WaveWare Technologies, Inc.

"We Deliver Information at the Speed of Light"

Zone Manager Software

Zone Manager Manual

WaveWare Website: www.WirelessMessaging.com

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Zone Manager Software

Software Overview

WaveWare Zone Manager allows you to Monitor a Serial Port for TAP Protocol Alarm Messages and Dynamically Route the Message to the Appropriate Staff Pager, or Group of Pagers, Based upon Key String Matching in the Pager Message. A Staff List is Defined, where a Particular Staffer Name is Associated with a Pager Number.

Zones are Defined, where a Pager or Group of Pagers can be Associated with a Key String (Room Number), Allowing a Message containing a Matching Key String to be Routed to all Associated Zones in the Zone List.

> ➢ **In the Zone List, Staff Groups can be Defined to Support Group Paging.**

> ➢ **The Zone List and the Staff List can be Edited at any Time, and Printed.**

> ➢ **Lists can be Sorted by Clicking on Grid Headers.**

> ➢ **Zone Manager Logs System Activity.**

Manual Overview

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

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 Desktop Windows OS PC's

Desktop PC Requirements:

The Minimum Hardware Requirements for use with WaveWare Software are:

***"Desktop"* PC Model with…**

Windows XP Pro SP2 and SP3 and Windows 7 Pro SP1

1+ GHz Processor

10+ GB Hard Drive

1+ GB Memory

2+ RS-232 Serial Com Ports

1 Ethernet Port

1 CD-ROM

Next: Zone Manager Registration and Activation Information

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 Trial 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 Desktop Server, per Purchase.

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

IMPORTANT

WaveWare Software "Requires" Administrator Privileges to work properly.

We Do NOT Support Multiple User Log-ins.

Important - Required Information:

The Dealer's Purchase Order Must Include the Customer (End User) Company Name as "Required" Information when Ordering WaveWare software.

This same Information along with the "Version Number" of the Software being installed is also "Required" when sending an Email with the "Request" a Key or the Activation Key will be Delayed.

Any Questions…

Users please call your Software Dealer who sold you the Zone Manager Software, for Support.

Dealers please call Technical Support at: 1.800.373.1466 or support@wirelessmessaging.com

Next: How to Install and Activate our Zone Manager Software

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Zone Manager Software

Installation and Activation

Download Zone Manager from WaveWare Website

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

Be sure to Download and Save the Software to a Folder and keep for any Future re-installs.

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

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

Zone Manager

Windows 32 Bit
Version 1.0.10

WaveWare Zone Manager

Monitor Nursecall System Messages for Room/Bed Number and Route Paging
Messages to Assigned Staff

www.WirelessMessaging.com

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WaveWare Technologies, Inc.
Dallas, Texas, USA

Registering/Activating Zone Manager Software

**After Installing the Zone Manager Software, Start the Software for the First time.
You should see the "Register WaveWare Zone Manager" Icon in the Center of the Screen.**

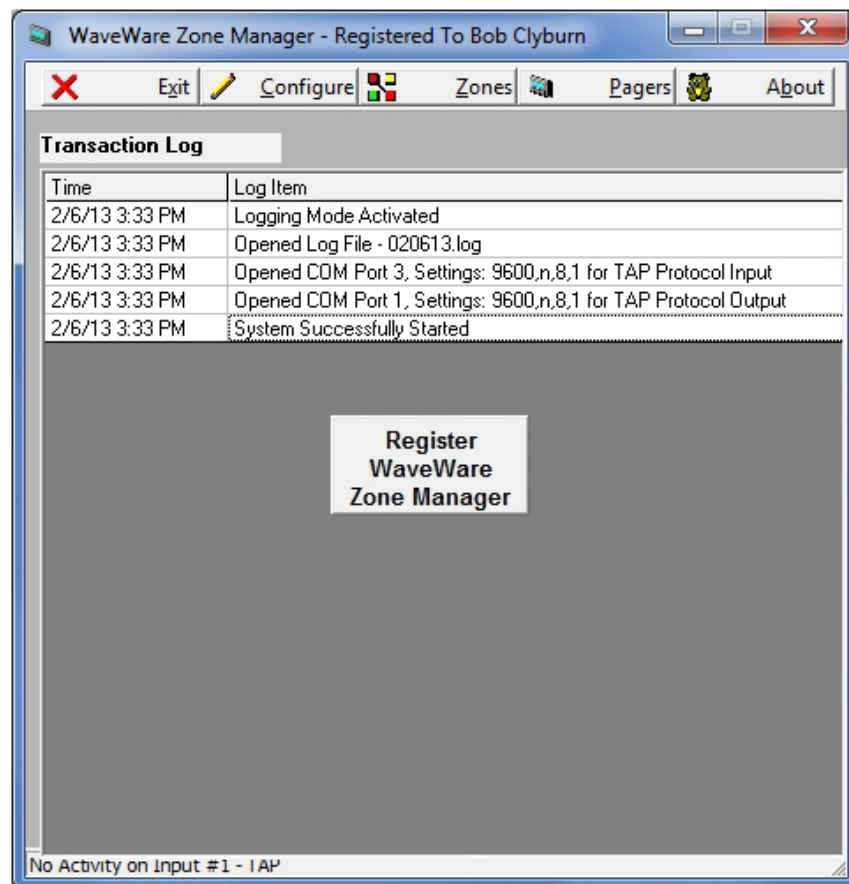**Click, on the "Register" Icon. See Fig. 1**

Fig. 1

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.

