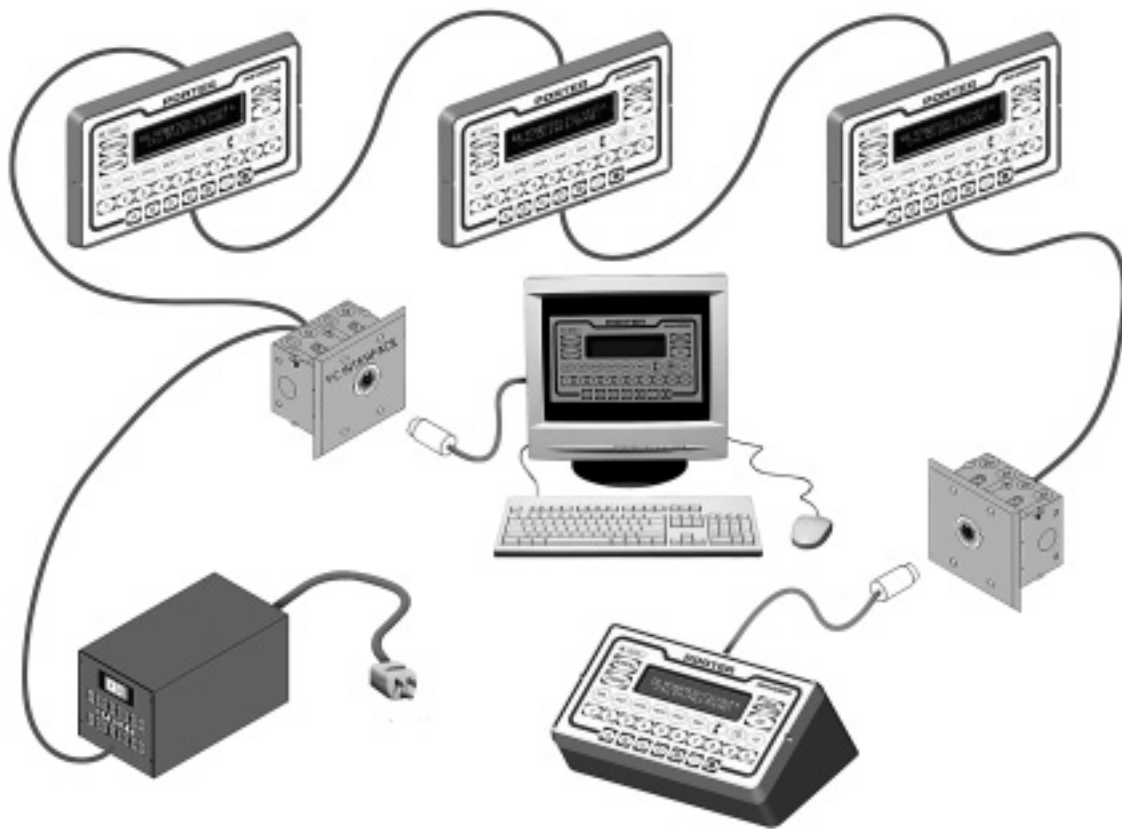


NAVICOM

OFFICE COMMUNICATION SYSTEM

USER'S MANUAL

VERSION 6.0.0



PORTER INSTRUMENT COMPANY, INC.

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Introduction

Please read this manual completely before operating your PORTER NAVICOM Office Communication System. This manual provides step-by-step instructions to configure, program and maintain a PORTER NAVICOM Office Communication System. It is intended primarily for the Network System Administrator, the person who will coordinate and maintain the set-up, programming of the station options, messages, bulletin board information and schedules for the doctors, assistants and hygienists in the dental office.

The Quality System for PORTER INSTRUMENT COMPANY, INC. is Certified to ISO 13485. The scope of our registration is: “The design, manufacture, distribution and servicing of Dental Flowmeters, Gas Scavenging Systems, Gas Distribution Systems and Office Communication Systems for use in the Dental Profession.”

CAUTIONS

Turning off the Power Supply or choosing **Reset All** from the Tools / Network menu will erase all stored computer and station messages (called the scroll or queue). From any computer in the network, you may view the Message Log from the File Menu to see all messages that were in the scroll from all computers and stations.

Be sure to use the RED button in the proper sequence to send a message with an “EMERGENCY” message (select RED button first) or to append “URGENT!” to a message (select RED button in middle or end of message). Refer to Sections on Buttons and Their Functions and Typical Situations for proper use of the RED button.

UL Listed

If you have any questions or require assistance, please contact your dental dealer.

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Getting Started	4 – 6
Minimum System Requirements	4
Quick Installation	5
Starting the Program	5
Where to Get More Information	6
Exiting the Program	6
Uninstalling NAVICOM Software	6
Getting to Know NAVICOM – Features	7
Initial Set-up and Network Test	8 – 10
Initial Set-up	8
Setting the Quarterback and the Backup Computer for Two Computer Software Installations	8
Network Setup for More Than Two Computer Installations.	8 – 9
Listing the Computer /Station ID's on the Quarterback Computer	9
Creating or Adding Station ID's on the Network	9 – 10
Local Station ID Setting	10
Set All Network Times	11
Network Test	11
Menu Selections	12 – 18
The Main Menu and Drop Down Menu Selections	12 – 18
Customizing to Meet Your Needs	19
Programming Function Buttons	19
Command Buttons	19
Programming the Network	20 – 24
Adding and Editing Names for Doctors, Assistants, Hygienist and Receptionist	20
Adding and Editing Message Phrases	21
NAVICOM Station Options	21 – 22
Bulletin Board Messages	22 – 23
Creating and Editing Schedules	23
Functions of the Schedule Symbol Button	24
Sending and Receiving Messages	25 – 30
Activate Time Stamp	25
Stored Messages Auto Delete	26
Common Communication (To All Units) / Si ² = “See it, Send it”	27 – 28
Using the Drop Down Menus from the Top of the NAVICOM Screen	28
Discrete (Private) Communication (To Specific Units)	29
Typical Situations for Messages	30
Scroll (Queue) Mode	31
Set Scroll Size	31
Viewing Incoming Messages from Scroll (Queue)	32
Troubleshooting	33 – 35
Warranty and Returns	36

Getting Started

This manual provides you with the basic information you'll need to quickly install, program features and use the NAVICOM Office Communication System. More detailed instructions and information is contained on the software installation disk where you can view or print the **Network System Administrator's User Manual FM-1026** or use the **Help** menu from the main NAVICOM display screen.

Minimum System Requirements

Before attempting to install the NAVICOM Software, make sure that your computer meets or exceeds the following requirements as shown in the table below: **Table 1**

Component	Requirement
Processor	486 / 66 MHz or higher; Pentium I (or equivalent) or higher
Operating System	Windows 98 / NT / 2000 / XP Note: Windows/Me operating system is not supported. Note: Microsoft Internet Explorer is required to browse and use the functionality of the Help File properly.
Hard Drive Space	2 MB of Free Hard-disk space
System Memory	24 MB RAM
Other Drives	CD-ROM
Display	800 x 600 Resolution
Pointing Device	Standard Windows Compatible Mouse
Communication Port	9 Pin Serial COM port (preferred) USB Port – Adapter Required** Note: Recommended USB/Serial (also known as USB/PDA) Adapter manufactured by Belkin P/N F5U103. Refer to websites Belkin.com or Global Computer Supplies at globalcomputer.com
*See your PC Administrator for assistance in installing USB adapter.	

