Analyst Version 3.46

Utilities

January 2011

An extract from the full Analyst manual containing:

Calculator
Maps & Directions
List Controls
StockGuard
NTX File
Archive Utility
Base Currency Convertor
ScriptCaller
Batchcom

Table Of Contents

Additional Utilities 3
- Calculator 3
- PIP Code Licence 4
- Maps and Directions 5
- Using List Controls 7
  - Multi-Selecting 8
- Changing the Order of Columns 9
- StockGuard - 24hr Real-Time Temperature Monitoring 10
- NTX File 11
  - What is the NTX File? 11
  - NTX File Manager 11
  - Master Mode 12
  - Slave Mode 15
  - Restoring an NTX 16
- Archive Utility 19
  - Time to Archive? 19
  - Launching the Archive Utility 20
  - Entering the Archive Dates 21
  - During the Archive 22
  - Backing Up and Reviewing PoS Data 24
  - Recalling and Backing Up PMR Data 25
- Base Currency Convertor 27
  - Converting Currencies 27
  - Preparing the system in the Republic of Ireland 27
  - Printing Dual priced Shelf Edge Labels 30
  - The Changeover 31
  - Converting the Database 31
  - Setting up Analyst 34
- ScriptCaller 35
  - Introduction 35
  - Settings 36
  - Configuring Windows Text to Speech 39
  - Troubleshooting 40
- Batchcom 41
  - What is Batchcom? 41
  - Configuring Batchcom 42
  - Modem Options 43
  - Allowing Batchcom to Work 44

Index 47

Additional Utilities

Calculator

In the event that you need a calculator, but don't have one at hand, simply click on the **Calc** button in the title bar at the top of the screen to launch the Windows Calculator.

The button can be removed from the title bar in the Miscellaneous section on Options tab of the PoS System Configuration.

PIP Code Licence

CMPMedica, who own the copyright and intellectual property rights on the use of PIP codes, have introduced a new licence agreement for everyone intending to use PIP codes.

A licence agreement will appear every seven days for you to confirm that you are still eligible to use the PIP codes.

CMPMedica stipulate that in order to use PIP code information you must have a current subscription to the C&D magazine. The 'use' of PIP codes includes building and transmitting orders whether by modem, paper or otherwise.

If you do not have a subscription to the C&D magazine and would like one, click on the link in the agreement dialogue to visit their website.

Click **OK** to confirm you have read and understood this restriction.

Maps and Directions

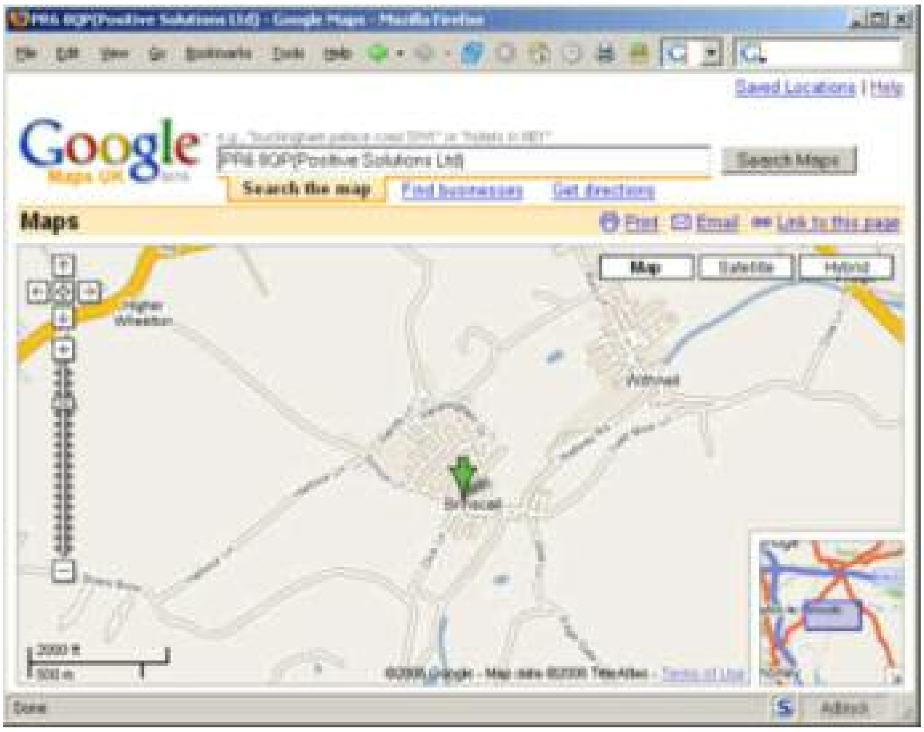
In all dialogue boxes throughout Analyst where a UK postcode is stored a map and a directions button can be found. A postcode must be entered in the field to activate the buttons and an active connection to the internet must exist to make use of this feature. This information is usually stored against all customers/patients, suppliers, manufacturers, surgeries and nursing homes.

 Map button

 Directions button

Map Button

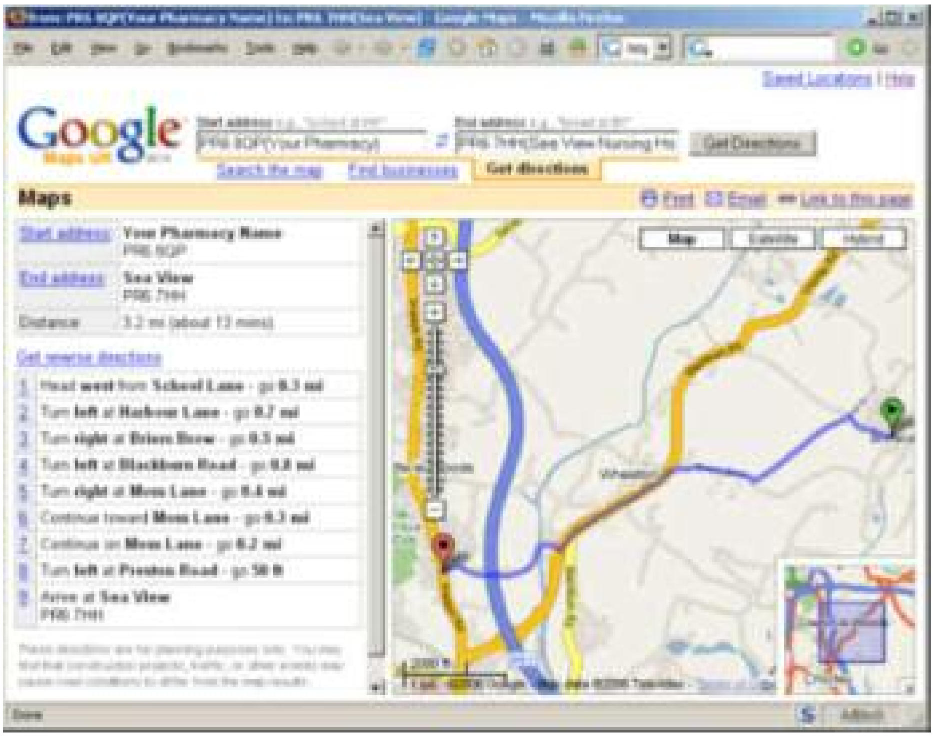
When clicked, Analyst will contact Google Maps who will generate a map of the area and display it in your internet browser. This can be navigated around, zoomed in or out of and printed.



The map can be manipulated by using the tools on the left hand edge and the view can be changed between the map, satellite image or a hybrid of the two with the buttons in the top right of the main pane. For more help on how to use Google Maps click on the Help link at the top right of the window.

Directions Button

In most places in Analyst there is a directions button next to the map button. This will contact Google Maps to provide driving directions between the shop (from the licensee details) and the location of the record whose direction button was clicked. The only exception to this is the Patient Signposting feature where the directions will guide the patient from their home address to the location of the facility they have been referred to.



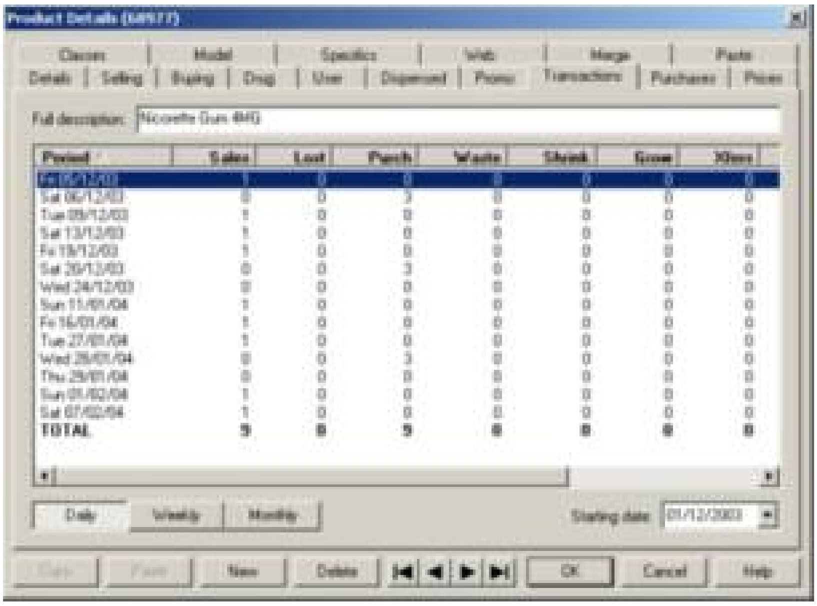
The directions are explained turn by turn in text on the left side of the window while the map of the recommended route is on the pane on the right with the start point denoted by the green tack with the play icon in it and the destination marked with a red tack with a stop icon in it. The route is highlighted in blue. The map can be manipulated with the controls on the left of the map. For more help on the use of Google Maps click the Help link at the top right of the window.

