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Purpose

The SARA (Situational Awareness Response Assistant) alerting and monitoring system enables your facility to monitor a wide variety of alarms and provides a convenient Web interface for communicating with other users of the system. Each facility determines what types of alarms it wishes to monitor, but some of the more common alarms are: Pull Cords, Mobile Pendants, Door Entry, Motion Detectors, and Critical System Failures. The main user interface of SARA will show you which options your facility has selected.

This User Guide is intended for general purpose users of the system, and will teach you how to log in, interpret the main alarm screen, send Quick Messages to other users, and set Quick Reminders. In addition, this guide will cover basic operation and use of the resident devices.

Logging in

Using your web browser, connect to the SARA web site. Your system administrator will tell you how your facility will connect to SARA and which IP address to use, but typically, you will enter an IP address such as:

example:  http://localhost  or  http://10.3.2.10  (use your internal IP address)

Customer Support Numbers

Corporate Number  866-846-7272
Emergencies  option 9
Current customer  option 1

Emails
Sales  sales@statussolutions.com
Customer support  support@statussolutions.com
Equipment  saraequipment@statussolutions.com
Main SARA Screen (Dashboard) Overview

Alarm Status Screen/Dashboard

The title bar of the Alarm Status Screen has tabs to other features of the system. Each tab will be discussed in detail later in this guide, but here is a brief introduction:

- **Dashboard** – Click on the word *Dashboard* on any screen and you will be taken back to the main Alarm Status Screen/Home Page, this will also refresh your screen.
- **Administration** - This tab allows you to perform administrative tasks such as adding new alert devices or alarm escalations, and adding users.
- **Install Setup** – Contains links to setting up processes, system wide changes and SPS. Customer Contact Info is updated here as well.
- **Quick Message** - This feature allows you to send an immediate message to any alert device.
- **Reminders** – This feature allows you to schedule messages to any alert device on a future or recurring basis.
- **Reports** - This will allow you to run reports such as Average Alarm Response Reports, Alarm History or Temperature Logs
- **Show All/Show Missing** - This is a toggle between showing all the devices on the dashboard and showing devices that are missing. If unchecked, active alarms will be displayed.
Alarm Status

The alarm status screen shows every device that is currently in alarm, has been alarmed within the past twenty minutes but is now clear or devices that are missing or not checking into the system.

- devices that are currently in alarm
- devices that were in alarm and have been cleared within the past 10 minutes
- devices that were in alarm and have been cleared within the past 20 minutes
- devices that are not sending a signal to the system (system is missing the signal), it could be a low battery, non-functioning device or a device moved from the property.

Alarm Detail

Clicking on any alarm will display additional detail about the alarm and the actions that have been taken since the alarm was activated. For example, below is the alarm detail for “Walk In Freezer”

1. This screen shows when the alarm occurred and cleared.
**View Resident Information** – If monitored devices are associated with a resident in Residence Module, there will be a link here to view that resident’s information.

![Image of SARA interface]

**Confirm this Event** – This will clear an alarm from the main screen except for pull cords & mobile panic buttons.

![Image of SARA interface with alarm event]

**Best Practice** – It is recommended you review each user’s setup to allow or not allow the authority to confirm an alarm from the main screen. This is setup under the Add/Delete User option under Administration.
Managing Monitored Devices

This is where you can manage your monitored devices, you can add, delete or edit any device that your facility is monitoring or watching for an alarm.

Adding a Monitored Device

Step 1: From the Dashboard, Select Administration and then Monitored Devices

Step 2: Enter the Serial ID or System ID of the device into the Find Box

Step 3: Once the system locates the device, Click on the name or Device Description to edit the device.

Step 4: Choose correct category: Using the drop down, move the device into the Correct Category.

Step 5: Change the Monitored device Description to define the device (ex: 1409 or 1409 Bath).

Step 6: Assign the device to a resident, if applicable

Step 7: When finished, click on Update Monitored Device
Note: If you cannot find a number on the device, just alarm it. The device will come up on the page displayed in red with category, description and ID number.

Click Edit and follow the same steps as outlined above.

