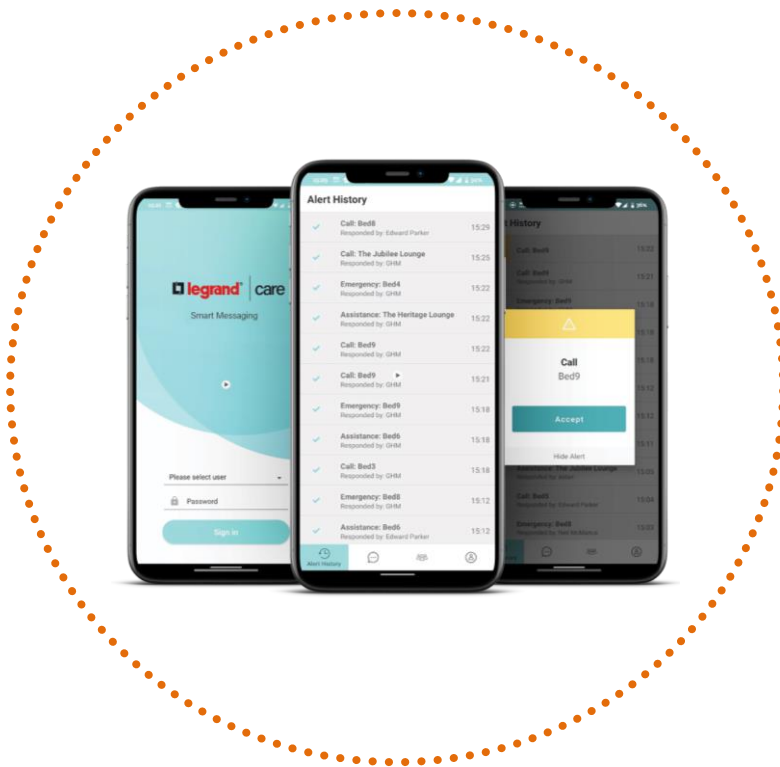


Smart Messaging User Guide



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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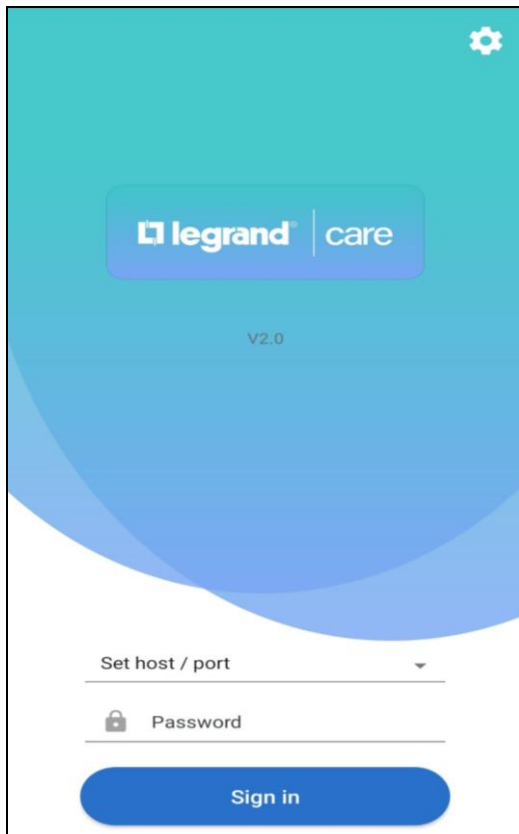
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1. DOWNLOAD THE ANDROID APP

