

USER MANUAL

Ascom Unite Axess for Smart Devices

About This Document

This document describes the Ascom Unite Axxess for Smart Devices application. The document is intended for users of the Unite Axxess for Smart Devices application.

HIPAA Disclaimer

All examples of personal or protected health information in this document are fictitious. Any resemblance to a real person or facility is purely coincidental. The owners and users of this product are solely responsible for complying with all applicable protected health information privacy laws. The users, by their use of this product, agree to indemnify the manufacturer or seller of this product against all claims, litigation, and suits filed for protected health information violations.



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1 Introduction

The Unite Axxess for Smart Devices app presents alerts for users on their smart devices. The application enables complete integration with the Unite system, so that clinicians can securely receive interactive messages about patient events anytime and anywhere.



The images are taken from a device with an English user interface, therefore the language may differ from what you see on your screen.

1.1 Caution and Notes

Please read and adhere to all of the cautions listed throughout this manual.



Caution

A **Caution** is provided to alert the user that special care should be taken for the safe and effective use of the device.



Warning

A **Warning** is provided to outline items that may directly or indirectly cause or contribute to a hazardous situation which may result in significant physical injury or damage to the health of people, or damage to property or the environment.

Additional general information that requires attention is provided as a **Note** or marked with **Important**.



Warning

Depending on the characteristics of the connected medical devices, the product can be used for primary (DAS/CDAS: Distributed Alarm System with or without operator confirmation) or secondary (DIS: Distributed Information System) notification of alarms. When the product is used in a DIS, users will see a warning that the product cannot be relied upon for primary notification of alarms.



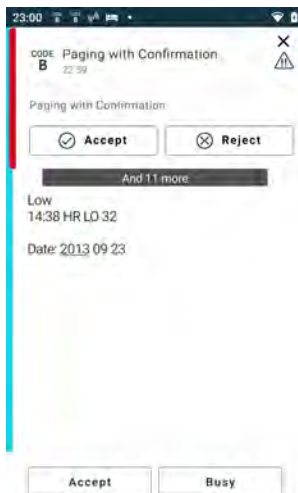
Warning

An alert notification can be replaced with a new incoming alert notification if several alerts are received in a short time interval. Make sure you respond to the intended alert.



Warning

An alert opened in full screen view can be partially covered by an incoming or repeated alert. Both alerts will have option buttons visible to allow for direct interaction. Please note that the buttons are placed at the bottom of each alert.



Warning

Do not use focus profiles on iOS devices

If focus profiles are used, there is a risk that notifications of incoming alerts are suppressed.



Warning

Do not turn off notifications from Axess for Smart Devices on iOS devices

Do not turn off notifications from Axess from Smart Devices on iOS devices. If notifications from the application are turned off, new alerts may be missed.



Warning

Do not use Face ID protection for the Axess for Smart Devices application on iOS devices

If Face ID protection is used, there is a risk that important information in notifications is missed.



Warning

Do not operate Axess for Smart Devices using the Eye Tracking feature on iOS devices

If the Eye Tracking feature is used, there is a risk of accidentally selecting an option in the received alert.



Caution

Recognition of alerts and warnings can be impeded if the volume of indications is lower than the ambient sound levels.

Information about Alert Sounds

You can adjust your notification sound levels in your device settings. The default sound files used for Alert sounds have been designed to be appropriate for alert notification purposes.

1.2 Vigilance and Reporting Incidents

End users, or resellers / distributors must inform Ascom in writing, within five (5) business days from knowledge of an event, of all incidents relating to the Products. A complaint in this instance may be an oral or written statement or insinuation that the Product fails to meet requirements with respect to identity, quality, durability, reliability, safety, effectiveness, or performance of a device.



Any serious incident, that is any incident that directly or indirectly led, might have led or might lead to the death of a patient, user or other person, the temporary or permanent serious deterioration of a patient's, user's or other person's state of health or a serious public health threat, that has occurred in relation to the Product should be reported to the manufacturer, via email to vigilance@ascom.com, and the competent authority of the Member State in which the user and/or patient is established.

For any serious incident, or if there is a perceived Product malfunction that could contribute to death or injury, or if a customer expresses concern about patient safety, then end users or resellers / distributors will notify Ascom as soon as possible using best efforts to provide such notice orally (Ascom Technical Assistance Center) within twenty-four (24) hours of gaining knowledge, or from the receipt of such complaint, or becoming aware of such Product issue. Oral notification shall be followed with written (email) confirmation within 24 hours to vigilance@ascom.com.

End users or resellers / distributors will provide sufficient information to allow Ascom to fulfil its regulatory reporting obligations for incidents and events that must be reported and registered according to national regulations within the Territory. If an event is considered to be an incident which must be reported to National Competent Authorities, then Ascom shall prepare and submit a report.

If any regulatory body or competent authority provides written notice to an end user, or reseller / distributor with respect to inquiries about, or investigations of any Product, or to conduct an inspection or audit of facilities used for the storage of Products, or request any information related to the any Product, then end user, or reseller / distributor shall promptly notify Ascom.

1.3 Intended Use/Purpose

This chapter describes the intended use/purpose of Unite Axxess for Smart Devices.

Intended Use (General)

Axxess for Smart Devices is intended for the electronic display of alarm notifications (alerts) and other data originating from connected medical devices via Ascom medical devices to healthcare professionals, in order to aid monitoring of patients.

Axxess for Smart Devices product is intended to be used as a secondary means of displaying alerts, i.e. alarm notifications and other medical device data, and is not intended to be used as a replacement or substitute for direct viewing of data on connected devices.

Axxess for Smart Devices is not intended to be used in connection with active patient monitoring to be relied upon in deciding to take immediate clinical action, or for diagnostic purposes. Furthermore, the Axxess for Smart Devices product is not intended to control or alter the functions or parameters of connected medical devices.

Axxess for Smart Devices is intended for use by professional users and relies on proper use and operation of both the communication infrastructure in place at the healthcare facility and the display devices used.

Axxess for Smart Devices components shall be installed on specified hardware and operating system and relies on the healthcare facility to provide specified medical IT network and communication infrastructure.

Intended Purpose (EU/EFTA/UK/AUS/MYS)

The intended purpose of the Ascom Unite Connect for Clinical Systems is to provide an interface with clinical systems to forward information, including vital physiological parameters, associated with particular events to designated display device(s) in order to support monitoring of patients. The display device(s) provide(s) a visual, and/or audio and/or vibrating mechanism upon receipt of alert(s).

Connect for Clinical Systems applies configurable processing and filtering to event notifications, reducing their frequency and number, in order to present clinically actionable information to healthcare professionals.

For medical, near real time alarms, Connect for Clinical Systems is intended for use as a secondary alarm, that is a parallel, redundant, forwarding mechanism to inform healthcare professionals of particular medical related events.

