

# HeartStart Telemedicine 4.1 Readme

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## Readme

The HeartStart Telemedicine System 4.1 (HeartStart Telemedicine) Readme is an addendum to the *HeartStart Telemedicine System User Guide*, version 4.0, help system, and *Data Transmission Implementation Guide*.

### **This ReadMe contains the following sections:**

Changes to HeartStart Telemedicine in the 4.1 Release  
System Requirements  
Setting up Internet Information Services (IIS)  
Setting up HeartStart Telemedicine Viewer  
Upgrading from HeartStart Telemedicine 4.0 to HeartStart Telemedicine 4.1  
Migrating Data to HeartStart Telemedicine 4.1  
Storage Requirements  
Customer Support  
Free 60-day Trial Period  
Software Compatibility

If there is a conflict between the version 4.0 documentation and this Readme, the Readme file contains the most current information.

## Changes to HeartStart Telemedicine in the 4.1 Release

The following list highlights changes to HeartStart Telemedicine in the 4.1 release:

- | Supports Microsoft Windows Server 2008 R2 and Microsoft Windows 7 that run with the corresponding Microsoft Internet Information Service (IIS)
- | Supports the Microsoft SQL Server 2008 R2 Express Edition that can store up to 10G of data
- | Removes support for the Windows Server 2003 and Windows XP operating systems, and the Microsoft MSDE 2000 database
- | Provides a free upgrade path from HeartStart Telemedicine System 4.0 to HeartStart Telemedicine System 4.1
- | Migrates the 12-Lead Transfer Station 3.0 and HeartStart Telemedicine 4.0 database to the HeartStart Telemedicine 4.1 database
- | Updates customer support information
- | Supports a 60-day trial period for evaluation and migration purposes

HeartStart Telemedicine System 4.1 consists of HeartStart Telemedicine Server and HeartStart Telemedicine Viewer. Each has a product serial number that you need to use to activate the software. The serial number is an 18-character alphanumeric code. Please activate your software before the 60-day trial period expires. After you activate the software, the product serial number appears on the About Box window in the HeartStart Telemedicine Server and HeartStart Telemedicine Viewer software.

## System Requirements

This section replaces information in the "System Requirements" section in the user guide, help system, and *Data Transmission Implementation Guide*.

HeartStart Telemedicine System 4.1 operates on the Microsoft Windows Server 2008 R2 and Windows 7 operating systems for both the 32-bit (x86) and 64-bit (x64) architectures. For minimum system

requirements, see the Microsoft Web site at the following URL addresses:

- | For Windows Server 2008 R2 requirements: <http://www.microsoft.com/windowsserver2008/>
- | For Windows7 Professional Edition requirements: <http://windows.microsoft.com/systemrequirements>

Philips does not provide or recommend specific hardware. Please be sure that any hardware you choose is certified as Microsoft-compatible.

Operating System:

- | For HeartStart Telemedicine Server: Windows Server 2008 R2 or Windows 7 Professional Edition
- | For HeartStart Telemedicine Viewer: Windows 7 Professional Edition

## Setting up Internet Information Services (IIS)

This section replaces the “Setting up Internet Information Services (IIS)” section in the user guide and help system.

HeartStart Telemedicine uses Internet Information Services (IIS) to send and receive information from the Internet. Although IIS ships with Windows operating system software, Windows does not automatically enable the IIS feature when you install the operating system. You must enable the IIS feature before installing the HeartStart Telemedicine Server software.

More information about IIS is available on the Microsoft Web site at the following URL address:  
<http://www.microsoft.com/iis>

When you enable IIS, the software automatically enables the default features. Complete the following steps to enable the required features for HeartStart Telemedicine 4.1.

### To enable IIS on Windows Server 2008 R2

1. From the Windows Start menu, click **Server Manager**.
2. In the Server Manager window, in the left pane, click **Roles**.
3. In the right pane, click **Add Roles**.  
The Add Roles Wizard opens.
4. In the left pane, click **Server Roles**.
5. On the Select Server Roles page, locate and select the **Web Server (IIS)** check box in the Roles list.  
A dialog box prompts you to load the Windows Process Activation Service.
6. Click **Add Required Features**.  
The dialog box closes and returns to the Select Server Roles page.
7. In the left pane, click **Web Server (IIS)** and click **Next**.
8. The dialog box closes and returns to the Web Server (IIS) page with the **Roles Services** option selected in the left pane. The Roles services list is in the right pane. In the Roles services list, expand the **Application Development** check box.
9. In addition to the default features, verify that the following check boxes are selected in the Application Development list:
  - | **.NET Extensibility**
  - | **ASP.NET**
  - | **ISAPI Extensions**
  - | **ISAPI Filters**
10. Click **Next**.
11. On the Confirm Installation Selections page, complete the following:
  - a. Verify that **Confirmation** is selected in the left pane.
  - b. Verify that the wizard lists the selected features in the right pane.
  - c. Click **Install**.  
Windows Server 2008 R2 enables Web Service IIS.
12. On the Installation Results page, click **Close**.

