



User Guide

ComStation IP

Article no. 76060650

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1. Safety instructions

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1.1. General safety instructions



WARNING

Please follow the safety instructions below for the safety of staff and patients:

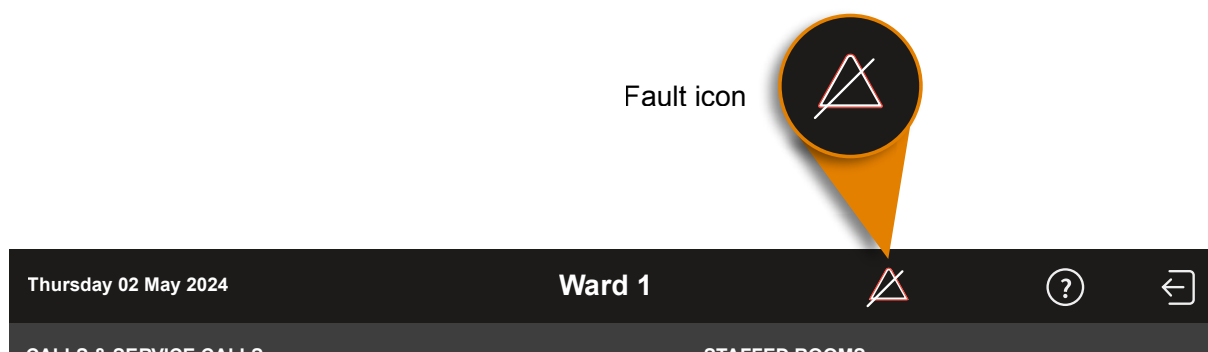
- Before the device can be used, it has to be put into operation by a technician, see Section 13: “Putting the device into operation” (page 127).
- This user guide assumes that you are familiar with the nursing procedures in hospitals.
- You must acquire sufficient knowledge about operating and using the nurse call system via suitable measures such as training sessions. The measures must be repeated if necessary. This user guide assumes that the reader possesses sufficient knowledge.
- Make sure that all connecting cables of the device are always connected.
- Never place the device in a humid environment. Take care that it does not become wet. The device is powered by electricity and thus should not be exposed to moisture.
- Bright sunlight can impair the readability of the display. Place the device in a non-reflective location.
- The device is under the prescribed limits regarding electromagnetic compatibility. Nevertheless, faults can occur in individual cases and under certain conditions. In this case, you must increase the distance between the affected devices or take appropriate measures to eliminate the faults.
- Never open the housing of the device. In case of a fault, return the device to the supplier.



WARNING

This device cannot be used to send an emergency call to a police or fire brigade control centre, e.g. to alert the police or fire brigade. This means that you cannot call the European emergency number 112 with this device.

1.2. If a fault is displayed...










If the fault icon appears in the status bar, you must deal with it immediately.


There is a fault in the nurse call system. This means that perhaps you can no longer be called from every room.

If the acoustic fault indication on your device is enabled, you will also be acoustically alerted about the fault by a sound sequence.


1. Tap the fault icon in the status bar.

All rooms in your ward with faults are displayed on the right of the screen under the heading **FAULT HANDLING**. The acoustic fault indication is turned off.


SETTINGS		FAULT HANDLING	
	Ward coupling	Location	Fault description
	Shift		
	Volume		
	Language		
	English		
	Fault handling 		
	1 Fault		
	Displayed Call types		




HOME



ANNOUNCE



CALL



SETTINGS



NOTICE

In the online help of the SystemOrganizer configuration software, the technician is informed about the meaning of the location and the address.

2. Inform a responsible technician about the fault. S/he will then deal with correcting the fault.
3. Tap **HOME** to return to the home screen.

The home screen is displayed. You can resume work.

As long as not all faults have been rectified, the fault icon is displayed in the status bar.

4. Make sure that the patients in the rooms with a fault are still cared for optimally. Observe the signalling of the room lamps.

1.2.1. Fault Acoustic

The acoustic fault indication sounds when a new fault occurs.

The acoustic fault indicator is switched off when the fault has been resolved or when you tap the fault symbol in the status bar to display the faults. In the second case, the acoustic fault indicator is switched off even though the fault has not yet been resolved.



NOTICE

It may be that faults are not signalled acoustically, i.e. the acoustic fault indication does not sound. To find out whether the indication is switched on or off, tap on **SETTINGS** in the home screen. In the **SETTINGS** window that appears, tap on **Setup**. On the right of the screen, under the heading **Fault Acoustic**, you will see the current setting for the acoustic fault indication.

1.3. If the connection to control unit is interrupted...



Fault

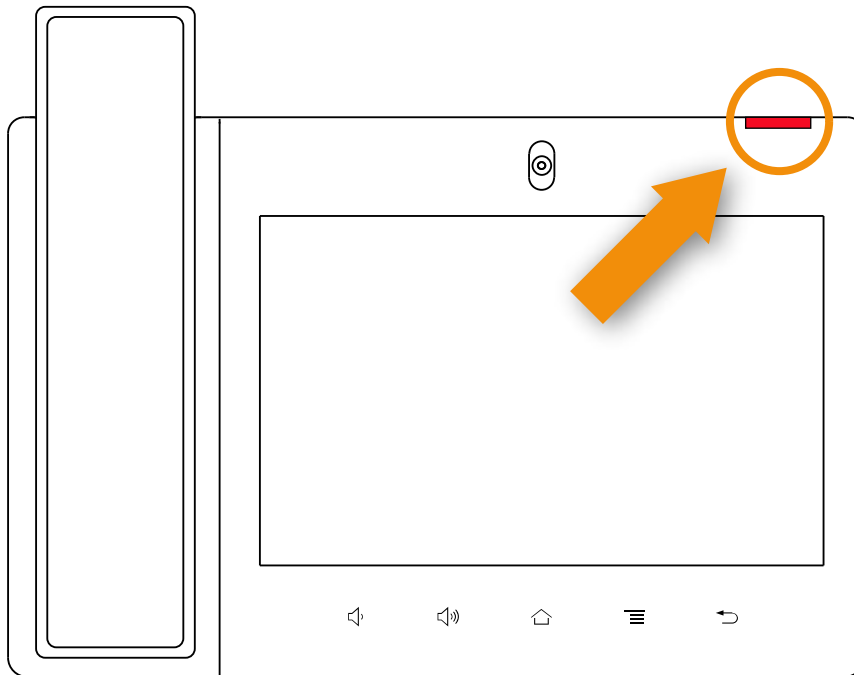
Connection to control unit is interrupted.
Device is not ready for operation.
Inform a responsible technician.

If Connection to control unit interrupted is displayed, call handling is not possible. You must act immediately.

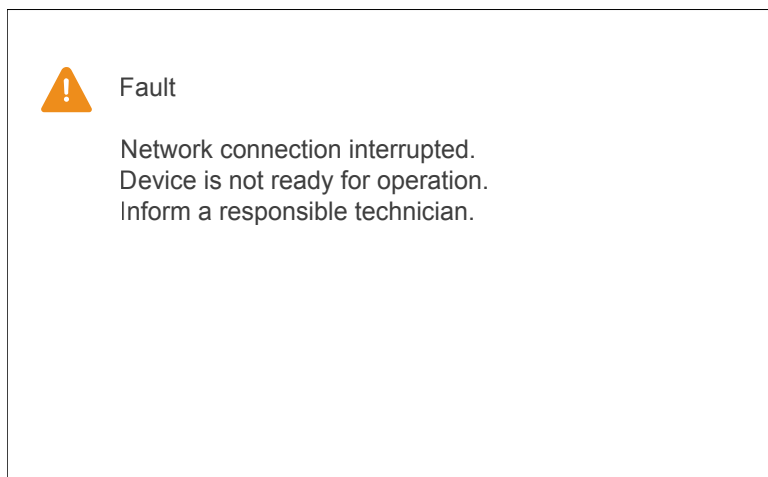
The connection of the ComStation IP to the IP-SystemManager control unit is interrupted. This means that the connection of the ComStation IP to the nurse call system has failed. Calls are not displayed and cannot be handled.

1. Inform a responsible technician about the fault. S/he will then deal with correcting the fault.
2. Make sure that the patients are still cared for optimally. Observe the signalling of the room lamps.

1.4. If the indicator on the device is solid red...



The message **"Network connection interrupted"** is displayed on the ComStation IP screen.



If the device status indicator in the upper right corner is solid red, call handling is not possible. You must act immediately.

The network connection of the ComStation IP is interrupted. This means that the ComStation IP connection to the nurse call system has failed. Calls are not displayed and cannot be handled.

1. Inform a responsible technician about the fault. S/he will then deal with correcting the fault.
2. Make sure that the patients are still cared for optimally. Observe the signalling of the room lamps.

2. Basic knowledge

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2.1. Software revision

The ComStation IP is an app that runs on a GRANDSTREAM device.

The help is integrated into the app. The content of the help is also available as a PDF manual (article no. 00881504).

This help revision 1.0 applies to software revision 2.0.0 of the ComStation IP app. This help remains valid in subsequent software revisions until a software update is delivered with a new help.

2.2. Nurse call system of the Flamenco system family

The Flamenco system family includes nurse call systems for hospitals, nursing homes and similar facilities.

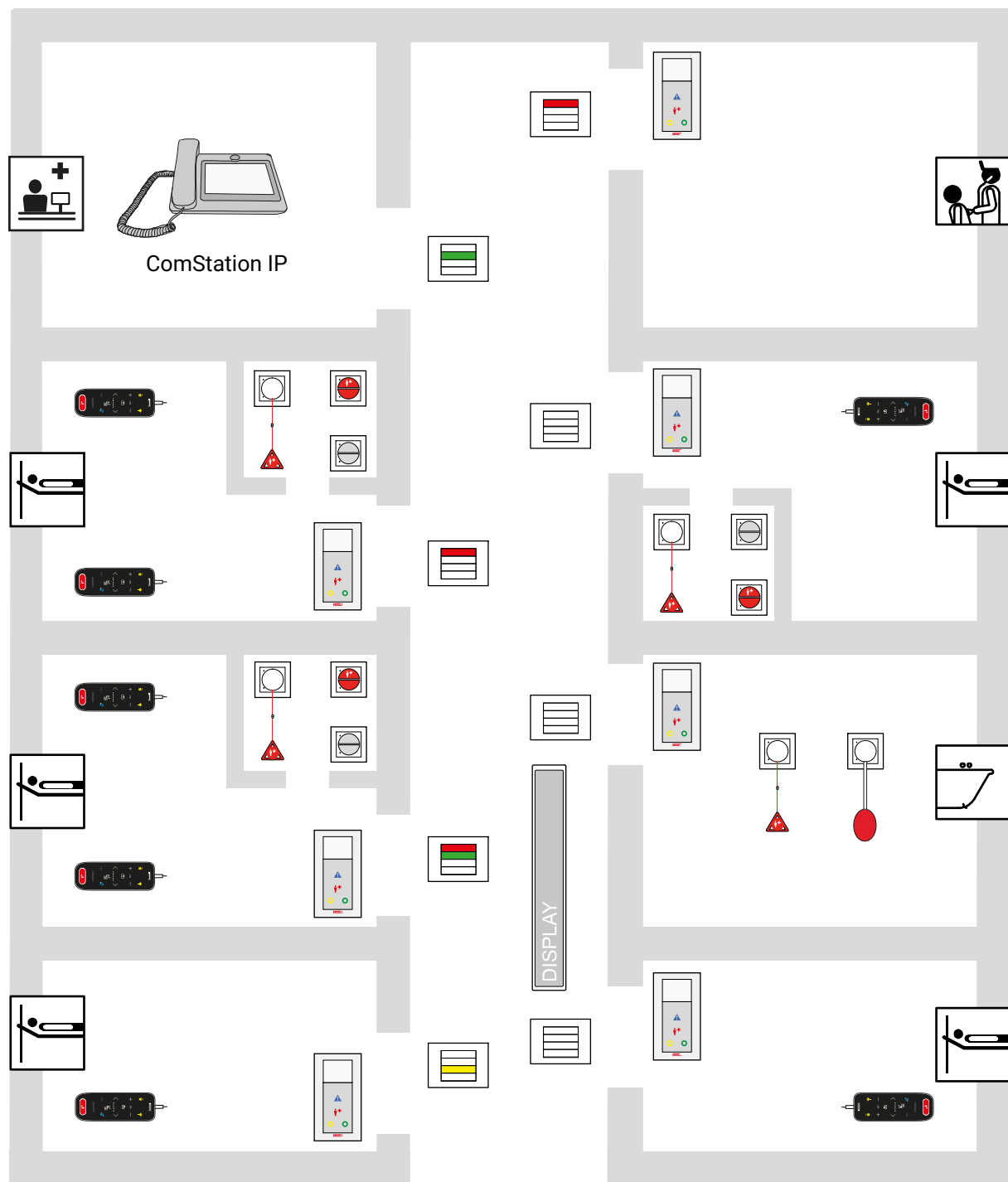
If a patient needs help, he or she presses the call button on his or her call device (e.g. ePat® lite or Patient handset). The call is displayed on the ComStation IP, i.e. the call handling console at the ward's nurse station, and then answered.



The staff at the ComStation IP asks the patient about the reason for the call and decide whether medical staff are required. The staff at the ComStation IP then determines in which rooms medical staff are present. This is because they press so-called presence buttons when entering the room, which is also displayed on the ComStation IP. The staff at the ComStation IP informs medical staff which room help is needed.


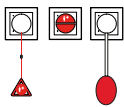



Medical staff hurries to the call location. A red light above the door of the patient's room also indicates the call location. In the room, the medical staff cares for the patient and then turns off the call when leaving the room. All signals indicating the call go out.

Calls to which no speech connection has yet been established, i.e. which have not yet been answered, are called fresh calls. Calls which have been answered but not yet cancelled are called answered calls.

2.3. Exemplary ward



	Room lamp
	ComTerminal

	ePat® lite
	Various call switches
	Cancel switch/WC
	Corridor display
	ComStation IP

2.4. What else you need to know

2.4.1. Announcements

In addition to call handling, the nursing staff can also use ComStation IP to make announcements, either to staff only or to all rooms in the ward.

2.4.2. Staff groups

A distinction is made between two staff groups so that the staff at the ComStation IP can immediately contact the correct medical staff. Each staff group has its own presence button in the rooms (staff 1 = green, staff 2 = yellow). You will need to enquire as to which staff in your institution are behind the designations, as this has been determined in your institution. Example: Staff 1 = nursing staff, staff 2 = doctors.

2.4.3. Privacy

Although it is possible to talk to the rooms from the ComStation IP, it is not possible to listen in on the rooms unnoticed. This is because each room has a privacy function, a technical facility that makes listening in impossible. It is only deactivated when a call is raised in the room or when staff switch on their presence in the room. It is also possible to switch on the privacy function manually, even though presence is switched on.

Exception: children's rooms: It is possible that rooms have been set up as children's rooms in the nurse call system. In these rooms, the privacy function is always deactivated. To ensure that patients receive the best possible care, you can listen in to these rooms if necessary, even if there is no call and no staff are present in the room. The system administrator will inform you which rooms have been set up as children's rooms.

2.4.4. Call forwarding

As a rule, calls are displayed and answered at the ComStation IP at the nurse station. If the ComStation IP is unoccupied, the calls are automatically forwarded to the rooms in which staff have switched on their presence. The calls can then be answered by the medical staff in the room via the ComTerminal IP.

2.4.5. Ward coupling

During periods of low activity, several wards can be organisationally coupled together. This means that all calls from the coupled wards are displayed and answered in the coupled wards.

2.4.6. Zones and shifts (zone nursing)

Wards can be divided into smaller organisational units (zones). Calls from a zone are then only forwarded within that zone. The zones can be reorganised during the course of the day (shift operation).

2.4.7. Service call

The ComStation IP can also be used to display and handle service calls. The 'service call' call type allows patients to request non-medical services. The special service call button on the ePat® lite patient control unit is used to raise a service call.

Ask the system administrator whether the call type 'service call' is set up for you. The ComStation IP can be set up so that it does not receive service calls, or so that it receives service calls and all other call types, or so that it only receives service calls.

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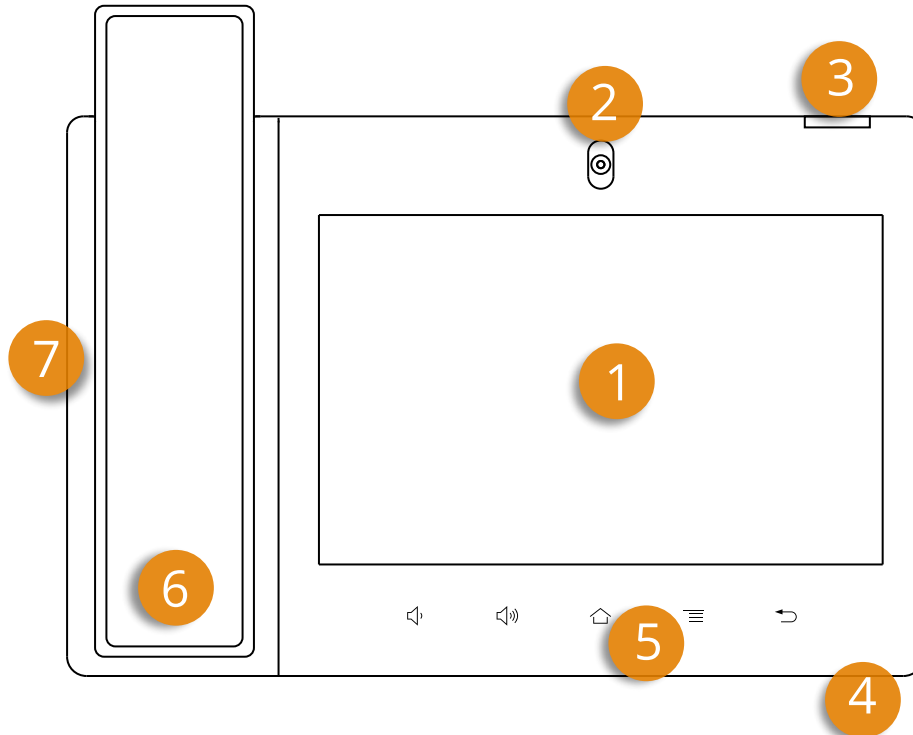
The ComStation IP is a call handling console for the ward's nurse station. One ward is managed from the ComStation IP.

