

Request for Reconsideration after Final Action

The table below presents the data as entered.

Input Field	Entered
SERIAL NUMBER	86117423
LAW OFFICE ASSIGNED	LAW OFFICE 103
MARK SECTION	
MARK	http://tmng-al.uspto.gov/resting2/api/img/86117423/large
LITERAL ELEMENT	SILVERSPHERE
STANDARD CHARACTERS	YES
USPTO-GENERATED IMAGE	YES
MARK STATEMENT	The mark consists of standard characters, without claim to any particular font style, size or color.
ARGUMENT(S)	
<p>This is a Request for Reconsideration filed in response to the Examining Attorney's final Office Action of September 28, 2015. The Examining Attorney refused to accept the substitute specimens filed by Applicant in support of its Statement of Use on the grounds that the specimens did not display or describe use of the mark in connection with the subject services, namely, "Emergency response medical alarm monitoring services for the elderly and the infirm." Applicant was advised once again, that, in order to avoid abandonment of the application, it must submit substitute specimens which confirm use of the mark SILVERSPHERE in connection with the subject services.</p> <p>Applicant submits that the enclosed substitute specimens clearly demonstrate use of the subject mark SILVERSPHERE in connection with the subject services within International Class 45. The specimens submitted herewith are copies of the instructional manuals provided to Applicant's customers and clients which explain how the client's emergency response medical alarm system may be monitored through a desktop computer or a cellular telephone. For example, the second page of the ATMOS Mobile Instructional Manual specifically states that this system "now allows caregivers and staff to receive alarm notification information in real time on BYOD mobile and handheld devices." The manual also states that the system provides "improved efficiency through tracking alarm status and staff activity" which, in turn, "allows staff to request backup when necessary". As the Examining Attorney will note, the SILVERSPHERE mark is prominently featured in the heading of every other page of this specimen.</p> <p>Similarly, the second specimen, i.e. the "ATMOS Desk - Standard" Manual states very clearly on page two that the system "allows users to install an ecall monitoring desk console anywhere within range of their local in-house WiFi." Further, this manual states that the "ATMOS Desk Standard helps carestaff manage their emergency call events by displaying alarm information, and annunciating locally using a large selection of alarm styles and sounds." The manual explains how the system utilizes the Internet to provide a variety of information relating to patient care and how the caregiver may monitor the patient's activities through the Internet. Again, the SILVERSPHERE trademark is featured prominently in the heading of every other page, beginning with page two.</p> <p>Applicant has duly confirmed that the said specimens were in use at least as early as the time allowed Applicant to file its Statement of Use. Therefore, Applicant respectfully submits that the Statement of Use should be approved. Such favorable action is earnestly solicited.</p>	
GOODS AND/OR SERVICES SECTION (current)	
INTERNATIONAL CLASS	045
DESCRIPTION	
Emergency response medical alarm monitoring services for the elderly and the infirm	
FIRST USE ANYWHERE DATE	At least as early as 03/00/2014
FIRST USE IN COMMERCE DATE	At least as early as 03/00/2014

FILING BASIS	Section 1(b)
GOODS AND/OR SERVICES SECTION (proposed)	
INTERNATIONAL CLASS	045
DESCRIPTION	
Emergency response medical alarm monitoring services for the elderly and the infirm	
FIRST USE ANYWHERE DATE	At least as early as 03/00/2014
FIRST USE IN COMMERCE DATE	At least as early as 03/00/2014
STATEMENT TYPE	"The substitute (or new, or originally submitted, if appropriate) specimen(s) was/were in use in commerce at least as early as the filing date of the application" [for an application based on Section 1(a), Use in Commerce] OR "The substitute (or new, or originally submitted, if appropriate) specimen(s) was/were in use in commerce prior either to the filing of the Amendment to Allege Use or expiration of the filing deadline for filing a Statement of Use" [for an application based on Section 1(b) Intent-to-Use]. OR "The attached specimen is a true copy of the specimen that was originally submitted with the application, amendment to allege use, or statement of use" [for an illegible specimen].
SPECIMEN FILE NAME(S)	
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SPECIMEN DESCRIPTION	Instructional materials directed to the services
SIGNATURE SECTION	
DECLARATION SIGNATURE	/David L. Sigalow/
SIGNATORY'S NAME	David L. Sigalow
SIGNATORY'S POSITION	Attorney of Record, Florida Bar Member
SIGNATORY'S PHONE NUMBER	407-841-2330
DATE SIGNED	03/17/2016
RESPONSE SIGNATURE	/David L. Sigalow/
SIGNATORY'S NAME	David L. Sigalow
SIGNATORY'S POSITION	Attorney of Record, Florida Bar Member
SIGNATORY'S PHONE NUMBER	407-841-2330
DATE SIGNED	03/17/2016
AUTHORIZED SIGNATORY	YES
CONCURRENT APPEAL NOTICE FILED	YES
FILING INFORMATION SECTION	
SUBMIT DATE	Thu Mar 17 13:43:40 EDT 2016

TEAS STAMP

USPTO/RFR-XX.XX.XXX.XXX-2
0160317134340748144-86117
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6612544795d32d9a762e188f3
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OMB No. 0651-0050 (Exp 07/31/2017)

Request for Reconsideration after Final Action

To the Commissioner for Trademarks:

Application serial no. **86117423** SILVERSPHERE(Standard Characters, see <http://tmng-al.uspto.gov/resting2/api/img/86117423/large>) has been amended as follows:

ARGUMENT(S)

In response to the substantive refusal(s), please note the following:

This is a Request for Reconsideration filed in response to the Examining Attorney's final Office Action of September 28, 2015. The Examining Attorney refused to accept the substitute specimens filed by Applicant in support of its Statement of Use on the grounds that the specimens did not display or describe use of the mark in connection with the subject services, namely, "Emergency response medical alarm monitoring services for the elderly and the infirm." Applicant was advised once again, that, in order to avoid abandonment of the application, it must submit substitute specimens which confirm use of the mark **SILVERSPHERE** in connection with the subject services.

Applicant submits that the enclose substitute specimens clearly demonstrate use of the subject mark **SILVERSPHERE** in connection with the subject services within International Class 45. The specimens submitted herewith are copies of the instructional manuals provided to Applicant's customers and clients which explain how the client's emergency response medical alarm system may be monitored through a desktop computer or a cellular telephone. For example, the second page of the ATMOS Mobile Instructional Manual specifically states that this system "now allows caregivers and staff to receive alarm notification information in real time on BYOD mobile and handheld devices." The manual also states that the system provides "improved efficiency through tracking alarm status and staff activity" which, in turn, "allows staff to request backup when necessary". As the Examining Attorney will note, the **SILVERSPHERE** mark is prominently featured in the heading of every other page of this specimen.

Similarly, the second specimen, i.e. the "ATMOS Desk - Standard" Manual states very clearly on page two that the system "allows users to install an ecall monitoring desk console anywhere within range of their local in-house WiFi." Further, this manual states that the "ATMOS Desk Standard helps carestaff manage their emergency call events by displaying alarm information, and annunciating locally using a large selection of alarm styles and sounds." The manual explains how the system utilizes the Internet to provide a variety of information relating to patient care and how the caregiver may monitor the patient's activities through the Internet. Again, the **SILVERSPHERE** trademark is featured prominently in the heading of every other page, beginning with page two.

Applicant has duly confirmed that the said specimens were in use at least as early as the time allowed Applicant to file its Statement of Use. Therefore, Applicant respectfully submits that the Statement of Use should be approved. Such favorable action is earnestly solicited.

CLASSIFICATION AND LISTING OF GOODS/SERVICES

Applicant proposes to amend the following class of goods/services in the application:

Current: Class 045 for Emergency response medical alarm monitoring services for the elderly and the infirm
Original Filing Basis:

Filing Basis: Section 1(b), Intent to Use: For a trademark or service mark application: As of the application filing date, the applicant had a bona fide intention, and was entitled, to use the mark in commerce on or in connection with the identified goods/services in the application. **For a collective trademark, collective service mark, or collective membership mark application:** As of the application filing date, the applicant had a bona fide intention, and was entitled, to exercise legitimate control over the use of the mark in commerce by members on or in connection with the identified goods/services/collective membership organization. **For a certification mark application:** As of the application filing date, the

applicant had a bona fide intention, and was entitled, to exercise legitimate control over the use of the mark in commerce by authorized users in connection with the identified goods/services, and the applicant will not engage in the production or marketing of the goods/services to which the mark is applied, except to advertise or promote recognition of the certification program or of the goods/services that meet the certification standards of the applicant.

In International Class 045, the mark was first used at least as early as 03/00/2014 and first used in commerce at least as early as 03/00/2014 .

Proposed: Class 045 for Emergency response medical alarm monitoring services for the elderly and the infirm

Deleted Filing Basis: 1(b)

In International Class 045, the mark was first used at least as early as 03/00/2014 . and first used in commerce at least as early as 03/00/2014 .

Applicant hereby submits one(or more) specimen(s) for Class 045 . The specimen(s) submitted consists of Instructional materials directed to the services .

"The substitute (or new, or originally submitted, if appropriate) specimen(s) was/were in use in commerce at least as early as the filing date of the application" *[for an application based on Section 1(a), Use in Commerce]* OR **"The substitute (or new, or originally submitted, if appropriate) specimen(s) was/were in use in commerce prior either to the filing of the Amendment to Allege Use or expiration of the filing deadline for filing a Statement of Use"** *[for an application based on Section 1(b) Intent-to-Use]*. OR **"The attached specimen is a true copy of the specimen that was originally submitted with the application, amendment to allege use, or statement of use"** *[for an illegible specimen].*

Original PDF file:

[SPU0-7143161122-20160317133628335512 . ROA_Specimen1.pdf](#)

Converted PDF file(s) (9 pages)

[Specimen File1](#)

[Specimen File2](#)

[Specimen File3](#)

[Specimen File4](#)

[Specimen File5](#)

[Specimen File6](#)

[Specimen File7](#)

[Specimen File8](#)

[Specimen File9](#)

Original PDF file:

[SPU0-7143161122-20160317133628335512 . ROA_Specimen2.pdf](#)

Converted PDF file(s) (32 pages)

[Specimen File1](#)

[Specimen File2](#)

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[Specimen File5](#)

[Specimen File6](#)

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SIGNATURE(S)

Declaration Signature

DECLARATION: The signatory being warned that willful false statements and the like are punishable by fine or imprisonment, or both, under 18 U.S.C. § 1001, and that such willful false statements and the like may jeopardize the validity of the application or submission or any registration resulting therefrom, declares that, if the applicant submitted the application or allegation of use (AOU) unsigned, all statements in the application or AOU and this submission based on the signatory's own knowledge are true, and all statements in the application or AOU and this submission made on information and belief are believed to be true.

STATEMENTS FOR UNSIGNED SECTION 1(a) APPLICATION/AOU: If the applicant filed an unsigned application under 15 U.S.C. § 1051(a) or AOU under 15 U.S.C. § 1051(c), the signatory additionally believes that: the applicant is the owner of the mark sought to be registered; the mark is in use in commerce and was in use in commerce as of the filing date of the application or AOU on or in connection with the goods/services/collective membership organization in the application or AOU; the original specimen(s), if applicable, shows the mark in use in commerce as of the filing date of the application or AOU on or in connection with the goods/services/collective membership organization in the application or AOU; **for a collective trademark, collective service mark, collective membership mark application, or certification mark application**, the applicant is exercising legitimate control over the use of the mark in commerce and was exercising legitimate control over the use of the mark in commerce as of the filing date of the application or AOU; **for a certification mark application**, the applicant is not engaged in the production or marketing of the goods/services to which the mark is applied, except to advertise or promote recognition of the certification program or of the goods/services that meet the certification standards of the applicant. **To the best of the signatory's knowledge and belief, no other persons, except, if applicable, authorized users, members, and/or concurrent users, have the right to use the mark in commerce, either in the identical form or in such near resemblance as to be likely, when used on or in connection with the goods/services/collective membership organization of such other persons, to cause confusion or mistake, or to deceive.**

STATEMENTS FOR UNSIGNED SECTION 1(b)/SECTION 44 APPLICATION AND FOR SECTION 66(a)

COLLECTIVE/CERTIFICATION MARK APPLICATION: If the applicant filed an unsigned application under 15 U.S.C. §§ 1051(b), 1126(d), and/or 1126(e), or filed a collective/certification mark application under 15 U.S.C. § 1141f(a), the signatory additionally believes that: **for a trademark or service mark application**, the applicant is entitled to use the mark in commerce on or in connection with the goods/services specified in the application; the applicant has a bona fide intention to use the mark in commerce and had a bona fide intention to use the mark in commerce as of the application filing date; **for a collective trademark, collective service mark, collective membership mark, or certification mark application**, the applicant has a bona fide intention, and is entitled, to exercise legitimate control over the use of the mark in commerce and had a bona fide intention, and was entitled, to exercise legitimate control over the use of the mark in commerce as of the application filing date; the signatory is properly authorized to execute the declaration on behalf of the applicant; **for a certification mark application**, the applicant will not engage in the production or marketing of the goods/services to which the mark is applied, except to advertise or promote recognition of the certification program or of the goods/services that meet the certification standards of the applicant. **To the best of the signatory's knowledge and belief, no other persons, except, if applicable, authorized users, members, and/or concurrent users, have the right to use the mark in commerce, either in the identical form or in such near resemblance as to be likely, when used on or in connection with the goods/services/collective membership organization of such other persons, to cause confusion or mistake, or to deceive.**

Signature: /David L. Sigalow/ Date: 03/17/2016
Signatory's Name: David L. Sigalow
Signatory's Position: Attorney of Record, Florida Bar Member
Signatory's Phone Number: 407-841-2330

Request for Reconsideration Signature

Signature: /David L. Sigalow/ Date: 03/17/2016
Signatory's Name: David L. Sigalow
Signatory's Position: Attorney of Record, Florida Bar Member

Signatory's Phone Number: 407-841-2330

The signatory has confirmed that he/she is an attorney who is a member in good standing of the bar of the highest court of a U.S. state, which includes the District of Columbia, Puerto Rico, and other federal territories and possessions; and he/she is currently the owner's/holder's attorney or an associate thereof; and to the best of his/her knowledge, if prior to his/her appointment another U.S. attorney or a Canadian attorney/agent not currently associated with his/her company/firm previously represented the owner/holder in this matter: (1) the owner/holder has filed or is concurrently filing a signed revocation of or substitute power of attorney with the USPTO; (2) the USPTO has granted the request of the prior representative to withdraw; (3) the owner/holder has filed a power of attorney appointing him/her in this matter; or (4) the owner's/holder's appointed U.S. attorney or Canadian attorney/agent has filed a power of attorney appointing him/her as an associate attorney in this matter.

The applicant is filing a Notice of Appeal in conjunction with this Request for Reconsideration.

Serial Number: 86117423

Internet Transmission Date: Thu Mar 17 13:43:40 EDT 2016

TEAS Stamp: USPTO/RFR-XX.XX.XXX.XXX-2016031713434074

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Atmos Desk – Standard

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Introduction to Atmos Desk – Standard

Atmos Desk allows users to install an ecall monitoring desk console anywhere within range of their local in-house WiFi.

