

Display Panel V4.02a

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

Touchsafe Pro Display Panels will usually be located in the Main Office or Reception area and in addition there may be others located in corridors or other strategic areas throughout the building.

Calls from Call Points, Pullcords, Door Monitors, etc. will be displayed on the Panels with colour coded banners and different alarm tones to help staff easily identify the different call types and priority levels.

On multi-panel systems all calls may be displayed on all panels or the system may be setup with zones so calls from specific areas are only displayed on the Panel located in that area. The Panels may also be setup to operate differently during the day or night, e.g. all calls can be displayed on one panel at night and alarm tones can be silenced.

Other options include over-door Audio Visual Indicators (AVI's) to sign post a call to staff on duty, radio paging to alert staff of a call no matter where they are, and Call Logging software to create reports on the call history from a local PC. Battery replacement warnings, tamper alarms and regular polling of radio devices automatically keeps the system functioning properly all of the time.

Antimicrobial

Touchsafe Pro Display Panels 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.
	To reduce the risk of electric shock do not disassemble this product unless you are qualified. Opening or removing covers may expose you to dangerous voltages or other hazards.
	No user serviceable parts inside. Refer all servicing to qualified service personnel.
	This product should only be connected to a 220-240VAC 50/60Hz mains supply. If you are unsure of the type of power supply consult your local power company.
	The internal battery must only be replaced qualified service personnel. Use only manufacturer approved rechargeable battery as identified in the installation manual.
	USB Ports are for Engineers use only – they are not suitable for charging Smartphones or Tablets. Do not push objects of any kind into the USB Ports 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. Slots in the product housing are provided for ventilation. These openings must not be blocked or covered. Do not push objects of any kind through the slots as this may result in damage or injury.
	Do not expose to direct sunlight.
	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. The display can be cleaned with proprietary screen cleaners or wipes.
	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 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; <https://www.aidcall.co.uk/maintenance/>

MONTHLY MAINTENANCE

Display Panels 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. Products needing repair can be returned via the website; <https://www.aidcall.co.uk/returns-procedure/>

ANNUAL MAINTENANCE

Although the Display Panel battery is monitored and a poor state of charge is reported automatically it is best practice to have the battery tested every year and replaced every 5 years. At the same time a full system test should be performed to ensure all radio devices are communicating correctly.



In the unlikely event that a panel needs to be restarted, please ensure all active calls are actioned before proceeding.

5. DISPLAY PANEL OPTIONS

There are 4 different models of Touchsafe Pro Display Panel; 10" or 15" screen with or without an internal RFE (Radio Front End). A maximum of 32 Panels can be connected on the same system.

10" Panel - No RFE



10" Panel with internal RFE



15" Panel - No RFE



15" Panel with internal RFE



External RFE



Display Panels with an internal RFE have an antenna on the top; panels with no RFE will require an external wall mounted RFE

6. DISPLAY PANEL FEATURES

Both the 10" and 15" Display Panel options operate exactly the same and have all the same features, it's only the screen size that differs.



POWER LED

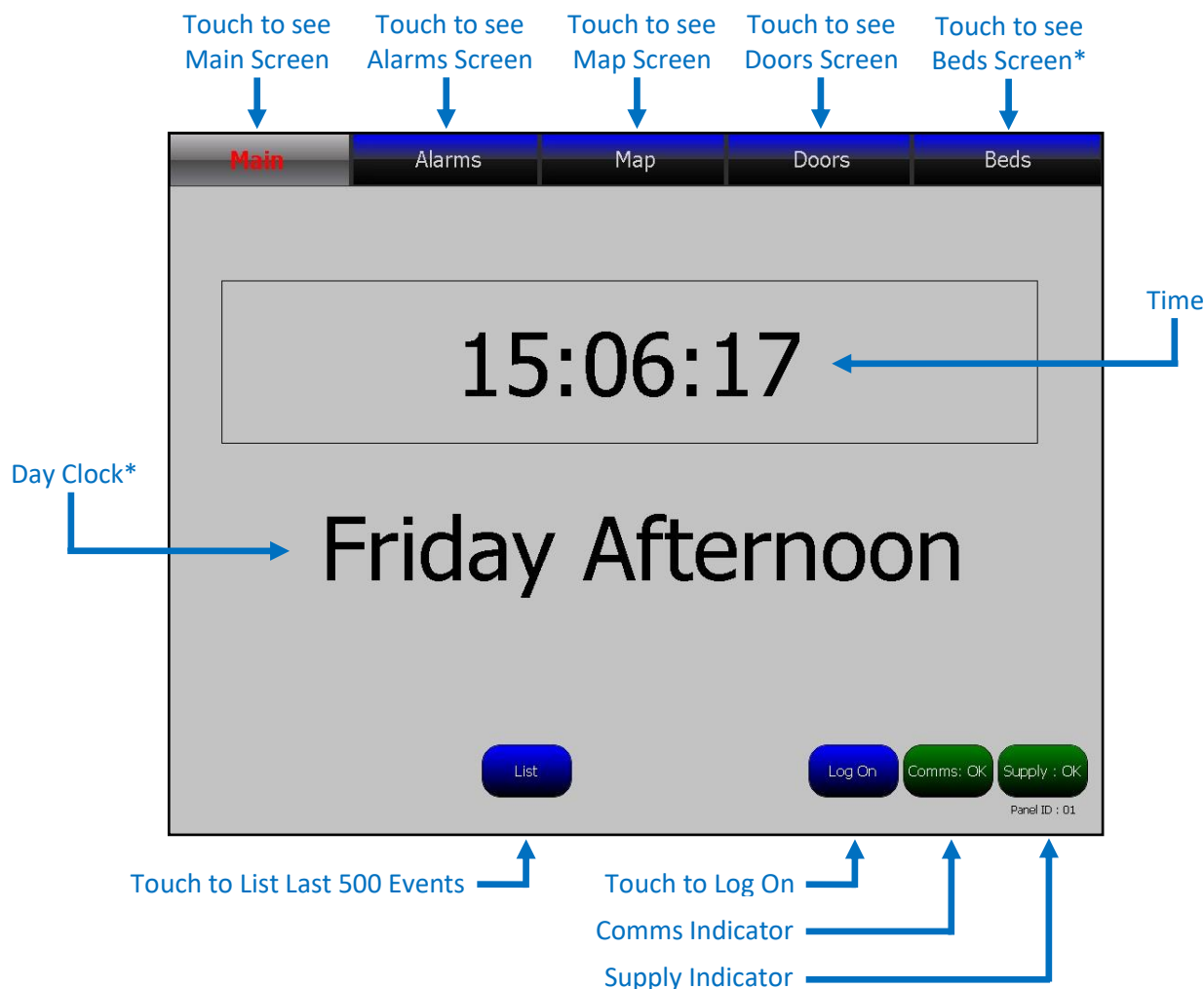
The power LED should normally be illuminated **STEADY GREEN** when the mains supply is connected. The power LED will **FLASH GREEN** when the panel is operating on standby battery alone. Text on the screen will also indicate the power status and if the standby battery is getting low.

