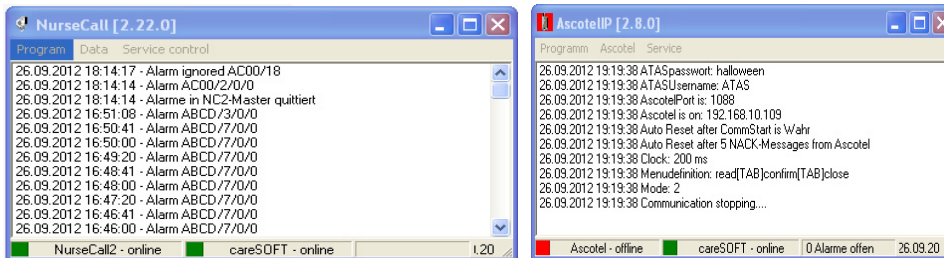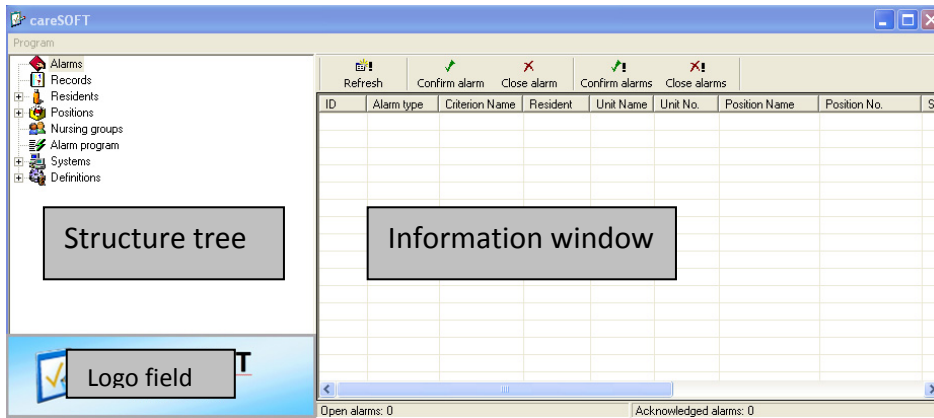# careSOFT   user manual

Introduction

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


The main careSOFT program   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 **sorting** 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.

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1.   The "Program" menu bar

All program items can be blocked under "Definitions/Users".
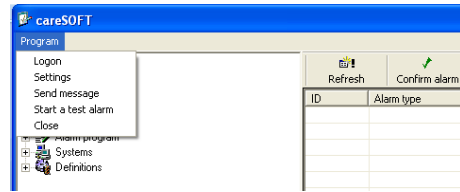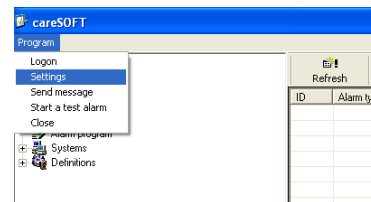
"Logon" menu
Users entered under "Definitions" can log on here.
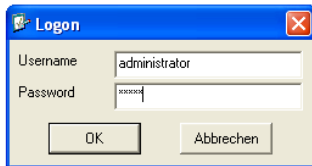
"Settings" menu
Default: ☐ all deselected.

"Basic data"
If the functions "create unit", "create criterion" and "create location" are activated ☑, 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 "Positions" in the structure tree. These entries must be checked and deleted if necessary.
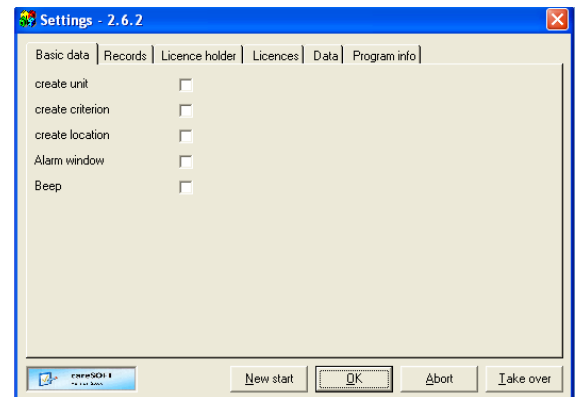
If the "Alarm window" option is checked ☑, a separate alarm window is displayed for each triggered alarm. **Note:** multiple alarms in a short space of time can lead to overview problems if this feature is activated.