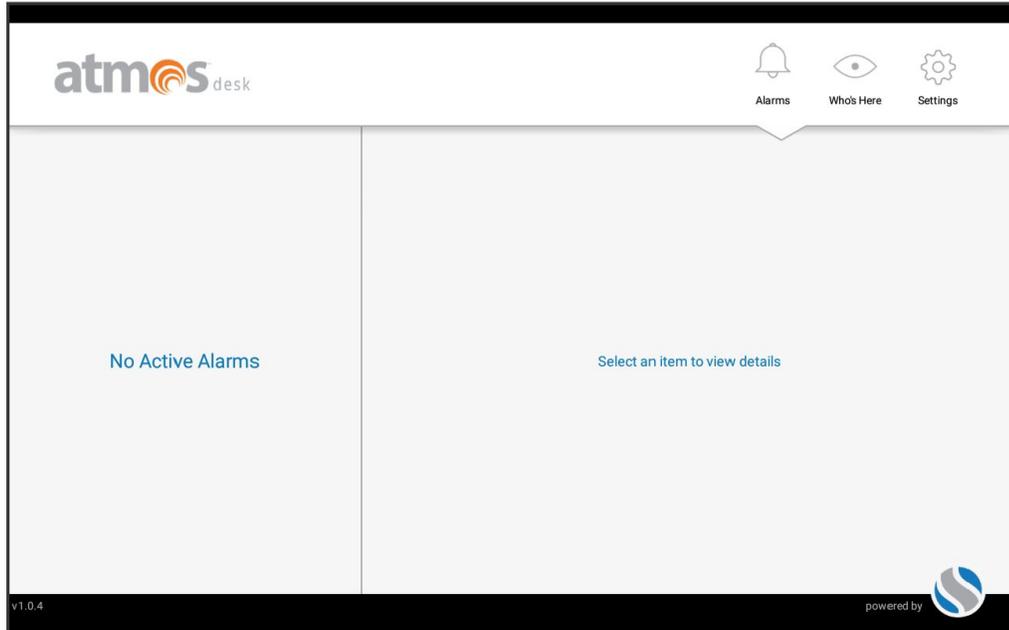
With an intuitive, simple interface, Atmos Desk Standard helps carestaff manage their emergency call events by displaying alarm information, and annunciating locally using a large selection of alarm styles and sounds.

System Requirements

Atmos Desk requires the following:

- Atmos Desk console
- Robust WiFi in the area Atmos Desk is intended to be installed.
- Companion One system with an HSCB Emergency call server

Alarms Screen

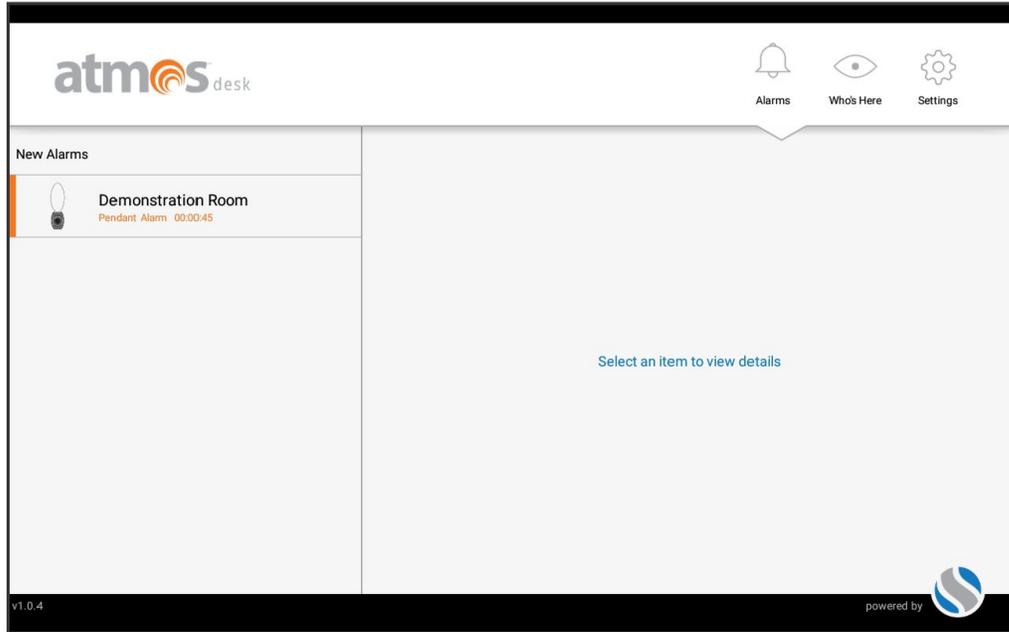


The Alarms screen of Atmos mobile displays any open emergency call events.

With no events requiring a reset, the Alarms screen will be blank save for the message “No Active Alarms.”

If you ever navigate away from the alarms screen, you can always come back by pressing the Alarms icon on the top right. Even while viewing other pages, alarms still queue and make noise until silenced.

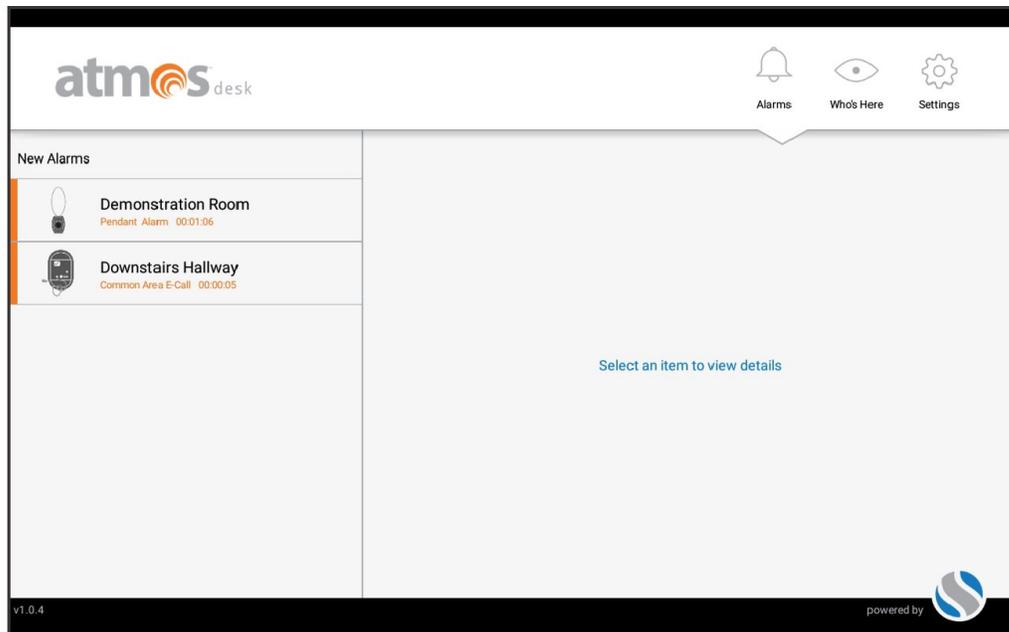
Alarms Screen



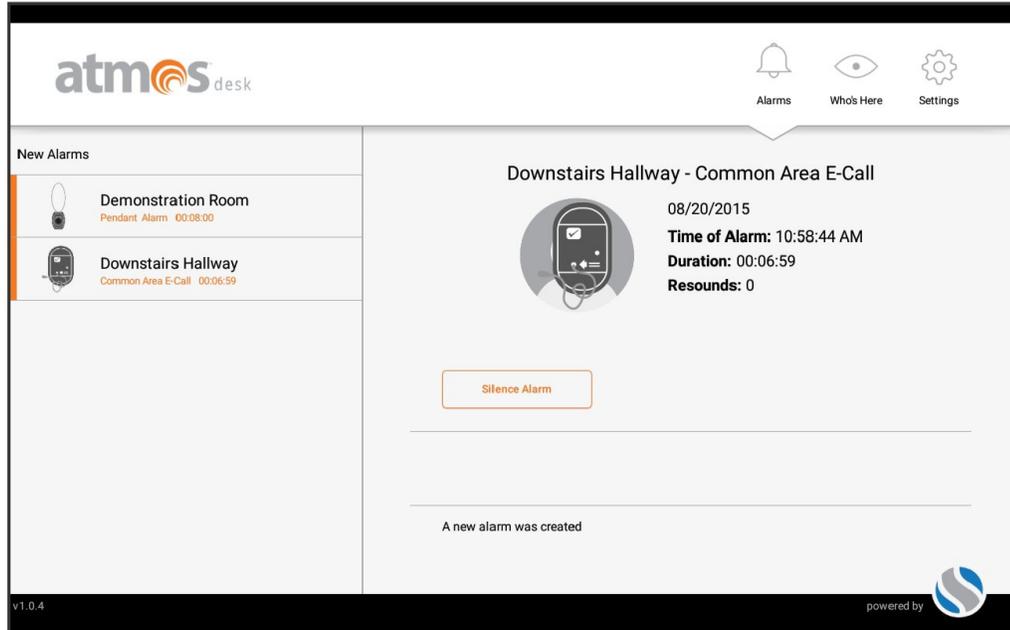
When an alarm does appear, Atmos Desk will display the zone name, the event type (such as a pendant alarm), and the age.

Depending on programming, new alarms also have an accompanying sound effect. **Alarms that are sounding also have a wiggling icon.**

Atmos desk can display any number of active events, with the oldest event appearing at the top of the list. You can scroll through the list by swiping up and down with your finger along the left side of the screen.



Alarms Screen

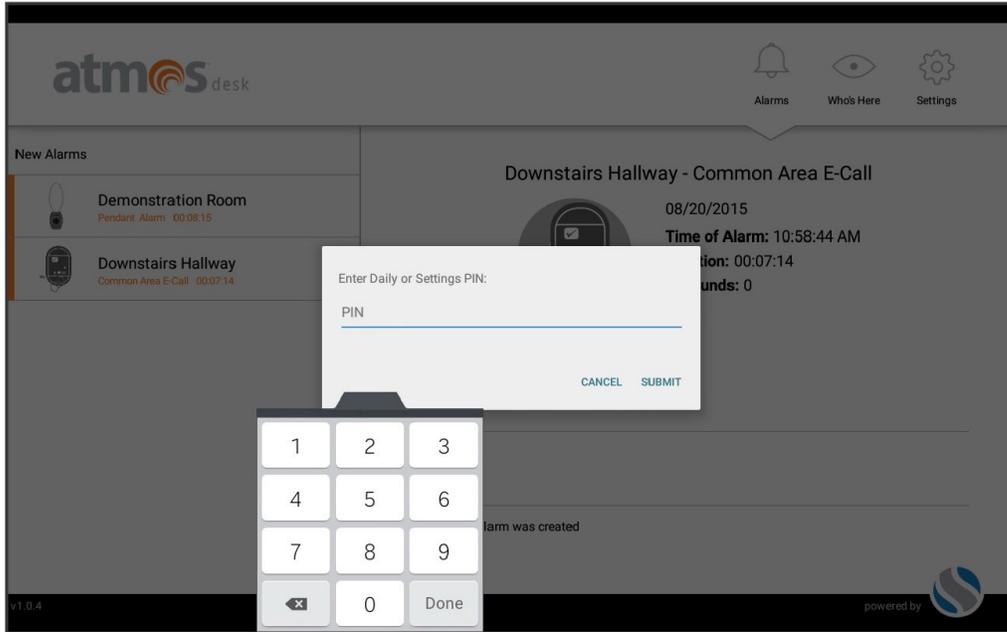


To view alarm information, simply touch the alarm in question. More information will populate along the right side of the screen.

To silence an alarm, press the Silence Alarm button. Depending on programming, Alarms will resound anywhere between once a minute to once every 60 minutes. If an alarm resounds, you will have to select it and press silence again.

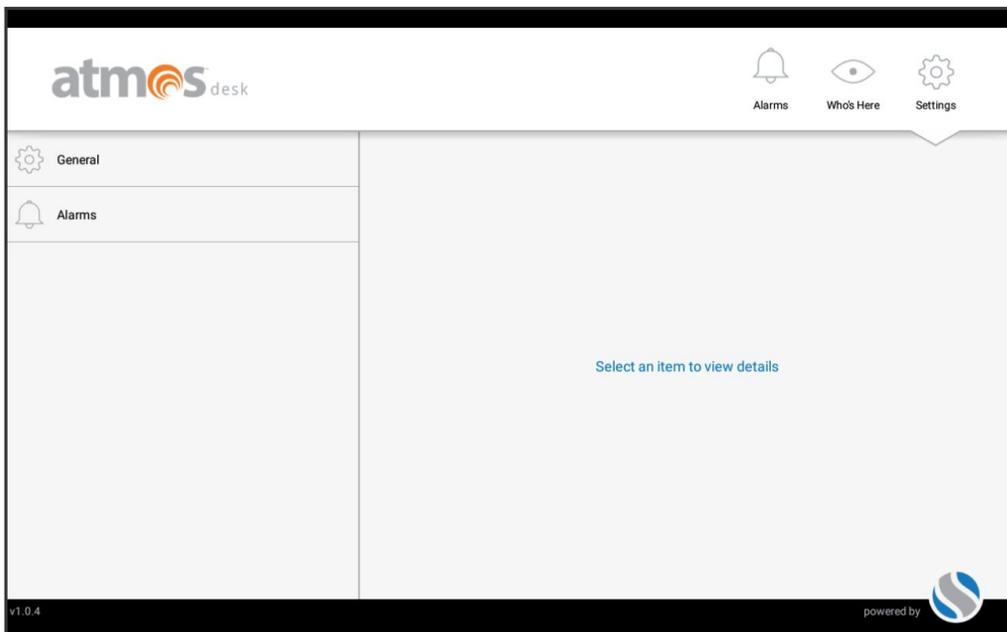
When alarms have been dealt with and the emergency call device reset, the event will clear from the mobile app. Thus, only events that need attention will exist on the screen.