For selected source devices and systems, Connect for Clinical Systems acts as integrator and communicator of a Distributed Alarm System (DAS/CDAS) to reliably forward and deliver physiological and technical alarms to healthcare professionals on designated display devices and to specified systems.

Connect for Clinical Systems is indicated for use with specified medical devices by healthcare professionals whenever there is a need for monitoring the physiological parameters of patients. The patient population and patient conditions are established by the connected medical devices.

Connect for Clinical Systems is installed on specified IT-systems and relies on the proper use and operation of connected medical devices, systems, display devices and the medical IT network.

Connect for Clinical Systems is used in healthcare facilities, in critical care units, sub-intensive units, general wards and other departments and, depending on the specific configuration, when outside the healthcare facility.

1.3.1 Clinical Benefits To Be Expected

- Reduces the risk of missing critical patient alerts.¹
- Helps reduce alarm fatigue by decreasing the number of patient alert messages received by caregivers.¹
- Helps improve response time to critical patient events.¹
- Contributes to workflow effectiveness by avoiding unnecessary work interruptions.¹
- Provide near-real time indication of system status to users.²
- With a single application mobile care-providers can now receive 2-way, interactive messages for critical and non-critical patient events, including patient waveform images.
- Patient information and alerts are delivered to a smart device utilizing robust, standards-based security, message encryption, and user authentication. So even if a device is lost, your data remains secure.

1. NOTE! This claim may ONLY be made when Unite Axxess for Smart Devices is used in combination with Ascom Unite Software for distribution of PM/NC alerts/events (for example Unite Connect for Clinical Systems).

2. NOTE! This claim may ONLY be made for the Class IIb system (Unite Connect for Clinical Systems with Unite View and/or Unite Axxess for Smart Devices)

2 Unite Axess for Smart Devices Layout

The default version of the Unite Axess for Smart Devices app consists of the following:

- The **Alert** page: This is the default page when you log on.
- The **Menu**: To access the menu, tap the **Menu** icon (☰ for Android and ≡ for iOS).

2.1 Layout on Android Devices

Depending on how the system is configured (with/without availability status), the top bar indications might differ.

Figure 1. Layout with availability status enabled

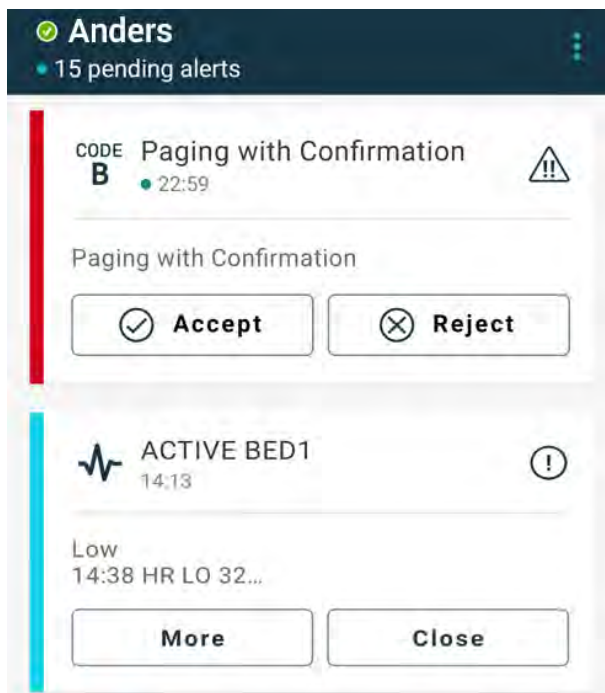
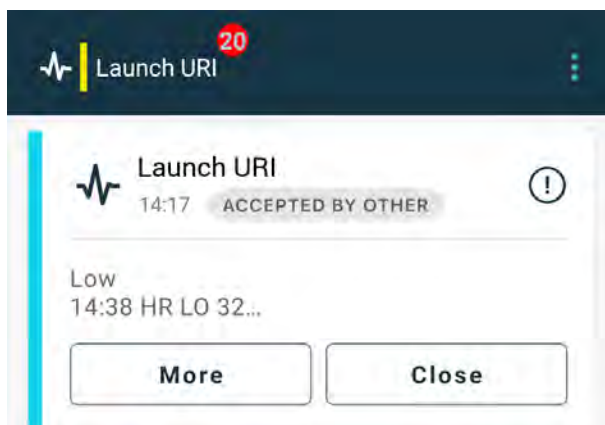


Figure 2. Layout with availability status disabled



When you have access to at least one app in addition to Unite Axess for Smart Devices and Ascom Login, the navigation bar is enabled at the bottom of the screen for quick navigation.

Figure 3. Bottom navigation bar



2.2 Layout on iOS Devices



If you are using the Axxess for Smart Devices widget, do not replace the app icon  with the widget as the widget does not include unhandled notifications.

Depending on how the system is configured (with/without availability status), the top bar indications might differ.

Figure 4. Layout with availability status enabled

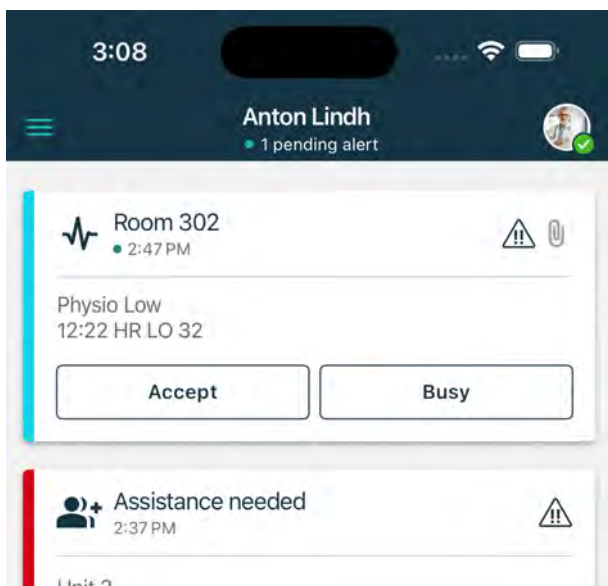
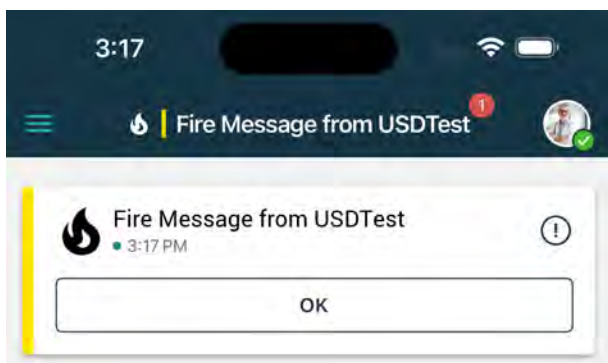


Figure 5. Layout with availability status disabled



2.3 Icons

Here you can see the meaning of every icon in the Unite Axxess for Smart Devices app:



Menu icon (Android)



Menu icon (iOS)



Time when the alert was received. A blue dot in front of the time indicates that the alert is unhandled. A handled alert will display its status next to the time stamp (Accepted, Rejected, Redirected, Completed or Accepted by other), if known.



