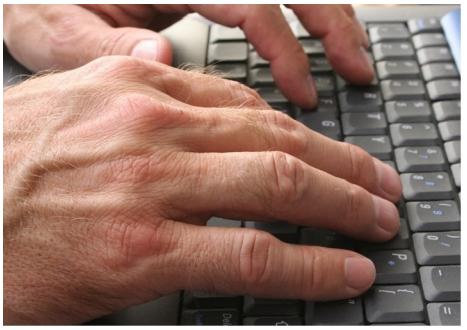
CODE ALERT®
Senior Living Solutions



# Quick Start Reference Guide

## Series 9.x and 10.x Software

RFT™

**NOTE**: This quick reference should only be used by persons who have read the Software User Guide and received training on the use of the System. It is not intended as a substitute for reading the User Guide. Always refer to the User Guide for complete instructions and warnings.

For Technical Support call 800-669-9946.

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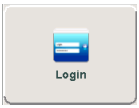
# USER FUNCTIONS

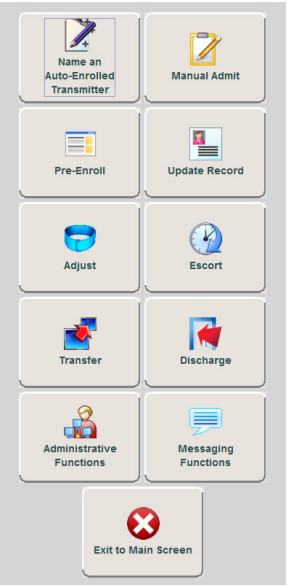
The User Functions available will depend on your software licenses.

**NOTE**: On any of the following screens, highlighted fields are required.

## Login




1. Select **Login**
2. Enter your Login and Password or use your identification card (**NOTE**: this information is case sensitive)
3. Press **Enter** or click **OK**
4. The **User Functions** window opens

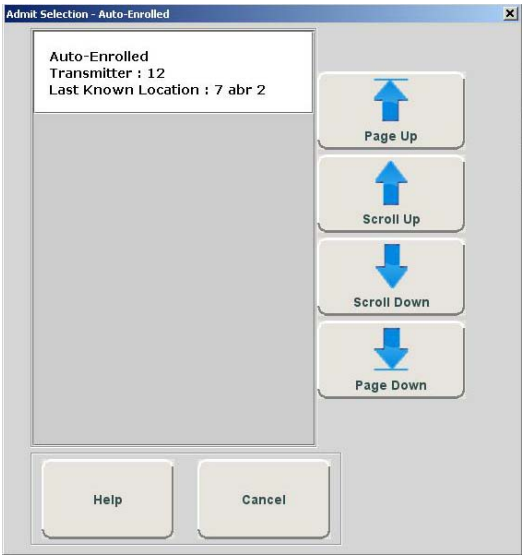


5. If password protection is disabled, the Main window is displayed. To access the user functionality, click the **Functions** button and the **User Functions** window opens.

## Auto-Enrolled Transmitter

To enter and make transmitters active in the system (protected) without a resident name or specific unit being assigned to them:

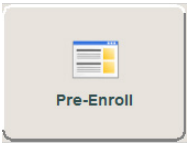
1. **Login** then select **Name an Auto-Enrolled Transmitter**




2. Select the desired transmitter from the list to complete the admission information
3. Use at least one identifier in either the **First Name** or the **Last Name** field
4. Using the drop-down, select the **Unit** the resident is assigned to
5. Using the drop-down, select the appropriate **Room** number

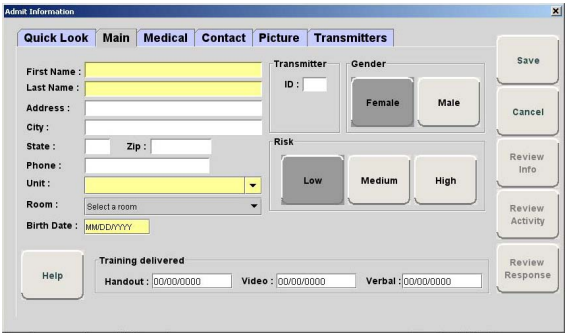
6. Click **Save**
7. When the admit process is complete, click **OK**

## Pre-Enroll




To allocate transmitters to specific residents before being admitted:

1. **Login** then select **Pre-Enroll**

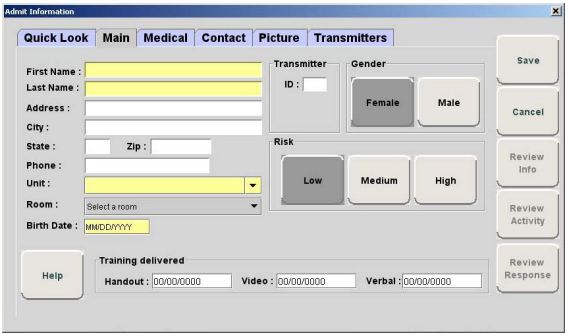



2. Use at least one identifier in either the **First Name** or the **Last Name** field
3. If you would like to assign a transmitter, enter the Transmitter **ID** number or select a pendant from the **Transmitters** tab
4. Using the drop-down, select the **Unit** the resident is assigned to
5. Using the drop-down, select the appropriate **Room** number
6. Click **Save**
7. The transmitter(s) will now appear in the Census with a status of Pre-Enroll
8. When the admit process is complete, click **OK**

# Manual Admit

To admit a resident and enable the system to associate the transmitter with information of the resident being admitted:

1. **Login** then select **Manual Admit**

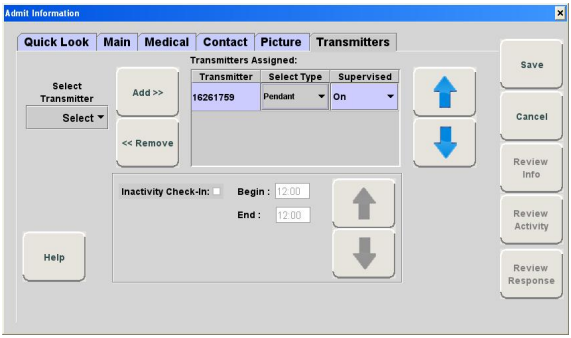



2. Use at least one identifier in either the **First Name** or the **Last Name** field
3. If you would like to assign a transmitter, enter the Transmitter **ID** number or select a pendant from the **Transmitters** tab
4. Using the drop-down, select the **Unit** the resident is assigned to
5. Using the drop-down, select the appropriate **Room** number
6. Click **Save**
7. When the admit process is complete, click **OK**

## Pendant/ Fall Monitoring Device

To admit with a Pendant or Fall Monitoring device:

1. Enter resident information; the yellow fields designate required entry
2. Select the **Transmitter** tab and assign Pendant or Device to resident
   - Select the **Transmitter ID** number (printed on device) from the pull-down
   - Click **Add**
3. The transmitter will appear under the **Transmitters Assigned** field




4. Select the Transmitter **Type** from the pull-down menu
   - Pendant
   - Fall Monitoring
5. For a Quick Response Plus transmitter, the **Supervised** option is selected by default. If repeated **No Signal** alarms are being encountered, this can be temporarily deselected until the system can be serviced.

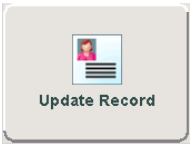
6. For a Quick Response Premiere transceiver the **Supervised** time defaults to the unit's **Transmitter Supervise Time**, set during configuration. However, you can select a different time from the drop-down list.
7. Click **Save**

## Fixed Device

To admit with a fixed device:

1. Enter resident information
2. Select the **Room** that was configured with the device from the drop-down menu
3. Click **Save**

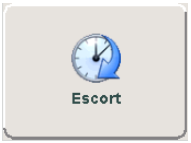
## Update Record




To change resident information:

1. **Login** then select **Update Record**
2. Click on the desired resident
3. Make the changes to the resident information
4. Click **Save**

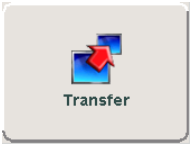
## Escort




To temporarily move a resident from a unit to an un-monitored area (i.e. Radiology):

1. **Login** then select **Escort**
2. Click on the desired resident
3. Select the Escort **Destination**
4. Set the Escort **Duration** (hours or days)
5. Select **Start Escort**
6. Click **Confirm**

## Transfer



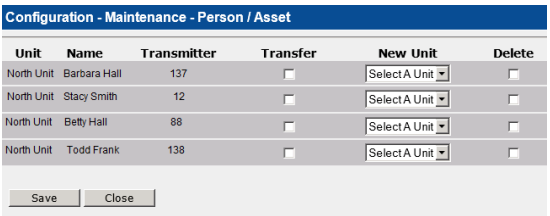

To move a resident from one protected unit to another protected unit:

1. **Login** then select **Transfer**
2. Click on the desired resident
3. Select the **Destination** (Unit)
4. Select the **Transfer Time** (15 minute increments)
5. Select **Start Transfer**
6. Click **Confirm**

## Manual Transfer

Follow these steps if resident has been transferred to a new unit and the resident's transmitter information does not post on the receiving unit's Census Screen or the transferring unit receives the **Transfer Expired** message.