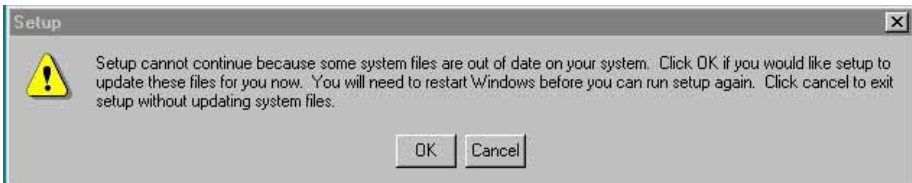
****Note:** If a 9 Pin Serial COM port is not available, install the recommended USB adapter (and drivers from the NAVICOM CD) according to the installation instructions. After installation, confirm the USB COM Port setting by selecting SYSTEM from the Windows CONTROL PANEL then choose DEVICE MANAGER tab and select PORTS to view the USB COM Port setting. This COM Port setting will be needed after installing the NAVICOM software.

Getting Started

Quick Installation

1. Check your system requirements and make sure that they meet or exceed the requirements stated in Table 1.
2. Complete a virus scan, but before running NAVICOM setup, disable all software-based and hardware-based anti-virus applications. Re-enable any anti-virus applications after setup is complete.
3. Close all open programs and disconnect from the Internet before installation.
4. Insert the NAVICOM Software CD into the CD ROM drive.
5. Click on the START button, and then select RUN.
6. Click on BROWSE, and then locate your CD ROM drive in the Browse window. Double-click on the SOFTWARE folder.
7. Select SETUP.EXE, and then click OPEN.
8. Next, click OK in the run dialogue box.
9. Follow the instructions as prompted on the screen during the installation of the program. During the set-up process if a window reads: "A file being copied is older than the file currently on your system. It is recommended that you keep your existing file." Choose "Yes" to keep the newer file.

Note: Some files on your PC may need to be updated. If the following message appears,



then you will need to make sure that you are logged into your PC as the administrator of that PC (if applicable), and restart Windows as requested. Download latest service pack for computer operating system from Internet at <http://www.microsoft.com> if program will not install.

10. The default setting of the Communication Port Set-up may need to be changed if a USB adapter installation was performed on each computer that runs the software. Select **Tools / Options / Comm Port** and choose the appropriate Port selection then click **OK**.

Starting the Program

To start the NAVICOM Program, double-click on the NAVICOM program icon on your desktop, or from the Windows START button select PROGRAMS, then choose NAVICOM from the list.

Getting Started

Where to Get More Information

Once you are in the NAVICOM display screen, you can use the items in the Help Menu at any time. Select **Help** then **Contents** to display a specific help topic. Select **About** to display the NAVICOM Software Version.

The NAVICOM installation CD also contains instructions and information that may be viewed using Adobe Acrobat Reader program or printed. There is a README.TXT file with instructions on how to install the software. There is a folder for “Documents” that contains .PDF format files that can be viewed and printed, which includes:

- FM-1026 Network System Administrator’s User Manual
- FM-1028 Quick Reference Card for Computer
- FM-989 Quick Reference Card for Stations
- FM-1027 User’s Manual
- FM-975 Network Installation and Testing (for Installer)

The installation CD also contains a folder “Belkin F5U103 Drivers” that includes sub-directories for Windows 2000 (Win2K), Windows 98 (Win98) and Windows XP (WinXP) with README xx.TXT files with instructions on how to install the drivers.

Exiting the Program

To exit the NAVICOM Program, from the main menu, select **File** then **Exit**.

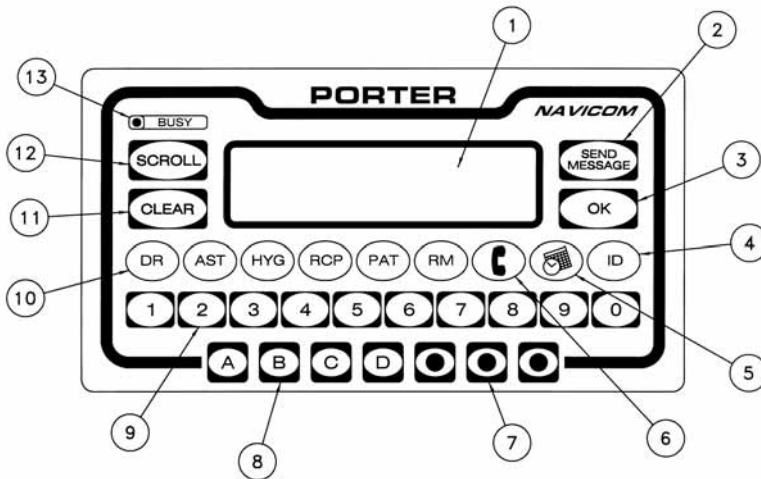
Uninstalling NAVICOM Software

1. To uninstall the program, from the Windows START button, select SETTINGS, then CONTROL PANEL.
2. Double-click on ADD/REMOVE PROGRAMS. In the text window, select NAVICOM then click on the ADD / REMOVE button. Select YES then OK.

Notes:

- Right clicking the icon and selecting delete will delete the icon on the desktop.
- The program will not be removed completely until the logs are deleted. To delete these logs, go into the directory where the Program was loaded (usually C:\Program Files\ and delete files Navicomxxxx.log and Navicomxxxxmsgs.log [xxxx being the software version number].
- Some Windows application files will remain on the computer after uninstalling, such as Font files, operating system and shared files used with more than one application. This is normal. They do not need to be deleted.

Getting to Know NAVICOM



Features:

1. **Display Window** where messages are composed and viewed.

2. **Send Message** – To transfer a composed message globally, or as a discrete message to individual recipients.

3. **OK** – To acknowledge receipt of an incoming message or message retrieved from scroll. Sends back acknowledgement to sender.

4. **ID** – To set the ID of the station, verify the station ID, and address discrete messages.

5. **Schedule** – To access and view office personnel Schedules, and view a 'Bulletin Board' area set up by the receptionist on the office computer.

6. **Phone** – To alert office personnel of business or personal phone calls.

7. **Colored Buttons** – Green, Yellow and Red: The Green and Yellow buttons may be assigned customer designated meanings such as:

GREEN (default) or 'Patient Ready';
YELLOW (default) or 'Sales / Business'
RED factory set as 'EMERGENCY/ URGENT!'

8. **Letters – A, B, C and D** – These buttons are used to display pre-written messages that have been created by the receptionist on the office computer.

9. **Numbers – 0 thru 9** – These buttons are used in conjunction with 'Feature 10' buttons to display room numbers and personnel's names (the receptionist can assign a name to each number). Can also be used to include numbers in a composed message.

10. **Personnel / Patient / Room** – Used in conjunction with 'Feature 9' buttons, personnel's titles and names can be displayed. The 'RM' button displays 'ROOM'. The 'PAT' button displays 'YOU HAVE A PATIENT' or 'PATIENT'.

11. **Clear** – Clears the display, preparing the text window for composing a new message.

12. **Scroll** – Allows the user to 'scroll' through:

- Messages stored in the station queue
- Information on the bulletin board
- Personnel schedules

13. **Busy** – Briefly illuminates when sending message. Blinks when the quarterback computer selects DONE and is sending updates. Wait until 'busy' light is out to send message

Initial Set-up and Network Test

Initial Set-up

Some default settings have been programmed during the installation of the software. You may wish to reprogram some of the settings now or to wait and do this at a later time. Additional programming such as setting up names, messages, scheduling and bulletin board information will be performed using the menu bar at the top of your screen. Editing of these settings will also be performed using these same menu selections.

