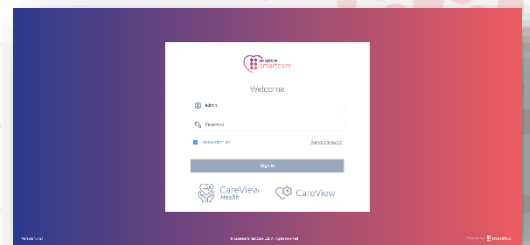




Care@Home™

CareView User Guide



August 2024

Table of Contents

1.	CareView Overview.....	3
2.	CareView User Interface Overview	4
2.1.	CareView Main User Interface.....	5
2.1.1	Hamburger Menu.....	5
2.1.2	Current User.....	6
2.1.3	Service Provider	6
2.1.4	CareView UI Language	6
2.1.5	Fullscreen	6
2.1.6	Refresh	6
2.2.	Main UI Sections.....	7
2.2.1	View Filters	7
2.2.2	More Filters	7
3.	Panel Management.....	9
3.1.	Panel Selection and Viewing options	9
3.1.1	Select All and Clear All Selected	9
3.1.2	Items Per Page.....	10
3.2.	Panel Management Information Columns	10
3.2.1	Control Panel More Info.....	11
3.2.2	Control Panel Settings.....	13
4.	Configuring Control Panels.....	14
4.1.	Adjusting Control Panel Settings	14
4.2.	Exporting Panel Configuration.....	15
4.3.	Update Control Panels using a Configuration File.....	17
5.	Operating Control Panels	19
6.	Upgrading Firmware	20
7.	Batch Status Screen	22
7.1.	View Batch Status.....	22
7.2.	Export a Batch Report	23
7.3.	Batch Cancelling	23

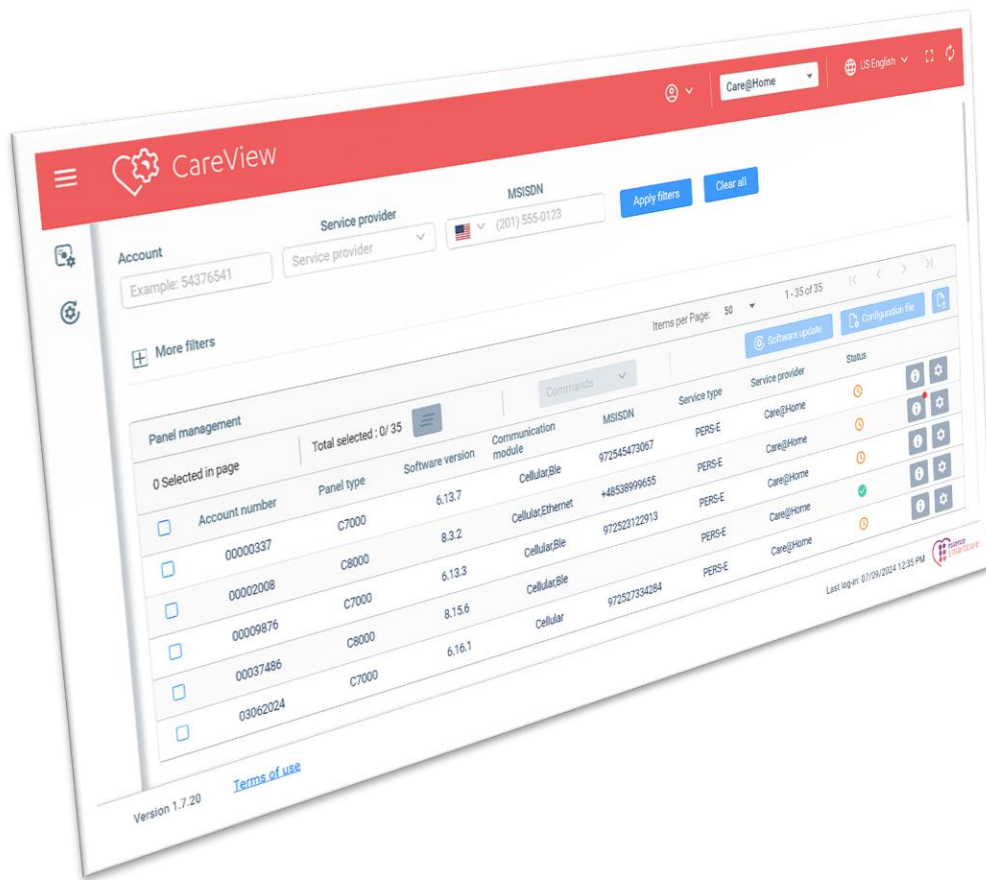
1. CareView Overview

Care@Home™ CareView is a web application tool for viewing and remote managing Care@Home control panels and peripheral devices. CareView enables management of single or multiple control panels in batch.

