

# RFT CARES® iOS App

## User Guide



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





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# OVERVIEW

## Introduction



The RFT CARES® iOS application allows you to respond to alarms and scheduled events from your Smartphone. The RFT CARES iOS application is only for Apple iPhones, iPads, and iPod Touch devices that run the Apple iOS operating system v9.0 or v10.0 (and higher).

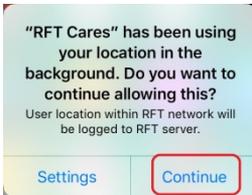
The mobile device is configured in the Safe Alert Series 10.3 or later software, supported within the wireless network. The wireless network is the means of communication from the device to the software. Internet access for the device is not required.

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

## Location Services



After using the RFT CARES app for a while, a notification displays stating that **“RFT CARES” has been using your location in the background. Do you want to continue allowing this?** You must select **Continue** in order to keep receiving notifications.

## 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).

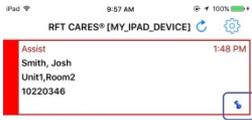
## Red Alarms

Red alarms are High Priority alarms. They are displayed sequentially as they occur. In this example, “MY\_IPAD\_DEVICE” is in a messaging group receiving Assistance Request alarms, requiring a response from a caregiver within the 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.

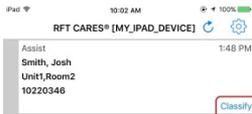


When a user takes responsibility for an alarm, the background of that alarm remains red on their device but others within the messaging group see that alarm change to a green background, with the device name of the taker's device indicated.



**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).



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 if Notifications has been enabled. This functionality is subject to the following rules / limitations, as determined by the version of the iOS running on the device.

### iOS 9

- Popup alerts will appear for non-alarm notifications (i.e.: a scheduled event) when the app is in the foreground
- As long as the app is allowed to run in the background, System notifications and alarms will be displayed
- Notifications can only be removed by user interaction, not via interactions within the app

### iOS 10 and 11

- Non-alarm notifications will appear when app is in the foreground
- As long as the app is allowed to run in the background, System notifications and alarms will be displayed




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**CAUTION:** Force closing the RFT CARES app (double clicking the Home button and swiping up on the RFT CARES app) will prevent notifications from being displayed. If this happens, re-open the RFT CARES app.

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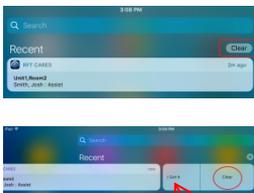
## Claiming



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 are responsible 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.

## Clearing – iOS Notification



The **Clear** option on the iOS notification shade is to remove the notification, NOT to clear or classify the RFT CARES alarm. When **Clear** is pressed, no action is taken on the alarm (it remains on the RFT CARES list) but the notification on your screen will no longer be displayed

In the following example, the notification shade was opened to display the list of all notifications and then the RFT CARES notification was expanded. Even though the notification was expanded to show the details, pressing **Clear** will not clear the RFT CARES alarm. You can however claim the alarm from here by pressing **I Got It**.

## Clearing – RFT CARES Alarm



In order to clear an event or alarm, you will need to open the RFT CARES app. Once the task has been completed or the hardware reset, press the **Clear** button in order to update the RFT System

## 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 and a notification will be posted.

As the main list of alarms is not available while disconnected from the RFT server, the RFT CARES app will transition to its Settings page. A message on the bottom of the Settings page will indicate that there is a connection problem along with specific areas to check.



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.

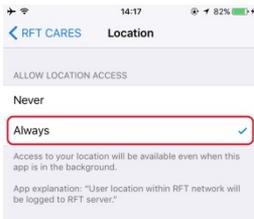
## Lack of Messages



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 **Allow Notifications** and the **Show in Notification Center** checkboxes are properly checked to **ON** (so that the Smartphone is allowed to show notifications such as these important messages to its user(s)).

## Lack of Notifications



If notifications are not appearing on the mobile device, please do the following:

Confirm that on the device, in the Settings / Privacy / Location Services section for the RFT CARES app, that the **Allow Location Access** is checked to **Always**.

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# REVISION HISTORY

Revision	Change
A	Release



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