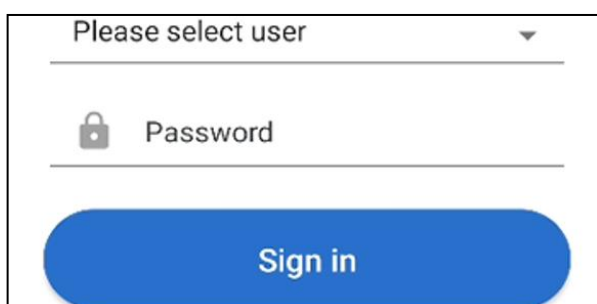
To download the Android App onto your Smart Phone go to the Google Play Store and search for:
Legrand Care Smart Messaging



2. SIGN IN HOME SCREEN



- Click on the “Select User” field and the users entered in the Server will self-populate.
- Select the user from the drop-down list
- Enter password entered against the user on the Server
- Click Sign in button



3. ALERT HISTORY

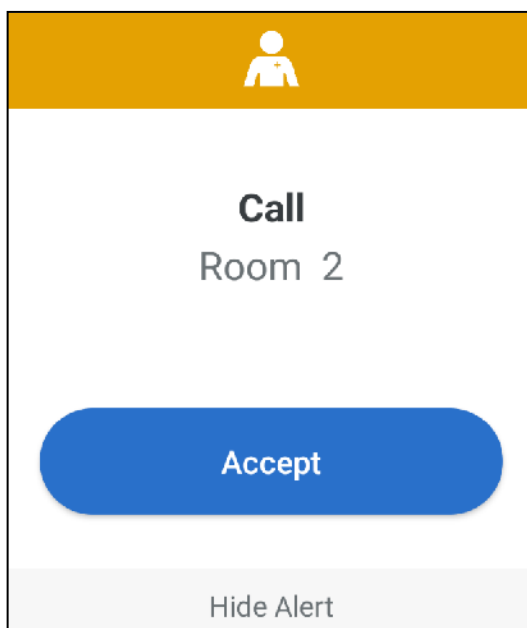
Once signed in, the first screen viewed is the Alert History Tab.

Alert History		
	Cardiac: Room 8	16:12
	Emergency: Room 5	16:11
	Assistance: Room 6	16:11
	Assistance: Room 3	16:43
	Call: Room 1	16:10
	Call: Room 2	16:10
	Bed To Be Cleaned: Room 10	16:12

This is an example of the Alert History.

This is where Call, Assistance, Emergency & Cardiac Alerts will be displayed.

You can accept & un-accept Alerts from this menu, see the time the Alert arrived, and which user accepted the Alert.



When an Alert arrives, it will sit in the stack in the order of priority, the Alert will also pop inside the App.

Users can accept the call or hide the Alert.

Hiding the Alert will stop the audible alert on the device and drops the Alert into the stack in priority order.

	Call: Room 2 Responded by: Martin Thompson	17:37
---	---	-------

Alerts that have been accepted, will show the Responded by name under the Alert, other users will see the name of the user who accepted the Alert.

4. EMERGENCY ALERT VIEW

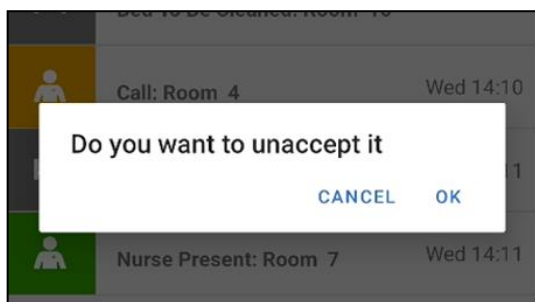


On Emergency & Cardiac, the Alert can only be cleared down from the Call Point.

The cancel sent from the Call Point will clear-down the Emergency Alert on the App.

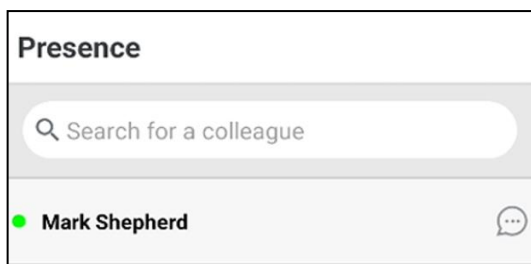
5. UN-ACCEPT AN EVENT

Holding down on the accepted Alert in the stack will pop up a message “Do you want to unaccept it” Pressing OK will re-alert other users that this Alert is now unaccepted and still needs to be attended to.



