



emsCharts Mobile v3.1 FAQ

(Frequently Asked Questions; Created 10/19/2011; Updated 12/4/13)

- Q** Can I install mobile 3.0 along side of mobile 2.0+?
- A** Yes, both can be installed and run at the same time. They have different installation directories and they have different databases. Your old version will still be installed in the Program Files directory.
- Q** What is the software built on and what database does it use? How is the database secured?
- A** It is written in .NET and uses a SQL Server Compact edition database. The database is secured by a unique password that is only available to emsCharts development staff and uses the default encryption built into SQLCE.
- Q** Can I have multiple copies of mobile v3 installed on 1 machine?
- A** While you cannot have multiple copies, you CAN have multiple databases. For example, if you want to have 2 different service configurations or two installations for the same service on one machine you can follow the instructions at the end of the Installation Guide for creating a shortcut.
- Q** What else is installed with emsCharts mobile v3?
- A** The only items installed with mobile are the .NET Framework (currently version 4) and the SQLCE database. The installer will automatically determine if these should be installed on your machine.
- Q** Will emsCharts mobile v3 work on a 64-bit machine?
- A** Yes, it will install and run on a 64-bit machine.
- Q** **new** Will emsCharts mobile v3 work on Windows 8?
- A** Yes, it will install and run on Windows 8, including tablets such as the Samsung ATIV and Microsoft Surface Pro and others. However, it will not run on Windows RT such as the Surface RT.
- Q** Will emsCharts mobile v3 work on my iPxxx or other phone-type device?
- A** No, for more information on the system requirements please see the installation manual or www.emscharts.com Products page.

- Q** Are there any changes to my username & password for mobile v3?
- A** Mobile 3 uses the same policy as the web site. Only usernames with valid 0-9, A-Z characters in addition to the underscore (“_”) and period are allowed. No spaces or commas are permitted in the username. Otherwise it uses the same information as the website and updates if the website information changes.
- Q** **updated** I made changes to my configuration in emsCharts.com but the changes did not take effect in mobile.
- A** Possibly you only logged out of emsCharts Mobile, in which case the updates didn’t install. Please close the application entirely, and then re-launch the application making sure you have an active internet connection. The “Update Started” screen should appear and will go away once all updates have been downloaded and installed. This occurs prior to logging into the mobile software. There is no crew issue as found on Mobile 2.9
- Q** I started a new chart, but all I see is Dispatch, Patient, and CC/HPI tabs on the left side menu.
- A** Mobile 3 requires that you enter patient information prior to accessing the rest of the “pages”. If you don’t have any patient information yet, simply click Add/Edit from the Patient Information page and hit Save to save a blank patient. Or you may click the Add Patient button at the top of the screen. The rest of the sections are only applicable if there is a patient on the call.
- Q** I cannot click Add/Edit or Delete patient and I don’t have a patient on the chart. The only option available is the Patient Search.
- A** Your service has enabled the option to force patient search. Therefore you must at least click Patient Search and attempt to search for a patient first. Obviously we cannot (nor would want to) force users to select a patient from a search, so this strongly encourages searching first.
- Q** Can I change the labels on the headings on Patient Record screen (Dispatch ID, Chart #, Date, Time, Location, Complaint, and Name)?
- A** No, those are fixed for now. We can consider making them configurable in the future.
- Q** The keyboard keeps popping up whenever I access a field I can type in. It is annoying. Can I make it stop?
- A** The popup keyboard is designed to facilitate quick entry from a tablet computer when entering fields that allow text. By default, the keyboard icon in mobile should be yellow, indicating that it is active. If you wish to disable it, just click on the yellow keyboard icon and it will turn blue and will no longer automatically popup.
- Q** When I type in comment boxes, some words have a red squiggly line underneath the word (Spell-Check).
- A** Mobile 3 spell-checks the words that you type. To correct the word or ignore, right-click on the word to reveal the suggested list of corrections

as well as other options.

- Q** I get a error message when installing stating “The input is not a valid Base-64 string as it contains a non-base 64 character ...”
- A** You likely have a pre-release version of mobile 3 installed on your computer. Please contact emsCharts for instructions on how to update your machine.
- Q** The Partial Chart button is grayed out; I cannot click on it.
- A** This button depends on a security privilege under the “emsCharts Mobile” section of permissions in the security roles. The specific privilege is called “Mobile Upload Partial Chart” and this will allow that person to upload partial charts.
- Q** When I click on Partial Upload inside the patient record, the chart appears to upload but it still remains on the tablet.
- A** The new functionality of partial chart upload is taking place. The uploaded version is non-editable on the website by default until the “Upload and Delete from Local Machine” button is used on the patient records screen.
- Q** In emsCharts.com, when I open a chart it says “DRAFT CHART ... This medical record has not been completed and locked by its author.” What does that mean and how do I edit the chart?
- A** This is a partial chart uploaded from the mobile device. It cannot be edited because it still exists on the mobile device. It must be uploaded & deleted from the mobile device before editing on the web. Administrators with special permissions can make this chart editable if lost on the mobile device. Please see the Mobile User Guide or Installation manual for more information.
- Q** I click on the Dispatch button but nothing happens.
- A** This is only usable if you have CAD / Dispatch functionality in emsCharts and you must be online (have an active internet connection) to get data. Please contact emsCharts to obtain information on the CAD functionality.
- Q** I entered my Dispatch Number/Incident Number on the General tab but no CAD information is showing up.
- A** The CAD data is only available via the Dispatch button on the main screen.
- Q** ***updated*** I clicked on the Dispatch button and my runs are not showing up.
- A** First check the Unit & Base filters. Your CAD setup online determines the mapping between CAD bases & units and if you have a value in the dropdown boxes on mobile, only those matching CAD records show up. Next check the time range you have specified in the CAD Import Options service code table online to make sure there’s a wide enough time range. Lastly, please verify your CAD is still sending calls to emsCharts including possibly restarting the CAD software – or contact emsCharts.

