TECHNICAL FOLDER

ADMINISTRATION AND CONFIGURATION MANUAL

SMARTLINK 3

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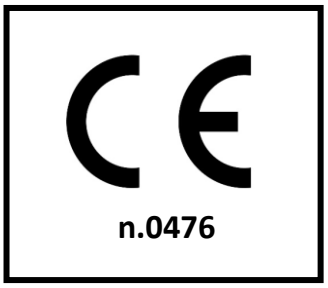
1. REGULATORY INFORMATION

SmartLink 3 complies with:

1. the 93/42/CEE Directive.
2. the 60601-1-8:2007 (+ A1:2013 + corrigenda 2010 and 2014) collateral standard, as part of a Distributed Alarm System (DIS - Distributed Information System, DAS – Distributed Alarm System, CDAS – Distributed Alarm System with operator Confirmation).
3. the 80001-2-5:2014 technical report, as part of a Distributed Alarm System (DIS - Distributed Information System, DAS – Distributed Alarm System, CDAS – Distributed Alarm System with operator Confirmation).



This manual is part of the available SmartLink 3 product documentation.

The product documentation is composed of these documents:

SmartLink 3 Declaration of Conformity
SmartLink 3 User Manual
SmartLink 3 Administration and Configuration Manual
SmartLink 3 Installation and Update Manual
SmartLink 3 Technical Requirements

These documents are available in PDF format on the desktop of the SmartLink 3 pre-installed virtual machines, are included in the Installer compressed file, and can be downloaded from the reserved area of the Software Team website.

The documents can be saved on offline supports; we recommend using a desktop computer or laptop with Adobe Acrobat Reader DC to view and print them. If another PDF reader is used, please check that all fonts and graphics are correctly displayed.

The documents cannot be disclosed in whole or in part, with any available mean, outside the organization where SmartLink 3 is used and to people different than the ones directly involved in the SmartLink 3 use, configuration, administration and maintenance.

Please note that one or more of the listed manuals might belong to functions not included in your supply, even if the whole manuals set is included in the supplied items.

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2. DOCUMENT INTENDED PURPOSE AND READERS

This document gives the user the instructions to configure all SmartLink functions.

This document contents are for doctors and system administrators that oversee the SmartLink functions configuration.

3. DOCUMENT CHANGE MANAGEMENT

Revision	Date	Description	Author	Approved
01	13 Mar 2018	First Issue.	TEC – CC	DIG – RM
02	11 May 2018	Contents change	RGQ – MTY	DIG – RM
03	12 Oct 2018	Contents and image change. Typos correction.	RGQ – MTY	TEC – CC

Note on revision 03 – 11 Sep 2018

~ Updated descriptions and pictures of chapter 4 (and subchapters) SmartLink Configuration – Wizard Clinical

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4. SMARTLINK CONFIGURATION- WIZARD CLINICAL

The Wizard Clinical is a tool that allows the Clinical Application Specialist to configure and manage the ward, the alarms list with the escalation rules, and the pager assignment.

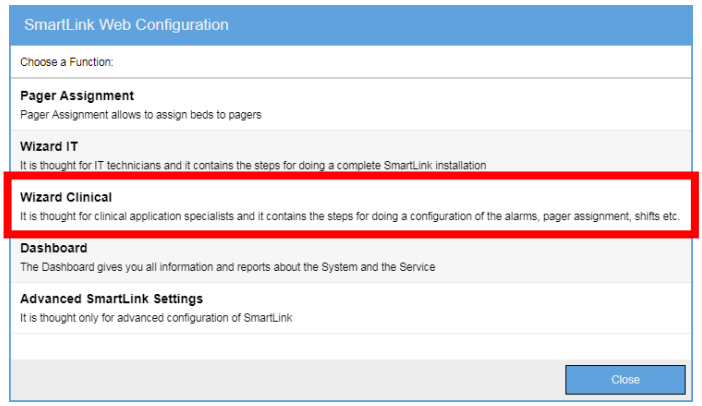
For accessing the Wizard Clinical functions open Google Chrome or Firefox and type:

http://**[ServerIP]***:20010/smartlinkwebapp

***** change **[ServerIP]** with the IP address of SmartLink server (e.g. http://192.168.1.1:20010/smartlinkwebapp).

Once you're connected, insert Username and Password and, in the page that follows, click *Wizard Clinical*.





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To switch from one section to another, click on the options button in the upper-right corner.



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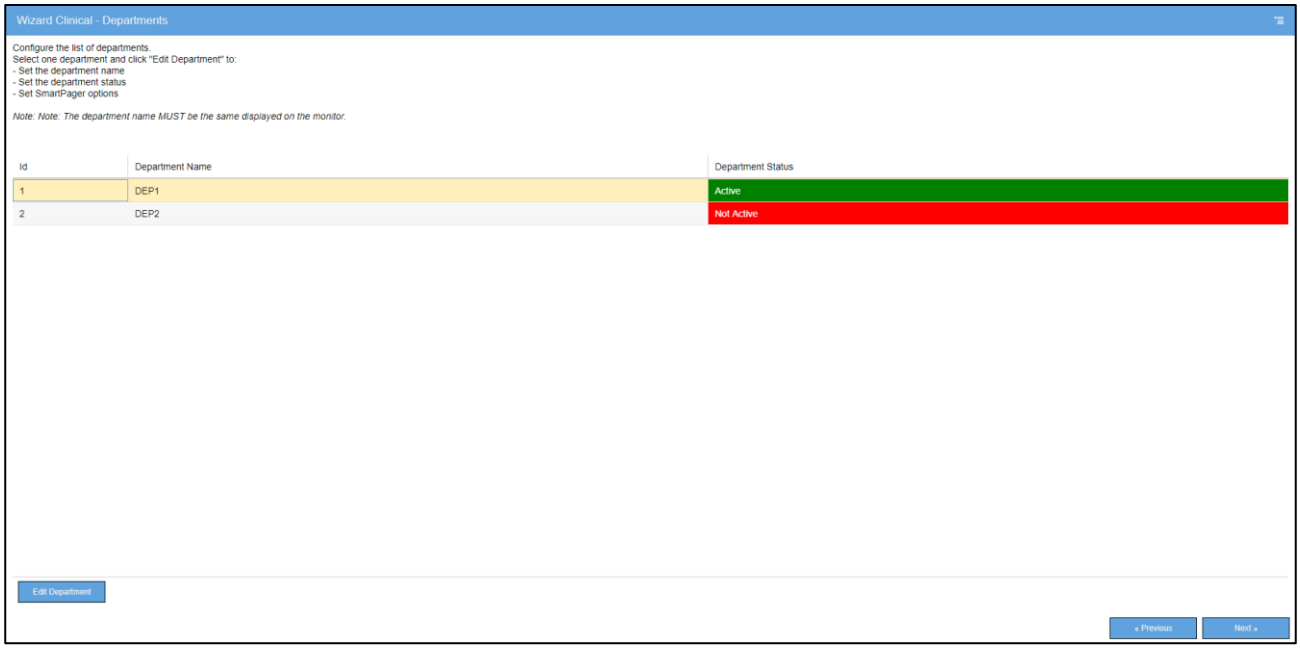
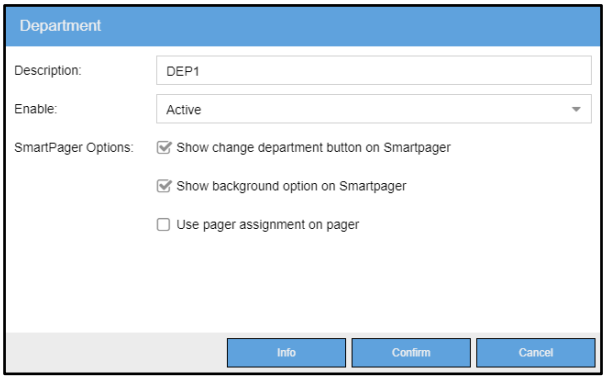
4.1. Departments