Registration – Continued

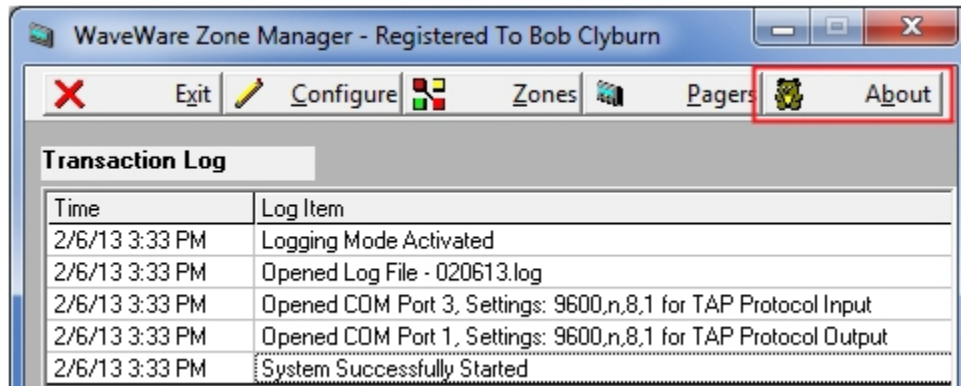**On the main "Zone Manager Software" Screen, Click on the "About" Button, as Shown below. See Fig. 2**

Fig. 2   Click on "About"

Next, Click on the "Registration" Button. See Fig. 3

Fig. 3   Click on "Registration"

Next: Instructions for Registering our Zone Manager Software

Requesting an Activation Key for Zone Manager

Send an Email to sales@wirelessmessaging.com with your Request for an Activation Key.

Email Must Include:

Example…

1- **Who you are and the Company you work for. (EX: Bob with Texas Pagers)**
2- **The End User Company Name. (EX: WaveWare Technologies)**
3- **The Name of the Software you want to Activate. (EX: Zone Manager)**
4- **The Version of the Software that was installed. (EX: v1.0.10)**

WaveWare will Reply back with a Registration / Activation Key along with the Information that Must be Entered.

You MUST Enter All the Information Exactly, as given to you, into the Proper Fields, for the Activation to work.

Suggestion: Best to simply Copy / Paste All the Information into the Proper Fields.

Information you will be sent: Example…

1- **Name: Texas Pagers**
2- **Company Name (or Expiration Date): WaveWare Technologies (Note: If a Trial Key, this would be a Date)**
3- *** The Code to be Entered: SpfjfqXZaZKpfZKi**

* Note: The Code Entered Automatically Changes to Asterisks and so cannot be seen. See Fig. 4

After Entering All the Information, Click OK. See Fig. 4

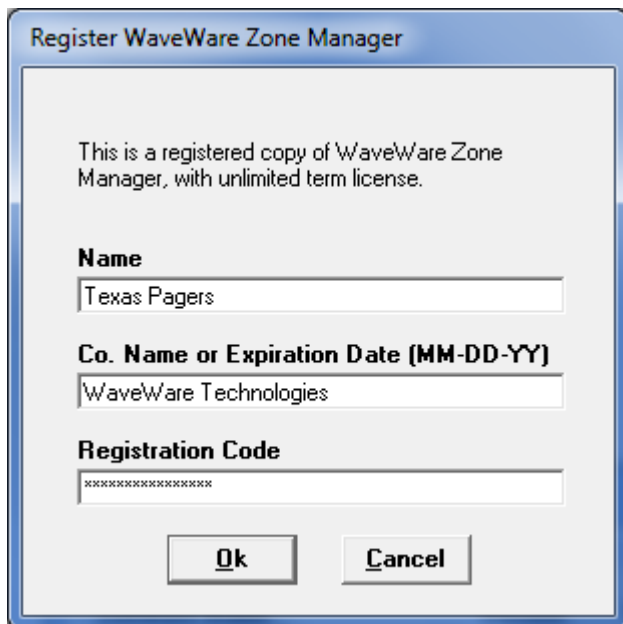**You should new see a "Registration Successful" Screen, Click OK. See Fig. 5**

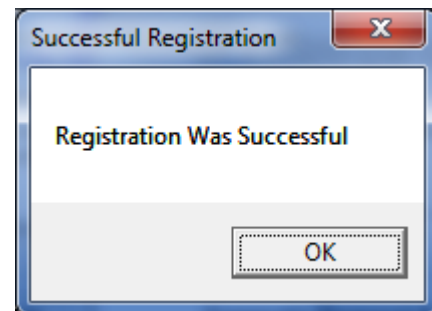Fig. 4   Enter All the "Information"

Fig. 5   Click "OK".

If you Do Not have Email or Internet on the Desktop Server, simply Copy and Paste the Request Key into a Text File or Word Document. Copy that File onto a Thumb Drive and take to a PC that has Email and send it us as that method: Send to: Sales@WirelessMessaging.com and Give all the Information as Required.

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.

Configuring the Zone Manager Software

This covers the Basic Setup and Configuration of Zone Manager.

