

Telligence Systems C300 and C600 Operation Manual

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Telligence units comply with UL 1069 regulatory requirements.

The Telligence system has been designed and tested under standardized conditions to have no reaction to electrostatic discharge (ESD) phenomena.

The Telligence system can be connected to UL Listed smoke detectors and fire alarm systems. The Telligence system is not a fire alarm control unit. Any fire alarm signal annunciated by the Telligence system is considered supplemental only. A code-compliant fire alarm signaling system is required to reduce the risk of injury or death.

Auxiliary hardware is not part of the nurse call system. Before connecting auxiliary hardware to an auxiliary input, staff must be trained and certified in using the auxiliary hardware properly.

Auxiliary hardware that may be connected to this system must be UL Listed to UL/IEC 60601 or UL 544. Auxiliary hardware must have a latching, normally open, dry contact relay, and must also provide a cable that has a standard 1/4-inch (0.64 cm) plug.

Industry Canada Compliance Statement

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus as set out in the interference-causing equipment standard entitled "Digital Apparatus," ICES-003 of Industry Canada.

Terms Used in This Manual

Specialized terms are used throughout this manual. The first time we use a term, we define it in the text.

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Chapter 1

Introduction

This chapter provides an overview of Telligence System C600 and C300 and provides basic information to help you get started using them.

Basic Equipment Types

The Telligence system includes three basic equipment types:

- Equipment for monitoring and responding to calls.
- Equipment for calling the nursing station.
- Additional equipment that supports the overall nurse call system.

This document describes the operational features of Telligence 2.0 or higher devices for both the Telligence C600 and Telligence C300. Both versions of the Telligence product provide audible and visual communication between patients and hospital personnel via signaling equipment employed in hospitals.

The Telligence C600 is a feature-packed, extended capability Nurse Call system designed to provide dependable communication between patients and medical personnel.

The Telligence C300 is a more economical alternative designed to match the features of existing low-end systems.

Equipment for monitoring and responding to calls (C600)

Staff consoles allow nursing station staff to monitor active calls and to place and respond to calls from patients and staff. Staff consoles are also used to configure call priorities for individual patient and staff/duty stations.

Note:

- A staff console is a desktop communications hub typically placed in nurses stations. It displays incoming calls and enables staff members to prioritize and respond to calls. Staff consoles are equipped with speakers and a handset for paging and for voice communication with patient stations and staff/duty stations.
- A patient station serves as the primary point of contact between patient rooms and the nurses' desk. Patient stations are wall-mounted near patient beds. They are equipped with call buttons for staff use, a microphone and speakers and receptacles for connecting electronic beds, pillow speakers, call cords or latching auxiliary hardware.
- A staff/duty station is an audio-equipped, wall mounted communications station with buttons for placing nurse calls and a microphone and speaker for communicating with staff members at staff consoles and annunciators.



Figure 1: Staff Console (left) and Annunciator (right)

Annunciators (C600 only) are wall-mounted call stations similar to staff consoles. Annunciators can provide the same functionality in areas such as staff rooms and PBX rooms that are located some distance from the nursing station.

Equipment for calling the nursing station

Staff and patients can contact the nursing station using a variety of devices both with and without audio. Patient stations (Figure 2) are wall mounted near the bed. They provide receptacles for pillow speakers, call cords and bed receptacles (if equipped), which allow patients to call the nursing unit from a bed or chair.

Call cords are communication devices available from the patient's bed that are used for placing nurse calls by pushing a button, squeezing a bulb or blowing into a tube.

Pillow speakers are communication devices available from the patient's bed that enable patients to control lighting and television in addition to placing nurse calls.

Caution: The input receptacles on patient stations are not electrically isolated. Use hardware UL listed to UL/IEC 60601 OR UL544.



Figure 2: Patient Station (HC-PSTN2)

Note: The labels applied to station buttons are configurable and may differ on your system from those used here.

Staff members use the patient station call buttons to call the nursing station or to signal an emergency. Patient stations have built-in speakers and microphones for two-way voice communication.

Figure 3: Staff/Duty Station (HC-DUTY)



Staff and patient rooms may also be equipped with staff/duty stations like the one shown in Figure 3. These devices have call buttons that allow staff members to signal the nursing station for assistance or to signal an emergency.

Like patient stations, staff/duty stations are audio-equipped, supporting two-way voice communication.

A number of peripheral devices may also be installed. Peripheral devices are small stations without voice audio that provide buttons or pull cords for calling the nursing station or registering presence. These include code blue stations, staff emergency stations, lavatory stations and others. Lavatory stations provide pull cords so that patients can call for help from the lavatory or shower. Peripheral devices do not support voice communication.

Finally, patient stations and call stations with equipment receptacles allow for the connection of auxiliary hardware. See Important Information for use with Auxiliary Hardware" for additional information regarding warnings and conditions for use with auxiliary hardware.

Additional equipment

Corridor lights are installed outside patient rooms or at the entrance to duty areas to show which rooms need assistance. Some models also sound a buzzer and most models can flash multiple lights simultaneously. The flash rate and color can be used to indicate the call priority, the staff levels whose assistance is needed and other information.

Presence stations installed near doorways are used by nursing staff to register their location as they move about the facility. Presence stations can also be used to indicate the presence of visitors, physicians, etc.

A paging adapter connected to a staff/duty station and an external amplifier enables you to place audio pages from Telligence staff consoles over the hallway speaker system.



External systems

Your system may also include the following external systems:

- A system for routing calls to pocket pagers.
- Wireless phone integration.
- An IR location system for locating staff members or equipment.

See "Wireless Phones, Pagers, and IR Location" for information about these systems.

Basic System Functions

Calls to the Nurses Station

Patient calls

Patients can call the nursing station from a bed or chair using pillow speakers, call cords or buttons on electronic bed control panels. This equipment is connected to patient stations mounted on the wall near the bed.

A variety of peripheral devices may also be available. Call cord stations (wallmounted receptacles for plugging in call cords) and lavatory stations (peripheral devices with push buttons and pull cords) allow patients to call for assistance from the lavatory or shower.

Staff calls

From patient or staff rooms you can call the nursing station by pressing buttons on audio stations, or from a range of peripheral devices.

Call answering and initiation

While at a staff console, you can answer or initiate calls to patients, staff and other nursing stations using the primary staff console. You can perform the same tasks in staff rooms equipped with wall-mounted annunciators (C600 only).

Reminders

You can set reminders for non-emergency calls that cannot be immediately addressed. Nurse call priority names are abbreviated in the reminder list.

Settings

Priority levels for specific call types

Specific priority levels are applied to specific types of calls. For example, calls sent by pressing the nurse call button on a pillow speaker have a lower priority than calls sent by pressing the Staff Emergency button on a patient station. The labels and priority levels given to specific call types are determined locally and applied to individual patient stations. You can set priority levels for call types using the Telligence Tool. For more information on configuring call priorities, see "Configuring Call Priorities for a Patient or Staff/Duty Station (C600 Only)."

Coverage areas

Nursing duty areas are grouped to form specific nurse call coverage areas within nursing units. Each coverage area is served by a network of call stations and a staff console to which all nurse calls within the coverage area report. This is called the primary staff console.

Calls from supervised Telligence equipment

The staff console can oversee or supervise the communication function of another staff console, annunciator, patient or staff/duty station or peripheral device. If the device under supervision loses its ability to communicate, the system sends an error message to every staff console and annunciator that has supervision or failure coverage for that duty area.

Registration of staff presence

Caregivers can show where they are located by pressing a button on staff presence stations installed near the doorways of patient and staff rooms. This is called "registering presence" in the room. On C300 configurations, registering presence can only be done from the patient station.

The movements of staff and portable hardware can also be tracked using an automatic system. In automatic presence systems, staff members wear badges whose movements are detected by wall-mounted location tracking sensors. As staff members move about the facility their presence is automatically tracked and displayed in Telergy application windows. A Versus location tracking system and Telergy patient-staff communication software are required for automatic presence tracking.

Staff presence data is used with the Staff Follow function, which allows you to annunciate nurse calls in patient or staff rooms only when a caregiver registers presence in the room. See "Staff Follow Function."

On and off duty states (C600 only)

Primary coverage staff consoles and annunciators can be placed off duty when left unattended. Off duty consoles continue to annunciate nurse calls. You can turn the volume down when placing the unit off duty. Room stations that are configured for staff follow can be set to coordinate with the on/off duty status of the primary covering console. This is done by setting the room stations for Variable Duty Area/ Console Staff Follow. In this mode, room stations operate as follows:

- When at least one primary coverage console or annunciator is on duty, any room stations set for Variable Duty Area/Console Staff Follow mode operate in a Fixed Staff Follow mode. In this mode, stations will tone the highest priority call in the duty area.
- When all primary coverage consoles for the duty area go off duty, these room

stations switch to Console Staff Follow mode. In this mode, the highest priority call is sent to the staff console that is capturing the duty area.

• When a primary coverage console or annunciator is placed back on duty, room stations return to the fixed staff follow mode.

Coverage area capture

Primary-coverage staff consoles and annunciators can annunciate or "capture" calls from the coverage area of another staff console or annunciator.

The capturing device annunciates nurse call events from the captured coverage area in addition to its own. The captured device indicates that its calls are being captured, but continues to annunciate calls normally.

Coverage area capture makes it possible to monitor nurse call events originating in areas whose primary console is unattended, such as during the night.

Coverage area sharing

Two coverage areas can be shared by two primary coverage devices. In this, nurse calls from either coverage area are annunciated at both devices. This is done by setting each console to capture the other.

Swing rooms (C600 only)

Rooms that have been configured with an alternate duty area can swing from one to the other as needed. The room must be configured for swinging using the Telligence Tool. A Swing button on the Room List screen of the primary coverage staff console or annunciator toggles the room between its default and alternate duty area.



Chapter 2 Overview of the ColorTouch Staff Console, Annunciators and VoIP Staff Station

Summary

The equipment used to monitor and respond to nurse calls is the ColorTouch Staff Console, the ColorTouch Annunciator and the VoIP (Voice over internet protocol) Staff Station. This chapter introduces the basic features of these devices. For instructions on using staff consoles and annunciators, see "Using Staff Consoles and Annunciators" on page 74.

The ColorTouch VoIP Staff Console

The staff console used in the Telligence C600 is the ColorTouch VoIP Staff Console model HC-CONSOLE (Figure 5). The staff console used in the Telligence C300 is model HC-Console-3K (Figure 6).

Figure 5: ColorTouch Staff Console (model HC-CONSOLE) in the C600 Configuration



Figure 6: ColorTouch Staff Console (model HC-CONSOLE-3K) in the C300 Configuration



The staff console (C600) is the primary call center of the patient-staff communication. Typically placed in nursing stations, staff consoles are used for the following tasks:

- Answering calls.
- Setting call reminders.
- Upgrading calls to higher priorities.
- Placing calls to patients and staff.
- Broadcasting audio pages. (Hallway only on a C300)
- Speaking with staff at other staff consoles and also annunciators. (C600 only)
- Configuring call priorities for individual staff and patient stations.

Handset and speaker

The staff console includes a standard telephone handset and cradle for use where patient information can easily be overheard and a speaker for hands-free operation in more private areas.

In normal mode, the staff console (C600) can send and receive audio simultaneously so you can hear the caller's voice even while you are speaking. When placed in enhanced audio mode, communication is one-way. A button displayed onscreen allows you to alternate between listening and speaking. (Half duplex only and no enhanced audio on a C300).

Note: The Health Insurance Portability & Accountability Act (HIPAA) dictates strict requirements for maintaining the security and confidentiality of patient health information. For more information on privacy settings, see "Handset and speaker" and "Placing the Patient Station in Privacy Mode."

The ColorTouch Annunciator

The annunciator used in the Telligence (C600) is the ColorTouch Annunciator (model HC-ANNUN). For the Telligence C300, model HC-ANNUN-3K is used.

Note: There is no audio capability with the HC-ANNUN-3K.

Note: The C300 has limited functions and the screens will look different (fewer buttons) than the C600. However the functions of the buttons that you see are the same as described for the C600.

Figure 7: ColorTouch Annunciator (HC-ANNUN) C600



Figure 8: ColorTouch Annunciator (HC-ANNUN-3K) C300



The annunciator is a wall-mounted device similar to the staff console. Annunciators are typically located in staff rooms, PBX rooms or other locations some distance from the nurses' station.

Annunciators can be set to display nurse call activity or to supervise other Telligence equipment. Annunciators are best used in locations where sensitive patient information cannot easily be overheard by visitors and other members of the public. C300 annunciators emit tones only, no audio.

Note: The Health Insurance Portability & Accountability Act (HIPAA) dictates strict requirements for maintaining the security and confidentiality of patient health information. For more information on privacy settings, see "Handset and speaker" and "Placing the Patient Station in Privacy Mode."

VoIP Staff Station (Telligence System C600 ONLY)

The VoIP Staff Station facilitates the use of non-IP addressable stations on the Telligence IP network by converting analog audio signals into digital audio data and vice-versa and acting as the Gateway for the room where it is installed. Each VoIP Staff Station can support up to two beds and five peripheral devices in the room where it is installed.

The VoIP Staff Station consists of standard User Interface touch screens which can be customized to the client's needs. The screen contains touch points for placing calls and a microphone and speaker for voice communication throughout the system. The screens are configured via the Telligence Tool.

The Home screen consists of up to 16 user programmable buttons for nurse call and workflow functionalities. In addition to the Home screen, an additional 16 screens with up to 16 buttons per screen can be programmed for the VoIP Staff Station. Separate templates can be created and assigned to each VoIP Staff Station.

The VoIP Staff Station adds In-Room Workflow to any room it is assigned to. Features of the Workflow functions can include, but are not limited to rounding, onebutton dialing, room empty, Housekeeping required, etc. The programming and of the screens is done with the Telligence 2.0 or higher software tool. Details on configuring and customizing, are contained in Telligence Online Help System P/N 7350335.

Shared Features and Functions



ColorTouch Monitor

Both the staff console and the annunciator display information on a touch screen. You can work with pending calls and perform other functions by lightly touching command buttons on the screen.

Staff consoles and annunciators emit a tone to alert you when new calls are received and when reminders expire. The volume can be adjusted and the alert tone can be silenced temporarily. The tone is automatically re-energized when the next call comes in or when a preset maximum time elapses, whichever comes first. While you can change the alert tone volume, it is not possible to turn alert tones off.

The staff console and the annunciator only annunciate calls from covered duty areas. If the staff console and annunciator are not configured to cover any duty areas, no calls are annunciated.

Screens Displayed on Staff Consoles and Annunciators (C600)

Staff consoles and annunciators (C600) display five separate pages or screens: the Call screen, Audio screen, Reminders screen, Room List and Admin screen. This section shows the types of information displayed on each screen, how to find the screen you need and how to use the command buttons and other controls found on each screen.

The Call screen

The Call screen lists incoming calls in order of priority and is the default screen. It is used for monitoring and answering nurse calls.

Silencing Alert Tones

Alert tones are tones that are sounded at staff consoles and annunciators to notify staff members that an event is taking place, such as a call from a patient or a code blue emergency. You can silence these alert tones for a preset time period which is programmed by the installer. Alert tones are automatically reinstated once the time period has elapsed or when a new call is received, whichever comes first.



Figure 9: Call screen

To silence an alert tone:

1. Press the Call tab.

Note: The Tone Silence button is also available on the Remind and Room List screens.

2. Press the Tone Silence button.

Alert tones for the current call are silenced.

To reactivate an alert tone:

1. Press the Call tab.

Note: The Restore Tones button is also available on the Remind and Room List screens.

2. Press the Restore Tones button.

Alert tones for the current call turn back on.

Adjusting the Alert Tone Volume

Alert tones are tones that are sounded at staff consoles and annunciators to notify staff members that an event is taking place, such as a call from a patient or a code blue emergency. You can adjust the alert tone volume up or down so that it is appropriate for that console or annunciator location.

Figure 10: Audio screen

Tone Volume Upgrade Page	Set			
Tone Volume Upgrade Page	2511010ET	1		
	Tone	Volume	Ungrade	Page

To adjust the alert tone volume:

1. Press the Audio tab.

2. Press the Volume button.

Note: If the tone volume feature is configured with password protection, you must enter the password before you can change the tone volume.

The Change Volume screen is displayed.

- 3. Slide the Tones slider bar up or down to increase or decrease the volume.
- 4. Press the OK button.

This volume setting remains in effect until you change it again.



Answering Calls

Staff consoles and annunciators provide two-way communication to a patient's bed, a room or to other consoles and annunciators. When calls are placed, the calls ring at the associated staff console or annunciator. Calls have different priorities, from a code blue emergency to a patient normal call. Calls can be answered using either the handset, headset or speakerphone.



To answer the highest priority call:

- 1. Press the Call tab.
- 2. Pick up the handset.

Or

If you are using a headset or speakerphone, press the Connect button or Enhance Connect button.

To answer any call in the calls list:

- 1. Press the Call tab.
- 2. Select (press) the call you want to answer from the calls list.
- 3. Pick up the handset.

Or

If you are using a headset or speakerphone, press the Connect button or Enhance Connect button.

Notes:

- Using a headset disables the speakerphone. To enable the speakerphone, unplug the headset.
- To switch to the speaker when using a handset, press the Speaker button on the Audio screen.

Answering calls from other staff consoles and annunciators

Two-way communication is possible between two staff consoles or annunciators. When answering calls from other staff consoles and annunciators, the calls do not display on the Call screen in the calls list. The Audio tab flashes and the Audio screen displays the console or annunciator ID message when the call comes in.



Figure 12: Audio screen

To answer a call from a staff console or annunciator:

1. From the Call or Audio Tab:

Note the console or annunciator ID message on the screen. This is the console or annunciator that is calling your console.

2. Pick up the handset.

Or

If you are using a headset or speakerphone, press the Answer button.

Placing Calls

Staff consoles and annunciators provide two-way communication to a patient's bed, a room or to other consoles and annunciators. You can place a call either by dialing the bed, room, console or annunciator number using the Audio screen or by selecting the bed, room, console or annunciator from the room list on the Room List screen.

Dial Pad			
set uninder			
Tone Silence	Volume	Upgrade	Page
Tone Silence	Volume	Upgrade	Page

Figure 13: Audio screen

To place a call by dialing the room, bed, console or annunciator number:

- 1. Press the Audio tab.
- 2. Press the Dial Pad button.

The Enter Room or Bed Number screen is displayed.

3. Enter the room, bed, console or annunciator number.

Use the Clear button to delete a digit if you make a mistake.

4. Press the Connect button.

To cancel the call, press the Cancel button.

- 5. Pick up the handset or use the speakerphone and begin talking.
- 6. When the call is finished, replace the handset or press the Hang Up button.

Enter Room or Bed Number						
1422A						
1 2 3	AN					
4 5 6	B 5					
7 8 9	CE					
0	DW					
Clear Connect	t Cancel					

Γa	onnect/Ha	ng Up buttor	ı S	nowing bu	tton
Connect	Call Perorities	Swing	Sho All Lo	wing: cations	
Set Reminder	Conso	le 1000			
	Room	1100		Î	
Enhance	Bed	1101			_ Room
Connect	Duty Sta	tion 1110			
Tone Silence	Conso	le 2001			
2 Calls	AUDIO	0 Remind's L	00M IST	MORE	
		Room	Ust ta	b	

Figure 14: Room List screen

To place a call by selecting a room, bed, console or annunciator from the room list:

- 1. Press the Room List tab.
- 2. Select (press) the room, bed, console or annunciator that you want to call from the room list.
- Note: If you cannot find it, press the Showing button and select the area that has the room, bed, console or annunciator you are looking for. Press OK and then select the room, bed, console or annunciator from the filtered room list.
- 3. Press the Connect button.
- 4. Pick up the handset or use the speakerphone and begin talking.
- 5. When the call is finished, replace the handset or press the Hang Up button.

Upgrading a Call to a Higher Priority

While conducting a call, you can upgrade a call to a higher priority. When you upgrade a call, a new call appears on the Call screen in addition to the original. Depending on how your system is configured, dome lights associated with the patient station may begin to flash or may flash faster.

```
1011
                        W101A
Hang Up
          Patient Normal
  Set
Reminder
Enhance
 Audio
 Tone
         Volume
                          Upgrade
                                    Page
Silence
                    0
                           ROOM
2 32 pm
         AUDIO
                                   MORE ....
                 Remind's
                           LIST
```

Figure 15: Audio screen

To upgrade a call to a higher priority:

1. Answer (connect to) a call using either the Call screen or Remind screen.

The Audio screen is displayed.

2. Press the Upgrade button.

The Change Calls Priority screen is displayed.

- 3. Select (press) the call priority that you want to upgrade the call to.
- 4. Press the OK button.

To cancel, press the Cancel button.



Changing Default Call Priorities

By default, call devices such as pillow speakers share the same call priority as the patient station to which they are connected. If needed, you can assign different call priorities to the call devices so they annunciate differently at the staff console or annunciator. Each call device can have a separate call priority. Call priorities can be switched back to their default call priority if needed.
Figure 16: Room List screen

Connect	Call Priorities	A	oout	Sh Cover	owing: ed Rooms
Set Reminder	Bed		121	1	
	Room	1	1300	D .	
Enhance	Bed		130	1	
connect	Duty Sta	tion	1310	D .	
Tone Silence	Bed		131	1	
3:52 pm	AUDIO	0 Remin	ıd's	ROOM LIST	MORE

To configure call priorities:

- 1. Press the Room List tab.
- 2. Select (press) the room or bed for which you want to change the priority from the room list.
- 3. Press the Call Priorities button.

The Call Priorities screen is displayed listing the call devices connected to the bed or room you are configuring.

- 4. Select the call priority that you want to configure.
- 5. Press the Change Priority button.

The Change Call's Priority screen is displayed. To cancel, press the Cancel button.

- 6. Select the new call priority that you want to assign.
- 7. Press the OK button.



Setting a call priority back to its default

If you change a call priority, you can change it back to its default priority if needed.

To set a call priority back to its default:

- 1. Press the Room List tab.
- 2. Select (press) the room or bed for which you want to set the priority back to its default from the room list.
- 3. Press the Call Priorities button.

The Call Priorities screen is displayed listing the call devices connected to the bed or room you are configuring.

- 4. Select the call priority that you want to configure.
- 5. Press the Set to Default button.

The call priority changes back to its default priority. To cancel, press the Cancel button.

Note: This can only be performed on covered stations.



Adjusting Staff Console and Annunciator Speaker Volume

You may adjust the call volume up or down while you are on a call. The speakerphone volume and the handset volume are adjusted separately while they are in use.

Hang Up	101	1	W101	A
Set Reminder	Pati	ient No	ormal	
Enhance Audio				
Tone Silence	Volume]	Upgrade	Page
1		0	ROOM	MODE

Figure 17: Audio screen

To adjust the call volume:

- 1. While conducting a call, press the Audio tab.
- 2. Press the Volume

The Change Volume screen is displayed.

- 3. Slide the Speaker slider bar (displayed if you are using the speakerphone) or the Handset slider bar (displayed if you are using the handset or headset) up or down to increase or decrease the volume.
- 4. Press the OK button.

This volume setting remains in effect until you change it again.

