About the Vigil Wireless Sensor Outlet

The Wireless Sensor Outlet is used with bed, chair or incontinence sensors. These sensors can be placed anywhere in the community where there is Vigil wireless coverage to help keep your residents safe.

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How to Access Settings for Wireless Devices in Vigil Remote

To add new wireless devices or to make changes to existing devices you must log in to the Vigil Remote software. You will need a username and password to access the settings area of the software. If you do not already have one, please ask the person in your community responsible for the Vigil Software or call Vigil Customer Support at 1-877-850-1122.

1. **Log in** to Vigil Remote
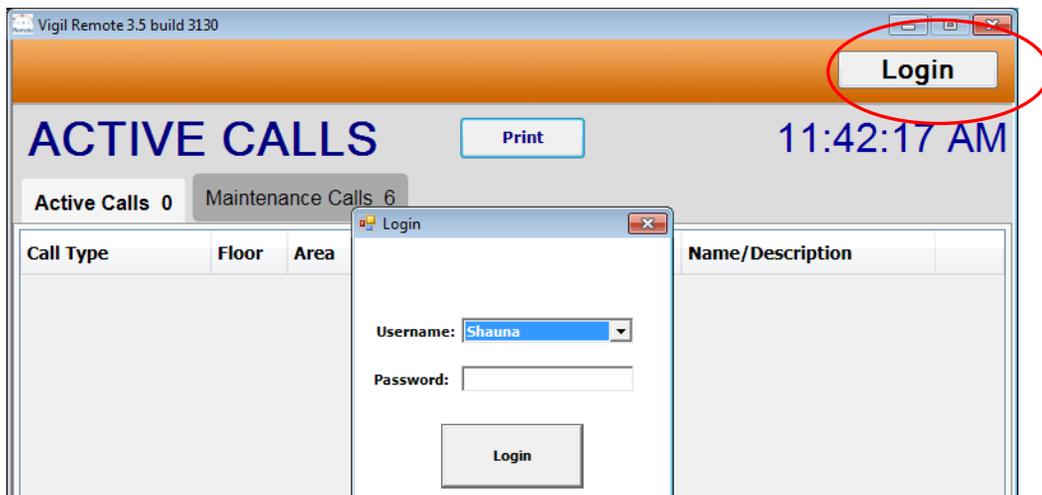
2. Enter your **username** and **password** and click Login

3. From the Main Menu click on **Wireless Devices**

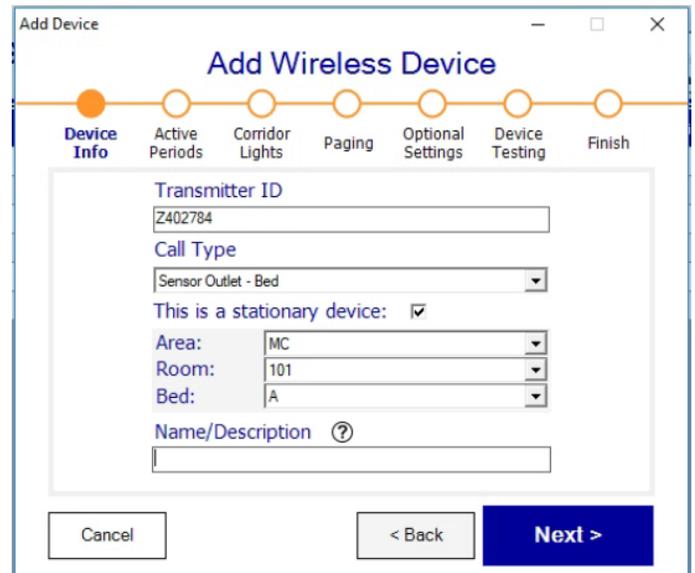## Adding a Wireless Sensor Outlet in Vigil Remote

1. Log in to Vigil Remote and go to the Wireless Devices screen.

2. Select **Add** from the bottom of the screen.

3. Follow the instructions on the Add Wireless Device wizard. *Be sure to have the new sensor outlet with the battery in to complete the process. *

4. Enter **Transmitter ID**. The ID will be a combination of letters and numbers found on the sensor outlet.

5. Select the **Call Type** as *Sensor Outlet - Bed* or *Sensor Outlet - Chair*.

6. **This is a stationary device:** should be unchecked for use with chair sensors on wheelchairs. Leave this boxed checked for bed sensors or chair sensors used in a resident room.

7. Select the **Area**

8. Select the **Room** number

9. Select the Bed if applicable

10. *Optional* In the **Name/Description** field add any additional information that would help care staff find the sensor outlet quickly. i.e. "recliner" or the residents name.

11. Click **Next** (at any time throughout the wizard, you can click **Back** or **Edit Device** if you need to change something.)

