

UC for Enterprise (UCE) Application Platform (UNIVERGE OW5000)

Nurse Call Integration Service

Operations Guide

NEC NEC Corporation

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1

Introduction

Welcome to the OW5000® *Nurse Call Integration Service Operations Guide*. This guide provides the information you need to install and configure the Nurse Call application.

Chapter Topics

- [About Nurse Call](#)
- [How This Guide is Organized](#)

About Nurse Call

OW5000 Nurse Call Integration Service (NCIS) implements the National Electrical Manufacturers Association (NEMA) wireless Telephone Interface and allows a Nurse Call system to connect to the NEAX Wireless Dterm PSII and PSIII handsets.

How This Guide is Organized

- | | |
|--|--|
| <i>Chapter 1</i>
Introduction | This chapter outlines how to use the manual, including the actual manual organization, chapter layout, and conventions used in this guide. |
| <i>Chapter 2</i>
Installing the Nurse Call Integration Service | This chapter details the procedures required to install the Nurse Call Integration Service application. |
| <i>Chapter 3</i>
Configuring the Nurse Call Integration Service | This chapter provides descriptions and step-by-step procedures for configuring OW5000 Nurse Call Integration Service through the NCIS Administrator. |



2

Installing the Nurse Call Integration Service

This chapter provides step-by-step procedures to install and configure the components of the Nurse Call Integration Service software.

Chapter Topics

- [Before Starting the Installation Procedure](#)
- [Installing Nurse Call](#)

Before Starting the Installation Procedure

This section describes the required components that must be in place before installing the Nurse Call application.



NOTE

A PBX must be configured for use with OAI before installing the application software.

OW5000 Server

Prior to installing any OW5000 software or Microsoft database, please refer to the Requirements section in the *UNIVERGE OW5000 Getting Started Guide* to verify that your system meets the OW5000 Server requirements. The OW5000 Platform must be installed before you install the Nurse Call Integration Service software. For instructions on how to install the OW5000 Platform, refer to the *UNIVERGE OW5000 Installation Guide*.

Installing Nurse Call

Use the following steps to install the Nurse Call software.

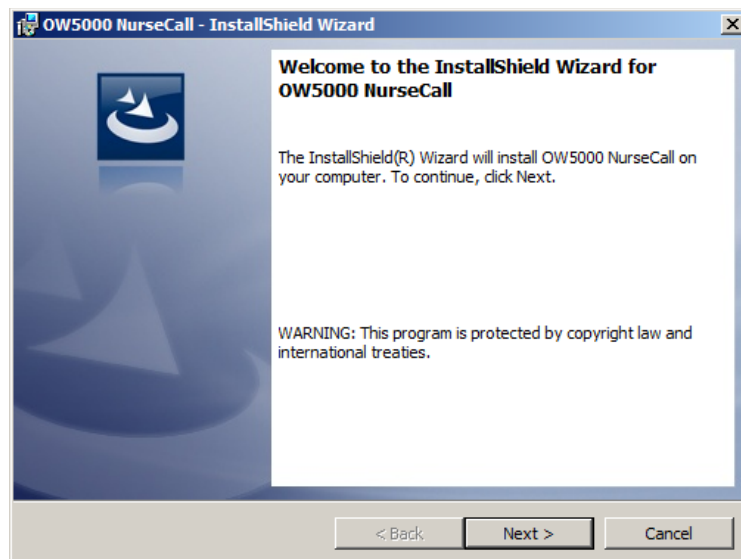
Step 1 Place the OW5000 DVD into the computer's DVD-ROM drive. On most computers, setup will automatically start when the DVD is loaded. If Autorun is enabled, close the HTA file and then do the following:

—After placing the OW5000 DVD into the computer's DVD-ROM drive, open Windows Explorer and double-click the **DVD-ROM drive** icon.

—Open the Nurse folder and double-click the **Setup.exe** file.

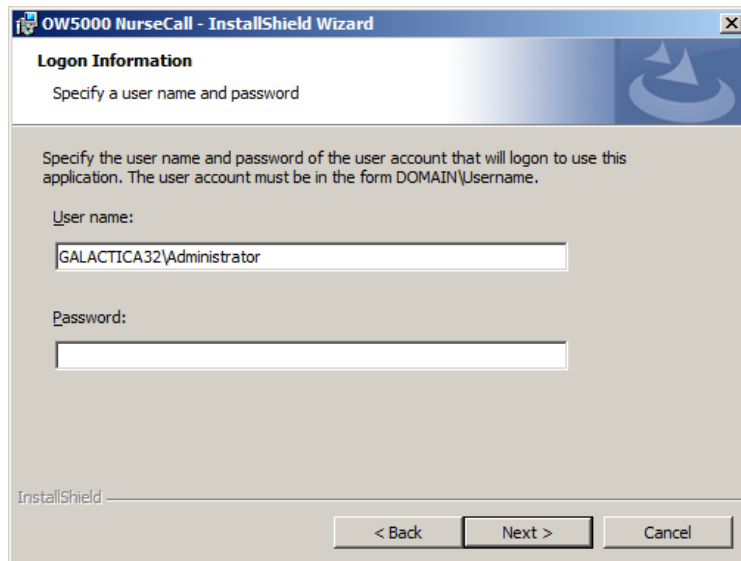
A Welcome dialog box displays (Figure 2-1).

