

PANIC BUTTON INSTALL MANUAL

Office Safety with Panic Button Software

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Getting Started

For any inquiries or assistance, reach out to us at: support@panicbuttonsoftware.com

Default Credentials:

Username: admin (modifiable)

Password: Not required; usernames only (Default username is admin)

Updates and Support:

We are dedicated to continuously enhancing our software to meet your evolving needs. Should you have any feature requests or require assistance, our support team is readily available via email. Rest assured, your one-time license fee ensures a lifetime of access to updates and technical support, eliminating the burden of recurring maintenance fees. Stay informed by reaching out to us to be added to our email list for timely updates upon release. Your satisfaction is our priority, and we are committed to providing you with the best possible software experience.

Current Software Versions:

Admin Alert Client: 6.0.0.35

Desktop Button Client: 6.0.0.31

Settings Editor: 2.0.0.9

Database Version: MySQL 8.0.23.0

Contents:

The downloaded zip file includes all installation files, user manual PDF, and this installation manual PDF.

License Details:

One-time Site License fee of \$399.00 grants unlimited access for all PCs within your organizations single location.

Corporate Licensing:

Inquire about discounted corporate licenses for multiple locations at support@panicbuttonsoftware.com.

Optional Devices and Pricing:

Physical USB Connected Panic Button: \$40.00 each

Wireless Panic Button with Key Fob: \$100.00 (includes one key fob)

Additional Key Fobs: \$20.00 each

LCD Alert Display: \$40.00 each

Shipping:

All prices in USD include taxes and complimentary shipping within the United States.

For international shipping, contact our team. Items are shipped via priority USPS mail from our location in Florida.

Purpose and Features

Our software offers a comprehensive panic button solution crafted for networked Windows computers. The desktop application facilitates easy access during emergencies by staying on top of other windows. Users can create an alert by clicking the desktop button, while optional physical USB buttons provide added convenience, serving the same purpose.

When an alert is initiated, it triggers an administrator alert pop-up on networked computers, showcasing the alert's origin PC location and user information. To ensure immediate attention, customized visual and audible alerts are integrated into the system.

Additionally, our software features an Email/Text Server function, dispatching alerts to designated emails and phones via text messages. Enhancing flexibility, a browser-based panic button complements the desktop app, allowing access from any internet-connected device.

The optional physical USB buttons, available in both wired and wireless configurations, enable direct alerts from workstations, even without access to the Windows desktop. This software stands as a versatile solution, well-suited for safety-conscious workplaces and public spaces.

Requirements

Database Server Installation:

Operating System: 64-bit Windows

Hardware: One dedicated PC (referred to as the server)

Client Installations:

Operating System: 32 or 64-bit Windows

Devices: Unlimited workstation PCs

Our Panic Button Software is conveniently available for download on our website, www.panicbuttonsoftware.com. We offer free updates to those who have purchased the one-time license fee, eliminating yearly maintenance or update fees. The only additional charges apply to optional physical USB-connected buttons or LCD Alert Displays.

Installation Steps

In the directory containing these instructions, locate installation files corresponding to the four steps outlined below. If an upgrade for the Panic Button Database server is needed for prior installations, please refer to the "Database Server Upgrade" section at the end of this manual.

Installation Step One – Database Server Installation

Execute the DatabaseServerAndClients.exe installation file on **ONLY** one computer in your network, designated as the database Server PC. Any 64-bit version of Windows is suitable. Ensure no other database server software (e.g., Microsoft SQL Server, MYSQL, Firebird, or PostgreSQL) is present on this PC, as it may interfere with our software, which utilizes MySQL. The database server computer must always be on, and port 3306 must be open for communication with networked PCs. While the installer automatically opens port 3306 in Windows Firewall, manually open it in a third-party Firewall if applicable. The IP address for the database location in the "C:\Panic Button\greenbutton.ini" file will be filled automatically with the server's loopback address (127.0.0.1). This ini file should only be edited using the Panic Button Settings editor discussed in the section "Panic Button Settings Editor" in this manual.

This installation includes the Database Sever installation and installs the Administrator alert pop-up client application that displays alerts triggered by the desktop button client application or USB physical button. It also installs the desktop button client for testing. Install the administrator alert pop-up client, desktop button client, and optional USB physical button clients on as many other computers as needed, as explained in step two.

