

Call Logger V4.00a Installation Guide



Aidcall operates a policy of continual product improvement and reserves the right to modify the specification of its products.

If any variation to the details in this document are suspected please contact Aidcall's Technical Support.

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1. PRODUCT OVERVIEW

The Touchsafe Pro Call Logger software allows the entire call history to be downloaded from the Nursecall system for detailed analysis of all events including call types and response times etc.

Custom reports can be created by setting filters and changing date ranges, results can be displayed, printed and exported as PDF files in a variety of different graphical and list formats.

The Push Notification feature allows system events to be sent to a mobile device. *Note: the mobile device requires the Aidcall InTouch app installed and the Touchsafe Pro Panel software must be version V4.00a onwards.*

The Call Logger software allows multi-site management from a single PC Workstation.

2. SAFETY INSTRUCTIONS

	Read and understand these instructions before use and keep for future reference.
	Do not disassemble, cut-down or extend the interface cable.
	The PC will require Windows XP, Vista, Windows 7, 8 or 10.
	The PC will require a USB Port.
	The PC will require an Ethernet Port.
	This software is only compatible with the Aidcall Touchsafe Pro Nursecall system.

3. CALL LOGGER KIT OPTIONS

There are 2 different Touchsafe Pro Call Logger kits; the same software is included in each kit, it's only the type of interface cable that differs.

Description	Part No.
Touchsafe Pro Call Logger Software inc Crossover Lead	E50520
Touchsafe Pro Call Logger Software inc Patch Lead	E50525