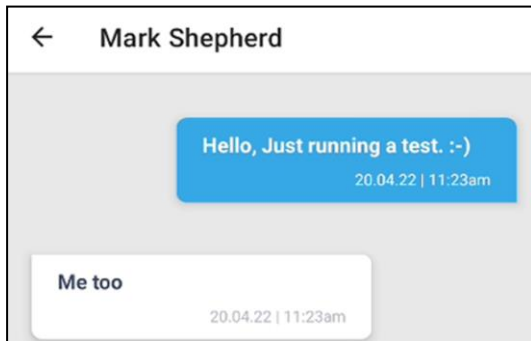
6. PRESENCE

Presence allows you to view other users connected to the system.

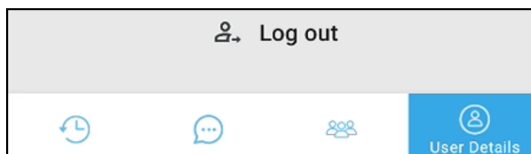


7. CONVERSATIONS

Pressing the Messaging icon will switch you to the conversation tab.
From this tab you can send instant messages to other users logged in to the system.



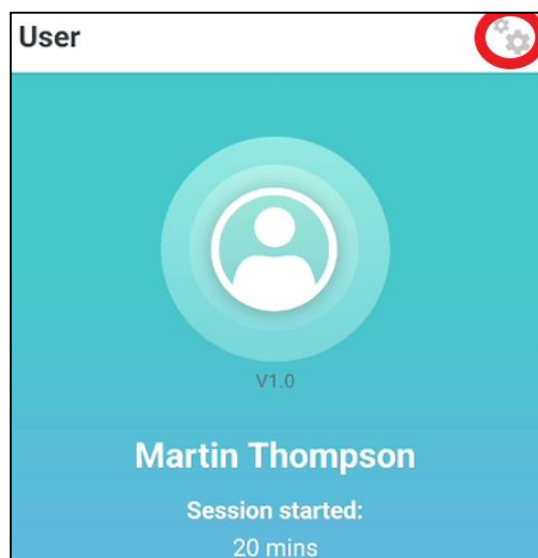
8. USER DETAILS



From this tab you can log out of the system, view the total time logged in, see the Version Number of the App, and access the Settings menu for the mobile App.
Selecting the Settings icon will allow a user to configure Tones, Alert Lengths, Volumes & select the Zones to receive Alerts from.

9. USER SETTINGS

Users configure individual settings, once changed the user profile is saved in the Server and remembered for the next time the user signs in.



Configure Alert Tones, Volumes & Lengths, silence the device by toggling between Vibrate Only Mode and selecting the Zones to receive the Alerts from.

Click the settings icon to access User Settings.

10. ALERT LENGTHS & VOLUMES

Selecting the Alert length & Volume settings will enable you to select from the options below.

< Alert length

☐ Short

☐ Medium

☒ Long

< Alert tone volume

☐ None

☐ Medium

☒ High

11. VIBRATE ONLY MODE

Use the Toggle icon to activate Vibrate Only Mode.

