# BLUE ALERT®
# EMS
## Event Management System

Installation

# User Guide

## Code Blue®

## Table of Contents

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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).



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.

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.

- 172.1.100.10/255.255.255.255 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).
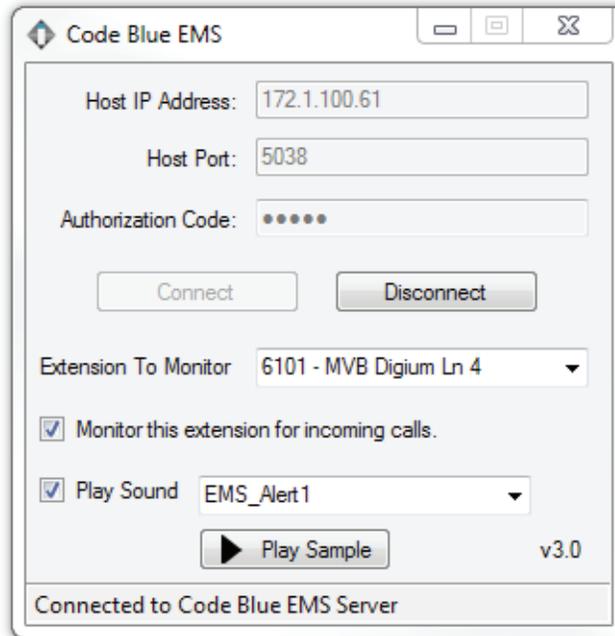


Illustration 7A

**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 directly 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).

In-Call Commands

| # | Command Text | DTMF Tone |
|---|--------------|-----------|
| 1 | Speaker Vol. Up | 22 |
| 2 | Speaker Vol. Down | 23 |
| 3 | Mic Volume Up | 20 |
| 4 | Mic Volume Down | 21 |
| 5 | Open Gate | 12 |
| 6 | Play Message | 01 |
| 7 | | |
| 8 | | |

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.
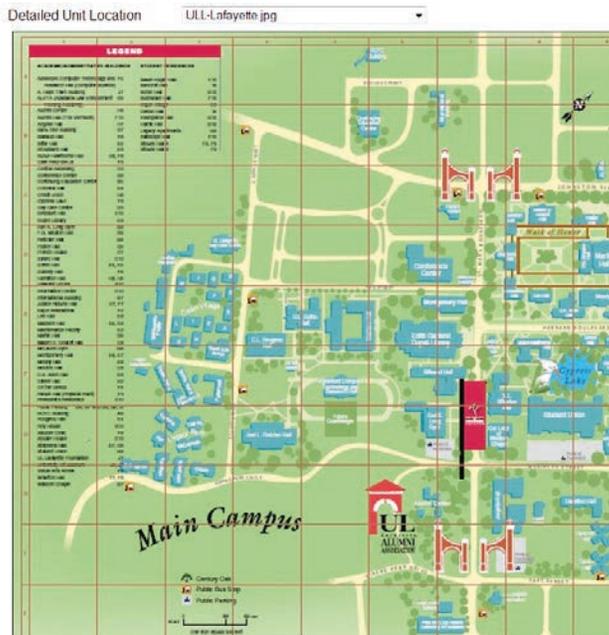


Illustration 8C

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

Location Description / Notes

Code Blue CB 1-s east parking lot.  Contact officer Joe at 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    rtsp://admin:12345@172.1.100.32
Camera 2

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

Address              259 Hedcor 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).
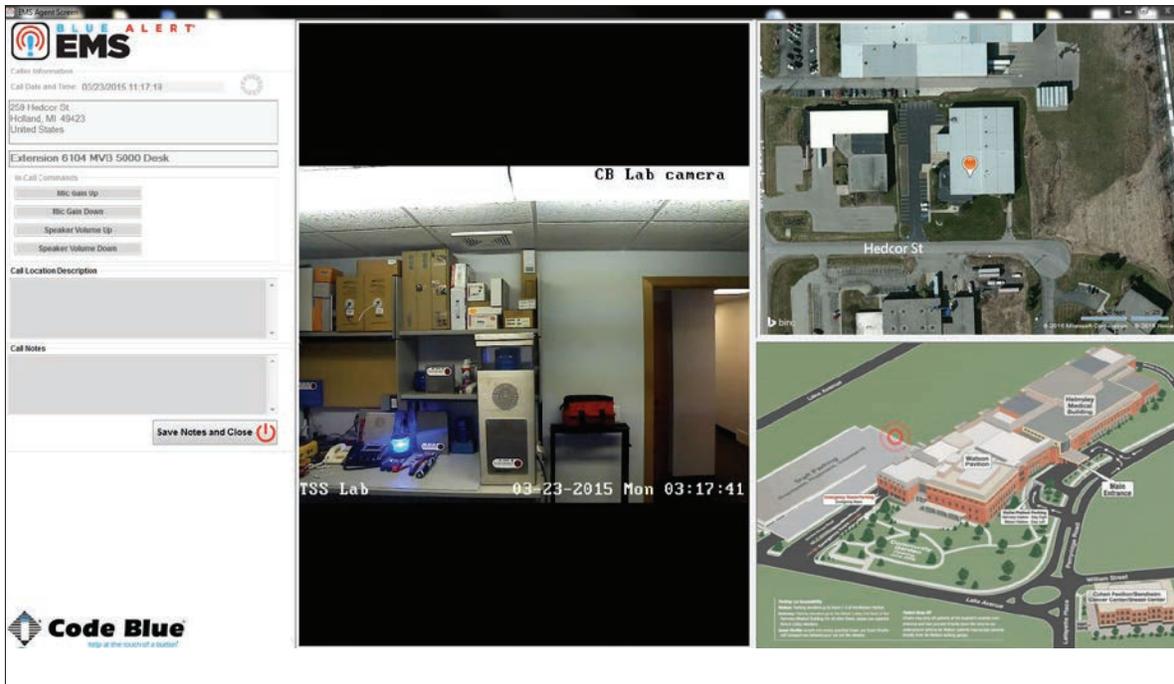


Illustration 9B

**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).



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)



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**