

Introduction

This *Nurse Courier 3 Software Overview Guide* provides an overview of the software that supports the Nurse Courier 3 System. It explains what each software component is used for and how to get started on using it.

This guide is organized into the following topics:

A.	Nurse Courier 3 Editor	2
B.	Tel-Comm (Version 3)	4
C.	Tel-Comm Configuration Utility.....	6
D.	Tel-Terminal.....	7
E.	Other Supporting Software	8
F.	Nurse Courier 3 Documentation and References	9

Before You Read This Guide

If you have not yet installed the necessary Nurse Courier 3 Software onto your PC, refer to the [Nurse Courier 3 Editor Installation Guide](#) for instructions on how to perform the software installation.

All Nurse Courier 3 Software is designed to run on either the Windows® 2000 (Service Pack 4) or the Windows® XP (Service Pack 2) operating system.

A. Nurse Courier 3 Editor

What is Nurse Courier 3 Editor?

Nurse Courier 3 Editor is a Windows® software application that is used to configure the Nurse Courier 3 System. It provides a variety of tools that help you set up a facility according to your unique requirements and preferences.

Getting Started

Having to set up an entire system from scratch may seem like a considerable task. That's why the Editor offers **Wizards** to help you get started on the configuration process. Wizards can be used to configure the major components in your facility. To configure a specific component, just run the Wizard that you need.

To get started on a Nurse Courier 3 project, follow these few simple steps:

1. Run the Nurse Courier 3 Editor application.

Click Start > Programs > Telecor > Nurse Courier 3 Editor.

2. Open a new Nurse Courier 3 Project. *A Nurse Courier 3 project is saved as a file with a .tnc extension.*

Click File > New.

3. Run the Wizards.

Click Wizards > Startup.

Select the first Wizard in the list and click OK.

At the end of each Wizard, you will be asked whether you want to proceed to the next Wizard. Click **Yes** to continue with the remaining Wizards. Once you've finished answering the series of questions presented in each Wizard, you can move on to using other Editor tools to configure the rest of your facility.

Other Tools in the Editor

The other tools in the Editor allow you to do the following:

- Configure system hardware, such as Controllers, Station Termination Units (STUs), Public Address Circuits, Consoles, Pocket Pagers, and Remote Telephones
- Configure Room Types, Rooms, and Zones in your facility
- Configure settings that apply globally to the Nurse Courier 3 System

Features of the Editor

In addition to Editor tools, you can also use the following Editor features:

- **Graphical View**
Load a graphic of your facility onto the PC screen, and place Controllers, STUs, and Consoles alongside this graphic to reflect the actual setup of your facility. This helps you determine the most cost-effective method for organizing your hardware.
- **Bill of Materials View**
View a list of all the equipment that's needed to support your configuration. The list can be used for quoting prices and purchasing equipment.
- **Installation Report**
Generate and print out a report (in .html format) that details the hardware installation for the system installer.
- **Project Validation**
Check for errors in your project to ensure that you do not upload erroneous information to the Controller. If errors are found, the Editor helps you to locate the error so that you can easily correct it.
- **Optimize/Re-Generate Hardware**
Reconfigure your hardware if you've removed or added any equipment.

For a facility that does not have equipment installed yet, use these features to reorganize your connections to save ports and even STUs (devices onto which Room Stations are connected).
- **Remote Settings**
Change the communication settings of a Controller by configuring it from your PC.

Note: The NC3 Editor can be installed without a registration key. By performing this type of installation, the Editor will be installed in **Staff Mode**. In **Staff Mode**, the Editor's functionality is greatly reduced to protect the integrity of the NC3 System. For example, in Staff Mode, the Editor will allow users to change Room Dial Numbers and Names, but it will not permit users to Re-Generate or Optimize Hardware.

Where to Find More Information on the Editor

More information on Editor tools and features and how to use them are provided in the *Nurse Courier 3 Editor Help File*. If you are currently running Nurse Courier 3 Editor, press **F1** to display the Help File.

When You're Finished with the Editor

After you've finished setting up your facility, you must upload your configuration to the Nurse Courier Controller (this is also done using the Editor). However, before you can do this, you must set up your PC so that it can communicate with the Controller.

The next two chapters provide details on what software to use to set up your PC.

B. Tel-Comm (Version 3)

What is Tel-Comm?

Tel-Comm is a Communication Server program. The purpose of Tel-Comm is to establish and maintain the connection between the PC and the Nurse Courier 3 System. It allows the Nurse Courier 3 Editor and Tel-Terminal applications to communicate with the system to perform various tasks. Through Tel-Comm, you can establish connection with a Nurse Courier Controller. Every time you want to upload data from your PC to a Controller (using the Editor), or send and receive messages to and from a Controller (using Tel-Terminal), Tel-Comm must be running on the PC.

