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## Frequently Asked Questions and Answers

### Q : What is digital paper?

Regular paper is converted to "digital" paper during the printing process. A high resolution digital printer covers the entire page with a unique watermark comprised of arrays of tiny dots arranged in such a way to allow for the mathematical determination of the location (x , y) of the coordinates of the pen tip when a user writes on the sheet with a digital pen.

### Q :What is the purpose of the watermark on the paper?

The watermark represents a unique identifier for the sheet of paper and allows the system to determine and keep track of all handwriting sent to the server for that specific sheet regardless of the time intervals between writing.

## **Q :How does the e-pen record information?**

When the pen tip is pressed down on the digital paper the camera takes photographs of the dots continually recording the motion of the pen as it moves across the surface of the paper. Later, these photographs can be used to reproduce the handwriting as digital ink is superimposed on the template background for that particular page.

## **Q :How does writing with the e-pen on the digital paper produce a fax at the Pharmacy?**

The camera records the pen's motion across the surface of the page as the user writes as a series of photographs (50-60 times a second) and sends the file with the photographs to the INKStreams server when the pen is docked in the cradle. The ink is then digitally reproduced and added to the background of that sheet to create an exact replica of the paper form. If the ink is in a target area of that template, the image is transmitted with the Name of the Home and Ward identification as a Fax to the pharmacy.

## **Q : What is the difference between the In-Box view and the Out-Box view?**

The portal stores all transmissions that are sent from the Home in the In-Box in one of two states; either **SENT** or **HELD**. If the record has a status of **SENT** it will also appear in the Out-Box indicating it was sent to the Pharmacy. As a result, the In-Box will always have more records than the Out-Box.

## **Q :I see orders in the INKStreams portal's In-Box with a status of HELD - what does that mean?**

A HELD status indicates that the software logic, after adding the digital ink to the page, determined the ink was not in a Target area of the form and therefore should not be transmitted to the Pharmacy but held for a future date.

## **Q :How is the Target area on a form determined and what is its purpose?**

Pharmacy forms are designed in a manner that allows up to three (3) target areas which are used to define active regions for ink arrival. Active regions are areas on the form where the information written by the nurse or doctor is of immediate interest to the pharmacy. Any ink written in one of these areas triggers the sending of a Fax to the pharmacy. The use of target areas is optional but is important as it reduces the number of times a sheet of paper will be transmitted when there is no action for the pharmacy to take e.g., Filling out a blank form with just a Patient Name and Room number for later use.

## **Q :What do the lights on the pen mean?**

The lights on the pen are extremely important.as they indicate the recording capability of a pen. Under normal conditions, the pen should always display a **green** light both when sitting in the charger and when held in one's hand with the cap off. A **yellow** or **red** light means the pen is low on battery and needs to be recharged immediately. If the pen has no light then it cannot be used to record and should be returned to the charging cradle immediately. Note: If the pen, after being in the charging cradle shows no lights, the USB cable may be disconnected **OR** the computer is not turned on **OR** the Lithium battery is dead and cannot be charged.

## **Q :How can I tell if the pen is charged and working?**

When the pen is removed from the charging cradle or the cap is taken off the pen the **green** light on the front should be visible. To verify it is recording simply write on a digital form and verify the pen light is blinking as ink is appearing on the paper. This flickering indicates recording.


## **Q :Do I need to worry about the pen cap?**

The pen is designed in such a way that the cap can be placed on the top of the pen while it is being used to write or sitting in the charging cradle. The pen, when not in its cradle, will slowly lose charge as the battery continues to power the internal camera, unless the cap is placed securely over the pen tip. Thus, it is extremely important to ensure the pen cap is kept close at hand for periods when the pen may be out of the charger for an extended length of time.