ALARM SOUNDER

All alarm calls, system alerts, reminders etc. will be displayed on screen and different tones are sounded to identify the different call types. Some tones can be silenced from the panel whereas others (e.g. Emergency) have to be silenced at source. A volume control is available in the panel settings.

7. MAIN SCREEN

When no calls exist the main screen will display the time similar to below. The buttons along the top of the screen are coloured **BLUE** on the Master panel, any additional panels on the same system will have **YELLOW** coloured buttons.



Touch the relevant buttons along the top of the screen to change the main screen view to show Alarms, Building Maps or Doors. **Note: the Beds button will only be displayed when the Bed Status feature is enabled in the Call Points and the Dementia Clock can be turned on/off during setup by an Engineer.* A list of the last 500 events can be viewed by touching the List button.

DAY CLOCK

All panels can show a day clock to help residents who have trouble telling whether it is day or night, morning, or afternoon, or simply need reassurance about what day it is. The information is displayed as shown in the table alongside.

Morning:	7am to 12 noon
Afternoon:	12 noon to 5pm
Evening:	5pm to 10pm
Night:	10pm to 7am

COMMS INDICATOR

This should normally be **STEADY GREEN** with text stating "**Comms: OK**".

If it changes to **FLASHING RED/GREEN** and states "**Comms: OK**" then there is a Panel missing off the network – call your Service Engineer immediately.

If it changes to **STEADY RED** and states "**Comms: Fail**" then there is a problem with the radio network and no calls will be displayed – call your Service Engineer immediately.

7. MAIN SCREEN

SUPPLY INDICATOR

This should normally be **STEADY GREEN** stating “**Supply: OK**”.

If it changes to **ORANGE** and states “**Mains Fail**” then the mains power is off and the panel is operating from its standby battery. The panel will continue to operate as normal for several hours. If the whole buildings power is off report this through the normal channels, if only the panel mains power has failed call your Service Engineer immediately.

If it changes to **RED** and states “**Mains/Battery Low**” then the mains power is still off and the standby battery power is getting low – the panel is likely to turn itself off soon.

If it changes to **YELLOW** and states “**Battery Critical**” then the standby battery power is very low (or the mains power is on but the battery is disconnected) – call your Service Engineer immediately.

If it changes to **PURPLE** and states “**Battery Low**” then the panel’s daily self-test has detected that the battery is not holding its charge and it needs replacing – call your Service Engineer immediately.

LOG ON OPTIONS

If you need to make any changes to the system setup, change client names, add notes etc. then you’ll need to be given a password.

Touch the **Log On** button and an “**Enter Password**” box will appear on the screen as shown alongside...

There are 3 Log On options; Engineer, Manager or Matron.

Touch the ▼ symbol and choose the required Log On option from the pull down box.

Enter the required password (4 digits) using the keypad and touch the Log On button in the bottom left hand corner of the keypad.

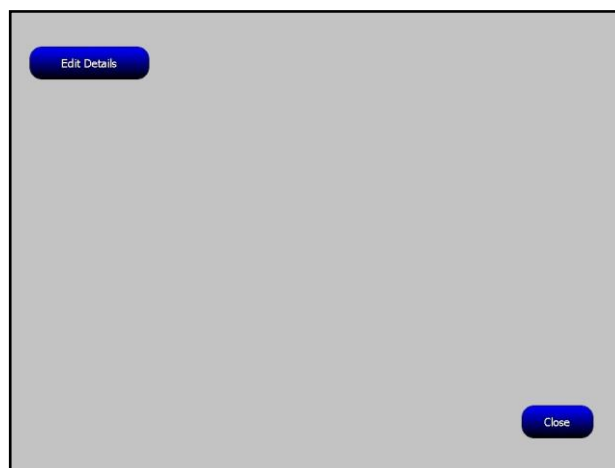
The screen will change to show the parameters available for each Log On – see below;

A screenshot of the 'Enter Password' dialog box. It features a title bar 'EnterPassword', a dropdown menu currently set to 'Manager', a text input field with a small 'x' icon for clearing the text, and a numeric keypad with buttons for digits 1-9, 0, and 'Log On' and 'Cancel' buttons at the bottom.

Managers Log On

A screenshot of the 'Managers Log On' screen. It displays a grid of blue buttons for various system settings: 'Edit Details', 'Panel Settings', 'Staff ID', 'Change Password', 'Night Mode', 'Zone Routing', 'Common Calls', 'TeleCare', 'System Log', 'Zoned Pagers', 'Common Pagers', 'Date/Time', 'Copy Data', and 'GSM Modem'. A 'Close' button is located in the bottom right corner.

Matrons Log On

A screenshot of the 'Matrons Log On' screen. It shows a single 'Edit Details' button at the top left and a 'Close' button in the bottom right corner. The rest of the screen is empty.

The function of each button on the Managers Log On screen is described in Section 8 on the following pages...

8. SYSTEM CONFIGURATION

EDIT DETAILS

[illegible]

This allows the editing of a client's details. *Note: edits performed on the Master panel are saved and sent to all other panels on the Network.*

Select the **Device** to edit from the pull-down box (or type its ID in the **Filter** box).

Use the keypad to change the Residents/Room Name.
Text entered in the Notes box will be displayed on-screen
by touching the banner for a call or Reminder.

