

Call Point User Guide



Aidcall operates a policy of continual product improvement and reserves the right to modify the specification of its products.

If any variation to the details in this document are suspected please contact Aidcall's Technical Support.

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1. PRODUCT OVERVIEW

Call Points are located throughout the building alongside beds, in common rooms, corridors, bathrooms, toilets etc. Call Points are battery powered and communicate via radio with the display panel(s) in the main office or other strategic areas.

Call Points are available in a number of configurations including standard pushbuttons or pull-switch options and/or a display to provide reassurance that a call is being dealt with and to show details of other calls waiting within the same zone.















An optional Pear Push lead simply plugs into the Call Point and comes with a cradle to safely rest the unit when not in use. Numerous other accessories can be plugged-in to the Call Point to customise the system to specific patient needs.

Battery replacement warnings, tamper alarms and regular radio communication automatically keeps the system functioning properly all of the time.




Antimicrobial

All Touchsafe Pro Call Points are embedded with an antimicrobial agent during manufacture. This prevents the growth of harmful micro-organisms thereby preventing the spread of germs and disease.

2. SAFETY INSTRUCTIONS

	Read and understand these instructions before use. Keep these instructions for future reference.
	Do not disassemble this product or attempt to repair it yourself.
	No user serviceable parts inside. Refer all servicing to qualified service personnel.
	This product should only be powered by 3 x AA Alkaline batteries as indicated on the label. Under no circumstances should this product be powered from another power source.
	Insert batteries in accordance with the polarity symbols inside the battery compartment. Only use manufacturer approved AA Alkaline batteries.
	Only connect manufacturer approved accessories. Do not push objects of any kind into the accessory sockets as this may result in damage.
	This product should be located at least 2 metres away from other electronic equipment. Failure to provide this separation may result in reduced radio range.
	Do not locate this product above a radiator or other heat source.
	Do not expose to direct sunlight.
	Do not submerge in water and do not use in damp or humid conditions.
	Do not expose this product to dripping or splashing water. As with any electronic equipment take care not to spill liquids into any part of the system. Liquids can cause a failure and/or a fire hazard.
	Clean with a hard-surface disinfectant wipe or a damp cloth and a non-abrasive cleaning product. Polish with a dry duster. DO NOT use a wet cloth.
	Avoid using harsh, abrasive or corrosive cleaning agents or detergents (e.g. scouring powders, bleaches, polishes, etc.) when cleaning this product.
	At the end of its life this product should be disposed of and recycled in accordance with the environmental regulations. See the Regulatory Information in section 3 below.

3. REGULATORY INFORMATION

	<p>This symbol on the product indicates it complies with all relevant EU Directives as required by law. Radio & Telecommunication Terminal Equipment; R&TTE Directive 1999/5/EC Safety of Information Technology Equipment; EN 60950-1:2006+A12:2011 Electro Magnetic Compatibility; EMC 2004/108/EC Restriction of Hazardous Substances; RoHS 2011/65/EU A copy of the complete Declaration of Conformity is available from Aidcall.</p>
	<p>This symbol on the product indicates it is classed as Electrical or Electronic Equipment and should not be disposed of with other commercial waste at the end of its working life. The Waste of Electrical and Electronic Equipment (WEEE) Directive (2012/19/EU) has been put in place to recycle products using the best available recovery and recycling techniques to minimise impact on the environment, treat hazardous substances and avoid increasing landfill. For product disposal please contact your supplier and check the terms and conditions of the purchase contract and ensure this product is not mixed with other commercial waste for disposal.</p>
	<p>This symbol on batteries indicates separate collection. Batteries contain chemicals that can be hazardous to health and the environment and should not be disposed of in the waste bin. The EU Directive (2006/6/EC) has been put in place to ensure the safe disposal and recycling of batteries. Return used batteries to your supplier or drop-off at your local municipal waste recycling depot.</p>

4. MAINTENANCE & CARE

For peace of mind and to ensure your system is maintained to the highest standard Aidcall recommend an annual maintenance contract. This will provide vital assistance in times of need from a nationwide team of trained Service Engineers who specialise in wireless Nursecall systems.

An annual preventative maintenance visit (PMV) is also available from Aidcall, this covers the replacement of all batteries, a full system test, software updates (where applicable) and a Service Certificate.

