

# **USER MANUAL**

## **DIGITRACE ID CARD**

### **Model : TWBL22, TWBL6**



No. 4/363, Block-3, 4<sup>th</sup> floor, OMR Road,  
Kandanchavadi, Chennai- 600096, India.

+91-70100 44935

[www.trackerwave.com](http://www.trackerwave.com)

# **INTRODUCTION ABOUT TRACKERWAVE**

## **PRODUCT**

### **INTRODUCTION**

Coaster (TWBL6) is a device used by patients, nurses and doctors and those who need updates on their work enabling automation of health care industry. Patients or hospital staff can use them to get precise on-time information displayed along with a buzzer or beep.

Trackerwave Coaster is a two way communication device used to control the navigation process of queue messages in the facility, developed and manufactured by Trackerwave™ Pvt. Ltd. Coaster is a user-friendly notification device which shows patient name, token number, test name, test location, test description and status for health checkup based on the digital queue.

The message centre functionality of the Ovitag RTLS system enables hospitals to send messages to a user, role or a staff in an intended location.

**CONTENTS IN THE PACKAGE**

**TECHNICAL SPECIFICATION .....4**

**INSTRUCTIONS FOR USE.....5**

**OPERATING INSTRUCTIONS .....7**

**OVITAG WEB APPLICATION.....8**

**CLEANING AND MAINTENANCE .....12**

**SAFETY AND PRODUCT INFORMATION NOTES.....13**

**MATTERS NEEDING ATTENTION .....13**

**CAUTION ..... 错误!未定义书签。**

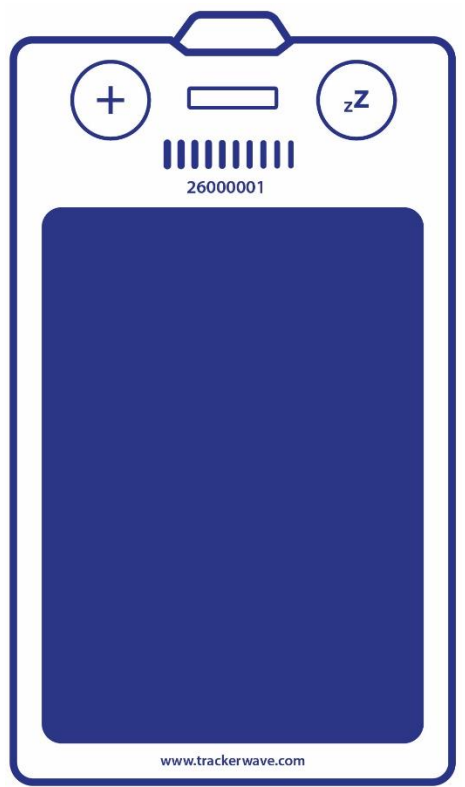
**WARRANTY INFORMATION .....13**

**SUPPORT .....16**

**END USER LICENSE AGREEMENT.....17**

**CERTIFICATIONS AND REGULATIONS**

The coaster device has undergone following compliance;  
RoHS compliance, CE certification, FC and ISO-27001-2013 standard.



## TECHNICAL SPECIFICATION

S. No	Parameter	Specification
1.	Radio Frequency	BLE 2.4 GHz
2.	Operating Tempertaure	-10°C to +45°C
3.	Storage Temperature	-20°C to +70°C
4.	Input Power	Rechargable LiPo Battery 1200mah
5.	Dimension	9.2cm x 5.5cm x 0.4cm
6.	Weight	52 gram
7.	Humidity	10% to 90% non-condensing
8.	Waterproof Rating	IP65
9.	Battery Life	14 days to 20 days
10.	Stand By Time	6 months
11.	Battery Type	LiPo, 1200mah
12.	Recharge	2 Pin PoGo

13.	Sterilization	Wipes, Ethyl Oxide, Gamma, Plasma
14.	Alert	Sound & Vibration, LED, Display
15.	Supply Voltage	1.7 to 3.7 V
16.	Operating Voltage	3.3 V

## INSTRUCTIONS FOR USE

Charging Schematic: Connect and charge the device as shown below.



