Philips IntelliSpace Event Management
Web Messenger Clinical User Guide

Version 11.00

PHILIPS

IntelliSpace Event Management

Revision 11.00

Notices

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Intended Use Statement

IntelliSpace Event Management provides healthcare professionals with supplemental information about patient alarms, technical alarms, nurse call alarms and system information messages (events). The system can route all or subsets of this information to selective remote devices such as pagers, phones, or marquees. Receipt of alarm messages or events by the external device, is not confirmed and delivery to the end device is not guaranteed. The primary alarm notification is the device producing the alarm or event. This product line is not intended to provide real-time information, nor is it a source of patient alarms, nor is it a replacement for alarming devices.

Regulation and Safety Notices

Declaration

$C\!E$ **0123**

IntelliSpace Event Management conforms to the provisions of Council Directive: 93/42/EEC (Medical Devices Directive) as amended by 2007/47/EC concerning medical devices. It carries CE-marking to the European Medical Device Directive.

This product is not intended for home use. Rx only. Philips system components are not suitable for installation in the Patient Care Vicinity (Patient Environment).

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About This Document

This document describes using the Philips IntelliSpace Event Management Web Messenger. This includes information using Web Messenger, managing the address book and devices, and messaging.

Who Should Use This Document

This document is intended for users who use the Philips IntelliSpace Event Management Web Messenger.

How This Document Is Organized

This document is organized as follows:

- *Chapter 1 Introduction on page 15* provides an overview of the Philips IntelliSpace Event Management system and the Philips IntelliSpace Event Management Web Messenger. Additionally, this chapter provides information about Web Messenger features and installation, as well as, information about training and support.
- *Chapter 2 Configuring Web Messenger on page 19* provides an overview of the Philips IntelliSpace Event Management Web Messenger, and configuring and accessing information.
- *Chapter 3 Address Book, Devices, and Messaging on page 41* provides information about sending messages, including using the FastPIN feature and canned messages, as well as scheduling messages, using Multiple Choice Responses, and managing escalated messages.

Conventions Used In This Document

The following conventions are used in this document:

Bold type	When used in procedures:
	• Text entered by the reader
	• Menu list items, buttons, programs, and other GUI elements selected with a mouse or keyboard by the reader
Italic type	• Titles of books and various documents
	• E-mail and Web site (or URL) addresses
	• Cross-references to headings within this document
	• Emphasis of an instruction or point
	• Variables
`Monospace` type	• Text that displays on the computer screen
	• Examples of path names or coding sequences
Shortcut keys	Keyboard keys or key combinations used to represent a specific command. These key combinations are indicated using a plus sign (+). For example, Alt+G. To use the shortcut keys, press and hold the first key (in this example, Alt) while pressing and releasing the second key (in this example, G).
Blue, *blue*, or *blue* type	In online versions of this document, hyperlinked elements that take the reader directly to cross-references, related topics, URL addresses. or windows from which to enter and send-e-mail messages

This document contains examples of windows displayed by Philips IntelliSpace Event Management applications. These are included to give readers a point of reference while reading about features and procedures. Most of these windows match or closely resemble those displayed by the applications. However, some windows displayed by the version of the application used by the reader may differ from those included in this document. Also, some fields and options might appear dimmed to indicate they are not available.

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Bookmarks and thumbnail pages, as well as table of contents entries, cross-references, and index entries are active navigation elements. Cross-references and links are displayed in blue. Select these elements to quickly move through the document. Any page in the document or the entire document can be printed while viewing it in Acrobat Reader.

The Web site addresses provided in this document are valid at the time of publishing. If you find that a Web site address is no longer valid, use one of the available search engines to find the new address.

Abbreviations and Acronyms

Table 1 lists the abbreviations and acronyms used in this document.

| Abbreviation or Acronym	Description
EIS	Philips IntelliSpace Event Integration Service
IIS	Internet Information Services
MCR	Multiple Choice Responses
PIN	Personal Identification Number

Document History

Document Revision	Release Date	File Name	Product Version
A	April 2012	Philips IntelliSpace Event Management Web Messenger User Guide.pdf	11.00

Chapter 1 Introduction

This chapter provides an overview of the features for the Philips IntelliSpace Event Management Web Messenger.
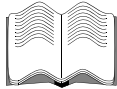
In this chapter:

Web Messenger Overview

Philips IntelliSpace Event Management Web Messenger provides effortless, messaging capabilities from any supported Internet browser. The entire organization will benefit from the convenience of accessing a global address book of users, groups and departments using the Web.