CareView capabilities include:

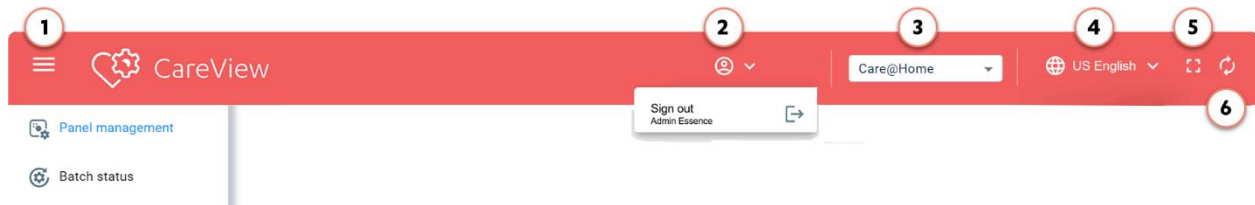
- Remote firmware upgrades of:
 - Control panels
 - Peripheral devices
- Control panel configuration
- Control panel commands

2. CareView User Interface Overview



2.1. CareView Main User Interface

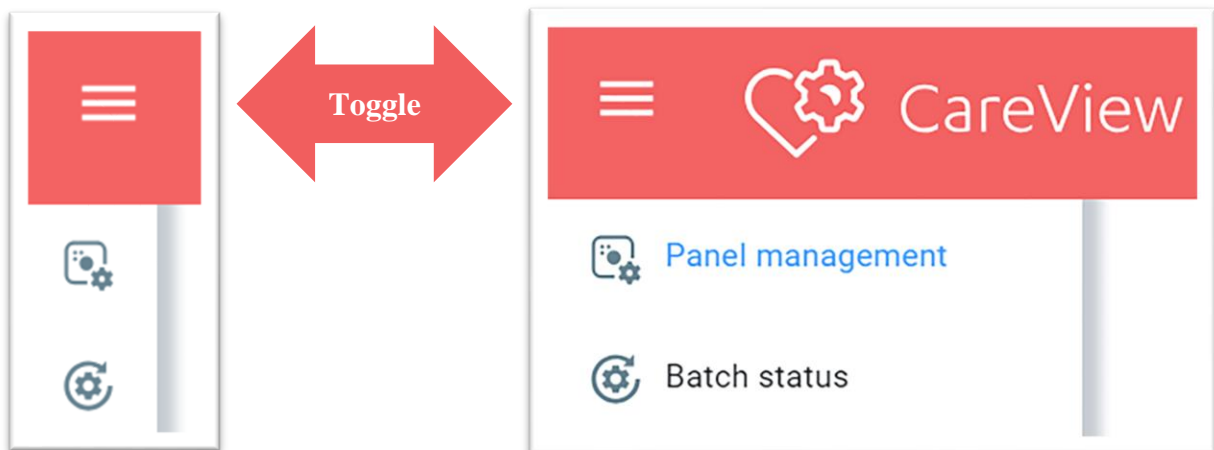
The top bar of the User Interface (UI) includes general tools and settings for the CareView application. The main CareView elements which will be visible at all times include:



- | | | |
|-------------------|-------------------------|---------------|
| 1. Hamburger Menu | 3. Service Provider | 5. Fullscreen |
| 2. Current User | 4. CareView UI Language | 6. Refresh |

2.1.1 Hamburger Menu

The hamburger menu in the top left corner of the UI toggles the left bar width and visibility of the text labels for the Panel management and Batch status buttons:



The CareView side bar will at all times display these two options. These buttons will alter the view which is displayed in the main window (everything below the CareView top bar):

- **Panel management** (default view)
Displays all panel viewing and management features. This is the main area for interacting with CareView.
- **Batch status**
View status of jobs and commands - both current and history.

The currently selected panel will be displayed in blue.

2.1.2 Current User

Click the Current User icon in order to sign out of the CareView web application.

2.1.3 Service Provider

The CareView web application can interface with different service providers, if relevant. Click the drop-down menu in order to select the required service provider.

2.1.4 CareView UI Language

The CareView UI display language is user configurable.

To change the UI language:

- a. Click the language selection drop down arrow on the top bar of the CareView interface. A list will appear with the available UI languages.
- b. Click the desired language. CareView's language will change to the newly selected UI language.

2.1.5 Fullscreen

Click on the icon to expand the CareView window to the entire screen. There are multiple ways to exit full-screen mode:

- a. Click the full-screen button again (toggle)
- b. Press ESC on the keyboard
- c. Press F11 on the keyboard

