

CAREpoint™ Workstation

In-Service Training



Responsive Innovation.

General-devices.com
Support line: 201.313.7075
Support e-mail: support@general-devices.com

CAREpoint™ Workstation

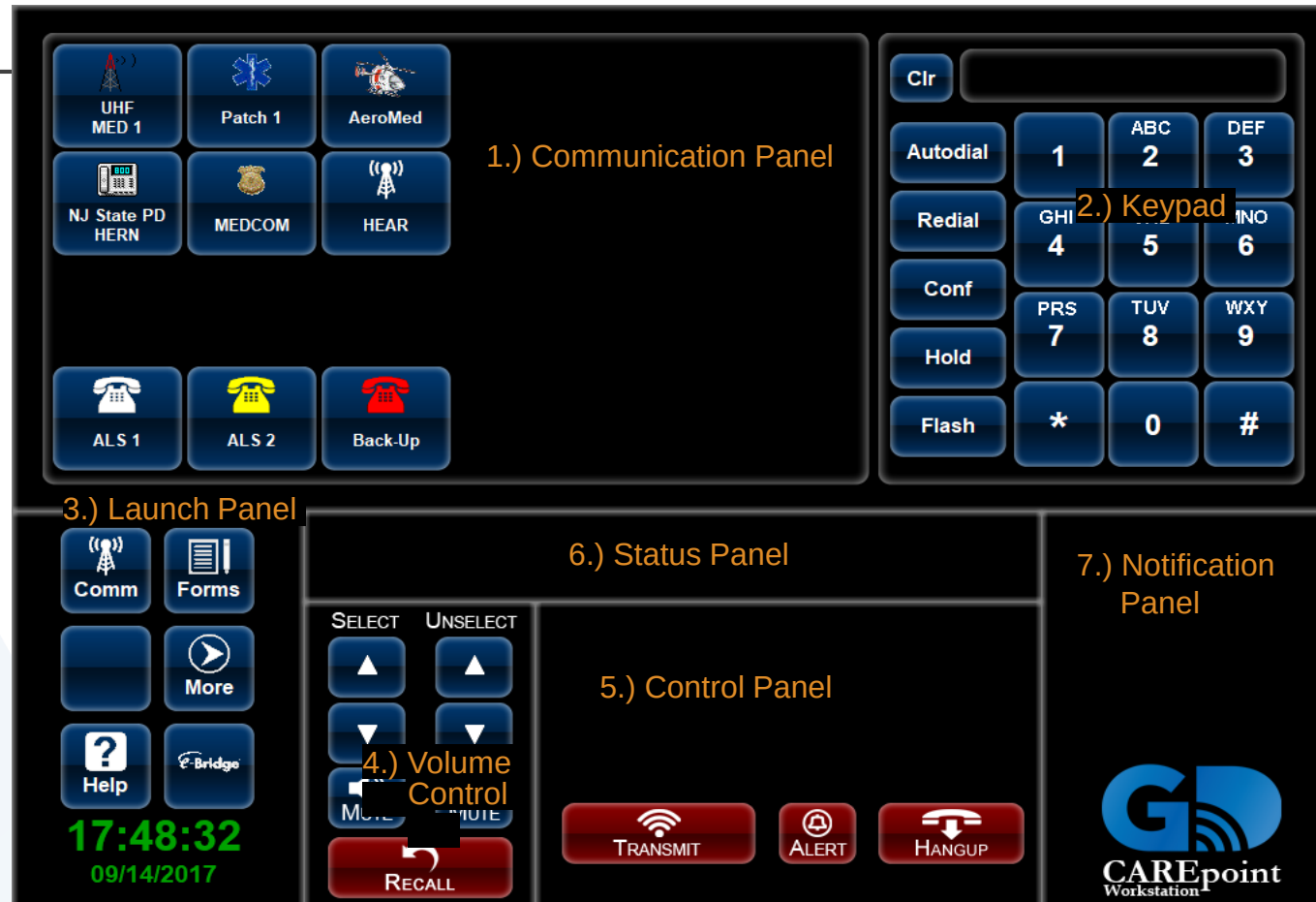
Components Overview

- ✓ Handset with push to talk button (PTT)
- ✓ Touchscreen Monitor
Keyboard/Mouse/Speaker
- ✓ UPS Battery backup
- ✓ Operator Position Electronics (OPE)
- ✓ Expansion Module (Optional)



Main Screen

The main screen is broken up into 7 sections.



