



**CAPSAHEALTHCARE**

Engineering a path to  
better care.

# Avalo LTCi

User Manual



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# Contents

<b>Safety Information</b> .....	<b>4</b>
Understanding safety notices .....	4
Safety notices .....	4
Support .....	4
<b>Overview</b> .....	<b>5</b>
Benefits .....	5
Cart features .....	5
Cart configuration .....	6
Specifications .....	7
Programming options .....	8
About this manual .....	9
Customer and Technical Support .....	9
<b>Setting up the Cart</b> .....	<b>10</b>
Removing the cart from the shipping materials .....	10
Setting up the cart .....	10
Transport and storage .....	10
<b>Using the Cart</b> .....	<b>11</b>
Parts of the cart .....	11
Powering up the cart .....	13
Accessing the cart .....	13
Testing and charging the battery .....	15
Securing the cart .....	17
Using the AutoLock timer .....	17
Mounting the computing device in the back of the cart .....	18
Cleaning guidelines .....	18
<b>Programming the Cart from the Keypad</b> .....	<b>19</b>
AutoLock programming .....	19
Change the keypad tone .....	19
Change the motion detector sensitivity level .....	20
Change the AutoLock timer .....	20
<b>Programming the Cart Using the AutoLock Audit Software</b> .....	<b>21</b>
System requirements .....	21
Event, User, and Cart settings files .....	21
Read Cart and Write Cart functionality .....	22
Installing the AutoLock Audit software .....	22
Starting the AutoLock Audit software .....	23
Connecting the AutoLock Audit software to the cart .....	23
Recalling events using the AutoLock Audit software .....	25
Event log file defined .....	26
Accessing and updating an event log file .....	26
Sorting events .....	26
Printing the event log file .....	27
Managing cart settings .....	27
Creating and modifying a Cart settings file .....	27
Accessing and modifying a Cart settings file .....	29
Creating a new User file .....	30
Modifying a user file .....	31
Printing User files .....	33
Closing the AutoLock Audit software connection .....	33
<b>Troubleshooting</b> .....	<b>34</b>
General tips .....	34
Troubleshooting guide .....	34
<b>Event Codes Master List</b> .....	<b>36</b>
<b>Index</b> .....	<b>37</b>

# Safety Information

## Understanding safety notices

Safety notices provide information on ensuring safe operating conditions for your Capsa Healthcare products. Notices include an icon and heading that describe the severity of the information. Each type of notice uses a different shape and color for the icon.

An icon with a lightning bolt ⚡ symbol indicates an electrical hazard that could cause a fire as well as resulting in injury or death.

ICON	SEVERITY
	<b>IMPORTANT.</b> This indicates a situation that does not present a hazard but is important in maintaining a well-functioning workstation.
	<b>CAUTION.</b> This indicates a hazardous situation that could result in minor or moderate injury if not avoided.
	<b>WARNING.</b> This indicates a hazardous situation that could result in serious injury or death if not avoided.
	<b>DANGER.</b> This indicates a hazardous situation that will result in serious injury or death if not avoided.

## Safety notices

Read and follow these warnings and cautions when using or maintaining the cart to reduce risk of damage or injury.

	<ul style="list-style-type: none"> <li>Only trained and authorized personnel should service the cart. If the cart is not working properly, contact Capsa Healthcare for assistance.</li> <li>Keep the cart in a well-ventilated area.</li> <li>The plug must always remain easily accessible when the device is plugged in.</li> </ul>
	<ul style="list-style-type: none"> <li><b>DO NOT</b> lean on the keyboard tray or use it as a support. Applying excessive weight to the tray could result in damage to the cart or personal injury.</li> <li>Avoid opening more than one drawer at a time to avoid the possibility of tipping the cart.</li> <li><b>DO NOT</b> use the cart as a step-stool or ladder.</li> <li><b>DO NOT</b> lay the cart on its front. Doing so could damage the bins.</li> <li>Use two people to lower the cart to the floor.</li> </ul>
	<ul style="list-style-type: none"> <li>Avoid using an electrical extension cord with the cart. If an extension cord must be used, make sure that it is rated for the cart's power capacity.</li> <li>Before working on any internal component, make sure that the spiral power cord is unplugged from the wall socket and the power switch is turned off.</li> <li>When working on electronic components, use a ground strap to prevent static discharge.</li> </ul>
	<ul style="list-style-type: none"> <li><b>DO NOT</b> use a flammable cleaner when cleaning the cart. Using a flammable cleaner can result in fire or explosion.</li> <li><b>DO NOT</b> leave children unattended around the cart to prevent injury.</li> </ul>
	<ul style="list-style-type: none"> <li><b>DO NOT</b> use the cart near water. If the cart becomes wet, unplug it immediately, wipe off any excess liquid, and allow it to dry before using again.</li> <li><b>DO NOT</b> immerse the cart in water. This is an electrical hazard and can cause damage to the cart, as well as cause injury.</li> <li>To avoid the risk of electric shock, this equipment must only be connected to a supply main with protective earth.</li> </ul>
	<ul style="list-style-type: none"> <li>Only trained and authorized personnel who are aware of the risks of servicing electrical equipment should open the battery power system. Others risk injury or death.</li> <li><b>DO NOT OPERATE THIS PRODUCT IF IT IS WET.</b> If the product becomes wet, unplug it immediately, wipe off any excess liquid and allow it to dry before using it again.</li> </ul>

## Support

You can get additional technical assistance from:

**Capsa Healthcare**  
 8170 Dove Parkway  
 Canal Winchester, OH 43110  
**Phone:** 800.437.6633  
**Email:** [FieldService@CapsaHealthcare.com](mailto:FieldService@CapsaHealthcare.com)

# Overview

The Capsa Healthcare LTCi Cart is designed to provide a simple system for medication management process to foster efficiency and improve patient care, while integrating the latest client-supplied computer technology. The configurable computing performance works in concert with a computer system and operating environment. Each unit can be equipped with an integrated monitor, keyboard, and mouse ready to accept almost any current Windows laptop computer system. The Capsa Healthcare LTCi Cart may also be ordered with an All in One computer system instead of the integrated monitor.

The Capsa Healthcare LTCi Cart offers high value without compromise to performance or function.

## Benefits

The Capsa Healthcare LTCi Cart offers the following benefits:

- Many hours of cord-free mobile computing
- Powerful battery and power conditioning system
- Improved workflow and accuracy
- Safe and ergonomic design
- Customized configuration
- Accessory accommodation
- Integrated monitor, keyboard, and mouse
- Advanced medication security and control
- Customized medication and supplies storage
- Magnetic strip or bar code cart access security
- Cart user audit system

## Cart features

The Capsa Healthcare LTCi Cart combines the latest cart design with proven mobile computing and point-of-care technology solutions.

- **AutoLock™ Timer:** The AutoLock timer monitors cart activity and is programmed to automatically secure the cart whenever the cart remains motionless for a re-lock time interval of 0 to 99 minutes.

**NOTE:** Motion sensing may not be available for carts manufactured after August 1, 2024.

- **Event Recall Functionality:** Authorized users can track cart activity, including user access and locking events using AutoLock Audit software.
- **Flexible Access Methods:** Depending on security needs, users access the cart using an access code, an access card, or an access code and an access card. The cart may be configured to operate with a secondary access device such as a bar code reader, magnetic strip reader, or proximity card reader.
- **Rechargeable Battery:** The rechargeable, sealed lead acid battery provides the extended run time required in demanding work environments. The battery works with an intelligent charging system for maximum battery life.
- **Workspace:** The organized and expansive workspace enhances workflow and efficiency.
- **Circuit Breaker:** The circuit breaker provides overload and short circuit protection.

# Cart configuration



*Capsa Healthcare LTCi Cart*

- |                                    |   |
|------------------------------------|---|
| <b>A. Monitor</b>                  | <b>F. Keyboard tray</b>                             |
| <b>B. Column</b>                   | <b>G. Customer-supplied computer (back of cart)</b> |
| <b>C. Battery status display</b>   | <b>H. Serial number (back of cart)</b>              |
| <b>D. Work surface</b>             | <b>I. Battery</b>                                   |
| <b>E. Pull-out writing surface</b> | <b>J. 4-inch locking casters</b>                    |

The Capsa Healthcare LTCi Cart comes in three basic computer configurations along with optional accessories. The three basic configurations are:

- Laptop and Monitor
- All in One
- Thin Client and Monitor

The Laptop and Monitor configuration is the standard configuration available. With this configuration, the customer supplies the laptop to be integrated with this cart. The laptop will be mounted in the back of the cart and connect to the monitor with a video cable. The video cable, a power cable, a plug, and a USB cable assembly are all integrated in the cart. This configuration provides for easy installation of the customer-supplied computer. A keyboard and mouse are provided if needed.