## **Q :How do I change the ink refill?**


To change the ink refill take the pen out of the charger and remove the cap. Hold the cap vertically to expose the small hole found near the top of the silver clip. With cap in one hand and the pen in the other, insert the pen tip in the hole and angle the connection slightly until the tip is locked in the hole. Slowly pull the pen away from the cap and the ink refill will slide out of the barrel. A new refill may then be inserted by putting down the cap and holding the refill by the ballpoint tip and pushing it into the pen barrel. Note: finger smudge/oil on the ink refill barrel may cause the camera to malfunction. Rubbing alcohol can be used to clean an ink cartridge.

## **Q :What should I see on the computer monitor when the pen is docked?**

After writing on a digital form and returning the pen to its docking cradle, the pen director software icon  that appears at the bottom of the computer's taskbar will change color and flash indicating that it is communicating with the pen. A large green bar will appear on the screen providing the status of the communication with the servers over the Internet. A notification balloon will appear over the pen-director icon indicating success (or occasionally failure).

## **Q :How can I tell if the orders were sent to the INKStreams portal?**

There are two (2) ways to determine if the digital orders were transmitted to the server after docking the pen.

1. Right click on the pen-director icon  and select the Transaction history from the menu. The order status is shown along with the date and time of each pen docking. A value of **Success** means the order was sent. If the status is **Failed**, then highlight the record and click the [Repost all failed posts] button.
2. Each workstation is configured with an e-pen records shortcut to the portal. Simply click on the shortcut and log in with the credentials supplied, then do a search from the In-Box to view all transmissions for that day.

## **Q :The Transaction History Log shows records with a status of Failed - how can I resend them?**

If the status is Failed, then highlight the record and click the [Repost all failed posts] button.

## **Q :How can I tell if the orders were received by the Pharmacy?**

Log into the account for your organization, select the Out-Box and do a search. Orders sent to the pharmacy will be displayed. There are 3 icons indicating the state of the order transmission;




black ✓ indicates the order was sent and confirmation of delivery is still pending.

green ✓ indicates the order was delivered to the pharmacy.

red ✗ indicates the order could not be delivered to the pharmacy.

## **Q :I docked the pen and nothing is happening - how can I diagnose the issue?**

There are a number of steps that can be followed to determine the cause of an order transmission not going through. They are summarized below along with a recommended course of action.

1. Make sure you have logged into the computer so that the pen director software will forward the downloaded ink.
2. Pull the pen out of the cradle to ensure the pen's green light is on indicating it was charged when the order was written.
3. Push the pen back into the charging cradle and listen for the click indicating that the electronic connection between the two is made.
4. If the pen is in the cradle and the pen-director icon  at the bottom of the screen does not change colour and/or flash verify the USB cable at the base of the charger is fully inserted and that it is also plugged into the USB port on the computer.
5. If the pen-director icon  is not visible then the software may not be associated with the login account.
6. Remove the pen from the charging cradle and reboot the computer by going to the [Start] menu and selecting Shutdown->restart. Once the startup process is completed, all programs running on the computer will be refreshed - including the pen-director software. After logging into the account that the pen software was installed under the icon  should now be visible. Re-dock the pen and see if the green bar now appears.

**If none of the above resolves the problem there is a technical issue with the e-pen software and/or configuration that needs to be diagnosed. Please contact Pharmacy or IT representative.**

## **Q :Will orders still be transmitted if the Internet is not working?**

No, transmission can only occur if there is a reliable Internet connection. To verify the Internet is working, click on a browser (IE, Chrome, FireFox) to perform a search e.g., [www.microsoft.com](http://www.microsoft.com) If a web page is returned with an error message this likely indicates the Internet is not currently available and the e-pen cannot currently transmit orders from this computer.

## **Q :Can a pen be docked at a workstation other than it normally resides and still transmit orders?**

Yes - pens are registered (logically) to a ward or wing within a retirement/nursing home. When ink is received and an order processed by the server it will assign the From: of the order to the location where the pen is registered. Hence, orders written for residents on the 1st floor ward and then later docked at the 2nd floor nursing will have an incorrect header indicator on the Fax image but other than that, will be correctly processed and delivered to the Pharmacy.