



INTENDED USE

The NICVIEW system promotes family bonding by providing real-time viewing of their infant in the Neonatal Intensive Care and Pediatrics Units. We do this by providing a secure video stream over the internet that parents and family members can use to see their new addition. With the NICVIEW camera system, any device that has access to the web can view the baby in your NICU.

The NICVIEW system is compatible with any internet capable device. Users can access the system from their laptop, smartphone or tablet from anywhere they have a connection to the internet. Most popular browsers, including MS® Internet Explorer®, Google® Chrome, Mozilla® FireFox® and Apple® Safari®, are supported by our technology, and the video stream does not require additional downloads like Adobe® Flash® or ActiveX for viewing.

The system is comprised of cameras, camera mounting arms, an onsite hub server and our interface. Your system may be hardwired, use the hospital's wireless network or be supported using a NICVIEW installed wireless system. Cameras can be mounted to IV poles and load-bearing headwalls in the NICU or other non-medical device units in the hospital. Each arm has adjustment points that allow the clinician to position the cameras at a 45 degree angle from the side of the bed space without obstructing other medical devices or clinical workspace.

The NICVIEW camera system is not a medical device. It is not intended for clinical screening, diagnosis, assessment or any other method of clinical usage.

WARNINGS:

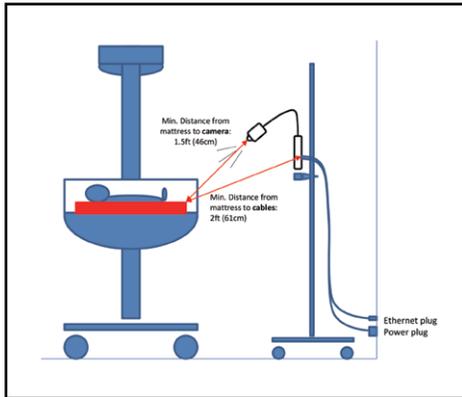
- Never mount directly over a baby
- Never use in or near (less than 1.5m/5ft) an oxygen-enriched environment
- Only mount into a load-bearing wall structure
- Never mount or attach to a medical device
- Due to strangulation hazard, when using an open warmer, allow an 18 inch separation from the camera to the bed space
- Never open the housing of the arm or the camera
- Support the arm before loosening the position lever; see installation guide for proper lever/screw adjustment
- Never grab the face of the camera to reposition; always use the flex arm
- Never connect power cord to an auxiliary outlet of a medical device
- Ensure environmental storage and usage conditions are set properly (temperature range: 50° F to 100° F, humidity up to 80%)
- If bed space is not occupied or camera is not used, stow out of the way
- Use the equipment near the socket-outlet for easy accessibility
- Always use 2 hands to bend the flex arm into different angles to provide the best view
- Use the manual privacy button to temporarily stop the streaming video; avoid using the power switch or unplugging from the wall for this purpose

NICVIEW® WEB CAMERA SYSTEM INSTRUCTIONS FOR USE

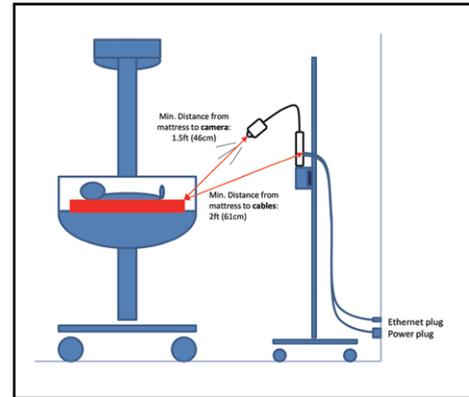
ADDITIONAL WARNINGS:

- **Strangulation hazard #1: WARNING** – Installation for open warmers: power and Ethernet cables must be at least 2 feet (61cm) away from the top of the bed at all times, as per configurations shown below:

POLE MOUNT



RAIL MOUNT



WALL MOUNT

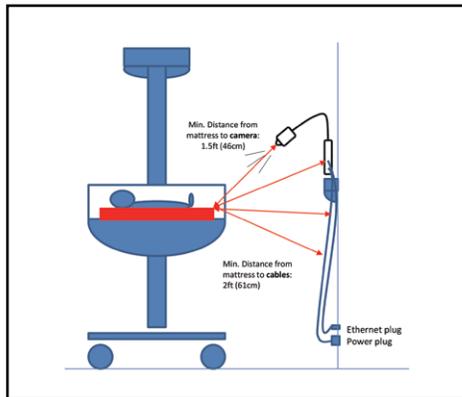
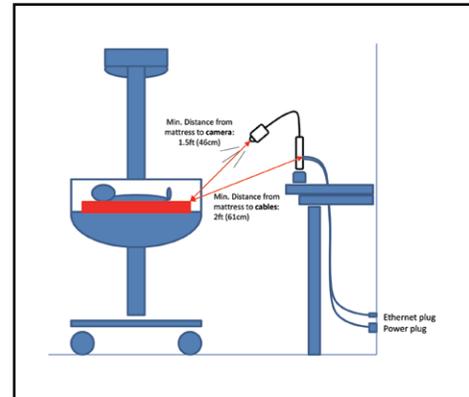


TABLE MOUNT



- **Strangulation hazard #2: WARNING** – Children have STRANGLED in cords; keep this cord out of the reach of children (more than 1.7ft (52cm) from the top of the mattress in the occupant retention area to the cord)
- **WARNING** – Never plug the camera system into a medical device auxiliary plug
- **WARNING** – Never mount or attach to a medical device



AUDIO SUPPORT

Each camera has a microphone and speaker. These are permanently disabled.

RECORDING SUPPORT

Videos and images are delivered to the end user in real-time. These videos and images are never stored, saved, recorded, taped, or shipped offsite, preventing access at a later time.

CLEANING THE CAMERA AND THE ARM

These instructions are specific for use on the cameras and arms. Standard disinfectant procedures still apply.

- Use water, a light concentration of disinfectant, or solvent to avoid damaging the materials
- Soft cloths or wipes are preferred for cleaning:
 - o Ensure cloths are not overly moist
 - o Exercise caution when cleaning the audio port, located on the left side of the camera and marked by the geometric holes. Wipe lightly so that moisture doesn't pass through.

ATTENTION: Do not use any of the below supplies to clean the equipment:

- Alcohol
- Scouring compounds
- Abrasives or Powered soap
- Benzene
- Thinner
- Wax
- Petroleum
- Boiling water

TROUBLESHOOTING A CAMERA DISPLAYING A YELLOW LIGHT

Wired Model

1. Make sure the Ethernet cable going from the wall to the side of the arm is connected.
2. If it is connected, the connection may be loose. Unplug the Ethernet from the arm and wall and plug them back in.
3. If the camera still won't connect, remove the sliding cover from the back of the camera, where the cables enter the camera.
4. Remove the Ethernet cable going into the camera and replace it with the Ethernet coming from the wall jack.
5. If bypassing the arm worked, there may be an issue with the Ethernet inside the arm. Contact technical support to request a replacement arm. Use the existing setup until the new arm arrives.
6. Please escalate to technical support if none of the above steps resolved the issue.

Wireless Model using Wired

In the absence of a good Ethernet connection when the camera is turned on, a wireless camera will default to wireless mode. If an Ethernet is plugged in afterward, the camera will still show a yellow light (or green if it used to be connected to the wireless in the unit). The simple solution is to check your Ethernet cable and restart the camera so it switches to Wired Mode.

Wireless Model using Wireless

If the camera has a solid yellow light, or switches back and forth from yellow to green intermittently, the camera may have a bad connection to the wireless. If the camera was moved to a different pod or floor than is normal, this may be the reason why. A solid yellow light may indicate an issue with camera's configuration; contact technical support with this information. If the camera hasn't been moved far since the installation and has this problem, there may be other wireless issues.

