TECHNICAL FOLDER

INSTALLATION AND UPDATE MANUAL

SMARTLINK 3

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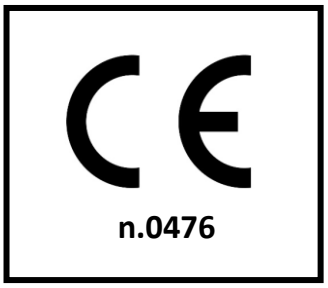
1. REGULATORY INFORMATION

SmartLink 3 complies with:

1. the 93/42/CEE Directive.
2. the 60601-1-8:2007 (+ A1:2013 + corrigenda 2010 and 2014) collateral standard, as part of a Distributed Alarm System (DIS - Distributed Information System, DAS – Distributed Alarm System, CDAS – Distributed Alarm System with operator Confirmation).
3. the 80001-2-5:2014 technical report, as part of a Distributed Alarm System (DIS - Distributed Information System, DAS – Distributed Alarm System, CDAS – Distributed Alarm System with operator Confirmation).



This manual is part of the available SmartLink 3 product documentation.

The product documentation is composed of these documents:

SmartLink 3 Declaration of Conformity
SmartLink 3 User Manual
SmartLink 3 Administration and Configuration Manual
SmartLink 3 Installation and Update Manual
SmartLink 3 Technical Requirements

These documents are available in PDF format on the desktop of the SmartLink 3 pre-installed virtual machines, are included in the Installer compressed file, and can be downloaded from the reserved area of the Software Team website.

The documents can be saved on offline supports; we recommend using a desktop computer or laptop with Adobe Acrobat Reader DC to view and print them. If another PDF reader is used, please check that all fonts and graphics are correctly displayed.

The documents cannot be disclosed in whole or in part, with any available mean, outside the organization where SmartLink 3 is used and to people different than the ones directly involved in the SmartLink 3 use, configuration, administration and maintenance.

Please note that one or more of the listed manuals might belong to functions not included in your supply, even if the whole manuals set is included in the supplied items.

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2. DOCUMENT INTENDED PURPOSE AND READERS

This document gives IT technicians and System Administrators instructions on how to install, configure and update SmartLink 3 and its components.

3. DOCUMENT CHANGE MANAGEMENT

Revision	Date	Description	Author	Approved
01	12 Apr 2018	First Issue.	TEC – CC	DIG – RM
02	11 May 2018	Contents change	RGQ – MTY	DIG - RM
03	6 Nov 2018	Contents change	RGQ – MTY	TEC – CC

Note on revision 03 – 6 Nov 2018

- ~ The old chapter 6 (SmartLink Advanced Configuration - SmartConfig) and subchapters have been deleted.
- ~ Pictures of chapter 4.2, 5 and 6 have been updated.
- ~ Correction of typos and formatting across the document.

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4. SMARTLINK DOWNLOAD AND INSTALLATION

4.1. TECHNICAL INFORMATION

For information on the technical requirements for the server that hosts SmartLink please refer to the document:
1.09.1 - SL3 - Technical Requirements.pdf

SmartLink web application runs on IIS.

The web server must be configured to run xbap (.NET) applications.

The installation procedure will guide you through the installation and configuration of MySQL, IIS, .Net Framework and SmartLink components.

4.2. ENVIRONMENT DESCRIPTION

SmartLink environment is composed of three different networks: data source network, SmartLink network and hospital network.

Data source network: is the network between the data source (e.g. central station) and the patient monitors.

SmartLink network: is a simple connection between the data gateways (e.g. central station) and the SmartLink Server. This network could carry a heavy broadcast traffic. This is a separated network: the data source and SmartLink server have separated network cards to manage this traffic. SmartLink network must be set up. The SmartLink server can be installed on a dedicated PC placed close to the data source gateway, or in a server room on physical or virtual server machines.

Hospital network: is the actual network used by the hospital applications. SmartLink server accesses this network to communicate with the web server, that can be located anywhere in the hospital network. SmartLink server is connected to the hospital network using a separated network card. This network is also used for communication between SmartLink server and SmartPager.

An explicative schema of SmartLink Network is shown in two possible cases of data source: gateway or central station.

In the first case, the gateway and SmartLink server communicate between two channels: Unsolicited Alarm Channel and Solicited Result Channel. Thus, the gateway (connected to monitors network by one of the two network cards) sends the alarms to SmartLink server (through the second network card, i.e. second network).

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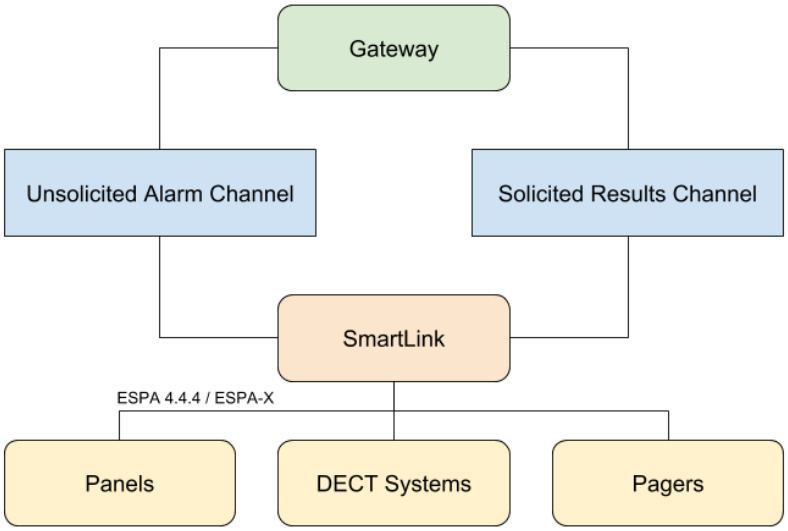
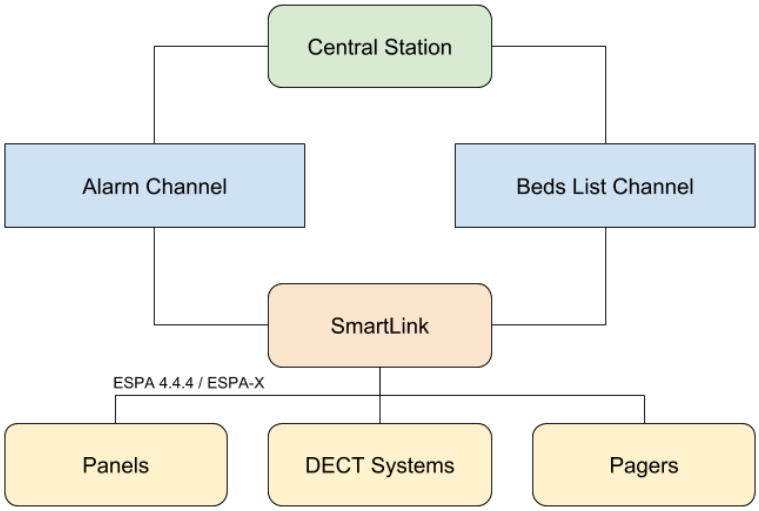


In the second case, the central station and SmartLink server communicate by means of two channels: Alarm channel, where monitor data are sent from the central station to SmartLink and Bed List Channel that is the list of the beds (monitors) connected.



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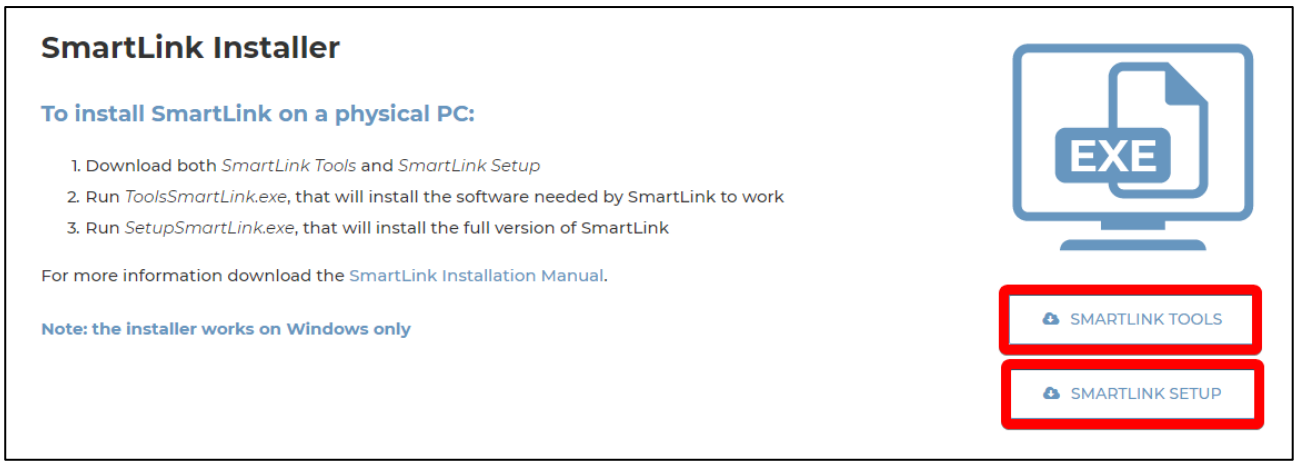
Once the alarms are received and saved in the SmartLink database, SmartLink server sends monitor alarms to the pagers, DECT systems or panels. Regarding the smartphones used as pagers, they must be connected to the same SmartLink network and they must have the SmartPager app installed. Alarm forwarding is possible also with serial/TCP communication between SmartLink server and panels or DECT systems.

4.3. PHYSICAL PC

4.3.1. Download

Go to www.swt.it → Technical Area → Documents and Installation → SmartLink installation and download both *SmartLink Setup* and *SmartLink Tools*.



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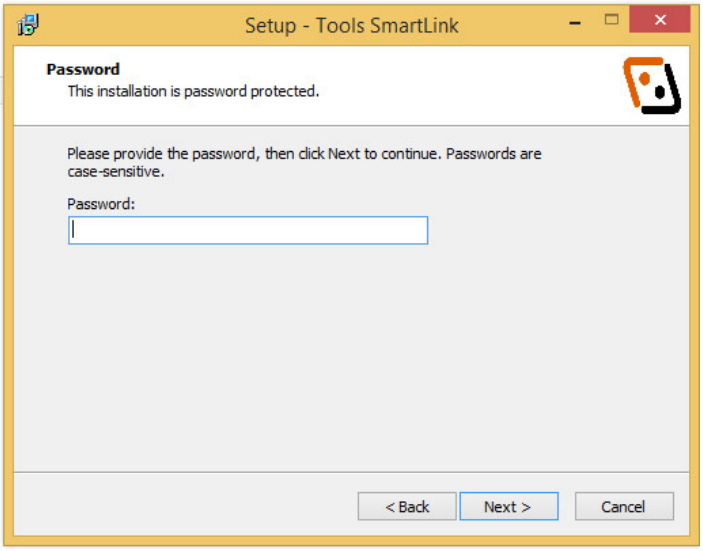
4.3.2. SmartLink Tools

1. Double-click SmartLinkTools.exe and click *Next* to start the installation of the software needed by SmartLink to work.

2. When asked for the password, type **smartlinkinter**



3. Follow the steps of the wizard and click Finish when the installation is complete.

4.3.3. SmartLink Setup

1. Double-click SmartLinkSetup.exe and click *Next* to start the installation SmartLink. The installer will check if the following components are already installed:

   ~ Internet Information Service (IIS);

   ~ .Net Framework 3.5;

   ~ MySQL environment (MySQL 5.5 requires .NET Framework 3.5 and Visual C++ 2010 Redistributable).

   If any of the prerequisites is missing, SmartLink setup will install it.

   Please note that the computer must have Adobe Acrobat Reader installed and must have an active internet connection. You must be logged as an administrator to run the setup.

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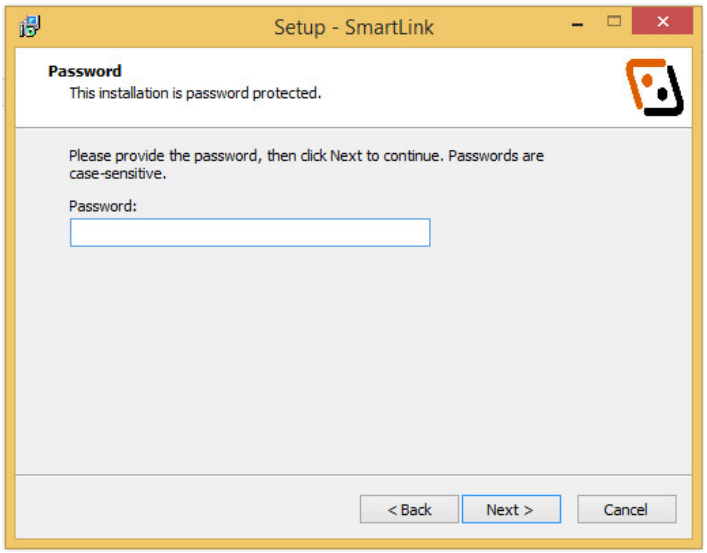
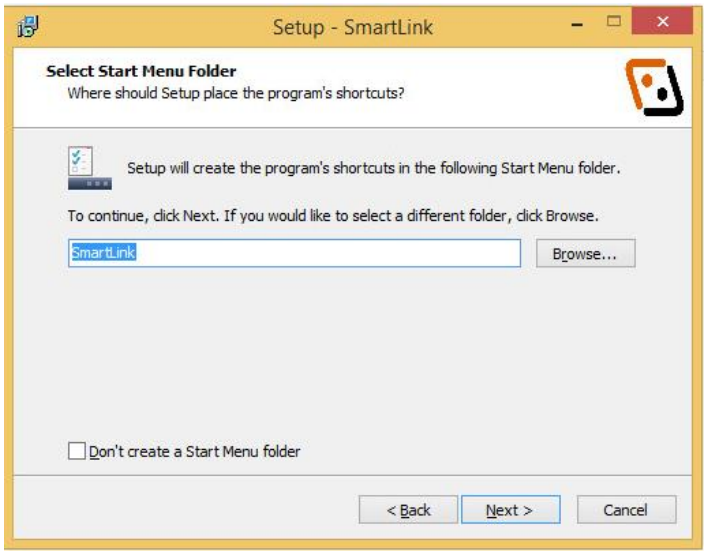
2. When asked for the password, type **smartlinkinter**