In the following cases, the managed area is not the same as the ward:

- Ward coupling, see Section 10: "Ward coupling" (page 113).
- Shift operation, see Section 11: "Shift operation" (page 117).

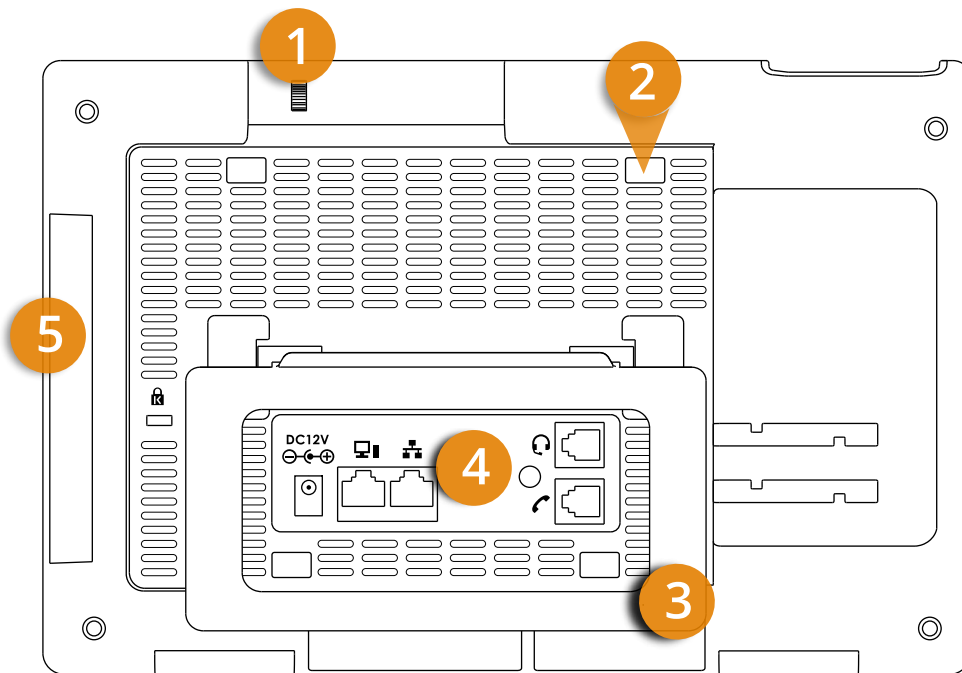
3.1. Device views

3.1.1. Top view



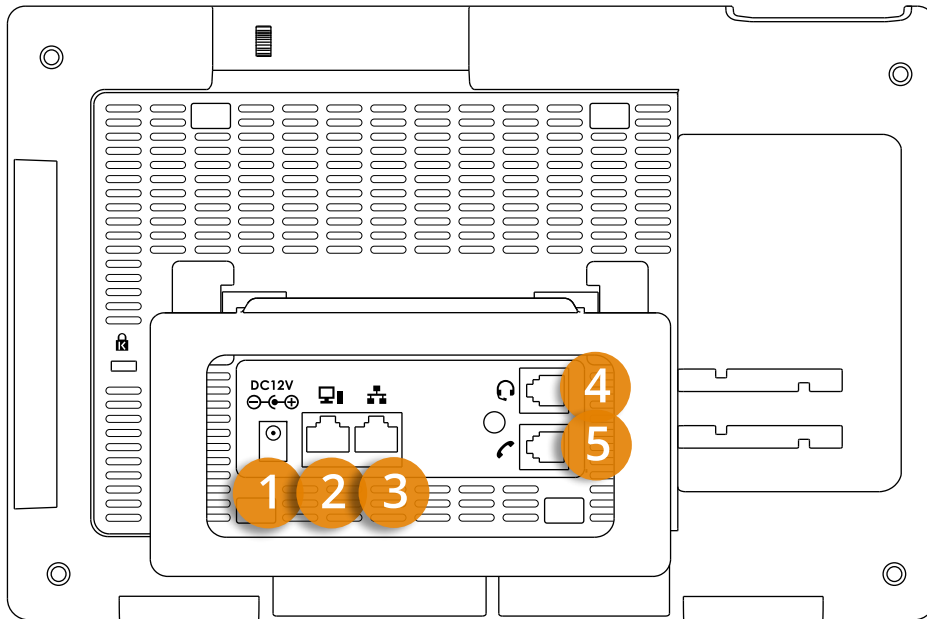
[1]	Touch screen
[2]	Camera (not used)
[3]	Device status indicator, see ???
[4]	Microphone (for hands-free speech)
[5]	Touch keys on the device
[6]	Handset
[7]	Loudspeaker under the handset (for hands-free speech)

3.1.2. Bottom view



[1]	Camera adjusting wheel (not used)
[2]	Four slots for the optional wall mount
[3]	Built-in device stand for desktop installation
[4]	Ports
[5]	Cover for (unused) side ports

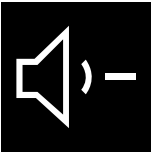


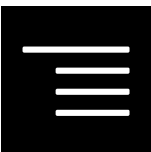
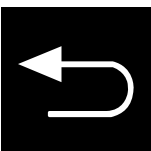
3.1.3. Connections



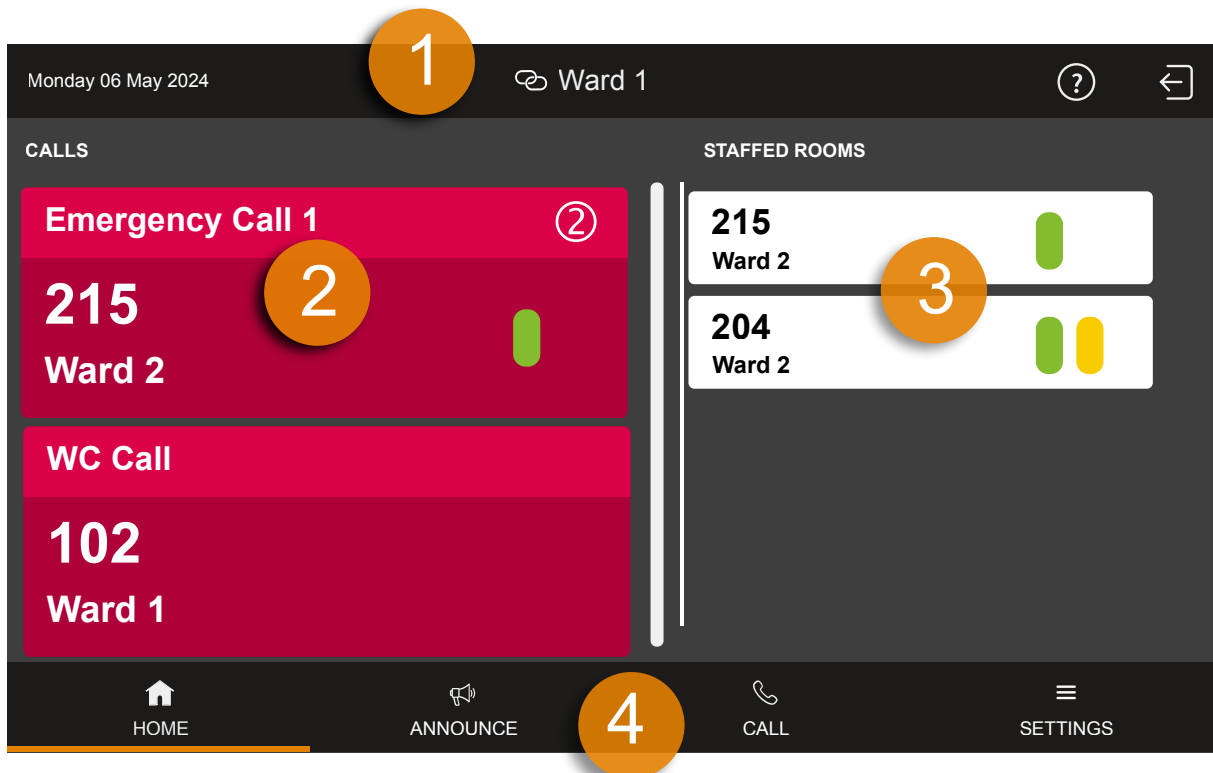
[1]	Power jack for 12 V DC power adaptor
[2]	PC port (not used)
[3]	LAN port
[4]	RJ9 headset connector port (not used)
[5]	RJ10 handset connector port

3.2. Touch keys on the device



[1]		<p>Current volume down</p> <p>Tap and hold to decrease the current volume of the ComStation IP.</p>
[2]		<p>Current volume up</p> <p>Tap and hold to increase the current volume of the ComStation IP.</p>
[3]		<p>Home</p> <p>Tap to return to the home screen.</p>
[4]		<p>Menu</p> <p>Tap to open the ComStation IP menu: Home, Announce, Call, Settings.</p>
[5]		<p>Back</p> <p>Tap to return to the previous screen.</p>






3.3. Home screen



[1]	Status bar
[2]	Call list
[3]	Staff list
[4]	Menu bar


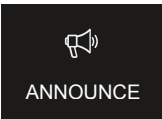
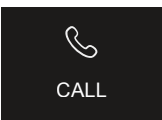
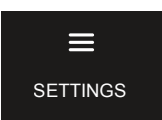
3.3.1. Status bar



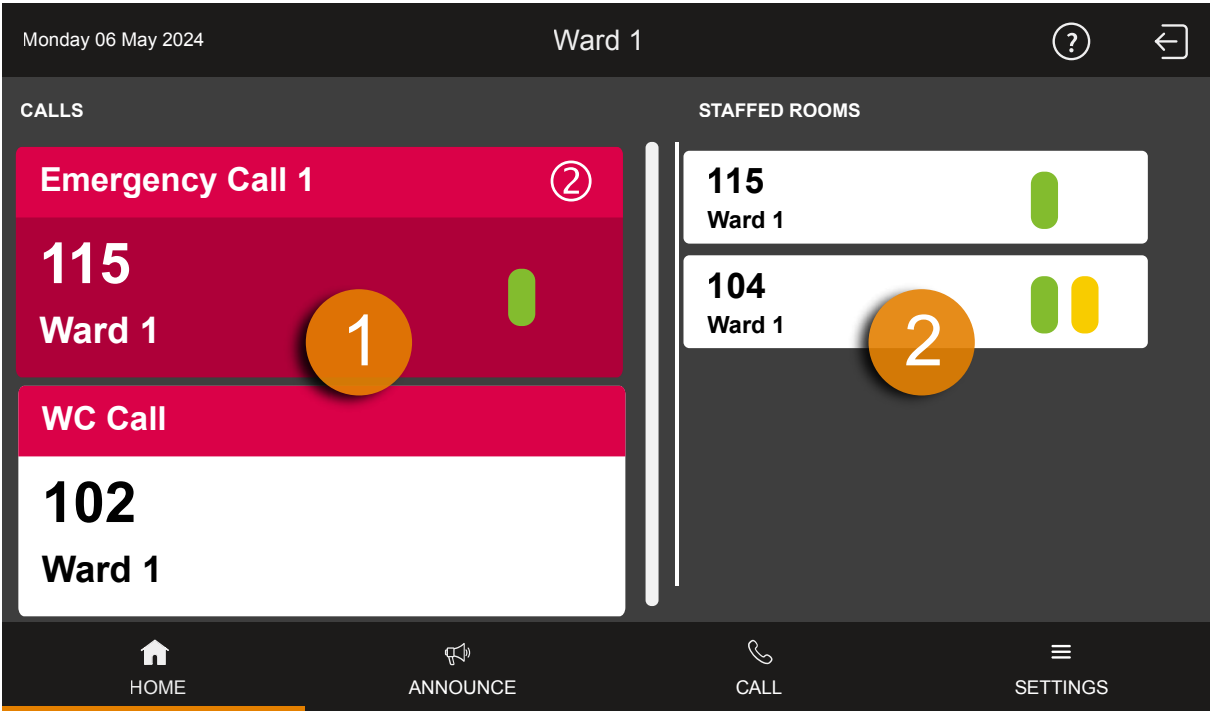
[1]	Date display	
[2]	Display of the current operating mode:	
		Ward coupling This ward is coupled with at least one other ward. For details see Section 10: “Ward coupling” (page 113).
		Shift operation This ward is divided into zones. For details see Section 11: “Shift operation” (page 117)
[3]	Ward name	
[4]		Fault icon There is at least one fault in the nurse call system! Tap to find out about the fault. Read Section 1.2: “If a fault is displayed...” (page 7).
[5]		Get help Tap to open this user guide.
[6]		Log out Tap to log out. For details see Section 4: “Log in / Log out” (page 29).



3.3.2. Menu bar



[1]		HOME Tap to return to the home screen.
[2]		ANNOUNCE Tap to open the announce menu, see Section 8: “Announcements” (page 99).
[3]		CALL Tap to open the call menu, see Section 9: “Calling” (page 103).
[4]		SETTINGS Tap to open the settings menu.

3.3.3. Call list and staff list



[1]	<p>Call list</p> <p>Display of calls in the managed rooms. Fresh calls flash.</p> <p>By tapping a call, you answer the call, see Section 6.4: “This is how you handle a call” (page 47)</p> <p>NOTE! If the heading of the call list is different than CALLS, read Section 7.5.1: “Raising a Service Call” (page 74).</p>
[2]	<p>Staff list</p> <p>Display of presence messages in the managed rooms. Chronological order. The oldest message is shown at the top.</p> <p>By tapping a presence message, you establish a speech connection to the staff, see Section 6.4.2: “Speaking to staff” (page 49)</p>
	<div></div> <div>Green indicator when Presence 1 is switched on.</div>
	<div></div> <div>Yellow indicator when Presence 2 is switched on.</div>

4. Log in / Log out

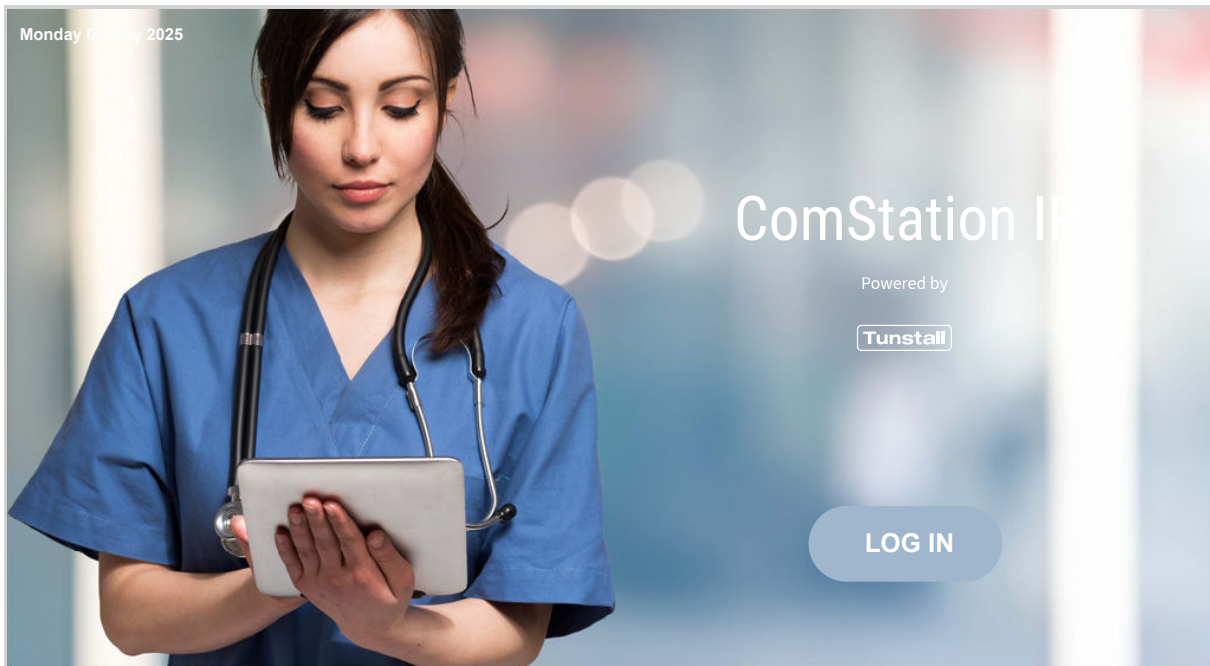
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Before you start working on the ComStation IP, you must log in. When you leave the ComStation IP, you must log out.

