

PANIC BUTTON USER 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.

Contact Us:

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

How to create an alert

There are four ways to create a new alert record.

1. First method is to double click on the Desktop Button to create a new alert record. Some examples are below. The Desktop Button client is very customizable so you have many different types of button options.



After double clicking the desktop button you may or may not get a confirmation. Confirmations screens are dependant on how the application was setup. Some examples along with the default are below

Panic Button Alert

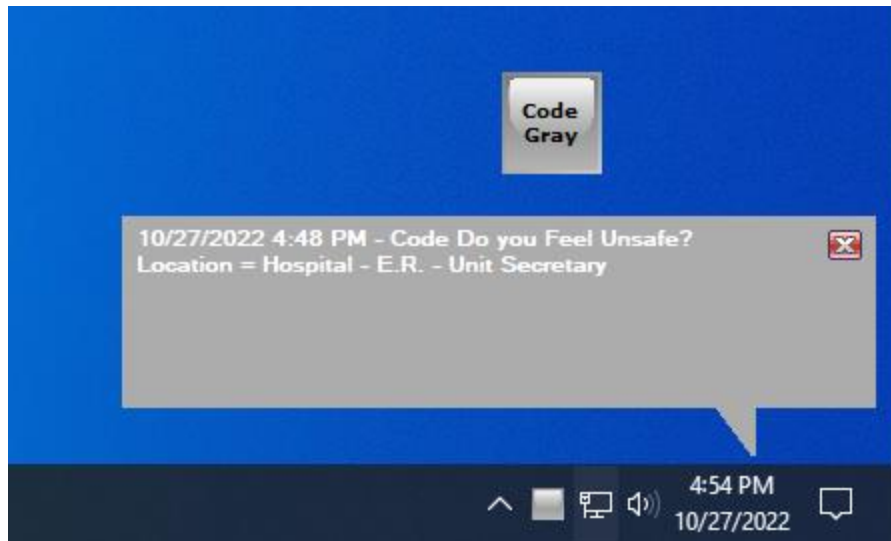
Do You Feel Unsafe?

YES, SEND ALERT!

CANCEL ALERT

STAY AWAY. DIAL 911 NOW!	Yes
I need assistance. Please help!	Yes
Cancel	Yes

Police	Yes
Fire	Yes
EMS	Yes
Active Shooter	Yes
Cancel	Yes



Above is a screenshot of the Desktop Button Client with default settings along with an active alert. The desktop button by default will appear near the top right of your Windows desktop when the PC starts unless you change the settings to allow the saving of the location. Each Windows user can automatically save their own button location.

2. Another way to create an alert record is by clicking on either a wired or wireless optional physical button. When a physical button is clicked there is no confirmation and the PC does not have to be logged in. The button client software runs as a Windows Service. Physical buttons can be purchased from our website.
3. The third way to create an alert is to use our web button option which is a web link that will work on any internet connected device including Mac's and Android, and smart devices like phones and tablets. Each device can have a shortcut to the online database that looks like this:

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

When the link is clicked on an internet connected device it creates an online database record. The included web button server app on your Windows system constantly checks for new records with your unique code and when the app sees a new record it will create a local record on your database for all other PC's to see. 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. 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.

