Understanding Dispenser Activity vs. Heartbeat

Vitalacy Specialist
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The Vitalacy Web App keeps you informed about your hand sanitizer and soap dispenser activity. Understanding the difference is vital to resolving any dispenser issues.

- **Dispenser Activity Report:** This report shows you how often dispensers are being used across your entire facility, broken down by unit or department. This helps you understand hygiene trends and identify areas with potentially low usage.
- **Dispenser Heartbeat:** This indicates if a dispenser is functioning properly and communicating with the web app. It's like a pulse check for your dispensers.

Understanding the difference between activity and heartbeat is crucial for troubleshooting.

- **Low Activity:** If the dispenser activity report shows low usage in a specific area, it might not necessarily mean there's a dispenser malfunction. It could indicate lower traffic in that area.
- **Missing Heartbeat:** If a dispenser is missing heartbeats, it suggests a potential problem with the dispenser itself, network connectivity, or battery life.

By knowing the difference, you can take the right steps to address any dispenser issues – ensuring proper hand hygiene compliance throughout your facility.

Low Activity or Missing Heartbeat, What to do Next:

Low Activity:

1. **Check the Area:** Oftentimes, when a dispenser is showing low activity or no activity at all it could simply mean that it is in a closed room or a closed off area of the unit. The first step is to go check on it.
2. **Find the Sensor:** If the dispenser is in an active area, you will need to make sure the Dispenser Sensor is still installed properly. To do this, just drop the face of the dispenser and look to either the left or right side. You should see a Vitalacy Dispenser Sensor on either side.
3. **Test the Dispenser:** If the dispenser is still installed properly, you will need to test for activity. To do this, make sure the face of the dispenser is locked properly then dispenser 5 times.

4. **Check the Activity:** After you have completed all steps above, return to the Dispenser Activity Report and look for activity from the dispenser in question. If you still do not see activity, please contact us at help@vitalacy.com.

Missing Heartbeat:

1. **Check the Gateway:** Sometimes if a Gateway has been disconnected from the facility WiFi, Dispenser Sensors will have difficulty transferring their heartbeats. If the Gateway is down, follow this guide to reset it [insert when complete].
2. **Find the Sensor:** Similar to the low activity, a Sensor can miss a heartbeat if it has been removed or misplaced. To do this, just drop the face of the dispenser and look to either the left or right side. You should see a Vitalacy Dispenser Sensor on either side.

Report to Vitalacy: If the Gateway is up and the Sensor is still installed properly, please reach out to help@vitalacy.com with the Dispenser Sensor name.

Contact Support

For continued help and support, please contact us at help@vitalacy.com 😃