



# OmniCare Control Software

## Operating Instructions



Manual name: OmniCare Control Software

Issue: I

ECR: 4120

Date of issue: Nov 2020

© Nov 2020 Baldwin Boxall Communications Limited

Wealden Industrial Estate  
Farningham Road, Jarvis Brook  
Crowborough  
East Sussex  
TN6 2JR  
UK

Telephone: +44 (0)1892 664422

Facsimile: +44 (0)1892 663146

Email: [mail@baldwinboxall.co.uk](mailto:mail@baldwinboxall.co.uk)

Website: <http://www.baldwinboxall.co.uk>



This equipment has been designed and manufactured to conform to the following EC Standards:

EMC: Emissions EN55032:2015

EMC: Immunity EN50130-4:1995 +A1:1998 +A2:2003

Safety: BS EN 62368-1:2014 +A11:2017

Failure to use the equipment in the manner described in the product literature will invalidate the conformity.

A “Declaration of Conformity” statement to the above standards and a list of auxiliary equipment used for compliance verification is available on request.

Amendment Record _____	v
Proprietary Notice _____	v
Safety Information _____	vi
Comments _____	vi

---



---

## Main Display Options

Introduction _____	I
Main Display Buttons _____	2
Make & Answer Calls - - - - -	2
Switch to Call History - - - - -	2
Switch to Fault History - - - - -	2
Print System Logs - - - - -	2
Export System Logs - - - - -	2
Open Help - - - - -	2
Administrator Tools - - - - -	2
Program Settings- - - - -	2

---



---

## Operating Instructions

To Answer an Incoming Call _____	3
To Select Between Multiple Incoming Calls _____	5
To Talk to an Occupied Disable Refuge Remote Unit _____	5
To Call a Fire / Steward's / Combined Phone _____	6
To Broadcast an "ALL CALL" Message _____	6
"Press to Talk" Button & Speech Steering _____	7
To "Clear" an Occupied Remote Unit (Blue Border) _____	7

---



---

## View Fault & Call History

To View the System Fault History _____	9
To View the Call History _____	10
Exporting the History Files _____	10

---



---

## System Configuration

Program Settings _____	11
------------------------	----

Administrator Tools \_\_\_\_\_ 11

Arranging Remote Unit Icons - - - - - 12

Manually Move / Arrange Icons anywhere - - - - - 12

Automatically Arrange Icons in columns - - - - - 13

Access Administrator Tools options - - - - - 14

OmniCare COM Port settings - - - - - 14

Remotes (inc setting Type and Names) - - - - - 15

Monitoring Settings (Red Handset) - - - - - 16

Email Settings - - - - - 16

General Settings (Set Background Image)- - - - - 17

Saving changes to Administrator Options- - - - - 17

## AMENDMENT RECORD

Change Note Number	Nature of Amendment	Date of Amendment
N/A	Issue 1: Initial Issue	Nov 2020

## PROPRIETARY NOTICE

All data and information contained within this manual is of a proprietary nature with the exclusive title to the same held by Baldwin Boxall Communications Limited. The possession of this manual and the use of the information is, therefore, restricted only to those persons duly authorised by Baldwin Boxall Communications Limited.

Do not reproduce, transcribe, store in a retrieval system or translate into any language, any part of this manual without the prior permission of Baldwin Boxall Communications Limited.

In the interest of continual product development, Baldwin Boxall Communications Limited reserves the right to make changes to product specification without notice or liability. Use of Baldwin Boxall Communications Limited products as critical components in life support systems is not authorised except with express written approval from Baldwin Boxall Communications Limited.

## SAFETY INFORMATION

Personnel who install, maintain or repair this equipment must read the safety information below before starting work.

Voltages in excess of 30 Volts RMS or 50 Volts DC are considered Hazardous and in certain circumstances can be lethal.

If Functional Testing, Maintenance, or Repair is to be completed with the Mains Power (and/or battery backup) connected then this should only be undertaken by personnel who are fully aware of the danger involved and who have taken adequate precautions and training.