Figure 2-1 Welcome dialog box



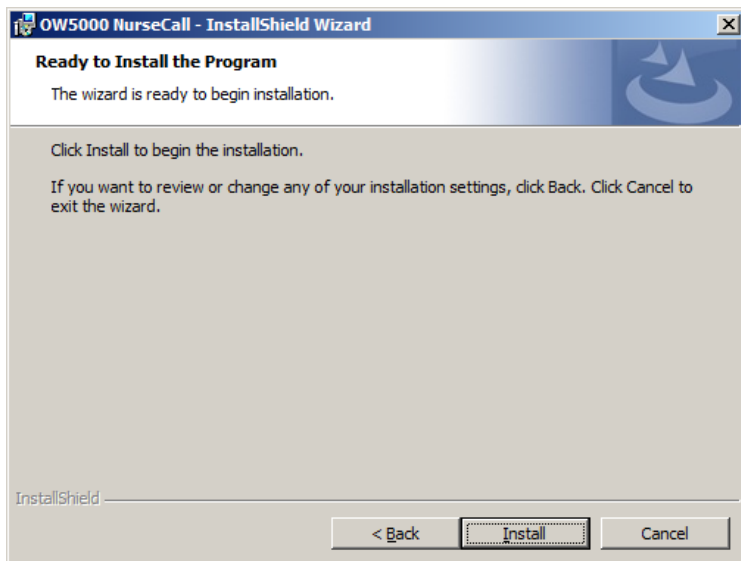
Step 2 Click **Next**. A Logon Information dialog box displays (Figure 2-2).

Figure 2-2 Logon Information dialog box



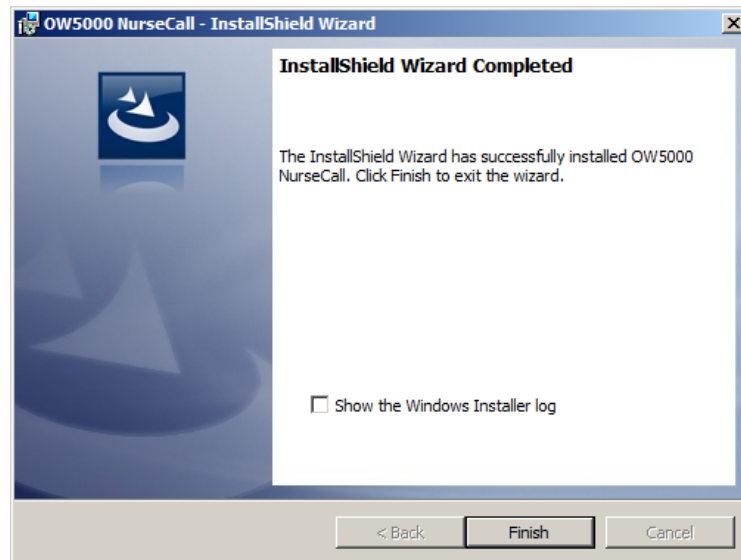
Step 3 Click **Next** to begin installation of the Nurse Call system. A Ready to Install dialog box displays (Figure 2-3).

Figure 2-3 Ready to Install dialog box



Step 4 Click **Install**. Figure 2-4 displays.

Figure 2-4 Setup Complete dialog box



Step 5 Click **Finish**. The OW5000 Nurse Call Integration Service installation is now complete.



NOTE

*If you are prompted to reboot your computer, select **Yes**, then click **Finish** to reboot your computer. If prompted, you must reboot your computer for the changes to take effect.*

3

Configuring the Nurse Call Integration Service

OW5000 Administrator is an OW5000 Runtime Platform utility used to configure OW5000 applications and tools. It also provides a graphical user interface to modify OW5000 user account information.

OW5000 Administrator provides a view of database information, login settings, installed machines, installed applications under each machine, and application settings. You may browse and request modifications to the system repository by clicking on the desired application in the navigation pane.

The functions and associated screens that display for configuring Nurse Call Integration Service (NCIS) in OW5000 Administrator are described in this chapter.

The following topics are included in this chapter.

Chapter Topics

- [Configuring the PBX Information](#)
- [Configuring Monitored Number](#)

Configuring the PBX Information

You must login to the OW5000 Administrator in order to configure Nurse Call Integration Service. Refer to the *UNIVERGE OW5000 Configuration Guide* for information on how to login to the OW5000 Administrator. When you have finished configuring the application, you can either log out or just close your browser.

NCIS options may be configured through OW5000 Administrator by completing the following steps.

- Step 1** Login to the OW5000 Administrator program. Once you are logged in to the OW5000 Administrator, follow this path to open NCIS's configuration options: **OW5000 > Applications > Nurse Call**. [Figure 3-1](#) displays.

