SAFE

PANIC BUTTON

Installation & User Guide

Version 3.0

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Introduction

SAFE is a PC based panic system. It allows users to send an emergency message to other machines on the network – raising the alarm for immediate assistance. It uses multiple techniques in parallel to allow for inter-client communication. The core technique - the client makes a https connection to the SAFE server (hosted by Codegate). The SAFE installer has an optional local network feature. This can be installed in addition - to allow for the case where the internet is temporarily unavailable. A message will/can then be sent on the local network. If the optional network feature is selected/desired the installer will then add rules to the local firewall. Allowing UDP & TCP connections to the SAFE client.

Both UDP & TCP both use port: 57233

The Client software must be installed on each PC that may need to summon and/or provide assistance.

Each SAFE Client records all events to a file/log within the Windows Common Documents. A Typical file would be:
**C:\Users\Public\Documents\Codegate\Safe\Log\2024\2024-01-31.txt**

Prerequisites

- Logged on as Administrator.
- Have the latest SAFE installer. Download **here**
- Codegate has supplied a valid licence key.

Installation
1. *Download* and *Save* the SAFE Installer to an accessible location on the network.
2. On the first PC requiring SAFE *browse* to the location of the download SAFE installer and *run* the file
3. *Agree* to the license terms and conditions and *select* to install.
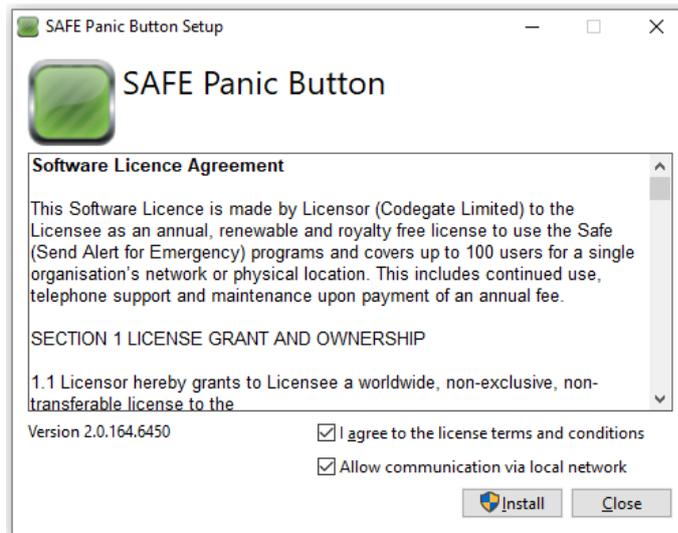
To note:

By Default, 'Allow communication via local network' is ticked. This is a recommended optional local network feature. This will allow for the case where the internet is temporarily unavailable. If this option is unticked, it will rely on the https connection to the SAFE server (hosted by Codegate). When an alert is raised the server is notified via https and all the relevant clients are notified.

4. SAFE will install and 'Launch' can be *selected*.
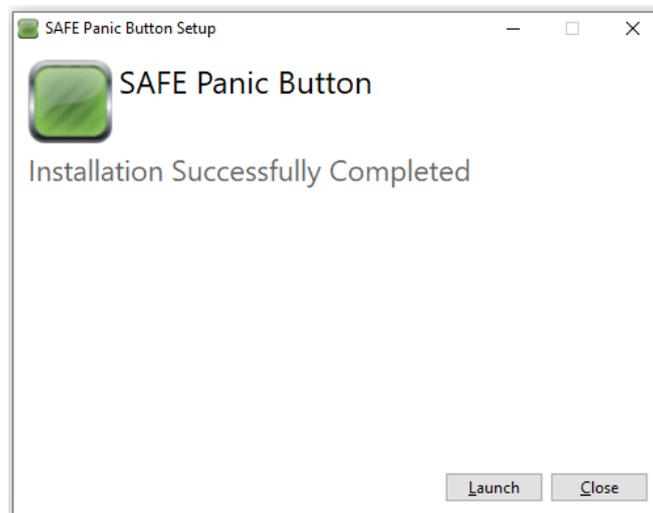
5. *Enter* your valid licence key.
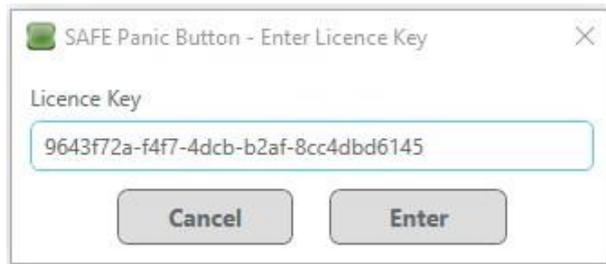
To note:

The SAFE installer uses the industry standard WiX Burn Bootstrapper to bundle together the MSI installers and pre-requisites. The installer and its MSI files are code-signed with our digital signature (Codegate Limited). It can be run in silent mode and supports the standard Microsoft installer command line options.

