MedSense™

GeneralSensing®

Base M5N001

Welcome to MedSense

Dear MedSense user,

We would like to thank you for using our product and welcome you to the MedSense community. We share your goal of achieving the highest possible level of hygiene in your hospital, and we hope using our product makes your life simpler.
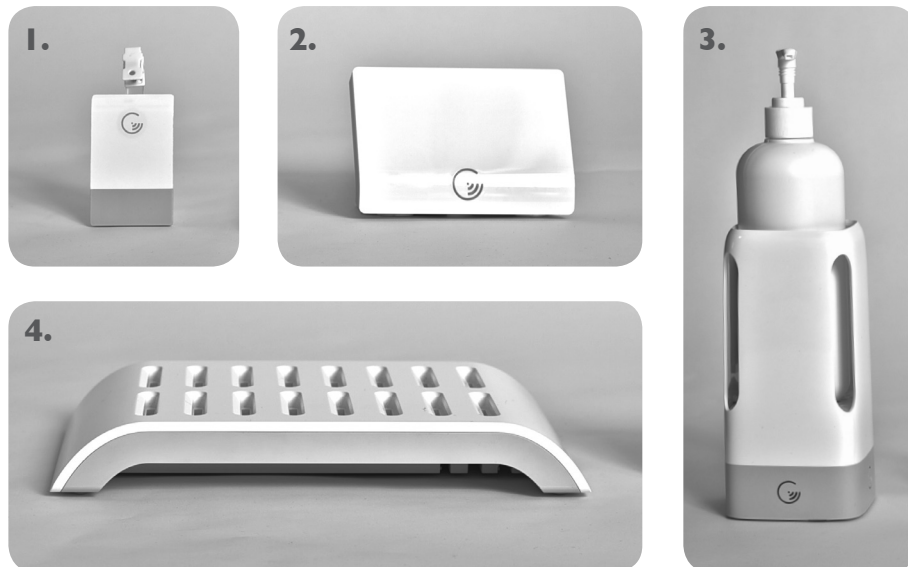
Sincerely,
The General Sensing Team

Contents

How MedSense Works

MedSense is a combination of four easy-to-use wireless devices that monitor and record compliance performance at point-of-care areas. These devices take advantage of low-power wireless communication and the latest web technologies to offer you a simple, powerful, and accurate hand hygiene compliance monitoring solution.

1. The MedSense Badge
The MedSense Badge, worn like an identity card, collects hand hygiene compliance data as the healthcare worker delivers care around the hospital.

2. The MedSense Beacon
The MedSense Beacon is a low-profile, battery-powered device that is placed above a patient bed or other point of care with a semi-permanent adhesive backing. The Beacon establishes a wireless patient zone that allows the Badge to identify hand hygiene opportunities.

3. The MedSense Dispenser Monitor
The MedSense Dispenser Monitor acts as a holster for sanitizer bottles. When a healthcare worker uses a sanitizer bottle, the Dispenser Monitor signals the user's Badge, which in turn records a hand hygiene action.

4. The MedSense Base
The MedSense Base functions as a wireless base station through which Badges upload compliance data to MedSense HQ. The Base also functions as a battery charger for the Badge, capable of charging up to sixteen Badge batteries to full capacity in two hours.
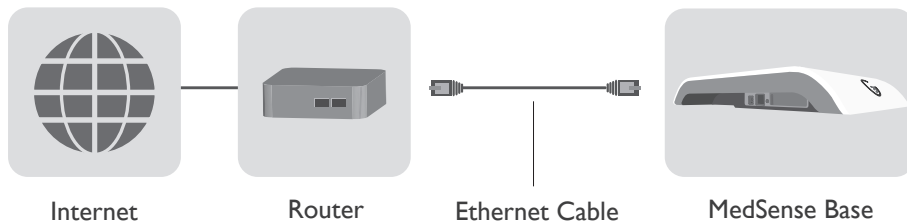
The MedSense HQ
MedSense HQ, General Sensing's cloud-based web application, is what ties all four devices together.

Setting Up the MedSense Base

- Locate the Base centrally, such as on a nursing station. Keep the Base away from metal structures, as this may cause connection problems.
- The Base can be mounted on either a tabletop or on the wall, using the screws provided.
- Connect the Base to the Ethernet port using the Ethernet cable provided.
- The Base is connected once the light turns green.

