A MITEL
PRODUCT
GUIDE

Unify OpenScape Alarm Response Professional

OScAR Desktop Client V5

User Guide
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Mitel

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Table of Content

1 System Requirements, Conventions and Operating Instructions

Overview

This chapter lists the necessary system requirements for OScAR Desktop Client, covers the notations and symbols that are used in this document and offers a preview of the other chapters in this User Manual. It also refers to other helpful documents, provides operating instructions and closes with valuable information on data protection and data security.

Content

This chapter consists of the following sub-sections:

1.1 System requirements

Please bear in mind that specific system requirements must be met to utilize OScAR Desktop Client. The reference manuals listed below will prove of additional help to you.

System requirements

- Up-to-date Windows PC
- One of the following Windows operating systems:
  - Windows 10
  - Windows Server 2016
  - Windows Server 2019
- OScARpro V9.x
- OScAR application Broadcasting

1.2 Reference manuals

The below-listed tetronik documents offer information that are of additional help when working with OScAR Desktop Client:

- OScAR Pro Server Configuration Manual,
- OScAR-TT User Manual, OScAR Pro.

1.3 Description of the chapters in this document

This document also includes the following chapters:

Chapter	Description
Chapter 2, "Overview of Functions and Switching to Backup Systems"	This chapter gives you a quick overview of the OScAR Desktop Client functions and illustrates the topology of both a non-redundant DDC system and of a DDC system with backup for redundancy. It also includes the reasons that trigger the switching from one system to the other. For more details on the individual DDC functions please refer to the other chapters in this manual.
Chapter 3, "Install and Uninstall the tetronik Proxy and DDC Software"	This chapter shows you how to install the tetronik Proxy and OScAR Desktop Client software and how to remove both again from your computer.
Chapter 4, "OScAR Desktop Client Login, Rendition and Context Menu"	This chapter shows you how to login to OScAR Desktop Client and how OScAR Desktop Client renders its different states. It also covers the DDC context menu.
Chapter 5, "OScAR Desktop Client Configuration"	This chapter covers the settings that can be made in OScAR Desktop Client.
Chapter 6, "Activate Alarms and Receive Broadcast Messages with DDC"	This chapter shows you how to activate alarms and receive and confirm messages with the OScAR Desktop Client. It also shows you how to use the OScAR Desktop Client History to open and read messages at a later point in time and how to delete messages from the DDC History.

Table 1-1 Overview of chapters

1.4 Notations and symbols

Notations

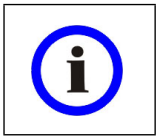
The following definitions are used in this document:

`Text`	All texts from files that are described in this document, and all entries that are added to these files, appear in the monospace font `Courier`.
The password 123456...	Details and instructions in the continuous text that are of particular importance or must be heeded are output in bold print. In the same way, buttons and menus also appear in bold print.
The file `global.cfg`	Files and directories are output in the monospace font `Courier`.
<Placeholder>	Entries and outputs, both of which may vary dependent on the individual situation in which they appear, are placed in angle brackets and are in italics.
[beginning of value range ... end of value range; default] or [X]	All default values and all value range details from data fields are placed in squared brackets and are in italics. The additional [x] after an entry option for a database field indicates that this entry option is also the default value.

Table 1-2 Notations

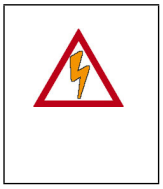
Symbols

The following symbols are used in this document:



Note:
The info "i" is used to indicate additional helpful information.

Caution!
The exclamation mark is used to indicate important information which the reader should treat with particular caution.



Warning!
The warning sign is used to alert you to a hazardous or high risk situation. It means that you are currently exposed to a risk situation that may cause a physical injury. Before you start working with any apparatus, please always be aware of the risks that may arise in connection with the device's electric currents and follow the standard practices to avoid accidents.

1.5 Reporting of accidents

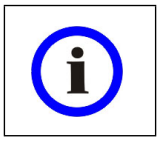
- Be careful to report all accidents immediately, also near accidents and any potential safety hazard.
- Report every electrical shock, no matter how small.
- Never allow the storage of easily inflammable substances in the proximity or even in the same room with the communications system.
- Make sure that the work area is always well lit.
- Remember that an untidy work area can lead to accidents.

1.6 Data protection and data security

In order to comply with the legal provisions that apply when providing services - be it service tasks performed at your customers' site or by way of teleservice - we strongly urge you to follow the below-listed rules. This will not only help you protect the interests and concerns of customers and clients, but also avoid unwanted implications for yourself.

Please help ensure complete data protection and data security by being aware of these issues as you work:

- Always make sure that only authorized persons have access to your client and customer data.
- Assign passwords whenever you can. Do not grant unauthorized persons access to your passwords, for example by writing them down.
- Always make sure that no unauthorized persons can process, save, edit, transmit, block, delete or utilize customer data in any way.
- Always make sure that no unauthorized persons have access to data storage media, for example to backup disks or printouts of logfiles or protocols. This applies both to service work provided directly at the customer and to the storage and transport of data carriers.
- Always make sure that every data storage medium that is no longer needed is properly and fully destroyed. Also be careful not to leave behind any papers that could become openly accessible to others.



Note:
We urge all readers to work together closely with the contact persons of your clients. This not only helps to build trust but will also help you reduce your own workload.

2 Overview of Functions and Switching to Backup Systems

Overview

This chapter gives you a quick overview of the OScAR Desktop Client functions and illustrates the topology of both a non-redundant DDC system and of a DDC system with backup for redundancy. It also includes the reasons that trigger the switching from one system to the other. For more details on the individual DDC functions please refer to the other chapters in this manual.

Content

This chapter consists of the following sub-sections:

2.1 Product description

The DDC functions enable:

- The quick activation of alarms via a PC:
  - with the computer keyboard by pressing a combination of keys at the same time or
  - with the mouse by making a click on the red alarm button on the PC screen
- The receipt of messages, including the option to have the last 100 messages output
- The placement of the red alarm button:
  - "Always on Top"
  - Individually adjustable in its size and freely placeable on the PC screen
  - or: added exclusively to the toolbar
- The password-protected configuration
- The indication and display of the current connection status
- The acknowledgement whenever an alarm is set off

2.2 System overview DDC

The below topology image shows you the set up of a main DDC systems and of a redundancy (backup) DDC System.

Note:
A main line is not duplicated and consists of a main proxy server together with a main OScAR server.

Note:
A redundancy line is a duplicated system that serves as backup and consists of a redundancy proxy server together with a redundancy OScAR server.