Select which **Zone/Ward/Bed** AVI's you want to operate with this call point.

Select if you want a **Reminder Enabled**, choose the **Reminder Type** as **Fixed** (for Medication at fixed times) or **Variable** (for Reminders at fixed intervals). Set the **Start** time for the first reminder, the **Interval** between reminders and **Duration** (time until last reminder) from the pull-down boxes. *See sections 27 & 28 for examples.*

Touch **Save** when done then **Close** to exit.

PANEL SETTINGS

Screen Saver Image

ScreenSaver Timeout(Minutes)

Volume(%)

Accept.Timeout(Minutes)

Mute All Alarms Timeout (Minutes)

Bed Clean Refresh Time

☒ Push Notifications Enabled

☒ Display ATX Removed From Bracket
☒ Deploy PearPush Removed
☒ Active Caller Upgrade

☐ Screen Taps Off
☒ Screen Taps Soft
☐ Screen Taps Loud

Cards : 1 Total

Cardiac Tone	Call Tone
None	None
Emergency Tone	Monitoring Tone
None	None
Assist Tone	
None	
☒ Use HTM Tones	

Filter

Devices : 1 Total

Add ATX Config Maps Active Panels Panel Details

Set IP Address View Comms Calibrate Touch Paging Setup

Notes Follow Me

Select the **Screen Saver Image** from the pull-down box and set the **Screen Saver Timeout** in the box below.

Set the **Volume** of the panel alarm tones from 0 (off) to 100% (full volume) in 20% increments.

Set the **Accept Timeout** - this is the duration for which a call can be in the 'Accept' state during which time the associated audible tones are silenced and the alarm has a lower priority.

Set the **Mute All Alarms Timeout** - this is the duration for which all audible tones can be silenced.

Set the **Bed Clean Refresh Time** - this is the interval at which the “Bed To Be Cleaned” event will be reported. It can be set as 10, 20 or 30 minutes;

If set as 10 it will report at 00, 10, 20, 30, 40 & 50

If set as 20 it will report at 00, 20 & 40

If set as 30 it will report at 00 & 30

Display ATX Removed From Bracket – if a Call Point is removed from its wall bracket an alarm will be displayed on the panel(s).

Display Pear Push Removed – if a Pear Push is unplugged from its Call Point an alarm will be displayed on the panel(s).

Active Caller Upgrade – audible tones on the AVI's and Panels will be upgraded to the next level of call every 120 seconds.

Screen Taps – select one of 3 options (off/soft/loud) for the sound that is made when the screen is touched.

Use HTM Tones – if checked the system audible tones for alarms are played from the processor. If unchecked the system will play .wav files from the windows operating system. Default tones will be played for each alarm level unless an alternative tone is selected from the drop down boxes.

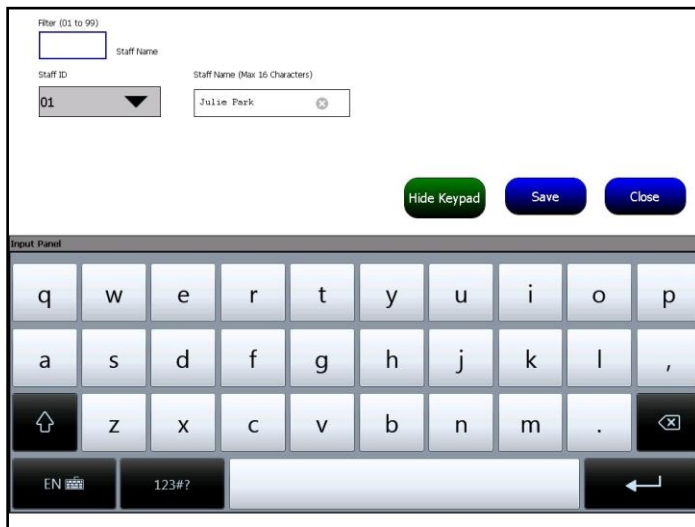
Remove – this can be used to remove a device that has previously been on the system and has reported through as a fault or cannot be removed from the screen for some other reason. The number of active devices on the system is shown above the grey pull-down box. In order to reduce the number of options included in the pull-down box a Filter is provided. For example if a failed unit is from House Code 123, then entering 123 into the Filter box will show only devices that start with 123. When the desired unit is selected; press the Remove button. An “Are you sure you want to Delete prompt” will appear, if ‘Yes’ is selected the device will be removed from the Active Device List until a new alarm/poll is received from the device. This will prevent the unit from reporting through as a “Please Test” every 2 hours. Once this action is complete you can remove the event from the display by pressing ‘Accept’ on the associated Alarm Banner on the main screen. If ‘No’ is selected the device will remain on the Active Devices List and will report as a fault every 2 hours until the fault is rectified.

Push Notifications Enabled – the Push Notification feature can be enabled/disabled by the Manager using this check box. If Push Notifications are enabled in the Engineers Setup then they will always be re-enabled when the panel is restarted.

Touch **Save** when done then **Close** to exit.

8. SYSTEM CONFIGURATION

STAFF ID



This allows a staff name to be assigned to an Infra-Red Buddy ID or a Bluebell Pager ID.

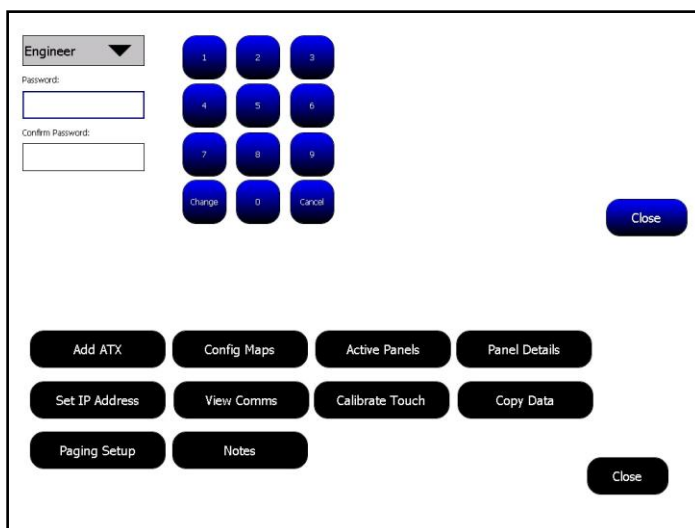
When these devices are used (to clear an alarm call down for example) the staff name is recorded against that event in the System Log.