3. Follow the steps of the wizard without changing the default settings:



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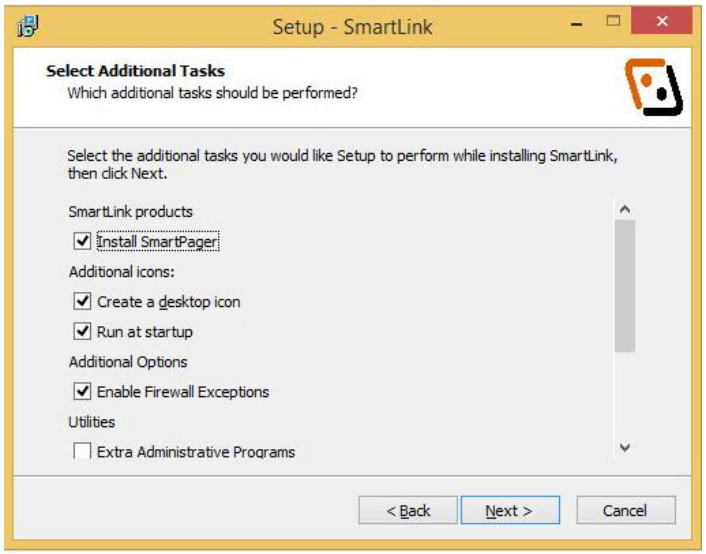

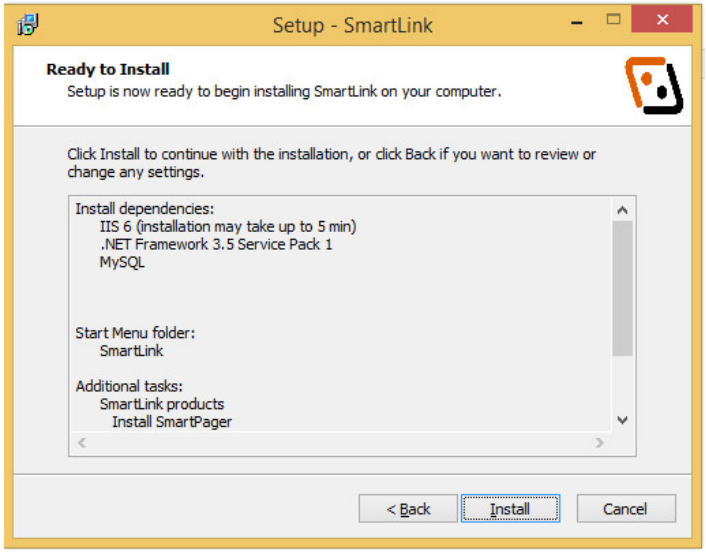

4. SmartLink Setup checks if IIS is already installed on your computer. If IIS is not installed, SmartLink Setup will launch the default procedure to add Windows components.

   Alternatively, you can manually install IIS and then launch the SmartLink installation software. The procedure to install IIS is the following:

   a) Open *Control Panel* → *Program and Features*

   b) Click "*Turn Windows features on or off*"

   c) Select "*Internet Information Services*" and follow the installation steps.

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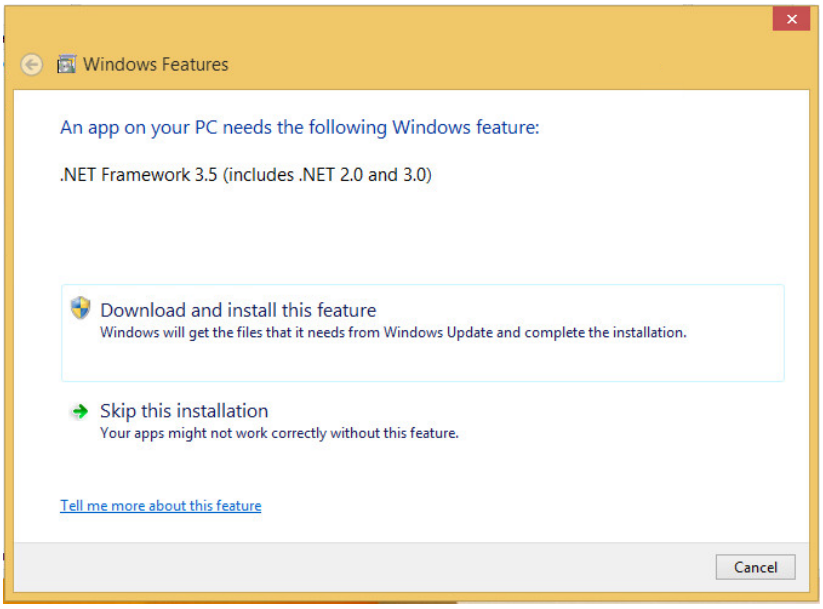
5. If .Net Framework 3.5 is not installed or you have an older version, the wizard will ask you to install it before proceeding with the SmartLink installation. Click *Download and install this feature*.



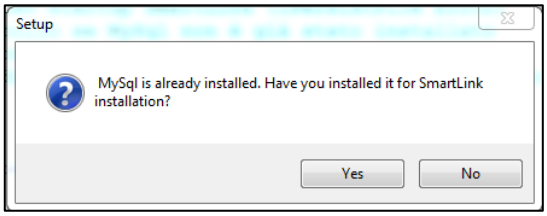
NOTE: Usually .NET Framework 3.5 is already installed by default, but on Windows 8 and 10 it may be deactivated. To check if .NET Framework 3.5 is active:

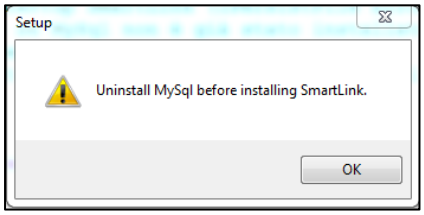
a) Open *Control Panel* → *Program and Features*

b) Click "*Turn Windows features on or off*"

c) Verify that "*.NET Framework 3.5*" is checked.

6. If MySQL is not installed, the wizard will ask you to install it before proceeding with the SmartLink installation. If MySQL is already installed, the wizard asks you if you installed it for SmartLink. If you didn't, you have to uninstall MySQL and reinstall it through the wizard to proceed with the SmartLink installation:





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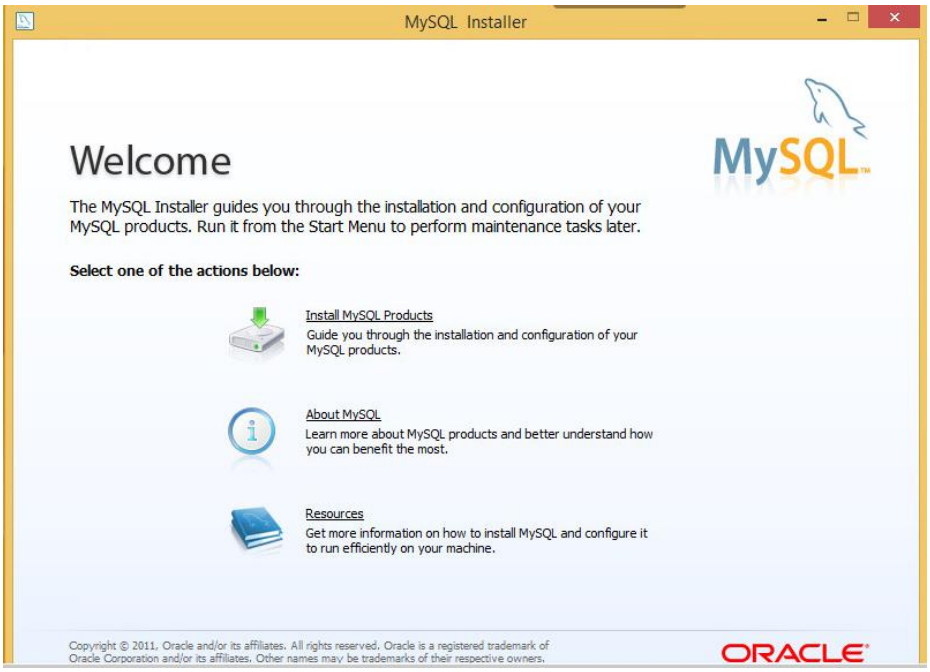
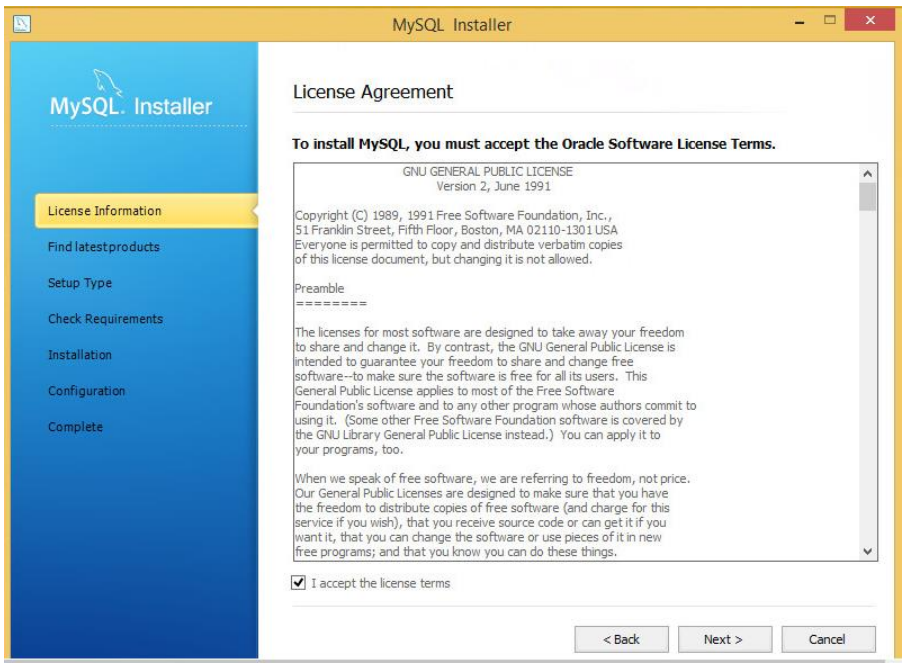
7. Now you can install MySQL: click *Install MySQL Products*



8. Accept the license terms and click *Next*



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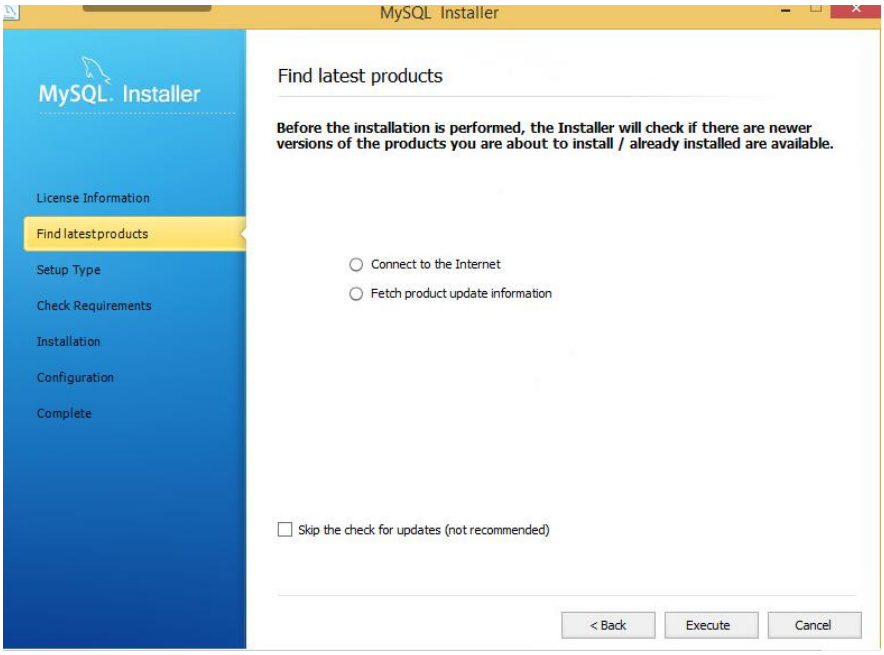
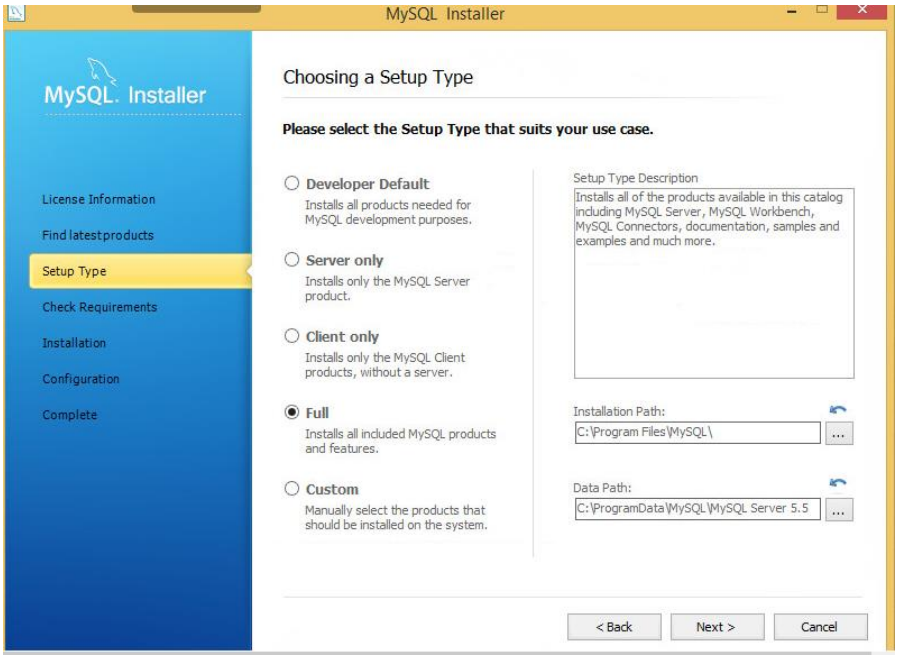
9. Check *Skip the check for updates* and click *Execute*



