



Instructions on how to unpack the Responder[®] 5000 Demo



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1: General

Revision History



Revision B

- ✓ Updated the instructions for the new laptop image.

Customer Connection/Extranet

CUSTOMER CONNECTION

You can use Rauland's secure Customer Connection site to find, view, and/or download many support documents—including manuals, drawings, and reports. To request an account, follow the online instructions at: <http://customerconnection.rauland.com>.

Notes



- ✓ Please use a piece of the foam from a case to keep the top of the Main Case open while the system is powered up if you cannot place the case somewhere where you can leave the top all the way open.

2

2: Setting up the demo

Main Case

1. The demo case will contain the following items:
 - a. Panel with stations (on top)
 - b. Console
 - c. Console Stand
 - d. PIVOT phone, battery and charger
 - e. Pillow Speaker
 - f. CC200 call cord
 - g. 3 Ethernet cables
2. When you first open the case, you will find the panel with stations.



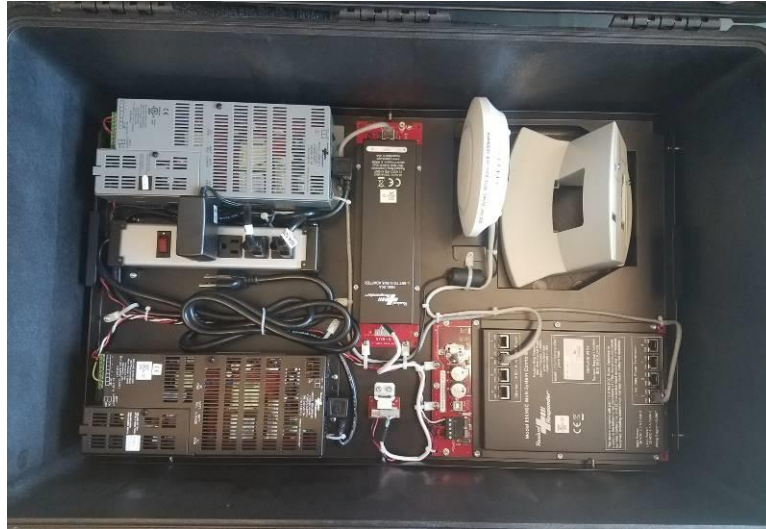
3. Remove the station panel and set it up on a table. Then you will find the foam piece labeled 2. Remove that.



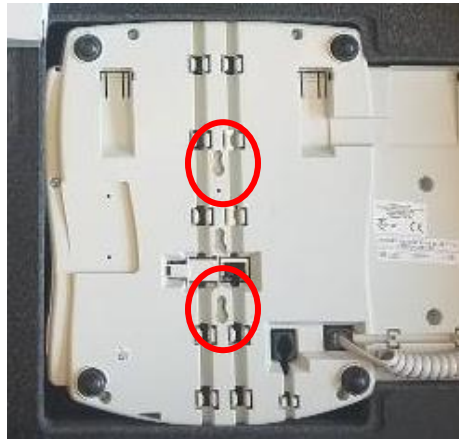
4. Then you see the Console, pillow speaker (in white box), Ethernet cables, Pivot Phone/charger/battery/adapters.



5. Remove the Console, pillow speaker (in white box), Ethernet cables, Pivot Phone/charger/battery/adapters.
6. Then remove the foam. Below that is the console stand and the head end equipment.



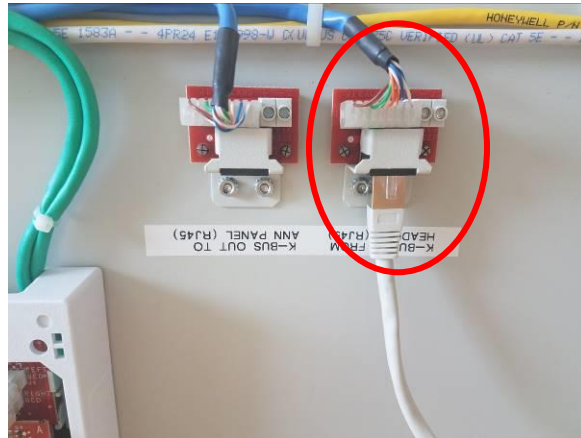
7. Remove the console stand and mount the console on the stand by lining up the screws on the stand with the appropriate holes on the back of the console.



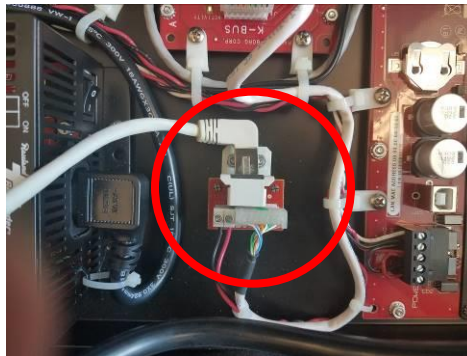
8. Use one of the Ethernet cables to plug the console into one of the ports on the top of the Main System Controller (MSC).



9. Cut the tie wrap on the power cord for the power strip. Plug that into an outlet.
10. Place the demo case under a table or out of the way.
11. Place the console on a table by the station panel.
12. Use one of the Ethernet cables to connect the station panel to the head end case as shown here:
 - a. Plug one end of the Ethernet cable into right side port on the back of the panel.



- b. Plug the other end into the little board in the demo case between the black power supply and the MSC.



13. Plug the pillow speaker into the patient station.
14. Put the battery on the PIVOT phone.
15. Plug the PIVOT phone power adapter into an outlet. You may need a second power strip to use with the demo.
16. Plug the laptop into an outlet. Again, this may be on a second power strip that you supply.
17. The laptop should be set up to connect automatically to the WiFi of the demo. No need to plug it into the demo case with an Ethernet cable.
18. Make sure that the power strip in the head end case is turned on.
19. Make sure that both power supplies in the case are turned on.

Testing out demo hardware

1. Place some calls, answer them. Turn on the phone and try dialing a room.
2. Once you know the hardware is working, please move on to the laptop.

Setting up Laptop

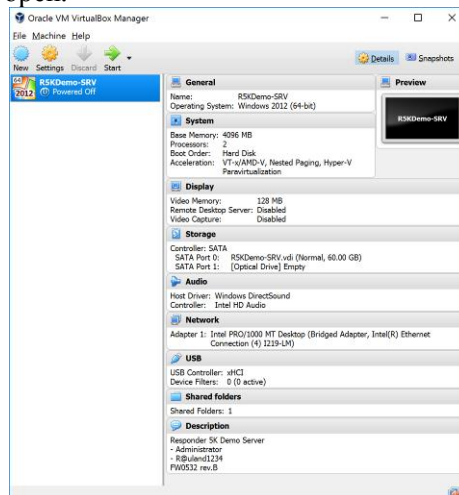
1. Turn on the laptop.
2. At the Windows login enter the following credentials.
 - a. User is Administrator
 - b. Password R@uland1234
3. This brings you to the host machine's desktop.
 - a. You can identify the host desktop by seeing the Oracle VM VirtualBox shortcut.



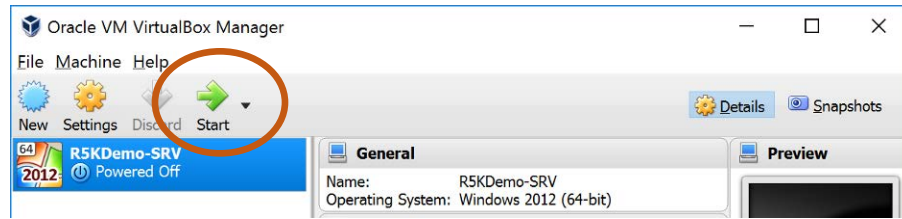
4. Once it has booted up, double click on the Oracle VM VirtualBox shortcut.



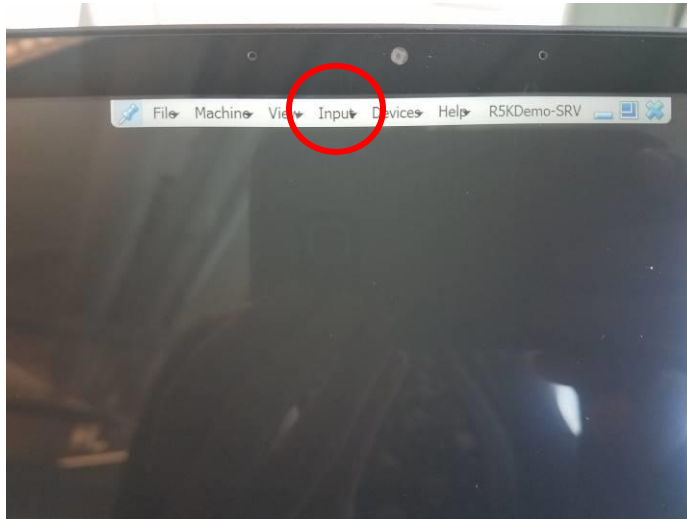
5. The Oracle VM Manager will open.



