ProQA 3.4 Installation Guide

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What’s New in ProQA® 3.4?

Enhanced Tool Bar

The Case Timer, Dispatch Icon, and Cases on Hold Icon have been moved to the Tool Bar for greater visibility.

Description Essentials Buttons

ProQA for Medical

Click on the Rule of Nines button to display the Rule of Nines information box. For burn cases, this box helps you estimate the percentage of body surface burned.

Click on the HAZMAT Info button to display the Essential HAZMAT Information dialog box. For cases involving hazardous materials, this box helps you collect important information for responders.

Click on the CBRN button to display the CBRN Surveillance dialog box. For cases potentially related to a chemical, biological, radiological, or nuclear attack, this box helps you track important patient symptoms.

Click on the SARS button to display the SARS Symptoms dialog box. For potential SARS cases, this box helps you track important patient symptoms.

ProQA for Fire

Click on the Vehicle Info button to display the Vehicle Description dialog box. This box helps you obtain standardized vehicle descriptions.

Click on the In-flight Info button to display the In-flight Emergency Information dialog box. This box helps you obtain standardized in-flight emergency information.

Click on the Boat Information button to display the Boat (Vessel) Emergency Information dialog box. This box helps you obtain standardized boat emergency information.

ProQA for Police

Click on the Vehicle Info button to display the Vehicle Description dialog box. This box helps you obtain standardized vehicle descriptions.

Click on the Persons Info button to display the Persons Description Information dialog box. This box helps you obtain standardized persons descriptions.
The Status Bar has been enhanced to show you case information, the dispatch code selected, the address of the emergency, and the callback number. Once obtained, this information is displayed throughout the duration of the case. There is no need to toggle between different pieces of information.

The Responder Script has been enhanced to contain more information about the case. When properly integrated with your CAD system, ProQA 3.4 allows you to configure the responder script to contain selected information.

ProQA 3.4 makes it easier than ever before to change the answer to a previously asked Key Question. Simply double-click on the question answer on the Question Answers Sub-Tab and ProQA automatically returns you to the Key Question. Select the appropriate answer for the question, and ProQA automatically reconfigures the response, when necessary, and returns you to where you left off.

After you dispatch a case, the dispatch code assigned is displayed directly below the Dispatch Icon. When the answer to a subsequent Key Question makes another dispatch code of the same level available, the Dispatch Icon flashes yellow. To reconfigure the response, simply click on the dispatch code below the Dispatch Icon.
Installing ProQA

If you have any questions about how to install ProQA that are not answered in the instructions below, please contact a member of the Priority Dispatch software support staff by phone at 800-363-9127 (USA/Canada) or 801-363-9127 (International) or by email at support@prioritydispatch.net.

You will be asked to logon to ProQA each time you run the program. The system administrator must assign an operator logon name and password to each user. See the ProQA User’s Guide on the ProQA CD for more information about adding users.

The initial operator logon name is SUPERVISOR. The initial password is ProQA.

Requirements

Minimum System Requirements

**Workstation**

- **Processor Type:** Intel® Pentium® 2 400 MHz
- **Memory:** 64 MB RAM
- **Operating System:** Microsoft® Windows® 2000 or higher
- **Hard Disk Space:** 10 MB + 2 KB per case entered
- **Network Card:** 10/100 MBS

**Server**

- **Processor Type:** Intel® Pentium® 3 600 MHz
- **Memory:** 128 MB RAM
- **Hard Disk Space:** 10 MB + 2 KB per case entered
- **Network Card:** 10/100 MBS
- **Software:** FairCom® Server Software

**Software Security Key**

The ProQA software can only be run from a PC that has a parallel printer port which will support the included software security key (dongle). ProQA will not run unless the dongle is installed in the parallel port. The dongle can be inserted in line with other dongles and/or in between the printer cable and the port.

If a printer is connected to this same port, the printer power must be on, and the printer must be set to the online state, for the dongle to function properly.