Web Messenger supports resolved and unresolved users, which allows the organization to send messages to personnel defined in the Event Integration Service (EIS) server, or send messages to undefined users by PIN and carrier. Web Messenger includes a real-time personal message log, as well as escalated message options to cancel or escalate.

By default the Web Messenger closes the user session after two hours. The Web Messenger also closes the user session if it has been idle more than 20 minutes. To change these values you have two options:

- Set all values to a specific timeout, for example a shift length.
- Change the `web.config file` to a specific timeout (for example a shift length) and disable all other timeouts.

The values for the Web Messenger session timeout and the idle condition timeout are controlled in three places, the lowest value prevails. For more on this, see your System Administrator.

User Features

The Web Messenger provides the following features:

- Real-time personal Message Log
- Send messages to individual users and groups
- Send messages using PIN and server-defined carrier
- User device editing
- User Permission to View Other Messages

Chapter 2 Using Web Messenger

This chapter provides an overview of how to access and login to the Philips IntelliSpace Event Management Web Messenger.
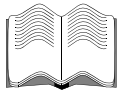
In this chapter:

Accessing and Logging into Web Messenger on page 18

Connecting to a Different Server on page 20

Accessing and Logging into Web Messenger

Access the Browser

Access the Web Messenger through your organizations Internet web browser. http://127.0.0.1/webmessenger.

1. In the browser address field type `http://`*`Web site address for the server`*`/webmessenger`. The Web Messenger splash screen, as shown in Figure 1. displays.

Virtual directory configurations with non-domain Web server setup

1. Type `http://`*`Web site address for the server`*`/webmessenger/index.htm`.

   • If security is enabled in EIS, continue to Step 2..

   • If security is disabled in EIS, the Web Messenger MessageLog and Compose windows, shown in Figure 3., display immediately following the splash screen.
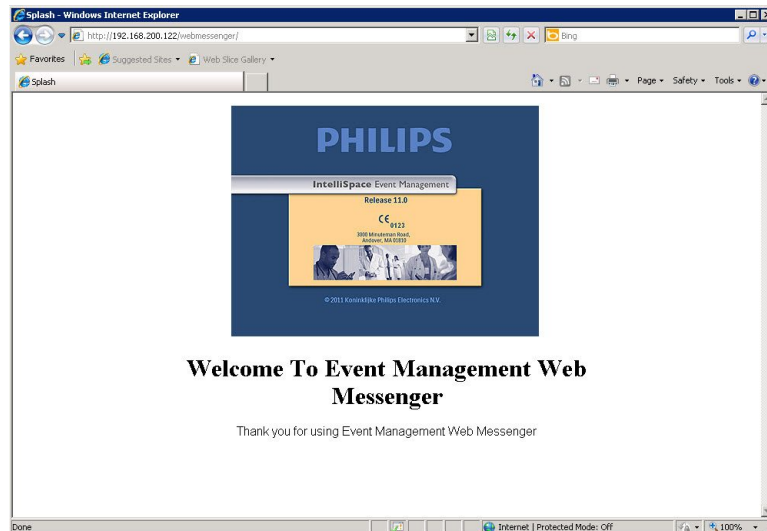
Figure 1. Web Messenger Splash Screen

Log in to Web Messenger

2. If security is enabled, the Login window, shown in Figure 2., displays. See the Table below for field definitions.

Figure 2. Web Messenger Login window

Table 1: Web Messenger Login Window Fields and Descriptions

Field	Description/Action
Name	Type the user name.
Password	Type the password
Server	The default server connection is automatically displayed. You do not need to change this setting, unless the DSN or the Event Integration Service location has changed.
Remember Password check box	Select this check box if you want the system to remember your password.

