

# OMNIWATCH INSTRUCTION MANUAL

Version 4.4X for Windows

Omniwatch Technologies  
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800 539-6664

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## **Congratulations,**

on making the purchase of what we consider to be the most revolutionary concept in Long Term Care management.

Your **OMNIWATCH** system is ready and able to serve you with two operational components that will put you considerably ahead of your competition.

With **OMNIWATCH** you are afforded “diagnostic capability” in analyzing your staff’s performances as seen thru the eyes of your most important critic..... the customer!

Once you have determined your staff’s response to our industry’s critical challenge....the call lites, worthy of recognition; proceed then to “market” your efforts.

You have at your fingertips a powerful morale builder for staff and a unique marketing opportunity in pursuing the highly sought after private pay customer.

No one else is in a strategically better position to drive the private pay market!

Wishing you the best for the future !

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## Installation.....

To install the software, run the 'SETUP' program on the installation CD. The software is normally installed in the 'C:\Nurse' folder. The installation program will create a program folder named 'Omniwatch'. In this folder you will find the following short cuts created.

Download	(A program to download call light data)
Ncwterm	(A terminal program to test and program the station control panel)
Omniwatch	(The main Omniwatch program.)
Pagerprg	(The program to program the room numbers for the radio paging option.)

Start the program by clicking on the Omniwatch icon in the Omniwatch program folder. Then select the Utilities menu option. Now click on 'Setup' to program the options for the program. You may display a help screen by using the F1 key. The first section is called Configuration. In this section you will enter the total number of control panels or stations, the number of rooms being monitored at each control panel, information on the serial port connecting to the Omniwatch control panel and the path to the data file if using a network drive. For a detailed explanation on each item, see the section on 'Setup' later in this manual or the help screens in the program. The second section of this setup is called Room Data File and is where you enter the room numbers. The third section is Room List File. This section is optional and if used can be entered at a later time. Normally you will only enter data for sections one and two.

**To setup the program to allow for more than one computer to access to call light data:** First enter the path to the network drive in the Omniwatch configuration. Then install the Omniwatch program on each computer you want to be able to read the call light data. The following file must be copied from the computer that you setup the stations and room numbers to each of these additional computers and put in the same folder as the Omniwatch program:

Omniwatch.ini

Only the computer that is connected to the Omniwatch control panels will be able to download the call light data but several computers can display and print the call light reports.

The additional program installed with the short cut name 'Download' can be used to automatically download the call light data whenever the computer is started. To do this copy the 'Download' short cut to the windows StartUp folder. This program can be set up to download the call light data at only a specific time of day or to download the data at a specific interval. See the help file in the download program. To do this you need to edit the short cut properties to include the necessary command. The following command line examples would be added to the short cut target line:

Time=180	(This would download the calls every 180 minutes.)
Time=7:30AM	(This would download the calls only at 7:30AM)

## Upgrading from version 3.x

After installing the software, first go to 'Utilities -> Setup' and adjust any settings that need to be changed then hit OK to save. If the new version is installed in the same folder as the old, the old configuration will be loaded then saved to the new format. If you want to bring your existing data from the old version into this version, select 'Utilities -> Data File Conversion'. Your old data file will be converted into the format for this version. The new file name will be 'Calldata.dbf'.

## **GETTING STARTED.....**

To start the Omniwatch program click on the Omniwatch icon in the Omniwatch program folder. This will run the main Omniwatch program Omniwatch.exe.

On screen help is available for all menu and program options. You can get help on an item by selecting or highlighting the item and then press the F1 key.

## **ABOUT THE MENU OPTIONS:**

**FILE .....** Select this option to exit the program.

**REPORTS .....** This is the menu item you select to view the data compiled from the nursing station.

**COMMUNICATE .....** Select this menu item to download all current data from the nursing station control panels. This selection will also allow you to set the date and time in the station control panel.

**UTILITIES .....** This menu item is selected to change the program configuration data. This is where you enter the room number information, the name for each station and the serial port parameters.

**HELP .....** Select this item to display the program help file.

## REPORTS MENU OPTIONS:

You are provided with the following menu options . . . .

Average response time

Summary by Date

Summary by Room

Summary in Time order

List of activity for One Room

List of all activity

List of calls by response time

Scan calls for call-backs

After selecting one of the report options, the report information window will open. In this window you will enter the options to use for this report. This window has the following sections:

**Start Date and End Date:** Enter the date range to use for the report. This is done by either typing the date to use in the date box or by clicking on the date in the displayed calendar. To change the calendar by 1 month click on the arrows at the top of the calendar. To change the calendar year click on the year at the top of the calendar. You can also make changes to the month by clicking on the month at the top of the calendar. Any date you enter here will be in effect for all subsequent reports.

