

RescueNet

12-Lead Administration Guide

Software version 2.9
Issue 1.0



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Welcome to RescueNet 12-Lead, a web-based 12-Lead management system. With RescueNet 12-Lead, you can manage the 12-Leads from anywhere in your system.

Let Us Know What You Think

Your opinions are very important to us! Please let us know what you think of this guide. Sending comments is easy - just email to documentation@zoll.com.

Please include the document title and release number so we can easily identify the book you are referring to.

Thanks!

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Getting Started

Safety Considerations

Read the following cautions before using RescueNet 12-Lead:



Cautions

- Always read the ECG signals when making a determination if it is an AMI or not. Don't rely solely on the acuity highlighting provided by the system.
- Do not delay patient care while attempting to correct 12 Lead ECG communications problems. Deliver care according to accepted standards and local protocols before addressing data communications issues.
- Always obtain a confirmatory 12 Lead ECG prior to performing any invasive or irreversible procedure on a patient.
- Do not make treatment or triage decisions based solely on the highlighting of received 12-Leads as acute nor on the highlighting of ST segment measurements. Always make these decisions based on a clinical interpretation of the ECG signals themselves.

ZOLL Online

ZOLL Online provides access to RescueNet 12-Lead and other ZOLL EMS and fire products. With ZOLL Online you can create a ZOLL Online account, invite and manage users, and access RescueNet 12-Lead. Use the steps outlined in this chapter to get started.

Supported Browsers

Before you access ZOLL Online, verify that you are using one of the following supported browsers:

Name	Version
Microsoft Internet Explorer®	8 and 9
Mozilla Firefox® Web browser	12.x or later
Google Chrome®	14.0.x and later
Mobile Safari®	5.x or later

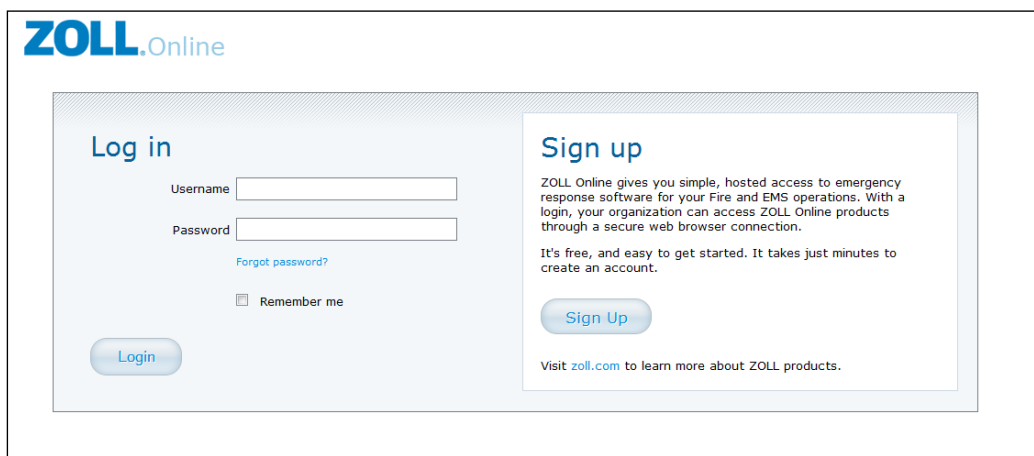
Step 1: Sign Up and Create Your Company's Account

Your company's ZOLL Online account is created by an administrator when they sign up. If your company's account has not yet been created and you are the administrator for your company, perform this step. If you are not the administrator for your company and have received an email invitation to join ZOLL Online, use the instructions in the *RescueNet 12-Lead User Guide* to sign up.

To create a company account:

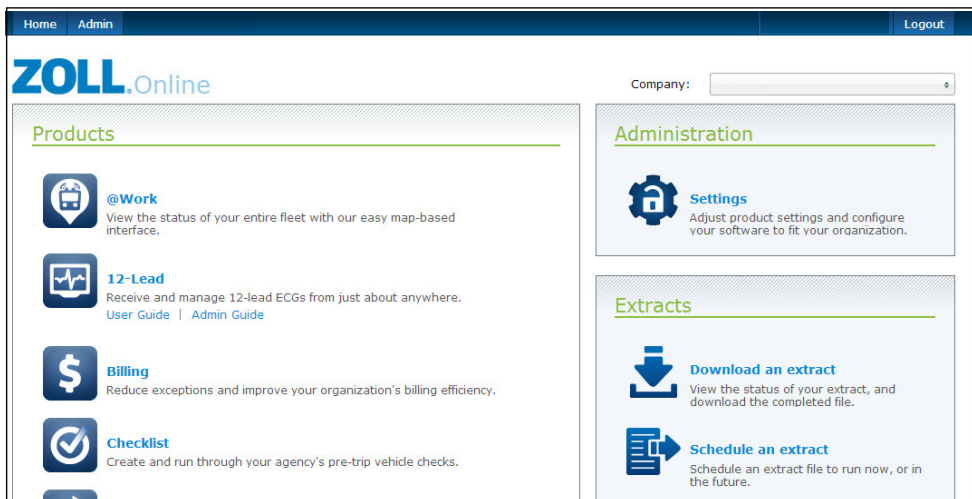
1. In any supported browser, type <http://www.zollonline.com>.

The **ZOLL Online Login** page opens.

The screenshot shows the ZOLL Online login and sign-up interface. The ZOLL Online logo is at the top left. The page is divided into two main sections: 'Log in' on the left and 'Sign up' on the right. The 'Log in' section contains fields for 'Username' and 'Password', a 'Forgot password?' link, a 'Remember me' checkbox, and a 'Login' button. The 'Sign up' section contains a description of the service, a 'Sign Up' button, and a link to 'Visit zoll.com to learn more about ZOLL products.'

2. Click **Sign up** on the bottom right of the page. The **Sign up** page opens.
3. **Email address:** Enter an email address. Your email address will be the username that you use to log onto ZOLL Online.
4. **Password/Reenter password:** Enter and confirm your password.
5. **Invitation code:** Leave this field blank. The invitation code field will only be used by users that receive an email invitation from you.
6. **Company:** Leave this field blank. This field is only used if you received an invitation by e-mail. It is not used when you are creating a company.
7. **Invitation code:** Leave this field blank. The invitation code field will only be used by users that receive an email invitation from you.
8. Read the ZOLL Online terms of service by clicking the blue link. If you agree with the terms of service, check the **I agree** check box.
9. Click **Sign Up**.

The Online home page opens with the product links you have permission to access.



You can go back to this page from anywhere in Online by clicking the house icon in the top left hand corner of your page.



Note: By default, the system displays your company name as your username. You will change your company name to accurately reflect the name of your company in Step 2.

Step 2: Set Up Your Company Profile

Customize 12-Lead


Before you use the system and invite others to join your company, you must configure the system. To begin:

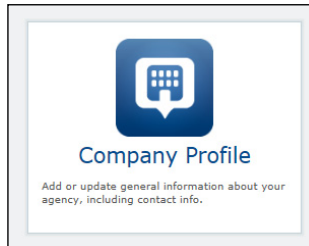
1. Under the Administration heading in ZOLL Online, click **Settings**.

On the Company Profile page:

- **Display:** Used to adjust your map display and grid colors.
- **System:** Enter your data service address, refresh intervals, Geocoding, and security settings.

The system defaults your company name to your username when you sign up. It is important to use this step to change the Name field in the Company Profile page to the name that accurately reflects the name of your company.