FACILITY CONFIGURATION

You have complete control on how this system should be used. This area should be used to enable and disable core features that your staff can use, and provide the content you want your parents and families to receive.

→ **Requirements:** Please note that only **administrative users** have access to this area.

GENERAL SETTINGS

The minimum configuration for the system is found on this tab.

The configuration options are:

- Name of your facility
- Your public website address for your facility
- Check **Allow Snapshots** if you allow the parents and family to take snapshots of the baby during viewing
- Check **Enable Move Credentials Feature** to enable the ability for credentials to be moved or transferred between cameras should the baby be moved from one location to another. This allows the parents and family to continue to use the same credentials regardless of the location.
- Check **Enable Resend Credentials Feature** to allow staff to resend system credentials to the parent/family via email and text messaging in clear text
- Check **Enable Print Credentials Feature** to allow the credentials and support message to be printed, and the consent process to be used.
- Check **Enable Offline Schedules Feature** to allow the cameras to be automatically shut off viewing at the time ranges you set. The camera is not affected but we disable viewing through the portal for both family and facility users.
- Check **Enable SMS Text Messages** to allow credentials to be resent using text messages. (Only available for United States phone numbers)

PRINT CONSENT

Our system allows the configuration of a custom consent form for each language you need to support. If you require an end user to sign and/or witness the consent, that can be required during their admittance process.

Family Consent — you may enter your legal consent terms using our “MS Word-like” data entry to properly format how your terms should be represented.

- Check **Require Family Consent** to display the consent message on all materials provided to the parent for review and/or signature
- Check **Require Signature for Consent** to enable our digital signature process on the print and family consent page
- Check **Require Witness Signature for Consent** to enable our digital signature process on the print and family consent page

To add a language, follow these steps:

- Select the language from the language list
- Select **Configure Language**
- Provide the proper translation for each section of our Consent Form by providing the section header, and the content you would like the end user to receive and be included on the printed and/or electronic materials
- Check the **Enable Language for Use** option to enable the language for display to the end user
- Check the **This is our default language** option to make this the default option in those areas
- Click **Save**

To edit a language, follow these steps:

- Select edit

To delete a language, follow these steps:

- Select remove

To disable a language, follow these steps:

- Select edit
- Uncheck the **Enable Language for Use**
- Click **Save**

TRANSLATION SUPPORT

We provide links to web-based translation tools that can help create the proper translation if you do not have this capability.

NOTICE

Your default language cannot be deleted, because one language must be configured at all times.

If you require family consent and/or signatures you **MUST** fill out those data entry options, and remember to update all preexisting languages, if you enable these options, after your system is live.

ONLINE CONSENT

You can require your parents and family to acknowledge your consent from each location where they login before we allow them to view the baby.

We provide an “MS Word-like” tool for you to create your consent requirements.

- Enter your consent
- Click the checkbox to enable your consent
- Click **Save**

NOTE:

Each time a user connects we record the user name, IP address, and time stamp. At this time we only require consent from one device per location which is known by the IP Address we associate with their connection.

In the event you make updates to your consent you have 2 options. You can grandfather previous viewers or start over by clicking the “Clear All Prior Consents” which will force them to accept your consent on their next login from the location.

LOGO

Changing the logo that appears beneath the video feed for the parent is simple.

- Click **Select File**
- Select the image file (JPEG, GIF or PNG) that you want displayed as your logo

NOTE:

It is recommended you use a logo that is appropriately sized for rendering under the video feed, and on the parent information provided by print out or email. You also need to make sure it is compressed to the smallest possible file size without compromising the quality of the logo so that it can be rendered efficiently to all users regardless of connectivity speed.

OFFLINE IMAGE

Changing the image that appears to the parent when the camera is offline is simple.