This Manual contains Warnings, Cautions and Notes.

**Warnings** describe potential threats to health or life, e.g.



### **WARNING**

Before attempting to remove this component, ensure the Mains Power Supply and Battery Backup have been disconnected.

**Cautions** describe potential threats to the equipment, e.g.



### **CAUTION**

Notice must be taken of all cautions.  
If a Caution is ignored the equipment may be damaged.



### **CAUTION: ELECTRO-STATIC SENSITIVE DEVICES**

Observe the relevant precautions for the protection of Electro-static Sensitive Devices when handling this equipment.

**Notes** are statements that are useful to the user in the context of a particular section of the manual, e.g.



*NOTE: This is an example of a note.*

## COMMENTS

Comments regarding the content of this manual are welcome and should be addressed to [mail@baldwinboxall.co.uk](mailto:mail@baldwinboxall.co.uk).

# I Main Display Options

## I.1 INTRODUCTION

The Main Display screen is shown when there are no active calls.

Figure I.1 — Main Display Screen



The OmniCare Control Software uses a combination of buttons and icons to control the System and view the Current Status.

The current System Call Status & System Fault Status is also shown in this Main Display screen.



*NOTE: If the System Status shows "Faulty" refer to Section 3.1 to view the Fault History Log.*

## **I.2 MAIN DISPLAY BUTTONS**

The operation of each of the buttons is as follows:

### **I.2.1 Make & Answer Calls**

Opens the view showing the Remote Units on the System.  
Allows the operator to call certain types of Remote Unit.

### **I.2.2 Switch to Call History**

Views Calls made & received by the OmniCare Control Software.

### **I.2.3 Switch to Fault History**

Views the Faults logged by the OmniCare Control Software.

### **I.2.4 Print System Logs**

Opens a view to print the Call & Fault Logs.

### **I.2.5 Export System Logs**

Opens a view to Export the Call & Fault Logs as “.csv” files.

### **I.2.6 Open Help**

Opens a copy of this Instruction Manual

### **I.2.7 Administrator Tools**

Only available in Administrator Mode to adjust factory settings.

### **I.2.8 Program Settings**

Opens a view of the adjustable program settings.



## 2 Operating Instructions

### 2.1 TO ANSWER AN INCOMING CALL

If there is an incoming call the Main Display slides across to show the Remote Units on the System.

*Figure 2.1 — Typical Display Showing all Remote Units*




The Remote Unit making the Incoming Call is shown with a Flashing GREEN Border as shown in Figure 2.2:

*Figure 2.2 — Remote Units with Flashing GREEN Border - Incoming Call*

	Remote 1 Lift Handset	Disabled Refuge Remote
	Remote 1 Lift Handset	Fire Telephone Remote
	Remote 1 Lift Handset	Seward's Telephone Remote
	Remote 1 Lift Handset	Combined Disabled Refuge / Fire Telephone
	Remote 1 Toilet Alarm	Disabled Toilet Alarm

If a single Remote Unit is calling simply lift the PC Handset.  
The Remote Unit will automatically be selected and the operator will be able to answer the Call.




*NOTE: The operator cannot speak to the caller if the incoming call is from a Disabled Toilet Alarm. An Alarm Tone is heard instead.*

While the call is in progress the Remote Unit button will have a Solid ORANGE Border with the text “End Call” shown in the button.

Figure 2.3 — Remote Units with solid ORANGE Border - Call in Progress

	Disabled Refuge Remote
	Fire Telephone Remote
	Steward's Telephone Remote
	Combined Disabled Refuge / Fire Telephone
	Disabled Toilet Alarm (FLASHING)

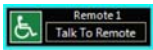
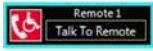



*NOTE: A Call from a Disabled Toilet Alarm will continue to FLASH even when answered, and will re-announce after 3 minutes.*

To End the Call, either replace the Console Handset or press the “End Call” button.

Disabled Refuge Remote Units will now show a solid BLUE border and with the text “Talk to Remote” to indicate they are “Occupied” and there are personnel at that location.