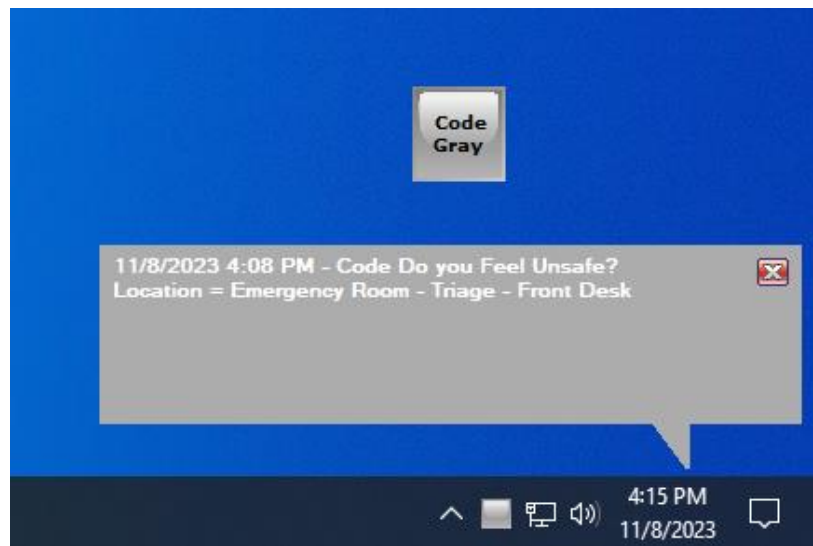
Installation Step Two – Client Installations

Install the following client files: AdminAlertClient.exe, DesktopButtonClient.exe, and optionally WiredButtonService.exe & WirelessButtonService.exe. You can find the AdminAlertClient.exe and DesktopButtonClient.exe installers in the Desktop Installers folder. The Admin Alert Pop-up displays alerts but does not create them, the Desktop button creates alerts but does not display them, and the wired & wireless button clients create alerts with a physical button but do not display them.

You can install one or all clients in any combination on each networked PC. The Admin alert pop-up application must be installed on at least one PC to display and clear alerts. Create new alerts by installing the desktop button and/or wired or wireless button installations.

There is no need to run the Admin alert install or the Desktop button client install on the Server PC since the DatabaseServerAndClients.exe installs the Admin Alert Pop-up client and the Desktop Button Client along with the Database server software. After the installation on each networked PC, run the Panic Button Settings Editor application to customize the default behavior. You can start this application anytime from the Windows Start menu. On the Panic Button Settings app, click the Database tab and enter the static IP address of the database server computer from step one, and click Test Connection to confirm the networked can connect to the database server PC. Also, enter the PC's location information and the USB button text to send if you are using the physical USB buttons. The client applications read the ini settings file when the client app starts. **If you make a change to the settings file and one of the client apps is already running, you either need to close the app and restart it or reboot the PC.**

After installing any of the installers, the app should start automatically. You can access the Admin Alert Pop-up application by clicking on the Gray Square icon in the system tray, located by the clock in the bottom right-hand corner of your screen. This icon is used to log into the administrator alert pop-up application. If there is an active alert, you can double-click the alert window to log in. The default username is "admin," but you can change it. Passwords are not used. Additionally, a shortcut is placed in the all-users startup folder during the installation process, ensuring that the admin alert client and desktop button will start up automatically when the PC logs into Windows.



Displayed above is a screenshot of the Desktop Button Client featuring default settings and showcasing an active alert. Upon accessing the Administrator application, the default username for login is "admin." You have the flexibility to edit or create additional user accounts whenever needed. It's essential to have a username to clear an alert or generate reports, but passwords are not required.

By default, the desktop button will appear near the top right of your Windows desktop upon PC startup unless you choose to save the location settings. Each Windows user can customize the button location independently depending on the settings you choose.

