



Whisper

User guide

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Installation

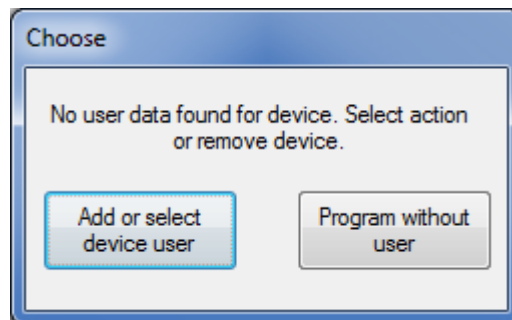
After downloading the Whisper program, run the installation file (.exe) and follow the instructions. The Whisper medication reminder is programmed with the Whisper program. The Whisper program must be installed before connecting the Whisper medication reminder to the computer.

Running the program

If the program has been updated over an older version (v1.2 or earlier), program will request a password if a password has been defined. After a successful log-in, the program will no longer ask for a password. If you want to enable password querying, register a Whisper account (see chapter "Whisper account").

Connecting the Whisper medication reminder to a computer

The Whisper medication reminder can be connected to a computer using the included cable. When the device has been recognized, the bottom left-hand corner of the program will display the text "Device connected". If the device hasn't previously been connected to a user, the screen will display an action selection window.



Choosing "Add or select device user" will open the user management screen (see chapter "Managing users"). Choosing "Program without a user" will allow you to program the device without adding a new user (see chapter "Programming device without user"). You should add a new user if the same program is to be used for programming several Whispers for several different users.

Managing users

The alarm information of several users can be saved into the program. Various care units and pharmacies providing a Whisper programming service for their customers can use the same program for all their customers. By selecting "Manage users" in the Tools tab, individual users can be added, selected and deleted. Only a name is necessary to add a new user. ID numbers and phone numbers can be added if desired.

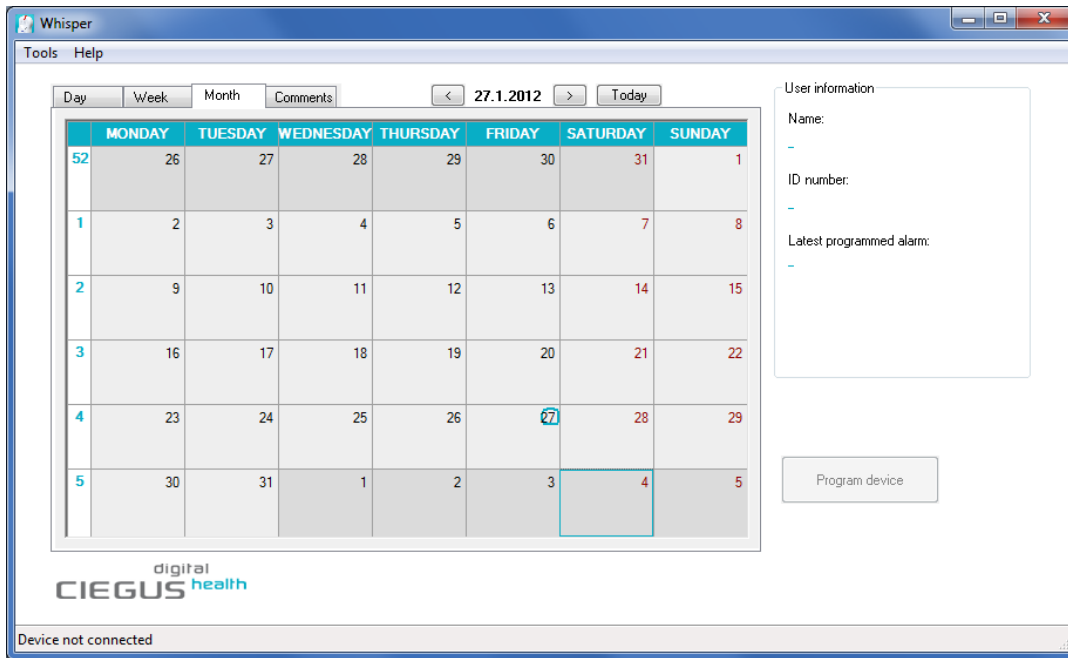
The image shows a software dialog box titled "Manage users". It features a standard Windows-style title bar with a close button (X) in the top right corner. The dialog is divided into two main functional areas:

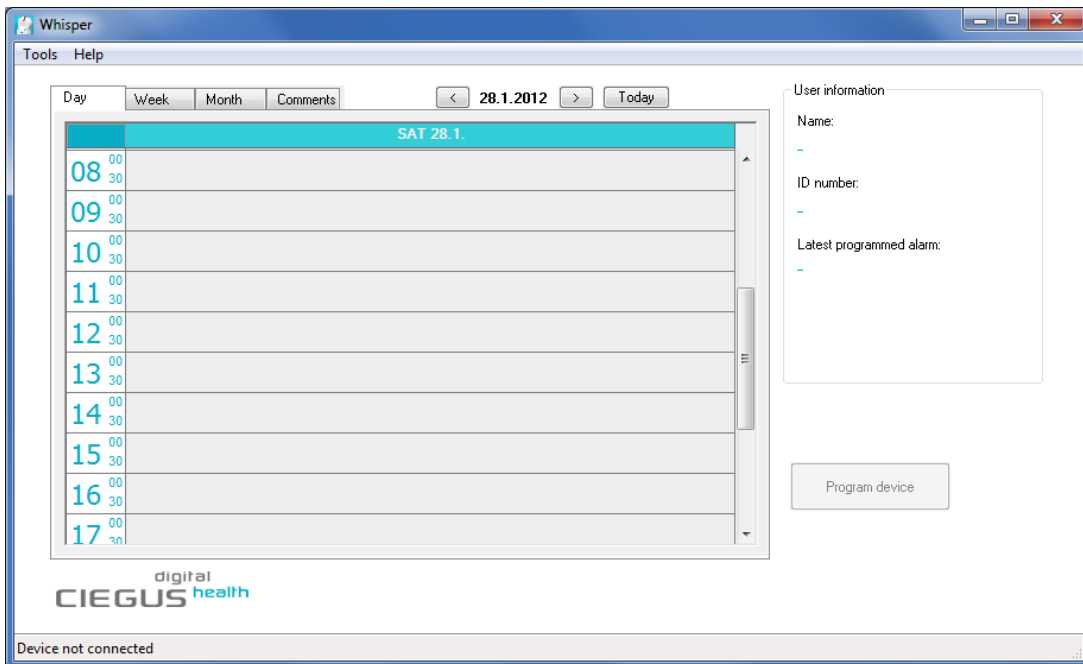
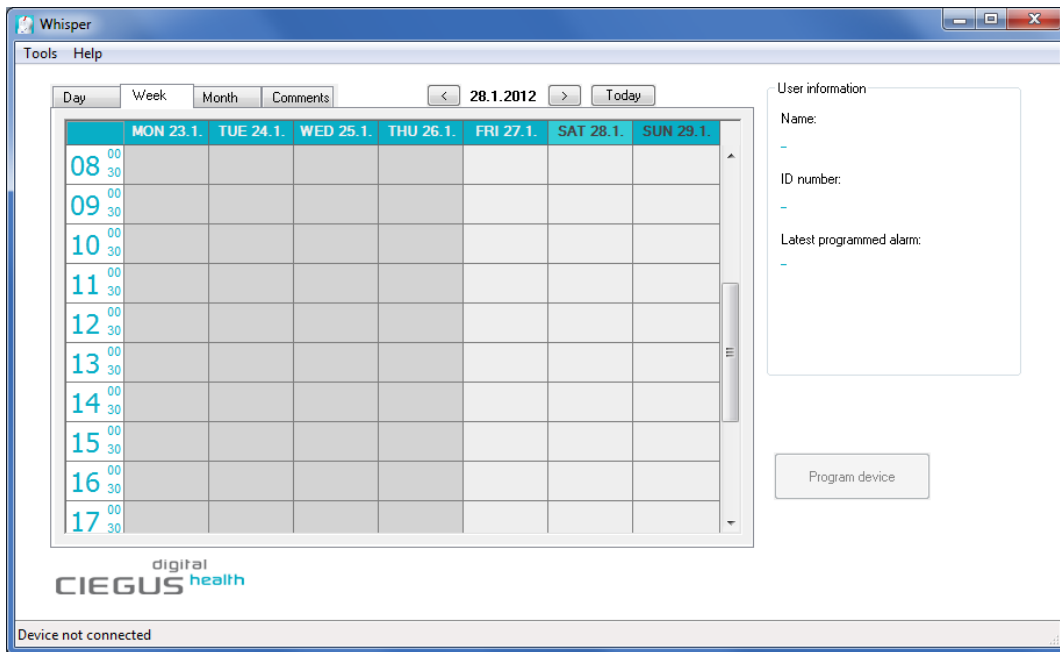
- Select user:** This section contains a list box with one entry, "John Smith (-)", which is currently selected. To the right of the list box are two buttons: "Select user" (highlighted in blue) and "Delete user".
- Add new user:** This section contains three input fields for "Name:", "ID number:", and "Phone number:". To the right of these fields is an "Add new user" button.

