Touchsafe® Pro

Wireless Nursecall System

Aidcall
safetyfirst

Call Logger V4.00a

User Guide

Aidcall operates a policy of continual product improvement and reserves the right to modify the specification of its products.

If any variation to the details in this document are suspected please contact Aidcall's Technical Support.

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1. PRODUCT OVERVIEW

The Touchsafe Pro Call Logger software on your PC allows you to download the entire call history from the Nursecall system for detailed analysis of calls and response times.

Customized reports can be created by selecting any combination of date ranges, staff names, unit ID's or event filters. Results can be displayed on screen, printed or exported as PDF files in a variety of different graphical or list formats.

The Call Logger software allows multi-site management from a single PC Workstation.

2. SAFETY INSTRUCTIONS

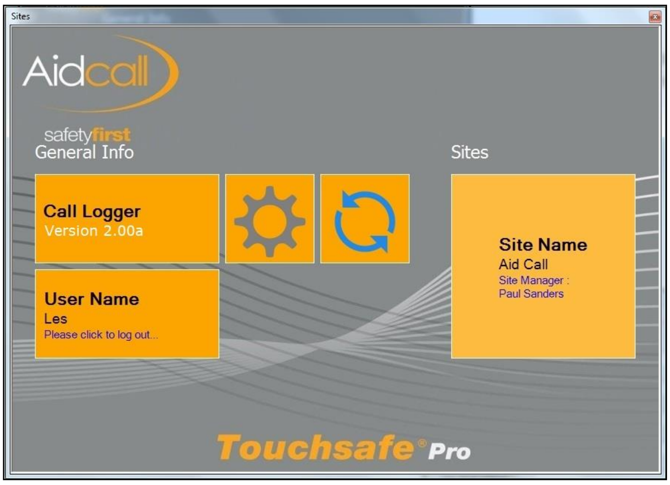
	Read and understand these instructions before use and keep for future reference.
	Do not disassemble, cut-down or extend the interface cable.
	Your PC will require Windows XP, Vista, Windows 7, 8 or 10.
	Your PC will require a USB Port.
	Your PC will require an Ethernet Port.
	This software is only compatible with the Aidcall Touchsafe Pro Nursecall system.

3. USING THE CALL LOGGER APPLICATION

Double-click on the Touchsafe Pro icon on your Desktop to run the application.

The Call Logger will poll the TouchSafe Pro Panel(s) for data every 10 minutes.

You can force a poll by clicking-on the refresh tile at any time.



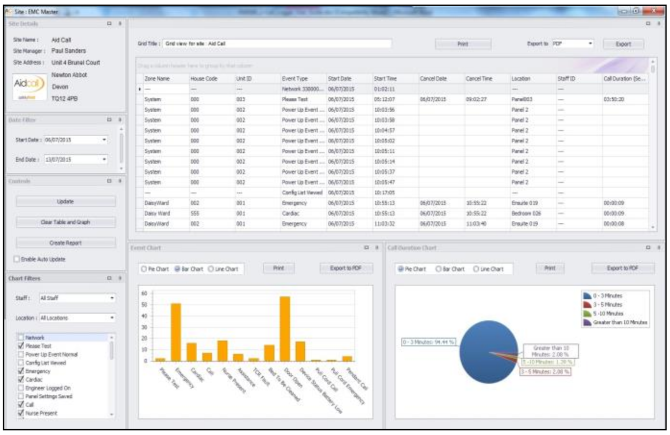
Multiple Sites

Where the Call Logger is set up for multiple sites these appear on the main screen and can be scrolled across using the left and right scroll buttons.

Click-on the relevant Site tile and the Site Details page will appear as shown below.

Filters and date ranges can be changed as required, after any changes click-on the "Update" button to refresh the page. This will also show any new data.

Click the Create Report button to create a report based on the current filters.

