

Pullcord V3.00a **Installation 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

Touchsafe Pro Pullcords are battery powered and communicate via two-way radio transmissions to ensure all calls are transmitted and received correctly. The Pullcord can be programmed to raise a normal Nurse call, an Assistance call, an Emergency call or a WC call on the Nursecall system. The call can only be cancelled by visiting the associated Call Point; up to 4 Pullcords can be allocated per Call Point.

The Pullcord is designed for ceiling mounting, it comes complete with a 2.7 metre long orange cord and 2 triangular grips which can be knotted at the most appropriate height. A red reassurance LED will illuminate when a call is made.

The Pullcord includes an anti-ligature safety break in the orange cord. Should excessive force be applied the cord will part from the main body – it can be simply clipped back into place.














Antimicrobial

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






V3.00a firmware onwards allows the number of radio hops to be increased from 8 (default) to 12 max on large installations. See pages 7 & 8 for details.

2. IMPORTANT SAFETY INSTRUCTIONS

	Read and understand these instructions before use. Keep these instructions for future reference.
	Take care when working on step ladders during installation or service.
	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 1 x 3.7V AA size Lithium Thionyl Chloride battery. Under no circumstances should this product be powered from another power source.
	Insert the battery in accordance with the polarity symbol inside the battery holder. Only use manufacturer approved AA size 3.7V battery as identified in this manual.
	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 expose to direct sunlight.
	Do not submerge in water.
	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.

A 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

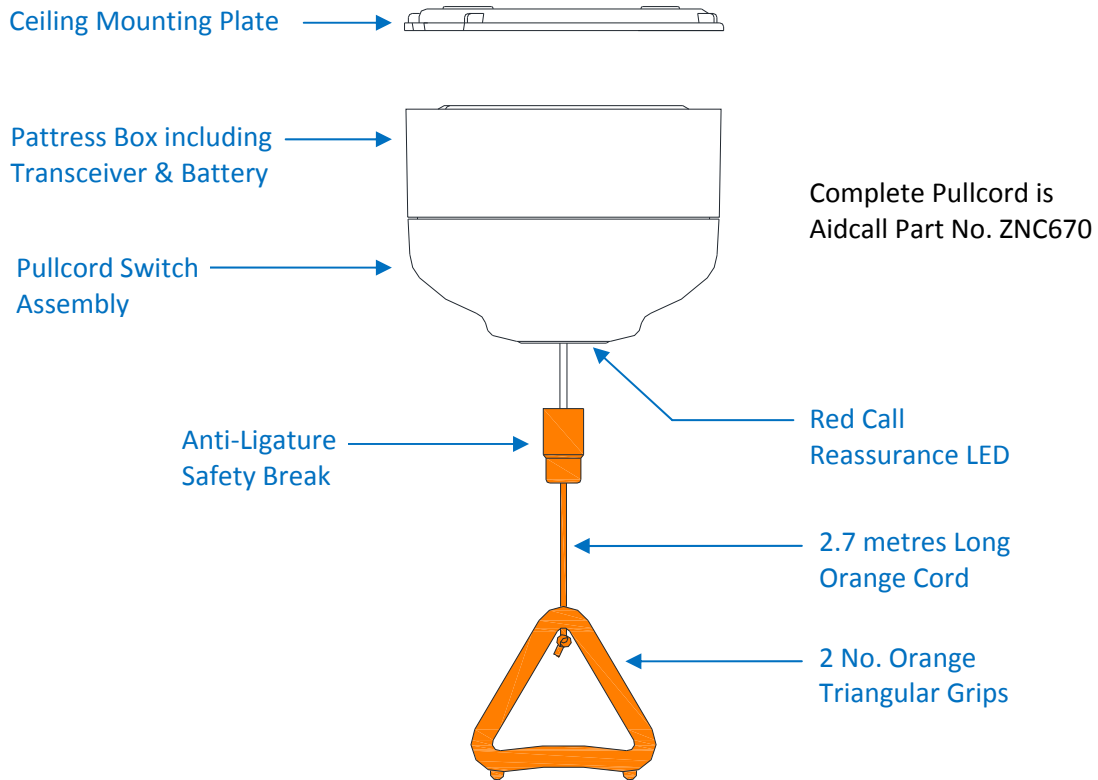
Pullcords should be regularly cleaned with anti-bacterial wipes, at the same time they should be checked for signs of external physical damage. Broken or cracked plastic grips can trap dirt and contribute to the spread of germs. Any parts found damaged should be replaced immediately. Products needing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

BI-ANNUAL MAINTENANCE

Although the Pullcord battery is monitored and a poor state of charge is reported automatically it is best practice to replace the battery every 2 years. See section 9 for the correct type of battery to be used. At the same time a test call should be made to confirm the battery has been fitted correctly and that the Pullcord is communicating correctly with the rest of the system.