Settings Screen – PIN

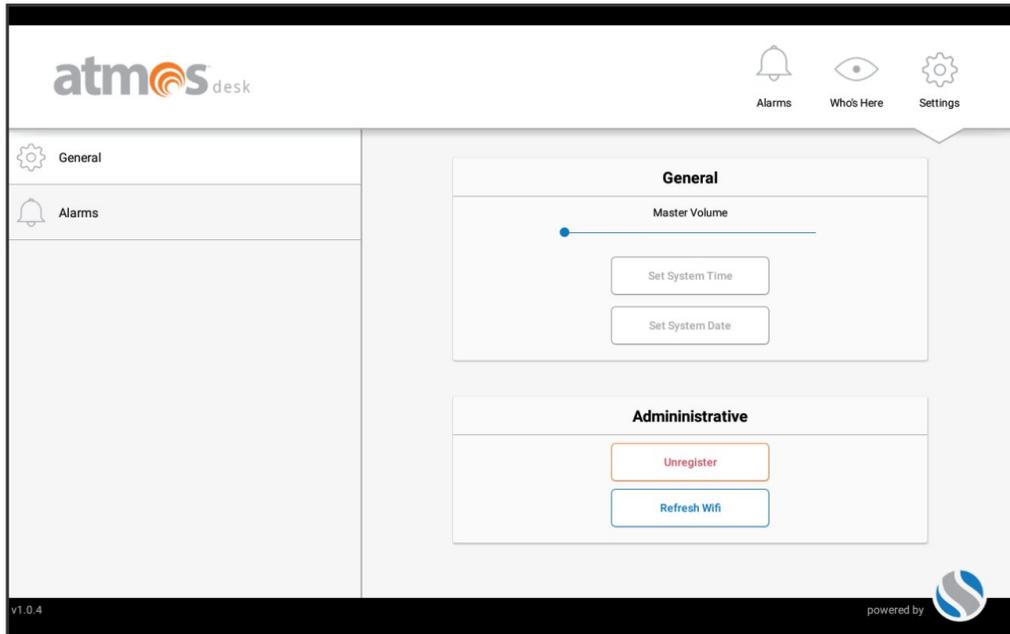


The settings page can be accessed by touching the gear icon in the upper right. You will be prompted for your PIN, which can either be supplied by Silversphere support (changed daily) or by your own system administrator.

If you put in the wrong PIN, you will automatically navigate back to the previous window you were viewing.



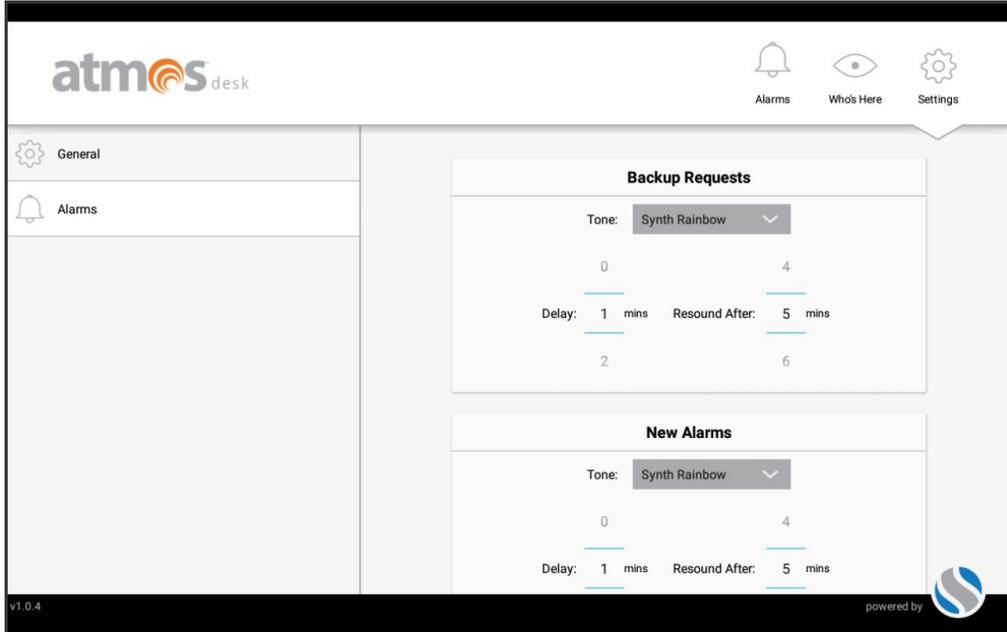
Settings Screen – General



You can select from General Settings and Alarm Settings.

The General Settings page allows you to adjust the master volume on Atmos Desk, refresh the WiFi (cycles the wifi adapter on and off), or unregister the device from Stratos.

Settings Screen – Alarms



In the Alarms section, you can select the various tones and options for Backup Requests, New Alarms, and Resounds.

Backup Requests: This sets the sound an alarm will make when it becomes a request for backup. (Requires Atmos Mobile).

New Alarms: This sets the sound an alarm will make when it first appears on the Atmos Desk alarms page.

Resounds: This sets the sound for an alarm when it resounds.

You may also choose to set a delay for the tone on the delay timer (0 by default) and a resound interval for backup requests and new alarms (5 minutes by default).

Settings take effect immediately. Simply navigate away from the page when done. Navigating away will require that the PIN be put in again before settings can be accessed again.

Who's Here

The screenshot shows the Atmos Desk 'Who's Here' page. At the top left is the 'atmos desk' logo. To the right are three icons: a bell for 'Alarms', an eye for 'Who's Here', and a gear for 'Settings'. Below the logo is a 'Sort by:' dropdown menu set to 'First Name'. Underneath, it says '2 Online'. A list of users is shown: 'Damon Lamb' with a shift duration of '02:37:06' and 'Lisa Jackson' with a shift duration of '01:48:04'. On the right side, a large profile card for 'Damon Lamb' is displayed, featuring his profile picture, name, and a 'Send Message' button. Below the profile card, it shows 'Logged in since: Aug 19, 2015 / 08:29:49 PM', 'Shift Duration: 02:37:06', and 'Caregiver Status: On'. The bottom left corner shows 'v1.0.4' and the bottom right corner shows 'powered by' with a logo.

To access the Who's Here page, select the eyeball icon in the upper right. The Who's Here page shows Atmos Desk users who are logged into their Atmos Mobile app.

Select a user to see when they logged in, how long they've been logged in, whether they are available or on break, and to send them messages.

To send a message, click Send Message and type in the message. It will immediately go to that user's mobile device.

Atmos Mobile

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Introduction to Atmos Mobile

Atmos Mobile now allows caregivers and staff to receive alarm notification information in real time on BYOD mobile and handheld devices.

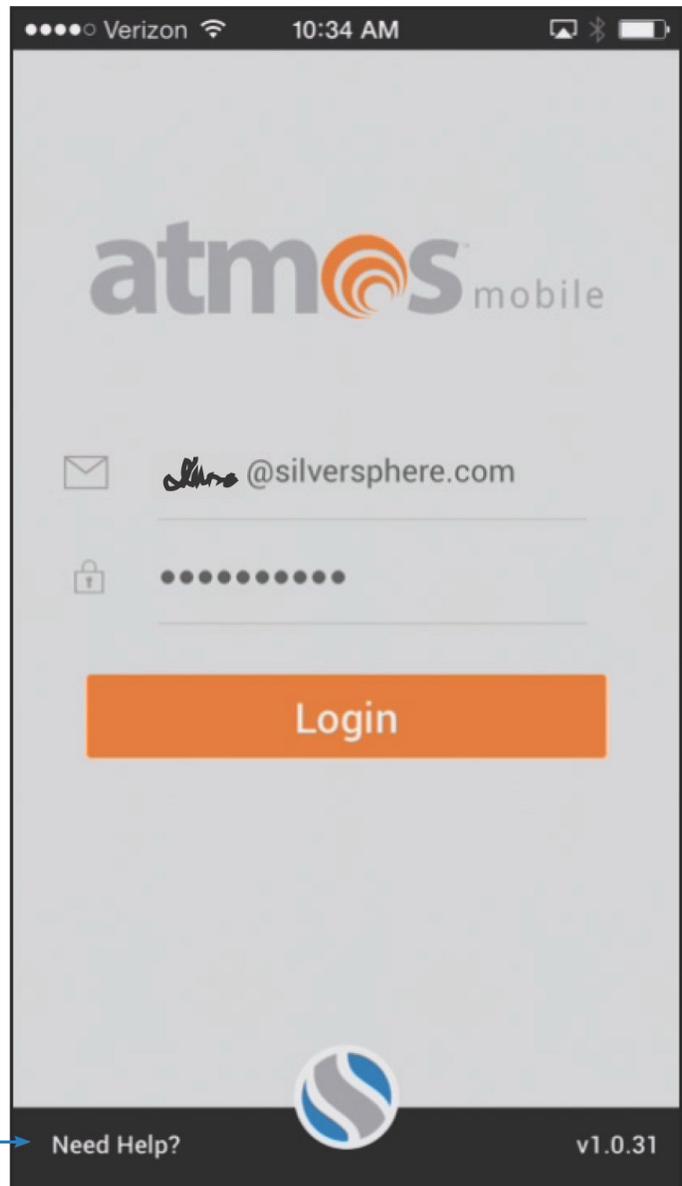
Improve efficiency through tracking alarm status and staff activity, allow staff to request backup when necessary, and much more.

System Requirements

Atmos Mobile requires the following:

- Active Infinity Subscription, which includes the online reporting tool Stratos Reporting.
- iOS 8.1 or higher.
- Droid OS 4.4 or higher.
- BYOD (Bring Your Own Device) handheld device running the aforementioned OS.
- Unique logins per user.
- Active licenses for the number of concurrent Atmos Mobile users you expect to have.

Logging In



If you've forgotten your username or password, please contact your administrator. If you are the administrator, touch the **Need Help?** button to get Silversphere Support contact options.

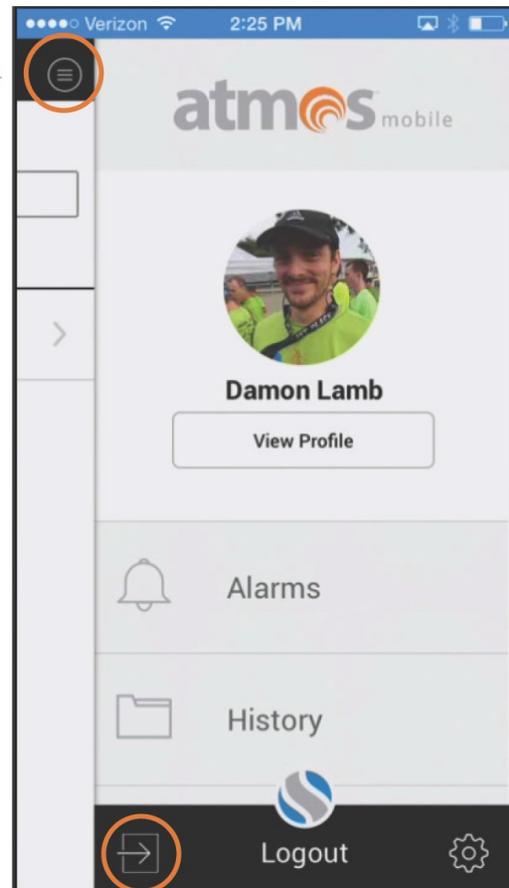
Navigation Tray

The Navigation Tray may be accessed from any screen by touching the circle with the three horizontal bars in it.

When touched, the tray opens from the left and allows users to access the following options:

- View Profile
- Alarms
- Resident Management*
- History
- Who's Here
- Logout
- Settings

* Resident Management must be enabled on a per user basis. See Settings for more details.



Close the tray again by touching this icon or by selecting from the list.

Use your finger to scroll up and down the list of options.

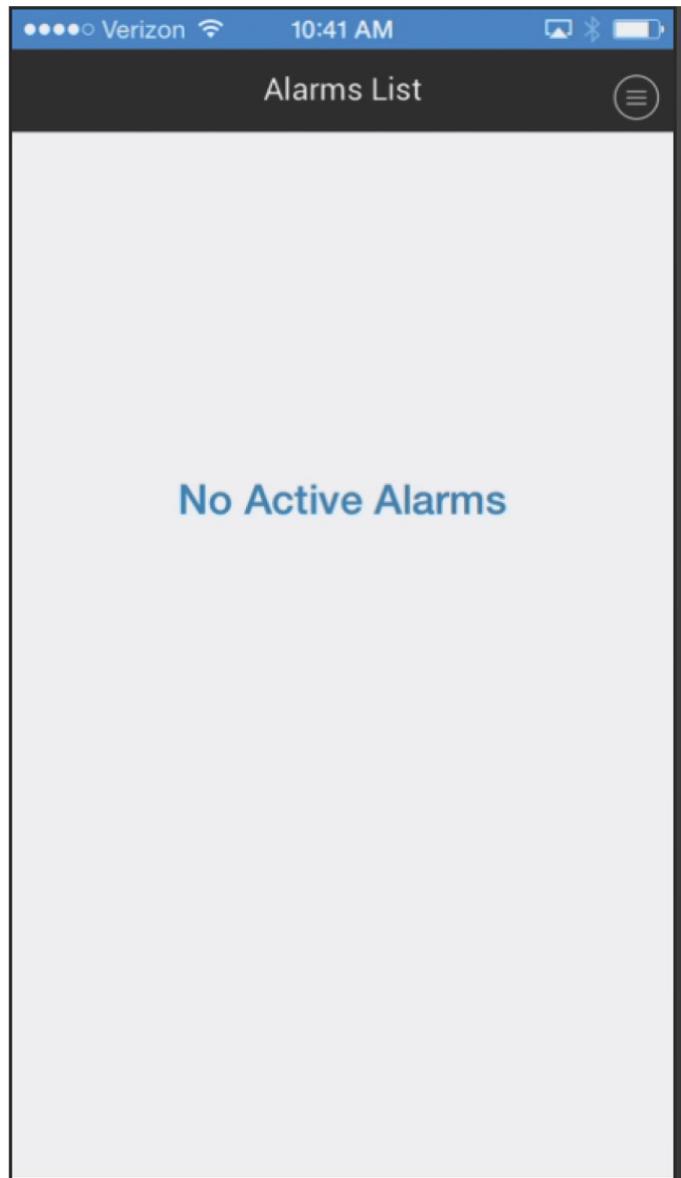
Alarms List: No Active Alarms

Upon logging in, you will be presented with your active **Alarms List** first.

Any open alarm that needs to be handled will be listed here.

When all alarms for which you are responsible are handled, your Alarms List will say **No Active Alarms**.

Remember that zones are assigned to users. If you are not responsible for a zone, it will never appear on your Alarms List. For more on assigning caretakers to zones, see Notification Groups.



Alarms List: Managing Alarms

When a new alarm appears, it will fall into the **New Alarms** category.

Alarms in the New Alarms category are active events that need to be reset and have not yet been accepted.