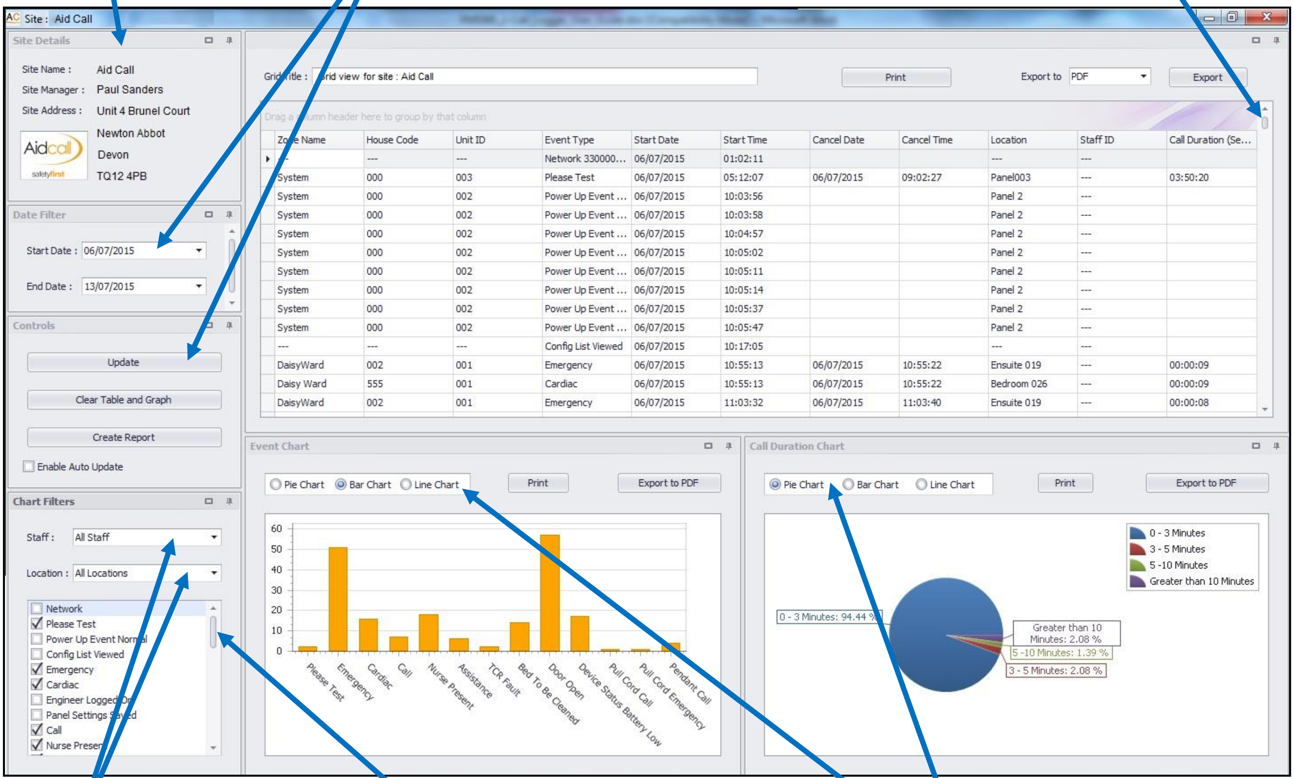


4. SITE DETAILS PAGE

Site name and address details

Select the start and end date range for analysis from the drop-down boxes and click-on the Update button

Use the scroll bar to view up/down the list of all data downloaded from the Nursecall system



Select individual staff names and/or the required call point locations from the drop-down boxes and click-on the Update button

Use the scroll bar to view up/down the list of events and set the required check boxes for analysis

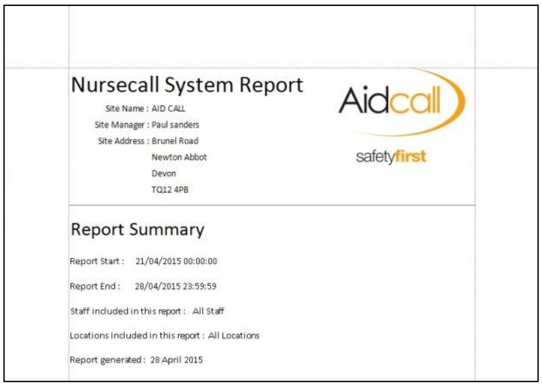
To change the event and call duration charts select the pie chart, bar chart or line chart button

5. CREATING REPORTS

Select the required date range, staff, locations and event types on the Site Details page then click-on Update followed by Create Report.

The Call Logger creates reports in PDF format; these can be printed or exported and saved for future reference (or sent via email).