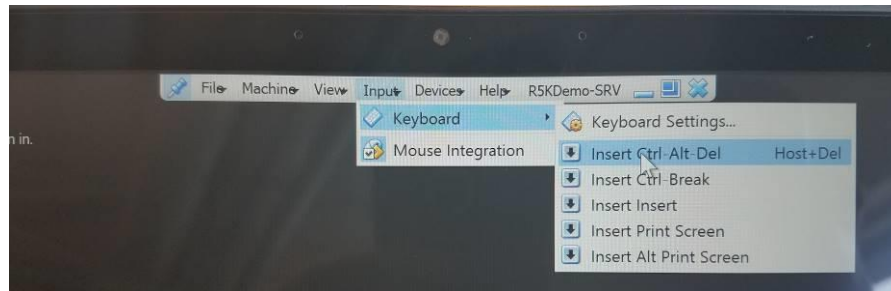
6. Click on Start.



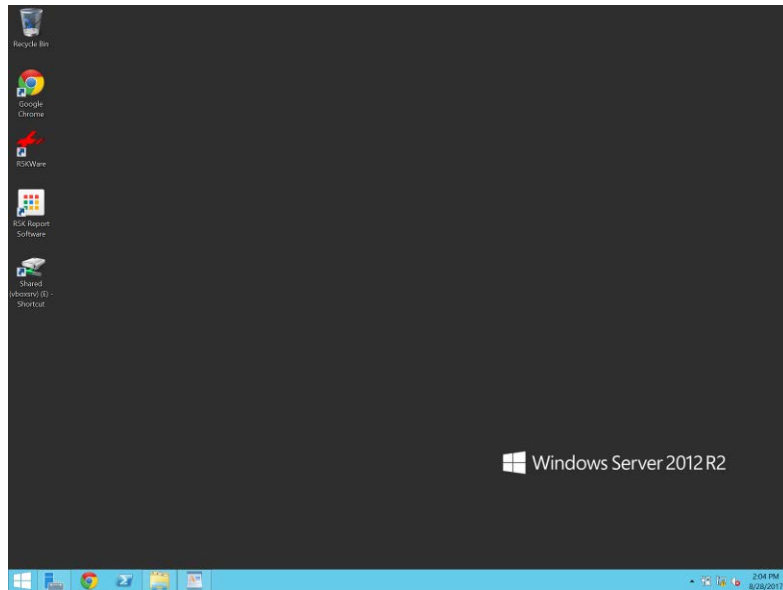
7. The virtual machine will start up and show you the logon screen.
8. On the top of the screen you will see a toolbar.
9. Click on **Input**.



10. Then click on **Keyboard** and then click on **Send Ctl-Alt-Del** (some laptops may show **Insert Ctl-Alt-Del**).



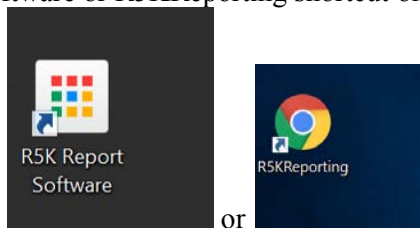
11. This will bring up another Windows login.
12. Type in the password R@uland1234. Hit Enter. Virtual machine will log in.
13. This is the virtual machine's desktop.



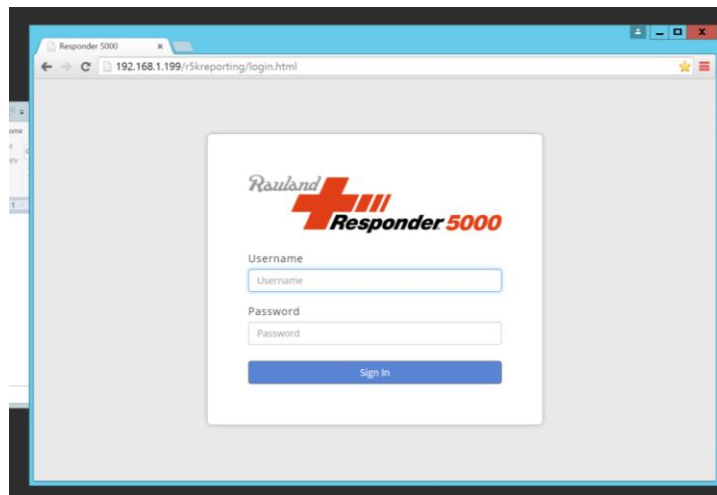
14. The first time you connect the R5KLaptop to the R5KDemo kit, you will need to license the R5K Software and push the R5K Configuration to the demo to pair the hardware to the laptop.
 - a. Please go to the [Appendix A](#) for these instructions before proceeding.

Opening Responder Application

1. Double click on R5K Report Software or R5KReporting shortcut on the VM desktop.



2. Log in as a user.



- a. Default user: r5kuser
 - b. Default password: r5kuser
3. If an error pops up when logging in, please see [Appendix C](#)
4. Click on Activity Boards.
 - a. Click on the Demo Activity Board AB1 (or may be called Demo Activity Board) on the left side.
5. You may create additional Activity Boards such as for EVS and emergency calls.
6. We recommend creating additional Administrator users and Standard users to use during demos.
 - a. Click on Administration
 - b. Click on Add New User
 - i. Create a new user to use for demonstrating.
7. You are now ready to test the stations.
8. Place a call from each, make sure the console and phone rings.
 - a. Make sure the CL lights appropriately for each call.
 - b. Make sure the calls appear in the Activity Board.

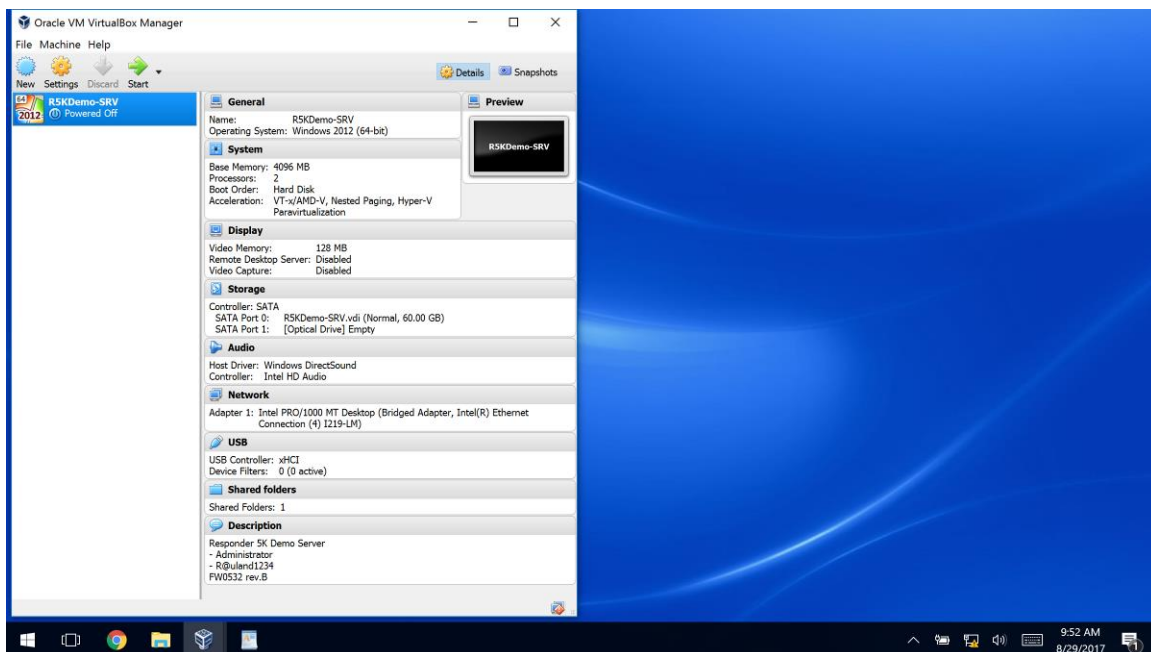
3

3: Packing up the demo

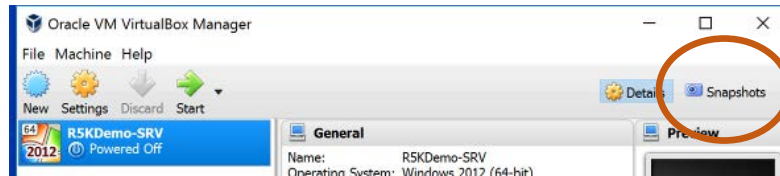
If this is the first time that you have setup your demo, please follow the steps of Taking a Snapshot of the Virtual Machine section prior to shutting down the demo. If a snapshot has already been taken, continue on to Packing up the Demo

Taking a Snapshot of the Virtual Machine

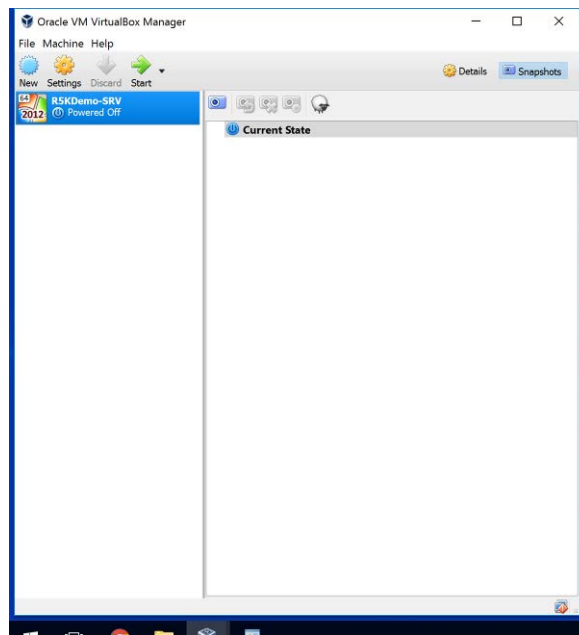
1. Right click on the virtual machine's Windows Start button and chose Shut down.
2. At the Host desktop, in the Oracle VM VirtualBox (the Oracle VM VirtualBox Manager).



