

Programming the Cart Using the AutoLock Audit Software

This chapter contains the following topics:

- System requirements and basic information
- Installing the AutoLock Audit software
- Accessing the AutoLock Audit software
- Connecting the AutoLock Audit software to the cart
- Recalling events using AutoLock Audit software
- Managing cart settings
- Managing cart users
- Closing the AutoLock Audit software connection

The AutoLock Audit software enables administrators to read information from the cart and to program the cart.

The benefits of using the AutoLock Audit software include:

- Ability to specify the names of users
- Increased speed in performing tasks, such as adding users
- Ability to print user lists and event histories

After the AutoLock Audit software is installed and set up, administrators can connect to the cart to retrieve user settings, cart settings, and event data. Administrators can also use the software to modify, add, or delete users and cart settings and then apply (write) any data changes to the cart.

To ensure the highest level of security, manage programming instructions with discretion. Capsa Healthcare suggests each facility appoint a primary medication cart lock system administrator (typically the Director of Nursing) to perform and manage the programming and re-programming of the Capsa Healthcare Medication Cart.

System requirements

The AutoLock Audit software requires a Windows PC with the following:

- Intel processor

NOTE: While the AutoLock Audit software should run on ARM-based Windows, this configuration has not been tested and so cannot be supported.

- 128 MB RAM
- 10 MB available disk drive space
- Available serial (COM) or USB port

Event, User, and Cart settings files

The AutoLock Audit software uses three types of files to manage the cart's data. The types of files are:

- **Event log file:** An event log file (*.log) is a read-only file that contains up to 2,000 events that occurred on the cart.
- **User file:** A user file (*.usr) contains user profile and access information.
- **Cart settings file:** A cart settings file (*.crt) contains all of the settings on the cart.

Read Cart and Write Cart functionality

The AutoLock Audit software's **Read Cart** functionality enables retrieval of events, user profiles, and settings from the cart. The data that is retrieved in log files, user files, or cart settings files, can be saved.

The **Write Cart** functionality enables the application of changes that made to a user file or a cart settings file to the cart. **Write Cart** is not applicable to log files, which are view-only lists of events that occurred on the cart.

i **IMPORTANT:** Before pressing **Write Cart**, verify the serial number displayed matches the number of the cart to which requires programming. **Write Cart** will save over the cart's current settings.

Use of the **Read Cart** and **Write Cart** functionality enables the viewing of the cart's current files and to ensure that the files stored by the AutoLock Audit software and the files stored on the cart remain in sync.

NOTE: The cart must be on and in an idle state to use the **Read Cart** and **Write Cart** functions.

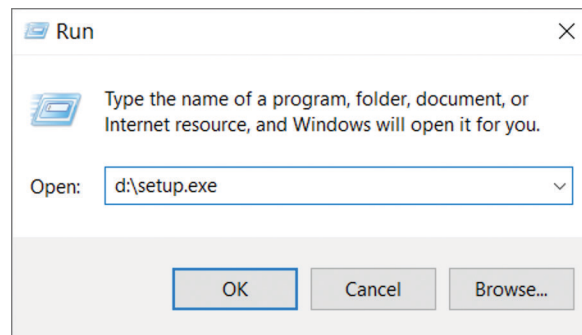
Installing the AutoLock Audit software

1. If you received the software via download:


- a. Quit all running programs.
- b. Right-click the **ZIP** file that you downloaded, choose **Extract All** from the shortcut menu, then click **Extract**.
- c. Double-click **setup.exe**.
- d. Continue at step 2 below.

If you received the software on CD:

- a. Quit all running programs.
- b. Insert the software CD.
- c. Right-click the **Start** button then click **Run**.
- d. In the **Run** dialog, type **d:\setup.exe** and click **OK**. (Substitute the appropriate letter for your CD/DVD drive).



2. If you are presented with a **User Account Control** prompt, click **Yes** to allow the installation to continue.
3. If the installer screen shows a message that "Setup cannot install system files or update shared files," make sure that all other applications are closed, then click **OK**.