The Department section allows to configure and activate each department.



The list is composed only by the departments specified when you requested the license. It is not possible to add a new department, it is only possible to edit them.

Click Edit to modify the departments' status and description:



~ Description: this is the name of the department. It must be configured with the same description of the department name set in the monitor.

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- Enable: allows to set the department status:
  - Not active: the alarms coming from that department are not sent to the pagers;
  - Active: the alarms coming from that department are sent to the pagers. In the configuration you can manage the alarms grouping the monitors in care groups;
  - Active using "Dep name" in the monitor: you don't need to configure groups of monitors; all the alarms coming from all the monitors connected to the department are forwarded to the pagers using escalation rules.

  NOTE: The department status is set according to the license. By default, only the licensed department are set as active.
- SmartPager Options:
  - Show change department button on SmartPager: allows to enable the option for changing the department to which the pager is connected directly on the pager;
  - Show background option on SmartPager: allows to enable the background option for using SmartPager in background mode with the widget function;
  - Use pager assignment on pager: allows to enable the Pager Assignment button on the pager and manage the assignment on the pager.

Click "*Confirm*" to save the configuration.

Click "*Info*" to open the Department Configuration guide.

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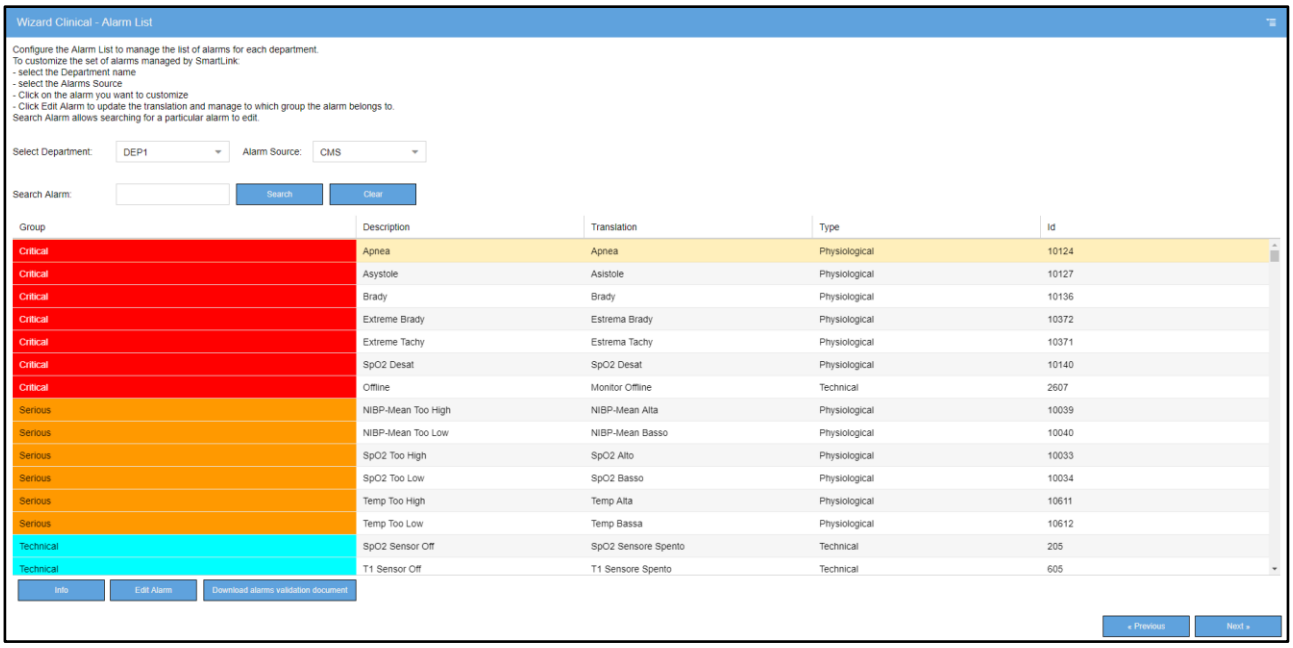
4.2. Alarm List

This section allows to configure the alarm list.



To configure the alarms list:

1. Select the Department
2. Select the Alarm Source (the same set in the SmartLink license)
3. Select the Alarm and click “Edit” (If you remember the alarm name, you can specifically search for it by using the Search Alarm box).

