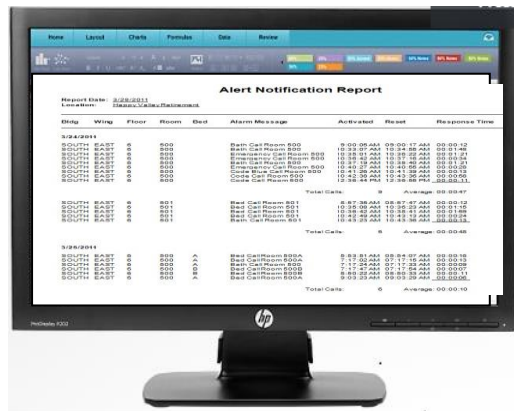


# comPPage

## Enterprise System

### SQL Database & PIA Controller



Release 1.1.0.3rs  
Version 5.1.0

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Revised 10.08.2019

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The PIA Controller is pre-loaded with Controller Maintenance®, Report Print® and Remote Monitor®. The system is setup with four(4) log on's.

User ID	Password
compage	r22438
maintenance	maint
siteadmin	123456
reportuser	rptuser1

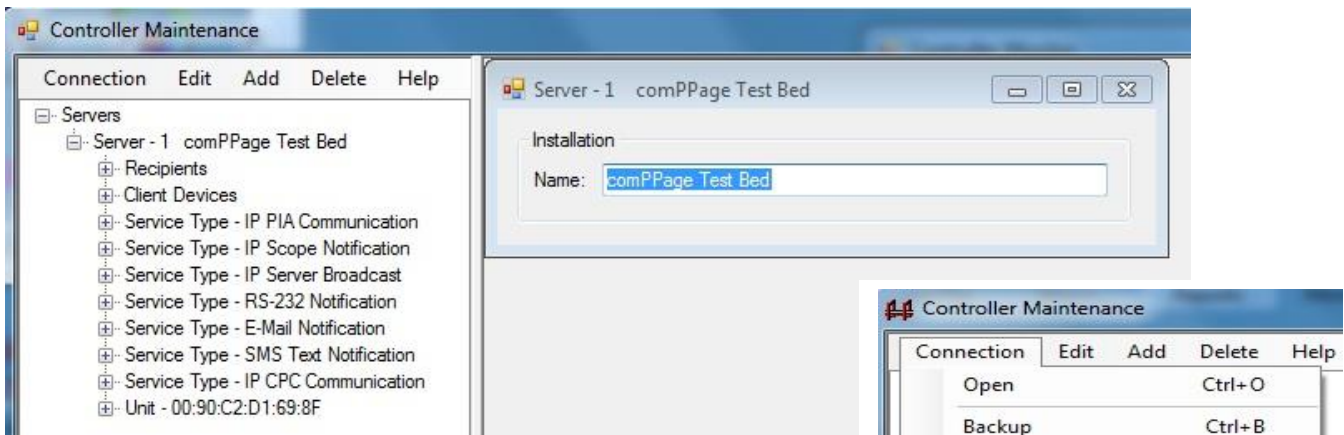
The Controller software has been configured for the PIAs and Paging equipment ordered. If necessary to Add or Edit any entry follow the below procedure for **services, service types, or units**. Any Adds or Removals other than zones under the units, **Windows Service** must be **STOPPED** and **RESTARTED** for entries to become effective. The following Services are pre-installed.

**Defaults**

- IP Server Broadcast
- IP PIA Communication
- IP CPC Communication
- Client Devices
- Recipients
- Unit

**Server**

At the sever level the user will identify the name of the installation. Ie.. **comPPage Test Bed**.



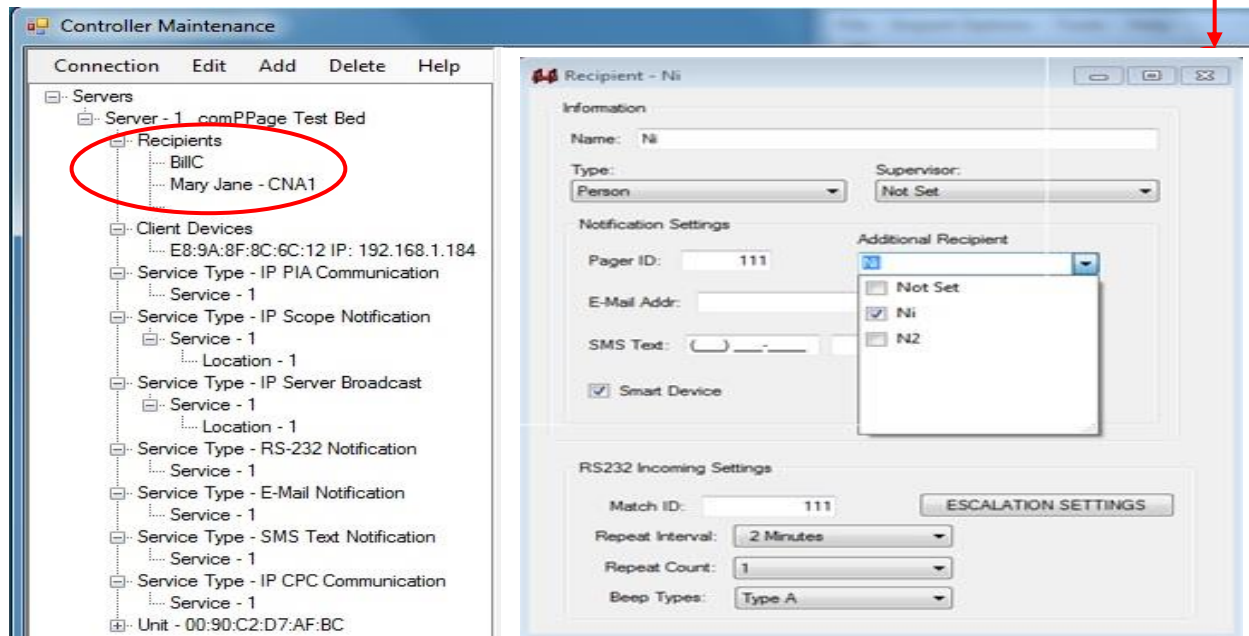
**Start and Stopping comPPage Controller Service**

1. Select Connection from top menu bar.
2. If the service is running the **Start** will be grayed Out. If the service is not running the **Stop** will be Grayed out.
3. Left click on the function to be activated.
4. When completed the Start or Stop message will appear.

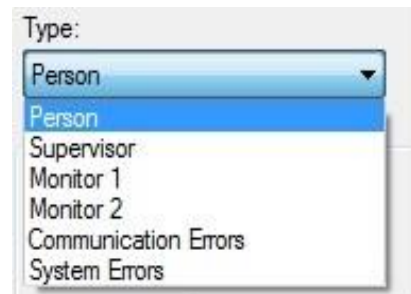
Exit Screen and Save

## Recipient File

The recipient file must be completed before programming the Unit Zones or Client Devices .  
An entry must be made for each staff member to be notified of an alert.



1. Highlight and right click on **Recipient, Add Recipient.**
2. Name - enter the name that will appear when you select a recipient to receive the alert information.
3. Type – Select the type of recipient.
  - a. Person – staff member to receive alerts when contact closure or serial data is supplied.
  - b. Supervisor – staff member when selected under Supervisor will receive the same alerts that the recipient receives.
  - c. Monitor 1 and Monitor 2 – if this designation is used and a cap code has been entered in the program, they will receive all alerts sent. Note: This selection should be used very rarely.
  - d. Communication Errors - The ID that will receive the error message that is generated if the smart device cannot communicate with the controller. Recommended to be someone the IT department.
  - e. System Errors – Future Use.
4. Enter one of the following Notification items.
  - a. Pager ID for Pocket Paging
  - b. E-Mail Address – If controller has Internet access.
  - c. SMS Texting – Text to Cellular Phones, also requires Internet access.
  - d. Smart Device - WiFi Tablet, 7 and 10 Inch Android, Samsung II, III, Note III and Galaxy S5 SmartPhones.
5. RS232 Incoming Setting
  - a. Enter the Matching ID (POCSAG Cap Code) of the incoming data.  
This ID will be matched to the type of device selected for this recipient.
  - b. Select Repeats, Intervals and any escalations.



## Additional Recipients

When using Pocket Paging and more than a single staff member needs to be notified, the user can program the same cap code in multiple pagers. This is known as a Group Call. However, when using smart devices or emails you can only use a single ID. To accommodate multiple notifications to multiple types of devices the additional recipients setup is used. It is also used to accommodate grouping of recipients when cap codes are not in all pagers.

### Additional Recipient Setup

1. Select the Primary Recipient to receive the alerts.
2. Click the drop down under the Additional Recip.
3. All recipients will be shown, except the primary recipient.
4. Beside each recipient is a check box. Select each recipient that will receive the alerts that the primary recipient will receive. Note: The primary recipient will not show on the additional recipient list.

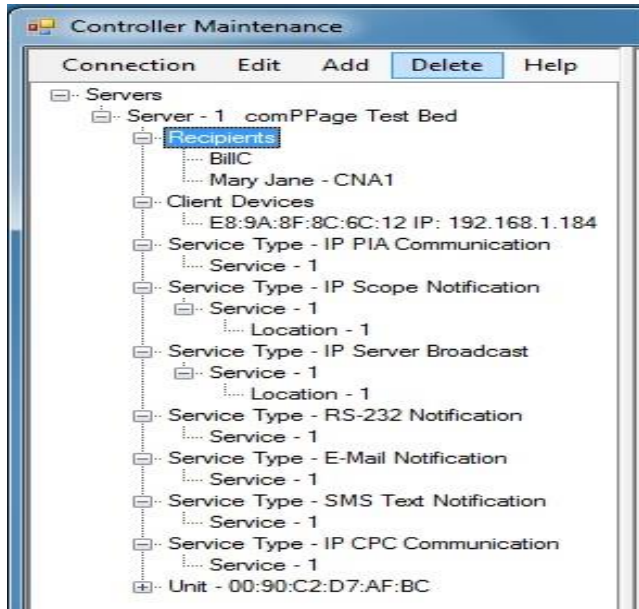
### Removing Additional Recipient

1. Remove all selected recipients by checking **Not Set**.
2. User cannot deselect Not Set.

### Conditions

1. All Repeats set for the primary recipient will also apply to the additional recipients.
2. When the alerts are reset, the reset message will be sent to both the Primary and Additional Recipients.
3. When the alert is Escalated from the primary recipient to another device, it will **ONLY** go to that device. The additional recipients **WILL NOT** receive escalations.
4. If a recipient is selected as an additional recipient, it can also be selected on another alerts as a Primary recipient.

## Service Type Tree



1. **Recipients** – List of all Recipients to receive alerts or error messages.  
 Note: If a Recipient's name is change in the file, it will automatically change the name at all Selection on all zones.
2. **Client Devices** – MAC and IP address of clients logged onto the server.
  - a. Tablet / SmartPhones
  - b. Remote Monitor Computer
3. **IP PIA Communication** – Shows the IP address and Port of the server, that the PIA Units communicate with the server.
4. **IP Scope Communications** – RF Paging via IP address using UDP (Scope).
5. **IP Server Broadcast** – Shows the IP Address, Port and Interval the server broadcast.
6. **RS232 Notification, Email, SMS Text** – Options for outputting the Alert Messages.
7. **CPC Communication** – Indicates IP Address, TCP and UDP ports of the server, also User can set the maximum number of retries and the maximum amount of time before the retries. This works in conjunction with creating an error message if one of the remote devices cannot communicate with the server. The Send Notification MUST be checked for the remote devices to receive the alerts. Log Notification should be checked if no other logging is selected.
8. **Unit** – PIA units attached to the server.

## Notification Device

1. RS232 Notification (RF Paging)
  - a. Select [**Service**] Under RS232 Notification
  - b. Communication Port [**Port Name**]
  - c. Port Setting [**baud rate and parity**]
  - d. Paging Protocol [**Scope, Tap, Comp2, Waveware**]
  - e. Baud Rate, Pager [**512 or 1200**]
  - f. Send Notification **MUST** be checked for Alerts to be sent.
  - g. Log Notification Data, Check if logging for reports is required.

Service - 1 RS-232 Notification on Server - 1

Transmitter Settings

Port Name: COM2 Port Settings: 9600-N-8-1

Protocol: Scope Data Type: Alphanumeric

Baud Rate: 512

Notifications/Logging

Send Notifications:  Log Notification Data:

## 2. IP Scope Notification

- a. Select [**Service**] under IP Scope Notification
- b. Select [Notification/Logging] if needed
- c. IP Address is assigned to the Ethernet card in the Scope Transmitter. Scope UDP

Service - 1 IP Scope Notification on Server - 1

Notifications/Logging

Send Notifications:  Log Notification Data:

Service - IP Scope Notifica...

IP Configuration

IP Addr: 192.168.1.229

IP Port: 32746

Time Value: 800



## 3. TCP/IP Paging Service Notification

- a. High light [**Server-1**]
- b. Select [**Add Service Type**].
- c. Select [**TCP/IP Paging Service**] from drop down.
- d. Select [**Paging Protocol**].
- e. Check [**Log**] and [**Notification**]. This will log and send the information.
- f. Enter the [**IP Address**] of all RF Transmitters attached to the system.
- g. It is recommended not to change the Port number that is shipped with your system. However, it can be changed if necessary.

Service Setting	
Protocol: Scope	Log: <input checked="" type="checkbox"/> Notifications: <input checked="" type="checkbox"/>
Location setting	
Address: 192.168.1.200	Port: 31444
Address: 192.168.1.205	Port: 31444
Address: 0.0.0.0	Port: 31444
Address: 0.0.0.0	Port: 31444
Address: 0.0.0.0	Port: 31444
Address: 0.0.0.0	Port: 31444
Address: 0.0.0.0	Port: 31444
Address: 0.0.0.0	Port: 31444
Address: 0.0.0.0	Port: 31444

4. Client Devices

Client Devices is a listing of remote devices that is communicating with the server. Each remote device is listed by MAC and IP address.

- a. Right click [**Client Devices**] and select [**Add**].
- b. Enter the MAC address of the device to be added.
- c. When the server initiates communication with the device, it will add the IP address.
- d. Select Device Type..ie Monitor Station, Tablet.
- e. The right panel displays the following
  1. IP Address
  2. Current user
  3. Device Type
  4. Current State



4. Unit(s)

1. Right Click [**Server**], Select [**Unit**] and Add.
2. The MAC address screen will appear where the user will enter the MAC address.



### Unit Information

All fields must be completed for either or both Paging and Logging. Ie..Alert messages, recipient and beep type.

1. Right Click the Unit MAC address.
2. The Global screen will appear.
3. Enter the appropriate information.

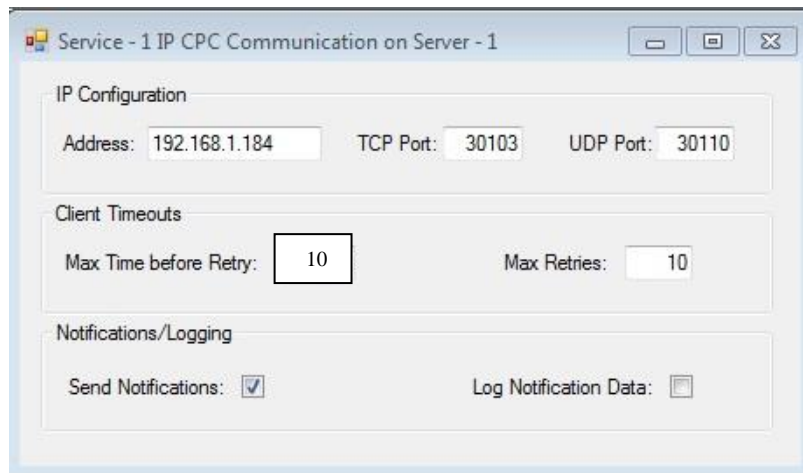
4. Right Click the zone under the appropriate MAC Address.
5. Program zone information and notification.

Note: See page 16 & 17 for escalation settings when shifts have been selected.

## IP CPC Communication

When using controller monitoring and/or Smart Devices, the IP CPC communication must be installed and setup. The system sets the IP Address, TCP and UDP ports. Client Timeouts are used to generate communication Error messages between the server and smart devices.

1. Max Time Before Retry
  - a. The amount of time in mS the system will wait for a ACK from the Smart Device or Remote Monitor before sending the Alert again.
2. Max Retries
  - a. The maximum number of retries sending the Alert before sending an error message.
3. Send Notification
  - a. Must be checked to for Alerts to be displayed on the Smart Device and Controller Monitor.
4. Log Notification Data
  - a. Must be checked to log all Alerts sent.