3. Click **Submit**. The Web Messenger MessageLog and Compose windows, shown in Figure 3., display.
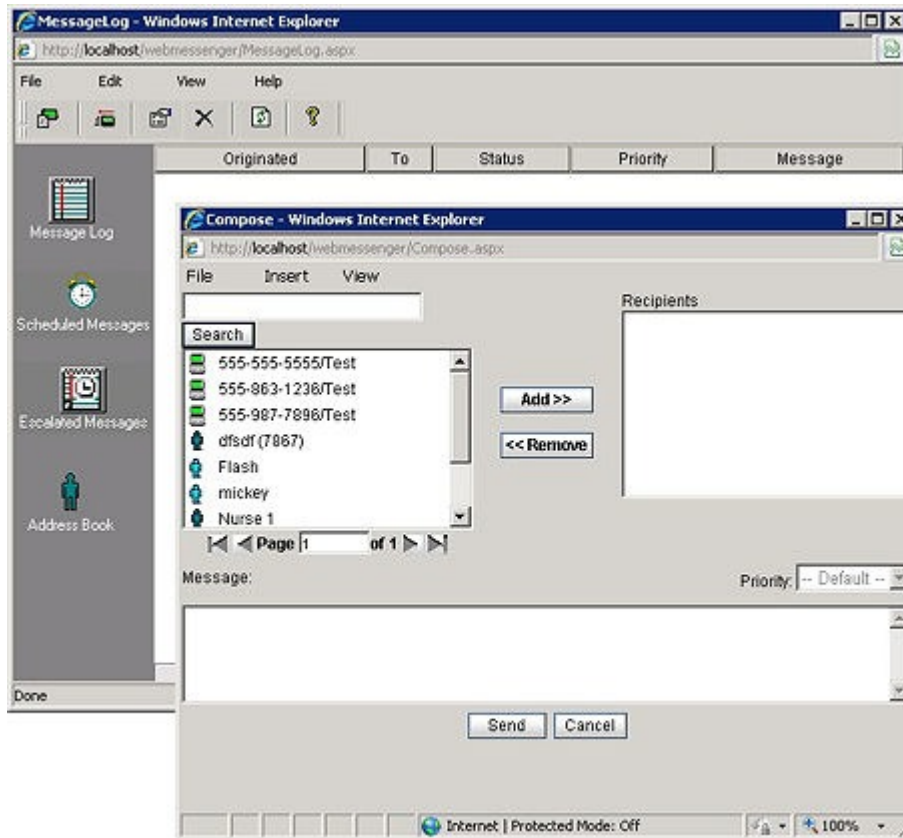
**Figure 3.** Web Messenger MessageLog and Compose windows

Connecting to a Different Server

To connect to a server other than the default server, type the new server name in the Web Messenger Login window Server field, shown in Figure 2. on page 19.

Note: Each login account must be unique and users can only login to one client application at a time. Create new user accounts with appropriate security settings in the Orchestrator.

Chapter 3 Composing and Sending Messages

This chapter provides information about message logs, creating and managing the address book, sending messages, including using the FastPIN feature and canned messages, escalated messages, scheduled messages, multiple choice responses and managing devices. Additionally, there is a troubleshooting section at the end of the chapter.
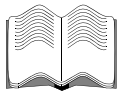
In this chapter:

Address Book Choice

There are three address book views available, as shown in Figure 4.. They include:

• Global only
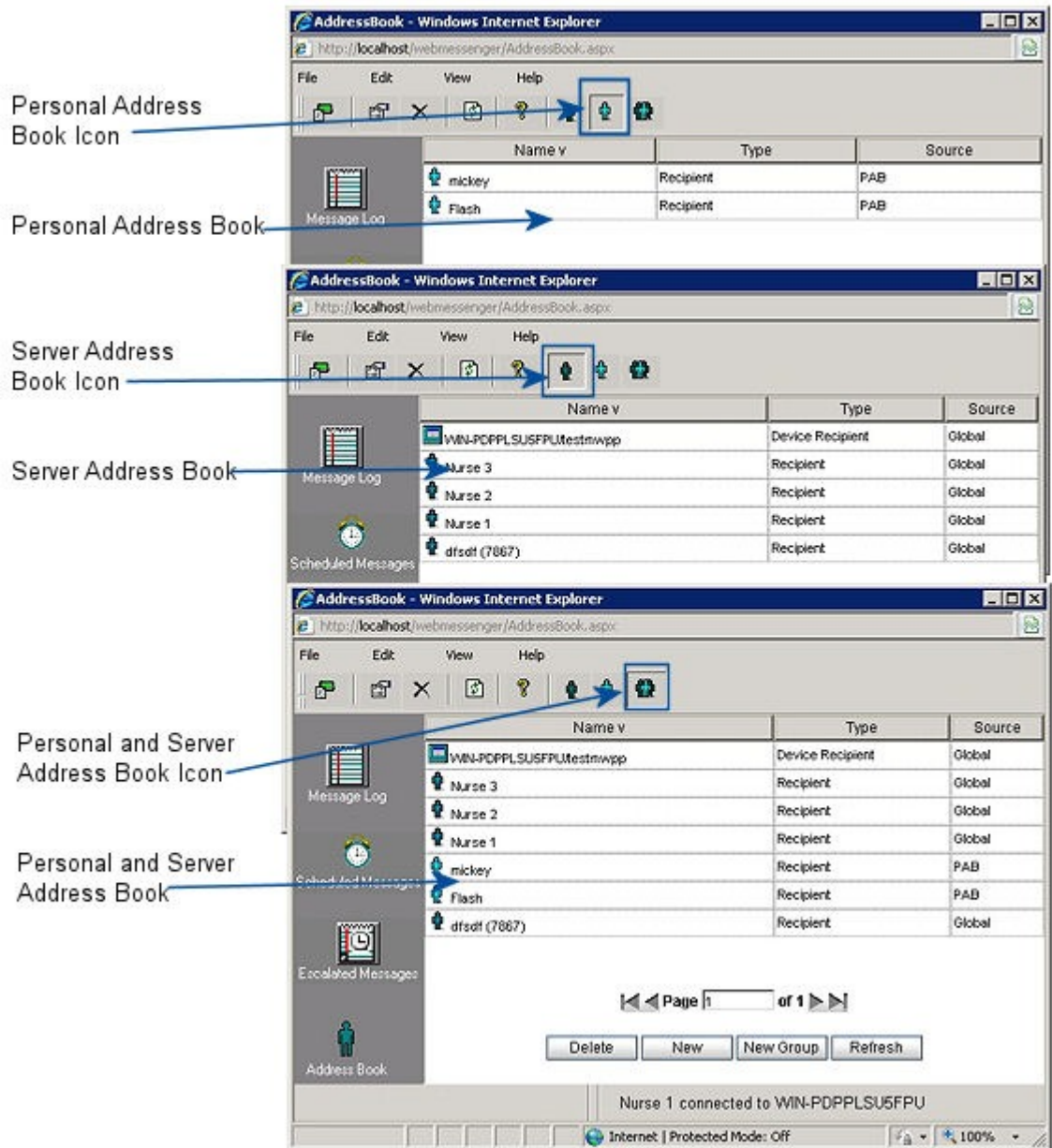
• Personal only

• All Users

Figure 4. Address Book Views

There are three ways to open the Address Book:

- In the left pane, click the **Address Book** icon.
- On the toolbar, click the icon for the view you want to display.
- On the View menu, click **Address Book** and then select the view you want to display.

Managing Your Personal Address Book

You can manage a Personal Address Book by adding, modifying and deleting entries.

The Web Messenger Address Book must be manually configured with users and groups. The Personal Address Book can contain up to 25 recipient entries with one device and each group can have up to 25 members. The Personal Address Book may not be accessible as it depends on your user account rights. Contact the system administrator for further information.