Figure 2.4 — Remote Unit Buttons with solid BLUE Border - “Occupied”

	Disabled Refuge Remote
	Combined Disabled Refuge / Fire Telephone
	Disabled Toilet Alarm (FLASHING)

## 2.2 TO SELECT BETWEEN MULTIPLE INCOMING CALLS

The first Remote Unit making an Incoming Call will be shown with a Flashing GREEN Border and “Lift Handset” on the button (as shown in Figure 2.2).

Subsequent Incoming Calls will be shown with a WHITE Border and the text “Talk to Remote” on the button.

Figure 2.5 — Remote Unit Button with solid WHITE Border - Call Waiting



To answer the First Call lift the handset and speak to the caller.



*NOTE: The First Incoming Call (the Remote Unit button with the Green Border) will ALWAYS be answered by lifting the Handset.*

At the end of the first call replace the handset OR press the “End Call” button.

It is up to the Operator to select the next incoming call.

Press the “Talk to Remote” button on one of the Remote Units showing a White Border.

## 2.3 TO TALK TO AN OCCUPIED DISABLE REFUGE REMOTE UNIT

The operator can talk to any Remote Unit that is showing “Occupied” with a Blue Border.

Figure 2.6 — Remote Unit Buttons with BLUE Border - “Occupied”



Press the “Talk to Remote” button to talk to that Remote Unit.

## 2.4 TO CALL A FIRE / STEWARD'S / COMBINED PHONE

The operator can call any Fire / Steward's / Combined Phone.

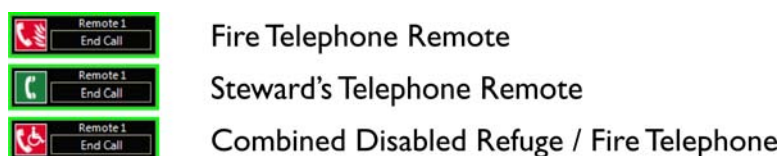
Figure 2.7 — Remote Unit Buttons for Phones that can accept Calls



Press the “Call Fire Phone” or “Talk to Remote” button to call the required phone.

While the Remote Unit is ringing the button will change to show a solid Green Border and “End Call”.

Figure 2.8 — Remote Unit Buttons showing the unit is being called



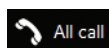
To end the call before it is answered either hang up the handset or press the “End Call” button.

## 2.5 TO BROADCAST AN “ALL CALL” MESSAGE

Lift the Handset.

Press the “All Call” button at the bottom of the screen.

Figure 2.9 — All Call Button



The Button will turn Blue to indicate the System is Active.

Speak Slowly and Clearly into the Handset and your message will be broadcast by all Occupied Remote Units and all Fire / Stewards & Combined Phones.

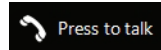


NOTE: The message will also be broadcast to all Remote Units that are "Engaged" and waiting for the call to be answered.

## 2.6 “PRESS TO TALK” BUTTON & SPEECH STEERING

The Press to Talk button is at the bottom of the screen and can be used to override the automatic Speech Steering on Disabled Refuge Remote Units.

Figure 2.10 — Press to Talk Button



If there is a high level of background noise at the Control Panel the automatic speech steering may prevent the Caller from a Disabled Refuge Remote Unit being heard.

Press the “Press to Talk” button to speak to the caller and release the button to hear their reply.

## 2.7 TO “CLEAR” AN OCCUPIED REMOTE UNIT (BLUE BORDER)

After a Call has been made from a Remote Unit it remains Occupied to show there have been personnel at that location, as shown in Figure 2.6.



---

*NOTE: While an emergency condition exists it is not recommended to clear "Occupied" Remote Units until it is confirmed that all personnel have been removed from that location.*

---

To Clear the Remote Unit and remove the “Occupied” state press and hold the “Talk To Remote” button for 5 seconds.



## 3 View Fault & Call History

### 3.1 TO VIEW THE SYSTEM FAULT HISTORY

The OmniCare Control Software maintains a record of all System Faults announced by the system.

To view the System Fault Log select the “Fault History” button on the Main Display.