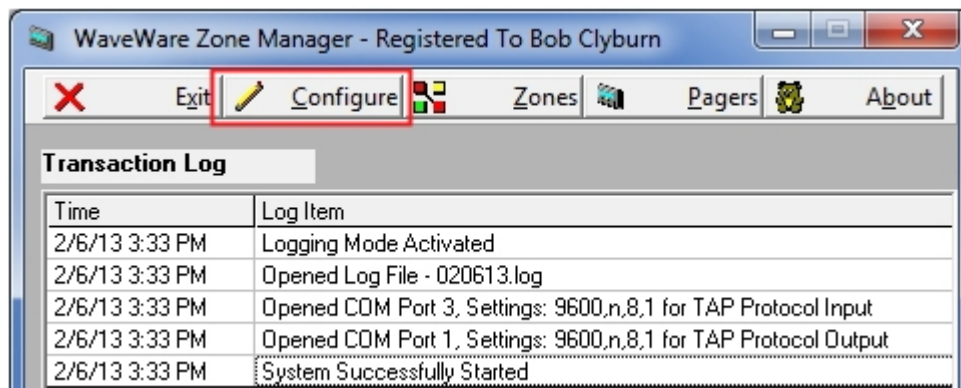**Click on the "Configure" Button to start the Configuration Process, as Shown below. See Fig. 6**

Fig. 6   Click the "Configure"

You will be asked if you are sure, as the Serial Data Processing is "Disabled" During the Configuration Process.

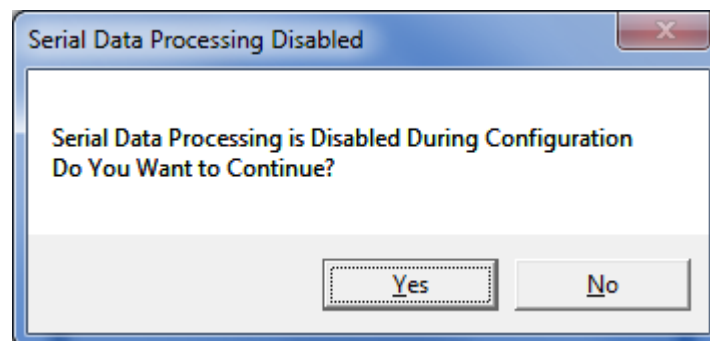**Click "Yes" to Continue. See Fig. 7**

Fig. 7   Click "Yes"

Configure Com Ports - Input

Fig. 8 –
Check Mark the Boxes of the Selections you wish to use:
- Process All Room# Matches on the Zones List
- Log Transactions (Default is Checked)
- Prompt for Config Password 'admin'

To Setup the Input Port:
- Click on the "Configure Input COM Port" Button.

Fig. 9 –
Other Configuration:
- Message Handling Parameters (Defaults Shown)
- Pin Field Editing Options (Defaults Shown)
- Supervisory Monitoring (Default Shown)

For Com Port Properties:
- Click on the "Configure Port" Button

Fig. 10 –
Choose:
- Com Port Number (The Port Attached to the Nurse Call)
- Port Speed - Baud Rate (Default Shown)
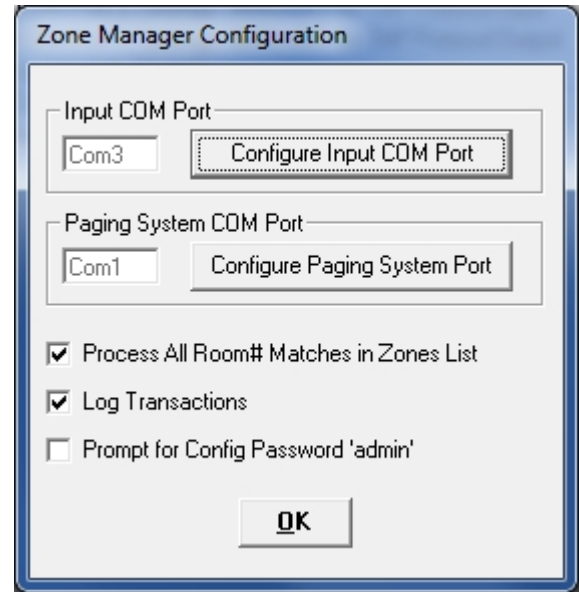**- Data Bits, Parity and Stop Bits (Defaults Shown)**
- Flow Control (Default Shown)

Fig. 8

Click "Configure Input COM Port".
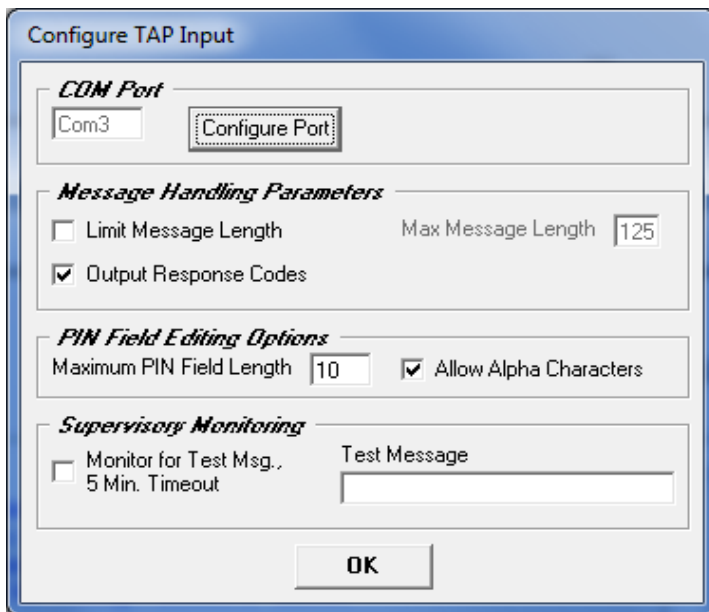
Click "OK" if Finished.
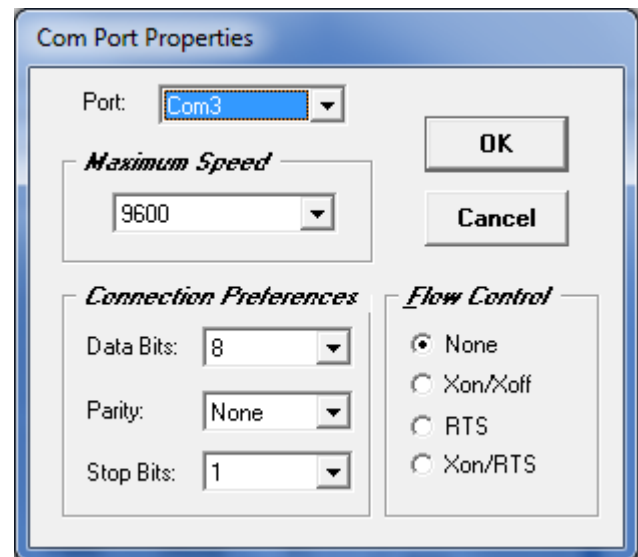
Fig. 9