Adding Users

To add a user:

1. Open the address book.
2. Click **New**. The Recipient Details window displays.
3. In the Name field, type the new user name.
4. In the Description field, type the description of the user. (Optional)

5. Click the **Add Device** icon . The PabWizard displays.
6. In the wizard Select A Device Type window, select the device.
7. Click **Next**. The Choose a carrier for this device window displays.
8. Select a carrier protocol.
9. Click **Next**. The Enter a pin for this device window displays.
10. Type the required information. The required information depends on the carrier protocol selected.
11. Click **Finish** to return to the address book.
12. Click **Submit** and then click **Refresh** to view the new Personal Address Book user.

Adding Groups

Groups are a collection of individual users in your Personal Address Book. All users in a group must exist before the group is created.

To add a group:

1. Open the address book.
2. Click **New Group**. The PABGroupEntry window displays.
3. In the Name field, type the group name.
4. In the Description field, type a description for the group. This is optional.
5. Click the **Members** tab. The Members window displays.
6. In the right pane, from the Show Recipients From drop-down menu select which users to display; **Global and Personal**, **Global**, or **Personal**.
7. In the left pane select one or more users you want to add to the group.
8. Click **Add**.The selected users display in the right pane.
9. Click **Submit** to return to the address book.
10. Click **Refresh** to view the new Personal Address Book group.

Modifying Users and Groups

To modify users and groups:

1. Open the address book.

2. In the address book, select and double-click the user or group you want to modify, or on the toolbar

   click the **Properties** icon [icon]. Either the Recipient Details window or the PABGroupEntry window display.
3. Make the necessary modifications and click **Submit**.

Deleting Users and Groups

To delete users and groups:

1. Open the address book.
2. In the address book, select the user or group you want to delete.
3. Click **Delete**. The selected user or group are removed from the address book.

Managing Your Mobile Devices

You can manage devices through Web Messenger. Devices must be created in Orchestrator before they can be used in Web Messenger. Depending on your user rights, you may not be able to use this feature.

Adding a Device

To add a device:

1. Open the address book.
2. Select and double-click the user to who you want to add a device. The Recipient Details window displays.

3. Click the **Add Device** icon [icon]. The PabWizard displays.
4. In the wizard Select A Device Type window, select the device.
5. Click **Next**. The Choose a carrier for this device window displays.
6. Select a carrier protocol.
7. Click **Next**. The Enter a pin for this device window displays.
8. Type the required information. The required information depends on the carrier protocol selected.
9. Click **Finish** to return to the address book.
10. Click **Submit** and then click **Refresh** to view the new Personal Address Book user.

Modifying a Device

To modify a device:

1. Open the address book.
2. Select and double-click the user whose device you want to modify. The Recipient Details window displays.

3. Under Devices, select the device you want to modify and click the **Properties** icon [icon]. The Address Details window displays.
4. Make the necessary changes and click **Submit** to return to the Recipient Details window.
5. Click **Submit** to close the Recipient Details window. The necessary modifications have been made.

Deleting a Device

To delete a device:

1. Open the address book.
2. Select and double-click the user whose device you want to delete. The Recipient Details window displays.

3. Under Devices, select the device you want to delete and click the **Delete** icon ✕. The Address Details window displays.
4. Click **Submit** to close the Recipient Details window. The selected device has been removed.

Sending Messages

To send a message:

1. Open the address book.
2. Select the user or group to whom you want to send a message.

3. On the toolbar, click the **Compose Message** icon. The Compose window displays.
4. In the left pane, select the users or group to whom you want to send a message and click **Add**. The selected recipients display in the right pane.
5. In the Message box, type the message, select a priority from the Priority drop-down list and click **Send**. A Priority can only be selected if the user sending the message has the priority option enabled in their user rights. Refer to the *Philips IntelliSpace Event Management Orchestrator User Guide* for information about user rights.

Using a FastPIN Recipient

Instead of specifying a user or group, you can use a FastPIN recipient.

To use a FastPin recipient:

1. Open the address book.

2. On the toolbar, click the **Compose Message** icon. The Compose window displays.
3. Click **Insert** and from the drop-down menu, select **FastPIN Recipient**. The Add FastPIN Recipient window displays.
4. In the PIN field type the PIN number.
5. In the Device Type field, from the drop-down menu, select the device type.
6. In the Carrier field, from the drop-down menu, select the carrier.
7. Click **OK** to return to the Compose window. The FastPIN recipient displays in the Recipients pane.