Communication Panel

Displays all resources connected to CAREpoint. (Radio and Phone)

- ✓ A flashing **Red** button indicates an alarming resource.
- ✓ A solid **Green** button indicates the active call, this is also your Select Audio.
- ✓ A flashing **Yellow** button indicates an active call on hold.
- ✓ A solid **Blue** button indicates a non-active resource.



Keypad



- ✓ Used just like a keypad on a phone.
- ✓ Clr (Clear) clears out the keypad dial entry.
- ✓ Autodial can pre-program commonly used outgoing phone numbers.
- ✓ Redial, Hold, and Flash work just like on a phone.
- ✓ Conf (Conference) allows two phone lines to be joined together for a 3-way call.



Launch Panel

- ✓ Comm (Communication) loads the Communication Panel.
- ✓ Forms launches the built-in digital intake form software (If applicable)
- ✓ More opens a sub-menu to launch D-Scribe and InfoManager; can also be used to launch other built-in apps as needed.
- ✓ Help opens the help section.
- ✓ e-Bridge opens the e-Bridge application.



Volume Control Panel

- ✓ Two separate volume controls Select and Unselect.
- ✓ Select audio controls the audio for the active resource in the Comm panel (solid Green button)
- ✓ Pressing Mute on the Select control will mute the Select audio from the speaker, but audio will still be heard in the handset.
- ✓ Unselect audio controls the audio from any other resource that is either on hold or incoming call (if radio) prior to answering.
- ✓ Pressing Mute on the Unselect control will mute all Unselect audio for 30 seconds, and will un-mute automatically.



Control Panel



- ✓ Displays your current active resource.
- ✓ Transmit button is used in cases where an optional additional microphone is connected.
- ✓ Alert is for sending an alert tone out to the caller.
- ✓ Hangup is used to end a call by pressing twice.



