

Door Monitor 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

Door Monitor units are fitted on doors that should not normally be opened e.g. Fire Exits, they are battery powered and communicate via radio with the display panel(s) in the main office or other strategic areas.

When active, the Door Monitor will raise an alarm on the Nursecall system when the door is opened. The alarm can only be cancelled by visiting the door and resetting the unit with a key.

The Door Monitor can be overridden with a key during periods when the door needs to be opened; a reminder can be set to report the door is not being monitored after a pre-set period.

The Door Monitor also includes an Emergency call button to raise an alarm manually on the Nursecall system at any time – this must also be reset with a key.

The current status of all monitored doors can be viewed on the Nursecall panel and the history of all door activity is recorded in the system log.

Antimicrobial

Touchsafe Pro Door Monitors 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. IMPORTANT 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 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.
	This product should be located at least 400mm away from strong magnetic fields e.g. electromagnetic door locks. Failure to provide this separation may result in false alarms.
	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

	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.
	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.
	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.

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

Door Monitors 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

BI-ANNUAL MAINTENANCE

Although the Door Monitor 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 10 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 Door Monitor is communicating correctly with the rest of the system.

5. DOOR MONITOR FEATURES

The key features of the Door Monitor are identified below;



Aidcall Part No. ZNC675

6. KEYSWITCH FUNCTION

The keyswitch is normally in the **ACTIVE** position when the door is being monitored.

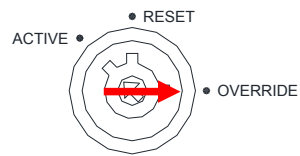
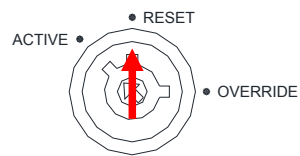
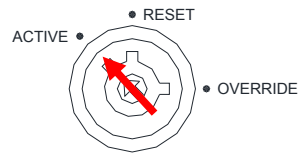
If the door is opened an alarm call will be displayed on the Nursecall panel.

To cancel the alarm; insert the key, turn to the **RESET** position and press the grey Cancel button.

To re-arm the alarm; close the door and turn the keyswitch back to the **ACTIVE** position.

If the door needs to be left un-monitored for a period of time turn the keyswitch to the **OVERRIDE** position.

A reminder alarm can be set should the unit be left in the Override state exceeding the pre-set time.



7. DOOR ALARM OPERATION

If a monitored door is opened (with the keyswitch in the **ACTIVE** position), after a short delay the **Red LED** will start to flash and the unit will beep to indicate an alarm has been received on the Nursecall panel.

The **Red LED** will flash
and the unit will beep
when the door is opened



NURSECALL PANEL DISPLAY

The Nursecall panel will display the door open alarm like this...



*The screen banner is **orange** for a Door Open alarm.
Touch the banner to display 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 ALARM

You must visit the Door
Monitor then;

1. Turn the key to the **RESET** position, then...
2. Press the **LIGHT GREY** button to cancel the call



TO RE-ARM THE ALARM

Close the door and turn the key back to the **ACTIVE** position.



*The screen banner will be **yellow** for an Assistance call or **red** for an Emergency call
Remember: an Emergency call cannot be accepted and silenced from the screen*

8. EMERGENCY CALL OPERATION

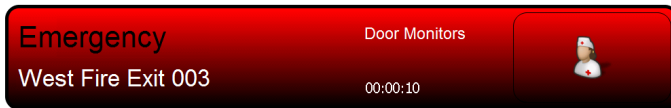
To make an Emergency call press the **Red** button, after a short delay the **Red LED** will start to flash and the unit will beep to indicate the call has been received on the Nursecall panel.

The **Red LED** will flash and the unit will beep when the red Emergency button is pressed



NURSECALL PANEL DISPLAY

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



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



TO CANCEL THE CALL

You must visit the Door Monitor and...

1. Turn the key to the **RESET** position, then...
2. Press the **LIGHT GREY** button to cancel the call
3. Turn the key back to the **ACTIVE** position



9. DOOR STATUS SCREEN

The status of Door Monitors can be viewed on the Touchsafe Pro Nursecall panel by touching the Doors button on the top of the screen; this will be displayed on the panel similar to below;



A list will show the location and unit ID of each Door Monitor on the system along with the status of the door (open/closed) and the status of the Door Monitor (active/override), there are 4 possible states;

- 1. Open/Override** indicates the door is currently OPEN and the key switch on the Door Monitor is in the OVERRIDE position – this means an alarm will not be reported on the panel.
- 2. Closed/Override** indicates the door is currently CLOSED and the key switch on the Door Monitor is in the OVERRIDE position – this means an alarm will not be reported on the panel should the door be opened.
- 3. Closed/Active** indicates the door is currently CLOSED and the key switch on the Door Monitor is in the ACTIVE position – this means an alarm will be reported on the panel should the door be opened.
- 4. Open/Active** indicates the door is currently OPEN and the key switch on the Door Monitor is in the ACTIVE position – this means an alarm will be on the panel now.



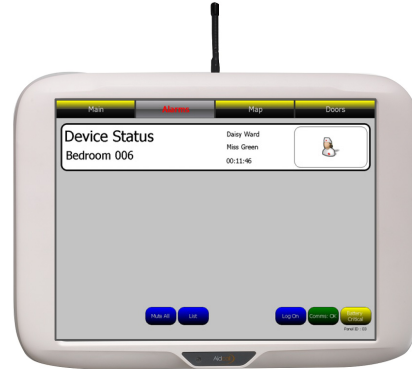
The List button will open the system log showing the last 500 events. This will only show Door Monitor activity if they have been setup during installation to operate in the “Monitored” mode.

10. REPLACING THE BATTERY

When the battery is running low in a Door Monitor 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 Door Monitor to cancel the call.*



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 open the Door Monitor by gently squeezing the sides of the lid to release the plastic clips. Remove the single battery from the retaining clips on the PCB inside the lid.

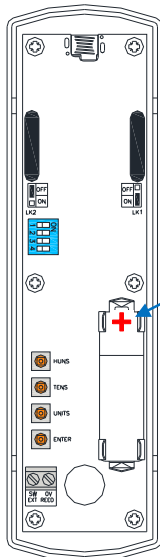


Used batteries must not be disposed of in domestic waste. Do not incinerate or mutilate used batteries, the chemicals released are corrosive and may cause injury to eyes or skin and may be toxic if inhaled.

Only replace with Manufacturer Approved battery type:

3.7V AA Size Lithium Thionyl Chloride

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



Observe the battery polarity marking on the PCB.

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

Once fitted, replace the lid and perform a test call to check operation after the battery has been replaced.



Door Monitor programming is retained when the battery is removed/replaced