Additional content attached



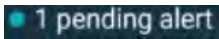
Alerts icon in the bottom navigation bar (Android only)



Alerts icon in the bottom navigation bar with the number of unhandled alerts (Android only).



Profile icon (available in the bottom navigation bar on Android and in the upper-right corner on iOS) used for accessing **My Profile**.



The total number of unhandled alerts, shown in the top bar, when availability status is enabled in the system.



The total number of unhandled alerts, shown in the top bar, when availability status is not enabled in the system.



Accept alert icon.



Reject alert icon. Also used for the **Undo** option, that is, when you have the possibility to take back your **Accept** response.



Low priority



Medium priority



High priority

2.4 Unite Axess Help

The Unite Axess for Smart Devices app has a help page with instructions on how to use the functions in the app.

To open the help text:

1. Tap the **Menu** icon.
2. Tap the **Help** button.
3. To return to the **Menu** page, tap the **Back** button.

3 Connect to Unite System

For Android devices, you connect to the Unite System in the **Ascom Login** app.

For iOS devices, to connect to the Unite System, you need the URL address to Unite Axess Server (in Android, this link is configured in Ascom Login). The URL can be provided as a link, be entered manually, or provided via a local DNS.

If provided as a link, the user just needs to tap the link on the smart device. If the user is already logged in on a different site than the one provided in the link, the account will first be logged out and then the app will attempt to connect to the URL provided in the link. If the site is found, the login window will be displayed; if not found, the user will receive an error message and will be provided with the option to enter the URL to the site manually.

If you need to enter the URL manually, the URL includes the following:

- The public FQDN or IP address to access the published web site hosting the Unite Axess for Smart Devices application (for example `uniteaxess.company.com`)
- The virtual directory path defined during the installation (for example, 'Axess')

For example, the server URL is in the following format: `https://uniteaxess.<companyname>.com/Axess`.

If provided via a local DNS and if the Unite Axess for Smart Devices app does not have a previously used site when starting, the app will automatically try to search for that host name in the DNS, and upon receiving the answer, the correct URL will be used.

3.1 Log in/Log out through Ascom Login

Logging in and out from an Android device is done via the Ascom Login app, which is a common login interface for Ascom Android-based apps. This means that you only need to enter your credentials once to access the apps on your device. When logging out, you will exit from all the apps supported by Ascom Login and the alerts list is automatically deleted for security reasons.



When starting the application for the first time, in order to benefit from all the features provided by this application, you will be prompted to grant certain permissions to Unite Axess for Smart Devices. Unite Axess for Smart Devices runs a check every time you use the app, so it is mandatory to allow these permissions and never deactivate them when using Unite Axess for Smart Devices:

- Allow Unite Axess for Smart Devices to access your contacts
- Allow Unite Axess for Smart Devices to make and manage phone calls
- Allow Unite Axess for Smart Devices to access photos and media on your device
- Overlay Settings > Allow display over other apps
- Notification settings > Allow
- Optimize battery usage > All apps > Unite Axess > Don't optimize

In addition, if you are upgrading from version 6.0.1 to 6.2, you need to log in again.

Log in

1. On your device, tap the **Ascom Login** app icon , or the **Ascom Axess** icon , which will redirect you to the Ascom Login app.
2. Enter your **Username** and **Password**.



3. Tap the **Log in** button.

Log in with Other Authentication Services

Your organization may use an OpenID Connect compliant authentication service. In this case, you may be re-directed to this authentication service to complete the login process. Please follow the instructions provided by the authentication service.

Make sure the time of your device is the same as the time of the server, otherwise you might not be able to log in.

Log out

1. Tap the **Profile** icon  in the bottom navigation bar or the **Ascom Login** app icon .
2. Tap the **Log out** button.

After logging out, all alerts and messages are automatically deleted from the smart device for security reasons.

3.1.1 Imprivata Mobile Device Access for Authentication

Imprivata Mobile Device Access is a healthcare mobile authentication solution that enables fast, secure access to clinical mobile devices and applications. Users can access shared clinical mobile devices, and can then single sign-on (SSO) to their applications.

If your organization uses Imprivata Mobile Device Access for authentication, you can log in to all Ascom apps and other third-party clinical apps with single sign-on, either manually (using your login credentials) or with the simple tap of a proximity badge provided by your organization.



You need to have the Ascom Login app installed on the device (Ascom Myco 3, Ascom Myco 4 or other supported smart device) to secure integration with Imprivata Single Sign-On. Imprivata integration does not in any way exclude the use of Ascom Login, which is mandatory for other Ascom apps to work.

Log in with Badge

1. To view the **Imprivata** lock screen, turn on the screen on your smart device.
2. Tap your badge to the NFC detection area on the back of your device.
3. If requested, type your PIN and then tap **Confirm**.

Any previous user still logged in to the device will automatically be logged out, and then you will be logged in.

When logged in, and if you want to lock your smart device, simply tap your badge to the NFC detection area again. The **Imprivata** lock screen will then be displayed.

Log in with User Credentials

1. To view the **Imprivata** lock screen, turn on the screen on your smart device.
2. In the **Imprivata** lock screen, tap the **Manual logon** icon , enter your **Username** and **Password** and then tap the **Log in** button.

Any previous user still logged on to the device will automatically be logged out, and then you will be logged in.

If the login is successful, your smart device will unlock and you will be logged in to all your clinical apps. If you are unable to log in or are prompted to enter the Unite Axxess Server link, please contact your system administrator.

Log Out

1. On the **Imprivata** lock screen, tap the **Log off** icon .
2. In the confirmation message, click **OK**.

3.2 iOS Devices: Log in/Log out

If your implementation comes with other supported Ascom apps, Unite Axxess for Smart Devices provides single sign-on to any other Unite apps, such as Unite Collaborate.



After selecting the valid Unite Axxess for Smart Devices server and when opening the app for the first time, you need to grant the following permissions to be able to log in:

- Allow notifications
- Allow critical alerts
- Allow time sensitive notifications
- Focus

Unite Axxess for Smart Devices runs a check every time you use the app, so it is mandatory to allow these permissions and never deactivate them when using Unite Axxess for Smart Devices.

Log in

1. On the device, tap the **Unite Axxess** app icon . The login window opens.
2. Enter your **Username** and **Password**.