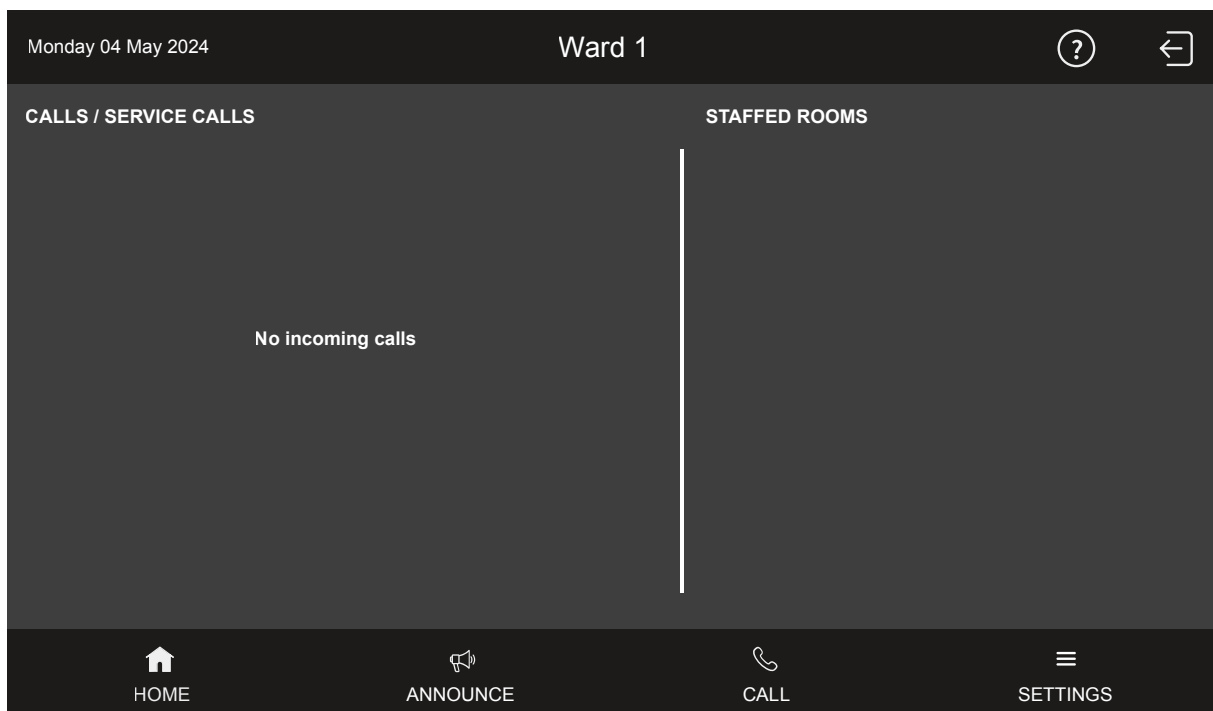
4.1. Log in

The ComStation IP is always on. Before you log in, you will see the login screen:



- Tap **LOG IN**.

You are logged in. The home screen of the ComStation IP appears:



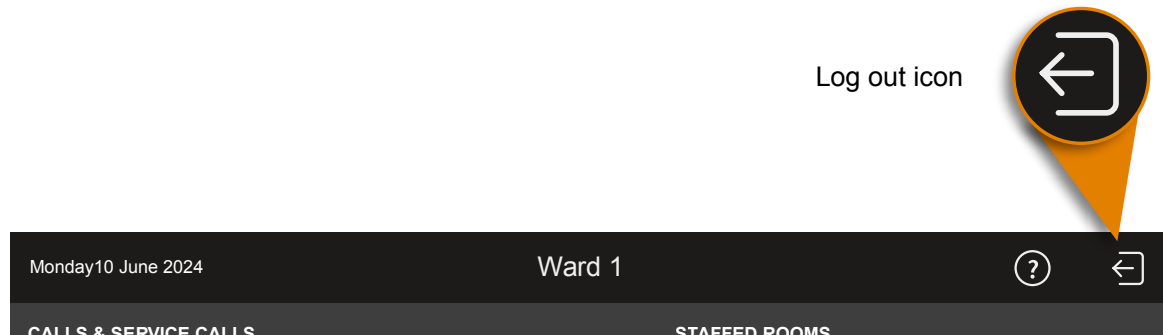
4.2. Log out

Each time you leave the ComStation IP, you should log out. Calls for your ComStation IP will then be transferred to another call handling console or will be forwarded to the ward.

If you do not log out when you leave the ComStation IP, the calls will still be forwarded but only after a pre-set time delay.

This is how you log out:

1. Tap the log out icon at the top right of the home screen:



The following message is displayed: **"Are you sure you want to log out?"**

2. If you want to log out, tap **"YES, LOG OUT"**.

You are logged out. The log in screen is displayed.

5. Speech connections

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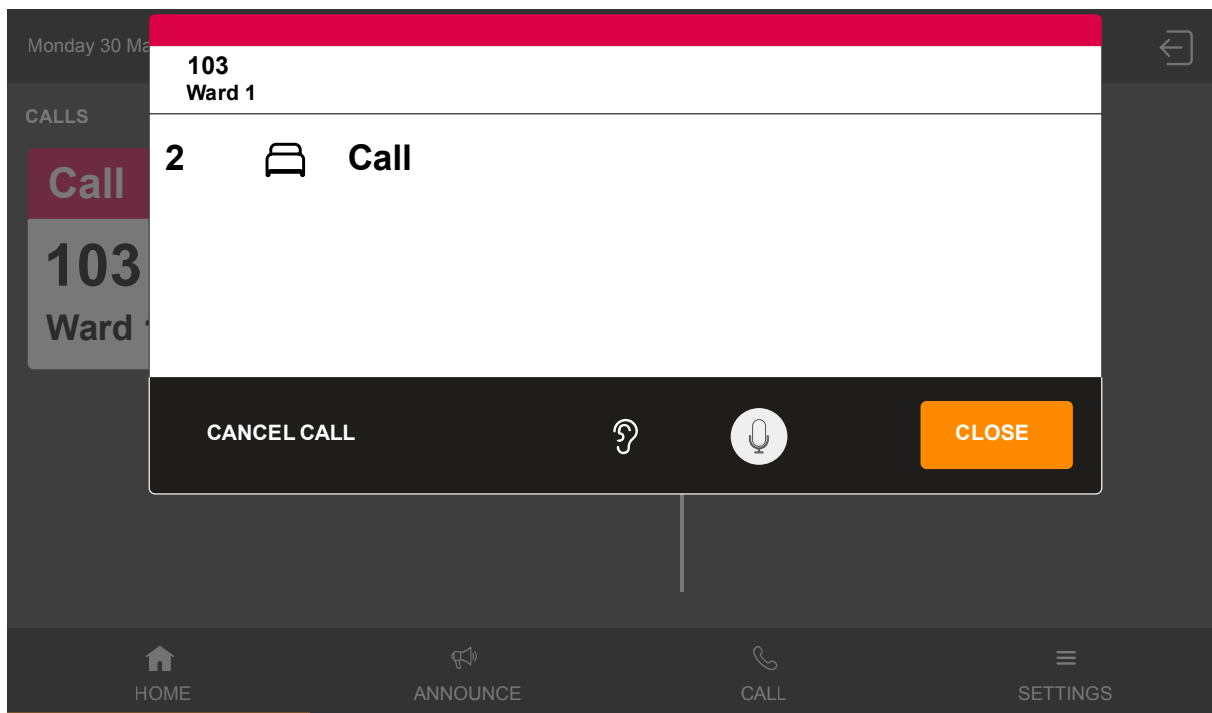
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5.1. Speech connections at the ComStation IP

You can establish speech connections to rooms on your ward from your ComStation IP. For example, you speak to patients who have called, or with medical staff, to organize help.





You will learn how to establish speech connections in various situations in this user guide. In all cases, a window will appear when a speech connection has been established.


Example of a window during a speech connection:



5.2. Status of the speech connection

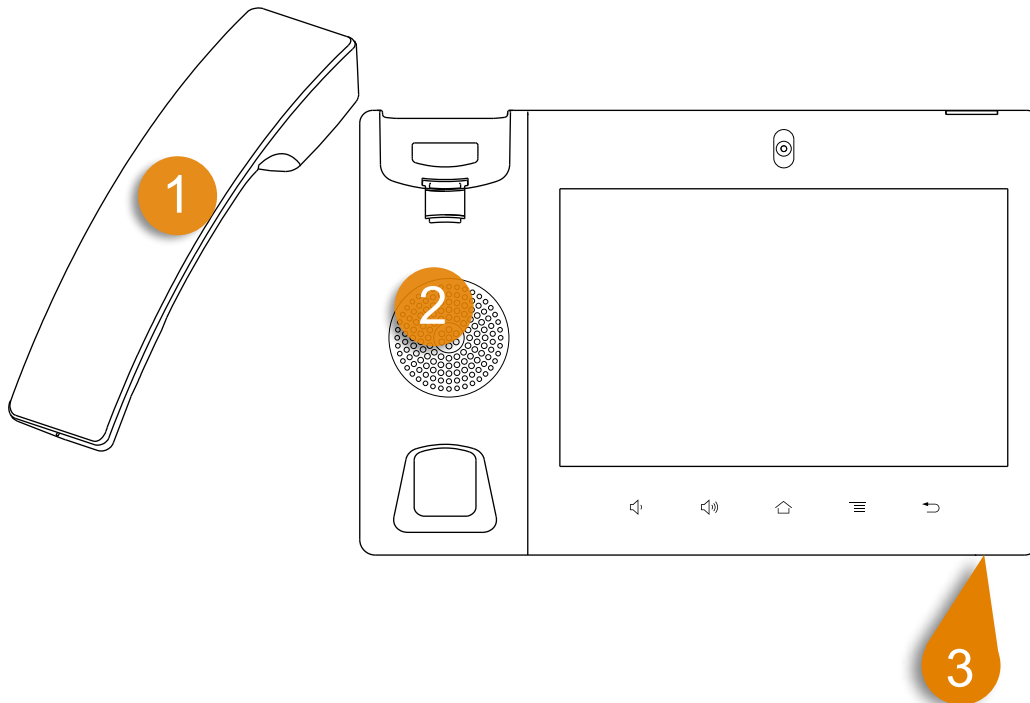
The status of the speech connection is shown in the window using the following icons:

	Privacy in the room You cannot listen to what is said in the room.
	No privacy in the room You can listen to what is said in the room.
	No privacy on your ComStation IP Your microphone is turned on. The person in the room can hear you.
	Privacy on your ComStation IP (mute) Your microphone is turned off. The person in the room cannot hear you.

	NOTICE Timeout! If you do not close a speech connection within one minute, it is automatically closed.
---	--

5.3. Hands-free speaking or using the handset

The ComStation IP provides you with two speech facilities: The hands-free facility, i.e. microphone and loudspeaker, and the handset.




[1]	Handset
[2]	Loudspeaker
[3]	Microphone

If the handset is picked up when establishing a speech connection, the call is conducted with the handset. When you replace the handset, the speech connection is closed.

If the handset is on-hook when the speech connection is established, the call is conducted via the hands-free facility. You can switch to the handset during this speech connection by lifting the handset.

5.4. Volume keys

	Increase volume of the ComStation IP by tapping the touch key on the device.
	Decrease volume of the ComStation IP by tapping the touch key on the device.

You can adjust three different volume settings with the volume keys:

- If there is no speech connection, tapping the volume keys adjusts the volume of the system sounds (calls, faults).
- If there is a speech connection via the handset, tapping the volume keys adjusts the volume of the handset.
- If there is a speech connection via the hands-free facility, tapping the volume buttons adjusts the volume of the loudspeaker.

**NOTICE**

The sound cannot be turned off completely. It can only be reduced to a minimum volume.

The settings are permanent, i.e. they only change if you change the setting.

6. Handling calls

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6.1. Call types and categories

We differentiate various call types. It is important that you know these types of calls as they will give you a hint towards the kind of assistance the patient requires. The call types are divided into three categories: Calls, emergency calls and alarms. The call categories are distinguished by their level of urgency.

Call category	Call type	Meaning
Calls (low priority)	Call	This type of call can be raised in two ways: <ul style="list-style-type: none"> • A call device in the room was triggered. • A call device has been unplugged ^a.
	Plug Alert	A call device has been unplugged. ^a
	WC Call	A call was raised in a WC room.
	Door Call	The call button on a door entry speaker was pressed ("rings") to gain access.
	Service Call	A patient has pressed the service call button on the ePat® lite because he or she wants a non-medical service. For details see Section 7.5: "Service Call" (page 74).
Emergency calls (medium priority)	Emergency Call 1	A call was raised with staff 1 present.
	Emergency Call 2	A call was raised with staff 2 present.
	WC Emergency	A WC call was raised with staff present.
	Diagnostic Call	A medical electrical device has raised a call. This could be a monitor, for example, that triggers a call when set limits are exceeded or not reached. Please note Section 7.8.1: "Raising a Diagnostic Call" (page 87).
Alarms (highest priority)	Cardiac Alarm	A blue cardiac alarm button has been pressed. Special staff (e.g. resuscitation team) is required.
	Fire alarm	The fire alarm system is reporting a fire alarm. Please follow the instructions in your facility.

^aWhether unplugging a call device raises the call type 'call' or 'plug alert' depends on technical conditions. For details, see Section 7.2: "Plug Alert" (page 63).

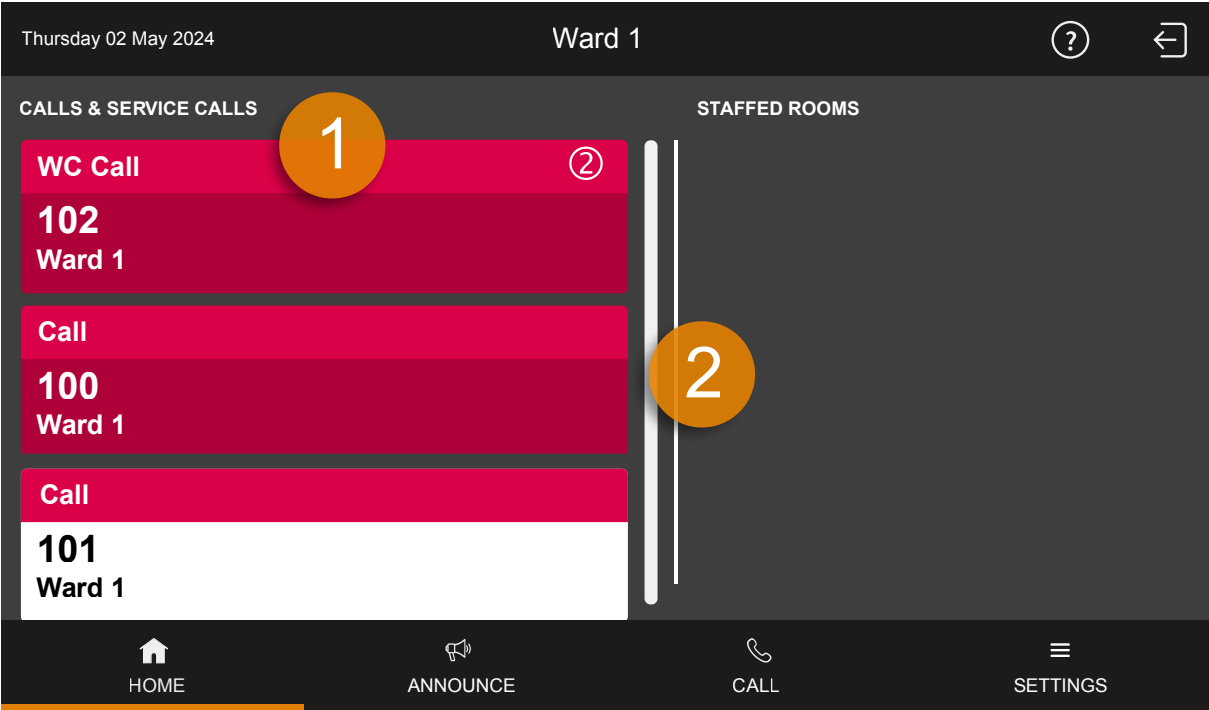


NOTICE

For more detailed information on call types, see Section 7: "Description of call types in detail" (page 57).

6.2. Structure of the call list

The calls from the rooms that are managed by your ComStation IP are displayed on the left-hand side of the home screen in the call list:



[1]	Call list
[2]	Scroll bar

If the list is longer than the visible area, a scroll bar is displayed to the right of the list. To scroll down the list, swipe your finger up the list

6.2.1. Call categories

Flashing sequence

You can see from the flashing sequence of the fresh call to which call category a call belongs:

CALLS & SERVICE CALLS

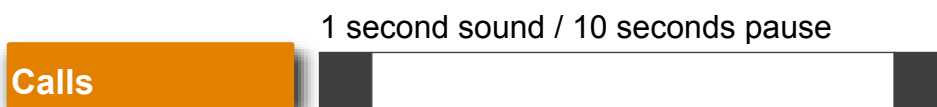
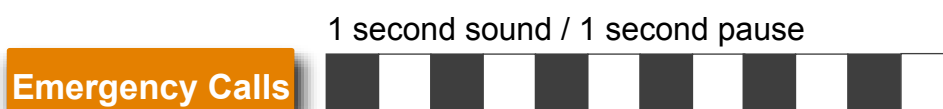
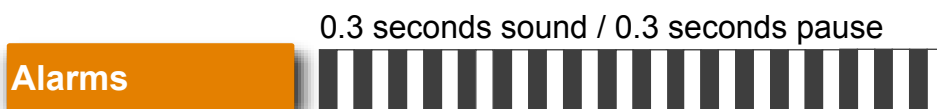
Call Category	Call Number	Location	Flashing Sequence
Cardiac Alarm	115	Ward 1	Alarms: Blue flashes very quickly.
Emergency Call 1	102	Ward 1	Emergency Calls: Red flashes quickly.
Call	101	Ward 1	Calls: Red flashes slowly.

Call Category	Call Number	Location	Flashing Sequence
Service Call	101	Ward 1	Calls - exceptions: Grey flashes slowly.
Door Call	100 Door	Ward 1	Calls - exceptions: Grey flashes slowly.

The calls are arranged according to call categories, i.e. priority levels. The most urgent call is at the top. This means that alarms are at the top, emergency calls below and calls at the bottom. Within the call categories, the oldest call is at the top.

Call tone

You can also identify the call categories by the tone that sounds. The call categories have the following tone sequences:



The higher the priority, the faster the tone sequence. If there are several calls, you will only hear the call with the highest priority.