- Click **Select File**
- Select the image file (JPEG, GIF or PNG) that you want displayed as the image

NOTE:

It is recommended you use an image that is appropriately sized for rendering in sizes of 640 x 480. We will resize as needed. You also need to make sure it is compressed to the smallest possible file size without compromising the quality of the logo so that it can be rendered efficiently to all users regardless of connectivity speed.

ARE YOU STILL THERE

This function allows you to indicate when you would like to prompt a user after a period of inactivity. You may set how long the user has to acknowledge the prompt before we will automatically log them out.

This feature helps us and your facility provide a better experience by using the resources wisely. It is common for an end user to login and forget they have the video playing; however, they have left for the day. This is also very common on a mobile device, and this also helps save the end user on their mobile data plans.

- Click **Are You Still There**
- Select the option of choice from the number of minutes of inactivity
- Select the option of choice from the number of seconds to acknowledge
- Click **Save**

SYSTEM SHUTDOWN

The system shutdown feature allows you to quickly take all cameras offline in case of an emergency, and avoid selecting each camera and doing it individually. It also allows you to turn the system back online, and each camera will return the previous state they were in before you took the system offline.

- Click the **System Shutdown**
- Make your selection
- Click **Save**

FAMILY NOTES

Family notes allows the staff to type messages that will be presented to the family when viewing the child. Our system allows you to lock it down to a set of canned or default notes you have entered which are approved for use, and/or allow your staff to enter custom notes.

To enable the family notes feature:

- Click **Family Notes**
- Check the **Enable Family Notes** option
- Click **Save**

To allow custom entry by Staff:

- Click **Family Notes**
- Check the **Allow Custom Note Entry by Staff** option
- Click **Save**

How to enter a canned note:

- Click **Family Notes**
- Enter the note in the **Canned Notes** text box
- Click **Add Note**

How to remove a canned note:

- Click **Family Notes**
- Find the note in the list
- Click **Remove**

SURVEY SUPPORT

NICVIEW does **not** provide surveys. However, by going to **Survey** you have the ability to enter a URL to a third party survey. An example of a survey provider is Survey Monkey. This will enable you to get specific information from users about the system and their experience.

This setting is optional and can be enabled and disabled by selecting the check box, and clicking **Save**.

DONATION SUPPORT

NICVIEW does **not** provide tools for helping you get donations. However, by going to **Donation** you have the ability to enter a URL to a third party. This setting is optional and can be enabled and disabled by selecting the check box, and clicking **Save**.

USER MANAGEMENT

Our system is easy to use, and has **multiple levels** of access:

- **System Administrator** (NICVIEW System Administrator): Full privileges
- **Workflow Manager** (e.g. Charge Nurse, Nurse Manager): Manage cameras
 - Allowed use of home screen or dashboard
 - Allowed use of camera editor to manage camera
 - Allowed to assign, transfer/move, resend, print, and discharge camera credentials
- **Basic User** (e.g. Unit Clerk, Nurse): Limited access
 - Allowed to use family notes and manage camera status and position only
 - Cannot use the assign, transfer/move, or discharge camera credentials
- **Bedside Caregiver** (e.g. Nurse, Respiratory Therapist): Very limited access
 - Allowed to administer cameras physically
 - Allowed to control the privacy button

→ **Requirements:** Please note that only **administrative users** have access to this area.

LIST USERS

Select **Users** from the navigation menu. Users will be listed in groups by their respective role.

ADD A USER

Select **Users** from the navigation menu. Users will be listed in groups by their respective role.

Follow these steps:

- Click **Add User**
- Use their email address or a common UPN suffix for each user (User@ABC)
- Enter the user's Email
- Enter Name
- Enter Password
- Select the user's system role
- Choose whether to force the user to change password on next login
- Click **Save**

REMOVE A USER

To permanently remove a user from the system, select **Remove**.

