R4K4020 LCD Console User's Guide

Rauland-Borg Corporation

www.rauland.com

Table of Contents

1

1: General Information

What you are about to read is Rauland's R4K4020 *LCD Console User's Guide*. We wrote it with both instructional and reference objectives in mind. We hope that everyone from the occasional user to those assigned primary system maintenance will find it worthwhile.

For more technical information regarding System Features, Configuration, Installation, Wiring, and Troubleshooting, see the specific manuals gathered in KI-2109, the *Responder® 4000 System Main* manual.

What to Expect

Expect to find information regarding the following within this document:

- ✓ Console States
- ✓ Console Displays
- ✓ Basic Functions
- ✓ Advanced Functions

And, finally…

- ✓ Customized Functions

Before You Begin

Before you begin reading this *User's Guide*, we suggest 2 things: 1) that you have a working console within reach—it's always more effective to see and test as you go—and 2) that as you read you keep the following advisory paragraphs in mind:

A Console is a Console is a Console

Not true! Although basic operations remain the same from LCD console to LCD console, the R4K4020 console is quite flexible and likely has been customized to meet the specific needs of your facility.

It's All in How they Set it Up

If as you read the following pages you hear yourself saying "hey, that's not the softkey I see on my console" or "that's not what my console says...," remember that each LCD console is set up to take advantage of a host of different features and that the following manual is based on "typical" use.

Printed Help

Because your console is so flexible, you may wish to ask the person responsible for configuring your system to print out a list of softkeys, call priorities, etc.

Scope of this Document

Read this document if your duties include using, maintaining, or training anyone to use the R4K4020 LCD Console.

Customer Connection/Extranet

You can use Rauland's secure Customer Connection site to find, view, and/or download many support documents—including manuals, drawings, and reports. To request an account, follow the online instructions at: http://customerconnection.rauland.com.

Related Documents

Other, related information can be found in the following Responder® 4000 System manuals:

- ✓ *R4000 Component Installation Guide* (KI-2093)
- ✓ *R4000 System Planning Guide* (KI-2104)
- ✓ *R4000 Configuration Guide* (KI-2105)

2

2: Console Tour

Before we get started with the how the console works, let's take a close look at its component parts.
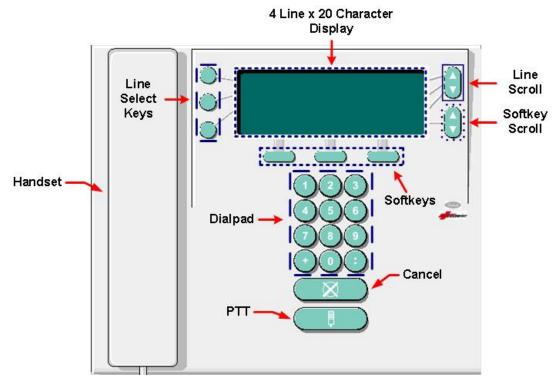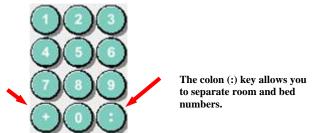

Figure 1: LCD Console

Handset

You'll use the console handset to speak and listen to those you've established communication with at speaker-equipped stations.

Dialpad

The dialpad allows you to enter the dialing numbers of Rooms and Beds.

The plus (+) key allows you to add area information and engage in other functions.

The colon (:) key allows you to separate room and bed numbers.

Figure 2: Dialpad Callout

To accommodate various system features, the "#" key has been replaced with the ":" key and the "*" key has been replaced with the "+" key.

Push to Talk (PTT)

As we'll detail in later chapters, you can use the ▯ (PTT) button to answer calls (handset on hook) or control the direction of communication.

Figure 3: Push to Talk Button

Cancel Button

Should you wish to end or back out of many functions, you'll use the Cancel button:

Figure 4: Cancel Button

Speaker/Microphone

The speaker sounds tones associated with pending calls and system states; while the microphone allows you to engage in conversations with the handset on hook.

Display

The Display Area is comprised of an LCD display, capable of showing a maximum of 4 lines (20 characters per line). The first three display lines are used to provide visual feedback, including information about pending calls, priorities, privacy status, etc.; while the last line is used to show sets of up to three function softkeys.
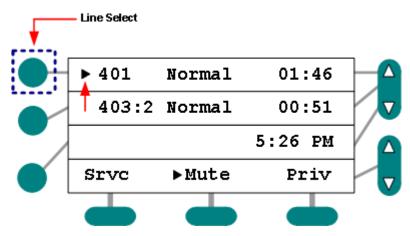
Figure 5: LCD Display (Room 401 Selected)

Display Cover

Should your console be equipped with a transparent Display Cover, do NOT remove it. It is designed to protect the display from possible damage. In addition, removing it will cause the loss of important Underwriters Laboratory certification.

Line Select Keys

There are 3 Line Select Keys, each associated with one of the top 3 display lines:
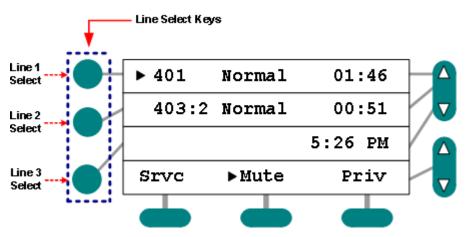
Figure 6: LCD Display Line Select Keys

You'll use the Line Select keys to select a line for further action or to answer pending calls.

Line Scroll

The Line Scroll controls allow you to move the display up or down one line at a time (when more than three calls are pending). It also allows you to engage in other, more advanced functions—which you can read about in Chapter 5:
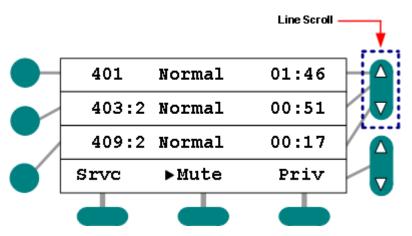
Figure 7: LCD Display Line Scroll Control

Softkey Menu

The Softkey Menu offers you access to a maximum of 24 programmable Softkeys. Softkeys allow you to engage in many system functions and are created during system programming. Although labels can be customized, the labels you are likely to see will include some or all of the following (not necessarily in this order):

Label	Function	Label	Function
Clock	Set Clock	Mute	Mute Tones
Srvc	Service	Ppage	Pocket Page Setup
Prio	Priority	PLI	Wireless Phone Setup
Priv	Privacy	Emer	Emergency Upgrade
Staff	Staff Registration	NoChk	Disable Check-In
Folo	Staff Follow	SPCL	Special Mode
Monito	Monitor	Night	Site-Wide Night Tone
Nite	Console Nite Tones	Page	Dial 0-9 Page

Table 1: Softkey Menu (Default Entries)

You can scroll through all available Softkeys in sets of 3 (8 x 3 = 24 total possible softkeys).
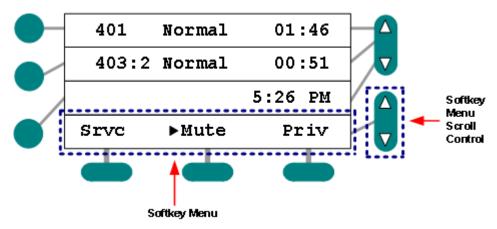
Figure 8: LCD Display Softkey Menu

Activity Indicator

In addition to all the other function-related entries you'll see on the LCD screen, you'll also see the Activity Indicator "►" adjacent to softkeys and/or rooms. When this Activity Indicator appears adjacent to softkeys such as Service Request ("Srvc" in our example below) that function softkey is activated.
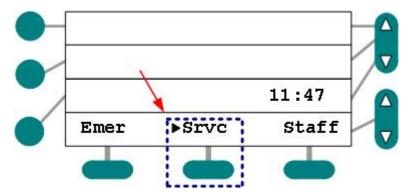
Figure 9: LCD Console Display (Service Requirements Pending)

3

3: Console States & Display Information

Much of your job as Console Operator depends upon being able to interpret console states and knowing how to read the console display.

Idle & Active Modes

During those times when you are not actively engaged in a communication or function-related activity, the console is considered "idle." During Idle Mode, your display will bear the time of day and up to three function labels (Srvc = Service Requirements pending; Emer = Emergency Call Upgrade; and Staff = Staff Review/Registration in this example):
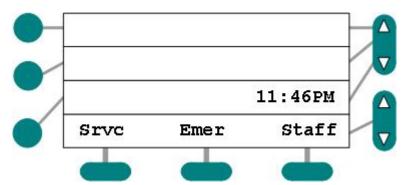
Figure 10: LCD Console Display (Idle Mode)

Conversely, when calls are pending, when you are placing calls, and/or when you are using any of the softkeys to perform system operations, the console is considered "active."

