



SUPPLY | INSTALLATION | TRAINING | SUPPORT



# ENVISAGE CODA CALL AGENT USER GUIDE

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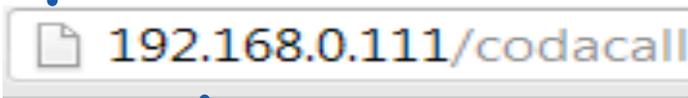
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## SECTION 1 Logging on to the Envisage Coda Call Agent

### 1.1

Open the web browser e.g. Internet Explorer and enter the **IP address of the Envisage Coda Call Agent** followed by **/codacall**. **Note:** This will open the Envisage Coda Call Agent home page.



**Handy Hint:**

If you do not know the IP address of the Coda Call agent. Contact Numed Technical Support. (See Page 10)

**Handy Hint:**

This can be added to your favourites menu or as a desktop shortcut.



### 1.2

Click the green **Log in** button in the top right hand corner of the home page.



# CODAcall

Home Help

Please log in

Username

Password

### 1.3

Enter the Coda Call **Username** and **Password**. **Note:** Contact Numed Technical Support if you have forgotten these.

### 1.4

Click the **Login** button

## SECTION 2 Envisage Coda Call Agent Homepage

**Handy Hint:**

The **Home** page shows a quick status check of the system. The top six items should normally show green ticks indicating the system is ready for operation.

**Handy Hint:**

If the **Text-to-speech engine** tick is grey this means it is disabled within the Setup menu (See Page 5).



- 
**Apache webserver**  
 This handles the flow of messages through the system. Apache webserver is running.
- 
**Call database**  
 Envisage CODAcall database is up and running. Database contains 3 call(s).
- 
**Heartbeat**  
 Last heartbeat was 2 seconds ago. Daily housekeeping process ran 0 day(s) ago. Weekly housekeeping process ran 0 day(s) ago.
- 
**Text-to-speech engine**  
 Text-to-speech engine is responding. 1 voice(s) available. OS platform: Linux.
- 
**Displays**  
 Your system is configured with 1 Envisage CODA(s).
  - 
**Training Office**  
 LAN:connected. Internet:connected.
- 
**Incoming messages**  
 Current status: OK. Data last received: 4 seconds ago. Listening on: /dev/ttyUSB0, 8089, 6513
- 
**Message delivery**  
 No calls have been processed in the last 180 seconds.

### Displays

This shows the Envisage Coda(s) that are linked to the Call Agent. A green tick shows the Call Agent can talk to the Envisage Coda. **Note:** The Envisage Coda is the device that controls the content on the display screen in the waiting area.

### Message Delivery

Any call messages that have been received and processed by the Call Agent within the last 180 seconds are shown here. Clicking on a message will show whether or not the message was successfully displayed on the display screen by the Envisage Coda.

**Handy Hint:**

See the **Getting Help** box for all the contact details for the Numed Technical Support team.

#### Getting Help

For assistance, please contact Numed support.

Tel: 0844 893 2010

Email: [support@numed.co.uk](mailto:support@numed.co.uk)

For more information, please see the [Help page](#).

Support staff may need the information from this page.

If requested, click the button below, download the file and attach it to an email.

[Download diagnostics](#)



## SECTION 3 Navigating the Setup Menu - Changing the Way the Calls are Displayed

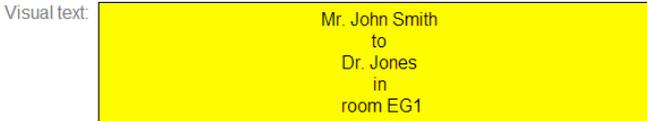
### 3.1

Click the green **Setup** button.

**Note:** This will open the setup menu (shown below)



Messages on your system are displayed and announced as follows:



Announcement: "Mr. John Smith... Mr. John Smith... please go to Dr. Jones in room EG1."

