

# Home Health Care PC Software

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## User Guide

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# READ THIS FIRST: ADDENDUM TO THE HHCPC PROGRAMMING GUIDE

- All references to HHC (Home Health Care) control panel refer to the AmberNA,
- pg 14: The following Toolbar icons appear differently in the manual then in the software
  - Download should be Send Data
  - Upload should be Get Data
  - Download Table should be Send Table
  - Upload Table should be Get Table
- pg 17, 3.4 Communications Menu: The following menu items appear incorrectly in the manual.
  - Download should be Send Data
  - Upload should be Get Data
- pg 33, Section 7.2 = The Single User mode can handle up to 13 pendants, not 2 as it is written.
- pg 34: The Reminder Duration can be programmed between 0 - 5 minutes, not 1 - 5 minutes as it is written.
- Pg 34: The following features do not appear in the manual, but are in the software:
  - **Fall Detector Warnings** - the number of times that the POM-3000 will announce "User Has Fallen" when the fall detector has been tilted to an angle lower than 60 degrees.
  - **Fall Detector Warnings Delay** - the amount of time in between each announcement of "User Has Fallen."
  - **Blink On Reminder** – when enabled, the LCD will blink during a reminder.
- pg 36, Section 7.6 = This is the Reminders Section. The note on the bottom should read as follows:

*Note: Up to 16 programmable reminders. If a specific reminder is ignored for the duration of the reminder (programmable under Panel Definitions), an emergency announcement is sent to the central station and a 2-way voice session is opened.*
- Please note that Sections 5.1 and 5.2 were removed intentionally and will not appear in the manual.

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Document revision 04/2005

## About This Manual

This manual provides a detailed description of the procedures for using the HHCPC with your HHC system. Consult HHCPC Programming Guides for additional information about specific programmable parameters.

Chapter 1 provides an overview and briefly describes the system.

Chapter 2 lists the requirements for installing the software and describes the software installation process.

Chapter 3 covers the menus included in the software.

Chapter 4 introduces Sites and how they are managed (creating, saving, deleting and copying).

Chapter 5 explains how to use the First Installation and system reset features.

Chapter 6 explains how to manage HHCPC users, including how to add users, delete users, change a user's password and how to log in as a different user.

Chapter 7 details all the different tables displayed in the software and provides a general overview of what is included in them.

Chapter 8 describes how to edit text in the control panel LCD display. This chapter also explains how to perform automatic software upgrade.

Chapter 9 describes how to connect to the HHC. This chapter details the different connection types and available settings, how to connect/disconnect to the HHC and what online functions are available when connected.

Chapter 10 describes how to download/upload customized data settings.

Chapter 11 covers the Reports utility, detailing how to define and generate reports.

Chapter 12 describes how to change the screen appearance, change the screen color, column alignment and user interface language.

Chapter 13 provides answers to troubleshooting questions, which may occur.

Appendix A provides solutions in the event of characters not appearing correctly due to the interface language used.

## Formatting Conventions

The following formatting conventions are used throughout the documentation:

- Note:* Additional information relevant to the presently discussed subject.
- Warning:* Information that is essential for your safety and to avoid damaging the hardware or software.
- Caution:*
- bold text** Indicates operations that you must perform (e.g., name of a button to be clicked or option to be selected) or to emphasize a field or concept being described.

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# Chapter 1: Introduction

The HHCP is a utility program that enables you to manage the HHC control panel from a remote station. It runs on PC workstations with Microsoft Windows 2000 or Windows XP.

It allows offline preparation of specifications, each of which is a set of parameters especially tailored for a particular HHCP installation site. After the user has prepared the parameters for the site, they can be downloaded into the HHC control panel on the site.

Data is transferred to and from the HHCP either locally through an RS-232 serial data cable, as shown in figure 1-1, or remotely via telephone lines and a modem, as shown in figure 1-2.

Local Data Transfer enables the operator to prepare the parameters for the HHC control panel on a PC where the operator specifies parameters in the Site Screens, even though the operator is working at the same installation site. The operator then transfers the data to the control panel through a cable.

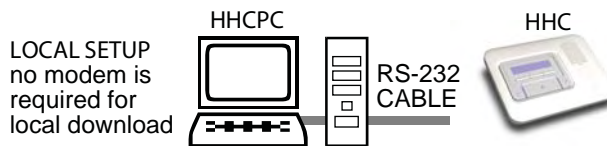


Figure 1-1: Setup for Local Data Transfer

Remote Data Transfer enables the operator to work from a remote site where several HHC systems can be controlled at different installation sites. Using the HHCP, the operator can compare the parameters of the different systems and copy them if necessary. The data is then transferred to each HHCP through a modem.

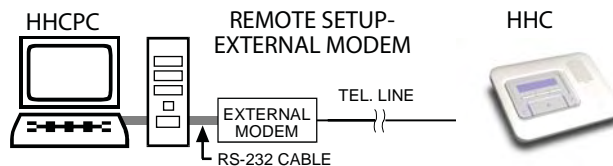


Figure 1-2: Setup for Remote Data Transfer with an External Modem

**Note:** An external modem is required. It is recommended to use the approved model, USR 5686 or USR 5633 from US Robotics.

**Note:** For UL installations, the HHCP and the HHC unit must be located in the same room.

# Chapter 2: Getting Started

## 2.1 Hardware / Software Requirements

In order to run HHCPC, you need the following resources:

- PC workstation with Pentium microprocessor (100 MHz or higher)
- Microsoft Windows 2000 or Windows XP.
- 128 megabytes of RAM (minimum)
- Hard disk with at least 8 megabytes of free space.
- For best performance, use a display driver with a resolution of at least 1024 x 768 pixels.

## 2.2 Installation

Use an RS-232 cable to connect an external modem to one of the computer's COM ports as instructed in the manual supplied with the modem. Then connect the modem to the telephone line.

### To Install the Modem

1. Install the modem for use with the remote computer.
2. Restart your computer. In most cases Windows will detect the new hardware and will open a dialog box prompting you to install the driver for the new modem (from the manufacturer's CD).

If Windows does not recognize the modem during startup, do the following:

3. From the **Start** menu, select **Settings**, then **Control Panel**; the control panel window appears.
4. Double-click the **Modems** icon; the Modem Properties dialog box appears.  
*Note: In Windows XP the Modems icon is located under **Printers and other Hardware**.*
5. Click **Add**; the Install New Modem wizard begins. Follow the instructions to enable Windows detect and install the new modem.

### To Install HHCPC

1. Start Windows. Close all running applications, if any.
2. Insert the HHCPC CD into the CD-ROM drive.

If your system includes the AutoPlay feature, the setup program starts automatically. Otherwise, proceed as follows:

## **Chapter 13: Troubleshooting**

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3. From the **Start** menu, select **Run**; the Run dialog box appears.
4. In the Run edit box, type the drive letter of the CD drive you are using, followed by a colon, backslash, and the word “setup”, for example: "**d:\setup**".
5. Click **OK**. The installation welcome screen appears and the Installation program guides you through the entire process.
6. Click **Next**, then follow the instructions on your screen to complete the installation.

During installation an HHPCP shortcut icon is placed on the Desktop to enable you to start HHPCP easily.



### To Start HHPCP

1. On the Windows Desktop, double-click on the **HHPCP** icon; the Login screen appears.



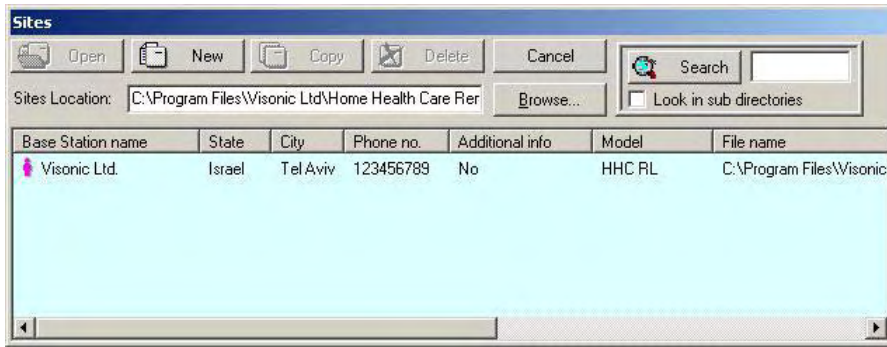
**Figure 2-1: Login Screen**

2. In the Operator edit box, enter your user name.
3. In the Password edit box, enter your password.

**Note:** Contact Visonic technical support to obtain the software license, user name and password for your system.

Both entries are case-sensitive.

The main HHPCP screen appears with the Sites List in the foreground as the active window.