12. **When is this device active?** Click **Next** if you want this device to alert 24 hours day. (Recommended) If you want it to work only at night, click **Add Period** and enter the times you want the device to alert. (20:00 to 07:00 for example)
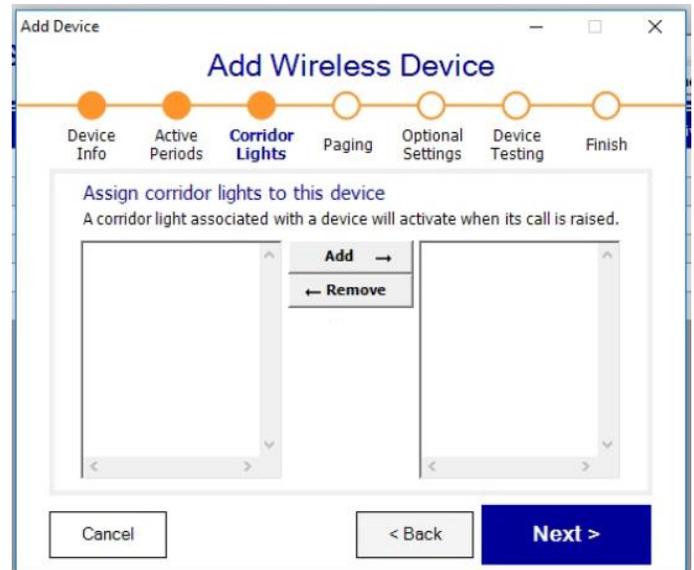
13. You will be asked if you want to assign the sensor outlet to corridor lights. This is not recommended. Click **Next**.

14. Select the **Paging Plan** you wish to associate with the sensor outlet.

15. ***Optional*** Check **Yes** to **Enable Cancel Message?** if you would like to have a second message sent to staff notification devices once the call is cancelled at the source. Typically used in communities with low call volume. Otherwise, leave the check mark in **No**.

16. Review the **Paging Message Preview** and/or the **Cancel Message.**

17. Click **Next**
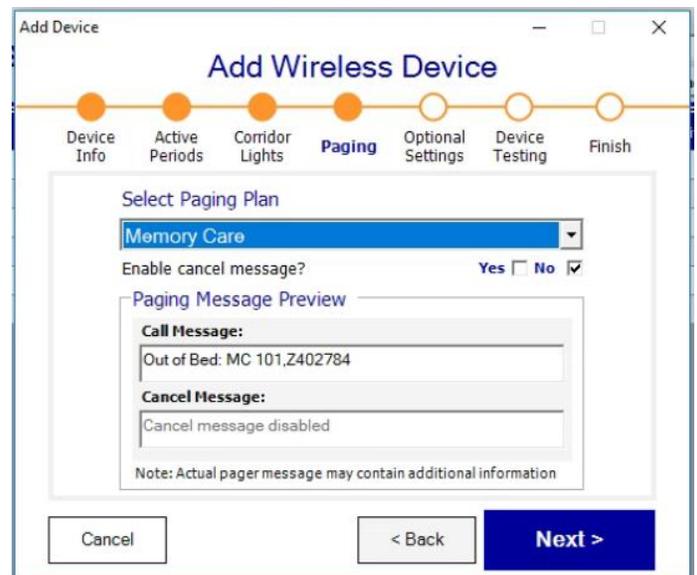
18. **Will this device be used for Staff Check-in? Will this device be used for Resident Check-in?** The sensor outlet is not compatible with these systems; therefore, the check boxes are greyed out.

19. **Sensor Outlet Monitoring** Note: this feature is only enabled on ZBSO2 devices. ZBSO2's look different in that they have instructions printed on the case, and they have black switches labelled **Cancel** and **Ready**.*
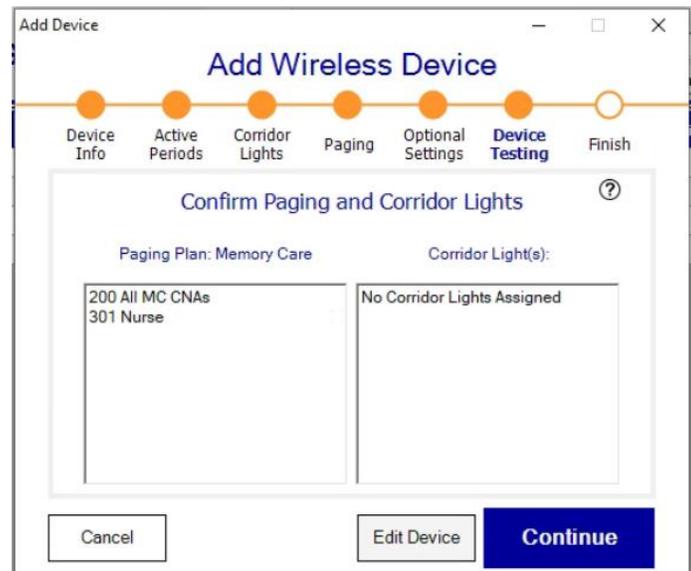
20. Click **Continue.**

21. Confirm the correct pagers/groups and corridor lights are assigned. If you need to make changes, click Edit Device. Otherwise, click **Continue**.