*Figure 3.1 — Typical Fault History Log*



Date/Time	Description	Status
13/05/2014 09:12:58	OmniCare Serial Communications	OK
13/05/2014 09:31:44	OmniCare Serial Communications	Faulty
13/05/2014 07:14:19	Switch Board 17-32	OK
13/05/2014 07:12:01	Switch Board 17-32	Faulty
13/05/2014 07:06:39	Switch Board 1-16	OK
13/05/2014 07:05:41	Switch Board 1-16	Faulty
12/05/2014 11:10:23	Common Fault	OK
12/05/2014 11:10:14	Red Handset Earpiece S/C	OK
12/05/2014 11:10:08	Red Handset Microphone S/C	OK
12/05/2014 11:08:40	Common Fault	Faulty
12/05/2014 11:08:36	Red Handset Earpiece S/C	Faulty
12/05/2014 11:08:30	Red Handset Microphone S/C	Faulty

System Status is Currently - OK

Total Entries 12  
Total Faults 0

Today 21 May 2014  
File Size 578 bytes(s)  
Last Modified 21/05/2014 09:27:16

Back



*NOTE: The OmniCare Panel may have a switch for control between the Local Handset ("Local") or the Touchscreen PC ("Touchscreen").*

*If set to "Local" the PC will report a Comms Fault and will not operate.*

*Figure 3.2 — Typical OmniCare Control Switch*



## 3.2 TO VIEW THE CALL HISTORY

The OmniCare Control Software maintains a record of all Calls made using the System.

To view the Call History select the “Call History” button on the Main Display.

*Figure 3.3 — Typical Call History*



Date/Time	Remote	Answered	Time Of Call	Time Answered	Response Time
21/05/2014 09:26:15	Remote 2	No	09:27:33	---	---
21/05/2014 09:27:22	Remote 2	No	09:27:19	---	---
21/05/2014 09:24:57	Remote 1	Yes	09:24:53	09:24:57	00:00:04
21/05/2014 09:22:38	Remote 1	Yes	09:22:06	09:22:38	00:00:32
21/05/2014 09:21:51	Remote 1	No	09:21:41	09:21:51	00:00:10
21/05/2014 09:22:08	Remote 1	Yes	09:22:05	09:22:08	00:00:03

Percentage of calls answered - 66.67%

Total Calls Received 6  
Total Calls Answered 4

Today 21 May 2014  
File Size 344 bytes  
Last Modified 21/05/2014 09:24:18

 Back

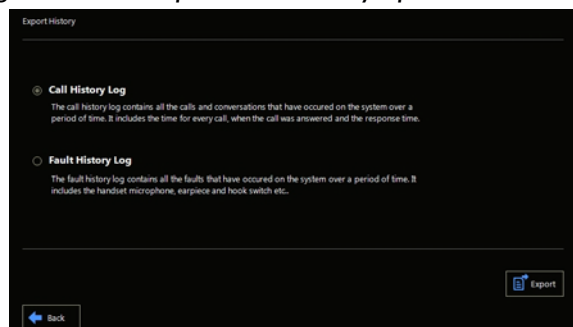
The Call History records if the Call was answered, the Time of the Call and the Response Time.

## 3.3 EXPORTING THE HISTORY FILES

The OmniCare Control Software allows the Call History and Fault History to be exported to separate files for analysis.

To export a History file press the “Export” button on the Main Display.


*Figure 3.4 — Export Call History options*




Export History

☒ **Call History Log**  
The call history log contains all the calls and conversations that have occurred on the system over a period of time. It includes the time for every call, when the call was answered and the response time.

☐ **Fault History Log**  
The fault history log contains all the faults that have occurred on the system over a period of time. It includes the handset microphone, earpiece and hook switch etc.

 Export

 Back

Select the log to export.

Select a location to save the exported file and then press “OK”.