**Do not remove or insert the dongle while the printer or the computer is powered on. Damage to the dongle and the computer may occur.**
Installing the Software

This document provides installation instructions for ProQA. If you are installing ProQA in a client/server configuration, you will need to have separately licensed FairCom Server® software installed on a server within the network.

First Time Installation

Follow the instructions below to install ProQA for the first time. If you are updating an earlier version of ProQA, see the Update Installation instructions.

1. Start Windows.
   
   **Be sure you are logged on to the computer as Administrator or ProQA will not install correctly.**

2. If any other applications are running on your computer, close them before proceeding.

3. Place the ProQA CD into the appropriate drive of the computer.

4. If autorun is enabled on your machine, the install instructions automatically appear. If these instructions do not appear, run \Install\STD\Setup.exe from the ProQA CD.

   ![Install Instructions](image)
   
   Click on the OK button.

5. The **Install Which?** dialog box appears.

   ![Install Which?](image)
   
   Select **ProQA Program Files** and then click on the OK button.
6. The **Software Key Installation** dialog box may appear. Select **Install Software Key** and then click on the **OK** button.

7. The **Software Key Installation** instructions appear.

   ![](image1.png)

   Click on the **OK** button.

8. Follow the on-screen Sentinel System Driver installation instructions.

9. The **Agreement** dialog box appears.

   Read the License Agreement.

   If you agree with the License Agreement, click on the **OK** button.

   If you do not agree with the License Agreement, click on the **Cancel** button. You will not be allowed to install the ProQA software.

   ![](image2.png)
10. The **ProQA Installation** dialog box appears.

![ProQA Installation V 3.4.1](image)

**Welcome!**

This installation program will install ProQA version 3.4.1.41 (Standard).

Press the Next button to start the installation. Please close all applications before running this installation. You can press the Exit button now if you do not want to install ProQA at this time.

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![Next button](image)

Click on the **Next** button.

11. The **Software Installation and Use Instructions** dialog box appears.

![Software Installation and Use Instructions](image)

**Software Installation and Use Instructions**

Please enter the name of agency or organization that will be the "Client" ("Licensee") licensed to use the ProQA Software under the ProQA Client License and Service Agreement. Please enter the other requested information. All fields are required.

Name of agency or organization: 
(This is the "Client" and "Licensee")

Address of agency or organization:

Your name and title:

Are you authorized to accept the ProQA Client License and Service Agreement for and on behalf of Client as a legal agreement of Client?

![Yes and No buttons](image)

Enter the name and address of the organization licensed to use ProQA. Also enter your name and title. If you are authorized to accept the ProQA Client License and Service Agreement on behalf of the licensed organization, click on the **Yes** button.
12. The **ProQA Client License and Service Agreement** dialog box appears.

![ProQA Client License and Service Agreement dialog box]

Read the ProQA Client License and Service Agreement.

If you accept this agreement, click on the **Accept** button.

If you do not accept this agreement, click on the **Reject** button. You will not be allowed to install the ProQA software.

13. The **Thank You** dialog box appears.

![Thank You dialog box]

Click on the **Next** button.
14. The **Select Destination Directory** dialog box appears.

![Select Destination Directory dialog box](image1.png)

Our software support staff strongly recommends that you use the default directory. If you choose to install ProQA to a directory other than the default directory, click on the **Browse** button, select the desired directory, and then click on the **OK** button.

Click on the **Next** button.

15. The **Select Data Directory** dialog box appears.

![Select Data Directory dialog box](image2.png)

The data directory is where case records are stored. This can be a local directory or a shared network directory.

To choose a data directory other than the default directory, click on the **Browse** button, select the desired directory, and then click on the **OK** button.

Click on the **Next** button.
16. The **Select Program Manager Group** dialog box appears.

![Select Program Manager Group dialog box]

The default name for the program manager group is **Priority Dispatch**. If you want to use another name, enter the new name in place of **Priority Dispatch**.