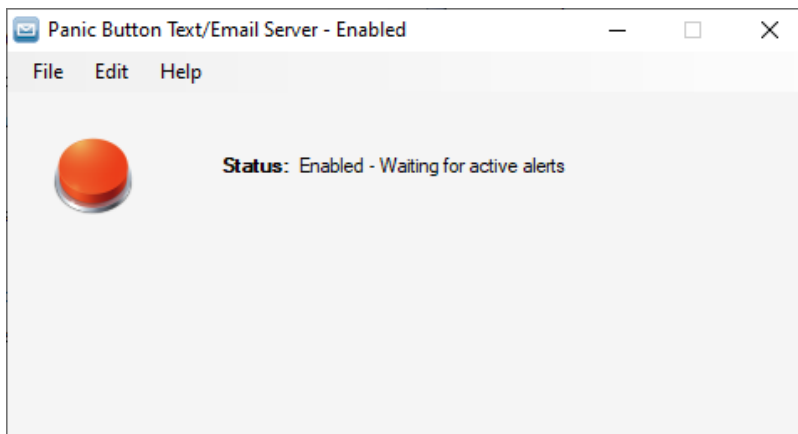
Note:

If a workstation triggers an alert, only one pending alert record can be active for that specific workstation until it is cleared through the Administrator Alert Pop-up application. However, multiple alerts from different workstations can be active concurrently. In the case of the email/text server, since the same workstation cannot create another alert record until the original alert is cleared, only one email/text will be sent for that specific workstation. This precaution prevents users from repeatedly clicking the alert button and generating duplicate alert records from the same PC. Other workstations can still trigger alerts simultaneously, and each will be sent as separate email/text messages if the optional included email server is operational.

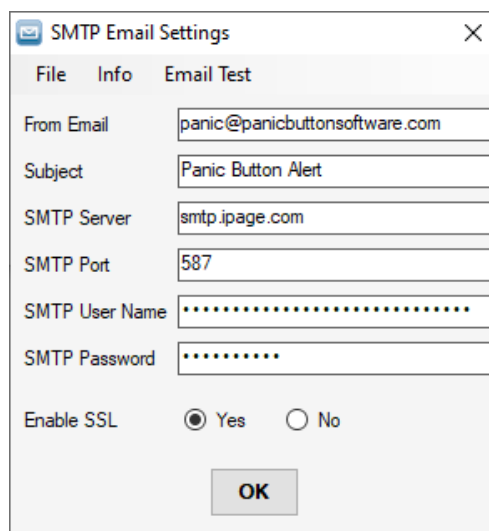
Installation Step Three – Email Server Optional

The installation file included in the package is named EmailServerClient.exe, and you can find the installer in the "Optional" folder within the downloaded zip file. Install this optional component on ONLY ONE PC within your network, preferably the same PC where you installed the Database Server in step one. The application operates as a Windows Service, designed to wait for new records. Once the Panic-Button-Email-Server service detects a new record, it automatically sends an email or text message alert, including all the relevant details, to the specified email addresses and/or cell phone numbers.

The screenshot below illustrates the email server interface, which remains hidden while running as a Windows Service. You can access it by stopping the service and manually running the app at "C:\Panic Button\PanicEmailServer.exe." The application processes alerts generated by the Desktop Panic Button, USB Panic Button, or the Web Panic Alert Button, ensuring comprehensive coverage.



Below is a screen shot of the email settings edit window found on the Settings menu in the Email/Text Server application. You don't have to edit this information if you want to let the email server use our SMTP server information to send your alerts, or you can enter your own SMTP server info. **To make add/edit text phone numbers or email address, or to change the SMTP info you must first stop the Windows Service "Panic-Button-Email-Server" and manually run the app at "C:\Panic Button\PanicEmailServer.exe". After making changes close the app and restart the Windows Service.**



For those facilities that limit internet access you will need to allow internet access to, whichever SMTP server you use, the PC running the email server in order for emails to be sent.

After installing the Text/Email server onto the database server you need to add email addresses/text message addresses by first stopping the Windows Service, see above.

If you install the email server onto the database server there is no need to edit the IP settings since it was done during the database server installation. After making changes close the app and restart the Windows Service.