<u>Typical Reports</u>



Nursecall System Report

Site Name : AID CALL
Site Manager : Paul sanders
Site Address : Brunel Road
Newton Abbot
Devon
TQ12 4PB

Report Summary

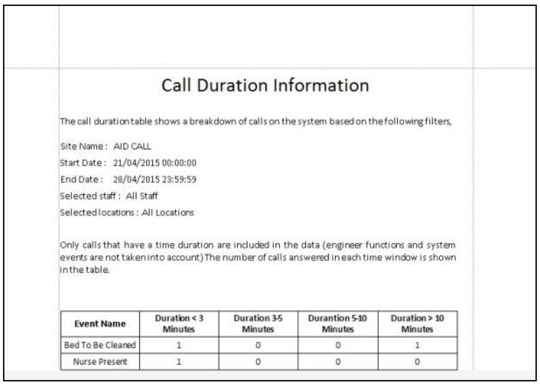
Report Start : 21/04/2015 00:00:00

Report End : 28/04/2015 23:59:59

Staff included in this report : All Staff

Locations Included in this report : All Locations

Report generated : 28 April 2015



Call Duration Information

The call duration table shows a breakdown of calls on the system based on the following filters,

Site Name : AID CALL
Start Date : 21/04/2015 00:00:00
End Date : 28/04/2015 23:59:59
Selected staff : All Staff
Selected locations : All Locations

Only calls that have a time duration are included in the data (engineer functions and system events are not taken into account) The number of calls answered in each time window is shown in the table.

Event Name	Duration < 3 Minutes	Duration 3-5 Minutes	Durantion 5-10 Minutes	Duration > 10 Minutes
Bed To Be Cleaned	1	0	0	1
Nurse Present	1	0	0	0

6. CREATING RULES & ALERTS

The Touchsafe Pro Call Logger has the functionality to send email automatically on certain conditions.
To setup an automatic email a Rule and Alert need to be created.

DEFINITIONS

A **Rule** is the condition on which an email will be generated, each rule is site specific.
There are two types of rule; Event Driven and Schedule Driven.

An **Event Driven** rule condition is met when a specific system event (e.g. Device Battery Low) is seen in the data. A **Call Duration Event** will email if the selected event call duration exceeds a set time. *Note: this will occur when the call logger has polled the site and not when the TouchSafe Pro panel receives the event.*

A **Schedule Driven** event will email a report at a set time, either on a daily or weekly basis.
Note: If the schedule event is daily the report will hold data for that day. If the schedule event is weekly the report will hold data for the week (7 days) leading up to the day of the schedule.

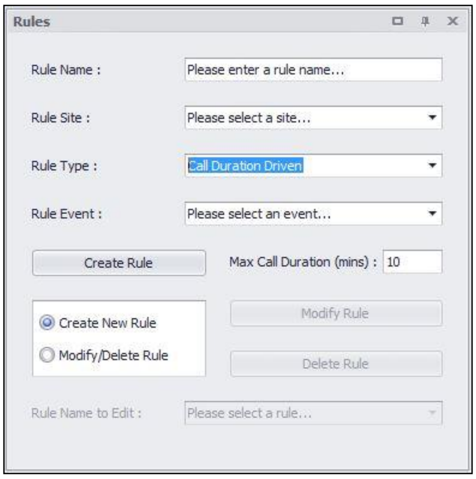
An **Alert** is the setting that will generate an email based on a rule. There can be multiple alerts assigned to the same rule.

The following steps need to be followed to create an automatic email;

- Open the call logger program and log in with Administrator level user credentials
- Open the Settings page
- From the settings page open the Rules and Alerts page
- Create a Rule
- Create an Alert using the required rule

CREATE AN EVENT DRIVEN/CALL DURATION DRIVEN RULE

From the Settings page open the Rules and Alerts page.
In the Rules panel as shown alongside, perform the following;



1. Enter a unique rule name in the *Rule Name* field.

2. Select the site that the rule relates to from the *Rule Site* drop down menu.

3. From the *Rule Type* drop down menu select either **Event Driven** or **Call Duration Driven**.

4. If **Call Duration Driven** is selected then enter a maximum call duration time in the *Max Call Duration (mins)* box. If the event from step 5 has a call duration greater than this an email is generated.

5. Select the rule event from the Rule Event drop down menu.

6. Click the Create Rule button.

6. CREATING RULES & ALERTS

CREATE A SCHEDULE DRIVEN RULE

In the Rules panel as shown on the previous page, perform the following;