17. Click on the **Next** button. The **Ready to Install** dialog box appears.

![Ready to Install dialog box]

18. Click on the **Next** button. The **Installing** progress indicator appears as ProQA files are installed.

![Installing progress indicator]
19. After all files have been installed, the **ProQA Installation Successful** dialog box appears.

![ProQA Installation Successful](image)

Click on the **Exit** button.

20. The **Language Install** dialog box appears.

![Language Install](image)

Select **Yes** and click on the **OK** button.

21. The following **ProQA Language Installation** dialog box appears. If this dialog box does not appear, run `\Install\language\lang.exe` from the ProQA CD.

![ProQA Language Installation](image)

Click on the **Next** button.
22. The **ProQA Language Registration** dialog box appears.

![ProQA Language Registration Dialog Box]

Enter the **name** and **serial number EXACTLY** as it is printed on the white sticker affixed to your ProQA CD case directly below the CD pocket, and then click on the **Next** button.

23. The following **Select Protocol Directory** dialog box appears.

![Select Protocol Directory Dialog Box]

Our software support staff strongly recommends that you use the default directory. If you choose to use a directory other than the default directory, click on the **Browse** button, select the desired directory, and then click on the **OK** button.

Click on the **Next** button.
24. The **Ready to Install** dialog box appears.

![Ready to Install dialog box](image)

Click on the **Next** button.

25. The **Installing** progress indicator appears as ProQA files are installed.

![Installing progress indicator](image)

26. When all of the files have been installed, the **ProQA Language Installation Successful** dialog box appears.

![Successful installation dialog box](image)

Click on the **Exit** button.
Update Installation

Follow the instructions below to update a previous version of ProQA.

1. Start Windows.
   
   **Be sure you are logged on to the computer as *Administrator* or ProQA will not install correctly.**

2. **Backup your existing ProQA data files directory.** If possible, you should backup your data to a network or removable storage drive. If you must backup your data on the local hard drive, give the backup directory (folder) a name that will be easy to identify later.

3. If any other applications are running on your computer, close them before proceeding.

4. Place the ProQA CD into the appropriate drive of the computer.

5. If autorun is enabled, the **Install ProQA or Browse CD** menu automatically appears. If this menu does not appear, run `\Install\STD\Setup.exe` from the ProQA CD.

   Select **Install Language Disk or Upgrade ProQA** and click on the **OK** button.

6. The **Install Instructions** appear.

   ![Install Instructions](image)

   Click on the **OK** button.

7. The **Install Which?** dialog box appears.

   Select **ProQA Program Files** and click on the **OK** button.

   ![Install Which?](image)
8. The **Agreement** dialog box appears.

   Read the License Agreement.

   If you agree with the License Agreement, click on the **OK** button.

   If you do not agree with the License Agreement, click on the **Cancel** button. You will not be allowed to install the ProQA software.

9. The **Software Key Installation** dialog box appears.

   If you have already installed the Software Security Key drivers, select **Skip. Software Key Already Installed** and then click on the **OK** button.

   To reinstall the Software Security Key drivers, select **Install Software Key** and follow the on-screen installation instructions.

10. The **Software Key Installation** instructions appear.

    Click on the **OK** button.
11. The **ProQA Installation** dialog box appears.

![ProQA Installation dialog box]

Click on the **Next** button.

12. The **Software Installation and Use Instructions** dialog box appears.

![Software Installation and Use Instructions dialog box]

Enter the name and address of the organization licensed to use ProQA. Also enter your name and title. If you are authorized to accept the ProQA Client License and Service Agreement on behalf of the licensed organization, click on the **Yes** button.
13. The **ProQA Client License and Service Agreement** dialog box appears.

![ProQA Client License and Service Agreement dialog box]

Read the ProQA Client License and Service Agreement.

If you accept this agreement, click on the **Accept** button.

If you do not accept this agreement, click on the **Reject** button. You will not be allowed to install the ProQA software.

