## Introduction

careSOFT comprises a main program with the name "careSOFT" and the careSOFT interface programs, as shown here in the windows "NurseCall" client and "AscotellP" client, for example.



The main careSOFT pro	gram is split into three sections:
Structure tree:	Located at the top left. All main and substructure items are shown
	here in line with the access rights of the current user.
Information window:	The large window on the right. This shows the relevant information for the individual structure items. The <b>sorting</b> can be changed by double-clicking the relevant column name.
Logo field:	Located at the bottom left. The company logo is normally displayed here. If this is not the case, this indicates that the connection displayed in this field was temporarily interrupted. In this case, double-click one of the displayed connections. The company logo should then reappear.

## 1. The "Program" menu bar

All program items can be blocked under "Definitions/Users".

📴 careSOFT		
Program		
Logon Settings	 齢 Refresh	✓ Confirm alarm
Send message Start a test alarm	ID	Alarm type
Close		
🗄 🍇 Definitions		

## "Logon" menu

Users entered under "Definitions" can log on here.

📴 Logon		×
Username	administrator	
Password	****	
ОК	Abbrechen	

## "Settings" menu

Default:

all deselected.

📴 careSOFT	
Program	
Logon Settings	nefresh
Send message Start a test alarm Close	ID Alarm ty
Systems	

## "Basic data"

If the functions "create unit", "create criterion" and "create location" are activated  $\square$ , sending an alarm from NurseCall to careSoft results in the automatic storage of the unit (floor/room/bed) and/or criterion and/or location in careSoft.

Automatic creation should only be activated **temporarily** and not on a permanent basis. In the case of permanent activation, there is a risk of foreign or incorrect units, criteria or positions being registered. This results in unnecessary license use, which can even lead in turn to blocking of the software with careSoft versions prior to 2.6.x.

**Note:** all units feature a factory-defined location code, which is automatically adopted by careSOFT. These codes can be found under

🙀 Settings - 2.6.2		
Basic data Records	Licence holder Licences Data Program info	
create unit		
create criterion		
create location		
Alarm window		
Веер		
CarreSOI I	New start	Iake over

"Positions" in the structure tree. These entries must be checked and deleted if necessary.

If the "Alarm window" option is checked  $\square$ , a separate alarm window is displayed for each triggered alarm. **Note:** multiple alarms in a short space of time can lead to overview problems if this feature is activated.

If "Beep" is activated  $\square$ , an acoustic alarm is issued. This occurs if there are connection problems with an interface program. This function can also be activated for the individual interface programs.

#### "Records"

These are internal software records. They are used only for analysis purposes and any necessary software troubleshooting.

Even if this option is not checked  $\Box$ , all system and unit alarms are still recorded.

**Note:** only activate the record feature if there are problems and following consultation with the manufacturer. Activation results in the recording of all client interfaces. This produces a very large data volume amounting to approx. 30,000 data records

Basic data <u>neculus</u>	Licence hol	der   Licences	Data  Pro	gram info	
irilo Moninen	-				
warnings	_				
Errors					
Program error					
Communications					
Alarms					

per week. A record should not last for longer than one week.

Default:	□ all deselected
☑ Info:	General information
☑ Warnings:	Loss of connections between systems and units
	Incorrect units or those that have not been entered that are sent from the NurseCall system to careSOFT are also recorded. These units must be checked and adapted accordingly in careSOFT or in the NurseCall system.
☑ Errors:	Errors that can occur after a user action.
☑ Program error:	Errors that occur within the program and are usually unexpected.
Communications:	This option is used to record client interface activities.
Alarms:	Displays every single alarm as an alarm window.

#### "Licence holder"

When the dongle is inserted, the relevant dongle number is entered here and the system remains licensed as long as the dongle is connected to the PC when careSOFT is started.

The dongle can be connected to a replacement PC at any time.