1. Click **Settings** under the Administration heading to open the Settings page.
2. Click the 12-Lead icon .
3. In the following page, click **Company Profile**.



4. The Edit Company Profile page opens.

Administration Admin

Edit company profile

View, add or update general information about your organization, including contact info and items relevant for state and national reporting requirements.
Areas marked with a * are required.

IDENTIFICATION

Company name * ZCompany

Company's legal name * ZCompany

Fire department FDID *

ADDRESS

Address 123 West 1st Ave

Suite or apartment number

Country United States

State/Province Colorado

City Longmont

County Boulder

Postal code 80504
Enter your postal code with no spaces or dashes

PRIMARY CONTACT

Jane Doe

Save Cancel

- **Identification section:**
 - a) **Company Name** (required): Enter the name of your company. This is the name that will appear in the left of the ZOLL Online banner.
 - b) **Company's legal name** (required): If your company has a more official name than the one you entered in the Name field, enter it here.
 - c) **Fire department ID:** Leave blank.
- **Address section** (optional): Enter the address, country, state, city, county, and zip code for your company.
- **Primary Contact** field: Select your name from the drop-down menu. Since this field displays all administered users and administrators that are configured for your company, you can select another name after you configure and invite additional personnel.

5. Click **Save**.

The name you entered in the Company name field now displays in the ZOLL Online banner. Click the home icon to return to the products page.

Step 3: Initialize RescueNet 12-Lead

Now its time to log onto RescueNet 12-Lead. When you log on for the first time, you must initialize the system. If you are receiving 12-Leads from a device, use this step to set the password for the Customer ID. If you are a RescueNet 12-Lead Cooperating Customer, simply view this page and go back to the ZOLL Online home page.

The first time you login to RescueNet 12-Lead, the system directs you to the Configuration page. For all subsequent logins, the system directs you to the 12-Lead Inbox.

1. In the ZOLL Online home page, click **RescueNet 12-Lead**.

The Configuration page opens.

Device Settings

Customer ID: 1208211638202

Password: *****

Defibrillator Language Preference: English

ZOLL E Series

Server IP Address: Contact Support

Port: 3780

ZOLL X Series

Server DNS Name: Contact Support

Port: 443

Automatic Distribution List

No list selected

Automatic Incident Closure

Automatic Incident Closure (days): 10

New 12-Lead Alert Interval

New 12-Lead Alert Interval: 10 Seconds

Cooperating RescueNet 12-Lead Customers

No Cooperating Customer has been created

MUSE™

There are six sections in the Configuration page. You do not need to address each section to initialize the system; you need only set the password for your Company ID. You can configure a Cooperating RescueNet 12-Lead Customer, set the Automatic Distribution List, and administer the Automatic Incident Closure feature in [Step 5: Click Configuration on page 1-10](#).

To set the password:

1. Point your mouse to the area under the **Device Settings** heading to highlight. Click the highlighted area to open the **Edit Device Settings** dialog box.
2. Read the password policy.
3. **Password:** Enter a password that conforms to the password policy.
4. **Confirm Password:** Repeat the password.
5. Click **Save**.
6. Click the house icon in the upper left of the page to go back to the ZOLL Online home page. The system is initialized and ready to use.

For security reasons, you can change the password anytime after initialization. For information on changing the password, see [Change the Device Setting Password on page 2-3](#).

If you are only receiving and not distributing 12-Leads, go to [Step 6: Invite Users on page 1-13](#).

Step 4: Click Distribution - Add Contacts and Distribution List

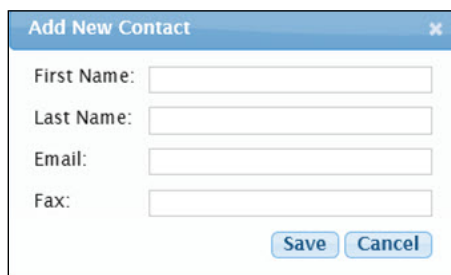
A contact is a person or place that receives 12-Leads. If you are distributing 12-Leads, you must create one or more contacts to distribute to. Once you have the contacts configured, you can streamline 12-Lead distribution by placing the contacts in a distribution list.

Add Contacts

1. In RescueNet 12-Lead, click **Distribution** and select **Contacts**.
2. Click **Add** in the column header.

The **Add New Contact** dialog box opens.

[Add](#) | [Delete](#)



3. The **Add New Contact** dialog box contains fields for both email and fax. Entering data in both fields does not mean that you have to use both methods. You can choose which method to use when you add the contact to a distribution list.

Enter:

- **First Name**
- **Last Name**
- **Email:** Must be a valid email address
- **Fax:** You can use any format for fax numbers

4. Click **Save**. For each contact, repeat steps 2 - 4.

For information on managing contacts, see [Contacts on page 3-1](#).

Create Distribution Lists

Distribution lists provide an easy way to send a 12-Lead to multiple e-mail addresses, fax numbers, and Inbox destinations at one time. Multiple entries in a distribution list are separated by a coma.

1. Click **Distribution** and select **Distribution Lists**.
2. Check **Add** in the column header.

[Add](#) | [Delete](#)

The **Add Distribution List** dialog box opens.



Add Distribution List ✕

Name:

Description:

Characters (max 256): 0

3. Enter a name and description (optional).
4. Click **Save**. The name of the list appears on the page.

Add Distribution List Members

Now, add contacts to the distribution list.

1. Click the list name. A page opens that contains the list name and description.

The screenshot shows the RescueNet 12-Lead interface. At the top, there is a navigation bar with 'Home' and 'Company: ZOLL Hospital'. Below this, the 'RescueNet 12-Lead' section is visible. A table of tabs includes 'Inbox', 'Search', 'Reports', 'Configuration', and 'Distribution'. The 'Distribution' tab is selected, displaying the 'Arvada Medical' list. Below the list name, there are navigation links: '< Prev 1 Next >'. A table header is shown with columns: 'Add_customer | Add_contact | Delete', 'Name', 'Type', 'Fax', and 'Email'. Below the header, another set of navigation links '< Prev 1 Next >' is visible.

2. Click **Add contact**.

A close-up of the buttons 'Add customer', 'Add_contact', and 'Delete'. The 'Add_contact' button is highlighted with a red rectangular box.

The **Add New Contact** dialog box opens.

The 'Add New Contact' dialog box is shown. It has a title bar with 'Add New Contact' and a close button. Inside, there are three input fields: 'Name:' with a text box, 'Email:' with a checkbox, and 'Fax:' with a checkbox. At the bottom right, there are 'Save' and 'Cancel' buttons.

- a) Name:** You can manually enter a name or type the first letter and select a name from the drop-down menu.
- b) Email and/or Fax:** Check the box for e-mail, fax, or check both e-mail and fax. The type of distribution method that you select depends on the information that you enter when you create the contact. If you enter information for both e-mail and fax, you can select one or both distribution methods. If you enter only one distribution method, only check the box for that method.

- c) Click **Save**. The contact name appears in the member list. In the Fax and Email column, the system displays "True" if that distribution method was selected. If the distribution method was not selected, the system displays "False".

OLL Hospital					Thomas Zipf
ad					
	Inbox	Search	Reports	Configuration	Distribution
ZOLL Ambulance					
◀ Prev 1 Next ▶					
Add_customer Add_contact Delete					
	Name	Type	Fax	Email	
<input type="checkbox"/>	Floyd, Rob	Contact	True	False	
◀ Prev 1 Next ▶					

For information on how to manage distribution lists, see [Distribution Lists on page 3-4](#).