5. PULLCORD FEATURES

The key features of the Pullcord are identified below;



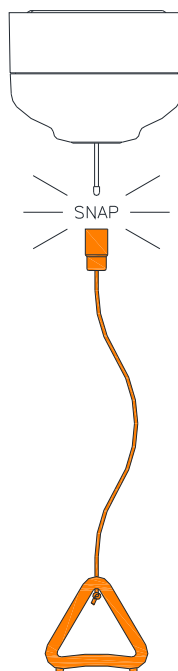
Refer to the Touchsafe Pro Pullcord User Guide (Aidcall Doc No. FM5525) for details on how the unit operates

SAFETY BREAK

The Pullcord includes an anti-ligature safety break in the orange cord.

Should excessive force be applied the cord will part from the main body – it can be simply clipped back into place.

See the Pullcord User Guide for details on how to re-attach the cord.

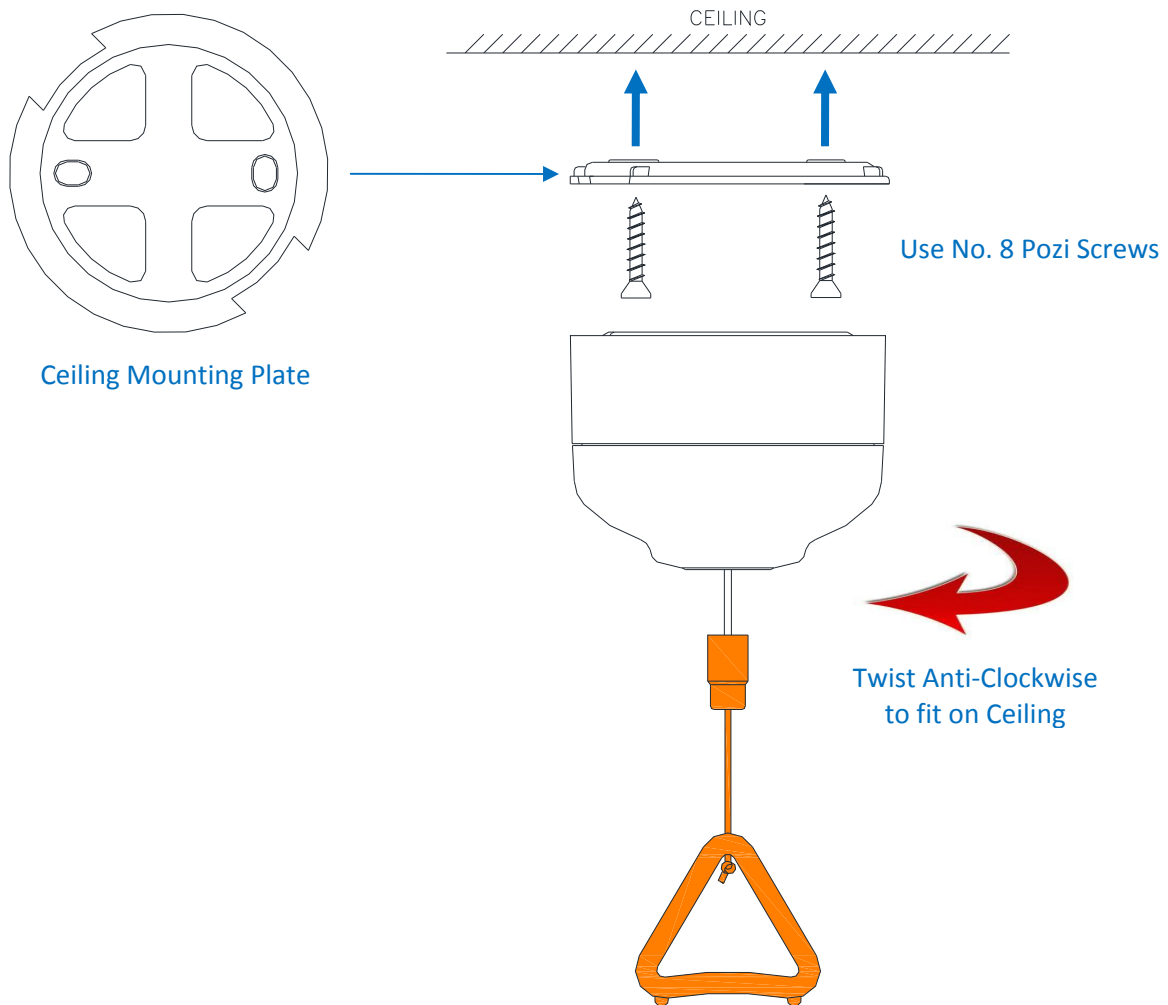


6. INSTALLATION

The Pullcord is designed for ceiling mounting only – it is not suitable for wall mounting or external applications. Up to 4 Pullcords can be assigned to a Call Point – this same Call Point will be used to cancel calls from all Pullcords assigned to it.

Remove the ceiling mounting plate from the Pullcord pattress box by twisting it clockwise through 45°. Select the best location and fix the mounting plate to the ceiling with two No.8 x 30mm Pozi screws. Where possible screw into a wooden joist, if not cavity fixings will be required.

Fit the battery and program the unit before fitting to the ceiling.



Offer the complete Pullcord assembly up to the ceiling mounting plate and twist anti-clockwise through 45° to lock into place.

7. PROGRAMMING OVERVIEW

Before the Pullcords are programmed and registered onto the Nursecall system the Master Panel must first be setup with the full range of House Codes and Unit ID's for the Call Points. The Preamble ID and PAN ID (Personal Area Network) must also be setup first via DIL switches on the panel RFE's and remote RFE's.

The Pullcords (max 4 per Call Point) must all be programmed with the same Preamble ID, PAN ID, House Code and Unit ID as the Call Point they are associated with.