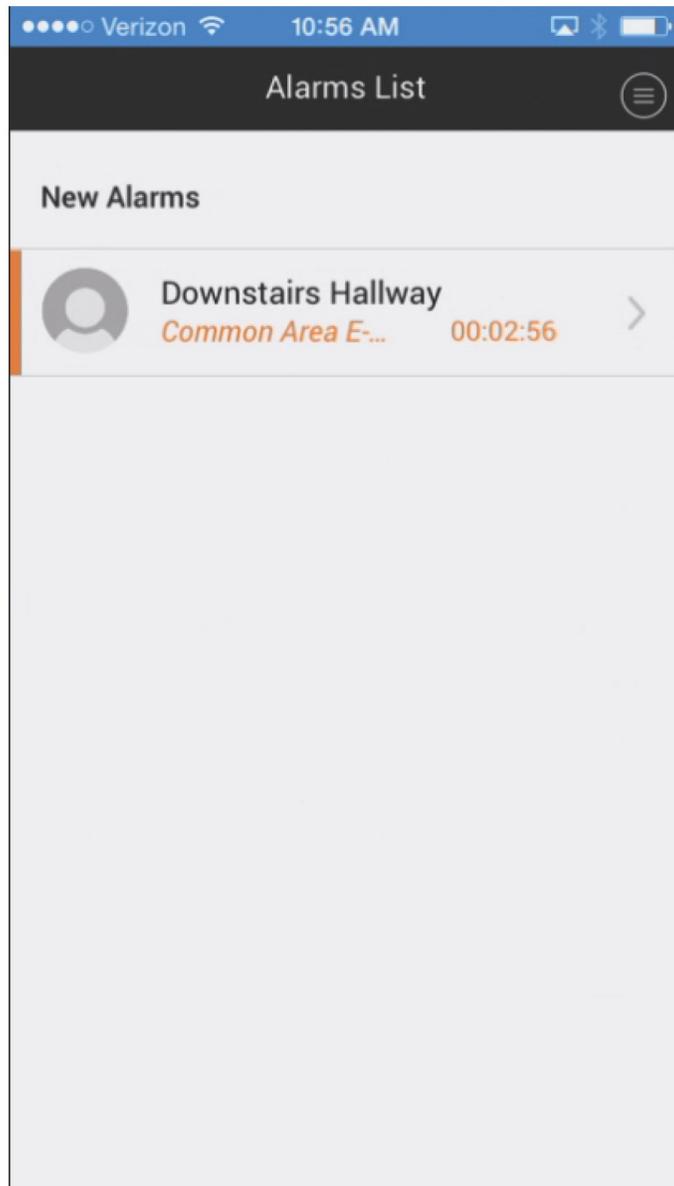
To view more about an alarm, simply touch it.

Other categories include...

- Backup Requests
- Alarms Accepted by Others*
- My Accepted Alarms
- My Declined Alarms

Use your finger to scroll up and down the list.

* This category may be turned on or off in the settings.



Alarms List: Details and Status Open

When viewing an alarm, you will see the following screen, which includes...

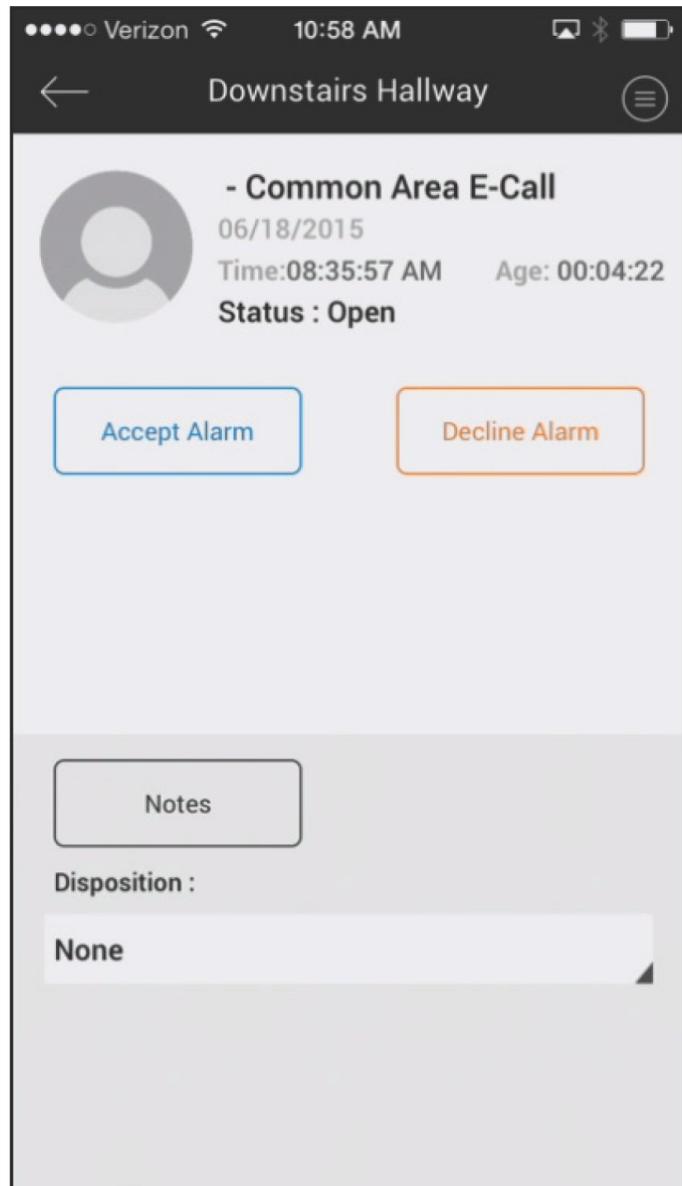
- The zone name
- The type of event
- The date the event occurred
- The time the event occurred
- The age of the event thus far
- The alarm status

Users may also choose to accept the alarm, thus laying claim to it, or they may decline the alarm. If all users decline the alarm, the event immediately resounds, letting staff know that someone will need to accept it.

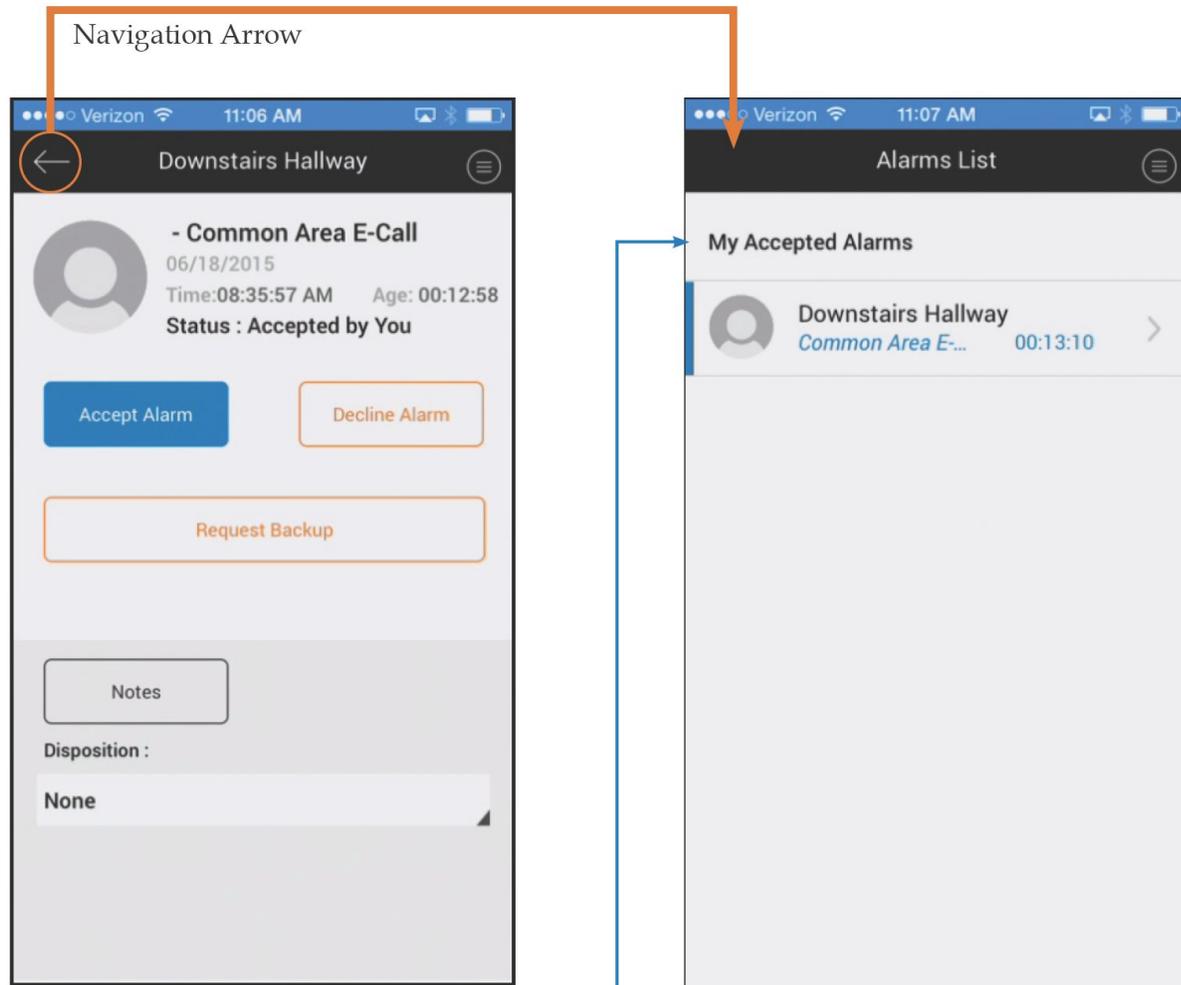
Status Open

An alarm status helps users know what action is being taken.

An open status means the event has yet to be claimed by a caretaker and the event has also not been reset at the emergency call device.



Alarms List: Accepting Alarms

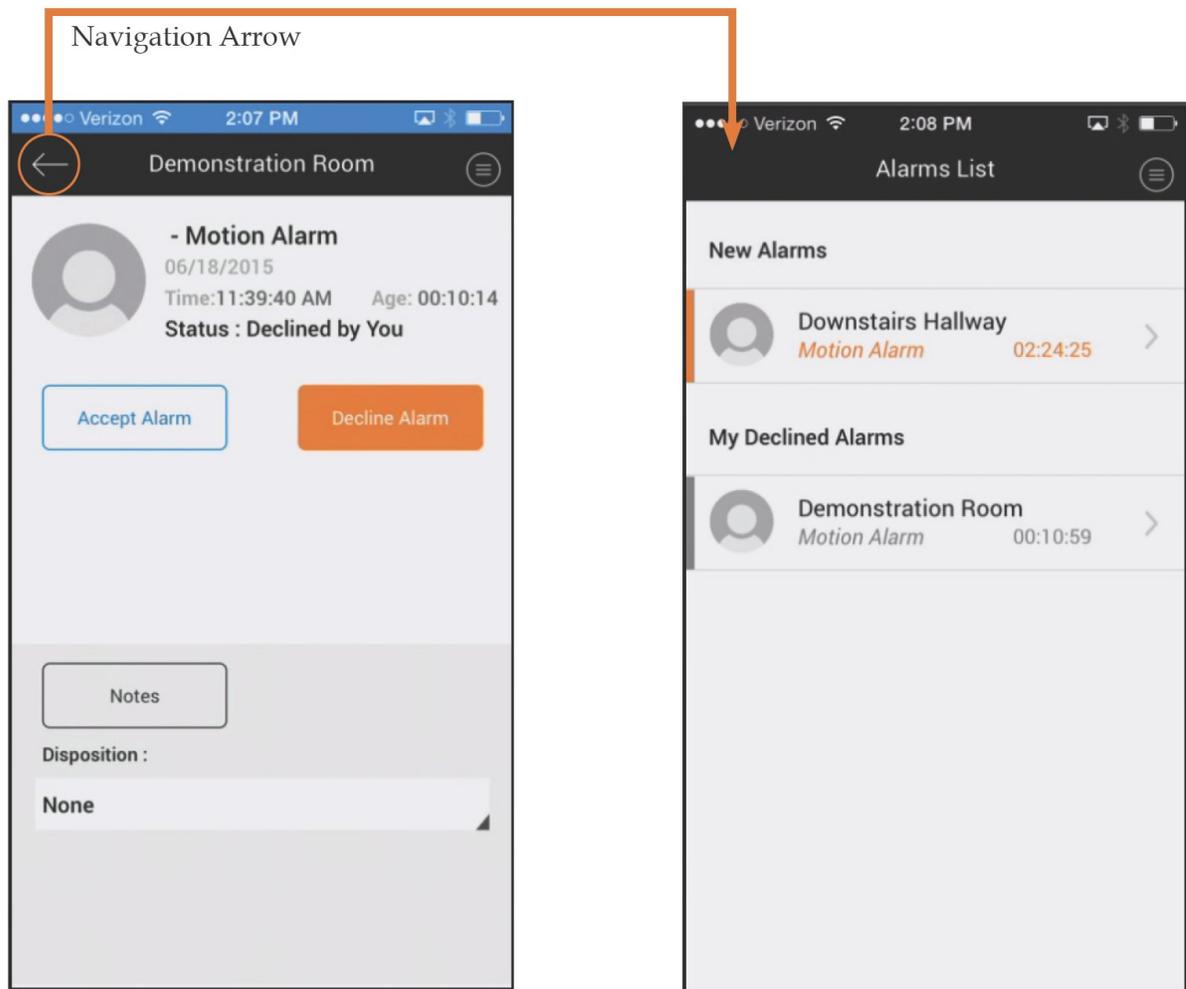


Status Accepted

When an alarm is accepted, you will also see the name of the person who has accepted it or **Accepted by You** if you're the person who did.

Accepted alarms move from the **New Alarms** category to the **My Accepted Alarms** category (if you claimed it) or **Alarms Accepted by Others** (if someone else claimed it).

Alarms List: Declining Alarms



Status Declined

Declined alarms move from the **New Alarms** category to the **My Declined Alarms** category.

It stays in the **My Declined Alarms** category until someone else accepts it—at which time it moves to the **Alarms Accepted by Others** category. You may change your mind and accept the alarm, at which time it moves into the **My Accepted Alarms** category.

Note: If an alarm is in the **My Declined Alarms** category, that means the alarm has not been accepted by anyone else either.

You may select the alarm again and accept it.

Alarms List: Declining Alarms continued

Accepting a declined alarm

If you have declined an alarm previously, you may change your mind, select the alarm again, and choose to accept it, thus claiming it the same way you would have claimed a new alarm.

Declining an accepted alarm

Additionally, if you have already accepted an alarm, but change your mind, you may decline it.