**NOTE:** The cart supplies DC power to the computer. AC power **is not** available on the cart. The computer can be held in place by hook and loop fasteners in the back of the cart.

The All in One configuration provides an integrated computer/monitor configuration. In this configuration, the cart standard monitor is replaced by an integrated computer/monitor. Power and USB port communications are all integrated within the cart.

The Thin Client and Monitor configuration is similar to the Laptop and Monitor configuration.

# Specifications

## Power conditioning system

- **Input Voltage:** Factory configurable for 115 V AC (range 90–130 V AC) or 230 V AC (range 180–260 V AC)
- **Charger:** 12 Amp Medical Grade Charger
- **Battery Type:** 35 Amp-hour sealed lead acid for extended run times
- **Breaker:** Short-Circuit 20 Amp DC breaker
- **Status Indicator:** Battery status LED display
- **Approvals:** Tested to FCC Class A, Part 15
- **DC Outputs:** Three programmable outputs (5–24 V DC) for computing platforms

## Environmental conditions

- **Operating Temperature:** 60–80°F (16–26°C)
- **Operating Humidity:** 30–90% non-condensing
- **Shipping and Storage Temperature:** -20–140°F (-28–60°C)
- **Shipping and Storage Humidity:** 10–95% non-condensing

## Base cart weight (computing technology not included)

- **PCS:** 188.5 lb. (85.5 kg)
- **PCL:** 201.0 lb. (91.2 kg)
- **PCXL:** 239.0 lb. (108.4 kg)
- **UDS:** 232.0 lb. (105.2 kg)
- **UDL:** 244.5 lb. (110.9 kg)
- **UDXL:** 282.5 lb. (128.1 kg)

## Computer and display support

- **Mounting:** The cart is factory-equipped for mounting the selected computing technology solution.
- **Power:** The cart is factory-equipped with the appropriate voltage and DC power cable to operate the selected computing technology solution.



**IMPORTANT:** Do not attempt to substitute a different computer, since power requirements vary. Substituting a different computer can cause damage to the computer and the cart. Please consult Capsa Healthcare Technical Support when replacing the computer with a different model.

- **Computing Specifications:** For specifications, refer to the computer manufacturer's manual with the IT department.

## Weight limits

Each storage section of a cart has a maximum weight capacity, as listed below.

**i** **IMPORTANT:** The cart itself has an overall weight capacity of 200 pounds (90.7 kilograms). Depending on your cart configuration, you may not be able to use the maximum capacity of each storage section.



**A. Monitor mount:** 15 lb. (6.8 kg)

**B. Top work surface:** 15 lb. (6.8 kg)

**C. Slide-out writing surface:** 5 lb. (2.2 kg)

**D. Keyboard tray:** 5 lb. (2.2 kg)

**E. Drawer:** 35 lb. (15.8 kg)

**F. Sharps disposal:** about 2 lb. (0.9 kg)

**G. Glove dispenser:** about 1 lb. (0.45 kg)

**H. Waste bin:** about 5 lb. (2.2 kg)

There are other accessories (and variations) that you can attach to your cart. Take these and their likely contents into account when adding them to your cart, to be sure you won't be likely to go over the cart's maximum weight capacity. If you overload the cart, it might be subject to tipping or damaging the casters or drawer mechanisms.

## Programming options

All carts can be programmed from the cart's keypad. See **Programming the Cart from the Keypad** on page 19.

The AutoLock Audit software is the recommended way to program the cart and review the event log. See **Programming the Cart Using the AutoLock Audit Software** on page 21.

# About this manual

This manual is divided into the following chapters and appendices:

- **Overview:** This chapter applies to all users. It contains overview information about the cart, its features, warnings, cautions, and technical support. It also describes type conventions used throughout the document and terms that must be understood to interact with the cart.
- **Setting Up the Cart:** This chapter applies to installers. It describes removing the cart from the shipping materials, transport and storage, and setting up the cart.
- **Using the Cart:** This chapter applies to all users. It describes the different parts of the cart and the tasks associated with the everyday use of the cart.
- **Programming the Cart From the Keypad:** This chapter applies to cart administrators with all models. It describes how to use the cart to add and edit user access profiles and to edit the cart's settings.
- **Programming the Cart Using the AutoLock Audit Software:** This chapter applies to cart administrators with models that use the AutoLock Audit software. It describes how to use the software to recall events; to add, delete, and edit user access profiles; and to edit the cart's settings.
- **Troubleshooting:** This chapter applies to users who perform troubleshooting and maintenance functions.
- **Repair:** This chapter applies to users who perform troubleshooting and maintenance functions. It describes how to replace parts that are field replaceable.
- **Event Master List:** This applies to cart administrators. It provides a detailed description of event-related codes in the AutoLock Audit software with regard to the cart's audit tracking system.
- **Warranty:** This applies to users who handle warranty issues.

## Terms and definitions

- **Access Card:** An optional card-swipe feature that can be used as an additional security requirement or as the primary cart access method. In this manual, if the cart has been configured to operate with a bar code reader, magnetic strip reader, proximity card reader, or other type of secondary access device, the access process is the same as with the access card.
- **AutoLock Audit Software:** The Capsa Healthcare AutoLock Audit software package that enables authorized users to program the cart and to retrieve events, user profiles, and cart settings from the cart.
- **Cart Settings File:** A file that is used with the AutoLock Audit software. This file contains information about cart settings.
- **Log File:** A file that is used with the AutoLock Audit software. This file contains information about events that occurred on the cart. This file can be saved but not modified.
- **Master Code:** A numeric code that enables an authorized administrator to program the cart.
- **Read Cart:** The Read Cart button displays in the AutoLock Audit software user interface on the user file, cart settings file, or log file. This button enables an administrator to retrieve events, user profiles, and settings from the cart.
- **User #:** A unique number that identifies the person using the cart. Unlike an access code, a User # cannot be modified after it is accepted.
- **User File:** A file that is used with the AutoLock Audit software. This file contains user profile information and can be modified.
- **Write Cart:** The Write Cart button displays in the AutoLock Audit software user interface on the user file and the cart settings file. This button enables an administrator to apply settings changes to the cart that were made while using the AutoLock Audit software.

## Customer and Technical Support

Capsa Healthcare Customer and Technical Support is available 24 hours a day, seven days a week at 800.243.2465.

When calling, please have the following information available:

- Model
- Serial number (two locations):
  - On the base frame
  - On the bottom-left corner of the back panel

# Setting up the Cart

## Removing the cart from the shipping materials

When the cart arrives, inspect the cart and remove the cart from the packaging.

1. Read this chapter before unpacking the cart.
2. Check the shipping container for any damage (holes or crushed top).
3. Remove the straps from around the container.
4. Open the top of the container to inspect the product.
5. Lift the container from the shipping pallet and over the product.
6. Remove the plastic protective cover from the product.
7. Using two people, lift the cart from the packaging riser. Hold the cart by the base and support the sides as it is lifted.



**WARNING:** The product is heavy. Do not lift the product from the packaging riser without assistance. Use proper lifting techniques when lifting heavy objects.

8. Inspect the cart again for shipping damage.

Contact Capsa Healthcare Customer Support if any damage is identified.

## Setting up the cart

To set up the cart, plug the spiral power cord into a wall outlet to charge the battery properly before programming or deploying the cart to the facility floor. See **Charging the battery** on page 15.

## Transport and storage

### General storage

The following list of general information must be followed to ensure proper operation of the cart:

- Charge the battery within 7 days of the shipping date.
- Plug the cart in at all times when it is not in use.
- Do not expose the cart to liquid or temperatures outside of -20–140°F (-28–60°C) or humidity outside of 10–95% RH non-condensing.
- Do not transport, set, or store the cart outdoors where it can be exposed to weather.

### Long-term storage

Make sure the cart has been fully charged and the cart's On/Off switch is in the Off position. Improper care may damage the battery.

For more information, contact Capsa Healthcare Technical Support.