Note: After adjusting the call volume, if you continue to have a problem hearing the patient's voice at the console, you may increase the sensitivity of the microphone at the patient station by switching to enhanced audio mode. See "Using Enhance Connect/Audio Mode" on page 32 for more information.



Adjusting Patient Station Audio Level

While conducting a call with a patient, you can adjust the patient station speaker volume up or down so that the patient can hear you better.

Note: When you change the audio level on a patient station, it is for that patient station only and does not affect the other patient stations in your system.



To adjust the patient station audio level:

- 1. While conducting a call, press the Audio tab.
- 2. Press the Volume button.

The Change Volume screen is displayed.

- 3. Slide the Room's Speaker slider bar up or down to increase or decrease the volume.
- 4. Press the Save button.
- **Note:** If the Room Speaker Volume feature is configured with password protection, you must enter the password before you can change the room volume.

This volume setting remains in effect for that patient station until you change it again.

Note: After adjusting the patient station speaker volume, you can also increase the sensitivity of the microphone at the patient station by switching to enhanced audio mode.



Capturing and Releasing Coverage Areas

When no one is available to monitor a staff console or annunciator, another staff console or annunciator can capture its coverage area and annunciate calls from the captured coverage area in addition to its own.



Figure 19: Capture screen

Note: When capturing and releasing in large systems, the buzzer on the consoles supervisory dome may sound because the console appears offline while the capture or release is in progress. Make sure the staff is prepared for this loud audible signal.

To capture a console:

- 1. Go to the console that will inherit the coverage area of another console.
- 2. Press the More tab.
- 3. Press the Capture tab.
- **Note:** If the capture feature is configured as disabled, the Capture button is not displayed.
- **Note:** If the capture feature is configured with password protection, you must enter the password before you can initiate a capture.
- 4. Select (press) a primary coverage staff console or annunciator to capture.
- 5. Press the Capture button.

A message is displayed on the screen indicating that the capture is in progress.

Note: A red square indicates that this console is capturing the console (with the red square). A yellow square indicates that this console was captured by the console (with the yellow square).

What is displayed on the Call screen?

The consoles Call screen displays a message when it is capturing another console or when it has been captured by another console. A number is displayed in the message which indicates how many consoles are being captured and how many consoles have been captured by the console. If the console is not capturing and has not been captured, nothing is displayed on the Call screen. Figure 20: Call screen message and description

Set Reminder				Ì
Connect Tone Silence	Capt	uring: 1	Capture	et: 2
1:10 pm	AUDIO	0 Remind's	ROOM LIST	MORE

CAPTURING: 1 - This console has captured another staff console.

CAPTURED: 2 - This console has been captured by two other staff consoles or annunciators.

To release a console:

- 1. Go to the captured console.
- 2. Press the More tab.
- 3. Press the Capture tab.
- **Note:** If the release feature is configured with password protection, you must enter the password before you can initiate a release.
- 4. Select (press) the capturing staff console or annunciator (with the yellow square).
- 5. Press the Release button.

A message is displayed on the capturing Staff Console screen indicating the release is in progress.

Using Enhance Connect/Audio Mode

Enhanced audio mode improves the sensitivity of the microphone at patient stations making it easier for you to hear and understand the caller. You can answer calls in enhanced mode or switch to enhanced mode during a call.

Answering a call in enhanced audio mode

You can answer a call in enhanced audio mode if you know you need the improved audio to communicate with the caller.

Figure 21: Call screen



Figure 22: Audio screen



To answer a call in enhanced audio mode:

- 1. Press the Call tab.
- 2. Select (press) the call you want to answer from the calls list.
- 3. Press the Enhance Connect button.

The Audio screen is displayed, and you are now connected to the caller. The word "Listen" is displayed on the screen and your consoles microphone is disabled.

4. When you are ready to speak to the caller, press and hold the Enhance Audio button and begin speaking.

The word "Talk" is displayed on the screen indicating that your microphone is enabled.

- 5. When you have finished speaking, release the Enhance Audio button.
- 6. Continue your conversation (listening and talking) with the caller by pressing and releasing the Enhance Audio button.
- 7. To end the conversation, press the Hang Up button.

Switching to enhanced audio mode during a call

If you are having trouble hearing and understanding the caller, you can switch to enhanced audio mode during the call.

To switch to enhanced audio mode during a call:

1. On the Audio screen, press the Enhance Audio button.

The word "Listen" is displayed on the screen and your consoles microphone is disabled.

2. When you are ready to speak to the caller, press and hold the Enhance Audio button and begin speaking.

The word "Talk" is displayed on the screen indicating that your microphone is enabled.

- 3. When you have finished speaking, release the Enhance Audio button.
- 4. Continue your conversation (listening and talking) with the caller by pressing and releasing the Enhance Audio button.
- 5. To end the conversation, press the Hang Up button.

Note: Picking up the handset while using enhanced audio mode toggles the connection from enhanced to normal connect mode. The Enhance Audio button turns gray and neither "Listen" nor "Talk" is shown on the screen. You can return to enhanced audio mode (with or without the handset) by pressing the Enhance Audio button.

Placing a Staff Console or Annunciator Off Duty

When leaving a primary coverage staff console or annunciator unattended, you can place it off duty. The console continues to display nurse call events and to sound tones at the volume you set. The Call screen indicates that the console or annunciator is off duty with the message "OFF DUTY" displayed. When you return to the console, you can place it back on duty.



Figure 23: Admin screen

To place a staff console or annunciator off duty:

1. Go to the staff console or annunciator you want to place off duty.



- 2. Press the More tab.
- 3. Press the Admin tab.
- 4. Press the Off Duty button.

The Change Volume screen is displayed.

- 5. Adjust the off duty tone volume up or down using the slider bar.
- 6. Press OK.

The Call screen displays Off Duty status.

To place a staff console or annunciator back on duty:

1. Go to the staff console or annunciator you want to place on duty.

Press the More tab.

Press the Admin tab.

Press the On Duty button.

Paging From a Staff Console

You can send a voice page to selected nursing units and duty areas using the handset on the staff console (required for paging). You can only do one page at a time, and a page does not override an established audio connection (e.g. a patient talking to the nurse station). The house paging system always overrides Telligence paging.

Upgrade Page
JDIO Remind's LIST MORE

To page from a staff console:

1. Select the Audio tab.

Press the Page button.

- **Note:** If the page feature is configured as disabled, the Page button is not displayed.
- **Note:** If the page feature was configured with password protection, you must enter the password before you can initiate a page.

The Audio Paging screen is displayed.

Select the destination for the page.

Select (press) the nursing unit or duty area that you want to page from the list. See Table 1 for details.

Select a staff level to page (red, green or amber). To send the page to all staff levels, leave the check boxes blank.

The page will broadcast only in areas where these staff levels have registered presence. See Table A for details.

Select Hallways only if you want to limit the page to only hallway areas.

Lift the handset.

Press the Start Page button.

A setup tone sounds in the handset receiver and the word "Wait" is displayed.

When the tone stops and the "Wait" message clears, you can start speaking.

When you have finished speaking, press the End Page button.

2. Return the handset to the cradle.

A: Effect of set	tings on audio p	bage
destinations		
Destination	Presence [1]	Annunciation
		point

Nursing unit	None	All rooms/
		stations in the
		selected
		nursing unit
		All hallway
		page adapters
		in the selected
		nursing unit
	Red	All rooms in
		the selected
		nursing unit
		with red
		presence
		registered
	Green and	All rooms in
	amber	the selected
		nursing unit
		with either
		green or
		amber
		presence
		registered

Displaying Staff Console and Annunciator Properties

Staff consoles and annunciators have properties that provide information about the location of the staff console or annunciator, its IP and MAC address and the nursing unit and duty area it is assigned to. Information is also available about the internal software and hardware revision levels.

E A	bout butt	on		
About)	11	00	
Clean Screen	Tone (Si	Silence econds)	300	
Calibrate Screen				
Off Duty		_	1	Brightness
ADMIN	CAPTURE			
2 Calls	AUDIO	0 Remind's	ROOM LIST	MORE
Adminta	b			Moretab

To display staff console and annunciator properties:

- 1. Press the More tab.
- 2. Press the Admin tab.
- 3. Press the About button.
- 4. The About screen is displayed.
- 5. To close the screen, press the OK button.

Setting a Call Reminder

When a call is received that can't be addressed immediately, you can set a reminder with or without answering the call. Setting a reminder moves the call to the Reminders screen and sets a timer. If the timer elapses before the call is cleared, the call is regenerated. When the timer elapses, you can place the call on reminder again which restarts the cycle. Reminders can be set from the Call, Audio and Room List screens. Figure 26: Call screen

3 Calls	AUDIO	0 Remind's	ROOM LIST	MORE
Tone Silence				
Enhance Connect				ļ
Kerninder	E102	Staff N	ormal	0:26
Set	E102	Staff E	imerg	0:17
Connect	E102	Code	Blue	0:05

To set a call reminder from the Call screen:

- 1. Press the Call tab.
- 2. Either answer the call or select (press) the call event in the calls list.



- 3. Press the Set Reminder button.
- 4. The Set Reminder screen is displayed.
- 5. Select the staff level priorities that apply.

Red: RN Amber: LPN Green: Aide

- 6. Press OK.
- 7. The call moves from the Call screen to the Remind screen. To cancel, press the Cancel button

Note: You cannot place reminders on calls to or from staff consoles or annunciators.

Corridor and zone lights flash slowly in the color associated with the highest staff level priority reminder until the call is canceled.

Setting a call reminder from the Audio screen

While conducting a call using the Audio screen, you can place the call on reminder. The call is added to the remind list of calls and is displayed on the Remind screen.

> 1011 W101A Hang Up Patient Normal Set Reminder Enhance Audio Tone Volume Upgrade Page Silence 0 ROOM 2 32 pm AUDIO MORE Remind's LIST

Figure 27: Audio screen

To set a call reminder from the Audio screen:

- 1. Press the Audio tab or while connected.
- 2. Initiate a call.



3. While conducting the call, press the Set Reminder button. The Set Reminder screen is displayed.

4. Select the staff level priorities that apply:

Red: RN Amber: LPN Green: Aide

5. Press OK.

The call is displayed on the Remind screen. The call is ordered in the list of reminders according to its call priority and the elapsed time since the call was received. To cancel, press the Cancel button.

Setting a call reminder from the Room List screen

Using the Room List screen, you can place the call on reminder. The call is added to the call reminders list and is displayed on the Remind screen.



To set a call reminder from the Room List screen:

1. Press the Room List tab.



- 2. Select (press) a room or bed in the room list.
- 3. Press the Set Reminder button.

The Set Reminder screen is displayed.

4. Select the staff level priorities that apply.

Red: RN Amber: LPN Green: Aide

5. Press OK.

The call is displayed on the Remind screen. The call is ordered in the list of reminders according to its call priority and the elapsed time since the call was received. To cancel, press the Cancel button.

Answering a Call Reminder

When a call is placed on remind, it appears on the Remind screen. The call remains on the Remind screen until the call is answered or the timer expires and reissues the call on the Call screen. Calls can have assigned staff levels of red (RN), amber (LPN) or green (aide). Highest priority calls reside at the top of the call reminders list.



Figure 29: Remind screen

To answer a call reminder:

1. Press the Remind tab.

- 2. Select (press) the call reminder in the call reminders list.
- 3. Press the Connect button or either pick up the handset or use the speakerphone.

To answer the highest priority call reminder:

- 1. Press the Remind tab.
- 2. Press the Connect button. Select room.
- 3. Either pick up the handset or use the speakerphone.

Adding Staff Levels to Call Reminders

Once a call is placed on reminder and displayed in the call reminders list, staff level priorities can be added to the call. The call can have a staff level assigned of red (RN), amber (LPN) or green (aide). Highest priority calls reside at the top of the call reminders list. The color of the highest staff level priority appears in the bottom section of the dome lights associated with the station where the call originated.



Figure 30: Remind screen

To add staff levels to call reminders:

1. Press the Remind tab.



- 2. Select (press) the call reminder in the call reminders list.
- 3. Press the Set Reminder button.

The Set Reminder screen is displayed.

4. Select the staff level priorities that apply.

Red: RN Amber: LPN Green: Aide

5. Press OK.

The appropriate color square displays next to the call reminder you selected. To cancel, press the Cancel button.

Clearing a Call Reminder

Call reminders that have a normal priority can be cleared. Reminders for other call priorities can only be cleared by pushing the Cancel button on the patient station where the call originated. When a call reminder is canceled, the reminder is cleared from the call reminders list and corridor and zone lights stop flashing.

Figure 31: Remind screen

Connect		VV101	CODE	0:42	
Set Reminder		W101	STFE	0:39	1
Kennider		W101A	NORM	2:17	Ļ
Enhance					
Connect	RED	AMBR GR	N		
Tone Silence		Clear Reminde	21		
9 41 am	AUDIO	3 Remind's	ROOM	MOF	RE

To clear a call reminder:

- 1. Press the Remind tab.
- 2. Select (press) call reminder in the call reminders list you want to clear.
- **Note:** If the clear reminder feature is configured with password protection, you must enter the password before you can clear a call reminder.3.
- 3. Press the Clear Reminder button.

Note: Only lowest four priorities are cleared.

Screens Displayed on Staff Consoles and Annunciators (C300)

Silencing Alert Tones

Alert tones are tones that are sounded at staff consoles and annunciators to notify staff members that an event is taking place, such as a call from a patient or a code blue emergency. You may silence these alert tones for a preset time period which is programmed by the installer. Alert tones are automatically reinstated once the time period has elapsed or when a new call is received, whichever comes first. Figure 32: Call screen

Connect	3100	Staff Emerg	
Set teminder			I
			•
eminder			
eminder List			

To silence an alert tone:

1. Press the Tone Silence button.

Alert tones for the current call are silenced.

To reactivate an alert tone:

1. Press the Restore Tones button.

Alert tones for the current call turn back on.

Adjusting the Alert Tone Volume

Alert tones are tones that are sounded at staff consoles and annunciators to notify staff members that an event is taking place, such as a call from a patient or a code blue emergency. You can adjust the alert tone volume up or down so that it is appropriate for that console or annunciator location.

Figure 33: Admin screen



Change Volume		
Room's Speaker	Tones	
Saye		

To adjust the alert tone volume:

- 1. From the home screen, press the Admin button.
- 2. Press the Volume button.

The Change Volume screen is displayed.

- 3. Slide the Tones slider bar up or down to increase or decrease the volume.
- 4. Press the OK button.

This volume setting remains in effect until you change it again.

Note: This procedure must be performed while the Staff Console or Annunciator is in the idle state.

Answering Calls

Staff consoles provide two-way communication to a patient's bed, room or to other consoles. When patients or staff activate calls, the calls tone at the covering staff console or annunciator. Calls have different priorities (i.e. Code blue for an emergency to a patient normal call).

Figure 34: Home screen with active call

Connect	2011	Patient Normal	
Set Reminder			Ţ
Reminder List			
Tone Silence	1 Cal	Dial Pad Adm	in

To answer the highest priority call:

1. Pick up the handset.

Or

If you are using a headset or speakerphone, press the Connect button.

To answer any call in the calls list:

- 1. Touch the line of the active call you want to answer from the calls list. (If more than three calls are active, use the scroll bar on the right side of the calls window to view all active calls).
- 2. Pick up the handset.

Or

If you are using a headset or speakerphone, press the Connect button.

Note: Using a headset disables the speakerphone. To enable the speakerphone, unplug the headset.

Note: To switch to the speaker when using a handset, press the Speaker button on the Home screen.

Placing Calls

Staff consoles provide two-way communication to a patient's bed, a room or to other consoles. You may place a call via a dial pad from the home screen.



Figure 35: Home screen

To place a call by dialing the room, bed or console number:

1. From the Home screen, press the Dial Pad button.

The Enter Room or Bed Number screen is displayed.

2. Enter the room, bed or console number.

Use the Clear button to delete a digit if you make a mistake.

3. Press the Connect button.

To cancel the call, press the Cancel button.

4. When the call is finished, replace the handset or press the Hang Up button.



Adjusting Staff Console Call Volume

You can adjust the call volume up or down while you are on a call.



Figure 36: Admin screen

To adjust the call volume:

1. From the Admin screen, press the Volume button.

The Change Volume screen is displayed.

2. Slide the Speaker slider bar (displayed if you are using the speakerphone) or the Headset slider bar (displayed if you are using a headset) up or down to increase or decrease the volume.

3. Press the OK button.

This volume setting remains in effect until you change it again.



Adjusting Patient Audio Level

While conducting a call with a patient, you may adjust the patient station speaker volume up or down so that the patient can hear you better.

Note: When you change the audio level on a patient station, it is for that patient station only and does not affect the other patient stations in your system.





To adjust the patient station audio level:

- 1. While conducting a call, press the Admin button.
- 2. Press the Volume button.

The Change Volume screen is displayed.

3. Slide the Room's Speaker slider bar up or down to increase or decrease the volume.

4. Press the Save button.

This volume setting remains in effect for that patient station until you change it again.



Capturing and Releasing Coverage Areas

When no one is available to monitor a primary staff console, another staff console may capture its coverage area and annunciate calls from the captured coverage area in addition to its own.



Figure 38: Capture screen

Note: When capturing and releasing in large systems, the buzzer on the consoles supervisory dome may sound because the console appears offline while the capture or release is in progress. Make sure the staff is prepared for this loud audible signal.

To capture a console:

1. Go to the console that will inherit the coverage area of another console.

- 2. Press the Admin button
- 3. Press the Capture button.

Note: If the capture feature has not been defined, the Capture button is grayed out.

A message is displayed on the screen indicating that the capture is in progress.

What is displayed on the Call screen?

The consoles Call screen displays a message when it is capturing another console or when it has been captured by another console. A number is displayed in the message, which indicates how many consoles are being captured and how many consoles have been captured by the console. If the console is not capturing and has not been captured, nothing is displayed on the Home screen.

Capturing and Releasing Coverage Areas

Figure 39: Call screen message and description

Connect Set Remonder		1
Reminder List	CAPTURED: 1	CAPTURING: 1
Tone Silence	8:32 am	Dial Pad Admin

CAPTURED: 1 - This console has captured another staff console and has been captured by another staff console.

CAPTURING: 1 - This console has been captured by one other staff console.

To release a console:

- 1. Go to the captured console.
- 2. Press the Admin button.
- 3. Press the Release button

A message is displayed on the screen of the capturing staff console indicating the release is in progress.

Paging from a Staff Console

You can send a voice page to selected nursing units and duty areas using the handset on the staff console (required for paging). You can only do one page at a time (a page does not override an established audio connection, e.g. a patient talking to the nurse station). The house paging system always overrides Telligence paging.
Figure 40: Admin screen

Admin About	2000
Calibrate Screen	
Volume	
Page	Brightness
Capture Release	Home

To page from a staff console:

- 1. From the Home screen, press the Admin button.
- 2. On the Admin screen, press the Page button.
- 3. Select Nursing Unit or Duty Area.
- Note: If Nursing Unit is selected, all Nursing Units in the system will be displayed. If Duty Area is selected, all Duty Areas in the system will be displayed. Regardless, only one may be selected from either list.

4. As soon as a selection is made, a prompt will appear at the bottom of the screen (Lift Handset to Page).

5. Lifting the handset, a Start Page button will appear. Pressing this button initiates the page.

Note: Watch the text on the Start Page button. "Wait" will be momentarily displayed until all Hall Page Adapters have responded.

6. Hang up after completing the page.

Figure	41:	Page	screen
			5010011

Audio Paging	✓ Nursing Unit	🗌 Duty Area
	Nursing Ur	nit 1 🔼
🔽 Hallways Only		Ţ
Lift Ha	ndset To Page	Home

Destination	Annunciation point
Nursing	All hallway page adapters in
Unit	the selected nursing unit [1] "Hallways Only" is
	selected by default,
	meaning the page will not
	sound in patient rooms. This
	selection cannot be
	changed.
Duty Area	All hallway page adapters in
	the selected duty area

Displaying Staff Console and Annunciator Properties

Staff consoles and annunciators have properties that provide information about the location of the staff console or annunciator, its IP and MAC address and the nursing unit and duty area it is assigned to. Information is also available about the internal software and hardware revision levels.



Figure 42: Admin screen

To display staff console or annunciator properties:

- 1. From the Home screen, press the Admin button.
- 2. Press the About button.

The About screen is displayed.

3. To close the screen, press the OK button.



Setting a Call Reminder

When a call is received that cannot be addressed immediately, you may set a reminder by first answering the call and then setting a reminder. Setting a reminder moves the call to the Reminders screen and starts a timer. If the timer elapses before the call is cleared, the call is regenerated. When the timer elapses, you may place the call on reminder again which starts the cycle over.

Figure 44: Call screen with active audio connection



To set a call reminder:

- 1. Answer the call.
- 2. Press the Set Reminder button.
- 3. Select the 'Green Reminder' check box.



4. Press OK.

The call moves from the Call screen to the Remind screen. To cancel, press the Cancel button.

Note: Corridor lights will slowly flash green indicating an active reminder.

Answering a Call Reminder

When a call is placed on remind, it appears on the Remind screen. The call remains on the Remind screen until the timer expires. After the timer expires, the call reappears on the Calls screen at which time it can be answered and assigned another reminder.

Note: Reminders may only be cleared by pushing the Cancel button of the station assigned to the Reminder.



Figure 45: Call Reminder screen

Adjusting the Brightness of the Touch Screen

Depending on where the staff console or annunciator is located, you may want to adjust the touch screen's brightness for better visibility and easier reading.

Figure 46: Admin screen



To adjust the touch screen's brightness:

- 1. From the Home screen, press the Admin button.
- 2. Use the slider bar to adjust the screen's brightness.

Sliding the bar up increases the brightness and sliding it down reduces the brightness.

Calibrating the Touch Screen

With use, the image on the touch screen may drift slightly, making it difficult to select items accurately when pressing the screen. Recalibrating the screen corrects this problem.





Caution: Recalibrating the primary staff console or an annunciator being used as a staff console temporarily removes the device from the system. This appears to the system as a console failure which activates the supervisory dome light's buzzer. Make sure the staff is prepared for this loud audible signal.

To recalibrate the touch screen:

- 1. From the Home screen, press the Admin button.
- 2. Press the Calibrate Screen button.

3. A message is displayed warning that continuing will trigger a trouble response at the supervisory dome light. See the caution above.

4. Press OK.

This restarts the Staff Console or Annunciator.

5. Follow the onscreen prompts to recalibrate the touch screen.

Note: The calibration of the touch screens may also be done on boot-up, when prompted to touch the screen to calibrate.

Warnings and Error Alerts

Staff consoles and annunciators can display alert messages such as data errors and low memory warnings. Data errors and low memory conditions must be addressed promptly and cannot be resolved by stopping and restarting the staff console or annunciator.

Figure 48: Call screen

Connect	6001	DataEn	ror	
Set Reminder	6001	Memory	Low	1
Reminder				
Tone Silence	9:42	am	Dial Pad	Admin

To respond to a data error or low memory warning:

- 1. Silence the alert tone by pressing the Tone Silence button.
- 2. Select (press) the alert message from the calls list.
- 3. Press the View button.

