

HAN0101 Application Note

# How to integrate a Marquee with Responder 5



#### **Application Scenarios**

The Responder<sup>®</sup> 5 Nurse Call system can send call information to a variety of systems such as wireless phones and pocket pagers to notify specific staff of calls from their patients. Another way to notify staff of pending calls is to install a monitor showing PC Console at the end of or junction of a hallway. Additionally, a marquee display can be installed in hallways to indicate nurse call activity. WaveWare Wall Pager combines a marquee display with the ability to receive messages from a pocket paging transmitter. By integrating the Responder Pocket Paging Interface Module with a WaveWare transmitter, calls can be sent to marquee displays.

To send calls to a Wall Pager, a staff member needs to be on duty with

the proper call coverage, phone/ pager extension and the Responder 5 configuration needs to be set up to send out cancel messages in order of the calls to be removed from the display once they are cancelled.

This Application Note outlines how to set the configuration and applications for send calls to the WaveWare Wall Pagers.

If you have any further questions, please contact Health Care Technical Support.

#### **Benefits**

- Easy to read
- Faster notification of calls to staff



#### **Responder® 5 Equipment Notes**

Responder 5 Equipment Needed:

- Responder 5 Pocket Paging Interface Modules licensed for the number of beds being coverced by marquee(s).
- Responder 5 PC Console licensed for the number of beds being coverced by marquee(s).
- Responder 5 Staff Assignment licensed for the number of beds being coverced by marquee(s).

#### **Programming Notes**

#### Notes:

These instructions assume that the site is properly licensed for the Pocket Paging Interface module, PC Console and Staff Assignment and is directly connected to, or via middleware, a WaveWare paging transmitter.

#### Prior to beginning setup:

Decide what area(s) the marquee display(s) will be showing calls from and then determine which types of calls will be displayed. Once you have the list of areas and escalation chains, you are ready to begin programming the configuration.

You will also need to know the cap code(s) on the Wall Pager(s).

Note: Once the Enable Pocket Page Cancel feature is turned on for an Area, all pocket pagers being used by staff in that area will receive cancel messages for all calls. This may be a change for the staff, so please ensure that they will be properly notified and trained. Staff that are receiving calls directly to their SIP wireless phones (no middleware involved) will not be affected by this change.

- 1. Begin by enabling the cancel call message in the area(s) you outlined above.
- 2. Go to Areas.

sponder 5 Configuration Software - Rauland_Gene s Help	ral 111		
ftware Version: Release T11 Version 2.00	System Overview	Configuration Progress Checklist	
cility Name: Rauland_General	Surg - Surgery     Sect - 5 East	Corridor Light Patterns	
lotes		Priorities	
		Call Escalation	
		Complete Areas 🔽	
		Rooms 🔽 Action Buttons 🔽	
		Consoles / Staff Terminals	
		Coverage 🔽	
		Sums I System Layout I	
×		Head End Devices 🔽	



3. Select the first area that *Enable pocket page cancel* needs to be enabled.

* Responder 5 Areas - Rauland_General T	1	
1 🖬 × 🞯 🗳		
Areas and Rooms	Area Identification         Area Name:       Surg         Change This Area's Identification Data	
	Detail Information and Area-Wide Programming Options Area Description: Surgery Staff Emergency escalation chair: Staff Assist	
	Priority level at or below which Cancel policy applies: 720 - Staff Assist 0T1	
	Disable ability to mute tones on Duty stations     Enable pocket page cancel      Route bed station audio to:     Feature Bed or Pillow Speaker     Maximum number of corridor lights in the trail break sequence (2:99):	

4. Click in the box in front of *Enable pocket page cancel* to place a check mark.

🗲 Responder 5 Areas - Rauland_General T11		
Areas and Rooms	Area Identification       Area Name:     Surg       Change This Area's Identification Data	
	Detail Information and Area-Wide Programming Options         Area Description:       Surgery         Staff Emergency escalation chain:       Staff Assist	
	Priority level at or above which Cancel Paricy applies: 100 - Staff	
	Disable ability to mute tones on Duty stations     Feature Bed or Pillow Speaker     Maximum number of corridor lights in the trail break sequence (2-99):	



- 5. Repeat this for all areas that will be covered by a marquee display.
- 6. Once this is complete, return to the Home Screen.