Vibrate Only Mode ☒

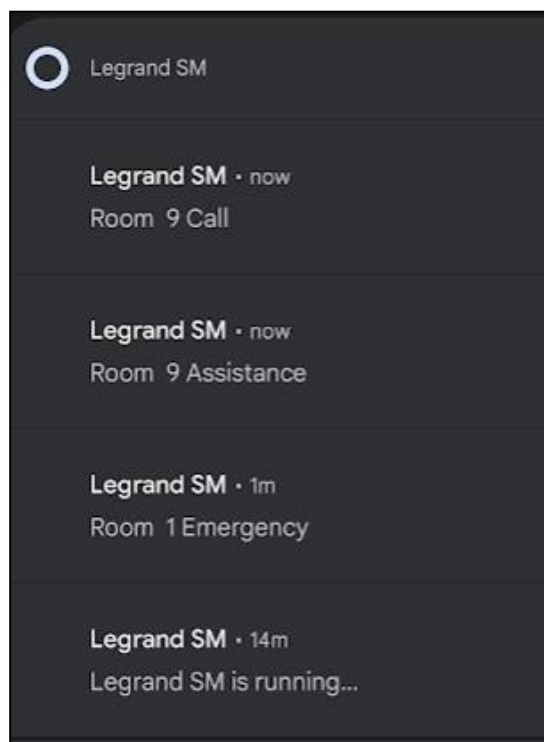
12. ZONES

Users can select the Zone they want to receive the Alerts for, users not in any Zone will receive all Alerts for all Zones.

< Zones **Select All** **Save**

Legrand Zone 1	☒
First Floor	☒
Zone 1	☐

13. NOTIFICATIONS



App notifications are displayed in the banner menu, pull down from the top of the device to view.

Banner notifications are not sent when the App is open on the device.

The banner notification also highlights the App is running in the background “Legrand SM is running”.

14. CLOUD DASHBOARD

The Cloud Dashboard offers a visual snapshot of alarm management within Care Homes. Here are the key features.

1. Graphical Interface:

- The Dashboard presents data using pie charts and graphs.
- Users can quickly assess critical information related to alarm handling.

2. Busy Hours Analysis:

- Easily identify peak activity hours when alarms are most frequent.
- This insight helps allocate staff resources effectively.

3. Average Response Time Tracking:

- View the average time taken to respond to alarms.