UPDATE A USER

You may update the following for a user by selecting the user name from the list:

- Change email address on file
- Change full name
- Select their system role
- Disable the user
- Force the user to reset their password on their next successful login
- Once user updates have been made, Click **Save**

RESET PASSWORD

In the event you need to reset a user's password, you may set the password, and then decide whether they are required to reset their new password on their next successful login.

DISABLE A USER

This can be useful when a user does not need to be deleted, but you want to ensure their access is temporarily suspended.

Follow these steps:

- Select the user from the list
- Check the **Disable User** option
- Click **Save**

ENABLE A USER

Follow these steps:

- Select the user from the list
- Uncheck the **Disable User** option
- Click **Save**



USAGE REPORTING

Our system records each login by a parent or family member to the view the child. This report provides analytics on the type of use over time on a per camera and per user basis.

→ **Requirements:** Please note that only **administrative users** have access to this area.

LAST 12 MONTH CHART

An aggregated view of the number of logins and cameras used during each of the last 12 calendar months, or the number of months since your facility online date is provided for a trending view of usage.

CALENDAR MONTH SUMMARY

The total number of logins, and number of cameras used is shown for the selected month to provide analytics of how many of your cameras were used as well as how much activity was received.

USAGE BY CAMERA

The detail usage data is shown on a per camera view. Each camera has usage for each user assigned to the camera during the month. Here is a walkthrough on how to use it, and what each step means.

Follow these steps:

- Click the **Camera Name** from the list to view more detail
- Each user assigned during the month will be shown with its date range of assignment, and the number of logins received during that time period
- Click **Show Details**
- Each login instance will be shown with the granular detail data on time stamp, location, and type of device used to make the connection
- Click **Map** to launch Google Maps in a new browser window with the approximate location where the login occurred

NOTE:

Even though we currently provide a single login for the entire family to use, you can see when many people are viewing the baby at the same time by viewing the date, time, and the IP Address. A different IP Address indicates that a different device from the same household or from a different location is viewing the baby.

Please be aware that all login location data is an approximation, and provided to NICVIEW by our third party data service.

USAGE BY GEOGRAPHY

The detail usage data is shown on a per geography view. We have provided the usage in a view by Country, Region, and city during the month. Here is a walkthrough on how to use it, and what each step means.

Follow these steps:

- Click the **Region/State** from the list to view more detail
- Each city will be displayed with the number of logins from that area

Please be aware that all login location data is an approximation, and provided to NICVIEW by our third party data service.

EXPORT MONTH DETAIL

If you want to use the data for another system, or generate a different display, then you can export the current selected month by clicking the **Export Data** or **Export PDF** (English translation only at this time).

CHANGE CALENDAR MONTH

Follow these steps:

- Select a year
- Select a month
- Click the **Change Month** button

DASHBOARD/HOMESCREEN

This is the core screen in our system. Each camera is represented by a tile that includes a thumbnail of the current view along with camera location, and current assignment if in use.

LANGUAGES

Support for different languages is available. Select a different language from the currently supported languages, and the software will be translated into that language. NOTE – the following features will NOT be translated:

- Online consent is defined by the language picked by the facility
- Family notes are defined by the language of choice by the person entering the note

CAMERA TILES

Each camera will be displayed with the following:

- Thumbnail that will update every 60 seconds with the current view
- Name of the camera
- Current assigned user if the camera is in use by a family
- Location tag given to the camera by the facility as an understanding of its general location or use inside the hospital
- If the camera is not online, then the duration of the current status will be shown to provide a visual understanding of how long it's been offline, or in privacy mode

The tile will be highlighted in green to indicate that a parent or family member is logged in at this time. This is provided to help you, and our support staff, make sure the camera is online, centered and on alert so we can help them during their viewing experience.

FILTER VIEW

After the cameras have been loaded, they will be updated with their current status and information periodically.

A set of filter options is provided to help reduce the number of tiles shown to make management easier.