Settings - 2.6.2	
Basic data Record	s Licence holder Licences Data Program info
Licence No	1616309022
Company	199 299 399 499 5 0 0 0 0 0 0 0 0 0 0
Name	
Address	
Place	
71, careSOFT	New start OK Abort Take over

#### "Licenses"

When the dongle is inserted, all licenses are entered and released.

For test purposes, system licenses can also be entered without the use of a dongle. These licenses are then valid for 30 days.

Click the "New" **•** symbol and select the relevant license. Repeat this process for all desired licenses.

## "Data"

"Delete all alarms" removes all alarms from the database while "Delete all alarms from last year" removes all alarms issued in the past year. However, old alarms should only be deleted via the relevant task as per the installation instructions.

"Register service" and "Remove service": Detailed information on these functions can be found in the careSOFT installation instructions.

Settings - 2.6.2		ه	Ε
Basic data   Records   Licer	Icences Data	Program into	
Licence type	Licence code	Activating code	Expiration d
CareSOL1	<u>N</u> ew start	K <u>A</u> bort	I ake over

Settings - 2.6.2				
Basic data Records Licence holder Delete all alarms Delete all alarms from last vear	I Licences Da	ta) Program in	nto	
			Register Remove	service Service
CareSOI I	New start	ок	Abort	Take over

## "Program info"

Information on the software version can be found here.



#### Program Logon Settings Start a test alarm Close Bigget and the start Bigget and the start Close Bigget and the start Bi



## "Send message" menu

Here you can manually send messages to any system unit.

Select the relevant system and unit and write your message.

Then press "Send" to send the message.

#### "Start a test alarm" menu

Here you can start test alarms. This is very helpful during initial startup as a means of testing the interfaces.

Both incoming and outgoing interfaces can be tested.

The parameters to be entered vary by system.

🍰 Manuel alarn	n release 🛛 🗙
System	NurseCall
Unit No.	C0022
Criterion	7
Loc-Code1	231
Timestamp	0
Loc-Code2	•
Timestamp	0
	Alarm release

## "Close" menu

Here you can close the careSOFT program.

careSOFT 🛛 🔀
Would you like to close the program?
OK Cancel

🖗 care	SOFT			
Program				
Logon Settin;	ıs	n Refr	esh	Co
Send n Start a	nessage i test alarm	ID	Alarm tj	ype
	ann program ystems ofinitions			
⊡~ag ∪	CHENGOLIS			

## **General symbols:**



## +! Add

Adds a new data record in the active information window.



Deletes the data record selected in the information window.



#### Edit

Opens the data record selected in the information window. Double-clicking the desired data record produces the same result.

## 🔳 Сору

Copies a data record within the active information window.

#### Information window views:



Large symbols

List



Bell Small symbols

Details

## 2. Individual structure items



Escalation level

Next timeout

Stufe 1

26.09.2012 12:09:24



All alarms for the relevant unit are shown under "Previous calls".

The same list can also be accessed via the "Name assignment/Name list" menu under the name of a resident.

Re	💼 🛿	Acknowled	ge alarms	× Close alarms	Delete	<b>×</b> ∎ ⊨alarms	📉 Export		
ID	Alarm type	Criterion	Resident	Unit Name	Unit No.	Position Name	Position	System	Status
<b>\$</b> 114	Help	Hilfe	default	Test 2 4digit	ABCD	no Position	0	NurseCall	Been.
💊 115	Quittierung	Quittieru	default	Test 2 4digit	ABCD	no Position	0	NurseCall	Been.
<b>\$</b> 116	Help	Hilfe	default	Test 2 4digit	ABCD	no Position	0	NurseCall	Been.
<b>\$</b> 117	Quittierung	Quittieru	default	Test 2 4digit	ABCD	no Position	0	NurseCall	Been.
<b>A</b> 118	Help	Hilfe	default	Test 2 4digit	ABCD	no Position	0	NurseCall	Ruf
<									

Acknowledgeme

Clos

End

# Records:

Record of all software steps

All items set under "Records" are entered here. The analysis of the record can be exported to Excel.