3. Tap the **Log in** button.

Log in with Other Authentication Services

Your organization may use an OpenID Connect compliant authentication service. In this case, you may be re-directed to this authentication service to complete the login process. Please follow the instructions provided by the authentication service.

Make sure the time of your device is the same as the time of the server, otherwise you might not be able to log in.

Log out

1. Tap the **Menu** icon .
2. Tap the **Log out** button.

When you log out using an OpenID Connect authentication, a permission popup appears, warning you that you are about to open a website that will share information about you. You need to choose **Continue** in order to proceed with the logout.

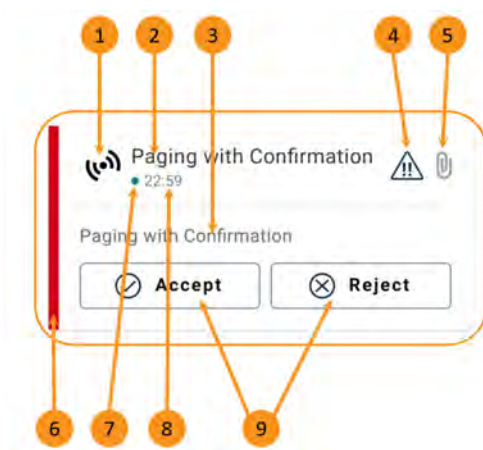
After logging out, all alerts and messages are automatically deleted from the smart device for security reasons.

4 Handle Alerts

This section describes how to handle alerts in Unite Axess for Smart Devices.

Alert Overview

Alerts can be of different priorities, categories and types. The color bar shows the priority or the category of the alert, while the alert icon shows the alert type.



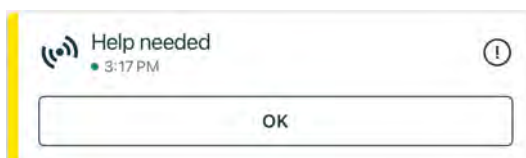
1. Alert icon
2. Subject, for example, location
3. Event information
4. Priority icon
5. Attachment icon (an attachment is linked to this alert)
6. Category / Priority color
7. Unhandled alert. A handled alert will display its status next to the time stamp (Accepted, Rejected, Redirected, Completed or Accepted by other), if known.
8. Timestamp
9. Response options (Accept ✓ / Reject ✗ icons may be optional)

Alert Colors

Colors can be used to show categories or priorities of alerts. The color of the alert is shown by the color bar to the left of each alert.



The use of colors depends on configuration and can differ between system setups.

Category/Priority color: Red**Priority:** High**Category/Priority color:** Yellow**Priority:** Medium**Category/Priority color:** Cyan**Priority:** Low

Alert Statuses

A handled alert may display its status next to the time stamp, if known:

- Accepted
- Rejected
- Redirected
- Completed
- Accepted by other.



4.1 Alert icons

Icons in alerts indicate the category of the alert, for example, a nurse call or a lab result.

The following icons are available in Ascom Myco:

Icon	Description
	General alert

	Bed alert
	Scale
	Volumetric pump
	Enteral pump
	Balloon pump
	Thermo-regulation unit
	Clinical Decision Support System (CDSS)
	Infusion pump
	Blood filtration Dialysis
	Patient monitor
	Ventilator
	Blood gas analyzer
	Heart-lung machine
	Incubator
	Anesthesia delivery unit
	Lab results
	Lavatory call

	Assistance call A staff member requiring the assistance of another staff member
CODE A	Code A
CODE B	Code B
	Medical call
	Nurse call A patient needing the assistance of a staff member.
	Service call
	Task
	Technical alert
	Failure
	Personal alarm
	Fire
	X ray
	Category A
	Category B
	Category C
	Category D
	Category E

	Emergency
	Call Setup
	Push button 1
	Push button 2
	RTLS
	Zone
	Temperature
	Workflow
	Workflow 1
	Workflow 2
	Workflow 3
	Workflow 4
	Workflow 5
	Security
	Presence

4.2 Receive Alerts

You will be notified of an incoming alert by a predefined alert sound. The smart device displays the alert on the **Alerts** page.



Depending on the system configuration, you may not receive alerts if your availability status is set to **Busy** or **Do Not Disturb**.

If you receive an alert with response options, tap a response option (for example, **Accept** or **Reject**). After responding, the alert is updated with the response message. The list of alerts is by default sorted in chronological order, with the newest alerts displayed on top. All alerts received and not deleted are displayed in the alerts list. In case your response to an alert is not sent back to the server due to a communication/system error, you will be notified in this respect.

On an unlocked device, alert notifications appear at the top of the screen. If several alerts arrive within a short time, the most recent alert is displayed on top of the others.

On a locked Android device, the alert is indicated with sound and vibration and a visual notification on the display.

On a locked iOS device, a new alert is displayed but without the category/priority color.

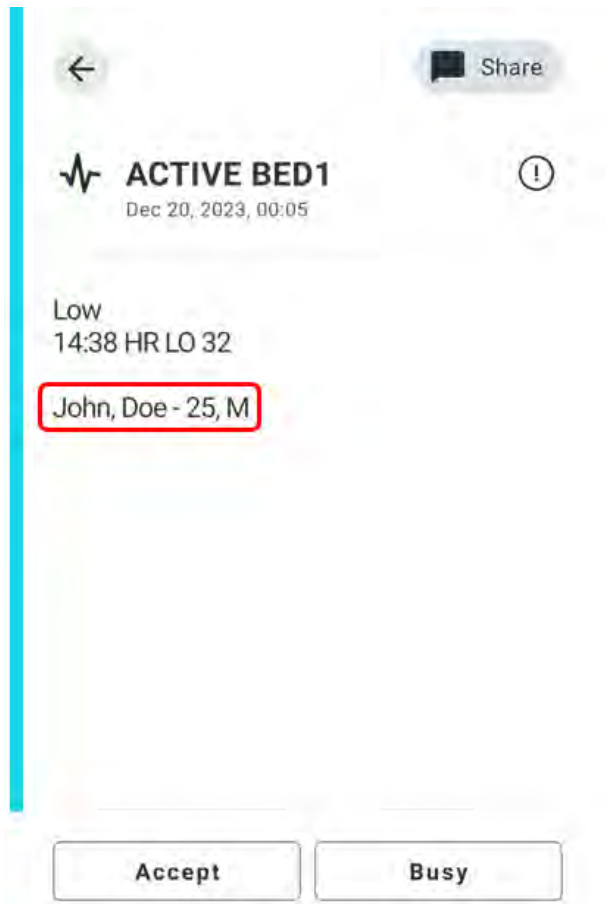
When receiving an alert notification, swipe up or to either side of the notification, or tap the icon to hide it.

Tap the notification to open the alert. Depending on your implementation and the settings of the alert you are receiving, you can also run various other functions from the alert notification, such as launching a browser, initiating a call or launching third-party apps.