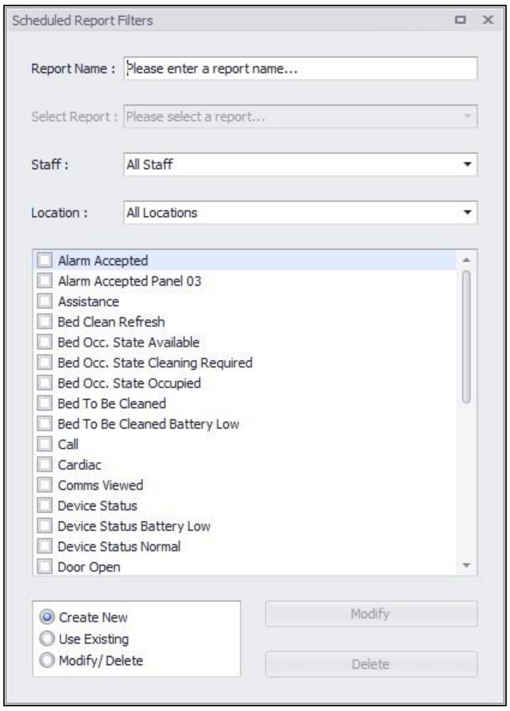
1. Enter a unique rule name in the *Rule Name* field.

2. Select the site that the rule relates to from the *Rule Site* drop down menu.

3. Select **Schedule Driven** from the *Rule Type* drop down menu.

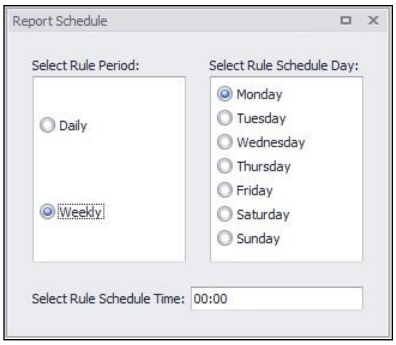
4. Select **Report** from the *Rule Event* drop down menu.

5. Set up a report in the Scheduled Report Filters panel as shown alongside, or a pre-existing report can be assigned to the rule by selecting *Use Existing* and selecting an existing report from the *Select Report* drop down menu.
a) Enter a unique report name in the *Report Name* field.
b) Select the staff members for the report from the *Staff* drop down menu.
c) Select the location for the report from the *Location* drop down menu.
d) Select the events for the report from the check box list.



6. Enter the schedule details in the Report Schedule panel as shown alongside.
a) Select a rule period from *Select Rule Period* control.
b) If a weekly period is selected then select the day of the week to generate the email from the Select *Rule Schedule Day*.
c) Enter the time of day to generate the email in the *Select Rule Schedule Time field*.

7. Click the Create Rule button on the Rules panel as shown on the previous page.



6. CREATING RULES & ALERTS

CREATE AN ALERT

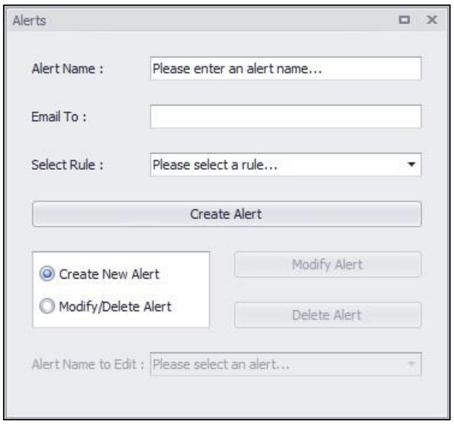
In the Alerts panel as shown alongside, perform the following;

1. Enter a unique name in the *Alert Name* field.

2. Enter the email address for the message to be sent to in the *Email To* field.

3. Select the rule to be used from the *Select Rule* drop down menu.

4. Click the Create Alert button to create the alert.



MODIFYING RULES, REPORTS & ALERTS

To modify details of a rule, report or alert select the modify/delete option in the desired panel.
Select the rule, report or alert to change from the drop down menu.
Make any changes and click the Modify button.

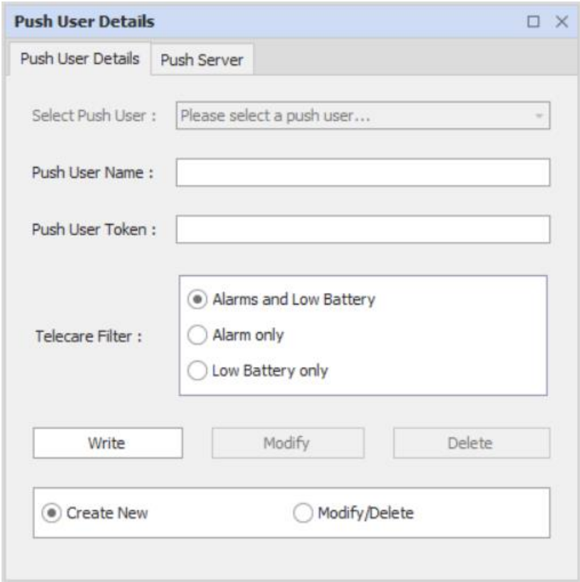
DELETING RULES & ALERTS

To delete a rule or alert select the modify/delete option in the desired panel.
Select the rule or alert from the drop down menu.
Click the Delete button.
Note: if a rule is deleted the corresponding alert(s) is also deleted.