Click "Configure Port".

Fig. 10

Choose "Com Port" and Settings and Click "OK".

Zone Manager Searches for Available "Serial" RS-232 Com Ports. If you do not see the Com Port you are trying to Connect to, it may be already in use by this Software or by another Program.
Note: The Zone Manager Software cannot Share a Com Port.

Next: Configure Com Ports – Output

Configure Com Ports - Output

Fig. 11 –
Check Mark the Boxes of the Selections you wish to use:
- Process All Room# Matches on the Zones List
- Log Transactions (Default is Checked)
- Prompt for Config Password 'admin'

To Setup the Output Port:
- Click on the "Configure Paging System Port" Button.

Fig. 12 –
Routing for Undefined Room# Values, Choose:
- Discard
- Pass with Original Pager Number (Default Shown)

For Com Port Properties:
- Click on the "Configure Port" Button

Fig. 13 –
Choose:
- Com Port Number (The Port Attached to the Paging System)
- Port Speed - Baud Rate (Default Shown)
- Data Bits, Parity and Stop Bits (Defaults Shown)
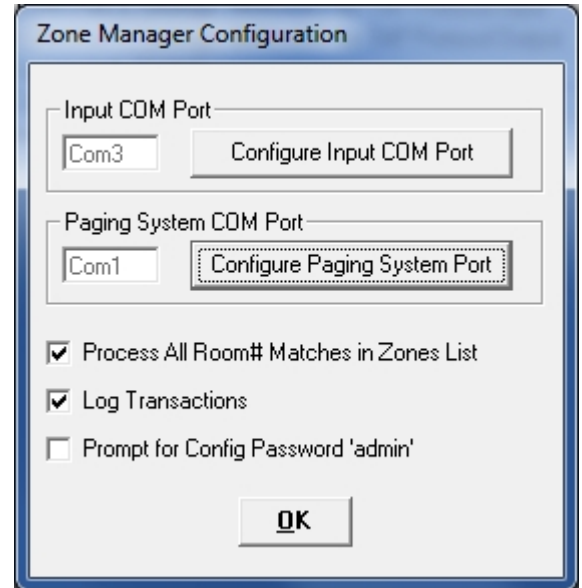**- Flow Control (Default Shown)**

Fig. 11

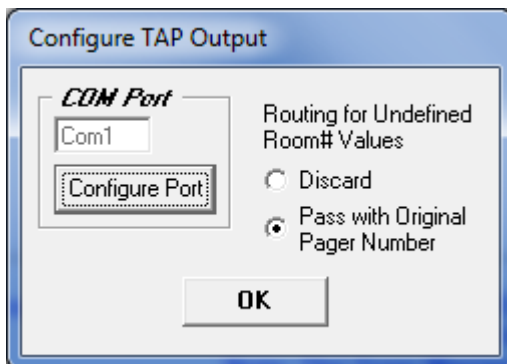**Click "Configure Paging System Port".**

Click "OK" when Finished.
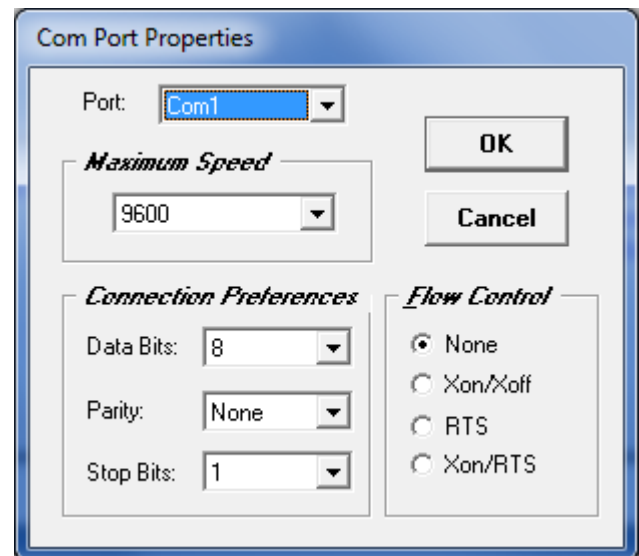
Fig. 12

Click "Configure Port".

Fig. 13

Choose "Com Port" and Settings and Click "OK".

Zone Manager Searches for Available "Serial" RS-232 Com Ports. If you do not see the Com Port you are trying to Connect to, it may be already in use by this Software or by another Program.
Note: The Zone Manager Software cannot Share a Com Port.