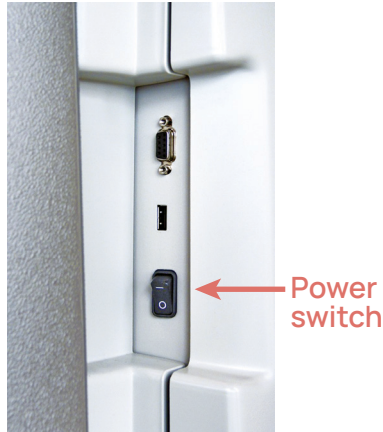
# Using the Cart

## Parts of the cart

### Power switch

The power switch is located at the back of the cart.

**NOTE:** The battery can be recharged with the power either on or off.



*Back of cart*

### Spiral power cord

This cart is supplied with a hospital-grade spiral power cord and is to be plugged into a hospital-grade receptacle. Reliable grounding can only be achieved when the equipment is plugged into such a receptacle. To remove AC power from this unit, unplug the cart from the outlet.



#### **WARNINGS**

- If the grounding of the AC receptacle is compromised, do not insert the spiral power cord's AC plug into the receptacle.
- If the hospital-grade spiral power cord is damaged, do not use the cord. Call Capsa Healthcare Customer Support at 800.243.2465 to order a replacement cord.

## Keypad



**Cart keypad and mechanical lock core**

- **Numbered Keypad:** Enables entering access codes and to accept or change cart settings.
- **Proceed LED:** Lights green to indicate it is OK to proceed.
- **Error LED:** Lights red to indicate an incorrect entry on the keypad.
- **Clear/Secure:** Clear returns the cart to an idle state. Secure locks the cart.
- **Program:** Enables the entering of different programming values.
- **Battery Test:** Enables the testing of the amount of charge left in the cart's battery and to adjust the key beep tone.

## Key

The key can be used regularly or as an override. This feature enables access to the drawers in the event of an electronic malfunction. To use this mechanical override, insert the key and turn it clockwise.

## Battery status display

The battery status display located on the column indicates the amount of charge left in the battery.

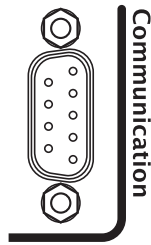


**Battery status display**

## Control panel

The control panel is located at the rear of the cart.

- **Communication Port:** Enables the use of a null modem cable (RS232) to connect to a personal computer to the cart for use with optional AutoLock Audit software.



- **USB Port:** Enables the use of a USB cable to connect a laptop to the cart for use with optional AutoLock Audit software.
- **Power Switch:** Turns the cart on or off.

⏏ = On

⏻ = Off

## Powering up the cart

To power up the cart:

1. Turn on the power switch located at the back of the cart. This switch enables the cart to use DC power.
2. Check the battery status.
3. If necessary, plug the spiral power cord into a wall outlet to charge the battery properly before using the cart.

## Cart startup display

Upon powering up or resetting the cart the Proceed, Error, and Battery Test LEDs will flash.

## Accessing the cart

The cart may be configured to use an access card as a primary or secondary cart access method. At startup, depending on the cart configuration, the cart will be accessed in one or more of the following ways:

- **Access Code Only:** Enter a preset user access code.
- **Access Card Only:** Swipe an access card.
- **Access Code and Access Card:** Enter a preset user access code and swipe card.
- **Key:** Manually unlock the cart using a key.

**NOTE:** In this manual, if the cart has been configured to operate with a bar code reader, magnetic strip reader, proximity card reader, or other type of secondary access device, the access process is the same as with the access card.

## Accessing with an access code only

A valid access code is needed. Contact the cart administrator for a valid code. The access code is four digits in length.

1. Using the keypad, enter the access code.

**NOTE:** If the cart's beeper isn't off then a beep will sound after each number pressed.

2. If the correct code is entered, the cart will unlock.
3. The cart can now be accessed.

## Accessing with an access card only

A programmed user access card is required for entry to the cart. Contact the cart administrator for a valid access card. If a card has been issued with a bar code or magnetic strip, a proximity card, or another secondary access device to provide access to the cart, follow the instructions for the access card.

1. Press any key.
2. Swipe the user access card.
3. If the card swipe registers correctly, the cart unlocks and starts the AutoLock timer.
4. The cart can now be accessed.

## Accessing with a code and an access card

Both a valid access code and a programmed user access card are required for cart entry. Contact the cart administrator for a valid access code and access card.

1. Using the keypad, enter the access code.

**NOTE:** If the cart's beeper not off then a beep will sound after each number pressed.

2. Swipe the user access card.
3. If the card swipe registers correctly, the cart unlocks and starts the AutoLock timer.
4. The cart can now be accessed.

## Accessing using a key

A valid key is required for cart access. Contact the cart administrator for a valid key.

1. Insert the key in the lock core.
2. Push the key in and turn the key to the right.
3. The cart can now be accessed

## Problems accessing the cart

For security purposes, the cart limits the time period for cart access after the entry of the correct access code and valid access card.

If the entry interval is exceeded, the cart:

- Reverts to idle mode
- Secures the cart

The following describes the process that starts when a user enters an invalid access code or uses an invalid access card:

1. The first time an incorrect code is entered or an invalid card is swiped, the Error LED flashes. While the Error LED is flashing, new code/card cannot be entered.
2. When the Error LED stops flashing, a second attempt can be made.
3. At the second attempt, if code is entered or card swiped either:
  - The code was correct or the swiped card was valid, and the cart unlocks,
  - OR–
  - The code was incorrect or the swiped card was invalid, and the Error LED flashes.
4. After five seconds, if no code is entered or card swiped, the system reverts to idle mode. A third attempt may be made.

At the third unsuccessful attempt, the Error LED flashes for 30 seconds. All cart functions are locked out during this time.

# Testing and charging the battery

Periodically test the cart's battery to ensure that the cart has enough power to operate.

**NOTE:** Do not use the cart when the battery's charge is low.

The rechargeable, sealed lead acid battery provides the extended run time required in demanding work environments. The battery works with an intelligent charging system for maximum battery life.

## Test the battery

1. Press the **Battery Test** key.



Battery test key

*Cart keypad*

2. Lights on the keypad will indicate the battery status (6-second flashing or solid indicator):

BATTERY TEST LED	PROCEED LED	ERROR LED	INDICATION
Solid	Solid	Off	Good battery
Flash	Off	Solid	Low battery
Flash	N/A	Flash	Very low battery, or inferior battery
Off	Off	Off	No power

## Charging the battery

To recharge the battery, plug the spiral power cord into an AC outlet. The cart functions can be used normally during charging.



**IMPORTANT:** Use caution when attempting to move the cart while it is charging to prevent pulling the plug from the wall socket.









## Battery display

The cart's battery display also shows if the cart is charging and how much charge the battery has.

**NOTE:** If the battery is at 0%, the computer power and peripheral power supplies will be off. The battery alarm silence key will still work. (See **Battery Status** chart below.)

At 10%, the battery alarm will begin beeping. The beeping will continue for five minutes or until the battery alarm silence key is pressed or the cart is plugged in. If the cart is not plugged in, after five minutes the cart will begin the beeping cycle again.

**NOTE:** Should this feature require overriding, press and hold the battery alarm silence key until the cart issues a quick double beep to indicate that the alarm is turned off. The beeper will stay off until the cart is plugged in.

BATTERY STATUS	DISPLAY
Charging (the cart is plugged in) The display is animated, showing the battery "filling up." <b>NOTE:</b> There may be a delay before the Charging icon appears.	
Fully charged (the cart is plugged in)	
Fully charged (the cart is unplugged)	
75% charged (the cart is unplugged)	
50% charged (the cart is unplugged)	
25% charged (the cart is unplugged) <b>NOTE:</b> When the battery drops to 25% charge, an audible alarm will sound.	
10% charged (the cart is unplugged) <b>NOTE:</b> When the battery drops to 10% charge, an audible alarm will sound.	
Battery at 0% (the cart is unplugged) The red light will blink. <b>NOTE:</b> When the battery drops to 0% charge, an audible alarm will sound.	

# Securing the cart

It is extremely important that the cart is secured after each use. Securing the cart prevents unauthorized access.

Typically, the cart is secured by pressing the Secure key after each use, depending on the security needs of the facility. In addition, the cart's Auto Secure setting automatically secures the cart after a predefined length of time.