**Spoken Device Description** should be used if the SARA system should pronounce something differently for radios or overhead PA system. (For example: room number 1414 would be spoken “room number one thousand four hundred and fourteen”) this can be changed in the Spoken Device Description to say “room number 14 14”.

Note: If the device has been assigned to a residence in the residence information module, it will appear at the bottom left of the Monitored Device screen.

**Editing a Monitored Device**
Step 1: From the Dashboard, select Administration and then Monitored Devices
Step 2: Click on the Device Description of the device you would like to edit.
Step 3: Make any changes and click on Update Monitored Device.

**Deleting a Monitored Device**
Click on Delete and the system will ask you to confirm.

**Enrolling Door Alarms**
Note: The wide gap sensor on the door alarm must be 3/8” for the alarm to work properly.

The device does not come with the battery installed. Once the battery is installed, the SARA system will pick up the device signal and automatically enroll it within 4 hours. If you want to add the device right away, install the battery and cause the device to go into alarm. It will appear in the system under Monitored Devices (look under New Devices).

Follow the instructions for “Adding a Monitored Device”.
Enrolling Smoke Detectors

Follow the instructions for “Adding a Monitored Device”.

The device does not come with the battery installed. Once the battery is installed, the SARA system will pick up the device signal and automatically enroll it within 4 hours. If you want to add the device right away, install the battery and cause the device to go into alarm. It will appear in the system under Monitored Devices (look under New Devices).

To make the smoke detector alarm: Press the “test button” on the smoke detector. Be sure to cover the sound hole with your finger as you hit the test button. It will be very loud.

Managing Alert Devices

It is necessary for SARA to have a way to contact you or alert you if there is an alarm; if you want to receive a Quick Message or Reminder; or if you want to receive a report to your email. The device you want to be contacted with must be set up in alert devices.

Alert devices are typically pagers, phones, and emails, but can also be overhead radios, text messaging or wall boards.

*Note:* If you have multiple alert devices to be added to the system, please contact customer support. There is a feature in the SARA system that we can automatically import alert devices from an excel spreadsheet.

Adding an Alert Device

**Step 1:** From the Dashboard, Select Administration and then Alert Devices

**Step 2:** Select Create a New Alert Device

**Step 3:** Select Alert Device Type from the drop down and complete the information.
Adding Pager Alerts

Step 1: Choose Local Pager from the Alert Device type drop down.

Step 2: Complete the information and click on Insert Alert Device.

- **Description** – give a description to your device that will be meaningful to all users.

- **Alert Device Category** – feature to categorize your alert devices. Can use for quick messages and reminders.(helpful for sites that have large amounts of alert devices)

- **Pager ID** – this is the CAP Code which is found on the back of the pager.

- **Send Notification when Alarm is Confirmed** – check this box if you want to be notified when the alarm is confirmed or cleared.

- **Restrict Calls to this Interface** – only needed if you have specified ports.
Adding Phone Alerts

Step 1: Follow the steps for Adding an Alert Device

Step 2: Select Phone (Voice call) from the drop down

Step 3: Complete the information and select Insert Alert Device.

Description – give a description to your device that will be meaningful to all users.

Alert Device Category – feature to create your own category for alert devices.

Telephone Number – should be entered as it needs to be dialed from the facility (i.e. add an 8 or a 9 before the number)

Restrict Calls to this Interface – allows the user to restrict this phone number to a specific phone line

Retry after leaving a message – if checked the system will retry dialing the number after leaving a message the first time.

Retry after no answer – if checked the system will retry dialing the number if no answer the first time

Send Notification when Alarm is Confirmed – check this box if you want to be notified when the alarm is confirmed or cleared.

How many times should the system try and call? And How many times should it wait in between call attempts? – if you checked the retry boxes above, this defines how many times the system should keep “retrying” to dial the number and how much time the system should wait in between attempts.
Adding Email or Texting Alerts:

Step 1: Follow the steps on Adding an Alert Device

Step 2: Complete the Description and Email Address

Step 3: Click on Insert Alert Device.

A text Message is set up as an email to the cell phone carrier. You would type this in the email address. By simply sending an email to 1112223333@txt.att.net for example, you can send text messages to cell phones via email.

