

Installation

User Guide





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Blue Alert[®] EMS

User Guide

2 End User License Agreement

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For more information about Code Blue's licensing policies, please call Code Blue at 800.205.7186.



3 Install Instructions

Please note: Once logged into the ToolVox[®] Administration, click on the License Key Administration tab under Code Blue Software. A green box will show which EMS software (Standard, Advanced or None) is installed on the ToolVox. If the ToolVox shows Standard or Advanced, please skip to the section 6 EMS AGENT INSTALLATION.

From the ToolVox System Status menu, go to Code Blue Software > License Key Administration (ill. 3A).

ΤΟΟΙΛ		Code Blue
	Admin CDR Reports EMS Records IP Info Help	Logged in: admin (Logout)
Setup Tools		
Admin	Software Licensing	English
ToolVox System Status		System Time: 12:40:41
Basic	May Cade Dive Uniter 50	
Business Phones	Max allowed EMS Lisers: 0	
DAHDI	EMS Type: None	
General Settings	UPD Enabled: No	
Outbound Routes	Blue Alert PAS Enabled: No	
Trunks	Blue Alert MNS Features: core, desktop, email, feed, pas, signage, sms	
Administrators		
Code Blue Software		
License Key Administration	System UUID 0000000-0000-0000-0000-0CC47A0184C6	
Code Blue Devices	ToolVox ID C61A-09F1-8B78	
Diagnostic Schedules		
Diagnostic Reports		
EMS Administration		
UPD Administration		
PAS Administration		
Inbound Call Control		
Inbound Routes		
Announcements		
Follow Me		
IVR	1	
Ring Groups	Submit	
Time Conditions	Submit	
Time Groups		
Internal Options & Config		
Languages		
Misc Destinations		
System Recordings		
Third Party Addon		
Custom Contexts		
	TOOLVOX ToolVox X3 Version 3.0.2-1 ToolVox is a registered trademark of Code Blue Corporation	

Illustration 3A



4 Install Key

Enter your license key in the License Key field and click Submit. The license key will enable the Event Management System[®] (EMS) on your ToolVox server for EMS Agent connections.



5 EMS Administration

Go to Code Blue Software > EMS Administration.

The EMS ADMINISTRATION screen appears (ill. 5A).

1. Enter the AUTHORIZATION CODE for the EMS Agent to access the EMS system.

Enter the IP ADDRESS of the EMS Agent or the subnet for accessing the system. Leaving this blank will allow any IP address to access the system. Click Update information.

τοοιν	
	Admin CDR Reports EMS Records IP Info Help Logod in admin (Logod)
Admin	Blue Alert EMS Administration
ToolVox System Status Basic Business Phones	Update Access Information for Blue Alert EMS Software
DAHDI General Settings	Authorization Code:
Outbound Routes Trunks	Example: 192.168.1.0/255.255.255.0 for complete subnet or for individual IP: 192.168.1.10/255.255.255.255 Control to the Mohandra Administration for more information.
Administrators Code Blue Software	Update Information
License Key Administration Code Blue Devices	Unlead austern mans for Plus Alert EMS Software
Diagnostic Schedules Diagnostic Reports	Chonse File No Sie chosen
EMS Administration UPD Administration	NOTE: Map image must not exceed 800 x 800 pixels
PAS Administration Inbound Call Control Inbound Cal	Existing Custom Maps
Announcements	Hope-College-Map-p2 jpg
IVR Ring Groups	Delete Selected Maps
Time Conditions	Blue Alert EMS Agents
Internal Options & Config Languages	Select extensions to designate as Blue Alert EMS agents.
Misc Destinations System Recordings	Ø SELECT Ø 5400 : EMS Agent 1
Third Party Addon Custom Contexts	
	Update EMS Agents
	Copy To Server
	Specify connection information for a SMB (Windows) share for Blue Alert EMS Records archiving.
	Server
	Username Password
	Update Server Information
	ToolVox API
	Specify a destination URL that the ToolVox API will post event messages to. You can specify either a URL in the format http://bostname/nath.for HTTP POST or too:bostname.port to send the contents of the event message
	directly to a TCP socket.
	Type application/son •
	PING Interval 0 (0 = disable)
	Update Configuration Enable or disable the ToolVox API
	Enable ToolVox API Disable ToolVox API
Illustration 5A	



Examples:

- 172.1.100.0/255.255.255.0 allows any IP address that begins with 172.1.100 to access the EMS system.
- 172.1.100.10/255.255.255 only allows the IP address 172.1.100.10 to access the EMS system.
- 2. Upload custom location maps for EMS. Custom maps must be in .jpg or .png format and no larger than 800 x 800 pixels.
- 3. You must select EMS agents to monitor. Then click update EMS agents.



6 EMS Agent Installation

- 1. Click on EMS Client from the Home page (ill. 6A)
- 2. Save the Client
- 3. Run the Client
- 4. Finish



Illustration 6A



7 EMS Agent Configuration

Double click the EMS Agent icon on the desktop. The following screen appears (ill. 7A).

