Lynx
Systems

Installation Guide for LynxClient

Technical Support:
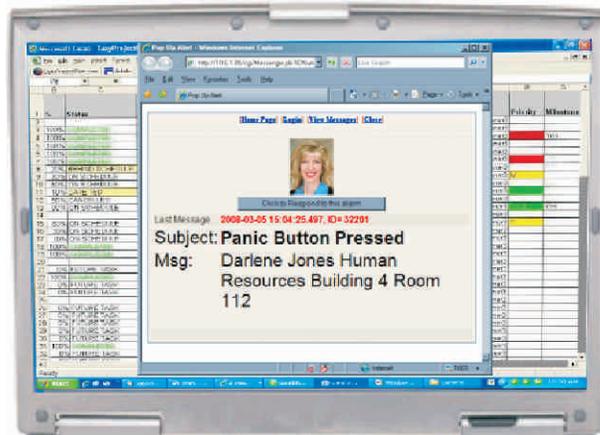972-231-6874 Ext. 140 8am to 5pm CST Email: lynx@mitsi.com

PC Keyboard Duress Button
LynxKey & LynxKeyPro

USB Duress Button
LynxUSB

Notification Popup on PCs
LynxMessenger

Multi-Function Client Software Version 10.0

Designed and Manufactured by

Micro
Technology Services, Inc.

Installation Guide Part Number 685-LYNX-CLIENT-0 Rev 016

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LynxClient Overview

The LynxClient software allows a PC to send alarms to the LynxGuide server or receive popup notifications from the server. All Lynx client side functionality is contained in the LynxClient software, and functions are enabled or disabled from the server. The LynxClient software can be loaded on any Windows PC manually or deployed with software distribution tools. The LynxClient multi-function software can be configured to support LynxMessenger, LynxKey, LynxKeyPro and LynxUSB. LynxMessenger allows a PC to receive a popup notification when an alarm is activated. The popup will be displayed in your default web browser and take focus. The pop up notifications support an audible alert. This audible message can either be generated text to speech or a pre recorded sound file that is uploaded to the LynxGuide server. A user must be logged into the PC in order to receive a popup notification. LynxKey mode supports three two-key combinations alarms that operate when the user is logged in to the PC. LynxKeyPro mode supports three two-key combinations alarms that operate whether a user is logged in or logged out of the PC (PC must be powered on). LynxUSB supports latching and momentary panic buttons. The latching buttons will remain in the alarmed position until they are reset with a button reset tool. LynxUSB will operate whether a user is logged in or logged out. LynxClient will work on any PC that can reach the LynxGuide server inside your network.

Client Seats

LynxGuide Standard Server supports up to 2000 clients and includes 100 LynxKeyPro seats.
LynxGuide Professional Server supports up to 5000 clients and also includes 200 LynxKeyPro seats.
LynxGuide Enterprise Server supports up to 10000 clients and also includes 400 LynxKeyPro seats.

LynxKeyPro is a licensed product. Additional seats may be purchased in groups of 25 client seat licenses. Please contact Lynx Sales to purchase more LynxKeyPro seats.

Server Clients seats are used for each function enabled. Example: a PC with LynxMessenger function and LynxKeyPro function enabled uses two server client seats and one LynxKeypro seat.

Client PC Requirements
- Windows 8, Windows 7, Windows Vista, or Windows XP (32 bit or 64 bit)
- Microsoft .NET Framework 2.0, Service Pack 2 or Microsoft .NET Framework 3.5
- Administrative Rights for installation of the client software

Pre Deployment Considerations

The first step in the LynxClient deployment is to consider how to configure the Profiles. The Profile tells LynxClient whether it will behave as LynxMessenger, LynxKey, LynxKeyPro, or LynxUSB. It also defines what hot key combinations will be active, what alarms to activate, and other configuration details. The Profiles are stored on the server and can be accessed through the Admin Panel in the LynxGuide web interface. Since Profile configuration is stored server side instead of client side, management of your LynxClient deployment is simplified and centralized.

LynxClient is very flexible and the Profiles can be configured for many different environments. It is important to decide what configuration is best for your facility before the software is deployed. There are two basic types of deployment, the Facility Wide deployment and the Area Specific deployment. Both models have pros and cons. Lynx Technical Support is available to assist in deciding which model is most appropriate for your facility.