4. Flexible Filtering:

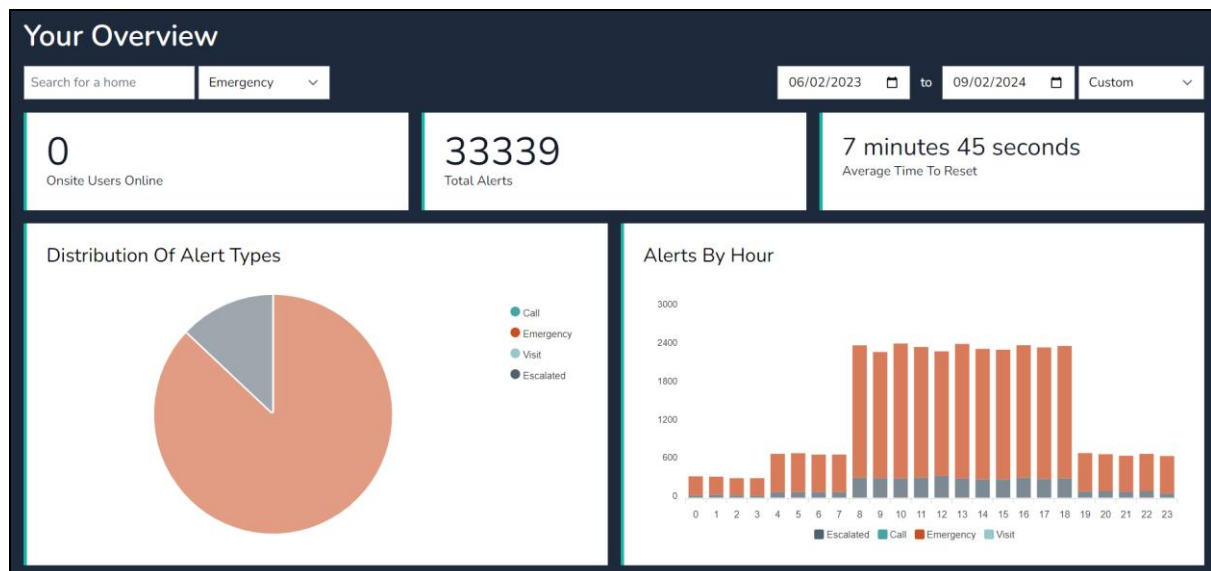
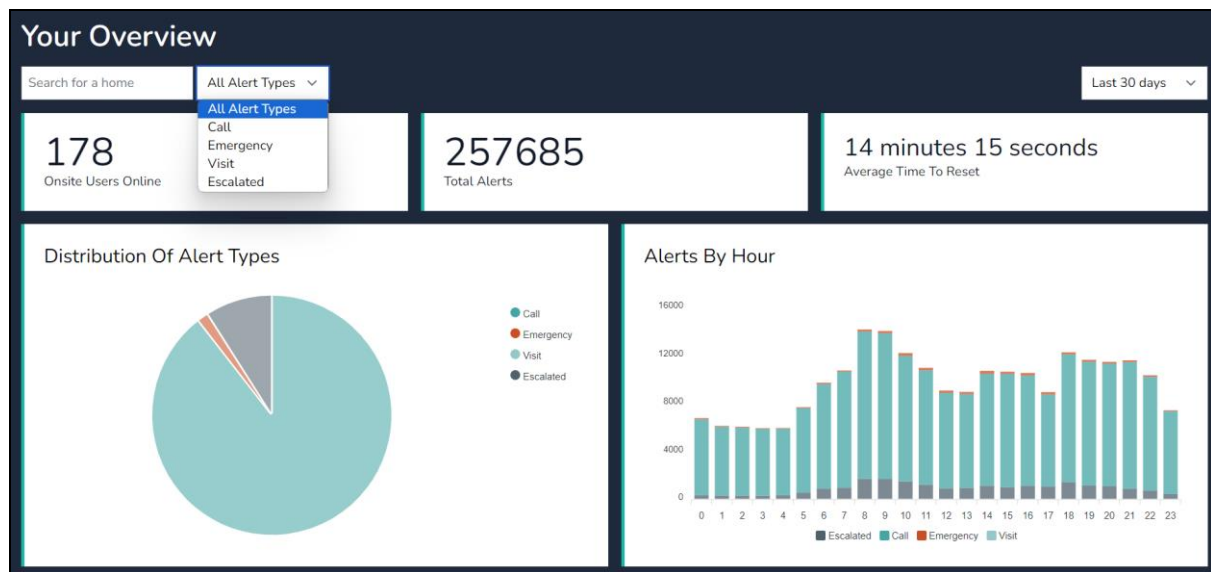
- Filter data by alert type (e.g. Escalated & Emergency Alarms) or specific days.
- Custom date ranges allow in-depth analysis.

5. User Monitoring:

- Access a list of users currently logged into the system.
- Stay informed about user activity and system utilization.

Remember, the dashboard empowers Care providers with actionable insights for better decision making and enhanced resident care.

14. CLOUD DASHBOARD



Home Breakdown

Home Name	Total	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	
Demo Home	14439	316	306	328	290	304	459	453	641	913	917	814	763	629	552	583	659	745	774	802	815	747	771	488	370	Report