22. Test the new sensor outlet and confirm the information is correct on the device testing screen. Click **Continue.**

23. Cancel the call on the sensor outlet and Click **Finish** to complete the process.
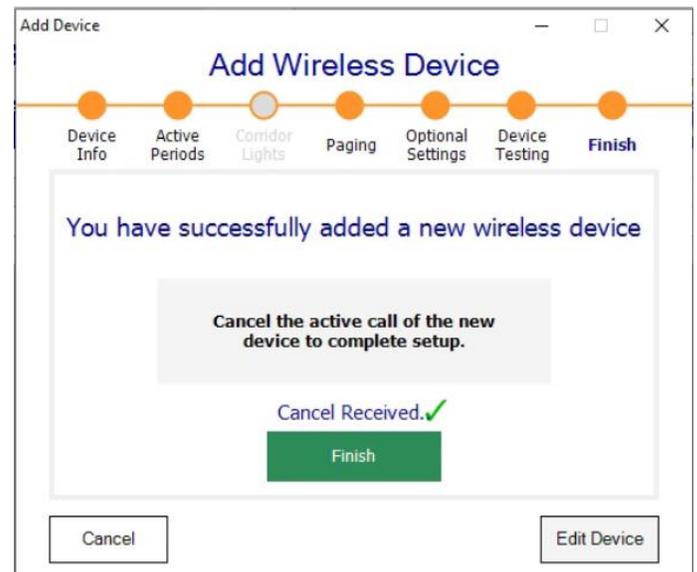
How to Test a Wireless Sensor Outlet

Before installing the sensor outlet on the residents' chair or bed, test it to ensure it alerts the correct room and sends a message to the appropriate notification devices. To test the device:

1. Open the battery door cover and remove the paper battery tab.

Battery Door Cover and Paper Battery Tab

2. Connect the bed, chair or incontinence sensor to the adaptor cord, then plug the adaptor cord in to the sensor outlet in either socket.

3. Turn the timer switch to **0**, and the power switch to **ON**.

4. Go to the Vigil Remote **Active Calls Screen**

5. Put pressure on the sensor (or drip water on the incontinence sensor) and then remove the pressure.

6. Confirm the correct information appears on the Active Calls Screen.

7. Confirm the correct notification devices received the call.

8. Cancel the call by turning the power switch to **OFF**.

9. Install the sensor outlet for the resident ensuring all cords are tucked away. If testing an incontinence sensor, you will need to ensure it is completely dry before using it.

How to Manually Cancel a Call

*This should be a last resort! *

Should there be an issue with cancelling a call at the device, the call can be manually cancelled from the Vigil Remote Software. Manually cancelling the call will stop the notification from repeating on staff notification devices until the issue can be resolved.

You must have Administrator access to the Vigil Remote software to manually cancel calls.
Cancelling from the software will stop the alert from being sent to staff notification devices however, the device will <u>not</u> be left in the "Off" or "ready to make call" position. This means the device will not alert until it has been properly reset.
To manually cancel a call in the software:

1. Open the **Vigil Remote** software. The Vigil Remote Active Calls screen will appear. Click **Login.**

2. Select your username from the drop-down menu and enter your password. Click on the Login button. This will take you to the Main Menu.

3. From the main menu click on Active Calls. Click on the "X" on the far-right side of the call you want to cancel. The call will now stop alerting staff.
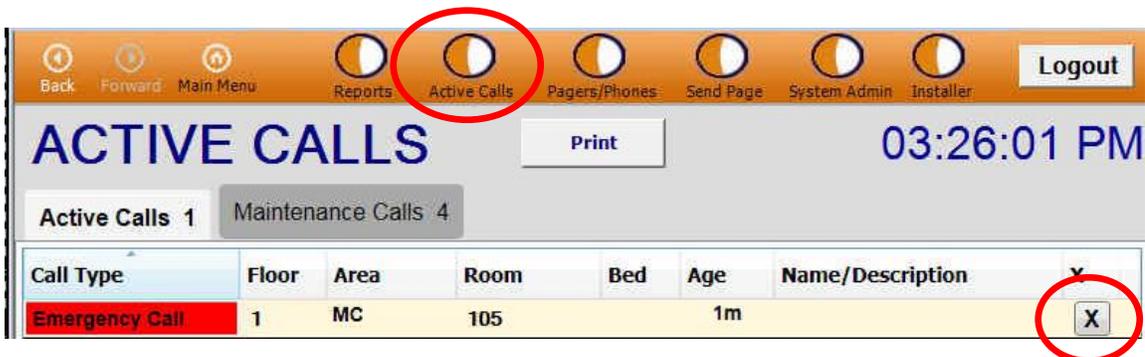
4. Click OK to confirm you want to manually cancel the call off the screen and you are aware of the device not being in the "ready to make a call" position.