Please charge your device fully before the first time you use it.

Frequent charging is not required. Charge your device once every 7 days

and below 40% (battery level will be displayed in coaster by clicking on info button)

#### LED Indication

Yellow LED --> Device is charging

Green LED --> fully charged

Red LED --> Low Battery

#### **Note:**

Use recommended charging cable provided by the manufacturer.

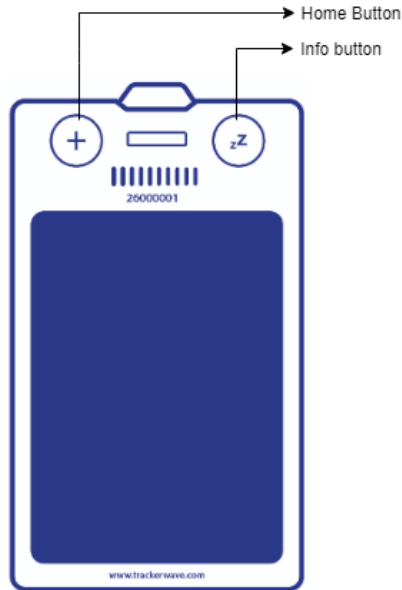
Use charging USB ports with current rating > 900mA and voltage  $\geq 5V$

### **Wearable Position**

It is recommended to wear your coaster around your neck.



## OPERATING INSTRUCTIONS



- The coaster will be provided to patients who are without a smart phone.
- Coaster is a user-friendly notification device which shows patient name, token number, test name, test location and status based on the digital queue.
- Multilingual support which allows patients to select their convenient language. The language listed in the UI are limited to English, Tamil, Bengali and Hindi.
- If a test is completed, the next test details will be displayed.
- Whenever the test status changes, a beep sound will occur.



- Once all the tests are completed please handover the device at the counter.

### **Home button**

Coaster allows to traverse Home screen/ previous screen using Home button.

### **Info button**

By clicking on info button, you can view the MAC ID, Battery level, System UP time. It also gives information about the particular test when the patient started the health test package.

## **OVITAG WEB APPLICATION**

Ovitag allows management of Coaster via the web application. User access to the portal is restricted via authentication.

For active directory integrated logins, please change/ reset the passwords as per the IT Practice/ Policy.



## Enroll Patient

A new patient (without UHID) can be temporarily enrolled using below screen.

Click on Enroll New Patient button and fill the patient details and assign the floor for the next test and click Enroll button.

