



eNcounter™

User/Admin Manual



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About GlobalMed

Scottsdale, Arizona-based GlobalMed, designs, manufactures, and markets telemedicine solutions and medical image automation systems that provide superior image quality, unmatched versatility, and unsurpassed simplicity for the healthcare industry. GlobalMed's camera, image management, store-and-forward, video conferencing and video-streaming technologies enable multiple specialists and other caregivers to be more effective in providing patient care, and more productive and efficient in managing patient information. Products include the TotalExam® Camera, the most versatile and easy-to-use exam camera on the market, CapSure® store-and-forward imaging and image management software with DICOM output, which provides automated workflow capabilities for seamless integration into a provider's network, and fully integrated mobile video cart systems for primary care applications.

Contact Info

GlobalMed Help Desk: www.globalmed.com/helpdesk

GlobalMed Help Desk: 1.800.886.3692



About eNcounter™

eNcounter is a user-friendly platform that provides a secure and configurable environment. eNcounter allows for easy workflow between multiple applications in one easy-to-use interface.

Indications for Use

eNcounter allows for navigation across multiple, preloaded applications in a Windows environment.

eNcounter provides a single sign-on (SSO) interface for CapSure 2.1 or higher, eNcounter Exchange and CapSureCloud.

Safety, Security and Privacy

eNcounter software executes on the Microsoft Windows operating system and as such complies with all Microsoft Windows security.

Registration, Upgrades, and Support

Warning: Do not register eNcounter on your computer if it is not the computer you plan to use permanently. The Software Activation Key cannot be used on more than one computer.

eNcounter has a ten day demonstration period for you to test out its features. Anytime during the demonstration period you may register the product. If you have reached the end of your demonstration period, then you must complete the registration process to continue using eNcounter. Registration can be completed during installation, and is required to activate the software. When you register, you will be provided with a code to unlock the version of software you have purchased.

To keep this application current, we encourage you to check online for the latest announcements regarding upgrades, offers, and product revisions at www.GlobalMed.com

Installing eNcounter

eNcounter provides a simple interface from which the user can initiate any of the configured applications.

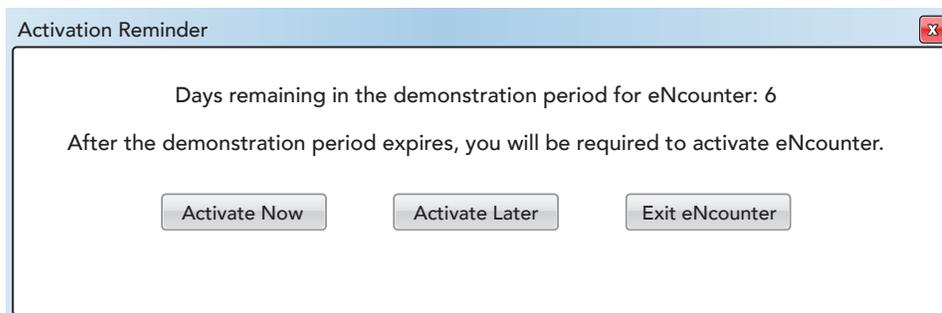
Features:

- Single sign-on (SSO) capability (when configured with eNcounter Exchange/CapSure Cloud)
- Configurable buttons
- Anonymous Login for limited emergency access

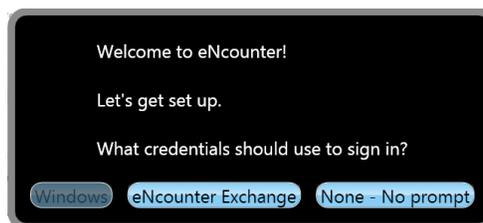
It is recommended that IT personnel install and configure eNcounter

To install eNcounter, perform the following steps:

- Using CD or USB drive provided, let the Setup Wizard start up.
- Follow the installation instructions.
- The Installer will place a “shortcut” on your desktop for you.
If you have disabled the auto-run feature on your computer or the CD or USB drive is not automatically detected, right-click on appropriate icon to “explore” the drive. Double-click on the file labeled “setup.exe” and follow the installation process above.
- Follow the prompts from eNcounter to complete your setup
- Select your language
- Select “Activate Later” to continue running your demonstration period. Or Select “Activate Now” to complete your registration now.



- Select your login type preference.
- Set your Admin password.** Note: this prompt will not appear if you selected 'Windows' as your login preference above.
- Enter eNcounter Exchange, CapSure Cloud and eNcounter Server information. Contact GlobalMed Customer Support with any configuration challenges.