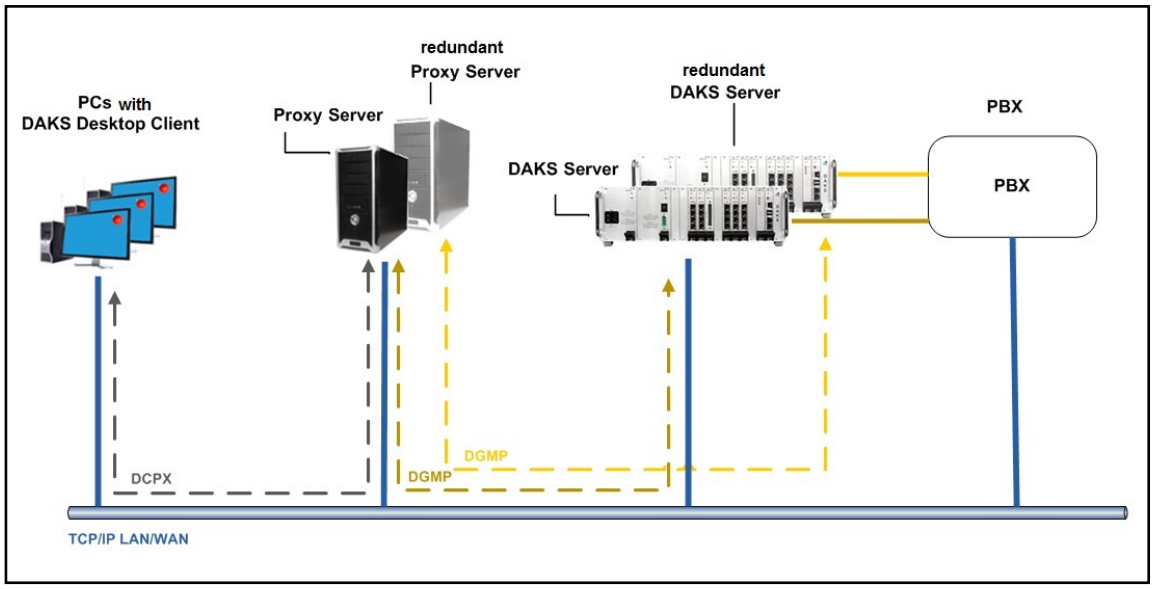


Image 2-1 OScAR Desktop Client system

2.2.1 OScAR Desktop Client system without redundancy for backup

A OScAR Desktop Client system without redundancy consists of the following components:

- a OScAR server,
- a proxy server, and
- the OScAR Desktop Client clients that communicate with the OScAR server via the proxy server.

2.2.2 OScAR Desktop Client system with redundancy for backup

A OScAR Desktop Client system with redundancy consists of the following components:

- a main OScAR server with an assigned main proxy server,
- a redundancy OScAR server with an assigned redundancy proxy server (both for backup), and
- the OScAR Desktop Client-Clients, that communicate via one of the two proxy servers with the pertinent OScAR server.

Note:
If the main line fails, the OScAR Desktop Clients automatically switch to the backup redundancy line.

2.3 Reasons for switching to other proxy

The following are reasons for a proxy-switching:

- The Proxy server reports that it no longer has a connection to the OScAR server.
- The OScAR server reports that it is in the hot standby mode.
- The OScAR server reports that it is in a red alarm.
- The system is unable to establish a connection to the proxy server.

2.4 Details when the switching to other proxy

When the system switches to another proxy, DDC reacts as follows:

- When one of the above-mentioned reasons occurs and the system switches to another proxy, OScAR Desktop Client automatically switches to the respective other line.
- Should DDC be unable to register at that other line, OScAR Desktop Client will take turns and try to register at either of the two lines.
- When OScAR Desktop Client is registered at the backup redundancy line, OScAR Desktop Client will verify in 1-minute intervals if the main line can be reached again. As soon as the main line is available and can be reached again, OScAR Desktop Client will switch back to the main proxy server.

Details when the switching to other proxy

3 Install and Uninstall the tetronik Proxy and DDC Software

Overview

This chapter shows you how to install the tetronik Proxy and OScAR Desktop Client software and how to remove both again from your computer.

Content

This chapter consists of the following sub-sections:

3.1 Install the tetronik Proxy software

Follow the below instructions to install the tetronik Proxy software on your computer:

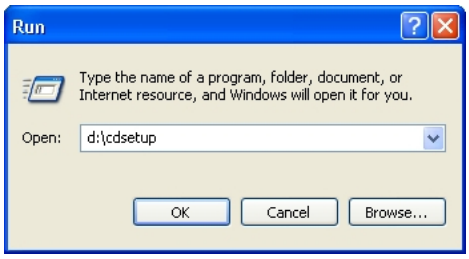
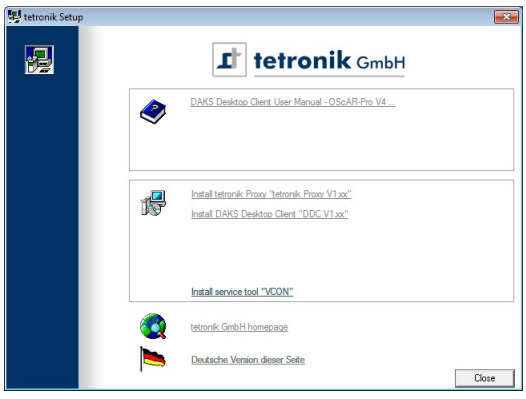
No.	Step	Window
1.	Insert the installation CD in the CD-ROM drive. If the installation software fails to start automatically, please start the CD installation manually from the Windows interface with the command "Run menu": To do so, enter in the command line above Start: <CD-Rom drive>:\cdsetup e.g.: d:\cdsetup Confirm with OK.	
2.	Click the menu item: "Install tetronik Proxy "Proxy V1.xx""	

Table 3-1 Install tetronik Proxy software

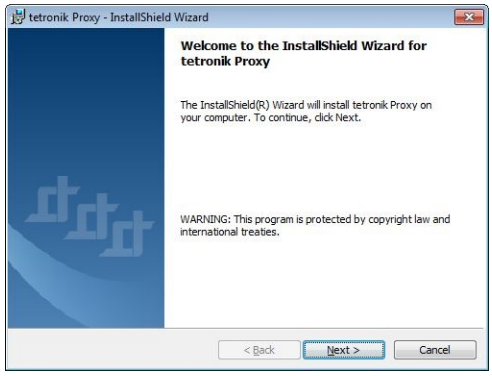
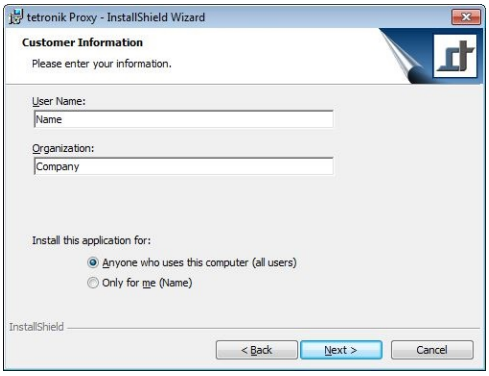
No.	Step	Window
3.	Select the language you want to use and confirm with OK.	
4.	The installation is now initialized.	
5.	Click Next to make all installation settings.	
6.	Enter the user name and the name of the organization or company. Specify if you want the software to be installed for all users of this PC, or only for you. Now click Next.	