The following filters are provided:

- Thumbnail that will update every 60 seconds with the current view
- All — Displays all cameras
- Assigned — Displays only cameras that have an assigned user
- Being Watched — Displays cameras currently being watched
- Privacy — Displays cameras currently in privacy mode
- Offline — Displays cameras currently offline to help troubleshoot
- Offline by Schedule — Displays cameras currently offline due to your facility configuration; provided so we know why if a parent or family member calls
- Error — Displays cameras where status cannot be determined

PRE-DEFINED SEARCH TAGS

If your facility has configured pre-defined search tags, you may select an item that will automatically load all cameras containing that search string. This feature helps to quickly find a camera or set of cameras to manage.

CAMERA SEARCH

You can search for a specific camera, or set of cameras by using the search feature.

The following attributes are searched:

- Name — Enter any part of the camera name
- Location — Enter any part of the name; this is useful if you have many cameras logically associated with a part of the unit or facility
- User — Enter any part of the name; this is useful if you are trying to support a parent or family member

Search hints will load after you type a few characters.

SHOW MORE CAMERAS

Should you have more than 100 cameras, a button will be shown that will load the next 100 cameras.

CAMERA MANAGEMENT

LOCATION

The location is normally used to tell our system where in the facility this camera is located. You can configure this any way you like. This will be used on the home screen, and dashboard to provide a visual guide and searchable attribute to quickly identify cameras by area.

→ **LOCKED STATE:** Please note that only **administrative users** have the ability to edit the location if you have requested NICVIEW to lock this setting in our system for a particular camera or all cameras.

→ **BASIC USERS:** Please note that a **basic user** cannot edit the location.

Follow these steps:

- Click on the camera snapshot/tile for the camera
- Enter the **Camera Location** (e.g. Room 1, POD A, or Bed space 14)
- Click **Save**

ASSIGN USER

Follow these steps:

- Click on the camera snapshot/tile for the camera you want to assign
- Click **Assign**
- Click **Print** for the parent's invitation to the NICVIEW system, and their login credentials

We allow login credentials to be resent via email or text message.

→ **BASIC USERS:** Please note that a **basic user** cannot assign a user.

PRINT FOR PARENT & SIGN CONSENT

This is a core part of our system, and hopefully fits within the workflow of your facility. The following can be achieved with this process:

- Print — Printed explanation on how to use the system, how to get help, and the parents' login information
- Select the language for this version of the consent – the language options have been configured by your system administrators
- The second page will have the configured consent displayed/included in the printed materials
- You can ask the parent to sign the consent using these steps:
 - If using a desktop they can use a mouse, otherwise they can use a stylus or their finger to sign using the touchscreen
 - Click **Continue** when all parties are satisfied with the signature(s)
 - The explanation, consent, and signatures can now be printed, and/or saved as a PDF to your local facility network

➔ **BASIC USERS:** Please note that a **basic user** cannot print or manage the consent process.

RESEND CREDENTIALS

If the feature is enabled, then we allow you to resend the current credentials for the user via email or text message/SMS (United States phone numbers only).

Follow these steps:

- Click on the camera snapshot/tile for the camera
- Enter a valid email address, or if you have selected SMS, enter a valid United States phone number
- If more than one language has been configured, you can select the language to use for the delivery
- Click **Send**

➔ **BASIC USERS:** Please note that a **basic user** cannot print or manage the consent process.

➔ **WARNING:** Use care when using the **Resend Credentials** feature and ensure you confirm the correct email address or phone number before sending to avoid credentials being sent to the incorrect person.

MOVE CREDENTIALS

To prevent giving a parent a new set of credentials to a new bed/camera you can move the parents credentials between the cameras. After the move the parent can no longer access the old camera, but will begin access to the new camera where their baby has been moved.

➔ **WARNING:** The **Move** option is not shown if it's not enabled, or all cameras are currently assigned.

- Click on the camera snapshot/tile for the camera
- Select the camera that you want to move the credentials
- Click **Move**
- The editor now switches to the camera selected, and these credentials are now associated with this camera

→ **BASIC USERS:** Please note that a **basic user** cannot move or transfer credentials.

