User Guide

Telligence

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Contents

Introduction

Learn the key features of your Telligence devices, including the buttons, jacks, screens and icons, as well as how to navigate the device to place and respond to nurse calls.

Basic Device Types

The Telligence system includes three basic device types:

- Touch screen devices that monitor and respond to calls
- Devices that call nurse stations
- Other devices that support the Telligence system

This document also describes the operational features of the Telligence system.

Note: Depending on your system configuration, some features described in this manual may not be available, or may have limited function.

Touch Screen Devices that Monitor and Respond to Calls

Use staff consoles, annunciators, and TelliConnect stations to place, respond, and monitor calls from patients and staff. You can also use staff consoles to configure call priorities for individual patient and staff devices.

Staff Console

Staff consoles are desktop communication hubs that are typically placed at nurse stations. These consoles display incoming calls, which staff members can respond to and prioritize. Staff consoles include handsets and speakers for paging and for voice communication with patients and staff. While on a call, you can choose to switch between the handset and the speaker.

Figure 1: Staff Console

Annunciators and TelliConnect Stations

Annunciators and TelliConnect Stations are wall-mounted devices that have the same form factor as staff consoles. Both devices feature touch screen displays and hands-free speakers. Optional handsets can be added when privacy is needed.

Annunciators provide the same function as staff consoles and are located in areas that are located away from nurse stations, such as staff rooms and corridors. TelliConnect Stations are located in patient rooms and handle staff calls and service tasks.

Figure 2: Annunciator and TelliConnect Station with Optional Handset
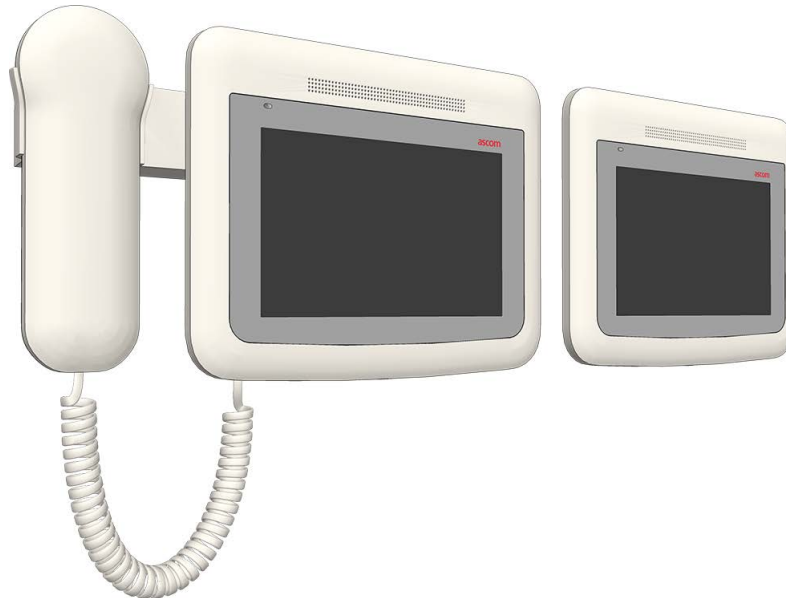
Devices for Calling the Nurse Station

Room Modules and Patient Stations

Patients and staff can use a variety of room modules to call the nurse station or to signal an emergency. Some module configurations include speakers with microphones for two-way communication. Several modules support bed handsets that patients can use to call the nurse, as well as control the room lights and televisions.

Figure 3: Room Modules in a Triple Frame
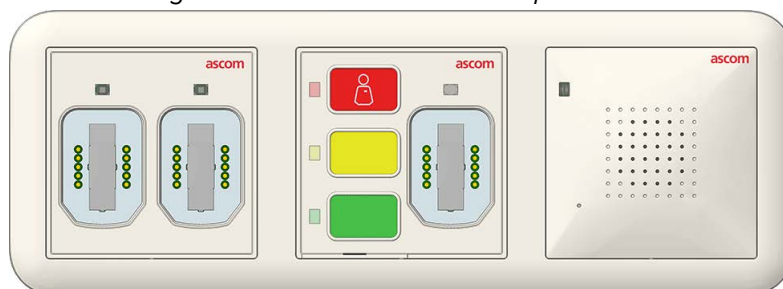
Patient rooms may also be equipped with patient stations, like the one shown in the figure below. These staff devices include jacks for connecting auxiliary hardware, speakers for voice communication, and call buttons to signal the nurse station in case of emergency, or when general assistance is needed.

Figure 4: Patient Station Module
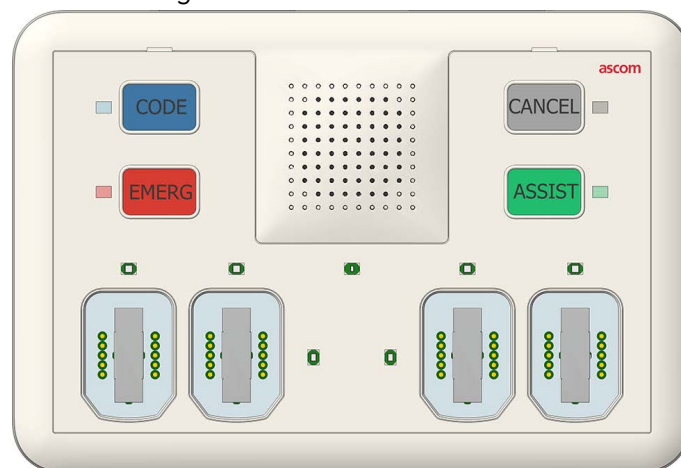
Telligence System Support Devices

Your system may also include the following external systems:

- A system for routing calls to pocket pagers.
- Wireless phone integration.
- An Infrared (IR) location system for locating staff members or equipment.

See "Wireless Phones and Pager Systems" on page 73 for information about these systems.

Basic System Functions

Patient Calls

Patients can call for assistance using buttons, handsets, and pull cords on modules mounted on walls near the bed, or in bath and toilet rooms.

Staff Calls

Staff can call the nurse station from patient rooms or staff rooms by pressing buttons or pulling cords on room modules and patient stations.

Calling and Answering

Use the staff console, annunciator, or TelliConnect Station to answer calls, or to place calls to patients, other staff, or other nurse stations.

Service Tasks

Create service tasks to notify or remind staff members of patient requests. Use the staff console or annunciator to create a service task, or if the Ascom Mobility Solution has been integrated into your system, create service tasks using Ascom wireless phone handsets. The service task feature is used to manage non-emergency tasks and requests associated with the patient.

Note: Service tasks and reminders are workflows that effect patient satisfaction and staff efficiency. These are not a substitute for established, good clinical practice, or patient monitoring (device or staff).

Basic System Settings

Priority Levels for Specific Call Types

Priority levels are applied to specific call types. For example, calls made by pressing the nurse call button on a handset have lower priorities than calls sent when pressing the Staff Emergency button on a bedside module. The labels and priority levels are configured during installation. For more information on configuring call priorities, see "Customize Priorities" on page 17.

Coverage Areas

Nursing duty areas/assignment areas and wards are grouped to form coverage areas within nursing units. Each coverage area is served by a network of staff consoles and call stations that handle nurse calls.

Calls from Supervised Telligence Devices

The staff console can be used to oversee or supervise the communication function of another staff console, annunciator, patient or staff devices. Should a device under supervision lose its ability to communicate, the Telligence system automatically sends an error message to each supervisory staff console and annunciator that a communication failure has occurred.

Registering Staff Presence

Staff can identify their location by tapping a Presence button on modules installed in a patient's room. This is called "registering presence" in the room. Registering presence activates the Staff Follow mode, which allows the system to track a staff member's location. See also, "Staff Follow Mode" on page 43.

Staff and portable hardware can also be tracked using automatic systems, such as the Ascom Unite System. Staff members wear badges that are tracked by sensors. As staff members move about the facility their presence is automatically tracked and displayed in Ascom Unite application windows. A real-time location tracking system and Unite communication software are required for automatic presence tracking.

Daytime/Nighttime Modes

Unattended staff consoles or annunciators can be placed in Nighttime mode. Use Nighttime mode to lower the alert tone volume on consoles so patients are not disturbed at night. Consoles in Nighttime mode will continue to announce nurse calls. Staff Follow mode can be configured differently for Daytime/Nighttime mode.

Coverage Area Sharing

Staff consoles and annunciators can share calls and events with staff consoles or annunciators in other areas. Sharing coverage with other consoles or annunciators makes it possible to monitor nurse call events originating in areas where staff consoles are unattended — for example, during night shifts when staffing levels are lower.

Swing Rooms

Rooms that have been configured with an alternate duty area or ward can be moved (swing) from one duty area to the other as needed. The room must be enabled for swinging by the installer. A Swing button on the Room List screen of the primary coverage staff console or annunciator toggles the room between its default and alternate duty area.

Touch Screen Devices

This chapter introduces the basic features of touch screen devices.

Note: Depending on your system configuration, some screens and features may not be available.

Staff Console

The staff console is the primary call center for staff-patient communication.

Figure 5: Staff Console

Legend:
(1) Receiver
(2) Cradle
(3) Headset plug
(4) Speaker
(5) Touch screen
(6) Microphone

Staff consoles are used for the following tasks:

- Answering calls
- Setting tasks
- Upgrading calls to higher priorities
- Placing calls to patients and staff members
- Broadcasting audio messages
- Talking to staff members at other staff consoles and annunciators
- Configuring call priorities for staff and patient devices

Handset and Speaker

The staff console includes a telephone handset and a speakerphone for hands-free operation. Headsets can also be connected to a staff console when needed.

The staff console can be placed in Normal or Enhanced Audio mode. In Normal mode, the staff console sends and receives audio simultaneously so you can hear the caller's voice even while you are speaking. In Enhanced Audio mode, communication is one-way. Tapping a button on the touch screen allows you to alternate between listening and speaking modes. Enhanced audio mode can improve communications in noisy environments.

Annunciator and TelliConnect Station

Annunciators and TelliConnect Stations are wall-mounted, touch screen devices similar to the staff console; however, their functions can vary based on how they are configured during installation. Annunciators and TelliConnect Stations can be configured with optional handsets.

Figure 6: Annunciator or TelliConnect Station with Optional Handset

Annunciators

Annunciators are typically located in staff rooms, corridors, or other locations away from the nurse station. Annunciators can be set to display nurse call activity or to supervise other Telligence devices.

Staff Stations

TelliConnect Stations are communication stations located in patient rooms. Use them to call staff, create service tasks, and more.

Note: The Health Insurance Portability & Accountability Act (HIPAA) dictates strict requirements for maintaining the security and confidentiality of patient health information (USA).

Touch Screen Display

Staff consoles, annunciators, and TelliConnect Stations display information on a touch screen. You can handle pending calls and perform other functions by lightly touching command buttons on the screen.

The devices emit tones to indicate new alerts. The tone can be adjusted or temporarily silenced.

Screens Displayed on Staff Consoles and Annunciators

Staff consoles and annunciators display six primary screens for handling calls, and five secondary settings screens for customizing the console display and functions. This section covers the types of information displayed on each screen, how to find the screen you need, and how to use the command buttons and other controls found on each screen. For information about screens displayed on the TelliConnect Station, see "The TelliConnect Station" on page 32.

Touch Screen Tab Icons

To change the screens displayed on the staff consoles or annunciators, tap the tab icon. Tab icons display continuously on the left side of the display screen.

Depending on your system configuration, some of the icons shown below may not be available.

Alert List: Displays a prioritized list of alerts from patient devices and other staff consoles and annunciators.

Task List: Displays a list of tasks for a monitored duty area.

Room List: Displays a list of rooms covered by this device.

Console: Displays a list of alerts from the covered area, or shared alerts from other staff consoles and annunciators. From this screen, you can also switch between Daytime and Nighttime modes.

Phone: Displays a keypad for making calls.

Page: Displays the screen to broadcast pages to duty areas, nursing units, or staff levels.

Tone Silence: Silence or enable all alert tones.

Settings: Access to console-specific settings.

Speakerphone/Headset: Switch between the speakerphone and headset.

Screen Brightness: Adjust the screen brightness to suit your surroundings.

Alert Tone Silence Time: Set the time when alarms will sound after being silenced.

Enhanced Audio Configuration: Configure the audio to automatically activate when audio tolerances fall below predefined levels.

Clean Screen: Place the device in Cleaning mode to deactivate the touch screen while cleaning it.

Alert List Screen

The Alert List screen lists incoming calls and alerts by order of priority. The Alert List icon displays a number badge denoting how many alerts are in the list. Use the Alert List screen to answer calls and respond to alerts.

Figure 7: Alert List Screen with Badge
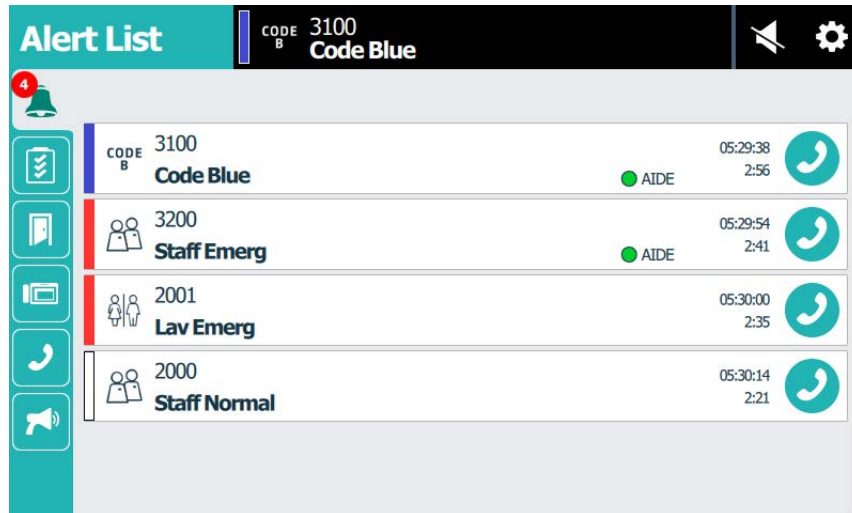
To view details for an alert in the Alert List:

▶   Tap to select the alert that you want to expand in the Alert List.

The selected alert displays in an expanded screen. Here you can create tasks, see tasks assigned to a room, or respond to the alert. You can also select another alert to see its details, or you can tap the current alert again to return to the default Alert List view.

Figure 8: Alert List - View Details
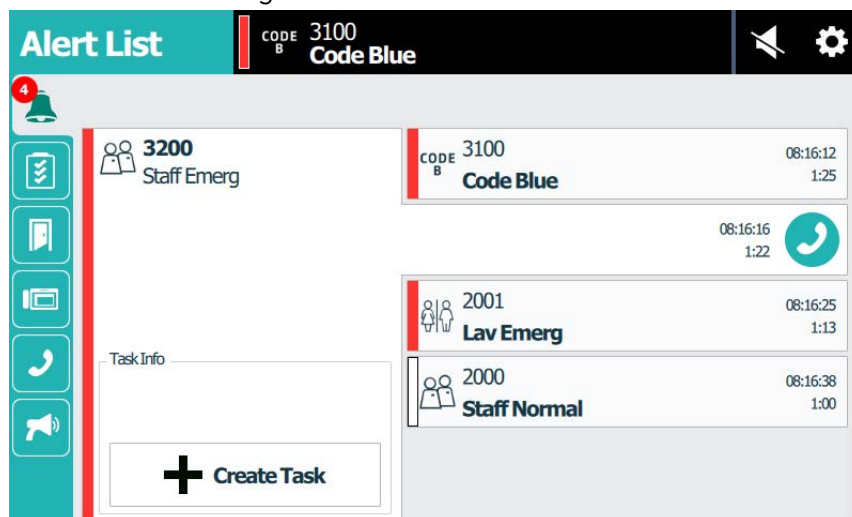

Answer Calls

Staff consoles and annunciators provide two-way communication with patient beds, rooms, or with other staff consoles and annunciators. When a patient calls from a bed or room, the call rings at the monitoring staff console or annunciator and displays an alert and its priority. Calls can have different priorities, such as Code Blue, Emergency, or Patient Normal. Use the staff console or annunciator handset, headset, or speakerphone to answer calls.

To answer a call in the Alert List:

1. From the Alert List, tap 📞 **Answer**.

2. Use the speakerphone to talk or lift the handset, if equipped, and begin talking.

   Note: The screen header displays the color assigned to the alarm — for example, red for staff emergencies.

Figure 9: Call Screen
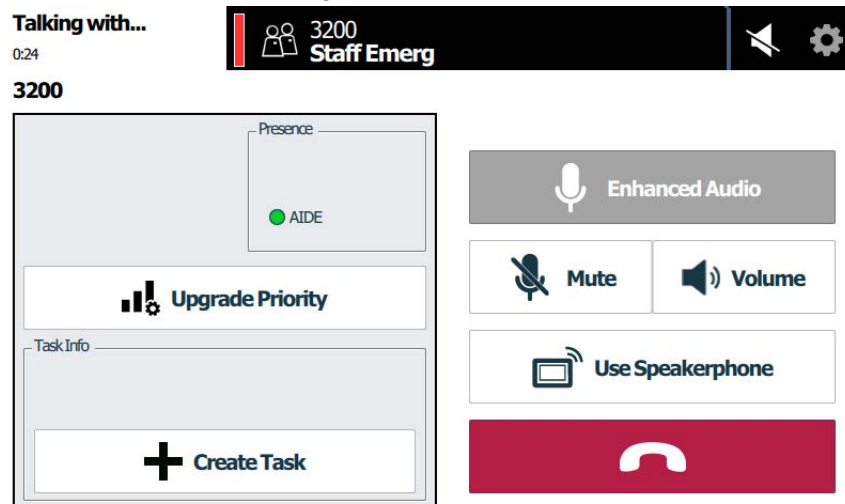
3. To end the call, tap 📞 **End Call**.

To switch to the speakerphone when using a handset:

▶ On the call screen, tap 📱 **Use speakerphone**.

   •Tap 📱 **Use handset** to switch back to the handset.

Mute a Call

To mute a call:

▶ Tab 🎤 **Mute** to turn off the audio at the staff console. You can still hear the other party, but they cannot hear you.

   • To unmute your call, tap 🎤 **Mute** again.

Adjust the Volume

While on a call, you can adjust the speakerphone, handset, and patient speakerphone volume.

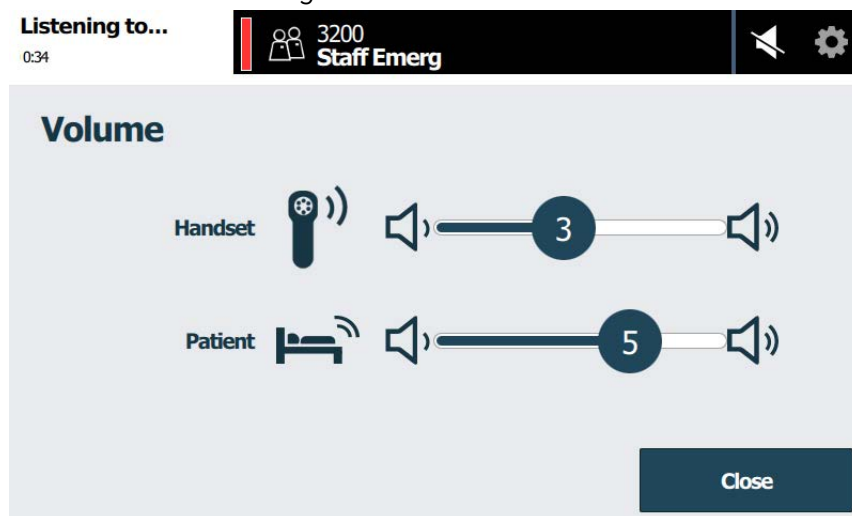**To adjust the call volume:**

1. Tap 🔊. The volume screen displays.

Figure 10: Volume Screen

2. Do the following:
   - Touch and drag the **Speakerphone or Handset** slider to adjust the console speakerphone or handset volume.
   - Touch and drag the **Patient** slider to adjust the patient's speakerphone volume.
3. When done, tap **Close**.

The volume settings remain at the selected levels until you change them again.

Note: If you continue to have trouble hearing the patient after adjusting the call volume, increase the microphone's sensitivity by switching to Enhanced Audio mode.

Enhanced Audio/Auto Enhanced Audio

Enhanced Audio and Auto Enhanced Audio modes improve the sensitivity of the caller's microphone making it easier for you to hear and understand the caller in noisy environments.

Enhanced Audio Mode

In Enhanced Audio mode both parties can talk to each other, but not at the same time; the communication is one direction at a time. Touching and holding the Enhanced Audio button lets you talk to the patient. Releasing the button lets you listen to the patient.

Note: When in Enhanced Audio mode the Mute feature is no longer available.

To switch to Enhanced Audio mode during a call:

1. On the Call screen, tap 🎤 **Enhanced Audio**. The Enhanced Audio button changes to **Press To Talk/Release To Listen**.