4.  Click the **Install** button.

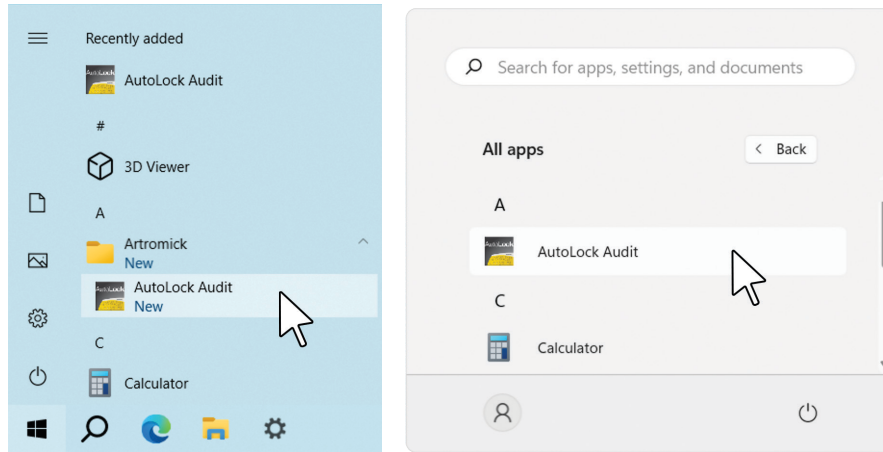
5. In the **Choose Program Group** window, click **Continue** to use the default group (**Artromick**).

NOTE: The installer will show several **Version Conflict** messages. Each message appears when the installer tries to install a version of a component that is older than the version already installed. Click **Yes** to keep your (newer) version and continue.

6. When the installation is complete, click **OK**.

Starting the AutoLock Audit software

- On Windows 10, click  **Start**, then click the **Artromic** folder, then click **AutoLock Audit**.
- On Windows 11, click  **Start**, then click **All apps**, then click **AutoLock Audit**.



Start menu: Windows 10 (left) and Windows 11 (right)

Connecting the AutoLock Audit software to the cart

For security, each cart will require the use of a special, four-digit Communication Code. This is the master code, which can be obtained from Capsa Healthcare.

During the first attempt to communicate with the cart, the software will prompt for the four-digit Communication Code. Enter the proper code before the cart will fully respond to the software.

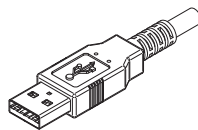
Connecting the cart to the computer

Use a USB cable with Type-A plugs on both ends or a null modem cable to connect the cart to the computer.

Using a USB cable

1. Plug one end of the USB cable into the USB port on the cart.
2. Plug the other end of the cable into a USB port on the computer.

You can now use the AutoLock Audit software; you don't need to do any additional configuration.



USB Type-A plug

Using a null modem cable

1. Plug one end of the cable that came with the cart into the communication port on the cart.
2. Plug the other end of the cable into a serial port on the computer.

If this is the first time using the software, configure the AutoLock Audit software COM port settings.

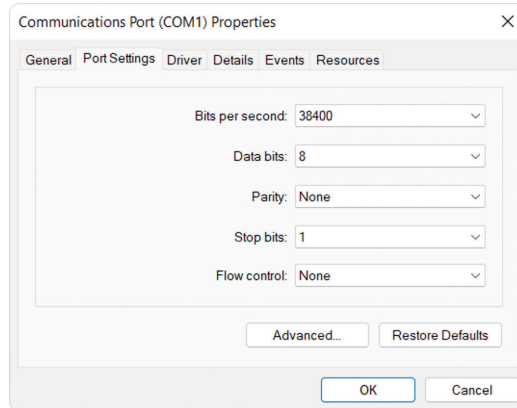
Configuring COM port settings

Before you can configure the AutoLock Audit software, you need to know the computer's COM port settings. (You only need to do this once.)

1. Click the **Find** button on the taskbar, or right-click the **Start** button and choose **Search**.
2. Type **device manager** and press **Enter**.
3. In the search results, click **Device Manager Control Panel**.

4. Double-click **Ports (COM & LPT)**.

5. Double-click the COM port you will connect the cart to, then click the **Port Settings** tab.



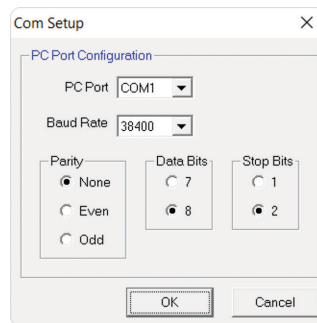
6. Record the following information for the port:

- Port name (COM1 or COM2, for example)
- Bits per second
- Data bits
- Parity
- Stop bits

You'll use this information to configure the AutoLock Audit software.

Configuring the AutoLock Audit COM port settings

1. Start the AutoLock Audit software.
2. Choose **File > Com Port Setup**.



3. Adjust the values to match those of the computer's COM port.

The value **Bits per second** is labeled **Baud Rate** in the AutoLock Audit software.

