

CONCENTO^{CARE}

Operating Manual

Modular nurse call system
for future-oriented care



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1 To ensure safety

1.1 General safety instructions



WARNING! Please observe the following safety instructions.

- By means of suitable measures, e.g. through training sessions, you must gain a sufficient level of understanding about the operation and use of the nurse call system. If necessary, these measures must be repeated.
- This manual assumes this adequate level of understanding.
- This manual assumes that you are familiar with the procedures of the nursing service of your nursing facility.
- Non-system devices and operating media (e.g. monitoring devices for diagnostic calls) must only be connected by staff specially trained for this purpose.
- Report all irregularities of functions, all failures and faults immediately to the system administrator of the nurse call system.
- Instruct the residents/patients in the operation of the call devices.
- Check the pluggable call devices (pear push switch, etc.) after each plug-in for the correct function of raising calls.
- Do not subject the devices to extreme conditions such as excessive heat or cold, moisture, a lot of dust or violent shocks.

1.2 Indication of faults in the nurse call system

If a display of the nurse call system shows a message you are not able to identify, contact the system administrator of the nurse call system.

The following notifications on room controllers with display (with or without intercom) as well as on 16-digit corridor displays, on pagers and DECT handsets indicate faults in the nurse call system: EXTERN, FLT IN, FLT PC, FLT PS, FLT RA, FLT SC, FLT SW, FLT TE, FLT UI, MAINS, MODULE, PAGER, SERVER.

The following notifications on 12-digit corridor displays indicate faults in the nurse call system: EXT, FE, FIN, FPC, FPS, FRA, FSC, FSW, FUI, F-P, MOD, M-F, SRV.

WARNING! If a fault is indicated, not all calls may be displayed!



- ▶ Note down the complete notification of the display and immediately inform the system administrator. The system administrator will deal with the rectification of the fault.
 - ▶ Care for the residents/patients without relying on the nurse call system until the fault has been rectified.
-

Information about the fault notifications the system administrator checks in the Technical Manual (download from www.tunstall.de).

2 Necessary basic knowledge

CONCENTO^{CARE} is a nurse call system that is primarily used in nursing homes, homes for the elderly, sheltered housing and assisted living.

2.1 Process of handling calls

1. Raising a call

A resident/patient presses the call button when he or she requires assistance. The call is indicated on the room lamp of the call location, on the corridor display and on the room controllers in rooms where staff is present.

2. Answering a call where there is a speech option

If a room controller with intercom, i.e. a speech option, is installed at the call location and in the room in which staff is present, the staff can answer the call. That means the staff can then establish a speech connection to the call location. During the conversation the staff clarifies the kind of assistance the resident/patient requires.

3. Caring for the person needing help

The staff goes to the call location to care for the resident/patient. Upon entering the room the staff switches its presence on at the room controller.

4. Cancelling the call

Once the resident/patient has been cared for, the call must be cancelled.

In most cases the call is cancelled automatically when the staff switches its presence off when leaving the room.

Calls from WC rooms must be cancelled by pressing a cancel button in the WC room.

Some types of calls (bed call, room call, inactivity alarm) can be cancelled remotely when answering the call via a speech connection. The staff must not go to the call location.

2.2 Staff presence registration

An important prerequisite for the correct use of the nurse call system is the presence registration in the rooms.

Presence switched on:

- Signals the presence of staff in the room.
- Prepares for displaying calls. This means that calls from other rooms on the ward are displayed for the staff member at his or her location.
- Prepares for the initiation of emergency calls. This means that calls from rooms with presence switched on are signalled with a higher priority.
- Calls in the room are cancelled when the staff leaves the room later and switches the presence off [exception: Calls in the WC area (factory setting)].

2.3 Call categories and call types

A call is used to request assistance. It is raised by residents, patients, staff or automatically by sensors. There is a range of call types available, depending on the call event in question. These call types are assigned to call categories. This ensures that high-priority calls can be signalled as a priority. Which of the following call types can happen in your nurse call system depends on the installation of the nurse call system. Ask your system administrator.

Call category	Call type	Call event
Calls (low priority)	Room Call	A call button has been pressed in the room. The call location is neither the WC nor the bed, however
	Call Bed 1 ... 6 (= Bed call)	The call button on a pear push switch or a call switch with connector has been pressed.
	WC Call	A call has been raised on a pull cord switch insert, pneumatic switch insert or call switch insert in the WC.
	Radio Call	A call was raised manually by the call button being pressed on a hand-held transmitter or automatically by a radio sensor.
	Inactivity	The resident has not execute his or her daily activity. Activity is executed by a day button being pressed or automatically actuated by sensors (movement detector, sensor mat, etc.), on a daily basis. Requirement: Inactivity alarm function active.
	Service Call*)	A special service button has been pressed.
	Service Call Bed 1 ... 6*)	The resident/patient is requesting a service (e.g. a bottle of water).
	Technical Call*)	A call has been raised automatically by a connected technical device, such as a window contact.
Emergency calls (medium priority)	Door Alarm*)	Automatic message from a door. This can be, for example, the message from a persons protection system for impaired persons that a door has been opened.
	Emergency 1	A room call has been raised while presence is switched on.
	Emergency Bed 1 ... 6	A bed call has been raised while presence is switched on.
	Emergency WC	A WC call has been raised while presence is switched on.
	Emergency Radio	A higher-priority radio call has been raised
Diagnostic Call	A medical monitoring device, such as a feeding pump, has raised a call.	

Tab. 1: Call types overview

Call category	Call type	Call event
Alarm calls (high priority)	Fire Alarm	A smoke detector is signalling smoke development or the fire alarm interface is signalling a fire alarm. Note: This call type is an additional message for dangerous situations. It is not designed to act as a replacement for fire alarm systems.
	Cardiac Alarm	Calls may be given a higher priority by making settings in the system; for example, so that resuscitation team can receive alarm notifications.

Tab. 1: Call types overview (Continuation)

*) The marked call types are detected by devices that are not described in this manual because they have been produced by manufacturers other than the CONCENTO^{CARE} nurse call system. Information about these devices is available in the documents enclosed with the devices.

There can be call types in addition to these call types which have been specially setup for the nurse call system. Relevant information is available from your system administrator.

2.4 Call display

When a call has been raised it is displayed on the room lamp of the call location and on the corridor display of the ward. It is also signalled on the room controllers in the rooms of the wards in which staff has registered its presence.

If a call is not accepted within 3 minutes (factory setting), it is displayed automatically in all wards of the building.

Cardiac alarms and fire alarms are displayed directly in all wards of the building, i.e. without any time delay.

2.5 Abbreviated designation of call types in the displays

Call category	Call type	Room controller with display (with or without intercom), 16-digit corridor display, pager, DECT handset	12-digit corridor display
Calls (low priority)	Room Call	ROOM	RM
	Call Bed 1 ... 6 (= Bed Call)	BED 1 ... 6	B-1 ... 6
	WC Call	WC	WC
	Radio Call	R-CALL	R-C
	Inactivity	INACTI	INA
	Service Call	SERVIC	SER
	Service Call Bed 1 ... 6	SER B1 ... 6	SB1 ... 6
	Technical Call	TECH	TEC
	Door Alarm	DOOR	DOR
Emergency calls (medium priority)	Emergency 1	EME 1	E-1
	Emergency Bed 1 ... 6	EME B1 ... 6	EB1 ... 6
	Emergency WC	EME WC	EWC
	Emergency Radio	EMER R	E-R
	Diagnostic Call	DIA	DIA
Alarm calls (high priority)	Fire Alarm	FIRE	FIR
	Cardiac Alarm	ALARM	ALM

Tab. 2: Abbreviated designation of call types in the displays

Event	Room controller with display (with or without intercom), 16-digit corridor display, pager, DECT handset	12-digit corridor display
Staff is present = Presence	STAFF1	ST1

Tab. 3: Abbreviated designation of presence in displays

2.6 Shift operation (time zones)

The nurse call system can be adapted to the shift operation of the nursing facility. In many cases, staff members' areas of responsibility change during the various shifts: while staff might be responsible for one ward during the day, it is often the case that their responsibility then covers the entire building during the night shift.

The nurse call system is organised in such a way that all the calls for a staff member's area of responsibility are displayed within this area of responsibility. The system is organised using what are known as time zones. Up to nine different time zones per nurse call system can be set up by the system administrator. For each time zone is defined the area of responsibility that the staff member has during that time.

Depending on how the nurse call system is configured, either the time zone is switched over automatically or the staff switches over the zone manually on a special room controller with display.

Time zone	Designation		Areas of responsibility
1	Mon – Fri	Early shift	Ward 1, independent Ward 2, independent Ward 3, independent Ward 4, independent
2	Mon – Fri	Late shift	Ward 1 is coupled with 2 Ward 3 is coupled with 4
3	Mon – Fri	Night shift	Wards 1, 2, 3, 4 are coupled
4	Saturday	Early shift	Ward 1, independent Ward 2, independent Ward 3, independent Ward 4, independent
5	Saturday	Late shift	Ward 1, independent Wards 2, 3, 4 coupled
6	Saturday	Night shift	Wards 1, 2, 3, 4 are coupled
7	Sunday	Early shift	Ward 1 is coupled with 2 Ward 3 is coupled with 4
8	Sunday	Late shift	Wards 1, 2, 3, 4 coupled
9	Sunday	Night shift	Wards 1, 2, 3, 4 coupled

Tab. 4: Examples of time zones



NOTE! Cardiac alarms and fire alarms are displayed in all nurse call system wards, regardless of the active time zone.

2.7 Telephone for accepting calls

The nurse call system can be set so that calls can also be answered via a telephone. For a call in the nurse call system a telephone is called parallel to the indication within the nurse call system. The staff accepts the telephone call. A synthetic voice announcement informs that there is a call. If possible, a speech connection to the call location is established. Staff can clarify on the telephone what assistance is required. Certain call types can be cancelled remotely on the telephone.

2.8 Call transfer to a telecare monitoring centre

The nurse call system can be adjusted in such a way that at specific times (e.g. nights or on weekends) the calls are sent to a telecare monitoring centre via telephone connection. There the staff answers the calls and organizes the necessary measures. This, however, is possible only on systems with speech communication, i.e. with intercoms.



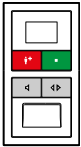
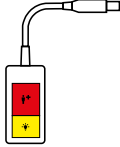


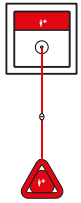
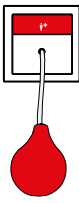

2.9 Call display on pagers or DECT handsets

The nurse call system can be set in such a way that calls are displayed on pagers or in the display of DECT handsets.

2.10 Example of a ward

The next page shows an example of a ward.

2.10.1 Key to symbols

Symbol	Product	Symbol	Product
	Room lamp		Call switch with connector
	Room controller with display and intercom		Pear push switch
	Call switch		Cancel switch
	Pull cord switch		Pneumatic switch
	Corridor display		

Tab. 5: Key of symbols

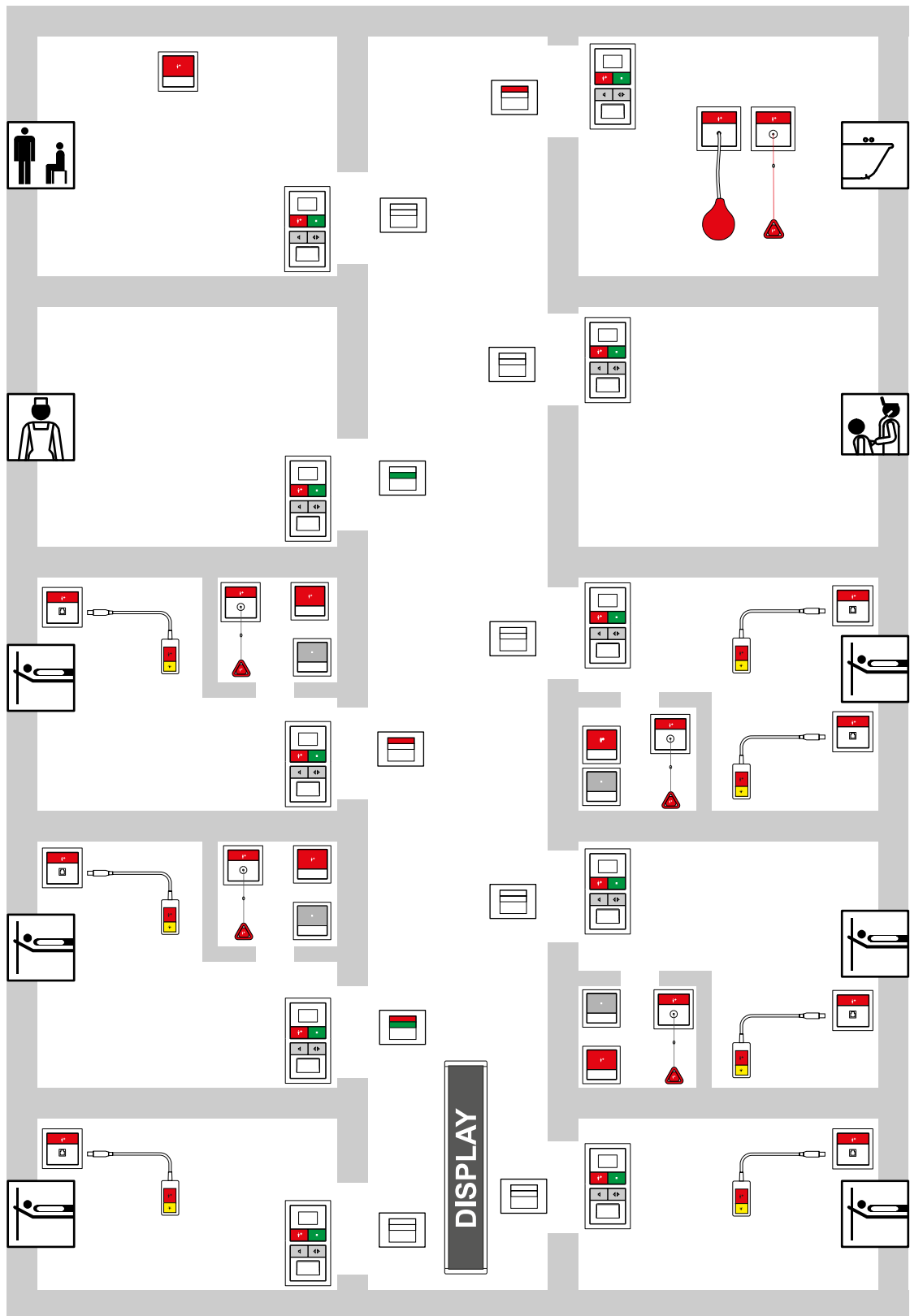


Fig. 1: Example of a ward

3 Room lamps

Room lamps in the corridor indicate the calls and presence of the associated room:

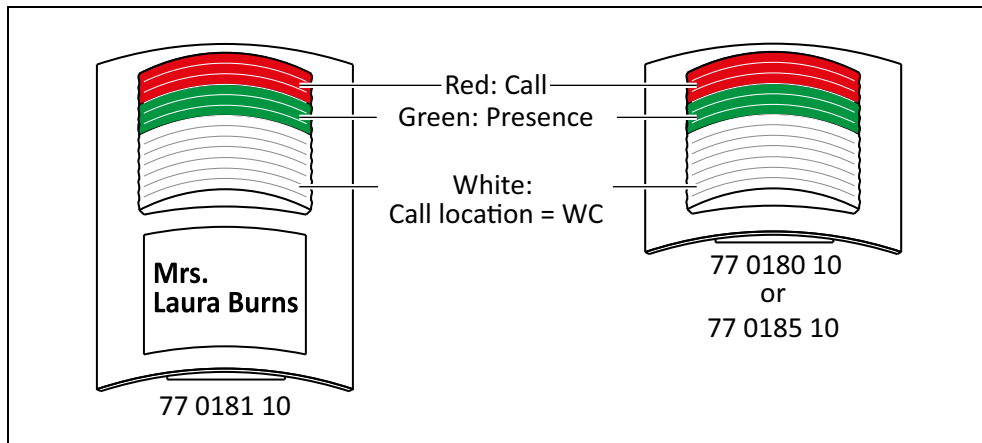


Fig. 2: Room lamps

The call category is displayed in the red light section of the room lamp as well as of the room lamp with doorplate:

- Call category = Calls: Permanent light.
- Call category = Emergency calls: Flashing (1 sec./1 sec.).
- Call category = Alarm calls: Rapid flashing (0.3 sec./0.3 sec.).

In the case of calls from WC rooms (WC call, emergency WC), the white light section flashes additionally. Presence is indicated in the green light section of the room lamp by permanent light.



