



# User Guide

GEACOM, INC. & GEACOM CANADA, INC.

# Phrazer/Kitsune User Guide

Version 6.0

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# Chapter 1: Introduction

Your journey with Phrazer/Kitsune, the first ever Communication and Information Theory Empowered (CITE) Journey Solution starts now.

Congratulations on the newest addition to your facility. GeaCom, Inc.'s Communication and Information Theory Empowered (CITE) System is a medical grade Journey Solution that harmonizes patient, staff and system performance. In this guide you will learn about each part of the CITE Journey Solution and how to best utilize it for maximum effectiveness.

We are committed to your success with Phrazer/Kitsune now and into the future. Our support services are available to you 24/7 and support specialists are ready to assist as needed. For less urgent matters, our website and Help Center provide you with the opportunity to comment, review new features, open support tickets and to post questions.

When used properly, the CITE System provides you with legal and regulatory compliance, improved accuracy, efficiency as well as higher patient and staff satisfaction, along with other value-added pieces to improve outcomes. This User Guide will provide you with an overview of features, usage guidelines, tips, maintenance requirements and additional items that ensure best results. Carefully read and understand this User Guide prior to using the CITE System.

## 1.1 Product Evolution

In an effort to provide our customers with the highest quality products, GeaCom, Inc. may make slight changes to the current product design, recommended Instruction For Use (IFU) or add new training videos to its website <https://www.myphrazer.com> and the Help Center, <https://phrazer.helpdocs.com/>.

Our customers may not receive individual notices for these product changes or updates to our IFU if these changes are considered to be minor. These minor improvements are continually implemented to increase the safety and effectiveness of our products as well as ease of use. Customers are encouraged to check our website, Help Center and on the device, to receive the most updated IFUs and training videos. For any other questions use one of the contact methods provided on the following page to get in touch with GeaCom's Support Specialists.

## 1.2 Icon Keys

The Icon Key identifies functional text found throughout this User Guide.



### **WARNING**

This text identifies information that, if not followed explicitly, could result in injury or death. **Warnings are mandatory instructions.**



### **Caution**

This text identifies information that, if not followed as directed, could result in damage to Phrazer/Kitsune or create liability concerns. **Cautions are mandatory instructions.**



### **Note**

Note text identifies useful information, such as an explanation or suggestion related to current steps. Notes are instructions that may be optional or required to accomplish the current task.

## 1.3 General Use Precautions

◆ **WARNING** Only use Phrazer/Kitsune when patients can be monitored or engaged by you or other hospital personnel.

◆ **WARNING** Batteries are lithium-based and must not be exposed to extreme heat due to danger of explosion.

- ◆ **WARNING**      The electrical charge system uses a 110V AC outlet and can result in electrocution if not properly used.
- △ **Caution**          Do not use with disoriented, visually or psychologically impacted patients.
- ① **Note**                In highly-illuminated environments, visibility of Phrazer's Light Emitting Diodes (LEDs) and its LED screen may be improved by reducing room lighting.

#### **1.4 General Contact Information**

For general inquires, please visit our website ([www.myphrazer.com](http://www.myphrazer.com)) or contact us at:

GeaCom, Inc.  
394 South Lake Avenue  
Suite 700  
Duluth, MN 55802

Phone: 1 (855) 5GEACOM

Email: [info@geacom.net](mailto:info@geacom.net)

#### **1.5 Support Contact Information**

For Customer Support, please phone or email:

Phone: US: (218) 213-9156

Canada: (604) 248-4461

Email: [support@geacom.net](mailto:support@geacom.net)

#### **1.6 Sales Contact Information**

For Sales, please phone or e-mail:

Phone: 1 (855) 5GEACOM

Email: [sales@geacom.net](mailto:sales@geacom.net)



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## **Chapter 2: Getting Started with Phrazer/ Kitsune**

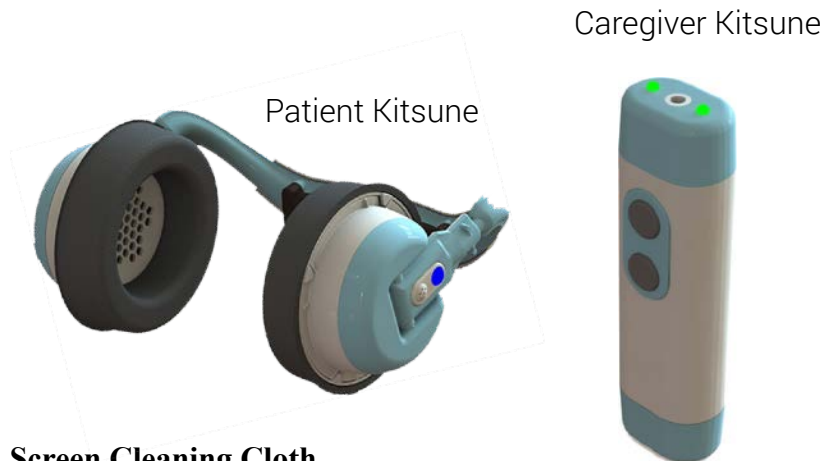
### **An Introduction to Phrazer Spirit and Kitsune**

Phrazer/Kitsune is a CITE Journey Solution that empowers all patients to actively progress their care while engaging staff with relevant, actionable information through the patented Multi-path Realtime Messaging (MRM) feature. Phrazer/Kitsune uses a unique combination of state-of-the-art technology and validated Communication and Information Theory-based designs and practices to accurately and timely engage the patient while providing comfort and reassurance. If you are already familiar with the basics of operating Phrazer/Kitsune, turn to the end of this manual for the Quick Resource Guide.

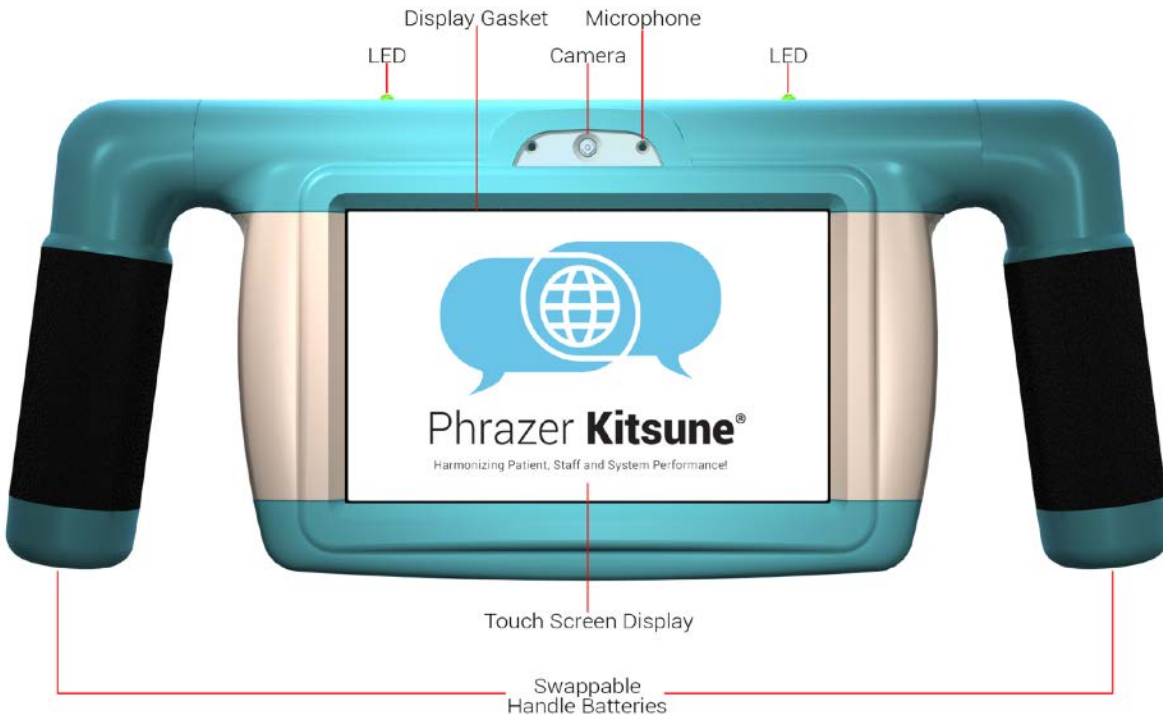
## 2.1 The CITE System



- **One Phrazer Unit**
- **Two Handle Batteries**
- **One Crypto Key**
- **One Patient Kitsune**
- **One Caregiver Kitsune**
- **Accessories: Power Supply, Screen Cleaning Cloth**



## 2.2 Phrazer Front View



**LEDs** - On the top of Phrazer’s case are two bright Light Emitting Diodes (LEDs) that turn on if triggered during Phrazer operation. These lights can emit green, red, blue and white light. The lights are visible to the patient as well as any one who can see the back of Phrazer. The lights are primarily used to indicate patient status in CITE Engagements and provide visual alerts to staff.

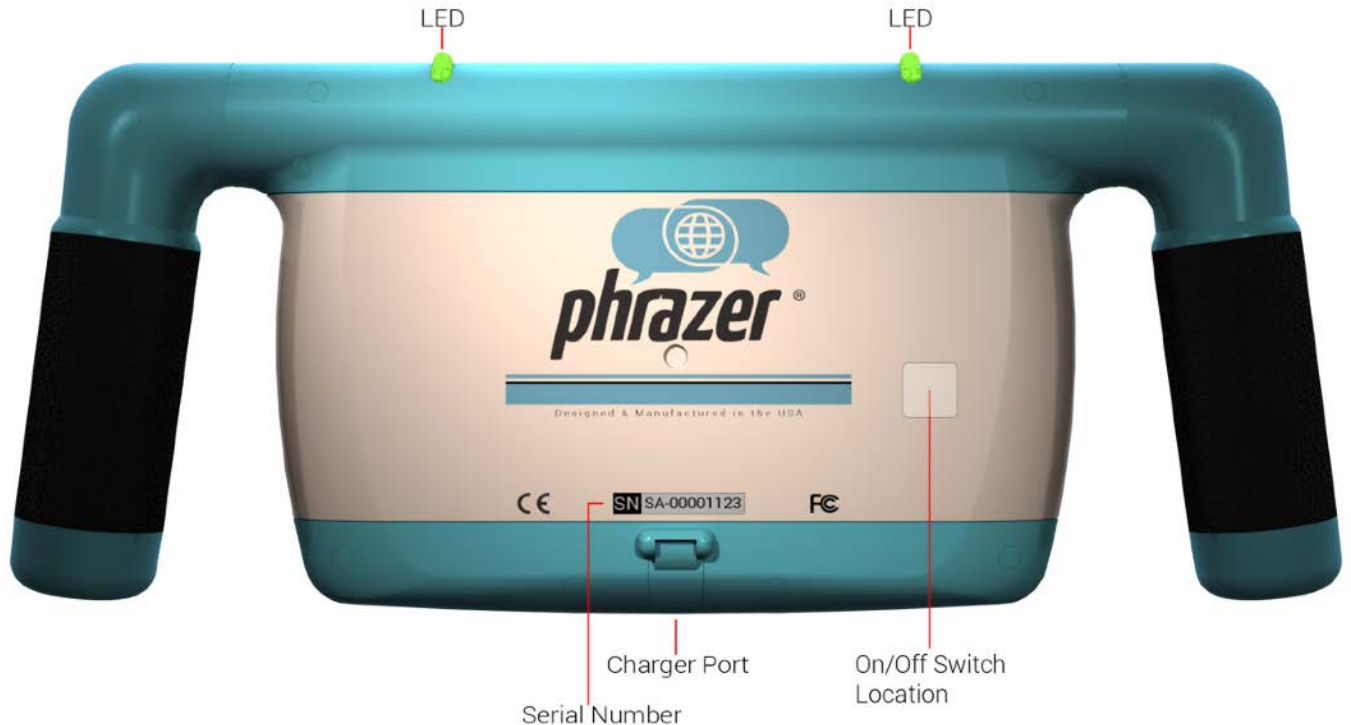
**Microphone** - The microphone can be used to record patient audio, caregiver audio, video conferencing and more. Usage includes capturing the patient's spoken concerns and consent for treatment.

**Camera** - Next to the microphone is a 13 megapixel camera and video recorder. This camera is used to scan badges, insurance cards, credit cards, capture images of the patient, wounds, area(s) of incident and to record consent to treat and more.

**Swappable Handle Batteries** - Hot swappable batteries can be removed and replaced while Phrazer is on and working, avoiding downtime.

**Touch Screen Display** - Phrazer’s touch screen recognizes the presence of one or more points of contact with the surface (multi-touch). The screen has an oleophobic coating to simplify the cleaning process and an anti glare coating to increase screen clarity. The touch screen can be used while wearing rubber gloves or if liquids are present on the surface.

## 2.3 Phrazer Back View



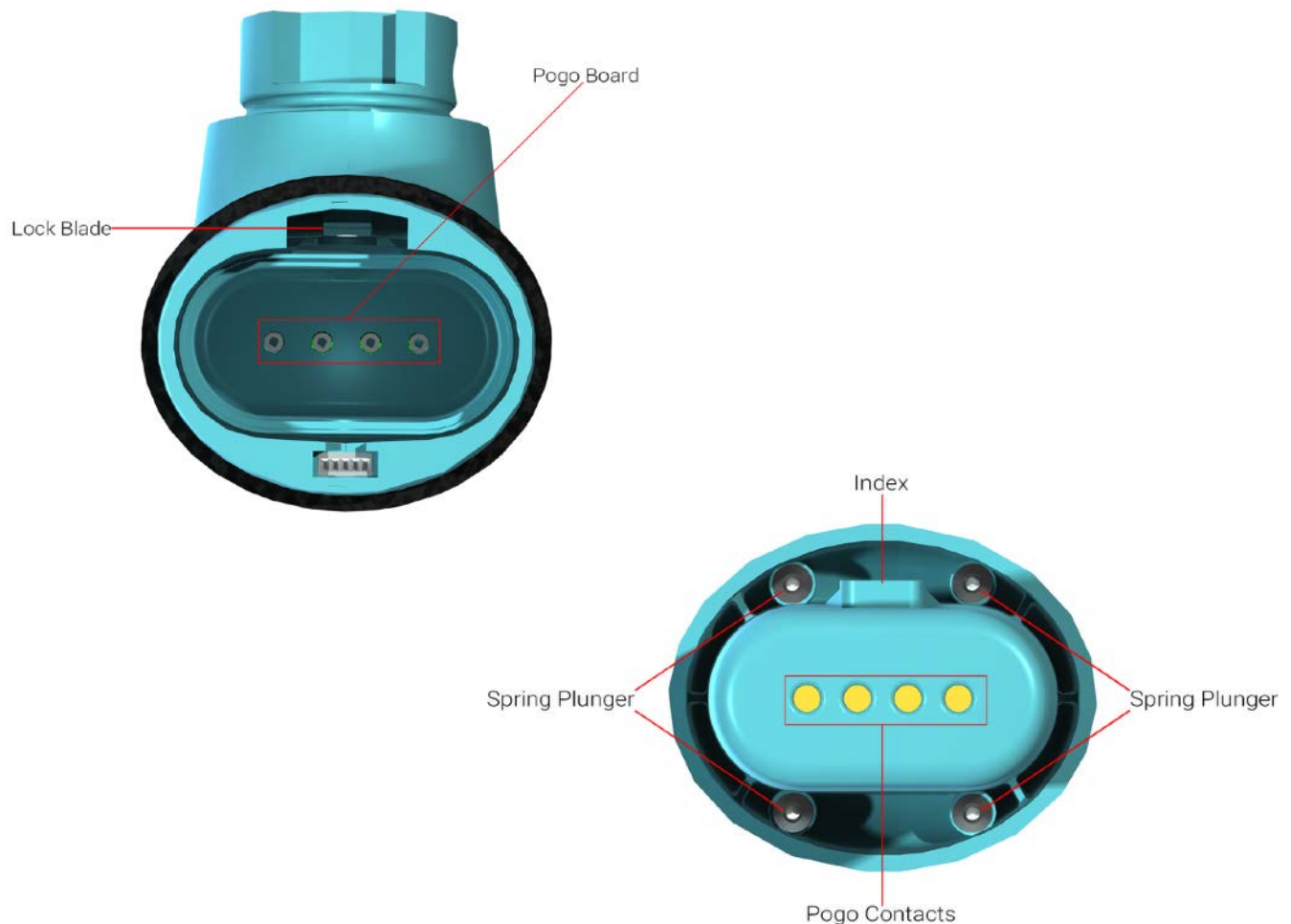
**LEDs** - On the top of Phrazer’s case are two bright Light Emitting Diodes (LEDs) that turn on if triggered during Phrazer operation. These lights can emit green, red, blue and white light. The lights are visible to the patient as well as any one who can see the back of Phrazer. The lights are primarily used to indicate patient status in CITE Engagements to staff.

**Charger Port** - On the back side of Phrazer, located at the bottom, is an opening for the charge cord. This opening is protected by a cover that can be pulled back to expose the slot for inserting the charger.

**Serial Number** - Just above the charger port is a serial number. There is a unique number assigned to each device. This number is used for Customer Support, device management and other manufacturing processes.

**On and Off Switch** - This electronic switch, exclusively activated by the Crypto Key, is the only way to power Phrazer on and one way to power Phrazer off. The switch is located inside the case and cannot be directly accessed for security purposes.