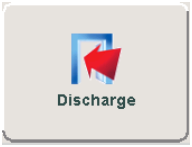
1. **Login** then select **Administrative Functions**
2. Select **Configuration**
3. Select **Configuration** again
4. Select **Maintenance**
5. Select **Person / Asset**
6. The **Configuration – Maintenance – Person / Asset** window opens.




7. Locate the Person/Asset that needs to be moved to another Unit
8. Check the **Transfer** checkbox for that Person/Asset's name

9. Select a **New Unit** from the pull-down
10. Click **Save**
11. To exit this menu, click on the **X** in the upper right corner

## Discharge




To discharge a resident from the system:

1. **Login** then select **Discharge**
2. Click on the desired resident
3. Select **Start Discharge**
4. Click **Confirm**

# ALERTS

**NOTE**: This guide is not a complete list of alerts, but some of the ones experienced more frequently. Alerts are displayed sequentially as they occur, by priority, and are color coded according to the alert type.

## Quick Look Display

The following chart shows the correlation between how alerts are displayed on the Quick Look Display, the color of the alert and what is displayed in the Alert Message box on the Client computer.

| Quick Look | Color | Client Computer |
|---|---|---|
| Assist | Red | Assistance Required |
| Check | Red | Check |
| Fall | Red | Fall |
| Turn | Red | Turn |
| Wet | Red | Wet |
| Smoke | Red | Smoke |
| CO | Red | Carbon Monoxide |

## Red Alerts

Red alerts are High Priority and include:

- Check
- Assistance Required
- No Signal
- Perimeter
- Door/Exit
- Fall

**How to Respond**

1. Always follow your facility's policies and procedures to ensure resident safety and secure the area.
2. Locate the device or proceed to the door or exit in alarm
3. Verify that no resident emergency exists.
4. Reset the alarming device
   - For an Exit Alarm Control unit enter the four-digit security code in the keypad or use your card reader access card (if applicable)
   - If the Door Alarm was generated by a Door/Window with Manual Reset device, you must press the manual reset button after the door/window is closed to reset
   - For a fall alarm, the system will automatically reset and begin monitoring once the resident is placed back on the Sensor Pad
5. Clear the alarm at the Client computer.
   - Click anywhere in the alert message box
   - Select an **Event** cause from the Event window
   - If necessary, use your access card or enter login/password then select **OK** or press **Enter**

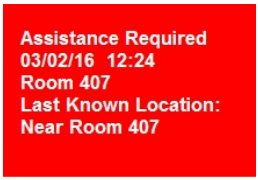
## Check

Check alarm indicates that a device has been activated but hasn't been heard from so it should be checked.

**Common Causes**

- No message has been received from resident's transmitter or room device during the Inactivity Check-In period

## Assistance Required




Assistance Required alarm indicates that a resident's device has been activated.

**NOTE**: **Assistance Required** Alarms must be reset at the alarming device.

**Common Causes**

- Resident presses a button on a Call Pendant or pulls the cord on a Pull Cord
- For systems that have QR Plus with Sensatec Fall Management, a resident removes his/her weight from a fall management sensor pad

## Perimeter

Perimeter Alarm indicates that a door or exit's alarm has been activated.

**Common Causes**

- Failed to enter a bypass code before opening the door

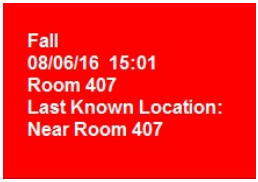
## Door / Exit

Door Alarm indicates that a transmitter has been activated at a door or exit.

**Common Causes**

- Active transmitter has come too close to an open door
- Escort or Transfer function not initiated or completed properly
- Radio frequency noise interference near door

## Fall




Fall alarm indicates that a resident has potentially fallen and should be checked.

**NOTE**: This alert only applies to systems that have QR Premiere with Sensatec Fall Management.

**Common Causes**

- Resident removes his/her weight from a Sensatec Fall Management System sensor pad

## Yellow Alerts

Yellow Alerts are medium priority and include:

- Client Missing
- Device Default
- No Signal
- Low Battery

### How to Respond

1. View event information at the Client computer by clicking anywhere on the alert.
2. Note any information that may be helpful when communicating the event to your System Administrator.
3. Click **Close** and contact your System Administrator.

