

Manitou - MediaGateway - Climax Telecare Devices - Installation

12/27/2023 4:13 pm EST

Climax Telecare Devices are small pendant/jewelry devices with a button that sends a TCP signal and places a call in the event of a medical emergency is occurring.

- Estimated time to complete - 2 to 4 hours
- Prerequisites Needed - Yes

(See [Manitou - MediaGateway - Climax Telecare Devices - Prerequisites](#))

- Additional Reading - If you would like to familiarize yourself with the types of devices this integration covers, please visit the following link: <http://www.climax.com.tw/new/em-wrist.php>

Pre-Install

The install steps are for after Instant Connect has been installed and tested. This is considered an addition to that. If Instant Connect has not been setup previously, please see the documentation for setting up and testing instant connect before proceeding.

Install Notepad++

- Can be downloaded [at this link](#).

Update Customer's License

- License for Universal Connector
 - TCP Connector
- License for Instant Connect - Two Way Lines.

Download Install Package

The install package for Climax Devices includes a data map and a menu. The datamap is necessary for the TCP connector and the menu is necessary for handling the climax instant connect calls.

Installation

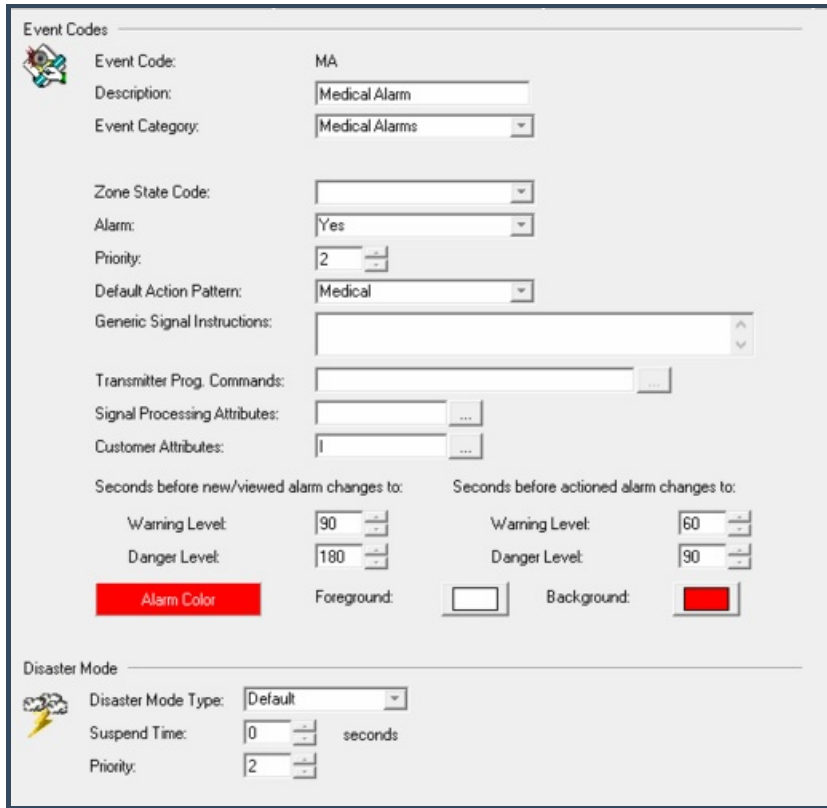
Manitou Event Configuration

For the installation, a custom event code of 'CX' will be created. It will need to be a lower priority of an MA otherwise the signal priority flow will not be correct. Please follow the instructions below to add the CX event.

1. Open the SWS and navigate to event codes (Maintenance ? Events ? Event Codes)

2. Select MA and note the following.

- Do not change the customer's setting if the MA configured differs from the MA screenshot below.
- Make note of the Medical Alarm's Priority (default of 2)
- Make note of the Default Action Pattern.
- Verify with the customer that the default action pattern specified is used. If not, ask the customer what action pattern is used and make note of that.



The screenshot shows a configuration window for 'Event Codes'. The 'Event Code' is set to 'MA'. The 'Description' is 'Medical Alarm' and the 'Event Category' is 'Medical Alarms'. The 'Zone State Code' is empty. The 'Alarm' is set to 'Yes', 'Priority' is '2', and 'Default Action Pattern' is 'Medical'. There are input fields for 'Generic Signal Instructions', 'Transmitter Prog. Commands', 'Signal Processing Attributes', and 'Customer Attributes'. Below these are two columns of settings for 'Seconds before new/viewed alarm changes to' and 'Seconds before actioned alarm changes to', each with 'Warning Level' and 'Danger Level' spinners. A red 'Alarm Color' button is shown. The 'Disaster Mode' section at the bottom has 'Disaster Mode Type' set to 'Default', 'Suspend Time' at '0 seconds', and 'Priority' at '2'.