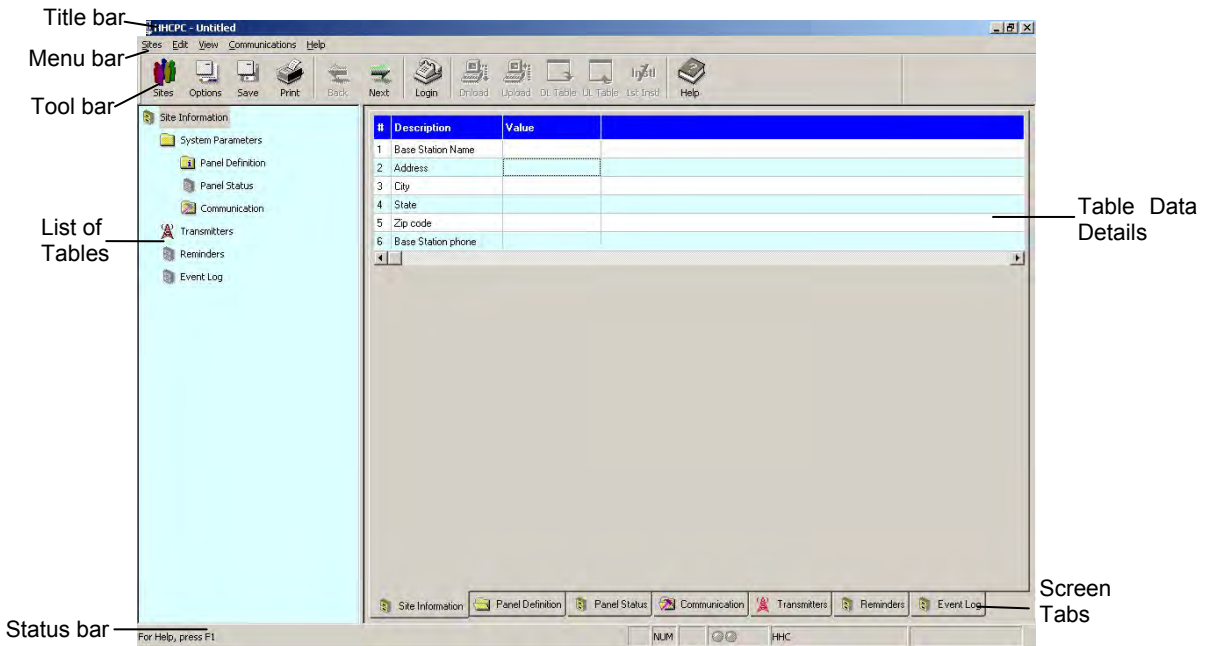


**Figure 2-2: Site List Window**

This window enables you: to open an existing site file; create a new site file; copy a site file; delete a site file or exit the program. Refer to “Chapter 4. Sites” for further details.

### 2.3 HHCP Main Window

The HHCP main window displays all the main features of HHCP. This enables you to manage the HHC control panel easily and efficiently.



**Figure 2-3: HHCP Main Screen**

## Title Bar

The title bar displays the following features:

- The name of the HHPC file that you have opened.
- The windows Minimize button.
- The windows Maximize button.
- The windows Close button.

## Menu Bar

Displays the menus that enable you to access HHPC features.

## List of Tables

This area displays a list of all the data tables containing information which characterizes the site. As you point to each table title, it appears underlined. Click on a title to display that table data.




## Table Data












This area contains detailed data included in the selected table.

Type in settings, or double-click on the down-pointing arrow to display a drop-down list, and select the appropriate value.

## Toolbar

HHPC provides a toolbar that displays buttons which are shortcuts to the most frequently used features of the system.

Button	Name	Function	Also accessible through menu
	New	Displays the New Sites window.	Sites
	Sites	Displays the Sites List window (including Site information).	Sites
	Save	Saves the site file displayed on the screen.	Sites

	Search	Displays the Sites window (without Site information).	View Sites
	Options	Displays the Options dialog box.	View
	Back	Displays the previous table according to the List of Tables.	View
	Next	Displays the next table according to the List of Tables.	View
	Login / Logout	Connects/disconnects the HHCP to/from the control panel.	Communications
	Download	Downloads the current configuration file (*.pmx) from the HHCP to the control panel.	Communications
	Upload	Uploads the current configuration file (*.pmx) from the control panel to the HHCP.	Communications
	Download Table	Downloads data from the table currently visible on the screen to the control panel.	Communications
	Upload Table	Uploads data from the control panel to the table currently visible on the screen.	Communications
	First Installation	Downloads configuration and specific customer audio files when the HHCP connects to the Central Station for the first time.	Communications
	Help	Displays the HHCP Help files.	Help

## Status Bar

The Status Bar appears at the bottom of the HHCP screen. It displays the following:

- Menu name
- Caps lock
- Number lock
- Communication Status: The communication status is displayed by the color of the two communication status icons:

<b>Program Status</b>	<b>Left Icon</b>	<b>Right Icon</b>
Communication is offline	Gray	Gray
Communication is online	Dark green	Dark green
Downloading to control panel	Dark green	Light green
Uploading from control panel	Light green	Dark green

- HHC model: Displays the HHC model name.

## 2.4 Navigating HHCPC

You can move around the HHCPC screen and carry out functions in a variety of ways:

### Mouse

Use the mouse to point to a position on the screen, then click the left mouse button. This enables you to do the following:

- Click a button.
- Select a table tab in the main screen.
- Place the cursor within a table edit box.
- Display a drop-down list.

### Arrow keys

The arrow keys enable you to move around the HHCPC tables and highlight the edit boxes. However, they do not position the cursor at the insertion point; this is performed using the mouse or by pressing Enter.

## 2.5 Exiting HHCPC

At any time, you can exit HHCPC.

### To Exit the Program

1. From the **Sites** menu, select **Exit**. A popup message appears prompting you to save the recent changes to the system.
2. Click **Yes** to save or **No** to disregard recent changes. HHCPC closes.



# Chapter 3: Menus

The HHCPD main screen displays six menus, which enable you to access the different features of the application.

## 3.1 Sites Menu

The Sites menu provides you with the tools to manage new and existing Sites.

<b>Menu Item</b>	<b>Function</b>
List of Sites	Displays the Sites window (with Site information).
New Site	Displays the New Site window.
Search	Displays the Sites window (without Site information).
Save	Saves an existing Site file.
Save As	Enables you to save a site file by a new name.
Print	Prints a report.
Print Preview	Displays the report on the screen before you print it.
Print Setup	Enables you to determine the Print specifications.
Users	Enables you to manage users.
Exit	Exits HHCPD.

## 3.2 Edit Menu

The Edit menu contains commands that help you edit and fill in details in each screen.

<b>Menu Item</b>	<b>Function</b>
Cut	Removes selected text to the clipboard.
Copy	Copies selected text to the clipboard.
Paste	Places the text being held in the clipboard at the point of insertion.

## 3.3 View Menu

The View menu contains items that enable you to control the appearance of your HHCPD screen.

<b>Menu Item</b>	<b>Function</b>
Toolbar	Displays or hides the Tool bar
Status Bar	Displays or hides the Status bar.
Next Table	Displays the next table of the List of Tables.

<b>Menu Item</b>	<b>Function</b>
Previous Table	Displays the previous table of the List of Tables.
Messages Window	Displays the incoming and outgoing messages.
Options	Displays the Options window.

### 3.4 Communications Menu

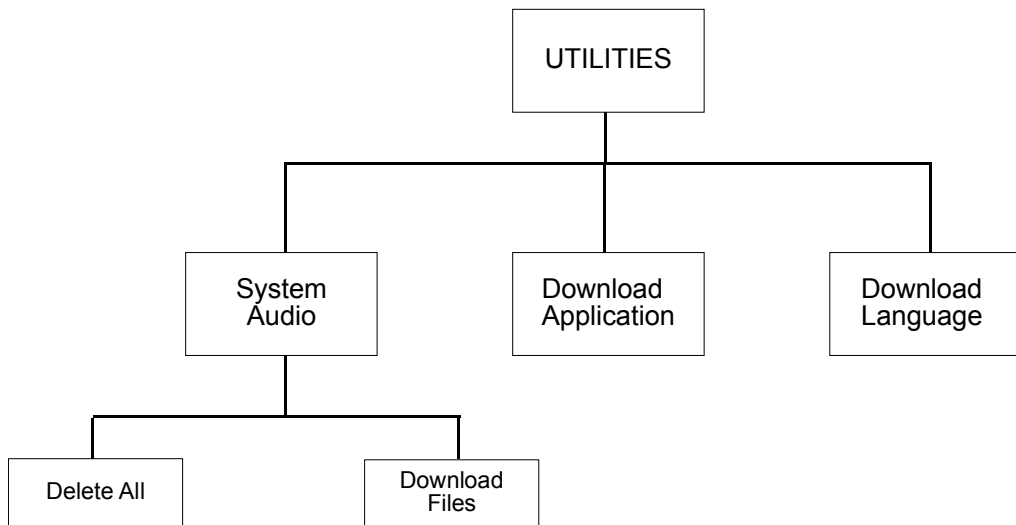
The Communications menu enables you to manage the Communication process with the control panel. All of these functions appear on the toolbar.

<b>Menu Item</b>	<b>Function</b>
Login/Logout	Begins the login/logout process to/from the control panel.
Download	Downloads data from the HHCPC to the control panel.
Upload	Uploads data from the control panel to the HHCPC.
Download Table	Downloads the currently displayed table from the HHCPC to the control panel.
Upload Table	Uploads the currently displayed table from the control panel to the HHCPC.
First Installation	Downloads configuration and specific customer audio files.
Audio Manager	Enables you to download audio files to the HHC and to delete audio files registered in the HHC.
Reset Control Panel	Enables the user to reset the control panel.

### 3.5 Utilities Menu

The Utilities menu enables you to perform changes to the panel settings.

<b>Menu Item</b>	<b>Function</b>
Translation Editor	Enables the user to edit the panel display strings
System Files	Downloads system files (application, audio and language)
System audio	System audio files
Delete all	Deletes all system audio files.
Download files	Downloads system audio files.
Download application	Downloads application in online mode. Used for upgrading the HHCPC software.
Download language	Enables downloading of the required language (English or Spanish) file
Upgrade panels	Automatically upgrades software of all HHC panels.



### 3.6 Help Menu

The Help menu enables you to receive information and guidance in managing HHCP.