6.2.2. Call information

In the call list you will find the following information about the calls:



[1]	Call type Note! There is only one entry in the call list per room. If there is more than 1 call in the room, only the call type with the highest priority (according to the definition of the nurse call system) is displayed in the call list, see Section 6.5.1: "Display in the call list" (page 53).
[2]	Call location: Room no.
[3]	Call location: Ward name
[4]	Green indicator when Presence 1 is switched on.
[5]	Yellow indicator when Presence 2 is switched on.
[6]	Number of calls in the room. Value is only displayed if there is more than 1 call in the room.

6.2.3. Fresh and answered calls

After you have established a speech connection to a call location, the call is an answered call. Before that, it is a fresh call. Answered calls appear in the call list below the fresh calls. Answered calls are not signalled acoustically and do not flash. Fresh and answered calls are displayed as follows:

CALLS / SERVICE CALLS

Call	Fresh calls flash. The whole field is displayed in colour.
102	
Ward 1	
Call	Answered calls do not flash. Only the title bar is displayed in colour.
101	
Ward 1	

If there are several fresh calls or several answered calls, the calls are sorted chronologically. The oldest call is at the top.

6.3. Basic procedure for call handling

Call handling always follows the same pattern. You will see this pattern here. Then, we will explain how you carry this out in practice.

On your ComStation IP, one or several calls are shown in the call list. You will handle these calls one after the other.

Calls which you have not yet dealt with are named **fresh calls**. They are flashing in the screen.

You establish a speech connection to a caller. On the screen, the speech connection window appears.

You speak to the caller. In the conversation, you find out which type of assistance is required. Perhaps, a small piece of advice from you will suffice in dealing with the matter. If this is not sufficient, or you cannot speak to the caller at all, for example, if s/he is not responding, you must send staff to assist him/her. You must decide whether this involves staff from group 1 or group 2 and this depends on the situation.

You establish a speech connection with a room where staff is present, and you speak to the staff.

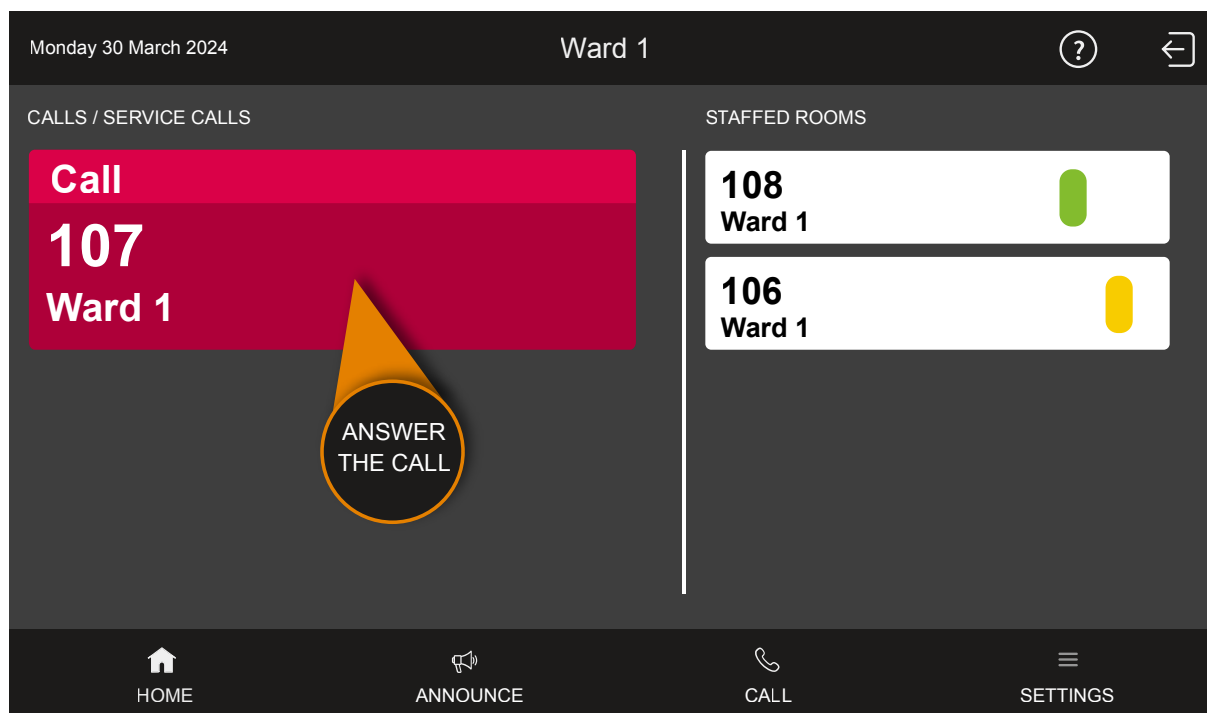
It could be the case that several speech connections are required for the handling of one call. That depends on the individual situation. As long as the call has not been entirely dealt with it is called an **answered call**.

Only when no more action is required the call is **cancelled**. As a rule, the staff cancel the call in the room (by pressing the presence button). The call type "Call" can also be cancelled at the ComStation IP. All other types of calls must be cancelled at their location. After cancelling the call, the call handling procedure is finished.

6.4. This is how you handle a call

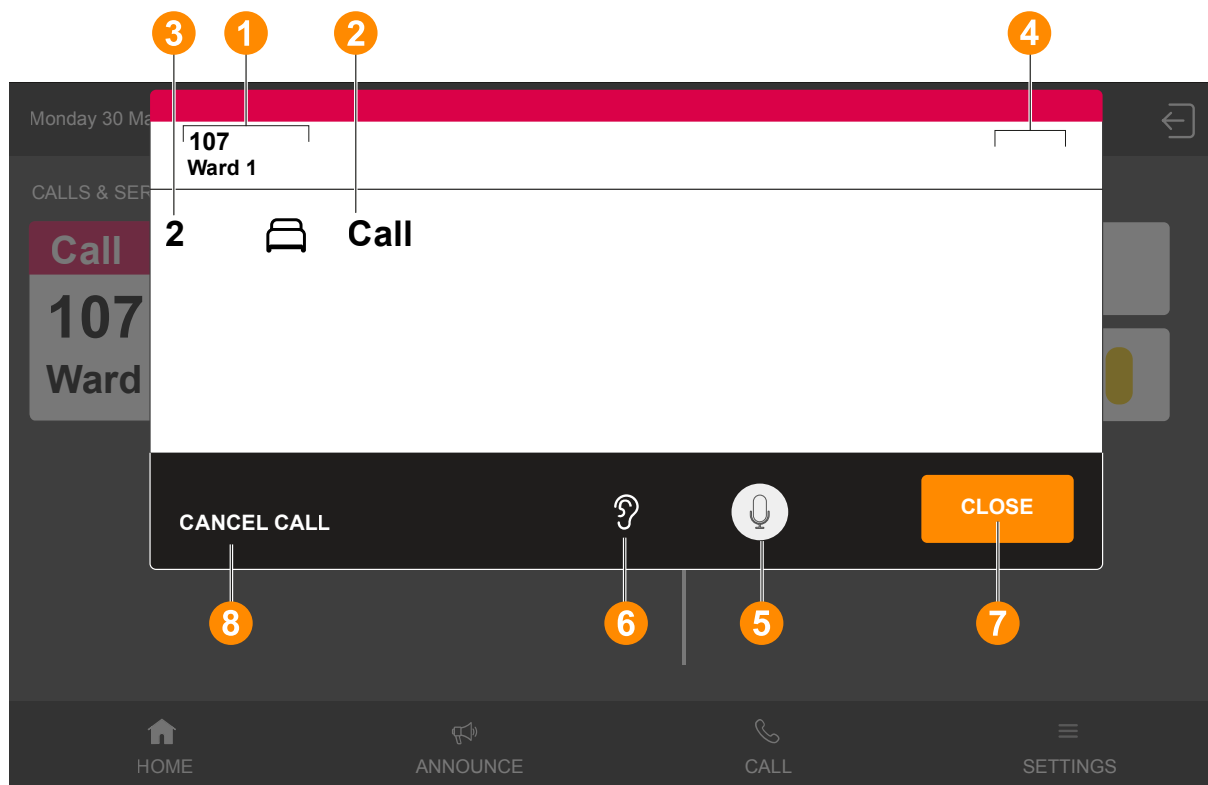
6.4.1. Answer the call




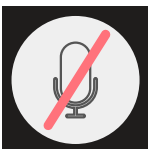
Calls are displayed in the call list. Fresh calls flash. The call with the highest priority (according to the function of the nurse call system) is at the top of the call list. You will hear the call tone for the call with the highest priority.

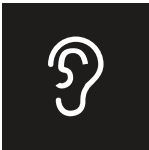


- Answer a call, i.e. establish a speech connection with the call location. To do this, tap the call.

The speech connection window for the call appears. The speech connection is established:



[1]	Room No., Ward	Call location
[2]	e.g. Call	Call type
[3]	1, 2, 3...	Bed number from which the call was raised.
[4]		Green indicator when Presence 1 is switched on.
		Yellow indicator when Presence 2 is switched on.
[5]		Your microphone is turned on. The person at the call location can hear you.
		Mute. Your microphone is turned off. The person at the call location cannot hear you.
Mute button: Tapping the icon toggles between the two states.		

[6]		Information: Privacy is deactivated at the call location. You can hear what is being said in the room.
[7]	CLOSE	to close the speech connection
[8]	CANCEL CALL	to cancel a call of the call type "Call"

If several calls have been raised in a room, they are displayed one below the other in a single window, see Section 6.5: "Several calls in one room" (page 53).

Speak to the caller

1. To speak to the caller, use the handset or the hands-free facility.
2. If you want to hear the person at the other end louder or softer, adjust the volume with the corresponding touch keys on the device, see Section 5.4: "Volume keys" (page 37)

Closing the speech connection

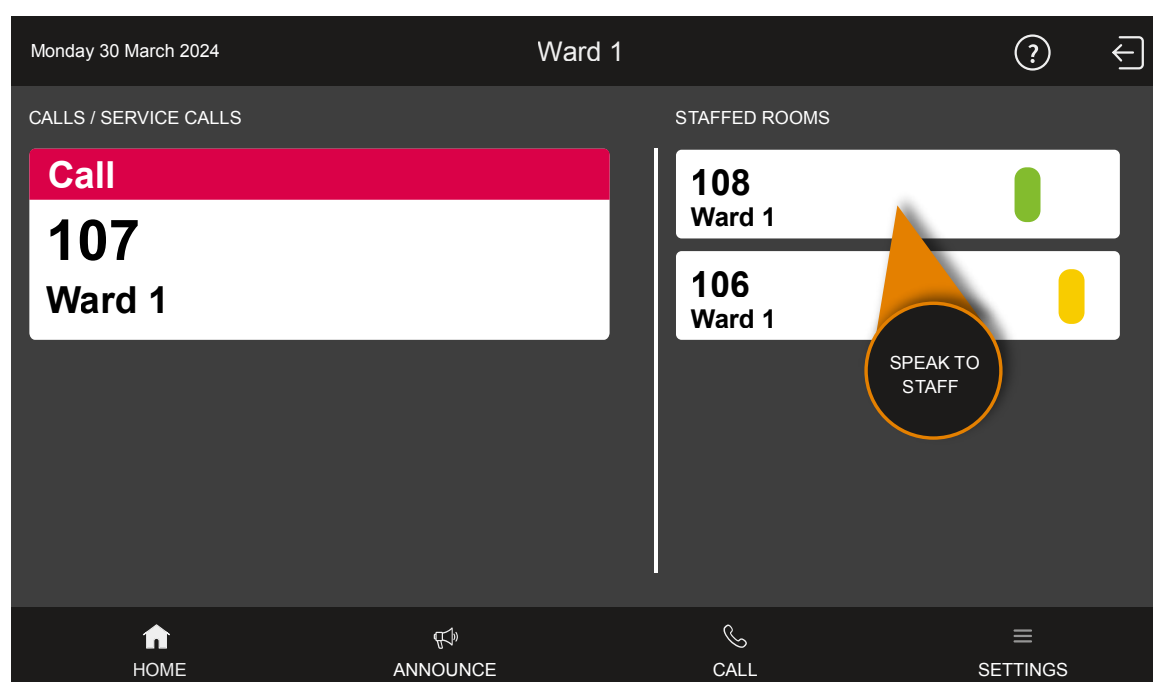
1. To close the speech connection without cancelling the call, tap **CLOSE**. Alternatively, if you made the conversation with the handset, you can simply hang up the handset.

The window for speech communication disappears. The call appears in the call list as an answered call.

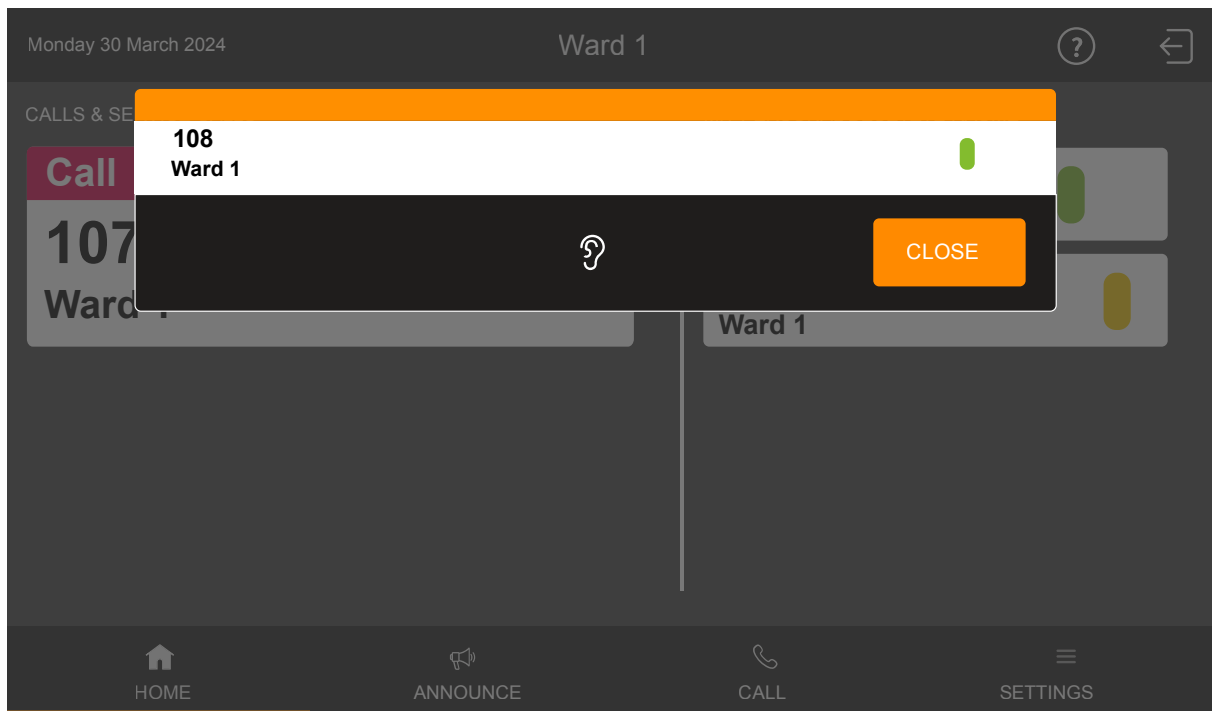
2. You can re-establish the speech connection at any time by tapping on the call.

6.4.2. Speaking to staff

1. First, close the speech connection to the call location by tapping **CLOSE**.
2. Choose appropriate staff from the staff list and tap on the staff.



The speech connection window with staff appears. The speech connection is established:



1. To speak to the staff, use the handset or the hands-free facility.
2. If you want to hear the person at the other end louder or softer, adjust the volume with the corresponding touch keys on the device, see Section 5.4: "Volume keys" (page 37).
3. To close the speech connection tap **CLOSE**. Alternatively, if you made the conversation with the handset, you can simply hang up the handset.
4. If you now want to speak to the caller again, re-establish the speech connection to the call location by tapping on the answered call.

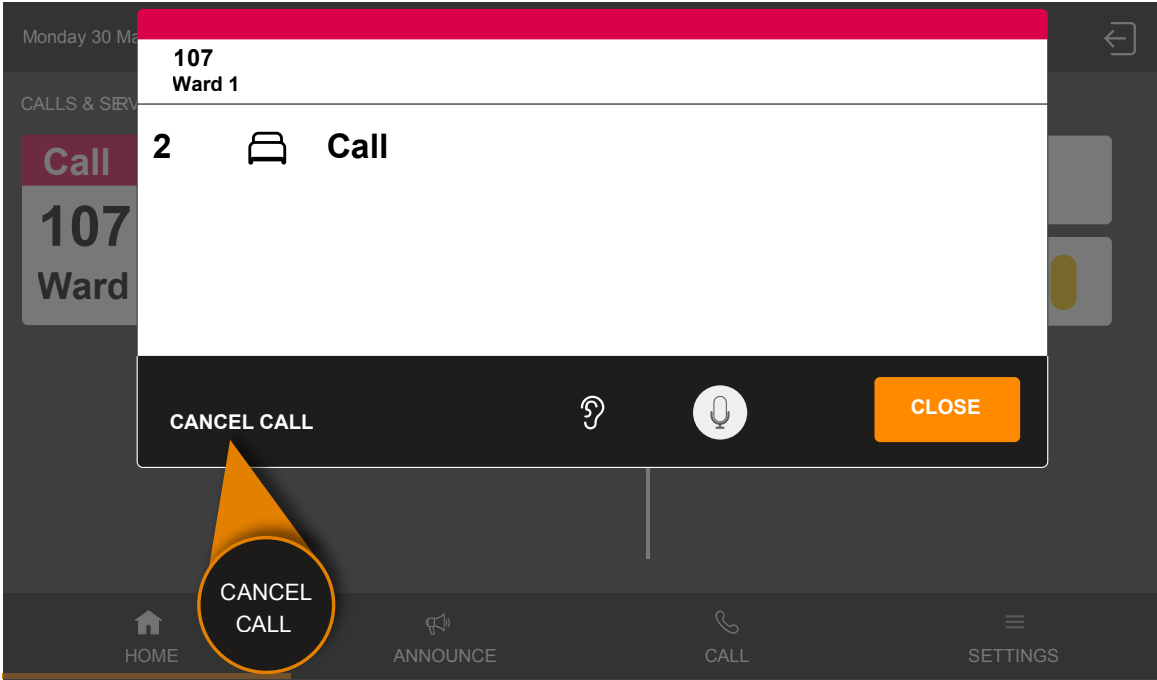
6.4.3. Cancelling the call



NOTICE

You can only carry out remote call cancelling with call types "Call" and "Service Call". All other call types must be cancelled by pressing the presence button in the room or by pressing the cancel switch locally in the WC area.