3. Verify that CX is not already added for a different integration, if it is please contact level 3 support for assistance on making changes necessary. (*CX is not the same as CX and can be ignored)

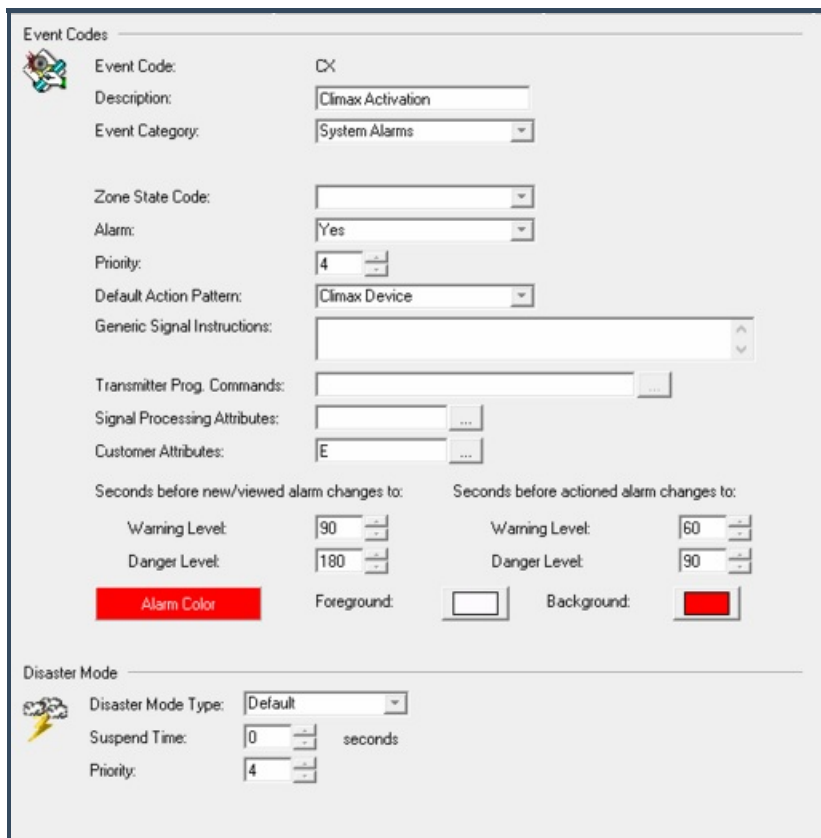
4. Enter Edit Mode and Select Add

5. Enter an Event Code of CX and a description of Climax Activation and select OK.

6. Enter in the following information:

- Event Category - System Alarms

- Alarm - Yes
- Priority - 2 more than the integer set for the priority of MA (This makes it a lower priority)
- Default Action Pattern - Same as MA (this will be changed later)
- Customer Attributes - E
- Viewed Alarm Changes Warning Level - 90
- Viewed Alarm Changes Danger Level - 180
- Actioned Alarm Changes Warning Level - 60
- Actioned Alarm Changes Danger Level - 90
- Alarm Color Foreground - White
- Alarm Color Background - Red
- See the screenshot below for the full configuration



Event Codes

Event Code: CX

Description: Climax Activation

Event Category: System Alarms

Zone State Code:

Alarm: Yes

Priority: 4

Default Action Pattern: Climax Device

Generic Signal Instructions:

Transmitter Prog. Commands:

Signal Processing Attributes:

Customer Attributes: E

Seconds before new/viewed alarm changes to:

Warning Level: 90

Danger Level: 180

Seconds before actioned alarm changes to:

Warning Level: 60

Danger Level: 90

Alarm Color: [Red]

Foreground: [White]

Background: [Red]

Disaster Mode

Disaster Mode Type: Default

Suspend Time: 0 seconds

Priority: 4

7. Select Save to apply the new Event Code

8. Open Event Maps to add CX to the SIA Event Map. (Maintenance? Events? Event Maps)
9. Change the selected Protocol Format to SIA.
10. Enter Edit mode by selecting Edit.
11. Scroll to the bottom of the Event Codes configured under SIA.
12. Add a new Events Code by entering in the following:
 - Message - CX
 - Decode Qualifier - 0
 - Event Code - CX (from dropdown)
 - No Description
 - No Attributes
 - Comment - Climax Device
 - See the screenshot below for details