Terms of Use

This facility is provided by Google, not Positive Solutions Ltd. Please read their terms of use by clicking on the link at the bottom of the map. From an Analyst point of view, if Google change the way the site works, or the terms under which it can be used these links from within Analyst may not work until an updated version of Analyst is released.

Using List Controls

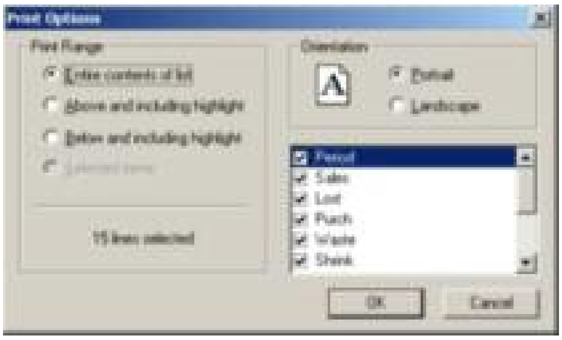
Certain screens in the system display information in a list with columns such as the Previous Sales screen, transactions tab of the product editor etc.



It is useful on occasion to print out, save or email this information which can be done with a simple keystroke in each case.

Printing Lists

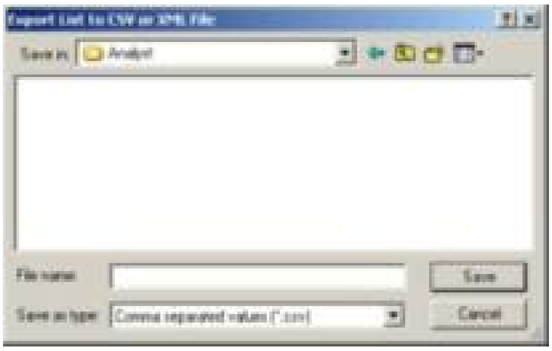
When viewing a list press **CTRL+P** to print the list. By pressing **CTRL+SHIFT+P** various printing options are displayed.



The print range can be selected to just print the portion above or below the highlighted line. The selected lines summary at the bottom left updates as you change the options. The printing orientation can be rotated with the options in the top left for the best page fit. In the pane in the bottom right all available columns are listed and by default are checked to print. These can be de-selected to be omitted from the print.

Exporting Lists

When viewing a list press **CTRL+E** to export the contents of the list to a CSV or XML file. The Windows file destination dialogue appears to allow you to place the file where you wish.



Emailing lists

The content of the list can be emailed by pressing **CTRL+M** whilst viewing the list. The contents are pasted into a new email ready for you to complete the address(es) to send them to.

Multi-Selecting

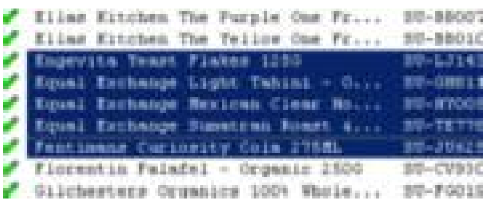
When presented with a list of items, rather than selecting one at a time a few lines or a range of lines can be selected at once.

Highlighting a Selection

To highlight more than one item in a list click the first line to highlight. Now press and hold the CTRL button on the keyboard or click once the 'sticky' CTRL button at the top of the screen. As more lines are mow selected they all remain highlighted. Select a highlighted item and the highlight is removed without affecting the rest of the selection.

Highlighting a Range

A range of lines can be selected in a similar way by using the SHIFT button. Click the first item in the range to highlight it. Now find and select the last item in the range. Press and hold the SHIFT button, or click the 'sticky' SHIFT button at the top of the screen once. Now click the last item in the range. The all items up to and including the last item will now be selected.



Changing the Order of Columns

Lists with columns pervade Analyst and as different users have different requirements the column layouts can be dragged to suit the needs of each user. What's more: each users' preferences are remembered for each screen.

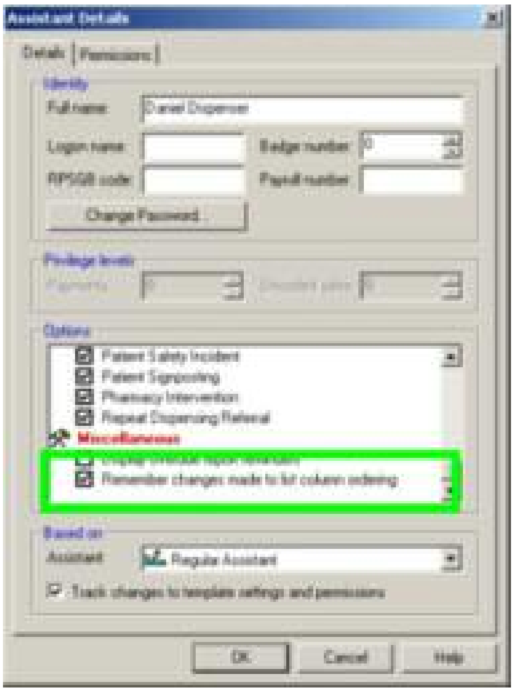
Moving the Columns

To move a column pick up the column header by clicking on it without releasing the button (or without your finger leaving the touch screen) and drag the column across to the desired position. Release the mouse button (or lift your finger) to release the column. If the screen is particularly wide the column might need to be released temporarily, the screen view moved and the pick up repeated.

Resetting the Columns

By default each assistant's preference is stored and re-applied to each screen as it's opened. This function can be turned off. In which case the column layout returns to the default order and preferences are forgotten.

This option is found in the assistant setup on the Details tab.

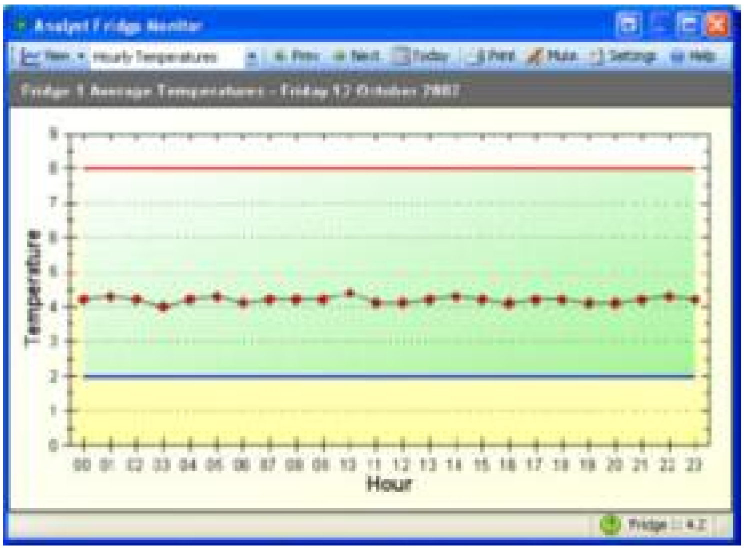


Remove the tick and save the assistant details with **OK** to complete the change. If the option is subsequently turned on again, only new changes are retained. None of the original settings are retained.

StockGuard - 24hr Real-Time Temperature Monitoring

StockGuard is a separate application which is used to monitor and record the temperature in more or less any environment in real time. Within the pharmacy it is expected to be most useful in monitoring the temperatures in the drug fridge where there is a requirement to store items within very specific temperature range make regular checks and record the findings. A second device could also be used to record the ambient temperature in the dispensary as StockGuard can monitor and record the readings of up to four devices at the same time.

Each temperature probe can be defined to operate within set limits and can trigger an alarm if these limits are exceeded.



The temperature data can be displayed as a table or as an hourly, daily or monthly graph.

StockGuard does not require Analyst PoS, PMR or IPS to run and record the temperatures, but if other Analyst products are running on the same network the real time temperature and status of each probe can be monitored in the status bar of each terminal.

For more information and prices for StockGuard call the PSL sales team on 01257 275800 or ask your trainer.

Technical Information

Normal operating range	-30°C to +50°C
Accuracy	+/- 0.5°C
Sample Rate	500ms
Resolution	0.1°C
Immersible	Up to 1m

NTX File

What is the NTX File?

The Network Transmission File (NTX) is the safety net for the Analyst system. Analyst has been designed to operate over a Windows network in order offer a centralised database and real-time updates between terminals. It was recognised therefore that if the network were to fail, for whatever reason, Analyst would not work on slave terminals. The NTX file provides each terminal with a database to fallback on in the event of a network or server failure.

The NTX file is built and distributed each day either at startup or preferably overnight at the time specified on the Network Tab of the system configuration.

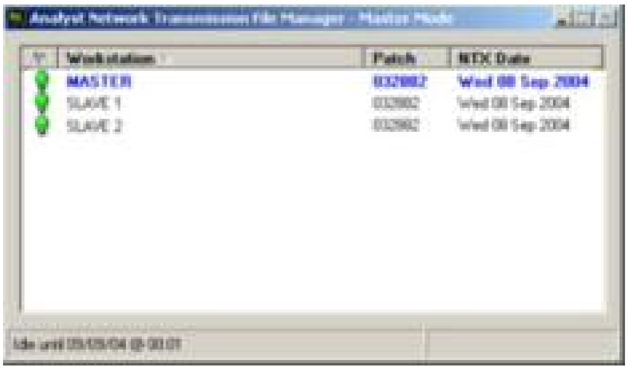
The NTX File Manager launches at the startup of every terminal running Analyst and operates in the background to keep the NTX files up-to-date. The manager can be displayed by double clicking the file compression icon in the bottom right of the screen next to the time.