Next: Configure– Pagers / Staff

Configure - Pagers - Staff

Click on "Pagers" to Assign Pager Numbers to the Staff Members, as Shown below. See Fig. 14

Fig. 14　　**Click on "Pagers"**
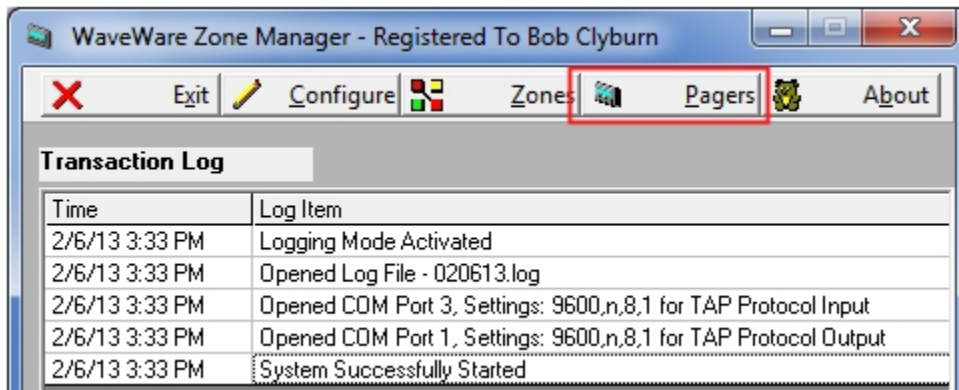

To Assign a Pager to a Staff Member, Click the "Add" Button. See Fig. 15
Click "Exit" when Finished.

Enter the Staff Member's Name and the Assigned Pager Number, and Click Add. See Fig. 16
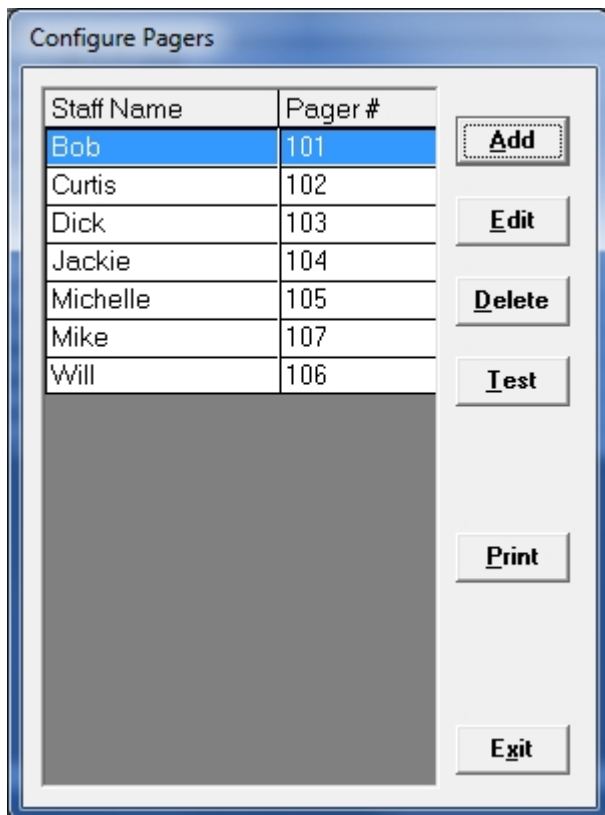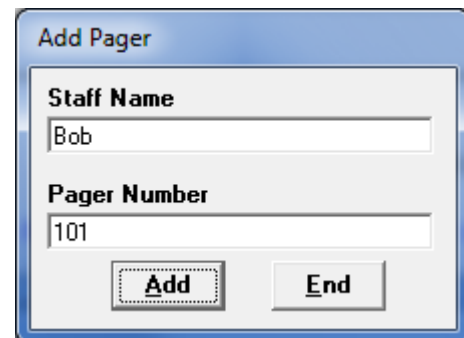**Click "End" when Finished.**

Fig. 15

Fig. 16

Enter "Staff Name and Pager ID".
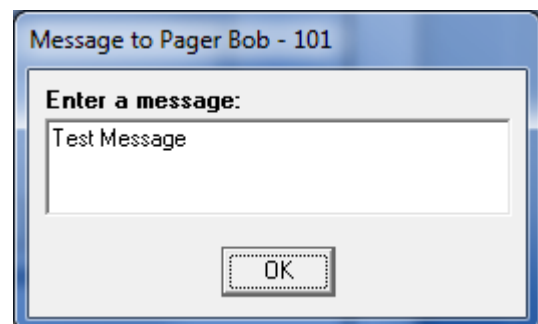**Then, Click "Add".**

Fig. 17

To Configure Pagers, Click the "Add" Button.

Type in a "Test Message" and Click "OK".

To Check the Assignments, Highlight the Name/Pager Number and Click the "Test" Button. See Fig. 15
Enter a Message to Send and Click "OK". See Fig. 17

Click the "Print" Button for a Hard Copy of the List.