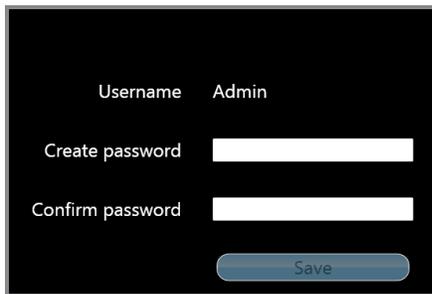
Admin Interface

Log In as Admin

eNcounter will arrive with a standard set of buttons and settings available to Administrator for configuration. Administrators should log in as Admin and make changes before first use by general users.

Admin password is set at initial eNcounter setup

This can be changed later within the Admin panel if desired via the “Set Admin password” button.



The eNcounter Exchange URL is where the eNcounter Exchange/CapSure Cloud Institution/Worklist is located. Please refer to your eNcounter Exchange/CapSure Cloud Admin Manual for details.

If you do not have a CapSure Cloud connection, proceed without login prompts.

NOTE: The Administrator will have an opportunity to add this information within the Admin interface in the “Manage Links” panel. See page 7 for details.

To Access the Admin Panel

Select Settings button in the lower right.

This will open the Admin Panel



**Button Functions
in the Admin Panel**



Manage Links

Configure or change user CapSure Cloud or PACS information.



Manage Buttons

Change, modify or delete eNcounter buttons.



Manage Backgrounds

Change your eNcounter Background.



Enhanced Graphics

This box should always be checked to optimize performance and display settings.



Devices

Manage Windows devices.



Schemas

Customer-specific settings. Only to be accessed as directed by your GlobalMed representative.



Language

Language options: between French, English, Spanish and Portuguese.



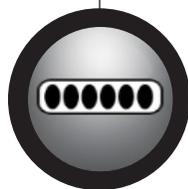
Volume

Manage Windows Volume.



Sounds

Manage Windows Sounds.



Set Admin Password

Change your admin password.



Manage Connections

Manage Windows Connections



Authentication

Modify how you login to your eNcounter session.



Manage Services

Manage Windows Services.



System Config

Manage Windows System Configurations.



Manage Tasks

Windows Task Manager.

IMPORTANT: PC display size must be set to 100% by default. Any other setting may affect eNcounter's functionality. Check/Adjust this setting in Control Panel->Appearance and Personalization-> Display. Select Default.

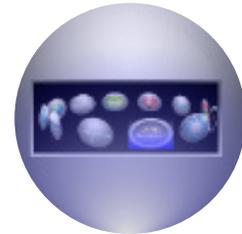
To Manage Buttons

- eNcounter is designed to automatically recognize GlobalMed applications pre-installed on the computer.
- When eNcounter recognizes an application it will automatically create an icon if no icon changes to the button have been saved.
- eNcounter can also be configured to connect to other GlobalMed approved applications on your network.

From the Admin Panel, select Manage Buttons.

The Manage Buttons panel allows the Admin to edit existing buttons or add additional buttons. To add buttons, select the green "Add Button" icon. This will take you to the Add Button Panel.

1. Select an image from the circle of buttons that correspond to the application you wish to add.
2. Choose app: Select the corresponding application from the list. Click "Drag an app into the list", or type in the full app path on your computer.
3. Enter caption: A caption will auto-populate, however the Admin can customize by typing the caption needed to identify the button.
4. App Parameter: If the application requires as specific parameter, this can be added in this section.
5. Click Save
6. Repeat these steps for each application you wish to add to eNcounter.



