



eKinnex™ Technology

Frequently Asked Questions

1. What is eKinnex?

eKinnex is a cloud software offering that enables Ergotron and healthcare organizations to monitor and administer their mobile workstations and devices from a central portal. From the portal, IT professionals and other users can view the status of the batteries in their medical cart fleet, get detailed information on the state of a cart or battery and identify the location of the cart via the last known MAC ID. Organizations can also set up service or operational issue alerts and set the PINS on their drawer systems.
2. What devices and carts does eKinnex support?

eKinnex for StyleView® supports Ergotron's StyleView medical carts. eKinnex for LiFeKinnex™ supports Ergotron's LiFeKinnex Power System, which includes the Smart Battery Dock, 4-Bay Charger and hot swap battery.
3. What is the cost of running eKinnex?

eKinnex is provided at no charge to customers that have already purchased StyleView medical carts or LiFeKinnex Power Systems.
4. Does software need to run on the workstation to support eKinnex?

StyleView medical carts require a Windows software client to be installed on the Windows workstation on the cart. The Windows client communicates with the battery subsystem via USB and passes the cart's information to eKinnex for StyleView over Wi-Fi and the internet.

The LiFeKinnex Power System does not require client software on the workstation. LiFeKinnex has Wi-Fi integrated in the hardware and transmits battery information to eKinnex for LiFeKinnex.



5. Does software need to run on the healthcare organization's server to support eKinnex?

IT staff do not need to maintain an additional application on your network. Ergotron hosts eKinnex on industry standard clouds and maintains the eKinnex application on behalf of our customers.

Healthcare organizations need to provide public internet access via port 443, ensure that where needed, the appropriate client software is installed on the workstation, and associate the cart with eKinnex.

6. How do I find out more about eKinnex and system compatibility requirements?

Visit www.ergotron.com/eKinnex for more information.

7. How do I set up eKinnex?

Visit www.ergotron.com/eKinnex or contact our technical support team at 844-243-6244 Monday through Friday 8 a.m. – 5 p.m. CST or via email at ekinnextsupport@ergotron.com.

8. Does eKinnex support thin clients?

eKinnex for StyleView only supports workstations that run Windows. eKinnex for LiFeKinnex supports Windows, Thin OS, Linux and Mac OS.

9. Does Ergotron monitor and manage my carts through eKinnex?

Ergotron has administrative access to your account and will help you diagnose issues as needed. Ergotron Technical Support is automatically notified of issues with your carts and can take action based on your service level agreement with Ergotron.

10. How does I register a device with eKinnex?

- Visit www.ergotron.com/ekinnext for more information and installation downloads, then contact Ergotron for initial setup.



- If you have not received your login or your organization has not been set up in the system, contact ekinnextsupport@ergotron.com or 844-243-6244 Monday - Friday 8 a.m. - 5 p.m. CST.
- Once your hospital has been set up in the system, Ergotron will send you your initial login and password. Ergotron Technical Support will walk you through the next steps.
- If you are using eKinnex for StyleView:
 - Please download the StyleLink windows client from www.ergotron.com/eKinnex onto the workstation on the cart.
 - Ensure that Port 443 is open and the internet access is available.
 - Please go to www.ekinnext.com and select your device
 - Log into to eKinnex for StyleView and follow the online instructions to get your device online.
- If you are using eKinnex for LiFeKinnex:
 - Please download the LiFeKinnex setup tool from www.ergotron.com/ekinnext and install it on your laptop.
 - Connect the windows laptop to the Smart Battery Dock or 4-Bay Charger by connecting the USB port on the laptop to the device.
 - Open the LiFeKinnex setup tool, select the desired network and type in the password. Validate that the cart/device is communicating via Wi-Fi.
 - Copy the association code from the setup tool.
 - On lifekinnext.ekinnext.com, navigate to the carts tab/add device and paste the association code into the matching box.
 - Fill in the assigned location/WAP, service and in-operation alerts boxes and save.
 - The device has been added to lifekinnext.ekinnext.com. The device should be viewable on the carts or charger pages.

