# stryker

# **Smart Equipment Management**

**Quick Start Guide** 

**REF** 5212



# **Table of Contents**

SEM home page
Operation
My Account tab4
Resource Center tab4
Sites tab
Equipment tab
Using the Error Condition chart on the Equipment tab6
Using the search bar on the Equipment tab
Viewing the status of a bed
Requesting equipment service

# **Product description**

Smart Equipment Management (SEM) software communicates with *iBed®* Server for the intended purpose of transferring connected device/server information that is sent to the Stryker Cloud service for database storage.

Smart Equipment Management's purpose is to serve as a maintenance tool to provide the user the ability to monitor product performance and parameters. This product promotes technician efficiency and thoughtful product maintenance.

# SEM home page

stryker		North Hospital / All sites -	F						We	Icome 👻
My account		Equipment 🛛				G Enter text to s	earch			۹ 🕅
Resource center		Site ≑	Model ≑	Serial # 🕈	Location 🗘	Wi-Fi signa	♦ Error condition ♦	Bed weight 🗘	GW S/W ‡	Service
E Fauinment	165	North Hospital	Med-Surg	D110215813	E6T^6513^A	at	ОК	Present	v.3.3.006	Jr.
	105	North Hospital	Med-Surg	D110215814	E5T^5507^A	att	ОК	Present	v.3.3.006	J.
		North Hospital	Med-Surg	D110215820	E3S^3223^A	att	ОК	Present	v.3.3.006	J.
		North Hospital	Med-Surg	D110215821	E5T^5513^A	and the	ОК	Present	v.3.3.006	de la companya de la comp
		North Hospital	Med-Surg	D110215829	E5T^5511^A		ОК	Present	v.3.3.006	æ
		North Hospital	Med-Surg	D110215830	E6T^6511^A		ОК	Present	v.3.3.006	de la
		North Hospital	Med-Surg	D110215839	E4N^4403^A	at l	ОК	Present	v.3.3.006	de la
		North Hospital	Med-Surg	D110215841	E3N^3413^A	. (1 <mark>x</mark>	OK		v.3.3.006	J.E.
No error	147	North Hospital	Med-Surg	D110215843	E5T^5525^A		ОК	Present	v.3.3.006	J.C.
Needs attention	1	North Hospital	Med-Surg	D110215846	E5T^5529^A	att	OK	Present	v.3.3.006	-
Outdated	17	North Hospital	Med-Surg	D110215848	E5T^5528^A		ОК	Present	v.3.3.006	J.C.
		North Hospital	Med-Surg	D110215849	E6T^6514^A	att	ок	Present	v.3.3.006	m <sup>C</sup>
		North Hospital	Med-Surg	D110215850	E6T^6501^A	at	ОК	Present	v.3.3.006	J.C.
		North Hospital	Med-Surg	D110215852	E6T^6522^A	att	OK	Present	v.3.3.006	J.C.
		North Hospital	Med-Surg	D110215854	E5T^5532^A	at l	ОК	Present	v.3.3.006	JC .
		North Hospital	Med-Surg	D110215856	E5T^5516^A	at l	OK	Present	v.3.3.006	₩ <sup>C</sup>
		North Hospital	Med-Surg	D110215859	E5T^5506^A	att	OK	Present	v.3.3.006	J.C.
		North Hospital	Med-Surg	D110215862	E5T^5512^A		OK	Present	v.3.3.006	JC.
		North Hospital	Med-Surg	D110216057	E6T^6508^A	at	ОК	Present	v.3.3.006	J.
C C L A smart		North Hospital	Med-Surg	D110216059	E6T^6519^A	att	OK	Present	v.3.3.006	J.C.
SEM equipment management		North Hospital	Med-Surg	D110216064	E5T^5518^A	at the	ОК	Present	v.3.3.006	1º

#### Figure 1 – Home page

А	My Account tab	E	Error Condition chart
В	Resource Center tab	F	Sites filter
С	Sites tab	G	Search bar
D	Equipment tab	Н	Excel export

# Operation

## My Account tab

The My Account tab allows you to view the name, time zone, and address of the account facility (Figure 2).