Enroll Patient

PATIENT DETAILS

First Name \*

Middle Name

Last Name

Mobile

DOB

Gender

☐ Female

☐ Male

☐ Others

Assigned Floor \*

☐ First Floor

☒ Third Floor

☐ Fourth Floor

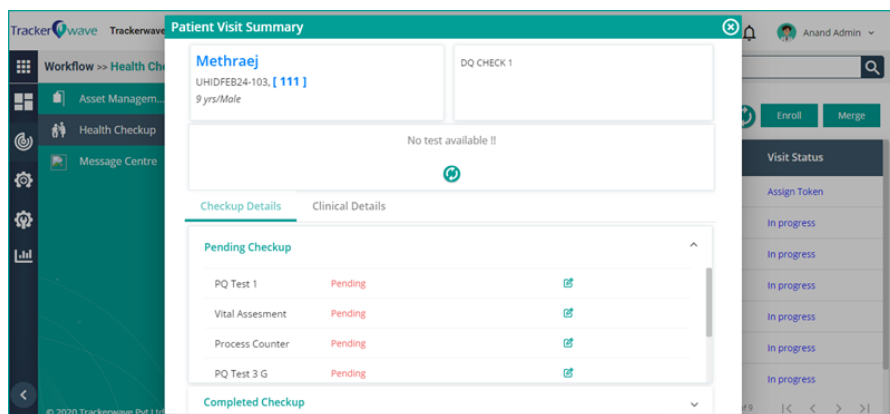
Cancel

Enroll

## View Patient Details

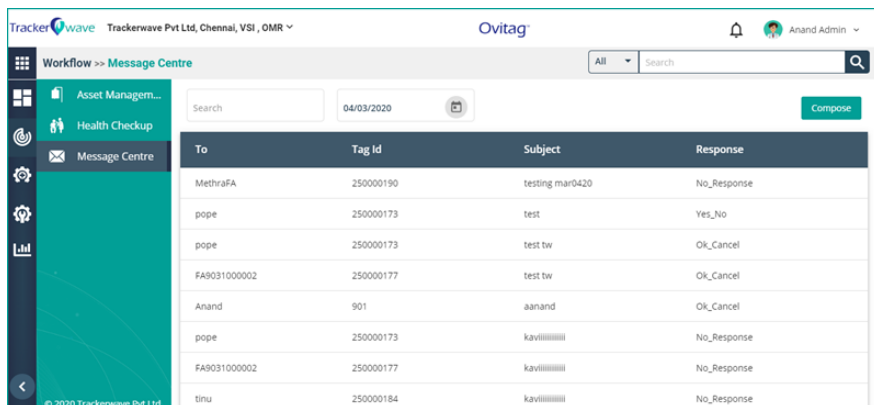
Click on the patient visit status to view the patient test status details, in the Ovitag > Health checkup page or click on the patient name in location view of Digital queue dashboard.

View Patient test status (Pending, Waiting, Next, Ready to go) based on the digital queue.



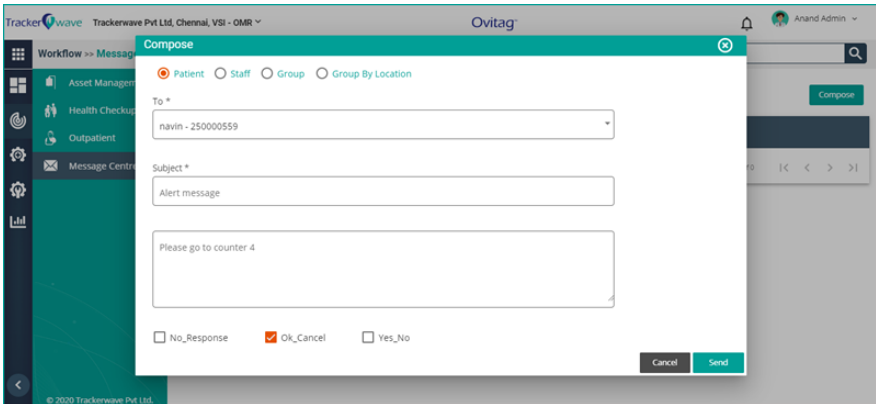
## Message Centre

1. Click Ovitag > Health checkup in the application.
2. The list of messages sent to the coaster will be displayed with name, Coaster id, subject and response from the user.



- Click Compose button to send an alert message to patient, staff, Group, Group by location.

Patient	An alert message will be sent to a specific patient
Staff	An alert message will be sent to a specific staff
Group	A Message will be sent to a group of users such as Super admin, Admin, Clinical staffs, Service engineer, Bio-med and porters.
Group by Location	A message will be sent to a group of users based on the location.



4. Type the message to be displayed on coaster and choose the response from the user (No\_Reponse, Ok\_Cancel and Yes\_No) then click Send button.

## CLEANING AND MAINTENANCE

1. Keep the product clean.
2. Keep the product dry
3. Do not use household cleaners to clean the product.
4. Use an isopropyl alcohol (IPA) blend or just plain water to cleanup the device, keep in mind that you should never spray these materials directly onto the device. Instead, dip a lint-free or microfiber cloth into your cleaning solution of choice, then wring it out until it's just slightly damp.

## **SAFETY AND PRODUCT INFORMATION NOTES**

### **Battery Warning:**

- Do not disassemble the device, it may result in damage of battery.
- Do not exceed the temperature range (-10°C to 60 °C) to prevent explosion of the battery.
- Before charging the device please ensure the appropriate direction of charging
- Only the recommended batteries or equivalent are to be used, volts and size.