**Special Options:** The special options box is used to enter options that are applicable to the selected report.

**Select Station:** Most reports can run for all stations or just for a particular station. If the room lists option is selected under general options then this drop down box will allow selection of the room list to use.

**General Options:** If room lists have been entered in the program setup you have the option to run the current report using a room list instead of by stations. A station consists of the group of room call lights that are hard wired into an individual Omniwatch control panel. A room list is a list of room numbers that are programmed in the setup option as a unit with a unique name. A room list could be a nursing unit or just a part of a nursing station such as one hallway.

**Data Filter:** When a filter is set, the calls that are displayed are limited by the criteria of the filter. The filters are contained in a file named 'Filter.ini'. There are 5 filters created by the program. More filters can be created by adding them to the 'Filter.ini' file. This will allow the creation of custom criteria for the reports. The included filters named 'Normal Only' and 'Emer Only' will only function when used with a control panel with version 2.26 and above.

## AVERAGE RESPONSE TIME REPORT:

This report will display the average times in minutes for each station and shift.

From the Report Information window enter the date range for the report. In the Special Options box you may enter a number for the minimum response time to display. The default value is 0 which will display all the calls. If you enter 3 for this number then only calls of 3 minutes and longer will be displayed.

At the top of the Average Response Time report the date of the last recorded call is listed. This will be the last time the calls were downloaded to the computer. To get more current information, you must download the calls using the communicate menu option.

In the response time and calls windows, up to 4 stations are viewed at one time. To see more stations, you may click on the scroll bar.

By clicking the Avg Time Graph or Calls Graph button, you can display a graph comparing the stations.

By clicking the Print button, the Average Response Time report can be printed to paper.

Station denotes . . . . . A particular floor or unit.

Shift denotes . . . . . 1st(7-3PM) 2nd(3-11PM) 3rd(11-7AM) \*

Times displayed are listed in minutes.

Calls represent actual number of calls placed.

Calls % is the percent of the total calls that occurred at a particular station.

Total average is the facility average.

### **Total Calls For Station and Shift . . . . .**

The numbers listed denote the total amount of calls for that particular shift.

This menu option will allow you to determine “in general” how your facility is responding to call lights.

\* The shift times may be easily changed to accommodate your specifications. To do this you must edit the shift times in the Omniwatch.ini file.

## AVERAGE RESPONSE TIME PER SHIFT IN MINUTES

All Calls from 7/5/08 to 7/5/08

Station	Shift 1	Shift 2	Shift 3	Total	Calls%
1 First Floor	2.7	2.0	1.6	2.1	24
2 Second Floor	<b>8.4</b>	2.2	1.6	4.0	35
3 Third Floor	1.8	1.4	1.4	1.5	28
4 Fourth Floor	1.6	2.3	1.2	1.7	13
Total average for shift 1	3.6	Calls 111			
Total average for shift 2	1.6	Calls 111			
Total average for shift 3	1.2	Calls 78			
Total average is 2.6		Total Calls 300			

In this example you will note that the facility average is a very respectable 2.6 minutes. However, you will also notice that station 2 on the 7-3PM shift had a horrendous average response for the day of **8.4** minutes.

If this situation were left unchecked you will without doubt develop a growing level of customer discontent.

**OMNIWATCH** allows you to **identify areas of concern** before they develop into significant trends.



## **SUMMARY BY DATE REPORT:**

This report will display a summary of calls and response times for each day in a range of days.

From the Report Information window enter the date range for the report. You may also select whether to display this report for all stations or just for one station.

In the Special Options box you may enter a number for the minimum response time to display. The default value is 0 which will display all the calls. If you enter 3 for this number then only calls of 3 minutes and longer will be displayed.

In this report the average time is listed in minutes. The calls and average time for each shift are shown.

To scroll the information in the window, click on the scroll bars.

By clicking on the graph button, you can then choose to display a graph of the data in one of two ways. By choosing to display by shift, you will see a graph with a separate line for each shift. If you choose not to graph by shift, you will see a graph with a single line for the totals of each day.

By clicking on the print button, you can print the report to paper.

If a PDF document is open, you can click the 'To PDF File' button to send this report to the PDF document.