Figure 11: Using Enhanced Audio
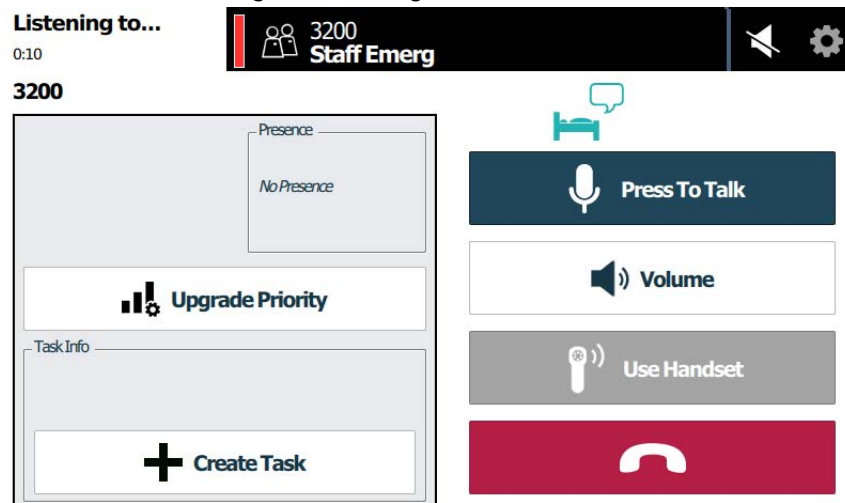
2. When you are ready to talk to the patient, touch and hold 🎤 **Press To Talk** and begin speaking. The button changes to 🎤 **Release to Listen**. Release the button to hear the caller.

    Note: The icons above the button change to identify who is speaking (patient 🛏️💬 or nurse 💬🖥️).

3. When finished, tap 🔴 **End Call** or just return the handset to the cradle.

Auto Enhanced Audio Mode

For consoles equipped with handsets, Auto Enhanced Audio mode automatically enables when the console detects it is needed. In this mode the transmitter and receiver are turned on and off automatically when the console detects pauses in a conversation. You can still adjust the volume or mute the call while in this mode.

Note: Before using Auto Enhanced Audio, you must enable auto switching for the handset in the Enhanced Audio Configuration Settings screen. See "Enhanced Audio Configuration" on page 29.

Figure 12: Auto Enhanced Audio Screen
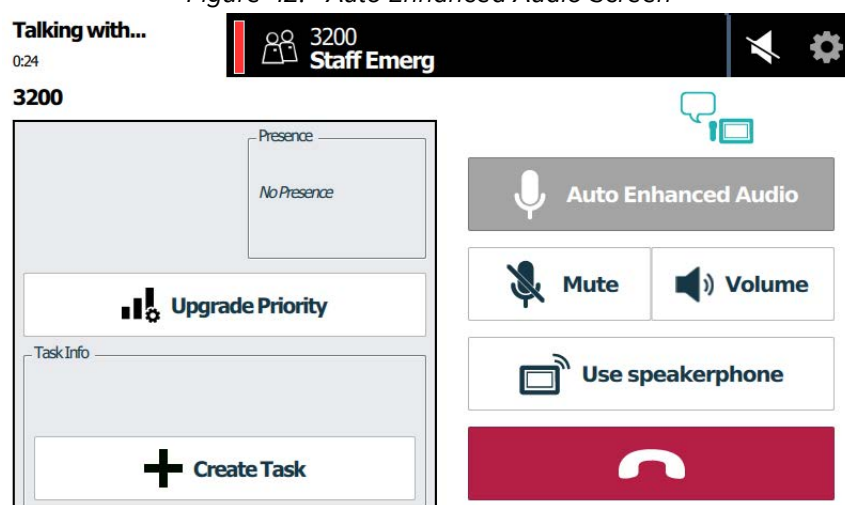
Upgrade Priority

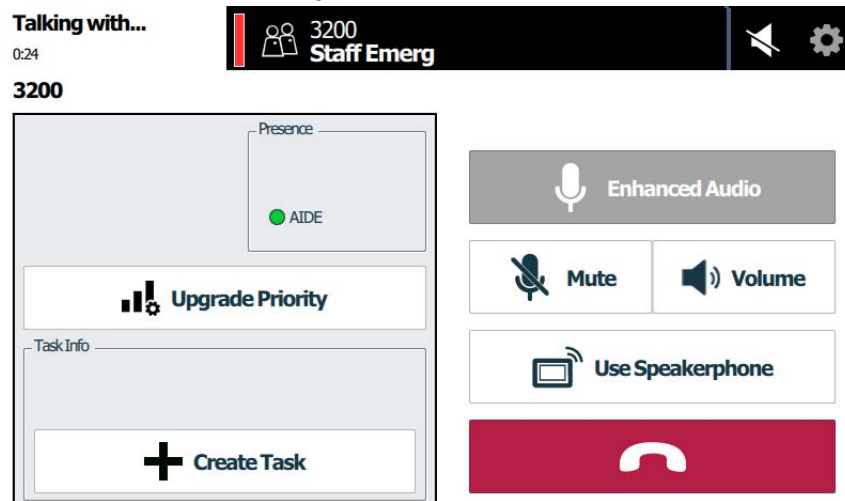While on a call, you can upgrade its alert to a higher priority. For example, when a patient with chest pains calls for assistance, you may want to upgrade the call alert to Code Blue. Depending on your system configuration, the dome lights may also begin to flash or flash faster.

Figure 13: Call Screen

To upgrade a call to a higher priority:

1. Answer a call alert displaying on the Alert list. The Call screen displays, as shown above.

2. Tap ▮▮▮ **Upgrade Priority**. The Upgrade Priority screen displays.

Figure 14: Upgrade Priority Screen
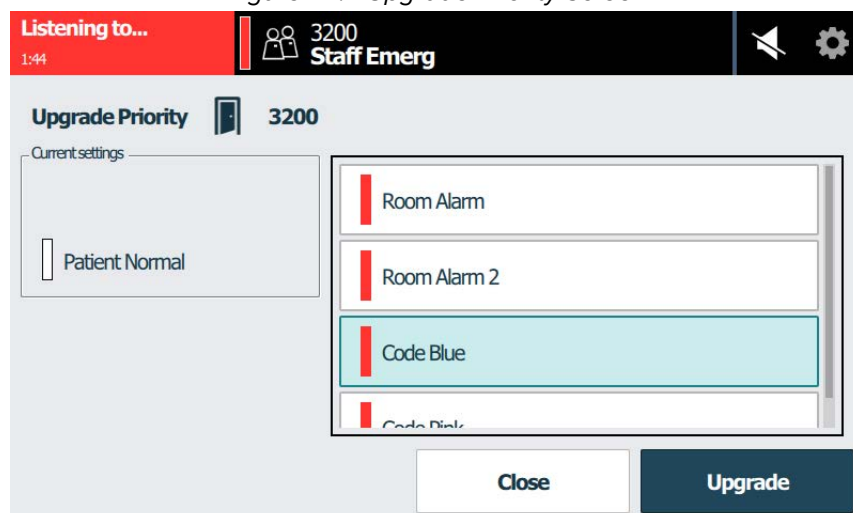
3. Scroll through the list and tap to select a new priority.

4. Tap **Upgrade**.

   Note: When you upgrade a call alert, a new alert appears on the Alert List screen in addition to the original alert.

5. To cancel, tap **Close**.

Silence Alert Tones

Alert tones sound at staff consoles and annunciators to notify staff members of an alert, such as a call from a patient, or a code emergency. Alert tones can be temporarily silenced based on the minutes specified in the silence timeout (see "Alert Tone Silence Time" on page 29). Alert tones automatically start again when the timer lapses or when a new call is received, whichever comes first.

To silence the alert tone for a specific alert:

▶ Tap 🔇 **Tone Silence** for the corresponding alert displayed in the Alert list.

Note: Not all call types will display the Tone Silence option.

To silence all alert tones:

▶ Tap 🔇 **Tone Silence** at the top of the screen. Alert tones for all calls are silenced.

To reactivate all alert tones:

▶ When alert tones are silenced, the icon turns red. Tap the icon again to restore alert tones for the all calls.

Note: A new call will automatically reactivate alert tones.

Warnings and Error Alerts

Staff consoles and annunciators can display alert messages such as room, device, license, and data errors and low memory warnings. Device and license errors, data errors, and low memory warnings cannot be cleared from the console screen and must be addressed by a system administrator.

Figure 15: Error Alerts
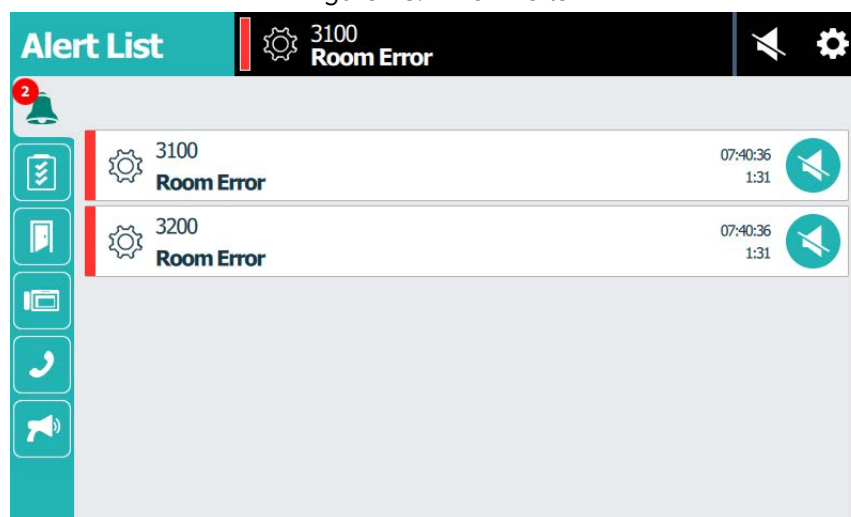
To respond to an error or warning:

1. To silence the alert tone, tap 🔇 **Tone Silence** next to the alert (if available).
2. Tap the alert message in the Alert List.
3. Read and note the error or warning message, and then contact your facility's system administrator or service department.
4. When finished, tap **OK**.

A silenced error alert will re-tone every six hours until the error is resolved. Repeat the above steps if the error has not been resolved within the allotted time.

Communications Errors

A staff console or annunciator can oversee or supervise other staff consoles, annunciators, or wireless devices. When one of these supervised devices loses its ability to communicate, the system generates a communication failure alert that displays on the supervising console and identifies the duty area where the failure occurred. The alert remains on the screen until communication is re-established with the failed device.

Figure 16: Alert List Screen with a Comms Failure
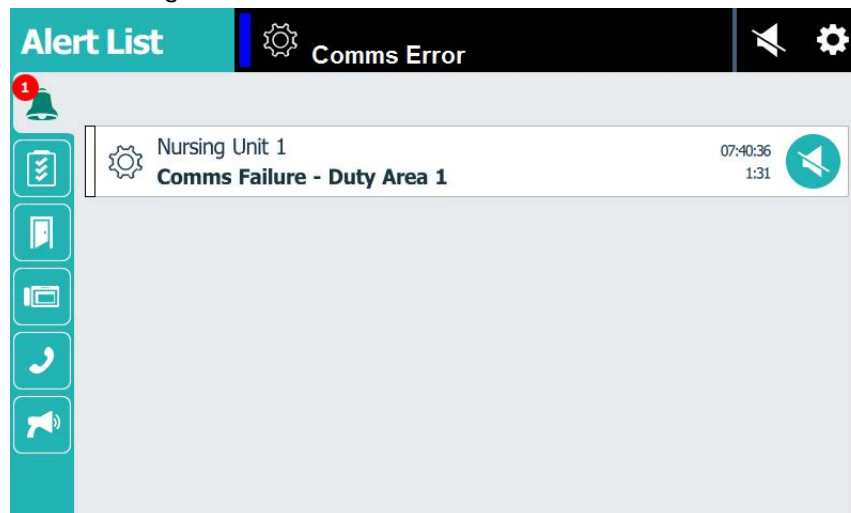
**Note:** If you receive a comms failure alert, contact your supervisor and system administrator as soon as possible.

The Task List Screen

The Task List screen displays all the tasks assigned to a monitored duty area. Use the Task List screen to create and monitor tasks.

Note: Depending on your system configuration, task creation may not be available. Check with your system administrator.

Figure 17: Task List Screen
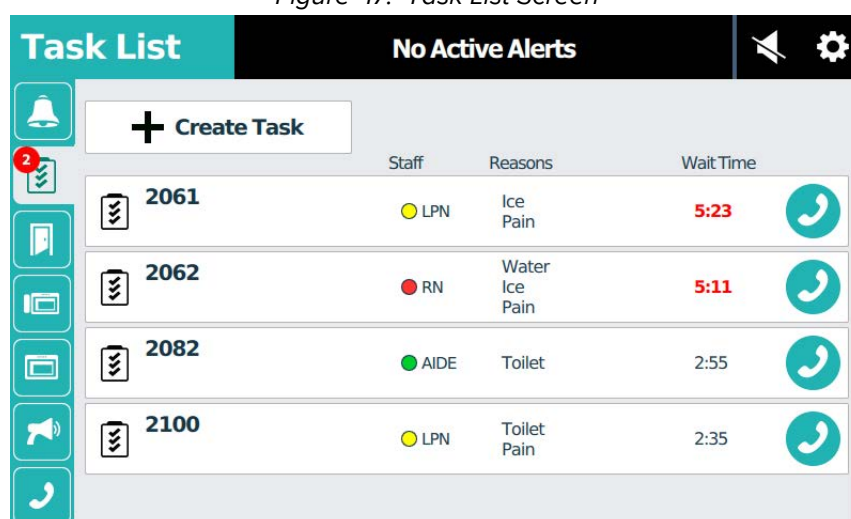
Create Tasks

You can create tasks in the Alert, Task, and Room List screens.

To create a task:

1. Tap [icon] **Task List**.
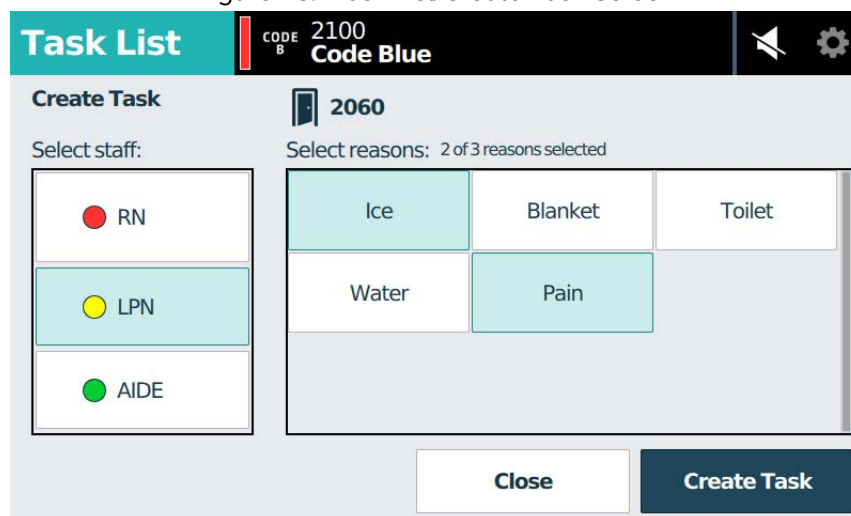
2. Tap [icon] **Create Task**.

3. Select the room or bed for which you want to create a task. The Create Task screen displays.

Figure 18: Task List/Create Task Screen

4. Select a staff level priority.
   - Red: RN (Registered Nurse)
   - Yellow: LPN (Licensed Practical Nurse)
   - Green: Aide

   Note: These values may vary with your system. The staff level color appears in the bottom section of the dome lights for the bed or room.

5. Select up to three reasons for the task — for example, ice and pain.

6. Tap **Create Task**. To cancel, tap **Close**.

The appropriate color square displays next to the task you selected.

Tasks display in the list by device priority, staff level, and the elapsed time since the individual tasks were created. Tasks not cleared within five minutes (default) display their wait times in red on the screen. The number of uncleared tasks display in a badge on the Task List screen icon.

Edit a task

You can edit an existing task by selecting it from the Task List.

Figure 19: Edit Task Screen

To edit a task:

1. Tap the 📋 **Task** tab.
2. Tap the task in the Task list to select it.
3. Tap the appropriate staff or reasons buttons to add or remove staff and/or reasons.
4. Tap **Update Task** to save your changes, or **Close** to return to the Task List without saving changes.

Clear a Task

Tasks can be cleared by tapping the Clear Task button on the console, or by registering presence or pressing a Cancel button in the room where the call originated. Clearing a task clears it from the task list and corridor and zone lights stop flashing.

Note: For tasks to clear automatically, you must enable presence detection at your facility.

To clear a task:

1. Tap the 📋 **Task** tab.
2. Tap a task in the Task list to select it.
3. In the Edit Task screen, tap **Clear Task**, and then tap **Yes** to confirm.

The Room List Screen

The Room List screen lists all the rooms and beds currently displayed on the staff console or annunciator. From this screen you can place calls, create tasks, change default priorities, and swing rooms.

Note: Depending on your system configuration, this screen may not be available.

Figure 20: Room List Screen
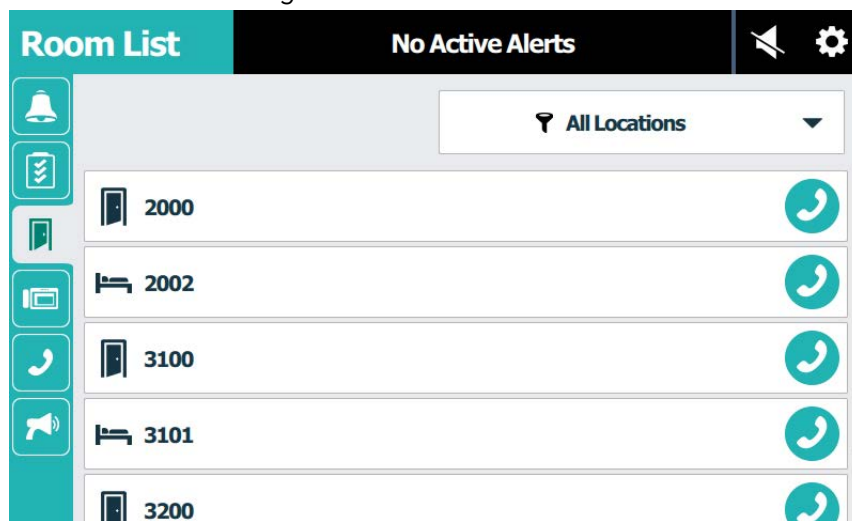
To place a call from the Room List:

1. Tap **Room List**.

   Note: You can filter the list by tapping the **Locations** drop-down menu, and then selecting to display by: All Locations, Covered Rooms, Nursing Units, or Duty Areas.

2. Scroll though the list, and then tap **Connect** for the room, bed, staff console, or annunciator that you want to call.

3. Lift the handset or use the speakerphone and begin talking.

4. When finished, tap **End Call** or return the handset to the cradle.

Customize Priorities

Call devices such as handsets have the same call priority as the bedside modules that they connect to. However, you may assign different call priorities to the call devices so that they annunciate differently at the console.

To customize a call priority:

1. Tap **Room List**.

2. Tap a room or bed on the list to change its priority. The Room screen displays, as shown in the following figure.

Figure 21: Room Screen
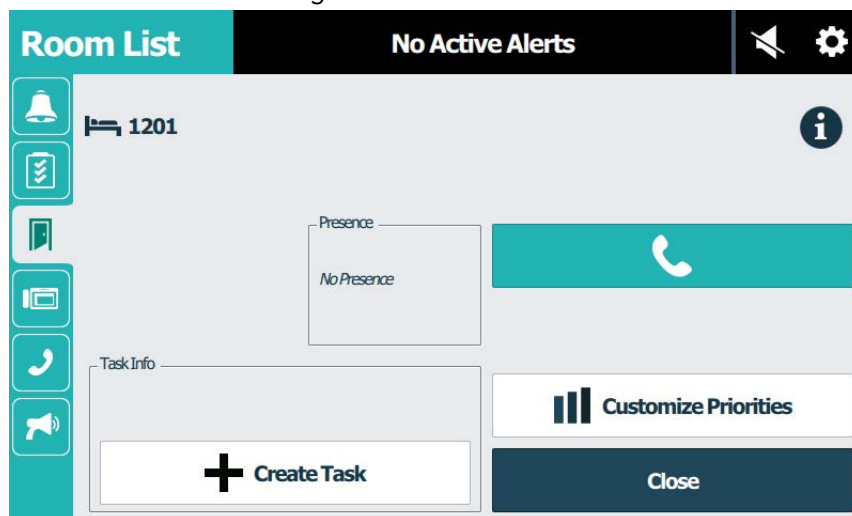
3. Tap ▮▮▮ **Customize Priorities**. The Customize Priorities screen displays listing the call devices connected to the bed or room you are prioritizing.

    Note: It is possible that a room or bed has no prioritized devices. In this case, the Customize Priority button is disabled.