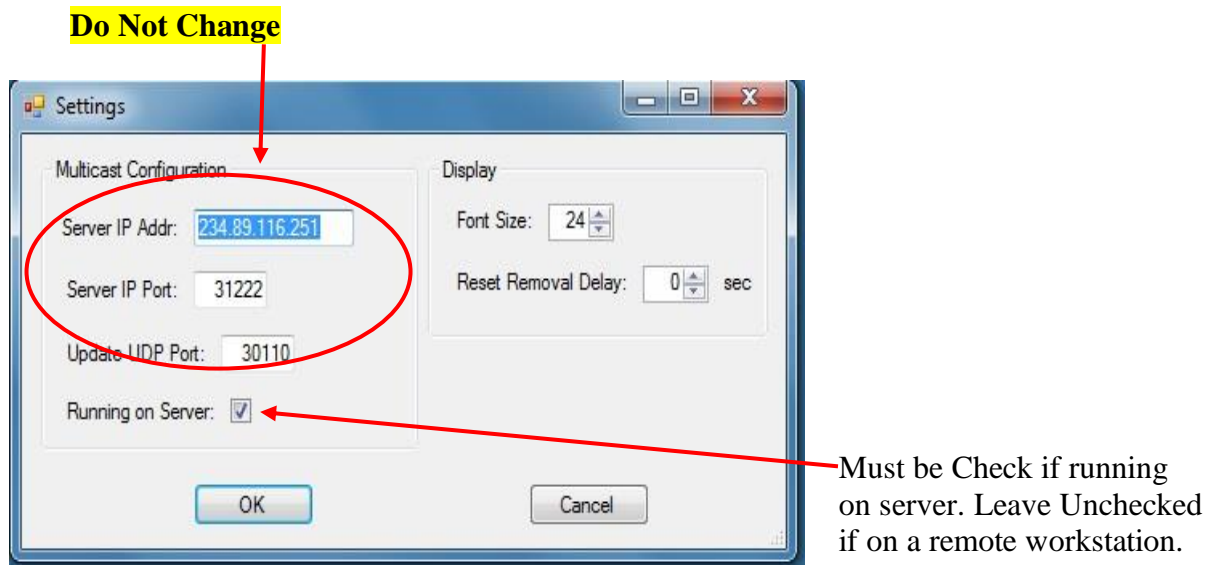


The screenshot shows a configuration window titled "Service - 1 IP CPC Communication on Server - 1". It is divided into three sections:

- IP Configuration:** Address: 192.168.1.184, TCP Port: 30103, UDP Port: 30110.
- Client Timeouts:** Max Time before Retry: 10, Max Retries: 10.
- Notifications/Logging:** Send Notifications: , Log Notification Data: .

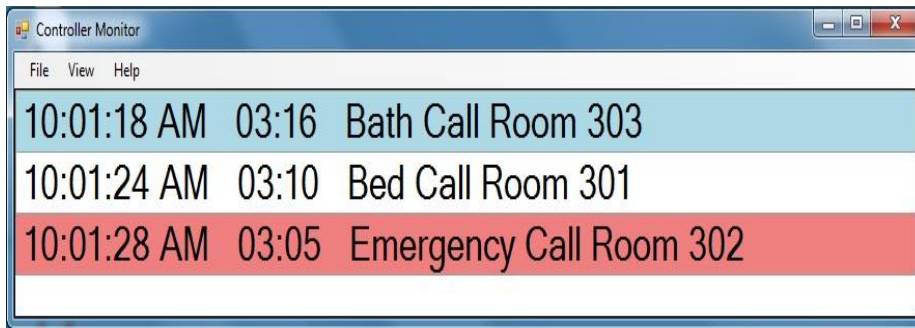
## Controller Monitor

The Controller Monitor program will display Alerts on any network display it is installed on.

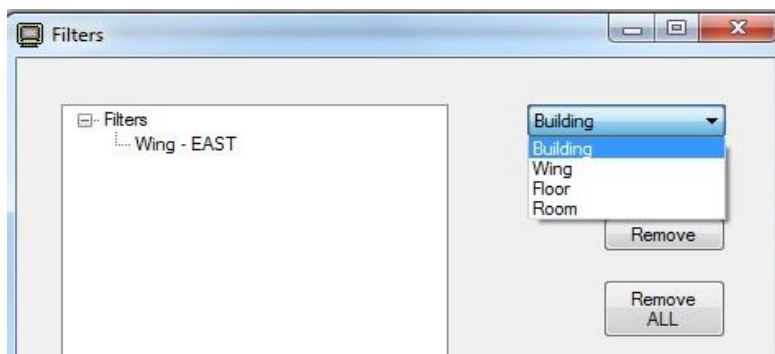


The Controller Monitor and Smart Devices will display the alerts in different colors.

1. Bed Call (steady voltage) – **White**
2. Bath Call (slow flash)– **Blue**
3. Emergency Call(fast flash) – **Red**
4. Escalation Call (All) - **Green**



5. Each monitor can be set to display specific alerts by setting the filter on the software.

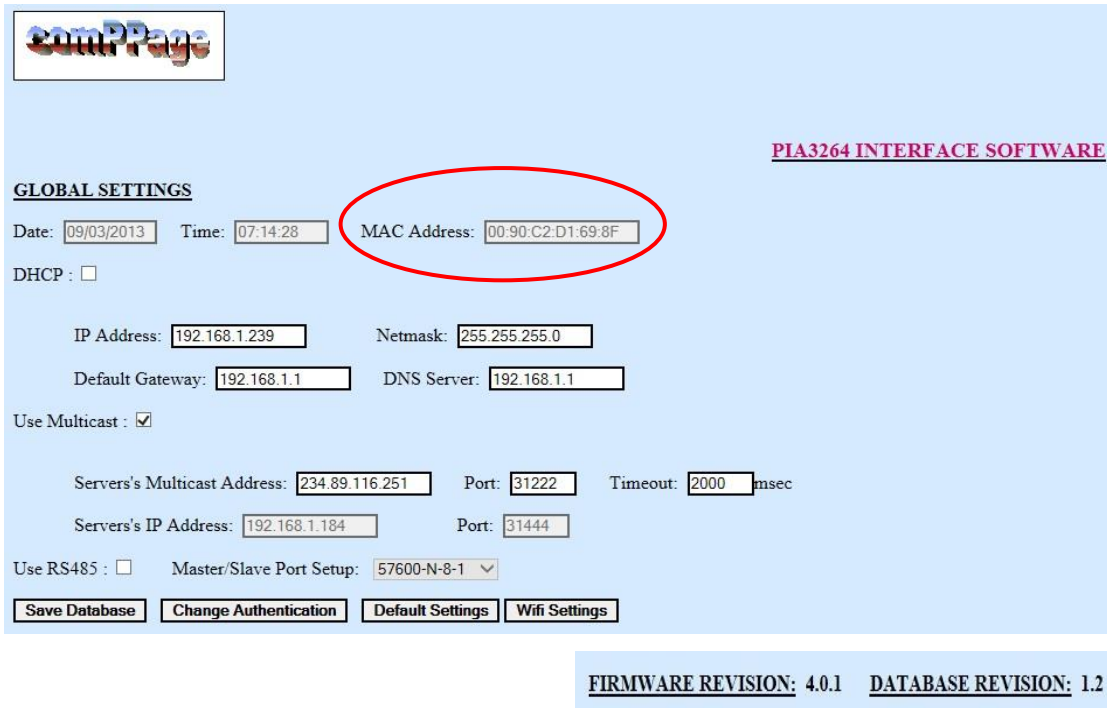


## Displaying ASCII Data

1. Select **Room** from the dropdown menu.
2. Select **ADD**.
3. All ASCII data to be displayed must have a 4 digit room number.
4. Enter the room number starting with a 9 and ends with the ID number from the ASCII data screen.
  - a. Example – 9001, 9002, 9010, 9012, 9100.

## Locating PIA Unit's MAC and IP Address

Each PIA unit is identified to the server by its MAC Address (machine code). It can be located by logging onto the PIA's IP Address using Microsoft® Web Browser. Enter the IP address that is located on the back inside housing of the unit. The User id is **[comppage]** and Password is **[pia3264]**. The below screen will appear. If the IP Address needs to be changed to conform with the number sequence of the network, enter a new IP address (**be sure to copy it down**). For the new IP Address to become active you must cycle the power on the PIA unit. The MAC address is located on the first line.



**comPage**

PIA3264 INTERFACE SOFTWARE

GLOBAL SETTINGS

Date:  Time:  MAC Address:

DHCP :

IP Address:  Netmask:

Default Gateway:  DNS Server:

Use Multicast :

Servers's Multicast Address:  Port:  Timeout:  msec

Servers's IP Address:  Port:

Use RS485 :  Master/Slave Port Setup:

FIRMWARE REVISION: 4.0.1 DATABASE REVISION: 1.2

Any number of PIA units can be added to the server. Each Unit will have a different MAC and IP address.

## Programming Unit and Zones

1. The global screen is where data will be entered that will apply to all alarm inputs on the specific unit selected.
2. Right click on [Unit], select [Edit] the screen below will appear.

Unit - 00:90:C2:D1:69:8F on Server - 1

Location

Building Number:  IP Address: 192.168.1.239

Configuration

Number of Zones: 16 Host System Type: Comell

Shifts

Use Shift Schedule:

Shift 1 From: 00:00:00 Shift 1 To: 00:00:00

Shift 2 From: 00:00:00 Shift 2 To: 00:00:00

Shift 3 From: 00:00:00 Shift 3 To: 00:00:00

3. **Building number** will **not** be transmitted, it is used when creating reports.
4. **Number of Zones**- the user enters the total number of zones in use on this unit.
5. **Host** is the selection of the Nurse Call System attached to this unit.
6. **Shifts**, if used, check the box. must be entered in the correct manner.  
All times are in a 24 hour format.  
. ...example..This shift schedule will cover a 24 hour period.. (01/01/2011 – 01/02/2011)

**Shift 1 – 07:30:00 – 15:29:59**

**Shift 2 – 15:30:00 – 23:59:00**

**Shift 3 - 00:00:01 – 07:29:00**

7. Highlight **Zone** of the unit and select **Edit**.
8. Enter all information necessary for the zone displayed. **Any field not filled in will be disregarded.**
9. The option **Suppress Reset Message**, if checked, will not allow the reset message to be sent. The Reset will still be logged.

Recipients with Pagers assigned in the recipient file must have the Beep Type selected. If **SD** (smart device) has been checked in the Recipient file for a specific recipient, select **None** for Beep Type.

If escalation is checked under Escalation Settings, select the recipient in the Notification settings.



### Escalation Selection

Escalation of an Alert is independent of the number of repeats or time interval selected for the input. The time interval selected for the escalation will determine how long the selected escalation will wait until it sends the notification. ...example: the original call was activated at **12:00:00**. All selected repeats were completed at **12:15:00**. At that time the escalation is activated. It show that the escalation was set for 10 minutes, the notification will not be sent for 10 minutes. The escalation notification will be sent at **12:25:00**. Escalations have no repeats. However, when the alert is reset, the system will send a reset notification to ALL devices that was sent an alert notification.

**Escalation Settings**

		Interval			Interval
First:	<input checked="" type="checkbox"/>	10 Minutes	Fifth:	<input type="checkbox"/>	2 Minutes
Second:	<input type="checkbox"/>	15 Minutes	Sixth:	<input type="checkbox"/>	2 Minutes
Third:	<input type="checkbox"/>	2 Minutes	Seventh:	<input type="checkbox"/>	2 Minutes
Fourth:	<input type="checkbox"/>	2 Minutes	Eighth:	<input type="checkbox"/>	2 Minutes

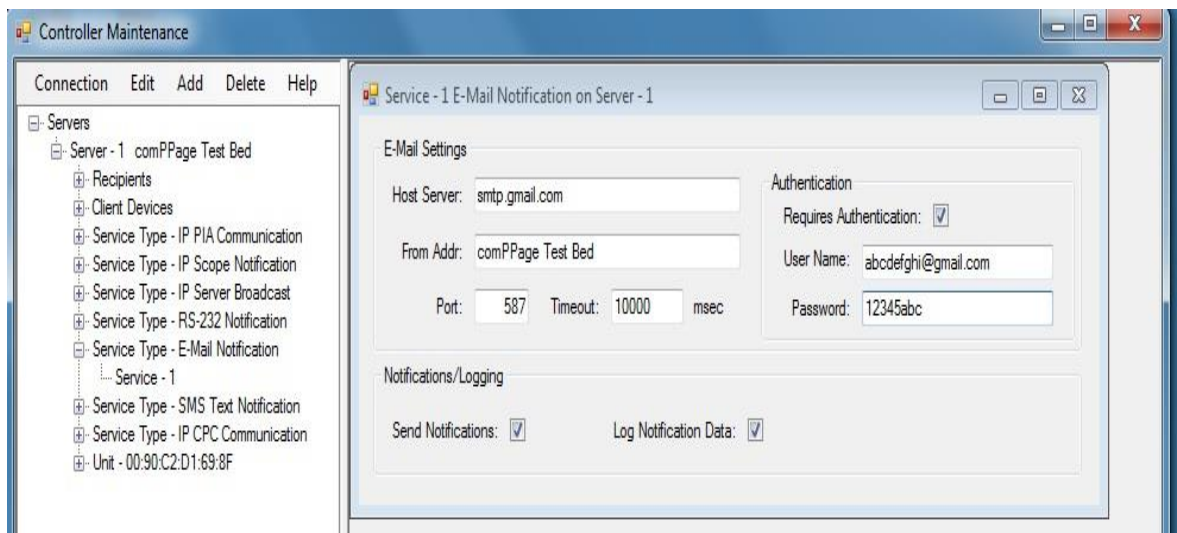
**Notifications of Zone - 1 of Unit - 00:90:C2:D1:69:8F on Server - 1**

Shifts	Shift 1 Escalations																																																												
<table style="width: 100%;"> <tr> <td>Recipients:</td> <td>Beep Types:</td> </tr> <tr> <td>Shift 1 Active: BILLC</td> <td>Type A</td> </tr> <tr> <td>Shift 1 Slow: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 1 Fast: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 2 Active: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 2 Slow: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 2 Fast: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 3 Active: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 3 Slow: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 3 Fast: Not Set</td> <td>(None)</td> </tr> </table>	Recipients:	Beep Types:	Shift 1 Active: BILLC	Type A	Shift 1 Slow: Not Set	(None)	Shift 1 Fast: Not Set	(None)	Shift 2 Active: Not Set	(None)	Shift 2 Slow: Not Set	(None)	Shift 2 Fast: Not Set	(None)	Shift 3 Active: Not Set	(None)	Shift 3 Slow: Not Set	(None)	Shift 3 Fast: Not Set	(None)	<table style="width: 100%;"> <tr> <td>Recipients:</td> <td>Beep Types:</td> </tr> <tr> <td>Shift 1 First: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 1 Second: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 1 Third: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 1 Fourth: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 1 Fifth: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 1 Sixth: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 1 Seventh: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 1 Eighth: Not Set</td> <td>(None)</td> </tr> <tr> <td colspan="2" style="text-align: right;"><a href="#">Less..</a></td> </tr> <tr> <td>Recipients:</td> <td>Beep Types:</td> </tr> <tr> <td>Shift 2 First: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 2 Second: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 2 Third: BILLC, JOHN, DON</td> <td>(None)</td> </tr> <tr> <td colspan="2" style="text-align: right;"><a href="#">More..</a></td> </tr> <tr> <td>Recipients:</td> <td>Beep Types:</td> </tr> <tr> <td>Shift 3 First: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 3 Second: Not Set</td> <td>(None)</td> </tr> <tr> <td>Shift 3 Third: Not Set</td> <td>(None)</td> </tr> <tr> <td colspan="2" style="text-align: right;"><a href="#">More..</a></td> </tr> </table>	Recipients:	Beep Types:	Shift 1 First: Not Set	(None)	Shift 1 Second: Not Set	(None)	Shift 1 Third: Not Set	(None)	Shift 1 Fourth: Not Set	(None)	Shift 1 Fifth: Not Set	(None)	Shift 1 Sixth: Not Set	(None)	Shift 1 Seventh: Not Set	(None)	Shift 1 Eighth: Not Set	(None)	<a href="#">Less..</a>		Recipients:	Beep Types:	Shift 2 First: Not Set	(None)	Shift 2 Second: Not Set	(None)	Shift 2 Third: BILLC, JOHN, DON	(None)	<a href="#">More..</a>		Recipients:	Beep Types:	Shift 3 First: Not Set	(None)	Shift 3 Second: Not Set	(None)	Shift 3 Third: Not Set	(None)	<a href="#">More..</a>	
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## Email or SMS Texting

The system can be setup to send an Email or SMS text message to cellular telephones. **The controller must have internet access** in order for these two options to function. The user can use their own email account or setup a free gmail account online. The below screen is an example of how the email notification should be entered.

1. Highlight **Service Type – Email Notification** and select **Service-1**
2. Enter the email information for the Users location.



## SMS Texting

The same setup information will be used for SMS texting as for email. The only difference is the Service Type will show **SMS Text Notification**.