2.1.6 Refresh

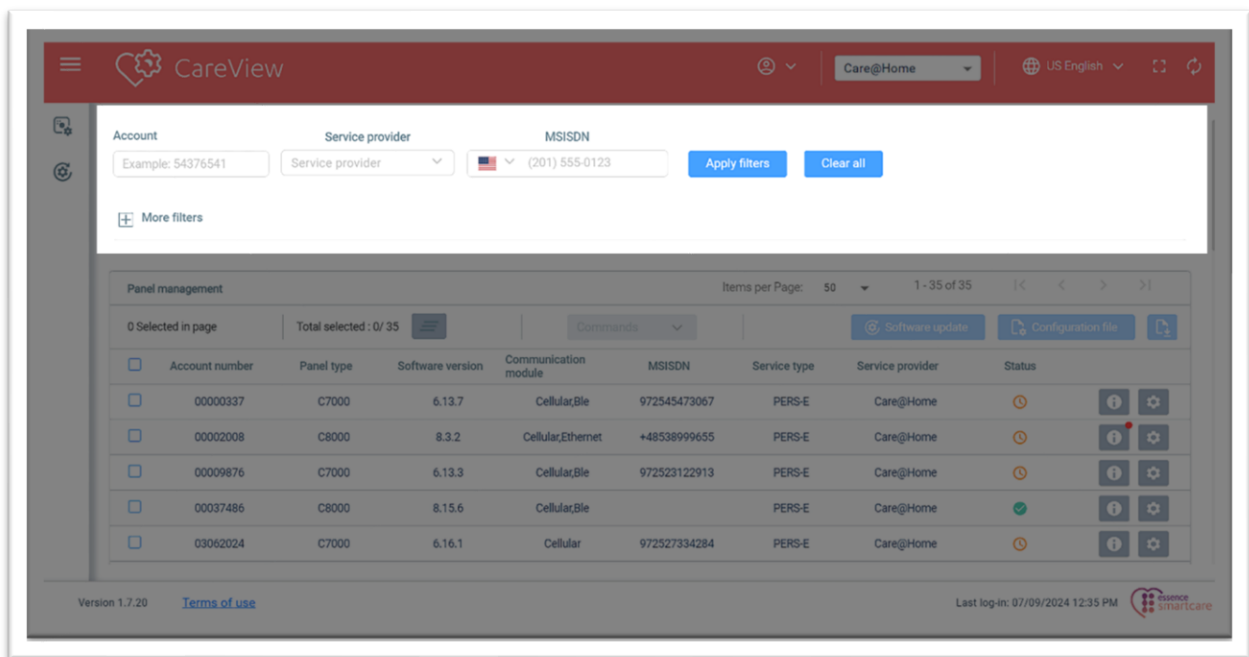
Click on the icon to refresh the CareView web application. Alternatively, it is possible to press F5. Note that refreshing will clear all applied filters and can take several seconds to complete.

2.2. Main UI Sections

The main area of the UI is split into two main sections:

- View Filters – options for searching and filtering the panel list to be displayed
- Panel Management – List of all panels based on applied View Filters.

2.2.1 View Filters



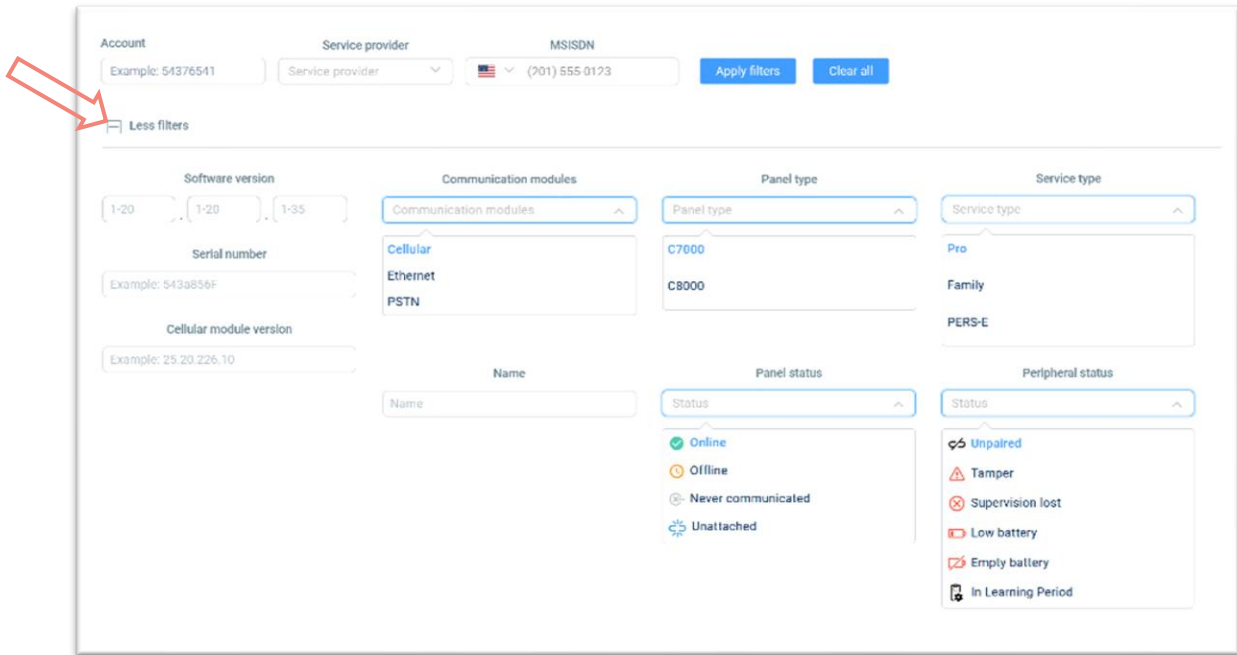
- Account – Control panel account number (8-digit number)
- Service provider – Relevant only for users who have multiple service providers configured
- MSISDN – Cellular phone number of the control panel’s SIM card

Click on  to apply the selected View Filters to the list of panels displayed in the Panel Management section.

Click on  in the View Filters section to reset the current filtering.