NOTE: Leave the Baud Rate set at 38400 for the initial configuration of the cart.

4. Click **OK** to save your COM port changes.

When you are done using the AutoLock Audit software:

1. Choose **File > Exit**.
2. If prompted to disconnect from the cart, click **Yes**.
3. Disconnect the cable from the cart, then from the computer.

Recalling events using the AutoLock Audit software

The cart stores approximately 2,000 events in its memory. Depending on the number of events generated each day, the cart memory may contain events from several weeks back. Once the maximum number of events is stored, the cart automatically overwrites the oldest events.

Using the AutoLock Audit software, it is possible to:

- Create a log file to receive the log information stored on the cart.
- Read events that occurred on the cart into the log file created or into a previously created log file.

NOTE: This is not an append function. It will overwrite files on the display.

- Save the log file that now contains the events.

TIP: You can save multiple log files to keep a historical record of events, and open, sort, and print earlier files.

Create an event log file

To create an event log file and read cart events into the file:

1. Connect the cart to the computer. See *Connecting the cart to the computer* on page 23.
2. Start the AutoLock Audit software.
3. Choose **File > New > Log File**.

The AutoLock Audit software opens a new, blank log file.

4. Make sure the cart is on and in an idle state.
5. Click **Read Cart**.

The AutoLock Audit software reads the events (see *Event Codes Master List* on page 36) from the cart and updates the log file.

| Num | Event | ID | Name | Time | Date | Description |
|------|-------|------|---------|-------|----------|----------------|
| 2037 | 006 | 0001 | | 14:14 | 06/27/24 | Auto Secured |
| 2036 | 002 | 0001 | | 14:12 | 06/27/24 | Code Access |
| 2035 | 006 | 0001 | | 14:06 | 06/27/24 | Auto Secured |
| 2034 | 002 | 0001 | | 14:03 | 06/27/24 | Code Access |
| 2033 | 004 | 0001 | | 14:03 | 06/27/24 | Manual Secured |
| 2032 | 002 | 0001 | | 13:59 | 06/27/24 | Code Access |
| 2031 | 004 | 0001 | | 13:58 | 06/27/24 | Manual Secured |
| 2030 | 002 | 0001 | | 13:58 | 06/27/24 | Code Access |
| 2029 | 005 | 0001 | | 13:58 | 06/27/24 | Keypad Secured |
| 2028 | 002 | 0001 | | 13:58 | 06/27/24 | Code Access |
| 2027 | 011 | 9999 | UNKNOWN | 13:48 | 06/27/24 | 3 Bad Codes |
| 2026 | 005 | 0001 | | 13:48 | 06/27/24 | Keypad Secured |
| 2025 | 002 | 0001 | | 13:48 | 06/27/24 | Code Access |
| 2024 | 004 | 0001 | | 13:47 | 06/27/24 | Manual Secured |
| 2023 | 002 | 0001 | | 13:47 | 06/27/24 | Code Access |
| 2022 | 006 | 0001 | | 13:41 | 06/27/24 | Auto Secured |
| 2021 | 002 | 0001 | | 13:38 | 06/27/24 | Code Access |
| 2020 | 005 | 0001 | | 13:34 | 06/27/24 | Keypad Secured |

Log file from cart

6. Choose **File > Save**.
7. Navigate to the folder where you want to save the file, enter the file name, then click **Save**.

Event log file defined

Information fields

The following fields are for information only and cannot be edited.

- **SN:** Cart serial number.
- **Name:** Cart name.
- **Time:** The time that the log file was read from the cart.
- **Date:** The date that the log file was read from the cart.
- **Secure Time:** The cart's AutoLock delay setting.

Log file fields

The following describes the column headings on the log file itself:

- **Num:** Number indicating the order in which events occurred. The lowest number is the oldest event; the highest number is the newest event. The log file can display approximately 2,000 events.
- **Event:** Code of the event. To view event-related codes, see *Event Codes Master List* on page 36.
- **ID:** User ID associated with the event.
- **Name:** If the access code setting is associated with a user name, this field displays the name of the person who accessed the cart.
- **Time:** The time that the event occurred.
- **Date:** The date that the event occurred.
- **Description:** A brief description of the event that occurred.

Buttons

The following describes the two buttons at the bottom of the screen:

- **Read Cart:** Instructs the AutoLock Audit software to read events from the cart.
- **Close:** Exits the log file screen.

