Mircom

MiCare™

Nurse Call and Emergency System

User Guide

For the latest version of this document, visit
https://www.mircom.com/micare-wireless-nurse-call-system

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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, check alerts, and more.

This user guide covers the following sections of the site:

- Dashboard
- Manage My Shift
- Active Alerts

1.2 Contact Us

1.2.1 Canada and USA

Toll Free: 1-888-660-4655

Local: 905-660-4655

Fax: 905-660-4113

1.2.2 Website

http://www.mircom.com

2.0 Dashboard

2.1 The Dashboard window

Click the **Dashboard** link in the top left corner of the window to see the Dashboard.

Click the Campus View to see a map of the campus, and click the Building View to see the buildings.

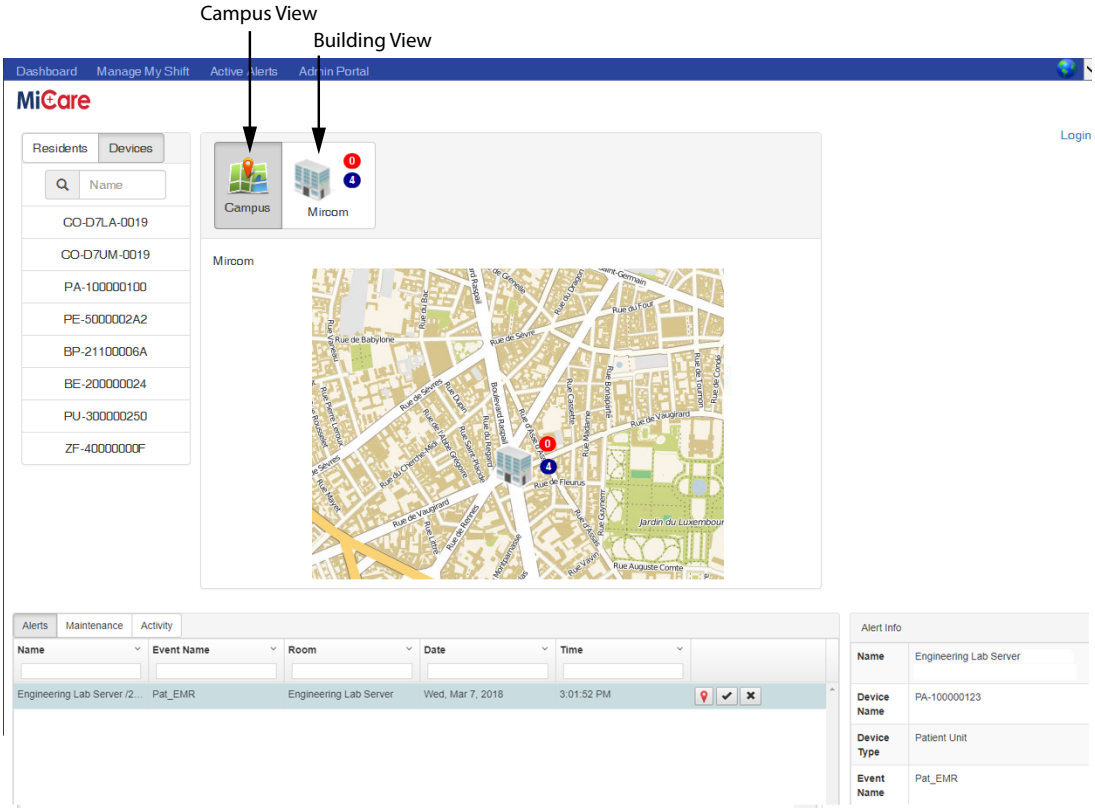

Figure 1 Dashboard - Campus View

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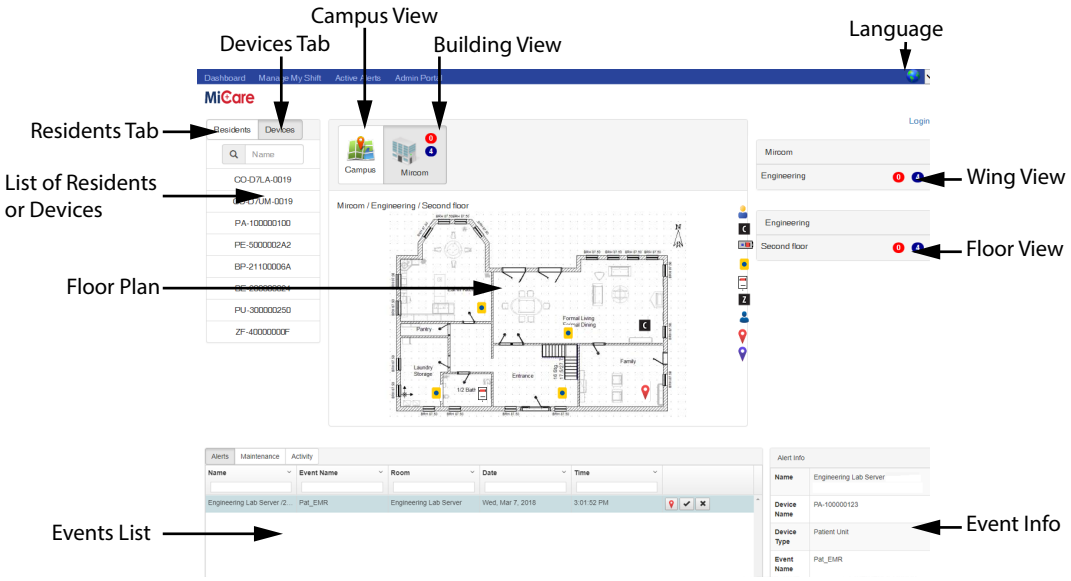


Figure 2 Dashboard - Building View

2.2 Log in and out of Dashboard

When you are logged in to Dashboard, you can accept and decline alerts.

Note: Logging in to Dashboard is different from starting your shift. For instructions on starting your shift, see Chapter 3.0.

To log in

1. Click **Login** in the upper right corner.
2. Type your PIN, and then click **OK**.

To log out

- Click **Logout** in the upper right corner.

2.3 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 View.

To see a wing

- Click the wing in the Wing View.

To see a floor

- Click the floor in the Floor View.

2.4 Residents and Devices

To see the residents in the campus

1. Click the **Residents** tab.
2. Click a resident in the menu to see the resident's location on the Map area (if the location is known).

   Or

1. Click the Resident icon  to the right of the floor plan to see all the residents on the Map area.

To see the devices in the campus

1. Click the **Devices** tab.
2. Click a device in the menu to see the device's location on the Map area (if the location is known).

   Or

1. Click a Device icon to the right of the floor plan to see all the devices of that type on the Map area.