If "Beep" is activated ☑, 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.

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"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 □, 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 per week. A record should not last for longer than one week.
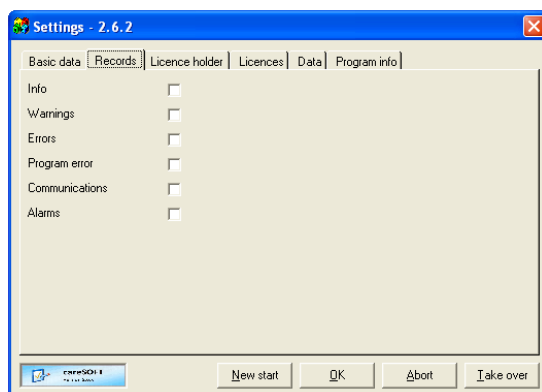
| Default:	□ all deselected
☑ Info:	General information
☑ Warnings:	Loss of connections between systems and units
	Incorrect units or those that have not been entered that are sent from the NurseCall system to careSOFT are also recorded. These units must be checked and adapted accordingly in careSOFT 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.
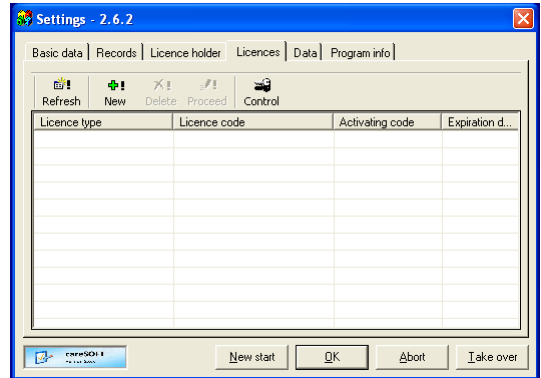
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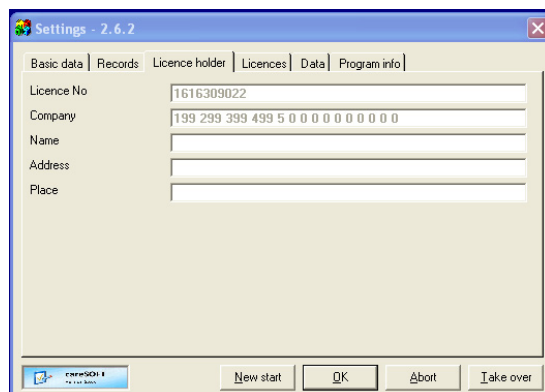
"Licenses"
When the dongle is inserted, all licenses are entered and released.