NOTE! If several calls are pending at the same time, the oldest call of the highest priority is displayed.

White light section

The white light section does not only indicate WC calls. It signals as follows:

- Permanent light: Service call
- Flashing (1 sec./1 sec.): call location = WC
- Rapid flashing (0.3 sec./0.3 sec.): Fire alarm

This configuration can be changed individually for each room by configuring the room controller. Ask the system administrator whether this is the case in your facility.

4 Corridor displays

On the corridor display, calls within the ward are displayed together with the call type and call location.

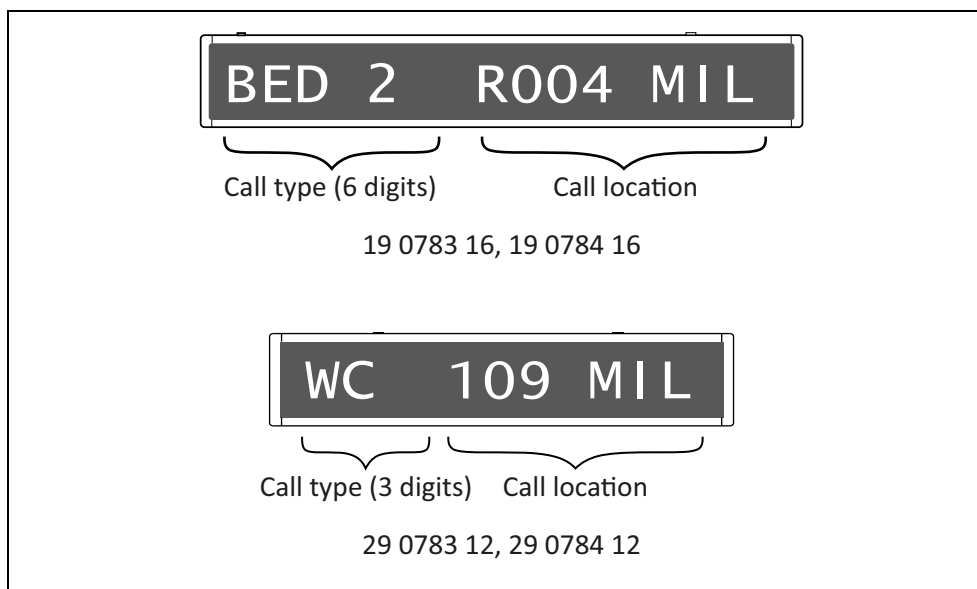


Fig. 3: Signalling on the corridor displays

16-digit and 12-digit corridor displays are available, in single-sided or double-sided versions. The call type is displayed as an abbreviated designation, see page 13. The designation of the call location is defined when the nurse call system is set up. The designation of the call location can consist of a freely entered text with a maximum length of 25 characters. Texts with more than 9 characters for the 16-digit corridor displays or more than 8 characters for the 12-digit corridor displays are displayed as tickers. Alternatively, the call location can consist of the 3-digit logical group (ward) and the 4-digit room number.

The display of answered calls can be disabled system-wide by configuration. The system administrator can tell you, whether this is the case in your facility.

If there are several calls on the ward, the oldest call with the highest priority is displayed for 15 seconds. Then all further calls, the presence messages and any faults of the nurse call system are scrolled through according to their priority, i.e. each message is displayed for 5 seconds.

If there is no message, the date and time are shown on the 16-digit corridor display. Only the time is shown on the 12-digit corridor display.

5 Pear push switches and accessories

5.1 Pear push switches

A call switch with connector is usually installed at the resident/patient bed, to which a pear push switch is connected via plug for raising calls. There are pear push switches with a call switch and pear push switches with an additional switch for switching a light source.

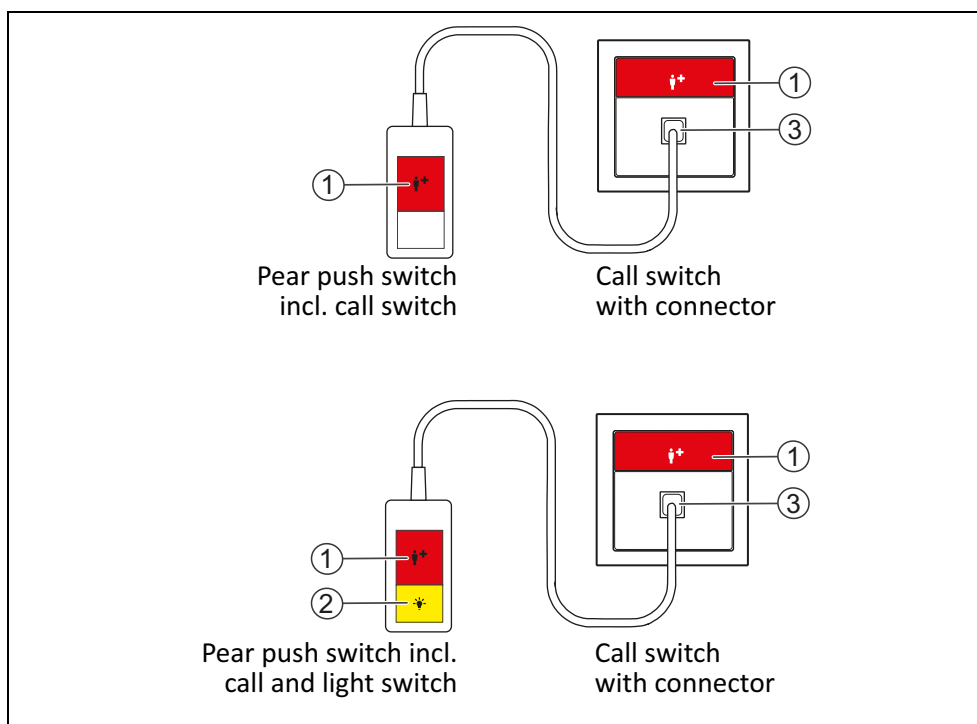


Fig. 4: Pear push switches

[1] Red call button

For raising a call by pressing the red button.

- LED in the button is faintly illuminated to locate the button in the dark.
- LED in the button lights up brightly when a call has been raised.

[2] Yellow light button

For switching the light. Depending on the installation of the nurse call system, the light can only be switched on and off or also dimmed. Ask the system administrator.

[3] Socket

For connecting the pear push switch. The socket is monitored, i.e. when the pear push switch is disconnected, this is signalled as a call in the system.



WARNING! Check the pear push switch each time it has been plugged into the socket whether the raising of a call functions correctly.

5.2 Accessories

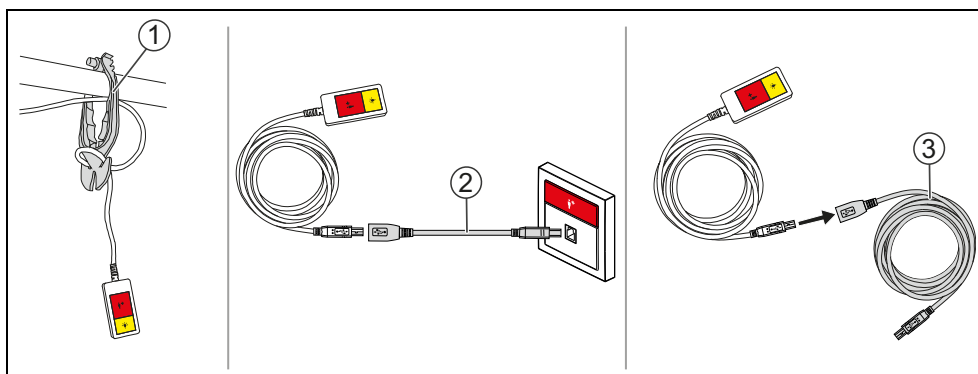


Fig. 5: Accessories for the pear push switches

[1] Equipment and cable clamp (70 0361 00)

For the precise guidance of all cables and equipment along the bed supporting rod. The equipment and cable clamp automatically detaches itself from the bar under tensile load.

[2] Self-releasing adapter for pear push switch (29 0790 04)

When under load, the connection is released automatically, thus protecting the device against damage.

[3] Extension cable for pear push switch (29 0790 06)

3 m extension cable for pear push switch, order no. 29 0790 02 and 29 0790 00.

6 Call devices

All red control elements of the nurse call system serve for raising calls. They are marked with a unique image.

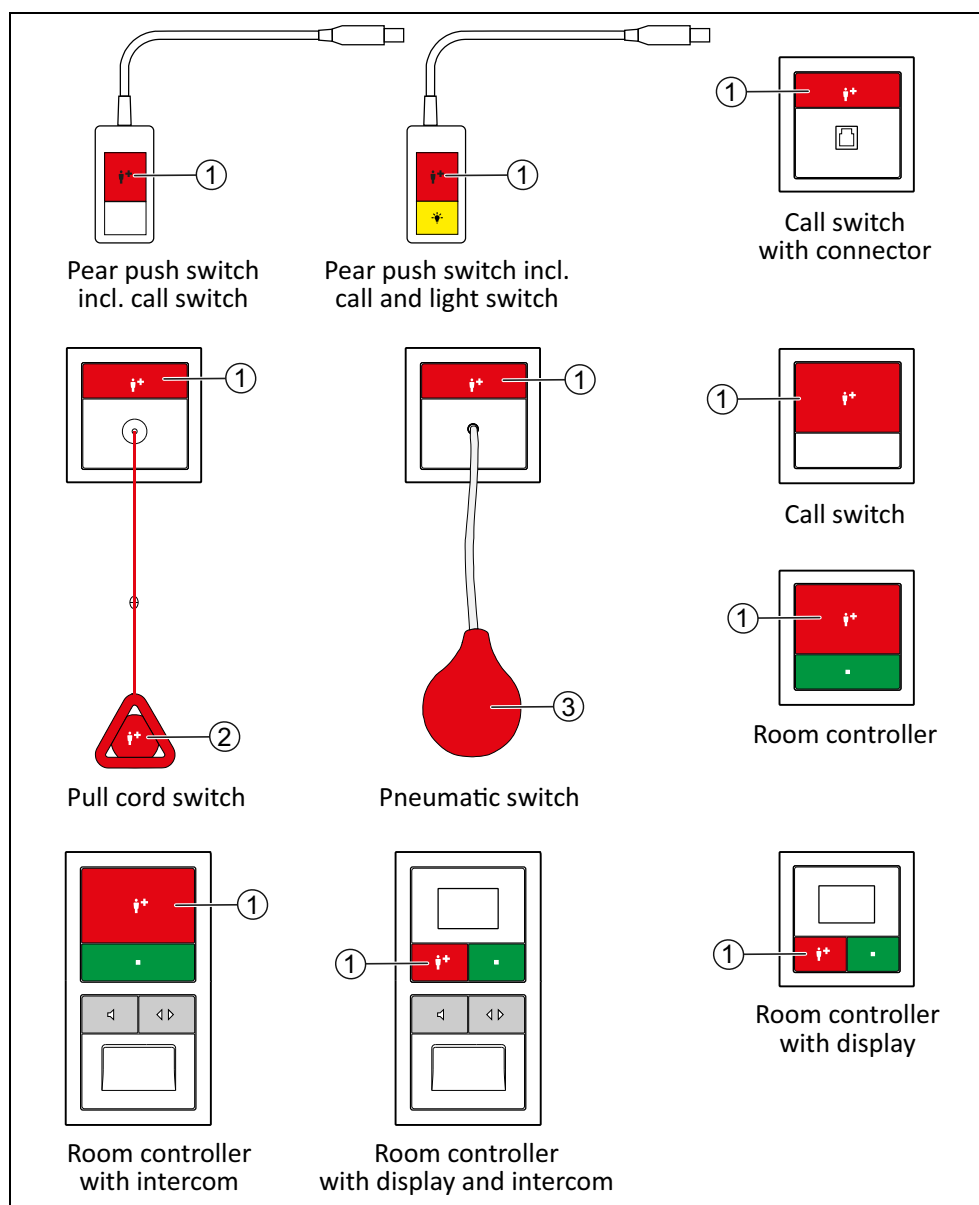


Fig. 6: Call devices

[1] Red call button

For raising a call by pressing the red button.

- LED in the button is faintly illuminated to locate the button in the dark.
- LED in the button lights up brightly when a call has been raised.

[2] Red call handle

For raising a call by pulling on the red pull cord.



WARNING! There is no pull-off check. If the pull cord with call handle is not connected, no call can be raised by pulling the call handle.

- ▶ Check regularly whether the safety release is closed, i.e. whether the pull cord with call handle is connected.

[3] Red call ball

For raising a call by pressing the red rubber ball.



WARNING! There is no pull-off check. If the hose is not firmly connected to the rubber ball and the switch, no call can be raised with the rubber ball.

- ▶ Check regularly whether the hose is firmly attached at both ends.

6.1 Safety release of the pull cord switch

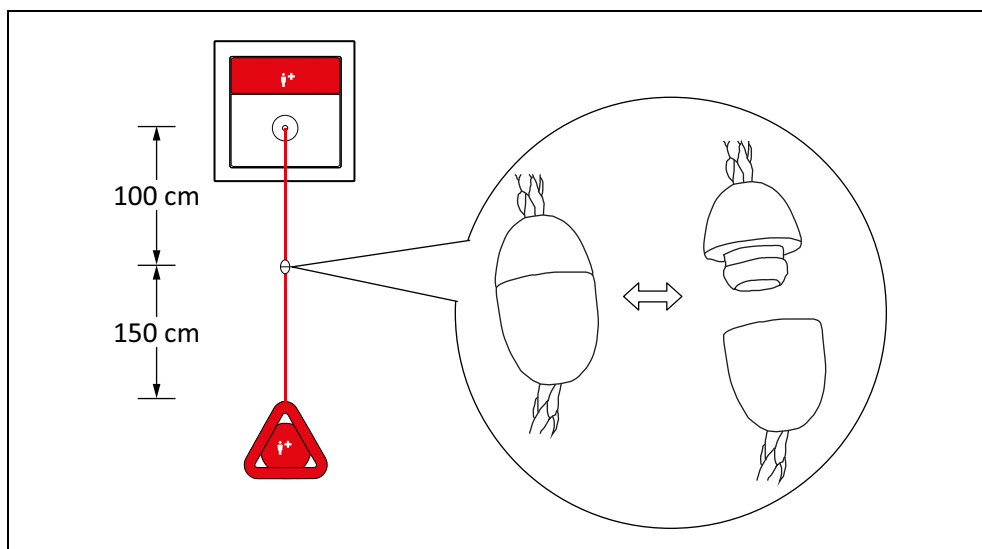


Fig. 7: Pull cord switch, safety release

The pull cord is equipped with a safety release. The safety release opens if one pulls on the pull cord with too much force.

- After it has opened, the safety release is easily closed again by simply pushing it together.

7 Radio based call devices

This chapter describes call devices that transmit the call signal by radio. The radio receivers required to receive these call signals are presented prior to the call devices.

7.1 Radio receiver-T

Radio receiver-T raises a call when it receives a call signal from an assigned radio based call device. The type of call raised depends on the configuration of your nurse call system, e.g. "Bed 1". Ask the system administrator.

Before a radio based call device can be used with the radio receiver-T, it must be assigned to the receiver by programming by a technically experienced specialist. Contact the system administrator.

- For operation, the plug of the radio receiver-T must be plugged into the socket of a call switch with connector (29 0704 00...).
- ✓ Radio receiver-T is ready for operation when the indicator LED [1] lights up green.



WARNING! Check all assigned radio based call devices after each insertion of the radio receiver T into the socket for faultless function of call initiation.

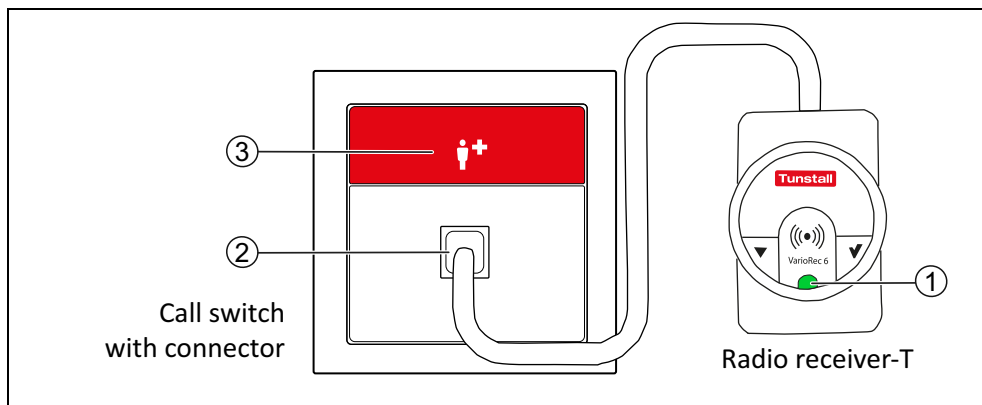


Fig. 8: Radio receiver-T (Z 00 8202 36) and call switch with connector (29 0704 00...)