At the bottom right of the dialog, there is a "Close" button.

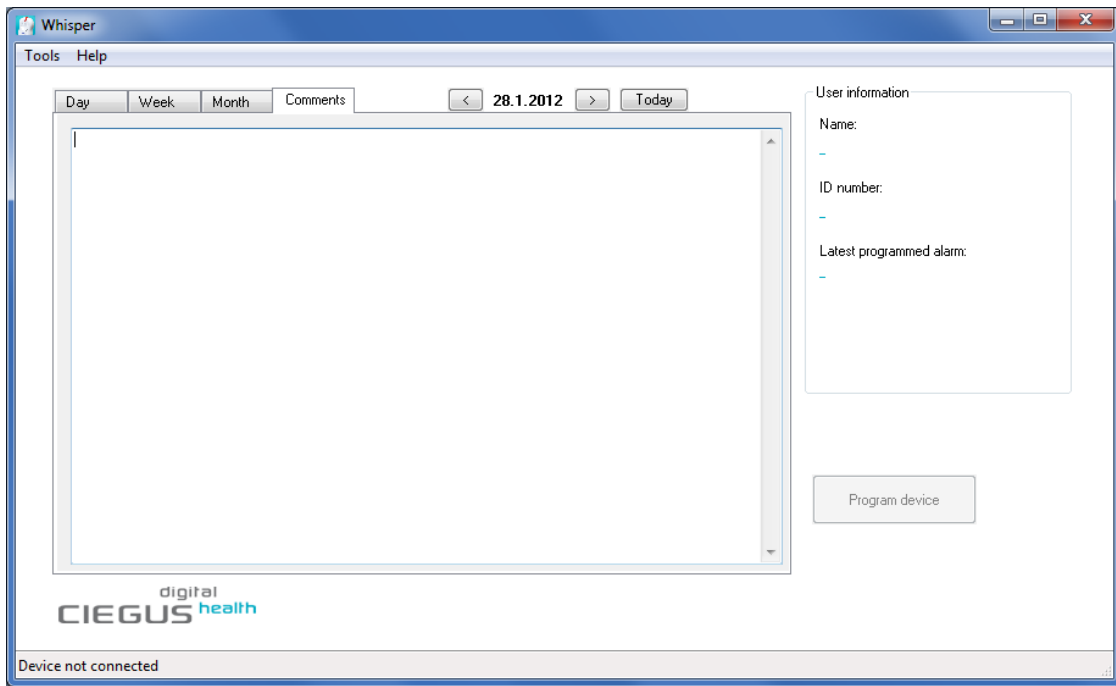
Calendar views

The Whisper program uses a calendar view. The view can be changed using the tabs at the top of the calendar (day, week, month). Alarm times are programmed from either the day or week view. The month view provides a general picture of the alarm scheme, but changes to alarms cannot be made.





In the Comments tab, comments concerning the selected user can be written freely.

