

Pager **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

Pagers are used with the Touchsafe Pro Nursecall system to alert staff of alarm calls no matter where they are on the scheme; they can also combine the function of a Nurse Present “Buddy” to identify the staff member attending the call. Up to 999 Pagers can be used per scheme.

The Nursecall system can be setup so all calls are reported to all Pagers at all times, or day/night groups can be set so different Pagers can be notified depending on the time of day. The types of call that are reported to the Pagers can be set along with the beep pattern to identify different call types. Furthermore Pagers can be configured into zones so calls are only notified to the staff responsible for specific areas.

Pager calls can be alerted by beep only (with a variety of sounds), vibrate only, or beep and vibrate together. A text message on the clear backlit LCD display identifies the call type and where it has come from; the last 4 messages are stored for later review if necessary.

Pagers include a rechargeable battery which can provide up to 72 hours of use when fully charged, should a low battery condition occur it is notified on the Pager display. Single or 5 way chargers are available. Pagers are housed in a robust waterproof case and are supplied with a belt clip and a bungee cord as standard.

Accidental removal of a Pager can be prevented by using an Exit Beacon or programming the out-of-range alert. If the Pager leaves site it will begin to beep and can only be stopped by returning it to the charger.

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.
	Only re-charge Pagers in the single or 5 way charger provided.
	The rechargeable battery inside this Pager is not user replaceable. The complete Pager must be returned to the manufacturer for battery replacement.
	Do not expose to direct sunlight.
	Do not fully submerge in water for prolonged periods.
	Do not drop or expose to high vibration or shock.
	Clean with a hard-surface disinfectant wipe or a damp cloth and a non-abrasive cleaning product. Polish with a dry duster.
	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

	We declare this product complies with the relevant UK legislation on condition that it is used in the manner intended, and in accordance with the current installation standards and/or the manufacturer's recommendations. A copy of the full UKCA Declaration of Conformity is available on request.
	We declare this product complies with the relevant European legislation on condition that it is used in the manner intended, and in accordance with the current installation standards and/or the manufacturer's recommendations. A copy of the full CE Declaration of Conformity is available on request.
	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 and Paging systems.

A preventative maintenance visit (PMV) is also available from Aidcall, this covers the replacement of all non-rechargeable batteries, a full system test, software updates (if 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

Pagers should be regularly cleaned with a hard-surface disinfectant wipe, at the same time they should be checked for signs of external physical damage. Broken or cracked plastic can trap dirt and contribute to the spread of germs. Any Pagers found damaged should be replaced immediately. Pagers needing repair can be returned via the website; www.aidcall.co.uk/healthcare/support/repair

BI-ANNUAL MAINTENANCE

Pagers use Lithium Ion (Li-ion) rechargeable batteries, these have a typical life of between 2 and 5 years assuming a 12 hour shift between charges. When the operational life after a full charge begins to shorten dramatically the Pager should be returned for battery replacement via the Aidcall repairs website (address above).

5. PAGER FEATURES

The key features of the Pager are identified below;