## **MATTERS NEEDING ATTENTION**

1. The coaster has no waterproof effect on acidic and alkaline solutions, chemical reagents and other corrosive liquid. The damage or defects caused by misuse or improper use are not covered by the warranty.
2. The device has a waterproof level of IP65, do not expose to water.
3. Avoid dropping the device often.
4. It is susceptible to damage when falling from 3 feet and above
5. Do not place any weight over the device, it may result in damage of battery.

## **WARRANTY INFORMATION**

### **WARRANTY AND DISCLAIMER**

Company shall use reasonable efforts consistent with prevailing industry standards to maintain the Services in a manner which minimizes errors and interruptions in the Services and shall perform the Implementation

Services in a professional and workmanlike manner. Services may be temporarily unavailable for scheduled maintenance or for unscheduled emergency maintenance, either by Company or by third-party providers, or because of other causes beyond Company's reasonable control, but Company shall use reasonable efforts to provide advance notice in writing or by e-mail of any scheduled service disruption. However, Company does not warrant that the Services will be uninterrupted or error free; nor does it make any warranty as to the results that may be obtained from use of the Services. EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION, THE SERVICES AND IMPLEMENTATION SERVICES ARE PROVIDED "AS IS" AND COMPANY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

#### **HARDWARE WARRANTY**

1. The contract includes hardware repair / replacement as necessary. Cost of any hardware replacement and / or repair will be covered as part of the guarantee period/Annual Maintenance Contract as applicable.
2. The contract also includes installation of software packages and hardware provided by Company and seeing that all devices are in working condition.
3. In case of hardware problems due to natural causes, we accept no liability against the same as it is unforeseen and unavoidable. We will however take measures to prevent the same and will rectify the problem in the scheduled remote support.

4. The warranty excludes periodical battery replacement for devices that requires so.
5. For all our hardware, we do not accept liability in case of damage or misuse and undertake the customer not to open/repair the same, without written permission.
6. Company is not responsible for slow internet speeds and / or disconnections from service. This should be taken up with the respective ISP, we accept no responsibility if calls are left pending / not completed due to breakdown of internet service from ISP.
7. The obligations of COMPANY under this contract excludes:
  - Damage due to accident, flood, neglect, misuse, use of non-standard electric power.
  - Alteration in the machines by persons other than Company personnel.
  - Damage due to shifting of hardware from one location to another.
  - In the event of any force majeure such as act of God, fire, storm, earthquake, explosion, strike, lockouts, industrial disputes, riots, accidents, floods, electrical surge, lightning, etc.
  - Damage due to use of system in improper environmental conditions.
  - Appropriate data backup strategy to be devised and owned by Customer. Necessary support shall be provided by Company.
  - Immersion in water,



8. Company shall not be liable for any loss or damage, incidental, direct or consequential, arising out of malfunctioning or improper use of the equipment, in the scope of this AMC.

9. Guarantee Period: Trackerwave provides 1-year Guarantee for Coaster from the invoice date, excluding power adaptors, lithium ion batteries, CR batteries that are part of products susceptible to electrical surge.

10. Warranty Period: Trackerwave provides 1 year of warranty for Coaster from the invoice date.

11. A ticket shall be raised at [support@trackerwave.com](mailto:support@trackerwave.com) or <http://support.trackerwave.com> for malfunctioning hardware or software services in guarantee or AMC period. As part of support process, the company shall courier replacement hardware devices upon the receipt of malfunctioning hardware devices, free of service or replacement cost.

12. A ticket shall be raised at [support@trackerwave.com](mailto:support@trackerwave.com) or <http://support.trackerwave.com> for malfunctioning hardware or software services within the warranty period. As part of support process, the company shall provide a service quote for maintenance of malfunctioning hardware devices, with service and shipping costs.

## **SUPPORT**

If you have any queries regarding your equipment or the information in this manual, contact Trackerwave Pvt. Ltd. comments and suggestions regarding the content of this manual are appreciated. To submit

comments, please contact [info@trackerwave.com](mailto:info@trackerwave.com) or visit <http://support.trackerwave.com>

## **END USER LICENSE AGREEMENT**

This End User License Agreement (“EULA”) is a legal agreement between Trackerwave Pvt. Ltd. (“Trackerwave”) and the Licensee (either an individual or on behalf of an entity, “Licensee” or “you”).