Residents:

Alarm groups and residents can be recorded here

# Ö

Alarm groups:	Add	Edit	Delete
- Alarm groups	х	х	х
Note that a separate alarm group must be individual nursing group.	e created each t	ime an alarm is	assigned to an

Resident list:		Add	Edit	Delete
-	Names	х	х	х
-	Alarm group assignment		х	

- Manual alarm history evaluation

A **new resident** must be newly created, assigned to the corresponding alarm group and assigned to the unit for the relevant room under "Systems".

In the case of the **discharge or death** of a resident, he must be assigned to the relevant alarm group ("Discharged"/"Deceased"). This allows for subsequent evaluation of the resident's alarms.

**Note:** if you only change the name, no further alarm evaluation for the previous resident will be possible. His alarm data will only be accessible via the new name.

CareSOFT Program										
Alarms Records		<b>₿</b> Refresh New	XI »∕I Delete Procee	d						
🖻 – 🦺 Residents		Residents	adress	place	phone	note	Alarm group	Displ	Default	^
Alarm groups		Market Test X-X-X					ALG Test	3	Wahr	
Besitions		🚑 RelayUnit Z					ALG System	0	Falsch	
Nursing groups		🚑 RelayUnit Y					ALG System	0	Falsch	
E E Alarm program		📇 RelayUnit X					ALG System	0	Falsch	
+ Ju Systems		📇 RelayUnit W					ALG System	0	Falsch	
🗄 🌄 Definitions		📇 RelayUnit V					ALG System	0	Falsch	
		🚑 RelayUnit U					ALG System	0	Falsch	
		🚑 RelayUnit T					ALG System	0	Falsch	
		🚑 RelayUnit S					ALG System	0	Falsch	
		🚑 RelayUnit R					ALG System	0	Falsch	
		RelayUnit Q					ALG System	0	Falsch	
	COFT	📇 RelayUnit P					ALG System	0	Falsch	
1/10	caresul	all RelayUnit 0					ALG System	0	Falsch	
V		🐉 RelayUnit N					ALG System	0	Falsch	
	rersion 2.6.X	🚑 RelayUnit M					ALG System	0	Falsch	
		ALCON A 14 NO					1100.1	-	1 C 1 C	

Click **1** to enter a new resident or to make a change, double-click the relevant name to open the detail window

uoubic (	JICK UN		int nam		penti	c uc		maow	•				
🐌 Resident - Eric I	Braendle					🧯 Resid	ent - default						
Basic data Alarms	1					Basic da	ta Alarms						
Name	Eric Braendle						defresh	Acknowledge alar	ms Close a	alarms	Delete	Kı alarms	execution Export
Address			-			ID	Alarm type	Criterion Name	Resident	Unit Na	me	Unit No.	Position Name
Place			-			<b>11</b> 4	Help	Hilfe	default	Test 24	ldigit	ABCD	no Position
Telephone	099.7917792		-			<b>Q</b> 115	Quittierung	Quittierung	default	Test 2 4	ldigit	ABCD	no Position
	003//31//35					<b>116</b>	Help	Hilfe	default	Test 2 4	digit	ABCD	no Position
Photo						110	Quitterung	Quitterung	default	Test 2.4	kaigit Liifiinia	ABCD	no Position
Info						<b>F</b>	hap	niie	uerauit	163124	uy.	ABCD	no rosilon
Alarm group	ALG Test		]										
Select	☐ Sta	ndard [	1	Store		<		111	)				>
CorreSO: 1					Abort	B+ :	rreSOL1						Abort

Basic data: Here you can edit the name and corresponding alarm group assignment. The internal telephone number is only required if a communication channel is to be opened in the case of an alarm (this function depends on the telephone system).

Alarms: Here you can view all processes started for the selected alarm and the assigned units respectively.

Positions:



arm zones:	
Alarm zones	

Edit
х

Add

х

Delete x

Alarm zones can be defined here.