## 2.4 Phrazer Handle Bottom View and Battery Pack



**Lock Blade** - The lock blade is used to secure each handle battery and is unlocked by the Crypto Key.

**Pogo Board** - These spring-loaded connectors make contact with the pogo contacts on battery pack to provide power.

**Pogo Contacts** - These are the connections on the battery that contact the pogo board.

**Spring Plungers** - These provide pressure on the lock blade, keeping the battery locked into place.

**Index** - This is used as a guide to insert the battery properly into the handle.

◆ **WARNING** Do not get this interior region wet as it could cause the battery to malfunction or short circuit.

## 2.5 Caregiver Kitsune, Patient Kitsune and Crypto Key

**Caregiver Kitsune** - This device is your connection to the patient when not in the same room. Plug in any headset with 3.5mm connector to receive relevant and actionable CITE messages. Reference the Caregiver Kitsune Guide for further operating procedures.



**Patient Kitsune** - Kitsune is a wireless audio device that a patient can wear for private interactions. Kitsune can also be converted to group mode by rotating the ear cups outward to provide a speaker experience. For more detailed information on enhanced private ambient input for private authority interactions or other functionality, please refer to the Kitsune User Guide.



**Crypto Key** - The triangular key with an inset magnet on one face is required to power Phrazer/Kitsune On/Off, enable Kitsune pairing functionality and to remove the swappable battery packs on Phrazer.



## Chapter 3: Phrazer/Kitsune Essentials

### Options and the Caregiver Interface

#### Overview

This chapter contains procedures regarding Phrazer/Kitsune setup, including the pairing process, WiFi and data connection, screen brightness, volume adjustment, Phrazer updating, and Electronic Medical Record (EMR) connection. Also in this chapter are procedures regarding the Phrazer caregiver interface, e.g. creating or selecting a caregiver.



## Procedures

### 3.1 Turning Phrazer On and Off

1. Locate the Crypto Key.

①**Note** Phrazer/Kitsune cannot be turned on without the Crypto Key.

2. When looking at the back of Phrazer, the On/Off Switch is located on the right side roughly in line with the LED on top of Phrazer and the printed blue line.



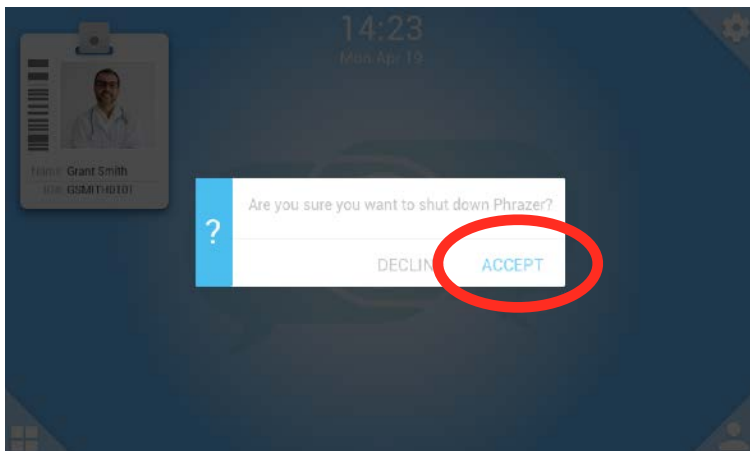
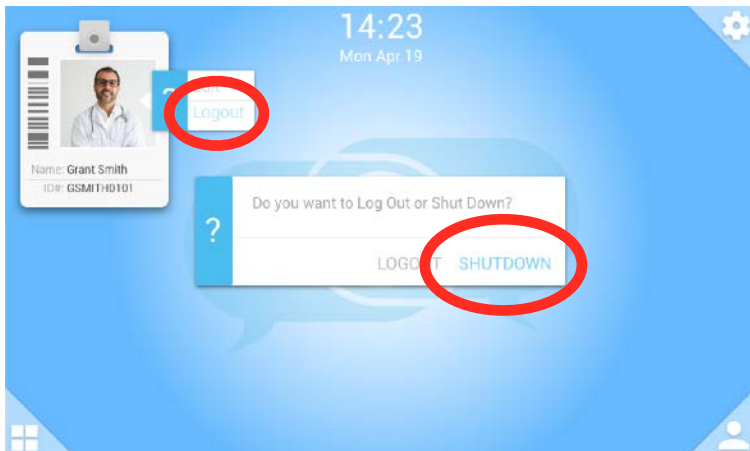
3. To turn on Phrazer:
  - a. When looking at the back of Phrazer, place the magnetic end of Crypto Key below the LED and drag the Crypto Key straight down to the bottom of Phrazer.



①**Note** When the boot sequence is successfully triggered, the green LEDs on Phrazer flicker and the screen will light up.

4. To turn off Phrazer (2 Options):I) Option 1

- a. From the caregiver home screen, tap the caregiver image and select “Logout”.
- b. Phrazer will prompt whether you want to log out or shut down. Select “Shutdown” and then “Accept”.



①**Note** Phrazer will automatically turn off if left unplugged for a long enough period to fully drain the batteries.

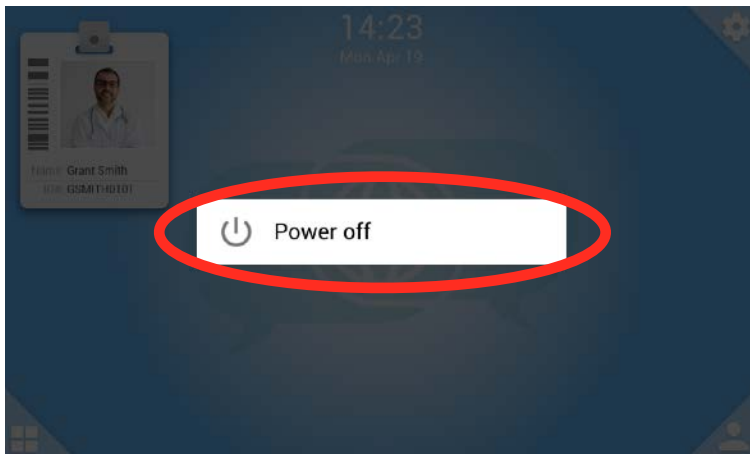
II) Option 2

①**Note** This function works like the power button on a mobile device, you can “select” by dragging the Crypto Key across the On/Off switch or perform a “press and hold” by keeping the Crypto Key within the active range of the On/Off switch for three or more seconds.

- a. Hold the Crypto Key over the On/Off switch for 3 seconds to activate the display pop-up to power down Phrazer.



- b. Select “Power off”



①**Note** Powering off with the Crypto Key alone can be performed from any screen.

### 3.2 Pairing and Connecting Kitsune - Patient

- ① **Note** Connecting Kitsune is a two-step process. The Kitsune first needs to pair with the device then connect to an audio stream. Phrazer performs both processes when an audio source is selected and Kitsune is in pairing mode.
- ① **Note** If using a Kitsune already connected with Phrazer, never unpaired, Phrazer will automatically remember the Kitsune when powered on. Verify the connection by listening to test audio in Bluetooth settings. In some cases, disconnecting and reconnecting Kitsune is required.
- ① **Note** Pop-ups are used in Bluetooth settings to indicate when a Kitsune had been connected or disconnected from an audio source.

#### To pair and connect new Kitsune:

1. Get Kitsune into pairing mode:
  - a. On Kitsune, slowly swipe the Crypto Key once across the LED on the right ear cup to turn ON, you should see a solid blue light followed by a flashing blue light.
  - b. From the flashing blue light, slowly swipe the Crypto Key across the LED again. LED should flash between red and blue. Kitsune is now in pairing mode lasting for 10 seconds. If Kitsune reverts back to the flashing only blue, another swipe with the Crypto Key will get Kitsune back into pairing mode again for 10 seconds.
2. While in pairing mode slide the back band of Kitsune across the right side of Phrazer to activate the connectivity tag. When activated, the LED on Kitsune will turn purple and you will be prompted on Phrazer to select an audio stream.



#### To connect a Patient Kitsune that has been previously connected:

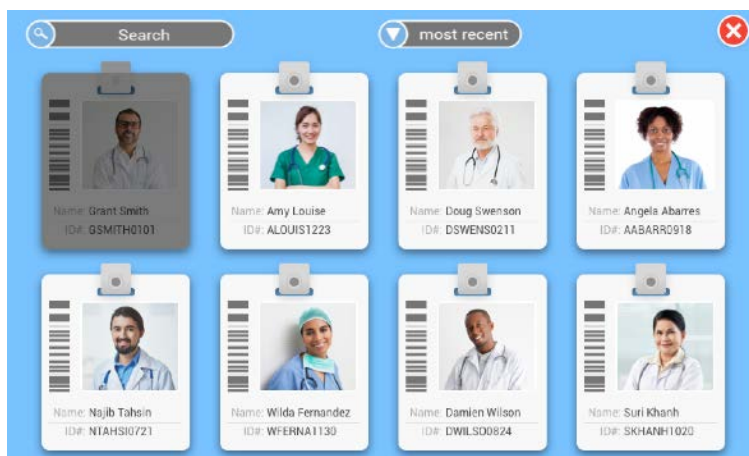
1. Turn Phrazer on by swiping the Crypto Key over the ON/OFF switch (see chapter 3.1).
2. On Kitsune, slowly swipe the Crypto Key once across the LED on the right ear cup to turn ON, you should see a blue light followed by a solid purple light.
3. The purple light will turn blue once the connection is established.

### 3.3 Logging In With an Existing Caregiver

1. Enter the facility passcode by selecting the correct sequence of icons on the first login screen. This is the custom login pattern your facility selected.



2. After the facility login has been correctly entered, the second tier of the login is displayed.
3. From the caregiver login screen, scan your QR code or barcode to pull up your profile, or select desired profile and enter the username and password, or enter the unique passcode that was created for the profile selected.



OR



### 3.4 Creating a New Caregiver Profile Username/Password

- ①**Note** Profiles can be created, removed or modified by GeaCom through the use of a device management portal and then synced with all implemented devices.
- ①**Note** In order to manually create a new caregiver on Phrazer, an administrator must log into their profile first.

1. From the caregiver home screen, select “CITE Tools & Resources” in the bottom left-hand corner.
2. Select “Staff Profile Mgmt” then “Create Caregiver”.
3. Enter required text fields.

The screenshot shows the 'Create Caregiver' form, Step 1: Personal Information. The form includes fields for First Name, Middle Name, Last Name, Date of Birth (with a calendar icon), Gender, and Language. A large square placeholder for a photo is in the center. A 'TAKE PHOTO' button is at the bottom center, and a green arrow button is at the bottom right. The left sidebar shows 'STEP 1 Personal Information'.

4. Create a unique username and password or passcode and press “Continue”.

- ①**Note** If using the passcode system, the created passcode must consist of a minimum of **four** of the nine selections. No selection can be used more than once.

The screenshot shows the 'Create Caregiver' form, Step 2: Create User ID & Password. The form is divided into two sections: 'Primary Option' and 'Secondary Option'. The 'Primary Option' section features a large QR code and a 'TAKE PHOTO' button. The 'Secondary Option' section includes fields for Username, Password, and Confirm Password. Below these fields, there is an 'OR' section with the instruction 'Create a passcode with no less than 4' and a 3x3 grid of circular buttons for passcode selection. A green arrow button is at the bottom right. The left sidebar shows 'STEP 1 Personal Information' and 'STEP 2 Create User ID & Password'.

- ①**Note** Passwords for all profiles must meet the facility's password standards.

5. Take Photo.
6. Review the information for correctness and if anything needs to be edited, select “Edit” for that section; otherwise, press the green checkmark to complete the process.

The screenshot displays a user creation form with a vertical sidebar on the left containing three steps: STEP 1 Personal Information (highlighted in blue), STEP 2 Create User ID & Password (highlighted in green), and STEP 3 User Summary (highlighted in green). The main content area is divided into four sections, each with an edit icon (pencil):

- Personal Information:** First Name: Jon, Middle Name: Elmer, Last Name: Doe, DOB: 05/13/1957, Gender: Male, Language: English.
- User Account Photo:** A placeholder box for a profile picture.
- User QR Code:** A placeholder box for a QR code.
- User ID & Password:** Username: Jon Elmer, Password: @jon1234. Below the password field is a numeric keypad icon.

A green checkmark icon is located in the bottom right corner of the form, indicating completion.

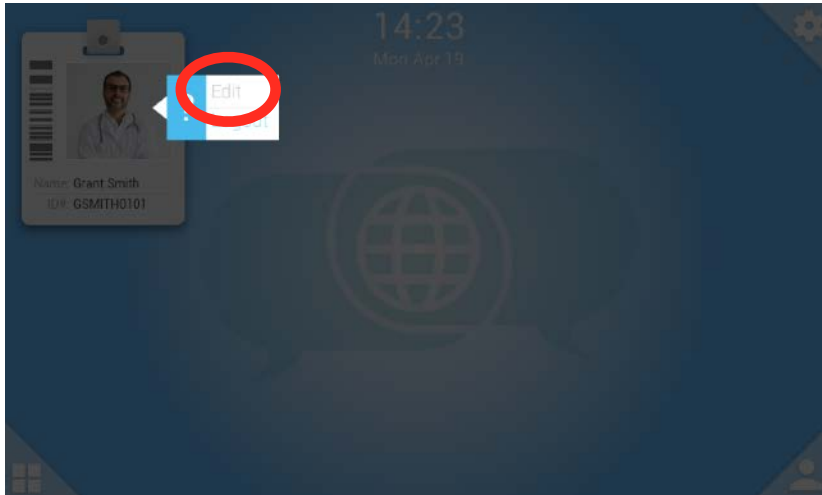
To sort or search for caregivers:

1. From the caregiver login screen, press the sorting filter to display caregivers from A-Z, Z-A or tap “Most Recent” to display caregivers in order of who most recently logged into Phrazer. By default, Phrazer will sort caregivers by who most recently logged into Phrazer.
2. Search for specific names by selecting the search bar text box. Search functionality is available by first letter of the name, a first or last name only or a full name.
3. When completed, select “Done” to execute the search.
4. To create a new caregiver profile, connect with your system’s admin.

To edit caregiver information:

①**Note** It's recommended to connect with your system admin if you want to make a change to your profile to ensure it gets updated on all Phrazers.

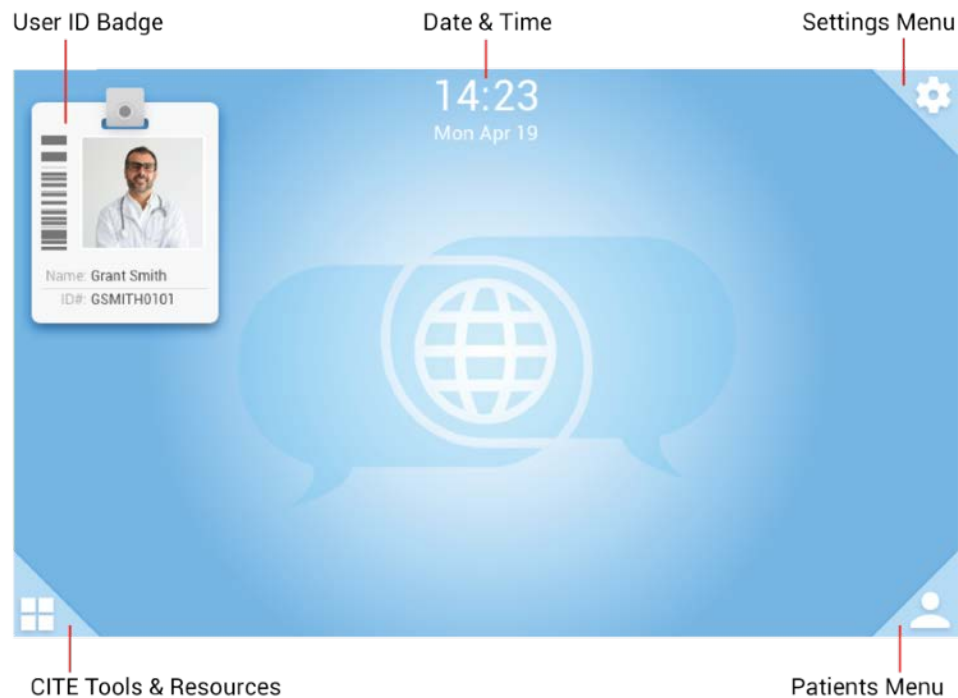
1. From the caregiver home screen, tap the user ID badge.



2. Select “Edit” and then select personal information. -should this be “Personal Information”?
3. Select and edit the information.
4. Press “Save & Exit”.



### 3.5 Caregiver Home Screen



**User ID Badge** - This displays the current caregiver's information, including name, photo and the identification number assigned by Phrazer.