- AT&T – cellnumber@txt.att.net
- Verizon – cellnumber@vtext.com
- T-Mobile – cellnumber@tmomail.net
- Sprint PCS - cellnumber@messaging.sprintpcs.com
- Virgin Mobile – cellnumber@vmobl.com
- US Cellular – cellnumber@email.uscc.net
- Alltel – cellnumber@message.alltel.com
- Nextel - cellnumber@messaging.nextel.com
- Boost - cellnumber@myboostmobile.com

The “use short message format” should be checked if you will be sending the email to a pager or using text messaging. This will shorten the message to accommodate the smaller displays of the pager and mobile phone.

Note: To set up any other alert devices such as radios or wall pagers (marquees), please contact Customer Support at 866.846.7272.

At the bottom of the alert device screen, it will list if the device belongs to any defined alert group.

Editing an Alert Device

Step 1: From the Dashboard, select Administration and then Alert Devices

Step 2: Click on the Device Description of the device you would like to edit.

Step 3: Make any changes and click on Update Alert Device.

Deleting an Alert Device

Click on Delete and the system will ask you to confirm.

Note: Deleting a device will remove it from the system which could also affect your defined alarm escalations.
Defining Alert Groups (optional)

The alert group feature allows you to create groups of alert devices that will always be contacted together.

Alert groups are useful in a situation where you wish to contact a group of people at one time, not make individual calls. By creating an alert group, you can contact several alert devices at one time instead of contacting many individual ones.

Step 1: From the Dashboard, Select Administration, Select Alert Groups

Step 2: Select Create a New Alert Group

Step 3: Name your Alert Group

Step 4: Add members to the alert group

  - Click and highlight an alert device in the left window and click on the “add device” button

Step 5: Click on Save.

The system will also let you know if this particular Alert Group is being used in any Modes and Actions.
Edit an Alert Group

Step 1: From the Dashboard, select Administration, select Alert Groups.

Step 2: Select the alert group to edit by clicking on its Group Name.

Step 3: Make any changes and click Save.

Best Practice: Wall pagers and Dome lights should never be put in alert groups.

Resident Check-In

Resident check in can be created several ways. First, by using a device such as a motion sensor, door contact or a pull cord with a check in button or by using the resident information module explained in the next section.

Check in By Device

Check in can be done by motion sensor devices or a universal transmitter attached to a door or by a pull cord. Please contact Customer Support if you have questions on the check in process. The pull cord will be used as an example below.

The pull cord below has a small black button on it. After being programmed correctly in SARA, this button can be used as a resident check in.
The following must be done in order to create a resident check in:

1. The devices must be enrolled and programmed in Monitored devices.

2. Under device category, the box “Devices in this Category must alarm during Check In Mode” must be checked

3. A check-in “mode” must be defined in modes and actions.

4. The check-in “mode” must be made active.

5. The category this pull cord belongs to must have an alarm escalation defined for it in modes and actions under the check in “mode”.

6. The check box “Pull Cords in this category have reset/check in buttons” must be checked. This is under Device Categories. (make sure to update)

Check-In Report

SARA creates a check in report every day if you have chosen to use the check in feature.

Step 1: From the Dashboard, select Reports, select Check-In Reports

The report will detail who checked in and who didn’t.

Step 2: To be emailed a copy of this report daily, go to Administration, Add/Delete Users and edit your login. Check the box “Send check in reports via email”
Residence Information

This module serves several purposes: (1) It is a database of all residence information, (2) Resident phone numbers and emails can be added, this allows for you to use the notification features within SARA to contact the residents (Quick messages and Reminders), (3) Resident check in can be configured here and (4) devices are assigned or associated to each resident and their rooms.

