Solt PC Monitoring User's Manual

- Stack Type -

July 2016



SOLT Co., Ltd.

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2. Overview

 The Solt Monitoring Program is a PC Application for places installed with the Solt wireless call system, realizing the statistics and search by date, time and place of information of calls made within the place by collecting the call information and saving it in the system's own DB.

3. Hardware Configuration



[System Configuration]

4. Program Installation

4.1. Operation System

Windows[®] XP, Vista, 7, 8, 10 (x86, x64 Compatible)

4.2. Hardware Recommendation

• CPU- Intel[®] Core2 duo, RAM 1GB, HDD 200MB, Resolution - 1366*768

4.3. Driver Installation for USB to Serial Cable

- · Connect the "USB to Serial Cable" to a PC.
- Install the "USB TO Serial Cable Driver" using the Driver CD provided.
- Upon installation, check that the USB Serial Port is installed from Port (COM & LPT) under "Device Manager".



4.4. Installation of Solt Monitoring Program

- ① Execute the installation file provided.
 - 👮 Solt Monitoring Install Program.exe
- Proceed in the following order to finish the installation of Monitoring Program.



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4.4.1. Location of Shortcut Icon

① Wallpaper: Solt Monitoring Program



② Start Menu:

Start – All Programs – Solt – Solt Monitoring Program



Start – All Programs – Firebird 2.1



Firebird 2.1: This is a DB related program. Do not change or delete the setting as it may disable the normal operation of Monitoring Program.

5. Hardware Configuration

5.1. Hardware Wiring



[Hardware Wiring]

- 1 Connect the DC12V adapter to SR5-MPR (MPR) to power it on.
- ② Connect the "USB to Serial Cable" to the USB port of PC.
- ③ Connect the RJ45 Jack of DB9-RJ45 Cable to SR5-MPR (MPR), and connect the other end to the 'USB to Serial Cable'.

5.2. Specification of Communication Cable



① USB to Serial Cable



② DB9 to RJ45 Cable

6. Program Execution

6.1. Program Startup

① Double-click on Solt Monitoring Program on the wallpaper to execute.



7. Setting

7.1. Bell Registration & Edit (FILE → BELL SETTINGS)

(1) Read in MPR (If any bell information exists in the existing program, it will be loaded upon initialization.)

sour Solt Monitoring Program											
FILE MONITORING VIEW STATIS	TICS	HELP									
BELL SETTINGS											
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	001 5	C1BD7	8 (0		1	1		empty.bmp		
	002 7	986A4 986A4	1 1	0		2	2		empty.bmp		
	004 5	i44A20	3 (0		3	3		empty.bmp		
	005 5	i44A20	4 (0		3	3		empty.bmp		
								[Bell Set	ings	Screen]
 2 Add : To re Only enab 3 Edit : To ch 	gist led ang	er a r when e the p ID an informa	displa displa	ell inc <u>Bell Cl</u> ay nu	dividuall hip ID is mber or	y <u>s know</u> icon r name of S shall be en Map Ty	ection insta tered (requ ype Progra	red in alled with jired by th m)	the Pro	gram	I
Sequence of be registration	ell Ch 411AE	ip ID 3 3	Key Coo	de F O "O": to "X": receive	Receive	Sectio	on F V 3	Receiver	display number		
			L				M	PR (MP	R)		



[Monitoring View Screen]

- ④ Delete: To delete an individual bell registered in the Program
- (5) Cancel: To cancel registration or edit of a bell
- 6 Save : To save registration or edit of a bell
- BELL Export : To convert into an Excel file
- ※ BELL Export: If the display cannot be changed easily because there is a great number of bells, the data can be converted to an Excel file for global changing.

