



**URGENT: MEDICAL DEVICE CORRECTION**

**Arial® Server Software Versions 11.1.4 through 11.1.6  
as part of the Arial Emergency and Nurse Call System**

October 31, 2024

Dear Valued Client:

**Problem  
Description**

Securitas Healthcare LLC (“Securitas Healthcare”) has become aware of an issue whereby the Arial Server Software versions 11.1.4 through 11.1.6 (the “Arial Server Software”) will not notify end users of calls initiated by call points with the Arial Emergency and Nurse Call System. When an end user utilizing the Arial Server Software “completes” a call initiated by a call point, either through the Arial Mobile Application or Arial Care Giver Mobile Application (each an “Arial App”) and later “declines” that same call within the Arial App, the Arial Server Software will not notify end users of further calls from that call point.

This communication applies only to those users of the Arial Server Software versions 11.1.4.9, 11.1.5.5, and 11.1.6.2 in conjunction with the Arial Mobile Application or Arial Care Giver Application.

Instructions for determining which version of Arial Server Software you are using are attached hereto as Exhibit C.

**Affected Product**

Arial Server Software version 11.1.4.9, 11.1.5.5, and 11.1.6.2  
UDI Numbers: (01) 00840948102769 (10) 11149; (01) 00840948102769 (10) 11155; (01) 00840948102769 (10) 11162

**Potential Hazard  
Involved**

The following potential hazard has been identified for clients using the affected versions of the Arial Server Software:

The Arial Server Software will not notify end users of calls initiated by call points with the Arial Emergency and Nurse Call System when an end user utilizing the Arial Server Software “completes” a call initiated by a call point, either through the Arial Mobile Application or Arial Care Giver Mobile Application (each an “Arial App”) and later “declines” that same call within the Arial App, the Arial Server Software will not notify end users of further calls from that call point. If this occurs, End Users may not receive calls from residents which may lead to injury.

To date Securitas Healthcare has received 5 complaints regarding affected versions of the Arial Server Software. No injuries or deaths have been reported.

**Necessary Actions  
to be Taken by  
Clients**

Instructions for determining which versions of the Arial Server Software you are using are attached hereto as Exhibit C. Clients using Arial Server Software versions 11.1.4.9, 11.1.5.5, or 11.1.6.2 should:

1. Not “decline” previously cleared calls through the Arial App;



2. Restart the Arial Server Software if an end user has “declined” a previously “completed” call using the Arial App. After restarting the Arial Server Software, calls from the affected call point(s) will begin to be received by the Arial Server Software and the Arial Server Software will notify end users as intended. Instructions for restarting the Arial Server Software are included on Exhibit B.
3. Contact Securitas Healthcare Technical Support at 1 (800) 380-8883 to upgrade the Arial Server Software to version 11.1.7 or later.

**Further  
Information  
Support**

For general questions concerning this communication please contact Securitas Healthcare Technical Support at **1 (800) 380-8883**.

**We ask that you please complete and return a copy of the acknowledgement form attached hereto as Exhibit A.**

This notification is being performed with the knowledge of the US Food and Drug Administration (FDA).

If you wish to contact the FDA regarding any adverse events or quality problems associated with this notice, use the following contact information.

- [www.fda.gov/medwatch](http://www.fda.gov/medwatch)
- 1 (888) 463-6332

Securitas Healthcare is committed to providing quality products and services to our clients. We apologize for any inconvenience this situation may cause.

Sincerely,

Garth Jack  
Senior Director of Quality & Regulatory Compliance



**Exhibit A**  
**MEDICAL DEVICE FIELD SAFETY NOTICE RETURN RESPONSE**  
**Acknowledgement and Receipt Form**  
**Response Required**

Please execute this acknowledgment regarding Securitas Healthcare's Medical Device Correction Notice for the Arial® Server Software Versions 11.1.4 through 11.1.6 as part of the Arial Emergency and Nurse Call System and return it to the address noted below:

By signing below, you Acknowledge and Certify, that your facility has read and understands this communication.
Facility Name:
Address:
Print Name:
Signature:
Title:
This facility does not have any affected software and/or is not using Arial Caregiver or Arial Mobile Application.  Initials: _____
This facility has affected software and is using Arial Caregiver or Arial Mobile Application. _____ Units were found and corrected. Initials: _____

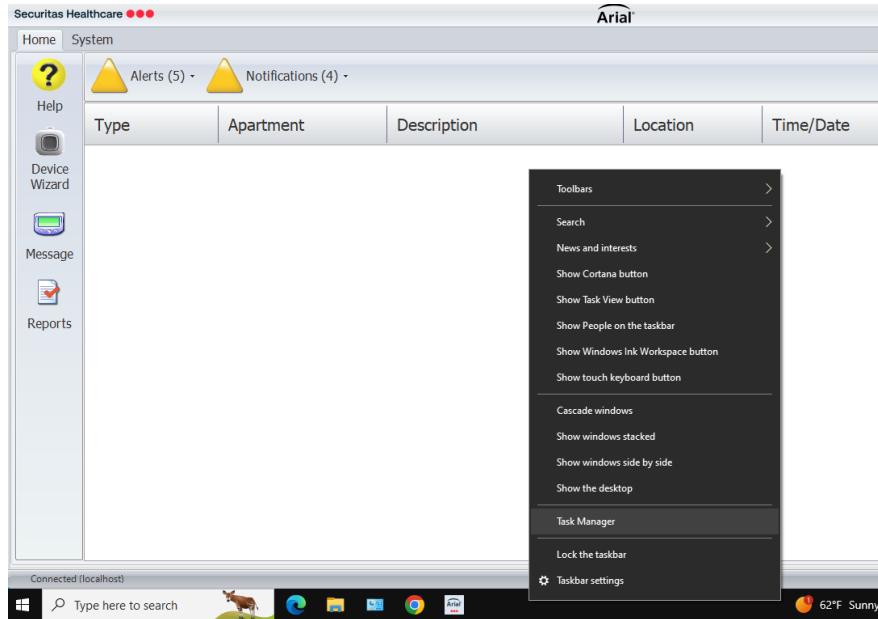
Please return a copy of this acknowledgment to:

Mr. Garth L. Jack  
Senior Director of Quality & Regulatory Compliance  
Securitas Technology Corporation  
4600 Vine Street, Lincoln, NE 68503  
Phone: 402-742-9335

## Exhibit B Instructions for Restarting Arial Server Software

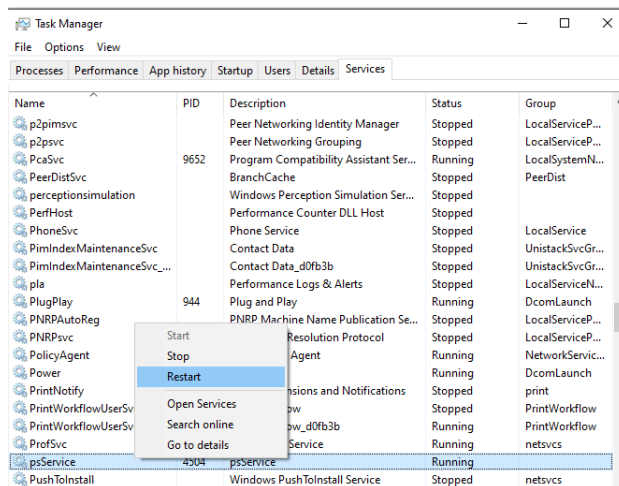
Arial Server Software can be restarted by following the steps below. **Please note that Arial Server Software will not receive calls from Arial call points while shutting down and restarting, calls will not be received from Arial call points.**

1. Right-click on the Windows Taskbar on the machine that is running your Arial Server Software.
2. Select Task Manager.



### *Opening Task Manager*

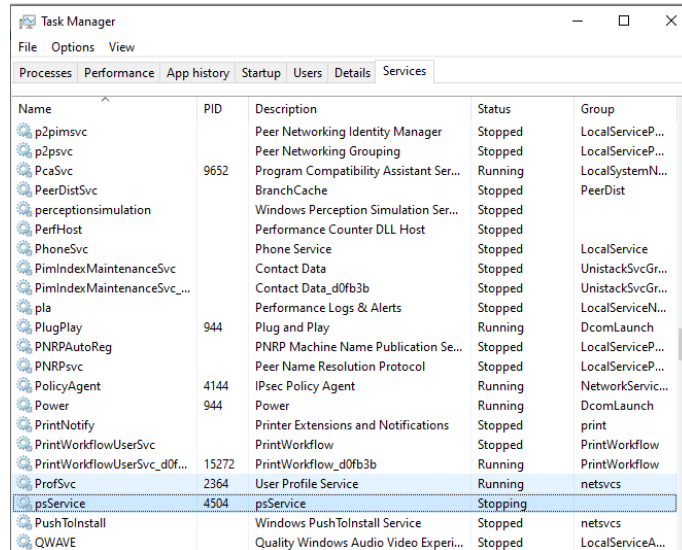
3. Once the Task Manager window opens, select “Services”, then scroll down (or type “ps”) to find “psServices” in the list of services.
4. Right-click on “psServices” and select “Restart”.



### *Restarting psService*

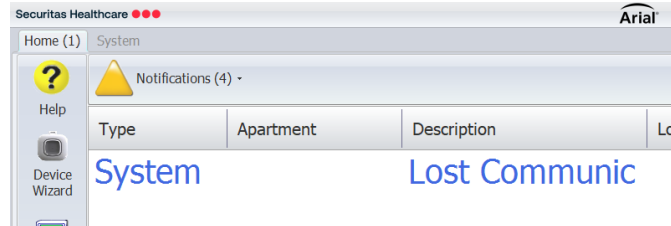


5. The “Status” column values for “psService” will go through a sequence of “Stopping”, “Stopped”, “Restarting”, and finally return to “Running” indicating the restart was successful.



*Services screen showing psService “Stopping” status during restart sequence*

6. Your Arial Client Screens may show a “Lost Communication” message during this process. Once “psService” has returned to “Running” status, this message should clear within a minute or so on your Arial Server Software.



*Example of Lost Communication message*

7. Check other Arial Client stations in your community to verify the Arial screen is displayed and the “Lost Communication” message has resolved



## Exhibit C

### Instructions for determining which version of Arial Server Software you are using

1. In the "Type here to search" box on the taskbar of the Windows screen, type "This PC" and then click Enter.
2. On the window that appears, double-click on the icon for the "Window (C:) Drive", then navigate to "Program Files (x86)" and then the "Healthcare Platform Server" directory.
3. Scroll down through the list of files in the "Arial" directory and find one called "hpServ". Hover over this with your mouse. After a couple seconds details will appear.
4. If the "File Version" is 11.1.4.9, 11.1.5.5, or 11.1.6.2, then you will need to have a software update. Contact Tech Support at 800-380-8883 to coordinate this update.