## SUMMARY BY DATE FROM 4/1/08 TO 4/10/08

### For all Stations

Date	Calls	Avg Time	Shift 1 Calls	Shift 1 Time	Shift 2 Calls	Shift 2 Time	Shift 3 Calls	Shift 3 Time
4/1/08	453	2.9	167	4.1	182	2.4	104	1.8
4/2/08	447	2.9	138	4.3	180	2.2	129	2.4
4/3/08	498	2.8	205	3.2	162	2.8	131	2.0
4/4/08	459	2.8	190	3.1	161	3.0	108	1.8
4/5/08	468	2.6	209	2.8	173	2.3	86	2.5
4/6/08	432	2.7	177	3.2	154	2.4	101	2.2
4/7/08	466	2.7	158	3.0	205	2.4	103	2.5
4/8/08	431	2.2	180	2.4	142	1.9	109	2.2
4/9/08	402	2.1	175	2.6	145	2.0	82	1.3
4/10/08	424	2.6	180	3.1	146	2.5	98	1.9
Totals	4480	2.5	1779	3.1	1650	2.4	1051	2.1

With this report you see how call light activity and response times vary from day to day.

## **SUMMARY BY ROOM REPORT:**

This report will display a summary of the calls and response times according to rooms.

From the Report Information window enter the date range for the report. In the Special Options box you can select the order to use to list the room numbers. If you choose Room Order, the rooms will be listed in the order that they are wired into the Omniwatch control panel. If you choose Frequency of Calls, the room numbers will be sorted according to the number of calls.

In the Special Options box you may also enter a number for the minimum response time to display. The default value is 0 which will display all the calls. If you enter 3 for this number then only calls of 3 minutes and longer will be displayed.

This will list your most frequent callers in descending order. You may also select whether to display this report for all stations or just for one station.

The calls for each shift are shown and the average response time is shown in minutes.

To scroll through the rooms, click on the scroll bar.

This information could be used for troubleshooting the needs of your most frequent callers. It could also be used as summary information to be shared with the family.

## Nurse Call Monitor summary by room activity from 6/1/08 to 6/30/08

Room	Calls	Avg Time	Shift 1 Calls	Shift 1 Time	Shift 2 Calls	Shift 2 Time	Shift 3 Calls	Shift 3 Time
102	339	1.8	172	2.1	118	1.6	49	0.9
114	141	2.2	29	2.7	67	2.5	45	1.3
100	114	0.8	17	0.9	11	0.7	86	0.8
110	102	1.3	24	2.1	21	1.3	57	1.0
113	97	1.4	45	1.6	24	1.4	28	0.9
108	78	1.6	42	2.1	32	1.1	4	1.0
112	76	2.5	41	3.3	25	1.7	10	1.0
etc.....								

A family member recently approached administration about their impression of our call light response time. It was clearly pointed out to administration that “Mother does not call unless she definitely has a problem”. After review of the call light activity of mother’s room for the last 3 months it was discovered that “mother” had a problem 1,607 times. That is an average of approximately 17 calls per day. Considering that activity- the average response time was 3.4 minutes! This information was reviewed with the **family** and I can attest that they now have a **greater appreciation for the care that we render.**

## SUMMARY IN TIME ORDER REPORT:

This report will display the average response time and the calls according to the hour of the day.

From the Report Information window enter the date range for the report. In the Special Options box you can select the display order. If you choose Time of Day the report will list the calls with the standard order of time starting with 12AM. If you choose Activity Order the calls will be sorted by the number of calls for each hour with the hour with the most calls at the top.

In the Special Options box you may enter a number for the minimum response time to display. The default value is 0 which will display all the calls. If you enter 3 for this number then only calls of 3 minutes and longer will be displayed.

You may also select whether to display this report for all stations or just for one station.

This report will display the average time in minutes. The number under ‘% under 3 min.’ is the percentage of the calls that have an average response time of 3 minutes\* or less. The number under ‘% of total’ is the percentage of the total calls that occurred for the listed hour.

To scroll the hours, click on the scroll bar.

By clicking the Graph button, you can display a graph of the totals for each hour.

To print the report to paper click on the Print button.

If a PDF document is open, you can click the ‘To PDF File’ button to send this report to the PDF document.

This information details your busiest hours. You are now in a position to know when to schedule staff “breaks” and when not.

\* The 3 minute feature may be easily changed to accommodate your specifications. To change this you will need to edit the ‘Std Resp’ item in the Omniwatach.ini file.