### To enable IIS on Windows 7

1. From the Windows Start menu, click **Control Panel**, and then click **Programs**.
2. On the Control Panel, in **Programs and Features**, click **Turn Windows features on or off**.
3. The Windows Features window lists the default features.
4. Expand the following items in the list: **Internet Information Services**, **World Wide Web Services**, and **Application Development Features**.
5. In addition to the default features, verify that the following check boxes are selected in the Application Development Features list:
  - **.NET Extensibility**
  - **ASP.NET**
  - **ISAPI Extensions**
  - **ISAPI Filters**
6. Click **OK**. Windows 7 enables IIS and returns to the Control Panel Programs window.
7. Close the Control Panel window.

## Setting up HeartStart Telemedicine Viewer

This section is new to the user guide, help system, and *Data Transmission Implementation Guide*.

You can view or edit the patient data on HeartStart Telemedicine Server from HeartStart Telemedicine Viewer. In order to allow this feature to work, you must open the HeartStart Telemedicine Server 4.1 database TCP/IP access, and open the firewall on the HeartStart Telemedicine Viewer computer. All computers must be on the same intranet.

Complete the following procedures to set up HeartStart Telemedicine Server and HeartStart Telemedicine Viewer.

### To open the HeartStart Telemedicine Server 4.1 database TCP/IP access

1. Log on to the computer that is running HeartStart Telemedicine Server 4.1.
2. From the Windows Start menu, click **All Programs**, and then click **Microsoft SQL Server 2008 R2**.
3. On the **Microsoft SQL Server 2008 R2** list, click **Configuration Tools**, and then click **SQL Server Configuration Manager**. The SQL Server Configuration Manager window opens.
4. Click **SQL Server Network Configuration** and then double-click **Protocols for HEARTSTART**.
5. Right-click **TCP/IP** and then click **Enable**. A warning message states that you must stop and restart the service to enable database access.
6. Click the **OK** button to close the message.
7. On the SQL Server Configuration Manager window, on the left pane, click **SQL Server Services**.
8. Right-click **SQL Server Browser** and select **Properties**.
9. In the Properties window, on the **Service** tab, set **Start Mode** to **Automatic**.
10. Click the **Apply** button and then click the **OK** button. The Properties window closes.
11. On the SQL Server Configuration Manager window, on the left pane, click **SQL Server Services**.
12. On the right pane, right-click **SQL Server (HEARTSTART)**, and then click **Start** or **Restart**.
13. Close the SQL Server Configuration Manager window.
14. Restart HeartStart Telemedicine Server 4.1

### To open the firewall on HeartStart Telemedicine Viewer 4.1 on Windows 7

1. Log on to the computer that is running HeartStart Telemedicine Viewer 4.1.
2. From the Windows Start menu, click **Control Panel**.
3. On the Control Panel window, double-click **Windows Firewall**.
4. On the Windows Firewall window, on the left pane, click **Allow a program or feature through Windows Firewall**.
5. On the Windows Firewall Settings window, click the **Change Settings** button, and then click

### **Allow Another Program.**

6. Select **Telemedicine Viewer** from the list.
7. Click the **Add** button.
8. Verify that Telemedicine is selected, and click the **OK** button. The Add a Program window closes.
9. Close the Windows Firewall window.
10. Close the Control Panel window.

**Note:** Follow the same steps for every HeartStart Telemedicine Viewer 4.1 installation.

## Upgrading from HeartStart Telemedicine 4.0 to HeartStart Telemedicine 4.1

This section is new to the user guide, help system, and *Data Transmission Implementation Guide*.

HeartStart Telemedicine 4.1 provides a free upgrade path from HeartStart Telemedicine 4.0 by reusing the product serial number, also called the activation key. Because HeartStart Telemedicine 4.1 and HeartStart Telemedicine 4.0 require different versions of Windows operating systems, you cannot install HeartStart Telemedicine 4.1 on the same computer as HeartStart Telemedicine 4.0 or 12-Lead Transfer Station 3.0.