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.
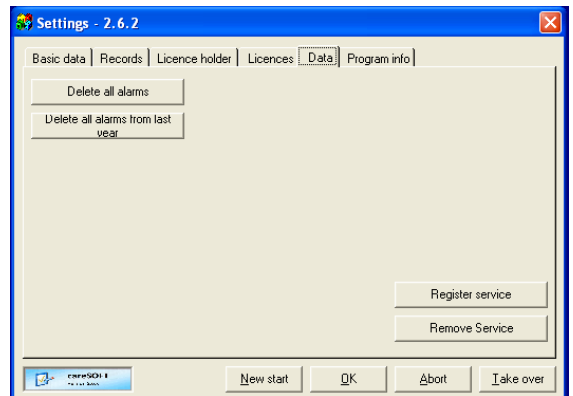
"Program info"
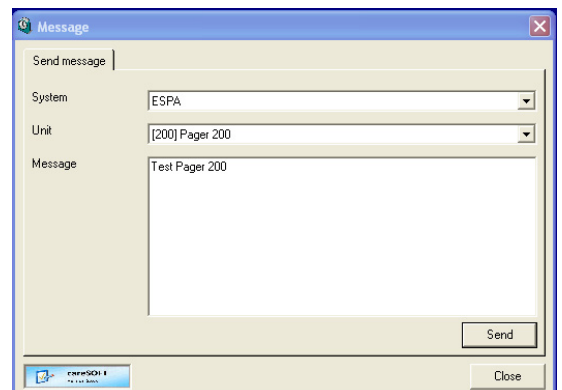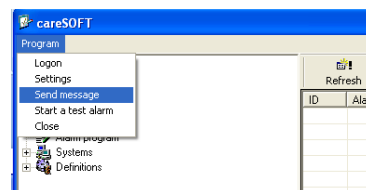Information on the software version can be found here.
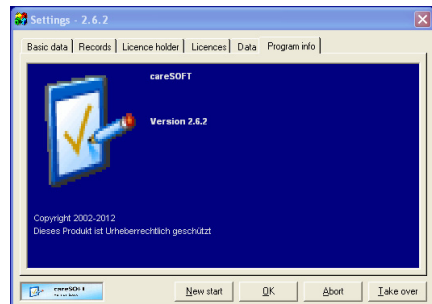
"Send message" menu
Here you can manually send messages to any system unit.

Select the relevant system and unit and write your message.
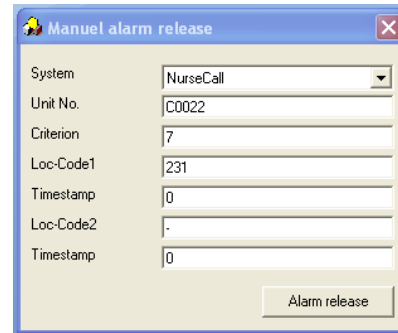
Then press "Send" to send the message.

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"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.
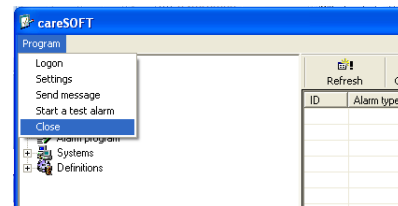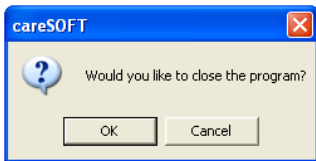
Both incoming and outgoing interfaces can be tested.

The parameters to be entered vary by system.

"Close" menu

Here you can close the careSOFT program.

General symbols:

 Refresh display
Refreshes the information window

 Add
Adds a new data record in the active information window.

 Delete
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.

 Copy
Copies a data record within the active information window.

Information window views:

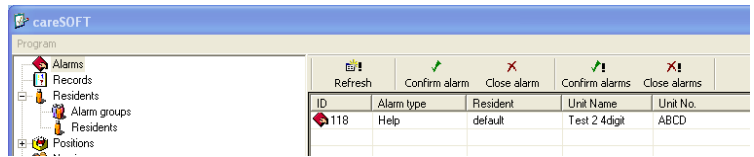 Large symbols   List

 Small symbols   Details

2.   Individual structure items

|	
Alarms:	Displays all open alarms

Double-click an open alarm in the information window to open the detail window.