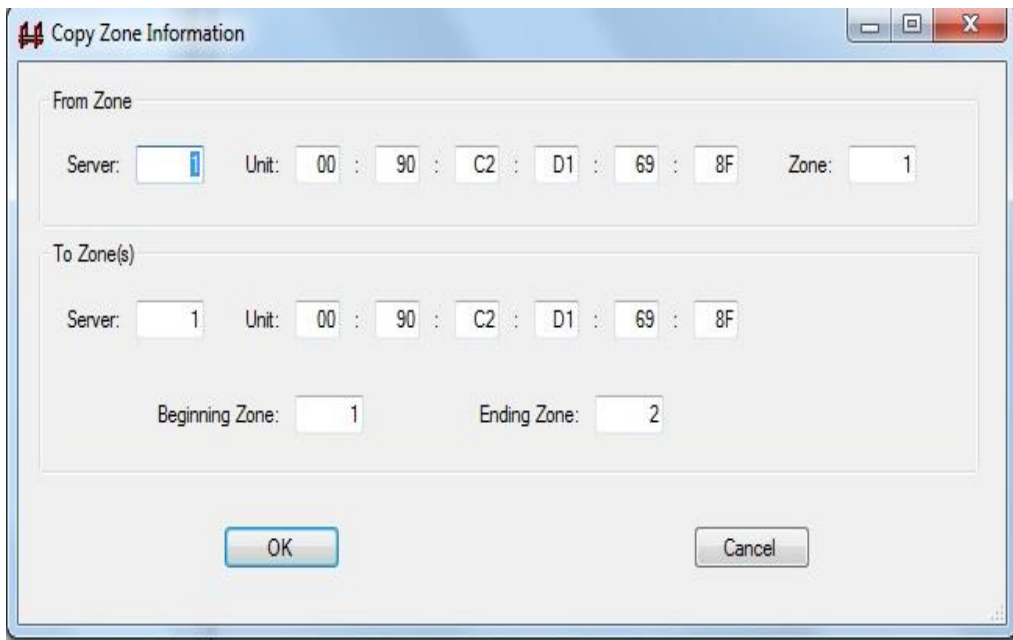
## Duplicating Zone Content

Copying data from one Zone to another Zone or Zones will reduce key strokes and time when having large Numbers of Zones to be programmed.

1. Locate the Unit and Zone to be copied.
2. Click on the zone to be copied, select Copy to Zone(s) from the top menu.



3. This screen will appear. Enter the correct information and select OK.
4. This will copy the Zone on the Unit you have selected to the Unit and Zone(s) you entered.



## Smart Device Setup

The following Smart Devices have been tested and approved for use on the Enterprise System.

- Nexus 7, 10" - Android Version 4.3 and above
- HP Slate 7" – Android Version 4.1.1 and above.
- Coby 7,10" – Android Version 4.1 and above.
- Lenovo 10" – Android Version 4.2.2 and above.
- Samsung Galaxy II, III, Note III and S5 Smartphones.

It is recommended to use **IPmsg** for a communication application for communicating with other staff members. This application allows the user to type information or use Voice to Text input. (Not available on the Coby 7 or 10" tablets). If your Nexus or HP Tablets do not have IPmsg pre- installed you can use the link below to install a free copy.

<https://play.google.com/store/apps/details?id=com.aob.android.ipmsg>

**Note: The below directions are generic in nature. They may be different on your device.**

### Locating MAC address of your SmartPhone [Samsung].

- Select **Apps – Settings – About device – Status**.
- MAC address is located under the heading [**WiFi MAC Address**].
- This address will be entered in the Client Device panel.

### Downloading CP Communicator Software to Smart Device

- Connect the Smart Device to the Controller using the USB cable that came with your device.
- If prompted, turn on the USB Storage.
- Using File Explorer on the computer, locate the ES\_Load directory.
- Locate the file [com.comppage.cpcommunicator-Signed.apk]
- Drag and Drop it into the Down Load directory on your device.
- Disconnect from the computer.

### Installing CP Communicator on Smart Device

Note: File Manage program is needed to install programs not downloaded from Google Play.

- In the file manager program, locate the Down Load folder and open it.
- Locate the [com.comppage.cpcommunicator-Signed.apk]. Tap on the program.
- Select Install.
- Select Done.

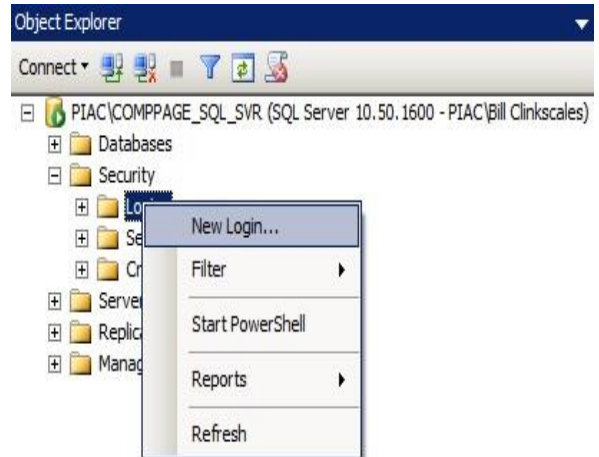
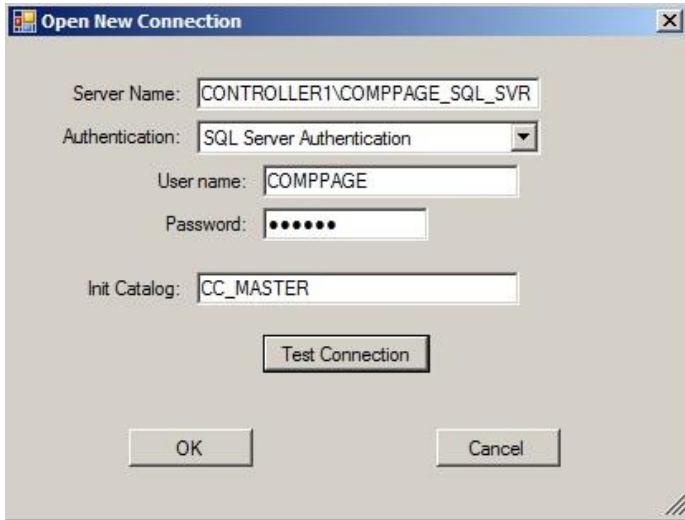


### Setup CP Communicator on Smart Device

- Tap on the Icon for the com.comppage.cpcommunicator-Signed.apk application. This application will function on Android up to 7.1.
- Log onto the network. Password is [pia\_3264].
- The software will show Log In and in about 5 – 7 seconds all the recipients that have Smart Device checked in the recipient file will appear on the screen.
- Tap the **Users name** and then Tap the **3 dots** at the top right of the screen.
- The drop down will show **Save and Cancel**.
- Select **Save**. This will log the Smart Device MAC address into the **Client Device** list.

### Log On

Logging onto the **Controller Maintenance** program is controlled by SQL Server Authentication. The users names and passwords must be setup in the Maintenance database.

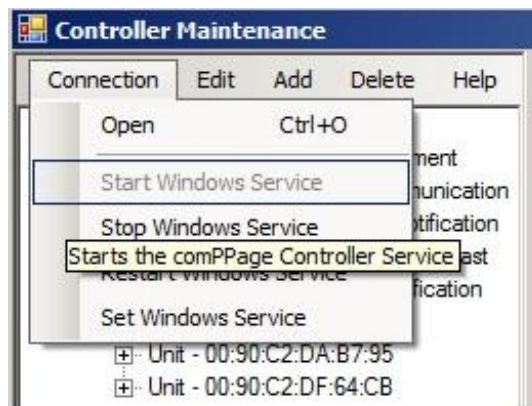


### Editing and Saving Data

To select an item to be edited, highlight the item in the left panel and select **Edit** from the menu. The screen to be Changed will appear in the right panel. After data has been entered or changed you **must save** the changes by clicking on the **X** in the right top corner of the right panel. The panel will disappear. This procedure applies to **all additions or changes**.

### Starting and Stopping the Service

The PIA Controller is shipped pre-configured and set to automatically start the PIA **Windows Service**. However, there will be times when the user will need to **stop** or **start** the service. This can be accomplished by clicking on **Connection** from the menu and selecting **Start Windows Service** or **Stop Windows Service**.



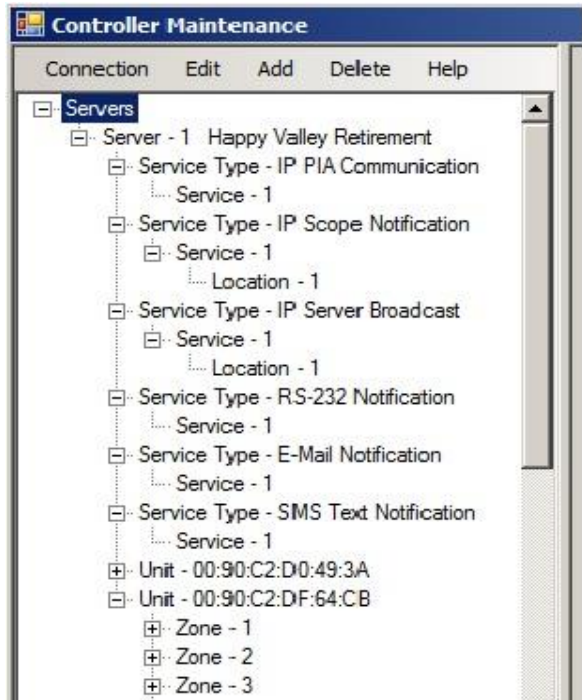
**PIA Maintenance Tool**

1. All Modifications made to **ALL service types will not** be reflected until a stop and start of the PIA 33264 Service has occurred.
2. Modifications made to the **Unit and Zone** level Are dynamic and will respond to changes once The window is closed.
3. When Deleting Service Types, Units or Zones , the **Windows Service must be stopped**.

**Time Value**

The time value located under Service Type/Service/Location has different meanings depending on the Service Type.

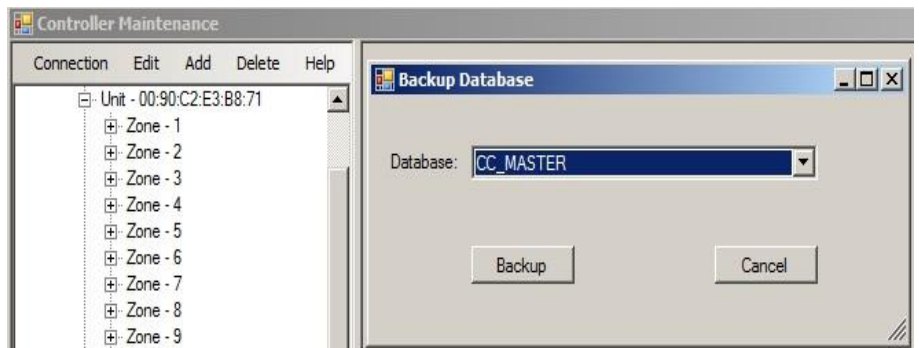
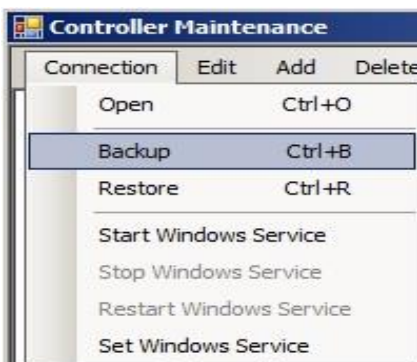
1. IP Scope Transmitter – Timeout value for the response from the unit.
2. IP Server Broadcast – Hop Value for the Multicast group for routers.



**Backing Up Master Database**

The master database should be backed up at some interval. This will ensure if the current database becomes corrupt you will have a backup copy you can install. **The comPPage Controller Service Must Not Be Running and you are logged onto Controller Maintenance.** Follow the below procedure.

1. From the menu **Connection**, select **Backup**.
2. The Backup Database screen will appear.
3. Select **Backup** .
4. When completed a **Backup Successfully Completed** message will be displayed.



## Restoring Master Database

This function should only be done by the Administrator of the system. If done incorrect it could cause the Lost of valuable data.

1. Run Command Prompt as Administrator.
2. Type [net user administrator /active:yes] without brackets.

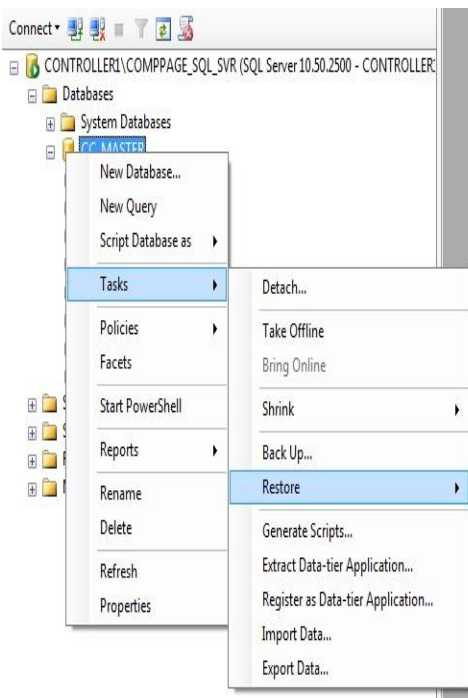


```
Administrator: Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

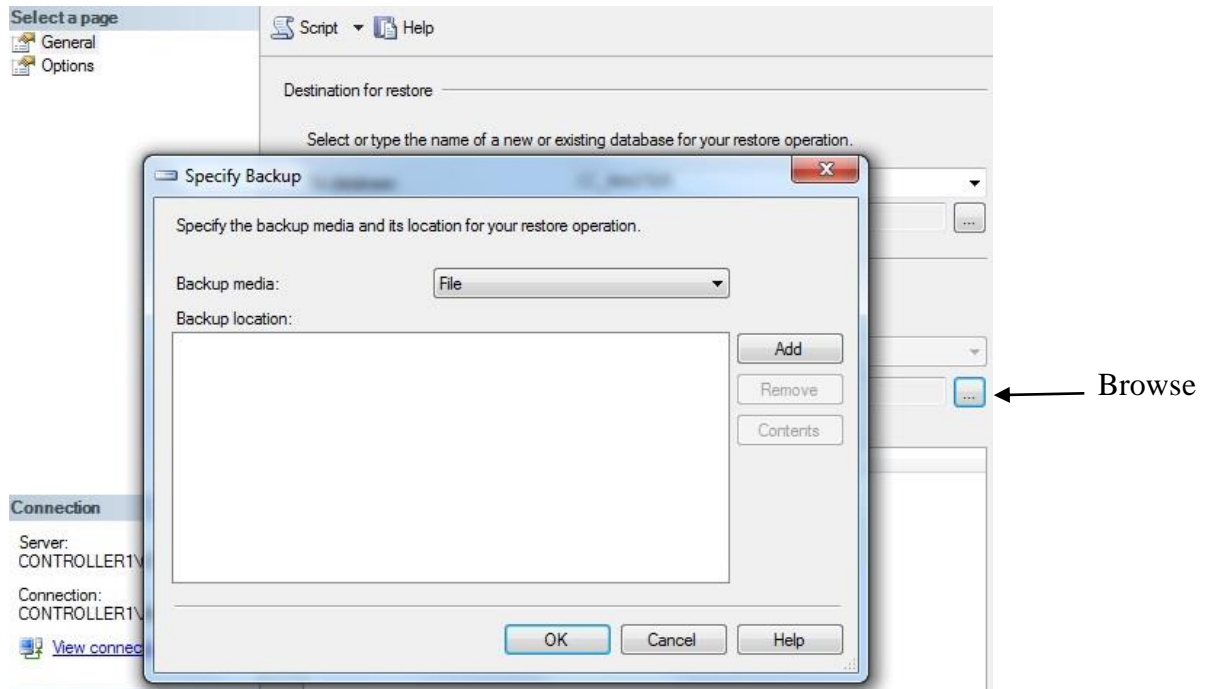
C:\Windows\system32>net user administrator /active:yes
The command completed successfully.

C:\Windows\system32>
```

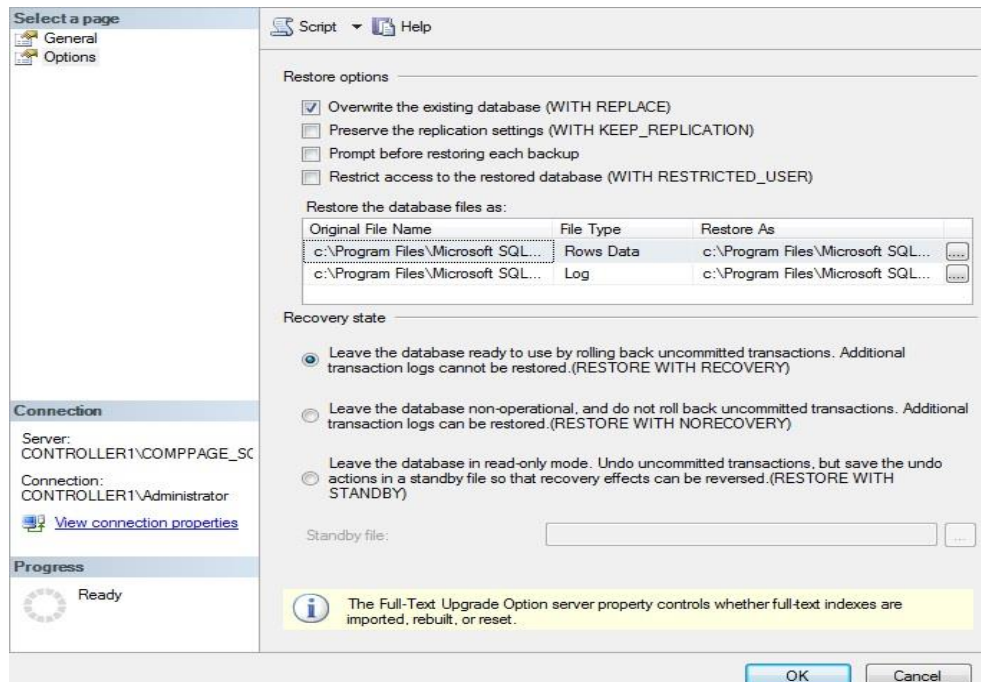
3. Restart the controller and log on as [**Administrator**], Password [comp3468].
4. Access the **SQL SERVER MANAGEMENT STUDIO**.
5. Log on using **Windows Authentication**.
6. Highlight **CC\_MASTER** and right click and select **RESTORE, DATABASE**.



