

In Use

Q. Why can't I download the Smartz™ Monitoring app?

- A. The Smartz™ Monitoring app is not compatible with your device.
The app is only compatible with Android version 6 or greater, and not yet available on iPhone devices.

Q. Why are there no Patients showing in the Smartz™ Monitoring app?

- A. Patients have not been added to the device and/or a Smartz™ pod has not been assigned to the Patient.
The Smartz™ pod is not correctly connected to Smartz™ pad.
The Bluetooth connection on the device is not 'ON' and / or the Airplane mode is 'ON'.
The Smartz™ pod connected to the Smartz™ pad is not in the same room as the device running the Smartz™ app.
Note: Bluetooth has short transmission range and obstacles and other RF interference sources affect connection.

Q. Why can't I see my Patient on the Smartz™ Monitoring app?

- A. The app has a lock and a cycle mode to move between a group of Patients.
If the lock mode is switched 'ON', you can use the back and forth arrows to move through the Patient group until your Patient has been found.
In cycle mode, the app will display the Patients requiring action in a priority order of notifications, but if no Patients require action or have the same priority notification, then the monitoring screen will automatically move to the next Patient.

Q. Why can't I update the Smartz™ app?

- A. The device has no internet connection through Wi-Fi, or Mobile Networks such as 3G/4G/5G.
There is no new app available as you have the latest app version already.

Q. Why does the app keep crashing suddenly?

- A. The device may not be compatible with the latest version of the app.
Close and re-open the app.

Q. Why is the 'Time to Change' notification inaccurate?

- A. The day/night products and times are not assigned to the Patient correctly.
The stripes on the outside of the Smartz™ pad are wet - wetness on the outside three stripes will trigger the red 'Time to Change' notification.
The Gold pins on the Smartz™ pod have not been dried thoroughly.
Smarzt™ indicates a functional time-to-change slightly before any possible risk of leakage and therefore may not be the same as what you are used to in terms of assessing saturation during daily checks. Overall, this method greatly reduces risk of leakage, which can lead to skin irritation and the need to change bed linen.
Lying on side may trigger an earlier 'Time to Change' than when in other positions due to the fluid pressure on the side cuffs of the Smartz™ pad.

Q. Why is the 'Body Position' indicator inaccurate?

A. The Smartz™ pod is flipped out, away from the body. It should be flipped in once toward the body.
The Smartz™ pod has been folded in toward the body more than once.
The correct Smartz™ pod has not been used or allocated.
The Smartz™ pad is not being worn by the Patient.

Q. Why can't I see the green light on the Smartz™ Monitoring app?

A. The device may be out of Bluetooth range of the Patient wearing Smartz™.
Move closer within the vicinity of the Patient to see the green light on the app.

Q. Why can't I log into the Smartz™ app?

A. Your device is not connected to your Wi-Fi network.
The wrong Username and Password are used to login.

Q. Why do I need to flip the Smartz™ pod in towards the abdomen?

A. To record the position, time in position and temperature readings accurately. Also to reduce tampering by Patients.

Q. Why do I need to clip the Smartz™ pod onto the new Smartz™ pad before discarding the previous pad?

A. To prevent the Smartz™ pod from being accidentally discarded or lost when discarding the Smartz™ pad.

Q. Why did the system not notify me when the Smartz™ pad was filled with faeces?

A. The system does not detect faeces.

Q. I have an agitated Patient. How can I still get the most out of the Smartz™ system?

A. Minimise the handling process when applying the Smartz™ pad to the Patient. Connect the Smartz™ pod first onto the Smartz™ pad out of sight of the agitated Patient.

Q. Why does the 'Time to Change' notification show for my Patient when I have not set a time in pad goal?

A. The 'Time to Change' notification will be triggered after the Patient has been in the pad for over 12 hours in the Smartz™ system. If you want your Patient to spend longer in the pad you can set a goal for up to 16 hours.