Status Panel

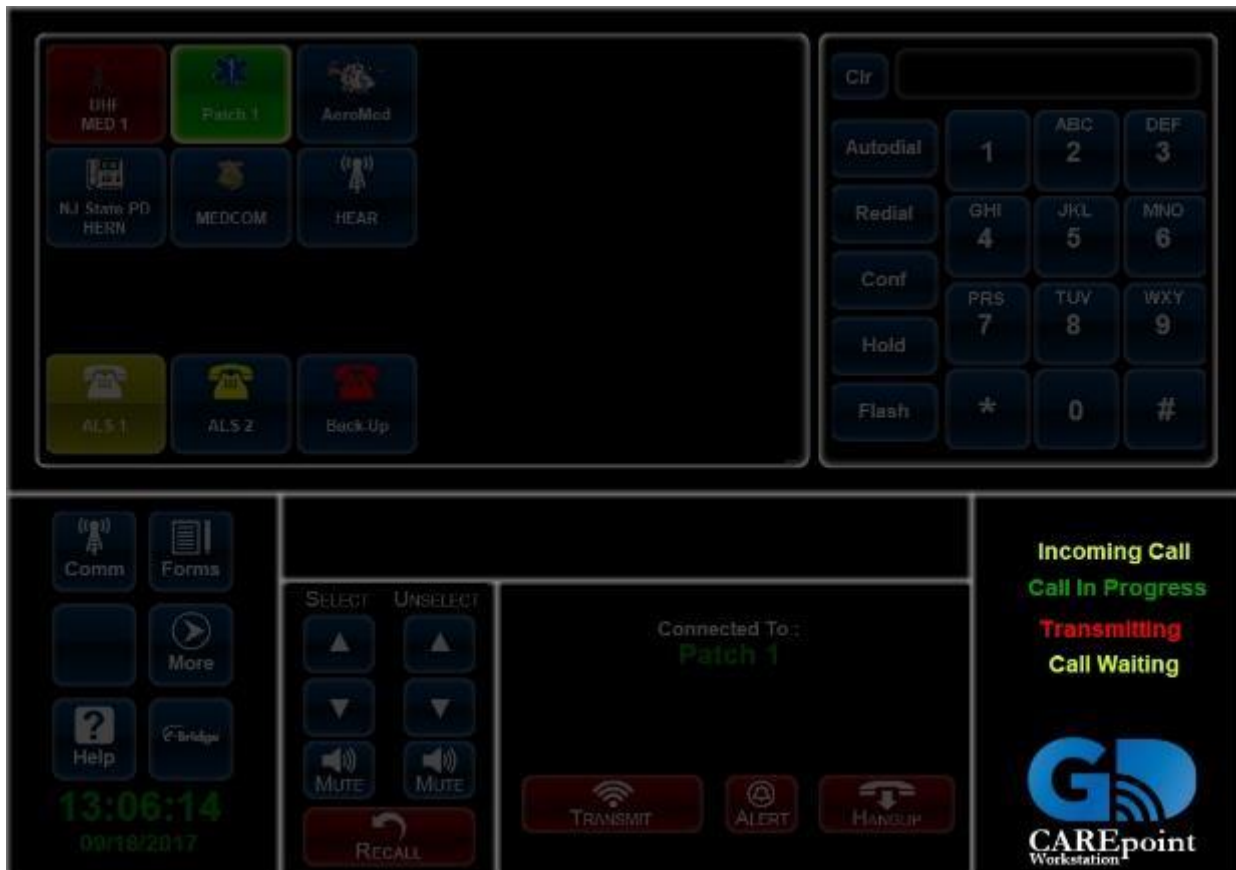
- ✓ All alerts will display in this panel.
- ✓ Each red alert also displays an Info button.
- ✓ Clicking the Info button will open the help section for this alert.
- ✓ Types of alerts

Red	Critical Errors that immediate action may be required for normal operation.
Orange	Warnings not critical, can be resolved next business day.
Yellow	Status notification.
Green	User prompts.



Notification Panel

- ✓ Displays the current state of the CAREpoint.
- ✓ Examples are:
 - Incoming Call
 - Call Waiting
 - Transmitting
 - Transmitting is only displayed when the PTT is pressed on the handset
 - Call in Progress
 - Log busy
 - Will only appear when the D-Scribe database is currently backing up, normal operations can be conducted at this time.



Handset



- ✓ Use the handset for answering all transmissions, unless an optional microphone is also available.
- ✓ Press the PTT button to talk and release to listen for radio AND phone calls.
- ✓ The most important rule for the CAREpoint regarding the use of the handset:
Press to talk and release to listen.
- ✓ Do not hold the PTT button to mute the select speaker. If muting the speaker is needed, press the Select mute button in the Volume Control panel.

