

Homes

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Homes

The **Homes page** serves as a central hub for managing various aspects within a care facility. Let's break down the key functionalities:

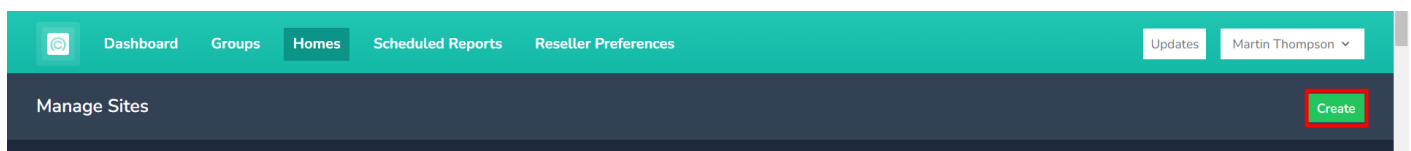
1. **Collector Device Creation:** This feature allows you to set up and configure collector devices. These devices play a crucial role in gathering data, alerts, and information from various sources within the facility such as Nursecall or alarm systems.
2. **3rd Party Integrations Management:** Here, you can seamlessly integrate with third-party systems & care software providers.
3. **Cloud User Access:** Manage cloud user accounts associated with the home site.
4. **Onsite User Creation & Management:** Create and oversee user accounts for onsite staff. Assign users to Zones, and maintain a well-organized user base.
5. **Zone Configuration:** Zones play a critical role in organizing spaces within the facility. Create, modify, and manage zones to streamline alert handling.
6. **Callpoint Management:** Callpoints are essential devices for residents' safety and communication. Create, configure, and maintain callpoints to ensure efficient response during emergencies.

To create a **Home**, follow these steps:

1. Click on the **Create** button under the **Homes** tab.
2. A pop-up box will appear. Fill in the necessary home details:
 - In the **Name** field, type the name of the home.
 - Select the group name assigned to the home from the dropdown.
 - Choose the **SLA target** from the dropdown:
 - **Time to Reset:** Use this setting to show response times based on the call point Reset event.
 - **Time to Arrival:** Use this setting to show response times based on the call point Attendance/Nurse Present event.

Note: If individual call points have a different events programmed then we recommend the **SLA Target - Time to Reset** option.

- Optionally, specify the **Care Management Software Provider** (you can create this later if needed).
2. Click on **Create** to finalize the home creation.



Name

Group

SLA Target

Care Management Software Provider

Provider Home Token

[Create](#)

Tip: As a reseller, if you have many homes viewable under the Homes tab, insert the home name into the filter bar (highlighted below) to quickly find the home you need to access.

Dashboard Groups **Homes** Scheduled Reports Reseller Preferences Updates Martin Thompson

Manage Sites [Create](#)

Nexus Care

Nexus House
0 alerts in the last 30 days
[view](#)

Nexus House
0 alerts in the last 30 days
[view](#)

Next lets add a collector so we can start receiving data from our third party systems. [Create a Collector Device](#)

