



Dyna-Form[®] SMARTresponse[®]

App User Manual



Dyna-Form[®] SMARTresponse[®]

The **Dyna-Form[®] SMARTresponse[®]** is a pressure relieving mattress and pump system suitable for use with patients at **VERY HIGH RISK** of pressure ulcer damage.

Offering high levels of patient comfort, this unique system has the facility to “step up” to that of a dynamic mattress when clinically required. Similarly, the mattress’s function can be downgraded as the patient’s condition improves.

These features make it particularly beneficial for use within the patient’s home or palliative care environment and help reduce logistic and decontamination costs. The clinical benefits of a single system are equally applicable to those of a modern hospital setting. A higher maximum weight capacity, up to 40 stone / 254kg, allows the product to meet the modern challenges of those heavier clients. All component parts are interchangeable and replaceable, maximising product life and reducing environmental impact.

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1. Overview

The **SMARTresponse**[®] app is for use in conjunction with the **Dyna-Form SMARTresponse**[®] pump. The app's primary function is to allow the user to monitor and receive notifications on patient non-movement and intervene as necessary to step-up patient care. The app also enables the user to view all pumps assigned to them and monitor their status. The user will receive a notification and troubleshooting steps if the pump develops a fault.

You can install the **SMARTresponse**[®] app on any mobile devices that run iOS or Android operating system software.

1.1 Installing the App

For Apple devices running iOS software, please scan the QR code below or search 'SMARTresponse' in the App Store:



For devices running Android software, please scan the QR code below or search 'SMARTresponse' in the Google Play Store:



If you are unsure as to whether your device runs iOS or Android software, please consult the device user manual. However, typically, all Apple devices (iPhone, iPad) run iOS software, whilst most other mobile phone or tablet devices (Samsung, Huawei, Google, ASUS, Lenovo) run Android software.

Please continue to follow your device's instructions to install the **SMARTresponse**[®] app.

