

## ePRF Device Troubleshooting FAQs

Before reporting a fault with your device, try restarting it. This will resolve the majority of minor technical issues.

### My ePRF device won't switch on:

Hold the power (green) button for 3 seconds and a blue light should illuminate above the P1 button to show the device is powering up. If that doesn't work, the battery may have run out of charge. You can check this by removing the battery and pressing the small circle on the back. A light will illuminate if the battery has any charge remaining.

### I don't know the Bitlocker code:

The Bitlocker code is the same as the Airwaves radio code, only you need to enter it twice.

### The stylus won't work when I try and enter the Bitlocker code:

You need to use your finger to enter the Bitlocker code. The stylus does not work until the device has fully started up.

### I've accidentally pressed 'Esc' whilst on the Bitlocker screen and it is now asking for a recovery code:

Restart the device and enter the code as normal.

### Siren doesn't open when I press P1:

Quickly pressing and releasing the P1 button should open Siren. Siren will not open if you hold the button down.

### Which button do I press to enter my login details into Siren?:

You need to click the first square icon (above the 'Middle Name' column).

### My password doesn't work:

If the password given by your ePRF trainer (or the one you changed it to) doesn't work, please contact your divisional ePRF lead or any ePRF trainer.

### I don't know the password when Windows locks out:

It is the same as the Bitlocker code.

### How do I use spell checker?:

When you have typed a word and pressed space it will show as red if deemed spelt wrong. Press the word until a small square appears over it, then release the word to show the options to replace/correct it.

### How do I use the on screen handwriting?:

Select the keyboard icon and choose the option that shows a pen within a rectangle.


### I can't delete finalised ePRFs:

The new system will automatically delete all finalised records when you log out of Siren. You will be given the option to delete any unfinalised ePRFs when you log out. If an unfinalised ePRF isn't deleted it will be available next time you log into a device.

### My data is not sending (the lights are both red/amber):

Press the Siren icon on the toolbar to minimise the window. Double tap the 'What's my IP' icon on your desktop. This app should display your IP address (172.= SIM connection, 192.= WIFI connection). If no IP is shown, there may be a network/server outage. Check that the device has a SIM card installed by removing the battery and ensuring the SIM card is in place. If this does not resolve the issue, contact the IM&T Service Desk to report the issue/lost SIM and replace the device at your earliest convenience.


**1** Medusa Medical Technologies  
Siren Version 4  
Quick Reference Guide



**2** Introduction to Siren Version 4

The purpose of this document is to provide an overview of the changes introduced from Siren Field User V3 to V4. It is not a comprehensive guide nor includes all functions but will be an introduction into the new features and what to look for Siren V4.

Siren V4 is the next generation in Electronic Patient Reporting and has an entirely new look and feel that is modern, professional, consistent, and easy to use.



**3** Navigation Controls

Navigation across major sections of the application is accomplished via large tab buttons at the bottom of the screen. Navigation within these major sections has been reduced to only two levels. These controls enable you navigating across principle sections with just your thumbs.



**4** Parent and Child Tabs

"Parent and Child" tabs for each subject are on left side. You can expand each parent tab to display the child information.

The up/down arrows indicate there are further options if the tab is pressed.

Incident	Incident
Times / Details	General
Outcomes	Incident Location
Vehicle / Crew	Location if differ from CAD
	Destination

**5** Toolbars and Icons

Siren now uses icons and toolbars

Edit Details	Request ePCR (N/A)
Delete	Transfer Control
View ePCR	Create Practice ePCR
View Comments	Refresh Screen

**6** Toolbars and Icons continued

Date Entry	Start/End of List
Date/Time Entry	Previous/Next
Pick List Field	Sort Alphabetically
Search	Clear Search

**7** Toolbars and Icons continued

Add	Scroll Up
System User Login	Scroll Down
Non System User Login	Add Details
Set Crew Position	Print
Finalize	Fax

**8** Standardised Forms

Siren V4 now has standardised forms across all screens and uses large finger-friendly fields, while allowing room for the forms to grow as your needs change.



**9** Standardised Forms continued



## 10 Field Types

Siren Field User now has icons informing users of fields that collect a specific types of data (e.g. numeric, date only, date & time, score, pick list selection). Fields without icons accept free text information.

## 13 Time Entry

Time entry is made easy using the embedded keypad.

This new control requires only 5 clicks to enter a date.

## 16 Keyboard

Siren V4 uses the Windows virtual keyboard. (If using a device without a physical keyboard)

Benefits include:

- Turning off keyboard when not required
- Dynamic positioning to not obscure view
- Resizable.