5. Ensure the device is taken out of service if it is not working correctly.
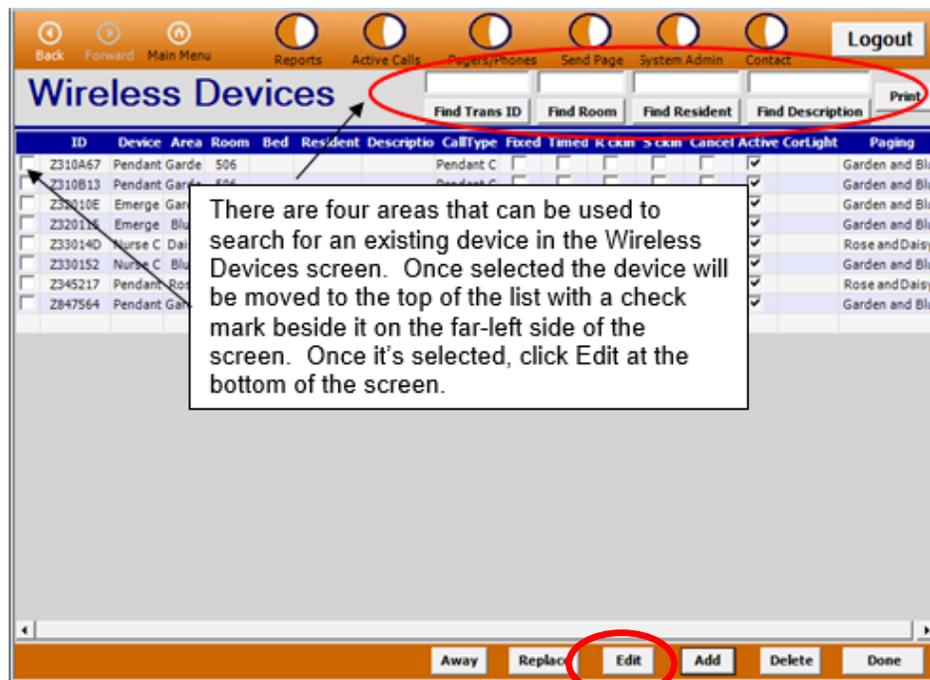
How to Edit a Wireless Sensor Outlet

To change settings for a wireless sensor outlet that has already been added to the Vigil Remote software, follow the instructions below.

1. Log in to Vigil Remote and go to the Wireless Devices screen.

2. Search the list of wireless devices for the one you want to edit.

There are four areas that can be used to search for an existing device in the Wireless Devices screen. Once selected the device will be moved to the top of the list with a check mark beside it on the far-left side of the screen. Once it's selected, click Edit at the bottom of the screen.

3. Make your required edits on the Transmitter page. For definitions of each area, refer back in this guide.
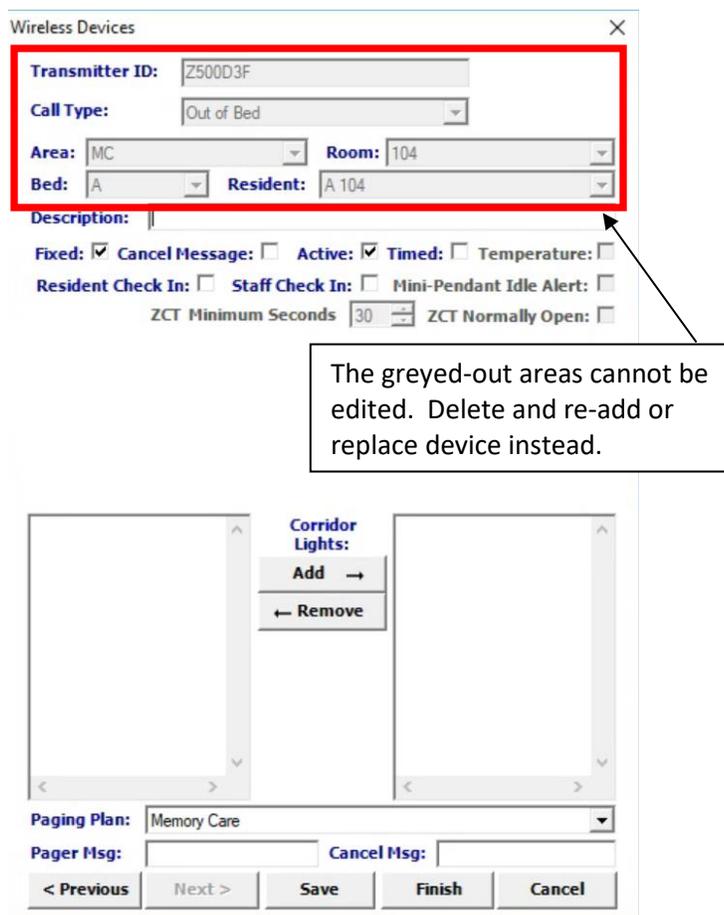
The greyed-out areas cannot be edited. Delete and re-add or replace device instead.
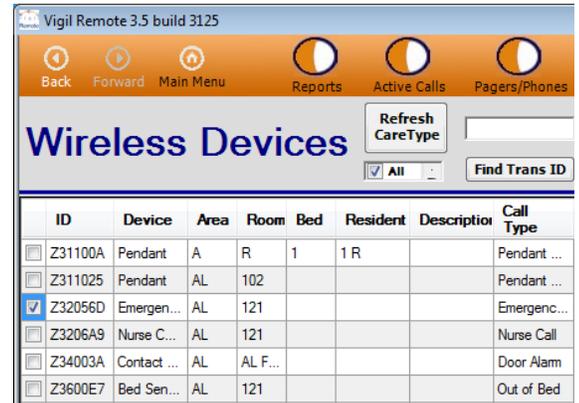
4. Click **Finish** when the changes are complete.