Name:	North Hospital
Time Zone:	(UTC-05:00) Eastern Time (US & Canada)
Address:	

Figure 2 – My Account

## **Resource Center tab**

The **Resource Center** tab displays the following for service and support (Figure 3):

- Troubleshooting
- Service request
- Operator / Maintenance manuals
- Terms of use
- · Key / Legend

	enter
• For troubleshoo	ting ing support, please contact 1-800-327-0770 Option 2
Service requ	est
To request servi	e, please contact medicaltechnicalsupport@stryker.com
Operator/Ma	intenance manuals
Operator/Ma • https://techweb	sintenance manuals stryker.com
Operator/Ma • https://techweb Terms of use • https://www.strp Key/Legend	sintenance manuals stryker.com ker.com/us/en/legal/terms-of-use.html
Dperator/Ma • https://techweb Terms of use • https://www.stry Key/Legend Key	sintenance manuals stryker.com ker.com/us/en/legal/terms-of-use.html
Dperator/Ma  https://techweb  Terms of use https://www.stry Key/Legend Key No Error	ker.com/us/en/legal/terms-of-use.html         Legend         There are no errors observed with the bed. If you still experience any issues with the bed, please request service using the contact information provided above.
Dperator/Ma  https://techweb  ferms of use  https://www.stry  key/Legend  key No Error Needs Attention	stryker.com ker.com/us/en/legal/terms-of-use.html           Legend           There are no errors observed with the bed. If you still experience any issues with the bed, please request service using the contact information provided above.           The bed has an active error. Please request service for the bed using the contact information provided above.

Figure 3 – Resource Center

## Sites tab

The Sites tab displays the name, address, and error conditions of equipment at the currently selected site (Figure 4).

Sites				
North Hospital	Address:	•	No Error Needs Attention Outdated	156 1 8



## Equipment tab

The Equipment tab displays the status of any connected Stryker beds (Figure 5). You can update the display by clicking

	N
the <b>Refresh</b> icon	

Equipment 😂				Enter text to search.				Q X
Site ≑	Model \$	Serial # 🕈	Location 🗢	Wi-Fi signal ≑	Error condition 🗘	Bed weight ‡	GW S/W \$	Service
North Hospital	Med-Surg	D110215813	E6T^6513^A	at	ОК	Present	v.3.3.006	all.
North Hospital	Med-Surg	D110215814	E5T^5507^A	at	ОК	Present	v.3.3.006	all a
North Hospital	Med-Surg	D110215820	E3S^3223^A	at	ОК	Present	v.3.3.006	de la
North Hospital	Med-Surg	D110215821	E5T^5513^A	at	ОК	Present	v.3.3.006	all a
North Hospital	Med-Surg	D110215829	E5T^5511^A	at	ОК	Present	v.3.3.006	all.
North Hospital	Med-Surg	D110215830	E6T^6511^A	att	ОК	Present	v.3.3.006	all a
North Hospital	Med-Surg	D110215839	E4N^4403^A	at	ОК	Present	v.3.3.006	all a
North Hospital	Med-Surg	D110215841	E3N^3413^A	. II	OK		v.3.3.006	an C
North Hospital	Med-Surg	D110215843	E5T^5525^A	at	ОК	Present	v.3.3.006	all.
North Hospital	Med-Surg	D110215846	E5T^5529^A	art	ОК	Present	v.3.3.006	and the second
North Hospital	Med-Surg	D110215848	E5T^5528^A	at	ОК	Present	v.3.3.006	all a
North Hospital	Med-Surg	D110215849	E6T^6514^A	att	ОК	Present	v.3.3.006	all a
North Hospital	Med-Surg	D110215850	E6T^6501^A	att	ОК	Present	v.3.3.006	se .
North Hospital	Med-Surg	D110215852	E6T^6522^A	art	OK	Present	v.3.3.006	and the second
North Hospital	Med-Surg	D110215854	E5T^5532^A	at	ОК	Present	v.3.3.006	p.C.
North Hospital	Med-Surg	D110215856	E5T^5516^A	att	OK	Present	v.3.3.006	De C
North Hospital	Med-Surg	D110215859	E5T^5506^A	att	ОК	Present	v.3.3.006	all.
North Hospital	Med-Surg	D110215862	E5T^5512^A	at	ОК	Present	v.3.3.006	de la