- Q** ***updated*** When I click on an item in the Document Viewer nothing appears to the right.
- A** First try to re-upload your data in emsCharts.com Document Viewer code table to ensure that you have a valid document, html, or zip file. (You must close mobile and re-launch for the updates to download & install on mobile). Next, you can try to access the document by going to your installation directory (Program Files/emsCharts Mobile) and looking in the “refDocs” directory to verify it’s a valid file. You must have Word (not Word viewer) to view Word documents inside of Mobile.
- Q** I got an error message while trying to do something or the program unexpectedly froze or crashed.
- A** In the mobile software, click on the Support button and fill out the form including details to what you were doing at the time that the problem occurred. The software will automatically attach the support log files and open a ticket in emsCharts for us to research the problem.
- Q** ***new*** During uploading only the chart uploaded and some/none of the signatures, EKG, or other attachments uploaded.
- A** To maximize the speed of the upload process, the two types of data (chart vs. “images”) are uploaded separately. Please make sure you have a stable internet connection when uploading and are not moving on cellular. If the “images” fail to upload, simply delete the extra chart online and retry the upload. Version v3.1.20 improves the error logging and notifies the user that the 2nd portion of the upload failed due to a dropped internet connection. Also please be aware of any installed 3rd party internet connection software that may try to manage the connection.
- Q** I got an error while printing or the printed chart in mobile does not appear correctly.
- A** First, please do not upload the problem chart. Please contact emsCharts and we can enable print debugging on your device to take a look at what could be the problem.
- Q** I’m trying to add a new medication, but when I click “New” nothing happens.
- A** The new design works where you start on the right side and enter medication information then you hit the gray Save button under “Medication Details”. If you click on a medication on the left to edit, but want to start a new one, click the “New” button to create a blank entry on the right.
- Q** I have multiple backgrounds, but I can only select 1 to save. How do I select more?
- A** The design was to use only one background, if any, in usage for the chart. During the development stages, we discussed giving the ability to select more than one and that will be available later.
- Q** How do I select the fingers and toes?

- A** You can select from the full body image by clicking on the tips or zoom in to the body part and select them from there.
- Q** How do I select the neck location?
- A** The neck location is available from the front of the body. When looking at the back, that location is overridden by access to the cervical spine/back.
- Q** I click on an Injury/Assessment area then click Add/Edit and it doesn't take me to the specific area (...or... I double click on the Injury/Assessment area and it only opens up the entire body)
- A** Design limitations prevent you from directly accessing the individual body location directly. We're looking at that for the next release.
- Q** What fields are required to print or upload a chart?
- A** The base, unit, date dispatched, date available and at least one crew member are needed to print or upload. Any of the service's data validation rules will be displayed, but are not required to print or upload. They will be required to be completed before the chart is locked on the web, however.
- Q** For repeating protocol items, how do I stop the timer?
- A** Just close the chart and/or upload the chart off the device. The timer will continue as long as the chart is in progress of being edited.
- Q** How do I create the new protocol flowchart-like options?
- A** There is a TechNote in our support section which details how to use the Protocol button designer in emsCharts.com via the Command facility protocol code table.
- Q** ***updated*** How do I create Medical Reports and Chart Templates?
- A** Currently, the medical reports involve a little XML/XSL knowledge, but emsCharts is planning a design tool which will help create these documents. The templates have a designer built but both are still being worked on. We are set to deliver these Summer 2013.
- Q** ***updated*** When are the EKG-interfaces going to be available?
- A** The EKG interfaces are available as of v3.1. Please read the installation guide for information on configuration & installation. V3.1.20 (3/14/2013) adds support for Zoll X and Propaq MD.
- Q** Unable to load the native components of SQL Server Compact corresponding to the ADO.NET provider of version 8080. Install the correct version of SQL Server Compact. Refer to KB article 974247 for more details.
- A** Please see the [mobilev3 installation errors.pdf](#)
- Q** I'm getting an error about EKG licenses, invalid EKG database version, or upgrading the EKG database.

- A** Please consult the Installation Guide for more information on properly configuring your EKG installation.
- Q** I'm having trouble with connectivity to the server and/or CAD.
- A** Normal connectivity connects through normal HTTPS (port 443) which is a standard web port. It accesses the following URL:
<https://comm.emscharts.com/emsChartsCommServer/emsChartsCommServer.MobileService.svc> You can access this in a web browser to check connectivity.
- A** CAD connects through TCP port 5051 using proxy1.emscharts.com. Mobile 2.9 used proxy.emscharts.com, without the "1". You can use the following command from the Command Prompt to test connectivity:
telnet proxy1.emscharts.com 5051
- Q** When launching mobile I receive/error log shows: *Could not establish trust relationship for the SSL/TLS secure channel with authority 'comm.emscharts.com'*
- A** Please make sure the computer has all Windows updates applied. If unable/unwilling to apply all Windows updates, a manual installation of the "root certificate" of the company which signs our digital certificate is required. Please import the 'Root 2 certificate' from <http://www.geotrust.com/resources/root-certificates> into the "Trusted Root Certificates Authority" on that computer. The page above provides instructions on how to do so.
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