Table 3-1 Install tetronik Proxy software

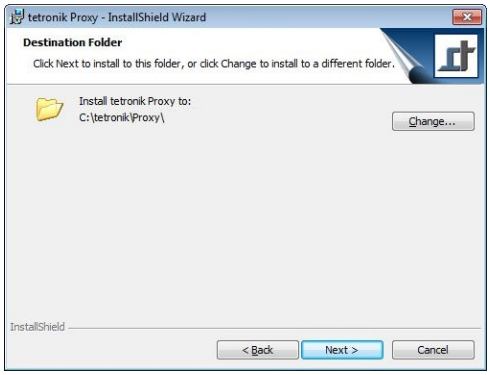
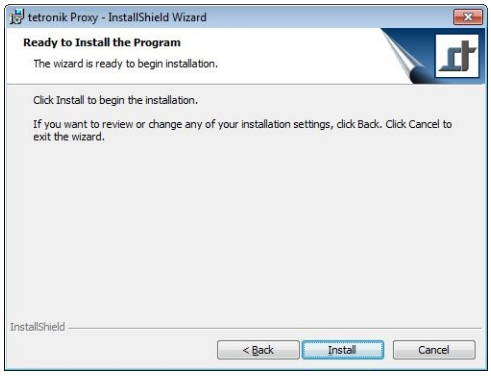
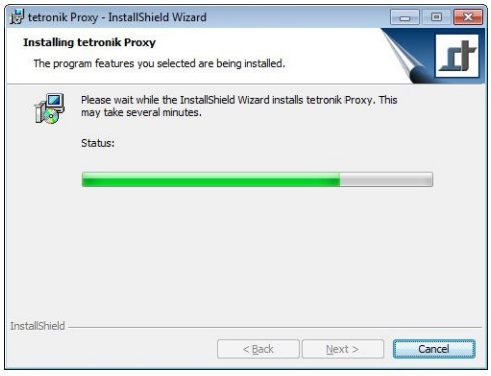
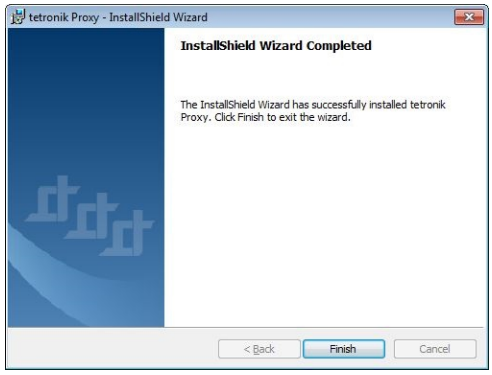
No.	Step	Window
7.	In necessary, click Change... to select the destination folder. If you want to use the default destination folder, click Next.	
8.	Click Install to install the tetronik Proxy software on your computer.	
9.	The software is now installed in the selected directory. The progress of the installation is shown with a progress bar.	
10.	Click Finish to complete the installation.	

Table 3-1 Install tetronik Proxy software

3.2 Remove the tetronik Proxy software from your computer

The tetronik Proxy software is uninstalled just like every other application under Windows.

To remove software, you need to have the pertinent administrative rights in Windows (e.g. as administrator).

Follow the below instructions to remove the tetronik Proxy software from your computer:

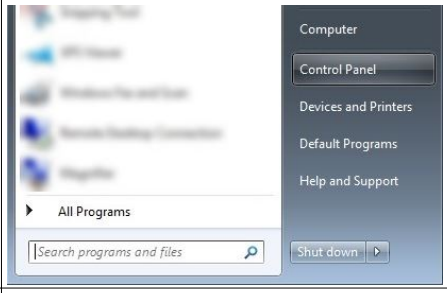
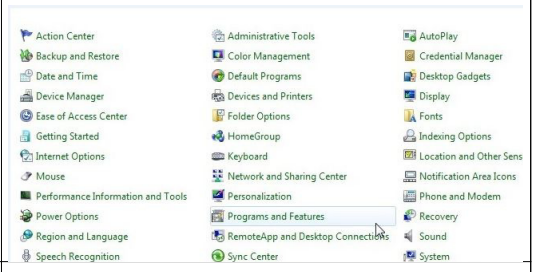
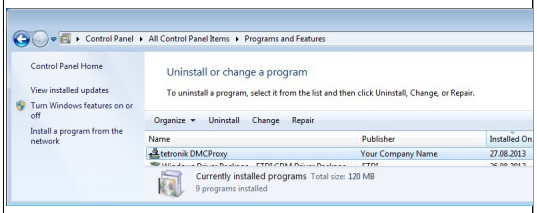
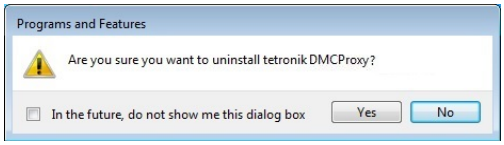
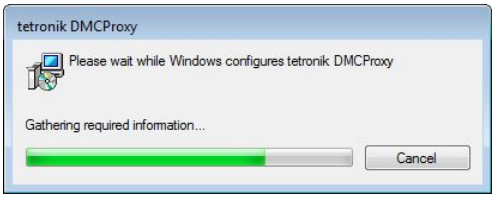
No.	Step	Window
1.	Open the Windows Control Panel.	
2.	Open "Programs and Features".	
3.	Select the entry: "tetronik Proxy" Next, click: Change. This will start the uninstaller.	
4.	Confirm the uninstall prompt with Yes.	
5.	"tetronik Proxy" now removed from your system. The progress of the uninstall process is indicated in form of a progress bar.	

Table 3-2 Uninstall tetronik Proxy software

3.3 Configure the tetronik Proxy via VCON

To configure the Proxy's IP parameters as described below, you must first set up the access to the proxy in the OScAR service and configuration tool VCON.

For a detailed description of the service tool VCON:

➤ see "OScARpro Server Configuration Manual"

3.3.1 Configure the IP parameters of tetronik Proxy

Parameters:

Tree structure	Parameters	Value range	Description
Server			
+ IP Manager Service			
+ VCON access	VCON port	IP-Port [2180]	The IP port for the access from VCON to tetronik proxy
	VCON Whitelist 1... 10	IP address [0.0.0.0]	The IP addresses that are entitled to access the tetronik Proxy via VCON. If no entries are made in this list there is no access restriction at all.
+ IP #1	IP V4 address	IP address [0.0.0.0]	Output of the IP address of the system on which tetronik Proxy runs
	IP V4 Network mask	Network mask [0.0.0.0]	Output of the network mask of the system on which the tetronik proxy runs
	IP V4 Gateway mask	IP address [0.0.0.0]	Output of the gateway IP address of the system on which the tetronik Proxy runs
+ Proxy Application			
+ Parameter	Use HTTPS only	[no], yes	Exclusive use of HTTPS
	IP-Port HTTP	IP port [80]	The IP port at which the web interface of tetronik Proxy can be reached via HTTP
	IP-Port HTTPS	IP port [443]	The IP port at which the web interface of tetronik Proxy can be reached via HTTPS
	IP-Port DGMP	IP-Port [4013]	The IP port at which tetronik Proxy can be reached by the OScAR server via DGMP
	No-Poll timeout [sec]	1.. 60 s [5 s]	The maximum time that may elapse between the sending of a response from tetronik Proxy and the receipt of a renewed inquiry from OScAR Desktop Client. Otherwise, the OScAR Desktop Client is switched to the mode "Offline".

Table 3-3 Proxy parameters

Tree structure	Parameters	Value range	Description
	Poll timeout [sec]	1.. 60 s [30 s]	The maximum time by which tetronik Proxy will delay a response to an inquiry from OScAR Desktop Client, provided no current information is available.
	Offline timeout [min]	5..10,000 min [15 min]	The maximum length of time that tetronik Proxy waits for a message from DDC. Otherwise tetronik Proxy will end the connection.
	Send timeout [sec]	1.. 20 s [5 s]	The maximum time that the OScAR server must wait for messages from tetronik Proxy.
	Max. number of connection	0...50 [50]	The maximum number of OScAR Desktop Clients (DDCs) that may connect with the OScAR server.