1. “Hardware” means the applicable Trackerwave product designed to gather data from industrial systems and provide that data to the Trackerwave Software Platform.
2. “Product” means certain products developed and owned by Trackerwave, which may be comprised of both Hardware and Software (as defined in this EULA).
3. “Software” means the computer software (regardless of format or media in which distributed) designed to run on Trackerwave Products, printed materials and electronic documentation, each of which are owned or duly licensed by Trackerwave. Software includes, but is not limited to, the Trackerwave Software as a Service Platform, and any embedded software that runs on Tracker wave hardware including sensors, gateways, or third-party devices.

By installing, or otherwise using the Trackerwave Products, Software or Hardware in any manner (including, but not limited to, using the product in which software may be embedded within Hardware), Licensee agrees to be bound by the terms of this EULA. If you do not agree, or do not

have the authority to enter into this EULA, then do not install, or otherwise use Trackerwave Products in any way.

1. GRANT OF LICENSE.

2. Limited License. Other than as set forth in this EULA, Trackerwave grants to the Licensee a limited, nonexclusive, non-transferable, revocable license to use Tracker wave Hardware or Software solely for Licensee's use, without any modification. This license is not for sale. Subject to the terms of this EULA, Licensee may not rent, lease, lend, or distribute the products or any portion thereof. This License applies to updates or supplements to the original solution, unless Tracker wave provides other terms along with the update or supplement.

3. RESERVATION OF RIGHTS.

4. Ownership. Licensee agrees that Trackerwave owns all legal right, title and interest in and to the Product. Trackerwave reserves all rights not expressly granted to Licensee in this EULA. Title and copyrights to the Software remain with Trackerwave or its third-party licensors.

5. Trademarks. Nothing in this EULA gives Licensee a right to use any of Trackerwave trade names, trademarks, service marks, logos, domain names, or other distinctive brand features. Licensee agrees not to remove, obscure, or alter any proprietary rights notices (including copyright and trademark notices) that may be affixed to or contained within the Software or Hardware.

6. SUPPORT.

Licensee agrees that Trackerwave may stop (permanently or temporarily) providing the Software (or any features within the Software) to end users at Trackerwave' sole discretion, without prior notice. Trackerwave shall have no obligation to support the Software.

#### 7. LIMITATION ON REVERSE ENGINEERING, DECOMPILATION, AND DISASSEMBLY.

Licensee may not reverse engineer, decompile, modify, or disassemble any Trackerwave product. Licensee may not attempt to copy the Hardware or Software or transfer it to other devices without the express prior written consent of Trackerwave.

#### 8. EXPORT.

Licensee agrees not to export or re-export any part of the solution to any country, person or entity in violation of any applicable law or regulation. Licensee further agrees not to use the Solution for any purposes prohibited by law or regulations.

#### 9. DELIVERY, RISK OF LOSS, DELAYS.

Unless otherwise stated on the face of the quote or invoice, product will be provided EXW from Trackerwave facility in Chennai, TN. Risk of loss will pass to Customer at Trackerwave facility in Chennai, TN. Trackerwave may indicate scheduled shipment or service dates for certain items of the order. Trackerwave reserves the right to ship in advance of any date or time provided by Licensee for delivery, and to deliver in installments. Such dates are estimates only and may be

subject to change by Trackerwave without liability. Licensee shall not be entitled to treat these Terms as repudiated in the event of such failure to deliver the Products. Tracker wave shall have no liability for direct, indirect, special, incidental or consequential damages due to failure for any reason to meet scheduled shipment dates. Trackerwave shall not be liable for any damage to or loss of product including any damage or loss in transit. Tracker wave is not responsible for liquidated damages.

#### 10. INSPECTION, ACCEPTANCE, RETURNS.

Customer will thoroughly inspect each shipment of products promptly upon receipt. All products will be deemed to have been accepted fifteen (15) days after receipt, except for products for which Customer makes a written claim of non-conformance within such time. All products made the subject of such claim will be deemed to have been accepted fifteen (15) days after receipt of conforming goods. No products may be returned to Trackerwave except by prior authorization by Trackerwave. All such returns will be subject to Trackerwave's then-current return policies and procedures.

