



Little Green Button (LGB) Installation and Release Notes

Version 2.7.3

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Introduction

The Little Green Button (LGB) is a small, network friendly application designed as a cost effective 'panic button' system for general practice. The following sections should answer all of your questions; if any are left unanswered, please contact us at lgb@wiggly-amps.com

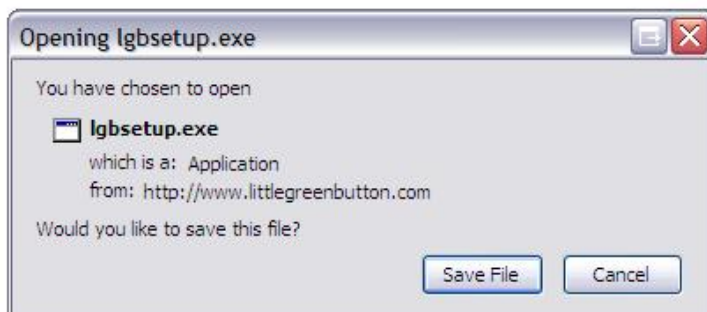
Installation

LGB is compatible with most versions of Microsoft® Windows™ and has been tested on the following platforms:

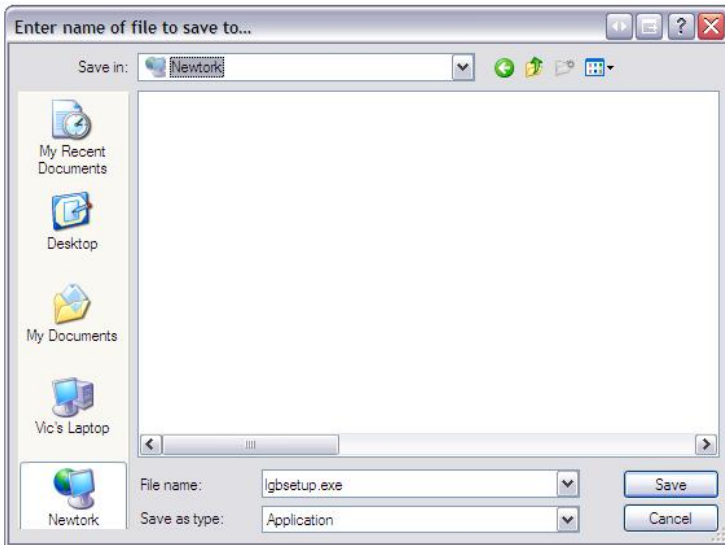
Operating System	Status
Windows 95a	Not supported
Windows 98	Fully functional with no problems reported
Windows 98SE	Fully functional with no problems reported
Windows Millennium	Fully functional with no problems reported
Windows NT 4.0	Fully functional with no problems reported
Windows 2000 Workstation	Fully functional with no problems reported
Windows 2000 Server	Fully functional with no problems reported
Windows XP Home	Fully functional with no problems reported
Windows XP Professional	Fully functional with no problems reported
Windows Vista	Fully functional with no problems reported
Windows 2003 Server	Fully functional with no problems reported
Windows NT Terminal Services	Fully functional with no problems reported
Windows 2000 Terminal Services	Fully functional with no problems reported
Windows 2008 Server	Fully functional with no problems reported
Windows 7	Fully functional with no problems reported

Step 1 – Downloading the Installation File

Once you click the download link, www.littlegreenbutton.com/downloads/lgbsetup.exe, during registration on the Wiggly-Amps website, you will be presented with the following window:



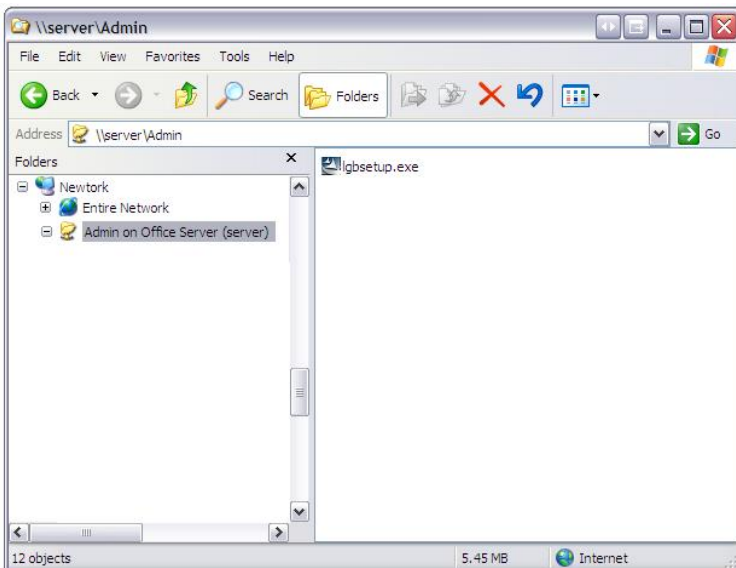
Click the 'save' button and another window will appear offering you a choice of locations to save this download.



We recommend that you 'save' this file to a shared drive on your network so it is accessible from all of your PCs.

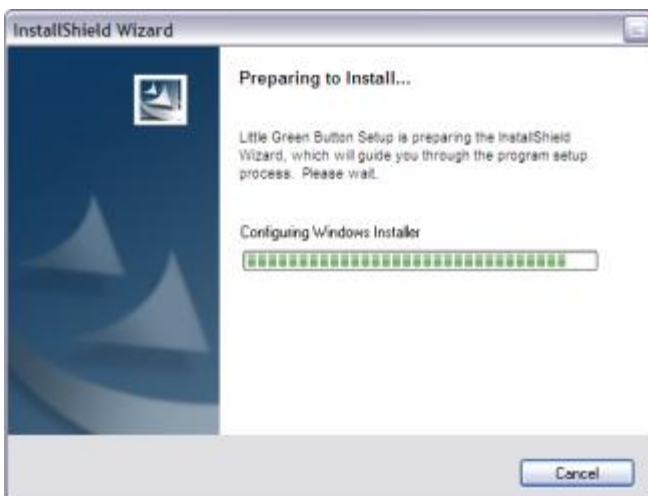
Step 2 – Installing Your First Button.

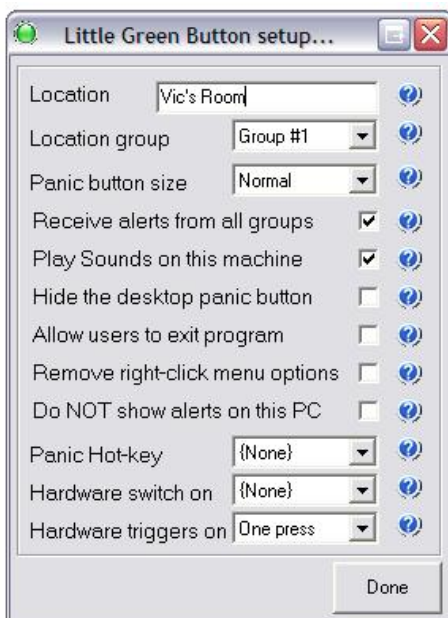
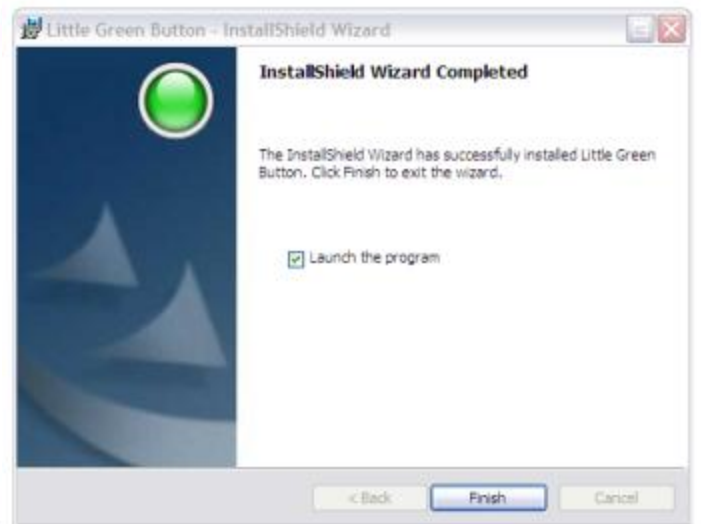
Ideally your first button should be installed on the Practice Manager's computer or any office PC. It is best it is not on a doctor's PC.