The error or warning message is displayed.

- 4. Read and note the error or warning message.
- 5. Contact your facility's service department.

6 When finished, press the OK button.

This closes the error or warning message, but it does not clear the condition from the system.

Equipment Supervision

A staff console or annunciator can oversee or supervise another staff console, annunciator or peripheral device. In this mode, if the supervised equipment loses its ability to communicate, the staff console or annunciator generates an error message identifying the device in trouble.

Settings for Staff Consoles and Annunciators

Templates and coverage modes

Two settings control basic functioning for staff consoles and annunciators: templates and coverage modes.

- Templates determine whether the console will run as a call center, a generalpurpose annunciator or as an emergency annunciator.
- Coverage modes further define its function.

The following sections describe these settings:

Templates

Staff console template (call center): The staff console template sets the device to run as the primary call center for the nurse call system. This is the default template for the ColorTouch VoIP Staff Console.

Unit annunciator template (general purpose annunciator): Devices running as unit annunciators can display all calls from the stations assigned to them. All displayed nurse calls can be answered from annunciators configured this way. This template is used for most purposes and is the default setting for the ColorTouch Annunciator.

Emergency annunciator template: By default, devices running as emergency annunciators display calls of only the four highest priorities. However, this setting is configurable. Emergency annunciators can be set to display any call priority including the following:

- Room alarm
- Room alarm 2
- Code blue
- Code pink
- **Note:** The names used for call priorities are configurable and may differ on your system from those used here.

Coverage modes

Staff consoles and annunciators are further configured with settings that determine the type of coverage they will provide: primary, annunciate, supervision and failure.

Primary versus annunciate coverage: Each staff console or annunciator is set for either primary or annunciate mode.

- The primary coverage device serves as the primary call center for the duty areas assigned to it. Each network must have at least one primary device to which all nurse calls are directed.
- Devices configured for annunciate mode provide backup coverage for the area to which they are assigned. This allows staff members to view and answer calls from locations other than the nursing station.

Supervision and failure coverage: Supervision and failure coverage modes are used for monitoring nurse call equipment. Either setting can be applied to devices configured either as primary or as annunciate.

- In supervision mode, the device monitors the communication function of staff consoles or annunciators. If a device loses communication an error message is sent to the staff console. Devices operating solely in supervisory mode do not annunciate patient calls. Instead they signal the failure of the staff consoles and annunciators assigned to them. Devices can be set to provide supervision in addition to displaying nurse calls.
- In failure mode, the device monitors patient stations, staff stations and peripheral devices for power or data signal failure. Devices operating solely in

failure mode do not annunciate patient calls. Instead they signal the failure of the devices assigned to them. This mode can be assigned in addition to either primary or annunciate which makes it possible to display nurse calls and device failure notifications on the same device.

To avoid sending error codes for momentary interruptions of service, a delay can be applied to supervision and failure mode. By default, the system waits for 1 minute before sending an error code to the staff console. This delay is configurable. It can be removed or set as high as 300 minutes. See the Telligence Installation Manual (P/N 3101010) provided with your Telligence system.

Coverage area capture and sharing

To ensure that all nurse call events are annunciated in monitored locations, primarycoverage staff consoles and annunciators can temporarily inherit the coverage areas of other primary-coverage devices. See "Coverage area capture" and "Placing Staff Consoles and Annunciators On or Off Duty."

Sharing between two primary coverage devices may be arranged by setting each device to capture the other. In this state both consoles will annunciate nurse call events occurring in either coverage area.

Swing rooms

During periods of high or low activity, you may assign a swing room to an alternate duty area by pressing a button. The Telligence Tool is used to set up the swing room. A button on the Room List screen is used to swing it from one duty area to the other.

Figure 49: Room List Screen with Swing Button



Overview of Nurse Call Alerts at the Staff Console

Staff consoles and annunciators display selected call types (call priorities). By default, they display the nurse call types (Table 2). Both sound and color are used to show the priority of each call. The table indicates the color of the nurse call event, how fast an alert tone may sound at the staff console or annunciator and whether a nurse call is automatically put on reminder or cleared when a staff member answers it.

Start console event/cell	Tone repeat rate	Connect response
color	color	
Red	Fast	_
Blue	Fast	—
Pink	Fast	—
Red	Medium	—
Red	Medium	—
Red	Medium	—
Amber	Medium	RN reminder (Red) set **
Amber	Medium	RN reminder (Red) set **
Amber	Slow	RN reminder (Red) set **
Amber	Slow	RN reminder (Red) set **
Amber	Slow	RN reminder (Red) Set **
Amber	Slow	RN reminder (Red) set **
White	Slow	Cleared
Red		<u> </u>
Amber		
Green		
	Staff console event/cell color Red Blue Pink Red Red Red Amber Amber Amber Amber Amber Amber White White White White Red Amber Green	Staff console event/cell colorTone repeat rateRedFostBlueFastPinkFastRedMediumRedMediumRedMediumAmberMediumAmberSlowAmberSlowAmberSlowAmberSlowWhiteSlowWhiteSlowWhiteSlowWhiteSlowWhiteSlowWhiteSlowWhiteSlowMberSlowMberSlowMheneSlowMheneSlowWhiteSlowWhiteSlowWhiteSlowWhiteSlowMberAmberGreen

Table 1: Nurse Call Signaling at the Staff Console or Annunciator (C600 Only)

* When more than one instance of a nurse call priority type is possible, the number of instances appears in parentheses, e.g., Auxiliary Emergency (8) means that there can be up to eight types of auxiliary emergency nurse call events.

** These call priorities are automatically set on reminder by default when the call is answered, however, during programming, they can be configured to not automatically go on reminder. If your system was configured with any of these call priorities to not automatically go on reminder, the calls will appear on the Call screen and not go on remind when the call is answered.

Note:

- By default, emergency annunciators show nurse calls for extreme emergencies only.
- By default, housekeeping calls are not displayed at the staff console, however, the system can be configured to display these calls.
- The names used for call priorities are configurable and may differ on your system from those used here.

Chapter 3 Using Staff Consoles and Annunciators

This chapter provides instructions for using staff consoles and annunciators to handle calls and reminders and to configure call priorities for specific rooms or beds. Also included are instructions for calibrating the touch screen.

Displaying the Screen You Need (C600 Only)

To change the screen displayed on the staff console or annunciator, touch the corresponding screen selection tab. Screen selection tabs are continuously displayed at the bottom of each screen.

Figure 50: Screen selection tabs



Table 2 shows which tab to select in order to display the desired screen.

Table 2: Screen Selection Tabs Corresponding to Specific Tasks

To perform this task	Select this tab
Adjust alert tone volume	Audio
Adjust the call volume	Audio
Answer a call	Calls
Answer a reminder	Reminds
Clean the touch screen	Admin
Clear a reminder (normal priority)	Reminds
Configure call priorities for a room or bed	Room List
Enhance the audio connection	Call, Audio, Reminders, or Room List tab
Hang up or cancel a call	Audio
Place a call	Room List
Recalibrate the touch screen	Admin
Set a reminder	Audio
Silence off alert tones	Call, Reminds, or Room List tab
Upgrade a call to a higher priority	Audio tab

Answering Calls

The C600 staff console provides two-way voice communication like that provided by a telephone. You can hear the caller even when you are speaking. The C300 provides half duplex only.

Note:

- Using a headset disables the speaker. To enable the speaker, unplug the headset.
- To switch to the speaker when using a handset, press the Speaker button on the Audio screen.
- HC-ANNUN-3K (C300) has no audio capability.

Calls from Patient and Staff Stations

To answer the highest priority call:

- 1. Select the Calls tab to open the Call screen.
- 2. Lift the handset or if you are using the speaker or a headset, press Connect.

To answer a lower priority call:

- 1. Open the Call screen.
- 2. From the list, select the call to be answered.
- 3. Lift the handset or if you are using a headset or the speaker, press Connect.

Calls from other Staff Consoles and Annunciators

You can call and receive calls from other staff consoles and annunciators (C600 only). Although the Call screen does not display these calls, the Audio screen flashes and displays the staff console or annunciator ID when the call comes in. On the Audio screen, the Connect button is replaced with an Answer button.

To answer a call from an annunciator or staff console:

Lift the handset or press Answer.

Audio Adjustments

Adjusting the Volume of Staff Consoles or Annunciators

You can adjust the audio volume of alert tones and voice communications played through the speaker, handset or headset at the staff console or annunciator. This is a local setting and does not affect the audio volume of other staff consoles or annunciators. Note that alert tones cannot be turned off. Figure 51: Alert Tones Volume Control



To adjust the alert tone volume on a staff console or annunciator (C600):

- 1. Select the Audio tab and press Volume. (For C300, select Admin button)
- **Note:** If the tone volume feature is configured with password protection (C600 only), you must enter the password before you can change the tone volume.
- 2. Slide the Tones button up or down to increase or decrease the volume.
- 3. Press OK to apply the change.

The new setting remains in effect until it is changed again.

To adjust the voice audio on a staff console or annunciator (C600):

- 1. While connected to a call, press the Volume button.
- 2. Slide the Speaker button up or down to increase or decrease the volume.
- 3. Press OK to apply the change.
- 4. (For C300, select Admin button.

The new setting remains in effect until it is changed again.

If necessary, you can further increase the voice audio by using an enhanced audio mode. See "Further Audio Enhancement at the Staff Console (C600 only)."

Further Audio Enhancement at the Staff Console (C600 only)

If you have trouble hearing the patient's voice at the staff console after increasing the speaker volume, you may increase the sensitivity of the microphone at the patient station by switching the staff console or annunciator into an enhanced audio mode.

Enhanced audio is especially useful when connecting to rooms in which the patient station is installed at a distance from the bed and can be applied when connecting to beds or rooms. It is effective whether you use the speaker, handset or headset.

Note:

- You may answer calls in enhanced mode or switch to enhanced mode during a call.
- You cannot use enhanced mode when connecting to another staff console or annunciator.

Figure 52: Room List Screen Showing Connect and Enhance Connect Buttons

Connect	Lall Priorities	iwing	Showing: All Locations
Set. Reminder	Console	1000	
	Room	1100	1
Enhance	Bed	1101	
Loonect	Duty Station	1110	
Tone Silence	Console	2001	

To answer a call in enhanced mode:

1. Select the call and press Enhance Connect (instead of Connect).

This connects you to the caller and amplifies his or her voice. It also disables your microphone.

The word "Listen" appears onscreen as shown.

Hang Up				
Set Reminder				
Listen				
Enhance Audio				
Tone Silence	Volume		Upgrade	Page
9;43 am	AUDIO	0 Remind's	ROOM	MORE

- **Note:** The labels applied to call priorities are configurable and may differ on your system from those used here.
- 2. To speak, press and hold the Enhance Audio button. The word "Talk" appears onscreen indicating that your microphone is temporarily enabled.
- 3. Continue pressing and releasing Enhance Audio to toggle between listening and talking.
- 4. To end the conversation, press Hang Up.
- Note: Picking up the handset while using enhanced mode, toggles the connection from enhanced to normal connect mode. The Enhance Audio button turns gray and either "Listen" or "Talk" is shown on the display. You can return to enhanced mode (with or without the handset) by pressing the Enhance Audio button.

To switch to enhanced mode during a call:

1. Press the Enhance Audio button.

This amplifies the patient's voice. The word "Listen" appears above the button indicating your microphone is temporarily disabled.

- 2. To speak, press and hold the Enhance Audio button. The word "Talk" appears onscreen indicating your microphone is now enabled.
- 3. Continue pressing and releasing Enhance Audio to toggle between listening and talking.

Adjusting Patient Station Call Volume

While conducting a call with a patient, you can adjust the patient station speaker volume up or down.

Note: When you change the speaker volume on a patient station, it is for that patient station only and does not affect the other patient stations in your system.

To adjust the patient station speaker volume:

- 1. While conducting a call, press the Audio tab. (C300 press Admin button)
- 2. Press the Volume button.

The Change Volume screen is displayed.



- 3. Slide the Room Speaker slider bar up or down to increase or decrease the volume.
- 4. Press the Save button.

Note: If the Room Speaker Volume feature is configured with password protection, you must enter the password before the room volume is changed.

This volume setting remains in effect for that patient station until you change it again.

Note: After adjusting the patient station speaker volume, you can also increase the sensitivity of the microphone at the patient station by switching to enhanced audio mode. See "Using enhanced audio mode" for more information.

Temporarily Silencing Alert Tones

You can silence alert tones at your staff console or annunciator for a preset maximum time period. Alert tones are automatically reinstated once the maximum time period has elapsed or when a new call is received, whichever comes first.

To temporarily silence the alert tone on a staff console or annunciator:

- 1. Open the Call screen, Reminders screen or Room List screen (C600). On C300, access the Tone Silence button through the Home screen.
- 2. Press the Tone Silence button. This mutes alert tones for the current call at the staff console or annunciator.

To restore alert tones on a staff console or annunciator:

- 1. Open the Call screen, Reminders screen or Room List screen (C600). On C300, access Restore Tones through the Home screen.
- 2. Press the Restore Tones button. This restores alert tones at the staff console or annunciator. The button label changes to Tone Silence.

Placing Calls

To call a patient, dial the bed number. To call a nurse or other staff member who may be in the room, dial the room number. If you know the number, you can simply open the dial pad and enter it. If you don't know the number, you can place the call by selecting the bed or room from a list.

Figure 53: Dial Pad



To dial a known number:

- 1. Select the Audio tab (C600), then pick up the handset or press the Dial Pad button. This opens the dial pad as shown. On C300, access the Dial Pad on the Home screen.
- 2. Enter the number.

Note: If you mistype a number or letter, press Clear, enter it again.

3. Press Connect on the dial pad.

To place a call by selecting the bed or room from a list (C600 only)

- 1. Select the Room List tab.
- 2. Select the room or bed that you want to call.
- 3. Press Connect.



- Note: The "Show in Room List" dialog box lists nursing units and duty areas by name. The labels applied to nursing units and duty areas are configurable and will differ on your system from those used here.
- 4. Select the Room List tab, then press the button labeled Showing. This opens the dialog box shown below.
- 5. Indicate which rooms to display in the list by selecting one of the check boxes, press OK. This closes the dialog box and populates the room list.
- 6. From the list, select the room or bed that you want to call.
- 7. Lift the handset or if you are using the speaker or a headset, press Connect.

To hang up at the end of a call:

Replace the handset or if you are using the speaker or a headset, press the Hang Up button on the Audio screen.

To cancel a call before establishing a connection:

Press Cancel on the dial pad.

Clearing Calls from the System

Normal Priority Calls

WARNING: To maintain compliance with UL 1069, call cancellation should only be performed using systems and equipment that are UL 1069 listed.

Normal priority calls should only be canceled using UL Listed equipment (such as staff consoles, annunciators, presence stations or patient stations).

By default the Telligence system cancels normal priority calls only upon completion of an audio connection from a console or annunciator. If you upgrade the call to a higher priority, it will not be canceled when the call is ended.

Normal priority calls include the following:

- Patient normal
- Family
- Staff normal
- Housekeeping
- **Note:** The names used for call priorities can be changed using the Telligence Tool and may differ from those shown here.

To clear a normal priority call:

- 1. Lift the handset or press Connect to answer the call.
- 2. Replace the handset or press the Hang Up button on the Audio screen.

Higher Priority Calls

By default, all calls except normal priority calls must be canceled from the point of origin. A staff member must go to the device where the call was placed and push the Cancel button.

When the call is canceled, it no longer appears on staff consoles or annunciators and corridor and zone lights extinguish.

Note: If two or more stations are associated and their Cancel buttons are linked, pressing the Cancel button on any station in the room cancels calls made from the room. See "" for more information.

Upgrading Calls to Higher Priorities (C600 Only)

You can upgrade a call to a higher priority while connected to the room or bed. When you upgrade a call, a new call appears in addition to the original which also remains on the screen. Depending on how the system is configured, dome lights associated with the patient station may begin to flash or pulsate.

Note: "Dome light" refers to a room light, corridor light or zone light that gives visual indication of calls and events.

Follow these steps to upgrade the priority of a nurse call:

To upgrade a call to a higher priority

- 1. On the Audio screen press the Upgrade button. This opens an Upgrade dialog box.
- 2. Select the call priority to be applied.
- 3. Press OK.
- **Note:** Calls initiated from your staff console cannot be upgraded until they appear on either the Calls screen or the Remind screen.

Audio Paging from the Staff Console

WARNING: To maintain compliance with UL 1069, the Telligence paging system should not be used to perform general evacuation or emergency notification in lieu of the house paging system.

Using the handset on the staff console, you can send a voice page to selected nursing units and selected duty areas. You can control whether the page sounds inside patient and staff rooms. If your system includes staff location tracking, you can also limit the page to specific staff levels.

Note: Hall paging only on C300 configurations.

For example, if you select "Red" the page will go only to rooms where a staff member of the red staff level has registered presence. This feature can be used with manual or infrared presence tracking.

Paging volume is a global setting that is established using the Telligence Tool. Table 4 shows how the selections you make affect the page destination:

Destination	Presence	Annunciation point
Nursing Unit	None	All Rooms/Stations in the selected nursing unit All Hallway page adapters in the selected nursing unit
itershing office	Red	All rooms in the selected nursing unit with red presence registered
Green and amber		All rooms in the selected nursing unit with either green or amber presence registered
Duty Area	None	All Rooms or stations in the selected duty area All Hallway Page Adapters in the selected duty area
Red All		All rooms in the selected duty area where a red presence is registered
	Green and amber	All rooms in the selected duty area where either a green or amber presence is registered

Table 3: Effect of Settings on Audio Page Destinations

[1] If "Hallways Only" is selected, the page will not sound in patient or rooms regardless of the selected staff presence.

Note:

- The Telligence system cannot broadcast multiple audio pages at the same time.
- A Telligence audio page does not override audio connections that have already been established. For example, if a patient is talking to the nursing station, that conversion continues uninterrupted. In addition, all rooms

connected to the same Gateway (up to 16 rooms or 40 devices) will not receive the page.

- The house paging system overrides Telligence audio paging. This ensures that the house system is available for building emergencies.
- A handset is required for audio paging. Hands-free operation results in feedback and cannot be used. Specifically, the HCANNUN ColorTouch Annunciator does not support audio paging in version 1.4 or higher.





Figure 55: Audio Paging Screen

11.00	411070	0	ROOM	MODE
Please Lift the Handset Off its Cradle				
CL 1		Nursing Unit Corth 1		
Hallway	ys Only	Nursing Unit North 1		
Green	- 1	Nursing Unit East 1		
Red		Nursing L	Init West	1
	Nur	sing Unit	Duty	Area

To place an audio page:

- 1. At the staff console, select the Audio tab.
- 2. Press the Page button displayed onscreen. On C300, audio paging is hallway only.
- Note: If the page feature is configured as disabled, the Page button is not displayed.
- **Note:** If the page feature is configured with password protection, you must enter the password before you can initiate a page.
- 3. Select the destination:

🔲 Nursing Unit 🛛 🗌	Duty Area
--------------------	-----------

To page one nursing unit or duty area, select the corresponding check box and highlight the unit to be paged.



- **Note:** The labels applied to nursing units are configurable and will differ on your system from those used here.
- 4. If you want to page specific staff levels, select the colors corresponding to the staff levels to be paged. The page is broadcast only in areas where these staff levels have registered presence. To send the page to all staff levels, leave the Red, Green and Amber check boxes blank.



5. To limit the page to hallway areas, select the Hallways Only check box.

~	Hallways	Only

6. Lift the handset and press the Start Page button displayed onscreen. A setup tone sounds in the handset receiver, and the word "Wait" is displayed onscreen, while the system prepares to annunciate the page. When the tone stops and "Wait" clears, you may begin to speak.

Ending the page

When you have finished speaking, press the End Page button displayed onscreen before returning the handset to the cradle. Otherwise the noise of replacing the handset in the cradle is broadcast throughout the paging area.

Configuring Call Priorities for a Patient or Staff/ Duty Station (C600 Only)

By default, call devices such as pillow speakers share the same call priority as the patient station to which they are connected. The following procedure shows how to assign different call priorities to different devices.

(augura)	Bed 10201:1020L Call Priorities			
Connect	PATIENT CALL	Patient Normal		
Set Reminder	XL Dual Analog 00006F Left Bed Exit	Bed Exit		
Enhance Connect	XL Dual Analog 00006F Left Equipment Jack	Aux Emerg 2		
Tone Silence	Set to Cha Default Print	ange arity Cancel		
2 Calls	AUDIO Remind's	ROOM LIST MORE		

Figure 56: Room List Showing Call Priorities for Specific Devices

Note: The labels applied to call priorities (such as "Patient Normal" and "Bed Exit") are configurable and may differ on your system from those used here.

To configure the call priorities assigned to a room:

- 1. Select the Room List tab.
- 2. If the room or bed is not displayed, press the Showing: button, select the area to be displayed and press OK.



- 3. Select the room or bed to be configured. Press Call Priorities. The system retrieves the call devices connected to the patient or staff/duty station being configured.
- 4. Select the device to be configured. Press Change Priority.
- 5. Select the call priority to be assigned to the device. Press OK.

To revert to the default priorities for a specific patient or staff/duty station:

- 1. Select the Room List tab. Select the room to be changed.
- 2. Press the Call Priorities button. The staff console retrieves the current call priorities for the room.
- 3. Select the call to be changed. Press Set to Default.

Working with Reminders

What are Reminders? (C600 only)

When you receive a call that cannot be addressed immediately, you may set a call reminder with or without answering the call. On C300, you must answer the call before putting it on remind. Setting a reminder moves the call from the Call screen to the Reminders screen and sets a timer. If the timer elapses before the call is cleared, the nurse call is regenerated. When the timer elapses, you may place the call on reminder again if necessary, to restart the cycle.



Calls may continue to cycle between the Reminder screen and the Call screen until they are cleared.

Note: Calls placed on reminder are displayed on both the Call screen and the Reminders screen on an emergency annunciator (C600 only).

Normal priority calls can be cleared from a staff console or annunciator. Once a normal priority call has a reminder set on it, that call cannot be cleared by an audio connection.

When a Patient Normal call or lower priority call is placed on remind, the patient can still place another call and that call displays on the Call screen.

How quickly a reminder is recalled to the Call screen depends on its call priority. By default, normal priority calls are recalled to the Call screen after 3 minutes and higher priority calls are recalled after 1 minute. These times are configurable.

Visual Cues

Setting a call reminder triggers visual cues as well:

• The Remind tab on staff consoles and annunciators flashes until you view the

Reminder screen. There is no visual cue on C300.

- The number of active reminders is shown on the Reminders tab (C600).
- Corridor lights and zone lights slowly flash in the color associated with the highest staff level priority reminder until the call has been canceled.

You may place calls on reminder without answering them and assign them up to three staff levels (RN 'red', LPN 'amber' and aide 'green').

Note: C300 calls must be answered and only the Green reminder is available.

Only one reminder is created and only one recall (to the Call screen) occurs for a call on reminder (each time it returns from the Reminders screen) even if all three staff level priorities have been set.