Figure 3-1 PBX Settings dialog box

OW5000

Nurse Call Manager

PBX: SV7000-44

IP Address: 172.24.133.44

PBX ID: 30

RMI Bind Name: OAIserver.SV7000-44

Client Server Port: 44000

PBX Type: UNIVERGE SV7000

Split Call Forward: No

Port: 60030

Force Port: yes no

Heartbeat: yes no

Selected:

Incremental Retry Delay: 30 seconds

Max Retry Delay: 10 minutes

Use OAI Server: No

PS Code: 1

Apply Cancel

- Step 2** From the PBX Settings dialog box, select the PBX you want to modify from the **PBX** drop-down menu.
- Step 3** Verify the desired value for **Port**. This field specifies the TCP/IP port number that the application uses when connecting to the PBX. Use the following port values for the PBX in use:
- NEAX 2000 IPS PBX, NEAX 2400 IPX PBX, and UNIVERGE SV7000, SV8300, and SV8500 ports are always 60030.
- Step 4** Verify the value for **Force Port**. This field has the following settings:
- Yes** specifies that the application uses the same port each time it runs. This should be selected to avoid problems with clearing Dterm displays and monitoring equipment.
 - No** specifies that the application will retry one of the other port numbers when the application fails to connect to the PBX, because the port may be in use by another application. This setting has no effect when the PBX Type is NEAX 2400 IPX, UNIVERGE SV7000, SV8300, and SV8500, or NEAX 2000 IPS.

- Step 5** Verify the setting for **Heartbeat**. This field has the following settings:
- **Yes** specifies that the application checks approximately every 20 seconds to make sure the PBX connection is still alive and operational.
 - **No** specifies that the application will not check the PBX connection.
- You should normally select **Yes** for the Heartbeat field.
- Step 6** Check the **Selected** checkbox if you would like NCIS to attempt to connect to this PBX the next time it is restarted.



NOTE

Only one PBX can be configured for use with OW5000 Nurse Call Integration Service. When you enable another PBX for NCIS, you should disable the current PBX, then enable the new PBX by checking this checkbox.

- Step 7** If needed, you can modify the **Incremental Retry Delay**. The **Incremental Retry Delay** designates the amount of time the application waits to attempt to reconnect to the PBX after the connection is lost. If the connection to the PBX is lost, Dialer waits for the amount of time specified in the Incremental Retry Delay field before attempting the first attempt to reconnect. If the connection still cannot be made, the specified amount of time will be added to the delay period before the next attempt. For example, if the Incremental Retry delay is set to 30 seconds, NCIS waits 30 seconds before attempting to reconnect. If that first attempt fails, the application waits 60 seconds before making a second attempt to connect, then waits 90 seconds before making a third attempt, and so on. When the application successfully reconnects to the PBX, the delay time goes back to the amount of time set in the Incremental Retry Delay Value field. Incremental Retry Delay Value is typically set to 30 seconds.
- Step 8** The **Max Retry Delay** specifies the maximum amount of time the application waits between attempts to reconnect to the PBX after the connection is lost. This is used in conjunction with the Incremental Retry Delay and ensures that the application will try to re-establish a connection to the PBX within a certain amount of time. The Max Retry Delay Value is typically set to 10 minutes to make sure that the application will attempt to reconnect to the PBX at least once an hour.
- Step 9** The **PS Code** is a code that NCIS uses to communicate with the PBX. Use the first available PS Code unless directed otherwise by a NEC technician.
- Step 10** Click the **Apply** button.



NOTE

Once the PBX Configuration is changed, you need to restart the OW5000 Nurse Call Integration Service from the Service menu or the command line to take effect.

Configuring Monitored Number

NCIS requires a Monitored Number for each PBX. The following steps indicates how to configure a Monitored Number for NSICS.

- Step 1** Login to the OW5000 Administrator program. Follow this path to configure a Monitored Number: **OW5000 > Platform > PBXs**, select the proper PBX and click **Reserved Number**. [Figure 3-2](#) displays.

Figure 3-2 PBX Management—Monitored Numbers

PBX Management

Current: SV7000-44

PBX Settings Locations AreaCode Rules PBX → PBX Dialing **Reserved Numbers** Voice Mail Pilot Numbers

Add New Monitored Number

There are no monitored numbers configured for this PBX

- Step 2** Click **Add New Monitored Number**. [Figure 3-2](#) displays.

Figure 3-3 PBX Management—Add New Monitored Number

PBX Management

Current: SV7000-44

PBX Settings Locations AreaCode Rules PBX → PBX Dialing **Reserved Numbers** Voice Mail Pilot Numbers

PBX: SV7000-44

* Number: 4000

* Tenant: 1

* Reserved Type: Monitored Number

Application: Nurse Call

Apply & Add New Apply Done Cancel

- Step 3** Enter the Number in the **Number** field, select the **Tenant** used in NICS, select **Monitored Number** as the Reserved Type, and select **Nurse Call** as the Application.

- Step 4** Click the **Apply** button.



Once the Reserved Number configuration is changed, you need to restart the OW5000 Nurse Call Integration Service from the Service menu or command line to take effect.

For additional information or support on this NEC Corporation product, contact your NEC Corporation representative.

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