Collectors

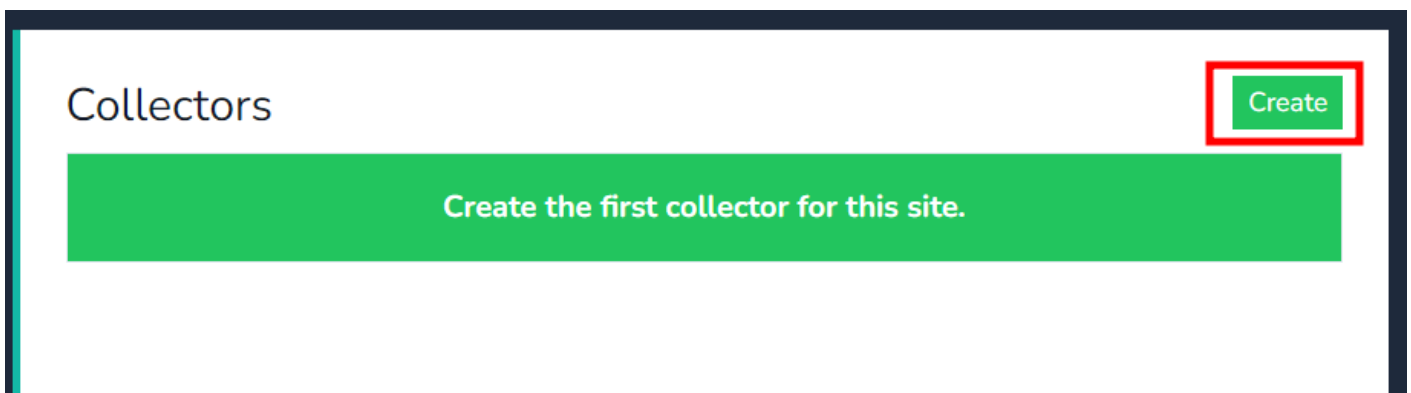
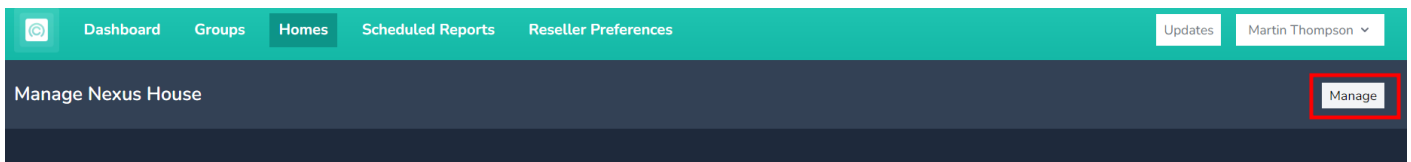
Collectors play a crucial role in integrating on-site systems within a care facility. Here are the key points about collectors:

1. **Purpose:** Collectors are responsible for gathering data and alerts from various on-site systems.
2. **Integration:** Currently, integrations with on-site systems are achieved via an **RS232/serial output**.
3. **Configuration:** Familiarity with configuring the on-site system for data output is essential.

By effectively setting up collectors, you ensure seamless communication, accurate reporting, and efficient management of critical information within the care environment.

To manually create a **Collector** for your home, follow these steps:

1. In the **Homes** tab, click on the **Manage** button at the top right of the page.
2. Next, click on the **Create** button
3. Fill in the necessary details:
 - **Name of the Device:** Insert a descriptive name for the collector.
 - **Nursecall System Type:** Select the appropriate type for your system.
 - **Baud Rate Parameters:** Ensure these match the settings of your Nursecall system.
4. Click on **Create** to finalize the collector setup.



Name

Nursecall System

Baud Rate

Number of Data Bits

Stop Bits

Parity

Create

Note: Once created, a Device Authentication code will be displayed. You'll need this when onboarding the collector.

Manage Nursecall Serial Configuration

Nursecall Activation Code: C9K4DL1B

Created: Thu, Jan 18, 2024 5:11 PM

It seems this device has not yet been activated as part of an installation. To proceed you should connect an Onsite Collector using the activation code above.

The activation code is only made up of uppercase A to Z letters, and numbers between 0 and 9.

Once the physical collector is onboarded, the Device Authentication code will disappear, and the screen will display relevant data:

- o **Created:** The date and time the collector was created.
- o **Activated:** The time the on-site collector was first activated with the cloud site.

- **VPN IP:** The IP address for the internal VPN network (not the on-site collector's IP address).
- **Last VPN Handshake:** The most recent time the on-site collector communicated with the cloud.

Manage Aidcall TSP Serial Configuration

Aidcall TSP

Created: Fri, Aug 25, 2023 4:26 PM

Activated: Thu, Sep 21, 2023 10:50 AM

VPN IP VPN Host	10.8.0.23 NexusCare Primary	Last VPN Handshake	Thu, Jan 18, 2024 10:34 AM
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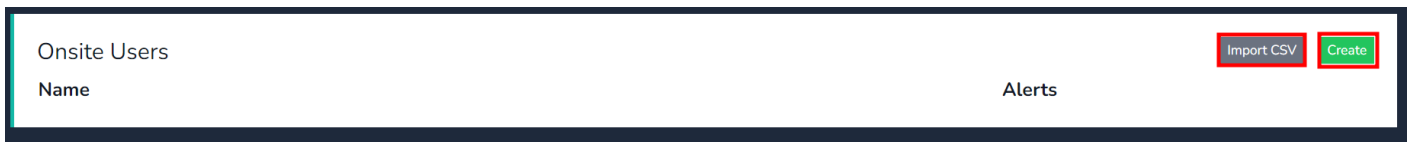
Now lets add some [Mobile App Users](#) to the cloud site!