The cart can also be secured manually by pushing in the lock core.

## Securing the cart manually

1. Close all drawers.
2. Press the lock core into the cart until it engages.

The drawers lock.

## Securing the cart from the keypad

1. Close all drawers.
2. Press **Secure**.

The lock core recedes, and the drawers lock.

**NOTE:** If a drawer is open when the cart locks, push the drawer closed, and it will be locked.

## Using the AutoLock timer

When the cart is not in use, it is in idle mode. Once the cart is unlocked, it automatically starts its AutoLock timer. The timer monitors cart activity and is programmed to automatically secure the cart and revert to idle mode whenever the cart remains motionless for a re-lock time interval of 0 to 99 minutes.

The cart administrator sets the AutoLock time interval using the Auto Secure setting. The default setting is five minutes.

Once the cart auto-secures, the appropriate cart access instructions must be followed for the specific configuration in order to access the cart.

## AutoLock activity

The cart has two functions related to the AutoLock timer:

- If the cart's motion detector setting is turned on, and the amount of cart movement exceeds the sensitivity setting, the AutoLock timer resets.

**NOTE:** This feature may not be available for carts manufactured after August 1, 2024.

- Each time the preset re-lock time interval elapses, the cart initiates the AutoLock process.

## AutoLock process

The following describes the AutoLock process:

1. When the cart has been inactive for the configured re-lock time interval, the cart AutoLock alarm beeps three times.
2. Reset the re-lock time interval by moving the cart or pressing any key.
3. If the re-lock time interval is not reset, the cart's AutoLock alarm beeps once every two seconds of the last 10 seconds in the AutoLock interval.
4. If the re-lock time interval is still not reset, the cart locks.

**NOTE:** If a drawer is open when the cart locks, push the drawer closed, and it will be locked.

5. The cart reverts to idle mode.

# Mounting the computing device in the back of the cart

The computing device will be mounted inside the back of the cart behind the cart's lower back panel.



*Computing device mounting location*

**NOTE:** Be sure to follow the manufacturers' recommended mounting instructions. Many devices require a specific orientation to guarantee proper cooling.

- Devices with brackets that have a VESA mounting pattern can easily be attached to the plate in the back of the cart.
- Devices such as laptops, which do not have VESA mounting adapters, can be secured to the computer mounting plate using hook and loop fasteners.

## Cleaning guidelines

Follow these guidelines when cleaning the cart:

- Verify that the cart is unplugged from the wall outlet before cleaning.
- Use a soft, clean cloth to clean the cart.
- Use a cleaner of 80% denatured alcohol and 20% water.



**WARNING:** Do not use the following chemicals to clean the cart: acetone, mineral spirits, abrasive cleansers, paint thinner, or any other harsh or toxic chemicals.

- Allow the cart to dry completely before plugging the spiral power cord into a wall outlet.

Maintain the cart routinely to ensure proper function and performance.

# Programming the Cart from the Keypad

This chapter contains the following topics:

- AutoLock programming
- Change the keypad tone
- Change the motion detector sensitivity level
- Change the AutoLock timer

To ensure the highest level of security, manage programming instructions with discretion. Capsa Healthcare suggests each facility appoint a primary medication cart lock system administrator (typically the Director of Nursing) to perform and manage the programming and re-programming of the Capsa Healthcare Medication Cart.

## AutoLock programming

The AutoLock system permits simple user access through the use of a four-digit access code. Using the cart's keypad, up to 99 unique access codes can be programmed into the AutoLock system at once.

The cart must be in a secure state for programming. Secure the cart before beginning.

1. Press the **Program** button.

The Proceed light will turn on for two seconds. **Wait for the Proceed light to turn off.**

2. Enter the cart's **Master Code**.

The default is 4545.

Wait for the Proceed light to turn on.

**NOTE:** Code ID 00 is reserved for the Master Access Code ID. If a Master Access Code ID change is required, follow steps 1–8 and re-program Code ID 00. If the cart's Master Code doesn't work, contact Capsa Healthcare.

3. Select the number of the Code ID that is to be programmed: Two digits from 01–99 or 00 for the Master Access Code ID. Programming access codes must be done one at a time. Complete the process for a single Code ID before programming the next.
4. Press the **Program** button.
5. Enter the **four-digit access code** to be used for that Code ID.
6. The Proceed light will illuminate and blink to confirm acceptance.
7. Press the **Clear** button.
8. Repeat steps 1–8 to program additional access codes or to change existing access codes.

**NOTE:** Please contact Capsa Healthcare Customer Service at 800.243.2465 for questions regarding lock system operation or maintenance.

## Change the keypad tone

The keypad tone feature enables users to verify key presses with an audible beep.

1. Press **Program**.

The Proceed light will turn on for two seconds. **Wait for the Proceed light to turn off.**

2. Enter the **Master Code**.

Wait for the Proceed light to turn on.

3. Press **Battery Test** repeatedly until the preferred tone is heard: Low, Medium, High, or Silent (Off).

Each press plays a different tone. The fourth press turns the key beep off.

4. Press **Clear** to complete.

# Change the motion detector sensitivity level

**NOTE:** This feature may not be available for carts manufactured after August 1, 2024.

The motion detection feature enables users to reset the AutoLock timer by moving the cart.

1. Press **Program**.  
The Proceed light will turn on for two seconds. **Wait for the Proceed light to turn off.**
2. Enter the **Master Code**.  
Wait for the Proceed light to turn on.
3. Press **Program**.
4. Press **2**.
5. Press **Program**.
6. Enter a two-digit number from 01 to 10, with 10 being the most sensitive.  
Enter 00 to turn the motion detector off.
7. The Proceed light will blink.
8. Press **Clear** to complete.

# Change the AutoLock timer

The AutoLock timer will lock the cart after a preset interval, if no action has been taken to restart the timer, such as pressing a key or moving the cart.

1. Press **Program**.  
The Proceed light will turn on for two seconds. **Wait for the Proceed light to turn off.**
2. Enter the **Master Code**.  
Wait for the Proceed light to turn on.
3. Press **Program**.
4. Press **1**.
5. Press **Program**.
6. Enter a two-digit number from 01 to 99.  
This is the number of minutes that the AutoLock timer will wait before beginning the cart locking sequence.
7. The Proceed light will blink.
8. Press **Clear** to complete.

# Programming the Cart Using the AutoLock Audit Software

This chapter contains the following topics:

- System requirements and basic information
- Installing the AutoLock Audit software
- Accessing the AutoLock Audit software
- Connecting the AutoLock Audit software to the cart
- Recalling events using AutoLock Audit software
- Managing cart settings
- Managing cart users
- Closing the AutoLock Audit software connection

The AutoLock Audit software enables administrators to read information from the cart and to program the cart.

The benefits of using the AutoLock Audit software include:

- Ability to specify the names of users
- Increased speed in performing tasks, such as adding users
- Ability to print user lists and event histories

After the AutoLock Audit software is installed and set up, administrators can connect to the cart to retrieve user settings, cart settings, and event data. Administrators can also use the software to modify, add, or delete users and cart settings and then apply (write) any data changes to the cart.

To ensure the highest level of security, manage programming instructions with discretion. Capsa Healthcare suggests each facility appoint a primary medication cart lock system administrator (typically the Director of Nursing) to perform and manage the programming and re-programming of the Capsa Healthcare Medication Cart.

## System requirements

The AutoLock Audit software requires a Windows PC with the following:

- Intel processor

**NOTE:** While the AutoLock Audit software should run on ARM-based Windows, this configuration has not been tested and so cannot be supported.

- 128 MB RAM
- 10 MB available disk drive space
- Available serial (COM) or USB port

## Event, User, and Cart settings files

The AutoLock Audit software uses three types of files to manage the cart's data. The types of files are:

- **Event log file:** An event log file (\*.log) is a read-only file that contains up to 2,000 events that occurred on the cart.
- **User file:** A user file (\*.usr) contains user profile and access information.
- **Cart settings file:** A cart settings file (\*.crt) contains all of the settings on the cart.

## Read Cart and Write Cart functionality

The AutoLock Audit software's **Read Cart** functionality enables retrieval of events, user profiles, and settings from the cart. The data that is retrieved in log files, user files, or cart settings files, can be saved.

The **Write Cart** functionality enables the application of changes that made to a user file or a cart settings file to the cart. **Write Cart** is not applicable to log files, which are view-only lists of events that occurred on the cart.