Adding a Resident Record

Step 1: From the Dashboard, select Administration, select Residence Information

Step 2: Select Create a New Residence Record. (Resident records can be imported all together through the use of an excel spreadsheet, please contact Customer Support 866-846-7272)
**Resident Status** - is resident on property, off property, hospital, or room vacant? If you choose off property or vacant, SARA will not call this resident for check in. (If you are using the check in application) Enter the information pertaining to the resident in the appropriate boxes, if applicable. (name, spouse, address, apartment #)

**Phone** – this needs to be entered in the format necessary to make the phone call at your facility. (can also automatically add this resident’s phone number to a predefined alert group by clicking on the alert group)

**Email** – email address of resident if applicable (can also automatically add this resident’s email to a predefined alert group by clicking on the alert group)

**Call Parameters:** These parameters tell the SARA system what to do in the event you are trying to reach a resident via the phone whether it’s for a quick message, reminder or check in

  - **Retry after leaving a message** - check this box if you would like the system to continue to call after leaving a message
  - **Retry after no answer** – check this box if you would like the system to continue to call if there is no answer
  - **How many times should the system try to call** – put the number of times that you would like the system to continue to call the resident if there is no answer
  - **How many minutes to wait in between call attempts** – put the number of minutes that the system should wait before attempting another call

**Include this resident for the daily check in report for these modes** - if your system has a check in set up through modes and actions you will want to check this box to have this resident included on the daily check in report.

**Call Resident 15 minutes prior to end of check-in period if no check-in has been received** - this will override any time specified for the resident and force the system to call the resident 15 minutes prior to the end of the check in defined in modes and actions.

**Call resident for daily check in** – check this box to have SARA call the resident at a particular time of the day for check in (check in mode does not have to be defined for this check box). *(Note: if the time is outside the check in mode defined in modes and actions, it will not appear on the check in report, it will show up in the quick message log)*

**Exclude resident from check in report** – fill in the dates and this will exclude the resident from the call and the resident will not show up on the check in report.

**Unassigned Devices** - by assigning the devices to a room/apt #, this links the resident to the associated devices. It will give you the ability to pull that information automatically during an alert message. (see “Customizing Alert Messages” section.)

You can highlight those devices in the left window and choose “add device” to populate the right window “assigned devices in this room”. This is a way to keep track of those devices associated
with the resident or the apartment.

   NOTE: once a device is assigned a room number, it will not appear in the list of unassigned devices. You can check what device is assigned to which residence by also going to Administration, Monitored Devices and going to the bottom left of the screen. (see Monitored Devices section)

   Note:  The assignment of the Monitored Devices is required if you are using SPS.

   Notes Section – there is also a place to add notes to that particular resident or room # such as emergency contacts.

   Once you are finished, click on “insert residence information”.

   To print the information from the resident module, go back to the top of the screen:

   ![Insert Residence Information](image)

   Click on the “Printer Friendly” tab.  This will open another window and you can click on your printer icon.

   ![Best Practice](image)

   **Best Practice:**  Any changes that are made to Monitored Devices, go to Residence Information and locate the residence and make sure the device is associated to the room properly.

### Resetting Monitored Devices

**Pull Cords**

This pull cord is in the normal state with the activator in the up position. The black button serves as a check-in button as well as a way to clear the alarm.

   **To reset the device and clear the alarm:**

   - Make sure the activator is in the up position.
   - AND If your pull cord has the black button, you will depress the button and hold it for a minimum of two seconds.
Wireless Plunger Pull Cord

1. Make sure the activator is in the up position.
2. AND depress the button and hold it for a minimum of two seconds.
3. Make sure the plunger cord is all the way into the base.

Mobile panic buttons

The alarm on the wireless panic buttons must be cleared from the device itself. You cannot clear a mobile panic button alarm thru the computer. On the back of the device is a small dark circle with a rubber cover. You need to take a stylus and push on that circle until the red light flashes on the front of the mobile panic button. That will clear the alarm.

Smoke Alarms

When a smoke alarm is activated and SARA has sent out the alert message, all you need to do to clear the alarm is to go to the main SARA screen and confirm the event.

Just click on the alarm itself and then click on “Confirm This Event”.

