Mircom™

MiCare™

Nurse Call System

User Guide

For the latest compatability information visit www.mircom.com/deviceguide

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1.0 Introduction

1.1   About this User Guide

This user guide describes how attendants use the Dashboard Nursing Station software (Dashboard). With Dashboard, attendants can manage their shifts, get information about patients, find other attendants, check alerts, and more.

This user guide covers the following models:

- **NC-2000** Patient Unit
- **NC-500** Pendant
- **NC-103** Pull Station
- **NC-210** Beacon
- **NC-220** ZF3

This user guide covers the following sections of the site:

- Dashboard
- Manage My Shift
- Patients and Attendants
- Active Alerts

1.2   Contact Us

For General Inquiries, Customer Service and Technical Support you can contact us Monday to Friday 8:00 A.M. to 5:00 P.M. E.S.T.

1.2.1   General Inquiries

Toll Free	1-888-660-4655 (North America Only)
Local	905-660-4655
Email	mail@mircom.com

1.2.2   Customer Service

Toll Free	1-888-MIRCOM5 (North America Only)
Local	905-695-3535
Toll Free Fax	1-888-660-4113 (North America Only)
Local Fax	905-660-4113
Email	salessupport@mircom.com

1.2.3   Technical Support

Toll Free	1-888-MIRCOM5 (North America Only)
	888-647-2665
International	905-647-2665
Email	techsupport@mircom.com

1.2.4   Website

www.mircom.com

2.0 Dashboard

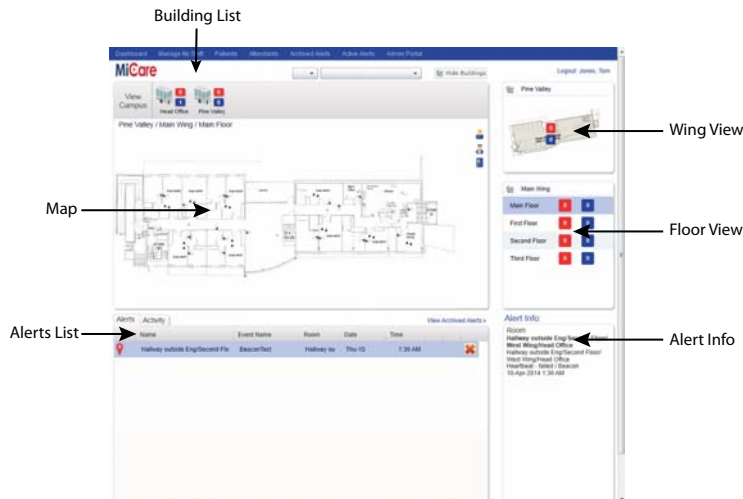In the Dashboard section of the site, you can see active alerts and activity.

Figure 1   Dashboard

2.1 Campus, Building, Wing, and Floor

A campus is a group of buildings that is managed by the MiCare system.

A building is divided into wings, and wings are divided into floors. Floors are referred to by their campus, wing and floor names, for instance **Head Office / West Wing / Second Floor**.

To see a building

- Click the building in the Building List.

To see a wing

- Click the wing in the Wing View.

To see a floor

- Click the floor in the Floor View.

To see the patients on a floor

- Click the Patient icon.

To see the attendants on a floor

- Click the Attendant icon.

To see the equipment on a floor

- Click the Equipment icon.

2.2   Alerts

Icons beside each building indicate the alerts in that building.

- Numbers in red indicate emergency alerts.

- Numbers in blue indicate maintenance alerts.

2.3   Alerts List

Alerts appear in the Alerts List.

To see alert information

- Click the alert in the Alerts List.

    The Alert Info area shows the location, the cause, and the time of the alert.

To see the location of an alert

- Click the icon to the left of the alert in the Alerts List.

    The location of the alert appears in the Map area.

To acknowledge an alert

1. Click the green checkmark in the Alerts List.

2. If you are not logged in, enter your PIN.

    When you acknowledge an alert, it is cancelled.

To decline an alert

1. Click the red **X** in the Alerts List.

2. If you are not logged in, enter your PIN.

    When you decline an alert, it is escalated according to the rules defined by the system administrator.

2.3.1   Speaking to the patient

A phone icon in the Alerts List means that the device sending the alert can function as a phone.

To speak to the patient

- Click the phone icon.

    The device calls your phone number. You can now talk to the patient on your phone.

An Attendant icon in the second column means that an attendant is in the room. In this case, the phone icon does not appear.

2.4   Activity

In addition to sending alerts to Dashboard, a device can perform other actions such as sending a message to an email address, a pager, or a phone number. These actions appear in the **Activity** tab in the Alerts List. The Activity tab lists the device's name, its room, the date and time it performed the action, and the output and level.