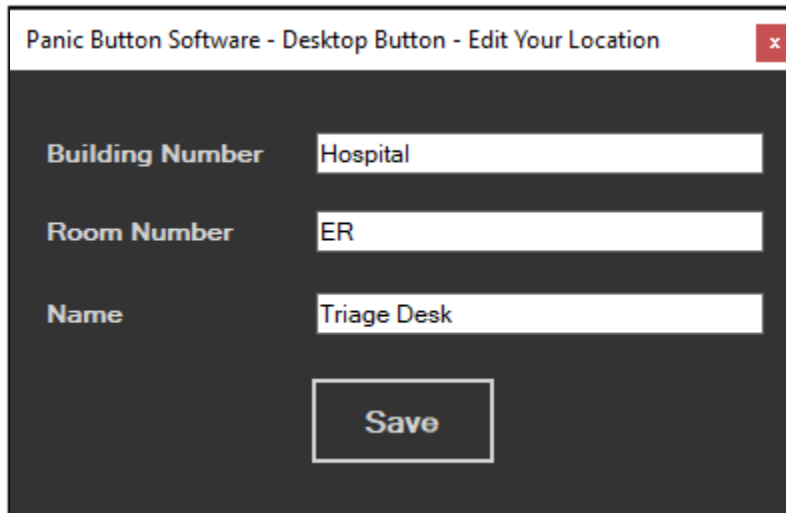
4. The final way is to double click F2 on your keyboard. By default this method is disabled, but you can enable in the Settings editor application.

Quick Location Change Tip:

To swiftly update your location, just follow these steps:

1. Right-click on the desktop panic button.
2. A menu with various options will appear.
3. Make the desired changes to your location.
4. Click Save.
 - No need to restart if using the desktop button.
 - For USB physical button users, a PC restart is required.
5. Keep in mind that the user-edit location feature is usually enabled by default but can be disabled by the administrator.
6. Ensure you have write access to the application's installation directory, typically located at "C:\Panic Button".

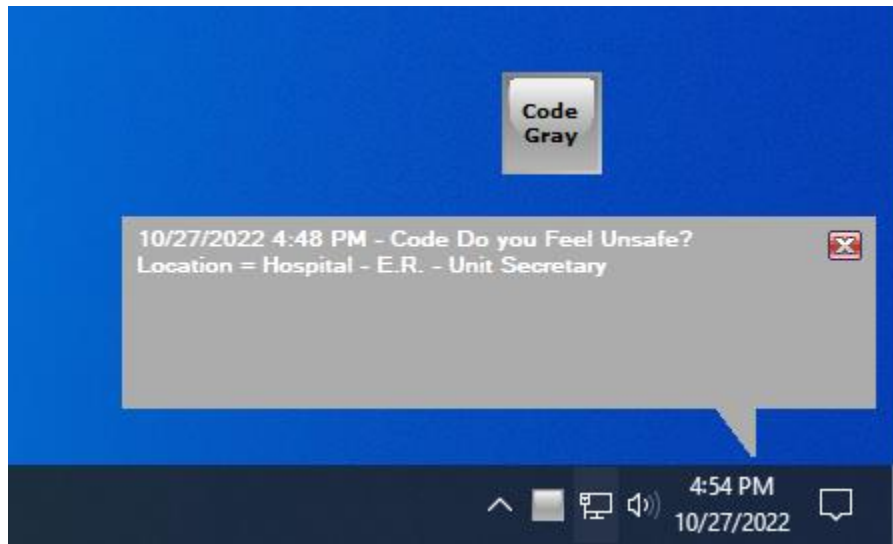
By following these steps, you can effortlessly update your location. Remember to save changes and restart if necessary.



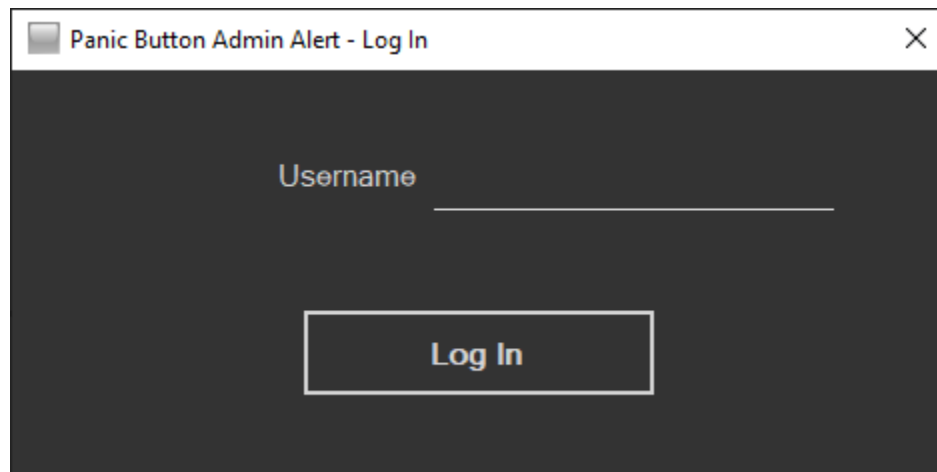
Building Number	Hospital
Room Number	ER
Name	Triage Desk
<div>Save</div>	