Aidcall Part No. ZNC580



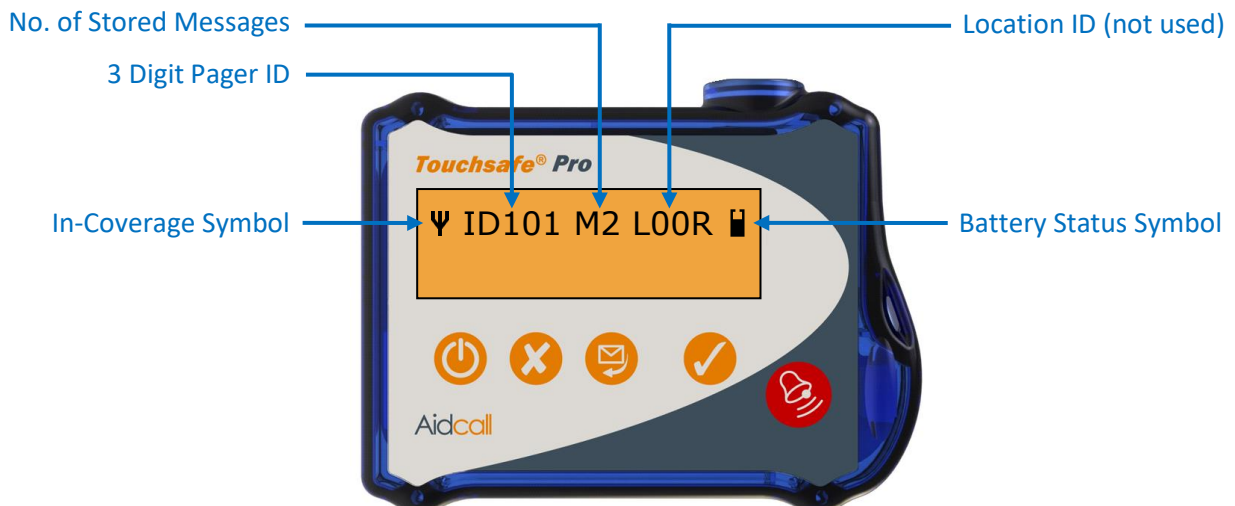
6. GETTING STARTED

POWER ON

To turn ON press the  Power button

The Pager will beep and display the **LOG ON** screen

After about 15 seconds the display will show the **STANDBY SCREEN** similar to below;



POWER OFF

Pagers will normally be left switched on at all times, however if they are not going to be used for a prolonged period they can be turned off.

To turn OFF; press and hold the  Power,  Delete and  Tick buttons together then release.

The Pager will beep and the display will go blank.

7. MESSAGE DISPLAY

Alarm messages from the Touchsafe Pro Nursecall system are displayed automatically. Up to four messages are stored in the Pager, as new messages are received the oldest message is deleted automatically.

On receipt of a message the Pager will beep for 5 seconds and show the call type and unit ID as a 6 character code (e.g. EME038) followed by a text message of up to 24 characters to identify the location.



The example EME038 shows an Emergency Call from unit ID 038 which is in Daisy Ward Bedroom 38. Other possible call types are listed below;

Code	Call Type
CAL038	Call from unit ID 038
NUR038	Nurse Present at unit ID 038
ASS038	Assistance Call from unit ID 038
EME038	Emergency Call from unit ID 038
CAR038	Cardiac Call from unit ID 038
BED038	Bed to be Cleaned at unit ID 038
CAN038	Call Cancelled at unit ID 038

After 5 seconds the display will revert to the standby screen with the message on the second line;



M2 indicates the number of stored messages (maximum 4).

To review the stored messages in rotation repeatedly press the  Scroll button...



04 indicates the elapsed time since receiving the stored message (in minutes).

8. DELETE MESSAGES

Press the  Scroll button then press the  Delete button...



After the first press of the Delete button the display will prompt: DELETE?

If you're sure you want to delete ALL messages press Delete again.



The Pager will momentarily display DELETED then return to the standby screen.

9. NURSE PRESENT OPERATION

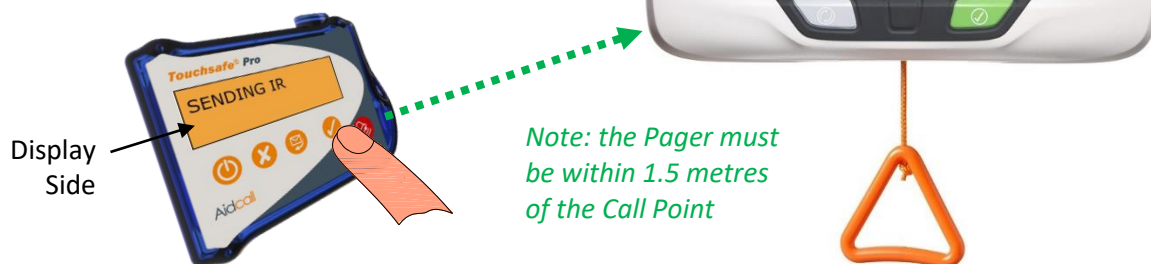
The “Nurse Present” feature allows a Carer to indicate to the Nursecall system that they are attending to a call or visiting a Patient. *Note: to register Nurse Present the display side of the Pager must be pointed towards the Call Point from no more than 1.5 metres away when the button is pressed.*

On a routine visit; orientate the Pager as shown below and press the  Nurse Present button - the red LED on the Call Point will flash once and the unit will beep when the infra-red (IR) signal is received.