10. Choose the *Full* setup and click *Next*



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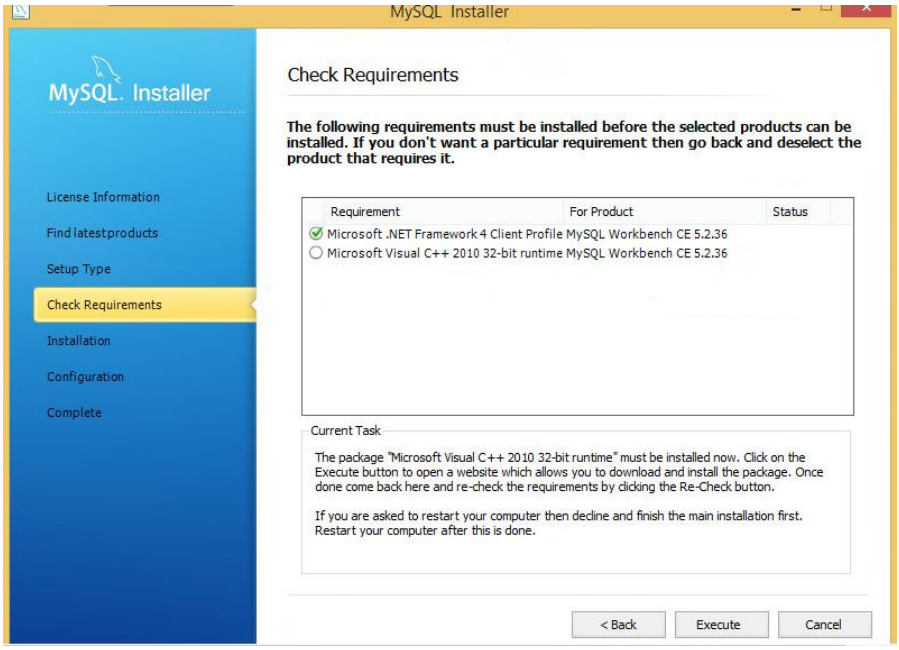
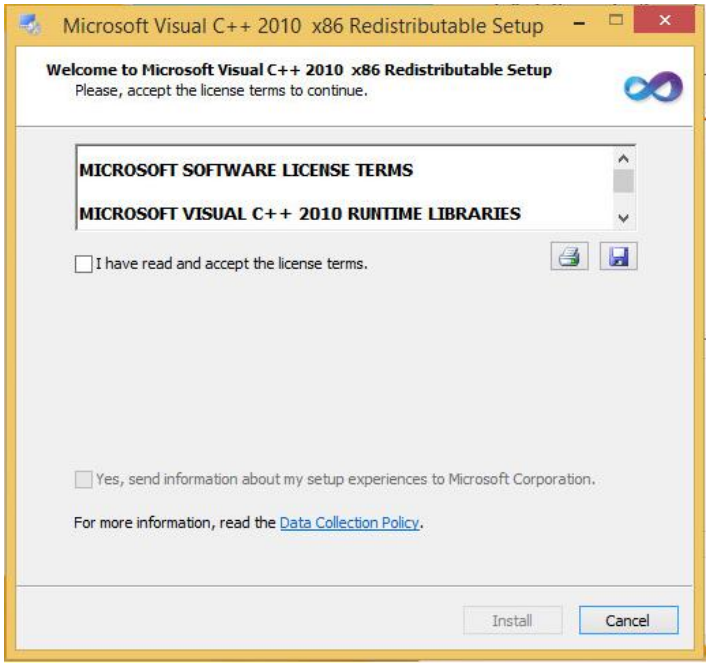
11. Click *Execute*.



12. If Microsoft Visual C++ is already installed, MySQL installation will proceed, otherwise you will be prompted to install Microsoft Visual C++. Accept the license terms and install it.



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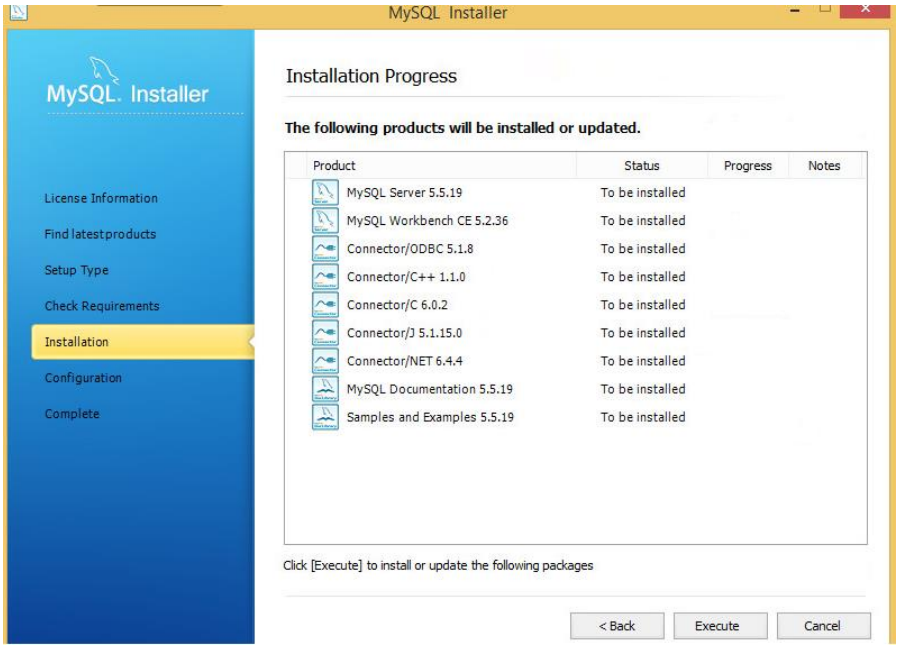
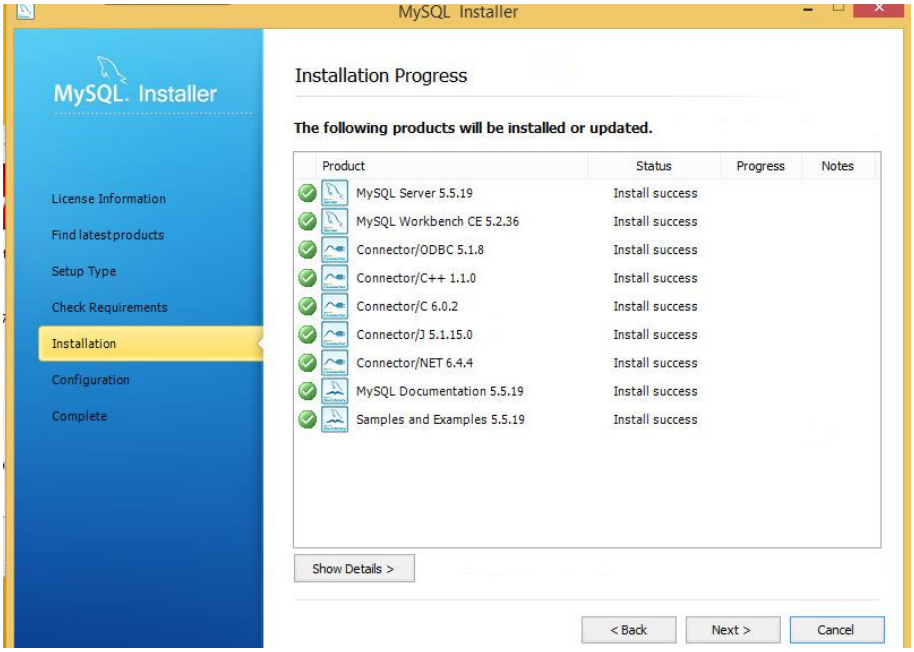
13. Proceed with MySQL installation by clicking *Execute* and then *Next*





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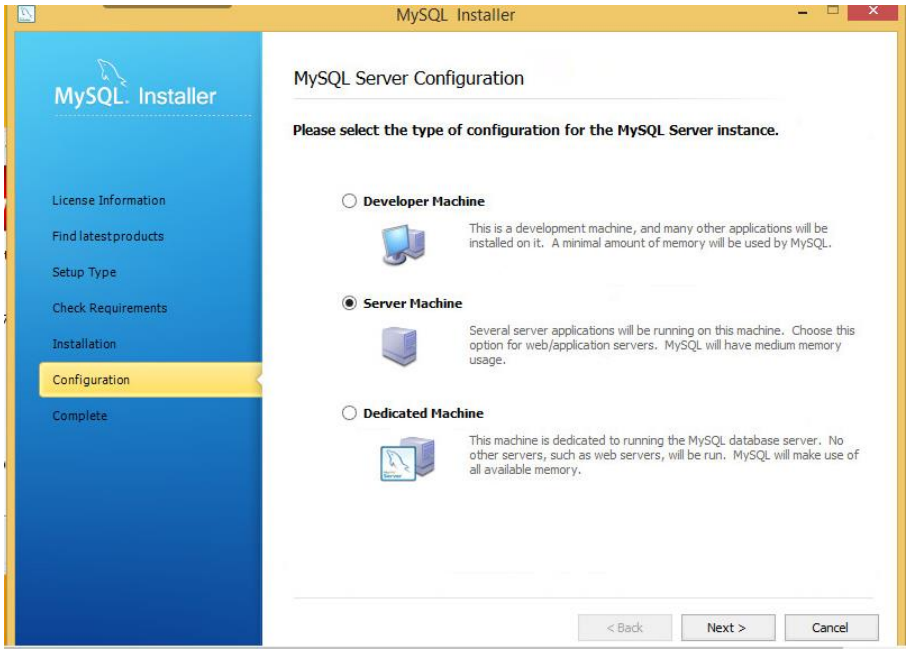
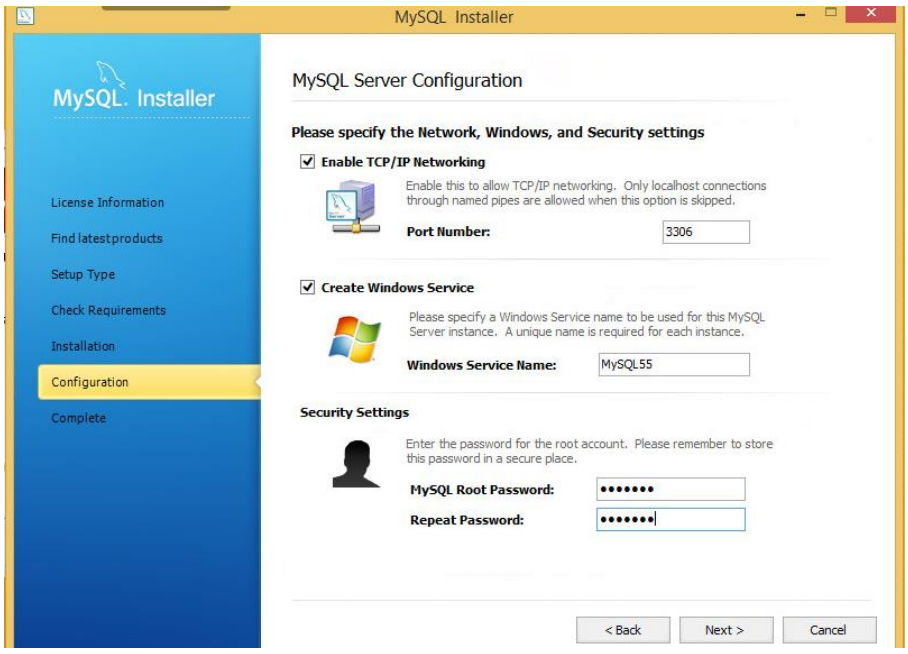
14. Select *Server Machine* and click *Next*



15. Fill in the fields as shown in the image below, and use **swtinter** as password



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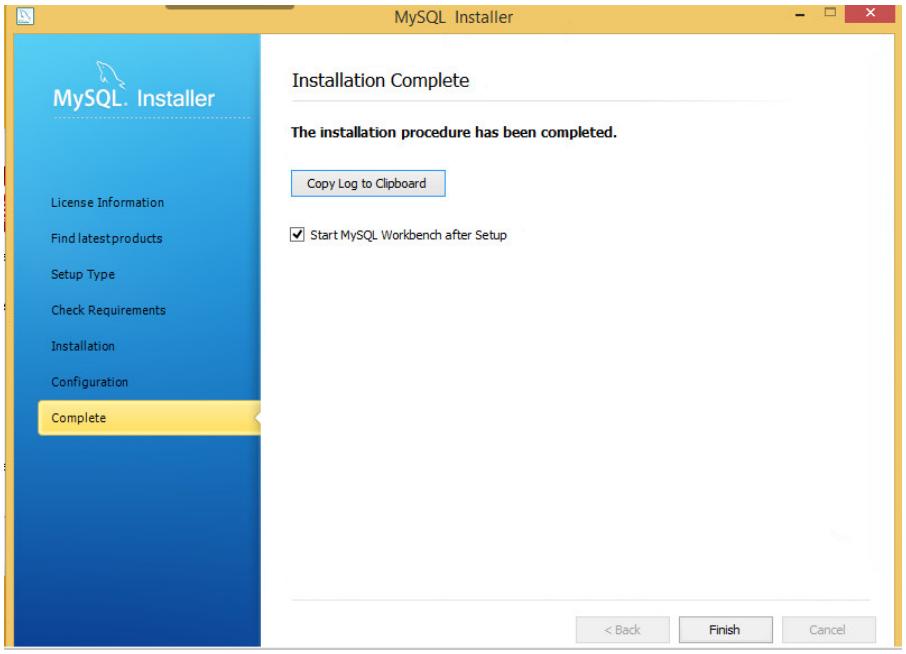
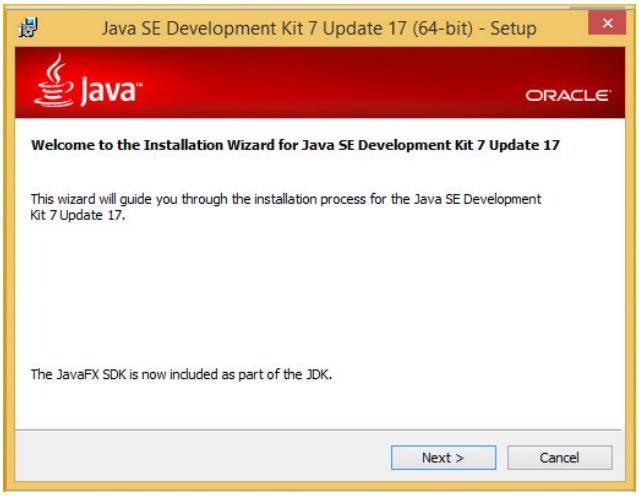
16. Check *Start MySQL Workbench after Setup* and click *Finish*



17. The Java installation starts



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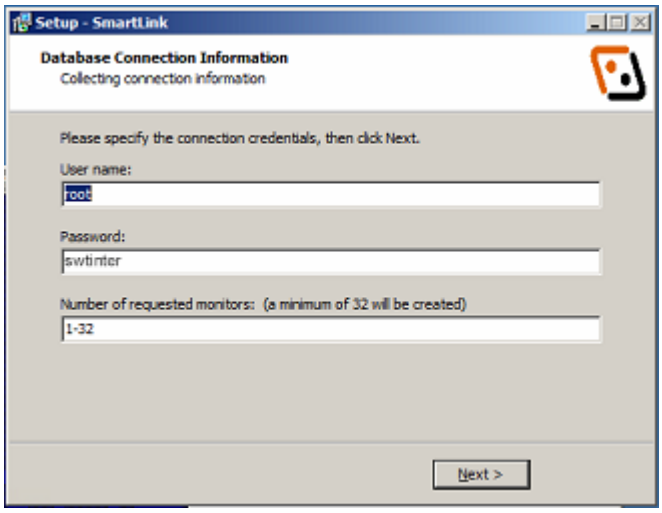
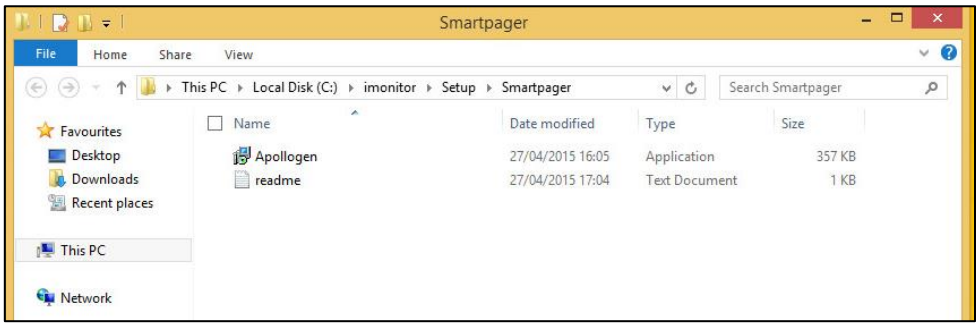
18. Follow the wizard instructions and click *Close* when the installation is completed.