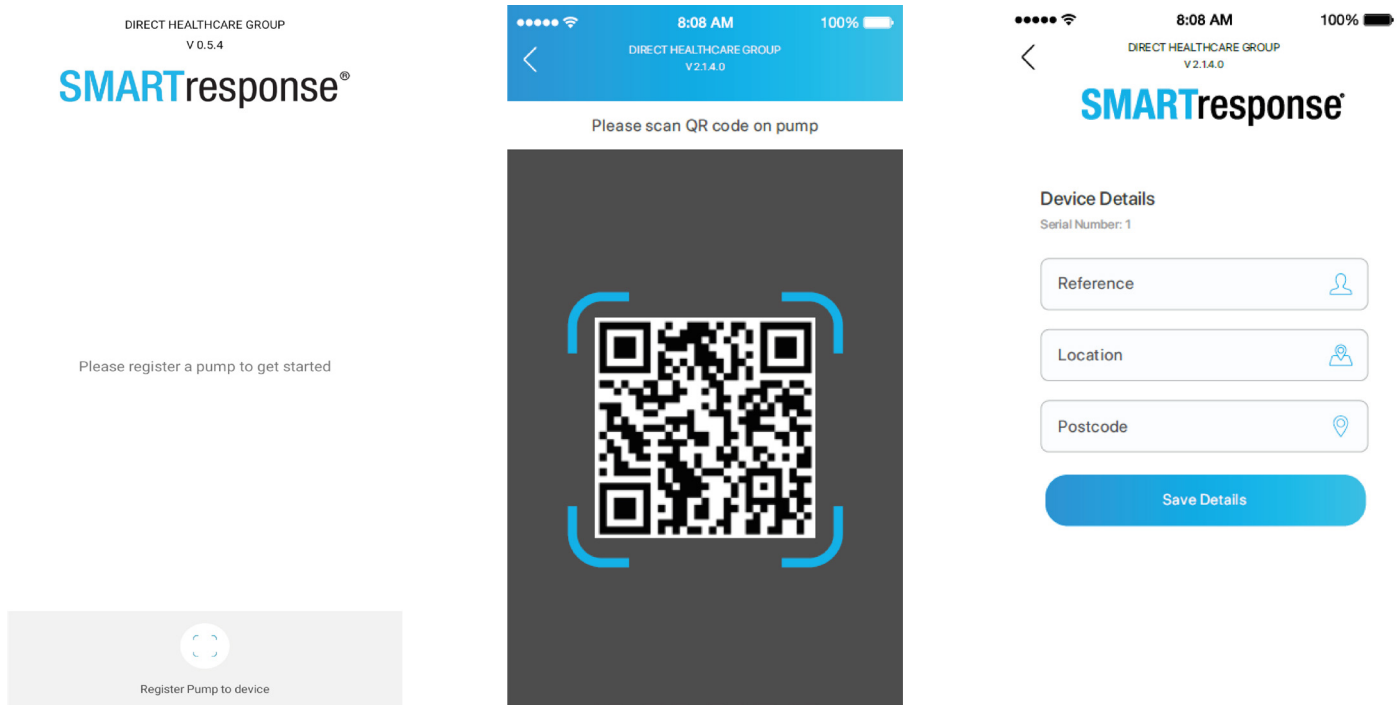
2. First Time Use

2.1 Registering a Pump to Your Device

If this is your first time using the **SMARTresponse**® app you will need to register your pump(s) to your device(s).

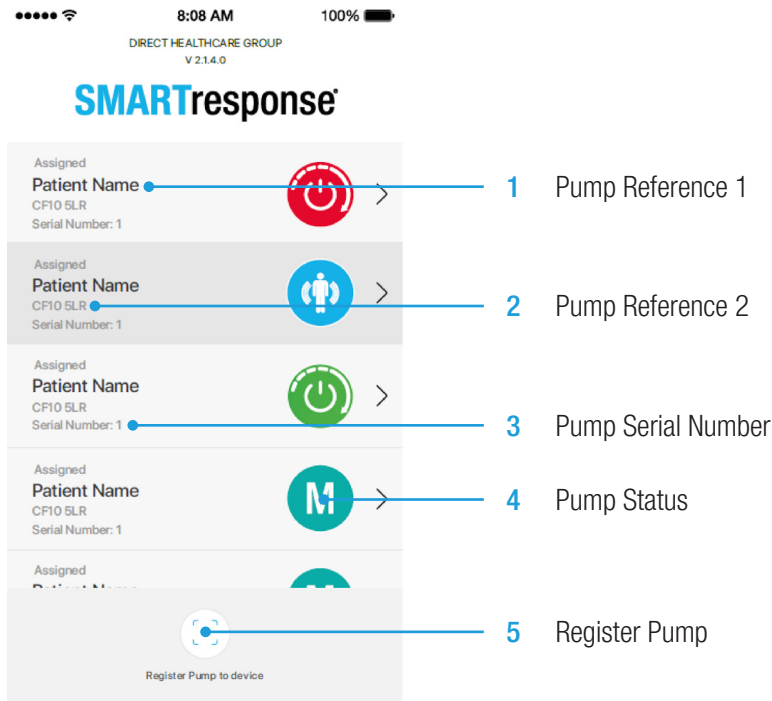
To register your pump(s) to your device:

1. At the bottom of the home screen tap 'Register Pump to Device'.
2. This will open a QR scanner. On the rear of the **SMARTresponse**® pump you will find a QR code. Please scan the QR code of the pump that you wish to register to your device.
3. Once the scanner has successfully read the QR code, a new screen will appear enabling you to enter details such as a pump reference. Enter the details you wish and tap 'Save Details'. These details can be altered at any point (see pg. 14).
4. The pump has now been registered to your device. It can also be registered to another device, if required.
5. Repeat the above steps for all pumps you wish to add to your device.