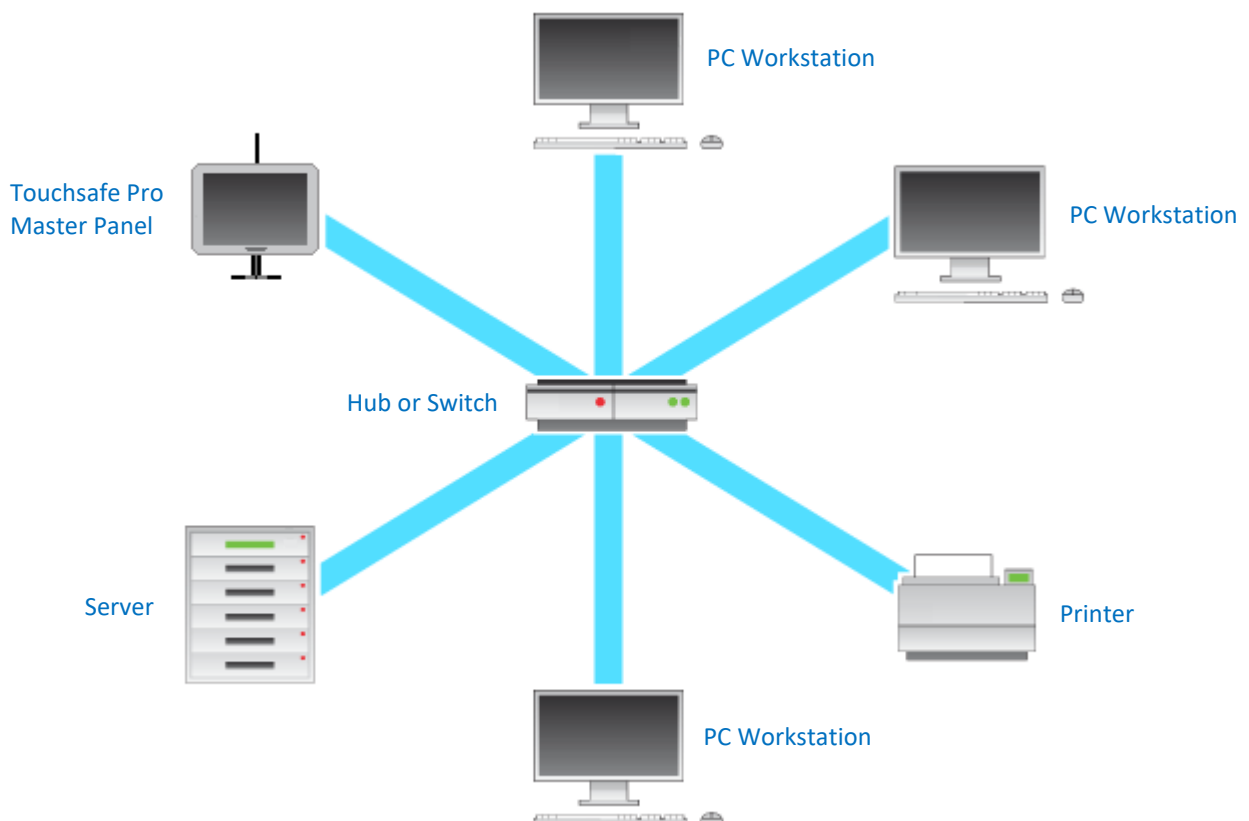
E50520 KIT

This kit includes a 3 metre Cat5e Crossover Patch Lead for direct connection between the Touchsafe Pro Master Panel (ID 1) and a PC Workstation running the Call Logger software.



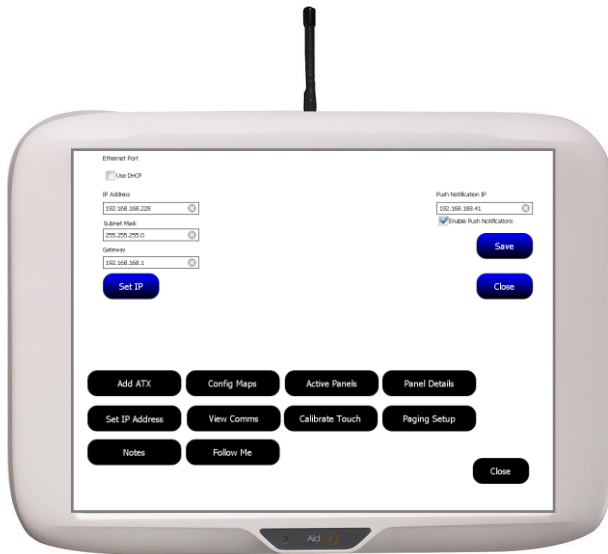
E50525 KIT

This kit includes a 3 metre Cat5e Patch Lead for connecting the Touchsafe Pro Master Panel (ID 1) to a PC Workstation running the Call Logger software via a Local Area Network (LAN).



4. TOUCHSAFE PRO PANEL SETUP

On the Touchsafe Pro Master Panel (ID1) Log in as an Engineer and select the **Set IP Address** option, the screen will look like this;



An IP address must be setup when a PC running the Call Logger software is connected to the Ethernet Port of the Touchsafe Pro Panel.

If **Use DHCP** is un-checked, an **IP Address**, **Subnet Mask** and **Gateway** can be entered into the relevant fields. *This information can be obtained from the PC being connected directly to the Panel or from your IT Administrator.*

Press the **Set IP** button to save the settings.

Enter the **Push Notification IP** into the relevant field and Tick the **Enable Push Notification** check box.

Press the **Save** button to save the settings.
Press the **Close** button to exit.

5. HARDWARE REQUIREMENTS

Before installing the Call Logger software please check your PC has the following;

- Windows XP, Vista, Windows 7, 8 or 10.
- USB 2.0 Port
- Ethernet Port
- 256MB Free Memory

6. INSTALLING THE PC SOFTWARE



The Call Logger software is supplied on a USB flash drive.
Insert the flash drive into a USB Port on your PC.
Double-click on Setup.exe and follow the on-screen instructions.
An icon will be created on your Desktop.



*Setup.exe will automatically install .NET Framework 4.0 if it is not already installed on your PC.
Call Logger software will be installed in C:\Program Files (x86)\Aidcall\TouchsafePro Call Logger.*