Step 5: Click Configuration

The Configuration tab contains two additional ways to expedite the distribution of 12-Leads.

- ❑ **Automatic Distribution List.** You may have one or more contact/customers who need to see every 12-Lead. In this case, you can place the members in a distribution list and set the list for automatic distribution. Once set, the system automatically sends every new 12-Lead to the members of the list.
- ❑ **Cooperating RescueNet 12-Lead Customer.** The system has the capability to distribute 12-Leads to an email address, a fax number, or directly to the Inbox of a customer that is also using RescueNet 12-Lead. This customer is called a Cooperating RescueNet 12-Lead Customer.

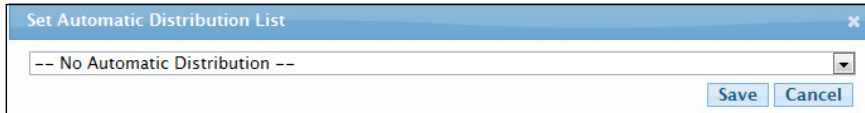
It also contains:

- ❑ **Automatic Incident Closure:** Enter the number of days the system waits before it automatically closes the record, removes it from the Inbox, and sets the balloon time (if it has not previously been set).
- ❑ **New 12-Lead Alert Interval:** When a new 12-Lead arrives in the Inbox, an alert banner appears on the top right corner of any 12-Lead page and a chime sounds. You can set the system to repeat the chime if the a user does not acknowledge the alert after one minute. The available intervals are 10 seconds, 30 seconds, one minute, and five minutes.

Automatic Distribution List

1. Move your mouse under the **Automatic Distribution List** heading to highlight and click the highlighted area.

The **Set Automatic Distribution List** dialog box opens.

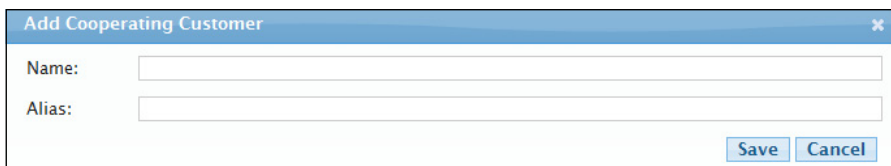

 A screenshot of the 'Set Automatic Distribution List' dialog box. It has a title bar with a close button. Inside, there is a dropdown menu currently showing '-- No Automatic Distribution --'. At the bottom right, there are 'Save' and 'Cancel' buttons.

2. Click the down arrow to select the distribution list name from the menu.
3. Click **Save**.
 - The distribution list name appears under the **Automatic Distribution List** heading.
 - In **Distribution > Distribution Lists**, 'Auto' appears to the left of the distribution list name. You cannot remove a distribution list that has been set as an automatic distribution list. You must first go to **Configuration** and change the designated automatic distribution list to either No Automatic Distribution or another distribution list name.

Cooperating RescueNet 12-Lead Customers

1. Move your mouse over **No Cooperating Customer has been created** and click the highlighted area.

The **Add Cooperating Customer** dialog box opens.


 A screenshot of the 'Add Cooperating Customer' dialog box. It has a title bar with a close button. Inside, there are two text input fields: 'Name:' and 'Alias:'. At the bottom right, there are 'Save' and 'Cancel' buttons.

2. Enter the customer's name and alias. You can enter anything you wish in the Alias field.



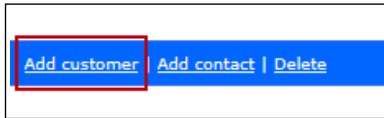
Note: The **Name** field only accepts customers that have signed up on ZOLL Online. To have a customer sign up, copy the ZOLL Online link and email it to the customer. Inform the customer that signing up is free and only takes a couple of minutes.

3. Click **Save**. The Cooperating Customer name appears under the **Cooperating RescueNet 12-Lead Customer** heading.

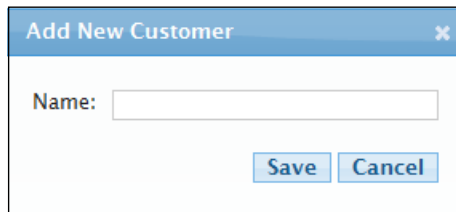
Add a Cooperating Customer to a distribution list

A distribution list can contain contacts and Cooperating Customers. To add a Cooperating Customer to the distribution list:

1. In RescueNet 12-Lead, click **Distribution**.
2. Click the list name. A page opens that contains the list name and description.
3. Click **Add customer**.



The **Add New Customer** dialog box opens.

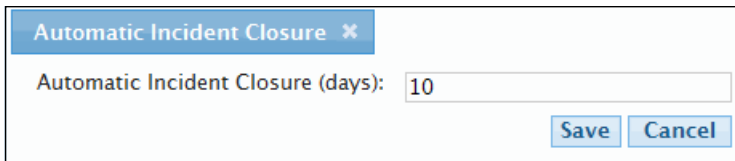


4. Type the first letter of the RescueNet 12-Lead Cooperating Customer name and select the name from the drop-down menu. The cooperating customer must be defined in Configuration before the name will appear in the drop-down menu.
5. Click **Save**.

Automatic Incident Closure

1. Move your mouse over **Automatic Incident Closure** and click the highlighted area.

The **Automatic Incident Closure** dialog box opens.



2. Enter the number of days (1 - 365) that you want the system to wait before it automatically closes the record.
3. Click **Save**.

New 12-Lead Alert Interval

1. Move your mouse over New 12-Lead Alert Interval and click the highlighted area.

The **New 12-Lead Alert Interval** dialog box opens.

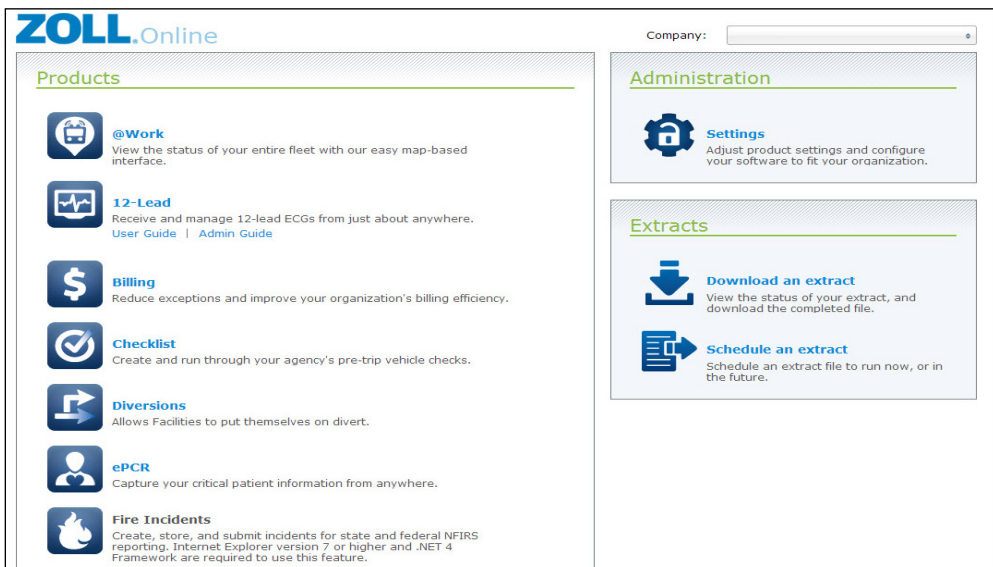


2. Click the drop-down arrow to select the chime interval. If you select No Repeat, the chime will sound only once upon a new 12-Lead arrival and will not repeat.
3. Click **Save**.