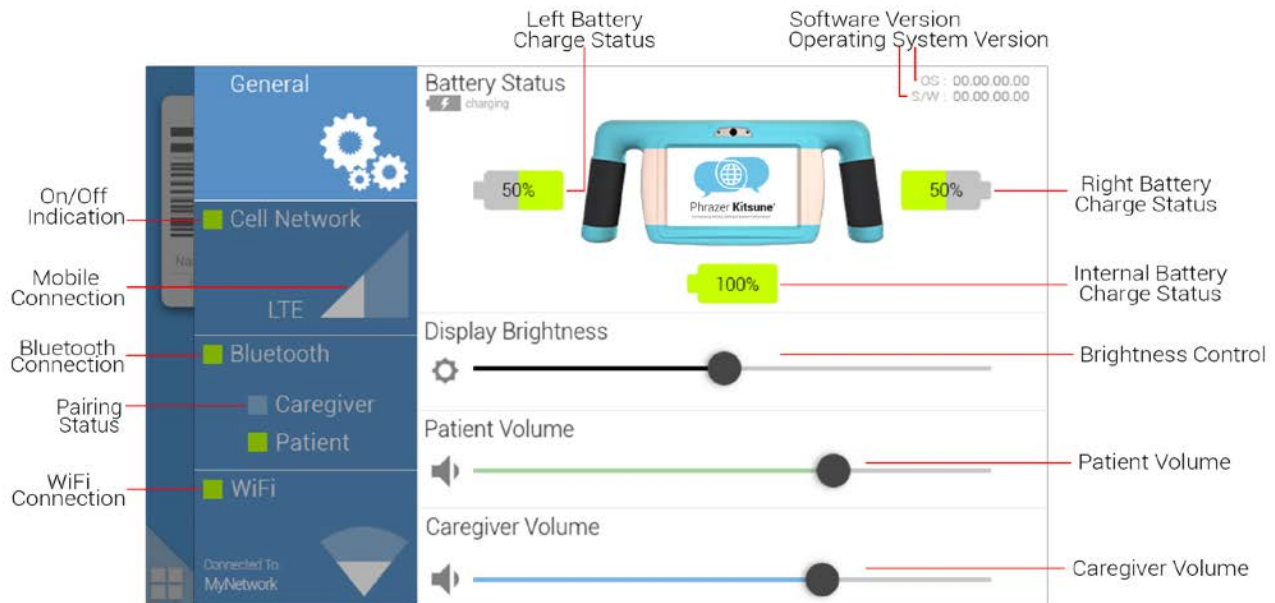
**Settings Menu** - This pop-out menu provides access to general setting features like screen brightness, battery life and network connections available on Phrazer.

**CITE Tools & Resources** - This pop-out menu includes the Interactive CITE Map, Phrazer/Kitsune Training materials and value proposition clips, screen mirroring, language tools, staff competency CITE Engagements and additional caregiver features.

**Date & Time** - This displays a visual representation of the current date and time.

**Patients Menu** - This pop-out menu provides access to patient profiles currently on Phrazer and allows for new patient creation.

### 3.6 Settings Menu



**Mobile Connection** - The bars are a visual indicator of the cellular network signal strength. Phrazer will be pre-programmed to connect to an available network in your area (e.g., AT&T, T-Mobile).

**Bluetooth Connection** - Bluetooth is a wireless connection. This allows the user to pair Bluetooth-enabled devices, such as Kitsune, with Phrazer. You can view the connections at a glance, a green icon indicates what streams are currently connected. To adjust Bluetooth settings, select this icon.

**WiFi Connection** - These bars are a visual indicator of Phrazer's WiFi signal strength. When this icon is selected, the user can connect with new WiFi networks or modify existing networks.

**Right, Left and Internal Battery Charge Status** - These indicators display the level of remaining power in the two handle batteries and the internal battery.

**Brightness Control** - This slider bar allows the user to drag right or left to increase or decrease the intensity of the display's backlight. Decrease screen brightness to increase battery life.

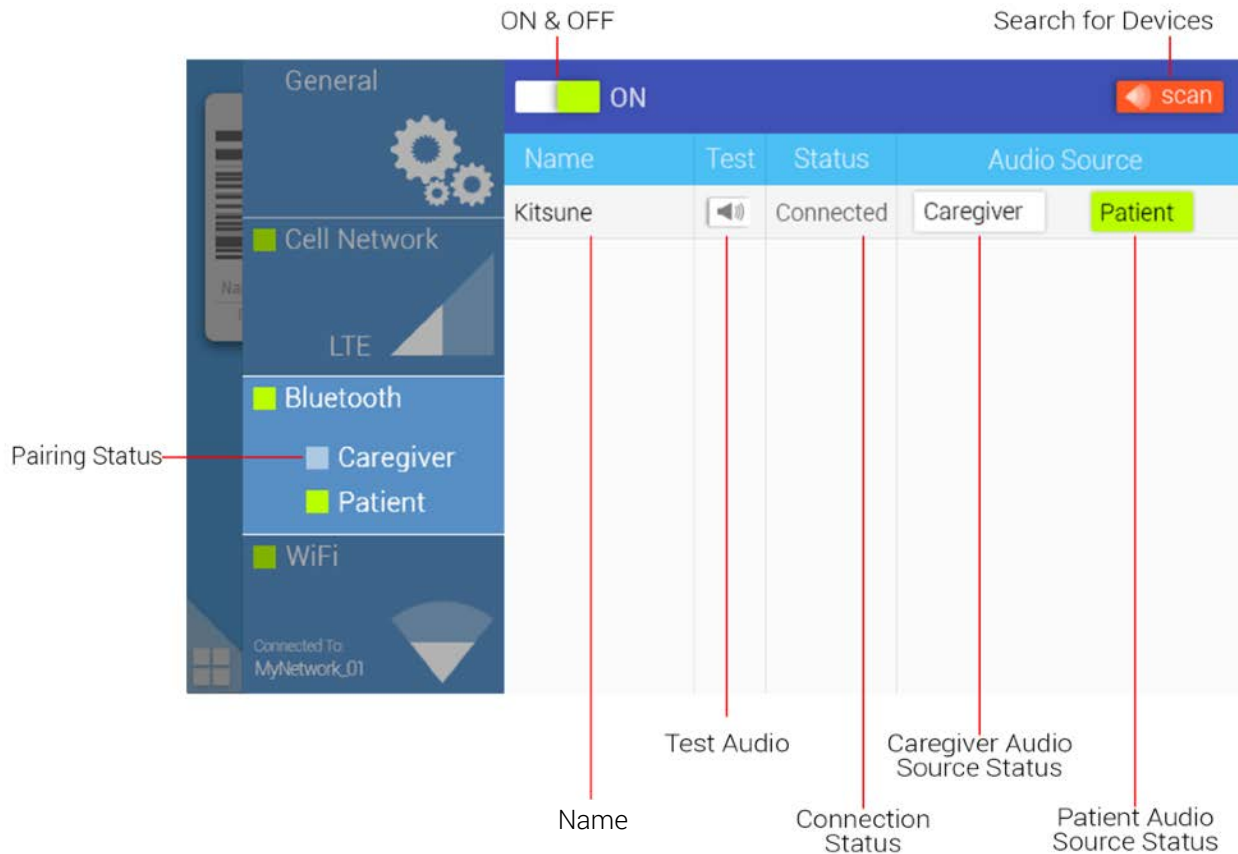
**Patient Volume** - This slider controls the volume of the Patient Kitsune.

**Caregiver Volume** - This slider controls the volume of the Caregiver Kitsune.

**Operating System Version** - This number represents the current operating system on Phrazer.

**Software Version** - This number represents the current software version on Phrazer.

### 3.6.1 Bluetooth Menu



**ON & OFF** - This icon controls the Bluetooth status. It needs to be ON to connect an audio source.

**Search for Devices** - Pressing this icon will refresh the list of Bluetooth devices that are currently connected or are ready to pair and connect to a specific audio source.

**Pairing Status** - These icons, if green, allow you to see at a quick glance whether a Kitsune is connected to either audio stream (patient or caregiver).

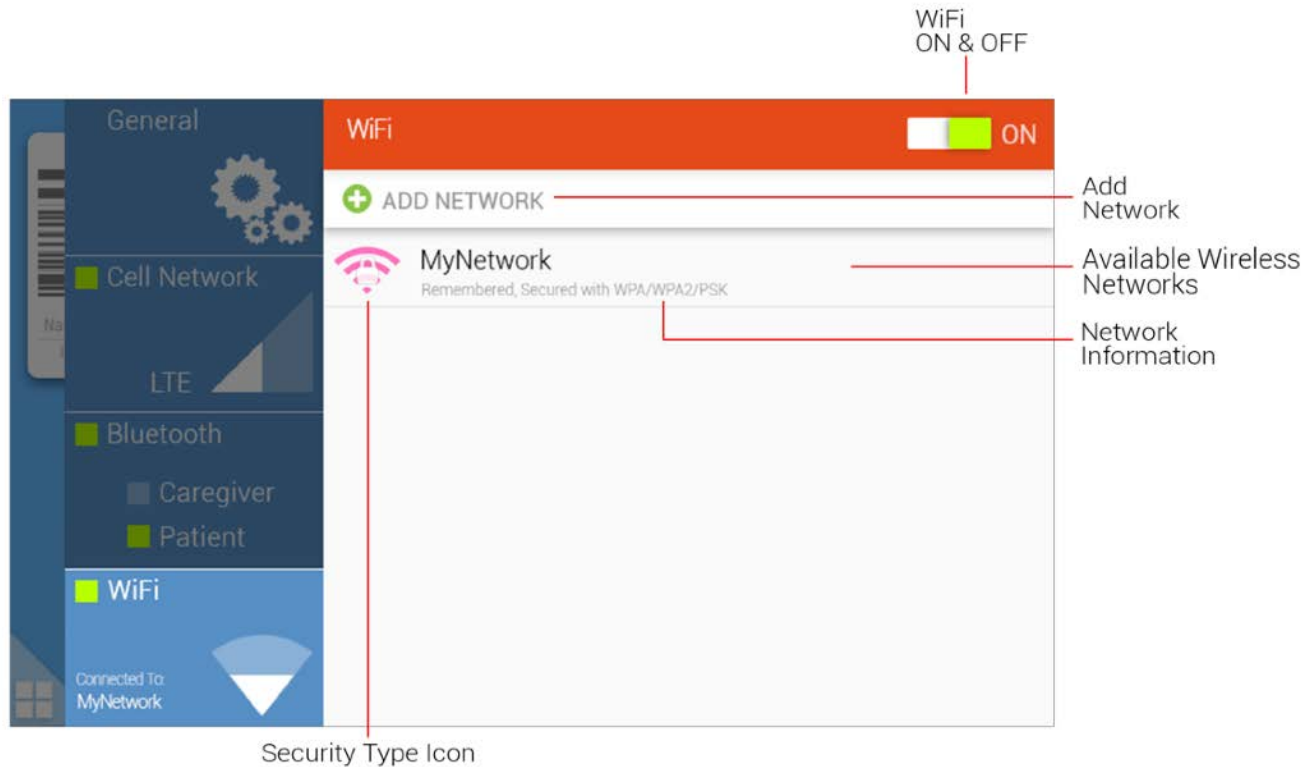
**Name** - Identifies the headset (e.g., Kitsune or Caregiver Kitsune).

**Test Audio** - Once selected, you will hear audio playing through the Kitsune to verify it is connected to the correct audio source. To stop the test audio prematurely, back out of the Bluetooth settings.

**Connection Status** - This area shows the current state of the Kitsunes that are in range of Phrazer (e.g., connected, disconnected or not paired). Only one Patient Kitsune and one Caregiver Kitsune can be connected to a single Phrazer.

**Caregiver and Patient Source Status** - These icons allow you to connect to the desired audio source.

### 3.6.2 WiFi Menu



**WiFi ON & OFF** - This icon controls Phrazer’s ability to connect to WiFi. WiFi needs to be ON in order to be able to connect to a secure network.

**Network Information** - Provides name, status, security, strength and speed of selected network.

**Add Network** - Allows you to add a network if it is not visible in the Available Wireless Networks.

**Available Wireless Networks** - This area shows all the available networks within range of Phrazer.

**Security Type Icon** - This icon shows if the wireless network has any security features or not.

### 3.6.3 Connecting to a WiFi Network

1. Press the WiFi Connection icon in the Settings Menu.
2. Ensure WiFi is “ON.” If “ON” is not green, press the “ON” icon located on top of the WiFi Menu.
3. Select the desired network and enter password to connect.

①**Note** If WiFi status is disconnected but Phrazer is in range of a network it has been previously connected to it may be necessary to refresh the WiFi by turning it off and on again.

### 3.7 CITE Tools & Resources



**CITE Map** - This is a map that allows patients to select their region, language and dialect. It is a graphical, interactive way for determining or selecting a patient's native language/culture.

**Staff Competencies** - These are CITE Engagements for staff competency development, policy and procedure updates and more.

**Phrazer/Kitsune** - This is an interactive guide to assist caregivers in understanding the value proposition of CITE Solutions, Phrazer/Kitsune best practices and uses. You must have a connected Bluetooth Caregiver Kitsune to use.

**Language Services** - This provides access to additional language services like Google Translate or access language vendors such as Language Line, CyraCom and many more.

**Staff Profile Management** - Allows your system admin to modify, add or remove staff profiles.

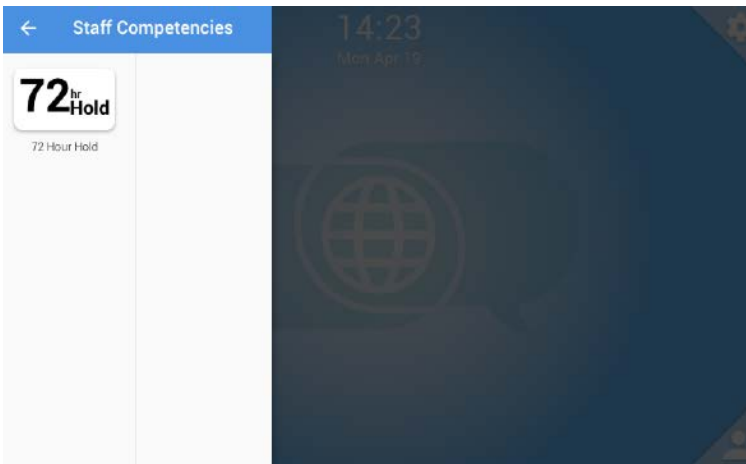
**Screen Mirroring** - This allows you to project Phrazer's screen onto another connected device.

**Stream Screen/View Stream** - This allows you to stream one master screen from Phrazer to many Phrazers at once.

① **Note** If you are disconnected from your facility's secured wireless network, you may also securely transfer information over Phrazer's secure mobile network if this is activated.

### 3.7.1 Staff Competencies

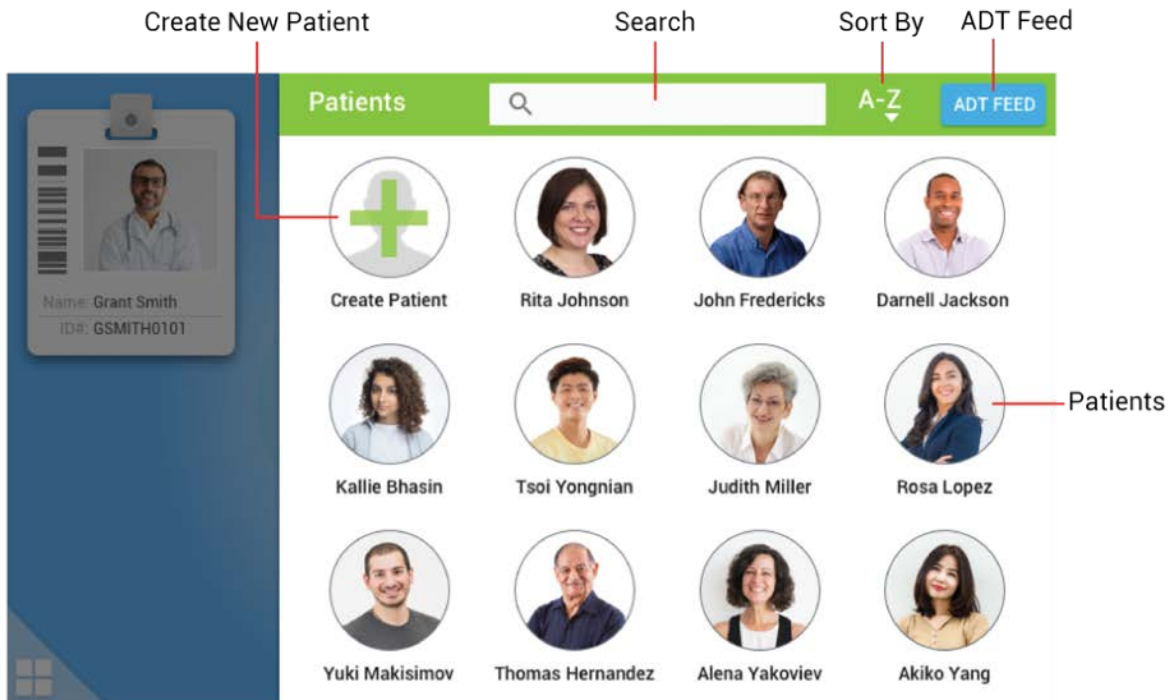
1. From the home screen, select the “CITE Tools & Resources” tab (Lower Left).
2. Select “Staff Competencies”.
3. Based on your systems configuration you will see competencies that are relevant to your system/unit. Start a competency by tapping one of the icons below (e.g. 72 Hour Hold).



### 3.7.2 Screen Mirroring

- ①**Note** Make sure that the device you want to cast to has the capabilities to receive and is connected to the correct network.
1. From the home screen, select the “CITE Tools & Resources” tab (Lower Left).
  2. Select “Screen Mirroring”.
  3. Phrazer will scan for devices that are on the same network and populate in the menu.
  4. Select the desired device to begin casting and press the blue globe icon to navigate to your desired screen. Your cast will continue until you terminate the connection.

### 3.8 Patients Menu



**Create New Patient** - This icon allows caregivers to add a new patient to the patients menu via the On-Boarding CITE Engagement, the Interactive CITE Map or a step process.

