

Service Bulletin

Product Affected:

Customers using The Validator

Bulletin Description:

This bulletin is designed to remind Dial-N-Document's customers that they should regularly inspect the batteries within The Validator so that they can enjoy many years of service from this product. Regular inspections can prevent corrosion from damaging The Validator battery terminals. If some corrosion does occur, it is our customer's responsibility to maintain, clean, or replace The Validator as they see fit as The Validator holds no warranties – express or implied – and was sold "as is".

This bulletin is divided into three parts:

- I) Defective Battery Identification
- II) Battery Inspection Reminders
- III) Cleaning Battery Corrosion

I) Defective Battery Identification

Note that you should **not** remove the batteries from The Validator for a routine inspection. You should just remove the battery cover.

It is most common for an Alkaline battery to start leaking on the Negative "-" terminal of the battery, so pay particular attention there. The negative terminal is the end of the battery without the "button" on the end of it, and is shown below:

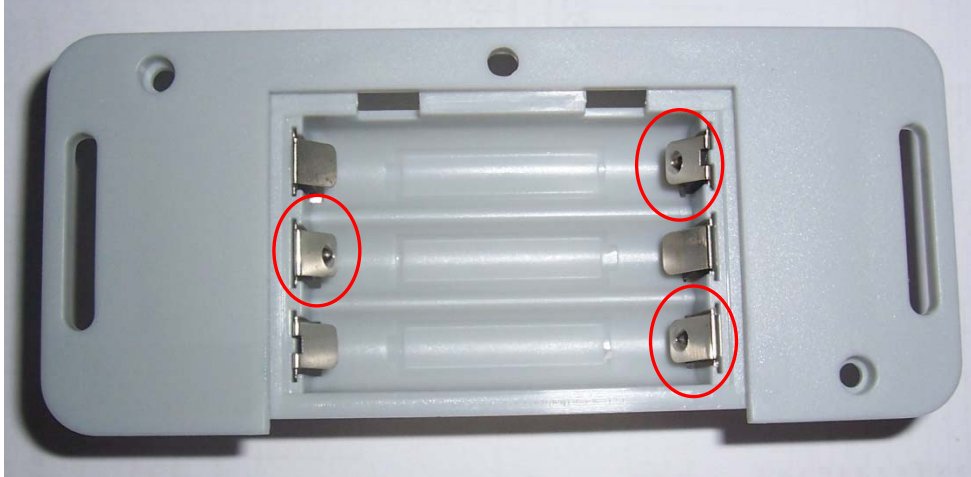


Early signs of leaking can be discoloration or "warping" of the label around the end of the battery (most often the negative terminal).



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Since we are leaving the batteries installed during the inspection, you will need to know where the negative terminals are within the Validator housing. They are circled in the picture below



II) Battery Inspection Reminders

Though two years of service is typical for a set of batteries, Dial-N-Document suggests that its clients establish a protocol to inspect the batteries about every six months to assure that they remain in the optimum physical shape.

There are three methods of creating reminders for administrators when they visit a client:

1. Dial-N-Document Broadcast Audio Messaging Service
2. Dial-N-Document Broadcast Text Messaging Service
3. Third-Party Calendar Software (Such as Microsoft Outlook)

Note – This aspect is not covered in detail within this Bulletin

Using Audio Broadcast Messages

This section describes how to use the Dial-N-Document Audio Broadcast Messaging System to create a reminder for the administrator when they visit the location.

- First, have an administrator call in and record a new Client-Centric Broadcast Message giving the instructions to Inspect the Batteries in The Validator

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- Log into the website and select the Broadcast tab and then select Audio. Click on "Client" to look at the Client-Centric messages that are available and select the one that the administrator just recorded as shown:



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- Next, select the Clients tab and find the client that has the Validator that you want to enable the Broadcast Message for:

The screenshot shows the DIAL N DOCUMENT web application interface. At the top, the logo and tagline are displayed. Below the navigation bar, the 'Clients' tab is selected and highlighted with a red circle. The main content area is divided into two sections: 'Choose Clients' and 'Helpful Hints'. In the 'Choose Clients' section, there is a search bar with the text 'Daffy' and a 'Search' button. Below the search bar, there are two lists: 'Clients:' and 'Selected:'. The 'Selected:' list contains the text 'Duck, Daffy (4)', which is circled in red. To the right of the 'Selected:' list, there are two arrow buttons: '>>' and '<<'. The 'Helpful Hints' section is titled 'Selecting a Client' and contains three bullet points: 'Select a single client by double clicking the name of the Client', 'To select more than one client at one time, hold the Shift or Control keys as you single click on their names', and 'Then click the arrow button pointing to the right to add the selection to the Selected box'. On the right side of the interface, there is a vertical sidebar with buttons for 'Admin', 'Broadcasts', 'Reports', and 'Log Off'.

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- Finally, click the Scheduler tab and select Monthly Messages, then change the values so that it will send a message on the 1st Monday of every 6 months. Select that there is no end date to this message and click Finish.