Accessing and updating an event log file

To open an event log file:

1. Start the AutoLock Audit software.
2. Choose **File > Open > Log File**.
3. Navigate to the event log file you want to open, then click **Open**.
The AutoLock Audit software displays the event log file.
4. Click **Read Cart**.
The AutoLock Audit software reads the events from the cart and updates the log file.
5. Choose **File > Save** to save the updated file, or choose **File > Save As** and enter a new name to save the file with a different name.

NOTE: Saving without renaming will overwrite the existing log file.

Sorting events

By default, log file events are arranged numerically according to the order in which they occurred on the cart. The lowest number in the **Num** column of the log file indicates the oldest event; the highest number indicates the most recent event.

- To sort the events by a different category, double-click the column heading.
- To sort in the reverse order, double-click the column heading again.

For example, to sort by date, double-click the **Date** column heading on the log file. The AutoLock Audit software sorts the displayed records by the date.

Printing the event log file

1. Open the log file to print.
2. Double-click a column head to sort by the preferred criterion.
3. Choose **File > Print**.

Managing cart settings

The cart's settings are configured based on the organization's requirements and the original setup of the cart.

The AutoLock Audit software's cart settings file provides an easy way for modify these settings as the needs of the organization change or to better fit the working environment. For example, if the cart is used in an environment of high activity in which the cart is frequently bumped or moved, the Sensitivity field can be modified on the cart settings file to decrease the cart's level of sensitivity.

NOTES:

- Before modifying the cart settings file, use **Read Cart** to ensure that the cart's current settings are being viewed.
- After modifying the cart settings file, use **Write Cart** to ensure that the system applies your changes to the cart.

Creating and modifying a Cart settings file

To create a new cart settings file:

1. Connect the cart to the computer. See **Connecting the cart to the computer** on page 23.
2. Start the AutoLock Audit software.
3. Choose **File > New > Cart Settings**.

The AutoLock Audit software displays the new cart settings file.

NOTE: When opening a new cart settings file, it contains some fields that are blank and some that are populated with default values.

4. Click **Read Cart**.

The AutoLock Audit software reads the cart's current settings and then populates the new cart settings file based on those settings.

5. Modify the settings as necessary.

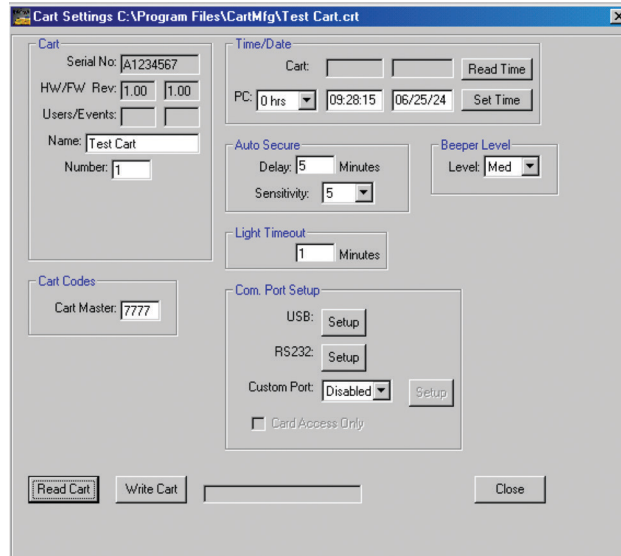
Dimmed fields or selections are not editable.

6. Choose **File > Save**.

7. Navigate to the location where you want to save the file, enter a file name, then click **Save**.

Cart settings fields defined

NOTE: The functions described here only work when the cart and the computer are set up to communicate with each other.



Cart settings

Cart fields

- **Serial No:** Serial number assigned to the cart. This field cannot be modified.
- **HW/FW Rev:** Hardware/firmware version or revision. This field cannot be modified.
- **Users/Events:** Users and events currently in the cart. This field cannot be modified.
- **Name:** The name of the cart.
- **Number:** The number assigned to the cart.

Cart Codes field

- **Cart Master:** Four-digit Master code assigned to the cart.

Time/Date fields

- **Cart:** The time and date stored in the cart. The **Read Time** button reads the cart's current time and date.
- **PC:** The time and date on the computer that is connected to the cart. The **Set Time** button enables changing the cart's time and date to match the computer. Use the **x hrs** list to set the cart's time at an offset from the computer's time.

Auto Secure fields

- **Delay:** Controls the cart's AutoLock delay setting, which is the number of minutes of inactivity that can elapse before the cart secures itself. This setting can be from 1 minute to 99 minutes.
- **Sensitivity:** Controls the cart's AutoLock motion detector sensitivity. The default setting is 5 (level 5=medium). Available settings are Off and the range of 1–10. Level 10 is the most sensitive.