Event Maps



Protocol Format:

Dealer: 

Event Maps

	Message	Decode Qualifier	Event Code	Description	Attributes	Comment
	YB	0	YB			Busy Seconds
	YC	0	YC			Communications Fail
	YC009	0	YC			Comm Fail-Polling Failure
	YD	0	YD			RecNULL Line Card Trble
	YE	0	YE			RecNULL Line Card Res
	YF	0	YF			Parameter Checksum F
	YG	0	YG			Parameter Changed
	YH	0	YH			Bell Restored
	YI	0	YI			Overcurrent Trouble
	YJ	0	YJ			Overcurrent Restore
	YK	0	YK			Communications Res
	YM	0	YM			System Battery Missi
	YN	0	YN			Invalid Report
	YO	0	YO			Unknown Message
	YP	0	YP			Power Supply Trouble
	YQ	0	YQ			Power Supply Restore
	YR	0	YR			System Battery Res
	YS	0	YS			Communications Trble
	YT	0	YT			System Battery Trble
	YW	0	YW			Watchdog Reset
	YX	0	YX			Service Required
	YY	0	YY			Status Report
	YZ	0	YZ			Service Completed
	ZA	0	ZA			Freeze Alarm
	ZB	0	ZB			Freeze Bypass
	ZH	0	ZH			Freeze Alarm Restore
	ZJ	0	ZJ			Freeze Trouble Res
	ZR	0	ZR			Freeze Restoral
	ZS	0	ZS			Freeze Supervisory
	ZT	0	ZT			Freeze Trouble
	ZU	0	ZU			Freeze Unibypass
▶	CX	0	CX			Climax Device

13. Select Save to apply changes.

Add the Transmitter Type

A Transmitter Type will be added that is Audio Capable. It is important to note that the Transmitter Type will be used for both the TCP signal received as well as the Medical Alert created that is audio capable.

1. Open the Operator Workstation (OWS)
2. Navigate to Transmitter Types (Maintenance ? Transmitter Types)
3. Enter Edit Mode
4. Select Add
5. Within the popup window, specify the following:
 - Type - CLIMAX
 - Description - Climax Device

- System Type - Event Monitoring
- See screenshot for details

Transmitter Type

Type:

Description:

System Type:

Copy From:

6. Select OK and the Climax Transmitter Type will be added.
7. Under attributes, check Audio Capable.
8. Set the Audio Type to whatever is configured for Instant Connect. (If there is no Audio Type configured, please see documentation on setting up Instant Connect)

Transmitter Type

Transmitter Type: CLIMAX

System Type: Event Monitoring

Description:

Protocol Type:

Reverse Cmd Protocol:

Transmitter Input ID

	Base	Minimum	Maximum	Separator
Group 1 Value Range:	☒ Decimal ☐ Hexadecimal			
Group 2 Value Range:	☒ Decimal ☐ Hexadecimal			
Group 3 Value Range:	☒ Decimal ☐ Hexadecimal			

TX Input ID:

Attributes

☒ Audio Capable
☐ Create Call Session (No Listen-In)
☐ Drop Listen-In if no Alarm

Audio Type:

☐ Video Capable
Video Type:

☐ Raw Event Programming
☐ Monitored Transmission Path
☐ Generate L-T-T Only When Closed
☐ Web Capable

9. Select the Programming Tab located at the bottom.

Transmitter Types **Programming**

10. Add two Input Transmitter Programming Lines, one for CX and another for MA.

11. Set the Output Event of CX to CX and the output event of MA to MA

12. Add a Command on MA to be Audio Capable.

- a. Select the Commands Cell directly to the right of MA.
- b. Select the Ellipses that appears.
- c. Select Audio(Type, Delay) and then select the Greater Than symbol to add.
- d. Leave Options as default (Type - Yes, Delay - 0) and select OK

Audio(Yes, 0)

Type: Yes
Delay: 0

Type
The audio type which is either 'Yes' for two-way, or 'Listen' for listen only (talk mode not allowed).

Delay
The time in seconds up to which the alarm will be delayed waiting for the audio to become available (Listen-In message from the receiver).