Select the [Staff ID](#) you want to assign a name to from the pull-down box (or type the ID in the [Filter](#) box). The Staff ID's are assigned from 01 to 99.

Use the keypad to enter the [Staff Name](#).

Touch [Save](#) when done then [Close](#) to exit.

CHANGE PASSWORD



Passwords are a 4 digit number and can be changed if the user has permission.

Note: passwords changed on the Master panel are saved and sent to all other panels on the Network.

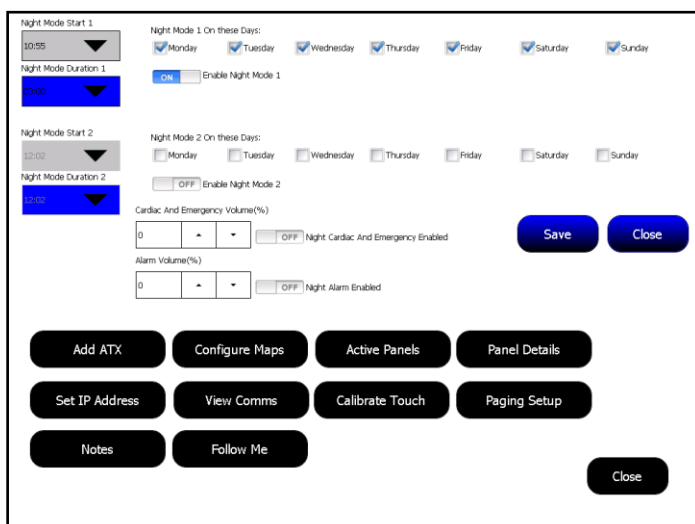
An Engineer can change all passwords, a Manager can change the Manager and Matron passwords only and a Matron cannot change passwords.

Select the [User](#) password you want to change from the pull-down box.

Use the keypad to enter the new password (4 digits) into the [Password](#) box then enter the same number again in the [Confirm Password](#) box below.

Press the [Change](#) button then [Close](#) to exit.

NIGHT MODE



The panel can be set to operate the same 24 hours a day (i.e. Day Mode) or operate differently in either Night Mode 1 or Night Mode 2.

Set the [Night Mode 1 Start](#) time, [Duration](#) and [Days](#) on which it applies and repeat for Night Mode 2 if required. There are buttons to [Enable Night Mode 1](#) or [Enable Night Mode 2](#) independently or both together.

If Night Mode 2 starts while Night Mode 1 is active then Night Mode 1 will take priority.

If the panel is operating in Night Mode it is possible to set the Cardiac and Emergency Volume to 0, 20% or 40%. This will override the volume setting for the panel in "Panel Settings". The same option is also available for all other Alarm Volumes in Night Mode.

Press the [Save](#) button then [Close](#) to exit.

8. SYSTEM CONFIGURATION

ZONE ROUTING

Zones
First Floor

Day Enabled OFF

Night Enabled OFF

Display Day Time Zone Calls on these Panels:

Display Night Time Zone Calls on these Panels:

Save Close

Add ATX Config Maps Active Panels Panel Details

Set IP Address View Comms Calibrate Touch Copy Data

Paging Setup Notes

Close

Calls from each zone can be set to display on specific panels during the day and different panels at night.

Select the **Zone** from the pull-down box, set the **Day Enabled** switch on and tick the check boxes for the **Day Time Panels** you want this zone calls to be displayed on during the day.

Set the **Night Enabled** switch on and tick the check boxes for the **Night Time Panels** you want this zone calls to be displayed on during the night.

Repeat for each zone in the pull-down box.

Note: the night start time and duration is set in the Night Mode option.

Press the **Save** button then **Close** to exit.

COMMON CALLS

Grouped Common Call
Cardiac

Day Enabled OFF

Night Enabled OFF

Display Day Time Common Calls on these Panels:

Display Night Time Common Calls on these Panels:

Save Close

Add ATX Config Maps Active Panels Panel Details

Set IP Address View Comms Calibrate Touch Copy Data

Paging Setup Notes

Close

Common call types can be set to display on specific panels during the day and different panels at night.

Select the **Grouped Common Call** from the pull-down box, set the **Day Enabled** switch on and tick the check boxes for the **Day Time Panels** you want these call types to be displayed on during the day.

Set the **Night Enabled** switch on and tick the check boxes for the **Night Time Panels** you want these call types to be displayed on during the night.

Repeat for other call types in the pull-down box.

Note: the night start time and duration is set in the Night Mode option.

Press the **Save** button then **Close** to exit.

TELECARE

Add Telecare Device:

Filter:

Room (UnFiltered) Count:

Enable Location

Location ID:

1 2 3 4 5 6 7 8 9 0

Save Cancel

Delete Telecare Device (Total 8):

Room:

House Code:

ID:

Delete Close

Enable Door to Bed Alarm Translation

Set IP Address View Comms Calibrate Touch Paging Setup

Notes Follow Me PMV

Close

The system can have 169MHz TCR's and/or 869MHz NTR's installed if the Panel has V4.01 software onward.

Each 169MHz/869MHz Telecare Device has a unique Radio ID printed on its product label. Use the keypad to enter this number in the **Add Telecare Device** box then type a zone in the **Filter** box. Select the Call Point ID being used to cancel the call from the **Room** pull-down box then press **Save**.

If ZXT860 Floor PIR's are being used ensure the **Enable Door to Bed Alarm Translation** checkbox is set with a Tick ✓.

If a Location Pendant is being added, touch the **Enable Location** checkbox so it is set with a Tick ✓. Use the keypad to enter the **Location ID** (1-99) previously programmed into the Location Pendant.

To **Delete a Telecare Device** select the required ID (prefixed with a "T") from the pull-down list box. The room, house code and ID will be displayed for the device chosen, if correct press **Delete**.

Press the **Close** button to exit.