NOTE: This feature may not be available for carts manufactured after August 1, 2024.

Beeper Level field

- **Level:** Controls the tone of the cart's beeper. The default beeper level is Med (medium). Available levels are: Off, Low, Med, and High.

Light Timeout field

- **Minutes:** If a nightlight has been installed, the number of minutes before the nightlight automatically turns off, after the cart has been secured.

COM port setup fields



IMPORTANT: Adjusting these settings could negatively impact the ability to access the AutoLock Audit software and/or the cart. Do not adjust any of these settings without first consulting Capsa Healthcare Technical Support.

- **RS232:** If the cart is being connected using a null modem cable, click **Setup** to adjust the Baud Rate, Parity, Data Bit, and Stop Bit settings.
- **Custom Port:** Select **Enabled** and click **Setup** to adjust the Baud Rate, Parity, Data Bit, and Stop Bit settings for a secondary access device.
- **Card Access Only:** If selected, the user only needs a card to gain access to the cart. If not, the user must enter a valid four-digit code and swipe a card to gain access to the cart.

Buttons

- **Read Cart:** Instructs the AutoLock Audit software to read files from the cart and then populate the cart settings file with the cart's data.
- **Write Cart:** Instructs the AutoLock Audit software to write the cart settings modified to the cart.
- **Close:** Exits the Cart Settings file.

Accessing and modifying a Cart settings file

To access a cart settings file:

1. Connect the cart to the computer. See *Connecting the cart to the computer* on page 23.
2. Start the AutoLock Audit software.
3. Choose **File > Open > Cart Settings**.
4. Navigate to the cart settings file (*.crt) that you want to open, then click **Open**.

NOTE: Before modifying the cart settings, verify that the serial number displayed matches the serial number on the cart.

5. Modify the cart settings as described earlier.
6. Choose **File > Save**.
7. Click **Write** to write the new settings to the cart. This action overwrites the old settings.
8. Click **Close**.

Creating a new User file

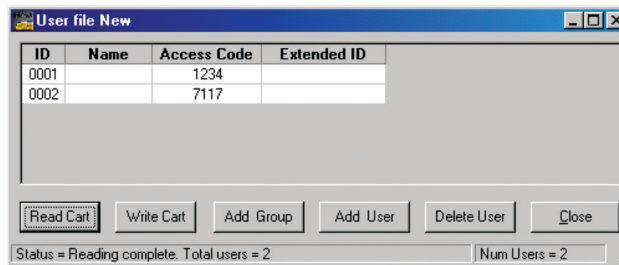
A user file (*.usr) contains a list of cart user profiles.

To create a new user file:

1. Connect the cart to the computer. See **Connecting the cart to the computer** on page 23.
2. Start the AutoLock Audit software.
3. Choose **File > New > User File**.

The AutoLock Audit software displays a blank user file.

4. Click **Read Cart**. The AutoLock Audit software reads the cart's current user profiles and then populates the new user file based on those settings.



User file

5. Choose **File > Save**.
6. Navigate to the directory where you want to save the file, enter a file name, then click **Save**.

The User file window

Column headings

When opening a new user file, it contains blank fields. After you click **Read Cart**, the AutoLock Audit software populates the file with user profiles from the cart. Profiles that you entered using **Add Group** or **Add User** also display here.

- **ID:** A unique ID that identifies the cart user. This ID cannot be modified.
- **Name:** The user's name. Typically, this is entered as the initial of the user's first name and his or her last name. This field can contain a maximum of 10 characters.
- **Access Code:** A unique PIN that enables a user to access the cart. The access code can be modified. By default, the AutoLock Audit software automatically populates this field, which can modify when adding or update the user. This field can contain 4 digits.
- **Extended ID:** The code assigned to the user's access card. This setting only applies to users who have the access card optional accessory. This field can contain 16 characters.

Buttons

- **Read Cart:** Instructs the AutoLock Audit software to read the user information that is currently stored on the cart. Use of this feature ensures that the user file contains the same information as the cart. The software must be connected to the cart to use this functionality.
- **Write Cart:** Writes the open User file to the connected cart.
- **Add Group:** Displays the **Add Group** dialog, which allows you to add multiple users simultaneously.
- **Add User:** Displays the **Add User** dialog.
- **Delete User:** Deletes the selected user. You'll be prompted to confirm.
- **Close:** Closes the user file. If the user file contains unsaved changes, the AutoLock Audit software will prompt you to save it.