Figure 22: Room List Screen - Device Selection
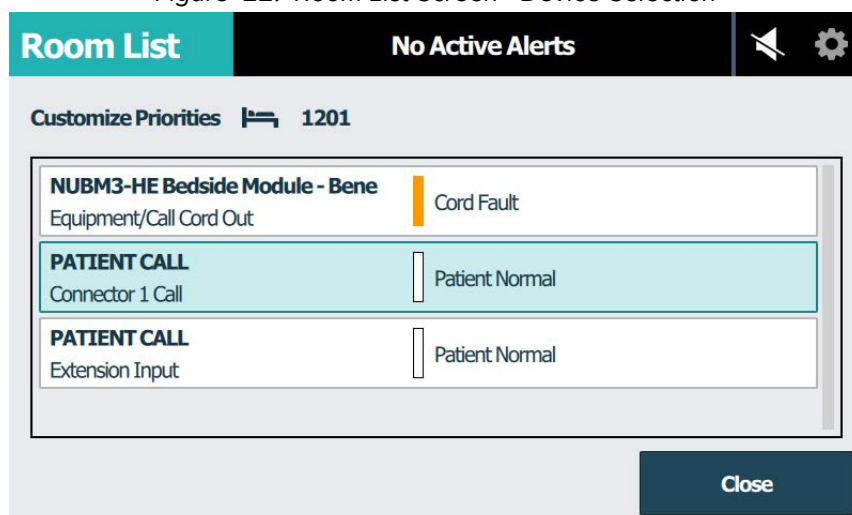
4. Tap the device that you want to change the call priority. The Change Priority screen appears.

Figure 23: Room List Screen- Change Priority
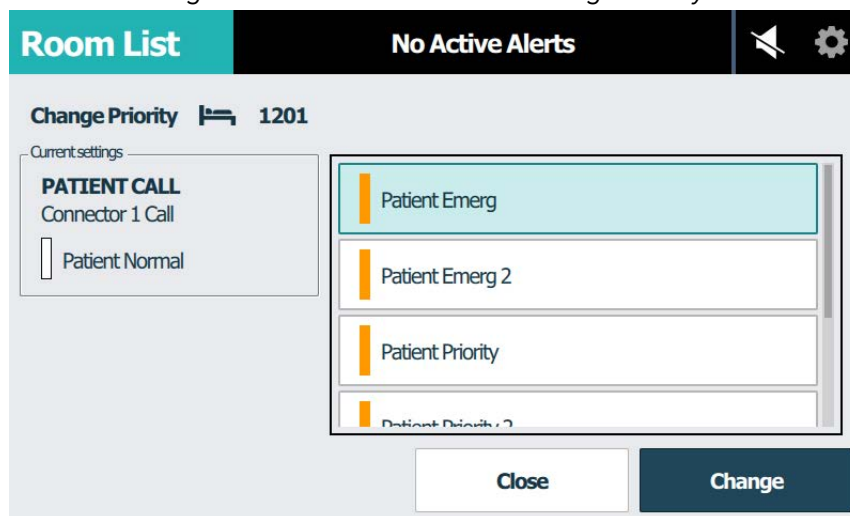
5. Tap the new call priority that you want to assign.

Note: When you change the event priority for a device, all devices at that location (room) that are configured with the same event priority will change as well. For example, if you change Patient Normal for the selected device to Patient Priority, then all devices at the same location configured with Patient Normal will be changed to Patient Priority.

6. Tap **Change**.

- To cancel and discard changes, tap **Close**.

Reset a Call Priority to its Default

You can change a call priority back to its default priority.

Figure 24: Room List Screen- Reset Priority
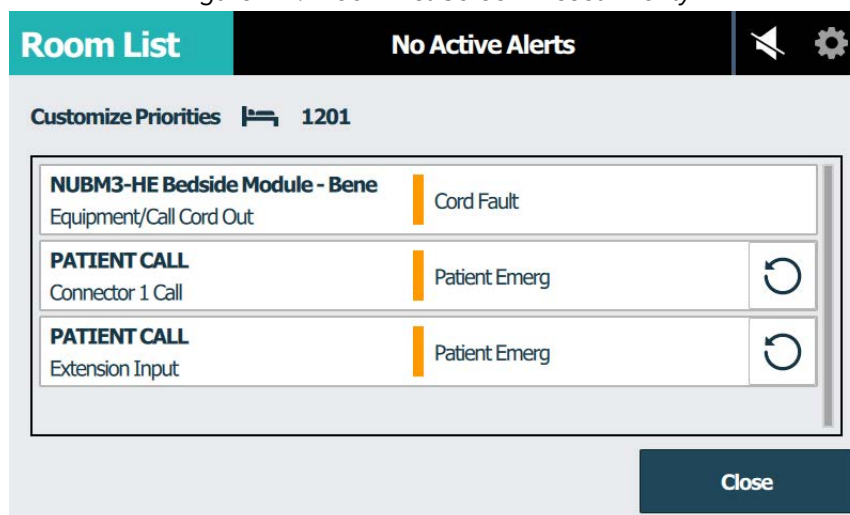
To reset a call priority to its default:

1. Select the [icon] **Room List** tab, and then select the room or bed where the priority was changed.

2. Tap [icon] **Customize Priorities**.

3. Tap [icon] **Reset** next to the customized device in the Customize Priorities list.

Swing a Room

Rooms that have been configured with an alternate duty area or ward can swing from one area to another as needed. The room must be enabled for swinging by the installer.

Rooms, and their associated beds, that are configured for swinging appear in the Room List with the swing icons (and). The swing room and bed numbers appear gray in the list to indicate that they are available for swinging from the other duty area. A Swing button toggles the room and its associated beds between its default duty area and its alternate duty area.

Figure 25: Room List Screen
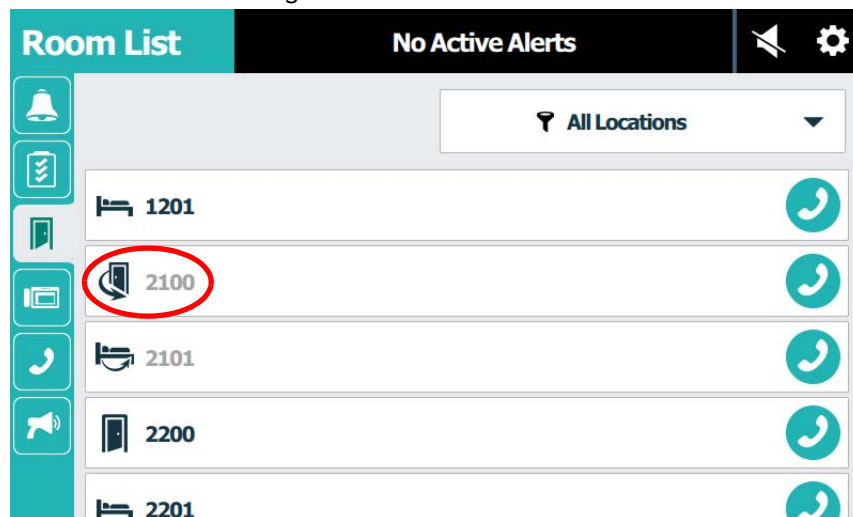
To swing a room:

1. Tap [icon] **Room List**.

2. To select a room, tap its [icon] **Room** icon.

    The Room screen displays.

Figure 26: Room List Screen
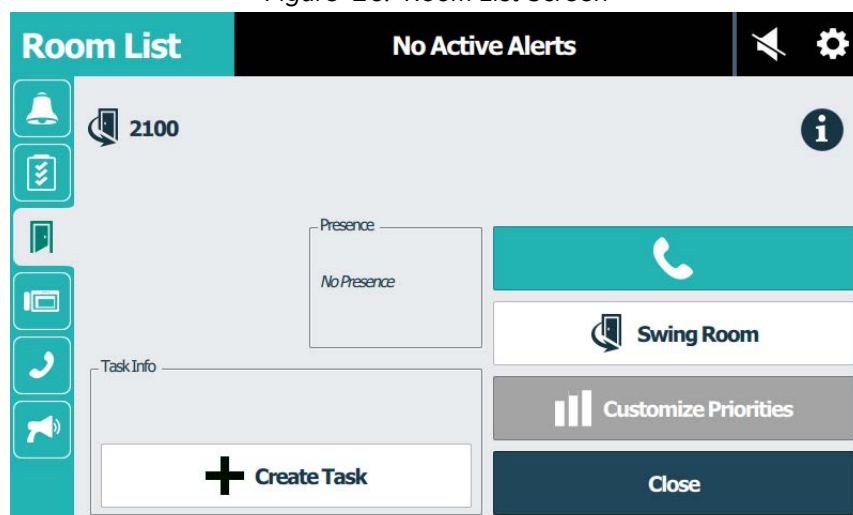
3. Tap [icon] **Swing Room**.

Figure 27: Active Events Pop-up Dialog
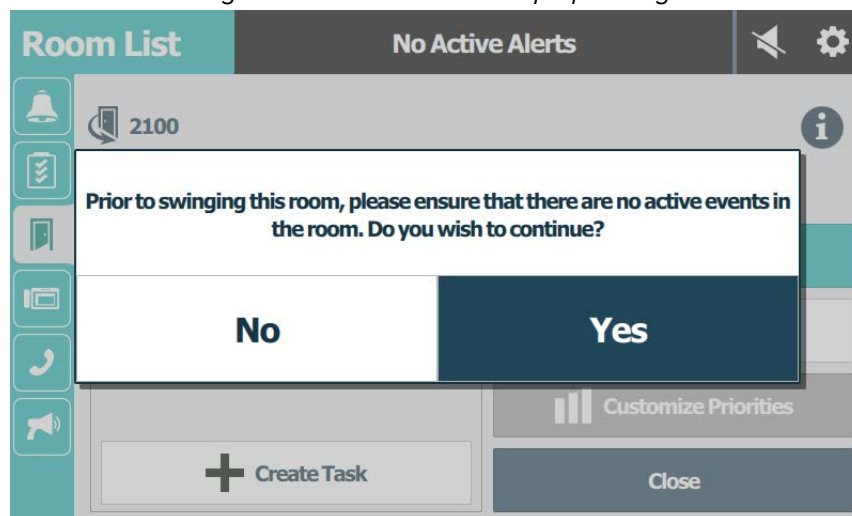
4. Tap **Yes** to confirm.

Once a room swings to a different duty area, it will be dimmed in the room list of the previous duty area. To swing the room back to the previous duty area, you must swing it from the room list in the current duty area.

The Console Screen

The Console screen displays information about the staff console or annunciator. From this screen, you can view and share alerts with other staff consoles and annunciators, and set the alert tone for daytime and nighttime.

View Alerts From Other Coverage Areas

Two or more staff consoles and annunciators can view alerts from a shared duty area.

Figure 28: Console Screen
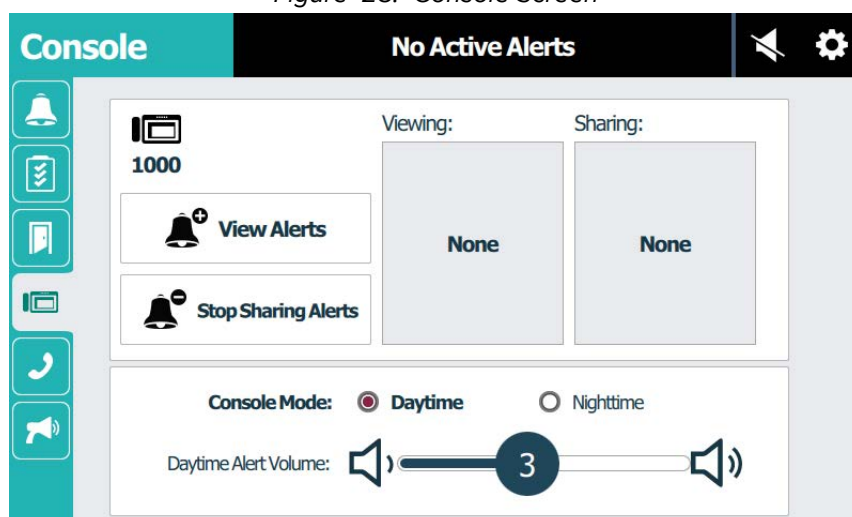
Caution: When sharing alerts in large systems, the buzzer on the console supervisory dome light may sound because the console appears off line while the alerts for a console are first shared or released back to the original console. Make sure the staff is prepared for this temporary audible signal.

To view alerts for a console:

1. Go to the console that will view alerts from the coverage area of another console.

2. Tap [icon] **Console**.

3. Tap [icon] **View Alerts**.

   Notes:

   - If the sharing feature is disabled, the View Alerts button will not display. Contact your system administrator.
   - If the sharing feature is configured with password protection, you must enter the password before you can view alerts.

Figure 29: Console Screen: View Alerts
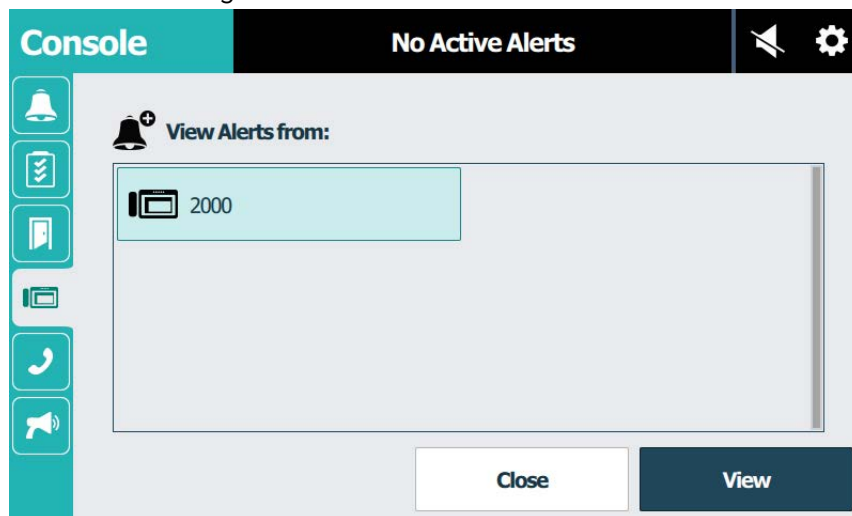
4. Tap a console to select it, and then tap **View**.

Figure 30: Console Screen: View
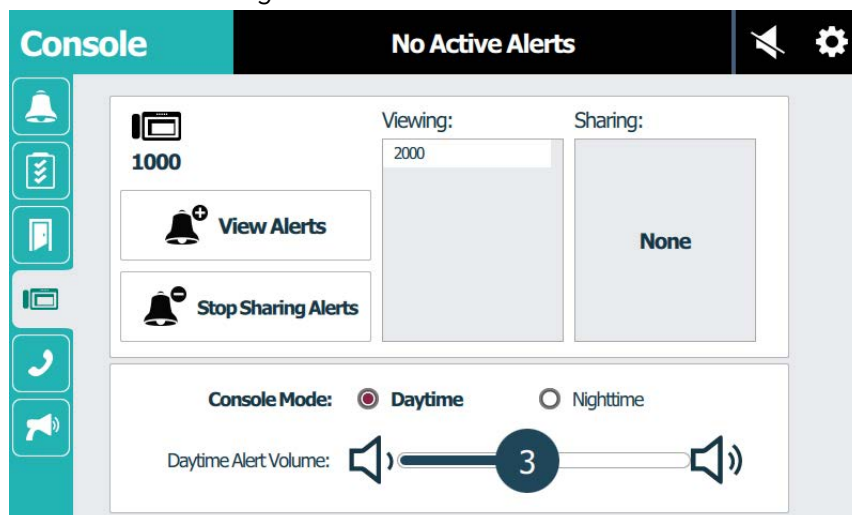
5. The console now being viewed by this console displays in the Viewing list.

To stop sharing alerts with a console:

1. Go to the shared console.

2. Tap the ![Console icon] **Console** tab.

3. Tap ![Stop Sharing icon] **Stop Sharing**.

    Note: If the Stop Sharing feature is configured with password protection, you must enter the password before you can stop sharing.

Figure 31: Console Screen: Stop Sharing
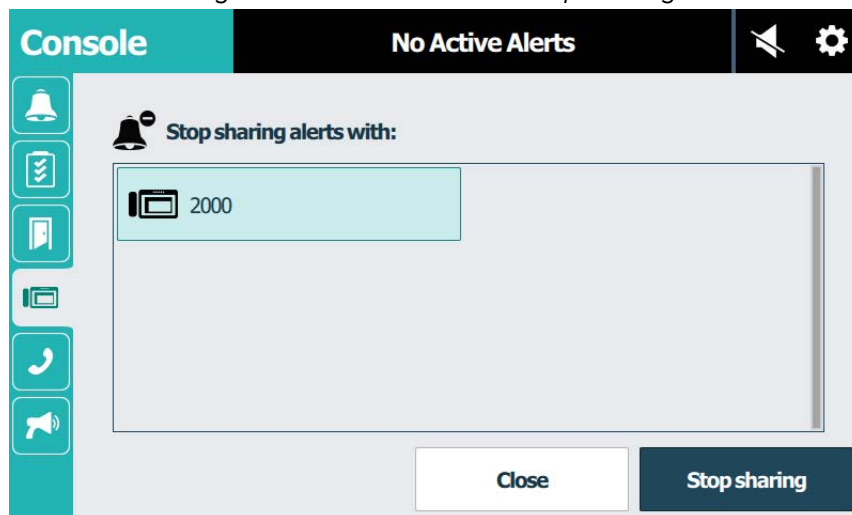
4. Tap to select the console or annunciator you are sharing alerts with.

5. Tap **Stop sharing** to stop sharing the alerts.

A message displays on the screen of the staff console viewing the alerts indicating sharing is being stopped.

Adjust the Alert Tone Volume

Alert tones notify staff members that an event has taken place — for example, a patient call or a code red emergency. You can adjust the alert tone volume for daytime and nighttime modes.

Note: The caution icon displays in nighttime mode to alert the user that reduced tone volume is in effect.

Figure 32: Console Screen: Alert Tone Volume
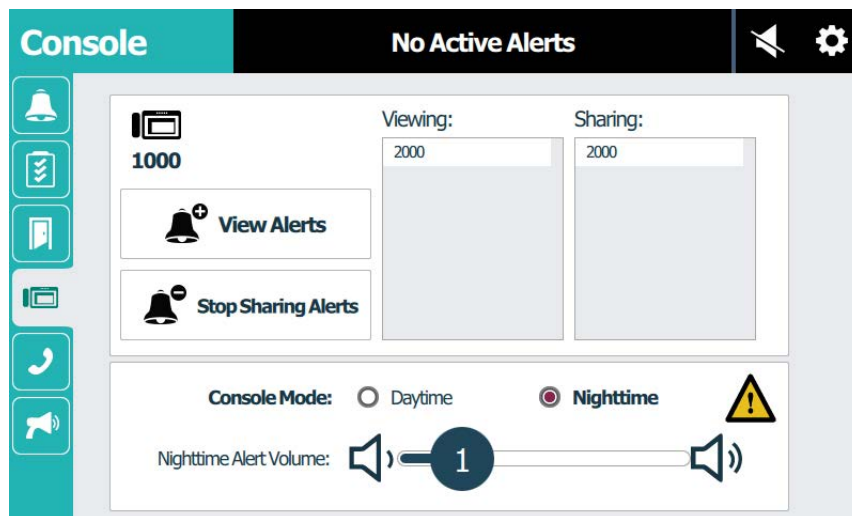
To adjust the alert tones:

1. Select the ![Console icon] **Console** tab.

2. Tap **Daytime** or **Nighttime** mode.

3. Touch and drag the **Alert Volume** slider to increase or decrease the tone volume. The setting remains in effect until you change it again.

Telephony Screen - Place a Call

Staff consoles provide two-way communication to a patient's bed, a room, or to other staff consoles and annunciators. Place a call by dialing the bed, room, staff console, or annunciator number from the Telephony screen. You can also call Ascom Myco and Innovaphone wireless phones, if they are configured for your system.

Figure 33: Dial Pad Screen
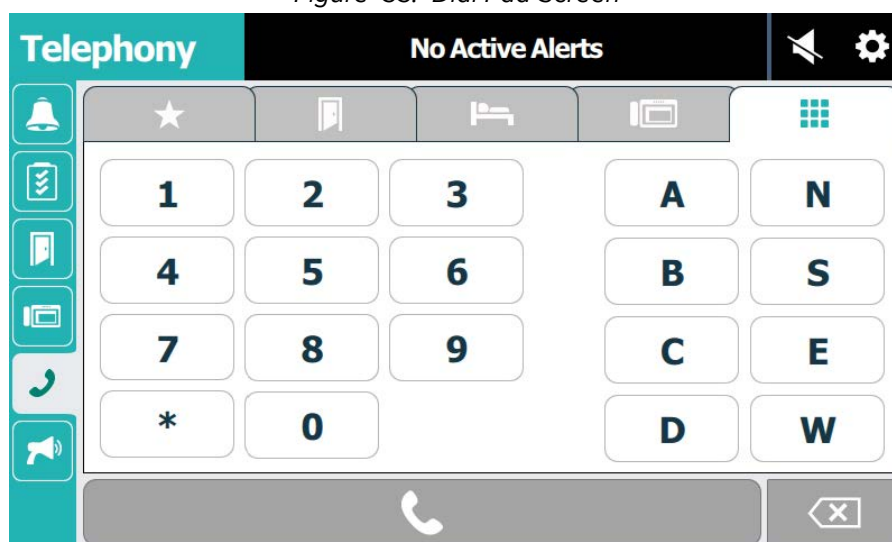
To call a favorite, room, bed, or staff console from the Telephony screen:

1. Tap 📞 **Phone**.

2. Choose one of the following:

   - Tap ⭐ **Favorites**, and then tap your favorite number.