Pending Call Display & Stack Order

In order to provide you with sufficient information regarding the nature and relative urgency of calls, the console displays the Room Number and, if applicable, Bed Number of the originating station, a Call Priority abbreviation, and, optionally, an Area Code and an Elapsed Call Timer.

Pending calls are sorted and stacked in the LCD display by 2 criteria: call priority (higher before lower) and time of arrival (older before newer). In this way, you can quickly determine in which order to respond to arriving and/or pending calls:
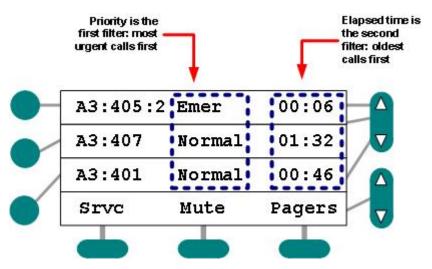
Figure 11: LCD Console Display Showing Pending Calls

Elapsed Call Timer

Your console may be configured to show the Elapsed Call Timer. In order to have the timer display on the screen, trained personnel must enable the option during system set up. Should the timer appear, it will use the following conventions to display the time:

✓ If a call is pending for less than a minute, the timer will read: ":01-:59."
✓ If a call is pending for more than a minute, but less than 10 minutes, the timer will read: "1:01 - 9:59."
✓ If a call is pending for more than 10 and less than 99 minutes, the timer will read "10: - 99:." (Note that for calls between 10 and 99 minutes, the timer displays minutes only.)
✓ Calls older than 99 minutes show only as "99.".

Bed Indication

In addition to a call's room number, the display will show any assigned bed letters or numbers:
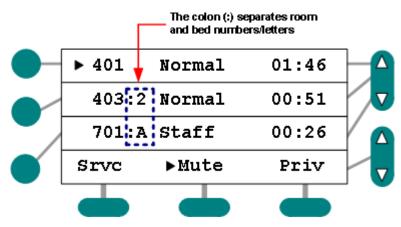
Figure 12: Bed Indication

Area Indication

If so configured, your display may also show the Area from which a call was placed. The area abbreviation will appear before the room number—and is separated by a colon (:):

Figure 13: Area Indication

System Messages

In addition to call and function information, the display is used to alert you of other system states. Here's what you may see:

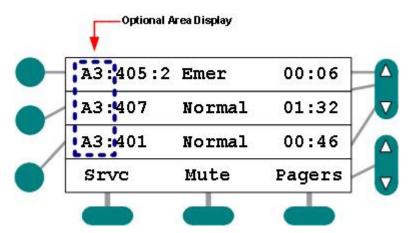| Message	You'll Get This Message When…	Suggested Response
Busy	Attempting to answer or place a call when system is in use	Hang up and try later
Trouble	Problems with Equipment or communications exist.	Alert trained personnel immediately
Page '0" to '9' only	Trying to invoke a voice page using any dialed digit other than 0 through 9.	Use only the 0 through 9 digits before touching a page-related softkey.
No dialing allowed	Attempting to use a dialing digit during a voice page operation when none is required.	Use only the appropriate page softkey (without entering any dialing prefix).
Bad Page command	Attempting to enter a voice page digit that doesn't exist.	Request a print-out of applicable page digits from trained personnel.
Wrong password	Using an incorrect password.	Try again or request password information from trained personnel.
Ambiguous dial area	Attempting to dial a room/bed number that exists in more than one area.	Add the area code and + before room number (3+3303, for instance).
Too busy; Try again	When too many consoles attempt to engage in certain functions simultaneously (staff-review, privacy-review, pocket-page-setup, clock setup, for instance).	Attempt to engage in functions at another time.
Cannot release rooms	Attempting to release rooms (from a Room Capture) that are not covered by any other console.	Consult with other console operators about coverage.
OFFLINE	Equipment is malfunctioning or communication problems exist.	Call trained personnel.

Table 2: System Messages

Note: should a message appear on the LCD display's 4th line, you'll need to use the console's cancel key to clear it and proceed.

4

4: Basic Functions

Although it has the look of and shares some features with a conventional feature telephone, you will most often use the console not to dial out into the world, but to react to patient and staff calls. You'll either answer calls made to the Console or call out to speaker-equipped Stations.

In this chapter, you'll learn how to perform the most common console activities, including:

✓ Using the Handset
✓ Using ▯ (PTT) and the Integrated Microphone
✓ Answering Incoming Calls
✓ Muting Tones
✓ Selecting Tones (Day/Night)
✓ Holding and Recalling Incoming Calls
✓ Placing Calls to Stations

Answering Calls

You can use your LCD console to answer incoming calls in a number of ways: 1) handset on hook [handset or PTT] or 2) handset off hook. You can also answer either the top line call or any call within the call stack.

Basic Stuff

✓ Using the handset will allow those around you at the console to hear what you are saying but **not** hear what a patient or caregiver on the other end of the line is saying.
✓ Using the PTT option will allow those around you at the console to hear both what you **and** the patient or caregiver on the other end of the line are saying.
✓ Lifting the handset off hook or pressing ▯ (PTT) will connect you with the call that appears on the first display line (the most urgent, oldest call in the call stack).
✓ Pressing the Line Select key and lifting the handset off hook or pressing ▯ (PTT) will connect you with the call associated with that Line Select key—regardless of its urgency or age. (You may have to use the Line Scroll keys to locate a call in the call stack.)

To answer the top line (most urgent, oldest call) call with the handset:

1   Lift the handset off hook to be connected to the top line call.

➢ A preannounce tone will sound at the station.

➢ A communication path will open between you and the patient or caregiver.

To answer the top line (most urgent, oldest call) call with the ⬛ (PTT) button:

1 Press ⬛ (PTT) while the handset remains on hook to be connected to the top line call.

➢ A preannounce tone will sound at the station.

➢ A communication path will open between you and the patient or caregiver.

To answer a stacked call with the handset:

1 Find and touch the Line Select key associated with the call you wish to answer:

Figure 14: Stacked Call Selection

➢ If necessary, use the Line Scroll key(s) to locate the stacked call:

Figure 15: Multiple Pending Calls (some hidden)

2 Lift the handset off hook to answer the selected call.

➢ A preannounce tone will sound at the station.

➢ A communication path will open between you and the patient or caregiver.

To answer a stacked call with the ⬛ (PTT) button:

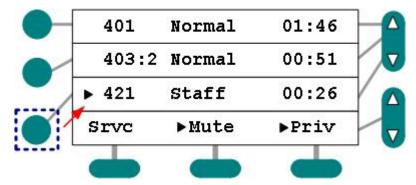1 Find and touch the Line Select key associated with the call you wish to answer.

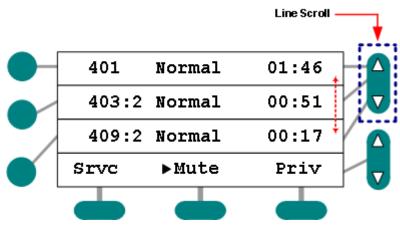➢ If necessary, use the Line Scroll key(s) to locate the stacked call.

2 Find and touch the Line Select key associated with the call you wish to answer.

3   Press ▯ (the PTT button) with the handset on hook to answer the selected call.

➢ A preannounce tone will sound at the station.

➢ A communication path will open between you and the patient or caregiver.

Other Things to Know

✓ Should the system automatically generate a Code Blue Failure call in response to one or more Code Blue Stations malfunctioning, one or more instances of the CBFail message will appear at the console (depending upon how many stations have gone off line). You cannot cancel a CBFail call. It will remain in place until the Code Blue Station resumes normal function. If you see the CBFail alert, notify trained personnel immediately.

✓ The CBFail call is the second most urgent call and will appear in the call stack above all others, except a true Code Blue call (from a normally functioning station).

✓ Unlike previous Responder® systems, you cannot advance through and answer stacked calls (auto-answer feature) in order by pressing Cancel.

✓ Most calls can be configured to be automatically cancelled once they are answered.

✓ Depending upon initial configuration, the system may automatically set a Service Requirement when you answer a call at the console.

✓ You can set a Service Requirement at a station when answering a call if a Service Requirement softkey is available.

✓ If a Service Requirement is not cancelled at the room/station, it will reappear at the console after a pre-defined time—typically bearing an upgraded ("overtime") priority.

✓ Calls can be cancelled at the station and, if available, using an associated Cancel station.

✓ To answer a call while the Pocket Page or PLI setup screens are displayed, you must first exit the setup screen.

Muting Console Tones

You can use the console to temporarily mute call tones. Normal tone volume is restored after two minutes or when another call appears at the console.