**Search** - This allows caregivers to search for a patient using the first letters of a name, or using the patient's first or last name or a full name.

**Sort By** - This sorting filter can display patients from A-Z, Z-A or tap "Most Recent" to display the patients who were most recently viewed on the device. By default, Phrazer will order patients who were most recently viewed first.

**Patients** - These are individuals who have profiles currently loaded on Phrazer. Caregivers can select from this list to view profiles and begin CITE Engagements, if necessary.

**ADT Feed (if configured see Section 4.2)** - This allows staff to pull patient information directly from the Electronic Medical Record (EMR).

## Chapter 4: Phrazer/Kitsune Operation

### Steps Required Before Patient Engagement

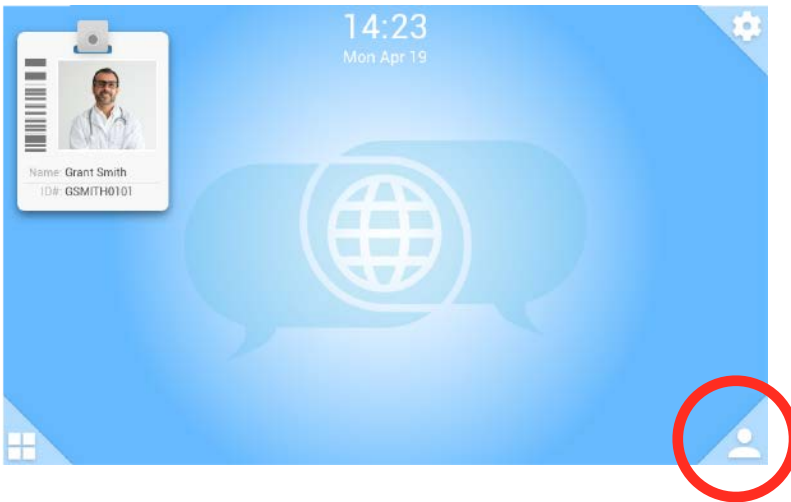
#### Overview

This chapter contains procedures regarding the primary caregiver interface. This includes creating a patient, running CITE Engagements for new and existing patients and reviewing past CITE Engagements. Phrazer/Kitsune is a Journey Solution that empowers patients to actively progress their care through CITE Engagements.

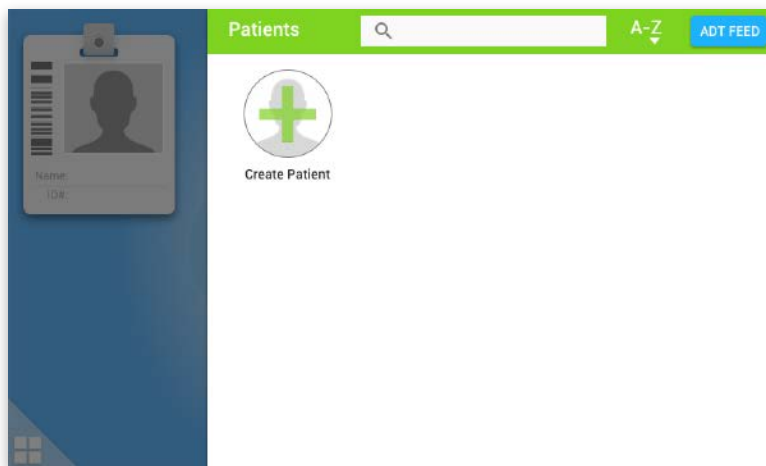


## 4.1 Creating a Patient

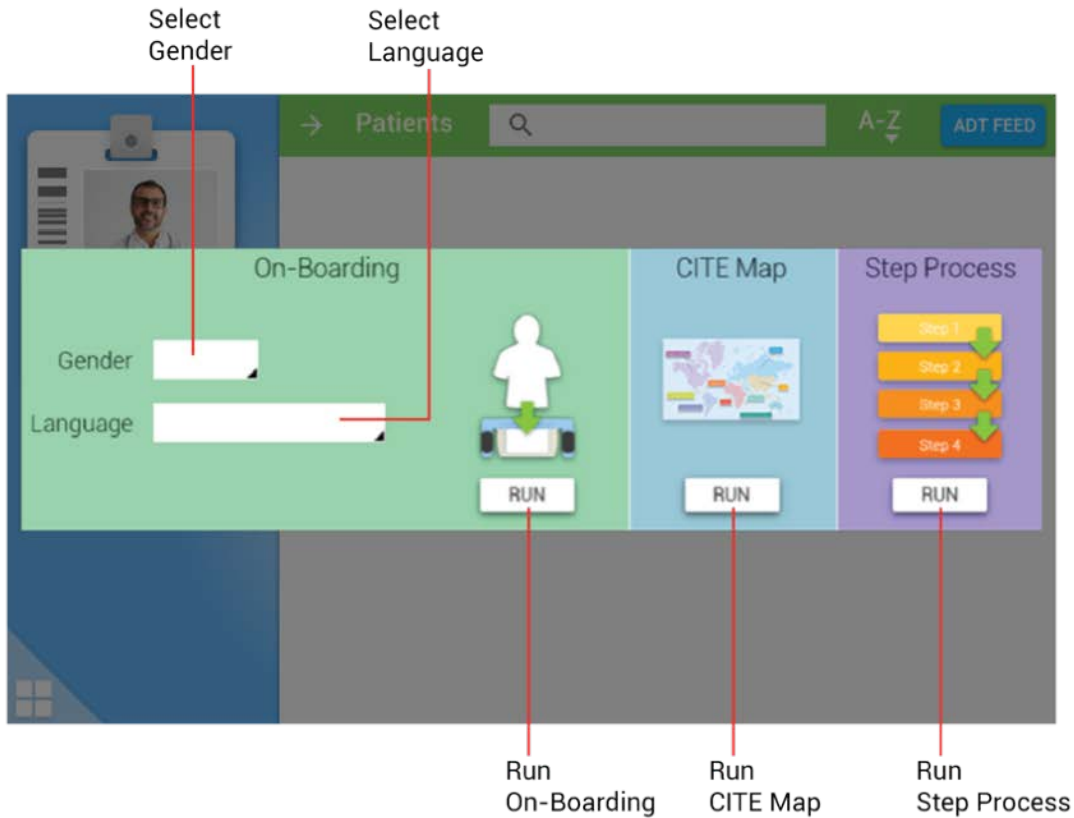
1. From the caregiver home screen, select the “Patients Menu” icon on the lower right side of the screen.



2. Select “Create New Patient”. Is what they select “Create Patient” or “Create New Patient”? This is also in the reference guide at the end.



3. There are several on boarding options available. First, select the pPatient's gender and language then you can onboard a patient through a CITE Engagement, the Interactive CITE map or a simple step process.

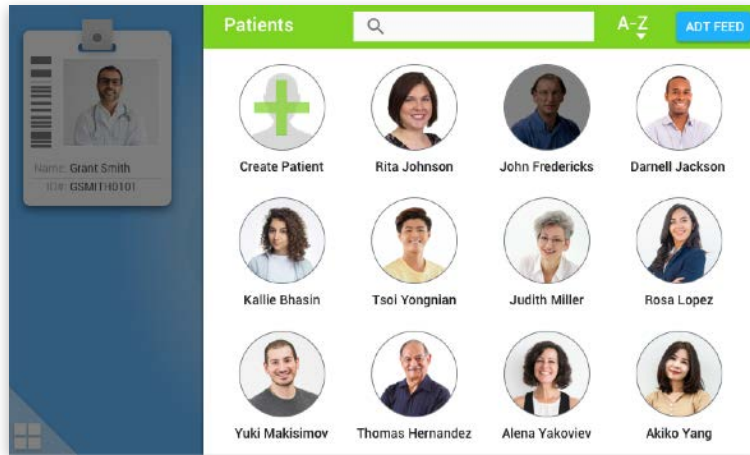


- If “Run On-Boarding” is selected, allow the patient to complete the on-boarding CITE Engagement. After the patient is finished and the caregiver logs back in, the newly generated patient will be shown in the Patients Menu. Selecting that patient will allow the caregiver to access the patient’s information or run additional CITE Engagements.
- If “CITE Map” is selected, the patient will work through the Interactive CITE Map to identify their native language and culture. When the caregiver logs back in, a pop-up notifies the caregiver of the selected language/country and provides the opportunity to begin on-boarding the patient in their native language using the on-boarding CITE Engagement.
- If “Step Process” is selected, allow the patient to input their information. When completed, press “Save Profile” if the patient has not already done so. The caregiver will be directed to the patient home screen to access information or to run additional CITE Engagements.

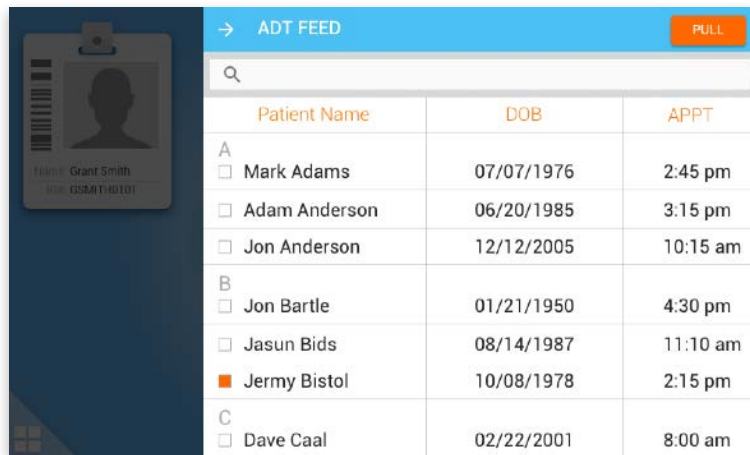
**△Caution** Option “b” must be done with a caregiver present to ensure HIPAA compliance.

## 4.2 Pulling a Patient from the Electronic Medical Record (EMR)

1. Open the Patients Menu then view the available patients by selecting the Admissions, Discharges and Transfers (ADT) Feed labeled “ADT Feed”.



2. Find the patient that needs to be pulled to Phrazer and select the box left of the name and then press “Pull”.

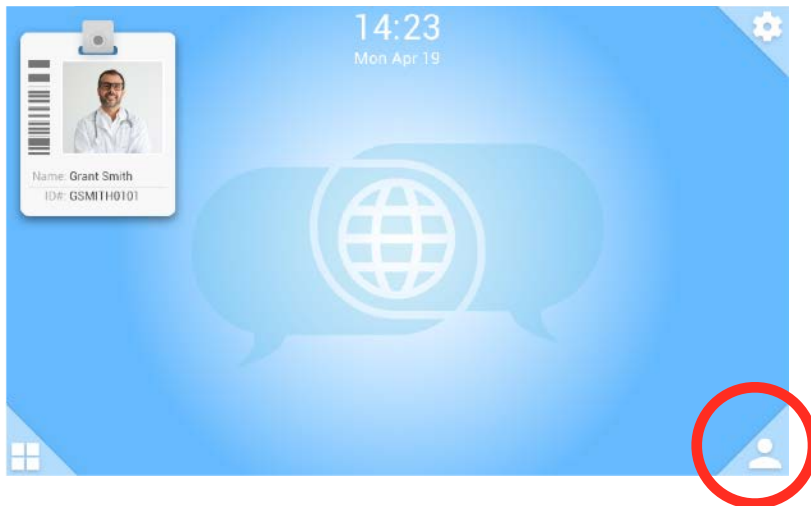


**Note** It may be necessary to use the search function to locate a particular patient. You can search using the first letters of the name, first or last name only or full name.

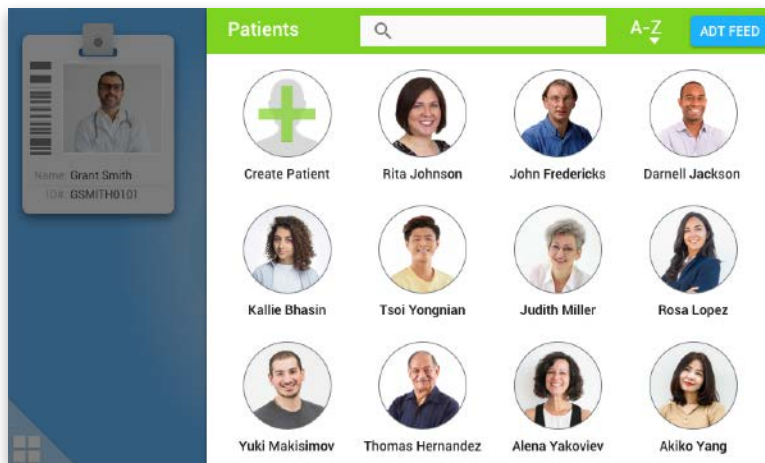
**Caution** Do not push or pull profile information unless connected to a secured wireless network.

### 4.3 Selecting an Existing Patient

1. From the caregiver home screen, select the “Patients Menu” icon on the lower right side of the screen.

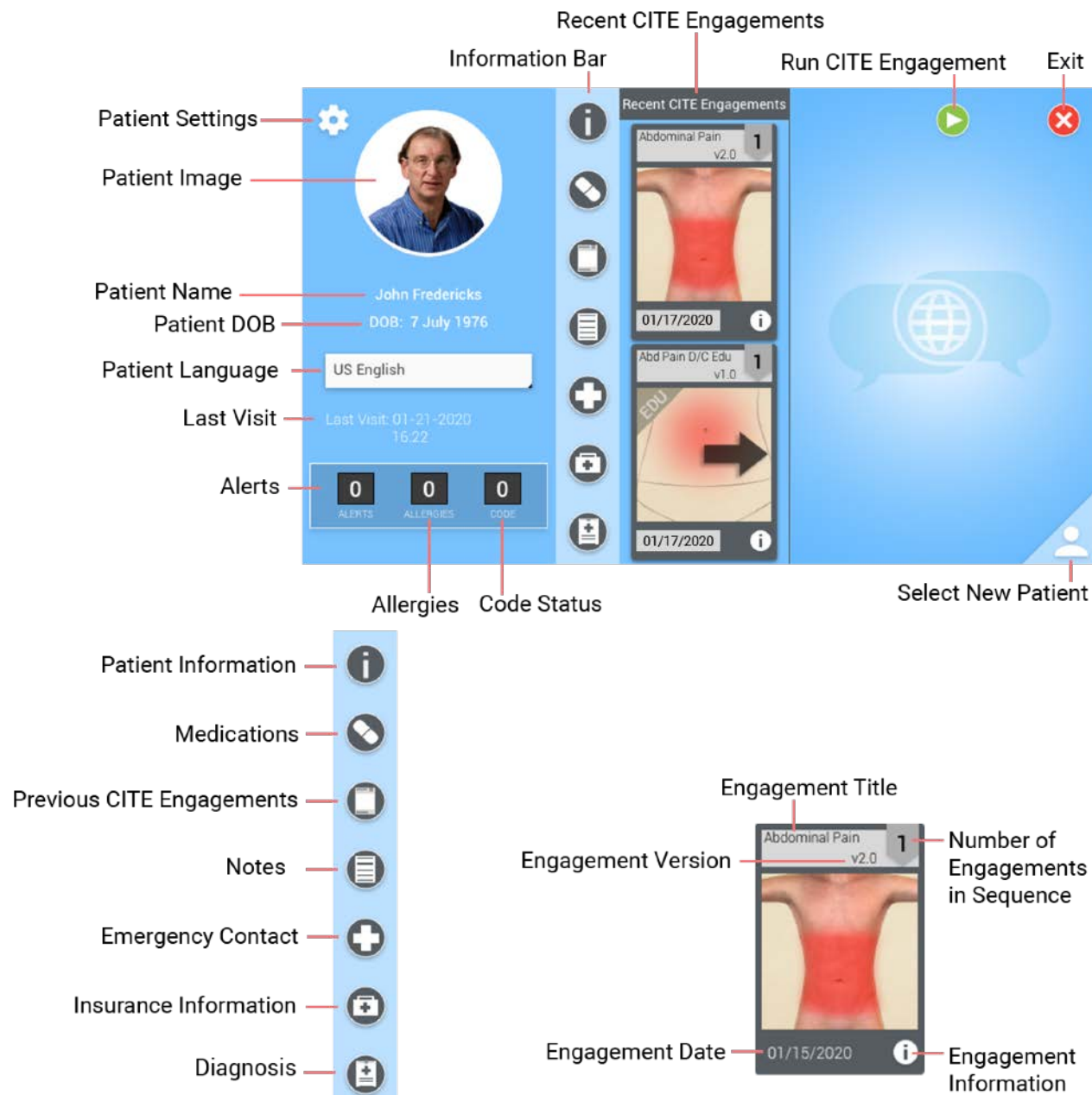


2. Select desired patient from the list.



- ① **Note** It may be necessary to use the search function to locate a particular patient. You can search using the first letters of the name, first or last name only or full name.