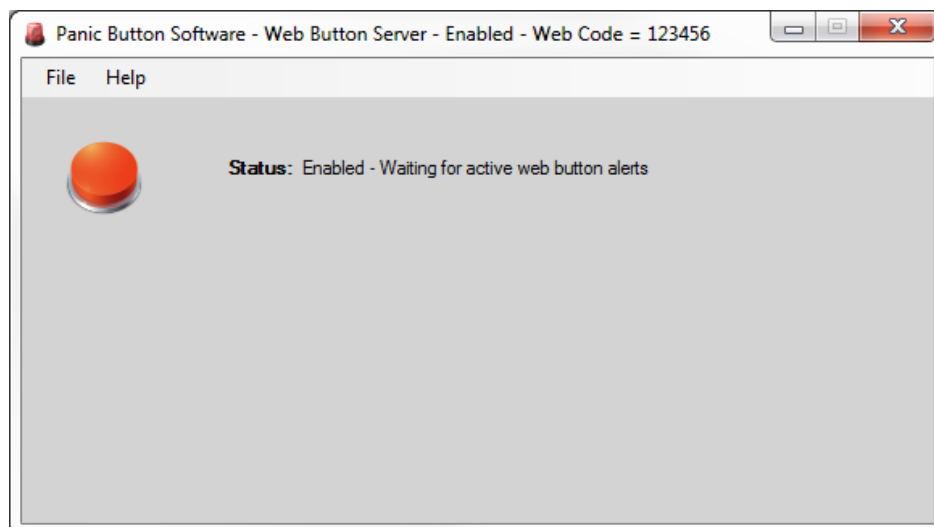
If you use the Zones feature, the email server can be configured to only send to the zones designed for the Alert pop up application.

Installation Step Four – Web Button Server Optional

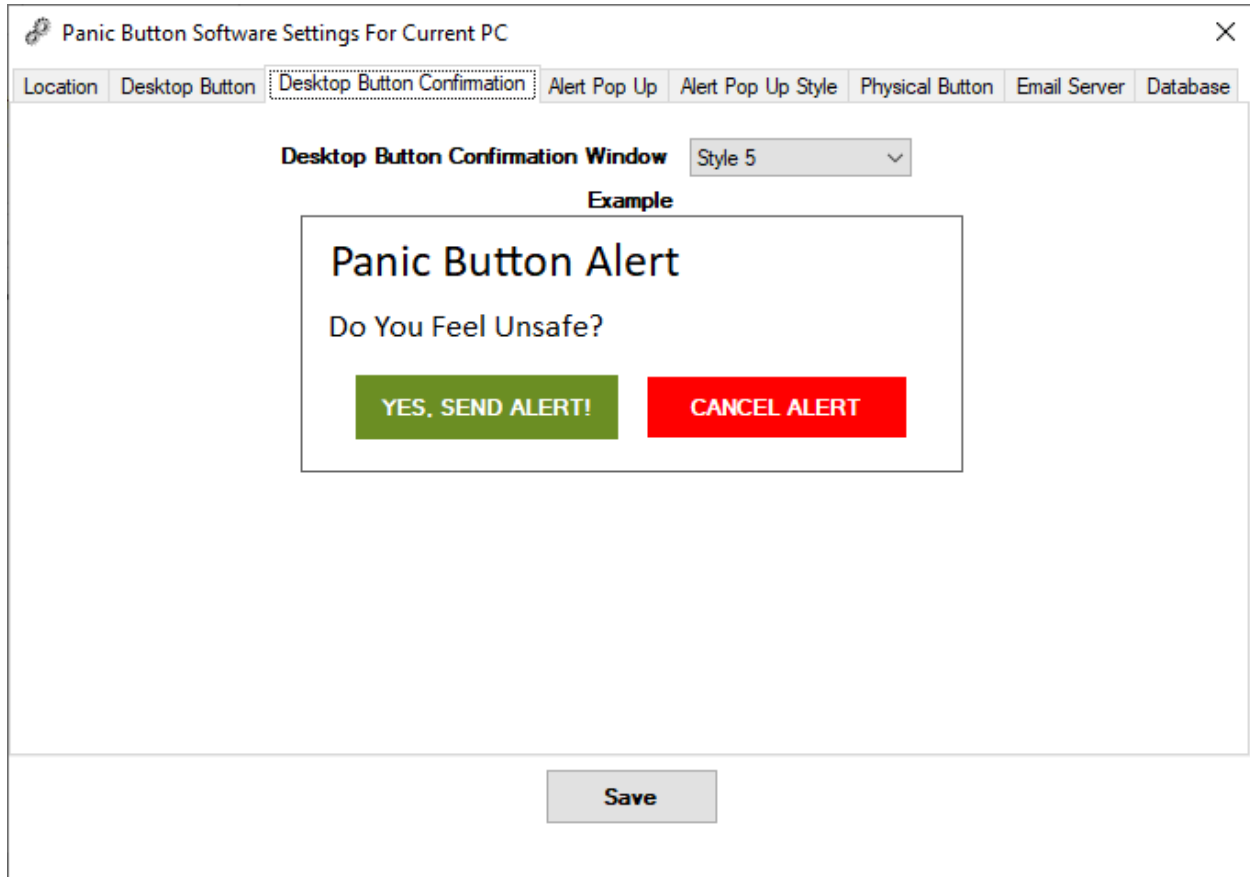
The included installation file is called WebAlertServerClient.exe, the installer is located in the “Optional Installers” folder in the downloaded zip file, which you can optionally install onto only ONE PC on your network with internet access. We suggest installing and running the web button server on the same PC that you installed the Database server PC setup in step one. This app will run as Windows Service, and wait for new records. The below screenshot will not be seen unless you stop the Windows Service “Panic-Button-Web-Alert” and manually run the app at “C:\Panic Button\PanicWebAlertServer.exe”, otherwise the app runs hidden as a Service. You do not need this application for the other applications to work. This application will allow you to put a shortcut onto any internet connected device and when clicked it will create an online database record with your unique web code and this web button server service will check the online database and find your new record and then create a record on your local panic button database. You will need to request from us a unique web code for your company. We can also make you a special link to a page that will have your logo in the background and redirect to any page when completed.