Table 3-3 Proxy parameters

3.4 Install the OScAR Desktop Client software

Carry out the following steps to install the OScAR Desktop Client software on your computer:

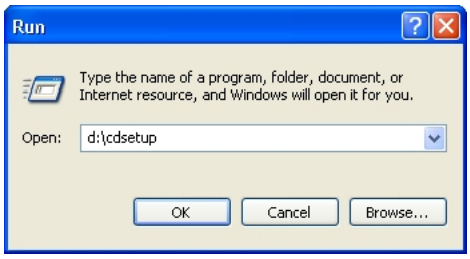
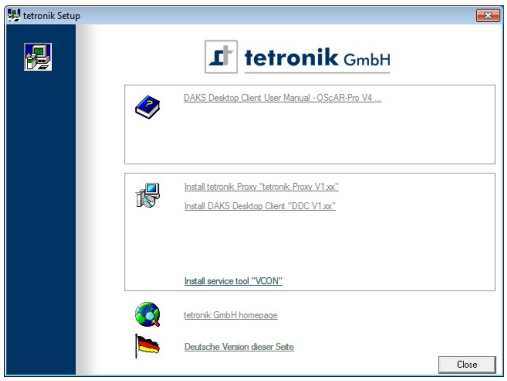
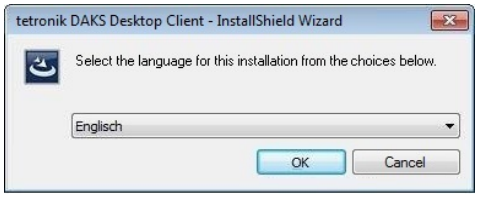
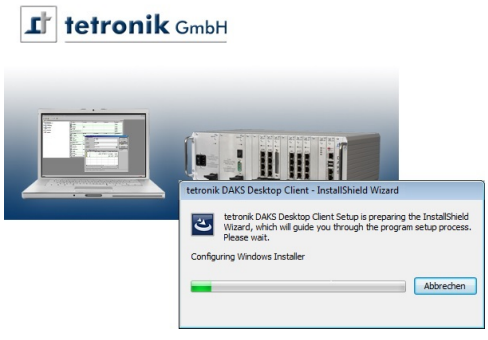
No.	Step	Window
1.	Insert the installation CD in the CD-ROM drive. If the installation software fails to start auto-matically, please start the CD installation manually from the Windows interface with the command "Run menu": To do so, enter in the command line above Start: <CD-Rom drive>:\cdsetup e.g.: d:\cdsetup Confirm with OK.	
2.	Click the menu item: "Install OScAR Desktop Client "OScAR Desktop Client V1.xx""	
3.	Select the language you want to use and confirm with OK.	
4.	The installation is now initialized. The progress of the installation is shown with a progress bar.	

Table 3-4 Install OScAR Desktop Client software

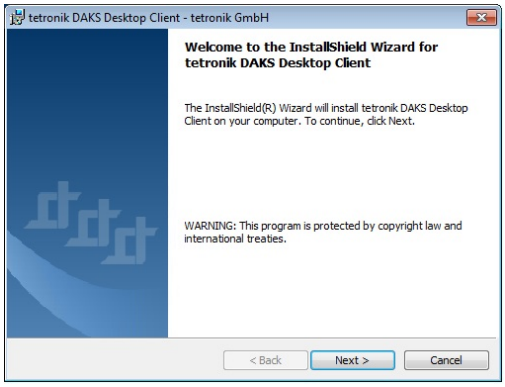
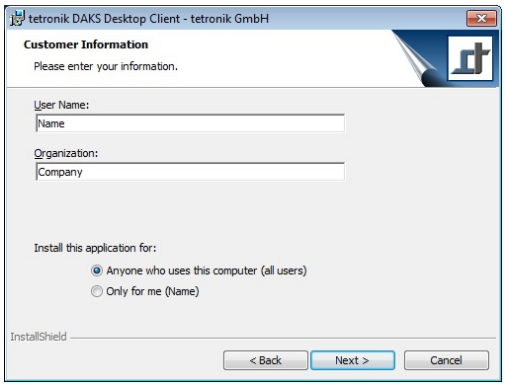
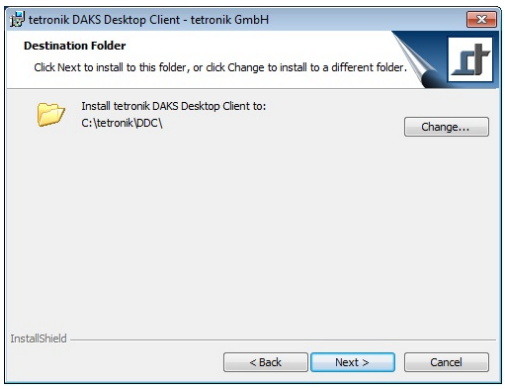
No.	Step	Window
5.	Click on Next to make all installation settings.	
6.	Enter the user name and the name of the organization or company. Specify if you want the software to be installed for all users of this PC, or only for you. Now click Next.	
7.	In necessary, adjust the destination folder. Click Change... to do so. Click Next if you want to use the default destination folder.	

Table 3-4 Install OScAR Desktop Client software

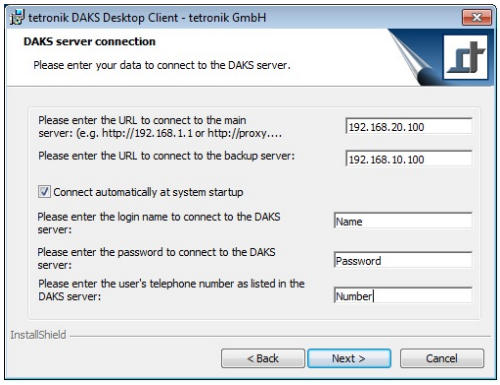
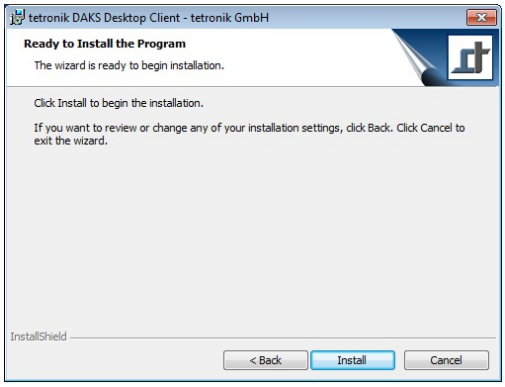
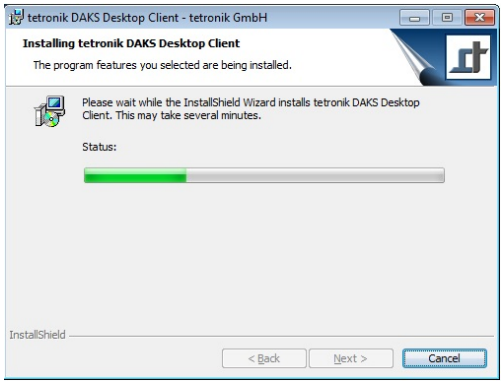
No.	Step	Window
8.	Configure the following parameters: (Note: You can also configure the parameters later.) • IP address of the main proxy server • if applicable, IP address of the redundancy proxy server • Automatic build-up of a connection to the OScAR server when the program starts (yes/no) • Default user name, default password and default telephone phone number for the automatic connection at the system startup ➤ also see Chapter 5, "DAKS Desktop Client Configuration" Click Next.	
9.	Now install OScAR Desktop Client on your computer. To do so, click Install.	
10.	The software is now installed in the selected directory. The progress of the installation is shown with a progress bar.	

