Thank you for ordering the Central Station Patient Monitoring Network. Mindray North America will be responsible for each aspect of your system installation and implementation. We believe that your satisfaction can best be achieved through effective communication during the installation process.

To help you understand the sequence of events, we’ve outlined the stages associated with system installation, clinical training and “Go Live”. Please familiarize yourself with each stage, paying specific attention to customer actions noted.

Your sales representative will serve as your point of contact, should you have any questions throughout the installation process.

The 7 Stages of Installation Checklist

1. **Floor Plan Review**
   - P.O. Received
   - Floor Plan Reviewed
   - Training Area Identified

2. **Site Survey**
   - Appointment Set
   - Data Closet Location Identified
   - Central Station Location Identified

3. **System Design**
   - Components Shipped
   - Instructions Mailed

4. **Cable Installation**
   - Cable Installed
   - Certification Performed

5. **System Installation**
   - System Installed
   - System Tested

6. **In-service Training**
   - Training Scheduled
   - Training Performed

7. **Go Live**
   - System Configured
   - Go Live
1. Floor Plan Review
Our Sales Support Department is currently reviewing your floor plan to determine cable routing for bedside monitors and/or antenna placement (wireless only). This review is critical to the customization of the Central Station to meet your clinical and technical requirements. You may be contacted by a Mindray North America representative to clarify any details concerning hospital construction and system placement. After review, the floor plans will be forwarded to our Service Department for use during your Site Survey.
Customer Action: This is an ideal time for you to identify a location in your facility for staff in-service training.

2. Site Survey
If your order includes telemetry, a Service Representative will contact you to set up an appointment to perform a site survey. This site survey is needed to verify the coverage area, the location of the data closet(s), and the central station placement. Information gathered during the site survey may help determine what additional hardware components will be required during the Installation Stage.
Customer Action: It is recommended that your facilities manager be available during this process.

3. System Design
Our Technical Support Department will design your system based on the findings during the site survey. Upon completion of the system design, we will then ship the cable, equipment rack and other components required for installation to your facility. Additionally, installation instructions, cable schematics and a cable routing guide will be sent to the selected contractor for Cable Installation and Certification.

4. Cable Installation & Certification
The contractor selected to manage cable installation within your facility is also responsible for termination and certification according to the instructions and cable routing guide. The contractor must provide documentation confirming certification to Mindray North America prior to the starting date of the System Installation.

5. System Installation & Testing
Our Installation Team will work with you to coordinate system installation, hardware/software configuration and system performance testing.
Customer Action: Prior to this stage, a clinical team member will make arrangements for on-site training for your staff.

6. In-service Training
A commitment of time and effort is required from both parties in order to provide a complete training program. In-servicing length is dependent upon the type of Mindray North America monitoring system you have purchased. A Clinical Educator will collaborate with your key coordinator to customize training schedules to best meet your needs.

7. Go Live
During this stage, a Mindray Clinical Educator will be on hand to assist in configuring your system settings, answer additional questions and ensure a smooth transition to your new Mindray North America monitoring system.