How to clear an active alert

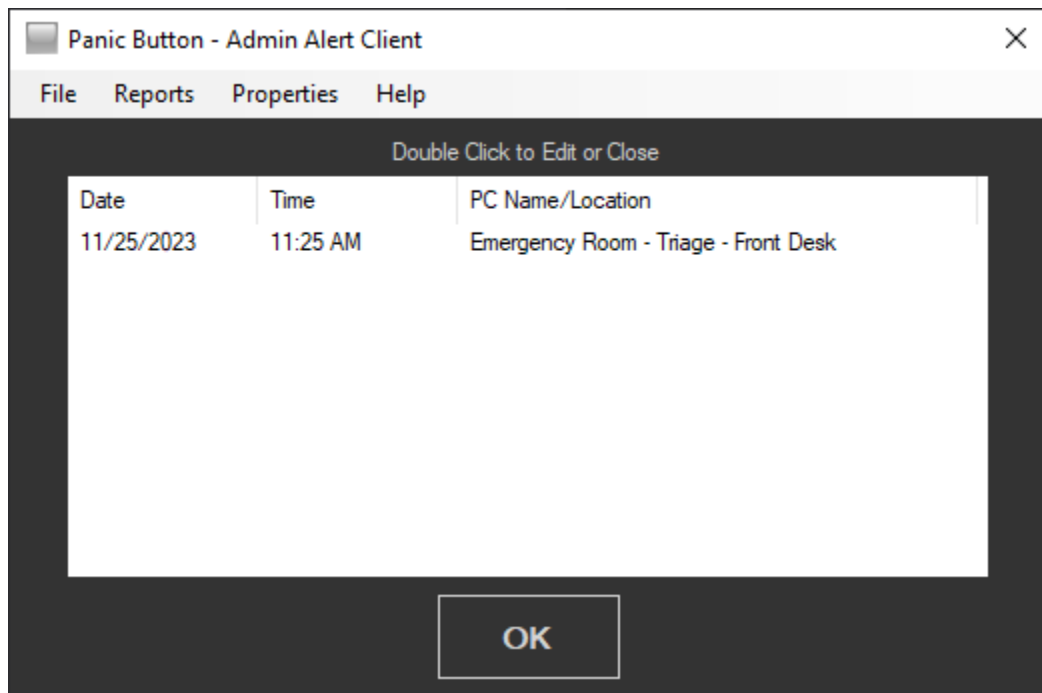
On any computer with the Administrative Alert Pop up client installed you will see the screen shot below.