2.2.2 More Filters

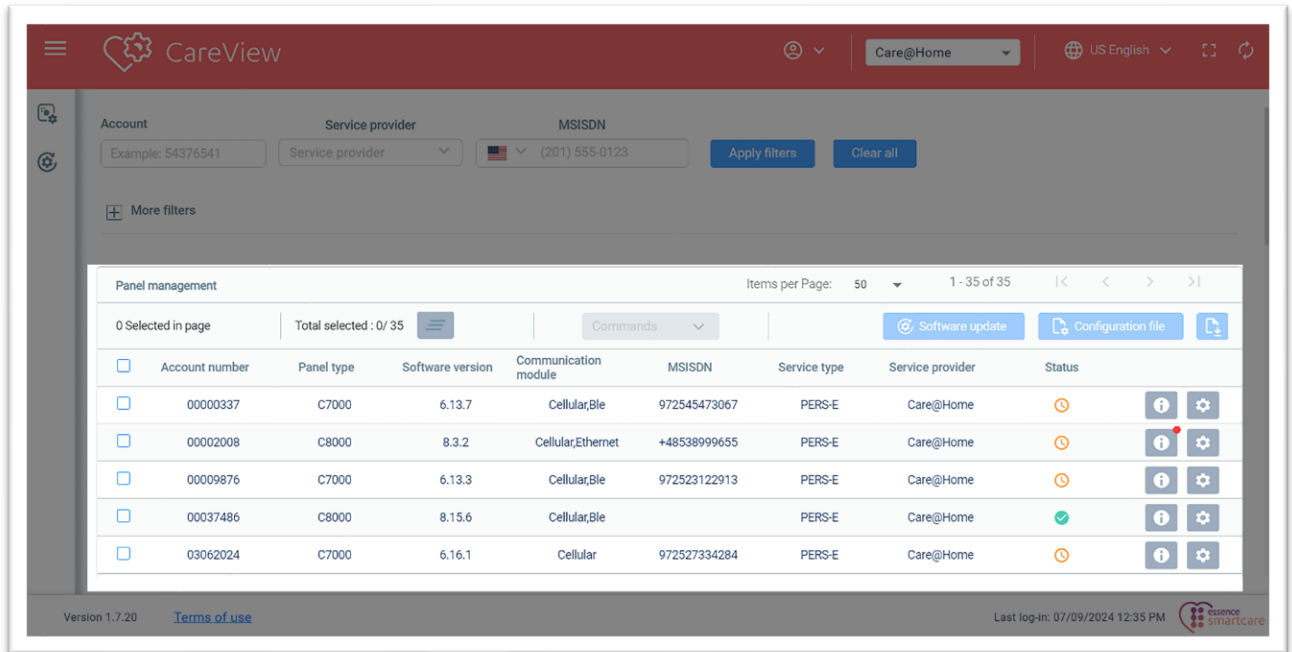
Clicking on More Filters will provide access to additional filtration parameter options. Clicking on this button will toggle between More Filters and Less Filters.



- Software version – Control panel software version.
- Communication modules – Control Panel onboard communication modules. This field supports multiple selection.
- Panel type – Control Panel type. This field supports multiple selection.
- Service type – Control panel service package type. This field supports multiple selection.
- Serial number – Control panel serial number.
- Name – Control panel attached resident name.
- Panel status – Control panel communication status. This field supports multiple selection.
- Peripheral status - Control panel peripheral devices status. This field supports multiple selection.
- Cellular module version - Control panel cellular modem version.

3. Panel Management

The Panel Management will display all panels which match any applied filters.

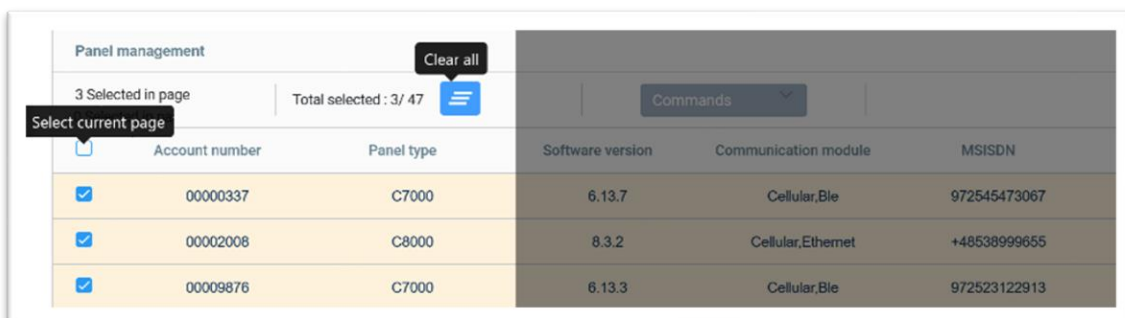


3.1. Panel Selection and Viewing options

The Panel Management offers multiple selection and viewing options:

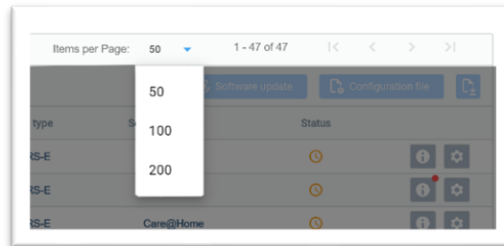
3.1.1 Select All and Clear All Selected

Using the checkboxes in the leftmost column it is possible to select multiple panels at once.