Active Onsite Users

User	Home	Last Seen	Session Started At
Holly Lewis	Demo Home	4 seconds ago	Fri, Feb 9, 2024 10:39 AM
Basheer Muhammedali	Demo Home	4 seconds ago	Fri, Feb 9, 2024 10:38 AM
Lissy Bartlett	Demo Home	3 seconds ago	Fri, Feb 9, 2024 10:35 AM
Taylor Smith	Demo Home	4 seconds ago	Fri, Feb 9, 2024 9:59 AM
Zoe Hart	Demo Home	3 seconds ago	Fri, Feb 9, 2024 8:53 AM
Sally Loram	Demo Home	4 seconds ago	Fri, Feb 9, 2024 8:24 AM
Karen Neale	Demo Home	4 seconds ago	Fri, Feb 9, 2024 8:22 AM
Geethanjali Muthupandian	Demo Home	4 seconds ago	Fri, Feb 9, 2024 8:16 AM
Leta Diamond	Demo Home	4 seconds ago	Fri, Feb 9, 2024 7:43 AM
Shelley Dempster	Demo Home	4 seconds ago	Fri, Feb 9, 2024 7:39 AM
Jade Tanner	Demo Home	4 seconds ago	Fri, Feb 9, 2024 7:34 AM
Amanda McNulty	Demo Home	4 seconds ago	Fri, Feb 9, 2024 7:00 AM

15. CLOUD REPORTS

The system offers a comprehensive overview of Nursecall activity within Care Homes. Users can generate system-wide reports, zone-specific insights, room-level data, and user engagement summaries.

By applying **consistent filters** across all report pages, Care providers can analyse response times, trends, and performance metrics. Additionally, reports can be scheduled for automatic email delivery on a daily, weekly, monthly, or annual basis.

The platform includes real-time alerts, ensuring immediate visibility and responsiveness. With real-time monitoring, Care providers can stay informed and address urgent situations promptly.

Reports are structured hierarchically, starting from the highest level which is System, followed by Zone, Rooms, and Users.

Reports are currently accessible from the Home Management page and Site Report tab.

1. System Report:

- The **Top-Level Overview** provides information for all rooms.
- View system report by selecting the Site Report tab.
- Use the filters and date ranges to drill down in to data for the entire system.

2. Zone Report:

- Accessed under the Home Management Page.
- View the total amount of alerts each zone has received.
- Filter by Alert Type & Custom Dates.

3. Room Report:

- Further down the hierarchy, we encounter the **Room Report**.
- Rooms correspond to physical locations within zone.
- Accessed via the Home Management or Site Report tab.
- Under the Home Management, Rooms are sorted in name order
- Under the Site Report tab Rooms are sorted in the highest alert order.

4. User Report:

- Finally, we have the **User Report**.
- This focuses on individual users, their activities, and interactions within the home.
- Metrics may include user behaviour, access patterns, and alerts accepted events.

Accessing the System Report

- From the **Home Management** page select the **View Home Report** tile.
- Alternatively, navigate to the **Site Report** tab.