## 4.4 Patient Home



**Patient Settings** - This allows the user to edit a patient's language, personal or insurance information.

**Patient Image** - This photo allows for patient identity verification.

**Recent CITE Engagements** - The two most recent CITE Engagements are always displayed here.

**Run CITE Engagement** - This icon allows the user to select and play CITE Engagements or QuickTaps.

**Select New Patient** - Select this icon to view another patient's profile or to create a new patient.

**Code Status** - This displays relevant codes for the selected patient; tap icon to see the full list.

**Allergies** - This displays total number of patient allergies; tap icon to see the full list.

**Alerts** - This displays the number of alerts for the selected patient; tap icon to see the full list.

**Last Visit** - This displays the date and time of the most recent visit for the selected patient.

**Information Bar** - These seven icons provide quick access to important patient information.

**Patient Information** - Tap this icon to display patient's information (e.g. name, gender, DOB).

**Medications** - Tap this icon to display the current list of medications.

**Previous Engagement** - Tap this icon to display all CITE Engagements completed by the patient.

**Notes** - Tap this icon to display notes on the selected patient.

**Emergency Contact** - Tap this icon to display the current patient's emergency contact.

**Insurance Information** - Tap this icon to view the patient's insurance information.

**Diagnoses** - Tap this icon to display the patient's current and past diagnoses.

**Number of Engagements in Sequence** - The number of CITE Engagements completed for a single interaction are displayed in the top right corner of the CITE Engagement tile.

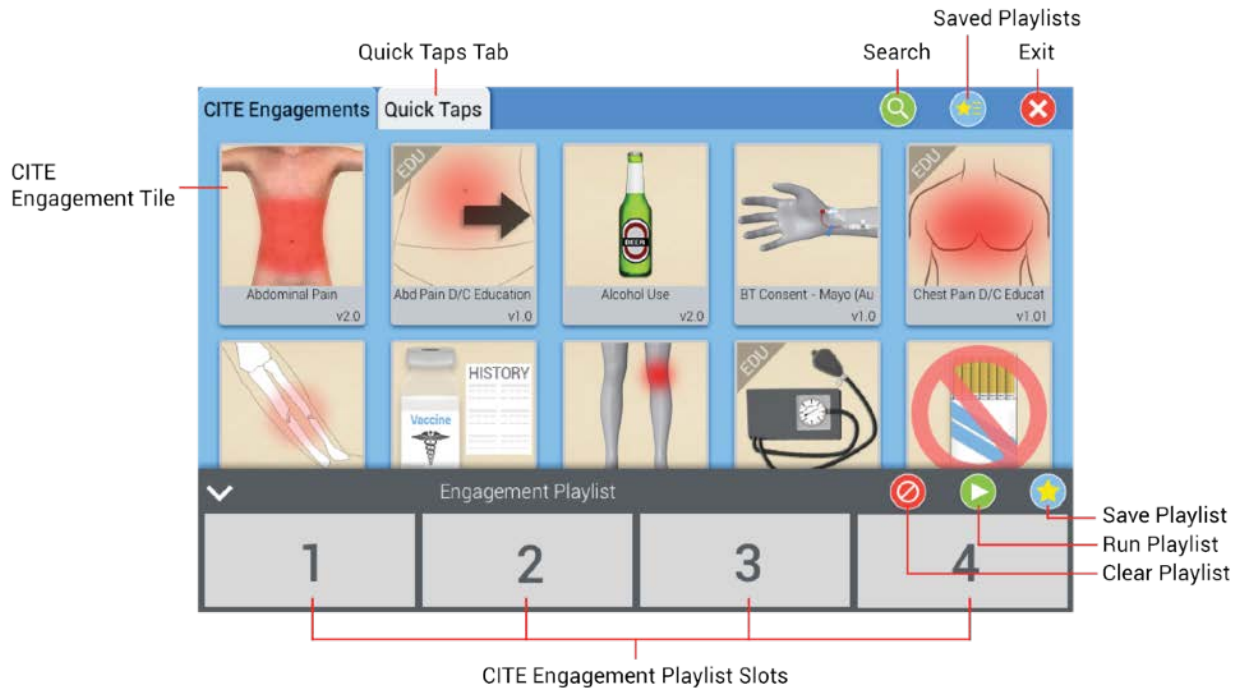
**Engagement Title** - The title is displayed in the Playlist Screen to show caregivers which CITE Engagements have been completed by the patient.

**Engagement Version** - This is the version number for the CITE Engagement that was completed.

**Engagement Date** - This displays the date the CITE Engagement was completed by the patient.

**Engagement Information** - This displays the CITE Engagements that were run together in a specific sequence.

## 4.5 CITE Engagements Screen



**CITE Engagement Tile** - This representative icon displays important information for the CITE Engagement that is selected. As a Journey Solution, Phrazer offers CITE Engagements including, but not limited to screeners, health assessments, informed consents, education and others.

**QuickTaps Tab** - Selecting this tab gives you access to initiate QuickTaps the same way CITE Engagements are initiated.

**Search Field** - This allows the user to search using letters or keywords to find available CITE Engagements.

**Saved Playlist** - When a series of CITE Engagements are saved as a playlist, it is displayed in this area.

**Exit** - The user can press this to leave the active patient profile and return to the caregiver home screen.

**Save Playlist** - Caregivers can save a series of CITE Engagements as a custom playlist. Enter the desired CITE Engagements in the CITE Engagement Playlist Slots and press this icon to save as a custom CITE Engagement.

**Run Playlist** - This icon plays CITE Engagements in the Playlist Slots in the order displayed.

**Clear Playlist** - This icon clears all CITE Engagements from playlist.

**Engagement Playlist Slots** - This shows the order of the selected CITE Engagements that will play for the patient. Use this to create a multiple CITE Engagement interaction for the selected patient.

#### 4.6 Running CITE Engagements for a Patient Is the numbering wrong in this segment?

3. From the patient home screen, select the green “Play” icon located in the upper right-hand corner of the screen.
4. If you want to run a single CITE Engagement, press and hold the icon until the green “Play” icon pops up and select the “Play” icon.
5. If you want to run multiple CITE Engagements, simply press and hold each desired CITE Engagement, one at a time, and select the number from the pop-up box to determine the playlist order. Four is the maximum number of CITE Engagements allowed in a playlist. When finished, press the green “Play” icon in the bottom right-hand corner.
6. You can press the red “Clear” icon in the bottom right-hand corner of the screen to delete all CITE Engagements from the list.

#### 4.7 Searching for CITE Engagements by Typing and Sorting

Beginning from the CITE Engagement screen, use the search bar to locate specific CITE Engagements. 4.8 Saving CITE Engagement Lists as Custom CITE Engagements

If you find yourself using a specific set of CITE Engagements consistently, you can save that set as a custom CITE Engagement. To save it as a list, simply press, hold and select a number for each CITE Engagement until the desired CITE Engagement playlist is achieved and tap the yellow “Save” star in the bottom right-hand corner. Name the list when prompted and select the yellow “Save” star again. You will now find the saved playlist in the saved playlists bank, denoted by the blue star icon in the upper right-hand corner of the CITE Engagement screen.

#### 4.9 Reviewing Past CITE Engagements

After the patient completes a CITE Engagement or set of CITE Engagements, they will be logged out of the system for HIPAA compliancy. After the caregiver logs back in, the text summary for the previous CITE Engagement(s) will automatically populate on the right side of the screen.

**①Note** A single CITE Engagement is denoted by a “1” on the CITE Engagement tile’s blue tag, whereas multiple CITE Engagements have “2,” “3” or “4” on the blue tag.

If CITE Engagements have been previously run, a populated list appears on the patient home screen titled, “Most Recent CITE Engagements.”

Tap the CITE Engagement image to view the summary text for a single CITE Engagement or select the image of the multiple CITE Engagement set to view the various CITE Engagements within.



## 4.10 Patient Summary

The screenshot shows a patient summary form for John Fredericks. The form is divided into several sections: Patient Information, CITE Engagement History, and Engagement Summary Text. The Patient Information section includes fields for Patient Name, Patient DOB, and Patient Language. The CITE Engagement History section shows a list of previous engagements, with 'Abdominal Pain' selected. The Engagement Summary Text section contains a series of questions and answers related to abdominal pain. The form also includes buttons for Edit, Print, Upload, Exit, Resume, and Add Engagement.

Section	Field	Value
Patient Information	Patient Name	John Fredericks
	Patient DOB	DOB: 7 Jul 1976
	Patient Language	English
CITE Engagement History	Abd Pain D/C Education	
	Abdominal Pain	
Engagement Summary Text	Patient confirms having abdominal pain or discomfort:	Yes
	Patient's current pain level:	8 out of 10 pain
	Location of patient's abdominal pain:	Left side
	Quality of patient's abdominal pain:	Sharp
	Patient's abdominal pain is a result of injury or trauma:	Yes
	Patient's abdominal injury is the result of a fall:	No

Buttons: Edit, Print, Upload, Exit, Resume, Add Engagement

**Patient Information** - This area displays the name, DOB, language, patient photo and other information for the patient.

**CITE Engagement History** - This shows which CITE Engagement is selected if multiple CITE Engagements were performed.

**CITE Engagement Summary Text** - This shows a list of the questions provided to the patient and responses.

**Edit** - This allows you to modify answers once the CITE Engagement is completed. You do need signatures from the patient/provider to confirm the modifications.

**Print** - This allows you to print patient summaries.

**Upload** - This allows you to transfer a patient's information in multiple ways. Depending on how your deployment is set up it can be tied to the EMR.

**Resume** - This allows you to resume the CITE Engagement where the patient left off if the device timed out or if interrupted for any reason.

**Add CITE Engagement** - This allows you to insert a new CITE Engagement into the existing patient interactions or start an additional CITE Engagement for the selected patient.

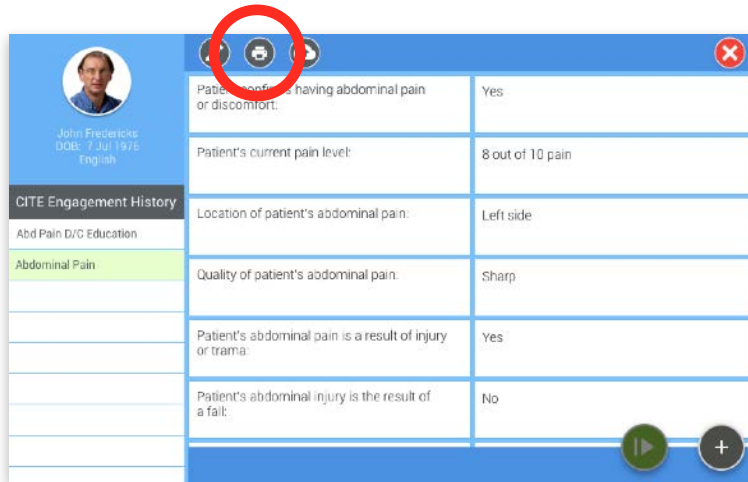
#### 4.11 Notes

From patient home screen, select the “Notes” icon located on the Information Bar. When selected, all notes within this patient profile are displayed.

#### 4.12 Printing Patient Summaries

①**Note** In some cases automatic printing may be enabled and when a patient reaches a key point in the CITE Engagement their summary will be automatically printed.

1. From the patient home screen select the CITE Engagement you want to print.
2. Review the summary to ensure it’s the correct CITE Engagement then select the “Print” icon. Phrazer will then either automatically print to the designated printer or you will be prompted with a print review pop-up.



John Fredericks  
DOB: 7 Jul 1976  
English

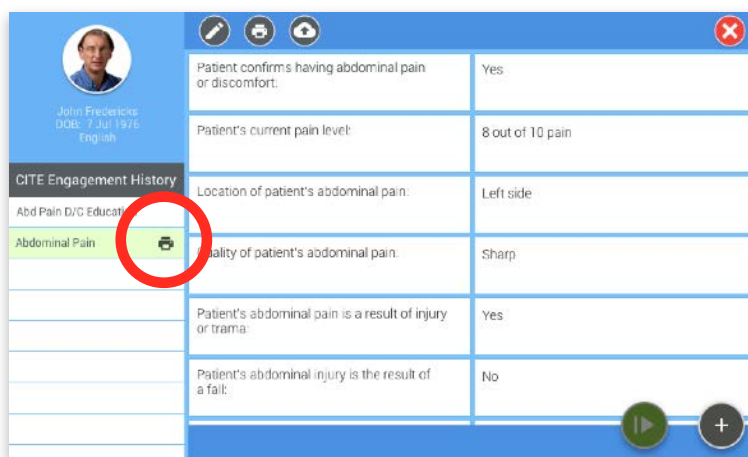
**CITE Engagement History**

Abd Pain D/C Education	
Abdominal Pain	

Patient confirms having abdominal pain or discomfort:	Yes
Patient's current pain level:	8 out of 10 pain
Location of patient's abdominal pain:	Left side
Quality of patient's abdominal pain:	Sharp
Patient's abdominal pain is a result of injury or trauma:	Yes
Patient's abdominal injury is the result of a fall:	No

▶ +

①**Note** When successfully printed you will see a small printer icon next to the CITE Engagement summary that was sent to the printer.



John Fredericks  
DOB: 7 Jul 1976  
English

**CITE Engagement History**

Abd Pain D/C Education	
Abdominal Pain	

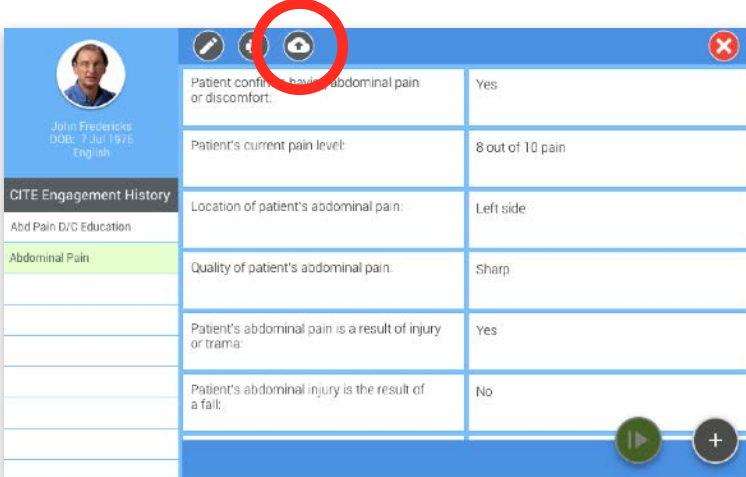
Patient confirms having abdominal pain or discomfort:	Yes
Patient's current pain level:	8 out of 10 pain
Location of patient's abdominal pain:	Left side
Quality of patient's abdominal pain:	Sharp
Patient's abdominal pain is a result of injury or trauma:	Yes
Patient's abdominal injury is the result of a fall:	No

▶ +

①**Note** Phrazer will only connect to printers that have been set up.

#### 4.13 Pushing Patient Information to the EMR

1. From the patient home screen select the CITE Engagement you want to push to the EMR.
2. Review the summary to ensure it's the correct CITE Engagement then select the "Upload" icon.



John Fredericks  
DOB: 7 Jul 1976  
English

**CITE Engagement History**

Abd Pain D/C Education	
<b>Abdominal Pain</b>	

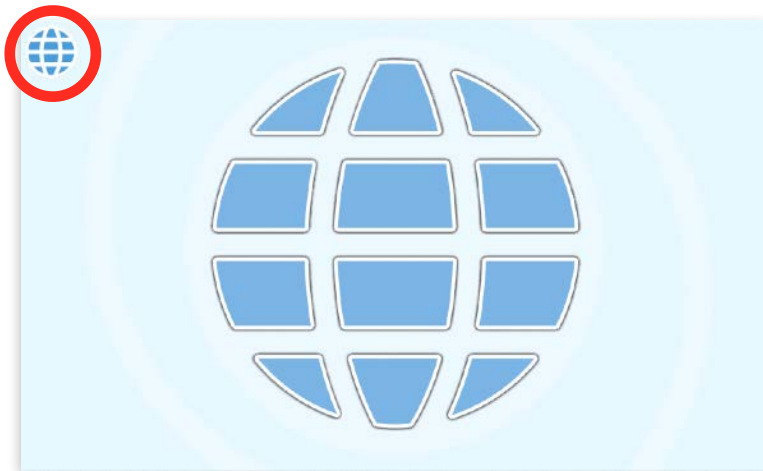
Patient confirms having abdominal pain or discomfort.	Yes
Patient's current pain level:	8 out of 10 pain
Location of patient's abdominal pain:	Left side
Quality of patient's abdominal pain:	Sharp
Patient's abdominal pain is a result of injury or trauma:	Yes
Patient's abdominal injury is the result of a fall:	No

▶ +

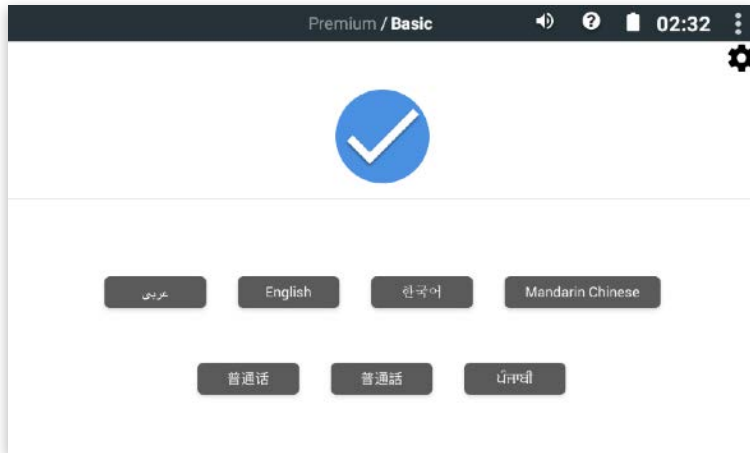
① **Note** Phrazer will then begin transmission once the upload icon is selected. You will see a confirmation icon next to the CITE Engagement summary that was pushed when complete.