Setting the Quarterback and the Backup Quarterback for Two Computer Software Installations

1. From the main menu select **Tools / Network / This Computer ID**.
2. Set the computer ID to RCP 0 for the computer designated as the primary user (person assigned the tasks of programming and using the quarterback).
3. Set the computer ID to DR 0 for the computer designated as the backup. The computer with ID of DR 0 will be the backup quarterback and function like a station with the added ability to send more detailed typed messages from the text box. Certain functions are 'greyed out' and not available.
4. The computer ID may be changed from RCP 0 to DR 0, but the computer designated with ID

RCP 0 will control the data files that control and update the stations. To set or change the computer ID select from the menu **Tools / Network / This Computer ID**. Select the desired ID and hit **OK**. **Note:** Verify that the backup that has now become the quarterback has the proper names, message phrases, schedules, and bulletin board information.

Network Setup for Two or More Computer Installations

1. Follow Steps 1 through 4 above to set up the quarterback and backup computers.
2. All other computers in the network will require a Computer ID to be set. From the main menu select **Tools / Network / This Computer ID**.
3. All computers in the network must have the same parity selection as the quarterback computer to communicate properly. Confirm parity selection under **Tools / Options / Comm Port**.
4. Follow procedure for "Creating or Adding the Computer / Station ID's on the Network", each Computer ID will be entered and listed under the Station ID's (under **Tools / Network / Station ID's**). **Note:** The Computer ID must be listed in order to pass the Network Test.

Initial Set-up and Network Test

5. All other computers in the network will function similar to the backup computer. Each computer will have the added ability to send more detailed typed messages from the text box. Certain functions are 'greyed out' and not available.
6. The quarterback can program all other computers by selecting **Tools / Network / Send All Data**. When the window appears that reads "Send Message Phrases to All Computers"? Select "Yes" to send programmed messages.
7. If you require computer / station IDs, station options and all programmed data (including Bulletin Board Messages and Schedules) from the quarterback computer, perform a "Data Backup and Restore" found under **Tools / Data Manager**.

Listing the Computer / Station ID's on the Quarterback Computer

Each NAVICOM station needs its own ID assigned locally at the station (factory default is 00 and must be changed). **Note:** *If there is more than one unit with the same ID, Network Test will not perform properly. See NAVICOM Help file to set more than one station with the same ID or User's Manual FM-1026.*

Note: If there is a station ID on the computer list that is not locally set on your current NAVICOM Network Communication System, that ID will fail the test during the Network Test.

Using the following procedure, each computer and station's ID will be entered and listed under the Station ID's (under **Tools / Network / Station ID's**) and the Stations Options Set-up dialog box (under **Tools / Options / Station Options**) will automatically be updated.

Note: Duplicate ID's cannot be entered under **Tools / Network / Station ID's**. If multiple stations and / or computers have the same ID, only one can be listed on the station ID list. Each computer ID should be entered on the Station ID list before the computer can receive Message Phrases 8 through 30 and Bulletin Board Messages programmed by the quarterback computer.

Creating or Adding the Computer / Station ID's on the Network

1. At the computer NAVICOM display screen select **Tools / Network / Station ID's**.
2. View the default Computer / Station ID's listed, and change them or add to them to create your own Network.
3. Add a new computer / station ID to the list using the drop down ▼ choices and select button ID's (category and number) for each computer / station.
4. Select an existing default listed ID with your mouse to **REMOVE** it, or to change the ID using the drop down choices. Click **UPDATE** to establish the changed ID.

Initial Set-up and Network Test

5. When completed and the list includes every computer / station intended for your Network, select **DONE**.
6. Set the station options (see details under NAVICOM Station Options in this instruction manual) using **Tools / Options / Station Options**.
7. When completed, select **DONE**. The stations are now part of the Navicom network and ready for "Local Station ID Setting".
7. After the display reads ENTER ID OR CLEAR, press **CLEAR** to exit without making any changes or follow Steps 4 and 5 to change the ID.

Set All Network Times

This feature allows the quarterback computer (RCP 0) to synchronize the time for all computers and stations in the NAVICOM network. When the computer designated as RCP 0 opens the NAVICOM program, it sends a message to the network announcing the computer is on-line and synchronizes the network time. Each computer and station will receive a message that reads RCP 0 IS ONLINE and the current time based on the clock setting of RCP 0.

Note: The time is based on the clock setting of the quarterback computer controlled by the Windows set-up. To change the Windows's clock setting, either double-click on the time at the right hand corner of your screen or from the Start button go to Settings / Control Panel and select Date / Time then double-click to set the time.

The network time can be synchronized at any time by the quarterback computer. From the main menu select **Tools / Network/ Set All Network Times**. A window will appear that reads "All network times are being set." Select **OK**. Each computer and station in the network will now have the current time based on the quarterback computer clock setting.

Local Station ID Setting

1. Obtain the available listing for the Station ID's from the Network Administrator.

Note: To find what computer / station ID's have been used, under the main menu select **Tools / Network / Station ID's**.

2. At the station, press **RM + ID**.
3. The display will read the station ID such as RM 1, (or DR 2, HYG 4, AST 6, RCP 2).

Example:

THE CURRENT ID IS: RM 1 then
reads: ENTER ID OR CLEAR

4. Press buttons that identifies the room. Example: **AST + 2**.
5. Press **ID** button when you are done.
6. If you would like to confirm the room ID is correct. Again, press **RM + ID**.

Initial Set-up and Network Test

Note: The synchronized time, of the network time and the quarterback computer time, could be off by approximately one minute depending on the operating system of the quarterback computer.

Setting All Network Times works in conjunction with Time Stamp and OK Auto Delete. Refer to Help File or User's Manual FM-1026 located on the NAVICOM installation CD for complete details.

Perform Set All Network Times:

- At the beginning of each day. The NAVICOM Desk and Wall Stations will require the network time to be synchronized each day to maintain the correct time stamp for message sending. Network time will be synchronized automatically when quarterback computer opens the NAVICOM program announcing RCP 0 is on-line.
- If the power supply is turned Off then On.
- If there is a power outage.
- If you want to reset and synchronize the network time.

Network Test

Caution: Performing the Network Test, turning OFF the Power Supply or choosing Reset All from the Tools / Network menu will erase all stored computer / station messages (called the scroll or queue). From the quarterback, backup and each computer in the network, you may view the Message Log from the File Menu to see all messages that were in the scroll from all computers and stations.

1. To test the NAVICOM Network for communication, select **Tools / Network / Network Test**. Click on Network Test to activate.
2. The NAVICOM Network Test Results box will display each computer / station ID in the network system and whether the unit passed or failed the network test.

Note: If a computer / station fails the test, confirm the computer ID / station ID is listed in the dialog box under **Tools / Network / Station ID's**. Only one wake-up and pass (or fail) will show as a response when more than one computer / station has the same ID.

Menu Selections

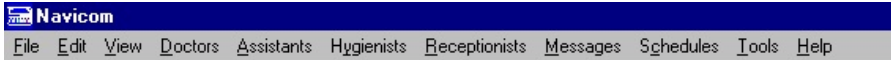
The Main Menu and Drop Down Menu Selections



Menu	Drop Down Selection	Description
File *See Help File for Sample Message Log	Error Log	Errors will be stored for viewing and troubleshooting in a Microsoft Word file.
	Message Log*	All messages will be stored in the each computer and may be viewed, edited, deleted or printed from this Microsoft Word file.
	Clear Message Log	The messages currently stored in the computer's NAVICOM Message Log will be cleared from the Microsoft Word file. Note: After clearing the Message Log, you cannot view the message log until new messages have arrived.
	Exit	Exits NAVICOM program.
Edit	Cut, Copy, Paste	These selections may be used to aide in composing custom messages using the computer keyboard.
	Clear	Clears the display, then allows the user to compose a new message. If the "busy" light does not go out, press Clear.
	OK	Acknowledges last message sent or acknowledges message retrieved in scroll.
	Send Message	Allows user to send text message that is on screen to specific (private) computer / station or to all computers and stations in the network.
	Delete All Incoming Msgs	To delete all messages from the scroll of the computer. Available only to the Computer ID set as RCP 0.
	Patient, Room, Phone	Text used to aide in composing messages.
View	ID (Private)	Used to address and send a private (discrete) message. Screen will have a small 'p' displayed until hitting a second ID. Refer to Message Examples for use.
	Schedule	To view a schedule for a Doctor (DR), Assistant (AST) or Hygienist (HYG). Example: Press DR + 2 then use SCROLL to show appointments.