When displayed, the NTX Manager will always be at the front.

NTX File Manager

The NTX File Manager is responsible for building, distributing and unpacking the NTX files around the system. Each terminal runs its own manager to perform the duties locally.

Each of the terminals on the system are listed in the NTX Manager with a status bulb next to them, the system patch level and the date of the latest NTX on that terminal.



The terminal listed in blue is the one you are working on. The terminal listed in bold is the master, if there is a bold blue terminal, as above, then you are looking at the master.

The bulbs to the left of the terminal name indicate the status of the NTX Manager on that terminal.

	Green	The terminal's NTX is up-to-date and functioning normally

	Red	The terminal's NTX is out-of-date. The master should be in the process of sending one down. If not, reboot the terminal and call the CareDesk if the bulb does not turn green a few minutes after restarting.
	Out	The NTX Manager on that terminal is not running or cannot be contacted. Reboot that terminal and call the CareDesk if the bulb does not illuminate when restarted.

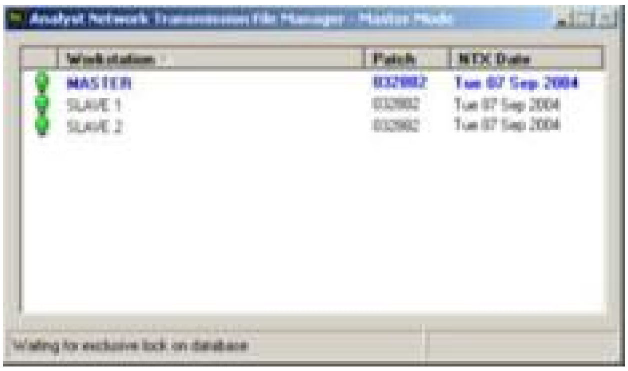
The status bar at the bottom of the window displays any current activity whilst the progress bar next to it displays how much of the NTX file has been built/distributed/unpacked.

There are two modes the manager in: Master Mode and Slave Mode depending on the nature of the terminal. The mode is displayed in the title bar of the window.

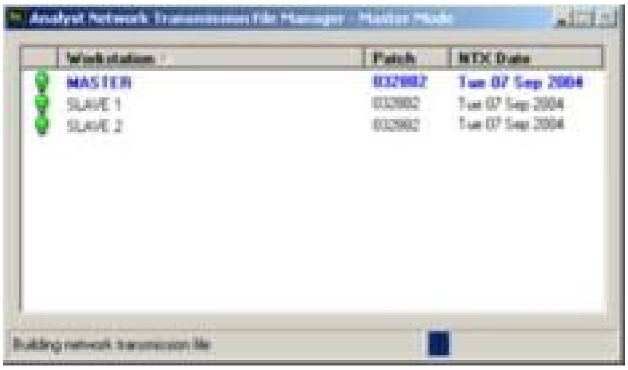
Master Mode

The NTX File Manager which runs on the master terminal will adopt the Master Mode. This builds and distributes the NTX files and dictates to the rest of the NTX managers in the system when to close and re-open Analyst to allow the build.

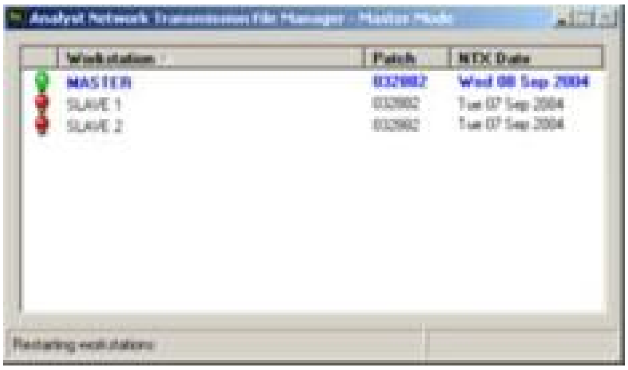
When the scheduled time arrives or at the next startup after that time has passed the NTX manager will start the sequence outlined below.



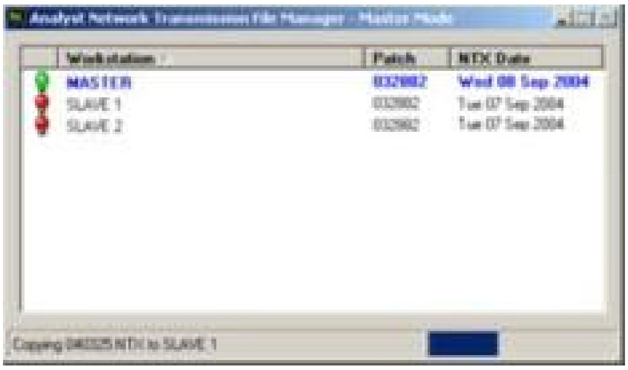
Waiting for exclusive lock on database
Analyst will be closed and the signal has been sent to the slave terminals to close Analyst to allow the NTX to build. The assistants have the option to delay the build for 20 seconds if they are in the middle of something. Terminals no already running Analyst will be prevented from doing so.



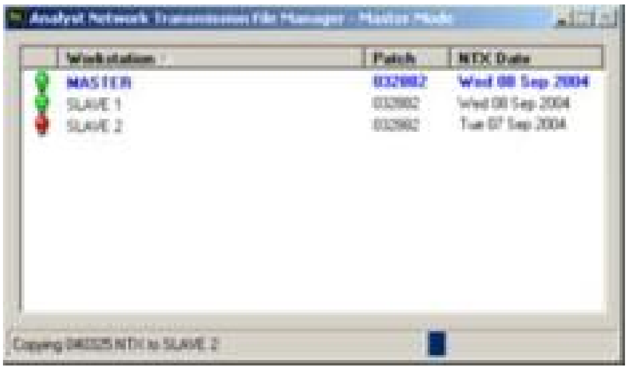
Building the NTX File
Once all terminals have closed Analyst the NTX can build. The progress bar indicates how long this might take.



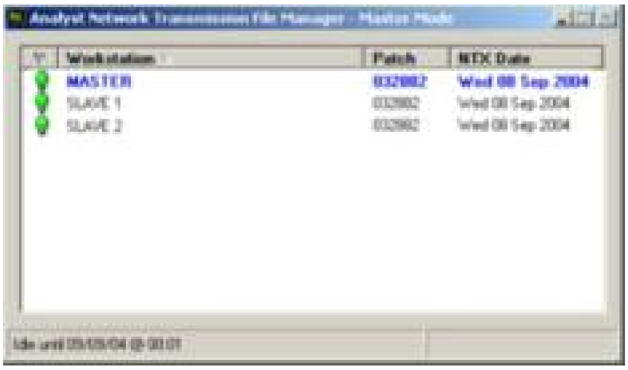
Restarting Workstations
Once the file has been built, Analyst will re-launch on terminals which were running it previously. Analyst can now be opened on other the terminals. Note how the slave terminals are now deemed out-of-date with the red bulbs.



Copying to Slave 1
The master NTX Manager now starts to send the new NTX file to them.



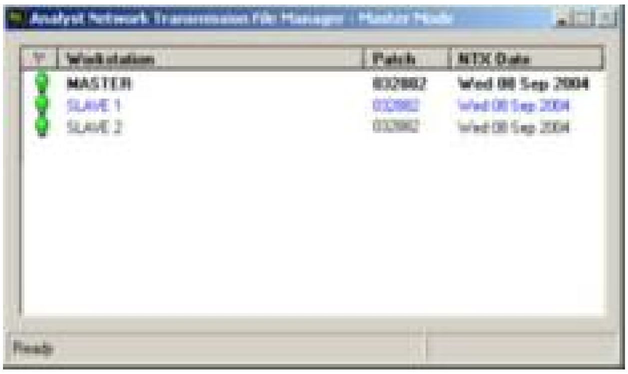
Copying to Slave 2
Each terminal in turn is sent the new NTX file.



Job Done!
When complete all lights show green and today's date is displayed. The NTX manager remains idle until next scheduled.

Slave Mode

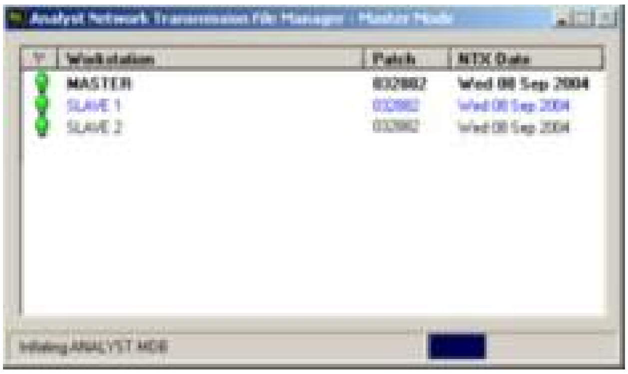
The NTX File Managers which run on slave terminals will adopt the Slave Mode. These receive and inflate the NTX files and control on their own terminal at the command of the master NTX manager when to close and re-open Analyst to allow the build.



When the master terminal sends the command to the slaves Analyst is closed and/or prevented from being opened whist the NTX file is built. Analyst is then re-opened or released to open and the NTX file is inflated and put in place as the backup database.