#### 4.14 Getting Started with the Patient Entertainment Portal and Services (PEPS)

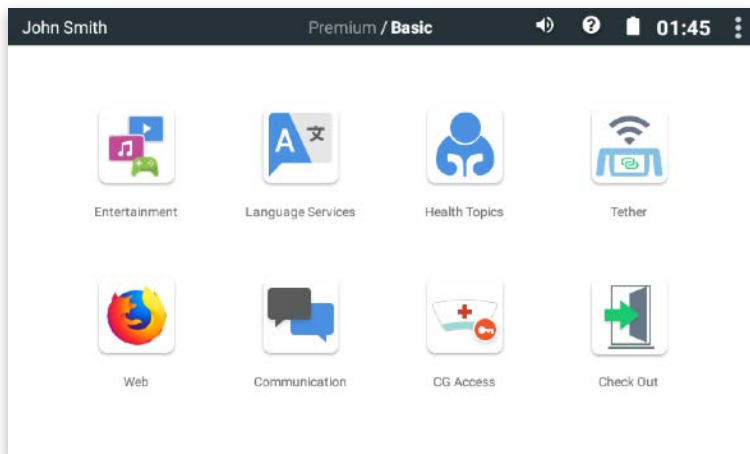
1. From the main login screen tap the icon on the top left corner.



2. Select the preferred language and follow the prompts on screen to create a PEPS user profile.



3. Explore the PEPS home screen after the profile was created.



4. Navigate by selecting the preferred icon and if you need to go back, press the “Back” button located at the top left corner of the screen.
5. If you have additional question about using PEPS, please reference the PEPS information sheets.

## **Chapter 5: Working with a Patient**

Transitioning Phrazer/Kitsune

### **Overview**

This chapter serves as a guide to the caregiver, including Phrazer/Kitsune introduction to a patient, LED feedback, caregiver audio, timeout function and the return of Phrazer/Kitsune to the caregiver.

## Procedures

### 5.1 Patients Eligible for Phrazer/Kitsune

The caregiver is responsible for assessing the appropriateness of using Phrazer/Kitsune with a patient. Phrazer/Kitsune should not be used with patients who are disoriented, have significantly limited vision or hearing (except for those who communicate using Sign Language), who do not accept Phrazer/Kitsune, who are experiencing severe mental challenges or physical limitations, or those needing medical immediate assistance. Phrazer/Kitsune is not recommended for use with children under the age of 12 without full consent from their parent or legal guardian.

### 5.2 Introducing Phrazer/Kitsune to a Patient

Phrazer/Kitsune is a Journey Solution and accompanies the patient through each step of the care process. The first and most critical step in this process is proper introduction of Phrazer/Kitsune to a patient. Phrazer/Kitsune's physical shape is designed to elicit trust and connection with the caregiver by handing the device to the patient one side at a time.

#### Prior to transitioning Phrazer/Kitsune to Patient:

1. Ensure that it is properly cleaned in accordance with facility and GeaCom standards (See section 6.1).
2. Confirm that the patient is a proper candidate for Phrazer/Kitsune (See section 5.1 above).
3. Verify the language of the patient or select the appropriate language by using the Interactive CITE Map or when pulled from the EMR.
4. Give patient Kitsune and make sure it is being worn correctly.

#### To properly transition Phrazer/Kitsune to Patient:



1. Place the handles into hand-hold mode (parallel to the main body of the device).

2. Facing the touch display, grasp one handle and present Phrazer for the patient to grasp the other handle.
3. Once the patient has grasped the handle, initiate the CITE Engagement and gently push the other handle toward the patient for them to grasp.
4. Ensure patient is engaged, comfortable and underway before stepping away.

If the patient's language is not known, please refer to the section 5.4 "Discovering Patient Language via Interactive CITE Map" below.

### 5.3 Caregiver Kitsune Audio

During an interaction, the patient is engaged in their care journey. Through the patented MRM feature the Caregiver Kitsune receives medically relevant, summarized patient answers (e.g., patient has indicated pain or concern on or near left anterior upper chest), process adherence guidance shared in real-time or when initiated to play when the listener is ready for information through MRM pathways.

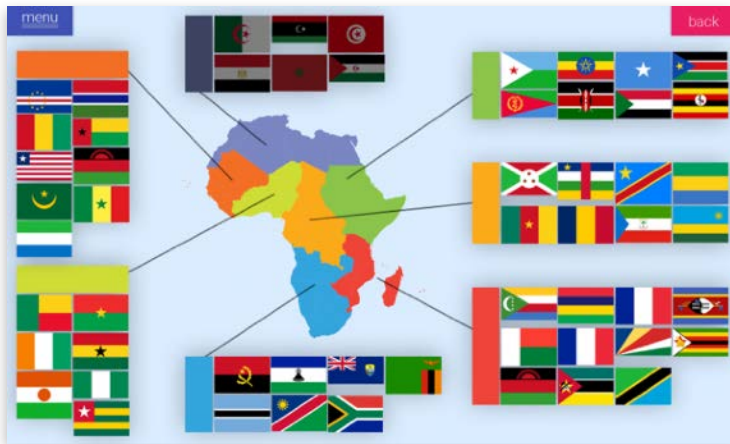
### 5.4 Discovering Patient Language via Interactive CITE Map

If unable to assess the patient's native language or if assistance selecting their specific region for cultural cues is required, use the Interactive CITE Map feature to discover their home region, language and dialect. The Interactive CITE Map is accessible in the Tools Menu of the caregiver home screen and when creating a new patient in the on-boarding process.

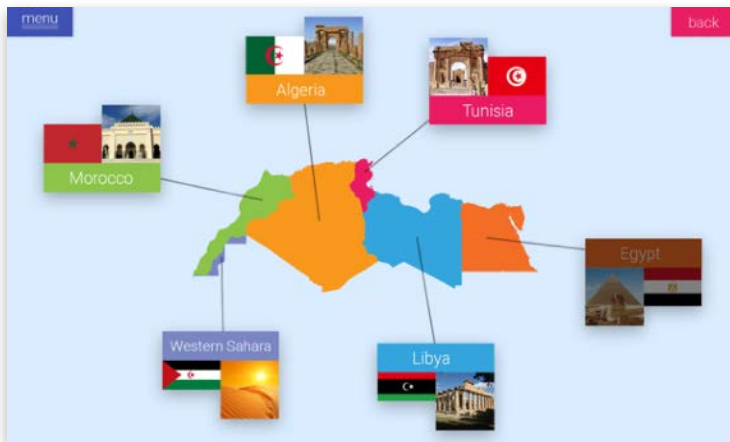
1. Press the "Interactive CITE Map" icon. A world map dissected into twelve regions is displayed.
2. Select the region of the world that the patient originated from by pressing on the title of the region.
3. For this example, select Africa from the first level of regions displayed by pressing the "Africa" icon.



4. Select the subregion.



Following region selection, some areas will lead to a subregion selection, and in this example, tapping Northern Africa will bring up the following map. The countries that make up the region are indicated by the country's flag and an icon that represents a specific part of the country's culture or regional characteristics.



①Note For this example, the patient is Egyptian.



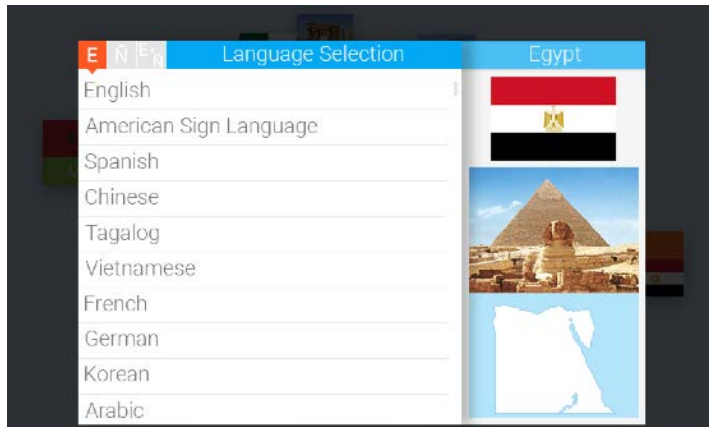


The next interface is displayed consisting of Egypt's top ten indigenous languages written in English and in the native languages.

- ① **Note** For this example, the cultural icon for Egypt is the Great Pyramid of Giza due to its iconic representation within Egypt's ancient history.


The country's flag and geographic shape are represented next to the cultural icon providing three identifiable images related to the selected country.

5. Select **E** to display (in English) the top ten indigenous spoken languages in Egypt.



6. Select **N** to display (in the native language) the top ten indigenous spoken languages in Egypt. This will assist the patient with their native language selection.

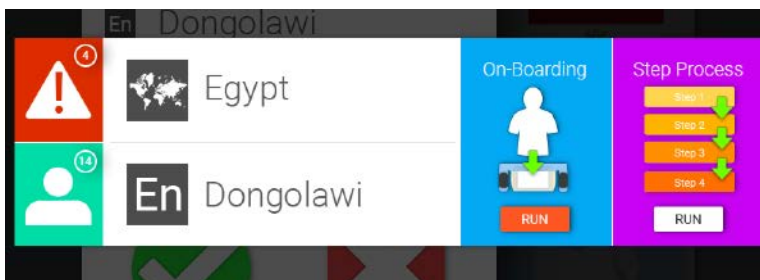


7. Select  to display (in both English and the native language) the top ten indigenous spoken languages in Egypt.



This will assist the patient with their native language selection and provide selection translation for the caregiver so that both may agree upon the selected language of communication.

Following language selection and verification the caregiver will log in and be presented with a summary of the language and country selected in a pop-up. Caregivers can review and then begin on-boarding the patient, where an on-screen caregiver will speak in the patient's native language.



## 5.5 Timeout Function

If, at any time during a patient interaction there is no activity for five minutes, an engagement informs the patient that if they do not interact with Phrazer/Kitsune they will be locked out of this interaction and a caregiver will have to initiate the interaction again. If the patient continues not to interact, the patient is locked out after 60 seconds of no activity.

## 5.6 Returning to the Caregiver User Interface

If a patient with an incorrect CITE Engagement was initiated, press Phrazer “Caregiver” icon in the bottom right corner twice. This will return Phrazer to the first facility login in the caregiver user interface.

## **Chapter 6: Maintaining CITE Solutions**

### Upkeep and Care

#### **Overview**

The CITE Solution's durable construction will provide you with many years of service. However, to ensure peak performance, precautions must be taken for maintenance and care. This chapter contains instructions and information regarding maintenance. This includes cleaning, charging, swapping batteries and additional management.

## Procedures

### 6.1 Cleaning

Before transferring the CITE Solution to a patient, thoroughly wipe the exteriors with an alcohol moistened, non-abrasive cloth. It is recommended that caregivers and patients with an illness that can be easily spread through body fluids use surgical gloves while interacting with the CITE System to reduce the chance of disease transmission. After each use, Phrazer/Kitsune should be wiped down thoroughly with an approved cleaning product and allowed to dry before the next use.

**⚠Caution** General use of diluted bleach, isopropyl, ethanol and soap and water are approved cleaning solvents. Stronger solvents, such as acetone should not be used to clean Phrazer/Kitsune. If you have questions regarding approved cleaning products, contact Customer Support.

**⚠Caution** Do not submerge or pour liquids onto Phrazer or Kitsune.

**①Note** Ensure Phrazer handles and touch display surfaces are clean before any patient or caregiver interactions.

### 6.2 Charging Phrazer



1. Locate properly grounded AC power supply outlet.
2. Connect one end of AC power cord to AC adapter and other end to power outlet.
3. Connect DC power cable from AC adapter to charge port on bottom of Phrazer.

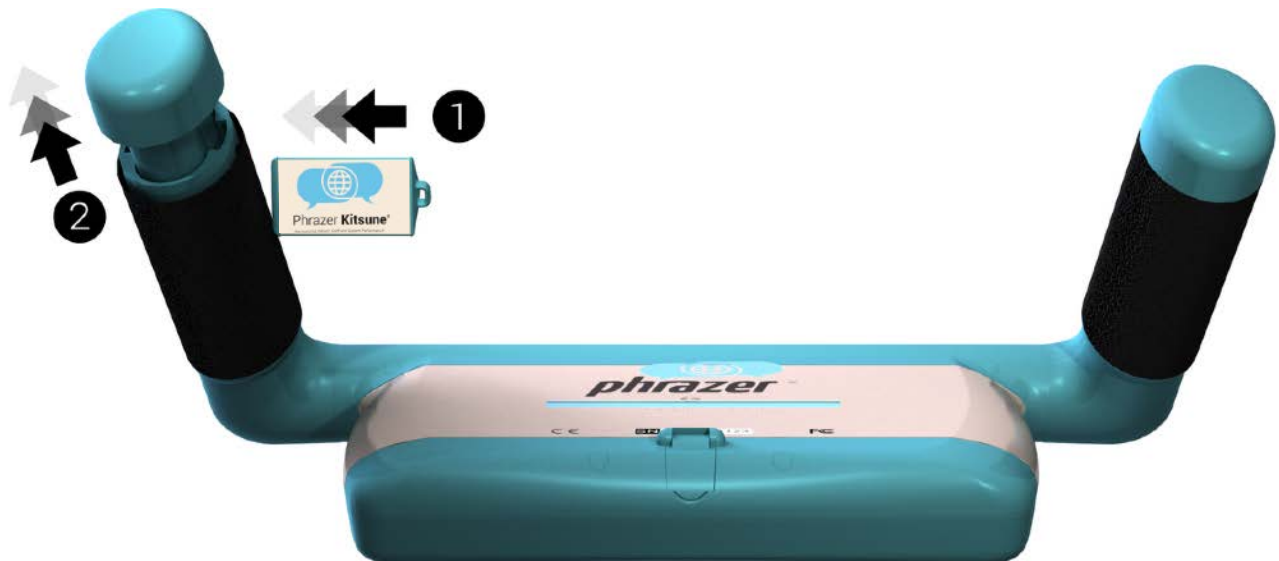
### 6.3 Charging Kitsune



1. Locate properly grounded AC power supply outlet.
2. Connect one end of micro USB power cord to the power outlet.
3. Connect the micro USB connector to Kitsune.

①**Note** When done properly, the LED on Kitsune will slowly pulse red.

### 6.4 Swapping Batteries



①**Note** It is easiest to replace handle batteries when Phrazer is placed display down and handles up in the air.

1. Place magnet on inside of the handle until you hear a “click.”
  2. Remove battery pack by first pushing up to release the lock blade then pulling on the lower blue portion of the handle.
  3. To insert battery, slide fully charged battery upward into handle housing until lock engages.
- ①**Note**      Ensure index on battery is pointed towards the body of Phrazer. If index is pointed away from the body of Phrazer the battery will not engage.
4. Verify it has engaged by lightly pulling on blue end of the handle.

## 6.5 Updating an Existing Product Software

- ①**Note**      Updating Phrazer is an automatic process coordinated through your system admin.
- ①**Note**      Phrazer checks for new updates at the facility’s established update time. If an update is available, a reminder will pop up on the caregiver screen 10 minutes before an update happens.
1. Plug Phrazer into a reliable power source.
  2. Ensure connection to a secure WiFi network.

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# Chapter 7: Safety, Regulatory and Legal

## Approvals and Coverage

### Overview

The CITE Solution is used by caregivers to better understand their patients needs. As with any technology, those active participants are subject to exposure, regulations and legality. Phrazer/Kitsune is designed with that in mind, providing safe operation, adhering to U.S. Food and Drug Administration (FDA) guidelines and featuring characteristics that reduce the likelihood of litigation, the spread of disease, and improve patient and staff experience. This chapter defines safety, regulatory and legal matters that have been taken into consideration with the design of Phrazer/Kitsune. This includes information about alerts and warnings, customer support, replacing parts or devices, patent notices, copyright and trademark notices, servicing, third party devices and certifications (domestic and international).



## 7.1 Alerts and Warnings

See Section 1.1 for pertinent alerts and warnings.

## 7.2 Customer Support

Details of Phrazer/Kitsune support are outlined in the Master Services Agreement.

### On Phrazer

When logged into Phrazer, several built-in help features and value proposition clips are available to the caregiver to help them through the processes.

For on-device training, press the “Phrazer/Kitsune” icon located in the CITE Tools & Resources menu then select “Phrazer 101” in the upper left-hand corner on the caregiver home screen.



Training

You can access a searchable and up-to-date version of this User Guide for both Phrazer and Kitsune under this section as well.

### Phone

GeaCom, Inc. provides Phrazer/Kitsune Customer Support via Phone at:

US: (218) 213-9156

Canada: (604) 248-4461

### Online

Online Phrazer/Kitsune Customer Support is available through the website at <https://projects.geacom.net/support/> to submit tickets and our Help Center can be accessed through any browser at <https://phrazer.helpdocs.com/> this includes extensive education regarding the operation of Phrazer/Kitsune and more.

### E-Mail

E-mail support is available at [support@geacom.net](mailto:support@geacom.net).

### 7.3 Warranty

GeaCom, Inc. warrants Phrazer/Kitsune against faulty materials or manufacturing defects for the term of three years, provided that Phrazer/Kitsune is used in accordance with the procedures set forth in the Instructions for Use, in a Class A COMMERCIAL environment. If a Phrazer/Kitsune is determined to be defective, GeaCom, Inc. will replace the Device, at its option, at no charge. GeaCom, Inc.'s TOTAL liability shall be limited to the: (1) replacement of Device or (2) credit for the original order cost of Device found to be defective.