During the upgrade, keep these things in mind:

- I You will temporarily use the HeartStart Telemedicine 4.0 software on the older computer while setting up HeartStart Telemedicine 4.1 on the new computer.
- I After you install the HeartStart Telemedicine 4.1, you can choose to migrate your existing data and configuration to the new HeartStart Telemedicine Server 4.1 server. Or, you can start fresh with new data.
- I After you install the HeartStart Telemedicine Server 4.1 software, test your destinations, such as fax and printers, by sending information to the destinations. Software that is installed properly on the new server will work the same as on Telemedicine 4.0.
- I To make the product serial number available for the free upgrade, you must uninstall the HeartStart Telemedicine 4.0 software to release the license and re-use the product serial number to activate the HeartStart Telemedicine Server 4.1 software.

**Note:** For more information about installing and configuring HeartStart Telemedicine, see the following procedure, and your HeartStart Telemedicine System User Guide, Appendix A, Installing HeartStart Telemedicine, and Section 9, Configuring HeartStart Telemedicine System.

For more information, see the following procedure.

### **To upgrade from HeartStart Telemedicine 4.0 and reuse the product serial number**

1. From HeartStart Telemedicine 4.0, use the **Check for Updates** option on the Help menu to get the HeartStart Telemedicine 4.1 software and save it to a removable medium.
2. Install HeartStart Telemedicine Server 4.1 on the computer that is running Windows Server 2008 R2 or Windows 7.
3. (Optional) If you choose to reuse or migrate your existing patient data and configuration, then do that now. For more information, see "Migrating Data to HeartStart Telemedicine 4.1" in this Readme.
4. Validate your network connections and test all the previously configured transmission operations. You can send an ECG from HeartStart MRx to test destinations, such as a fax number or email address.
5. Make sure that your HeartStart Telemedicine System 4.0 is connected to the Internet to release the product serial number for reuse. For more information, see "Uninstalling HeartStart Telemedicine" in the HeartStart Telemedicine user guide and help system.
6. Uninstall HeartStart Telemedicine 4.0.
7. Activate the HeartStart Telemedicine Server 4.1 software by using the HeartStart Telemedicine System 4.0 product serial number.

You can find the product serial number on the Proof of Purchase Certificate for HeartStart Telemedicine 4.0. The serial number is the 18-character alphanumeric code that is below the

barcode. If you cannot locate the Proof of Purchase Certificate, locate your sales order number or your purchase order number, and call the nearest response center for customer support. For more information, see “Activating the Software” in the user guide and help system for HeartStart Telemedicine 4.0.

8. Activate the HeartStart Telemedicine Viewer 4.1 software.  
Use the product serial number on the Proof of Purchase Certificate for HeartStart Telemedicine Viewer 4.1.

**Note:** If you have 12-Lead Transfer Station 3.0, you must purchase the upgrade (#861441-A01 or -A03). This upgrade will give you a serial number to apply to your new software. You do not need to uninstall 12-lead Transfer Station software to begin using HeartStart Telemedicine System. If you are interested in migrating your database from 12-lead Transfer Station to HeartStart Telemedicine System, be sure to read the following section on database migration.

## Migrating Data to HeartStart Telemedicine 4.1

This section is new to the user guide, help system, and *Data Transmission Implementation Guide*.

You can migrate the 12-Lead Transfer Station 3.0 or HeartStart Telemedicine 4.0 data to HeartStart Telemedicine Server 4.1 any time after you install the HeartStart Telemedicine Server 4.1 software.

During the migration, the configuration and patient data are migrated to the HeartStart Telemedicine Server 4.1.

**Note:** The 12-Lead Transfer Station 3.0 or HeartStart Telemedicine System 4.0 must be on the same intranet as HeartStart Telemedicine Server 4.1.

**Warning:** Configuration changes saved on the 4.1 system before a data migration will be overwritten by configuration settings from the older system during the data migration. The overwriting primarily affects data on the General Configuration screen. If you are planning to migrate data from an older system to the new system, Philips recommends that you do this before you configure the new system.

Complete the following steps for each database migration that you want to complete.

### To migrate your data to HeartStart Telemedicine Server 4.1

**Note:** To ensure a complete migration of data, close Telemedicine on the older server while data is being migrated to the newer server.

