



# Reports

Version: 1.72

## Software Release Notes

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## 1. OVERVIEW

### 1.1 Purpose

The purpose of this document is to outline what is being released in this version of the Software package: Vitalograph Reports, version number: 1.72. The document contains information on new features, system requirements, installation/upgrading and any known issues or bugs at release.

### 1.2 Background

The Vitalograph Reports application is a standalone PC application, which runs on Microsoft Windows 2000, Windows XP and Windows Vista (32 Bit) operating systems. The application runs with the Microsoft .NET 2.0 Framework which is supplied and installed with this software if required. The application interfaces with the Vitalograph ALPHA, ALPHA Touch, Vitalograph IN2ITIVE and Vitalograph COMPACT via a USB connection. The Vitalograph micro, Vitalograph Model 4000, Vitalograph 2120 and the Vitalograph Gold Standard Plus devices can connect to Vitalograph Reports via an RS232 serial connection or serial to USB adapter. The Vitalograph Model 4000 Bluetooth devices can also be connected to Vitalograph Reports via Microsoft's Windows Bluetooth Stack. The Windows Bluetooth Stack is available to use with Windows XP Service Pack 2 and Windows Vista (32 Bit).

Once connected to the attached device and started, the application listens for print messages/reports received from the device. When a complete report has been received from the device, the application sends the report to a connected printer or a PDF file or both; depending on what options the user has chosen.

The application provides the user with the option to generate the PDF file name automatically (based on the date and time the file was created), or to manually enter a file name each time the PDF report is ready for saving to the PC.

The main purpose for release 1.72 of Vitalograph Reports is to add functionality for the Vitalograph Alpha Touch device. The Vitalograph Alpha Touch device shall be selectable under its original name Vitalograph Alpha. Vitalograph Reports shall be updated to support communications with this device. There shall be no visible GUI changes made to the application.

## 2. FEATURES

### 2.1 New Features

The following is a high-level overview of the new features delivered as part of this software.

Feature	Description
Vitalograph Alpha Touch	Addition of support for the Vitalograph Alpha Touch
PDF995	Addition of support for PDF995 on 64-Bit Windows Operating Systems

### 2.2 Bug Fixes

In release 1.72 of Vitalograph Reports, the application did not present any known issues.

## 3. SYSTEM REQUIREMENTS

This section outlines the system requirements for this release of the software. The system on which this software is to be installed, must meet the following requirements.

### 3.1 Minimum Requirements

System	Requirement
Processor Speed	Intel Pentium class, 1.2GHz or greater
RAM	128MB
Disk Space	40MB for the Vitalograph Reports application 280MB for the .NET framework
Operating System	Windows 2000, Windows XP Professional, Windows XP Home Edition or Windows Vista (32 Bit)
Other	<ul style="list-style-type: none"> <li>.NET 2.0 Framework supplied as part of the install process.</li> <li>Windows Installer 3.0</li> </ul>

	<ul style="list-style-type: none"> <li>• Video: 800x600, 256 colours</li> <li>• CD-ROM drive</li> <li>• COM Port for Serial Devices or Serial to USB Converter</li> <li>• USB Port for the Vitalograph model 4000, ALPHA, IN2ITIVE and COMPACT devices.</li> <li>• Install the application as System Administrator and provide full read/write access rights to the folder and sub-folders where the application has been installed, for all applicable users</li> <li>• Internet Explorer 6.0 or above required</li> <li>• For Vitalograph COMPACT Reports - Microsoft's Windows Mobile Device Center (Windows Vista Users) or Windows Active Sync® 4.5 or above (Windows XP and earlier) is required to be installed and connected to the Vitalograph COMPACT Device. These may be found at: <a href="http://www.microsoft.com/windowsmobile/activesync/default.aspx">http://www.microsoft.com/windowsmobile/activesync/default.aspx</a> Microsoft's Windows Mobile Device Center may already be installed on some Windows Vista systems as standard.</li> </ul>
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**Note:**

To verify whether your computer meets the system requirements, use one of the following methods:  
Click Start, point to Programs, point to Accessories, point to System Tools, and then click System Information.  
or

Use the Winmsd.exe tool: click Start, click Run, type winmsd.exe in the Open box, and then press ENTER. The System Information window opens.