Sorting the User list

By default the User list is sorted by the ID. To sort by another field:

- Double-click a column head to sort the list by that field, from lowest to highest.
- Double-click the column head again to reverse the sort order.

Modifying a user file

The process of modifying a file can include:

- Opening the file.
- Optionally updating the file from the cart.
- Optionally editing users.
- Optionally adding users.
- Optionally deleting users.
- Saving the edited file.
- Optionally writing the contents of the file to the cart.

For example, to update the file on disk to be in sync with the cart, you would:

1. Open the user file.
2. Update the user list.
3. Save the file.
4. Close the software connection.

Opening a user file

1. Connect the cart to the computer. See *Connecting the cart to the computer* on page 23.
2. Start the AutoLock Audit software.
3. Choose **File > Open > User File**.
4. Navigate to the user file (*.usr) that you want to open, then click **Open**.

The AutoLock Audit software displays the contents of the file as a user list.

Updating the User list

Usually you will want to keep the file in sync with the cart users. Before you make changes to the user file, make sure it is up to date.

1. Click **Read Cart** if updates have been made to the cart.
2. At the prompt to replace all users in the open list, click **Yes**.

The AutoLock Audit software updates the user list with the cart's current user profiles.

Editing a user

1. To edit a user's settings, double-click the user.

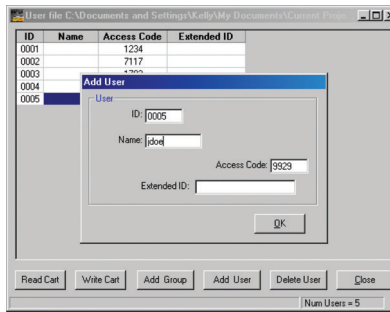
Edit User dialog

2. Make changes to the user, then click **OK**.

NOTE: You can't change a user's **ID**. You can assign a different user to the current **ID** (enter a new **Name** and change the **Access Code**), or you can delete the user and re-use the **ID**.

Adding a user

1. Click **Add User**.



Add User dialog

2. Enter the user information.
3. Click **OK**.
The **Add User** dialog closes and the **User** list is updated.

Add User dialog settings

- **ID:** A unique ID that identifies the cart user. By default, the AutoLock Audit software automatically populates this field, which can modify with an ID that is not in use. However, after clicking OK on the dialog, the ID cannot be modified. If the ID is to be used again, the user must be deleted first.

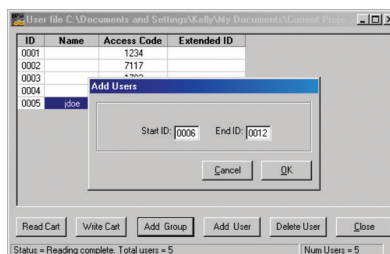
NOTE: If programming user access settings from the cart, the **ID** is referred to as the **User #**.

- **Name:** The user's name. Typically, this is entered as the user's first initial and last name. This field can contain a maximum of 10 characters.
- **Access Code:** A unique PIN that enables a user to access the cart. By default, the AutoLock Audit software automatically populates this field, which can be modified.
- **Extended ID:** The code assigned to the user's access card. This setting only applies to users who have the access card optional accessory.
- **OK:** Adds the user to the open user list and closes the **Add User** dialog.

Adding multiple users

You can create a large number of cart users at once. You supply a range of user IDs to add.

1. Click **Add Group**. This opens the **Add Users** dialog.



Add Users dialog

2. Type the **Start ID** and the **End ID** for the range of users to be create in this group.
By default, the AutoLock Audit software automatically populates these fields.

NOTE: If a user already exists with an ID number that falls in the range selected, a warning will display.

3. Click **OK**.

The AutoLock Audit software updates the **User** list to include the new users with the ID range specified. To edit individual users, see **Editing a user** on page 31.

Deleting a user

1. Click to select the user that you want to delete.
2. Click **Delete User**.

When prompted to confirm, click **Yes** to delete the user.

Saving the user file

- To save the open user file, choose **File > Save**.
You can save the file and continue to make changes.
- To save the file in a different folder or with a new name, choose **File > Save As**, navigate to the location you want to save the file, enter a new name, then click **Save**.

Writing the user list to the cart

When you have finished updating the user list, you can write the new list to the cart.

1. Click the **Write Cart** button at the bottom of the **User List**.
2. You'll be prompted to overwrite the current cart users. Click **Yes**.

Printing User files

1. Open the user file to be printed.
2. Choose **File > Print**.

NOTE: The file will print in the order displayed on the screen. You can sort the user list before printing; see *Sorting the User list* on page 30.