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<b>Menu Item</b>	<b>Function</b>
Help Topics	On-line Help to increase your knowledge about HHCP, and help you use it to its maximum potential.
About HHCP	Provides HHCP copyright and version information. Click on the HHCP logo to display our Home Page, which contains important information about using HHCP.

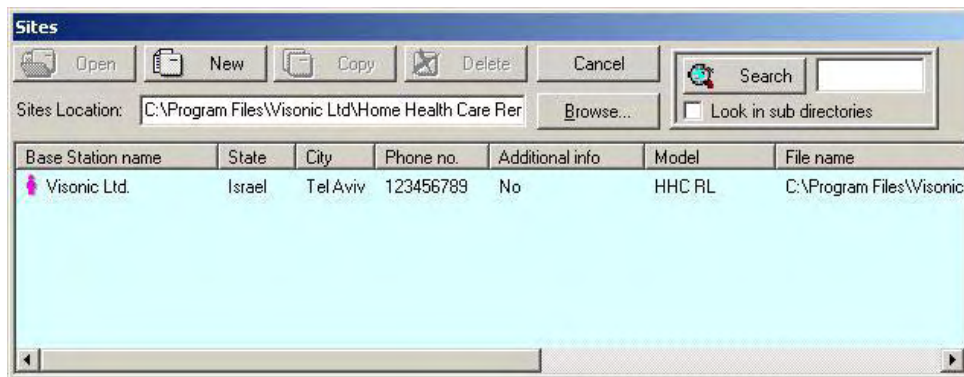
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# Chapter 4: Sites

## 4.1 Introduction to Sites

HHPCP enables you to manage Sites in a variety of ways. These features are accessible either from the menus or from the Site List window.

The Site List window is displayed either when the program is first initiated, or by clicking the Sites button in the tool bar or by selecting List of Sites in the Sites menu.



*Figure 4-1: Site List Window*

This window displays a list of the site names whose files are located in the directory displayed in the Sites Location field. The first time the program is initiated, the path displayed will be the path where the HHPCP is installed on your computer. In later sessions, the Sites Location field will display the path last chosen (either typed in or selected using the Browse button). Using the Browse button, it is possible to locate and access a site file anywhere in the network and not just access site files saved to your local computer.

Each column of the site list table can be sorted in either descending or ascending order by clicking on the column title. You can drag the vertical lines that separate the columns to enlarge or reduce the size of the columns.

The screen displays buttons, which enable you to begin working with HHPCP:

Button	Function
Open	Opens an existing Site
New	Opens a new Site
Delete	Deletes a Site
Exit	Closes the HHPCP application. When you display the Sites List from within the system, the Exit button appears as a CANCEL button. This enables you to remove the Sites List from the screen, and continue using the application.

Button	Function
Browse	Opens the Browse for Folder dialog box, which enables you to locate a folder where the Site files are located.
Search	Lists all the file names containing the text entered into the Search window. If "Look in sub directories" is not checked, the search will be performed only on Sites location (the root directory).

## 4.2 Creating a New Site

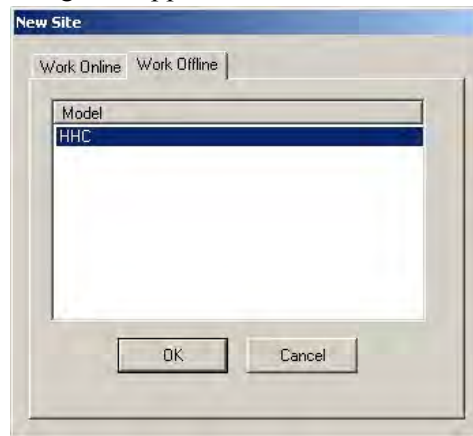
You can create a new, empty site file or you can copy an existing file, save it under a new name, and make the relevant changes to tailor it to a similar setup as the original. You can create a new site either via the Site List window or directly in the New Site window.

1. Click **New** in the Site List window,

or

In the **Sites** menu, click **New Site....**

The New Site dialog box appears.



*Figure 4-2: New Site Window - Work Online*

The New Site dialog box has two tabs:

Work Offline: Enables defining and changing parameters offline and at a later time downloading these parameters to the control panel.

Work Online: Enables direct operation with the control panel via a serial port or telephone modem.

By default the New Site dialog box opens with the Work Offline tab open to enable you to create the configuration file before the installation.

## Working Offline

Work Offline only if you know the HHC model you want to connect to.

1. Select the Work Offline tab. The following screen will be displayed:



*Figure 4-10: New Site Window - Work Offline*

2. Select the relevant HHC model.
3. Click **OK**.

The HHPC main screen will display the parameters relevant for the selected model.

## Working Online

### To work via a telephone modem

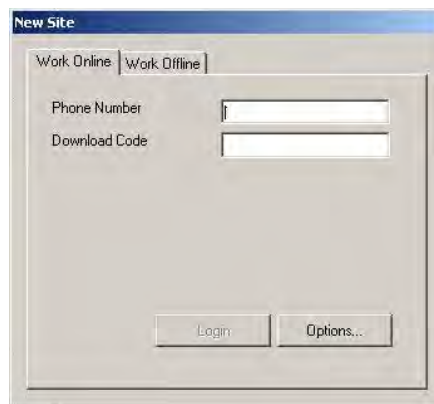
1. In the New Site window click **Options....**. The Options Communications window appears.



*Figure 4-3: Options - Telephone Modem Communications Mode*

2. Select **Telephone modem** in the **Communications mode** field.
3. Ensure that the correct modem is selected and configured (see Chapter 8.1).
4. Click **OK**.

The New Site window will appear displaying the Work Online tab with the Phone Number field enabled.



*Figure 4-4: New Site Window - Telephone Modem Mode*

5. Enter the **Phone Number**.

The Login button will become enabled.

6. Click **Login**. The **Modem Dial Up...** window will appear and attempt connecting.



*Figure 4-5: Modem Dial Up...*

7. Click **Connect**. The **Hang Up** button becomes enabled.



*Figure 4-6: Modem Hang Up*

8. Wait for two or three rings, then click the **Hang Up** button.



*Figure 4-7: Communicating with PC*



The system will wait for 12 seconds and then will automatically dial again. The HHC will answer the call after the first ring and will initiate a data session with your PC.

### To work via a serial port

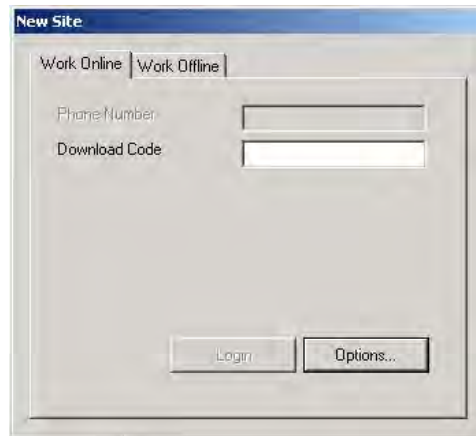
1. In the New Site window click **Options....** The Options Communications window appears.



*Figure 4-8: Options - Serial Port Communications Mode*

2. Ensure that **Serial port** is selected in the **Communication mode** field and that the serial port details are correct (refer to chapter 7: Connecting to the HHC Control Panel for further details).
3. Click **OK**.

The New Site window will appear displaying the Work Online tab with the Phone Number field disabled.



*Figure 4-9: New Site Window - Work Online via a Serial Port*

4. Click **Login**.

### 4.3 Saving a Site

From the **Sites** menu, select **Save**, or click the Save button on the toolbar; HHCP automatically saves the site file on which you are working.

When you select Save or click the Save button for the first time after creating a new site file, HHCP displays the Save As screen.



*Figure 4-11: Save As... Screen*

### 4.4 Saving a Site File with a New Name

This enables you to save the site file with a new name and in a different directory.

1. From the **Sites** menu, select **Save As**; HHCP displays the Save As screen.
2. Enter a suitable name for the new site and locate the directory where you want to save the file.

## 4.5 Displaying and Editing Existing Site Files

Once you have created a site, and saved it, you can view it at any time.

1. Either select the site from the recently used files in the Sites menu or select the site name to display in the Sites List window, and click **Open**.
2. The HHCPC main window displays the information of the selected site.
3. Edit the site tables as necessary.

## 4.6 Copying a Site

You can create a new site based on an existing similar site. This is done by copying an existing site file, saving it with a new name and then making and saving the necessary changes.

1. In the Site List window, select an existing site file.
2. Click **Copy**; an edit box appears prompting you for the name of the new site.
3. Type the new site name, then click **OK**.

The HHCPC main window appears and displays the details of the copied site.

4. Edit the site as necessary.
5. Click **Save** to save the site.

## 4.7 Deleting a Site

When a Site is no longer active, and it is no longer necessary to store it in HHCPC, you can delete it.

1. In the Sites List, select the site to delete, then click **Delete**, a warning box appears reminding you that any account that you delete is not retrievable.
2. Click **Yes** to delete the account, or **No** to return to the Sites List.

If you click Yes, the selected site is deleted and the Sites List is displayed.

## 4.8 Exiting the Site List Window

When you open HHCPC, the Sites List displays an Exit button. However, when you display the Sites List from within the application, the Exit button is replaced by a Cancel button.

Click **Exit** to exit HHCPC.

Click **Cancel**; the Sites List closes, and the main HHCPC screen becomes active.

## 5.3 Remote Reset

The remote reset feature enables you to reset all configurations made to the HHC. When performing remote reset, the system saves all database and event log files.