Shut-Down Required
Analyst will close on this terminal will in 20 seconds or when **OK** is pressed unless **Cancel** is pressed. Pressing **cancel** delays the attempt to build the NTX by 10 minutes when the procedure recommences. At each attempt it can be delayed for a further 10 minutes.

Analyst Startup Pending
Whilst the NTX file is building Analyst is prevented from opening. The progress bar displays how much of the NTX file has been built on the master.



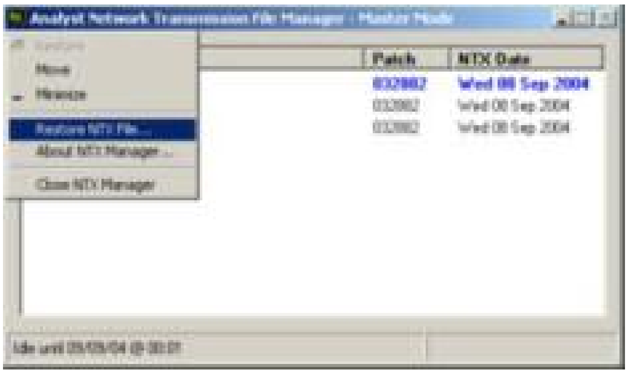
Inflating Analyst.mdb
Once the master has sent the latest NTX file to this slave, this local version decompresses the file and replaces the local database.

Restoring an NTX

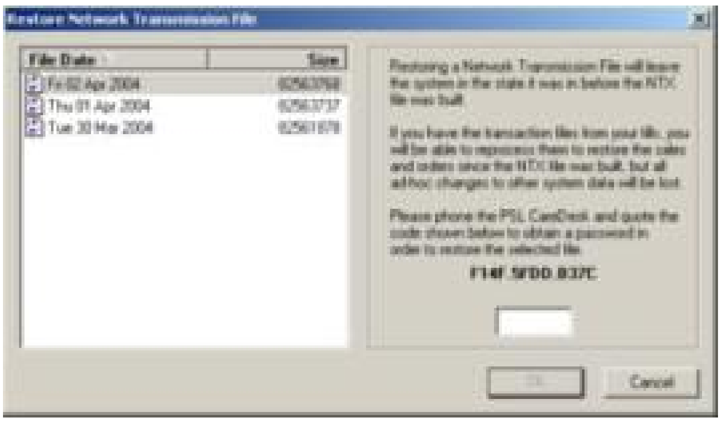
Restoring an NTX file will replace the live database on the master with the database compressed into the NTX which was is restored. Because of this potential loss of data this feature is password protected and cannot be preformed without the involvement of the CareDesk. You may need to perform this step if you are restoring a backup of an NTX.

Close Analyst on all terminals in the system. Double click the file compression icon at the bottom right of the desktop next to the time to display the NTX Manager.

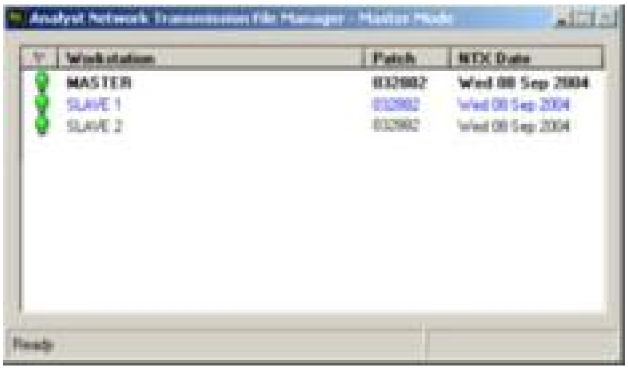
Now left click the icon in the top left of the NTX Manager or right click anywhere in the title bar and select **Restore NTX File**.



The Restore NTX screen is displayed. On the left is a pane which lists all available NTX files on this terminal. These are usually limited to the maximum number of files specified in the Network Tab of the system configuration but if an NTX backup has just been restored there may be extra files displayed. Each file is displayed with the date the database was last used, not necessarily the date the NTX was made, and its size in bytes.



Select the NTX file to restore and call the CareDesk quoting the security code displayed on the right. They may ask a few questions to confirm who you are and why you are restoring an NTX and when they are satisfied they will supply you with a password to enter. Do not dismiss this dialogue whilst calling for a password as the security code changes each time viewed. Press **OK** which illuminates when the correct password is entered.



The NTX will then be inflated and when complete replaces the system's database.

You may wish to Reprocess Transactions to update the system with sales made and purchases received after the NTX file was built.

Archive Utility

Time to Archive?

As you use your Analyst system the database will increase in size. This is perfectly natural and to be expected as everything done on the system is logged. This is crucial to allow the re-ordering and report sections of the system to function correctly.

After time however, the database will contain information which is no longer referred to by the re-ordering algorithm or any of the standard reports. This 'excess data' will start to have an impact on the speed of the software, particularly backups, the NTX file creation and when loading a patient's dispensing history.

With the archive utility, this excess data can be removed from the database. Certain information is removed and placed elsewhere, whilst some is simply deleted.

What is deleted and what impact will that have?

The information that is deleted is the detail of each action performed on each of the terminals in the system for each day. It is this information that is the backbone of the Previous Sales/Dispensing screen. This can quickly mount up considerably on multi-terminal busy shops.

When deleted, the only impact will be that any receipts issued with Analyst PoS during the period archived will not recall the sale details. Any reports run for the archived period will only provide monthly totals. Specific daily totals will no longer be available.

The Audit trail is broken down on a per-day per till basis and stored as XML files which can be viewed at a later date using Internet Explorer.

The PMR patient history is moved to a separate database which is not routinely used by Analyst. This archived dispensing data though is available at the touch of a button. Archived data however although available for reference will not be initially displayed unless requested and will not be used in interaction checking.

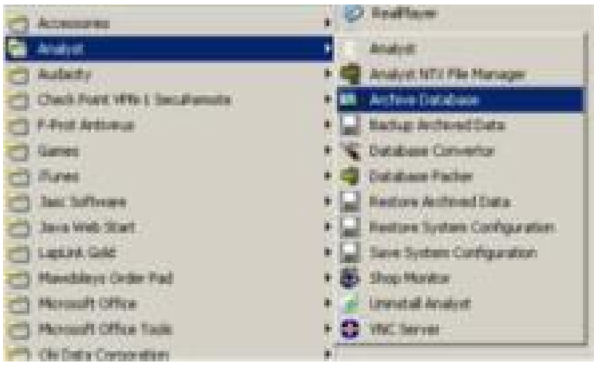
Important - Archived data, although partially accessible to view cannot be put back into the live database. This will reduce your ability to search through the Audit Trail or check customer interactions. Think carefully before entering the dates on the archiving screens.

Launching the Archive Utility

Depending on the amount of data to be archived and the speed of the terminal running the archive this procedure can take several hours to complete.

Although most of this can be performed whilst the system is in use, it would have a significant impact on the system speed. It is advisable to plan to do this out of hours or to arrange with the CareDesk to use the slave terminals off-line whilst archiving on the master.

This utility should be used on the master terminal. To launch archive utility close Analyst and return to the Windows Desktop. Click the **Start** button and **Programs/All Programs**. Then select **Analyst** and **Archive Database**.



The Archive initial screen will appear.

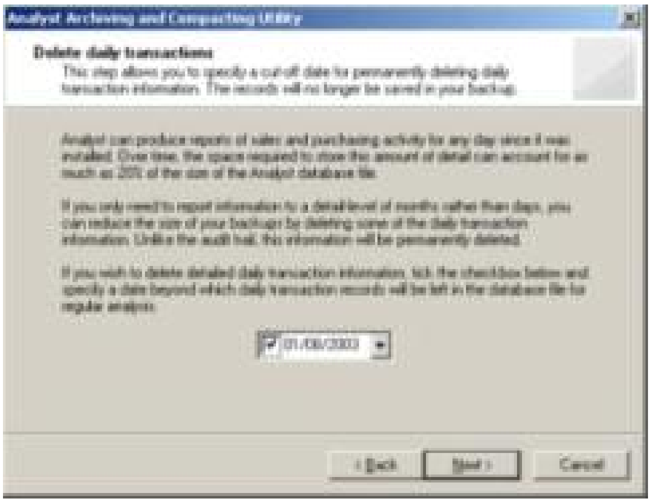
This screen explains the procedure, when you have read it press **Next**.

Entering the Archive Dates

In the next three screens you are asked to enter the dates you wish to archive up to. By default the system suggests you retain the last year's data. This can be increased or reduced if desired but must not fall below 28 history for the audit trail and daily transactions or the PMR data history period for PMR history.

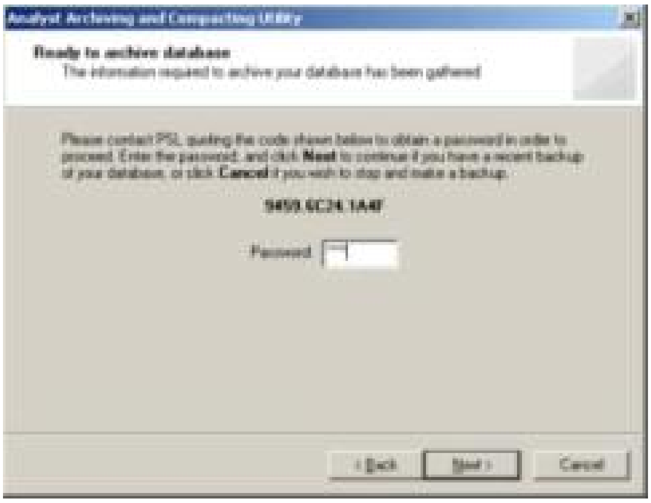
The audit trail will be removed from the Analyst database and stored as separate files from as far back in history as there is data up to the date you enter here. The system will suggest that an audit trail of roughly one year is sufficient to keep in the database, earlier information can be archived.