-  Coordinator
-  Patient Unit
-  Beacon
-  Pull Station
-  ZF3
-  Pendant

Note: If you select a Pendant, the map shows the Pendant's last reported location.

2.5 Emergency Alerts and Maintenance Warnings

Icons beside each building indicate the alerts in that building.

- Numbers in red 1 indicate emergency alerts.
- Numbers in blue 0 indicate maintenance warnings.

2.6 Events List

Emergency alerts and maintenance warnings appear in the Events List.

- Emergency alerts are emergencies such as presses of the Call button and Staff Assist button.
- Maintenance warnings are events such as low battery messages, failure of a device to check in, and presses of the maintenance button.

To see all emergency alerts

- Click the **Alerts** tab. Alerts

To see all maintenance warnings

- Click the **Maintenance** tab. Maintenance

To see alert or warning information

- Select the alert or warning in the Events List.

  The Event Info area shows the name of the device and the name of the event.

To see the location of an alert or warning

- Click the icon to the left of the event in the Events List.

  The icon for the event pulses in the Map area.

To acknowledge an alert or warning

1. Click the checkmark in the Events List.
2. If you are not logged in, enter your PIN.

   When you acknowledge an alert or warning, it is cancelled.

To decline an alert or warning

1. Click the X button () in the Events List.
2. If you are not logged in, enter your PIN.

   When you decline an alert or warning, it does not disappear from the list. Instead, it is immediately escalated to the next priority level according to the rules defined by the system administrator.

To see all emergency alerts

- Click the Emergency Alert icon  to the left of the Floor Plan.

  All of the emergency alerts appear in the Map area.

To see all maintenance warnings

- Click the Maintenance Warning icon  to the left of the Floor Plan.

  All of the maintenance warnings appear in the Map area.

2.6.1 Speaking to the resident

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

To speak to the resident

- Click the phone icon. 