[1] Indicator LED

- is illuminated green when the radio receiver-T is ready for operation.
- flashes red once when a call is raised (light duration: approx. 1 sec.).



WARNING! Any other indication of the indicator LED [1] indicates a fault. Contact the system administrator. Example: If the indicator LED flashes red continuously, the battery of an assigned radio based call device is low. The battery must be replaced.

[2] Socket

To connect the radio receiver-T. The socket is monitored, i.e. when the radio receiver-T is disconnected, this is signalled as a call in the system.

[3] Red call button

7.2 Radio receiver-T UP

Radio receiver-T UP raises a call when it receives a call signal from an assigned radio based call device. The type of call raised depends on the configuration of your nurse call system, e.g. "Radio call". Ask the system administrator.

Before a radio based call device can be used with the radio receiver-T UP, it must be assigned to the receiver by programming by a technically experienced specialist. Contact the system administrator.

Radio receiver-T UP is ready for operation when the indicator LED [1] is illuminated green.

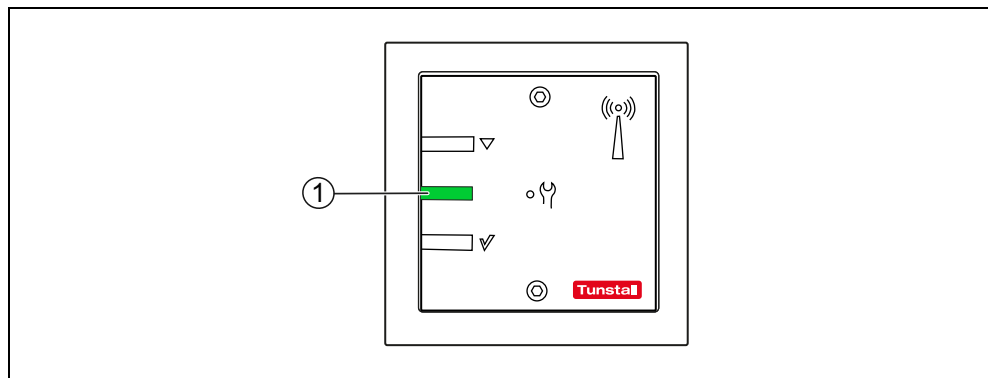


Fig. 9: Radio receiver-T UP (Z 00 8202 35)

[1] Indicator LED

- is illuminated green when the radio receiver-T UP is ready for operation.
- flashes red once when a call is raised (light duration: approx. 1 sec.).



WARNING! Any other signalling of the indicator LED [1] indicates a fault. Contact the system administrator. Example: If the indicator LED flashes red continuously, the battery of an assigned radio based call device is low. The battery must be replaced.

7.3 MyAmie



WARNING! Before a MyAmie can be used, it must be assigned to a radio receiver-T or -T UP. Contact the system administrator.

The resident/patient should always carry the MyAmie radio trigger in his or her living environment so that a call option is always within reach. The MyAmie is worn with a neck cord or wrist strap.

The type of call raised depends on the configuration of your nurse call system, e.g. "Bed 1" or "Radio call". Ask the system administrator.

The MyAmie is waterproof when temporarily immersed in water (up to 30 minutes up to 1 m depth).

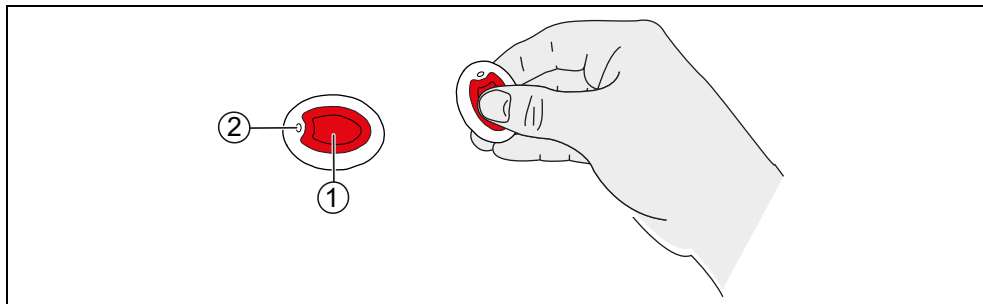


Fig. 10: MyAmie (P68007/02)

[1] Red call button

[2] Control LED

- lights up (approx. 3 sec.) after pressing the red call button: Battery is OK. A radio signal is transmitted to raise a call.
- flashes after pressing the red call button: Battery is low. A radio signal is transmitted to raise a call.
- does not light up after pressing the red call button: No call is raised! The battery is empty or the MyAmie is defective!

Battery low indication

When the MyAmie battery is low, the indicator LED of the corresponding radio receiver-T or -T UP flashes. The battery must be replaced. Contact the system administrator.

Radio coverage

The radio range between the radio receiver-T or -T UP and the MyAmie depends on the structural conditions of the building and is up to 30 m. Before handing over the MyAmie to the user, you must check the radio coverage at the place of use. To do this, walk around the planned place of use and repeatedly raise a call. Inform the user about the radio coverage.

7.4 iVi™



WARNING! Before an iVi™ can be used, it must be assigned to a radio receiver-T or -T UP. Contact the system administrator.

The resident/patient must wear the radio transmitter iVi™ on his or her clothes in his or her living environment so that a call option is always at hand. The iVi™ serves additionally for the detection of falls. If the iVi detects that its user has fallen, it automatically raises a call.

Special knowledge is required to use the iVi™, e.g. how to attach the iVi™ to clothing and how to program the iVi™ for its user. This information can be found in the separate documentation for the iVi™.

The raised call type depends on the configuration of your nurse call system, e.g. "Bed 1" or "Radio call". Ask the system administrator.

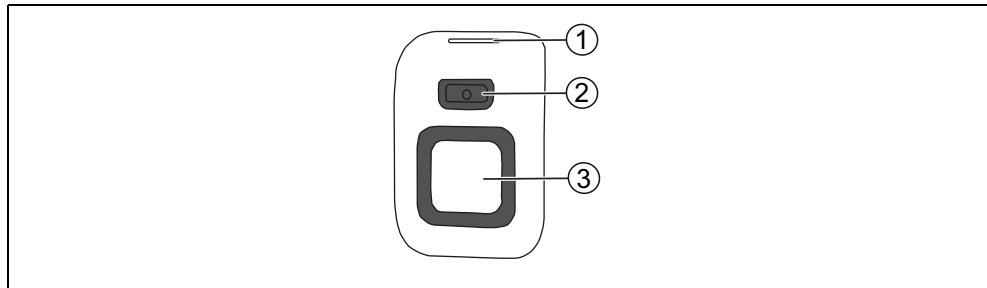


Fig. 11: iVi™ (P68005/47)

[1] Control light, [2] Cancel button, [3] Call button

For details refer to the separate documentation for the iVi™.

Battery low indication

When the iVi™ battery is low, the indicator LED of the corresponding radio receiver-T or -T UP flashes. The battery must be replaced. Contact the system administrator.

Radio coverage

The radio range between the radio receiver-T or -T UP and the iVi™ depends on the structural conditions of the building and is up to 30 m. Before handing over the iVi™ to the user, you must check the radio coverage at the place of use. To do this, walk around the planned place of use and repeatedly raise a call. Inform the user about the radio coverage.

7.5 Wireless sensor mats



WARNING! Before a wireless sensor mat can be used, it must be assigned to a radio receiver-T or -T UP. Contact the system administrator.

Wireless sensor mats are placed on the floor. They automatically raise a call if a person falls or steps on the mat. For example, the mat can be placed in front of a resident's/patient's bed to raise a call when the person leaves the bed or falls on the mat.

Special instructions must be observed for the wireless sensor mats. It is therefore essential that you read the instructions for use enclosed with each wireless sensor mat.

The type of call raised depends on the configuration of your nurse call system, e.g. "Radio call". Ask the system administrator.



Fig. 12: Wireless sensor mat (Z 00 8002 01)

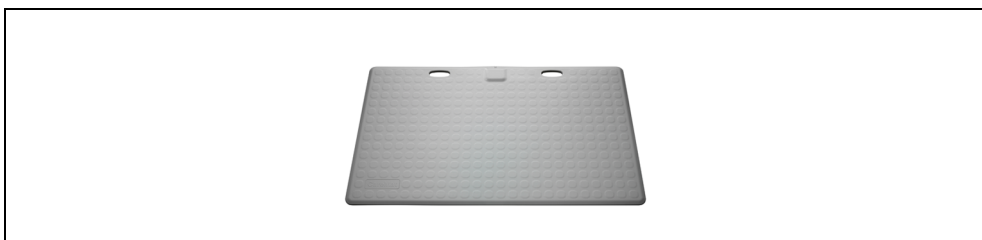


Fig. 13: Wireless step-on sensor mat CM (Z 00 8003 01)

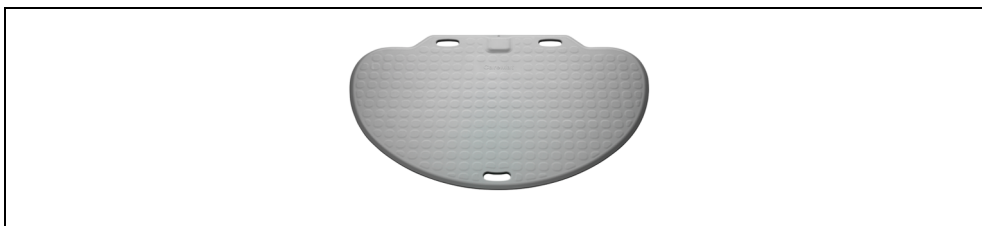


Fig. 14: Wireless step-on sensor mat NM (Z 00 8003 02)

Battery low indication

When the battery of the wireless sensor mat is low, the indicator LED of the corresponding radio receiver-T or -T UP flashes. The battery must be replaced. Contact the system administrator.

Radio coverage

The radio range between the radio receiver-T or -T UP and the wireless sensor mat depends on the structural conditions of the building and is up to 30 m.

If you place the wireless sensor mat, you must check whether the radio signals at the location reach the corresponding radio receiver. To do this, perform a function test at the place of installation.

7.6 Large-surface pneumatic radio switch



WARNING! Before an large-surface pneumatic radio switch can be used, it must be assigned to a radio receiver-T or -T UP. Contact the system administrator.

The raised call type depends on the configuration of your nurse call system, e.g. "Radio call". Ask the system administrator.

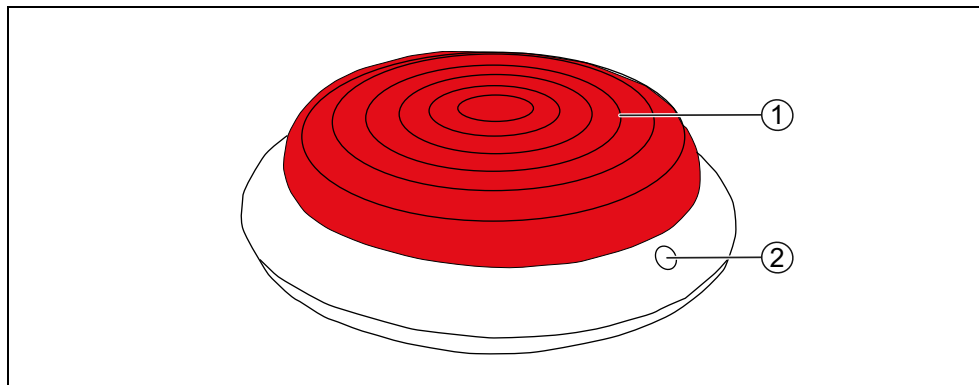


Fig. 15: Large-surface pneumatic radio switch (75 0711 00)

[1] Red call button

Thanks to highly sensitive pneumatic sensors, even the slightest pressure is enough to raise a call.

[2] Control LED

lights up, when a call has been raised.

Battery low indication

When the battery of the large-surface pneumatic radio switch is low, the indicator LED of the corresponding radio receiver-T or -T UP flashes. The battery must be replaced. Contact the system administrator.

Radio coverage

The radio range between the radio receiver-T or -T UP and the large-surface pneumatic radio switch depends on the structural conditions of the building and is up to 30 m. If you place the large-surface pneumatic radio switch for usage, you must check whether the radio signals at the location reach the corresponding radio receiver. To do this, perform a function test at the place of installation.

8 Cancel switch

Calls that have been raised in a WC room, i.e. WC calls and emergencies WC, must be cancelled locally in the WC room by pressing the grey cancel button on a cancel switch.

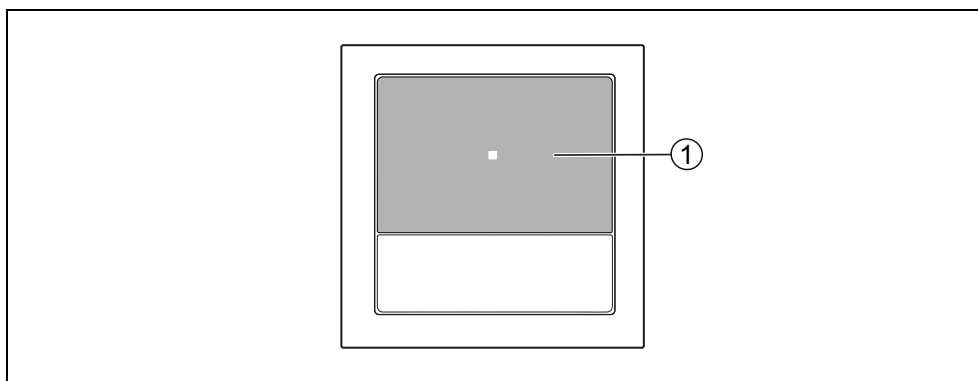


Fig. 16: Cancel switch (29 0709 00...)

[1] Grey cancel button

To cancel a WC call or an emergency WC.

- The LED in the button lights up when a WC call or emergency WC was raised, which is to be cancelled with the cancel switch.

9 Room controllers - introduction

A room controller is installed in the entrance area of each room.

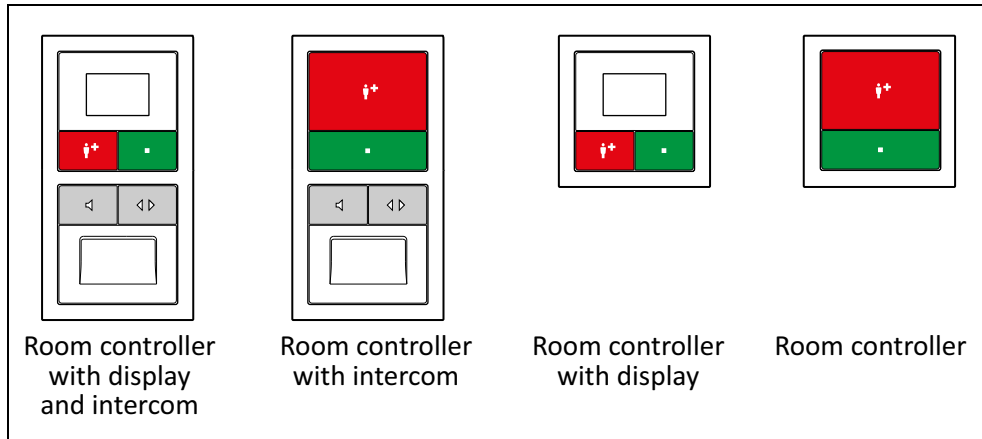





Fig. 17: Room controllers

All room controllers have a green presence button with which the staff switches on and switch off its presence.

While the presence is switched on, the calls of the area of responsibility (one or several wards) are displayed on the room controller. A signal tone sounds. The tone sequence depends on the category of the call.