Output: This indicates the kind of action the device performed. Outputs can be the following:

- **Call:** The device phones an individual or group.
- **Email:** The device sends an email to an individual or group.
- **Pager:** The device pages an individual or group.
- **SMS:** The device sends a text message to an individual or group.
- **XML:** The device sends an XML message to a device that accepts XML messages.

Level: This indicates the escalation level of the message.

3.0 Manage My Shift

In the Manage My Shift section of the site, you manage all aspects related to your shifts (for example, the start of your shift, the end of your shift, and breaks). You must log in at the start of your shift and log off at the end of your shift.

3.1 Logging in to Dashboard

To log in

1. Click **Manage my Shift**.

2. Type your PIN in the **PIN** field, and then click **Login**.

   You were given a PIN by the administrator.

3.2 Starting your Shift

To start your shift

1. If the **Phone** field is blank, type a telephone number where you can be reached (for example a cell phone number or extension).

2. If the **Pager** field is blank, type a pager number if you have one.

3. Click **Start Shift**.

3.3 Recording Breaks

To record a break

- Click **On Break**.
- When you return from break, click **Back from Break**.

3.4 Ending your Shift

To end your shift

- Click **End Shift**.

4.0   Patients and Attendants

4.1   Patients

The **Patients** section lists all the patients in the campus.

To view information about a patient

- Click **View Profile**.

4.1.1 Check Ins

Check Ins are days and times that the patient is required to check in to Dashboard. If a **Check In** is specified, then the patient must activate the associated device once during the time period. If the device is not activated, then an alert is sent. For example, if the **Check In** is 10 hours, then the patient must press the button on the device every 10 hours, otherwise the device sends an alert.

4.2   Attendants

The **Attendants** section lists all the attendants in the campus.

The **Status** column indicates whether the attendant is on shift (**Active**) or not.

The **Email** and **Phone** column shows the attendant's email address and phone number. Devices use this information to send email, SMS, and phone messages.

5.0 Active Alerts

The Active Alerts section shows the same information as appears in the Alerts List (see 2.3 Alerts List on page 8). It is designed to be viewed on a mobile device, such as a phone.
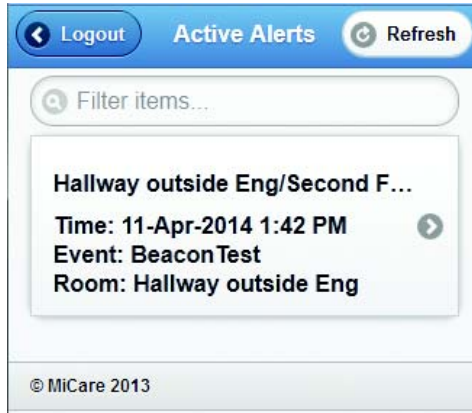

Figure 2   Active Alerts

To search for an alert in a certain building, wing, or room

- Type a building, wing or room in the **Filter Items** field.

To acknowledge or decline an alert

1. Click the arrow next to the alert.
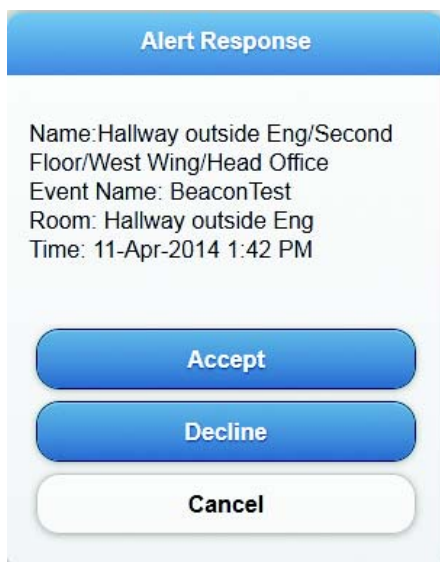
2. Click the **Accept** button or the **Decline** button.

Figure 3   Alert Response

6.0 Warranty and Warning Information

6.1 Warning Please Read Carefully

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Note to End Users This equipment is subject to terms and conditions of sale as follows:

6.2 Note to Installers

This warning contains vital information. As the only individual in contact with system users, it is your responsibility to bring each item in this warning to the attention of the users of this system. Failure to properly inform system end-users of the circumstances in which the system might fail may result in over-reliance upon the system. As a result, it is imperative that you properly inform each customer for whom you install the system of the possible forms of failure.

