

Rescue Ready® Monitor Administrator's Guide



Information in this document is subject to change without notice.

The remote monitor contains:

FCC ID: YOPGS2101M

IC: 9154A-GS2101M

Technical Support

Monday - Friday

8:30 a.m. to 6:00 p.m. EST

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Software License Agreements

Some software components included in this product are licensed by ZOLL Medical Corporation under various open source licenses.

Patents

U.S. and foreign patents pending. See <https://www.zoll.com/medical-technology/patents> for a complete list.

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1 Introduction

Rescue Ready Monitor overview

The ZOLL® Rescue Ready® Monitor device (herein referred to as remote monitor) from ZOLL Medical Corporation is a compact wireless device that listens for the distinct error tone emitted by the Powerheart® G5 AED when it is not “Rescue Ready” (failed self-test).

The remote monitor is compatible with the Powerheart G5 AED from ZOLL Medical Corporation.

Indications for use

The remote monitor by ZOLL Medical Corporation is a wireless communication device which automatically transmits the not “Rescue Ready” status of a linked AED via Wi-Fi.

Note: Remote monitoring is an enhancement to routine maintenance and inspections of AEDs. Reference your AED User Manual for appropriate maintenance and inspections. Try to resolve any AED maintenance issues by using the information in the Troubleshooting section of your AED User Manual. If you are unable to resolve the issue, see the ZOLL Technical Support contact information at the beginning of this guide.

How the remote monitor works

Upon detection of a failed Powheart G5 AED self-test, the remote monitor will report the failed self-test state to registered points of contact via ZOLL PlusTrac® AED Management Software.

If the Powerheart G5 AED detects an error during its self-test, three things will happen:

1. The Rescue Ready indicator on your AED will flip from green to red and an audible tone is immediately emitted.
2. If linked with your AED, the remote monitor recognizes the unique tone from the AED and transmits a non-“Rescue Ready” alert to PlusTrac via Wi-Fi.
3. All registered points of contact are then notified by a PlusTrac email alert with information that identifies the specific AED experiencing the error.

Rescue Ready indicator on the Powerheart G5 AED:



AED is not Rescue Ready.



AED is Rescue Ready.

Rescue Ready technology assesses the AED, battery, and pads to ensure they are ready to perform a rescue.

Package contents

The remote monitor device kit includes:

- ◆ (1) Rescue Ready Monitor device
- ◆ (1) Lanyard (fastens monitor to the Powerheart G5 AED)
- ◆ (1) Set Up Guide

Wi-Fi requirements

Review the following information with your IT team:

- ◆ Confirm that you have continuous, 24/7 Wi-Fi service available where you plan to deploy your AED/remote monitor.
- ◆ The remote monitor will not connect to open networks (no password required) or those that require active confirmation.
- ◆ The remote monitor supports pre-shared key and enterprise authentication. It is only compatible with 2.4 GHz frequencies.
- ◆ If your facility tracks the MAC address of connected devices, you will find the MAC address on the back of the remote monitor on the product ID label.
- ◆ The remote monitor must be connected to a stable Wi-Fi free of power or network interruptions.
- ◆ Confirm that you have a strong Wi-Fi signal strength.

Note: Wi-Fi networks that are not available or have low signal strength will display with few to no bars.

ZOLL® RRM mobile app



The ZOLL Rescue Ready Monitor (RRM) mobile app is used to connect the remote monitor(s) and AED(s). The mobile app includes a barcode-scan feature to quickly connect the remote monitor to the AED in your PlusTrac account.

Mobile requirements

Operating system compatibility requirements are:

- ◆ iOS version 10.0 or above
- ◆ Android version 5.0 or above

2 Remote Monitor Set-Up

Setting up your PlusTrac account

The remote monitor uses PlusTrac, a web-based program that manages your remote monitors and AEDs, and issues notifications about the readiness of your connected AEDs. PlusTrac generates emails to alert you of your AEDs non-“Rescue Ready” status.