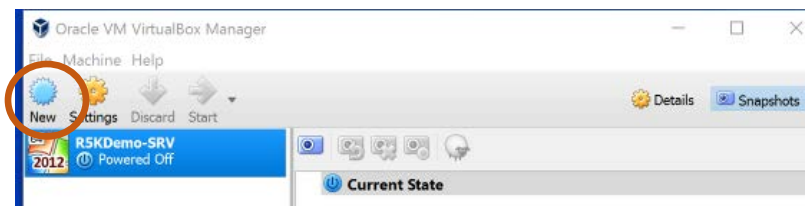
3. Click on Snapshots in to right corner.



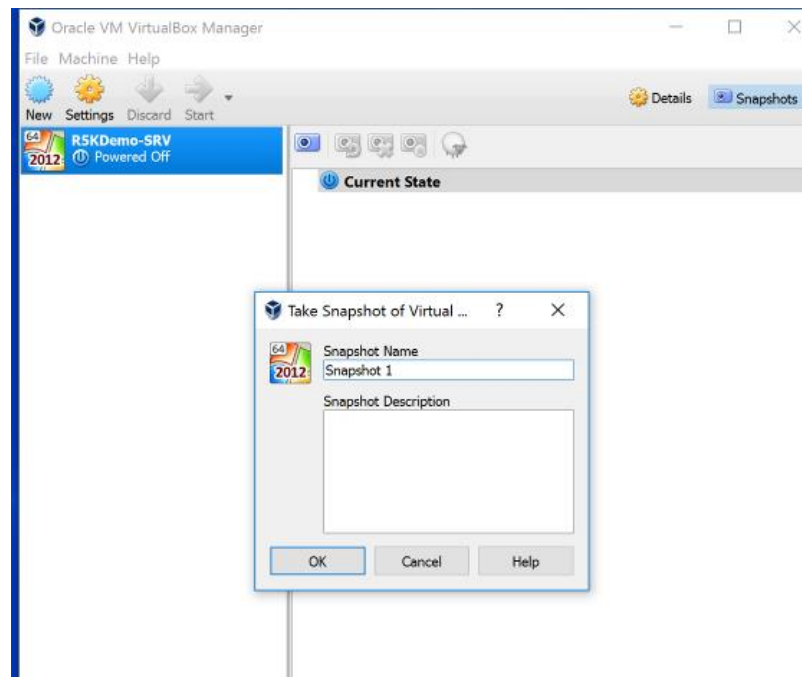
4. It will bring up the snapshot window.



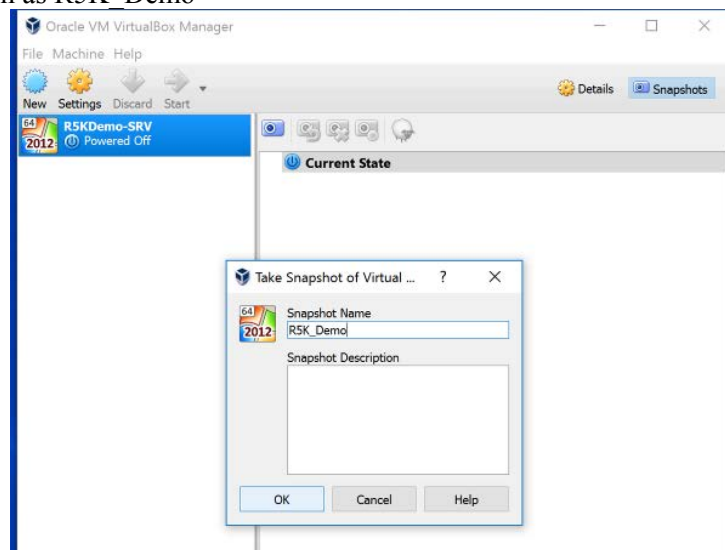
5. Click on New.



6. The Take a Snapshot of Virtual window will open.



7. Give it a name such as R5K_Demo

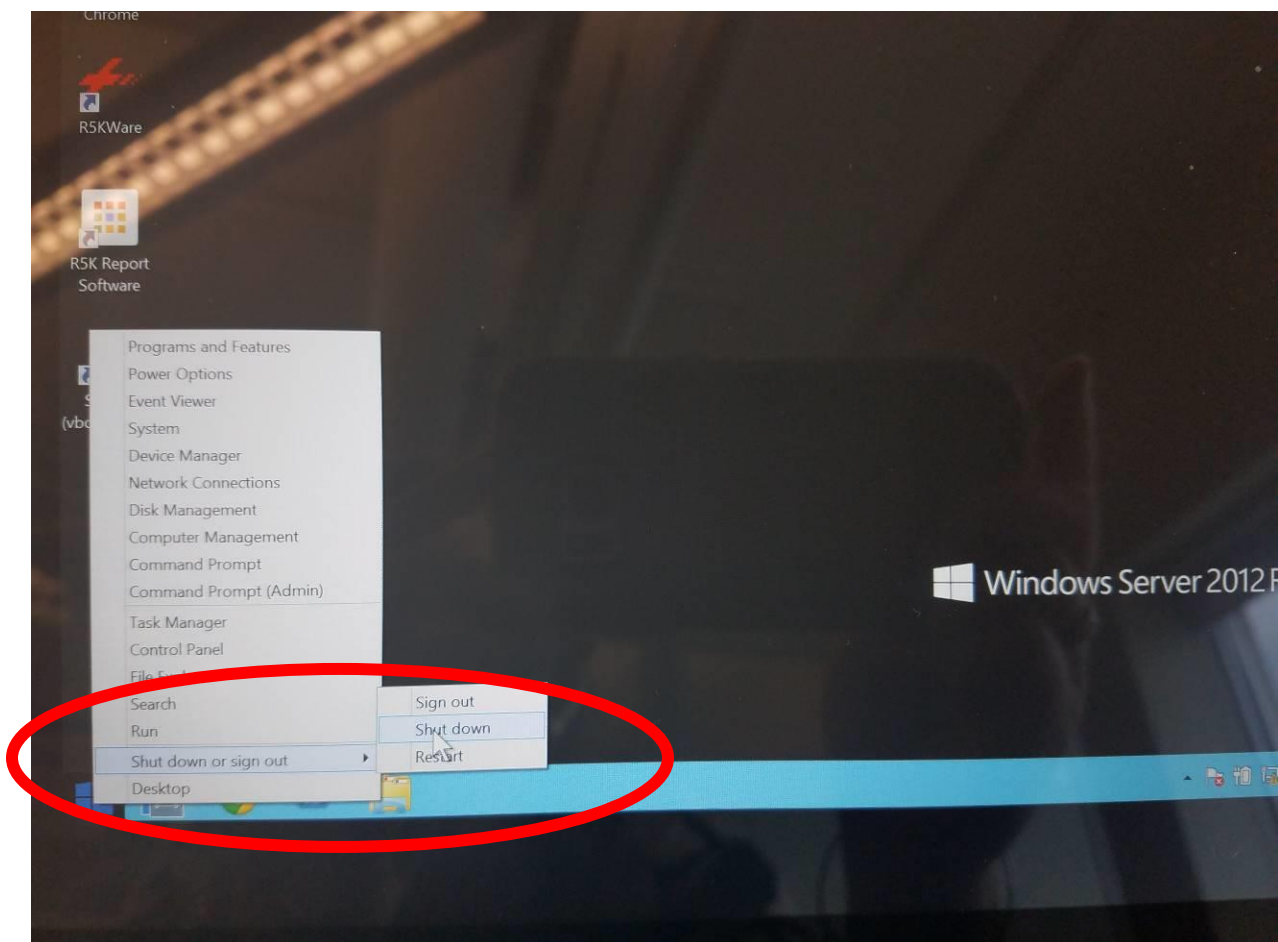


8. Click on OK save.

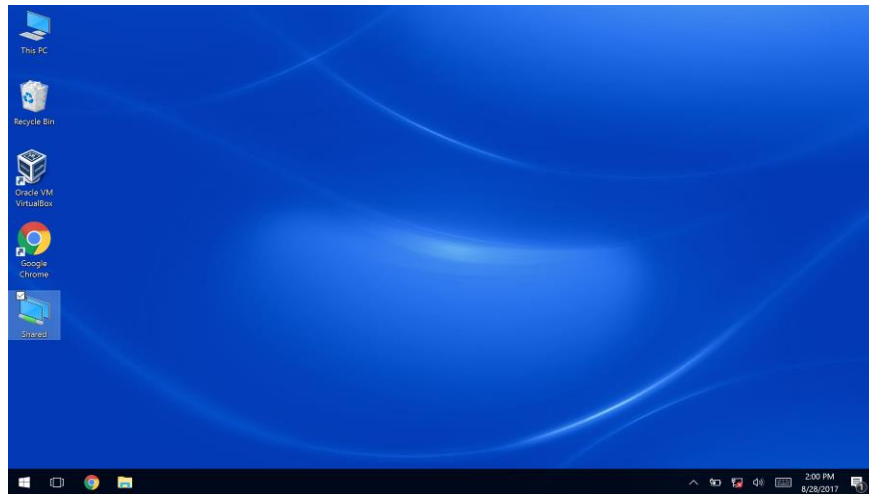
You now have a snapshot of the virtual machine with all changes made up until now.