Onsite Users

Onsite users play a crucial role in utilizing the mobile application to receive Nursecall alerts. These users are conveniently accessible under the “**Home**” tab. When it comes to creating Onsite user accounts, there are two options available: **manual creation** or **uploading via a CSV file** using the system template. Let’s explore both methods:

- **Manual User Creation:**

- To manually create a Onsite user, start by clicking the “**Create**” button under Onsite User tab.
- Input the necessary data into the fields as highlighted below.
- Once all relevant information is provided, press the “**Create**” button to complete the process.



Create Onsite User for Nexus Test

Name

Username

Password

Create

- **CSV Upload for Multiple Users:**

- For bulk user creation, select the “**Import CSV**” button.

- **Download the CSV template** by following the link highlighted below.
- Review the downloaded CSV template to ensure data is inserted correctly (as per the table format).
- Save the file to a location on your PC.
- **Note:** Adding zones to the CSV document will automatically create those zones within the system when uploaded.

Onsite Users	Import CSV	Create
Name	Alerts	

CSV Upload Onsite Users

Please upload your CSV below.
You can download a template [here](#)

Choose file No file chosen

Upload

Cancel

	A	B	C	D
1	Name	Username	Password	Zone 1, Zone 2
2	Name	Username	Password	Zone 1, Zone 2
3	Name	Username	Password	Zone 1, Zone 2
4	Name	Username	Password	Zone 1, Zone 2
5	Name	Username	Password	Zone 1, Zone 2
6	Name	Username	Password	Zone 1, Zone 2
7	Name	Username	Password	Zone 1, Zone 2
8	Name	Username	Password	Zone 1, Zone 2
9	Name	Username	Password	Zone 1, Zone 2
10	Name	Username	Password	Zone 1, Zone 2
11	Name	Username	Password	Zone 1, Zone 2
12	Name	Username	Password	Zone 1, Zone 2
13	Name	Username	Password	Zone 1, Zone 2
14	Name	Username	Password	Zone 1, Zone 3
15	Name	Username	Password	Zone 1, Zone 3
16	Name	Username	Password	Zone 1, Zone 3

• **Uploading the CSV File:**

- Click the “**Choose file**” button to select the CSV document saved on your PC.
- Once the file appears next to the button, click “**Upload.**”
- Be patient during the short upload delay. **DO NOT** click the upload button more than once.
- You’ll receive a success message once the upload is complete.

CSV Upload Onsite Users

Please upload your CSV below.
You can download a template [here](#)

Choose file

No file chosen

Upload

Cancel

CSV Upload Onsite Users

Please upload your CSV below.
You can download a template [here](#)

Choose file

onsite_users (45).csv

Upload

Cancel

Users imported successfully

- **Assigning Users to Zones:**
- To apply or view a user assigned to a specific zone, simply select the relevant zone(s) they need to be a member of.
- Press “**Update**” to save the changes.

Name

Password

Only enter a password here if you wish to change it.

Zones

Default Zone

Zone 1

Zone 2

Zone 3

Update

If you've not added **Zones** to the templates you'll need to add some manually, if you have, lets head to the **Rooms** page!

Zones

A **Zone** serves as the location where **Rooms** reside. Users can sign in to a specific zone to receive **nursecall alerts**. It's an essential organizational structure that ensures efficient communication and timely response within a care facility.

Tip - When adding zones to the Onsite user or Rooms CSV template, it streamlines the process, and the zones are automatically created.

To manually create a **Zone**, follow these steps:

1. Click on the **Create** button located on the right-hand side of the **Zone** field.
2. Enter the desired name in the **Name** field.
3. Click on **Create** to finalize the creation of your zone.

Your zone is now successfully created! If you need to edit the name of a zone, select the **Manage** link as shown below.