**IMPORTANT:** Before pressing **Write Cart**, verify the serial number displayed matches the number of the cart to which requires programming. **Write Cart** will save over the cart's current settings.

Use of the **Read Cart** and **Write Cart** functionality enables the viewing of the cart's current files and to ensure that the files stored by the AutoLock Audit software and the files stored on the cart remain in sync.

**NOTE:** The cart must be on and in an idle state to use the **Read Cart** and **Write Cart** functions.

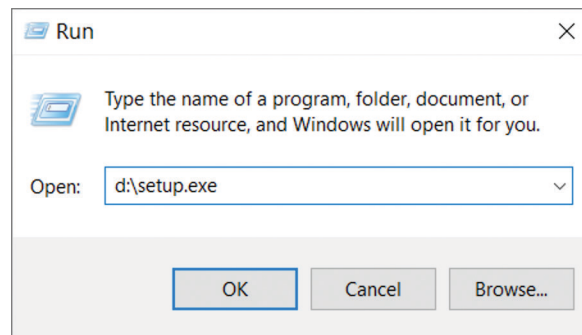
## Installing the AutoLock Audit software


### 1. If you received the software via download:

- Quit all running programs.
- Right-click the **ZIP** file that you downloaded, choose **Extract All** from the shortcut menu, then click **Extract**.
- Double-click **setup.exe**.
- Continue at step 2 below.

### If you received the software on CD:

- Quit all running programs.
- Insert the software CD.
- Right-click the **Start** button then click **Run**.
- In the **Run** dialog, type **d:\setup.exe** and click **OK**. (Substitute the appropriate letter for your CD/DVD drive).





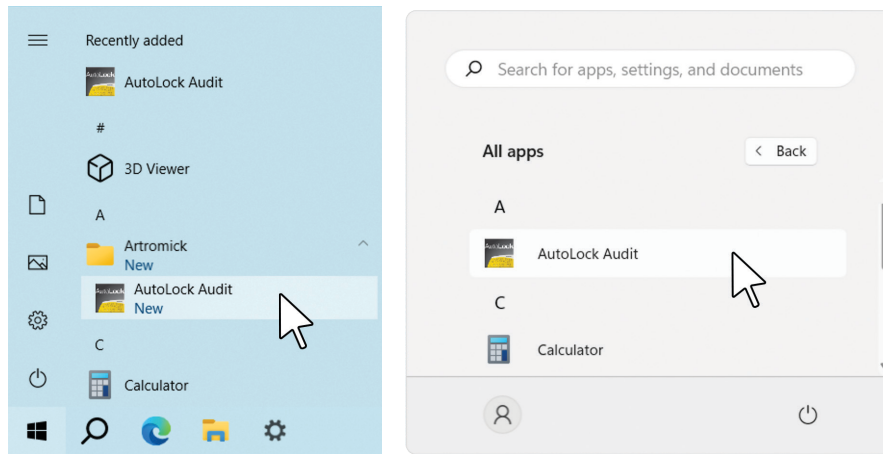
- If you are presented with a **User Account Control** prompt, click **Yes** to allow the installation to continue.
- If the installer screen shows a message that "Setup cannot install system files or update shared files," make sure that all other applications are closed, then click **OK**.
-  Click the **Install** button.
- In the **Choose Program Group** window, click **Continue** to use the default group (**Artromick**).

**NOTE:** The installer will show several **Version Conflict** messages. Each message appears when the installer tries to install a version of a component that is older than the version already installed. Click **Yes** to keep your (newer) version and continue.

- When the installation is complete, click **OK**.

# Starting the AutoLock Audit software

- On Windows 10, click  **Start**, then click the **Artromic** folder, then click **AutoLock Audit**.
- On Windows 11, click  **Start**, then click **All apps**, then click **AutoLock Audit**.



*Start menu: Windows 10 (left) and Windows 11 (right)*

## Connecting the AutoLock Audit software to the cart

For security, each cart will require the use of a special, four-digit Communication Code. This is the master code, which can be obtained from Capsa Healthcare.

During the first attempt to communicate with the cart, the software will prompt for the four-digit Communication Code. Enter the proper code before the cart will fully respond to the software.

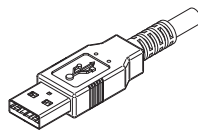
## Connecting the cart to the computer

Use a USB cable with Type-A plugs on both ends or a null modem cable to connect the cart to the computer.

### Using a USB cable

1. Plug one end of the USB cable into the USB port on the cart.
2. Plug the other end of the cable into a USB port on the computer.

You can now use the AutoLock Audit software; you don't need to do any additional configuration.



*USB Type-A plug*

### Using a null modem cable

1. Plug one end of the cable that came with the cart into the communication port on the cart.
2. Plug the other end of the cable into a serial port on the computer.

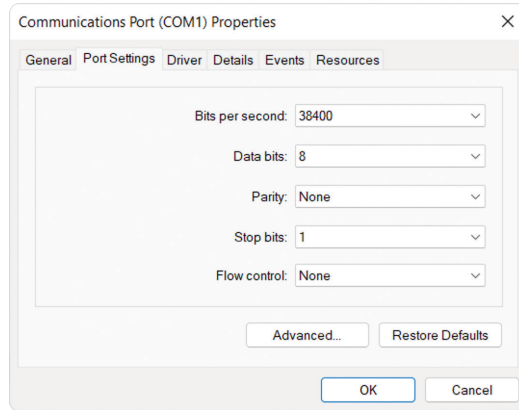
If this is the first time using the software, configure the AutoLock Audit software COM port settings.

### Configuring COM port settings

Before you can configure the AutoLock Audit software, you need to know the computer's COM port settings. (You only need to do this once.)

1. Click the **Find** button on the taskbar, or right-click the **Start** button and choose **Search**.
2. Type **device manager** and press **Enter**.
3. In the search results, click **Device Manager Control Panel**.

4. Double-click **Ports (COM & LPT)**.
5. Double-click the COM port you will connect the cart to, then click the **Port Settings** tab.

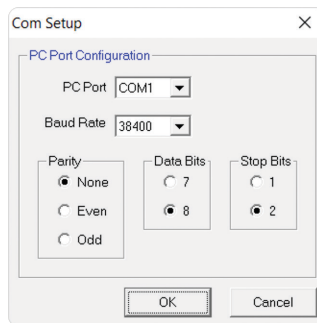


6. Record the following information for the port:
  - Port name (COM1 or COM2, for example)
  - Bits per second
  - Data bits
  - Parity
  - Stop bits

You'll use this information to configure the AutoLock Audit software.

### Configuring the AutoLock Audit COM port settings

1. Start the AutoLock Audit software.
2. Choose **File > Com Port Setup**.



3. Adjust the values to match those of the computer's COM port.  
The value **Bits per second** is labeled **Baud Rate** in the AutoLock Audit software.

**NOTE:** Leave the Baud Rate set at 38400 for the initial configuration of the cart.

4. Click **OK** to save your COM port changes.

When you are done using the AutoLock Audit software:

1. Choose **File > Exit**.
2. If prompted to disconnect from the cart, click **Yes**.
3. Disconnect the cable from the cart, then from the computer.

# Recalling events using the AutoLock Audit software

The cart stores approximately 2,000 events in its memory. Depending on the number of events generated each day, the cart memory may contain events from several weeks back. Once the maximum number of events is stored, the cart automatically overwrites the oldest events.

Using the AutoLock Audit software, it is possible to:

- Create a log file to receive the log information stored on the cart.
- Read events that occurred on the cart into the log file created or into a previously created log file.

**NOTE:** This is not an append function. It will overwrite files on the display.

- Save the log file that now contains the events.

**TIP:** You can save multiple log files to keep a historical record of events, and open, sort, and print earlier files.

## Create an event log file

To create an event log file and read cart events into the file:

1. Connect the cart to the computer. See *Connecting the cart to the computer* on page 23.
2. Start the AutoLock Audit software.
3. Choose **File > New > Log File**.

The AutoLock Audit software opens a new, blank log file.

4. Make sure the cart is on and in an idle state.
5. Click **Read Cart**.

The AutoLock Audit software reads the events (see *Event Codes Master List* on page 36) from the cart and updates the log file.