Release
to Listen





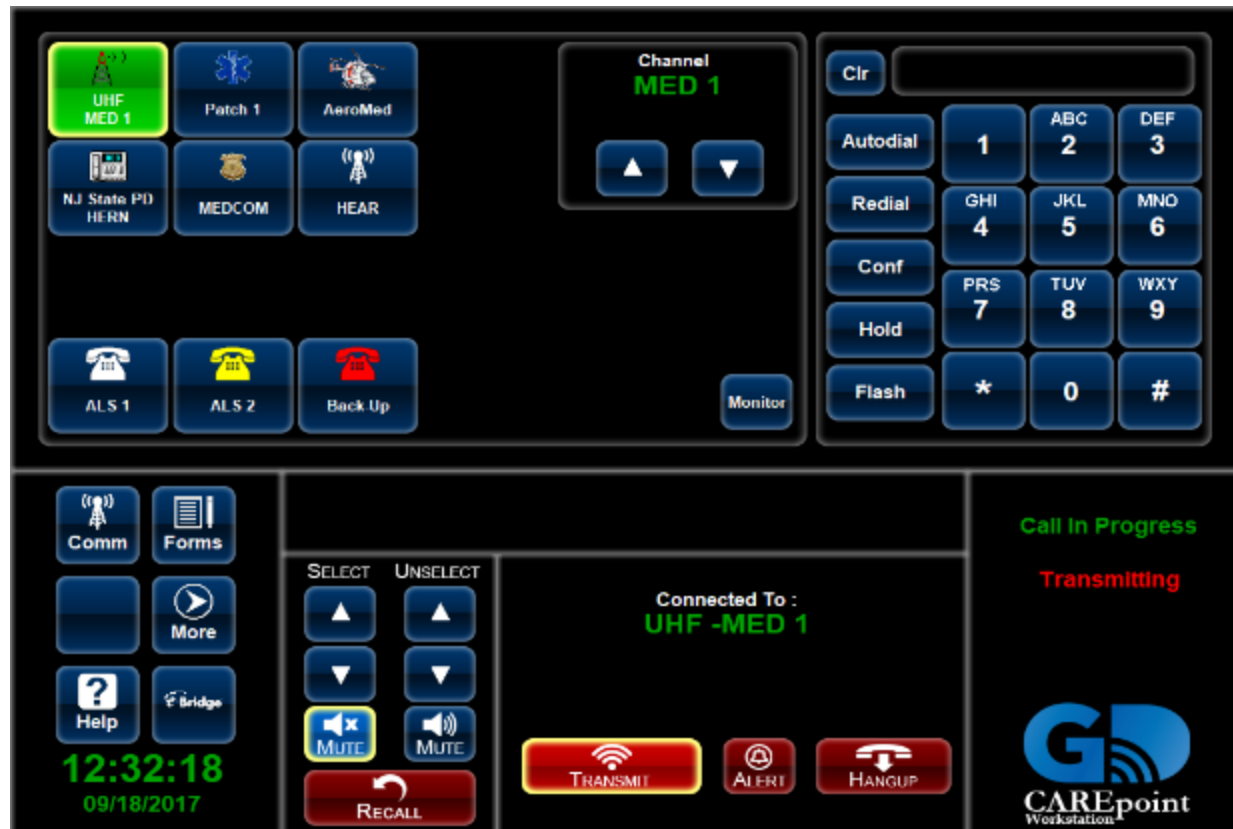
Incoming Call Alert

- ✓ The CAREpoint is configured to alert for an incoming call, with an audible and visual alert.
- ✓ To answer the call, simply lift the handset, press the Answer Call button, or press the flashing resource.