Menu Selections

The Main Menu and Drop Down Menu Selections



Menu	Drop Down Selection	Description
View	Scroll	Allows you to access stored messages in scroll / queue.
	Compose a Message	Allows you to compose a message to send using the mouse and clicking the buttons or using the drop down menus
	Incoming Messages	Allows you to view messages in scroll / queue. Takes you to the beginning of scroll. Continue to press SCROLL to go through messages.
Doctors	Names 0 to 29	Displays the list of Doctor's names programmed into NAVICOM that can be used to send and compose messages.
Assistants	Names 0 to 29	Displays the list of Assistant's names programmed into NAVICOM that can be used to send and compose messages.
Hygienists	Names 0 to 29	Displays the list of Hygienist's names programmed into NAVICOM that can be used to send and compose messages.
Receptionists	Names 0 to 9	Displays the list of Receptionist's names programmed into NAVICOM that can be used to send and compose messages.
Messages	Messages 1 to 30	Displays the list of Messages programmed into NAVICOM that can be used to send and compose messages. Note: Computer can use all messages from list; Stations only have messages A,B,C,D and Green, Yellow, Red available to compose messages.
Schedules Note: Available only to the Computer ID set as RCP 0 for programming.	Doctors	Allows user to create or edit a schedule for Doctor's names set-up for DR 1 through DR 9.
	Assistants	Allows user to create or edit a schedule for Assistant's names set-up for AST 1 through AST 9.
	Hygienists	Allows user to create or edit a schedule for Hygienist's names set-up for HYG 1 through HYG 9.

Menu Selections

The Main Menu and Drop Down Menu Selections



Menu	Drop Down Selection	Description
Schedules	Bulletin Board	Allows user to create a bulletin board with messages that can be viewed at the computer and each station. Messages can be added, edited and removed. Note: Available only to the Computer ID set as RCP 0 for programming.
Tools Note: Available only to the Computer ID set as RCP 0 for programming.	Doctor Names	Allows user to program names using numbers 0 to 29 for DR, AST and HYG (0 to 9 for RCP) through the use of NAVICOM Set-up Dialog Boxes. 16 characters max each name. No spaces allowed, use a dash (-) if necessary. Drop down menu used to compose messages will adjust to length of list of names programmed in the set-up screen.
	Assistant Names	
	Hygienist Names	
	Receptionist Names	
	Message Phrases (48 characters max for each message)	Allows user to program messages using NAVICOM Set-up Dialog Box for buttons A, B, C, D, and Green and Yellow for use in composing messages by the computer and stations. Messages 8 through 30 can be custom programmed messages for use by the computer only.
Tools / Data Manager	Backup Data Files	Allows user to copy the latest NAVICOM data files at the computer to save onto a floppy, CD or in another directory, then use to restore onto other computers in the network. The data files for names of Doctors, Assistants, Hygienist and Receptionist, custom message phrases, station options with station ID's, bulletin board messages and schedules will be backed up.
	Restore Data Files	Allows user to transfer / restore the files from the NAVICOM backup data created onto other computers. IMPORTANT: After you perform a backup and then restore the files, you must close the NAVICOM program (File / Exit) then re-open the program to view the newly installed data.

Menu Selections

The Main Menu and Drop Down Menu Selections



Menu	Drop Down Selection	Description
Tools / Options	Station Options	Set-up Dialog Box used to set the Sound Type, Chime Type, Brightness of display and Volume for each Station listed under the Station ID Dialog Box. Note: Available only to the Computer ID set as RCP 0 for programming.
	Scroll Direction Defines the order that stored messages are retrieved from the scroll.	FIFO – First In First Out. The first (oldest) message will be the first viewed in the window display. LIFO – Last In First Out. The last (most recent) message will be the first viewed in the window display. Note: Available only to the Computer ID set as RCP 0 for programming.
	Comm Port	Default settings from factory are: Baud Rate 9600; Data Bits 8; Stop Bits 1; Parity = Space; and Port 1. Note: All computers must have the <u>same</u> Parity setting to communicate properly.
	Time Stamp	A check (✓) indicates activated and will add the current network time that displays with the sent message.
	OK Auto Delete	When the OK Auto Delete is activated, allows a person to OK acknowledge from one computer / station and automatically clear the message from other computers / stations. When deactivated, a person can acknowledge from one computer / station without clearing the message from other displays. Note: Available only to the Computer ID set as RCP 0 for programming.
	Show Button Tips	A check (✓) indicates activated and will show button tips when cursor from the mouse is moved over the particular function button.

Menu Selections

The Main Menu and Drop Down Menu Selections



Menu	Drop Down Selection	Description
Tool / Options	Announce Computer	A check (√) indicates activated and will announce the computer is online upon opening the NAVICOM program on the computer. Each computer and station will receive a message that reads [COMPUTER ID#] IS ONLINE.
	Set Scroll Size	Scroll setting for all stations / computers in the network can be programmed to hold from 1 to 25 messages memory. Default setting is 10. Note: Available only to the Computer ID set as RCP 0 for programming.
Tools / Network	This Computer ID	Set to RCP 0 for the computer designated as the primary user person assigned the tasks of programming and using the quarterback. Set to DR 0 for the computer designated as the backup computer. All other computers should be designated a computer ID.
	Station ID's Note: Available only to the Computer ID set as RCP 0 for programming.	Each station ID must be listed here <u>before</u> Stations Options can be set-up. Refer to section on "Multiple Stations with the Same ID#" for additional information. Each Computer ID must also be listed in order to pass the network test, receive programmed Message Phrases 8 through 30 and Bulletin Board Messages. Available computer ID's are RCP, DR, HYG and RM (0 through 9). Available Stations ID's are: RM 0 through 9999; AST 0 through 9999; DR 0 through 9999; HYG 0 through 9999; and RCP 0 through 9999.

Menu Selections

The Main Menu and Drop Down Menu Selections



Menu	Drop Down Selection	Description
Tools / Network	<p>Network Test</p> <p>Note: Available only to the Computer ID set as RCP 0 for programming.</p>	<p>This function is available to the user, for test purposes. The quarterback computer can query the status of each computer and NAVICOM Station in the Network for existence of power / communication by verification of the receipt of response characters from a message sent by the quarterback computer. The pass / fail result will be displayed on the NAVICOM computer screen.</p> <p>Note: If a computer or station fails the communication test, confirm the computer / station ID is listed in the dialog box under Tool / Network / Station ID's.</p>
	<p>Reset All</p> <p>Note: Available only to the Computer ID set as RCP 0 for programming.</p>	<p>Will send a reset command to all the stations and computers in the network and cause a complete reboot of the stations, clearing each station's scroll (queue). Also, the quarterback and each computer(s) message scroll (queue) will be cleared.</p>
	<p>Send All Data</p> <p>Note: Available only to the Computer ID set as RCP 0 for programming.</p>	<p>Is a convenient way to program a newly added station or send data to all computers logged onto the NAVICOM Network. It will send all changeable data to the computers and stations: Doctors, Assistants, Hygienists, and Receptionists Names; including Message Phrases (A, B, C, D, Green and Yellow buttons). Computers will also receive Message Phrases 8 through 30 when the window appears that reads "Send Message Phrases to All Computers?" Select "Yes" to send programmed phrases.</p>

Menu Selections

The Main Menu and Drop Down Menu Selections



Menu	Drop Down Selection	Description
Tools / Network	Set All Network Times	This feature allows the quarterback computer to synchronize the time for all computers / stations in the NAVICOM network. The time is then used in conjunction with the Time Stamp and OK Auto Delete features.
Help	Contents	Allows the user to view the Help File contents and select topics to read. The Index and Find features allow you to search for a word and display the topic(s) associated with result. Note: Hitting the F1 on the computer keyboard will bring up the NAVICOM Help File contents. Specific topics may be printed and the Network System Administrator's User Manual, which is a compilation of the Help File Contents, may be printed.
	About	Displays the NAVICOM Software Version, copyright and system information.