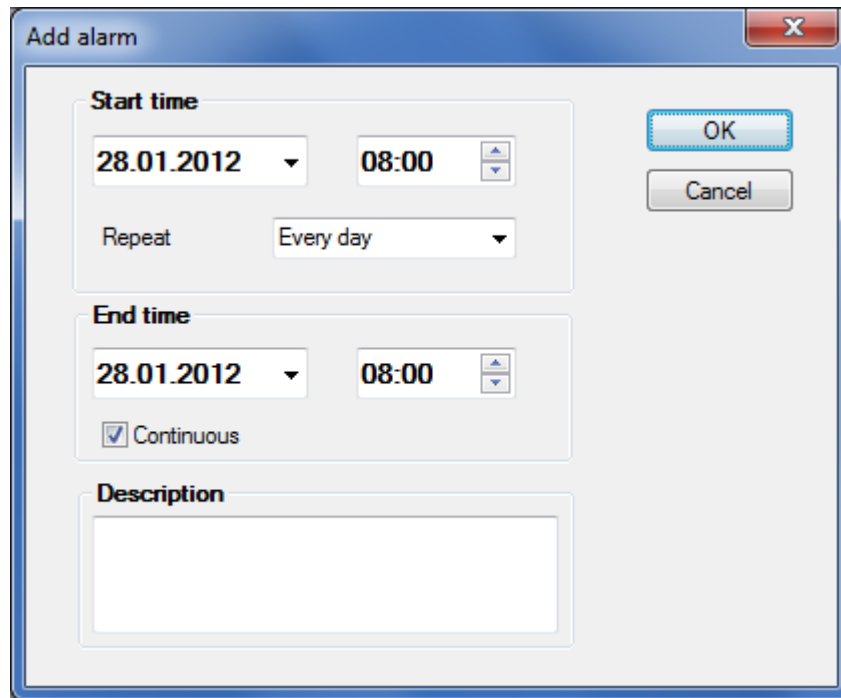


The Whisper is programmed for months or even years ahead. The right side of the calendar view displays the user's information, the latest alarm programmed onto the user's device, and the possible need for device reprogramming.

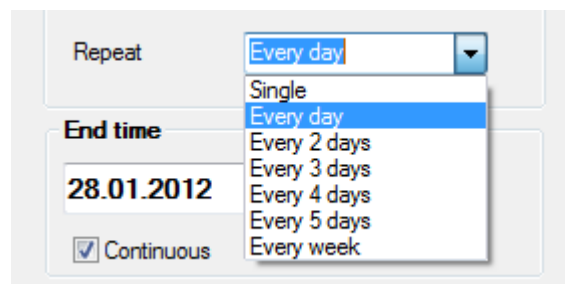


Adding, editing and deleting alarms

An alarm is added by pressing the left mouse button on the calendar in the day or week view. A window opens in which alarm details (start time, repeat, end time) are defined. The default alarm starting time is the hour which was clicked on the calendar. For single alarms, enter the start time, set Repeat to "Single" and click OK.

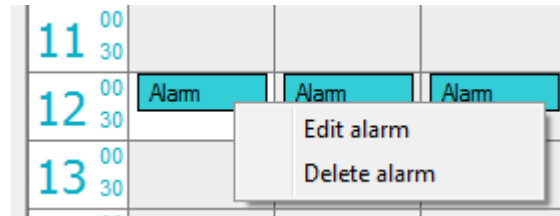


For repeated alarms, select the desired frequency from the Repeat drop-down menu. Repeated alarms also require a defined end time, unless the "Continuous" option is selected.



Free text regarding an alarm can be added to the Description field. The text is visible in the calendar but is not saved in the medication reminder.

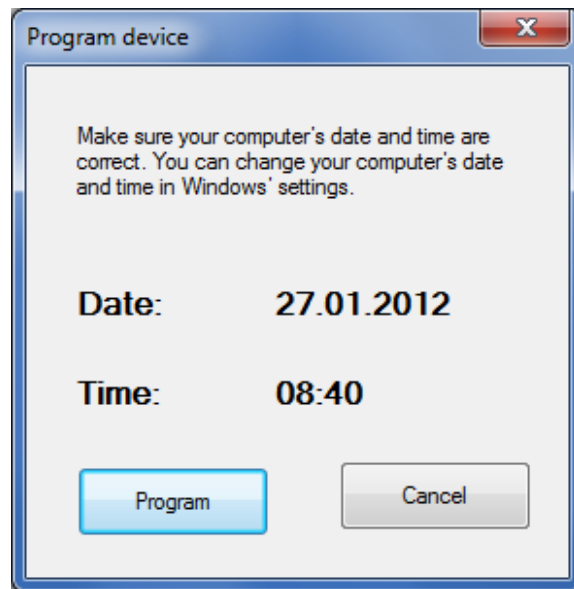
An alarm can be edited or deleted by pressing the right mouse button on the alarm in the calendar view, and selecting the relevant option. If a repeated alarm is edited, the selected alarm and all of the subsequent alarms are edited. If a repeated alarm is deleted, the selected alarm and all of the subsequent alarms are deleted.