Table 3-4 Install OScAR Desktop Client software

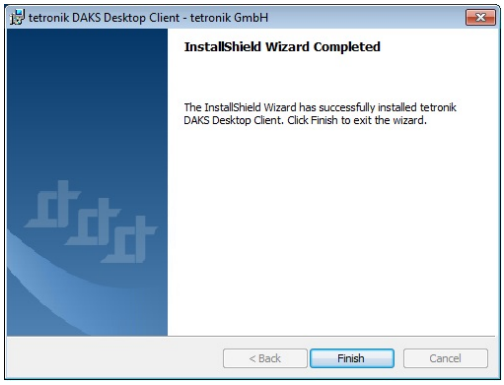
No.	Step	Window
11.	Next, complete the installation process. To do so, click Finish.	

Table 3-4 Install OScAR Desktop Client software

3.5 Remove the OScAR Desktop Client software from your computer

The OScAR Desktop Client software is uninstalled just like every other application under Windows.

To remove software, you need to have the pertinent administrative rights in Windows (e.g. as administrator).

Follow the below instructions to remove the OScAR Desktop Client software from your computer:

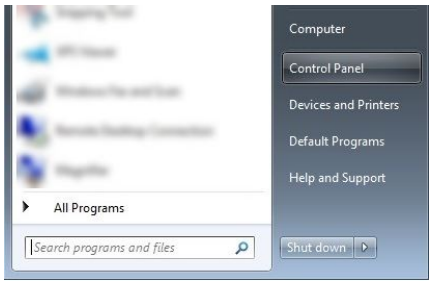
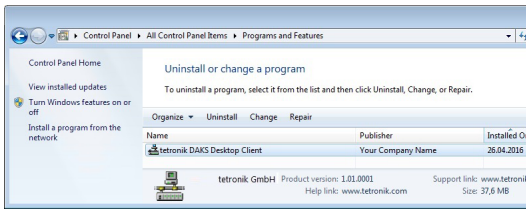
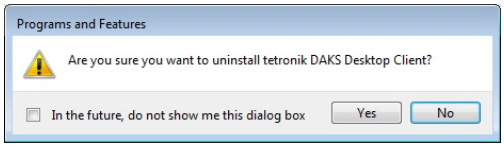
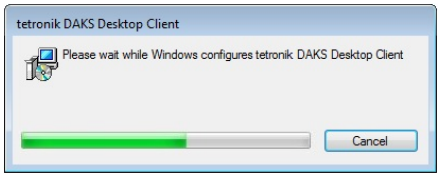
No.	Step	Window
1.	Open the Windows Control Panel.	
2.	Open "Programs and Functions".	
3.	Select the entry: "OScAR Desktop Client" Click Change.... This will start the uninstaller.	
4.	Confirm the uninstall prompt with Yes.	
5.	The OScAR Desktop Client is now removed from your computer. The progress of the uninstall process is indicated in form of a progress bar.	

Table 3-5 Uninstall OScAR Desktop Client software

4 OScAR Desktop Client Login, Rendition and Context Menu

Overview

This chapter shows you how to login to OScAR Desktop Client and how OScAR Desktop Client renders its different states. It also covers the DDC context menu.

Content

This chapter covers the following sections:

4.1 Log in to OScAR Desktop Client

The login window "OScAR Desktop Client - Connect" will automatically pop up at the system start when:

- "Connect automatically on system startup" is not enabled,
- no predefined login name or password where are saved in the configuration, or
- the login name or password are invalid.

➤ see Section 5.2 "DDC configuration window - General"

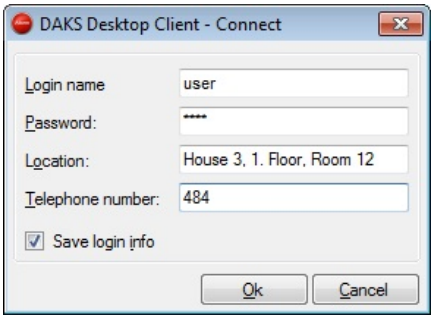


Image 4-1 OScAR Desktop Client login window

Field	Description
Login name	Use this edit field to enter the login name of the DDC user. Caution! The login name must be registered in the subscriber list of the OScAR-TT database. The login name administrated in that list must be identical with the login name that is entered in this field.
Password	Use this edit field to enter the password of the DDC user. Caution! The password must be registered in the subscriber list of the OScAR-TT database. The password administrated in that list must be identical with the password that is entered in this field.
Location	Use this edit field to enter the location of the DDC user. When an alarm is set off, it will be transmitted to the alerted helpers in form of a display text message.

Table 4-1 Fields in the OScAR Desktop Client login window

Field	Description
Telephone number	Use this edit field to enter the telephone number of the DDC user. Caution! The telephone number must be registered in the subscriber list of the OScAR-TT database. One of the telephone numbers that are administrated in that list must be identical with the telephone number that is entered in this field.
Save login info	When this box is ticked and on condition the login was successful, the login info will automatically be saved.

Table 4-1 Fields in the OScAR Desktop Client login window

4.2 Rendition of the different states of DDC

OScAR Desktop Client can be in different states which are signaled in the different ways in which the DDC alarm button appears. The table below covers the individual icons and user elements of OScAR Desktop Client.

Rendition of the different states of OScAR Desktop Client

State	OScAR Desktop Client rendition	Description
Connected		In this state OScAR Desktop Client has an active connection to the OScAR server/proxy and an alarm can be raised. Depending on the configuration you need to do one of the following to set off an alarm in this state: • make a left mouse click on the red alarm button and keep the button clicked for the length of the configured delay of activation, or • press a selected combination of keys for the length of the configured delay of activation.
Disconnected		In this state OScAR Desktop Client has no connection to the OScAR server/proxy and no attempt is being made to establish a connection. When the system is in this state you need to log in manually through the context menu. Possible reasons that cause this state include: • It was not possible to establish a network connection from OScAR Desktop Client to the OScAR server via the proxy. • The DDC login window was closed with "Cancel".
Reconnecting		In this state there was a connection loss due to which OScAR Desktop Client no longer has a connection to the OScAR server/proxy and the system is now cyclically trying to reestablish the connection. These cyclical attempts to reestablish a connection are signaled in form of a pulsating, color-changing border around the alarm button. ➤ Section 2.2.2 "DDC-System mit Redundanz"

Table 4-2 Rendition OScAR Desktop Client alarm button

State	OScAR Desktop Client rendition	Description
Alarm activation		In this state the time before alarm is counted down, after which OScAR Desktop Client will send the alarm to the OScAR server. Here, the remaining seconds before the alarm are shown on the alarm button.
Alarm activated		In this state OScAR Desktop Client has sent an alarm to the OScAR server. The present state of the alarm is shown in the DDC context menu.
Alarm activation failed		In this state OScAR Desktop Client was unable to send an alarm to the OScAR server, e.g. because of an incorrect configuration in the OScAR server.

