

---

# ClinicalSmart

## CS-001

# Operator's Manual

---

**Rx Only**

---

Revision B

March 2026

© 2026 Nihon Kohden Digital Health Solutions

# LICENSE AGREEMENT

## SOFTWARE LICENSE

### TERMS AND CONDITIONS

PLEASE CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS **BEFORE OPENING** THE SOFTWARE PACKAGE. OPENING THE PACKAGE INDICATES YOUR ACCEPTANCE OF THESE LICENSE TERMS AND CONDITIONS WITHOUT RESERVATION OR ANY LIMITATION. IF YOU DO NOT AGREE WITH AND ACCEPT ALL OF THEM, YOU SHOULD PROMPTLY RETURN THIS PACKAGE **UNOPENED** FOR A FULL REFUND.

Nihon Kohden and Nihon Kohden Digital Health Solutions provide the ClinicalSmart (CS-001) Software (the "Program" including its options.) on the media contained herein and license its use to you. You are responsible for the selection of the Program and its options and for the installation, use, and results obtained.

You SHALL NOT sublicense, assign or transfer this License or the Program except as provided in this License Agreement. Any attempt otherwise to sublicense, assign or transfer any of the rights, duties or obligations hereunder is void. Further, you shall not modify the Program or disassemble, reverse assemble, recompile, reverse compile or reverse engineer the Program or any portion of the Program. You shall not rent, lease, distribute, sell or create derivative works of the Program.

This LICENSE permits you to:

1. Use the Program on a single CPU per single license on a unit owned or leased by you.
2. Copy the Program into any machine readable or printed form for backup and archival purposes in support of your use of the Program on a single CPU that you own or lease. You shall affix to such copy all copyright, confidentiality and proprietary notices that appear on the original.
3. Transfer the Program and License to another party if the other party agrees to accept the terms and conditions of this License Agreement and after obtaining the consent of Nihon Kohden and Nihon Kohden Digital Health Solutions; if you transfer the Program, you must at the same time transfer all copies of the Program to the same party or destroy any copies not transferred.

You agree the Program and all of its options and aspects, including design and structure, are the trade secrets and/or copyrighted material of Nihon Kohden and Nihon Kohden Digital Health Solutions. You agree not to disclose, provide or otherwise make available these trade secrets and/or copyrighted material in any form to any other party without the advanced written consent of Nihon Kohden and Nihon Kohden Digital Health Solutions. You agree to implement reasonable security measures to protect the trade secrets and copyrighted material to the same extent you would protect your own such matters. All title, rights and interests in the Program remain with Nihon Kohden and Nihon Kohden Digital Health Solutions.

At all times, the LIMITED WARRANTY of Nihon Kohden and Nihon Kohden Digital Health Solutions shall apply and is incorporated by this reference.

This License is effective until terminated. You may terminate it at any time by destroying the Program along with all copies in any form. It will also terminate without notice upon conditions set forth elsewhere in this Agreement if you fail to comply with any term or condition of the License Agreement. You agree to destroy all copies of the Program upon termination.

The Program and all of its options and aspects, including design and structure, are subject to U.S. export control laws, including the U.S. Export Administration Act and its regulations, and may be subject to export and import regulations in other countries. You shall strictly comply with all such regulations and acknowledge that it is your responsibility to obtain licenses, if any are needed, to export, re-export or import the Program and its options.

This License is governed by and shall be interpreted under the laws of the State of California without regard to its conflict of laws principles. If any portion is found to be void or unenforceable, then the remaining portions shall remain in effect and in full force. You agree that this is the complete and exclusive statement of the license, oral or written, relating to the use of the Program and all of its options and aspects.

## **WARRANTY**

EXCEPT FOR THE SPECIFIC WARRANTY PROVIDED BELOW, THIS PROGRAM IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE ENTIRE RISK AS TO THE PERFORMANCE OF THE PROGRAM IS WITH YOU, SHOULD THE PROGRAM PROVE DEFECTIVE, YOU ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING, REPAIR, OR CORRECTION. SOME U.S. STATES DO NOT ALLOW EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

Nihon Kohden Corporation and Nihon Kohden Digital Health Solutions do not warrant that the functions contained in the Program will meet your requirements or that operation of the Program will be uninterrupted or error-free. However, Nihon Kohden Corporation and Nihon Kohden Digital Health Solutions warrant that the media on which the Program is furnished is free from defects in materials and workmanship under normal use for 120 days from the date of installation ("Limited Warranty").

Nihon Kohden Corporation and Nihon Kohden Digital Health Solutions entire liability and your exclusive remedy for the Program shall be the replacement of any media not meeting Nihon Kohden Corporation and Nihon Kohden Digital Health Solutions Limited Warranty.