## 11 Additional Details

You can add additional details with buttons that allow user input, whether via a free text comments box or a detailed popup form. Fields that allow additional details will have Icon 1.

Once you have entered the details, the icon will change to Icon 2 in order to provide you with a visual indication that additional information has been added.



## 14 Full Pick List Control

Siren has always collected quality data using pick lists. Now, the pick lists offer searching, sorting, and paging functionality across the entire application. This means that as you select an option it is added to the list; each condition or treatment is moved to the top of the list reducing time when adding details later. If a pick list field also supports free text entry, the user can enter the text into the search field and then press the add button, creating a new pick list item 'on the fly'.



## 17 Keyboard continued

The Windows virtual keyboard has built in handwriting recognition.

Hand written information can be converted to real text characters.



## 12 Date/Time Controls

The Date / Time control in Siren V4 uses a calendar control which is quick and easy to use.

Date Fields are indicated with Icon 1.

Date/Time Fields are indicated with Icon 2.

Click on the year selector which filters by decade.



## 15 Inline Pick List

Inline pick lists are single and multi-line pick lists that are used in the forms.

You are able to search or scroll through the options. Once you have selected your choice, it moves to the beginning of the list.



## 18 Press and Hold

Siren now uses 'Press and Hold' to trigger a button's details screen to appear.

This option is available when Icon 1 is in the bottom right of a button



Using treatments as an example, press and hold the button corresponding to the treatment performed. Windows will display a circle on the screen around your finger. Letting go of the button when the circle appears will take the user directly to the details screen.

## 19 Double Tap to enter details

Double tapping an item in a table will take you to the item's details screen.

Some items don't have an edit function (e.g. unsatisfied mandatory), double tapping the row takes you to the most likely action screen (e.g. the Override Mandatory screen).



## 22 Side View

In addition to front and back views, Siren also includes left and right side views for all Mannequins.



## 20 Copy

Assess/Plan allows you copy or add 'Same Type'.

You can Copy an existing treatment/assessment including the details recorded for it, saving you time when repeating a procedure that has few to no changes (e.g. copy the details of an IV medication that has been adjusted and only changing the 1 or 2 fields that changed).

"New Same Type" toolbar button allows you to document treatments/assessments of the same type in rapid succession without including the details. You can update the information as appropriate



## 23 Multi-Body Part Selection Mode

If your patient has abrasions from head to toe, simply tap the 'Multi-Body Part Selection' mode button, select all of the injured body parts, and then select the injuries/observations that are applicable to all body parts. As well, the injury displayed in a callout box points to the location on the mannequin.



## 21 Mannequins

The Mannequin has now moved to the Assess/Plan section of Siren. Aside from Anatomical having a new home, it is now possible to record multiple sets of physical assessments. E.g. one set of assessments may be dedicated to burns, and another to non-burn injuries.

All five mannequins (adult droid, adult female, adult male, child, and



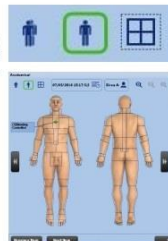
## 24 Enhanced Zoom

Siren V4 allows the user to zoom in on any body part, and has two levels of zoom. We considered many zoom options and controls during the design phase, including multi-touch. As well, an optional grid can be displayed to help select the most accurate position on the body.



## 25 Grid Referencing

You can switch on the grid tool which shows the breakdown of the areas of reference used on the mannequin.



## 26 Mandatory Hyperlinking

Siren V4 makes hyperlinking faster, and allows you to reach all areas of Field User.

Use the toolbar to navigate through required fields, the missing field's caption turns red and is underlined. You can also override a mandatory directly from the toolbar.

Click through each missing field to complete the required information.

Required	Sections
Date of Birth	ID - Identification - Personal - Date of Birth
Incident Number	Incident - Incident - Incident Number
Receiving Facility	Incidents - Incident - Destination - Receiving Facility
Primary Care Signatures	File - Sign - Primary Care
Incident Date/Time	Incidents - Incident - General - Incident Date / Time



## 27 Technical Support

If you require assistance with your device or the Siren software, please contact our IM&T Service Desk via the details below. If your device is faulty and cannot be used, you will need to report to a Clinical Operations Manager. The COM will swap your device with a functional one and contact the IM&T Service Desk to have the faulty one repaired.

IM&T Service Desk telephone: 0845

IM&T Service Desk email: [service.desk@...](mailto:service.desk@...)

Availability: 08:00-18:00 Monday-Friday (excluding bank holidays)