USER MANUAL

DIGITRACE ID CARD

Model : TWBL22, TWBL6

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www.trackerwave.com

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INTRODUCTION ABOUT TRACKERWAVE PRODUCT

INTRODUCTION

Coaster (TWBL6) is a device used by patients, nurses and doctors and those who need updates on their work enabling automation of health care industry. Patients or hospital staff can use them to get precise on-time information displayed along with a buzzer or beep.

Trackerwave Coaster is a two way communication device used to control the navigation process of queue messages in the facility, developed and manufactured by Trackerwave™ Pvt. Ltd. Coaster is a user-friendly notification device which shows patient name, token number, test name, test location, test description and status for health checkup based on the digital queue.

The message centre functionality of the Ovitag RTLS system enables hospitals to send messages to a user, role or a staff in an intended location.

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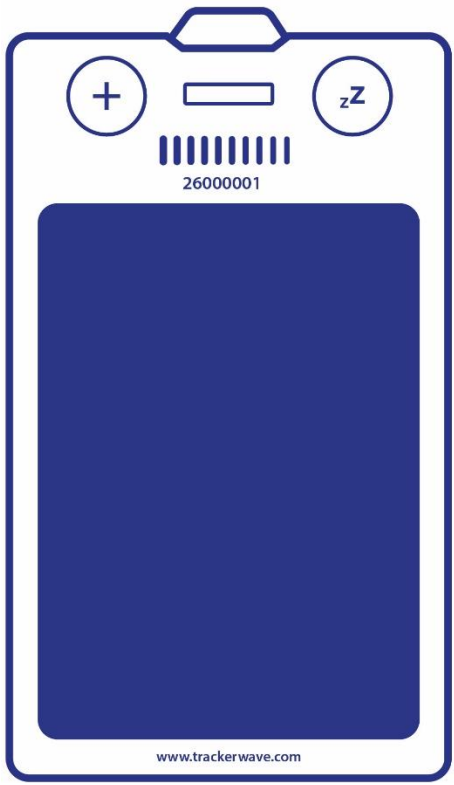
CERTIFICATIONS AND REGULATIONS

The coaster device has undergone following compliance;
RoHS compliance, CE certification, FC and ISO-27001-2013 standard.


26000001
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TECHNICAL SPECIFICATION

S. No	Parameter	Specification
1.	Radio Frequency	BLE 2.4 GHz
2.	Operating Tempertaure	-10°C to +45°C
3.	Storage Temperature	-20°C to +70°C
4.	Input Power	Rechargable LiPo Battery 1200mah
5.	Dimension	9.2cm x 5.5cm x 0.4cm
6.	Weight	52 gram
7.	Humidity	10% to 90% non-condensing
8.	Waterproof Rating	IP65
9.	Battery Life	14 days to 20 days
10.	Stand By Time	6 months
11.	Battery Type	LiPo, 1200mah
12.	Recharge	2 Pin PoGo

13.	Sterilization	Wipes, Ethyl Oxide, Gamma, Plasma
14.	Alert	Sound & Vibration, LED, Display
15.	Supply Voltage	1.7 to 3.7 V
16.	Operating Voltage	3.3 V

INSTRUCTIONS FOR USE

Charging Schematic: Connect and charge the device as shown below.

Please charge your device fully before the first time you use it.
Frequent charging is not required. Charge your device once every 7 days

and below 40% (battery level will be displayed in coaster by clicking on info button)

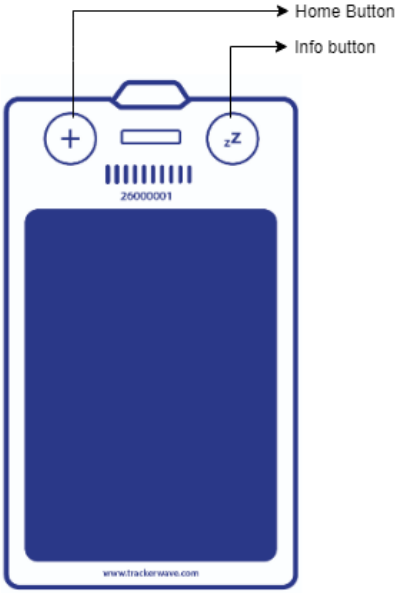
LED Indication
Yellow LED --> Device is charging
Green LED --> fully charged
Red LED --> Low Battery

Note:
Use recommended charging cable provided by the manufacturer.
Use charging USB ports with current rating > 900mA and voltage ≥ 5V

Wearable Position

It is recommended to wear your coaster around your neck.