Help				
oftware Version: Release T11 Version 2.00	System Overview	Configuration Progress Checklist		
	Area / Room Overview Hardware Overview	Customize System Com	plete	
cility Name: Bauland General		Corridor Light Patterns	▼	
	E SEast - 5 East	Tones		
otes		Priorities	-	
^		Staff / Service Levels	-	
		Call Escalation	-	
		Com	plete	
		Areas	-	
		Rooms	-	
		Action Buttons	-	
		Consoles / Staff Terminals	-	
		Zones	-	
		Coverage	-	
		Shifts		
		System Layout	<del>.</del>	
		Head End Devices	-	
		Trail Segments		
		System Options	-	
		Completeness Checker	-	

- 7. Now create a new zone to set up coverage for the marquee display.
- 8. Click on Zones.

Responder 5 Zones	- Rauland_(	General T11			
🛃 🗡 🞯 🚮					Go To Shifts Screen
		1			
Create N	ew Zone				
ExistingZones			Contents of Selected Zone		Available Zone Items
Zone Name	ls Unit	ls Team		-	🛨 💼 Zones
5 East					🕀 🧰 Area Surg
All		<b>v</b>		1	
All Units				Add	
Bed Control	<b>v</b>			Selected Item to	
Code Blue		<b>v</b>		Zone	
EVS		V		<<	
EVS 5 East		✓			
EVS Surgery					
Page All				1	
Paging				Remove	
Surgery				Selected	
Transport				Zone	
Transport 5 East		₩ 		>>	
I ransport Un		V			
1	I	L			



- 9. Click on the *Create New Zone* button.
- 10. Give it a name, in the example it is Marquee.
- 11. Check the *Is Team* Box.
- 12. Move off the line to save it and then click on it again to edit coverage.

esponder 5 Zones -	Rauland	General T1′				
🔙   🗙   🞯   🗳					Go To Shifts Screen	
	_	1				
Lreate Ni	ew∠one					
xisting Zones			Contents of - Marquee		Available Zone Items	
∠one Name 5 East	Is Unit	ls I eam				
All						
All Units						
Bed Control				Add		
Code Blue		V		Item to		
EVS	Г	<b>V</b>		20ne		
EVS 5 East	Г					
EVS Surgery	Г	•				
Page All						
Paging						
Surgery				Remove Selected		
Transport				Item From		
Transport 5 East				Zone		
Transport OR				,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
Marquee						
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- 13. Select the zones/rooms from the list on the right to assign coverage for this zone.
- 14. Add the zones/rooms to the coverage by using the *Add Selected Item to Zone* button.

Aviable Zone   Zone Name Is Unit   Stat □   Al □   I <th>Create No</th> <th>ew Zone</th> <th>1</th> <th></th> <th></th> <th></th>	Create No	ew Zone	1			
one Name Is Unit Is Team East V V L I L I V V IUnits V C I V V dade Shue V V S Sugay V V V S Sugay V V V ansport 5 East V V ansport 5 East V V ansport 5 Fast V V V S V V V V V V V V V V V V V V V V	ingZones		-	Contents of - Marquee	Available Zone Items	
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- 15. Repeat the process for any other displays that need different coverage.
- 16. Once all zones have been created and given coverage, return to the Home screen.
- 17. Now edit the shift(s) to include only the necessary escalation chains.
- 18. Click on *Shifts*.

- 19. Locate the new Unit/Team name that you created in the last step and click to highlight it. In example that is Marquee.
- 20. Click on the *Create New Shift* button.
- 21. Give the shift a name such as All Shifts since the marquee displays will be permanently on duty.