Types of Deployments

Facility-wide deployment is the simplest and requires the least amount of manpower to manage and maintain. In a Facility-wide deployment, all the LynxClients are configured with one Profile per function. The LynxClient duress functions will behave the same way throughout the facility and all will send to the same alarm group and channel if activated. Lynx will use the computer hostname to identify the location of the alarm via the Macro Lookup. Optionally, LynxClient can send the computer description when an alarm is activated. The Profile is configured to activate alarms in one Alarm Group. For best practices, the Profile and the Alarm Group will have the same name. For mass notification, a popup can be sent to every PC assigned to the Profile, if LynxMessenger is enabled. Since all machines will use the same Profile, adding new machines to the deployment is straight forward.

Area-specific deployment is more complicated and requires more manpower to manage and maintain, but it does allow greater flexibility. In this model, LynxClient is deployed to different areas with different configurations. This will require the use of multiple Profiles. LynxClient will be able to activate different Alarm Groups based on the deployment. This is useful if you require duress alarms in different areas to notify specific contacts. Area-specific deployments can also be configured to have LynxClient notify surrounding computers of a duress alarm, if LynxMessenger is enabled in the Profile. In this model, the LynxClients in each area would have a unique Profile. Again, for best practices, the Profile and the Alarm Group that it references will have the same name. To identify the location of the specific computer that activated the duress alarm, the Macro Lookup or computer description can be used. Every time LynxClient is installed on a new computer, care must be taken to ensure that it is configured to use the correct Profile.

Location Information

When a Duress alarm is activated using LynxKey, LynxKeyPro or LynxUSB a message is sent to the LynxGuide server. Each client workstation needs a unique identifier, this can be the client workstation IP address, computer description, or the computer name. The LynxGuide server uses the Macro Lookup table to translate the unique identifier into useful location information. There is a two-column table in the Lynx SQL database called "Lookup" that contains the unique identifier in the "From" column and the corresponding location in the "To" column.

The easiest way for Lynx users to populate this table is through the web interface. The web interface allows a user to browse to the location of a tab or comma delimited text file and upload it to the LynxGuide server. The LynxGuide server then updates or inserts the data into the Macro Lookup table.

Lynx users also have the ability to create a scheduled task that will automate this process. If you are able to maintain the tab delimited file in a location accessible by the script running on the LynxGuide server, it can be merged with the Lookup table on a hourly, daily, weekly, or monthly basis.

Location information can be verified by the PC user if it is included in the schedule monthly functional test.

Lynx Technical Support can assist in determining what method is most appropriate for your facility.

Dormant Profile

The LynxClient software can be distributed on all PCs in a facility and included in the facilities standard image configured to be dormant. This relieves the constant need to distribute the LynxClient on new PCs or additional PCs that need LynxClient installed. When LynxClient is in a dormant profile, there is no indication to the PC user that LynxClient is installed. LynxClient checks in with the LynxGuide server every hour with a less than 1K byte TCP packet. To activate a dormant LynxClient, simply move the LynxClient from the dormant profile to the desired profile using the LynxGuide server web interface. Lynx Technical Support is available to assist in determining if a dormant profile deployment is appropriate for your facility.

Selectable Keyboard Combinations

There are 22 different key combinations for the LynxKey or LynxKeyPro. We recommend using a combination located on the top of the keyboard. The top location is less likely to be accidently activated.

Recommended Keybaord Combinations	Not Recommended For New Deployment Legacy Client Keyboard Combinations	
• F1 + F12	• Shift + F1	• Alt + F1
• F1 + F2	• Shift + F2	• Alt + F2
• F11+ F12	• Shift + F3	• Alt + F3
• F9 + F11	• Shift + F4	• Left Shift and Caps Lock
• " ` " (Back Tick) + (Back Space)	• Ctrl + F1	• Right Ctrl and Left Arrow
	• Ctrl + F2	• " * " + " - " on number pad
	• Ctrl + F3	• Left-Shift and Right-Shift
	• Ctrl + F4	• Left-Ctrl and Right-Ctrl
		• Left-Alt and Right-Alt

Keyboard Labels

Each LynxKeyPro license includes two red "Panic" labels to attach to the keyboard's two hot keys and a yellow CPU label that warns to contact the Lynx administrators when the CPU is moved. Some customers prefer a more discreet deployment so they do not use the keyboard labels. The scheduled monthly functional test provides training to the end user on how to activate their keyboard duress button. Additional labels are available for purchase if needed.

Compatible LynxUSB Devices

LynxClient software is compatible with LynxUSB devices with integrated USB electronics, part numbers 170-LYNX-USB-0 and 170-LYNX-USB-L.

LynxClient software is NOT compatible with models that have a DB-9 connector or a DB-9 with a Serial to USB adapter, part numbers 170-LYNX-COM-0 or 170-LYNX-PROUSB. For these legacy products, please use LynxComPro Version 8.1.8 .

Lynx Technical Support is available to help you identify your hardware to confirm compatibility.