→ **WARNING:** Use care when using the **Move** or **Transfer** credentials feature when the cameras are used in a mobile implementation. If the target location has a different baby, then you need to discharge the current credentials, and assign new credentials.

DISCHARGE USER

Follow these steps:

- Click on the camera snapshot/tile for the camera you want to discharge
- Click **Discharge**

→ **BASIC USERS:** Please note that a **basic user** cannot discharge a user.

LIVE VIDEO

Live video will stream of the baby and camera if it's online. In the event the camera is not online, an image representing the camera's current status will be shown.

ENABLE & DISABLE PRIVACY

Each camera has a privacy option that will immediately disable the video stream. This can be done manually at the camera or using our software remotely.

MANUALLY

- Locate the **Privacy** button on the camera
- Press the **Privacy** button on the desired camera
- LED light will turn red if the stream is suspended
- LED light will turn green if the stream is live

USING OUR SOFTWARE (REMOTE)

- Click on the camera snapshot/tile for the camera
- Click **Make Private** to take offline or **Bring Online** to enable viewing
- A status message will display when the request is complete, and the view will change on the editor and back on the dashboard

**It is recommended that clinicians put the camera in standby each time they perform any bedside care.*

CHANGE CAMERA VIEW

The system allows you to move the camera in all 4 directions so you can center the camera on the child, or in the viewing angle you choose. Our support team uses this same process.

- Click on the camera snapshot/tile for the camera
- Click the direction you want to move
- A status message will display when the action is complete
- The camera view will change when the action is complete

Each camera is usually focused purposely on a small viewing area to limit the view range, and to keep the focus on the child to achieve an optimal viewing experience. Each move request will incrementally move the view in the direction of choice; however, it may take a few seconds to complete your request.

CONFIGURE OFFLINE TIMES

You can assign predefined times when the camera should be offline, and create different schedules for different cameras. This allows you to configure viewing times per your facility operations, or program usage policies.

- Click on the camera snapshot/tile for the camera
- Click **Schedule**
- Click **Add Time** to add new offline times
- Select options to indicate the time range
- Click **Add Range**

Multiple ranges may be added; when finished, click **Done**. To delete a range previously entered, click the **Delete** link associated with that range.

You will need to verify you have cleared all instances of that range. The system does not specify that you have entered duplicate ranges, because there are many variables for creating a schedule.

➔ **BASIC USERS:** Please note that a **basic user** can view the schedule, but not edit it.

MANAGE NOTES

The system allows notes to be entered and provided for parents and family, and was created to make this fast and easy.

➔ **WARNING:** The **Add Note** option will not be shown if the camera is not currently assigned to a user, because there is no one designated to leave a note.

ADDING A CANNED NOTE

- Select a camera
- Select **Family Notes**
- Current notes are listed by time, and who entered them
- Click **Add Note**
- Select a note option by clicking **Add**

DELETING A NOTE

- Select a camera
- Select **Family Notes**
- Current notes are listed by time, and who entered them
- Click **Delete**

ADDING A CUSTOM NOTE

- Select a camera
- Select **Family Notes**
- Click **Add Note**
- Enter a note into the text area
- Click **Add**

PROFILE MANAGEMENT

Your profile is basic information put on file during setup for how you login; use this page to reset your password.

INTERNATIONAL SYMBOLS

The following table defines the symbols located on the equipment or in this manual.

SYMBOL	DESCRIPTION
	WARNING OR CAUTION
	CONSULT INSTRUCTIONS FOR USE
	ALTERNATING CURRENT
	ON (POWER)
	OFF (POWER)
	DIRECT CURRENT
	MANUFACTURER
	WEEE (Waste from electrical and electronic equipment) DIRECTIVE SYMBOL – PRODUCT MUST BE DISPOSED OF SEPARATELY FROM NORMAL WASTE