5. Test the wireless sensor outlet.

How to Delete a Wireless Sensor Outlet

1. Log in to Vigil Remote and go to the **Wireless Devices** screen.

2. Search for the device you want to delete. The device will appear with a check mark in the far left column.

3. Before clicking the **delete** button at the bottom of the screen, it is important to double check you have a check mark beside the correct device.

Keep in mind that you will delete all devices that have a check on the left hand side of the screen. **Ensure only the ones you want to delete are checked!**

How to Replace a Wireless Sensor Outlet

When a wireless sensor outlet is damaged or lost, you will need to replace it with a new one. This must be done physically as well as in the software.

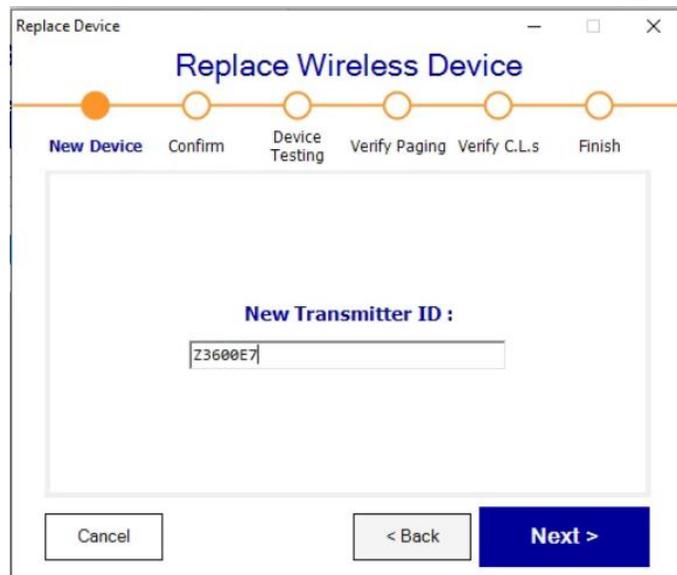Steps to replace a wireless sensor outlet in the software:

1. **Log in** to Vigil Remote and go to the Wireless Devices screen.

2. Search for the old sensor outlet ID as described earlier in this guide.

3. Click **Replace** at the bottom of the screen.

4. Put a battery in the new device and take it to a computer with Vigil Remote installed. *This step is important in order to complete the replacement wizard in the software. *

5. Click **Continue**.

6. Type in the new sensor outlet transmitter ID and click **Next**.

7. Carefully confirm the replacement information, then click **Next**.

8. Test the new sensor outlet by connecting a bed or chair pad. Ensure the sensor outlet is switched to ON and place pressure on the bed or chair pad then release. Confirm the information is correct on the Device Testing screen. Click **Next.**
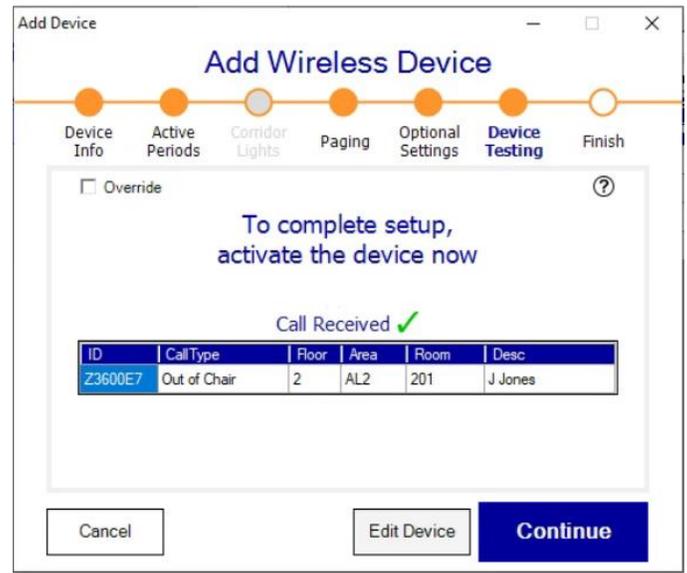
9. Confirm the paging information is correct and click **Next**.

10. Confirm there are no corridor lights associated with the sensor outlet (sensor outlets don't get assigned to corridor lights) and click **Next**.

11. Cancel the call on the sensor outlet by switching it to OFF and Click **Finish** on the screen to complete the process.

How to Mark a Wireless Sensor Outlet as Away

If a resident leaves the community with their chair alarm and will be gone for an extended period of time (more than 24 hours), the device will come up as Device Not Found on the Maintenance tab of your Active Calls screen. To avoid the Device Not Found message, you can mark the device as **Away** so the system doesn't look for it.