4.2.1 Patient Information in Alerts

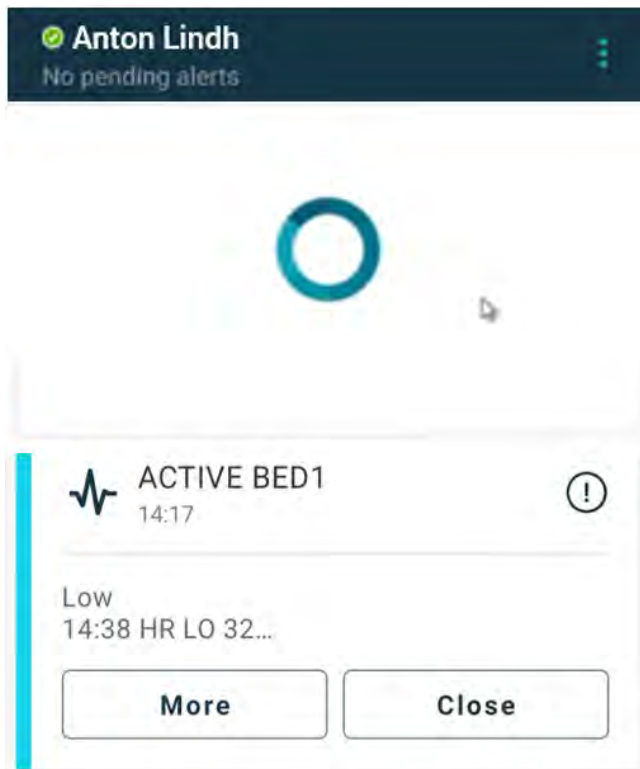
The alerts you receive may include patient information, such as name or age. This information will not be shown in the alert notification; it will only be shown when you open the alert.

Depending on the system configuration, patient information may also be shown in the list of alerts.



4.2.2 Handle Alerts on Android Devices

A spinner indicates that alerts are being updated. Updating through the DECT channel (Ascom Myco devices only) may take several seconds.



The number of unhandled alerts is displayed in the bottom navigation bar as well as in the top bar.

If you want to read an alert in full screen, tap its message text.

4.2.2.1 Call Setup Alerts (Ascom Myco only)

The Call Setup alert will initiate a call, either automatically or when you tap an option in the alert. This can be either a regular call or a Push-to-Talk (PTT) call.

After a call has been disconnected, you can connect to the call again from the alert.

The PTT call is a group call that requires tapping and holding a button on the screen or pressing a configured multifunction button when you talk. While one user is talking, the others are listening.

If you are already in a call and receive a Call Setup alert, that call is disconnected and the received call is connected automatically after a short delay (immediately for priority 1 alerts), if the following conditions are true:

- The alert is configured to be accepted automatically.
- The alert is of higher priority than the priority of the ongoing call.

If the priority of a Call Setup alert is lower than the ongoing call, or if the alert is not configured to be accepted automatically, you must initiate the call manually. Initiating a call from a Call Setup alert will disconnect any ongoing call.

4.2.3 Handle Alerts on iOS Devices

The number of unhandled alerts is displayed in the top bar.

If you want to read an alert in full screen, tap its message text.

4.3 Sort Alerts



This feature depends on the system configuration.

The list of alerts is by default sorted in chronological order, with the newest alerts displayed on top. The small icon above **Sort** at the bottom of the **Alerts** page shows how the alerts are currently sorted.

1. On the **Alerts** page, tap the **Sort** icon .
2. Select how you want to sort the alerts. The alerts are displayed accordingly.



Alerts are sorted by time, with the most recent one at the top.



Alerts are sorted by priority, with the highest priority alert at the top. Alerts with the same priority are sorted by time with the most recent one at the top.



Alerts are grouped by category.

4.4 Filter Alerts



This feature depends on the system configuration.

1. Tap the **Filter** icon  on the **Alerts** page.
2. Select how you want to filter the alerts by selecting an option in one of the lists.



In the **Priority** list, you can filter by **Alarm**, **High**, **Normal** and **Low**.



In the **Response status** list, you can filter by **Waiting for response** and **Answered**.



In the **Category** list, you can filter for all categories available in your alert list, such as **Monitoring**, for example.

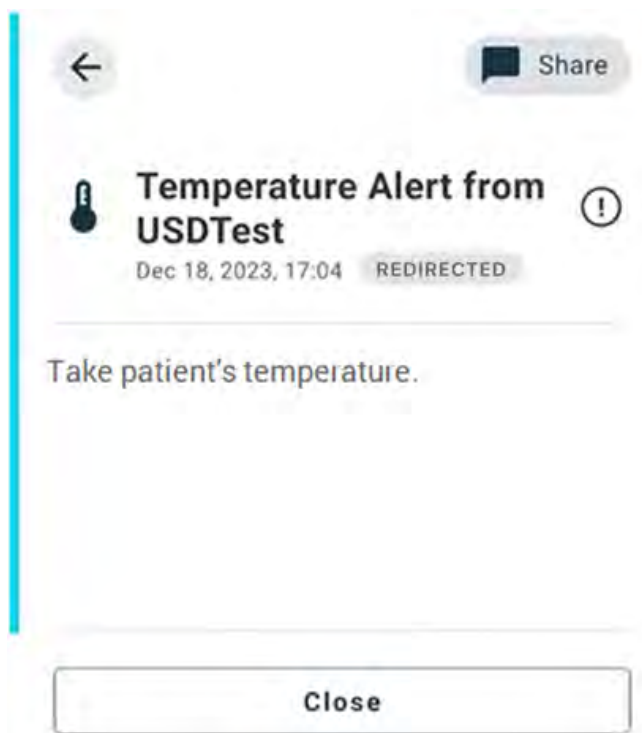
After selecting an option, the background on the **Alerts** page dims and only the filtered alerts are displayed.

3. To remove the filter, tap the **Cancel** icon .

4.5 Forward Alerts

To forward an alert, you need to have the Unite Collaborate app installed on your device.

1. Tap an alert to open the alert details page.
2. Tap the **Share** button. A screenshot of the alert details page is generated. You can send that image as an attachment via the Unite Collaborate app.



4.6 Delete Alerts

1. Tap and hold the alert that you want to delete. A menu appears.
2. Tap **Delete selected alert** to remove the respective alert or **Delete all alerts** to remove all alerts.
3. In the warning message, tap **Delete** to confirm.

5 Availability Status

If the system is configured for it, users can select their availability status from the device. This availability status can be used by the system, for example, when deciding which devices to send an alert to.

5.1 Availability Status on Android Devices

Your availability status is indicated in the top bar of the application. You can change your availability status manually to **Busy**, **Do Not Disturb** or **Available** in **My Profile**. You can access **My Profile** either from the bottom navigation bar or from the Ascom Login app.