Configure Zones and Groups

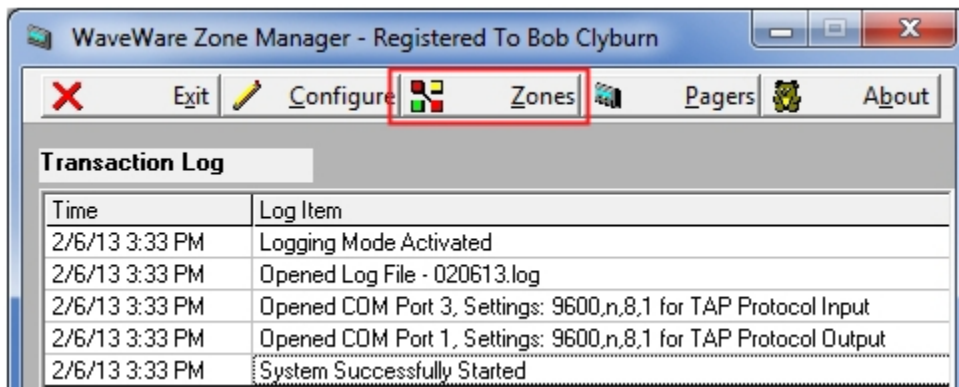**Click on "Zones" to Assign Room Numbers to the Staff Members (or to a Group), as Shown below. See Fig. 18**

Fig. 18   Click on "Zones"

To Assign a Room Number to a Staff Member, Click the "Add" Button. See Fig. 19

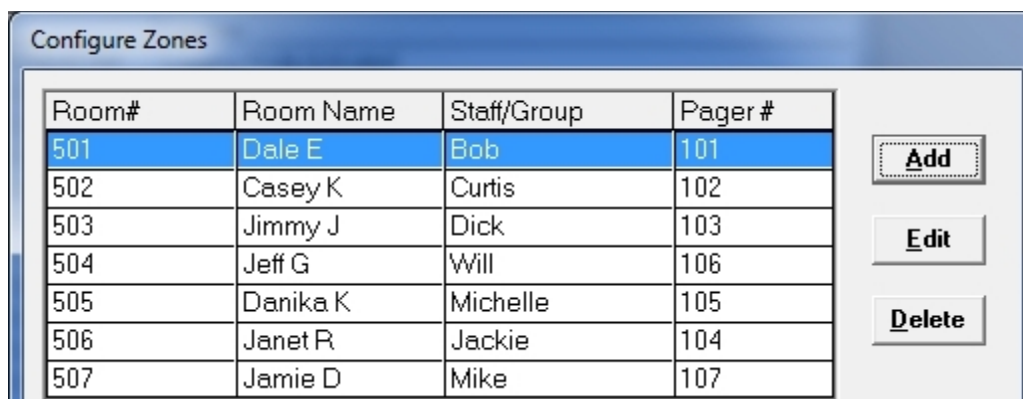**To Make Changes, Highlight the Room Number and Choose to Edit or Delete Information as Required.**

Configure Zones

Room#	Room Name	Staff/Group	Pager #
501	Dale E	Bob	101
502	Casey K	Curtis	102
503	Jimmy J	Dick	103
504	Jeff G	Will	106
505	Danika K	Michelle	105
506	Janet R	Jackie	104
507	Jamie D	Mike	107

Add

Edit

Delete

Fig. 19   Click the "Add"

Click "Exit" when Finished, (Not Shown).

Enter the Room Number and Room Name and Choose the Staff Member or Group, and Click "Add". See Fig. 20
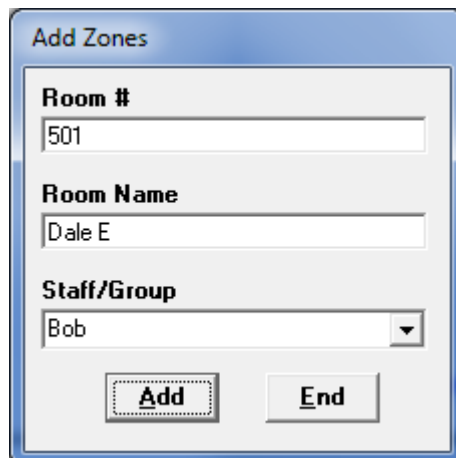

Add Zones

Room #
501

Room Name
Dale E

Staff/Group
Bob

Add   End

Fig. 20   Click "Add" and Click "End" when Finished

13   **Next: Configure– Zone Groups**

Configure Zone Groups

To Add "Groups" to the Zones List, you must First Create the Group.

You can have a Multiple Staff Members Assigned to a Room by Creating Group(s).

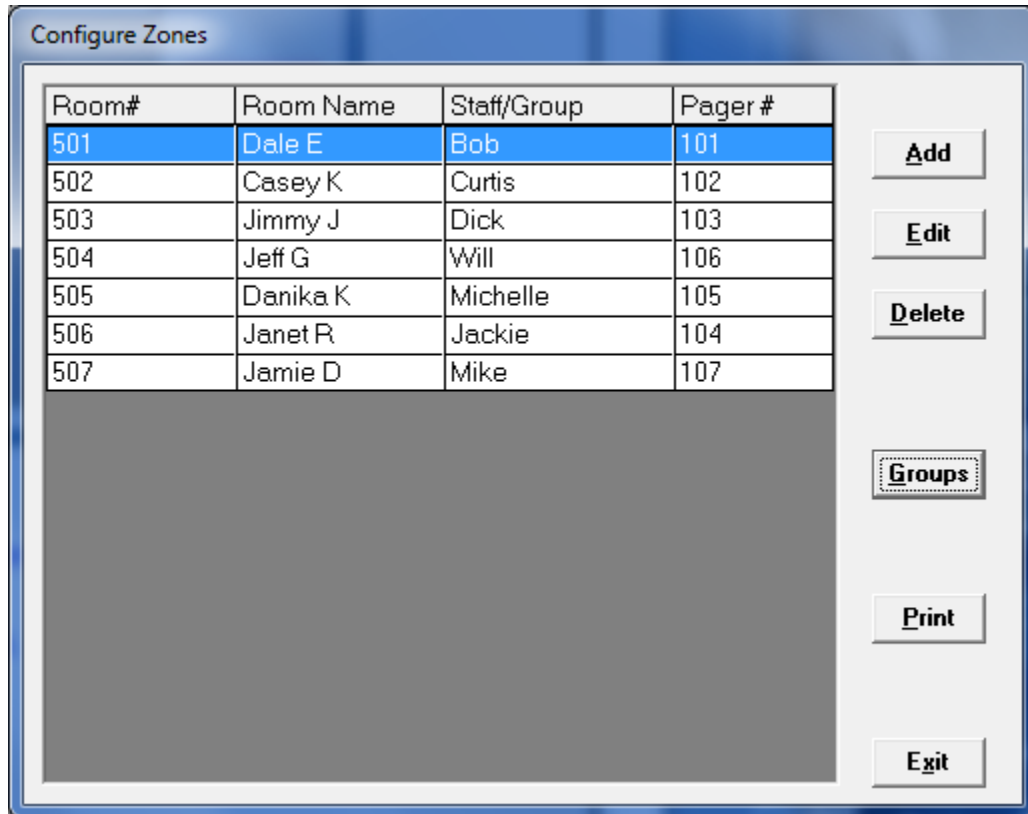**To Create a Group(s), Click the "Groups" Button. See Fig. 21**