1. Click on **Wireless Devices**

2. Find the device you would like to mark as away and put a **check** on the left side of the ID.

3. Click **Away** at the bottom of the screen.

4. Enter the date of return and click **OK**. If you resident comes back early, the wireless sensor outlet will check in and be ready to raise a call. Once a call is raised, the system will automatically override the away feature.
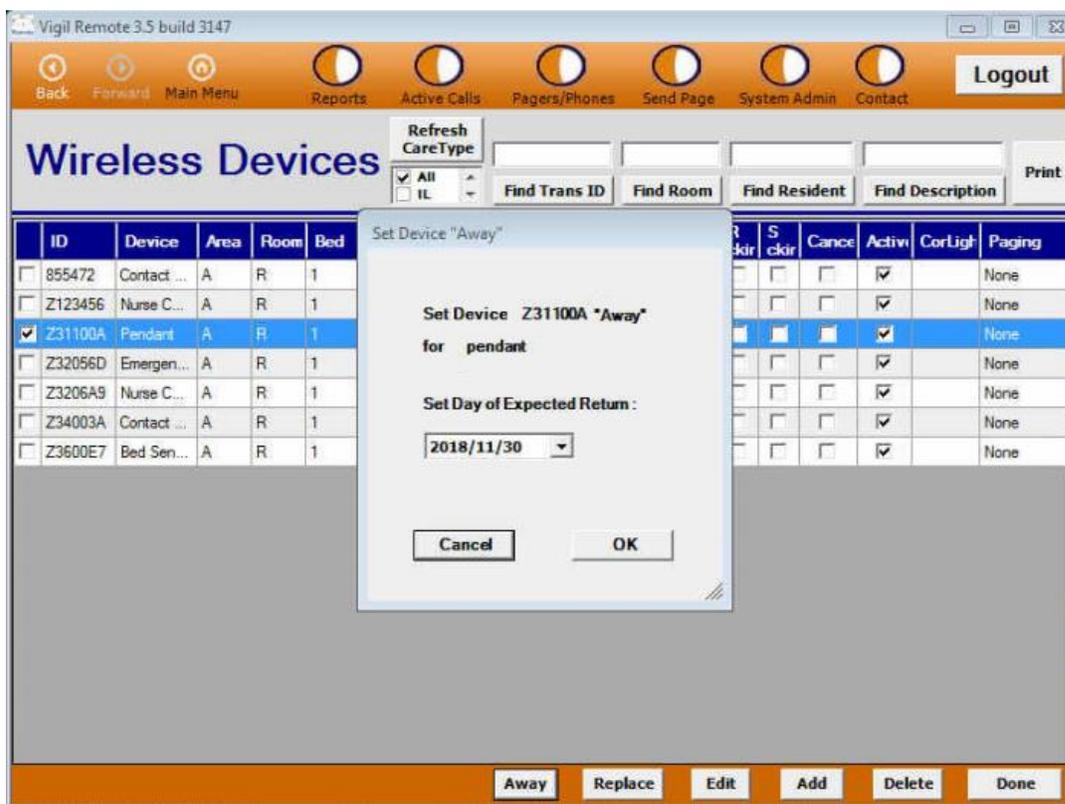
*It is highly recommended to test the device when the resident returns to ensure the battery is still good. *

How to Care for Wireless Sensor Outlets

It is highly recommended that you develop a process for managing your wireless sensor outlets. Select two or three people to enter/edit/replace/delete your wireless devices. Too many people having this access can lead to mismanagement of your devices. Too few and you may have residents who are not able to have the device they need when they need it. (e.g. the person who normally does it is on vacation or they don't work evenings/weekends).

Example Processes

Resident needs a wireless sensor outlet for their bed or chair

1. Have your selected staff member add it to the Vigil software and assign the device to the resident's room.
2. Test the device to ensure it comes up with the correct information and that it is in working order prior to issuing it to the resident.

The wireless sensor outlet has been lost, or it is no longer working

1. Have your selected staff member issue a new device and replace the ID number in the software.
2. Test the device to ensure it comes up with the correct information and that it is in working order prior to issuing it to the resident.

Resident leaves your community and returns the wireless sensor outlet

1. Have your selected staff member clean the device.
2. Take the battery out and add the device to your Vigil inventory location.
3. Delete the device from the software. This is an important step so that your device does not raise a "device not found" call on the Active Calls screen. (find out more about managing your device not found alerts in this guide)

Resident leaves the community property for an extended period and takes their wireless sensor outlet with them. (on a wheelchair for example)

Because the device is outside of the Vigil network, you will receive "device not found" alerts on your Active Calls screen. To avoid this:

1. **Log in** to Vigil Remote

2. Click on **Wireless Devices** and search for the wireless sensor outlet that is not at your community.

3. Select **Away** from the bottom of the screen.

4. **Select** the date you expect them to return. If you are not sure, select a date far in the future. Once the wireless sensor outlet comes back on the property it will work regardless of the date.

5. **Test** the device to ensure it is still in working order. The battery can drain quickly the longer the device is outside of the Vigil network, so it is important to check the battery.