On the "Curr.pos(O)" tab, you can see an overview image of the alarm position.
The exact position is indicated by a **red dot** in the software.
On the "Curr.pos(D)" tab, you can see a detail image of the alarm position.
The relevant images can be saved under "Positions".
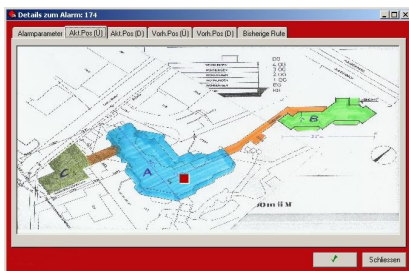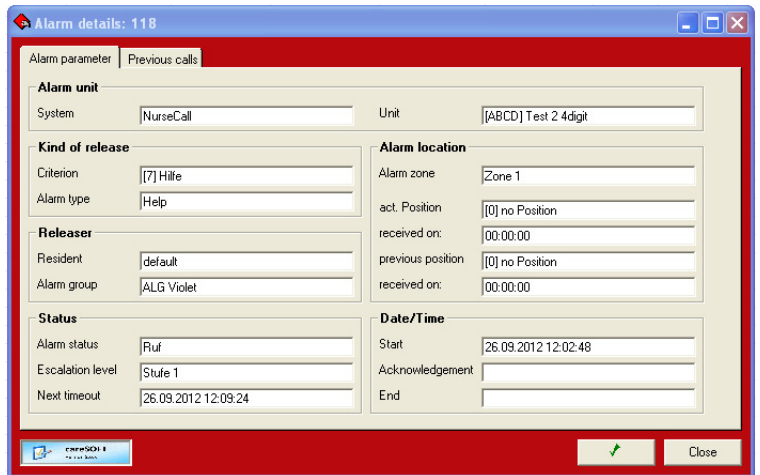
All alarms for the relevant unit are shown under "Previous calls".
The same list can also be accessed via the "Name assignment/Name list" menu under the name of a resident.
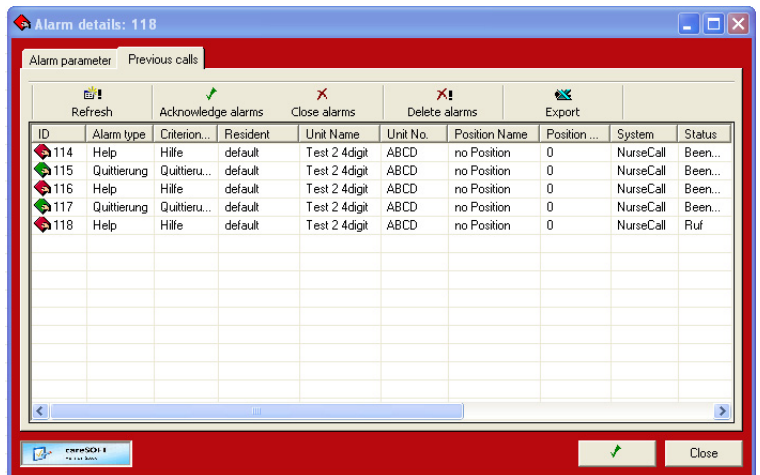
Records:	Record of all software steps

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

Alarm groups: Add   Edit   Delete
-     Alarm groups   x   x   x

Note that a separate alarm group must be created each time an alarm is assigned to an individual nursing group.

Resident list: Add   Edit   Delete
-     Names   x   x   x
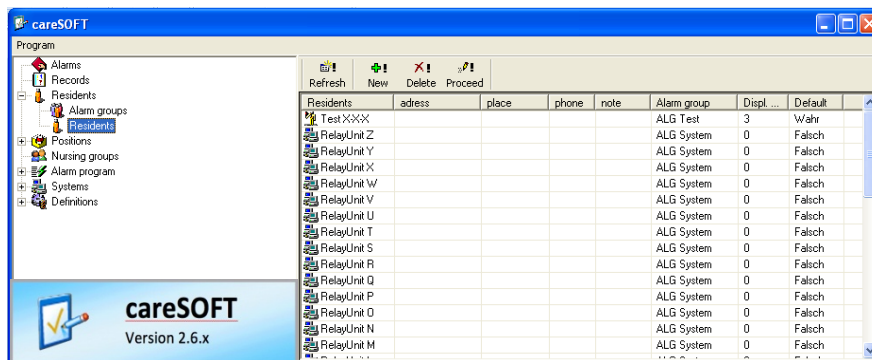-   Alarm group assignment   x
-   Manual alarm history evaluation

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.