Pre Deployment Pilot Test Group

Before distributing LynxClient to a large number of computers, we recommend preforming a pilot deployment to ensure the configuration settings are correct and the software installs as expected. A typical pilot deployment consists of 5-10 computers that can be easily accessed, and have a typical OS and software build that would be found on PCs throughout the facility.

The pilot test provides the opportunity to test the proposed profile configuration. For LynxKey and LynxKeyPro it is important to test hot key combination and verify that it does not interfere with the operation of other software. For LynxUSB, it is important to verify the USB port accessability to the LynxUSB hardware. The pilot is also useful for helping you to plan how the monthly tests will be configured. LynxClient should be installed on the pilot computers in the same manner that it will be installed on the live machines. For example, if you plan on deploying LynxClient with Microsoft SCCM, then use SCCM to deploy the pilot.

Lynx Technical Support is available to assist in planning and deploying the pilot test group.

LynxClient Software Installation

      The LynxClient installer is an MSI and can be deployed using software distribution tools, such as Microsoft SCCM. It also has an installation wizard which can be used to manually install it on individual machines. (See Page 12) Administrative rights are required for initial installation.

After LynxClient is installed, a reboot will be required.

      The LynxClient MSI supports all the default Windows Installer switches like /uninstall, /quiet, and /forcerestart. There are also two other switches that are necessary for LynxClient to function properly. *LYNXSERVERHOSTNAME* tells LynxClient how to connect to the LynxGuide server. The server hostname, IP address, or fully qualified domain name can be used. If *LYNXSERVERHOSTNAME* is not defined, LynxClient will use **LynxGuide** as the server name. *PROFILE* sets the configuration profile that LynxClient will use. If *PROFILE* is not defined, Lynx Client will use the **DefaultClientProfile**. The Default Client Profile will always be on your LynxGuide Server , so by default newly deployed clients will go into this profile, unless otherwise specified. If ONLYGATHERLOGDATA is not defined, Lynx Client will default to **FALSE**, allowing the ability to send log data to Lynx Technical Support via email or FTP for troubleshooting purposes when the function is selected in the password protected factory maintenance panel. To disable this feature, define ONLYGATHERLOGDATA=**TRUE**. Below is an example for a deployment where the LynxGuide server hostname is "LynxServer" and the LynxClient Profile is named "Duress". It also calls for a quiet install.

msiexec.exe /i LynxClient_v10.x.x.x.msi LYNXSERVERHOSTNAME=LynxServer PROFILE="Duress" /quiet

      Lynx Technical Support is available to assist in planning how you will deploy LynxClient to the computers at your facility.

Software Distribution using SCCM

      Using Microsoft SCCM to deploy LynxClient is relatively simple, and is the method that most of our customers use. In the pre-deployment considerations section, we discussed the difference between a Facility-wide deployment and an Area-specific deployment. This will determine how many Packages and Advertisements you will need for your deployment. A Facility-wide model will typically only require one Package and Advertisement. The Area-specific model will require one Package and Advertisement for every Profile or clients will have to be moved to the correct profile after the software is deployed.

      In the Program Wizard for your LynxClient Package, make sure to add the switches to the "*Command Line*" field. This is an example of what would be entered in the "*Command Line*" field for a deployment where the LynxGuide server hostname is "LynxServer" and the LynxClient profile is named "Facility-wide". It also calls for a quiet install.

LynxClient_v10.x.x.x.msi LYNXSERVERHOSTNAME=LynxServer PROFILE="Facility-wide" /quiet

Keep in mind that the client machine will have to be rebooted before LynxClient will work. It is a good idea to set the "*After Running*" field to "**ConfigMgr restarts computer**." Under the "*Run Mode*" make sure that "**Run with administrative rights**" is selected.

      In the Advertisement Wizard, select the appropriate Collection. If you have multiple Packages, make sure the Collection you select corresponds to the Package with the appropriate Profile switch for those machines. Under "*Distribution Points"* select "**Download content from distribution point and run locally**.*"*

      Lynx Technical Support is available to help you determine how many Packages and Advertisements you will need for your deployment.

Upgrading Existing LynxKeyPro Clients

LynxClient version 10 has a built in updater that can be easily enabled or disabled in the corresponding Profile. If automatic updates are enabled, the LynxClient will install the update patch and restart its service. A reboot of the client machine is typically not needed.

Updating LynxKeyPro version 8 clients can be done two different ways. An update command can be sent to the client from the Send Message page in the LynxGuide web interface. Any computer that is sent the update command will automatically uninstall the LynxKeyPro version 8 program and install LynxClient version 10. After the update, Lynx Client will use the **DefaultClientProfile**. **Once the update occurs, LynxClient will not be active until the client PC is rebooted.** This will require you to manually reboot all the machines that receive the update command before LynxKeyPro functionality will be restored.