OPERATING INSTRUCTIONS



- The coaster will be provided to patients who are without a smart phone.
- Coaster is a user-friendly notification device which shows patient name, token number, test name, test location and status based on the digital queue.
- Multilingual support which allows patients to select their convenient language. The language listed in the UI are limited to English, Tamil, Bengali and Hindi.
- If a test is completed, the next test details will be displayed.
- Whenever the test status changes, a beep sound will occur.

- Once all the tests are completed please handover the device at the counter.

Home button

Coaster allows to traverse Home screen/ previous screen using Home button.

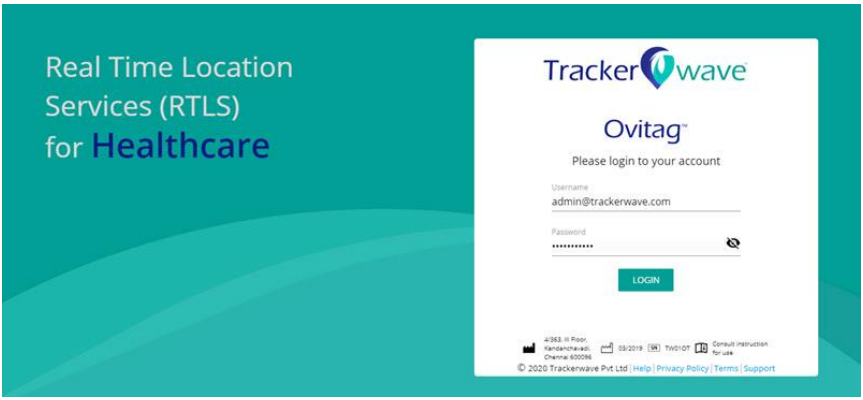
Info button

By clicking on info button, you can view the MAC ID, Battery level, System UP time. It also gives information about the particular test when the patient started the health test package.

OVITAG WEB APPLICATION

Ovitag allows management of Coaster via the web application. User access to the portal is restricted via authentication.

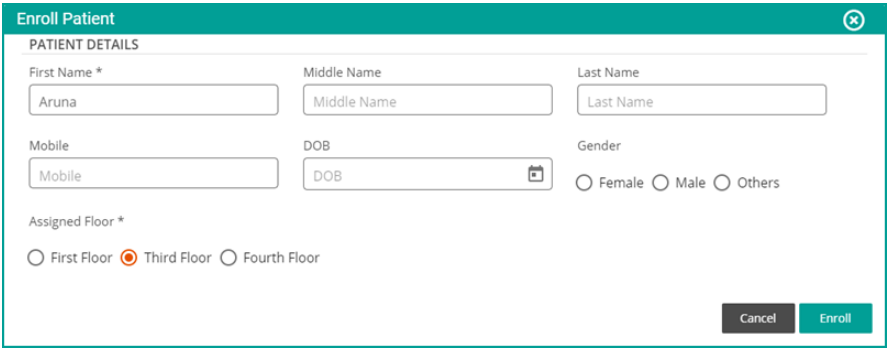
For active directory integrated logins, please change/ reset the passwords as per the IT Practice/ Policy.



Enroll Patient

A new patient (without UHID) can be temporarily enrolled using below screen.

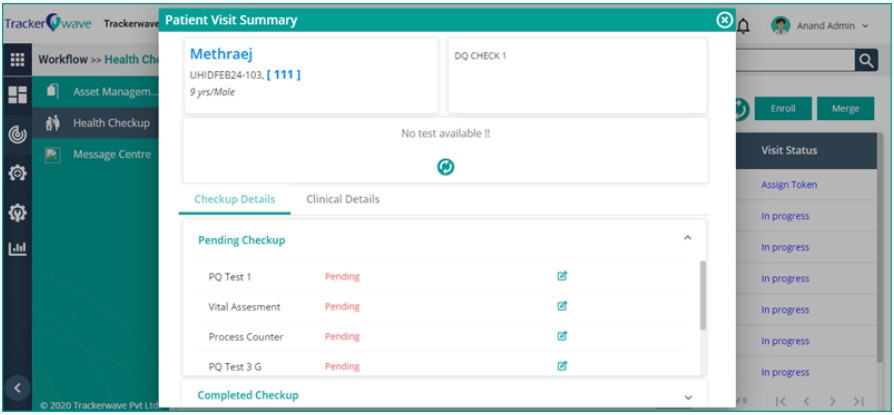
Click on Enroll New Patient button and fill the patient details and assign the floor for the next test and click Enroll button.