### To Perform Remote Reset

From the **Communications** menu, select **Reset Control Panel**, then select **Remote Reset**.

## 5.4 User Test Mode

The system enters this mode automatically each time the unit calls the central station. This enables the user to perform a Walk Test using an RF device. Each time the device button is pressed, the Base Station will announce the name of the customized audio file attached to the specific user name, or, it will announce the device type if no audio file was attached.

If no audio file was attached, the HHC will announce the device type (pendant, smoke detector or fall detector) and its order number in the device table.

At the end of the voice session, the HHC will report all activities to the central station log.

## 5.5 Date/Time Updates

After completing the first installation, the PC clock is updated to the correct date and time. The date and time are updated each time the HHCPC is logged into the unit.

## 5.6 Clock Adjustment

The clock is displayed in 12-hour format, in the following structure: HH:MM:SS. The date is set as MM/DD/YYYY. For example, if the time is 8:30PM and the date is January 15, 2004, the display reads 01/15/2004 08:30:00 PM.

### To Set the Clock

1. Press the Check button three times to enter clock adjustment mode. The top line, assigned to the Month indication, will start to flash.

01/15/2004
08:25:53 PM

2. Use Speed Dial buttons 1 (scrolls up) and 2 (scrolls down) to set the current field value.
3. Press Speed Dial button 3 to scroll to select other fields: month, day, year, hours, minutes, and seconds.
4. Press the Check button to set a new date or time value.

***Note:** Press the Call (Escape) button at any time to return to normal operation mode. This does not affect current time/date settings.*

# Chapter 6: Users

From the Sites menu, select Users; HHCPC displays a menu that enables you to manage the HHCPC users.

Menu Item	Enables you to:
Add new user	Add a new user name and password.
Delete user	Delete a user.
Change password	Change an existing user's password.
Login as different user	Login as a different user without exiting HHCPC.

## 6.1 Adding New Users

1. From the **Sites** menu, select **Users**, then **Add new user**; the Add new user dialog box will appear.

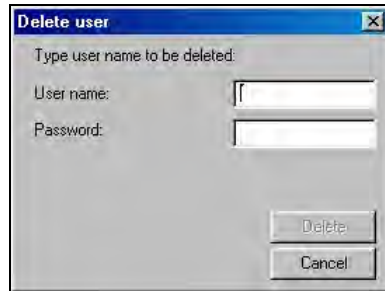


*Figure 6-1: Add New User Dialog Box*

2. In the **User Name** edit box, type the user's name.
3. In the **Password** edit box, type the user's password.
4. In the **Confirm Password** edit box, retype the user's password.
5. Check the **Full Access** checkbox to enable the user to create and delete other users. If this is not checked, the user will have access to all the sites, but will not be able to create or delete other users.
6. Click **Add**; a message box appears confirming the addition of the user to the system.

## 6.2 Deleting a User

1. From the **Sites** menu, select **Users**, then **Delete user**; the Delete user dialog box will appear.

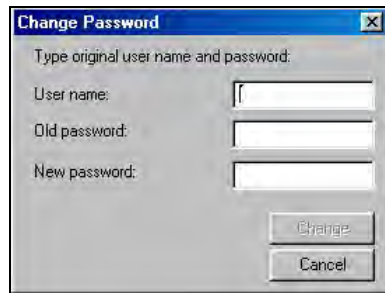


*Figure 6-2: Deleting User Name Dialog Box*

2. In the **User Name** edit box, type the user's name.
3. In the **Password** edit box, type the user's password.
4. Click **Delete**; a message box appears confirming the deletion of the user from the system.

## 6.3 Changing User Passwords

1. From the **Sites** menu, select **Users**, then **Change Password**. The Change Password dialog box appears.



*Figure 6-3: Changing User Password Dialog Box*

2. In the **User Name** edit box, type the user's name.
3. In the **Old Password** edit box, type the user's current password.
4. In the **New Password** edit box, type the user's new password.
5. Click **Change**; a message box appears confirming the user password change.

## 6.4 Login as a Different User

1. From the **Sites** menu, select **Users**, then **Login as a different user**; the HHCPCLogin screen appears.
2. In the **User Name** edit box type the user's name and in the **Password edit** box type the user's password.
3. Click **OK**; a message will appear to notify that the password has been changed successfully.

# Chapter 7: Data Details Tables

The data details tables display the parameters that can be uploaded from or downloaded to the HHC control panel. When first creating a site file, the values displayed are default values, which can be altered to suit the specific system.

Use the arrow keys to navigate between the cells and focus on the different parameters, then click the left mouse button or press ENTER to edit the cell and change the values.

HHPC includes the following tables:

- Site Information
- Panel Definitions
- Diagnostics
- Communications Definitions
- Transmitters
- Reminders
- Event Log

## 7.1 Site Information

This section provides various types of information on HHPC sites, including site connection and location details.

**Site Information** - Displays general information about the site control panel.

**Base Station Name** - The name of the station where the control panel is installed. By default this field receives the name of the HHC model detected.

**Address, City, State, and Zip Code** - The complete address of the site.

**Base Station Phone** - The telephone number which the HHPC uses to connect to the control panel.

**Additional Information** - Additional important information about the HHPC site and facilities.

## 7.2 Panel Definitions

Panel Definition enables you to customize the control panel and adapt its characteristics and behavior to the requirements of the particular user.

**Operational Mode** - Various operational modes used in HHPC, as follows:

- **Single User** is used for the configuration of up to 29 detectors, out of which two personal detectors (Pendant or Fall Detector).



- **Multi User** is designed for use in institutions and enables you to enroll up to 29 detectors. (Does not support Device Test Check or Reminders.)
- **Fire Only** acts only as a fire alarm and is used in conjunction with most detectors except for personal detectors (for example, pendant and fall detectors). (Does not support Device Test Check and Custom Audio Files or Reminders.)

*Note: When moving between the above three operational modes, the data entered into the previous operational mode will become invalidated if it contradicts the conditions of the current operational mode. An error message will then appear on the screen.*

- **Common Area** enables you to enroll up to 255 detectors. The first 29 enrolled detectors may be of any type. Detectors 30 -255 must be personal detectors only.

*Note: When switching from the Common Area mode to any other mode (and vice versa), all data entered by the user will be deleted.*

**Language** – Select English (default) or Spanish.

**Time and Date Format** – USA time and date format.

**Time Zone Gap** – Set the difference in time (in hours) between the location of the HHPC system and the location of the HHC (0 by default).

**Automatic Daylight Saving** – Enables/disables automatic adjustment to daylight saving time.

**Keypad Sound** – Keypad sound is always ON.

**Trouble Announcement** – Define the duration of time for trouble announcement. Enables you to provide definitions for daily, weekly, monthly and yearly periods of time.

**Reminder Duration** – The duration of time the reminder is sounded (1 - 5 minutes).

**Inactivity Window 1** – Define first activity beginning and end times.

**Inactivity Window 2** – Define second activity beginning and end times.

**Panel Audio Name** – provides audio announcement of panel name. It enables you to select a (.aud) file to be downloaded.

## 7.3 Diagnostics\*

Diagnostics provides details of the control panel and items connected to the control panel.

**Control Panel Serial Number** – Production serial number of control panel

**Control Panel Software Version** – Current software version of control panel

**Control Panel Hardware Version** – Current hardware version of control panel

**Control Panel Manufacture Date Code** – Special code unique to each HHC unit

**Pendant ID** – Pendant ID number

**Power Charger Status** – Provides battery life status.

\* All parameters are read-only. The parameters of the Diagnostics are updated when performing upload table.

## 7.4 Communications Definitions

Communications Definitions enables you to set the telephone communication parameters to the requirements of the particular Site. The CPC feature provides recognition of call termination at the other end of the line.

**Outside line number** – If relevant, the HHC adds this number to the dialed telephone number.

**Reporting to** – The HHC reports all types of events to the central station or to a private telephone number.

**Primary User Account** – After dialing Emergency Tel #1, enter this code at the prompt

**Emergency Tel #1** – In the event of an emergency, dials the first stored emergency number

**Secondary User Account** – After dialing Emergency Tel #2, enter this code at the prompt

**Emergency Tel #2** – In the event of an emergency, dials the second stored emergency number

**Ring Time (minutes)** – The period, in minutes, during which the central station can establish 2-way voice communication with the HHC (2 min. by default).

**Central Station Dialing Attempts** – Number of dialing attempts to the central station. First call is to Emergency Tel #1; second call is to Emergency Tel #2 (16 by default).

**1<sup>st</sup> private** – dials first private telephone number

**2<sup>nd</sup> private** – dials second private telephone number

**3<sup>rd</sup> private** – dials third private telephone number

**4<sup>th</sup> private** – dials fourth private telephone number

**Private Dialing Attempts** - Number of dialing attempts to private telephone numbers. First call is to Private Tel #1; second call is to Private Tel #2 (4 by default).

**Contact Check Time** – Schedules a daily “Contact Check” to assure that the base unit can communicate with the central station. The time is scheduled automatically by the HHCP.

**CPC Signal Detection** – Select Enable or Disable to activate/deactivate the CPC termination of a call feature. This feature also enables the installer to adjust the CPC detection per telephone service provider.

**CPC Threshold Minimum (0 – 500 ms)** – Define the minimum threshold time upon CPC recognition, in milliseconds, for disconnecting the telephone line.

**CPC Threshold Maximum (0 – 900 ms)** – Define the maximum threshold time upon CPC recognition, in milliseconds, for disconnecting the telephone line.