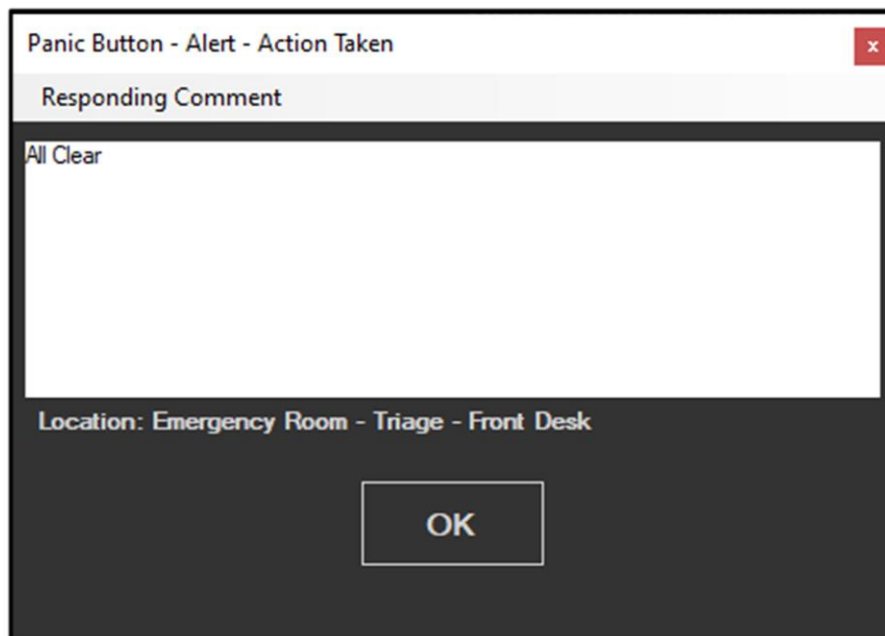
Click anywhere on the pop up window and you will see a login screen. Screen shot below. The default username is "admin". Passwords are not used. This admin username can be changed.



After logging in you will see the window below:



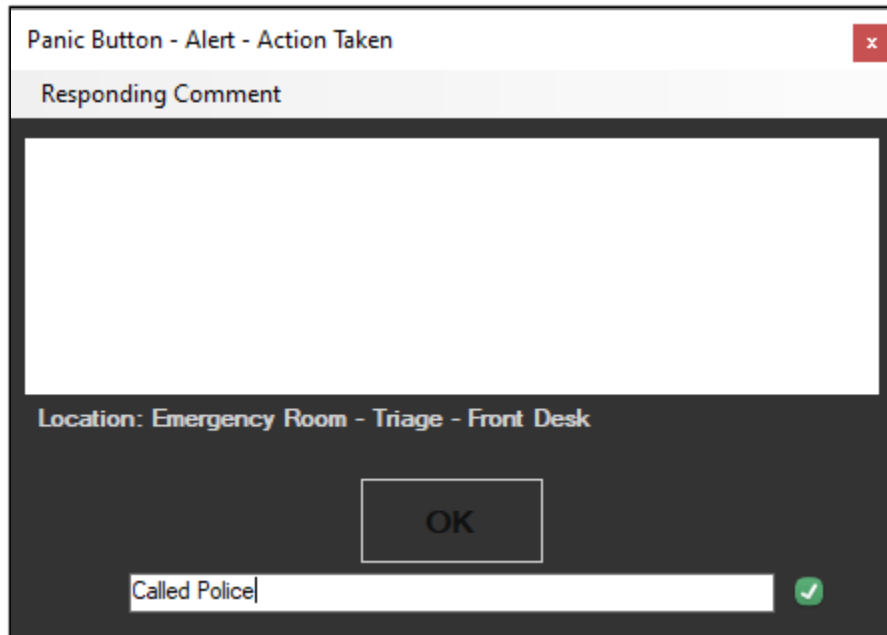
Double click the alert in the list above to get to the Action Taken window below:



The Action Taken window provides options for closing the alert and adding a response comment. To close the alert, simply enter the action taken directly in the Action Taken field. For example, you can type "Alert resolved, situation handled." This helps document the steps taken to address the alert.