OK Cancel

13. Verify the Transmitter Programming lines look similar to the screenshot and select save to apply all changes.

Transmitter Programming												
	Input				Output					Specific Processing		
	DES ▼	Area	Zone	Sensor	Event	Description	Area	Zone	Sensor	Point ID	Commands	Help
▶	CX	*	*	*	CX	Climax Activation	=	=	=			
	MA	*	*	*	MA	Medical Alarm	=	=	=		Audio(Yes, 0)	

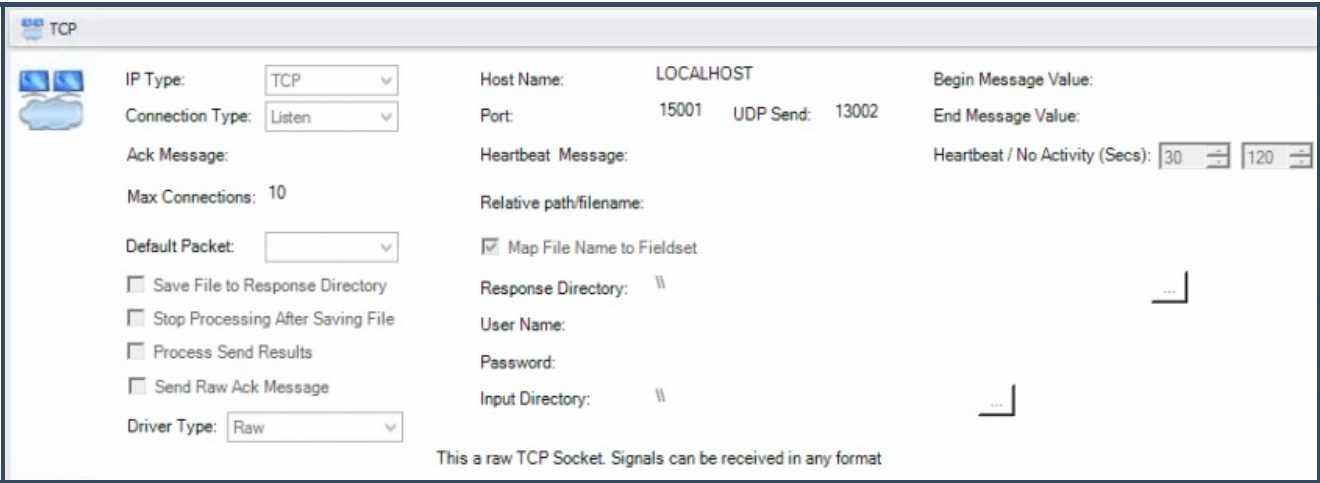
MediaGateway Configuration

Setting up the Mediagateway will review both the install for a TCP Connector and Instant Connect. Those will not be reviewed in this document in detail, but the configurations will be briefly discussed as the installation process is already

detailed in other documents.

TCP Connector Configuration

The TCP Connector must be through the MediaGateway and not through the BoldXML receiver driver as it will have multiple devices that connect to it. It is a listen port and has now a special configuration aside from the check box "Map File Name to Fieldset". It is recommended to label the TCP Connector as "IP Connect Climax" for consistency with the installation documented. Please see the screenshot below for any additional details of configuring the TCP Connector.



TCP Datamap and Menu Configuration

The Datamap for the TCP Connector is provided as part of the ClimaxTelecareInstallPackage.zip file. The Menu, however, is the same UCSend datamap that is detailed within the TCP Connector documentation. Once the Datamap and Menu are both added, the line driver can be configured. The FEP, Receiver and a specific Line are all recommended for easy review within the Raw Data Log in the OWS or SWS. This will then be mapped to a line within the receiver configuration in Manitou (documented further down). Please refer to the following screenshot as an example.



Instant Connect Configuration

The amount of lines to be used is determined generally by the customer. At minimum 2 should be added, however, it is recommended to have 4 configured per phone line. For example, In the screenshot below assume the customer has two numbers configured (719) 358-4700 and (719) 358-4710. (719) 358-4700 corresponds to 4 lines (8 through 11) and (719) 358-4710 corresponds to an additional 4 lines (12 through 15). If a call was then placed to the 4700 number it would reach line 8 first, and if another call was placed at the same time it would then roll past 8 which is being used to 9.