Step 6: Invite Users

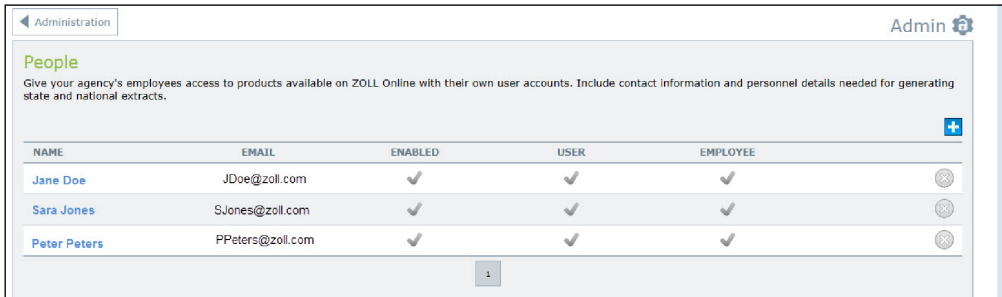
The system is now configured and ready to use! It's time to invite users to go to ZOLL Online and register to use RescueNet 12-Lead.

1. Click **Home** in the left hand side of the banner to return to the ZOLL Online home page.




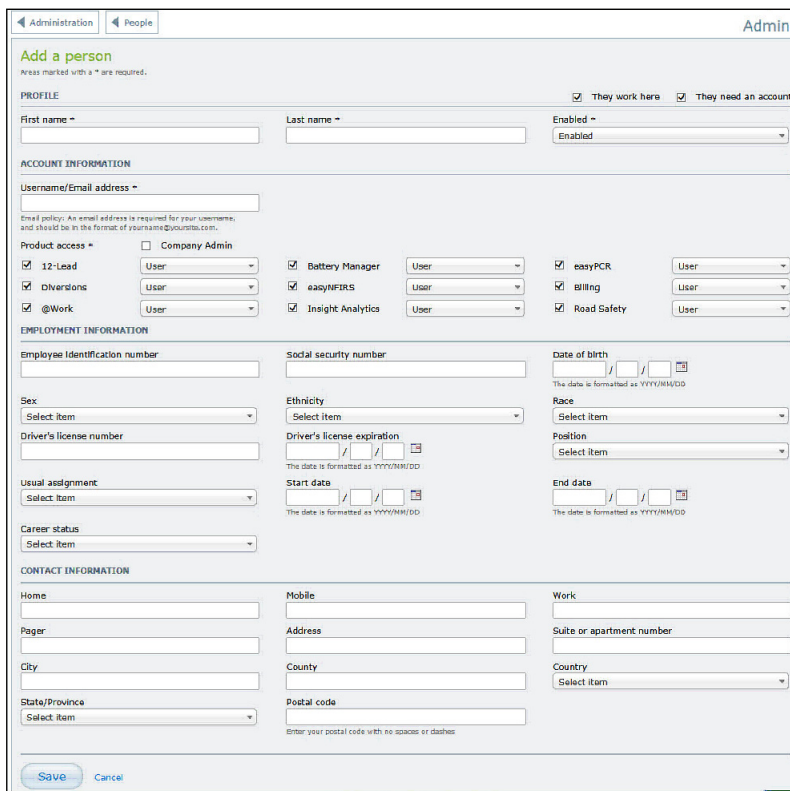
2. Under Administration, click **Settings**. Click the 12-Lead Icon.

3. Click **People** to view the **People** page. If you have administered people in the past, the People page displays all your system users.



People				
Give your agency's employees access to products available on ZOLL Online with their own user accounts. Include contact information and personnel details needed for generating state and national extracts.				
NAME	EMAIL	ENABLED	USER	EMPLOYEE
Jane Doe	JDoe@zoll.com	✓	✓	✓
Sara Jones	SJones@zoll.com	✓	✓	✓
Peter Peters	PPeters@zoll.com	✓	✓	✓

4. Click  to add a person.



Add a person
Areas marked with a * are required.

PROFILE

☒ They work here ☒ They need an account

First name * Last name * Enabled *

ACCOUNT INFORMATION

Username/Email address *

Email policy: An email address is required for your username, and should be in the format of yourname@yourstate.com.

Product access * ☐ Company Admin

☒ 12-Lead ☒ Battery Manager ☒ easyPCR

☒ Diversions ☒ easyNPRRS ☒ Billing

☒ @Work ☒ Insight Analytics ☒ Road Safety

EMPLOYMENT INFORMATION

Employee identification number Social security number Date of birth / /

Sex Ethnicity Race

Driver's license number Driver's license expiration / /

Usual assignment Start date / / End date / /

Career status

CONTACT INFORMATION

Home Mobile Work

Pager Address Suite or apartment number

City County Country

State/Province Postal code

Enter your postal code with no spaces or dashes

- a) **They work here:** Check this box if the user you are adding works at your company. This When you check this box, the Employment Information and Contact Information section displays.
- b) **They need an account:** Check this box if the user you are adding needs an account. When you check this box, the Account Information section displays.
- c) **Profile section:**
 - 1. **First Name/Last Name** (required): Enter the user's name.
- d) **Account Information section:** This section displays when the 'They need an account' box is checked.
 - 1. **Username/Email Address:** Enter the user's email address. The system sends the invitation to this email address.

An Online user can sign up for multiple companies in any type of role. A list of available companies display in a drop-down menu on the ZOLL Online home page. The user selects the company before clicking on the desired application.
 - 2. **Product Access:** Select the ZOLL products this user has access to. For each product, select the role this user will have when they access the product:
 - **Administrator:** Can configure the system.
 - **User:** Can access and use the system but cannot configure it.



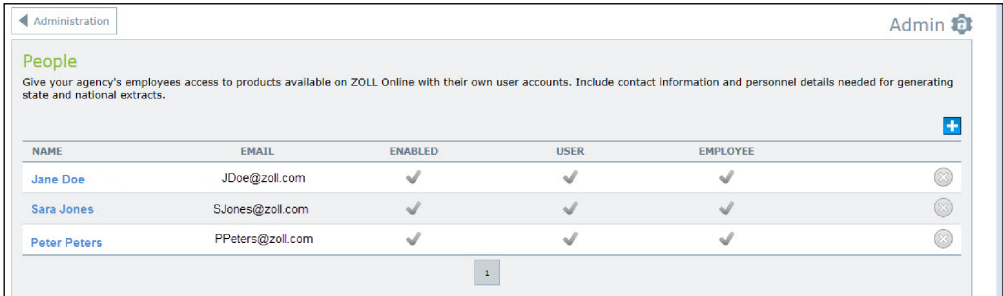
Important! Be sure you check RescueNet 12-Lead before you click **Save**. If you do not check RescueNet 12-Lead, the user will not be able to access the application.

- 3. **Employment Information section:** This section displays when the 'They work here' box is checked. These optional fields are used to record any employment information needed by your company.
- 4. **Contact Information section:** This section displays when the 'They work here' box is checked. Enter the contact information needed by your company to communicate with the user.
- 5. Click **Save**. The newly added user appears on the People Personnel and the system sends an email invitation to the user.

Manage Company Personnel

Use the People page to view, edit, and delete a user as well as send an additional email invitation.

1. On the ZOLL Online home page, click **Settings** under the Administration heading.
2. Click **12-Lead**.
3. Click **People**. A list of users display.