Index	Bell Chip I	Key Code	Receive	Section	Main disp Pc display	Pc displayIcon name
000	94A3B1	1	0		601-1A	
001	94A3B1	2	0		601-1A	
002	94A3B1	3	0		601-2B	
003	94A3B1	4	0		601-2B	
004	94A3B1	5	0		601-3C	
005	94A3B1	6	0		601-3C	
006	4A1287	1	0		100-T	
007	7986A4	1	0		100-A1	The second sheet named "Monitoring" i
008	7996A4	2	0		100-A1	The second sheet hanned monitoring i

(9) Delete All: To delete all bell information registered in the Program

7.2. Setup (FILE → SETUP)

7.2.1. Preference

sour Solt Monitoring Program		
	söur Setup	- 🗆 ×
FILE MONITORING VIEW STA	Preference Time	
BELL SETTINGS	Data Path C:\Solt\Solt PC Monitoring 🔗	Backup Path C:\Solt\Solt PC Monitor
SETUP	Main Title Solt Monitoring Program	Main Form Resolution 1366*768 \checkmark
	ОК	CANCEL
		[Preference Screen]

- ① Data Path: To designate the path of DB file (Default: C:\Solt\Solt PC Monitoring\xxxxx\data)
- Backup Path : To designate the backup path of DB file (Default: C:\Solt\Solt PC Monitoring\xxxxx\Backup)
 <u>(The DB file is an imortant file containing bell information. It may be damaged owing to 'System Format' or 'System Error'. If possible, designate the D drive or an external storage as the backup path.)</u>
- ※ Backup : Automatica backup is made in the "date.hdb" format at every midnight to the designated path. You are also prompted to back up every time you exit the Monitoring Program.
- ※ Recovery of Backup File: Change the name of the latest file in the backup folder to "cis_hms.gdb" and paste it into the Data folder.

③ Main Title: To change the title of Monitoring Program

Mair	n Title	Solt Mo	nitorin	g Progr	am							
s - S	olt Monit	oring Prog	ram - 'Sol	t Monitori	ng Systen	n]						
sôur [/	A] File [BJ Monito	ing View	[C] Statio	tics [D]	Help	Z] Close					
Part1	~ L	_0G	DAT	A 16	5:56:36	5					CALL C) A I
	ito Update											
c+	Display		Nambara Data	Time								
SL	Dispia	y Date	Call	Response	Dealing							
۱ 🍙	200-TOILE	ET 06-0	3 16:19:16	16:23:32	00:04:16	^						
	200-BED	06-0	3 16:19:13	16:23:29	00:04:16							
	700-Servi	ce 06-0	3 09:20:35	16:18:17	06:58:27							
	600-Bill	06-0	3 09:20:34	16:17:36	03:57:17							
	500-Wate	r 06-0	8 09:20:33	16:18:15	06:57:42							
	400-Call	06-0	100-20-20	16:17:26	05-57-35							

④ Main Form Resolution: To set resolution of the Program (The will take effect upon re-start of the Program)

Main Form Resolution 1366*768 \lor

- Maximized: To set to the full monitor screen size
- 1366*768: (Default)
- 1600*900

Flash Time

7.2.2. Time

1 Part time Setting: To operate by shift (The shift performance can be shown by comparing the Dealing Time during each shift.)

Time			
Part 1	07:00:00	~	14:59:59
Part 2	15:00:00	~	22:59:59
Part 3	23:00:00	~	06:59:59

② Dealing time: A siren will sound continuously through the PC speakers if a call is not dealt with within the set dealing time. (the siren will stop when the call is dealt with.)



③ Flash time: This is the speed of panel flickering upon call or receipt of 'Cancel'.



④ Cancel time: This is the time taken from the receipt of 'Cancel' to 'Delete'.

8. Monitoring View

The screen to check call information

sour Solt Monitoring P	Program					
[A] File [B] Monitor	ing View [C] Statictics					
	sour Solt Monitoring Program - [Solt Monitor	oring System]				- 🗆 X
	かってまえたの 転換ビューの 統計のの					and the second
	ARTI V LOG DATA	15:09:49		GALL I	ΟΑΤΑ	
	☑ 自動更新			Location No.	Cade No.	
	St 表示 日付 時間 「呼出 応答	分配	nd durén T	600	Bill	an allowing
	500-Water 06-14 15:09:33	^	15:09:28			00:00:21
	600-Bil 06-14 15:09:28	40.00-00-13				
	700-Bil 06-14 15:09:23 15:09:	37 00:00:14			Loose No.	
	400-Call 06-14 15:09:22 15:09:	34 00:00:12		500	Water	
	 600-service 06-14 15:09:21 15:09: 500-Water 06-14 15:08:22 15:09: 	19 00:00:57	■ 聖職団 15:000-333			愛信時間 00000015
	700-Service 06-14 15:08:19 15:09:	16 00:00:57				- CONARCONE CO
	600-8i 06-14 15:08:17 15:09:	14 00:00:57				
	500-Service 06-14 15:08:14 15:09:1	09 00:00:55				
		,				
		保存				
		キヤンセル				
					Copyright (C) 201	2~2016 SOLT Co.,Ltd. All rights Reserved.