Zones				Create
Name	Alerts	Manage	Reports	
Default Zone	0			

Create Zone for Nexus House

Name

Create

Zones				Create
Name	Alerts	Manage	Reports	
Default Zone	0	Manage	Reports	
Ground Floor Zone	0	Manage	Reports	

Rooms

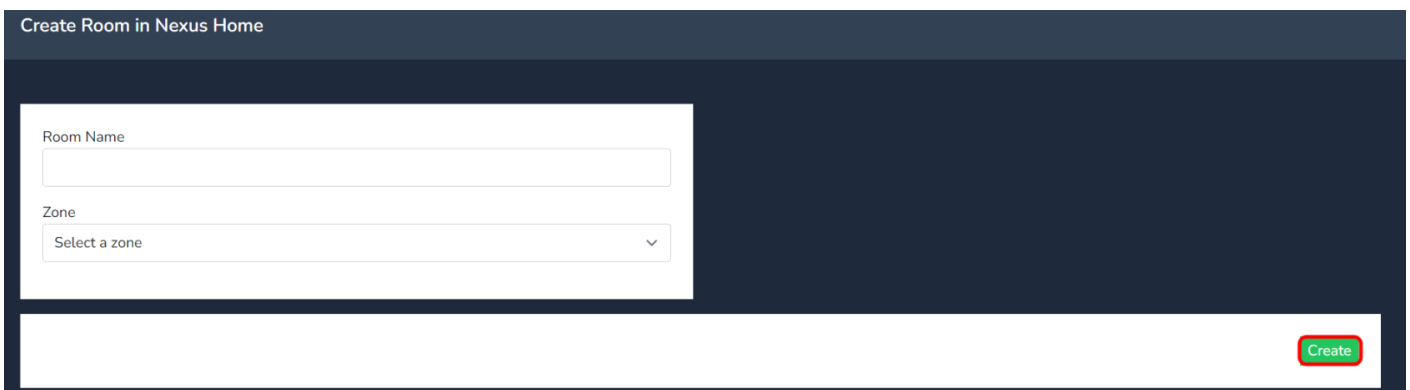
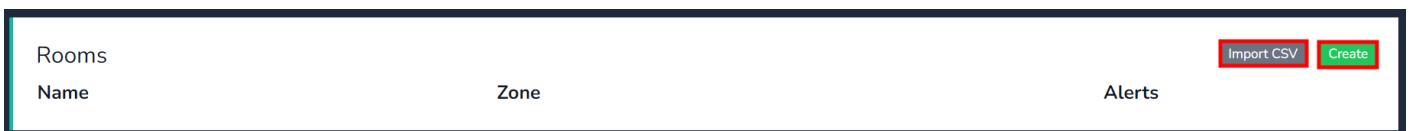
A **Room** serves as a designated space where **Callpoints** can be located individually or grouped together. Its primary function is to **collect alerts** and **organize** them, ensuring accurate reporting to care management software. By centralizing these alerts, the Room ensures that they are appropriately filed and associated with the correct resident. Let's explore the three ways to create **Rooms**:

1. **Automatic Creation:** Rooms can be generated automatically, perhaps through a system process or predefined rules. This method ensures consistency and efficiency.
2. **Manual Creation:** If specific customization is needed, Rooms can be manually created. Caregivers or administrators can set up Rooms individually, tailoring them to unique requirements.
3. **CSV Upload:** For bulk creation or migration, Rooms can be imported via a **CSV (Comma-Separated Values)** file. This approach simplifies large-scale setup and ensures data accuracy.

Choose the method that best suits your needs, and let the Rooms facilitate efficient alert management!

To **manually** create a room, follow these steps:

1. Click the **Create** button.
2. Add the room name and select the zone from the dropdown menu.
3. Click on **Create** to finalize the room creation.



For **CSV upload** you can **download the template CSV file** by clicking on the link highlighted below.

CSV Upload Rooms

Please upload your CSV below.
You can download a template [here](#)

Choose file No file chosen

Upload

Cancel

The CSV should include the following information:

- **Match String:** Must match the data in the Nursecall system.
- **Call Point:** Name of the Callpoint device.
- **Zone:** The Zone the Room will reside in.
- **Room:** The room to which the Callpoint is assigned.