Num	Event	ID	Name	Time	Date	Description
2037	006	0001		14:14	06/27/24	Auto Secured
2036	002	0001		14:12	06/27/24	Code Access
2035	006	0001		14:06	06/27/24	Auto Secured
2034	002	0001		14:03	06/27/24	Code Access
2033	004	0001		14:03	06/27/24	Manual Secured
2032	002	0001		13:59	06/27/24	Code Access
2031	004	0001		13:58	06/27/24	Manual Secured
2030	002	0001		13:58	06/27/24	Code Access
2029	005	0001		13:58	06/27/24	Keypad Secured
2028	002	0001		13:58	06/27/24	Code Access
2027	011	9999	UNKNOWN	13:48	06/27/24	3 Bad Codes
2026	005	0001		13:48	06/27/24	Keypad Secured
2025	002	0001		13:48	06/27/24	Code Access
2024	004	0001		13:47	06/27/24	Manual Secured
2023	002	0001		13:47	06/27/24	Code Access
2022	006	0001		13:41	06/27/24	Auto Secured
2021	002	0001		13:38	06/27/24	Code Access
2020	005	0001		13:34	06/27/24	Keypad Secured

Log file from cart

6. Choose **File > Save**.
7. Navigate to the folder where you want to save the file, enter the file name, then click **Save**.

# Event log file defined

## Information fields

The following fields are for information only and cannot be edited.

- **SN:** Cart serial number.
- **Name:** Cart name.
- **Time:** The time that the log file was read from the cart.
- **Date:** The date that the log file was read from the cart.
- **Secure Time:** The cart's AutoLock delay setting.

## Log file fields

The following describes the column headings on the log file itself:

- **Num:** Number indicating the order in which events occurred. The lowest number is the oldest event; the highest number is the newest event. The log file can display approximately 2,000 events.
- **Event:** Code of the event. To view event-related codes, see *Event Codes Master List* on page 36.
- **ID:** User ID associated with the event.
- **Name:** If the access code setting is associated with a user name, this field displays the name of the person who accessed the cart.
- **Time:** The time that the event occurred.
- **Date:** The date that the event occurred.
- **Description:** A brief description of the event that occurred.

## Buttons

The following describes the two buttons at the bottom of the screen:

- **Read Cart:** Instructs the AutoLock Audit software to read events from the cart.
- **Close:** Exits the log file screen.

# Accessing and updating an event log file

To open an event log file:

1. Start the AutoLock Audit software.
2. Choose **File > Open > Log File**.
3. Navigate to the event log file you want to open, then click **Open**.  
The AutoLock Audit software displays the event log file.
4. Click **Read Cart**.  
The AutoLock Audit software reads the events from the cart and updates the log file.
5. Choose **File > Save** to save the updated file, or choose **File > Save As** and enter a new name to save the file with a different name.

**NOTE:** Saving without renaming will overwrite the existing log file.

## Sorting events

By default, log file events are arranged numerically according to the order in which they occurred on the cart. The lowest number in the **Num** column of the log file indicates the oldest event; the highest number indicates the most recent event.

- To sort the events by a different category, double-click the column heading.
- To sort in the reverse order, double-click the column heading again.

For example, to sort by date, double-click the **Date** column heading on the log file. The AutoLock Audit software sorts the displayed records by the date.

## Printing the event log file

1. Open the log file to print.
2. Double-click a column head to sort by the preferred criterion.
3. Choose **File > Print**.

## Managing cart settings

The cart's settings are configured based on the organization's requirements and the original setup of the cart.

The AutoLock Audit software's cart settings file provides an easy way for modify these settings as the needs of the organization change or to better fit the working environment. For example, if the cart is used in an environment of high activity in which the cart is frequently bumped or moved, the Sensitivity field can be modified on the cart settings file to decrease the cart's level of sensitivity.

### NOTES:

- Before modifying the cart settings file, use **Read Cart** to ensure that the cart's current settings are being viewed.
- After modifying the cart settings file, use **Write Cart** to ensure that the system applies your changes to the cart.

## Creating and modifying a Cart settings file

To create a new cart settings file:

1. Connect the cart to the computer. See **Connecting the cart to the computer** on page 23.
2. Start the AutoLock Audit software.
3. Choose **File > New > Cart Settings**.

The AutoLock Audit software displays the new cart settings file.

**NOTE:** When opening a new cart settings file, it contains some fields that are blank and some that are populated with default values.

4. Click **Read Cart**.

The AutoLock Audit software reads the cart's current settings and then populates the new cart settings file based on those settings.

5. Modify the settings as necessary.

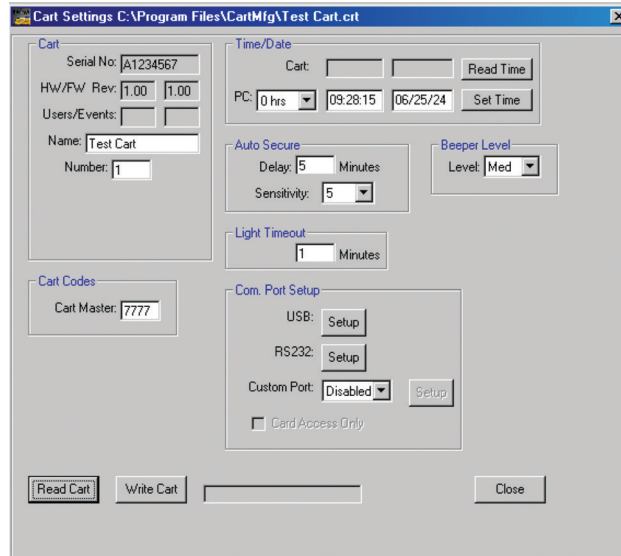
Dimmed fields or selections are not editable.

6. Choose **File > Save**.

7. Navigate to the location where you want to save the file, enter a file name, then click **Save**.

## Cart settings fields defined

**NOTE:** The functions described here only work when the cart and the computer are set up to communicate with each other.



*Cart settings*

### Cart fields

- **Serial No:** Serial number assigned to the cart. This field cannot be modified.
- **HW/FW Rev:** Hardware/firmware version or revision. This field cannot be modified.
- **Users/Events:** Users and events currently in the cart. This field cannot be modified.
- **Name:** The name of the cart.
- **Number:** The number assigned to the cart.

### Cart Codes field

- **Cart Master:** Four-digit Master code assigned to the cart.

### Time/Date fields

- **Cart:** The time and date stored in the cart. The **Read Time** button reads the cart's current time and date.
- **PC:** The time and date on the computer that is connected to the cart. The **Set Time** button enables changing the cart's time and date to match the computer. Use the **x hrs** list to set the cart's time at an offset from the computer's time.

### Auto Secure fields

- **Delay:** Controls the cart's AutoLock delay setting, which is the number of minutes of inactivity that can elapse before the cart secures itself. This setting can be from 1 minute to 99 minutes.
- **Sensitivity:** Controls the cart's AutoLock motion detector sensitivity. The default setting is 5 (level 5=medium). Available settings are Off and the range of 1–10. Level 10 is the most sensitive.

**NOTE:** This feature may not be available for carts manufactured after August 1, 2024.

### Beeper Level field

- **Level:** Controls the tone of the cart's beeper. The default beeper level is Med (medium). Available levels are: Off, Low, Med, and High.

## Light Timeout field

- **Minutes:** If a nightlight has been installed, the number of minutes before the nightlight automatically turns off, after the cart has been secured.

## COM port setup fields



**IMPORTANT:** Adjusting these settings could negatively impact the ability to access the AutoLock Audit software and/or the cart. Do not adjust any of these settings without first consulting Capsa Healthcare Technical Support.

- **RS232:** If the cart is being connected using a null modem cable, click **Setup** to adjust the Baud Rate, Parity, Data Bit, and Stop Bit settings.
- **Custom Port:** Select **Enabled** and click **Setup** to adjust the Baud Rate, Parity, Data Bit, and Stop Bit settings for a secondary access device.
- **Card Access Only:** If selected, the user only needs a card to gain access to the cart. If not, the user must enter a valid four-digit code and swipe a card to gain access to the cart.

## Buttons

- **Read Cart:** Instructs the AutoLock Audit software to read files from the cart and then populate the cart settings file with the cart's data.
- **Write Cart:** Instructs the AutoLock Audit software to write the cart settings modified to the cart.
- **Close:** Exits the Cart Settings file.