3.1.2 Items Per Page

It is possible to adjust the number of control panels which are displayed on each page.



3.2. Panel Management Information Columns


Each panel is displayed in a row, and each row provides multiple columns of information about that panel:

1. Account Number
2. Panel Type
3. Software Version
4. Communication Module
5. MSISDN
6. Service Type
7. Service Provider
8. Control Panel Status

<input type="checkbox"/>	Account number	Panel type	Software version	Communication module	MSISDN	Service type	Service provider	Status	<input type="checkbox"/>
<input type="checkbox"/>	56030578	C7000	6.14.4	Cellular.Ethernet.Ble	972522177326	Family	Care@Home		<input type="checkbox"/>
<input type="checkbox"/>	59666895	C7000	6.15.3	Cellular.Ble	972526945326	Family	Care@Home		<input type="checkbox"/>
<input type="checkbox"/>	68696513	C8000	8.3.1	Cellular.Ethernet	467191023635383	PER	Care@Home		<input type="checkbox"/>
<input type="checkbox"/>	44432211	C7000	6.14.2	Cellular.Ble	972523423251	PER	Care@Home		<input type="checkbox"/>
<input type="checkbox"/>	49030578	C8000	8.4.3	Cellular.Ethernet	972545964317	PER	Care@Home		<input type="checkbox"/>
<input type="checkbox"/>	88888323	C7000			972523560358	PERS-E	Care@Home		<input type="checkbox"/>
<input type="checkbox"/>	96396396	C7000			525245242	PERS-E	Care@Home		<input type="checkbox"/>

- Online – Successful configured server/control panel communication
- Offline - Failed server/control panel communication as configured
- Never communicated – Control panel has never communicated with the server
- Unattached - Control panel lacks attached resident

3.2.1 Control Panel More Info

Detailed information about each control panel can be view by clicking on . Each control panel will have its own button on the right side of the list. This button will toggle between opening and closing the control panel’s information:








Expand – A list of peripherals and their status(es) for a specific control panel will become visible after clicking on the More Info icon.





Collapse - Once a More Info icon has been clicked; it will change appearance to act as a visual indication of which control panel’s information is being displayed (below that line).

It is possible to have multiple More Info’s open at once. Scroll up or down, past the list of information will lead to any additional control panels which appear in the (filtered) list.

More Info fields include:

- Name
- Panel serial number
- Cellular module version
- Cellular coverage
- Peripheral:
 - Device type – Peripheral device type
 - Serial number – Peripheral device serial number
 - Version – Peripheral device firmware version
 - Status - Peripheral device status:
 - ◆  Paired – Peripheral paired with the control panel.
 - ◆  Unpaired - Peripheral which was learned but not yet paired with the control panel.
 - ◆  Tamper – Tamper status triggered on peripheral.
 - ◆  Supervision lost – Peripheral did not communicate with the control panel as configured.
 - ◆  In Learning Period –Peripheral is learning the environment. Currently only relevant to the MDSense and will show this status while learning the room layout (up to seven days).

- Battery level - Peripheral device last communicated battery level
 - ◆  Low battery – Peripheral battery running low.
 - ◆  Empty battery – Peripheral battery empty.
- Location - Peripheral device installation location
- Description – Optional field for entering a text note or description
- RF strength – RF signal quality between the peripheral and control panel.

3.2.2 Control Panel Settings



Control panel settings for a specific device will become visible after clicking this button which is located on the rightmost side of each line of the list of control panels.



Once a settings icon has been clicked, it will change appearance to act as a visual indication of which control panel settings are being displayed (below that line).

It is possible to have multiple control panel settings open at once. Scroll up or down, past the list of settings will lead to any additional control panels which appear in the (filtered) list.

The control panel settings are grouped under tabs. Clicking a tab name will jump to the relevant section. The settings tabs are organized into the following categories:

- **Control panel**
Contains general, common configuration parameters of the selected control panel.
- **Peripheral configuration**
Contains common configuration options for some peripherals which can be linked with the selected control panel.
- **Communication**
Contains communication modules specific parameters of the selected control panel.
- **Mobile operators**
Contains configuration options for the selected control panel’s mobile service operators list.
- **Audio & visual indications**
Contains configuration options for the selected control panel’s audio announcements and LED indicators.
- **Safety & SOS devices**
Contains options for adding, deleting and configuration of the selected control panel’s paired Safety and SOS devices.
- **Dialer**
Contains configuration options for the selected control panel’s dialer flow: communication protocol, interfaces, and configurations that the panel will use in the dial sequence when communicating with the Alarm Receiving Center, monitoring center, and or Caregiver.



NOTE: The selected tab heading will be highlighted in blue, as a visual indicator.

To exit the settings view, click on the settings gear icon a second time, or alternatively click on **Clear All** in the control panel filtering panel. Note that clicking on Clear All will also clear any control panel filtering which was applied.