Beginning with Responder 4000 version 3.00, the System Administrator can inhibit call tone muting per call priority.

1   Press the Mute softkey when tones are sounding at the console.

➢ The call tone will silence.

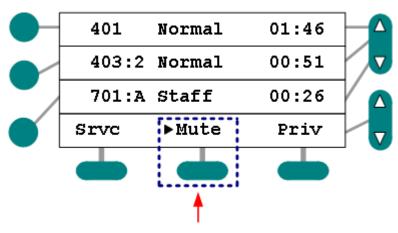➢ While the mute feature is engaged, the activity indicator ("►") will appear next to the Mute function softkey:

Figure 16: Tone Mute Engaged

2 Continue normal operations.

➢ The next and subsequent calls will sound normal tones.

➢ Press the Mute softkey again to cancel the Mute function.

Selecting Tones (Day/Night)

You can use the console to select either Day (louder) or Night (softer) call tones. You can select Day or Night tones in idle mode, while tones are sounding at the console, or during communication with a room.

Console and Site-Wide Night Tones

The Console Night Tone function (Nite function label) is used for changing the incoming call tone volume only at the console that the function key is assigned to. The Site-Wide Night Tone function (Night function label) is used for changing the incoming call tone volume at all annunciators in the system that have the capability of alternating from day to night tones (LCDs, ANNs, Marquee Controllers and Duty Stations).

To select tones:

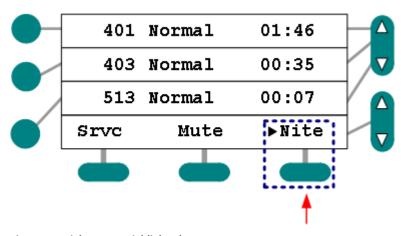1 Press the Day/Night Tones softkey at any time to toggle between Day and Night tone mode.

Figure 17: Night Tones Highlighted

> ➢ All console tones will sound at the selected level until changed.
> ➢ While the feature is engaged, the activity indicator "►" will appear next to the function softkey.

2   Continue normal operations.

Other Things to Know

✓ When the Night tones function is activated, the console will sound softer call tones (Night Mode); when the Night tones function is deactivated, the console will sound louder tones (Day Mode).

Calling Speaker-Equipped Stations

You can use your LCD console to direct dial any speaker-equipped station within or outside of your Area. If you attempt to place a call to any station while the system is busy, the console will sound a single error tone and display the busy message. Hang up and try later. If you attempt to enter an invalid room number, the console will respond with the Wrong # error message and sound an error tone.

Area Codes and Dialing Numbers

Each station resides within an Area and is assigned a dialing number. In order to call a station within your console's own Area, you need **only** dial the room/bed number.

If all of the room numbers in your facility are unique (no two rooms have the same room number), you never need to add an area code to your dialing string; if, however, duplicate room numbers have been assigned, you'll need to include the area and the + in the dialing string.

For example, to dial a station residing in area 3 and bearing the dialing number of 303, you would dial the 3 + prefix plus 303 [3+303].

Figure 18: Area Separator/Entry Key

Bed Numbers

In addition to Area Codes and Dialing Numbers, stations are often assigned a bed letter or number—which appears as a dialing suffix. For example, to dial bed 2 in room 303 (within your own area), you would dial 303 plus the colon ":" plus 2 [303:2].
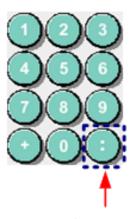
Figure 19: Bed Separator/Entry Key

To place a call to any speaker-equipped station using the handset off hook:

1 Lift the handset.

2 Dial the station.

➢ If necessary, add the + plus area code and/or room/bed number/letter.
➢ The system will attempt to locate and connect to the dialed station.
➢ A preannounce tone will sound at the station.
➢ A communication path will open between you and the patient or caregiver.

3 Hang up or press Cancel when done.

To place a call to any speaker-equipped station using the handset on hook:

1 Dial the station.

➢ If necessary, add the + plus area code and/or room/bed number/letter.

2 Lift the handset.

➢ The system will attempt to locate and connect to the dialed station.
➢ A preannounce tone will sound at the station.
➢ A communication path will open between you and the patient or caregiver.

3 Hang up or press Cancel when done

To place a call to any speaker-equipped station (PTT):

1 Dial the station—handset on hook.

➢ If necessary, add the + and plus code and/or room/bed number/letter.

2 Press ⃞ (PTT).

➢ The system will attempt to locate and connect to the dialed station.
➢ A preannounce tone will sound at the station.
➢ A communication path will open between you and the patient or caregiver.

3 Hang up or press Cancel when done

Other Things to Know

✓ If the bed letter/number suffix is **not** added to a dialing string, and there are multiple beds within a room, the system will attempt to establish communication with the

lowest-numbered or lettered bed in the dialed room.

✓ Any numbers between 1 and 99 can be used to distinguish "numbered" beds; any numbers between 1 and 26 can be used to distinguish "lettered" beds.

✓ Bed letters are entered using their numeric equivalents: A=1, B=2, C=3, etc.

5

5: Advanced Functions

In addition to basic activities, you'll likely engage in many of the system's more advanced functions. These include:

✓ Locating Registered Staff (Staff Locate)
✓ Emergency Call Upgrade
✓ Initiating and Sending Voice Pages
✓ Monitoring Single Rooms
✓ Monitoring Multiple Rooms
✓ Setting & Reviewing Privacy
✓ Setting & Reviewing Service Requirements
✓ Setting & Reviewing Priority
✓ Adding Coverage (a.k.a. Room Capture or Swinging Rooms)
✓ Sending Pocket Pages
✓ Setting the Console Clock
✓ Staff Follow
✓ Special Mode

Staff Locate

You can use your LCD console to 1) determine in which rooms staff are registered, 2) clear registration at a specific room, and 3) communicate with staff.

In order to review all rooms within the console's coverage area, you must engage the Staff Locate feature while your console is idle.

If a Staff member is registered in one or more rooms associated with a console, the activity ("►") indicator will appear adjacent to the STAFF softkey.

To review the location of all registered staff within your console's coverage area:
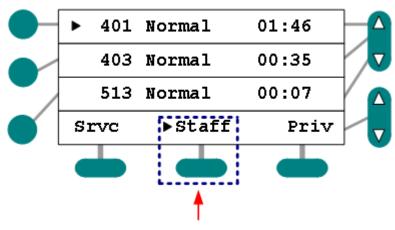In idle mode…

1   Press the STAFF softkey:

Figure 20: Staff Softkey Select (registered staff present)

➢ Those stations associated with the console with Staff registered will appear bearing the Staff In indicator.
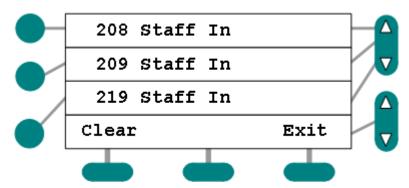

Figure 21: Staff Review List

➢ Rooms are sorted by room number and description.
➢ The End of List indication will appear after the last Staff In entry; the Start of List indication will appear if you scroll beyond the first entry:
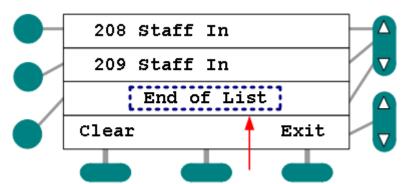

Figure 22: End of List

2   Use the Line Scroll to move up or down the list.

3   Press Cancel or the Exit softkey to end the review.

To clear staff registration during a review:

You can use your console to "de-register" a Staff member who has forgotten to manually

check out of a room:

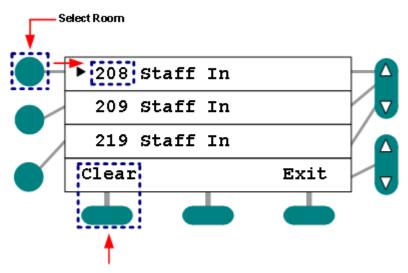1   Select the room in which staff are registered.

2   Press the Clear softkey.

Figure 23: Clear Registration at Selected Room

➤ The room will disappear from the review list.

3   Press Exit or Cancel to return to idle mode.

To communicate with staff during the process:

Method 1: Handset

1   Select the room from the review list:

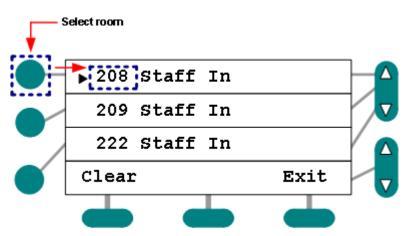**Figure 24: Staff Softkey Select**

2   Lift the handset.

➤ The system will attempt to locate and connect to the selected station (in the room which a Staff member is registered).