Call category	Call type	Call tone sequence
Calls (low priority)	Room Call	1 sec. tone signal/10 sec. pause 
	Call Bed 1 ... 6 (= Bed Call)	
	WC Call	
	Radio Call	
	Inactivity	
	Service Call	
	Service Call Bed 1 ... 6	
	Technical Call	
	Door Alarm	
Emergency calls (medium priority)	Emergency 1	1 sec. tone signal/1 sec. pause 
	Emergency Bed 1 ... 6	
	Emergency WC	
	Emergency Radio	
	Diagnostic call	
Alarm calls (high priority)	Fire Alarm	0.3 sec. tone signal/0.3 sec. pause 
	Cardiac Alarm	

Tab. 6: Tone sequences of the call categories on the room controllers

The room controllers are presented in the following chapters:

- chapter "10 Room controller with display" as of page 39
- chapter "11 Room controller" as of page 49
- chapter "12 Room controller with display and intercom" as of page 53
- chapter "13 Room controller with intercom" as of page 73

10 Room controller with display

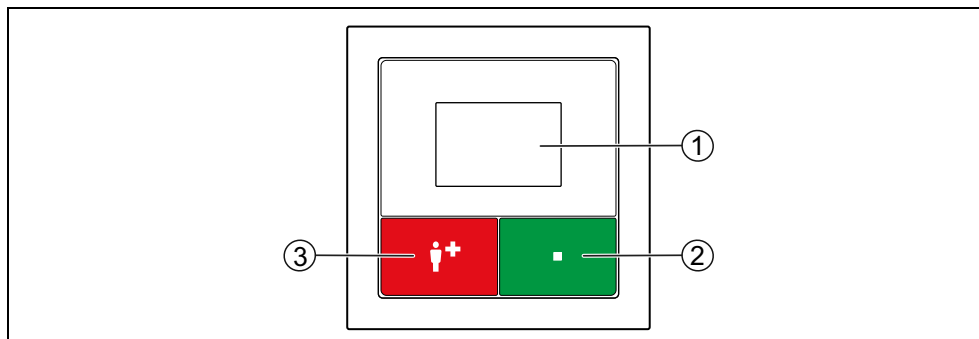


Fig. 18: Room controller with display (29 0700 80...)

[1] Display

[2] Green presence button

- For switching the presence on and off.
- LED is illuminated while presence is switched on.

[3] Red call button

- LED in the button is faintly illuminated to locate the button in the dark.
- LED in the button lights up brightly when a call has been raised.

10.1 To log as present

10.1.1 When entering the room

- Press the green presence button.
- ✓ The LED in the presence button lights up. The presence is switched on.

10.1.2 When leaving the room

- Press the green presence button again.
- ✓ The LED in the presence button is off. The presence is switched off.

10.2 Display of calls and other messages

While the presence is switched on, the calls, presences and possible faults of your area of responsibility (one or several wards) are shown in the display of the room controller. Calls are additionally indicated by means of a tone sequence (see page 38).

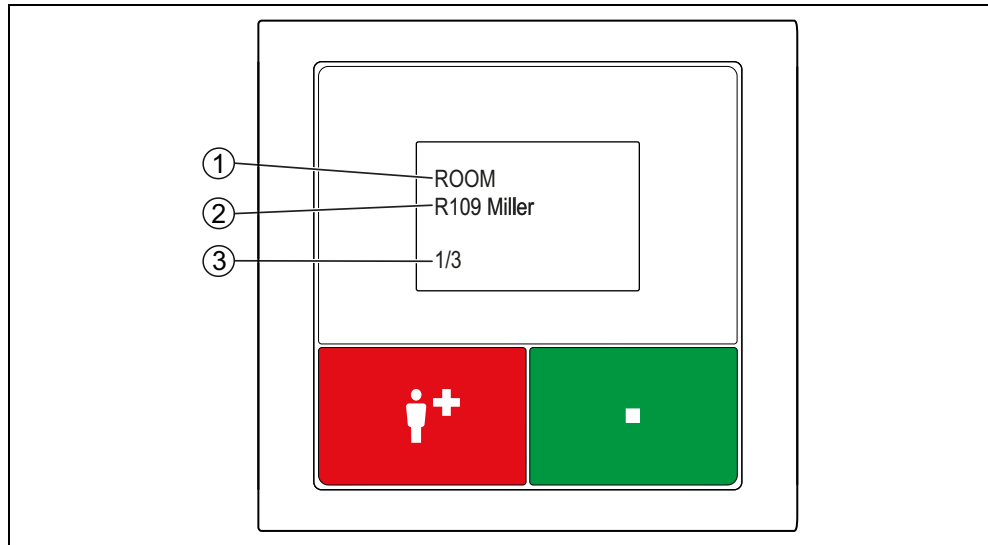


Fig. 19: Room controller with display, display of calls and other messages

[1] Call type or other message

Abbreviation see page 13

[2] Call location

[3] n/m: Message n from m messages

The call type is indicated as an abbreviation, see page 13.

The call location information is specified when the nurse call system is being set up. The information can consist of a freely entered text. Text with more than 16 characters is displayed as a ticker. Alternatively, the information may consist of the 3-digit ward number and the 4-digit room number.

If several calls are pending in your area of responsibility, the oldest call of the highest priority is displayed for 15 seconds. Following this, all other calls, presence messages and any faults in the nurse call system are scrolled through in order of priority, with each displayed for 5 seconds.

10.3 Caring for the person needing help

Your help is needed in a different room:

1. Switch off the presence when leaving the current room.
 2. Go to the call location.
 3. Switch on the presence at the call location.
 4. Care for the person needing help. Call for assistance if necessary, see chapter "10.4 Calling for assistance (emergency call)" as of page 42.
 5. If the call is a WC call or an emergency WC, press the grey cancel button located in the WC area to cancel the call. Note: All other calls are automatically cancelled when presence is switched off.
 6. Switch off the presence when leaving the room.
- ✓ The call is cancelled. The call handling procedure is complete.

10.4 Calling for assistance (emergency call)

You are in the room, have switched on your presence, and need assistance:

- Press any call button in the room.
- ✓ An emergency call, i.e. a call with a higher priority is raised while presence is switched on.

10.5 Displaying the current time zone (only in the staff room)

The currently active time zone is displayed on the room controllers with display set on room type "Staff" or "Staff+HAB", when there is no message pending.

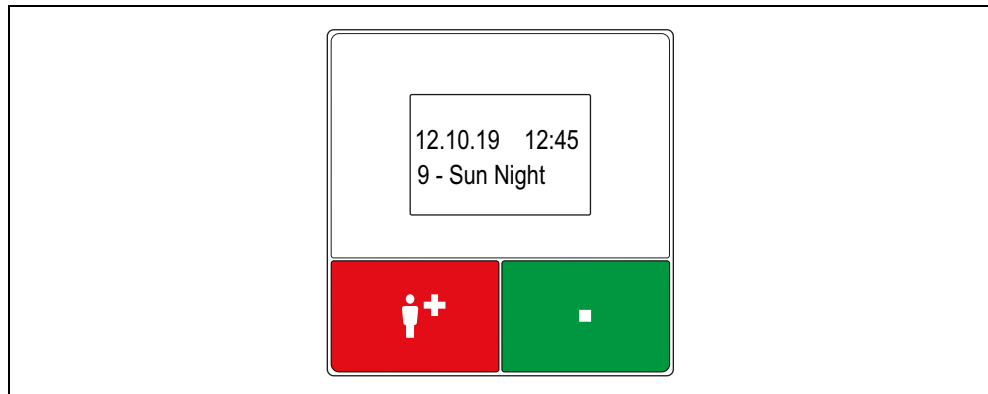


Fig. 20: Room controller with display in the staff room, standby display

To set a room controller as "Staff" or "Staff+HAB", please ask the system administrator.

10.6 Setting the time zone for only one room controller (only in the staff room)



NOTE! This function is available only on room controllers which have been set on the room type "Staff " when the nurse call system was set up. Ask the system administrator.

You can set a different time zone for your room controller than the one set in the nurse call system. You can set all the time zones which have been prepared in your nurse call system. In this case the messages (calls, presences, faults) of the different time zone will be displayed on your room controller. The time zone does not change for all other room controllers. This setting is only temporary. It is cancelled when the time zone of the nurse call system changes.

Special case time zone "A - All calls"

If you set time zone "A - All calls", all messages (calls, presences, faults) of the nurse call system will be displayed on your room controller. This setting is permanent. Time zone "A - All calls" is also retained when the time zone of the nurse call system is changed. Time zone "A - All calls" is suitable for doorkeepers, for example, who want to receive all the calls of the building.

You can set back the time zone of your room controller manually to the time zone of the nurse call system, as described in chapter "10.6.2 This is how the time zone of the room controller is set back to the time zone of the nurse call system" as of page 45.

10.6.1 This is how you set the time zone for the room control

1. Keep the red and green buttons pressed simultaneously for 3 seconds until the main menu is displayed:

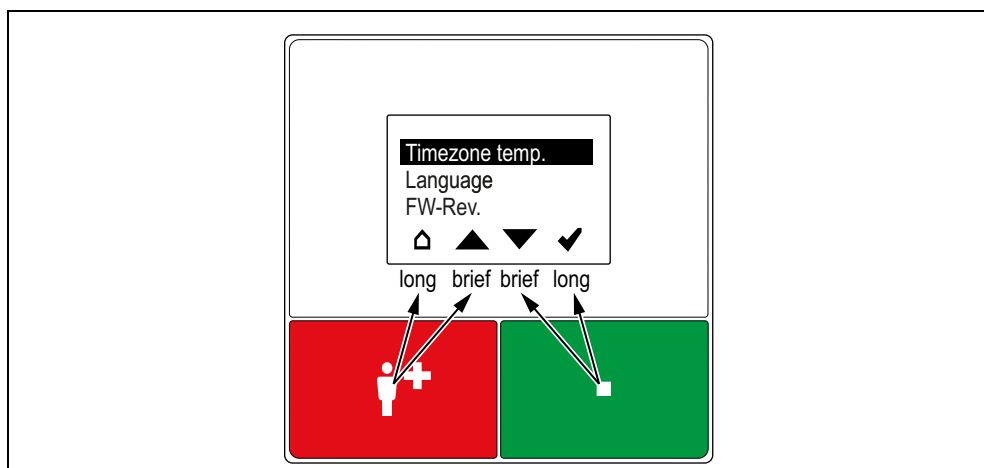


Fig. 21: Room controller with display in the staff room, main menu

⏠	<i>House</i> : Quit, i.e. return to the higher menu level.
▲	<i>Arrow up</i> : Scroll up the list.
▼	<i>Arrow down</i> : Scroll down the list.
✓	<i>Tick</i> : Set the marked menu item.
<p>The red button and the green button each has two functions:</p> <ul style="list-style-type: none"> ● To move around in the list (<i>arrow up</i> or <i>arrow down</i>), press the button briefly. ● To trigger the other function of the button, keep the button pressed (0.5 seconds) until the corresponding icon (<i>house</i> or <i>tick</i>) is marked. 	

Tab. 7: How to use the symbol bar

2. Select the marked menu item "Timezone temp." by keeping the green button pressed until the tick is marked.
- ✓ The submenu is displayed.

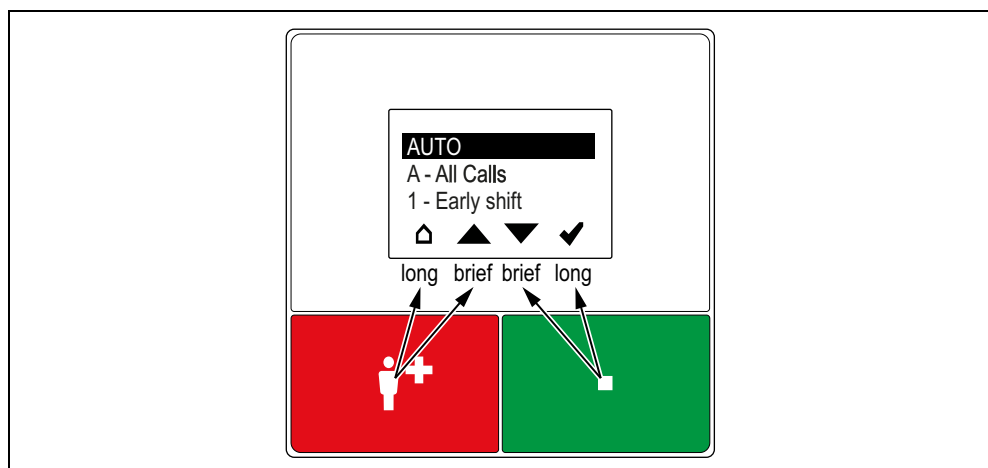


Fig. 22: Room controller with display in the staff room, "Timezone temp." menu

3. Select the desired time zone by repeatedly pressing the green or red button briefly until the time zone is marked.
 4. To set the time zone, keep the green button pressed until the tick is marked.
- ✓ The time zone is set for this room controller. The designation of the set time zone is indicated in the display of your room controller if no messages are pending.

10.6.2 This is how the time zone of the room controller is set back to the time zone of the nurse call system

Proceed as described in previous section. Only set "AUTO" as time zone.

10.7 Switching the time zone over manually (only in one staff room)



NOTE! This function is only available when the time zones in the nurse call system are not switched over automatically. The function is available only on one room controller with display or with display and intercom in the nurse call system (setting "Staff+HAB"). Ask the system administrator.

1. Keep the red and green buttons pressed simultaneously for 3 seconds until the main menu is displayed:

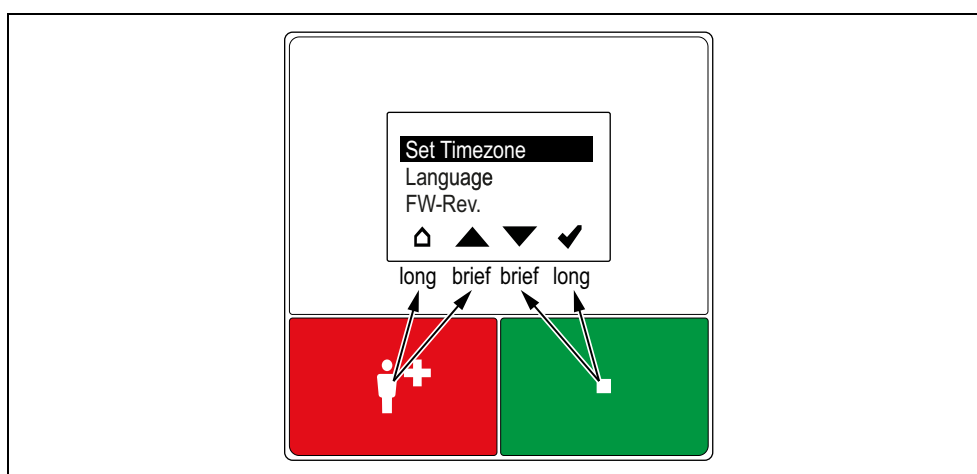


Fig. 23: Room controller in staff room + HAB, main menu

🏠	<i>House</i> : Quit, i.e. return to the higher menu level.
▲	<i>Arrow up</i> : Scroll up the list.
▼	<i>Arrow down</i> : Scroll down the list.
✓	<i>Tick</i> : Set the marked menu item.
<p>The red button and the green button each has two functions:</p> <ul style="list-style-type: none"> • To move around in the list (<i>arrow up</i> or <i>arrow down</i>), press the button briefly. • To trigger the other function of the button, keep the button pressed (0.5 seconds) until the corresponding icon (<i>house</i> or <i>tick</i>) is marked. 	

Tab. 8: How to use the symbol bar

2. Select the marked menu item "Set Timezone" by keeping the green button pressed until the tick is marked.
3. The submenu is displayed. The available time zones are listed.

4. Select the desired time zone by repeatedly pressing the green or red button briefly until the time zone is marked.
 5. To set the time zone, keep the green button pressed until the tick is marked.
- ✓ The time zone is set for the nurse call system. The designation of the set time zone is indicated in the display of all room controllers in staff rooms, if no messages are pending.

11 Room controller

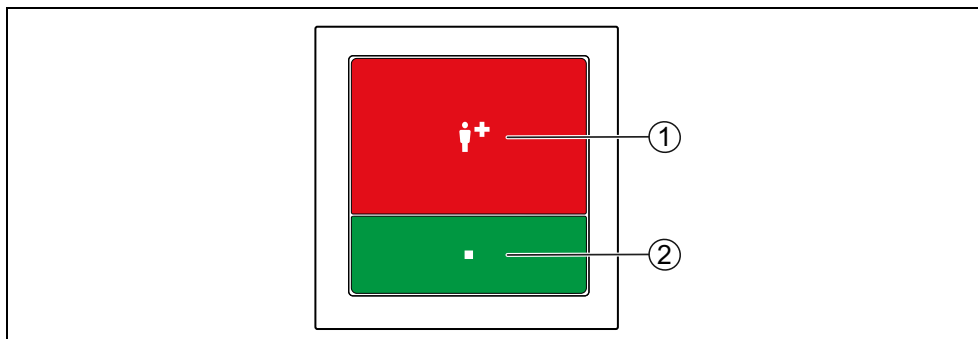


Fig. 24: Room controller (29 0701 00...)

[1] Red call button

- LED in the button is faintly illuminated to locate the button in the dark.
- LED in the button lights up brightly when a call has been raised.