## Nurse Call Monitor summary of time for all stations from 5/1/08 to 7/15/08

Time	Calls	%under 3 min.	% of Total
8am	1218	66.8	6.2
9am	1102	64.2	5.6
6pm	1085	66.5	5.5
7pm	1063	67.8	5.4
8pm	997	69.7	5.1
7am	968	65.5	4.9
9pm	967	76.2	4.9
10am	964	61.4	4.9
1pm	948	70.8	4.8
4pm	849	75.0	4.3
2pm	804	67.4	4.1
6am	783	79.7	4.0
10pm	767	78.5	3.9
3pm	764	74.5	3.9
11am	745	67.1	3.7
5am	736	89.7	3.7
12am	709	88.4	3.6
11pm	698	80.5	3.6
5pm	649	70.4	3.3
4am	609	95.4	3.1
3am	608	93.9	3.1
2am	563	95.6	2.9
1am	534	89.7	2.7
12pm	525	78.1	2.7

-----  
Total calls is 19,655

Total average time is 2.8

In this example we were shocked to learn that some of our charge nurses were actually letting some of the staff members go “on break” during what is obviously our busiest times.

This report is now part of an integrated **managing process** for our nursing personnel.

## LIST OF ACTIVITY FOR ONE ROOM REPORT:

This report will list the call light data for only one room. The report can be printed showing a summary of calls by shift or it can be printed showing a list of all the calls placed.

From the Report Information window enter the date range for the report.

In the Special Options box you may enter a number for the minimum response time to display. The default value is 0 which will display all the calls. If you enter 3 for this number then only calls of 3 minutes and longer will be displayed.

From the 'Select Station' drop down box you can select which station or room list to use. From the 'Select Room' drop down box choose which room to run the report for.

You may also select whether to display this report for 'Summary Only' or for 'All Calls'. If you select 'Summary Only', the report will list a summary of the calls for each day. This summary will show the calls and average response time broken down by shift. If you choose the 'All Calls' option, the report will list all the calls that were placed by the chosen room number.

**Summary Only:** This report is normally run for a range of dates. It will show the average response time in minutes and the calls for each shift is shown in brackets. To scroll through the dates, click on the scroll bar or press the page up or page down key.

**All Calls:** In the list of calls, the time displayed is the time the call light was turned on. The elapsed time is shown in minutes and seconds. Any call with an elapsed time of 3 minutes or longer will be displayed in red. The Calls Over 3 Min. box displays the number of calls with an elapsed time of 3 minutes or longer. To scroll through the list of calls, press the page down or page up key.

By clicking on the Print button, you can print the report to the printer.

If a PDF document is open, you can click the 'To PDF File' button to send this report to the PDF document.

This information allows you to focus your attention to one particular room.

## SUMMARY OF ROOM 233 FROM 4/1/08 TO 4/10/08

Date	Calls	Avg Time	Shift 1 Calls	Shift 1 Time	Shift 2 Calls	Shift 2 Time	Shift 3 Calls	Shift 3 Time
4/1/08	35	3.1	11	3.2	10	4.8	14	1.9
4/2/08	30	4.4	8	4.2	14	4.1	8	4.9
4/3/08	18	3.4	6	4.3	3	7.5	9	1.4
4/4/08	18	3.4	6	2.0	4	7.1	8	2.6
4/5/08	26	4.1	9	4.9	8	3.4	9	3.8
4/6/08	25	3.9	9	3.6	8	2.4	8	5.7
4/7/08	16	3.5	3	7.0	5	2.2	8	3.1
4/8/08	9	2.5	2	0.8	3	1.2	4	4.2
4/9/08	3	1.2	1	0.5	1	1.0	1	2.0
4/10/08	4	1.4	3	1.8	0		1	0.3
Totals	184	3.5	58	3.6	56	3.9	70	3.2



## Nurse Call Monitor list of data for **Room W105** from 7/1/08 to 7/11/08

Date	Time	Elapsed Time	Shift
7/3/08	3:33am	1:04	3
7/4/08	4:40am	0:36	3
7/4/08	5:04am	0:47	3
7/4/08	11:11am	0:59	1
7/5/08	1:20am	1:02	3
7/5/08	1:38am	1:00	3
7/5/08	5:32am	0:40	3
7/5/08	10:03pm	0:16	2
7/5/08	10:08pm	0:47	2
7/6/08	12:49am	0:24	3
7/6/08	4:56am	0:51	3
7/7/08	10:32pm	<b>7:15</b>	2
7/7/08	11:39pm	0:22	3
7/9/08	10:06pm	0:49	2
7/10/08	2:57am	0:28	3
7/11/08	1:41am	0:51	3

Total calls for room W105 is 16      Average time is 1.1 min.  
1 call over 3 min.