Responder 5 Shifts - Rauland_General T11		
		Go To Zones Screen
Create New Shit     Current Unit.       Units / Teams / Shits     Shit Name:       Image: State of the state	All Shifts       Update         Cancel New Shift       Add Escalation         Charife In o Shift       Charife In o Shift         Premove Escalation       Charife I rom Shift         Charife I rom Shift       >>	



22. Click on Update.



- 23. Remove the escalation chains that the marquee display will not be showing. Use the *Add/ Remove Escalation Chain(s) to Shift* buttons.
  - a. Hold down the Control or Shift keys to select multiple chains at a time.
- 24. Repeat this process for all Units/Teams that you created for displays.
- 25. Once you have the proper chains in the Included Escalation Chains list, return to the Home screen.





26. Now you are ready to download the configuration into the system.

#### Notes:

In order for the system to send calls out to the marquee displays, a staff member must be setup in the application, put on duty for a unit and given room coverage along with a Phone/Pager extension. Once this is done, this person will show up in the On Duty list of Staff list of PC Console. If the site has Reports Manager, this staff name will show up in the Staff Member list when generating reports. Both of these lists show staff in alphabetical order. A suggestion to minimize confusion of the staff would be to give this marquee user a name at the end of the alphabet such as ZMarquee ZDisplay.

- 27. Once the configuration is loaded into the system, you are ready to create a role, staff member and device in the Responder 5 Applications.
  - a. This will need to be done for each individual display on the system that has unique coverage.
- 28. Once you have logged into the Responder 5 client as a user with administrative privileges (not as the built-in admin user), go to View Access Group.
- 29. Create a new access group, in our example we created Marquee.
- 30. The only access that was given to this group was to My Profile.

Responder 5 Applications			
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		Administration - View Access Group	
Active Cinactive Coboth			
w Access Group Marouse	Create / Edit		
	Constant of States		
Application/Screen	Access	Description	
Reports Manager	No Access	Application to create and view reports	
- Exception Report	No Access	Detailed record of defined activities that were outside the desired parameters.	
- Staff Coverage Report	No Access	Detailed record of staff members that were responsible for covering the defined Unit/Team(s) and Room/Bed(s) in chronological order.	
- Staff Response Report	No Access	Summary record of all responses to calls, services, etc. for the defined Unit/Team measured against the expected voice and staff response times.	
- Staff Time In Room Report	No Access	Total time staff is registered in a room, by staff level, displayed room by room.	
Unit/Room Activity Report	No Access	Detailed record of all activities (placing a call, answering a call, setting a service, staff registrations, etc.) for the defined Unit/Team(s) in chronological order.	
PC Console	No Access	Application to present a console on a PC	
Census View	No Access	Census View	
List View	No Access	List View	
Staff Assignment	No Access	Application to create staff asginments	
Add Notes	No Access	Add Patient Notes	
Current Assignments	No Access	Current Assignments	
Future Assignments	No Access	Future Assignments	
My Profile	Edit	Application to sign-on staff	
My Bed Assignments	Edit	My Bed Assignments	
My Preferences	Edit	Wy Preferences	
My Status	Edit	My Status	
Administration	No Access	Application to administer PC applications	
Devices	No Access	Devices	
Facility Settings	No Access	Facility Settings	
Manage Locations	No Access	Manage Locations	
Nurse Call	No Access	Nurse Call	
Role-Based Security	No Access	Role-Based Security	
Text Messaging	No Access	TextMessaging	
User	No Access	Users	
- View Access Groups	No Access	View Access Groups	
	No Access	Westerna Patra	