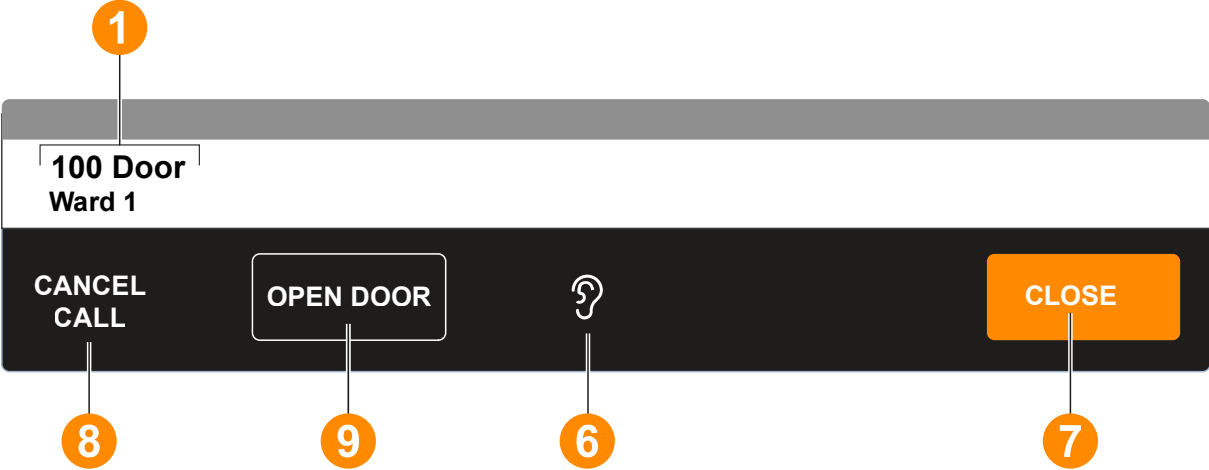
- Tap **CANCEL CALL**.




The call display disappears. The call is cancelled.

6.4.4. Special case: Door call

If you have answered a door call, i.e. have established a speech connection to the door entry speaker, the following window is displayed on the screen:



[1]	Door, ward	Call location
[6]		Information: You can hear what is being said at the door.
[7]	CLOSE	Close speech connection.
[8]	CANCEL CALL	Cancel door call.

[9]	OPEN DOOR	Trigger the door opening mechanism.
-----	------------------	-------------------------------------

You have the option of triggering the door opening mechanism to let the person at the door in, or cancel the call without letting the person in.

You want to let the person at the door in

1. As long as you keep **OPEN DOOR** pressed, the door opening mechanism on the door is triggered.
2. To cancel the call, tap **CANCEL CALL**.

You do not want to let the person at the door in

- Tap on **CANCEL CALL**.

No door opening mechanism is triggered. The door call is cancelled.

6.5. Several calls in one room

There can be several calls in one room at the same time. However, the display of calls is room-based. This means that there is only one entry in the call list for all calls from one room. When answering this "entry", only one speech connection window is displayed.

6.5.1. Display in the call list

There can be several calls in one room at the same time. However, the display of calls is room-based. This means that there is only one entry in the call list for all calls from one room. This entry only shows the call type with the highest priority according to the following criteria:

- The call of the highest call category is displayed.
- Within the same call category, the oldest call is displayed.

<div>Diagnostic Call ③</div> <div>103</div> <div>Ward 1</div>	<p><i>Example Room 103:</i></p> <ol style="list-style-type: none"> 1. Call bed 1 2. Diagnostic Call bed 2 3. WC Call
--	---



NOTICE

If there is more than one call in a room, the total number of calls in the room is displayed in a circle at the top right.

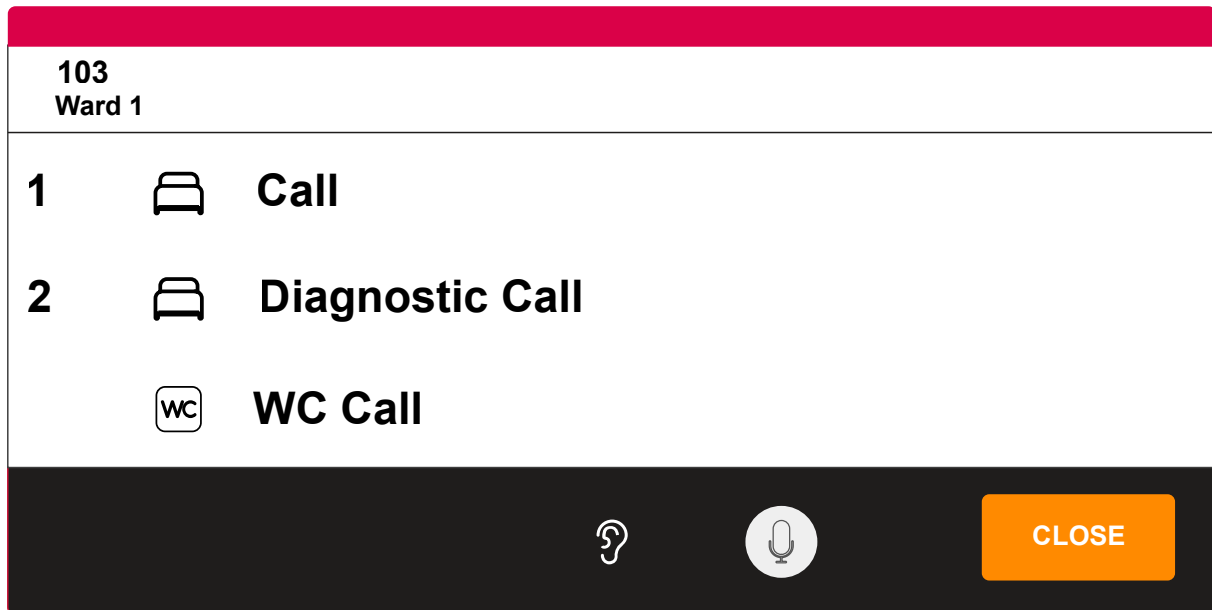
As soon as the room has been "answered", the entry in the call list is displayed as answered.

<div>Diagnostic Call ③</div> <div>103</div> <div>Ward 1</div>	<p><i>Example Room 103:</i></p> <ol style="list-style-type: none"> 1. Call bed 1 2. Diagnostic Call bed 2 3. WC Call 4. Entry answered
--	--

If a new call is raised in the same room before all calls in the room have been cancelled, the entry in the call list is refreshed. If the new call belongs to a higher call category than all other calls, the new call is displayed in the entry in the call list.

6.5.2. Call answer / speech connection

If you tap on the room's entry in the call list, all current calls in the room are answered, i.e. a speech connection is established to the call location and a speech connection window is displayed. All calls are listed chronologically in the window, i.e. the oldest call is at the top. If another call is raised while the speech connection is active, it is entered at the bottom.



Speech connection when answering a call

When you answer the call, the speech connection is established to the ComTerminal in the room.

Exception! In the following case, the speech connection is established to patient control devices at the bed:

At least one call was raised using a patient control device at the bedside (ePat® lite or Patient handset) and all other calls in the room also belong to the call category "calls" (e.g. WC Call or call on a call switch).

Speech connection when an additional call is raised

If an additional call is raised while the speech connection exists, the speech connection is switched to the ComTerminal.

Exception! In the following case, the speech connection to the patient control devices at the bed remains unchanged:

The speech connection was to ePat® lite and/or Patient handset; and the new call also belongs to the call category "calls" (e.g. WC call, call, service call).

Caution! This can result in you being able to remotely cancel a call from an ePat® lite or a Patient handset without having spoken to the patient. Therefore, please note:



CAUTION

If new calls are raised while you are communicating with a patient via the ComStation IP, the room must be visited by staff.

Speech connection when staff arrives at the call location

As soon as staff switches on presence in the room, the speech connection is switched to the ComTerminal.

6.5.3. Call cancellation

Usually, you can remotely cancel the call types "Call" and "Service Call" from the ComStation IP. However, this is not possible, if there are several calls in the room. The **CANCEL CALL** button is not available. All calls must be cancelled at the call location.

Exception:

If all calls in the room belong to the call category "Calls" and the call type "Call" or "Service call" was raised first by all calls in the room, the **CANCEL CALL** button is available. If you tap on this button, all calls of the call types "Call" and "Service Call" in the room are cancelled. The remaining calls are only answered calls.

103
Ward 1

WC Call

1 Call

CLOSE

CANCEL CALL button not available.

103
Ward 1

1 Call

WC Call

CANCEL CALL

CLOSE

Exception!
CANCEL CALL button available.

7. Description of call types in detail

Contents

7.1. Call type "Call"	58
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7.7. WC Emergency	82
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7.9. Cardiac Alarm	91
7.10. Fire alarm	95

7.1. Call type “Call”

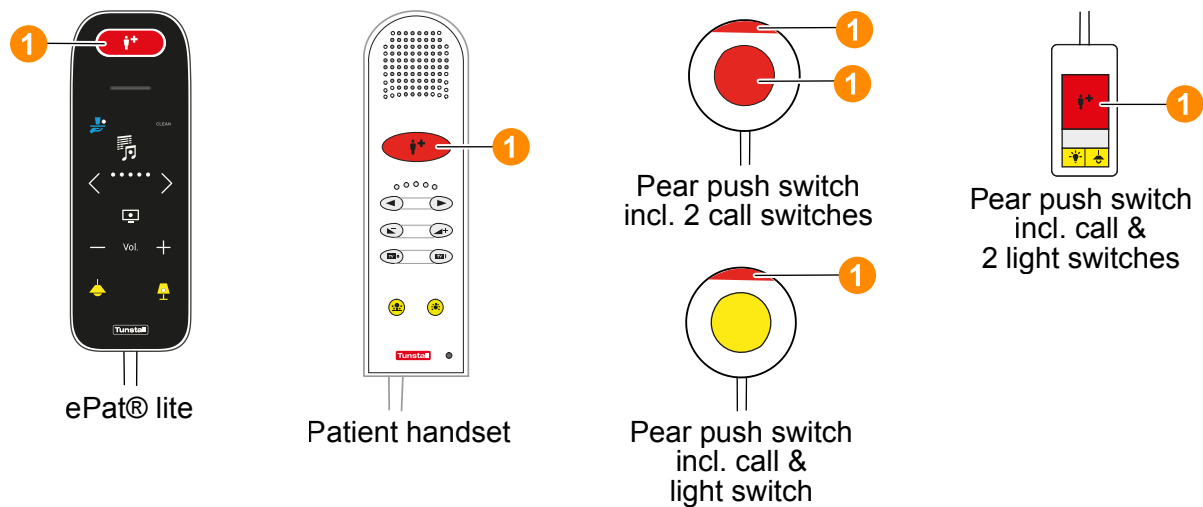
7.1.1. Raising a “Call”

The call type “Call” can be raised in two ways:

- A call device in the room is triggered while no Presence is switched on.
- A call device is unplugged from the socket.

Call device in the room is triggered while no Presence is switched on.

One of the following call devices is usually available at the patient bedside:

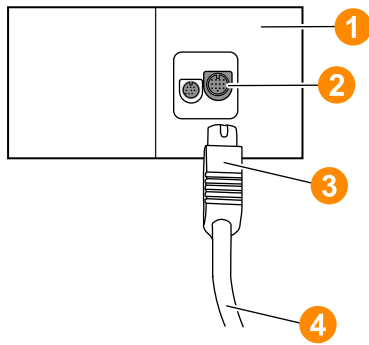


[1]	Call button
-----	-------------

A call device is unplugged from the socket.

Unplugging a call device from the socket also raises the “call” type of call.

Call devices with plug are ePat® lite, Patient handset, pear push switch and diagnostic call device.



[1]	Connection socket
[2]	Socket
[3]	Plug
[4]	Call device with plug

**NOTICE**



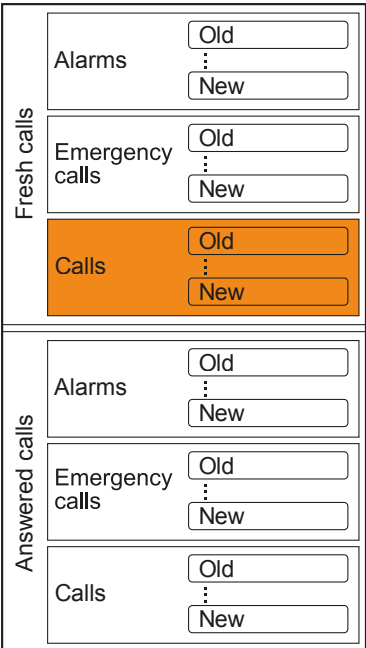
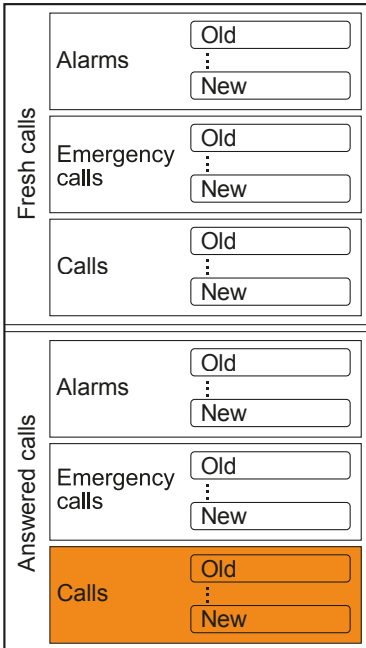
Unplugging a call device always raises a call. Depending on the technical conditions, the raised call type can be "Call" or "Plug Alert". The "Plug Alert" is a technical innovation that can be used in Tunstall nurse call systems since 2023. You can find out whether a "Call" or a "Plug Alert" is raised at a particular socket by unplugging a call device and checking which call type is displayed on the ComStation IP.

Presence switched on while plug is unplugged

The following functionality is intended to prevent the intentional unplugging of call devices by staff from raising a fresh call:

If presence is switched on at the call location when the plug is unplugged, an answered call is raised. This call is cancelled when the staff switches off their presence when leaving the call location.

7.1.2. Display of a “Call” in the call list

	Fresh call	Answered call
Display in the call list		
Flashing sequence	Flashing slowly.	Static display.
Sound sequence	1 second sound / 10 seconds pause.	No call tone.
Position in the call list		

7.1.3. Answer “Call”

- To answer a “call”, tap the entry in the call list.

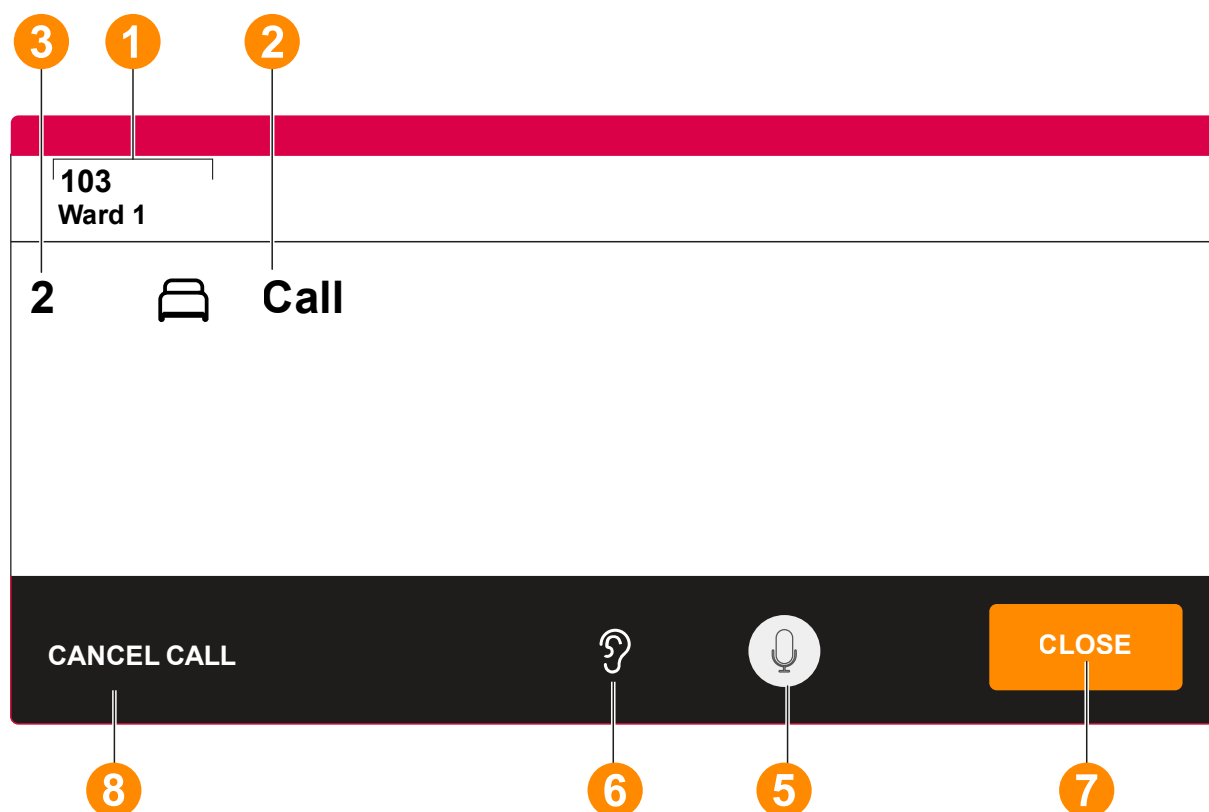
A speech connection is established to the call location. A speech connection window is displayed.