Using a Canned Message

To use a canned message:

1. Open the address.

2. On the toolbar, click the **Compose Message** icon. The Compose window displays.
3. Click **Insert** and from the drop-down menu, select **Canned Message**. The Select A Canned Message window displays.
4. In the Select A Canned Message window, do one of the following:

    A. Click **New** to create a new canned message.Type the message in the message box and click **Save**. In the message box select the message and click **Insert**. The new canned message is inserted into the Compose Message window. Add any other contents to the message that you want to include.

    B. In the message box, select the canned message you want to modify and click **Edit**. In the message box, edit the message as necessary and click **Save**. In the message box select the message and click **Insert**. The modified canned message is inserted into the Compose Message window. Add any other contents to the message that you want to include.

5. Select the user or group to whom you want to send a message.
6. Select the Priority from the drop-down list and Click **Send**. The message is sent. A Priority can only be selected if the user sending the message has the priority option enabled in their user rights. Refer to the *Philips IntelliSpace Event Management Orchestrator User Guide* for information about user rights.

Deleting a Canned Message

1. Open the address.

2. On the toolbar, click the **Compose Message** icon . The Compose window displays.
3. Click **Insert** and from the drop-down menu, select **Canned Message**. The Select A Canned Message window displays.
4. Select the canned message you want to remove and click **Delete**. The message no longer displays in the message window.
5. Click the **X** in the top-right corner to close the Select A Canned Message window. The message is removed.

Scheduled Messages

Messages can be scheduled to be sent at a specific time and interval.

To schedule a message:

1. Open the address.
2. Select the user or group to whom you want to send a message.

3. On the toolbar, click the **Compose Message** icon . The Compose window displays.
4. In the left pane, select the users or group to whom you want to send a message and click **Add**. The selected recipients display in the right pane. In the Message box, type the message and on the File menu click **Schedule**. The Schedule window displays.
5. Provide the required information; description, scheduled time, frequency, and date.
6. Click **Schedule** to return to the MessageLog window.
7. In the left pane, click the **Scheduled Messages** icon. The ScheduledMessages window displays.
8. Click **Refresh**. The message you scheduled displays in the ScheduledMessages window.

Modifying a Scheduled Message

To edit a scheduled message:

1. Open the address.
2. In the left pane click the **Scheduled Messages** icon. The ScheduledMessages window displays.
3. In the ScheduledMessages window select and double-click the message you want to modify. The ScheduleDetails window displays with the Schedule window in view.
4. Make any necessary changes to the schedule and click the **Message** tab. The Message window displays.
5. Make any necessary changes to the recipients or the message.
6. Click **OK** to return to the Scheduled Messages window.
7. Click **Refresh** and the modified scheduled message displays.

Deleting a Scheduled Messages

To delete a scheduled message:

1. Open the address book.
2. In the left pane click the **Scheduled Messages** icon. The ScheduledMessages window displays.
3. In the ScheduledMessages window select the message you want to delete.
4. Click **Delete** and the message is removed from the ScheduledMessages window.

Multiple Choice Responses

Multiple Choice responses can be included in a message allowing the recipient to select a response.

To insert a Multiple Choice Response (MCR):

1. Open the address book.
2. Select the user or group to whom you want to send a message.

3. On the toolbar, click the **Compose Message** icon . The Compose window displays.
4. In the left pane, select the users or group to whom you want to send a message and click **Add**. The selected recipients display in the right pane. In the Message box, type the message, click **Insert** and from the drop-down menu, select **Message Responses**. The Select A Canned Message window displays.
5. In response pane select the responses you want to include in the message. You can also create a new response or modify a response.
6. Select the **Insert Selected Message** check box and click **Insert**. The selected responses display below the message.

Creating a Message Response

To create a message response:

1. Open the address book.
2. Select the user or group to whom you want to send a message.

3. On the toolbar, click the **Compose Message** icon . The Compose window displays.
4. Click **Insert** and from the drop-down menu, select **Message Responses**. The Select A Canned Message window displays.
5. Click **New**. The Select A Canned Message window displays.
6. In the message field, type the message response and click **Add**. The response displays in the message pane.
7. Click **Save** and click **Insert**. The response is now available to be used when sending messages.