Code Blue EMS					
Host IP Address:	172.1.100.61				
Host Port:	5038				
Authorization Code:	••••				
Connect	Disconnect				
Extension To Monitor 6101 - MVB Digium Ln 4 🗸					
Monitor this extension for incoming calls.					
♥ Play Sound EMS_Alert1 ▼					
Play Sample v3.0					
Connected to Code Blue EMS Server					
Ilustration 7A					

HOST IP ADDRESS: Enter the IP address of the ToolVox Media Gateway.

HOST PORT: Do not change value unless directed to do so (5038 default).

AUTHORIZATION CODE: Key in the authorization code for EMS system and click Connect.

EXTENSION TO MONITOR: Enter the extension you wish to monitor. This is the Business Phone set up in ToolVox. This can be a SIP enabled phone or an analog desk phone <u>directly</u> connected to the ToolVox.

Click the check box next to "Monitor this extension for incoming calls".

Choose if you want an audible sound as well as the visual popup.

Minimize the EMS Agent configuration menu using the "-" button in the upper right-hand corner.

To change settings, click on the icon in your system tray.



8 EMS Programming in Code Blue Devices

On the bottom of the second page of each device you will be presented with the following categories:

IN-CALL COMMANDS: These commands will be utilized on the EMS Agent screen to control the unit (ill. 8A).

# Command Text	DTMF Ton
Speaker Vol. Up	22
Speaker Vol. Down	23
Mic Volume Up	20
Mic Volume Down	21
Open Gate	12
Play Message	01

Illustration 8A

EMS Unit Location Information is next and consists of selecting the Latitude/Longitude map location by finding the location on a MS Bing[™] map (ill. 8B). The latitude and longitude values may also be keyed in.

EMS Unit Location Information				
Latitude	42.7509452			
Longitude	-86.0951915			
Illustration 8B				

Detailed Unit Location section allows you to select the uploaded map (configured in EMS/UPD Administration) and place a Code Blue unit on the map in the desired location (ill. 8C). The map must first be uploaded under EMS Administration.



Illustration 8C



Location Description/Notes allows you to enter specific location/unit information to be displayed on the EMS Agent screen (ill. 8D).

	Code Blue CB 1-s east parking
	lot. Contact officer Joe at
Location Description / Notes	555-1212 for dispatch.

Illustration 8D

Device Camera URL's section allows two IP camera streams to be entered, which will be displayed on the EMS Agent screen (ill. 8E). To test these camera streams, view in VLC.

Device Camera URL's		
Camera 1 Camera 2	rtsp://admin:12345@172.1.100.32	

Illustration 8E

Unit Address Info section allows for the physical address to be documented for display on the EMS Agent screen (ill. 8F).

Unit Address Info					
Addross	250 Hadaar St				
Address	259 Heddor St.				
City	Holland				
State/Province/Region	MI				
Postal Code	49423				
Country	United States -				
Illustration 8F					

After configuring your Code Blue device, click the FINISH button on the last page. You will see the red APPLY CONFIGURATION CHANGES bar at the top of the page. After clicking it, click the CONTINUE WITH RELOAD radio button to finish applying the changes. Programming must then be pushed to the phone.



9 EMS Advanced Agent Use

When a red button push is initiated, calls come into your extension and you will receive a popup indicating an incoming call (ill. 9A).



Illustration 9A

Upon answering the phone, you will be presented with a call management screen, Call Notes (ill. 9B).



Illustration 9B



Caller Information: Includes Caller ID Name, phone number and address location.

Call Date and Time: Displayed directly below address.

Map: If selected in the database, a map is displayed on the right side of the screen.

In-Call Commands: Unit control buttons, if configured for the unit, are located below the caller information section.

Call Notes: Text section is available to enter detailed information about the call.

NOTE: EMS database information for Address, Mapping and unit control is entered during the setup of Code Blue Device extensions in ToolVox. If this information is not entered or the incoming call is not a Code Blue device, then only the Caller ID Name and Number will be displayed if transmitted by your service provider or PBX equipment.

With a 6-line IP desk phone you have the ability to answer up to six calls at once. Each call can be answered by pressing the flashing line, placing the current call on hold. Additional call management screens will be displayed for each call. To switch between calls, simply press the flashing call button; the current call will be placed on hold and you will be connected to the new call. Switch between the calls by simply pressing the appropriate call button on your phone. End calls by hanging up. When the call is finished you will have the option to save your notes or discard them.



10 Viewing EMS Call Logs

EMS records every call made to and from the system. Each call is accompanied by the notes saved after the call. To access the call detail records, click on EMS Records from the administration page (ill. 10A).