Smartz™ pod

- Q. Why can't I see the short green light flashes when clipping the Smartz™ pod on the Smartz™ pad?**
- A.** The three (3) gold pins on the Smartz™ pod are not lined up with the three (3) black indicator lines on Smartz™ pad. Re-clip Smartz™ pod onto Smartz™ sensor pad.
The Smartz™ pod battery needs replacement.
- Q. Why is the indicator light on the Smartz™ pod flashing red?**
- A.** The battery needs to be replaced as per the battery replacement instructions.
- Q. Why can't I see the green light flashes on the Smartz™ pod when inserting a new battery?**
- A.** The battery has not been inserted correctly.
- Q. Why is the Smartz™ pod not detected by Smartz™ app?**
- A.** The Smartz™ pod is not in the same room as the device running the Smartz™ app.
Move to another area and attempt to assign the pod to the Patient again.
Connect to a new dry Smartz™ pad.
Check the green light flashes when clipping the Smartz™ pod onto the Smartz™ pad.
If there are no green light flashes after multiple clips, replace the Smartz™ pod battery.
- Note:** If it still is not detected, contact Simavita: customerservice@simavita.com
- Q. Why can't I find the Smartz™ pod number?**
- A.** The unique Serial Number (SN) is located on the inside of the Smartz™ pod lid.
- Q. How do I clean my pod effectively?**
- A.** Clean and inspect the Smartz™ pod as per the instructions in the User Manual.
The Smartz™ pod is not waterproof and is IP54 rated for protection from water splashes from all directions and dust ingress. Dry the pod and its gold teeth before re-use.

Smartz™ dashboard

Q. Why can't I log into the dashboard?

- A.** You have not created your User account in the Smartz™ Monitoring app.
Check that you have correctly typed in your Username and Password.
The Dashboard runs on Chrome, Edge or Safari browsers.

Q. Why can't I see any Patients on the dashboard?

- A.** The Wi-Fi connection is off.
Patients are not in the Bluetooth range of a node network or a phone running the Monitoring app.
You are not correctly logged in or have not shared your device data.
The mobile monitoring device or node/mesh network is not connected to Wi-Fi.
No User group has been set up in the app.
No Patients have been added to a User group.
The mesh network has not been setup properly. Contact your local Smartz™ IT network supplier if this is the case.

Q. Why are the goal settings not showing in the Goals tab?

- A.** The goals have not been saved by selecting 'Save' after setting the goal.
The correct Patient has not been selected.
The desired range for the goals has not been selected.

Q. Why can't I see any data on the Voiding Chart and Pad Fill Profile?

- A.** The correct date(s) on the calendar have not been selected. Date selection must be more than two days.
There is insufficient data available for the selected dates.

Q. Why can't I see the dashboard in my language?

- A.** You have not selected your language on the drop down shown on the top right of the dashboard, or your language is not currently supported.

Q. Why do I see the 'Analysing pad' symbol on the dashboard?

- A.** The pod is checking the connection to the Smartz™ sensor pad and once established the icon will change to indicate the status.

Smartz™ Notification App

Q. How do I download the Notification app?

A. Go to the App or Play store and search for Smartz_Notification app. Alternatively go to the 'Help' section in the Smartz™ Monitoring app to download.

Q. How do I choose all relevant notifications I want to receive?

A. To choose the notifications go to the Edit pencil at the top right of the Patients notification window. Tap the relevant notifications to turn it 'ON' or 'OFF'.

Q. Why aren't I receiving any notifications?

A. You have not correctly selected and subscribed to all notifications you would like to receive.
The goals have not been set on the Dashboard.
The internet connection is not active on your device.
The Patients Smartz™ pod is not clipped to the Smartz™ pad.
The device is not in Wi-Fi range and within 5-10 metres of the Patient (if nodes are not in use).
The log in you are using is incorrect.

Q. Why are my pods not found in the Pod upgrade process?

A. The Smartz™ pods to upgrade are not near the mobile device.

Q. Why did the Smartz™ pod upgrade fail?

A. The connected device may have timed out if the steps have not been completed in sufficient time after the 'Upgrade' button has been selected.
Retry the process by following the instruction in the app.
If the battery dislodges, the upgrade process will need to start from the beginning.

Q. Why do I get a falls notification before the Smartz™ pad has been applied to the Patient?

A. Falls will not be triggered within the first 5 minutes of clipping the Smartz™ pod to a Smartz™ pad. If the pod has been connected to the pad prior to applying to the Patient, it should be applied within 5 minutes otherwise the handling of the pad may trigger a false falls event.