To assist larger/multi-deployments with inputting the license key. There is a **LicenceKey** command line option. To run the installer silently pass -s to it. Note that the app won't run after installation.
Either:
setup.exe -s LicenceKey=xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx
or
setup.exe LicenceKey=xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx
where setup.exe will be something like SafeClientBundleInstaller_2_0_167_6462.exe

In some instances, the SAFE client may need a system restart. To prevent this automatically occurring and causing any issues during working hours. It is possible to suppress any restarts by using the following command line:

-norestart
The installer will not set the name of the machine in SAFE, so the first time it runs the user will be prompted. For any future update requirement, it will maintain each SAFE client will maintain the name.

6. Enter the relevant Name e.g., **Room A** or whichever naming convention is appropriate.
   The naming convention used is up to the organisation, however, we recommend a name that is relevant to the location/workstation opposed to the user. The name entered on each SAFE client/PC remains with the PC - not the user. When an alert is triggered, other SAFE users must know where to assist. It is beneficial to use e.g., Room A, Room B, Front Reception, Nurse Room 1, Reception PC etc. No matter which user is logged into the workstation, if an alert is triggered, other users know where to physically attend. The names are also stored on the secure server, using a person's name will require compliance with your Privacy Policy, adhering to your GDPR commitments.
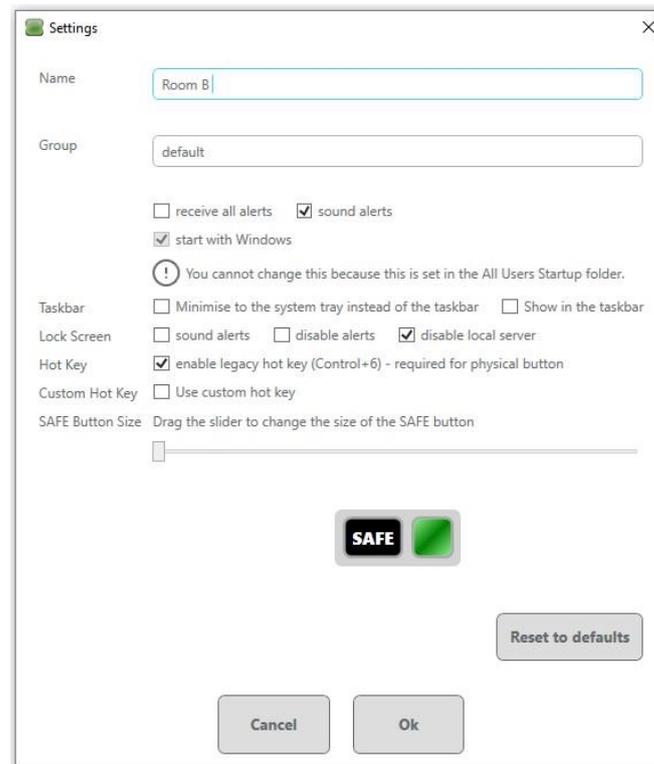
The remaining settings *can* remain default or adjusted to the preferences/requirements of the PC/site. Details of the settings can be found **here**.

7. *Select* 'Ok'.
8. The SAFE Panic Button should now be active.

9. *Repeat* the process for all other SAFE Client PCs.

Settings & Preferences

The onscreen SAFE button can be dragged and positioned anywhere onscreen by holding down the left mouse button. It will always remain in front of other applications.

A right click provides options as below.