**3.2 Recommended Requirements:**

System	Requirement
Processor Speed	Intel Pentium class, 2GHz or greater
RAM	256MB
Disk Space	40MB for the Vitalograph Reports application 280MB for the .NET framework
Operating System	Windows XP Home and Professional
Other	<ul style="list-style-type: none"> <li>• .NET 2.0 Framework supplied as part of the install process.</li> <li>• Windows Installer 3.0</li> <li>• Video: 1024x768, 32-bit</li> <li>• CD-ROM drive</li> <li>• COM Port for Serial Devices or Serial to USB Converter</li> <li>• USB Port for the Vitalograph model 4000, ALPHA, IN2ITIVE and COMPACT devices and Bluetooth dongle.</li> <li>• Windows XP Service Pack 2 or Vista (32 Bit) is required for installation of Bluetooth drivers.</li> <li>• Install the application as System Administrator and provide full read/write access rights to the folder and sub-folders where the application has been installed, for all applicable users</li> <li>• Internet Explorer 6.0 or above required</li> <li>• For Vitalograph COMPACT Reports - Microsoft's Windows Mobile Device Center (Windows Vista Users) or Windows Active Sync® 4.5 or above (Windows XP and earlier) is required to be installed and connected to the Vitalograph COMPACT Device. These may be found at: <a href="http://www.microsoft.com/windowsmobile/activesync/default.aspx">http://www.microsoft.com/windowsmobile/activesync/default.aspx</a> Microsoft's Windows Mobile Device Center may already be installed on some Windows Vista systems as standard.</li> </ul>

**4. INSTALLATION/UPGRADE AND CONFIGURATION NOTES**

Prior to installing Vitalograph Reports it is recommended that you first uninstall any older versions of the Vitalograph Print Utility on your machine. To do this, go to the Windows Control Panel -> Add or Remove Programs. In the list of displayed programs, go to Vitalograph Print Utility and choose Remove.

To install this version of Vitalograph Reports, click on “Setup.hta” and follow the on-screen installation instructions. Once installed, go to Windows Start->All Programs->Vitalograph Reports->Vitalograph Reports to start the application. When the application is ready for use, a Vitalograph icon will appear in the bottom right hand corner of Windows in the processes location. Double click the icon to expand/show the application or right click on the icon to show a list of available options.

The installation process will place a short-cut on your desktop for both the application and the reports folder. Another short-cut will be placed in the Windows Startup folder so the application will be started automatically each time you log onto the system. This may be removed manually if you do not wish to start the application automatically each time the system logs in.

For configuration of the application refer to the “Options” section of the online help or user manual.

#### **Note for Vitalograph COMPACT users:**

To use Vitalograph Reports with the Vitalograph COMPACT device, you must first download, install and connect Microsoft's Windows Mobile Device Center (Windows Vista Users) or Windows Active Sync® 4.5 or above (Windows XP and earlier) to the Vitalograph COMPACT Device. These may be found at:

<http://www.microsoft.com/windowsmobile/activesync/default.mspx>

Microsoft's Windows Mobile Device Center may already be installed on some Windows Vista systems as standard.

#### **Using with the ALPHA Device:**

When Vitalograph Reports has been installed; follow the instructions listed in the “InstallingUSBDriverForALPHA” manual.

#### **Using with the MODEL 4000 Serial / USB Device:**

When Vitalograph Reports has been installed; follow the instructions listed in the “InstallingUSBDriverForModel4000” manual.

#### **Using with the MODEL 4000 Bluetooth Device:**

When Vitalograph Reports has been installed; follow the instructions listed in the “InstallingBluetoothDriverForModel4000” manual.

#### **Using with the In2itive Device:**

When Vitalograph Reports has been installed; follow the instructions listed in the “InstallingUSBDriverForIn2itive” manual.

## **5. KNOWN ISSUES AND BUGS**

This section outlines any issues or bugs, which may affect the installation or use of the software.

### **5.1 Issues**

There are no known issues with this release of the application.

### **5.2 Bugs**

There are no known issues with this release of the application.

## **6. PRODUCT RELATED INFORMATION AND RESOURCES**

The Vitalograph Reports is shipped with both a help file and a User Manual, which contain useful information on installing, configuring and using the application. Go to “Help” on the application or open the user manual PDF file contained on the CD, under the Documents folder.

## **7. FREQUENTLY ASKED QUESTIONS**

The following is a list of problems, which may be encountered from incorrect use of the software, and the proposed solutions to those problems.