3. Using the App

The SMARTresponse® app has the following home screen:



The following pump status symbols are used:



Manual Mode

Corresponds with selection on pump (Static, AP High, AP Low)



Alert Me Mode

Pump has Alert Me mode monitoring



Alert Me Pump Start Rejected

Device user has rejected starting the pump following alert



Auto Start Mode

Pump has Auto Start mode monitoring



Auto Start Mode

Auto Start mode has activated, pump is in AP High



Pump Warning

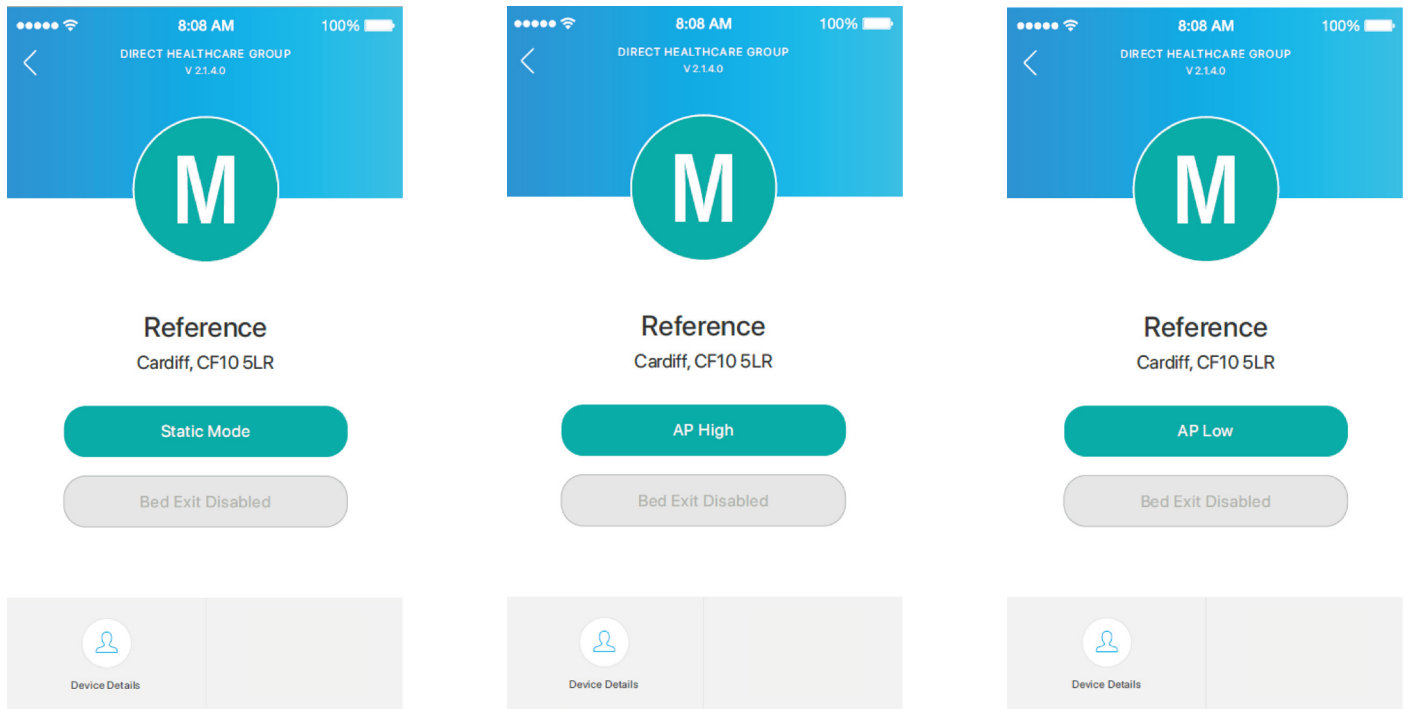
No patient movement has been detected, a bed exit event has occurred or there is a fault warning present on the pump.

3.1 Manual Modes

Manual modes must be set from the pump (see separate **SMARTresponse**[®] pump user manual). When a pump is in manual mode it is indicated by the following symbol in pump status.



The manual modes include Static, AP High and AP Low. To see which manual mode the pump is in, simply tap the pump on the home screen.



