig. 31

You will see the New Device added to the List. See Fig. 32

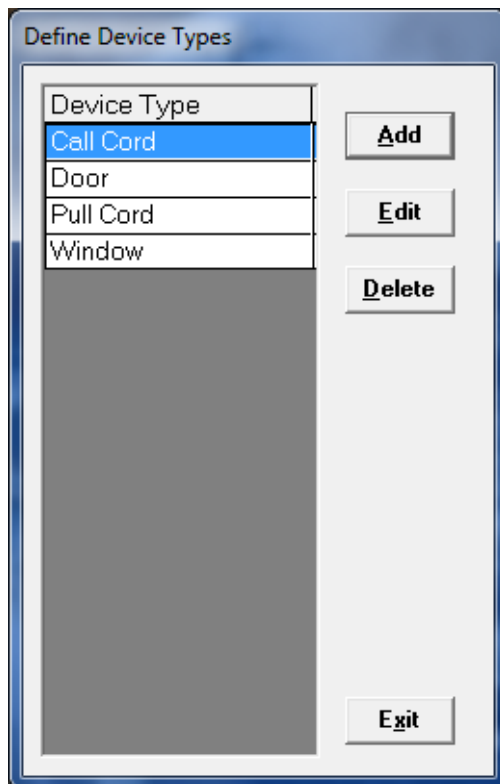


Fig. 30

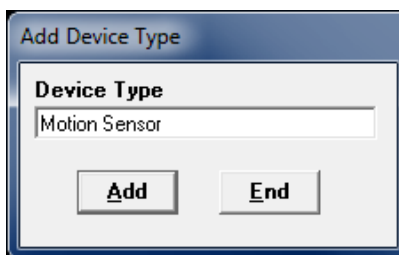


Fig. 31

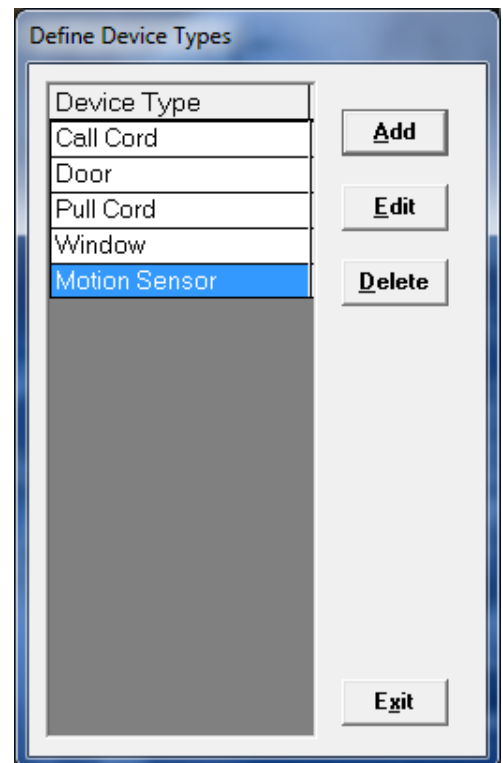


Fig. 32

When Finished, Click “End” and “Exit”.

Step 8 is Next

STEP 8 – Define Rooms / Residents

Click on the “Define Rooms / Residents” Button as shown in Step 8. See Fig. 33

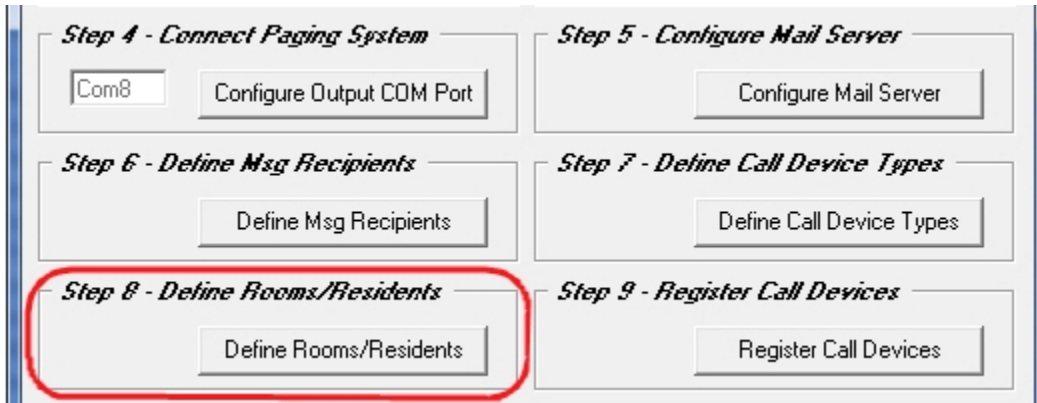


Fig. 33

Click on the “ADD” Button to start Assigning Rooms to Residents. See Fig. 34

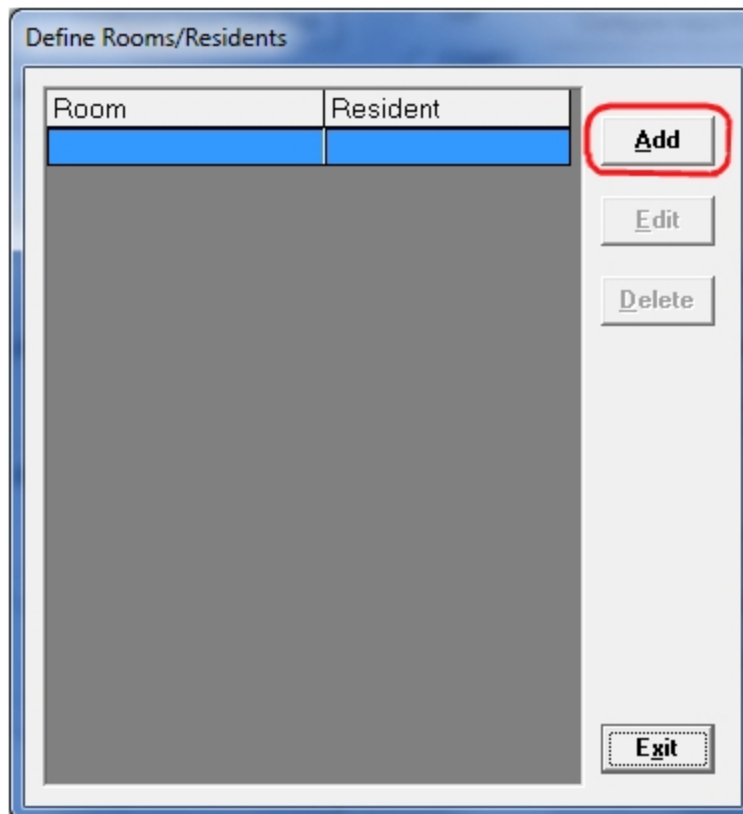


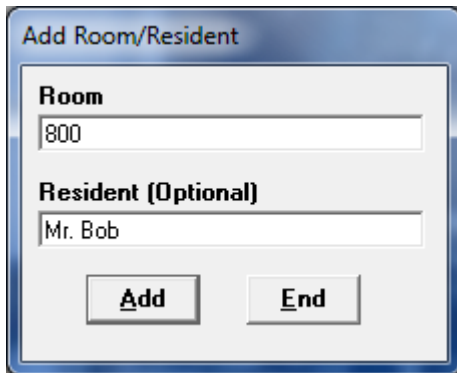
Fig. 34

Define Rooms / Residents - *Continued*

Add a "Room Number" and the "Resident" Name Associated with the Room. See Fig. 35

Or

Add a "Room Number" and leave the "Resident" Field Blank. See Fig. 36



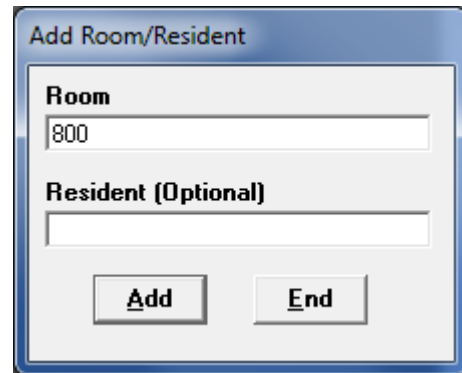
Add Room/Resident

Room
800

Resident (Optional)
Mr. Bob

Add **End**

Fig. 35



Add Room/Resident

Room
800

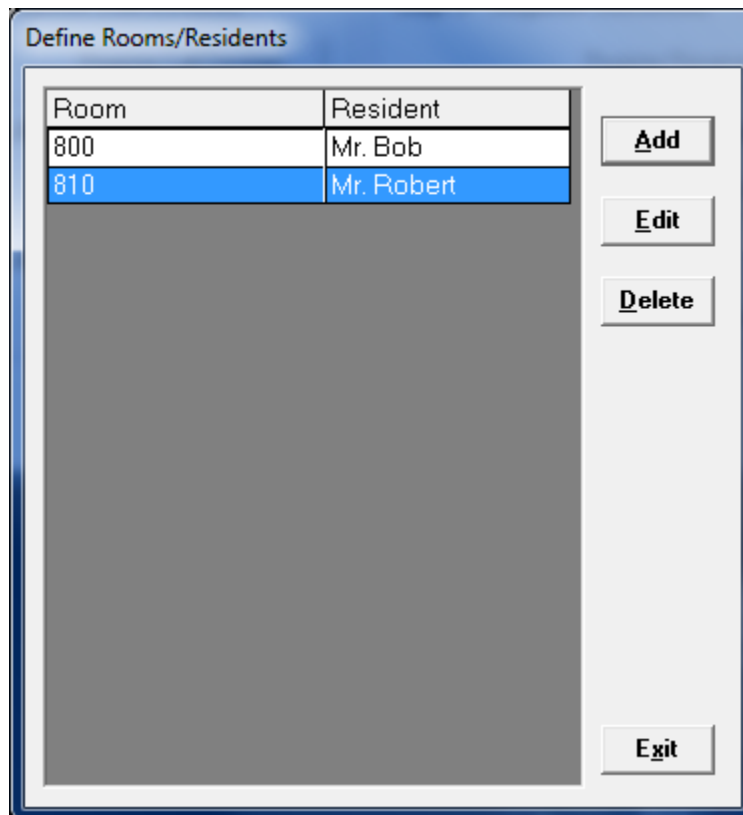
Resident (Optional)

Add **End**

Fig. 36

When Finished, Click "End".

The "Define Rooms / Residents" Screen should show all the Added Room Numbers and Residents. See Fig. 37



Define Rooms/Residents

Room	Resident
800	Mr. Bob
810	Mr. Robert

Add
Edit
Delete
Exit

Fig. 37

You may also "Edit" existing Rooms/Residents or "Delete" them in the above Screen. See Fig. 37

When Finished, Click "Exit".

Step 9 is Next.

STEP 9 – Register Call Devices

Click on the “Register Call Devices” Button, as shown in Step 9. See Fig. 38

The image shows a screenshot of the 'Call Manager Configuration' dialog box. The dialog is titled 'Call Manager Configuration' and contains 15 steps, each with a button to proceed. Step 9, 'Register Call Devices', is highlighted with a red rectangular border. The steps are arranged in two columns:

- Step 1 - Input COM Port - Inovonics EN**: Com1, Configure Input COM Port
- Step 2 - Input COM Port - Call System**: Com4, Configure Input COM Port
- Step 3 - Call System Protocol**: TAP (selected), COMP2, Scope, Configure Input Protocol
- Step 4 - Connect Paging System**: Com8, Configure Output COM Port
- Step 5 - Configure Mail Server**: Configure Mail Server
- Step 6 - Define Msg Recipients**: Define Msg Recipients
- Step 7 - Define Call Device Types**: Define Call Device Types
- Step 8 - Define Rooms/Residents**: Define Rooms/Residents
- Step 9 - Register Call Devices**: Register Call Devices (highlighted)
- Step 10 - Register Receivers**: Register Receivers
- Step 11 - Define Stations**: Define Stations
- Step 12 - Assign Pagers to Stations**: Assign Pagers to Stations
- Step 13 - Assign Rooms to Stations**: Assign Rooms to Stations
- Step 14 - Scheduled Reports**: Config Scheduled Reports
- Step 15 - General Settings**: Configure General Settings

An 'OK' button is located at the bottom center of the dialog.

Fig. 38

Choose the “Wired Call System Input Port”. See Fig. 39 on Page 25

OR

Choose the “Inovonics Wireless System Input Port”. See Fig. 40 on Page 26 thru 28

STEP 9 – Register Call Devices – *Wired Call Systems*

Configuring the “Wired Call System Input Port”

Configuration for use as a Wired Call Device - “Contact Closure” Device

Choose the “Wired System Input Port”. See Fig. 39-1 “B”

To “Register Call Devices” simply “Trigger” the Device and wait until you see it on the Screen. See Fig. 39-1 “A”

NOTE: Trigger one Device at a time and wait a Few Moments until the System “Acknowledges” the Device.