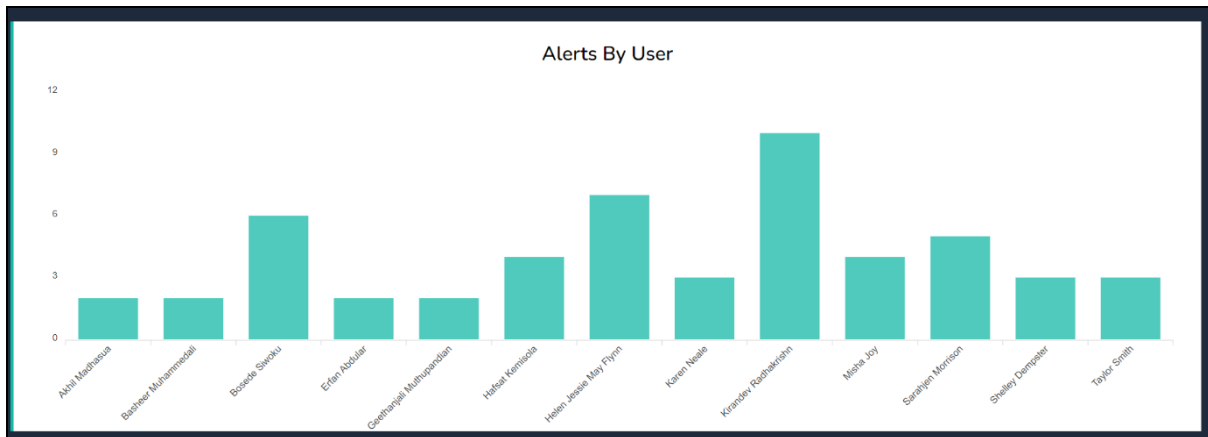
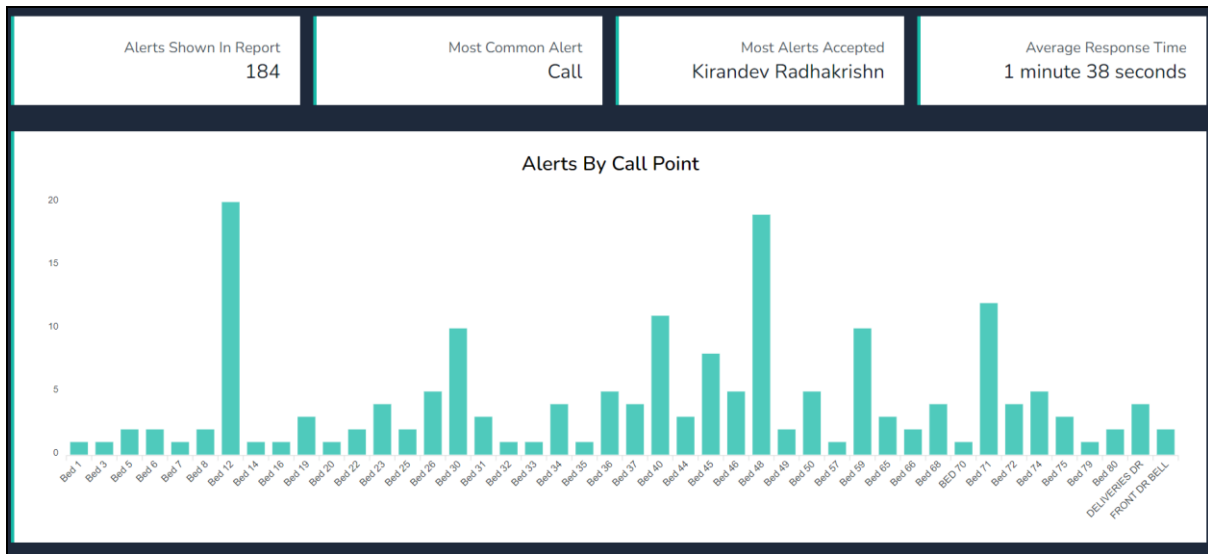
Filtering Data

- Change the **Filters** on the page to show the calculated data for the filter set.
- Adjust parameters such as date range and Alert Keyword type.
- The system will then calculate and display data specific to the selected filters.
- **Live Alerts** show in real time on the platform, the call is highlighted with a bold colour to indicate a call is active.

Demo Home								184
Created: Thu, Aug 10, 2023 2:37 PM								Alerts shown below
 								All Alert Types  Today 
Live Alerts								
Location	Alert Type	Created At	Accepted At	Accepted By	Time To Accept	Escalated At	Reset At	Time To Reset
Bed 31	Call	Fri, Feb 9, 2024 11:12 AM						
Bed 23	Call	Fri, Feb 9, 2024 11:12 AM						

15. CLOUD REPORTS

- View graphical information by Callpoints or Users.



- View individual Rooms Reports, print to PDF or schedule a Report.



15. CLOUD REPORTS

SLA KPIs

In the platform, you can create a comprehensive **SLA & KPI Dashboard** to efficiently monitor alerts, set metrics, and apply thresholds.

1. **SLA & KPI Dashboard Creation:**

- Navigate to the web home and view SLA dashboard.
- Add widgets for alerts, breached SLAs, and KPI metrics.

2. **Viewing Breached Alerts:**

- The dashboard should display a summary of all active alerts.
- Alerts that have breached predefined thresholds will be prominently highlighted.