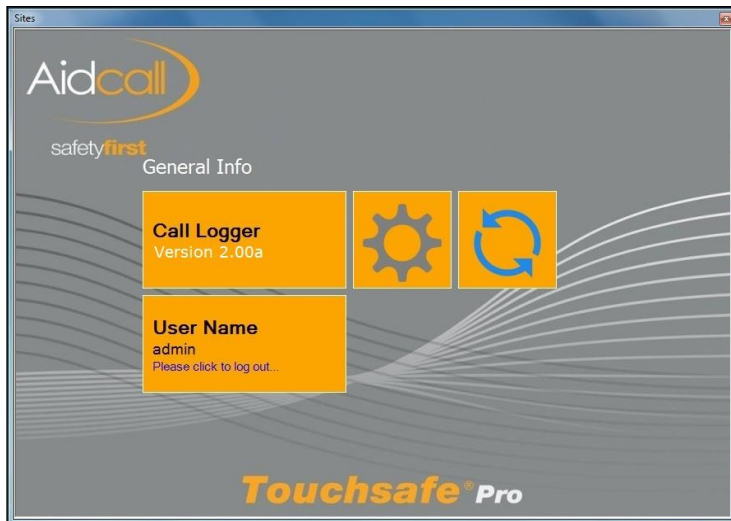
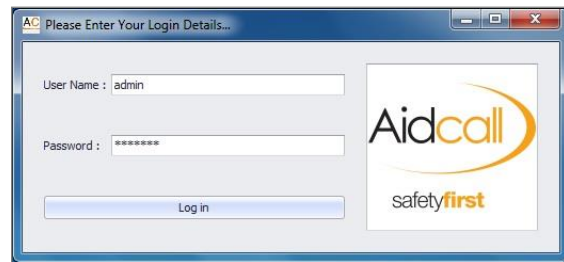
7. FIRST APPLICATION RUN

On the first run of the application you will have to Log in with the following credentials;

User Name: admin

Password: admin@1

Click-on Log in and the main screen should open as shown below;



Click-on the Settings tile (Gear Wheel) to open the User Settings page.

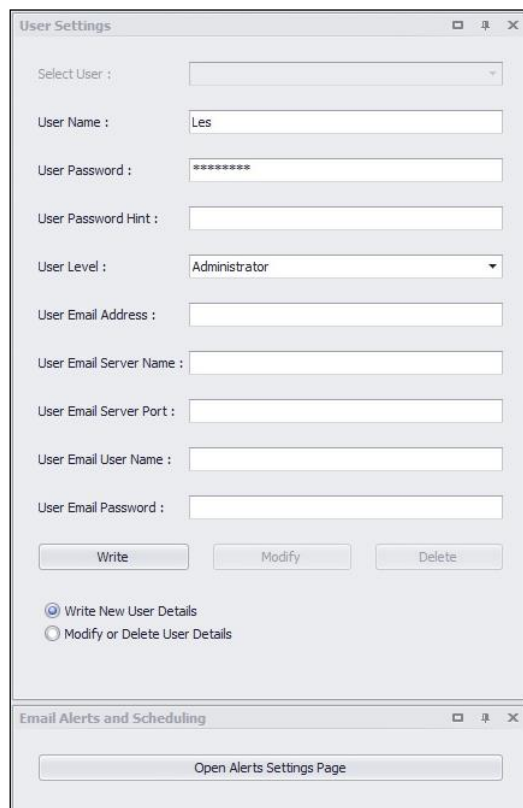
On the User Settings page enter details for the new user making sure to allocate Administrator privileges.

Note: the email details are for Alerts only – see section 10. This email is the Account that emails are sent from – you may need to contact your IT Administrator to obtain this information. If Alerts are not required then these fields can be left blank.

Click-on Write to save the new user details.

Close the User Settings page.

On the main page click-on the tile to Log-out.



8. CREATING SITE DETAILS

Log in using the credentials created in the previous step and open the Site Settings page.

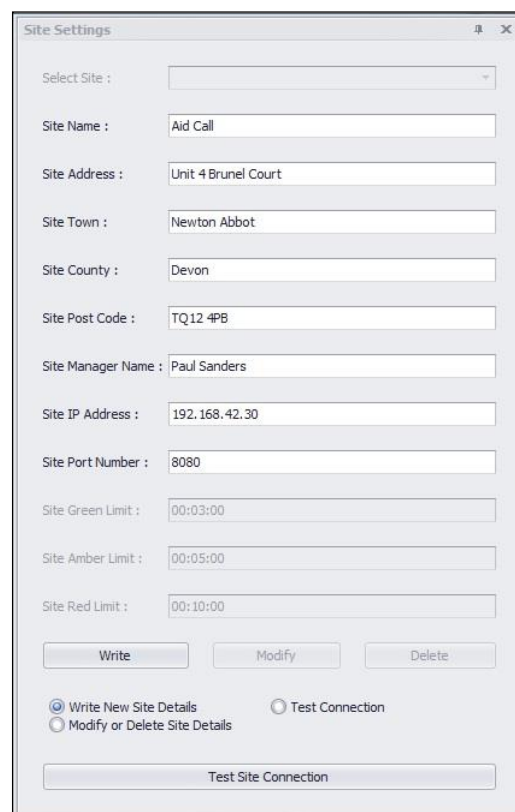
On the Site Settings page fill out the boxes with the relevant site details.