Powering Down Laptop

1. You now need to shut down the virtual and the host machines in a certain order. You will first power down the virtual server and then the actual laptop. Here is how to do that.
2. Logout of the R5KApps and close that down out.
3. On the virtual machine's desktop, move the mouse to the bottom left hand corner of the screen and right click. The below menu will appear.
 - a. If you see 2 toolbars at the bottom, be sure that you are click on the top one, not the bottom one. The bottom one is for the host machine. You need to shut down the virtual machine first.
4. Click on the arrow to the right of *Shut Down or Sign Out*.
5. Choose Shut down.
 - a. If you just close out of the virtual machine without shutting down, you will corrupt the virtual machine and the laptop will have to be sent back to Rauland for reimaging.



6. The virtual machine will shut down.
7. Back at the host machine's desktop, you can now shutdown the host.



8. Click on the Start button, click on Shutdown and the machine will shutdown.

Packing up Demo

1. Unplug the power, Ethernet and bar code reader from the laptop.
2. Unplug the power strip in the demo case from the wall outlet.
3. Unplug everything (all Ethernet cables and power cables) and neatly roll up the Ethernet cables using the supplied tie wraps.
4. Tip on removing console from base: Place one hand under the console and another on the base to hold the base down on the table. Pull up on the console, gently, to lift the console to slide the console off the screws.

Packing Main Case

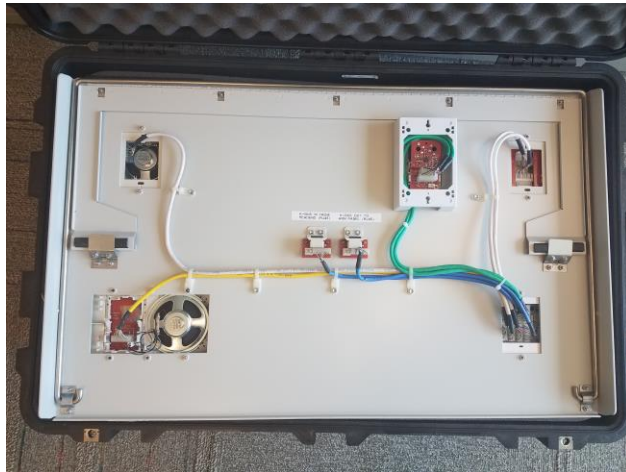
1. Put the console base in the case.
2. Unplug the demo from power and coil the cord into the case next to the power supply.



3. Place Foam #2 into the case and tuck it in all around the power supplies and other devices.
4. Place the pillow speaker on top of the Grey Power Supply.
5. Place the call cords on top of the Black Power Supply.
6. Wrap up all of the Ethernet cables and place them between the Pillow Speaker and Call cords.
7. Place the Console and handset in their spaces.
8. Place the PIVOT phone between the console base and the WAP.
9. Place the PIVOT charger on the other side of the WAP.



10. Now place in the next piece of foam, #2.
11. Place the Demo Panel on to the foam.



12. Make sure you have everything in the case and close it up.
13. Pack up your laptop, laptop power supply and table cover.

4

4: Licensing the Demo

Instructions on pushing the R5K configuration to the R5KLaptop for the first time and licensing the software

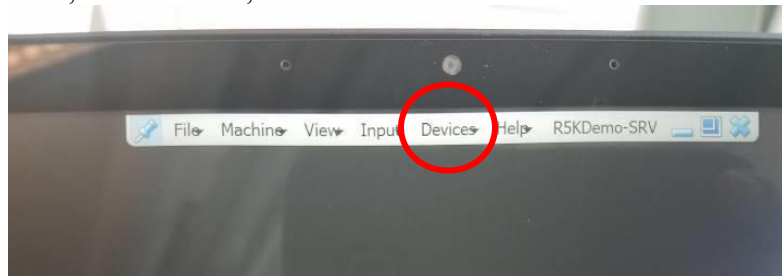
Loading new Responder 5000 Configuration and Licensing

** First go to the customer connection to download the latest version of the R5K_Demo.R5C configuration. This is under

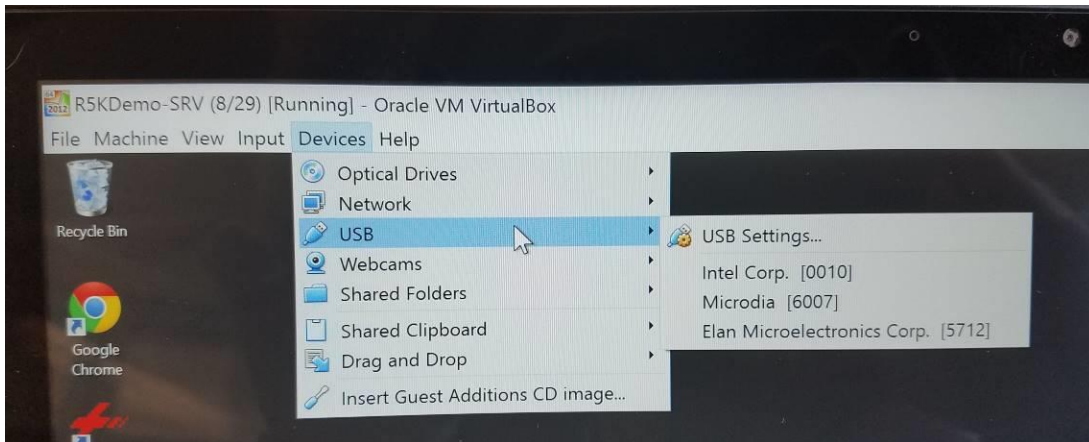
File Center | Health Care | Responder 5000 |Default Configuration

<http://customerconnection.rauland.com/portal.asp?a=getfile&docname=RB008105>

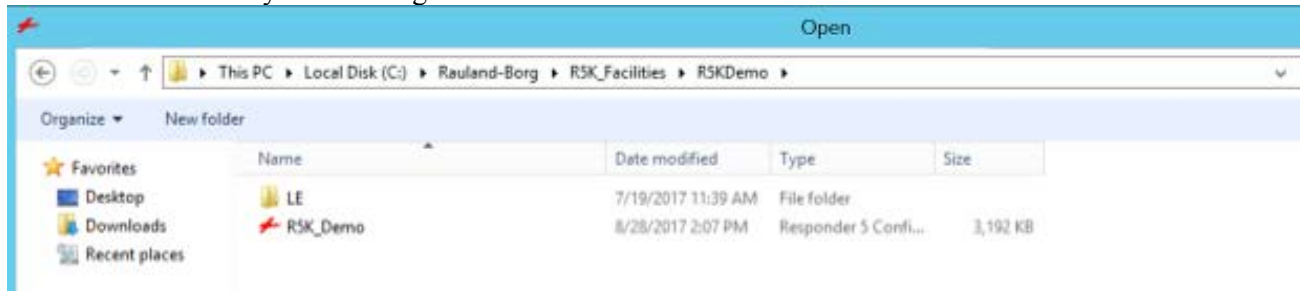
1. Copy the R5_Demo.R5C configuration file onto a USB drive.
2. Plug the drive into the laptop.
3. At the virtual machine, on the toolbar, click on Devices.



4. Scroll to USB and then locate your USB drive in the list and click on it.



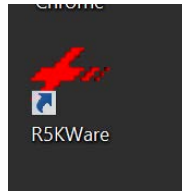
5. File Explorer should open for the USB Drive.
6. Copy the R5_Demo.R5C file.
7. In File Explorer, navigate to the C:\\Rauland-Borg\\R5K_Facilities folder.
 - a. Delete any other configurations there to eliminate confusion.



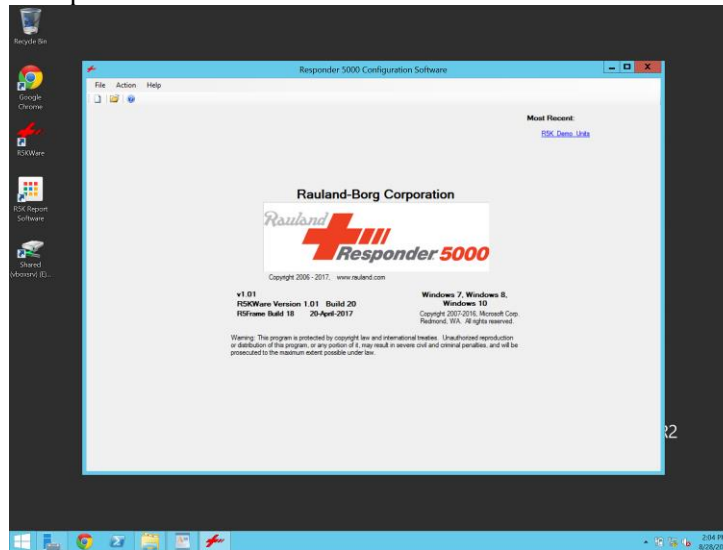
8. Create a new folder called R5KDemo.
9. Paste the R5_Demo.R5C file into the new folder of R5KDemo.
10. Look on the R5KMSC for the MAC address. Write it down.



