



Responder 5

Nurse Console User Guide



Rauland-Borg Corporation

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1

1: Overview

General Information



The supervised (power and signal), customizable 351200 Nurse Console (Console) is wall or desk-mounted at local nursing stations, work stations, centralized communications centers, anywhere staff receive calls, communicate with other staff, or initiate any of up to twenty-four (24) Responder 5-related functions, including: Setting/Review Service Requirements, initiating Emergency Call Upgrades, controlling Day/Night tones; managing Staff Follow operations, Sequential Room Monitoring, Room/Group Swinging, etc.

What to Expect

Be aware of the fact that this *Guide* reflects and explains “typical” uses of the Console. Therefore, what you see in the following pages may not match what you see at your assigned Console(s).

Revision History



This is the third release of this document. The following changes were made since the last edition:

- ✓ Addition of the Staff Follow feature.
- ✓ Addition of information regarding Nurse Console functionality when a Responder IV is integrated with the Responder 5 system.

Scope of this Document



Read this document if your duties include installing or using the Responder 5 Nurse Call Console.

Customer Connection

CUSTOMER CONNECTION

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>.

2

2: Console Tour

The Console is comprised of a Handset, a Speaker/Microphone, a Volume Control, a *Cancel* button, four (4) Function Selector Keys, a four (4) line Display, three (3) Line Selector keys, a Bi-directional Line Scroll keys, a bi-directional Menu Scroll keys, a twelve key Dialpad, and a *Push-to-Talk* Control key:



Figure 1: Console

1 Handset

As with any conventional phone, you'll use the Handset to communicate with callers.

2 Speaker

The Speaker is located beneath the Handset and is used in conjunction with *Push-to-Talk* operations.

3 Volume Control

You'll use the Volume Control to increase or decrease Handset or Speaker volume.

4 Push-to-Talk Control

You'll use the *Push-to-Talk* Control to: 1) initiate handsfree communication, 2) control the direction of communication, and/or 3) to answer incoming call.

5 Display

You'll use the Display to view calls and various system and error messages.

6 Function Selector Keys

You'll use the Function Selector Keys to choose from multiple functions appearing within menus. The Console supports a maximum of thirty-two functions across a maximum of eight (8) possible menus.

7 Menu Scroll Keys

You'll use the bi-directional Menu Scroll keys to view and move between additional menus (when present). Each Menu is comprised of up to four (4) function indicators.

8 Dialpad

You'll use the Dialpad to dial numbers.

9 Bed Key

You'll use the Bed Key (:) to add bed designations to dialing numbers.

10 Cancel Button

You'll use the *Cancel* Button to end many operations.

11 Line Selector Keys

You'll use the three (3) Line Selector Keys to select any associated line.

12 Line Scroll Keys

You'll use the bi-directional Line Scroll keys to view and move between stacked calls (when present) and to view other informational lists.

Default Menus

The Console supports up to eight (8) menus. Each menu is comprised of up to four (4) functions. Each of the functions is associated with its own function indicator. Each indicator is associated (and controlled by) its own Function Selector key:

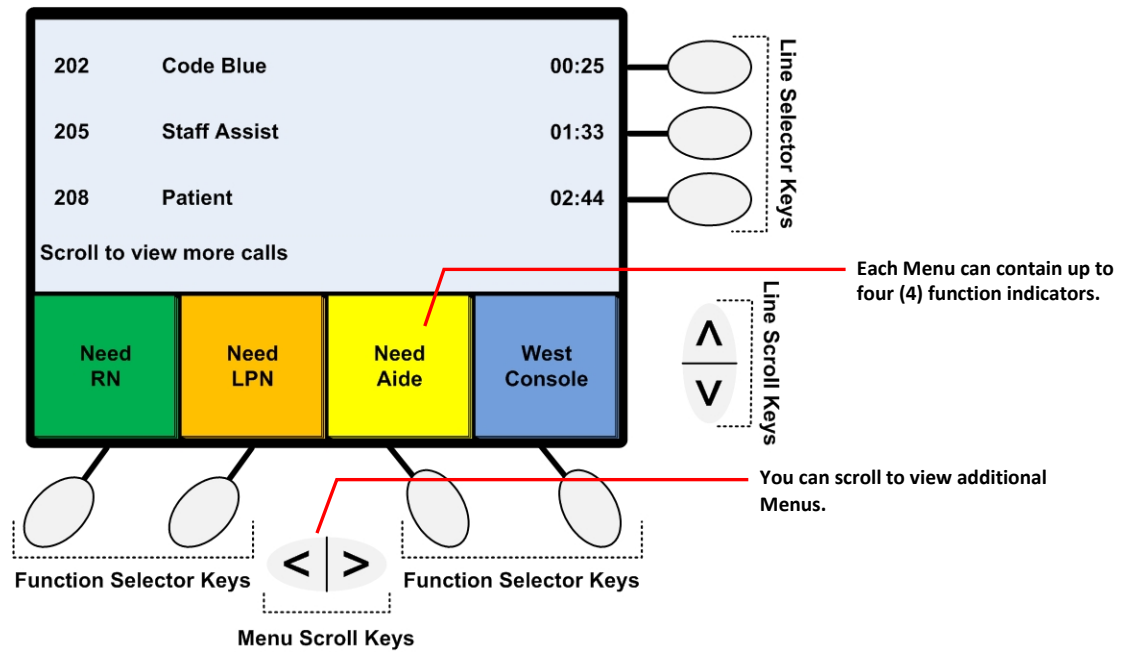


Figure 2: Menu Call-Out

Selectors and Scrolls

In order to engage in most functions, you'll use the following Console controls:

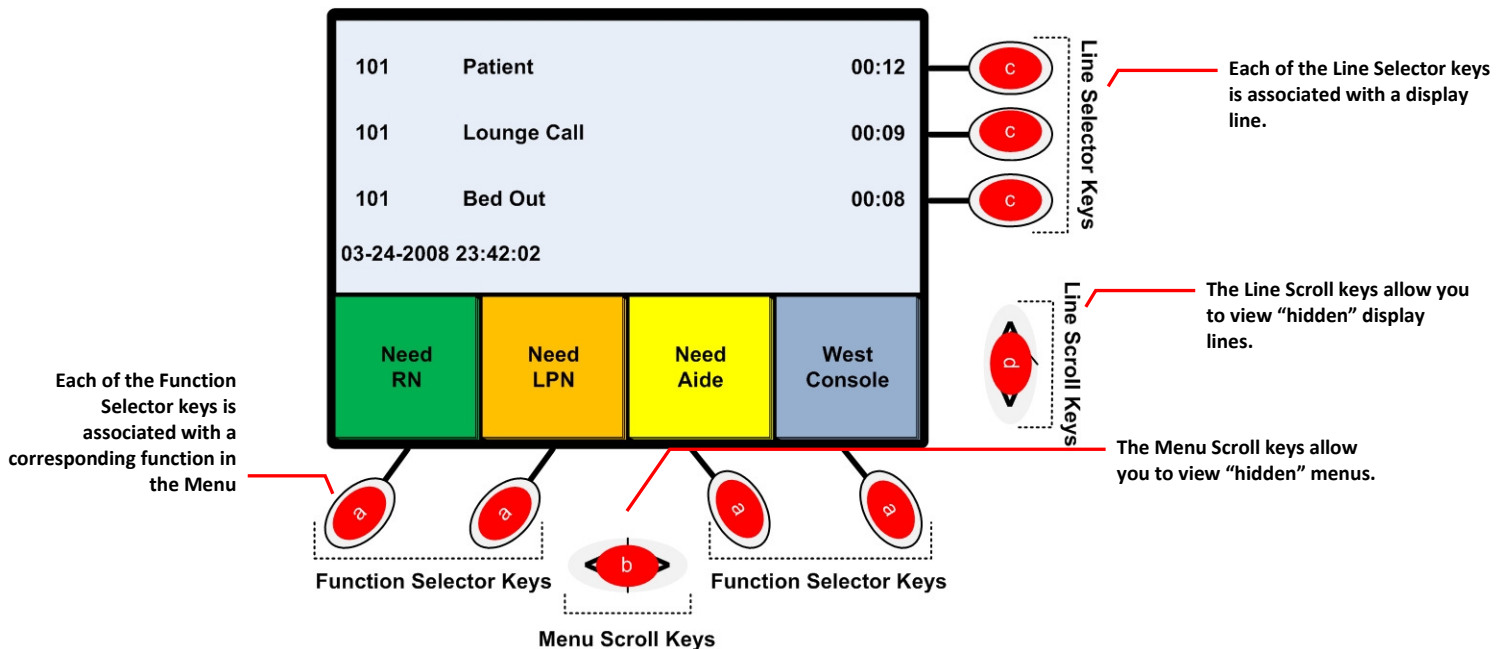


Figure 3: Selectors and Scrolls

Function Selector Keys (x4)

The four (4) Function Selector keys (**a**) allow you to select any of the functions that appear in any of the menus. Each key is associated with a fixed position in the menu.

Menu Scroll Keys (Left/Right)

The bi-directional Menu Scroll keys (**b**) allow you to view functions in sets of four (4). Each set of up to four (4) functions is considered a “menu.”

Line Selector Keys (x3)

The Line Selector Keys (**c**) allow you to select any visible display line. Each key is associated with a fixed position in the display area.

Line Scroll Keys (Up/Down)

The bi-directional Line Scroll Keys (**d**) allow you to bring pending calls into view. If you see the “Scroll to view more calls” message, you’ll know that you can use the Line Scroll Keys to move through the list.

3

3: Console Operation

In the following chapter, you'll learn about:

- ✓ Console States
- ✓ Incoming Station Calls
- ✓ Answering Calls
- ✓ Controlling Display Lines
- ✓ Placing Calls

Screensaver, Idle, and Active Modes

The Console can either be in screensaver, idle, or active modes.

Screensaver Mode

When no activity has taken place for 5-30 minutes (user-configurable), the Console will enter screensaver mode. Any activity—or pressing any key—will return the Console to active mode.

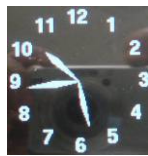


Figure 4: Screensaver Mode

Idle Mode

During those times when you are not actively engaged in a communication-related activity, the Console is considered “idle.”

When a Console is *Idle*, its display shows only the current date (mm/dd/yy) and time (hours:minutes:seconds) on the bottom line:

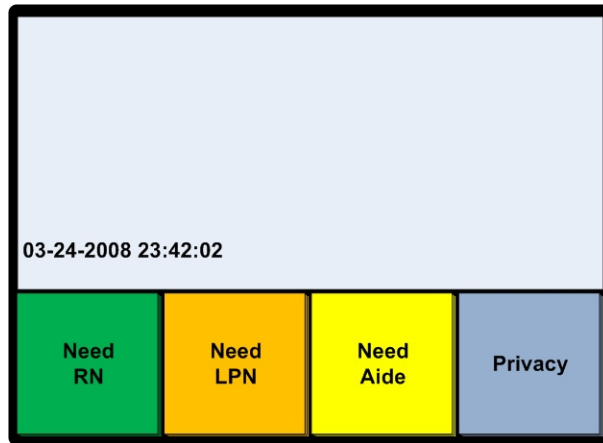


Figure 5: Idle Display Mode

Active Display Mode

When calls are pending, when you are placing calls, and/or when you are using any of the Line Selector or Menu Keys to perform system operations, the Console is considered “active.”

In active mode, the display reveals pertinent information regarding a maximum of three (3) display entries at once:

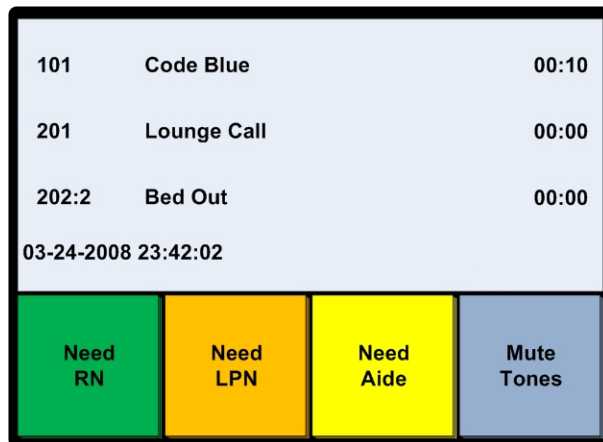


Figure 6: Active Display Mode

You will not see any entries beyond the three (3) call display limit, but you can use the Line Scroll keys to view others if the “Scroll to view more calls” message appears:

101	Code Blue	00:10
201	Lounge Call	00:00
202:2	Bed Out	00:00
Scroll to view more calls		
Need RN	Need LPN	Need Aide
Mute Tones		

Figure 7: Additional Calls

Function Indicators

Each Function Indicator is associated with a Function Selector key. During certain operations, these indicators are highlighted:

101	Code Blue	00:10
201	Lounge Call	00:00
202:2	Bed Out	00:00
03-24-2008 23:42:02		
Patient	Attention	Special
Console West1		

Figure 8: Function Indicators

Incoming Station Calls

In order to provide you with sufficient information regarding the nature and relative urgency of calls, the Console uses its first three (3) display lines to show the Room Number and, if applicable, Bed Number of the originating station, a Call Priority abbreviation, and, optionally, an Elapsed Call Timer.



Having the Elapsed Call Timer display is optional. This feature must be enabled during system set-up.

The fourth display line provides information regarding time of day, system messages, more calls, etc. The time of day appears on the fourth display line when fewer than three (3) calls are being annunciated.

Display Order

As the following example illustrates, calls are sorted and “stacked” in the Console display by two (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. In the first of the following examples, three (3) calls are ordered based on their Priority level:

101	Code Blue	00:22
211	Staff Assist	00:11
230:1	Patient	00:01
Scroll to view more calls		
Need RN	Need LPN	Need Aide
Mute Tones		

The highest Priority call appears first.

Figure 9: Display Order (Priority)

In the second example, three (3) calls (of the same Priority) are ordered based on their “age”:

101	Patient	02:22
211	Patient	00:11
230:1	Patient	00:01
Scroll to view more calls		
Need RN	Need LPN	Need Aide
Mute Tones		

“Older” calls of the same priority appear first.

Figure 10: Display Order (Time)

Other Incoming Calls

The Console display also uses display indicators to distinguish between calls from other Consoles and Staff Terminals.