Click to enter a new resident or to make a change,
double-click the relevant name to open the detail window.
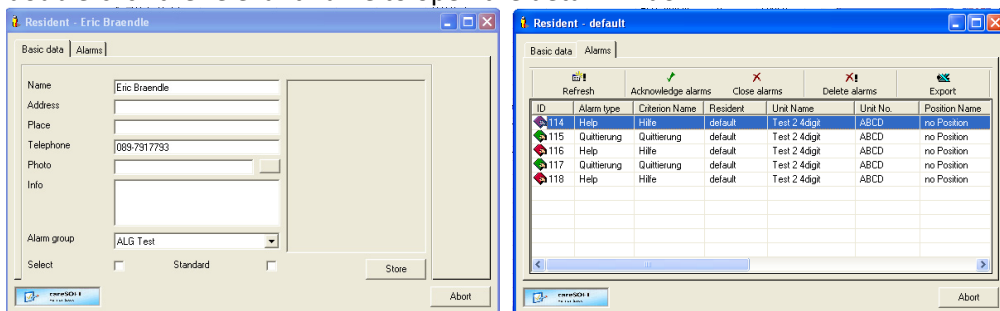
Basic data: Here you can edit the name and corresponding alarm group assignment.
                The internal telephone number is only required if a communication channel is to be opened in the case of an alarm (this function depends on the telephone system).

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

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Positions:

Alarm zones: Add   Edit   Delete
-        Alarm zones   x   x   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
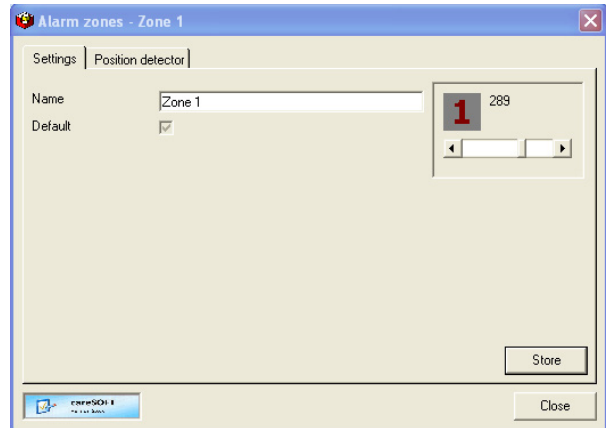building A
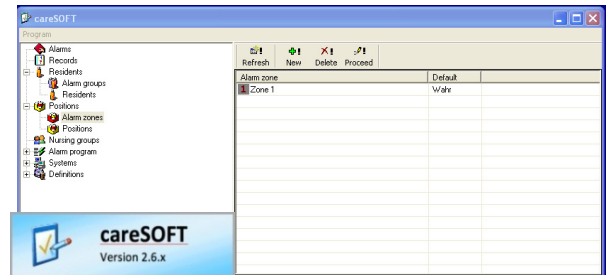
Creating a new alarm zone:

Press the **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.

Positions:

                                                     Add   Edit   Delete
-        Positions   x   x   x

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.
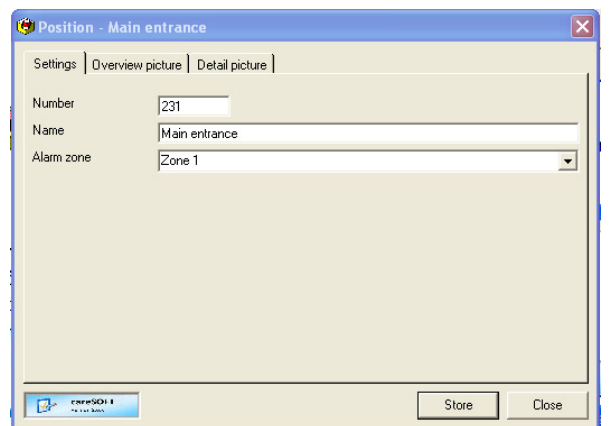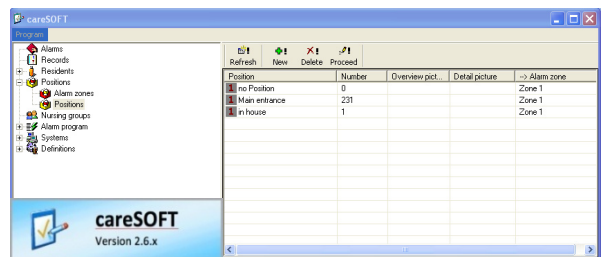
Nursing groups:	Add	Edit	Delete

- Nursing groups	x	x	x

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).
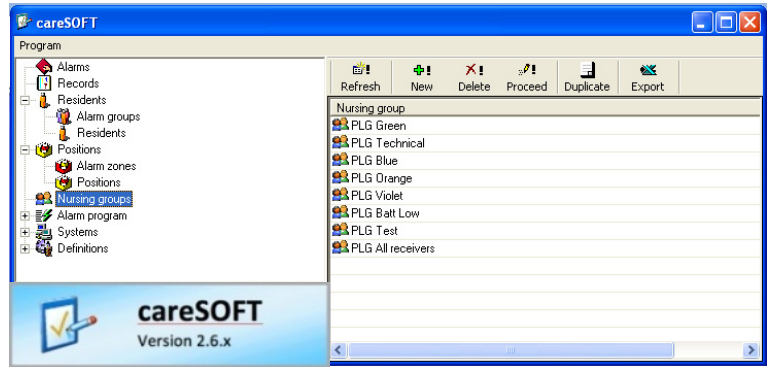
To create a new nursing group, click [+] **New** and enter a unique name. Confirm by pressing "Store".
Double-click the new nursing group to open it for editing. Start by selecting the "Service schedule" tab.
The attendance times of the relevant nursing group are defined here.
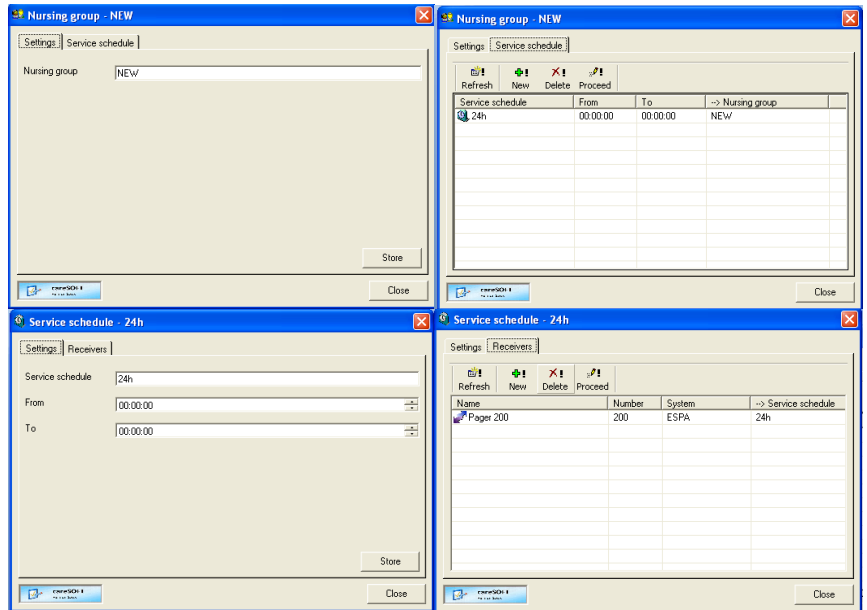
Click [+] **New** to create a new service schedule, which should again be assigned a unique name (e.g. 24h, Morning, etc…) Then specify the attendance times (from – to) and save the service schedule. By double-clicking the relevant service schedule, you can specify the receivers for this schedule on 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.
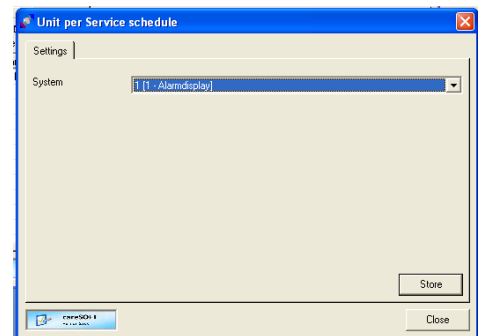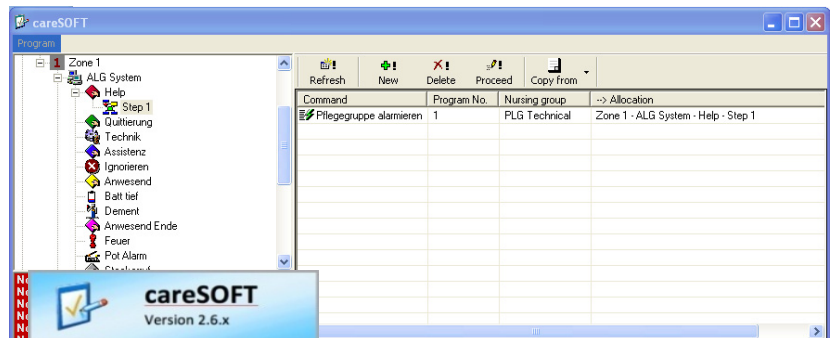
⬛⚡ **Alarm program:**	Add	Edit	Delete
- Alarm program		x	