NAME	EMAIL	ENABLED	USER	EMPLOYEE	
Jane Doe	JDoe@zoll.com	✓	✓	✓	✕
Sara Jones	SJones@zoll.com	✓	✓	✓	✕
Peter Peters	PPeters@zoll.com	✓	✓	✓	✕

The People page contains a list of administered users, the user's status (enabled or disabled), access privileged (user or administrator), and employee status.

1. Click ✕ to delete a user.
2. To edit a user's information and/or send an additional email invitation, click the user's name. The Edit a person page opens.
 - a) If you want to send another email invitation, under the Account Information heading, check the **Email an additional invitation** box.
 - b) Edit the necessary information and click **Save**.

User Sign Up Instructions

Step-by-step instructions on how a user signs up for ZOLL Online can be found in the *RescueNet 12-Lead User Guide*.

Your Account

In the blue navigation banner, click your name to access the My Account page. Use the My Account page to change your password and/or create a new company.

Change My Password

1. In the My Account page, click **Change my password**.
2. Current password: Enter your current password.
3. New password/Confirm new password: Enter your new password.
4. Click **Change Password**.

Create a new company

A list of your current companies appears under the Create Company button. If you want to create another company:

1. In the My Account page, click **Create a new company**.
2. Enter the company's name in the Company name field.
3. Click **Create Company**.

Join a Company

Before you start, copy the invitation code from the email that ZOLL Online sent you.

1. In the My Account page, click **Join a company**.
2. Paste the code into the Invitation code field.
3. Click **Accept Invitation**. The company name will now appear in the Company drop-down menu on the home page.

Configuration

Click **Configuration** to set/change the:

- Customer ID password - see [Change the Device Setting Password on page 2-3](#)
- Defibrillator language preference - see [Set the Defibrillator Language Preference on page 2-3](#)
- Cooperating RescueNet 12-Lead Customers - see [Cooperating RescueNet 12-Lead Customers on page 2-4](#)
- Automatic Distribution List - [Set the Automatic Distribution List on page 2-5](#)
- Automatic Incident Closure - [Automatic Incident Closure on page 2-5](#)
- Chime interval for arriving 12-Leads - [New 12-Lead Alert Interval on page 2-5](#)
- Turn on/off MUSE™ - [MUSE™ on page 2-6](#)

There are six main sections in the Main page.

Device Settings

Customer ID: 1208211638202

Password: *****

Defibrillator Language Preference: English

ZOLL E Series

Server IP Address: Contact Support

Port: 3780

ZOLL X Series

Server DNS Name: Contact Support

Port: 443

Automatic Distribution List

No list selected

Automatic Incident Closure

Automatic Incident Closure (days): 10

New 12-Lead Alert Interval

New 12-Lead Alert Interval: 10 Seconds

Cooperating RescueNet 12-Lead Customers

No Cooperating Customer has been created

MUSE™

Device Settings:

- **Customer ID and password:** The customer ID is set by ZOLL and cannot be changed. An administrator sets the customer ID password upon initialization. To change the password, follow the instructions in [Change the Device Setting Password on page 2-3](#).
- **Defibrillator Language Preference:** This field defaults to English. To change the language, follow the instructions in [Set the Defibrillator Language Preference on page 2-3](#).
- **ZOLL E Series:** Set the port for the ZOLL E Series.
- **ZOLL X Series:** Set the port for the ZOLL X Series.

Automatic Distribution List: You can automatically send 12-Leads to one or more contacts by configuring an automatic distribution list. For more information, see [Set the Automatic Distribution List on page 2-5](#).

Automatic Incident Closure: You can set the number of days the system waits before it automatically closes a 12-Lead record, removes it from the Inbox, and sets the balloon time (if not previously set). For detailed steps, see [Automatic Incident Closure on page 2-5](#).

New 12-Lead Alert Interval: When a new 12-Lead arrives in the Inbox, a notification appears on the top right corner of any 12-Lead page and a chime sounds. You can set the system to repeat the chime if the a user does not acknowledge the notification after one minute. The available intervals are 10 seconds, 30 seconds, one minute, and five minutes. For information on how to set the interval, see [New 12-Lead Alert Interval on page 2-5](#).

Cooperating RescueNet 12-Lead Customers: To distribute a report to another customer's Inbox, your administrator must configure the customer as a Cooperating RescueNet 12-Lead Customer. For more information, see [Cooperating RescueNet 12-Lead Customers on page 2-4](#).

MUSE™: Creates an XML file from a 12-Lead record sent by a ZOLL X-Series defibrillator. You can import the file to your MUSE system. For more information, see [MUSE™ on page 2-6](#).

Change the Device Setting Password



Note: If you change the Device Setting password, you must change the password in every ZOLL defibrillator that transmits to RescueNet 12-Lead.

To change the password:

1. Click **Configuration**.
2. Point to the area under the **Device Settings** heading to highlight. Click the highlighted area to open the **Device** dialog box.
3. Read the password policy.
4. **Password:** Enter a password that conforms to the password policy.
5. **Confirm Password:** Repeat the password.
6. Click **Save**.

Set the Defibrillator Language Preference

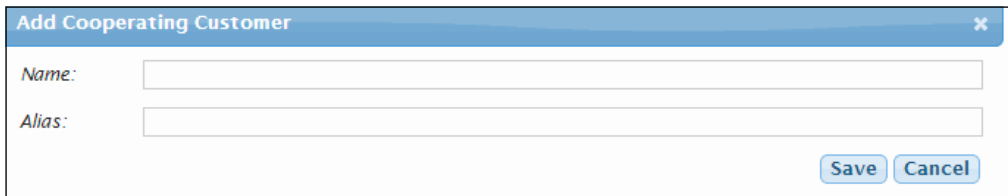
This setting controls the language in which RescueNet 12-Lead displays interpretive statements received from an E Series monitor/defibrillator. This setting only impacts the interpretive statements and does not affect RescueNet 12-Lead language.

1. Click **Configuration**.
2. Point to the Defibrillator Language Preference area to highlight. Click the highlighted area to open the **Set Defibrillator Language Preference** dialog box.
3. Select the language from the drop-down menu. Available languages include, Dutch, English, Spanish, and French.
4. Click **Save**.


Cooperating RescueNet 12-Lead Customers

Configure Cooperating Customers

1. Click **Configuration**.
2. To add:
 - The first customer: Move your mouse over **No Cooperating Customer has been created**. Click the highlighted area to open the **Add Cooperating Customer** dialog box.
 - Additional customers: Click **Add** to open the **Add Cooperating Customer** dialog box.



3. Enter the customer's name and alias. You can enter anything you wish in the Alias field.



Note: The **Name** field only accepts customers that have signed up on ZOLL Online. To have a customer sign up, send an email to the customer with the ZOLL Online link. Inform the customer that signing up is free and only takes a couple of minutes.

4. Click **Save**. The Cooperating Customer name appears under the **Cooperating RescueNet 12-Lead Customer** heading.

Edit Cooperating Customers

1. Click **Configuration**.
2. Under the **Cooperating RescueNet 12-Lead Customer** heading, click the Cooperating Customer name. The **Edit Cooperating Customer** dialog box opens.
3. Modify the **Alias** field.
4. Click **Save**. The modified Cooperating Customer name appears on the page.

Delete Cooperating Customers

1. Click **Configuration**.
2. Under the **Cooperating RescueNet 12-Lead Customer** heading, check the box on the line of the customer you wish to delete and then click **Delete**.
3. Click **Yes** in the warning dialog box.