Recently a report very similar to this was given to a **State Surveyor** who expressed a concern from a resident about our inability to answer her call light promptly. Upon review by the Surveyor it was discovered that this resident had over 75 calls during a 2 month period. The longest call had taken approximately 7.5 minutes but the average of all calls was well under 3 minutes. The Surveyor obviously impressed with our quality enhance system simply stated “ **Excellent - I withdraw the claim**”.

## **LIST OF ALL ACTIVITY REPORT:**

This report will display a list of all the calls placed.

From the Report Information window enter the date range for the report.

In the Special Options box you may enter a number for the minimum response time to display. The default value is 0 which will display all the calls. If you enter 3 for this number then only calls of 3 minutes and longer will be displayed.

You may also select whether to display this report for all stations or just for one station.

The time listed for each call is the time the call light was turned on. The elapsed time is listed in minutes and seconds. This is the time it took to answer the call. Any elapsed time that is over 3 minutes is shown in red. To scroll through the listed calls, click on the scroll bar.

To print the report to the printer, click on the Print button.

If a PDF document is open, you can click the 'To PDF File' button to send this report to the PDF document.

There is also a graph available by clicking the 'Graph' button. The graph can be printed or sent to the PDF document.

<p>This report provides detail activity for the station(s) and period in question.</p>
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## Nurse Call Monitor list of all data from 7/15/08 to 7/15/08

Date	Time	Room	Elapsed time	Shift
7/15/08	1:12am	117	0:34	3
7/15/08	1:20am	100	0:15	3
7/15/08	1:25am	103	0:24	3
7/15/08	2:08am	110	1:34	3
7/15/08	3:53am	102	0:54	3
7/15/08	5:06am	110	0:19	3
7/15/08	6:09am	100	0:28	3
7/15/08	6:21am	100	0:15	3
7/15/08	6:33am	103	0:41	3
7/15/08	6:41am	110	0:28	3
7/15/08	7:07am	111	0:54	1
7/15/08	7:23am	110	1:21	1
7/15/08	7:54am	109	0:28	1
etc.....				

This report gives detail activity for all stations or one particular station. It is a valuable report for determining any specific concerns. I use this as a follow up to the average response times per shift report when I am **monitoring staff performances**.

## **LIST OF CALLS BY RESPONSE TIME REPORT:**

This report is similar to the **List of all activity** report. Except that this report will sort the calls by response time starting with the call with the longest response time.

From the Report Information window enter the date range for the report. In the Special Options box you can enter a number of minutes for the minimum response time to display. The default is 3 minutes which will limit the report to only display calls that are 3 minutes and longer in response time. You may also select whether to display this report for all stations or just for one station. This report may also be run for a single room by selecting the room from the 'Select Room' drop down box.

The time listed for each call is the time the call light was turned on. The elapsed time is listed in minutes and seconds. Any elapsed time that is over 3 minutes is shown in red. To scroll through the listed calls, click on the scroll bar.

To print the report to the printer, click on the Print button.

If a PDF document is open, you can click the 'To PDF File' button to send this report to the PDF document.

There is also a graph available by clicking the 'Graph' button. The graph can be printed or sent to the PDF document. This graph shows the amount of calls that took a longer time to respond to.

## **SCAN CALLS FOR CALL-BACKS REPORT:**

This report will scan over the calls for one day and look for calls that were activated within a certain number of minutes from the time the call light was canceled from a previous call.

From the Report Information window enter the date to use for the report. In the Special Options box you can enter a number of minutes to use for the call-back time. The default setting is 10 minutes which will display call-backs of 10 minutes and less. You may also select whether to display this report for all stations or just for one station.

The calls are listed in groups of 2 calls. The first line is the initial call and the second line is the call back. You can scroll through the list of call-backs by clicking on the scroll bar.

## COMMUNICATE MENU OPTIONS

Download data

Update Station clock

Reset memory in station panel

### Download Data

This menu selection is used to download call light data from the Omniwatch control panels.

The call light data, that is recorded by the control panels, will remain in the control panels until you download the data into the computer. The Omniwatch model 300 control panels will hold about 2000 calls before running out of memory and the Omniwatch model 400 will hold about 10000 calls. When this happens new calls will not be recorded. In a typical facility 2000 calls will be about 10 days of call light data. It is best to download this data on a daily basis.

After selecting the 'Download data' menu option the downloading window opens, you have several seconds to click on the 'One Station' button if you want to download from one station only, otherwise the program will automatically download data from all stations. If you click on the 'One Station' button then a box will open listing all the stations. Choose the station or stations to download and then click on the OK button. After the download is complete you will be returned to the main menu screen.