For more information on Maintenance Contract Packages and PMV's please contact our customer services team on 01670 357431 or visit our website; www.aidcall.co.uk/healthcare/support/maintenance

MONTHLY MAINTENANCE

Call Points and Pear Pushes should be regularly cleaned with anti-bacterial wipes, at the same time they should be checked for signs of external physical damage. Broken or cracked plastic cases can trap dirt and contribute to the spread of germs. Any parts found damaged should be replaced immediately. Products needing repair can be returned via the website; www.aidcall.co.uk/healthcare/support/repair

ANNUAL MAINTENANCE

Although Call Point batteries are monitored and a poor state of charge is reported automatically it is best practice to replace all batteries every 3 years. See section 15 for the correct type of batteries to be used. At the same time a test call should be made to confirm the batteries have been fitted correctly and that the Call Point is communicating correctly with the rest of the system.

5. CALL POINT OPTIONS

There are different models of Touchsafe Pro Call Point; with or without a display, standard push buttons or pull-switch types, see below...

Standard Call Point



Call Point with Display



Call Point with Display and Red Emergency Pull-Switch



Call Point with Display and Blue Cardiac Pull-Switch



The orange alarm pull cord can be simply cut-off if not required. The orange button on the keypad initiates the same alarm call type as the orange cord.

Any of the Call Points can have an optional Pear Push simply plugged-in.



Note: the Cradle to rest the Pear Push in can be fitted on the right or left hand side during installation

6. CALL POINT FEATURES

The key features of the Call Point are identified below;

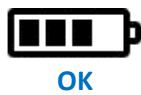
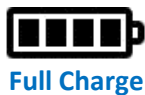


DISPLAY OPTION

Call Points with a display will provide indication of the call being made, when it is received by the panel and when it is cancelled. It will also show details of the units House Code and Unit ID.

BATTERY STATUS

During a call the battery status will be shown in the top left hand corner of the display;



IMPORTANT: replace the Call Point batteries immediately if Critically Low is displayed.

CALL WAITING

When a call is cancelled the next call waiting (within the same Zone) will be displayed. If more than one call is waiting the one with highest priority will be displayed;

The next call information will clear automatically after 4 seconds



7. NURSE CALL OPERATION

To make a Nurse call press the **Orange** button (or pull the **Orange** cord), after a short delay the **Red LED** will start to flash and the unit will beep to indicate the call has been received on the Nursecall panel.

The **Red LED** will flash and the unit will beep when a call is made



If the unit has a display it will first show **"CALLING - CALL"** then **"ACKNOWLEDGED"** when the call has been received on the Nursecall panel. *It will also show details of the units House Code and Unit ID.*

NURSECALL PANEL DISPLAY

The Nursecall panel will display the call like this...



*The screen banner is **orange** for a Nurse call.
Touch the banner to display Client Notes.
Press the Accept button on the banner to silence the alarm and notify all other panels the call is being dealt with.
The screen banner changes to **purple** when a call is accepted.*

TO CANCEL THE CALL

You must visit the Call Point and press the **LIGHT GREY** button to cancel the call



If the unit has a display it will first show **"CALLING - CANCEL"** then **"ACKNOWLEDGED"** when the call has been received and cancelled off the Nursecall panel.

If there is another call waiting (within the same Zone) the details will be displayed, if more than one call is waiting the one with highest priority will be displayed.

8. NURSE PRESENT OPERATION

On a routine visit; press the **Green** button on the Call Point - after a short delay the **Red LED** will start to flash and the unit will beep to indicate the call has been received on the Nursecall panel.

Or, if you are responding to a call; press the **Green** button on the Call Point - the red LED will go out and the beep will stop. This will notify Nurse Present on the Nursecall panel.



Press the **Green** button to register "Nurse Present"

If the unit has a display it will first show "**CALLING - NURSE PRESENT**" then "**ACKNOWLEDGED**" when the call has been received on the Nursecall panel.

NURSECALL PANEL DISPLAY

The Nursecall panel will display the call like this...



*The screen banner is **green** like the Nurse Present button.
Touch the banner to display Client Notes if required.
Press the Accept button on the banner to notify all other panels the call is being dealt with.
The screen banner changes to **purple** when a call is accepted.*



TO CANCEL THE CALL

Press the **LIGHT GREY** button to cancel the call



If the unit has a display it will first show "**CALLING - CANCEL**" then "**ACKNOWLEDGED**" when the call has been received and cancelled off the Nursecall panel.