<https://www.panicbuttonsoftware.com/alert.php?code=123456&location=Accounting&confirm=yes>

Notice how the above link is structured. First you have our web address <https://www.panicbuttonsoftware.com/alert.php> then a “?” to start the parameters you will enter. First parameter is “code”. The code is a unique number that we will provide to you upon request. DO NOT use the default 123456 example code except to test. The second parameter is “location”. For location enter something that describes the area, or person where this device is or who uses it. The final parameter is “confirm”, and if set to yes will ask the user if they are in trouble first before creating the alert. We also offer Custom pages with your images in the background. Contact us for more information.



Panic Button Settings Editor



After completing the installation of any of the step two installers, it's crucial to run the Panic Button Settings Editor to fine-tune various configurations, such as setting the static IP of the database server, specifying location information, defining physical button details, and adjusting the default behavior of the application. The Panic Button Settings Editor encompasses several tabs, and users can generally use the default settings, with the exception of networked PCs, which need to update the static IP address of the database server on the Database tab. Users also have the option to switch the language setting from English to Spanish.

However, if any of the applications are running while changes are being made using the Panic Button Settings Editor, users must restart the app or the entire PC since all settings take effect when the application starts.

Note: To mitigate the risk of unauthorized changes, the Administrator should modify the permissions on the default installation folder "c:\Panic Button." This can be accomplished by right-clicking the folder, selecting Properties, navigating to the Security tab, clicking Edit, and adjusting the security settings if necessary.

Tip: For those interested in incorporating custom alert sounds, add your own audio wav files to the installed folder (default is "c:\Panic Button") and restart the Panic Button Settings Editor app. Proceed to the Alert Pop-Up tab and click the dropdown menu for Alert Sound File to test your custom sound. Do not use sound files longer than several seconds.

Physical Buttons

Wired & Wireless - Windows Service Information – Optional

The USB-connected Physical Panic Button application installs two Windows Services: "Panic-Button-Wired-Button" for the wired button and "Panic-Button-Wireless-Button" for the wireless button. These services detect button clicks, and you can purchase the optional wired and wireless buttons on our website www.panicbuttonsoftware.com. When either button is clicked, a record is instantly created without requiring user confirmation. You can customize the information sent with the alert by using the Panic Button Settings Editor, accessible from the Windows Start menu, and selecting the Physical Buttons tab. Physical Buttons are not required to use the Panic Button Software. These physical buttons provide an alternative means of triggering an alert and can enhance the usability of the Panic Button Software.

After installing, plug in a USB button and reboot the PC. If you don't have a USB button yet, you can still install the client, and once you obtain a button, plug it in and reboot the PC. The wired button installer is named "WiredButtonService.exe," located in the "Optional Installers" folder in the downloaded zip file, and the wireless button installer is named "WirelessButtonService.exe."