1. Start HeartStart Telemedicine Server 4.1.
2. Click the **Administration** navigation button.
3. On the File menu, click **Migrate Database**.  
The HeartStart Database Migration window opens and displays a list of servers. The server shown at the top of the list is your current server.
4. From the list of servers, click the server with the data to be migrated. You can also type the IP address of the server, followed by /HEARTSTART.
5. Click the **Test** button.  
The data migration is tested and a status message appears. When the migration test is successful, the **Migration** button becomes available.
6. Click the **Migration** button.  
Data migrates to the new server and a new status message appears.
7. When the status message confirms that data migration is successful, click **Exit**.  
A warning message appears, prompting you to restart the Telemedicine application after database migration.
8. Restart Telemedicine.
9. Review the following to verify the results of the data migration:
  - a. Verify that the HeartStart Telemedicine 4.0 configuration settings were migrated to HeartStart Telemedicine System Server 4.1 by reviewing the **Administration** workspaces. For more

- information, see “Configuring HeartStart Telemedicine” in the HeartStart Telemedicine user guide and help system.
- b. Verify that all patient data were migrated to HeartStart Telemedicine Server 4.1 by reviewing the data on the **All Patients** and **Patients** workspaces. For more information, see “Viewing HeartStart MRx Patient Data” in the user guide and online help.
  - c. Review the System Log on the **Administration** workspace to check the status of the database migration process.
10. Test all of the previously configured transmission operations.

## Storage Requirements

This section replaces information in the “Storage Requirements” section in the user guide, help system, and *Data Transmission Implementation Guide*.

Storage requirements depend on the volume and frequency of patient transmissions, and on the type of data you send to HeartStart Telemedicine Server. The database stores the demographic patient information, 12-lead reports, events, periodic vital trends, and configuration information. The HeartStart Telemedicine Server 4.1 database can store up to 10 GB of data.

## Customer Support

This section updates the information in the “Customer Support” section of the user guide, help system, and *Data Transmission Implementation Guide*.

Philips strives to provide you with excellent customer service and technical support. Customer support is available by telephone, through the Internet, and by email.

Product support by telephone is available by calling the response center nearest to you. Before you call, locate the product serial number that is on your Proof of Purchase Certificate and on the About Box window in the HeartStart Telemedicine Server and HeartStart Telemedicine Viewer software. The serial number is an 18-character alphanumeric code.

Product support by email is available (English only) at: [telemedicine.support@philips.com](mailto:telemedicine.support@philips.com)

You can use the following Web sites to locate the nearest response center telephone number and location:

- ⌋ [http://www.healthcare.philips.com/main/support/response\\_center/](http://www.healthcare.philips.com/main/support/response_center/)
- ⌋ <http://www.healthcare.philips.com/main/about/officelocator/>

### Response Center Telephone Numbers

#### North America

Canada  
800-323-2280

United States of America  
800-722-9377

#### Europe

European International Sales  
41 22 354 6464

Austria  
01 60 101 820

Belgium

French  
02 525 68 80  
Dutch  
02 525 68 81

Finland  
09- 615 80 400

France  
0810 835 624

Germany  
0180 3333 544

Italy  
800 232100

Luxembourg  
+32 2 525 68 80

Netherlands  
040 27 85600

Portugal  
800 201766

Spain  
900 180612;  
902 304050

Sweden  
08-59 85 2530

Switzerland  
German  
0800 80 3000  
French  
0800 80 3001

United Kingdom  
0870 532 9741

### **Asia and Pacific**

Australia  
1800 251 400

China  
Beijing  
800 810 0038  
Hong Kong  
852 2821 5888

Macau  
0800 923

India  
18004256788

Indonesia  
021 794 7542

Japan  
0120 381 557

Korea  
080 372 7777  
In Seoul  
02 3445 9010

Malaysia  
1800 866 188

New Zealand  
0800 251 400

Philippines  
02 845 7875

Singapore  
1800 PHILIPS  
(1800-744-5477)

South Africa  
011 471 6000

Thailand  
02 614 3559

Taiwan  
0800 005 616

## Free 60-day Trial Period

This section is new to the user guide, help system, and *Data Transmission Implementation Guide*.

HeartStart Telemedicine System 4.1 supports a 60-day trial period. During this time, you can use the product software to receive and view patient data, and to transfer data to configured destinations. To continue to use HeartStart Telemedicine, activate the software within 60 days after installation through either the Internet or email. Until you complete the activation, you will see the Philips HeartStart Activation Wizard window appears every time that the product software starts.

## Software Compatibility

This section is new to the user guide, help system, and *Data Transmission Implementation Guide*.

Although Philips does not require you to install HeartStart Telemedicine System on dedicated equipment, HeartStart Telemedicine was not tested with every possible combination of applications that are available.

Philips recommends that you test other software applications on a test server for compatibility before you decide whether to install them on production machines.