IN NO EVENT SHALL NIHON KOHDEN CORPORATION AND NIHON KOHDEN DIGITAL HEALTH SOLUTIONS BE LIABLE FOR ANY DAMAGES, INCLUDING ANY LOST PROFITS, LOST WAGES OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT THE USE OR INABILITY TO USE THIS PROGRAM, EVEN IF NIHON KOHDEN CORPORATION AND NIHON KOHDEN DIGITAL HEALTH SOLUTIONS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR FOR ANY CLAIM MADE BY ANY OTHER PARTY. SOME U.S. STATES DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## **COPYRIGHT NOTICE**

The entire contents of this operator's manual are copyrighted by Nihon Kohden Digital Health Solutions. All rights reserved. No part of this document may be reproduced, stored, or transmitted in any form or by any means (electronic, mechanical, photocopied, recorded, or otherwise) without the prior written permission of Nihon Kohden Digital Health Solutions. The contents of this operator's manual are subject to change without notice.

## **TRADEMARKS**

Microsoft®, Windows®, and Windows Server® are either registered trademarks or trademarks of Microsoft Corporation in the U.S. and other countries.

# Table of Contents

- 1 General Product Information ..... 5
  - 1.1 Purpose .....5
  - 1.2 Intended Use/Indications for Use .....5
  - 1.3 Intended Users .....5
  - 1.4 Notices/Cautions/Warnings .....5
- 2 Symbol Guide ..... 6
- 3 Product Configuration .....7
  - 3.1 User Management.....7
    - 3.1.1 Users .....7
  - 3.2 Reports .....8
    - 3.2.1 Alarms History .....8
    - 3.2.2 System Logs .....9
    - 3.2.3 System Information ..... 10
  - 3.3 Forwarding Pathways ..... 11
    - 3.3.1 Assigning Users to Beds ..... 12
  - 3.4 About ..... 15
  - 3.5 Change Password ..... 15
- 4 Troubleshooting ..... 16
- 5 Contact Information..... 17

# 1 General Product Information

---

## 1.1 Purpose

This operator's manual is intended to guide qualified professionals in the safe and effective operation of the product. It provides instructions for configuration, operation, maintenance, troubleshooting, as well as safety information and warnings specific to this product.

## 1.2 Intended Use/Indications for Use

ClinicalSmart is a clinical decision support device that integrates and analyzes data from multiple sources including medical devices and healthcare information systems.

It uses customer approved standardized rules that are based on clinical practices, protocols, and policies to provide a parallel, redundant notification system that forwards alarm information. It is not intended to replace clinicians' judgement, but rather to assist clinicians in making timely, informed, higher quality decisions.

ClinicalSmart does not alter the function, behavior, or annunciation of the source device alarm system and is not intended to replace the source devices or existing clinical actions based on source devices.

ClinicalSmart may be configured as a secondary alarm system intended to be relied upon in deciding to take clinical action.

## 1.3 Intended Users

ClinicalSmart Server is intended to be used by medical personnel with a full knowledge of its operation.



## 1.4 Notices/Cautions/Warnings

**Notice:** Users must read this manual thoroughly before operating the product and keep it accessible for reference throughout the product's lifecycle.

**Warning:** Do not diagnose a patient based only on data acquired by this product. Overall judgment must be performed by a physician who understands the features, limitations, and characteristics of this product, and by reading the biomedical signals acquired by other instruments.

## 2 Symbol Guide

---

 <p>Manufacturer</p>	 <p>European Representative</p>
<p><b>Danger</b></p> <p>Indicates an imminent hazard that, if not avoided, will result in death or serious injury. Use only in the most extreme situations.</p>	<p><b>Warning</b></p> <p>Indicates a hazard that, if not avoided, could result in death or serious injury. Warnings alert users to potential patient or operator harm.</p>
<p><b>Caution</b></p> <p>Indicates a hazard that, if not avoided, could result in minor or moderate injury. Also used to alert against unsafe practices or potential damage to equipment.</p>	<p><b>Notice</b></p> <p>Indicates practices not related to personal injury but which could result in equipment damage, data loss, or suboptimal performance.</p>
<p><b>Note</b></p> <p>Provides additional information, tips, or clarification that enhances understanding or operation efficiency.</p>	<p><b>Rx Only</b></p> <p>Prescription use only. Caution: Federal law restricts this device to sale by or on the order of a physician.</p>

# 3 Product Configuration

## 3.1 User Management

### 3.1.1 Users

The Users page allows the Site Administrator to add, edit, or delete users.

Each user present in the Users page contains the following information:

- **Username:** The username of the user
- **Password:** The password of the user

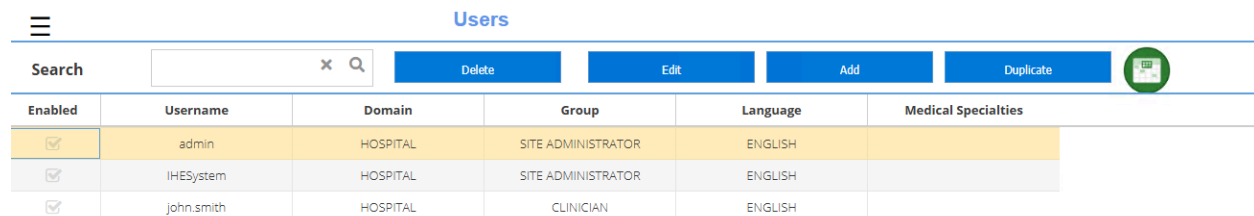
In ClinicalSmart Servers' (CSS) built-in authentication, the password must be at least 8 characters long and must adhere to the following criteria:

- o At least one uppercase letter
- o At least one lowercase letter
- o At least one number
- o At least one special character

When using LDAP authentication, the password criteria used for the built-in authentication are not enforced.