Additional Recommendations

1. Keep spare devices and batteries and use the recommended battery: ½ AA Lithium battery either Saft or Xeno brands.

2. Perform regular tests and audits on your wireless sensor outlets in the software to ensure that the active box is checked, the paging plan is assigned and that all devices in the software are assigned to the correct residents.

3. When cleaning wireless sensor outlets, use a light cleansing wipe. Do not bleach or immerse.

4. When wireless sensor outlets are not in use, store them in a safe place with the battery removed.

5. Do not leave the sensor outlet dangling or on the floor as this can lead to damage and be a trip hazard.

6. When securely mounting the device make sure to have unobstructed to access to switches.

7. Red blinking lights indicate the device is not able to communicate with the network.

8. Select 2-3 people to manage your inventory and database for resident wireless sensor outlets and other wireless devices.

9. Bed and chair sensors should be stored flat in a suitable location.

How to Care for the Bed Sensor

- Do not bend, fold or roll bed sensor.

- Tuck all cords away to avoid tripping hazard.

- Do not wrap cords around bed frame.

- Place the sensor under fitted sheets under the heaviest part of residents body - typically the hips.

- Use double sided Velcro to secure sensor to the bed if you find it moves out of place.

- When not in use store flat or in the box they came in.

- Clean with damp cloth and mild detergent.

- Do not submerge in water.

How to Care for the Chair Sensor

- Do not bend, fold or roll chair sensor.

- Do not place cushion on sensor, try to keep the sensor as close to the resident as possible.

- Clean with damp cloth and mild detergent.
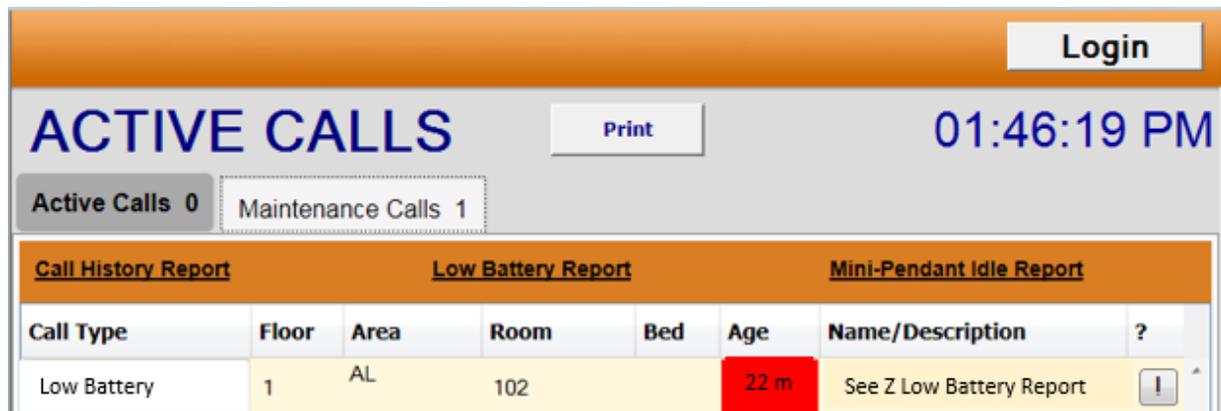
How to Care for the Incontinence Sensor

- Do not bend or fold.   Roll when not in use.

- Do not submerge cords in water.

- Place on top of fitted sheet with draw sheet over top but nothing too absorbent.

- Clean with damp cloth and mild detergent and dry thoroughly.

Regular Maintenance

The Vigil Vitality System is a fully supervised system that reports when any transmitting or receiving device is not communicating. Every wireless device checks in with the Vigil network twice a day. After device check in, you may notice new alerts showing on your Active Call Screen/Maintenance Tab. Regular maintenance is required for optimal performance of your Vigil Vitality System.

Managing Low Batteries

Low Battery alerts need to be addressed within 24-48 hours. You will be notified of low batteries by a Low Battery alert on the **Maintenance Calls** tab of Vigil Remote.

Regardless of how many low batteries there are, you will only see one alert on the Active Calls screen which directs you to look at the **Low Battery** report. When you notice a low battery alert follow these steps:

1. **Log in** to Vigil Remote and click on the **Maintenance tab**

2. Click on the **Low Battery Report** in the orange bar.

    a. This report will list all wireless devices with low batteries from lowest battery level to highest. Change the battery of the ones listed at the top first.

3. Locate each device with the low battery alert and replace their battery.

4. Once each battery is replaced, create a test call to ensure the device is working properly.

5. Mount the device back in its original location.

Recommended Batteries for Wireless Devices

These are the recommended batteries for **Vigil Wireless Devices**. A variety of batteries have been tested. The results found these 2 recommended batteries are the best on the market currently to work efficiently with the Vigil Health Solutions Wireless Devices.