The DIL switch inside the Pullcord is used to identify Pullcords 1 to 4.

Preamble ID – this is a number (0 - 7) to identify the site. *Separate sites with independent systems that are within radio range of each other should be set with different Preambles.*

PAN ID – this is a number (0 - 31) to identify separate Networks on the same site. *Separate buildings or wards on the same system can be set on different Networks.*

House Code – this is a number (0 - 999) to identify individual units within the same room/ward with the same unit ID. *Multiple Call Points with the same Unit ID can be identified with different House Codes.*

Unit ID – this is a number (0 - 999) to identify a room/ward. *Each room/ward may have multiple Call Points with the same Unit ID but uniquely identified by different House Codes.*

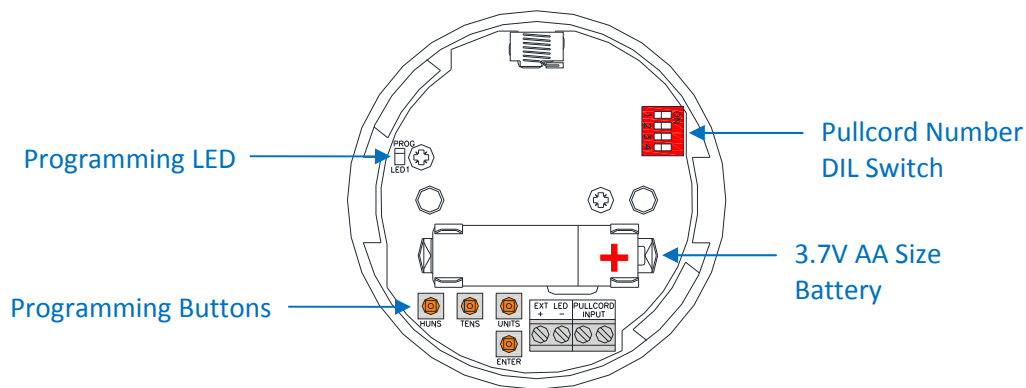
Event Type – this is the type of call that will be displayed on the Nursecall panel; call, assistance, emergency or WC.

Number of Hops – this is the maximum number of hops the radio signal needs to make from the Pullcord, through the most direct route of RFE's back to the Master Panel. *Default is 8 Hops; this can be increased to a maximum of 12 on large installations.*

The 4 pushbuttons on the PCB inside the Pullcord are used for programming, the programming LED will flash to indicate the current setting;

RED = HUNDREDS, AMBER = TENS and GREEN = UNITS.

If the setting is "0" (default) the LED will flash once each colour in reverse order; **GREEN - AMBER - RED.**



If no keys are pressed for 10 seconds the unit will reset out of Program Mode

PULLCORD NUMBER DIL SWITCH

DIL Switches 1 & 2 are used to set the Pullcord number.