Modifying a Message Response

To modify a message response:

1. Open the address book.
2. Select the user or group to whom you want to send a message.

3. On the toolbar, click the **Compose Message** icon . The Compose window displays.
4. Click **Insert** and from the drop-down menu, select **Message Responses**. The Select A Canned Message window displays.
5. Select the response to be edited. Click **Edit**. In the Message field, type the text you want included in the response.
6. Click **Add**. The added text displays in the Message pane. Select the text and click **Move Up** or **Move Down** to place the text in a different position within the response.
7. Click **Save** to return to the Select A Canned Message window and then click **Insert**. The modified responses is now available to include in a message.

Deleting a Message Response

To delete a message response:

1. Open the address book.
2. Select the user or group to whom you want to send a message.

3. On the toolbar, click the **Compose Message** icon ▣. The Compose window displays.
4. Click **Insert** and from the drop-down menu, select **Message Responses**. The Select A Canned Message window displays.
5. Select the response you want to delete. Click **Delete** and then click **Insert**. The selected response is now deleted.

Escalated Messages

In Web Messenger you can accept, reject, and delete escalated messages. Escalated messages are sent using the Philips IntelliSpace Event Management Web Messenger. Refer to the *Philips IntelliSpace Event Management Messenger User Guide* for information about creating an escalated messages.

Escalated Messages are displayed Escalation Log window. To access the Escalation Log window, click on the **Escalated Messages** icon in the left pane.

Accepting Escalated Messages

To accept an escalated message:

1. In the Escalation Log window, select the message you want to accept.
2. Right-click and select **Accept** or **Accept and Notify**. If you select Accept and Notify, all current and previous recipients are notified.

Deleting Escalated Messages

To delete an escalated message:

1. In the Escalation Log window, select the message you want to delete.
2. Right-click and select **Delete**. The escalated message is now deleted.

Rejecting Escalated Messages

To reject an escalated message:

1. In the Escalation Log window, select the message you want to reject.
2. Right-click and select **Reject**. The escalated message is now rejected.

Accepting and Rejecting Escalated Messages by ID

Escalated messages can also be accepted or rejected by the escalated message ID number. You must know this number to use this feature.

1. In the Escalation Log window, select the message you want to reject.
2. Right-click and select **Escalate By ID**. The QuickEscalate window displays.
3. In the Escalation ID field, type the escalation message ID.
4. Select one of the following:

   - **Accept**
   - **Accept (And Notify All Previous Recipients)**
   - **Reject**

5. Click **Submit**. The message has been accepted or rejected based on your selection. The status is reported in the Orchestrator Escalated Messages window.
6. Click **Close** to exit the QuickEscalate window.

Message Log

The Message Log contains the status of all messages.To access the Message Log, in the left pane click the **Message Log** icon. The MessageLog window displays.

Viewing Message Details

To view message details:

1. In the MessageLog window, select and double-click the message whose details you want to view. The MessageDetails window displays with the Recipient Status window in view.
2. Select the recipient whose status you want to review and expand the tree. The status details display for the selected recipient.
3. Click the **Message Text tab** and the Message Text window displays with the message text.
4. Click **OK** to close the MessageDetails window, or if the message failed, click **Resend Failures** if you want to attempt to resend the selected failed message and then click **OK**.

Troubleshooting

If unable to connect to the server, verify the following:

- Make sure there are no other connections to the Philips Event Integration Service server with the same username.

- If the regular Messenger is left open with a connection to the server under the user's name, then subsequent connections may be rejected.

Contact Information

Visit the Philips Web site (www.philips.com/IntelliSpaceEventManagement) for product information, technical support, or to provide your comments about Philips products.

Contact the following groups directly for specific information or assistance.

Sales Information

E-mail address: *EventMgtinfo@philips.com*
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Fax Number: 1-561-886-3181
Telephone number: 1-800-722-9377 (Option 2, then Option 3)

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