19. Now you're back to SmartLink installation: leave the fields unchanged and click *Next*



20. In *C:\imonitor\Setup\Smartpager* double-click *Apollogen* to start the installation of Apollo and follow the wizard instructions



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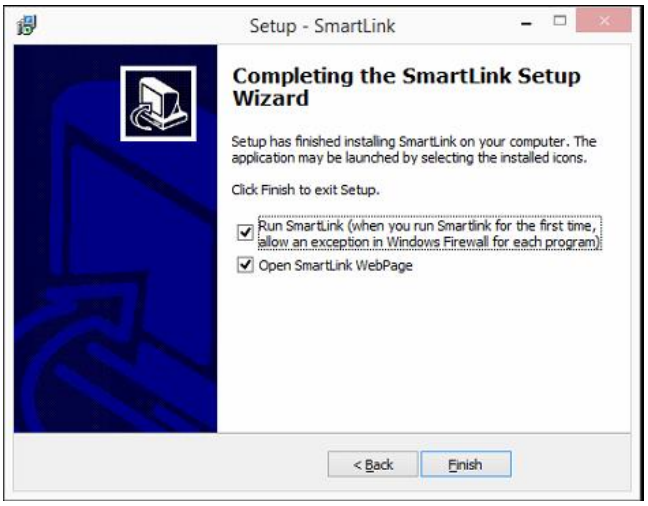
21. Back to SmartLink installation: check both options, as shown below, and click *Finish*



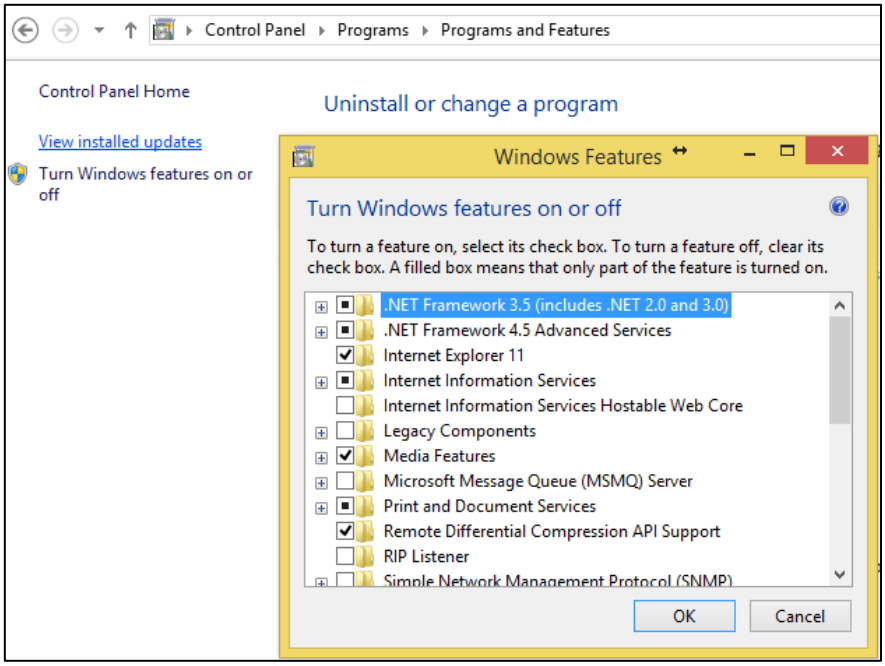
4.3.4. Installation Troubleshooting

- If the setup does not install .NET Framework 3.5 automatically, install it manually:

  1. Open Control Panel → Programs → Programs and Features → Turn windows features on or off

  2. Select .NET Framework 3.5 (includes .NET 2.0 and 3.0)

  3. Click OK, but DO NOT reboot the computer yet, if prompted.



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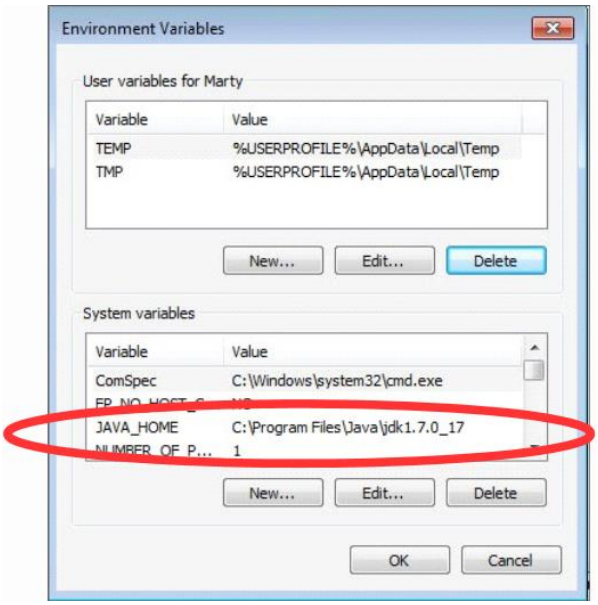
- Use a computer that does not have MySQL Server already installed, to avoid complications.
- If SmartPager does not work:

1. Check that the JAVA_HOME variable in *Control Panel* → *System* → *Advanced variable settings* → *Environment Variables* is present only among the *System variables*. If you find the JAVA_HOME variable in the *User variables*, delete it.



2. Open *C:\apache-apollo-1.6\bin* to check Apollo installation. If the folder *mybroker* has not been created:

   a) run *Apollo.cmd*

   b) write *create mybroker* on the command line.

   c) The *mybroker* folder will be created. Close everything and restart SmartLink.

   d) Go to *SmartLink Configuration* → *SmartPager* tab and click *Check*. Follow the instructions if you see one or more warnings.

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4.3.5. .NET Framework Configuration – Import Certificate

After the installation of .NET Framework, you can configure your browser to accept the download of .NET objects. To get the application which installs the certificate go to http://www.swt.it/smartlink-technical-docs and click on “Import SmartLink Certificate”.

Accept to download and execute the file, then click on “Import SmartLink Certificate”.

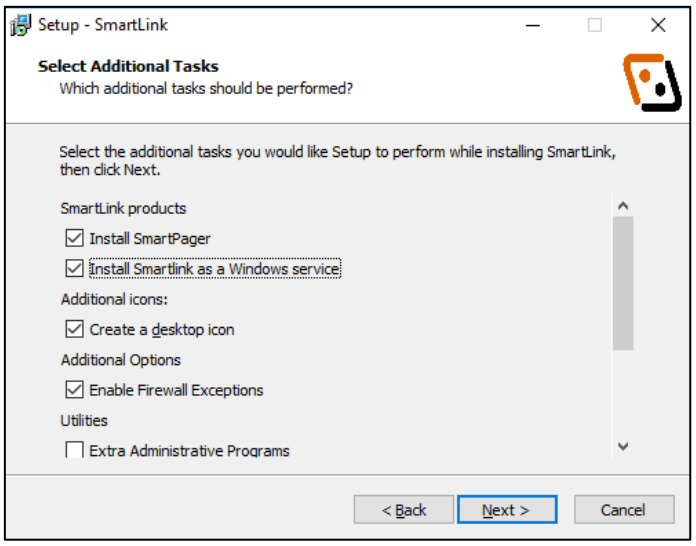


After the installation, the message “Import completed successfully” will appear.

Note: This step is mandatory in case SmartLink includes also SmartWave module.

5. SMARTLINK AS SERVICE

It is possible to install SmartLink as a Service.



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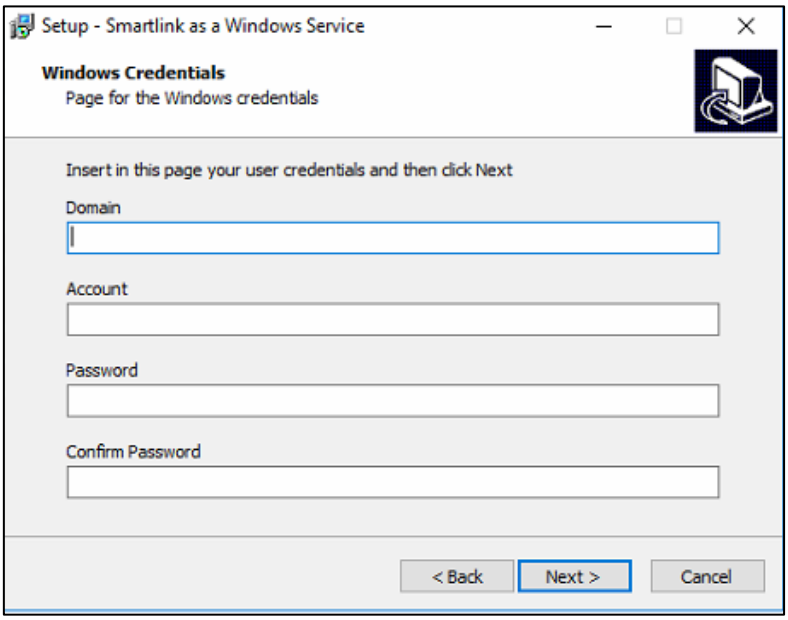
For doing that, during the installation it is mandatory to check the field *Install SmartLink as a Windows service* and click *Next*.

Complete the following fields (Domain, Account, Password)



And Click *Next*

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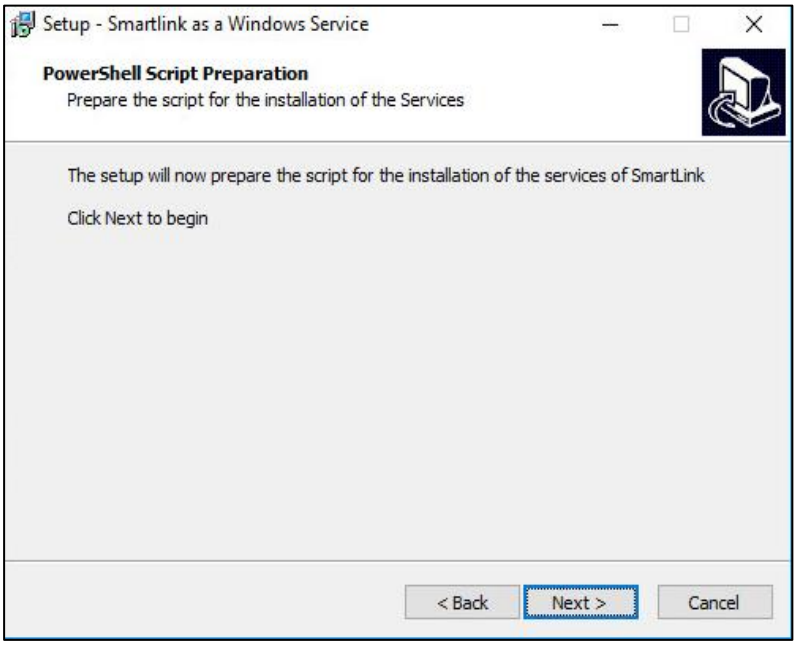
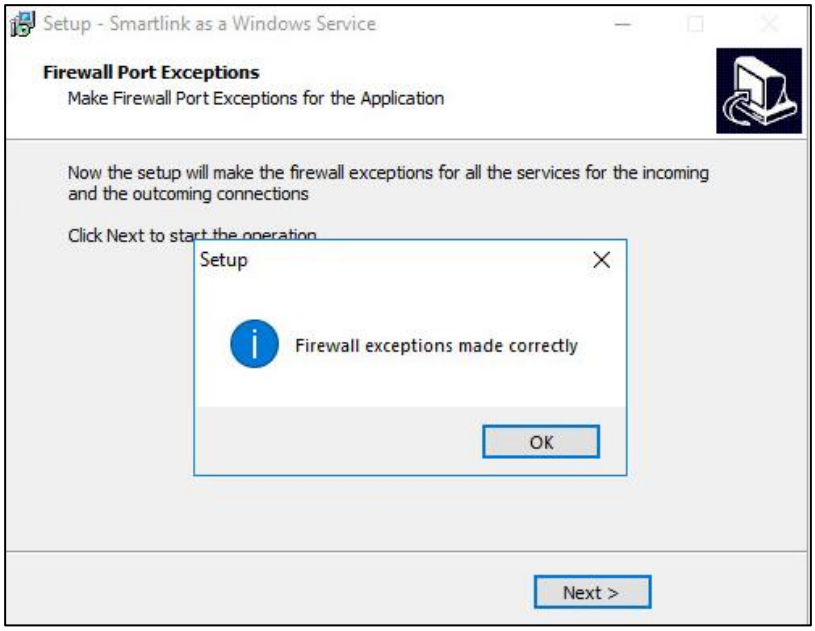


The setup will enable automatically the firewall exceptions:



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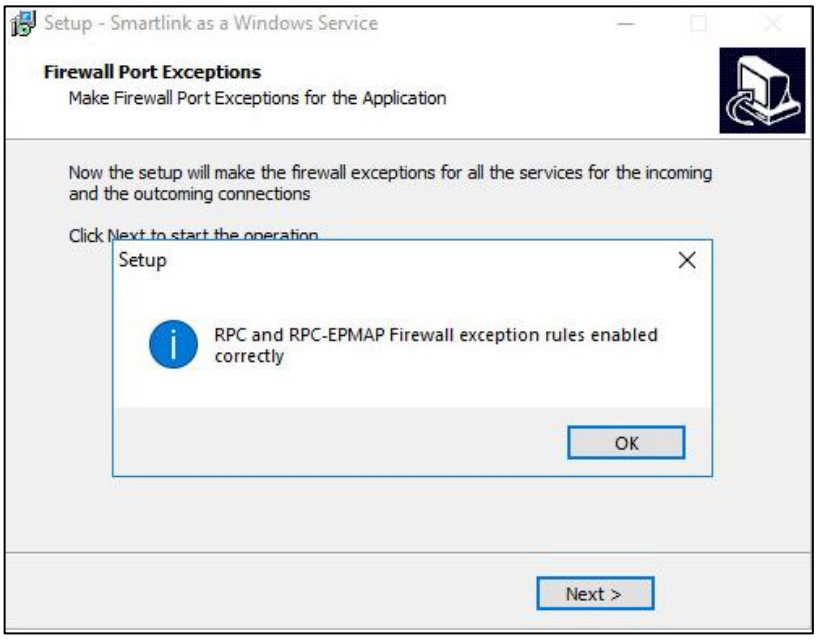
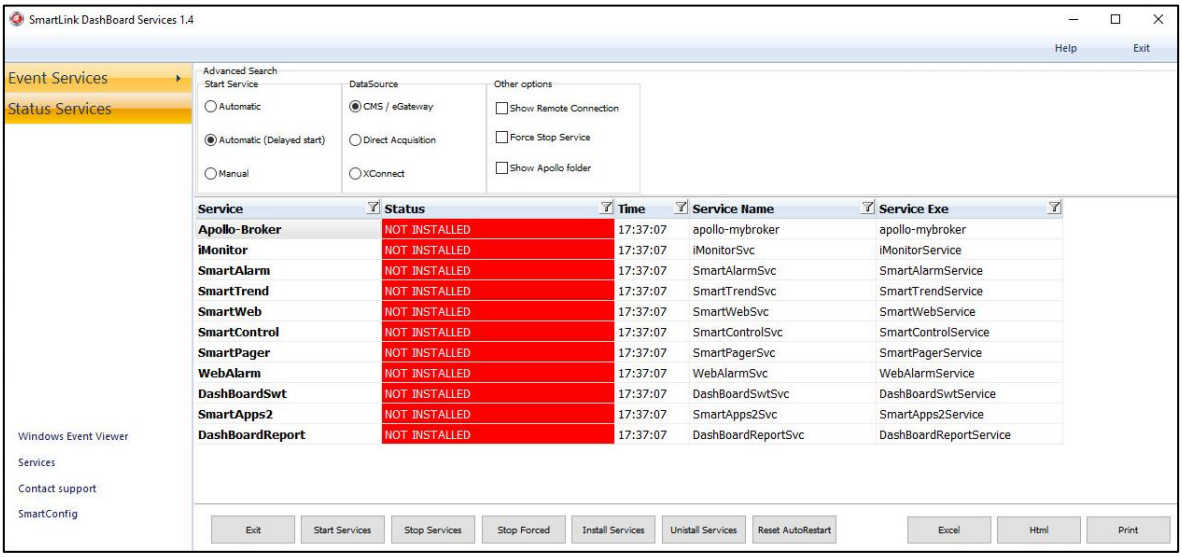


After having completed the setup it will be possible to install all SmartLink services, accessing SmartLink service configuration



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6. SYSTEM SETUP- WIZARD IT

The Wizard IT is a tool that allows the IT Technician to activate the license, configure the settings of the installation and of the department, install and configure SmartPager, connect and configure the central station\gateway and activate the mail alarm.

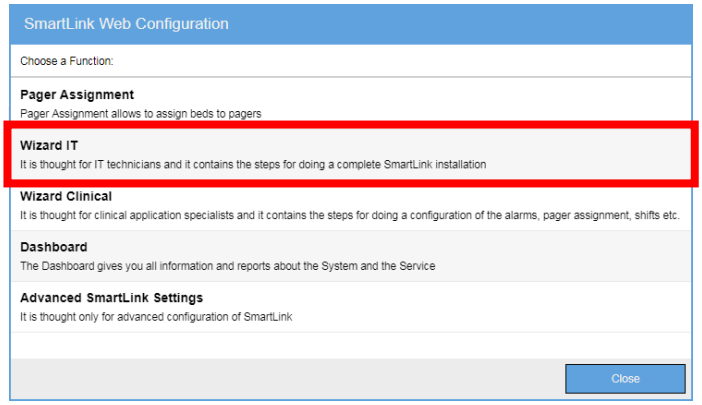
For accessing the Wizard IT functions open Google Chrome or Firefox and type:

http://**[ServerIP]***:20010/smartlinkwebapp

***** change **[ServerIP]** with the IP address of the server (e.g. http://192.168.1.1:20010/smartlinkwebapp).

Once you're connected, insert Username and Password and, in the page that follows, click *Wizard IT*





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To switch from one section to another, click on the options button on the upper-right corner.



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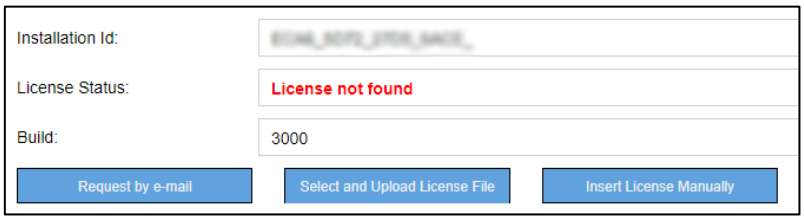
6.1. Check License

This page allows to import le license and check the license information.

The Wizard Check License section displays the license status of your installation. You most likely will see a “License not found” message, as shown in the picture:



The license activation code must be requested to Software Team by email. Follow these steps:

1. Click “*Request by e-mail*”

   ~ If an email client is installed on the PC where the Wizard is running, a new email message opens automatically,

   ~ Otherwise, you’ll have to send an email using a webmail: copy and paste the text that appears below the buttons in your email.

   For both cases, fill in all the fields.

   Before sending the email, make sure that all mandatory (*) fields are filled in. Specify the hospital name where SmartLink is installed and the number of wards involved. List the names of all the wards involved and their associated license number, that is the 10-digit code you find in the license agreement (one license number for department). Indicate the data source. The Installation ID is the identification number of the SmartLink server installation: you can find it in the Wizard Check License window.

2. Send the email to *support@swt.it*, subject: “*SmartLink License Activation Request*” (these are set automatically if you have an email client installed).

3. You will receive the license activation code (*license.dat* file) as attachment in response to your email within 24 working hours. In the meanwhile, you can proceed with the configuration.

4. Once you receive the *license.dat* file, make sure to save it somewhere (e.g. on the PC desktop). Then go back to the Wizard, click “*Select and Upload License*” and select the *license.dat* file you just saved.

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If you did all this correctly, you will see that the license status of your installation changed to “Active”:



On this page you see:

Installation id → necessary for requesting the license

License Status → indicates if the license is active and for which SmartLink version

Build → indicates the build for the SmartLink version installed

Hospital → name of the hospital where SmartLink is installed

Number of Departments → indicates the number of departments for which the license is active

DataSource → indicates the data source connected to the installation and for which the license has been requested

Modules → list of the activated modules.

Check that all the information are correct (they should match the information you wrote on the email). If something’s wrong, please contact support@swt.it.

If you can’t load the license activation file, you can manually insert the license:

1. Open *license.dat* with Notepad,
2. Copy all the content,
3. On the Wizard, click “Insert License Manually”,
4. Paste all the content and click “Confirm”.

If you still can’t load the license, please contact support@swt.it.

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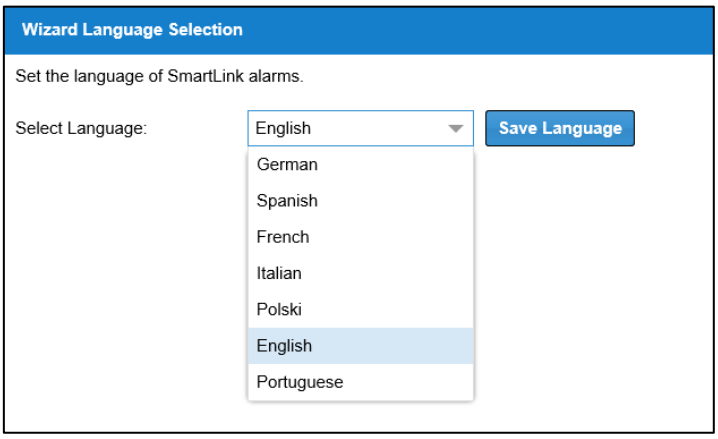
6.2. Language Selection

From this section you can set in which language you want SmartLink to display the alarms (this apply also to SmartPager). Select the language from the drop-down list and click “Save Language”.



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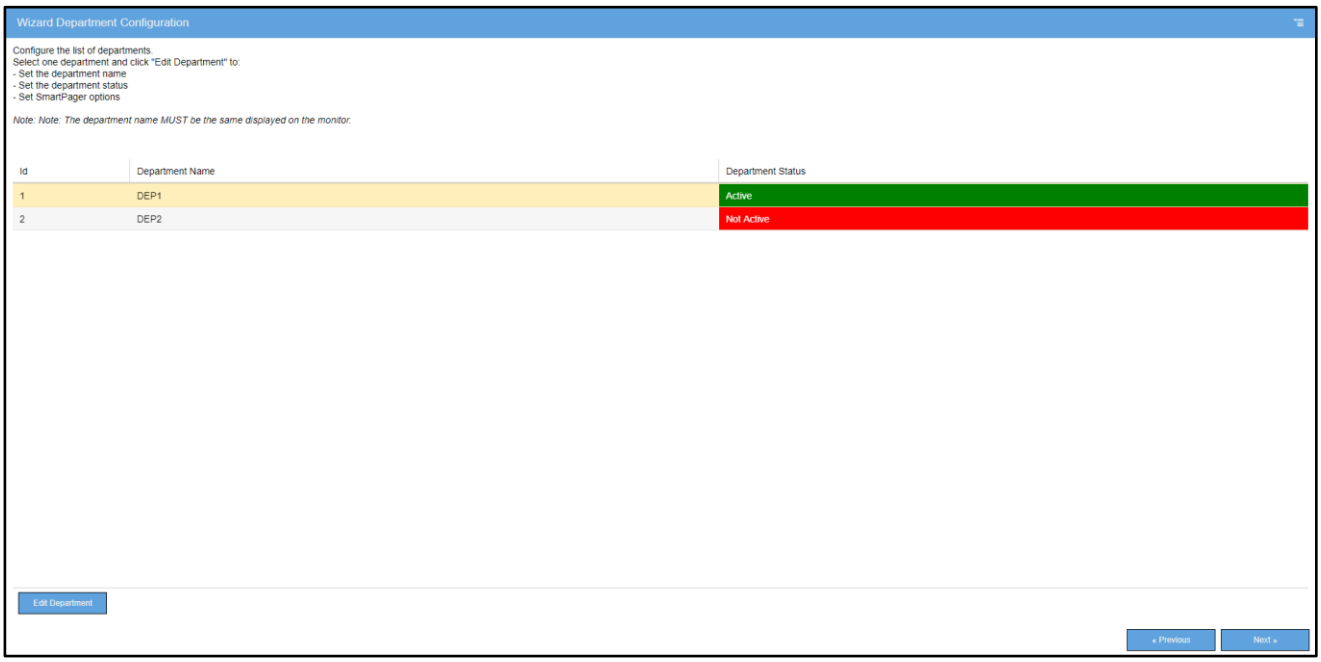
6.3. Department Configuration

This page allows to activate the departments:



The list is composed only by the departments specified when you requested the license.

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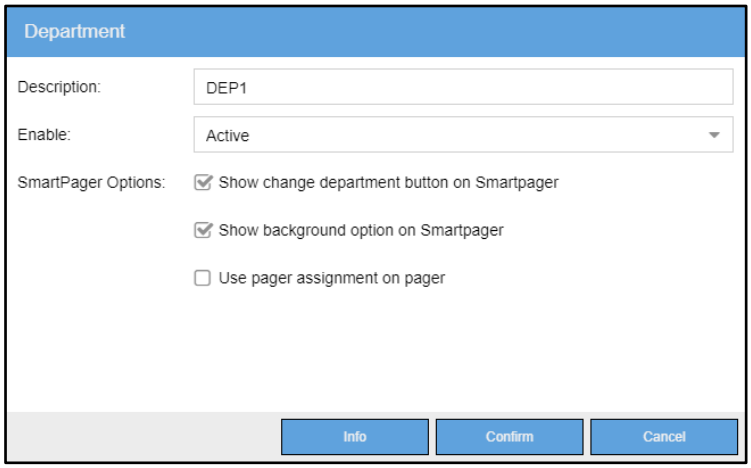
Click Edit to modify the departments' status and description:



- Description: is the description of the department
- Enable: allows to activate/deactivate the department:
  - Not active: the alarms coming from that department are not sent to the pager;
  - Active: the alarms coming from that department are sent to the pager. In the configuration you can manage the alarms grouping the monitors in care groups;
  - Active using "Department name" in the monitor: you don't need to configure groups of monitors; all the alarms coming from all the monitors connected to the department are forwarded to the pagers using escalation rules.

  NOTE: The department status is set according to the license. By default, only the licensed department are set as active.
- SmartPager Options:
  - Show change department button on SmartPager: allows to enable the option for changing the department to which the pager is connected directly from the pager;
  - Show background option on SmartPager: allows to enable the background option for using SmartPager in background mode with the widget function;
  - Use pager assignment on pager: allows to enable the Pager Assignment button on the pager and manage the assignment from the pager.

Click "*Confirm*" to save the configuration.