However, only one alarm zone should be defined due to the significant amount of programming required. A new alarm program must be created for each alarm zone. E.g. all loops in building A are located in zone building A



Creating a new alarm zone:

Press the <sup>●</sup> New button.
Name: name of the zone
Default: ☑ if only one zone exists.
If multiple zones are defined, the default zone must be specified.
The default zone is used automatically if the zones are not programmed correctly.

🚳 Alarm zones	s - Zone 1	X
Settings Posi	ion detector	
Name Default	Zone 1 I코	<b>1</b> <sup>289</sup>
		Store
CareSOLI Strates		Close

Positions:

Positions

Add x Delete x

Edit

х



All IS75 loops are recorded here.

**Note:** the entry **"Without position 0"** must not be deleted! It forms part of the system and is used for units without localization function. If this entry is deleted, reliable system operation can no longer be assured.

To enter a position, click "New" 👥 .

The "Position" window opens. In the "Number" field, enter the same number as set in the IS75/76 unit via dip switch.

In the "Name" field, enter the position of the loop, e.g. "Main entrance".

The "Alarm zone" field can be used to define which alarm zone the loop is located in. An image (photo or floor plan) can be stored on the "Overview picture" and "Detail picture" tabs.

The red dot can be set to the desired position via the cursor. The overview and detail pictures are then displayed in the case of an alarm.

**Nursing groups:** Add Edit Delete

careSOFT

Salarms Alarms

Besidents

Positions

Alarm grou

🙆 Alarm zones

Positions

darm program ٢, Systems

careSOFT

Version 2.6.x

Definitions

х

Х

nefresh

Nursing group

RLG Blue

PLG Orange 😫 PLG Violet

PLG Batt Lov

PLG All receivers

🕵 PLG Technica

Х

 ★!
 ...
 ...

 Delete
 Proceed
 Duplicate
 Export

Nursing groups

The following settings can be made: Any number of nursing groups can be created. Any number of service schedules can be defined in each nursing group.

Each service schedule can contain any number of receivers belonging to the relevant nursing group (cell phones, pagers or alarm displays).

Entries must be limited depending on the system in question (partly restricted service).

To create a new nursing group,

click 📲 New and enter a unique name. Confirm by pressing "Store". Double-click the new nursing

group to open it for editing. Start by selecting the "Service schedule" tab.

The attendance times of the relevant nursing group are defined here.

Click 👥 New to create a new service schedule, which should again be assigned a unique name (e.g. 24h, Morning, etc...) Then specify the attendance times (from – to) and save the service schedule. By double-



clicking the relevant service schedule, you can specify the receivers for this schedule on the corresponding tab.

Click 🚰 New again to select the receivers from the menu. Each receiver must be entered individually! A receiver group can also be created depending on the system.

The use of several nursing groups allows separate alarms to be issued for multiple buildings or floors, for example. It is also possible to allocate technical alarms to a separate nursing group.





Alarm program

Alarm programs define how each criterion is to be handled. E.g. in the case of a call with criterion 7 (help call), nursing group green is alerted.

In the case of a call with criterion 3 (acknowledgement), "Acknowledge all resident alarms" is displayed, followed by "All resident alarms deleted".

ram = 1 Zone 1 = 3 ALG System	^	<b>㎡! 수!</b> Refresh New	×! ₃ª Delete Proc	eed Copy from	
Help		Command	Program No.	Nursing group	> Allocation
Outherung     Technik     Assistenz     Jaronieren     Jaronieren     Dett bef     Dement     Dement     Fouer     Fouer     Fouer		ε <b>ν</b> r⊪egeguppe ålamieten		rrua rechnical	Zone I - Аци System - Help - Step I

To edit an entry, select the desired alarm type, e.g. "Help", "Acknowledgement", "Technical" etc..., and then click "Step 1". The information window then displays how this alarm type is handled. To change this, double-click the entry in the information window. The window "Command – 1" appears, as shown.

"Number": the program number of the relevant command. Numbers can be assigned individually, though we recommend that sequential numbering is used.

"Command": here you define what happens with the alarm in this step.