8. SYSTEM CONFIGURATION

SYSTEM LOG

Zone	HC	ID	Type	Receive Time	Receive Date	Cancel Time	Cancel Date	Location	Staff ID
Version C AT76	555	003	Power Up Event Normal	17:59:54	06/01/15	---	---	ATX 003	---
Grahams ATX	799	002	Power Up Event Normal	17:59:54	06/01/15	---	---	Grahams room 2	---
Version C AT76	555	004	Power Up Event Normal	17:59:54	06/01/15	---	---	ATX 004	---
Version C AT76	555	005	Pull Cord Power Up Normal	17:59:48	06/01/15	---	---	ATX 001 P2	---
door monitors	888	003	Door Status Closed	17:59:47	06/01/15	---	---	door001	---
door monitors	888	001	Door Status Closed	17:59:46	06/01/15	---	---	door001	---
door monitors	888	003	Power Up Event Normal	17:59:45	06/01/15	---	---	door001	---
door monitors	888	003	Power Up Event Normal	17:59:45	06/01/15	---	---	door001	---
Olney Ward	022	001	Power Up Event Normal	17:59:33	06/01/15	---	---	Bedroom001	---
Version C AT76	555	002	Power Up Event Normal	17:59:31	06/01/15	---	---	ATX 002	---
door monitors	888	002	Door Status Closed	17:59:29	06/01/15	---	---	door002	---
Version C AT76	555	001	Pull Cord Power Up Normal	17:59:28	06/01/15	---	---	ATX 001 P3	---
door monitors	888	002	Power Up Event Normal	17:59:28	06/01/15	---	---	door002	---
Battery tests	002	001	Pull Cord Power Up Normal	17:59:24	06/01/15	---	---	unit 001 P1	---
Battery tests	002	001	Pull Cord Power Up Normal	17:59:17	06/01/15	---	---	unit 001 P2	---
Version C AT76	555	004	Power Up Event Normal	17:59:50	06/01/15	---	---	ATX 004	---
Grahams ATX	799	002	Power Up Event Normal	17:59:31	06/01/15	---	---	Grahams room 2	---
Version C AT76	555	002	Power Up Event Normal	17:59:30	06/01/15	---	---	ATX 002	---
Version C AT76	555	003	Power Up Event Normal	17:59:30	06/01/15	---	---	ATX 003	---
Olney Ward	022	001	Power Up Event Normal	17:59:29	06/01/15	---	---	Bedroom001	---
Version C AT76	555	001	Emergency	17:52:53	06/01/15	17:53:39	06/01/15	ATX 001	---
Battery tests	002	001	Call	17:52:40	06/01/15	17:54:11	06/01/15	unit 001	---
Olney Ward	022	001	Cardiac	17:52:33	06/01/15	17:53:47	06/01/15	Bedroom001	---
Version C AT76	555	001	Emergency	17:51:58	06/01/15	17:52:07	06/01/15	ATX 001	---
Battery tests	002	001	Call	16:49:56	06/01/15	16:50:03	06/01/15	unit 001	---
Olney Ward	022	001	Cardiac	16:48:49	06/01/15	16:49:30	06/01/15	Bedroom001	---
Version C AT76	555	001	Emergency	16:48:06	06/01/15	16:48:14	06/01/15	ATX 001	---
Version C AT76	555	001	Nurse Present	16:47:52	06/01/15	16:47:58	06/01/15	ATX 001	---
Version C AT76	555	001	Emergency	15:30:27	06/01/15	15:30:33	06/01/15	ATX 001	---
Version C AT76	555	001	Emergency	15:30:13	06/01/15	15:30:18	06/01/15	ATX 001	---
Version C AT76	555	001	Emergency	15:29:55	06/01/15	15:29:59	06/01/15	ATX 001	---
Version C AT76	555	001	Emergency	15:29:34	06/01/15	15:29:41	06/01/15	ATX 001	---
Version C AT76	555	001	Emergency	15:29:09	06/01/15	15:29:14	06/01/15	ATX 001	---
Version C AT76	555	001	Emergency	15:28:49	06/01/15	15:28:53	06/01/15	ATX 001	---
Version C AT76	555	001	Emergency	15:28:31	06/01/15	15:28:36	06/01/15	ATX 001	---
Version C AT76	555	001	Emergency	15:28:06	06/01/15	15:28:11	06/01/15	ATX 001	---

ZONED PAGERS

Zones
▼

Cardiac: 000
Emergency: 000
Assistance: 000
Call: 000
Nurse Present: 000
Maintenance: 000
Monitoring: 000
Beds: 000

Zone Day: 000
Zone Night 1: 000
Zone Night 2: 000

Save
Close

Input Panel
q w e r t y u i o p
a s d f g h j k l ,
↑ z x c v b n m .
EN 123#?

COMMON PAGERS

Group Day: 000
Group Night 1: 000
Group Night 2: 000

Cardiac: 000
Emergency: 000
Assistance: 000
Call: 000
Nurse Present: 000
Maintenance: 000
Monitoring: 000
Beds: 000

Save
Close

Input Panel
q w e r t y u i o p
a s d f g h j k l ,
↑ z x c v b n m .
EN 123#?

Select a date from the pull-down box and choose a filter option to narrow the search and then press **Show**.

This will display all events on the panel for the selected date/filter.

Press the **Close** button to exit.

The scheme must have a radio paging system installed.

Select a **Zone** from the pull-down box then enter the pager ID's you want to be notified during the **Day** and **2 Night Modes** in the boxes alongside each call type.

The keypad will be displayed when you click on a box to enter a pager ID. Note: J24 pagers have 6 digit ID's whereas Bluebell pagers have 5 digit ID's.

Press the **Save** button then **Close** to exit.

The scheme must have a radio paging system installed.

For each call type group (**Cardiac**, **Emergency**, etc.) enter the pager ID's in the boxes alongside for which ones you want to be notified during the **Day** and **2 Night Modes** in the boxes alongside each call type.

The keypad will be displayed when you click on a box to enter a pager ID. Note: J24 pagers have 6 digit ID's whereas Bluebell pagers have 5 digit ID's.

Press the **Save** button then **Close** to exit.