Change the date to archive up to if required, or remove the tick if you do not want to archive the audit trail. Press **Next** when you have read the details on the screen and entered the date.



The procedure is repeated in the next screen for the daily transactions. This information however is deleted from the database. Again, the system suggests that you retain one year's information. Carefully read the screen and press **Next** when complete.

On the final date entry screen, read the details and confirm or change the date to archive up to. This date can not be more recent that the start of the default PMR history found on the Dispensing Tab of the PMR System configuration. The information date prior to this will be moved to a separate database which will be accessible on-demand but will not be accessed or processed by routine.



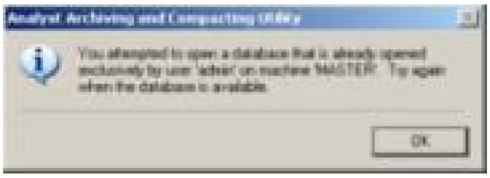
For your security this utility is password protected. To obtain the password call the CareDesk on 01257 235940 and quote the security code. You will receive a four digit code to enter. When you have entered the code and are happy that the details you have entered are correct, press **Next** to begin the archive.

During the Archive

During the archive procedure, if you are still using the tills, you will find that they run slower as the master will be processing the archive data.

The progress bar provides an indication of how long this will take. The data must be archived for each till, busier tills build more information and so will take longer.

When the utility has archived the audit trail and deleted the daily transactions the system will perform a compact to compress the database to its new size. If the tills are still being used the utility will crash as it requires exclusive access to the database to do this.



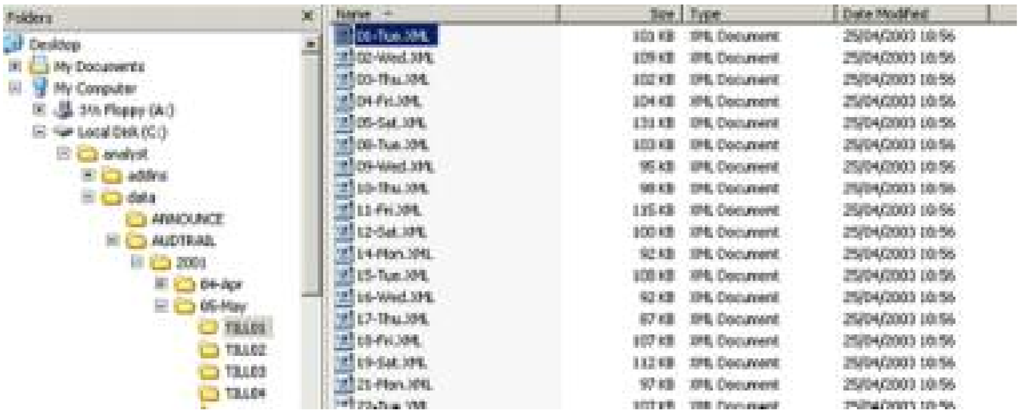
Press **OK** to dismiss the message, no damage is caused by this error, but the benefits of archiving are not apparent until the database has been compacted. At the next opportunity, all the tills should be closed down and the master should be returned to the desktop. On the master select **Start**, **Programs**, **Analyst** then **Database Packer**. This will take several minutes, but will compress the database to its optimum size.

If the tills were not being used, the utility will run the database compression automatically and will provide a summary screen when complete.

This window displays the number of lines that have been archived and the new size of the database. Press **Finish** to close the utility and return to Windows. Your system is now ready for use once again.

Backing Up and Reviewing PoS Data

The audit trail data should now be backed up in case of any drive failures. Find a new high capacity backup disk (LS120, ZIP or CD) and insert into the drive. Open Windows Explorer and browse into **C:\ANALYST\DATA\AUDTRAIL.**



From the AUDTRAIL folder, a folder structure of YEAR\MONTH\TILLNUM has been created.

In each folder are the archived files. A different file is created for each day. They can be viewed by double clicking on them, which will open Internet Explorer and display the contents.

Ref: 62270
Assistant: All Staff
Date: 08/05/01 @ 09:08

<Nhs>	NHS SCRIPS	6.10
	BALANCE	**6.10**
	CASH	-10.10

Ref: 62271
Assistant: All Staff
Date: 08/05/01 @ 09:09

<Nhs>	NHS SCRIPS	6.10
	Refund (not re-stocked)	-6.10
	BALANCE	**-6.10**
	CASH	6.10

These should be copied to the backup drive and kept off-site as a backup of your audit trail.

Recalling and Backing Up PMR Data

Unlike the PoS data, the PMR can be recalled and reviewed from within Analyst PMR. This can only be done on a per-patient basis however.

Expand the patient details and click on the **History** tab. The dispensing history which is held in the live database for this patient is displayed in the main pane. Click on the **Archive** button at the bottom right to add the data held in the archive to the list.

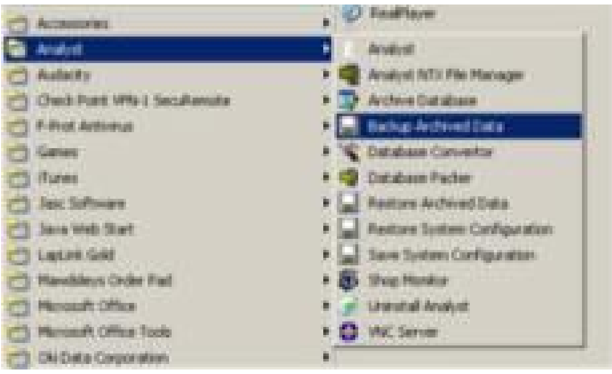
The main pane is now populated with the archive data.

A new column has appeared to differentiate between live and archive details. Details retrieved from the archive display a disk icon next to them. These lines can still be highlighted and examined as though they are in the live database.

Backing up the Archive

Backing up the PMR data archive is of paramount importance although unlike the live database it only needs to be backed up after the archive utility has been used to initially create or update the archive database. The system will prompt you to backup the archive until you do so.

Use a new disk and from the Windows Desktop click the **Start** button and **Programs** (**All Programs**). Click the **Analyst** options and select **Backup Archived Data**.



After a warning that the backup is not the live database the backup sequence will begin and will request the disks to do so. When complete this disk set should be kept off-site in a safe place.

Base Currency Convertor

Converting Currencies

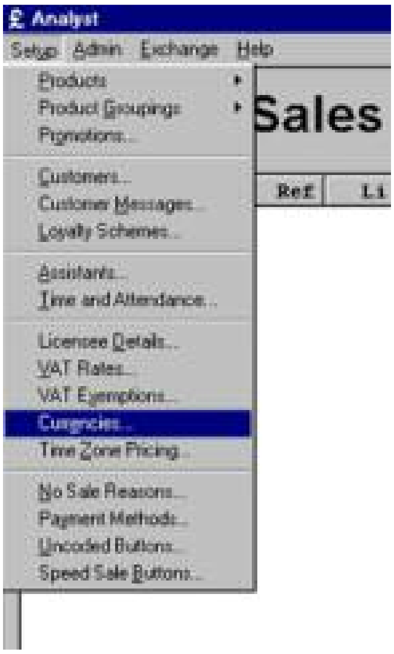
This utility was developed in 2001 in anticipation of the mass currency change in 12 European countries on the 1st January 2002. Analyst was in use in the Republic of Ireland at this time and the changeover procedure, with the help of our Irish customers went extremely smoothly. On this basis we are confident that if the UK chooses to adopt the Euro in the future, the conversion of Analyst to the new currency will be the least of your worries during the changeover period.

This guide was originally issued to the users of Analyst in the Republic of Ireland and so explains the conversion of the Irish Pound or Punt to Euros.

Using Analyst as a Multi-currency system without converting the base currency is explained in the Currencies section.

Preparing the system in the Republic of Ireland

Until 1st January 2002, only the Irish Punt will be accepted in payment for goods. On the 9th February 2002 only the Euro will be accepted. In between though, both currencies will be accepted but change from sales will only be issued in Euros.



The base currency in Ireland will be converted to the Euro on the 1st January 2002.

To prepare your Analyst system for the changeover and to comply with the guidelines on dual pricing, your system will need to be setup to recognise the Euro at the fixed exchange rate of €1=IEP0.787564 before the 1st January 2002. To do this, open your Analyst PoS and wait until the Previous Sales screen is displayed. From the top left of the screen choose **Setup** and then **Currencies**.

This will open a new window displaying the currencies that are already setup in the system. By default this is Pounds Sterling. To change this, press the **Edit** button.

Change the Description to Irish Punts.

Change the ISO Code to IEP from the drop down box.

Change the Cheque wording to PUNTS

Press or click the OK Button.

The currencies screen reappears now with the Irish Punt as the only currency highlighted.

Adding the Euro

We are now ready to add the Euro to the system. To do this press the **New** button.

A new, blank Currency Details screen opens ready for us to fill in the details for the Euro.

Type in the following information.