➤ A preannounce tone will sound at the station.

➤ A communication path will open between you and the caregiver.

3   Hang up or press Cancel when done.

Method 2: PTT

1   Select the room from the review list.

2   Press (PTT).

➢ The system will attempt to locate and connect to the selected station (in the room which a Staff member is registered).

➢ A preannounce tone will sound at the station.

➢ A communication path will open between you and the caregiver.

3   Press Exit or Cancel when done.

Other Things to Know

✓ The review process will automatically end (and the console return to idle mode) after one minute of inactivity.

✓ Incoming calls will sound at the console; however, you must exit the Staff Review function in order to view call information and answer calls.

✓ No changes to the list are reflected during the review.

Emergency Call Upgrade

You can use the console when a call is annunciating, after dialing a room, or during communication to create an Emergency Call. This type of Emergency call is often used to further alert designated staff. A call that has been upgraded to Emergency priority may also automatically trigger Pocket Page notification(s)—depending upon initial system configuration.

To create an Emergency Call while any call is annunciating:

When a call appears...

1   Select the call (using the Line Select key).

2   Press the Emergency Upgrade softkey (typically "Emer").

➢ The displayed call will change priority and sound the associated tone.

➢ The associated Corridor Light will change to reflect the priority upgrade.

To create an Emergency Call after dialing:

1   Dial the station.

➢ If necessary, add the +, area code, and/or room/bed number/letter.

2   Press the Emergency Upgrade softkey (typically "Emer").

➢ The displayed call will change priority and sound the associated tone.

➢ The associated Corridor Light will change to reflect the priority upgrade.

To create an Emergency Call during communication:

After answering a call…

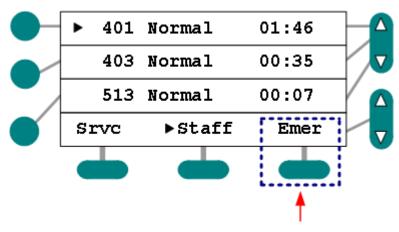1   Press the Emergency Upgrade softkey ("Emer" in the following example) while in communication with a station.

Figure 25:Emergency Upgrade Softkey

> ➢ The displayed call will change priority and sound the associated tone.
> ➢ The associated Corridor Light will change to reflect the priority upgrade.
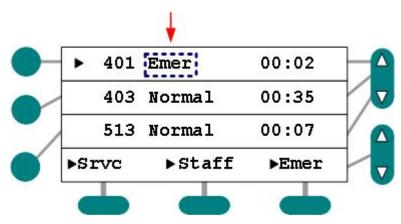> ➢ Hang up or press Cancel to end communication.

Figure 26:Returned Emergency Upgrade Call

2   Answer call again to set a Service Requirement.

> ➢ If necessary, cancel the call at the station.

Other Things to Know

✓ The level of "Emergency" call upgrade is established during initial system configuration.

✓ Upgrading a call to emergency status may also automatically send pocket pages to assigned staff members.

✓ The Emergency Upgrade process only affects a single call; it does **not** cause subsequent calls to appear bearing the Emergency priority.

Initiating & Sending a Voice Page

You can use your console to initiate and direct various types of voice pages to designated speaker-equipped stations within a coverage area. Should you desire, trained personnel can provide you with detailed information regarding page types, page softkeys, page digits, and

paging coverages.

Initiating Voice Pages

There are two ways to initiate pages: 1) using a standalone softkey that was associated with a set of rooms during system configuration and/or 2) by using a page digit and a softkey that was associated with a set of rooms during system configuration.

To initiate and send a page using a standalone softkey:

1   Press the appropriate standalone page softkey.

   ➢ A preannounce tone will sound at all affected speaker-equipped stations.

2   Lift the handset and speak or press ⬛ (PTT) and speak loudly in the direction of the built-in microphone

3   Hang up or press Cancel when finished

To initiate and send a page using a page digit:

1   Press the desired Page Digit.

2   Press the appropriate page softkey.

   ➢ A preannounce tone will sound at all affected speaker-equipped stations.

3   Lift the handset and speak or press ⬛ (PTT) and speak loudly in the direction of the built-in microphone.

4   Hang up or press Cancel when finished.

Other Things to Know

✓   If you receive a Busy message, you can either wait for an automatic connection with the handset on or off hook or hang up or press Cancel and try again later.

✓   Certain rooms can be set up so as not to receive certain voice pages.

Monitoring Stations

You can listen-in on one, several, or a maximum of 20 speaker-equipped stations from your LCD console; regardless of the number of stations (rooms or beds) you monitor, you can only monitor those not set for Privacy. If you select a single station, you can continue the monitoring process for as long as you wish. If you select multiple stations, the system automatically cycles from station to station after a predetermined duration. You can change this duration at any time.

Calls that appear at the console during the monitoring process will halt the process; however, monitoring is automatically resumed after the call is completed.

The first time a station is monitored during a monitor cycle, the system alerts the station owner with a short preannounce beep; that is, the beep sounds at the first station in the cycle, then sounds once at all other stations the first time they are monitored.

If monitoring more than one station, the display will cycle through each of the stations in the monitored group.

Pressing the Cancel button or Cancel softkey (when available) will end monitoring.

Pressing the Start softkey will begin the monitoring process.

Monitoring One Station

You can monitor a station by creating a single entry Monitor List as follows:

To monitor one station:

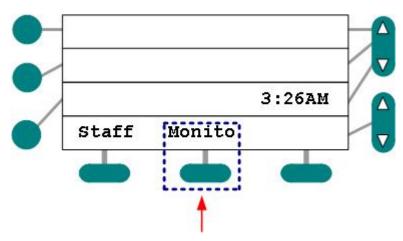1   Press the Monitor softkey (if necessary, use the Softkey scroll button to find it):

Figure 27: Idle Console (Monitor Softkey Highlighted)
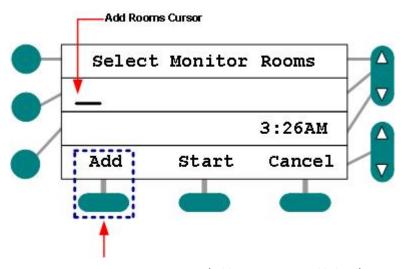
➢ The Add Rooms cursor will appear:

Figure 28: Monitor List Creation Screen (Add Room Cursor Highlighted)

2   Use the keypad to enter the station to be monitored:

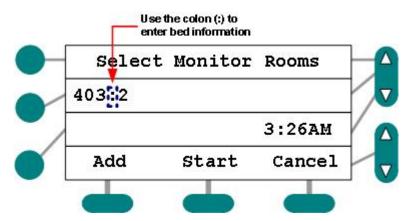➢ Use the colon key (:) to add bed number information:

Figure 29: Monitor List Room Entry

➢ If the dialing number you've entered is incorrect, an error message will appear.

➢ You can replace the incorrect number by entering another one.

3   Press the Start button to end the list entry process and begin monitoring:

➢ A preannounce tone will sound at the station.

➢ Since you can add any room to the monitor list, rooms engaged in communication or set to Privacy are skipped during the monitor process. Monitoring resumes once they become free or are removed from Privacy

Monitoring Multiple Stations

You can monitor more than one station by creating a multiple stations Monitoring List as follows:

To monitor multiple stations:

1   Press the Monitor softkey (if necessary, use the Softkey scroll button to find it):

2   Use the keypad to enter the first station to be monitored.

➢ Enter stations in the exact order you wish them to be monitored.

Press the Add button.

➢ The Add button serves to enter the station into the list and ready the list for further entries.

3   Repeat the keypad entry/Add process to add all the stations you wish to monitor.

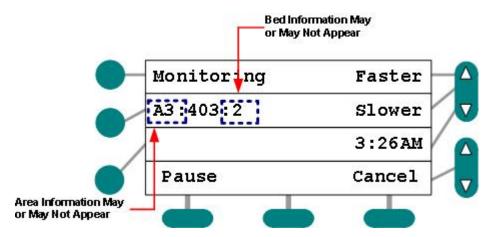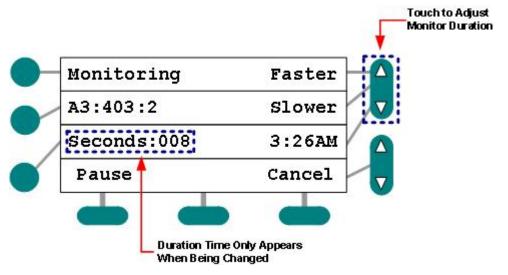4   Press the Start button to end the list entry process and begin monitoring:

Figure 30: Monitoring in Progress

> ➢ A preannounce tone will sound at the stations.
> ➢ Since you can add any room to the monitor list, rooms engaged in communication or set to Privacy are skipped during the monitor process. Monitoring resumes once they become free or are removed from Privacy.