Or if you are responding to a call; orientate the Pager correctly and press the  Nurse Present button, the red LED on the Call Point will go out and the beep will stop.

Point the Display Side of the Pager towards the Call Point as shown below and press the Nurse Present  button.

The Pager will display **SENDING IR** for 5 seconds.



If the Call Point has a display it will show “**ACKNOWLEDGED NURSE PRESENT**” when the event has been received on the Nursecall panel.

NURSECALL PANEL DISPLAY

The Nursecall panel will display the call like this... *Carer Name*



The screen banner is **green** for a Nurse Present notification.
 The **Carer Name** will be displayed (or 2 digit Pager ID if unassigned).
 Touch the banner to display Client Notes or press the Accept button to notify all other panels the call is being dealt with.
 The banner changes to **purple** when a call is accepted.



TO CANCEL THE CALL

Press the **LIGHT GREY** button on the Call Point to cancel the call.



A call cancelled message will be sent to the Pagers.



If the Call Point has a display it will show “**ACKNOWLEDGED CANCEL**” when the call has been received and cancelled off the Nursecall panel. A call cancelled message will be sent to the Pagers.

10. ALARM BUTTON OPERATION

The red  Alarm button can be setup to call a Pager group number with an Emergency call followed by an infra-red Emergency call. This will be received by a Nursecall Call Point (*provided there is one within range and the Pager is orientated correctly*) and be displayed on the Nursecall panel; a message will then be relayed to all Pagers with the originating Pager ID and the location of the Call Point that received the infra-red signal.



When the red Alarm button is pressed a call will go to all Pagers with the red button group code.

These Pagers will display EMERGENCY, the fact it is a RED BUTTON call and the identity of the originating Pager i.e. ID 101 in this example.*

**Note: the text displayed i.e. "EMERGENCY" can be setup during configuration.*

After the red button alarm has been transmitted to the Pagers, the originating Pager will send-out an Emergency infra-red transmission.



Provided the originating Pager is within range of a Touchsafe Pro Call Point an Emergency call will be notified on the Nursecall panel and a normal paging call will be sent-out.

Pagers will display details of the unit ID and location of the Call Point that detected the call.

The originator then has the option to press the  button to cancel the call if the incident has been resolved or if the red button was pressed by accident.



After the first press of the  button the display will prompt: CANCEL?

If you're sure you want to cancel this call press the  button again.

11. VOLUME & VIBRATE SETTINGS

The options mode allows you to override the default settings* and change the beep volume and turn vibrate on or off. To enter this mode you must ensure that all stored messages are deleted.



Press and hold the  Scroll button until the display shows the current volume setting.

Press the  Scroll button again to toggle between **HIGH VOLUME?** and **LOW VOLUME?**

Press the  button to select the chosen volume setting.

Note: the volume can be changed but it will revert back to the default level again when the Pager is placed in the Charger.



After setting the volume the display will show the current vibrate setting.

Press the  Scroll button again to toggle between **VIBRATE ON?** and **VIBRATE OFF?**

Press the  button to select the chosen vibrate setting.

Note: the vibrate setting can be changed but it will revert back to the default setting again when the Pager is placed in the Charger.



After setting the vibrate the display will show the Software title group and all the pagers call groups.

This setting level is only likely to be needed by Engineers when setting-up the system or for remote fault diagnosis.

Press the  Scroll button again to revert to the **STANDBY SCREEN** or it will revert automatically.



**Refer to the Paging System Installation Guide (Aidcall Doc No. FM5600) for details on default settings.*

12. OUT OF RANGE ALERT

Although your installer will have ensured wireless coverage in all areas of your scheme it is possible some areas that are not normally visited are out of range. In this event the Pager will beep every few seconds and the Ψ in-coverage symbol on the display will flash on and off.

Any messages sent will still be displayed when the Pager returns to an area with normal coverage.

The Pager can be programmed to sound an alert tone if it has been taken out of coverage for more than a preset time (1 to 9 minutes). This will help reduce the likelihood of Pagers being inadvertently taken off site. The Pager can only be reset by returning it to the Charger.