Set the Automatic Distribution List

1. Click **Configuration**.
2. Move your mouse over the **Automatic Distribution List** heading and click the highlighted area. The **Set Automatic Distribution List** dialog box opens.
3. Select the distribution list name from the drop-down menu.
4. Click **Save**.
 - The distribution list name appears under the **Automatic Distribution List** heading.
 - In **Distribution > Distribution Lists**, 'Auto' appears to the left of the distribution list name. You cannot remove a distribution list that has been set as an automatic distribution list. You must first go to **Configuration** and change the designated automatic distribution list to either No Automatic Distribution or another distribution list name.

Automatic Incident Closure

To set the number of days the system waits before it automatically closes a 12-Lead record, removes it from the Inbox, and sets the balloon time (if not previously set):

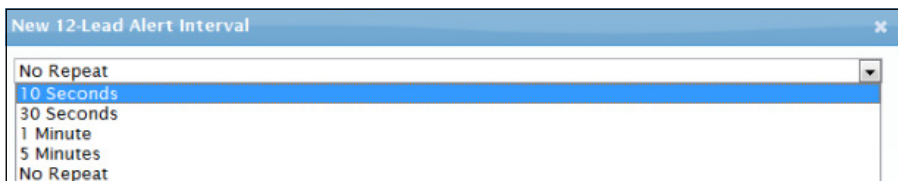
1. Mouse over Automatic Incident Closure to highlight and click the highlighted to open the dialog box.
2. Enter the number of days from 1 to 365.
3. Click **Save**.

New 12-Lead Alert Interval

To set the system to repeat the chime that announces the arrive of a new 12-Lead in the Inbox:

1. Move your mouse over New 12-Lead Alert Interval and click the highlighted area.

The **New 12-Lead Alert Interval** dialog box opens.



2. Click the drop-down arrow to select the chime interval. If you select No Repeat, the chime will sound only once upon a new 12-Lead arrival and will not repeat.
3. Click **Save**.

MUSE™

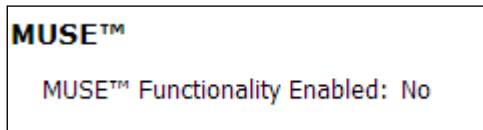
This feature creates an XML file from a 12-Lead record that you can import into your MUSE system. There are several caveats that pertain to this feature that you should understand:

- The 12-Lead record must be sent from a ZOLL X Series defibrillator. If a 12-Lead sent by another defibrillator is selected for export, the user sees an error that reads ‘MUSE Export is not currently supported for this device’.
- Each browser deals with downloads differently. ZOLL recommends that you configure your browser to prompt you for a download location.
- The 12-Lead system does not automatically send the XML file to your MUSE system. Users can save the file in a drop-folder and configure the MUSE system to automatically extract the file.
- The name and ID of your MUSE site and location (if used) is embedded in the XML file.

There are several ways to determine if MUSE is enabled:

- **Configuration tab:** Point your mouse at the Configuration tab. If MUSE is enabled you will see two options under the Configuration tab; Main and MUSE Export.
- **Main Configuration page:** View MUSE status under the MUSE heading. If MUSE is *not* enabled, the message ‘MUSE Functionality Enabled: No’ displays.

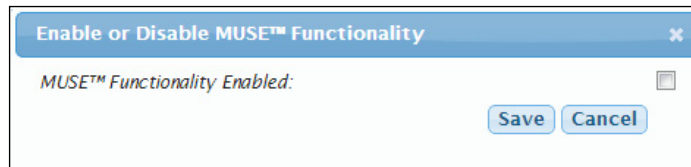
Configuration	Distr
Main	
MUSE™ Export	



- **12-Lead Details page:** If MUSE is enabled the Export link in the upper right-hand corner will be enabled.

Enable MUSE

1. On the Configuration Main screen, click **MUSE Functionality Enabled: No**. The Enable or disable MUSE Functionality window opens.



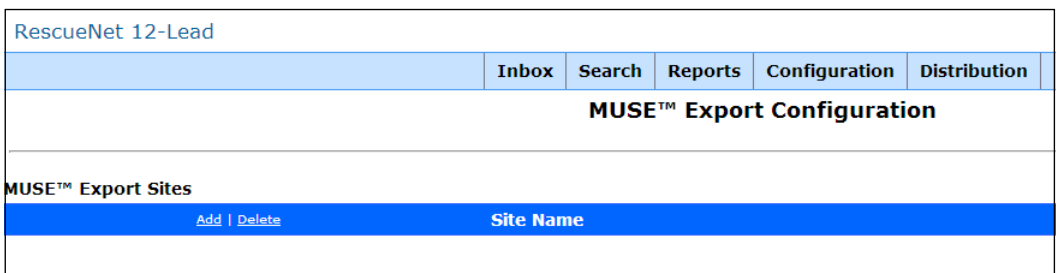
2. Check the box in the upper right-hand corner and click **Save**. A message reading ‘MUSE Functionality Enabled: Yes’ appears under the MUSE heading.


Configure MUSE Sites

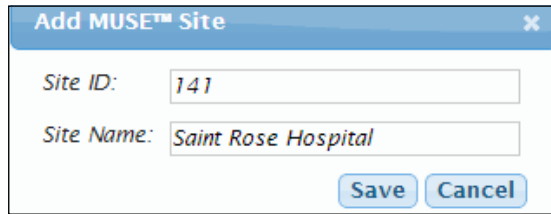
Before you begin this section, ensure that you have recorded the MUSE site names and ID numbers as they appear in your MUSE database. This section instructs you on how to enter that information into the RescueNet 12-Lead database.

1. Mouse over the Configuration tab and select MUSE Export.

The MUSE Export Configuration page opens.



2. Click **Add**. 
3. The Add MUSE Site window opens.



Add MUSE™ Site [X]

Site ID:

Site Name:

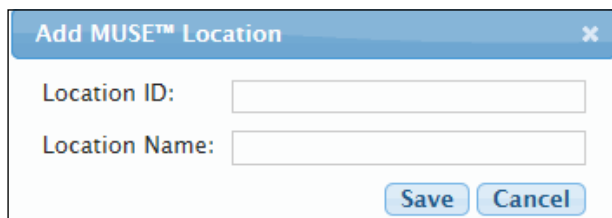
4. Enter the Site ID (from 1 to 254) and Site name.
5. Click **Save**. The site appears in the MUSE Export Configuration page.

MUSE™ Export Sites	
Add Delete	Site Name
<input type="checkbox"/>	Saint Rose Hospital

Configure MUSE Locations

Use the following steps if your MUSE system is configured with one or more sites under a location. This section is used to add the MUSE location information to the RescueNet 12-Lead database. A user can select the location from a drop-down list when exporting the 12-Lead.

1. On the MUSE Export Configuration page, click the site name. A page displays with the name of your site in the heading.
2. Click **Add**. The Add MUSE Location window opens.



Add MUSE™ Location [X]

Location ID:

Location Name:

3. Enter the location ID (0 to 599) and location Name.
4. Click **Save**. The location appears in the window.
5. To add another location for this site, repeat steps 1 - 4.

MUSE is now ready to use. For instructions on exporting a 12-Lead to an XML file, see Export a 12-Lead in the *RescueNet 12-Lead User Guide*.

CHAPTER

3

Distribution

The Distribution menu is used to configure the contacts and distribution lists that will receive 12-Lead records.