3. **Creating Metrics and Thresholds:**

- Define the key performance indicators (KPIs) relevant to your home.
- Set thresholds for each metric.

4. **Email Notifications:**

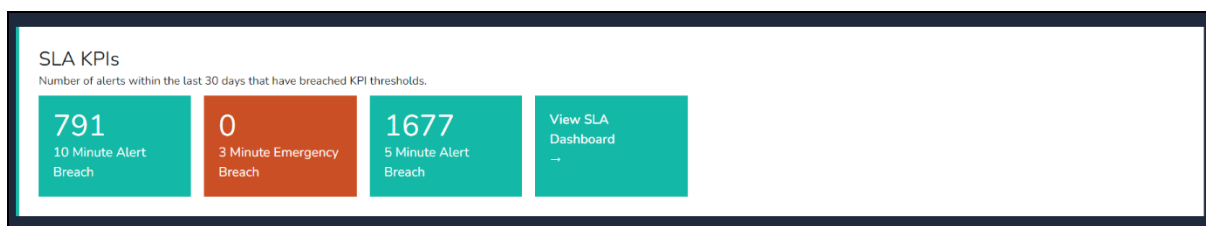
- Configure email notifications for breached thresholds.
- Receive real-time alerts via email when thresholds are breached.

5. **Exporting Breach Data:**

- To export a list of breached alerts:
 - Choose the desired date range (e.g., from a specific date to the present).
 - Export the data in **CSV format**.
 - The exported file will contain details such as timestamp, alert type & response times.

Dashboard Tile View

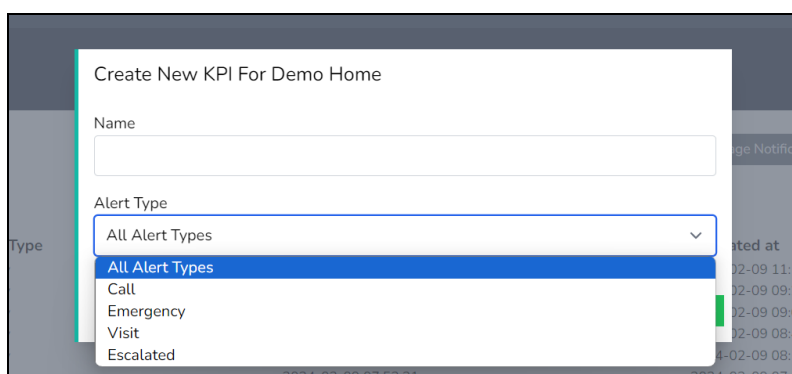
1. Select View SLA Dashboard Tile.



2. Add new KPI Metric.



3. Add Metric name and select an Alert Type.



15. CLOUD REPORTS

4. Select Manage Threshold and configure thresholds as required. “Accepted at” is for the accept on the Mobile App threshold and the “Reset at” is for the reset at Callpoint threshold.

Create Threshold For 10 Minute Alert Breach

Time Amount	Time Type	Attribute	
	Select ▼	Select ▼	Save

Time Span	Attribute	Action
10 minutes	Reset At	Delete

Close

5. Email data for the threshold from any Start Date in time. Select the Start Date and press Submit. An Email with a link to download will follow.

Email CSV For Alert Breach

Please enter a start date below and a CSV containing all alert breaches since that date will be emailed to you.

Start Date

Submit

Close

6. Notifications can be sent if a threshold has been breached and users need to be notified. Enable the User(s) for the Email Notification and press Save

Manage Notifications For Alert Breach

Home Cloud Users

Name	Email Address	Enabled
Martin	Martin @ .co.uk	☐
Home Manager	homemanager@ .co.uk	☒
luke home test	home@ .uk	☐

Group Cloud Users

Name	Email Address	Enabled
------	---------------	---------

Close

Save