Changing the Monitor Duration Time:

You can change the length of time you listen-in on each room only during the monitor cycle:

> ➢ During the monitor cycle, the Faster/Slower duration buttons will appear:

1 Press the Faster key to decrease the monitor time in single second increments (results in less time you listen-in on each room).

2 Press the Slower key to increase the monitor time in single second increments (results in more time you listen-in on each room).

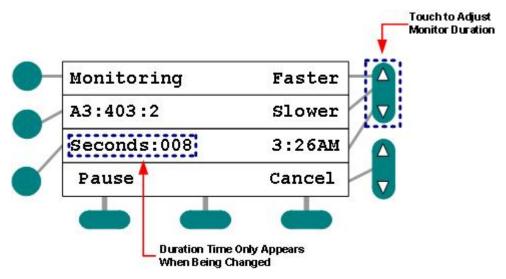> ➢ The saved duration information will appear once you've touched either the Faster or Slower buttons:

Figure 31: Monitor Duration Adjustment in Progress

➢ You cannot listen to any station for more than 180 seconds.
➢ The system will recall the last saved duration time whenever you engage the monitor cycle.

Pausing/Resuming Station Monitoring:

Should you hear something while listening to a station, you can pause the monitor cycle as follows:
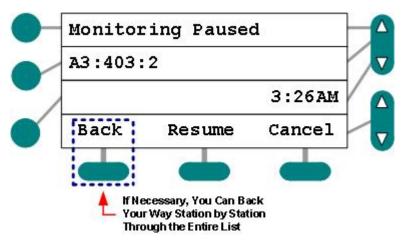
1 Press the Pause button to pause the cycle:

Figure 32: Monitor Cycle Paused

➢ You'll continue to hear what's going on in the single, displayed station.
2 Use the back button to listen to the last station.

➢ If necessary, you can back your way station by station through the entire list.
3 Press Resume to resume the monitoring cycle.

Communicating with a Monitored Station:

You can communicate with any station during the monitor cycle in one of two ways:

Method 1: Handset

1   Lift the handset when the station is displayed.

➢ The cycle will automatically pause.

2   Speak to the person at the station.

3   Hang up to return to the monitor cycle (at the next room in the list).

4   Press Resume to continue monitoring.

Method 2: Push-to-Talk (PTT)

1   Press ▯ (PTT) when the station is displayed.

➢ The cycle will automatically pause.

2   Hold the ▯ (PTT) button down to speak to the person at the station; release to listen.

3   Press the Cancel button to return to the monitor cycle (at the next room in the list).

4   Press Resume to continue monitoring.

Other Things to Know

The system remembers only one Monitor List for each console. Should you try to create a list at a console that already has one in memory, the saved list will be lost. That is, each time you create a new list, the old one is cleared.

Setting/Reviewing Privacy

You can use the LCD console's Privacy softkey to silence a specific speaker-equipped station; that is, when a room is put in Privacy mode, you won't be able to hear any sounds from that location—including patient and/or caregiver conversation. The changed Privacy status remains in effect until you choose to change it. You can change Privacy status either while your console is idle or during communication with a station. You may contact a room during the review process by pressing the associated line key and lifting the handset or pressing ▯ (PTT).

To change a station's Privacy status:

Method 1: In idle mode…

1   Dial the desired room/bed number (on hook).

2   Press the Privacy softkey to turn Privacy on or off.

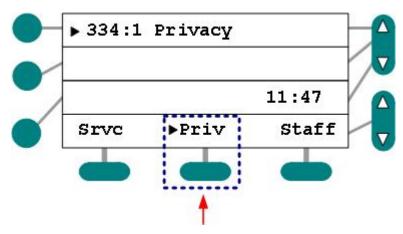➢ The Privacy indicator will appear after the room/bed number:

Figure 33: Dial Room to Set Privacy (Toggle On/Off)

3   Continue normal operations.

➢ The activity indicator will appear adjacent to the Privacy softkey when calls appear from a station set to Privacy.

Method 2: While in communication with the room…

1   Press the Privacy softkey to turn Privacy on or off.

2   Hang up or press Cancel.

3   Continue normal operations.

➢ Calls from stations set to Privacy will display the Privacy indicator.

To review stations set to Privacy:

In idle mode…

1   Press the Privacy softkey.

➢ Those stations associated with the console and set to Privacy will appear bearing the Privacy indicator.
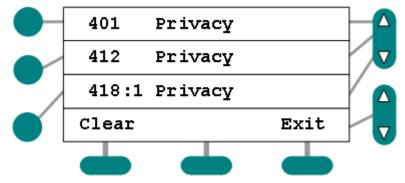

Figure 34: Privacy Review

➢ The stations set for Privacy will be sorted by room number/description.

➢ The End of List indication will appear after the last Priority entry; the Start of List indication will appear if you scroll beyond the first entry:
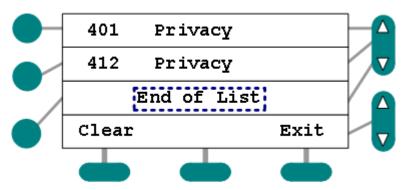
Figure 35: Privacy Review (End of List)

2   Use the Line Scroll to examine the list.

➢ Pressing the corresponding line key and pressing Clear will remove that room from
   privacy and delete it from the reviewed list.

3   Press Cancel or Exit to end the review.

To communicate with a station during the process:
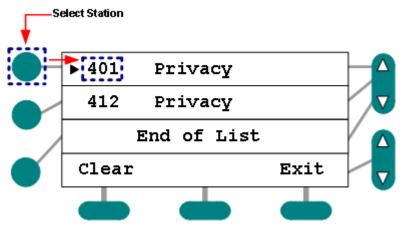
Method 1: Handset

1   Select the room:

Figure 36: Staff Softkey Select

2   Lift the handset.

➢ The system will attempt to locate and connect to the selected speaker-equipped station.

➢ A preannounce tone will sound at the station.

➢ A one-way communication path will open between you and the patient or caregiver:
   you'll be able to speak, but not hear; they'll be able to speak **and** hear.

3   Hang up or press Cancel when done.

Method 2: Push to Talk (PTT)

1   Select room.

2   Press 🔲 (PTT).

➢ The system will attempt to locate and connect to the selected speaker-equipped station.

➢ A preannounce tone will sound at the station.

> ➢ A one-way communication path will open between you and the patient or caregiver: you'll be able to speak, but not hear; they'll be able to speak **and** hear.

3 Press Exit or Cancel when done.

Other Things to Know

✓ Incoming calls will sound at the console; however, you must exit out of the Privacy Review function in order to view call information and answer the call.

✓ No changes to the list are reflected during the review.

✓ The review process will automatically end (and the console return to idle mode) after one minute of inactivity.

✓ Calling a room set to Privacy will open a one-way communication path: you'll be able to speak, but not hear what's going on at the location.

✓ Should the room occupant initiate a call when the Privacy feature is engaged, Privacy will be temporarily disabled—and two-way communication allowed.

Setting/Reviewing Service Requirements

You can use the console to 1) manually set a service requirement at any room, 2) review pending service requirements within a console's coverage area, and 3) communicate with a reviewed station. If there are rooms with pending service requirements, the Activity Indicator ("►") will appear adjacent to the Service softkey while in idle mode.

To set a service requirement:

If no calls are present…
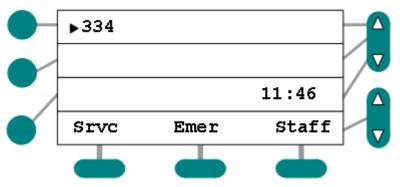
1 Dial the room/bed number with the handset on hook.

Figure 37: Idle Mode (Dialing)

2 Press the Service softkey ("Srvc" in this example).

➢ A designated bulb will flash at the associated Corridor Light.

➢ The Activity Indicator will display adjacent to the softkey:

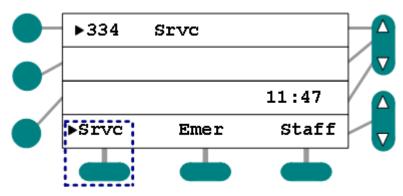**Figure 38: Service Set (Room 334)**

> ➢ The system may also automatically generate and send Pocket Pages to covering pagers, if so configured.
> ➢ Any time you set a service requirement , the system will automatically generate an overtime call, which will ring back at the console after a pre-programmed duration.

3 Press Cancel to return to idle mode.

4 While in Communication with the room…

5 Press the Service button.

> ➢ The system may automatically generate and send Pocket Pages to covering pagers, if so configured.
> ➢ The call priority display (if applicable) will change to Service.