*If a Pager has been taken out of coverage exceeding the pre-set time it will sound alert beeps and display **PLACE IN RACK**.*

The alert beeps will not stop until the Pager is returned to the Charging Rack.

13. OPTIONAL EXIT ALARM

The Paging system can be fitted with Exit Beacons in the vicinity of all exit doors. These will automatically detect when a Pager is near to an exit door and sound an alert to remind the person not to leave the building with the Pager.



*When a Pager passes an Exit Beacon it will start to beep every 2 seconds and display **EXIT ALARM** as a warning.*

The Pager will continue to function normally when another message is received.

14. OPTIONAL LOGON TERMINAL

The Logon Terminal allows the “Pager ID” to be temporarily changed to a unique “Staff ID” for Nurse Present operation. *This means a small number of Pagers can be used by different members of staff on rotating shift patterns rather than all staff having their own personal Pager.* Nurse Present activity is then recorded on the Nursecall system with the actual staff names as proof of CQC compliance.



Please note when a Pager has a temporary Staff ID set via the Logon Terminal it will reset back to its original ID when Pager is placed in the Charger.

For Nurse Present operation the Pager uses the last 2 digits of its ID as the Staff ID, e.g. if the Pager ID is “104” then the Staff ID will be “04”. *Note the last 2 digits must be 01 to 99 (00 is not used).*

The Pager ID can be changed by holding it alongside the Logon Terminal as shown below.

Hold Pager like this...



Logon Terminal
(Aidcall Part No. ZNC583)

Press the  Power button and the Pager will display **LOG ON**.

Using the keypad on the Logon Terminal enter your new 3 digit ID, it will show on the display as below;



You have 15 seconds to enter your 3 digit ID.

If “LOG ON” disappears from the display press the Power button again.

If you make a mistake press the Delete button and start again.

When the correct digits are displayed on the Pager; press the # button (for day use) or the * button (for night use). Your new ID will be displayed on the Pager. *See section 15 for details on day/night use.*



Refer to the Touchsafe Pro Display Panel User Guide (Aidcall Doc No. FM5505) for details on setting-up Staff ID's on the Nursecall system.

15. DAY/NIGHT USE

For day/night use the Pager must be setup by an Engineer as “*Default Vib Only*” during installation. The Logon Terminal can then be used to switch between beep only (day use) and vibrate only (night use).

Hold the Pager alongside the Logon Terminal as shown below...



Press the  Power button and the Pager will display **LOG ON**.

Using the keypad on the Logon Terminal enter your 3 digit ID, it will show on the display as above.

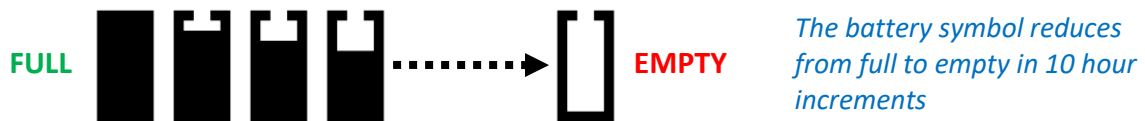
Press the **#** button for **DAY** use, or...

Press the ***** button for **NIGHT** use.

E.g. 123# will change the Pager for day use (beep only) or 123* will change it for night use (vibrate only).

16. PAGER CHARGING

Pagers can only be re-charged in the single or 5 way charger provided with the system.
The battery status symbol on the Pager display will give an indication of how much charge remains.



The Pager will beep and display “**LOW BATTERY**” when it needs to be re-charged. *Note: it is good practice to return the Pager to the Charger at the end of each shift regardless of how much charge remains.*