   - Tap 🚪 **Room**, and then tap a room number.

   - Tap 🛏 **Bed**, and then tap a bed.

   - Tap 🖥 **Staff Console**, and then tap a staff console number.

3. Tap 📞 **Call** to place the call.

To place a call using the dial pad:

1. From a Nurse Call screen, tap 📞 **Phone**.

2. Tap ⠿ **Dial Pad**.

3. Enter the numbers and/or characters on the dial pad. The number string displays next to the Call button.

   If your facility uses characters as identifiers in its room or bed extensions, enter **A**, **B**, **C**, **D** (e.g., bed 1030A) or **N**, **S**, **E**, **W** for North, South, East, or West (e.g., room 1020W).

   If you make a mistake while entering a number, tap ⟨ ✕ ⟩ **Backspace** to clear the numbers.

4. Tap 📞 **Call** to place the call.

To place a call to an Ascom Myco or Innovaphone wireless phone:

1. From a Nurse Call screen, tap 📞 **Phone**.

2. Tap ⠿ **Dial Pad**.

3. Enter the dial extension number(s), followed by the ✳, and then the wireless phone extension number (e.g., 32✳5871).

   Check with your system administrator if you do not know the dial extension number for your facility.

4. Tap 📞 **Call** to place the call.

End a Call

To end your call:

▶ Tap 📞 when you are ready to end your call**.**

The Page Screen

You can send voice pages to selected nursing units or duty areas using the handset on the staff console. The handset is required for paging. You can only page one unit at a time, and a page does not override an established audio connection — for example, a patient talking to the nurse station. An established audio connection must terminate before initiating a page. The facility's paging system does not override Telligence paging.

Figure 34: Page Screen
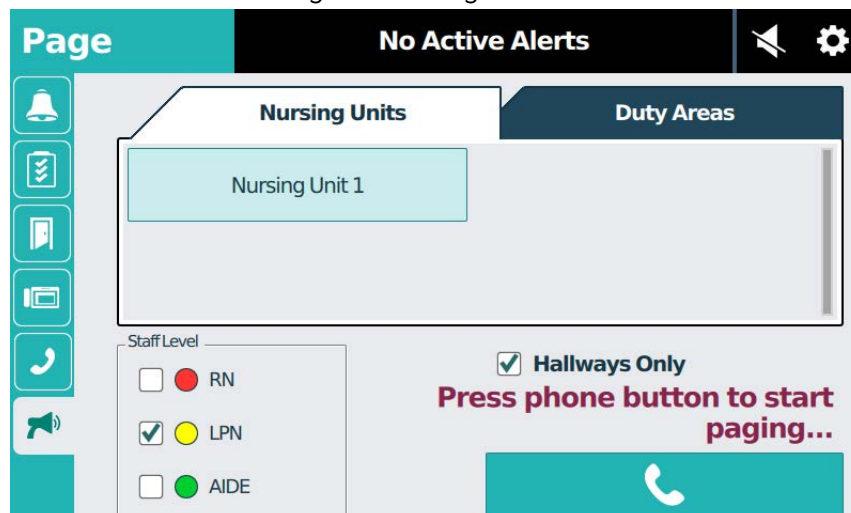
To page from a staff console:

1. Tap the 📢 **Page** tab.

   Note: The icon will not display if the feature has been disabled during system configuration. If the page feature was configured with password protection, you must enter the password before you can initiate a page. If you do not know the password, check with your system administrator.

2. Tap the nursing unit or duty area from the list that you want to page.

3. Tap the staff levels to page (RN, LPN, and/or AIDE). If none of the staff levels are selected, then the page will broadcast everywhere at the selected destination regardless of staff levels.

   If at least one staff level is chosen, the page will broadcast only in areas where these staff levels have registered presence. See Table 1 on page 27 for details.

4. Tap ☑ **Hallways Only** if you want to limit the page only to hallway areas.

   Note: Hallway paging may not be configured for your system. Contact your facility administrator.

5. Lift the handset, and then tap 📞 **Phone**.

6. A setup tone sounds and "Please wait" displays. After the tone you can begin speaking.

   "Page in Progress" displays above the Phone button.

7. When you are finished, tap 📞 **Phone** again to end the call, and then return the handset to the cradle.

Caution: If you do not tap the Phone button before returning the handset to the cradle, the microphone will briefly amplify and broadcast the handset's contact with the cradle.

Table 1. Effect of Configuration Settings on Audio Page Destinations

Destination	Presence [1]	Broadcast point
Nursing unit	None	All rooms/stations in the selected nursing unit All hallway page adapters in the selected nursing unit
	Red	All rooms in the selected nursing unit with red presence registered
	Green and Amber	All rooms in the selected nursing unit with either green or amber presence registered
Duty area	None	All rooms or stations in the selected duty area All hallway page adapters in the selected duty area
	Red	All rooms in the selected duty area where a red presence is registered
	Green and Amber	All rooms in the selected duty area where either a green or amber presence is registered
[1] When Hallways Only is selected, the page will not sound in patient rooms regardless of the selected staff presence.		

Staff Console and Annunciator Settings Mode

Speakerphone/Headset

If you attach a headset to your staff console, you must select it in Settings.

Figure 35: Speakerphone/Headset Screen
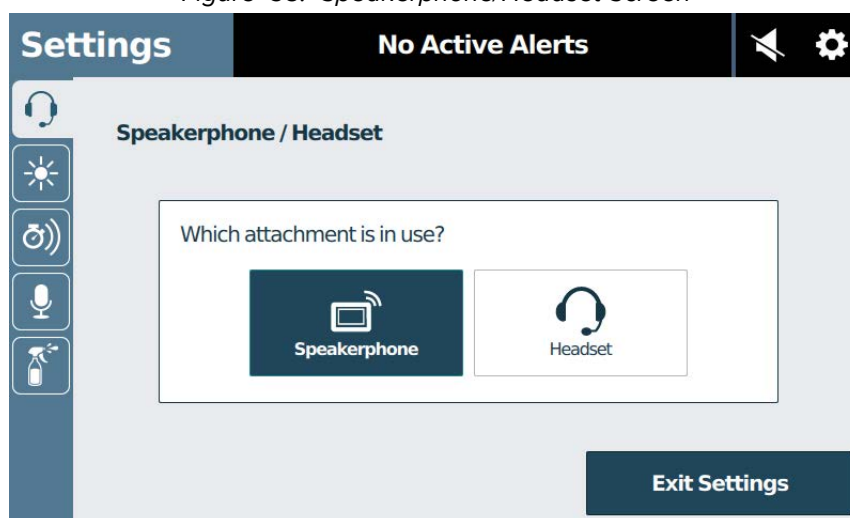
To switch between speakerphone and headset attachments:

1. From the main screen, tap ⚙ **Settings** > 🎧 **Speakerphone/Headset** and do one of the following:

   • Tap ⬜ **Speakerphone** to select the speakerphone.

   • Tap 🎧 **Headset** to select the headset.

2. Tap **Exit Settings** to return to the main screen.

Note: When the console is configured for using a headset, the speakerphone feature is disabled and cannot be used.

Screen Brightness

Adjust the screen brightness to suit your surroundings or personal preference.

Figure 36: Screen Brightness Screen
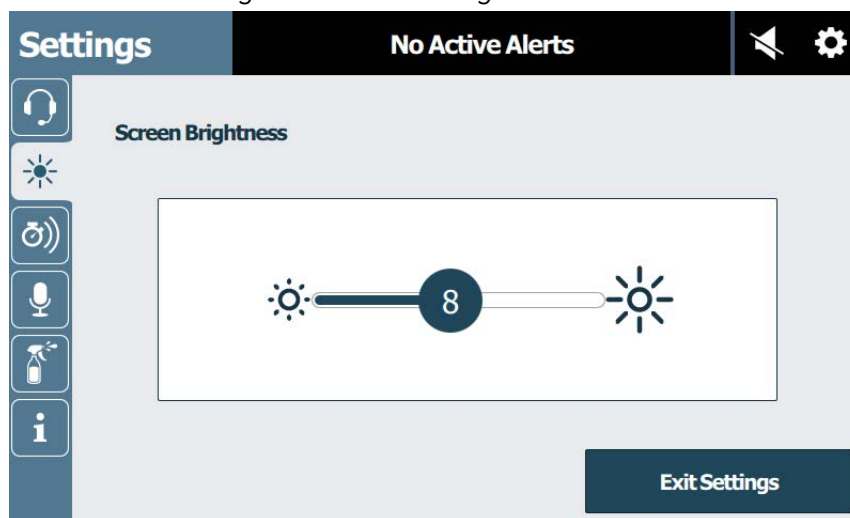
To adjust the screen's brightness:

1. From the main screen, tap ⚙ **Settings** > 🔆 **Screen Brightness**.

2. Touch and drag the **Brightness** slider to set a custom brightness level.

3. Tap **Exit Settings** to return to the main screen.

Alert Tone Silence Time

Alert tones can be silenced for a preset time. Alert tones automatically reinstate once the time has elapsed or when a new call is received, whichever comes first.

Figure 37: Alert Tone Silence Time Screen
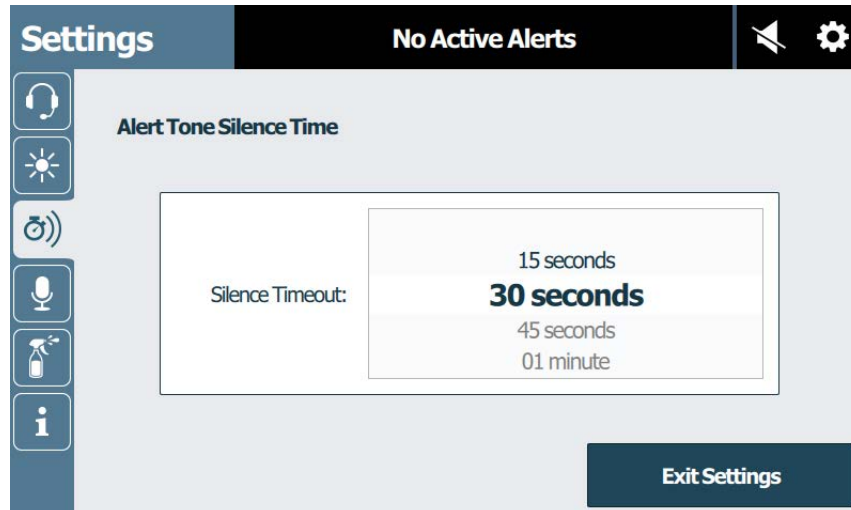
To set the alert tone silence timeout:

1. From the main screen, tap ⚙ **Settings** > 🔔 **Alert Tone Silence Time**.

2. Touch and drag the **Silence Timeout** list up and down to scroll and select the desired time from the list.

3. Tap **Exit Settings** to return to the main screen.

Enhanced Audio Configuration

Enhanced Audio Configuration is a feature on staff consoles and annunciators that automatically increases or decreases audio from the speakers when noise levels fluctuate.

Caution: Do not alter these settings without first contacting your system administrator. Your system administrator has preset these levels and altering the default sensitivity and time settings can negatively affect the performance of the devices. Contact your system administrator if you feel these settings are in error.

Figure 38: Enhanced Audio Configuration Screen
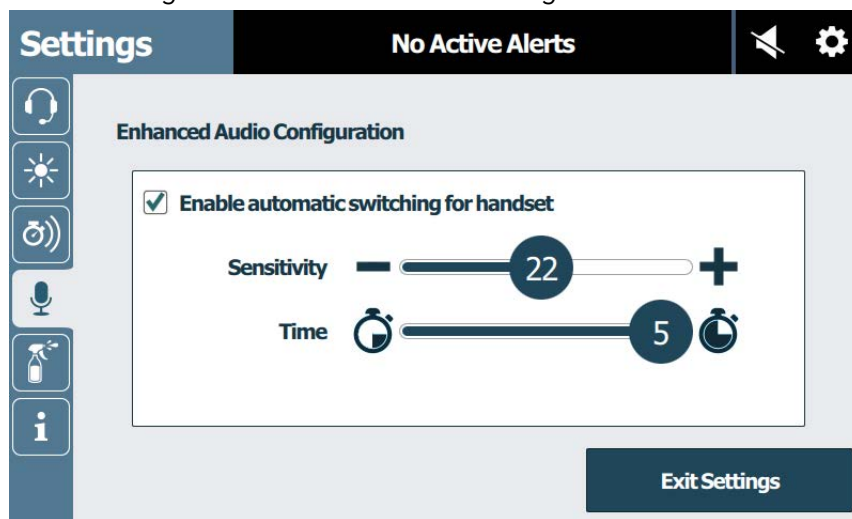
Clean Screen

You can place a staff console, annunciator, or TelliConnect station in Cleaning mode to deactivate the touch screen while cleaning it. Depending on your system configuration, the Cleaning mode can last up to 15 seconds.

Figure 39: Clean Screen
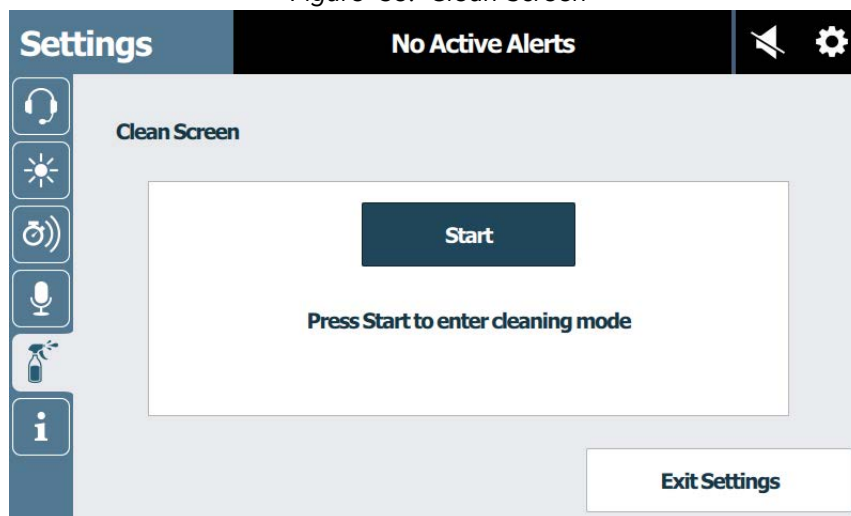
To activate Cleaning mode:

1. Tap ⚙ **Settings** > 🧴 **Clean Screen**.

2. Tap **Start** to being the countdown timer.

Note: Use a clean, soft cloth to clean the screen. Do not use a paper towel, tissue, or camera lens paper, as these are too abrasive for the touch screen. For detailed cleaning instructions, see "Cleaning Touch Screen Displays" on page 69.

Information

The Information screen displays licensing, location, and hardware data about the staff console or annunciator. The information includes its IP and MAC address, and the nursing unit and duty area it is assigned to. Information is also available about the internal software and hardware revision levels as well as the Unique Device Identifier (UDI). The Internet Protocol Identifier (IPID) and Virtual Station Identifier (VSID) are also listed on this screen for use by Ascom customer support.

To display information:

1. Tap ℹ **Information** for licensing information.

Figure 40: Information Screen - Licensing

2. Tap 🖳 **Hardware Information** for location and hardware information.

Figure 41: Information Screen - Hardware
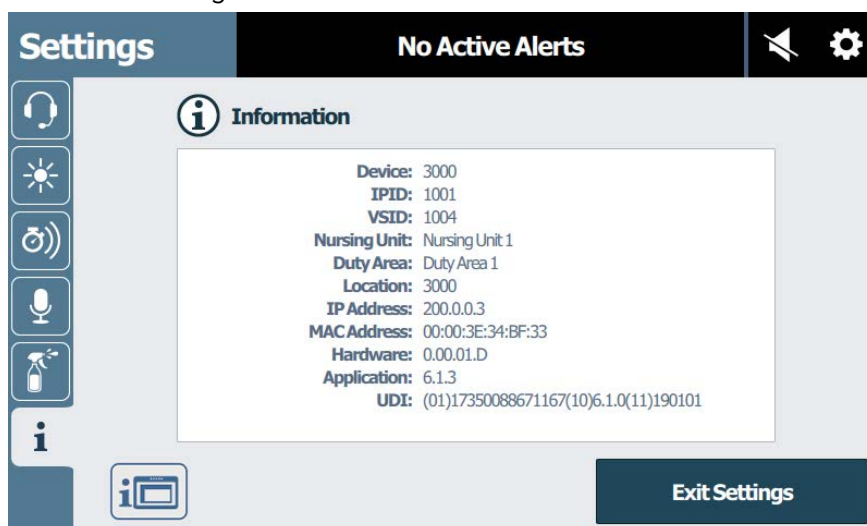
To exit the Information sceen:

▶ Tap **Exit Settings** to return to the main screen.

The TelliConnect Station

The TelliConnect station is a communication station located in a patient room. Use it to handle staff calls, service tasks, and duties. The station includes a built-in speaker and microphone for hands-free communication. An optional handset can be added to the station when privacy is needed.

Lock Screen and Security

Your TelliConnect station features a Lock screen that protects system and patient information from unauthorized access. To unlock the screen, you must enter a PIN number that is provided to you by your Telligence system administrator.

Figure 42: Lock Screen
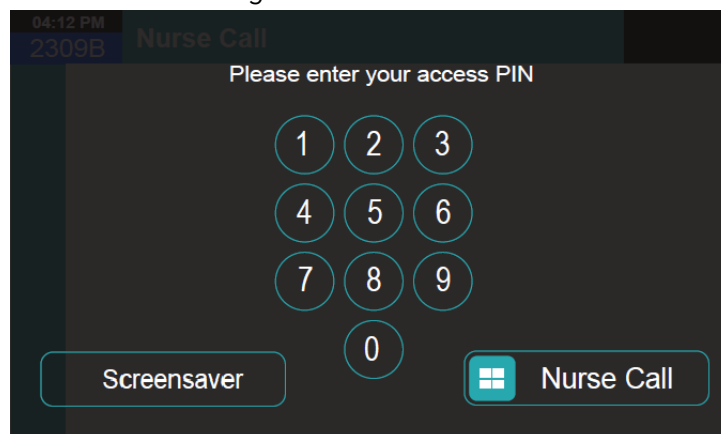
To unlock the screen:

1. If in Screensaver mode, tap the screen to display the Lock screen.

2. Enter your four-digit PIN number on the keypad.

The Nurse Call screen displays automatically.

Emergency Unlock

In the event of an emergency, you can bypass the lock and immediately display the Nurse Call screen without entering a PIN number.

Note: When using Emergency Unlock, some features of the Nurse Call screen are disabled.

To bypass the lock:

▶ On the Nurse Call slider bar, touch and drag the **Call** slider to the right.

Screensaver

The TelliConnect station screens automatically enter Screensaver mode after 30 seconds of inactivity, or you can enter Screensaver mode immediately.

To reactive the previous screen from Screensave mode:

▶ Tap the Screensave screen within 5 seconds of its display to reset the previous display for an additional 5 minutes.

To enter Screensaver mode:

▶ Tap **Screensaver**.

Nurse Call Screen

The Nurse Call screen lets you do the following.

- Activate an event
- Register staff presence
- Call a nurse console, annunciators, patient rooms, beds, or another extension
- Access web apps
- Change station settings

Figure 43: Nurse Call Screen
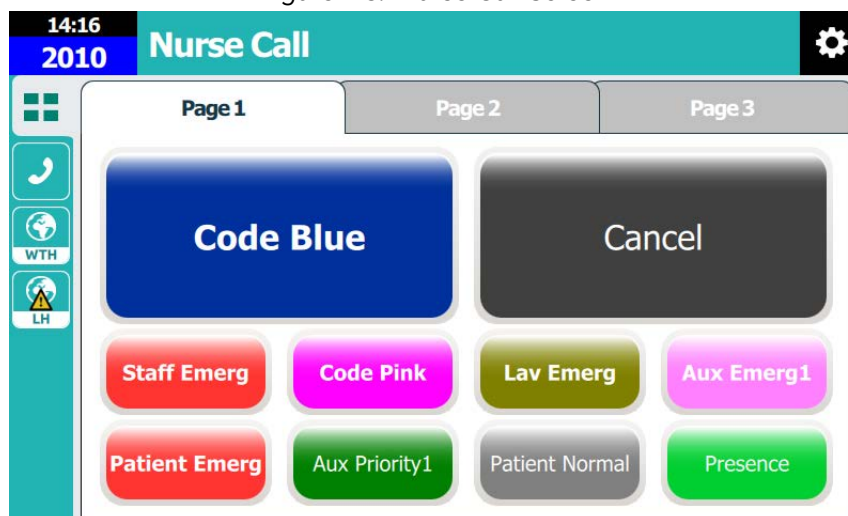
Note: The example shown above is for demonstration purposes. Your screen display may vary.