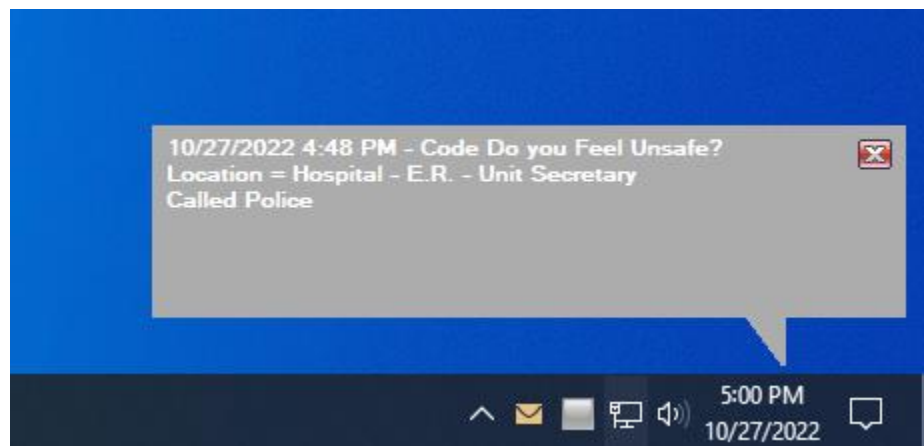
Alternatively, you can utilize the "Responding Comment" menu option. Clicking on this option allows you to enter a specific response comment, such as "Called Police!" Once submitted, all PCs running the Admin Alert pop-up application will display the message indicating that the police have been called. This provides real-time updates to all connected PCs until the alert is closed.

By utilizing the Action Taken window and the Responding Comment option, you can effectively document the actions taken and provide important updates to all connected PCs. This ensures clear communication and coordination in response to alerts.



The screenshot shows a window titled "Panic Button - Alert - Action Taken" with a red close button in the top right corner. Below the title bar is a section labeled "Responding Comment" with a large, empty white text area. At the bottom of the window, there is a dark gray bar containing the text "Location: Emergency Room - Triage - Front Desk", an "OK" button, and a text input field with the text "Called Police" and a green checkmark icon to its right.

Above a user entered "Called Police!" into the Responding Comment text field and all computers running the Admin alert app will now see the original alert and this new comment. See below.