The USB physical button can create a new alert record even when the screen is locked, in a screensaver mode, or logged off, provided the PC is powered on and connected to the network. **Avoid plugging our USB devices into a USB hub or docking station; instead, connect them directly to the PC's built-in USB port. Also, in the PC's Device Manager, navigate to Universal Serial Bus Controllers, expand this section, right-click all sub-items, select Properties, go to the Power Management tab, and UNCHECK "Allow the computer to turn off this device to save power."**



Wireless Button FOB Programming

- **Program additional Wireless Key FOBs**
 1. If the software has been installed, first, stop the Windows Service called Panic-Button-Wireless-Button.
 2. Open the wireless button body by removing the two top screws.
 3. To program a new - Learning remote code, press the learning key seven times (Little white button on the smaller board). The LED turns on, indicating that learning mode is active.
 4. Press the button on a remote control key FOB. The LED indicator flashes three times, signifying that learning has been successfully completed.
 5. Repeat this step to add as many FOBs as needed.
 6. Restart the Windows Service called Panic-Button-Wireless-Button.

You can program an unlimited number of key fobs to a wireless button, and you can also program the same key FOB to any number of wireless buttons.

- **Remove all programmed key FOBs from Wireless button**
 1. Press the learning button eight times. The LED will respond by flashing seven times.

LCD Display Information

The optional USB-connected LCD application installs a Windows Service named "Panic-Button-LCD," allowing for the display of active alert messages and audible alarms on an external LCD display. This service operates in the background, ensuring message visibility even when the PC is logged out or locked. It's crucial to avoid installing both the LCD display and the Wireless button on the same PC as they share a similar board.

Note:

When using USB-connected physical buttons (wired or wireless) or the LCD display, ensure the Windows PC doesn't enter sleep or hibernation mode by adjusting the Power Settings in the Control Panel. Avoid plugging any of our USB devices into a USB hub or docking station; instead, connect them directly to the PC's built-in USB port. Additionally, navigate to the PC's Device Manager, then Universal Serial Bus Controllers. Expand this section, right-click all sub-items, select Properties, and under the Power Management tab, UNCHECK "Allow the computer to turn off this device to save power."

Silent / Mass installation

For deploying Panic Button clients across multiple PCs on your network seamlessly, use the following silent method with your automated process to avoid manual installations on each PC. Refer to the examples below:

- AdminAlertClient.exe /s /v/qn
- DesktopButtonClient.exe /s /v/qn
- WiredButtonService.exe /s /v/qn
- WirelessButtonService.exe /s /v/qn

After the installation, ensure to copy the customized greenbutton.ini to the application path, typically C:\Panic Button, and overwrite the existing greenbutton.ini file placed by the default installer. Note that silent installers only copy the default file.

To include a modified greenbutton.ini file in your deployment script:

1. Configure a PC according to your preferences, customizing the settings as needed.
2. Save the modified greenbutton.ini file.
3. Incorporate the modified greenbutton.ini file into your deployment script, overwriting the greenbutton.ini file after the new installation is complete.

This automated deployment process ensures consistent configurations across your networked PCs, streamlining the installation and customization of Panic Button clients.

Configuring Zones

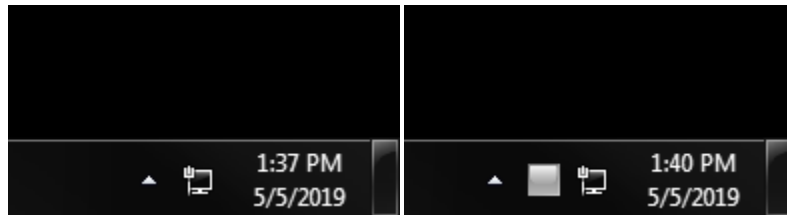
To set up and customize zones in Panic Button, follow these steps:

1. Open the Panic Button Admin Alert Client and navigate to the Properties menu, then select Zones Editor. Here, you can add or edit zones based on your specific needs. For example, in a four-story hospital, you might create zones named Floor 1, Floor 2, Floor 3, and Floor 4.
2. After creating the zones, open the Settings Editor located at "C:\Panic Button\PanicButtonINIEditor.exe."
3. In the Settings Editor:
 - Go to the "Desktop Button" tab.
 - Locate "Desktop & USB Button Zone" and change it from the default "All" setting to the desired zone. Save your changes. This setting ensures that all new alert records created on this PC from the desktop button or USB physical button will be associated with the specified zone.
4. Still in the Settings Editor:
 - Switch to the "Alert Pop Up" tab.
 - Find "Alert Pop Up & Email Server Zone" and choose the zone you want. Save your changes. If this PC is running the Admin Alert Pop Up client, all new alert records from the network with the same zone will trigger pop-ups on this PC. For instance, if another PC creates an alert with zone Floor 1 using the Desktop Button client or USB physical button, this PC running the Admin Alert client with zone Floor 1 will receive the pop-up alert. If the zone is set to the default "All," it will alert to all zones, regardless of other PC settings. If a PC has a different zone, it won't receive alerts but can still generate reports on historical records.