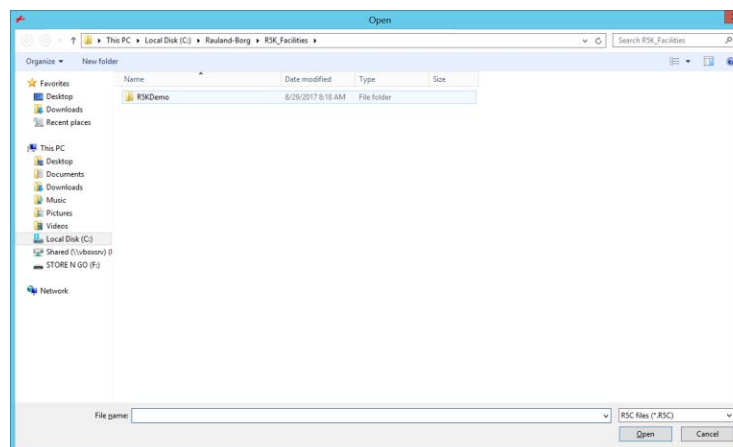
11. Open up R5KWare on the virtual machine.



12. Click on File and then Open.

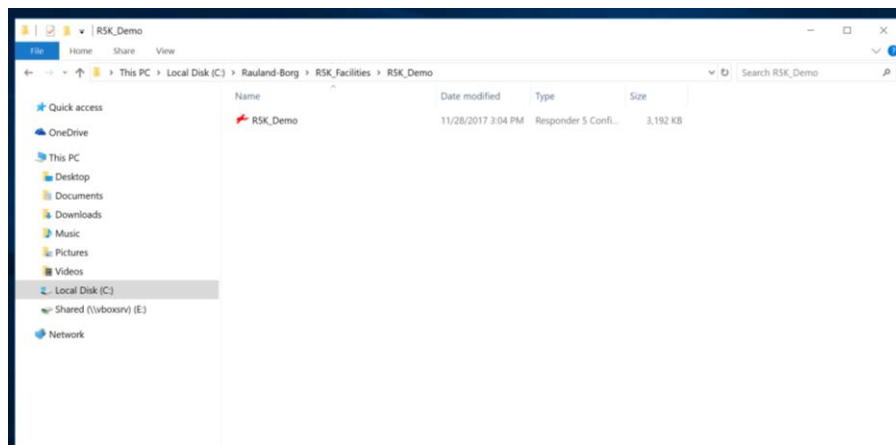


13. Go to the C:\Rauland-Borg\R5K_Facilities\R5KDemo folder

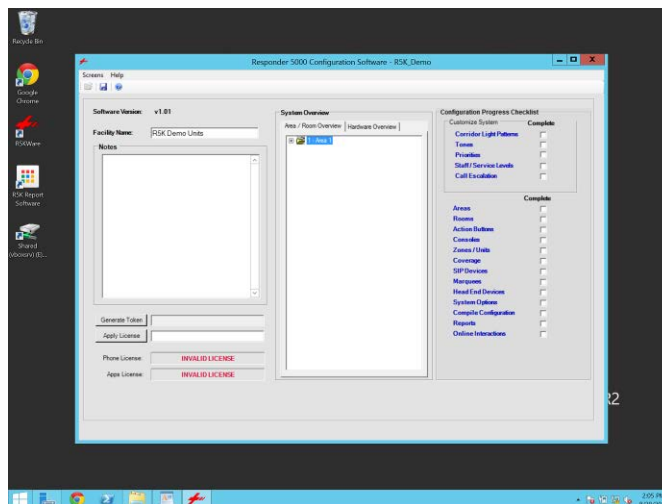


14. Find the R5K_Demo.R5C file and click on it.

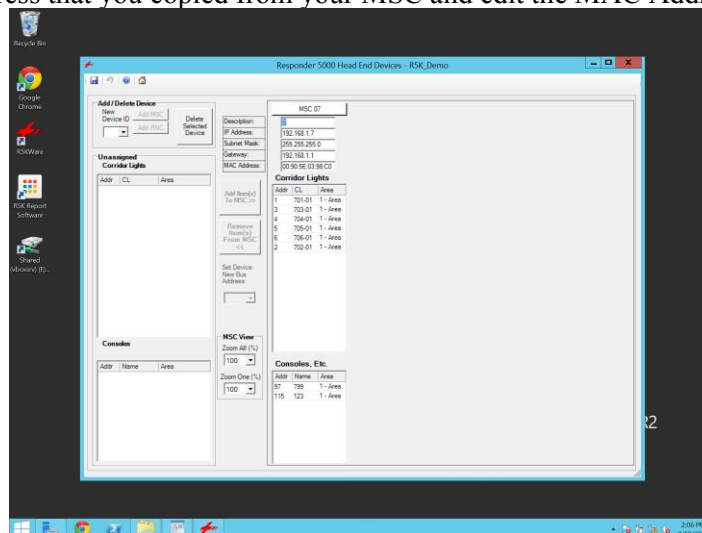
15. Click Open.



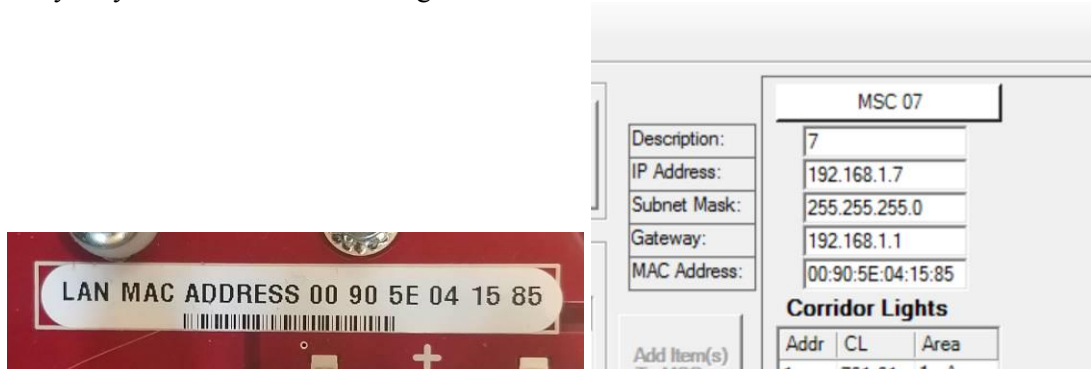
16. The configuration will open.
17. Click on Head End Devices (the name not the check box).



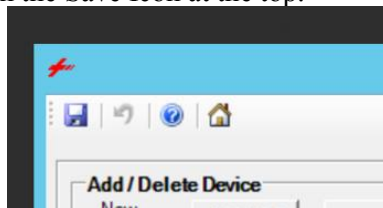
18. Take the MAC address that you copied from your MSC and edit the MAC Address field to match.



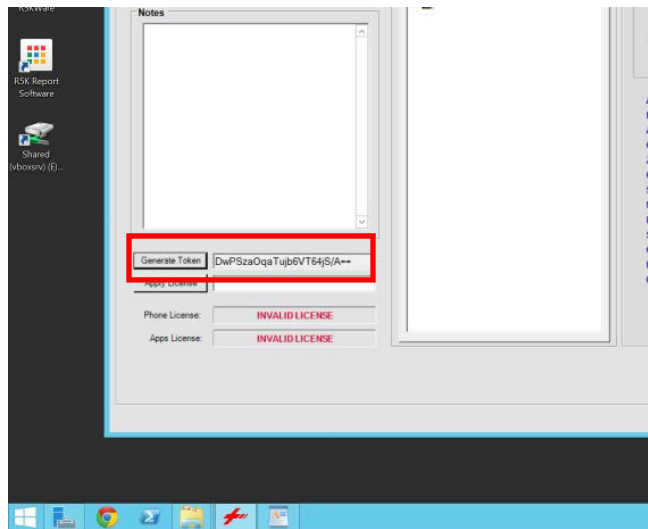
19. You may only need to edit the last 3 segments of the MAC address



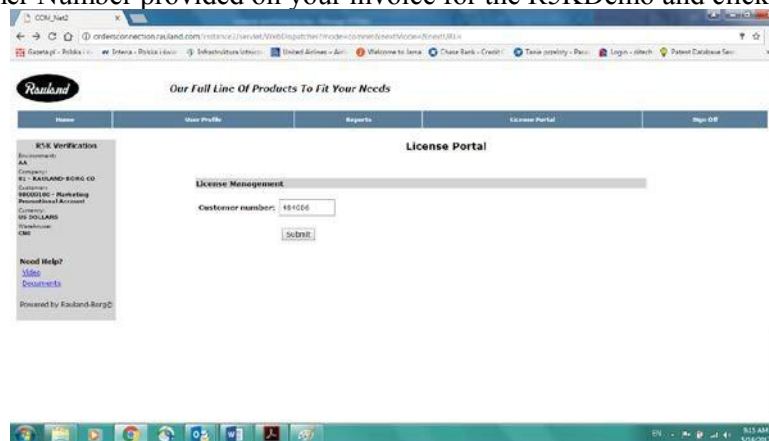
20. Once the MAC is entered, click on the Save Icon at the top.



21. Click on the Home Icon to return to the main screen.
22. You are now ready to license the demo.
23. Click Generate Token. This token is needed to obtain product license.



24. Go to a computer with Internet Access and connect to Rauland-Borg License portal - <http://ordersconnection.rauland.com/instance2EnvAALogin/html/login.html>
25. Login to ROCO.
26. Click on License Portal.
27. Enter the Customer Number provided on your invoice for the R5KDemo and click on Submit.