New customers: when you order a Rescue Ready monitor and PlusTrac, a “Welcome Email” is sent to the email address provided on your order. Instructions on how to set up your PlusTrac account are provided in that email.

Existing PlusTrac customers: no additional account set up is required. Simply follow the connection instructions to begin using the monitor.

Where to locate your monitored AED

Note: Provision the remote monitor to your AED in the location you plan to deploy in order to verify you have good Wi-Fi coverage.

For optimum performance, be sure to store your AED and attached remote monitor in a location well covered by your Wi-Fi signal.

Connecting the remote monitor with your AED

Be sure Bluetooth and Wi-Fi are “on” in your phone settings as the mobile app needs to connect to the remote monitor via Bluetooth and to PlusTrac via Wi-Fi.

Once your PlusTrac account is set up, it’s time to download the RRM app and log in. Use your smartphone to access the Apple App Store or the Google Play Store and download the RRM app.

The RRM app takes you through a step-by-step sequence to provision, or connect, the remote monitor to the AED in your PlusTrac account. The RRM app will confirm a successful Wi-Fi connection with your remote monitor.

Following completion of the connection process, press the button on your remote monitor and log into your PlusTrac account to confirm that the remote monitor has checked in.

Once complete you are now ready to attach your remote monitor to the AED. If you are unable to connect the remote monitor to your AED in your PlusTrac account, or require assistance, contact ZOLL Technical Support.

Note: If you need to connect another AED with another remote monitor, access the RRM app once again and repeat the step-by-step instructions.

Attaching your remote monitor device

After removing the remote monitor and lanyard from the box, unscrew the lanyard and take it apart, loop the lanyard through the top portion of your remote monitor, fasten the lanyard around the handle of your AED, and screw the lanyard back together.

Important: The lanyard and remote monitor must fall under the self-test beeper as shown in the image below. **DO NOT** block the Rescue Ready status indicator.

This completes the physical setup of the remote monitor.



Settings screen



IMPORTANT: Contact your IT department before making any changes. If you require further guidance please contact ZOLL Technical Support.

The settings screen in the RRM app provides options to:

- ◆ Reset a remote monitor to its factory defaults.
- ◆ Disconnect from the remote monitor.
- ◆ Specify advanced server settings.
- ◆ Send authentication certificates to the remote monitor.
- ◆ Send updated firmware to the remote monitor.
- ◆ Display diagnostics information.

Advanced PlusTrac server settings

The advanced server settings can be found under the settings screen and are only accessible when the remote monitor is connected. The remote monitor uses default values for the server address, user name, and password. ZOLL Technical Support will instruct you to change those values if needed. Tap **New Certificate** if one is provided to you and then Tap **Save**.

Advanced Wi-Fi settings

This screen allows you to configure the applicable security protocols used in the Wi-Fi network. Work with your IT department to find the authentication protocols applicable to your Wi-Fi network. Using the information provided by your IT department, enter the user name and password, and tap the corresponding outer and inner authentication options. When choosing an authentication method that requires a certificate, choose the certificate file type and file.

Tap **Connect** and the monitor will test the connection. A ✓ will display if the connection is working and an X will display if the connection is not working.

Server connection confirmation

When your remote monitor setup is complete:

1. On the remote monitor, press the button and release it.
2. The remote monitor will:
 - ◆ Play two tones (beeps)
 - ◆ Blink the LED green quickly for few seconds while the remote monitor is connecting to the server

Wait until the LED stops blinking:

Issue	Recommended Action
The LED turns solid green for two seconds:	The remote monitor was able to connect successfully to the PlusTrac server.
The LED turns solid red for two seconds:	The remote monitor failed to connect to the PlusTrac server; move the AED, and the remote monitor to another location and retry.
The LED flashes red three times followed by green three times:	Request a replacement device.

PlusTrac Web interface

After the connection to the server is confirmed, wait 10 minutes to allow PlusTrac time to process the information received from the remote monitor.