Customizing to Meet Your Needs

Programming Function Buttons

The following buttons will be used in the NAVICOM Set-up screens (accessed from the upper tool bar) for maintaining and programming your system.

Note: It is recommended that programming updates be performed at the beginning or end of the day. Each time you perform programming to Add, Update or Remove text, select **DONE** to save and update all computers and stations in the network. The “busy” light will blink on each computer and station being updated with the data. **When the “busy” light is blinking the computer / station cannot send or receive messages. Wait until the “busy” light is off to send messages.**

Command Buttons



The **Up Arrow** and **Down Arrow** allows you to move through the listings of names, messages, etc. After you have clicked on a name, use the **UP ARROW** to move up the list.

After you have clicked on a name, use the **DOWN ARROW** to move down the list.

To **Add** a new name or message. Click in the blank box and type, then choose **ADD**. The next number will be assigned to the new entry with the new text.

To **Update** (edit in place) a text entry on the list. Click on the item to edit. In the text box at the top, edit the text then click **UPDATE**.

To **Remove** an entry from the list. Click on the entry, then select **REMOVE**. The text will be removed, leaving for example, DR 4, MSG 4, etc.

Use the **CANCEL** button to exit the set-up window and return back to the main menu and NAVICOM screen.

Choose **DONE** after all programming in each window has been completed. Selecting **DONE** will update all computers and stations in the network with the new data. The “busy” light will blink on each computer and station being updated with the data. When the “busy” light is blinking the computer / station cannot send or receive messages.

Programming the Network

Note: Only the quarterback computer (that has the computer ID of RCP 0) has the ability to program the network.

There is a NAVICOM Set-up screen to enter the names for each Doctor, Assistant, Hygienist and Receptionist: including Message Phrases by choosing **Tools** from the main menu. Make a selection and enter data in the text box. Select **ADD** to enter a new name, or select **UPDATE** to edit a name. Select **DONE** to save the data.

Adding and Editing Names for Doctors, Assistants, Hygienist and Receptionist

1. From the main menu, select **Tools**.
2. Choose the appropriate category. Doctor Names, Assistant Names, Hygienist Names or Receptionist Name. Each category of names for Doctor, Assistant and Hygienist can be set using numbers 0 through 29 with a maximum of 16 characters. Receptionist names can be set using numbers 0 to 9 only.
3. Type a name in the text box. **Note:** No spaces allowed. If necessary, use a hyphen (-).
4. Select **ADD**. Continue entering names in the text box and select **ADD** after each entry.
5. To edit a name, select the name. Using the mouse, highlight the name in the text box. Edit the name, then select **UPDATE**.
6. Use the **UP ARROW** and **DOWN ARROW** keys to navigate through the list to change the order of the names for a specific DR, AST, HYG or RCP. **Note:** The assigned number will not move with the name on the list.
7. After all entries have been completed, select **DONE**.
8. Each computer and station will be sent the data and the busy light will blink on the NAVICOM screen and at each station as the communication system is being updated.
9. The Porter NAVICOM screen will be displayed after the busy light stops blinking and the updates has been completed.
10. You are now in compose mode and ready to start sending messages.

Programming the Network

Adding and Editing Message Phrases

Note: Each computer ID should be listed under **Tools / Network / Station ID's** before the computer can receive programmed message phrases 8 through 30 from the quarterback computer. The computer may compose messages using Message Phrases 8 to 30 by choosing the phrase from the drop down menu – move the mouse and click on a selection.

From the main menu, select **Tools / Message Phrases**.

1. For Messages A, B, C, D and Green / Yellow: Click in the text box to add or update text in these messages. Each message phrase can contain 48 characters maximum. **Note:** The Arrow symbols cannot be used in this section to reposition phrases. Select **DONE** or continue to Step 2 to add or update other messages.
2. Use the text box in the middle of the screen to add or update text for Messages 8 through 30. Each message phrase can contain 48 characters maximum.
3. To add a new message phrase, click in the text box and type your message.
4. Select **ADD**. **Note:** The Arrow symbols can be used to reposition phrases for messages 8 through 30.
5. To continue adding more messages, type them in the text box.
Note: If there is already text in the box, highlight the text using your mouse and type the new message (replacing the existing text).
6. Select **ADD**. Repeat Steps 3 through 6 until completed.
7. To update a message phrase. Select the MSG # line using your mouse. Using the text box in the middle of your screen, edit the text then select **UPDATE**. Repeat this step to update additional messages.
8. After all entries have been completed, select **DONE**.
9. Each computer and station will be sent the data and the busy light will blink on the NAVICOM screen and at each station as the communication system is being updated.
10. The Porter NAVICOM screen will be displayed after the busy light stops blinking and the updates has been completed.
11. You are now in compose mode and ready to start sending messages.

NAVICOM Station Options

This window will allow you to set the station options globally or to individual stations for:

- Sound Type for the buttons.
- Chime Type for the sound of the messages received.
- Brightness for the illumination of the station screen display.
- Volume for the volume of the chimes and the volume of the button sounds.

Programming the Network

Note: The Station's ID must be listed in dialog box under **Tools / Network / Station ID's** before it is automatically listed in the Station Option's dialog box for station choices. Set options for station(s) by selecting **Tools / Options / Stations Options** from the main menu. Refer to the Programming Specifications Table in the Help File.

1. Choose **SELECT ALL** to set all stations with the same settings; or from the keyboard choose *Ctrl* and *Shift* or, *Alt* and *Shift* to block out groups of stations for the same settings.
2. Each individual station may be set with its own settings by clicking with the mouse on a station from the list. Choose (click) a setting for each of the four categories then select **UPDATE**. Continue to select settings for groups or individual stations as needed then **UPDATE** until completed. **Note:** Choosing **CLEAR** will remove settings for the stations or groups of highlighted stations.
3. When you are finished setting the station options, select **DONE**. This will send the data from the Station Options dialog box to all the stations. The **BUSY** light will blink as the station is being updated. **Note:** Choosing **CANCEL** will close the window without saving any changes to the settings.

Bulletin Board Messages

Within the edit Schedule menu there is a Bulletin Board for common messages of the day or week that may be accessed through the Schedule Symbol.

Note: The Computer ID should be listed under **Tools / Network / Station ID's** dialog box before the computer can receive updates to the Bulletin Board. The computer must be active on the NAVICOM Network to receive updates when the quarterback computer selects **DONE**.

1. From the main menu, select **Schedules / Bulletin Board**.
2. To add a new message phrase, click in the text box and type your message.
3. Select **ADD**.
4. To continue adding more messages, type them in the text box.
Note: If there is already text in the box, highlight the text using your mouse and type the new message (replacing the existing text).
5. Select **ADD**. Repeat Steps 2 through 5 until completed.
6. To update a message phrase. Select the BB # line using your mouse. Using the text box, edit the text then select **UPDATE**. Repeat this step to update additional messages.
7. Use the **REMOVE** button to remove a message.
8. Use the **UP ARROW** and **DOWN ARROW** keys to navigate through the list to change the order of the bulletin board messages.
Note: The assigned number will not move with the message on the list.