There is an additional program installed with the short cut name 'Download' which can be used to download the call light data. The file name for this program is 'Dnload.exe' and its help file is 'Dnload.hlp'. You just start this program and the call light data will be downloaded then this program will exit. While this program is running you can click on a button labeled 'Timed Download' which will download the data then wait for 180 minutes then download again. You can simply minimize this program in this mode to have call light data downloaded every 180 minutes. This program can also be set to automatically download the call light data whenever the computer is started. To do this copy the 'Download' short cut to the windows StartUp folder. This program can be set up to download the call light data at only a specific time of day or to download the data at a specific interval. See the help file in the download program. To do this you need to edit the short cut properties to include the necessary command. The following command line examples would be added to the short cut target line:

Time=180	(This would download the calls every 180 minutes.)
Time=7:30AM	(This would download the calls only at 7:30AM)

## **Update Station Clock**

This function is used to set the internal clock in the Omniwatch control panels. The time in this internal clock can drift some each year. The control panels made before the year 2000 do not adjust themselves for time changes, so you would use this function when the time changes from or to standard time. In this case you should download the current call light data first and then update the station clocks. It is a good idea to then select the 'Reset memory in station panel' option to erase any new calls that were turned on with the old time and could be answered with the new time.

After selecting this option, a window will open to allow you edit the computer date and time if incorrect. Next a window will open and wait for you to choose to update all stations or to select te station or stations to update.

After a control panel has its clock updated it will read the clock and you will see the result displayed in the window.

## **Reset Memory in station panel**

This function will erase all calls stored in memory in a station control panel. This should only be used when there is a downloading problem and you want to clear out all calls and start fresh or after updating the station clock and you want all new calls to use the new time.

After selecting this option, a window will open and wait for you to choose a station. Select the station or stations you want then click the OK button.

## FILE MENU OPTIONS

- PDF Export
- ReIndex
- Archive Data
- New data path
- Backup Configuration
- Exit

### PDF Export

This function will allow the output of several reports to be sent to an external PDF file. To do this you first need to create a PDF document. Then you run the desired reports. In each report there is a button labeled 'To PDF File'. When you click this button, this report will be sent to the PDF document. Finally you need to close the PDF document and provide a name for the PDF file.

The following are the sub menu options available:

**Create PDF:** This will create and open a PDF document to receive the desired reports. There is an icon on the right of the toolbar that will also perform this task.

**View PDF:** This will allow you to view the current PDF document. One that you have sent reports to and has not been closed yet.

**Close PDF:** This function is used to close the current PDF document. You will need to provide a file name for saving the file. You are given a choice to save the file with a 'vpe' extension or a 'pdf' extension. It does not matter which is chosen as the program will save the file in both formats.

**View VPE File:** This function can be used to view a 'vpe' file that has been saved to disk. This is only available when there is no currently open 'pdf' document.

### ReIndex

This function will delete the index file and then the program will rebuild the index.

If you get database errors, when displaying any reports, you should do a reindex to correct the problem. It is also a good idea to perform a reindex every few months as this will keep the index file small.

## **Archive Data**

The purpose of this function is to remove call light data, which is older than a selected date, from the data file.

First you enter the new starting date for the data file. All call light data older than this date will be removed from the file.

Next select the option to either delete the old data or to transfer the old data to a file. If you choose to transfer the old data to a file, you may later view this old data by choosing the 'New Data Path' menu option.

If transferring the data to file, you next enter the name of the file for the old data. You could enter a name such as 'Apr08' or 'C:\Nurse\Apr08'.

## **New Data Path**

The purpose of this function is to allow you to use an alternate data file for the call light reports. An alternate data file could be a file of old call light data that was created with the 'Archive Data' function.

The default file name is Calldata.dbf. To choose another file you simply select it using the file browse window.

## **Backup Configuration**

This function will make a copy of the Omniwatch configuration file 'Omniwatch.ini'. This file contains the room numbers the program uses. You should do this incase you want to restore the program files if you should lose them. Without this file you would have to trace out all the wires to the control panel to find out the order the rooms are wired into the control panel.

**Exit** Select this item to exit the program



## UTILITIES MENU OPTIONS

Setup

Adjust Room Numbers

Adjust Room List Number

Data File Conversion

Terminal Program

### Setup

The setup option is used to program the parameters that the program needs to operate. Setup is composed of the following 3 sections:

Configuration which is used to setup general program information.

Room Data which is used to enter the room numbers.

Room List which is used to create optional room lists.

### Setup Configuration

The configuration data is saved in a file named 'Omniwatch.ini'.

### Total number of stations

Enter the total number of Omniwatch control panels that are connected to the computer.