Optionally, Lynx Technical Support can provide a LynxKeyPro patcher that can be deployed with software distribution tools such as SCCM. The patcher program will work with both version 8 and 7 LynxKeyPro clients. It uninstalls the previous version of LynxKeyPro and installs LynxClient version 10. The patcher program can be configured to assign a specific Profile. Or, the patcher can be configured to assign LynxClient a profile by the same name as the Alarm Group that the previous version of LynxKeyPro activated. The patcher is the preferred method of updating to version 10, because the reboot command can be incorporated into the SCCM package, ensuring that all clients will be functional after the update process.

A more straight forward method is to simply uninstall the previous version of LynxKeyPro and then install the LynxClient. Uninstalling LynxKeyPro can be done remotely.
Below are the msiexec strings for uninstalling different versions of LynxKeyPro:

LynxKeyPro version 7.20 – 7.234 msiexec /x {D47D3079-83A6-43FC-88AF-290561BDDE87}/quiet
LynxKeyPro version 7.9.2 – 8.3.1 msiexec /x {A18C9BF6-2581-4E22-83F7-24E4375D76C3}/quiet

Lynx Technical Support is available to help you choose an appropriate upgrade path, and help you through the process.

Upgrading LynxMessenger

If LynxMessenger 4.x.x is deployed on a PC and LynxClient version 10 is installed on the same PC, LynxClient version 10 will uninstall the LynxMessenger version 4.x.x when the LynxMessenger function is enabled in the Profile. A reboot is not required.
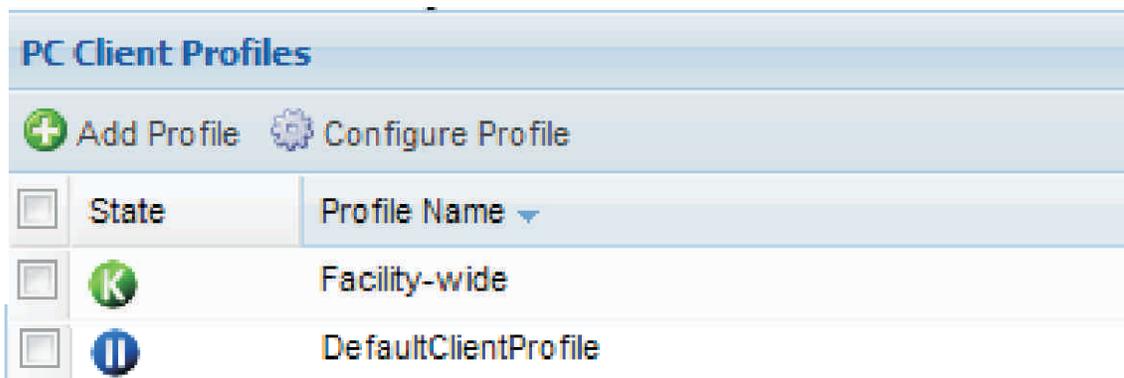
Configuring LynxMessenger

To enable LynxMessenger, select "LynxMessenger" from the "Type" drop down. LynxClient software version 10.0.0.0 or higher must be deployed on the client PCs for this feature to function.

Select the appropriate alarm group for LynxMessenger supervision from the "Supervision Group" drop down. LynxMessenger will activate Alarm Channel 000 of the selected Supervision Group when a logged in LynxMessenger fails to check in within the checkin interval. Customers who have a mass notification deployment often disable Alarm Channel 000 in the LynxMessenger Supervision Group, because they do not wish to monitor individual computer failures throughout the facility.

Lynx Technical Support is available to help you choose an appropriate upgrade path, and help you through the process.

Configuring Profiles

The PC Client Profiles can be found in the Admin Panel of the LynxGuide server web interface. There is a default profile called the DefaultClientProfile. If LynxClient is installed without the specifying a Profile, it will use the DefaultClientProfile. Facility-wide deployments should use a profile name of **Facility-wide,** you should never use the DefaultClientProfile.

If you are using the Area Specific deployment model and have multiple Profiles, you should never use the DefaultClientProfile. Each Profile should be named to match the Alarm Group that will be activated. This will prevent confusion when you make changes to the Profiles associated with specific areas.

Each Profile can either be configured to be in the **Active** or the **Dormant** state. In the **Active** state, the LynxClients will activate Alarm Channels and be included in the tests. When the **Dormant** state is selected, the LynxClient will not activate any alarms or prompt the user to perform Functional or Location tests. The LynxClient icons will not appear in the task tray of the client PC. When a LynxClient is in the **Dormant** state, it will not use a licensing seat.