**Domain:** The domain a user is assigned to (necessary for LDAP integration)

- **Group:** The group a user is assigned to
- **Medical Specialties:** The medical specialty assigned to the user



Enabled	Username	Domain	Group	Language	Medical Specialties
<input checked="" type="checkbox"/>	admin	HOSPITAL	SITE ADMINISTRATOR	ENGLISH	
<input checked="" type="checkbox"/>	IHESystem	HOSPITAL	SITE ADMINISTRATOR	ENGLISH	
<input checked="" type="checkbox"/>	john.smith	HOSPITAL	CLINICIAN	ENGLISH	

Figure. Users page

## 3.2 Reports

### 3.2.1 Alarms History

The Alarm History page contains information on all alarm events received by CSS.

Alarms recorded on the Alarm History page contain the following information:

- **Trigger Date:** Timestamp of when the alarm event occurred
- **Trigger Value:** Values that triggered an alarm event may be recorded, if present
- **Code:** CSS Identifier of the alarm
- **Description:** Alarm description displayed on endpoint devices
- **Unit Code:** Unit from which the alarm event occurred
- **Bed Name:** Bed from which the alarm event occurred
- **Priority:** Priority of the alarm, defined by the CSS
- **UID:** Unique Identifier of the alarm
- **Patient Name:** Patient Name
- **Patient ID:** Patient ID
- **Forwarding Role Number:** the position of the pathway in which the alarm event occurred
- **Forwarding Role Description:** the displayed text of the position of the pathway in which the alarm event occurred
- **Forwarding Cycle:** The number of times a forwarding pathway cycle has occurred
- **Notified User IDs:** Identifier of the alarm recipients
- **Notified Usernames:** Usernames of the alarm recipients
- **Logged Usernames:** Usernames of the users who were available during an alarm event
- **Forward User ID:** User ID of the users to whom the alarm has been forwarded
- **Forward Date:** Timestamp of when the alarm event has been forwarded to endpoint devices
- **Acknowledge Date:** Timestamp of when an alarm event has been acknowledged
- **Acknowledge User ID:** User ID of the user who has acknowledged an alarm event
- **Silence / Closed:** Information on when an alarm has been either silenced or ended

on the medical device

- **Closed Date:** Timestamp of when an alarm event has ended on the medical device
- **Closed By System Date:** Timestamp of when CSS has terminated an alarm
  - o Note: The alarm is terminated only on CSS, not on the medical device
- **Error Message:** information related to errors occurring during an alarm event
- **Facility ID:** ID of the facility from which the alarm event occurred

**Alarms History**

From Date: 12/1/2025 To Date: 2/28/2026 SEARCH:

Trigger Date	Trigger Value	Code	Description	Unit Code	Bed Name	Priority	UID	Patient Name
2/26/2026 12:32:38.640 PM	130	IHE_APNEA	Apnea	GENERAL	BED036	2	6804DA26-C760-42A5-98D8-1D4D22DCA3B1	Andrea
2/26/2026 12:32:38.587 PM	130	IHE_APNEA	Apnea	GENERAL	BED034	2	52230688-1CC8-49F8-882F-7138BC578F27	Andrea
2/26/2026 12:32:38.566 PM	130	IHE_APNEA	Apnea	GENERAL	BED033	2	813A0BD8-44BC-43F0-B167-C6C3CE92F50	Andrea
2/26/2026 12:32:38.546 PM	130	IHE_APNEA	Apnea	GENERAL	BED032	2	1802BCFC-045B-4EF2-A24D-259809C9DD90	Andrea
2/26/2026 12:32:38.527 PM	130	IHE_APNEA	Apnea	GENERAL	BED031	2	1905CCB3-F88F-4147-8CBE-EA3D421C8C64	Andrea
2/26/2026 12:32:38.505 PM	130	IHE_APNEA	Apnea	GENERAL	BED061	2	E3E6E8B0-C3A8-48A9-BA32-164E1515A9F	Andrea
2/26/2026 12:32:37.825 PM	130	IHE_APNEA	Apnea	GENERAL	BED050	2	7E8777F7-08CA-4494-9895-FA700A18889D	Andrea
2/26/2026 12:32:37.793 PM	130	IHE_APNEA	Apnea	GENERAL	BED049	2	769BED04-527F-427F-9A9A-36BE29148F88	Andrea
2/26/2026 12:32:37.783 PM	130	IHE_APNEA	Apnea	GENERAL	BED048	2	E1E2BBD8-E006-4260-834C-2F029379CB99	Andrea
2/26/2026 12:32:37.752 PM	130	IHE_APNEA	Apnea	GENERAL	BED047	2	46375FA9-8CEB-4B2F-8085-6C21DCA7F849	Andrea
2/26/2026 12:32:37.730 PM	130	IHE_APNEA	Apnea	GENERAL	BED046	2	8FF82BAE-2EFC-4643-BE22-1E81067EA652	Andrea
2/26/2026 12:32:37.707 PM	130	IHE_APNEA	Apnea	GENERAL	BED045	2	3C046618-B8D6-4341-B8D2-FBC39B54C1EC	Andrea
2/26/2026 12:32:37.676 PM	130	IHE_APNEA	Apnea	GENERAL	BED044	2	14DA38BB-8D2F-470F-96D2-9ADCF9FF97D	Andrea
2/26/2026 12:32:37.655 PM	130	IHE_APNEA	Apnea	GENERAL	BED043	2	1E96DD1E-D68F-451C-9380-C587E4DFF8FA	Andrea
2/26/2026 12:32:37.634 PM	130	IHE_APNEA	Apnea	GENERAL	BED042	2	FD1F148C-E431-4C72-A19B-2A1802082E95	Andrea
2/26/2026 12:32:37.601 PM	130	IHE_APNEA	Apnea	GENERAL	BED041	2	A4E771F1-FAE7-4D31-BF6D-5605F2E8535E	Andrea
2/26/2026 12:32:37.538 PM	130	IHE_APNEA	Apnea	GENERAL	BED060	2	1764B5A2-CA50-4A6F-8D95-9A7A1E7AC328	Andrea
2/26/2026 12:32:37.527 PM	130	IHE_APNEA	Apnea	GENERAL	BED059	2	0038DF42-22E0-440A-89DF-EBB486C19B4E	Andrea
2/26/2026 12:32:37.482 PM	130	IHE_APNEA	Apnea	GENERAL	BED058	2	B8A07BD2-A85D-4789-8FD6-F26ECCAD19FC	Andrea
2/26/2026 12:32:37.451 PM	130	IHE_APNEA	Apnea	GENERAL	BED057	2	A5139DDA-F4D0-4F5F-A2F9-4F10C1777160	Andrea
2/26/2026 12:32:37.429 PM	130	IHE_APNEA	Apnea	GENERAL	BED056	2	E926256F-CBE6-4019-BBD4-A7E045C286ED	Andrea
2/26/2026 12:32:37.386 PM	130	IHE_APNEA	Apnea	GENERAL	BED055	2	7ADAB8FE-444E-480C-B65C-ADD0F81BB0683	Andrea
2/26/2026 12:32:37.376 PM	130	IHE_APNEA	Apnea	GENERAL	BED054	2	E489F583-F8F6-4C2E-BEE6-3E462FEFF234	Andrea

1-25 / 932265 1/37291 Rows: 25

Figure. ClinicalSmart Web Application – Alarm History Page

### 3.2.2 System Logs

The System Logs page contains logs of changes that occurred in the CSS configuration settings.

The System Logs page records the following information:

- **Created Date:** Timestamp of when a change occurred in the configuration
- **Changed By Username:** Username of the user who has performed the operation
- **Table Name:** CSS database information of where a change has occurred
- **Audit Action:** Information on the type of operation performed by the user

System Logs			
From Date:	3/4/2026	To Date:	3/5/2026
SEARCH:	<input type="text"/>	Search	
Created Date	Changed By Username	Table Name	Audit Action
3/5/2026 1 03:55:05:2 PM	admin	users	Insert
3/5/2026 1 01:30:130 PM	SYSTEM	users	Delete
3/4/2026 9:10:01 033 PM	admin	alarmescrules	Insert
3/4/2026 9:10:01 032 PM	admin	alarmescrules	Insert
3/4/2026 9:10:01 031 PM	admin	alarmescrules	Insert
3/4/2026 9:10:01 030 PM	admin	alarmescrules	Insert
3/4/2026 9:10:01 029 PM	admin	alarmescrules	Insert
3/4/2026 9:10:01 028 PM	admin	alarmescrules	Insert
3/4/2026 9:10:01 018 PM	admin	alarmescrules	Delete
3/4/2026 9:10:01 018 PM	admin	alarmescrules	Delete
3/4/2026 9:10:01 018 PM	admin	alarmescrules	Delete
3/4/2026 9:10:01 018 PM	admin	alarmescrules	Delete
3/4/2026 9:10:01 018 PM	admin	alarmescrules	Delete
3/4/2026 9:10:01 018 PM	admin	alarmescrules	Delete
3/4/2026 9:10:01 018 PM	admin	alarmescrules	Delete
3/4/2026 8:29:16 969 PM	admin	medspecialties	Modified
3/4/2026 8:29:16 967 PM	SYSTEM	medspecialties_items	Insert
3/4/2026 8:29:16 930 PM	SYSTEM	medspecialties_items	Insert
3/4/2026 8:29:16 893 PM	admin	medspecialties	Insert
3/4/2026 8:29:11 271 PM	SYSTEM	medspecialties	Delete
3/4/2026 8:29:11 270 PM	SYSTEM	medspecialties_items	Delete
3/4/2026 8:29:11 267 PM	SYSTEM	medspecialties_items	Delete
3/4/2026 8:27:43 396 PM	admin	medspecialties	Modified
3/4/2026 8:27:43 394 PM	SYSTEM	medspecialties_items	Insert
3/4/2026 8:27:43 379 PM	SYSTEM	medspecialties_items	Insert