The screenshot shows the 'Scheduler' tab selected in the top navigation bar. The 'Choose Your Scheduling Options' form is displayed with the following settings:

- Buttons:** New, Active, Inactive, Reset
- Occurs:** Monthly (selected), One-Time, Daily, Weekly
- Monthly Options:** The 1st Monday of every 6 month(s) (selected)
- Priority:** High (selected), Low, Recurrent
- Monthly Frequency:** Every Visit (Client BA's, all employees hear message) (selected)
- Duration:** Start Date: 3/21/2014, End Date: 4/21/2014, No End Date: ☒
- Call Types:** Start, Continue, End, Admin, Supervisory, Any
- Buttons:** Finish

Red circles highlight the 'Monthly' option, the '1st Monday of every 6 month(s)' selection, the 'No End Date' checkbox, and the 'Finish' button.

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Using Text Broadcast Messages

This section describes how to use the Dial-N-Document Text Broadcast Messaging System to create a reminder for the administrator to check the batteries when they visit the location.

- First create a new text message for this event by selecting the Broadcast Message Tab, Selecting the Text Messages tab, and then selecting Create New Message as shown below:



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- Create some dialog in the boxes similar to what is shown to let the supervisors know to check the batteries.

Note – This message will be sent to the employee, so it is OK to mention company specific things, such as the client ID # that the Validator is at.

Choose Text Messages - Create New Message

Fill out the form below:

Subject:

Message:

Helpful Hints

Create a New Text Message

- Click Create New Message to view message creation form
- Name the message using the Subject box
- Type the body of your message
- Click the "Finish" button to save your text message

Back Finish

- Now select that new message:

Choose Text Messages - Create New Message

(Enter search terms) Search

Avail. Messages:

- Text Message
- Test
- Hi
- Test
- Email Help
- Daily Schedule
- Testing
- Schedule Pick Up
- Inspiration

Selected Messages:

- Inspect Validator Batteries

Helpful Hints

- Using Text Messaging
- Creating a new Message
- Searching for Messages

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- Now select the administrators that are assigned to the patient with that particular Validator.

The screenshot shows the 'Choose Employees' screen in the DIAL N DOCUMENT application. At the top, there is a navigation bar with tabs: 'Audio Messages', 'Text Messages', 'Employees' (highlighted with a red circle), 'Employee Groups', 'Clients', 'Client Groups', and 'Scheduler'. Below the navigation bar, the main content area is divided into two sections. On the left, under the heading 'Choose Employees', there is a search bar with the placeholder text '[Enter search terms]' and a 'Search' button. Below the search bar, there are two columns: 'Employees:' (empty) and 'Selected:'. The 'Selected:' column contains two entries: 'Claven, Cliff (696969)' and 'Crane, Frasier (666666)', which are circled in red. Between the two columns are two buttons: '>>' and '<<'. On the right side of the main content area, there is a 'Helpful Hints' section with the title 'Assign Employees'. It contains two bullet points: 'Use the Employees Tab to select an employee(s) to assign Audio and Text messages to be heard according to the specified schedule' and 'Selecting an employee(s) is required for Employee Centric messages unless you select an employee group(s)'. Below this, there is another section titled 'Search for Employees' with two bullet points: 'Enter in a search term in the Search box and click search to view specific employees' and 'Leave the Search field empty and click the Search button to view a list of all employees'. On the far right, there is a vertical sidebar with buttons: 'Admin', 'Broadcasts', 'Reports', and 'Log Off'.

- Finally, click the Scheduler tab and select Monthly Messages, then change the values so that it will send a message on the 1st Monday of every 6 months. Select that there is no end date to this message and click Finish.

(Screen-Shot shown on Page #5 of this Bulletin)

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III) Cleaning Battery Corrosion



Please note that batteries make power using a chemical process and those chemicals may be harmful to the user if they are exposed to them. The MSDS for Duracell batteries can be found here:

<http://www.batteriesplus.com/msds/MSDS-DuracellAlkaline-9-12.pdf>

Caution!

We recommend that you use rubber gloves and eye protection during this procedure.

Materials Required:

- 2 Disposable Cups
- Multiple Cotton-Swabs
- White Distilled Vinegar
- Tap-Water
- Paper Towels
- Plastic Bag (For disposal)
- Rubber Gloves
- Safety Glasses

Video:

A video has been prepared for you by Dial-N-Document to show exactly how to clean the battery contacts on The Validator. A Link to this demonstration is below:

<http://youtu.be/HAHPh06GFQQ>

General Steps:

- Remove batteries and any large debris from the battery compartment
- Hold The Validator vertically so that the battery terminals with the corrosion are facing the floor. This will help alleviate the possibility that the liquid will come in contact with the circuit board inside the housing as shown:



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- Dip a cotton swab in Vinegar (shaking off the excess) to clean the white powder from the remaining contacts and housing. As you touch the cotton swab to the corrosion, it should start to fizz.



- Be sure to swap out the swabs often and keep them relatively dry so that there is no liquid that will get into The Validator housing.
- After all of the deposits from the battery have been removed, use cotton swabs dampened with water to clean up any residue left from the cleaning process.
- Use paper towels to clean up the majority of the remaining liquid
- Leave the device on a flat surface with the battery compartment facing the floor for 12 or so hours so that everything will be dry on the inside before re-installing batteries and putting The Validator back into service.



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Revision History			
Rev.#	Description	Date	Author
0	Initial Release	April 29, 2014	J. Goudy