7. Check **From Device** and **Select Browse**.
8. Select **Add**.



9. Select the most current backup data or desired backup data.  
Program Files\Microsoft SQL Server\MSSQL10\_50.COMPAGE SQL SVR\MSSQL\Backup
10. Select OK.
11. Check Restore
12. Select Option – Overwrite - OK





13. When completed it will show **Successful**.
14. Close program.
15. Run Command Prompt and type [**net user administrator /active:no**].
16. Restart system and log on as comppage.

### Remote Access for Controller Maintenance

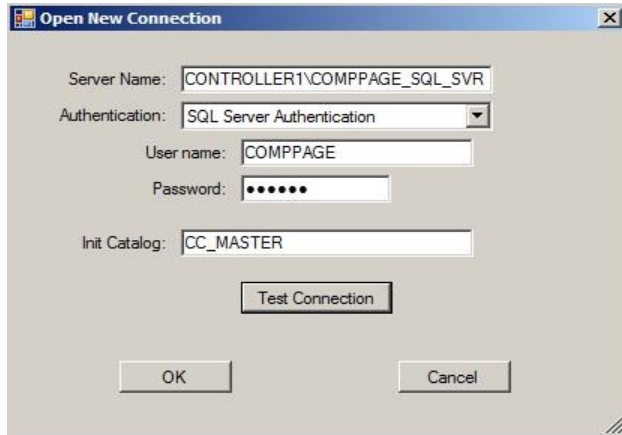
Note: Network Administrator should install and setup this option.

When the PIA Enterprise Controller is installed on an In-house network, the users will be able to log onto the controller and modify or add data.

Note: All software needed is located on hard drive. Directory **c:\es\_load**.

#### Remote Access Setup (Remote computer on network)

1. Install Controller Maintenance Setup.
2. Make sure the C drive is shared on the controller.
3. On the remote computer Map the drive on the controller to the remove computer.
4. Create a short cut on the remove computer's desktop, to the controller.
5. Double click on the short cut Icon and the screen below will appear.



1. This operation will allow the user to Add/Edit /Delete information in the setup of the PIA units and Services. It is **VERY IMPORTANT** that the Network Administrator control this access.

## Change Password

Use this procedure to change the user password for the Controller Maintenance and Controller Reports.

**This does not effect** the login password for Windows.

1. Start – Programs – Microsoft SQL Server 2008R2 – SQL Server Management Studio.
2. Log on as comppage – r22438.
3. Open the Security Folder – select Logins.
4. Select User to change – Right click – select Properties.
5. On the right panel enter the New Password in the Password Field and confirm it.
6. Close the program.
7. This will change the logon for both the Maintenance and Reports.

## Installing the Enterprise System on the Customer's LAN.

**(NOTE: The Wireless Router shipped with the system is not needed.)**

The Enterprise Controller and PIA units must be integrated into the customer's Local Area Network in order for the remote computers access to **Reports** and **make changes to data, services** and **display real time call monitoring** or sending **Email and SMS Texting**. The Controller and PIA units must have a static IP address. Local IT personnel must supply the correct IP addresses for the Controller and PIAs.

1. Ensure the Firewall on the Controller is OFF.
2. Attach the Controller to the Customer's LAN.
3. On the Controller, do the follow.
  - a. Select the Control Panel
  - b. Select Network and Internet.
  - c. Select Network.
  - d. Select Change Adapter Setting.
  - e. Select Ethernet and Properties.
  - f. Highlight TCP/v4 and Properties.
  - g. Check obtain an IP address automatically
  - h. Check obtain DNS server address automatically.
4. Re-boot the Controller.
5. Locate the IP Address of the controller do the following.
6. Select Command Prompt Admin.
7. Type ipconfig /all (enter)
8. A screen will appear with the following information.
  - a. IPv4 Address – Preferred. This is the Controllers IP address.
  - b. The Subnet Mask 255.255.255.0
  - c. The Default Gateway and DHCP Server.
9. Write these figures down, you will need them later.
10. Go back to #3 and re-enter the original IP address on the NIC card. 192.168.1.184.
11. Re-boot the controller.

**(Continuing)**

12. Connect the Controller to the PIA.
13. Log onto the PIA and change the PIA IP Address. We recommend using a higher number.  
Example. 11.1.11.200. (PIA must be in the same numbering scheme with the Controller.  
Recycle the power on the PIA)
14. Cycle the power on the PIA.

**Step 1.** Determine the Default gateway and DNS server address on the customer’s local area network. At the Command Prompt type [ipconfig /all] without brackets. Locate the IP Addresses.

**Step 2.** Log onto the PIA(s) and change the IP address to one that matches the Local Area Network sequence but not used by another computer on the network. Change the Default Gateway and DNS server to match the ones found in item 1.

16. On the Controller go to the Ethernet Card, TCP/v4 properties, check Use the following IP Address, Enter the IP address and Subnet that was shown in 8b and 8c.
17. Check Use the following DNS server. Enter the number from 8c.
18. Cycle the power on the Controller.

**Enterprise Software**

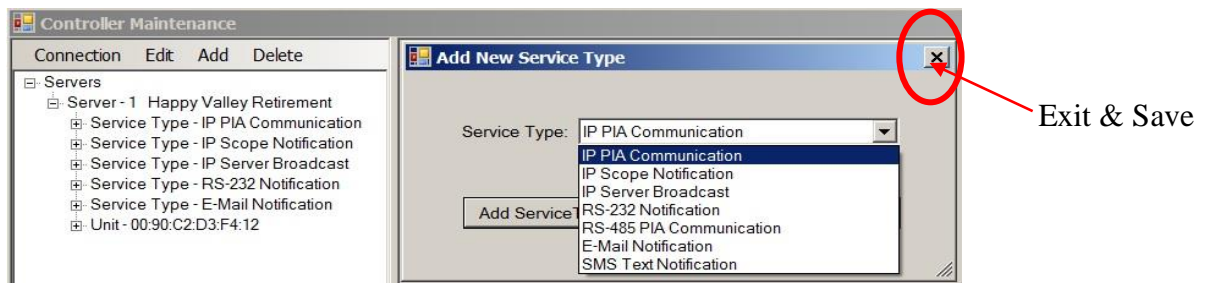
There are 3 programs that must have the IP Address changed before the system will function correctly. Log onto the Controller Maintenance.

1. Change the IP address (install the new IP address of the Controller) on the following programs.
  - a. IP PIA Communication  
Service-1
  - b. IP Service Broadcast  
Service-1
  - c. IP CPC Communication  
Service-1

**Controller Maintenance**

All Service Types have to have their IP Addresses change to match the IP address of the Econtroller.

1. Activate the Controller Maintenance Program.
2. From the Windows Menu, Select **Connection**.
3. Select **Stop Windows Service**.
4. Select each service type IP address and change it to match the IP address of the Econtroller.

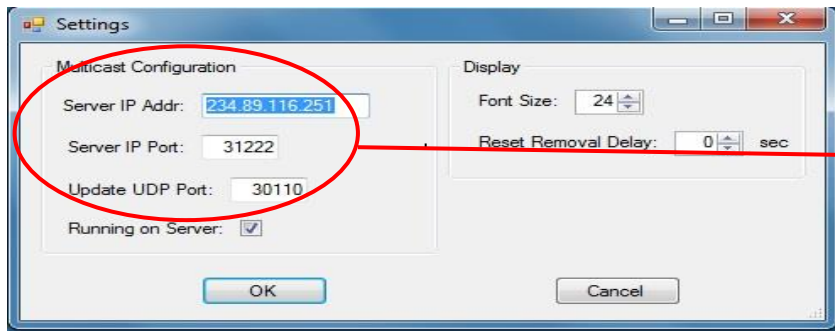


Note: After each change, be sure to exit the screen by clicking the X in the right top corner.  
 5. After all changes are made, Restart Windows Services.

### Remote Monitoring of Calls

Install the Remote Monitor Client software on each computer on the network that you want to receive and display the alerts.

1. Install Controller Monitor program.
2. Select view – Settings.

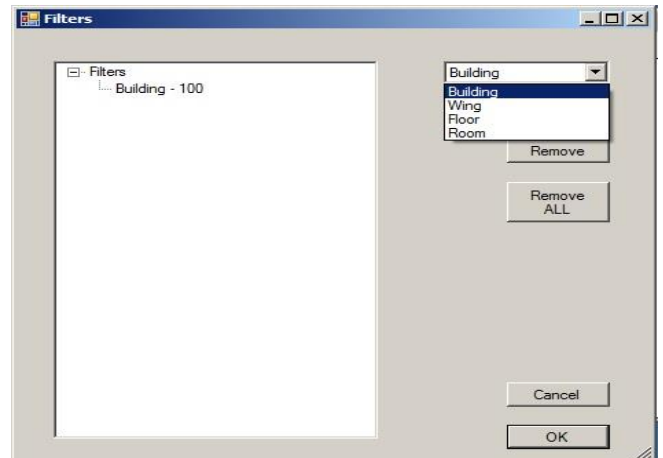


Do Not Change

3. Adjust Font Size for display.
4. **Running on Server – Check Only If Installed and Viewing on the Server (controller)**

### Setting Filters

1. Select Filters.
2. From the drop down, select the key you want to key on. I.e..Building or Wing.
3. Each location can be different if you do not want each station to receive the same alerts.
4. When completed, select OK.
5. Note: The program **MUST BE ACTIVE** In order to receive alerts.



Time Alert was Placed

Elapsed Time



9:11:57 AM	02:33	Bed Call Room 101
9:12:06 AM	02:24	Bath Call Room 101

### Synchronization of Network Clocks

To ensure the time is displayed correctly the network clocks may need to be synchronized with the Controller.

1. Run Command Prompt as Administrator.
2. At C:\ enter [net time \\controller1 /set /yes] without brackets, and enter.
3. The return will say; successful and the local time from the controller.

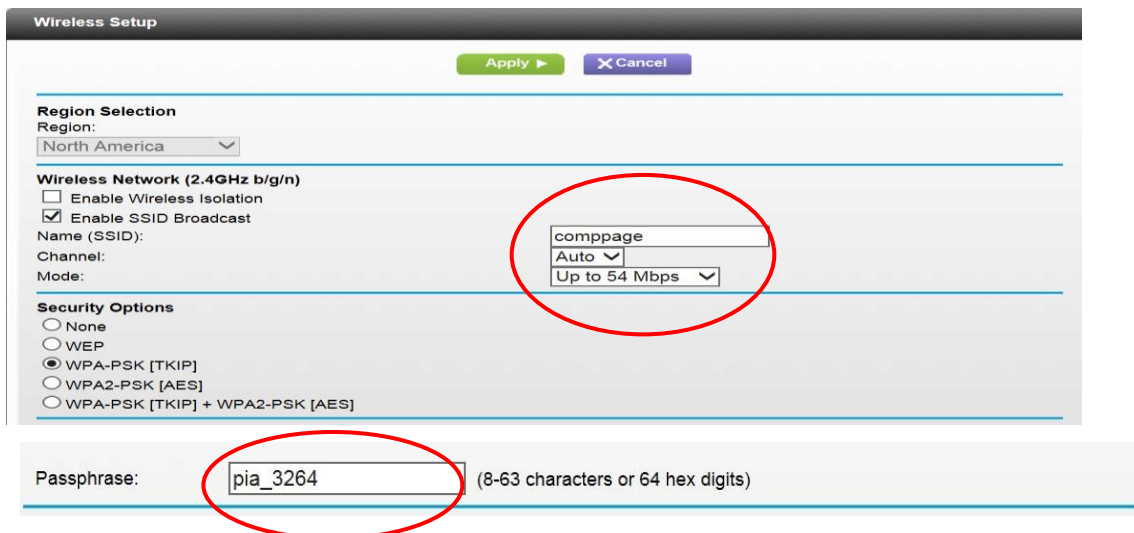
### Wireless Setup

The PIA Enterprise system can be setup for all Wireless or a mix of hardwired and wireless. The procedure listed below is a SAMPLE. The Wireless Router used is a Netgear R6300

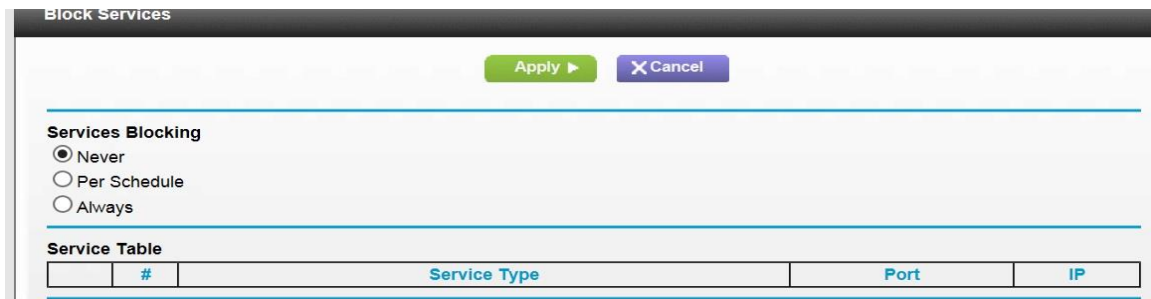
1. You can access the router by entering the IP address [192.168.1.1] in the browser address field.
2. User: admin Password: password



3. Select Wireless and check Enable SSID Broadcast.
4. Enter comppage for the SSID name.
5. Select WPA-PSK(TKIP).
6. Enter the Passphrse: pia\_3264



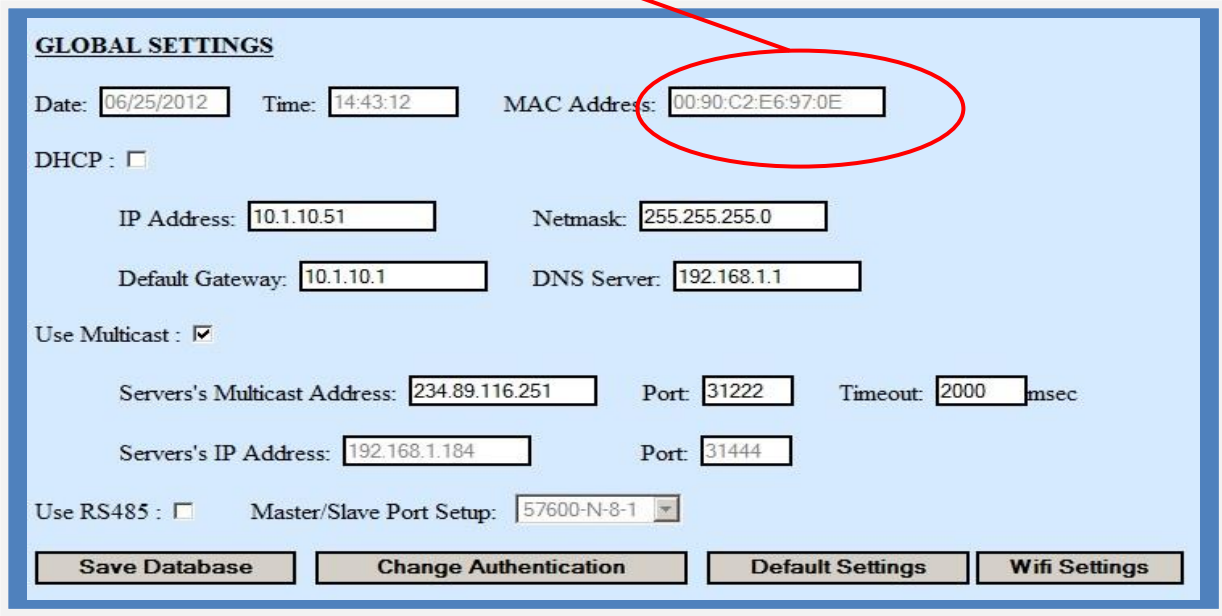
- Under Services Blocking – select **Never**.