Locate the file that you downloaded and double click on lgbsetup.exe using the left mouse button.

Follow through the instructions...





When you click OK to the welcome message you will see this form.

The important setting is Location. This is the location name that will appear on the panics to your colleagues. It needs to be a room name rather than a person's name as people can move about. Your first button needs to have a **unique** location name. The reason for this will be explained later in this document.

The rest of the settings are optional.

- You can set up different panic groups if you would like.

- You can change the button size.
- If you are setting up groups you can choose whether you would like to receive alerts from your group only or from all groups.
- Choose whether or not you want the button to make an audio sounds when one of your colleagues panics.
- You can choose to hide the desktop panic button and just use the button that is in your system tray by your clock. You can still panic by double-clicking on this button.
- The default settings stop users being able to exit the button. If for some reason you need to be able to you need to come here and tick the 'Allow users to exit program' box.
- If you would really like to limit users from playing with the button you can disable the right click menu.
- You can also choose to not receive panics from others (not advised).
- You can set up one of the fuctions key on your PC to also set off the button. Just choose which function key you would like to use. Once set the button can be set off by hitting this function key three times in a row.
- The last two settings are applicable if you have purchased one of our physical buttons. They plug into one of your serial ports. You need to choose which port it is plugged into and choose how you would like it to be triggered (4 options).

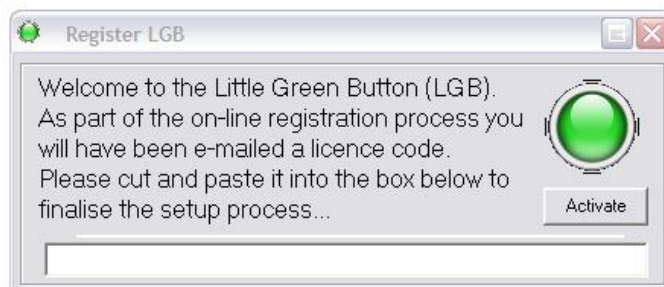
When complete, click 'Done'.



The button will appear as a yellow key on a grey background, indicating that your LGB is unlicensed. You will by now have received an e-mail containing the activation code.

To activate your installation:

- Right click on the button
- Select 'Register'



- Paste the activation code e-mailed to you in the form
- Click 'Activate'
 - The LGB should now be green
 - This PC will become what we call your 'Master Little Green Button'



Step 3 – Installing Further Buttons

Make sure your Master Little Green Button is switched on. On the new PC again find your install file saved on your shared drive and double click on it. Follow through the installation instructions as described in stage 2. Once you have filled in the set up form all you need to do is press 'done' and you should have a green button in the top left hand corner of your screen.

You **never need to use the key that we sent you again** – in fact it never works more than once.

If your button does not appear green straight away then it has not managed to talk to your master over your network. Reasons for this may be related to the firewall or anti-virus software on that PC. Please give us a call on 01263 834648 and we can help you get the button working along side your other software on your PC.

The Master Little Green Button only needs to be turned on when you are installing new buttons or when you renew your licence at the end of the year.

If your Master LGB ever gets replaced just give us a call on 01263 834648 and we can quickly set you up with a new master. Remember the key that we sent you will never work more than once.