To change the words used in the text or the spoken announcement, please contact your Envisage CODAcall vendor. Other settings can be changed below.

#### Visual Text

This box shows a preview of how the call message will appear on the display screen(s) in the waiting area. **Note:** The exact format may vary from that shown depending on the clinical system in use.

#### Text-to-speech status

The drop down menu allows you to enable/disable the voice announcement of the patient calls.

**Note:** Disabling this will not affect the **Sound effect** option.



#### Call Duration

The number in this box configures the length of time each patient call is displayed on the screen in seconds. **Note:** If more than one call is received at once, calls are queued and displayed in the order they were received.

Text-to-speech status:

If disabled, only sound effects will be generated.

Sound effect:

Choose the sound effect with which to announce calls.

Call duration (sec):

How long calls remain on displays (from 2 to 60 sec). Suggested value: 10.

Font size (px):

Font size for announcements. Enter a number of pixels from 8 to 1000. Suggested value: 48.

Background:

Colour for announcements. Enter a CSS value like 'red' or '#C0C0C0'

Foreground:

Colour for announcements. Enter a CSS value like 'yellow' or '#F0F0F0'

#### Save Preferences

Always click the **Save Preferences** button to save any changes made to the settings.

#### Announcement

This shows what will be said by the voice announcement if the Text-to-speech status is enabled. **Note:** To amend this, contact the Numed Technical Support team.

#### Sound Effect

This is the audio tone that is played when a patient call is displayed, it can be changed using the **Sound effect** drop-down menu.

**Note:** Each sound effect can be previewed by making it the active selection and pressing the **Preview** button.

#### Font Size

The number in the box configures the size of the text that appears on the display screen. **Note:** To amend this, contact the Numed Technical Support team.

#### Background & Foreground Colours

The background and foreground colours can be amended by typing the colour required into the relevant box.

**SECTION 4** Text Replacements - Setting Aliases (Text & Speech) - Replacing Text On The Display Screen & Amending The Spoken Announcement

**4.1**  
Enter the word you wish to replace in to the **Find** box

**4.2**  
Enter the word it is to be replaced with in to the **Replace with** box.

**4.3**  
Click to tick the **Apply to text?** box if the replacement text is to be displayed on the display screen.

**4.4**  
Click to tick the **Apply to audio?** box if the voice announcement is to use the replacement text

**4.5**  
Click **Save** to apply the changes

**4.6**  
To test the text or audio replacements, type the text as it has been entered into the **Find** Box

**4.7**  
Select whether to treat the text as a visual call (text) or an audio announcement (audio) from the **Treat as** drop down menu, then click the **Test** button.

**4.8**  
The text with any replacements applied will be shown here. You can listen to the audio announcement by clicking the **say out loud** button.  
**Note:** You must have speakers on your PC with sound enabled.

Favourites: Show | Hide

Find	Replace with	Apply to text?	Apply to audio?	Case sensitive?	Favourite?	Delete?
Dr	Doctor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hirst	Hurst	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
rm	room	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connor	Connour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Save

Test text replacement

Click "Test" to try out your substitutions below. You need to click the "Save" button for changes to be applied.

John Smith to Dr. Jones in rm 101

Treat as **text** Test

Say out loud



**Handy Hint: Delete**  
To delete any entry tick the **Delete** tick box, then click the **Save** button.  
**Note:** This will refresh the screen and the entry will have been deleted.

**Handy Hint: Favourites**  
If text replacements are to be changed regularly they can be made favourites by ticking the **Favourite** tick box. They can then be shown or hidden using the **Show/Hide** options (shown top left corner of this screenshot).

**Handy Hint: Case Sensitive**  
Tick to make the 'Find' box text case sensitive. **Note:** When ticked, replacements will only be made when the text matches exactly with the contents of the Find box.

## SECTION 5 Creating a Manual Call – Generating a Call Message Independent of the Clinical System

### 5.1

Click the green **Manual Call** button.  
**Note:** This will refresh the screen and the Envisage Coda Call button will appear (shown far right).