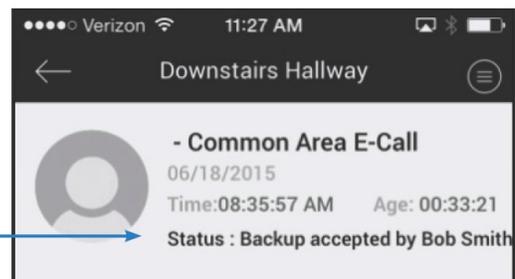
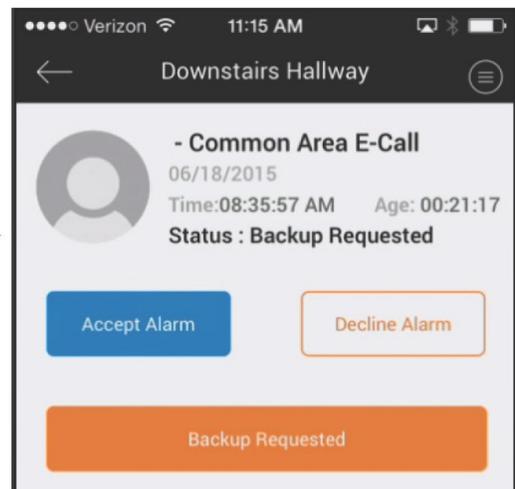
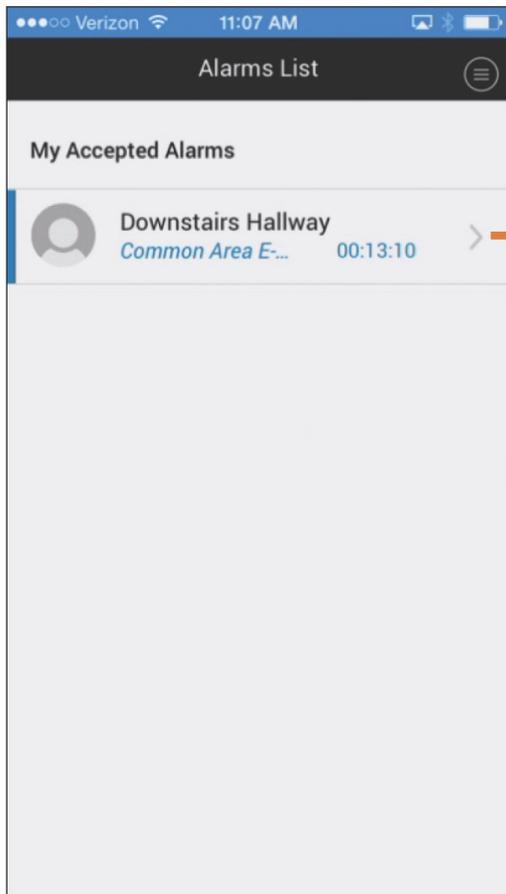
If you decline an already accepted alarm, this “reopens” the alarm, putting it back into the **New Alarms** category for other caretakers if they haven’t previously declined it, or putting it back into the **My Declined Alarms** category again if they have.

A notification also goes out to all responsible caregivers saying the alarm has been “reopened” – informing them that the previous caretaker who had claimed the alarm is no longer planning to handle it.

Logging out with Accepted Alarms

Caregivers who log out of Atmos Mobile will automatically release (decline) any accepted alarms, thus reopening them.

Alarms List: Backup Requests



Status Backup Requested

Responders can request backup by navigating back into the alarm information (touch the alarm) and then touching **Backup Request**.

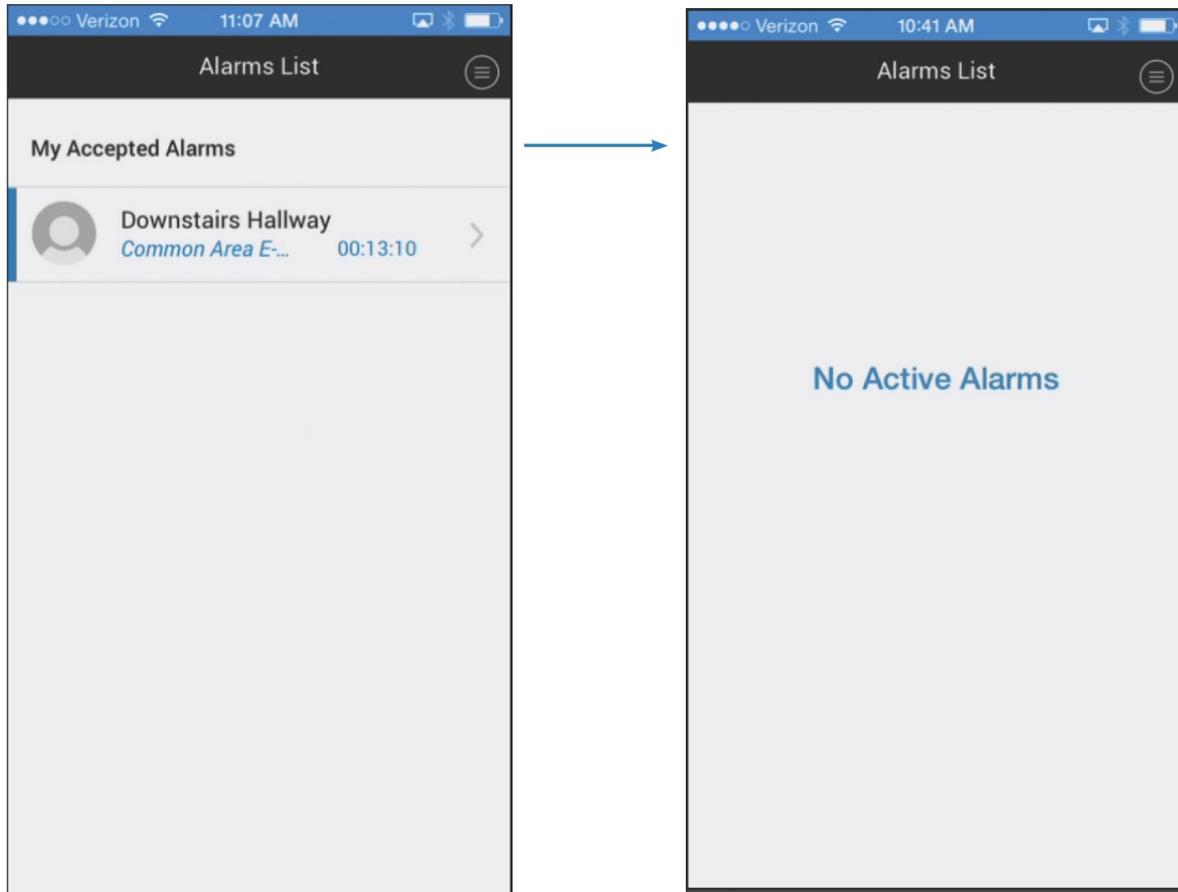
This sends an immediate alert to other carestaff assigned to that zone letting them know you need help.

When a backup request is made, this places the alarm in a **Backup Request** category on other caretaker's mobile devices. Backup requests rise to the top of the list.

Caretakers accept or decline backup request just like new alarms. If all caretakers decline, the alarm triggers again, letting them know someone must accept the alarm.

When accepted, the requestor sees by whom.

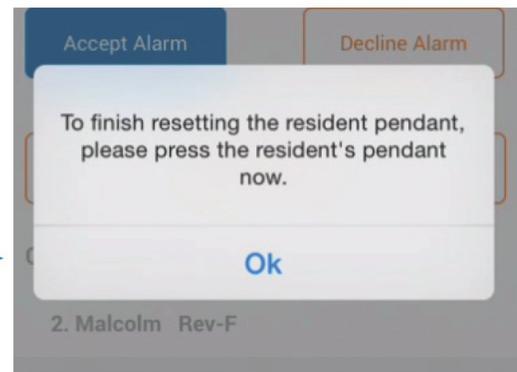
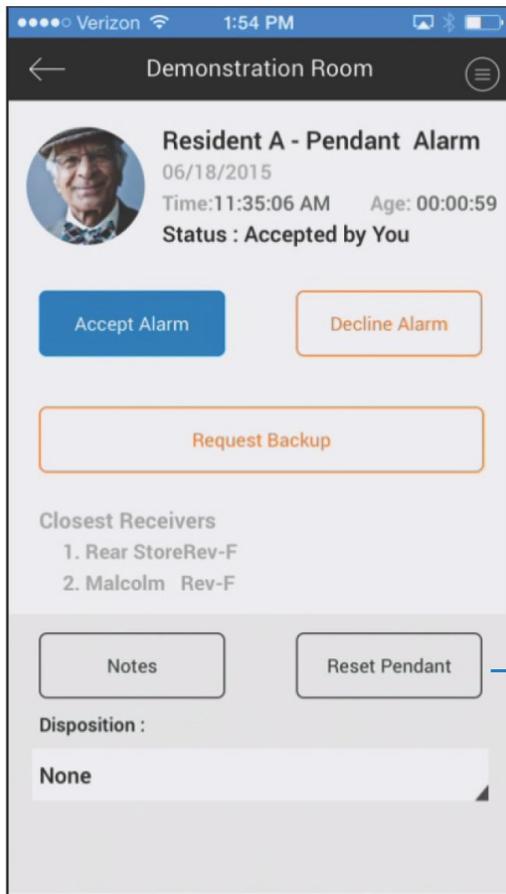
Alarms List: Clearing events



The Alarms List is a realtime list of events that need to be handled. In other words, if an alarm appears here, it has yet to be reset at the emergency call device that triggered it.

Resetting emergency call stations and devices will automatically clear the event from the list.

Alarms List: Pendant Alarms



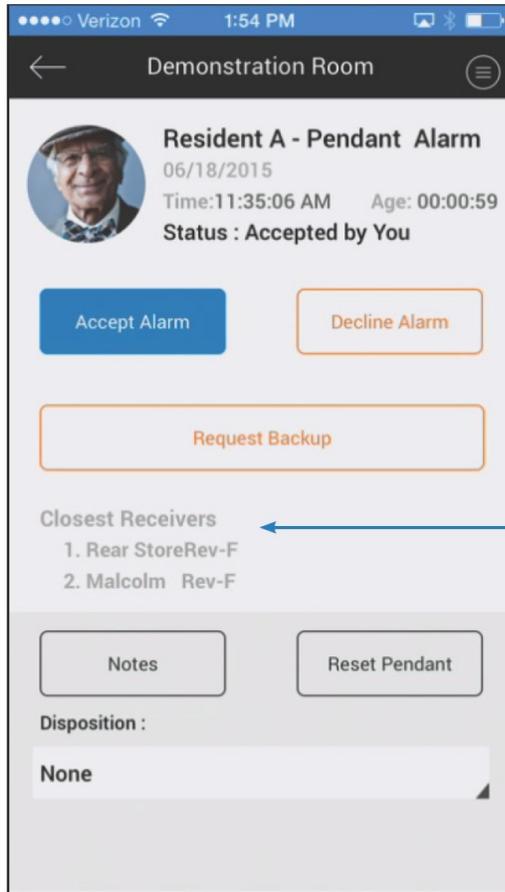
Atmos Mobile replaces the need for staff reset pendants as well.

For pendant alarms, you will see the option to **Reset Pendant** after you have accepted the alarm.

To reset the pendant alarm, do the following:

- 1) Locate the resident and the pendant they used to call for help.
- 2) Press **Reset Pendant** in the app.
- 3) Press the button on the pendant.
- 4) The alarm will reset and clear from the active alarms list. You can press OK when done.

Alarms List: Pendants continued

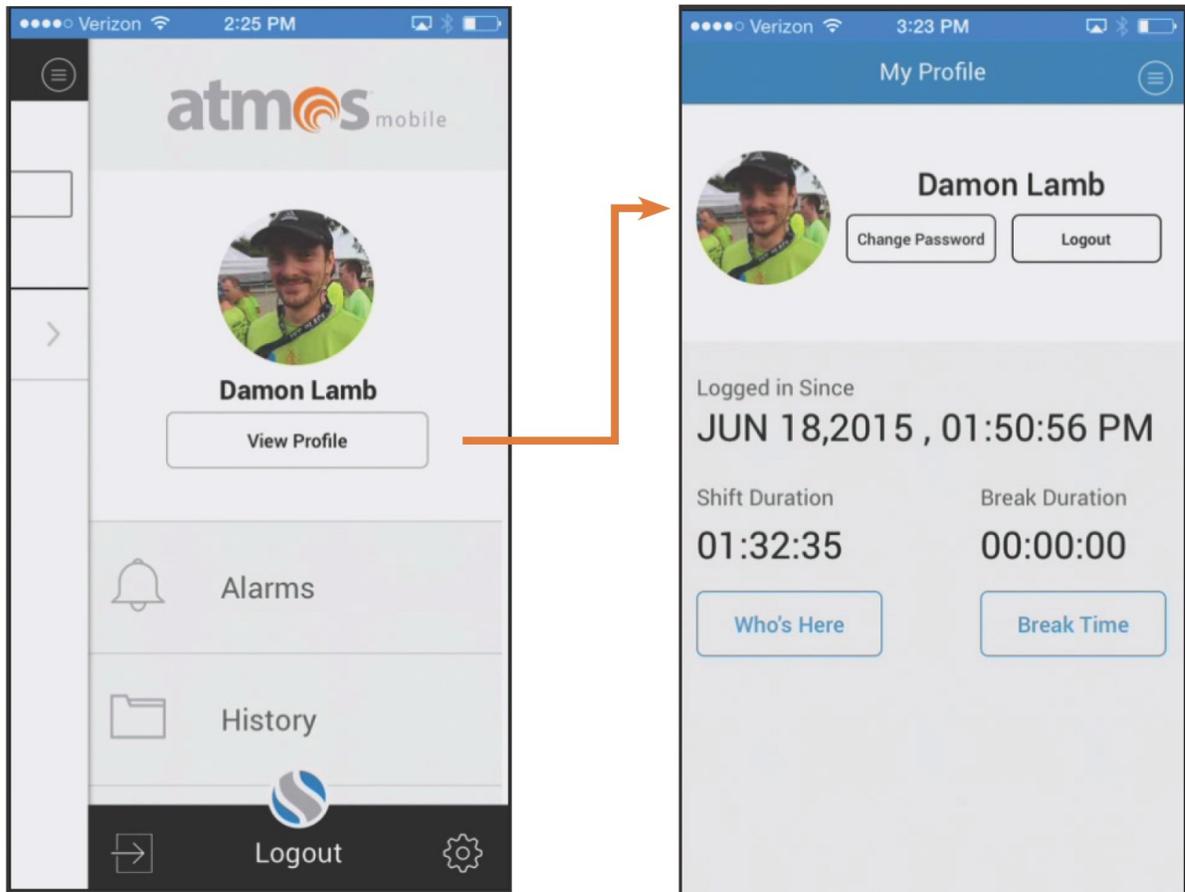


Unlike stationary emergency call devices, pendants are worn by residents and are thus mobile.

To help you locate where a resident is when they press their pendant for help, a list of receivers – up to five – will appear on your app under “Closest Receivers.”

The receivers are listed from strongest signal to weakest, implying relative proximity to the access point. Use this list to aid you in locating your resident.