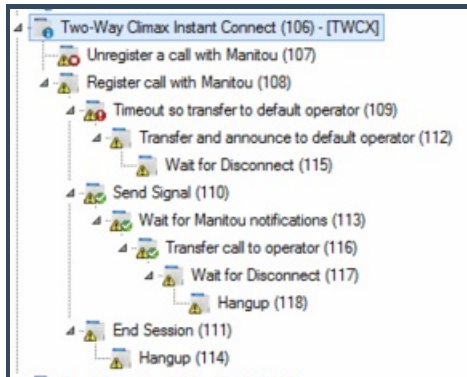
DXXXB2C4	Line 8 Two-Way	TwoWayPLUS	FEP=1,4,5,TYPE=1,USEDNIS=0,MENU=TWCX,RECEIVER=19,LINE=8,LINEID=1
DXXXB3C1	Line 9 Two-Way	TwoWayPLUS	FEP=1,4,5,TYPE=1,USEDNIS=0,MENU=TWCX,RECEIVER=19,LINE=9,LINEID=2
DXXXB3C2	Line 10 Two-Way	TwoWayPLUS	FEP=1,4,5,TYPE=1,USEDNIS=0,MENU=TWCX,RECEIVER=19,LINE=10,LINEID=3
DXXXB3C3	Line 11 Two-Way	TwoWayPLUS	FEP=1,4,5,TYPE=1,USEDNIS=0,MENU=TWCX,RECEIVER=19,LINE=11,LINEID=4
DXXXB3C4	Line 12 Two-Way	TwoWayPLUS	FEP=1,4,5,TYPE=1,USEDNIS=0,MENU=TWCX,RECEIVER=19,LINE=12,LINEID=20
DXXXB4C1	Line 13 Two-Way	TwoWayPLUS	FEP=1,4,5,TYPE=1,USEDNIS=0,MENU=TWCX,RECEIVER=19,LINE=13,LINEID=21
DXXXB4C2	Line 14 Two-Way	TwoWayPLUS	FEP=1,4,5,TYPE=1,USEDNIS=0,MENU=TWCX,RECEIVER=19,LINE=14,LINEID=22
DXXXB4C3	Line 15 Two-Way	TwoWayPLUS	FEP=1,4,5,TYPE=1,USEDNIS=0,MENU=TWCX,RECEIVER=19,LINE=15,LINEID=23

The lines configured should be uniquely identified for each Line Driver. This is to allow easy identification within the

raw-data log in Manitou of which line the signals came from.

Important: Do not specify lines already in use by other drivers!

The Menu configured for the lines is included in the ClimaxTelecareInstallPackage.zip file. It is the same as the TwoWay Instant Connect menu, aside from sending a Medical Alarm instead of an Activation. It has been included and labeled this way to provide separation from possible custom menus created for Elevator or other Instant Connect setups. See the screenshots below for the Menu structure and component properties of the Send Signal MFC.



The screenshot shows the configuration window for the 'Send Signal' MFC. The window has the following fields and sections:

- Name:** Send Signal
- Message:** (Empty text box)
- Pre-Method Message:** (Empty text box)
- Method Parameters:** A table with 5 columns: Name, Type, Value, Modifier, and Message.
- Post-Parameters Message:** (Empty text box)
- Method:** SendSignal
- Post-Method Message:** Please wait. We are connecting you with an operator
- Post-Method Message:** Please wait.
- Buttons:** OK, Cancel
- Footer:** Available for the following menu types: All

Name	Type	Value	Modifier	Message
TXID	String	{SCID#}	None	Enter transmitter ID
EVTTYPE	String	SIA	None	Enter event type
STCODE	String	MA	None	Enter standard event code
AREA	String		Ignore	Enter area

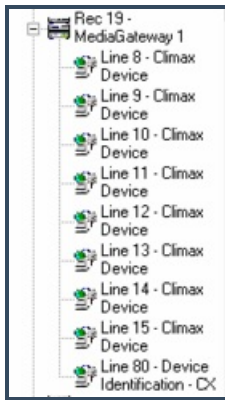
Creating Receiver Lines

Creating Receiver Lines should be detailed already in the InstantConnect documentation, however, it is reviewed here as well in regards specifically to the Climax Telecare Integration. It is assumed that each line driver configured has a line specified to it already. It is important to be sure that the lines configured are not already in use by other MediaGateway connectors/drivers.