Activate an Event

Activate an event, such as a Code Blue event, by tapping a preset button on the display. The event is sent to the nurse console and the dome light begins flashing. The event remains active until it is canceled at the TelliConnect station, or from a room module that has the Cancel option.

To activate an event:

▶ From the Nurse Call screen, tap a page tab, and then tap the button matching the event that you wish to activate.

- To stop the event, tap **Cancel**.

Register Staff Presence

If configured for your system, you can register your presence when entering a patient room.

To register presence:

▶ From the Nurse Call screen, tap the **Presence** button.

- To end presence, tap **Presence** again.

Telephony Screen

From the Telephony screen, you can do the following.

- Call a number from the Favorites list.
- Call a patient room.
- Call a patient bed.
- Call a nurse console.
- Enter a number on the dial pad.
- Call wireless and desk phones.

Figure 44: Telephony Screen
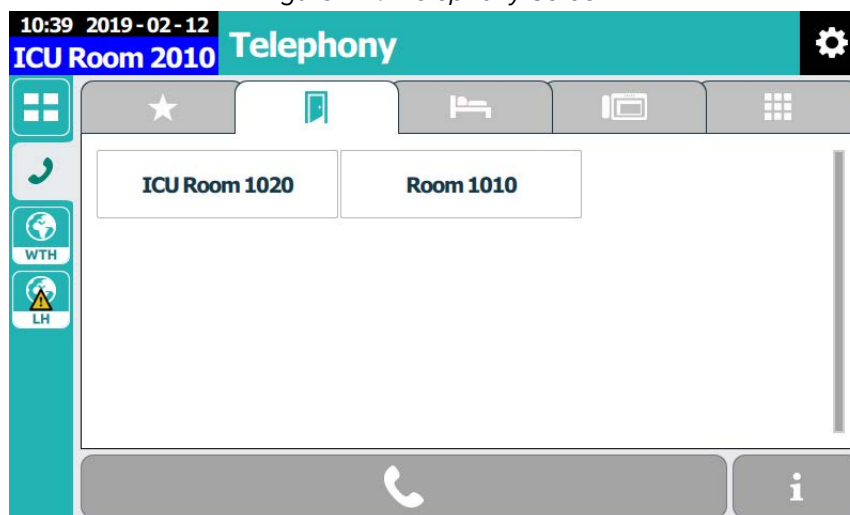
To call a favorite, room, bed, or staff console from the Telephony screen:

1. Tap 📞 **Phone**.

2. Choose one of the following:

   - Tap ⭐ **Favorites**, and then tap favorite number.

   - Tap 🚪 **Room**, and then tap a room number.

   - Tap 🛏 **Bed**, and then tap a bed.

   - Tap 🖥 **Staff Console**, and then tap an staff console number.

3. To make the call, tap 📞 **Call** at the bottom of the screen.

To make a call using the dial pad:

1. From a Nurse Call screen, tap 📞 **Phone**.

2. Tap the ⬛ **Dial Pad** tab.
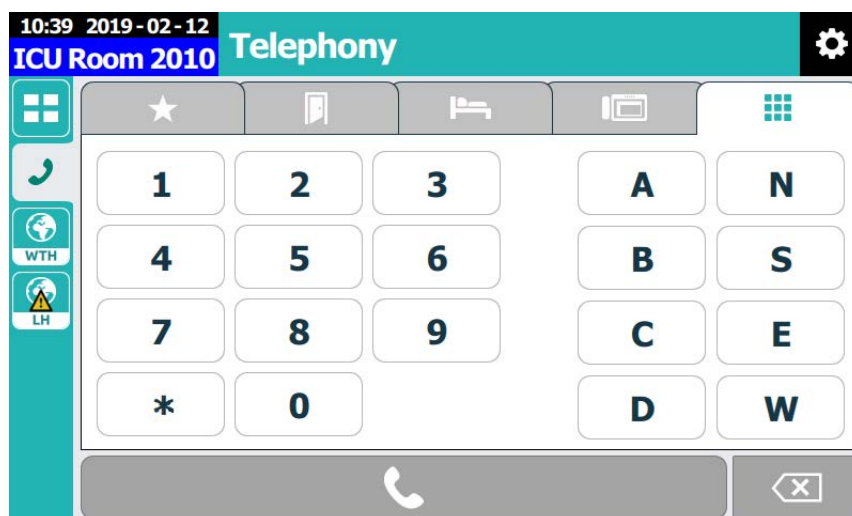
3. Enter the numbers and/or characters on the dial pad. The number string displays next to the Call button.

   If your facility uses characters as identifiers in its room or bed extensions, enter **A**, **B**, **C**, **D** (e.g., bed 1030A) or **N**, **S**, **E**, **W** for North, South, East, or West (e.g., room 1020W).

   If you make a mistake while entering a number, tap ⟨ ✕ ⟩ **Backspace** to clear the numbers.

4. Tap 📞 **Call** to place the call.

To place a call to a Myco or Innovaphone wireless phone:

1. From a Nurse Call screen, tap 📞 **Phone**.

2. Tap ⊞ **Dial Pad**.

3. Enter the dial extension number(s), followed by the ✳, and then the wireless phone extension number (e.g., 32✳5871).

   Check with your system administrator if you do not know the dial extension number for your facility.

4. Tap 📞 **Call** to place the call.

To end your call:

▸ Tap 📞 when you are ready to end your call.

Active Call Screen

When you are on an active call, the screen automatically displays who you are talking to and provides you with additional buttons to control the call.

Figure 45: Active Call Screen
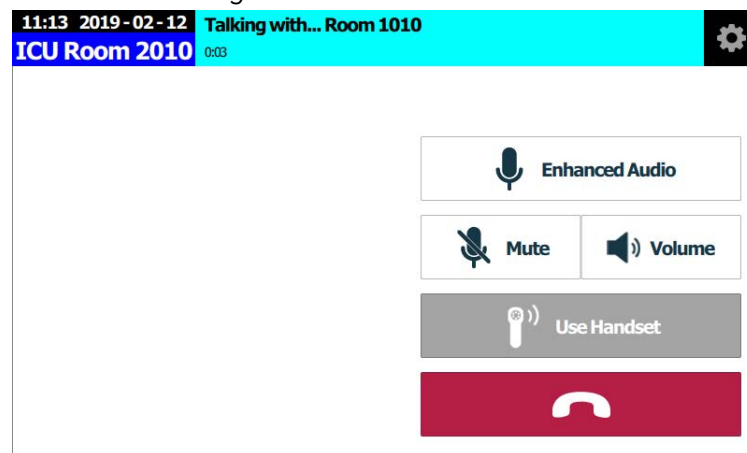
Enhanced Audio

The Enhanced Audio feature separates your conversation with a patient so that neither of you hears any background noise from the one who is not speaking.

To enable Enhanced Audio:

1. Tap 🎤 **Enhanced Audio**.

2. Touch and hold 🎤 **Press To Talk** and begin speaking.

    The button changes to 🎤 **Release to Listen** while you are speaking.

3. Release the button to hear the patient.

Mute a Call

To mute your call:

▸ Tap 🎤 **Mute** to turn off the audio at the TelliConnect station. You can still hear the other party, but they cannot hear you.

   • To unmute your call, tap 🎤 **Mute** again.

Set Speaker Volume

Control the speaker volume of the TelliConnect station and the speaker in the patient's room.

Figure 46: Set Volume Screen
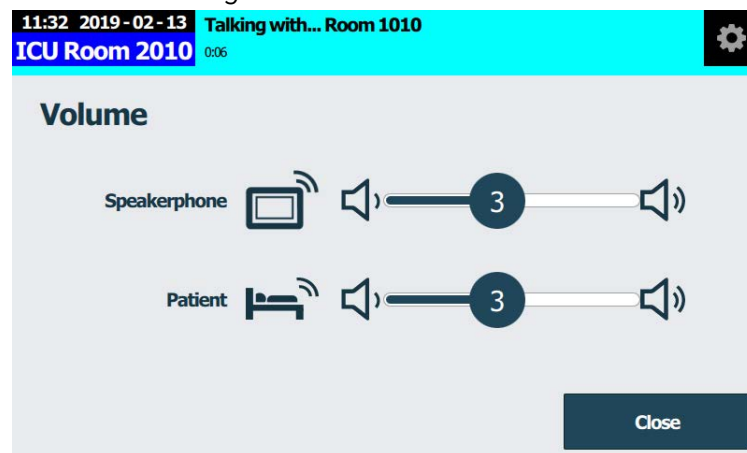
To adjust the volume:

1. Tap 🔊 **Volume** and do one of the following:

    •   Touch and drag the **Speakerphone** slider to adjust the volume of the TelliConnect station speakerphone.

    •   Touch and drag the **Patient** slider to adjust the of the patient's speakerphone.

2. When done, tap **Close**.

Using the Handset

If your TelliConnect station has the optional handset, you can switch to it for private calls.

To use the handset:

▸   Remove the handset from the cradle, and then tap 📞 **Use Handset**.

    •   To switch back to the TelliConnect station speakerphone, tap 📞 **Use Speakerphone**, and then return the handset to its cradle.

Ending the Call

To end your call:

▸   Tap 📞 **End Call**.

Apps Screen

The Apps list displays all preloaded apps for your facility. Use these apps to access patient and treatment information. Access and launch all apps from the Apps list.
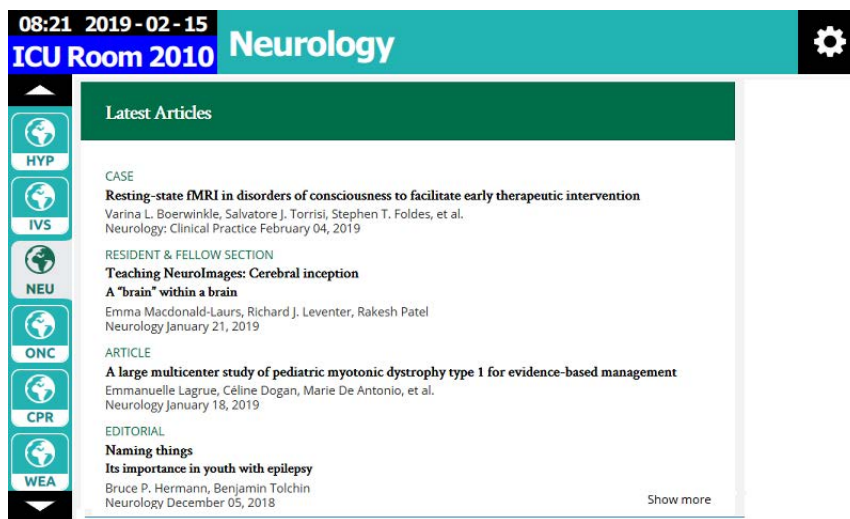
To access apps:

1. From a main screen, swipe up or down on the Apps list to access the apps.

2. Tap the icon for the app you want to launch.

Note: The apps you see here are for illustration purposes only. Your apps selections will differ.

App Badges and Error Notification

The apps icons that display on the screen may include a badge number on the icon. This indicates that the application has sent a number of notifications that may require your attention. Apps displaying a warning triangle indicate that the application has lost connectivity with the Telligence system.

App Badge   App Warning

To view the notifications:

▸ Tap the **App** icon to display the application, and then follow any instructions displayed on the application.

TelliConnect Settings

You can configure the TelliConnect station settings, enter Clean mode, and display license and hardware information from the Settings screen.

Screen Brightness

Adjust the screen brightness to suit your surroundings or personal preference.

To adjust the screen's brightness:

1. From the main screen, tap ⚙ **Settings** > ☀ **Screen Brightness**.

2. Touch and drag the **Brightness** slider to set a custom brightness level.

Clean Screen

You can place the TelliConnect station in Cleaning mode to deactivate the touch screen while cleaning it. The Cleaning mode lasts for 15 seconds.

To active Cleaning mode:

1. From the main screen, tap ⚙ **Settings** > 🧴 **Screen Brightness**.

2. Tap **Start** to being the countdown timer.

Tone

You can adjust the volume of the tones emitted from the TelliConnect station.

To adjust tone:

1. Tap ⚙ **Settings** > 🔊 **Tone Volume**.

2. Touch and drag the **Tone Volume** slider to set the tone level.

Information

The Information screen displays licensing and hardware release data.

To display information:

▶   From the main screen, tap ℹ **Information** > 🖥 **Hardware Information**.

Figure 47: Information Screen
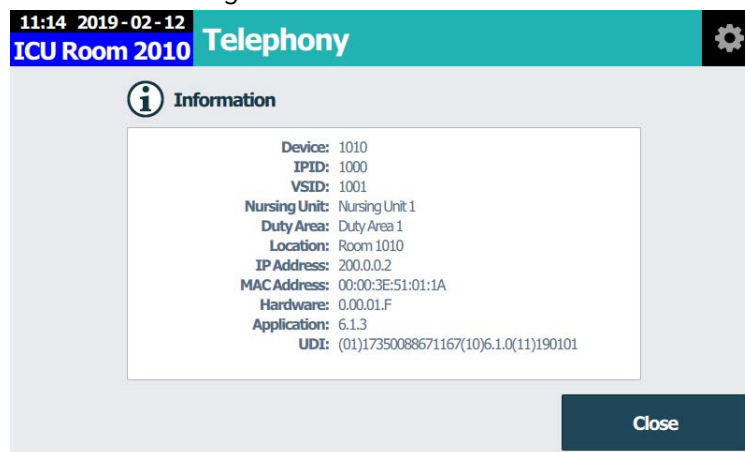
Room Devices

Figure 48: Typical Room Devices
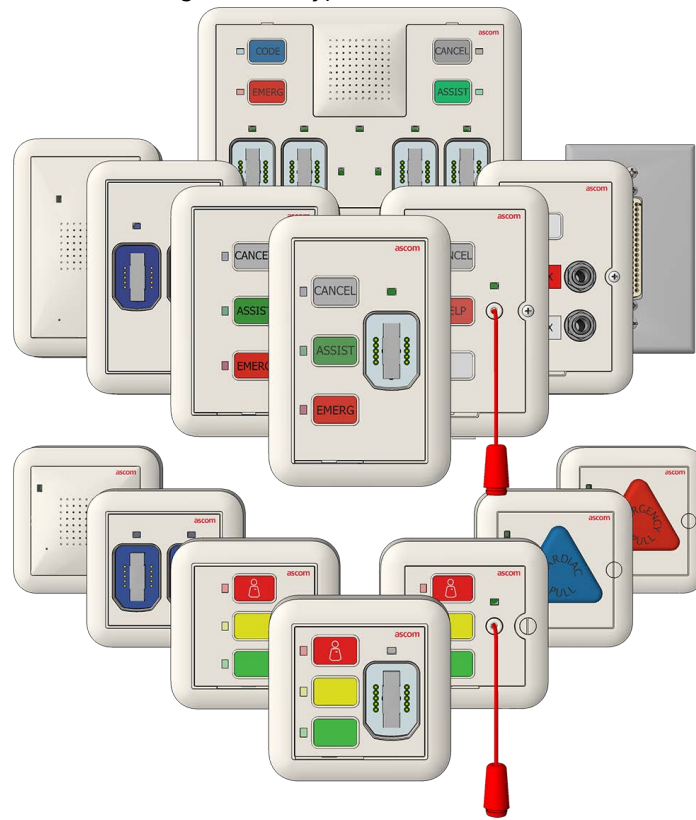
Telligence room devices connect patient rooms and beds to the Telligence system. This chapter describes this group of devices and provides instructions for using them.

Basic Functions

Room modules, including patient stations and TelliConnect stations, are devices mounted in patient rooms. These devices include button modules used to call the nurse station, to signal an emergency, or to register staff presence in the room.

Other modules, such as patient stations, bedside modules and beside extension modules, include SafeConnect sockets for connecting handsets and pillow speakers so that patients can call the nurses station from a bed or chair. Additionally, SafeConnect sockets can be used to connect compatible medical devices, such as patient monitors, and more.

Room modules can be paired with Speech modules to sound alerts and for two-way voice communication.

Module Buttons

Buttons on all modules operate similarly.
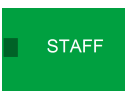
- Pressing a button once is a "short press."
- Pressing and holding a button for at least 3 seconds is a "long press."

Note: Pressing and holding a button for longer than 6 seconds without releasing the button may reset the module. See "Reset Patient Room Stations" on page 44 for more details.

Module Button Colors and Functions

Module buttons are preconfigured at the factory and will vary based on the country, region, or location. The following lists the most common button functions used in Telligence systems worldwide and their button colors.

Table 2. Common Button Configurations

Function	Button
Code Blue	
Emergency	
Nurse Call	
Assist	
Cancel	
Presence	
Privacy	
Auxiliary[a]	

a. Auxiliary buttons are non-functioning buttons. The button labels and LEDs identify the function of auxiliary jacks that are available on the Auxiliary Input modules.

Note: Module buttons can be customized for individual facilities. If your module buttons look or function differently than those shown above, contact your Telligence System administrator for a list of custom buttons configured for your facility.

Module LEDs and Tone Alerts

The LEDs on the front of each module light up to indicate the status of the module and its buttons.

Button LEDs

A steady, bright button LED indicates that a nurse call alarm has been activate by:

- A patient pressing the call button on a handset, pillow speaker, call cord, or bed button
- A staff member pressing a Bedside module button or a button on a staff device in the patient room
- Auxiliary equipment connected to an auxiliary input device
- A steady, dim LED indicates that the station is powered and ready to be activated. It is used for easy location at nighttime.

SafeConnect Socket LEDs

- A steady LED indicates that a SafeConnect plug is connected.
- Depending on the handset model or call cord that you connect to a Patient Station's SafeConnect socket, the LED above the socket will blink bright green or white for a few seconds, and then dim to a steady green to indicate the handset is properly connected.
- The SafeConnect socket LED blinks when the plug is disconnected or an unsupported device has been connected.

Tone and Buzzer Alerts

Room modules and dome lights emit tones; supervisory dome lights emit buzzes. Each tone or buzzer pattern is associated with a specific event type and is configured during system installation. Contact your system administrator for a list of tone and buzzer patterns and their meanings.

- Call Assurance: The call assurance tone indicates a call was generated.
- Pre-Alert: The module beeps once when an audio connection is established.
- Staff Follow: When a staff member registers presence in a patient room, the device emits staff follow tones.
- Staff Follow tones sound a short or continuous tone based on configuration.
- The Staff Follow tone pattern sounds the highest priority call in the duty area.
- The Speech module can be configured for continuous toning (duty tones) for use in staff locations to indicate active events.

Cancel a Nurse Call Alarm from a Module

You can cancel a call by pressing the module's **Cancel** or **Reset** button, or by registering staff presence in the room. Which button you press will depend on how your system was configured during installation. Contact your system administrator if you are uncertain how to cancel calls in your system.

Register Staff Presence

Telligence supports manual and automatic staff presence registration. Both are optional. Staff presence tracking shows the locations of staff as they move about the facility. Presence is registered by room and by staff level.

Telligence supports three staff levels:

- **Red**: High staff level
- **Amber**: Medium staff level
- **Green**: Low staff level

When a staff member registers presence in a room, dome or corridor lights outside the room show red, amber, or green. When staff presence is cleared from the room, the light extinguishes.

Registering any level of presence activates staff follow at the Bedside module or staff device. In manual presence systems, staff members indicate that they have entered a room by tapping the button corresponding to their staff level. To indicate they are leaving, the staff member presses the same button again.

In automatic presence systems, staff members wear badges whose movements are detected by wall-mounted location tracking sensors. As staff members move about the facility their presence is automatically tracked and displayed on the staff console and dome lights. If the Telligence system is integrated with an Ascom Unite system, presence also displays in Unite View.

Staff Follow Mode

Staff follow or call forwarding is the ability to notify staff members of nurse call events that are occurring in other locations. The purpose is to allow staff to work in a location (staff room or patient room), and then easily recognize, by system tones, when they are needed in another location.

During system installation, rooms can be configured with different staff follow modes. Possible staff follow modes for a room are:

- No Staff Follow mode: No calls are annunciated.
- Fixed Duty Area mode: The Speech module or buzzer annunciates calls originated in its duty area.
- Console mode: The Speech module or buzzer annunciates calls originated in its assigned staff console coverage area, which may consist of multiple duty areas or possibly one or more nursing units.
- Variable Duty Area/Console: Toggles between Fixed Duty Area mode in the daytime and Console mode at nighttime.

When a room is configured for Duty Area mode or Console mode, it briefly annunciates the highest priority call that originated in the corresponding coverage area at the time a staff member registers presence in the room. New nurse calls may briefly annunciate until presence is no longer registered.

When a system is configured with Staff Follow, it activates when upon staff presence is detected and deactivates when staff presence is removed.

What happens in the room when in Staff Follow mode?

When registering presence in the patient room, the speaker or buzzer in the room that has Active Staff Follow modes does the following:

- The room activates its assigned Staff Follow mode.
- When one or more calls is active and presence is registered, the station continuously emits the staff tone for the call with the highest priority.
- When new nurse calls occur in the room coverage area, a staff follow tone for the highest existing priority sounds at the speaker or buzzer.

Reset Patient Room Stations

Resolutions to some problems that may occur at patient room modules or devices can be resolved by reseting the station.

