



# The Central Monitoring Station is the heart of your CarePoint System

## CarePoint Central Monitoring Station featuring SmartCare software

The Central Monitoring Station (CMS) processes and dispatches alerts from your residents, and allows your community to schedule alert escalations, set up reminders, and initiate announcements to staff members. In addition to seamlessly handling all system traffic, essential information on each of your residents can be stored within the SmartCare software and can be brought to staff's attention right alongside alarm notifications. The CMS also provides failsafe redundancy while logging and storing all resident and community-based alert activity.

### Features & Benefits

- Password protected session of the SmartCare software ensures resident data and alarm logs are only accessed by authorized individuals
- Multiple redundancies such as dual hard drives and back up notifications\* are in place as a system backup in the event of emergencies
- Supervision of system backbone and devices allow for simple maintenance and upkeep
- Eight network monitoring stations allow access to reports and alarm information when and where it is most convenient
- Full alarm history and status reports are logged and recorded allowing access to review historical events whenever necessary
- Escalate alerts to email distribution lists to keep close watch over unanswered alarms



# PHILIPS

# A foundation for your system that is flexible and efficient

The CMS provides a centralized location to reference all notifications, alerts and resident information. It monitors all system components to facilitate system maintenance, and provide notifications in the event of unlikely system emergencies. The CMS monitors and notifies staff of all alarms from residents, devices, system alerts, door status and potential wander activity.

## **Networked Monitoring Stations**

Up to eight Networked Monitoring Stations (NMS) can provide access to key resident and system information from multiple locations across the community network. Network stations run a version of the CarePoint software on any windows 7-based PC platform, and may run other applications besides the CarePoint software<sup>1</sup>. Each NMS provides a window to the CMS, while actions executed at the networked stations are reflected at the CMS for history and reporting.

## **Community-wide Oversight and Alert Notification**

The CMS continually monitors both resident and system alerts. It records and processes incoming alerts, and manages staff notification. System and resident alerts both follow customizable CarePoint call escalation protocol, with optional offsite monitoring provided by Philips Lifeline. Alerts and actions at the CMS are recorded in history, providing a full audit trail.

## **Backbone Setup and Device Management**

All backbone devices are configured and managed at the CMS where all device information is maintained. CarePoint dispatches alarms with zone based location of mobile alerts.