Table 4-2 Rendition OScAR Desktop Client alarm button

4.3 DDC context menu

To open the DDC context menu make a right mouse click on the alarm button or on the matching toolbar icon.

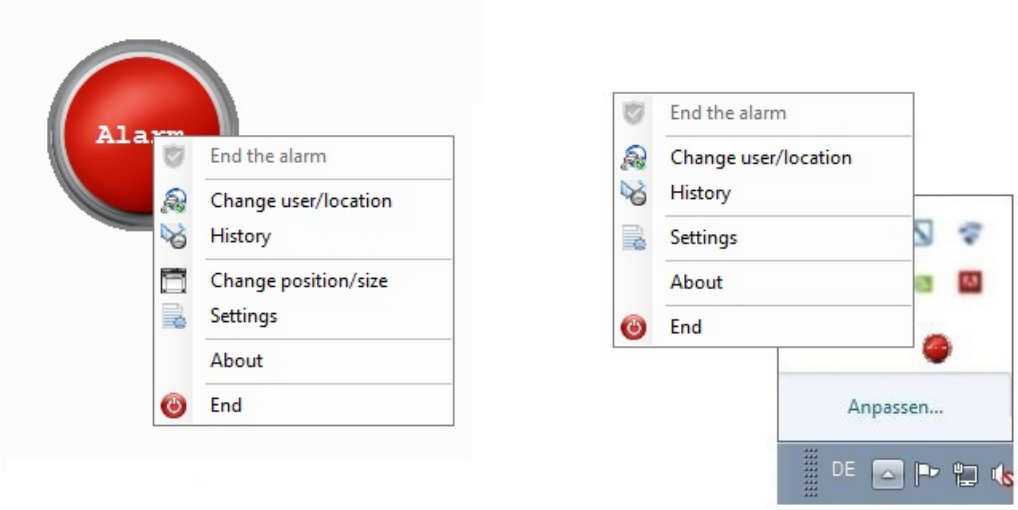


Image 4-2 Context menu - Alarm button/Toolbar

Description of menu items:

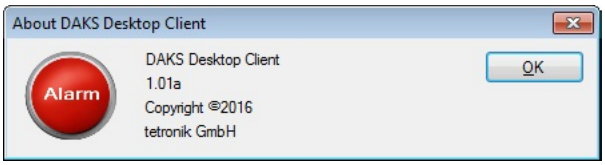
Menu item	Description
End alarm	Use this parameter to end an alarm that is currently active. This menu items remains inactive until an alarm is activated.
Change user/location	Use this menu item to change the DDC user and/or the location of the DDC user.
History	Use this menu item to open the OScAR Desktop Client history: ➤ see Section 6.3 "The message history in DDC"
Change position/ size	Use this menu item to customize the size and position of the alarm buttons on your desktop, i.e. to drag it to any place on your PC screen and make it bigger/smaller.
Save position/size	This menu item appears when you make another right mouse click on the alarm button itself, and after you have changed the alarm button's position and size on your screen. Use this menu item to save the present size of the alarm button and its current position on your screen.
Settings	Use this menu item to configure the OScAR Desktop Client settings. ➤ see Chapter 5, "DAKS Desktop Client Configuration"
About	Use this menu item to open a window with the software version of OScAR Desktop Client. 
End	Use this menu item to log off the user from OScAR Desktop Client and to close OScAR Desktop Client.

Table 4-3 Fields of the context menu

5 OScAR Desktop Client Configuration

Overview

This chapter covers the settings that can be made in OScAR Desktop Client.

Content

This chapter covers the following sections:

5.1 The DDC configuration window

To change the OScAR Desktop Client settings open the DDC configuration window with a right mouse click.

Next, click Settings.

This will open the DDC window "OScAR Desktop Client - Authentification".

Enter the administrator login details:

- Login name: The administrated login name of the Administrator
- Password: The administrated login password of the Administrator

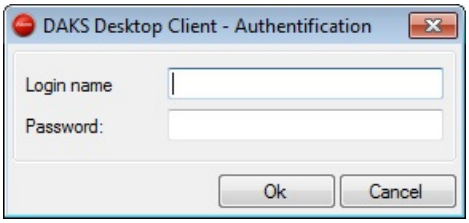


Image 5-1 DDC window - Authentification

Note:
Both the default login name and the default password for the administrator are "sysadm".

Note:
If no administrator login info is administrated for the administrator in the settings, the configuration window "OScAR Desktop Client - Settings" will automatically open without prior a login.

5.2 DDC configuration window - General

Summary of the fields in the window "OScAR Desktop Client - Settings", Tab "General":

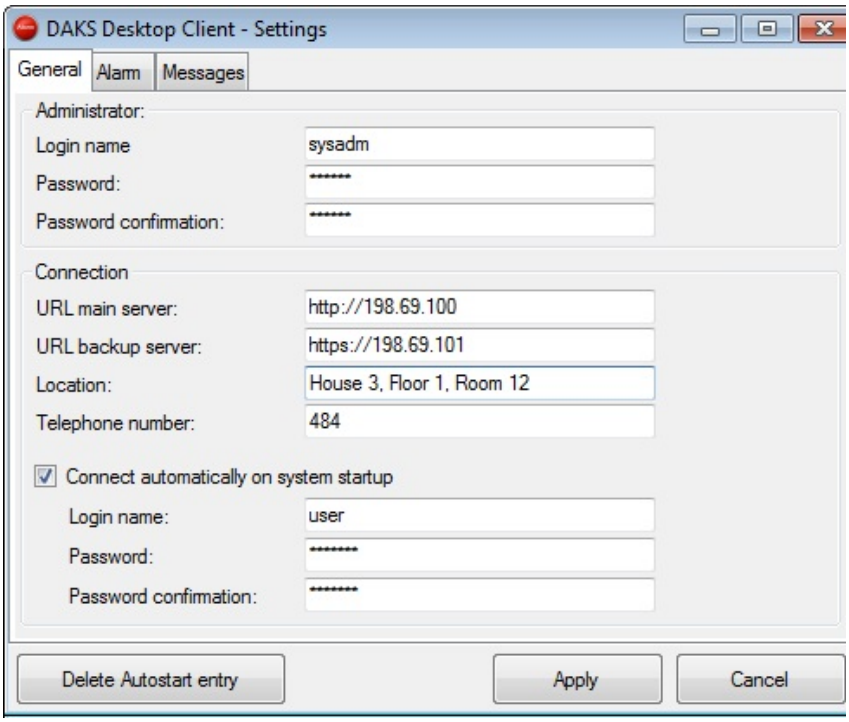
Field	Description
The tab "General" 	
Window area "Administrator"	
Login name	Use this edit field to enter the name for the administrator.
Password	Use this edit field to enter the password for the administrator.
Password confirmation	This edit field serves is used for safety reasons and to verify that the password was entered correctly.
Window area "Connection"	
URL main server	Use this edit field to enter the address (URL) of the main proxy server of the main OScAR server.
URL backup server	Use this edit field to enter the address (URL) of the redundancy proxy server of the redundancy OScAR server, if available.
Location	Use this edit field to enter the location of the DDC user.
Telephone number	Use this edit field to enter the telephone number of the DDC user, i.e. of the person who shall be alerted in the event OScAR Desktop Client cannot be reached as recipient of a message ("fallback" level). Caution! The telephone number must be registered in the subscriber list of the OScAR-TT database. One of the telephone numbers that are administrated in that list must be identical with the telephone number that is entered in this field.
Connect automatically on system startup	When this parameter is enabled OScAR Desktop Client will automatically build a connection to the OScAR server when the program starts.