6.3 System Failures

This system has been carefully designed to be as effective as possible. There are circumstances, such as fire or other types of emergencies where it may not provide protection. Alarm systems of any type may be compromised deliberately or may fail to operate as expected for a variety of reasons. Some reasons for system failure include:

6.3.1 Inadequate Installation

A Nurse Call system must be installed in accordance with all the applicable codes and standards in order to provide adequate protection. An inspection and approval of the initial installation, or, after any changes to the system, must be conducted by the Local Authority Having Jurisdiction. Such inspections ensure installation has been carried out properly.

6.3.2 Power Failure

Patient Units, Beacons, and many other connected devices require an adequate power supply for proper operation. If the system or any device connected to the system operates from batteries, it is possible for the batteries to fail. Even if the batteries have not failed, they must be fully charged, in good condition and installed correctly. If a device operates only by AC power, any interruption, however brief, will render that device inoperative while it does not have power. Power interruptions of any length are often accompanied by voltage fluctuations which may damage electronic equipment such as a nurse call system. After a power interruption has occurred, immediately conduct a complete system test to ensure that the system operates as intended.

6.3.3 Failure of Replaceable Batteries

Systems with wireless transmitters have been designed to provide several years of battery life under normal conditions. The expected battery life is a function of the device environment, usage and type. Ambient conditions such as high humidity, high or low temperatures, or large temperature fluctuations may reduce the expected battery life. While each transmitting device has a low battery monitor which identifies when the batteries need to be replaced, this monitor

may fail to operate as expected. Regular testing and maintenance will keep the system in good operating condition.

6.3.4 Compromise of Radio Frequency (Wireless) Devices

Signals may not reach the receiver under all circumstances which could include metal, water, or concrete objects placed on or near the radio path or deliberate jamming or other inadvertent radio signal interference.

6.3.5 System Users

A user may not be able to operate a panic or emergency switch possibly due to permanent or temporary physical disability, inability to reach the device in time, or unfamiliarity with the correct operation. It is important that all system users be trained in the correct operation of the nurse call system and that they know how to respond when the system indicates an alarm.

6.3.6 Automatic Alarm Initiating Devices

Motion sensors, smoke detectors, heat detectors and other alarm initiating devices that may be an ancillary part of this system may not properly detect an alarm condition or signal the Central controller to alert occupants of an alarm condition for a number of reasons, such as: the motion sensor, smoke detectors or heat detector may have been improperly installed or positioned; smoke or heat may not be able to reach the alarm initiating device, such as when the fire is in a chimney, walls or roofs, or on the other side of closed doors; and, smoke and heat detectors may not detect smoke or heat from fires on another level of the residence or building. Motion sensors must be kept clear of any obstacle to impede the sensors ability to detect movement.

6.3.7 Software

Most Mircom products contain software. With respect to those products, Mircom does not warranty that the operation of the software will be uninterrupted or error-free or that the software will meet any other standard of performance, or that the functions or performance of the software will meet the user's requirements. Mircom shall not be liable for any delays, breakdowns, interruptions, loss, destruction, alteration or other problems in the use of a product arising our of, or caused by, the software.

6.3.8 Alarm Notification

Alarm Notification such as Dashboard alerts or pocket pager messages may not warn attendants if they are not in direct proximity. If notification devices are located on a different level of the residence or premise, then it is less likely that the attendants will be alerted. Audible notification may be interfered with by other noise sources such as stereos, radios, televisions, air conditioners or other appliances, or passing traffic. Audible notification, however loud, may not be heard by a hearing impaired person.

6.3.9 Telephone Lines

If telephone lines are used to transmit alarms, they may be out of service or busy for certain periods of time. Also the telephone lines may be compromised by such things as criminal tampering, local construction, storms or earthquakes.

6.3.10 Insufficient Time

There may be circumstances when the system will operate as intended, yet the occupants will not be protected from the emergency due to their inability to respond to the warnings in a timely manner. If the system is monitored, the response may not occur in time enough to protect the occupants or their belongings.

6.3.11 Component Failure

Although every effort has been made to make this system as reliable as possible, the system may fail to function as intended due to the failure of a component.

6.3.12 Inadequate Testing

Most problems that would prevent an alarm system from operating as intended can be discovered by regular testing and maintenance. The complete system should be tested as required by national standards and the Local Authority Having Jurisdiction and immediately after a fire, storm, earthquake, accident, or any kind of construction activity inside or outside the premises. The testing should include all sensing devices, keypads, consoles, alarm indicating devices and any other operational devices that are part of the system.

6.3.13 Security and Insurance

Regardless of its capabilities, an alarm system is not a substitute for property or life insurance. An alarm system also is not a substitute for property owners, attendants, nursing staff or other care giver personnel to act prudently to prevent or minimize the harmful effects of an emergency situation.

IMPORTANT NOTE: End-users of the system must take care to ensure that the system, batteries, telephone lines, etc. are tested and examined on a regular basis to ensure the minimization of system failure.