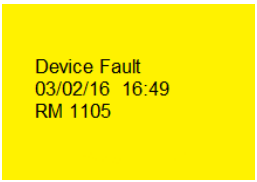
## Client Missing

Client Missing alarm indicates that communication between the server and client computer was interrupted.

### Common Causes

- Client computer was turned off
- Client computer not running applicable software
- Loss of power to system
- Cables are not connected to the Client computer

## Device Fault




Device Fault alarm indicates that a device is not communicating with the system.

**Common Causes**

- Radio frequency noise interference on system
- Faulty wiring to device
- Loss of power to the system
- Invalid network address
- Device disabled due to device tampering
- No poll received by the system from monitored devices

## No Signal

No Signal alarm indicates that a signal from a Quick Response Premiere pendant has been lost.

**Common Causes**

- Residents may have legitimately taken the pendant out of the area
- Pendant may not be functioning properly
- Pendant battery has died
- Router coverage may be inadequate

## Low Battery

This alert is a configurable option. The notification can be located on the bottom of the Main Window as a Low Battery indicator or as an alert in the Alert message box.

**You cannot clear a Low Battery Alert**; the alert remains for the duration of time that the transmitter is enrolled in the system. It does not disappear until the transmitter is discharged from the system and removed.

The transmitter that signaled for a Low Battery, will not Auto-Enroll if reused.

## White Alerts

White Alerts are low priority and include:

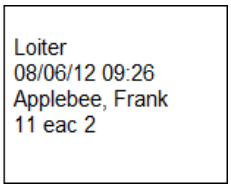
- Loiter

**NOTE**: White Alerts are displayed below Yellow Alerts and are not displayed on remote notification devices.

### How to Respond

1. Locate the door that initiated the alarm.
2. Move the resident out of range of the door. The system records the event and clears the alarm when the resident is moved out of range of the door.
3. Clear the alarm at the Client computer.
   - Click anywhere in the **Loiter** alarm message box
   - Select **Clear** from the Event Information window
   - The alarm can also be cleared via a Cisco phone or when the resident has moved out of range of the door for at least 30 seconds

## Loiter




Loiter events are created when a resident with an Adult or CodeWatch transmitter remains in range of a monitored door for longer than the Loiter Delay. If the resident is in range of multiple doors, the door that is displayed at the Client computer is the door that reported the transmitter first.

When the resident moves out of range of the first door, but remains in range of the second (or more) door, the event's location will move to the door that has reported the resident for the longest period of time, unless the delay

for that door has not been reached. As an example, the Loiter alarm will not show the second door if the resident has entered the second door's range for a few seconds at the same time that they have been out of range of the first door for 30 seconds.

**Common Causes**

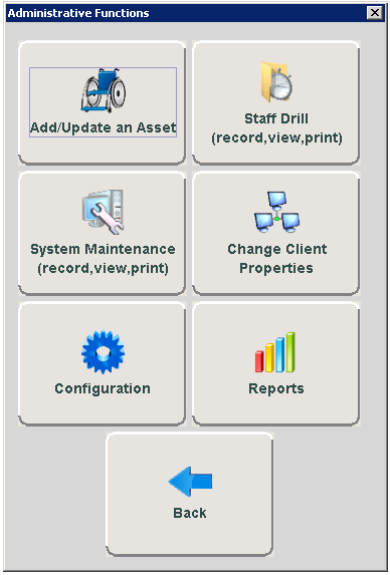
- A resident with an Adult or CodeWatch transmitter remains in range of a monitored door for longer than the Loiter Delay