11. Do I need separate logins for eKinnex for StyleView and eKinnex for LiFeKinnex?

Ergotron provides one URL that allows you to select the eKinnex for StyleView or eKinnex for LiFeKinnex portals: www.ekinnext.com. Separate logins and passwords are required for each portal.

12. How do I manage a configuration that has an StyleView 43 cart with drawers and a LiFeKinnex Power System?

You should register the cart subsystem with eKinnex for StyleView and the battery system with eKinnex for LiFeKinnex to manage this cart configuration.



13. What is the difference between a service and operational alert? When would I receive each alert?

eKinnex supports service and in-operation alerts for both StyleView and LiFeKinnex.

You'll receive service alerts when the system detects a service need from Ergotron, like a battery replacement due to wear or a hardware issue on the cart.

You'll receive operational alerts when the system detects an error that hospital staff can handle, such as a low battery that requires the unit to be plugged in or hot swapped.

Ergotron monitors service alerts and offers service packages to meet your response time needs to support system uptime.

14. How do I setup, edit or disable alerts?

Under the cart details on the portal, you can add up to three optional service alert contacts and three operational alert contacts. Under the appropriate conditions, emails will be sent to the contacts listed.

To disable alerts, leave the contact fields empty.

To edit the cart alert settings, simply navigate to that cart on the portal and edit the settings.

15. What is the difference between swapping and replacing a battery?

Swapping a battery is an operational task that allows caregivers to switch the low-charge, on-cart battery with a fully-charged battery. The low-charge battery can then be placed into a charger for recharging or another plugged-in cart to be charged.

If a battery has gone bad, then a battery replacement is needed. This is a service event and is not intended to be managed by a caregiver. A qualified Ergotron support member could manage this via a StyleView or LiFeKinnex Power System.



16. What is the difference between a web user and a cart user?

Web users are typically IT administrators who, as the primary eKinnex users, administer their carts and devices. Login is restricted to the web users who have been granted access by Ergotron and by the primary account administrator.

Centralized PIN management will allow web users to administer PINS for cart users from eKinnex. Cart users will not have access to eKinnex. They will access the drawers on carts via the PINs that are established in eKinnex by web users.

17. What is a group?

Groups are collections of web users, chargers, carts and cart users that can be grouped together under other main groups. At initial setup, Ergotron will create the hospital group for you. eKinnex web users will be granted login access to the portal by Ergotron.

Devices will be added to this hospital group. Once complete, sub-groups can be set up under the main hospital group, and web users and devices (chargers and carts) can be moved under these sub groups.

Web users will only have access to the sub groups that they are assigned to and their views will be restricted accordingly.

18. On the eKinnex for LiFeKinnex portal, why do the total batteries on the cart battery level and charger battery level not equal the total number of batteries shown in the battery health tab?

Unlike eKinnex for StyleView, eKinnex for LiFeKinnex supports hot swap batteries. In a hot swap system, batteries can:

- Reside on a charger
- Reside on a cart
- Previously be monitored by eKinnex, but not currently installed on a cart or charger
- Never monitored by eKinnex

Please note, eKinnex will see a battery once it is mounted on a charger or cart that is connected to eKinnex and associated with your organization.

eKinnex for LiFeKinnex displays the health (replace or good) of all batteries at your organization that eKinnex has ever been associated with, even though those



batteries may not be currently installed on a cart or charger.

Navigating to the batteries webpage on the portal will provide more detailed information on battery conditions.

19. On the battery page, what does status and battery condition refer to?

Batteries status can be in a normal or fault state. A fault condition occurs when a hardware fault is detected within the battery and generates a service alert.

Battery condition is listed as good or replace. If a battery has exceeded its wear threshold and needs to be replaced, then a service alert will be sent. If either of these conditions are detected, please contact Ergotron for further support.

20. Can I export my battery information to Excel to generate reports?

We do not currently support this capability.

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Content subject to change

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