Connection test… (Send Test Alert Message)

This feature is useful to check SAFE client information and perform controlled Panic Alert Tests - at any point. When selected you are presented with this screen.
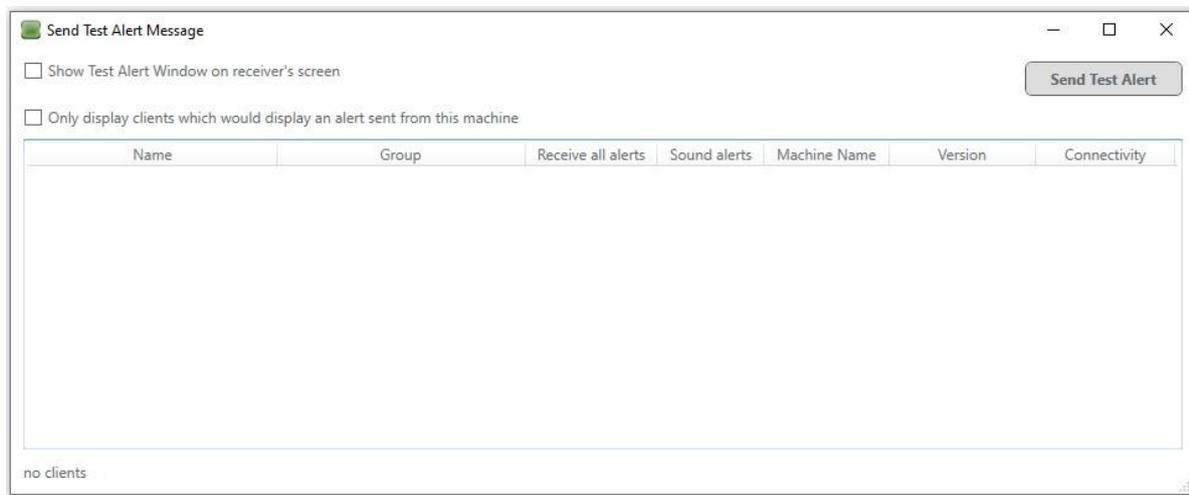

If the 'Send Test Alert' is selected and no other options are selected (ticked) it returns the information of all SAFE clients connected at that moment. This is a **silent** test and does not send any alerts or notify any other users.

If 'Only display clients which would display an alert from this machine' is selected it will show only PCs that are in the same group as the machine sending the test alert and/or users that have 'receive all alerts' checked.

'Show Test Alert Window on receiver's screen' provides more options. You can send a configurable timed alert that will be seen on recipient machines and automatically close after the selected period. You can also select whether the Audible alarm is tested by either 'using receiver's settings' which uses each users set preference. 'Always' which ignores the user's preferences and ignites the alarm for the test, or 'Never' which also ignores the user preference for the test.
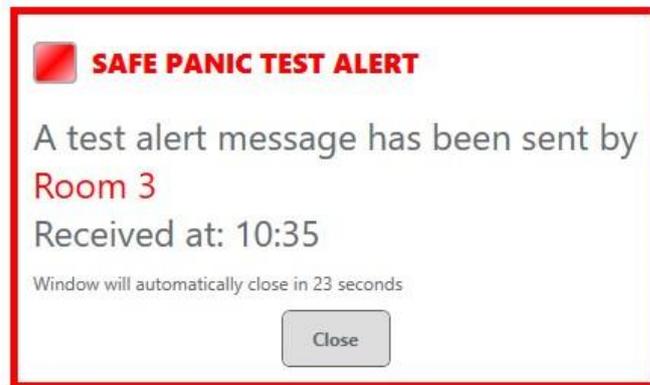
Settings
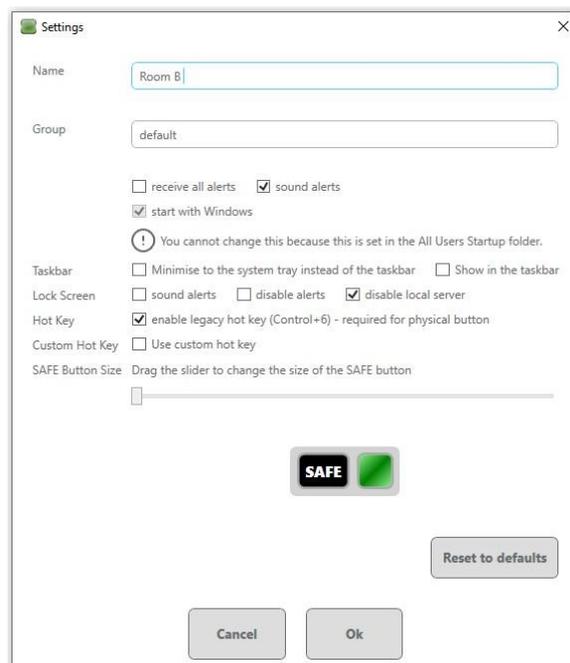
Name - what other SAFE users will see if an alert is raised and/or if an alert is responded to.