1. Log into your PlusTrac account and navigate to the remote monitor page.
2. Enter the serial number (from the back of the remote monitor) into the search window on the PlusTrac web interface to locate the remote monitor.
3. Click **remote_monitor**.
4. Click **history**.

You should see a line indicating the remote monitor is ready.

3 Maintenance

Cleaning your remote monitor

Use a cloth dampened with an approved cleaning solution to wipe the remote monitor. Do not spray or pour the cleaning solution on the case or submerge the remote monitor. Dry the remote monitor with a clean cloth.

Approved cleaning solutions

- ◆ Use one of these solutions to clean the case of the remote monitor: soap and water, 1:10 solution of bleach, or Isopropyl Alcohol (90-91%) concentration.
- ◆ The remote monitor cannot be sterilized.
- ◆ Wipe down the remote monitor with water after using any cleaning solution.

DO NOT:

- ◆ Immerse any part of the remote monitor in water
- ◆ Use ketones (MEK, acetone, etc.) to clean the remote monitor
- ◆ Sterilize the remote monitor

Appendix A: Specifications

This section describes product specifications for the remote monitor:

Physical specifications

Parameter	Detail
Dimension	Height: 5.08 inches
	Width: 1.81 inches
	Depth: 1.43 inches
Weight	0.253 lbs.

Environmental specifications

Parameter	Detail
Operating	Temperature: 0°C to 50 °C (32 °F to 122 °F) Humidity: 10% to 95% (non-condensing)

Appendix B: Standards Compliance

Guidance and manufacturer's declarations

The remote monitor is intended for use in the electromagnetic environment specified in the table below. The customer or the user of the remote monitor should assure that it is used in such an environment.

	Compliance	Electromagnetic environment — guidance
RF Exposure Statement		The device should be installed and operated with a minimum distance of 20 cm between the monitor and your body.
RF emissions CISPR 11	Class B (Group 2)	This equipment has been tested and found to comply with the limits for a Class B (Group 2) digital device, pursuant to part 15 of the FCC Rules.
The remote monitor contains FCC ID: YOPGS2101M		CAUTION: Changes or modifications not expressly approved could void your authority to use this equipment. 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.
IC: 9154A-GS2101M		

Appendix C: Troubleshooting the RRM mobile app

1. Start the RRM mobile app on your phone.
2. Press the button on the remote monitor for five seconds until the LED turns green.
3. When the **Next** button on the app turns blue, tap **Next**.
4. Continue to tap **Next** on the following screens.
5. Tap **Verify**.
6. Wait until the app proceeds through the verify steps.

If the verify does not complete, note the failed step and refer to the table below for issues and actions you can take to correct them.

Issue	Recommended Action
If the app displays an X next to the RRM serial number:	Ensure that the serial number on the back of the remote monitor matches the serial number displayed by the app.
If the app displays an X next to the AED serial number:	Ensure that the AED serial number is correct and the AED has been added to the Plus Trac account.
If the app displays an X next to the Wi-Fi Connection:	Wi-Fi signal in the current location is not strong enough to allow remote monitor Wi-Fi network connection. Move the remote monitor and the AED into another location and retry the above procedure.
If the app displays an X next to the Battery:	Request a replacement device.
If the app displays an X next to the Server Connection, possible causes are:	1. Wi-Fi signal in the current location is not strong enough to allow RRM Wi-Fi network connections. - Move the remote monitor and the AED into another location and retry the above procedure. 2. Server is temporarily un-available. - Try the above procedure in a few minutes.
If the app loses connection to the remote monitor during the verify procedure:	Repeat the above procedure and during the verify step observe the LED on the RRM. If it flashes Red three times (during the verify) request a replacement device.

Note: Tap the settings icon and scroll down to display additional information e.g. Battery Voltage, remote monitor status, and Time. This information may be provided to customer service when requesting a replacement device.