The reason why the master needs a unique location name:

If you give two buttons the same location name they will not receive panic alerts from each other. For example, if you have more than one reception PC and an issue arises in reception you do not want your panic alert to appear on the other machine. This may make the issue worse. If you give a PC the same location name as the master it will not only not receive panics, it will also not receive it's licence information and will not go green.

Step 4 – Testing and Training

We recommended that you test the Little Green Button every so often in the same way that you test your fire alarm. When PCs move about you need to remember to change location names and when additional software is installed, e.g. Anti-virus software, you need to check that it hasn't effected the buttons. If you test the buttons every now and again you will notice if there is anything wrong before a real situation occurs.

Purchasing LGB

If you decide that you like the LGB and want to purchase a year's licence, follow these steps:

- Right click on the button
- Select 'Licencing'
- Check your details, then read the agreement and statement on this page
- Check the box to purchase a 12 month licence and click submit

- An invoice will be generated for you to print and action.
- We do not wait to receive payment. Your buttons will keep working or start working again straight away.

Please note that we do not send you an invoice

Renewing LGB

The 'Registration Master' will remind you that your licence renewal is due with 2 weeks to run. If the licence is not renewed, all LGBs start reminding you with 5 days to go. The renewal procedure is the same as that for initial purchase.

Network and Software Issues

No apologies, it gets a little techie in this section! 99% of the time, the LGB will run straight “out of the box”, but if you do encounter problems the following may help.

What networking requirements are there?

The LGB requires the clients to have TCP/IP installed. It is unlikely that you are running a computer that does not support this popular protocol, but note that some early installations of Windows 98 did not install this by default. We strongly advise the use of a switched network rather than hubs, there is a theoretical (i.e. very small!) possibility that some machines on a saturated, unswitched network will miss a request for assistance. Modern network switches are relatively cheap and will provide an overall improvement to the performance of your network.

How does it work on my network?

The LGB broadcasts message to any panic button on your network. LGB is set to limit you to one subnet when installed – if you have a branch site on a separate subnet, please call us and we’ll add the capacity to your licence. If you have a very large and complicated network (E.g. a hospital site), we may charge an additional fee to reflect the increased support liability.

We need to re-IP our Network any issues?

Not a problem, please let us know when you are going to change and we’ll ensure that your details are updated.

Can I give a copy to another site to trial?

By all means! But do NOT give them your trial key – ask them to go through the sign-up process on line and get their own key. Yours will not work for them anyway.

I think my Firewall is messing things up!

Whether you are running a personal firewall (such as ZoneAlarm or XP SP2) or you have a hardware firewall somewhere on your network, it is a simple matter to get the LGB running. The application communicates through Ports 8080/UDP and 8081/TCP, so refer to your firewall’s configuration instructions and allow traffic on these ports. As an aside, port 8080 sometimes used by McAfee Anti-virus suite. If this is the case, the LGB will prompt you to choose another port. It is important that all machines use the same port.

Our system is already slow – will it slow things further?

The LGB is a small application that uses minimal resources on the client PCs. Network traffic is negligible as the client LGBs only “talk” when there is an active assistance request. The “Master” will broadcast a short message periodically to keep the licences on the clients up to date and that’s it!

Is it compatible with our other software?

Other than a minor conflict with McAfee e-policy orchestrator (Not the anti-virus package itself), we have not found any conflicts with other software. Note that LGB will manage this confliction for you.

It's great, but why should I give you an endorsement / feedback?

So you can get up in the morning and look in the mirror with a clean conscience...

...or we may decide to give you a freebie of some kind.

Thanks but no thanks – how do I get rid of this thing ?!

Simply go to “Add/Remove Programs” and uninstall LGB – no hard feelings!

I've got some ideas for changes / I Don't like the way something works !

Great! We've already implemented some changes as a result of user feedback – please e-mail info@wiggly-amps.com with your suggestions / criticisms!