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Tek-CARE Staff App

Installation and Operation Manual

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Tek-CARE Staff App Installation and Operation Manual

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Introduction and Overview

The Tek-CARE Staff App enables care facilities to distribute nurse call alerts and information to staff quickly and easily. The Tek-CARE Staff App provides facility staff with nurse call notifications, messaging, connecting audio to stations, and more. Staff members can also place statuses and requests on stations, view patient information, and attend calls using the app.

A strong wireless coverage throughout the facility is required for the Staff App. Without an adequate wireless connection, various issues may occur such as dropping audio connection, poor audio connections, and inconsistent audio with the LS631-series voice-based license. TekTone recommends Ubiquiti UniFi Access Points with fast roaming capability. In order for the Staff App to work properly, internet access is required for iOS devices and strongly recommended for Android devices.

This app can be installed on Android devices (4.1 or later) and iOS devices including Apple iPhone, iPad, and iPod touch. The iOS devices need to be currently supported by Apple and run a minimum version of 10.3 or better in order for the Tek-CARE Staff App to work correctly.

NOTE: Due to certain devices not having telephone-like earpiece and microphone placement (such as the iPod Touch and iPad), the use of a Bluetooth headset is recommended for best audio function.

License Installation

There are two licenses that are available depending on the facility's preference. The LS620 App Server and LS621-series licenses offer visual and non-voice capability while the LS630 App Server and LS631-series licenses offers visual with voice communication. The LS621/LS631 licenses are available in packs of 1, 5, 10, 25, 50, 100, and 200 seats. Up to 255 Tek-CARE Staff Apps can be used concurrently on a single system.

If you have ordered the Tek-CARE Staff App with a new system, the licensing will already be preloaded onto the system.

However, if you are adding the Tek-CARE Staff App to an existing system, Tech Support will send you the LS621 or LS631 license installation file to download once purchased through TekTone's Sales department.

Make sure the programming laptop is connected to the Tek-CARE Network before getting started. Download and run the LS621 or LS631 license file on the laptop.

After receiving the license file from TekTone, the license must be transferred onto the NC475 Tek-CARE Appliance Server. If the NC475 Tek-CARE Appliance has not been installed yet, please see IL1012 NC475 Tek-CARE Appliance Server Installation and Operation manual.

Shut down any Tek-CARE software running on your programming laptop, and double-click the icon to install the license file. Acknowledge any Windows® security warnings to allow installation.

Open the Config Tool and go to **Utilities > License Update**.

The Config Tool will then push the license file over to the NC475 Tek-CARE Appliance Server, which will cause the NC475 Tek-CARE Appliance Server to reboot. Once the system has rebooted, the license installation is finished.

Once the license file is installed, refer to the facility LAN IP address when configuring the Tek-CARE Staff App.

To get the IP address, go to the NC475 Tek-CARE Appliance Server. Under the **Maintenance Menu** go to the **Setup Mode**. Scroll to **Current Settings** and select the **Facility LAN**.

Note the IPV4 address here: _____.

Setting up the Tek-CARE Staff App

Downloading the Tek-CARE Staff App

To download the Tek-CARE Staff App on Android devices:

1. Installation of apps from unknown sources must be turned on before downloading the Tek-CARE Staff App. In the Android device's **Settings** go to **Security** and make sure **Unknown Sources** is turned **ON**.

Note: Once the app is installed to the device, go back to the **Settings** page and turn off **Unknown Sources**.

2. Open a web browser and go to TekTone.com.
3. Click the **Products** drop-down menu at the top of the page and select **Tek-CARE Staff App**.
4. Scroll down and select Tek-CARE Staff App for Android link or hold down that link until you get a list of options to select **Download Link**.
5. Click **Install** at the Tek-CARE Staff App window.
6. Once the app has been downloaded and installed, click **Open**.
 - a. Click either **Deny** or **Allow** to the pop-up message to allow Tek-CARE Staff App to record audio. (Choose **Allow** if the facility has purchased the LS630 voice-based license.)
7. Click **Allow** at the **Stop Optimizing battery usage** pop-up message to allow the app to run in the background.
8. Choose **Yes** to lock the device to the server which removes the capability of the device forgetting the server. It is recommended to only lock the device to the server if it is a facility-owned device. If the staff or a technician is using their own personal devices, do not lock the device to the server.
9. Touch the Tek-CARE Staff App on the device to begin.