Each alarm is identified by:

- Classification Group
  - Critical (high priority)
  - Serious (medium priority)
  - Generic (low priority)
  - Technical
  - Not managed (i.e. the alarm is not active in the configuration and will not be forwarded to the pagers)

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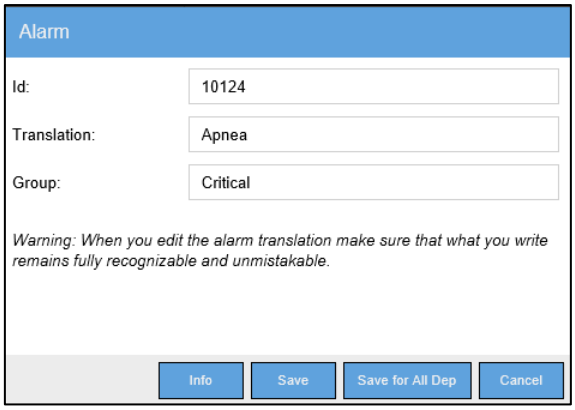
- Alarm Description (the alarm description will be shown on the pagers)
- Alarm Translation (this follows the language you previously set).
- Alarm Type (Physiological or Technical),
- Alarm ID (this is the alarm code sent from the connected data source)

Select an alarm and click “Edit Alarm” to change the Alarm Translation and the Classification Group. You can save the changes for the current department only or for all the departments.



“*Download alarms validation document*” allows you to download the edited list of alarms so that for each department it is possible to test it.

NOTE: the alarms shown are the active alarms. To activate an alarm that is “*Not managed*” click “*ALL*” in “*Alarm source*”.

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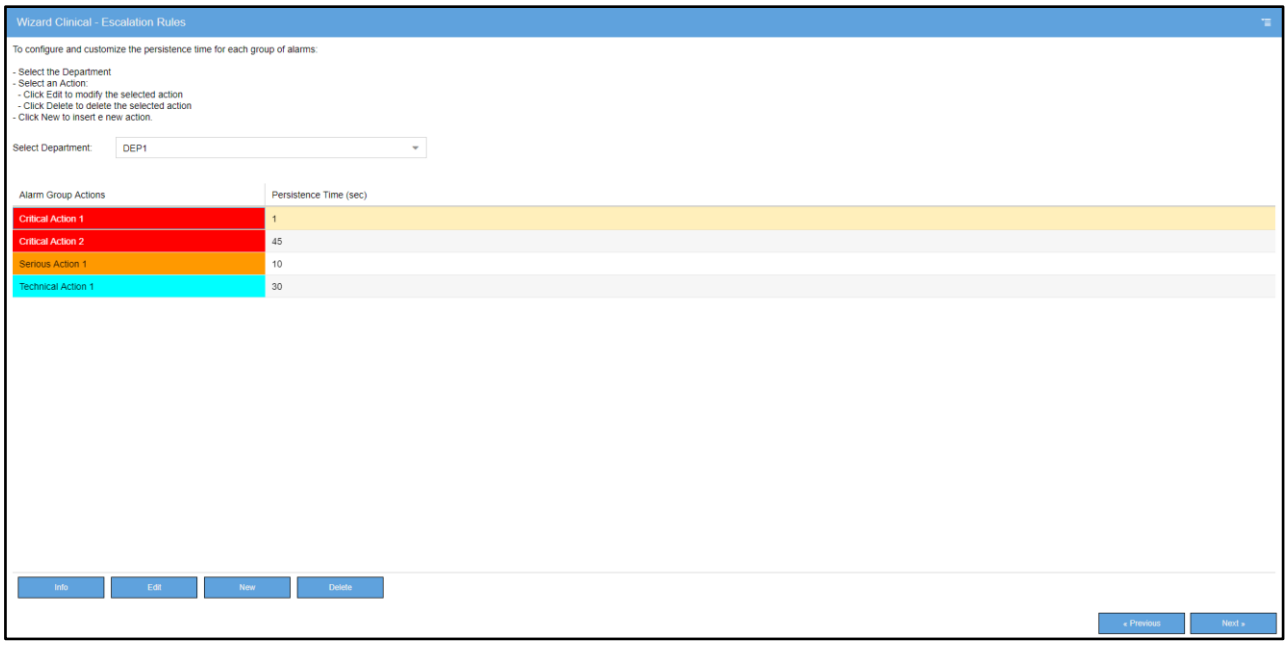
4.3. Escalation Rules

The Escalation Rules section allows to configure and activate the escalation rules for every group of alarms.



The persistence time is the number of seconds that the alarm must be active on the monitor before being sent to the pagers.

It is possible to manage a maximum of six escalation rules for each alarm group.

To configure the escalation rules select the Department, then:

~ To edit an action, select the action and click Edit. It is possible to change only the persistence time.

~ To add an action, click New, select the group and set the persistence time. The action number is automatically assigned from the server and cannot be changed.

~ To delete an action, select the action and click Delete. You must start from the last action to delete an action (e.g. if you have “Critical Action 1” and “Critical Action 2”, to delete Action 1 you must first delete Action 2).

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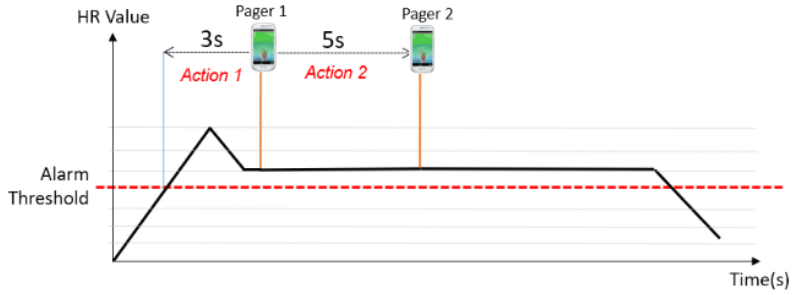
As an example, as you can see from the picture, the alarm is set to be sent two times following two actions:

- Action 1: persistence = 3sec, this means that the alarm is sent to Pager 1 after 3 seconds that it is active on the monitor,
- Action 2: persistence = 8 sec, this means that if the alarm is continuously active on the monitor and no one takes it in charge (i.e. Pager 1 ignores the alarm), this will be sent to Pager 2 after 5 seconds form Action 1.