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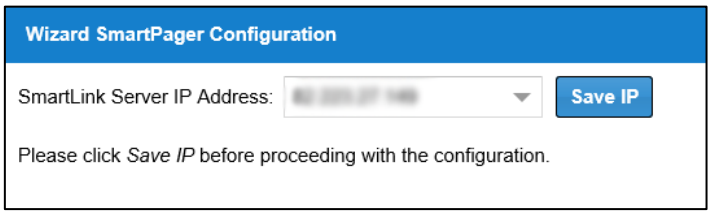
6.4. SmartPager Configuration

From this section you can set the IP address of SmartLink server.

Open the drop-down menu to see the list of the IP addresses assigned to the network cards of SmartLink server. Choose the IP address assigned to the network card connected to the hospital network, then click “Save IP”.

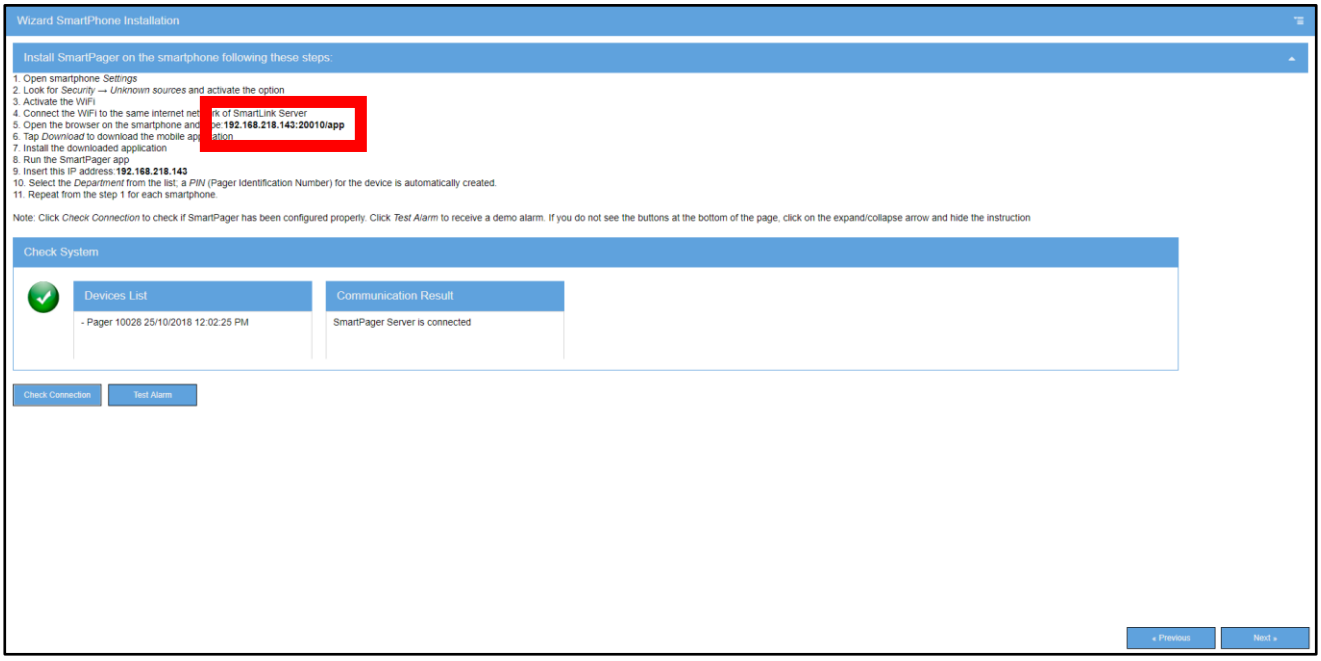


6.5. Smartphone Installation

This section guides you through the installation and configuration of the SmartPager application on the smartphones that will be used as paging devices.

On the smartphone:

1. Activate the WiFi connection and connect to the same network of SmartLink server,
2. Open the web browser and type ***[IP Address]*:20010/app** where *[IP Address]* is the SmartLink server IP, that you can find on the wizard:



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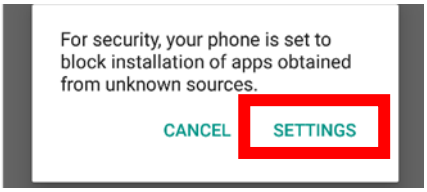
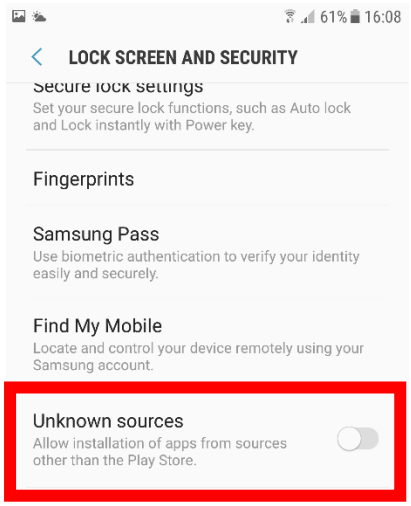
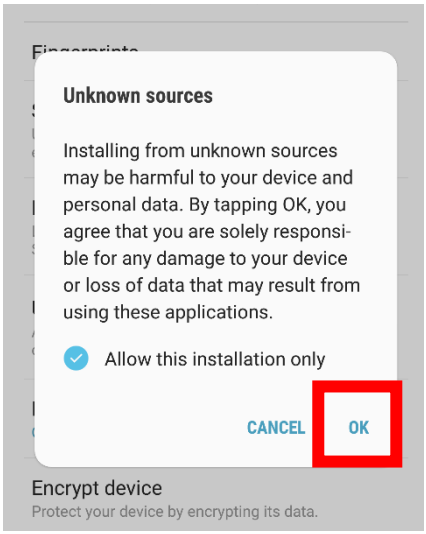
3. Tap “Download”, wait until it’s completed and run the *SmartPager.apk* file.

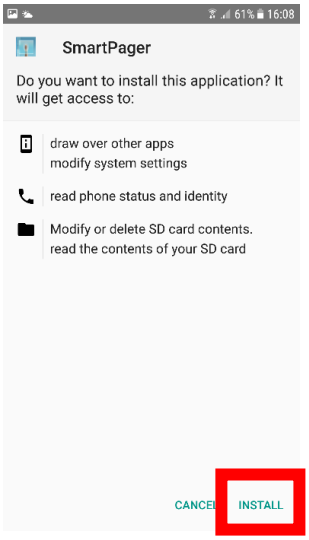
4. You may be asked permission to install applications from unknown sources:



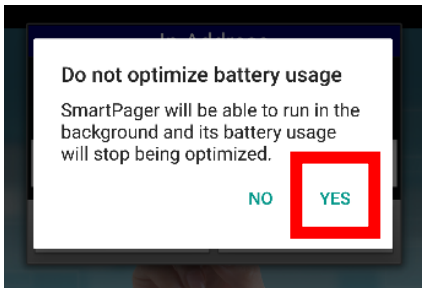
Tap “Settings” and enable the installation from unknown sources, then tap “Install”:







5. When the application first starts, it may ask if you want to discard battery usage optimization: tap YES, since SmartPager needs to be able to run in the background to forward the alarms.



6. The application then asks for an IP address: insert the SmartLink server IP address.

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7. Choose the department from which you want to receive the alarms. For multi-department installations, you can set different smartphones belonging to different department, and each smartphone will receive monitor alarms only from the belonging department.

8. A PIN (Pager Identification Number) is then automatically assigned to the pager.

If the pager is correctly configured, you will see a green background that confirms that the pager is connected to SmartLink server and is able and ready to receive the alarms.



Repeat the same procedure to configure all the other smartphones.

On the Wizard, you can check the list of pagers connected to SmartLink and if SmartPager server is connected (Communication Result) by clicking “Check Connection”.

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After checking the pagers, you can also send a test alarm to verify that the pagers are actually able to receive monitor alarms. Click “Test Alarm” and an alarm will be sent to all the connected pagers.



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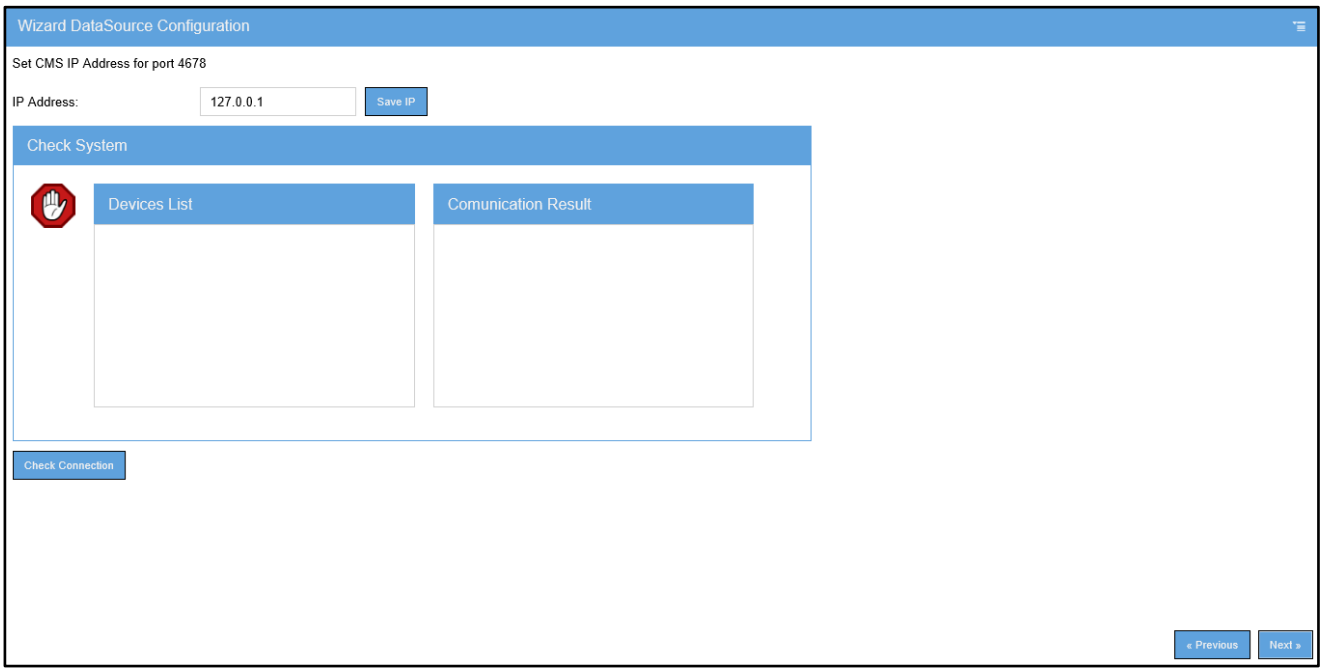
6.6. DataSource configuration

In this section you can configure the connection with the data source for which the system has the license.

NOTE: this section may look slightly different from the picture, due to the data source set on the license.



1. Type the data source IP and click *Save IP*
2. Click Check Connection. If the data source is connected, you will see:
   - ~ Communication Result:
     - If the communication is correct → OK
     - If the communication is not correct → No communication
   - ~ Devices List: the list of monitors connected to the data source.

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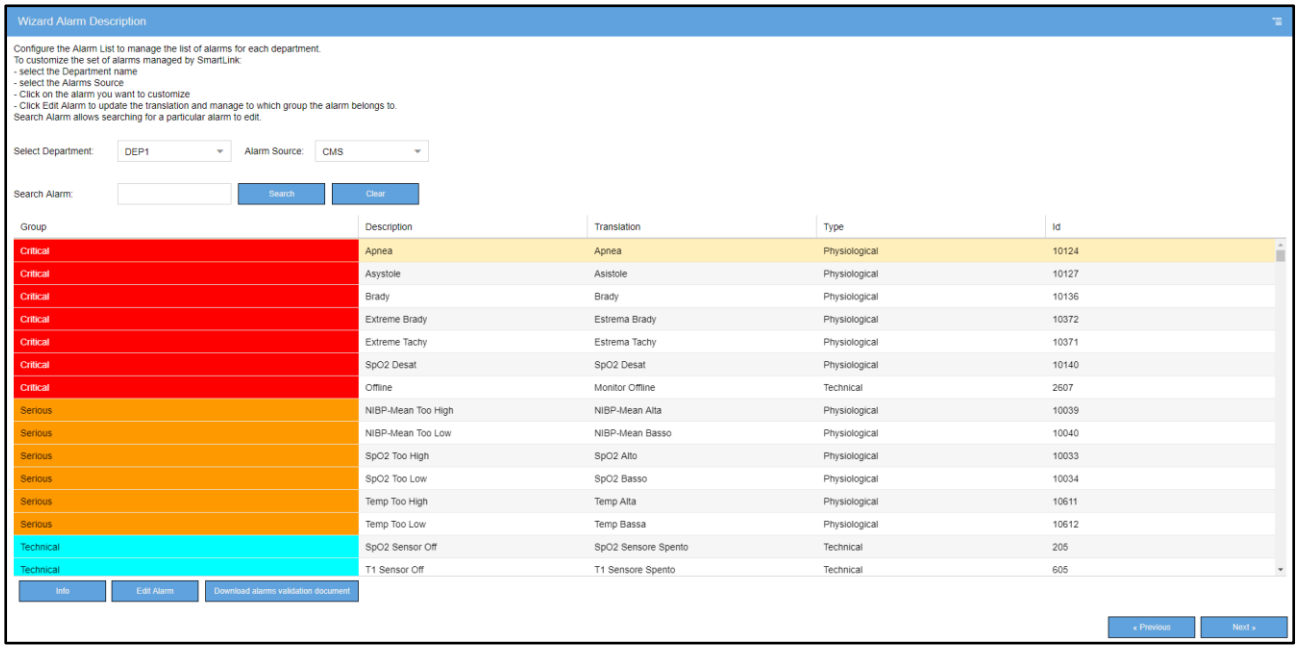
6.7. Alarm Description

This section allows to configure the alarm list.



To configure the alarms list:

1. Select the Department
2. Select the Alarm Source (the same set in the SmartLink license)
3. (Optional) If you remember the alarm name, you can specifically search for it by using the Search Alarms box.