[2] Green presence button

- For switching the presence on and off.
- LED is illuminated while presence is switched on.

11.1 To log as present

11.1.1 When entering the room

- Press the green presence button.
- ✓ The LED in the presence button lights up. The presence is switched on.

11.1.2 When leaving the room

- Press the green presence button again.
- ✓ The LED in the presence button is off. The presence is switched off.

11.2 Display of calls

While the presence is switched on, the calls of your area of responsibility (one or several wards) are indicated on the room controller by means of a tone sequence (see page 38). If several calls are pending, the oldest call of the highest priority is signalled.

11.3 Caring for the person needing help

Your help is needed in a different room:

1. Switch off the presence when leaving the current room.
 2. Go to the call location.
 3. Switch on the presence at the call location.
 4. Care for the person needing help. Call for assistance if necessary, see chapter "11.4 Calling for assistance (emergency call)" as of page 51.
 5. If the call is a WC call or an emergency WC, press the grey cancel button located in the WC area to cancel the call. Note: All other calls are automatically cancelled when presence is switched off.
 6. Switch off the presence when leaving the room.
- ✓ The call is cancelled. The call handling procedure is complete.

11.4 Calling for assistance (emergency call)

You are in the room, have switched on your presence, and need assistance:

- Press any call button in the room.
- ✓ An emergency call, i.e. a call with a higher priority is raised while presence is switched on.

12 Room controller with display and intercom

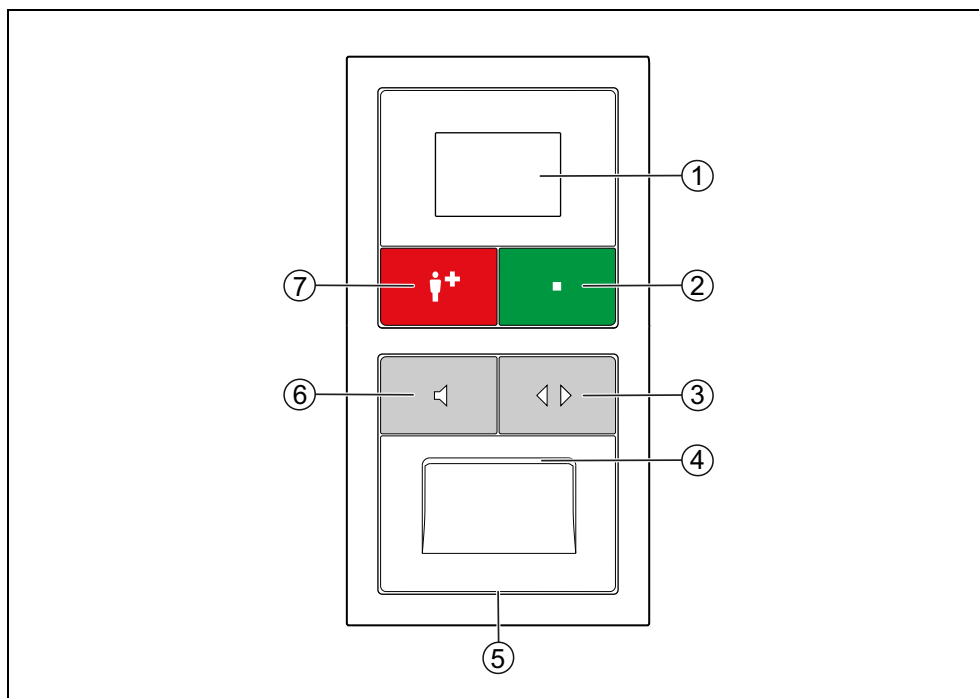


Fig. 25: Room controller with display and intercom (29 0700 80... + 29 0701 30...)

[1] Display, [4] Loudspeaker, [5] Microphone

[2] Green presence button

- For switching the presence on and off.
- LED is illuminated while presence is switched on.

[3] Double arrow button

- For cancelling answered calls remotely.
- For scrolling through messages.

[6] Loudspeaker button

- For answering calls.
- The LED flashes while the speech connection is being established and is illuminated during the speech connection.

[7] Red call button

- LED in the button is faintly illuminated to locate the button in the dark.
- LED in the button lights up brightly when a call has been raised.

12.1 To log as present

12.1.1 When entering the room

- Press the green presence button.
- ✓ The LED in the presence button lights up. The presence is switched on.

12.1.2 When leaving the room

- Press the green presence button again.
- ✓ The LED in the presence button is off. The presence is switched off.

12.2 Display of calls and other messages

While the presence is switched on, the calls, presences and possible faults of your area of responsibility (one or several wards) are shown in the display of the room controller. Calls are additionally indicated by means of a tone sequence (see page 38).

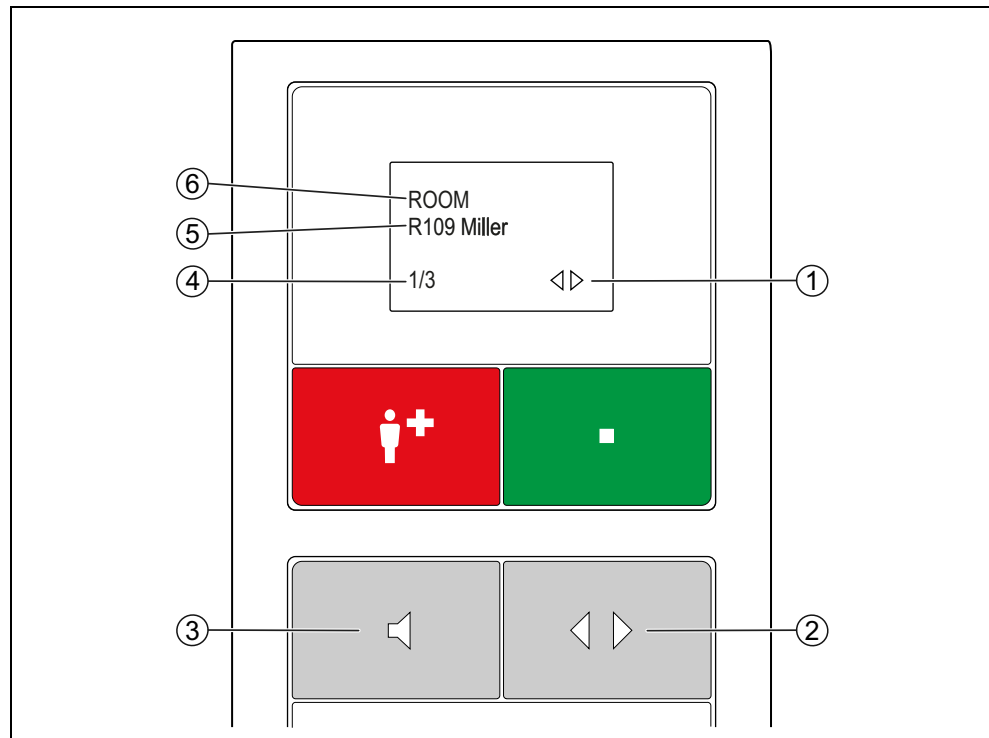


Fig. 26: Room controller with display and intercom, display of calls and other messages

[1] Double arrow

- Indicates that one can scroll through the messages with the double arrow button.

[2] Double arrow button

- For scrolling through the messages.

[3] Loudspeaker button

- For establishing a speech connection to the call location.

[4] n/m: Display of message n of m messages

[5] Call location

[6] Call type or other message

The call type is displayed as abbreviated designation, see page 13.

The call location information is specified when the nurse call system is being set up. The indication can consist of a freely entered text. Text with more than

16 characters is displayed as a ticker. Alternatively, the information may consist of the 3-digit ward number and the 4-digit room number.

If several calls are pending in your area of responsibility, the oldest call of the highest priority is displayed. You can scroll through all messages with the double arrow button. After the call with the highest priority, all other calls, then presence messages and finally any possible faults are displayed.

- To scroll through the messages, press the double arrow button.

12.3 Handling a call

This is how you handle the call that is currently displayed:

- Press the loudspeaker button.
- ✓ If a speech connection is possible to the call location, a speech connection to the call location is established, i.e. the call is answered. The LED in the loudspeaker button flashes while the speech connection is being established and is illuminated during the speech connection. See chapter "12.3.1 Call with a speech option" as of page 57.
- ✓ If a speech connection to the call location is not possible, a warning tone sounds and "Not possible" appears in the display. See chapter "12.3.2 Call without a speech option" as of page 57.

12.3.1 Call with a speech option

1. Ask what kind of help the person requesting help needs. The time for speech is limited to 2 minutes (factory setting).
2. To close the speech connection and park the call, press the loudspeaker button again.
 - ✓ The speech connection is closed. The call is parked.*)
3. Switch off the presence when leaving the room.
4. Go to the call location and care for the person needing help, see chapter "12.4 Caring for the person needing help" as of page 59.



NOTE! Parked calls continue to be shown in the displays. If a parked call is not cancelled within 3 minutes (factory setting), it is indicated again automatically with a call tone.

***) Remote cancellation of room call, bed call, radio call, inactivity or service call**

A room call, bed call, radio call, inactivity alarm or service call can be cancelled remotely. This is practical when you have been able to assist the person seeking help during the conversation and therefore do not need to go to the call location.

- To cancel the call remotely, close the speech connection by pressing the double arrow button instead of the loudspeaker button.
- ✓ The speech connection is closed. The call is cancelled. The handling of calls is complete.

12.3.2 Call without a speech option

If "Not possible" appears in the display after you have pressed the loudspeaker button and a warning tone sounds, it is not possible to establish a speech connection to the call location.

- Go to the call location and care for the person needing help, see chapter "12.4 Caring for the person needing help" as of page 59.

It is not possible to establish a speech connection to the call location in the following cases:

- No room controller with intercom is installed at the call location.
- The speech line is busy.
- Call type = WC call, technical call, door alarm or emergency WC.

12.4 Caring for the person needing help

Your help is needed in a different room:

1. Switch off the presence when leaving the current room.
 2. Go to the call location.
 3. Switch on the presence at the call location.
 4. Care for the person needing help. Call for assistance if necessary, see chapter "12.5 Calling for assistance (emergency call)" as of page 59.
 5. If the call is a WC call or an emergency WC, press the grey cancel button located in the WC area to cancel the call. Note: All other calls are automatically cancelled when presence is switched off.
 6. Switch off the presence when leaving the room.
- ✓ The call is cancelled. The call handling procedure is complete.

12.5 Calling for assistance (emergency call)

You are in the room, have switched on your presence, and need assistance:

- Press any call button in the room.
- ✓ An emergency call, i.e. a call with a higher priority is raised while presence is switched on.

12.6 Speak to staff



NOTE! The "Speak to staff" function is only possible if presences of staff in other rooms are indicated in the same way as calls in the room controller display with intercom. This is not the case in the factory setting of the nurse call system. It must be enabled by the system administrator via configuration. Ask the system administrator whether it is enabled.

You can speak to staff that has registered its presence in a room with a speech option via your room controller. Proceed as follows:

1. Scroll through the messages with the double arrow button until the presence message of the desired staff is displayed.

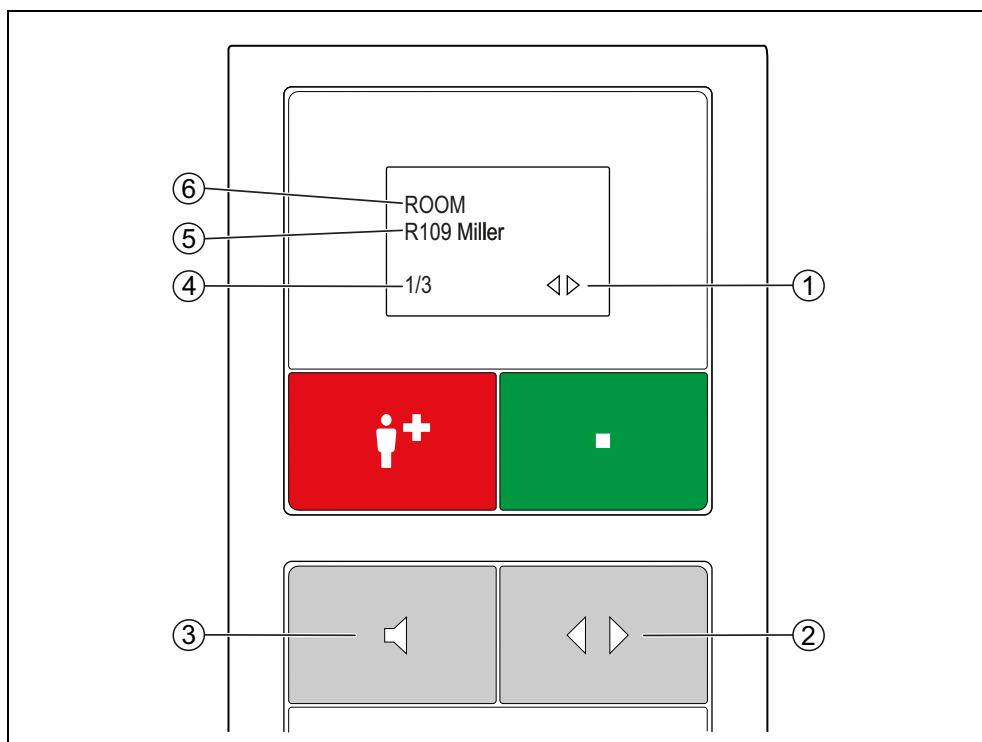


Fig. 27: Room controller with display and intercom, display of presence

[1] Double arrow

- Indicates that one can scroll through the messages with the double arrow button.

[2] Double arrow button

- For scrolling through the messages

[3] Loudspeaker button

- For establishing a speech connection to the presence location

[4] n/m: Display of message n of m messages

[5] Presence location

[6] Message

- Abbreviated designation, see page 13.

- 2. Press the loudspeaker button.
- ✓ A speech connection to the presence location is established.
- 3. Speak to the staff. You will hear the answer of the staff. The time for speech is limited to 2 minutes (factory setting).
- 4. To close the speech connection, press the loudspeaker button again.
- ✓ The speech connection is closed.

12.7 Announcement (only in the staff room)



NOTE! This function is available only on room controllers which have been set on the room type "Staff" when the nurse call system was set up. Ask the system administrator.

You can make announcements. The announcements are transmitted to the room controllers with intercom.

You can select the following announcement targets:

Announcement designation	Announcement target
ANN to staff 1	All rooms of your ward (and wards coupled to your ward), where presence is switched on.
ANN to group	All rooms of your ward (and wards coupled to your ward).
ANN to selection	All rooms of a selected ward (and wards coupled to the selected ward).

Tab. 9: Announcement targets



NOTE! All existing speech connections are closed during an announcement.

12.7.1 Announcement to your ward

This is how you make an announcement to of your area of responsibility (one or several wards).

Prerequisite: The presence is switched on in your room.

1. Press the loudspeaker button for 5 seconds until the announcement menu appears:

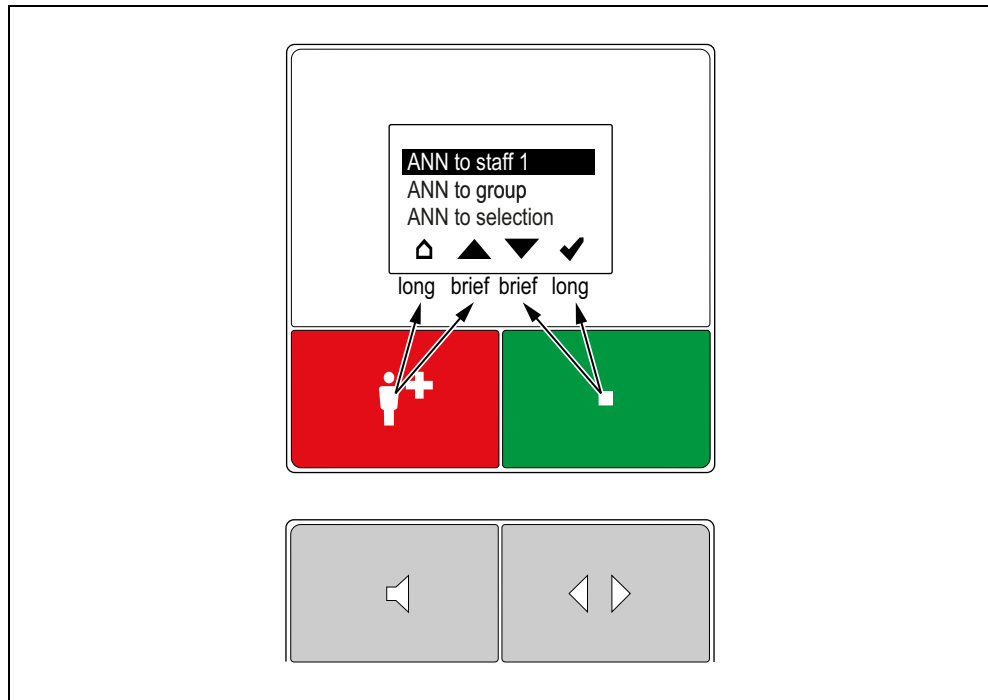


Fig. 28: Room controller with display and intercom, announcement menu

🏠	<i>House</i> : Quit, i.e. return to the higher menu level.
▲	<i>Arrow up</i> : Scroll up the list.
▼	<i>Arrow down</i> : Scroll down the list.
✓	<i>Tick</i> : Set the marked menu item.
<p>The red button and the green button each has two functions:</p> <ul style="list-style-type: none"> ● To move around in the list (<i>arrow up</i> or <i>arrow down</i>), press the button briefly. ● To trigger the other function of the button, keep the button pressed (0.5 seconds) until the corresponding icon (<i>house</i> or <i>tick</i>) is marked. 	