Action 1→persistence: 3 seconds
Action 2→persistence: 8 seconds
Red Line: alarm level 150

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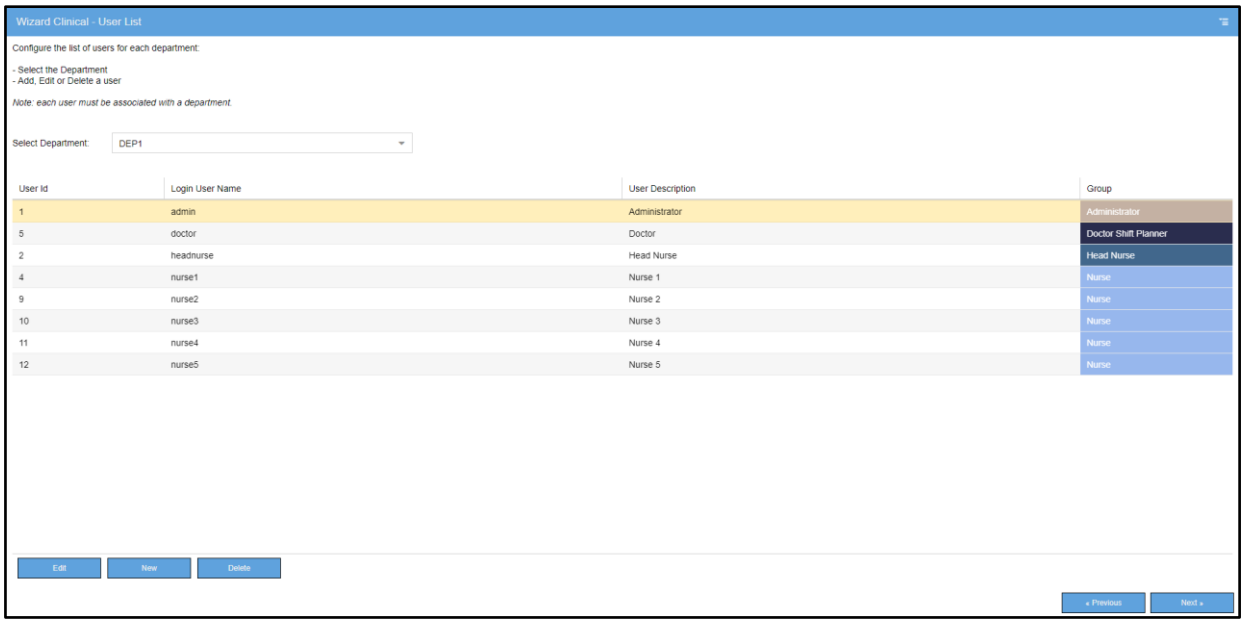
4.4. User List

This section allows to add, configure and delete the departments users.



First, select the department you want to manage.

If you want to add a user, click Add and insert:

~ Login user name

~ Login Password/Confirm Password

~ User description (this is the username that will appear on the pager)

~ Select the group:

- Nurse: is the final user of the pager
- Head nurse: oversees the pager assignment at the beginning of the shift
- Doctor/ Shift planner: oversees the pager assignment set-up
- Administrator: is the user with full privileges (NOTE: The Administrator user cannot be modified)

Once you have created a user, click Save.

If you want to edit a user, select the user and click Edit. From here you can also reset a user's password.

If you want to delete a user, select the user and click Delete.

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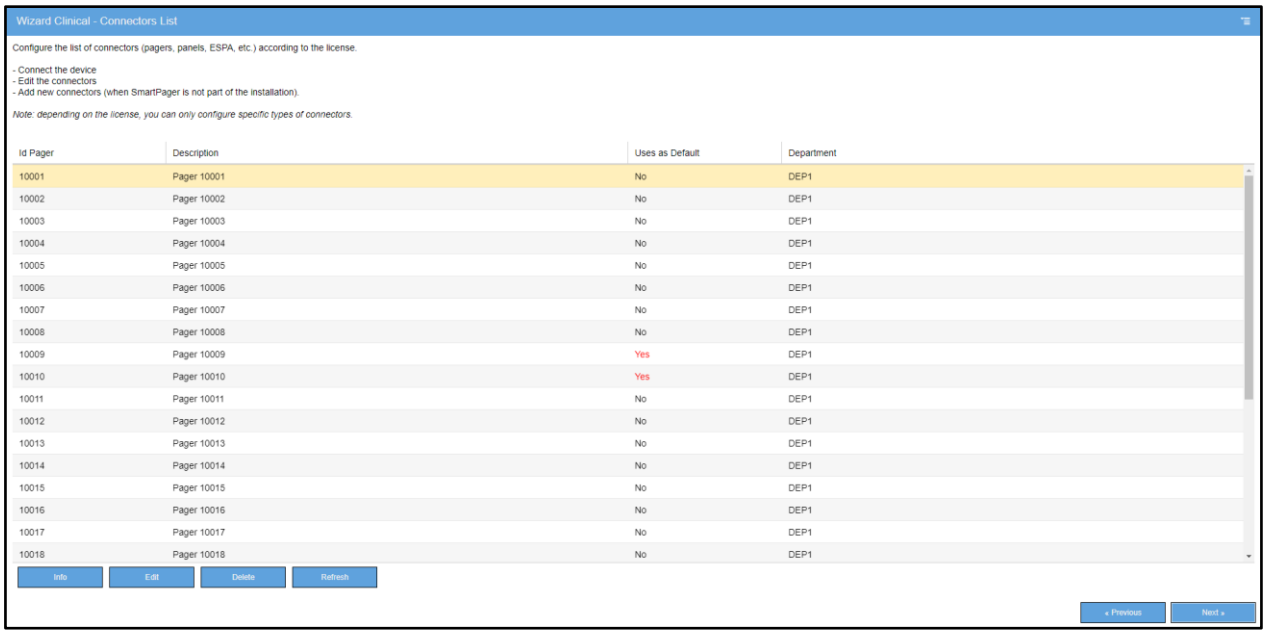
4.5. Connectors List

This section allows to configure and manage the connectors list.



There are three different connectors types:

~ Pager: the list of pagers is automatically populated when a pager is connected to the system;

~ Panel: to add a wall/ceiling panel, click “New Other Device”, insert the Pin, select device assigned on X-Framework and select the model;

~ ESPA DECT: to add an ESPA DECT, click “New Dect”, insert the Pin, select ESPA and insert the code.

The configuration of the connectors list is based on the license:

~ SmartPager license: allows to update automatically the list of pagers connected to the department;

~ ESPA 4.4.4 license: allows to insert a new device clicking New DECT;

~ Other licenses: clicking “New Other Device” it is possible to add and configure another device (Panel, X-Connect device, etc.)