Tel-Comm runs in the background of your PC, so you do not need to interact with it or “see” it the way you do with other software like the Editor, Tel-Comm Configuration Utility, or Tel-Terminal.

How do I know if Tel-Comm is running?

Every time you run the Editor or Tel-Terminal application and attempt to connect to a Controller, Tel-Comm automatically runs in the background.

Tel-Comm Capabilities

Tel-Comm has the ability to support multiple Telecor applications that require communication with hardware. For example, both the Editor and Tel-Terminal applications can use Tel-Comm simultaneously to communicate with the Nurse Courier 3 System.

Currently, in order to communicate with a system, all Nurse Courier 3 Software must be installed onto a PC that is directly connected to a Controller.

Telecor anticipates the future release of a Tel-Comm version that will allow Telecor applications such as the Editor and Tel-Terminal to have remote access to a Telecor System via a LAN/WAN or the Internet.

When Upgrading Nurse Courier 3 Software

When upgrading your software, part of the installation procedure requires you to close all applications running on your PC before you begin the installation. This includes the Tel-Comm application. To stop Tel-Comm from running, read the section below about *Using Windows Services*.

Using Windows® Services

To manually stop Tel-Comm, you have to access a feature called **Windows® Services** on your Windows® 2000 or XP operating system. A **service** is an application that runs invisibly in the background of your PC (e.g. Tel-Comm). Windows Services allows you view all your PC's services, allowing you to stop or start them when necessary.

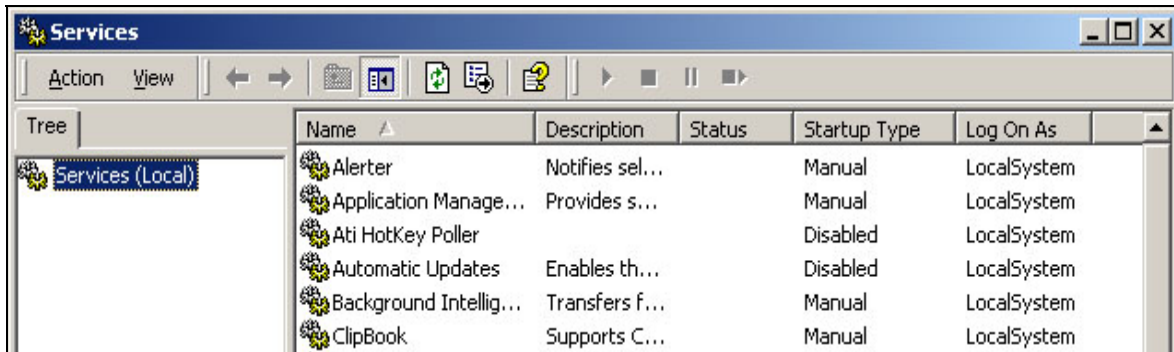
To use Windows Services:

Note: In order to use Windows Services, you must have specific “privileges” assigned to your user account. Consult your Network Administrator if you cannot use Windows Services.

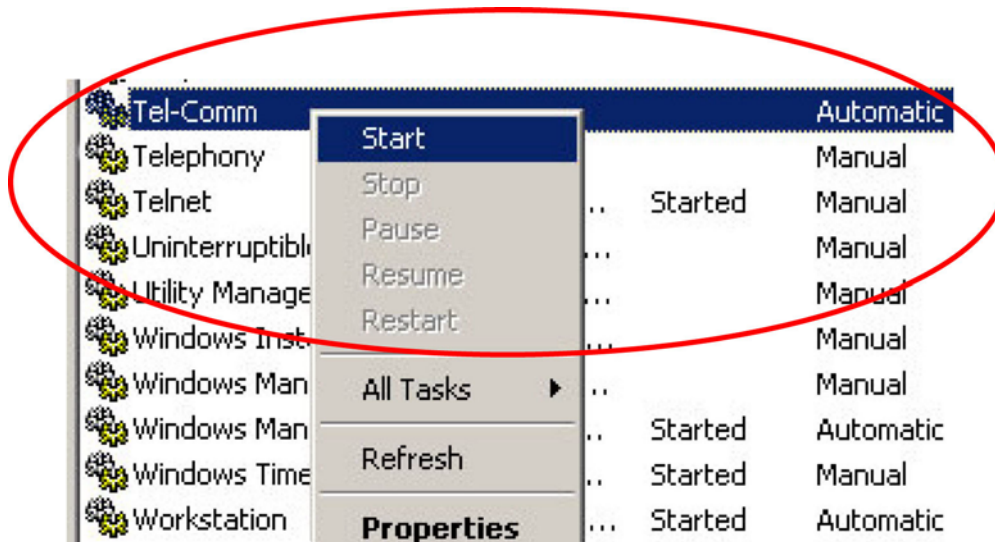
1. From the Control Panel, Administrative Tools, open Services

Click **Start > Settings > Control Panel > Administrative Tools > Services.**

Windows Services provides a list of all the services available on your system.