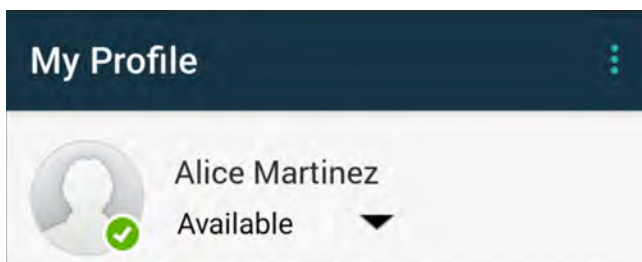
Availability Status Indication

The following icons are used to indicate the availability status:

-  Available
-  Busy
-  Do Not Disturb

Change Status

In **My Profile**, tap the  icon and select **Available**, **Busy** or **Do Not Disturb**.



Depending on the system configuration, you may not receive alerts if your availability status is set to **Busy** or **Do Not Disturb**.

5.2 Availability Status on iOS Devices

Your availability status is indicated in the top bar of the application.

Availability Status Indication

-  Available
-  Busy



Do Not Disturb

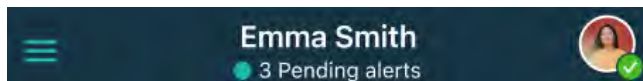


Logged out/Offline

Change Status

You can change your availability status only if you have the Unite Collaborate app installed on the same device, otherwise this procedure is not available to you.

1. Tap either your name or your profile picture in the top bar.



You can now see the availability options.

2. To change your availability status:
 - Select either **Available**, **Busy** or **Do Not Disturb**.
 - Depending on your settings, you may be directed to Unite Collaborate, where you can add additional details for the advanced availability profiles (for example, if you choose **Do Not Disturb**, you may also select a time when you will be **Available** again). **Save** your settings.
 - When finished, you are directed back to Unite Axess for Smart Devices app.

To log out, tap **Log out**.



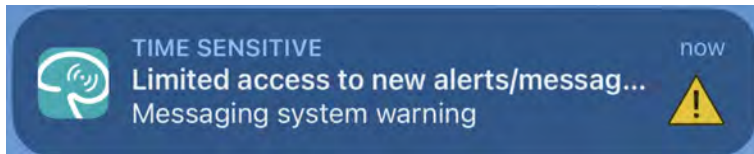
Depending on the system configuration, you may not receive alerts if your availability status is set to **Busy** or **Do Not Disturb**.

6 Warning Messages

Here are examples of warning messages that may occur on the device. To view the whole warning message on an unlocked device, tap the warning notification. Except for lost network connections, all warnings typically require administrator assistance in order to be resolved.

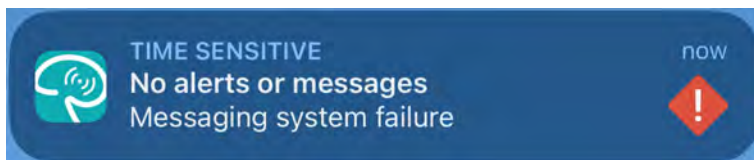
The messaging system warning indicates that the connection to the messaging system is restricted and there is limited access to new alerts/messages.

Figure 6. Messaging system warning on iOS devices



The messaging system failure warning indicates that the connection to the messaging system is not available and there is no access to alerts/messages.

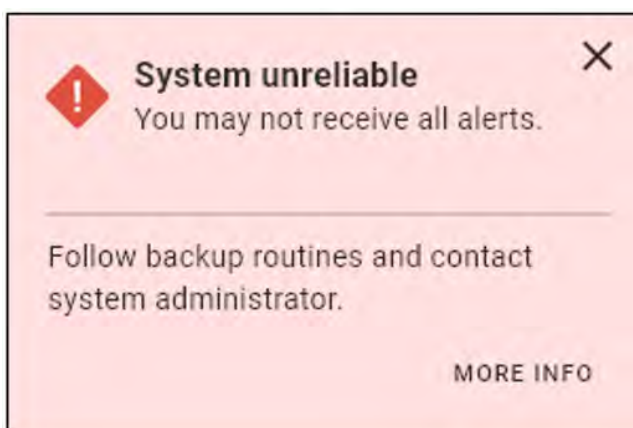
Figure 7. Messaging system failure warning on iOS devices



Depending on the connected source device, especially for a CDAS/DAS system, an overlay notification indicating that the connection to one or more alarm sources is lost may be displayed on your device.

Tap **More Info** to read more details about the warning.

Figure 8. Connection to alarm source lost on Android devices



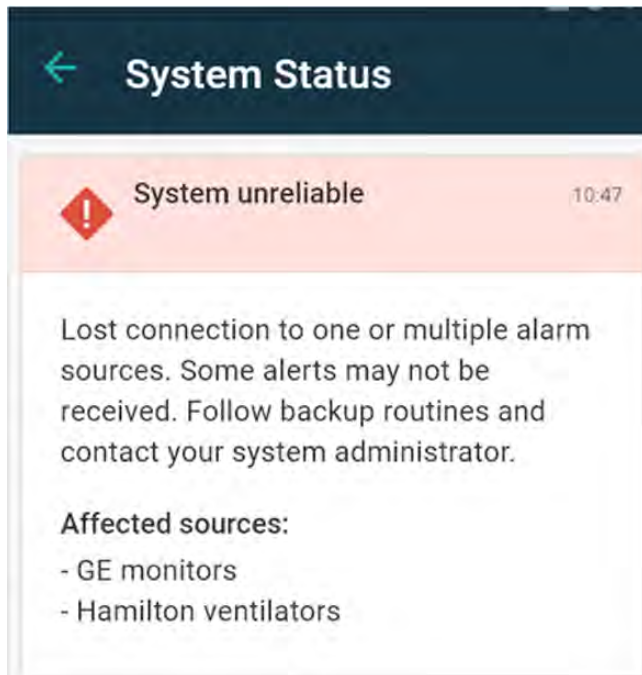


Figure 9. Connection to alarm source lost on iOS devices

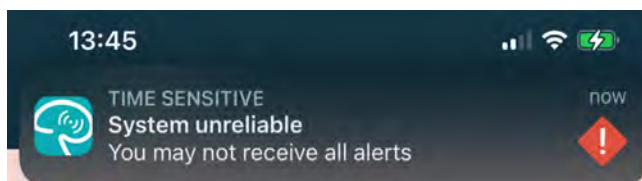
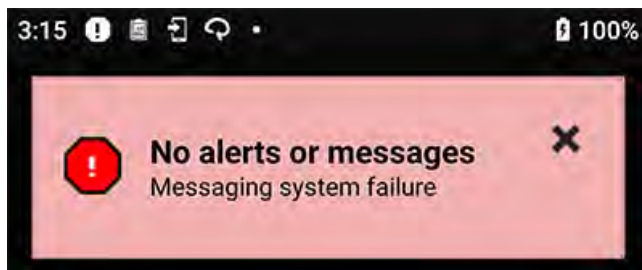
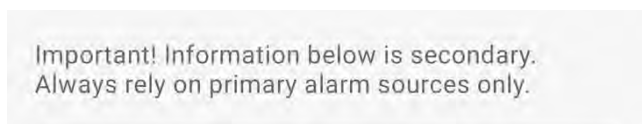


