

# RFT CARES® Android App

## User Guide



The RFT CARES® App lets caregivers receive, acknowledge and classify alarms





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# OVERVIEW

## Introduction



The RFT CARES<sup>®</sup> Android application allows you to respond to alarms and scheduled events from your mobile device. The RFT CARES Android application is for Android Smartphones and tablets that run v4.4 and higher. In addition, it can also be used with Android Wear.

The Smartphone is configured in the Safe Alert Series 10.3 or later software, supported within the wireless network. The wireless network is the means of communication from the Smartphone to the software. Internet access for the Smartphone is not required.

Once the Smartphone is properly configured into the software configuration tool, it is able to receive alarms and scheduled events.

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# USING THE APP

## Alarms

Alarms critical for daily care activities could be configured within a messaging group for Red Alarms (for example, Assistance Requests). Please refer to Configuring Alarms and Events for Messaging Groups in the *Series 10 Software Administration Guide* (0510-1129).

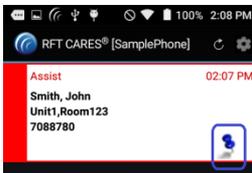
## Red Alarms

Red alarms are High Priority alarms. They are displayed sequentially as they occur. In this example, “SamplePhone” is in an alarm group receiving Assistance Request alarms, requiring a response from within the messaging group.

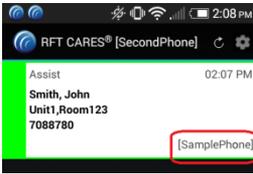
### Claiming



Claim the alarm by pressing the alarm’s **I Got It** button.



When the **I Got It** button is pushed, a **blue pushpin marker** appears with the alarm to indicate that they own this alarm and are taking responsibility to reset the hardware associated with that alarm.

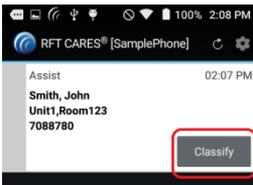


When a user takes responsibility for an alarm, the background of that alarm remains red on their device but others within the messaging group see that alarm change to a green background, with the device name of the taker's device indicated.



**NOTE:** If a user responds **I Got It** but does not respond to the alarm within the amount of time configured for RFT messaging, the alarm will repost and all Smartphones will see the alarm with a red background. The alarm can then be claimed by any user within the group.

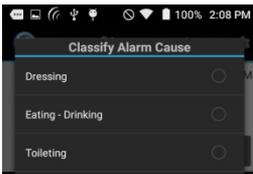
### Classification



The configuration option to Enforce Joint Commission Reporting mandates an alarm classification reason. When turned on, the alarm changes to a light gray background on the phone once it is reset.



**NOTE:** If the Enforce Joint Commission Reporting of alarms option has not been enabled, the **Classify** button will not appear and upon hardware reset, the alarm will clear on its own (with no need for classification).



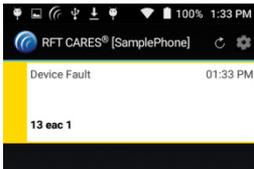
The **Classify** button opens a dialog panel with options in order to complete the alarm classification process. Select the cause (a checkmark confirms your selection), then select **OK**.

After choosing an option, the RFT System will retain that information and the alarm will be cleared from the Smartphone.

## Yellow Alarms

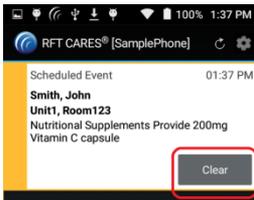
Yellow Alarms are medium priority alarms. They are displayed sequentially as they occur. Alarms in this category typically inform the IT or maintenance staff that there is a hardware problem within the RFT System (for example, alarms indicating low battery conditions or hardware device faults).

### Device



There is no Clear option from the device. These alarms will remain until the problematic hardware checks in without a warning condition.