2. Look for **Tel-Comm** in the list of services. The **Startup Type** tab for Tel-Comm should list **Manual** (by default, Tel-Comm is set to this).
3. To stop Tel-Comm, right-click on Tel-Comm, then click **Stop**.

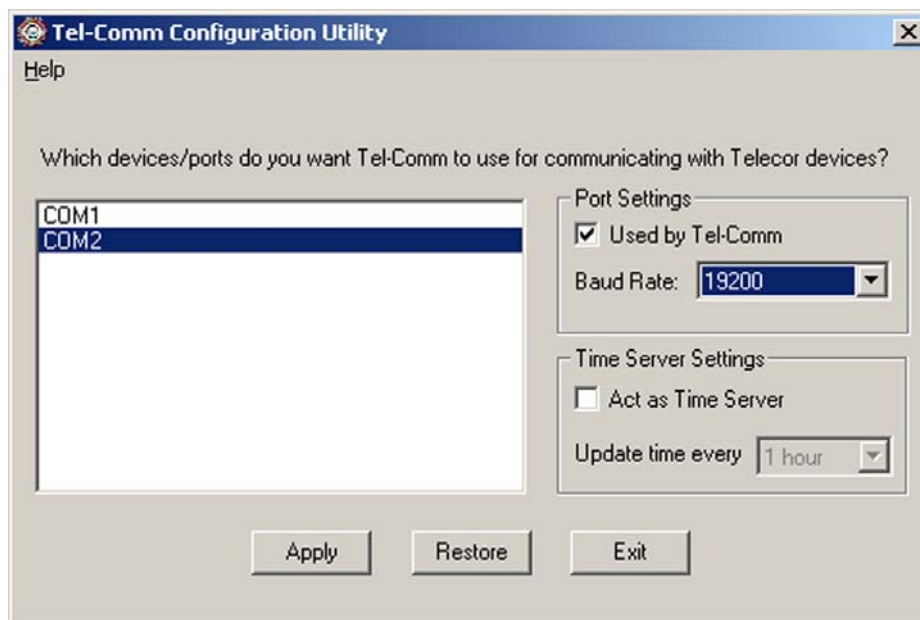


To restart Tel-Comm, right-click on Tel-Comm, then click **Start**.

C. Tel-Comm Configuration Utility

What is Tel-Comm Configuration Utility?

In order for your PC to communicate with a Nurse Courier Controller, both your PC and the Controller must be set to the same communication settings. This Utility lets you select a COM port number (serial communication port) and baud rate (transmission speed of data) for your PC.¹



Note: The “**Time Server Settings**” feature that appears in Tel-Comm Configuration Utility is currently not supported by the Nurse Courier 3 System. Changing these settings will have no effect on Tel-Comm.

Getting Started

To make these settings, simply run Tel-Comm Configuration Utility:

Click Start > Programs > Telecor > Tel-Comm Configuration Utility.

For further assistance, press **F1** while running the Utility to display the *Tel-Comm Configuration Utility Help File*.

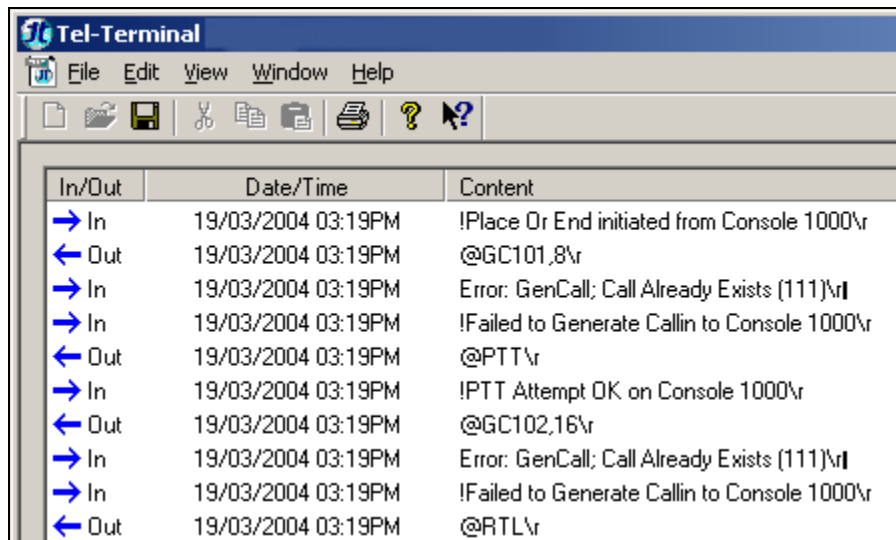
¹ To change the communication settings on the Nurse Courier Controller, please refer to the *Nurse Courier 3 Installation Manual* and the *Nurse Courier 3 Help File*.