8. SYSTEM CONFIGURATION

DATE/TIME

Date: Thursday, February 12, 2015 Time: 16:29:13

Timezone: ((UTC) Dublin, Edinburgh, Lisbon, London)

☒ Automatically Adjust Clock For Daylight Saving

Save Close

Add ATX Config Maps Active Panels Panel Details

Set IP Address View Comms Calibrate Touch Copy Data

Paging Setup Notes Close

The date and time must be set on the Master Panel (1). Once set, the date and time is sent to all other panels on the network every minute to synchronise them.

Select the [Date](#) and [Time](#) from the pull-down boxes then select the local [Timezone](#). Tick the checkbox to enable [Automatic Daylight Saving](#) adjustments every March and October

Press [Save](#) and the time & date is synchronised from the Master to all other panels every minute.

Press the [Close](#) button to exit.

COPY DATA

Copy All To USB Copy All From USB

Copy Logs To USB Copy JPG From USB

Current Directory: 0 %

Close

Add ATX Config Maps Active Panels Panel Details

Set IP Address View Comms Calibrate Touch Copy Data

Paging Setup Notes Close

When Master Panel (1) has been setup, plug a USB memory stick into one of the USB Ports on the lower face of the Panel. Press [Copy All To USB](#) and wait until the [Current Directory](#) box shows 100%. Press [Close](#) and remove the memory stick.

Insert the memory stick into another Panel on the Network, open the "Copy Data" option and select [Copy All From USB](#). Wait until the [Current Directory](#) box shows 100% then press [Close](#) and remove the memory stick. Check panel data and edit as required.

Use the [Copy Logs To USB](#) to export all the system log records from the Panel.

Use the [Copy JPG From USB](#) to import screen savers. These must be stored on the root directory of the USB memory stick, they should be 1024 x 768 pixels and the file size should be as small as possible (~100k typical).

Press the [Close](#) button to exit.

GSM MODEM

Connect Close

Accept Call From: 07717123456 Remote IP Address: 82.102.103.104 SIM Number: 00353872313697

☐ Text Error to Caller ☐ Connect To Id Call

APN Details: Signal Strength: -0 db Sessions:

Disconnect In:

Next Tx In: Save Clear List

Tr Attempts Remaining:

Error: Modem Signal Strength Error

Start Connection = false;

Modem Connected = false;

Force Shutdown = false;

Reset Modem

Please Check That a Modem is Connected, Then Press the "Signal Strength" Button

The scheme must have a GSM Modem installed for the remote diagnostics feature to function.

Should you require Technical Support from an Engineer over the telephone they may request to access the Panel data via the GSM Modem.

To allow the GSM Modem connection you must press the [Connect](#) button when asked.

Once the Engineer is satisfied a connection is established press the [Close](#) button to exit.

9. NURSE CALL

If the **Orange** Nurse Call button is pressed (or the **Orange** cord is pulled) on a Call Point this will be displayed on the panel as shown below;



*The screen banner is **orange** like the Nurse call button.*

Touch the banner to display Client Notes – see Section 10.

*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 – see Section 10.*

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.

10. VIEW CLIENT NOTES/ACCEPT CALL

TO VIEW CLIENT NOTES

Touch the screen banner to view Client Notes; this will be displayed on the panel as shown below;



Notes can be added or edited via the Edit Details option using a Matron or Manager Log On. Touch Close when done.

TO ACCEPT A CALL

Press the Accept button on the screen to acknowledge that the call is being dealt with; this will be displayed on the panel as shown below;



*The screen banner changes to **purple** when a call is accepted. Accepting the call will silence the alarm and notify all other panels the call is being dealt with. If an Accepted call is not cancelled within the preset time it will revert to an active call.*

11. NURSE PRESENT

After a Nurse Call has been made, visit the patient and press the **Green** button on their Call Point to register Nurse Present, this will be displayed on the panel as shown below;



*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.

12. ASSISTANCE CALL

After pressing the **Green** button to register Nurse Present press the **Orange** Nurse Call button again (or pull the **Orange** cord) to request Assistance, this will be displayed on the panel as shown below;



*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

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. EMERGENCY CALL

If the **Red** Emergency button is pressed (or the **Red** Emergency pull-switch is pulled) on a Call Point this will be displayed on the panel as shown below;



*The screen banner is **red** like the Emergency Call button.
Touch the banner to display Client Notes.
An Emergency 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



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.

14. CARDIAC CALL

If the **Blue** Cardiac pull-switch is pulled-out on a Call Point this will be displayed on the panel as shown below;



*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.

15. WC CALL

If the **Orange** Nurse Call button is pressed (or the **Orange** cord is pulled) on a Call Point fitted in a WC (i.e. toilet) this will be displayed on the panel as shown below;



*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.

16. BED TO BE CLEANED CALL

Bed Status is an option which must be enabled in each Call Point that requires the feature. If the Bed Status is changed to “To Be Cleaned” on a Call Point this will be displayed on the panel as shown below;



*The screen banner is **grey** for a Bed To Be Cleaned call.*

Touch the banner to display Client Notes if required.

*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

Once the bed has been cleaned, press the **DARK GREY** button on the Call Point to show the current Bed Status...



Press the **GREEN** or **LIGHT GREY** buttons to change the Bed Status to “Occupied” or “Available”...

Then press the **DARK GREY** button again to select the new Bed Status.



When “Occupied” or “Available” is selected the new Bed Status will simply be updated on the Nursecall panel Bed list. If the bed is not cleaned within a preset time period then the “Bed To Be Cleaned” call will re-report – this interval can be set to 10, 20 or 30 minutes.

17. CALL POINT REMOVED ALERT

If a Call Point is un-clipped and removed from its wall bracket this will be displayed on the panel as shown below;



*The screen banner is **grey** for a Call Point Removed alert.*

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.*

^PNote: Call Point Removed alerts can be disabled in the panel setup

TO CANCEL THE ALERT

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



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.