#### 11.LIMITED WARRANTY.

Company shall use reasonable efforts consistent with prevailing industry standards to maintain the Services in a manner which minimizes errors and interruptions in the Services and shall perform the Implementation Services in a professional and workmanlike manner. Services may be temporarily unavailable for scheduled maintenance or for unscheduled emergency maintenance, either by Company or by third-party providers, or because of other causes beyond Company's reasonable control, but Company shall use reasonable efforts to provide advance notice in

writing or by e-mail of any scheduled service disruption. However, Company does not warrant that the Services will be uninterrupted or error free; nor does it make any warranty as to the results that may be obtained from use of the Services. EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION, THE SERVICES AND IMPLEMENTATION SERVICES ARE PROVIDED “AS IS” AND COMPANY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

## 12.LIMITATION OF LIABILITY.

NOTWITHSTANDING ANYTHING TO THE CONTRARY, EXCEPT FOR BODILY INJURY OF A PERSON, COMPANY AND ITS SUPPLIERS (INCLUDING BUT NOT LIMITED TO ALL EQUIPMENT AND TECHNOLOGY SUPPLIERS), OFFICERS, AFFILIATES, REPRESENTATIVES, CONTRACTORS AND EMPLOYEES SHALL NOT BE RESPONSIBLE OR LIABLE WITH RESPECT TO ANY SUBJECT MATTER OF THIS AGREEMENT OR TERMS AND CONDITIONS RELATED THERETO UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY: (A) FOR ERROR OR INTERRUPTION OF USE OR FOR LOSS OR INACCURACY OR CORRUPTION OF DATA OR COST OF PROCUREMENT OF SUBSTITUTE GOODS, SERVICES OR TECHNOLOGY OR LOSS OF BUSINESS; (B) FOR ANY INDIRECT, EXEMPLARY, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES; (C) FOR ANY MATTER BEYOND PRODUCT WARRANTY PERIOD; OR (D) FOR ANY MALFUNCTION BEYOND COMPANY’S REASONABLE CONTROL; OR (E) FOR ANY AMOUNTS THAT, TOGETHER WITH AMOUNTS ASSOCIATED WITH ALL OTHER CLAIMS, EXCEED THE FEES PAID BY CUSTOMER TO COMPANY FOR THE SERVICES UNDER THIS AGREEMENT IN THE 12

MONTHS PRIOR TO THE ACT THAT GAVE RISE TO THE LIABILITY, IN EACH CASE, WHETHER OR NOT COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

#### 13.REVERSE ENGINEER.

Licensee shall not, directly or indirectly, modify the features or functionality of, copy or create derivative works using all or any portion of, analyze or remove components from, decompile, or otherwise reverse engineer or attempt to reverse engineer or derive source code, techniques, algorithms or processes from the Systems or Software or permit or encourage any third-party to do so. If any device is determined to be opened by the breaking of the seal, any warrantee for that component will be terminated, and Trackerwave may terminate this EULA in entirety.

#### 14.TERMINATION OF EULA.

Trackerwave may terminate this EULA at any time if Licensee has breached any provision of this EULA, Trackerwave is required to do so by law, or Trackerwave decides to no longer provide the Product or any component thereof.

15.ASSIGNMENT AND DELEGATION. The rights and duties or obligations granted or created under this EULA may not be assigned, transferred or delegated by Licensee without the prior written approval of Trackerwave.

16.ENTIRE AGREEMENT. This EULA is the entire agreement between Licensee and Trackerwave relating to the Hardware and Software and supersedes all prior or contemporaneous oral or written

communications, proposals and representations with respect to the Software or any other subject matter covered by this EULA. Tracker wave may make changes to this EULA, by posting such changes on its website at [www.trackerwave.com](http://www.trackerwave.com) Licensee's continued use of the Software Platform and Hardware Solutions shall be deemed consent of the most recent terms available [www.trackerwave.com](http://www.trackerwave.com)



## **FCC Caution.**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.