28. Click on Responder 5000

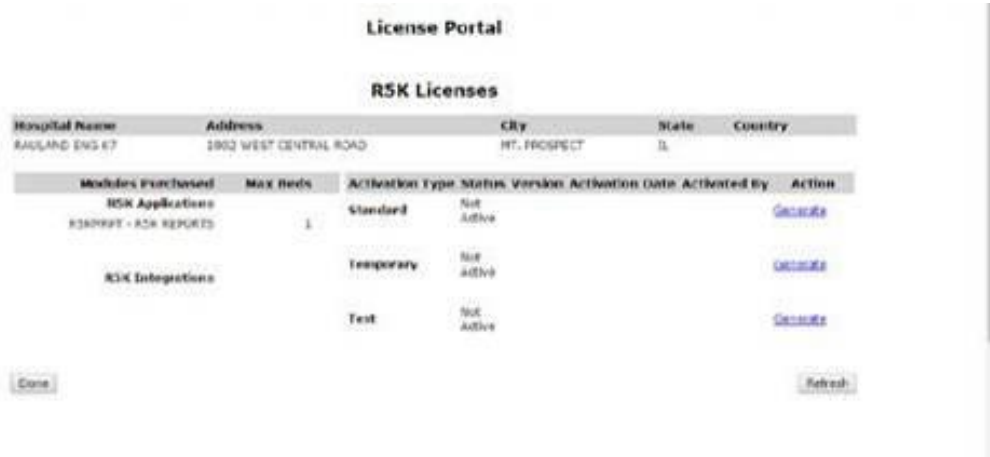
License Portal

Product Line

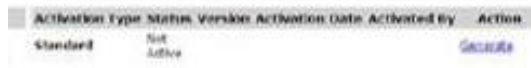
[Responder 5](#)

[Responder 5000](#)

29. Make sure the list includes R5KMRPT.



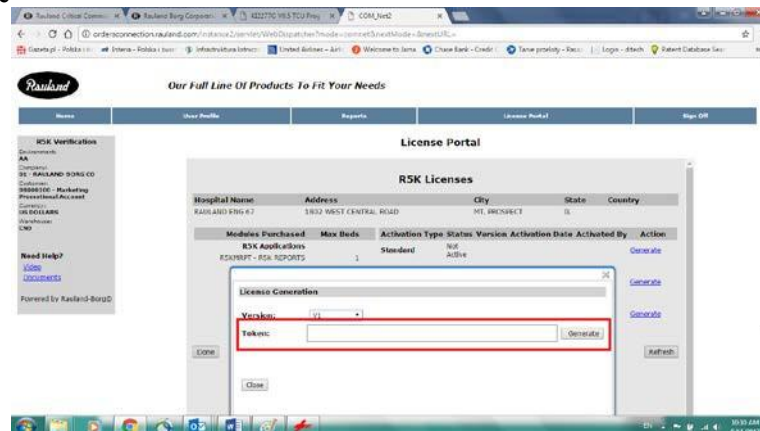
30. Click on Generate next to Standard



31. Enter in the Token generated from the R5KWare.

32. Choose the version

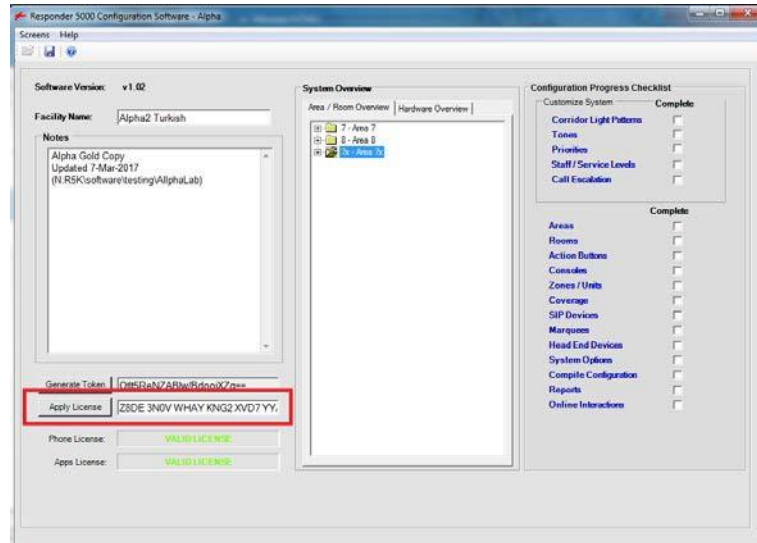
33. Click on Generate



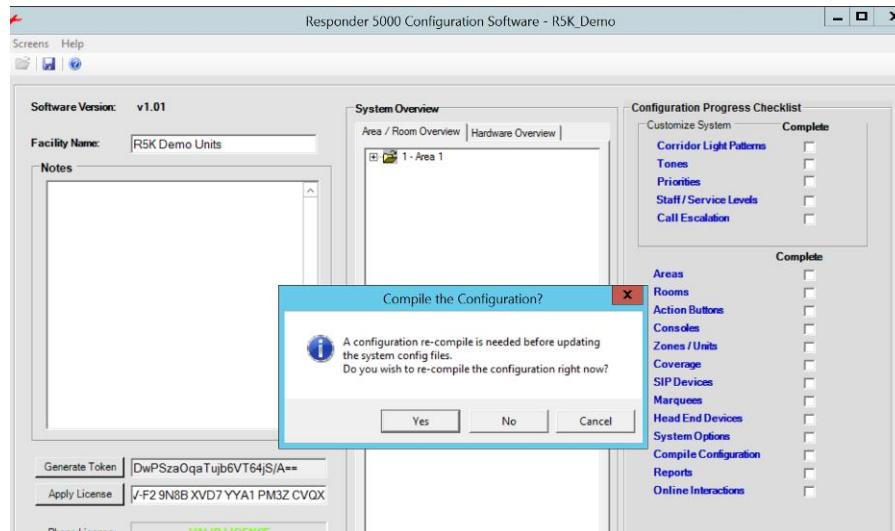
34. Copy down the license key or the portal can also send an email with the License code

35. Return to the Demo laptop.

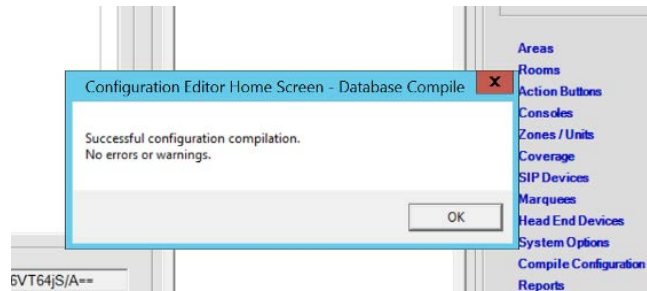
36. Enter generated License in the Home Screen of R5KWare and click on Apply License



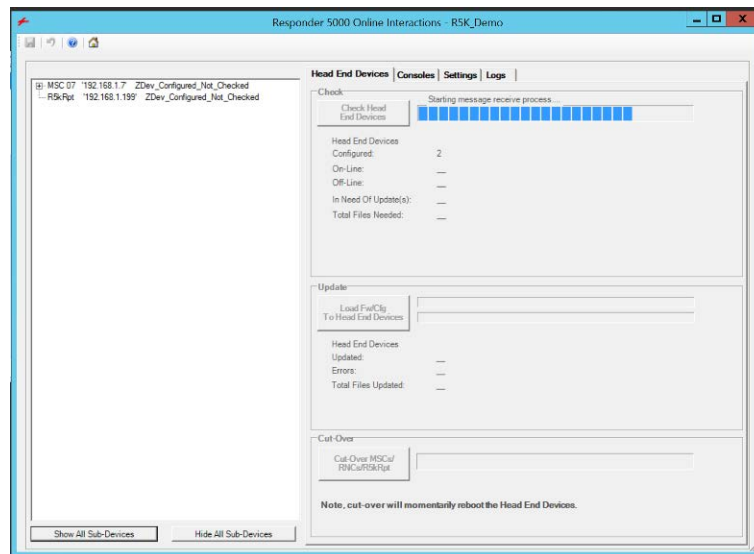
37. The Phone License and Apps License fields should change to a green License Applied message.
38. You are now ready to download the configuration into the system.
39. Click on Online Interactions, do not click on the check box next to the name.
40. It will ask you to recompile the configuration. Click Yes.



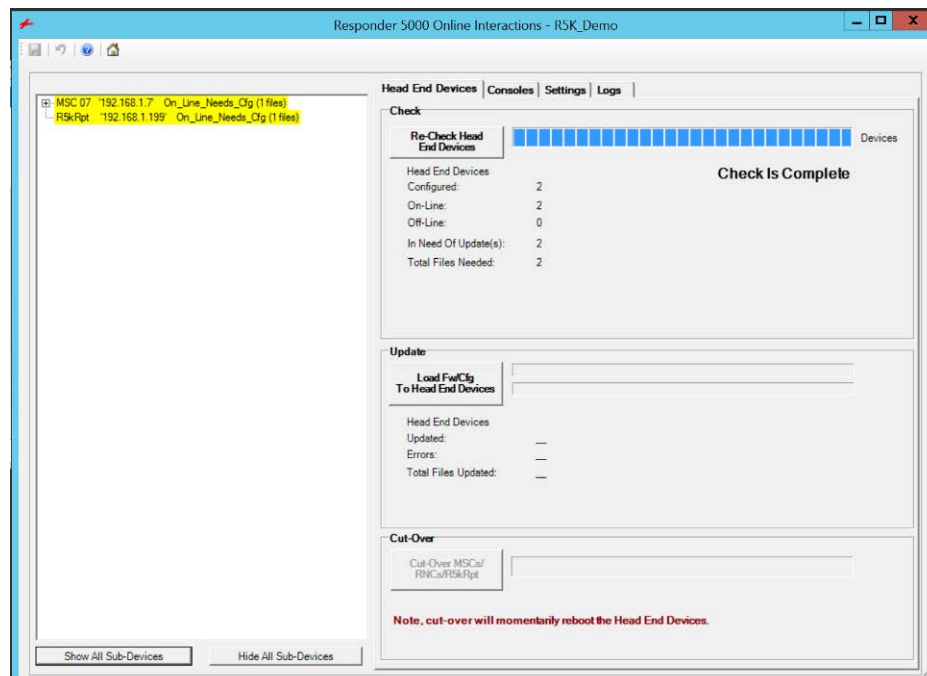
41. It will compile and if there are no errors or warnings a box will appear. Click OK.