Tab. 10: How to use the symbol bar

2. Select the desired announcement target, by repeatedly pressing the green or red button briefly until the announcement target is marked.
 "ANN to Staff 1" for announcement to rooms of the ward with presence switched on.
 "ANN to group": Announcement to all rooms of the ward.
3. To start the announcement, keep the green button pressed until the tick is marked.
4. The announcement starts. Your voice will be transmitted after two start tones. The LED in the loudspeaker button flashes while the speech connection is being established and is illuminated during the speech connection. The announce-

ment is initiated with announcement tones at the room controllers transmitting the announcement.

5. Make the announcement. The time for speech is limited to 2 minutes (factory setting).
 6. Press the loudspeaker button to terminate the announcement.
- ✓ The announcement process is terminated.

12.7.2 Announcement to a selected ward

This is how you make an announcement to another ward and the wards coupled with this ward.

Prerequisite: The presence is switched on in your room.

1. Press the loudspeaker button for 5 seconds until the announcement menu appears:

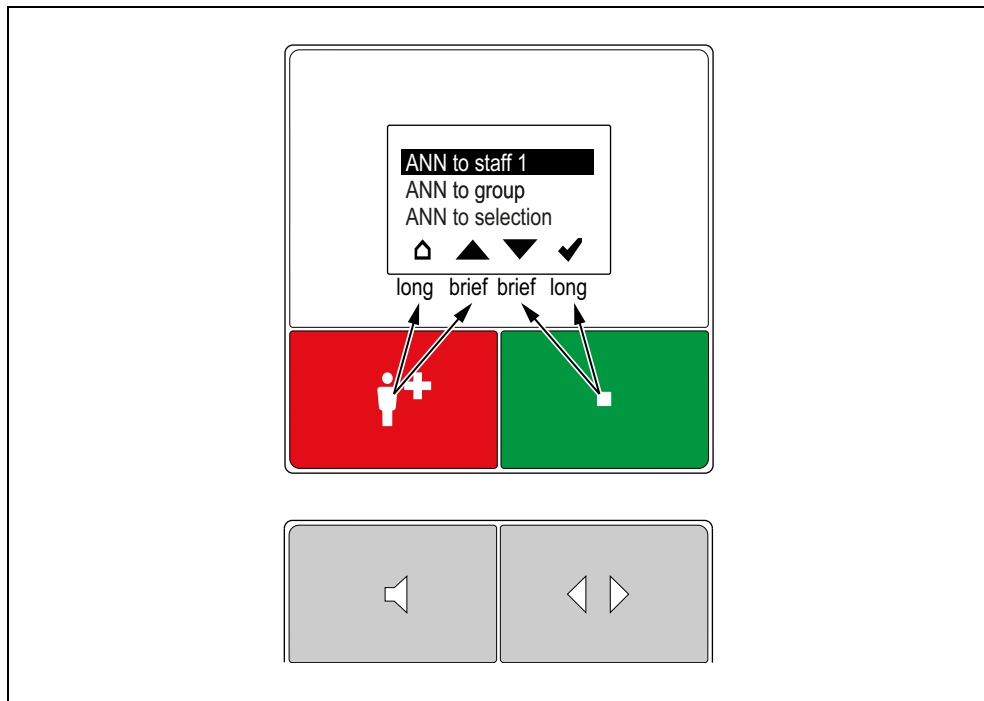


Fig. 29: Room controller with display and intercom, announcement menu

🏠	<i>House</i> : Quit, i.e. return to the higher menu level.
▲	<i>Arrow up</i> : Scroll up the list.
▼	<i>Arrow down</i> : Scroll down the list.
✔	<i>Tick</i> : Set the marked menu item.
<p>The red button and the green button each has two functions:</p> <ul style="list-style-type: none"> ● To move around in the list (<i>arrow up</i> or <i>arrow down</i>), press the button briefly. ● To trigger the other function of the button, keep the button pressed (0.5 seconds) until the corresponding icon (<i>house</i> or <i>tick</i>) is marked. 	

Tab. 11: How to use the symbol bar

2. Select "ANN to selection" by repeatedly pressing the green or red button briefly until "ANN to selection" is marked.
 - ✔ The display shows a list of the other wards.
3. Select the desired ward, e.g. by repeatedly pressing the button briefly until the ward is marked.
4. To start the announcement, keep the green button pressed until the tick is marked.
5. The announcement starts. Your voice will be transmitted after two start tones. The LED in the loudspeaker button flashes while the speech connection is being established and is illuminated during the speech connection. The announcement is initiated with announcement tones at the room controllers transmitting the announcement.
6. Make the announcement. The time for speech is limited to 2 minutes (factory setting).
7. Press the loudspeaker button to terminate the announcement.
 - ✔ The announcement process is terminated. The display again shows the list of the wards.
8. If you wish to make the announcement to a further ward, proceed as described previously.
9. To close the announcement menu press the red button twice in succession until the *house* is displayed.
 - ✔ The announcement menu closes. The announcement process is terminated.

12.8 Displaying the current time zone (only in the staff room)

The currently active time zone is displayed on the room controllers with display set on room type "Staff" or "Staff+HAB", when there is no message pending.

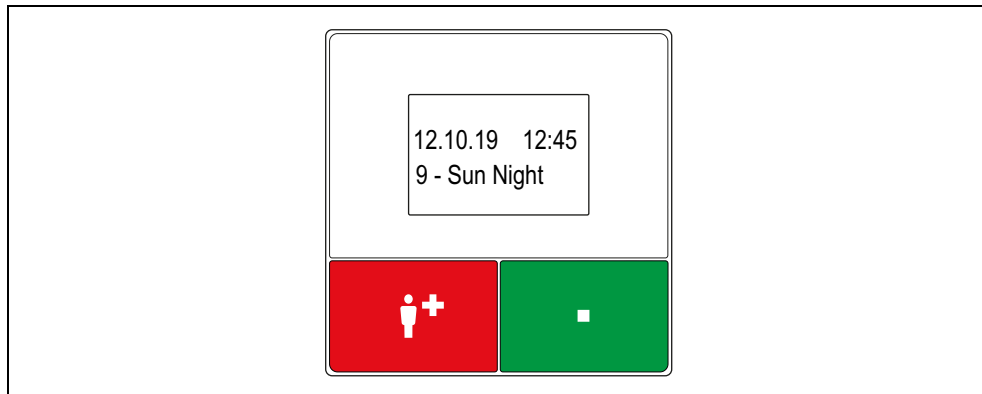


Fig. 30: Room controller with display and intercom in the staff room, standby display

12.9 Setting the time zone for only one room controller (only in the staff room)



NOTE! This function is available only on room controllers which have been set on the "Staff " room type when the nurse call system was set up. Ask the system administrator.

You can set a different time zone for your room controller than the one set in the nurse call system. You can set all the time zones which have been prepared in your nurse call system. This setting is only temporary. It is cancelled when the time zone of the nurse call system changes.

Special case time zone "A - All calls"

If you set time zone "A - All calls", all messages (calls, presences, faults) of the nurse call system will be displayed on your room controller. This setting is permanent. Time zone "A - All calls" is also retained when the time zone of the nurse call system is changed.

You can set back the time zone of your room controller manually to the time zone of the nurse call system, as described in chapter "12.9.2 This is how the time zone of the room controller is set back to the time zone of the nurse call system" as of page 68.

12.9.1 This how you set the time zone for the room controller

1. Keep the double arrow button pressed for 5 seconds until the following menu appears:

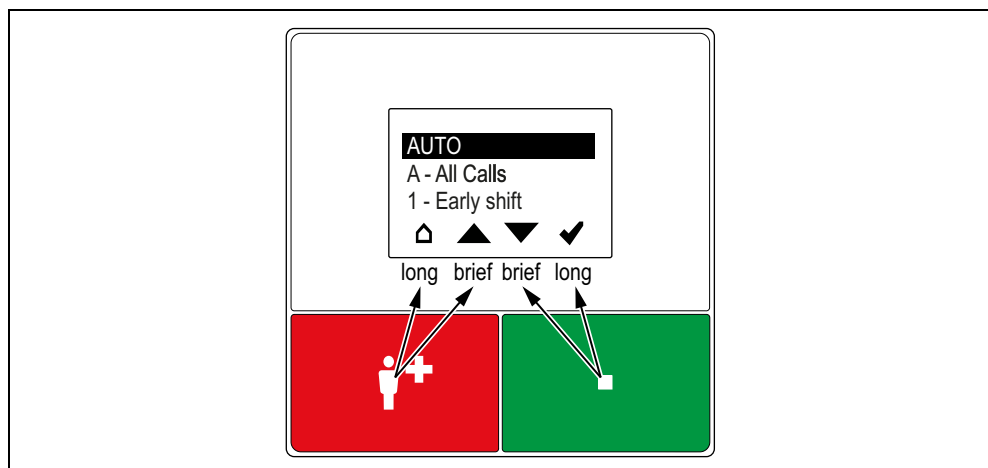


Fig. 31: Room controller with display and intercom in the staff room, menu "Timezone temp."

🏠	<i>House</i> : Quit, i.e. return to the higher menu level.
▲	<i>Arrow up</i> : Scroll up the list.
▼	<i>Arrow down</i> : Scroll down the list.
✓	<i>Tick</i> : Set the marked menu item.
<p>The red button and the green button each has two functions:</p> <ul style="list-style-type: none"> • To move around in the list (<i>arrow up</i> or <i>arrow down</i>), press the button briefly. • To trigger the other function of the button, keep the button pressed (0.5 seconds) until the corresponding icon (<i>house</i> or <i>tick</i>) is marked. 	

Tab. 12: How to use the symbol bar

2. Select the desired time zone, by repeatedly pressing the green or red button briefly until the time zone is marked
 3. To set the time zone, keep the green button pressed until the tick is marked.
- ✓ The time zone is set for this room controller. The designation of the set time zone is indicated in the display of your room controller if no messages are pending.



NOTE! Instead of the procedure described, you can set the time zone as described in chapter "10.6 Setting the time zone for only one room controller (only in the staff room)" as of page 44.

12.9.2 This is how the time zone of the room controller is set back to the time zone of the nurse call system

Proceed as described in the previous section. Only set "AUTO" as time zone.

12.10 Switching the time zone over manually (only in a staff room)



NOTE! This function is only available when the time zones in the nurse call system are not switched over automatically. The function is available only on one room controller with display or with display and intercom in the nurse call system (setting "Staff+HAB"). Ask the system administrator.

1. Keep the double arrow button pressed for 5 seconds until the following menu appears. The available time zones are listed. Note: The designations in the figure are merely examples.

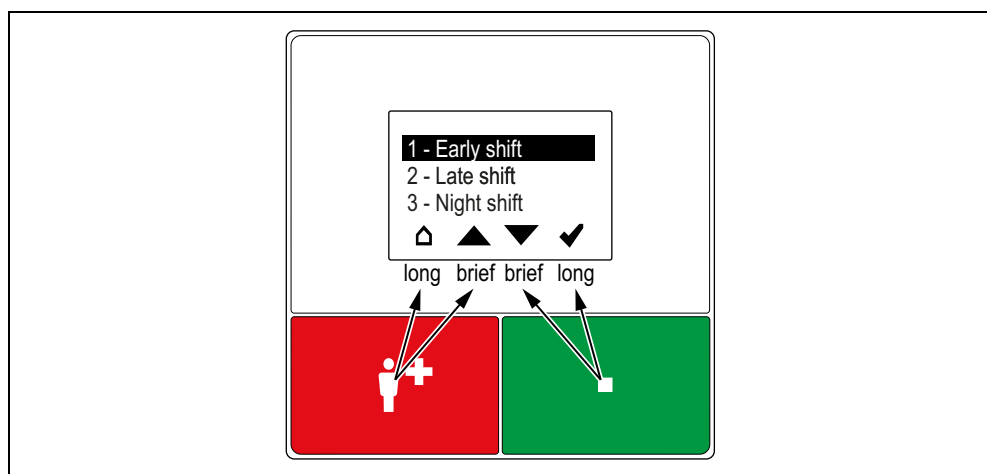


Fig. 32: Room controller with display and intercom in the staff room, menu "Set time zone"

🏠	<i>House</i> : Quit, i.e. return to the higher menu level.
▲	<i>Arrow up</i> : Scroll up the list.
▼	<i>Arrow down</i> : Scroll down the list.
✔	<i>Tick</i> : Set the marked menu item.
<p>The red button and the green button each has two functions:</p> <ul style="list-style-type: none"> • To move around in the list (<i>arrow up</i> or <i>arrow down</i>), press the button briefly. • To trigger the other function of the button, keep the button pressed (0.5 seconds) until the corresponding icon (<i>house</i> or <i>tick</i>) is marked. 	

Tab. 13: How to use the symbol bar

2. Select the desired time zone, by repeatedly pressing the green or red button briefly until the time zone is marked.
3. To set the time zone, keep the green button pressed until the tick is appears.

- ✓ The time zone is set for the entire nurse call system. The designation of the set time zone, i.e. active time zone, is indicated in the display of all room controllers in the staff rooms if no messages are pending.

12.11 Inactivity alarm function

An inactivity alarm function can be used on room controllers. Ask the system administrator on which room controllers the inactivity alarm function is active. The inactivity alarm function ensures that the nursing staff is informed when the resident has been inactive in his apartment or his room for more than 25 hours.

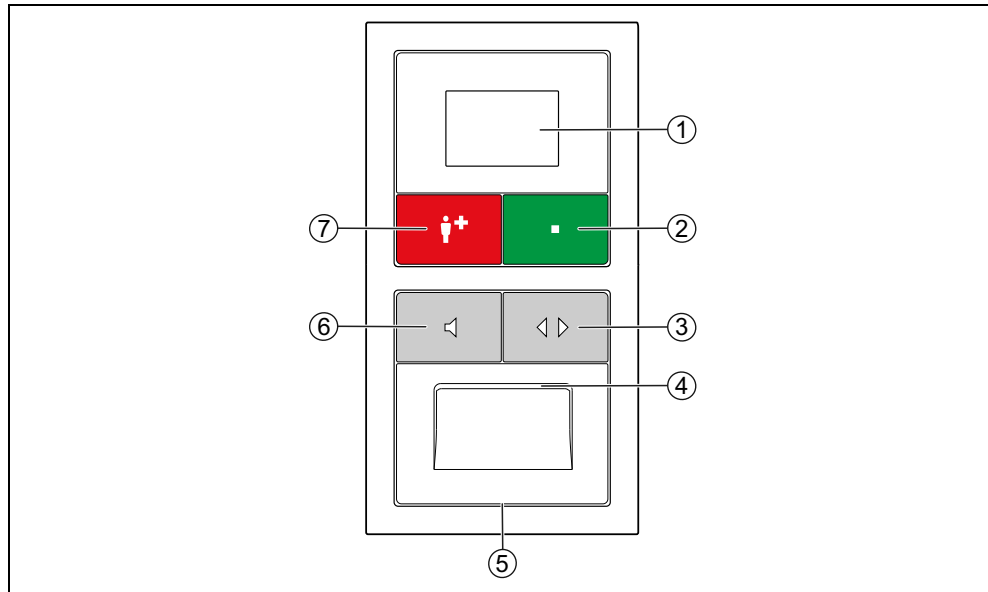


Fig. 33: Room controller with display and intercom when using the inactivity alarm function

[1] Display, [4] Loudspeaker, [5] Microphone

[2] Green presence button

- For switching the presence on and off.
- LED is illuminated while presence is switched on.