1-25 / 79    Rows: 25

Figure. Clinical Smart Web Application – System Logs Page

### 3.2.3 System Information

The System Information Page contains information on the server.

The System Information page records the following information:

- **Computer Name:** Hostname of the server
- **Processor Architecture:** Architecture of the host machine
- **Processor Identifier:** Identifier of the processor
- **Processor Name:** name of the processor
- **64 Bit:** Information about the processor’s architecture
- **Boot Mode:** Boot mode of the host machine
- **Manufacturer:** Manufacturer of the host machine
- **Product Name:** Product Name of the host machine
- **MAC Address:** MAC Address of the host machine
- **IP Address:** IP address of the host machine
- **Used Space (GB):** Used disk space of the host machine
- **Free Space (%):** Free Space of the host machine

- **License:** Status of the CSS license
- **Version:** CSS version
- **Part Number:** Part number of CSS
- **Max Communicators:** Maximum number of endpoint devices which can communicate simultaneously with CSS
- **Registration Code:** Registration Code of CSS

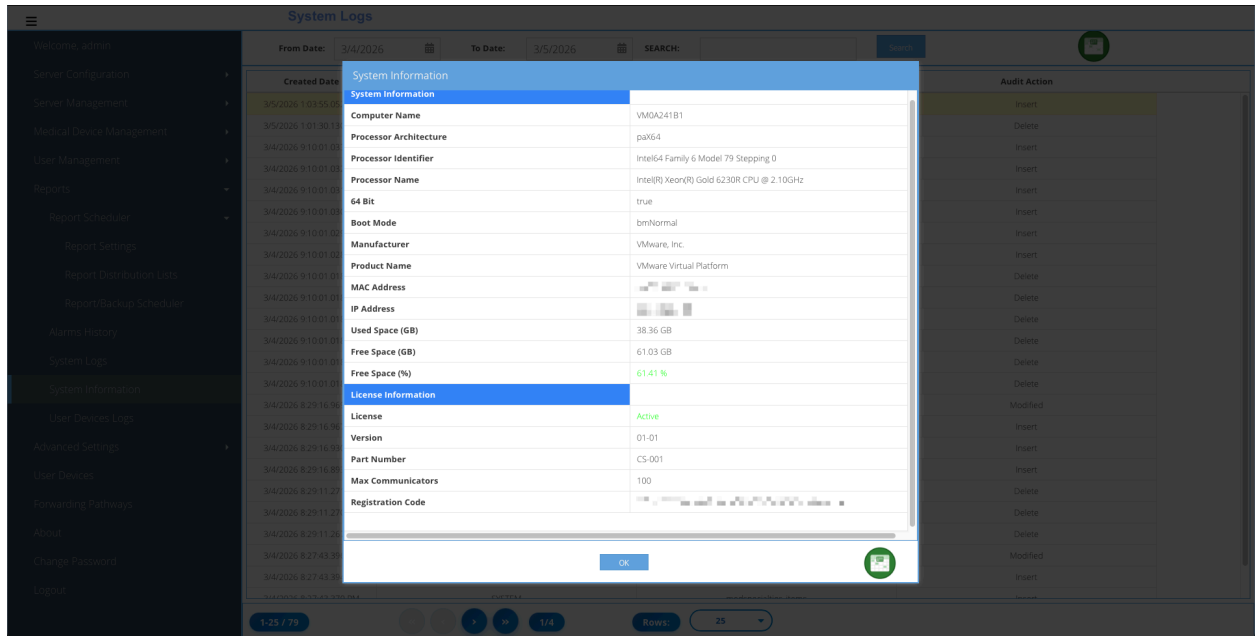
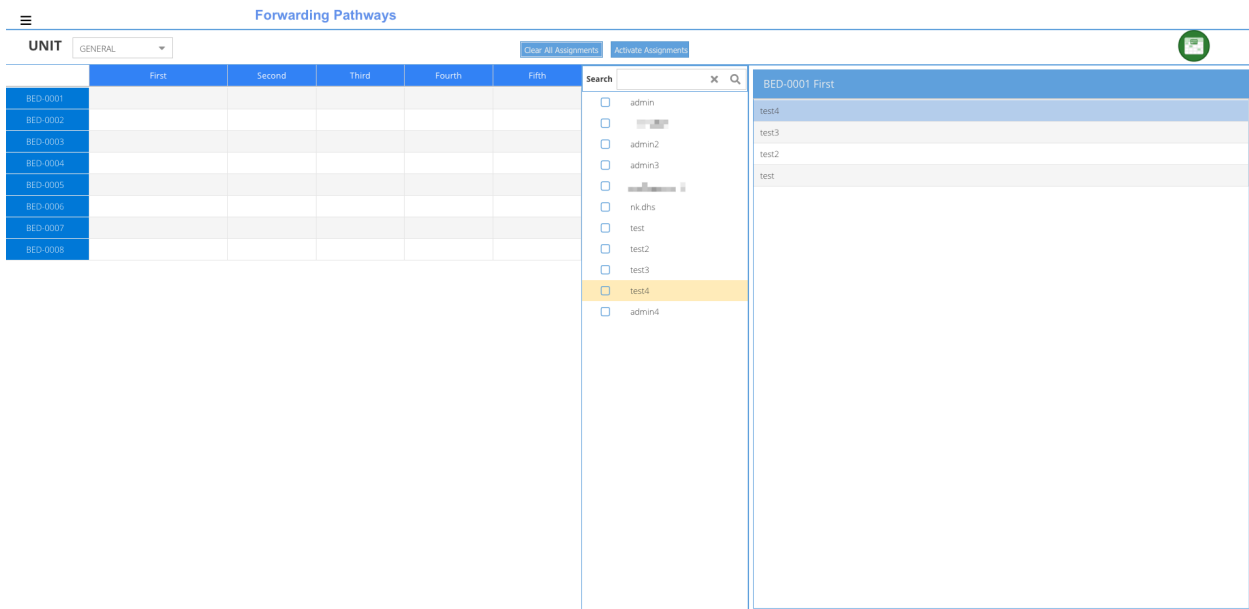