TOOL		Records IP Info Help	
Setup Tools Admin ToolVox System Status Doci	ToolVox System Status		English System Time: 12:30:09
Business Phones DAHDi General Settings	ToolVox Notices No new notifications show all	System Statistics Processor Load Average 0.24	
Outbound Routes Trunks Administrators Code Blue Software	ToolVox Statistics Total active calls Internal calls External calls	Memory 11% J App Memory 11% J Swap 0% D Disks 0%	
License Key Administration Code Blue Devices Diagnostic Schedules	Total active channels () ToolVox Connections IP Phones Online	0 / 0% 0 //dev/shm 0% Networks 0	
EMS Administration UPD Administration PAS Administration Inbound Call Control	Uptime System Uptime: 2 weeks, 1 days, 4 hours, 12 minutes PBX Engine Uptime: 2 weeks, 1 day, 4 hours, 11 minutes	eth0 receive 0.50 KB/s eth0 transmit 0.81 KB/s dev20763 receive 0.00 KB/s dov20763 transmit 0.00 KB/s	
Inbound Routes Announcements Follow Me IVR	Last Reload: 2 days, 3 hours, 18 minutes	Server Status PBX Engine MySQL Web Server	
Time Conditions Time Groups Internal Options & Config Languages		SSH Server	
Misc Destinations System Recordings Third Party Addon			
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Illustration 10A



On the EMS Records page you will have options to filter and archive calls. You will also see the caller ID of the unit that made the call, the length of the call, the station that answered the call and the date, time, duration of the call. You have quick buttons to listen to the recorded call, play any associated video and download a .zip file with all the associated media. (ill. 10B)

тс										
Admin CDR Reports EMS Records IP Info Help										
Filter Re	Filter Records > Record Archiving >									
6 6	1 2 3 4 5	00	Show Per Page: 20	SHOW 4	BB Sele	ct ALL Pages				
~	Call Date 🖡	Duration	Caller ID	Source	Dest	Disposition	Media	File Size	Archive Date	Purge Date
	2014/04/18 10:56:35	14	"IP2501" <202>	202	201	ANSWERED	🧐 🖹 庙 🖷 🖳	3.4 Mb		
	2014/04/18 10:33:58	8	"IP1500" <203>	203	201	ANSWERED	🤨 🖹 ní ní 🚉	101.4 Kb		
V	2014/04/18 09:56:43	29	"IP2501" <202>	202	201	ANSWERED	🥹 🖹 nii nii 🛒	414.2 Kb		
	2014/04/18 09.51:33	30	"IP2501" <202>	202	201	ANSWERED	🧐 🖹 nii nii 🛼	443.3 Kb		
V	2014/04/18 08:56:05	21	"IP2501" <202>	202	201	ANSWERED	🤨 📄 nii nii 💐	298.6 Kb		
~	2014/04/18 08:54:48	6	"IP2501" <202>	202	201	ANSWERED	() 🖹 né né 🖳	0 B		2014/04/18
	2014/02/06 10:50:35	6			201	ANSWERED	🤨 🖹 ní ní 🕄	0 B		
	2013/07/24 10:44:26	6	"IP2501" <202>	202	201	ANSWERED	🤨 🖹 nii nii 🖳	08		2013/07/31
	2013/07/10 14:29:18	6	"IP1500" <203>	203	201	BUSY	0 🖹 ní ní 🕄	0 B		2013/07/31
	2013/06/14 14:38:25	13			201	NO ANSWER	0 🖹 né né 🛒	0 B		2013/08/01
	2013/06/12 16:51:08	8	"JD IP2501-s" <202>	202	201	ANSWERED	0 🖹 né né 🖳	0 B		
	2013/06/12 16:50:57	8	"IP1500-SUR" <203>	203	201	ANSWERED	🕑 🖹 nii nii 🔍	0 B		
	2013/06/12 16:50:40	7	"IP1500-SUR" <203>	203	201	ANSWERED	08668	0 B		
	2013/06/12 16:50:24	6	"JD IP2501-s" <202>	202	201	ANSWERED	0 🖹 ní ní 🕄	0 B		
	2013/06/12 14:20:21	5	"JD IP2501-s" <202>	202	201	ANSWERED	0 🖹 né né 🖳	0 B		
	2013/06/12 13:59:49	8	"JD IP2501-s" <202>	202	201	ANSWERED	0 🖹 ní ní 🕄	0 B		
	2013/06/12 13:59:33	10	"IP1500-SUR" <203>	203	201	ANSWERED	011111	0 B		
	2013/06/11 14:00:36	7	"JD IP2501-s" <202>	202	201	ANSWERED	0 🖹 né né 🖳	0 B		
	2013/06/11 12:49:15	4	"IP1500-SUR" <203>	203	201	ANSWERED	0 🖹 🖬 🏛 🖳	0 B		
	2013/06/11 12:49:11	2	"JD IP2501-s" <202>	202	201	ANSWERED	0 🖹 né né 🖳	0 B		
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Illustration 10B



11 Warranty

Code Blue Corporation provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Code Blue's standard warranty language as well as information regarding support for this product, while under warranty, is available through the following website: www.codeblue.com/support.



12 Technical Services and Support

For additional support, please feel free to contact Code Blue's Technical Services and Support Staff at ts@codeblue.com or (616) 392-8296, Opt 3.

8 a.m. to 5 p.m. Monday through Friday Eastern Time