# Accessing and modifying a Cart settings file

To access a cart settings file:

1. Connect the cart to the computer. See *Connecting the cart to the computer* on page 23.
2. Start the AutoLock Audit software.
3. Choose **File > Open > Cart Settings**.
4. Navigate to the cart settings file (\*.crt) that you want to open, then click **Open**.

**NOTE:** Before modifying the cart settings, verify that the serial number displayed matches the serial number on the cart.

5. Modify the cart settings as described earlier.
6. Choose **File > Save**.
7. Click **Write** to write the new settings to the cart. This action overwrites the old settings.
8. Click **Close**.

# Creating a new User file

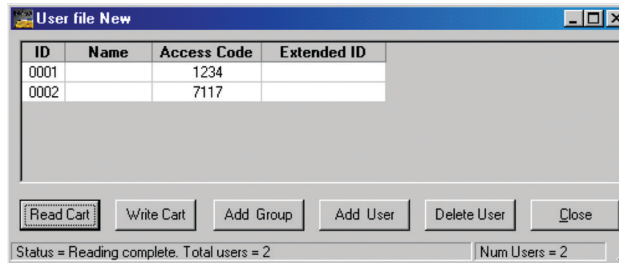
A user file (\*.usr) contains a list of cart user profiles.

To create a new user file:

1. Connect the cart to the computer. See **Connecting the cart to the computer** on page 23.
2. Start the AutoLock Audit software.
3. Choose **File > New > User File**.

The AutoLock Audit software displays a blank user file.

4. Click **Read Cart**. The AutoLock Audit software reads the cart's current user profiles and then populates the new user file based on those settings.



*User file*

5. Choose **File > Save**.
6. Navigate to the directory where you want to save the file, enter a file name, then click **Save**.

## The User file window

### Column headings

When opening a new user file, it contains blank fields. After you click **Read Cart**, the AutoLock Audit software populates the file with user profiles from the cart. Profiles that you entered using **Add Group** or **Add User** also display here.

- **ID:** A unique ID that identifies the cart user. This ID cannot be modified.
- **Name:** The user's name. Typically, this is entered as the initial of the user's first name and his or her last name. This field can contain a maximum of 10 characters.
- **Access Code:** A unique PIN that enables a user to access the cart. The access code can be modified. By default, the AutoLock Audit software automatically populates this field, which can modify when adding or update the user. This field can contain 4 digits.
- **Extended ID:** The code assigned to the user's access card. This setting only applies to users who have the access card optional accessory. This field can contain 16 characters.

### Buttons

- **Read Cart:** Instructs the AutoLock Audit software to read the user information that is currently stored on the cart. Use of this feature ensures that the user file contains the same information as the cart. The software must be connected to the cart to use this functionality.
- **Write Cart:** Writes the open User file to the connected cart.
- **Add Group:** Displays the **Add Group** dialog, which allows you to add multiple users simultaneously.
- **Add User:** Displays the **Add User** dialog.
- **Delete User:** Deletes the selected user. You'll be prompted to confirm.
- **Close:** Closes the user file. If the user file contains unsaved changes, the AutoLock Audit software will prompt you to save it.

### Sorting the User list

By default the User list is sorted by the ID. To sort by another field:

- Double-click a column head to sort the list by that field, from lowest to highest.
- Double-click the column head again to reverse the sort order.

# Modifying a user file

The process of modifying a file can include:

- Opening the file.
- Optionally updating the file from the cart.
- Optionally editing users.
- Optionally adding users.
- Optionally deleting users.
- Saving the edited file.
- Optionally writing the contents of the file to the cart.

For example, to update the file on disk to be in sync with the cart, you would:

1. Open the user file.
2. Update the user list.
3. Save the file.
4. Close the software connection.

## Opening a user file

1. Connect the cart to the computer. See *Connecting the cart to the computer* on page 23.
2. Start the AutoLock Audit software.
3. Choose **File > Open > User File**.
4. Navigate to the user file (\*.usr) that you want to open, then click **Open**.

The AutoLock Audit software displays the contents of the file as a user list.

## Updating the User list

Usually you will want to keep the file in sync with the cart users. Before you make changes to the user file, make sure it is up to date.

1. Click **Read Cart** if updates have been made to the cart.
2. At the prompt to replace all users in the open list, click **Yes**.

The AutoLock Audit software updates the user list with the cart's current user profiles.

## Editing a user

1. To edit a user's settings, double-click the user.

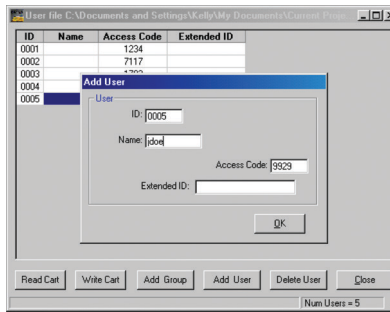
*Edit User dialog*

2. Make changes to the user, then click **OK**.

**NOTE:** You can't change a user's **ID**. You can assign a different user to the current **ID** (enter a new **Name** and change the **Access Code**), or you can delete the user and re-use the **ID**.

## Adding a user

1. Click **Add User**.



**Add User dialog**

2. Enter the user information.
3. Click **OK**.  
The **Add User** dialog closes and the **User** list is updated.

## Add User dialog settings

- **ID:** A unique ID that identifies the cart user. By default, the AutoLock Audit software automatically populates this field, which can modify with an ID that is not in use. However, after clicking OK on the dialog, the ID cannot be modified. If the ID is to be used again, the user must be deleted first.

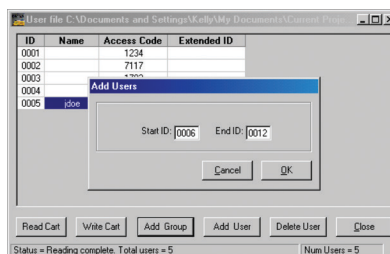
**NOTE:** If programming user access settings from the cart, the **ID** is referred to as the **User #**.

- **Name:** The user's name. Typically, this is entered as the user's first initial and last name. This field can contain a maximum of 10 characters.
- **Access Code:** A unique PIN that enables a user to access the cart. By default, the AutoLock Audit software automatically populates this field, which can be modified.
- **Extended ID:** The code assigned to the user's access card. This setting only applies to users who have the access card optional accessory.
- **OK:** Adds the user to the open user list and closes the **Add User** dialog.

## Adding multiple users

You can create a large number of cart users at once. You supply a range of user IDs to add.

1. Click **Add Group**. This opens the **Add Users** dialog.



**Add Users dialog**

2. Type the **Start ID** and the **End ID** for the range of users to be create in this group.  
By default, the AutoLock Audit software automatically populates these fields.

**NOTE:** If a user already exists with an ID number that falls in the range selected, a warning will display.

3. Click **OK**.

The AutoLock Audit software updates the **User** list to include the new users with the ID range specified. To edit individual users, see **Editing a user** on page 31.

## Deleting a user

1. Click to select the user that you want to delete.
2. Click **Delete User**.

When prompted to confirm, click **Yes** to delete the user.

## Saving the user file

- To save the open user file, choose **File > Save**.  
You can save the file and continue to make changes.
- To save the file in a different folder or with a new name, choose **File > Save As**, navigate to the location you want to save the file, enter a new name, then click **Save**.

## Writing the user list to the cart

When you have finished updating the user list, you can write the new list to the cart.

1. Click the **Write Cart** button at the bottom of the **User List**.
2. You'll be prompted to overwrite the current cart users. Click **Yes**.

## Printing User files

1. Open the user file to be printed.
2. Choose **File > Print**.

**NOTE:** The file will print in the order displayed on the screen. You can sort the user list before printing; see *Sorting the User list* on page 30.

## Closing the AutoLock Audit software connection

After using the AutoLock Audit software, close the connection link between the cart and the software to ensure that no other software can communicate on the open link.

1. Choose **File > Exit**.
2. In the **Exit Host** dialog, click **Yes**.

This exits the software and closes the COM port.

**NOTE:** If you click **No** in the **Exit Host** dialog, the software closes but the COM port stays open. Press any key to close the COM port.

3. Disconnect the cable from the cart.
4. Disconnect the cable from the computer.

# Troubleshooting

This section lists general tips, symptoms of problems that may be encountered, their possible cause, and a suggested solution.

If none of these tips remedies the problem, please contact Capsa Healthcare Technical Support 24/7 at 800.243.2465.