Table 5-1 OScAR Desktop Client configuration window - General

Field	Description
Login name	Use this edit field to enter the login name of the DDC user. Caution! The login name must be registered in the subscriber list of the OScAR-TT database. The login name administrated in that list must be identical with the login name that is entered in this field.
Password	Use this edit field to enter the password of the DDC user. Caution! The password must be registered in the subscriber list of the OScAR-TT database. The password administrated in that list must be identical with the password that is entered in this field.
Password confirmation	This edit field serves is used for safety reasons and to verify that the password was entered correctly.
Buttons	
Generate Autostart entry	Use this button to create a OScAR Desktop Client link in the Windows Autostart folder.
Delete Autostart entry	Use this button to delete a OScAR Desktop Client link from the Windows Autostart folder.
Apply	Click this button to save the current settings.
Cancel	Click this button to discard your changes and to close this window.

Table 5-1 OScAR Desktop Client configuration window - General

5.3 DDC configuration window - Alarm

Caution!

It may be that the various keyboard drivers and languages that are installed and configured on your system but also the physical keyboards themselves may have the effect that not all combination of keys are available.

Whenever it shall be possible for a user to set off an alarm by pressing a combination of keys, it must be ensured that the selected hotkeys function properly at the respective workplace where they shall be available to the user in an emergency.

Other programs may also function as risk factors that prevent alarms from being activated via hotkey. For this reason you should always check that your DDC alarms are still being properly activated via hotkey when new programs are installed on your system.

Summary of the fields in the window "OScAR Desktop Client - Settings", Tab "Alarm":

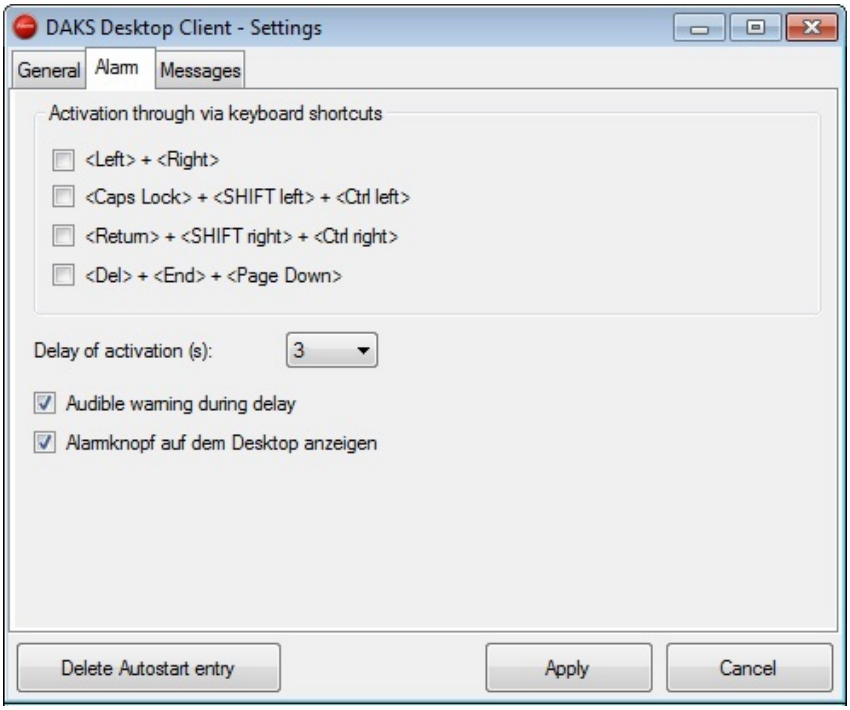
Field	Description
Tab "Alarm" 	
Activation via keyboard shortcuts	Use this window area to select from the given combinations of keys (shortcuts) that you want to use to set off alarms. You can make several selections. • <Left> + <Right> • <Caps lock> + <SHIFT left> + <SHIFT right> • <Return> + <SHIFT right> + <Ctrl right> • <Del> + <End> + <Page down>
Delay of activation (s)	Use this drop-down box to choose the time in seconds during which the combination of keys (shortcut) must be pressed or the alarm button must be clicked before an alarm is started.
Audible warning during delay	When this parameter is enabled, an acoustic warning tone will be played for as long as the alarm is delayed.

Table 5-2 OScAR Desktop Client configuration window - Alarm

Field	Description
Sow Alarm Button on desktop	When this parameter is enabled, the red DDC alarm button will automatically appear on the desktop at program start. Otherwise the OScAR Desktop Client alarm button is added to the toolbar.

Table 5-2 OScAR Desktop Client configuration window - Alarm

5.4 DDC configuration window - Messages

Summary of the fields in the window "OScAR Desktop Client - Settings", Tab "Messages":

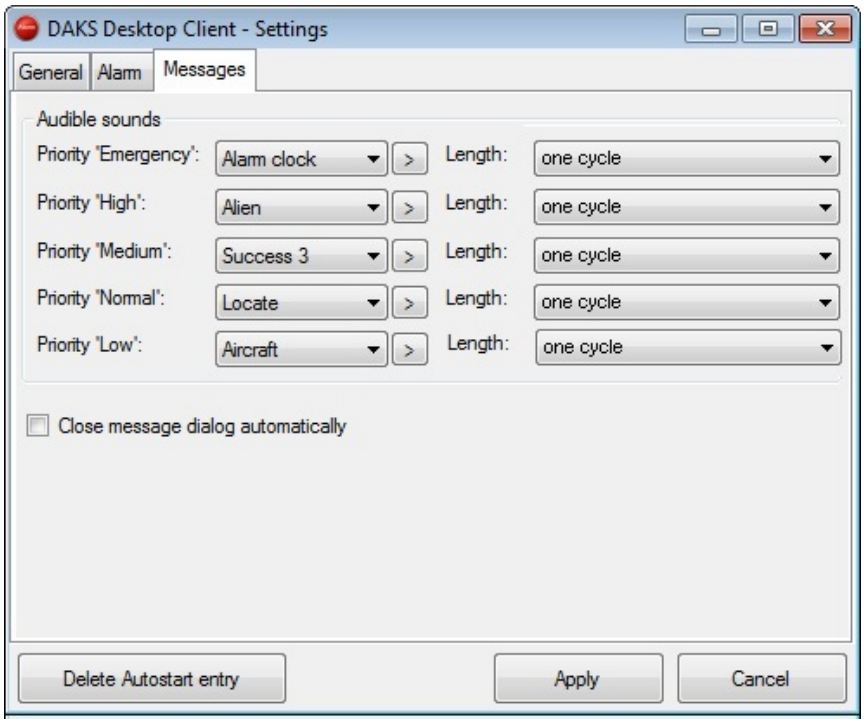
Field	Description
Tab "Messages"	
	
Window area "Audible sounds"	
Priority 'Emergency' Priority 'High' Priority 'Medium' Priority 'Normal' Priority 'Low'	Assign to each and every priority one of the given audible tones. Next, go to "Length" and select for every priority the length of playback time in seconds, or assign one of these settings: – "one cycle", – "until user reaction", or – "while confirmation is possible". Note: A user reaction is any click made in the message. When you select "one cycle", the corresponding WAV file is played once from beginning to end.
Close message dialog automatically	When this parameter is enabled and the DDC user has not confirmed yet, the message user window will automatically be closed when the alarm ends.