Calls of these varieties are also sorted and “stacked” in the Console display in the order they were placed:

190	Staff Terminal	02:22
100	West Console	00:11
300	East Console	00:01
Scroll to view more calls		
Need RN Need LPN Need Aide Mute Tones		

Figure 11: Other Incoming Calls

Controlling Display Lines

Here are some related things to keep in mind regarding the Console:

- ✓ The arrival of new calls may cause existing calls to shift down in the Display list.
- ✓ If a call arrives of Priority higher than any currently being displayed, the Display-window shifts to display that call in the first line (“top” line), and it becomes the “selected” call—unless you are in the act of dialing and there are dialed digits in the top line. In such cases, the higher Priority call appears on line two (and is not selected).
- ✓ You can use the up and down arrows to scroll up or down through calls, reviews, and or messages. You’ll know you are at the end of the current list if the “End of List” message appears.
- ✓ The “Scroll to view” message only appear when there are more than three (3) items (calls, reviews, messages, etc.) in a Display list.
- ✓ Should you wish to remove dialed digits, audio, or paging from the Display, you may press Cancel. Once you’ve cancelled a process, the Display returns to its three line state.
- ✓ If you are not in communication with someone, in the process of dialing, or paging, tones will begin to sound again when a call arrives (also see the Mute Tones section).
- ✓ Tones do not sound over the Console’s speaker or handset during pages.
- ✓ Tones are automatically muted when you communication begins. Tones will begin to sound again if a new call arrives bearing a higher priority than the one you are in the process of answering.

Answering Calls at the Console

Although calls arrive at the Console from a variety of Stations, other Consoles, Wireless Staff Phones, Staff Terminals, etc., there are only a limited number of ways you can answer those calls:

- 1 Using the (optional) handset.
- 2 Using the (optional) handset in conjunction with the PTT key—to control when the caller speaks and when the caller **must** listen.
- 3 Using the PTT key alone—to control when the caller speaks and when the caller **must** listen.
- 4 Using the PTT key alone to engage in handsfree conversation.

- 5 Using the (optional) PC Console to select a call—and then using either the handset or PTT to connect with the caller.

Additional Handset Considerations

- ✓ If the Console is idle (no calls present) and calls arrive while you are off hook, you may also answer the call by pressing and releasing the hook switch.
- ✓ If calls arrive while you are off hook, you may also answer a specific call by pressing its associated Line Selector key.
- ✓ While in Handset communication pressing *Cancel* will **not** cause the system to automatically answer any stacked calls.

Technical Note

The system supports two communication modes: 1) full-duplex (allowing both the caller and the operator to speak simultaneously) or 2) half-duplex (where only the caller or operator may speak at any one time).

Communication that takes place exclusively over the Handset is **always** full-duplex. Communication that takes place using the PTT key can be **either** full or half-duplex.



- If you push and hold the PTT key for one second or less, the system will enter full-duplex mode; if you push and hold the PTT for two seconds or more, the system will enter half-duplex mode. In half-duplex, only you (the operator) or caller will be able to talk at a given time. The operator will press and hold the *Push-to-Talk* and speak to the caller and then release the *Push-to-Talk* to listen to the caller. Once the system enters half-duplex mode, it will remain in that mode for the duration of the communication.
- Lifting the Handset at any time during PTT-initiated communication causes the system to enter full-duplex mode.

Top Line vs. Line Select

You can either answer the call appearing in the Top display line or use one of the Line Selector keys to select any of the stacked calls.

Top Line Options

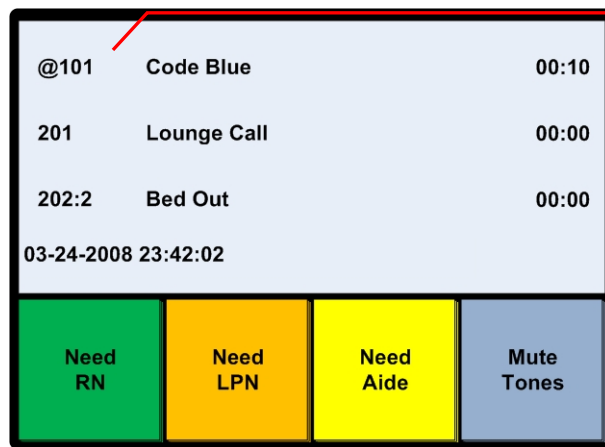
You can either use the Handset or PTT key to “automatically” answer calls that appear on the Top line of the display:



To Answer Top Line Calls using the Handset:

If you wish to answer the call that appears on the Top line of the display using the Handset:

- 1 Lift the Handset off hook.
 - A short tone will sound, indicating you are connected with the station.
 - The selection indicator will appear to the left of the line (@):



Lifting the Handset will automatically connect you with the Top Line caller.

Figure 12: Answer Top Line Calls—Handset

- 2 Begin speaking.
- 3 Return the Handset to its hook, or press *Cancel* to end the call.



If a call is canceled at the Console or its originating station using *Cancel*, the next stacked call will shift to the Top display line. To answer this new “Top line” call:

- 1 (With the Handset still off hook) quickly depress the hook switch or press Push-to-Talk.
 - You’ll be automatically connected to that caller.
- 2 Begin speaking.
- 3 Press *Cancel* to end the call or return the Handset to its hook when you’ve finished.



To Answer Top Line Calls without Using the Handset:

If you wish to answer the call that appears on the Top line of the display **without** using the Handset:

- 1 Press the *Push-to-Talk* key for fewer than two (2) seconds, and begin speaking.
 - A short tone will sound, indicating you are connected with the station.
 - The selection indicator will appear to the left of the line (@):

Pressing PTT (with the Handset on hook) will automatically connect you with the Top Line caller.

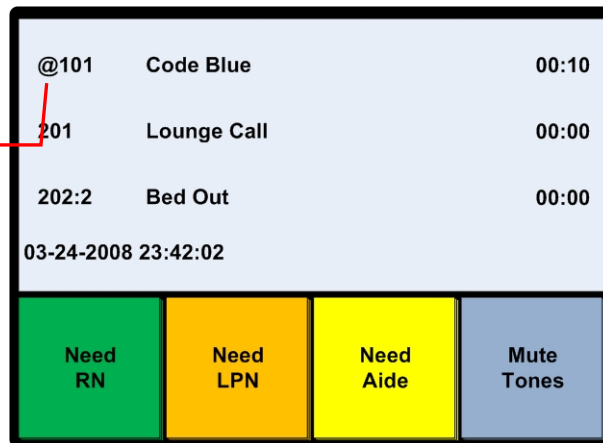


Figure 13: Answer Top Line Calls—PTT

- 2 Press *Cancel* to end the call.

Manual-Select Options

You can either use the Handset or PTT key in conjunction with the Line Selector Keys to “manually” answer stacked calls (those that appear on any line other than the Top line).

Note: pressing the PTT key for fewer than two (2) seconds will allow you and the patient to speak simultaneously during communication; pressing it for longer than two (2) seconds will allow you to control when the patient can speak.



To Manually Answer Calls Using the Handset:

If you wish to answer any pending call not shown on the Top Console display line using the Handset...

- 1 Locate the call in the call list.
 - If necessary, use the Line Scroll keys to view stacked calls not already on display.
- 2 Press the Line Selector key associated with the appropriate call.

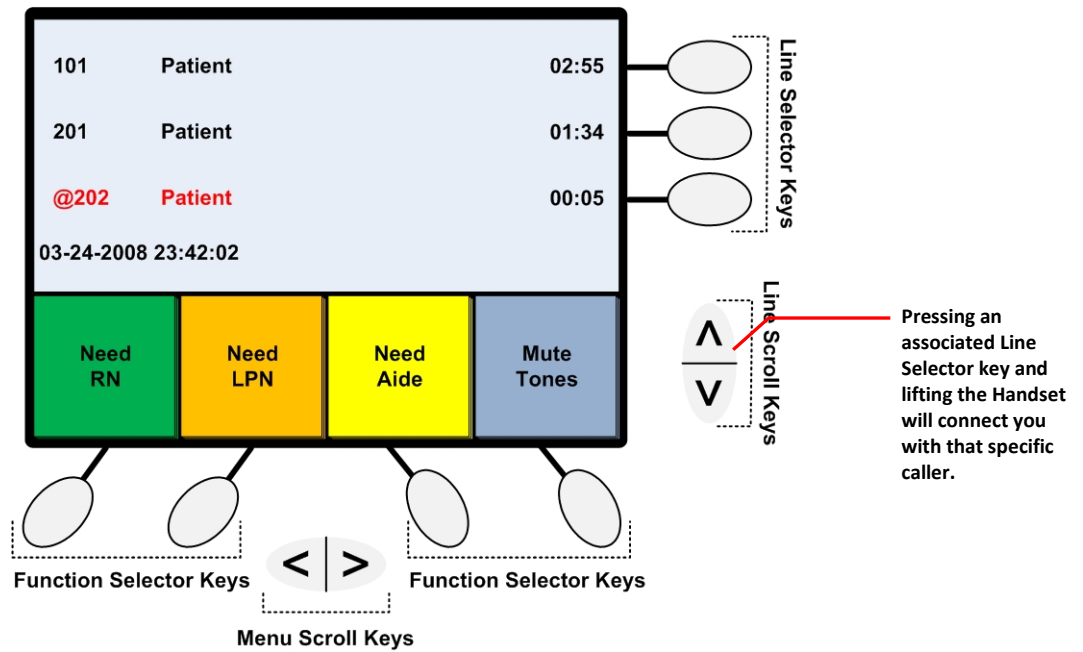


Figure 14: Answer Manual Calls—Handset (step 1)

3 Lift the Handset.

- The call information will shift to the Top display line.
- A short tone will sound, indicating you are connected with the station.
- The selection indicator will appear to the left of the line (@):

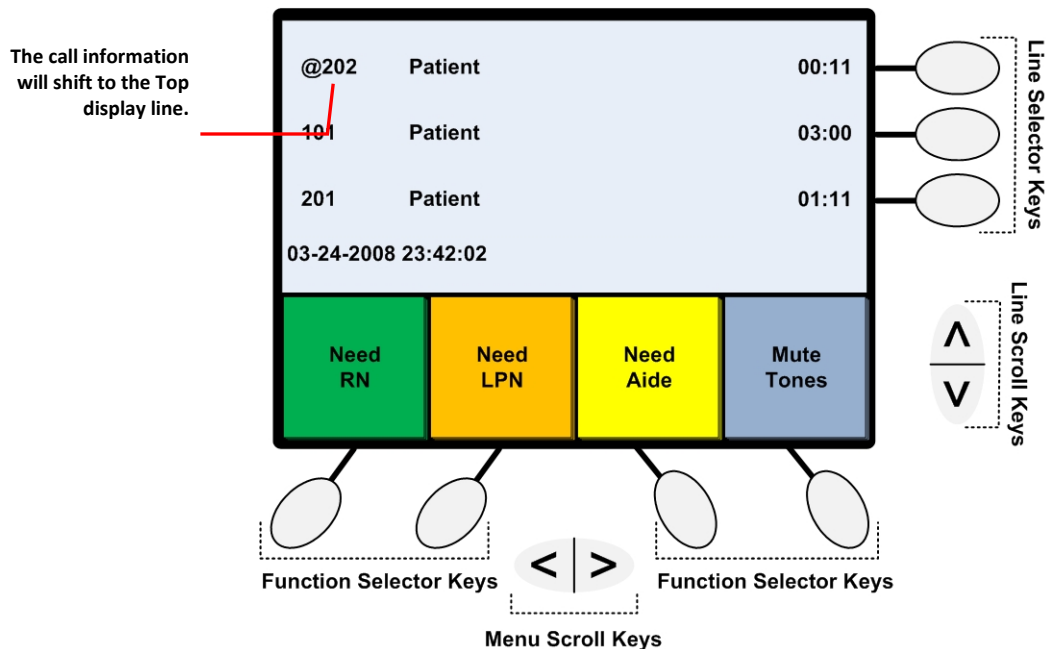


Figure 15: Answer Manual Calls—Handset (step 2)

- 4 Begin speaking.
- 5 Return the Handset to its hook, or press *Cancel* to end the call.



To Manually Answer Calls without Using the Handset

If you wish to answer any pending call not shown on the top display line without using the Handset...

- 1 Locate the call in the call list.
 - If necessary, use the Line Scroll keys to view stacked calls not already on display.
- 2 Press the Line Selector key associated with the appropriate call.

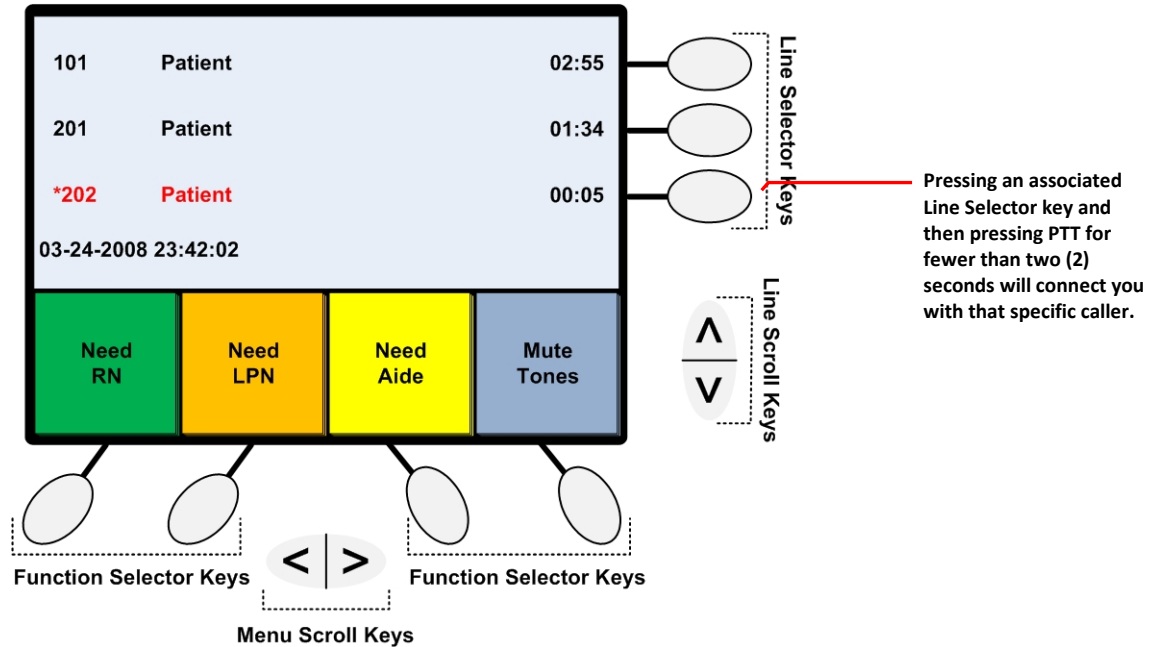


Figure 16: Manually Answer Calls—PTT (step 1)