Profile: Landing Page

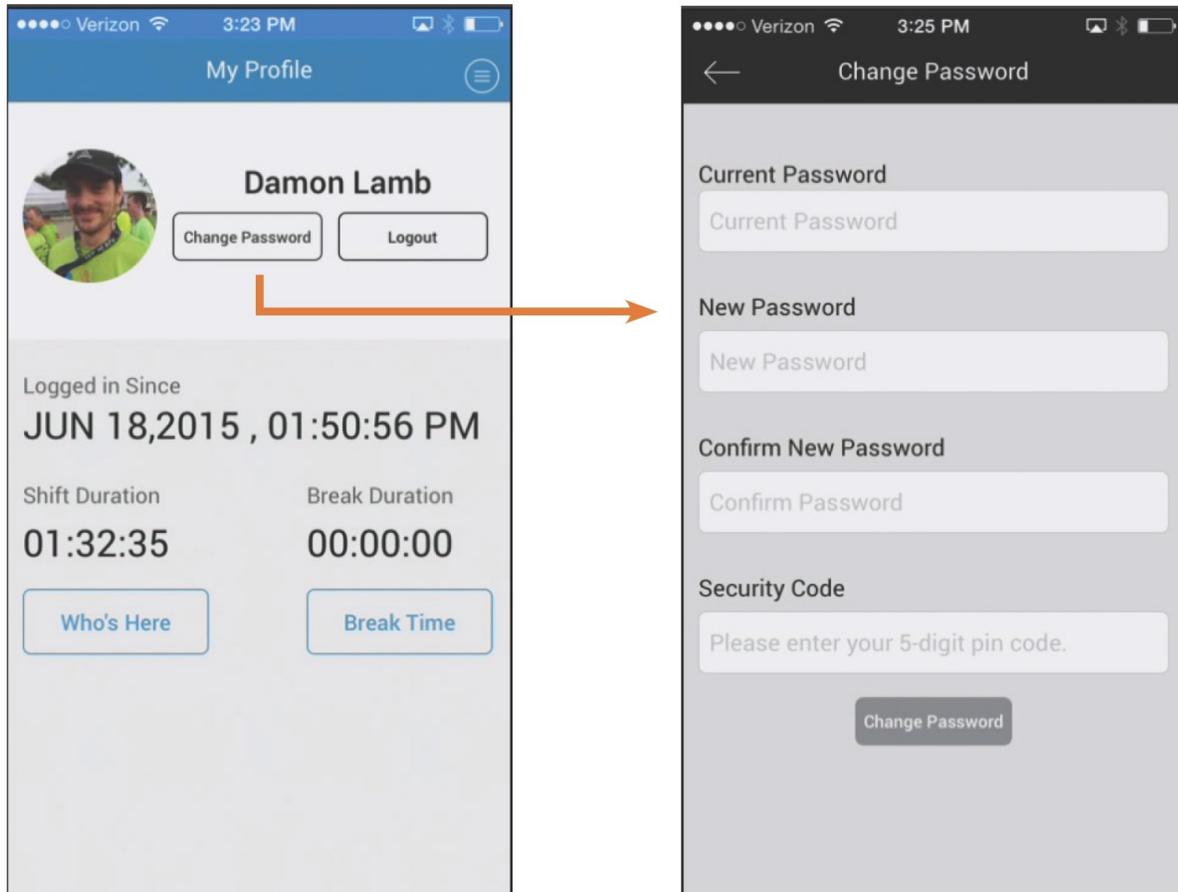


Access your profile page by touching the tray icon and then touching **View Profile**.

In your profile you can...

- update your profile picture
- change your password
- logout of the app
- see who else is logged into the app
- put yourself on break

Profile: Change Password

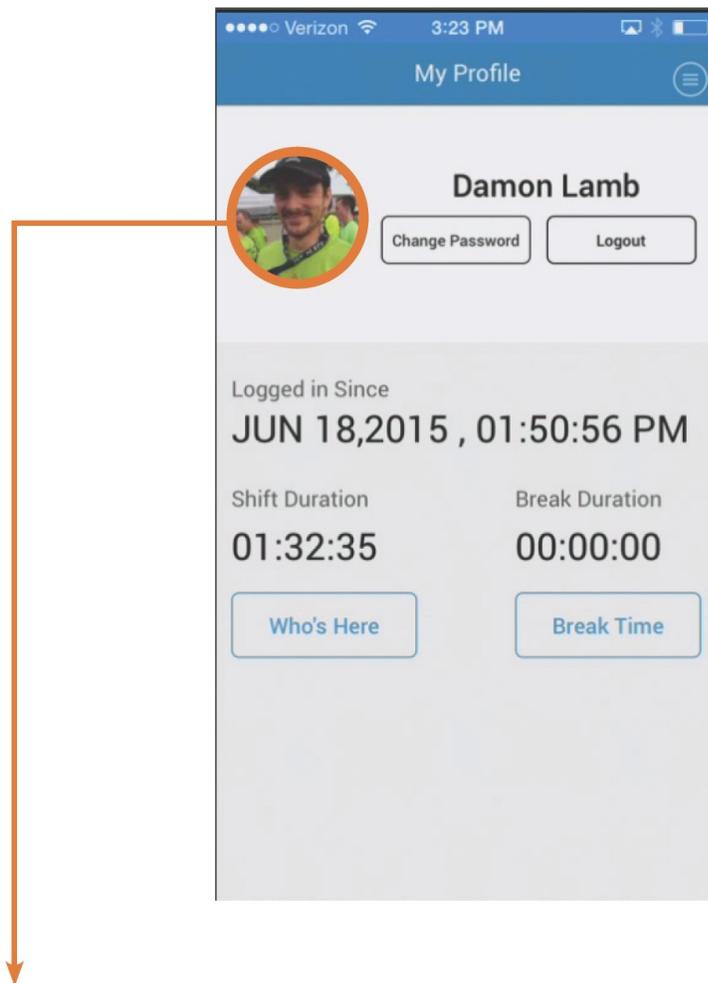


To update your password, touch **Change Password** and input the prompts for **Current Password**, **New Password** and **Confirm New Password**.

The **Security Code** will be provided by your administrator. This code should be kept secret because it is also used to change Atmos Mobile settings. If you or your administrator do not know your Security Code, please contact Silversphere Technical Support at 386-585-5729 or support@silversphere.com.

For more about the Security Code, see Community Details.

Profile: Update Picture



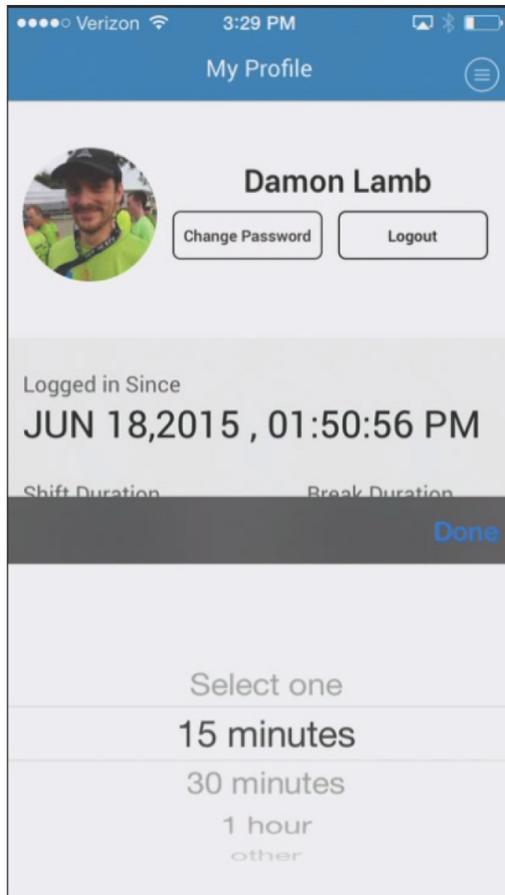
To update your profile picture, touch the current image. The default image is a black and white person.

You can **Search Stratos**, which will let you choose from any previous profile pictures you may have uploaded.

You can **Search Your Device**, which will allow you to either take a new picture or use an existing image from your library. **Note:** requires camera access on your mobile device.

Once an new image is selected, that will be the picture that you and all other Atmos Mobile users will see when they see you logged in. **Choose wisely!**

Profile: Break Time & Who's Here

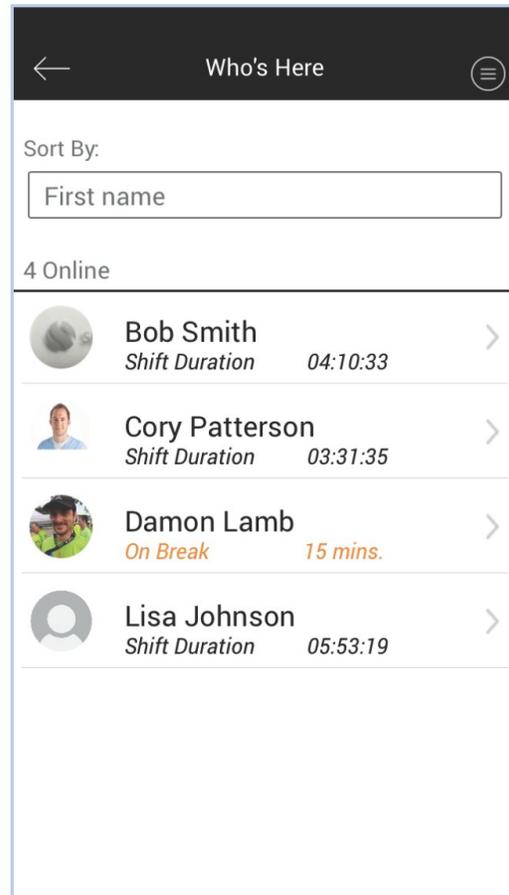


You can place yourself on break touching the **Break Time** button.

Choosing to do so lets you choose from the following:

- 15 Minutes
- 20 Minutes
- 1 Hour
- Other (input your own time)

While on break, you will not receive any new notifications for new alarms.

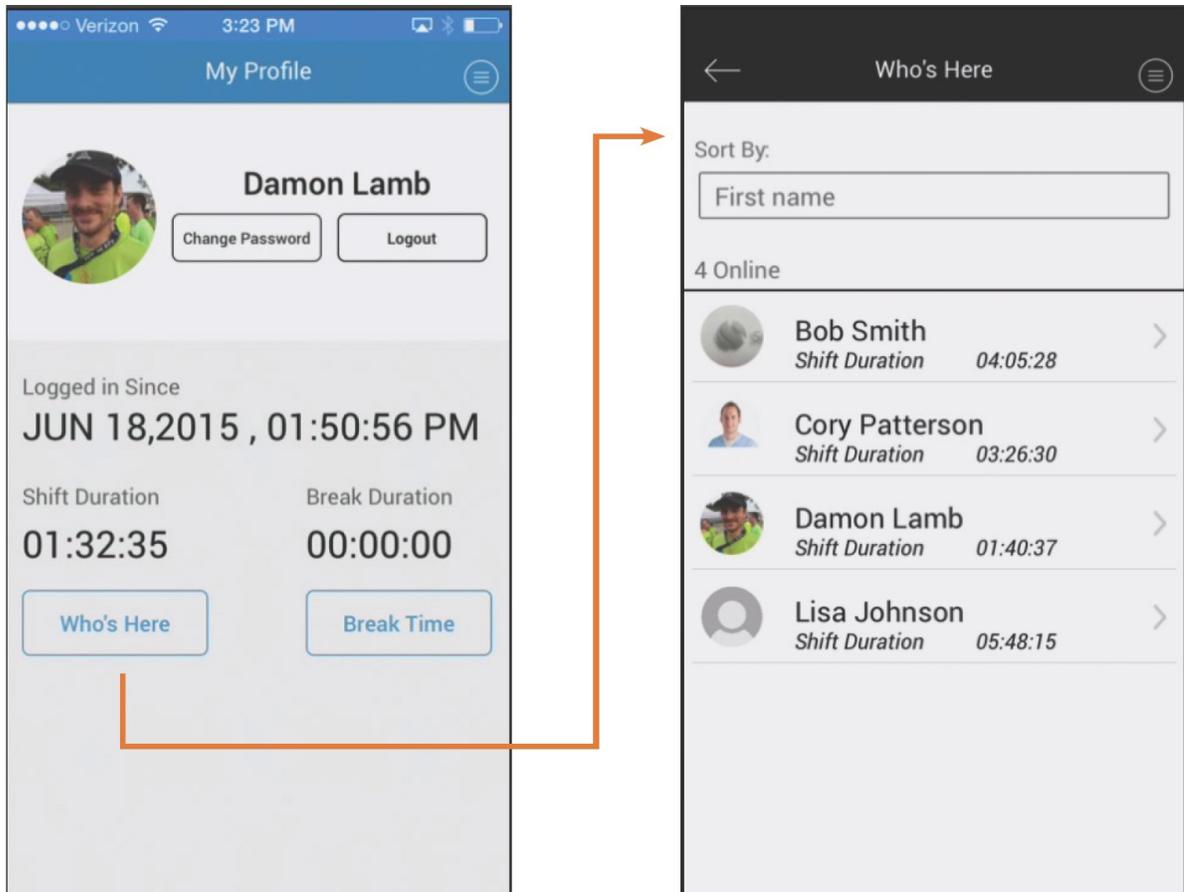


When you are break, you and others will see that on the **Who's Here** page.

The Break Time button will now read **End Early**. Touch End Early to remove yourself from break.

Note: If a backup request is active and not yet accepted by another caretaker, you will be prompted if you are sure you wish to take a break. If you choose yes, you will be placed on break. If you choose no, you will be taken to the Alarms List to see the backup request.

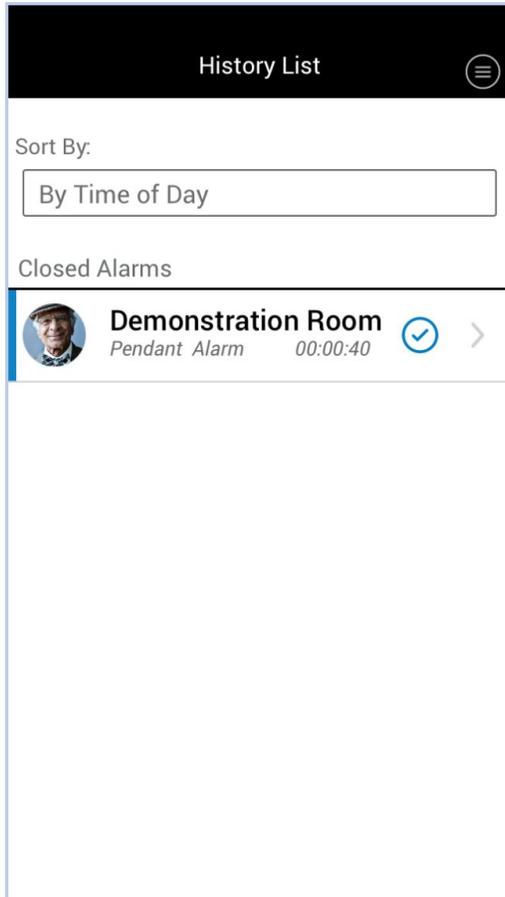
Profile: Who's Here



Touch **Who's Here** to see who else is logged into Atmos Mobile.

From this window you can also see if another user is on break and how much time they have left on their break.

History: Landing Page



On the History landing page you will see any closed events **that you accepted**.

The events in the History page only remain for 2 hours, giving caregivers enough time to add any relevant notes.

Otherwise, longterm history is stored in Stratos and in Caregiver Tools, the Silversphere online reporting and logging tools.