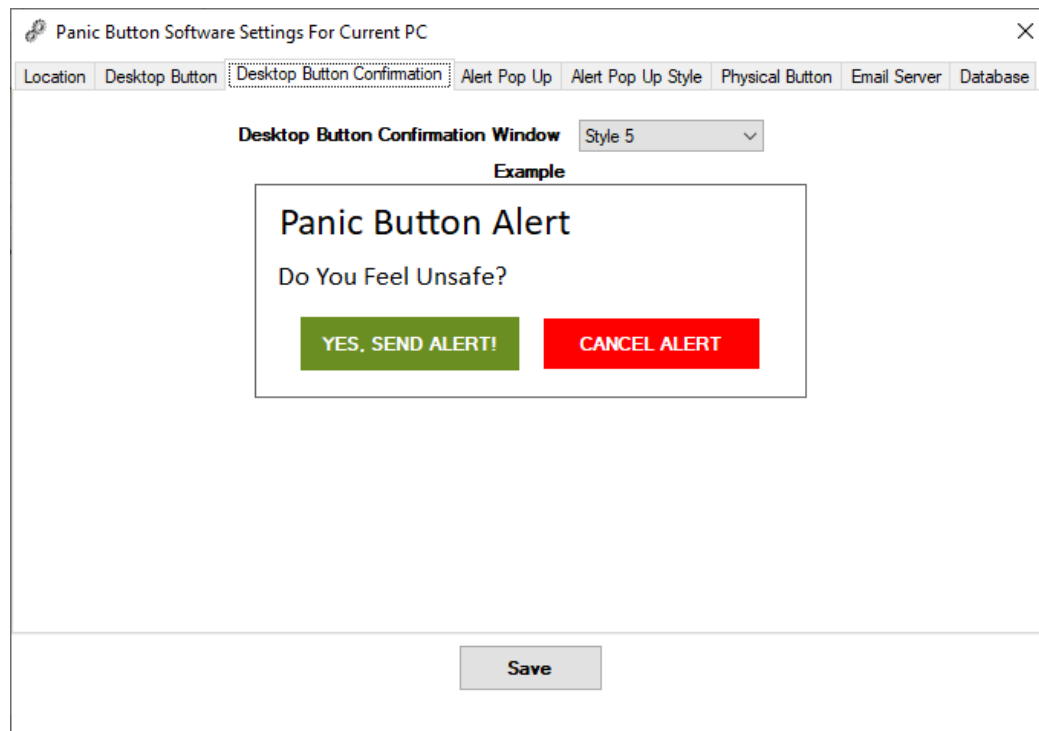


How to change settings

If you wish to modify the default behavior of the admin alert pop-up app, desktop button, or physical button, or configure the email/text server, follow these steps:

1. Click the Windows Start button.
2. Navigate to the Panic Button group.
3. Select "Panic Button Settings Editor."

In the Panic Button Settings Editor, you'll find various tabs, with a focus on the Desktop Button Confirmation tab in the accompanying application screenshot. Generally, the default settings in the editor can be retained without alterations. However, for the Database tab, input the static IP address of the Database server. Refer to the installation manual for guidance on the database server installation process.



Personalized Alert Sounds Tip:

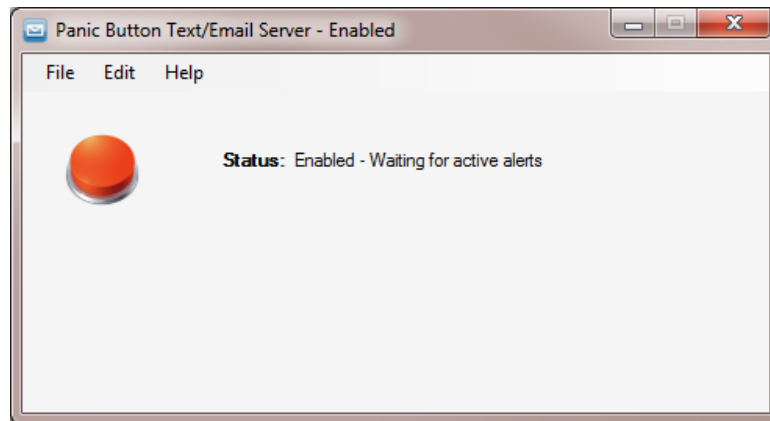
To use your custom alert sounds:

1. Add your preferred audio WAV files to the installation folder (default location: "C:\Panic Button").
2. Restart the Panic Button Settings Editor app.
3. Go to the Alert Pop-Up tab and explore the dropdown menu for Alert Sound File to preview your custom sounds.
4. Choose your desired audio WAV file.

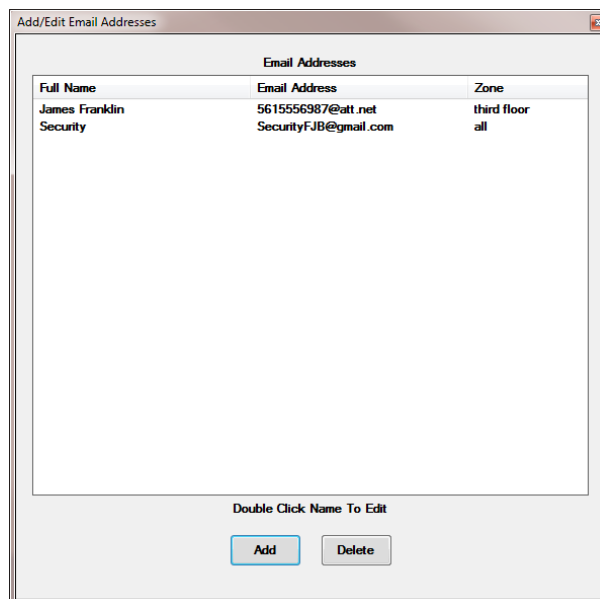
How to use the Email/Text Server

The email server is an optional component that should be installed on the Database server. This application operates as a Windows Service, awaiting new records for processing. The accompanying screenshot is accessible by manually launching the app from the desktop shortcut or Windows Start menu under "Panic Button Text-Email Edit." Otherwise, the app seamlessly runs in the background as a Service, without the need for a user to be logged into Windows on the hosting PC.