**Direct Link Tel #1** – HHC dials the telephone number stored in memory location 1.

**Direct Link Tel #2** – HHC dials the telephone number stored in memory location 2.

**Direct Link Tel #3** – HHC dials the telephone number stored in memory location 3.

## 7.5 Transmitters

This feature enables you to enroll up to 29 RF devices.

**Active** – Notifies if the enrolled device is active or not active.

**Device Type** – Select the device type

**RF ID #** – Transmission ID number.

**Name** – Name displayed on particular RF device.

**Device Audio** – Click to select the corresponding audio file to the particular RF device.

**Device Test** – Determines the frequency of performing checks on the RF device.

**Current RF Level** – The result of the current diagnostic test

**Previous RF Level** – The result of the previous diagnostic test

*Note: To delete an RF device from the HHC, select Not Active from Entry Status.*

## 7.6 Reminders

This feature enables you to set up to 16 programmable reminders per day. The reminder is announced by a voice message and also appears on the HHC LCD display.

**Active** – Notifies if the enrolled device is active or not active.

**Reminder Schedule** – Enables you to set a recurring reminder: daily; weekly; monthly; or yearly.

**Reminder Type** - Select one of the following reminder options:

- **Medication**
- **Health Test**
- **Wellness Check**
- **Wake Up Call**
- **General Reminder**

*Note: Up to 16 programmable reminders. If a specific reminder is ignored five consecutive times, an emergency announcement is sent to the central station giving the contact ID and zone number.*

**User Name** – Displays the name of the person to whom the reminder is intended.

**User Name Audio** – Provides a voice message emitting the user name.

**Displayed Message** – Displays the contents of the message.

**Audio Message** – Provides a voice message emitting the contents of the message.

## 7.7 Event Log

The HHC maintains a log file of all occurred events. The event log can be uploaded to the HHCP.

**Index #** – Lists events in numerical order.

**Event** – Type of event.

**Zone #** – Displays the wireless device number or whether it was a system event.

**Date and Time** – Displays the date and time of the event.

### To upload the event log table

1. Perform login.
2. Select the Event Log table.
3. Click the Upload Table icon on the toolbar

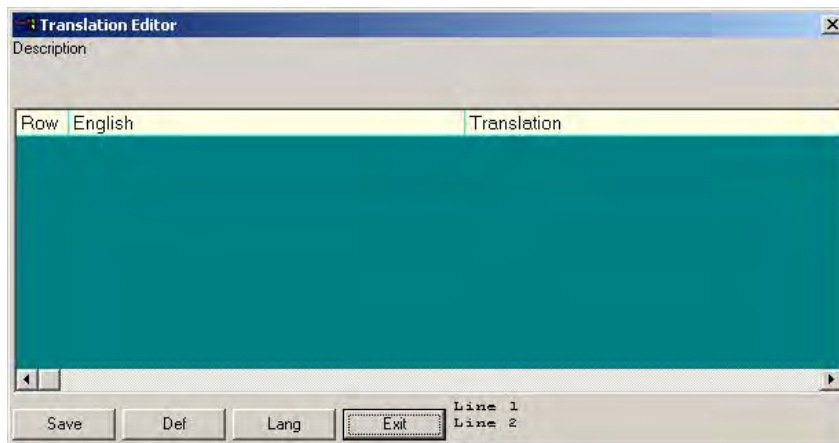
The HHCP uploads all events in the table. A log file can contain up to 100 events in FIFO format (first-in, first-out), whereby new events overwrite the oldest events.

# Chapter 8: Utilities

## 8.1 Translation Editor

HHCPC enables you to perform text changes to the control panel in a variety of ways. These features are accessible from the Utilities menu.

The Translation Editor window is displayed by selecting Translation Editor in the Utilities menu. The text that appears on the HHC window is comprised of two rows, with up to 16 characters on each row. Rows marked in gray cannot be edited. Rows marked in purple may be edited only where there are no asterisks.

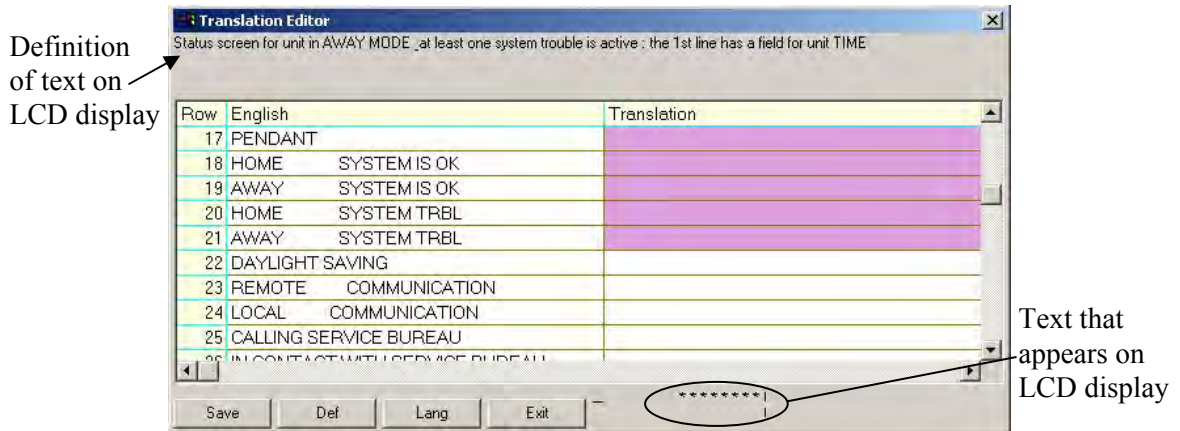


*Figure 8-1: Translation Editor Window*

## 8.2 Editing Control Panel LCD Display Strings

This window enables you to edit the strings on the LCD display and also to translate the strings from English into a different language.

1. Click the **Def** button to upload the LCD string definitions file (usually titled language.def).

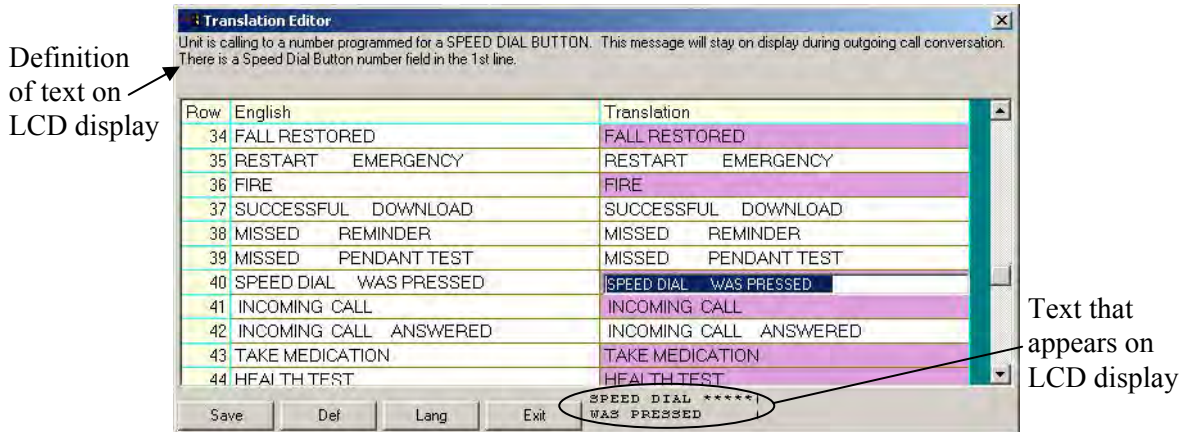


**Figure 8.2: Translation Editor Window – Typing Text**

2. Click the **Lang** button to load an existing file to be edited, by selecting the required (.lng) file from the opened window,

or

Simply type the required text in the empty rows.



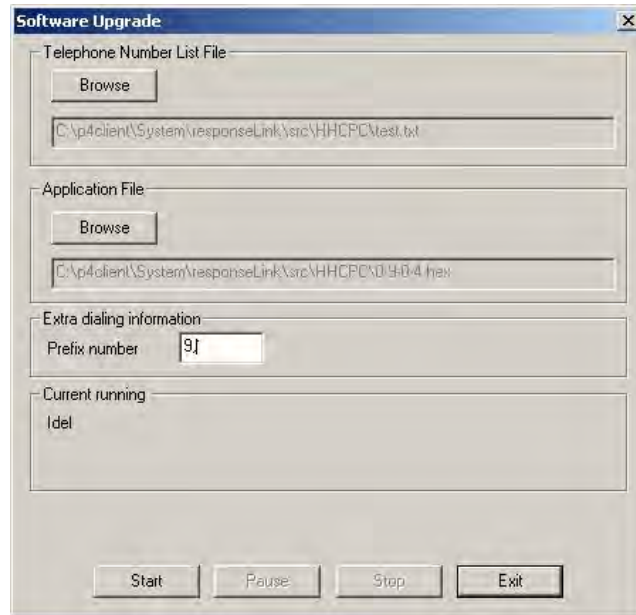
**Figure 8.3: Translation Editor Window – Editing Existing Text**

3. Edit the file, as required.
4. Click the **Save** button.
5. From the **Utilities** menu, select **System Files**, then **Download Language**.
6. Download the relevant (.lng) file. This will update the control panel LCD display strings.

## 8.3 Software Upgrade

HHPCP enables you to automatically upgrade HHC control panels.