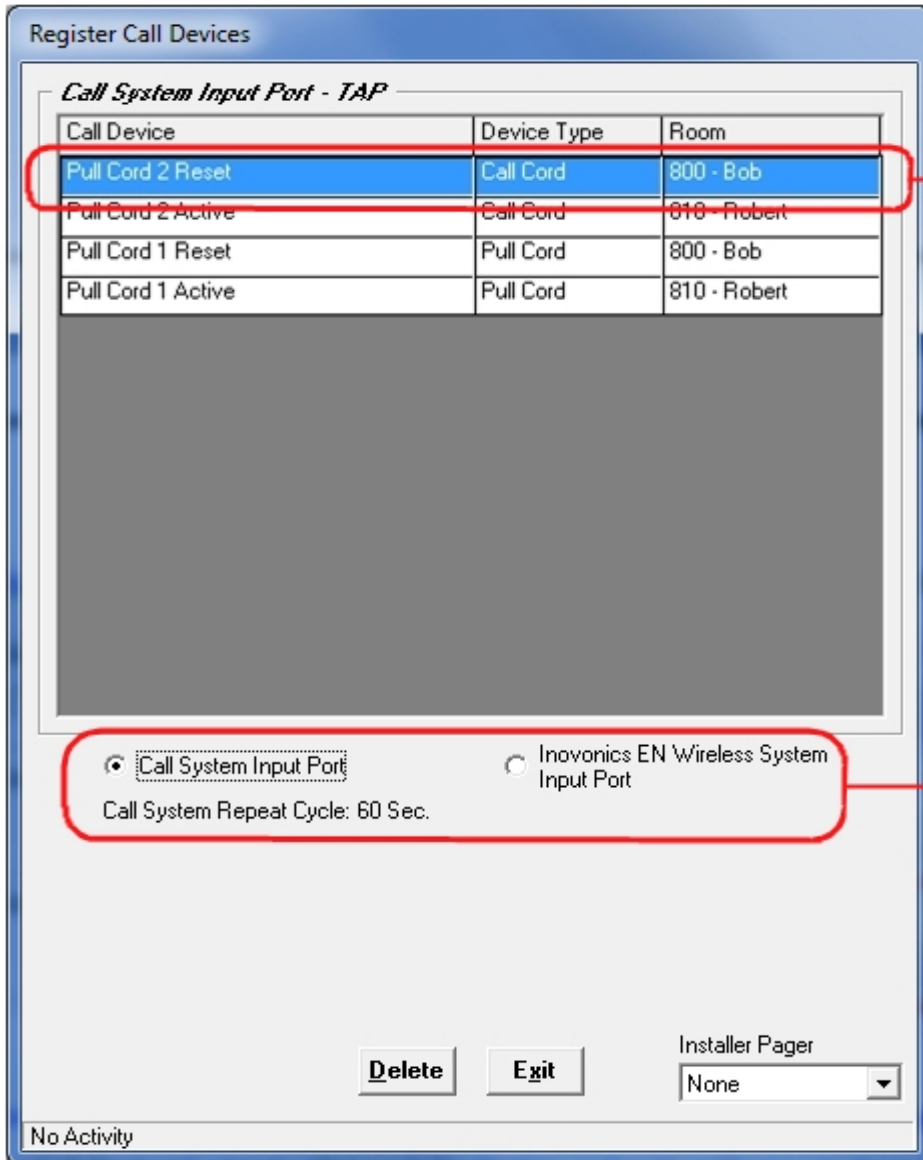


Fig. 39-1

In this Example the Device is being used with a Contact Medical Device. When the Resident Pushes the Call Button on the Call Cord, the Device is Triggered and will send out a Signal to the Call Manager Software which sends a Alert Message out to the Assigned Recipient (Pager or Email Address).

Fig. A:

Trigger the Wired Call Device and wait a Few Moments. The New Device should be Displayed on the Screen.

After the Device is Shown, you can Choose:

- The “Device Type”
- The “Room”

Do this for Every Device Type Registered.

Note: You can Assign the Room at a Later time, if you wish.

Fig. B:

Choose One:

- Call System Input Port
- Inovonics EN Wireless System Input Port

Here in this Example we are Working with the Call System Input Port to Register Wired Call Devices.

This Device Type is a Call Cord, which Normally works with a Contact Device.

You can also Assign an “Installer” Pager, to be used for Testing during this Time.

STEP 9 – Register Call Devices – *Wireless Inovonics*

Configuring the “Inovonics Wireless System Input Port”

Configuration for use as a Wireless Transmitter - “Pendant” Device

Choose the “Inovonics EN Wireless System Input Port”. See Fig. 40-1 “B”

To “Register Call Devices” simply “Trigger” the Device and wait until you see it on the Screen. See Fig. 40-1 “A”

NOTE: Trigger one Device at a time and wait a Few Moments until the System “Acknowledges” the Device.

Call Device	Device Type	Room
6404413	Pendant	502 - Michelle
7367382	Pendant	501 - Jackie
6392951	Med Device	502 - Michelle
7498428	Ventilators	501 - Jackie
7498473	Vent Alert	503 - Janet
7498436	Med Device	504 - Jamie

Call System Input Port
EN1223S Single-button water-resistant pendant

Inovonics EN Wireless System Input Port

Universal Transmitter Call Processing

Initiation: [] Cancellation: [] Do Not Output Cancellation Page

Delete Exit Installer Pager: [None]

No Activity

Fig. 40-1

In this Example the Device is a “Wireless Pendant”.

This Device is Triggered/Activated when the Button on the Pendant is Pressed. This Device sends a Signal to the Central Receiver which is attached to the Call Manager Software. The Call Manager Software sends an Alert Message out to the Assigned Message Recipient (Pager).

Fig. A:

Trigger the Wireless Call Device and wait a Few Moments.

The New Device should be Displayed on the Screen.

After the Device is Shown, you can Choose:

- The “Device Type”
- The “Room”

Do this for Every Device Type Registered.

Note: You can Assign the Room at a Later time, if you wish.

Fig. B:

Choose One:

- Call System Input Port
- Inovonics EN Wireless System Input Port

Here in this Example we are Working with the Inovonics Wireless System Input Port to Register Wireless Call Devices.

Fig. C:

Choose Call Processing:

In this Example this Area is Grayed Out because the “Pendant” is the Device Type.

These Fields are for Configuration of “Universal Transmitters” Only.

You can also Assign an “Installer” Pager, to be used for Testing during this Time.

STEP 9 – Register Call Devices – *Wireless Inovonics*

Configuring the “Inovonics Wireless System Input Port”

Configured for use as a **Universal Transmitter** - “**Terminal**” Device (Ex: Contact Closure)

Choose the “Inovonics EN Wireless System Input Port”. See Fig. 40-2 “B”

To “Register Call Devices” simply “Trigger” the Device and wait until you see it on the Screen. See Fig. 40-2 “A”

NOTE: Trigger one Device at a time and wait a Few Moments until the System “Acknowledges” the Device.

Call Device	Device Type	Room
6404413	Pendant	502 - Michelle
7367382	Pendant	501 - Jackie
6392951	Med Device	502 - Michelle
7498428	Ventilators	501 - Jackie
7498473	Vent Alert	503 - Janet
7498436	Med Device	504 - Jamie

Call System Input Port
EN1210 Single-input universal transmitter

Inovonics EN Wireless System Input Port

Universal Transmitter Call Processing

Initiation: terminal
Cancellation: terminal
 Do Not Output Cancellation Page

Delete Exit Installer Pager: None

No Activity

Fig. 40-2

In this Example the Device is being used with a Contact Medical Device. This model Universal Transmitter only has a “Terminal” Block, so when the Device is Triggered and Reset, the Device will send out a Signal to the Central Receiver which is attached to the Call Manager Software. The Call Manager Software sends an Alert Message out to the Assigned Msg Recipient (Pager).

Fig. A:

Trigger the Wireless Call Device and wait a Few Moments. The New Device should be Displayed on the Screen.

After the Device is Shown, you can Choose:

- The “Device Type”
- The “Room”

Do this for Every Device Type Registered.

Note: You can Assign the Room at a Later time, if you wish.

Fig. B:

Choose One:

- Call System Input Port
- Inovonics EN Wireless System Input Port

Here in this Example we are Working with the Inovonics Wireless System Input Port to Register Wireless Call Devices.

Fig. C:

Choose Call Processing: In this Example the Universal Transmitter is used as a Contact Closure.

For this Purpose the Call Processing should be set to “Terminal” for Both Initiation and Cancellation.

You can also Assign an “Installer” Pager, to be used for Testing during this Time.

STEP 9 – Register Call Devices – Wireless Inovonics

Configuring the “Inovonics Wireless System Input Port”

Configured for use as a **Universal Transmitter** - “Magnet” Device (Ex: Doors or Windows)

Choose the “Inovonics EN Wireless System Input Port”. See Fig. 40-3 “B”

To “Register Call Devices” simply “Trigger” the Device and wait until you see it on the Screen. See Fig. 40-3 “A”

NOTE: Trigger one Device at a time and wait a Few Moments until the System “Acknowledges” the Device.

Call Device	Device Type	Room
6404413	Pendant	502 - Michelle
7367382	Pendant	501 - Jackie
6392951	Door	502 - Michelle
7438428	Ventilators	501 - Jackie
7498473	Vent Alert	503 - Janet
7498436	Med Device	504 - Jamie

Call System Input Port Inovonics EN Wireless System Input Port

EN1215WEOL Single-input door/window transmitter with wall tamper, reed switch and EOL protection

Universal Transmitter Call Processing

Initiation: magnet Cancellation: magnet Do Not Output Cancellation Page

Delete Exit Installer Pager: None

No Activity

Fig. 40-3

In this Example the Device is being used with a Door.

This model Universal Transmitter comes with a Magnet, so when the Door is Open and Closed, the Device sends out a Signal to the Central Receiver which is attached to the Call Manager Software. The Call Manager Software sends an Alert Message out to the Assigned Message Recipient (Pager).

Fig. A:

Trigger the Wireless Call Device and wait a Few Moments.

The New Device should be Displayed on the Screen.

After the Device is Shown, you can Choose:

- The “Device Type”
- The “Room”

Do this for Every Device Type Registered.

Note: You can Assign the Room at a Later time, if you wish.

Fig. B:

Choose One:

- Call System Input Port
- Inovonics EN Wireless System Input Port

Here in this Example we are Working with the Inovonics Wireless System Input Port to Register Wireless Call Devices.

Fig. C:

Choose Call Processing: In this Example the Universal Transmitter is used for a “Door” Monitor.

For this Purpose the Call Processing should be set to “Magnet” for Both Initiation and Cancellation. Or the Cancellation could be set to None.

You can also Assign an “Installer” Pager, to be used for Testing during this Time.

STEP 10 – Register Receivers

Click on the “Register Receivers” Button as shown in Step 9. See Fig. 41

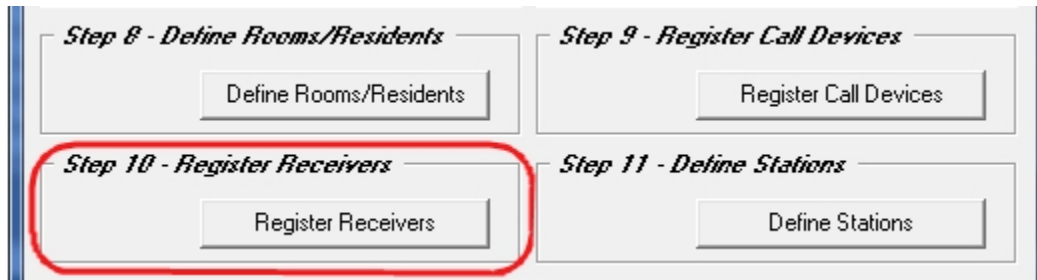


Fig. 41

In this Step, you are Registering Inovonics Receivers, so that you can use them to help Identify the Closest Receiver Location to the Alert Call Device by Comparing the Signal Strength.

Chose the “Site Survey Device” you wish to use to Perform this Survey with. See Fig. 42
You should find the Serial Number of the Device (via a Labeled on the Device) that matches in the Dropdown List.
You can also see the same Devices on Page 24 (Step 9): “Register Call Devices”, under the Inovonics “Wireless System Input Port” Section.

After Choosing the Device to use for the Site Survey, simply “Trigger” the device and All the Pre “Registered Receivers” in Range will be Displayed and show their Signal Strength (Margin).
You should Name the Receiver by Clicking on the Name Field. See Fig. 43