# ADMINISTRATIVE FUNCTIONS

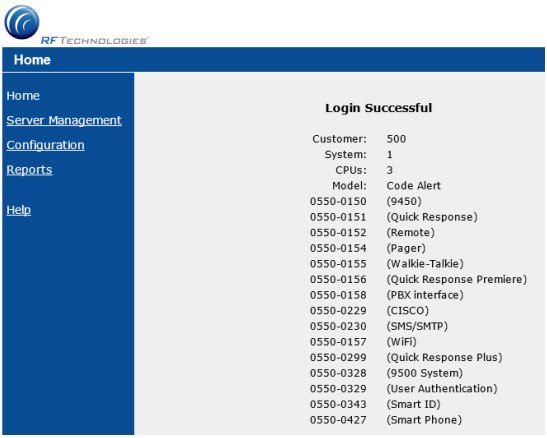
## Configuration

1. Select **Login**
2. The **User Functions** window opens
3. Select **Administrative Functions**

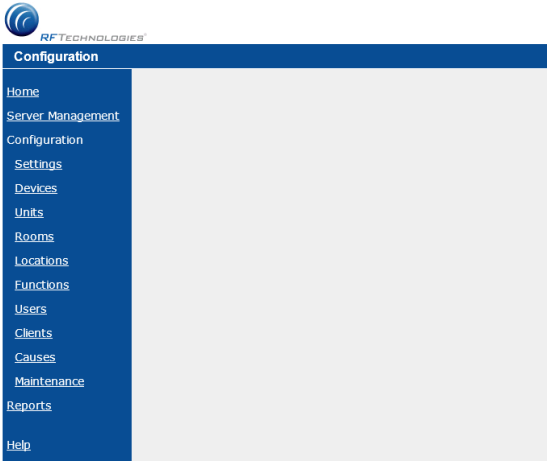
4. The **Administrative Functions** window opens




5. Select **Configuration**
6. The **System Management** page opens with links to the System Management menus




7. Select **Configuration**
8. The **Configuration** page opens with links to the Configuration menus



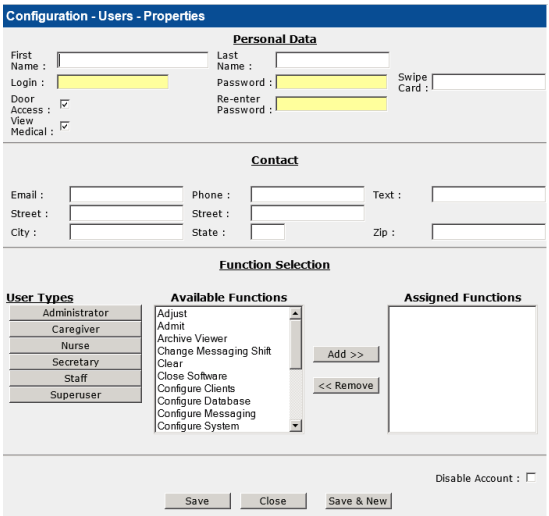
**NOTE**: Please see the applicable Software Administrator Guide for more detailed information for configuring the CODE ALERT SYSTEM or contact TECHNICAL SUPPORT 800-669-9946 for assistance.

# Users

User configuration allows you to add and remove users from the system, as well as edit the types of users that can be assigned within the system.

## Add Users

1. **Login** then select **Administrative Functions**
2. Select **Configuration**
3. Select **Configuration** again
4. Select **Users**
5. The **Configuration - Users** window opens
6. Click **Add…**
7. The **Configuration – Users – Properties** window opens




8. Enter the user's **First** and **Last Name**
9. Enter the user's **Login**
10. Enter and re-enter the user's **Password**
11. The new user's ID Badge may be activated at this time by clicking in the **Swipe Card** field and swiping the Badge
12. Assign functions to the user
    - To automatically assign functions,

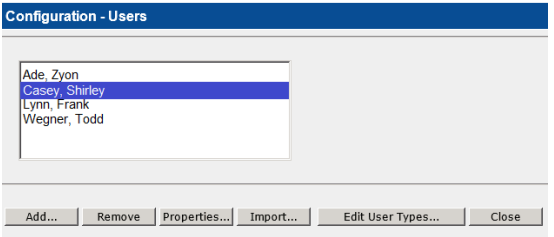
select the user type from the **User Types** field

- To manually assign functions, highlight the allowed functions for the user from the **Available Functions** field then click **Add>>**

13. Click **Save** or **Save & New** to enter another user
14. Click **Close** when done

## Remove Users

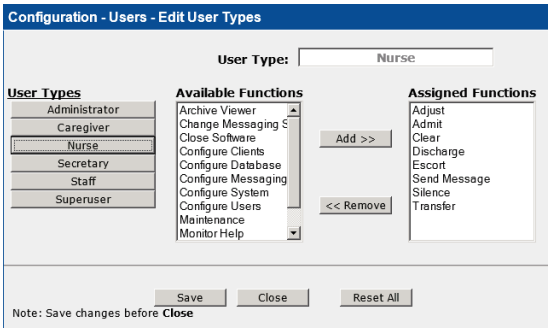
1. **Login** then select **Administrative Functions**
2. Select **Configuration**
3. Select **Configuration** again
4. Select **Users**
5. The **Configuration - Users** window opens