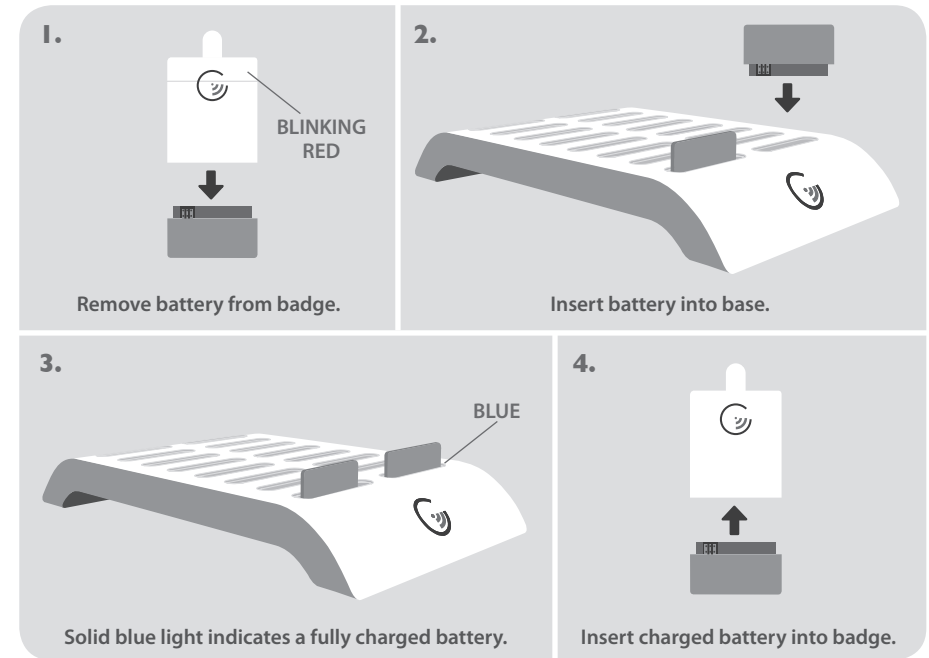Internet   Router   Ethernet Cable   MedSense Base

Using the MedSense Base

CHARGING BATTERIES

The Base can charge up to sixteen Badge batteries to full capacity in two hours. Individual indicator lights on each battery slot indicate charging status. A pulsing blue light means a battery is charging, with a solid blue light indicating a fully charged battery.

BASE CONNECTION STATUS

Refer to the status LED connected next to the Ethernet port on the side of the Base.

1.
BLINKING RED

Remove battery from badge.

2.

Insert battery into base.

3.
BLUE

Solid blue light indicates a fully charged battery.

4.

Insert charged battery into badge.

Base Online ....Green, Solid
Base Attempting to Connect ....Amber, Solid
User Attention Required ....Green, Blinking
Base Station Internal Error ....Amber, Blinking

TROUBLESHOOTING

LED State: Solid Amber
Status: Base Station Attempting to Connect

Explanation: Your Base is trying to connect to MedSense HQ. The Base will go through this step during normal operation, but it should transition to Online (solid green) after about 8 seconds.
If the solid amber state persists, then there is a problem.

Steps to correct:
1. Check to make sure that the router is properly connected to the network. You can do this by checking the status lights on your router or by trying to bring up a web page on a computer connected to the network through the same router.
2. If your router IS NOT properly connected to the Internet, contact the MedSense support team.
3. If your router IS properly connected to the Internet, make sure that your Base is connected as specified in the typical network diagram on p. 7.

If you are still experiencing this error after executing the troubleshooting steps above, contact the MedSense support team.

LED State: Blinking Green*
Status: User Attention Required

Explanation: Ethernet cable is plugged in, but Base cannot get an IP address.

Steps to correct:
1. Check that router is functioning normally. If your router is functioning normally, reset the Base by disconnecting the power source for 10 seconds and then reconnecting.
2. The Base may need advanced Ethernet configuration to run on your network. Contact the MedSense support team to configure your Base.

If you are still experiencing this error after executing the troubleshooting steps above, contact the MedSense support team.

LED State: Blinking Amber*
Status: Internal error

Explanation: An internal error has occurred.

Step to correct:
1. Reset your Base by disconnecting the power source. Wait 5 seconds, and then reconnect the power source.

If you are still experiencing this error after executing the troubleshooting steps above, contact the MedSense support team.

*Your Base will attempt to restart itself after 10 seconds in this state.

CARE INSTRUCTIONS
Wipe down in place with a damp cloth.

POWER
The Base should only be used with the included power supply. Please contact the MedSense support team for further information.

Legal Statements

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To assure continued compliance, any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and it also complies with Part 15 of FCC RF Rules. Operation is subject to the following two conditions:

- This device may not cause interference, and
- This device must accept any interference, including interference that may cause undesired operation of the device.

Caution!

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user authority to operate the equipment.

Canada Statement

- This device complies with Industry Canada RSS-210. 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.

- Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio RSS-210. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

- The device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

- Le dispositif rencontre l'exemption des limites courantes d'évaluation dans la section 2.5 de RSS 102 et la conformité à l'exposition de RSS-102 rf, utilisateurs peut obtenir l'information canadienne sur l'exposition et la conformité de rf.

- This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

- Cet émetteur ne doit pas être Co-placé ou ne fonctionnant en même temps qu'aucune autre antenne ou émetteur. Cet équipement devrait être installé et actionné avec une distance minimum de 20 centimètres entre le radiateur et votre corps.