View Patient Details

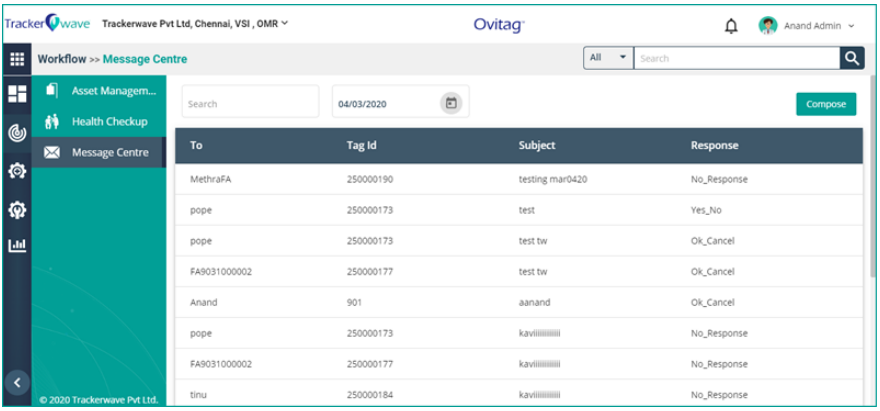
Click on the patient visit status to view the patient test status details, in the Ovitag > Health checkup page or click on the patient name in location view of Digital queue dashboard.

View Patient test status (Pending, Waiting, Next, Ready to go) based on the digital queue.



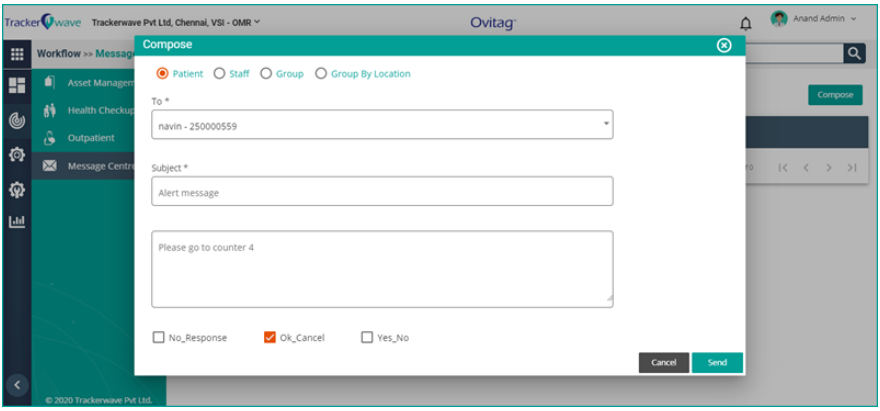
Message Centre

1. Click Ovitag > Health checkup in the application.
2. The list of messages sent to the coaster will be displayed with name, Coaster id, subject and response from the user.



3. Click Compose button to send an alert message to patient, staff, Group, Group by location.

Patient	An alert message will be sent to a specific patient
Staff	An alert message will be sent to a specific staff
Group	A Message will be sent to a group of users such as Super admin, Admin, Clinical staffs, Service engineer, Bio-med and porters.
Group by Location	A message will be sent to a group of users based on the location.



4. Type the message to be displayed on coaster and choose the response from the user (No_Reponse, Ok_Cancel and Yes_No) then click Send button.

CLEANING AND MAINTENANCE

1. Keep the product clean.
2. Keep the product dry
3. Do not use household cleaners to clean the product.
4. Use an isopropyl alcohol (IPA) blend or just plain water to cleanup the device, keep in mind that you should never spray these materials directly onto the device. Instead, dip a lint-free or microfiber cloth into your cleaning solution of choice, then wring it out until it's just slightly damp.

SAFETY AND PRODUCT INFORMATION NOTES

Battery Warning:

- Do not disassemble the device, it may result in damage of battery.
- Do not exceed the temperature range (-10°C to 60 °C) to prevent explosion of the battery.
- Before charging the device please ensure the appropriate direction of charging
- Only the recommended batteries or equivalent are to be used, volts and size.