Upon the creation of a new alert record, this application efficiently dispatches text/email notifications to the designated recipients, configured to receive messages either via email or text. If you manually initiated the Email/Text server while the "Panic-Button-Email-Server" service was active, remember to close the manually opened app when you have completed your tasks. This ensures the smooth operation of the email server for ongoing seamless communication.



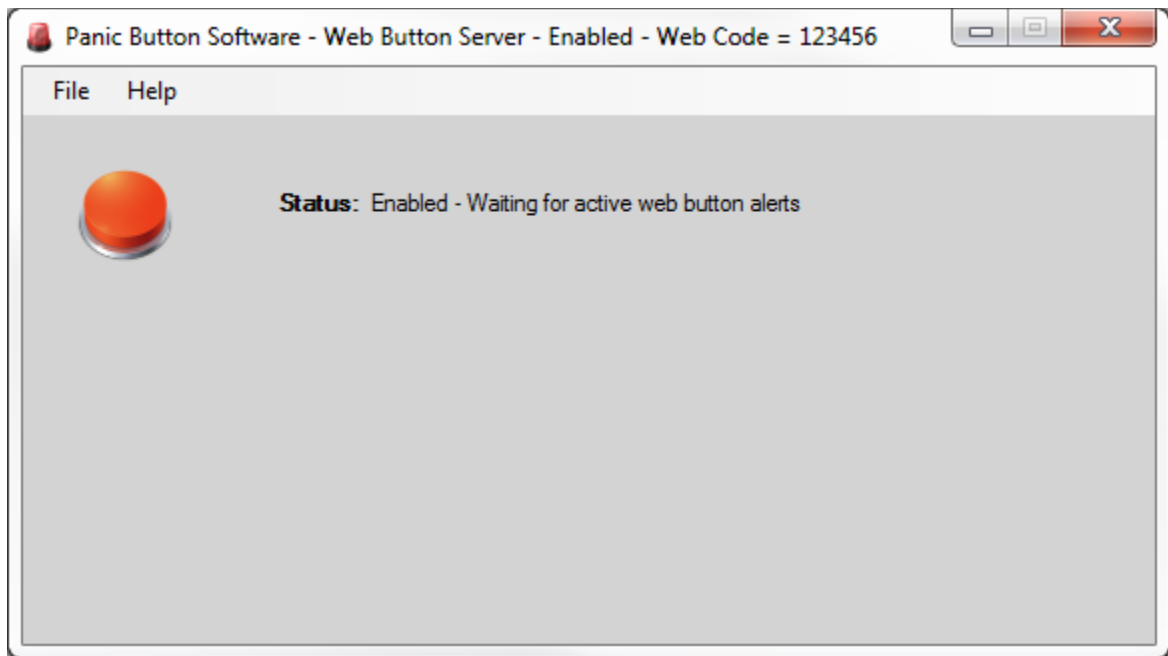
Toggling the button will disable/enable the status. You can add email addresses and or cell phone text numbers from the Edit menu. See below screenshot. **To make add/edit text phone numbers or email address, or to change the SMTP email settings manually run the app from the desktop shortcut or Windows Start menu Panic Button Text-Email Editor and click the Edit menu.**



Under the main application click Edit, and then Add to add either a standard email address, or a cell phone number text email address. When changes are complete close the app and the Windows Service "Panic-Button-Email-Server" will take over and wait for new records.

How to use the Web Button Server Windows Service

The web button server is an optional installation that should be installed on the Database server. Below is an application screen shot of the main web button server application. 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.