Figure. Clinical Smart Web Application – System Information Page

### 3.3 Forwarding Pathways

The Forwarding Pathway page allows the Clinical Administrator to assign users to one or multiple beds across units.

The forwarding Pathways page displays a view of a single unit, and its registered beds.



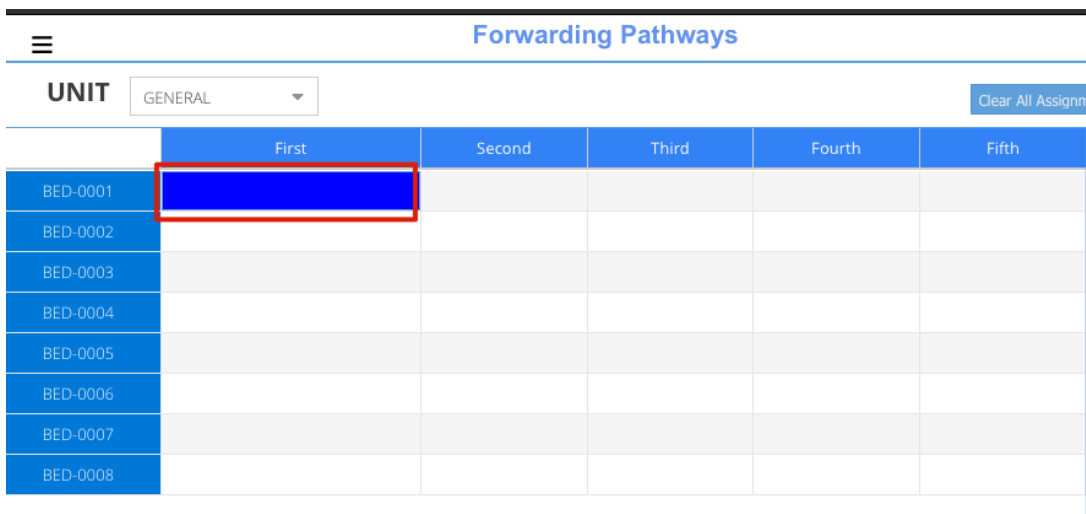
**Figure. Clinical Smart Web Application – Forwarding Pathways**

The Forwarding Pathways page contains three sections.

- The left section displays a grid representing all beds in a unit and the forwarding pathway roles.
- The middle section contains the list of users configured in CSS
- The right section displays the list of users assigned to the selected bed / role

### 3.3.1 Assigning Users to Beds

To assign a user to a bed, click on the tile of the designated bed / role:



**Figure – Selecting Role "First" for "BED-0001"**

After selecting the desired Bed / Role select the users to be assigned by clicking on the check boxes located on the left of each username.

The screenshot shows the 'Forwarding Pathways' interface. At the top, there is a 'UNIT' dropdown menu set to 'GENERAL'. To the right are two buttons: 'Clear All Assignments' and 'Activate Assignments'. Below this is a table with columns for roles: 'First', 'Second', 'Third', 'Fourth', and 'Fifth'. The 'First' column for 'BED-0001' is selected. To the right of the table is a search panel with a search bar and a list of users: admin, admin2, admin3, nk.dhs, test, test2, test3, test4, and admin4. The 'test' user is highlighted in the search results.