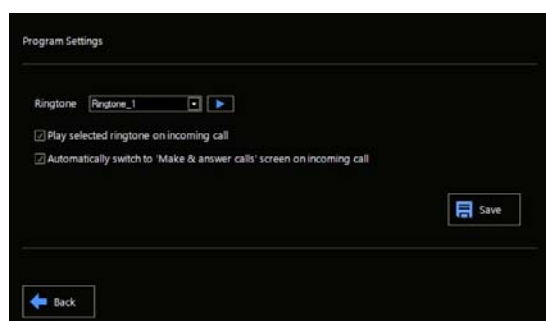


## 4 System Configuration

### 4.1 PROGRAM SETTINGS

Program Settings contain low priority options and settings that are available to the operator.

*Figure 4.1 — Typical Program Settings*



### 4.2 ADMINISTRATOR TOOLS

From the Main Display screen the Administrator Tools are used to access the main system settings and configuration.

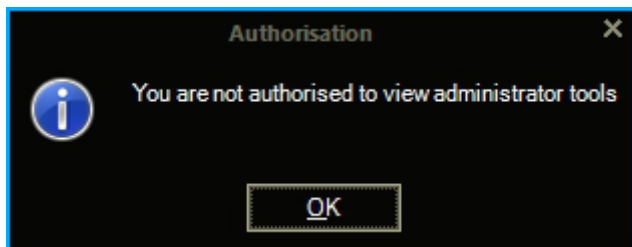


#### **CAUTION**

There are no user controls located within Administrator Tools and incorrect settings may prevent the Touchscreen from operating correctly.

If the Administration Tools option is selected while the programme is using the standard startup shortcut then the following warning will be displayed:

Figure 4.2 — Admin Tools not available



Administrator Tools are only accessible if the programme is started using the “Administrator” shortcut:

Figure 4.3 — Typical Admin shortcut



## 4.2.1 Arranging Remote Unit Icons

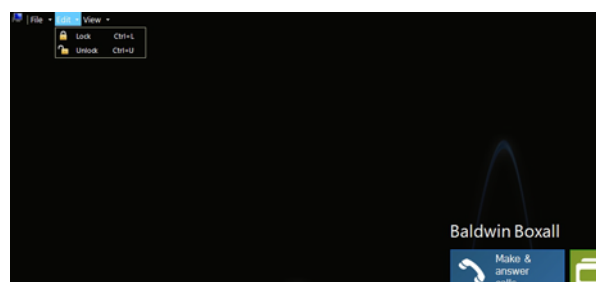
There are various methods of arranging the Remote Unit icons depending on site requirements.

In Administrator Tools an additional Toolbar is available, located in the top left of the display screen (refer to Figure 4.4).

## 4.2.2 Manually Move / Arrange Icons anywhere

If the icons are to be arranged manually then they must be “Unlocked” to allow them to be moved.

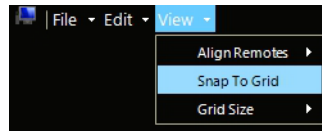
Figure 4.4 — Lock / Unlock Remote Units



After unlocking, select the “Make & Answer calls” page and the icons can then be moved anywhere on the screen.

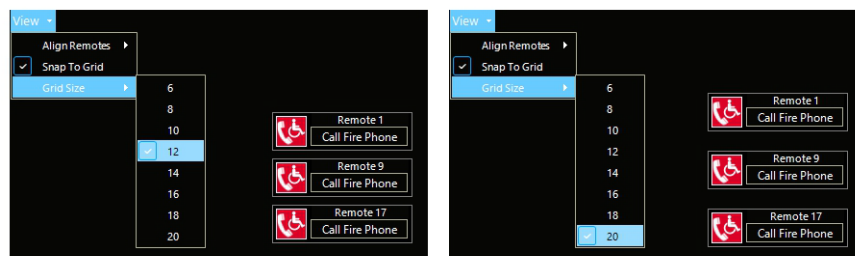
To ensure even spacing between icons they can be arranged on an invisible grid with spacing set to suit the site requirements:

*Figure 4.5 — Setting "Snap to Grid"*



The grid size can be adjusted to suit the site requirements.