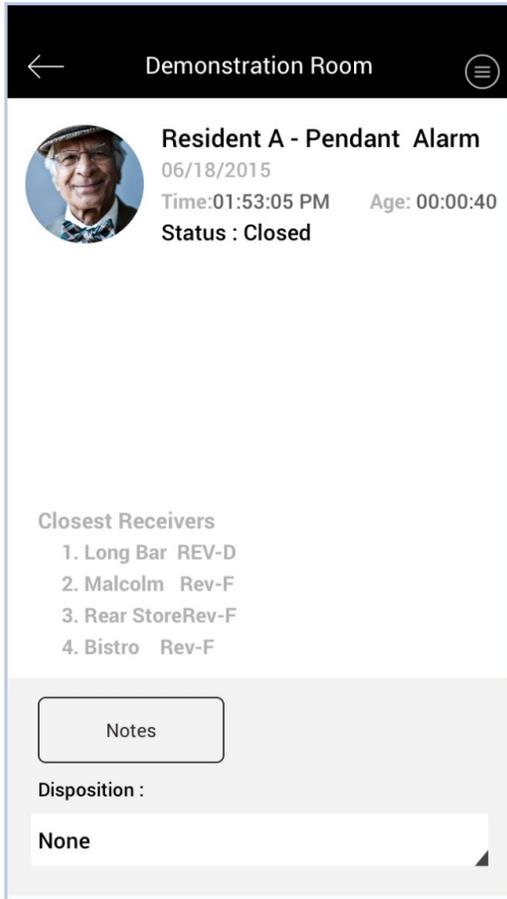
See the Stratos User Guide for more information about using Stratos Reporting.

You can sort alarms by the following:

- By Duration
- By Resident
- By Event
- By Time of Day
- By Zone

To leave a note or update a disposition, touch the alarm. The blue check mark indicates this event already has a note and/or disposition.

History: Event Information

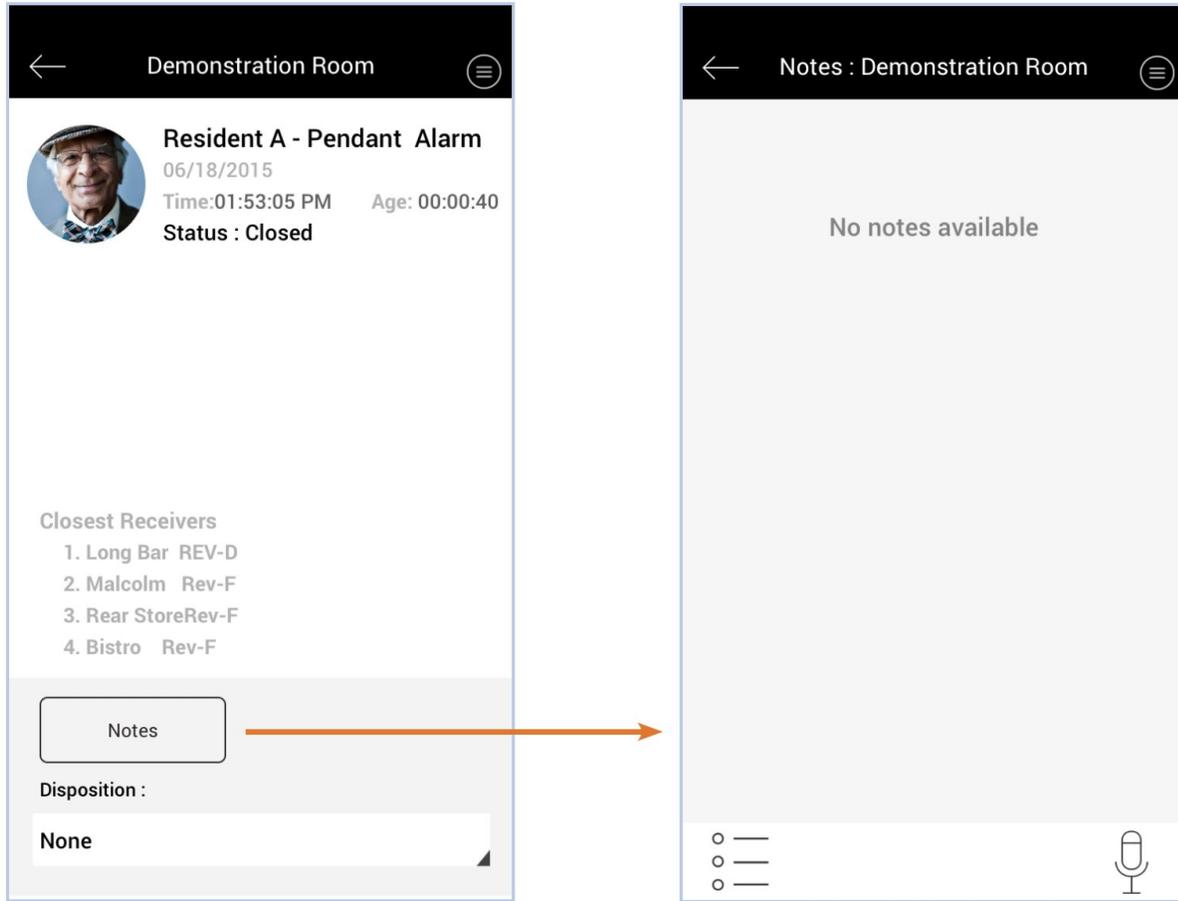


The screenshot shows a mobile application interface for a 'Demonstration Room'. At the top, there is a navigation bar with a back arrow, the title 'Demonstration Room', and a menu icon. Below this, a resident's profile is displayed, including a circular photo of an elderly man, the name 'Resident A - Pendant Alarm', the date '06/18/2015', the time 'Time:01:53:05 PM', the age 'Age: 00:00:40', and the status 'Status : Closed'. A section titled 'Closest Receivers' lists four items: '1. Long Bar REV-D', '2. Malcolm Rev-F', '3. Rear StoreRev-F', and '4. Bistro Rev-F'. Below this is a 'Notes' button. At the bottom, there is a 'Disposition :' label and a dropdown menu currently showing 'None'.

When selecting an event in History, you will be presented with the following:

- The resident's name
- The event type
- The date
- The time the event occurred
- The duration
- The status (always closed in History)
- For pendants, the receiver list.
- A disposition list (touch to select)
- A notes button

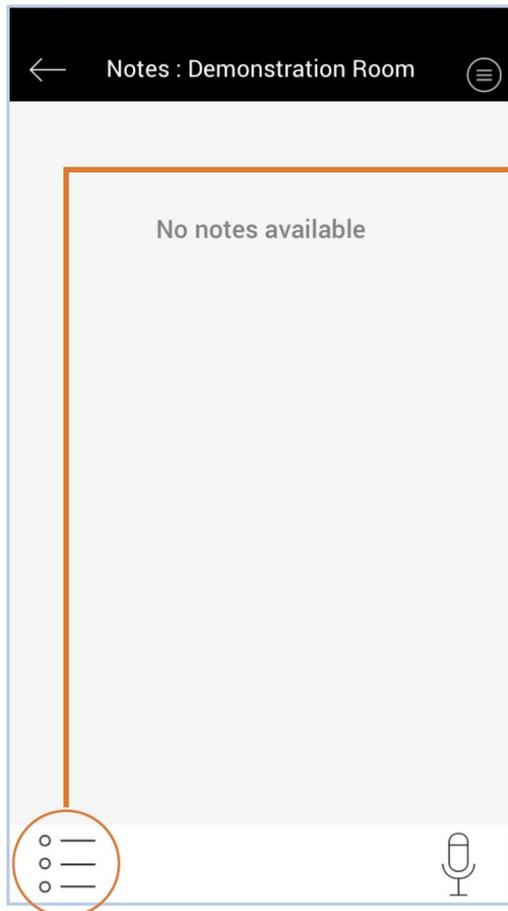
History: Notes



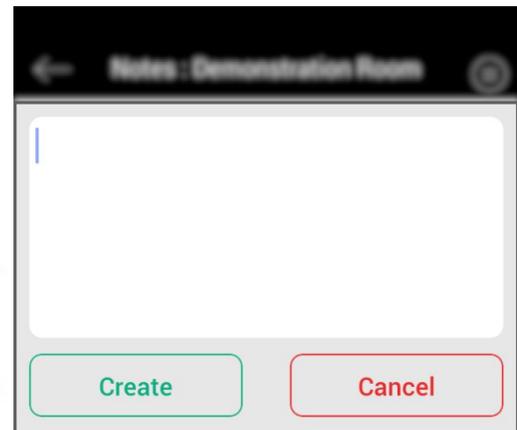
Touch Notes to be taken to the notes page.

If there are none, the screen will state as much. Otherwise, notes and recorded memos will be listed with time stamps and information.

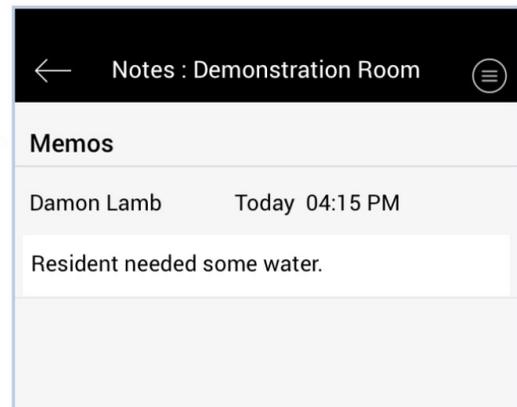
History: Note – written



Touch the written notes icon (encircled) to leave a typed note. A keyboard will appear, as well as the box depicted above.



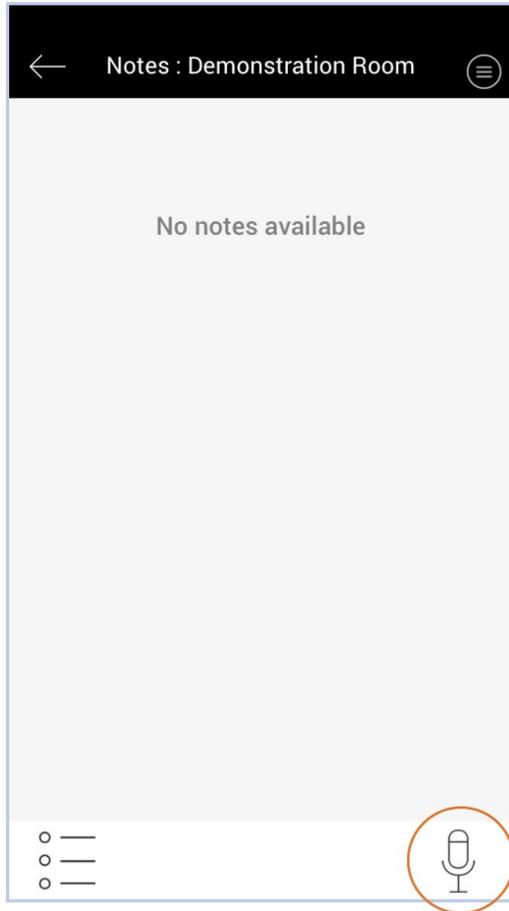
When done, touch **Create**. Touch **Cancel** to go back to the notes landing page.



Your new note will appear with your name as the person who left the note, the time you left the note, and the note itself.

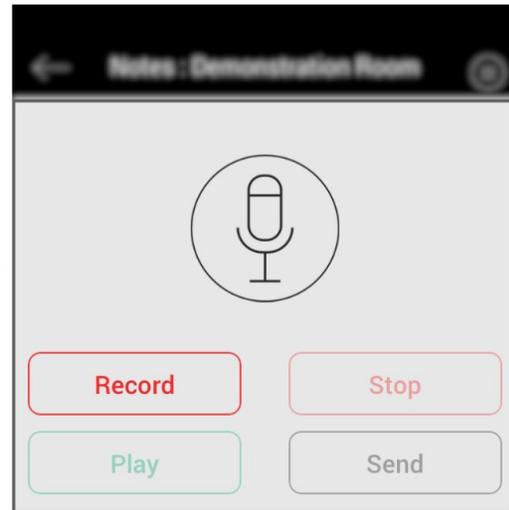
Notes can be viewed later on Stratos in the Caregiver Tools. **Notes cannot be edited once created.**

History: Notes – recorded



Touch the microphone icon to record a voice memo.

Note: Requires microphone access to be enabled on your device.



Touch record to begin recording a memo.

Touch Stop when you are done.

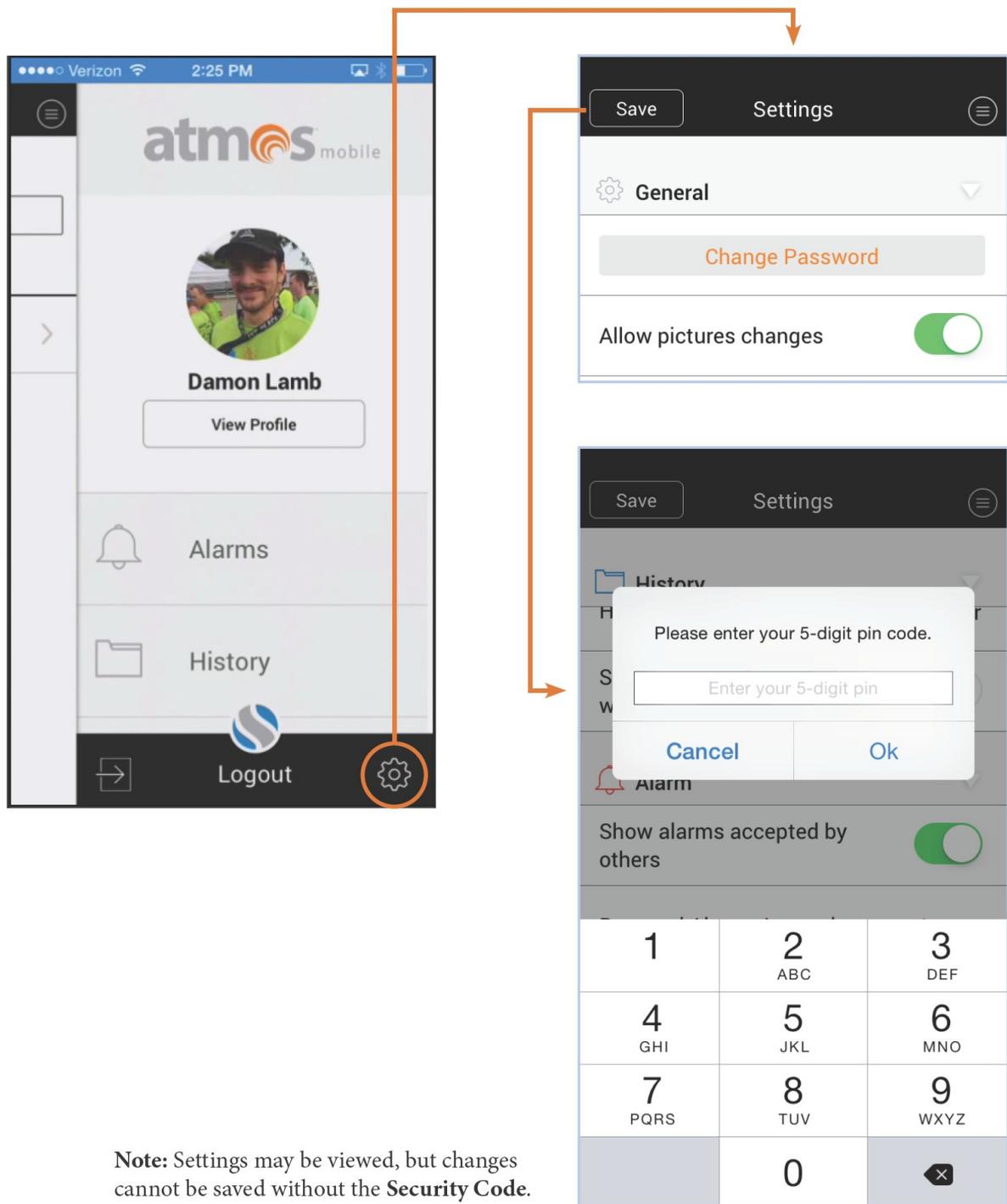
Touch Play to play back your recording.