18. TAMPER ALERT

If a Pear Push or Accessory Lead is un-plugged from a Call Point this will be displayed on the panel as shown below;



*The screen banner is **grey** for a Tamper alert.*

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.*

^PNote: Tamper alerts can be disabled in the panel setup

TO CANCEL THE ALERT

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

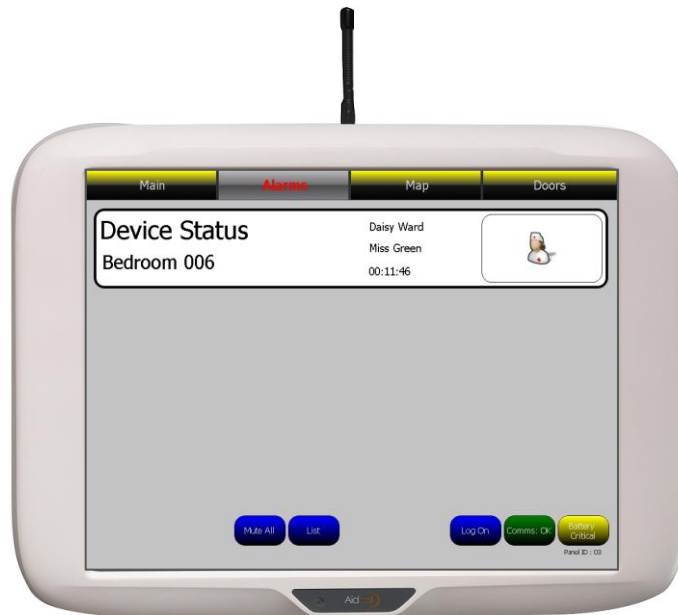


If the unit has a display it will first show “**CALLING - CANCEL**” then “**ACKNOWLEDGED**” when the call has been received and cancelled off the Nursecall panel.

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.

19. DEVICE STATUS ALERT

If the batteries are running low in a Call Point, Pullcord, Door Monitor or Pendant this will be displayed on the panel as shown below;



*The screen banner is white for a Device Status alert.
Touch the banner to view details of the Device Status alert.
This will identify exactly which device has a low battery.
A Device Status alert cannot be Accepted from the screen.*

TO CANCEL THE ALERT

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



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.



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

20. PLEASE TEST ALERT

All radio devices send a signal every 4 hours to confirm they are still on the Network. If a signal is not received for a known device this will be displayed on the panel as shown below;



*The screen banner is **grey** for a Please Test alert.*

Touch the banner to identify exactly which device needs testing.

*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 ALERT

Possible causes of “Please Test” alerts are flat batteries, the batteries have been removed or the device has been moved outside the range of radio coverage.

*You must visit the Call Point, rectify the problem and press the **LIGHT GREY** button to cancel the alert*



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.



In the unlikely event that a panel needs to be restarted, please ensure all active calls are actioned before proceeding.

21. PULLCORD CALL

If a ceiling Pullcord **Orange** cord is pulled this will be displayed on the panel as shown below;



*The screen banner is **orange** for a Nurse Call from a Pullcord.*

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.*



*The screen banner will be **yellow** for an Assistance Call or **red** for an Emergency Call
An Emergency Call cannot be accepted and silenced from the screen*

TO CANCEL THE CALL

You must visit the Call Point associated with the Pullcord 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.

22. PULLCORD WC CALL

If the **Orange** cord is pulled on a ceiling Pullcord fitted in a WC (i.e. toilet) this will be displayed on the panel as shown below;



The screen banner is **yellow** for a Pullcord 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 associated with the Pullcord 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.

23. PENDANT CALL

If the **Orange** Nurse Call button is pressed on a Pendant this will be displayed on the panel as shown below;



*The screen banner is **orange** for a Nurse Call from a Pendant.*

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 locate the Pendant and press the **LIGHT GREY** button to cancel the call



24. LOCATION PENDANT CALL

If the **Orange** Nurse Call button is pressed on a Location Pendant, and if both the alarm transmission and location information is received, the panel will display **"Pendant Location"** with details of where the Pendant is located in the building and whose Pendant it is, as shown below;

Location Pendants are black with an orange middle band...



IMPORTANT: If the alarm transmission only is received (i.e. the Pendant is not within range of a Call Point), then the panel will display **"Pendant Call"** with details of whose pendant it is, i.e. same as previous page.

*The screen banner is **orange** for a Nurse Call from a Location Pendant.*

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 which picked-up the Pendant Location (or the users bedside Call Point if no location was displayed) 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.

25. TELECARE CALL

A range of Telecare Devices are available for personal wellbeing and environmental monitoring. A list of devices currently available is given below; *please contact Aidcall customer services for more details.* If an Enuresis Sensor is activated this will be displayed on the panel as shown below;



*The screen banner is **yellow** for an Enuresis alarm.*

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 associated with the Enuresis alarm 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.

TELECARE DEVICES

Personal Wellbeing: fall detectors, attack pendants, pill dispensers, enuresis sensors, bed occupancy sensors, chair occupancy sensors and epilepsy monitors.

Environmental Monitoring: high/low temperature sensors, smoke alarms, heat alarms, gas detectors, carbon monoxide detectors and flood detectors.



Always replace the Telecare device batteries within **7 days** when the low battery symbol (shown here) is displayed in the alarm banner.

26. DOOR OPEN ALARM

If a monitored door is opened (with the key switch in the **ACTIVE** position) this will be displayed on the panel as shown below;



*The screen banner is **orange** for Door Open alarms.*

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.*



*The screen banner will be **yellow** for an Assistance Call or **red** for an Emergency Call
An Emergency Call cannot be accepted and silenced from the screen*

TO CANCEL THE ALARM

You must visit the Door Monitor then;

Turn the key to the **RESET** position, then...

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.

EMERGENCY CALL FROM A DOOR

If the **Red** Emergency button is pressed on a Door Monitor, this will be displayed on the panel with a red banner like this;



Emergency calls are cancelled by visiting the door, turning the key to the **RESET** position and pressing the **LIGHT GREY** button. Return the key to the **ACTIVE** position.

27. DOOR OVERRIDE ALERT

If a Door Monitor key is turned to the OVERRIDE position this will be displayed on the panel as shown below;



Door Override means the door can be opened without an alarm being reported.

*The screen banner is **black** for a Door Override alert.*

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.*



Door Override alerts can be disabled or set to repeat after a delay of 1 to 240 minutes in the Door Monitor setup.