If the **Update Client** box is checked, clients with a version below the displayed version will automatically update to the displayed version.

If the **Use Client PC's Computer Description as Location** box is checked, the [CPU] macro will be populated with the clients Computer Description instead of the client computers hostname.

Keyboard Alarm Setting

Select the **Type** of Lynx Keyboard alarm you wish to use:

LynxKeyPro type will activate an alarm when the client PC has a user logged in, when no user is logged in, and when the workstation is locked. This configuration will use one of the Total Client seats and one LynxKeyPro seat.

LynxKey type will only activate when a user is logged into the workstation and it is not locked. This configuration will only use one of the Total Client seats.

The **Alarm Group** drop down allows you to select from your existing Alarm Groups. This will be the Alarm Group that LynxKey or LynxKeyPro activates and uses for supervision.

Lock Out Seconds defines how long LynxKey or LynxKeyPro will wait after an alarm is activated before it will allow another alarm to be activated.

LynxKey or LynxKeyPro allows for up to three distinct **Key Combinations**. Most customers only use one key combination for simplicity. However, for example, if you require a duress alarm to notify a different set of contacts then a medical emergency, it might be beneficial to have two key combinations configured to activate two different alarm channels.

Lynx Technical Support is available to help configure Profiles.

LynxMessenger Settings

To enable LynxMessenger, select LynxMessenger, as the **Type** in the drop down box on LynxMessenger settings tab. A warning will be displayed informing that LynxMessenger is a feature of LynxClient version 10. If the deployed LynxClient is below version 10, an update of the LynxClient software is needed.

The **Supervision Group** drop down allows you to select from your existing Alarm Groups. This will be the Alarm Group that LynxMessenger uses for supervision.

LynxMessenger will activate Alarm channel 000 of the selected Supervision Group when a logged in LynxMessenger fails to check in with-in the check in interval. Example: A user unplugs their network cable.

The **Browser** drop down allows you to use the LynxBrowser instead of a client PC's default internet browser, select Lynx from the Browser drop down or use the LynxBrowser Macros found in the LynxGuide Server User's Manual (page 38). LynxBrowser provides several advantages over a default web browser for popups. The LynxBrowser has three popup size options and an option for a scrolling marquee. Lynx browser also proved more detailed logging about when a user receives a popup and when they close it.

Best Practice: For Mass Notification deployments disable Alarm Channel 000 in the LynxMessenger Supervision Group.

Lynx Technical Support is available to help configure Profiles.

LynxUSB Settings

To enable LynxUSB, select the **Type** in the drop down box on the LynxUSB Settings tab.

There are two types of LynxUSB buttons, Momentary and Locking. The Locking version requires a key to reset the button after it is depressed. Select the correct Type from the drop down.

Lock Out Seconds defines how long LynxUSB will wait after an alarm is activated before it will allow another alarm to be activated.

The **Alarm Group** drop down allows you to select from your existing Alarm Groups. This will be the Alarm Group that LynxUSB activates and uses for supervision.

The **Alarm Channel** drop down allows you to select an Alarm Channel from the Alarm Group that is selected. This is the Alarm Channel that will be activated when the LynxUSB button is pressed.

If the **Send Normal** box is checked, the Normal alarm that corresponds to the selected Alarm Channel will be activated when the button is released. This is used if you are deploying LynxUSB Locking buttons so the response time of the Officer with the key is documented.

The LynxUSB will generate an alarm in it's Alarm Group on Alarm Channel 999 when the LynxUSB button is unplugged from the client PC. When the LynxUSB button is plugged back into the client PC the LynxUSB will generate an alarm in it's Alarm Group on Normal Channel 999. Alarm 999 and Normal 999 must be setup in the Alarm group for the feature to function.

Lynx Technical Support is available to help configure Profiles.

LynxClient Testing

LynxClient supports scheduled monthly tests and individual manual tests. The tests can be configured to verify functionality of the client, ensure the correct location is recorded for the PC, or both. When LynxClient enters a test period, a box will pop up on the users PC asking them if they have time to take the test. If the user clicks "No" then they will be prompted again every three hours until either the test is taken, or the test period is complete.