1. Open the SWS if not already open.

2. Navigate to Receivers.
3. Select Edit to enter Edit Mode.
4. Select Rec Line Prefixes and then select Add
5. Add the following information to the Add Receiver Line Prefix pop-up window.
 - Receiver Line Prefix - CX
 - Description - Climax Device
6. Select OK and then Select Save.
7. Select Edit again.
8. Select the MediaGateway Receiver (already created as part of the MediaGateway install instructions)
9. Select Add
10. Add the following information to the Add Receiver Line Map pop-up window.
 - Receiver Line Prefix - CX | Climax Device
 - Description - Climax Device
 - Starting Number - This should match the line configured on the Line Driver
 - Number to Add - This can be left as default to add a single Receiver Lines Map, or if you are looking to add additional incrementing lines, you can set it to add the number of lines to add.

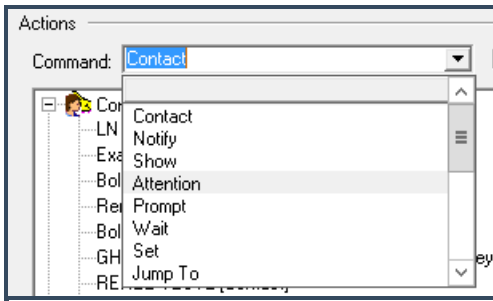
For example - if there are 4 lines to add starting from 8 that will end with 11, set the Number to Add to 4 to add all 4 lines in one go.
 - Please note: In addition to adding the lines for the Instant Connect Line Drivers, this is also where the TCP Connector Line is added. For the examples below, Lines 8 through 15 are all Instant Connect Line Drivers, whereas Line 80 is the TCP Connector.



Create a default action pattern

For the instructions below, we will be adding a global default action pattern. This means we will be setting it at the monitoring company level. It is recommended you talk to the customer first before proceeding to make sure they are okay with adding it at the Monitoring Company level. If necessary, the action pattern can be added at the customer level instead, however the default action pattern specified will remain as whatever was first specified in the instructions above.

1. Open the OWS if not already open.
2. Navigate to the Monitoring Company (Maintenance ? Monitoring Company)
3. From the Jump To Menu select Action Patterns
4. Enter Edit Mode and Select Add
5. Specify the Following information within the Add Action Pattern pop-up window.
 - Copy From - This can be used if the customer wants a similar action pattern as what is used for the Medical Alarms.
 - Action ID - CLIMAX
 - Description - Climax Device Activation
 - Category - <Default>
 - Ignore all other fields (leave blank)
6. Select OK
7. Select Attention from the Command selection dropdown.



8. Within the Attention text box, specify attention to the operators that a Medical Alarm is supposed to follow. Use the following unless the customer specifies otherwise.

- "A Medical Alarm is to follow this alarm within 30 seconds containing a call. If a call/Medical Alarm is not received, please contact the customer!"

9. Select Add Item to add it to the action pattern.

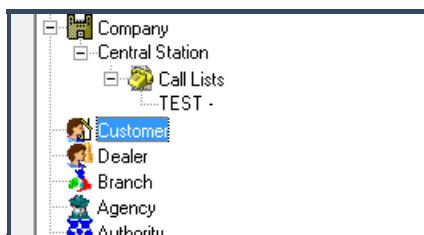
10. If an action pattern was copied, move the attention action to the top of the action pattern using the arrow keys located on the right.