**Figure - Selecting Users to be assigned to the selected Bed / Role**

Selected users are automatically displayed on the table located to rightmost table, as well as inside the selected tile

This screenshot shows the same interface as Figure 1, but with more users selected. In the 'First' column for 'BED-0001', the text 'test test2 test3 test4' is displayed. In the search panel, the checkboxes for 'test', 'test2', 'test3', and 'test4' are checked. On the right, a new table titled 'BED-0001 First' displays the assigned users: test4, test3, test2, and test.

**Figure – Example of multiple users assigned to a single Bed / Role**

After configuring the designed assignments, user can confirm the changes by selecting the "Activate Assignments" button, or clear all the assignments by selecting the "Clear All Assignments" button

The screenshot shows a web interface for managing user assignments. At the top, there is a 'UNIT' dropdown menu set to 'GENERAL'. To the right, two buttons are visible: 'Clear All Assignments' and 'Activate Assignments', both highlighted with red rectangular boxes. Below this is a table with columns labeled 'First', 'Second', 'Third', 'Fourth', and 'Fifth'. The first row, labeled 'BED-0001', has the text 'test test2 test3 test4' in the 'First' column, which is highlighted in green. The 'Second' column for this row is highlighted in blue. To the right of the table is a search dropdown menu with a search bar and a list of users. The user 'test4' is highlighted in yellow. The list includes: admin, admin2, admin3, nk.dhs, test, test2, test3, test4, and admin4.

**Figure - Clear and Activate Assignments buttons**

Alarms are sent to assigned users following the order of the configured pathway assignments.

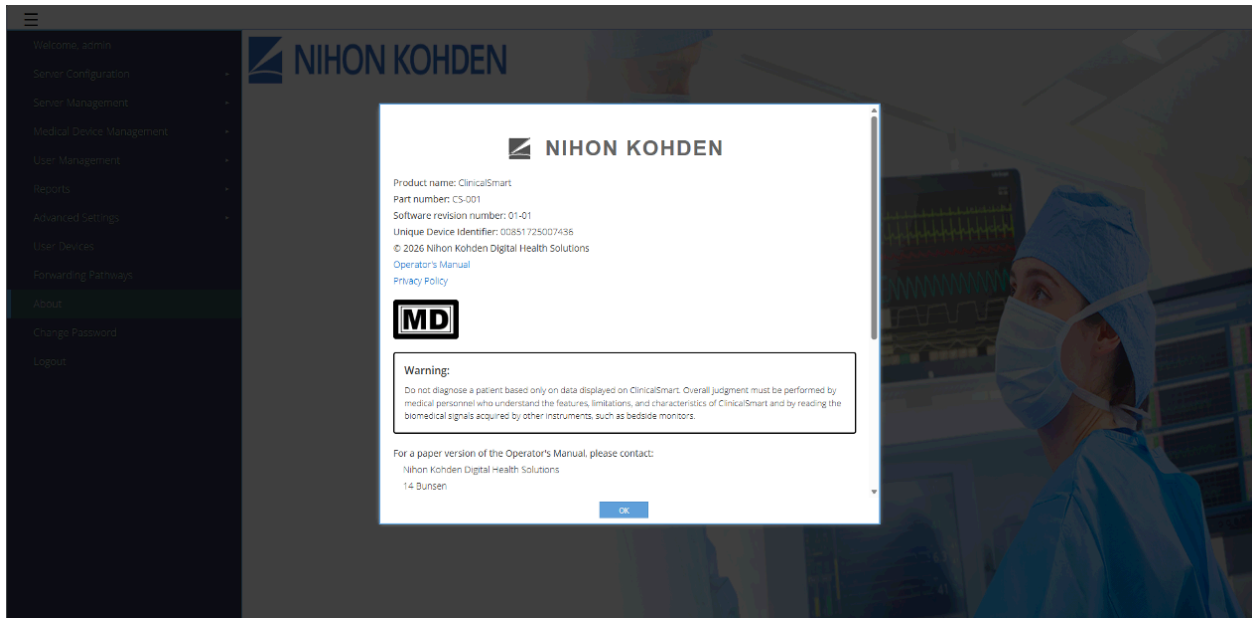
The delay between each forwarding is defined in the alarm model configuration of each medical device (refer to the Installation Instructions manual).

If a pathway role has no users assigned to it, ClinicalSmart will forward the alarm to all the users who are present in the same unit.