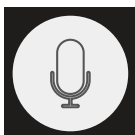
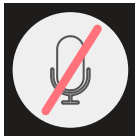
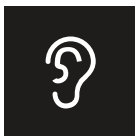
Speech connection

Different devices are used for the speech connection depending on how the call is raised:

- Call button on ePat® lite or Patient handset pressed: Speech connection via this device.
- Call activation via another call device: Hands-free speech via ComTerminal.
- Call device unplugged: hands-free speech via ComTerminal. Bear in mind that the people in the room may not yet know why you are speaking into the room.

Speech connection window



[1]	Room No., Ward	Call location	
[2]	Call	Call type	
[3]	1, 2, 3...	Bed number ^a from which the call was raised.	
[5]		Your microphone is turned on. The person at the call location can hear you.	Mute button: Tapping the icon toggles between the two states.
		Mute. Your microphone is turned off. The person at the call location cannot hear you.	
[6]		Information: Privacy is deactivated at the call location. You can hear what is being said in the room.	

[7]	CLOSE	To close the speech connection without cancelling the call, tap CLOSE . The call is displayed as an answered call in the call list. You can re-establish the speech connection by tapping the answered call. You can speak to staff in another room by tapping the corresponding entry in the staff list.
[8]	CANCEL CALL	When the call handling is complete and no one needs to go to the call location, cancel the call by tapping CANCEL CALL . The call is cancelled and the speech connection is closed.

^aThe bed number was set on the bedside connection socket during installation.

7.1.4. Cancel "Call"

You can cancel the call type "Call" remotely at the ComStation IP or staff cancels the call at the call location.

Cancel "call" remotely

- If no staff need to go to the call location, cancel the call by tapping **CANCEL CALL** in the speech connection window.

Cancel "call" at the call location

Procedure:

1. Staff goes to the call location and switches on the presence.
2. The staff provides the necessary support.
3. The staff switches the presence off again before leaving the room.

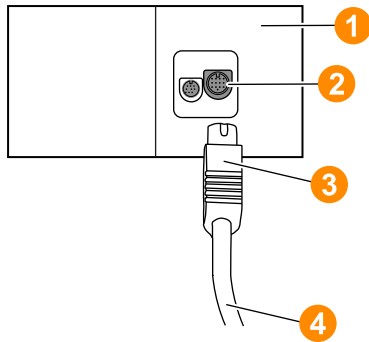
By switching off the presence, the "call" is cancelled.

7.2. Plug Alert

7.2.1. Raising Plug Alert

The "Plug Alert" call type is raised when a call device is unplugged from the socket.

Call devices with plugs are e.g. ePAT® lite, Patient handset, pear push switch and diagnostic call device.



[1]	Connection socket
[2]	Socket
[3]	Plug
[4]	Call device with plug



NOTICE

Unplugging a call device always raises a call. Depending on the technical conditions, the raised call type can be "Call" or "Plug Alert". The "Plug Alert" is a technical innovation that can be used in Tunstall nurse call systems since 2023. You can find out whether a "Call" or a "Plug Alert" is raised at a particular socket by unplugging a call device and checking which call type is displayed on the ComStation IP.

Presence switched on while plug is unplugged

The following functionality is intended to prevent the intentional unplugging of call devices by staff from raising a fresh plug alert:

If presence is switched on at the call location when the plug is unplugged, an answered plug alert is raised. The plug alert is cancelled when the staff switches off their presence when leaving the call location.

7.2.2. Display of a Plug Alert in the call list

	Fresh call	Answered call
Display in the call list	<div> <div>Plug Alert</div> <div>103</div> <div>Ward 1</div> </div>	<div> <div>Plug Alert</div> <div>103</div> <div>Ward 1</div> </div>
Flashing sequence	Flashing slowly.	Static display.
Sound sequence	1 second sound / 10 seconds pause.	No call tone.
Position in the call list	<div> <div> <div>Fresh calls</div> <div> <div>Alarms</div> <div>Old</div> <div>⋮</div> <div>New</div> </div> <div>Emergency calls</div> <div> <div>Old</div> <div>⋮</div> <div>New</div> </div> <div>Calls</div> <div> <div>Old</div> <div>⋮</div> <div>New</div> </div> </div> <div> <div>Answered calls</div> <div> <div>Alarms</div> <div>Old</div> <div>⋮</div> <div>New</div> </div> <div>Emergency calls</div> <div> <div>Old</div> <div>⋮</div> <div>New</div> </div> <div>Calls</div> <div> <div>Old</div> <div>⋮</div> <div>New</div> </div> </div> </div>	<div> <div> <div>Fresh calls</div> <div> <div>Alarms</div> <div>Old</div> <div>⋮</div> <div>New</div> </div> <div>Emergency calls</div> <div> <div>Old</div> <div>⋮</div> <div>New</div> </div> <div>Calls</div> <div> <div>Old</div> <div>⋮</div> <div>New</div> </div> </div> <div> <div>Answered calls</div> <div> <div>Alarms</div> <div>Old</div> <div>⋮</div> <div>New</div> </div> <div>Emergency calls</div> <div> <div>Old</div> <div>⋮</div> <div>New</div> </div> <div>Calls</div> <div> <div>Old</div> <div>⋮</div> <div>New</div> </div> </div> </div>

7.2.3. Answer Plug Alert

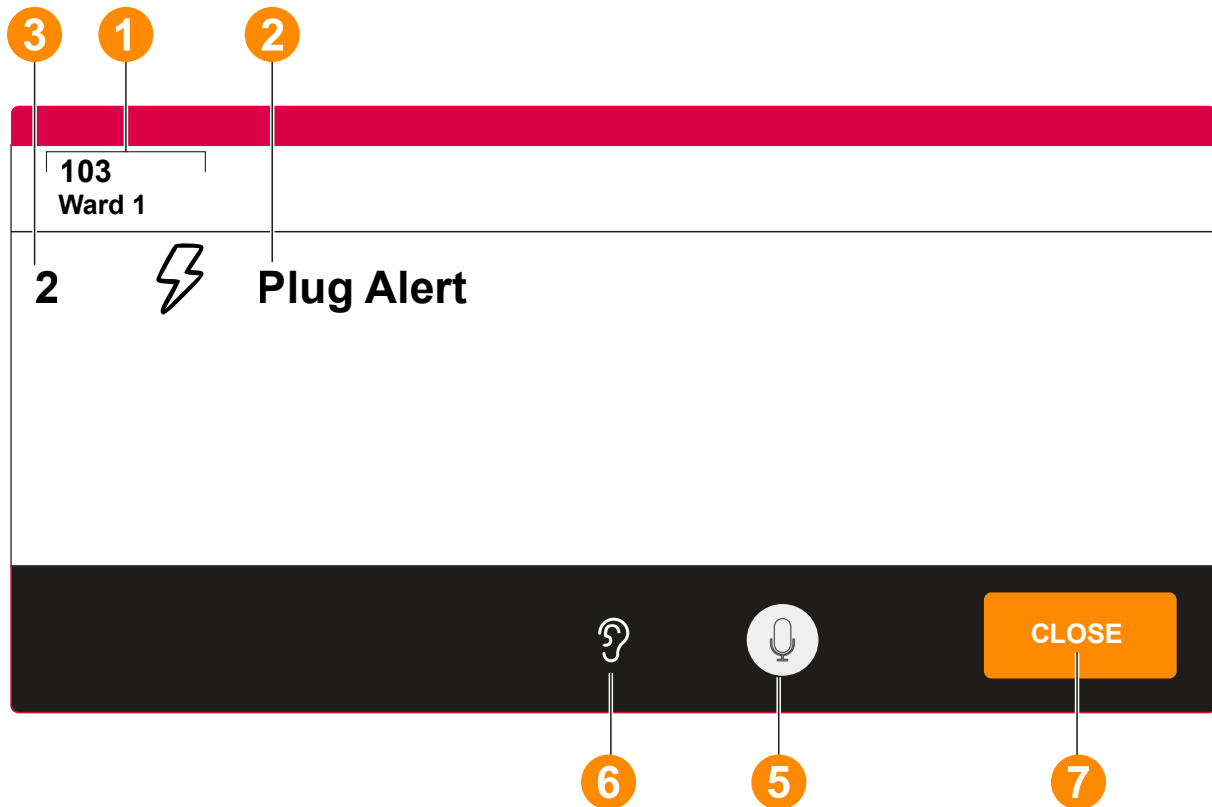
- To answer a plug alert, tap the entry in the call list.

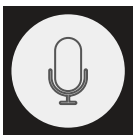
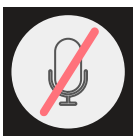
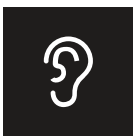
A speech connection is established to the call location. A speech connection window is displayed.

Speech connection

The speech connection is established to the ComTerminal. The ComTerminal serves as a hands-free device. Bear in mind that the people in the room may not yet know why you are speaking into the room.

Speech connection window



[1]	Room No., Ward	Call location	
[2]	Plug Alert	Call type	
[3]	1, 2, 3...	Bed number ^a where the call devices was unplugged.	
[5]		Your microphone is turned on. The person at the call location can hear you.	Mute button: Tapping the icon toggles between the two states.
		Mute. Your microphone is turned off. The person at the call location cannot hear you.	
[6]		Information: Privacy is deactivated at the call location. You can hear what is being said in the room.	

[7]	CLOSE	<p>To close the speech connection, tap CLOSE.</p> <p>The call is displayed as an answered plug alert in the call list.</p> <p>You can re-establish the speech connection by tapping the answered call.</p> <p>You can speak to staff in another room by tapping the corresponding entry in the staff list.</p>	
-----	--------------	---	--

^aThe bed number was set on the bedside connection socket during installation.

7.2.4. Cancel Plug Alert

Plug alerts must be cancelled at the call location.

Procedure:

1. Staff goes to the call location and switches on the presence.
2. The staff clarifies the situation and, if necessary, reconnects the unplugged call device.
3. The staff switches the presence off again before leaving the room.

By switching off the presence, the plug alert is cancelled.



NOTICE

Pluggable call devices shall be checked for correct call raising functioning after each plugging. The following procedure is recommended:

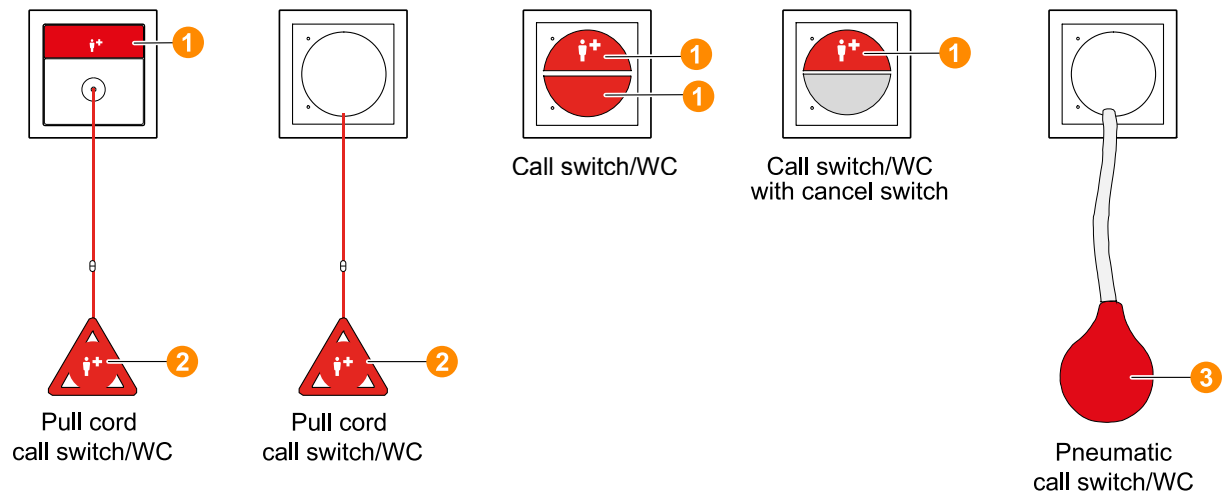
1. Press the call button on the call device with presence switched off.
2. Once the call has been raised, switch the presence in the room on and off again.

7.3. WC Call

7.3.1. Raising WC Call

The call type “WC call” is raised when a call device is triggered in the WC room while no Presence is switched on.

Usually, call devices are arranged in the toilet room so that a call can be raised from the washbasin, toilet, shower and bathtub:



[1]	Call button
[2]	Pull cord for call activation
[3]	Rubber ball for activating the call by squeezing the ball

7.3.2. Display of a WC Call in the call list

	Fresh call	Answered call
Display in the call list	<div>WC Call</div> <div>103</div> <div>Ward 1</div>	<div>WC Call</div> <div>103</div> <div>Ward 1</div>
Flashing sequence	Flashing slowly.	Static display.
Sound sequence	1 second sound / 10 seconds pause.	No call tone.
Position in the call list	<div><div>Fresh calls</div><div>Alarms<div>Old</div><div>⋮</div><div>New</div></div><div>Emergency calls<div>Old</div><div>⋮</div><div>New</div></div><div>Calls<div>Old</div><div>⋮</div><div>New</div></div></div> <div><div>Answered calls</div><div>Alarms<div>Old</div><div>⋮</div><div>New</div></div><div>Emergency calls<div>Old</div><div>⋮</div><div>New</div></div><div>Calls<div>Old</div><div>⋮</div><div>New</div></div></div>	<div><div>Fresh calls</div><div>Alarms<div>Old</div><div>⋮</div><div>New</div></div><div>Emergency calls<div>Old</div><div>⋮</div><div>New</div></div><div>Calls<div>Old</div><div>⋮</div><div>New</div></div></div> <div><div>Answered calls</div><div>Alarms<div>Old</div><div>⋮</div><div>New</div></div><div>Emergency calls<div>Old</div><div>⋮</div><div>New</div></div><div>Calls<div>Old</div><div>⋮</div><div>New</div></div></div>

7.3.3. Answer WC Call

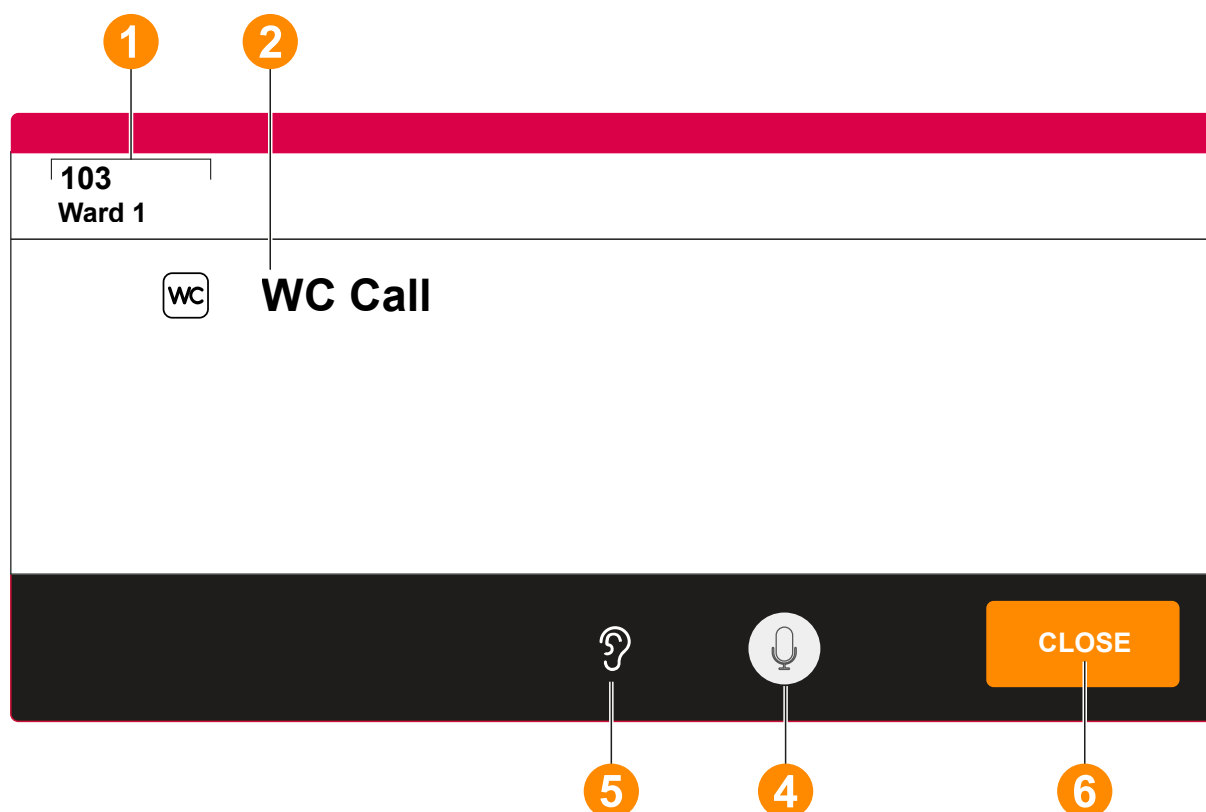
- To answer a WC call, tap the entry in the call list.

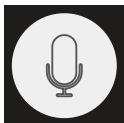
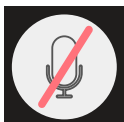
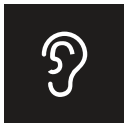
A speech connection is established to the ComTerminal in the room. A speech connection window is displayed.