To download the Tek-CARE Staff App on Apple and iOS devices:

1. Go to the App store.
2. Type **Tek-CARE Staff App** in the Search tool bar.
3. Click **Download**.
4. Click **Open**.
5. Choose **Yes** to lock the device to the server which removes the capability of the device forgetting the server. It is recommended to only lock the device to the server if it is a facility-owned device. If the staff or a technician is using their own personal devices, do not lock the device to the server.
6. Once the app has been downloaded and installed, the Tek-CARE Staff App connections page will open.



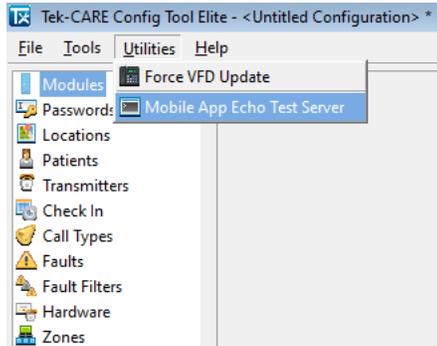
Note: The visibility and functionality of the Tek-CARE Staff App remains the same on all platforms once downloaded. If there are issues with downloading the application, see **Troubleshooting on page 17**.

Echo Testing

The Echo Test will determine if the facility's wireless network can support the audio portion of the Staff App.

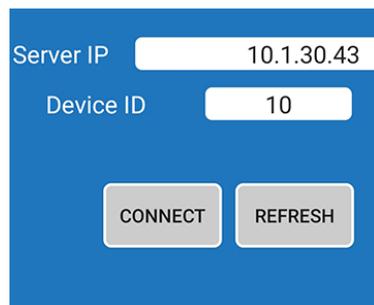
NOTE: This test does not require an NC475 Tek-CARE Appliance Server. The only requirements for this test is a laptop on the facility's network and a mobile device. Make sure both the laptop and the mobile device are on the same wireless network.

Open the Config Tool and select a blank configuration. Go to **Utilities>Mobile App Echo Test Server**. Leave the Config Tool open while testing the network.



Open the Staff App that was downloaded on the mobile device.

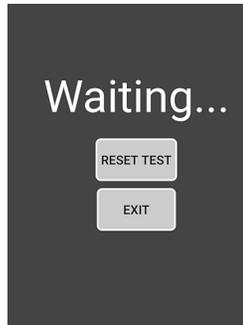
Make sure to connect to the same wireless network as the Config Tool and enter in a Device ID. At the bottom of the screen on the mobile device, select the Echo Test with the same IP address that is linked to the NC475 Tek-CARE Appliance Server. Click **Connect**.



10.1.30.10

ECHOTEST 10.1.30.143

Go throughout the facility where the audio will be used. A gray Waiting screen will appear when first running the Echo Test. It detects packets of data to make sure hand-offs between access points throughout the facility are functional with the wireless connection.



A green Good screen indicates the wireless connection through hand-offs from one access point to another is successful and there is a good audio connection. Continue with setting up the Staff App.



If there is a constant red Bad screen throughout the walk-through of the facility, this could be a potential issue for the audio portion of the Staff App. A stronger wireless connection will be required in order for the audio functionality to be successful.



If there is a strong wireless connection, yet there are spots throughout the facility that switch from red to green periodically, this could simply be a delay in hand-off with connection from one access point to another. This might cause delay or possibly drop a phone call in various spots where the wireless network isn't as strong as others.

Reset Test will restart the Echo Test.

Exit will leave the Echo Test.

Set Up the Tek-CARE Staff App

Upon opening, the device will search the network for an NC475 Tek-CARE Appliance Server and display a list of available IP addresses. Choose the appropriate **IP Address** linked to the NC475 Tek-CARE Appliance Server noted on [page 5](#).

Choose a **Device ID** between 0 and 254. The Device ID is used to associate a mobile app with a staff member. Only one device with each ID may be active at any given time. Click **Connect** which will automatically open to the home screen.

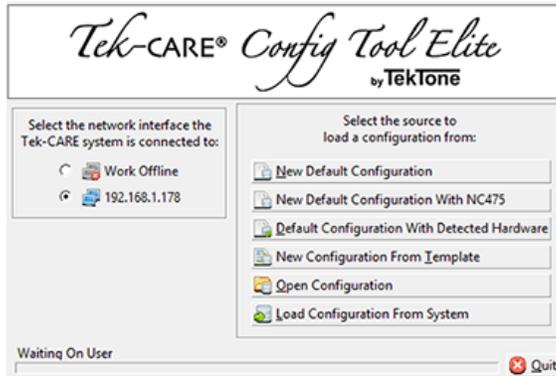
With Apple/iOS devices, a pop-up will give the option to allow or disallow notifications through the app. Select **Allow**.