Home Company: ZOLL Hospital							
RescueNet 12-Lead							
	Inbox	Search	Reports	Configuration	Users	Distribution	
						Distribution Lists	
Add Delete		Name				Contacts	
<input type="checkbox"/>	Luthern Medical				Luthern Medical		

Contacts

A contact is a person or place that receives 12-Leads. Click **Contacts** to view, add, edit, and delete contacts.

Home

Company: ZOLL Hospital

RescueNet 12-Lead

Inbox

Search

Reports

Configuration

Users

Distribution

◀ Prev 1 Next ▶

Add Delete	Name	Fax	Email
<input type="checkbox"/>	Brown, Sam	303-239-2020	SBrown@zoll.com
<input type="checkbox"/>	Rodgers, Ginger	970-444-4482	
<input type="checkbox"/>	Cook, Bob	303-239-0000	BC@zoll.com

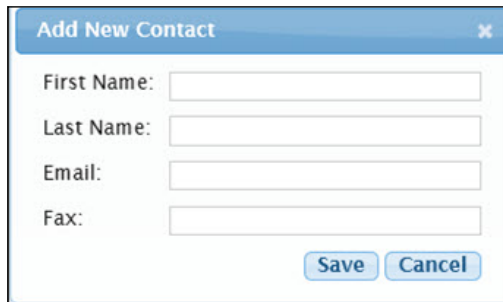
◀ Prev 1 Next ▶

Add Contacts

1. Click **Distribution** and select **Contacts**.
2. Click **Add** in the column header.



The **Add New Contact** dialog box opens.



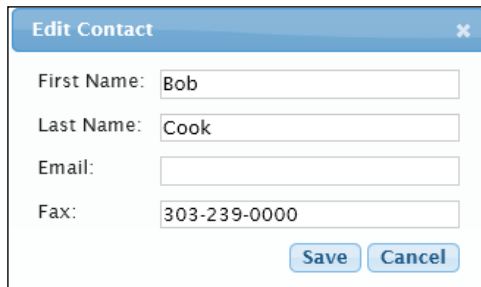
3. The Add New Contact dialog box contains fields for both email and fax. You are required to enter data in one of these fields. Entering data in both fields does not mean that you have to use both methods. You can choose which method to use when you add the contact to a distribution list.

Enter:

- **First Name**
 - **Last Name**
 - **Email:** Must be a valid email address
 - **Fax:** You can use any format for fax numbers
4. Click **Save**. For each contact, repeat steps 2 - 4.

Edit Contacts

1. Click **Distribution** and select **Contacts**.
2. Click the contact name. The Edit Contact dialog box opens.



The 'Edit Contact' dialog box is shown with the following fields and values:

Field	Value
First Name:	Bob
Last Name:	Cook
Email:	
Fax:	303-239-0000

Buttons: Save, Cancel

3. Edit the fields as needed.
4. Click **Save**.

Delete Contacts

1. Click **Distribution** and select **Contacts**.
2. Check the checkbox under the Delete header then click **Delete**.

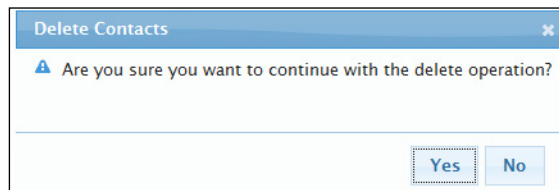


The 'Delete Contacts' table is shown with the following columns and data:

Add Delete	Name
<input checked="" type="checkbox"/>	Ralph Parks

Red arrows indicate the relationship between the 'Delete' header and the checkbox, and between the checkbox and the contact name.

A confirmation dialog box opens.



The 'Delete Contacts' confirmation dialog box is shown with the following text and buttons:

Are you sure you want to continue with the delete operation?

Buttons: Yes, No

3. Click **Yes**.

Distribution Lists

Distribution lists provides an easy way to send a 12-Lead to multiple email addresses, fax numbers, and Inbox destinations at one time. Multiple entries in a distribution list are separated by a coma. You can view, add, edit, and delete distribution lists.

View Distribution Lists

1. Click **Distribution** and select **Distribution Lists**.

Home Company: ZOLL Hospital							
RescueNet 12-Lead							
	Inbox	Search	Reports	Configuration	Users	Distribution	
◀ Prev Next ▶							
Add Delete	Name			Description			
<input type="checkbox"/>	Luthern Hospital			Sam Early, Jane Grove, Dan Smith			
Auto	Primary						
◀ Prev Next ▶							

Add Distribution Lists

1. Click **Distribution** and select **Distribution Lists**.
2. Check **Add** in the column header.



The **Add Distribution List** dialog box opens.

Add Distribution List

Name:

Description:

Characters (max 256): 0

Save

Cancel

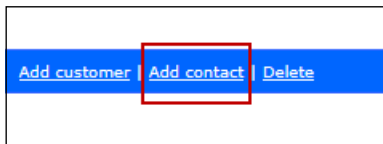
3. Enter a name and description (optional).
4. Click **Save**. The name appears on the page.

Add Members to a Distribution List

1. Click **Distribution** and select **Distribution Lists**.
2. Click the list name. A page opens that contains the list name and description.

	Inbox	Search	Reports	Configuration	Distribution	
ZOLL Ambulance						
◀ Prev 1 Next ▶						
Add customer	Add contact	Delete	Name	Type	Fax	Email

3. To add a:
 - Contact:
 - a) Click **Add contact**.



The **Add New Contact** dialog box opens.

 A screenshot of a 'Add New Contact' dialog box. It has a title bar with the text 'Add New Contact' and a close button (X). The dialog contains three input fields: 'Name:' with a text box, 'Email:' with a checkbox, and 'Fax:' with a checkbox. At the bottom right, there are two buttons: 'Save' and 'Cancel'.

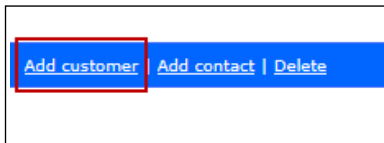
- b) **Name:** You can manually enter a name or type the first letter and select a name from the drop-down menu.
- c) **Email and/or Fax:** Check the box for email, fax or check both email and fax. The type of distribution method that you select depends on the information that you enter when you create the contact. If you enter information for both email and fax, you can select one or both distribution methods. If you enter only one distribution method, only check the box for that method.

- d) Click **Save**. The contact name appears in the member list. In the Fax and Email column, the system displays "True" if that distribution method was selected. If the distribution method was not selected, the system displays "False".

LL Hospital						Thomas Zippy
d						
	Inbox	Search	Reports	Configuration	Distribution	
ZOLL Ambulance						
◀ Prev 1 Next ▶						
Add customer Add contact Delete						
	Name	Type		Fax	Email	
<input type="checkbox"/>	Floyd, Rob	Contact		True	False	
◀ Prev 1 Next ▶						

- **Customer:**

- a) Click **Add customer**.



The Add New Customer dialog box opens.

Add New Customer
✕

Name:

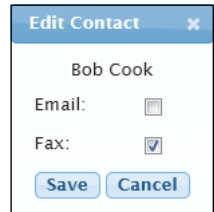
Save Cancel

- b) Type the first letter of the RescueNet 12-Lead Cooperating Customer name and select the name from the drop-down menu. The cooperating customer must be defined in Configuration before the name will appear in the drop-down menu.
- c) Click **Save**.

Edit Distribution Contacts

You can edit the distribution method for a contact.