If there is another call waiting (within the same Zone) the details will be displayed, if more than one call is waiting the one with highest priority will be displayed.

9. ASSISTANCE CALL OPERATION

After pressing the **Green** button to register Nurse Present, press the **Orange** Nurse Call button (or pull the **Orange** cord) to request Assistance. After a short delay the **Red LED** will start to flash and the unit will beep to indicate the call has been received on the Nursecall panel.



If the unit has a display it will first show **“CALLING - ASSISTANCE”** then **“ACKNOWLEDGED”** when the call has been received on the Nursecall panel.

NURSECALL PANEL DISPLAY

The Nursecall panel will display the call like this...



*The screen banner is **yellow** for an Assistance call.
Touch the banner to display Client Notes.
Press the Accept button on the banner to silence the alarm and notify all other panels the call is being dealt with.
The screen banner changes to **purple** when a call is accepted.*

TO CANCEL THE CALL

Press the **LIGHT GREY** button to cancel the call



If the unit has a display it will first show **“CALLING - CANCEL”** then **“ACKNOWLEDGED”** when the call has been received and cancelled off the Nursecall panel.

If there is another call waiting (within the same Zone) the details will be displayed, if more than one call is waiting the one with highest priority will be displayed.

10. EMERGENCY CALL OPERATION

To make an Emergency call press the **Red** button (or pull the **Red** pull-switch), after a short delay the **Red LED** will start to flash and the unit will beep to indicate the call has been received on the Nursecall panel.

Press the **Red** button (or pull the red pull-switch out) to activate an Emergency Call



The **Red LED** will flash and the unit will beep when an Emergency call is made

If the unit has a display it will first show **“CALLING - EMERGENCY”** then **“ACKNOWLEDGED”** when the call has been received on the Nursecall system.

NURSECALL PANEL DISPLAY

The Nursecall panel will display the call like this...



*The screen banner is **red** like the Emergency button.
Touch the banner to display Client Notes.
An Emergency Call cannot be Accepted or silenced from the screen.*



TO CANCEL THE CALL

Press the **LIGHT GREY** button to cancel the call



If the Call Point has a red Emergency pull-switch it must be pushed back in before the call can be cancelled

If the unit has a display it will first show **“CALLING - CANCEL”** then **“ACKNOWLEDGED”** when the call has been received and cancelled off the Nursecall panel.

If there is another call waiting (within the same Zone) the details will be displayed, if more than one call is waiting the one with highest priority will be displayed.

11. CARDIAC CALL OPERATION

To make a Cardiac call pull the **Blue** pull-switch out - after a short delay the **Red LED** will start to flash and the unit will beep to indicate the call has been received on the Nursecall panel.



If the unit has a display it will first show **“CALLING - CARDIAC”** then **“ACKNOWLEDGED”** when the call has been received on the Nursecall system.

NURSECALL PANEL DISPLAY

The Nursecall panel will display the call like this...



*The screen banner is **blue** like the Cardiac button.
Touch the banner to display Client Notes.
A Cardiac Call cannot be Accepted or silenced from the screen.*



TO CANCEL THE CALL

You must visit the Call Point and press the **LIGHT GREY** button to cancel the call



The blue Cardiac pull-switch must be pushed back in before the call can be cancelled

If the unit has a display it will first show **“CALLING - CANCEL”** then **“ACKNOWLEDGED”** when the call has been received and cancelled off the Nursecall panel.

If there is another call waiting (within the same Zone) the details will be displayed, if more than one call is waiting the one with highest priority will be displayed.

12. WC CALL OPERATION

To make a WC call press the **Orange** button (or pull the **Orange** cord) on a Call Point fitted in a WC (i.e. toilet), after a short delay the **Red LED** will start to flash and the unit will beep to indicate the call has been received on the Nursecall panel.

The **Red LED** will flash and the unit will beep when a WC Call is made



If the unit has a display it will first show "**CALLING – WC CALL**" then "**ACKNOWLEDGED**" when the call has been received on the Nursecall panel. *It will also show details of the units House Code and Unit ID.*

NURSECALL PANEL DISPLAY

The Nursecall panel will display the call like this...



*The screen banner is **yellow** for a WC Call.
Touch the banner to display Client Notes.
Press the Accept button on the banner to silence the alarm and notify all other panels the call is being dealt with.
The screen banner changes to **purple** when a call is accepted.*



TO CANCEL THE CALL

You must visit the Call Point and press the **LIGHT GREY** button to cancel the call



If the unit has a display it will first show "**CALLING - CANCEL**" then "**ACKNOWLEDGED**" when the call has been received and cancelled off the Nursecall panel.