11. If an action pattern was not copied, add a contact customer action.

a. Select Contact from the Command selection dropdown

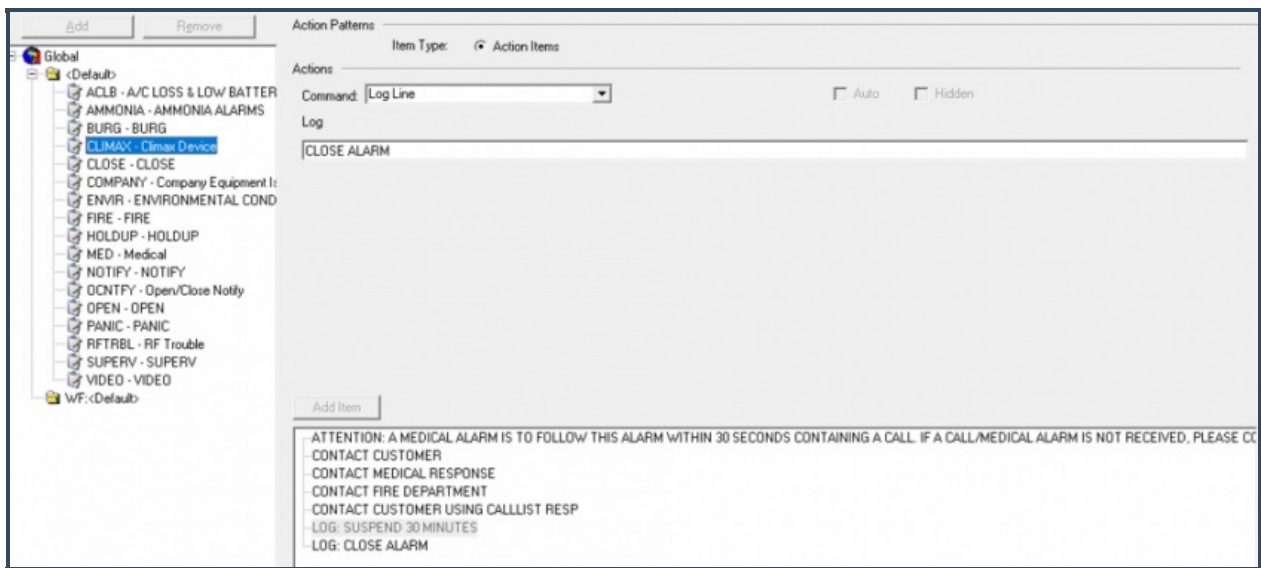
b. from the Contact List, select Customer



c. Select Add

d. Leave all options as default/blank and Select OK in the Contact Action pop-up window.

12. Verify with the customer if other items need/want be added. Please see the screenshot of a recommended action pattern used on other integrations.



13. Select Save to apply all changes.
14. Open the SWS if not already open.
15. Navigate to Event Codes (Maintenance ? Events ? Event Codes)
16. Select Edit
17. Select the CX event code
18. Specify the Default Action Pattern to CLIMAX
 - If the Action Pattern does not display, close the Event Codes window (Ctrl +F4) and reopen.
 - This is caused due to the Event Codes window being left open before the Global Action Pattern on the Monitoring Company was added.
19. Select Save to apply all changes.

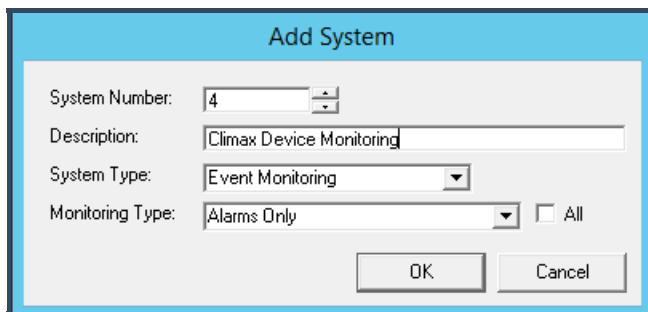
Creating Transmitters

The instructions below detail adding transmitter to an already existing account/test account.

1. Open the OWS and open a test account.
2. Navigate to Systems within the Jump To menu.
3. Select Edit

4. Select Event Monitoring within the inner left Menu list
5. Select Add
6. Enter in the Following information in the Add System pop-up window.

- System Number - Leave as defaulted Value
- Description - Climax Device Monitoring
- System Type - Event Monitoring
- Monitoring Type - Alarms Only
- See screenshot for details



The screenshot shows a dialog box titled "Add System". It contains the following fields and controls:

- System Number:** A spinner box with the value "4".
- Description:** A text box containing "Climax Device Monitoring".
- System Type:** A dropdown menu with "Event Monitoring" selected.
- Monitoring Type:** A dropdown menu with "Alarms Only" selected, and an unchecked checkbox labeled "All".
- Buttons:** "OK" and "Cancel" buttons at the bottom right.

7. Select OK
8. Select Transmitters Under the Event Monitoring System just added and select Add.
9. Specify in the description the phone number of the device that will be calling in.
10. Select OK
11. Enter the following information into the Transmitter
 - Transmitter Type - CLIMAX
 - Receiver Line Prefix - CX
 - Transmitter ID - The phone number of the device calling in.
 - Audio Capable should already be checked, if not, verify the audio type is set correctly on the Transmitter Type configured.