DIL switches 3 & 4 are not used.

DIL Switch No.		Pullcord No.
1	2	
OFF	OFF	1
ON	OFF	2
OFF	ON	3
ON	ON	4

8. PROGRAMMING

ENTER PROGRAM MODE

1. Remove the Pullcord from its ceiling mounting plate.
2. Remove the battery for a few seconds, hold down the ENTER button then refit the battery.
3. Release the ENTER button; the programming LED will flash **GREEN** to indicate the current Preamble ID.
Note: if the Preamble ID is "0" the LED will flash; **GREEN - AMBER - RED**.

PROGRAM PREAMBLE ID

1. Enter the required **Preamble ID** by pressing the UNITS button; e.g. for Preamble ID 3 you would press the UNITS button three times. The Preamble ID can be 0 – 7. This must match the RFE DIL switches 6 to 8.
2. Press the ENTER button to confirm; the programming LED will then start flashing **AMBER - GREEN** to indicate the current PAN ID.

PROGRAM PAN ID

1. Enter the required **PAN ID** using the TENS and UNITS buttons; e.g. for PAN ID 23 you would press the TENS button two times and the UNITS button three times. The PAN ID can be 0 – 31. This must match the RFE DIL switches 1 to 5.
2. Press the ENTER button to confirm; the programming LED will start flashing **RED - AMBER - GREEN** to indicate the current House Code.

PROGRAM HOUSE CODE

1. Enter the required **House Code** using the HUNDREDS, TENS and UNITS buttons; e.g. for House Code 123 you would press the HUNS button once, the TENS button twice and the UNITS button three times.
The House Code can be 1 – 999.
2. Press the ENTER button to confirm; the programming LED will start flashing **RED - AMBER - GREEN** to indicate the current Unit ID.

PROGRAM UNIT ID

1. Enter the required **Unit ID** using the HUNDREDS, TENS and UNITS buttons; e.g. for Unit ID 456 you would press the HUNS button four times, the TENS button five times and the UNITS button six times.
The Unit ID can be 1 – 999.
2. Press the ENTER button to confirm; the programming LED will start flashing **GREEN** to indicate the current Pullcord event type.

PROGRAM EVENT TYPE

1. Enter the required Event Type using the UNITS button;
Press once for **CALL** (default), twice for **ASSISTANCE**, three times for **EMERGENCY** or four times for **WC**.
Any further button presses are ignored, if the UNITS button is not pressed the previous setting (or default) is retained.
2. Press the ENTER button to confirm; the programming LED will start flashing **GREEN** to indicate the current Number of Hops (default 8 Hops = 8 flashes).

PROGRAM NUMBER OF HOPS

1. Increment the Number of Hops using the UNITS button; press once for 9 hops, twice for 10, three times for 11 or four times for 12 hops. Any further button presses are ignored, if the UNITS button is not pressed the previous setting (or default) is retained.
2. Press the ENTER button to confirm and programming is complete.



To reset a Preamble or Pan ID to zero; remove the battery for a few seconds and enter program mode again, then press ENTER without incrementing the setting.

9. REPLACING THE BATTERY

When the Pullcord battery is running low; a “Device Status” alarm will be displayed on the Nursecall panel to indicate where the Pullcord is located.



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

To replace the battery twist the body of the Pullcord clockwise and remove from the ceiling mounting plate. Remove the battery from the retaining clips on the PCB inside the Pullcord base.