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The connectors list info are:

~ ID pager: this is the identification code of the device

~ Description: this is the description of the device

~ User as Default: if it is set on Yes it means that this device is used to manage the alarms coming from unknow or unmanaged beds

~ Department: this is the department associated to the device

You can edit all three types of connectors by selecting the connector and clicking “Edit”.

When you add a new connector, click Refresh to reload the list of connectors.

To delete a connector, select the connector and click “Delete”.

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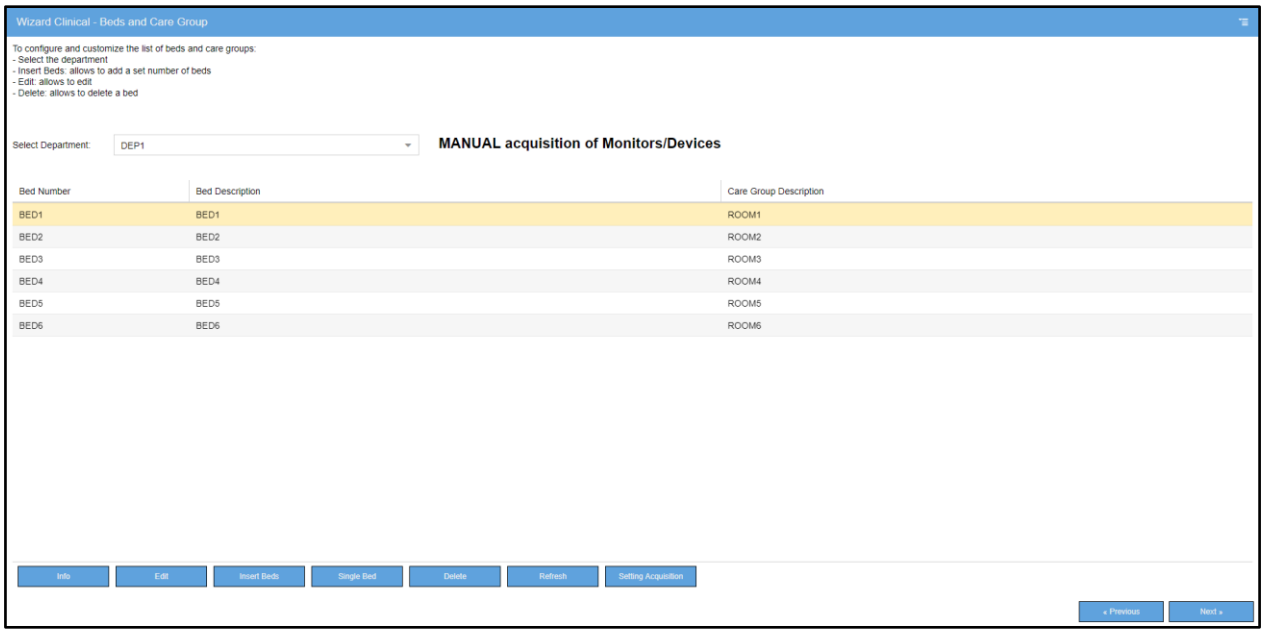
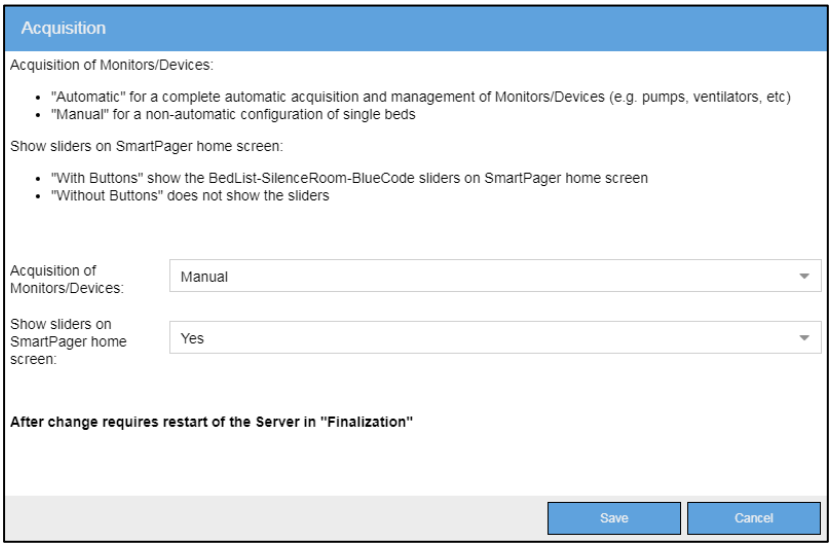
4.6. Beds and Care Group

This section allows to configure the beds and care groups.



The acquisition of monitors and devices (such as infusion pumps, ventilators, etc) is usually set as "Automatic": monitors and devices are automatically acquired and start being managed by SmartLink when they are connected.

If the acquisition is not "Automatic", you see the "Setting Acquisition" button at the bottom right: from here you can set how you want to acquire new monitors and devices.



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The acquisition can be set as:

- "Automatic with deletion of beds list":
  - monitors and devices are automatically acquired and start being managed by SmartLink when they are connected,
  - the current beds list is deleted and the connected beds are loaded.
- "Automatic without deletion of beds list":
  - monitors and devices are automatically acquired and start being managed by SmartLink when they are connected,
  - the current beds list is kept and the new detected beds are added to the list.
- "Manual":
  - beds and care groups have to be manually configured.

In addition, you can decide to show or hide the Blue Code, Beds List and Silence Room sliders on SmartPager's home screen.

With the "Automatic with/without deletion of beds list" acquisition, to customize the list of beds and care groups detected:

1) Select the department
2) Select the bed, then click:
   - "Delete" to delete the selected bed from the beds list
   - "Edit CareGroup" to modify the care group name
   - "Change CareGroup" to assign the selected bed to a different care group in the same department
3) Click "Refresh" to refresh the beds list when you connect new monitors or devices.