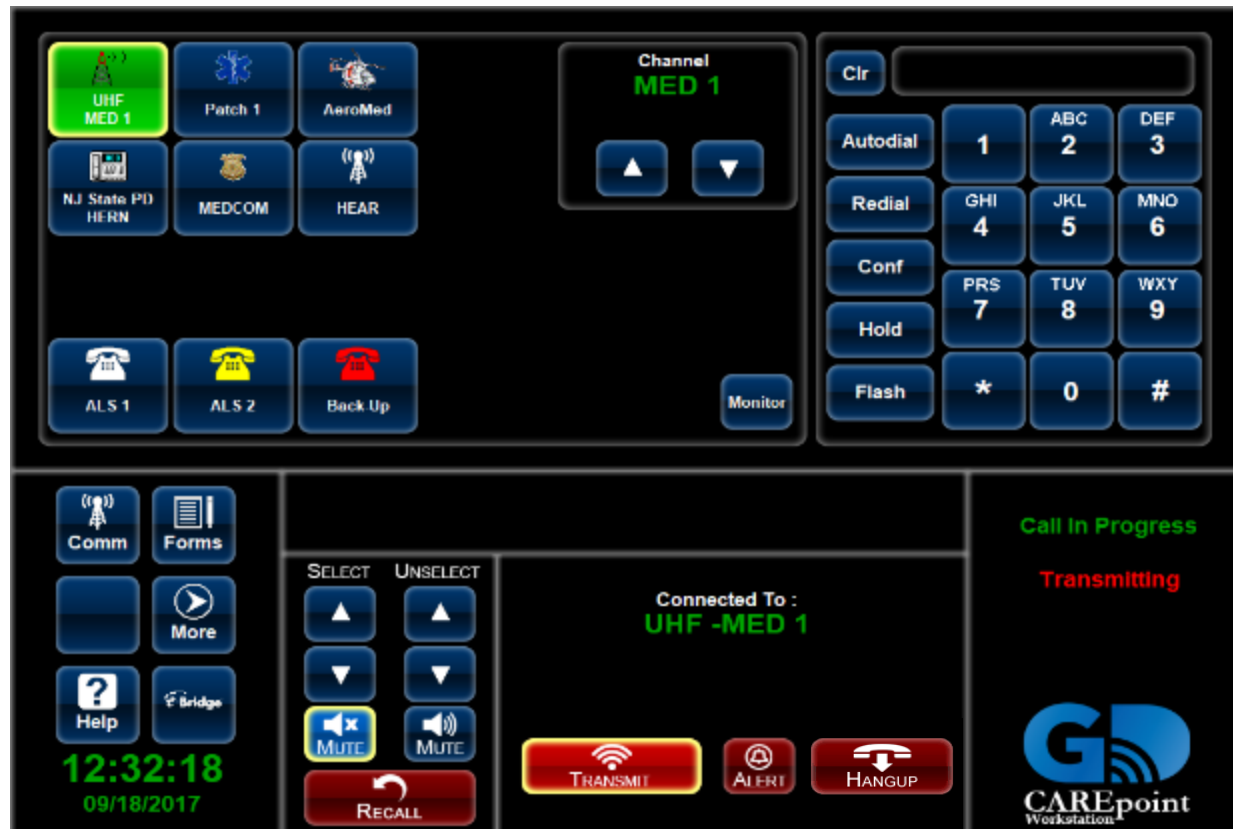
Incoming Call

- ✓ Once the call is answered, press the push to talk (PTT) button on the handset to transmit.



Incoming Call

- ✓ Once the call is answered, press the push to talk (PTT) button on the handset to transmit.
- ✓ To end the call, place the handset back in the cradle, or press the hang-up button twice.



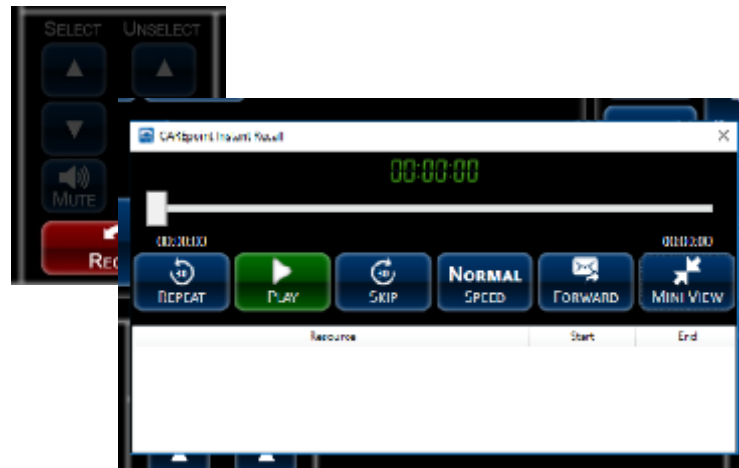
Instant Recall

- ✓ Press Recall in the Volume Control Panel to open Instant Recall (IR).