Speech connection

There is no intercom in the WC. A hands-free connection is established to the ComTerminal in the room with access to the WC. Please note that the person in the WC is unlikely to be able to hear your voice, so it is unlikely that a conversation will take place.

Speech connection window



[1]	Room No., Ward	Call location	
[2]	WC Call	Call type	
[5]		Your microphone is turned on.	Mute button: Tapping the icon toggles between the two states.
		Mute. Your microphone is turned off.	
[6]		Information: Privacy is deactivated in the room with access to the WC. You can hear what is said in the room.	
[7]	CLOSE	To close the speech connection, tap CLOSE . The WC call is displayed as an answered WC Call in the call list. You can speak to staff in another room by tapping the corresponding entry in the staff list.	

7.3.4. Cancel WC Call

WC calls must be cancelled at the call location in the WC room by pressing a grey WC cancel button.

Procedure:

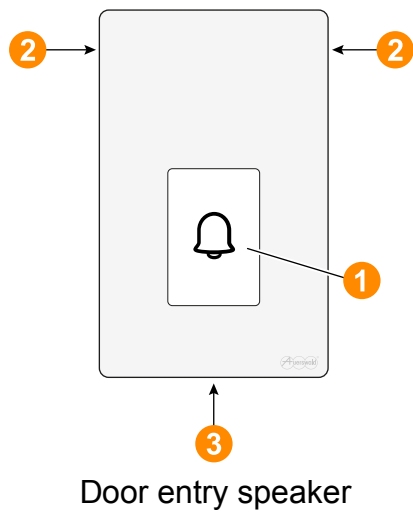
1. Staff goes to the call location and switches on the presence.
2. The staff go to the WC and look after the patient.
3. The staff cancels the WC call by pressing a grey WC cancel button in the WC room.
4. The staff switches the presence off again before leaving the room.

7.4. Door Call

7.4.1. Raising Door Call

The ComStation IP can be used to receive “ringing” at entrance doors and trigger the door opening mechanism.

The “door call” call type is raised when a person “rings” a door entry speaker that is connected to the nurse call system.



[1]	Call button
[2]	Loudspeaker
[3]	Microphone

7.4.2. Display of a Door Call in the call list


	Fresh call	Answered call
Display in the call list	<div>Door Call</div> <div>100 Door</div> <div>Ward 1</div>	<div>Door Call</div> <div>100 Door</div> <div>Ward 1</div>
Flashing sequence	Flashing slowly.	Static display.
Sound sequence	1 second sound / 10 seconds pause.	No call tone.
Position in the call list	<div><div>Fresh calls</div><div>Alarms<div>Old</div><div>⋮</div><div>New</div></div><div>Emergency calls<div>Old</div><div>⋮</div><div>New</div></div><div>Calls<div>Old</div><div>⋮</div><div>New</div></div></div> <div><div>Answered calls</div><div>Alarms<div>Old</div><div>⋮</div><div>New</div></div><div>Emergency calls<div>Old</div><div>⋮</div><div>New</div></div><div>Calls<div>Old</div><div>⋮</div><div>New</div></div></div>	<div><div>Fresh calls</div><div>Alarms<div>Old</div><div>⋮</div><div>New</div></div><div>Emergency calls<div>Old</div><div>⋮</div><div>New</div></div><div>Calls<div>Old</div><div>⋮</div><div>New</div></div></div> <div><div>Answered calls</div><div>Alarms<div>Old</div><div>⋮</div><div>New</div></div><div>Emergency calls<div>Old</div><div>⋮</div><div>New</div></div><div>Calls<div>Old</div><div>⋮</div><div>New</div></div></div>

7.4.3. Answer Door Call, open door, cancel Door Call

- To answer a Door call, tap the entry in the call list.

A speech connection is established to the door entry speaker. A speech connection window is displayed.



[1]	Door, ward	Call location
[6]		Information: There is no privacy at the call location. You can hear what is being said at the door.
[7]	CLOSE	To close the speech connection without cancelling the call, tap CLOSE . The door call is displayed as an answered door call in the call list. You can speak to staff in another room by tapping the corresponding entry in the staff list. You can re-establish the speech connection by tapping the answered call.
[8]	CANCEL CALL	To cancel the door call after you triggered or did not trigger OPEN DOOR , tap CANCEL CALL .
[9]	OPEN DOOR	If you want to let the person at the door in, hold OPEN DOOR pressed, the door opening mechanism is active as long as you keep the button pressed.

**IMPORTANT**

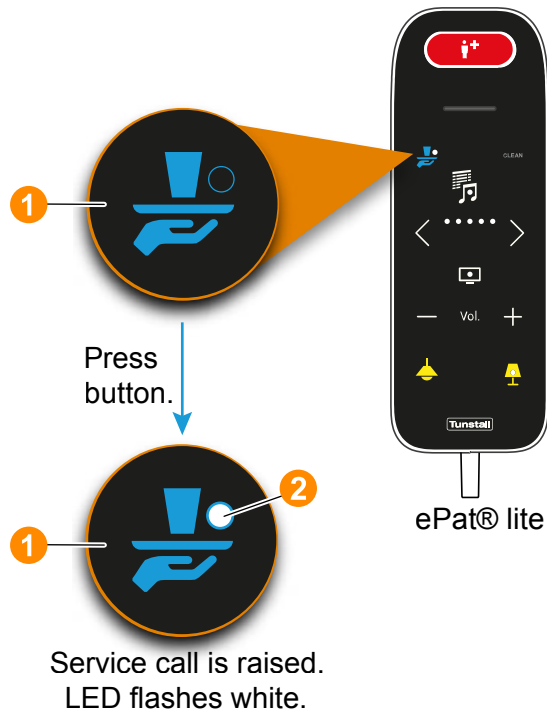
As long as the door call is not cancelled, no new call can be raised at the door.
Therefore, cancel a door call as quickly as possible.

7.5. Service Call

7.5.1. Raising a Service Call

The service call function allows patients to request non-medical services. The services that can be requested via service call must be defined by the respective hospital.

The special service call button on the ePat® lite is used to raise a service call.

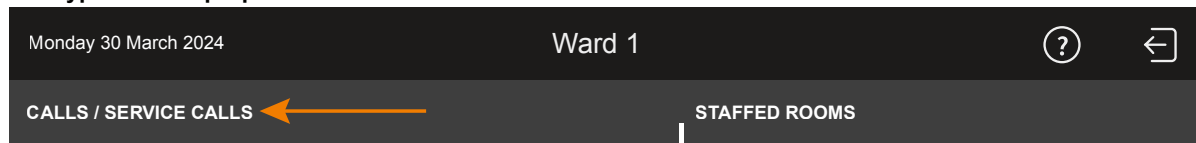


[1]	Service call button
[2]	White LED

Please note, however, that the service call button is not active on every ePat® lite. Various technical requirements must be met in order for the "service call" call type to be triggered and displayed on the ComStation IP. Ask the system administrator whether the "service call" call type has been set up for you.

The ComStation IP can be configured as follows:

- The ComStation IP displays service calls and all other call types (heading of the call list = **CALLS / SERVICE CALLS**)
- The ComStation IP does not display any service calls, but only all other call types (heading of the call list = **CALLS**)
- The ComStation IP only shows service calls (heading of the call list = **SERVICE CALLS**)

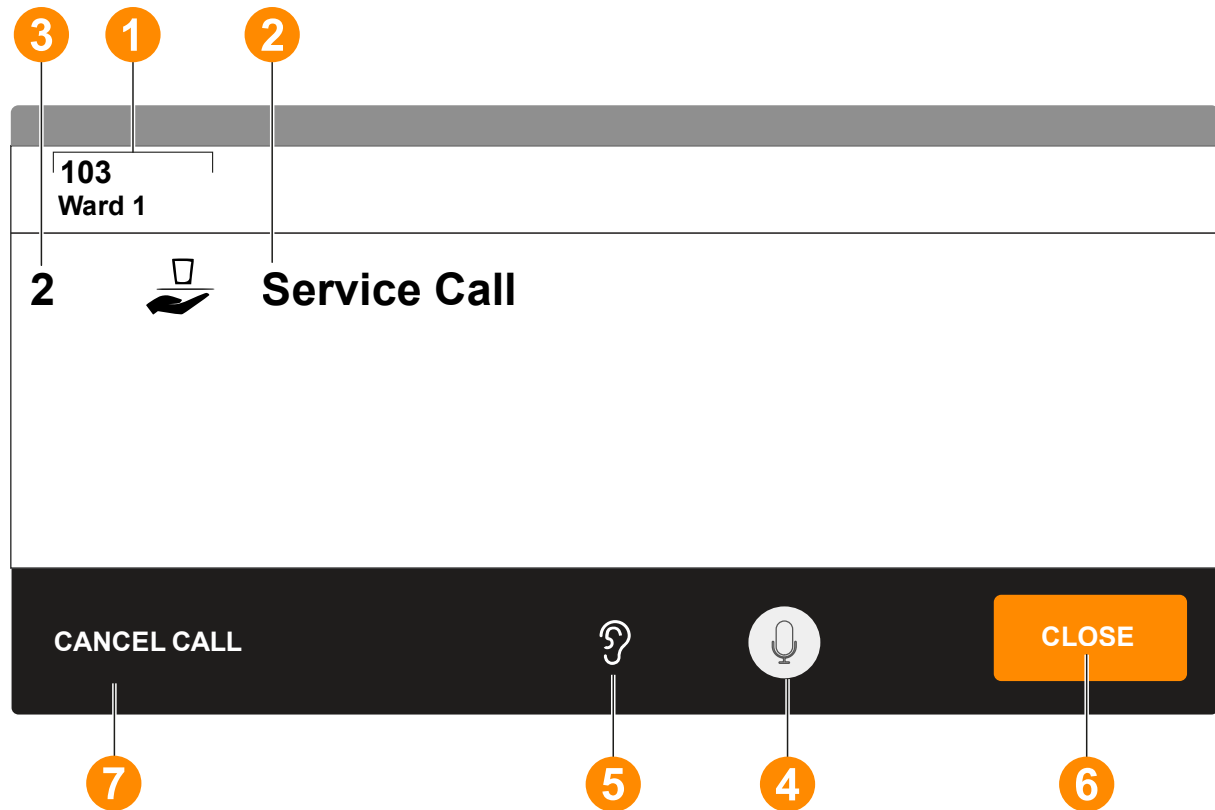
Call types for the purpose of nurse call and Service call:**Call types for the purpose of nurse call ONLY:****Service call ONLY:****7.5.2. Display of a Service Call in the call list**


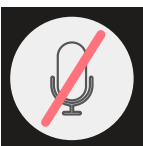
	Fresh call	Answered call
Display in the call list	<div><div>Service Call</div><div>103</div><div>Ward 1</div></div>	<div><div>Service Call</div><div>103</div><div>Ward 1</div></div>
Flashing sequence	Flashing slowly.	Static display.
Sound sequence	1 second sound / 10 seconds pause.	No call tone.
Position in the call list	<div><div><div>Fresh calls</div><div><div>Alarms</div><div>Old</div><div>⋮</div><div>New</div></div><div><div>Emergency calls</div><div>Old</div><div>⋮</div><div>New</div></div><div><div>Calls</div><div>Old</div><div>⋮</div><div>New</div></div></div><div><div><div>Answered calls</div><div><div>Alarms</div><div>Old</div><div>⋮</div><div>New</div></div><div><div>Emergency calls</div><div>Old</div><div>⋮</div><div>New</div></div><div><div>Calls</div><div>Old</div><div>⋮</div><div>New</div></div></div></div></div>	<div><div><div>Fresh calls</div><div><div>Alarms</div><div>Old</div><div>⋮</div><div>New</div></div><div><div>Emergency calls</div><div>Old</div><div>⋮</div><div>New</div></div><div><div>Calls</div><div>Old</div><div>⋮</div><div>New</div></div></div><div><div><div>Answered calls</div><div><div>Alarms</div><div>Old</div><div>⋮</div><div>New</div></div><div><div>Emergency calls</div><div>Old</div><div>⋮</div><div>New</div></div><div><div>Calls</div><div>Old</div><div>⋮</div><div>New</div></div></div></div></div>


7.5.3. Answer Service Call

- To answer a service call, tap the entry in the call list.

A speech connection to the triggered ePat® lite is established. A speech connection window is displayed:



[1]	Room No., Ward	Call location	
[2]	Service Call	Call type	
[3]	1, 2, 3...	Bed number ^a from which the call was raised.	
[5]		Your microphone is turned on. The person at the call location can hear you.	Mute button: Tapping the icon toggles between the two states.
		Mute. Your microphone is turned off. The person at the call location cannot hear you.	

[6]		Information: Privacy is deactivated at the call location. You can hear what is being said on the ePat® lite.
[7]	CLOSE	To close the speech connection without cancelling the call, tap CLOSE . The call is displayed as an answered service call in the call list. You can re-establish the speech connection by tapping the answered service call.
[8]	CANCEL CALL	When the service call has been processed and nobody needs to go to the call location, cancel the service call by tapping on CANCEL CALL .

^aThe bed number was set on the bedside connection socket during installation.

7.5.4. Cancel Service Call

You can cancel the service call remotely at the ComStation IP or service staff cancels the service call at the call location.



NOTICE

If the plug of the ePat® lite is disconnected after a service call has been raised, the service call is automatically cancelled and a plug alert is raised.

Cancel service call remotely

- If no service staff need to go to the call location, cancel the call by tapping **CANCEL CALL** in the speech connection window.

Cancel service call at the call location

Procedure:

1. Service staff go to the bed where the service call was raised.
2. The service staff provides the desired service.
3. The service staff cancels the service call by pressing the service call button on the ePat® lite for 2 seconds.
4. The LED on the service call button goes out. The service call is cancelled.

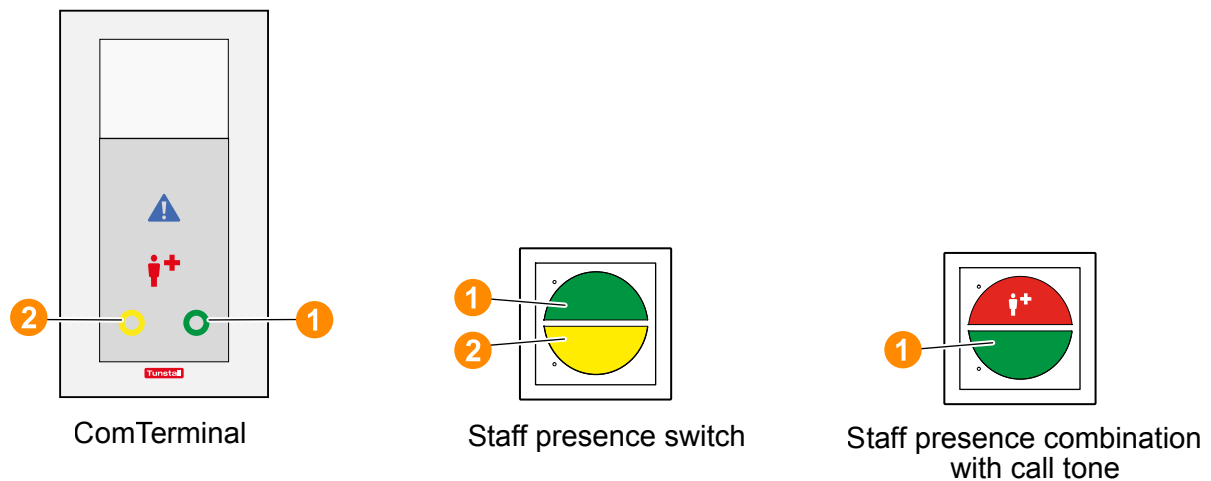
7.6. Emergency Call 1 and Emergency Call 2

7.6.1. Raising Emergency Call 1 or 2

If the presence of staff 1 is switched on while a call is raised, the call type “Emergency call 1” is automatically raised.

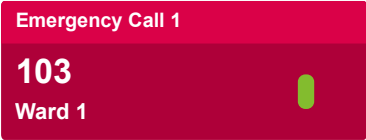
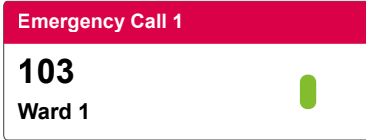
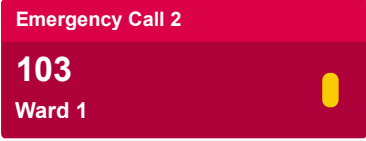
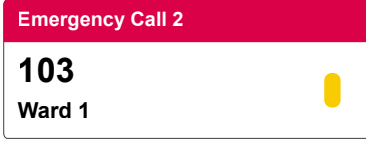
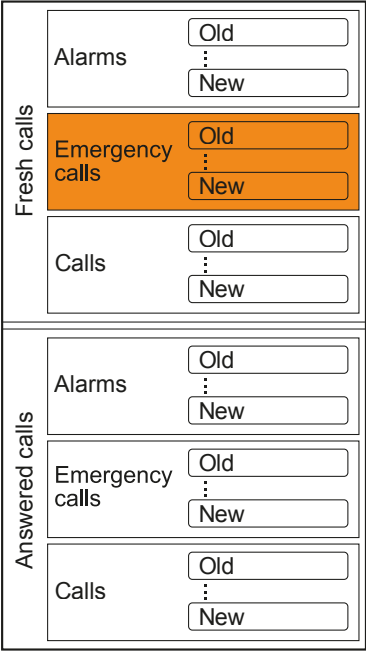
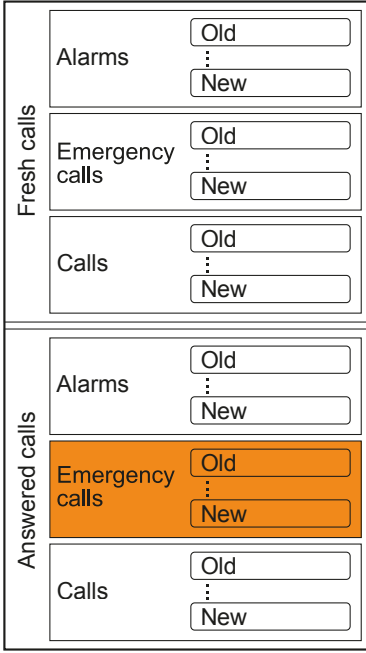
If the presence of staff 2 is switched on while a call is raised, the call type “Emergency call 2” is automatically raised.