To reset a Patient Room Station:

▶ Press and hold the **Cancel** button for at least 6 seconds until the module resets (all LEDs will flash once). This extinguishes the associated LEDs and clears all calls resulting from the error.

Note: If this does not resolve the problem, contact your facility's repair staff. You cannot use the Presence button to reset a patient room station.

Reset a Stuck Presence Event

When using automated staff presence from real-time locating systems, it is possible to observe a nurse presence event that is not cleared by the locating system. When this occurs, the system indicates a persistent nurse presence event that will not clear. If pressing the button corresponding to your staff level fails to clear the presence registry, use the Cancel button on the associated Bedside module.

To remove a stuck presence, do the following:

▶ Press and hold the **Cancel** button for at least 4 seconds, or two flashes of the LED. This extinguishes the associated LEDs and clears all calls.

If this does not resolve the problem, contact your facility administrator.

Using SafeConnect Plugs and Sockets

Use SafeConnect sockets to connect handsets, pillow speakers, and any third-party devices equipped with a SafeConnect plug to the Telligence system.

Figure 49: Inserting a SafeConnect Plug into a SafeConnect Socket
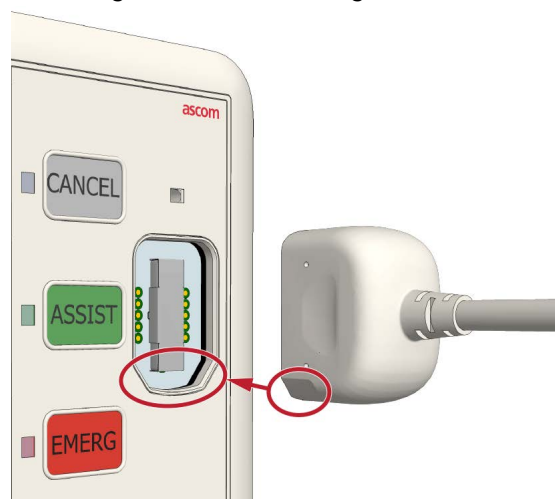
To connect a SafeConnect plug to a SafeConnect socket:

1. Turn the plug so that the notch at the bottom of the plug aligns with the notch at the bottom of the socket.

2. Insert the plug into the socket. You will feel the socket's magnet latch with the plug. The LED above the socket will flash for 3 seconds, and then remain lit.

Disconnecting the SafeConnect plug from the SafeConnect socket triggers a cord fault event that displays on the staff console and/or annunciator. The device's LED begins flashing.

To disconnect a SafeConnect plug:

1. Grasp the SafeConnect plug on both sides, and then pull it from the socket.

    Do not twist the plug or pull the cable to disconnect the plug.

2. Press the **Cancel** button, which is identified by its flashing LED.

Note: When disconnecting from an External Input module, press the **Cancel** button on the Bedside module to cancel the fault event.

To clear a cord fault when the socket is not in use:

▶ Press and hold the **Cancel** or **Presence** button for at least 6 seconds.
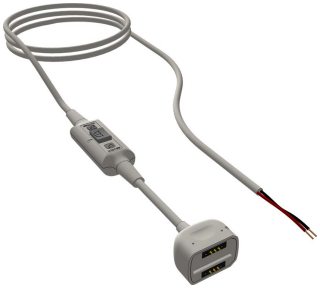
The module resets (all LEDs will flash once). This extinguishes the associated LEDs and clears all calls that resulted from the cord fault event.

See also:

- "Cables with SafeConnect Plugs" on page 46
- "Patient Call Devices" on page 57

Cables with SafeConnect Plugs

The following table shows the approved cables used in the Telligence system.

Cable	Compatible modules
37-Pin Bed Breakaway Cable	Patient Stations, Beside modules
Medical Device Cable Adapter	External Input modules (See "Medical Device Cables" on page 51)
Medical Device Smart Cable	Medical Device Input modules (See "Medical Device Smart Cable" on page 53)
1/4-inch SafeConnect Adapter	Modules with SafeConnect sockets
3.5mm SafeConnect Adapter	Modules with SafeConnect sockets
Call Button	Modules with SafeConnect sockets

Patient Station

Figure 50: Patient Station Module
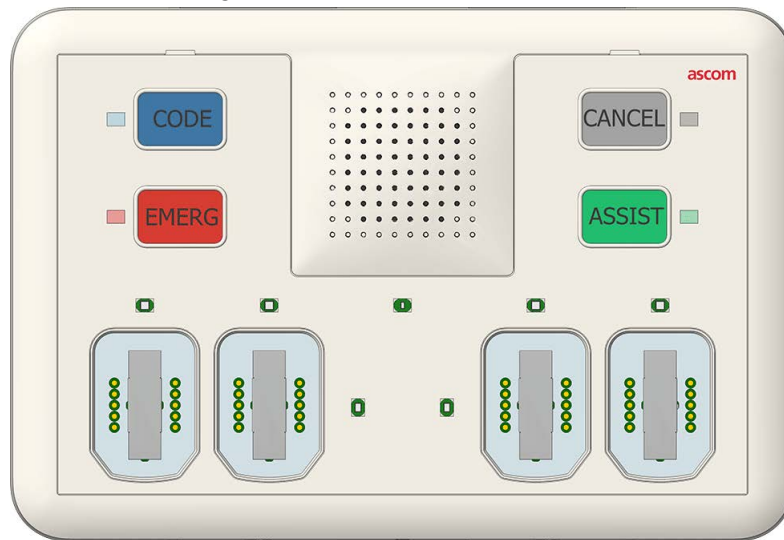
The Patient Station features four buttons that can be used to signal an emergency, call the nurse station, register presence, or request aid. It includes a speaker with a built-in microphone for hands-free communication and four SafeConnect sockets for connecting bedside handsets, pillow speakers, call cords, and third-party devices.

To activate a button:

‣   Press the button associated with the required task. The LED for that button illuminates to show that button is active.

To cancel an active button:

‣   Press **Cancel** or **Presence** on the module.

> **Note:** The button you press to cancel a call event will depend on how your system was configured during installation. Check with your system administrator if you are unsure which button to press.

To call for assistance:

1. Press **Assist**, or other button that was configured to call a staff console.

2. When the Speech LED illuminates orange and the audio tone sounds, begin speaking.

3. The operator at the staff console controls the call. The Speech module on the Patient Station will deactivate when the staff console operator hangs up. The LED extinguishes.

Patient Station SafeConnect Sockets

The Patient Station contains four SafeConnect sockets. During installation, the sockets are configured for one or two beds. The SafeConnect sockets support the following devices:

• Handsets
• Pillow Speakers
• Call Cords
• 37-Pin Breakaway Bed Cables
• 3.5mm SafeConnect Adapters
• 1/4 inch SafeConnect Adapters

To attach a device to the SafeConnect socket:

1. Align the SafeConnect plug on the device cable with the SafeConnect socket.

2. Insert the plug into the socket until the socket's magnet secures the plug.

To release a device from the SafeConnect socket:

▸ For handsets and pillow speakers, pull the plug from the sockets, and then press the button showing a blinking LED, generally the **Cancel** or **Presence** button.

Note: If you unintentionally disconnect the cable, plug it back into the SafeConnect socket to clear the cord fault event. The socket's LED will stop flashing.

Set the Patient Station to Clear Call Events

When you plug a cable from a third-party device into a SafeConnect socket, you can then choose how you want the Telligence system to clear event calls from that device. Choose either Manual mode or Automatic mode.

Manual Mode

A manual clear requires a staff member to press the Cancel or Presence button on the Patient Station when a call event is active. For example, pressing the button on a call cord activates an event on the Patient Station. Pressing the Patient Station's Cancel or Presence button clears the event.

To set the Manual mode:

1. Insert the third-party device's plug into a 3.5mm or ¼ inch adapter, and then connect the adapter's plug into the Patient Station's SafeConnect socket.

2. Check the LED above the SafeConnect socket. The LED will blink white for 3 seconds, and then turn green. A green LED indicates that the Telligence system recognizes the external device. If the LED does not turn green, then the Telligence system does not recognize the device. Contact your system administrator for assistance.

Automatic Mode

An automatic clear occurs when the event call no longer needs action. For example, you may want to use a bed pressure pad to alert you when a patient exits a bed. When the patient lays on the bed and exerts pressure on the pad, the system is normal. However when a patient exits the bed, the pressure is removed and the system triggers an event.

To set the Automatic mode:

1. Insert the external device's plug into a 3.5mm or 1/4 inch adapter, and then connect the adapter's plug to the Patient Station's SafeConnect socket. The SafeConnect LED blinks white for 3 seconds.

2. While the LED is blinking, press the **Cancel** or **Presence** button. The LED turns white. Event calls will automatically clear when the external device returns to it normal state.

See also:
- "Using SafeConnect Plugs and Sockets" on page 44
- "Patient Call Devices" on page 57

Bedside Modules

Bedside modules feature three call buttons with color-matching LEDs and a magnetic SafeConnect socket for connecting handsets and pillow speakers.

Figure 51: Bedside Modules

Europe/Asia/Africa

Americas/Australia
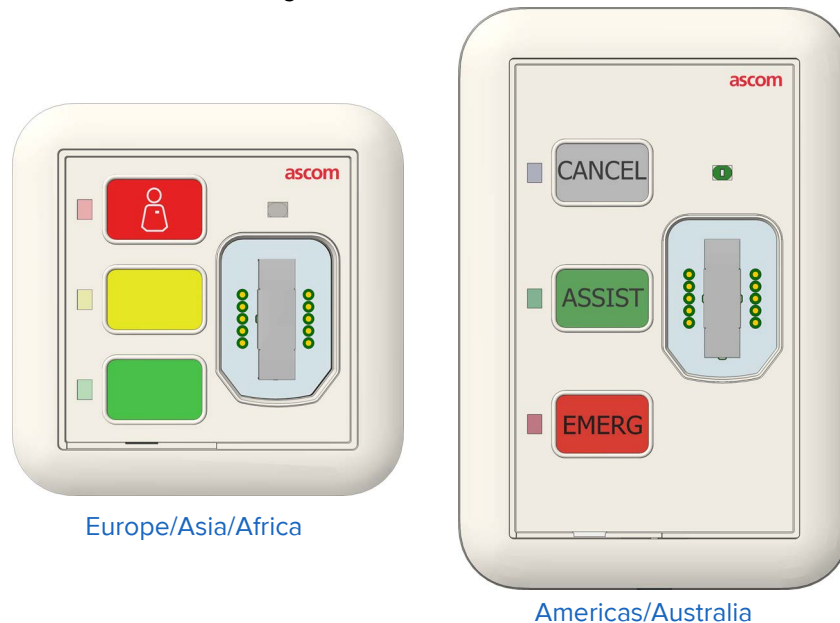
Each Bedside module may be customized for your facility as a one, two, or three button module. By default, the Bedside module's buttons are configured with red, yellow, and green settings. The module supports both short and long button presses.

When connecting a handset or pillow speaker to the Bedside module, the green LED above the socket brightens to indicate a good connection, and then dims to its back-lit level.

To activate a button:

▶ Press the button associated with the required task. The LED for that button illuminates to show that button is active.

To cancel an active button:

▶ Press **Cancel** or **Presence** on the module.

The button you press to cancel a call event will depend on how your system was configured during installation. Check with your system administrator if you are unsure which button to press.

To disconnect a handset or pillow speaker:

▶ Unplug the handset or pillow speaker, and then press the flashing button.

Note: If your facility is equipped with the passive version of this device (P/N NUBM3P), cord fault conditions are not generated when the device is disconnected. Instead, a nurse call event equivalent to tapping the top button on the module is generated and sent to the nurse console.

Clear the Cord Fault Condition

When a cable is not connected properly, or disconnected, or an unsupported cable is connected, or it goes offline, then the SafeConnect socket LED flashes quickly to indicate a cord fault error.

To clear a cord fault condition:

▶ Remove the plug from the socket, and then press and hold the Cancel button for at least 6
    seconds until the module resets (all LEDs will flash once).

See also:

• "Using SafeConnect Plugs and Sockets" on page 44

• "Patient Call Devices" on page 57

• "Clear the Cord Fault Condition for Handsets and Pillow Speakers" on page 61

Button Modules

The Button module features three customizable call buttons with color-matching LEDs and may
be used in combination with the Bedside module to provide additional input buttons.

Figure 52: Button Module Models

Europe/Asia/Africa

Americas/Australia
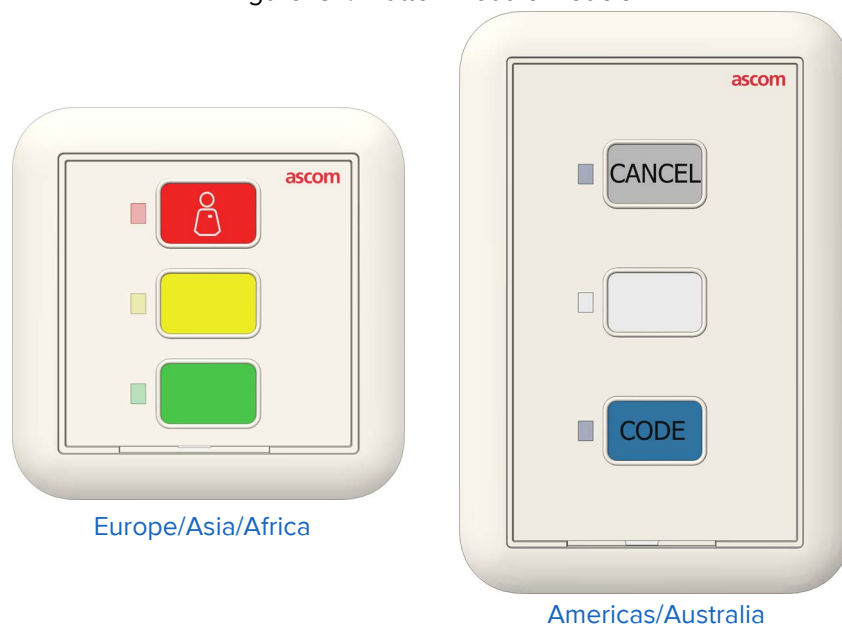
Like the Bedside module, the Customizable Button module can be used as a one, two, or three
button module. Check with you system administrator if you are unsure of you module's button
configuration.

To activate a button:

▶ Press the button associated with the required task. The LED for that button illuminates to
    show that button is active.

To cancel an active button:

▶ Press **Cancel** or **Presence** on the module.

The button you press to cancel a call event will depend on how your system was configured
during installation. Check with your system administrator if you are unsure which button to
press.

External Input Modules

Use the External Input module to connect medical and non-medical devices to the Telligence system, including handsets, pillow speakers, call cords, and medical devices fitted with a medical device cable adapter. The External Input Module sends alarm information from the device to the Telligence system for display on staff consoles, dome lights, and mobile devices.

Note: The External Input module does not support audio in pillow speakers and bed handsets.

Figure 53: External Input Module
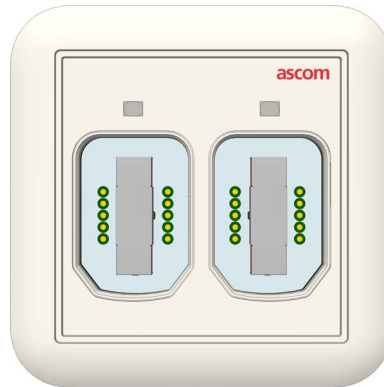
Module LEDs and Flash Rate

When handsets, pillow speakers, or other device cables are connected to the module, the green LED above the SafeConnect socket brightens to indicate a good connection, then dims to its back-lit level. Should the module detect a fault or other alarm, the LED illuminates and flashes with one of three colors and flash rate shown in the following table.

Alarm Priority	LED Color	Flash Rate
Fault	Red	Fast strobe flash
High	Red	Medium flash
Medium	Yellow	Slow flash
Low	Cyan	Solid

Medical Device Cables[1]

The Medical Device cable features a three-position priority switch, a Test button, and an Intentional Disconnect button. Slide the switch to select 1, 2, or 3 (default high-, medium-, or low-call priority) to set the call priority for the device connected via this adapter. See the following figure.

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1. Medical Device cables are not part of a UL 1069-compliant system.

Figure 54: Medical Device Cable with Test, Priority, and Disconnect Buttons
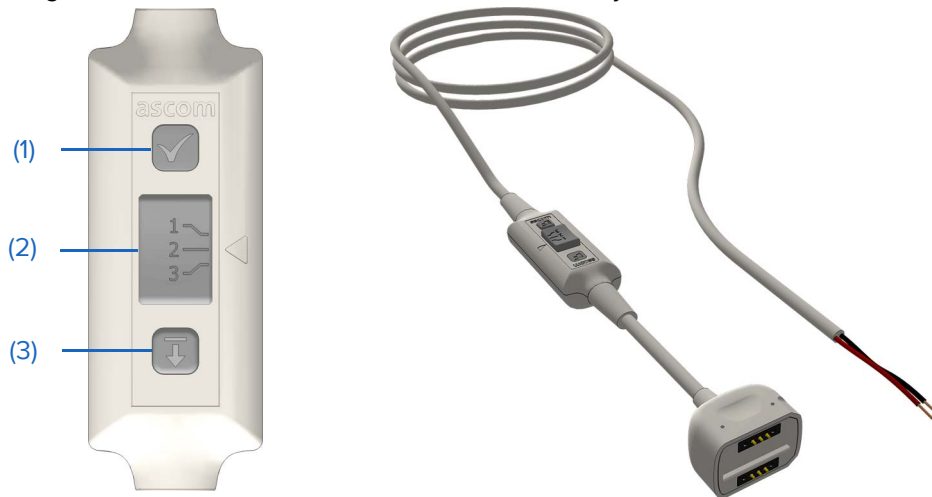
Legend:
(1) Test button
(2) Select slide
(3) Disconnect button

Test Button

Once you connect the cable, verify the operation by tapping the Test button to initiate a test call for the level selected on the switch.

To use the Test button:

1. Press and hold the button to initiate a test call in the system.

2. Release the button to cancel the call.

Select Slide

Use the select slide to choose a call event priority.

Note: You cannot change the switch priority when the cable is plugged into the SafeConnect socket. Be sure to remove the cable from the socket before changing the switch priority. Changing the switch priority while plugged in may cause a cord fault error.

To use the Select button:

▸ Press the button and slide it up or down to select a priority.

Disconnect Button

Use the Disconnect button to release the cable from the SafeConnect socket.

To disconnect the cable:

▸ Press the cable's Disconnect button until the socket's LED illuminates green.

You have 3 seconds to disconnect the cable from the Safe Connect socket. If you do not disconnect the cable within 3 seconds, the system triggers cord fault error.

To clear a cord fault error:

1. Ensure the select slide is in the same position that it was in when the cable became unplugged.

2. Plug the cable back into the SafeConnect socket to clear the alarm.

Medical Device Input Module

The Medical Device Input[1] modules are used only with medical devices outfitted with Medical Device Smart cables. The Telligence system automatically recognizes the medical device when it is plugged into the module.

Each module sends faults and alarms from the medical device for display on staff consoles, dome lights, mobile devices, and PCs. The module also sends medical information to an Electronic Medical Records (EMR) system database for later use.

Note: Medical staff should check their facility's EMR system to ensure that the medical device is being used with the proper patient.

Figure 55: Medical Device Input Modules

Europe/Asia/Africa

Americas/Australia
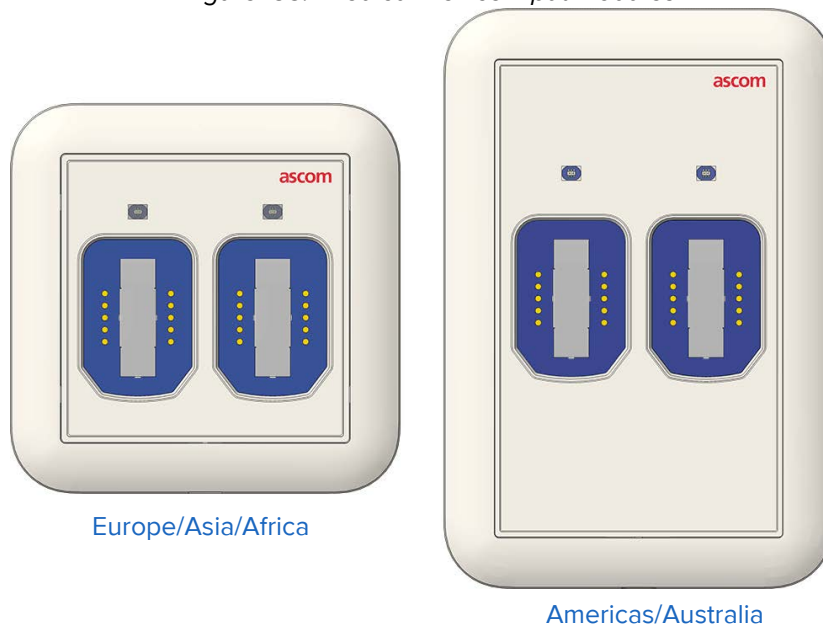
Each Medical Device Input module contains two SafeConnect sockets. The blue magnetic sockets use reverse polarity magnets to connect to compatible Medical Device Smart Cable plugs. All other SafeConnect plugs use a different magnets type to connect and will not work with this module.