1. In the distribution list, click the contact name you wish to modify. The Edit Contact dialog box opens.
2. Choose the distribution method(s) that are enabled for this contact. If both email and fax are enabled, you can choose one or both methods.
3. Click **Save**.



The 'Edit Contact' dialog box for 'Bob Cook' shows two options: 'Email' with an unchecked checkbox and 'Fax' with a checked checkbox. At the bottom are 'Save' and 'Cancel' buttons.

Edit Distribution Lists

1. Click **Distribution** and select **Distribution Lists**.
2. Click the name of the list you want to modify.
3. Under the distribution name, roll your mouse over the list details and click the highlighted area. The **Edit Distribution List** dialog box opens.
4. Modify the name and/or description.
5. Click **Save**.

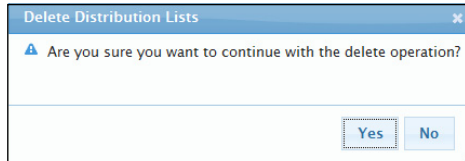
Delete Distribution Lists

1. Click **Distribution** and select **Distribution Lists**.
2. Check the checkbox under the Delete header then click **Delete**.



A table with a blue header row containing 'Add | Delete' and 'Name'. Below it is a row for 'Metro EMS' with an unchecked checkbox in the 'Delete' column. Red arrows point from the 'Delete' header and the checkbox to the 'Delete' button in the next screenshot.

A confirmation dialog box opens.



The 'Delete Distribution Lists' dialog box asks 'Are you sure you want to continue with the delete operation?' with 'Yes' and 'No' buttons at the bottom right.

3. Click **Yes**.

If a list displays Auto under the Delete column, this list has been configured as the Automatic Distribution List. As long as this list has been set to automatic distribution, you cannot delete it. To delete the list you must remove it from the automatic distribution setting in the Configuration tab.

Configure Your Defibrillator to Talk to RescueNet 12-Lead

Configure E Series

You must configure the E Series Defibrillators that transmits to RescueNet 12-Lead. The E Series must be running load 7.43 or higher. If the software is not in compliance, upgrade it before proceeding. After ensuring that the E Series is running the correct software load, use the following table as a reference to configure the E Series.

Customer ID	Enter the ZOLL provided Customer ID. You can find the Customer ID in RescueNet 12-Lead on the Configuration Page under the Device Settings heading.
Bluetooth Net Server List:	Name: This can be any name such as RN 12-Lead
	IP Address: 173.252.150.53
	Port Number: 3780
	Password: Enter the password you configured in RescueNet 12-Lead on the Configuration page under the DUN Settings heading. This password is case sensitive and must match exactly.
Recipient Contact List:	Name: Any name you choose such as the hospital destination.
	Xmit type: ZDR Server Dist. List
	Distribution List ID: Distribution List Name configured in RescueNet 12-Lead. This name is case sensitive and must match exactly.
	Server: Enter the name that you created under the Bluetooth Net Server List to reference the RescueNet 12-Lead server.

Add a Recipient Contact fore each distribution list you would like the E Series to have access to. For more information on how to configure the E Series, see *E Series Configuration Guide*, 9650-1201-01 Rev. K.

Configure X Series

The X Series must be running load 1 UR or higher. If the software is not in compliance, upgrade it before proceeding. After ensuring that the X Series is running the correct software load, access RescueNet 12-Lead > Configuration for the information that you will use to configure the X Series. You can find the configuration information under the Device Settings heading as shown below. Please note, the following figure is only an example, the information the system displays for your company may be different.

RescueNet 12-Lead						
	Inbox	Search	Reports	Configuration	Distribution	
Device Settings						
Customer ID: 1112223334441						
Password: *****						
Defibrillator Language Preference: English						
ZOLL E Series						
Server IP Address: 173.252.150.53						
Port: 3780						
ZOLL X Series						
Server DNS Name: proxy12Lsvc.zollonline.com (old version firmware) or 12Lsubsvc.zollonline.com (new version firmware)						
Port: 443						

- **Customer ID:** Enter the ZOLL provided Customer ID.
- **Password:** Your administrator sets the password for the device in the 12-Lead Configuration page. Contact your administrator for the password.
- **Server DNS Name:** Enter the DNS name exactly as shown on the 12-Lead Configuration page.
- **Port:** Enter 443

Sending a 12-Lead Report

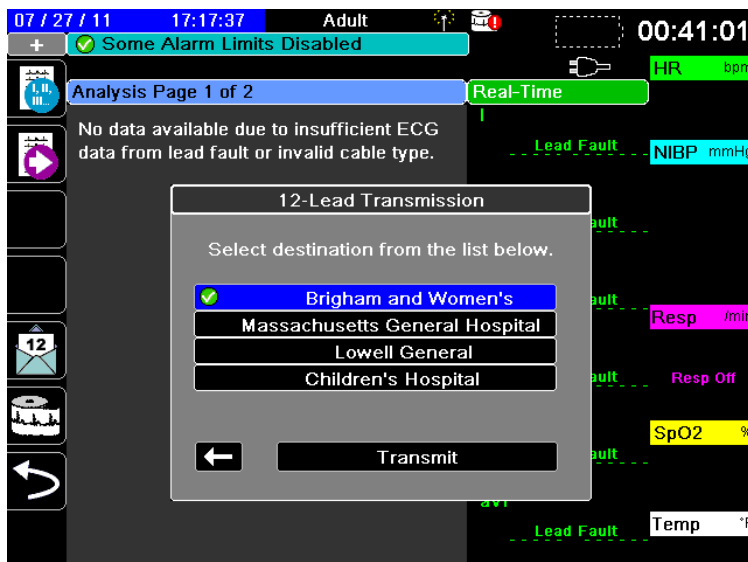
Now that you have configured the X Series, you can use the following steps to send a 12-Lead to RescueNet 12-Lead.

The (connected) wireless icon (📶) at the top of the screen indicates that wireless connectivity is available.

Once a 12-Lead report has been acquired (or a previously acquired 12-Lead had been selected for review), the Transmit quick access key (📡) displays.

To send a 12-Lead report to a preconfigured distribution list:

1. Press the 12-Lead quick access key (12).
2. If desired, press the snapshot button (📷) to take a 12-Lead snapshot.
3. Press the 12-Lead review next quick access key (📄). A list of snapshots appear; select the desired snapshot.
4. Press 📡. A list of preconfigured distribution lists appears



Use the navigation keys to highlight and select the desired distribution list. A green check box indicates the selected list. When a destination has been selected, the Transmit button is enabled.

5. Press Transmit to initiate the 12-Lead transmission.

While the transmission is in process, the green LED on top of the unit illuminates.

CHAPTER

5

RescueNet 12-Lead Support

Technical Service & Support

ZOLL Technical Support and Service Department is dedicated to providing world-class technical support around the globe. Our award-winning technical support team takes pride in delivering high quality service to our customers. The staff of highly skilled, trained professionals has extensive experience in technical and clinical applications, electronics, and process quality control.

U.S Technical Support

Technical Support: Monday - Friday

8:30 a.m. to 6:00 p.m. EST

978 421-9655 Direct

800 348-9011 Toll Free (US/Canada)

International Technical Support

International Support is also available by calling 978 421-9460 Monday through Friday from 8:30 a.m. to 6:00 p.m. EST or by contacting the nearest regional office.

Emergency Technical Support

Emergency Technical Support is available outside of normal business hours 365 days a year, by calling 800 348-9011 or 978 421-9655 to speak to an on-call technician.

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