If there is another call waiting (within the same Zone) the details will be displayed, if more than one call is waiting the one with highest priority will be displayed.

13. BED STATUS OPERATION

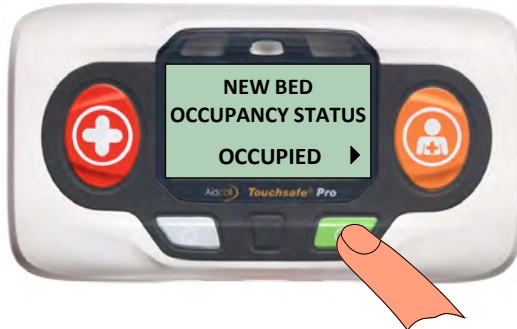
Bed Status is an option which must be enabled in each Call Point that requires the feature during installation. *Note: it is only available on Call Points with a display.*

When enabled; press and hold the **Dark Grey** button to view the Current Bed Occupancy Status, this will be displayed on the Call Point as “Available” or “Occupied” or “To Be Cleaned”. Press the **Green** button to scroll through the New Bed Occupancy Status options then press **Dark Grey** button again to select. You can press the **Light Grey** button to exit the mode without making any changes.

Press and HOLD the **Dark Grey** button until the unit beeps and the red light flashes, the display will then show the Current Bed Occupancy Status



Press the **Green** button to scroll through the New Bed Occupancy Status options



Press the **Dark Grey** button to select the new Bed Occupancy Status



If “To Be Cleaned” is selected this will be notified as a call on the Nursecall panel, the Call Point display will show “**ACKNOWLEDGED TO BE CLEANED**” when the call has been received. If “Occupied” or “Available” is selected the new Bed Status will simply be updated on the Nursecall panel Bed list.

Note: you can press the **Light Grey** button to exit the mode without changing the Bed Status at any time



13. BED STATUS OPERATION

NURSECALL PANEL DISPLAY

The Nursecall panel will display a “Bed To Be Cleaned” call like this...



*Touch the banner to display Client Notes if required.
Press the Accept button on the banner to notify all other panels the call is being dealt with.
The screen banner changes to **purple** when a call is accepted.*



TO CANCEL THE CALL

Once the bed has been cleaned the Bed Status should be set back to “Available” or “Occupied” from the client’s Call Point as shown on the previous page. This will prevent the “Bed To Be Cleaned” call re-reporting and the Bed Status will be updated in the Bed List.

To view the status of all beds touch the “Beds” button on the top of the Nursecall panel main screen.

```
Daisy Ward Bed 008 To Be Cleaned 10:22 13/05/2015
Daisy Ward Bed 003 To Be Cleaned 10:38 13/05/2015
Daisy Ward Bed 012 To Be Cleaned 11:05 13/05/2015
Daisy Ward Bed 011 Available 09:53 13/05/2015
Daisy Ward Bed 001 Available 10:10 13/05/2015
Daisy Ward Bed 009 Available 17:25 13/05/2015
Daisy Ward Bed 002 Occupied 14:45 11/05/2015
Daisy Ward Bed 004 Occupied 16:22 09/05/2015
Daisy Ward Bed 005 Occupied 08:51 10/05/2015
Daisy Ward Bed 006 Occupied 19:29 08/05/2015
Daisy Ward Bed 007 Occupied 15:18 08/05/2015
Daisy Ward Bed 010 Occupied 07:05 07/05/2015
```



All rooms with the Bed Status feature enabled in the Call Point will be listed on the screen. Beds “To Be Cleaned” are always at the top of the list, followed by “Available” then “Occupied”. The time and date identifies the last event for each bed.

If the call is cancelled by pressing the **Light Grey** button on the client’s Call Point (instead of changing the Bed Status to “Available” or “Occupied”) then it will re-report as top of the Beds To Be Cleaned list.