- 3 Press the *Push-to-Talk* key for fewer than two (2) seconds, and begin speaking.
 - The call information will shift to the Top display line.
 - A short tone will sound, indicating you are connected with the station.
 - The selection indicator will appear to the left of the line (@):

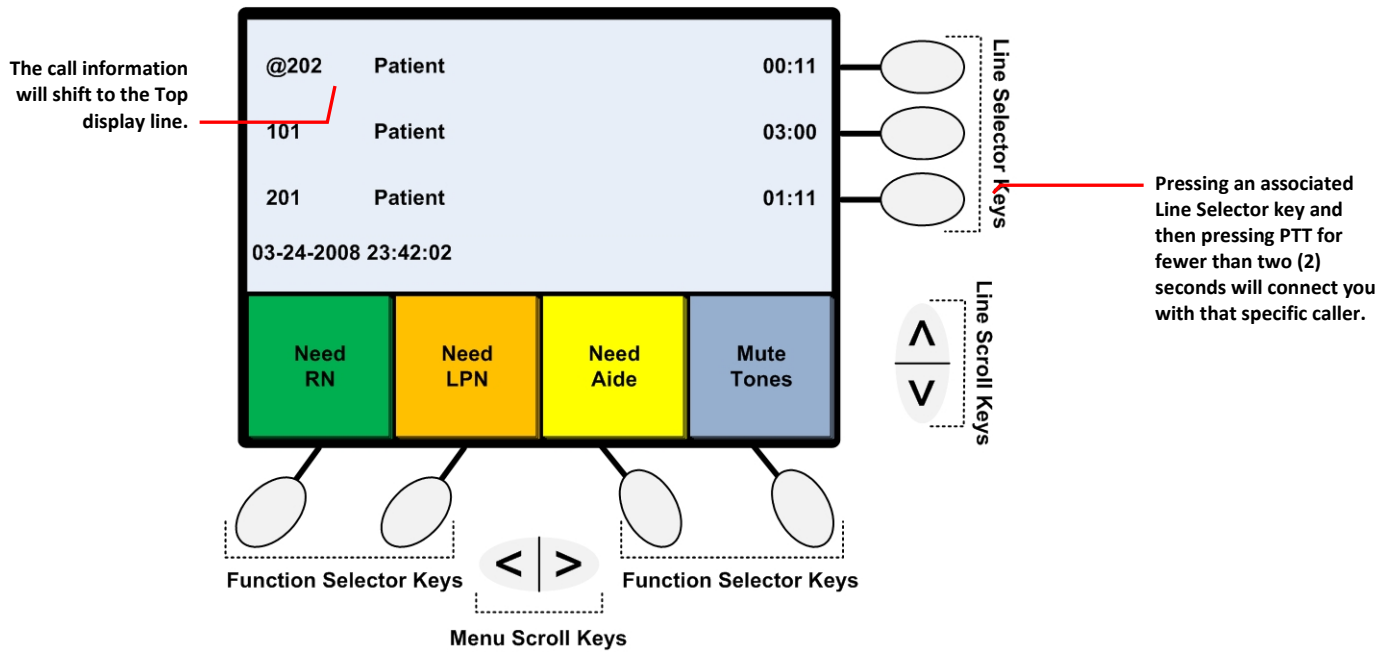


Figure 17: Manually Answer Calls—PTT (step 2)

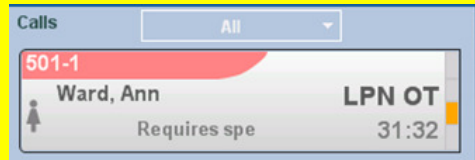
- 4 Press *Cancel* to end the call.

Responder 5 PC Console

If your Console is paired with a PC Console...

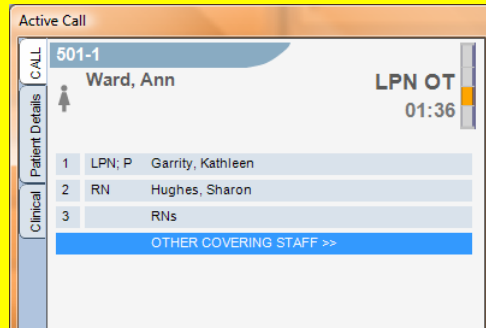
To Manually Answer Calls Using the Handset:

- 1 Locate a pending call in the Calls Pane:



- 2 Click on the call you wish to answer.

➤ An active call window will pop into view:



- 3 Use the handset or PTT key to answer the call.

Placing Calls

When placing a call to any station, to another Console or to any Staff Terminal, keep the following in mind:

- ✓ If you attempt to place a call while the system is busy, the Console will sound a single “error tone” and display the “audio busy” message. You can either wait for an automatic connection with the Handset off hook, or hang up and try later.
- ✓ If you attempt to enter an invalid room number, the Console will respond with the “invalid number” error message and sound an error tone.

Placing a Call

You can place a call to 1) a Bed station, 2) a Staff station, 3) a Console, or 4) a Staff Terminal with or without the Handset.



When multiple beds exist within a single room, station dialing numbers must include bed information. Even though beds are typically lettered (A, B, C, and so on), the dialing number must contain a numeric equivalent. That is A=1, B=2, C=3, and so on.



Placing a Call Using the Handset (On Hook):

With the handset on hook...

- 1 Use the keypad to enter the dialing number.
 - Should you wish to dial a particular Bed station in a room, use the “Bed” key (:) to separate Room and Bed entries. For example, to connect with room 3045, bed “C,” dial 3-0-4-5:3 (where the first four digits represent Room 3045, the colon serves as the “Bed” key, and the final digit represents the “C” Bed). Should you wish to any other destination, enter the number—without the “Bed” key.
 - The dialed numbers will appear on the top Console display line:

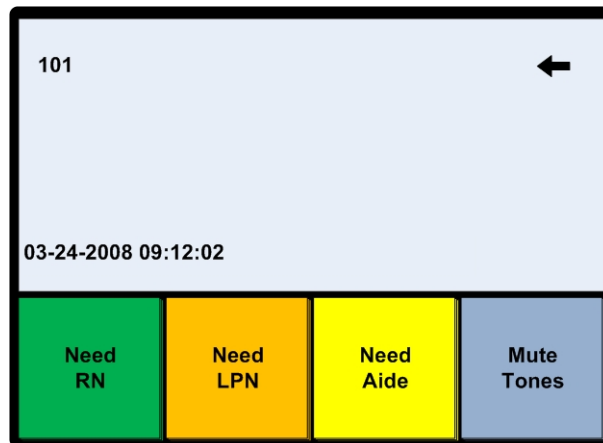


Figure 18: Handset Calling—On-Hook (step 1)

- 2 Lift the handset from its hook.
 - The “Connecting” message will display.
 - A pre-announce tone will also sound at the station.
 - The “In-Communication” icon (@) will appear:

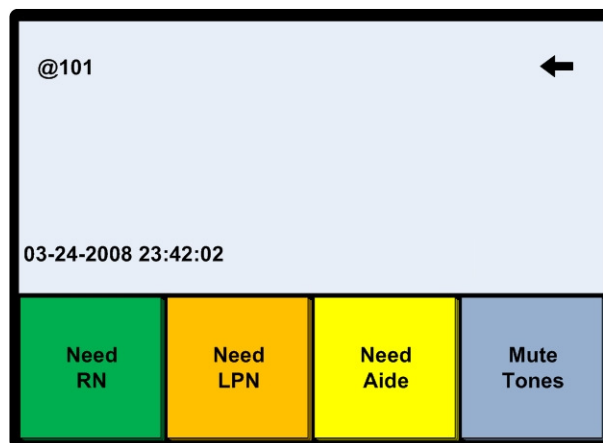


Figure 19: Handset Calling—On-Hook (step 2)

- 3 Begin communication.
- 4 Press *Cancel*, or hang up to end the call.



Placing a Call Using the Handset (Off Hook):

With the handset off hook...

- 1 Use the keypad to enter the dialing number.
 - Should you wish to dial a particular Bed station in a room, use the “Bed” key (:) to separate Room and Bed entries. For example, to connect with room 3045, bed “C,” dial 3-0-4-5:3 (where the first four digits represent Room 3045, the colon serves as the “Bed” key, and the final digit represents the “C” Bed). Should you wish to any other destination, enter the number—without the “Bed” key.

- The dialed numbers will appear on the Top Console display line.

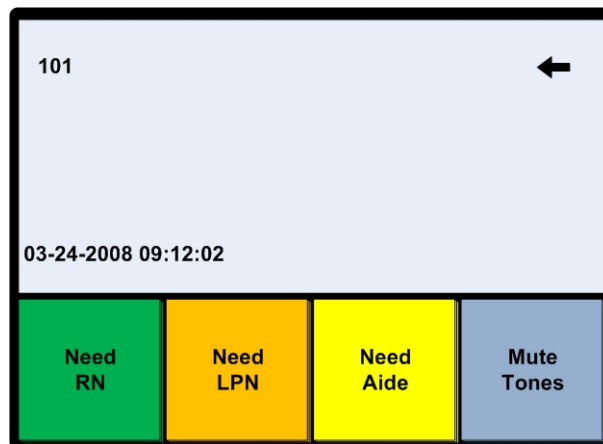


Figure 20: Handset Calling—Off-Hook (step 1)

- 2 Press the hook for a moment.
 - The “Connecting” message will display.
 - A pre-announce tone will also sound at the Console and station.
 - The “In-Communication” icon (@) will appear:

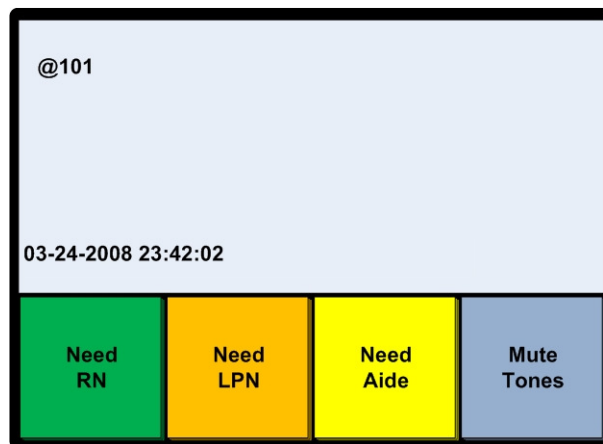


Figure 21: Handset Calling—Off-Hook (step 3)

- 3 Begin communication.
- 4 Press *Cancel*, or hang up to end the call.



Placing a Call Without Using the Handset (PTT):

- 1 Use the keypad to enter the dialing number.
 - Should you wish to dial a particular Bed station in a room, use the “Bed” key (:) to separate Room and Bed entries. For example, to connect with room 3045, bed “C,” dial 3-0-4-5:3 (where the first four digits represent Room 3045, the colon serves as the “Bed” key, and the final digit represents the “C” Bed). Should you wish to any other destination, enter the number—without the “Bed” key.

- The dialed numbers will appear on the Top Console display line.

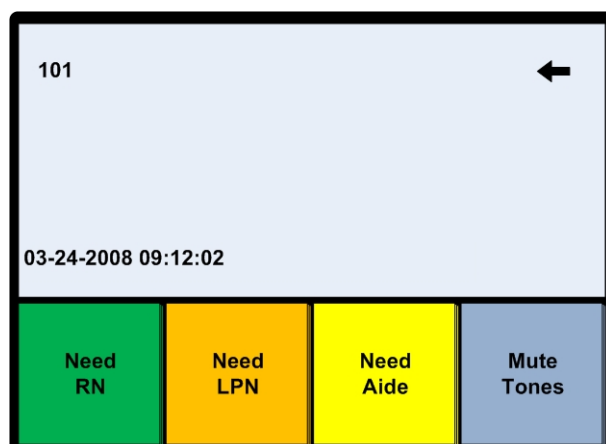


Figure 22: PTT Calling (step 1)

- 2 When you are satisfied with your input, press the *Push-to-Talk* key.
 - The “Connecting” message will display.
 - A pre-announce tone will also sound at the Console and station.
 - The “In-Communication” icon (@) will appear:

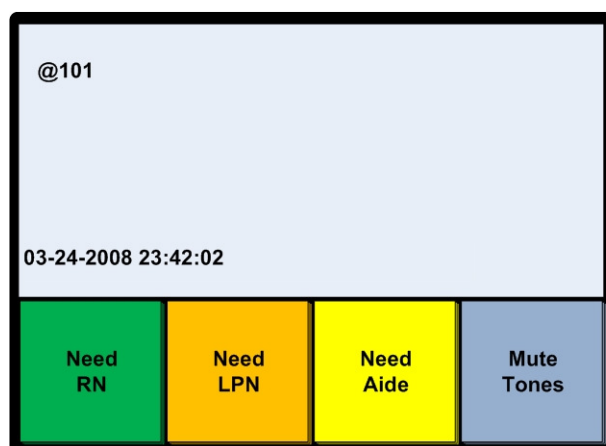
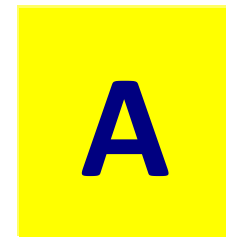


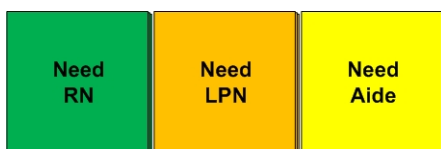
Figure 23: PTT Calling (step 2)

- 3 Begin communication.
- 4 Press *Cancel* to end the call.



Appendix A: Common Functions

Although your Console will reflect facility and area-specific menus and functions, here are a number of the common and default functions you may expect to find—and instructions regarding their use.



Setting a Service Request

You can use the Set Service function to set Service Requests at Patient stations while the Console is Idle or during communication with a station. Service Requests are used to direct the appropriate Staff member to a specific room.

When a Service Request is set, the Call-Assurance LED at the station lights, and corresponding corridor light segments associated with the station outside the Room will flash.



- Corridor Light segment colors may vary according to model and facility preference.
- Once a Service Request has been set, it must be cleared at the station by pressing *Cancel*; otherwise it will return to the Console indefinitely as an “overtime” call.

To Set a Service Request (Idle Mode, On Hook)

- 1 With the Handset on hook, dial the number of the room and, if applicable, bed number/letter at which you wish to set a Service Request.
 - If necessary, use the “Bed” key (:) to enter the Bed designation.
- 2 Locate the appropriate Set Service indicator.
 - If necessary, use the Menu Scroll keys.
- 3 Press the Function Selector key associated with the appropriate Service Request.