4. Configuring Control Panels


It is possible to manage the configuration of control panels using the following methods:

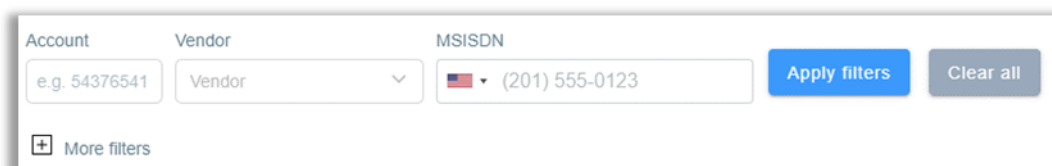
- **Single control panel:**
It is possible to adjust settings of a single control panel.
- **Multiple control panels:**
 - **Export the configuration file of a control panel**
It is possible to export a file containing the configuration parameters of a control panel.
 - **Use an existing configuration file**
A configuration file can be applied to a single control panel or used to configure multiple control panels at once.


Using these methods, it is possible to make configuration changes to a single control panel, export the configuration file and then use it to apply the configuration file to multiple control panels using a single action.

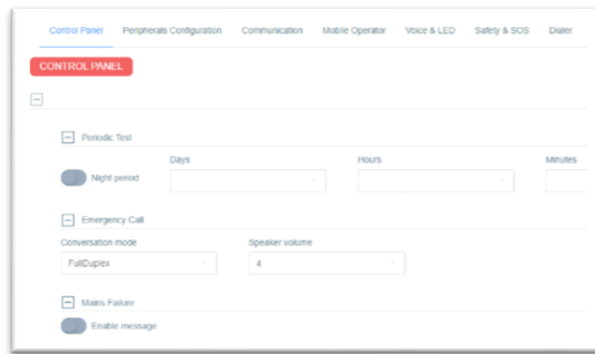
4.1. Adjusting Control Panel Settings

To adjust specific parameters:

1. On the side bar of CareView, click .
The Panel Management list will be shown.
2. It is possible to filter the list of control panels:



3. Similar to the Panel Management filtering, **More Filters** are also available.
4. Click  for the required control panel. The configuration panel will appear directly below the control panel entry in the list.



5. Navigate the tabs at the top of the section and adjust values in the fields as required.
6. After adjusting the configuration changes, it will be necessary to implement by updating the control panel.

Click on the Update Panel button .


7. The **Update Panel** right drawer will appear. A description text field will be provided for entering an optional short note.
8. Click **YES** to continue.
9. A confirmation message will be displayed. Click **OK**.



NOTE: Updates will be queued and run in the background.

4.2. Exporting Panel Configuration

To export a control panel configuration:

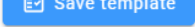
1. On the side bar of CareView, click . The list of all control panels will be shown.
2. Filter the list of control panels as required:

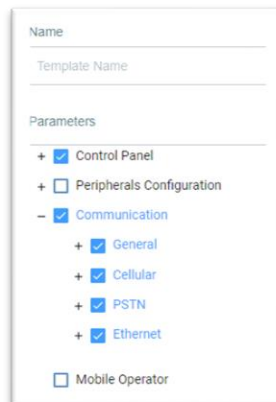


3. Select the required control panel with the configuration to be exported.



NOTE: It is possible to make changes to a control panel’s parameters without saving them, these temporary changes can be exported as a configuration file.

4. Click  .
The **Save template** right drawer will appear.
5. Enter a filename which will be used for saving the configuration.



6. Using the checkboxes, select/deselect the desired parameters.
It is possible to select only specific parameters fields for export.



NOTE: Selecting only the required fields will yield a smaller configuration file. Using this method, it is possible to reduce mobile network data usage when downloading or uploading the configuration file to control panels.

7. Click **Next** to continue
The configuration file will be saved locally on the computer being used to access CareView.
8. A confirmation message will be displayed.
Click **OK**.


4.3. Update Control Panels using a Configuration File

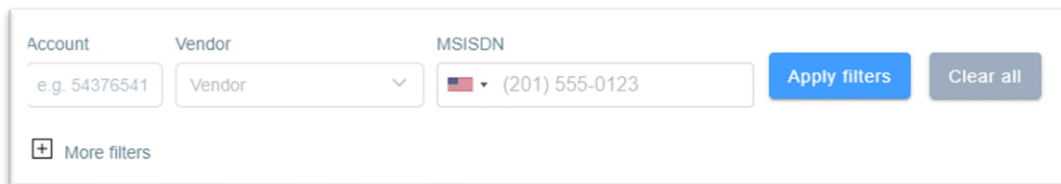
It is possible to update the configuration of a single or multiple control panels using a single configuration file. The control panel(s) will be updated in the background que.

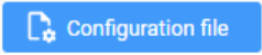


NOTE: While updating control panels using a configuration file, it is possible to select all or some of the configuration settings to be implemented, in the same manner as while exporting a configuration file.

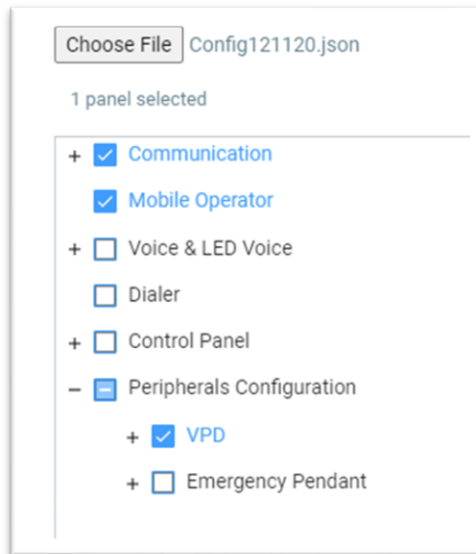
To update control panels using a configuration file:

1. On the side bar of CareView, click  .
The list of all control panels will be shown.
2. Filter the list of control panels as required:



3. Select the required control panel(s).
4. Click  .
A **Set configuration** right drawer will appear.
A description text field will be provided for entering an optional short note, as well as a list of the selected control panels.
5. Click **Choose File**.
The file explorer will appear.
6. Navigate to the desired configuration file location.
7. Select a configuration (.json) file.
8. Click **Open**.