31. Once the access group is setup, now continue to Role-Based Security.



32. Create a new role, in our exapme we created Marquee.

						?
		Ad	iministration - Role-Based Security			
Active Cinactive	C Both					
Role Name	Role Description	SA and MP Units	PC Console Units	Reports Manager Units	Access Group	Active
dminRole	Buill-in Admin Role	F:Rauland_General	Al	F:Rauland_General	AdminsGroup	12
vs.	Environmental Services	Multiple	EVS	F:Rauland_General, U:EVS	Clinical	12
N ED	RN ED	Multiple	ED	F:Rauland_General, U.ED	Clinical	×.
CT ED	Aide ED	F:Rauland_General, U:ED	ED	F:Rauland_General, U/ED	Clinical	12 I
PN ED	LPN ED	F:Rauland_General, U:ED	ED	F:Rauland_General, U:ED	Clinical	(X)
lurse Manager ED	Nurse Manager ED	Multiple	Multiple	Multiple	Clinical	12 I
CT 5 East	Aide 5 East	F:Rauland_General, U.5 East	5 East	F.Rauland_General, U.5 East	Clinical	191
PN 6 East	LPN 6 East	F:Rauland_General, U:5 East	6 East	F:Rauland_General, U.5 East	Clinical	<b>V</b>
N 5 East	RN 5 East	Multiple	6 East	F:Rauland_General, U.5 East	Clinical	1
urse Manager 5 East	Nurse Manager 5 East	Multiple	Multiple	F:Rauland_General, U.5 East	Nurse Manager	(V)
adiology	Radiology	F:Rauland_General, U:Radiology	Multiple	Multiple	Clinical	1
N Rehab	RN Rehab	F:Rauland_General, U:Rehab	Rehab	Multiple	Clinical	×.
CT Rehab	LPN Rehab	F:Rauland_General, U:Rehab	Rehab	Multiple	Clinical	(V)
eportRole	Report Role	F:Rauland_General, U:5 East	None	Multiple	ReportsGroup	12 N
dministrative Priv	Admin Rights	Multiple	Multiple	Multiple	Admin Priv	1
ocera Guest Telephony	Vocera Guest Telephony	F.Rauland_General, U.Staff Directory	None	None	Vocera	( <b>V</b> )
iraining	Training Sales	Muttiple	Muttiple	Multiple	Training	12 I
harmacy	Pharmacy	F:Rauland_General, U:Pharmacy	Multiple	Multiple	Clinical	×.
atient Access	Patient Access	F.Rauland_General, U:Patient Access	Multiple	F:Rauland_General, U Patient Access	Clinical	(V)
ransport	Transport	Multiple	Transport	Multiple	Clinical	2
witchboard Operator	Switchboard Operator	F:Rauland_General, U:Switchboard	Multiple	Multiple	Non-clinical	V
lurse Manager Surgery	Nurse Manager Surgery	Multiple	Multiple	F:Rauland_General, U:Surgery	Clinical	2
inculator Surgery	Circulator Surgery	F.Rauland_General, U:Surgery	Multiple	F:Rauland_General, U:Surgery	Clinical	197) 
CT Pediatrics	Aide Pediatrics	F:Rauland_General, U:Pediatrics	Pediatrics	Multiple	Clinical	N.
PN Pediatrics	LPN Pediatrics	F:Rauland_General, U:Pediatrics	Pediatrics	Multiple	Clinical	12
N Pediatrics	RN Pediatrics	Multiple	Pediatrics	Multiple	Clinical	12
urse Manager Pediatrics	Nurse Manager Pediatrics	Multiple	Multiple	Multiple	Clinical	1
termined						111

- 33. For SA and MP units, select the units that were created previously, in example that is Marquee.
- 34. Assign no units for PC Console units or Reports Manager units.
- 35. Assign the role to the new access group that was created, in example that is Marquee.
- 36. Make sure the role is active.
- 37. Once all the roles are created, create the device that corresponds to the marquee.
- 38. Go to the Device screen.
- 39. In the Device table, enter in the cap code of the wall pager that you obtained previously in to the *Device Name/Extension* box.
- 40. Set the *Type* to Phone/Pager.
- 41. Give the device a description.
- 42. Make sure that the device is active and move off the line to save it.
- 43. Repeat this for all wall pagers.