Service Request (During Communication)

- 1 Locate the appropriate Set Service indicator.
 - If necessary, use the Menu Scroll keys.
- 2 Dial the number of the room and, if applicable, bed number/letter at which you wish to set a Service Request.
 - If necessary, use the “Bed” key (:) to enter the Bed designation.
- 3 Press the Function Selector key associated with the appropriate Service Request.

Tag Messages

If your Console is associated with a Pocket Page or Wireless Phone system, setting or changing a Service Request may send an automatic tag message to assigned Staff members’ wireless devices (Pocket Pager, Wireless Phone, PDA, etc.). Alternatively, the system may prompt you to select and send a Tag Message.

To Send a Tag Message:

Once you’ve set a Service Request, the Tag Message window may appear...

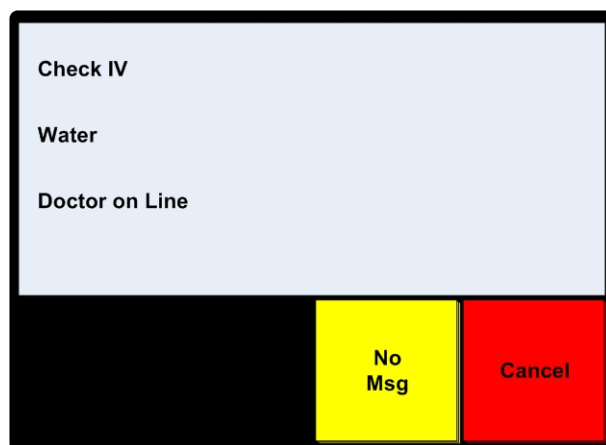


Figure 24: Send a Tag Message (step 1)

- 1 Press the Line Selector key associated with the message you wish to send.
 - The room (and, if applicable, bed) number, original call priority indicator, and selected message are sent to the assigned wireless phones or pagers.
 - If the message you choose contains a caret “^”, you will also be able to enter a numerical value to include in the message. For example, if you select “Dr. on Line ^”, you’ll be able to enter the telephone extension on which the Dr. is waiting.
 - A Service Request is set at the corridor lamp outside the patient’s room.



Reviewing Service Requests

You can use the Review Service function (in this example: RN, LPN, Aide Service) to review pending Service Requests at patient rooms while in Idle mode.



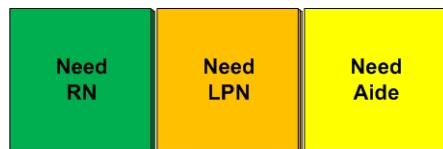
- You cannot perform a review if no Service Requests are pending in the Console's coverage area.
- During a Service Request Review, you can establish communication with or modify the requirement of that particular Bed/Room.
- You can end the review and establish communication with any Room/Bed in the review list by pressing the associated Line Selector key and either lifting the handset or pressing the PTT key.

To Review All Service Requests (Idle Mode):

You'll know when particular Service Requests are pending in the coverage area when the associated indicator(s) (RN, LPN, and/or Aide in this example) are lit at the Console (Idle Mode).

Note: the appropriate tones still sound if calls appear at the Console during a review.

- 1 Access, and press the Function Selector key associated with any one of the available *Service* Indicators:



- Rooms with pending Service Requests of the selected Service Level will appear:

101	RN	02:01
201	RN	01:33
202:2	RN	00:22
Scroll to view more rooms		
		Exit

Figure 25: Review All Service Requests (Idle Mode)

- Service Requests are sorted and stacked based on their elapsed time. The longest pending are displayed at the Top of the stack.
 - If necessary, use the Line Scroll keys to view the entire list.
- 2 Press *Cancel* or the Function Selector key associated with the *Exit* indicator to terminate the review.
 - If you do nothing for more than 60 seconds during a review, it will automatically end.

To Establish Communication During a Review:

During a review, you may use the Handset or PTT to call a Room/Bed.

- 1 Press the Line Selector key associated with the Room/Bed with which you wish to communicate.
 - If necessary, use the Line Scroll keys to view the entire list.
- 2 Lift the Handset, or press the PTT key.
 - Pressing the PTT key for fewer than two (2) seconds will allow you and the patient to speak simultaneously during communication; pressing it for longer than two (2) seconds will allow you to control when the patient can speak.
- 3 Press *Cancel* or the Function Selector key associated with the *Exit* indicator to end the call.

Night
Tones

Night Tones

You can use the *Night Tones* function to select either Day (louder) or Night (softer) call tones for your Console. See also Global Day and Night Tones.

You can select Day or Night tones in Idle mode, while tones are sounding at the Console, or during communication with a room.

To Select Day or Night Tones:

- 1 Press the Function Selector key associated with *Night Tones*:

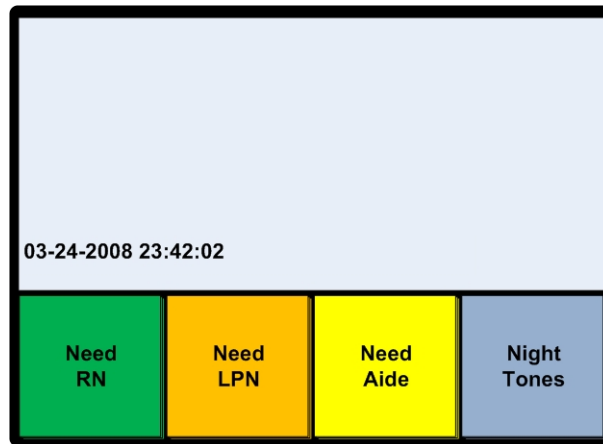


Figure 26: Night Tones (step 1)

- The Night Tones indicator will light:

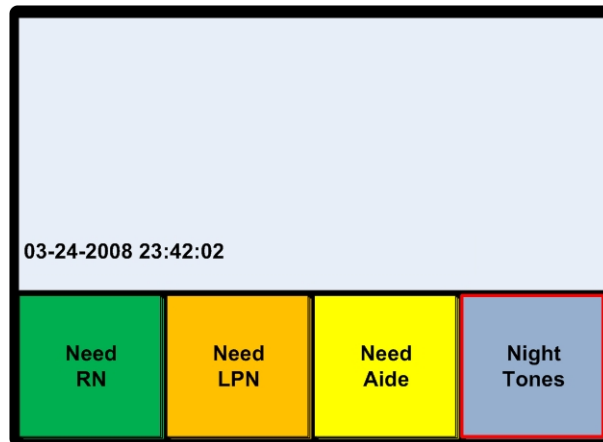


Figure 27: Night Tones (step 2)

- Tone volume will decrease.
- 2 Continue normal operations.



When the Night Tones indicator is lit, the Console will sound softer call tones (Night Mode); when the Night Tones indicator is unlit, the Console will sound louder tones (Day Mode).

Bed
Upgrade

Upgrading Bed Station Priorities

You can use the Bed Upgrade function to upgrade a Bed Station call to one of three (3) pre-established Priorities—typically Patient, Attention, or Special.

Subsequent calls from the upgraded Bed Station will appear bearing the new Priority.

To Set a Room/Bed Priority (Idle Mode):

- 1 Dial the Room/Bed with the Handset on hook.
 - If necessary, use the “Bed” key (:) to enter the Bed designation.
- 2 Access and press the Function Selector key associated with *Bed Upgrade* (in this example “Bed Special” and “Bed ATTN”):

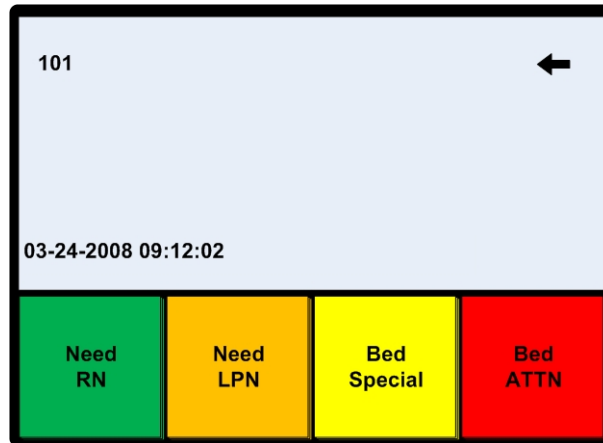


Figure 28: Upgrade Priority—Idle (step 1)

- The new Priority designation will appear:

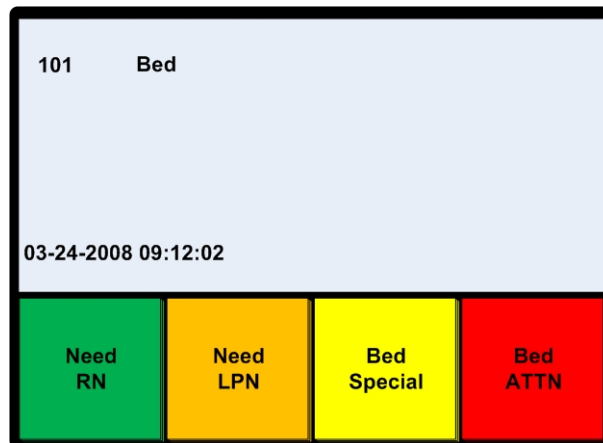


Figure 29: Upgrade Priority—Idle (step 1)

To Set a Room/Bed Priority (During Communication):

- 1 Access and press the Function Selector key associated with *Bed Upgrade* (in this example “Bed Special” and “Bed ATTN”):

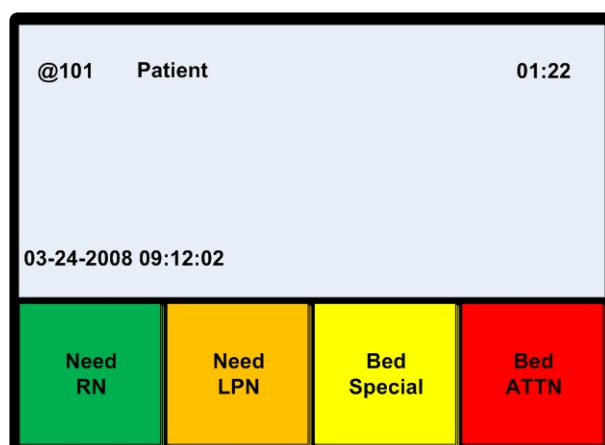


Figure 30: Upgrade Priority—During Communication (step 1)

- The Priority associated with the call will change to reflect the upgrade:

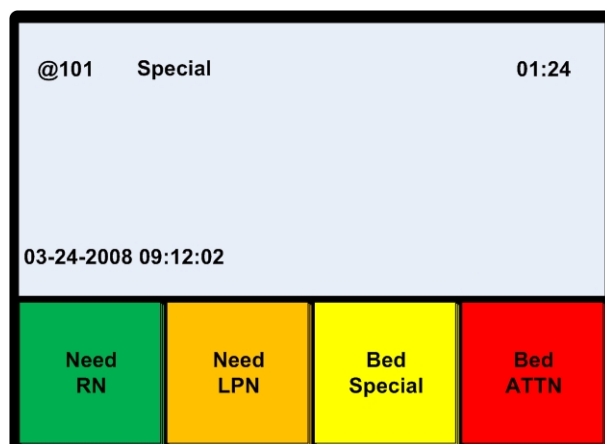


Figure 31: Upgrade Priority—During Communication (step 2)

Bed
Upgrade

Reviewing Bed Station Priority Upgrades

You can use the Bed Upgrade function to review those Bed Stations that have been upgraded within the Console's coverage area.

Arriving calls will still sound tones at the Console during the review.

To Review Bed Stations Set to Use a Particular Priority:

- 1 Access and press the Function Selector key associated with the Bed Upgrade function you wish to review.
 - All Bed Stations set to call in at that Priority will display:

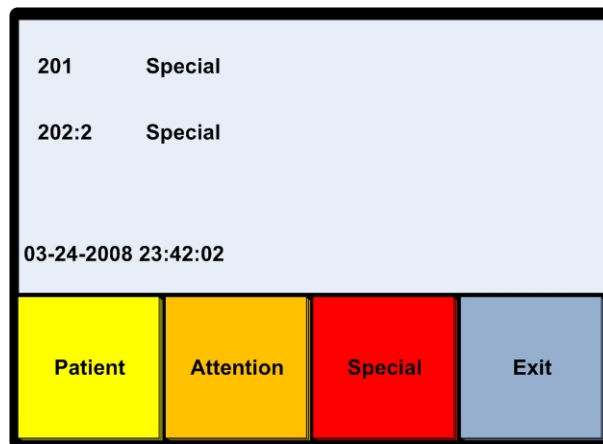


Figure 32: Review Upgraded Priority

- Bed Stations in the list are sorted and stacked based Room/Bed number. The lowest numbered Room/Bed appears at the top of the stack.
 - If necessary, use the Line Scroll keys to view the entire list.
- 2 Press *Cancel* or the Function Selector key associated with *Exit*.
 - If you do nothing for more than 60 seconds during a review, it will automatically end.

To Establish Communication During a Review:

- 1 Press the Line Selector key associated with the Bed Station with which you wish to communicate.
 - If necessary, use the Line Scroll keys to view the entire list.
- 2 Lift the Handset, or press the PTT button.
 - Pressing the PTT button for fewer than two (2) seconds will allow you and the patient to speak simultaneously during communication; pressing it for longer than two (2) seconds will allow you to control when the patient can speak.
- 3 Press *Cancel* or the Function Selector key associated with the *Exit* indicator to end the call.

Bed
Upgrade

Removing Bed Station Priority Upgrades

You can use the Bed Upgrade function during a Bed Upgrade Review to return a Bed Station to its original priority.

To Return a Bed Station to its Original Priority:

During a Bed Upgrade Review...

- 1 Press the Line Selector key associated with the call you wish to return to its original Priority:
 - The line will highlight.