Each alarm is identified by:

- Classification Group
  - Critical (high priority)
  - Serious (medium priority)
  - Generic (low priority)
  - Technical
  - Not managed (i.e. the alarm is not active in the configuration and will not be forwarded to the pagers)

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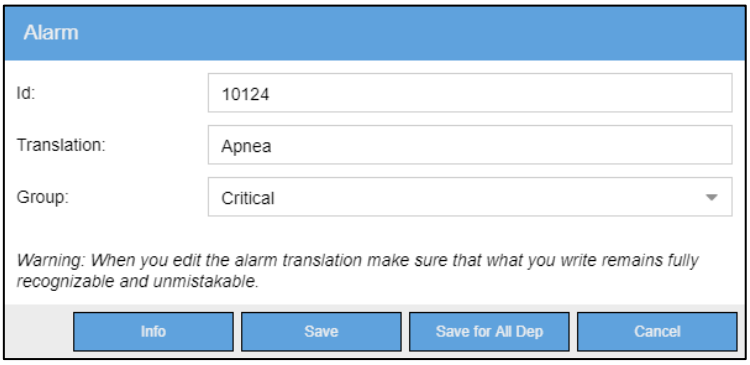
- ~ Alarm Description,
- ~ Alarm Translation (this follows the language you previously set).
- ~ Alarm Type (Physiological or Technical),
- ~ Alarm ID (this is the alarm code sent from the connected data source)

Select an alarm and click “Edit Alarm” to change the Classification Group and the Alarm Translation (that is the one that is shown on SmartPager when the alarm is received). You can save the changes for the current department only of for all the departments.



“*Download alarms validation document*” allows you to download the edited list of alarms so that for each department it is possible to test it.

NOTE: the alarms shown are the active alarms. To activate an alarm that is “*Not managed*” click “*ALL*” in “*Alarm source*”.

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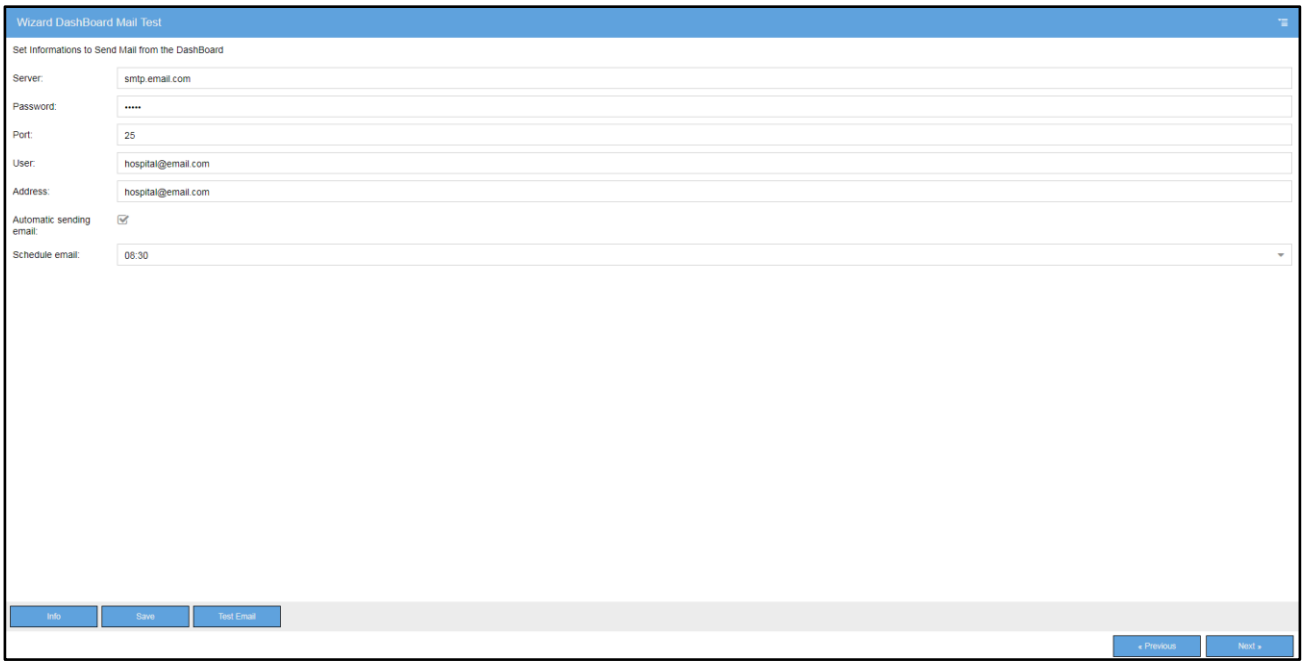
6.8. Dashboard Mail Test

This section allows you to configure the email server for receiving status emails from the SmartLink installation.



~ Server: is the outbound email server (i.e. the email server used to send emails)

~ Password: is the password of the outbound email server

~ Port: is the port used for sending the emails (NOTE: make sure this port is opened)

~ User: is the user email account

~ Address: is the email address from which the emails will be sent

~ Automatic sending mail: allows to automatically send the email at a set time

~ Schedule email: allows to set the time for sending the mail automatically every day.

6.9. Other Options

This page allows to configure other options included in the license:

~ SmartLink mode

~ ESPA connection

~ External device connection

NOTE: The displayed options may vary depending on the license.

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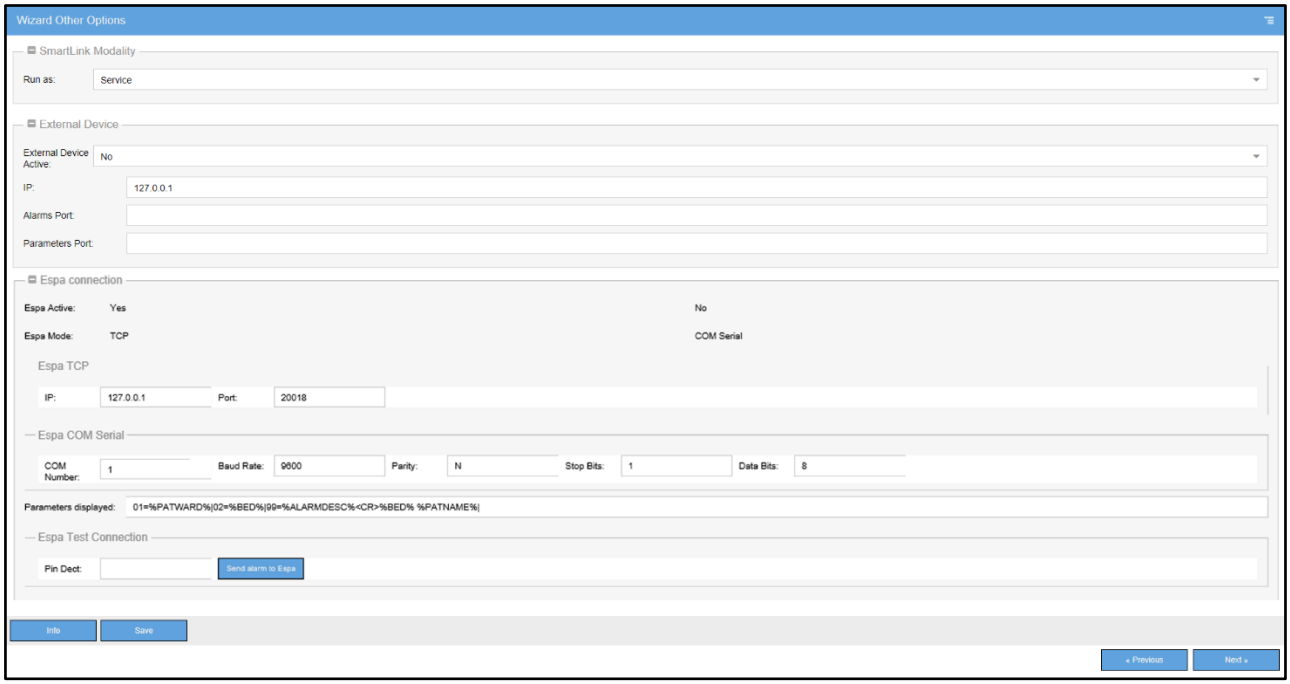

~ SmartLink mode:

- Service: SmartLink runs as a Windows service
- Application: SmartLink runs as a Windows application

~ ESPA connection:

- ESPA active: allows to activate ESPA
- ESPA Mode: allows to set if the communication with ESPA is in serial or TCP mode.
- ESPA TCP: allows to set the TCP parameter (if you're using ESPA in TCP mode)
- ESPA COM Serial: allows to set the serial parameter (if you're using the serial communication)
- ESPA Test Connection: allows to send a test alarm to check the communication

~ External device connection:

- External Device active: activates the connection with external devices such as infusion pumps, ventilators, ...
- IP: sets the IP of the external device
- Alarms Port: sets the port used to notify the alarms
- Parameters Port: sets the port used to communicate the parameters

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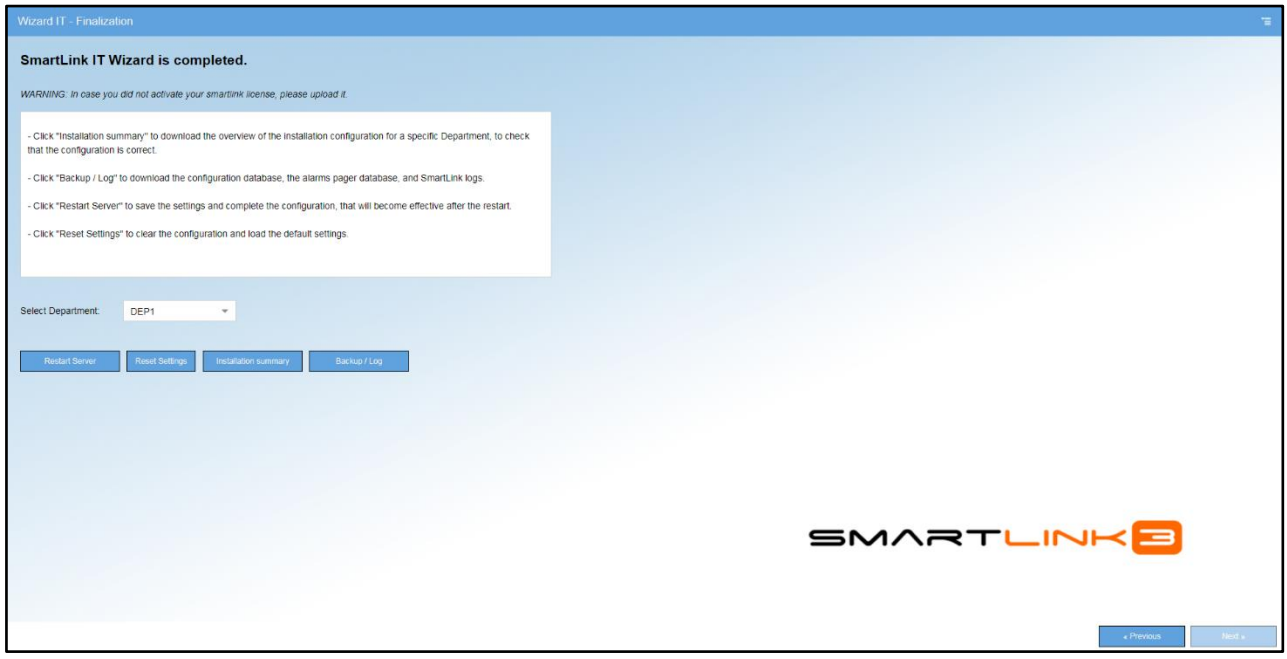
6.10. Finalization

This is the last Wizard IT section. From here:

- Click "Installation summary" to download the overview of the installation configuration for a specific department, to check that the configuration is correct.
- Click "Backup / Log" to download the configuration database, the alarms pager database and SmartLink logs.
- Click "Restart Server" to save the settings and complete the configuration, that will become effective after the restart.
- Click “Reset Settings” to clear the configuration and load the default settings.



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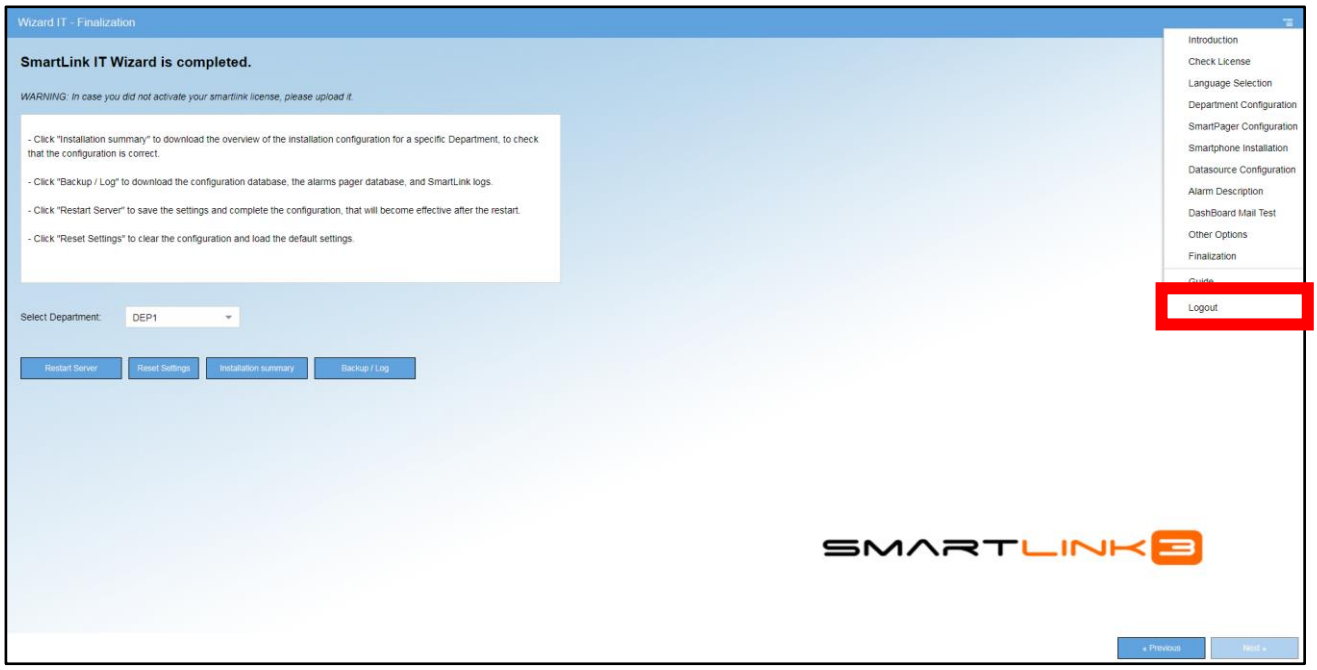
6.11. Logout

From the options menu, you can logout from the current session to change user.