Choose **Yes** to lock the device to the server. This option removes the capability of the device forgetting the server. It is recommended to only lock the device to the server if it is a facility-owned device. If the staff or a technician is using their own personal devices, do not lock the device to the server.

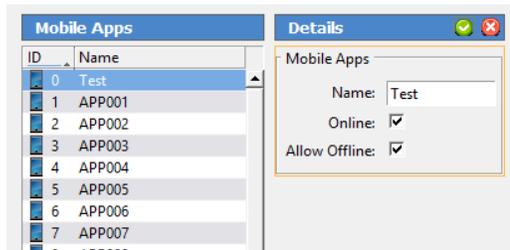


Tek-CARE Staff App Software Setup

To set up the software for the Tek-CARE Staff App, start the LS450 Config Tool software on the programming laptop. When the splash screen appears, select the appropriate network interface for the NC475 Tek-CARE Appliance Server, and choose **Load Configuration From System**, then choose **File>Save Configuration As** to save the configuration with a descriptive name.



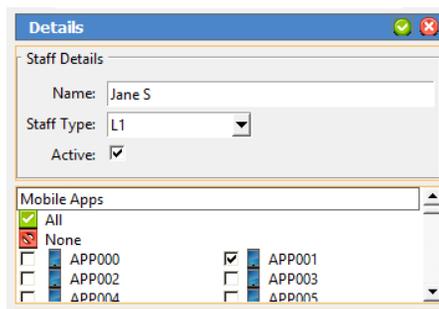
Once the Config Tool has loaded, select **Mobile Apps** from the page selection list. The list that appears shows the ID (0-254) and default name (App0-App254) for each of the licensed mobile apps. To change the default name for an app, select the app you wish to rename, and click **Edit** (✎) in the **Details** pane.



Type a new name for the app. **Online** allows a device to access and receive notifications from the Staff App. **Allow Offline** will stop the device from receiving any notifications through the Tek-CARE Staff App. Click **Apply** (✓). Repeat as needed for all apps to be renamed. Choose **File>Save Configuration**.

Add Staff

Staff needs to be added to the system and associated with the apps. Choose **Staff** from the page selection pane. The **Staff** page will appear (shown below).



To add a new staff member, click **Add (+)** to unlock the **Details** editing pane. Type the staff member's name in the Name field, select the correct type (if any) from the **Staff Type** drop-down menu, and check the **Active** box to enable the staff member.

Check the box for the app that the staff member will carry. If the staff member is to be assigned to one or more home zones, check the appropriate boxes in the **Home Zones** list as well. If the staff member is to be assigned to all zones, leave **All Zones** checked.

To add preprogrammed text messages for the staff, go to **Text Messages**. Select one of the text messages and click **Edit (✎)**. Select the applicable staff type for the text message and click **Apply (✓)**.

Continue adding staff members and assigning apps as needed.

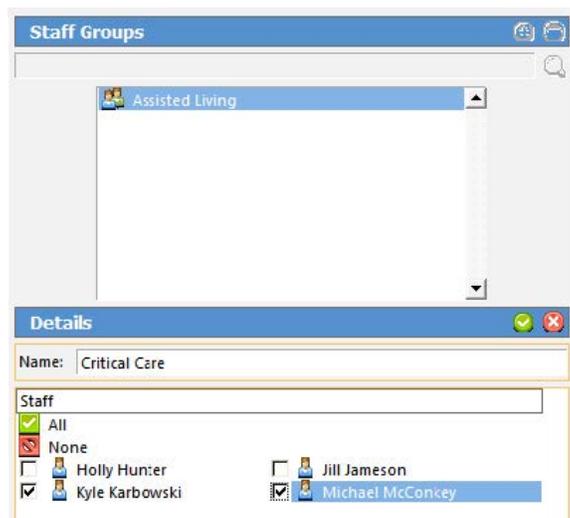
Once all staff members have been created and all apps have been assigned, choose **File>Save Configuration** before proceeding.

Add Staff Groups

A staff group is a group of facility staff members that have similar characteristics—for example, the staff members work the same shift, cover the same zone, are all nurses, or are all aides. A staff member can be added to multiple staff groups.