After adjusting zone settings, either reboot the PC or restart all Panic Button clients, as zone settings are read during application startup. If the PC doesn't have the Admin Alert Pop Up client, there's no need to change the zone for the Pop-Up app.

Windows System Tray Icon Tips

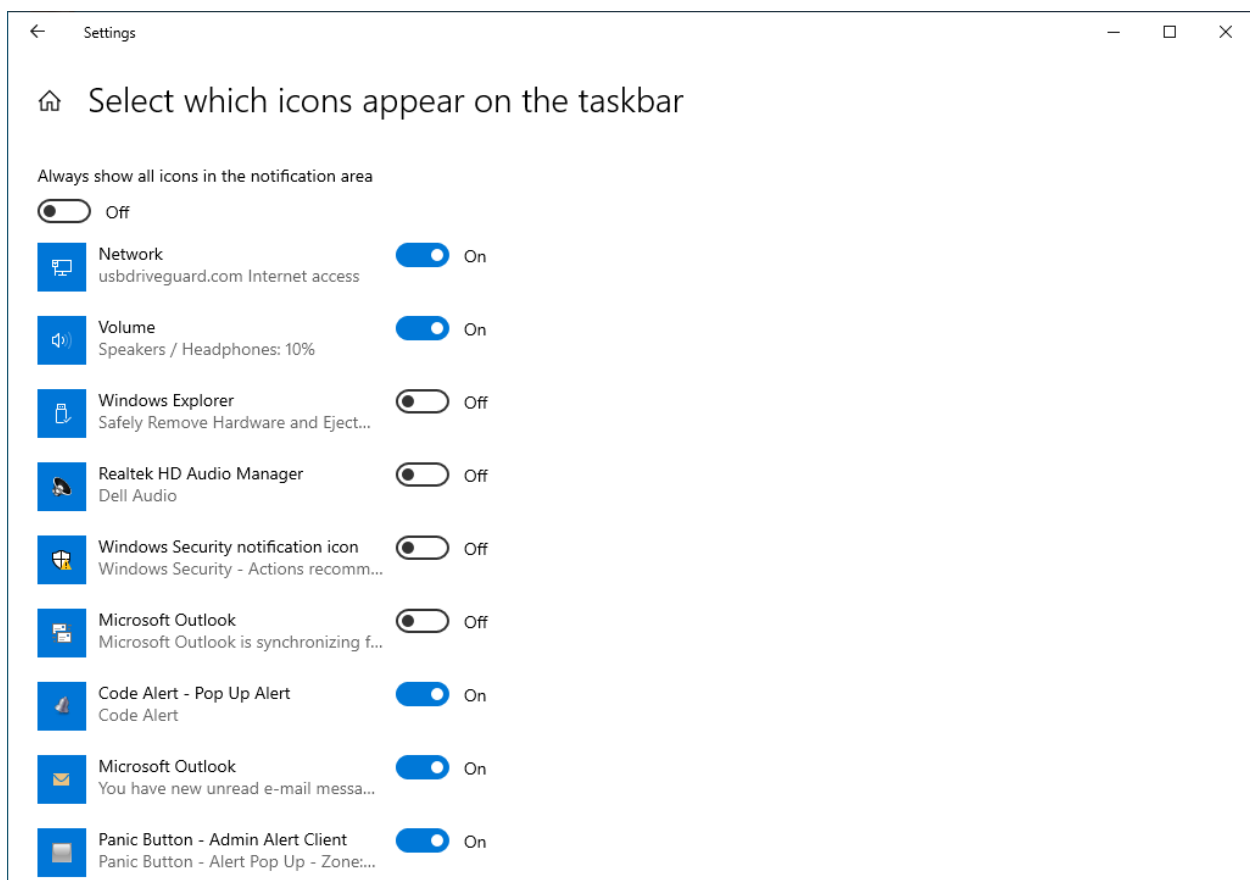
Tip: Ensuring the Constant Visibility of the Panic Button Admin Alert App Icon in the Windows System Tray take note of the Panic Button Admin app gray square system tray icon featured in the image on the right.