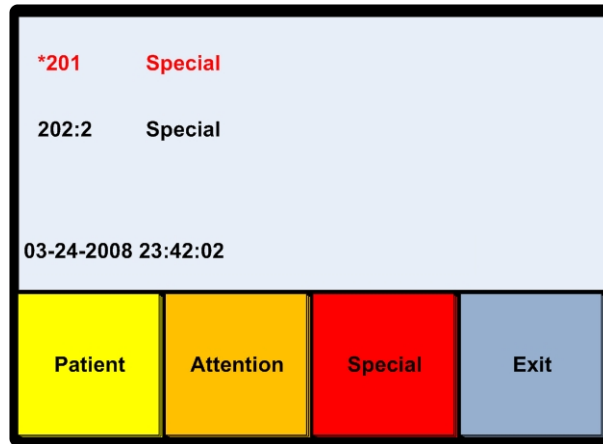


Figure 33: Removing Upgrade (step 1)

- 2 Press the Function Selector key associated with the station's original Priority.
 - The Bed Station will be highlighted with the new Priority

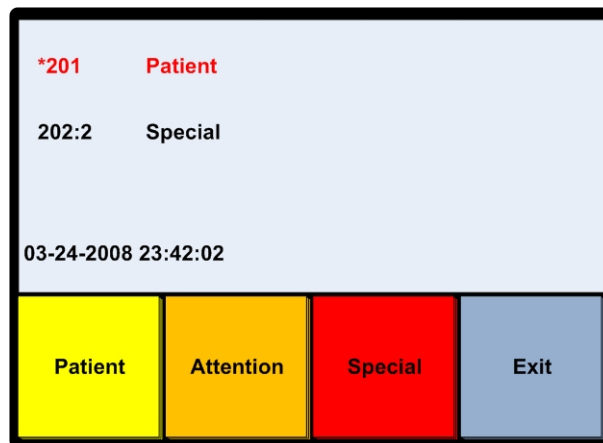


Figure 34: Removing Upgrade (step 2)

- 3 Press *Cancel* or the Function Selector key associated with the *Exit* indicator to end the Review.

**Upgrade
to
Urgent**

Upgrading a Call at the Console

You can use Room Priority function to upgrade any incoming call to the newly designated higher priority—in this case “urgent.”

To Upgrade a Call at the Console:

During Communication with a Room...

- 1 Press the Function Selector key associated with the upgrade—in this case “Upgrade to Urgent.”

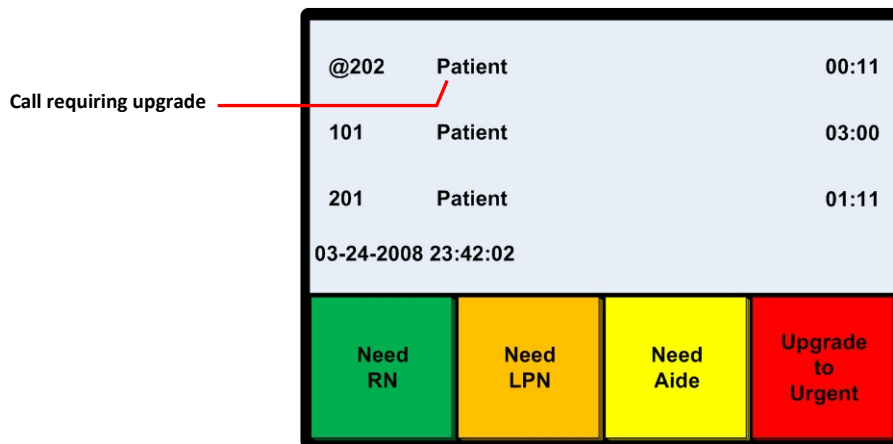


Figure 35: Upgrading a Call (step 1)

- The entry line associated with the call will reflect the changed priority:

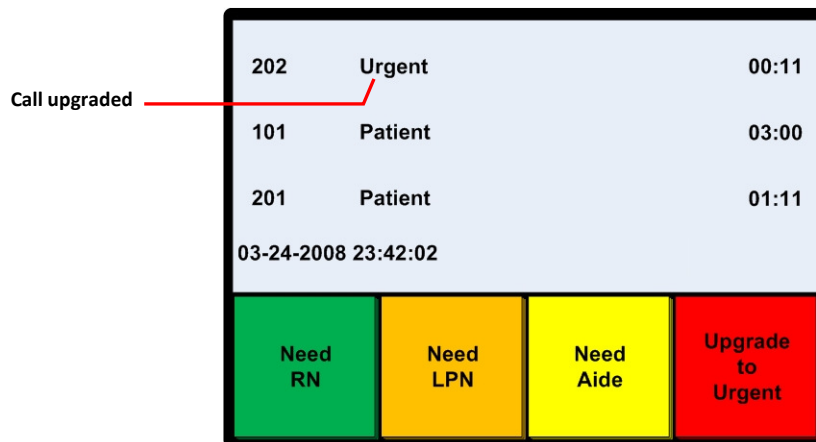


Figure 36: Upgrading a Call (step 2)


 A green rectangular button with the text "Swing Coverage" in white.

Swinging Coverage

You can use the Swing Coverage function to temporarily “reassign” or capture coverage. For instance, calls that typically appear/sound at the Radiology department can be redirected by a using the Swing Coverage function to, say, the Rehabilitation department when the unit secretary must be away from her desk. (**Note:** the function can be programmed to allow the user to either “give” or “take/capture” coverage.) In the following example, swinging coverage has been associated with the “West Coverage” menu.

A Swing Coverage indicator at your Console will indicate whether your Console is the “target” of other coverage, or whether another Console has captured your typical coverage. The system will alert you if releasing coverage will cause any lapses in coverage.

To Swing Coverage:

- 1 Press the Function Selector key associated with *Swing Coverage* (in this example “West Coverage”):
 - The *Swing Coverage* indicator will light.

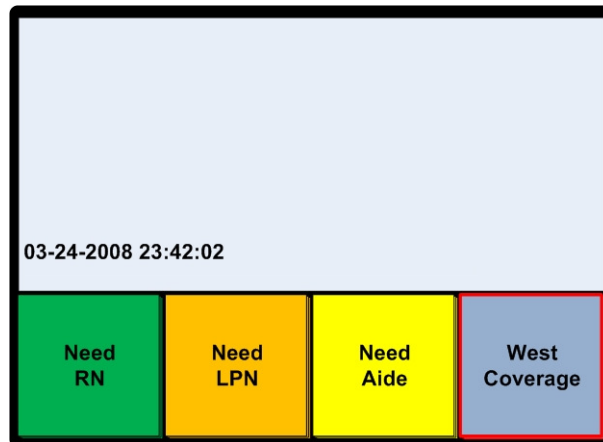


Figure 37: Swing Coverage

- Calls originally covered by the West Coverage will now also annunciate at your Console.
- 2 Press the Function Selector key associated with the same Swing Coverage function to release coverage.

Monitor

Monitoring Room Stations

You can use the Monitor function to listen-in on one, several, or a maximum of twenty (20) rooms from the Console; regardless of the number of rooms you monitor, you can only monitor those rooms not set for Privacy.

If you select a single room, you can continue the monitoring process for as long as you wish. If you select multiple rooms, the system automatically cycles from room to room after a predetermined duration. You can use the Pause/Slower/Faster menus to change the monitor rate.

You cannot use the Console during monitoring procedures. If a call arrives at the Console during any type of monitoring, the process is temporarily halted. When the Console returns to an Idle state, the monitoring resumes automatically after ten (10) seconds. If monitoring multiple rooms, the cycle will begin where it was suspended.

When the monitor feature is first initiated, the Console will beep once to indicate the feature has been activated and then—during its first “cycle”—also beep once at each room. After the first cycle, the beep tone no longer sounds at each room.

After any automatic resumption of monitoring, the system alerts you but not the room occupant with a short beep.

During the process, 1) the Monitor Menu indicator is highlighted and 2) the room being monitored is highlighted.



The monitor cycle will skip any rooms that are “busy” or have their “Privacy” feature engaged. The monitor cycle will “pick up” the busy room as soon as it becomes free; it will also pick up any room that has disengaged its Privacy feature during the last monitoring cycle.

To Monitor a Single Room:

You can lift the handset or press PTT to connect to the Room/Bed displayed during the monitoring process.

- 1 Press the Function Selector key associated with Monitor:



Figure 38: Monitor Single Room (step 1)

- 2 Dial the Room/Bed number.
 - If necessary, use the “Bed” key (:) to enter the Bed designation.
 - More Monitor options will appear:

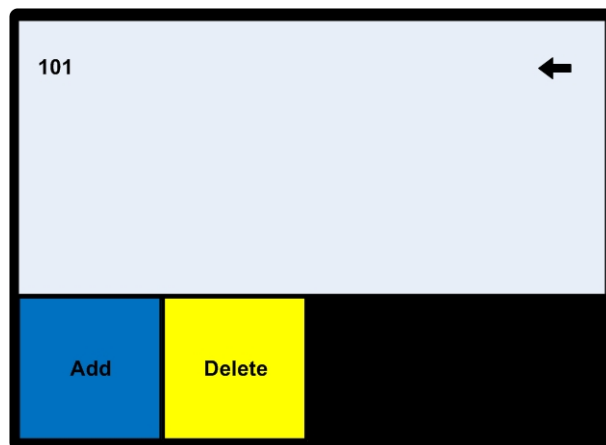


Figure 39: Monitor Single Room (step 2)

- Press “Add.”
- 3 Press the Function Selector key associated with Begin to begin monitoring.

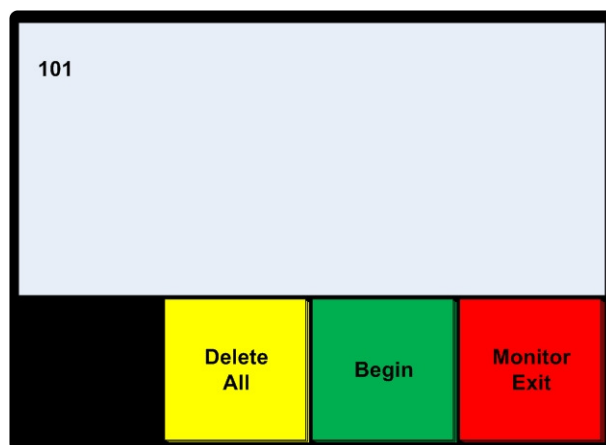


Figure 40: Monitor Single Room (step 3)

- The Single Room Monitoring screen will appear:

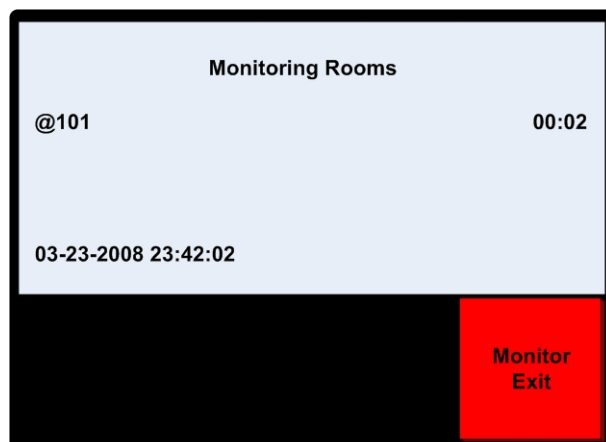


Figure 41: Monitor Single Room (step 4)

- 4 Press the Function Selector key associated with Exit as necessary.
 - Monitoring will continue until you Exit the function or a call appears at the Console.

To Create a Monitor List:

In order to monitor multiple rooms in sequence, you'll first create or use a room list. Each Console supports a single such list. Each list can contain a maximum of twenty (20) entries.

- 1 Press the Function Selector key associated with Monitor:

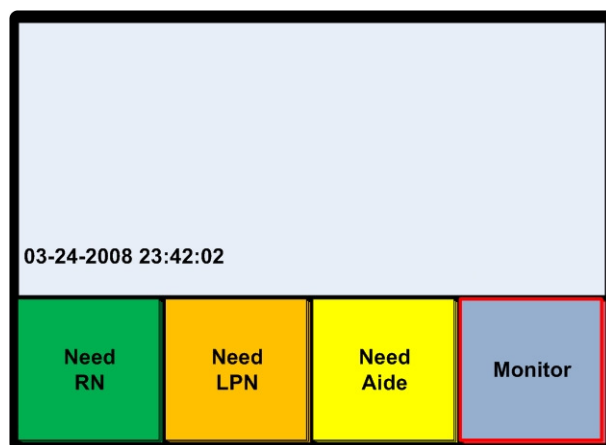


Figure 42: Create a Monitor List (step 1)

- More Monitor options will appear:



Figure 43: Create a Monitor List (step 2)

- 2 Use the keypad to enter the Rooms/Beds you wish to include in the Monitor List.
 - If necessary, use the “Bed” key (:) to enter the Bed designation.
- 3 Press the Function Selector key associated with Add after every Room/Bed entry.

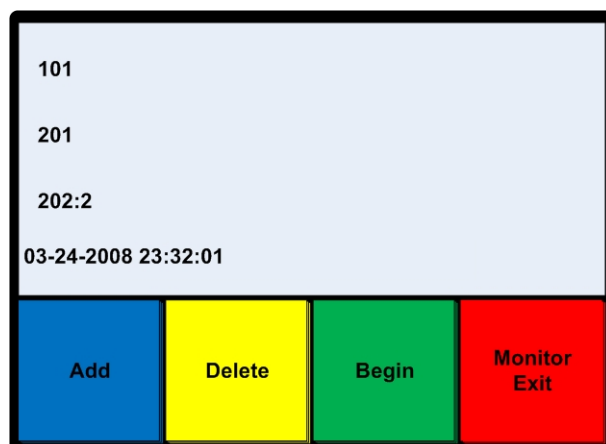


Figure 44: Create a Monitor List (step 3)

- If you enter a Room/Bed the system doesn't recognize, the Console will let you know after you attempt to Begin monitoring.

To Delete a Monitor List Entry:

Once you've created a list, you can add or delete Room/Bed entries as desired.

- 1 Press the Function Selector key associated with Monitor:

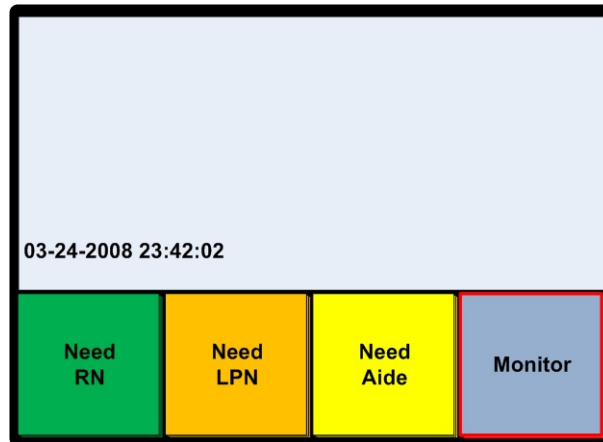


Figure 45: Delete a Monitor List Entry (step 1)

- The existing Monitor List will appear:

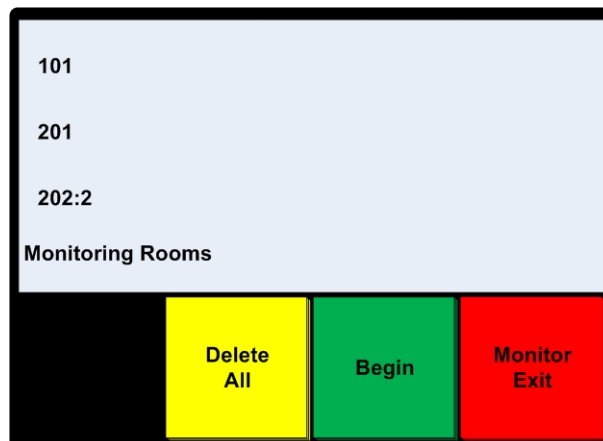


Figure 46: Delete a Monitor List Entry (step 2)

- 2 Use the Line Scroll keys to bring the Room/Bed entry you wish to delete into view.
- 3 Press the Line Selector key associated with the Room/Bed entry you wish to delete.
 - The Room/Bed entry will be highlighted.
- 4 Press the Function Selector key associated with Delete to remove the Room/Bed from the list.