Manual call

### 5.2

Click the green **Envisage Coda Call** button. **Note:** This will open the Manual Call window (shown below).

Envisage CODAcall

### 5.3

Enter the patient name or person in the waiting room that is to be called into the **Patient name** box.

Patient name

### 5.4

Enter the name of the staff member that the person in the waiting room is to be called to in the **Staff name** box.

Staff name

Room

Display

Call

**Handy Hint:**  
 Manual Call can be used as a standalone module.  
**See Section 6 on Page 8**

### 5.6

Select the display screen that the call needs to be displayed on from the **Display** drop-down menu.

### 5.5

Enter the name of the Room that the person is to be called to into the **Room** box e.g. Meeting Room One.

### 5.7

Click the **Call** button. **Note:** This will send the call to the display screen.

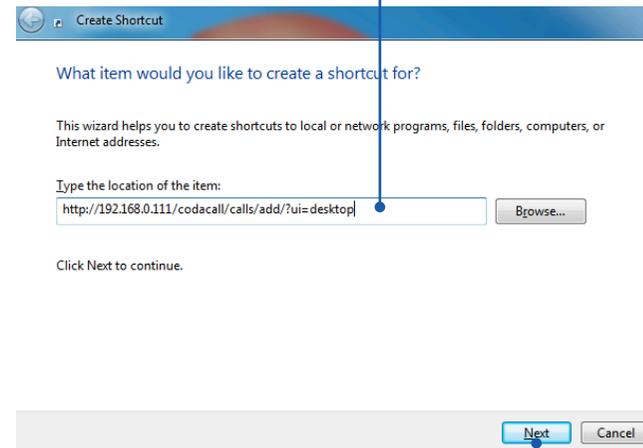
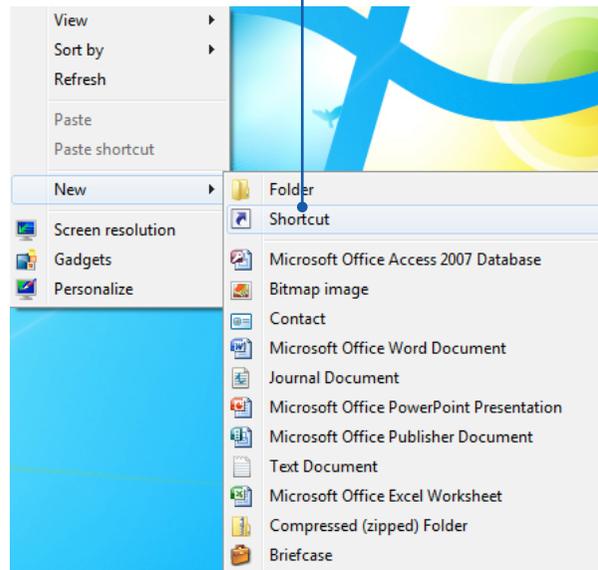


## SECTION 6 Using the Manual Call Function as a Stand Alone Module

**6.1**  
Please follow steps 5.1 up to and including 5.2. Then move on to step 6.2.

**6.2**  
Copy the web address from the **Manual Call** window (shown on page 7). **Note:** The example shown in this guide is **http://192.168.0.111/codacall/calls/add/?ui=desktop**