7. INTOUCH PUSH NOTIFICATIONS SETUP

PUSH USER SETUP

Go the Push User Details tab as shown below.

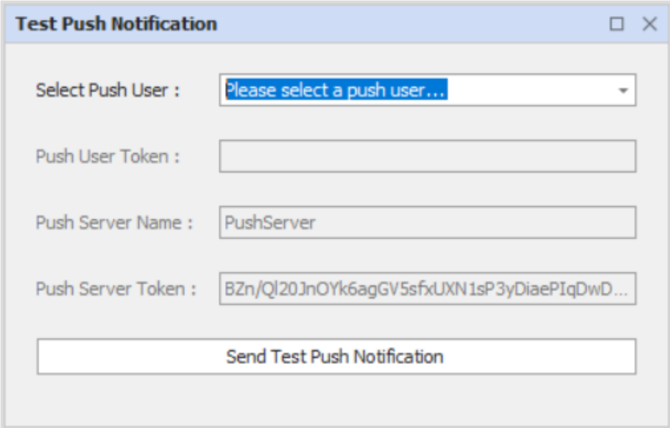


1) If creating a new Push User highlight the Create New radio button. If modifying or deleting Push Server details highlight the Modify/Delete radio button.
2) Enter a unique Push User Name.
3) Enter a Push User Token. The Push User token can be obtained from the Aidcall InTouch app and is a seven character string.
4) Select which telecare push notifications the user will receive. Either alarm events, low battery events or both. This filter is for all telecare devices.
5) If creating a new Push User click the Write button, if modifying or deleting click the relevant button.

7. INTOUCH PUSH NOTIFICATIONS SETUP

<u>TEST PUSH SETUP</u>

To test the connection between the Call Logger and the Aidcall InTouch app go to the Test Push Notification window as shown below.



1) Select a user from the “Select Push User’ drop down.
2) Click ‘Send Test Push Notification’
3) A Push Notification will be received at the InTouch app that has a matching unique ID of the selected push user.

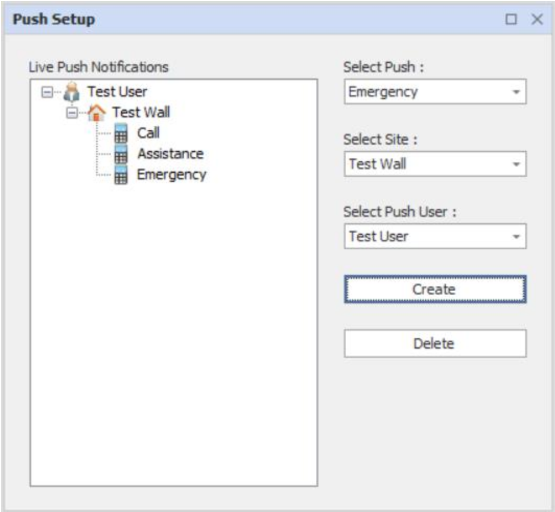
7. INTOUCH PUSH NOTIFICATIONS SETUP

PUSH NOTIFICATIONS SETUP

When Push Notifications are enabled at the Touchsafe Pro panel all events shown on the Touchsafe Pro panel screen are transmitted to the Call Logger.

Push Notifications need to be configured at the Call Logger to generate a notification at the InTouch app.

To configure Push Notifications at the Call Logger, go to the Push Setup window as shown below.



1) Select the alarm type to generate a Push Notification from the 'Select Push' drop down list.
2) Select the Site Name/Touchsafe Pro Panel that will generate the push notification from the 'Select Site' drop down list.
3) Select the Push User who will receive the Push Notification from the 'Select Push User'.
4) Click the 'Create' button to create the Push Notification.
5) To delete a Push Notification, highlight the required Push Notification in the 'Live Push Notifications' view.
   If a single Push Notification alarm type is highlighted only that Push Notification is deleted.
   If a site name is highlighted, then all the Push Notifications for the site and the user are deleted.
   If a user name is highlighted, then all Push Notifications for that user on all sites are deleted.
6) Once a Push Notification is created, if the corresponding alarm is triggered on the relevant Touchsafe Pro site a Push Notification will be received at the InTouch app associated with the Push User.