Figure 10. Messaging error notification on Android devices



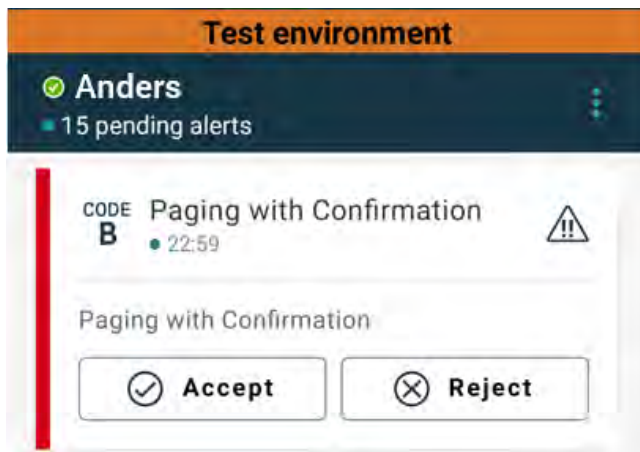
The warning below indicates that you cannot use the app for primary notification of alarms.

Figure 11. DIS warning



If the Unite Axess for Smart Devices app is deployed in a test environment, a warning is displayed on your device.

Figure 12. Test environment banner



6.1 Handle Warning Messages

The following table describes the actions available for handling warning messages displayed on your device.

Warning message	Description	Action
System unreliable You may not receive all alerts	The connection to medical devices is not fully functional. Depending on the error, some alerts may still be distributed.	Follow backup routines and contact your system administrator.
Alerts could not be delivered No assignees	Assignments have not been set up.	Assign staff to all roles in Unite Assign. If the issue remains, follow backup routines and contact your system administrator.
Missing system status indicators One or more devices are not reachable	Single fault safety for system status indication cannot be achieved.	• Check that Digistat Smart Central is running on dedicated work stations • Check that the light tower is connected • Check that status receivers configured in Unite Assign are still logged in to their devices.
Unhandled alert Could not be delivered to assigned staff	An alert was not distributed to anyone.	• Assign staff to all roles in Unite Assign. • Check that all assignees are still logged in to their devices. If the issue remains, follow backup routines and contact your system administrator.

Unhandled alert Rejected by all assignees	The alert was distributed to at least one assignee, but the alert was not accepted by anyone.	• Assign staff to all roles in Unite Assign. • Check that all assignees are still logged in to their devices.
System unreliable The system may not work as expected	An error in the system may prevent alerts from being distributed as expected. Depending on the error, some alerts may still be distributed.	Follow backup routines and contact your system administrator.

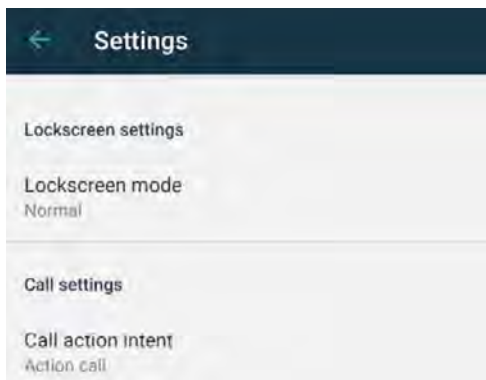
7 Settings

7.1 Settings on Android Devices

Some settings are configured in the Unite Axess for Smart Devices app and other settings in the Ascom Login app.

Settings in Unite Axess for Smart Devices

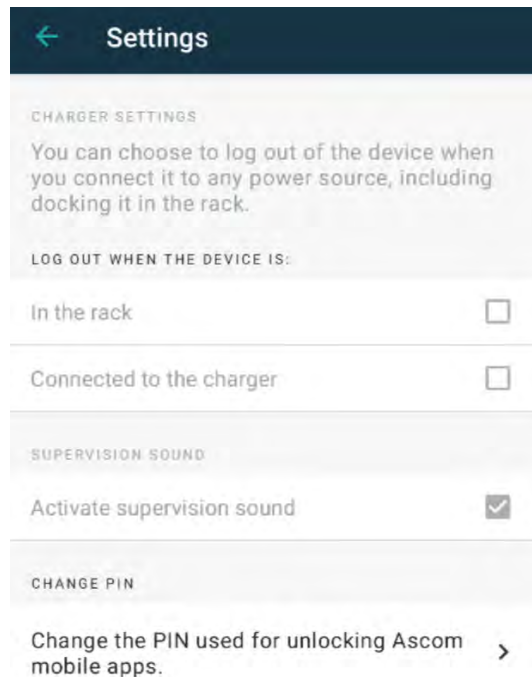
1. In Unite Axess for Smart Devices, tap the **Menu** icon  and then tap **Settings**.



2. Configure the settings.
 - The **Lockscreen mode** setting determines how the Unite Axess for Smart Devices app behaves when the screen is locked. In the **Normal** mode, the Unite Axess for Smart Devices app behaves like any other app. In **App** mode, the Unite Axess for Smart Devices app is allowed to run over the lockscreen.
Tap **Lockscreen mode** and select **Normal** or **App** to change the lockscreen mode behavior.
 When using Imprivata Mobile Device Access (MDA) for authentication, **Lockscreen mode** should be set to **Normal**. One app only can run on the lockscreen and in this case it has to be the Imprivata MDA app.
 - The **Call action intent** setting determines how the device connects the call after you have selected this type of response in an incoming alert. The device can either call immediately when this option is selected or can display the number and then you must initiate the call manually. We recommend the **Action call** option, but change to **Action dial** if your app version does not support immediate calls.
Tap **Call action intent** and select **Action call** or **Action dial** to change the call behavior.

Settings in Ascom Login

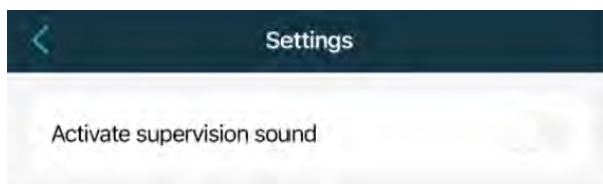
1. Tap the **Ascom Login** icon  on your device.
2. Tap the **Menu** icon  in the upper-right corner of your screen and tap **Settings**. Depending on the server configuration, the following settings are either configurable on the device or locked:



- In **Charger settings**, tap the **In the rack** or **Connected to the charger** checkbox to activate that the device logs out automatically when charging.
- If **Supervision sound** is activated, the device will beep every minute if the connection with the system is lost.
- In **Change PIN**, you can change the PIN required to unlock your Ascom mobile apps.