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".

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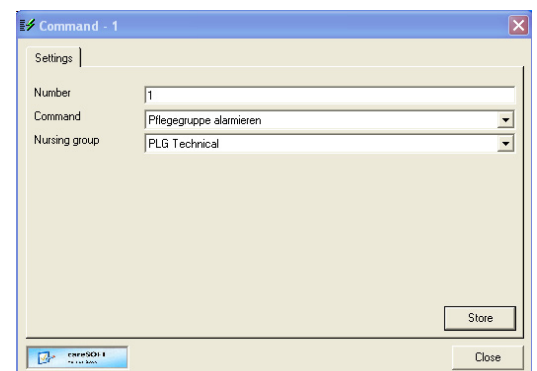
"Command": here you define what happens with the alarm in this step.

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

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![Systems icon] Systems:	Add	Edit	Delete
- Systems	x	x	x

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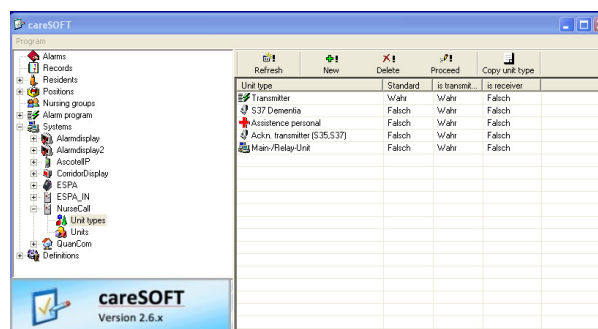NurseCall, AscotelIP, Spectralink,
Quancom etc.

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

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.
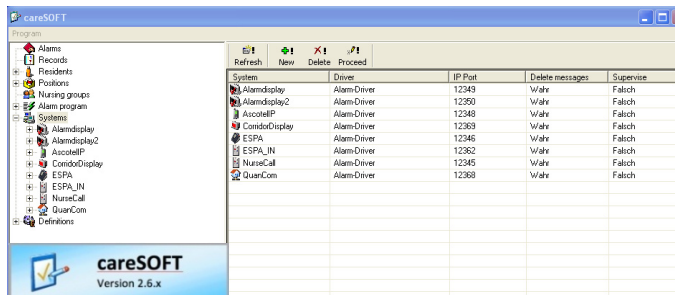
![Unit types icon] Unit types:	Add	Edit	Delete
- Unit types	x	x	x

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.