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- ✓ IR will store and playback the last one hour of calls from the current CAREpoint.
- ✓ Repeat will rewind the last 30 seconds from the current position.
- ✓ Play will play the currently selected call from the list.
- ✓ Skip will fast forward 30 seconds of the selected call.
- ✓ Forward will forward the selected call using the e-Bridge mobile telemedicine app.



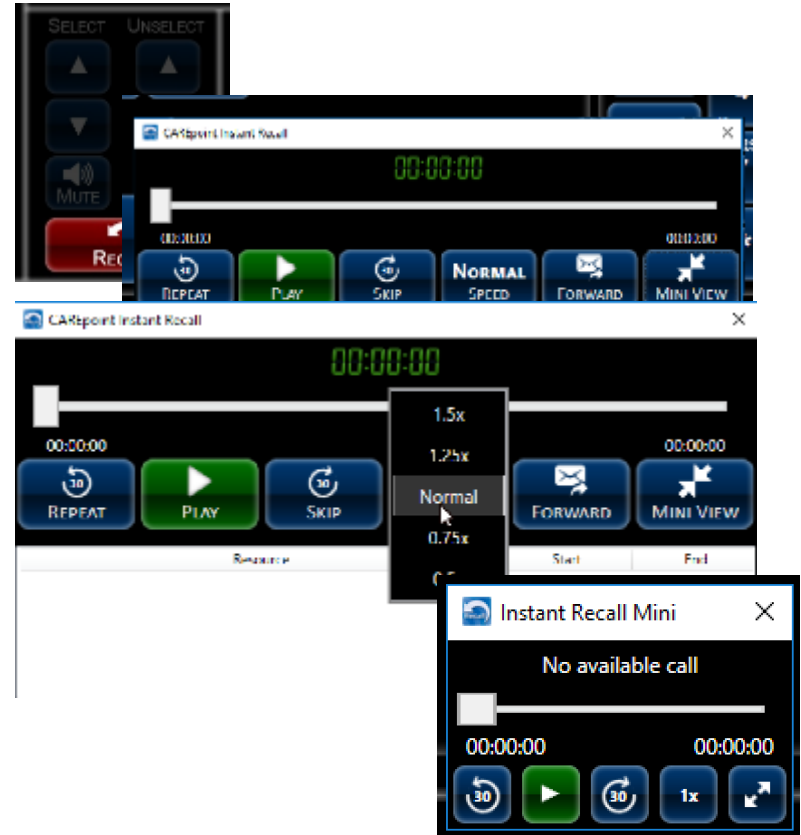
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- ✓ Normal Speed will open a drop-down menu to change the playback speed of the selected call.



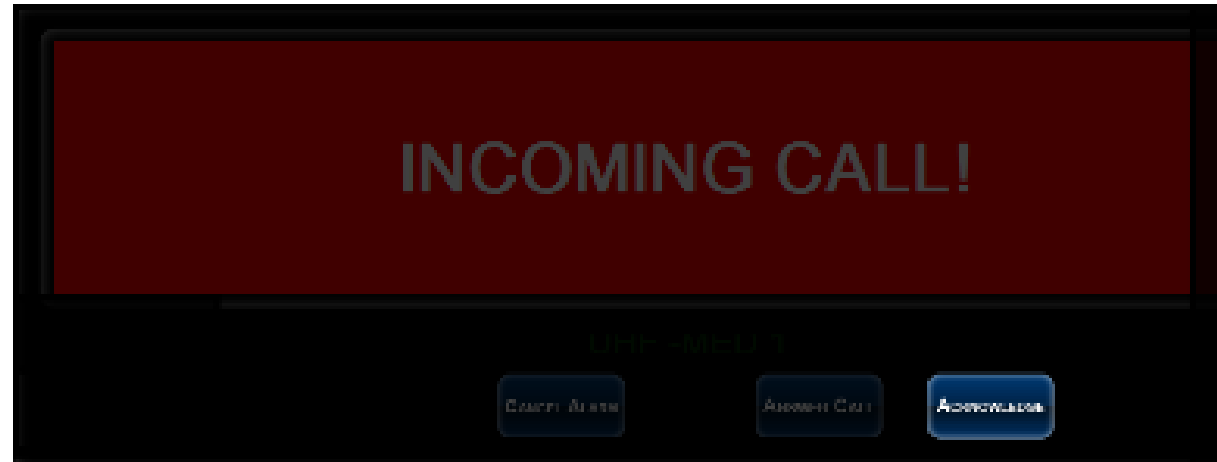
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- ✓ Normal Speed will open a drop-down menu to change the playback speed of the selected call.
- ✓ Press Mini View to collapse IR into a smaller version. This allows IR to remain on top of other apps and will continue playing back the current call. Press again to restore the size.



