

Proxi-Mate

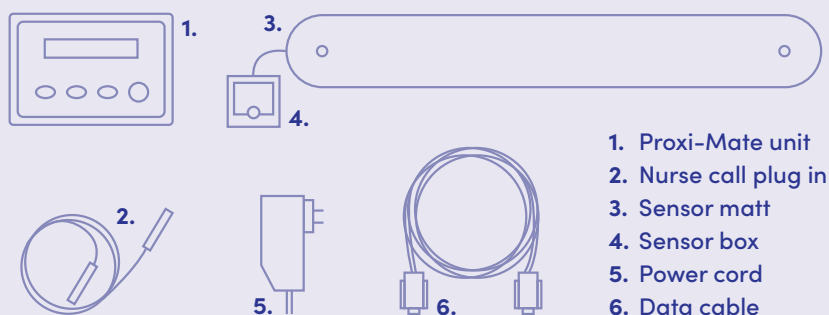
Nurse Calling System User Guide



Falls Prevention Safety Equipment

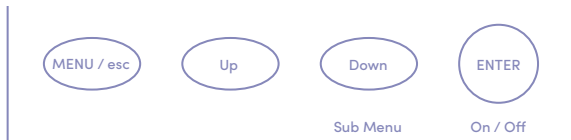
At Keystone Healthcare, we understand the importance of falls prevention equipment and the integral role it plays in reducing injury, minimising both physical and legal risks, and protecting the wellbeing of patients.

Components



Setup

1. Connect the data cable (6) to the sensor matt (3) and the Proxi-Mate unit (1).
2. Ensure that you have a good connection by tightening the finger screws.
3. Connect Nurse Calling System (NCS) cable (2) and screw until tight.
4. Connect the Proxi-Mate unit (1) to the power cord (5) and plug into a power point. **Note: needs to be always connected to the power supply.**
5. Place the sensor matt under the patient. **Note: the sensor matt should only be under one layer of linen (not a Kylie), everything else should be placed under the sensor matt.**
6. Plug the NCS cable (2) into the hospitals NCS interface. **Note: an adapter may be required depending on the hospital's system.**
7. Press the ENTER button to turn on the Proxi-Mate unit (if off).
8. Press the ENTER button a second time to activate/re-arm the sensor matt.
9. The sensor box will have a **GREEN LIGHT** indicating sensor matt is activated. Please ensure this is on before leaving the room.
10. Once the alarm has been triggered, cancel the alarm on the Proxi-Mate unit by pressing the ENTER button once, along with pressing CANCEL on your Hospital's Staff Assist/NCS interface. **Note: After each use, please ensure that the unit is re-armed by pressing the ENTER button, the GREEN LED will be illuminated, and the screen will state ON.**



Change Settings

1. Press the DOWN button to access the soft menu.
2. 'DELAY SOUND' screen.
Press the DOWN or UP buttons to change between OFF/LOUD/CHIRP. **Note: it is recommended that this setting be left on OFF.**
3. Press the ENTER button to confirm your selection and move to the next menu.
4. 'ALARM SOUND' screen.
Press the DOWN or UP buttons to change between OFF/LOUD/CHIRP. **Note: if the alarm is set to silent or chirp, a message will appear warning this when arming the unit.**
5. Press the ENTER button to confirm your selection and move to the next menu.
6. 'Delay (0-10 MIN)' screen.
Press the DOWN or UP buttons to change the delay time. **Note: it is recommended to leave this setting at 00:01 mm/ss for the quickest alert time.**
7. Press the ENTER button to confirm your selection and exit the settings menu.
8. Press the MENU/ESC button to exit to the main screen at any time.

Care and Cleaning

1. All of the components and cables can be wiped down and sanitized using hospital-grade wipes.
2. Do NOT submerge any part of the Proxi-Mate unit in water, this will lead to damage.
3. Do NOT tightly wind up or bend the cables or sensor matt. They can be loosely rolled for storage.

Troubleshooting

1. Message 'Access Denied'

- The batteries are flat, please call our office or log a fault so a member of our team can replace them.

2. I have dropped the box and it rattles

- The batteries may be loose, please call our office or log a fault so a member of our team can replace them.

3. Message 'Sensor Not Found'

- Ensure that the data cable has a tight connection to the sensor matt and Proxi-Mate unit.
- **Labelled warning:** the batteries may be loose.

4. How do I tell if the unit is armed?

- The Proxi-Mate screen will display ON, along with the sensor box having a green LED illuminated.



5. How do I switch off the Proxi-Mate?

- Hold down the ENTER button. Hold down the enter button, for 3-5 seconds. A message will display SLEEP MODE and the screen will not display any information. **Note: it is best to keep the unit in sleep mode when not in use.**

6. Alarm not stopping.

- Ensure that when the unit is triggered, the ENTER button on the Proxi-Mate unit is pressed to cancel the alarm, along with cancelling the alarm on the hospitals NCS interface.

7. Ghost or false alarming.

- Ensure that you are using the correct adapter (if required).
- Try another cable to rule out a faulty cable.
- Ensure the sensor matt is correctly placed under the patient (refer to the placement guide).

Ask to speak to your account manager
or

Call our help desk on **1300 547 877** if you require further guidance or information.