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

An Attendant icon  in the last column means that an attendant is in the room and has pressed the Nurse In button on the Patient Unit.

2.6.2 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 Events 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.

2.7 Language

To change the language of the page

On any page, click the globe in the upper right and select from the list of languages. 

3.0 Manage My Shift

In the Manage My Shift window, 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 Starting your shift

To start your shift

1. Click **Manage my Shift** at the top of the page. 

   The **Attendant Login** page appears.

Figure 3 Attendant Login

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

Note: You were given a PIN by the administrator.

The Start Shift window appears. The Start Shift window shows your **Name**, **Email**, **Phone** number, **Pager** number, and the status of your shift. Before you start your shift, the **Status** is **Not Started**.

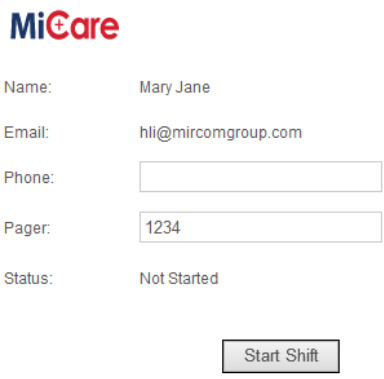


Figure 4 Start Shift

3. If the **Phone** field is blank, type a telephone number where you can be reached (for example a cell phone number or extension).
4. If the **Pager** field is blank, type a pager number if you have one.
5. Click **Start Shift**. 

   The **Status** changes to **Started**.

3.2 Recording Breaks

To record a break

- Click **On Break**. 

  The **Status** changes to **On Break**.
- When you return from break, click **Back from Break**. 

  The **Status** changes to **Started**.

3.3 Ending your Shift

To end your shift

- Click **End Shift**. 

  The **Attendant Login** page appears (see Figure 3).

4.0 Active Alerts

The Active Alerts section shows the same information that appears in the Events List (see 2.6 Events List on page 8). It is designed to be viewed on a mobile device, such as a phone.

To see Active Alerts

- Click **Active Alerts** at the top of the page. 

The Active Alerts page appears.

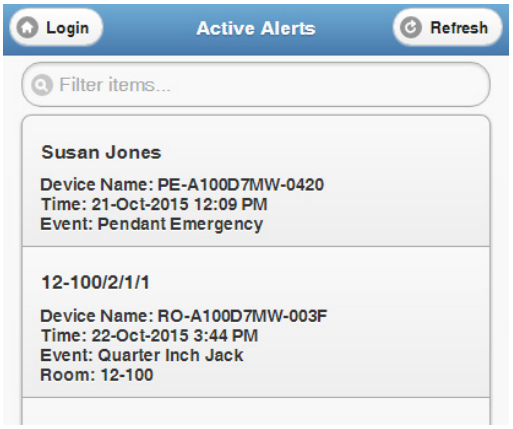


Figure 5 Active Alerts

To log in to Active Alerts

1. Click the **Login** button in the top left corner. 

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

Note: You were given a PIN by the administrator.

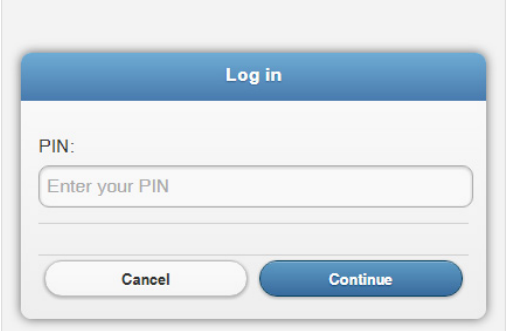


Figure 6 Log in

You are now logged in, and you can acknowledge or decline alerts.

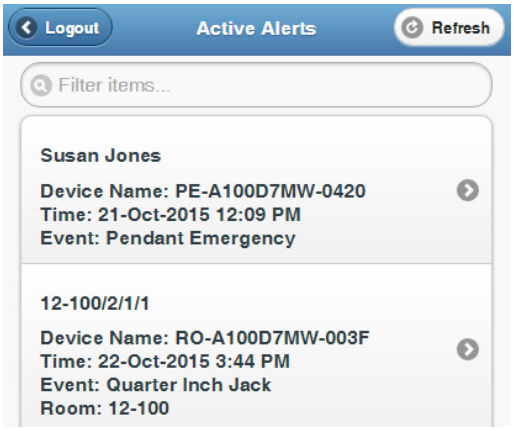


Figure 7 Active Alerts

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. Click the **Cancel** button to return to the list without accepting or declining.