### Facility Name

Enter the name of the facility. When printing reports to paper, this name is printed at the top of the page.

### Data File Information

Data File Path: If the call light data is to be on a different drive or directory from the Omniwatch program then enter the drive and directory path. You can click the 'Select Path' button to browse to the directory for the data file. If the data file will be located at the same place as the Omniwatch program then leave this box blank.

If you put the data file on a file server and want to be able to access the call light data from several computers, then you must install the Omniwatch program on each computer that you want to be able to read the call light data. The following file must also be copied from the computer that you setup the stations and room numbers to each of these additional computers and put in the same folder as the Omniwatch program:

Omniwatch.ini

## **Serial Port**

In this section set the communications port number that the adapter that the cable to the Omniwatch control panels is connected to. If the adapter is connected to a USB port, the driver software for the adapter will create a serial port number to use. The baud rate must be set to the same baud rate that is being used in the control panels. This is usually set to 2400.

## **Station Data**

For each one of the station control panels, enter a name for the station. This name will be used in the program to identify this station. At the 'Total rooms at station' prompt enter the total number of inputs used at each station control panel. After entering the total number of inputs for each station you must go the 'Room Data' section of setup and enter the room numbers before saving the configuration data.

## **Room Data**

This section of setup is where you enter the room numbers for the Omniwatch program.

Before entering any room numbers, you must first enter the number of rooms for each station. This is done in the configuration section of setup.

First select the station from the station select drop down box. Then enter the room number or name in the Room Number box. After entering a room number, if you hit the enter key the station input number will advance to the next input. You are allowed to enter a maximum 15 characters for the room number. The characters can be either numbers or letters. After entering all the room numbers for all stations, you can save the data and exit setup by clicking on OK.

## Room List

This section of setup is used to create the optional room lists. A room list is a list of rooms that you create and assign a name to. These rooms do not have to be all from the same nurse's station. The Omniwatch program can then print reports based on this room list as a unit. A room list could be composed of a section of rooms at one station such as a Managed Care wing. If you only have one Omniwatch control panel for the facility, then the Room List option will allow you to setup separate reporting for each nursing unit.

To create room lists, first decide how many room lists are to be created.

Enter the total number of room lists and then for each room list enter its name in the Room List Information box.

It is best if every room in the facility is assigned to a room list. If there are some rooms that are left unassigned to a room list, on the 'Average Response Time' report these rooms will report under the heading 'List Excluded'. A room cannot be assigned to more than 1 room list.

There are two boxes on the right of the screen. The one is labeled '**Unassigned Rooms**' and the other is labeled '**Assigned to Room List**'. Simply click on a room in a box and then click on the arrow buttons to move that room to the other box.

After entering all the room list data, click on OK to save the data and exit the setup.

You can apply the room list data to the current data file by selecting 'Adjust room list number' item from the main 'Utilities' menu.

## **Adjust Room Numbers**

This option will step through the data file and rewrite the room numbers assigned to the calls.

You would run this option if you made changes to the room numbers and you want to apply the changes to all the calls in the data file.

## **Adjust Room List Numbers**

Selecting this option will step through the data file and write a room list number to all the calls in the data file.

You would run this option after creating or changing the room list file.

## **Data File Conversion**

This option is for converting a data file created with Omniwatch version 3.x for use with this version. This would be used when upgrading from version 3.x. Before using this option, you need to use 'Setup' under 'Utilities' to review and save the current configuration. This must be done because this step saves the configuration in a new format that is used by this version.

## **Terminal Program**

This option will launch the 'Ncwterm' program. With this program you can check the communications to the control panel, read or set the control panel clock or view call data currently stored in the control panel. After viewing info in the control panel, you need to select the 'warm start' or the 'cold start' option before exiting the program. Warm start will restart the control panel and cold start will erase all calls in the control panel before restarting. More information on this program can be found in the Installation manual. A copy of the Installation manual is in the file 'OManInst.pdf'.

## Communications Errors

When downloading call light data, if you get a failure to communicate error, check the following:

Retry the downloading selecting one station only. It is possible a station control panel was busy processing call light data.

Check the cable connection at the back of the computer. The cable from the Omniwatch units is connected to a serial port or USB port of the computer using an adapter. When using the USB adapter, a serial port will be created by the USB driver software. This adapter sometimes has a wire to a transformer which is plugged into an AC receptacle. This adapter is one of the most common problems when getting communication errors. Also check that the Omniwatch setup configuration is set to the proper serial port number.