9. Select/deselect the parameters as required.



10. Click **Next**.

11. A confirmation question will be displayed.
Click **Next** to continue.

12. A confirmation message will be displayed.
Click **OK**.




NOTE: Updates will be queued and run in the background.

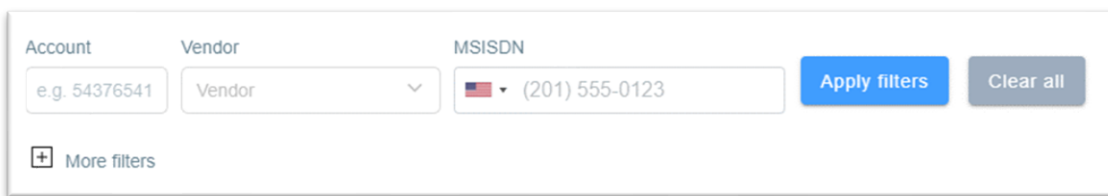
5. Operating Control Panels

CareView can be used to send commands to a control panel(s). Commands perform the following operations:

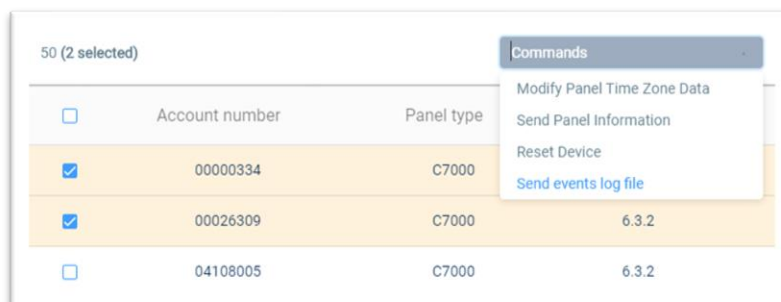
- Change control panel’s time zone
- Send information about the control panel’s configuration and devices
- Reset the control panel
- Upload control panel log file

To operate control panels:

1. On the side bar of CareView, click . The list of all control panels will be shown.
2. Filter the list of control panels as required:



3. Select the required control panel(s).
4. Select an action from the **Commands** dropdown list. The command panel will appear.




50 (2 selected)			
	Account number	Panel type	
<input checked="" type="checkbox"/>	0000334	C7000	
<input checked="" type="checkbox"/>	00026309	C7000	6.3.2
<input type="checkbox"/>	04108005	C7000	6.3.2

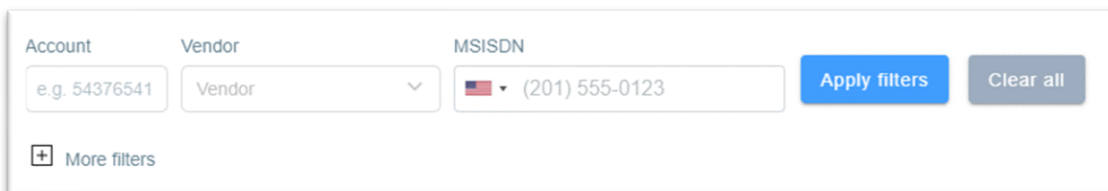
5. Enter command parameters If required. Click **Next**.
6. A confirmation question will be displayed. Click **Next** to continue.
7. A confirmation message will be displayed. Click **OK**.

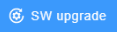
6. Upgrading Firmware

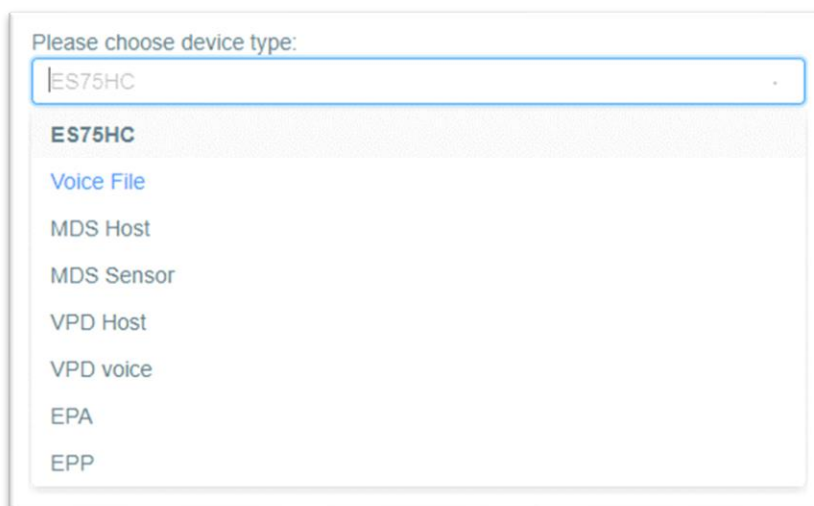
It is possible to use CareView to initiate a firmware update for a single control panel or peripheral, or in a batch for multiple control panels or peripherals.