Part/Number	Description
5487	Xeno XL-050F 3.6 V Battery
5776	Saft LS 14250 3.6 V Battery

Xeno   **Saft**

Using non-recommended batteries could cause:

- False Low Battery calls
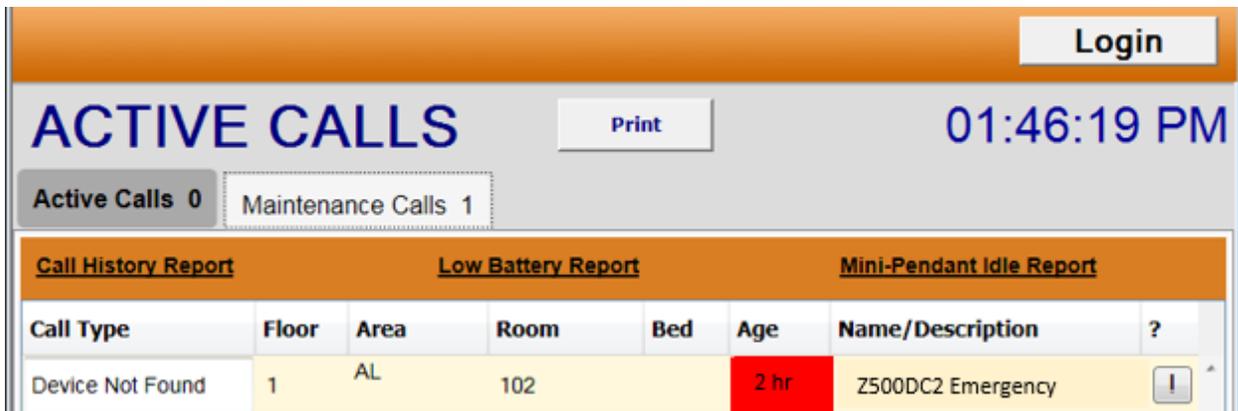- Premature Battery drainage
- Reduced dependability on triggered calls from Devices (Possible Missed Calls)
- False Calls
- Damaged Devices

Damage to units caused by incorrect batteries may void the warranty.

If you prefer to experiment with batteries that are not recommended, please keep in mind the specification of the recommended battery as well as specific problem areas mentioned above.

Managing Device Not Found Alerts

If a wireless sensor outlet does not communicate with the Vigil Vitality System (because it is out of range, or not working properly) then a message will be generated in the Maintenance Calls tab of the Active Calls screen showing a Device Not Found (DNF) call type. To have the Vigil System working at optimal performance it is strongly recommended to address all DNF alerts as soon as they appear.

The Device Not Found alert is created in these situations:

1. **Device is in the database but does not have a battery -** Once you add a device to the software and check the Active box, the system will expect to receive signals from that device. If there is no battery, the device will not be able to send a check in message and a DNF call will be raised.

2. **Device is outside of the wireless coverage area** – If the device is outside the coverage area this may create a DNF alert. This typically happens if the wireless sensor outlet is taken with the resident on overnight trips away from the community (hospital, weekend away with family etc.)

3. **Device has a low battery** – If the original low battery alert was not addressed in a timely fashion a DNF call will be raised once the battery dies.

4. **Device is malfunctioning** – The device is malfunctioning, further investigation is required

5. **Device ID is in the software incorrectly** – if the transmitter ID is 123456 check it against what was entered in the software. Sometimes numbers can be transposed 1234**65.**

When you notice a Device Not Found call follow these steps:

1. Locate the device with the DNF call

2. Check the ID of the device against the device ID for the Device Not Found call. If they do not match, delete the device and re-add correctly.   If the device IDs do match, go onto step 3.

3. Create a call. Does this create a call on your pager/phone and Active Calls? If so there is no issue with the device. The DNF call will reset itself when a call is raised. If it does not create a call, go to step 4.

4. Replace the battery. If this creates a call there is no issue with device. If this does not create a call move to step 5.

5. Device may need to be replaced. Call Vigil support (877-850-1122) for further troubleshooting tips or to check if the device is still under warranty.

Note: If a call is successfully raised from the device, the Device Not Found call will be automatically removed from the Maintenance Calls tab.

Periodic Testing

As with any life-safety system it is recommended that you test the system on a regular basis. Please refer to your facility's policies regarding nurse call and emergency call systems for testing guidelines.

Troubleshooting

Q. I am receiving a CALL CORD OUT message, what does this mean?

A. When the adaptor cable with the sensor attached is unplugged from the wireless sensor outlet the system creates a **Call Cord Out** call. This is a message to say that the cord is unplugged and therefore you will not receive calls. To clear this message from the system, either:

a) Plug the adaptor cable with sensor pad attached back into the socket to continue using the device. This will also cancel the **Call Cord Out** call.

b) If the device is no longer needed, leave the adaptor cable and sensor pad out of the socket and turn the switch to OFF and this will cancel the **Call Cord Out** call.

Q. I have plugged the cord back in but am still getting a CALL CORD OUT message.

A. The cord has not been plugged back into the same socket it was removed from therefore the wireless sensor outlet is still sensing the empty socket. Simply cancel the call by putting the switch to OFF for 5 seconds and once you turn it back on the CALL CORD OUT message will not reappear.