Responder 5 Applications					- 0 <b>- X</b>
		Administratio	n - Device		1177 11 APRIL
Device Type: All 😨 🤗 Active	🖯 Inactive 💍 Both				
Device Name/Extension	Туре	Description	Barcode	Currently Assigned To	Active
73EDFA	Location Badge	AeroScout Personel Badge	000CCC73EDFA		N U
73EE00	Location Badge	AeroScout Personel Badge	000CCC73EE00		(W)
73EE01	Location Badge	AeroScout Personel Badge	000CCC73EE01		(V)
73EE03	Location Badge	AeroScout Personel Badge	000CCC73EE03		92
78	Location Badge	Versus badge	00078		N.
+ [ 195]	Phone/Pager	WaveWare Wall pager		Wallpager WaveWare	×.
201	Wireless Phone	Biamp Paging System			8
403	Wireless Phone	ED Phone 403			1
404	Wireless Phone	ED Phone 404			8
406	Wireless Phone	ED Phone 405			1901 1901
405	Wireless Phone	ED Phone 406			(W)
407	Wireless Phone	ED Phone 407			1
408	Wireless Phone	ED Phone 408			12 A
409	Wireless Phone	ED Phone 409			1
410	Wireless Phone	ED Phone 410			37
460	Phone/Pager	Radiology 460	814KL1N0860		(V)
451	Phone/Pager	Pediatrics Pager 451	811KL1N0972		12 C
821	Wireless Phone	Polycom Phone 802	10049		12
822	Wireless Phone	Polycom Phone 804	6068		<b>W</b>
823	Wireless Phone	Polycom Phone 803	6069		<b>X</b>
024	Wireless Phone	Polycom 8440	100504564		×
825	Wireless Phone	Polycom 8440	10035555		(M)
828	Wireless Phone	Polycom 8452	1002314		197
1000	Wireless Phone	Vocera Telephony Directory		Vocera Guest	×
1001	Phone/Pager	Vocera Badge Karina Behr 1001			(V)
1002	Phone/Pager	Vocera Badge Mike Bouch 1002			12/
2020	Phone/Pager	5 East Pager 2020	819KL1N0030		12 I
2021	PhonePager	6 East Pager 2021	819KL1N0031		( <b>Z</b> )
2022	PhonePager	6 East Pager 2022	819KL1N0032		1. Contraction (1. Contraction
2023	Phone/Pager	6 East Pager 2023	819HL1N0033		2
2024	Phone/Pager	6 East Pager 2024	819KL1N0034		<u>8</u>
3007	Location Badge	Versus Badge	3007		N.
3019	Location Badge	Versus Badge	3019		8
3029	Location Badge	Versus Badge	3029		<b>3</b> 2
3035	Location Badge	Versus Badge	3035		1
3043	Location Badge	Versus Badge	3043		W.
3044	Location Badge	Versus Badge	3044		¥.
6011	Wireless Phone	Ascom 5011	5058		52
6012	Wireless Phone	Ascom 6012	6012		N.
6013	Wireless Phone	Ascom i62	009		<u>8</u>

- 44. Now create a user in the system that will be assigned the new device.
- 45. Go to the *User* table.
- 46. Click on the *User Creation* tab.
- 47. Give the user a first and last name, in example that is WaveWare Wallpager. User name is WallPager.
- 48. Assign them the phone/pager that was created.
- 49. Assign them to the role that was created and choose a staff level to assign them. The level does not matter unless the user will be receiving service messages.