This standard warranty does not cover damage due to acts of nature, accident, misuse, abuse, negligence, use outside operational specifications, modification of or to any part of the Device. This warranty does not cover damage due to improper operation or maintenance or attempted repair.

Repair or replacement as provided under this warranty is the exclusive remedy of the customer. GeaCom, Inc. shall not be liable for any incidental or consequential damages for breach of any express or implied warranty on the Device. Except to the extent prohibited by applicable law, any implied warranty use or fitness for a particular purpose on this Device is limited in time to the duration of this warranty.

This warranty is applicable only if Phrazer/Kitsune is purchased directly or from an authorized distributor.

This warranty is invalid if the factory-applied serial number has been altered or removed from the Device.

### 7.4 Third Party Devices

Phrazer/Kitsune is capable of connecting with and gathering data from a variety of third party devices that support Bluetooth, WiFi, GSM and other wireless communication standards as well as a USB physical plug interaction. Devices such as remote blood pressure cuffs, Pulse Oximeters, digital Bluetooth-enabled scales, remote ultrasound, remote thermometers, remote pill counters and others can be connected with Phrazer/Kitsune and utilized with patient interactions.

For a list of supported wireless enabled third party sensors and devices, please refer to the website or contact your representative. GeaCom, Inc. is interested in your requests for specific products that are not currently listed. GeaCom, Inc. will strive to enable the product on Phrazer/Kitsune provided it meets our criteria for a quality, medically robust system.

For plug and play physical connections, Phrazer has a 5V-enabled molex USB plug located in the bottom left handle battery cavity. As with wireless interfaces, GeaCom, Inc. has a list of enabled products available on the website. To request additional products, contact GeaCom, Inc. or your representative.

## 7.5 U.S. Federal Communication Commission (FCC) Compliance

This Device complies with part 15 of 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 causes undesired operation.

NOTE: This Device has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of FCC rules. This device generates, uses and can radiate radio frequency energy, and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

Phrazer Spirit

Model No. SUP-U4ARF1

FCC-ID: 2AB95-SUP-U4ARF1

Responsible party contact:

Grant Sims, System Administrator/Project Engineer

GeaCom, Inc.

Suite 700

394 South Lake Avenue

Duluth, MN 55802

(218) 740-4700

Registered radio modules in this device may include one of the following:

Telit Model DE910-DUAL

FCC-ID: RI7DE910-DUAL

Qualcomm Gobi 2417C-MC8355

FCC-ID: N7NMC8355

## Medical Disclaimer

(1) No advice

Phrazer/Kitsune gathers general information about medical conditions from patients for caregivers to use in conjunction with other sources for treatment information. The information is not advice and should not be treated as such.

(2) No warranties

The medical information from Phrazer/Kitsune is provided without any representations or warranties, express or implied. We make no representations or warranties in relation to the medical information.

(3) Professional assistance

You must not rely exclusively on the information from Phrazer/Kitsune as an alternative to medical examinations and expertise from a doctor or other professional healthcare provider.

If you think your patient may be suffering from any urgent medical condition, you should forego use of Phrazer/Kitsune and provide immediate medical attention.

(4) Limiting GeaCom, Inc.'s and GeaCom Canada, Inc.'s liability

Nothing in this medical disclaimer will:

- (a) limit or exclude our liability for death or personal injury resulting from negligence;
- (b) limit or exclude our liability for fraud or fraudulent misrepresentation;
- (c) limit any of our liabilities in any way that is not permitted under applicable law; or
- (d) exclude any of our liabilities that may not be excluded under applicable law.

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# HOW TO TURN PHRAZER ON/OFF

## TURN ON PHRAZER

**Step 1: Position the Crypto Key to the back (left side) of Phrazer**



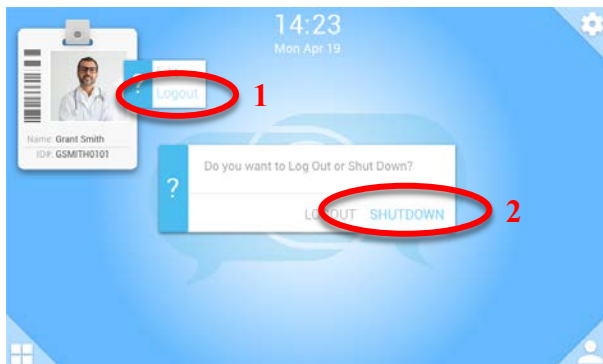
**Step 2: Swipe the Crypto Key from the LED down to bottom**



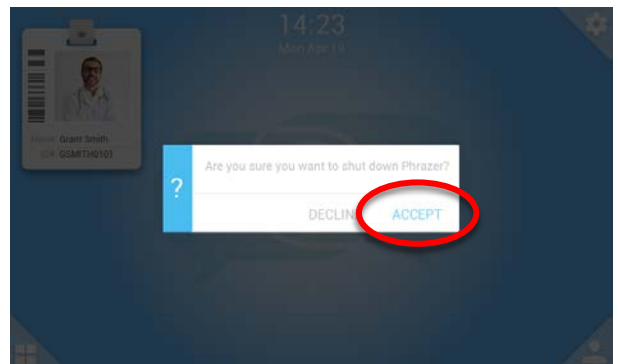
## TURN OFF PHRAZER (Two Options)

### OPTION 1:

**Step 1: Tap the caregiver image, select “Logout”, and select “Shutdown”**



**Step 2: Tap “Accept” and wait for Phrazer to shutdown**

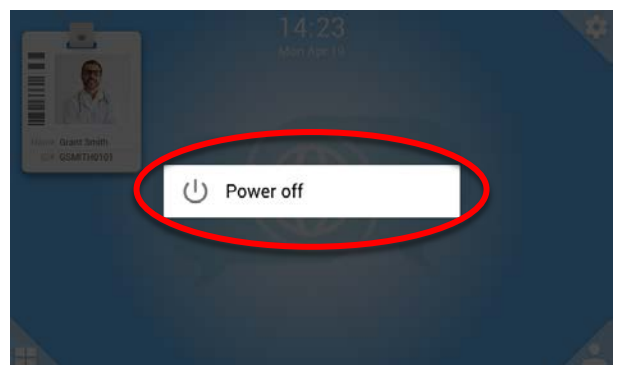


### OPTION 2: *(performed from any screen)*

**Step 1: Hold the Crypto Key over the spot indicated below until you see the “Power Off” pop-up on Phrazer**



**Step 2: Tap “Power Off”**



# HOW TO PAIR/CONNECT KITSUNE

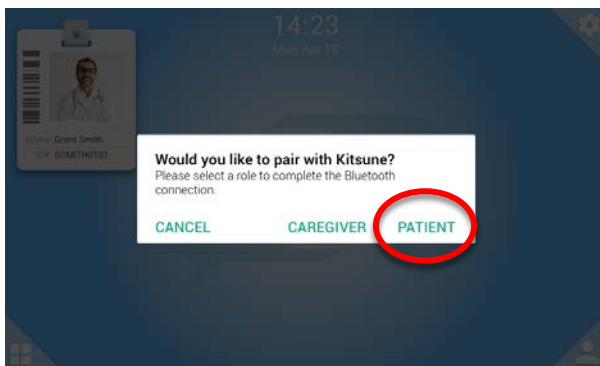
**Step 1: Turn on Kitsune/Get into Pairing Mode** (Swipe Crypto Key across right LED two times, LED should be flashing red/blue)