Calls placed on reminder are regenerated when the timer elapses for the call. The call is then displayed again on the Call screen. When the call is displayed, it contains information in the call priority name that indicates the call was on reminder. This distinguishes new calls from calls placed on reminder. Since call reminders may have up to three staff levels assigned (red, amber or green), only the highest priority reminder level is displayed on the call screen. Regenerated reminder calls display on the Call screen as follows:

- A red remind (RN staff level) recall is distinguished from a new patient call by adding "RR" in front of the call priority name.
- An amber remind (LPN staff level) recall is distinguished from a new patient call by adding "RA" in front of the call priority name.
- A green remind (aide staff level) recall is distinguished from a new patient call by adding "RG" in front of the call priority name.
- Note: The call priority names displayed with the reminder indication are the short names for the call priority. For example, instead of seeing "Patient Normal" on the Call Screen when the call is regenerated, the short name "NORM" is used with the reminder indication as shown in the diagram.

Connect	1102	RR NO	DRM (3:07
Set Reminder				Î
Enhance Connect				ļ
Tone Silence				
1 Call	AUDIO	0 Remind's	ROOM LIST	MORE

Figure 58: Call Screen with a Normal Call Previously Placed on Red Remind

Setting Call Reminders

To remind you of something that needs to be done in a particular room, you may select the room and set a location reminder. This lists the reminder on the Reminders screen and starts a timer. When the timer expires, the reminder is displayed on the Call screen. The dome light for the room flashes. The default priority for a room location reminder is staff normal.

Manually Setting Reminders

For nurse calls on the Call, Audio and Room List screens, staff members use the Set Reminder window not only to place calls in the reminder list, but also to assign staff level priorities to the calls. When calls are manually set on reminder or when additional staff level priorities need to be placed on nurse call reminders already in the Remind list, staff members use the Set Reminder window to assign them one or more of these staff level priorities:

- Red: The highest staff level priority (typically RN) (C600 only)
- Amber: The middle staff level priority (typically LPN). (C600 only)
- Green: The lowest staff level priority (typically Aide).

Setting a reminder from the Call screen

To manually set a reminder from the Call screen (C600 only):

1. Answer a call and press the Set Reminder button or select the Calls tab, touch a nurse call event and press the Set Reminder button.

To place a call on reminder without answering it, press Set Reminder.



2. On the Set Reminder window that appears, select the staff level priority check boxes that apply. Press OK.

The call moves from the Call screen to the Remind screen.

- 3. On C300 configurations, answer the call. Press select reminder. Green reminder displays. Select OK.
- **Note:** On emergency-mode annunciators, calls placed on reminder are displayed on the both the Call and the Remind screen.

Setting a reminder from the Audio screen

To set a reminder from the Audio screen (C600 only)

1. While conducting a call on the Audio screen, press the Set Reminder button.
2. Touch one or more staff level priority check boxes (red for RN, amber for LPN and/or green for aide) to assign one or more staff level priorities to the reminder and press OK.

A reminder event representing the call appears on the Remind screen. The event is located according to its call priority and the elapsed time since the call was received at the appropriate place in the reminder list.

Note: Staff members cannot place reminders on calls to or from staff consoles or annunciators.

Setting a reminder from the Room List screen (C600 only)

- 1. Touch the Room List tab and press a room or bed event.
- 2. Press the Set Reminder button.
- 3. Select one or more staff level priority check boxes (red for RN, amber for LPN and/or green for aide) to assign staff level priorities to the reminder and press OK. On the Remind screen, a reminder event appears according to the call priority and time of reminder creation at the appropriate place in the reminder list.
- **Note:** The priority for a bed reminder is keyed to the patient station priority. The default priority type for a patient room reminder is staff normal.

Setting Reminders Automatically (C600 Only)

All call priorities may be configured to automatically go on reminder when the call is answered. By default, calls with priority types below urgent and higher than normal priority are automatically placed on reminder on the Reminders screen. These calls, when automatically placed on reminder use the RN-level priority (red) and a cell on the left of the reminder event illuminates in red.

Auto remind only works when the call is answered for the first time. If the timer expires and the call recalls on the Main screen, answering the call again does not place the call on automatic reminder.

- Note: The call priorities that are automatically set on reminder by default can be configured to not automatically go on reminder during programming. If your system was configured with any of the below-urgent and higher-than-normal call priorities to not automatically go on reminder, the calls will appear on the Call screen and not go on remind when the call is answered.
- Note: Because all call priorities can be configured to automatically go on reminder with red, amber or green staff levels, call priorities other than "below urgent and higher than normal" may also go on reminder automatically. For details on what call level priorities are configured to go on reminder automatically, consult with your system programmer.

Auto reminders and the Capture feature (C600 Only):

When a console captures another console and its duty areas, it displays calls from its own duty area as well as the captured console duty area. Because auto reminders can be configured per duty area and console, each duty area/console could have auto reminders configured differently. As a result, the console that captured another console could place calls on auto reminder differently. When a console receives and answers a call from a duty area that it captured, the console places the call on auto reminder based on its own auto reminder. However, if a call is received and answered with a call priority it does not recognize as one of its own call priorities (e.g. an aliased call priority), it places the call on auto remind based on the default settings for the call priority. This means the call may not go on auto remind if, by default, the call isn't an auto remind call priority.

Example 1: Console 1 covers duty area 1 with the bed exit call priority configured as a red auto remind. Console 2 covers duty area 2 with the bed exit call priority configured as a yellow auto remind. Console 1 captures console 2. When a bed exit call takes place in duty area 2, console 1 receives the call. When the call is answered, the call is displayed on console 1's Auto Remind screen as red auto remind because console 1 is configured with the bed exit call as a red auto remind.

Example 2: Console 1 covers duty area 1. Console 2 covers duty area 2 with the bed exit call priority aliased as bed empty. Bed empty is configured to not go on auto remind. Console 1 captures console 2. When a bed empty call takes place in duty area 2, console 1 receives the call. When the call is answered, the call is displayed on console 1's Auto Remind screen as a red auto remind even though it was configured on console 2 to not go on remind. This is because console 1 does not have a bed empty call priority and therefore must refer to the database. The database has the bed empty call priority and knows that it was aliased from the bed exit call priority.

The bed exit call priority's default auto remind setting is red auto remind, meaning the bed empty call priority's default is also red auto remind. Therefore, the call is placed on red auto remind on console 1.

Adding Staff Levels to Reminders (C600 Only)

To add a staff level priority to a reminder already on the Reminders screen:

- 1. Select the Remind tab and select the call reminder in the reminder list.
- 2. Press the Set Reminder button.
- 3. In the Set Reminder dialog box, select one or more staff level priority check boxes (red for RN, amber for LPN and/or green for aide) to assign additional staff level priorities. Press OK.
 - The color indicating the staff level that you selected appears on the left side of the reminder event.
 - The color of the highest staff level priority appears in the bottom sections of dome lights associated with the station where the call originated.

Note: If needed, you may select all three staff level priorities for a reminder.

Answering Call Reminders from the Reminder List (C600 Only)

You may answer call reminders from the reminder list using the following procedure:

1. Select the Remind tab and press the Connect button to answer the first call listed, which is the call reminder with the highest priority in the reminder list.

or

2. Select the Remind tab, press the reminder event and press the Connect button to connect to the selected room or bed.

Clearing Reminders (C600 Only)

Reminders that have been set for normal priority calls can be cleared from a staff console or annunciator by pressing the Clear Reminder button on the Reminders screen.

Reminders for other call priorities can only be canceled by pushing the Cancel button on the patient station where the call originated. This clears the reminder from the nurse call system so it no longer appears on staff consoles or annunciators and Corridor lights and zones lights stop flashing.

Clear reminders only if you are certain the caller is no longer on the line and a staff member has handled the original request.

To clear a reminder on the staff console or annunciator:

- 1. Select the Remind tab.
- 2. Select (press) the normal priority call reminder in the call reminders list you want to clear.
- **Note:** If the clear reminder feature is configured with password protection, you must enter the password before you are able to clear a call reminder.
- 3. Press the Clear Reminder button.

The call reminder is removed from the call reminders list and the call transfers back to the Call screen.

Placing Staff Consoles and Annunciators On or Off Duty

When leaving a staff console unattended, you may place it in an off duty state and adjust the volume of call tones. The staff console continues to show nurse call events in the off duty state. In addition, room stations configured for "Variable Duty Area/ Console" staff follow, automatically change their staff follow mode based on whether the primary coverage staff console or annunciator is on or off duty. When you return, you may reset the console to on duty status.

Note:

- Only primary coverage staff consoles and annunciators may be placed off duty.
- While the staff console or annunciator is off duty, the volume control on the Audio tab is disabled. You may re-enable it by placing the unit on duty or by making an audio connection to another station.



Figure 59: Admin screen showing Off Duty button

To place a staff console or annunciator off duty:

- 1. Open the Admin screen by pressing More and Admin.
- 2. Press the Off Duty button. This opens a volume control.



- 3. Slide the button down to lower the volume of call tones or slide it upward to increase the volume.
- 4. Press OK. The main screen displays the Off Duty status.

To place a staff console or annunciator back on duty:

- 1. Open the Admin screen by pressing More and Admin.
- 2. Press the On Duty button.

Capturing and Sharing Coverage Areas

Capturing Coverage (C600 only)

When no one is available to monitor a primary staff console or annunciator, you may capture its coverage area at another staff console or annunciator. The captured device continues to annunciate calls. The capturing device annunciates calls from the captured coverage area in addition to its own. The captured console indicates its calls are being captured but is otherwise unaffected and continues to annunciate nurse calls.

All staff consoles and annunciators may capture coverage and be captured if they have primary coverage. This is a standard feature and requires no special. The following procedures show how to capture and release coverage.

Caution: Capturing staff consoles and annunciators can affect how auto reminder calls are handled and displayed. Refer to "Auto reminders and the Capture feature (C600 Only):" for more information.

Console 11000 Capture Console 12000 Release Console 13000 Console 14000 Annunciator 18000 ADMIN CAPTURE ROOM 0 AUDIO MORE ... 8:15 am Remind's LIST

Figure 60: Capture Screen

- A red square next to a device indicates this console (the one you are looking at) is capturing the device (with the red square).
- A yellow square next to a device indicates this console (the one you are looking at) was captured by the device (with the yellow square).

Example:

You have two consoles, console A and console B and you want console A to capture console B. The Capture tab and the Call screen on each console would display the following:

• Console A's Capture tab displays a red square next to console B.

- Console B's Capture tab displays a yellow square next to console A.
- Console A's Call screen displays the message "Captured: 1".
- Console B's Call screen displays the message "Capturing: 1".

To capture a console:

- 1. At the console that will inherit the coverage area, open the Capture screen by pressing More followed by Capture.
- 2. Select the console or annunciator to capture and press the Capture button.
- Note: If the capture feature is configured as disabled, the Capture button is not displayed.
- **Note:** If the capture feature is configured with password protection, you must enter the password before you can initiate a capture.

The console displays the message "Capture in Progress. Please Wait." During this process, the console suspends normal functioning. When the capture is complete, the console updates all call events, displays the previous screen and resumes normal functioning.

A red square on the Capture screen indicates the staff console has been captured. How quickly this occurs depends on system traffic.

To release a console from capture:

- 1. At the captured console, open the Capture screen by pressing More followed by Capture.
- 2. From the list, select the capturing console. It is marked by a yellow square in the fourth column.
- 3. Press the Release button displayed onscreen.
- **Note:** If the release feature is configured with password protection, you must enter the password before you can initiate a release.

The console displays the message "Release in Progress. Please Wait." During this process, the console suspends normal functioning. When the capture is complete, the console updates all call events, displays the previous screen and resumes normal functioning.

The yellow square clears, indicating that the console is no longer being captured. How quickly this occurs depends on system traffic.

Sharing Coverage

To share the nurse call events from two coverage areas between two staff consoles or annunciators, you may set each primary coverage console to capture the other. This will allow both consoles to annunciate calls from both coverage areas.

To set up coverage area sharing:

- 1. At the first console, open the Capture screen by pressing More followed by Capture.
- 2. From the list of consoles, select the coverage area to be shared and press Capture.

The console displays the message "Capture in Progress. Please Wait." During this process, the console suspends normal functioning. When the capture is complete, the console updates all call events, displays the previous screen and resumes normal functioning. How quickly this occurs depends on system traffic.

3. Go to the other console and repeat steps 1 and 2.

Swinging Rooms Between Duty Areas (C600 only)

Rooms that have been configured as swing rooms can switch between two duty areas. This section shows how to swing a room from one duty area to the other. If you need help creating a swing room, see "Using the Tool" in the Telligence Installation Manual (P/N 3101010).

Figure 61: Room List Screen Showing Swing Button

Connect	Call Priorities	Swing	All	ihowing: Locations
Set Reminder	Room	n 1	02	
	Bed	10	0101	Î
	Bed	10	102	
	Bed	10	103	1
Tone Silence	Bed	10	0104	-
2 07 pm	AUDIO	0 Remind's	ROOM LIST	MORE

To swing a room to a different duty area:

- 1. Go to the primary coverage staff console or annunciator for the duty area to which you want the room to swing.
- 2. Press the Room List tab.
- 3. If the room is not displayed, press the Showing button and select the area to be displayed. Press OK.

	Showing: All Locations
Cimele 1000	
Poor IEE	1
Bel 1001	and the second se
Outy Station 1110	
Countrie 2005	

- 4. Press the Swing button.
- **Note:** If the swing feature is configured with password protection, you must enter the password before you can initiate a swing.

The room swings to the default duty area covered by the current staff console or annunciator. The Swing button is replaced with an About button since the current staff console cannot be used to swing the room back to the other duty area.

Calibrating Staff Consoles and Annunciators

When a staff console or annunciator is first plugged in, a calibration screen appears.



Figure 62: Opening Screen for Staff Consoles and Annunciators

Touch the screen to activate the calibration utility.

Touch the circles displayed on the screen. This aligns the screen image so buttons and other objects displayed onscreen respond as expected.

Recalibrating Staff Consoles and Annunciators to Correct Problems with the Touch Screen

Caution: Recalibrating the primary staff console or an annunciator configured as a primary covering device temporarily removes it from the system. This appears to the system as a staff console failure which activates the HC-CL4-SUPV Supervision Module with Buzzer. Make sure the hospital staff is aware and prepared for a loud audible signal.

With use, the image on the touch screen may drift slightly, making it difficult to select items accurately. Recalibrating corrects this problem.

To recalibrate the touch screen:

- 1. Select the More tab to open the Admin screen.
- 2. Select Calibration. A message box appears, warning that the console will temporarily be disrupted.
- 3. Press OK. This resets the console and starts the calibration sequence.
- 4. Follow the onscreen prompts to recalibrate the touch screen.

Warnings and Error Alerts Displayed at Staff Consoles and Annunciators

General Alerts (C600 only)

Staff console and annunciator errors generate alert messages that can be displayed at other staff consoles or annunciators. In addition, a dome light configured to supervise the staff console or annunciator can respond to the error by flashing and toning.

A four-section HC-CL4-SUPV supervisory dome light flashes fast white in all four of its light sections and emits tones at the rate it flashes, to signal loss of power and data to the supervised staff console or annunciator. On C300, the HC-CL4 supervisory

dome light flashes only red. When the status of the supervised staff console or annunciator becomes normal, all four dome light sections extinguish and dome light tones stop.

To resolve a staff console or annunciator error:

- 1. Disconnect power to the staff console or annunciator and plug it in again.
- 2. If this does not resolve the problem, contact your facility's repair staff.

Low Memory Warnings and Data Error Messages

Figure 63 shows sample call screens. One displays a data error and the other displays a low memory warning. A tone also sounds if either of these events occur.

de	evice that at ected the condition	Condi typ	tion s	Time ela ince deti	psed ection
Eunnect	6001	DataB	Error	0.02	-
View	6001	Memor	ryLow	0:02	Î
Enhance Eonnect					ļ
Tone Silence					
0 Calls 2 Errors	AUDIO	0 Remind's	ROOM	MOR	E

Figure 63: Main Screen Showing Data Error and Low Memory Messages

Data errors and low memory conditions must be addressed promptly. Neither can be resolved by stopping and restarting the staff console or annunciator. Call your facility's repair department.

To respond to a data error or low memory warning:

- 1. Silence the tone:
- 2. Select the warning or error message.

3. Press View. This stops the tone and displays a warning or error message:



- 4. Press OK to close the message box. Note that this does not clear the warning from the system.
- 5. Contact your facility's repair department.

Ergonomic Recommendations

- Reduce or eliminate repetitive movement.
- Perform tasks at appropriate heights.
- Maintain a natural posture and avoid awkward positions.
- Provide adequate clearance for staff console and annunciator use.
- Place the staff console in a position that lets you view and touch the display without strain.
- Place the staff console in a position where the sun's rays or artificial lights do not adversely reflect on the touch screen causing eyestrain.
- If you have trouble selecting items on the screen, select the More tab and Calibrate Screen button (C600). On C300, select Admin button and Calibrate Screen button.

Chapter 4 Patient Stations



Telligence patient stations connect patient rooms and beds to the nurse call system. Patient stations are installed on the headwalls of patient rooms where they serve both patients and staff. This chapter describes this group of devices and provides instructions on using them.

Basic Functions

Patient stations are mounted near beds in patient rooms. They provide receptacles for pillow speakers, call cords and electronic bed control panels which allow patients to call the nursing station from a bed or chair. In addition, two input jacks can be configured either for call cords or for latching auxiliary hardware.

Staff members use the patient station call buttons to call the nursing station or to signal an emergency. Patient stations have built-in speakers and microphones for two-way voice communication.

Staff and patient rooms may also be equipped with Staff/duty stations like the ones shown in "" on page 157. These devices have call buttons that allow staff members to call the nursing station for assistance or to signal code blue or staff emergencies. Like patient stations, staff/duty stations are audio equipped, supporting two-way voice communication.

A number of peripheral devices may also be associated with the patient station. These include code blue stations, staff emergency stations, lavatory stations and others.

Finally, patient stations and call stations with equipment receptacles allow for the connection of auxiliary hardware. See "Important Information for use with Auxiliary Hardware" for additional information regarding warnings and conditions for use with auxiliary hardware.

Single and Dual Patient Stations

Single patient stations support one bed, and dual patient stations support two beds. Typical dual and single patient stations are shown. Figure 64: Single Patient Station (HC-PSTN1) C600



Note: The labels applied to buttons are configurable and may differ on your system from those used here.

Caution: Auxiliary hardware is not part of the nurse call system. Before connecting auxiliary hardware to an auxiliary input, staff must be trained and certified in using the auxiliary hardware properly.

Caution: Connect the patient station to class 2 circuits only. Measure leakage current on a regular, periodic basis for all pendant control/pillow speaker circuits to verify the values are appropriate for the installation location.

Caution: Auxiliary hardware must be UL Listed to UL/IEC 60601 or UL 544. Auxiliary hardware must have a latching, normally open, dry contact relay and must also provide a cable that has a standard 1/4-inch (0.64 cm) plug. See Appendix B for additional warnings and conditions for use with auxiliary hardware.

Caution: The input receptacles on patient stations are not electrically isolated. Use hardware UL listed to UL/IEC 60601 or UL544.



Figure 65: Dual Patient Station with Electronic Bed Receptacles (HC-PSTN2-BED) C600

Note: The labels applied to buttons are configurable and may differ on your system from those used here.

Caution: Auxiliary hardware is not part of the nurse call system. Before connecting auxiliary hardware to an auxiliary input, staff must be trained and certified in using the auxiliary hardware properly.

Caution: Connect the patient station to class 2 circuits only. Measure leakage current on a regular, periodic basis for all pendant control/pillow speaker circuits to verify the values are appropriate for the installation location.

Caution: Auxiliary hardware must be UL Listed to UL/IEC 60601 or UL 544. Auxiliary

hardware must have a latching, normally open, dry contact relay and must also provide a cable that has a standard 1/4-inch (0.64 cm) plug. See Appendix B for additional warnings and conditions for use with auxiliary hardware.

Caution: The input receptacles on patient stations are not electrically isolated. Use hardware UL listed to UL/IEC 60601 or UL544.

Single and dual stations allow for one pillow speaker per bed as well as a choice of a nurse call cord per bed or an auxiliary hardware connection (either one can be preconfigured or the choice can be made at the point of use). Lights on patient stations provide feedback to staff members. Single and dual patient stations also come with either BedConnect (front bed connectors) or rear (internal) bed connectors.

A dual patient station with BedConnect is shown in Figure 65.

Note: Dual patient stations provide two 1/4-inch (0.64 cm) jacks for connecting call cords or auxiliary hardware.

Figure 66: Standard Button Sets for Patient Stations (C600)



Patient stations are available with different button sets as shown in Figure 66. Custom buttons can also be used.

Associated Stations and Linked Buttons

Associated Stations

By default, the patient station, bed call buttons, pillow speakers, call cords, connected auxiliary hardware and corridor lights for a patient room are associated. This means that calls from this equipment are identified at the staff console and annunciated by the same room number. Lavatory stations can also be associated with patient station or staff/duty stations making it possible for lavatory emergency calls to sound at the associated stations.

Linked Buttons

When two or more stations are associated, button functions can be linked across stations in the group. For example, a room contains the following group of associated stations:

- Patient station
- Code blue station
- Staff emergency station
- Remote cancel station

In addition, the Cancel, Code and Emerg buttons are linked. The linked buttons perform as follows:

- Pressing the Code or Emerg button on one of the peripheral devices causes the patient station Code or Emerg button LED and its Call status light to illuminate.
- Pressing the Code or Emerg button on the patient station causes the respective peripheral device Code or Emerg button LED to illuminate.
- Pressing the Code or Emerg button on either the patient station or on the respective peripheral device causes a call assurance tone to sound at the patient station.
- Pressing the Cancel button on any linked station cancels a call from any station in the room.

Associating stations in a patient room and linking all like buttons by room or bed makes using the Telligence system easier and staff members work more efficiently.

For instructions on linking buttons, see the Telligence Installation Manual (P/N 3101010) or the Telligence Tool online Help.

Note:

- Only like buttons can be linked. For example, the Emerg button on the patient station cannot be linked to the Code button on the code blue station.
- Linked buttons cannot be used to cancel a lavatory emergency call. Lavatory emergencies can be canceled only from the originating lavatory station or from an associated lavatory station in the same bathroom.
- The labels applied to station buttons are configurable and may differ on your system from those used here.

Patient Station Buttons

Telligence system patient stations may vary from one room to the next. Different sets of buttons can be present on patient stations, depending on patient and staff needs. Standard buttons that may be present on patient stations are: Code, Emerg, Assist, Privacy and Cancel.

Button [1]	Description		
Code (C600	Alerts staff about a code blue emergency		
only)	Alerts stall about a code blue emergency.		
Emerg			
(C600 &	Alerts staff about an emergency.		
C300)			
Assist			
(C600 &	Sends a request for staff assistance.		
C300)			
Presence	Registers your presence in the patient room.		
(C600 only)			
Aide (C300			
only)	Registers your presence in the patient room.		
Privacy	Blocks audio from leaving a patient's room. The patient can hear the		
(C300)	staff, but the staff cannot hear the patient.		
Cancel (C600 only)	Clears active calls. Also used to configure equipment inputs, enter		
	cleaning mode, reset the device, block cord out calls from being		
	sent, etc.		