7.2 Settings on iOS Devices

In Unite Axxess for Smart Devices, tap the **Menu** icon  and select **Settings**. Depending on the server configuration, the **Activate supervision sound** setting can be configurable or locked on the device.



If the supervised device loses contact with the system, you will be notified by a message and a repeated sound.

Use the **Activate supervision sound** toggle to turn the supervision sound on and off.

8 About Applications

You can find information about your installed applications in the **About** view for each application.

8.1 Unite Axxess for Smart Devices

In the **About** view you can find the version of the Unite Axxess for Smart Devices app, the name and version of the server, the software version and model of your smart device, your user name and messaging number, information about the manufacturer and a disclaimer.

(Android only) Tapping the **Privacy Policy** link will open a supplement to the Privacy Statement for Ascom Unite products. This privacy supplement addresses the deployment and use of Ascom's Unite Axxess for Smart Devices on your enterprise's mobile devices.

You can also find a link to more documentation about the Unite Axxess for Smart Devices app.

Symbol	Title of symbol	Description
	CE mark	Indicates the conformity of the device with the provisions of Council Directive 93/42/EEC of 14 June 1993 and Regulation 2017/745 of the European Parliament and of the Council concerning medical devices to enable it to move freely within the Community and to be put into service in accordance with its intended purpose.
	Manufacturer	Indicates the medical device manufacturer, including address and telephone number.
	Date of manufacture	Indicates the date when the medical device was manufactured.
	Consult instructions for use	Indicates the need for the user to consult the instructions for use.
	Catalogue number	Indicates the manufacturer's catalogue number so that the medical device can be identified.
	Caution	Indicates the need for the user to consult the instructions for use for important cautionary information such as warnings and precautions that cannot, for a variety of reasons, be presented on the medical device itself.
	Medical Device	Indicates that the item is a medical device.
	Unique Device Identifier	Indicates a Unique Device Identifier that adequately identifies a device through its distribution and use.

1. Tap the **Menu** icon.
2. Tap the **About** button.

8.2 Ascom Login (Android only)

To find information about the Ascom Login app, tap the Ascom Login icon  on your device. Tap the **Menu** icon  in the upper-right corner of your screen, and then tap **About**.

In the **About** view, you can find the version of the App, the software identifier and information about the manufacturer.

Tapping the **License** link will open a view with license information.

To return to the start page, tap the **Back** button.

Appendix A **Related Documents**

On-line help in the Unite Axxess for Smart Devices app

Appendix B Document History

Version	Date	Description
M	25 September 2025	1.1 Caution and Notes, page 1: Updated definitions. 2.3 Icons, page 6 and 4 Handle Alerts, page 12: Added information about alert statuses. 4.3 Sort Alerts, page 20 and 4.4 Filter Alerts, page 20: Added note about the feature being dependent on system configuration. 6 Warning Messages, page 24: Updated the description for the DIS warning. 6.1 Handle Warning Messages, page 26: Removed specifics about medical device and nurse call from one description as the warning message can have many root causes. Updated images for the iOS app to reflect the latest UI changes.
L	06 September 2024	1.1 Caution and Notes, page 1: Added warnings related to using the Face ID protection and Eye Tracking features on iOS devices. 2.2 Layout on iOS Devices, page 6: Added a note about the Axxess for Smart Devices widget. 4.1 Alert icons, page 13: Updated explanation of Blood Filtration and Nurse/Assistance Call. 6 Warning Messages, page 23: Added information about the iOS messaging system warnings. Minor edits.
K	28 February 2024	Updated section Caution and Notes — updated warning with regards to DIS devices. Intended Use/Purpose — Malaysia added to specific Intended Purpose statement Updated list of icons in Icons. Updated app screens to reflect the latest software.
J	21 September 2023	Updated 1.2.1 Clinical Benefits To Be Expected, page 4 with additional claims. Added 4.2.1 Patient Information in Alerts, page 15. Added 4.2.2.1 Call Setup Alerts (Ascom Myco only), page 16. Updated UI images to reflect the latest updates, including moving the Apps feature to Ascom Login.
I2	24 March 2023	Added Australia to 1.3 Intended Use/Purpose, page 3 .
I	19 September 2022	Added information about priority icons and detailed warning messages. Added 4.5 Forward Alerts, page 17 , 1.3.1 Clinical Benefits To Be Expected, page 4 and 6.1 Handle Warning Messages, page 21 .
H2	23 March 2022	Added information about how logging in to Unite Axxess for Smart Devices iOS can also log you in to other supported Unite iOS apps (4.2 iOS Devices: Log in/Log out, page 10).

H	28 February 2022	Documented the federated login and permissions required on Android. Added the Accept/Reject alert icons. Do Not Disturb user presence feature added to Availability status on Android and iOS. Added additional warnings and information about the test environment banner.
G	24 September 2021	Added information about Vigilance and reporting incidents. Removed chapters Forward Alert and handling Messages (iOS only) as the chat functionality is only supported in the Unite Collaborate app. Updated the Intended Use. Added more information on permissions. Added more information on Handling Alerts. Added new MD (Medical Device) icon and description.
F2	16 November 2021	Added new warnings for notification possibilities in iOS 15. Added information on Vigilance and reporting incidents. Added more information on Android permissions. Added more information on Handling Alerts.
F	17 December 2020	Imprivata integration documented.
E	07 October 2020	3.1 Layout on Android Devices, page 3: New. 3.2 Layout on iOS Devices, page 4: New 3.3 Icons, page 4: Added icons. 4.1 Log in / Log out on Android Devices, page 6: New. 4.2 Log in / Log out on iOS Devices, page 7: New: 5.1.1 Handle Alerts on Android Devices, page 8: New. 5.1.2 Handle Alerts on iOS Devices, page 8: New. 5.4 Forward Alert (iOS only), page 11: Added iOS only. 6 Handling Messages (iOS only), page 12: Added note “applicable for iOS devices only”. 7 Availability Status on Android Devices, page 13: New 8 Availability Status on iOS Devices, page 14: New. 9 Warning Messages, page 15: Replaced pictures.
D	10 June 2019	Added “Intended Use with Connect for Clinical System Class IIb in EU/ EFTA” to chapter 2 Intended Use, page 2 and chapter 9.1 Log in / Log out via Ascom Login, page 15.
C	01 November 2018	Added CE mark with NB number.
B	21 September 2018	Added 3.1.1 Icons, page 6
A	23 March 2018	First released version

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