6 Press Cancel to end the call.

To review pending service requirements:

In idle mode (Service Pending within the coverage area)…
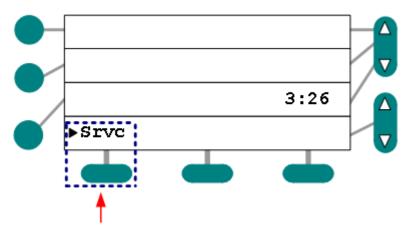

Figure 39: Service Requirement Pending within Coverage Area (Idle Mode)

1 Press the Service softkey.

> ➢ The rooms and bed numbers associated with the console with pending Service Requirements will appear bearing the Service indicator and elapsed time (minutes and seconds since the requirement was first placed).
> ➢ Rooms are sorted by elapsed time—oldest first.

> ➢ The End of List indication will appear after the last Service entry; the Start of List indication will appear if you scroll beyond the first entry:
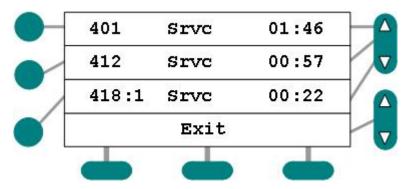

Figure 40: Service Pending within Coverage Area (Room List, Elapsed Timer)

2   Use the Line Scroll to examine the list.

3   Press Cancel or Exit to end the review.

To communicate with a station during the process:

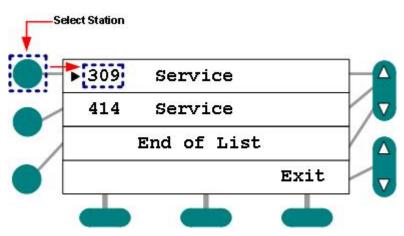**Method 1**: Handset

1   Select the room:

Figure 41: Communication During Service Review

2   Lift the handset.

> ➢ The system will attempt to locate and connect to the selected speaker-equipped station.
> ➢ A preannounce tone will sound at the station.
> ➢ A communication path will open between you and the caregiver.

3   Hang up or press Cancel when done.

Method 2: Push to Talk (PTT)

1   Select room.

2   Press ▯ (PTT).

> ➢ The system will attempt to locate and connect to the selected speaker-equipped station.
> ➢ A preannounce tone will sound at the station.

> ➢ A communication path will open between you and the caregiver.

3 Press Exit or Cancel when done.

Other Things to Know

✓ When a Service Requirement is set, the Call-Assurance LED at the station lights and one of the Corridor Light bulbs—associated with the station and designated during system configuration—flashes.

✓ The review process will automatically end (and the console return to idle mode) after one minute of inactivity.

✓ Incoming calls will sound tones at the console; however, you must exit the Service Review function in order to view call information and answer the call.

✓ No changes to the list are reflected during the review.

✓ Depending upon initial configuration, the system may automatically set a Service Requirement when you answer a call at the console.

✓ You can set a Service Requirement at a station when answering a call if a Service Requirement softkey is available.

✓ If a Service Requirement is not cancelled at the room/station, it will reappear at the console after a pre-defined time—typically bearing an upgraded ("overtime") priority.

✓ You must cancel a Service Requirement at the station or room of origin.

Setting/Reviewing Priority

You can use the console's Priority softkey to modify the existing priority of any room/bed within a facility. The next (and subsequent) time(s) calls from the room/bed appear at the console, they will carry the modified call priority indicator and associated tone. The new priority remains in effect until modified again. You can modify the call priority while in Idle mode or during communication. You can also communicate with the room/bed during a review. If there are room/beds set to Priority within the coverage area, the Activity Indicator ("▶") will appear adjacent to the Priority softkey (idle mode).

To set or change a station's priority:

In idle mode (on or off hook)…

1 Dial the station/bed number.

2 Press the Priority softkey.

> ➢ The Priority softkey allows you to toggle Normal and Priority modes on/off.
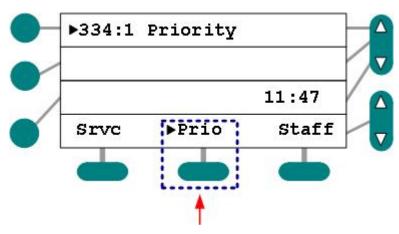> ➢ The Priority indicator will appear after the room/bed number:

Figure 42: Set/Change Priority

3   Hang up, if necessary.

4   Continue normal operations.

➢ Calls from stations set to Priority will display the Priority indicator.

While in communication with the room…

1   Press the Priority softkey to turn Priority on or off.

2   Hang up or press Cancel.

3   Continue normal operations.

➢ Calls from stations set to Priority will display the Priority indicator.

To review stations set to priority:
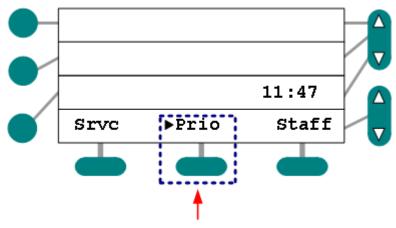
In idle mode (Priority pending)…

Figure 43: Priority Indicator (Priority Setting Exists within Coverage Area)

1   Press the Priority softkey.

➢ Those stations associated with the console and set to Priority will appear bearing the Priority indicator.

➢ The rooms in Priority will be sorted by room number/description.

➢ The End of List indication will appear after the last Priority entry; the Start of List indication will appear if you scroll beyond the first entry:
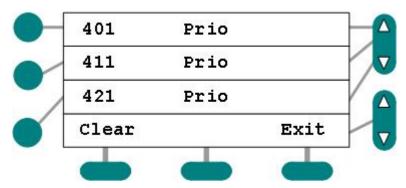
Figure 44: Priority Review List

2   Use the arrows to scroll up or down the list.

3   Press Cancel or Exit to end the review.

To communicate with a station during the process:
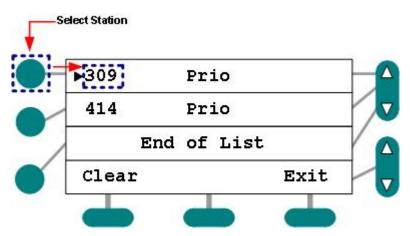
Method 1: Handset

1   Select the room:

Figure 45: Communication During Service Review

2   Lift the handset.

➢ The system will attempt to locate and connect to the selected speaker-equipped station.

➢ A preannounce tone will sound at the station.

➢ A communication path will open between you and the caregiver.

3   Hang up or press Cancel when done.

Method 2: Push to Talk (PTT)

1   Select room.

2   Press ▯ (the PTT button).

➢ The system will attempt to locate and connect to the selected speaker-equipped station.

➢ A preannounce tone will sound at the station.

➢ A communication path will open between you and the caregiver.

3   Press Exit or Cancel when done.

Other Things to Know

✓ Incoming calls will sound at the console; however, you must exit from the Priority Review function in order to view call information and answer the call.

✓ No changes to the list are reflected during the review.

✓ The review process will automatically end (and the console return to idle mode) after one minute of inactivity.

✓ You may contact a room during the review process by pressing the associated line key and lifting the handset or pressing ⬜ (the PTT button).

Capturing Rooms

You can capture a set of predefined rooms outside your console's coverage area at any time using one or more coverage keys created during system configuration. This action is also often referred to as "swinging rooms."

There is no default name for the one or more softkeys that will initiate a room capture; these names are assigned by trained personnel during system configuration. In order to explain the process, we use the generic E-Wing label here.

Important:

✓ More than one console can simultaneously capture the same room set.

✓ Calls from room sets that are captured by multiple consoles appear at all capturing consoles simultaneously.

✓ Consoles can only release a room set if it is being covered by another console; the system will **not** allow rooms to go uncovered.

To add a predefined set of rooms to your console's coverage:

In idle mode…

1   Locate and press the Swing softkey.

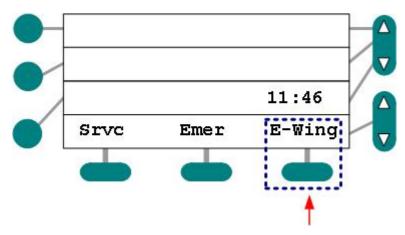➢ Calls from captured rooms will begin to annunciate at your console.

Figure 46: Idle Mode, Swing Rooms Softkey Highlighted

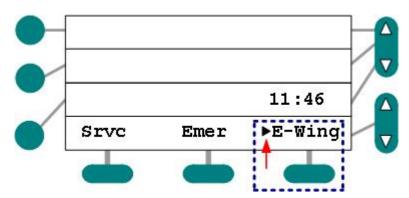➢ The Activity Indicator appears adjacent to any active swing key:

Figure 47: Swing In-Progress

> ➢ Because no stations can go uncovered, the system will display the Cannot Release Rooms message and sound an alert tone if you attempt to release a set of rooms that is not covered by any other console within your facility.