#### Figure 5 – Equipment

On the Equipment tab you can filter the information in the following ways:

Site  $\Diamond$  Model  $\Diamond$  Serial #  $\bigstar$  Location  $\Diamond$  Wi-Fi signal  $\Diamond$  Error condition  $\Diamond$  Bed weight  $\Diamond$  GW S/W  $\Diamond$  Service

#### Figure 6 – Equipment filter

- Site: Facility location
- Model
- Serial number
- Location: Room / area location of bed



- Error condition
- Bed weight: Empty (available for service) or present (unavailable for service)
- Gateway software version

### Using the Error Condition chart on the Equipment tab

The Error Condition chart is located on the left side of the screen and allows the user to filter beds by error condition status (Figure 7).

- Green, No Error: No issues (bed online)
- Yellow, Needs Attention: See error condition description (bed online)
- Gray, Outdated: Unable to communicate with bed (bed offline)





#### Using the search bar on the Equipment tab

Use the search bar to find specific information on the Equipment tab (ex. serial number, error names / numbers) (Figure 8).

Enter text to search...



Q

## Viewing the status of a bed

To view information specific to an individual bed, click on the line item of the bed (Figure 9).

North	h Hosj	pital	Med-Surg	D110215813	E6T^6513^A	at	OK	Present	v.3.3.006	and a
					Figure 9 – E	Bed selection				
The	e st	atus page wi	ll displav	the following (Fig	ure 10):					
•	Mo	ndel		5, 5, 5, 5, 5, 5, 5, 5, 5, 5, 5, 5, 5, 5	,					
•	50									
	00									
•	Sil	e								
•										
•	EII	for Condition:	Click Sr	IOW EITOF LOG TOF	error history					
•	On									
•	Wi	-Fi Signal								
•	Ga	teway Softwa	are Versi	on						
•	IP.	Address								
•	MA	AC Address								
•	Ne	twork Addres	SS							
•	Co	onnection Upt	time							
•	La	st Contact								
•	Se	rvice request	t option							
•	Be	d diagram the	at display	/s live <i>i</i> Bed data:						
	o	Brake: On /	off							
	o	Low height:	Yes / no							
	o	iBed Aware	ness: On	/ off						
	0	Bed Exit: Or	n / off							
	0	Bed weight								
			$\odot$	Model: Serial number:	Med-Surg D110215813					
				Site:	North Hospital		Π		) N	
				Location: Error condition:	E6T^6513^A OK Error log		U		U	
				Online:	Yes		P Bed exit: Brake:	On	P	
				Wi-Fi signal:	-51 dBm		iBed			
				Gateway software version:	v.3.3.006		awareness:	On Yes	n	
				MAC address:	84253					
				Network address:	http://SYK-		D O W			
				Connection uptime:	2d 04h 39m	10.014				
				Last contact:	3/16/2018 12:44:	18 PM			2	
					✓ Send service request		Bed weight:	Present		
				_						

Figure 10 – Example status page

#### **Requesting equipment service**

To request equipment service:

1. On the line item	n of the bed, cl	ick the wrench	n icon	(Figure 11).				
North Hospital	Med-Surg	D110215813	E6T^6513^A	at	ОК	Present	v.3.3.006	×

Figure 11 – Bed selection

2. In the Send Service Request window fill out the Service Request Details (Figure 12).

Send Service Request			
Model	Med-Surg		
Serial Number	110215813		
Service Request Details	Enter service request details		
Contact Person Name	Enter contact person name		
E-mail	Enter contact person e-mail		
	Cancel Send		

Figure 12 – Service request

Note - The Contact Person Name and E-mail information will auto-fill with your account contact information but can be changed as needed.

3. Click Send to submit the request.

**Note** - A service request can also be created under **Service request** on the **Resource Center** tab (*Resource Center* tab (*page 4*)) or the bed status page (*Viewing the status of a bed* (page 7)).

# stryker