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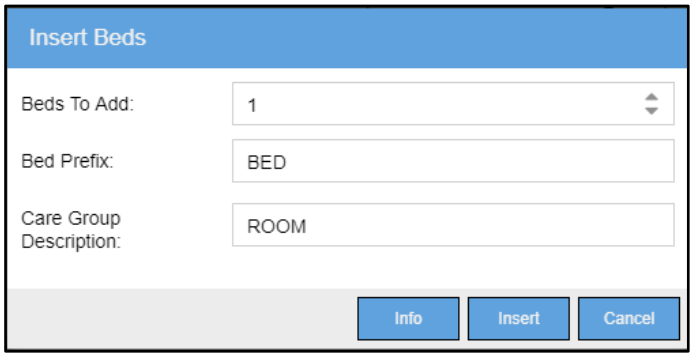
With the “Manual” acquisition, to add and manage a new bed:

1) Select the department from the drop-down list;

2) Click “Single Bed” to add one bed at a time or click “Insert Beds” to add more than one bed at once:



~ Beds to add: sets the number of beds you want to configure for the selected department

~ Bed Prefix: gives a prefix to the beds you are adding (e.g. If the prefix is “BED” and you add 3 beds, these will be called “BED 1”, “BED 2” and “BED 3”)

~ Care Group Description: creates one care group for each bed, inserting a description.

You can modify the beds and the care group assignment by clicking “Edit”:

~ It is possible to add or change a bed for the care group

~ It is possible to change the care group for the bed

~ It is possible to change the description for each bed.

To delete a bed associated to a care group click “Delete”.

To refresh the list when you change the bed management click “Refresh”.

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4.7. Shifts

This section allows to configure the shifts for each department; a “shift” is the period of time in which the assignment is active.

Select the Department and select the shift mode:

Automatic shift: Automatically changes the shift based on the hours set in configuration.

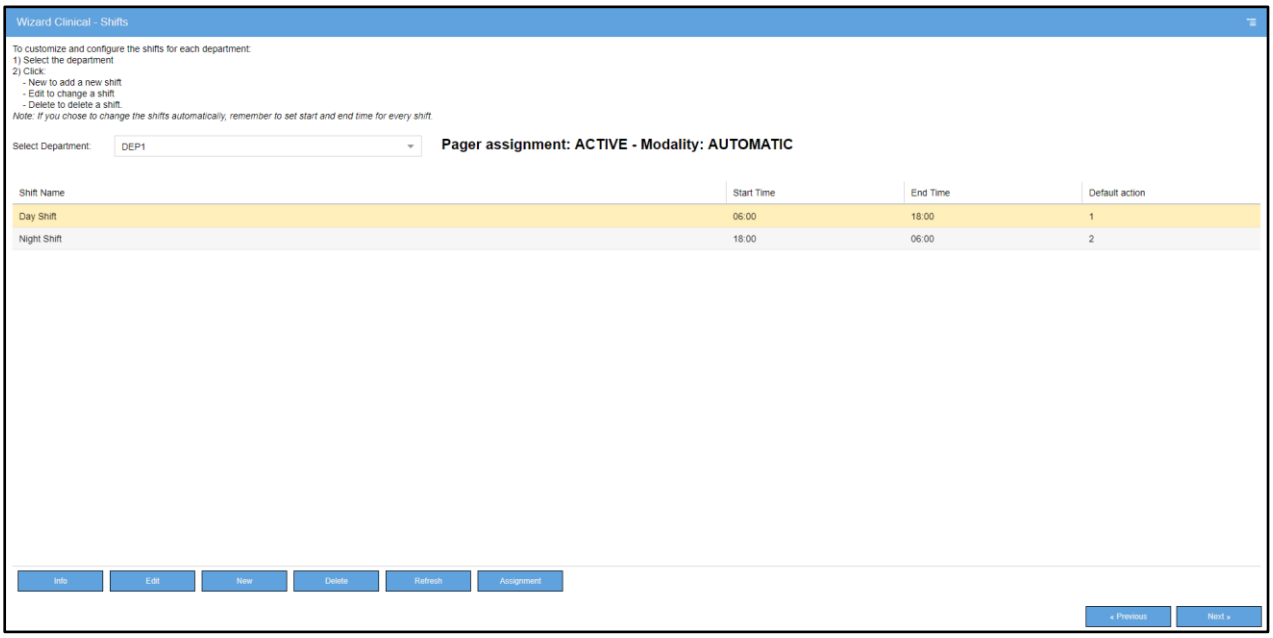
Manual shift: With the manual shift you manually change the shift by accessing the Pager Assignment web interface section.

To create a new shift, click *New* and insert the shift code, name, start and end time (only for the Automatic shift), default action (this last one is the action used in case of problems or in case the paging devices assigned are switched off or not connected).

NOTE: Clicking on Assignment you can change the shift from Automatic to Manual and vice-versa.

Click *Edit* to modify a shift and click *Delete* to delete it.

Click *Refresh* to refresh the shifts list.



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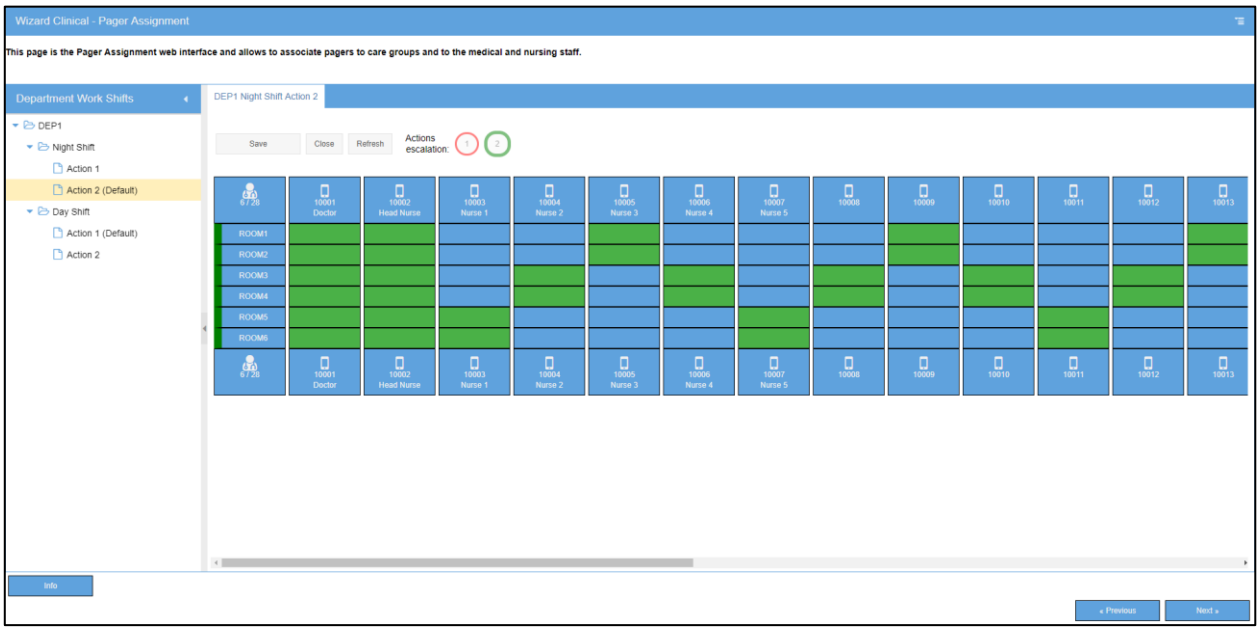
4.8. Pager Assignment