To Monitor a Group of Rooms:

Once you've created a suitable Monitor List, you can use the Monitor function to begin monitoring. The monitoring rate is determined at system set-up. You can, however, alter the monitoring rate during the monitoring process. The Console will remember the last selected monitoring rate. The Console will also remember the last Room/Bed it monitored.

You can lift the handset or press PTT to connect to the Room/Bed displayed during the monitoring process.



If the Room/Bed station is busy, the “Unavailable” message will display and the Console will skip ahead to the next Room/Bed on the list.

- 1 Press the Function Selector key associated with Monitor:

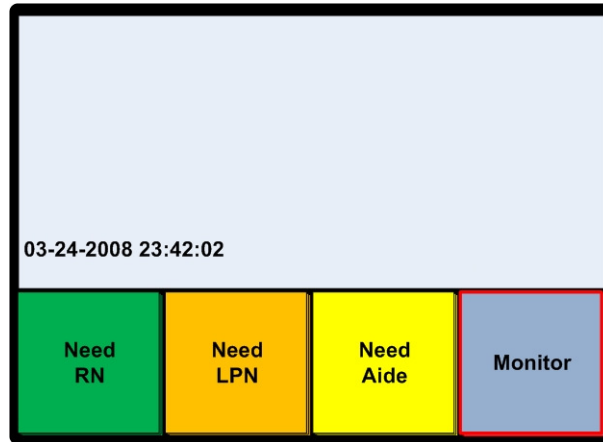


Figure 47: Monitor a Group of Rooms (step 1)

- The existing Monitor list will appear:

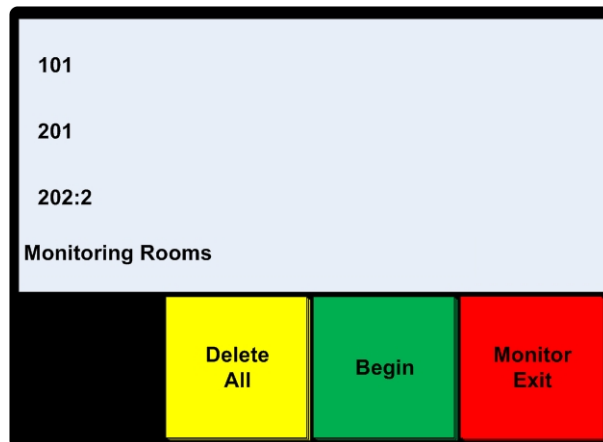


Figure 48: Monitor a Group of Rooms (step 2)

- 2 Press on the Function Selector key associated with Start to begin monitoring.
 - The number of the Room/Bed being monitored will display:

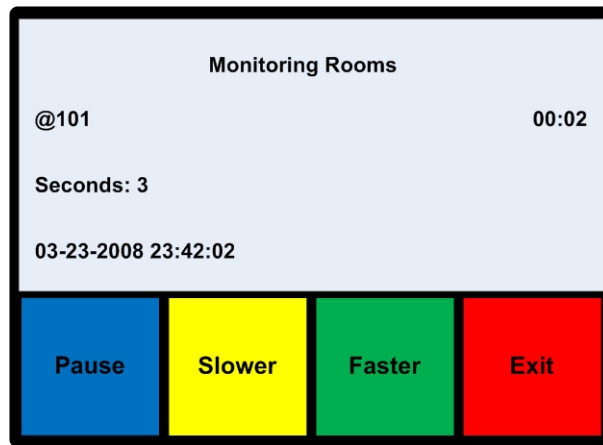
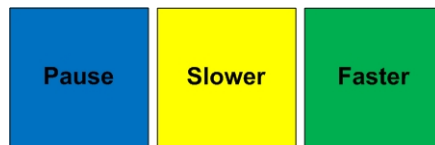


Figure 49: Monitor a Group of Rooms (step 3)

- 3 Use the Function Selector key associated with **Pause**, **Slower**, **Faster**, or **Exit** to manage the monitoring process.



- Using the **Pause** function will cause the process to halt at the display Room/Bed. While Paused, the **Resume** and **Back** indicators will display. Using **Resume** will restart the monitoring process at the “next” Room/Bed on the list; using **Back** will restart the monitoring process at the “last” monitored Room/Bed on the list.



- Using the **Slower** function will cause the monitoring rate to slow down by one (1) second for each touch of the key; you cannot select a rate longer than three (3) minutes.
- Using the **Faster** function will cause the monitoring rate to speed up by one (1) second for each touch of the key; you cannot select a rate shorter than one (1) second.
- Pressing the Function Selector key associated with **Exit**, or pressing **Cancel** will terminate the process.





Mute
Tones

Muting Console Tones

You can use Mute function to temporarily mute call tones. Normal tone volume is restored after two (2) minutes or when another call appears at the Console.

While the mute feature is engaged, the *Mute Tones* function indicator is lighted.

Additionally, the Console may be programmed so that the Cancel button on the Console also functions as Mute Tones.

To Mute Console Tones:

While Tones are Sounding at the Console

- 1 Press the Function Selector key associated with *Mute Tones*.
 - The tones will be silenced.
- 2 Continue normal operations.
 - Tones will return after two (2) minutes or if another call of any priority appears at the Console.

Privacy

Setting/Reviewing/Clearing Privacy Status

You can use the Privacy function to set, review, and/or clear Privacy status within a Console's coverage area.

You can establish communication with any room during the review by selecting it and either lifting the handset or pressing *Push-to-Talk*.



- When the Bed Station is set for Privacy, the station's Call Assurance LED(s) will flash at a slow rate.
- You can establish communication with any room during the review by selecting the room and either lifting the handset or pressing *Push-to-Talk*. (This will also end the review.)
- During the review—if no room is selected—you can “automatically” answer the highest priority incoming call (in the call display window) by lifting the handset or pressing *Push-to-Talk*.
- The review will end automatically after 60 seconds of inactivity.
- Because the review is static, Rooms/Beds added to the Privacy list during the review are not shown; in order to get an up-to-date sense of which Rooms/Beds are set to Privacy, you must initiate a new review.
- You can end the review at any time by pressing the Function Selector key associated with Privacy.
- If any Rooms/Beds are set to Privacy within a Console's coverage area, the *Privacy* indicator will light.
- The review will terminate if a call appears at the Console.
- You cannot perform a review if no stations are set for Privacy within the Console's coverage area.

To Set Privacy Status (Idle Mode)

While the Console is Idle...

- 1 Dial the Room/Bed you wish to place in Privacy mode.
 - If necessary, use the “Bed” key (:) to enter the Bed designation.



Figure 50: Privacy—Idle (step 1)

- 2 Press the Function Selector key associated with *Privacy*.
 - The Privacy notation will appear on the Room/Bed line:

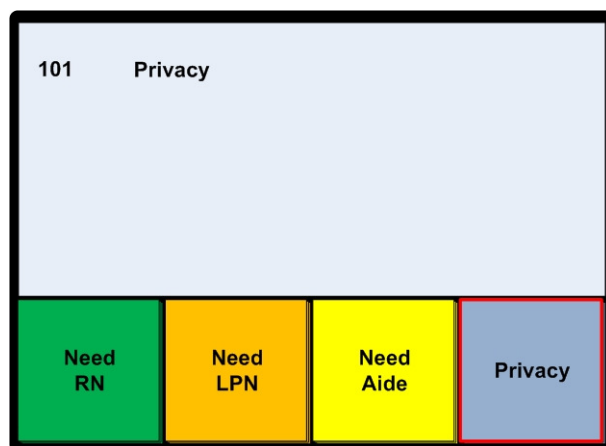


Figure 51: Privacy—Idle (step 2)

During Communication...

- 1 Press the Function Selector key associated with *Privacy*.
- 2 Hang up, or press *Exit*.
 - The call priority display (if applicable) will change to Privacy as soon as the communication is terminated, and the Room/Bed placed in Privacy mode.

To Review Privacy Status:

While the Console is Idle...

- 1 Press the Function Selector key associated with *Privacy*.
 - Rooms/Bed within the Console's coverage area set to Privacy will appear:

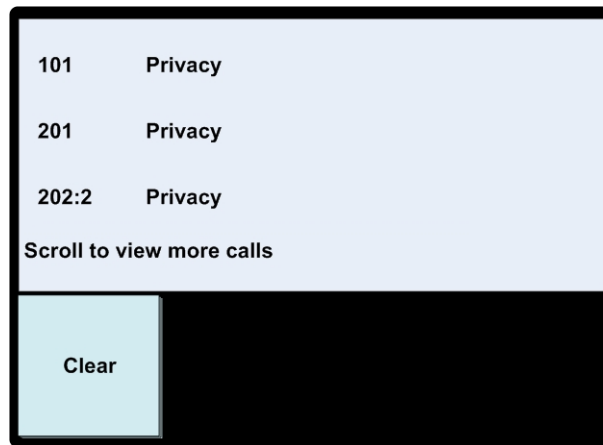


Figure 52: Review Privacy—Idle (step 1)

- If necessary, use the Line Scroll keys to view additional rooms.
- 2 Press the Function Selector key associated with *Exit*, or press *Cancel* at any time to end the review.
 - Should you wish, you may establish communication with the first room on the list by lifting the handset or pressing PTT.
 - Should you wish, you may establish communication with any other Room/Bed on the list by selecting it and lifting the handset or pressing PTT.

To Take Rooms Out of Privacy Mode:

While the Console is Idle...

- 1 Dial the Room/Bed you wish to take out of Privacy mode.
 - If necessary, use the “Bed” key (:) to enter the Bed designation.

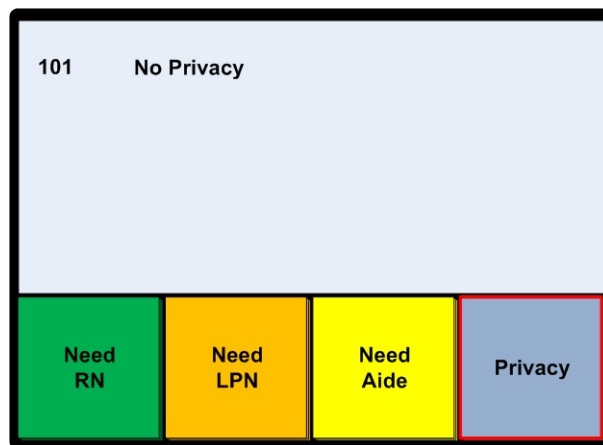
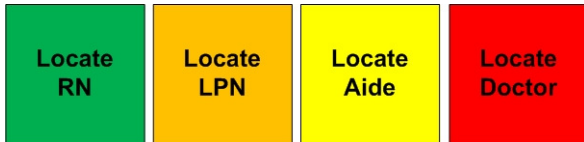


Figure 53: Clear Privacy—Idle (step 1)

- 2 Press the Function Selector key associated with *Privacy*.
 - The Privacy notation will disappear from the Room/Bed line, and the Room/Bed will be removed from the list.

During the Review...

- 1 Press the Line Selector key associated with the Room/Bed you wish to remove from Privacy.
 - The room will be highlighted and Privacy information displayed.
- 2 Press the Function Selector key associated with *Clear*.
 - The Privacy notation will disappear from the Room/Bed line, and the Room/Bed will be removed from the list.



Reviewing Staff Registration

You can use the Staff Review function to determine in which rooms Staff of any of the Staff Levels (in this example RN, LPN, Aide, and Doctor) are manually or automatically registered.

When at least one Staff member of any Staff Levels is registered within a Console's coverage area, the associated function indicator will light (Idle Mode).

During the Staff Review, Room/Bed and Staff Registration will appear in the Call Display.

If a call comes in during a Staff Review, the tones associated with the call will sound at the Console.

You can establish communication with any room during the review either by selecting the Room/Bed, lifting the handset, or pressing *Push-to-Talk*.

To Review Staff Registration:

- 1 Press the Function Selector key associated with *Locate RN*, *Locate LPN*, or *Locate Aide*.

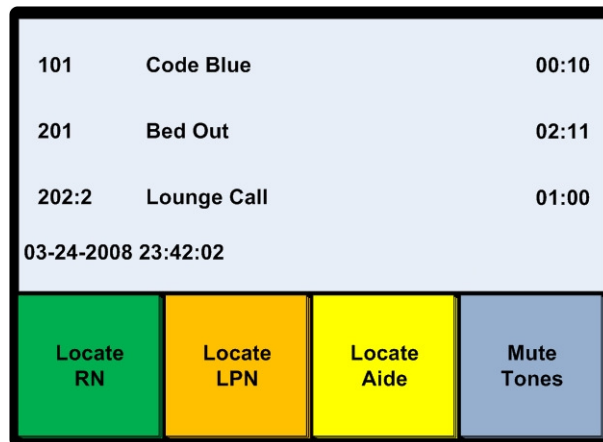


Figure 54: Review Staff Registration (step 1)

- A list of registered Staff will appear in the Call Display area:

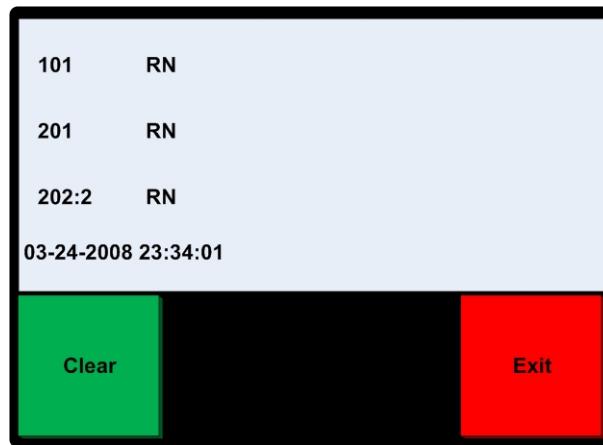


Figure 55: Staff Registration (step 2)

- You may use the Line Scroll keys to view additional list entries.
- 2 Press *Cancel* or Function Selector key associated with *Exit* to end the review.

