

# Emergency Response System Monitoring Software (ERS-MS)

Emergency Response System Monitoring Software (ERS-MS) is an easy-to-use software package with a Windows® graphic interface that enables your computer to become a fully functional central monitoring station. When integrated with our Mini CMS transceiver or an Osborne-Hoffman multi-line receiver, the ERS-MS software will effectively monitor alarms from the MainStreet Messenger, Voice Messenger, and Lifeline 9520 CarePartner in-room units, Messenger System 200 common area receiver and System 20 wireless emergency call system.

ERS-MS also integrates many third party emergency response products into the monitoring system such as fire and door alarms. ERS-MS operates from a standard personal computer with a Windows 2000 SP2 or XP SP1 operating system and can be effectively networked to allow multiple users to share the database.

## Simplicity and Ease of Operation

There are two different alarm handling modes for ERS-MS:

- **Unattended Mode** — ERS-MS logs incoming alarms and notifies staff of all emergency calls via alphanumeric pager through an interface with our QuickPage on-site paging system. In the event of an emergency, staff will be immediately paged, regardless of their location within the facility or grounds. Identity and location display allows staff to determine which resident is in distress, and their current location (by apartment number or common area designation). The respondent can quickly establish two-way communication with the resident from the nearest telephone. In the automatic mode, continuous contact with staff is always maintained. Emergency calls are never missed. With the optional voice module, staff is notified via a cell phone or cordless phone which annunciates the resident's name, their room number, and telephone number. Staff may then establish a two-way voice contact by calling the resident back.
- **Attended Mode** — requires manual handling of all incoming alarms. When an emergency call is received, the ERS-MS Alarm Receiver displays all vital information about the client and provides a two-way voice communication link with the person requesting assistance. The attendant can dispatch appropriate help quickly and efficiently using the built in auto-dialer.

## Additional Management Features

- **Report Generation** — ERS-MS can print a variety of reports in individual or batch format. These reports can be used for insurance, quality control evaluation, emergency medical technicians and other purposes.
- **Equipment Management** — ERS-MS keeps records of all equipment within a facility or program. This information can be used to maintain inventory, schedule maintenance, or reassign equipment.
- **Client Management** — ERS-MS stores a variety of client information, including personal contacts (neighbors, family members), professional contacts (family physician), medications, medical conditions, DNR and other medical orders, and insurance information.
- **Alarm History** — ERS-MS stores all information regarding previous alarm activity. This is useful in identifying trends for individual clients. Staff may append alarm history entries to provide more useful reporting information.



- Manually or automatically handle alarms
- Notify staff by pager or cellular/cordless telephones
- Valuable management features
- Monitors many 3rd party products, such as fire and door alarms

## Specifications: Emergency Response System Monitoring Software

### System Requirements for ERS MS Server

400MHz Intel processor or 100 percent compatible

128MB RAM

150MB of available hard disk space + 100 MB additional space for voice call dispatch

Mouse or other pointing device

One available parallel port to install the hardware key or a printer

Physical serial ports:

One serial port per transceiver (if required)

One serial port for paging system (if required)

One serial port for client wandering system (if required)

One serial port for external modem (if required)

One PCI slot for a Dialogic card (if used)

Modem with a minimum speed of 56 kps for the Autodial feature and remote diagnostics

High-capacity removable storage device (for example, an Iomega® Zip® Drive) to back up ERS MS data from the computer's hard drive

10/100 Mbps network card for a dedicated ERS network

SVGA (800x600) color monitor or better

Video graphics card that can support a minimum resolution of 800x600 pixels

Uninterruptible Power Supply (UPS) for use with the computer running ERS MS Server, the CMS transceiver, and the optional mini-CMS Printer. This is to avoid a service disruption during a power failure.

Microsoft Windows 2000 Professional operating system with Service Pack 2 or with the latest ERS MS Release (5.0.2) Win XP Service Pack 1 only.

Symantec™ pcAnywhere™ version 10 or higher (host version compatibility required)

### System Requirements for ERS MS Client

400MHz Intel processor or 100 percent compatible

128MB RAM

150MB of available hard disk space

Mouse or other pointing device

One available parallel port (to install the hardware key)

One serial port for external modem (if installed)

10/100 Mbps network card for a dedicated ERS network

SVGA (800x600) color monitor or better

Video graphics card that can support a minimum resolution of 800x600 pixels

Microsoft Windows 2000 Professional operating system with Service Pack 2 only