6.4 Limited Warranty

Mircom Technologies Ltd. together with its subsidiaries and affiliates (collectively, the "Mircom Group of Companies") warrants the original purchaser that for a period of one year from the date of shipment, the product shall be free of defects in materials and workmanship under normal use. During the warranty period, Mircom shall, at its option, repair or replace any defective product upon return of the product to its factory, at no charge for labor and materials. Any replacement and/or repaired parts are warranted for the remainder of the original warranty or ninety (90) days, whichever is longer. The original owner must promptly notify Mircom in writing that there is defect in material or workmanship, such written notice to be received in all events prior to expiration of the warranty period.

6.4.1 International Warranty

The warranty for international customers is the same as for any customer within Canada and the United States, with the exception that Mircom shall not be responsible for any customs fees, taxes, or VAT that may be due.

6.4.2 Conditions to Void Warranty

This warranty applies only to defects in parts and workmanship relating to normal use. It does not cover:

- damage incurred in shipping or handling;

- damage caused by disaster such as fire, flood, wind, earthquake or lightning;

- damage due to causes beyond the control of Mircom such as excessive voltage, mechanical shock or water damage;

- damage caused by unauthorized attachment, alterations, modifications or foreign objects;

- damage caused by peripherals (unless such peripherals were supplied by Mircom);

- defects caused by failure to provide a suitable installation environment for the products;

- damage caused by use of the products for purposes other than those for which it was designed;

- damage from improper maintenance;

- damage arising out of any other abuse, mishandling or improper application of the products.

6.5 Warranty Procedure

To obtain service under this warranty, please return the item(s) in question to the point of purchase. All authorized distributors and dealers have a warranty program. Anyone returning goods to Mircom must first obtain an authorization number. Mircom will not accept any shipment whatsoever for which prior authorization has not been obtained. NOTE: Unless specific pre-authorization in writing is obtained from Mircom management, no credits will be issued for custom fabricated products or parts or for complete fire alarm system. Mircom will at its sole option, repair or replace parts under warranty. Advance replacements for such items must be purchased.

Note: Mircom's liability for failure to repair the product under this warranty after a reasonable number of attempts will be limited to a replacement of the product, as the exclusive remedy for breach of warranty.

6.6 Disclaimer of Warranties

This warranty contains the entire warranty and shall be in lieu of any and all other warranties, whether expressed or implied (including all implied warranties of merchantability or fitness for a particular purpose) And of all other obligations or liabilities on the part of Mircom neither assumes nor authorizes any other person purporting to act on its behalf to modify or to change this warranty, nor to assume for it any other warranty or liability concerning this product.

This disclaimer of warranties and limited warranty are governed by the laws of the province of Ontario, Canada.

6.7 Out of Warranty Repairs

Mircom will at its option repair or replace out-of-warranty products which are returned to its factory according to the following conditions. Anyone returning goods to Mircom must first obtain an authorization number. Mircom will not accept any shipment whatsoever for which prior authorization has not been obtained.

Products which Mircom determines to be repairable will be repaired and returned. A set fee which Mircom has predetermined and which may be revised from time to time, will be charged for each unit repaired.

Products which Mircom determines not to be repairable will be replaced by the nearest equivalent product available at that time. The current market price of the replacement product will be charged for each replacement unit.

The preceding information is accurate as of the date of publishing and is subject to change or revision without prior notice at the sole discretion of the Company.

WARNING: Mircom recommends that the entire system be completely tested on a regular basis. However, despite frequent testing, and due to, but not limited to, criminal tampering or electrical disruption, it is possible for this product to fail to perform as expected.

NOTE: Under no circumstances shall Mircom be liable for any special, incidental, or consequential damages based upon breach of warranty, breach of contract, negligence, strict liability, or any other legal theory. Such damages include, but are not limited to, loss of profits, loss of the product or any associated equipment, cost of capital, cost of substitute or replacement equipment, facilities or services, down time, purchaser's time, the claims of third parties, including customers, and injury to property.

MIRCOM MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ITS GOODS DELIVERED, NOR IS THERE ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, EXCEPT FOR THE WARRANTY CONTAINED HEREIN.

7.0 Special Notices

7.1   Industry Canada Notice

This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

(1) This device may not cause interference; and

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme aux CNR sans licenses requises d'Industrie Canada. Son fonctionnement est soumis aux deux conditions suivantes :

(1) Ce dispositif ne peut produire des interférences ; et

(2) Ce dispositif doit accepter toute interférence, y compris les interférences qui peuvent entraîner un mauvais fonctionnement de l'appareil.

7.2   FCC Notice

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.