**Step 2: Tap Kitsune to Phrazer**



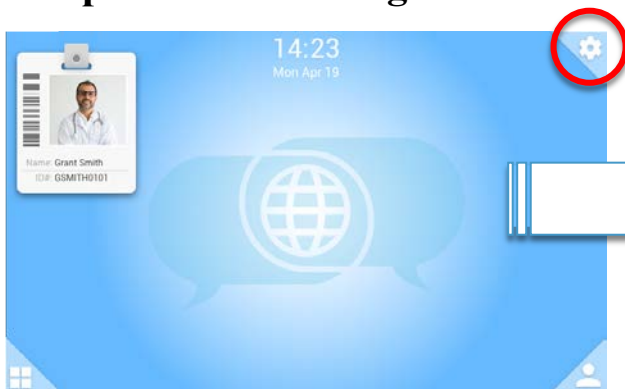
**Step 3: Select Audio Stream**



**Step 4: Wait for LED to Turn Blue**



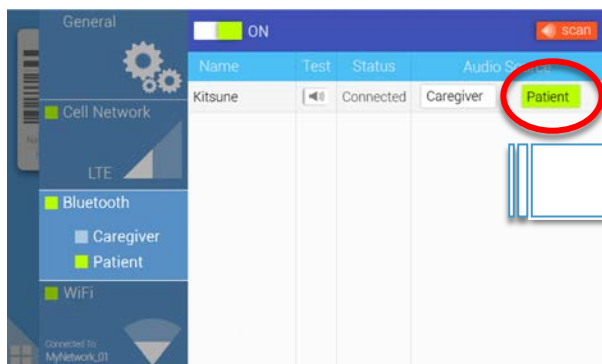
**Step 5: Select Settings Tab**



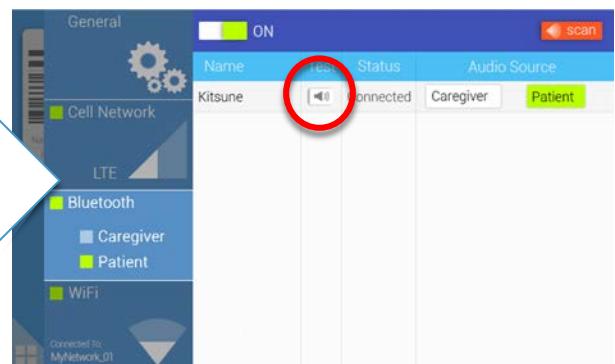
**Step 6: Select Bluetooth**



**Step 7: Verify "Patient" is Green**



**Step 8: Test the Connection**



# HOW TO ON-BOARD A PATIENT

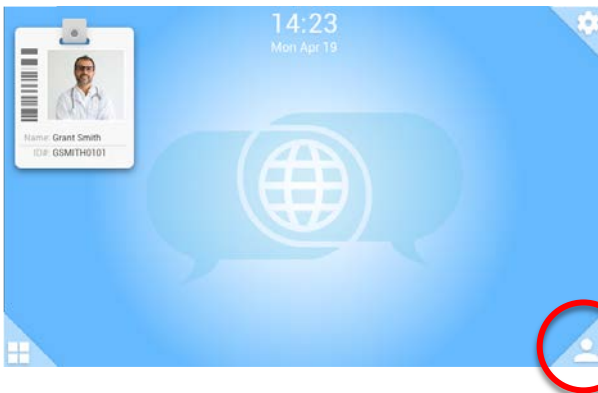
## Step 1: Facility Login



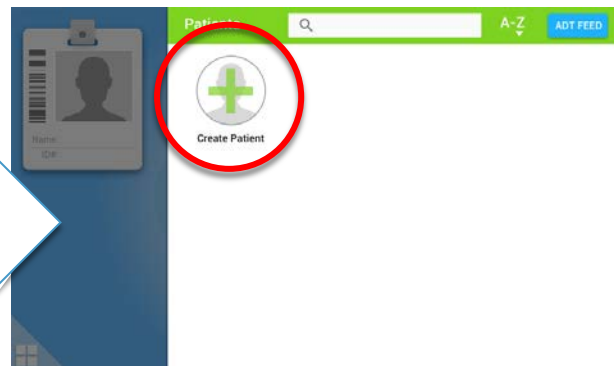
## Step 2: Caregiver Login



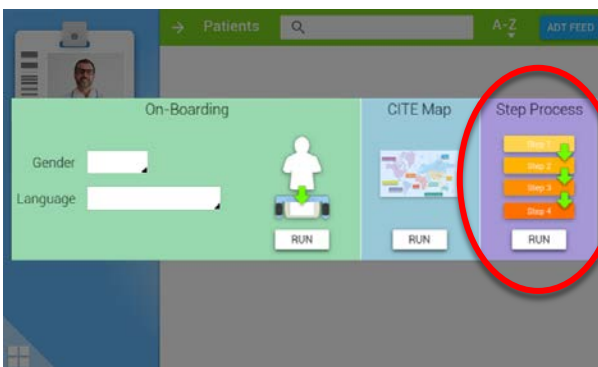
## Step 3: Select Patient Tab



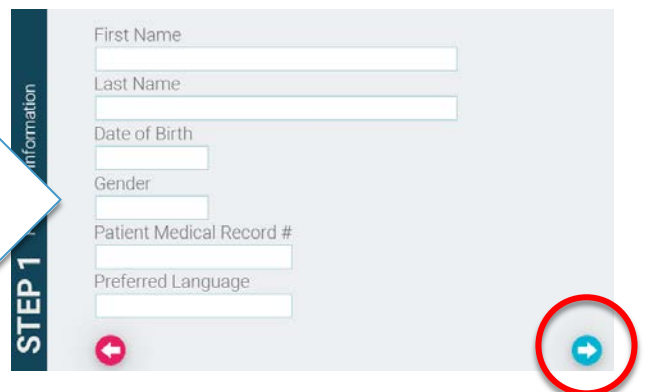
## Step 4: Create New Patient



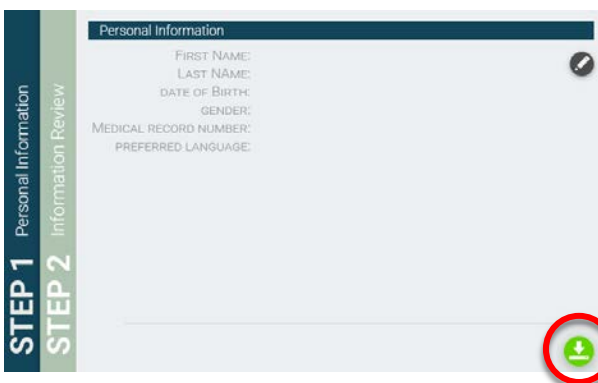
## Step 5: Select Step Process



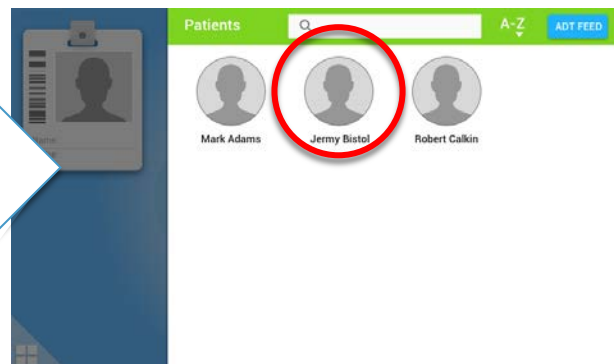
## Step 6: Enter Information



## Step 7: Confirm Entered Information



## Step 8: On-boarding Complete





# SELECTING A SCHEDULED PATIENT

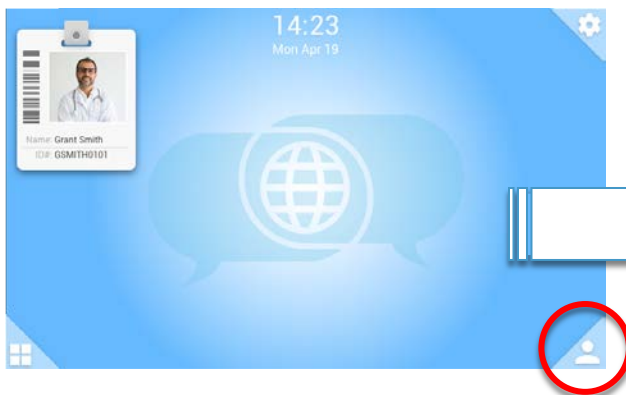
## Step 1: Facility Login



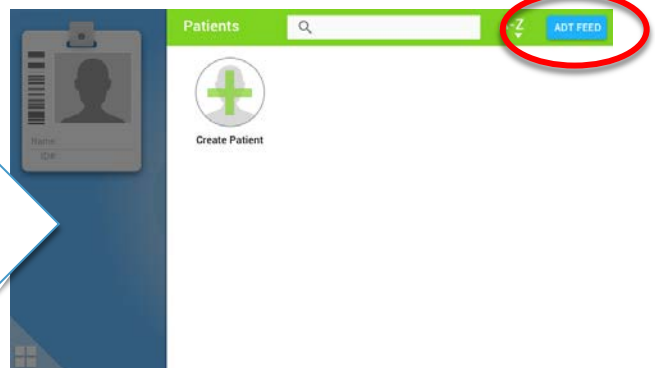
## Step 2: Caregiver Login



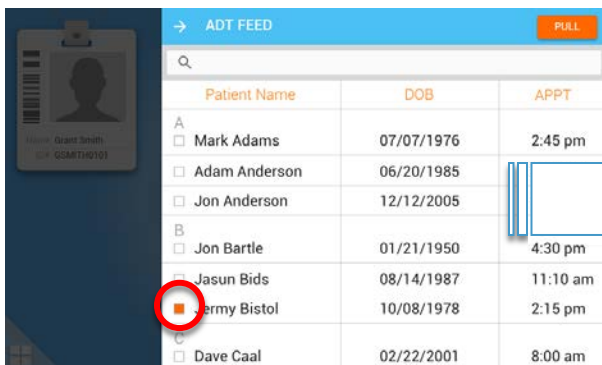
## Step 3: Select Patient Tab



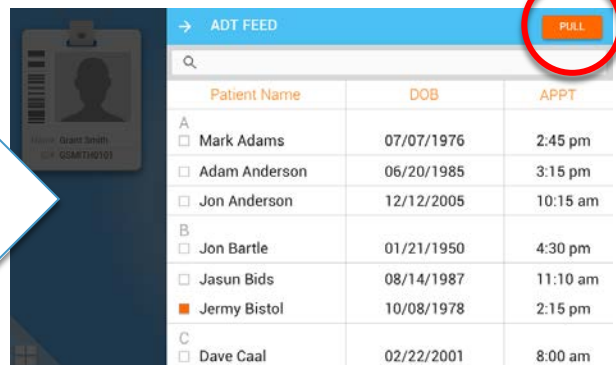
## Step 4: Pull New Patient with ADT



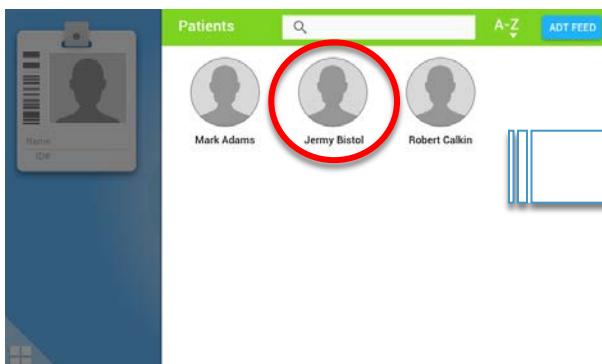
## Step 5: Select Patient to Pull



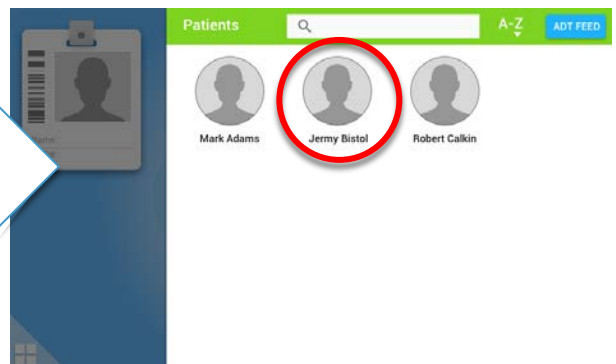
## Step 6: Pull Patient



## Step 7: Verify Patient Populated



## Step 8: Select Patient to Begin



# HOW TO RUN A CITE ENGAGEMENT

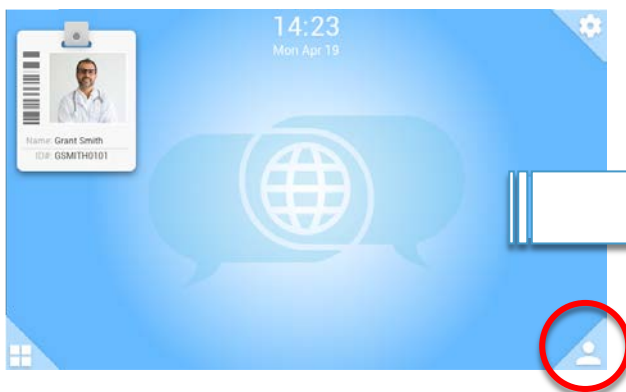
## Step 1: Facility Login



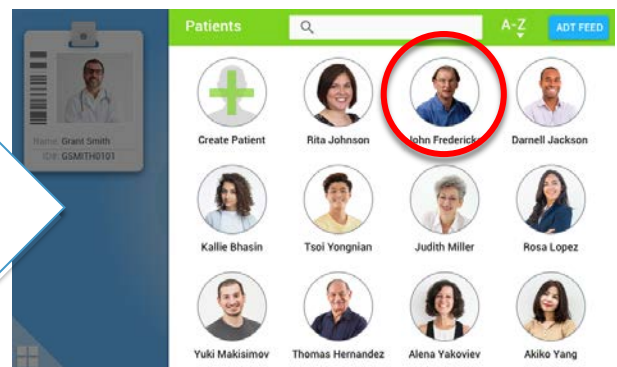
## Step 2: Caregiver Login



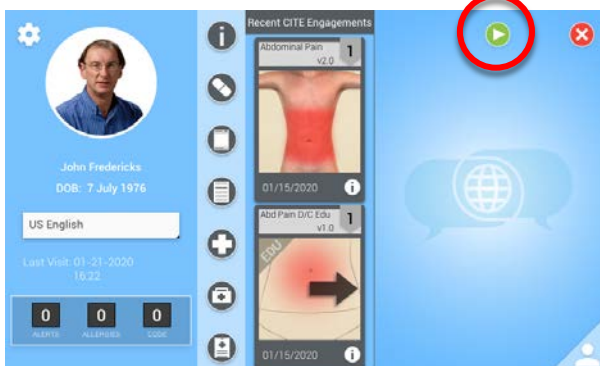
## Step 3: Select Patient Tab



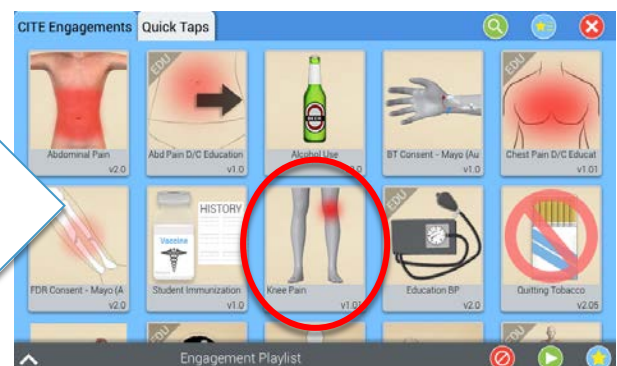
## Step 4: Select a Patient



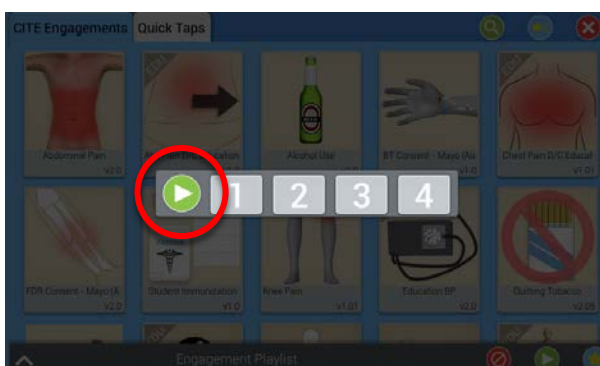
## Step 5: Tap the Play Button



## Step 6: Tap and HOLD Engagement



## Step 7: Tap Play and Hand to Patient



# HOW TO PRINT A SUMMARY

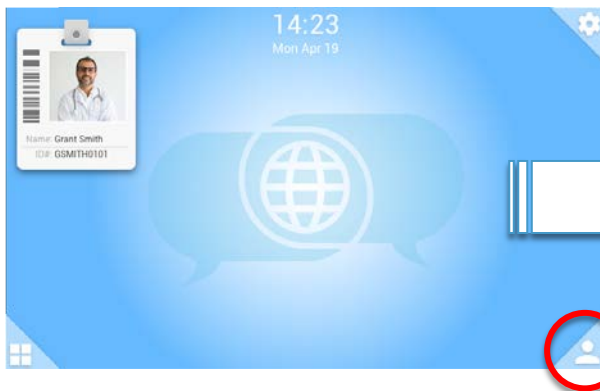
## Step 1: Facility Login



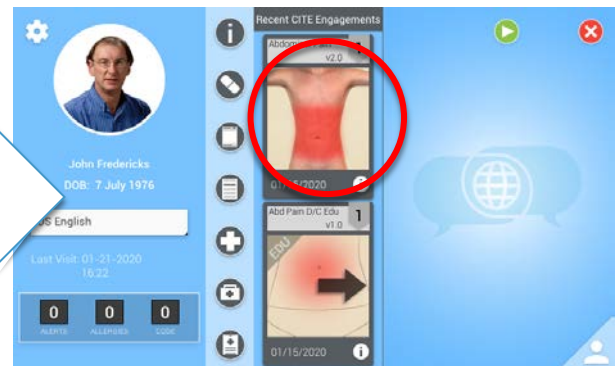
## Step 2: Caregiver Login



## Step 3: Select Patient



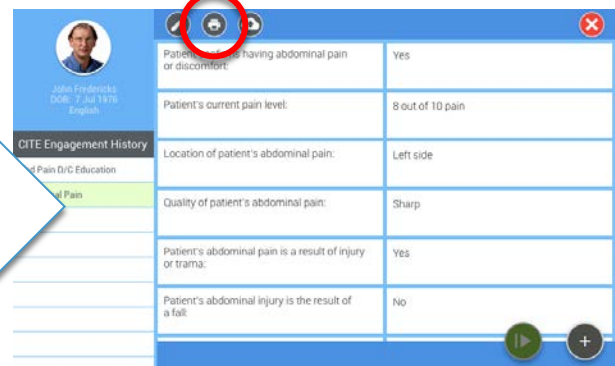
## Step 4: Select CITE Engagement



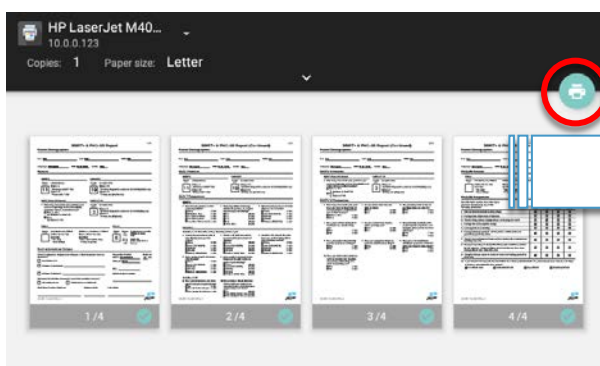
## Step 5: View Summary



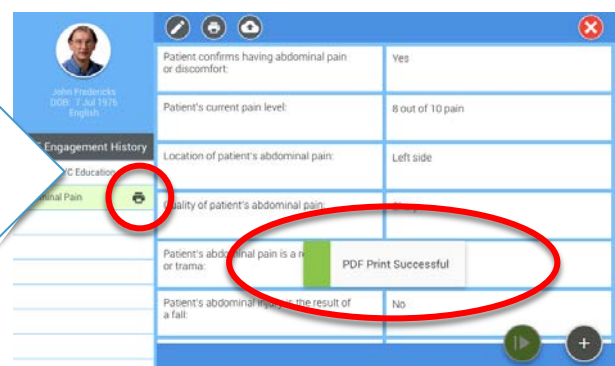
## Step 6: Print Summary



## Step 7: Review/Select Print Icon



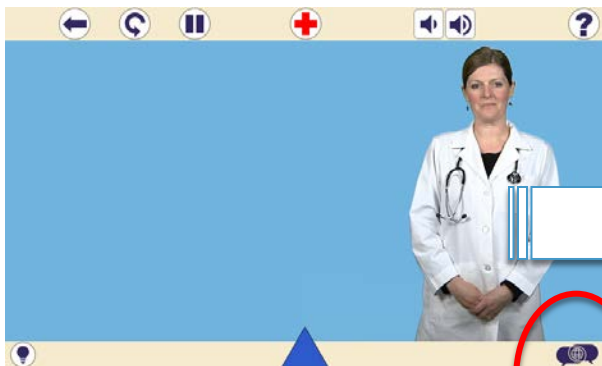
## Step 8: Wait for Confirmation





# HOW TO START NEW ENGAGEMENTS

## Step 1: Exit Patient Engagement



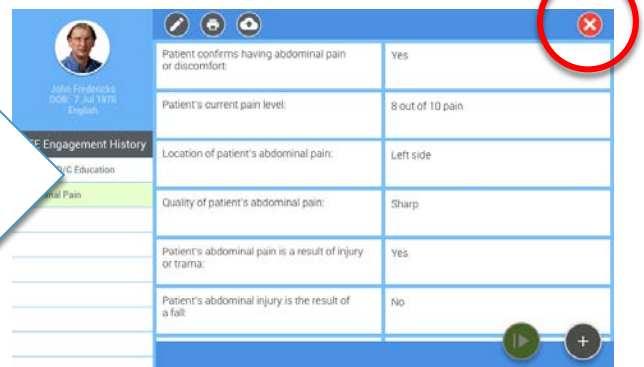
## Step 2: Facility Login



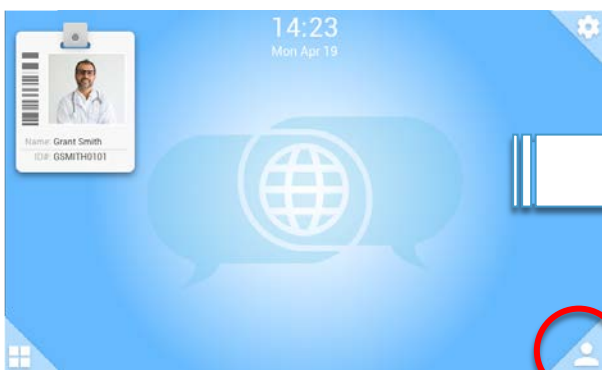
## Step 3: Caregiver Login



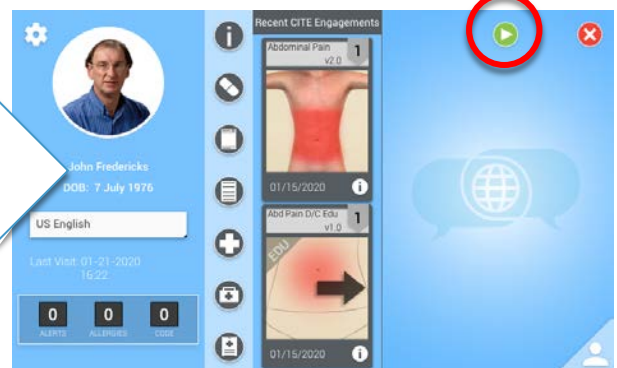
## Step 4: Select "Exit" Icon



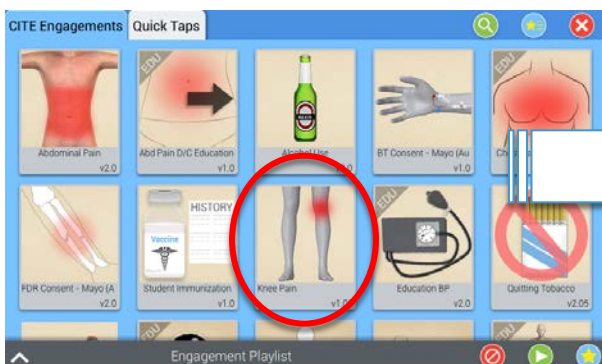
## Step 5: Select Patient



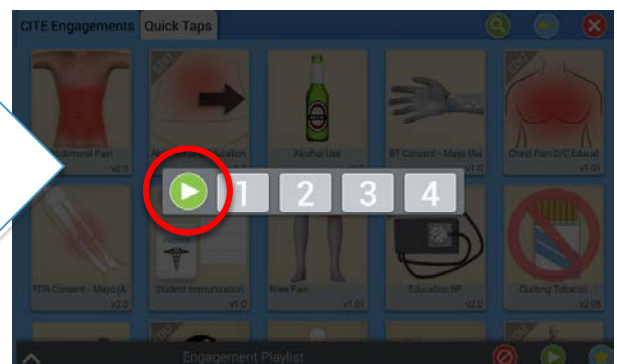
## Step 6: Tap the Play Button



## Step 7: Select Engagement(s)



## Step 8: Tap Play and Handoff



# BASIC TROUBLESHOOTING

## Phrazer Not Turning On

Step 1: Ensure power is flowing to the surge protector and wall outlet

Step 2: Un-plug and re-plug the following connections:

- Connection to Phrazer
- Connection on charging cable - black box
- Connecting to wall or surge protector

Step 3: After reconnecting everything and letting sit for 5 min, try turning on with the Crypto Key  
(Looking at the back of Phrazer: swipe from the top right LED straight down)

Step 4: If not resolved, email/call Customer Support

## Kitsune Audio Not Working

Step 1: Make sure Kitsune has power and is on

Step 2: Turn Kitsune off (hold Crypto Key over right LED until the LED turns red)

Step 3: Power cycle Phrazer (Turn off Phrazer, wait 5 seconds, then turn back on)

Step 4: Re-pair Kitsune by getting into “pairing mode” (swipe Crypto Key 2X across LED), tapping to Phrazer and connecting to patient audio stream

Step 5: Test audio to confirm connection

Step 6: If not resolved, email/call Customer Support

## Phrazer Unresponsive

Step 1: Turn Phrazer off (hold Crypto Key over On/Off switch on the back of Phrazer for 3 seconds)

Step 2: Select Power Off

Step 3: Wait 5 seconds

Step 4: Turn Phrazer on

Step 5: If not resolved, email/call Customer Support

## Phrazer Will Not Print

Step 1: Verify printer is on and has paper

Step 2: Power cycle Phrazer (Turn off Phrazer, wait 5 seconds, then turn back on)

Step 3: Login and verify WiFi is connected in the settings menu

Step 4: Try printing patient summary again

Step 5: If not resolved, email/call Customer Support

**If you are experiencing other issues not listed in this guide, please call or email GeaCom, Inc. Customer Support using the information below.**

**GeaCom, Inc. and GeaCom Canada, Inc. Customer Support Center:**



**Phone: U.S. 218-213-9156      Canada: 604-248-4461**



**Email: [support@geacom.net](mailto:support@geacom.net)**