Enter the Site IP Address to match the Touchsafe Pro panel.

The Site Port Number is always 8080.

Click-on Write to save the new site details.

Repeat as above to create multiple sites as required.

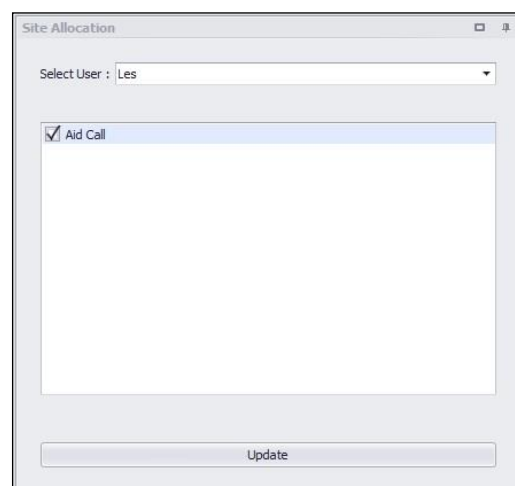


The 'Site Settings' form contains the following fields and controls:

- Select Site : (dropdown menu)
- Site Name : Aid Call
- Site Address : Unit 4 Brunel Court
- Site Town : Newton Abbot
- Site County : Devon
- Site Post Code : TQ12 4PB
- Site Manager Name : Paul Sanders
- Site IP Address : 192.168.42.30
- Site Port Number : 8080
- Site Green Limit : 00:03:00
- Site Amber Limit : 00:05:00
- Site Red Limit : 00:10:00
- Buttons: Write, Modify, Delete
- Radio buttons: ☒ Write New Site Details, ☐ Test Connection
- Radio buttons: ☐ Modify or Delete Site Details
- Test Site Connection button

Allocate the site(s) to the user by selecting the user from the "Select User" drop down, checking the site name(s) and clicking the Update button.

Close the Site Settings page.



The 'Site Allocation' form contains the following fields and controls:

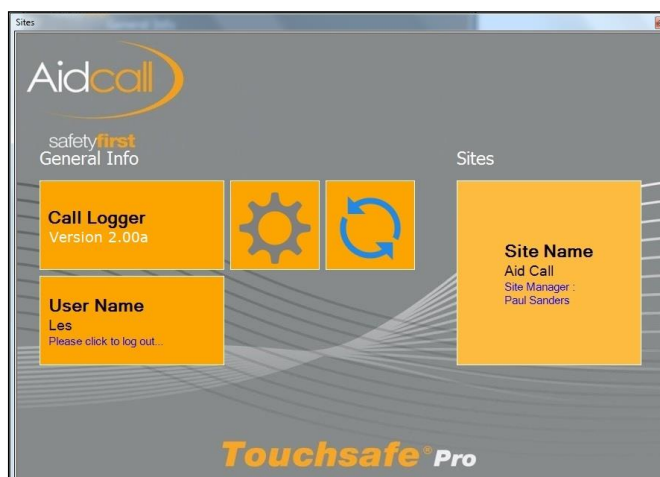
- Select User : Les
- Table with 1 row:

☒	Aid Call
-------------------------------------	----------
- Update button

9. VIEW SITE DETAILS

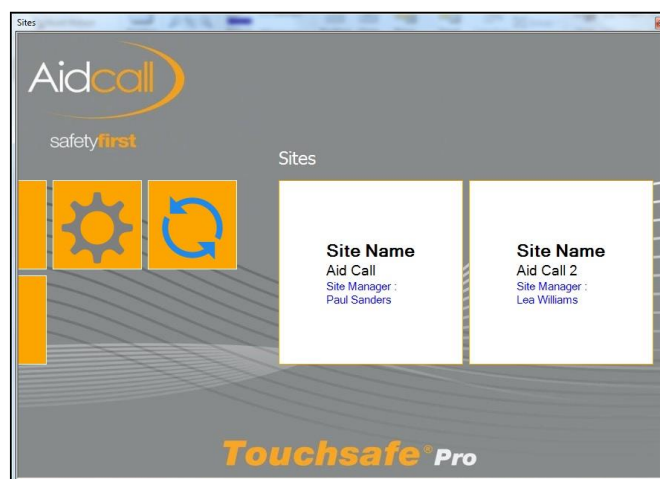
On the main screen click-on the Refresh tile (2 Blue Arrows) and the site details will appear.

Note: a Refresh also polls all sites for data



Multiple Sites

Where the Call Logger is set up for multiple sites these appear on the main screen and can be scrolled across using the left and right scroll buttons.



Refer to the Touchsafe Pro Call Logger User Guide (Aidcall Doc No. FM5595) for details on how to download data from the Nursecall system and create reports.

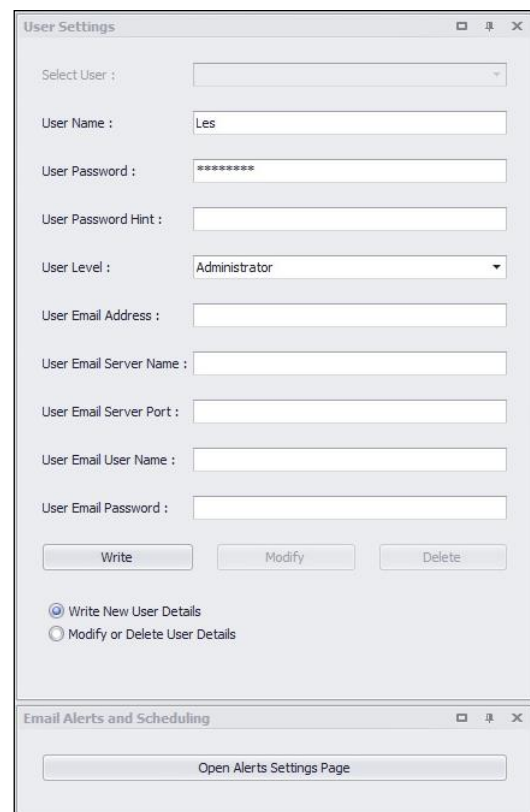
10. EMAIL ALERTS SETUP

From the main screen click-on the Settings tile (Gear Wheel) to open the User Settings page.

On the User Settings page enter the new user and email details for the Account that emails are sent from. *You may need to contact your IT Administrator to obtain this information.*

Click-on Write to save the new user details.

Click-on Open Alerts Settings Page button and refer to the Call Logger User Guide (Aidcall Doc No. FM5595) for details on how to create Rules and Alerts.



The image shows two overlapping windows from a software application. The top window is titled "User Settings" and contains the following fields and controls:

- Select User : (dropdown menu)
- User Name : (text field with "Les" entered)
- User Password : (password field with "*****" entered)
- User Password Hint : (text field)
- User Level : (dropdown menu with "Administrator" selected)
- User Email Address : (text field)
- User Email Server Name : (text field)
- User Email Server Port : (text field)
- User Email User Name : (text field)
- User Email Password : (password field)
- Buttons: Write, Modify, Delete
- Radio buttons: ☒ Write New User Details, ☐ Modify or Delete User Details

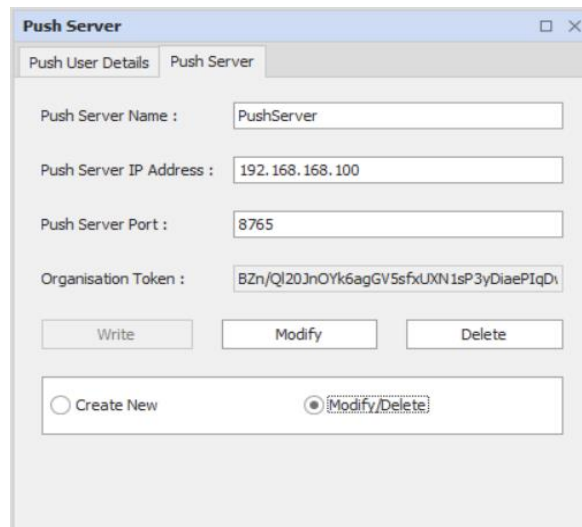
The bottom window is titled "Email Alerts and Scheduling" and contains a single button labeled "Open Alerts Settings Page".