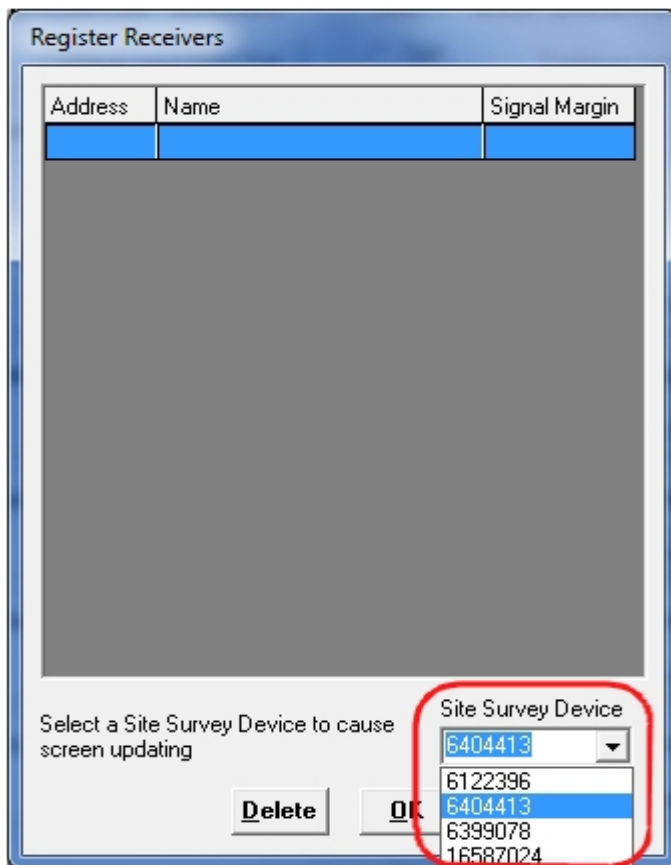


Fig. 42

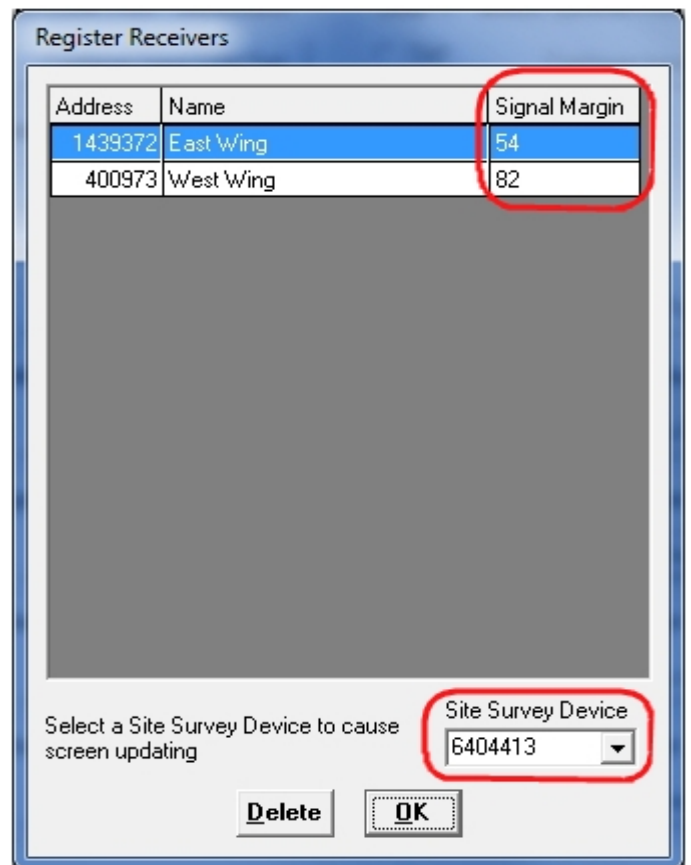


Fig. 43

You can Delete a Receiver by Highlighting the Name and Clicking the “Delete” Button. Click “OK” when Finished.

Step 11 is Next.

STEP 11 – Define Stations

Click on the “Define Stations” Button, as shown in Step 10. See Fig. 44

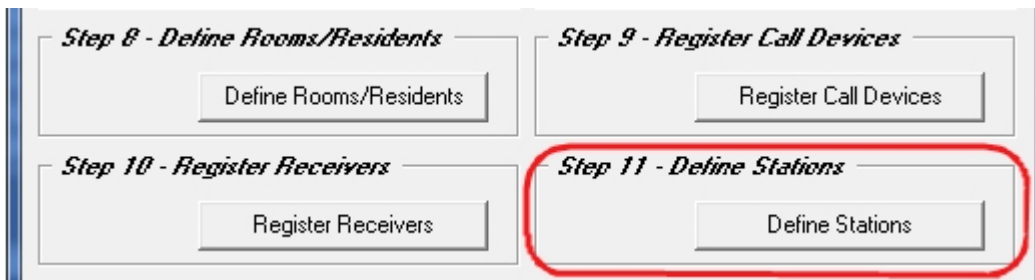


Fig. 44

In this Step, you will Define Stations for Purposes of Assigning Message Recipients (Paggers) and Rooms to the Stations and for Reporting Call History by Station.

You will see an “Example Station” Listed which can be either “Edited” or “Deleted”. See Fig. 45
To Add other “Stations”, Click on the “Add” Button. See Fig. 45

Enter the “Name” of the Additional “Station” and Click “Add”. See Fig. 46
You will see the New Station(s) added to the List. See Fig. 47

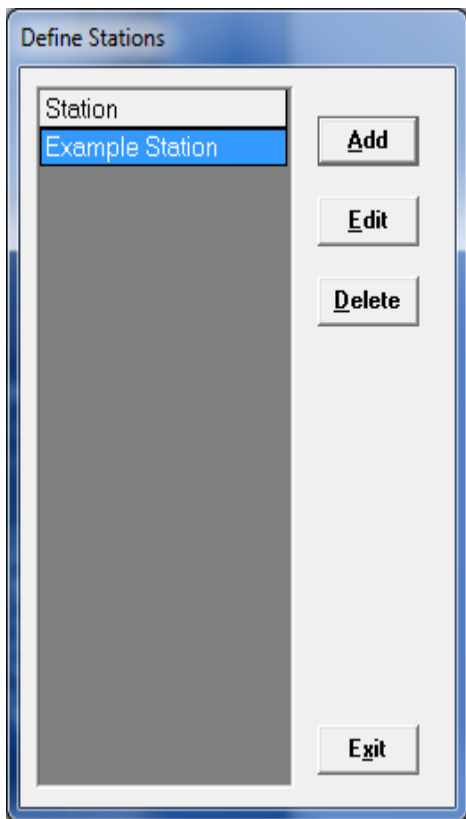


Fig. 45

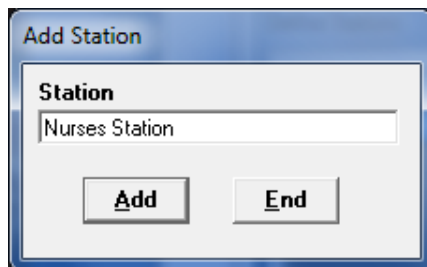


Fig. 46

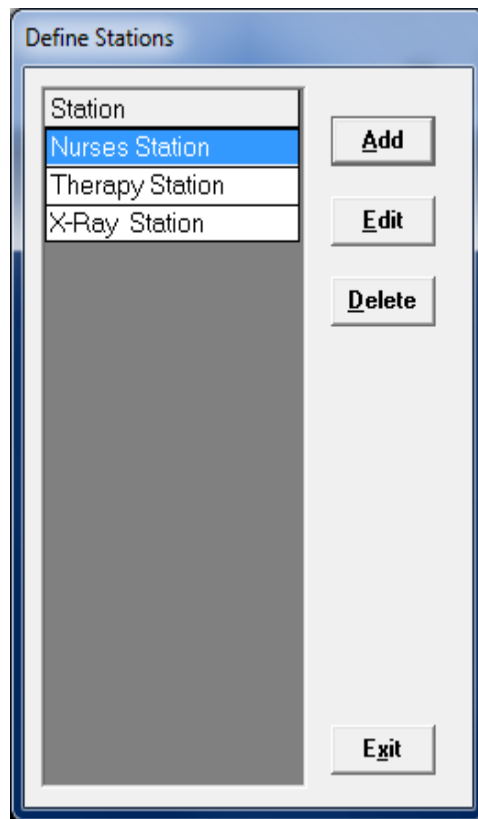


Fig. 47

When Finished, Click “End” and “Exit”.

Step 12 is Next.

STEP 12 – Assign Pagers to Stations

Click on the “Assign Pagers to Stations” Button, as shown in Step 11. See Fig. 48



Fig. 48

In this Step, you are Associating Pagers to Stations, so that when a Call Event occurs for a Particular Room, only the Pagers Assigned to the Station Responsible for that Room will be Paged.

The “Stations” List should be Populated with the Stations Previously Setup in Step 11 (Page 30).
The “All Pagers” List should be Populated with the Recipients Previously Setup in Step 6 (Page 19).
See Fig. 49

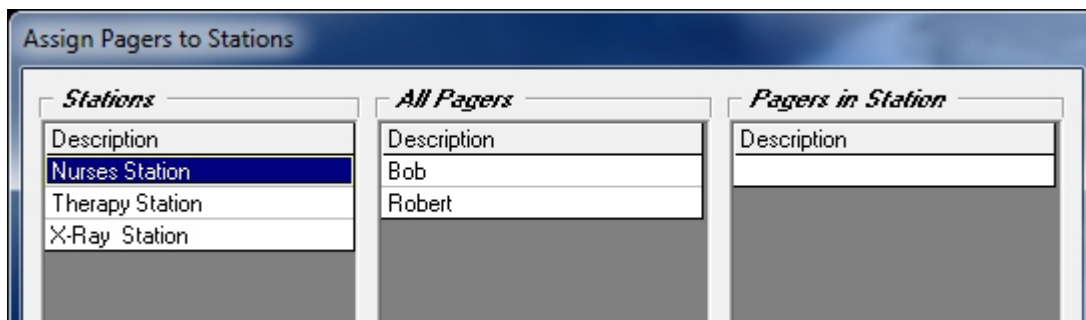


Fig. 49

Add a Pager to a Station

Highlight the “Station” Name and Click on a Pager in the “All Pagers” List to add it to the “Station List”.
The Pager will be shown on the “Pagers in Station” List.
Use this same Method to “Remove” a Pager from the Station List.
See Fig. 50

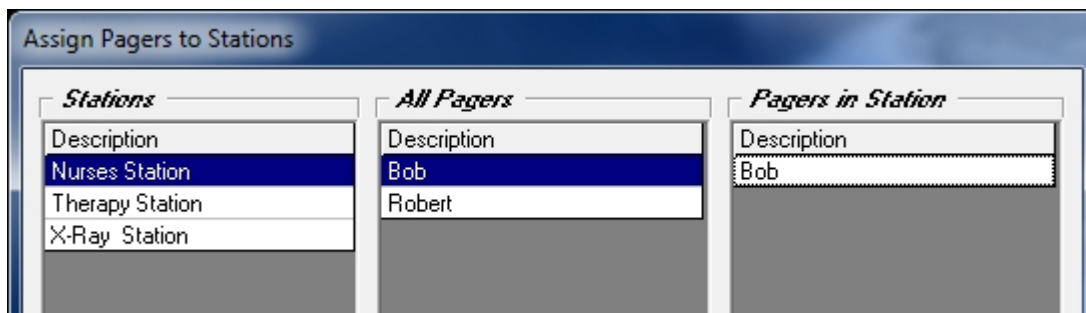


Fig. 50

Click “OK” When Finished.

Step 13 is Next

STEP 13 – Assign Rooms to Stations

Click on the “Assign Rooms to Stations” Button, as shown in Step 12. See Fig. 51



Fig. 51

In this Step, Rooms are “Assigned” to Stations.

When a Call Event for a Room is “Triggered” a Message is sent to the Recipients (Pagers) that are “Assigned” to that Station. This Information is also used in the Call Event Reports.

The “Stations” List should be Populated with the Stations Previously Setup in Step 11 (Page 30).

The “All Rooms” List should be Populated with the “Rooms/Residents” Previously Setup in Step 8 (Page 22).

See Fig. 52

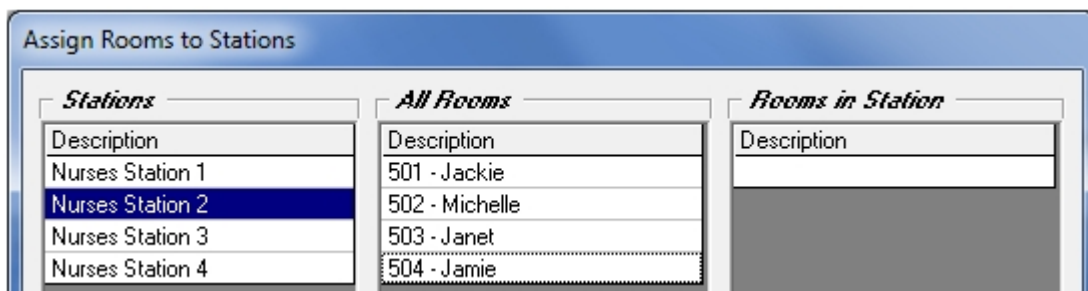


Fig. 52

Add a Room to a Station

Highlight the “Station” Name and Click on a Room in the “All Rooms” List to add it to the “Rooms in Station”.

The Room will be shown on the “Rooms in Station” List.

Use this same Method to “Remove” a Room from the Station List.

See Fig. 53

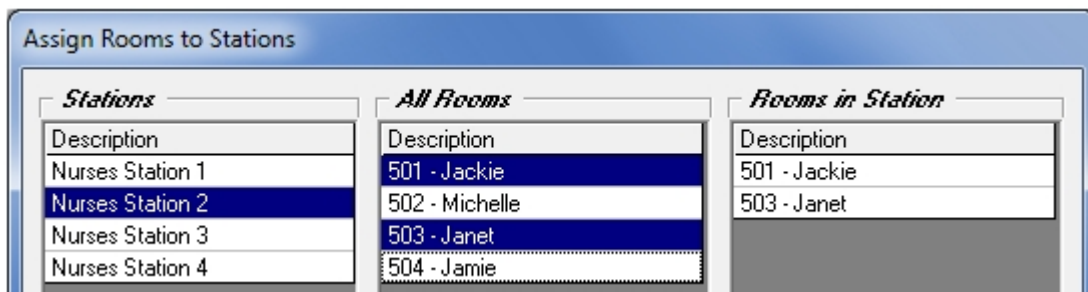


Fig. 53

Click “OK” When Finished.