*Note: A user is considered to be in a unit when they have at least one bed/role assigned to a bed of a unit.*

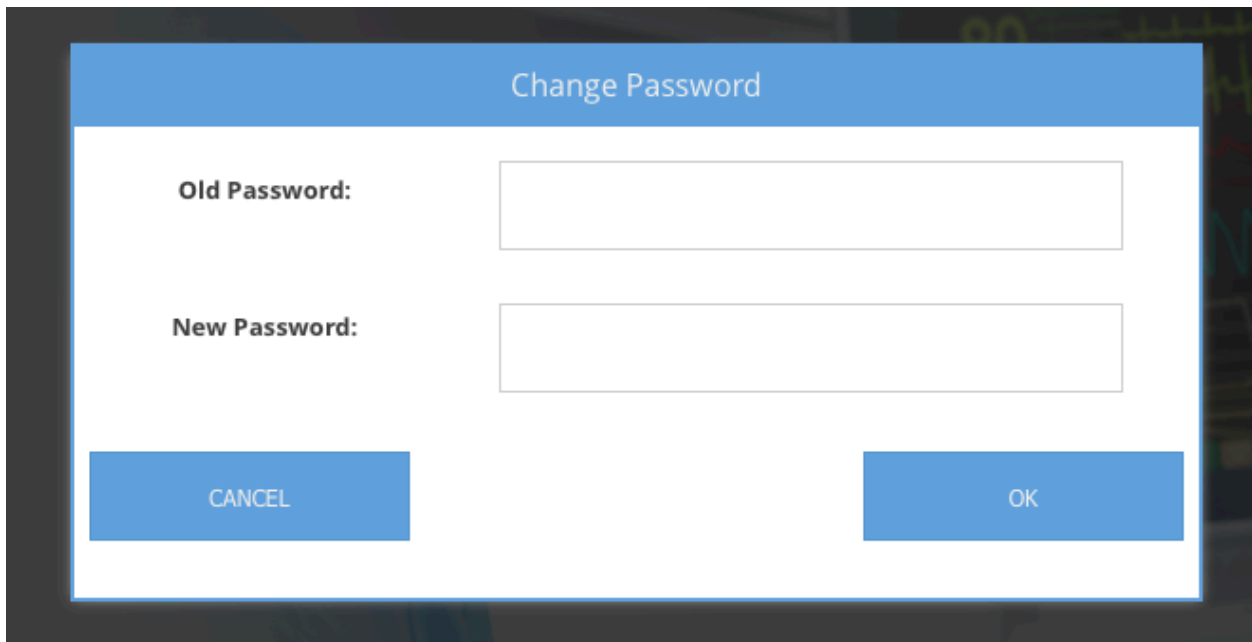
## 3.4 About

Product Label can be found in the “About Page”.



## 3.5 Change Password

Users can change their password by selecting the “Change Password” button.



## 4 Troubleshooting

---

<b>Problem</b>	<b>Solution</b>
No alarm data is received for a source device.	<p>Contact administrator to troubleshoot the connection between ClinicalSmart and the source device.</p> <p>Confirm ClinicalSmart's communication with the source device on the Medical Devices page (Last Communication Status).</p>
No user response is received from an endpoint device.	<p>Contact administrator to troubleshoot the connection between ClinicalSmart and the endpoint device.</p>
No alarm data is received on an endpoint device.	<p>Contact administrator to troubleshoot the connection between ClinicalSmart and the endpoint device.</p> <p>Confirm that ClinicalSmart has received the alarm data from the source device on the Alarms History page.</p> <p>Confirm that the user associated with the endpoint device has been correctly configured on the Forwarding Pathways page.</p>
All users of endpoint devices associated with a unit receive alarm data for a source device.	<p>When a source device has no user assigned in the forwarding pathway, the alarm data for the source device is distributed to all users associated with the source device's unit.</p> <p>Confirm that the users have been assigned correctly in the Forwarding Pathways page.</p>

## 5 Contact Information

---



### **Nihon Kohden Digital Health Solutions**

R&D and Product Development Center  
14 Bunsen  
Irvine, CA 92618, USA

Phone: +1 (949) 474-9207

Fax: +1 (949) 474-8267

Email: [info@nklab.com](mailto:info@nklab.com)

[www.digitalhealthsolutions.com](http://www.digitalhealthsolutions.com)

### **Nihon Kohden America**

15353 Barranca Parkway  
Irvine, CA 92618, USA

Phone: +1 (949) 580-1555

Fax: +1 (949) 580-1550

Email: [info@nihonkohden.com](mailto:info@nihonkohden.com)

[us.nihonkohden.com](http://us.nihonkohden.com)

### **Nihon Kohden Corporation**

1-31-4 Nishiochiai, Shinjuku-ku  
Tokyo 161-8560, Japan

Phone: +81 (3) 5996-8036

Fax: +81 (3) 5996-8100

[www.nihonkohden.com](http://www.nihonkohden.com)



### **Nihon Kohden Europe GmbH**

Raiffeisenstraße 10  
61191 Rosbach v.d.H., Germany

Phone: +49 6003-827-0

Fax: +49 6003-827-599

Email: [info@nke.de](mailto:info@nke.de)

[eu.nihonkohden.com](http://eu.nihonkohden.com)