6. Scroll to find the User name to be removed and click to highlight the name
7. Click **Remove**
8. The User name will be deleted from the user's list
9. Click **Ok** in the configuration popup
10. Click **Close**

## Edit User Types

1. **Login** then select **Administrative Functions**
2. Select **Configuration**
3. Select **Configuration** again
4. Select **Users**
5. The **Configuration - Users** window opens
6. Click **Edit User Types…**
7. The **Configuration – Users – Edit User Types** window opens



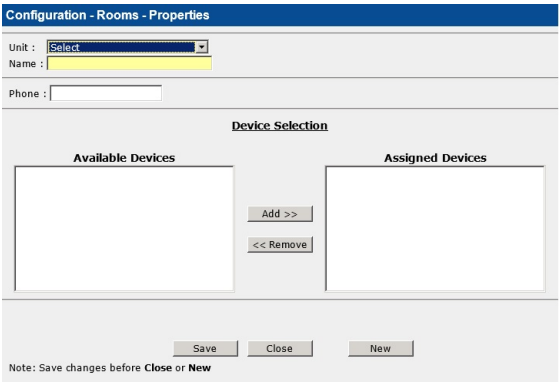

8. Click on the **User Type** that needs to be modified
9. To add functions, from the **Available Functions** field, highlight the desired function(s) to be added then click **Add>>**
10. To remove functions, from the **Assigned Functions** field, highlight the desired function(s) to be removed then click **<<Remove**
11. Click **Save** then click **Close**

# Rooms

## Add Rooms

Room configuration allows you to add and remove rooms from the system.

1. **Login** then select **Administrative Functions**
2. Select **Configuration**
3. Select **Configuration** again
4. Click **Rooms**
5. The **Configuration - Rooms** window opens
6. Click **Add…**




7. From the **Unit** pull-down, select the unit in which the room is located
8. In the **Name** field, enter the room information
9. If applicable, assign Devices from the **Available** list to the room
10. Click **Save**
11. Select **New** if adding additional rooms
12. Click **Close** when done

## Remove Rooms

1. **Login** then select **Administrative Functions**
2. Select **Configuration**
3. Select **Configuration** again
4. Click **Rooms**
5. The **Configuration - Rooms** window opens
6. Scroll to find the Room to be removed and click to highlight the name
7. Click **Remove**
8. The Room name will be deleted from the **rooms** list
9. Click **Ok** in the configuration popup
10. Click **Close**
11. To exit this menu click on the **X** in the upper right corner

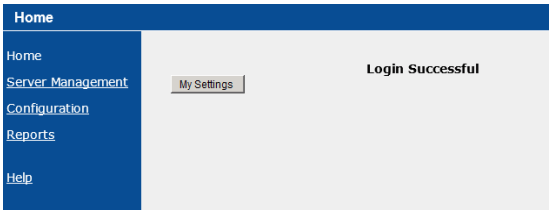
## Reports

1. **Login** then select **Administrative Functions**
2. Select **Reports**
3. Select the system report you would like from the list
4. Click **Report** to view the results on screen
5. Click the **Print** button to printout a copy of the report or the **Save** button to save a copy to the computer
6. Click **Close** when done

# Change My Settings

Once a user has been set up with a login and password his/her properties can be viewed from the Home page providing the login is successful

1. **Login** then select **Administrative Functions**
2. Select **Configuration**
3. The **System Management Home** page opens with an option to view settings




4. Click **My Settings**
5. Click in the **Password** field, delete the old password then type in a new password
6. Click in the second **Password** field and repeat the above step
7. To activate your ID Badge, click in the **Swipe Card** field then swipe your badge through the card reader or present your badge to the small black carder reader
8. The Swipe Card field will fill with black dots indicating your ID Badge has been activated
9. Click **Save**
10. To exit this menu click on the **X** in the upper right corner

# REVISION HISTORY

| Revision | Change |
|---|---|
| A | Release |
| B | Updated to include Software Series 9.x information |
| C | Updated to include Software Series 10.x information |
| D | Updated format and graphics<br>Updated Alerts information for clarity |
| E | Updated format and logos<br>Updated Alerts section to include White Alerts |

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3125 North 126th Street, Brookfield, WI 53005
Phone 800.669.9946  fax 262.790.1784
www.rft.com

**0510-0478-E**
**Release Date:** 02/2017