Programming the medication reminder

When all of the desired alarms have been added to the calendar, the alarms can be programmed onto the Whisper. Connect the device to the computer using the included cable to begin programming. The program will recognize devices that have been programmed with the same program previously, and will automatically display the user's alarm information. Otherwise, a new user must be selected for the device, or the device will be programmed without a user.

Programming the device is done by pressing the "Program device" button. The first time a device is programmed after running the Whisper program, the user is asked to check the computer's date and time. This is necessary for the reminder's clock to be set correctly. If the time and date are correct, press the "Program" button to program the medication reminder.



After programming the device successfully, the device will give a sound signal and the screen will show a message. On the right side of the calendar view, the latest alarm programmed onto the device is shown. "Device reprogramming not needed" means that the program and the connected device have the same alarm times.

Latest programmed alarm:

03.10.2012 12:00

**Device reprogramming
not needed**

Backup device

After programming, the user is asked if they would like to program a backup device. A backup device is handy in case the primary device is lost or damaged. If a backup device is to be programmed, the program asks the user to connect it. The device will be programmed automatically upon connection to the program. The backup device won't alarm until it has been turned on. Turn on the backup device by holding down the button for 5 seconds. While the button is held down, the device's light will flash each second. The backup device is ready for use once it has given two short sound alarms.

When a medication reminder is programmed, all of the old alarms and historical information are erased. A device's information can be erased without re-programming, via the Tools tab.

"Device reprogramming needed"

The Whisper program maintains information on when a user's device needs to be reprogrammed or replaced. If a new alarm is added to the calendar after the device has been programmed, the program displays a reminder for reprogramming with the message "Device reprogramming needed" (see picture below). The Whisper program reminds the user to reprogram the device three weeks before currently programmed alarms are scheduled to end.

Latest programmed alarm:

03.10.2012 12:00

**Device reprogramming
needed**

Note that the notification stating whether re-programming is needed is only shown when the relevant user is selected.

A list of programmed alarm times can be printed out for a Whisper device by selecting "Print alarm time report" from the menu. The list also includes instructions for the user.

Name: John Smith
Phone number:

Alarms

Programming time: 20.11.2012 14:04
Last alarm on device: 30.06.2013 20:00

Every day:

08:00 21.11.2012 - 30.06.2013
12:00 21.11.2012 - 30.06.2013
16:00 21.11.2012 - 30.06.2013
20:00 21.11.2012 - 30.06.2013

Every 2 days:

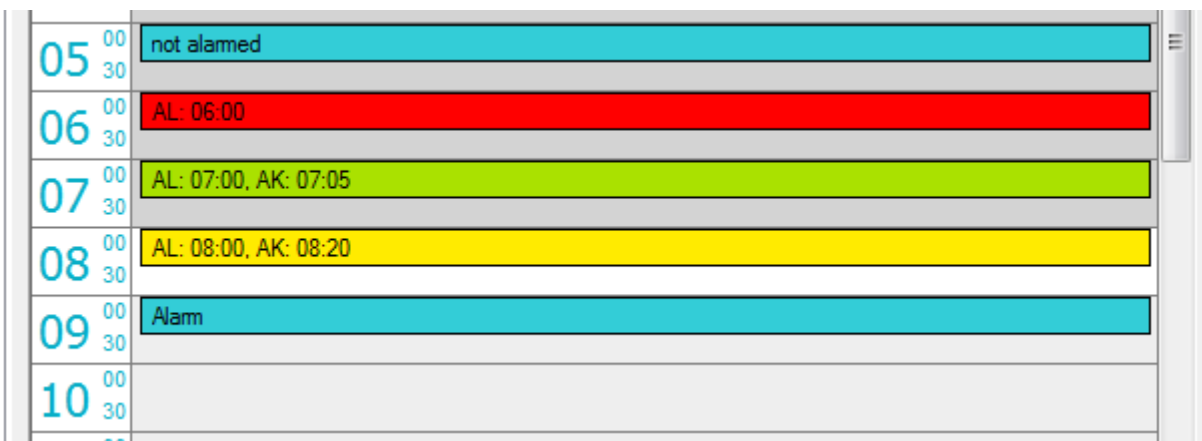
09:00 21.11.2012 - 30.06.2013

Saving alarm acknowledgement times

Whisper records each alarm acknowledgement into its internal memory. When a recognized Whisper is connected, the Whisper program automatically transfers the device's alarm acknowledgement data to the program's user information. If the program does not recognize the device, the historical data can be attached to a user, or browsed without selecting a user.