Closing the AutoLock Audit software connection

After using the AutoLock Audit software, close the connection link between the cart and the software to ensure that no other software can communicate on the open link.

1. Choose **File > Exit**.
2. In the **Exit Host** dialog, click **Yes**.

This exits the software and closes the COM port.

NOTE: If you click **No** in the **Exit Host** dialog, the software closes but the COM port stays open. Press any key to close the COM port.

3. Disconnect the cable from the cart.
4. Disconnect the cable from the computer.

Troubleshooting

This section lists general tips, symptoms of problems that may be encountered, their possible cause, and a suggested solution.

If none of these tips remedies the problem, please contact Capsa Healthcare Technical Support 24/7 at 800.243.2465.

General tips

If the cart does not function properly, try the following:

- Make sure the power switch is in the ON position.
- Make sure the charger is connected at the cart and at the wall. A completely discharged battery may require a few minutes to recharge enough to operate the cart.
- If the Keypad LEDs indicate an incorrect access code, see the supervisor for the correct code.

Troubleshooting guide

This guide provides some basic troubleshooting steps to address problems that may be encountered over the lifetime of the cart. See the Avalo LTCi Service Manual, Capsa part number 810056, for information on replacing damaged or inoperable parts that can be replaced in the field.

If you have issues that are not covered, or questions on the solution listed, please contact Capsa Healthcare Technical Support.

NOTE: The first steps in most troubleshooting is to ensure that the cart's battery is sufficiently charged and that there is a response from the cart.

| SYMPTOM | SOLUTION |
|---|---|
| No response from the cart | <ul style="list-style-type: none">• Check that the cart power is On• Check the 20 amp breaker on the battery box• Check the battery connections in bottom of cart• Verify that the battery voltage is greater than 10.5 volts• Check the battery connection to the PCB• Check the fuses on the PCB |
| Cart won't lock | <ul style="list-style-type: none">• Check that the cart is responsive (press the Battery Test key)• Verify that the battery status is not showing a very low battery condition. Plug in the charger if needed• Press the Secure key• The lock mechanism may be stuck• The AutoLock assembly may need to be replaced |
| Cart won't unlock | <ul style="list-style-type: none">• Check to see if the cart is responsive• Verify that the battery status is not showing a very low battery condition. Plug in the charger if needed• Verify that a valid access code was entered• The AutoLock assembly may need to be replaced |
| Manual key won't work | <ul style="list-style-type: none">• Verify that you have the proper key for cart• Check for obstruction in the key lock area• The AutoLock assembly may need to be replaced |
| Battery doesn't charge or doesn't hold a charge | <ul style="list-style-type: none">• Plug the spiral power cord into a known good AC outlet• Turn on the cart power switch• If the LEDs on the charger are on, check connections to the PCB and battery• If all connections are good, allow the cart to charge for 6 hours• If after 6 hours, the battery still seems to discharge too fast, the battery may need to be replaced |
| Cart works when plugged in but not when unplugged | <ul style="list-style-type: none">• Check the 20 amp breaker• Check the battery connections• Verify that the battery voltage is greater than 10.5 volts |

| SYMPTOM | SOLUTION |
|---|--|
| Cart hard to push or swivel | <ul style="list-style-type: none"> • Check for obstructions • Unlock any locking casters • Casters may need to be replaced |
| Mouse doesn't work properly | <ul style="list-style-type: none"> • Check that the mouse is plugged into the USB hub • Try plugging the mouse into another USB port • Check that the USB extension cable is plugged into the computer properly • Check that the USB hub is plugged into the USB extension cable • Try plugging the USB hub into another USB port on the computer • Check that the computer is using the correct mouse driver • The mouse may need to be replaced |
| Keyboard doesn't work properly | <ul style="list-style-type: none"> • Check that the keyboard is plugged into the USB hub • Try plugging the keyboard into another USB port • Check that the USB extension cable is plugged into the computer properly • Check that the USB hub is plugged into the USB extension cable • Try plugging the USB hub into another USB port on the computer • Check that the computer is using the correct keyboard driver • The keyboard may need to be replaced |
| Keyboard palm rest is worn, damaged, or missing | <ul style="list-style-type: none"> • Replace keyboard palm rest |
| Monitor doesn't work properly | <ul style="list-style-type: none"> • Verify the monitor power switch is on • Verify that the monitor is set to the correct display input • Check the battery charge • Check that the power and video cables are properly plugged into the customer-supplied computer • Restart the computer • Verify display parameters are properly set on the computer |
| Monitor doesn't pivot properly, or doesn't pivot at all | <ul style="list-style-type: none"> • Try adjusting the tension on the pivot mount • Replace the pivot mount |
| Cart acquires a static charge | <ul style="list-style-type: none"> • Replace broken or missing static chain |
| Spiral power cord hanger no longer holds the spiral power cord | <ul style="list-style-type: none"> • Replace the spiral power cord hanger |