D. Tel-Terminal

What is Tel-Terminal?

Tel-Terminal is used to troubleshoot or debug the Nurse Courier 3 System. Using this program, you can connect to a Nurse Courier Controller to receive logs and send commands. These messages are logged in the Tel-Terminal Window, which can be used as a reference to pinpoint any issues you may encounter with the system.

Logged messages in the Tel-Terminal Window can also be exported to a text file (.txt), which allows you to view, print, or edit messages in a Text Editor such as Notepad.



The screenshot shows the Tel-Terminal application window with a menu bar (File, Edit, View, Window, Help) and a toolbar. The main area contains a table with three columns: In/Out, Date/Time, and Content. The table lists several messages from 19/03/2004 03:19PM, including commands like @GC101,8\r and @PTT\r, and error messages such as 'Error: GenCall; Call Already Exists (111)\r' and '!Failed to Generate Callin to Console 1000\r'.

In/Out	Date/Time	Content
→ In	19/03/2004 03:19PM	!Place Or End initiated from Console 1000\r
← Out	19/03/2004 03:19PM	@GC101,8\r
→ In	19/03/2004 03:19PM	Error: GenCall; Call Already Exists (111)\r
→ In	19/03/2004 03:19PM	!Failed to Generate Callin to Console 1000\r
← Out	19/03/2004 03:19PM	@PTT\r
→ In	19/03/2004 03:19PM	!PTT Attempt OK on Console 1000\r
← Out	19/03/2004 03:19PM	@GC102,16\r
→ In	19/03/2004 03:19PM	Error: GenCall; Call Already Exists (111)\r
→ In	19/03/2004 03:19PM	!Failed to Generate Callin to Console 1000\r
← Out	19/03/2004 03:19PM	@RTL\r

Tel-Terminal Window

Getting Started

To run the Tel-Terminal application:

Click **Start > Programs > Telecor > Tel-Terminal.**

Where to Find More Information on Tel-Terminal

To learn how to use Tel-Terminal, refer to the *Tel-Terminal Help File*. If you are currently running Tel-Terminal, press **F1** to display the Help File.

E. Other Supporting Software

During the software installation, you installed six components, four of which have been explained in *Chapters A, B, C, and D*. The other two components are software interfaces, which include the following:

NC3 Editor Link for Tel-Comm

NC3 Tel-Terminal Link for Tel-Comm

These components allow the Nurse Courier 3 Editor and Tel-Terminal applications to communicate with the NC3 hardware via the Tel-Comm Communications Server.

Once these two components have been installed onto your PC, you will not be able to see them since no user interaction is required for them to operate.

F. Nurse Courier 3 Documentation and References

For more information on any of the following Nurse Courier 3 products, please refer to the documentation listed below.

Nurse Courier 3 Product	References
SOFTWARE	
Nurse Courier 3 Editor Software	<i>Nurse Courier 3 Editor Installation Guide</i> <i>Nurse Courier 3 Software Overview Guide</i>
Nurse Courier 3 Editor	<i>Nurse Courier 3 Editor Help File</i>
Tel-Comm Configuration Utility	<i>Tel-Comm Configuration Utility Help File</i>
Tel-Terminal	<i>Tel-Terminal Help File</i>
SYSTEM HARDWARE	
Nurse Courier 3 System	<i>Nurse Courier 3 Installation Manual</i>
MCC-451(T) Consoles	<i>MCC-451 and MCC-451T User's Guide</i> <i>MCC-451 Supplementary Wiring Guide</i>
NC2-D3 Duty Station	<i>NC2-D3 Duty Station Programming & Operating Guide</i> <i>Nurse Courier 3 Installation Manual</i>
NC1-series Tone Visual Stations	<i>Tone Visual Station Installation Guide</i>

To access Nurse Courier 3-related documentation online:

Go to the Telecor website at: <http://www.telecor.com>.

*A **password** is required to enter the Nurse Courier 3 Dealer Access Site. This can be obtained from Telecor Technical Support. When visiting the above web page, follow the instructions provided on the web page to obtain a password.*