Table 5-3 OScAR Desktop Client configuration window - Messages

6 Activate Alarms and Receive Broadcast Messages with DDC

Overview

This chapter shows you how to activate alarms and receive and confirm messages with the OScAR Desktop Client. It also shows you how to use the OScAR Desktop Client History to open and read messages at a later point in time and how to delete messages from the DDC History.

Content

This chapter consists of the following sub-sections:

6.1 Set off alarms with OScAR Desktop Client

This section shows you how to raise alarms via OScAR Desktop Client. The way in which the alarm are activated depends on the individual configuration of your system.

For further details on the configuration:

➤ see Chapter 5, "DAKS Desktop Client Configuration".

Follow the below instructions to raise an alarm via OScAR Desktop Client:

No.	Step	Window
1.	To raise an alarm via DDC proceed in one of the following ways: • Click and keep clicked the alarm button on your desktop in keeping with the length of the configured "Delay of activation", (1..5 seconds). Note: In the window "OScAR Desktop Client - Settings", and there in the tab "Alarm", the parameter "Show Alarm Button on desktop" must be enabled. • Press and keep pressed the selected combination of keys in keeping with the length of the configured "Delay of activation" , (1.. 5 seconds). In both cases, the remaining seconds before the alarm start are counted down on the alarm button.	
2.	Once an alarm is successfully activated, a flash icon will appear on top the alarm button.	
3.	If the system is unable to successfully raise the alarm, e.g. because of a wrong configuration in the OScAR server, the flash icon on top of the alarm button is crossed out.	

Table 6-1 Alarm activation via OScAR Desktop Client

No.	Step	Window
4.	To end the alarm state open the context menu and click "End alarm“. ➤ Abschnitt 4.3 „DDC Kontextmenü“ After that, the alarm button can be used again to raise a new alarm.	

Table 6-1 Alarm activation via OScAR Desktop Client

6.2 Receive and confirm Broadacst messages with DDC

This sections shows you how to receive Broadcast messages and covers the different confirmation options that are available in OScAR Desktop Client.

Follow the below instructions to receive and confirm Broadcast messages via DDC:

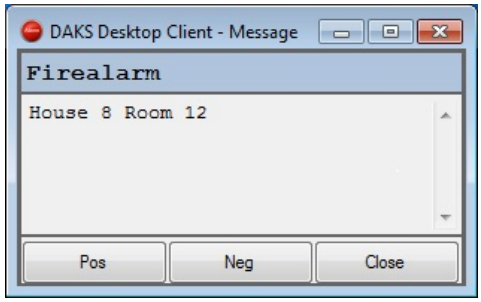
No.	Step	Window
1.	Depending on the Broadcast and subscriber settings DDC offers different ways to confirm messages. The below example works with the Broadcast configuration: "Also negative confirmation possible" and the subscriber setting: "Confirmation via numeric key by subscriber" ➤ see "OScARpro User Manual" In this example, OScAR Desktop Client offers the following confirmation options for a Broadcast message: • Pos Use the button Pos to confirm the message positive. ➤ see Step 2 • Neg Use the button Neg to confirm the message negative. ➤ see Step 3 • Close Use the button "Close" to close the message. The closed message is automatically stored in the DDC History. Subscriber is counted as not reached.	

Table 6-2 Receive/confirm messages with OScAR Desktop Client

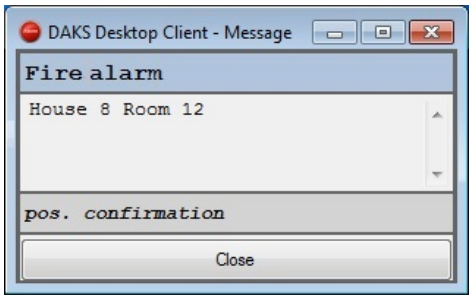
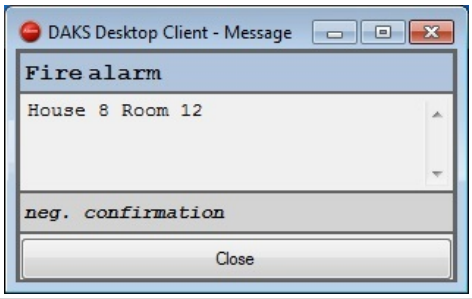
No.	Step	Window
2.	If you confirmed the message positive, your will automatically receive a system response ("pos. confirmation"). You can now close this DDC message. To do so, click Close. The closed message will now automatically be stored in the DDC History.	
3.	If you confirmed the message negative, your will also automatically receive a system response ("neg. confirmation"). You can now also close this DDC message. To do so, click Close. The closed message will now automatically be stored in the DDC History.	

Table 6-2 Receive/confirm messages with OScAR Desktop Client

Note:
When new messages are received by DDC before the older ones have been processed, the system will automatically cascade up to 20 messages in chronological order.
After that, the newest messages will automatically overwrite the oldest ones.
Messages that have been overwritten are automatically stored in the DDC History.

6.3 The message history in DDC

This section shows you how stored messages are output in the DDC History. OScAR Desktop Client saves all messages that have been processed automatically in the History, where they can be opened and read, sorted and deleted.

The DDC window "OScAR Desktop Client - History" contains the following details:

- Date
- Name
- Text
- Result

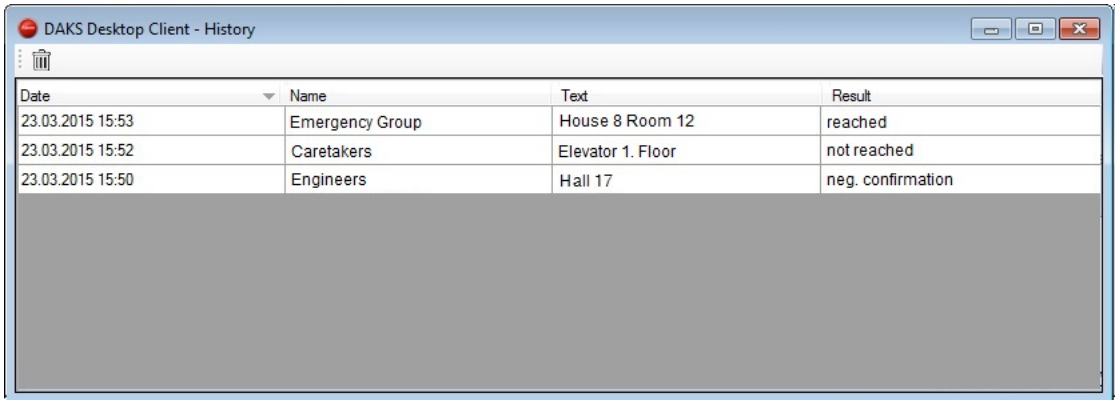


Image 6-1 DDC History

Button	Description
	Click this button to delete selected messages from the DDC History.

Table 6-3 Delete messages from the DDC History