[3] Double arrow button (away button)

- If presence is switched off: For logging the resident off for more than 24 hours. The LED is illuminated while the resident is logged off.
- If presence is switched on: For cancelling answered calls remotely and scrolling through messages.

[6] Loudspeaker button (day button)

- If presence is switched off: For daily executing the activity of the resident.
- When presence is switched on: For answering calls. The LED flashes while the speech connection is being established and is illuminated during the speech connection.

[7] Red call button

- LED in the button is faintly illuminated to locate the button in the dark.
- LED in the button lights up brightly when a call has been raised.

The inactivity alarm function of the room controller with display and intercom is identical to the inactivity alarm function of the room controller with intercom. What you need to know about the inactivity alarm function is therefore available in the chapter "13.6 Inactivity alarm function" as of page 77.

13 Room controller with intercom

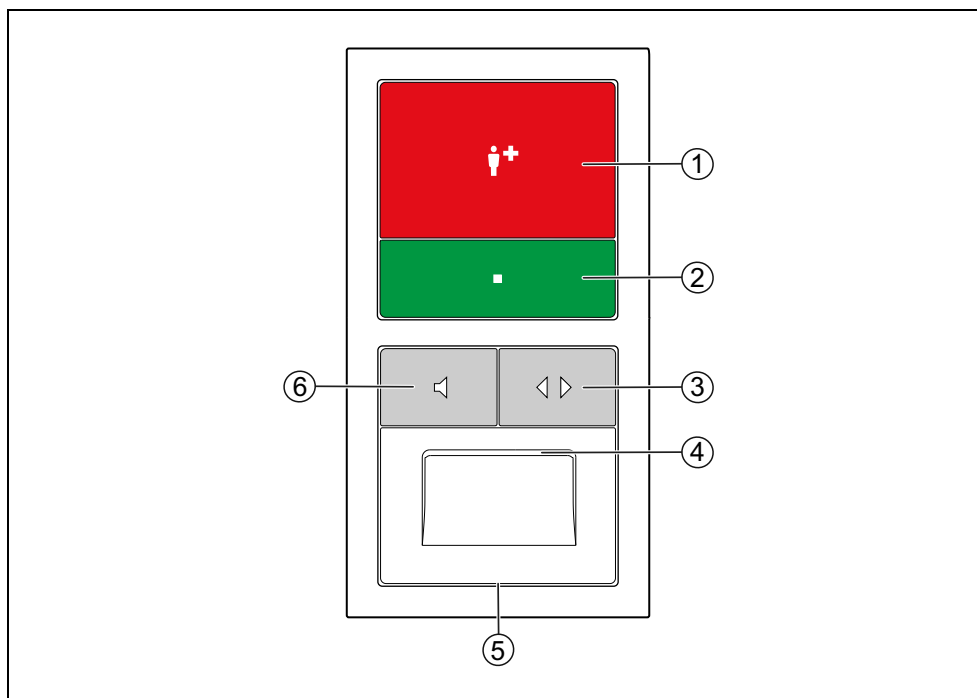


Fig. 34: Room controller with intercom (29 0701 00... + 29 0701 30...)

[1] Red call button

- LED in the button is faintly illuminated to locate the button in the dark.
- LED in the button lights up brightly when a call has been raised.

[2] Green presence button

- For switching the presence on and off.
- LED is illuminated while presence is switched on.

[3] Double arrow button

- For cancelling answered calls remotely.

[4] Loudspeaker

[5] Microphone

[6] Loudspeaker button

- For answering calls
- The LED flashes while the speech connection is being established and is illuminated during the speech connection.

13.1 To log as present

13.1.1 When entering the room

- Press the green presence button.
- ✓ The LED in the presence button lights up. The presence is switched on.

13.1.2 When leaving the room

- Press the green presence button again.
- ✓ The LED in the presence button is off. The presence is switched off.

13.2 Display of calls

While the presence is switched on, the calls of your area of responsibility (one or several wards) are indicated on the room controller by means of a tone sequence (see page 38). If several calls are pending, the oldest call of the highest priority is indicated.

13.3 Handling a call

This is how you handle the call that is currently signalled:

1. Press the loudspeaker button.
- ✓ If a speech connection is possible to the call location, a speech connection to the call location is established, i.e. the call is answered. The LED in the loudspeaker button flashes while the speech connection is being established and is illuminated during the speech connection. See chapter "13.3.1 Call with speech option" as of page 75.
- ✓ If a speech connection to the call location is not possible, a warning tone sounds and "Not possible" appears in the display. See chapter "13.3.2 Call without speech option" as of page 76.

13.3.1 Call with speech option

1. Ask what kind of help the person requesting help needs. The time for speech is limited to 2 minutes (factory setting).
2. To close the speech connection and park the call, press the loudspeaker button again.
- ✓ The speech connection is closed. The call is parked.*)
3. Switch off the presence when leaving the room.
1. Go to the call location and care for the person needing help, see chapter "13.4 Caring for the person needing help" as of page 76.



NOTE! Parked calls continue to be shown in the displays of the nurse call system (e.g. corridor display). If a parked call is not cancelled within 3 minutes (factory setting), it is indicated again automatically with a call tone.

***) Remote cancellation of room call, bed call, radio call, inactivity or service call**

A room call, bed call, radio call, inactivity alarm or service call can be cancelled remotely. This is practical when you have been able to assist the person seeking help during the conversation and therefore do not need to go to the call location.

- To cancel the call remotely, close the speech connection by pressing the double arrow button instead of the loudspeaker button.

- ✓ The speech connection is closed. The call is cancelled. The handling of calls is complete.

13.3.2 Call without speech option

If a warning tone sounds after the loudspeaker button has been pressed, it is not possible to establish a speech connection.

- Go to the call location and care for the person needing help, see chapter "13.4 Caring for the person needing help" as of page 76.

It is not possible to establish a speech connection to the call location in the following cases:

- No room controller with intercom is installed at the call location.
- The speech line is busy.
- Call type = WC call, technical call, door alarm or emergency WC.

13.4 Caring for the person needing help

Your help is needed in a different room:

1. Switch off the presence when leaving the current room.
 2. Go to the call location.
 3. Switch on the presence at the call location.
 4. Care for the person needing help. Call for assistance if necessary, see chapter "13.5 Calling for assistance (emergency call)" as of page 76.
 5. If the call is a WC call or an emergency WC, press the grey cancel button located in the WC area to cancel the call. Note: All other calls are automatically cancelled when presence is switched off.
 6. Switch off the presence when leaving the room.
- ✓ The call is cancelled. The call handling procedure is complete.

13.5 Calling for assistance (emergency call)

You are in the room, have switched on your presence, and need assistance:

- Press any call button in the room.
- ✓ An emergency call, i.e. a call with a higher priority is raised while presence is switched on.

13.6 Inactivity alarm function

An inactivity alarm function can be used on room controllers. Ask the system administrator on which room controllers the inactivity alarm function is active.

The inactivity alarm function ensures that the nursing staff is informed when the resident has been inactive in his apartment or his room for more than 25 hours.

If the resident has been inactive in his apartment for more than 25 hours, the call type "Inactivity" is raised in the nurse call system.

For this purpose, the resident's activity is detected via a sensor that registers an everyday activity, e.g. the activation of the toilet flush. However, the function can also be used without sensors. Then the resident must press the loudspeaker button (function as "day button") on the room controller once a day. The system administrator will tell you how the activity is detected.

When using the inactivity alarm function, the loudspeaker button serves as the day button for the resident and the double arrow button as the away button for the resident.

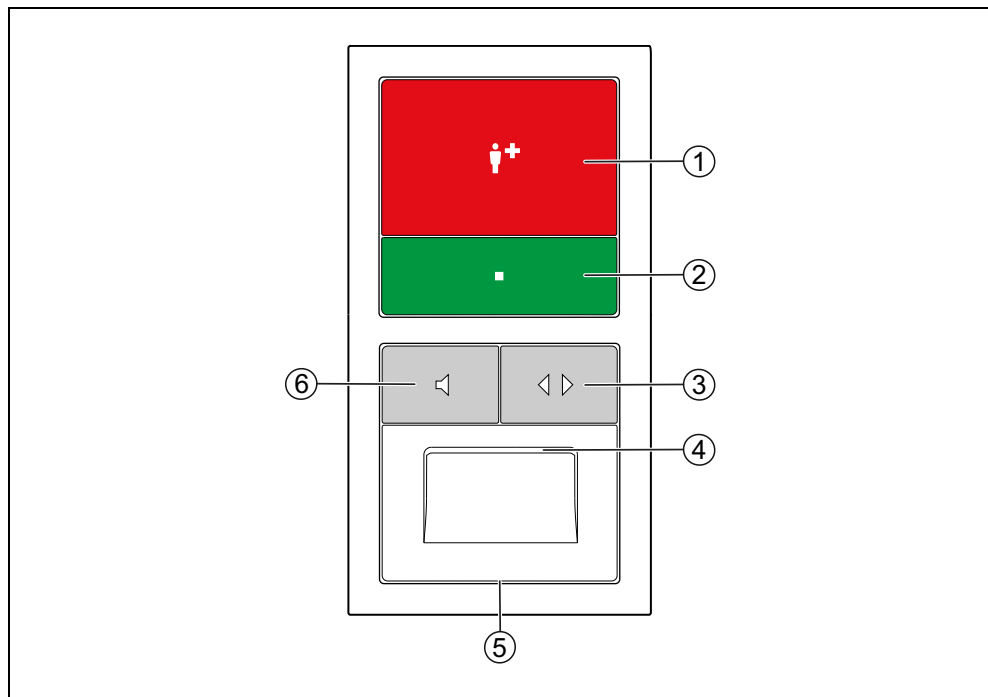


Fig. 35: Room controller with intercom when using the inactivity alarm function

[1] Red call button

- LED in the button is faintly illuminated to locate the button in the dark.
- LED in the button lights up brightly when a call has been raised.

[2] Green presence button

- For switching the presence on and off.
- LED is illuminated while presence is switched on.

[3] Double arrow button (away button)

- If presence is switched off: For logging the resident off for more than 24 hours.- The LED is illuminated while the resident is logged off.
- If presence is switched on: For cancelling answered calls remotely and scrolling through messages.

[4] Loudspeaker**[5] Microphone****[6] Loudspeaker button (day button)**

- If presence is switched off: For daily signalling the activity of the resident.
- When presence is switched on: For answering calls. The LED flashes while the speech connection is being established and is illuminated during the speech connection.

In the following sections it is described how the resident at whose apartment the inactivity alarm function is active needs to behave. Instruct the resident appropriately in the operation of the inactivity alarm function.

13.6.1 Execute activity

- The resident must execute activity every 24 hours at the latest.

If the activity is not detected automatically by a sensor, the resident must press the loudspeaker button (function = day button) on the room controller once.

If the resident has been inactive for 24 hours, the loudspeaker button flashes and a tone sounds every 5 minutes. The resident must start being active now at the latest, i.e. he or she presses either the day button or triggers the sensor. If this does not happen within one hour, an inactivity alarm is raised in the nurse call system.



NOTE FOR THE NURSING STAFF! Pressing another button on the room controller or a button of the nurse call system in the room (except light buttons) triggers the respective function of the button. But it is also registered as activity by the nurse call system.

13.6.2 Away message**Log off**

When the resident leaves his or her apartment for more than 24 hours he or she must log off to ensure that no false alarm is raised.

Prerequisite: The LED in the double arrow button is not illuminated.

- To log off, the resident must press the double arrow button (function = Away button).
- ✓ The LED in the double arrow button lights up permanently to indicate that the resident has logged off. The inactivity alarm function is deactivated.

Login

When the resident returns, he or she must log in again.

Prerequisite: The LED in the double arrow button is illuminated.

- To log in, the resident must press the double arrow button.
- ✓ The LED in the double arrow button is not lit up to indicate that the resident has logged in. The inactivity alarm function is active.



NOTE FOR THE NURSING STAFF! Pressing another button on the room controller or on the intercom or a button of the nurse call system in the room (except light buttons) triggers the respective function of the button. But it also logs the resident in. This means, for example: The resident can also raise a call when he or she is logged off. And it logs him or her in again at the same time.

14 Handling calls on the telephone

When your nurse call system has been prepared for call handling on the telephone, it has been set, which telephone is called from which ward.

If the call is not answered within a certain time (depending on the setting: between 30 seconds and 2 minutes), other telephones are called in a pre-set order.

If the called line is busy, the telephone is automatically dialled several times. If it is still busy after a certain time (depending on the setting: between 5 seconds and 5 minutes), other telephones are called in a pre-set sequence.

Ask the system administrator how the call sequence is set or give him the desired sequence.

14.1 Accepting a telephone call

A call has been raised:

- ✓ When configured, the call type and call location are shown in the display of the telephone. The telephone rings.
- Lift handset.
- ✓ An announcement informs you about the type of call and the call location, e.g. "Room call room 104".
- ✓ If a speech connection to the call location is possible, the announcement ends with the sentence: "Please press the **4** key". See chapter "14.2.1 Answering a call with speech option" as of page 83.
- ✓ If a speech connection to the call location is not possible, the announcement ends with the sentence: "Please press the **0** key". See chapter "14.2.2 Call without speech option" as of page 84.

14.2 Handling the call

14.2.1 Answering a call with speech option

1. After you have lifted the handset and heard the announcement, press the **4** key to establish the speech connection to the call location.
 - ✓ A speech connection to the call location is established.



NOTE! If the call has already been answered by a room controller, no speech connection is established when you press the **4** key. You will hear the message: "Call is already being answered."

2. Speak to the person seeking help and ask him or her what help he or she needs. For functions during the speech connection see chapter "14.3 Functions during the speech connection" as of page 85.
3. To close the speech connection, press the **0** key.



NOTE! When you replace the handset without having closed the speech connection beforehand with the **0** key, you will be called again a few seconds later. Close the speech connection therefore properly with the **0** key.

- ✓ The speech connection is closed. If it is a room call, bed call, radio call, inactivity alarm or service call, it is cancelled remotely. All other call types are parked.



NOTE! Parked calls continue to be shown on corridor displays and room controllers (factory setting). If a parked call is not cancelled within 3 minutes (factory setting), the call is raised again automatically.

4. Replace the handset.
5. Go to the call location and care for the person needing help as described in the chapters on room controllers. In case of a room call, bed call, radio call, inactivity alarm or service call you only need to go to the call location if help is needed because the call was cancelled remotely automatically when the conversation ends.

14.2.2 Call without speech option

1. After you have lifted the handset and heard the announcement, press the **0** key.
2. Replace the handset.
3. Go to the call location and care for the person needing help as described in the chapters on the room controllers.

It is not possible to establish a speech connection to the call location in the following cases:

- No room controller with intercom is installed at the call location.
- The speech line is busy.
- Call type = WC call, technical call, door alarm or emergency WC.

14.3 Functions during the speech connection

During the speech connection to the call location you have the following options:

14.3.1 Controlling the speech direction

The speech channel is always open only in the one direction. The voice of the louder person is transmitted. If this automatic control of the speech direction does not function correctly due to loud background noise, you can switch over to manual control of the speech direction by pressing the keys **7** and **8**. Controlling the speech direction:

- Press the **7** key if you want to listen.
- Press the **8** key if you want to talk.
- Press button the **4** key, if you want to return to automatic control of the speech direction.

14.3.2 Call duration

The time for speech is limited to 2 minutes (factory setting). You can, however, extend the time by a further 2 minutes (factory setting) as often as you wish.

- Press the **4** key to extend the call duration.

14.3.3 Rejecting a call

You have lifted the handset and heard the announcement. However, you cannot care for the person needing help?

1. Do not press the **4** key nor the **0** key.
2. Press the **2** key to reject the call.
- ✓ The next telephone in the call sequence is called.
3. Replace the handset.

15 Cleaning and disinfection

Follow the procedures in your facility for infection hygiene (hygiene plan).

Cleaning the devices described in this manual with a moist cloth and the use of diluted and residue-free household cleaning or rinsing agents is considered basically safe. The devices are suitable for disinfecting by means of wiping motions with a slightly damp cloth.

Use only residue-free cleaning agents. Residue would accumulate in the gaps between the buttons and the housing.

Do not use resinous or adhesive cleaning agents nor abrasive cleaners.

Do not touch the electrical contacts during cleaning and disinfection.

The devices are not waterproof. Therefore, do not immerse the devices in water.