Staff groups are used to send nurse call alerts to the mobile apps of a specific group of staff members.

To create a staff group, click **Add (+)** to unlock the **Staff Groups** pane for editing. By default, the assignment is all staff for all devices.



Type a name for the staff group, then select the staff members to be assigned to the group from the list provided and click **Apply (✓)** to accept the changes.

Once all staff members have been created and all apps have been assigned, choose **File>Save Configuration** before proceeding.

Create Assignments

Assign mobile devices to staff members. To add an assignment, select **Assignments** in the page selection pane.

Click **Add (+)** to unlock the **Details** pane for editing. Select the **Type** of staff to be assigned from the **Staff Type** drop-down menu. Use **Staff** to assign an individual staff member, **Staff Group** to assign a group of staff, or **All Staff** to create an assignment for all active staff members.

The screenshot shows a window titled "Details" with a close button (X) and a refresh button. Inside, there is a section labeled "Staff" with two dropdown menus: "Type" set to "Group" and "Name" set to "Assisted Living".

Next, use the **Name** drop-down menu to select the staff member or staff group you wish to create an assignment for. Note that the **Name** menu is not available if **All Staff** is selected in the **Type** menu.

Use the **Device** settings to choose what calls announce on the mobile apps that were chosen in the Details section.

The **Type** drop-down menu has five choices. Choose from **Station**, **Transmitter**, **Zone**, **Foreign**, or **All Devices**.

Stations and Transmitters allow a particular device to be assigned to a staff member. The most common choice for mobile app assignments will be **Zone** or **All Devices**.

Select the **Name** of the **Station**, **Transmitter**, **Foreign Device**, or **Zone** you wish to assign. Note that if **All Devices** is selected, the **Name** menu is not available.

Use the **Call Filter** menu to choose the call priority announced by the assignment, then select what faults, if any, should be announced using the **Fault Filter** menu.

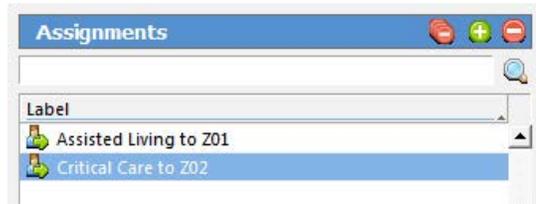
The **Page Resets** selection does not have an effect on mobile app annunciation.

The screenshot shows a window titled "Device" with four dropdown menus and one checkbox: "Type" set to "Zone", "Name" set to "Z01", "Call Filter" set to "All Calls", "Fault Filter" set to "No Faults", and "Page Resets" with an unchecked checkbox.

Use the **Settings** options to choose the **Escalation Level** of the assignment (primary, secondary, tertiary, etc.). The **Shift** menu allows a custom shift to be selected. If custom shifts are not used, select **Always**. For more information about creating custom shifts and escalation, see the IL855 Config Tool Manual, supplied with your original system purchase and available at www.tektone.com.

The screenshot shows a window titled "Settings" with two dropdown menus: "Level" set to "Primary" and "Shift" set to "Always".

Once the desired options have been set for the assignment, click **Apply** (✔). This will add the assignment to the **Assignments** list.



Continue adding assignments as needed. Choose **File>Save Configuration** before proceeding.

To enable the mobile device, go to **Pagers**. Click **Edit** and select **Enabled**. **Escalation Code Labels** are defaulted as A:Low to D:Urgent. However, these can be changed to the facilities preferences. Click **Apply** and go to **File>Save Configuration** once you are finished.

The Tek-CARE Staff App setup is now complete. Choose **File>Commit Configuration To System** to send the saved configuration to the system.

Staff and staff assignments may be performed live on the system using the LS454 Config Tool Live Tool. Any changes made to the live system must be loaded into the Config Tool and saved.

Using the Tek-CARE Staff App

The home screen of the app is the main notification screen. Up to four calls are displayed simultaneously. Displayed calls are sorted by priority level and elapsed time.

If more than four calls are active, a scroll button will appear in the lower right area of the screen.

Messaging

The **Messaging** icon appears in the top left corner, and the four buttons along the bottom are used for navigation.

To view additional information about a call or to place a status on an active call, touch a call in the call list.

Any programmed call information will appear on the **Station Details** page.

The details page can also be used to place **Stat**, **L1**, **L2**, **L3**, and **Attend** statuses on the initiating station. **Status 1** and **Status 2** are customizable statuses that can be placed. Touch the desired button to activate the call or status.