The functional test will test the Keyboard hot keys and/or the USB button. The alarm sending functionality of LynxKey, LynxKeyPro and LynxUSB will be suspended for the duration on the test when the user agrees to take the test. If the user does not press the key combinations or press the USB button in the 30 second testing window, the test will fail. The user will be asked if they want to retry the test, or if they want to acknowledge the failure of the functional test. A report is available with all the information concerning functional test failures, successes, and a list of machines that did not perform the test.
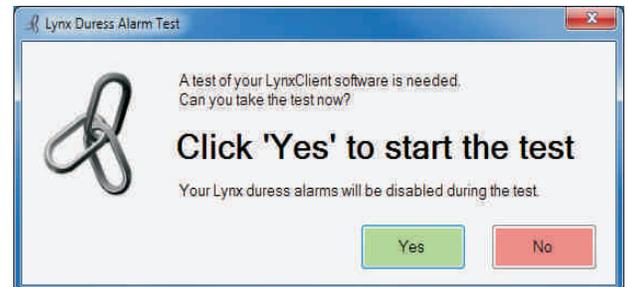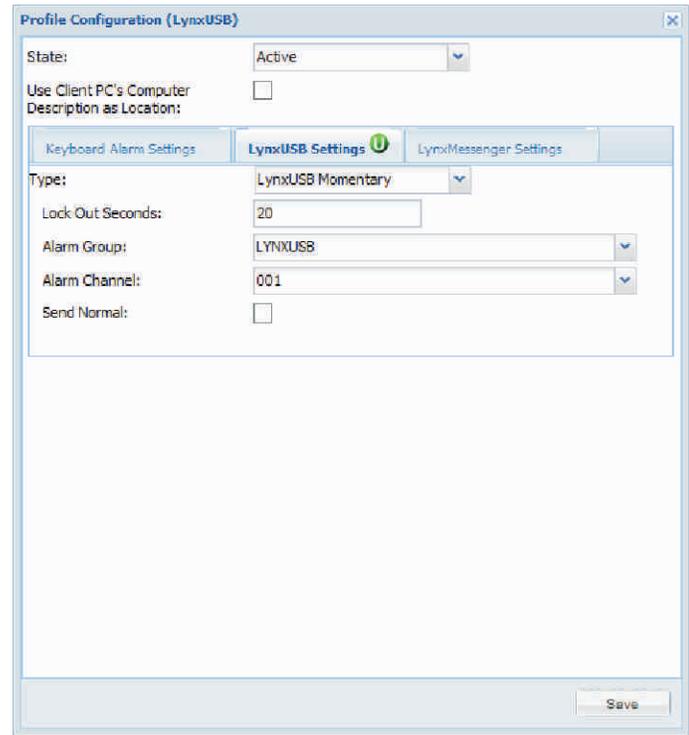
LynxClient Testing (Continued)

The **Location Test** will display the location information that is found in the Macro Lookup for the specific PC that is taking the test. The test will ask the end user if the information is correct. If the user clicks "No" then the test will allow the user to enter their correct location information and phone extension. If the end user does this, the location information is stored on the server for review. It will not be automatically input into the macro lookup table. A report is generated with all the information concerning location test failures, successes, and a list of machines that did not perform the test. The Update Locations page allows the Lynx owner to approve location corrections that were submitted by users.

The **Monthly Test Setup** icon on the Client Test page, allows you to configure the settings for the recurring monthly test. When the monthly test period starts, all Lynx Clients that do not belong to a dormant Profile will begin the testing cycle.

Monthly Test Start Day is the day of the month that will begin the test period.

Number of Test Days defines how many days the test will run. Since some employees may be out of the office on any specific day, the test period can be configured for as many as 14 days. Users who have already completed the test will not be asked to take the test multiple times, we recommend a test period of at least 7 days to account for weekends and holidays.

If the **Include Functional Tests** box is checked, the monthly test will prompt the end user to perform the functional test. The results will be available in a report.

If the **Include Location Tests** box is checked, the monthly test will prompt the end user to verify the location information that is found in the Macro Lookup table. The *Update Locations* button will allow you to review the information submitted by the end users and update the information in the Macro Lookup table.

The **Custom Location Instructions** text field allows you to compose a message that the end user will see when he takes the location test. This can be useful if the location information in the Macro Lookup table is in a format that some users may not recognize. For example, if the location information is stored in a format like Room# - Floor - Building, you can explain the end user that "131B-3-100" means Room 131B, 3rd floor, building 100.This is optional and may be left blank.
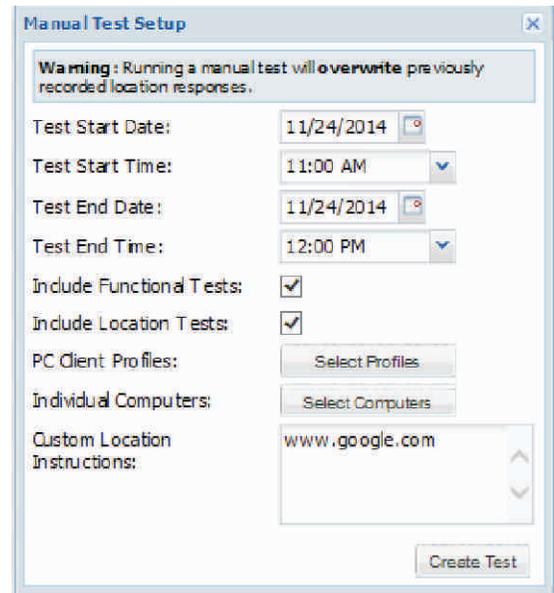