When selecting cleaning and disinfecting agents consider the materials used in the visual parts of the devices, see the following table:

Devices	Component	Material
Pear push switch	Housing	ABS
	Button	Hard-surface polyester foil
MyAmie	Housing	ABS
	Button	Hytrel
Equipment and cable clamp		ABS
Room controllers, switches	Buttons	Polycarbonate
	Frame	Polycarbonate
	Cover	Polycarbonate
Pull cord switch	Button	Polycarbonate
	Frame	Polycarbonate
	Cover	Polycarbonate
	Pull cord	Polyamide
	Call handle	ABS
Pneumatic switch	Button	Polycarbonate
	Frame	Polycarbonate
	Cover	Polycarbonate
	Air hose	Silicone
	Rubber ball	Rubber

Tab. 14: Device materials

Devices	Component	Material
Room lamps	Dome	Styrene-acrylonitrile
	Frame	ABS
Corridor displays	Front glass	Cast acrylic glass
	Housing	Lacquered aluminium
	Side caps and other covers	Lacquered ABS

Tab. 14: Device materials

Cleaning and disinfection instructions for devices not mentioned here can be found in the documentation enclosed with the device.

15.0.1 Special information about the corridor displays

The front glass of the corridor display is made of acrylic glass. Acrylic glass should not be cleaned with glass cleaning agents such as Sidolin. Warm water with a cleaning agent or an antistatic plastics cleaner together with a soft cloth is recommended.

The housing of the corridor display consists of lacquered aluminium. Do not use a dry cloth for cleaning. This could generate electrostatic charges in the corridor display during wiping and cause damage to the corridor display. Wipe the aluminium with a moist cloth together with a diluted household cleaning agent.

16 User instructions for residents/patients

The residents/ patients of your nursing facility must be instructed in the operation of the nurse call system. Use the instructions for use on the following pages for this purpose. A distinction is made between nurse call systems with speech communication and nurse call systems without speech communication.

Provide the residents/patients with a printed version of the instructions for use. You can download the documents as PDF files from the tunstall.de website.



CONCENTO^{CARE}

User instructions for your nurse call system

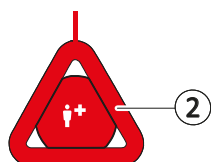
To raise a call:

All red buttons or operating elements of your nurse call system are used for raising calls.

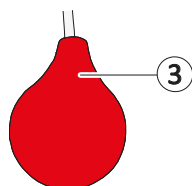
If you need help:



- press a red call button [1],

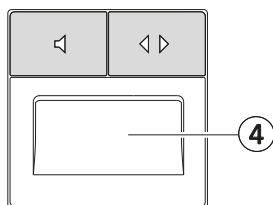


- pull a red call cord [2]



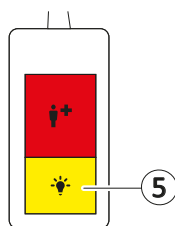
- or squeeze a red call ball [3].

The symbol on the call button [1] lights up brightly to confirm your call.



Nursing staff comes to you or speaks to you via the loudspeaker [4].

You can answer directly without pressing another button.



Switching the light on and off:

- Press the yellow light button [5].
In this case, no call is raised!

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Nurse call system with speech communication, user instructions for residents/patients, 00 8814 41, 05/19 (Rev. 1.0)

Fig. 36: User instructions for residents/patients in nurse call systems with speech communication


CONCENTO^{CARE}

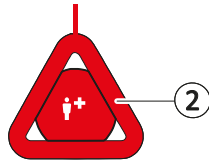
User instructions for your nurse call system

To raise a call:

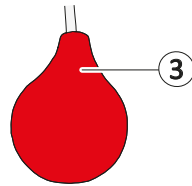
All red buttons or operating elements of your nurse call system are used for raising calls.



- press a red call button [1],



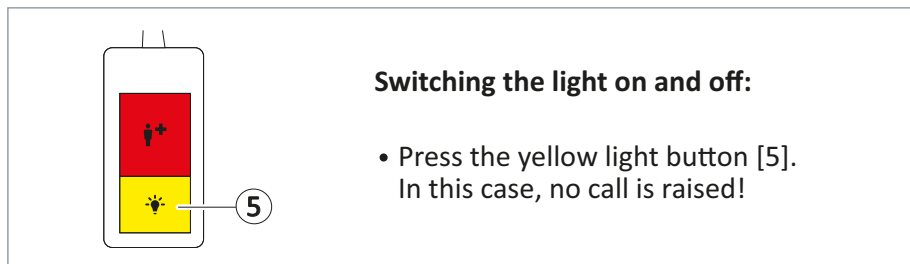
- pull a red call cord [2]



- or squeeze a red call ball [3].

The symbol on the call button [1] lights up brightly to confirm your call. Nursing staff comes to you.

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Switching the light on and off:


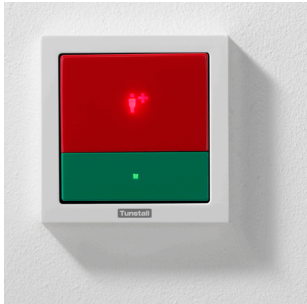
- Press the yellow light button [5].
In this case, no call is raised!



Nurse call system without speech communication, user instructions for residents/patients, 00 8814 42, 05/19 (Rev. 1.0)

Fig. 37: User instructions for residents/patients in nurse call systems without speech communication




17 Product overview


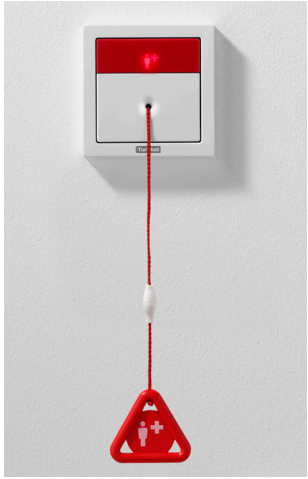
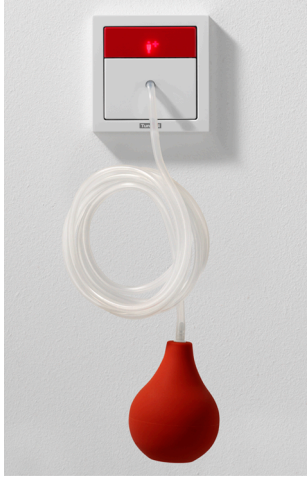
17.1 Room controllers

Functions	Device type	
<p>Room controller with display</p> <p>Room controller for operation by the staff.</p> <ul style="list-style-type: none"> – Green presence button – Red call button – Display for indicating calls when presence is switched on – Sound generator for signalling calls when presence is switched on <p><i>See chapter "10 Room controller with display" as of page 39.</i></p>	29 0700 80...	 <p>Design dependent on the switch range</p>
<p>Room controller</p> <p>Room controller for operation by the staff.</p> <ul style="list-style-type: none"> – Green presence button – Red call button – Sound generator for signalling calls when presence is switched on <p><i>See chapter "11 Room controller" as of page 49.</i></p>	29 0701 00...	 <p>Design dependent on the switch range</p>



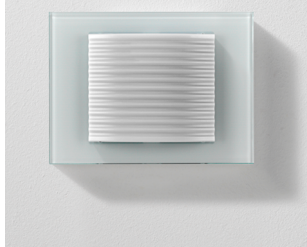
Functions	Device type	
<p>Room controller with display and intercom</p> <p>Room controller for operation by the staff.</p> <ul style="list-style-type: none"> – Green presence button – Red call button – Display for indicating calls when presence is switched on – Sound generator for signalling calls when presence is switched on – Microphone and loudspeaker – Answer button (icon: loudspeaker) at switched on presence for the answering of calls – Remote cancel button (icon: double arrow) for cancelling answered calls – Announcement option <p><i>See chapter "12 Room controller with display and intercom" as of page 53.</i></p>	<p>29 0700 80...</p> <p>+</p> <p>29 0701 30...</p>	 <p>Design dependent on the switch range</p>
<p>Room controller with intercom</p> <p>Room controller for operation by the staff.</p> <ul style="list-style-type: none"> – Green presence button – Red call button – Sound generator for signalling calls when presence is switched on – Microphone and loudspeaker – Answer button (Icon: loudspeaker) at switched on presence for the answering of calls – Remote cancel button (icon: double arrow) for cancelling answered calls <p><i>See chapter "13 Room controller with intercom" as of page 73.</i></p>	<p>29 0700 80...</p> <p>+</p> <p>29 0701 30...</p>	 <p>Design dependent on the switch range</p>

17.2 Switches





Functions	Device type	
<p>Presence switch</p> <p>Switch with a green presence button for installation on secondary entrance doors in the room.</p> <p><i>See chapter "2.2 Staff presence registration" as of page 10.</i></p>	29 0706 00...	 <p>Design dependent on the switch range</p>
<p>Call switch with connector</p> <p>Switch with red call button and socket for connecting a pear push switch (29 0790 00 or 29 0790 02) or a radio receiver-T (Z 00 8202 36).</p> <p><i>See chapter "6 Call devices" as of page 25, chapter "5 Pear push switches and accessories" as of page 23, chapter "7.1 Radio receiver-T" as of page 28.</i></p>	29 0704 00...	 <p>Design dependent on the switch range</p>
<p>Call switch</p> <p>Switch with red call button.</p> <p><i>See chapter "6 Call devices" as of page 25.</i></p>	29 0708 00...	 <p>Design dependent on the switch range</p>

Functions	Device type	
<p>Cancel switch</p> <p>Switch with grey cancel button for cancelling WC calls and emergencies WC locally in the WC area.</p> <p><i>See chapter "8 Cancel switch" as of page 35.</i></p>	29 0709 00...	 <p>Design dependent on the switch range</p>
<p>Pull cord switch</p> <p>Switch with a pull cord with a call handle fastened to the end, for raising calls by pulling. A red call button provides another call option.</p> <p><i>See chapter "6 Call devices" as of page 25.</i></p>	29 0707 20...	 <p>Design dependent on the switch range</p>
<p>Pneumatic switch</p> <p>Switch plus air hose with a red rubber ball fastened to the end, for raising calls by squeezing the ball. A red call button provides another call option.</p> <p><i>See chapter "6 Call devices" as of page 25.</i></p>	29 0707 50...	 <p>Design dependent on the switch range</p>



17.3 Room lamps

Functions	Order no.	
<p>Room lamp universal, 3 sections</p> <p>Signalling lamp with three light sections: calls (red), staff presence (green) and an additional display (white) for e.g. calls in the WC area.</p> <p><i>See chapter "3 Room lamps" as of page 19.</i></p>	77 0180 10	
<p>Room lamp universal, 3 sections, with doorplate</p> <p>Signalling lamp with three light sections: calls (red), staff presence (green) and an additional display (white) for e.g. calls in the WC area.</p> <p>Integrated doorplate for room designation.</p> <p><i>See chapter "3 Room lamps" as of page 19.</i></p>	77 0181 10	
<p>Room lamp universal, 3 sections, glass decor</p> <p>Signalling lamp with three light sections: calls (red), staff presence (green) and an additional display (white) for e.g. calls in the WC area.</p> <p><i>See chapter "3 Room lamps" as of page 19.</i></p>	77 0185 10	




17.4 Corridor displays

Functions	Order no.	
<p>Corridor display, 16-digit</p> <p>16-digit display for text display of calls and other system messages. The current time and date is displayed in the idle state.</p> <p><i>See chapter "4 Corridor displays" as of page 21.</i></p>	19 0783 16	
<p>Corridor display, 16-digit, double-sided</p> <p>16-digit double-sided display for text display of calls and other system messages. The current time and date is displayed in the idle state.</p> <p><i>See chapter "4 Corridor displays" as of page 21.</i></p>	19 0784 16	
<p>Corridor display, 12-digit</p> <p>12-digit display for text display of calls and other system messages. The current time is displayed in the idle state.</p> <p><i>See chapter "4 Corridor displays" as of page 21.</i></p>	29 0783 12	
<p>Corridor display, 12-digit, double-sided</p> <p>12-digit double-sided display for text display of calls and other system messages. The current time is displayed in the idle state.</p> <p><i>See chapter "4 Corridor displays" as of page 21.</i></p>	29 0784 12	




17.5 Pear push switches and accessories





Functions	Order no.	
<p>Pear push switch incl. call and light switch, 3 m <i>for connection to socket</i></p> <p>Handy, water-protected (IP 67) switch plus flexible connection cable (3 m) with a red call button for raising calls and a yellow light button for switching a light source.</p> <p>Plug-in connection to call switch with connector (29 0704 00...).</p> <p><i>See chapter "5.1 Pear push switches" as of page 23.</i></p>	29 0790 02	
<p>Pear push switch incl. call switch, 3 m <i>for connection to socket</i></p> <p>Handy, water-protected (IP 67) switch plus flexible connection cable (3 m) with a red call button for raising calls.</p> <p>Plug-in connection to call switch with connector (29 0704 00...).</p> <p><i>See chapter "5.1 Pear push switches" as of page 23</i></p>	29 0790 00	

17.5.1 Accessories for pear push switches

Functions	Order no.	
<p>Extension cable for pear push switch, 3 m</p> <p>3 m extension cable for pear push switch 29 0790 02 or 29 0790 00.</p> <p><i>See chapter "5.2 Accessories" as of page 24.</i></p>	29 0790 06	
<p>Self-releasing adapter for pear push switch</p> <p>The self-releasing adapter is connected between the plug of the pear push switch 29 0790 02 or 29 0790 00 and the socket. When under load, the connection is released automatically, thus protecting against damage. Length: 20 cm.</p> <p><i>See chapter "5.2 Accessories" as of page 24.</i></p>	29 0790 04	
<p>Equipment and cable clamp</p> <p><i>Packing unit: 10 clamps</i></p> <p>Practical protection for all patient devices, such as pear push switches. Precise guidance of all cables and equipment along the bed supporting rod or the bed gallows. The equipment and cable clamp detaches automatically from the bar when force is applied</p> <p><i>See chapter "5.2 Accessories" as of page 24.</i></p>	70 0361 00	

17.6 Radio based call devices

Functions	Order no.	
<p>Radio receiver-T <i>for connection to socket</i></p> <p>Radio receiver on operating frequency 869.2125 MHz (social alarm frequency) for receiving the signals from associated radio transmitters.</p> <p>Plug-in connection to call switch with connector (29 0704 00...). Activating the radio transmitter generates the same call type that would be generated by a pear push switch connected to the same socket.</p> <p><i>See chapter "7.1 Radio receiver-T" as of page 28.</i></p>	Z 00 8202 36	
<p>Radio receiver-T UP</p> <p>Radio receiver on operating frequency 869.2125 MHz (social alarm frequency) for receiving the signals from associated radio transmitters.</p> <p><i>See chapter "7.2 Radio receiver-T UP" as of page 29.</i></p>	Z 00 8202 35	
<p>MyAmie <i>Use with radio receiver-T and -T UP</i></p> <p>A small and waterproof personal radio trigger for wireless raising of calls. It is light weight and provides different wearing options. A wrist strap and a neckcord are included with the scope of delivery.</p> <p><i>See chapter "7.3 MyAmie" as of page 30.</i></p>	P68007/02	

Functions	Order no.	
<p>iVi™ <i>Use with radio receiver-T and -T UP</i></p> <p>A call button is used for manual raising of calls. An integrated, intelligent fall detection technology serves for automatically raise a call in the event of a fall.</p> <p><i>See chapter "7.4 iVi™" as of page 31</i></p>	P68005/47	
<p>Large-surface pneumatic radio switch <i>Use with radio receiver-T and -T UP</i></p> <p>Radio call button with large activation area for raising a call with a very small actuating force. Thanks to highly sensitive pneumatic sensors, even the slightest pressure is sufficient to raise a call.</p> <p><i>See chapter "7.6 Large-surface pneumatic radio switch" as of page 34.</i></p>	75 0711 00	
<p>Wireless sensor mat <i>Use with radio receiver-T and -T UP</i></p> <p>Mat for raising calls. The mat is placed e.g. in front of the bed. If the patient leaves the bed or falls from the bed onto the mat, a call is raised.</p> <p><i>See chapter "7.5 Wireless sensor mats" as of page 32.</i></p>	Z 00 8002 11	
<p>Wireless step-on sensor mat CM <i>Use with radio receiver-T and -T UP</i></p> <p>Mat for raising calls. The mat is placed e.g. in front of the bed. If the patient leaves the bed or falls from the bed onto the mat, a call is raised.</p> <p>– Rectangular shape</p> <p><i>See chapter "7.5 Wireless sensor mats" as of page 32.</i></p>	Z 00 8003 01	

Functions	Order no.	
<p>Wireless step-on sensor mat NM</p> <p><i>Use with radio receiver-T and -T UP</i></p> <p>Mat for raising calls. The mat is placed e.g. in front of the bed. If the patient leaves the bed or falls from the bed onto the mat, a call is raised.</p> <p>– Semicircular shape</p> <p><i>See chapter "7.5 Wireless sensor mats" as of page 32.</i></p>	Z 00 8003 02	