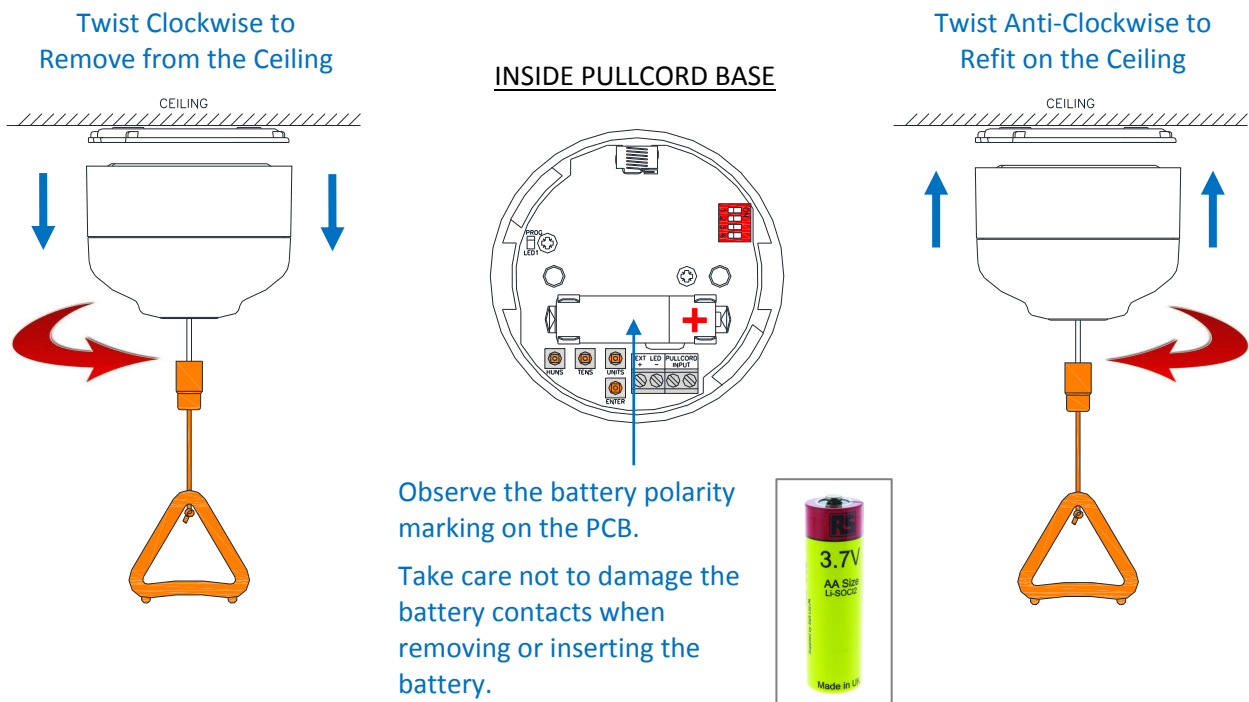


Used batteries must not be disposed of in domestic waste. Do not incinerate or mutilate used batteries, the chemicals released are corrosive and may cause injury to eyes or skin and may be toxic if inhaled.

Only replace with Manufacturer Approved battery type: **3.7V AA Size Lithium Thionyl Chloride**

Replacement batteries are available from Aidcall; order Part No. F00170

IMPORTANT: always mark the battery with the date it was replaced for reference on future Service visits.



Once fitted, offer the body of the Pullcord against the ceiling mounting plate and turn anti-clockwise to lock into place. Perform a test call to check operation after the battery has been replaced.

10. SPECIFICATION

Safety	Compliance to EN 60950-1:2006+A12:2011
EMC	Compliance to EMC 2004/108/EC
Radio	Compliance to EU Directive R&TTE 1999/5/EC
Materials	Compliance to EU Directive RoHS 2011/65/EU
Design	Compliance to Department of Health's guidelines HTM 08-03
Radio Frequency	868MHz Mesh Network (30 x 200kHz Channels)
Radio Range	80 to 100 Metres Typical (indoor)
No. of Radio Hops	8 (default), Programmable to 12 Max
No. of PAN ID's	32
No. of Preamble ID's	8
No. of House Codes	999
No. of Unit ID's	999
Alarm Event Types	4 No. Programmable; Call, Assistance, Emergency or WC
Visual Indicator	Red LED
Alarm Cord	2.7 metres long orange Antimicrobial Polypropylene
Alarm Cord Grips	2 No. orange Antimicrobial ABS triangular grips
Anti-Ligature Safety Break	>50 Newtons (5kg/11lb)
Programming Buttons	4 No. (internal PCB mounted 100's, 10's, 1's and Enter)
Programming LED	Tricolour (internal PCB mounted)
DIL Switch	Pullcord number 1-4
Case Material	ABS (White RAL 9003)
Flammability Rating	HB75
Ingress Protection Rating	IP40
Battery Type	1 No. 3.7V AA Size Lithium Thionyl Chloride
Power Supply	3.7V
Battery Life	2 Years Typical (based on 5 calls and 5 cancels per day)
Dimensions	88mm diameter x 65mm deep
Weight	172 grams (including battery)
Relative Humidity	Non-condensing
Operating Humidity Range	10% to 90% RH
Operating Temperature Range	0°C to 50°C
Storage Temperature Range	-20°C to 60°C