Module LEDs

When handsets or other devices are connected to the module, the green LED above the SafeConnect socket brightens to indicate a good connection, then dims to its back-lit level. Should the module detect an unintentional disconnect, the LED illuminates red and flashes.

Medical Device Smart Cable

The Medical Device Smart cable features an Intentional Disconnect button, as shown in the following figure.

---

1. External Input modules and Medical Device cables are not part of a UL 1069-compliant system.
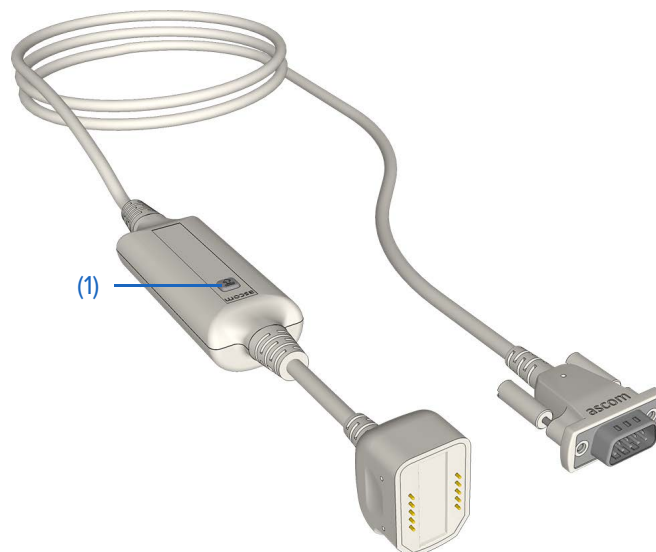
Legend:
(1) Intentional Disconnect button

Disconnect Button

Use the Intentional Disconnect button to release the cable from the SafeConnect socket.

To disconnect the cable:

▶ Press the cable's Intentional Disconnect button until the socket's LED illuminates green.

You have 3 seconds to disconnect the cable from the Safe Connect socket. If you do not disconnect the cable within 3 seconds, the system triggers cord fault error.

To clear a cord fault error:

▶ Plug the cable back into the SafeConnect socket to clear the alarm.

Pull Cords

Pulling the station call cord or pressing the button (on supported devices) places a nurse call event that displays on a staff console, annunciator, and dome light. This device has no audio capability and cannot be used to communicate with staff members at a staff console or annunciator.

Figure 57: Pull Cord Modules

Europe/Asia/Africa

Americas/Australia
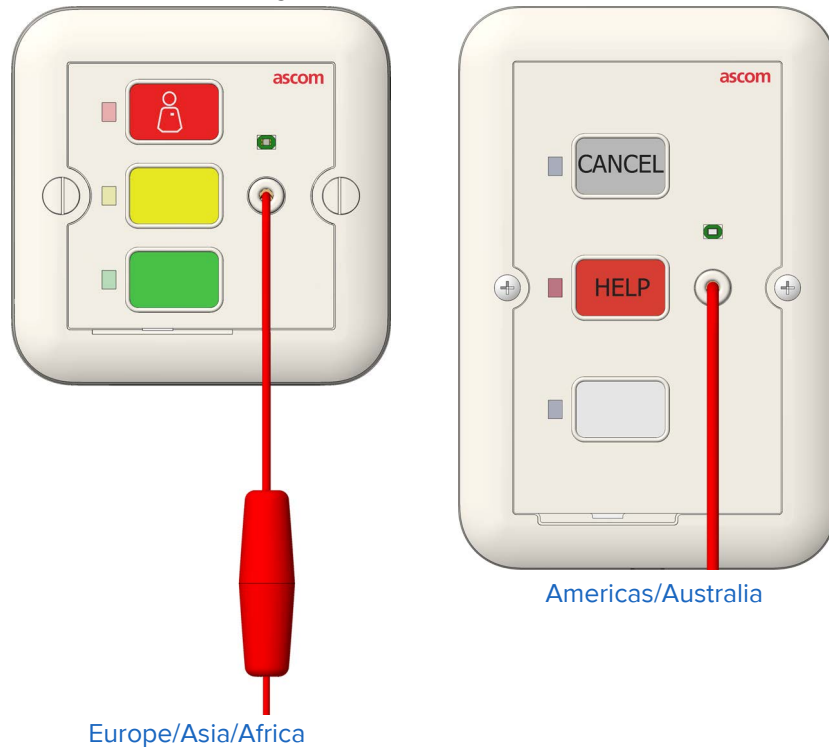
To activate a call with a pull cord:

1. Pull the cord or press the **Help** button to create an event. The following occurs:
   - The lavatory station call LED illuminates.
   - The call assurance tone sounds at any associated speech module.
   - The call is indicated on the dome light.
   - A tone sounds at stations where staff follow is active.
   - A nurse call event appears on the Call screens on staff consoles and all annunciators.
2. To cancel the call, press the **Cancel** or the **Presence** button.
   - The lavatory station call LED goes out.
   - Dome lights extinguish.
   - Event tones stop.
   - The call event is removed from staff consoles and annunciators.

Speech Modules

Bedside modules, Room Display modules, handsets, and other Telligence devices may route their audio through a two-way speaker Speech module.

Figure 58: Speech Module

Europe/Asia/Africa

Americas/Australia
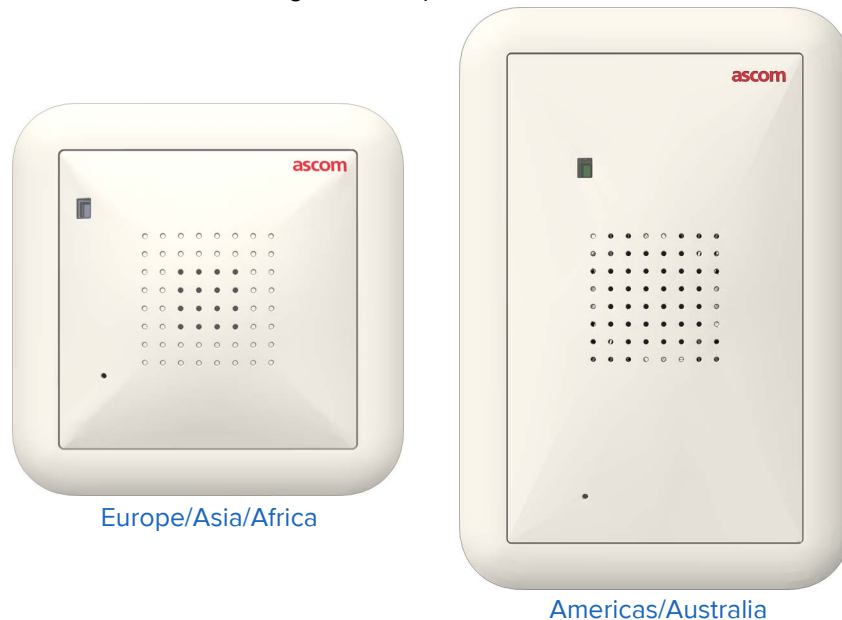
Speech modules can operate either as a microphone or a speaker. An orange LED indicates the speaker and microphone is active.

To activate the Speech module:

1. Press the **Nurse Call** button on the Bedside module, Room Display module, handset, or other Telligence device to signal the operator at the Staff Console.

2. When the operator responds to the call, wait for the module to beep and the LED to turn orange before you begin speaking.

Patient Call Devices

Patients can place nurse call requests from handsets, pillow speakers, pull cords, or call stations. Patients can hear responses from staff members on their handsets, pillow speakers, or Speech modules when the speech function is available in the system.

The sections that follow describe Telligence system handsets and pillow speakers, and explain how nursing staff and patients use them to communicate.

Handsets and Pillow Speakers

Handsets and pillow speakers let patients call the nurse station, control room lighting, operate sun blinds, and control the television. The speaker sounds voice audio from the nursing staff, as well as audio from entertainment sources. Some handset models rely on Speech modules to communicate with the nurse station. The 14-button handsets and pillow speakers use built-in speakers and microphones for communications. The 1-, 3-, and 7-button handsets require speaker modules for voice communications.

Handsets and pillow speakers plug into SafeConnect sockets on bedside modules and patient stations.

Handset Controls

Handset buttons and capabilities differ depending upon the model, but all place nurse calls in a similar manner. This section introduces handset functionality using the handset shown in the following figure.

Figure 59: Handset Controls
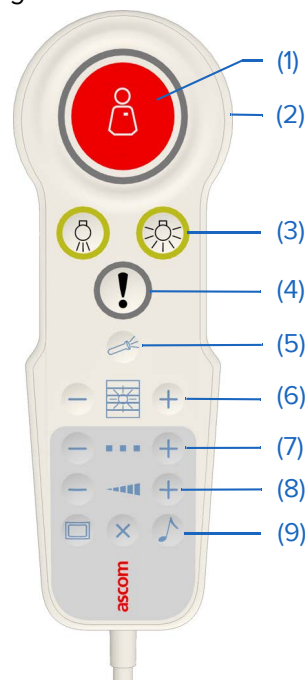
Legend:
(1) Nurse Call: Press to place a nurse call request. The Nurse Call button is backlit for use in darkened rooms. It has three raised dots for easy identification by visually impaired individuals. See "Placing a Call From a Handset or Pillow Speaker" on page 60 for more information about placing nurse calls from handsets.

(2) Microphone (rear): For voice communication with the staff console.

(3) Lighting Control: Two button controls that allow patients to control the room lighting.

(4) Service Call: Sends requests for routine service calls.

(5) Flashlight Control: Activates and deactivates the built-in flashlight.

(6) Sun Blind Control: Raises and lowers the sun blinds in patient rooms equipped with a Sun Blind Control module.

(7) TV Channel Up/Down: Changes television channels.

(8) TV Control: Adjusts entertainment audio, only. The buttons do not control nurse call intercom. The intercom between the patient and the nurse station can only be adjusted at the staff console, annunciator, or TelliConnect station.

(9) TV/Radio On/Off: Turn the television and radio on and off.

Figure 60: 1, 3, and 7 Button Handsets

1-button   3-button   7-button
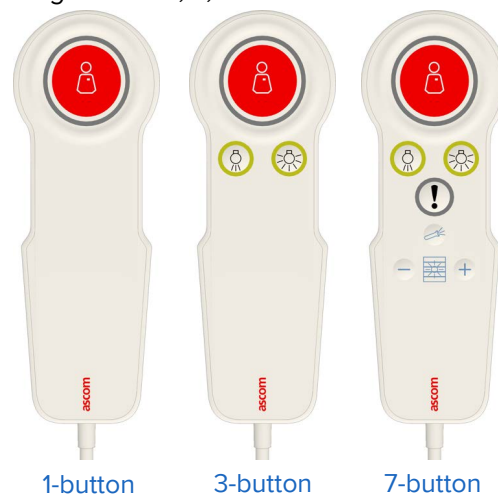
Pillow Speaker Controls

Pillow speaker buttons and capabilities differ slightly from those on a handset.

Figure 61: Pillow Speaker 1 With Sun Blind Control
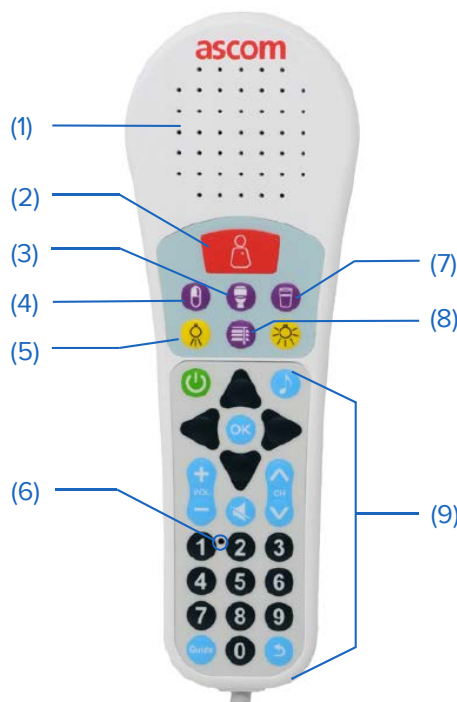
Legend:

(1) Speaker and Microphone: Provides two-way communications.

(2) Nurse Call: Places a nurse call request.

(3) Toilet: Alerts staff that the patient needs help to the toilet.

(4) Pain: Alerts staff that the patient needs help with pain management.

(5) Lighting Control: Two buttons that allow patients to control the room lighting.

(6) Microphone: Provides two-way communications with the staff console.

(7) Water: Sends a request for water.

(8) Sun Blind Control: Raises and lowers the sun blinds in patient rooms equipped with a Sun Blind Control module.

(9) TV Channel: Channel, TV/Radio On/Off, TV Volume.

Figure 62: Pillow Speaker 2
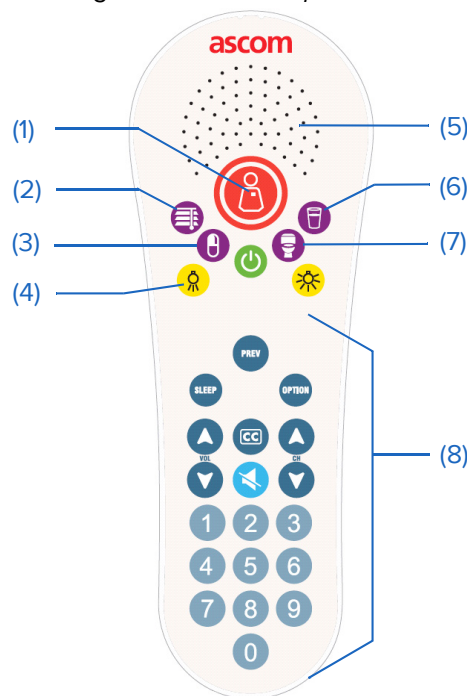
Legend:

(1) Nurse Call: Places a nurse call request.

(2) Sunblind Control: Controls window blinds.

(3) Pain: Alerts staff that the patient needs help with pain management.

(4) Lighting Control: Two buttons that allow patients to control the room lighting.

(5) Speaker and Microphone: Provides two-way communications.

(6) Water: Sends a request water.

(7) Toilet: Alerts staff that the patient needs help to the toilet.

(8) TV Channel: Channel, TV, TV/Off, TV Volume.

Note: TV buttons do not control nurse intercom calls. The speaker volume between the patient and the nurse station can only be adjusted at the staff console or annunciator.

Caring for Handsets and Pillow Speakers

To ensure proper operation of the handset follow these precautions:

- Use the provided bed linen clip to secure the handset to the patient's bedding for easy accessibility.
- Wall mounted holders can be purchased for holding handsets when not in use.
- Do not pull the handset to remove it from the Bedside module or while moving the bed. Doing so can damage the cable or the delicate electronic equipment inside the handset.

Placing a Call From a Handset or Pillow Speaker

To make a call from a handset:

1. Press the large Nurse Call button on the handset. The system responds as follows:
    *   A patient call appears on staff consoles and annunciators (event priority and name may vary depending on how the handset or pillow speaker was programmed during system configuration).
    *   Associated corridor and zone lights turn on to indicate active event.
    *   The call assurance LED on the patient handset activates to confirm nurse call placement.
    *   The Call Status light on the module illuminates.
    *   The Call Assurance tone sounds on sound-capable devices.
    *   Tones sound at staff consoles and annunciators and at rooms where staff follow is active.
2. When the call is answered at a staff console or annunciator, the following occurs:
    *   Handset or pillow speaker entertainment audio is interrupted during the audio from the staff.
    *   The Status LED on the module shows a steady orange indicating the audio connection.
    *   The LED associated with the Nurse Call button on the module goes out if the call was cleared.
    *   Dome light illumination for the original call indicates the call was cleared.
    *   During the call the patient should speak in a normal conversational tone (patient audio is picked up by the microphone in the Speech module, pillow speaker, or 14-button handset).
    *   If necessary, the staff member can adjust call volume settings from the Staff Console or Annunciator.
    *   When the call ends, the Status light goes out in the Speech module or Patient Station.

Using Handsets and Pillow Speakers to Upgrade Calls

As a safety feature, your system may have been configured to create a staff emergency event from the handset or pillow speaker when staff have registered presence in the patient room. You can upgrade this call.

To upgrade a handset or pillow speaker call:

1. Press the **Nurse Call** button twice in rapid succession. This generates a staff emergency event in addition to the patient call. The system responds as follows:
    *   The call assurance tone sounds.
    *   The dome light annunciates the upgraded call. The sections which illuminate will vary depending on configuration.
    *   Staff consoles and annunciators show two calls.
    *   Staff emergency tones sound at staff consoles, annunciators and stations where staff follow is active.
2. When the staff emergency call is answered at the staff console the following occurs:
    *   All communication between the staff console attendant and the patient is handled in the patient room is via the pillow speaker, a Speech module, or a 14-button handset.
    *   The Status light on the module shows a steady orange.
    *   During the call, communication from the patient room can take place in a normal conversational tone via the speaker in the pillow speaker, Speech module, or 14-button

handset. If necessary, the staff member can adjust call volume settings on the staff console or annunciator.

- When the call ends, the Speech module's Status light returns to a steady illumination until presence is cleared.

Cancel Calls from Handsets and Pillow Speakers

Patient calls made by patients from handsets and pillow speaker are canceled when answered at the staff console or annunciator, or when presence is registered in the room where the call originated, or by an in-room Cancel or Reset button.

Clear the Cord Fault Condition for Handsets and Pillow Speakers

When a handset or pillow speaker cable is not connected properly, or disconnected, or an unsupported cable is connected, or the handset or pillow speaker goes offline, then the SafeConnect socket LED flashes quickly to indicate a cord fault error.

To clear a cord fault condition:

▶ Remove the plug from the socket, and then press and hold the Cancel button for at least 6 seconds until the module resets (all LEDs will flash once).

Using Linen Clips with Handsets and Pillow Speakers

Use the linen clip with any model handset or pillow speaker to keep the handset or pillow speaker within the patient's reach. The clip can be clipped to bed linens or other fabric, suspended from an IV stand, or attached to a metal table or cabinet using its magnet.

Figure 63: Mounting Linen Clips

To attach the linen clip to a handset or pillow speaker:

▶ Insert the handset or pillow speaker's cord by bending it into a loop and gently pushing the loop behind the hook on the clip.

Note: Do not bend the cable too tightly as this may damage the cable.

Figure 64: Attaching the Linen Clip to the Cable
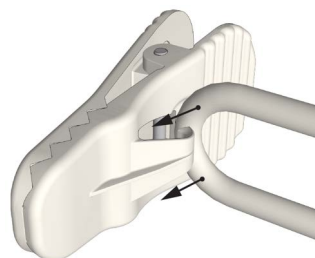
Staff Devices

Staff devices are Telligence system devices that enable staff members to call staff consoles and annunciators.

Note: The labels applied to buttons are configurable and may differ on your system from those shown here.

Room Display Modules

Figure 65: Room Display Module

The Room Display module is similar to a bedside module; however, it has no sockets for beds and other equipment. The display is equipped with buttons and a loudspeaker for generating tones and buzzes. One room display can annunciate calls for a single duty area or an area equal to a staff console coverage area.

Forwarding Nurse Calls From Room to Room

A room display displays nurse calls associated with other rooms. When a staff member enters a room and presence is registered, the room display emits tones to indicate active nurse calls. This is called staff follow and the tones are called staff follow tones.

Scroll Button and Function Keys

Use the Up and Down button on the room display to select a call or nurse presence location from the call list. Use the soft keys with functions displayed on the screen to accept or reject calls.

Duty Selector

The Duty Selector handles the call forwarding groups and response sequences according to the duty configurations specified during system configuration.

Room Display Tone Alerts

Room Displays emit the same tone but vary the pattern to indicate different call priorities. The tone varies from rapid to slow repetition to a continuous tone.

- Call assurance: The call assurance tone sounds at the device associated with the room when a call is placed from the room.
- Staff follow: Staff follow tones sound when a staff member registers presence.

Accept and Reject Call Events From the Room Displays

Staff can accept or reject call events using the three function buttons under the Room Display screen.

When there are calls to accept or reject, the Room Display LED illuminates and messages cycle on the display one at a time.

To accept or reject a call:

1. Press **Calls**.
2. Use the up/down selection button (under the three function buttons) to select the call you want to accept or reject.
3. Once the call displays on the screen, do one of the following.
   - Press **Accept** to accept the call. Once a call is accepted, staff can press **Cancel** to cancel calls that are Patient Normal or lower.
   - Press **Reject** to reject a call. This clears the call from the display but does not Cancel the event.
   - Press **Cancel** to exit the Accept/Reject mode.

Activate Staff Follow at Room Displays

Staff follow can be activated on the room display by registering presence.

Other Devices

Most devices in patient rooms are only intended for use by the facility's staff, although they may operate in concert with other modules. Devices can also be located in staff rooms operating in stand-alone mode or in conjunction with staff devices.

Cardiac and Emergency Pull Switches

The Cardiac and Emergency pull switches help staff alert others in extreme emergencies. These switches are typically located in intensive care units or in staff-only rooms. They can also be used as a precautionary measure for facility staff.