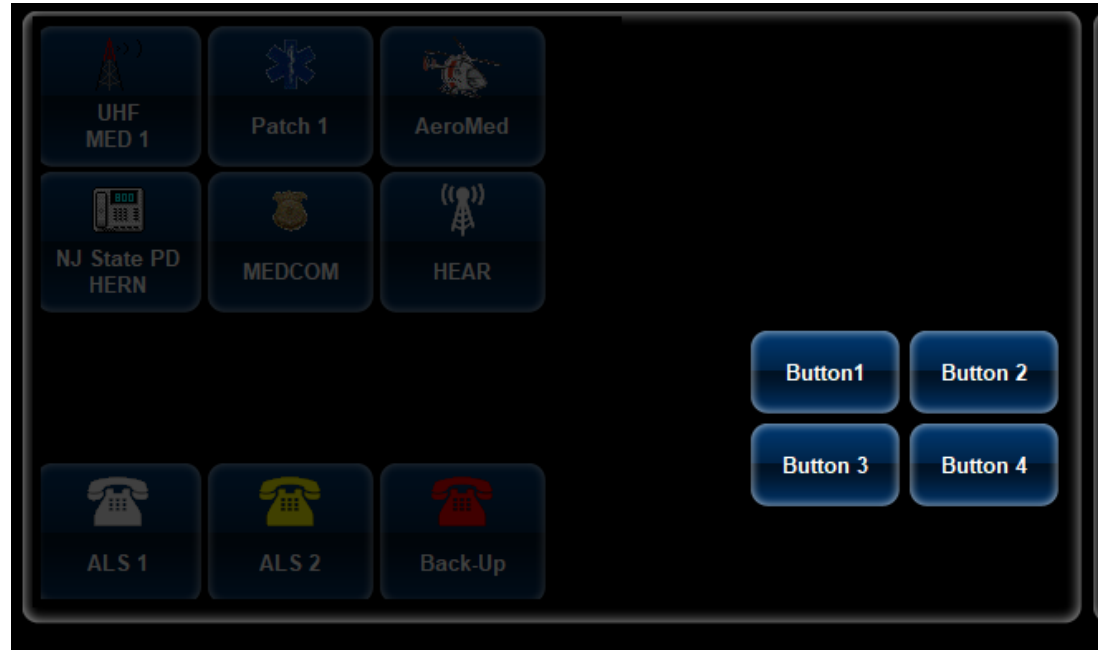
Acknowledge Feature

- ✓ If available, the Acknowledge feature allows you to play a pre-recorded message to an incoming call.
- ✓ Once pressed, the resource alarming will be placed on hold (Yellow button) and audio from the call can be heard from the Unselected audio channel.