After getting a unique web code from us you can construct your web link short and place on each device with that computer or devices description in the link. Example below uses a generic web code 123456. **Do not use 123456 in your production environment.** This code is only for testing. Contact us for your unique code. Also after getting your unique web code open this app (c:\Panic Button\PanicButtonINIEditor.exe) on the Server PC running the Web button server and enter the code on the Location tab "Unique Code For Web Alert" field and restart the web button server app to activate the new code.

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

Notice the variables in the link above called (code, location, and confirm)

code = Your facilities unique code. Contact us for your code.

Location = Use descriptive text here like a department, a person name, or location. Accounting is the location.

confirm = yes or no. If yes the user will be shown a confirmation if they are sure they want to create the alert. We also offer Custom pages with your images in the background along with your time zone. The sample above uses Eastern US time zone. Contact us for more information.

Zone Feature

You can customize Panic Button using the optional zone feature, allowing the Pop-Up alert app to display alerts only from specific zones. Consider a four-story hospital in this example, requiring four zones: Floor 1, Floor 2, Floor 3, and Floor 4. Follow these steps to set up zones:

Open the Panic Button Admin Alert Client and navigate to the Properties menu, then select the Zones Editor. Here, you can add or edit zones to suit your requirements.

After creating zones, launch the Settings editor located at “C:\Panic Button\PanicButtonINIEditor.exe.”

In the Settings editor, go to the “Desktop Button” tab and locate “Desktop & USB Button Zone.” Change it from the default “All” setting to your desired zone and save. This means that all new alert records generated on this PC from the desktop button or the USB physical button will include the specified zone.

Now, on the “Alert Pop Up” tab, find “Alert Pop Up & Email Server Zone.” Choose the zone you want and save. If this PC is running the Alert Pop-Up admin client, all new alert records from anywhere on the network with the same zone you selected will pop up on this PC. For example, if another PC running the Desktop Button client or USB physical button with zone Floor 1 creates a record, this PC, running the Admin alert client with zone Floor 1, will pop up and alert. If the zone for the Admin alert client is set to the default All zone, it will alert to all alerts, regardless of the Desktop Button client or USB physical button zones on other PCs. If a PC has this zone set to Floor 2, that PC will not see the alert, but it can still run reports to view historical records.

Remember to either reboot the PC or restart all Panic Button clients after changing zone settings, as these settings are read when the apps start. If this PC doesn't have the Admin Alert Pop-Up client, there is no need to change the zone for the Pop-Up app.

How to run an alert record report

To run a historical records report click the Reports menu option on the Admin application and then either export to an Excel file or print preview the report by date range.

Running a Database Backup

It is recommended you create a database backup regularly. The backup file created will allow you to quickly restore your database to the last backup date in case your database server PC is replaced. To create a database backup, log into the Panic Button Admin Alert application and click the Properties menu, then Database, then Database Backup, and select a location to save the file.

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."**



Program additional Wireless Key FOBs

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

- Press the learning button eight times. The LED will respond by flashing seven times.

Testing the Panic Button System

We highly recommend conducting regular tests on the Panic Button system, treating it with the same level of diligence as other critical systems, such as fire alarms. If you are using our USB-connected physical buttons or LCD Alert Displays, ensure they are consistently plugged directly into a USB port and remain illuminated. Avoid connecting these devices to USB hubs or docking stations; instead, connect them directly to the built-in USB ports of the PC.

To optimize device performance, follow these steps: access the PC's Device Manager, navigate to Universal Serial Bus Controllers, and expand the section. Right-click on each sub-item and select Properties. Next, go to the Power Management tab and uncheck the option that reads "Allow the computer to turn off this device to save power." This ensures uninterrupted functionality of the Panic Button devices.

For the latest updates and optimal performance, we strongly advise installing the newest version of our software, available at no cost on our website, www.panicbuttonsoftware.com. If you have any inquiries or need assistance regarding our software, please don't hesitate to contact us. We are here to provide support and address any questions you may have.

For frequently asked questions, please visit our FAQ section at <https://www.panicbuttonsoftware.com>.