Buttons Visible at Login

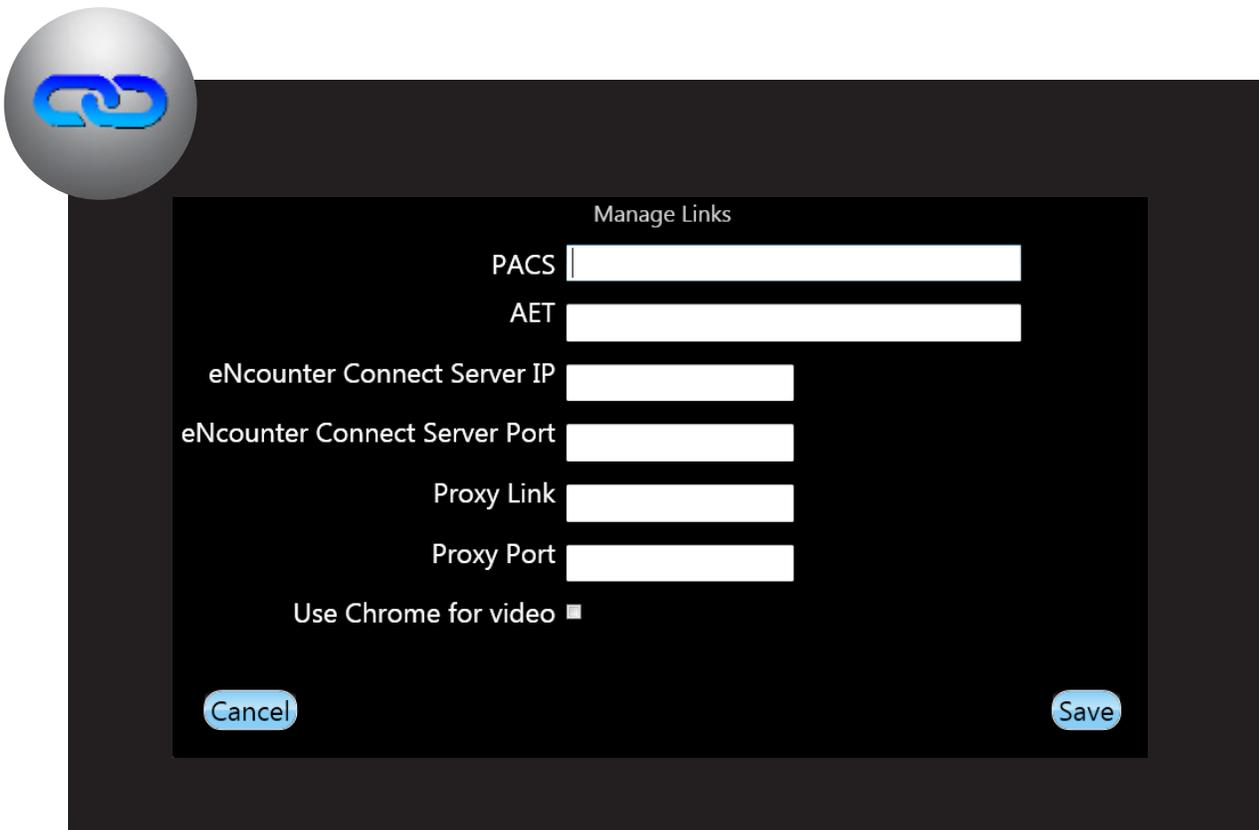
Admin users can change whether the following buttons display at the login:

- screen lock/unlock
- emergency access

Admin users can change whether “Admin” or “Log out” appears on the logout button.

Manage eNcounter Exchange/CapSure Cloud Settings/PACS settings

From the Admin Panel select the Manage Links button



If eNcounter Exchange/CapSureCloud has been purchased as a service, configure and manage links at AET from here.

If using eNcounter Exchange/CapSureCloud, Link and the AET will be supplied by GlobalMed. Save takes you back to the Admin Panel. Contact Customer Support with questions.

Manage Background

The Administrator has the ability to change the background appearance of eNcounter.