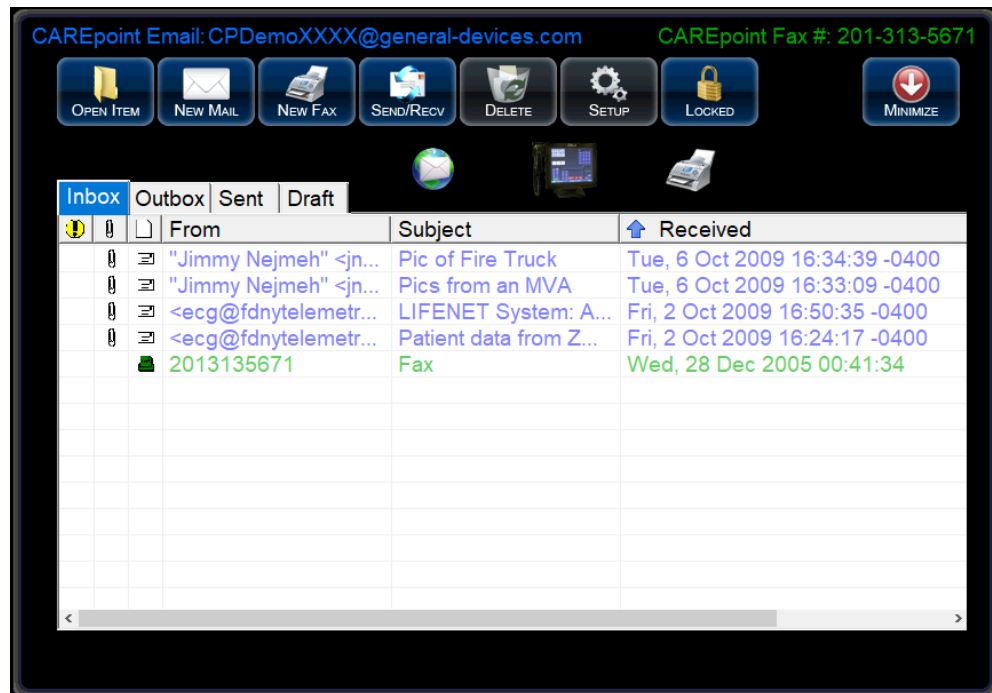
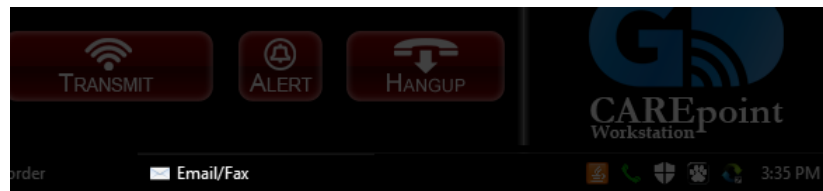
Overhead page/Quick message

- ✓ 4 additional buttons can be placed in the Communication Panel.
- ✓ Can perform one of two functions:
 - If available, play one pre-recorded message, per button, using the ED's overhead paging system.
 - Send a quick message using e-Bridge Mobile Telemedicine app.



Email/Fax

- ✓ To access Email/Fax, click or tap on the program in the taskbar at the bottom of the screen.
- ✓ Incoming Emails, and the CAREpoint's email address in the top-left corner, are in blue.
- ✓ Faxes are green in the inbox, and the CAREpoint's fax number is listed in the top-right corner, also in green.
- ✓ To open an email or fax that was received earlier, double click or tap on the email and it will open in a new window.



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- ✓ If there are any attachments to the email, they will appear at the bottom with grey buttons.
- ✓ Print options are available from here to print the email. To print the attachment, first open the attachment, then press print in the app which opened the attachment.



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- ✓ To print the attachment, first open the attachment, then press print in the app which opened the attachment.
- ✓ Incoming emails and faxes can also display a flashing banner and play an alert sound to notify the ED, similar to incoming calls.



Support

24/7 phone number (201) 313-7075

Email: Support@General-Devices.com

Gold UltraCARE support is 24/7 365 on Critical system errors.

Silver UltraCARE support is available during normal business hours.

Official hours:
Monday – Friday 8:30am EST – 5:30pm EST



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