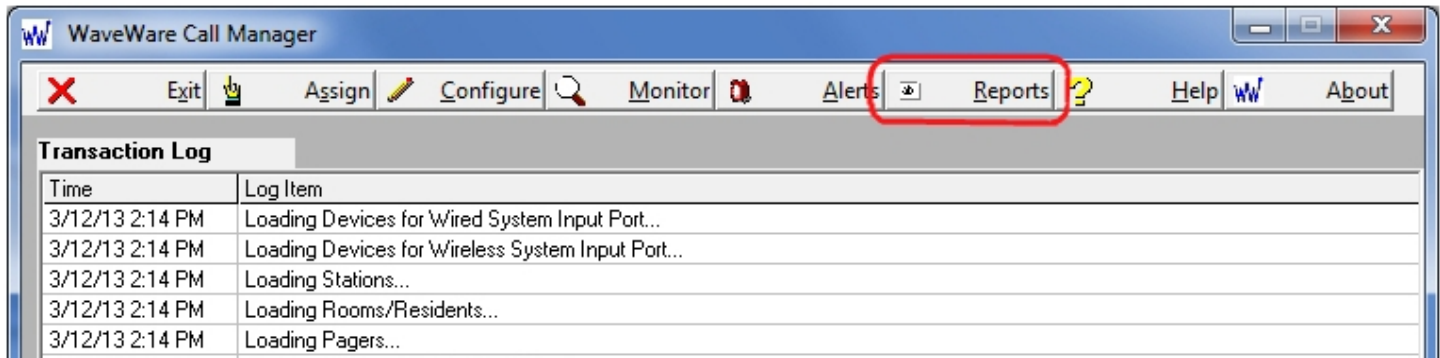
Step 14 is Next

STEP 14 – Schedule Reports – *Report Templates*

**** NOTE ****

Before you can continue to Step 14 you need to First Create a Report Template.

On the Main Screen, Click on the “Reports” Button in the Menu Bar.



For Detailed Report Configuration Options and Creating and Saving a Template:

Please see Page 41.

Schedule the Report and Assign a Template (Step 14): See Next Page...

STEP 14 – Schedule Reports

Assign Template to an Email Recipient

After Creating and Saving a Report Template you can now Schedule Reports.

This Feature is for the Ability to Send a Scheduled Report to an Email Address Recipient.

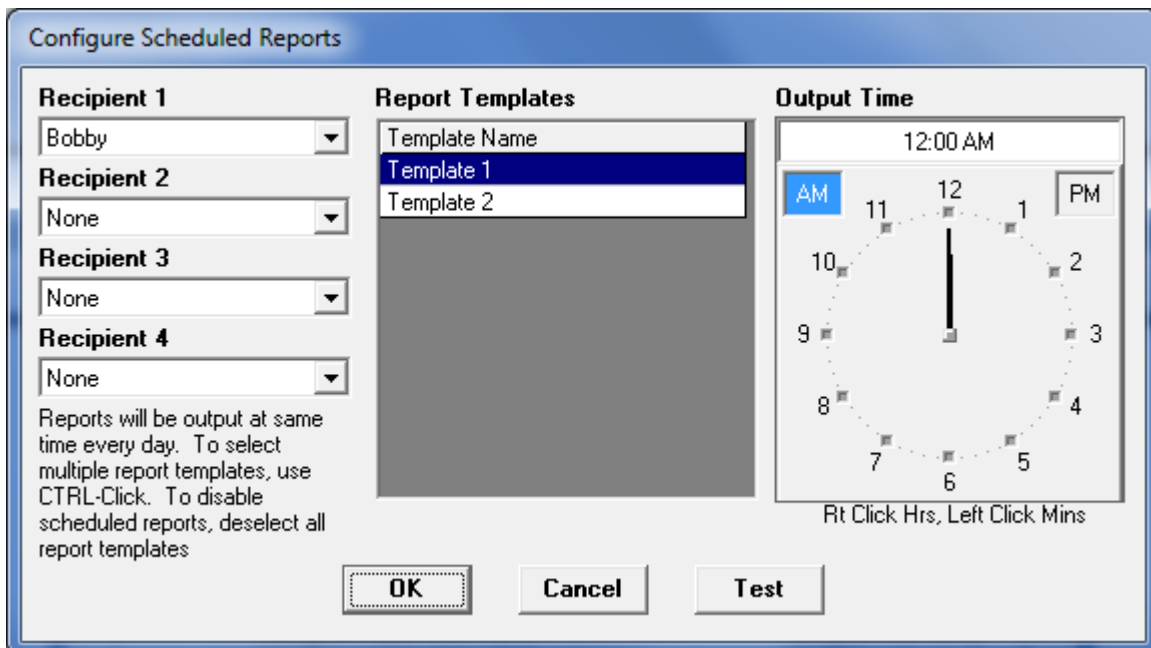
Click on the “Config Schedule Reports” Button, as shown in Step 14.



Highlight a Template and Choose an Email Recipient as shown below.
You can have the same Template sent to more than one Email Recipient.

Example: “Template 1” is Assigned to the Email Address “Bobby” which was previously Configured in Step 6 (Page 19).

Adjust the “Output Time” for the Email to be sent. You can also do a “Test” from this Screen.



Click “OK” when Done.

Step 15 is Next

STEP 15 – General Settings

Click on the “Configure General Settings” Button, as shown in Step 13. See Fig. 54

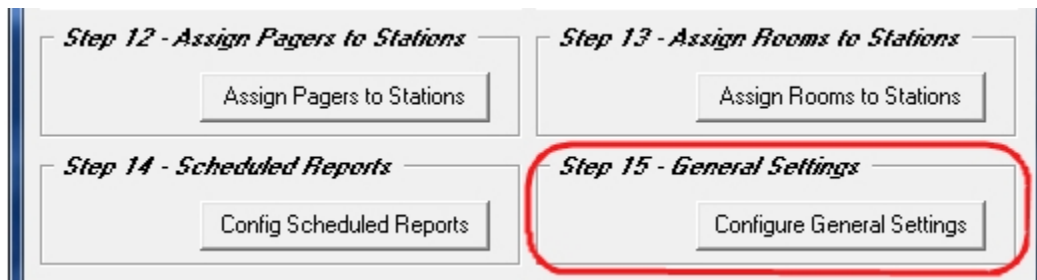


Fig. 54

The General Configuration Screen is Divided into 5 Sections: “Shift Start Times”, “Report Threshold Values”, “Call Notification Settings”, “Call system Settings” and “General”, as Shown below. See Fig. 55

General Configuration

Shift Start Times

Shift 1 Start: 8 : 00 AM
Shift 2 Start: 8 : 00 PM
Shift 3 Start: 12 : 00 AM

Report Configuration

Frequent Call Threshold: 1 Min. Slow Response Threshold: 3 Min.

Printed Report Footer: WaveWare Technologies, Inc. Garland, Texas <http://www.WirelessMessaging.com>

Call Notification Settings

Repeats Before Escalation: 0 Sec/Repeat Cycle: 0 Supervisor Pager: Bob Maintenance Pager: Bob

Page on Cancel Include Location in Pager Msg for Pendant Alerts Asterisk Sound on Error

Output to LED Sign [Configure LED Sign Output](#)

Call System Settings

Single Paging Message per Call Event 60 Sec/Repeat Cycle

General

Prompt for Password on All Functions Warn on Unregistered Devices in Log Screen

Admin Password: admin User Password: user

Exclamation Sound on Alarm in Alerts Screen

[OK](#)

Fig. 55

The Following Page will address each Individual Section.

Shift Start Times: Adjust the Shift Times to Match your Requirements. See Fig. 56
The Purpose of Shift Start Times is to Allow the Call Event Reports to Include Shift Related Information.



Fig. 56

Report Threshold Values: Adjust the Values for Frequent Call Threshold and Slow Response Threshold.
The Purpose of the Frequent Call Threshold is to allow the Reporting System to Identify rooms that Generate Frequent Calls.
The Slow Response Threshold allows the Reporting System to Highlight Slow Response Times.
Printed Report Footer: This Field is Editable - Allows the User to Display their Company Information at the Bottom of each Printed Report Page. See Fig. 57

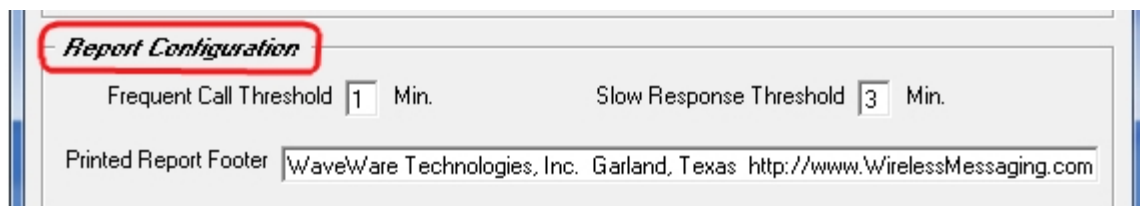


Fig. 57

Call Notification Settings: Choose the Number of "Repeats" before the system starts the Escalation Processing and the Number of "Seconds" between each Repeat. Choose from the Pager List which Pager you wish to use for the "Supervisor" Pager and "Maintenance" Pager.
Call Notifications Continue until the Call is "Canceled". Escalated Calls go to "Supervisor" Pager.
Low Battery and Tamper Alerts go to the "Maintenance" Pager.
Option: To "Output to an Adaptive LED Sign". Check Box and Click on the "Configure LED Sign Output".
Option: For hearing an "Asterisk" Sound on Errors. See Fig. 58

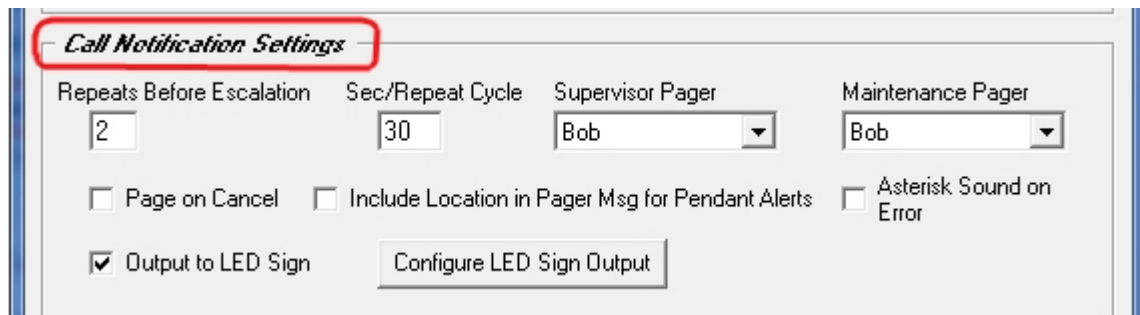


Fig. 58

General: You may choose to be "Prompted" for a "Configurable" Password for "ALL" Functions: Admin has Access to All Areas, where the User can ONLY Access the "Assign" Button in the Menu Bar.
Option: To be "Warned" for "Unregistered" Devices appearing on the Log Screen.
Option: To Hear an "Exclamation" Sound on Alarms when Viewing the Alerts Screen.
See Fig. 59

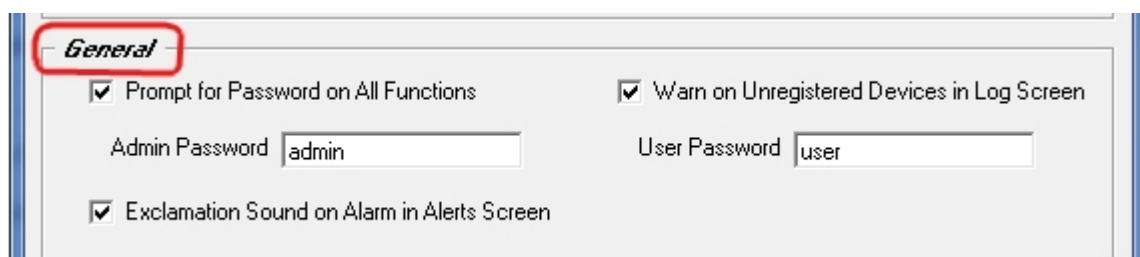


Fig. 59



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Call Manager Software

Call Manager Software: *Monitoring*

Click on the "Monitor" Button to Open the Monitor Window, as Shown below. See Fig. 60

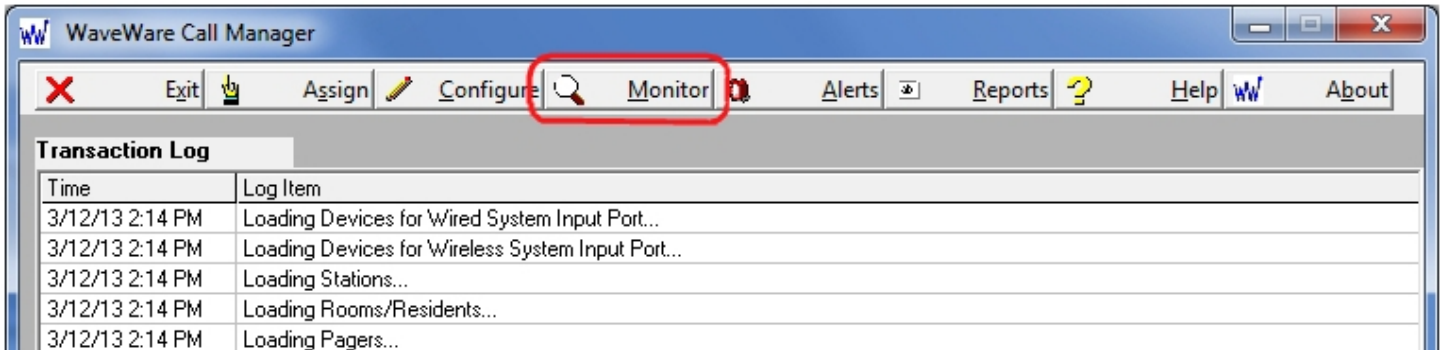


Fig. 60

In the Monitor Window you can View all Serial Port Activity. See Fig. 61

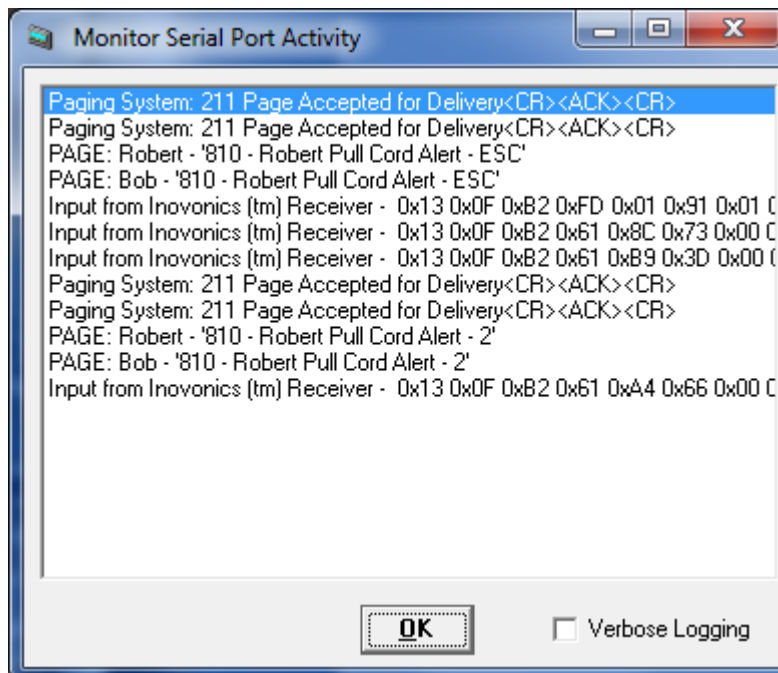


Fig. 61

NOTE: For more Detailed Logging, Click on the "Verbose Logging" Checkbox. See Fig. 61