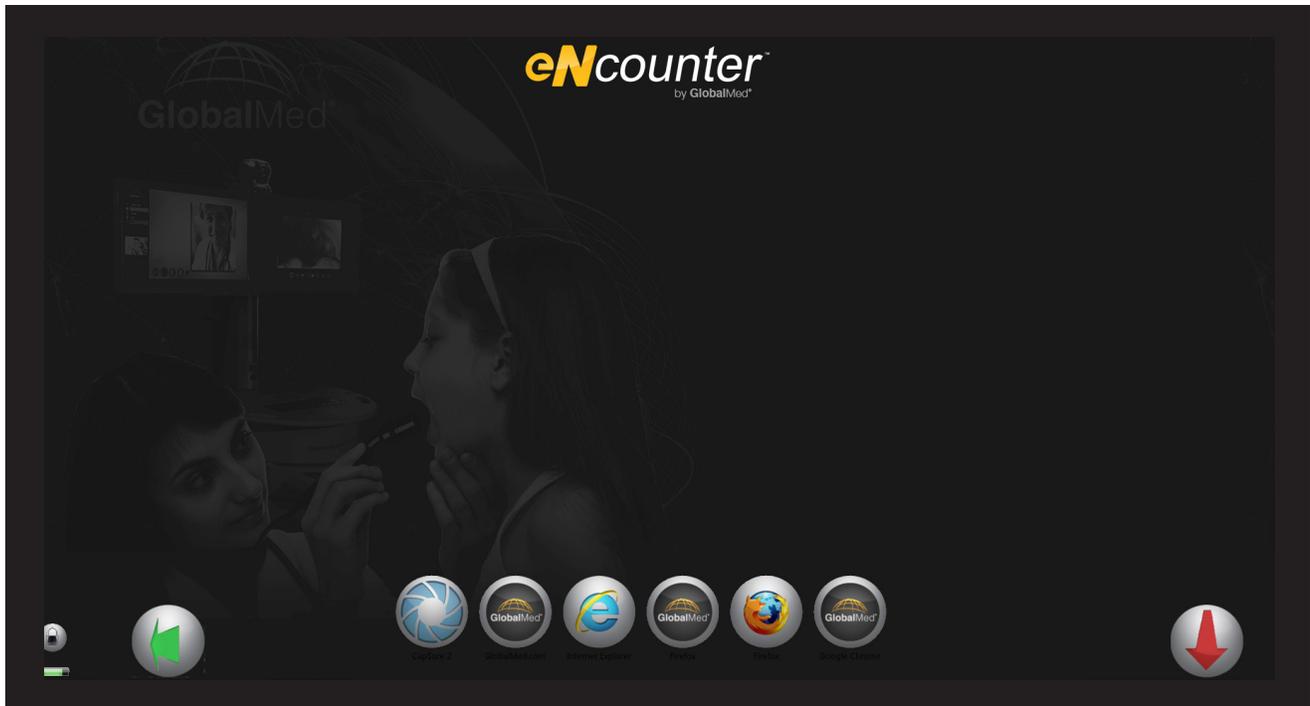


1. From the Admin Panel, select Manage Background. Note: Background changes are visible in real-time and are saved upon selection.
2. The Manage Background panel will open.
3. Choose a background from the options shown.
4. Click save and continue.
5. This action will save the selected setting and bring you back to the Administration Panel.

Close the Admin window to return to the main Admin screen.

After logging out as Admin using the red arrow,  click the below button  to Exit eNcounter. General user login prompt will then appear.

User Interface



- The “app buttons” (bottom) are the buttons specifically configured to direct the user to the selected application.
- When a chosen application is open, the corresponding icon will flash green.



The “Green arrow” button next to the “eNcounter” button will appear when the buttons move to the bottom of the screen. This button allows you to hide and unhide the app buttons to maximize screen space.

Login Out of eNcounter



Click the red arrow to log out of eNcounter.

Selecting the “close” button on the login screen will close eNcounter and take the user back to the Windows desktop.

Frequently Asked Questions

1. What is the Admin username & password?

This is setup by your Admin at setup of eNcounter. Please contact GlobalMed support with questions

2. What is “Anonymous Login”?

Anonymous login is to be used in emergency situations where the User must access the system and does not have, or remember their login.

3. How I get an login?

Login preferences are set by your Admin and either reflect your Windows login, or eNcounter Exchange/CapSure Cloud login. See your Admin with questions.

4. What does the green arrow do?

The green arrow allows the user to temporarily hide or unhide the app buttons for better viewing of any underlying images or documents.

5. What does the support feature do for me?

The support feature provides GlobalMed remote access to your system via GlobalMed Now™.

6. Is there a keyboard shortcut for exiting eNcounter?

Alt + F4

7. Can I configure any application to work in eNcounter?

That depends, If it is a simple executable (exe.). If it has additional unique parameters, this will need to be tested by GlobalMed. Please contact GlobalMed Support for details.

8. Can I configure any website to work in eNcounter?

Your Admin can set this up, depending on your organization's IT security rules. Add websites by clicking on a browser in the Manage Button screen in Admin panel and adding the URL to the “App Parameters (Opt)”. Note: Do not configure multiple buttons to utilize the same web browser to open multiple applications. Each web browser can only open 1 page at a time.



Warranty Information

GlobalMed's hardware and software products come with a standard, one-year limited warranty.

Products that become defective during the first year (365 days) after the order is shipped ("Original Warranty Period") will be repaired or replaced by GlobalMed free of charge. This limited warranty is contingent upon proper use of the product and does not cover products that have been damaged (scratches, bent metal, broken components), misused, modified, or subjected to unusual physical or electrical stress. Customer must obtain an official Return Merchandise Authorization ("RMA") from GlobalMed prior to shipping any products to GlobalMed for repair or replacement. Customer must include all original components, literature, and packaging in the same salable condition received to avoid any additional charges. All returns for any other reason must be made within the first 30 days from time of shipment and will be subject to a 25 percent restocking charge.



GlobalMed[®]
Transforming Healthcare Delivery[™]

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