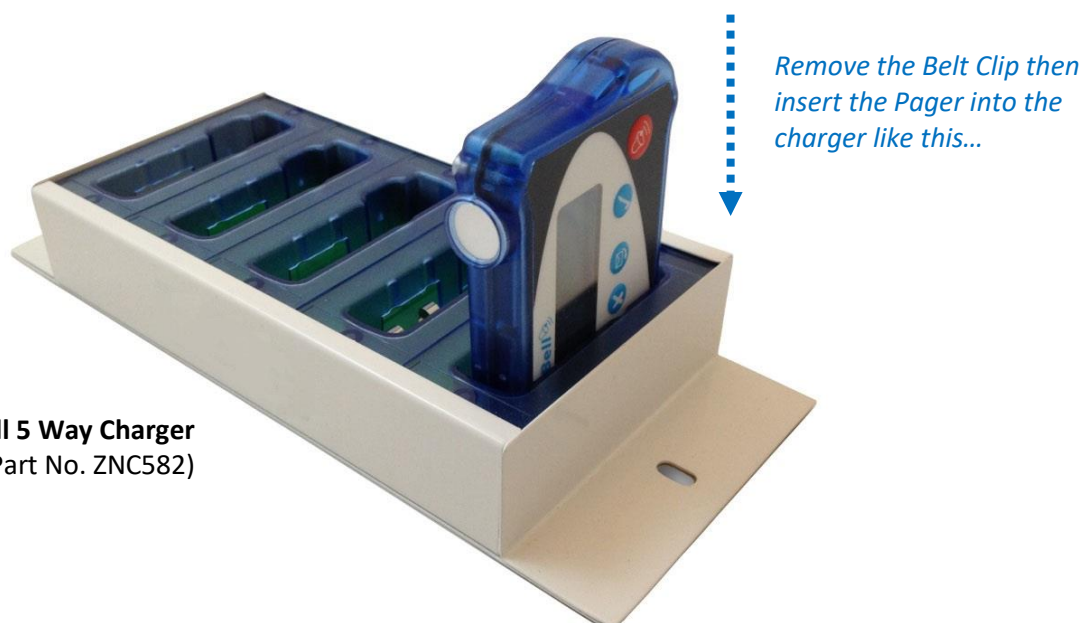


Pagers require **7 HOURS** for a full charge.

When placed in the charger the Pager will display “**CHARGING**”.

The heartbeat LED will be **FLASHING RED** when the Pager is charging.

When charging is complete the heartbeat LED will be **STEADY RED** and the display will show “**CHARGED**”.
This means the Pager should last for about 72 hours in normal use.



Bluebell 5 Way Charger
(Aidcall Part No. ZNC582)



Partial top-up charging is OK to give the Pager a quick charge if there is insufficient time to wait for the full 7 hour charge. In 1 hour the Pager will charge about 15% of its 72 hour capacity.

17. SPECIFICATION

Pager	
Aidcall Part No.	ZNC580 (previously Aidcall W07503 or Bluebell BP01)
Radio Approval	ETSI EN300-220-1 v2.3.1
EMC Approval	ETSI ETS300-683
Frequency Band	869MHz Pan European SRD Frequency Band
Display	Backlit 2 Line x 16 Character LCD
Pushbuttons	5 No: Power, Delete, Message Scroll, Nurse Present, Alarm
LED Indication	Red "Heartbeat" indicator
Notification	10 User Selectable Beep Tones
Beep Alert	Low or High Volume
Vibrate Alert	Off or On
Infra-Red LED	5 Metre Range
Max Message Length	30 Characters
No. of Stored Messages	4
No. of Pagers/Site	999
No. of CAP Codes (ID's)	6 No. 3 alpha numeric ID's (000-FFF)
Programming	Windows Utility & Over-air
Battery Type	Lithium Ion 3.7V 700mAh
Typical Battery Life	72 hours (based on 5 calls/hour with beep & vibrate)
Recharge Time	7 hours
Typical Battery Replacement	2-5 years
Wearing Options	Belt Clip and Bungee Cord
Enclosure Material	Nylon PA12 (Colour: Blue)
Ingress Protection Rating	IP67
Dimensions	82mm x 65mm x 16mm (WxHxD)
Weight	105 grams (including Battery, Belt Clip and Bungee Cord)
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

Options	
Single Charger & PSU	ZNC581 (previously Aidcall W07508 or Bluebell BRS01)
5 Way Charger & PSU	ZNC582 (previously Aidcall W07507 or Bluebell BRM01)
Logon Terminal & PSU	ZNC583 (previously Aidcall W07511 or Bluebell BLT02)