Note: Set Number of Test Days value to zero to Disable the monthly test.

LynxClient Testing (Continued)

Manual Test Setup will allow you to configure an individual test period that will not reoccur. This can be useful if you only want to test LynxClients that belong to a specific Profile. After the test period, a report is generated with all the information concerning test failures, successes, and a list of machines that did not perform the test. The time parameters for the manual test setup allow you to set a more specific start and end time then is allowed in the monthly test setup. Test time periods may not overlap.

If a test is currently in progress, you can click the **Stop Current Test** button to end the testing period. The test report will still be generated.

If a test period is complete **Retest Failed** can be activated. Only clients that failed a test in the time period selected will be asked to take the test again.

Manual Test Setup	
Warning : Running a manual test will overwrite previously recorded location responses.	
Test Start Date:	11/24/2014
Test Start Time:	11:00 AM
Test End Date:	11/24/2014
Test End Time:	12:00 PM
Include Functional Tests:	✓
Include Location Tests:	✓
PC Client Profiles:	Select Profiles
Individual Computers:	Select Computers
Custom Location Instructions:	www.google.com
	Create Test

Update Failed Locations from the Last Completed Test

📤 Export Failed Location Data   💾 Save Updated Locations

CPU/Name	LOGIN/Name	Tested At	Phone Number	Current Location	Reported Location	Updated Location
CRAZYTRAIN2	Administrator	2012-11-06 10:33 am	765	Building 7, Room 707	Building7, Room 707	
LYNXTEST	ronn	2012-11-06 10:33 am	140	Lynx lab 2	building 3, room 4	
ZOFO	kevin	2012-11-06 10:32 am	123	West Bank Campus, Room 313	Build 2, Room 402	

The **Update Locations** page allows the Lynx Owner to easily verify and update user reported failed locations. Clicking on the **Current Location** data field or the **Reported Location** data field automatically enters the data into the **Updated Location** field. The Update Location data field is editable so changes may be made to the Updated Location field before saving. Select **Save Updated Locations** to enter the updated location data into the Macro Lookup Table. Selecting **Export Failed Location Data** creates a CVS file of the location data that can be shared with others.

LynxClient Supervision

The LynxGuide server supervises each LynxClient installation, and generates an alarm if the LynxClient fails to log out correctly or fails to check-in within 12 minutes. If a LynxClient fails supervision, the server will activate Alarm Channel 000 of the Alarm Group that is selected in the Profile. The message section of Alarm Channel 000 will be populated with the time and reason for the failure. The Check-In Report displays the status and supervision information of all LynxClients. This supervision interval time is designed to be long enough to allow for re-boots, power / network issues, Windows updates, computer lock ups, crashes and other Windows errors that occur while using PCs. This time interval allows these alarms to more clearly indicate when a PC has truly failed supervision and minimize false alarms.

LynxUSB Supervision

The LynxClient software supervises the integrity of the connection of the LynxUSB button to the client PC and will generate an alarm in its Alarm Group on Alarm Channel 999 when the LynxUSB button is unplugged from the client PC for 5 seconds. When the LynxUSB button is plugged back into the client PC, the LynxClient software will immediately generate an alarm in its Alarm Group on Normal Channel 999. Alarm 999 and Normal 999 must be configured in the Alarm group for this feature to function.

Large Deployment Supervision

Customers who have large deployment often disable Alarm Channel 000 in the LynxMessenger Supervision Group and the LynxKey / LynxKeyPro / LynxUSB Alarm Groups, because they do not wish to monitor individual computer failures throughout the facility. Re-boots, power / network issues, Windows updates, computer lock ups, crashes and other Windows errors that occur while using PCs will activate supervision alarm 000. In these cases, simply disable Alarm Channel 000 to run the system without supervision.

LynxClient System Tray Icons
The LynxClient Icons displayed in the system tray of the client PC allows the user to verify the current status of the LynxClient software. When the LynxClient software is installed and no Icon is displayed in the system tray it may have been installed to a Client Profile configured in a dormant state. Only Icons for the LynxClient software configured in the Client Profile will be displayed in the system tray. The LynxClient statuses are as follows.