### PIA Wireless Unit

When the PIA unit(s) are fitted with wireless cards prior to shipment, to ensure it is install properly or if an additional unit is being added at a later date, follow the below procedure.

- Log onto the PIA from the E-Controller using the IP Address.  
Default User ID: **comppage**      Default Password: **pia3264**
- The main screen will display.
- Locate the MAC address and record it.



- Log onto the E-Controller. (controller\_maintenance).
- Compare the Mac Address previously recorded to the Mac address(s) of the unit(s) installed on the E-Controller. If correct no further action is required.
- If adding another unit, ensure the Windows Service is disabled and follow the procedure on page 9.

## RS232 Inbound Data

The PIA Enterprise System has the ability to received RS232 input data as well as inputs from the Paging Interface adapter(s). The system will accept Scope, Tap 1.8 and Comp2 paging protocol. The system will take the incoming message text and place it in the correct paging format identified in the output section of the Enterprise system. Additional RS232 inputs can be setup by add another **Service** under **Service Type**.  
**Note: All changes made will not take effect unit the Controller Service has been STOPPED and RESTARTED.**

### Inbound Data

There must be three(3) parameters meet in order for the incoming data to be processed.

1. The incoming pager ID must match one of the **Matched ID** in the recipient file.
2. The incoming key word must match one of the **Key Word** in the RS232 Inbound programing.
3. The incoming room number must be in the **Room Setting** in the RS232 Inbound programing.

### Programming the RS232 Inbound Data

Right click the [**Service-1**] under the [**Service Type**].

1. Select communication port of the incoming data and Port Settings and Data Type.
2. Select the incoming Protocol.
3. In the Reset Text blank, enter the word that will be sent from the host system. This **MUST** be entered. If not entered, the system will not receive incoming data.
4. If no reset message is generated from the host system, check the box [**No Reset**].

**Note: With this option checked, you will select a time for the system to do an Automatic Reset. If you also select a repeat time in the Recipient file, the system will process the number of repeats according to the time selected. When the repeat(s) complete, and the time entered in the [Forced Reset] has expired, the system will automatically log the reset and sent a system generated reset message.**

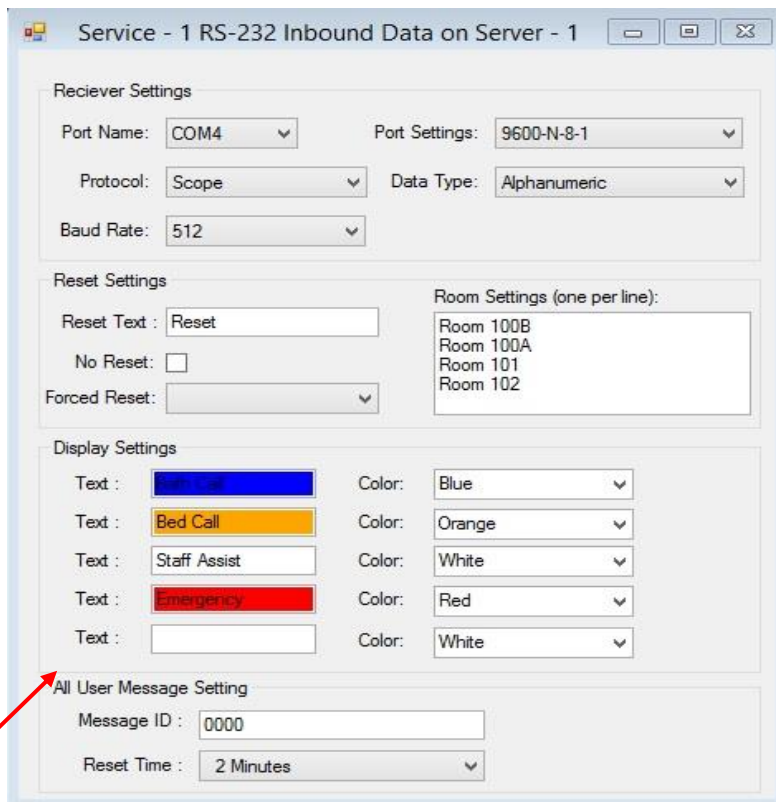
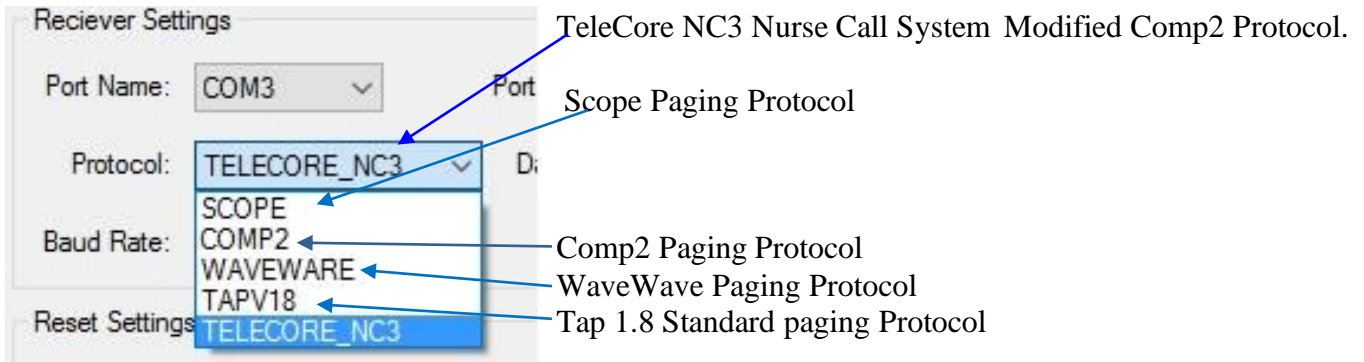
5. In the area labeled [Room Settings], enter the room numbers coming from the host. These must be an exact match. Ie...RM 111 or Room 111. The system keys off of the number. If multiple beds are in the same room, include them in the description. Ie.. Room 111 Bed A thru C.

### Display Settings

The display settings have two(2) free form text areas. 1) Text of incoming data, 2) Colors.

1. In the Text area, enter the key word(s){maximum of 20 characters} the system will use to match to incoming data.
2. In the color blank next to the text entered in step 1, select the color you want the system to display the alert on the remote monitor and/or tablets.
3. If no color is selected the data will be display in white, which is the default color.
4. Continue to enter necessary data and colors as necessary.

Input Protocol



All User Messaging

This function allows the user to send a custom message to a group call. This call information will be displayed on the Controller Monitor for the period of time selected. The message will be sent to the pager id of the incoming message. Example: { AN0300800A0000MEETING IN THE DON OFFICE }

1. Enter the default Message ID [0000].
2. Select the Reset Time.
3. Enter the default message id as a room number in the Controller Monitor program.

**Note:** This function will not work with [TeleCor NC3] RS232 inbound protocol.



**Recipient File (Inbound)**

RS232 Incoming Settings

1. In the recipient file select the staff member you want to receive the incoming message.
2. In the **Match ID** blank, enter the incoming pager ID.
  - a. 7 digits for Scope [0300800]
  - b. 3 digits for Tap and Comp2 [400]
  - c. Select the Beep Type.
3. If the recipient is being notified by RF Paging, you can select Repeats and Escalations.
4. If the recipient is being notified on a Tablet, Email or SMS Texting, there is no need to Select repeats. However, you can select Escalation and time.

Information

Name: Ni

Type: Person Supervisor: Not Set

Notification Settings

Pager ID: 111

E-Mail Addr:

SMS Text: ( ) ( ) ( ) ( )

Smart Device

Additional Recipient

- Not Set
- Ni
- N2

RS232 Incoming Settings

Match ID: 111

Repeat Interval: 2 Minutes

Repeat Count: 1

Beep Types: Type A

ESCALATION SETTINGS

Pager ID of Incoming message to be sent to this recipient.

Escalations	Interval	Recipients:	Beep Types:
First: <input checked="" type="checkbox"/>	2 Minutes	DON	Type D
Second: <input type="checkbox"/>	2 Minutes	Not Set	(None)
Third: <input type="checkbox"/>	2 Minutes	Not Set	(None)
Fourth: <input type="checkbox"/>	2 Minutes	Not Set	(None)
Fifth: <input type="checkbox"/>	2 Minutes	Not Set	(None)
Sixth: <input type="checkbox"/>	2 Minutes	Not Set	(None)
Seventh: <input type="checkbox"/>	2 Minutes	Not Set	(None)
Eighth: <input type="checkbox"/>	2 Minutes	Not Set	(None)

**RS232 Inbound – ASCII (Plain Text)**

ASCII input can do an **EXACT MATCH** of the incoming data or a **SECTION** of the incoming data, but, it must be in sequence. The output message can be any text. Both input and output has a maximum of 256 characters.

1. Select RS232 Inbound.
2. Select **ASCII** from the protocol drop down.
3. Select **Ending Character** from the drop down that matches the ending of the incoming data.
4. Check **No Reset**.
5. Select the **Forced Reset Time**. Since the ASCII data does not have a reset message, at the end of the time selected the Alert will be removed from the Control Monitor screen. This will also log the message.
6. In the Input message area enter the incoming text, **in full** or the **portion** to be sampled.
7. In the output **message text area** enter the message to be sent to the notification device.
8. Select the **Color** the alert will be displayed on the Remote Monitor screen.
9. Select the **Recipient** to receive the alert.

The screenshot shows the 'Service - 1 RS-232 Inbound Data on Server - 1' configuration window. The configuration is as follows:

- Port Name: COM2, Port Settings: 9600-N-8-1
- Protocol: ASCII, Data Type: Alphanumeric
- Ending Character: <CR>
- Reset Text: (empty), Color: White
- No Reset:
- Forced Reset: 2 Minutes
- Input Message Text: Room Number 8463-2
- Output Message Text: Room 8463 Bed B
- Recipient: STAFF

The data table at the bottom is as follows:

ID	INPUT_MESSAGE	OUTPUT_MESSAGE
1	Motion Detector Gallery Rm110B	Motion Detector Gallery RM
2	ROOM Number N200-1 ROOM BATH CALL	Routine Bath Call Room No
3	H2O New Boiler room	H2O Bolier Room Activated
4	Room Number 8463-1	Room 8463 Bed A
5	Room Number 8463-2	Room 8463 Bed B
6	Room Number 8457-1	Room 8457 Bed A
7	Room Number 8471-2	Room 8471 Bed B
8	Room Number 8500-2	Room 8500 Bed B

**RS232 Inbound – ASCII (Plain Text)****Adding and Removing a Record****Adding a Record**

1. Scroll to the bottom of the table.
2. Highlight the row 0 by clicking on it.
3. Click on **Clear**.
4. This will clear the Input and Output fields.
5. Enter Input data and Output data. Data is case sensitive.
6. Follow steps 8 and 9 page 34.
7. Select **Save**. This will save the Input and Output messages.
8. Select **X** to exit and save the database for the ASCII Plain Text.
9. Select **CONNECTION** from the top menu of the Controller Maintenance program.
10. Select **Stop Windows Service**.
11. After the service has stopped, select **Start Windows Service**.
12. This procedure will allow the changes to become active.

**Deleting a Record**

1. Scroll down to the row to be deleted.
2. Highlight the row.
3. Select **Delete Row**.
4. A dialogue box will appear with a selection of **Yes** or **No**.
5. Select **Yes**.
6. Select the X in the upper right side of the rs232 box. This will close the rs232 selection.
7. Select **CONNECTION** from the top menu of the **Controller Maintenance program**.
8. Select **Stop Windows Service**.
9. After the service has stopped, select **Start Windows Service**.
10. This procedure will allow the change to become active.

ID	INPUT_MESSAGE	
2	ROOM Number N200-	
3	H2O New Boiler room	
4	Room Number 8463-1	
5	Room Number 8463-2	
6	Room Number 8457-1	Room 8457 Bed A
7	Room Number 8471-2	Room 8471 Bed B
8	Room Number 8500-2	Room 8500 Bed B
9	Room Number 8506-2	Room 8506 Bed B

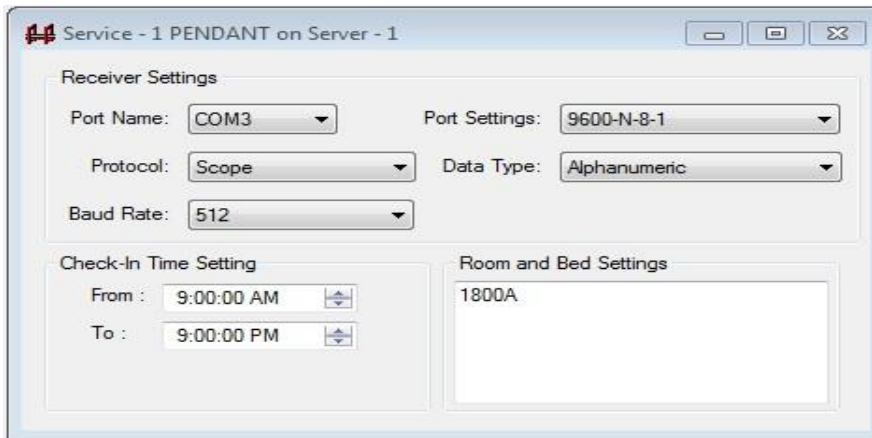
**Printing Reports for ASCII Data**

1. In the report software filter select Room, Add and enter the ID number from the ASCII inbound data Screen.
2. When entering the **ID** number, it must be 4 digits. Ie **9001 – 9024**.
3. Enter the IDs **FM – TO** and select **OK, OK**. Then select the type of report required.

**Check-In**

This function of the Enterprise system allows the facility to create a log of all rooms that have or have not checked in during a specified period of time. This data is not displayed on the remote monitor or sent to an output device it only creates a log for viewing or printing.

1. Program the **Check-In** transmitter .
  - a. Pager ID [Scope protocol – 7 digits], baud rate.
  - b. Text – **Check-In 1800A**
2. Install a **Service Type** – [Check-In] and select;
  - a. Receiver Setting
  - b. Check-In time setting. – Check-In’s will only be recognized during this time period.
  - c. Enter **Room Number** and **Bed** indicator.  
 Beds are identified as A, B, C or D. It should be entered as;  
**1800 – Room, A-Bed {1800A}**
  - d. When the last room is entered, **DO NOT HIT ENTER**. This would leave an open record in the log.
3. Once the list of **Rooms** have been enter and the file is saved by clicking on the X, you cannot edit or add additional room without doing the following.
  - a. Remove all the data from the Room and Bed Settings text area.
  - b. Enter new Room Data and Save.

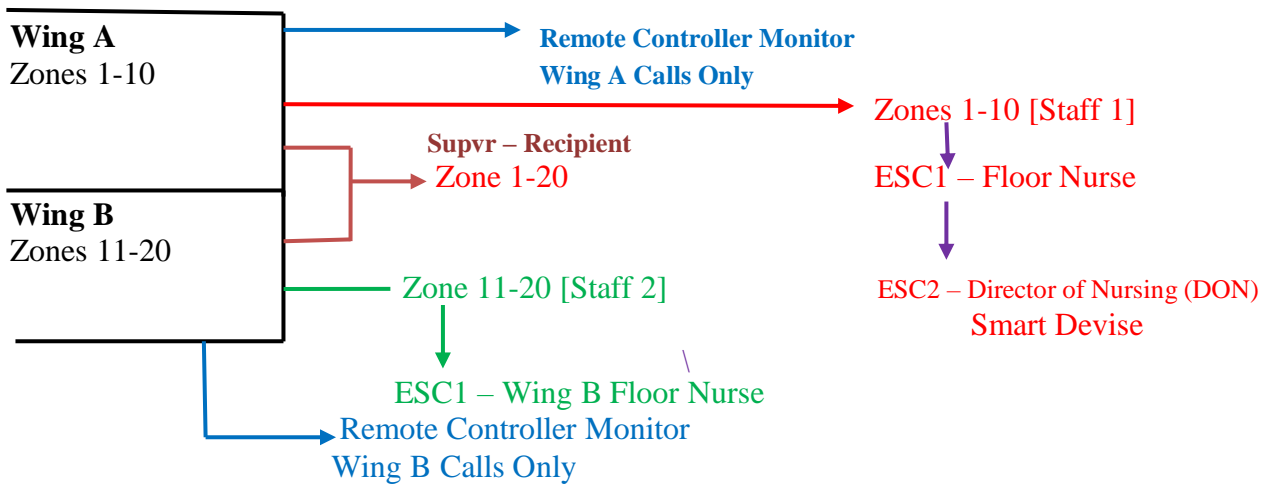


- d. User can view the check-in log by selecting the Controller Reports software and set the filter for the current date and select **Check-In** from the drop down menu.
- e. This log will not be saved. It is generated new each day.