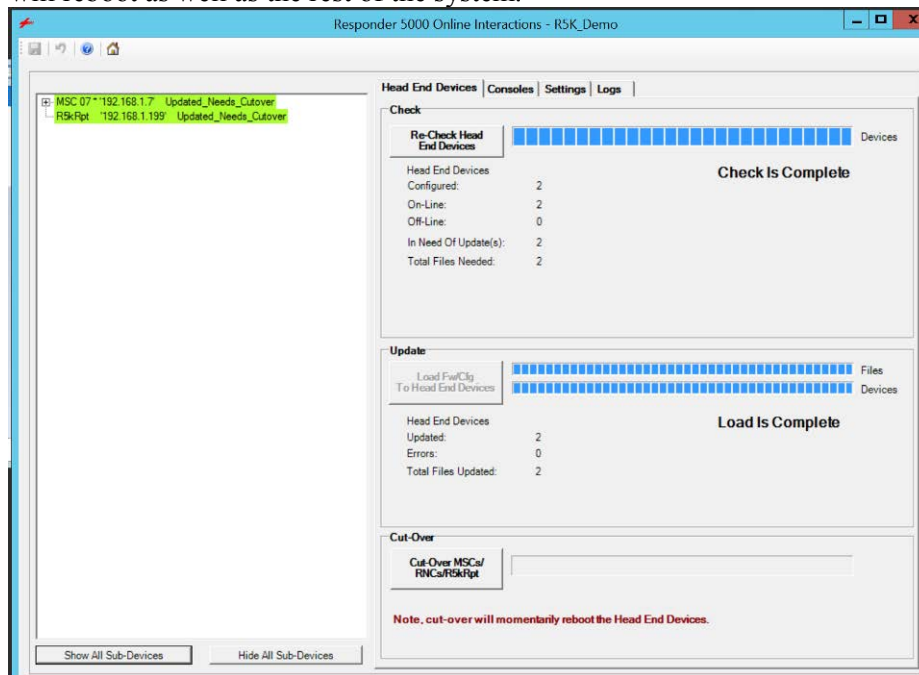
42. The Online Interactions screen will open and begin checking the system communications.



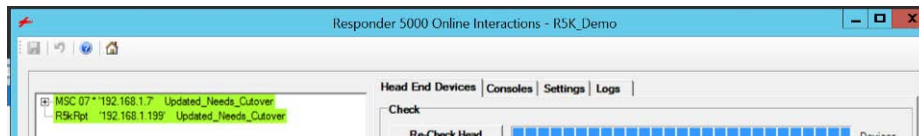
43. When the check is complete, click on *Load Fw/Cfg to Head End Devices* button.



44. This will begin the load.
45. Once complete, click on *Cut Over MSCs/RNCs/R5kRpt* button.
46. The console will reboot as well as the rest of the system.



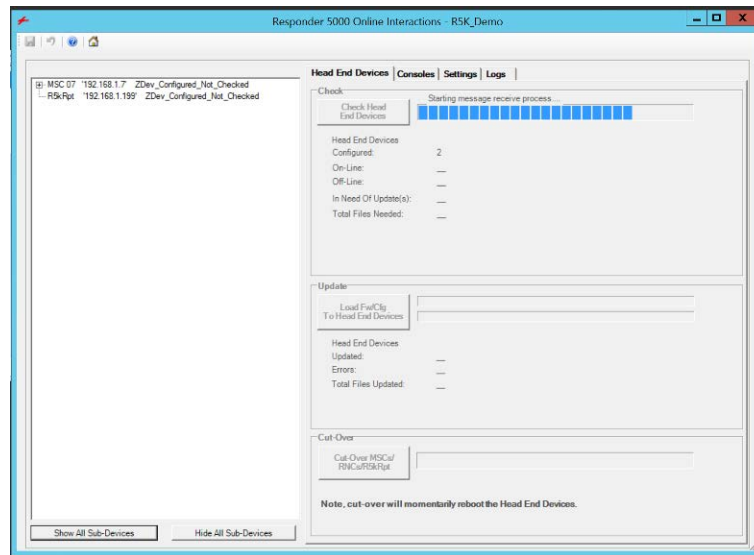
47. Once the cut over completes, verify that both the MSC and R5KRpt are both green.
 - a. If both are green, then continue with step 48 below.



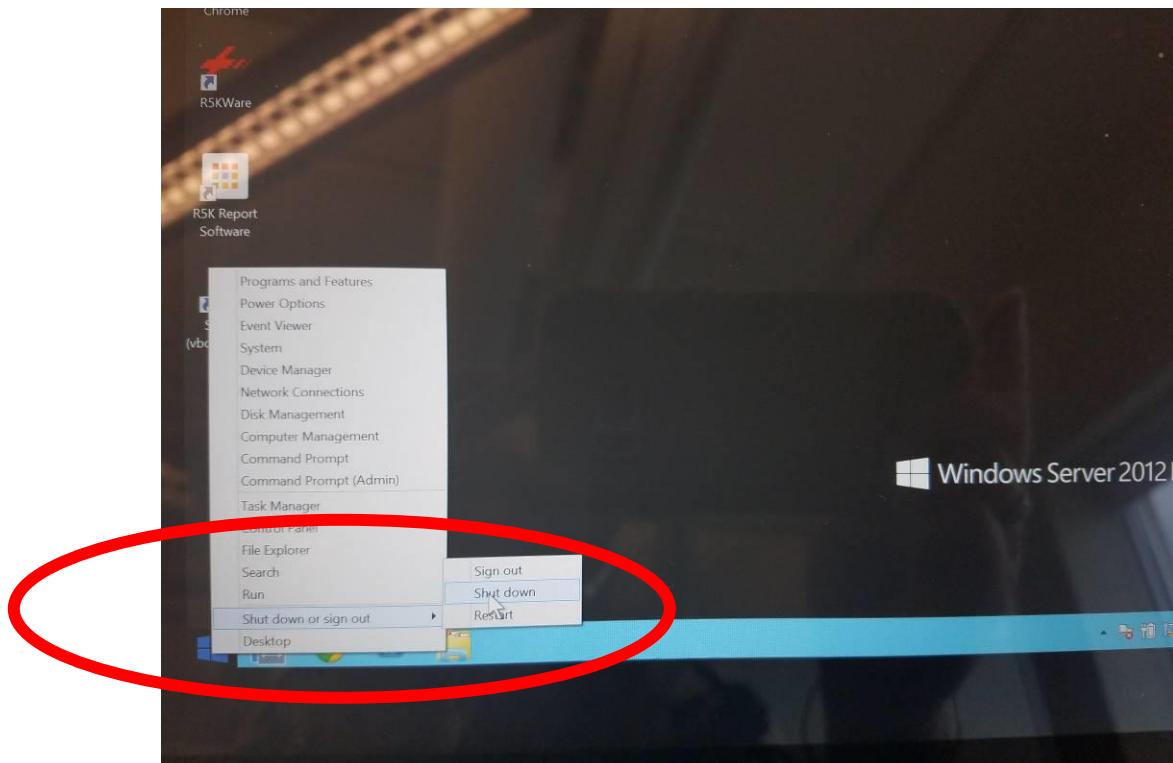
- b. If the R5KRpt is yellow and says On_Line_Needs_Cfg (1 File) then you must do the following. You may have to repeat this multiple times.
 - i. Close out the R5KWare.
 - ii. Right click on the Virtual machine's Windows Start button and chose Shut down.
 - iii. Once the virtual machine has shutdown, you can start it up again.
 - iv. Click on Start.



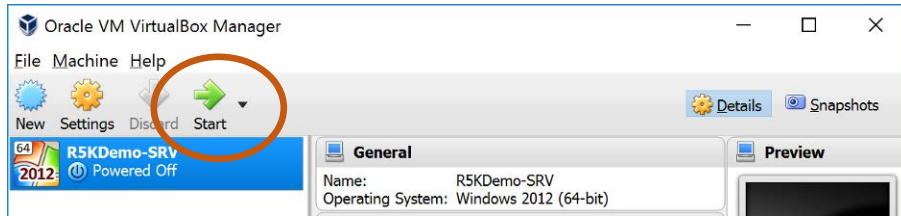
- v. Open R5KWare, open the demo configuration you are using.
 - vi. Click on Online Interactions
 - vii. The Online Interactions screen will open and begin checking the system communications.