Historical data can be browsed in the calendar. If the alarm was acknowledged on time (within 10 min), the acknowledgement data is shown in green. If the alarm was acknowledged late, the data is shown in yellow. If the alarm was not acknowledged before the following alarm, the data is shown in red.

Acknowledgement data includes the alarm time and the acknowledgement time (AL = alarm, AK = acknowledgement).



Acknowledgement history can also be viewed as text by selecting "Show history" in the Tools tab.

Programming the device without a user

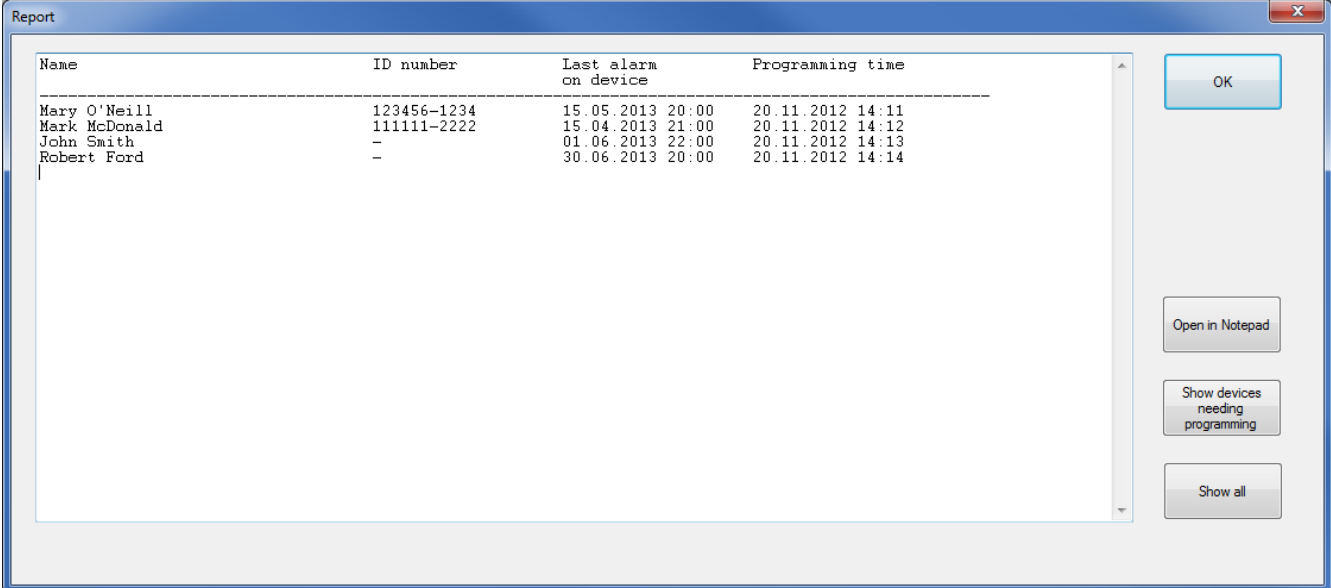
Choosing "Program without user" after connecting the Whisper allows you to change the device's alarms without creating a new user. The display will simply show the device's programmed alarms and the acknowledgement history. The device is programmed as described previously.

Note that alarms are not saved onto the program if the device has not been linked to a user.

Report

A report for each user added to the program can be opened from the Tools tab. The report shows the user's name, ID number, latest programmed alarm time and time of latest device programming.

Depending on the selection, the report can show all users or only users whose Whisper reminder needs to be re-programmed. The report can be opened in the Notepad program for printing.



The screenshot shows a window titled "Report" with a table of user information. The table has four columns: Name, ID number, Last alarm on device, and Programming time. The data is as follows:

Name	ID number	Last alarm on device	Programming time
Mary O'Neill	123456-1234	15 05.2013 20:00	20.11.2012 14:11
Mark McDonald	111111-2222	15 04.2013 21:00	20.11.2012 14:12
John Smith	-	01 06.2013 22:00	20.11.2012 14:13
Robert Ford	-	30.06.2013 20:00	20.11.2012 14:14

Below the table, there are four buttons: "OK", "Open in Notepad", "Show devices needing programming", and "Show all".