Description - **Euro**

ISO Code - **EUR** (from the drop down box)

Currency Symbol - **€** (from the drop down box)

Cheque Wording - **EUROS**

From Default - **1.269738** (this will calculate the rate 'To Default' as 0.787564).

Your screen should now look like below.

Now press or click OK and return to the Currencies screen. You can see the rate of 0.787564 next to the Euro Currency.

The Euro is now setup on your system. Currently though, Irish Punt is still the default currency as indicated by the small red flag next to the Punt. Your dual pricing options should now become available when you next print off any labels.

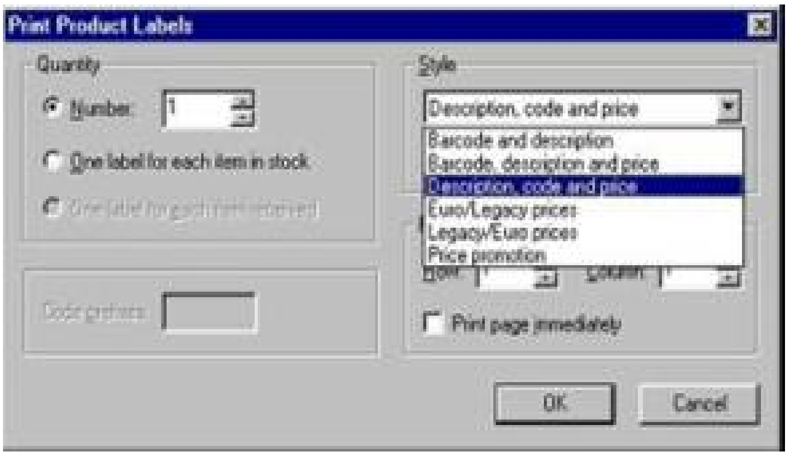
We shall have a look at how to print these on the next page.

Printing Dual priced Shelf Edge Labels

Dual priced labels are only available when printing from an A4 Laser Printer. These labels cannot be printed onto the sticky labels from your receipt printer.

To print these off, generate your list of products you wish to make labels for in the usual way. Using the reports function is most popular, so we shall use that method.

With the report on screen, tag the items you would like labels for or press **CTRL-A** for all lines and then press **Tags** and then press **Labels**. When the label printing screen appears, click on the Style box to reveal all of the options.



You will see that two new styles are in the list. **Euro/Legacy price** are to display the Euro as the main price and **Legacy/Euro price** are to show the Legacy (the previous main currency before the Euro). Choose whichever is appropriate at the time.

Before the 1st January when the Punt is still the base currency, the Legacy/Euro prices is better. But after the new year when the base currency has changed the Euro will be better as the main price.

The Changeover

Between the close of trade in December 2001 and re-opening for trading in January 2002 there is a routine that will need to be run on Analyst to change the base currency from Punts to Euros and to set the system to always give change in Euros.

We have developed a utility which can do this relatively quickly and easily, by following the instructions below you should have your database converted in no more than an hour, depending on the size of your database and the speed of your till/computer.

Part of the database converter program requires a password to be provided by the CareDesk to ensure that the converter is not run by someone who shouldn't run it at a time they shouldn't run it. If you cannot run the converter when the CareDesk is open over the New Year period, let us know and we will try and make some special arrangements for you.

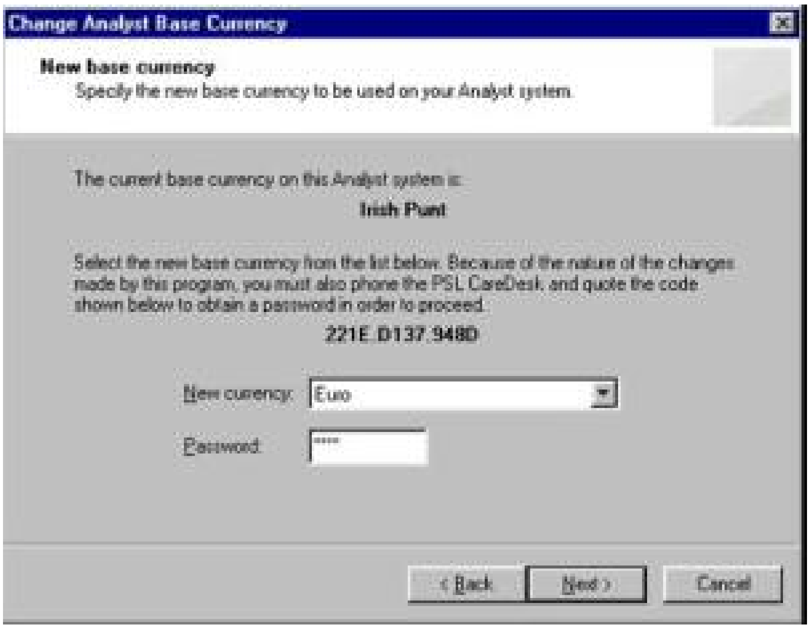
We will speak to you in the week leading up to the New Year to check that you understand the routine and to answer any questions about it.

Converting the Database

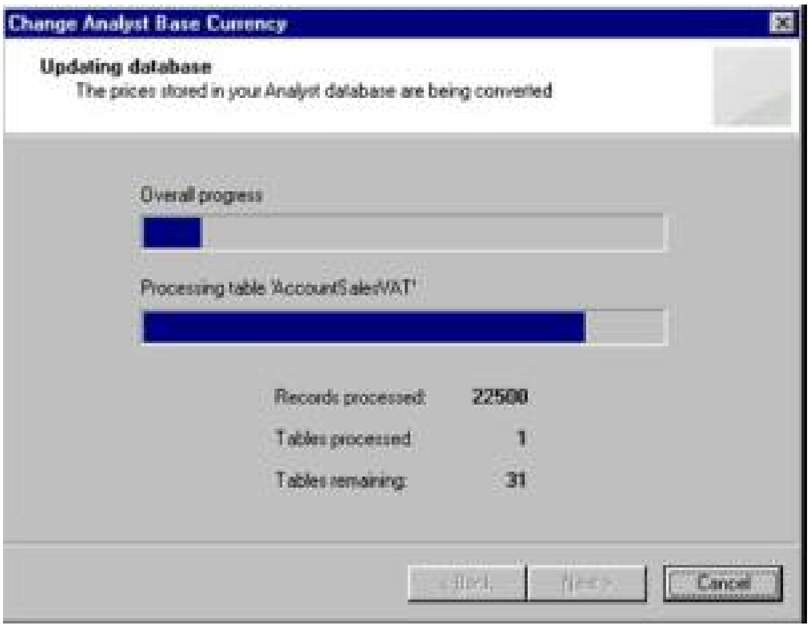
1. Make a backup of the database as usual. The utility will not run if a backup has not been performed.
2. When complete close Analyst PoS and PMR on all systems but leave the master on the Windows desktop.
3. Click the **Start** button and select **Run**.
4. Type C:\ANALYST\BASECURR and click OK.
5. 

   The Analyst Base Currency Converter will load up. Read all the information on the screens carefully, and answer appropriately. The screens will look like this.

Ensure you have made a backup before starting the Converter



Call the CareDesk and quote the code given on this screen. Enter the code given in response. The next button will only illuminate when you have entered a valid code. Do not exit this screen when you call the CareDesk, the code on this screen changes every time it is viewed.



The two blue bars indicate how the converter is progressing. The top bar is the overall progress, the bottom bar is the progress of the current table. The number of tables complete and remaining are stated at the bottom.

Some tables are larger than others and therefore may take longer.

When the converter is complete, it will display a summary of what it has changed. It lists all of the tables of information it has scanned through and how many records it has changed in each table.

At the top of the screen it confirms that the new base currency is the Euro. This means that all accounts, prices etc have been converted and will now be displayed in Euros by default. The currency we have converted from is called the Legacy currency, prices can be converted back into this, but only for reference. When you are happy that the number of records is roughly what you expected press **Finish**.

Setting up Analyst

The way the Irish Government have decided to withdraw the Punt from circulation is to continue to accept the currency for goods, but not to issue any back to the public during the 6 week changeover period. Consequently all change must now be issued in Euros, so we need to configure Analyst to do this.

On the server Launch Analyst PoS and choose **Setup** from the top left and then **Currencies** from the drop down menu.

Select the Euro from the list of currencies (which will now have the red flag next to it) and press **Edit**. In the screen that appears we need to put a tick in two of the boxes at the top.

Click on the boxes to place a tick next to the following options:

Always give change in this currency and **Show legacy currency conversion rate on receipt.**

This last option allows for the conversion rate to still be displayed on the till receipts whilst everyone is still getting used to the Euro. This option can be disabled after 6 weeks when the Euro is the only legal tender.