To Clear Staff During a Staff Review:

You may use the Clear Staff function during a Staff Review to clear registration at any Room. Such is particularly useful when Staff forget to cancel their own registration at the Room.

While the Review in progress...

- 1 Bring the Room/Bed at which you wish to Clear into view.
 - If necessary, use the Line Scroll keys to view additional list entries:
- 2 Use the Line Selector key to select the Room/Bed.

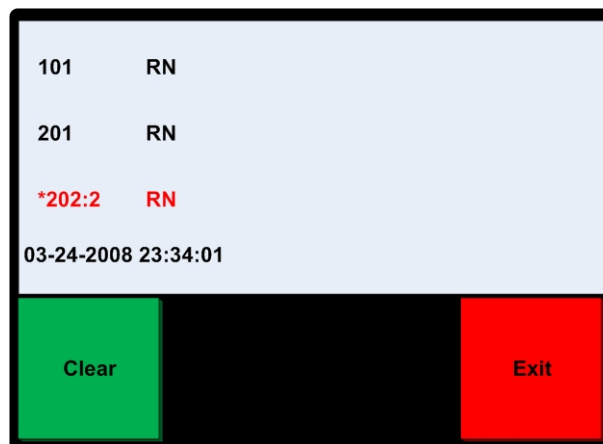


Figure 56: Clear Staff During a Staff Review (step 1)

- 3 Press the Function Selector key associated with *Clear*.
 - The entry will disappear from the list:

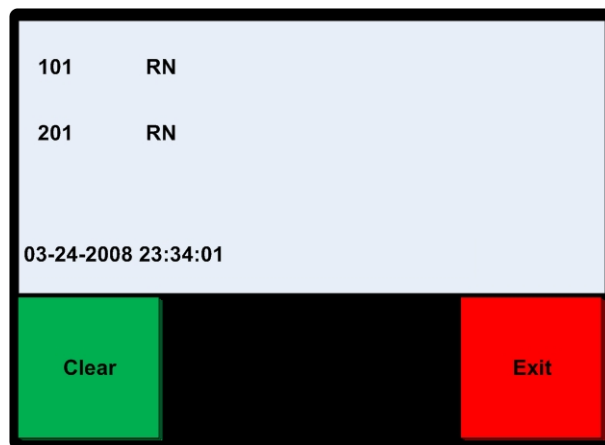


Figure 57: Clear Staff During a Staff Review (step 2)



Page

Initiating a Voice Page

You can use the Page function to initiate and send voice announcements to all speaker-equipped patient, staff, and duty stations within a Console's coverage area.

All stations within this coverage area must be free in order to initiate this type of page. If any station is unavailable, you will receive an "Audio Busy" indication.



- If you encounter the "Audio Busy" tone, you can either wait for an automatic connection with the handset on or Off-Hook or hang up or press *Cancel* and try later.
- Certain rooms can be set up so as not to receive an page of this sort.
- Page is outgoing only—you can speak, but not listen.

To Initiate a Page to All Stations:

On-Hook

- 1 Press the Function Selector key associated with *Page*.
 - The "Page Connecting" message will appear in the Call Display, and the *Page* indicator will light:

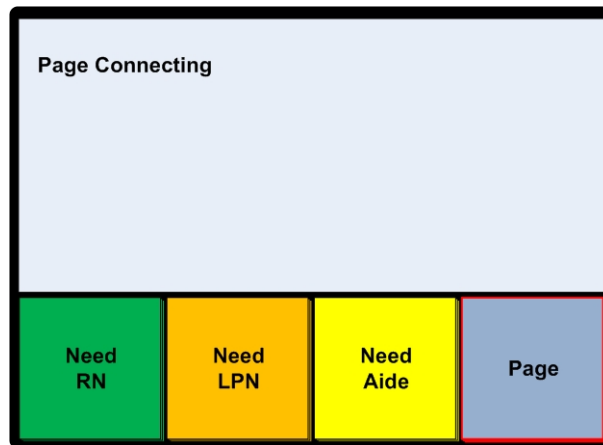


Figure 58: Page—On-Hook (step 1)

- 2 Press *Push-to-Talk* and speak loudly in the direction of the built-in speaker/microphone.
 - The page will sound over all speaker-equipped stations:

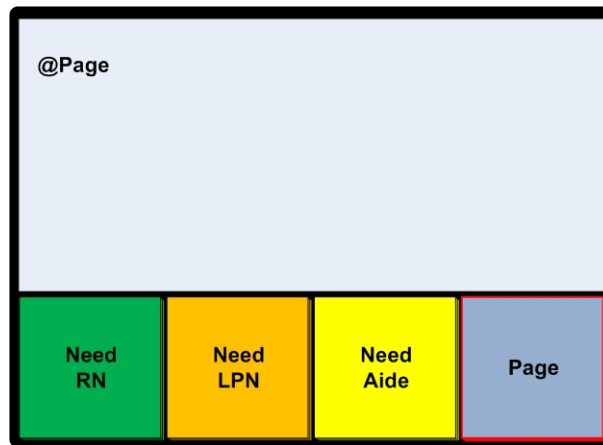


Figure 59: Page—On-Hook (step 2)

- 3 Press *Cancel* to end the page.

Off-Hook

- 1 Lift the handset.
- 2 Access and press the Function Selector key associated with *Page*.
 - The “Page Connecting” message will appear in the Call Display, and the *Page* indicator will light:

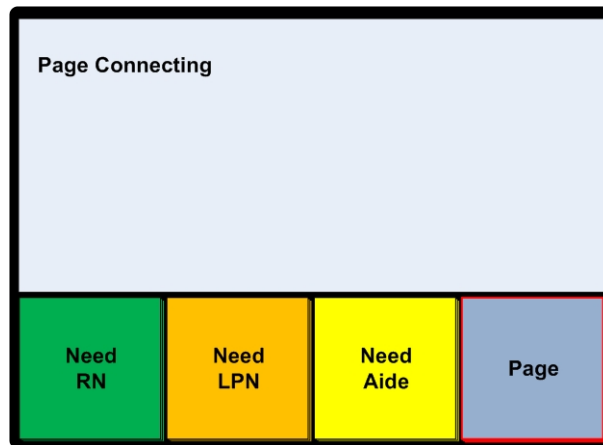


Figure 60: Page—Off-Hook (step 1)

- The page will sound over all speaker-equipped stations:

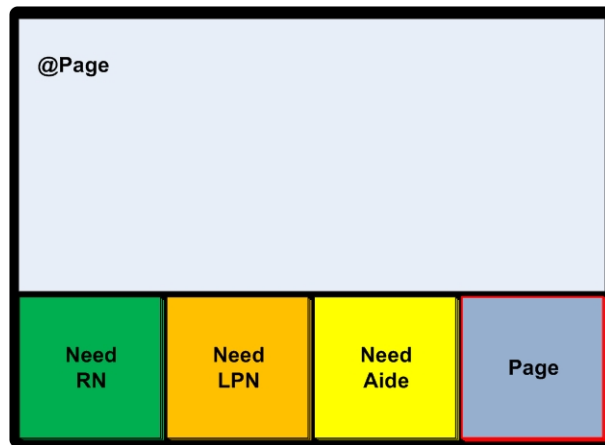


Figure 61: All Page—On-Hook (step 2)

- 3 Speak into the handset.
- 4 Press *Cancel* to end the page.

Overhead Page

Initiating an “Overhead” Voice Page

You can use the Overhead Page function to initiate and send voice announcements to all overhead speakers within a designated area.



If you attempt to initiate a Page while the system is busy, the Console will sound the “error” tone and display the “Audio Busy” message. You can either wait for an automatic connection with the handset on or off hook, or hang up, or cancel and try later.

To Initiate an Overhead Page:

On-Hook

- 1 Press the Function Selector key associated with *Overhead Page*.
 - The “Overhead Page Connecting” message will appear in the Call Display, and the *Overhead Page* indicator will light:

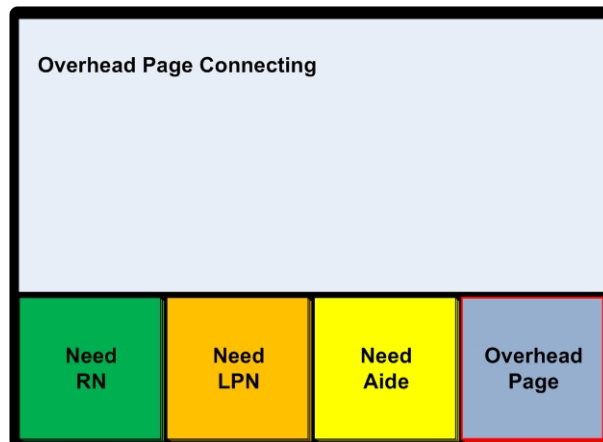


Figure 62: Overhead Page—On-Hook (step 1)

- 2 Press the *Push-to-Talk* button, and speak loudly in the direction of the built-in speaker/microphone.
 - The page will sound over all overhead speakers within a designated coverage area:

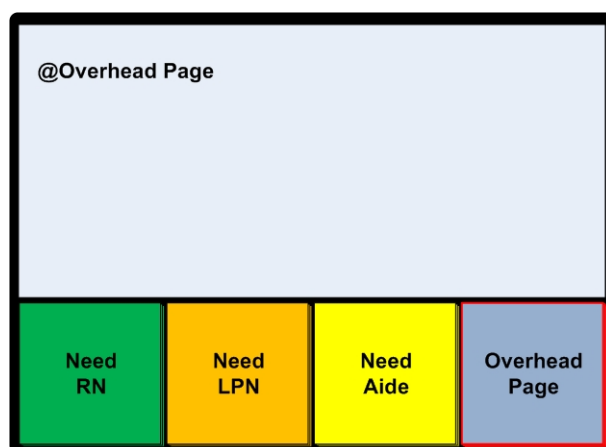


Figure 63: Overhead Page—On-Hook (step 2)

- 3 Press the Function Selector key associated with *Exit*, or press *Cancel* to end the page when you have finished:

Off-Hook

- 1 Lift the handset, Access and press the Function Selector key associated with *Overhead Page*.
 - The “Overhead Page Connecting” message will appear in the Call Display, and the *Overhead Page* indicator will light:

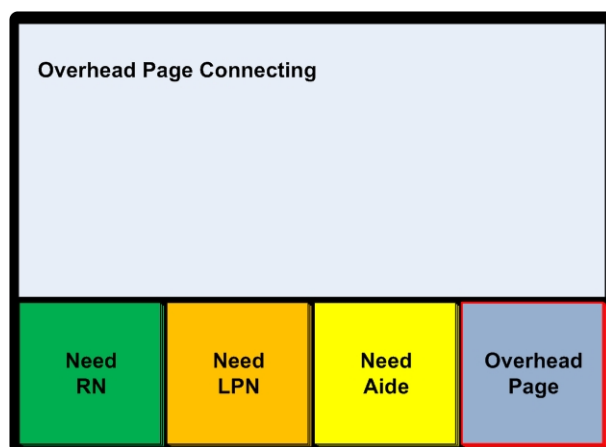


Figure 64: Overhead Page—Off-Hook (step 1)

- 2 Speak into the handset.
 - The page will sound over all overhead speakers within a designated coverage area.

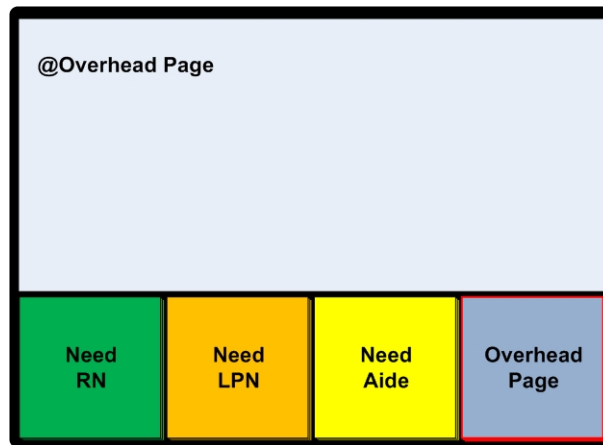


Figure 65: Overhead Page—Off-Hook (step 2)

- 3 Hang up, or press *Cancel* to end the page when you have finished:


 A blue square button with the word "Night" in black text.

Global Day/Night Tones

You can use the Night Tone function to toggle between Night (softer) and Day (louder) call tones for all Consoles within your facility.

You can select Day or Night tones in Idle mode, while tones are sounding at the Console, or during communication with a Room/Bed.

To Select Day or Night Tones:

- 1 Press the Function Selector key associated with *Night* (Tones):

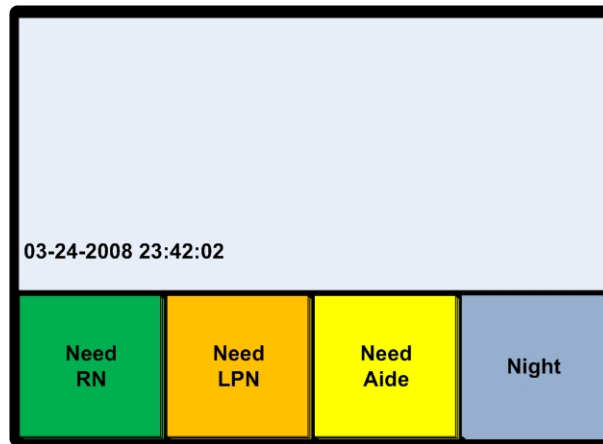


Figure 66: Select Day or Night Tones (step 1)

- The Tones indicator will toggle:

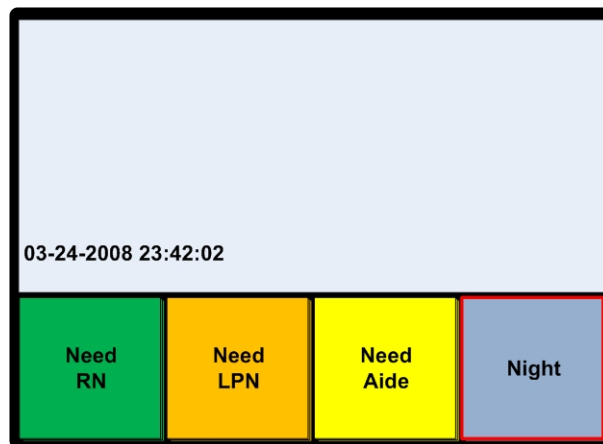
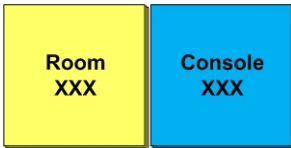


Figure 67: Select Day or Night Tones (step 2)

- Tone volume will decrease.
- 2 Continue normal operations.