<u>Check-In Report</u>			
Date: ____/____/____		Location: <u>Name of Installation</u>	
Time	Room	Bed	Check-In
08:24:14	100	A	yes
08:40:02	100	B	Yes
	102	A	No
08:55:12	110		Yes
	114	A	No

**Example Programming Tree**

- RS232 RF Paging
- Multi-Nurse Station Monitoring
- Supervisor in Recipient File
- Monitor 1 in Recipient File
- Smart Device Paging



Wing A Calls – Display Calls on selected remote computer monitor by setting filters  
 1<sup>st</sup> Call - Staff 1 Pagers Cap Code (Group Call, Multi-pagers)  
 1<sup>st</sup> ESC – Floor Nurse Pager Cap Code  
 2<sup>nd</sup> ESC – Director of Nursing Smart Device. (tablet)  
 Supervisor Receives All Calls for Wing A & B

Wing B Calls – Display Calls on selected remote computer monitor by setting filters  
 1<sup>st</sup> Call - Staff 2 Pagers Cap Code (Group Call, Multi-pagers)  
 1<sup>st</sup> ESC – Wing B Floor Nurse Pager Cap Code  
 Supervisor Receives All Calls for Wing A & B

Note: If a Staff Member or Guest needs to receive **ALL** calls enter a Monitor Pager in the Recipient file. This Pager will receive **ALL CALLS**. Including Escalations and Repeats.

## Problem Solving

### 1. The PIA326R2 is not communicating with the Controller. (Red and Green LED is on)

When the PIA unit is communicating with the Controller the **Data light {Yellow}** and **Power light {Green}** is on.

- Is the PIA on and connected to the Router with a patch cable?
- Is Windows Service started in the Controller Maintenance program?
- Is the PIA3264R2 MAC Address in the Controller Maintenance program?

### 2. Tablet will not log onto the controller.

- Ensure the tablets MAC address is in the Client Device's.
- Ensure the Recipient File has an entry identified with a Smart Device.

### 3. Tablet does not receive and display alerts.

- Is the tablet logged onto the Controller?
- Is the tablet identified in the Recipient File?

### 4. No Notification is sent when a tablet does not acknowledge receipt of an alert.

- Is the Communication Error assigned to a Recipient in the Recipient file?

### 5. Pager(s) receive alerts but no logging.

- The RS232 or IP Scope Service must have both Notification and Logging checked.

### 6. Can't create reports after activating the Report Program.

- Check the filter settings under Filter Change.

### 7. Reports show double logging of the same alerts.

- Check Logging and Notification on RS232 and IP Paging. If both are checked on all services the system will log both alerts. Only one needs checked.

### 8. When using RS232 inbound nothing appears on the monitor and no paging output.

- Check and ensure a Reset word has been entered in the Reset Text blank.

### 9. No Output from the Controller, and if a PIA326R2 is connected, the RED and GREEN light on the the front panel is on.(indicate the PIA is not communicating with the controller)

- Go to the Control Panel on the controller's Windows Software
- Select Service and Security
- Select Administrative Tools
- Select Event Viewer

TECHNICAL INFORMATION

Note:

1. All Negative terminals on the PIA mother board are connected on the circuit board. No jumpers are required.
2. The logic input cards are designed to take inputs connect to Neg to Pos and Pos to Neg.
3. Remove Header Pins JP3 and JP4 if the host system NEG is connected to the PIA POS.
4. Fuses are required on the Logic Card if Dry Contact (no voltage) input is required.
5. The input will accept 4-45 Volts DC or AC.

Nurse Call Hook-Up

Cornell

Connection Type – Voltage Alert High  
 Activation - +24VDC  
 Reset - 0VDC

**REMOVE JP3 and JP4 BEFORE PROCEEDING**

Wiring Connection

Cornell +24VDC to PIA – (neg)  
 Point Wire Neg to PIA + (pos)  
 Card Type: CTBD4

Engineered Electronics

Connection Type – Voltage Alert High  
 Activation - + 24VDC  
 Reset - 0 VDC

**REMOVE JP3 and JP4 BEFORE PROCEEDING**

Wiring Connection

EEL Point Wire to PIA + (pos)  
 +24 VDC from the 900-20X panel - to PIA - (neg)  
 Card type: CTBD4

Heritage MedCall

Connection Type – Voltage Alert High  
 Activation - +24VDC  
 Reset - 0VDC

**REMOVE JP3 and JP4 BEFORE PROCEEDING**

Wiring Connection

Point wire +24VDC to PIA – (neg)  
 Gnd Neg to PIA + (pos)  
 Card Type: CTBD4

Tektone+Signal and Sound

Connection Type – Voltage Alert Low  
 Activation - 0VDC  
 Reset - +24VDC

Wiring Connection

Tektone Point Wire to PIA + (pos)  
 Field Gnd - To PIA - (neg)  
 Card type: TLEDDK

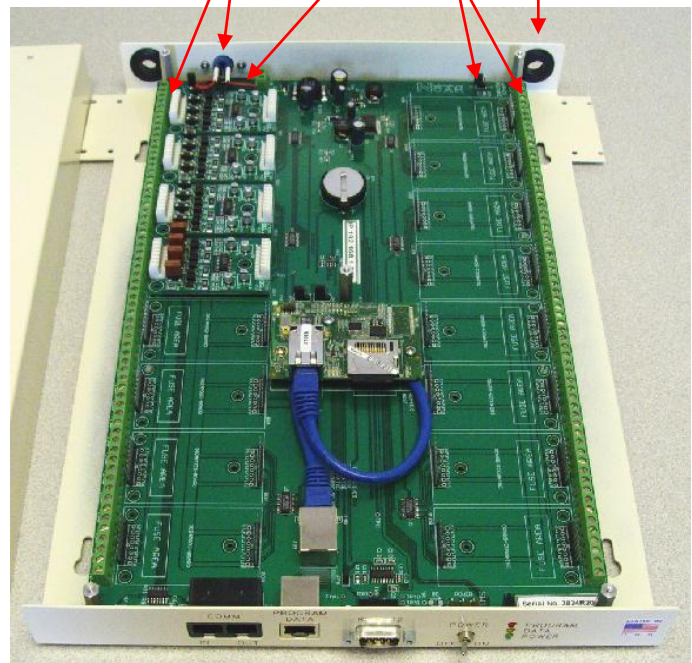
PIA Password

User: comppage – Password: pia3264



Terminal Block.  
 1-32 33-64

Power Input: 12 Volts DC, 2 Amp  
 JP3&JP4  
 Cable Entrance



Power Sw  
 Indicator LEDs  
 RS232 Output  
 Ethernet Port  
 RS485 In/Out Port

**Approvals**

UL 1069 Standard for Safety Hospital Signaling and Nurse Call Equipment Issue:2007/10/12Ed:7

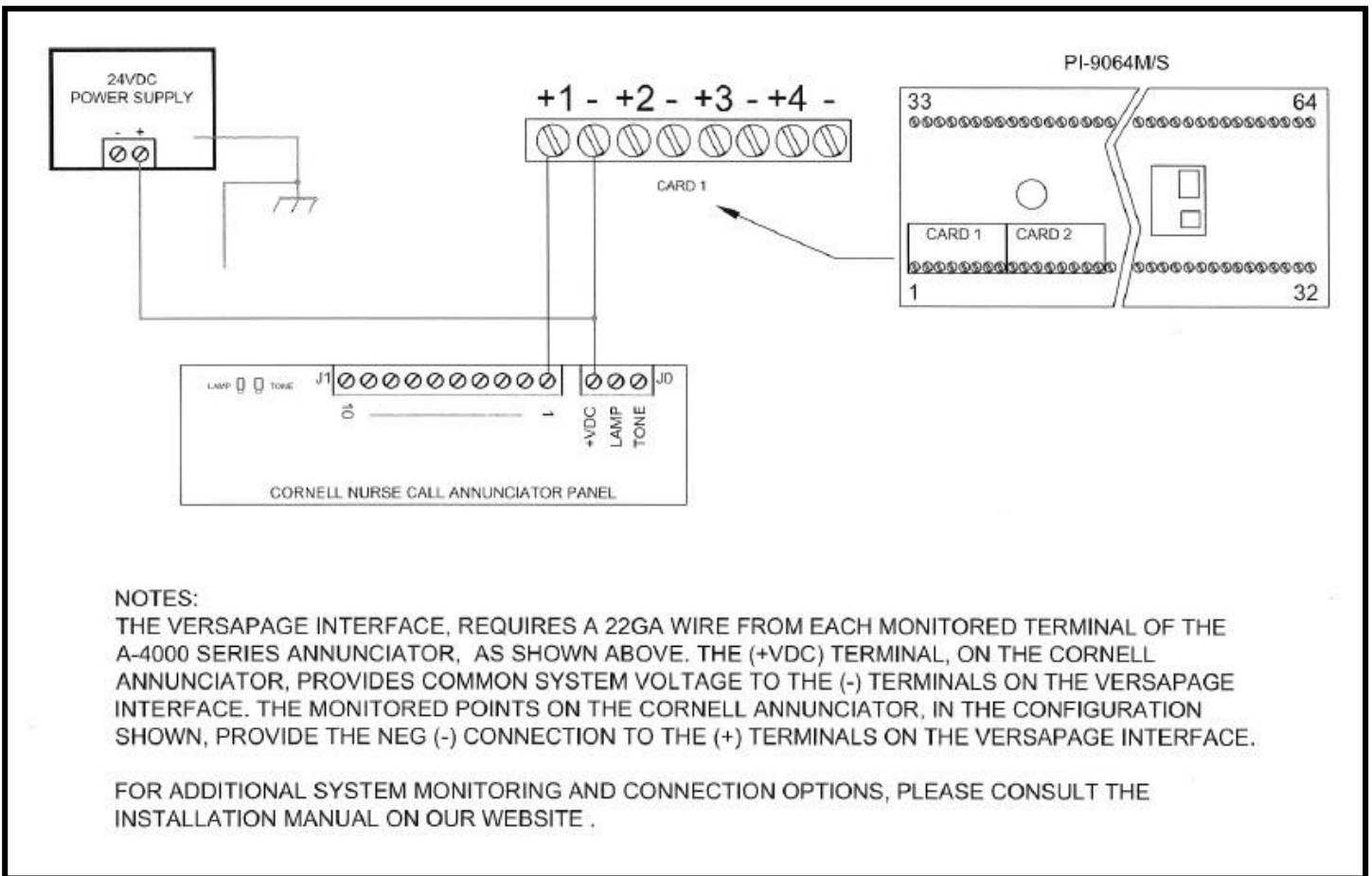
CSA C22.2#205 Signaling Equipment General Instruction No 1. Issue: 1983/01/01 (R2004)