1. From the **Utilities** menu, select **Upgrade Panels**; the Software Upgrade dialog box will appear.



*Figure 8.4: Software Upgrade Dialog Box*

2. In the **Telephone number List File** section of the dialog box, click the **Browse** button and select the file containing the control panel's telephone number.
3. In the **Application File** section of the dialog box, click the **Browse** button and select the .hex file to be downloaded.
4. In the **Extra dialing information** section of the dialog box, enter the prefix used before dialing the telephone number, if required.
5. Click the **Start** button; HHPCP begins to automatically upgrade all the HHC control panels in the system.

*Note:* Click the **Stop** button to end the automatic upgrade procedure. To temporarily stop the procedure, click the **Pause** button, then click the **Start** button again to resume.

6. When the procedure is completed, click the **Exit** button.

**Note:** *The telephone file format is as follows:*

- *A line must not exceed 256 characters.*
- *A line should always display first of all the telephone number (0-9 plus the character '-'), then any additional text. Each telephone number is restricted to a maximum of 16 digits.*
- *After inserting the telephone number, there must be a space, after which you may insert a remark, if desired.*

The following table provides a list of possible statuses that appear in the file while the software upgrade procedure is running. A status appears at the end of each row immediately following "#####".

<b>Status</b>	<b>Definition</b>
OK	Procedure completed OK
COMM ERROR	Communication error during download
NO ANSWER	Control Panel did not answer
BUSY	A busy modem signal received
NO CARRIER	Control Panel did not answer
NO DIAL TONE	No telephone line is connected to modem
USER CANCEL	User stopped the procedure
GENERAL ERROR	Modem error
<empty>	Not processed yet



# Chapter 9: Connecting to the HHC Control Panel

Connecting to the HHC control panel enables the HHCP to transfer information to and from the control panel. The control panel can be connected by remote connection (via telephone modem), used when the operator specifies the parameters off-site, or by local connection (via RS-232), used when the installer uses a PC to specify the parameters on-site.

Once connected, it is possible to perform a number of operations, such as, uploading site parameters, downloading site parameters or changing system date and time.

## 9.1 Defining Communication Settings

The Communications dialog box enables you to determine the communication settings by which the HHCP and the control panel will communicate.

From the **View** menu, select **Options**, then click on the **Communications** tab; the Communications dialog box appears.



*Figure 9-1: Options - Communications Tab*

### 9.1.1 Local Connection (Serial Port)

Local connection is used when the HHCP is within direct cable connection distance from the HHC control panel. When using Local Connection there is no need for a modem. Only communication ports without installed modem drivers may be used in Serial mode. For example, if the modem drivers are installed on the ports COM2 and COM3, then ports COM1 and COM4 may be used for connection in Serial mode.

1. From the **Communications mode** drop-down list, select **Serial Port**. The serial port parameters are displayed as follows:
  - The **Comm port** field becomes enabled.
  - The **Baud rate** field displays 115200, this being the baud rate used for serial connection. The **Baud rate** field is disabled.
  - The **Parity** and the **Stop bits** fields do not change and are disabled.



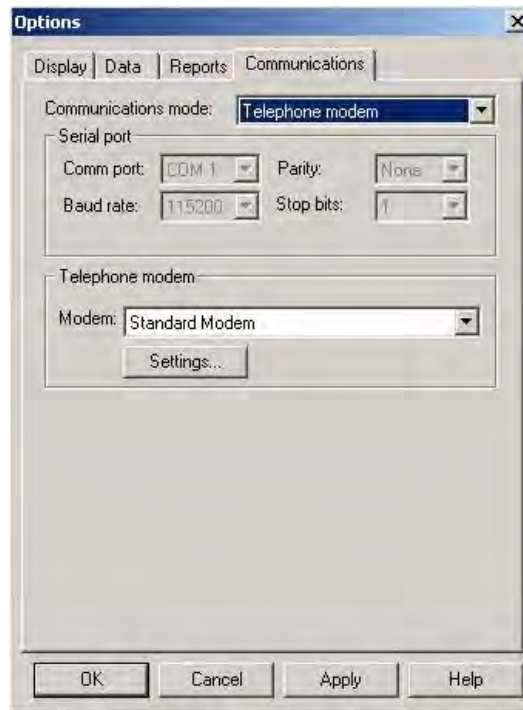
*Figure 9-2: Communications Mode - Serial Port*

2. Change the **Comm port** field as necessary.
3. Click **OK**.

### 9.1.2 Remote Connection (Telephone Modem)

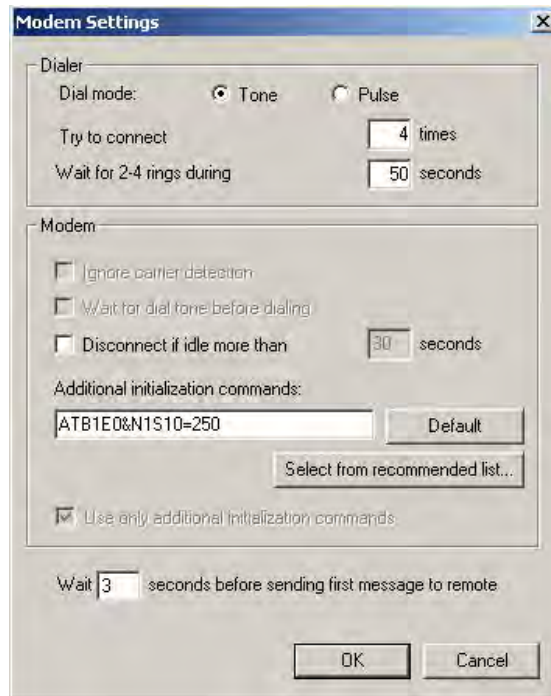
This is applicable when the HHCP is off-site and when using a telephone modem to connect to the HHC on-site.

1. From the **Communications mode** drop-down list, select **Telephone Modem**. The telephone modem section becomes enabled, and the serial port parameters change automatically to be displayed as follows:
  - The **Comm port** field becomes disabled and the field value is the communications port where the modem is connected.
  - The **Baud rate** field displays 115200, the baud rate used for telephone modem connection.
  - The **Parity** and the **Stop bits** fields do not change and are disabled.



*Figure 9-3: Communications Mode – Telephone Modem*

2. In the **Telephone Modem** section of the dialog box, select from the **Modem** drop-down list, the modem to use for connecting to the control panel.
3. Click **Settings** to display the Modem Settings dialog box, and define the dialing and modem parameters.



**Figure 9-4: Modem Settings**

4. To connect to the HHC modem, the local software initiates the dialing process. This process includes a number of steps:

Step 1: Dialing.

Step 2: Waiting 2-4 rings (The dialing process ends if connection is made).

Step 3: Hanging up.

Step 4: Waiting a number of seconds before trying again.

Step 5: Beginning the dialing process again.

The **Try to connect** field defines the number of times the dialing process should be initiated (step 1-4). The **Wait for 2-4 rings during** field defines the time allocated for the two to four telephone rings (step 2). This time needs to be defined as different telephone systems/modems take different amounts of time to carry out the rings.

**Tip:** If you are not sure of the time to enter in the **Wait for 2-4 rings during** field, enter a high number (i.e. 100 seconds), initiate connection as detailed in *Connecting by Remote Connection* in this chapter, time on your watch the number of seconds your modem takes for 2 rings and then click **Hang Up**. Enter the number of seconds you timed in the **Wait for 2-4 rings during** field.

## 9.2 Connecting to HHC

The login procedure enables HHCP to transfer information to and from the control panel and can be initiated either when creating a new site file or when a site file is already open. This procedure differs when the communications mode is set to **Serial Port** or **Telephone Modem**. The first part of the procedure is the same for both types of communication modes:

### To Login when creating a new site file

1. Select **New Site** from the Sites menu,  
Or  
Click **New** in the Sites window.
2. In the New Site (work online) dialog box, fill in the fields (the fields will be enabled/disabled according to the communication mode).
3. Click **Login**.

### To Login when a site file is open

From the Communications menu select **Login**,

Or

Click the Login icon in the toolbar.

### Performing Local Connection (Serial Port)

After connecting, the communication icons in the status bar will become green, and the Download and Upload icons in the toolbar become enabled and you have successfully logged in.

## 9.3 Online Operations

While connected to the HHC, it is possible to perform a number of different operations. You can transfer information between the HHCP and the control panel by uploading or downloading, either all site parameters or a specific table. It is also possible to update the system date and time.

### To Download or Upload All Site Parameters

From the Communications menu, select **Download** or **Upload**,

Or

Click the appropriate icon on the toolbar.

The system begins to transfer data between the control panel and the HHCP. The wording on the message box changes according to whether the transfer is upload or download.



**Figure 9-5: Uploading/Downloading Progress Bar Screen**

At any point during the transfer, you can click Cancel to halt the procedure.

When the transfer is complete, a message box appears to confirm successful completion.

