Installation and Configuration Guide

Otoport and Otolink.

1   Objective

The Otoport is a battery operated hand held instrument which records Automated Otoacoustic Emissions. This protocol describes the installation of Otolink, an intermediary software, and configuration of the Otoports which have been SEDQ enabled and are used in the NHS Newborn Hearing Screening programme.

2   Installation

Prior to installation your local firewall and proxy servers must be set so that they allow synchronisation between the Otoport/Otolink and eSP. (See appendix 1 for additional guidance and trouble shooting.) In addition, administrator rights are necessary for the installation of the intermediary software Otolink and the DTA Waveform viewer. It is advised therefore, that you contact your IT department to do the installation for you and check that synchronisation with eSP is successful. This will be needed for each PC that the software is to be installed upon.

2.1 First Installation

Otoports must be registered with eSP/SEDQ prior to use. Use the registration form in appendix 2 to register all your equipment. Otolink with driver updates and DTA Waveform viewer software will be on a CD provided with your equipment**.** Install the Driver updates from the CD first and then Otolink following the instructions on the wizard. Install the DTA waveform viewer from the CD.
You will also need WinZip version 9 to download data from eSP to be viewed in the data viewer.
This software enables synchronisation with eSP, configuration of the Otoports, setting of user passwords and "unlock" users that have been locked out.

2.1.1   First Synchronisation

To synchronise with eSP attach an Otoport to the PC with the data cable. A message "Talking to Otoport" will appear for a few seconds then an Otoport Download Window. Close this window and right-click on the Otoport tray icon. (bottom right of screen).
- o Select Otolink Suite
- o Provide at least one user-name (as in eSP e.g. MAN_ gallan) and an 8 digit alphanumeric password. Set this as an admin user
- o Select eSP setup. As this is the first installation and as yet the Otoport not configured, an error message will appear. Press OK.
- o In the eSP configuration window :
  - o Manufacturers ID = 1
  - o Site name select from drop down list
  - o eSP URL should be correct
    https://NWW.SMSNHSP.NHS.UK/csp/sedqpra/northgate.esp.sedq.bserv.ProxySEDQ.cls

Select eSP Setup. The default user name is _Admin and the default password is A. Otolink will then synchronise with the Otoport and a series of error messages will appear. These are default users and facilities not recognised by your installation of Otolink and will be deleted when you click on OK on each error message.

2.1.2   Configuration

In the setup window **Site/facilities** will be highlighted. Add **Facilities registered at chosen eSP Site** to **Current Otoport Facilities** by clicking in the check box corresponding to the facility and click on **Add** (do not add Out of area). Details of the selected facilities will appear on the right hand side.

Click on **Users.** A list of all the users registered to your programme will appear on the left of the window. Check all the users that will be using the Otoport and click **Add** to add to the **Current Otoport users** list.

Highlight each user in turn and add their details.

- o User name will be as in eSP

- o Enter an 8 digit alphanumeric password. This must include at least one upper and lower case letter and number. Confirm the password.

- User ID – use the first 3 letters of name as it appears in the eSP user name. (eg for GAllan use GAL)

- Chose whether user will have Administrator profile. **Note: at least two users should have Admin profile as only those with this profile are allowed to configure settings and unlock other users.**

- Select the Default location from Inpatient/Outpatient/ Home visit.

- Select the Default facility

- Select default NICU Yes or NO

- Save User Changes and proceed to the next user.

Click on **Risks.** Check the risk factors from the eSP Registered Risks and **Add** to the Current Otoport Risks

Click on Upload to Otoport. At the end of this process the Otoport will be configured with all the user names, facilities and risk factors for your local programme. It is now safe to disconnect the Otoport.
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Note: It is very important that Otolink is installed and synchronisation between an Otoport and eSP established before any attempts to configure the Otoports. An Otoport needs to be attached to the PC for synchronisation.

3   First Log in.

Switch on with the green button bottom left of the Otoport. Confirm that you want to switch on by pressing the button (green dot) corresponding to the Yes on the screen(right). A triple tone will sound and after a brief battery check the Login screen will appear. The user name of the last user will be shown. To change this use the Up navigation button to highlight the user field and the right or left navigation button to scroll through the users. Select the user and use the down button to return to the Password field. Enter the password using the keys. Upper and lower cases may be selected using the button corresponding to ABC (abc) on the screen (blue square).