FCC – CFR 47, Part 15

RoHS Compliant

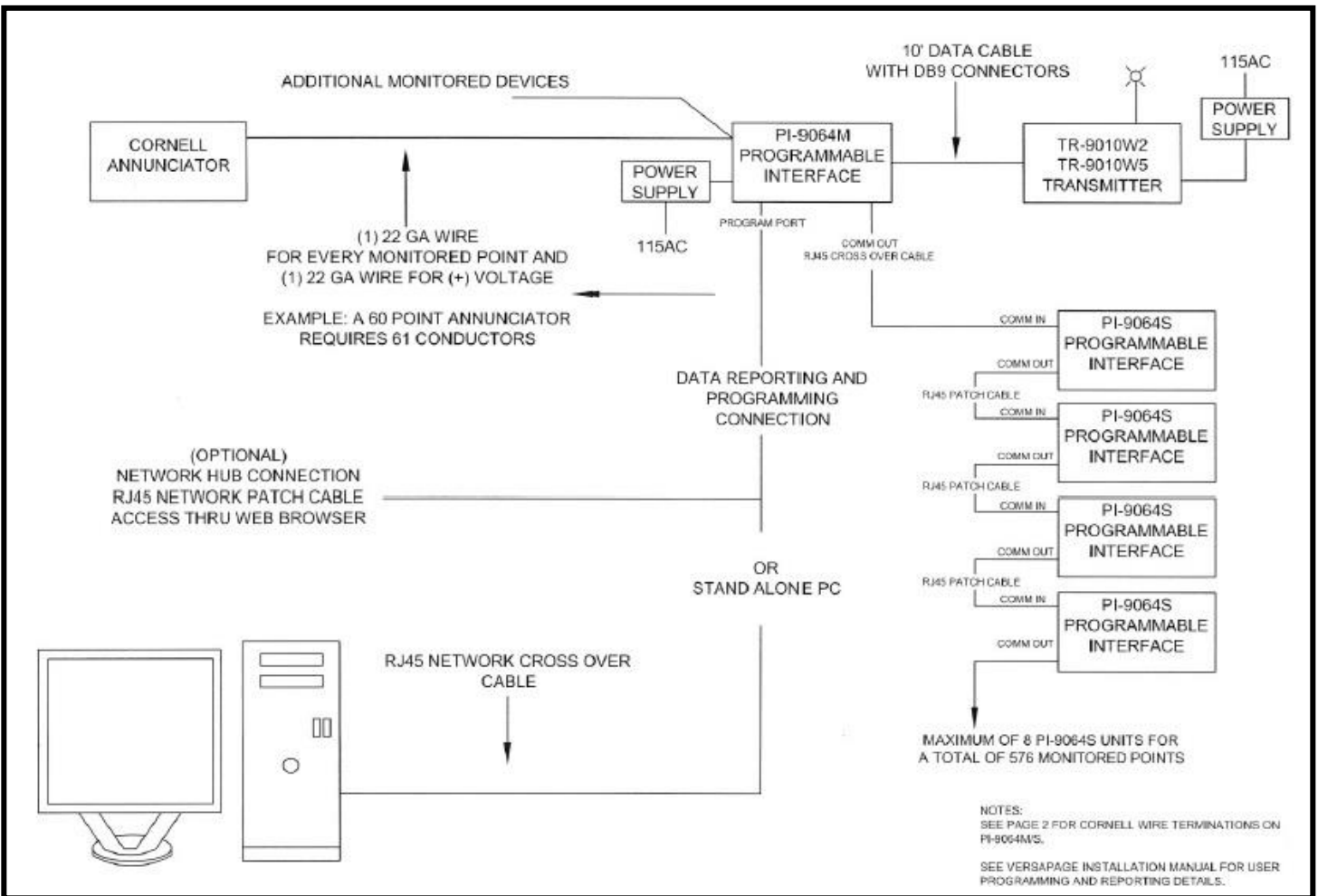
**Diagram**

**Cornell Diagram**





Cornell – Continue

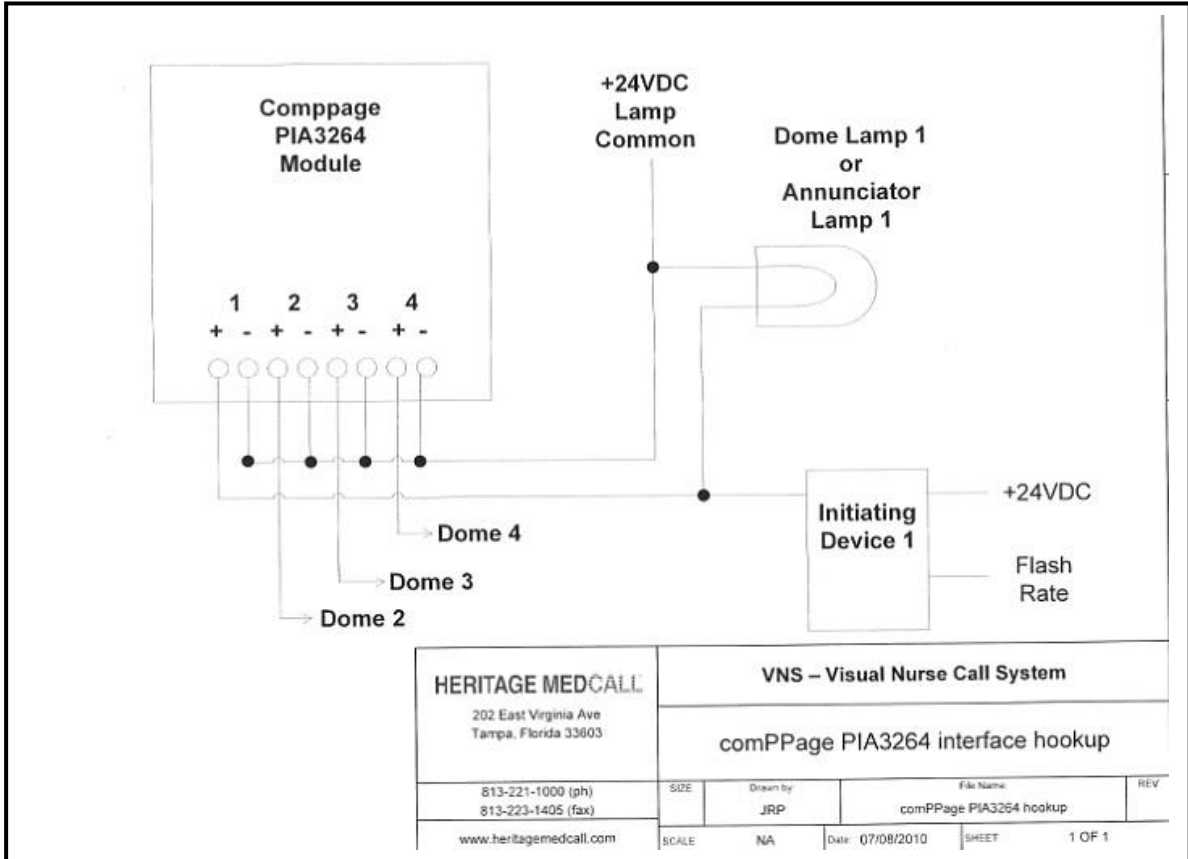


Engineered Electronics

**ENGINEERED ELECTRONICS, INC.  
COLOR CODE CONNECTIONS FOR PIA3264**

A CABLE	POINT CONNECTION	B CABLE	POINT CONNECTION	B CABLE	POINT CONNECTION
900-202 OR 900-203	PIA3264	900-202 OR 900-203	PIA3264	900-202 OR 900-203	PIA3264
BL/WH	+1	BL/WH	+31	WH/BL	+56
OR/WH	+2	OR/WH	+32	WH/OR	+57
GR/WH	+3	GR/WH	+33	WH/GR	+58
BR/WH	+4	BR/WH	+34	WH/BR	+59
SL/WH	+5	SL/WH	+35	WH/SL	+60
BL/RD	+6	BL/RD	+36	RD/BL	+61
OR/RD	+7	OR/RD	+37	RD/OR	+62
GR/RD	+8	GR/RD	+38	RD/GR	+63
BR/RD	+9	BR/RD	+39	RD/BR	+64
SL/RD	+10	SL/RD	+40	RD/SL	+65
BL/BK	+11	BL/BK	+41	BK/BL	+66
OR/BK	+12	OR/BK	+42	BK/OR	+67
GR/BK	+13	GR/BK	+43	BK/GR	+68
BR/BK	+14	BR/BK	+44	BK/BR	+69
SL/BK	+15	SL/BK	+45	BK/SL	+70
BL/YL	+16	BL/YL	+46	YL/BL	+71
OR/YL	+17	OR/YL	+47	YL/OR	+72
GR/YL	+18	GR/YL	+48	YL/GR	+73
BR/YL	+19	BR/YL	+49	YL/BR	+74
SL/YL	+20	SL/YL	+50	YL/SL	+75
BL/VI	+21	BL/VI	+51	VI/BL	+76
OR/VI	+22	OR/VI	+52	VI/OR	+77
GR/VI	+23	GR/VI	+53	VI/GR	+78
BR/VI	+24	BR/VI	+54	VI/BR	+79
SL/VI	+25	SL/VI	+55	VI/SL	+80
WH/BL	+26				
WH/OR	+27				
WH/GR	+28				
WH/BR	+29				
WH/SL	+30				

Heritage MedCall

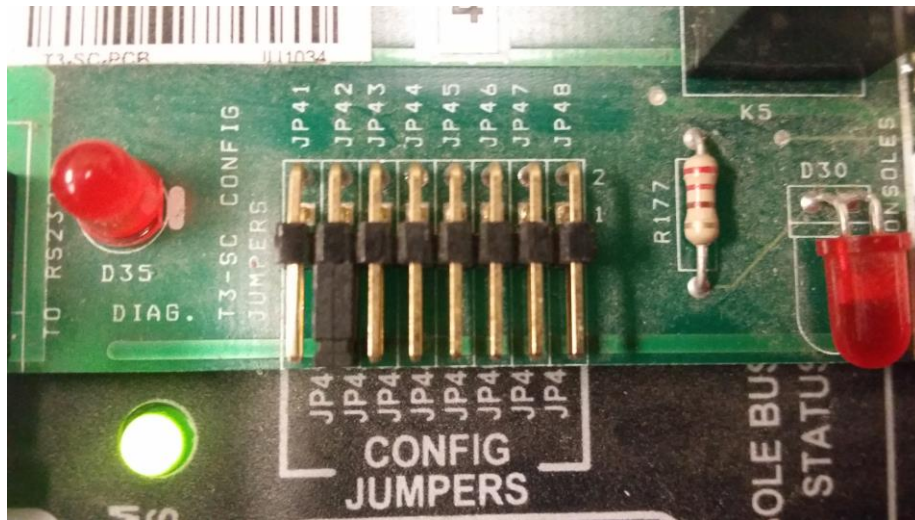


TeleCor NC3

RS232 Inbound

Settings and Cabling for connecting the NC3 to comPPage controller.

1. Connect a Serial Female to Female cable (25 Pin to 9 Pin) from the NC3 unit to the communication port on the Enterprise Controller. (see page 193 cable diagram in the Nurse Courier 3 installation manual)
2. Place a Jumper on JP42 on the NC3.  
This jumper will make the system assume a PLC connection with no Handshaking.

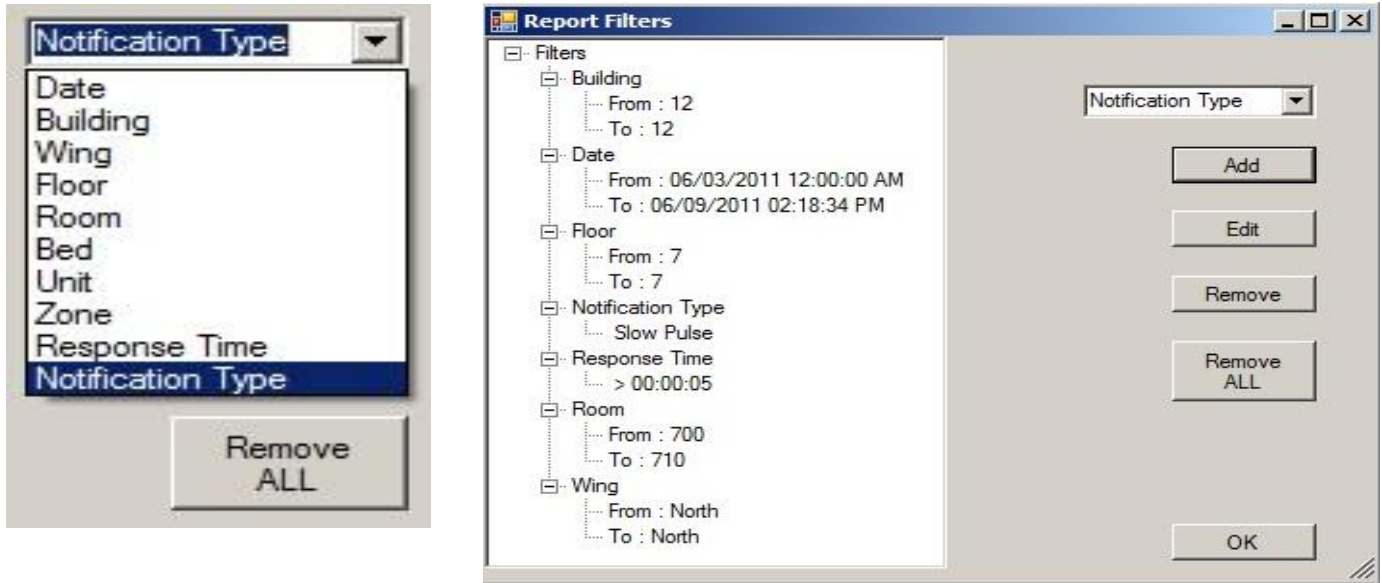


3. The controller RS232 Inbound is set for TeleCor NC3.

# Report and Printing Operation

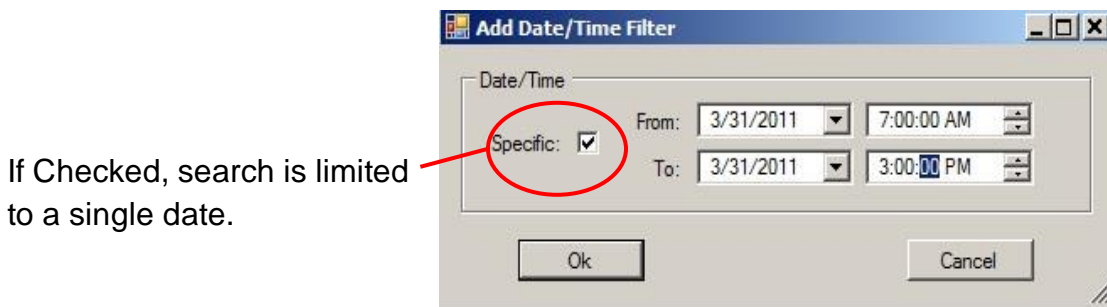
### Filter Selection

From the dropdown menu the user can create any number of filter searches. Highlight the heading you want to search on and select **Add**. The item will appear on the left side under **Filters**. If an incorrect filter has been selected, highlight and select the **Remove** button.



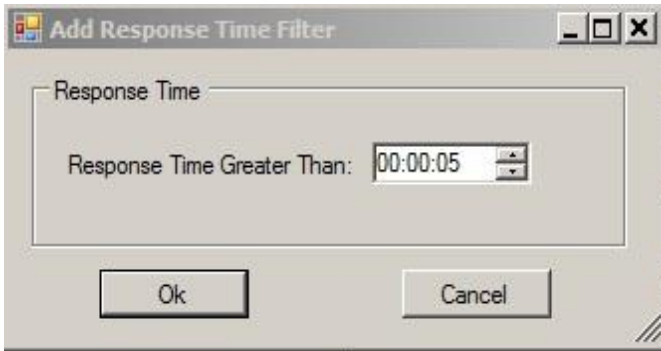
### Date and Time Filter

After selecting **Date/Time** and clicking on Add, the below screen will appear. Enter the **From** Date/Time and the **To** Date/Time of the required report to be generated.



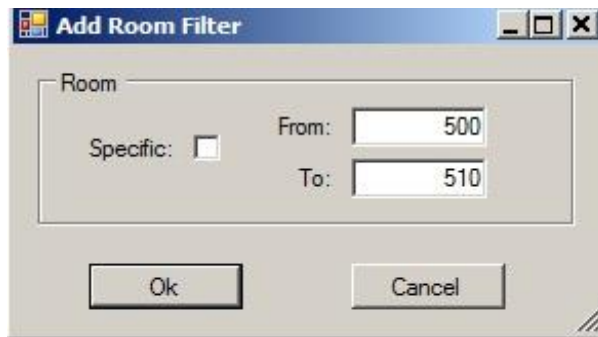
### Response Time Filter

The default Response Time is set to greater than 5 seconds. The user can select Response Time from the Report Items and the below screen will appear. User can adjust the time using the up and down arrows. When complete select **OK**.



**Room Filter**

A group of rooms or a single room can be selected by selecting Add Room Filter from the Report Items. If limited the search to a single room enter the same room number in the **From** and **To** fields and check **Specific**. If requiring a group of rooms, enter the starting room in the **From** field and the ending room in the **To** field.

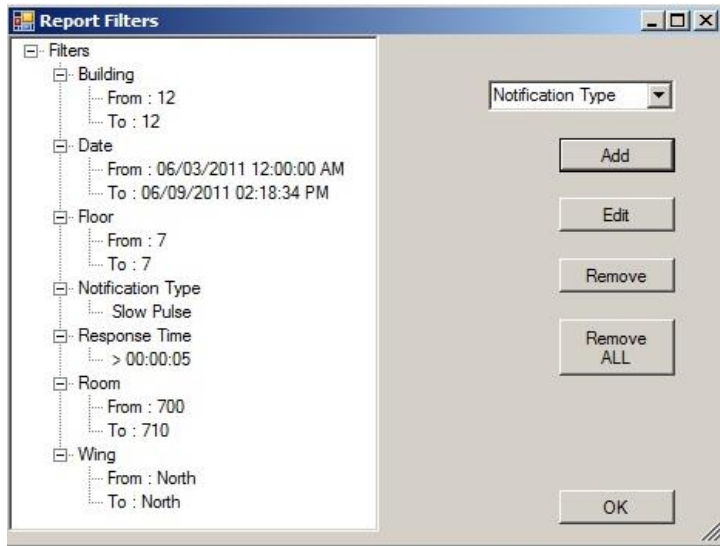


**Additional Filters**

Additional filters can be selected from the Report Items List.



Report Filter Selection sample



Report Selection

After selecting the required filters for the report desired, select OK. Next select the way the report will be displayed. If **By Date** is selected, the report will be sorted in date order. If **By Date/Room** is selected, the report will be sorted by Date then by Room.



Sample Reports

### Alert Notification Report

Report Date: 3/28/2011  
 Location: Happy Valley Retirement

---

Bldg	Wing	Floor	Room	Bed	Alarm Message	Activated	Reset	Response Time
<b>3/25/2011</b>								
SOUTH	EAST	6	500	A	Bed Call Room 500A	5:53:51 AM	05:54:07 AM	00:00:16
SOUTH	EAST	6	500	A	Bed Call Room 500A	7:17:02 AM	07:17:15 AM	00:00:13
SOUTH	EAST	6	500	A	Bath Call Room 500	7:17:24 AM	07:17:33 AM	00:00:09
SOUTH	EAST	6	500	A	Bed Call Room 500A	9:03:23 AM	09:03:29 AM	<u>00:00:06</u>
Total Calls						4	Average: 00:00:11	



### Alert Notification Report

Report Date: 3/28/2011

Location: Happy Valley Retirement

Bldg	Wing	Floor	Room	Bed	Alarm Message	Activated	Reset	Response Time
<b>3/24/2011</b>								
SOUTH	EAST	6	500		Bath Call Room 500	9:00:05 AM	09:00:17 AM	00:00:12
SOUTH	EAST	6	500		Bath Call Room 500	10:33:07 AM	10:34:55 AM	00:01:48
SOUTH	EAST	6	500		Emergency Call Room 500	10:35:01 AM	10:36:22 AM	00:01:21
SOUTH	EAST	6	500		Emergency Call Room 500	10:36:42 AM	10:37:16 AM	00:00:34
SOUTH	EAST	6	500		Bath Call Room 500	10:37:19 AM	10:38:40 AM	00:01:21
SOUTH	EAST	6	500		Emergency Call Room 500	10:40:27 AM	10:40:55 AM	00:00:28
SOUTH	EAST	6	500		Code Blue Call Room 500	10:41:25 AM	10:41:39 AM	00:00:13
SOUTH	EAST	6	500		Code Call Room 500	10:42:38 AM	10:43:36 AM	00:00:58
SOUTH	EAST	6	500		Code Call Room 500	12:36:44 PM	12:36:55 PM	00:00:11
Total Calls:						9	Average: 00:00:47	
SOUTH	EAST	6	501		Bed Call Room 501	8:57:35 AM	08:57:47 AM	00:00:12
SOUTH	EAST	6	501		Bed Call Room 501	10:35:08 AM	10:36:23 AM	00:01:15
SOUTH	EAST	6	501		Bed Call Room 501	10:36:42 AM	10:38:41 AM	00:01:59
SOUTH	EAST	6	501		Bed Call Room 501	10:42:49 AM	10:43:13 AM	00:00:24
SOUTH	EAST	6	501		Bath Call Room 501	10:43:23 AM	10:43:36 AM	00:00:13
Total Calls:						5	Average: 00:00:48	
<b>3/25/2011</b>								
SOUTH	EAST	6	500	A	Bed CallRoom 500A	5:53:51 AM	05:54:07 AM	00:00:16
SOUTH	EAST	6	500	A	Bed CallRoom 500A	7:17:02 AM	07:17:15 AM	00:00:13
SOUTH	EAST	6	500	A	Bath Call Room 500	7:17:24 AM	07:17:33 AM	00:00:09
SOUTH	EAST	6	500	B	Bed CallRoom 500B	7:17:47 AM	07:17:54 AM	00:00:07
SOUTH	EAST	6	500	B	Bed CallRoom 500B	8:50:22 AM	08:50:33 AM	00:00:11
SOUTH	EAST	6	500	A	Bed CallRoom 500A	9:03:23 AM	09:03:29 AM	00:00:06
Total Calls:						6	Average: 00:00:10	

#### Clear Report and Search Filters

1. From the menu select **Window** and click on **Close** to clear the Report or click on **Close All** to clear both the **Filters** and reports.