### To Download or Upload a Specific Table

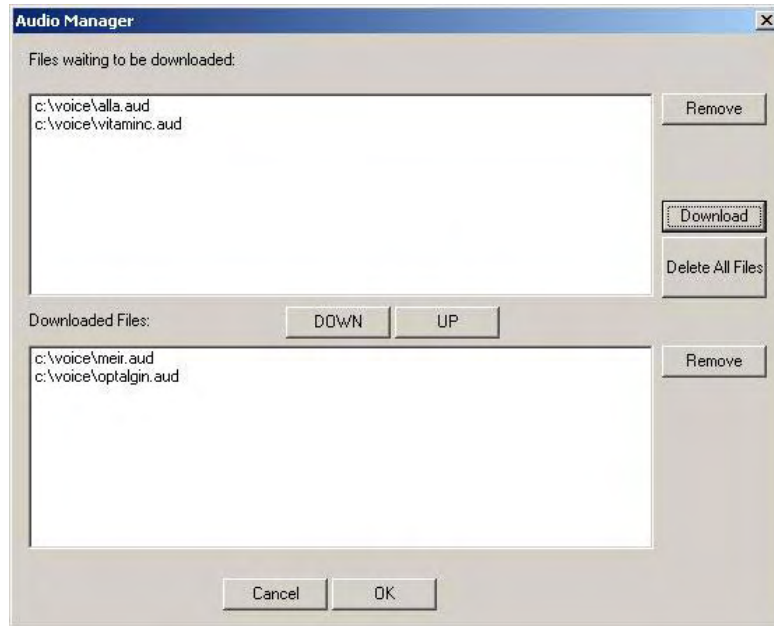
1. Select a table by clicking on a table name in the List of Tables area, or by clicking a table tab at the bottom of the screen.
2. From the Communications menu, select Download Table or Upload Table, or click the appropriate icon on the toolbar.

### Using the Audio manager

The Audio Manager handles all custom audio files for each control panel.

1. From the **Transmitters** and **Reminders** tables, select the custom audio (.aud) files to be included in the control panel.
2. From the **Communications** menu, select **Audio Manager**; the Audio Manager dialog box appears.
3. Select the custom audio files you wish to download and click the **Download** button to download the files.
4. Click the **Delete All Files** button, to delete all customized files from the HHC

*Note: The **Download** and **Delete All Files** buttons are enabled only after performing login.*



**Figure 9-6: Audio Manager Dialog Box**

5. Click the **Up / Down** buttons to move files from the "Files waiting to be downloaded" section to the "Downloaded Files" section and vice versa.
6. Click the **Remove** button (out of two) to delete files that appear only in the Audio Manager window.

*Note: See the Utilities menu for other functions which are performed online.*

## 9.4 Disconnecting from the HHC

From the **Communications** menu, select **Logout**,

Or

Click the Logout icon on the toolbar.

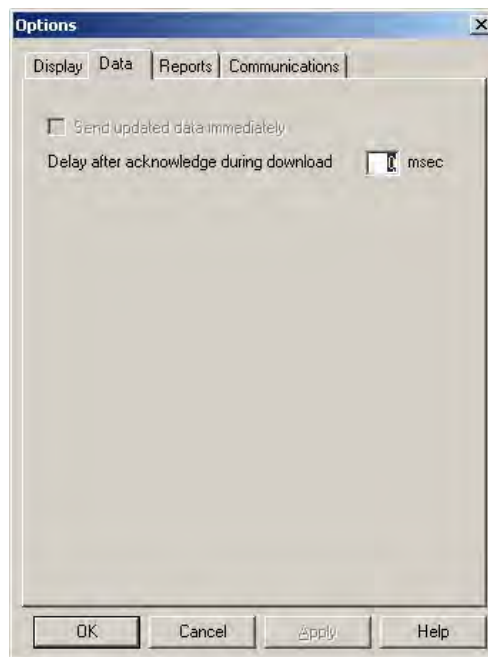
# Chapter 10: Data

The data tab is used to define specific upload/download settings to facilitate data transfer.

## 10.1 Defining Data Settings

The Data dialog box enables you to customize specific data settings in the upload/download process.

From the **View** menu, select **Options**, then click on the **Data** tab; the Data dialog box appears.



*Figure 10-1: Options – Data Tab*

1. Check the **Send updated data immediately** field, to automatically update changed settings from the HHCPC to the HHC.  
*Note: If the above field is not checked, the HHC will only be updated when performing full download.*
2. In the **Delay after acknowledge during download** field, enter a time value (in milliseconds) for a delay in sending commands.
3. In the **Delay after acknowledge during download** field, enter a time value (in milliseconds) for a delay in sending commands.

*Note: This field should be used when problems in communication are experienced.*



# Chapter 11: Reports

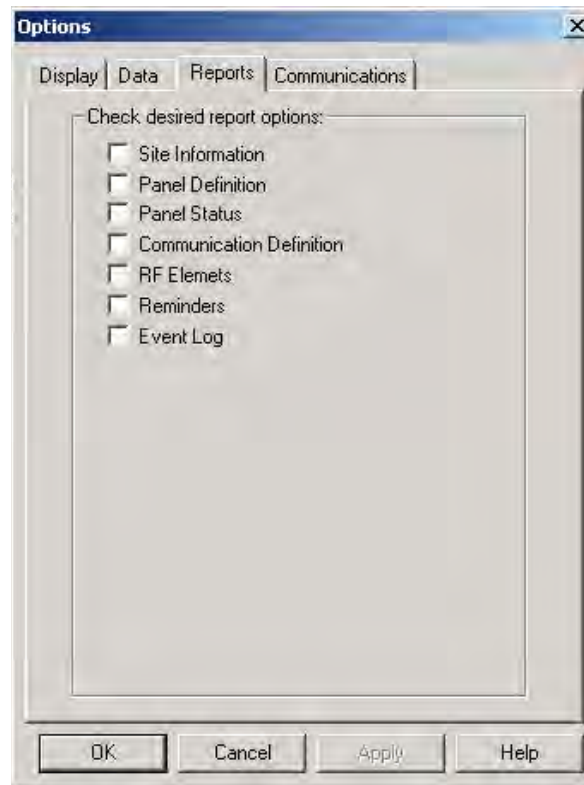
After you have created a site, you can generate a printable report of the site data. To generate a report, first define the information to include in the report, preview the report and then print it.

## 11.1 Defining and Generating a Report

Each HHCPC account comprises of 7 tables. You can generate a report including information about some or all of these details. After you specify which details you require in the report, HHCPC will generate the report.

### To Define and Generate a Report

1. From the **View** menu, select **Options**, or  
Click the **Options** button on the toolbar; the Options dialog box appears.
2. Click the Reports tab; the Reports dialog box appears.



*Figure 11-1: Options – Reports*

Mark the relevant check boxes to specify the information to include in the Report.

3. Click **Apply**; the tables to include in the report are selected, and the Reports dialog box remains on the screen for further perusal and selection.
4. Click **OK**; HHPC generates the report according to your specifications.

## 11.2 Viewing a Report

HHPC enables you to view reports before you print them. This enables you to check that you have included all the necessary information in the report.

### To View a Report

From the **Sites** menu, select **Print Preview**.

HHPC displays the report of the site on the screen as you have specified for printing in the Options dialog box. This enables you to view the different details of the report before you print it.

The Print Preview toolbar enables you to do the following:

<b>Print</b>	Prints the report from the Print Preview screen.
<b>Next Page</b>	Displays the following page of the report.
<b>Prev Page</b>	Displays the previous page of the report.
<b>First Page</b>	Displays the first page of the report on the screen.
<b>Last Page</b>	Displays the last page of the report on the screen.
<b>Whole Page</b>	Displays one page of the report on the screen.
<b>Page Width</b>	Fits the page to the width of the window.
<b>Two Pages</b>	Displays two pages of the report on the screen.
<b>Thumbnail</b>	Opens a navigation pane of thumbnails of each report.
<b>Zoom</b>	Increases the size of the report as it appears on the screen. There are five possible view sizes available.

## 11.3 Printing a Report

You can change the print setup for a report. This enables you to determine the following:

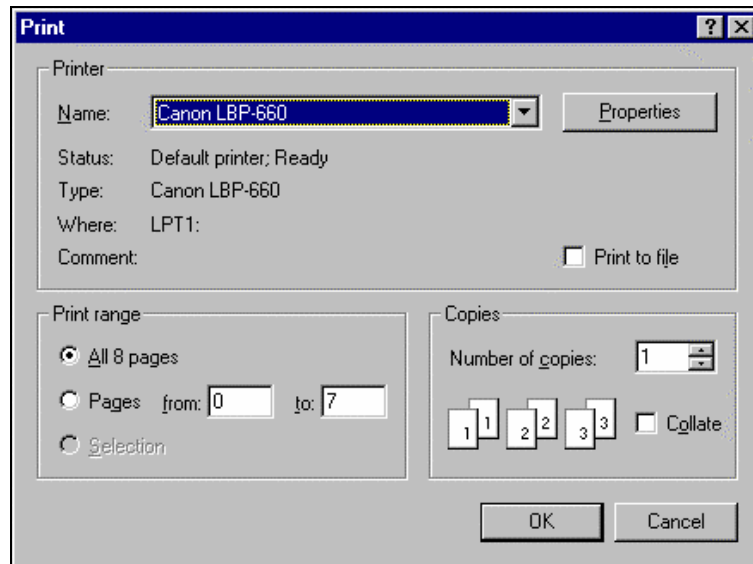
- The printer to print the report.
- The paper size on which to print.
- The source from which the printer should take paper.
- The orientation of the paper.

### To Determine the Print Setup

1. From the **Sites** menu, select **Print Setup**; the Print Setup dialog box appears.
2. Specify the printer to where the report will be printed.
3. Specify the paper size of the paper on which the report will be printed.
4. Specify the paper source.
5. Specify the orientation of the paper.
6. Click **OK**. The window is closed.

### To Print a Report

1. From the **Sites** menu, select **Print** (or click the **Print** button on the toolbar); HHCPC displays the Print screen.