"Nursing group": here you define which nursing group is alerted in this step.

🖌 Command - 1		×
Settings		
Number	1	
Command	Pflegegruppe alarmieren	•
Nursing group	PLG Technical	•
		Store
CareSOLI Terresters		Close

🗾 Systems:

\_

Systems

All systems are recorded here, e.g.: NurseCall, AscotelIP, Spectralink, Quancom etc.

All possible systems are predefined here. Delete any systems that are not required.

🖗 careSOFT					_ 🗆 🛛
Program					
Alarms Records	Refresh New Dele	s <b>∕1</b> te Proceed			
Hesidenis	System	Driver	IP Port	Delete messages	Supervise
Busing groups	Alamdisplay	Alarm-Driver	12349	Wahr	Falsch
E E Alam program	Alarmdisplay2	Alarm-Driver	12350	Wahr	Falsch
Sustema	AscotellP	Alarm-Driver	12348	Wahr	Falsch
E Di Alamdisniau	ConidorDisplay	Alarm-Driver	12369 12346	Wahr Wahr	Falsch
+ bit, Alamdisplay2	ESPA	Alarm-Driver			Falsch
AscotellP	ESPA_IN	Alarm-Driver	12362	Wahr	Falsch
🗉 🗕 GorridorDisplay	MurseCal	Alarm-Driver	12345	Wahr	Falsch
🗄 🏈 ESPA	🔮 QuanCom	Alarm-Driver	12368	Wahr	Falsch
😟 📓 ESPA_IN					
🗉 📓 NurseCall					
🚊 👷 QuanCom					
E Continuitions					
careSOFT					9
Version 2.6.x					

If you still need to record a new system

(e.g. two identical systems), copy the settings for the existing system and allocate them a unique name and an unassigned port number.

Add

х

Unit types:	Add	Edit	Delete	
- Unit types	X	х	х	_
The unit types contain all possible units for a system. These are already predefined. If you have created a new system, contact the manufacturer to define the exact data for the criteria (functions) of these unit types.	CarteSOT      Process      Process	ti)1 Refred ¥ farami ¥ farami ¥ Satister ¥ Asister ¥ Asister FT	h New Delete Proceed Copyunktype Standard in transmit. In posterior mention Falch Wahr Wahr Falsch mention Falsch Wahr Wahr Falsch aramiter (535.37) Falsch Wahr Falsch aramiter (535.37) Falsch Wahr Falsch Belag-Unit Falsch Wahr Falsch	
Units:	Add	Edit	Delete	
- Units	Х	Х	Х	

Double-click a unit to open the corresponding detail window.