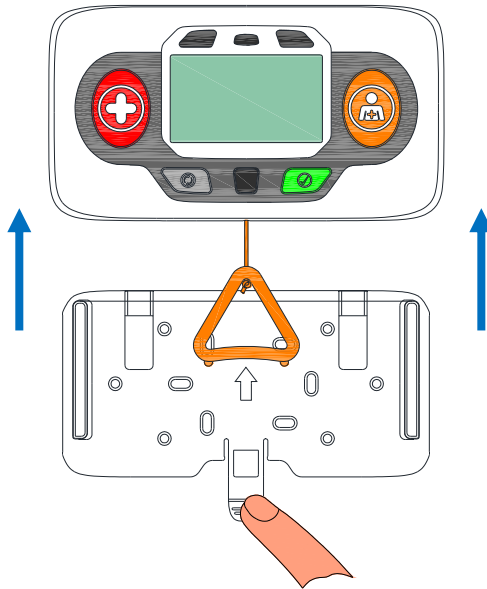
If the bed is not cleaned within a preset time the call will re-report - this interval can be set as 10, 20 or 30 minutes during panel setup by an Engineer.

Note: only one “Bed To Be Cleaned” will be reported at a time on the alarms screen.

14. REMOVING & REFITTING A CALL POINT

To remove a Call Point from the wall simply press down on the release tab with a finger and at the same time slide the Call Point upwards and off the wall bracket.

Push down on the release tab and slide the Call Point upwards to remove from the wall bracket



NURSECALL PANEL DISPLAY^{FB}

The Nursecall panel will display the following...



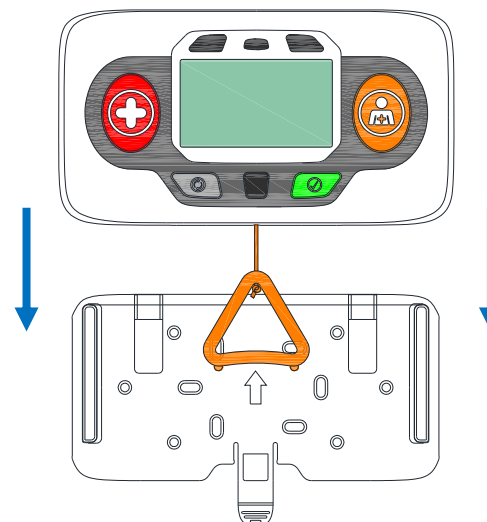
*Touch the banner to display Client Notes.
Press the Accept button on the banner to silence the alarm and notify all other panels the call is being dealt with.
The screen banner changes to **purple** when a call is accepted.
Press the **Light Grey** button on the Call Point to cancel the call.*

^{FB}Note: Call Point Removed alerts can be disabled in the panel setup

TO REFIT A CALL POINT

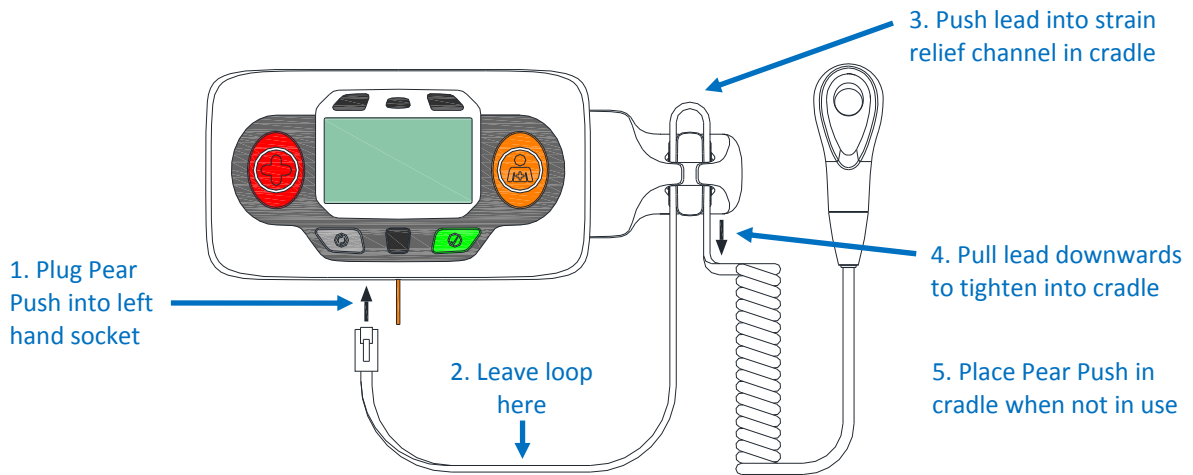
Hold the Call Point above the wall bracket and line-up the 2 slots in the rear face with 2 rails on wall bracket and slide downwards. The Call Point should “click” into place when fitted correctly.