Alerts Window is Next



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Call Manager Software

Call Manager Software: Alerts Window

Click on the "Alerts" Button, to Open the Active Alerts Window. See Fig. 62

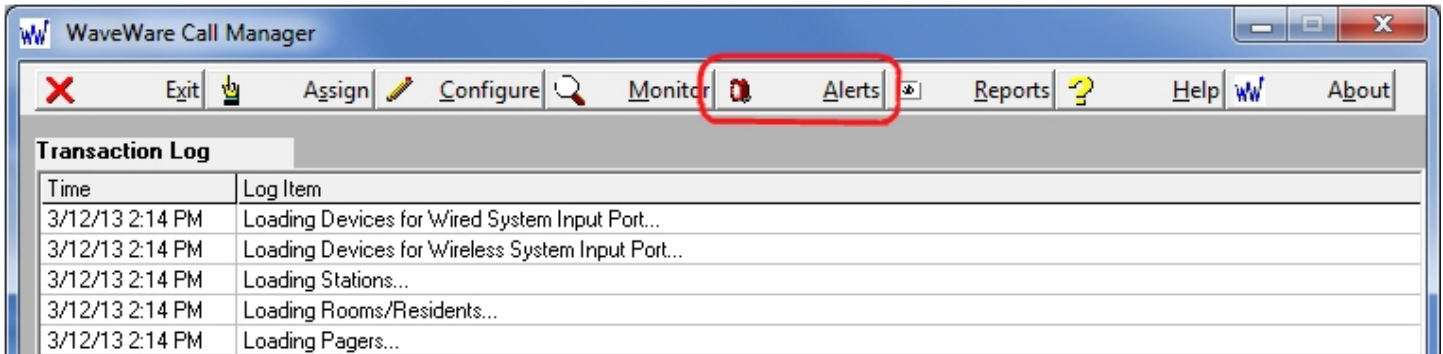


Fig. 62

The Window below shows the "Active Alerts". A Single "Audible Alarm Sound" will be heard for Each Alert. Alerts will "Disappear" from this Screen as they are "Reset" by the Staff. See Fig. 63

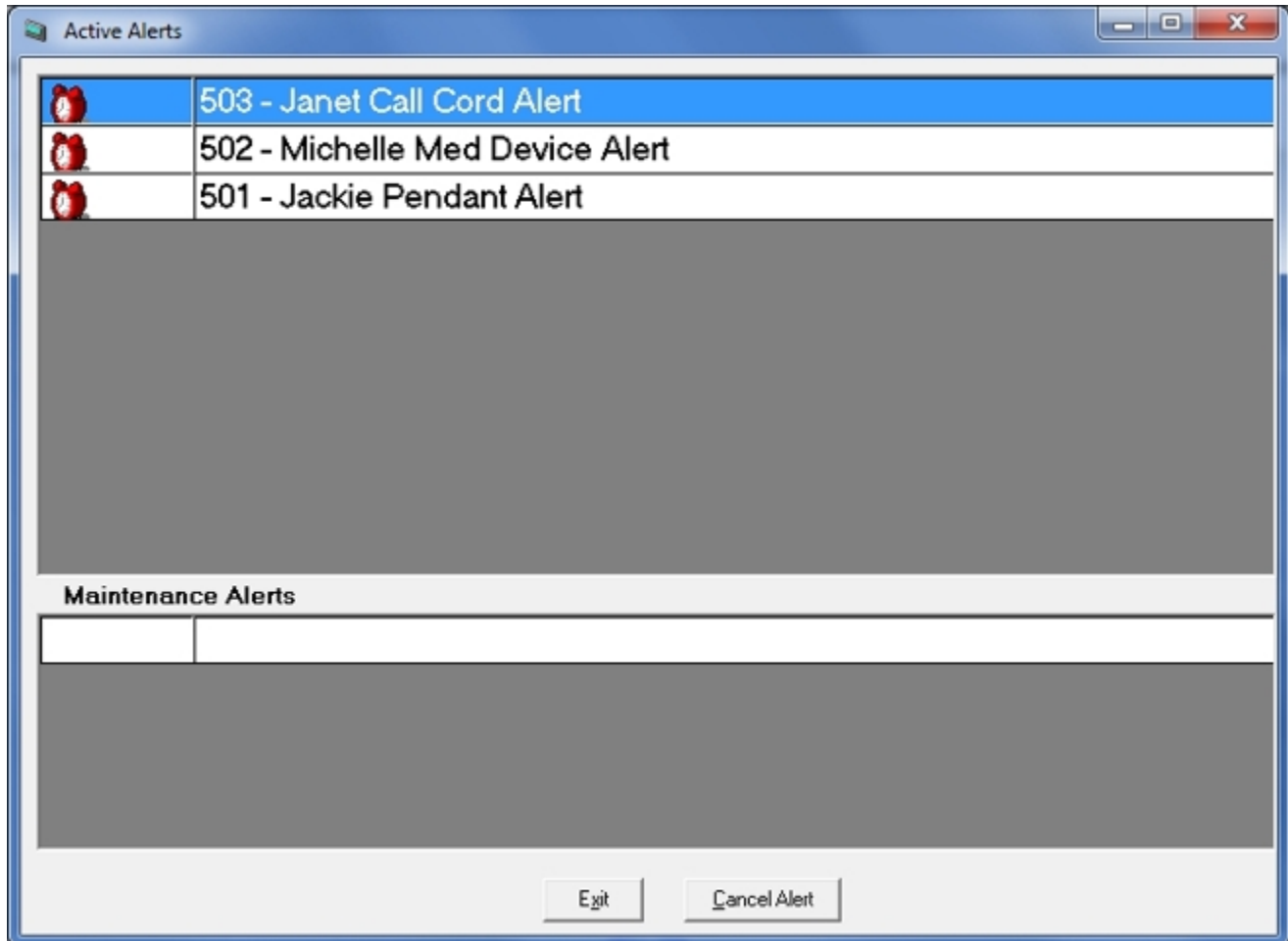


Fig. 63

The Alerts can be "Canceled" by Highlighting the "Line" of the Active Alarm and Click the "Cancel" Button.
See Fig. 64

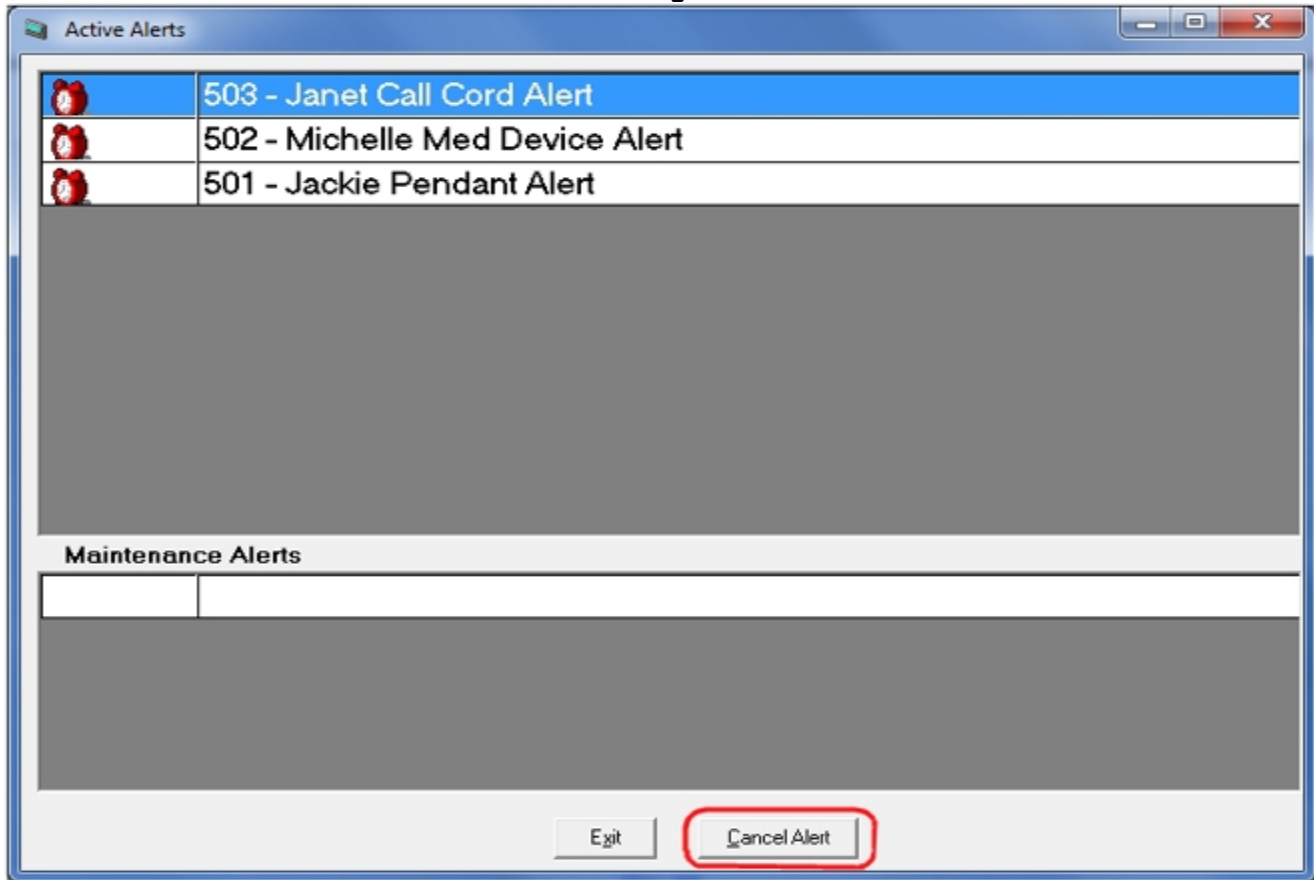
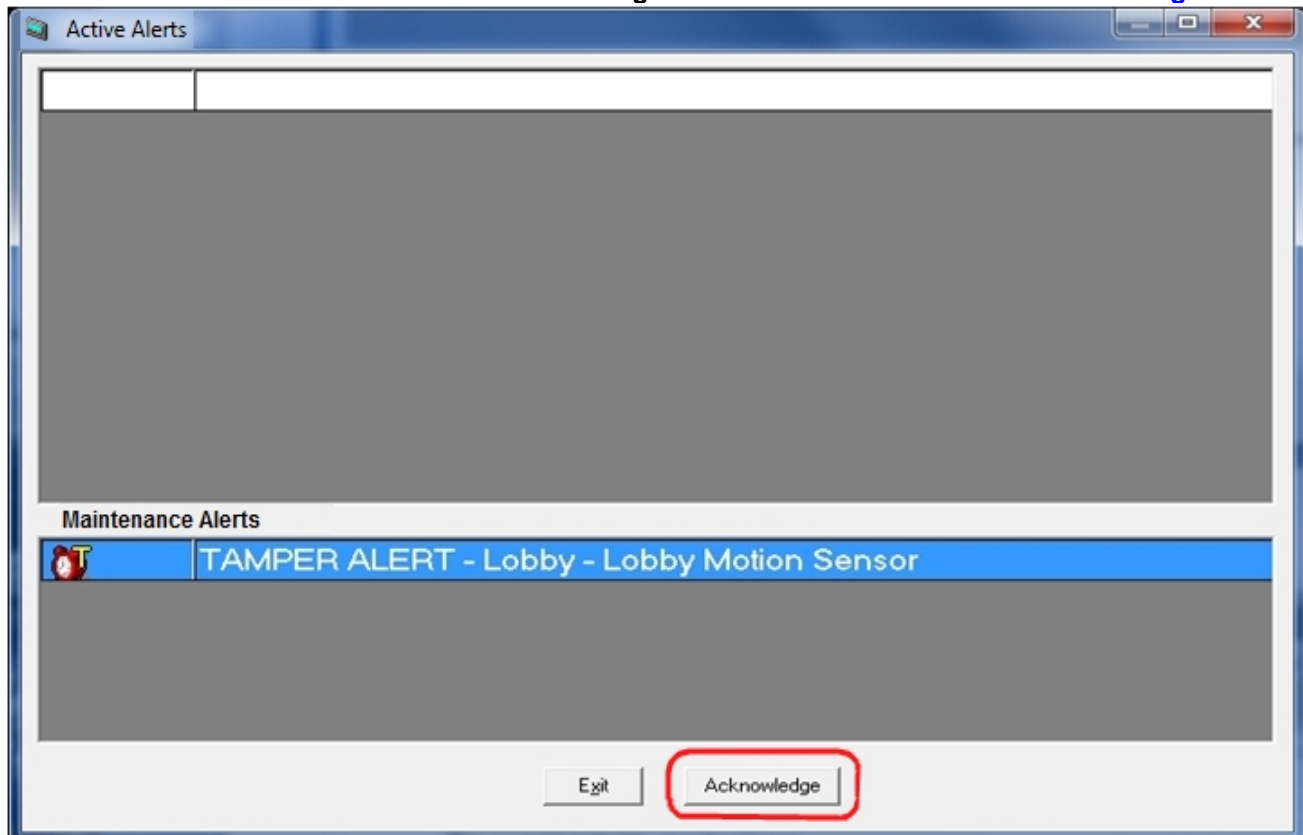


Fig. 64

"Maintenance Alerts" will need to be "Acknowledged" in order to "Cancel" the Alert. See Fig. below...