*Figure 4.6 — Comparison of grid sizes*

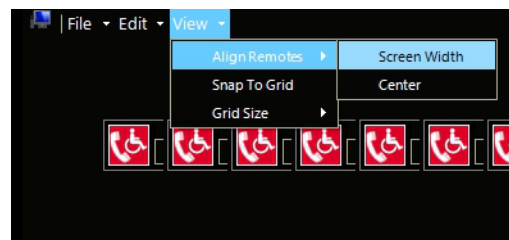


### 4.2.3 Automatically Arrange Icons in columns

If the Icons are to be arranged in simple columns then this can be set automatically.

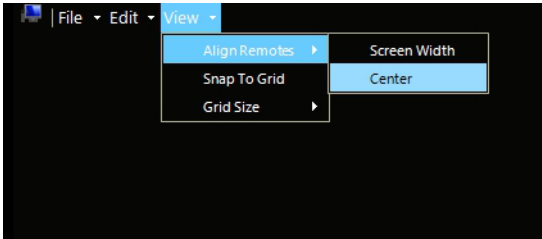
There are two options, either set to screen width or set to the centre of the display.

*Figure 4.7 — Align Remotes Set to Screen Width*



The “enabled” remote units will be set as a grid formation across the full width of the screen.

Figure 4.8 — Align Remotes Set to Screen Centre



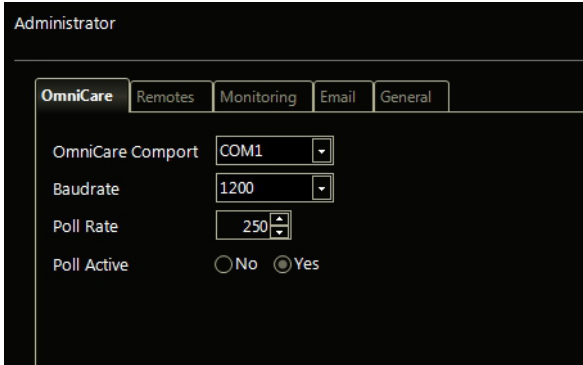
The “enabled” remote units will be set as a grid formation in the centre of the screen.

### 4.2.4 Access Administrator Tools options

From the main display, select the “Administrator Tools” button to access the Administrator options.

### 4.2.5 OmniCare COM Port settings

Figure 4.9 — COM Port settings

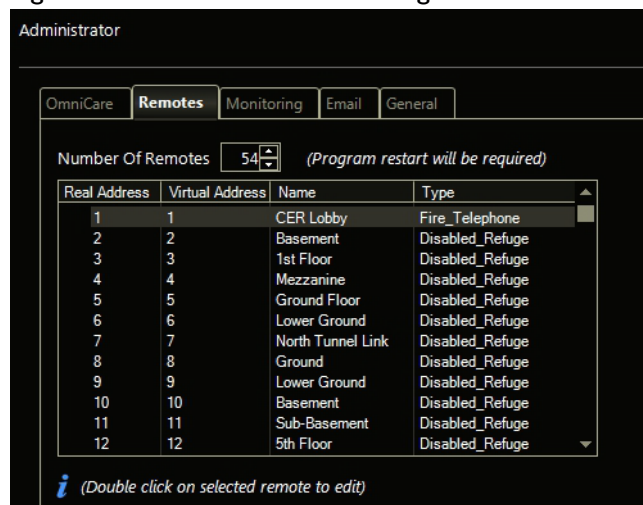


These settings must be set to match the serial port settings on the OmniCare Control Panel.

The default settings are shown above in Figure 4.9.

## 4.2.6 Remotes (inc setting Type and Names)

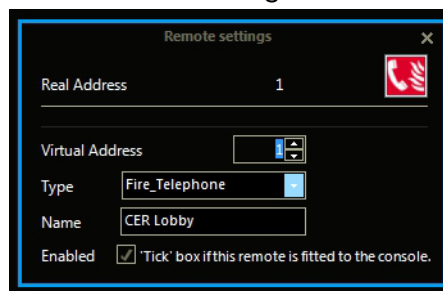
Figure 4.10 — Remote unit settings



It is important to set the number of Remote Units to match the number of Remote Units served by the OmniCare control panel.