Confirm This Event
Changing Batteries

REPLACING BATTERIES – EN devices only

Mobile Panic Buttons

1. Remove the 3 screws from back of unit and pull the case apart.

2. Remove battery from the bracket (note how the battery was positioned)

3. Install new battery with the + (plus) side of battery facing outwards

4. Reassemble mobile panic button and tighten screws evenly (do not over tighten, this can cause case to crack).

5. **IMPORTANT**: after mobile panic button is back together WAIT 45 seconds, then hit the reset button on the back to restore mobile panic button to normal operation

6. After pushing the reset, the red light will flash briefly which confirms the reset.
Pull Cords

(Includes standard pull cord, plunger bases, and check in types – red light on front of unit)

1. Remove front cover (face plate) by loosening screw at bottom of device
2. Pull out from bottom and unit will come apart
3. Battery is installed between 2 metal brackets on the circuit board
4. Remove the battery by grasping it with the thumb and pointing finger and pull straight out
5. WAIT 30 seconds
6. Install new battery
7. Reassemble device by inserting top part of front cover into the back cover bracket, then push it closed from the bottom
8. Do not over tighten the screw as it can cause damage to the case
Pull Cords (No red light on front)
(Includes standard pull cord, plunger bases and check in types – **NO red** light on front of unit)

1. Remove front cover by squeezing the front half of the case, pull outward on the bottom
2. Remove old battery using a small screwdriver
3. WAIT 30 seconds
4. Install new battery noting the orientation of the +(plus) end
5. WAIT 45 seconds
6. Press the reset button – small rectangular button switch near the corner of the assembly
7. Reassemble unit taking care not to pinch the wires
8. Test the device.
Smoke Detectors

1. Remove the cover
2. Remove both batteries
3. WAIT 45 seconds
4. Install new batteries
5. Wait for red light to flash once
6. Hit reset button
7. Replace cover
Cleaning your Devices

Monitored Devices

1. Use a solution of mild soap and water – 4 drops of liquid dish soap in 4 ounces of water.

2. Dampen a cloth and wipe the device – DO NOT SUBMERGE IN

3. Wipe the device with a dry clean cloth

4. If you use disinfecting solutions – use Clorox Disinfecting wipes and follow with steps 1 and 2 above.

**Status Solutions does not warrant or endorse the efficacy of any cleaner or sanitizer for killing bacteria, viruses, or other pathogens. Use of sanitizing and disinfecting solutions, such as those specified above, may result in discoloration to the housing or surfaces of the devices.**
Reporting Options

Access all reports by clicking on “Reports” from the title bar.

There are two types of reports, Event Reports and System Status Reports.
Event History Report

This report allows you to see details on the alarms of a particular device or a group of devices. The following shows you the different criteria you can select before running the report. Complete and then click on “Display Report”
For each field, you may leave it blank to select ‘all’. The fields have the following meanings:

- **Mode** – You may select all modes, or a specific mode.

- **Monitored Event Device** – You may select all devices, all devices in a single category, or a single device.

- **Show ‘Display Only’ Events** – Many events are configured as ‘Display Only’, meaning that they are displayed on the main alarm screen, but no alerts are sent. Check this box if you want to see these events. This will typically make the report much longer.

- **Minimum Response Time** – Alarms that were active for greater than this number of minutes will be displayed.

- **Maximum Response Time** – Alarms of less than this number of minutes will be displayed.

- **Select Report Dates and Times** – Select a predefined date range, or specify a date and specify a time (used to narrow to a certain shift) if applicable

**Sample of an Alarm History Report**

To go back and change the parameters or criteria for this report, just click on “Modify This Report”.

<table>
<thead>
<tr>
<th>Report Detail</th>
<th>Event Date</th>
<th>Event Time</th>
<th>Alert Time</th>
<th>Alert Device</th>
<th>Contact</th>
<th>Message</th>
<th>Confirmed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fri 01/27/2012</td>
<td>01:27:04 PM</td>
<td>Room 100-Bed 1</td>
<td>01:27:04 PM</td>
<td>Danielle Tatt</td>
<td><a href="mailto:4195130550@ht.att.net">4195130550@ht.att.net</a></td>
<td>Event Alarm Received</td>
<td>Attached</td>
</tr>
<tr>
<td></td>
<td>01:27:07 PM</td>
<td></td>
<td>01:27:08 PM</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>01:28:21 PM</td>
<td></td>
<td>01:28:21 PM</td>
<td>Karen A. LOBLIM</td>
<td>12493807800</td>
<td>Message delivered but not Acknowledged</td>
<td>Device</td>
</tr>
<tr>
<td>Wed 01/25/2012</td>
<td>09:13:09 AM</td>
<td>Mrs. Jones Room 105</td>
<td>09:13:09 AM</td>
<td>Jen Grove’s Email address</td>
<td><a href="mailto:jen.grove@esco-tech.net">jen.grove@esco-tech.net</a></td>
<td>Event Alarm Received</td>
<td>Attached</td>
</tr>
<tr>
<td></td>
<td>09:13:19 AM</td>
<td></td>
<td>09:13:19 AM</td>
<td>Alarm Completed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Elapsed Time: 6 minutes and 40 seconds</td>
<td></td>
</tr>
</tbody>
</table>
The Average Alarm Response Time report gives you the following detail:

<table>
<thead>
<tr>
<th>Report Detail</th>
<th>Alarm Time</th>
<th>Alarm Device</th>
<th>Category</th>
<th>Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alarms with response time between 0 and 1440 minutes</td>
<td>Wed 05/30/2012 12:32:26 PM</td>
<td>VSS Alloy Panic Button</td>
<td>VSS Alloy Devices</td>
<td>0 minutes and 2 seconds</td>
</tr>
<tr>
<td>Alarms with response time between 0 and 1440 minutes</td>
<td>Tue 05/29/2012 04:20:57 PM</td>
<td>VSS Alloy Panic Button</td>
<td>VSS Alloy Devices</td>
<td>0 minutes and 25 seconds</td>
</tr>
<tr>
<td>All alarms during this time period.</td>
<td>Total Alarms: 2</td>
<td></td>
<td></td>
<td>0 minutes and 13 seconds</td>
</tr>
</tbody>
</table>

The following event had the minimum response time:

<table>
<thead>
<tr>
<th>Event</th>
<th>Alarm Time</th>
<th>Alarm Device</th>
<th>Category</th>
<th>Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>VSS Alloy Panic Button</td>
<td>Wed 05/30/2012 12:32:26 PM</td>
<td>VSS Alloy Devices</td>
<td>VSS Alloy Devices</td>
<td>0 minutes and 2 seconds</td>
</tr>
</tbody>
</table>

The following event had the maximum response time:

<table>
<thead>
<tr>
<th>Event</th>
<th>Alarm Time</th>
<th>Alarm Device</th>
<th>Category</th>
<th>Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>VSS Alloy Panic Button</td>
<td>Tue 05/29/2012 04:20:57 PM</td>
<td>VSS Alloy Devices</td>
<td>VSS Alloy Devices</td>
<td>0 minutes and 25 seconds</td>
</tr>
</tbody>
</table>
Scheduled (emailed) Reports

Several reports can be set up to be received through your email account on a daily, weekly or monthly basis. (Event History, Average Response time, Mobile Device Tracking, Temp/Humidity Sensor and Nurse Check In)

Click on Scheduled reports

Click on Create a new scheduled report.

Give the report a name such as “1st shift – West Wing”

Choose the email recipient(s).

**Note:** Anyone who wants to receive a scheduled report must be set up in Alert Devices.
Query Interval: This lets you pick how often you would like to receive this report via email. (daily, weekly, monthly, etc.)

Start Month/Day/Year: Put in the day you want the report to print

Query Time: This is the End time. (Example: 1st Shift is 7-3, you would put 3 PM in Query Time). The report will print with 5-10 min.

Monitored Event Device: Choose the device you want to see a report for. You can do an individual resident, or pick and choose.

Minimum Alarm Response Time: Alarms that were active for greater than this number of minutes will be displayed.

Maximum Alarm Response Time: Alarms of less than this number of minutes will be displayed.

Complete the parameters. Click on “save report”.

Nurse Check In Report

Go to the report tab, under Event Reports you will find Nurse Check in.

The nurse check in is different from the resident check in. Nurses must press the black reset button on the pull cord whenever they visit a patient. This gives you a record of how often a nurse was in a room.