This section is the Pager Assignment web interface and allows to associate pagers to care groups and to the medical and nursing staff.



For each department you can associate:

- The pagers to the care groups,
- The users to the pagers.

For information regarding the Pager Assignment, refer to the following manual: *1.06a – SL3 – User Manual*.

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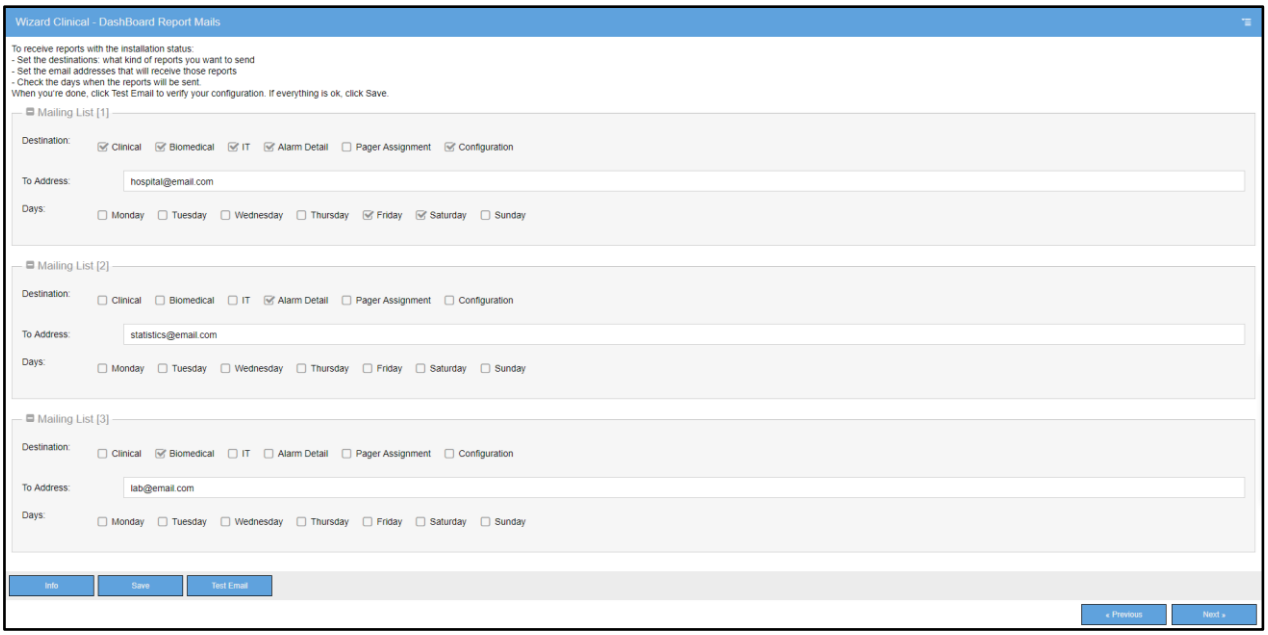
4.9. Dashboard Report Mails

In this section it is possible to set who will receive the Dashboard reports and which ones.



The Dashboard allows to send reports with information regarding the SmartLink installation. The reports are sent in Excel format.

There are different types of report:

- Clinical → Statistical analysis of the alarms received by SmartLink
- Biomedical → Statistical analysis of the network and the devices connected to SmartLink
- IT → Statistical analysis of the hardware, network, and devices connected to SmartLink
- Alarms Details → Detail of all the alarms received by SmartLink
- Pager Assignment → Detail of the assignment of the pagers connected to SmartLink
- Configuration → Full SmartLink configuration

To receive the reports you must set the list of the email addresses that will receive the reports and on which days the reports will be received.

Click “Test Email” to test your email configuration.

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4.10. Finalization

This is the last Wizard Clinical section. From here:

- Click "Installation summary" to download the overview of the installation configuration for a specific department, to check that the configuration is correct.
- Click "Backup / Log" to download the configuration database, the alarms pager database and SmartLink logs.
- Click "Restart Server" to save the settings and complete the configuration, that will become effective after the restart.



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4.11. Logout

From the options menu, you can logout from the current session to change user.



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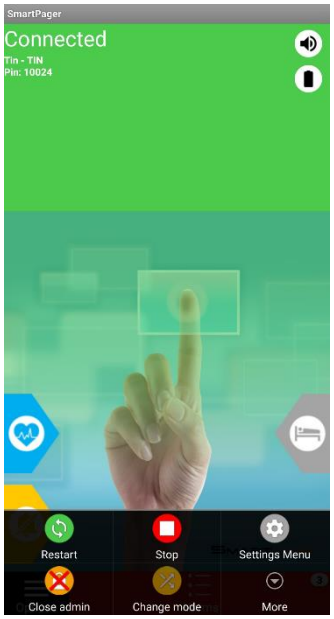
5. SMARTPAGER APPLICATION- ADMINISTRATOR OPTIONS

NOTE: To have more information on SmartPager user options refer to chapter 6.3 on the following manual: *1.06 – SL3 – User Manual*.

To access SmartPager Administrator Options Menu, from the application home screen tap *Options* → *Admin*.