Configure Zones

Room#	Room Name	Staff/Group	Pager #
501	Dale E	Bob	101
502	Casey K	Curtis	102
503	Jimmy J	Dick	103
504	Jeff G	Will	106
505	Danika K	Michelle	105
506	Janet R	Jackie	104
507	Jamie D	Mike	107

Add

Edit

Delete

Groups

Print

Exit

Fig. 21

Click the "Print" Button for a Hard Copy of the List.

Click "Exit" if Finished.

Next: Configure– Creating Zone Groups

Creating a Zone Group

Click "Add" to Highlight an Empty Line under the "Group" Column.
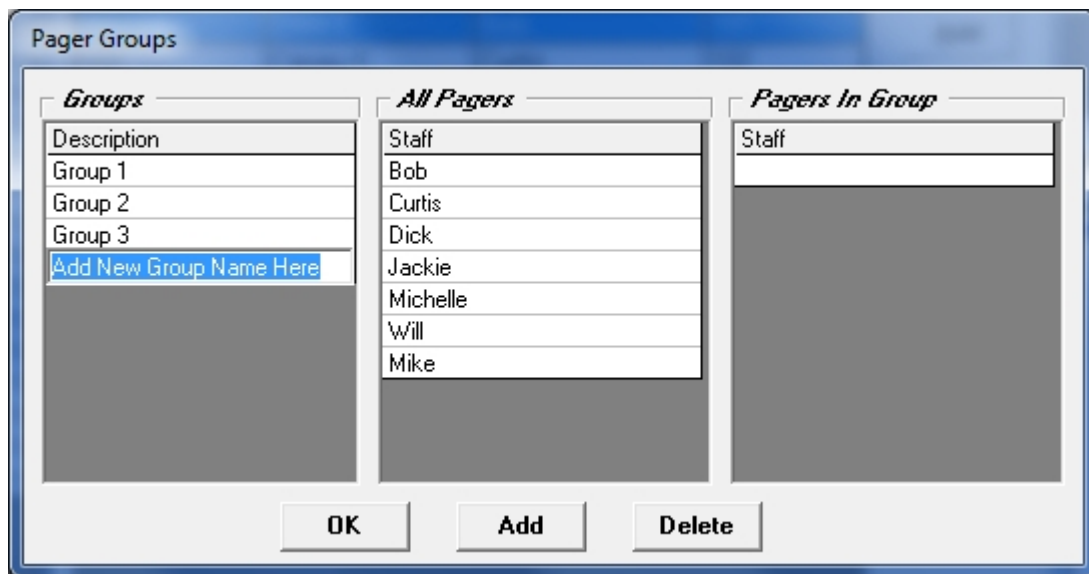**Then give the Group a "Description" (Name). See Fig. 22**

Fig. 22   **Click "Add" to Highlight an Empty Line**

In the Screen above they are simply Named as Group 1, 2 and 3. But this can be any Designation.

Highlight the "Group", then Click on the Staff Member(s) from the "All Pagers" Column to Add to the Group.

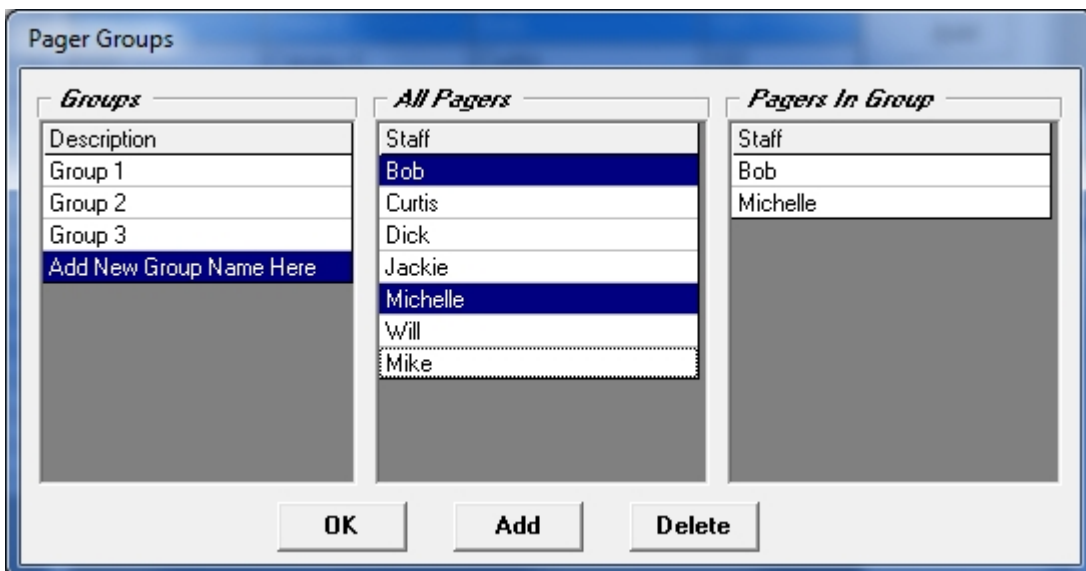**The Staff Member(s) will Show in the "Pagers in Group" Column. See Fig. 23**