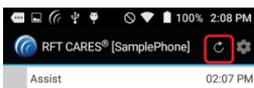
### Scheduled Events



Events may be scheduled for patients admitted to the system. From the Admit Information window of the patient, click on the **Schedule** tab to schedule one time only, daily, weekly or monthly events to alarm on a per patient basis. Refer to the *Series 10 Software User Guide* (0510-1128) for more details on scheduling events.

Once the task has been completed (for example, distributing medication or nutritional supplements to the patient), the user should press the **Clear** button in order to update the RFT System

## Refresh Button



The **Refresh** button allows the user to remove all the alarms from their Smartphone's display and request that the server send just the "active alarm list" for that particular Smartphone.

## Notification Drawer



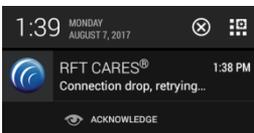
The RFT CARES app can also receive alarms when the user is using a different app.

Red and yellow RFT alarms appear as notifications (with the RFT logo) on the Status Bar (all Android versions) and as Heads-up Notifications (Android 5.0 Lollipop and beyond).

Once the hardware corresponding to a Red Alarm (for example, a push button or a pull cord in a patient's room) has been reset, the alarm is removed from the Notification Drawer. If the alarm escalation feature is enabled and the hardware has not been reset after the configured amount of time, the alarm will reappear on the RFT CARES app main screen as well as the Notification Drawer/Smartphone Status Bar.

The example shows two RFT icons in the far left of this phone's Status Bar. The user can expand the Notification Drawer by swiping their finger downward from either of these icons.

## Claiming

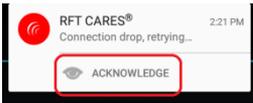


There are two options when receiving an alarm while in another application.

1. Take responsibility for a red alarm via the **I Got it** action associated with the alarm, without leaving their present app, using the Notification Drawer. From the Notification Drawer, the user can click **I Got It** and indicate on their phone and also inform all other phones in their messaging group that they have taken responsibility for that alarm

2. Tap on the notification (without choosing I Got It) and bring up the main user interface of the RFT CARES app.

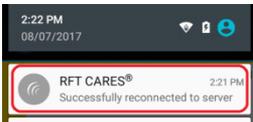
## Out of Range Warning



If the RFT CARES app is running and it detects that it is out-of-range of the RFT Server, the Smartphone will vibrate and sound an alarm tone.

For an Android 5.0 or greater system, a heads-up notification or notification drawer entry will be posted to indicate that there was a drop in connection.

When the associated “**Acknowledge**” button is pressed, the notification will be removed from the notification drawer system.



Upon successfully reconnecting with the RFT Server, another notification will be posted to confirm the reconnection.

**NOTE:** During a detected disconnection with the RFT Server, pressing the **I Got It**, **Classify**, and **Clear** buttons will post a warning message that indicates that these button presses will be ignored until reconnection to the server is completed.

## Shut Down Application



The RFT CARES app is intended to be active at all times when in the wireless network. If the Smartphone is a personal phone and the user is leaving the site for the day, the preferred mechanism to suppress the expected “out-of-range/connection drop” notifications is to press the “**Acknowledge**” button on the notification.

An alternative approach would be to issue a stop request on the RFT CARES app. **NOTE:** This is not the recommended method and is not advised for suppressing the expected “out-of-range/connection drop” notifications.

In the **Settings/Apps** section of the Smartphone, for the RFT CARES app, select **Force Stop** (Be careful NOT to uncheck the **Show notifications** checkbox, and also NOT to press **Uninstall**).

If accidentally uninstalled, complete the reinstallation via the Downloads app on the Smartphone.

## Lack of Messages

If no messages appear on the Smartphone please do the following:

Confirm that on the Smartphone, in the **Settings/Apps** section, for the RFT CARES app, that the **Show notifications** checkbox is properly checked to **ON** (so that the Smartphone is allowed to show notifications such as these important messages to its user(s)).

# REVISION HISTORY

Revision	Change
A	Release
B	Updated required software to be "Safe Alert series 10.3 or later"

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