11. INTOUCH PUSH NOTIFICATIONS SETUP

The V4.00 Call Logger acts as a Push Server to generate Push Notifications to the Aidcall InTouch app. The PC running the Call Logger software will require internet access.

Push Server Setup

Navigate to the 'Push Notifications' form, this can be accessed from the 'Settings' form of the Call Logger. Go to the Push Server Tab as shown below.

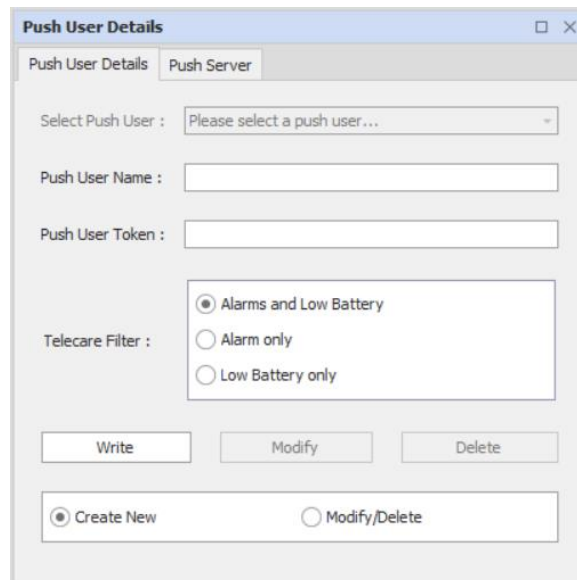
The screenshot shows a software window titled "Push Server" with a standard Windows-style title bar (minimize, maximize, close buttons). Inside the window, there are two tabs: "Push User Details" and "Push Server", with the latter being the active tab. Below the tabs, there are four text input fields with labels: "Push Server Name :" (containing "PushServer"), "Push Server IP Address :" (containing "192.168.168.100"), "Push Server Port :" (containing "8765"), and "Organisation Token :" (containing a long alphanumeric string). Below these fields are three buttons: "Write", "Modify", and "Delete". At the bottom of the form, there is a horizontal container with two radio buttons. The first is labeled "Create New" and is unselected. The second is labeled "Modify/Delete" and is selected, indicated by a filled circle.

- 1) If creating a new Push Server highlight the Create New radio button. Note: Only one Push Server can be setup per Call Logger installation. If modifying or deleting Push Server details highlight the Modify/Delete radio button.
- 2) Give the Push Server a name.
- 3) Enter the IP address of the network adaptor connecting to the Touchsafe Pro panel. This is the IP address of the network adaptor on the PC running the Call Logger.
- 4) Enter the Push Server address in the 'Set IP Address' programming page of the Touchsafe Pro Display Panel.
- 5) Enter the Push Server Port as 8765.
- 6) If creating a new Push Server click the Write button, if modifying or deleting click the relevant button.

11. INTOUCH PUSH NOTIFICATIONS SETUP

Push User Setup

Go the Push User Details tab as shown below.



The screenshot shows a window titled "Push User Details" with two tabs: "Push User Details" (active) and "Push Server". The form contains the following fields and controls:

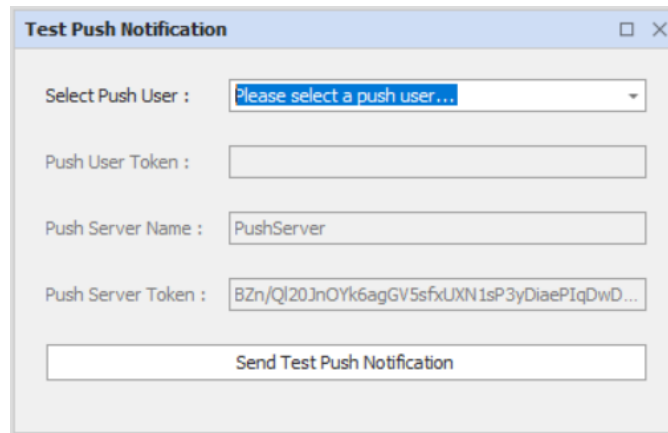
- Select Push User :** A dropdown menu with the text "Please select a push user..." and a downward arrow.
- Push User Name :** A text input field.
- Push User Token :** A text input field.
- Telecare Filter :** A group box containing three radio buttons:
 - ☒ Alarms and Low Battery
 - ☐ Alarm only
 - ☐ Low Battery only
- Buttons:** "Write", "Modify", and "Delete" buttons are located below the Telecare Filter group box.
- Radio Buttons:** At the bottom of the window, there are two radio buttons: ☒ Create New and ☐ Modify/Delete.