14. The **Thank You** dialog box appears.

![Thank You dialog box]

Click on the **Next** button.
15. The following dialog box appears.

A. If you want to install ProQA 3.4 in a different directory from your existing version of ProQA, select the **Re-install application in a new directory** option.

   Click on the **Next** button and **go to step 16**.

B. If you want to replace your existing version of ProQA with ProQA 3.4, select the **Continue and update existing application** option.

   Click on the **Next** button.

   The following dialog box appears.

   ![ProQA Installation dialog box](image)

   **Our software support staff strongly recommends that you select to Uninstall older application.** This will remove all unnecessary ProQA files. Leaving these files on your system could affect performance. Your ProQA database files will not be affected.

   Click on the **Next** button and **go to step 21**.
16. The **Select Destination Directory** dialog box appears.

![Select Destination Directory dialog box](image1)

Click on the **Browse** button.

17. The following dialog box appears.

![Select Destination Directory dialog box](image2)

Either browse to the new directory, or type the path for the new directory next to the `C:\` prompt. In the example shown above, the new directory has been typed in as `C:\ProQA34.Win`.

Click on the **OK** button.
18. The **Select Destination Directory** dialog box appears.

![Select Destination Directory](image)

Notice that the destination directory is now the directory you selected.

Click on the **Next** button.

19. The **Select Data Directory** dialog box appears.

![Select Data Directory](image)

The data directory is where case records are stored. This can be a local directory or a shared network directory.

Notice that the default data directory has automatically been updated to your selected directory. To choose a data directory other than the default directory, click on the **Browse** button, select the desired directory, and then click on the **OK** button.

Click on the **Next** button.
20. The **Select Program Manager Group** dialog box appears.

![Select Program Manager Group dialog box](image)

The default name for the program manager group is **Priority Dispatch**. If you want to use another name, enter the new name in place of **Priority Dispatch**.

Click on the **Next** button.

21. The **Ready to Install** dialog box appears.

![Ready to Install dialog box](image)

Click on the **Next** button

22. The **Installing** progress indicator appears as ProQA files are installed.
23. If you are replacing an older version of ProQA, the following dialog box appears.

![ProQA Rebuild dialog box](image)

If you are running ProQA on a network, make sure that ProQA is not running on any other workstation before you rebuild the databases. You will only have to do this once. As you update ProQA on subsequent workstations, click on the Skip button to continue without rebuilding the databases.

Click on the Run button.

The ProQA Maintenance Utility window appears. The install program automatically executes a rebuild on all data files. As each file is rebuilt, the utility displays an updated status. Depending on the size of your databases, this process can take a considerable amount of time. It is best to do this during the slowest part of the slowest shift so as to have a minimum downtime effect.

24. The ProQA Installation Successful dialog box appears.

![ProQA Installation Successful dialog box](image)

Click on the Exit button.
25. The **Language Install** dialog box appears.

![Language Install dialog box]

Select **Yes** and click on the **OK** button.

26. The following **ProQA Language Installation** dialog box appears. If it does not appear, run `\Install\language\lang.exe` from the ProQA CD.

![ProQA Language Installation dialog box]

Click on the **Next** button.

27. The **ProQA Language Registration** dialog box appears.

![ProQA Language Registration dialog box]

Enter the name and serial number **EXACTLY** as it is printed on the white sticker affixed to your ProQA CD case directly below the CD pocket, and then click on the **Next** button.
28. The following **Select Protocol Directory** dialog box may appear.

![Select Protocol Directory dialog box](Image)

Our software support staff strongly recommends that you use the default directory. If you choose to use a directory other than the default directory, click on the **Browse** button, select the desired directory, and then click on the **OK** button.

Click on the **Next** button.

29. The **Ready to Install** dialog box appears.

![Ready to Install dialog box](Image)

Click on the **Next** button.

30. The **Installing** progress indicator appears as ProQA files are installed.
31. When all of the files have been installed, the **ProQA Language Installation Successful** dialog box appears.

Click on the **Exit** button.