When the Night (Tones) indicator is lit, the Console will sound softer call tones (Night Mode); when the Night Tones indicator is unlit, the Console will sound louder tones (Day Mode).



Speed Dialing

You can use the Speed Dialing function to dial a pre-programmed Room/Bed, Staff Terminal, other Console, etc. using this one-touch dialing function.



If you attempt to direct dial while the system is busy, the Console will sound a single error tone and display the “audio busy” message. You can either wait for an automatic connection with the handset on or off hook, hang up, or press *Cancel* and try later.

To Direct Dial a Room/Bed or Console:

On-Hook

- 1 Press the Function Selector key associated with the *Room* or *Console*:

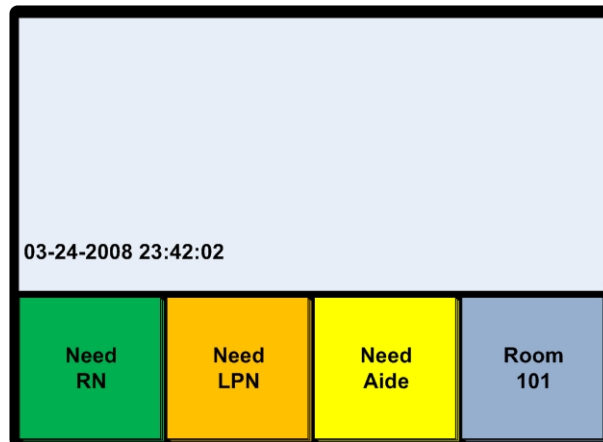


Figure 68: Direct Dial a Room/Bed or Console—On-Hook (step 1)

- The Room (and bed, if applicable) or Console’s dialing number will appear on the top line of the Call Display:

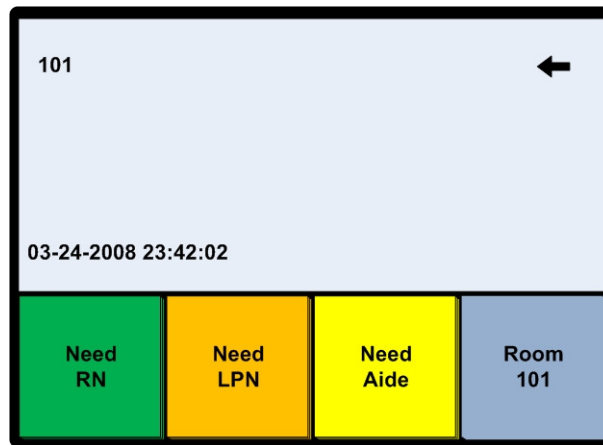


Figure 69: Direct Dial a Room/Bed or Console—On-Hook (step 2)

- 2 Press *Push-to-Talk*, and speak loudly in the direction of the built-in speaker/microphone.
 - A short tone will sound, indicating you are connected with the Room/Bed or Console.
 - The “In-Communication” icon (@) will appear:

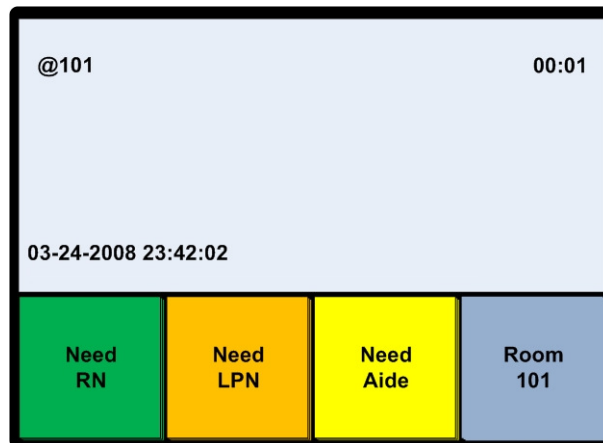


Figure 70: Direct Dial a Room/Bed or Console—On-Hook (step 3)

- 3 Press *Cancel* or the Function Selector key associated with *Exit* to end the call.

Off-Hook

- 1 Lift the handset, and press the Function Selector key associated with the *Room* or *Console*.
 - The Room (and bed, if applicable) or Console’s dialing number will appear on the top line of the Call Display:

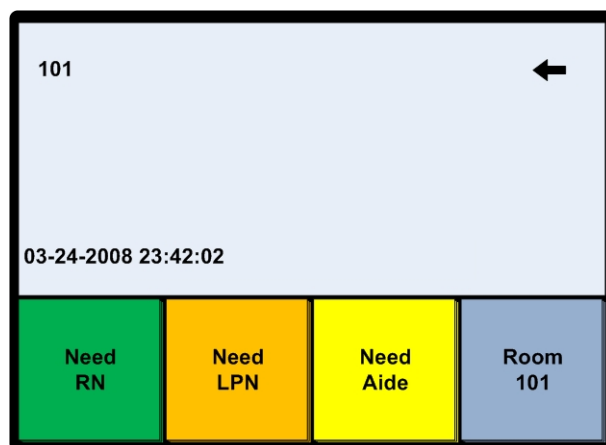


Figure 71: Direct Dial a Room/Bed or Console—On-Hook (step 1)

- A short tone will sound—indicating you are connected with the Room/Bed or Console.
- The “In-Communication” icon (@) will appear:

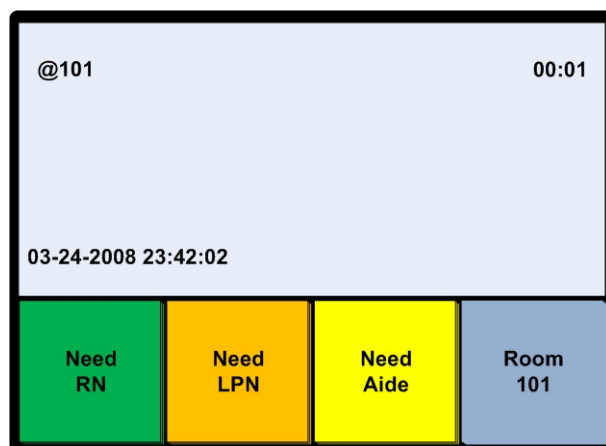


Figure 72: Direct Dial a Room/Bed or Console—On-Hook (step 2)

- You may use *Push-to-Talk* at any time to control “speak” and “listen” capabilities.
- 2 Hang up, press *Cancel*, or the Function Selector key associated with *Exit* to end the call.

**Staff
Follow**

Staff Follow

You can use Staff Follow function to turn the automatic forwarding of call tones to rooms on and off. When the Staff Follow feature is enabled, call tones will be heard at Patient Station speakers in all rooms within the Console's coverage or at rooms which the Console's staff have programmed into the Console's follow list.

Forwarded tones will sound over all Bed or Staff stations in a room, but will **not** sound over pillow or bed rail speakers.

Forwarded tones can be temporarily muted at the room by pressing the station's *Cancel* touchpoint. This "remote staff follow tone mute" is only valid for one call. Subsequent calls at the Console will once again sound at the room.

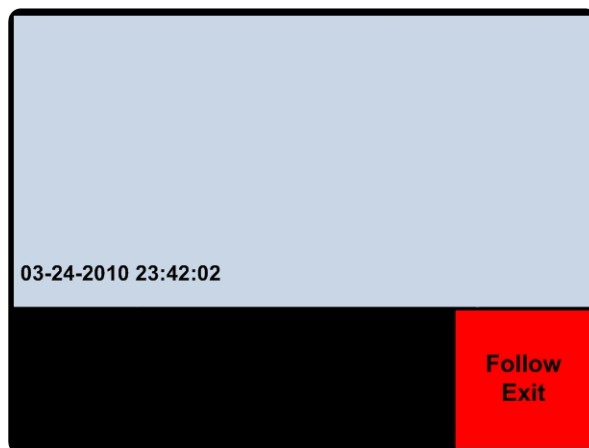
The Console remains completely operational during Staff Follow operations.

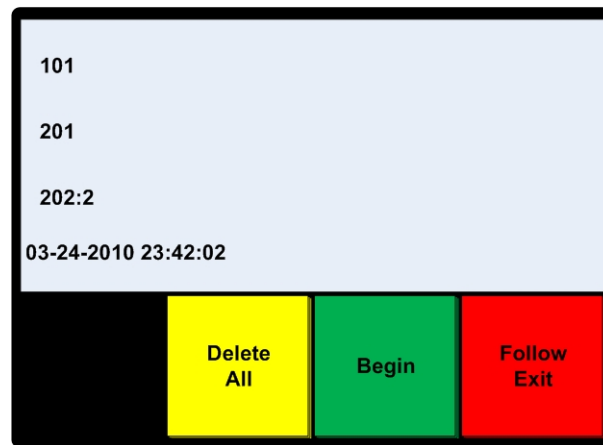
You will know that a Staff Follow procedure is underway if the *Staff Follow* function touchpoint is lighted.

To Use Staff Follow:

To View and Use the Existing Staff Follow Room List:

- 1 Press the Function Selector key associated with *Staff Follow*.
 - The Follow room list will appear.
 - Either the list will bear the last entered rooms, or—if none were previously entered—it will be blank:

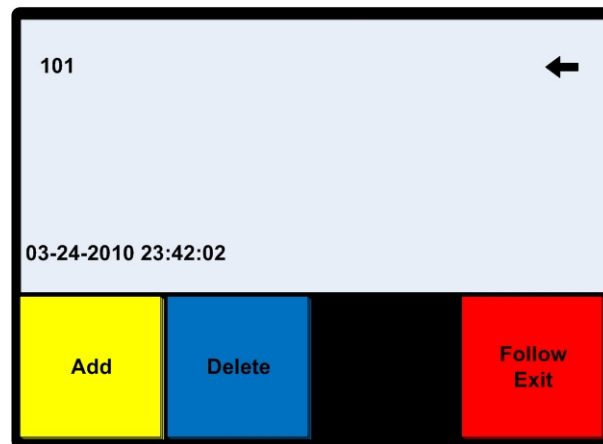




- Tones arriving at this Console will sound over the speakers in the listed Patient Stations.

To Remove a Room from the Staff Follow Room List:

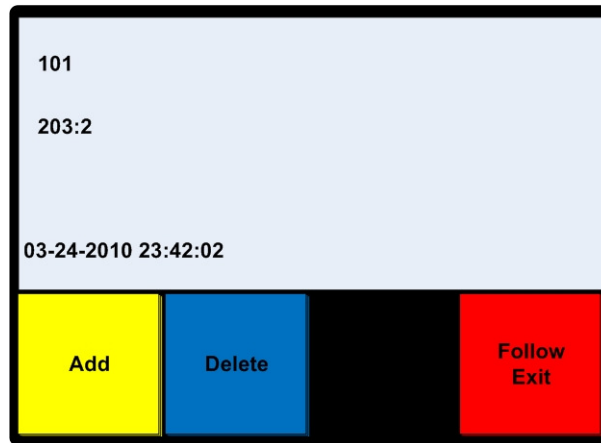
- 1 Touch the Function Selector key associated with the Room/Bed you wish to remove.
- 2 Touch the Function Selector key associated with *Delete*.
 - The room will be removed from the list.



- 3 Repeat as necessary.

To Add a Room to the Staff Follow Room List:

- 1 Use the keypad to enter the room and, if necessary, bed number.
 - The bed number is separated from the room using the colon (:). You would enter bed two (2) in room 203 as 203:2.
- 2 Touch the Function Selector key associated with *Add* to include the Room/Bed in the list.



- 3 Repeat as necessary.

To Turn Staff Follow Off:

- 1 Touch the Function Selector key associated with *Staff Follow*.
 - The Follow function will toggle off.

A

Appendix A: Responder IV/ Responder 5 Integration

When Responder IV and Responder 5 systems are integrated, only certain functions are supported from the Nurse Console:

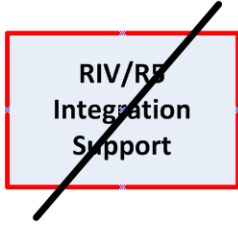
Supported Functions (Responder IV/Responder 5 Integration)

The following functions **are** supported from the Console:



RIV/R5
Integration
Support

- | | |
|---|---|
| Display and answer calls: | Calls from Responder IV rooms will display on Responder 5 Consoles in the same manner that Responder 5 station calls display. Calls may be answered in any order. Answering a call will establish an audio connection between the Console and station. |
| Dial a Room: | Calls to Responder IV rooms may be placed at a Responder 5 Console using either the keypad or a Quick Dial button. |
| Set a Service Request: | A Service Request may be set on a Responder IV room in the same manner as you would set a reminder on a Responder 5 room. Since the Responder IV system only supports four (4) levels of service reminders, you may only set one of those. If you select a level that doesn't exist in the Responder IV system then so service will be set. |
| Upgrading Bed Station Priorities: | A Responder IV call that is answered at the Responder 5 Console can be upgraded to one of three (3) established priorities. |
| Upgrading a call at the Console: | The Responder 5 Room Priority function can be used to upgrade any Responder IV incoming call to a newly designated higher priority. |
| Muting Console Tones: | You can use the Responder 5 mute tones function to mute call tones triggered by a call from a Responder IV room. |
| Privacy: | You can use the Responder 5 Privacy function to set, review and clear Privacy status at any Responder IV room. |
| Reviewing Staff Registration: | You can use the Responder 5 Staff Review functions to determine in which Responder IV rooms Staff of the three (3) designated levels are manually registered. |
| Initiating an “Overhead” Voice Page: | You can use the Responder 5 Overhead Page function to initiate and send voice announcements to all Responder IV system overhead speakers within a designated area. |



Non-Supported Functions (Responder IV/Responder 5 Integration)

The following functions are **not** supported from the Console:

Initialing a Voice Page: You **cannot** use the Responder 5 Page function to initiate and send voice announcements to Responder IV rooms.

Dial a Console: You **cannot** use the Console keypad or a Quick Dial button to dial a Responder IV Console.

Monitoring Room Stations: You **cannot** use the Responder 5 Monitor function to listen-in on Responder IV rooms.

Setting room volume: You **cannot** use the Responder 5 Room Volume function to control the listen volume on a Responder IV room.

Staff Follow: You **cannot** use the Responder 5 Staff Follow function to send follow tones to Responder IV rooms.

Swinging Coverage: You **cannot** use the Responder 5 Swing Coverage function to “reassign” or capture coverage from Responder IV rooms.