Table 4: Descriptions of Typical Command Station Buttons (C600)

[1] The labels applied to station buttons are configurable and may differ on your system from those used here.

Custom Button Kit



The Telligence system custom button kit enables you to rename one or more of the standard buttons. Custom button labels are typically installed during system installation but can be installed at any time. Non-standard or custom buttons for functions already defined in the Telligence system can be installed using the custom button kit. However, buttons for functions not defined in the Telligence system must be requested on a custom basis.

Note:

- If your facility uses custom labels for patient station buttons, note the modified button names in the margin.
- Documentation for the use of custom buttons is beyond the scope of this manual. Please contact your supervisor for instructions on their use.

Patient Station Lights

Lights on the front of the station illuminate buttons in dim light.

- Other patient station lights indicate different states:
- Each patient station button has an associated status light.
- Call lights show the status of nurse call requests (per bed) from a station.
- Equip lights show the status of equipment connections.

• Status light shows audio connection, staff follow, presence, privacy or error.

The various illuminations of these lights have the specific meanings as follows:

Individual Button Lights

A steady red status light indicates the button was pressed and the following actions, specific to each button, have taken place:

- For the Code, Emerg and Assist button lights, a nurse call was placed.
- For the Privacy button, privacy mode was put into effect.
- For the Presence button, presence has been established in this room.
- The Cancel light flashes slowly when a plug is inserted into the auxiliary jack to indicate a 5 second mode.
- The Cancel light flashes when the Cancel button is pressed and held and there are no calls to clear.
- A flashing Cancel light also indicates that a cord for a bed connector, pillow speaker, call cord or auxiliary hardware was removed from the input jack.

Call Status Light

A steady red Call status light indicates that a nurse call has been placed by:

- A patient using a Pillow Speaker, call cord or bed button.
- A staff member using a patient station button or a button on a peripheral device (such as a staff emergency station) in the patient room.
- Auxiliary hardware connected to an auxiliary input.

Equip Status Light

- A steady yellow Equip status light indicates that an auxiliary input jack is connected to auxiliary hardware instead of a call cord.
- The Equip status light flashes slowly when a plug is inserted into the auxiliary jack.

Status Light

- A steady red Status light indicates a staff member has registered presence.
- A flashing red Status light indicates a staff follow call.

- A fast flashing red Status light indicates an alarm condition.
- A steady green Status light indicates an ongoing audio connection.
- A slow flashing green Status light indicates the patient station is in privacy mode.

The status light indicates a number of conditions in the following order of priority:

Error state Staff follow Privacy mode Ongoing audio connection Registered presence is indicated

Patient Station Tone Alerts

Patient stations emit the same tone but vary the pattern to indicate different call priorities. The pattern varies from rapid to slow repetition to a continuous tone.

- Pre-alert: The patient station beeps once when an audio condition is established.
- Call assurance: The call assurance tone indicates that a call was generated.
- Lavatory: When an emergency call has been made from a lavatory, the patient station associated with it starts to beep slowly and continuously upon presence being registered in the patient room.
- Staff follow: When a staff member registers presence in a patient room, the patient station emits staff follow tones.

Note:

- Staff follow tones sound for only 2 seconds at patient stations.
- The staff follow tone pattern that sounds indicates the highest priority call in the duty area or primary staff console with one exception: an in-room lavatory emergency tone has priority over any other nurse tone.
- The patient station also emits one or more feedback tones when its Cancel button is held down for two or more seconds. However, this occurs only if no calls are active on the station.

Using Patient Stations

You can use the Telligence patient station itself to directly place nurse calls. Patients use controls on pillow speakers, call cords or bed side-rails that are connected to the patient station to place nurse calls. This section covers staff use of the Telligence patient station and summarizes how patients place nurse calls.

Note: The following information is based on default settings for C600 and may differ on your system.

Code Blue Call (C600 Only)

- Code lights on the patient station and on any linked stations.
- The Call status lights steadily on single and dual patient stations.
- Call assurance feedback tone at the patient station.
- All light sections of associated corridor and zone lights pulsate with blue flashes.
- Associated zone lights (with a buzzer) emit a fast, repeating buzz.
- Code blue tones sound at staff consoles, annunciators and duty stations where the staff follow function is active.
- The call appears on the Call screen on staff consoles and annunciators.

Staff Emergency Call (C600 and C300)

- Emerg lights on the patient station and on any linked stations.
- Call status lights on single and dual patient stations.
- Call assurance feedback tone at the patient station.
- Top light sections of associated corridor and zone lights (C600 only) pulsate with red flashes.
- Associated zone lights emit a fast, repeating buzz (C600 only).
- Staff emergency tones sound at staff consoles and annunciators and at stations where the staff follow function is enabled.

• The call appears on the Call screen on staff consoles and annunciators.

Staff Normal Calls (C600)

- Assist light on the patient station.
- Call status lights on single and dual patient stations.
- Call assurance feedback tone at the patient station.
- Light sections in associated corridor and zone lights show a steady white light.
- Associated zone lights (with a buzzer) emit a very slow, repeating buzz.
- Staff normal tones sound at staff consoles and annunciators and at stations where the staff follow function is active.
- The call appears on the Call screen on staff consoles and annunciators.

Patient Calls

- Patients place nurse calls via the patient station by:
- Pressing the nurse call button on a Pillow Speaker.
- Pressing a pushbutton or squeeze pad actuator on a call cord.
- Pressing the nurse call button on an electronic bed side-rail control panel.

Canceling a Call from the Patient Station

• Press the Cancel button on the patient station to cancel any nurse call placed from the patient station or press any linked Cancel button to cancel calls from the patient station.

Pressing Cancel on or for the patient station causes the following to happen:

- Dome lights and patient room lights extinguish.
- Tones sounding at staff consoles/annunciators and staff follow-activated stations stop.
- The nurse call event is removed from the Call screen and the Reminder screen.
- Pressing Cancel cancels all calls in the room except lavatory calls.

Note:

- Normal priority calls are canceled when answered at a staff console or annunciator.
- Pressing Cancel for 8 seconds (4 feedback tones) on a patient station or associated room station clears all calls made from the room or bed and all reminders for those calls. Pressing Cancel for 8 seconds (4 feedback tones) also resets all stations in the room.

Placing the Patient Station in Privacy Mode

Privacy mode blocks audio connections. Placing a call from the patient station, overrides privacy mode.

To turn privacy mode on or off:

1. Press the Privacy button on the patient station.

The Status light slowly flashes green and the Privacy light illuminates.

Until privacy mode is canceled or a higher priority event that uses the status light occurs, the status light will continue to slowly flash green.

2. Press the Privacy button again to cancel privacy mode.

Placing the Patient Station in Staff Follow Mode

Staff follow modes at the patient station

During system installation, patient stations can be configured with different staff follow modes. Possible staff follow modes for a patient station are:

- No staff follow made: No calls are annunciated.
- Fixed Duty Area mode: The patient station annunciates calls originated in its duty area.
- Console mode: The patient station annunciates calls originated in its assigned staff console coverage area which may consist of multiple duty areas or possibly one or more nursing units.

• Variable Duty Area/Console: See "On and off duty states (C600 only)" for a detailed description.

When a patient station is configured for duty area mode or console mode, it enters this mode and briefly annunciates the highest priority call originated in the corresponding coverage area at the time a staff member registers presence in the room. New nurse calls may be briefly annunciated until presence is no longer registered.

For information on configuring the staff follow mode, see the Telligence Installation Manual (P/N 3101010).

To place a patient station in staff follow mode:

- 1. Press the presence station button or patient station button with a presence button) corresponding to your staff level (600 only):
 - If you are a registered nurse, press the red button.
 - If you are an LPN, press the amber button.
 - If you are a nurse's aide, press the green button.

Note: Staff level is only on C600.

The Presence status light illuminates.

What happens at the patient station in staff follow mode

Registering presence in the patient room causes patient stations in the room with active staff follow modes to do the following:

- The patient station enters its assigned staff follow mode.
- If one or more calls are active in the coverage area, the Status light starts flashing red.
- If one or more calls are active, the station emits a tone at the staff follow rate of the highest priority call for 2 seconds.

If new nurse calls occur in the patient station coverage area, a staff follow tone for the highest existing priority sounds at the patient station.

Canceling staff follow mode at the patient station

• Do the following to cancel staff follow mode at a patient station:

Press the presence station button for your staff level again.

- The presence station light and the Status light on the patient station extinguish.
- Staff follow tones for new nurse calls do not sound at the patient station.

Note: For more on staff follow, see"Staff Follow Function."

Using Patient Call Devices

Patients can place nurse call requests by pressing buttons located on pillow speakers, electronic bed control panels or call cords (certain call cords have squeeze pad actuators instead of buttons). All of these buttons and actuators are physically connected to the patient station in the patient room. Patients can hear responses from staff members in their pillow speakers but all other nurse call communications, including all patient communications to staff and staff member responses to calls placed by call cord or electronic bed nurse call button, use the speaker on the patient station.

The sections that follow describe Telligence system pillow speakers and call cords and explain how nursing staff and patients use pillow speakers, call cords and electronic bed panels to communicate.

Pillow Speakers

Pillow speakers enable patients to place calls to the nursing station, to control room lighting and to control the television. The speaker plays voice audio from nursing staff as well as audio from entertainment sources. Pillow speakers do not have microphones. The microphone on the patient station picks up the patient's voice for communicating with the nurses' station. Figure 67: Two Typical Pillow Speakers



Pillow speakers plug into a receptacle on the patient station front panel.

Figure 68: Pillow speaker with pain/medication request and bathroom assist button







Pillow speaker controls

Pillow speaker buttons and capabilities differ depending upon the model but all pillow speakers place nurse calls in a similar manner. This section introduces pillow speaker functionality using the pillow speaker shown in Figure 68 as an example.

• Nurse call button:

The priority of a nurse call placed using nurse call button is either patient normal, patient priority or patient emergency, depending on how the pillow speaker was programmed during system.

The nurse call button is backlit for use in darkened rooms. See "Placing a Call From a Pillow Speaker" for more about placing nurse calls from pillow speakers.

• Pain/Medication request button:

Pressing this button sends a request to the nurse's station for medication.

• Bathroom assist button:

Pressing this button sends a request to the nurse's station for assistance with using the bathroom.

• TV on/off button:

Press this button to control television functions. Depending on system, it turns the TV on/off and steps through the channels or it only turns the TV on/off. In the latter case, press the up/down arrow buttons to change channels.

• TV volume control:

The large thumb wheel on the side of the pillow speaker adjusts entertainment audio volume only. It does not control nurse call intercom volume. The volume of audio communications from the nurse and/or from the patient can be adjusted only at the staff console or annunciator

Turn the thumb wheel counter-clockwise to increase entertainment audio volume. Turn it clockwise to decrease entertainment audio volume

• TV channel up/down arrow buttons:

Depending on your system, pressing these buttons may change television channels or control lights or they may have other assigned functions.

• Closed-captioning button or auxiliary button:

Digital pillow speakers have buttons for turning closed-captioning on or off.

• Lighting control buttons:

Pillow speakers have one or two buttons that allow patients to control the room lighting.

• Ancillary buttons:

Some pillow speakers have additional buttons providing extra functionality.

Types of Pillow Speakers

Telligence pillow speakers facilitate patient communications with the nurses' station staff console. After plugging the DuraPin connector into the front of a patient station, you can attach the pillow speaker to the patient's bed sheet for easy access. When not in use pillow speakers can be stored in a pillow speaker holder.

Standard pillow speakers

Standard pillow speakers are used with standard hospital-grade televisions and provide the following:

- Nurse call capability.
- Basic television controls.
- TV on/off.
- TV channel up/down buttons, for cycling through channels sequentially.
- TV volume control via the thumb wheel on the Pillow Speaker side.
- Lighting control.

Digital pillow speakers

Digital pillow speakers are used with digital televisions. In addition to the basic functions provided by standard models, digital pillow speakers also have closed-captioning buttons. This button is labeled either with the symbol i or cc. See Table 5: Pillow Speakers for a list of digital pillow speakers and the controls available on each model.

Note: Closed captioning translates TV audio into visual text and often provides information in addition to the audio translation. It allows the hearingimpaired and those in noisy environments to understand what is happening on the TV set.

Direct access pillow speakers

Direct access pillow speakers are used with digital televisions. They offer many more features than other pillow speakers do. In particular, direct access pillow speakers have a numerical keypad for entering television channels. See Table 5: Pillow Speakers for a list of direct access pillow speakers and the controls available with them.

Table 5: Pillow Speakers				
Model	Buttons and controls			
Standard pillow speakers for use with analog televisions				
	Nurse call			
	TV On/Off			
7A2016	2 arrow buttons for cycling through TV channels			
	TV volume control via thumbwheel			
	1 light control button (can be configured to control 2 lights			
	sequentially)			
	Nurse call			
	TV On/Off			
	2 arrow buttons for cycling through TV channels			
742031	TV volume control via thumbwheel			
//12051	1 TV closed-captioning button			
	1 light control button (can be configured to control 2 lights			
	sequentially, or TV channel selector buttons can be configured as			
	light control buttons)			
Digital Pillow Speakers for Use with Digital Televisions				
	Nurse call			
	TV On/Off			
7[A,B,C]2116,	2 arrow buttons for cycling through TV channels			
7[A,B,C]2131	TV volume control via thumbwheel			
	1 light control button (can be configured to control 2 lights			
	sequentially)			
HC-PSPKR-RCA	Nurse call			
HC-PSPKR-ZENITH	TV On/Off			
HC-PSPKR-PHILIPS	2 arrow buttons for cycling through TV channels			
HC-PSPKR-TH	TV volume control via thumbwheel			
HC-PSPKR-D-A2	TV channel guide button			
HC-PSPKR-D-D2	1 TV closed-captioning button			
Direct Access Dillow Creakers for use with Digital Television	2 light control buttons			
Direct Access Pillow Speakers for use with Digital Television	S Nurse call			
	TV On /Off			
	2 arrow buttons for controlling TV volume			
	2 arrow buttons for cycling through TV channels			
HC-PSPKR-DA-RCA	Numerical keynad for direct access channel selection			
HC-PSPKR-DA-ZENITH	TV volume control via thumbwheel			
HC-PSPKR-DA-PHILIPS				
HC-PSPKR-DA-TH	1 TV closed-contioning button			
HC-PSPKR-DA-D2	TV muto button			
HC-PSPKR-DA-D2-WTP	TV mate succon			
HC-PSPKR-DA-A2	2 light control buttons			
	Pain/Medication request button			
	Bathroom assist button			

Table E: Billow Speak

Note: Buttons that are unlabeled have no function.

Light Controllers

The Telligence standard (model 7A2016) pillow speaker can control either one light fixture or two light fixtures sequentially. If one light fixture is wired to the controller, pressing the light bulb button turns that light on and off. If two light fixtures are wired to the controller, pressing the light bulb button cycles between turning both fixtures on and off. A typical cycle would be light #1 on/light #2 off, light #1 off/ light #2 on, light #1 on/light #2 on and finally light #1 off/light #2 off.

Caring for Pillow Speakers

To ensure proper operation of the Pillow Speaker follow these precautions:

- Use the provided bed clip to secure the Pillow Speaker to the patient's bedding for easy accessibility.
- Use the provided cord clamp to secure the Pillow Speaker cord to itself. Do not wrap the Pillow Speaker cord around the bed rail to get it out of the way.
- Wall mounted holders can be purchased for holding pillow speakers when not in use.
- Do not pull on the Pillow Speaker to remove it from the patient station or while moving the bed. Doing so can damage the delicate electronic equipment inside the Pillow Speaker.

Pillow speakers can be cleaned with a soft cloth, sprayed or dampened with the disinfectant your facility maintenance staff typically uses (e.g., Cidex, Staphine or even a 10% bleach/water solution). Do not submerge the cords.

Placing a Call From a Pillow Speaker

To place a call from a pillow speaker:

- 1. Press the large nurse call button on the Pillow Speaker. The system responds as follows:
 - A patient normal, patient priority or patient emergency (C600 only) call event appears on staff consoles and annunciators (depending on the pillow speaker was programmed during system).

Associated corridor and zone lights (C600 only) turn on as follows:

- A steady white light for a priority of patient normal.
- Slow flashing amber for a priority of patient priority.
- Fast flashing amber for a priority of patient emergency (C600 only).
- The green light behind the Pillow Speaker translucent nurse call button shines more brightly to confirm nurse call placement.
- The Call status light on the patient station illuminates.
- The call assurance tone sounds at the patient station.
- Tones sound at staff consoles and annunciators and at stations where staff follow is active.
- 2. The call may be placed on reminder at the staff console until the staff member can answer it. When a call is placed on reminder, the following occurs:
 - The Call light on the patient station slowly flashes.
 - Associated dome lights slowly flash the highest reminder color.
- 3. When the call is answered at a staff console or annunciator (C600 only), the following occurs:
 - The red light behind the nurse call button on the Pillow Speaker illuminates indicating the patient can speak with the staff member.
 - Pillow Speaker entertainment audio is interrupted during the audio from the call.
 - The Status light on the patient station shows a steady green indicating the audio connection.
 - The Call light on the patient station goes out if the call was cleared.
 - Dome light illumination for the original call indicates the call was cleared.
 - During the call the patient should speak in a normal conversational tone (patient audio is picked up by the microphone in the patient station on the wall).
- **Note:** If necessary, the staff member can adjust call volume settings from the staff console or annunciator.
 - When the call ends, the Status light goes out.
Using Pillow Speakers to Upgrade Calls (C600)

Upgrading a Pillow Speaker call requires that presence already be registered in the patient room (see "Registering Staff Presence ").

To upgrade a pillow speaker call:

- 1. Press the nurse call button on the pillow speaker twice in rapid succession. The system responds as follows:
 - The call assurance tone sounds at the patient station.
 - Top light sections of associated corridor and zone lights (C600 only) pulsate with red flashes.
 - On 4-section dome lights (C600 only), the second light sections down show a steady white.
 - Staff consoles and annunciators show two calls: the staff emergency call and the original call (the latter call clears when the staff emergency call is canceled).
 - Staff emergency tones sound at staff consoles, annunciators and stations where staff follow is active.
- 2. When the staff emergency call is answered at the staff console the following occurs:
 - All communication between the patient room and the staff console attendant is over the speaker on the patient station.
 - The Status light on the patient station shows a steady green.
 - During the call, communication from the patient room can take place in a normal conversational tone via the speaker in the patient station on the wall.
- **Note:** If necessary, the staff member can adjust call volume settings on the staff console or annunciator.
 - When the call ends, the Status light returns to a steady illumination until presence is cleared.

Canceling Calls from Pillow Speakers

Patient normal calls made by patients from pillow speakers are canceled when answered at the staff console or annunciator or when presence is registered in the room. If a pillow speaker call was not answered or if the call was upgraded, cancel the call as follows:

Press the Cancel button on the patient station or on any linked station in the room. When you press Cancel the following occurs:

- Status and Call lights along with associated dome lights extinguish.
- Tones stop at staff consoles and annunciators.
- The nurse call event is removed from staff consoles and annunciators. (Two nurse call rows disappear if a pillow speaker call was upgraded).

Call Cords

Call cords provide an alternative means for patients to place calls to the staff console at the nurses' station. The priority of a nurse call placed using a call cord is either patient normal, patient priority or patient emergency (C600), depending on how the patient station was programmed during system.

Call cords are used with patient stations and with single call cord stations (HC-CCSTN, HC-CCSTN-3K). For oxygen-enriched environments, air cord assemblies provide a safe, pressure-activated means and a convenient method for patients to place nurse calls. The call cord can be plugged into the patient station or call cord station and clipped to the patient's bed sheet for easy access.

Figure 70: Single Air Cord Assemblies (Models 200-446 and 200-447)



These air cord assemblies provide nurse call capabilities for one patient at a patient station. Suitable for use in oxygen-enriched environments.

- Model 200-446 is 6 feet (1.8 m) long.
- Model 200-447 is 10 feet (3.0 m) long.



Figure 71: Dual Air Cord Assemblies (Models 200-448 and 200-449)

These air cord assemblies provide nurse call capabilities for two patients at one patient station. Suitable for use in oxygen-enriched environments.

- Model 200-448 is 6 feet (1.8 m) long.
- Model 200-449 is 10 feet (3.0 m) long.



Figure 72: Single Air Cord Assemblies (Models 200-1071 and 200-1073)

These air cord assemblies provide nurse call capabilities for one patient at a patient station. Suitable for use in oxygen-enriched environments. Both assemblies have large squeeze pad actuators for patients with impaired dexterity.

Model 200-1071 is 6 feet (1.8 m) long.

Model 200-1073 is 10 feet (3.0 m) long.

Figure 73: Air Operated Pushbutton Assembly (Model 200-1072)



This air cord assembly provides nurse call capabilities for one patient at a patient station. Suitable for use in oxygen-enriched environments. This pushbutton actuator facilitates use for patients with impaired dexterity.

Model 200-1072 is 6 feet (1.8 m) long.

Figure 74: Single Call Cord Assemblies (Models 200-1171 and 200-1172)



These call cord assemblies provide nurse call capabilities for one patient at a patient station. The call cords have a momentary pushbutton switch.

- Model 200-1171 is 6 feet (1.8 m) long.
- Model 200-1172 is 12 feet (3.7 m) long.



Figure 75: Dual Call Cord Assemblies (Models 200-1173 and 200-1174)

These call cord assemblies provide nurse call capabilities for two patients at one patient station. The call cords have two momentary pushbutton switches.

- Model 200-1173 is 6 feet (1.8 m) long.
- Model 200-1174 is 12 feet (3.7 m) long.

Figure 76: Call Cord Assembly (Model 200-1272)



This assembly provides nurse call capabilities to one patient with one patient station. The call cord has a non-locking, momentary pushbutton switch. It also has a DuraPin connector.

Model 200-1272 is 12 feet (3.7 m) long.

Call Cord Assembly Care

Staff can clean call cord assemblies using a soft cloth, sprayed or dampened with the disinfectant that your hospital maintenance staff typically uses (e.g., Cidex, Staphine or even a 10% bleach/water solution).

Call cords can be cleaned and sterilized but not immersed. DO NOT submerge the cords.

Call Cords and Electronic Bed Nurse Call Buttons

Placing a nurse call using either a call cord or an electronic bed nurse call button are two methods, in addition to using a Pillow Speaker, that are available for patients to communicate their needs to facility staff. The resulting call priorities and associated dome light and status flash rates are determined by patient priorities assigned either at the time of system installation or modified at the staff console or annunciator.

Call cord methods

Because two different kinds of call cords exist, there are two ways to use a call cord to place a nurse call:

- Pressing the pushbutton on the end of a regular call cord.
- Pressing the squeeze pad actuator on the end of a call cord.

When a patient places nurse calls using a call cord, audio communications between the patient and the staff member use the speaker on the patient station on the wall.

Electronic bed control panel method

Placing a nurse call by pressing the nurse call button on an electronic bed side-rail control panel is an easy and direct method for a patient to call for staff assistance.

When a patient places a nurse call using the electronic bed nurse call button, audio communications between the patient and staff member use the speaker on the patient station on the wall or else use the electronic bed speakers.