Programming the Network

9. After all entries have been completed, select **DONE**. The Porter NAVICOM screen will be displayed. **Note:** The Bulletin Board Messages reside in the quarterback computer (and all other computers in the network) and are not sent as a group of data to the stations.
10. Each computer and station will be able to view bulletin board messages from RCP 0 by pressing the **SCHEDULE SYMBOL** and then **SCROLL**. **Note:** RCP 0 must be active on the NAVICOM network to retrieve bulletin board messages. Each computer may also view the list of bulletin board messages from the main menu by selecting **Schedules / Bulletin Board**.

Creating and Editing Schedules




The NAVICOM can create a schedule and edit a schedule for up to 9 Doctors, 9 Assistants, and 9 Hygienists using the names set for 1 through 9. **Note:** Only the quarterback computer (that has the computer ID of RCP 0) has the ability to add and edit the schedules.

1. From the main menu, select **Schedules**.
2. Choose the appropriate category from the list of Doctors, Assistants, or Hygienists.
3. Use the drop down arrow at Time ▼ to select from the list the appropriate time which is in 15 minute increments. In the text boxes, enter a Patient name, the Room location and the type of Procedure.
4. Select **ADD**. Each appointment will be added with the information being separated by semi-colons. Continue entering appointments and select **ADD** after each entry.
5. To edit an appointment on the schedule, select the item. Using the mouse, click in the text box or highlight the information and make the necessary changes, then select **UPDATE**.
6. Use the **REMOVE** button to remove an appointment from the schedule.
7. After all entries have been completed, select **DONE**. The Porter NAVICOM screen will be displayed. You are now in compose mode and ready to start sending messages. **Note:** The schedules reside in the quarterback computer and are not sent as a group of data to the stations, backup computer or other computers in the network. No busy light will blink after selecting **DONE**. If the current schedules are required on other computers, they must be transferred using **Tools / Data Manager / Backup Data File** then **Restore Data File** at the individual computer(s). Each station will be able to retrieve Schedules from RCP 0 by pressing the schedule symbol button, the individual and then scroll. RCP 0 must be active on the NAVICOM network to retrieve schedules.

Programming the Network

Functions of the Schedule Symbol Button

You can view and scroll through the individual Doctor, Assistant or Hygienist Schedule and Bulletin Board messages using the schedule symbol button by performing the following sequences:

Press	Display Will Read:
SCHEDULE SYMBOL 	SCHEDULE: PRESS DR, AST, HYG, AND # BLT BRD>SCROLL Note: Press CLEAR any time to return to compose mode.
SCHEDULE SYMBOL  + SCROLL	BULLETIN BOARD: PRESS SCROLL (Pressing SCROLL will go to first bulletin board message.) Note: Press CLEAR any time to return to compose mode.
SCHEDULE SYMBOL  + DR + 1	SCHEDULE DR #1 <i>Name:</i> PRESS SCROLL (To view first appointment for this Doctor.) Continue pressing SCROLL . Note: The appointments will begin in scroll at the hour for the time of the day that you enter scroll. Example: If you check appointments at 12:45 PM you will see all appointments starting from 12 PM and on. Note: Press CLEAR any time to return to compose mode.

Important Note:

The NAVICOM network must have only one computer set as RCP 0 and active on the network system for this feature to work properly. If more than one computer is set as RCP 0, the station trying to retrieve a schedule may not display the schedule (instead, one of the computers set as RCP 0 may display the schedule).

Sending and Receiving Messages

Activate the Time Stamp

The quarterback computer (RCP 0) can active / deactivate the Time Stamp feature. When the Time Stamp is activated, messages sent over the network will display the time the message is sent along with the message itself. This feature also works in conjunction with other features of the NAVICOM program as described below.

- When Set All Network Times is selected from the main menu **Tools / Network/ Set All Network Times**, the synchronized time sent to the network is displayed along with messages sent when Time Stamp is activated.
- When OK Auto Delete is activated the Time Stamp will automatically be activated. The OK Auto Delete function allows one person to OK acknowledge from one computer / station (wherever the person happens to be) and automatically clear the message from the display or scroll other computers / stations. **Note:** Time Stamp will be greyed out and unavailable to deactivate until OK Auto Delete is deactivated. To activate / deactivate the OK Auto Delete from the main menu select **Tools / Options / OK Auto Delete**.
 1. To activate the Time Stamp from the main menu, select **Tools / Options / Time Stamp**. A check indicates the time stamp is active.
 2. To deactivate the Time Stamp, again select **Tools / Options / Time Stamp**. This will then remove the check showing that the Time Stamp is inactive. **Note:** Time Stamp will be greyed out and unavailable to deactivate until OK Auto Delete is deactivated. To activate / deactivate the OK Auto Delete from the main menu, select **Tools / Options / OK Auto Delete**

Sending and Receiving Messages

Stored Messages Auto Delete

Messages stored in the scroll of computers / stations and messages displayed on computers / stations may be automatically cleared from the scroll and display when the OK Auto Delete feature is activated under **Tools / Options / OK Auto Delete**. This feature controls what messages are deleted / cleared from the display and deleted from scroll during an OK acknowledgement.

Caution

Each time the OK Auto Delete option is changed (whether to activate or deactivate), a Reset All command will be sent by the quarterback computer to all stations and computers in the network and cause a reboot of all stations, clearing each computer and station's scroll (queue). **Note:** From any computer, you may view the Message Log from the File Menu to see all messages that were in the scroll from all computers and stations.

Common messages are displayed on all computers / stations but often are intended for one person (but the location of that one person is uncertain). The OK Auto Delete function allows that one person to OK acknowledge from one computer / station (wherever the person happens to be) and automatically clear the message from other computers / stations (the message was not intended to still be seen at the computers / stations after the OK acknowledgement).

1. To activate / deactivate the OK Auto Delete from the main menu, select **Tools / Options / OK Auto Delete**. When OK Auto Delete is activated the Time Stamp will automatically be activated. **Note:** Time Stamp will be 'greyed' out and unavailable to deactivate until OK Auto Delete is deactivated.
2. A dialog box will appear. Using your mouse, choose between OK Auto Delete Activated or Deactivated, then choose **OK** (the stations will reboot) or **CANCEL** and the feature will remain unchanged. **Note:** OK Auto Delete in Tools will be greyed' out and unavailable to all computers except the quarterback.

After loading the software, setting the computer / station ID's, and passing the Network Test, you are ready to send messages on the Network. (**Note:** OK Auto Delete controls what messages go into scroll / queue. The setting is "activated" during installation and may be changed under **Tools / Options / OK Auto Delete**. Refer to Help File for more details on this feature.)

Sending and Receiving Messages

Common Communication (To All Units) / Si² = "See it, Send it"

Example	Button Pushes	NAVICOM Display Reads
Single Digit Name	DR 1 AST 2 RM 3 SEND MESSAGE	DR BROWN NEEDS AST JERRY ROOM 3
Two-Digit Name* Message for DR 14 and HYG 20	DR 1 4 HYG 2 0 D SEND MESSAGE	DR [1's Name Displays] then changes to DR [14's Name Displays} NEEDS HYG [2 Name Displays] then changes to HYG [20 Name Displays] PATIENT CHECK HYGIENE

***Note:** Two-digit names begin with numbers 1 and 2 only. If you started to compose a message for a name beginning with a number 3 and above in error, and then decided to change and send the message to a 2-digit name, hit the CLEAR button and begin composing the message again.

The message you see in the display is what you will send to the other stations and each computer logged onto the network.