Touch Send to load the recording to Stratos.

Touch anywhere on the bottom half the screen to return to the notes landing page without uploading any recordings.

Recorded memos cannot be deleted once created.

Settings



Settings: Options

Change Password

Allows users to change their password. (Requires Security Code.)

Allow Picture Changes

Allows users to update images and pictures in the app. Note that the mobile device may also restrict access to pictures.

Manage Residents

A feature allowing users to add and update resident information, including where a resident is assigned and the pendant that is assigned to them.

Only show closed alarms without a disposition or note

Helps users organize the events in their History that need notes and a disposition. Any events that have a note or disposition will clear from the list. Notes may be viewed later in Caretake Tools on Stratos.

Show Alarms Accepted by Others

When enabled, users will see alarms accepted by other users in their Alarms list. Otherwise, when an alarm is accepted by another user, it disappears until such time as a backup request is made or the alarm is reopened.

Resound Interval

Allows users to set the interval at which unattended alarms will remind them that they still need to be handled. Alarms within the **My Accepted Alarms**, **New Alarms**, and **Backup Request** categories will resound at the interval specified here.

Alarm Tone

Users may select from a large number of various sound effects for alerting them to events within the Atmos Mobile.

Logging into Stratos

Each user will require his or her own unique login for Stratos. If you do not already have a login, please contact your general manager or executive director and have them email support@silversphere.com to start the setup process.

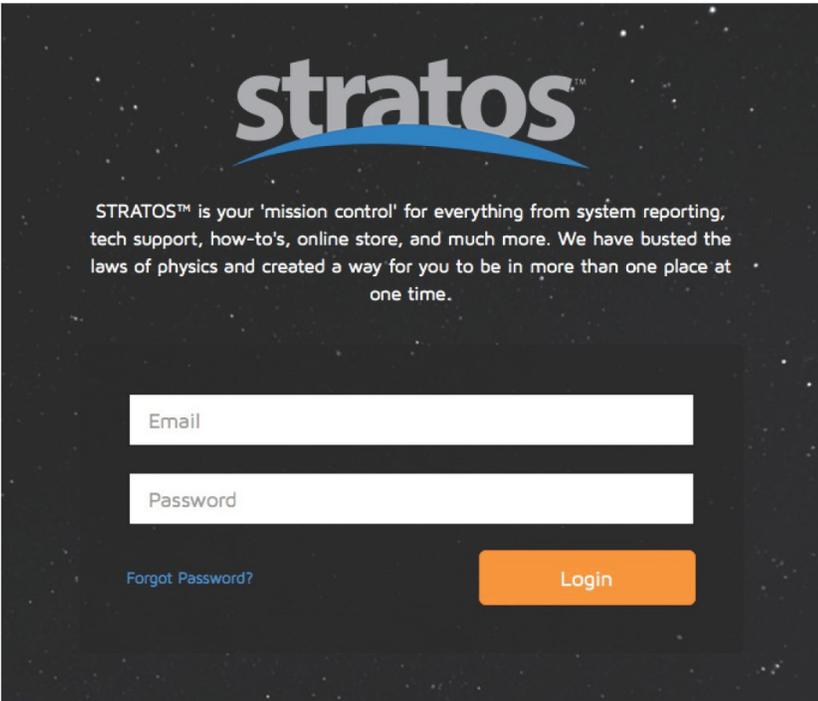
To access Stratos...

- 1) Navigate to <http://stratos.silversphere.com>
- 2) Type in your email address and password and click Login.

You can request a new password by clicking "Forgot Password"

or

Click "I need help" to request access. Allow 24 hours to respond M – F.



stratos™

STRATOS™ is your 'mission control' for everything from system reporting, tech support, how-to's, online store, and much more. We have busted the laws of physics and created a way for you to be in more than one place at one time.

Email

Password

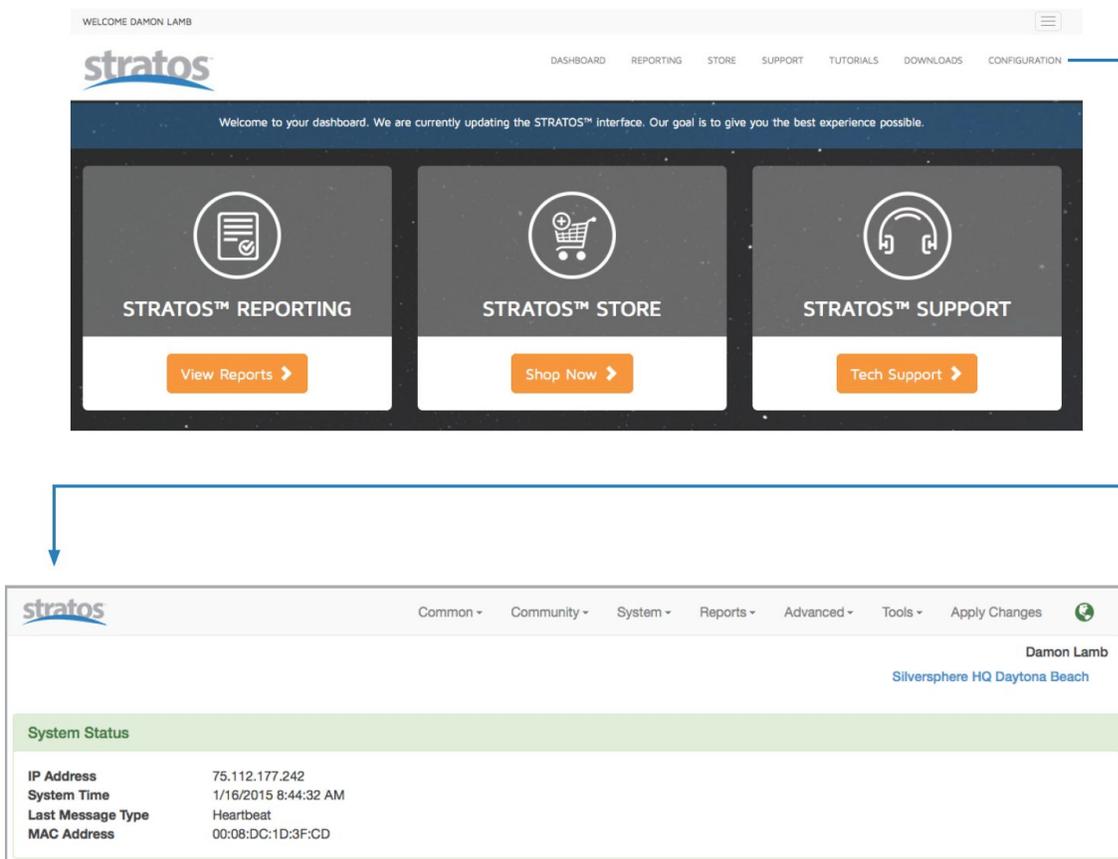
[Forgot Password?](#) [Login](#)

Stratos Configuration

Stratos configuration is used to configure your system settings, such as adding resident names and contact information, managing your transmitters and room names, setting system schedules, and more.

To access configuration...

- 1) Log into the Stratos portal.
- 2) Upon logging in, you will see the Stratos portal page. Click Configuration in the upper right corner to be taken to your system configuration page.



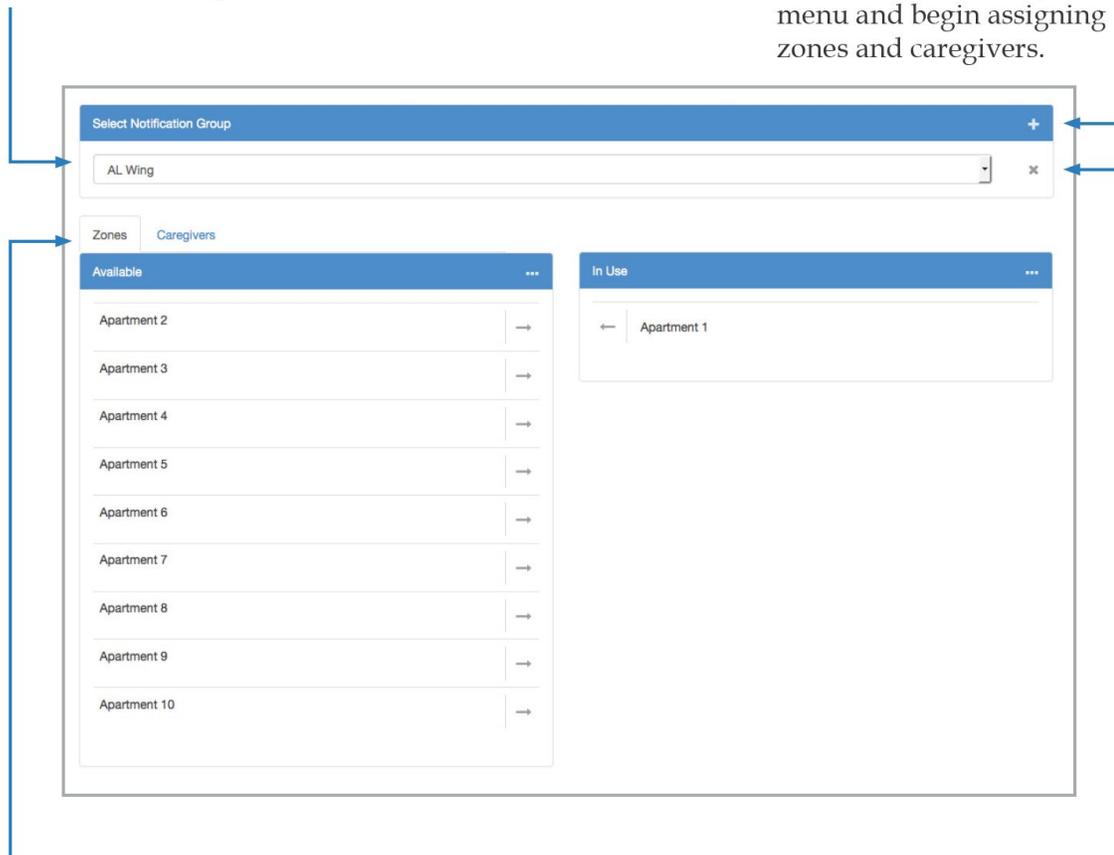
Advanced Menu: Notification Groups

With the introduction of Atmos Mobile, users can now create notification groups for the mobile app that can get quite granular, and which update very quickly.

Admins can route any combination of rooms and zones to any combination of users by simply assigning and unassigning them on a per user basis.

Select a zone group from the drop-down menu to view which zones and caregivers are assigned, and which are available to be assigned.

Use the Plus-sign to create a new notification group, or the X to delete an old one. Once created, you will be able to select it from the drop-down menu and begin assigning zones and caregivers.

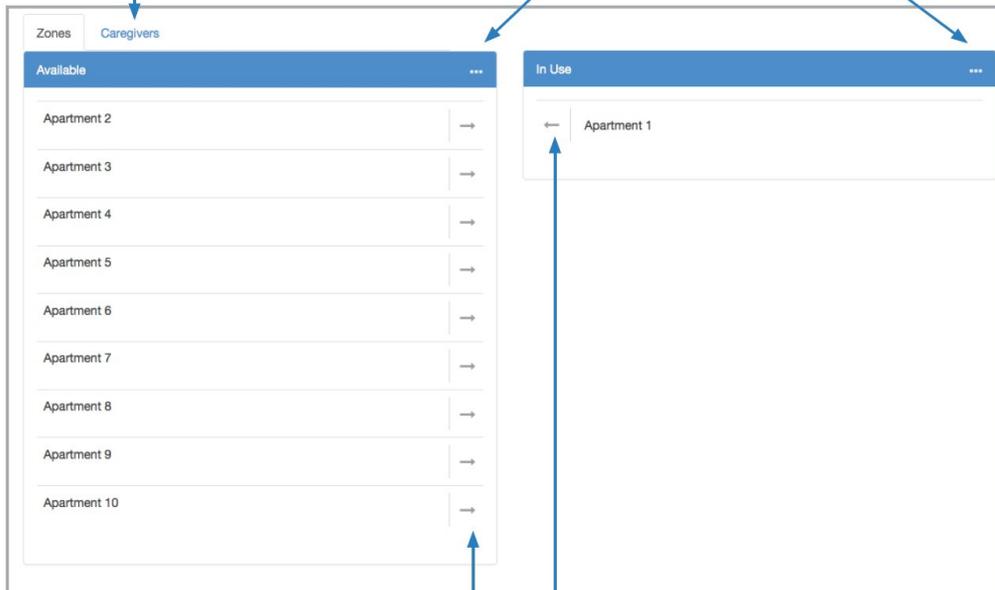


Use the tabs to swap between viewing assigned zones and assigned caregivers.

Advanced Menu: Notification Groups Continued

You can assign and unassign caregivers using the methodologies described below for assigning Zones. Simply click the **Caregivers** tab to begin assigning caregivers.

Click the "... " for the option to assign all **Available** zones or unassign all **In Use** zones at once.



To add a zone to a notification group, simply click the right-arrow key to move it from **Available** to **In Use**.

You can remove a zone from a notification group by clicking the left arrow to move it from **In Use** back over to **Available**.

Changes saved to Notification groups are immediate and **do NOT** need to be applied to the system via the Apply/Undo page.

When finished, click Save Changes.

Click Discard Changes before saving to start over.

Advanced Menu: Caregiver Tools

These tools allow you to see the activity that took place on a mobile app, organized by user. In the Caregiver Tools, you will first be presented with a list of users.



The screenshot shows a 'Caregiver Details' page with a table. The table has four columns: 'Caregiver', 'Current Status', 'Last Login', and an unlabeled column for alarm counts. The first row shows a caregiver named 'Damon Lamb' with a status of 'On' and a last login of '4:33:03 AM'. To the right of the table, there are two rows of alarm counts: '5' with a bell icon and '1' with a crossed-out bell icon. An orange arrow points from the text 'Alarms accepted in the past 48 hours.' to the '5' count, and another orange arrow points from the text 'Alarms declined in the past 48 hours.' to the '1' count.

Caregiver	Current Status	Last Login	
 Damon Lamb	On	4:33:03 AM	5  1 

Click the picture to view more details.

Alarms accepted in the past 48 hours.

Alarms declined in the past 48 hours.

Advanced Menu: Community Details

Set your security code here. The Security Code is required to make settings changes in Atmos Mobile or to reset a users password.



The image shows a user interface for setting a security code. It features a blue header bar with the text "Community Code". Below the header is a row of five input fields, each containing a digit from 1 to 5. At the bottom right of the form is a blue button labeled "Change Code".

↑
Type in your new code and click **Change Code.**