- viii. When the check is complete, click on *Load Fw/Cfg to Head End Devices* button.
 - ix. This will begin the load.
 - x. Once complete, click on *Cut Over MSCs/RNCs/R5kRpt* button.
 - xi. Once Cutover is complete, return to step 47.
48. Once this is done. Close out the R5KWare.
49. Right click on the Virtual machine's Windows Start button and chose Shut down.
- a. You must restart the R5KDemo Virtual machine after each R5KWare download or else the R5KWare and R5K Report Software will not function!
 - b. The virtual machine must be shut down, not just restarted.



50. Once the virtual machine has shutdown, you can start it up again.
51. Click on Start.



52. Now you are ready to open R5K Report Software. Return to [Open R5K Report Software](#).

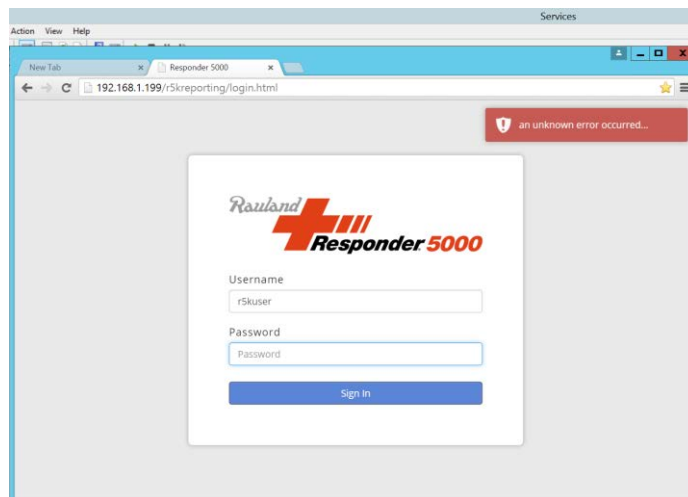
5

4: Appendix

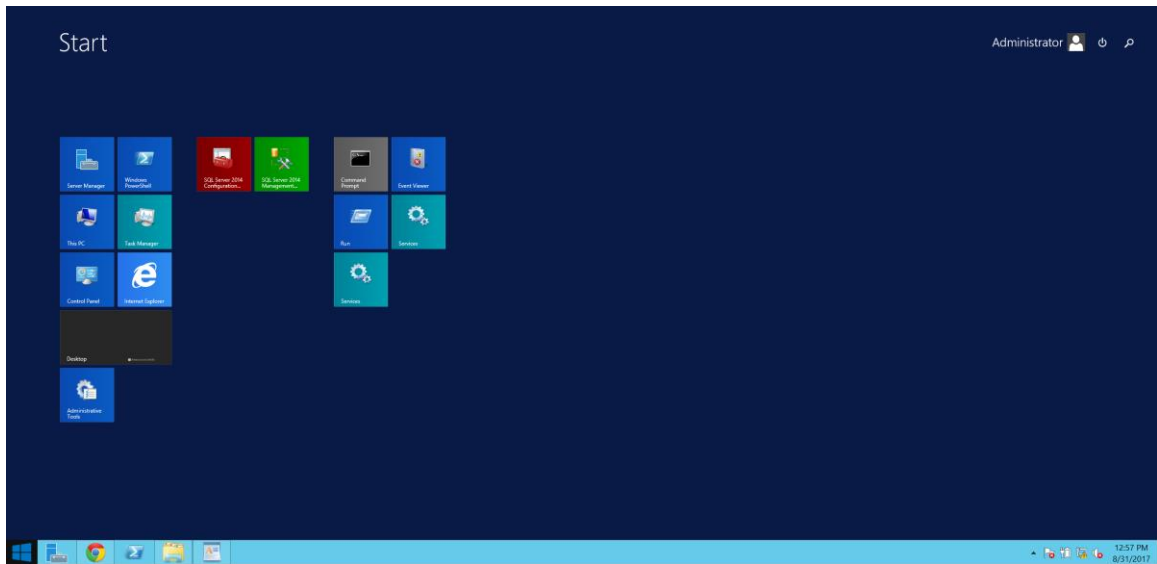
Restarting the R5K Reports Service

At times the R5K Reports Service will not start up or will need to be restarted.

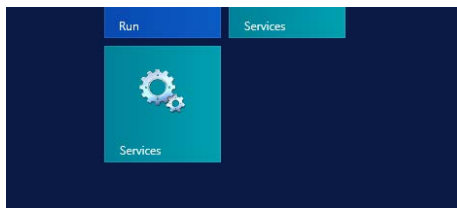
You will know when this occurs as you cannot log in and are given an unexpected error.



1. Left click on the Black desktop Windows Start button. The following screen appears.

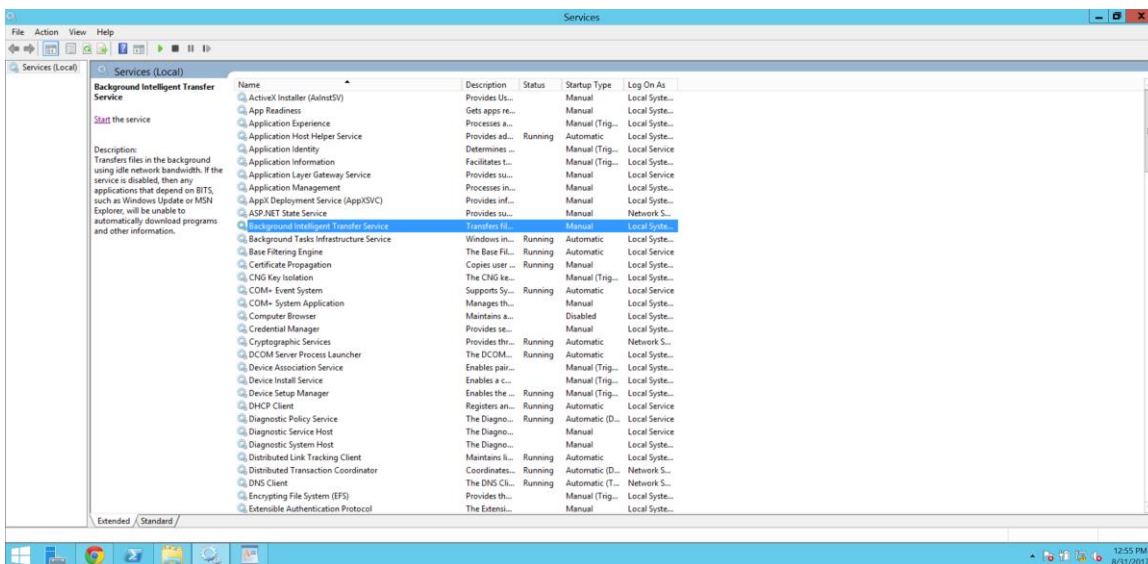


2. Click on Services



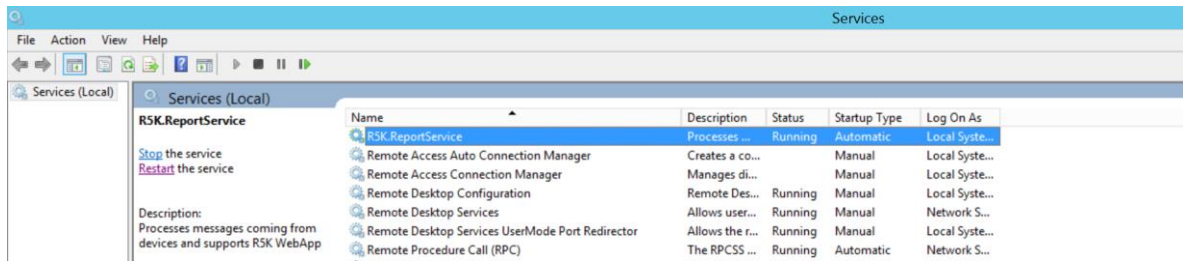
3. The Services window will appear.

4. Click once on a name of any service.

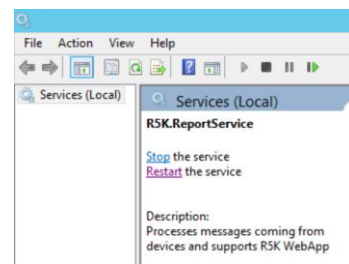
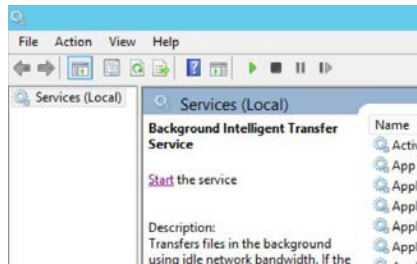


5. Type the letter R to bring you down in the list to the R's.

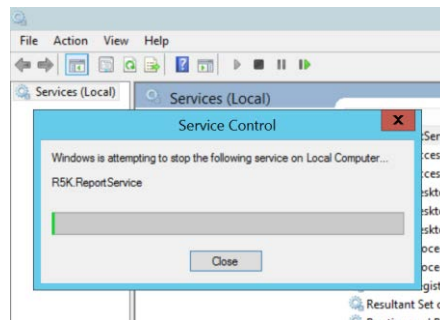
6. The R5K_ReportService should be highlighted. If not, click on it once to highlight.



7. If it says Start the Service, click on Start.
8. If it says Stop the service/Restart the service, click on Restart.



9. The Restarting box will appear if you restart.



10. Now return to the R5K Reporting Software login and login.