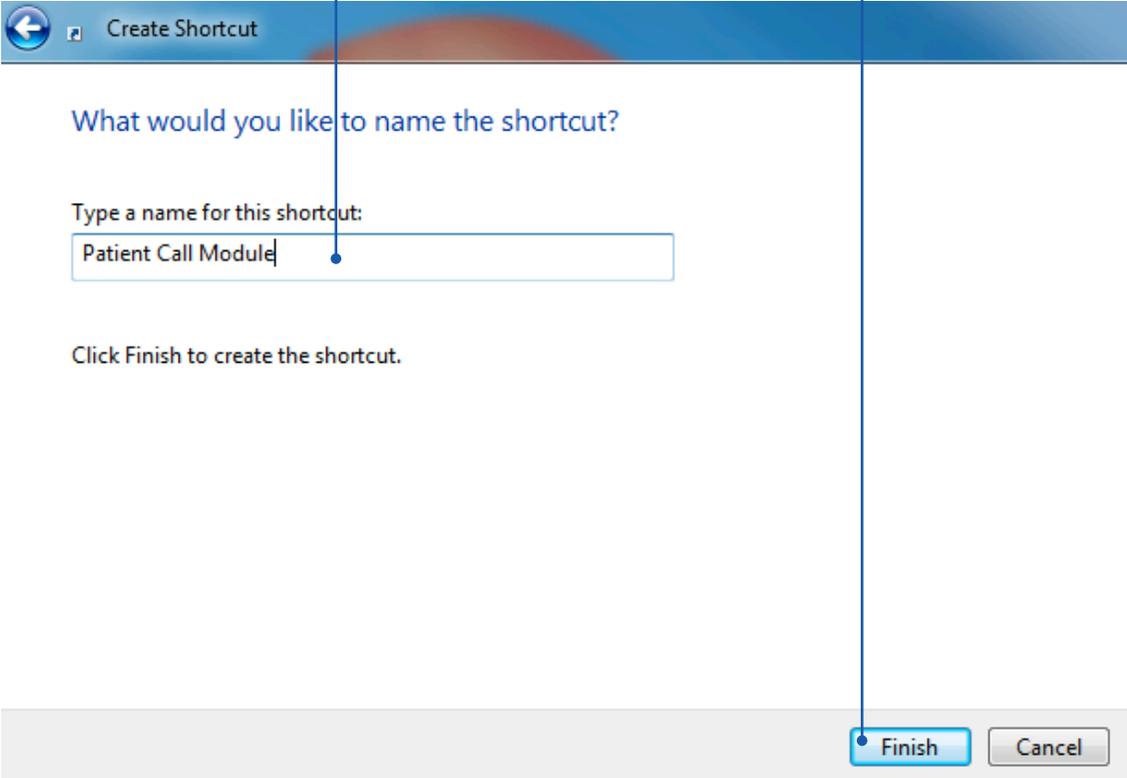
**6.3**  
Right click on the desktop and select **New** and then **Shortcut** from the pop-up menu. **Note:** This will open the **Create Shortcut** window (shown below).



**6.4**  
Paste the address from the **Manual Call** window into the white **item location** box. Then click the **Next** button, this will open the **Name Shortcut** window (shown on page 9).

## SECTION 6 Using the Manual Call Function as a Stand Alone Module (Continued)

**6.5**  
Enter **Patient Call Module** in the **Shortcut Name** box.



What would you like to name the shortcut?

Type a name for this shortcut:

Patient Call Module

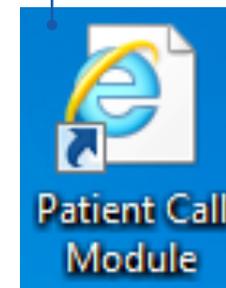
Click Finish to create the shortcut.

Finish Cancel

**6.5**  
Click the **Finish** button. **Note:** This will create an icon on the desktop (see example below right).



**6.6**  
Double click the **Patient Call Module** icon then follow steps **5.3** up to and including **5.7** to manually call a patient.



## USEFUL INFORMATION

If you have any problems with your Coda Call system or require any additional support/training please contact:



Technical Support Contact: **0114 399 0010**

E-mail: **support@numed.co.uk**

Training Contact: **0114 243 3896**

E-mail: **training@numed.co.uk**



Numed Envisage Training Catalogue: **[www.numed.co.uk/trainingcourses](http://www.numed.co.uk/trainingcourses)**

### Other User Guides Available

- Envisage Coda – Basic User Guide
- Envisage Coda – Advanced
- Navigating the Envisage Media Website