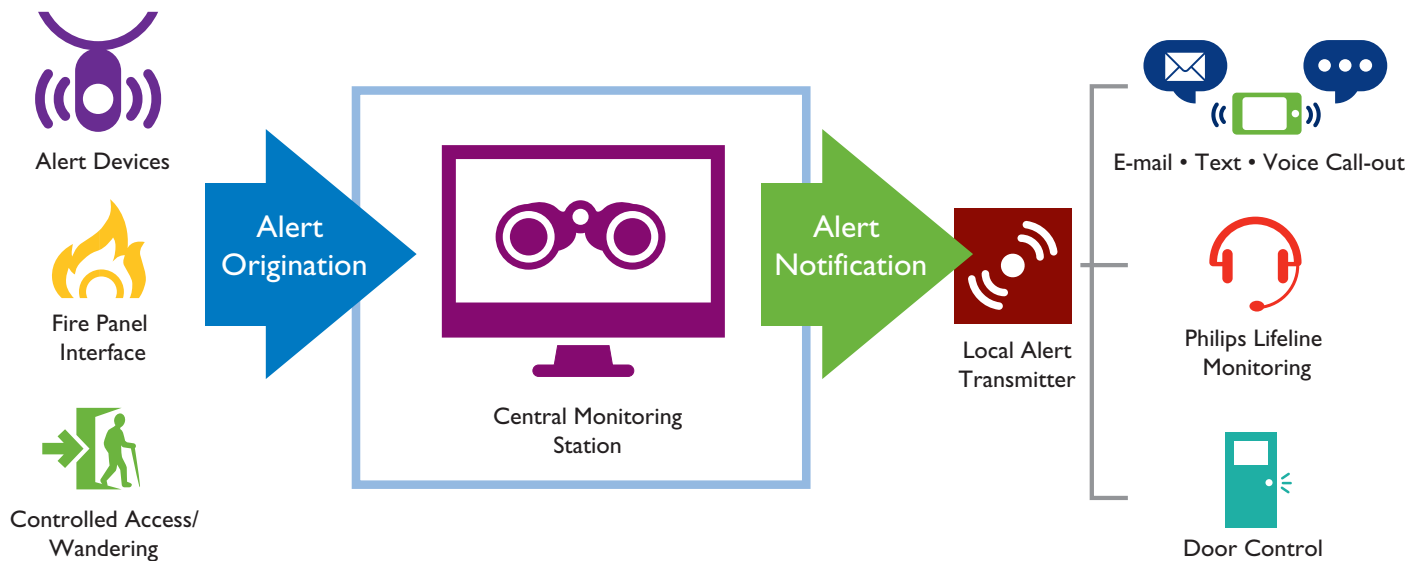
## **Redundant Design**

Self-monitoring and redundancy features are built into CarePoint to help keep your CMS up and running.

- System self-diagnostics identify issues with network components and devices and reports them through the same alert escalation engine used for resident alerts.
- The Redundant Array of Independent Discs (RAID-1) hard drive configuration improves reliability and fault recovery by automatically writing all data concurrently to two independent hard drives.
- The Central Alarm Receiver can continue to send local alerts\* if the central PC is unable.
- Watchdog software automatically restarts the CarePoint software in the event of a problem, and the system automatically restarts from power failures.
- The CMS PC will boot from the second hard drive if the primary drive fails. A system alert is generated if this happens so the drive fault can be investigated.
- The UPS provides system protection from transient power interruptions or brownouts

\* configuration dependent

## The CarePoint Central Monitoring System provides key system control and alert processing functions



### The Central Monitoring System includes:

A commercial-grade PC which is dedicated to the CarePoint software application. It maintains all system and resident information, interprets incoming data from the Central Alarm Receiver and executes the appropriate response. It is also responsible for all off-site alert notification such as email, text<sup>2</sup> or synthesized voice notification.

A master session of CarePoint Software which provides password-protected, centralized control:

- Device alert supervision and status
- Alert call management, staff notification, and call escalation
- Controlled access and wander management
- Network setup and device management
- Reporting

A Central Alarm Receiver (CAR) which acts as CarePoint's traffic cop, the CAR regularly polls the system's wireless receivers and transmits data to the CMS PC. The CAR will process incoming alert data and send out local response alerts if the CMS PC is unable to do so.\*

An Uninterruptible Power Supply (UPS) which provides short-term system protection from transient power interruptions or brownouts. This aids in providing overall system stability and maintaining resident database integrity.

An inkjet printer produces database reports in hard copy.

**The central monitoring station will work in conjunction with a local alert transmitter.**

**Local Alert Transmitter.** The alert transmitter sends out alerts according to the defined protocol. Alerts can be sent to local pagers, two-way radios, IP or Spectralink phones.

**Fire panel interface (optional).** Connects an existing fire panel to the central PC. The data stream sent to the PC can indicate the type and location of the alarm in a message sent to local responders. The system is capable of reporting multiple alarm messages if the event involves more than a single zone.

**Lifeline monitoring (optional).** The Lifeline modem provides a critical communication link between the CMS and the Philips Lifeline call center.

\* configuration dependent

## Specifications\*

	PC	Monitor	CAR	UPS
Description	HP Desktop Computer	HP 17-inch LCD Monitor (flat screen)	Central Alarm Receiver	Uninterruptible Power Supply
Model #	RP5800	HP L1710	Philips1900573	APC Back-UPS Model RS1500
Dimensions (H x W x D)	3.9" x 13.3" x 14.9"	15.2" x 14.8" x 8.1"	2" x 6.5" x 11.5"	14.6" x 3.4" x 13.10"
Weight	15.1 lbs	8.2 lbs	3 lbs	22 lbs
Color	Black / Black	Black / Black	Black	Black
Power Requirement	100V-240VAC, 5A @ 90VAC, 50/60Hz	100-240VAC, 50/60Hz	+12V DC, 0.5A	120VAC, 12A, 50/60Hz

\* Specifications on non-Philips hardware are accurate at time of print. Refer to individual manufacturer website(s) for products listed for the most up-to-date specifications.

### Network monitoring station system requirements

Windows XP operating system with service pack 2 or 3

McAfee or Norton Anti-virus Software

Minimum T10/100 Network port

Minimum 50MB hard drive space

1. System has been tested for compatibility with Microsoft® Office, McAfee® Anti-virus software and Norton™ Anti-virus software.
2. Notification sent as an email to the cell phone number.



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