3.2 Pump Calibration/Initialisation

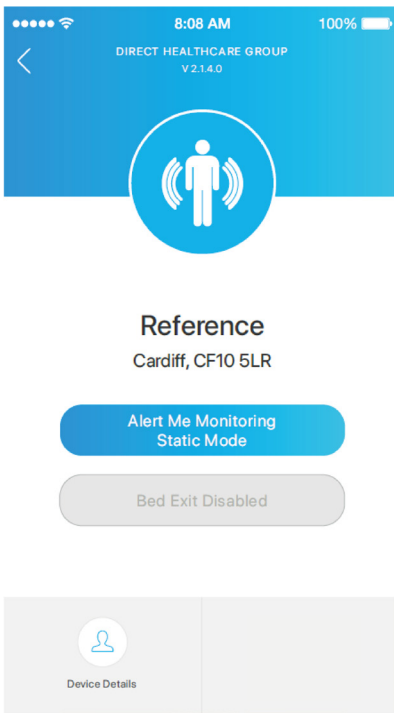
When either Alert Me or Auto Start mode is selected on the **SMARTresponse**[®] pump, calibration will begin. Calibration takes approximately 12 minutes. For further details regarding pump calibration, please refer to the **SMARTresponse**[®] pump user manual.

3.3 Alert Me Mode

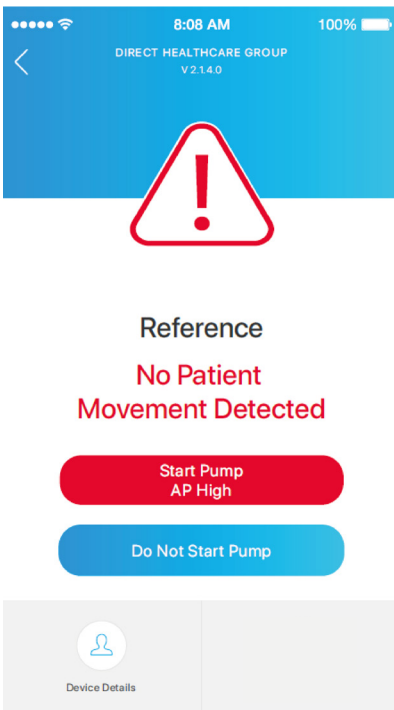
Alert Me mode must be activated from the **SMARTresponse**[®] pump (see separate **SMARTresponse**[®] pump user manual).

When a pump has Alert Me activated, it is indicated by the following symbol in pump status and, when selected, the pump will display the following screen:



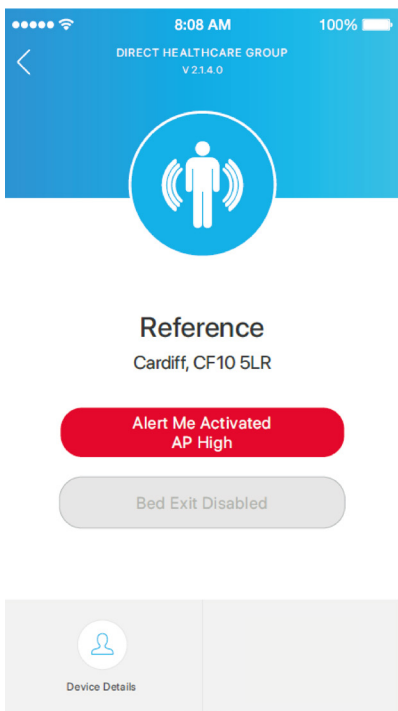


When the pump has Alert Me activated, the system will be monitoring for functional movement. If three distinct and separate functional movements are not detected within one hour, your device will receive a notification and the following message will be displayed within the app:

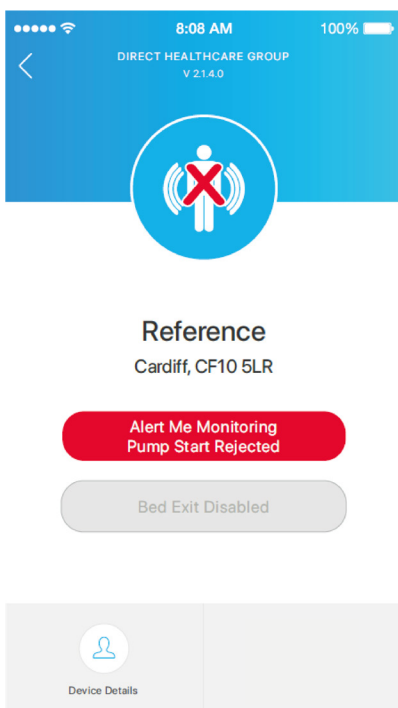


If you wish to step-up care and place the pump into AP High mode, simply tap the 'Start Pump AP High'

button. Once the pump has started, the following screen is displayed on the app:



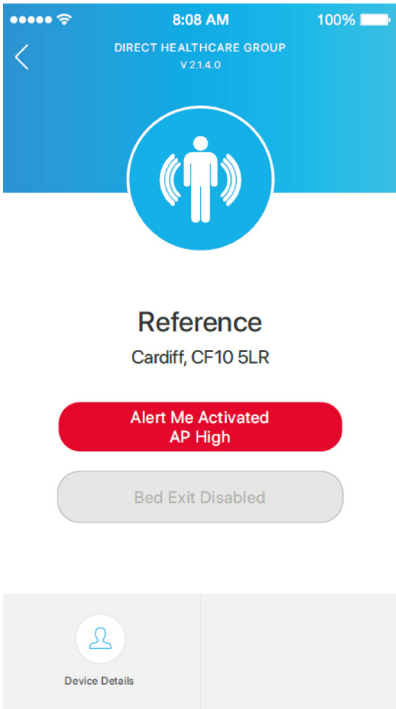
If you do not wish to step-up care, simply tap the 'Do Not Start Pump' button. If you choose not to start the pump, the following status symbol and message are displayed. Monitoring for movement continues even if the user decides not to start the pump and further notifications may be received.



If the initial notification received is ignored, after 15 minutes the user will be sent a second notification. The above steps can be used to take action following this second notification.

If the second notification is ignored, after a further period of 15 minutes with no action, the pump will automatically start and revert to AP High mode.

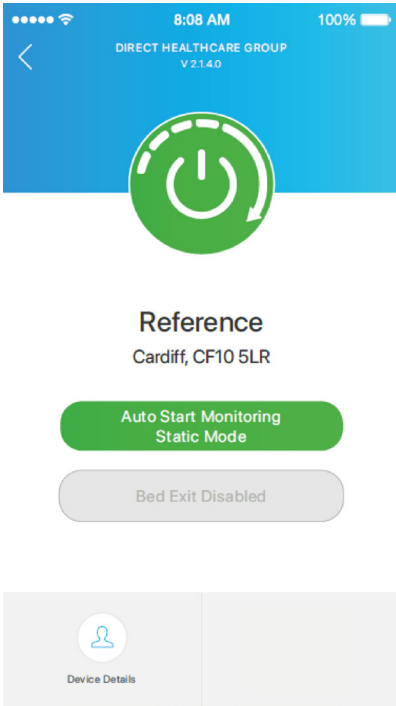
A symbol will be displayed in pump status and the app will display the following screen:



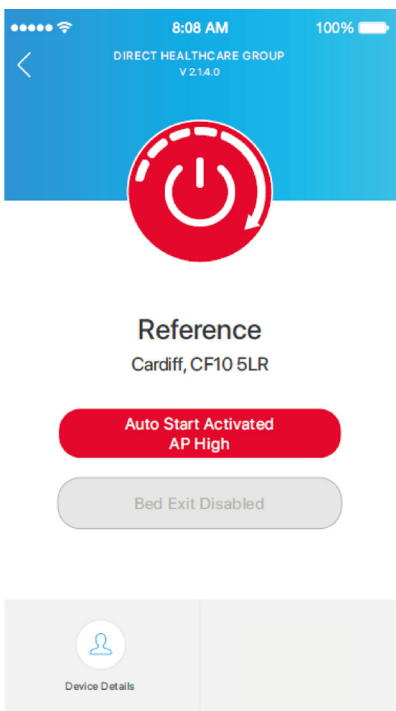
3.4 Auto Start Mode

Auto Start mode must be activated from the **SMARTresponse®** pump (see separate **SMARTresponse®** pump user manual).