#### **Problem:**

Cannot connect to the attached device

#### **Remedy:**

1. If you have an ALPHA device

- a. Make sure the ALPHA driver has been installed. To do this, follow the instructions listed in "InstallingUSBDriverForALPHA.pdf" located in the "Documents" folder on the CD
  - b. If the driver was already installed, while the ALPHA is turned on, pull out the USB connector from the device and reconnect it with the device switched on.
2. If you have a Vitalograph COMPACT device:
  - a. Try disconnecting the USB cable from the PC and reconnecting it while the COMPACT device is turned on.
  - b. Please make sure you have installed and connected Microsoft's Windows Mobile Device Center (Windows Vista Users) or Windows Active Sync® 4.5 or above (Windows XP and earlier) to the Vitalograph COMPACT Device. These may be found at: <http://www.microsoft.com/windowsmobile/activesync/default.mspx>  
Microsoft's Windows Mobile Device Center may already be installed on some Windows Vista systems as standard.
3. If your device is not a Vitalograph ALPHA or Vitalograph COMPACT device, firstly make sure you know which port the device is connected to. To see a list of available Ports, go to the Windows Control Panel->System->Hardware Tab->Device Manager Button. Expand the Ports node to see what Communications Ports are on your PC. If a USB to Serial converter is in use, it should be listed here also as an available port. The word COMx will be displayed for all available Communications Ports where x represents the actual port number.
  - a. Make sure there is not another device attached to the PC, which is also competing for the same Port.
  - b. Make sure the attached device and port number correspond with what has been saved in the options windows of Vitalograph Reports. In the Vitalograph Reports application go to Tools->Options->Printer and Device Setup Tab and make sure the correct Vitalograph Device and Communications Port have been chosen. Note: There is no need to pick a port for the ALPHA device as it is a USB device and the port will be automatically detected.
  - c. Make sure that the device is connected to a free serial communications port on the PC.
4. When using Vitalograph Reports with a Vitalograph 2120 or Gold Standard Plus device, you must ensure that the device is in the main menu before the application connects to the device.
5. When using Vitalograph Reports with a Vitalograph model 4000 device, you must ensure that the device is connected to the PC before starting the print utility. After the start print utility button has been clicked on Vitalograph Reports, the device must then send a test by clicking the enter on the print icon.

**Problem:**

The report was sent from the attached device but was not printed or saved by Vitalograph Reports.

**Remedy:**

1. Go to the main application window. Click on "Tools" and make sure there is a tick mark next to the required report output type i.e. "Send to Printer" and/or "Save to PDF".
2. If you have a Vitalograph COMPACT device please make sure you have installed and connected Microsoft's Windows Mobile Device Center (Windows Vista Users) or Windows Active Sync® 4.5 or above (Windows XP and earlier) to the Vitalograph COMPACT Device. These may be found at: <http://www.microsoft.com/windowsmobile/activesync/default.mspx>  
Microsoft's Windows Mobile Device Center may already be installed on some Windows Vista systems as standard.
3. Make sure the attached device and port number, if applicable, correspond with what has been saved in the options windows of Vitalograph Reports. Also, for non-USB devices, go to Tools->Options and make sure the correct Vitalograph Device and Communications Port are chosen.

**Problem:**

The report received from the attached Vitalograph 2120 or Gold Standard Plus device was incomplete or corrupted.

**Remedy:**

Make sure that Hewlett Packard is the chosen printer on the hardware device. To select Hewlett Packard as the chosen printer, from the main menu on the hardware device, choose the following: SETUP->PRINTER->HEWLETT PACKARD. When asked whether to "Print via a Base Station?" choose No.

**Problem:**

The Vitalograph Reports print service was stopped during a print-job but the attached Vitalograph 2120 or Gold Standard Plus device still displays the "Printing" message.

**Remedy:**

Click on the “ESC” key on the attached device. The device will return to the main screen within a number of seconds.

**Problem:**

The status bar on the application shows “Receiving Data” infinitely without ever printing or saving the PDF report.

**Remedy:**

Ensure that the user on the PC has full read/write access rights to the folder & sub-folders of both the location where the Vitalograph Reports application was installed and also the location chosen to save the PDF report files. The System Administrator on the PC will have to set these security settings.

**Problem:**

The status bar on the application shows that the PDF report was created but it does not appear to have been created/saved to the PC.

**Remedy:**

Ensure that the user on the PC has full read/write access rights to the folder & sub-folders of both the location where the Vitalograph Reports application was installed and also the location chosen to save the PDF report files. The System Administrator on the PC will have to set these security settings.

**Problem:**

An error message appears saying that an instance of the application is already running even though no Vitalograph icon is visible in the processes section of the task-bar.

**Remedy:**

Hold down the Keys Ctrl, Alt, then Delete all together. Press the “Task Manager” button. Click on the Processes tab and look for a process called “VitalographReports.exe”. This is the Vitalograph Reports application. To end the process, click on it to highlight it and then click the “End Process” button. Once closed, a new copy of the application may be started.

Alternatively, it may be that another user is also logged onto the system using the “Switch User” Windows function and that user may have an instance of the application running. Make sure there are no other users logged onto that system with the application running.

**Problem:**

During the Setup, if the installation path chosen is above 175 characters, the Application will not install successfully.

**Remedy:**

Ensure your installation folder path name is less than or equal to 175 characters in length.

## 8. REQUESTING SUPPORT

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