![Units icon] Units:	Add	Edit	Delete
- Units	x	x	x
- Link units with names		x	

Double-click a unit to open the
corresponding detail window.
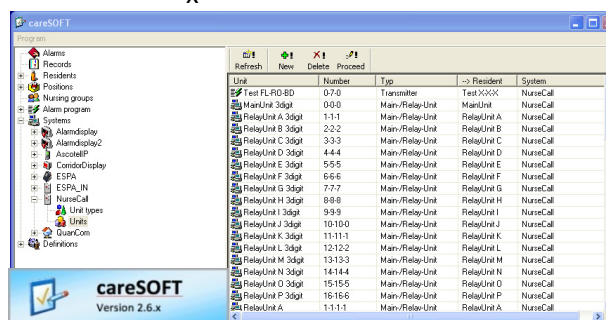
| "Type":	Select the relevant unit type.
"Number":	Enter the relevant hardware number of the unit, which is contained in the user manual of the unit manufacturer.
"Name":	Enter the desired name, such as the room number.
"Resident":	Select the relevant name to be assigned to this unit.

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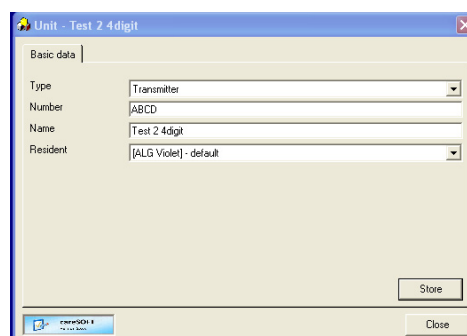
 Definitions

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.
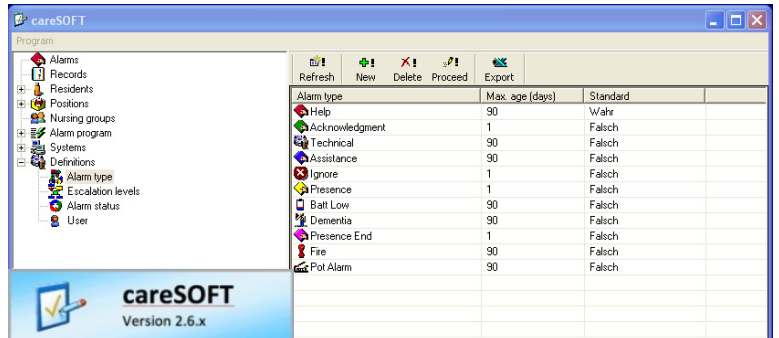
Since the acknowledgement is also entered for help calls, the incoming call recognition can still be traced.
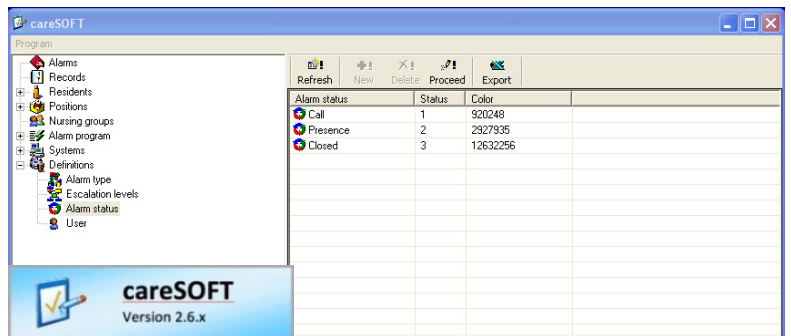
"Escalation levels"
The escalation levels are defined here. For each level created, an additional entry is automatically created in the alarm program. These must be configured accordingly.

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

 "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.