MATTERS NEEDING ATTENTION

1. The coaster has no waterproof effect on acidic and alkaline solutions, chemical reagents and other corrosive liquid. The damage or defects caused by misuse or improper use are not covered by the warranty.
2. The device has a waterproof level of IP65, do not expose to water.
3. Avoid dropping the device often.
4. It is susceptible to damage when falling from 3 feet and above
5. Do not place any weight over the device, it may result in damage of battery.

WARRANTY INFORMATION

WARRANTY AND DISCLAIMER

Company shall use reasonable efforts consistent with prevailing industry standards to maintain the Services in a manner which minimizes errors and interruptions in the Services and shall perform the Implementation

Services in a professional and workmanlike manner. Services may be temporarily unavailable for scheduled maintenance or for unscheduled emergency maintenance, either by Company or by third-party providers, or because of other causes beyond Company's reasonable control, but Company shall use reasonable efforts to provide advance notice in writing or by e-mail of any scheduled service disruption. However, Company does not warrant that the Services will be uninterrupted or error free; nor does it make any warranty as to the results that may be obtained from use of the Services. EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION, THE SERVICES AND IMPLEMENTATION SERVICES ARE PROVIDED "AS IS" AND COMPANY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

HARDWARE WARRANTY

1. The contract includes hardware repair / replacement as necessary. Cost of any hardware replacement and / or repair will be covered as part of the guarantee period/Annual Maintenance Contract as applicable.

2. The contract also includes installation of software packages and hardware provided by Company and seeing that all devices are in working condition.

3. In case of hardware problems due to natural causes, we accept no liability against the same as it is unforeseen and unavoidable. We will however take measures to prevent the same and will rectify the problem in the scheduled remote support.

4. The warranty excludes periodical battery replacement for devices that requires so.

5. For all our hardware, we do not accept liability in case of damage or misuse and undertake the customer not to open/repair the same, without written permission.

6. Company is not responsible for slow internet speeds and / or disconnections from service. This should be taken up with the respective ISP, we accept no responsibility if calls are left pending / not completed due to breakdown of internet service from ISP.

7. The obligations of COMPANY under this contract excludes:

   -Damage due to accident, flood, neglect, misuse, use of non-standard electric power.

   -Alteration in the machines by persons other than Company personnel.

   -Damage due to shifting of hardware from one location to another.

   -In the event of any force majeure such as act of God, fire, storm, earthquake, explosion, strike, lockouts, industrial disputes, riots, accidents, floods, electrical surge, lightning, etc.

   -Damage due to use of system in improper environmental conditions.

   -Appropriate data backup strategy to be devised and owned by Customer. Necessary support shall be provided by Company.

   -Immersion in water,

8. Company shall not be liable for any loss or damage, incidental, direct or consequential, arising out of malfunctioning or improper use of the equipment, in the scope of this AMC.

9. Guarantee Period: Trackerwave provides 1-year Guarantee for Coaster from the invoice date, excluding power adaptors, lithium ion batteries, CR batteries that are part of products susceptible to electrical surge.

10. Warranty Period: Trackerwave provides 1 year of warranty for Coaster from the invoice date.

11. A ticket shall be raised at support@trackerwave.com or http://support.trackerwave.com for malfunctioning hardware or software services in guarantee or AMC period. As part of support process, the company shall courier replacement hardware devices upon the receipt of malfunctioning hardware devices, free of service or replacement cost.

12. A ticket shall be raised at support@trackerwave.com or http://support.trackerwave.com for malfunctioning hardware or software services within the warranty period. As part of support process, the company shall provide a service quote for maintenance of malfunctioning hardware devices, with service and shipping costs.

SUPPORT

If you have any queries regarding your equipment or the information in this manual, contact Trackerwave Pvt. Ltd. comments and suggestions regarding the content of this manual are appreciated. To submit

comments, please contact info@trackerwave.com or visit http://support.trackerwave.com

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Customer will thoroughly inspect each shipment of products promptly upon receipt. All products will be deemed to have been accepted fifteen (15) days after receipt, except for products for which Customer makes a written claim of non-conformance within such time. All products made the subject of such claim will be deemed to have been accepted fifteen (15) days after receipt of conforming goods. No products may be returned to Trackerwave except by prior authorization by Trackerwave. All such returns will be subject to Trackerwave's then-current return policies and procedures.

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FCC Caution.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: 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.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.