Note: You must have a specific check in mode defined in Modes and Actions for this and you must have the pull cord devices with the black reset button.
Low Battery Report

This report shows all devices that are currently reporting low battery conditions, are missing (SARA is not picking up a signal from this device) or have been tampered with.

![Low Battery Report Table]

**Best Practice:** This report should be reviewed on a daily basis. The system administrator can and should receive this report every day via email to ensure the functionality of your wireless devices. Please go to section “User Administration”, Add/Delete Users to receive this report as an email on a daily basis.

Quick Messages

Quick Messages is a notification tool to use when you need to get a message out to a resident, staff member or a group of people quickly. You can type in a quick message, choose your group or individual and hit send. The SARA system will also keep track if the message went thru successfully in the Quick Message Log. (note: you must have the staff member set up in Alert Devices and the Resident set up in Residence Module or Alert Devices)

Choose “Quick Message” from the Dashboard.
Steps:

1. You can choose from a “Quick Pick” which are messages that you use all the time and have saved in the “Manage Quick Picks” or you can type in a brand new message.

If you select “Manage Quick Picks”, it will take you to a screen where you can add a new message that you want to use again. This same screen will let you edit or delete any other saved messages.

2. Back on the main Quick Message screen, choose your Quick Pick Message or type in a new message in the “message” box.
3. Just click on the group or individuals you want to receive the message and choose “Send Quick Message”

Note: A quick way to see all the alert devices checked – click on “Preview” before sending the message and all the checked devices will be listed at the top.

4. You can select “Quick Message Log” to see if your message was completed or delivered successfully.
Reminders

Reminders are a great tool to use when you have information that you need to get out to staff or residents on a recurring basis. It can also be used to send calls to your residents at a scheduled time to have them check in. You can define when and how often to deliver the message.

From the main screen, select Reminders from the Dashboard.

Select Create a New Reminder

Note: You would use this same screen to edit or delete a reminder

1. In the “Subject” box, type the subject of the reminder. (Ex: Turn pagers in.)
2. In the “Message” box, type the message you want to send. (Ex: Please make sure to leave your pagers at the Front Desk before you leave tonight.)

   Note: You can also use any Quick Pick messages that you have set up.
3. “Reminder Interval” is how often the reminder should be sent out. (one time, daily, weekly, etc)

4. Next you define the “Start Day” and the “Reminder Time” for your message.

5. Finally, select the “Alert Group” or the contacts you want to receive this reminder.

6. Click on “Insert” to activate this reminder. You are finished.
Pagers and Controls

Select Buttons (arrow keys) - moves the cursor
Pause Button (function button) - enables the function mode
Displays the menu
Enter Button (read button) - turns power on
turns on back light
to read a message
to activate a function

TURNING PAGER ON AND OFF

TO TURN PAGER ON: press Enter button
TO TURN PAGER OFF:
• Press pause button till menu screen appears
• Use right arrow key to scroll to pager off
• Hit pause button - pager will display “pager off?”
• Hit right arrow button to confirm turning the pager off

SET ALERT TYPE

• Press pause button till menu screen appears
• Use right or left arrows to scroll to “set alert”
• Press pause button again
• Press pause to move the cursor to the desired alert type (musical vibration
  Or sleep are options)
• Use arrow keys to select the desired tone, press enter button

READING YOUR MESSAGE

• A flashing up arrow will indicate that you have a message that hasn’t been
  read
• Use arrow keys to select the message
• Once on desired message press enter button to display message
• If message is two or more pages press enter button to view next page
• Note: Pagers will only hold 16 pages. You must view/read and then delete
  in order to keep getting pages.

DELETING MESSAGES

• When reading a message press the pause button to bring up the menu
• In the menu use the arrows to select “message delete” and press the
  pause button to select
• When “message delete?” is displayed on the screen use the right arrow
  to confirm

DELETING ALL MESSAGES

• At main screen press pause button to bring up menu
• In the menu use right or left arrows to select “delete all” mode
• When “delete all?” is displayed on the screen use right arrow to confirm

SET TIME AND DATE

• At main screen press pause button to bring up menu
• In the menu use arrow keys to select “set time”, then press pause button again
• Use arrow keys to move cursor to the hour/minute digits
• Press pause button to adjust each set of digits