For information about the connection between the patient station and electronic bed controls see "Electronic Bed Receptacles." Refer to the electronic bed manufacturer's manual for further electronic bed operating instructions.

Using a Call Cord or Bed Button to Place a Call

To use a call cord or an electronic bed nurse call button to make a nurse call:

- 1. Press the pushbutton or squeeze pad actuator on the end of the call cord or press the nurse call button on the electronic bed side-rail panel. When you do the following occurs:
 - A patient normal, patient priority or patient emergency (C600) call event appears on staff consoles and annunciators (depending on the priority selected for the station).

Associated corridor and zone lights turn on as follows:

- A steady white light for a priority of patient normal.
- Slow flashing amber for a priority of patient priority.
- Fast flashing amber for a priority of patient emergency.
- The Call status light on the patient station illuminates.
- The call assurance tone sounds at the patient station.
- Tones sound at staff consoles and annunciators and at stations where staff follow is active.
- The call may be placed on reminder at the staff console until the staff member can answer it. Calls on a C300 must be answered before putting on reminder. When a call is placed on reminder the following occurs:
 - The Call light on the patient station slowly flashes.
 - Associated dome lights slowly flash the highest reminder color.
- 3. When the call is answered at a staff console or annunciator the following occurs:

- The Status light on the patient station shows a steady green indicating the audio connection.
- The Call light on the patient station goes out.
- Dome light illumination for the original call and for any reminder stops.
- During the call, the patient should speak in a normal conversational tone (patient audio is picked up by the microphone in the patient station on the wall).

Note: If necessary, the staff member can adjust call volume settings on the staff console or annunciator.

- 4. When the call ends, this happens:
 - The Status light goes out.
 - The nurse call event is removed from the Call screen or the reminder event is removed from the Reminders screen.

Using a Call Cord or Bed Button to Upgrade a Call

Upgrading a call placed using a call cord or an electronic bed nurse call button requires presence to be already registered in the patient room (See "Registering Staff Presence".) To upgrade a call a patient placed using a call cord or an electronic bed nurse call button to more urgent status:

- Press the nurse call button on the call cord or bed side-rail control panel (or squeeze the call cord actuator) twice in rapid succession. When you do the following occurs:
 - The call assurance tone sounds at the patient station.
 - Top light sections of associated corridor and zone lights (C600 only) pulsate with red flashes.
 - On 4-section dome lights (C600), the second light sections down show a steady white.
 - Staff consoles and annunciators show two calls, the staff emergency call and the original call (the latter call clears when the staff emergency call is canceled).

- Staff emergency tones sound at staff consoles, annunciators and at stations where staff follow is active.
- 2. When the staff emergency call is answered at the staff console the following occurs:
 - All communication between the patient room and the staff console attendant is over the speaker on the patient station.
 - The Status light on the patient station shows a steady green.
 - During the call, communication from the patient room can take place in a normal conversational tone via the speaker in the patient station on the wall.
- **Note:** If necessary, the staff member can adjust call volume settings on the staff console or annunciator.
 - When the call ends, the Status light returns to steady red illumination until the call and presence have been cleared.

Canceling Calls Placed from Call Cords or Bed Buttons

Regular patient normal calls made by patients using call cords or electronic bed buttons are canceled automatically when answered at the staff console or annunciator. If a regular call cord or bed button call was not answered or if such a call was upgraded, the call is canceled in the same way a call placed directly from a patient station is canceled.

To cancel a call placed from a call cord or bed button

Press the Cancel button on the patient station or on any linked station in the room.

- Status lights, Call lights and associated dome lights, extinguish.
- Tones stop at staff consoles and annunciators.
- The nurse call event is removed from staff consoles and annunciators. If the call was upgraded, both the original call and the upgraded call event are removed.

Patient Station Receptacles

Telligence patient stations can have from two to six front panel receptacles. Figure 76 shows a dual patient station with six receptacles.

Note: Depending on how a patient station was configured, patient station 1/4-inch (0.64 cm) jacks can be configured as call cord receptacles or as auxiliary inputs. An auxiliary input is a receptacle for plugging in latching auxiliary hardware.

Note: For more information, see the following sections:

- "Single and Dual Patient Stations"
- "Connecting call Cords and Auxiliary Hardware to the Patient Station Front Panel (C600)"
- "Important Information for use with Auxiliary Hardware"

Figure 77: Dual Patient Station with Electronic Bed Receptacles (HC-PSTN2)



Dual Patient Station Receptacles

Caution: The input receptacles on patient stations are not electrically isolated. Use hardware UL listed to UL/IEC 60601 or UL544.

Dual patient stations (HC-PSTN2, HC-PSTN2-3K, HC-PSTN2-BED, HC-CCPSTN, HC-CCPSTN-3K) which provide nurse call communications for two patient beds, provide the following input receptacles:

- Two external DB 37-pin bed connector receptacles (on patient stations with BedConnect) or two rear (internal) bed interface headers (on standard patient stations).
- Two 18-pin Pillow Speaker connector receptacles.
- Two 1/4-inch (0.64 cm) auxiliary input jacks, configurable for bed call cord input or auxiliary hardware input or programmable for either type of input.

Single Patient Station Receptacles

Single patient stations (HC-PSTN1, HC-PSTN1-3K, HC-PSTN1-BED), which provide nurse call communications for one patient bed, provide the following input receptacles:

- One external DB 37-pin bed connector receptacle (on patient stations with BedConnect) or one rear (internal) bed interface header (on standard patient stations).
- One 18-pin Pillow Speaker connector receptacle.
- Two 1/4-inch (0.64 cm) auxiliary input jacks configurable for bed call cord input or auxiliary hardware input or programmable for either type of input.

Electronic Bed Receptacles

Telligence patient stations with 37-pin bed receptacles provide for one or two (when a dual patient station is used) communications connections between electronic beds supplied by Hill-Romor Stryker and the Telligence system.

Single bed receptacles

In the case of patient stations without 37-pin receptacles, Telligence provides the HC-BID-SS37 Single Bed Receptacle to allow Hill-Rom or Stryker electronic beds to connect to the patient stations.

Figure 78: Single Bed Receptacle (HC-BID-SS37)



Patient stations without BedConnect have receptacles on the back of the stations that are wired to these single bed receptacles, which are separate 37-pin bed receptacles installed in the wall. When electronic bed control panels are connected to the Telligence bed receptacles, the panels are connected to patient stations.

The HC-BID-SS37 Single Bed Receptacle is typically installed on the headwall near the floor. In rooms with more than one bed, one bed receptacle is located on the headwall by each bed. One electronic bed can be connected to a Single patient station via one bed receptacle. Two electronic beds are connected to a dual patient station via two bed receptacles.

Note:

- You can also use a bed receptacle provided by Hill-Rom or Stryker.
- Avoid plugging a digital bed and a digital pillow speaker into the same

patient station. Some digital beds interfere with digital pillow speakers with the result that both devices stop functioning.

Connecting call Cords and Auxiliary Hardware to the Patient Station Front Panel (C600)

When you plug a cord into the 1/4-inch (0.64 cm) input jack on the patient station front panel, you can indicate whether the item is a call cord or auxiliary hardware. If you take no action, the jack will default to call cord mode. Pressing the Cancel button sets the jack to auxiliary hardware mode.

Note: When inserting more than one call cord or auxiliary hardware, plug in only one item at a time. The second cannot be configured until the indicator lights for the first item have normalized.

To set the 1/4-inch (0.64 cm) jack to call cord mode:

- 1. Plug the call cord into the jack. The Equip and Cancel lights flash at half-second intervals.
- 2. Wait until the indicator lights stop flashing (about 6 seconds or 3 feedback tones). The jack automatically resets to call cord mode.

To set the 1/4-inch (0.64 cm) jack to auxiliary hardware mode:

- 1. Plug the auxiliary hardware into the 1/4-inch (0.64 cm) jack. The Equip and Cancel lights flash at half-second intervals.
- 2. Press the Cancel button immediately. The Equip light stops flashing and glows steadily. The Cancel light goes out.

Unplugging call cords and auxiliary hardware cords at patient stations

When a cord is unplugged from the 1/4-inch (0.64 cm) jack on the patient station front panel, the Cancel light flashes along with the Call light (for call cords) or Equip light (for auxiliary hardware).

If the cord remains unplugged for more than 5 seconds:

• The Cancel light goes out but the Call (or Equip) light glows steadily to show that the cord has been removed.

- A Cord Pull event appears on staff consoles and annunciators.
- Associated dome lights illuminate.

Stopping the Cord Pull nurse call after unplugging a cord

You can prevent the system from initiating a nurse call by pressing the Cancel button within 5 seconds of removing the cord. When you do this, The Cancel light goes out. The Call (or Equip) light flashes to show that a cord is out. The event does not appear on staff consoles and annunciators and no dome lights turn on.

Canceling a Cord Pull nurse call

To cancel the Cord Pull nurse call, press the patient station Cancel button. The nurse call event is removed from staff consoles and annunciator. Dome lights go out. The Call (or Equip) light flashes to show that a cord has been unplugged.

Note: Pressing Cancel after unplugging a bed, pillow speaker, call cord or auxiliary hardware clears the nurse call.

Clearing the Cord Pull event

To stop the Call (or Equip) light from flashing, plug the call cord or auxiliary hardware into the 1/4-inch (0.64 cm) jack. Both the Cancel light and the Call (or Equip) light flashes for a few seconds and then goes out.

Clearing the Cord Pull condition when the jack is not in use

If the 1/4-inch (0.64 cm) jack will not be used, you can stop the light from flashing by pressing and holding the Cancel button for 8 seconds (4 feedback tones). This extinguishes the Cancel light and the Call (or Equip) light and clears all calls and reminders resulting from the Cord Pull event.

Miscellaneous Patient Stations

Of the many peripheral Telligence stations that can be located in patient rooms, only a few are intended for patient use. Call cord stations may be present in the patient room or may be located in treatment rooms, post-surgical recovery rooms, etc. Lavatory stations are typically present in both patient bathrooms and facility bathrooms.

This section describes the operation of the simpler stations that are often used by patients themselves. For information on stations used only by staff, see "Overview of Staff/Duty Stations" on page 157.

Call Cord Stations

The call cord on the HC-CCSTN, HC-CCSTN-3K call cord station provides patients a simple means of placing a nurse call. Depending on station, pressing the button at the end of the station call cord places a nurse call with a priority of either patient normal, patient priority or patient emergency.



A call cord station may be associated with other stations or it may be a stand-alone station with its own identifiable location (i.e. as the sole station in an exam room). Call cord stations have no audio capability and cannot be used to communicate with staff members at staff consoles or annunciators.

- 1. Press the button at the end of this station call cord to place a nurse call. When you do so, the following occurs:
 - The Call lights on any associated patient station or staff/duty station turn on.
 - The call assurance tone sounds at any associated patient station or staff/ duty station.
 - Associated corridor and zone lights turn on according to the call cord station configured priority:
 - For patient normal calls, dome lights show a steady white light.
 - For patient priority calls, dome lights slowly flash an amber light.
 - For patient emergency calls (C600), dome lights fast flash an amber light.
 - Tones sound at staff consoles and annunciators and at stations where staff follow is active.
 - A nurse call event with the corresponding call priority appears on staff console and unit annunciator Call screens.
 - Press the Cancel button on the call cord station or on the patient station to cancel the nurse call.

- Call lights and dome lights extinguish.
- Tones stop at staff consoles, annunciators and at stations where staff follow is active.
- The nurse call event is removed from staff console or annunciator Call screens.

If the nurse call had a reminder set for it, the following occurs when the Cancel button is pressed:

- Dome lights annunciating the staff level reminder extinguish.
- The reminder event is removed from staff console or annunciator Reminders screens.

Lavatory Stations

The HC-PP-LAV, HC-PP-LAV-3K lavatory station is waterproof and doubles as a shower station. If two or more of these stations are located in a bathroom, their buttons and optional pull cords may be linked. Pressing the Help button or pulling the station call cord places a nurse call with a priority of lavatory emergency. This station has no audio capability and cannot be used to communicate with staff members at a staff console or annunciator.

Figure 80: Lavatory Station (Shown Without Pull Cord (HC-PP2-LAV)



A lavatory station is typically associated with patient stations but sometimes is associated with Staff/Duty Stations. It also may be a stand-alone station with its own identifiable location (i.e. as the sole station in a hallway bathroom). This lavatory station may light a single-section dome light by the bathroom inside the patient room.

- 1. Press the Help button or pull the cord (if the station has one), to summon assistance from staff members. Doing so causes the following to occur:
 - The lavatory station Help light illuminates.
 - Any associated patient station or staff/duty station the Call lights turn on.
 - The call assurance tone sounds at any associated patient station or staff/ duty station.
 - Top light sections in associated corridor and zone lights (C600 only) fast flash red.
 - The lavatory emergency tone (slow beeping) sounds at staff consoles and all annunciators at associated audio stations in the patient room when presence is registered and at stations where staff follow is active.
 - A lavatory emergency nurse call event appears on the Call screens on staff consoles and all annunciators.
- 2. Press the Cancel button on the original lavatory station or on any associated station in the patient bathroom, to cancel the lavatory emergency call.
 - The lavatory station Help light goes out.
 - Call lights and dome lights extinguish.
 - Lavatory emergency tones stop.
 - The lavatory emergency call event is removed from staff consoles and annunciators.

If the nurse call had a reminder set for it, the following occurs when the Cancel button is pressed:

- Dome lights annunciating the staff level reminder extinguish.
- The reminder event is removed from staff console or annunciator Reminders screens.

Note: Lavatory emergency calls can be canceled only at the originating station or at another linked station in the same patient bathroom.

Two-priority Lavatory Stations (C600)

Another type of lavatory station may be used in your facility which permits placement of two different priority levels of nurse calls. The station is waterproof and can double as a shower station.

The two-priority lavatory station (Figure 80) provides an Emerg button in addition to a Help button. By pressing Emerg or pulling the pull cord, a patient or staff member places a lavatory emergency call.

Pressing the Help button places an urgent priority level call for staff assistance in the patient bathroom. This station is not capable of lighting a dome light by the bathroom inside the patient room.

Figure 81: Two-priority Lavatory Station (HC-PP2-LAV)



To place a lavatory emergency call:

1. Press the Emerg button or pull the station cord to summon emergency assistance from staff members. Doing so causes this to occur:

- The station Emerg light illuminates.
- Any associated patient station or staff/duty station, the Call lights turns on.
- The call assurance tone sounds at any associated patient station or staff/ duty station.
- Top light sections of associated corridor and zone lights (C600 only) pulsate with red flashes.
- The lavatory emergency tone (slow beeping) sounds at staff consoles, all annunciators, and associated stations in the patient room when presence is registered and stations where staff follow is activated.
- A lavatory emergency nurse call event appears on the Call screens on staff consoles and all annunciators.
- 2. Press the Cancel button on the original lavatory station or on any associated station in the patient bathroom, to cancel the lavatory emergency call.
 - The lavatory station; the Emerg light goes out.
 - Call lights and dome lights extinguish.
 - Lavatory emergency tones stop.
 - The lavatory emergency call event is removed from staff consoles and annunciators.

If the nurse call had a reminder set for it, the following occurs when the Cancel button is pressed:

- Dome lights annunciating the staff level reminder extinguish.
- The reminder event is removed from staff console or annunciator Reminders screens.
- **Note:** A call with a lavatory emergency priority can be canceled only at the originating station (or at another linked station in the patient bathroom).

To place an urgent lavatory call:

- 1. Press the Help button to summon assistance of a non-emergency nature from staff members. Doing so causes the following to happen:
 - The lavatory station Help light illuminates.

- Any associated patient station or staff/duty station; the Call lights turns on.
- The call assurance tone sounds at any associated patient station or staff/ duty station.
- Associated corridor and zone lights (C600 only) illuminate a steady white.
- Tones sound at staff consoles and unit annunciators and at stations where staff follow is active.
- A patient normal nurse call request event appears on the Call screens on staff consoles and unit annunciators.
- 2. Press the Cancel button on the original lavatory station or on any associated station in the patient bathroom to cancel the lavatory emergency call.
 - The lavatory station Help light goes out.
 - Any associated patient station or staff/duty station; the Call status light goes out.
 - Dome lights extinguish.
 - Tones stop at staff consoles, annunciators and stations where staff follow is active.
 - The patient normal nurse call event is removed from staff consoles and annunciators.

If the nurse call had a reminder set for it, the following occurs when the Cancel button is pressed:

- Dome lights annunciating the staff level reminder extinguish.
- The reminder event is removed from staff consoles and annunciators.
- **Note:** A patient normal call is cleared from the system when a staff member finishes answering the call at a staff console or annunciator.

Cleaning patient stations (C600 only)

Cleaning mode temporarily deactivates station buttons so associated stations can be cleaned without danger of changing the status of nurse calls during the cleaning process.

- Note: Because patients cannot place nurse calls when stations are in cleaning mode, it may be best to clean stations when no patients are occupying beds in the room.
- **Note:** Telligence C300 devices do not support the cleaning mode. When cleaning any C300 device, there is a risk of activating false nurse call events in the system.

To clean a patient station and any associated stations:

- 1. Ensure that all calls on associated patient room stations have been canceled.
- 2. Spray or soak a soft cloth with the disinfectant typically used by your facility maintenance staff (e.g., Cidex, Staphine, or a 10% bleach/water solution).
- 3. Ensure that the station to be cleaned is idle (no light should be lit or flashing).
 - Press and hold the patient station Cancel button for 4 seconds (2 alert tones).
 - The patient station emits two feedback tones while you are holding down the Cancel button.
 - The station and any associated stations enter a 15-second cleaning mode period, shown by the flashing of the patient station Cancel light.
- 4. Gently wipe the surface of the station with the damp cloth.
- 5. Clean any associated cords using the damp cloth.
- 6. Use another soft, dry cloth to wipe the surface of the station and cords dry.

Note:

- A different amount of time for cleaning mode may be configured at your facility.
- If you have not finished cleaning a station by the time the Cancel light stops flashing, put the station into cleaning mode again.
- Microfiber cloth is recommended for cleaning Telligence stations.
- Do not use abrasive cleaning agents.
- Do not submerge Pillow Speaker cords, call cords or any other cords.

Resolving Patient Room Station Problems (C600)

Resolutions to some problems that may occur at patient room stations are presented here.

If a patient station or an associated peripheral device in the patient room malfunctions in some manner, the patient station indicates the error by a flashing red Status light. The flash rate of the light indicates the type of error.

To resolve patient room station errors:

Press and hold the Cancel button (or any linked Cancel button in the patient room) for 4 feedback tones:

- The patient station light flashes fast for 3 seconds.
- Device error nurse call events momentarily appear on staff consoles and annunciators accompanied by momentary fast beeps.
- Note: Press and hold the patient station Cancel (or a linked Cancel button) for 8 seconds (4 feedback tones). This clears all calls from the room that are currently in the system, clears associated room devices and causes associated dome lights to extinguish.

If this does not resolve the problem, contact your facility repair staff.

Resetting a Hung Presence Station (C600)

If pressing the button corresponding to your staff level fails to clear the presence registry, use the Cancel button on the associated patient station as follows:

To remove a "stuck" presence, do the following:

• Press and hold the patient station Cancel button (or any linked Cancel button in the patient room) for about 6 seconds (3 feedback tones).

The Cancel light flashes.

If this does not resolve the problem, see your repair department for assistance.

Note: For information about presence stations, see "Manual Presence Stations (C600 Only)."

Staff/Duty Stations

Telligence staff/duty stations are installed in staff rooms. They support a variety of staff call devices enabling staff members to communicate with staff consoles and annunciators. This chapter provides background information and instructions for using staff/duty stations and other nurse call stations that are intended for staff use only.

Overview of Staff/Duty Stations

Staff/Duty Stations are important Telligence system devices enabling staff members to place calls to staff consoles and annunciators.



Figure 82: Staff Duty Station (HC-DUTY) C600

Note: The labels applied to buttons are configurable and may differ on your system from those shown here.

Basic Functions

Communicating with the nursing station

A staff/duty station is similar to a patient station except that it has no receptacles or plugs for beds and other equipment. Staff/duty stations are used solely by staff members to call the nursing station. Like patient stations they are equipped with speakers and command buttons. One staff/duty station can annunciate call activity for a single duty area or an area equal to a staff console coverage area.

Forwarding nurse calls from room to room

In duty mode, a staff/duty station annunciates nurse calls and reminders associated with other rooms. When a staff member enters a room and registers presence, the staff station emits tones indicating active nurse calls and reminders. This is called staff follow and the tones are called staff follow tones. Some stations are configured to remain in duty mode. These are called permanent duty stations. Other staff/duty stations can be switched from one mode to the other by a staff member.

Staff/Duty Station Command Buttons (C600)

The following table lists the command buttons typically found on staff/duty stations.

Button	Description
Code (C600 only)	Alerts staff about a code blue emergency.
Emerg (C600 & C300)	Alerts staff about an emergency.
Assist (C600 & C300)	Sends a request for staff assistance.
Staff (C600 only)	Sends a request for staff assistance.
$D_{\rm out}$ (CC00 and ω)	Switches Duty mode on or off, which enables or disable staff fol-
	low tones.
Presence (C600 only)	Registers the presence of a staff member in the room.
Aide (C300 only)	Registers the presence of a staff member in the room.
	Mutes outgoing audio. This button is present on permanent duty
Privacy (C300)	stations only.
Cancel (C600 only)	Clears calls.

Table 6: Standard Command Buttons for Staff/Duty Stations

Figure 83: Staff/Duty Station Standard Button Sets (C600)



For information about nonstandard buttons, see "Custom Button Kit."

Staff/Duty Station Lights

Two white "front light" lights, one for each button or vertical pair of buttons, are present on Staff/Duty Stations to illuminate the buttons in dim light conditions (C600 only).

Additional lights indicate specific states:

• Each staff/duty station button has an associated light.

- Call lights show the status of nurse call requests from a station.
- One bi-color Status light on the staff/duty station signals audio connection, staff follow, presence, privacy or error.

The following section describes how the system responds when a call is placed by pushing a staff/duty station command button.

Individual button lights (C600)

A steady red button light indicates the button was pressed and the following actions specific to each button have taken place:

- For the Code, Emerg and Assist button lights, a nurse call was placed.
- For the Privacy button, privacy mode was put into effect.
- The Cancel light flashes when Cancel is pressed to remove a "stuck" presence.
- All lights in slow flash indicates the station is in cleaning mode.
- All lights in fast flash indicate a communications error.

Call status light

- A steady red Call status light indicates a staff member has placed a nurse call by pressing the Code, Emerg or Assist button on the staff/duty station or on any station associated with the staff/duty station.
- A flashing red Call status light indicates an alarm condition.

Status light

- A steady red Status light indicates a staff member has registered presence.
- A flashing red Status light indicates a staff follow call. The flash rate is based on the priority of the call.
- A pulsating red Status light indicates an alarm condition. The flash rate indicates the error type. (See "Resolving Staff/Duty Station Problems.")
- A steady green Status light indicates an ongoing audio connection.
- A slow flashing green Status light indicates the staff/duty station is in privacy mode.