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Call Manager Software

Call Manager Software: Report Generator - Create and Save Templates

Click on the "Reports" Button, to View the Reports Configuration Screen, as Shown below. See Fig. 66

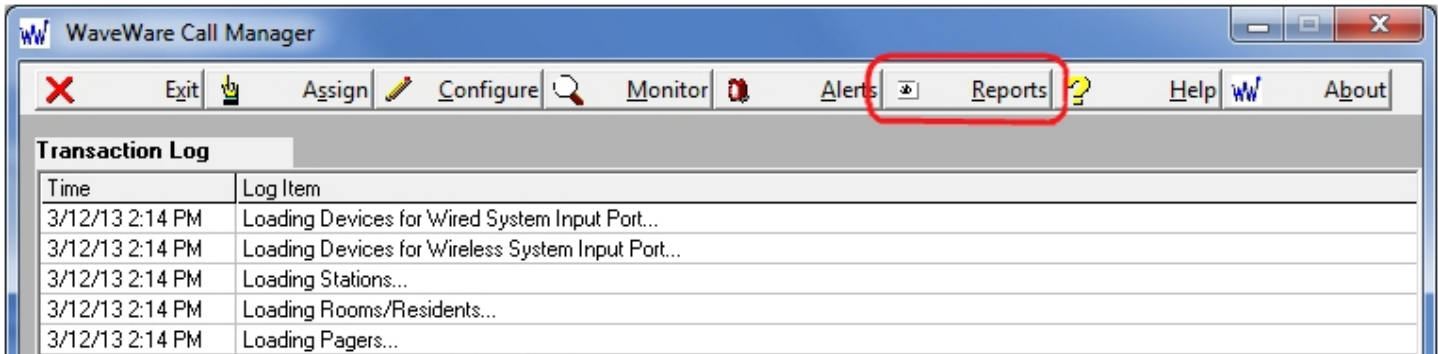


Fig. 66

The Main Reports Screen offers a Variety of Choices for Configuring Specialized Reports. See Pages: 42-43 After Configuring the Report Template, Click the "Save as Template" Button. See Page 43 For more Information.

For Scheduling Reports to be "Emailed" to a Recipient, See Step 14 (Page 35).

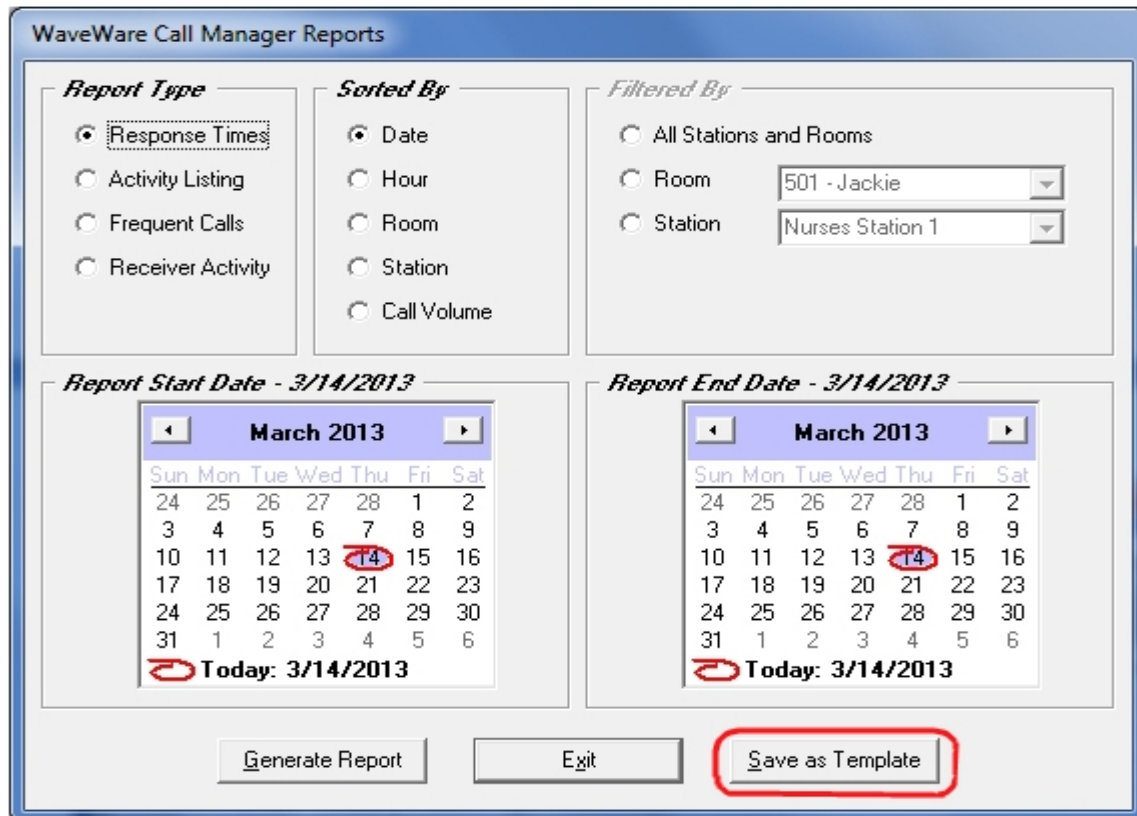


Fig. 67

Report Type

Response Times: **Sort By: Choices of Date, Hour, Room, Station or Call Volume.** See Fig. 68

The screenshot shows the 'WaveWare Call Manager Reports' dialog box. It is divided into three sections: 'Report Type', 'Sorted By', and 'Filtered By'.
- **Report Type:** 'Response Times' is selected with a radio button. Other options are 'Activity Listing', 'Frequent Calls', and 'Receiver Activity'.
- **Sorted By:** 'Date' is selected with a radio button. Other options are 'Hour', 'Room', 'Station', and 'Call Volume'.
- **Filtered By:** 'All Stations and Rooms' is selected with a radio button. Other options are 'Room' (with a dropdown menu showing '850 - Storm') and 'Station' (with a dropdown menu showing 'Therapy Station').

Fig. 68

Activity Listing: **Sort By: "Time of Day" or "Response Time".**
Filtered By: Choices of "All Stations and Rooms" or choose "Room" or "Station". See Fig. 69

The screenshot shows the 'WaveWare Call Manager Reports' dialog box. It is divided into three sections: 'Report Type', 'Sorted By', and 'Filtered By'.
- **Report Type:** 'Activity Listing' is selected with a radio button. Other options are 'Response Times', 'Frequent Calls', and 'Receiver Activity'.
- **Sorted By:** 'Time-of-Day' is selected with a radio button. Other options are 'Response Time'.
- **Filtered By:** 'Room' is selected with a radio button. Other options are 'All Stations and Rooms' and 'Station'. The 'Room' dropdown menu shows '850 - Storm' and the 'Station' dropdown menu shows 'Therapy Station'.

Fig. 69

Frequent Calls: **No Sort or Filter, but Choice of Month and Date.** See Fig. 70 and 70A

The screenshot shows the 'WaveWare Call Manager Reports' dialog box. It is divided into three sections: 'Report Type', 'Sorted By', and 'Filtered By'.
- **Report Type:** 'Frequent Calls' is selected with a radio button. Other options are 'Response Times', 'Activity Listing', and 'Receiver Activity'.
- **Sorted By:** 'Date' is selected with a radio button. Other options are 'Hour', 'Room', 'Station', and 'Call Volume'.
- **Filtered By:** 'All Stations and Rooms' is selected with a radio button. Other options are 'Room' and 'Station'.

Fig. 70

The screenshot shows a calendar for November 2011. The date 11/8/2011 is highlighted with a red circle. Below the calendar, it says 'Today: 11/8/2011'.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Fig. 70A

Report Type - Continued

Receiver Activity: No Sort or Filter, but Choice of Month and Date. See Fig. 71A and 71B

WaveWare Call Manager Reports

Report Type	Sorted By	Filtered By
<input type="radio"/> Response Times	<input checked="" type="radio"/> Date	<input checked="" type="radio"/> All Station
<input type="radio"/> Activity Listing	<input type="radio"/> Hour	<input type="radio"/> Room
<input type="radio"/> Frequent Calls	<input type="radio"/> Room	<input type="radio"/> Station
<input checked="" type="radio"/> Receiver Activity	<input type="radio"/> Station	
	<input type="radio"/> Call Volume	

Fig. 71A

Report Date - 11/8/2011

November 2011						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Today: 11/8/2011

Fig. 71B

Report Date

When a Report for a "Particular Date" is Required: Only the Left Side Calendar is Highlighted and Available. You may go back to a Previous Time and choose the Month and Day. See Fig. 72

Report Date - 10/27/2011

October 2011						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Today: 10/27/2011

Report End Date - N/A

October 2011						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Today: 10/27/2011

Fig. 72

When a Report for a "Range of Dates" is Required: Both the Left and Right Calendars become Available. You may start "Back in Time" to "Present Day" and choose the "Month and Day" for Start and End Times. See Fig. 73

Report Start Date - 11/1/2011

November 2011						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Today: 11/8/2011

Report End Date - 11/8/2011

November 2011						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Today: 11/8/2011

Fig. 73

When All Choices are made and the Template is Complete, Click the “Save as Template” Button.

WaveWare Call Manager Reports

Report Type

- Response Times
- Activity Listing
- Frequent Calls
- Receiver Activity

Sorted By

- Date
- Hour
- Room
- Station
- Call Volume

Filtered By

- All Stations and Rooms
- Room: 501 - Jackie
- Station: Nurses Station 1

Report Start Date - 3/14/2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
24	25	26	27	28	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today: 3/14/2013

Report End Date - 3/14/2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
24	25	26	27	28	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today: 3/14/2013

Generate Report Exit Save as Template

Saving and Naming the Template

Enter a “Template Name” (Ex: Template 3) and Click “OK” to Save the Template.

Save as Report Template

Template Name: Template 3

Report Type: Response

Sort Type: Date

Filter Type: N/A

Current Templates

- Template 1
- Template 2

Delete Checked Templates

OK Cancel

The “Saved” Template will be Shown List under “Current Templates” next time you Open this Window.

Deleting a Template

For any old Templates that are no longer used, you can Place Check Mark next the Template Name and Click on the “Delete Checked Templates” Button.

Generating a Report

When All Choices are made and you are ready to Create the Report, Click on the “Generate Report” Button.
See Fig. 74

The screenshot shows a software interface for generating a report. It features two side-by-side date pickers, both set to March 2013. The left picker is labeled 'Report Start Date - 3/14/2013' and the right is 'Report End Date - 3/14/2013'. Both pickers show a calendar grid with the 14th of March highlighted in red. Below the pickers are three buttons: 'Generate Report' (highlighted with a red box), 'Exit', and 'Save as Template'.

Fig. 74

Below is the Generated Report Screen, Click on the “Print” Button for a Paper Copy. See Fig. 75

The screenshot shows a window titled 'WaveWare Call Manager Report'. The main content is a report titled 'Response Times Report, Sorted by Date' for the period '8/8/2011 through 8/16/2011'. The report is presented as a table with the following data:

Date	Total Calls	Avg Resp Time, min.	1st Shift	2nd Shift	3rd Shift
08/08/11	7	01:23	0/00:00	7/01:23	0/00:00
08/09/11	56	03:32	21/03:11	34/03:32	1/10:32
08/10/11	0	00:00	0/00:00	0/00:00	0/00:00
08/11/11	4	05:39	2/10:06	2/01:12	0/00:00
08/12/11	2	01:11	2/01:11	0/00:00	0/00:00
08/13/11	0	00:00	0/00:00	0/00:00	0/00:00
08/14/11	0	00:00	0/00:00	0/00:00	0/00:00
08/15/11	0	00:00	0/00:00	0/00:00	0/00:00
08/16/11	1	04:10	1/04:10	0/00:00	0/00:00

Below the main table is a summary table:

Totals	1st Shift	2nd Shift	3rd Shift	All Shifts
Avg Resp Time, min.	03:36	03:05	10:32	03:23
Total Calls	26	43	1	70

At the bottom of the window, there are two buttons: 'Print' and 'Exit'.

Fig. 75

Assign Window is Next



WaveWare Technologies, Inc.