Touch the **Status** button to view any statuses active on the Tek-CARE system. To clear an active status, touch the status in the list to bring up the **Station Details** page, then touch the corresponding button to turn the status off.

If a message is received, a red dot will appear on the **Messaging** (✉) icon.

Touch the **Messaging** icon to display the message. The message will automatically be marked as read after it is viewed, and the notification will disappear.

To send a preprogrammed text message to another staff member or group, choose the staff and select the preprogrammed text and click **Send**. To create and send a custom text message, click **Type Message** to create the message for the text and hit **Send**.

Menu

The **Menu** button includes the following selections: **Send Message**, **Faults**, **Info**, **Reporting**, **TekTone Website**, and **Go Offline**. The **Send Message** function is also accessible by touching the **Messaging** icon in the top left of the home screen.

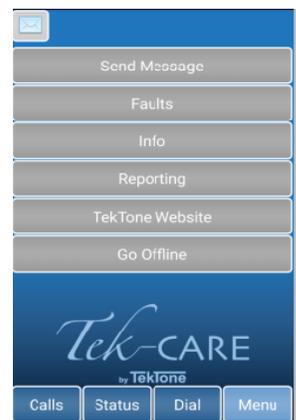
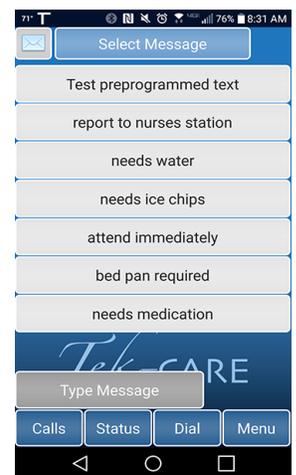
The **Faults** button will display system faults if the app was set to annunciate them during software setup.

The **Info** button displays device and system information.

The **Reporting** button will reroute to a different page allowing to run a history or maintenance report along with several other options.

The **TekTone Website** button will reroute and open the TekTone website.

The **Go Offline** button will allow the user to go offline and not receive any notifications only if the device is locked on the server.



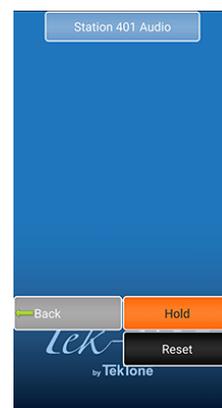
Answering Calls

NOTE: This option is only available if the facility has purchased the LS630 voice-based license.

Once a patient places a call from a station, touch the call on the **Home** page of the Staff App and the **Station Details** screen appears. Select the light-gray **Talk** button to answer the call.

On the **Call** page, touch the orange **Hold** button to place the patient on hold. This will stop communication between the staff and patient. Touch **Hold** to go back on the call with the patient. Click the gray **Back** button to go back to the **Station Details** screen. Once the call is complete, click the black **Reset** button to hang up.

NOTE: Only low priority calls can be reset from the Staff App.



Troubleshooting

- If an Android device doesn't download the Tek-CARE Staff App, turn on **Unknown Sources** under **Security** under **Settings**.

NOTE: Once the app is installed to the device, go back to the **Settings** page and turn off Unknown Sources.

- Push notifications must go out to the Internet from the NC475 Tek-CARE Appliance Server and be able to receive the information back to the mobile devices from the Internet. If the Apple device is not getting push notifications from the Tek-CARE Staff App, <https://support.apple.com/en-us/HT203609> is an article from Apple showing the settings that are needed to make the push notifications work correctly.
- If the device is not receiving any calls through the Tek-CARE Staff App, open the Config Tool and make sure the staff assignments are configured to the correct staff levels.
- If the Tek-CARE Staff App connection page says "No Servers Found" check the connection settings and set the device to the same network as the NC475 Tek-CARE Appliance Server.

Verifying Connectivity

- Make sure the device and NC475 Tek-CARE Appliance Server are both on the same network and both using the same IP address.
- If both the NC475 Tek-CARE Appliance Server and the mobile device running the Tek-CARE Staff App are on the same network but a connection cannot be established, verify the Tek-CARE system is appropriately licensed. System license information may be viewed using the LS454 Config Tool Live.
- Connect a PC onto the network and make sure it can ping both the NC475 Tek-CARE Appliance Server and the mobile device. If the PC can not ping both successfully, refer to the facility IT department to see if there is anything else that could hinder the communication between both devices.