- See screenshot for details

Transmitter

Transmitter No: 3

Description: 9012121141

Transmitter Type: CLIMAX

Receiver Line Prefix: CX

Transmitter ID: 9012121141

TX Protocol Type:

Caller ID 1:

Caller ID 2:

Remote Address:

Transmitter Dates

Path-Enabled Date:

Connect Date:

Termination Date:

Offsets

Area Offset:

Zone Offset:

Sensor Offset:

Options

☐ Generate Restore Overdues

☐ Any Activity Satisfies Test

☐ Extended Signaling

☐ Do not use Dealer Programming

☐ Generate L-T-T Only When Closed

☐ Regular Activity Expected

☒ Audio Capable

☐ Create Call Session (No Listen-In)

☐ Drop Listen-In if no Alarm

☐ Video Capable

☐ Raw Event Programming

☐ Monitored Transmission Path

Transmitter Test

Interval: 0

Notes

12. Select Save to apply all changes

13. Enter Edit Mode again

14. Select Transmitters Under the Event Monitoring System just added and select Add.

15. Specify MG#### where #### is filled with the TXID the device will be sending in via the TCP Connection.

16. Select OK

17. Enter in the following information to the Transmitter

- Transmitter Type - CLIMAX
- Receiver Line Prefix - CX
- Transmitter ID - The TXID the device will be sent in via the TCP Connection.
- Audio Capable should already be checked, if not, verify the audio type is set correctly on the Transmitter Type configured.
- See screenshot for details

18. Select Save

Testing the Integration

At this moment everything is setup and ready for testing. To test, have the customer press the button on the Climax Telecare Device to place a call. The call will be made and you will see 3 signals come into Manitou.

1. The first signal received is the device's TCP signal.
 - This signal will have the event code CX and will soon be replaced by the Medical Alarm.
2. The second signal received is a listen-in and will likely be logged.
3. The third signal received is a higher priority MA.
 - If an operator has already picked up the CX, they will be notified a higher priority alarm has been received and will be requested to handle it. Be sure the operator selects 'Yes' to handle the new higher priority signal.
 - If an operator has not already picked up the CX, only the MA will be shown in the alarm queue.

These signals can be verified in the Raw Data log, and should appear similar to the following screenshot.

04/25/2019 15:52:17	1	19	8	MEDIAGATE	<?xml version="1.0"?><Packet ID="9012121141" TwoWay="1" CallerId="9012121141"	CX	9012121141
04/25/2019 15:52:17	1	19	8	MEDIAGATE	<?xml version="1.0"?><Packet ID="9012121141" TwoWay="1" CallerId="9012121141"	99	9999919
04/25/2019 15:52:01	1	19	80	MEDIAGATE	<?xml version="1.0"?><Packet ID="9996" Line="80"><Signal EvType="SIA"	CX	9996

Once a signal has been processed and handled, the customer activity log can be verified that the action pattern and

escalation occurred properly. See the following screenshot as an example.

04/25/2019	15:40:02	SIGNAL - Listen In (*LI) TX: 3 S: 3 RL: CX TX-ID: 9012121141 Key: *LI
04/25/2019	15:40:02	ALARM - Medical Alarm (MA) 'Climax Device' TX: 3 S: 3 RL: CX TX-ID: 9012121141 Key: MA - Closed 15:40 Res: FK
	15:40:02	CALLER-ID - Not Found (901) 212-1141
	15:40:15	ALLOCATED - Medical Alarm (MA) - Auto-Get
	15:40:15	VIEWED - Medical Alarm (MA) - Response [13 Secs]
	15:40:15	ACCEPT CALL - From: 9012121141
	15:40:49	COMMENT - FRANK TESTING ALL OK
	15:40:53	CLOSE - Medical Alarm (MA) - Res: FK
	15:40:53	COMMENT - FRANK TESTING
	15:40:53	RESOLUTION - Medical Alarm (MA) - Res: FK - Genuine Alarm
04/25/2019	15:39:48	ALARM - Climax Activation (CX) TX: 4 S: 3 Z: 0 RL: CX TX-ID: 9996 Key: CX QZ: 0 - Oper-Force - Closed 15:40 Res: FK
	15:40:54	ALLOCATED - Climax Activation (CX) - Manual
	15:40:54	OPR CANCEL/CLOSE - Climax Activation (CX) - Res: FK
	15:40:54	COMMENT - FRANK TESTING
	15:40:54	RESOLUTION - Climax Activation (CX) - Res: FK - Genuine Alarm

A customer's configuration can vary depending on their Central Station's need and pre-existing configuration. This document serves only as a guide toward setting up the Climax Telecare Devices and their intended functionality.