Fig. 23   **Click on a Staff Member to add that Pager the Highlighted Group.**

Adding Staff Members to a Zone Group

In the Example Screen below, there are 4 Staff Members Assigned to Group "Emergency Staff". See Fig. 24
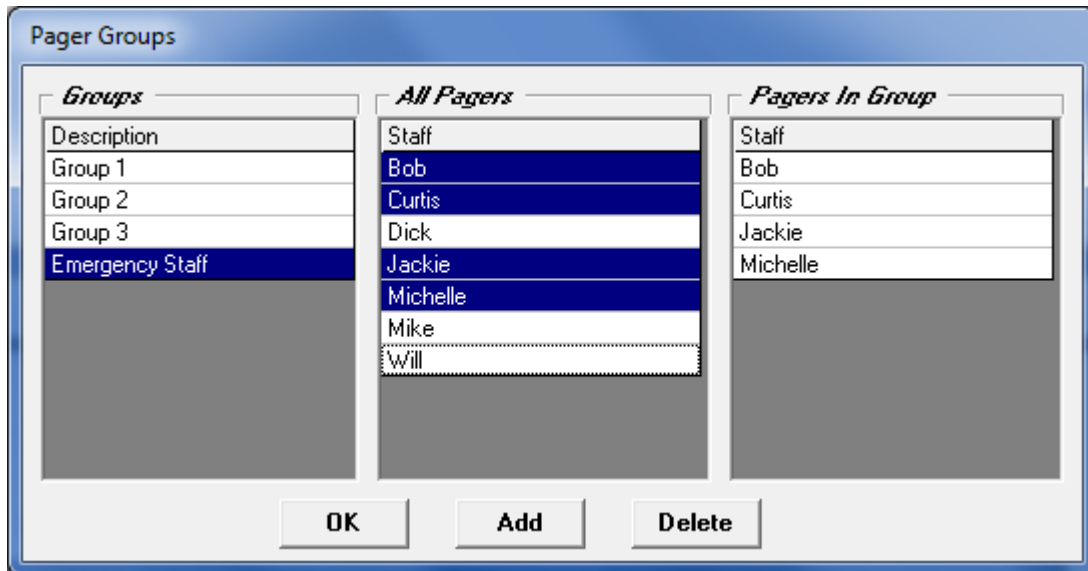

Fig. 24   4 Staff Members Assigned to Group "Emergency Staff"

In this Screen, you can Add or Delete Staff from a Group or Delete a Complete Group.

Highlight the "Group" to be "Edited or Deleted" and/or "Click" on the Staff to be "Added or Deleted".

Click "OK" when Finished.

Add Zone Groups to the Zone List

To Assign a Room Number to a "Group", Click the "Add" Button. See Fig. 25
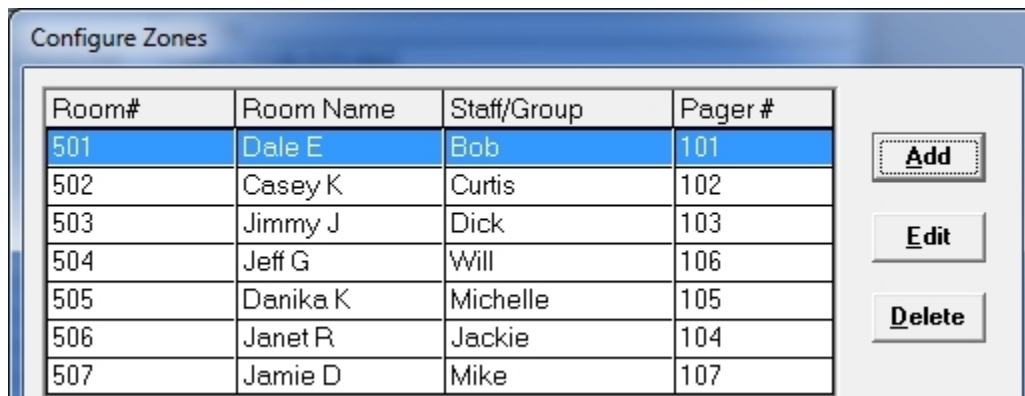

Fig. 25

Continues Next Page…

Add Zone Groups - Continued

Enter "Room Number" and "Name".

Choose the "Group" to be Associated with the "Room Number" and "Name". See Fig. 26

Fig. 26

In the Example below, Group "Emergency Staff" is Assigned to "Room# 100", Called "ER". See fig. 27

Fig. 27

Click "Exit" when Finished.

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Zone Manager Software

This Ends the Zone Manager Manual.

Please Contact your Software Dealer for Support

WaveWare Technical Support: Support@WirelessMessaging.com or 1.800.373.1466 x216

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