Event Codes Master List

These are the codes that display using Recall Events mode on the AutoLock Audit software log.

| EVENT # | DESCRIPTION | COMMENT |
|---------|----------------|--------------------------------------|
| 002 | Code Access | Cart opened by access code |
| 003 | Manual Access | Cart in manual override |
| 004 | Manual Secured | Cart secured manually |
| 005 | Keypad Secured | Cart closed with keypad |
| 006 | Auto Secured | Cart closed with auto secure timeout |
| 008 | Power Restored | Power restored to cart |
| 011 | 3 Bad Codes | Three bad access codes entered |
| 013 | Lock Fault | Lock mechanism entered invalid state |
| 044 | Charger On | Battery charger plugged in |
| 045 | Charger Off | Battery charger unplugged |

Index

A

| | |
|--|----|
| accessing the cart | 13 |
| accessing the event log | 26 |
| adding a user | 32 |
| adding multiple users | 32 |
| audit tracking. <i>See</i> event log file | |
| AutoLock | |
| changing motion detector sensitivity | 20 |
| changing the keypad tone | 19 |
| changing the timer | 20 |
| process | 17 |
| programming | 19 |
| timer | 17 |
| AutoLock Audit software | |
| connecting to the cart | 23 |
| installing | 22 |
| programming with | 21 |
| starting | 23 |
| system requirements | 21 |

B

| | |
|------------------------------|--------|
| base cart weight | 7 |
| battery | |
| charging | 15 |
| testing | 15 |
| battery status display | 12, 16 |

C

| | |
|--|----|
| cart | |
| accessing | 13 |
| configuration | 6 |
| parts | 11 |
| securing | 17 |
| settings | 27 |
| setup | 10 |
| specifications | 7 |
| cart weight | 7 |
| charging the battery | 15 |
| cleaning the cart | 18 |
| closing the software connection | 33 |
| computing device, mounting | 18 |
| connecting AutoLock Audit software to the cart | 23 |
| control panel | 13 |
| creating an event log file | 25 |
| creating a user file | 30 |
| customer support | 9 |

D

| | |
|-------------------|---|
| definitions | 9 |
|-------------------|---|

| | |
|-----------------------|----|
| deleting a user | 33 |
|-----------------------|----|

E

| | |
|--------------------------------|----|
| editing a user | 31 |
| environmental conditions | 7 |
| event codes | 36 |
| event log file | 21 |
| accessing | 26 |
| creating | 25 |
| defined | 26 |
| printing | 27 |
| sorting | 26 |
| updating | 26 |
| events, recalling | 25 |

I

| | |
|--|----|
| installing the AutoLock Audit software | 22 |
|--|----|

K

| | |
|-----------------------------|----|
| key (mechanical lock) | 12 |
| keypad | 12 |

L

| | |
|-------------------------------------|--|
| log file. <i>See</i> event log file | |
|-------------------------------------|--|

M

| | |
|-----------------------------------|----|
| modifying a user file | 31 |
| mounting a computing device | 18 |

O

| | |
|---------------------------|----|
| opening a user file | 31 |
|---------------------------|----|

P

| | |
|-----------------------------------|----|
| power conditioning system | 7 |
| printing the event log file | 27 |
| printing user files | 33 |
| programming the cart | |
| from software | 21 |
| from the keypad | 19 |

R

| | |
|------------------------|----|
| Read Card | 22 |
| recalling events | 25 |

S

| | |
|----------------------------|----|
| saving the user file | 33 |
|----------------------------|----|

securing the cart 17
setting up the cart 10
sorting the event log file..... 26
specifications..... 7
starting the AutoLock Audit software..... 23
storing the cart 10
support 9
system requirements, AutoLock Audit software..... 21

T

technical support 9
terms..... 9
testing the battery 15
troubleshooting 34

U

updating the event log file 26
user
 adding 32
 adding multiple..... 32
 deleting..... 33
 editing..... 31
user file
 creating 30
 modifying..... 31
 opening..... 31
 printing 33
 saving..... 33
 writing to cart 33

W

weight limits..... 8
Write Cart..... 22
writing users to the cart 33



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