LynxKey:
 On - this Icon indicates that the LynxClient is connected to the server.
 Failed - this Icon indicates that the LynxClient has lost connection to the sever or it cannot detect the keyboard.
 Not connected - this Icon indicates that the LynxClient cannot communicate with the server.
 Sending - the Icon will flash yellow to indicate that the LynxKey software has been activated.

LynxKeyPro:
 On - this Icon indicates that the LynxClient is connected to the server.
 Failed - this Icon indicates that the LynxClient has lost connection to the sever or it cannot detect the keyboard.
 Not connected - this Icon indicates that the LynxClient cannot communicate with the server.
 Sending - the Icon will flash yellow to indicate that the LynxKeyPro software has been activated.

LynxUSB
 On - this Icon indicates that the LynxClient is connected to the server or the LynxUSB button.
 Failed - this Icon indicates that the LynxClient has lost connection to the sever or the LynxUSB button.
 Not connected - this Icon indicates that the LynxClient cannot communicate with the server.
 Sending - the Icon will flash yellow to indicate that the LynxUSB software has been activated.

LynxMessenger
 On - this Icon indicates that the LynxClient is connected to the server.
 Failed - this Icon indicates that the LynxClient has lost connection to the sever .
 Not connected - this Icon indicates that the LynxClient cannot communicate with the server.

If any status besides "On" is displayed please contact Lynx Technical Support
972-231-6874 Ext. 140 8am to 5pm CST Email: lynx@mitsi.com

Troubleshooting - LynxClient

If an error occurs, the icon in the system tray of the client PC will turn red.
Common reasons that LynxClient is not operating are:
- The PC requires a reboot. Each PC must be restarted after installation for LynxClient.
- The LynxGuide server name or IP address is wrong. Try typing in the name or address in a web browser to see that you are connected to the network and can reach the server.
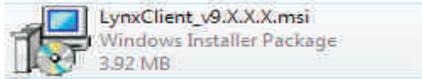
Troubleshooting - LynxUSB Button

After the LynxClient software is installed and the PC has been rebooted, you should see an icon with a "U", indicating the LynxClient software is installed and LynxUSB function is enabled in the profile. Plug in the LynxUSB Button into an available USB port of the PC. **Do Not Use a USB HUB.** When plugged in, the driver will install and you will see: the Green Icon indicating the LynxClient is properly installed. If you do not see the Green Icon, unplug and plug the connector back in to the PC, you should now see the Green Icon.

Technical Support:
972-231-6874 Ext. 140 8am to 5pm CST Email: lynx@mitsi.com

LynxClient - Manual Installation

To manually install the LynxClient on a PC, simply run on the PC you wish to install the LynxClient. All previous versions of LynxKeyPro must be uninstalled before version 9 is installed. **Administrative Rights are required for installation of the LynxClient software.**
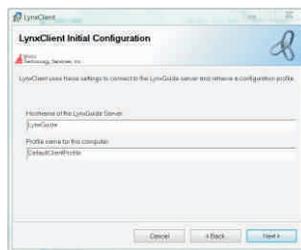The computer must reboot after completion of the LynxClient Setup Wizard. Meeting all of these requirements will ensure proper operation of the client software.
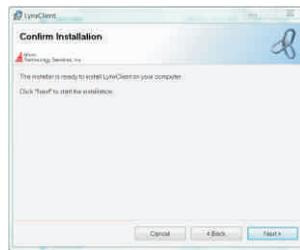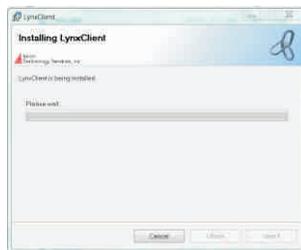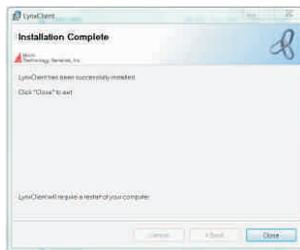

Step 1
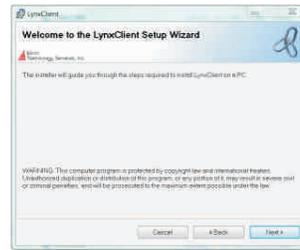
Step 2

Step 3
Enter the LynxGuide server name and Client Profile name. Client Profile name can be left as default and changed later from the server.

Step 4

Step 5

Step 6

After the LynxClient Wizard is finished, the PC must be restarted to complete the installation.