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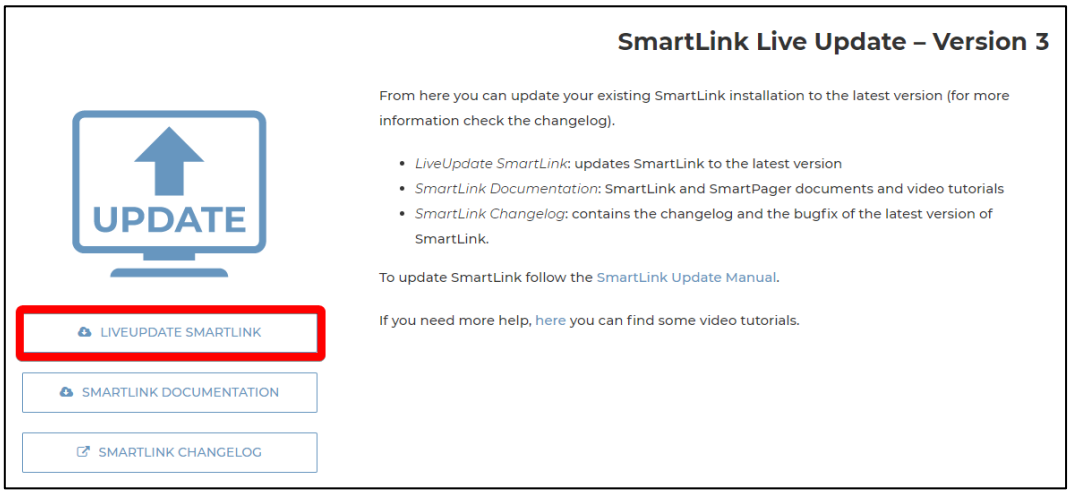
7. SMARTLINK UPDATE

8. NOTE: To request the update you need to login to Software Team website. To request the access credentials, go to www.swt.it/register

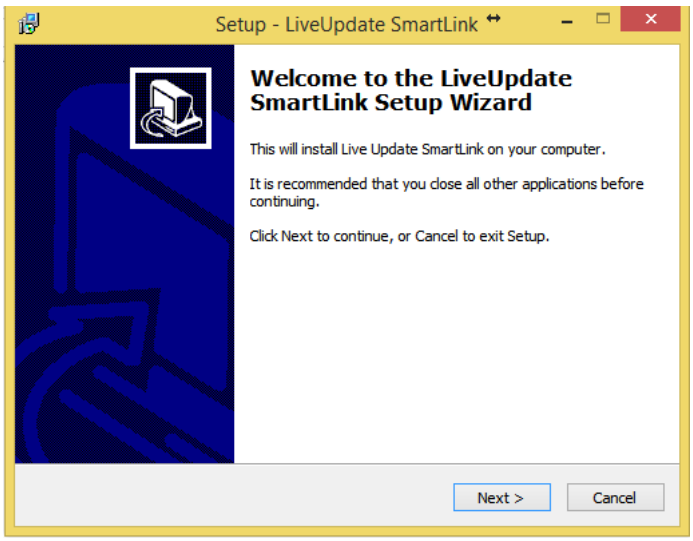
From www.swt.it, go to Technical Area → Documents and Installation → SmartLink Installation → LiveUpdate SmartLink



Fill in the form and click "Request LiveUpdate". Our technical team will review your request and email you the LiveUpdate.

Save the *liveupdate.exe* file on the SmartLink server desktop and launch it.

The LiveUpdate SmartLink Setup Wizard starts:



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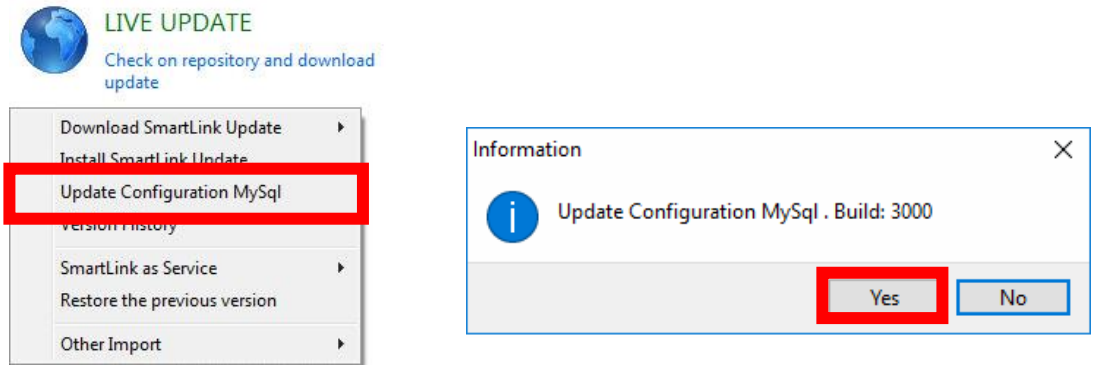
When asked for the password, insert: ***smartlinkinter***

Wait for the Wizard to complete the update, then access SmartLink Configuration (User: ***admin*** – Password: ***888888***), Live Update, click *Update Configuration MySQL* and confirm to update the SmartLink database.





Insert the Department where SmartLink is installed (and for which you are installing the update) and your full name.

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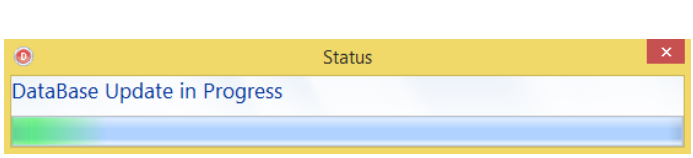
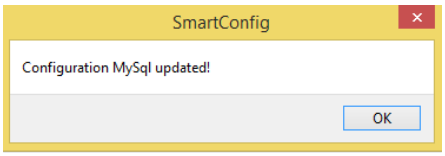
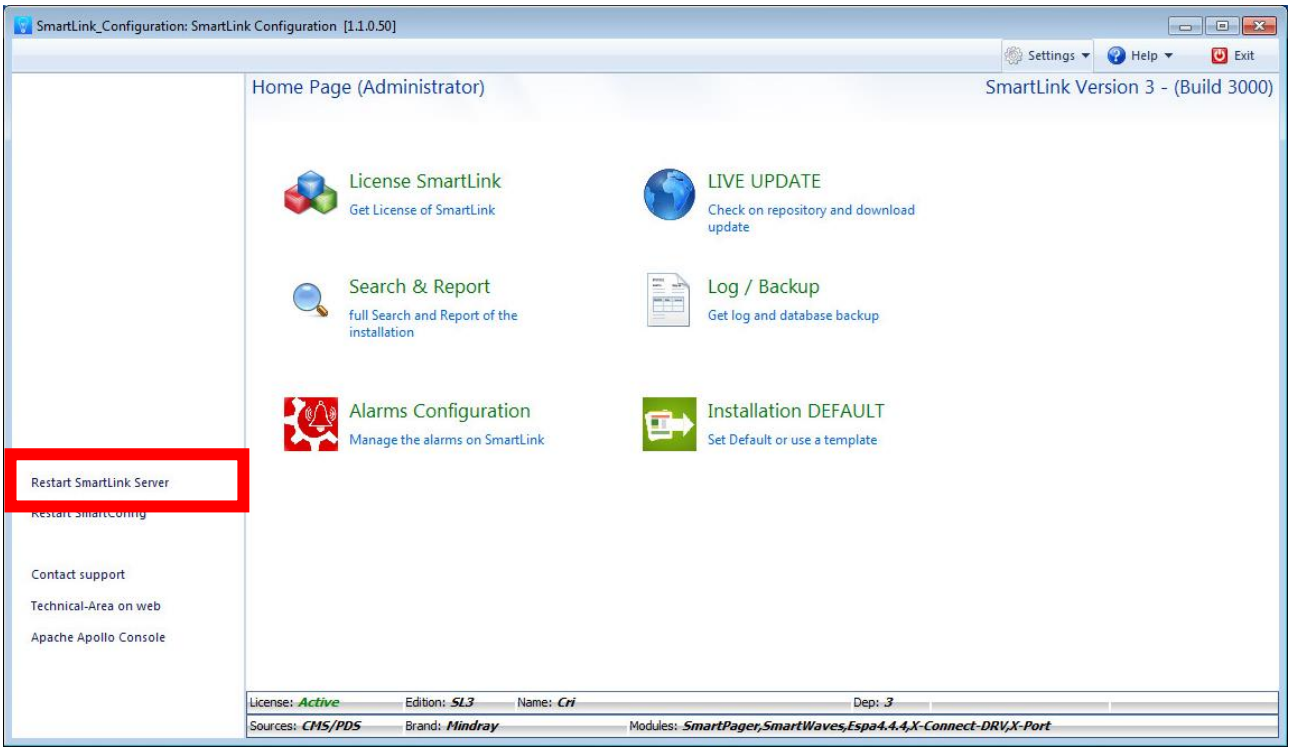
Wait for the MySQL update to complete, then click *Restart SmartLink Server*:







Check the software version at the top-right corner of the window (e.g. SmartLink Version 3 Build 3000).

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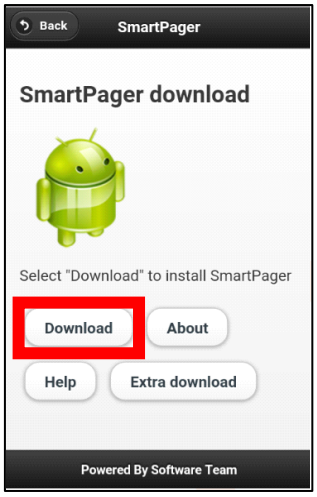
8.1. SMARTPAGER APPLICATION UPDATE

NOTE: Update the SmartPager application only after you updated SmartLink.

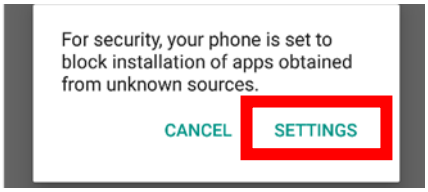
NOTE: To download the application update, SmartLink server must be active.

To update SmartPager, on the smartphone:

1. Activate the WiFi connection and connect to the same network of SmartLink server,
2. Open the web browser and type ***[IP Address]*:20010/app** where *[IP Address]* is the SmartLink server IP; you will see this screen:



3. Tap “Download”, wait until it’s completed and run the *SmartPager.apk* file.
4. You may be asked permission to install applications from unknown sources:



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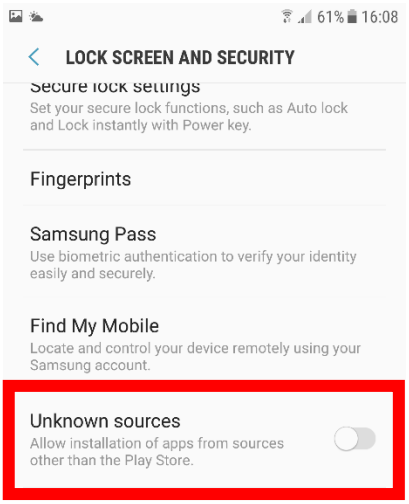
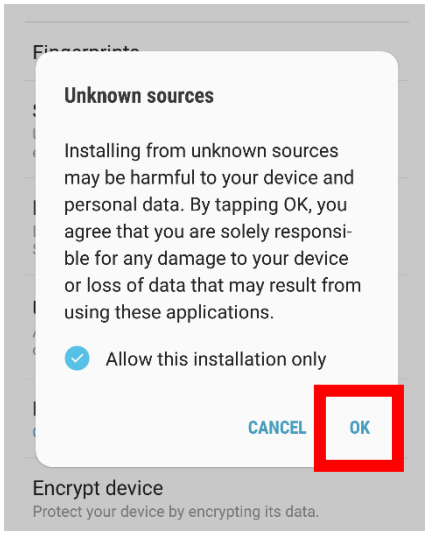
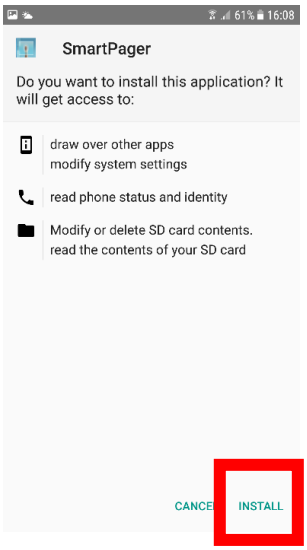
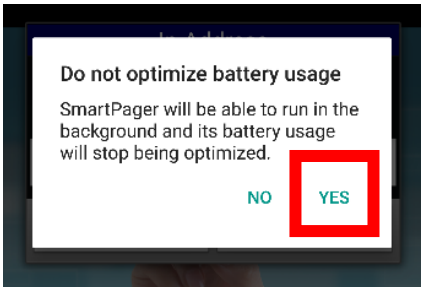
Tap “Settings” and enable the installation from unknown sources, then tap “Install”:







5. When the application first starts, it may ask if you want to discard battery usage optimization: tap YES, since SmartPager needs to be able to run in the background to forward the alarms.



6. The application then asks for an IP address: insert the SmartLink server IP address.
7. Choose the department from which you want to receive the alarms. For multi-department installations, you can set different smartphones belonging to different department, and each smartphone will receive monitor alarms only from the belonging department.
8. A PIN (Pager Identification Number) is then automatically assigned to the pager.

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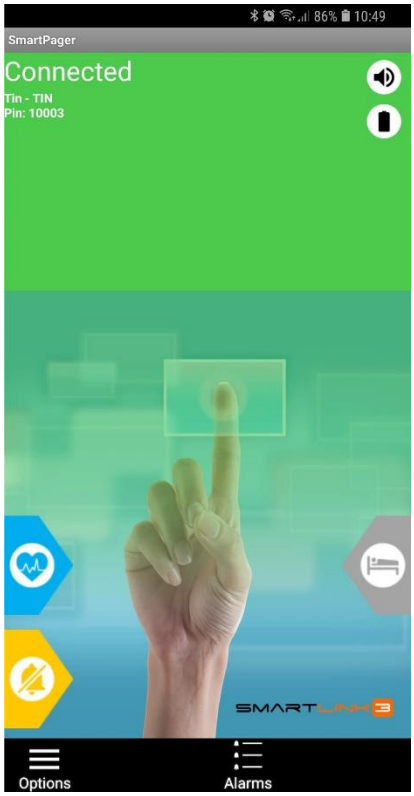
If the pager is correctly configured, you will see a green background that confirms that the pager is connected to SmartLink server and is able and ready to receive the alarms.



Repeat the same procedure to update all the other smartphones.

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