Because the Status light indicates a number of conditions, the light has assigned priorities for indicating these conditions:

- An alarm condition is signaled before any other condition.
- Staff follow indication is given the next highest priority.
- Privacy mode indication is given the next priority.
- An ongoing audio connection has the next priority in light indication.
- Finally, if no other condition exists, registered presence is indicated.

Staff/Duty Station Tone Alerts

Staff/Duty Stations emit the same tone but vary the pattern to indicate different call priorities. The tone varies from rapid to slow repetition to a continuous tone.

- Pre-alert: The staff/duty station beeps once when an initial call or a call answering a nurse call is received from a staff member at a staff console or annunciator.
- Call assurance: The call assurance tone (8 short beeps, lasting a total of 2 seconds) sounds at the staff/duty station when a call is placed from the station or from an associated non-audio station.
- Lavatory: When an emergency call has been made from a lavatory station associated with a staff/duty station, the in-room lavatory emergency tone (slow beeping) sounds at the staff/duty station when presence is registered for the room.
- Staff follow: For Staff/Duty Stations that have been placed in duty mode, staff follow tones sound when a staff member registers presence.

Note:

- The staff follow tone pattern that sounds is for the highest priority nurse call in the duty area or nursing unit at present with one exception: an in-room lavatory emergency tone will sound instead of any other nurse call.
- The staff/duty station also sounds one or more feedback tones when its Cancel button is held down for two or more seconds.

Placing a Call from a Staff/Duty Station

Nurse calls of a variety of priorities can be made from the Telligence staff/duty station.

Code blue calls (C600)

Press the Code button on the staff/duty station to send a code blue call to staff consoles and annunciators. Pressing Code causes the following to happen:

- Lights by the staff/duty station Code button and by any linked Code button turn on to confirm code blue call placement.
- The Call status light on the staff/duty station illuminates.
- The call assurance tone sounds at the staff/duty station.
- All light sections of associated corridor and zone lights pulsate with blue flashes.
- Associated zone lights (with a buzzer) emit a very fast, repeating buzz.
- Code blue tones sound at staff consoles, annunciators and stations where staff follow is active.
- A code blue nurse call event appears on the Call screen on staff consoles, emergency annunciators and unit annunciators.

Staff emergency calls (C600 only)

Press the Emerg button on the staff/duty station to send a staff emergency call to staff consoles and annunciators. Pressing Emerg causes the following:

- Lights by the staff/duty station Emerg button and by any linked Emerg button turn on to confirm staff emergency call placement.
- The Call status light on the station illuminates.
- The call assurance tone sounds at the staff/duty station.
- Top sections of associated corridor and zone lights pulsate with red flashes.
- Associated zone lights (with a buzzer) (C600) emit a very fast, repeating buzz.
- Staff emergency tones sound at staff consoles and annunciators and at

stations where staff follow is active.

• A staff emergency nurse call event appears on the Call screen on staff consoles, emergency annunciators and unit annunciators.

Staff normal calls (C600 only)

Press the Assist button to send a staff normal call to staff consoles and annunciators. Pressing Assist on the staff/duty station causes the following:

- The Assist status light and the Call status light on the staff/duty station turn on to confirm placement of the staff normal call.
- The call assurance tone sounds at the staff/duty station.
- Associated corridor and zone lights (C600) show a steady white.
- Associated zone lights (with a buzzer) (C600) emit a slow repeating buzz.
- Staff normal tones sound at staff consoles, annunciators and stations where staff follow is active.
- A staff normal nurse call event appears on the Call screen, on staff consoles and unit annunciators.

Canceling a Call from the Staff/Duty Station

Press the Cancel button on the staff/duty station to cancel a code blue alert, staff emergency alert or a normal priority call placed from the staff/duty station.

or

Press any linked Cancel button to cancel calls from the staff/duty station.

Pressing Cancel on the staff/duty station causes the following:

- Dome lights and staff/duty station lights extinguish.
- Tones sounding at staff consoles/annunciators and staff follow-activated stations stop.
- The Call screen nurse call event and any corresponding Reminders screen reminder event on staff consoles and annunciators disappear.

Note:

- Normal priority calls, including staff normal nurse calls, are canceled after staff members answer them at staff consoles or annunciators.
- Press and hold the Cancel button for 8 seconds (4 feedback tones) on a staff/ duty station or associated room station (C600) to clear all calls made from the room and all reminders for those calls.

Activating Staff Follow at a Staff/Duty Station

In staff/duty stations configured with an active staff follow mode, duty mode can be switched on or off. This is not true of permanent duty stations in which staff follow is always active.

To turn duty mode on or off:

- 1. Press the Duty button on the staff/duty station. If any calls are active in the station coverage area, the staff follow tone sounds and the Status light flashes red to annunciate the highest priority call.
- 2. Press the Duty button again to cancel duty mode.

Note:

- If more than one room has a registered staff presence, calls may repeatedly annunciate at the Staff/Duty Stations in those rooms.
- If a staff member has registered presence in a room with a staff/duty station configured for staff follow, the station will annunciate calls even if duty mode is turned off on the station.

To temporarily silence ongoing staff follow tones at regular Staff/Duty Stations:

Press the Cancel button.

Staff follow tones temporarily stop at the station but resume after:

- A new staff follow call occurs.
- A silence timeout is over at the staff/duty station.
- An audio connection is made to the staff/duty station.
- An emergency call is made from the staff/duty station.

- The second press of the Cancel button on the staff/duty station or on a station associated with the staff/duty station.
- Note: Some states in the U.S.A. do not allow the muting of staff follow tones. The ability to mute the staff follow tones can be disabled using the Telligence Tool.

Registering Staff Presence

Telligence supports either manual or automatic staff (C600 only) presence systems. Both are optional. The main purpose of staff presence tracking is to show the locations of caregivers as they move about the facility. Presence is registered by room and by staff level.

Telligence supports three staff levels:

- Red represents the highest staff level (typically RN).
- Amber represents the middle staff level (typically LPN).
- Green represents the lowest staff level (typically Aide).

When a caregiver registers presence in a room, dome or corridor lights outside the room show a red, amber or green light. When staff presence is cleared from the room, the light turns off.

Note: There is only a green presence on the Telligence C300

Registering any level of presence activates staff follow at the patient station or staff/duty station.

In manual presence systems (C600), staff members indicate that they have entered a room by pressing the button corresponding to their staff level. (C300 only has one staff level). To indicate they are leaving, the staff member presses the same button again. In automatic presence systems (C600 only), staff members wear badges whose movements are detected by wall-mounted location tracking sensors. As staff members move about the facility their presence is automatically tracked and displayed in Telergy application windows. A Versus location tracking system and Telergy patient-staff communication software are required.

Note: Telligence supports either manual or automatic presence (C600 only) tracking. The two cannot operate simultaneously in the same system.

Manual Presence Stations (C600 Only)

A manual presence station allows caregivers to signal their presence in the room by pressing a button. Each patient room has a single presence station that is associated with all patient stations in the room. Presence stations can also be located in staff rooms and associated with staff/duty and other peripheral devices.

Figure 84: Manual Presence Station (HC-PP3-PRES)



To register presence at a manual presence station:

Press the button that corresponds to your staff level. The following occurs:

- The light beside the button illuminates.
- The patient station or staff/duty station Status light shows a steady red.

- If an in-room lavatory emergency call has been made, both the patient station and staff/duty station emit slow beeping tones.
- The patient station emits any current staff follow tone for two seconds. Associated staff/duty stations emit the staff follow tone repeatedly.
- The dome light illuminates steadily in the color corresponding to the staff level (typically, red, green or amber). The third section illuminates in 4-section dome lights (HC-CL4). The bottom section illuminates in 2-section dome lights (HC-CL2).
- **Note:** If more than one presence level is registered, dome lights illuminate in the color representing the highest presence level.
 - Normal priority calls (and reminders for normal priority calls) are canceled if the caregivers staff level meets or exceeds the staff level associated with the call. The call is not canceled if the caregivers staff level is lower than the level associated with the call.
 - Dome light indicators for higher priority call reminders are suspended if the caregivers staff level meets or exceeds the staff level associated with the call. If the staff member leaves the room without canceling the call at a room station, the dome light resumes flashing.

Removing Registered Presence

To remove registered presence at a presence station:

Press the button again that corresponds to your staff level. The following occurs:

- The light beside button goes out.
- Status lights on associated patient station or staff/duty stations go out.
- The dome light presence indicator goes out.
- Dome light indicators resume flashing if previously suspended reminders have not been canceled.
- In-room lavatory emergency and staff follow tones stop.
Staff Follow Function

The optional Telligence staff follow function can be used to forward calls and reminders to caregivers as they move about their coverage area. Each staff/duty station can be configured to operate in one of three modes:

- Staff Mode: This mode suppresses the staff follow function.
- Duty Mode: The staff follow function is always activated.
- Presence Mode: The staff follow function activates based on staff presence in the room. When a caregiver enters a room and registers presence, the staff follow function activates. If any calls or reminders are currently active, the staff station flashes and emits beeping tones. When there is more than one call, the highest priority call tone sounds.

The station continues to indicate calls and reminders as long as presence is registered in the room. Staff follow deactivates when the caregivers presence is cleared from the room.

Staff Follow Modes

The staff follow function is always enabled in the Telligence system. During installation, each staff/duty station is configured to operate in one of the following staff follow modes:

- No staff follow mode: No calls are annunciated.
- Fixed Duty Area mode: The patient station annunciates calls originated in its duty area.
- Console mode: The patient station annunciates calls originated in its assigned staff console coverage area which may consist of multiple duty areas or possibly one or more nursing units.
- Variable Duty Area/Console: See "On and off duty states (C600 only)" for a detailed description.
- **Note:** Unlike permanent duty stations, regular Staff/Duty Stations can also be configured to suppress staff follow tones.

Overview of Permanent Duty Stations

Basic Function

Permanent duty stations are used for annunciating nurse calls. They always annunciate staff follow calls and for this reason they are typically located in staffonly rooms, such as on-call rooms, where it is vital to stay in touch with patient events. Permanent duty stations are typically located away from patient rooms and staff lounges where quiet atmospheres prevail. Tones can be temporarily silenced on permanent duty stations.

Figure 85: Permanent Duty Station (HC-DUTY)



Staff Follow at Permanent Duty Stations

The staff follow function is always activated on permanent duty stations. The station always annunciates nurse calls.

- When nurse calls are received by the system, permanent duty station Status lights start flashing red at the rate of the highest priority call in the coverage area.
- When nurse calls are received by the system, permanent duty stations emit a repeating tone at the rate of the highest priority call in the coverage area.

Other Staff Stations

Most peripheral devices in patient rooms are only intended for use by the facility's staff, although they may operate in concert with patient stations. Peripheral devices can also be located in staff rooms, operating in stand-alone mode or in conjunction with Staff/Duty Stations. Stations intended only for staff use include presence stations, code blue stations, staff emergency stations, call stations, remote cancel stations and auxiliary input stations.

Code Blue Stations

The HC-PB2-CODE, HC-PB2-CODE -3K code blue station lets staff alert other staff immediately about extreme emergency situations. These stations are typically located in intensive care units or in staff-only rooms, if only as a precautionary measure for facility staff.



Figure 86: Code Blue Station (HC-PB2-CODE Shown Without Pull Cord)

The code blue station may be a stand-alone station or may be associated (and have its buttons linked) with either a patient station or a staff/duty station. A code blue station has no audio capability and cannot be used to communicate with staff members at staff consoles or annunciators. An HC-PB2-CALLR call station may be configured as a code blue station if an attached timer must be started or if auxiliary hardware must be started or stopped, by pressing the station Code button (or pulling the optional pull cord).

1. Press the Code button on the code blue station (or pull the optional cord-C600) to send a code blue call to staff consoles and annunciators.

Pressing the Code button (or pulling the cord-C600) causes the following to occur:

- lights by the station Code button and by any linked Code buttons illuminate to confirm code blue call placement.
- The Call lights illuminate on any associated patient station or staff/duty station.
- The call assurance tone sounds at any associated patient station or staff/ duty station.
- All light sections in associated corridor and zone lights pulsate with blue flashes.
- Code blue tones sound at staff consoles and annunciators and at stations where staff follow is active.
- A code blue nurse call event appears on the Call screen on staff consoles, emergency annunciators and unit annunciators.
- 2. To cancel the code blue call, press Cancel on the originating code blue station or a linked Cancel button on any associated patient or staff room station.
 - Code button lights extinguish.
 - Call lights extinguish on any associated patient station or staff/duty station.
 - Dome lights extinguish.
 - Tones stop at staff consoles, annunciators and at stations where staff follow is active.
 - The nurse call event is removed from staff consoles and annunciators.

If the code blue call had a reminder set for it, the following occurs when the Cancel button is pressed:

• Dome lights annunciating the staff level reminder extinguish.

- The reminder event is removed from staff console or annunciator Reminders screens.
- Note: A code pink station (C600) is sometimes used by hospitals to differentiate pediatric (code pink) emergencies from adult (code blue) emergencies. Functionality of the code pink station is identical to the code blue station except that all light sections in associated dome lights flash pink and code pink nurse call events are pink.

Staff Emergency Stations (C600 Only)

The HC-PB2-Emerg staff emergency station provides a way for staff to immediately alert other staff of emergency situations. These stations are typically located in intensive care units, emergency care rooms or staff-only rooms as a precautionary measure for facility staff.



Figure 87: Staff Emergency Station (HC-PB2-EMERG Shown Without Pull Cord)

The staff emergency station may be equipped with a pull cord, be a stand-alone station or be associated with a patient station or staff/duty station. A staff emergency station has no audio capability and cannot be used to communicate with staff members at staff consoles or annunciators.

An HC-PB2-CALLR call station may be configured as a staff emergency station if auxiliary hardware must be started or stopped in an emergency by pressing the Emerg button (or pulling the optional pull cord).

- 1. Press the Emerg button (or pull the cord-C600) on the staff emergency station to send a staff emergency call to staff consoles and annunciators.
 - Lights by the station Emerg button and by any linked Emerg buttons turn on to confirm staff emergency call placement.
 - Any associated patient station or staff/duty station; the Call lights turns on.
 - The call assurance tone sounds at any associated patient station or staff/ duty station.
 - Top light sections on associated corridor and zone lights pulsate in red.
 - Staff emergency tones sound at staff consoles and annunciators and at stations where staff follow is active.
 - A staff emergency nurse call event appears on staff console Call screens, emergency annunciators and unit annunciators.
- 2. To cancel the staff emergency call, press the Cancel button on the originating staff emergency station or on any associated patient or staff room station.
 - Emerg button lights extinguish.
 - Call lights extinguish on any associated patient station or staff/duty station.
 - Dome lights extinguish.
 - Tones stop at staff consoles, annunciators and stations where staff follow is active.
 - The nurse call event is removed from staff consoles and annunciators.

If the staff emergency call had a reminder set for it, the following occurs when the Cancel button is pressed:

- Dome lights annunciating the staff level reminder extinguish.
- The reminder event is removed from staff console or annunciator Reminders screens.

Call Stations with Smoke Input

The model HC-PB2-CALLIN call station is a generic nurse call station. This two-button station may be equipped with a pull cord (C600), be a stand-alone station or be associated with a patient station or staff/duty station. The station may be installed in a patient room or other rooms where patients are temporarily located (exam rooms, recovery rooms or various staff rooms). A call station has no audio capability and cannot be used to communicate with staff members at staff consoles or annunciators.

Figure 88: Call Station with Smoke Input (HC-PB2-CALLx Shown Without Pull Cord)



Warning: The Telligence system must not be used in lieu of a code-compliant fire alarm system.

The call station, which normally places a staff normal nurse call, has an input that may be connected to a smoke detector. When activated, the call station will initiate a high-priority nurse call event. When the smoke detector alarm ends, the highpriority nurse call event clears.

1. Press the Call button or pull the optional cord (C600) on the call station to send a staff normal call to staff consoles and annunciators.

Pressing the Call button or pulling the cord (C600) causes the following to occur:

- Lights near the station Call button and by any linked Call buttons turn on to confirm nurse call placement.
- The call assurance tone sounds at any associated patient station or staff/ duty station.
- Associated corridor and zone lights show an Input (shown without pull cord) as steady white.
- Tones sound at staff consoles, unit annunciators and at stations with staff follow active.
- A staff normal nurse call event appears on the Call screen on staff consoles and unit annunciators.
- 2. To cancel a call from the model HC-PB2-CALLIN call station (that was not already cleared by a staff member answering the call), press Cancel on the originating call station or a linked Cancel button on any associated patient or staff room station.
 - Call button lights extinguish.
 - Dome lights extinguish.
 - Tones stop at staff consoles, annunciators and at stations where staff follow is active.
 - The nurse call event is removed from staff consoles and annunciators.

If the nurse call had a reminder set for it, the following occurs when the Cancel button is pressed:

- Dome lights annunciating the staff level reminder extinguish.
- The reminder event is removed from staff console or annunciator Reminders screens.

Call Stations with Relay

The model HC-PB2-CALLR call station is a generic nurse call station. This station may be equipped with a pull cord (C600), be a stand-alone station or be associated with a patient station or staff/duty station. The call station may be installed in patient rooms or other rooms where patients are temporarily located, such as exam or recovery rooms. It may also be located in staff rooms. The station, which places staff normal calls, has no audio capability and cannot be used to communicate with staff members at staff consoles or annunciators.



Figure 89: Call Station with Relay (HC-PB2-CALLR Shown Without Pull Cord)

The model HC-PB2-CALLR call station has a latching relay that can be used to start an elapsed timer and may include lighting dome lights by patient bathrooms or releasing locks on intensive care unit doors to provide easier access for emergency personnel.

Caution: The relay contact is pulsed to flash the passive dome light. This may not be appropriate for use with other devices.

1. Press the Call button on the call station (or pull the cord-C600) to send a staff normal call to staff consoles and annunciators.

Pressing the Call button (or pulling the cord-C600) causes the following to occur:

- Lights near the station Call button and any linked Call button turn on to confirm nurse call placement.
- The call assurance tone sounds at any associated patient station or staff/ duty station.
- Associated corridor and zone lights show a steady white.
- Staff normal tones sound at staff consoles, unit annunciators and at stations with staff follow active.
- A staff normal nurse call event appears on the Call screen, on staff consoles and unit annunciators.
- 2. To cancel a call from this station (that was not already cleared by a staff member answering the call), press the Cancel button on the originating call station or on any associated patient or staff room station.
 - Call button lights extinguish.
 - Dome lights extinguish.
 - Tones stop at staff consoles, annunciators and at stations where staff follow is active.
 - The nurse call event is removed from staff consoles and annunciators.

If the nurse call had a reminder set for it and the Cancel button is pressed, the following occurs:

- Dome lights annunciating the staff level reminder extinguish.
- The reminder event is removed from staff console or annunciator Reminders screens.

Remote Cancel Stations (C600 Only)

The model HC-PB3-Cancel remote cancel station lets you cancel nurse calls from convenient locations in patient or staff rooms, instead of pressing a Cancel button at a particular patient station or staff/duty station. When a remote cancel station Cancel button is linked with other associated stations for a bed or a room, all calls placed from the bed or room can be immediately canceled from this station.



Figure 90: Remote Cancel Station (HC-PB3-Cancel Shown Without Pull Cord)

A remote cancel station is typically associated with a patient station or other peripheral devices. The station, which can be equipped with a pull cord, may be installed in patient rooms or other rooms where patients are temporarily located, such as exam or recovery rooms. It may also be located in staff rooms associated with Staff/Duty Stations.

A remote cancel station sole function is cancellation of nurse calls. It does not place nurse calls. The station has no need for an audio capability and cannot be used to communicate with staff members at staff consoles or annunciators.

- 1. Press the Cancel button on the remote cancel station (or pull the cord) to cancel a call placed from an associated bed or room station. Pressing Cancel causes the following to occur:
 - Call button lights extinguish on any associated station.

- Dome lights extinguish.
- Tones stop at staff consoles, annunciators and stations where staff follow is active.
- One or more nurse call events disappear from staff consoles and annunciators.
- If the nurse call had a reminder set for it and the Cancel button is pressed, the following occurs:
- Dome lights annunciating the staff level reminder extinguish.
- The reminder event is removed from the staff console or annunciator Reminders screens.

Dual Auxiliary Input Stations

Caution: Auxiliary hardware is not part of the nurse call system. Before connecting auxiliary hardware to an auxiliary input, staff must be trained and certified in using the auxiliary hardware properly.

Telligence auxiliary input stations increase the number of auxiliary input 1/4-inch (0.64 cm) jacks present in the patient room, supplementing those on the patient station and allow connection with call cords or auxiliary hardware.

Caution: Auxiliary hardware must be UL Listed to UL/IEC 60601 or UL 544. Auxiliary hardware must have a latching, normally open, dry contact relay and must also provide a cable that has a standard 1/4-inch (0.64 cm) plug. See Appendix B <XREF>for additional warnings and conditions for use with auxiliary hardware.

Figure 91: Isolated Dual Auxiliary Input Station (HC-AUX2-ISO) and (HC-AUX2, HC-AUX2-3K) Dual Auxiliary Input Station



Caution: Connect the auxiliary input station to class 2 circuits only. Measure leakage current on a regular, periodic basis for all pendant control/pillow speaker circuits to verify the values are appropriate for the installation location.

The stations have two labels (not buttons) that identify the type of hardware that can be attached to each jack (default labels appear in figure 90). When connected auxiliary hardware activates its nurse call system relay, the light above the auxiliary input jack illuminates.

When hardware is disconnected from the auxiliary input station, a cord pull event is annunciated.

There are two types of auxiliary input stations:

Caution: The input receptacles on the HC-AUX2 are not electrically isolated. Use hardware UL listed to UL/IEC 60601 or UL544.

- The HC-AUX2-ISO Isolated Dual Auxiliary Input Station (C600) (Figure 55) permits connection of either electrically isolated or non-isolated latching auxiliary hardware. The station own electrical isolation prevents electrical problems from attached auxiliary hardware from affecting the Telligence system.
- The HC-AUX2, HC-AUX2-3K Dual Auxiliary Input Station allows for the connection of electrically isolated latching auxiliary hardware only.

Note: One or more stations equipped with Cancel buttons must be associated with auxiliary input stations to cancel events that can occur at the stations.

For more information on cord pull events, see "Canceling Calls Placed from Call Cords or Bed Buttons."

- When an auxiliary input station activates a nurse call:
- The light above the station logo turns on.
- The light near any linked Call button turns on.
- Top light sections on corridor and zone lights (C600 only) pulsate with amber flashes.
- Auxiliary emergency tones sound at staff consoles, annunciators and at stations with staff follow active.
- An auxiliary emergency (or priority) nurse call event appears on staff consoles and annunciators.

To cancel a call caused by auxiliary hardware, staff must first address the change in state that generated the call. When addressed, the call event can be canceled.

When the call is canceled:

- The station equipment label light goes out.
- Any associated station Call lights extinguish.
- Dome lights annunciating the call extinguish.
- Tones stop at staff consoles, annunciators and stations where staff follow is active.

- The nurse call event is removed from staff consoles and annunciators if a reminder was set for the auxiliary call event:
- Dome lights annunciating the staff level reminder extinguish.
- The reminder event is removed from staff console or annunciator screens.