[Monitoring View Screen]

8.1. Log Data



8.2. Call Data

• The current call is displayed. A single call and its location are shown in the map (in the resolution of 1366*768)



8.3. Memo

History of each call among the Log Data can be record.



9. Statistics

Information stored in DB can be searched by date, shift, dealing method or key word, and can be documented and converted to an Excel file.

sour Solt Monitoring Program							
[A] File [B] Monitoring View [C] Statict	tics [D] Help						
	Solt PC Monitoring Progra	am - [Statistics]					
	🕞 [A] File [B] Monitoring	View [C] Statistic	s				_ <i>8</i> ×
	2012-06-01 🗊 00:00		Part Time All	→ Display	Keyword		
	~ 2012-09-04 15 24:	00 D	ealing Methords All	•			Searching ToExcel
	Status Date	Dieplau	Call Time	Besponse Time	Dealing Time		Number of Call 174
	2012-09-03	300-B1	16:47:32	17:45:57	00:58:25		Number of Call 174
	2012-09-03	200-T	16:49:57	17:45:56	00:55:59		N L (D L 110 00 *
	2012-09-03	200-T	21:08:41	21:08:53	00:00:12		Number of Dealing 115 66 %
	2012-09-03	300-B1	21:08:45				Number Not Dealing 55 32 %
	2012-09-03	200-T	21:26:56	09:28:30	12:01:34		
	2012-09-03	300-B1	21:27:02	21:27:12	00:00:10		Avg Dealing Time(s) 01:05:45
	2012-09-03	300-B1	21:27:32	21:28:45	00:01:13		
	2012-09-03	300-B1	21:29:08	21:29:12	00:00:04		
	2012-09-03	300-B1	21:45:43	09:28:46	11:43:03		
	2012-09-04	200-T	09:29:25	14:03:48	04:34:23		
	2012-09-04	300-B1	09:29:28				
	2012-09-04	200-T	11:16:24	11:18:16	00:01:52		
	2012-09-04	300-B1	11:16:27	11:42:53	00:26:26		
	2012-09-04	200-T	11:18:39	11:18:56	00:00:17		Chart Select
	2012-09-04	200-T	11:42:45	11:42:52	00:00:07		
	2012-09-04	200-T	11:43:04	11:44:00	00:00:56		Uniter O Date
	2012-09-04	300-B1	11:43:08			-	
		000 T		11 11 00	00.00.10		
						*	
				Cal	ITime		
				27	23		
	401 + 30		[20][20		18	15	11 15
	8 20 Z	4 7				4 3	
	10	للك رينه					
	09	10 11	12 13	14	15 16 Time	17 19 20	21 22
	User					Copyright (C) 2012 S	OLT Co., Ltd. All rights Reserved
						,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	

[Statistics Screen]

9.1. Search Condition



① Select Date: To designate range of dates and times for search



2 Part Time: To search by shift set under 'Setup'.



③ Dealing Methods: The method of dealing of calls

1	Dealing Methords	AI -	-	ŀ
	b coming internetion		- 1	Ν
		Normal		k
		Pc Missed	-	F

- All: 'All' methods
 Normal: Dealt by pressing the Cancel button on the bell
- PC: Dealt (canceled) by the mouse on the Monitoring screen
- Missed: Call that have not been dealt with

(4) Display Keyword: Keyword search

Display Keyword	
-----------------	--

9.2. Result

Number of Call		174
Number of Dealing	119	68 %
Number Not Dealing	55	32 %
Avg Dealing Time(s)	(01:05:45

- ① Number of Call: The number of total calls made
- ② Number of Dealing: The number of dealings made (in numbers and in %)
- ③ Number Not Dealing: The number of call not-dealt with (in numbers and in %)
- ④ Avg Dealing Time(s): The average dealing time (excluding the not-dealt calls)

9.3. Chart

① Time: To display the number of calls by time of a day



Date: To display the number of calls by date