ScriptCaller

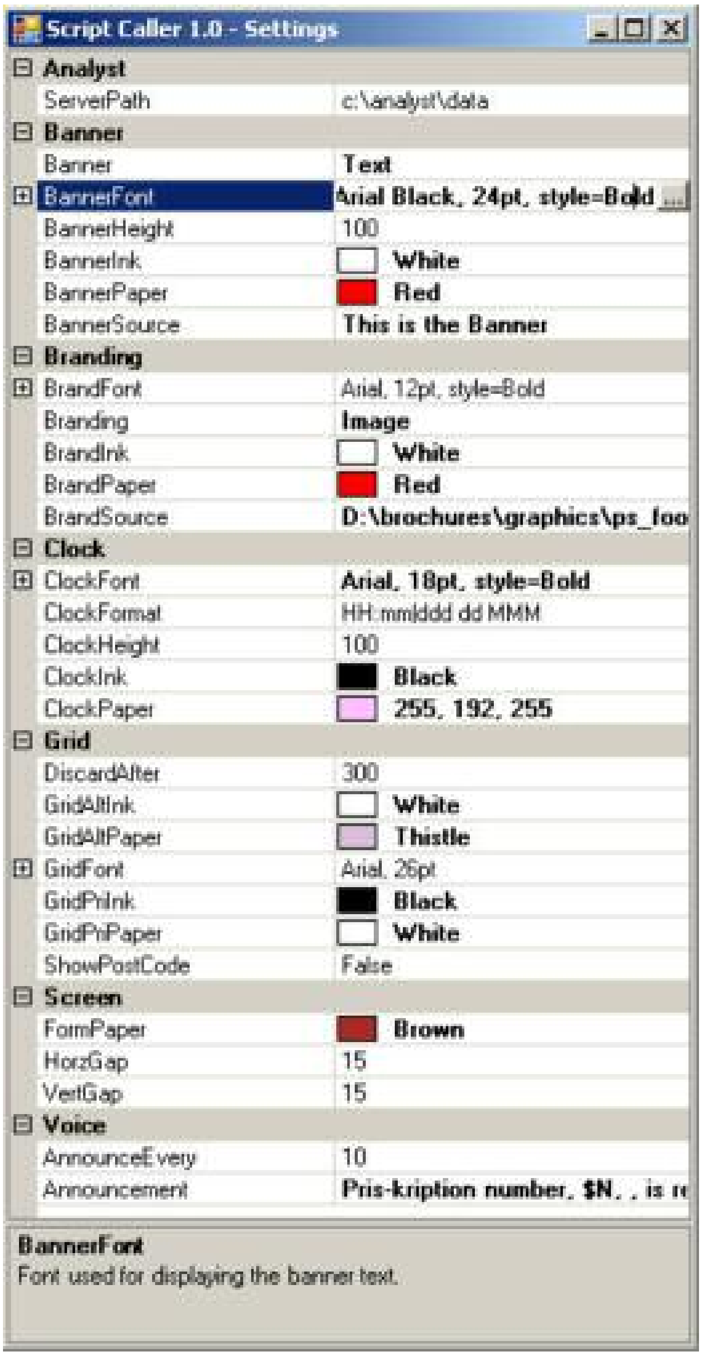
Introduction

ScriptCaller is an application designed to run on a Pharmacy network on it's own computer solely used to announce the readiness of prescriptions for collection by the patient.

The computer running ScriptCaller can be located anywhere in the pharmacy but must be connected to the network and be able to access the main Analyst database. The screen of the computer is used in full to display the list of ready scripts and the sound output and speakers are used to announce the readiness of scripts verbally using Windows Text to Speech.

Settings

Open the settings dialogue of ScriptCaller by pressing CTRL+S on the keyboard of the computer running ScriptCaller.



This view has been expanded. Scroll down on your version to see the lower options.

Analyst

Type the network address for the Analyst database ScriptCaller will be working from in this field.

Banner

The banner is the top portion of the screen and is used to title the page. Select in the **Banner** field whether to have a banner at all and if it is to be text or an image. Select the font, weight and size of the text using the **BannerFont** option. Click on the ellipsis (...) button to open the windows font selection dialogue. The colour of the ink used for the text and the paper (background) is selected using the next two fields. Type the text for the title or the location of the image to be used in the **BannerSource** field. The amount of text will have to be balanced with the size of the font to make it fit.

Branding

The rectangular pane at the bottom left is reserved for branding. This can be text, an image or a Flash/Shockwave animation. Select the type to use in the **Branding** field from the drop down menu. The **BrandFont**, **BrandInk** and **BrandPaper** are only relevant if text is to be used. If an image or animation is to be used type the path to the file in the **BrandSource** field. The image of animation will be squashed/stretched to fit the pane.

Clock

A clock is displayed at the bottom right of the screen and is defined in this section. Select the font, height, ink and paper for text in the pane. The format of the clock is defined using the placeholders below.

Placeholder	**Explanation**	**Example**
HH	Hours in 24 hour format	14
hh	Hours in 12 hour format	02
mm	minutes	54
dddddddd	day in words	Wednesday
ddd	abbreviated day in words	Wed
dd	date	16
MM	month in numbers	05
MMM	abbreviated month in words	Nov
MMMMMMMMM	Month in words	November
yy	2 digit year	07
yyyy	4 digit year	2007

The clock and calender wrap in the pane to fill it. It might not look right though so a line break can be forced by using a pipe '|' (shift and back-slash) in the placeholders.

Grid

This forms the main part of the screen and displays scripts which have been checked. **DiscardAfter** determines the number of minutes a completed script remains on the screen. The default is set to 300 minutes (5 hours) but can be changed here.

The page is divided into coloured lines to help the patients read the screen. These lines are defined with the **GridPriInk** and **GridPriPaper** defining the look of the 'primary' lines and **GridAltInk** and **GridAltPaper** used for the 'alternate' lines. The **GridFont** is common and can be set by clicking on the ellipsis (...) button.

The patients' postcode can be optionally displayed as an extra column on the screen by selecting 'True' from the drop down menu.

Screen

These options define the border of the screen. Select the colour from the drop down menu and define the thickness of the vertical borders and dividers with **HorzGap** and the thickness of the horizontal borders and dividers with **VertGap**.

Voice

ScriptCaller uses the Windows default voice to announce the readiness of scripts and to periodically read the list out. The **AnnounceEvery** field defines how often the list is read out in full. The **Announcement** is what the voice should say. Type in the message here but bear in mind that the voice does not always say the words as expected and you may need to type the message in phonetically. Use full stops and commas to create pauses in the speech and use '$N' as a placeholder for the script number. An example is: "Pris-kription number, $N, , is ready four kellection at the counter" which sounds fine when spoken.

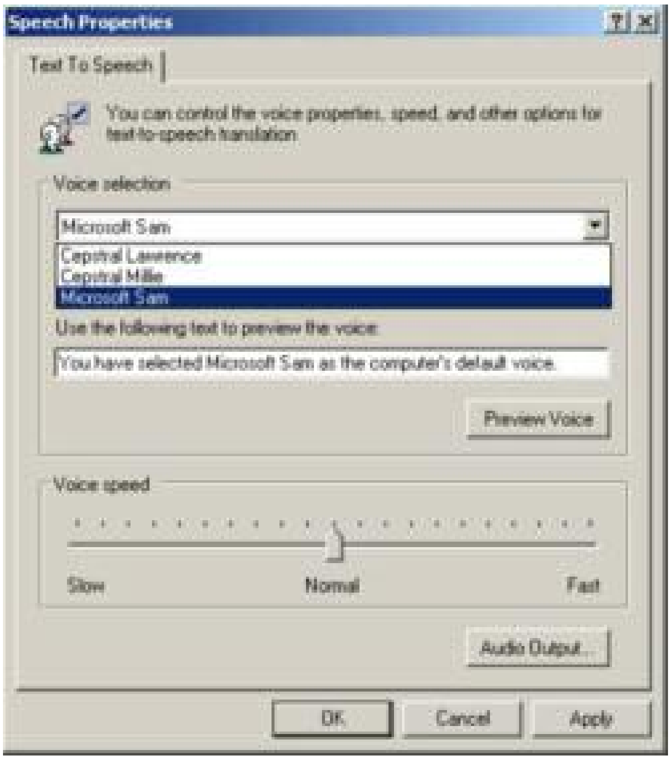
Configuring Windows Text to Speech

ScriptCaller uses the voice specified in the Windows Text to Speech configuration to announce the readiness of scripts. The default voice sounds very artificial and American so you might wish to change it.

Extra voices can be purchased independently of Positive Solutions from suppliers such as Cepstral or any other provider of voices to be used with Windows.

Follow their instructions for installing the voice onto your system. Once complete the new voice will need to be set to be the default voice for Windows.

Click on **Start** then **Control Panel**. Select the **Speech** option.



From the **Voice Selection** box select the voice to use from the drop down box. When selected the computer will read some text. Use the **Preview Voice** button to repeat it. Use the Voice Speed section to control the speed the voice reads the text.

Click **OK** to finish. ScriptCaller will now use the voice you have defined.

Troubleshooting

Below are a few problems which may be encountered and their solutions. If your problem is not listed or the solution does not work for you look at the support page for ways to obtain further support.

Symptom	Problem	Solution
The screen keeps turning off.	Power saving is enabled on the computer.	Right click the desktop and select properties. In the Screen Saver tab click the power saving options and ensure that the 'Turn off Monitor' option is set to 'Never'.
The Screen Saver keeps appearing.	A Screen saver is enabled in the computer.	Right click the desktop and select properties. In the Screen Saver tab make sure the 'Screen Saver' option is set to 'None'.
I can't hear any voices.	There are no speakers plugged into the computer.	In order to hear the announcements the computer must have speakers connected to the sound output of the computer.
	The speakers are not turned on.	Turn the speakers on.
	The volume is too low.	Turn the volume knob on the speakers up. If that doesn't work click Start, Control Panel, Sounds and Audio Devices. Slide the volume of the audio device up until an announcement is heard.
The volumes are up full and the announcement is still not loud enough.	The speakers are probably too weak for the job.	Purchase some more powerful speakers with built in amplifiers. Speak to your computer retailer to discuss the best models for the job.
The voice sounds like Stephen Hawking's vox with a cold.	You are still using the default 'Microsoft Sam' voice.	You will need to change the voice through the Text to Speech section. Click here to find out how. You may need to purchase a different voice.
The voice mispronounces some words.	The Text to Speech facility can't read complex words or names or adjust to regional pronunciations.	Enter the text into the Announcement field phonetically. If that doesn't work find a different wording.