2   Press the swing key to release the captured coverage.

> ➢ The activity indicator will disappear when the coverage has returned to normal.

Other Things to Know

✓   Capturing adds rooms to your existing coverage scheme; it does **not** remove rooms.
✓   A maximum of 10 swing-keys are definable per console during system configuration.
✓   Since the system guarantees coverage, one console must always maintain responsibility.

Setting the Console Clock

You can use your LCD console to set the time of day. Time of day can appear in 24 hour or 12 (AM/PM) hour formats. The Time format is established by trained personnel and **cannot** be changed at the console.

To change the time of day (24 hour format):
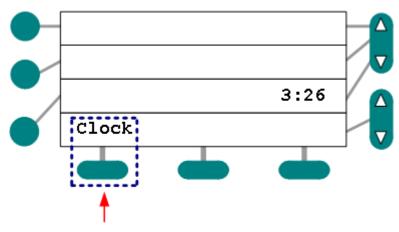
In idle mode…

1   Press the Set Clock softkey:

Figure 48: Clock Softkey Highlighted (Idle Mode)

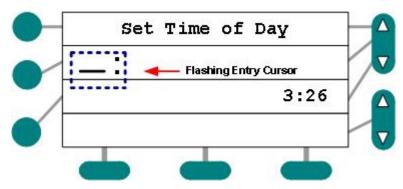➢ The flashing entry cursor will appear:

Figure 49: Flashing Time Entry Cursor (Clock Set Routine)

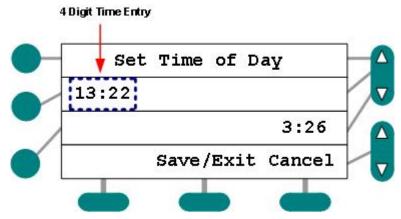2   Use the keypad to enter the 24 hour time (one o'clock = 13:00):

Figure 50: 24 Hour Format Time Entered

➢ The actual time will display in 24 Hour format.

3   Press Save/Exit or Cancel to return to idle mode (24 hour format).

To change the time of day (12 hour format):
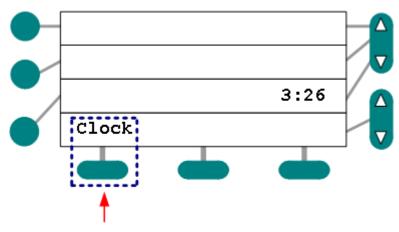
In idle mode…

1   Press the Set Clock softkey:

Figure 51: Clock Softkey Highlighted (Idle Mode)
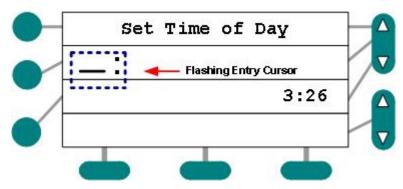
➢ The flashing entry cursor will appear:

Figure 52: Flashing Time Entry Cursor (Clock Set Routine)

2   Use the keypad to enter the 12 Hour time (one o'clock = 1:00 plus AM/PM):
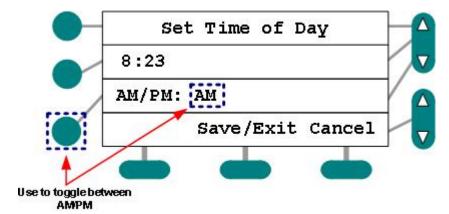
➢ The AM/PM toggle will appear:

Figure 53: AM/PM Toggle Highlighted

3   Click the toggle to move between AM/PM.

➢ The actual time will display in 12 hour format. (After setup, the 12 hour format also bears the AM/PM indicator):

4   Press Save/Exit or Cancel to return to idle mode.

Other Things to Know

✓ The time you enter at your LCD console will appear on all interconnected consoles through your Responder system.

Staff Follow

The Staff Follow feature allows call annunciation console tones to "follow" staff to patient rooms, alerting them of calls to which they should attend. There are two modes: Registered Staff Follow and Manual Staff Follow. In the Registered Staff Follow mode, the tones sound from audio stations in rooms in which staff are registered and rooms that are set to receive Staff Pages (on the Room screen in the configuration). In the Manual Staff Follow mode, the staff member types in a room number at the console before going to that room. Tones will follow to that one particular room station. In both modes, follow tones can be canceled at the station by pressing the cancel button. Tones will restart when another call is placed.

Operation and Limitations

✓ At most, 8 speakers on a K-Bus will sound follow-tones at a time.
✓ All of the speakers on a K-Bus that are sounding follow-tones will sound the same tone, e.g., if two consoles (on a K-Bus) are set for staff-follow and one is sounding a Normal call and the other is sounding an Emergency, then all stations followed from either console will sound the Emergency.
✓ Follow-tones are temporarily suspended for other uses of audio, i.e., paging and console-to-room conversations will suspend tones.

Using Registered Staff Follow Mode:

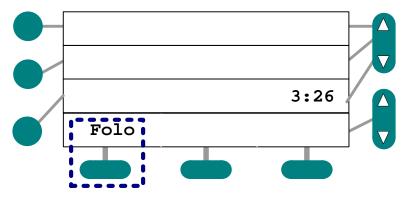1 Press the Staff Follow softkey:

Figure 54: Staff Follow (Softkey Highlighted)

➢ The activity indicator will appear adjacent to the "Folo" label, indicating that Staff Follow has been activated.

Using Manual Staff Follow Mode:

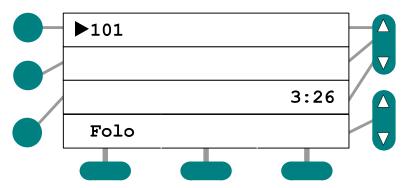1 Enter the number of the room in which tones should occur:

Figure 55: Room Number Entry (Manual Staff Follow Mode)

2   Press the Staff Follow (Folo) softkey:

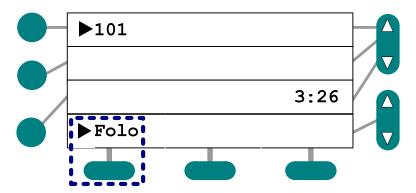➢   The activity indicator will appear adjacent to the "Folo" label indicating that Staff Follow has been activated:

Figure 56: Staff Follow (Softkey Hightlighted)

➢   To de-activate Staff Follow, press the "Folo" softkey again. The activity indicator will disappear, indicating that Staff Follow has been de-activated.

Special Mode

Special mode may be activated from any console in the system. It will become active across the system and all consoles, and the "SPCL" function key can be used to toggle Special mode on and off. When the system is placed in Special mode, an indicator (bullet) is displayed next to the Special mode menu name (SPCL) on every console that is displaying this name. However, the system may take up to 30 seconds for the mode to become active (or inactive if exiting the mode). This mode does not persist across system re-boot.

When in "Special" mode, tone generation at the LCD console is suppressed, and the display is placed in a cycle of 9 seconds ON and 1 second OFF. Displayed call information, including the clock or timer, are not updated during the 9 second ON period, and changes are suppressed until the next OFF-ON cycle. It is expected that staff will not operate the console while the system is in Special mode, so keypress tones are not suppressed.

The SPCL menu option must be assigned to the right-most softkey on the console in the configuration (as displayed below). If the option is not assigned to the right-most softkey, it will be impossible to exit Special mode.

Activating Special Mode:

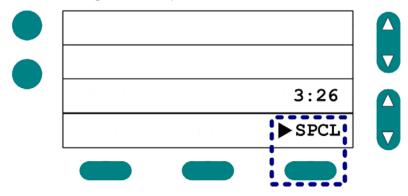1   Press the Special softkey:

Figure 57: Special Mode (Softkey Highlighted)

➢ The activity indicator will appear adjacent to the "SPCL" label, indicating that Special Mode has been activated.
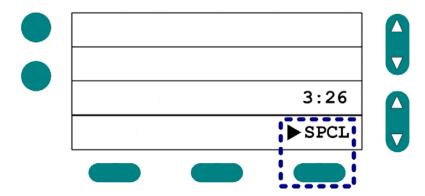

Figure 58: Special Mode Softkey with Activity Indicator

➢ To de-activate the Special Mode, press the "SPCL" softkey again. The activity indicator will disappear, indicating that the mode has been de-activated.

A

Appendix A: Setting Up Pocket Pagers & Wireless Phones

In order to use Pocket Pages or Wireless Phones, you'll need to set them up at each console as follows:

Setting Up Pocket Pagers

In order to use Pocket Pagers, you must first configure your console. Depending upon how your system was originally configured, you may have to engage in some or all of the following basic and advanced setup procedures: a) Entering the Pager Setup Menu, b) Turning a Pager On, c) Choosing a Coverage Profile, and d) Selecting a Paging Mode.