Use green dot button to confirm password and login.

Check user list: Use the right navigation key to scroll to the Management menu. Use green dot button to select and again to select users. Use navigation key to select second option to View the user list to make sure that the list has been populated with all the users that you required.

Check Otoport details. Use the navigation keys to scroll to the System menu. Use the green dot button to select, the navigation key to scroll down to 4 About. This will indicate the version of the firmware, and the GSN for this device. This information will be useful when you need to contact the manufacturers.

4 Updates-Maintenance

The manufacturer, Otodynamics, will provide updates of the software and firmware at most annually. Admin rights will be required for installing them. Configuration must be checked for new devices or after equipment has undergone a repair or had a firmware upgrade.

4.1 Firmware updates

The manufacturer will provide firmware updates as a file which you must install onto your PC.. Connect the Otoport to be updated click on the **Firmware update** icon in the Otolink Suite and follow the instructions for updating. Check the configuration and settings on the Otoport after the update.

5 Appendix 1 - Connection/Synchronisation to the SEDQ web service.

5.1 Configuring Network Access.

The intermediary software is not proxy aware, therefore your computer and network must be configured correctly to enable it to work.
There are essentially 2 ways to do this however the first is the most common setup. Your IT department will be able to support you with this.
1. Configure your proxy to allow access to (white list) https://NWW.SMSNHSP.NHS.UK
If using this option you must ensure that Windows is configured to use the proxy.
Windows should be configured to use the proxy either via a WPAD file or Proxy Configuration Tools
http://msdn.microsoft.com/en-us/library/aa384069(v=vs.85).aspx
In some cases we have found the software does not pass the authentication details to the proxy server.
In this case you will need to create an anonymous filter rule to allow the traffic.
2. Ensure the appropriate network routes are in place to allow TCP/IP traffic bound for NWW.SMSNHSP.NHS.UK to bypass the proxy.
If using this option and you have Windows configured to use a proxy, you must ensure that it is configured not to use the proxy for this address.

If you have any issues or feedback regarding the network setup please feel free to feedback to the program centre as it will inform our future software development.

6 Appendix 2 SEDQ Setup Request

Site information and registration form.	For Northgate Use Only	
	Helpdesk No:	

THIS FORM PROVIDES NORTHGATE WITH INFORMATION NEEDED TO SET UP YOUR SITE FOR SEDQ.
On completion send to esp.helpdesk@nhs.net make additional copies of page 2 as required.

Site Name	
Requested By	
Date	

SEDQ eSP CONFIGURATION INFORMATION

DEFAULT FACILITY

Before you can use SEDQ you will need to advise the eSP Helpdesk of your site's default facility which will be used to determine your users and risk factors. The default facility should be your main or largest screening facility.

SITE NAME	DEFAULT FACILITY NAME

For Northgate Use Only:		
Confirmed ALL facilities for site have the same local risk factors	Checked (X)	
Unknown Screener created - XXX_UNKNOWNSCRE for all facilities in the site (where XXX = Site; requires permissions for screening)	Checked (X)	

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SEDQ SCREENING EQUIPMENT – SERIAL / GSN NUMBERS

(This information will normally be completed by the Local programme manager)

You will need to advise the eSP Helpdesk of the serial number (GSN for Otodynamics) for every piece of equipment that will be used for SEDQ – no connection will be possible until details have been registered.

	SEDQ Equipment type Please check (x) below:			SERIAL/GSN NUMBER	EQUIPMENT NAME	MAIN FACILITY[1]	Northgate use only
	Otoport	Accus creen	Algo				
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							
11.							
12.							
13.							
14.							
15.							

PLEASE COMPLETE ADDITIONAL FORMS IF YOU NEED TO SETUP MORE THAN 15 ITEMS OF EQUIPMENT

SHEET		OF	

Note:

1: Only one main facility per site – equipment can be configured for different facilities if required