Tunstall
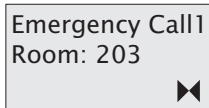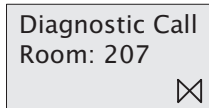
Display of forwarded calls

If a call is not answered within a programmed time frame, this call will be forwarded to all rooms where the presence button is activated. Forwarded calls are presented in the ComTerminal's display and an acoustic signal will sound:

Emergency Call1
Room: 203
▶◀

Diagnostic Call
Room: 207
✉

▶◀ = Call with
speech possibility
to the call location

✉ = Call without
speech possibility
to the call location

Normal call: Short tone, long pause, short tone, ...

Emergency call: Tone, pause, tone, ...

Cardiac alarm: Long tone, short pause, long tone, ...

Acknowledge calls without speech

- Acknowledge the call by pressing the ✉ function key.
- ✓ The call is acknowledged
- When leaving the room, de-activate the presence button.
- Go to call location and provide the desired help.

Answer calls with speech

- Answer the call by pressing the ▶◀ function key.
- ✓ Speech contact to the call location will be established.
- To close the speech connection and to hold the call press the ▶◀ function key. [1] [2]
- ✓ The speech communication is terminated.
- When leaving the room, de-activate the presence button.
- Go to the calling location and provide the desired help.

[1] Cancel the call type "Call"

For the call type "Call" - i.e. for the call from a patient - you have the possibility to directly cancel the call. This is useful, if you have been able to help the patient when talking to him/her and if there is no need to go to the room itself:

- Instead of pressing the ▶◀ function key, you have to press the ● function key.
- ✓ The speech communication is terminated. The call is cancelled. The call handling procedure is terminated.

[2] Special case: Door call

When handling a door call you can activate the door opening mechanism to let the person at the door in.

- If you want to let the person at the door in, hold the ⚬─⚬ function key pressed to activate the door opening mechanism.
- If you want to close the speech connection to the door and to cancel the door call, press the ● function key.
- If you want to close the speech connection to the door without cancelling the door call, press the ▶◀ function key.
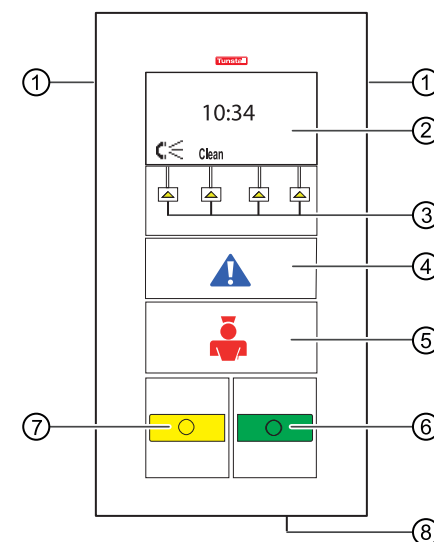
① **Loudspeakers**

② **Display**

③ **Function keys (situation-related functions)**

④ **Blue alarm button (if available)**
Faintly illuminated for finding the button in the dark. Flashing brightly when a cardiac alarm was raised at the ComTerminal.

⑤ **Red call button**
Faintly illuminated for finding the button in the dark. Flashing brightly when a call was raised at the ComTerminal.

⑥ **Green presence button for staff 1**
Illuminates when presence 1 is activated.

⑦ **Yellow presence button for staff 2**
Illuminates when presence 2 is activated.

⑧ **Microphone**

ComTerminal Flamenco®

Order no. 77 0510 00, 77 0510 50

User instructions

Presence of staff

To log as present

Reporting the current presence of staff at all times is pre-requisite for the efficient use of the call system.

There are two categories of staff:

- Staff 1 (e.g. nurses),
- Staff 2 (e.g. doctors).

Activated presence buttons

- indicate the presence of staff in the room,
- acknowledge a fresh call in this room,
- prepare the reception of forwarded calls,
- prepare the initiation of emergency calls. That means, calls from rooms with activated "Presence" buttons are indicated with higher priority,
- put the blue alarm buttons into operation (at the ComTerminal and at remote alarm switches). That means, pressing a blue alarm button will only initiate a cardiac alarm when staff presence is activated,
- deactivate the privacy feature for this patient room.

When entering the room

- Activate the green presence button (Staff 1) or yellow presence button (Staff 2) at ComTerminal or at remote presence switch.
- ✓ The lights of all presence buttons in the room for this staff category come on.

When leaving the room

- De-activate the green presence button (Staff 1) or yellow presence button (Staff 2) at ComTerminal or at remote presence switch.
- ✓ The lights of all presence buttons for this staff category in the room go out.

Providing help to the caller

Providing help to the caller

Your help is required in another room:

1. Log-out from the current room: De-activate the presence button.
2. Go to calling location.
3. Log-in at the call location: Activate the presence button.
4. Provide the required help to the calling person. If necessary, call for further assistance (see below).
5. Cancelling the call:
   Automatic cancelling of calls after de-activating the presence button (except for calls from WC).
   For calls from the WC: Press the grey cancel button in the WC or - if ● function key available at the ComTerminal - press this function key.
6. De-activate the presence button.

Special case: Help is already there

If a call was raised in the room where you are and you provided help without external assistance, you have to press the presence key before you can cancel the call.

Calling for assistance

Raising an emergency call

You are in the patient room and you need assistance:

- Press the red call button at the ComTerminal or another call switch in the room.
- ✓ The light for the call button is brightly illuminated or is flashing brightly (ComTerminal). If the presence button is also activated, an emergency call is raised.

Note: An emergency call or cardiac alarm re-activates a previously answered call and it must be answered again before it can be cancelled.

Cleaning / Disinfection

Raising a cardiac alarm (if alarm button is available)

Warning: Alarm buttons are operational only with activated staff presence.

You are in the patient room and you need top priority assistance (e.g. cardiac team):

- Press the blue alarm button at the ComTerminal or another alarm switch in the room.
- ✓ The light for the alarm button is brightly illuminated or is flashing brightly (ComTerminal).

Cleaning the ComTerminal

The ComTerminal's front panel is made of glass and therefore it is absolutely waterproof. The rear casing is made of a plastic, but there are small openings (for microphone, loudspeakers ...) through which water can ingress. This must not happen!

The front panel is suitable for a simple and effective wipe disinfection. Before you can clean the front panel you have to put the buttons out of operation to prevent faulty activations.

1. Put the buttons out of operation by pressing the **Clean** key.
2. ✓ For at least 10 seconds (adjustable) the buttons are out of operation.
3. Wipe the front panel.
4. ✓ The buttons will automatically return to operation.

Activation of privacy feature

If you do not want that other persons can listen into this patient room via the room's ComTerminal although staff is in the room, you may manually activate the privacy feature:

- Press the ⌇ function key.
- ✓ The display will show ☎. ("receiver on-hook"). Privacy is activated.
- For de-activating the privacy feature press the ☎ function key.
- ✓ The display will show ⌇ ("receiver off-hook"). Die Privacy is de-activated.