Double click on a Remote Unit to edit the settings:

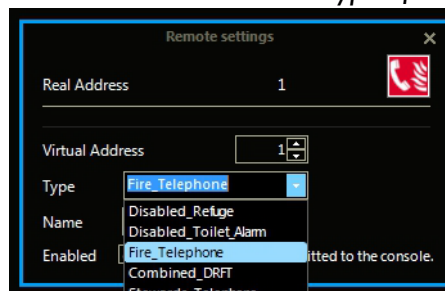
Figure 4.11 — Remote Settings



As shown in Figure 4.11 set the Virtual Address (if required), set the Type and identify the name of the Remote Unit.

Use the drop down menu to select the relevant type of Remote Unit, this ensures the correct icon is shown on the main display.

Figure 4.12 — Select the relevant type of Remote Unit



Tick the “Enabled” box to display the Unit icon on the main screen.

## 4.2.7 Monitoring Settings (Red Handset)

Figure 4.13 — Monitoring Settings

The screenshot shows the 'Monitoring' tab in the 'Administrator' window. The 'Active' checkbox is checked. The 'A/D Comport' is set to a dropdown menu. The 'Monitor Microphone' (CH1), 'Monitor Earpiece' (CH2), and 'Monitor Common Fault' (CH3) checkboxes are all checked. A note at the bottom indicates '(DLP Design - DLP-IO8-G 8 Channel Module)'.

The monitoring options for the Red Handset can be set as required, or turned off if not required.

## 4.2.8 Email Settings

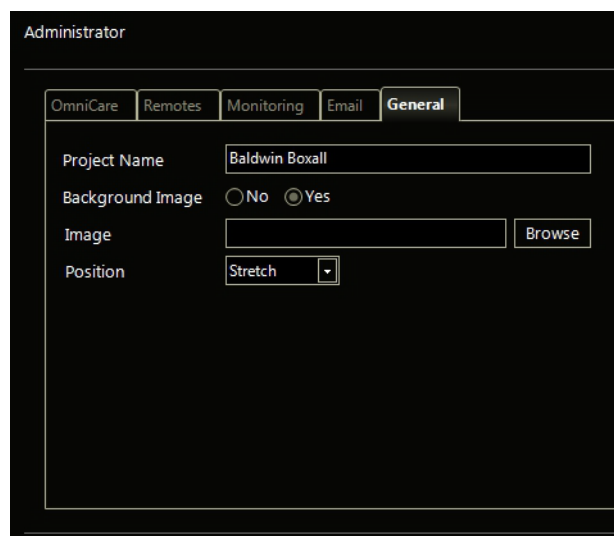
Figure 4.14 — Email Settings

The screenshot shows the 'Email' tab in the 'Administrator' window. The 'Active' checkbox is checked. The 'Smtp Port' is set to 25. The 'Smtp Host' is set to 'Ip address or name'. The 'From...' and 'To...' fields are both set to 'name@domain.com'. A note below the 'To...' field states '(Seperate multiple addreses with a semi-colon)'. The 'Send every day at:' is set to 09:00. A 'Test' button is located at the bottom right.

If required, configure these options to suit your mail server.

## 4.2.9 General Settings (Set Background Image)

Figure 4.15 — General Settings



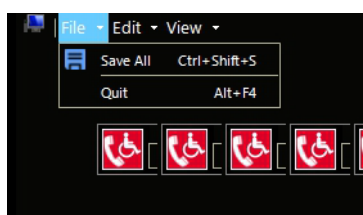
In the General Settings the operator can enter the Project Name and select if a site specific background image is to be used.

To use a background image select “Yes”, and click on “Browse” and navigate to the file required.

## 4.2.10 Saving changes to Administrator Options

To save changes made during the Administrator session the operator can use the Save All command or the keyboard shortcut.

Figure 4.16 — Save All



Alternatively, to exit the Administrator Tools session without saving and changes press “Quit”.