- 1) If creating a new Push User highlight the Create New radio button. If modifying or deleting Push Server details highlight the Modify/Delete radio button.
- 2) Enter a unique Push User Name.
- 3) Enter a Push User Token. The Push User token can be obtained from the Aidcall InTouch app and is a seven character string.
- 4) Select which telecare push notifications the user will receive. Either alarm events, low battery events or both. This filter is for all telecare devices.
- 5) If creating a new Push User click the Write button, if modifying or deleting click the relevant button.

11. INTOUCH PUSH NOTIFICATIONS SETUP

Test Push Setup

To test the connection between the Call Logger and the Aidcall InTouch app go to the Test Push Notification window as shown below.



The screenshot shows a window titled "Test Push Notification". It contains the following fields and controls:

- Select Push User :** A dropdown menu with the text "Please select a push user..."
- Push User Token :** An empty text input field.
- Push Server Name :** A text input field containing the value "PushServer".
- Push Server Token :** A text input field containing the value "BZn/Ql20JnOYk6agGV5sfxUXN1sP3yDiaePIqDwD...".
- Send Test Push Notification** : A button at the bottom of the window.

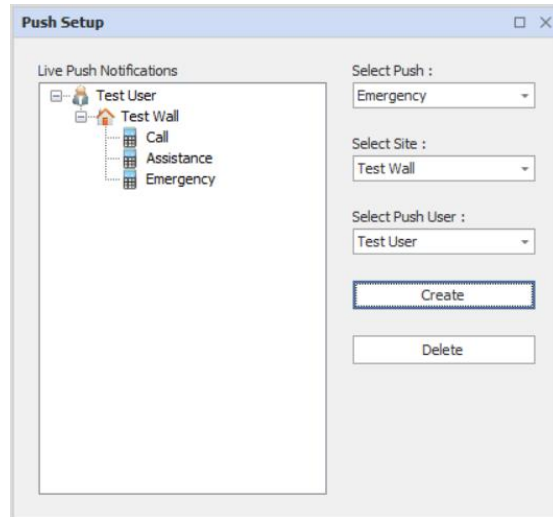
- 1) Select a user from the "Select Push User" drop down.
- 2) Click 'Send Test Push Notification'
- 3) A Push Notification will be received at the InTouch app that has a matching unique ID of the selected push user.

11. INTOUCH PUSH NOTIFICATIONS SETUP

Push Notifications Setup

When Push Notifications are enabled at the Touchsafe Pro panel all events shown on the Touchsafe Pro panel screen are transmitted to the Call Logger.

Push Notifications need to be configured at the Call Logger to generate a notification at the InTouch app. To configure Push Notifications at the Call Logger, go to the Push Setup window as shown below.



- 1) Select the alarm type to generate a Push Notification from the 'Select Push' drop down list.
- 2) Select the Site Name/Touchsafe Pro Panel that will generate the push notification from the 'Select Site' drop down list.
- 3) Select the Push User who will receive the Push Notification from the 'Select Push User'.
- 4) Click the 'Create' button to create the Push Notification.
- 5) To delete a Push Notification, highlight the required Push Notification in the 'Live Push Notifications' view.
 - If a single Push Notification alarm type is highlighted only that Push Notification is deleted.
 - If a site name is highlighted, then all the Push Notifications for the site and the user are deleted.
 - If a user name is highlighted, then all Push Notifications for that user on all sites are deleted.
- 6) Once a Push Notification is created, if the corresponding alarm is triggered on the relevant Touchsafe Pro site a Push Notification will be received at the InTouch app associated with the Push User.