## General tips

If the cart does not function properly, try the following:

- Make sure the power switch is in the ON position.
- Make sure the charger is connected at the cart and at the wall. A completely discharged battery may require a few minutes to recharge enough to operate the cart.
- If the Keypad LEDs indicate an incorrect access code, see the supervisor for the correct code.

## Troubleshooting guide

This guide provides some basic troubleshooting steps to address problems that may be encountered over the lifetime of the cart. See the Avalo LTCi Service Manual, Capsa part number 810056, for information on replacing damaged or inoperable parts that can be replaced in the field.

If you have issues that are not covered, or questions on the solution listed, please contact Capsa Healthcare Technical Support.

**NOTE:** The first steps in most troubleshooting is to ensure that the cart's battery is sufficiently charged and that there is a response from the cart.

SYMPTOM	SOLUTION
<b>No response from the cart</b>	<ul style="list-style-type: none"> <li>• Check that the cart power is On</li> <li>• Check the 20 amp breaker on the battery box</li> <li>• Check the battery connections in bottom of cart</li> <li>• Verify that the battery voltage is greater than 10.5 volts</li> <li>• Check the battery connection to the PCB</li> <li>• Check the fuses on the PCB</li> </ul>
<b>Cart won't lock</b>	<ul style="list-style-type: none"> <li>• Check that the cart is responsive (press the <b>Battery Test</b> key)</li> <li>• Verify that the battery status is not showing a very low battery condition. Plug in the charger if needed</li> <li>• Press the <b>Secure</b> key</li> <li>• The lock mechanism may be stuck</li> <li>• The AutoLock assembly may need to be replaced</li> </ul>
<b>Cart won't unlock</b>	<ul style="list-style-type: none"> <li>• Check to see if the cart is responsive</li> <li>• Verify that the battery status is not showing a very low battery condition. Plug in the charger if needed</li> <li>• Verify that a valid access code was entered</li> <li>• The AutoLock assembly may need to be replaced</li> </ul>
<b>Manual key won't work</b>	<ul style="list-style-type: none"> <li>• Verify that you have the proper key for cart</li> <li>• Check for obstruction in the key lock area</li> <li>• The AutoLock assembly may need to be replaced</li> </ul>
<b>Battery doesn't charge or doesn't hold a charge</b>	<ul style="list-style-type: none"> <li>• Plug the spiral power cord into a known good AC outlet</li> <li>• Turn on the cart power switch</li> <li>• If the LEDs on the charger are on, check connections to the PCB and battery</li> <li>• If all connections are good, allow the cart to charge for 6 hours</li> <li>• If after 6 hours, the battery still seems to discharge too fast, the battery may need to be replaced</li> </ul>
<b>Cart works when plugged in but not when unplugged</b>	<ul style="list-style-type: none"> <li>• Check the 20 amp breaker</li> <li>• Check the battery connections</li> <li>• Verify that the battery voltage is greater than 10.5 volts</li> </ul>

SYMPTOM	SOLUTION
Cart hard to push or swivel	<ul style="list-style-type: none"> <li>• Check for obstructions</li> <li>• Unlock any locking casters</li> <li>• Casters may need to be replaced</li> </ul>
Mouse doesn't work properly	<ul style="list-style-type: none"> <li>• Check that the mouse is plugged into the USB hub</li> <li>• Try plugging the mouse into another USB port</li> <li>• Check that the USB extension cable is plugged into the computer properly</li> <li>• Check that the USB hub is plugged into the USB extension cable</li> <li>• Try plugging the USB hub into another USB port on the computer</li> <li>• Check that the computer is using the correct mouse driver</li> <li>• The mouse may need to be replaced</li> </ul>
Keyboard doesn't work properly	<ul style="list-style-type: none"> <li>• Check that the keyboard is plugged into the USB hub</li> <li>• Try plugging the keyboard into another USB port</li> <li>• Check that the USB extension cable is plugged into the computer properly</li> <li>• Check that the USB hub is plugged into the USB extension cable</li> <li>• Try plugging the USB hub into another USB port on the computer</li> <li>• Check that the computer is using the correct keyboard driver</li> <li>• The keyboard may need to be replaced</li> </ul>
Keyboard palm rest is worn, damaged, or missing	<ul style="list-style-type: none"> <li>• Replace keyboard palm rest</li> </ul>
Monitor doesn't work properly	<ul style="list-style-type: none"> <li>• Verify the monitor power switch is on</li> <li>• Verify that the monitor is set to the correct display input</li> <li>• Check the battery charge</li> <li>• Check that the power and video cables are properly plugged into the customer-supplied computer</li> <li>• Restart the computer</li> <li>• Verify display parameters are properly set on the computer</li> </ul>
Monitor doesn't pivot properly, or doesn't pivot at all	<ul style="list-style-type: none"> <li>• Try adjusting the tension on the pivot mount</li> <li>• Replace the pivot mount</li> </ul>
Cart acquires a static charge	<ul style="list-style-type: none"> <li>• Replace broken or missing static chain</li> </ul>
Spiral power cord hanger no longer holds the spiral power cord	<ul style="list-style-type: none"> <li>• Replace the spiral power cord hanger</li> </ul>

# Event Codes Master List

These are the codes that display using Recall Events mode on the AutoLock Audit software log.

EVENT #	DESCRIPTION	COMMENT
002	Code Access	Cart opened by access code
003	Manual Access	Cart in manual override
004	Manual Secured	Cart secured manually
005	Keypad Secured	Cart closed with keypad
006	Auto Secured	Cart closed with auto secure timeout
008	Power Restored	Power restored to cart
011	3 Bad Codes	Three bad access codes entered
013	Lock Fault	Lock mechanism entered invalid state
044	Charger On	Battery charger plugged in
045	Charger Off	Battery charger unplugged

# Index

## A

accessing the cart .....	13
accessing the event log .....	26
adding a user .....	32
adding multiple users .....	32
audit tracking. <i>See</i> event log file	
AutoLock	
changing motion detector sensitivity .....	20
changing the keypad tone .....	19
changing the timer .....	20
process .....	17
programming .....	19
timer .....	17
AutoLock Audit software	
connecting to the cart .....	23
installing .....	22
programming with .....	21
starting .....	23
system requirements .....	21

## B

base cart weight .....	7
battery	
charging .....	15
testing .....	15
battery status display .....	12, 16

## C

cart	
accessing .....	13
configuration .....	6
parts .....	11
securing .....	17
settings .....	27
setup .....	10
specifications .....	7
cart weight .....	7
charging the battery .....	15
cleaning the cart .....	18
closing the software connection .....	33
computing device, mounting .....	18
connecting AutoLock Audit software to the cart .....	23
control panel .....	13
creating an event log file .....	25
creating a user file .....	30
customer support .....	9

## D

definitions .....	9
-------------------	---

deleting a user .....	33
-----------------------	----

## E

editing a user .....	31
environmental conditions .....	7
event codes .....	36
event log file .....	21
accessing .....	26
creating .....	25
defined .....	26
printing .....	27
sorting .....	26
updating .....	26
events, recalling .....	25

## I

installing the AutoLock Audit software .....	22
--	----

## K

key (mechanical lock) .....	12
keypad .....	12

## L

log file. <i>See</i> event log file	
-------------------------------------	--

## M

modifying a user file .....	31
mounting a computing device .....	18

## O

opening a user file .....	31
---------------------------	----

## P

power conditioning system .....	7
printing the event log file .....	27
printing user files .....	33
programming the cart	
from software .....	21
from the keypad .....	19

## R

Read Card .....	22
recalling events .....	25

## S

saving the user file .....	33
----------------------------	----

securing the cart ..... 17  
setting up the cart ..... 10  
sorting the event log file..... 26  
specifications..... 7  
starting the AutoLock Audit software..... 23  
storing the cart ..... 10  
support ..... 9  
system requirements, AutoLock Audit software..... 21

## T

technical support ..... 9  
terms..... 9  
testing the battery ..... 15  
troubleshooting ..... 34

## U

updating the event log file ..... 26  
user  
    adding ..... 32  
    adding multiple..... 32  
    deleting..... 33  
    editing..... 31  
user file  
    creating ..... 30  
    modifying..... 31  
    opening..... 31  
    printing ..... 33  
    saving..... 33  
    writing to cart ..... 33

## W

weight limits..... 8  
Write Cart..... 22  
writing users to the cart ..... 33





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