Resolving Staff/Duty Station Problems

Resolutions to some problems that may occur at staff/duty or staff-operated stations are described as follows:

Errors at Staff-operated Stations (C600)

If a patient station, staff/duty station or peripheral device malfunctions, the Status light on the patient station or staff/duty station pulsates red. The flash rate indicates the type of error.

To resolve a staff-operated station error:

- Press and hold the patient station or staff/duty station Cancel button for 8 seconds (4 feedback tones). The following occurs:
- All lights on the patient station or staff/duty station pulsate for 3 seconds.
- Device error events momentarily appear on staff consoles and annunciators accompanied by momentary fast beeps.

Note: Pressing and holding the Cancel button on the patient station, staff/duty station or a linked peripheral device for 8 seconds (4 feedback tones) clears all calls from the room, clears associated room devices and causes associated dome lights to go out.

If this does not resolve the problem, contact your facility repair department.

Inability to Remove Presence

Presence stations do not have Cancel buttons which might make it seem difficult to remove presence if you have already pressed the presence station button corresponding to your staff level, however, your presence remains registered. Staff follow tones sound continuously at Staff/Duty Stations when your presence continues to be registered.

To clear a stuck presence:

1. Press and hold the Cancel button for 4 to 6 seconds (2 or 3 feedback tones). This clears all registered presence from the room regardless of staff level.

If this fails to clear the stuck presence, contact your facility's repair department.

Chapter 5 Dome Lights

This chapter describes the types of dome and corridor lights that are available in Telligence System C300 and C600.



Overview of Dome Lights

Telligence dome lights are typically located in facility hallways where they provide visual cues to the type and source of active nurse calls.

Telligence dome light colors and flash rates indicate the various nurse call types and priorities. Each light section in a dome light (C600) can be programmed to illuminate in one of nine possible colors: blue, red, white, amber, green, pink, cyan, magenta or yellow. Dome light section colors indicate nurse call types and priorities as well as registered presence staff levels and staff levels assigned when nurse calls are put on reminder.

When calls have been placed on reminder, Telligence dome lights bottom light sections slowly flash. Registering presence, also shown in a dome light section, hides reminders that are at the presence level and lower. If calls have not been canceled after presence is removed, the dome light sections start slowly flashing again.

One model of Infinity dome lights, used for supervision purposes, provides both visual and audible annunciation. This dome light alerts staff with steady, slow or fast tones and flashing lights. When a supervisory dome light sounds a tone, it indicates power and data interruption to a staff console or annunciator. Dome light visual and auditory indicators are configurable according to the needs of the facility.

Note:

- The term "dome light," as used in this manual, generically identifies corridor lights, zone lights, nurses' station supervisory lights and even passive dome lights mounted by bathroom doors inside patient rooms.
- For information on available models, see "Dome Light Models."

Dome Light Activation

Dome lights themselves can accomplish only basic functions such as turning a given color on and off in a light section or generating an auditory tone. Advanced dome light functionality depends on the devices that drive them.

Digital Dome Light Signaling

When calls are initiated, upgraded or placed on reminder, individual sections in digital dome lights respond as follows:

- Illuminate in the color corresponding to the nurse call type.
- Illuminate steadily for normal priority calls.
- Indicate other call types by flashing:

- Slowly for reminders, low priority calls and supervision errors.
- Fast for high priority or emergency calls.
- Change color and alternate from steady illumination to a slow flash or from a slow flash to a fast flash when calls are upgraded.
- Illuminate steadily in a color signaling a staff level presence registered for a room.
- Illuminate in a color signaling the highest staff level priority assigned when a nurse call is put on reminder.

What Dome Light Sections Signal

The top light section in 2-section dome light models and the top two light sections in 4-section dome light models are devoted to annunciation of nurse call types via designated colors flashing at designated rates. The top two sections in a 4-section dome light may illuminate simultaneously. With more than one call type to display in one light section, the highest priority nurse call is shown. In a 2-section dome light, the bottom light section shows presence or reminder staff levels. In a 4-section dome light, the third light section from the top shows presence staff levels and the bottom light section shows reminder staff levels.

Passive (Non-digital) Dome Light Signaling

Passive dome lights do not annunciate calls and other events in the same way as active dome lights. Passive dome lights can be configured to flash their red section when connected to a peripheral station equipped with a relay. A passive dome light inside a patient room (typically by the bathroom door) requires the HC-PP-LAV lavatory station or the HC-PB2-CALLR call station, both of which have timers and latching relays that work with passive dome lights. With these stations, when the patient presses a button or pulls a cord, the associated passive dome light illuminates in red. Each stations latch then keeps the passive dome light on until the call is canceled.

Note: Stations that light passive dome lights are usually configured to also cause associated corridor lights to illuminate in the color designated for the nurse call and to either flash at the designated rate or glow steadily. Because corridor and zone lights do not have latches and timers, staff members still must press the Cancel buttons at lavatory stations to cause associated corridor and zone lights to extinguish.

Nurse call dome light signaling

By default, nurse calls are signaled in dome lights as shown in Table 8.

Table 7: Dome	Light	Signaling	for	Nurse	Call	Types	(C600	only))
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Nume cell existing to the [1]	Quad dome light sec-	Dual dome light	Domo light color	Dome light flash rate	
Nurse call priority type [1]	tion [2]	section [2]	Dome light color		
Room Alarm (2)	ALL	ALL	Red	Fast	
Code Blue	ALL	ALL	Blue	Fast	
Code Pink	ALL	ALL	Pink	Fast	
Staff Emergency (2)	1	1	Red	Fast	
Lavatory Emergency	1	1	Red	Fast	
Urgent	1	1	Red	Fast	
Auxiliary Emergency (8)	1	1	Amber	Fast	
Patient Emergency (2)	1	1	Amber	Fast	
Auxiliary Priority (5)	2	1	Amber	Slow	
Patient Priority (2)	2	1	Amber	Slow	
Bed Exit	2	1	Amber	Slow	
Cord Pull (2)	2	1	Amber	Slow	
Patient Normal	2	1	White	On steady	
Family	2	1	White	On steady	
Staff Normal	2	1	White	On steady	
Housekeeping	2	1	White	On steady	
Presence 1 (RPN)	3	2	Red		
Presence 2 (LPN)	3	2	Amber	•	
Presence 3 (Aide)	3	2	Green		
Reminder 1 (RPN)	4	2	Red	•	
Reminder 2 (LPN)	4	2	Amber	•	
Reminder 3 (Aide)	4	2	Green	•	
[1] When more than one instance	of a nurse call priority type	is possible the number	r of instances appears in	naronthosos o a Auvil-	

[1] When more than one instance of a nurse call priority type is possible, the number of instances appears in parentheses, e.g., Auxil iary Emergency (8) means that there can be up to eight types of auxiliary emergency nurse call events.

[2] For both four-section and two-section dome lights, 1 = Top light section. For four-section dome lights, 4 = Bottom light section. For two-section dome lights, 2 = Bottom light section. Where dome lights are ceiling mounted, the section nearest the screw is the "bottom" section.

Dome Light Models

Dome lights used in the Telligence system can have one, two or four light sections. Telligence dome light models include:

Table 8: Telligence Dome Light Models

Model	Description
HC-CL1-RED	One-section dome/zone light
HC-CL2, HC-CL2- 3K	Infinity Series two-section dome/zone light
HC-CL4 HC-CL4-SUPV	Infinity Series four-section dome/zone light Supervision four-section dome/zone light with buzzer

Note:

- Use the HC-CL4-SUPV dome light for supervision only. The buzzer is better suited for staff console or annunciator trouble alerts only.
- To signal dome light alarm conditions, a separate yellow light behind the top light section of all 2 and 4 section dome lights illuminates more faintly than nurse call indicator lights.

Corridor Lights

Corridor lights are intelligent lights with visual indicators that signal nurse call types and priorities. Corridor lights, mounted outside patient or staff rooms in facility hallways, indicate conditions inside patient or staff rooms. Two Infinity series dome light models can be used as corridor lights:

- The HC-CL2, HC-CL2-3K Infinity dome/zone light has two light sections. Each section is programmed to display one of nine possible colors: blue, red, white, amber, green, pink, cyan, magenta or yellow. The top section in a two-section dome light annunciates the highest nurse call event for the patient or staff room associated with the light. The bottom dome light section annunciates registered presence or a nurse call reminder. It supports up to 2 patient stations/beds per room and 5 peripheral devices.
- The HC-CL4 Infinity dome/zone light (used in the C600) has four light sections, each of which is programmed to display one of nine possible colors: blue, red, white, amber, green, pink, cyan, magenta or yellow. The top light section in a four-section dome light annunciates higher priority nurse calls. The second light section down annunciates lower priority nurse calls. The third light section down shows any registered presence. The bottom light section indicates placement of any nurse call reminder for the associated patient bed/room or staff room.

The HC-CL4 Infinity dome/zone light is shown in Figure 91.



Figure 92: Dome Light with its Four Light Sections (HC-CL4) C600

Figure 93: Dome Light with its Two Light Sections (HC-CL2-3K) C300



Zone Lights-Model HC-CL4-SUPV Supervision Dome/Zone Light with Buzzer (C600 Only Except for Supervision)

Zone lights, like corridor lights, are intelligent dome lights used for locating the sources of nurse calls. While corridor lights typically pinpoint the room where the call was placed, zone lights show the zone in which the room is located.

Zones may or may not coincide with duty areas. Facilities typically mount zone lights at hallway entrances and in spots where nurses' station staff do not have direct lineof-sight views of corridor lights. They are typically placed within sight of nurse's stations in order to readily convey conditions prevailing in their areas.

Supervisory Lights

If a Telligence system (LAN) has more than one staff console or annunciator and a staff console or annunciator stops functioning, error messages will appear at the other staff consoles and annunciators (if so configured). When power and data supervision is performed by other staff consoles and annunciators, supervisory dome lights may not necessarily be installed near staff consoles and annunciators as they would be superfluous.

However, if your Telligence system has only one staff console or annunciator or if staff consoles and annunciators are located on separate floors or are more than 25 feet (7.5 meters) apart, HC-CL4-SUPV dome lights may be installed near and associated with each staff console or annunciator. The dome lights will flash and also emit a tone if the flow of power and data to the staff console or annunciator is interrupted. The HC-CL4-SUPV supervision dome light with buzzer may be located near a staff console or annunciator to alert staff if the console fails. To signal loss of power, all four dome light sections pulsate white and emit tones in time with the flashing of its lights. The supervision dome light is required to maintain compliance with UL 1069.

Passive Dome Lights

Dome lights located inside patient rooms (typically near bathroom doors) are called passive dome lights, since they perform only simple notification functions, turning on as a result of a button press or a cord pull and turning off after the button or cord pull has been canceled.

The HC-CL1-RED dome/zone light model is used for passive dome lights. It has a single red light section and is non-configurable. The HC-CL1-RED dome/zone light can be located any place where secondary visual call annunciation is needed.

Dome Light Alerts

Multi-section dome lights may be configured to display a variety of colors as well as to provide constant illumination or flash at variable rates. Single-section dome lights provide a flashing or steady red light depending on their.

Indicator colors

Possible dome light colors are:

- Two-section and four-section dome light colors (C600): blue, red, white, amber, green, pink, cyan, magenta and yellow
- Single-section dome light color: red

Flash repeat rates

Dome lights can light steadily or flash repeatedly at these rates:

- Flash = 1/16 sec on, 1/16 sec off
- Fast flash = 1/4 sec on, 1/4 sec off
- Slow flash = 1 1/2 sec on, 1/2 sec off
- Steady (no flash)

Note: Two-section and four-section dome lights have a dim yellow light in the top light section to signal dome light error status. This fainter light signals noncommunication of the dome light with the network via flashing yellow light and signals an unconfigured status with one second of a flashing yellow light on and one second off. When the dome lights status becomes normal, the dome light goes out.

Buzzer repeat rates

The HC-CL4-SUPV dome light buzzes at the same rate that it is flashing.

Chapter 6 Cleaning and Maintenance

Maintenance Notes

- Clean your hands before using the touch screen.
- Avoid scratching the touch screen.
- Never use a pen, pencil or other sharp object on the touch screen.
- Avoid striking the touch screen with hard or sharp objects.
- Place cups, glasses and drinking containers away from the staff console or annunciator to avoid accidental exposure to spilled liquids.
- Do not eat or drink near the staff console or annunciator.
- Take care not to drop the staff console or annunciator or subject it to strong impact.
- Do not use force when setting the staff console or annunciator down.
- Do not place the staff console or annunciator on or near heat sources such as radiators.
- Make sure the staff console connecting cable is routed through the strain relief openings in the base.

Cleaning Staff Consoles VoIP Staff Stations and Annunciators

Cleaning the Touch Screen -- Staff Consoles VoIP Staff Stations and Annunciators

To clean a touch screen you must place it in cleaning mode to deactivate the touch screen. By default, the cleaning mode is set for 15 seconds however, this setting can be changed. For instructions on changing the duration, see the Telligence Installation Manual (P/N 3101010).

Note:

- Telligence C300 devices do not support the clean mode. When cleaning any C300 device, there is a risk of activating false nurse call events in the system.
- Cloth fibers can make microscopic scratches on the touch screen, which can damage the display over time.
- Use a lint-free eyeglass cleaning cloth or microfiber cloth.
- Do not use paper towel, tissue or camera lens paper as these are too abrasive for the touch screen.
- Do not spray the touch screen with any liquid. The electronics can be damaged if drops of moisture seep into the housing.

To clean the touch screen (Staff Consoles and Annunciators):

- 1. Select the More tab.
- 2. On the Admin screen, press Clean and press OK.
- 3. Slightly moisten a lint-free eyeglass-cleaning cloth or soft microfiber cloth with a solution of 10% bleach and water.

Use the cloth to gently clean the surface of the touch screen.

4. Gently dry the surface of the touch screen, using a dry, soft cloth of the same type (a lint-free eyeglass-cleaning cloth or a microfiber cloth).

- 5. To clean the VoIP touchscreen:
- 6. Press the Home button and hold until the screen changes (three seconds or more).
- 7. Press the Clean Screen button.
- 8. The Clean Screen Now screen is displayed counting down from 15 seconds.

Slightly moisten a lint-free eyeglass-cleaning cloth or soft microfiber cloth with a solution of 10% bleach and water.

Use the cloth to gently clean the surface of the touch screen.

- 9. Gently dry the surface of the touch screen using a dry, soft cloth of the same type (a lint-free eyeglass-cleaning cloth or a microfiber cloth).
- 10. Press the OK button when the time expires.

Clean the housing

Caution: Never submerge the staff console, the annunciator or any attached cords.

- 1. Slightly moisten a soft cloth with a disinfectant such as Cidex, Staphine or a solution of 10% bleach and water.
- 2. Follow the steps listed at the start of this section to place the staff console or annunciator into cleaning mode.
- 3. Use the cloth to gently clean the surface of the staff console or annunciator housing being careful not to make contact with the touch screen.
- 4. Use the moist cloth to gently clean the handset, the handset cord, the headset and headset cord if these are present.
- 5. Use another soft, dry cloth to dry the surface of the housing.

Cleaning Staff/Duty and Patient Stations

Cleaning mode temporarily deactivates station buttons so associated stations can be cleaned without danger of changing the status of nurse calls during the cleaning process. (C600 only)

Note: Stations cannot be used to place nurse calls while they are in cleaning mode. If cleaning stations in a patient room, it may be best to clean them when no patients are occupying beds in the room.

To clean staff/duty Stations and patient stations:

- 1. Ensure that all calls on associated staff/duty stations have been canceled.
- 2. Spray or soak a soft cloth with the disinfectant typically used by your facility's maintenance staff (e.g., Cidex, Staphine, or a 10% bleach/water solution).
- 3. Ensure the station to be cleaned is idle (no LIGHT should be illuminated or flashing).
- 4. Press and hold the staff/duty station Cancel button (or a linked Cancel button) for 4 seconds (2 feedback tones). The following occurs:
 - The staff/duty station emits two feedback tones while you are holding down the Cancel button.
 - The station and any associated stations enter a 15-second cleaning mode period. During this time the Cancel light at the staff/duty station flashes. On peripheral devices all lights flash including the back light.

Note: There is no cleaning mode capability on the Telligence C300.

- 5. Gently wipe the surface of the station with the damp cloth.
- 6. Clean any associated cords using the damp cloth.
- 7. Use another soft, dry cloth to wipe the station surface dry.

Note:

- A different amount of time for cleaning mode may be configured at your facility (C600 only).
- If you have not finished cleaning a station by the time the Cancel light stops flashing, put the station into cleaning mode again (C600 only).
- Microfiber cloth is recommended for cleaning Telligence stations.
- Do not use abrasive cleaning agents.
- Do not submerge any cords that may be present.

Cleaning Pillow Speakers

Pillow speakers can be cleaned with a soft cloth, sprayed or dampened with the disinfectant your facility maintenance staff typically uses (e.g., Cidex, Staphine or a 10% bleach/water solution). Do not submerge the speaker.

Cleaning Call Cord Assemblies

Call cord assemblies can be cleaned with a soft cloth, sprayed or dampened with the disinfectant your facility maintenance staff typically uses (e.g., Cidex, Staphine or a 10% bleach/water solution). Do not submerge the cords.

Chapter 7 Wireless Phones, Pagers, and IR Location

This appendix describes the wireless phones, pocket pagers and IR location systems (C600 only) that can be used with the Telligence system.

Telergy Patient-staff Communication Software

Telergy comprises a set of software applications that can expand the capability of your Telligence system. Telergy allows the nurse call system to draw general administrative information from facility databases. In addition, Telergy provides an integrated tool set for performing the following functions:

- Assigning patient care responsibility to RNs, LPNs, techs or other staff members.
- Alerting caregivers by signaling their pocket pagers and wireless phones.
- Creating, storing and sending text-messages.
- Viewing continuously updated information about staff assignments, staff locations, patient census and nurse call activity.
- Reporting and keeping records on nurse call activity.

Overview of Wireless Devices and IR Location

If the Telligence system has been configured to do so, nurse call events initiated at room devices can be sent to the facility's wireless devices to enable caregivers to respond to call events or paged messages remotely.

Usually wireless phone systems that permit staff to answer nurse calls also let them set reminders for calls when unable to answer them. These calls will still appear at

staff consoles and annunciators and may be routed to other caregivers if the system is set up to do so.

If you hear a busy tone when answering a nurse call, the audio path is already in use. At this point, it may be faster for you to go directly to the room where the call originated. Otherwise, you may need to wait for the call to ring again.

WARNING:

To maintain compliance with UL 1069, call cancellation should only be performed using systems and equipment that are UL 1069 listed.

Typically, normal priority calls should only be canceled using UL Listed equipment. By default, normal priority calls are automatically canceled when answered by a Telligence staff console or annunciator. All other calls are considered to be emergency priority events always requiring caregiver presence in the patient's room.

Wireless Phones and Pager Systems

Your facility may have chosen one or more of the following wireless phone systems and/or paging systems or technologies:

- SpectraLink, Vocera, Ascom or Cisco wireless phone system
- One of many external paging systems
- Both a wireless phone system and external pager system.
- Emergin Communications Gateway.

Wireless Phone Systems

Because staff members at many facilities already use SpectraLink, Vocera, Ascom or Cisco wireless handsets to answer nurse calls, it is anticipated that staff members at these facilities will want to use these wireless handsets to answer Telligence nurse calls. Each of these phone systems operates differently. Refer to the documentation that came with your phone system for operation information. Some operational and all wireless phone connection information is available in the Telergy Installation Manual (P/N 3101126).

External Paging Systems

Telligence can be configured so that nurse calls automatically page staff members who need to be alerted about calls from or about patients in their duty areas when they are attending to duties away from the nursing unit staff console.

If you have a pager that can receive nurse calls, ask your supervisor for information as well as for user documentation for the pager.

Using Systems Via the Emergin Communications Gateway

For use with Telligence only or for use with both ProCare and Telligence. Your facility may have chosen to use wireless phone systems like Vocera, pager systems and/or other communications solutions enabled by the Emergin Communications Gateway. Both nurse call systems communicate with the Emergin Communications Gateway by means of the Pocket Page Bridge.

For operations information, please refer to the documentation provided by the manufacturer.

Automatic Staff Location Tracking Systems (C600 Only)

If your system includes a Versus infrared (IR) tracking system and Telergy patientstaff communication software, automatic staff location tracking can be used for registering staff presence. In systems of this type, staff members wear IR badges. As they move about the facility, their movements are detected by wall-mounted location tracking sensors. This information is relayed to the Telergy system and displayed in Telergy application windows.

Note: Telligence supports either automatic or manual presence tracking. The two cannot be used simultaneously in the same system.

Chapter 8 Important Information for use with Auxiliary Hardware

Summary

This appendix lists the requirements for connecting auxiliary hardware to the 1/4inch (0.64 cm) inputs provided on Telligence patient stations and Telligence auxiliary input stations.

The Telligence system is a nurse call system (NCS). It provides auxiliary input receptacles, commonly called auxiliary input ports, for connecting auxiliary hardware to the NCS. This provides supplemental annunciation when the connected hardware changes state. The NCS does not receive or transmit data of any kind with any auxiliary hardware.

The following warnings and conditions for use must be acknowledged and addressed before any auxiliary hardware is connected to the NCS.

- Auxiliary hardware that can be connected to the NCS must consist of a latching, normally open dry contact relay. The relay must provide at least 2 kV of electrical isolation and must be rated for at least 19 VDC, 0.12 W
- Auxiliary hardware must be UL Listed to UL/IEC 60601 or UL 544, as certified or approved by a nationally recognized testing lab (NRTL).
- If the auxiliary hardware activates an alarm, regardless of whether the auxiliary hardware is connected to the NCS, staff must always respond to that hardware at its physical location.

- Connecting the NCS to any auxiliary hardware port that is not clearly labeled for connection to an NCS would constitute misuse of both the auxiliary hardware and the NCS.
- For instructions on connecting, configuring, and testing auxiliary hardware, see the operation and installation manuals provided with the auxiliary hardware.
- Before auxiliary hardware is connected to the NCS, staff must be trained and certified in using the auxiliary hardware properly.
- When the latching relay of the auxiliary hardware activates or when a cord is
 pulled from the auxiliary input receptacle or if the auxiliary hardware is
 removed from the cord while the cord is plugged in to the auxiliary input
 receptacle, staff must go to the location of the hardware to address the
 change in state. When the change in state is addressed, the supplemental
 annunciation at the NCS may be canceled.
- When connecting auxiliary hardware to the NCS, at minimum, test the cord pull event to ensure that the location of the hardware is properly annunciated by the NCS. This should be done before leaving the auxiliary hardware by unplugging the cord from the auxiliary input receptacle and checking the nurse call event displayed by the NCS.
- When connecting a new type of auxiliary hardware to the NCS, perform both a cord pull test and a failure mode test.
- Only factory-trained, certified technicians can configure NCS auxiliary input receptacles. Staff cannot reconfigure or change auxiliary input receptacle settings dynamically.
- The designated authority for the healthcare facility must be notified before any auxiliary input receptacles are reconfigured. The NCS must be taken offline temporarily while scheduled maintenance activity is performed.