Creating online backups of alarm information

Whisper account

A Whisper account allows you to create backup copies of users' alarm information and acknowledgement histories onto network servers. Select "Whisper account" from the Tools menu to open the account management window.

Before starting to use your Whisper account, you need to register it, by clicking on the "Register" link. This will open a registration window in your internet browser. Registration requires an e-mail address to send your Whisper account password to. This e-mail address also acts as your Whisper account login name.

Once you receive your password, log on to your Whisper account by entering your e-mail address and password. You can change your password with the "Change password" button. If you forget your password, pressing the "Did you forget your login name or password?" link will send you password to your e-mail address.

Once you have logged on to your Whisper account, the program will ask for your login name and password. If you log off from your Whisper account, querying for login name and password will be disabled.

To log in to your Whisper account, you need to have an internet connection. The Whisper program can be used without an internet connection.

Creating backups

Your Whisper account enables you to use the Ciegus backup service. Select "Backup" from the Tools menu to open the backup menu.

If a backup has been created previously, the screen will show the time and date that the latest backup was created.

By clicking "Create backup", the program sends a copy of all users' alarm information and acknowledgement history to the Ciegus server. Once the information has been successfully copied to the server, the screen will display a date for the backup. Only one backup copy can exist at a time. A new backup will always overwrite a previous backup on the server.

By clicking "Restore backup", the program fetches the latest backup from the Ciegus server and restores it to the computer.

Note that restoring a backup will replace all existing users with data from the backup. Always keep your backup copies up to date!

Using Whisper

Reminder alarms and acknowledging the reminder

Whisper reminds you to take your medication in three phases:

A) Silent alarm

At set times the device starts the alarm with a silent alarm, flashing a light signal every second for 10 seconds. You can acknowledge the alarm by pushing the button briefly. The device accepts the acknowledgement with a light and sound signal. Release the button.

B) Sound alarm

If you do not acknowledge the silent alarm during 10 seconds, the device reminds, in addition to the light signal, with three short sound signals at two second intervals. This continues for 10 minutes or until you acknowledge the alarm by pushing the button briefly.

C) Notification about a missed dose

If you do not acknowledge the sound alarm during 10 minutes, the device enters 'missed dose' mode: The device gives a double light signal at one minute intervals and additionally three short sound signals every five minutes. This mode indicating the missed dose continues, until you acknowledge it or until the next medication alarm time is reached.

Recording medicine intake times

Whisper logs medicine intake times into its internal memory. The data is transferred to the Whisper program.

Remarks

Whisper is battery-operated. When the lifetime of the battery nears its end and the device is in use, the device gives a descending sound signal every 15 minutes with a simultaneous light signal. The battery must be changed or the device must be removed from use immediately. Do not change the battery yourself – take it to a camera shop or goldsmith.

The battery can also run out when the device is not in use. Then the device will not activate and the alarms cannot be set.

The device is not to be placed directly against the ear because of the loudness of the signal.

The device is not a toy. Children under 12 years of age may use the device only under adult supervision.

Whisper measures time with the accuracy of a quartz clock. However, check the

accuracy of the alerts each month.

Whisper is a technical aid, which is designed to help you remember when to take your medication. It does not replace instructions given by healthcare professional. The Whisper's manufacturer is not responsible for the proper use of medication, or for the proper following of any other medical care instructions while the device is in use. Whisper is manufactured to withstand normal use. However, remember that the device must not get wet.

The temperature range for use is -10 - +25 °C.

Important information for users

EMC & WEEE

Important information about electro-magnetic compatibility (EMC)


Nowadays more and more electronic devices are used, such as computers and cell phones. These devices may cause electromagnetic interference with medical devices. Electromagnetic interference may cause malfunction of medical devices and possible safety risks. Medical devices are not to interfere with other devices.

The standard IEC60601-1-2:2007 has been implemented in order to regulate the electro-magnetic compatibility (EMC) requirements and prevent safety risk situations. The standard defines the tolerances of electromagnetic interference and the maximum approved levels of electromagnetic radiations for medical devices.

The resistance and radiation of this medical device manufactured by Ciegus Ltd are according to the standard IEC60601-1-2:2007.

Correct disposal of the product



The label  on the product means that the product is never to be disposed of with general household waste, but is to be recycled properly as is all other electrical and electronic equipment waste (WEEE directive). The vendor of the device and your local environmental authorities provide information about recycling the product.

The product does not contain dangerous substances.