Make sure the station control panel and the computer are set for the same baud rate. The computer baud rate is set in the setup configuration window. Use the Ncwtterm program to change the baud rate in the control panel. This program is useful in trouble shooting communication problems. This program can be started from the main Omniwatch program menu item 'Utilities'. Then select the item 'Terminal Program'.

It is possible for a trouble at one control panel to lock up the communications line for all other control panels. Each control panel has a red LED which should be on. If a control panel also has a green LED this LED should turn on and off every 2 seconds. If this is not the case then the panel should be reset. Most units made after the year 2000 have a push button reset on the main circuit board of the control panel. Many older units have an external reset switch. If the control panel does not have an external reset switch or an internal reset switch, the unit can be reset by momentarily shorting the 2 pins on the edge of the main computer board which are marked RESET.

Each control panel has an internal clock for keeping the date and time. If this clock should get some erroneous numbers, it could cause the control panel to malfunction or it could cause downloading errors. It could also cause data base errors when printing call light reports. It is a good idea to set this clock if you are experiencing any of these problems. The clock can be set using the 'Update Station Clock' function from the Communicate menu option. The clock can also be checked and set with the Ncwtterm program. If the clock is found to be wrong, you should also erase all the calls stored in the control panel memory. This is done by selecting the 'Reset memory in station panel' option from the Communicate menu option or you could also use the 'Cold start' option in the Ncwtterm program.

Customer support at Omniwatch can be reached at 800 539-6664.

## Database errors

Database errors are errors that occur when the program is reading the data from the hard drive for any of the call light reports. The error message displayed might say 'overflow error' or 'data driver error'.

This could be caused by some faulty numbers in the dates for some calls that have been downloaded. If this is the case you should first correct the date in the Omniwatch control panel. The control panel clocks can be read by using the Newterm program and can be set by either using Newterm or by using the 'Update station clock' function from the 'Communicate' menu option. If a station clock is found to be wrong, you should also erase all the calls that are stored in that unit. After correcting any faulty clocks you should then reindex the data file by selecting the 'Reindex' function from the file menu option.

Whenever any database errors occur it is good to reindex the data file. It is good to reindex the data file every few months as this will create a more efficient index.

One problem that may look like a database error but is not is when Windows is blocking the current user from having both read and write access to the folder where the Omniwatch programs are stored. This error may show up as a 'permission denied' error. You should make sure all users have read and write permissions to the Omniwatch folder. If the call data is stored in another folder, all users must have read and write permission to this folder also. The Omniwatch programs are normally stored on the 'C:\Nurse' folder.

## TROUBLE SHOOTING:

If you are having a problem with downloading data or a station is not recording calls you should reset all station control panels in the system. See the page in this manual on **Communications Errors** for information on how to reset the control panel. This reset will reset the micro-computer but will not cause any memory to be erased. To reset and erase all memory you must use the reset function from the **COMMUNICATE** menu. The two most common problems when you are having downloading problems are the control panels need to be reset and the adapter that is connected to the serial port of the computer has become defective. One other source of downloading problems can be the user that is logged into the computer does not have write permission for the folder where the downloaded calls are to be stored.

Each station control panel is powered by a 12 volt AC transformer. Older control panels have a .75A fuse. Newer control panels have a resettable fuse. This resettable fuse only needs to have power removed and it will reset. There is also a battery to power the panel in case of an AC power failure. The battery should power the panel for at least 8 hours. In case of extended loss of power the station control panel will power down and will not record any new calls. The data already in memory will hold, even with power removed. When power is restored you will be able to download this data. Also the main backup battery will recharge. If the data in the memory and clock has not held or has been corrupted you may get errors when trying to download from this station. If this happens proper operation can be restored by :

1. Update the station clock
2. Reset the station control panel

These two commands can be performed from the **COMMUNICATE** option from the main menu.

## **OMNIWATCH SYSTEM OVERVIEW**

The system consists of a control panel which is mounted in proximity to each nursing station and a software program which operates from the facility computer. The control panel is powered by a 12 volt AC transformer which plugs into a receptacle. Each panel requires less than 10 watts of electrical power. The control panel is wired to the nurse call indicator lamp panel. A wire is placed across each lamp. The Omniwatch control panel is electrically isolated from the nurse call system by use of optocouplers. There is a 4 wire data cable that connects the control panel to the facility computer. The Omniwatch panel monitors the status of the nurse call system and records in its internal memory the date and time the lamp(s) were activated and cancelled.

The Omniwatch panel does not interfere with the operation of the nursing call light system. When the program on the office computer is run the software will poll each panel to download and store the data. The data is now ready to be viewed and evaluated by administrative and nursing personnel. The Omniwatch program does not interfere with the normal business use of the computer.