Using your mouse and left click:

1. Compose a message by clicking on the appropriate buttons.
2. The message you create will display on the computer screen of the NAVICOM window. **Note:** User's composing messages with a computer may use the NAVICOM programmed buttons and / or the computer keyboard to create unique messages to send.
3. If you are not satisfied with the message you composed, use the **CLEAR** button to clear the display and begin again.
Note: You may also use the *backspace* key to make corrections.
4. Click **SEND MESSAGE**.
5. The NAVICOM display window will momentarily read: MESSAGE SENT
6. The red "busy" light in the upper left-hand corner of every unit will briefly come on. The message will be distributed to all computer / station locations.
7. The display screen will then show the message that was sent. It can then be re-sent, text can be added, the message can be edited, and the resultant new message sent.
8. To return to a blank compose mode to compose another message, click on **CLEAR**.

Sending and Receiving Messages

The receiver of the message, AST (#2) Jerry may respond by:

- **No button presses** – The message is stored in memory **queue** and will remain displayed until cleared/displaced by next message sent to the computer/station; or
- **CLEAR** the message is cleared from *Assistant Jerry's* display [it remains displayed on all other computer / stations since this is a common communication, until locally cleared] ; or
- **Read message + OK** – The message is cleared and an automatic private message acknowledgement OK (Computer / Station ID) will be sent to the sending computer / station, followed by the sent message itself (**Note:** With OK Auto Delete activated, also clears message from all other computers / stations in network if it was the most recently sent message); or
- **Read message + SCROLL** – The message is stored in memory **queue**, and if another message(s) is in **queue** it will be displayed (in the chosen LIFO or FIFO order). (**Note:** With OK Auto Delete activated, pressing **OK** while in the scroll / queue will delete the message from the scroll of all other computers / stations in the network.)

Using the Drop Down Menus from the Top of the NAVICOM Screen

From the computer keyboard, you can also compose messages by using the drop down menus and, either make a selection from the drop down list with your mouse and / or use the **Alt** and underlined character to select a command.

- When a selection is 'greyed out' the command cannot be used in the current mode you are in.
- The drop down menu will only appear on the screen in the size appropriate for the number of actual names listed in the dialog boxes that are created under Tools for the group names and phrases.
- To close a drop down list without making a selection either click somewhere off the menu bar (click in the white area) or hit the ESC key.

Sending and Receiving Messages

Discrete (Private) Communication (*To Specific Units*)

ID + Si² = ID + "See it, Send it"

The only difference in the sending of the two types of communication (Common Communication vs Discrete Communication) is in the first step. Think "ID [location]" first, then "Message"!

1. Press ID button once. A small 'p' will be displayed indicating a private message.
2. Establish where the message is to be sent by pressing the buttons for the computer / station ID's (RCP 0, RM 25, HYG 4, DR 5, etc.). Each ID will be automatically separated by a comma.
3. Press ID a second time. The 'p' and computer / station ID's will be cleared and the NAVICOM display will be ready for the message composing.
4. Compose message by pressing button(s).
5. Press **SEND MESSAGE** button.

Example: The receptionist has an urgent phone call for Doctor (#2) Clarke, working in Operatory Room #2:

Press buttons: **ID RM 2 ID**

Display reads: pRM 2,

Press: **ID** [clears after second ID press]

Press: **DR 2**  **1 RED SEND MESSAGE**



Display reads: DR CLARKE PHONE CALL,
ON LINE 1 -URGENT!

Receiver has the same response options as for a Common Communication:

► no button presses, **CLEAR**, read message + **OK** or read message + **SCROLL**

Sending and Receiving Messages

Typical Situations for Messages

Situation	Press Buttons	NAVICOM Display Reads
Receptionist needs to inform Doctor #1 that the next patient has been seated in Operatory #4	DR 1 PAT GRN RM 4 SEND	DR BROWN YOU HAVE A PATIENT GREEN ROOM 4
Hygienist #2 has Doctor #1's patient ready to be examined in Operatory #3	HYG 2 DR 1 PAT RM 3 SEND	HYG MARY-ANN NEEDS DR BROWN YOU HAVE A PATIENT ROOM 3 (will scroll into view)
Doctor and an Assistant are needed STAT for an emergency in Operatory #4.[from Station 4]	RED DR AST SEND	EMERGENCY (RM- ROOM 4) DR NEEDS AST
Doctor #3, with a patient in Operatory #5, needs to ask the receptionist if the next patient has been seated.	[at Station 5] ID RCP 0 ID PAT GRN DR 3 SEND [at reception] ID RM 5 ID PAT GRN SEND	[Display at receptionist] PATIENT GREEN DR TAYLOR [Display at Station 5] PATIENT GREEN
TYPICAL MESSAGES FOR 98% OF DENTAL OFFICE COMMUNICATIONS	PAT GRN RCP	PATIENT GREEN RCP
	PAT GRN RM 2	PATIENT GREEN ROOM 2
	RED DR 1  1	EMERGENCY (RM - RCP 0) DR BROWN PHONE CALL, ON LINE 1
	DR 1  1 RED	DR BROWN PHONE CALL, ON LINE 1 - URGENT!
	DR HYG RM 6	DR NEEDS HYG ROOM 6
	RM 3 YEL	ROOM 3 YELLOW
	ID RCP 0 ID RM 4 GRN	[Display at receptionist] ROOM 4 GREEN

Scroll (Queue) Mode

Set Scroll Size

The quarterback computer (RCP 0) can set the scroll size to meet your requirements for the temporary storage of messages sent over the NAVICOM network. The scroll size can be set to hold from 1 to 25 messages. The scroll default setting is set at 10. Refer to Viewing Incoming Messages from Scroll for more details.

1. To set the scroll size, from the main menu, select **Tools / Options / Set Scroll Size**. The Current Scroll Size will be listed. To maintain the Current Scroll Size setting, choose **CANCEL** to exit the dialog box without making any changes.
2. To change the scroll size setting, enter a choice from 1 to 25 by either using the drop down box or typing in the number.
3. Select **DONE** to save the new scroll size setting.

The Scroll setting and function works in conjunction with other features of the NAVICOM program as described below.

- **Set Scroll Direction:** The order that stored messages are retrieved from the scroll is according to LIFO or FIFO.
- **OK Auto Delete:** When OK Auto Delete is activated a person can OK acknowledge from one computer / station and automatically clear the message from other computers / stations. Recently received common or discrete message which are on the display and have not gone into scroll can be deleted from the display at the computer / station when the **OK** button is pressed. If OK is pressed at a message in Scroll the message will be deleted from the scroll or display of all other stations and computers in the network. Pressing OK will also send an automatic private message acknowledgement OK, (COMPUTER / STATION ID) to the sending computer / station, followed by the text of the message itself.

When OK Auto Delete is Deactivated: Pressing **OK** will clear the message and send an automatic private message acknowledgement OK, (COMPUTER/STATION ID) to the sending computer / station, followed by the text of the message itself. The acknowledging computer / station displays the text, REPLY SENT, MSG CLEARED. The message will be deleted from that station / computer only and the message will remain on the display or scroll of all other stations / computers in the network.

Scroll (Queue) Mode

SCROLL presses will display each message in order. The first **SCROLL** press will move the display from the displayed message (if there is one) to the proper message head of the queue according to LIFO or FIFO. If the queue is empty, pressing **SCROLL** will display NO INCOMING MESSAGES.

Viewing Incoming Messages from Scroll (Queue)

Each computer and station receiving messages will immediately store each message in chronological order, but will be displayed according to the chosen format of: last received to first received (Last In First Out **LIFO**), or first received to last received (First In First Out **FIFO**). Each received message will be displayed until acted upon by the user at the receiving station or screen, or there is a new display of another arriving message. You can leave the View Incoming state with messages still in the incoming queue.

