SmartCare 4.3.2
Quick Reference Guide

This quick reference guide has been created to show the most common Alarm Messages and tasks you will perform with the Smartcare software. For more detailed instruction please contact ESL Distributing, LLC at 603-848-2514.

Alarm Definitions and how to Respond

Active Alarms are displayed on the Open Alerts Tab and are audibly announced via the “Bong” tone.

**Bath Alarms:** Bath alarms will display on the system monitor and page directly to staff members via pager message. The Resident Name, apartment number will be included in the message on screen and pager message. Respond to the appropriate location and reset the alarm by placing the pull cord switch back into the UP position. Wait for the system to send the “Response Received” message to the pager.

**Bed Alarms:** Bed alarms will display on the system monitor and page directly to staff members via pager message. The Resident Name, apartment number will be included in the message on screen and pager message. Respond to the appropriate location and reset the alarm by pressing the Small “Acknowledge” Box on the upper area of the Bed alarm device. Wait for the system to send the “Response Received” message to the pager.

**No Supervisory Messages:** The system is attempting to alert staff of a possible problem with a wireless device. The type of device and location will be included in the No Supervisory Message. These messages will also display on screen and page directly to staff members. A staff member should respond to the location and test the device to determine whether a problem does exist. If the device does not function, replace the battery and retest the device. If the device still does not function, contact the Director of Health Services for further instruction.

**No Reply Alert Offline Receiver:** The system is attempting to alert staff of a possible problem with a wireless receiver. The device address and location information will display at the bottom of the screen and page to staff members via pager message. Contact the Director of Health Services for further instruction. If this occurs after hours or on a weekend, contact ESL Distributing at 603-848-2514.
No Reply Alert from NOW ONLINE: The system is attempting to alert staff that Receiver is now back online and functioning properly.

“PC Down paging from Motherboard”: The system is attempting to alert staff of a problem with the Computer. The computer is either turned off or not functioning. Check the computer, try to reboot the computer, then test the system. Contact the Director of Health Services for further instruction. If this occurs after hours or on a weekend, contact ESL Distributing at 603-848-2514
Residents

When a new resident moves into your community, you must also move them into the Smartcare software. Smartcare will not allow you to program a Pendant for a resident if you have not “Moved” the resident into the system.

To Move a Resident In:
Log into the system using the Password “system” then press the Log On button. This will allow you to see the Green “System Menu”

Important Notice
Open the “Maintenance” Window by pressing and holding the “CTRL” key and pressing and releasing the letter “M” key
To successfully program a Pendant, relocate a resident, or delete a pendant, the Maintenance Window must be open to complete the programming process.
Click on the Move In Button

Select the Apartment number from the list

Then Click “OK”
Enter as much resident information as you would like in the appropriate fields.

Note if you are using the Resident Check In feature please be sure to check the Include the Resident in the Check In Report” box.

Click on Save
Select “Yes”
Then select “Yes” again
Programming PHB’s for Residents

Once you have moved the resident into the system, you may then provide the resident with a Personal Help Button. The PHB will allow the resident to call for help from any location.

You must access the Blue “Care Menu” to program a PHB for a Resident

Click on Add PHB

Did you remember to "Move the Resident In?"

Important Notice
Open the “Maintenance” Window by pressing and holding the “CTRL” key and pressing and releasing the letter “M” key.

To Successfully program a Pendant, relocate a resident, or delete a pendant, the Maintenance Window must be open to complete the programming process.
Select the Resident’s name from the list

Click “OK”

Make sure to “check” “Mark this box if you want this alert to repeat, etc” Box

Select “Any Staff Response” from the drop down list

Click on “Save”
Test the Device to verify it is functioning properly and as expected after making any change to system devices.

Activate the New PHB by gently pressing on the button on the front of the PHB.

After activating the PHB, you will be sent to the screen shown to the left.

Check the “Full Date Sync Technician Use Only” box.

Click on “Done Learning”.

For service call 603 848 2514

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Relocating a Resident

Periodically residents may move from one apartment location to another. Follow the simple procedure below to relocate the resident in the database.

You must access the Green “System Menu” to perform this function. Log On by going to the Blue “Care Menu” and Log On to the system.

![Image of the System Menu]

1. Click on the “Relocate” Button
2. Select the Resident’s Name from the list
3. Click on “OK”
Select the Resident’s New apartment location from the list

Click on “OK”

You must now sync the database with the Central Alarm Receiver.

Click on the Devices Tab

Then Select Learn Devices.
Test the Device to verify it is functioning properly and as expected after making any change to system devices.

**Important Notice**

Open the “Maintenance” Window by pressing and holding the “CTRL” key and pressing and releasing the letter “M” key.

To Successfully program a Pendant, relocate a resident, or delete a pendant, the Maintenance Window must be open to complete the programming process.
Moving a Resident “Out” of the System

When a resident moves out of your community, you will want to “Move the Resident Out of the system” Moving a resident out of the system will disable their PHB. Be sure to obtain the PHB from the resident prior to their move. Do not issue the PHB to another resident until the PHB has been programmed and tested for proper operation.

Access the Green “System Menu”

Click on the “Move Out” Button
Select the Resident Name from the list
Click on “OK”

The system will provide you with an opportunity to print any resident information in the database. Select whether you would like to print the information.

The system will then ask you to confirm delete.

Select Yes to proceed with Moving the Resident out of the system.
You must now sync the database with the Central Alarm Receiver.

Click on the Devices Tab

Then Select Learn Devices.

Check the box next to “Full Data Sync Technician Use Only”

Then Click “Done Learning”

Wait until the system completes the process.
Staff Devices

The only way to respond to a PHB alarm is to use a staff device to send the Response message to the system. Follow the procedure below to add a staff device to the system.
Activate the Staff Pendant by gently pressing on the button on the front of the staff pendant.

Check the box next to “Full Data Sync Technician Use only”.

Then Click “Done Learning”.

Wait until the system completes the process.
Alarm History Files

Periodically you may choose to review alarm activity. By default, the alarm activity file will display all alarm activity for the past 12 hours. To change the parameters of the alarm history report you can filter alarm types, apartment locations, resident names and many other fields to customize your history report. History reports can be printed or exported to a removable disc for review on another computer with MS Access installed.

Click on “History Review”

Select the “Time Frame”

Check off any of the boxes used to filter the various fields available.

Click on “Update”

You may choose to print or export the report.
Resident Check In

If your community uses the Resident Check In feature you will want to review the Check In Report on a daily basis. Only resident’s who have been properly moved into the system and marked to be included in the Check In report will display on the report.

Click on the “Check Ins” Button

When the “Check Ins” button is pressed, the system will look back a predetermined time period and display residents who have not checked in during this time period. Press Alt F7 to change the time period and sort options available.

Click on Print to print a hard copy of the report

When you click on the “Check Ins” button the system will display the status of each resident that is included in the Check In list.

As you can see, the residents in this example should be checked on immediately.
Printing Reports

Carepoint provides some basic reports that are pre-formatted to easily find information frequently needed.

Select the Report type
Residents, Devices, Escalation, Receivers, Or Pagers

Select your sorting preference.

You may choose to print the report for your records.
In this example the Resident report way sorted by Last Name.

If the Resident has been issued a Pendant, the PHB ID will be shown here.

Note: each of these residents has been issued a pendant.