Figure 66: Cardiac and Emergency Pull Switches

A Cardiac and Emergency pull switches have no audio capability and cannot be used for voice communication unless it is paired with a nearby speech module.

To activate or cancel a cardiac/emergency call event:

1. Pull the Cardiac or Emergency switch to send a Code Blue (cardiac) or emergency call event to staff consoles and annunciators. Pulling the switches causes the following to occur:
   - Lights linked buttons illuminate to confirm call placement.
   - The call assurance tone sounds at any associated module or Room Display.
   - The event will display on the associated corridor and zone lights.
   - The pull tones sound at staff consoles and annunciators and at stations where staff follow is active.
   - A call event appears on the Call screen on staff consoles, emergency annunciators and unit annunciators.

2. To cancel the call, push the pull switch.
   - Code button lights extinguish.
   - Call lights extinguish on any associated Bedside module or staff device, if they are linked.
   - Dome lights extinguish.
   - Tones stop at staff consoles, annunciators, and at stations where staff follow is active.
   - The nurse call event is removed from staff consoles and annunciators.

The 37-Pin Bed Receptacle

The 37-Pin Bed Receptacle is a wall-mounted, 37-pin D-sub female connector attached to a stainless steel plate. The receptacle supports electronic beds with side-rail communications.

Figure 67: 37-Pin Bed Receptacle
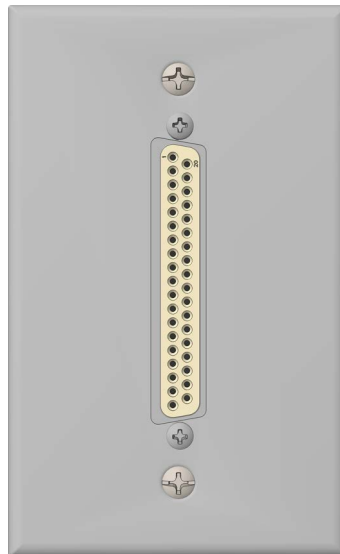
To attach a bed connector to the bed receptacle:

▶ Align the male bed connector over the female receptacle, and then gentle push until the connector is firmly seated on the receptacle.
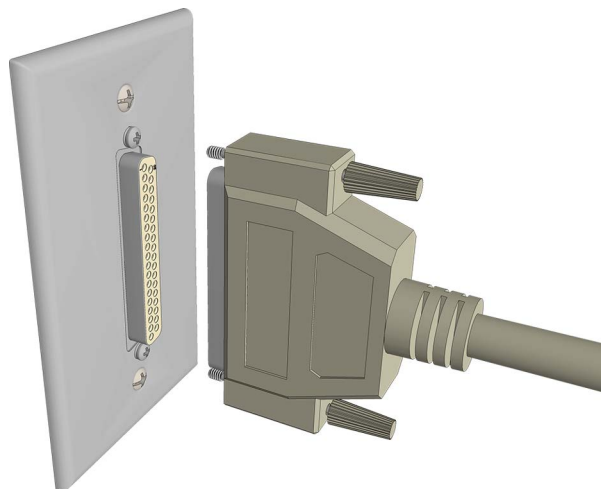
Dome Lights

This chapter describes the types of dome lights that are available in the Telligence System.

Figure 68: Dome Light Signaling Sections
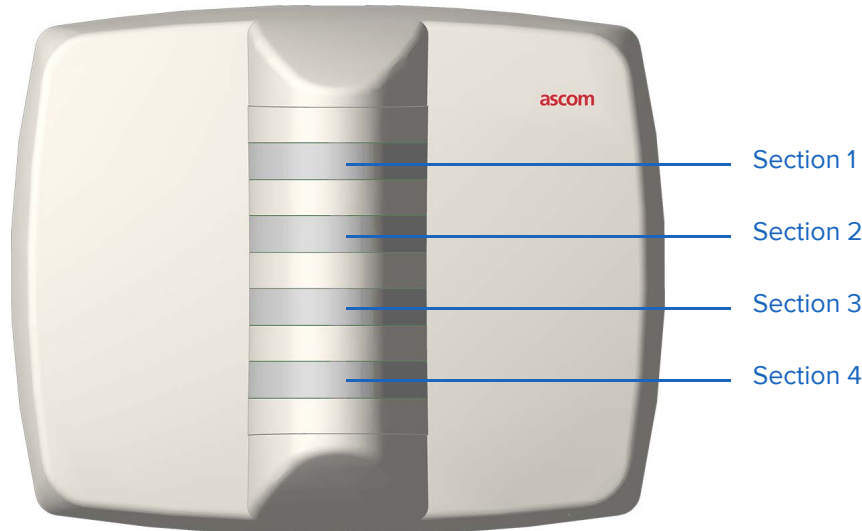
Overview of Dome Lights

Telligence dome lights provide visual and audio cues to the type and source of active nurse calls. Dome lights are typically located in facility hallways where they can be seen by staff.

Dome light colors and flash rates identify the various nurse call types and priorities. Depending on your system's configuration, each dome light section can display nine possible colors: blue, red, white, amber, green, pink, cyan, magenta, and yellow. Dome light section colors indicate nurse call types and priorities, as well as a staff member's registered presence level and any services tasks assigned to a room or bed.

Dome lights also can be used for supervisory purposes and provide both visual and audible cues that indicate a staff console or annunciator has experienced a power and/or data interruption.

Note: The term "dome light," as used in this manual, generically identifies corridor lights, zone lights, and nurse station supervisory lights.

Dome Light Types

Telligence dome lights have two or four light sections. The lights can be used as corridor, zone, or supervisory lights.

Corridor Lights

Corridor lights signal nurse calls and priorities. They are mounted outside toilet rooms, patient rooms, or staff rooms. Corridor lights indicate conditions inside the rooms.

Two light models:

• Section 1 - high priority nurse call events
• Section 4 - registered presence or a service task

Four light models:

• Section 1 - highest priority nurse all events

- Section 2 - lower priority nurse call events
- Section 3 - registered presence
- Section 4 - service task

Zone Lights

Zone lights are used to locate the source of nurse calls and to show the zone where the room is located. Zone lights are typically mounted at hallway entrances and in areas where the nursing staff does not have a direct line-of-sight to corridor lights. Zone lights are typically placed within sight of nurse stations and readily convey conditions in their zone. By default all nurse call priorities are covered by the zone lights; however, zones may not necessarily align with duty areas. Check with your system administrator if you are unsure what area is covered by the zone lights.

Supervisory Lights

Supervisory dome lights are located near staff consoles and annunciators and are used to alert staff when a console or annunciator stops functioning, or if the device's power or data has been interrupted. When this occurs, all four dome light sections pulsate white and the dome light emits a tone in time with the flashing lights.

Note: The supervisory dome light is required to maintain compliance with UL 1069.

Dome Light Signaling

When calls are initiated or upgraded, individual dome light sections do the following:

- Light the color corresponding to the event type
- Light steady or flashing to Indicate an event
- Light to indicate the level of presence in the room
- Change color and alternate from steady illumination to flashing when call statuses change, or when multiple or higher priority events need to be displayed

Table 3: Dome Light Signaling for Nurse Call Types

Nurse Call Priority Type	Four Dome Light Sections	Two Dome Light Sections	Dome Light Color	Dome Light Flash Rate
Room Alarm	ALL	1,4	Red	Fast
Code Blue	ALL	1,4	Blue	Fast
Code Pink	ALL	1,4	Pink	Fast
Staff Emergency	1	1	Red	Fast
Lavatory Emergency	1	1	Red	Fast
Urgent	1	1	Red	Fast
Auxiliary Emergency	1	1	Amber	Fast
Patient Emergency	1	1	Amber	Fast
Auxiliary Priority	2	1	Amber	Slow
Patient Priority	2	1	Amber	Slow
Bed Exit	2	1	Amber	Slow
Cord Fault	2	1	Amber	Slow
Patient Normal	2	1	White	On steady

Table 3: Dome Light Signaling for Nurse Call Types

Family	2	1	White	On steady
Staff Normal	2	1	White	On steady
Housekeeping	2	1	White	On steady
Presence 1 (RPN)	3	4	Red	On steady
Presence 2 (LPN)	3	4	Amber	On steady
Presence 3 (Aide)	3	4	Green	On steady
Service Task 1	4	4	Red	Slow
Service Task 2	4	4	Amber	Slow
Service Task 3	4	4	Green	Slow

Safe Mode and Enhanced Safe Mode

When the dome light loses its connection with the Telligence system due to a system equipment failure (i.e., the Gateway ll), it automatically enters Safe Mode. When the dome light loses its connection due to a network failure, it automatically enters Enhanced Safe Mode.

When a dome light is in Safe Mode or Enhanced Safe Mode:

• The Telligence system displays system error notifications on the staff console. Notify your facility's system administrator or service department immediately.

• All call events cease to display on the staff console.

• In Safe Mode, the dome light's bottom section (Section 4) flashes yellow to indicate the device is in Safe mode. Pressing a room module's buttons or using a pull cord to trigger events in a room causes the dome light's top section (Section 1) to flash red for all event types.

• In Enhanced Safe Mode, the dome light continues to display its normal colors and flash patterns for the events triggered by pressing a room module's buttons or using a pull cord.

• In either mode, call events can only be canceled from the initiating module. To cancel a call event, press a room module's Cancel or Presence button, or pull a cord again.

When the connection to the Telligence system is restored:

• The system automatically clears the error messages from the staff console. No further action is needed by the attendant.

• The dome light stops flashing yellow (Safe Mode, only).

• Events displayed on the dome light prior to connection loss will redisplay on the staff console.

• Events initiated while in Safe Mode are immediately canceled and will not redisplay on the staff console, except for those initiated by the Cardiac and Emergency pull switches.

• Events initiated while in Enhanced Safe Mode will redisplay on the staff console.

Cleaning and Maintenance

Maintenance Notes

- Clean your hands before using the touch screen.
- Never use a pen, pencil, or other sharp object on the touch screen.
- Avoid striking the touch screen with hard or sharp objects.
- Place cups, glasses, and drinking containers away from the staff console or annunciator to avoid accidental exposure to spilled liquids.
- Do not eat or drink near the staff console, annunciator, or TelliConnect Station.
- Take care not to drop the staff console or annunciator or subject it to strong impact.
- Do not use force when setting down the staff console or annunciator.
- Do not place the staff console or annunciator on or near heat sources such as radiators.

Cleaning Touch Screen Displays

Before cleaning a touch screen, deactivate it by placing it in Cleaning mode. The cleaning mode is set for 15 seconds; however, this default setting can be changed. See "Clean Screen" on page 30.

- Use a lint-free eyeglass cleaning cloth or microfiber cloth. Regular cloth fibers can make microscopic scratches on the touch screen and can damage the display over time.
- Do not use paper towels, tissues, or camera lens paper as these are too abrasive for the touch screen.
- Do not spray the touch screen with any liquid. The electronics may be damaged if drops of moisture seep into the housing.

To clean a touch screen:

1. From any of the main screens, press ⚙ **Settings**.
2. Tap 🧴 **Clean Screen.**
3. Slightly moisten a lint-free, eyeglass-cleaning cloth or soft microfiber cloth with an approved cleaning solution:
   - 10% bleach/water solution
   - CaviWipes (13-1100)
   - Cidex
   - Clorox Disinfecting Wipes (bleach free)
   - Clorox Germicidal Wipes (446035309)
   - Dispatch Disinfectant Wipes
   - Ecolab Achtichlor Plus
   - Ecolab Asepti-Wipe II (Product # 61027330)
   - Medtrol Gluco-Chlor Bleach (GC110)
   - PDI Sani-Cloth AF (Product #P84372) (white canister)
   - PDI Sani-Cloth AF3 (P13872) (gray canister)
   - PDI Sani-Cloth Bleach (H24795) & P54072 (orange canister)
   - PDI Sani-Cloth HB (Product # Q08472) (green canister)
   - PDI Sani-Cloth Plus (Product # Q89072) (red canister)
   - Staphine
   - Virkon S

   Use the cloth to gently clean the surface of the touch screen.

4. Gently dry the surface of the touch screen using a dry, soft cloth of the same type (a lint-free eyeglass-cleaning cloth or a microfiber cloth).

5. Press **Exit Settings** when finished.

Cleaning the Housing

WARNING: Never submerge a staff console, annunciator, TelliConnect Station, or any attached cords.

To clean the housing:

1. Slightly moisten a lint-free eyeglass-cleaning cloth or soft microfiber cloth with an approved cleaning solution.
   - CaviWipes (13-1100)
   - Cidex
   - Clorox Disinfecting Wipes (bleach free)
   - Clorox Germicidal Wipes (446035309)
   - Dispatch Disinfectant Wipes
   - Ecolab Achtichlor Plus
   - Ecolab Asepti-Wipe II (Product # 61027330)
   - Medtrol Gluco-Chlor Bleach (GC110)
   - PDI Sani-Cloth AF (Product #P84372) (white canister)
   - PDI Sani-Cloth AF3 (P13872) (gray canister)
   - PDI Sani-Cloth Bleach (H24795) & P54072 (orange canister)
   - PDI Sani-Cloth HB (Product # Q08472) (green canister)
   - PDI Sani-Cloth Plus (Product # Q89072) (red canister)
   - Staphine
   - Virkon S
   - 10% bleach/water solution

2. Use the cloth to gently clean the surface of the housing being careful not to make contact with the touch screen.

3. Use the moist cloth to gently clean the handset, handset cord, headset, and headset cord, if these are present.

4. Use another soft, dry cloth to dry the surface of the housing.

Cleaning Patient Stations and Room Modules

Cleaning mode temporarily deactivates patient station and any attached room modules so that they can be cleaned without accidentally changing the status of nurse calls during the cleaning process.

Note: Since patient stations cannot be used to place nurse calls while they are in Cleaning mode, it is best to clean them when no patients are occupying the beds in the room.

To clean patient stations and room modules:

1. Ensure that all calls on associated with the devices have been canceled.

2. Slightly moisten a lint-free eyeglass-cleaning cloth or soft microfiber cloth with an approved cleaning solution.
   - Cavi Wipes
   - Cidex
   - Clorox Disinfectant wipes

- Clorox, Germicidal Wipes, bleach
- Dispatch Disinfection Wipes with Bleach
- Ecolab Achtichlor Plus
- Ecolab Asepti-Wipe II (Product # 61027330)
- Ethanol 85%
- Medtrol Gluco-chlor bleach (Micro-cill bleach)
- Sani-Cloth AF and AF3
- Sani-Cloth Bleach (orange canister)
- Sani-Cloth HB (green canister)
- Sani-Cloth Plus (red canister)
- Staphine
- Virkon S
- 10% bleach/water solution

3. Ensure the patient station to be cleaned is idle (no light should be illuminated or flashing).

4. Press and hold the patient station's Cancel button (or another module's Cancel button, if available) for 4 seconds until its LED flashes once, then release the button. The following occurs:

   - All LEDs on the patient station and any modules attached to it will fast flash to indicate it is in Cleaning mode.
   - After 15 seconds, the devices will automatically exit Cleaning mode and the LEDs will stop flashing.

5. Gently wipe the surface of the station with the damp cloth.

6. Clean any associated cords using the damp cloth.

7. Use another soft, dry cloth to wipe the station surface dry.

Notes:

- Cleaning mode may not be configured for your facility. Check with your system administrator before cleaning the device.
- Cleaning mode may be configured for more or less time at your facility. Check with your system administrator.
- If you have not finished cleaning a device by the time the Cancel light stops flashing, put the station into Cleaning mode again.
- We recommend microfiber cloth for cleaning Telligence stations.
- Do not use abrasive cleaning agents.
- Do not submerge any cords that may be present.

Cleaning Pillow Speakers and Handsets

Clean pillow speakers and handsets with an approved disinfectant. Do not submerge pillow speakers!

To clean a pillow speaker:

1. Damped a soft microfiber cloth with an approved cleaning solution.

   - Cidex
   - Staphine
   - 10% bleach/water solution

2. Gently wipe the surface of the pillow speaker and the cord with the dampened cloth.

3. Use another soft, dry cloth to wipe the pillow speaker surface dry. Do not leave any droplets on the pillow speaker or cord.

To clean a handset:

1. Carefully dip the handset and 1 inch of its cable in an approved cleaning solution for 10 seconds. Do not leave the handset submerged.

   - Cidex
   - Staphine
   - 10% bleach/water solution

2. Remove the handset from the solution, and then use a soft, dry cloth to wipe away any excess solution.

3. Inspect the handset to ensure that it is completely dry. Do not leave any droplets on the handset or cord.

Cleaning Medical Device Cables

Clean call cord assemblies with a soft cloth that has been sprayed or dampened with an approved disinfectant, such as Cidex, Staphine or a 10% bleach/water solution. Do not submerge the cords.

Wireless Phones, Pagers, IR Locations, and Apps

This chapter describes the wireless phones, pocket pagers, IR location systems, and apps that can be used with the Telligence system.

Ascom Unite Software

Ascom Unite provides two-way, intelligent integration to Telligence nurse call, as well as other healthcare information systems, to increase staff mobility while supporting improved patient safety and satisfaction. Unite delivers alerts, messaging and voice integration enabling a quicker response to patient requests via a wireless device. Unite, when integrated with the Telligence nurse call system, notifies staff members within seconds when patients presses their call buttons, pull bath cords, or when clinical coworkers initiate a Code Blue or Staff Assist call from a patient's room. An alert message is sent containing the most pertinent information required to quickly assess the event and respond to it. Our solution also enables staff to press a single key on a wireless device to speak directly to a patient, thus eliminating the need to walk to the patient's room to determine their request.

- Integrated platform connecting staff members and patients via a wireless device
- Communicates alert message prioritization based on predefined parameters
- Streamlines workflow and task prioritization for handling patient requests
- Offers activity logging to support audit capability and management reporting

Overview of Wireless Devices and IR Location

When configured in the Telligence system, room devices can send nurse call events to the facility's wireless devices, thus enabling staff to respond remotely to call events or paged messages.

Usually wireless phone systems that permit staff to answer nurse calls also let them set reminders for calls when they are unable to answer them. These calls still appear at staff consoles and annunciators and may be routed to other staff if the system is set to do so.

Should you hear a busy tone when answering a nurse call, this indicates that the audio path is already in use. At this point, it may be faster for you to go directly to the room where the call originated; otherwise, you may need to wait for the call to ring again.

WARNING: To maintain compliance with UL 1069, call cancellation should only be performed using systems and equipment that are UL 1069 listed.

Typically, normal priority calls should only be canceled using UL Listed equipment. By default, normal priority calls are automatically canceled when answered by a Telligence staff console or annunciator. All other calls are considered to be emergency priority events that always require staff presence in the patient's room.

Wireless Phones and Pager Systems

Your facility may include one or more of the following wireless phone systems and/or paging systems or technologies:

- Ascom, SpectraLink, Vocera, or Cisco wireless phone system
- One of many external paging systems
- Both a wireless phone system and external pager system.

Each of these systems operates differently. Refer to the documentation that came with your phone system for operating information. Also refer to you Ascom Unite documentation.

Automatic Staff Location Tracking Systems

If your system includes a real-time location system, you can use automatic staff location tracking to register staff presence. Staff members wear badges with sensors that track their whereabouts as they move about the facility. This information is relayed to the Telligence system and displayed in application windows.

Note: Telligence supports either automatic or manual presence tracking. The two cannot be used simultaneously in the same system.

Accepted Alerts

In some systems with a combination of new and existing hardware, some alert events display as "accepted" by wireless devices, while others are accepted but not displayed as such. If you have questions about how alert events are displayed in your system, contact your system administrator.

Regulatory Requirements

You must follow the regulatory guidelines listed below in order to maintain proper operational compliance.

Inspections

Only qualified technicians shall place Call systems in operation. Before commissioning of the call system, a complete inspection shall be carried out, including the visual and functional inspection of the call system and the equipment.

In case of any alterations or repairs to the call system or its extent, complete inspections shall be performed on the altered system elements. Such inspections may be limited to only those elements provided that such alterations or repairs do not affect the remaining call system elements.

Inspections shall be performed whenever it is suspected that the continuous call system function may be impaired, or whenever irregularities are perceived in some function. The qualified technician shall be called when deemed necessary.

Maintenance

Maintenance or repair work should be performed only by a qualified technician. When the call system is shut down completely or in part, only qualified technicians and system operators should arrange with the appropriate facility authority for the related rooms to be provided with other control means until the system is switched on again. After each alteration or repair, the nominal condition of the call system shall be re-established, and an inspection shall be performed. Maintenance work includes:

- Servicing of system elements
- Replacing of construction elements with limited service life (e.g., batteries)
- Installing of necessary system updates (when applicable)
- Readjusting and aligning of construction elements and equipment
- Observe all safety related markings on the cover of the NGGTWY2 when servicing the unit

Reporting

In accordance with REGULATION (EU) 2017/745 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 5 April 2017 on medical devices and United States Code of Federal Regulations Title 21 CFR Part 803, users and patients should report any serious incidents that occur in relation to any medical device product. Such incidents should be reported to both the manufacturer and the competent authority of the Member State (EU) or country in which the user and/or patient is established.

ascom