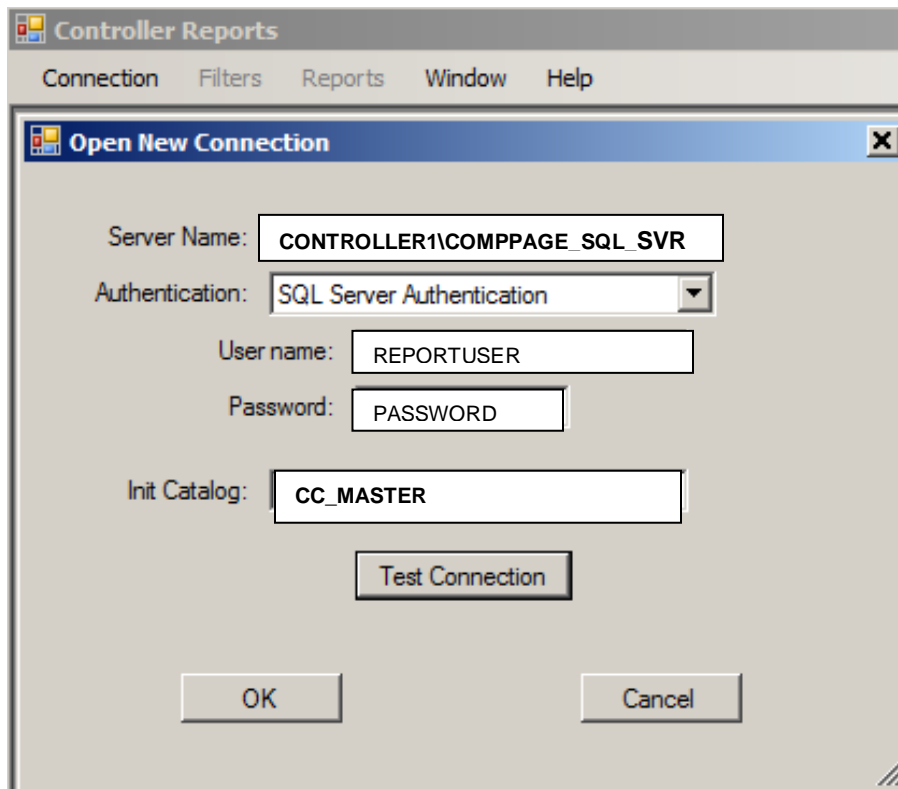
## Remote Print Access

When the PIA Enterprise Controller is installed on an In-house network, the users will be able to log onto the controller and create, view and print custom reports.

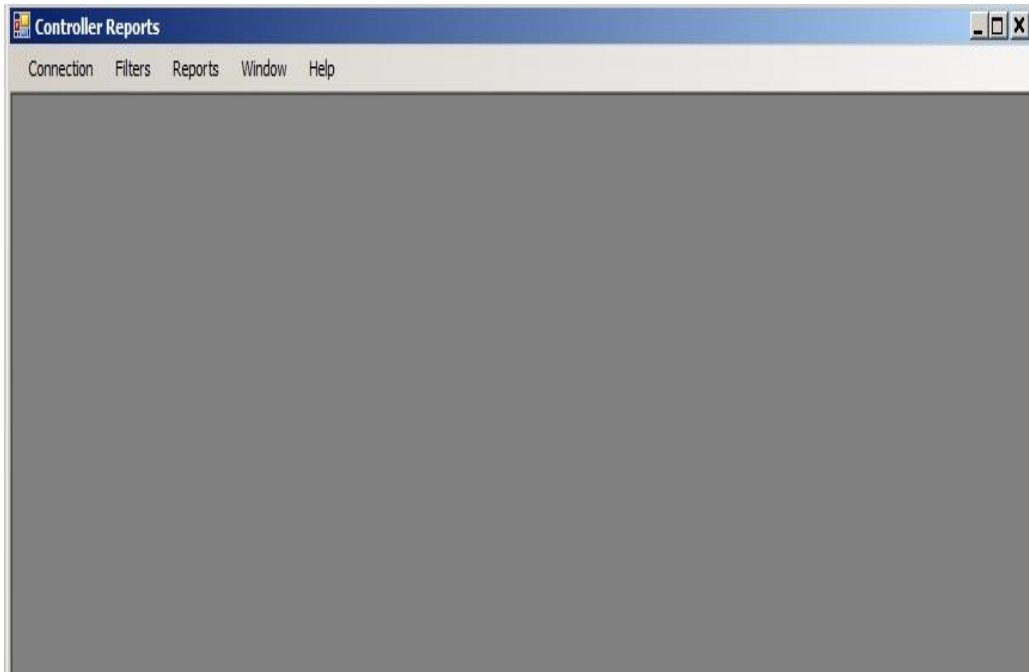
**Note: All software needed is located on hard drive. Directory DVDPACKAGE\_Comppage\_64bit.**

### Remote Access Setup (Remote computer on network)

6. Install one of the following Crystal Reports Runtime for Visual Studio 2010.  
**DVDPACKAGE\_Comppage\_64bit/Redist**
  - a. CCRuntime\_32bit\_13\_0\_2. (32-bit operating system)
  - b. CCRuntime\_64bit\_13\_0\_2. (64-bit operating system)
7. Install Controller Reports Setup.
8. Make sure the C drive is shared on the controller.
9. On the remote computer Map the drive on the controller to the remove computer.
10. Create a short cut on the remove computer's desktop, to the controller.
11. Double click on the short cut Icon and the screen below will appear.



12. Enter your password and the below screen will appear.



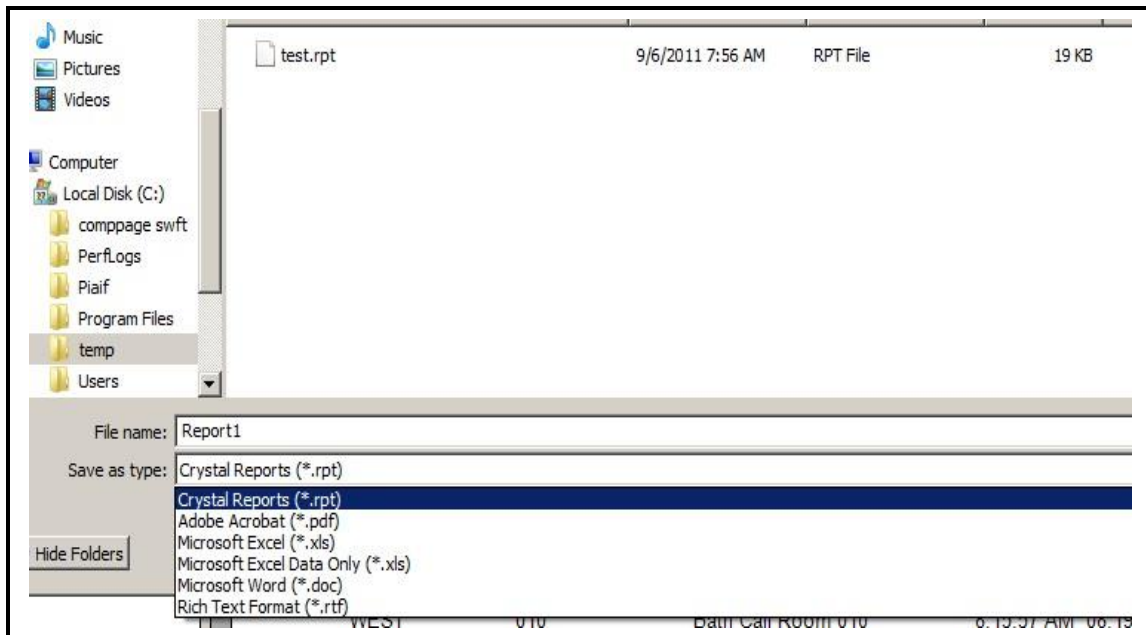
13. Follow the same procedure for filtering and printing reports at the remote PC as you do on the Controller.

## Exporting Reports

1. Create the report you want to export.
2. With the report on the screen, select the icon at the left of the report tool bar. When you place the mouse over the icon it will show Export Report.



3. Click on the icon and it will open a window shown below.

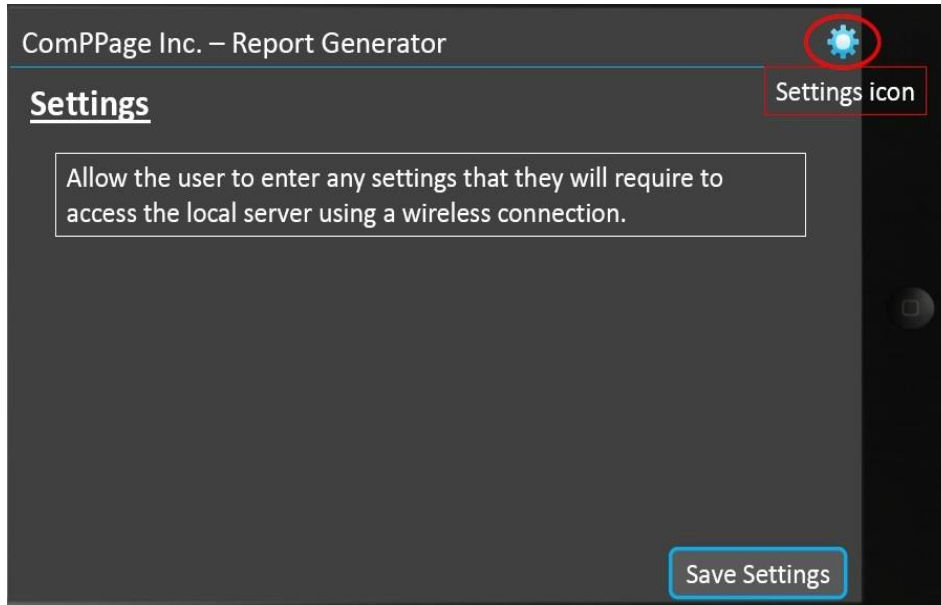


4. Name the report and select the type of file from the dropdown menu. It is recommended to select **[\*pdf]**. This file type can be read by anyone with Acrobat reader installed on their computer.

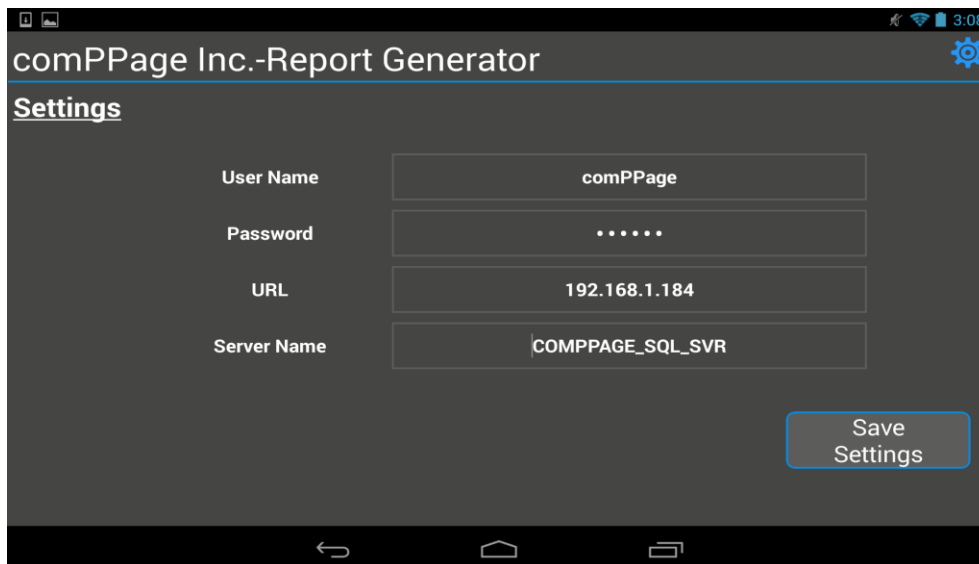
## Reports on Smart Device

Locate and install the Report Application on the smart device.

1. In the Additional directory the Report App. Reportgenerator\_v1.1.apk.
2. Install on the smart device, normally a 7" or above tablet.
3. Access the Report Generator program by tapping on the Report Icon.



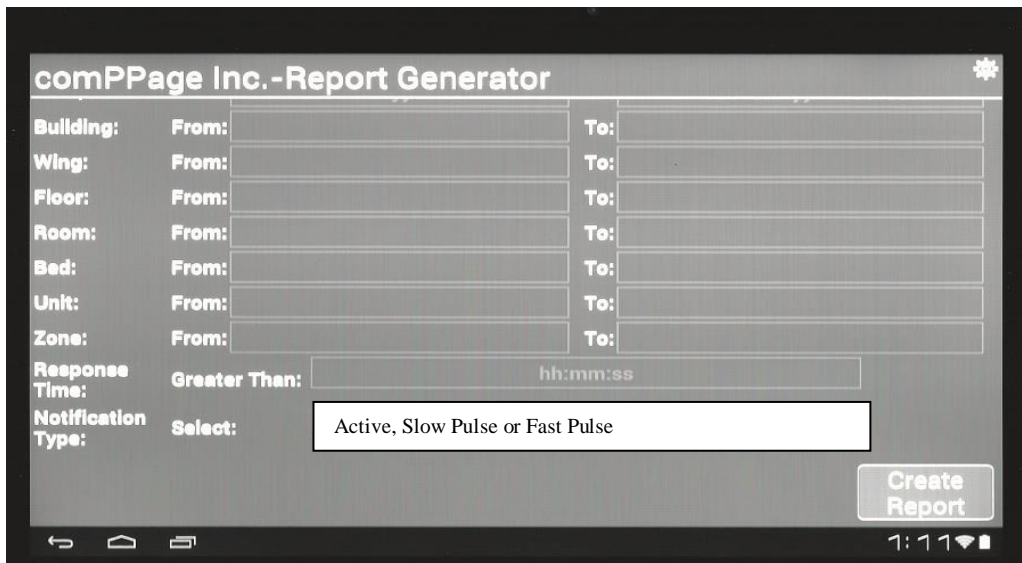
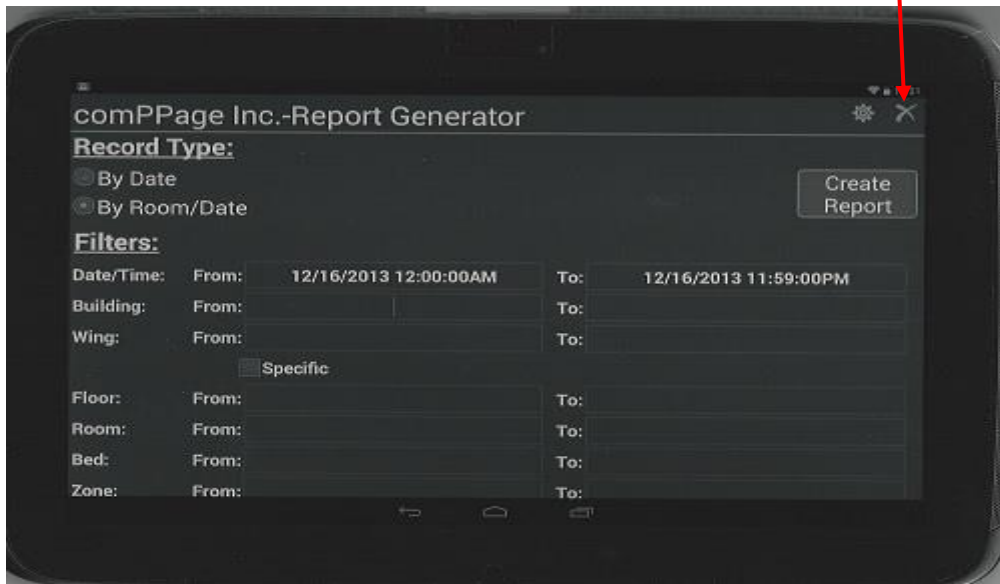
Log on to the Server




Reports Displayed on 10" Tablet

1. Tap the field beside **From:** Set the Month, Day, Year and Time for the start of the report date. The next field is the same format for the ending date.
2. If the Month, Day, Year and Time is the same, simply tap on **Specific** and the **To** will be filled in automatically.

Exit from Program



- If **Response Time** is required for the report, tap the field next to Greater Than and Select the time required. Ie.. 00:15:00 (15 minutes).

ComPPage Inc. – Report Generator 

Date 12/30/2013 to 12/31/2013 Report Type: Date

Bldg	Wing	Floor	Room	Bed	Alarm Message	Activated	Reset	Response Time
1	1	1	101	3	Active Bed #3	12/30/2013 01:07:33AM	12/30/2013 01:11:33AM	0:04:00
1	1	1	101		Shower 101	12/30/2013 03:21:33PM	12/30/2013 03:24:33PM	0:03:00
1	1	1	101		Shower 101	12/30/2013 03:22:33PM	12/30/2013 03:25:33PM	0:03:00
1	1	1	102	2	Active Bed #2	12/30/2013 03:22:33PM	12/30/2013 03:25:33PM	0:03:00
1	1	1	101	3	Active Bed #3	12/30/2013 06:25:33AM	12/30/2013 06:27:33AM	0:02:00
1	1	1	101		Shower 101	12/30/2013 07:09:33PM	12/30/2013 07:12:33PM	0:03:00
1	1	1	102	2	Active Bed #2	12/30/2013 07:09:33PM	12/30/2013 07:12:33PM	0:03:00
<b># of Calls</b>						<b>7</b>	<b>AVERAGE</b>	<b>00:03:00</b>

[Back](#)

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