When Auto Start is activated, it is indicated by the following symbol in pump status and the app will display the following screen:



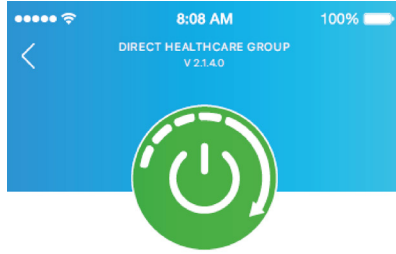
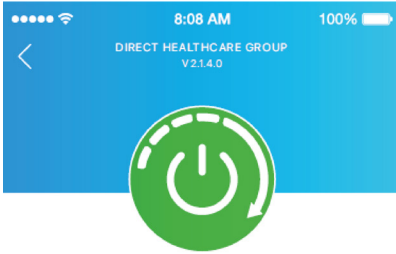
When the pump has Auto Start activated, the system will be monitoring for functional movement. If three distinct and separate functional movements are not detected within one hour, the pump will automatically turn on and revert to AP High mode. The device will receive a notification and the app will display the following screen and pump status symbol:



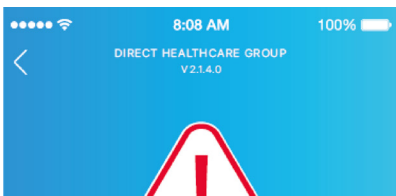
3.5 Bed Exit Mode

Bed Exit mode must be activated from the SMARTresponse® pump (see separate SMARTresponse® pump user manual).

When Bed Exit mode is activated it is indicated by the following symbol in pump status and, when selected, the app will display the following screen:



When the pump has Bed Exit mode activated the system detects that the individual in the bed has left the mattress. When this occurs, the device will receive a notification and the following screen will be displayed on the app:



3.6 App Warnings

The SMARTresponse® pump detects and indicates faults on both the pump, via a flashing red LED, audible warning and message on the pump interface, and via the app. When a fault occurs the user will receive a notification. The pump status will display the following symbol.



When the pump is selected, the app will show one of the following screens to indicate the type of fault:

<p>Reference Cardiff, CF10 5LR</p> <p>Mains Failure</p> <p>Troubleshooting</p> <p>Device Details</p>	<p>Reference Cardiff, CF10 5LR</p> <p>Low Pressure</p> <p>Troubleshooting</p> <p>Device Details</p>	<p>Reference Cardiff, CF10 5LR</p> <p>Low Pressure Air Piped Kinked</p> <p>Troubleshooting</p> <p>Device Details</p>
<p>Reference Cardiff, CF10 5LR</p> <p>High Pressure</p> <p>Troubleshooting</p> <p>Device Details</p>	<p>Reference Cardiff, CF10 5LR</p> <p>Alternating Mode Failure</p> <p>Troubleshooting</p> <p>Device Details</p>	<p>Reference Cardiff, CF10 5LR</p> <p>Initialising Failure</p> <p>Troubleshooting</p> <p>Device Details</p>