The default password is: ***swtpager***

In the Administrator Menu six options are available:



5.1. RESTART

Reboots the application service, meaning that SmartPager will automatically disconnect and reconnect to the SmartLink server. If you notice that the screen frequently changes to Poor Connection (yellow background) you may want to try rebooting the service.

5.2. STOP

Stops the service, meaning that SmartPager will not be able to receive alarms. When the service is stopped, SmartPager will not try to reconnect to the server until the service is manually restarted. While in this condition, the application home screen background is black and says “Not Connected”.

5.3. CLOSE ADMIN

Logs out from the Administrator Options and goes back to User mode.

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5.4. CHANGE MODE

Switches the application mode between Private and Public. The first one means that the smartphone must be used from inside the hospital, the second one from outside the hospital. “Change mode” is visible only if there is a public IP set in configuration. (NOTE: the application can be used from outside the hospital only if the hospital has a public IP address and the smartphone can connect through a GMS connection).

5.5. SETTINGS MENU

5.5.1. Basic Configuration

- **Ip Address**

The IP address of SmartLink Server.

- **Pin**

Pager Identification Number, the identification number of the pager.

- **Public IP**

IP address needed to be able to connect to SmartLink and receive alarms from outside the hospital network. This IP is used when, from the SmartPager Options Menu, you tap “Change Mode”.

5.5.2. Server Update Options

These options are automatically set when the pager connects to SmartLink server.

- **Take config from server**
  - Yes → The pager will receive its configuration from SmartLink server;
  - No → You can set a configuration that is different from the server one.
- **How show new alarm**
  - High priority first: the alarm with the highest priority is shown on the top of every other alarm on the screen.
  - High or same priority first: the alarm with the highest or the same priority is shown on top of every other alarm on the screen.
  - Confirm: when a new alarm occurs, a pop-up box asks if you want to show the new alarm on top of the one you are displaying on the screen.

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- **Show background opt.**
  - Yes → Allows to use SmartPager in background mode, which means that it is possible to use the phone outside of SmartPager (you can use phone, messages, contacts and settings) while SmartPager is still connected and able to receive alarms in the background. If an alarm occurs, or the pager disconnects (the screen becomes red) SmartPager comes back at the top of the screen;
  - No → You cannot exit from the application, and SmartPager remains always in foreground.
- **Show stop opt.**
  - Yes → it shows stop options also if you aren't administrator;
  - No → if you are not administrator you can't shut down the application
- **Set Sound**

Set the volume of the alarm sound (high, middle, default, no sound, only vibration).

- **Set no connection sound**
  - Default ringtone: every 10 seconds the phone gives two “bips” and vibrates;
  - Increasing ringtone: the phone sounds and vibrates with the following pattern:
    a) after 10 seconds with 2 “bips”,
    b) after 9 seconds with 3 “bips”,
    c) after 8 seconds with 4 “bips”,
    d) after 7 seconds with 5 “bips”,
    e) after 6 seconds with 6 “bips”.
  - Only vibrate: the phone vibrates only.
- **Low battery %**

Set the level of battery from which a notification will be received.

- **Show Widget**

Activates the widget when SmartPager is used in background mode.

- **Show Beds list**
- **Show Change department**
- **Admin Password**

Changes the Administrator password.

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- **Ask Confirm Take In Charge**

Activates a confirmation prompt when you take in charge an alarm.

- **Ask Confirm Help**

Activates a confirmation prompt when you request a help me.

- **Second Close Detail**

Sets the number of stand-by seconds after which the display goes back to the application home page.

- **Set minimum sound value**

Sets a minimum volume value under which the user cannot go.

5.5.3. Other Options

- **Log activation**

Activates/deactivates base or advanced log.

- **Assistance mode**

By activating Assistance Mode, the patient name is hidden and there is no possibility to take in charge the alarm or request a help me.

5.5.4. Advanced Info

- **Username**
- **Password**
- **Path**
- **Loop Echo (seconds)**

This is the message that the pager sends to SmartPager server.

- **Loop Dummy (seconds)**

In seconds is the message that the Pager send to SmartPager server

- **Orientation Portrait**

If it is set on “No”, it allows you use SmartPager on a device that has a resolution different from the smartphone one.

- **Show All Bed**

Allows to fix the alarms list on “All Beds” alarms list.

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- **Doctor Pager**

This is a doctor dedicated function. When the pager will be outside the hospital there will be disconnection because the Wi- Fi is not present. The pager will start to ring for disconnection only one time.

When the connection will be established again, the pager will become green.

5.5.5. Network Advanced Configuration

Change this section's options only if the ports used by SmartPager are already used by other applications.

- **TCP port**
- **Index port**
- **Public port**
- **Index public port**

5.6. MORE

5.6.1. Index

- **Control System**

This section is composed by the control features of SmartLink:

Dashboard → This is the control module that allows you to see all the received alarms. The alarms are classified as:

System Alarm (e.g. SYS 011 CMS not connected, SYS 013 eGateway not connected), ESPA Alarm, SmartPager Alarm, Technical Alarm, Physiological Alarm.

In this section you can find:

- the "Auto Refresh" button that allows to automatically reload the alarms from the SmartLink server every "N" seconds (custom value)
- the "Show all" button shows all the alarms in the Dashboard
- the "Refresh" button allows to reload the page uploading the new alarms.

Bed List → Here you can see the list of the beds connected to the data sources (CMS/PDS gateway).

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- **Alarms Management**

This section is composed by the alarms features of SmartLink:

Alarms List → It contains the alarms list of the current and the previous day. In this tab it is possible to find all the details about the alarms: time of when the alarm occurred, paging time that means the time of alarm notification on the pager (including the reception delete), department from which the alarm occurred, bed from which the alarm occurred, alarm that is the alarm description.

Pagers List → It contains the list of the Connected Pagers in the current and previous day. In this tab it is possible to find the description of the pagers and their battery level and at what time each pager was active.

Status → It contains information about the data source connected to SmartLink (source and IP address) and the alarms list. In this tab it is possible to find all the details about the alarms: Severity Group (critical, serious, generic, technical, not managed) to which the alarms belong, description of the alarm, Alarm Type (Physiological or Technical).

- **Broadcast Message**

Messages to devices → Gives the possibility to communicate with the other devices, sending a message

5.6.2. Statistics

Shows the statistics: service activation, disconnection and alarms reception.

5.6.3. Software Update

Allows to update the SmartPager application.

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