To initiate a firmware update:

1. On the side bar of CareView, click . The list of all control panels will be shown.
2. Filter the list of control panels as required:



3. Select the desired control panel(s) using the checkbox(es) to the left side of the list.
4. Click . The **Software update** right drawer will appear. A description text field will be provided for entering an optional short note, as well as a list of the selected control panels.
5. Select the file type.



6. Click **Choose File**. The file explorer will appear.
7. Select an update file (.esi).
8. Click **Open**.

9. Click **Next** to continue.
10. A confirmation question will be displayed.
Click **Next** to continue.
11. A confirmation message will be displayed.
Click **OK**.



NOTE: Firmware updates will be queued and run in the background. For more detailed information, refer to the Batch Status Screen section below. **Error! Not a valid bookmark self-reference.**


7. Batch Status Screen

Current and historical actions sent to control panel(s) can be viewed in the Batch Status screen. Actions initiated in CareView will be queued as jobs which will run in the background and be listed in the Batch Status screen. Use the Batch Status screen to:


- View batch status
- Export a batch status report
- Cancel batch

7.1. View Batch Status

To view the status of queued batches:

1. On the side bar of CareView, click . The list of jobs will appear.
2. Filter the list of batches as required, and then click on Apply Filters.





3. To view details about a specific batch, click  on the right end of the row. Batch details will be shown:
 - Batch ID
 - Full batch description (if entered).
 - Table of control panels participating in the batch, and their statuses:
 - Account number – Control panel account number
 - Service provider – Control panel service provider name
 - Status – Control panel’s batch status
 - Description - Control panel’s batch description
 - Last Updated – Control panel’s batch last status date and time

7.2. Export a Batch Report

It is possible to export a status report of a selected batch(es). The file will be saved in .xlsx file format.


To save a job status report:

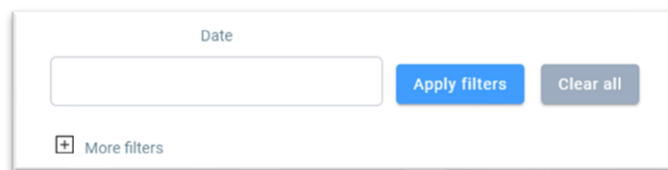
1. On the side bar of CareView, click .
The list of batches will appear.
2. Filter the list of batches as required, and then click on Apply Filters.
3. Select the batches to be included in the report.
4. Click .
The batch status report will be downloaded and saved locally.

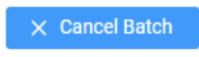
7.3. Batch Cancellation

Cancelling batches will prevent them from making any further changes to control panels. Changes that have already been made to control panels will not be rolled back.

To cancel batch(es):

1. On the side bar of CareView, click .
The list of batches will appear.
2. Filter the list of batches, as required, and then click Apply Filters.



3. Select the batch(es) to be canceled.
4. Click .
A list of selected batch ID(s) will appear with a confirmation message.
5. Click **Yes**.
The selected batch(es) will be removed from the queue and cancelled.

Legal Notice

Usage of this document, and all information (including product information) provided within, are subject to the following terms and conditions, and all applicable laws. If you do not agree with these terms, please do not access or use the remainder of this document.

This document contains highly confidential information, which is proprietary to Essence SmartCare Ltd. and/or its affiliates (hereafter, "Essence"). No part of this document's contents may be used, copied, disclosed or conveyed to any third party in any manner whatsoever without prior written permission from Essence.

The information included in this document is intended for your knowledge and for negotiation purposes only. Essence makes no implicit representations or warranties with respect to such information.

The information included in this document is subject to change without notice. Any decision to rely on the information contained herein shall be at your sole responsibility, and Essence will not accept any liability for your decision to use any information or for any damages resulting therefrom.

Certain laws do not allow limitations on implied warranties or the exclusion or limitation of certain damages. If these laws apply to you, some or all of the above disclaimers, exclusions, or limitations may not apply to you.

By using the information contained herein, you agree that the laws of the State of Israel, without regard to principles of conflict of laws, will govern any dispute of any sort that might arise between you and Essence regarding the information contained herein, and any such dispute shall be settled exclusively in the competent courts of Tel Aviv-Jaffa, Israel.

All registered or unregistered trademarks, product names, logos and other service marks mentioned within this document are the property of Essence, or their respective owners. Nothing contained herein shall be construed as conferring by implication, estoppels, or otherwise any license or right, either express or implied, under any patent or trademark of Essence or any third party. No use of any trademark may be made without the prior written authorization of Essence.

This document and all of its contents are protected intellectual property of Essence. Any copying, reprinting, reuse, reproduction, adaptation, distribution or translation without the prior written permission of Essence is prohibited.

Please check your End User License Agreement (EULA) for terms and conditions.

© 2024 All rights reserved to Essence SmartCare Ltd.

For more information, please contact your local Essence SmartCare representative.