Responder 5 Applica	tions											1	- 0 <u>-</u> ×
													?
						Administration	- Users						
ser - General	No. of Concession												
Active Ol	nactive OLocked	Inc the											Search
Employee #	User Name	Password	First Name	Middle Name	Last Name	Staff Level	Role	PermanentDevice	Permanent Badge	Barcode	Last Login	Locked Out	Active
10007	ZaydSulaiman	*****	Zayd		Sulaiman	LPN	PCT 6 East				04/20/2012		(V)
10031	WRBarnes		WR		Barnes	Pharm Tech	Pharmacy				04/18/2012		10
199	Wallpager	*********	Wallpager		WaveWare	Switchboard Operator	Switchboard	199 (Pager) - W.W.			04/05/2012		1
10064	UrsulaSauerborn	*********	Ursula		Sauerborn	Nurse Mgr	Nurse Manage				03/16/2012		W.
4	training4	******	Training		4	Nurse Mgr	Training				04/18/2012		100
3	training3	*****	Training		3	Nurse Mgr	Training				04/18/2012		10
2	Training2	*********	Training		2	RN	Training				04/18/2012		12
1	Training1	*********	Training		1	LPN	Training				04/18/2012		V
10023	TimVanderSpuy	********	Tim		Van der Spuy	Circulator	Circulator Sur				11/08/2010		V.
10020	TimHeathcote	********	Tim		Heathcote	Girculator	<b>Girculator Sur</b>				11/08/2010		1
10021	TaniaLee		Tania		Lee	Circulator	Circulator Sur				11/08/2010		V
10017	SusieBrownile	******	Susie		Brownile	Circulator	Circulator Sur				11/06/2010		1
457	SusanTurkington	*******	Susan		Turkington	Switchboard Operator	Switchboard O				11/08/2010		(V)
9944	susanstefani	*******	Susan	M	Stefani	LPN	Radiology				08/06/2011		1
94	SusanChin		Susan		Chin	LPN	PCT Pediatric				11/08/2010		1
9384	SondraGlea	********	Sondra		Glea	LPN	PCT ED				11/08/2010		12
10049	SharonHughes	******	Sharon		Hughes	RN	RN 5 East				02/15/2012		1
10001	SharonBielen		Sharon		Bielen	Circulator	Circulator Sur				04/18/2012		1
	SeanD	*****	Sean		Doherty	Nurse Mgr	Nurse Manage						12
2234	ScottJones	*******	Scott		Jones	LPN	PCT ED				11/08/2010		1
839	scotto	******	Scott		Chilson	LPN	ReportRole				05/08/2010		V

- Make sure that the user is active. 50.
- Now you are ready to login as that new user and put them on duty and give them assignments. 51.

Fresponder S Applications		- 0 ×
My Profile		
Ny Status My Assignments My Preferences		? -
User	My Settings	
Swi Wallpager WaveWare	Password Old Password New Password Vertify Password Default screen: My Prefix • My Preferences •	
	Default Unit/Team: None	
	Password hint	¥
	What is the town you were born in?       What is your per's name?       What is the name of the street you grew up on?       What is your favoritie your?       What is your favoritie sport's learn?       Save     Cancel	



- 52. Go to their Status screen and put the user on duty for the team.
- 53. Confirm that they have the correct Phone/Pager assigned.

F Responder 5 Applications		- 0 ×
My Profile		-
My Statue My Assignments My Preferences		? 🖸
User	My Status	
Swi Wallpager WaveWare	Devices     Duty       Pease scan or enter your westess     Switchboard     ON     OFF       Worsless Phone     Phone     Phone     Phone     Phone     Phone       Phone     199     Location Badgs +     Additional Device     Phone     Phone       Additional Device     Vipdate     Vipdate     Vipdate     Phone       Wratess tor     Stimutes     Immorphic     Immorphic	
	My current break coverage: Switchboard	Co ON EPEAK

- 54. Now, edit their assignments.
- 55. Assign them to the team in the single call stop.

E Responder S Applications						
My Profile						
My Status My Assignments Reject - Accept . My Preferences		04/23/2012 Switchboard	- 1st Shift - 🖴 ? -			
User	My Assignments × Clear All					
Swi Wallpager WaveWare	Switchboard					
	ww					



56. Double click on the user's name and make sure that only Call is checked.

a. Only check Service if the display is going to receive service requirements that are set on rooms in the coverage set for the staff level that is assigned to the marquee.

b. Only check Urgent if urgent calls are not part of the team coverage and the display needs to show these calls.

M Responder 5 Applications		
<ul> <li>My Profile</li> </ul>		****
My Status My Assignments Reject Accept My Environments		04/23/2012 Switchboard • fel Shift • 🛃 ? •
Vy Assignments X Reper JAcces	Wy Assignments         Constant	94233919 Berlichboard • (14 Sout • <table-cell></table-cell>
RGS. (Active)		RTS: Link up 4:04 PM 4/23/2012

57. You are now ready to test the display.