Slide the Call Point downwards onto the wall bracket until it “clicks” into place.



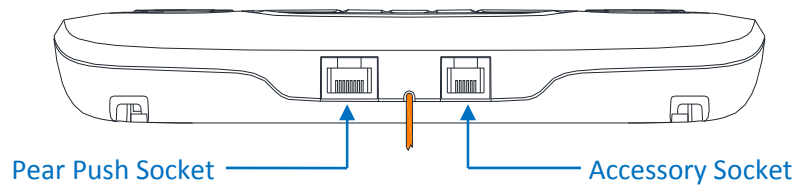
15. PEAR PUSH & ACCESSORY OPTIONS

Plug the Pear Push lead into the left-hand socket on the lower face of the Call Point, the plug only goes in one way and it will click into place when inserted correctly.



ACCESSORY SOCKET

The right hand socket on the lower face of the Call Point is used to connect an optional Accessory Kit or an Accessory Lead for connection of other alarm call devices.

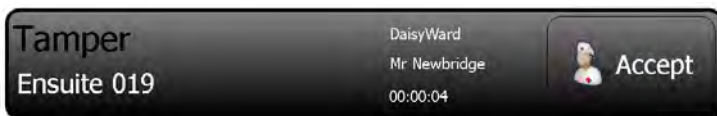


The Pear Push and Accessory sockets are different so it is impossible to plug the wrong lead into the wrong socket

Standard accessory kits available from Aidcall include over-bed lamp on/off or dimmer kits, activity monitoring kits or bed Epilepsy monitors. Accessory leads are available to connect a variety of other third party alarm buttons or other call systems. Please contact Aidcall's customer services for more details.

PEAR PUSH/ACCESSORY TAMPER ALERT^{P2}

When a Pear Push or Accessory Lead is removed from a Call Point the Nursecall panel will display the following...



*Touch the banner to display Client Notes.
Press the Accept button on the banner to silence the alarm and notify all other panels the call is being dealt with.
The screen banner changes to **purple** when a call is accepted.
Press the **Light Grey** button on the Call Point to cancel the call.*

^{P2}*Note: Call Point Tamper alerts can be disabled in the panel setup*



16. REPLACING THE BATTERIES

When the batteries are running low in a Call Point the Nursecall panel will display the following...



Touch the banner to view details of the Device Status alert - this will identify exactly which device has a low battery.

*Press the **Light Grey** button on the Call Point to cancel the call.*



Always replace the batteries within **72 hours** of a low battery warning. If the warning changes to **CRITICAL** replace the batteries **IMMEDIATELY**.

To replace the batteries remove the Call Point from the wall bracket by pushing down on the release tab and sliding the unit upwards – see section 13 for more details.

Open the battery compartment on the rear of the Call Point and remove all 3 batteries.



Used batteries must not be disposed of in domestic waste. Do not incinerate or mutilate used batteries, the chemicals released are corrosive and may cause injury to eyes or skin and may be toxic if inhaled.

Replace all 3 batteries together; never mix used and new batteries.

Only replace with Manufacturer Approved battery type:

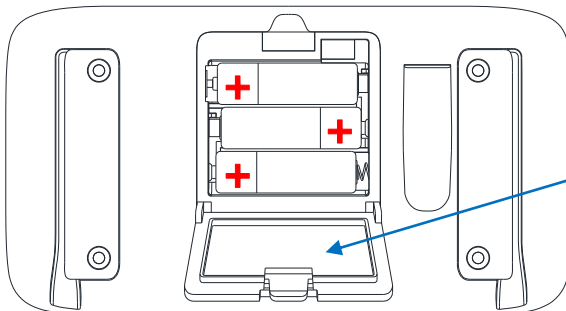
Energizer Industrial 1.5V AA (LR6) Alkaline

Replacement batteries are available from Aidcall; order Part No. F00614



Observe the battery polarity markings inside the battery compartment.

Take care not to damage the battery contacts when removing or inserting batteries.



Remove the Call Point from the wall bracket and open the battery compartment on the rear to access the batteries

Once fitted, close the battery compartment lid and refit the Call Point onto the wall bracket. Always perform a test call to check operation after the batteries have been replaced.



Call Point programming is retained when the batteries are removed/replaced