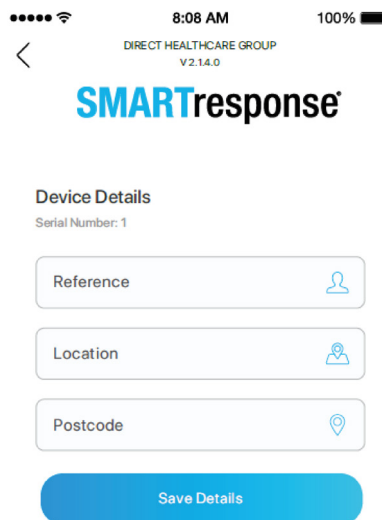
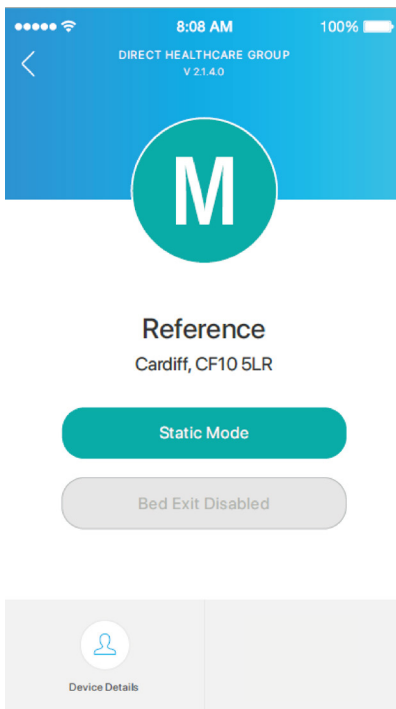
For each of these warnings the 'Troubleshooting' button can be tapped to display a series of steps that can be taken to try and rectify the fault. For further details on troubleshooting the **SMARTresponse**[®] pump, please see the separate **SMARTresponse**[®] pump user manual.

3.7 Editing Pump Details

The pump details added when first registering the pump to your device can be edited/updated at any time.

To edit/update the pump details:

1. Tap the pump you wish to edit on the home screen.
2. Tap 'Device Details' in the lower left hand corner.
3. The three fields can be edited as required.
4. Tap 'Save Details' to ensure that the pump details are updated.
5. The app will automatically return to the home screen and display the new pump details.

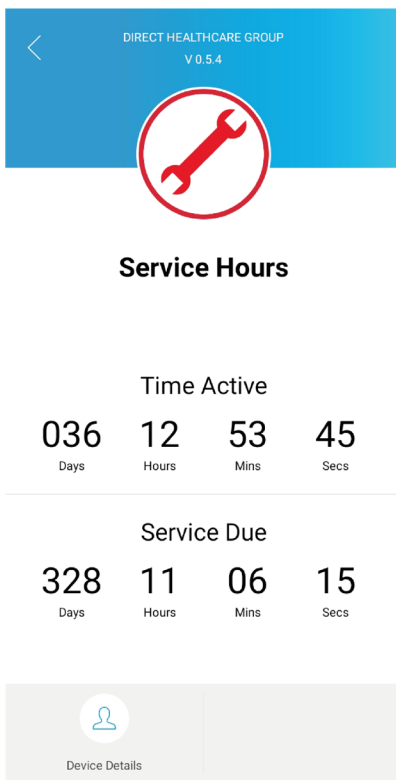


3.8 Servicing Details

The app can provide details with regards to servicing and usage of all registered pumps.

To see details of usage time and next service due:

1. Tap the pump you wish to edit on the home screen.
2. Tap the information symbol located in the top right-hand corner of the app.
3. From here you will be able to see details.



4. App Troubleshooting

Below highlights potential faults that can occur with the app, and steps that can be taken to rectify them.

Fault	Cause	Solution
App not working/ pump does not connect to app	Network failure	<ol style="list-style-type: none"> 1. Wait for data connection to return 2. Turn phone/data connection off and back on to force reset of data connection <p>Note: the pump is designed so that user intervention is not required to ensure the highest level of care intervention. Should the pump be in Alert Me mode, and there is no response from the app user, the pump will automatically start AP High mode.</p>
App is unresponsive/ app fails to open	Hardware failure Network failure	<ol style="list-style-type: none"> 1. Reopen the app 2. Check that the device has an active data connection 3. Wait for data connection to return 4. Turn phone/data connection off and back on to force reset of data connection <p>Note: the pump is designed so that user intervention is not required to ensure the highest level of care intervention. Should the pump be in Alert Me mode, and there is no response from the app user, the pump will automatically start AP High mode.</p>

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LIT-00146 Issue 4
Date: September 2021

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