Batchcom

What is Batchcom?

Batchcom is a utility used in conjunction with Analyst Main Office. It ensures that the modems answer the ringing telephone line, it validates the caller's identity and then receives any information they are sending, usually orders, and returns any other information which might be replies for the order or database updates.

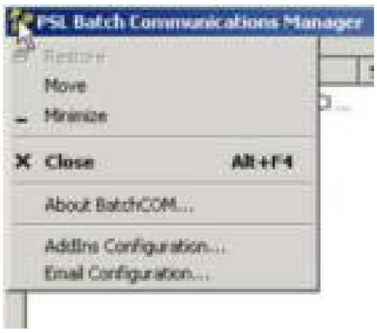
Once installed on your system Batchcom will launch each time your computer is started and will monitor the modem(s) thereafter.

We strongly recommend that the phone line or lines used for order reception are used solely for that and no other devices are connected to it. By using another device on the same phone line removes the 24 hour facility provided by Batchcom.

Configuring Batchcom

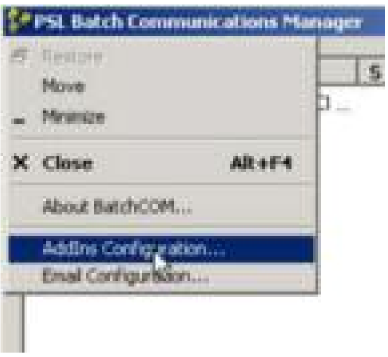
There is a small element of configuration with Batchcom to let the system know what type of system it will need to interface with for orders, updates, replies etc.

Click on the top left of the Batchcom window to access configuration options.



Configuring the AddIns

The Addins are the actual programs that Batchcom is handing the communications for. Select that option from the list to view the addin options.



Select in the order processing section the program which you are using to handle the orders Batchcom is receiving for you. In the Call Logging section select which program will validate the accounts which dial in. If you are unsure of which option to choose call the CareDesk.

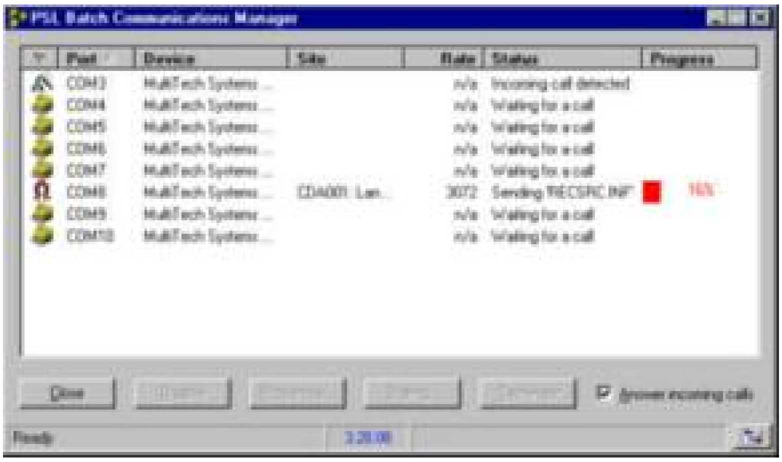
Email Configuration

The email facility is used to receive various files and can, depending on what they are, deposit them in specific locations. This was mainly developed for use at PSL Head Office and is probably too technical and too rarely used in the wider world to document here. If the need arises though the details can be discussed and setup if required.

Modem Options

More than one modem can be controlled by Batchcom. In fact the only limit is the number of modems you can connect to the computer and/or phone lines you can have them plugged into.

At Positive Solutions's Head Office in Chorley it is Batchcom that runs on the Data Exchange server monitoring 8 modems.



The option buttons that lie at the bottom of the screen are most useful on setups with more than one modem. Highlight a modem in the list to active the options. They are:

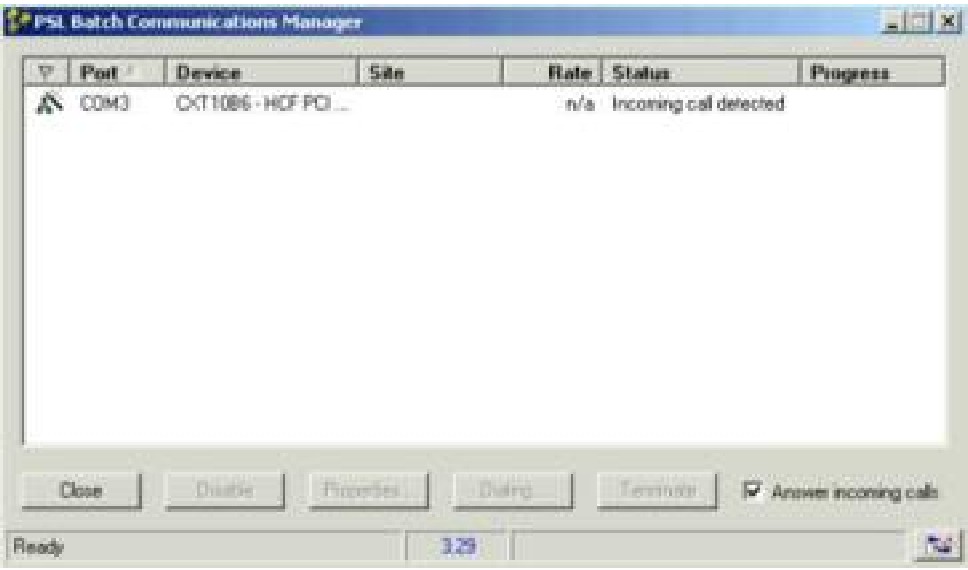
Close	Closes Batchcom entirely
Disable/Enable	Disables or re-enables the highlighted modem in case it needs to be removed for maintenance or any other reason.
Properties	Opens the Windows Properties dialogue for that modem. Can be used for restricting speeds or changing other communication parameters.
Dialling	Opens the Windows Dialling Properties dialogue.
Terminate	Terminates the current call in the highlighted modem. This is preferable to resetting a modem to reject a call and doesn't affect any of the other calls in progress.
Answer Incoming Calls	Usually enabled, but if you want to stop accepting any more calls but allow current calls to finish normally then un-check this box.

Allowing Batchcom to Work

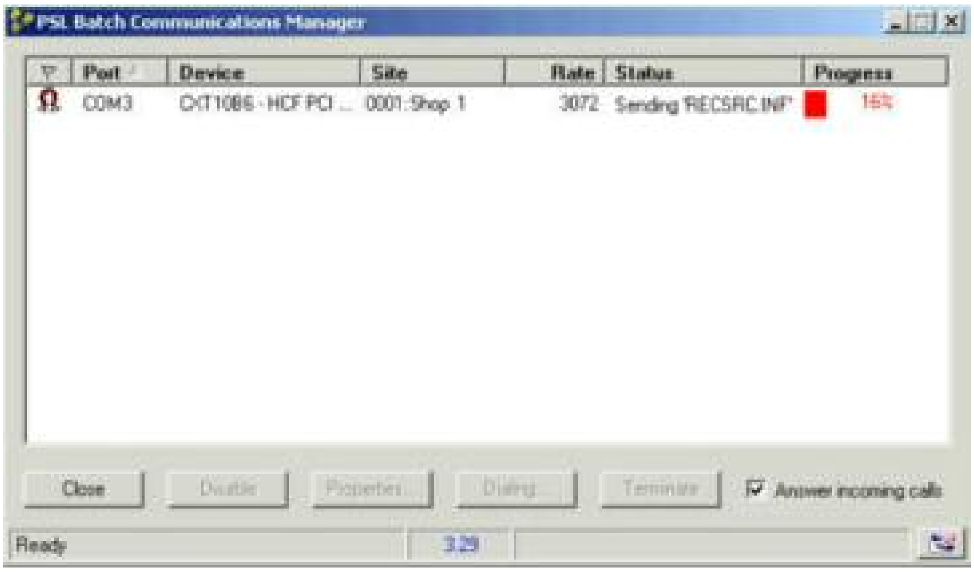
Batchcom is a passive program and will happily work away in the background without causing any interruptions should an order come in. If it is on screen though this is what you'll see:

This is how Batchcom looks most of the time. The modem is sat waiting for a call...

When the phone rings the modem detects it and Batchcom answers the call. You may hear the warbling of the modems handshaking at this point.



Data is now transferred. The site name is displayed along with the rate of data exchange, the current file and whether it is sending or receiving and the red progress bar indicating how much of the current file has been transferred.



When complete the line will be dropped and the system will wait until another call arrives.

Index

A
Addins....42
Analyst Temperature Monitor....10
Archive....19, 22, 24, 25
Archive Utility....20
B
Banner....36
BatchCOM....41
C
Calculator....3
Currencies....27
D
Database Packer....22
Directions....5
E
Email....7
Euro....27, 30, 31
Exporting....7
F
Flash....36
L
List....7
M
Map....5
Master Mode....12
Microsoft Sam....40
Multi-currency....27
Multi-select....8
N
NTX....11
NTX File....11
NTX Manager....11
R
Restoring....16
S
ScriptCaller....35, 36
Shockwave....36
Slave Mode....15
Speech....39
T
Text to Speech....39
V
Voice....39