Group - All clients are in 'default' group. Everyone in the default group will receive alerts. Other groups *can* be created e.g., 'Floor 1' & 'Floor 2' etc to only alert nearby users.

Receive All Alerts – the SAFE client will receive all alerts from all groups.

Sound Alerts – provides an audible alert to all clients when an alert is sent (except on the client that sent the alert). *Requires computer speakers and active volume*.

Start with Windows - the panic button will start upon Windows Start Up. If the shortcut is in the All-Users Startup folder (which is created by the installer) then this setting cannot be changed because that would require Admin rights. If, however, the shortcut file has been deleted from All Users Startup then this option will create a shortcut in the current user's Startup folder.

Taskbar

Minimise to the system tray instead of the task bar - when ticked if the user selects minimise - SAFE will be in the system tray. The client will still receive and be able to respond to alerts. To send alerts again the user needs to select 'Show' from the system tray.

Show in the Task Bar - If selected the SAFE application appears in the Taskbar.

Lock Screen

Sound Alerts –disables/enables sound alerts when the PC/Windows is locked.

Disable Alerts – disables/enables onscreen alerts when the PC/Windows is locked.

Disable Local Server - disables/enables local server (Local network connection) when the PC/Windows is locked.

Hot Key

Hot Key – disables/enables legacy (**Ctrl** & **6** in-built) hot key (this must be enabled for physical USB buttons)

Custom Hot Key

Use custom hot key - SAFE has a hardcoded hot key that can be used to send an alert of **Ctrl** & **6**, but a secondary custom hot key can be created.

SAFE Button Size - the onscreen size can be changed to user preference.

Reset To Defaults - resets all SAFE client settings to their default values - maintaining only the name which can be changed manually.

Check for update.

Checks there are no outstanding updates.

About

Provides version information and allows for a new license key to be entered if required.

Minimise

Allows the onscreen button to be minimised. As default it minimises to the system tray. The client will still receive and be able to respond to alerts. To send alerts again the user needs to select 'Show' from the system tray. If 'Minimise to the system tray instead of the task bar' is unchecked, it will minimise to the taskbar.

Exit

The user will be warned that if closed they will not be able to send or receive alerts.

## Sending & Receiving Alerts

Sending & Receiving

To send an alert the user simply double clicks the onscreen button. It will turn from green to red. All other users in their group will receive an alert displaying they require urgent assistance.

The first user to 'Accept' will go to the relevant location to assist. All other users will receive further notification to show the user who is responding.
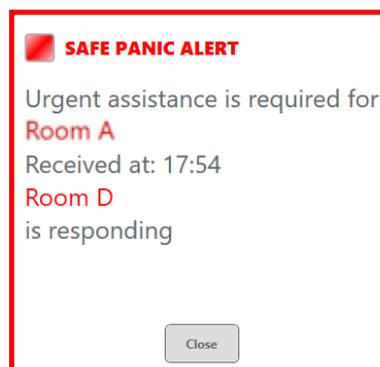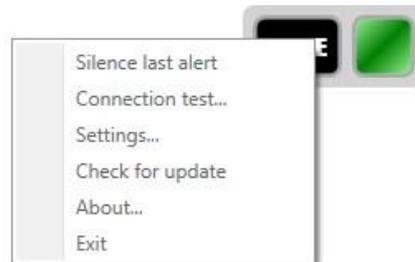
The user who sent the alert will also receive a message, a silent onscreen message - to confirm the User is responding.
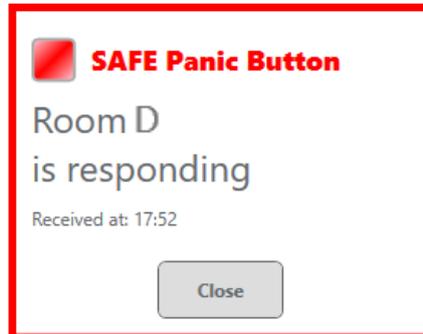
Silencing Audible Alerts

If a SAFE client/PC sends an alert - it is possible to right-click and select 'Silence last alert'. The onscreen message(s) will remain on the other SAFE client/PCs screens, but it will stop the audible alerts on all the clients.

Physical USB Panic Button

Codegate does offer a Physical USB Panic Button cost option. For more information, please contact the SAFE sales team.

For any assistance, contact our dedicated support team on **01235 428611**, or by email at **support@safepanicbutton.co.uk**