Things to Keep in Mind About Process

✓ You may press the console's Cancel button at any time to exit to the main Pocket Pager Setup screen **without** saving changes.

✓ You must press the Save/Exit softkey to save changes. (If you fail to press Save/Exit, your configuration will not be recorded.)

✓ You will not be able to answer a call during the setup process – you must first exit the setup screen to answer an incoming call.

Basic Setup Procedures

To enter the Pager Setup Menu:

In idle mode…

1   Press the Pagers softkey:

➢ The Pager Setup Menu will appear:

Enter Pager ID #

Press to
clear entry
and begin
again, if
necessary

Pocket Page Set-up

Pager # _
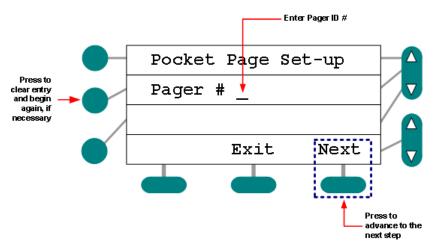
Exit   Next

Press to
advance to the
next step

Figure 59: Pocket Pager Setup Menu (initial screen)

2   Use the dialpad to enter the pager number.

➢ If necessary, use the middle line select key to clear the entry and begin again.

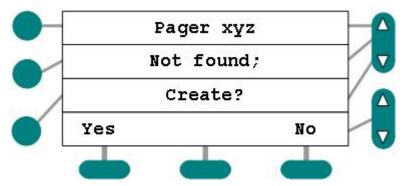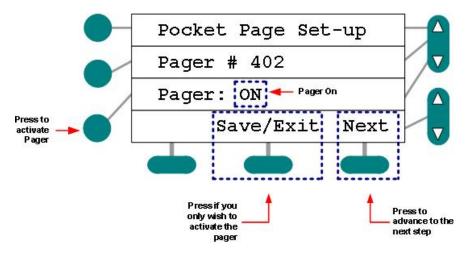➢ The system will alert you if you enter a Pager number that does not yet exist:

Pager xyz

Not found;

Create?

Yes   No

Figure 60: Create Pager Confirmation

3   Press the Next softkey to continue.

To turn the page on:

1   Press the bottom line select key:

Pocket Page Set-up

Pager # 402

Pager: ON ← Pager On

Press to
activate
Pager

Save/Exit   Next

Press if you
only wish to
activate the
pager

Press to
advance to the
next step

Figure 61: Pager Activation

> ➢ The system will activate the pager (Pager: On).

2 Press the Next softkey to advance to the next configuration screen.

To select a coverage group:

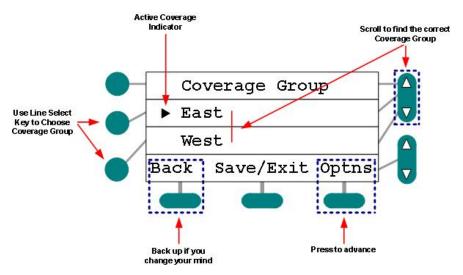1 Use the Coverage List scroll keys to find the appropriate coverage:

Figure 62: Coverage Group Selection

2 Press the Line Select key adjacent to the group you wish the pager to cover.

3 Press the Optns softkey to advance to the Details screen.

Advanced Setup Procedures

Unless you have been specifically trained to make Pager Mode selections, do not engage in the Paging Mode setup immediately below:

To select Paging Mode:

1 Press the Line Select key adjacent to Mode line to scroll through available modes:
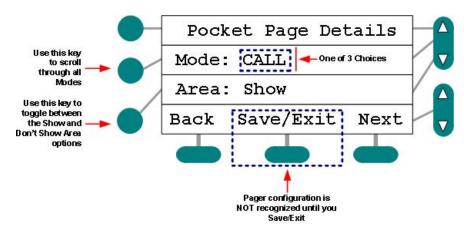

Figure 63: Pager Mode Select

➢ **Call**: receives page when any covered station places call.

➢ **Service**: receives page when console attendant sets Service Requirement at any covered station.

➢ **Both:** receives page for Calls and Service Requirements.

2   Press the lower Line Select key to toggle the Area option entry between Show and Don't Show.

➢ Selecting the Show Area option results in calls bearing area + bed/room information.

3   Press the Save/Exit softkey to save configuration and return to idle console mode.

Setting Up Wireless Phones

Depending upon how your system was configured, you may have to add and configure those Wireless Phones you wish to use. The process includes: a) Entering the Wireless Phone Setup Menu, b) Entering a Phone Extension, c) Turning the Phone On, and d) Choosing a Coverage Group.

Things to Keep in Mind About Process

✓   You may press the console's Cancel button at any time to exit the Set-up sequence.
✓   You must press the Save/Exit softkey to save changes. (If you fail to press Save/Exit, your configuration will not be recorded.)
✓   You will not be able to answer a call during the setup process – you must first exit the setup screen to answer an incoming call.

To enter the Phones Setup Menu:

In idle mode…
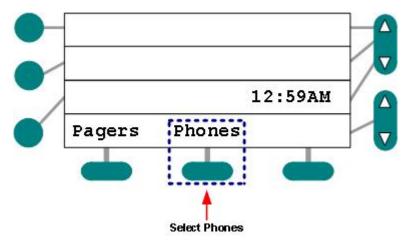
1   Press the Phones softkey:

Figure 64: Phones Set-up Access
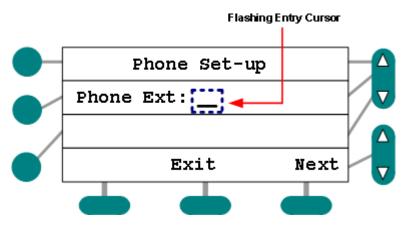
➢ The Phone Set-up Menu will appear:

Figure 65: Phones Set-up Menu (initial screen)

2 Use the dialpad to enter the Phone Extension number. (Request this number from trained personnel.)

➢ If necessary, use the middle line select key to clear the entry and begin again.

3 Press the Next softkey to continue.

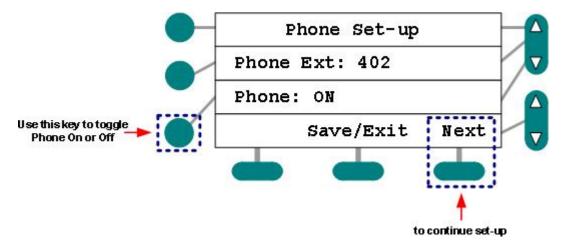## To turn the Phone on:

1 Press the bottom line select key:

Figure 66: Phone Activation

➢ The system will activate the phone (Phone: On).

2 Press the Next softkey to advance to the next configuration screen.

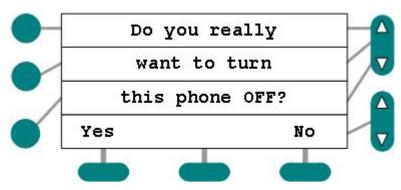➢ If you select the OFF option, the system will ask you to confirm your choice:

Figure 67: Phone Off Confirmation

To select a coverage group:

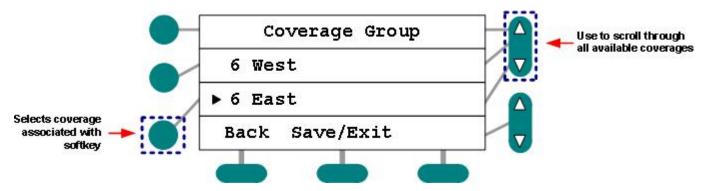1 Use the Coverage List scroll keys to find the appropriate coverage:

Figure 68: Coverage Group Selection

➢ Coverages are created by trained personnel during system configuration.

2 Press the Line Select key adjacent to the group you wish the phone to cover.

3 Press the Save/Exit softkey to enter configuration data and return to idle console mode.

<div style="text-align:right">**B**</div>

Appendix B: Foreign Language Console Menu Options

You can use the System Options screen to program the LCD Console to display console menu options in either English, Spanish, or French.

English	Spanish	French
Set Time of Day	Ajustar Hora	Ajuster Heure
Save/Exit Cancel	Guardar Cancel	Enr/Sort Cancel
Back Resume Exit	Previo Seguir Salir	Préc Retour Sortir
Pocket Page Set-up	Menú de Beepers	Progr. Téléavert
Trouble	Problema	Panne

Table 3: Foreign Language Examples (with Translation)

See the *R4000 Configuration Guide* (KI-2105) for details.