1. To exit **SCROLL**, press:
 - **CLEAR** to clear the station's or computer's display. Message will be removed from scroll and display INCOMING MESSAGE CLEARED and go into compose mode.
 - **OK** (one-button acknowledgment) to clear the message and send an automatic private message acknowledgement OK, (COMPUTER / STATION ID) to the sending computer / station, followed by the text of the message itself. The acknowledging computer / station displays the text, REPLY SENT, MSG CLEARED. The display goes to compose mode. (**Note:** With OK Auto Delete activated, pressing OK button while in scroll / queue will delete the message from the scroll of all other computers / stations in the network.)
2. Pressing **SCROLL** places you back into the next message in line from the previously viewed message.
3. When scrolling through the queue and a new message is received, the new message is displayed. You may act upon the new message as in Step 1.
4. Now pressing **SCROLL** places the display at the head of the queue (placeholder has been reset to the beginning by the incoming message).
5. When **SCROLL** is pressed, the display will advance to the next saved incoming message. If no further incoming messages are in the queue, the display will read END OF MESSAGES. Pressing **CLEAR** when END OF MESSAGES is displayed allows the user to exit the View Incoming mode.

Troubleshooting

Situation	Solution
<p>No power. No display on desk or wall station.</p>	<ul style="list-style-type: none"> • Check the power supply is plugged into the electrical outlet. • Check that the electrical outlet has power. • Check that the power cord is properly connected to the back of the power supply. • Check the screen brightness setting under Tools / Options / Station Options.
<p>Station ID is incorrect or needs to be changed.</p>	<p>Press RM + ID. THE CURRENT ID# will appear on the screen. For example, to change room ID to Room 2, Press RM + 2 then ID. The display will read: THE CURRENT ID IS: RM 2 [beep]</p>
<p>Message(s) not being received. No communication from computer to station or station to computer.</p>	<p>At Computer:</p> <ul style="list-style-type: none"> • Change Parity under Tools / Options / Comm Port. All computers in the network must have the same parity selection to communicate properly. • Confirm ID# is list on quarterback computer in Tools / Network / Station IDs <p>At Station:</p> <ul style="list-style-type: none"> • Confirm the Station's ID# is listed. • Check that 2 stations do not have the same ID#. If multiple stations require the same ID#, temporarily change each station to have a unique ID# and perform a Network Test under Tools / Network / Network Test. • Check the connection of data cord to the back of station and wall jack. • PC wall cable may be defective.
<p>A station temporarily does not receive messages. Refer to Help file topic "Off-line and Unable to Receive Messages."</p>	<p>The station will be temporarily unable to receive messages:</p> <ul style="list-style-type: none"> • While viewing and changing the RM ID. • While composing discrete messages. • When message is called up from queue in response to a scroll button push. You are off-line until that message is retrieved from scroll.

Troubleshooting

Situation	Solution
Unit has stopped communicating.	System may be locked up. Turn Power Supply OFF and ON.
Cannot send Schedule or Bulletin Board data	Make sure quarterback computer is set as RCP 0 and the Backup computer as DR 0.
Computer is not receiving current Bulletin Board Messages or Message Phrases 8 through 30.	<ol style="list-style-type: none"> 1. Confirm computer ID is listed under Tools / Network / Station ID's. 2. Make sure computer is active on the Navicom Network. 3. From quarterback computer select from menu Schedules / Bulletin Board (or Tools / Message Phrases) then choose DONE to send programmed data.
Network test shows a computer / station has failed the test.	<ul style="list-style-type: none"> • Check computer / station ID and confirm the ID is listed on the quarterback computer by selecting Tools, Network and Station IDs. • Check the connection of cable to back of station.
Beeper volume is too low / No beeper noise.	At quarterback computer change beeper volume of a station by selecting Tools / Options / Station Options . Select appropriate station and choose desired volume, then select DONE to update station.
Station display is not bright enough.	At quarterback computer change brightness of a station by selecting Tools / Options / Station Options . Select appropriate station, then select DONE to update station.
No message phrase is displayed when a message button (A, B, C, D) is pressed.	Confirm Messages Phrases entered in Tools / Message Phrases . Re-program appropriate messages. See Programming the Network.
Quarterback not receiving messages or invalid error messages. One-way communication between quarterback and another computer.	<ul style="list-style-type: none"> • Close NAVICOM program and restart. • Change Parity under Tools / Options / Comm Port. All computers in the network must have the same parity selection to communicate properly.

Troubleshooting

Situation	Solution
<p>Busy light is on continuously.</p> <p>Light blinks and messages cannot be sent or received.</p>	<p>CLEAR to turn off light. Send a message and light should go off. If not, send a Reset All (Note: All messages in queue will be deleted.) System may be locked up. Press CLEAR. Turn Power Supply OFF and ON.</p>
<p>A computer/station does not send the same messages as all other computers /stations when pressing the same buttons. Names and messages set for A, B, C or D and Green / Yellow are different on another station.</p>	<p>The station may have the default settings from the factory. The quarterback computer should send the network's programmed data. At the network administrator's computer, confirm ID is listed under Tools / Network / Station ID's then update all stations (and computers) with the current programmed data through Tools / Network / Send All Data.</p>
<p>NAVICOM display screen on computer is not clear or is offset.</p>	<p>Adjust your computer screen resolution under Windows. Right click on your Windows desktop. Click on Properties then Settings. Change Screen Area setting to meet your needs.</p>
<p>Time sent with message is incorrect.</p>	<p>Time Stamp is based on your computer setting. To correct, go into Windows and update the clock setting. Refer to sections on Activate Time Stamp and Set All Network Times..</p>
<p>On opening NAVICOM program, window appears that reads: "Only one instance of this application can be run at a time."</p>	<p>If there is no icon at the bottom of the task bar, go into the computer Task Manager by Ctrl Alt Del then select Navicom to End Task. Refer to Trouble Opening Navicom Program in Help File for complete details.</p> <p>Two installations of are on same computer. Uninstall the second program. Refer to "Uninstalling Navicom Software". Note: If you continue experiencing problems, and cannot open the Navicom program, shut down you computer and restart.</p>
<p>A station has problems retrieving a schedule.</p> <p>A computer set as RCP 0 displays a schedule when a station is trying to retrieve a schedule.</p>	<p>Only one computer can be set as RCP 0 and must be active on the network for schedules to work properly. Confirm computer set as RCP 0 is active on network with NAVICOM program open. Confirm if there is more than one computer set as RCP 0. If another computer is set with computer ID of RCP 0, change to another computer ID# under Tools / Network / This Computer ID.</p>

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Porter Instrument Company, Inc. shall not be liable for any damage, injury or loss arising out of the use of the product, whether as a result of a defect in the product or otherwise, if, prior to such damage, injury or loss, the product was (1) damaged or misused; (2) repaired, altered or modified by persons other than Porter Instrument Company, Inc.; (3) not installed in strict compliance with applicable codes and ordinances; or (4) not installed by an authorized Porter Instrument Company, Inc. dealer. Porter Instrument Company, Inc.'s obligation for breach of this warranty, or for negligence or otherwise, shall be strictly and exclusively limited to the repair or replacement of the product or part. This warranty shall be void on any product on which the serial number has been altered, defaced or removed.

Orders: All orders are to be made through authorized Porter Instrument Company, Inc. distributors. All billing will be done through said distributors. Direct orders will be handled through the authorized local dealer as determined by Porter Instrument Company, Inc.

Returns: All returned merchandise will be handled through the local Porter Instrument Company, Inc. distributor. No returns will be accepted unless authorized in writing by Porter Instrument Company, Inc. and accompanied by the original shipping invoice. All returns are subject to restocking charge.

Policies subject to change without notice