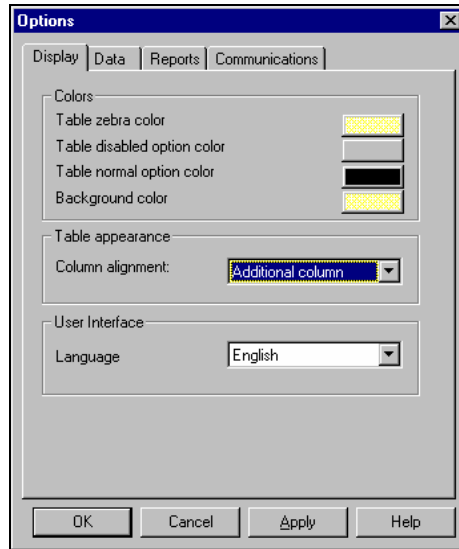
*Figure 11-2: Print Dialog Box*

This screen enables you to do the following:

- Select the printer to print the report.
  - Determine the print range.
  - Determine the number of copies of the report, and whether or not they should be collated.
2. Make the appropriate changes, then click **OK**; HHCPC prints the report.

# Chapter 12: Screen Appearance

Any changes to the appearance of the Site screens are made in the Display tab of the Options dialog box.



*Figure 12-1: Options - Display Tab*

## 12.1 Changing the Color

The colors of the Table Details are defined according to the following settings:

- **Table zebra color:** Defines the color of every other line in each table. This makes it easier for the user to follow the horizontal lines in the table.
- **Table disabled option color:** Disabled tables appear in the selected shade.
- **Table normal option color:** The color of the text as you type it.
- **Background color:** The background color of the tables list and the sites list.

### To Change the Tables Color

1. From the **View** menu, select **Options**; the Options dialog box appears. By default, the display tab is active.
2. Click on the block of Tables zebra color; the color palette appears.
3. Select a color, then click **OK**.
4. Repeat the procedure for all the options.
5. Restart HHCPC.

## 12.2 Column Alignment

HHPCPC defines the Table Details column alignment according to one of the following settings: The Tables Column Alignment determines the width of the table columns on the screen.

- No auto alignment: All columns in the tables are the same width, regardless of their contents.
- Right justified: The columns in the table are all widened in order to cover the entire screen.
- Last column stretched: The last column in the table reaches the right side of the screen, however wide the contents of the column.
- Additional column: An additional column is added to the tables that are too narrow to fill the screen. The extra column is the width of the empty space between the last column of the table, and the right side of the screen.

### To Change the Tables Column Alignment

Click the column alignment drop-down arrow, then select an option from the list.

## 12.3 User Interface Language

HHPCPC provides you with the possibility to change the language used in the software interface.

### To Change the User Interface Language

1. Click the Language User Interface language drop-down arrow, then select a language from the list.
2. Restart HHPCPC.

# Chapter 13: Troubleshooting

PROBLEM	DIAGNOSIS	POSSIBLE SOLUTION
<p><b>A.</b> The HHCP doesn't identify the modem</p>	<p><b>A1.</b> Your modem might be OFF or loosely connected.</p>	<p><b>A1.</b> Make sure the modem is turned ON. A power switch is available on any external modem. The light on the front panel should illuminate.</p> <p>Also ensure that all other applications using the COM Port are turned off (PalmPilot Hotsync and other accessories or terminal windows).</p> <p>Check whether the cable connectors are fitted securely to their respective ports:</p> <ul style="list-style-type: none"> <li>• The line connector in case of an internal modem</li> <li>• The line and RS-232 connectors in case of an external modem.</li> </ul>
	<p><b>A2.</b> You may have a COM/IRQ conflict.</p>	<p><b>A2.</b> Check whether you have the correct <b>Com</b> port and <b>IRQ</b> settings in your software and/or in the Windows Control Panel. Also verify that there are no conflicts with other devices.</p>
<p><b>B.</b> Failure to communicate with the HHC via the modem.</p>	<p><b>B1.</b> You may have a conflict with the definitions in the communication mode window.</p>	<p><b>B1.</b> Make sure you selected the Telephone Modem option in the communication mode window.</p>
	<p><b>B2.</b> The modem type is different from the type displayed in the OPTIONS menu / Communications tab.</p>	<p><b>B2.</b> Check that the correct modem type has been selected.</p>
	<p><b>B3.</b> Modem is not properly installed in operating system (Windows).</p>	<p><b>B3.</b> Make sure that the modem is recognized by Windows.</p> <p>If not, click Start → Setting → Control Panel. Double click the Modems icon and follow the instructions on the displayed Install New Modem window.</p>

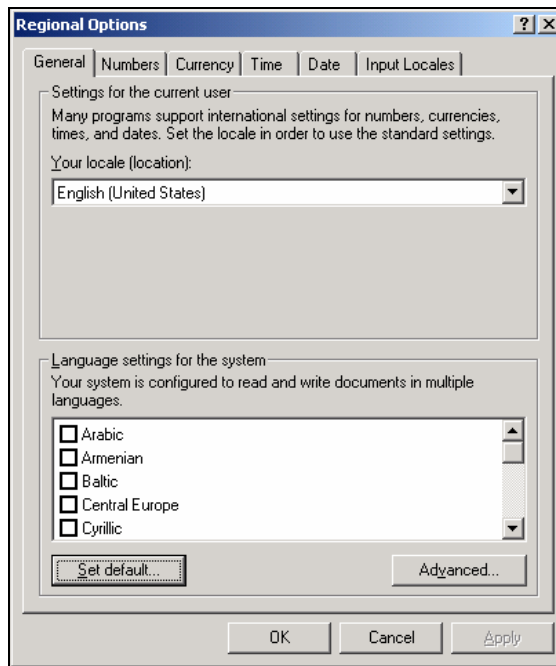
PROBLEM	DIAGNOSIS	POSSIBLE SOLUTION
	<b>B4.</b> HHC is not connected to the phone line.	<b>B4.</b> Verify proper connection of the HHC to the phone line.
<b>C.</b> PC fails to communicate with the HHC via the Serial Port.	<b>C1.</b> The RS-232 cable is disconnected from the Com Port of your PC.	<b>C1.</b> Verify proper connection of the RS-232 cable.
	<b>C2.</b> You may have a definition conflict in the OPTIONS menu/ Communications settings	<b>C2.</b> Make sure that the Serial Port option is currently selected.
	<b>C3.</b> Your serial port is defined to work with high or low baud rate.	<b>C3.</b> Make sure 115200 bps option is currently selected in the OPTIONS menu / Communications.
	<b>C4.</b> You may have a COM Conflict.	<b>C4.</b> Verify that the correct Com Port is specified in the OPTIONS menu / Communications
<b>D.</b> The unit stalls during configuration or remote programming.	<b>D1.</b> The HHC needs to be reset.	<b>D1.</b> Press, simultaneously, the three main buttons on the HHC for 10 seconds.

# Appendix A: Language Settings

When using the HHCPC Software in Windows 2000/XP with a foreign language interface, some characters may not appear correctly in the chosen language. This may require changing the language settings.

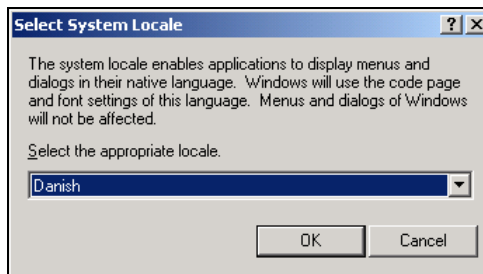
## Changing Language Settings in Windows 2000

1. From Start>Settings>Control Panel double-click Regional Options. The Regional Options dialog box appears.



*Figure A-1: Regional Options Window*

2. Click **Set Default**; the Select System Locale dialog box appears.



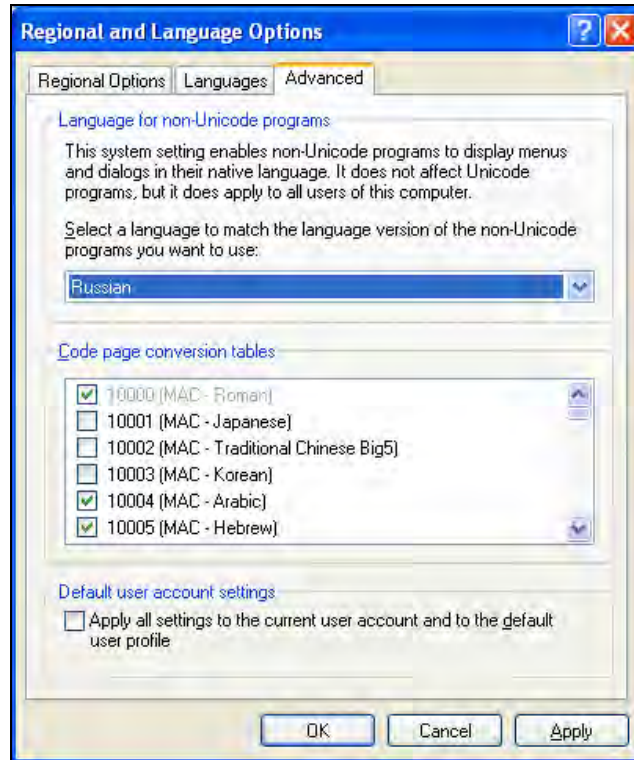
*Figure A-2: Select System Locale Window*



3. Click the drop-down list and select the appropriate language.
4. Click **OK**.
5. Restart the computer.

### Changing Language Settings in Windows XP

1. From Start>Settings>Control Panel double-click Regional and Language Options. The Regional and Language Options dialog box appears.



*Figure A-3: Regional and Language Options Window*

2. Click on the **Advanced** tab.
3. Under **Language for non-Unicode programs**, click the drop-down list and select the appropriate language.
4. Click **OK**.
5. Restart the computer.

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