Default Template Downloaded

	A	B	C	D
1	Room 1	Zone 1	Callpoint 1	MATCH_STRING_01
2	Room 1	Zone 1	Callpoint 2	MATCH_STRING_02
3	Room 2	Zone 1	Callpoint 3	MATCH_STRING_03
4	Room 3	Zone 1	Callpoint 4	MATCH_STRING_04
5	Room 4	Zone 1	Callpoint 5	MATCH_STRING_05
6	Room 5	Zone 1	Callpoint 6	MATCH_STRING_06
7	Room 6	Zone 1	Callpoint 7	MATCH_STRING_07
8	Room 7	Zone 1	Callpoint 8	MATCH_STRING_08
9	Room 8	Zone 1	Callpoint 9	MATCH_STRING_09
10	Room 9	Zone 1	Callpoint 10	MATCH_STRING_10
11	Room 10	Zone 1	Callpoint 11	MATCH_STRING_11
12	Room 11	Zone 1	Callpoint 12	MATCH_STRING_12
13	Room 12	Zone 1	Callpoint 13	MATCH_STRING_13
14	Room 13	Zone 1	Callpoint 14	MATCH_STRING_14
15	Room 14	Zone 1	Callpoint 15	MATCH_STRING_15

Example Template to be uploaded

As a minimum the **MATCH STRING** in Colum D must match the data value being outputted via the Nursecall system

	A	B	C	D
1	Bedroom 1	Ground Floor	Bedroom 1	Bedroom 1
2	Bedroom 2	Ground Floor	Bedroom 2	Bedroom 2
3	Bedroom 3	Ground Floor	Bedroom 3	Bedroom 3
4	Bedroom 4	Ground Floor	Bedroom 4	Bedroom 4
5	Bedroom 5	Ground Floor	Bedroom 5	Bedroom 5
6	Bedroom 6	Ground Floor	Bedroom 6	Bedroom 6
7	Bedroom 7	Ground Floor	Bedroom 7	Bedroom 7
8	Bedroom 8	Ground Floor	Bedroom 8	Bedroom 8
9	Bedroom 9	Ground Floor	Bedroom 9	Bedroom 9
10	Bedroom 10	Ground Floor	Bedroom 10	Bedroom 10
11	Bedroom 11	Ground Floor	Bedroom 11	Bedroom 11

When uploading **do not press the upload button more than once.** This will create duplicated data.

Select the **Upload** button

CSV Upload Rooms

Please upload your CSV below.
You can download a template [here](#)

Choose file No file chosen

Upload

Cancel

Once Uploaded a **success message** will appear.

Manage Nexus House 2

Rooms imported successfully.

View the **Rooms Data Uploaded** in to the cloud site.

Rooms

Import CSV Create

Name	Zone	Alerts		
Bedroom 1	Ground Floor	0	Manage	Reports
Bedroom 2	Ground Floor	0	Manage	Reports
Bedroom 3	Ground Floor	0	Manage	Reports
Bedroom 4	Ground Floor	0	Manage	Reports
Bedroom 5	Ground Floor	0	Manage	Reports
Bedroom 6	Ground Floor	0	Manage	Reports
Bedroom 7	Ground Floor	0	Manage	Reports
Bedroom 8	Ground Floor	0	Manage	Reports
Bedroom 9	Ground Floor	0	Manage	Reports
Bedroom 10	Ground Floor	0	Manage	Reports
Bedroom 11	Ground Floor	0	Manage	Reports

For further information on Room Management & how to group callpoints to rooms, select the link [here](#)

Rooms Management

Let's explore the features of room management in more detail:

1. Edit Callpoint or Room Name:

- With room management, you can easily **edit** the **callpoint** (a unique identifier for a specific location) or the **room name**.
- Editing a **Room Name** will change the name display to the mobile app.

2. Grouping Rooms for Simplified Reporting:

- Room management lets you **group callpoints under one room**.
- By doing so, you simplify reporting by having one report for a resident.

3. Creating Callpoints and Match Strings:

- When you manually add a room, you only create the room but not the match string or callpoint you can simultaneously create a **callpoint** and a **match string**.

Group Callpoints to a Room

- When configuring your callpoints, you can **group them within a specific room** for streamlined reporting. Let's walk through an example:
 - Imagine you have an **Ensuite Bed 1** callpoint.
 - Select **Manage** against Ensuite Bed 1
 - Select **Manage** under the room field
 - In the dropdown menu, select **Room 1** to associate **Ensuite Bed 1** callpoint with the Room named **Room 1**
 - When you **generate reports**, all callpoint data grouped with **Room 1** will be consolidated for easy resident reporting.

Call Points

Device Name
FF BEDROOM 1

Match String
FF BEDROOM 1

Alerts
599

Create Call Point

Manage

Callpoint Name

Ensuite Bed 1

Match String

Ensuite Bed 1

Room

Room 1



Update

Now you've created the cloud site, lets head to [On-Boarding the Collector to Cloud](#)