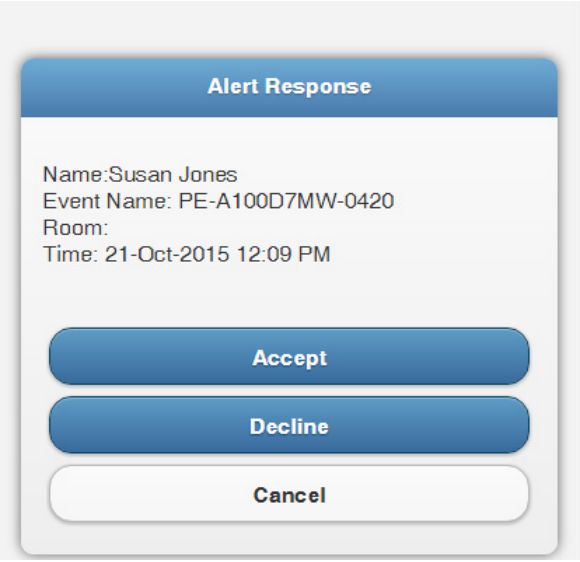
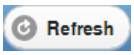


Figure 8 Alert Response

To display new Active Alerts

- Click the **Refresh** button. 

To log out of Active Alerts

1. Click the **Logout** button in the top left corner. 

5.0 Warranty and Warning Information

WARNING!

Please read this document **CAREFULLY**, as it contains important warnings, life-safety, and practical information about all products manufactured by the Mircom Group of Companies, including Mircom and Secutron branded products, which shall include without limitation all fire alarm, nurse call, building automation and access control and card access products (hereinafter individually or collectively, as applicable, referred to as "**Mircom System**").

NOTE TO ALL READERS:

1. **Nature of Warnings.** The within warnings are communicated to the reader out of an abundance of caution and create no legal obligation for Mircom Group of Companies, whatsoever. Without limiting the generality of the foregoing, this document shall NOT be construed as in any way altering the rights and obligations of the parties, governed by the legal documents that apply in any given circumstance.
2. **Application.** The warnings contained in this document apply to all Mircom System and shall be read in conjunction with:
   a. the product manual for the specific Mircom System that applies in given circumstances;
   b. legal documents that apply to the purchase and sale of a Mircom System, which may include the company's standard terms and conditions and warranty statements;
   c. other information about the Mircom System or the parties' rights and obligations as may be application to a given circumstance.
3. **Security and Insurance.** Regardless of its capabilities, no Mircom System is a substitute for property or life insurance. Nor is the system a substitute for property owners, renters, or other occupants to act prudently to prevent or minimize the harmful effects of an emergency situation. Building automation systems produced by the Mircom Group of Companies are not to be used as a fire, alarm, or life-safety system.

NOTE TO INSTALLERS:

All Mircom Systems have been carefully designed to be as effective as possible. However, there are circumstances where they may not provide protection. Some reasons for system failure include the following. As the only individual in contact with system users, please bring each item in this warning to the attention of the users of this Mircom 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:

4. **Inadequate Installation.** All Mircom Systems must be installed in accordance with all the applicable codes and standards in order to provide adequate protection. National standards require an inspection and approval to be conducted by the local authority having jurisdiction following the initial installation of the system and following any changes to the system. Such inspections ensure installation has been carried out properly.
5. **Inadequate Testing.** Most problems that would prevent an alarm a Mircom System from operating as intended can be discovered by regular testing and maintenance. The complete system should be tested by the local authority having jurisdiction 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.

NOTE TO USERS:

All Mircom Systems have been carefully designed to be as effective as possible. However, there are circumstances where they may not provide protection. Some reasons for system failure include the following. The end user can minimize the occurrence of any of the following by proper training, testing and maintenance of the Mircom Systems:

6. **Inadequate Testing and Maintenance.** It is imperative that the systems be periodically tested and subjected to preventative maintenance. Best practices and local authority having jurisdiction determine the frequency and type of testing that is required at a minimum. Mircom System may not function properly, and the occurrence of other system failures identified below may not be minimized, if the periodic testing and maintenance of Mircom Systems is not completed with diligence and as required.
7. **Improper Operation.** It is important that all system users be trained in the correct operation of the alarm system and that they know how to respond when the system indicates an alarm. A Mircom System may not function as intended during an emergency situation where the user is unable to operate a panic or emergency switch by reason of permanent or temporary physical disability, inability to reach the device in time, unfamiliarity with the correct operation, or related circumstances.
8. **Insufficient Time.** There may be circumstances when a Mircom 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.
9. **Carelessness or Safety Hazards.** Moreover, smoke detectors may not provide timely warning of fires caused by carelessness or safety hazards such as smoking in bed, violent explosions, escaping gas, improper storage of flammable materials, overloaded electrical circuits or children playing with matches or arson.
10. **Power Failure.** Some Mircom System components require adequate electrical power supply to operate. Examples include: smoke detectors, beacons, HVAC, and lighting controllers. 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 Mircom Systems or other electronic equipment. After a power interruption has occurred, immediately conduct a complete system test to ensure that the system operates as intended.
11. **Battery Failure.** If the Mircom 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. Some Mircom Systems use replaceable batteries, which have a limited life-span. The expected battery life is variable and in part dependent on 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. Moreover, some Mircom Systems do not have a battery monitor that would alert the user in the event that the battery is nearing its end of life. Regular testing and replacements are vital for ensuring that the batteries function as expected, whether or not a device has a low-battery monitor.
12. **Physical Obstructions.** Motion sensors that are part of a Mircom System must be kept clear of any obstacles which impede the sensors' ability to detect movement. Signals being communicated by a Mircom System may not reach the receiver if an item (such as metal, water, or concrete) is placed on or near the radio path. Deliberate jamming or other inadvertent radio signal interference can also negatively affect system operation.

13. **Wireless Devices Placement Proximity.** Moreover all wireless devices must be a minimum and maximum distance away from large metal objects, such as refrigerators. You are required to consult the specific Mircom System manual and application guide for any maximum distances required between devices and suggested placement of wireless devices for optimal functioning.
14. **Failure to Trigger Sensors.** Moreover, Mircom Systems may fail to operate as intended if motion, heat, or smoke sensors are not triggered.
    a. Sensors in a fire system may fail to be triggered when the fire is in a chimney, walls, roof, or on the other side of closed doors. Smoke and heat detectors may not detect smoke or heat from fires on another level of the residence or building. In this situation the control panel may not alert occupants of a fire.
    b. Sensors in a nurse call system may fail to be triggered when movement is occurring outside of the motion sensors' range. For example, if movement is occurring on the other side of closed doors or on another level of the residence or building the motion detector may not be triggered. In this situation the central controller may not register an alarm signal.
15. **Interference with Audible Notification Appliances.** Audible notification appliances may be interfered with by other noise sources such as stereos, radios, televisions, air conditioners, appliances, or passing traffic. Audible notification appliances, however loud, may not be heard by a hearing-impaired person.
16. **Other Impairments.** Alarm notification appliances such as sirens, bells, horns, or strobes may not warn or waken a sleeping occupant if there is an intervening wall or door. It is less likely that the occupants will be alerted or awakened when notification appliances are located on a different level of the residence or premise.
17. **Software Malfunction.** Most Mircom Systems contain software. No warranties are provided as to the software components of any products or stand-alone software products within a Mircom System. For a full statement of the warranties and exclusions and limitations of liability please refer to the company's standard Terms and Conditions and Warranties.
18. **Telephone Lines Malfunction.** Telephone service can cause system failure where telephone lines are relied upon by a Mircom System. Alarms and information coming from a Mircom System may not be transmitted if a phone line is out of service or busy for a certain period of time. Alarms and information may not be transmitted where telephone lines have been compromised by criminal tampering, local construction, storms or earthquakes.
19. **Component Failure.** Although every effort has been made to make this Mircom System as reliable as possible, the system may fail to function as intended due to the failure of a component.
20. **Integrated Products.** Mircom System might not function as intended if it is connected to a non-Mircom product or to a Mircom product that is deemed non-compatible with a particular Mircom System. A list of compatible products can be requested and obtained.

Warranty

Purchase of all Mircom products is governed by:

https://www.mircom.com/product-warranty

https://www.mircom.com/purchase-terms-and-conditions

https://www.mircom.com/software-license-terms-and-conditions

6.0 Special Notices

6.1 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.

6.2 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.

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