To ensure the Gray Square icon always appears in the Windows system tray, follow these steps:

1. Right click an open area of the Windows task bar.
2. Left click Taskbar settings.
3. On the windows that appears Scroll down and click "Select which icons appear on the taskbar"
4. In the next window, locate "Panic Button – Admin Alert Client" in the list.
5. Change the setting to the "On" position.

Note: If this step is not completed, alerts WILL always be displayed, but the Gray Square icon in the system tray may be hidden.



Database Server Upgrade – Prior Installations only

Upgrading installed client applications without upgrading server: Ignore this section if this is a new Install. All of our current client applications as of 1-23-2023 are backward compatible with either the new MySQL server 8.0.23.0 or the prior version 5.5.62. **Note:** If you do upgrade one of the clients on a certain PC, even without upgrading the Server, you must also upgrade any other clients that are also installed on that same PC since they all use the same database connector. **You can upgrade certain PC's and not others.** All newer client application are backward compatible with Server 5.5.62 as long as this file, C:\Panic Button\MySql.Data.dll, was updated the the latest version of 8.0.23.0. If not delete this file and reinstall one of the needed client applications.

Upgrading Server: To upgrade the MySQL Server Database to our latest 8.0.23 you must update all clients on all computers to the latest first, then do a database uninstall the database setup. The clients are backward compatible, but not forward compatible. **Upgrading is not required and will continue to work fine,** but version 5.5.62 is no longer supported by MySQL. Current and future client application upgrades will continue to work with MySQL 5.5.62.

Upgrading the server is an easy process.

1. Download the latest Full Setup that includes all software client installation files, from our website at www.panicbuttonsoftware.com
2. Open the admin alert client on the PC that has the database running on it, and do a database backup from the Properties, Database, Database Backup menu.
3. **Upgrade all clients on all workstation with the latest before upgrading Server Database.** The latest client will work with MYSQL 5 Server since they are backwards compatible.
4. Then on the database PC open Windows Control Panel and uninstall the Panic button Server and clients, then uninstall MySQL Server, and uninstall any other Panic Button clients you installed and delete the folder C:\Panic Button. You should not have to reboot.
5. Then run the DatabaseServerAndClients.exe file onto the database server pc. This will also install the newest admin alert client and the desktop button client onto the server pc. Remember install this DatabaseServerAndClients.exe onto only one PC on your network, this will be known as the Database server. This PC must always be on.
6. Now open the Admin alert client and import that sql file you created in step 1 from the Properties, Database, Database Restore menu. Your database should now be running along with all you historical data and software license imported from the backup.

Install Quick Summary

Install Database Server:

- Run DatabaseServerAndClients.exe on ONE PC in your network, designated as the Panic Button Database server.
- Obtain the Static I.P. address from the Database server PC for the next steps.
- Admin alert pop-up client and desktop button client are automatically installed on the server PC for testing.

Install Client Applications:

- Install client installers from Desktop Installers or Optional Installers folders on all other networked PCs.
- Run Panic Button Settings Editor after any installer; enter the static IP address of the server from step one on the Database tab.
- All networked PCs will use the same database IP. Set PC's location and physical button information if needed.
- Click "Test" on the Database tab and reboot PC after making any setting changes.

Optional Services:

- Optionally install Email/Text Server Service on the same PC as the Database server.
- Optionally install Web Button Server Service on the same PC as the Database server and request a unique web code.

USB Devices:

- **Do not use USB hubs or docking stations; plug our USB devices directly into the PC's built-in USB port.**
- In the PC's Device Manager, under Universal Serial Bus Controllers, uncheck "Allow the computer to turn off this device to save power."

To ensure system effectiveness:

- **Regularly test the Panic Button system, especially USB-connected physical buttons or LCD Alert Displays.**

Stay Updated:

- Visit www.panicbuttonsoftware.com for free software updates.
- For FAQs, visit <https://www.panicbuttonsoftware.com/faq>

Contact Us:

- To contact us, visit <https://www.panicbuttonsoftware.com/contact-us>

Thank you for choosing Panic Button Software. Your safety is our priority.