"We Deliver Information at the Speed of Light"



Call Manager Software

Call Manager Software: *Assign Window*

For Wireless Call Devices

Click on the "Assign" Button to View the Assign Wireless Call Devices Screen

Time	Log Item
3/12/13 2:14 PM	Loading Devices for Wired System Input Port...
3/12/13 2:14 PM	Loading Devices for Wireless System Input Port...
3/12/13 2:14 PM	Loading Stations...
3/12/13 2:14 PM	Loading Rooms/Residents...
3/12/13 2:14 PM	Loading Pagers...
3/12/13 2:14 PM	Loading Station/Pager Relationships...
3/12/13 2:14 PM	Loading Station/Room Relationships...
3/12/13 2:14 PM	Loading Device Types...
3/12/13 2:14 PM	Loading Receivers...
3/12/13 2:14 PM	Loading Report Templates...
3/12/13 2:14 PM	Logging Mode Activated
3/12/13 2:14 PM	Opened Log File - 031213.log
3/12/13 2:14 PM	Application Started - 031213.log
3/12/13 2:14 PM	Activating TAP on Input 1
3/12/13 2:14 PM	Opened CDM Port 4, Settings: 9600,n,8,1 for Input 1
3/12/13 2:14 PM	Activating Inovonics on Input 2
3/12/13 2:14 PM	Opened CDM Port 1, Settings: 9600,n,8,1 for Input 2
3/12/13 2:14 PM	Serial Port TAP Protocol Output Activated
3/12/13 2:14 PM	Opened CDM Port 8, Settings: 9600,n,8,1 for TAP Protocol Serial Port Output
3/12/13 2:14 PM	System Successfully Started
3/12/13 2:14 PM	INITIALIZING INOVONICS (tm) RECEIVER ON CDM 1
3/12/13 2:14 PM	Inovonics (tm) Receiver Initialized

No Activity on Input #2 - INOVONICS

This Feature is to allow a "User" the Ability to "Assign" and to "Un-Assign" or "Re-Assign" a Room to a Call Device, without the need of having Access to the Main Configuration Screens.

This Protects the System from becoming Corrupt by an Accidental Change to Important Settings/Configurations.

NOTE: You Must use the Password Feature in General Settings Step 14 (Page 37) for this to be Effective. You Do Not have to use Passwords, but it is Strongly Suggested that you do so.

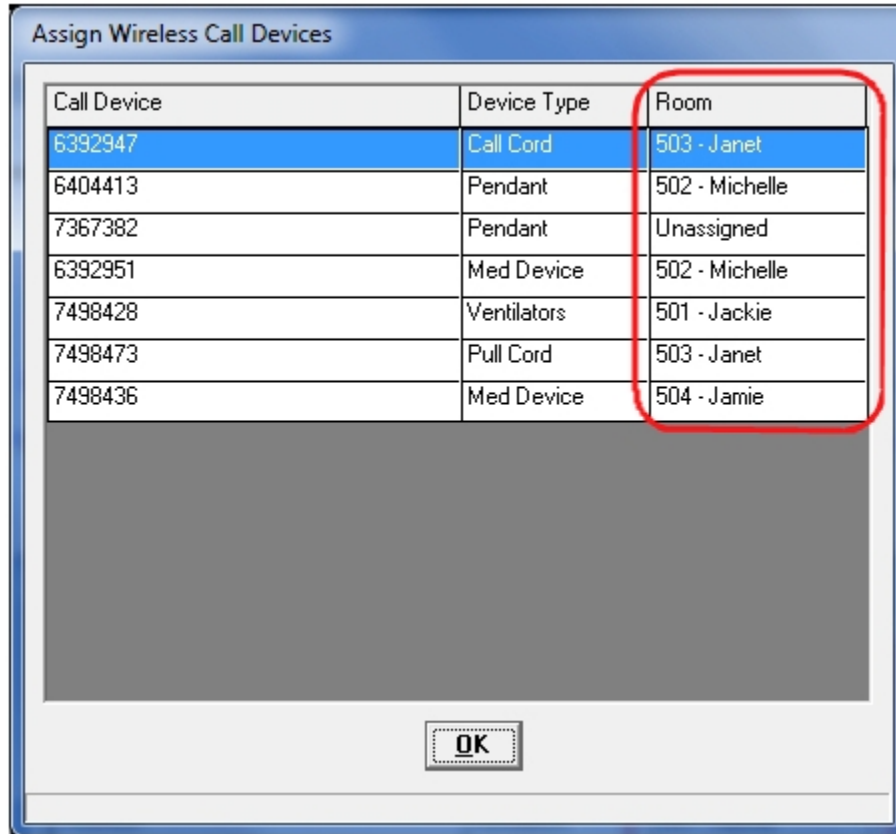
Assign Window Continues on Next Page...

Assign Window - *Continued*

For Wireless Call Devices

In this Screen, you have the Ability to Change the Room Assignment.

You may “Un-Assign” or “Re-Assign” the Call Device to another Room Number / Resident.

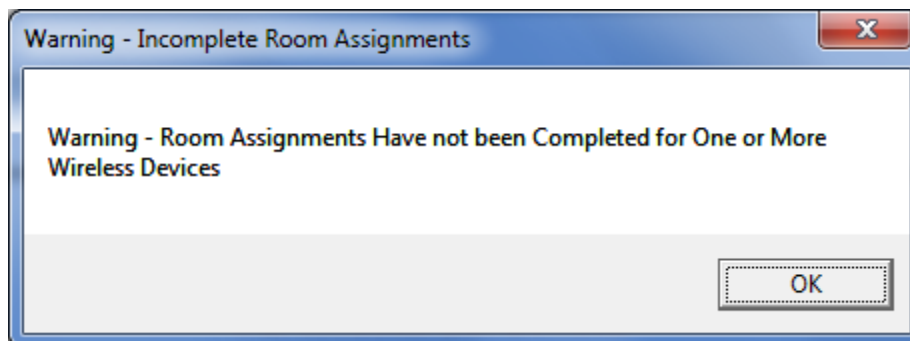


Call Device	Device Type	Room
6392947	Call Cord	503 - Janet
6404413	Pendant	502 - Michelle
7367382	Pendant	Unassigned
6392951	Med Device	502 - Michelle
7498428	Ventilators	501 - Jackie
7498473	Pull Cord	503 - Janet
7498436	Med Device	504 - Jamie

OK

Click on the “Room” Field and use the Drop down List to choose a “Room Number / Resident”.
Rooms and Residents are Configured in Step 8 (Page 22).

If you leave a Room “Un-Assigned” you get this Warning Window. It is just a “Reminder”, you can Click “OK”.



Warning - Incomplete Room Assignments

Warning - Room Assignments Have not been Completed for One or More Wireless Devices

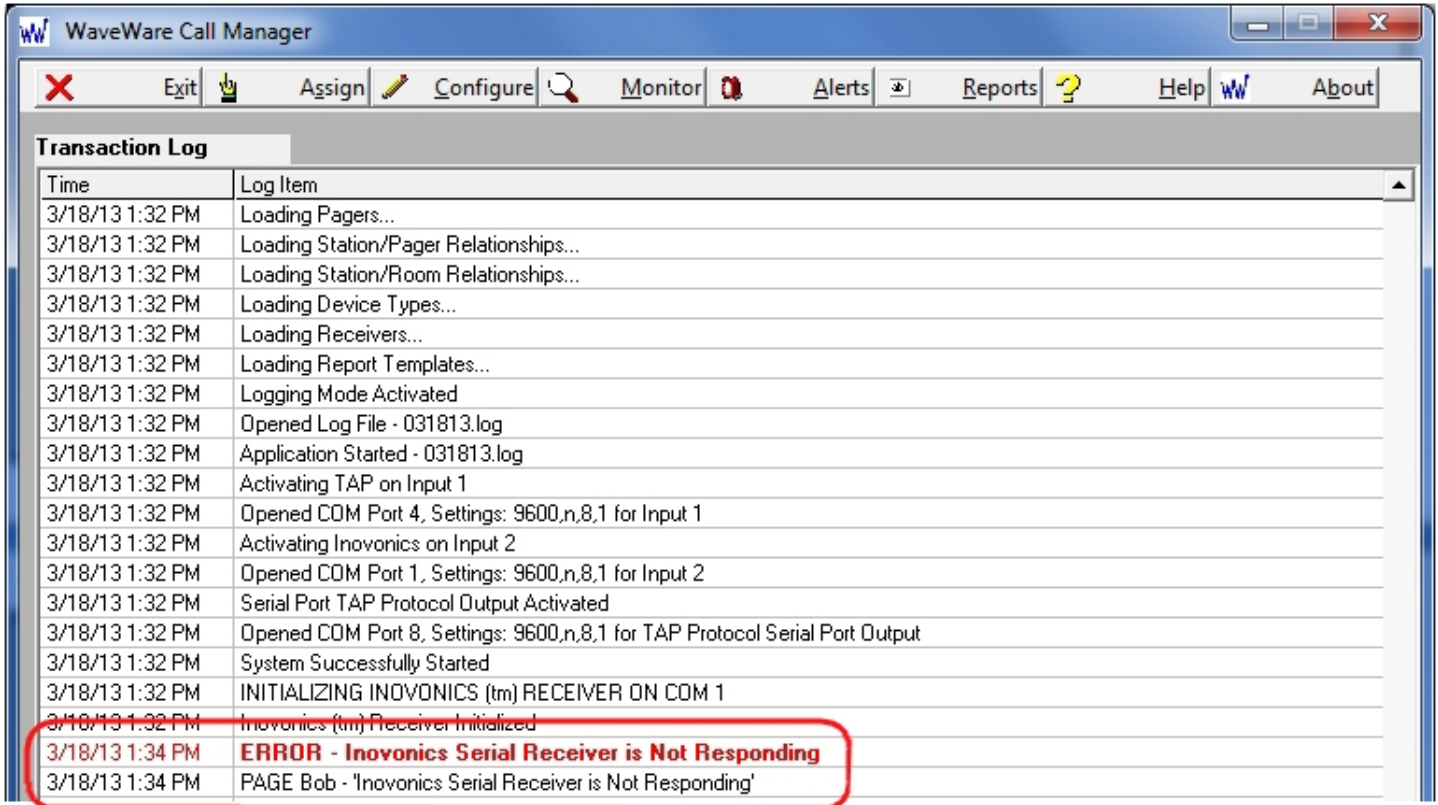
OK

NOTE:

To Add a New Pendant or other Call Device, you would need to go to Step 9, in the Main Configuration Screens.
See Page 24

Troubleshooting Error Messages is Next...

Troubleshooting – Inovonics Central Receiver



The screenshot shows the WaveWare Call Manager interface with a Transaction Log window. The log contains several entries, with the following error message highlighted by a red box:

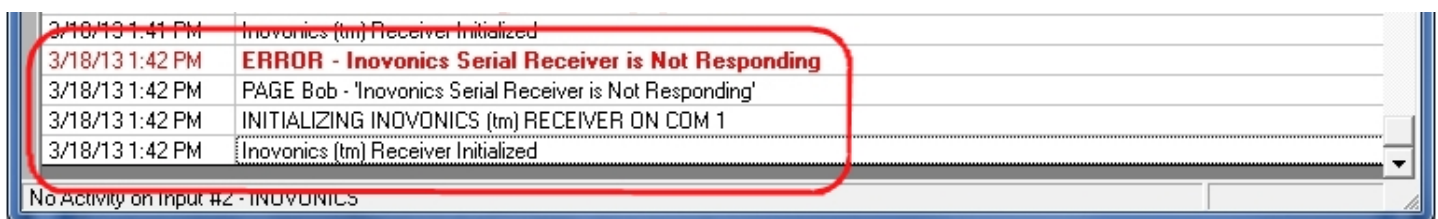
Time	Log Item
3/18/13 1:32 PM	Loading Pagers...
3/18/13 1:32 PM	Loading Station/Pager Relationships...
3/18/13 1:32 PM	Loading Station/Room Relationships...
3/18/13 1:32 PM	Loading Device Types...
3/18/13 1:32 PM	Loading Receivers...
3/18/13 1:32 PM	Loading Report Templates...
3/18/13 1:32 PM	Logging Mode Activated
3/18/13 1:32 PM	Opened Log File - 031813.log
3/18/13 1:32 PM	Application Started - 031813.log
3/18/13 1:32 PM	Activating TAP on Input 1
3/18/13 1:32 PM	Opened COM Port 4, Settings: 9600,n,8,1 for Input 1
3/18/13 1:32 PM	Activating Inovonics on Input 2
3/18/13 1:32 PM	Opened COM Port 1, Settings: 9600,n,8,1 for Input 2
3/18/13 1:32 PM	Serial Port TAP Protocol Output Activated
3/18/13 1:32 PM	Opened COM Port 8, Settings: 9600,n,8,1 for TAP Protocol Serial Port Output
3/18/13 1:32 PM	System Successfully Started
3/18/13 1:32 PM	INITIALIZING INOVONICS (tm) RECEIVER ON COM 1
3/18/13 1:32 PM	Inovonics (tm) Receiver Initialized
3/18/13 1:34 PM	ERROR - Inovonics Serial Receiver is Not Responding
3/18/13 1:34 PM	PAGE Bob - 'Inovonics Serial Receiver is Not Responding'

Error Message – “ERROR – Error Initializing Inovonics Receiver” Occurs when:

- 1- The Central Receiver has Lost Power (Unplugged from Outlet or UPS Failure)
- 2- The Central Receiver’s Serial Connection has been Lost (Disconnected or Wrong Com Port Assignment)

The System will send out an Alert Message to the “Maintenance” Pager.

After Power or the Serial Connection has been “Restored”, you will see the Log: “Inovonics Receiver Initialized”.