28. FIXED REMINDERS

Fixed Reminders for Medication can be enabled per client and will repeat at the same time every day (unless disabled). These reminders are set to start at a specific time each day and repeat at a set interval for a set duration. For example; start at 08:00 with an interval of 4 hours for a duration of 12 hours would give reminders at 08:00, 12:00, 16:00 & 20:00. Fixed Reminders will be displayed on the panel similar to below;



*The screen banner is **black** for a Medication Reminder.*

Touch the banner to display Client Notes (which can be set to include details of the medication).

*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 associated with the Medication Reminder 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.



Medication Reminders repeat at fixed times every day, they will appear on the screen at the start time and interval setup in the system configuration. See the Edit Details function on page 9 of this manual.

29. VARIABLE REMINDERS

Variable Reminders can be enabled per client and will repeat every day (unless disabled). These differ from Fixed Reminders as they repeat at the set interval from the time each reminder is cancelled. For example; if set to start at 08:00 with an interval of 4 hours for a duration of 12 hours, but it was 08:30 before the first reminder was cancelled then the next reminder will occur at 12:30. If this reminder was cancelled at 13:00 then the next would be at 17:00. If this reminder was cancelled at 17:15 then there will be no further reminders until 08:00 the next day (i.e. 4 hours on from 17:15 is after the 12 hour duration). Variable Reminders will be displayed on the panel similar to below;



*The screen banner is **black** for a Reminder.*

Touch the banner to display Client Notes (which can be set to include details of the reminder).

*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 associated with the Reminder 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.

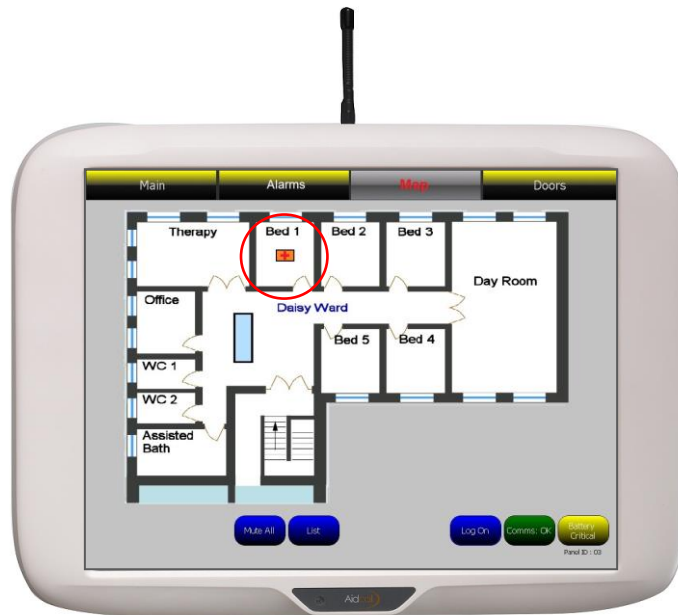
If there is another call waiting (within the same Zone) the details will be displayed, if more than one call is waiting the one with highest priority will be displayed.



Variable Reminders will appear on the screen at the same start time each day then repeat at the set interval after each reminder is cancelled. See the Edit Details function on page 9 of this manual.

30. MAP SCREEN

When a call is received the location of the Call Point can be shown on a map of the building by touching the Map button on the top of the screen, this will be displayed on the panel similar to below;



The colour of the icon shown denotes the type of call – this will match the Alarms screen banner colour.

Once the location of the call is established press the Alarms button on the top of the screen to revert back to the call details.

31. DOORS 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.

32. BEDS SCREEN

The status of all beds can be viewed by touching the Beds button on the top of the screen; this will be displayed on the panel similar to below;



The Bed Status list is prioritised with beds “To Be Cleaned” at the top, followed by beds “Available” then all the beds that are “Occupied” underneath.

The time and date identifies the last event for each bed.

Once a bed has been cleaned the Bed Status should be set back to “Available” or “Occupied” from the client’s Call Point as shown in Section 15. This will prevent the “Bed To Be Cleaned” call re-reporting and the Bed Status will be updated in the Bed List.

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 as an alarm on the main screen - this interval can be set as 10, 20 or 30 minutes during panel setup by an Engineer.



The Beds Button will only be shown on the top of the main screen if the Bed Status feature is enabled in the Call Points during system setup.

33. MULTIPLE CALLS SCREEN

If multiple calls exist they will be stacked on the main alarm screen in priority order. Cardiac is the highest priority followed by Emergency, Accepted calls and Nurse Present is the lowest priority. Multiple calls will be displayed on the panel as shown below;



*Accept the calls in any order, this will silence the alarm and the banner will change to **purple**.*

Note: Cardiac and Emergency calls cannot be accepted and silenced from the panel.

All other panels on the Network will be able to see when calls have been accepted.

If accepted calls are not cancelled within a preset time they will revert to active calls.

MUTE ALL

The alarm sounder can be silenced by pressing the Mute All button; the sounder will start again after a preset time.

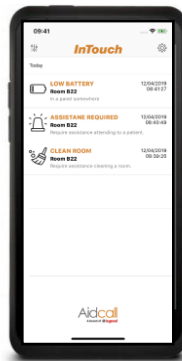
PREVIOUS/NEXT

If there are more calls waiting than can be displayed on the screen, then “Previous” and “Next” buttons will appear to scroll up and down the list.

34. INTOUCH APP

The optional InTouch App allows all system events to be displayed on a mobile phone. *Note: the Touchsafe Pro Call Logger software (V4.00a onwards) must be installed on a local PC and each mobile phone requires the InTouch App installed.*

InTouch alerts...



If the Call Logger software is not running on the local PC then notifications cannot be forwarded to the mobile network and an error message will be added to the system log.

If the Call Logger software cannot be restarted then the Push Notifications should be temporarily disabled in the Nursecall Panel Settings. Logon as a Manager and select the [Panel Settings](#) option, un-tick the Push Notifications Enabled check box (see page 9 of this manual for details).

Push Notifications will remain disabled until re-enabled via Panel Settings or when the Nursecall panel is restarted.