Alarms Records	Refresh New D	×ı .∕! elete Proceed				
L Hesidenks	Unit	Number	Тур	> Resident	System	
Numies groups	EF Test FL-RO-BD	0-7-0	Transmitter	TestXXX	NurseCall	
A Norshig groups	🚑 MainUnit 3digit	0.0.0	Main-/Relay-Unit	MainUnit	NurseCall	
I Sustems	🚑 RelayUnit A 3digit	1-1-1	Main-/Relay-Unit	RelayUnit A	NurseCall	
Alamdisolau	🚑 RelayUnit B 3digit	2-2-2	Main-/Relay-Unit	RelayUnit B	NurseCall	
Alamdisnlav?	RelayUnit C 3digit	333	Main-/Relay-Unit	RelayUnit C	NurseCall	
AscotelIP	📇 RelayUnit D 3digit	4-4-4	Main-/Relay-Unit	RelayUnit D	NurseCall	
DerridorDisplay	RelayUnit E 3digit	555	Main-/Relay-Unit	RelayUnit E	NurseCall	
ESPA	RelayUnit F 3digit	6-6-6	Main-/Relay-Unit	RelayUnit F	NurseCall	
ESPA_IN	RelayUnit G 3digit	7-7-7	Main-/Relay-Unit	RelayUnit G	NurseCall	
- NurseCal	RelayUnit H 3digit	8-8-8	Main-/Relay-Unit	RelayUnit H	NurseCall	
- 🎒 Unit types	RelayUnit I 3digit	9-9-9	Main-/Relay-Unit	RelayUnit I	NurseCall	
🔄 🍰 Units	RelayUnit J 3digit	10-10-0	Main-/Relay-Unit	RelayUnit J	NurseCall	
🧟 QuanCom	RelayUnit K 3digit	11-11-1	Main-/Relay-Unit	RelayUnit K	NurseCall	
- 🎧 Definitions	RelayUnit L 3digk	12-12-2	Main-/Relay-Unit	RelayUnit L	NurseCall	
	RelayUnit M 3digit	13-13-3	Main-/Relay-Unit	RelayUnit M	NurseCall	
	RelayUnit N 3digit	14-14-4	Main-/Relay-Unit	RelayUnit N	NurseCall	
CaroSOET	📇 RelayUnit O 3digit	15-15-5	Main-/Relay-Unit	RelayUnit 0	NurseCall	
Laresort	RelayUnit P 3digit	16-16-6	Main-/Relay-Unit	RelayUnit P	NurseCall	
Version 2.6.x	RelayUnit A	1444	Main-/Relay-Unit	RelavUnit A	NurseCall	
Version 2.6.x	set HelayUnit A	THEFT	Main/Helay-Unit	HelavunitA	NurseCall	

"Type":	Select the relevant unit type.
"Number":	Enter the relevant hardware number of the unit, which is contained in the user manual of the unit
	manufacturer.
"Name":	Enter the desired name, such as the room number.
"Resident":	Select the relevant name to be assigned to this unit.

Basic data		
Туре	Transmitter	
Number	ABCD	
Name	Test 2 4digit	
Resident	[ALG Violet] - default	

## Definitions

The alarm type, escalation levels, alarm status and careSOFT user rights are managed here.

## "Alarm type"

Here you define the alarm types that can be used in the alarm program. "Max. age (days)" should be set as shown in the screenshot on the right. As a result, when restarting careSOFT, for example, all acknowledged alarms older than one day are deleted or archived.

Alarms Records	mile     the     ★ !     s# !       Refresh     New     Delete     Proceed	execution execut		
Hesidents	Alarm type	Max. age (days)	Standard	
Nursing groups	Help	90	Wahr	
E S Alarm program	Acknowledgment	1	Falsch	
Sustems	🙀 Technical	90	Falsch	
Definitions	Assistance	90	Falsch	
Alarm type	🔯 Ignore	1	Falsch	
Escalation levels	A Presence	1	Falsch	
🚽 😳 Alarm status	Batt Low	90	Falsch	
S User	M Dementia	90	Falsch	
	Rresence End	1	Falsch	
	💈 Fire	90	Falsch	
	🔂 Pot Alarm	90	Falsch	

Since the acknowledgement is also entered for help calls, the incoming call recognition can still be traced.

## "Escalation levels"

The escalation levels are defined here. For each level created, an additional entry is automatically created in the alarm program. These must be configured accordingly.

#### "Alarm status"

The "Alarm status", "Status" level, and "Color" of the alarm status are defined here. The default setting is: "Call" "Presence" "Closed"

📴 careSOFT				<b>- - &gt;</b>
Program				
Alarms Records	ni anticona de la comunicación	₀ <b>∕!</b> e Proceed	et Export	
Hesidents	Alarm status	Status	Color	
Nursing groups	😳 Call	1	920248	
A E Alam program	😳 Presence	2	2927935	
E Sustems	😳 Closed	3	12632256	
🗄 🍓 Definitions				
Alarm type				
- 🧏 Escalation levels				
- 😳 Alarm status				
careSOFT				
Verlag 26				
version 2.6.x				

#### "User"

The users that can log into careSOFT are managed here.

Authorizations can be set separately for each user.

If a user is defined without a name and password, this user is logged in directly when careSOFT is started. This can be used to ensure that the open alarms are always visible.