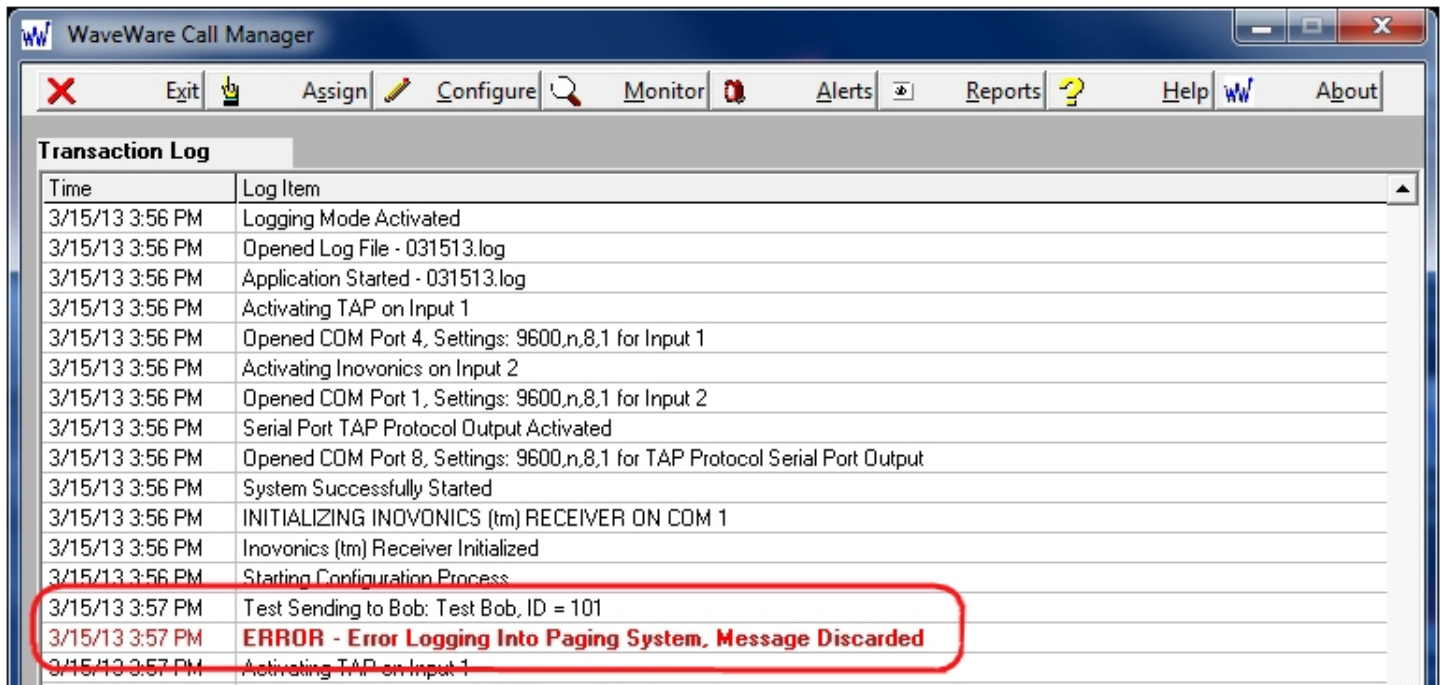


The screenshot shows the WaveWare Call Manager interface with a Transaction Log window. The log contains several entries, with the following error message highlighted by a red box:

3/18/13 1:41 PM	Inovonics (tm) Receiver Initialized
3/18/13 1:42 PM	ERROR - Inovonics Serial Receiver is Not Responding
3/18/13 1:42 PM	PAGE Bob - 'Inovonics Serial Receiver is Not Responding'
3/18/13 1:42 PM	INITIALIZING INOVONICS (tm) RECEIVER ON COM 1
3/18/13 1:42 PM	Inovonics (tm) Receiver Initialized

No Activity on Input #2 - INOVONICS

Troubleshooting – Paging System



The screenshot shows the WaveWare Call Manager interface. The 'Transaction Log' window is open, displaying a list of log entries. The entry for '3/15/13 3:57 PM' with the message 'ERROR - Error Logging Into Paging System, Message Discarded' is highlighted with a red oval. The menu bar includes Exit, Assign, Configure, Monitor, Alerts, Reports, Help, and About.

Time	Log Item
3/15/13 3:56 PM	Logging Mode Activated
3/15/13 3:56 PM	Opened Log File - 031513.log
3/15/13 3:56 PM	Application Started - 031513.log
3/15/13 3:56 PM	Activating TAP on Input 1
3/15/13 3:56 PM	Opened COM Port 4, Settings: 9600,n,8,1 for Input 1
3/15/13 3:56 PM	Activating Inovonics on Input 2
3/15/13 3:56 PM	Opened COM Port 1, Settings: 9600,n,8,1 for Input 2
3/15/13 3:56 PM	Serial Port TAP Protocol Output Activated
3/15/13 3:56 PM	Opened COM Port 8, Settings: 9600,n,8,1 for TAP Protocol Serial Port Output
3/15/13 3:56 PM	System Successfully Started
3/15/13 3:56 PM	INITIALIZING INOVONICS (tm) RECEIVER ON COM 1
3/15/13 3:56 PM	Inovonics (tm) Receiver Initialized
3/15/13 3:56 PM	Starting Configuration Process
3/15/13 3:57 PM	Test Sending to Bob: Test Bob, ID = 101
3/15/13 3:57 PM	ERROR - Error Logging Into Paging System, Message Discarded
3/15/13 3:57 PM	Activating TAP on Input 1

Error Message – “ERROR – Error Logging Into Paging System, Message Discarded” Occurs when:

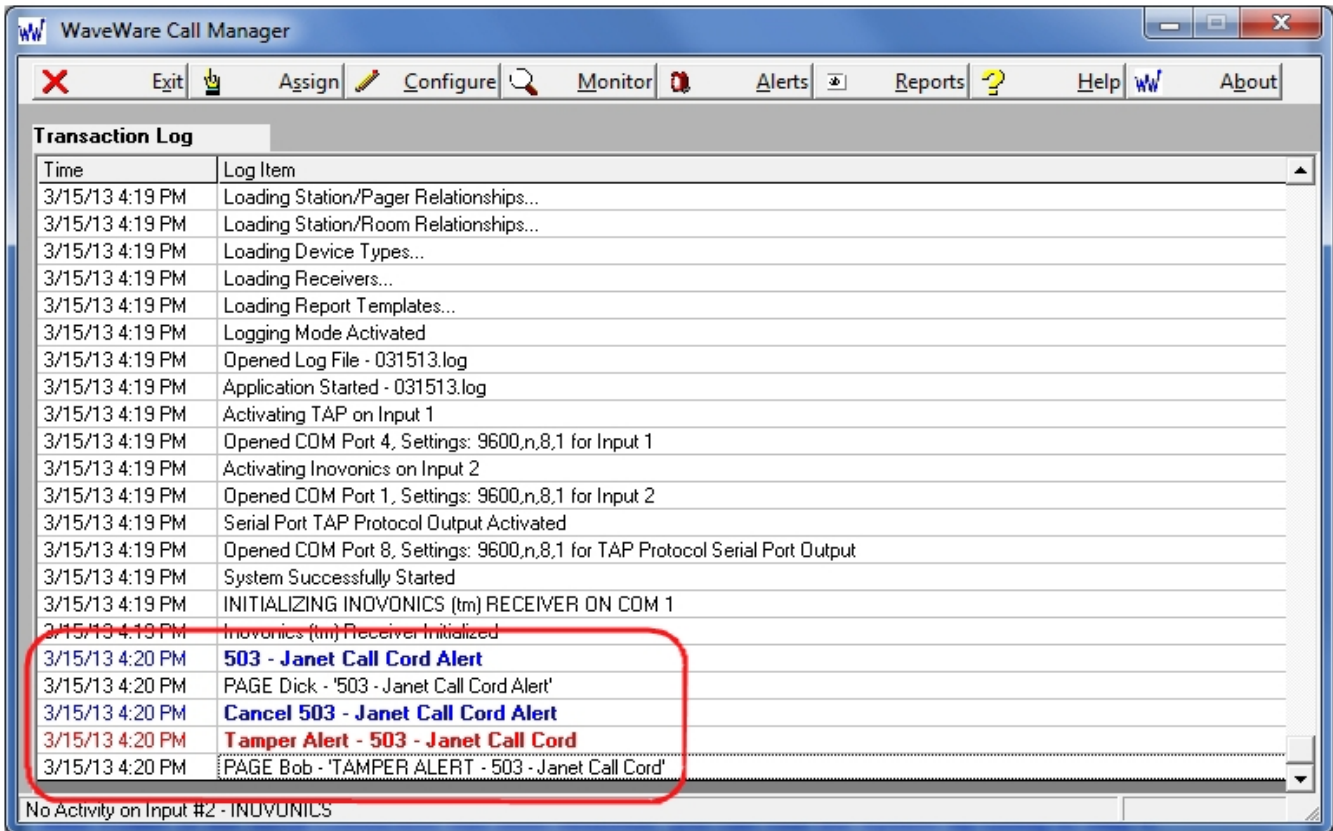
- 1- The Paging System has Lost Power (Unplugged from Outlet or UPS Failure)
- 2- The Paging System’s Serial Connection has been Lost (Disconnected or Wrong Com Port Assignment)

Since the Paging System is having an issue, the System is **“Not”** able to send out an Alert Message.

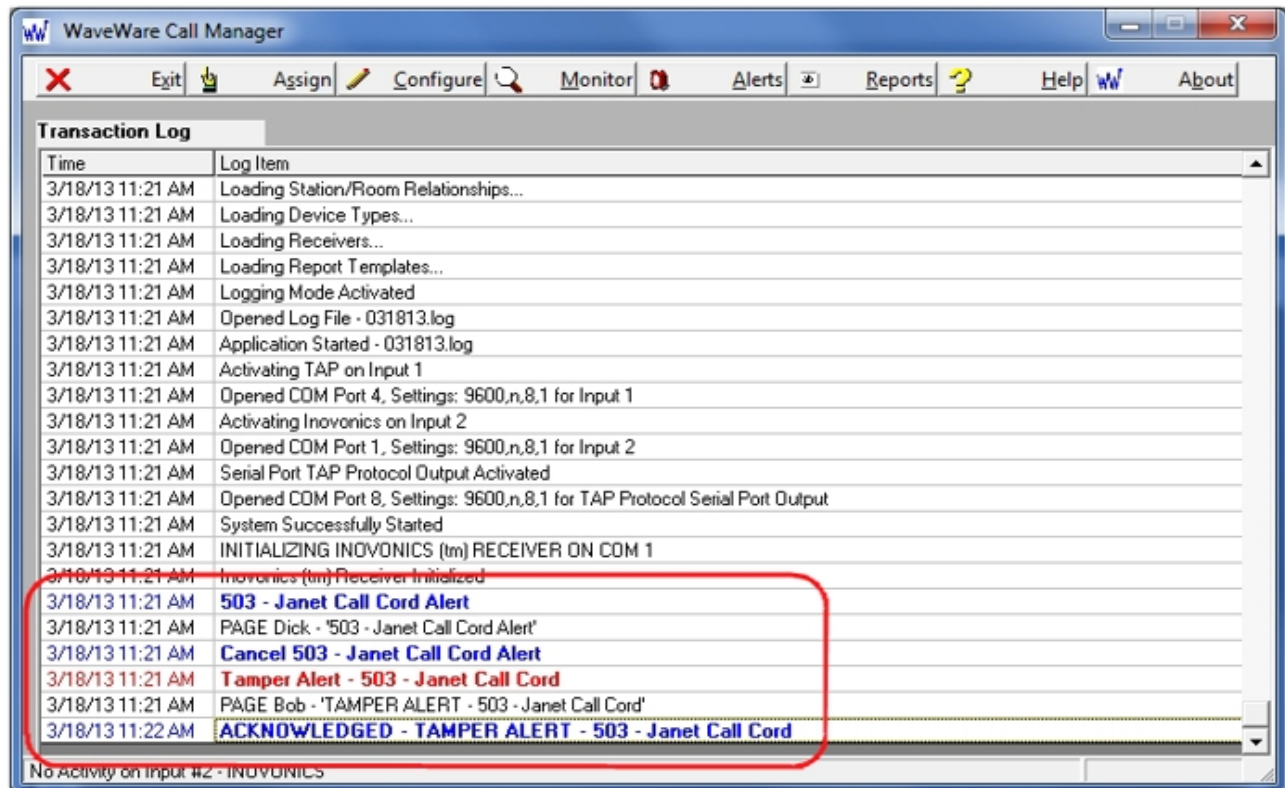
After Power or Serial Connection has been **“Restored”**, you can Test the System by Going to Step 6 (Page 19).

Highlight a **“Recipient”** that has been **“Assigned to a Pager”** and Click the **“Test”** Button, or **“Trigger”** an Alert.

Troubleshooting – Tamper Alert



Alert Message – “**Tamper Alert – 503 – Janet Call Cord**” is Stating that Room 503 has a Problem with the Call Cord and should be Check. The System will Page the “Message Recipient” Associated with this Room and the Pager Assign to “Maintenance”. This Same Alert Message will be shown in the Alerts Screen under Maintenance Alerts, (See Page 40).



When Maintenance Alerts are “Acknowledged” to be “Removed” from the “Active Alerts Screen”, the “Acknowledgement” is shown in the “Transaction Log” as shown above.

This Ends the Call Manager Manual

Please Contact your “**Software Dealer**” for Assistance or Questions.

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Call Manager Software: Developed by WaveWare Technologies, Inc.

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