To raise these call types, any call device in the room can be activated, i.e. the patient control device on the bed, a call switch in the room or the call button on the ComTerminal.



[1]	Green presence button staff 1
[2]	Yellow presence button staff 2

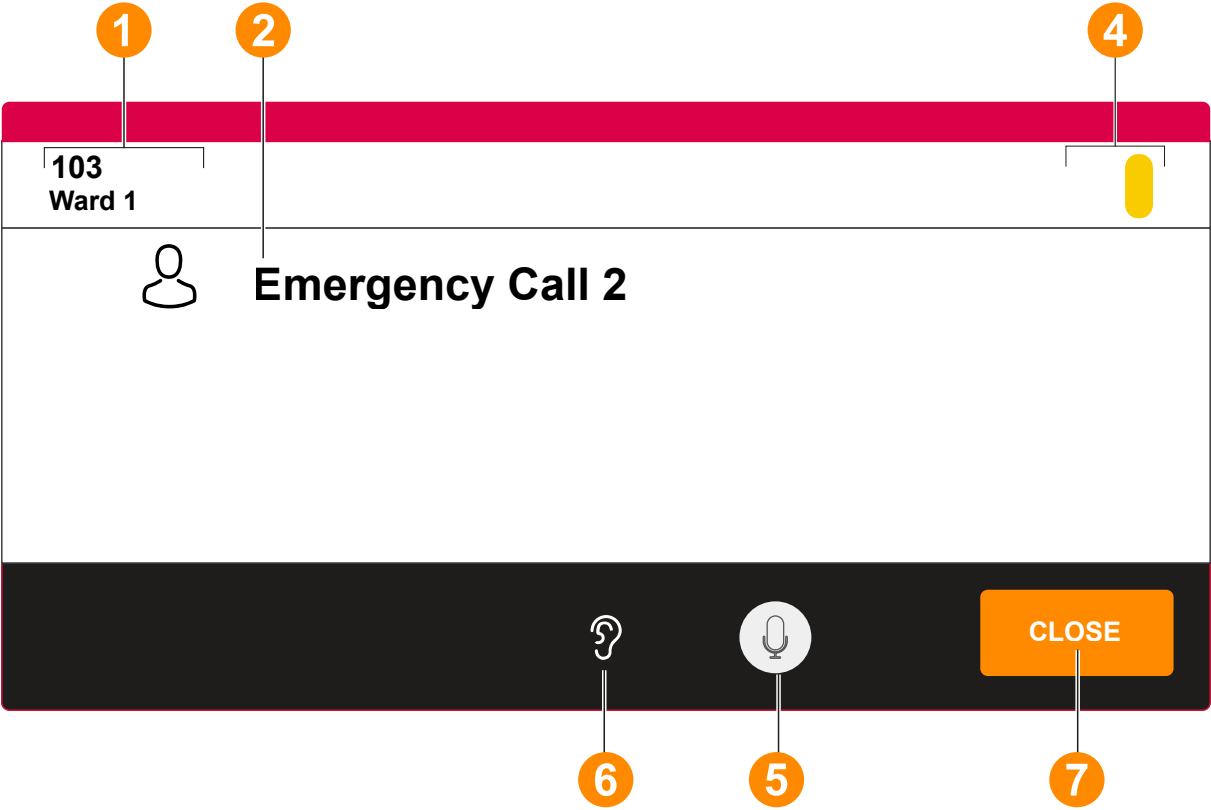
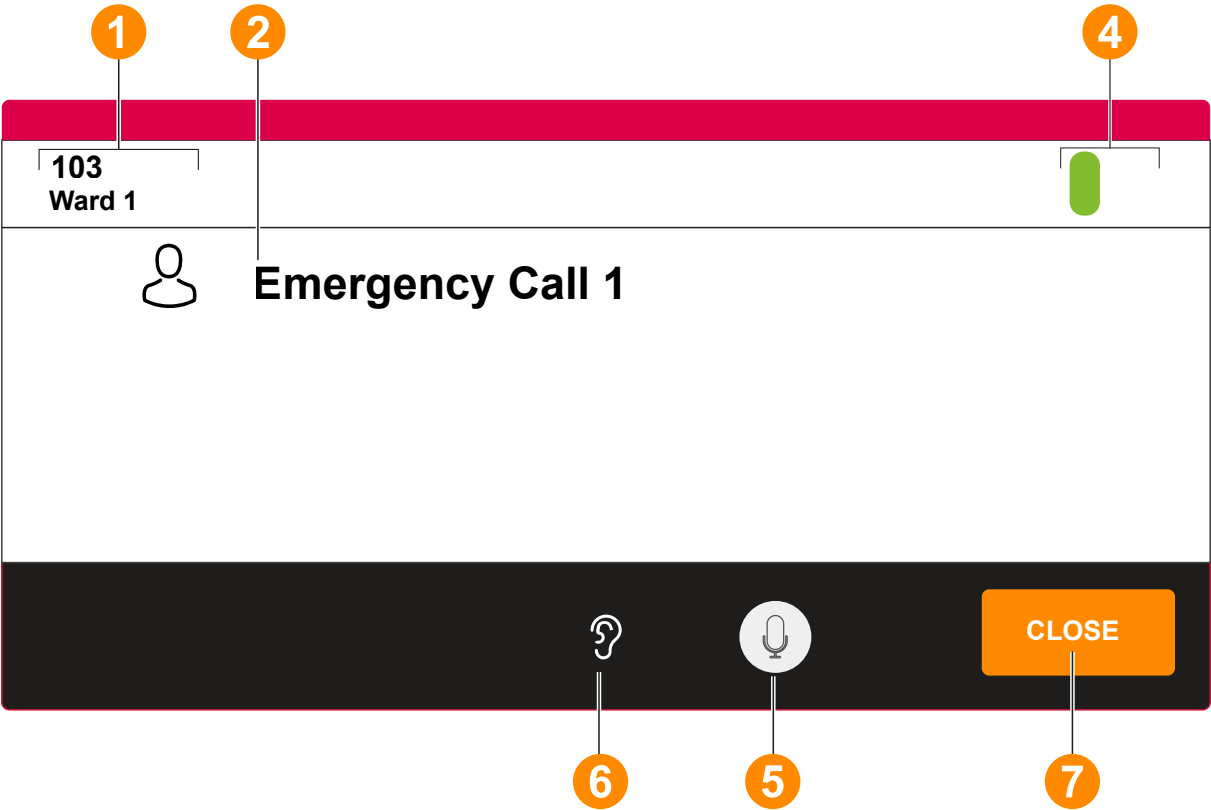
7.6.2. Display of an Emergency Call 1 or 2 in the call list

	Fresh call	Answered call
Display of emergency call 1 in the call list		
Display of emergency call 2 in the call list		
Flashing sequence	Flashing quickly	Static display.
Sound sequence	1 second sound / 1 second pause.	No call tone.
Position in the call list		


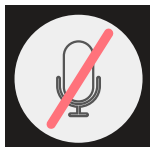
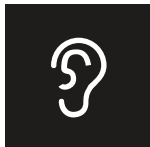
7.6.3. Answer Emergency Call 1 or 2

- To answer an Emergency Call 1 or 2, tap the entry in the call list.

A speech connection is established to the ComTerminal at the call location. A speech connection window is displayed.



[1]	Room No., Ward	Call location
-----	----------------	---------------

[2]	Emergency Call 1 or Emergency Call 2	Call type	
[4]	Green indicator when Presence 1 is switched on.		
	Yellow indicator when Presence 2 is switched on.		
[5]		Your microphone is turned on. The person at the call location can hear you.	Mute button: Tapping the icon toggles between the two states.
		Mute. Your microphone is turned off. The person at the call location cannot hear you.	
[6]		Information: Privacy is deactivated at the call location. You can hear what is being said in the room.	
[7]	CLOSE	To close the speech connection, tap CLOSE . The call is displayed as answered Emergency Call 1 or 2 in the call list. You can re-establish the speech connection by tapping the answered Emergency Call 1 or 2. You can speak to staff in another room by tapping the corresponding entry in the staff list.	

7.6.4. Cancel Emergency Call 1 or 2

Emergency calls 1 or 2 must be cancelled at the call location.

Procedure:

1. Staff goes to the call location and switches on the presence.
2. The staff provides the necessary support.
3. The staff switches the presence off again before leaving the room.

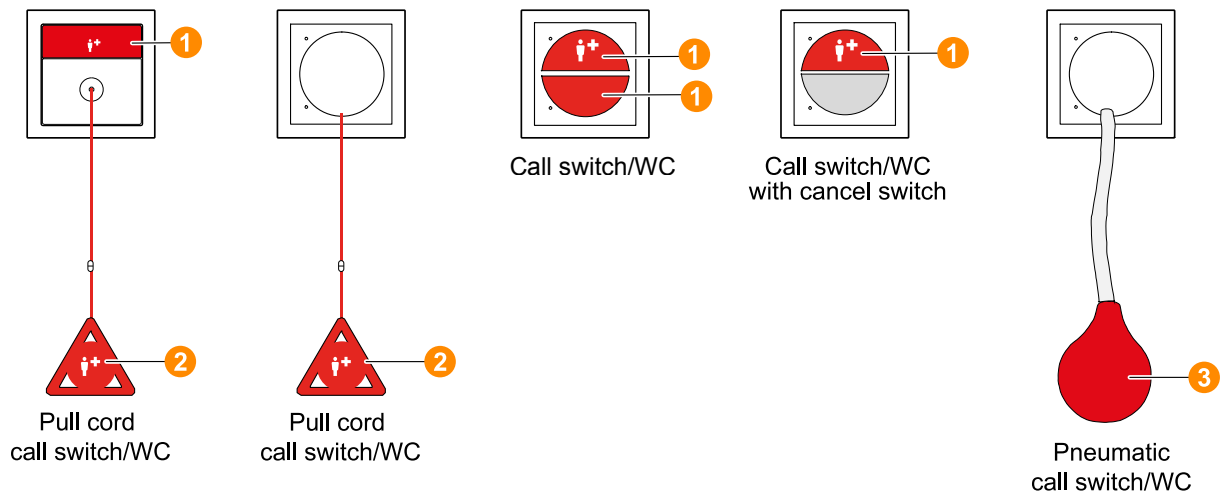
Emergency call 1 or emergency call 2 is cancelled if no presence is switched on in the room.

7.7. WC Emergency

7.7.1. Raising WC Emergency

If staff is present in the room or the en-suite WC when a call is raised in the WC, the call type "WC Emergency" is automatically raised. A WC Emergency has a higher priority than a WC call when no staff is present.

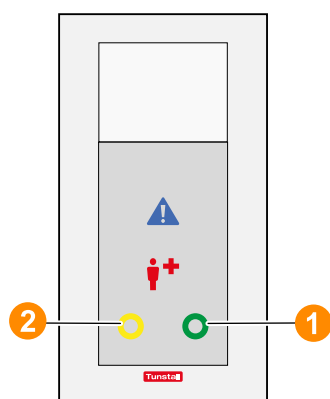
Any call device in the WC room can be used to trigger this type of call:



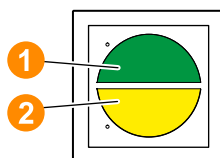
[1]	Call button
[2]	Pull cord for call activation
[3]	Rubber ball for activating the call by squeezing the ball

This is how the system recognises that staff are present

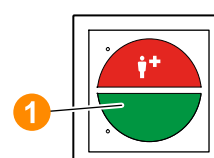
When entering the room, the staff switches on the presence, when leaving the room, it switches off again. For this purpose, the green presence button for staff 1 and the yellow presence button for staff 2 in the ComTerminal or in a remote presence switch are used.



ComTerminal

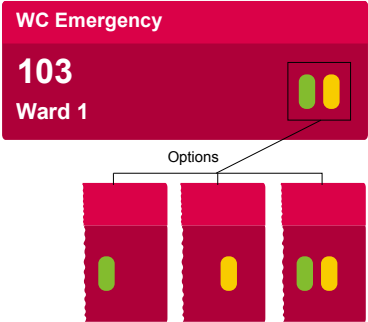
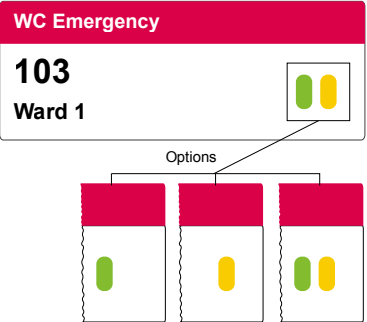
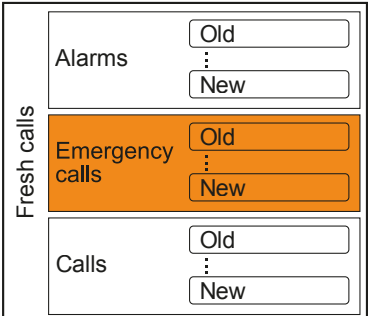
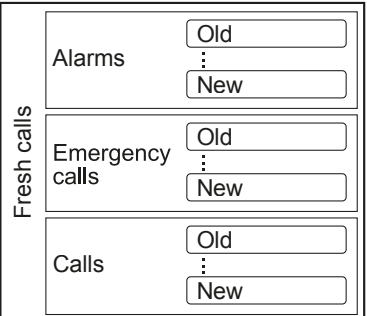


Staff presence switch

Staff presence combination
with call tone

[1]	Green presence button staff 1
[2]	Yellow presence button staff 2

7.7.2. Display of a WC Emergency in the call list

	Fresh call	Answered call
Display in the call list		
Flashing sequence	Flashing quickly	Static display.
Sound sequence	1 second sound / 1 second pause.	No call tone.
Position in the call list		

7.7.3. Answer WC Emergency

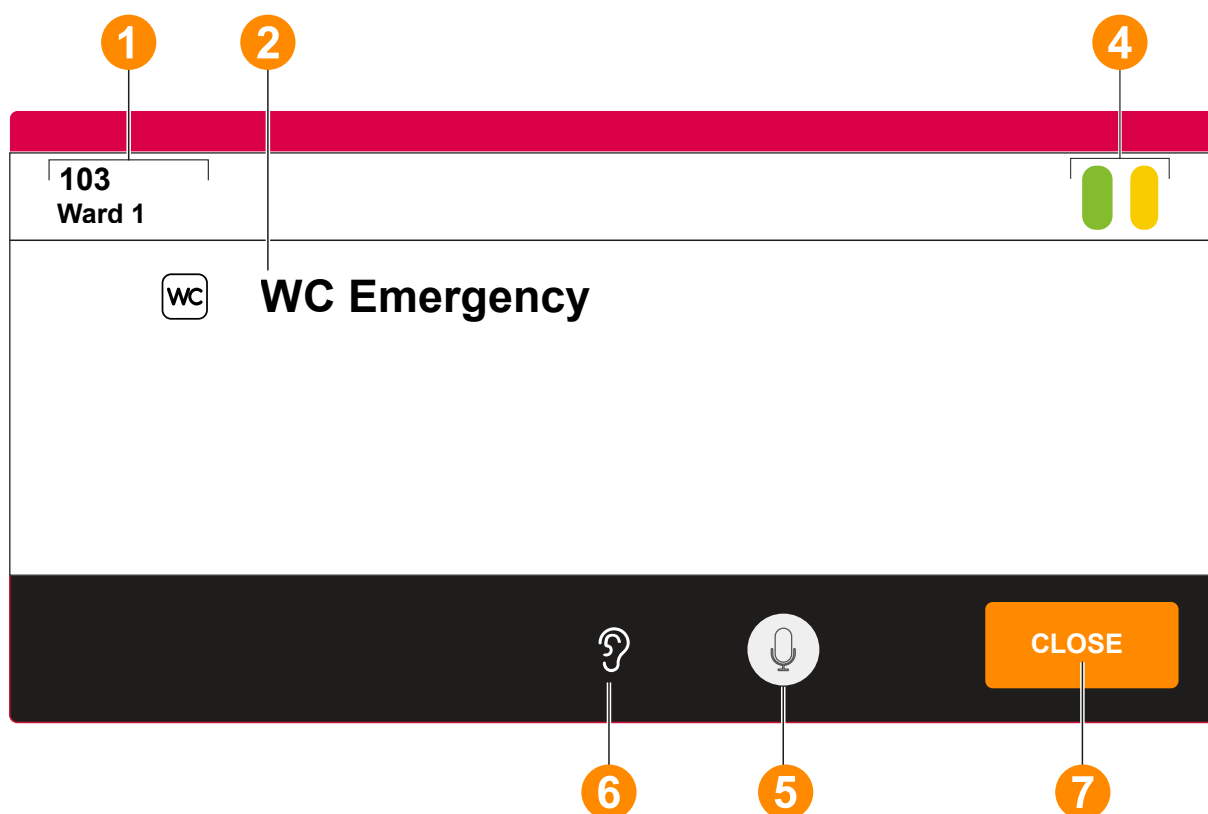
- To answer a WC Emergency, tap the entry in the call list.



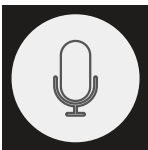
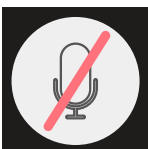
A speech connection is established to the call location. A speech connection window is displayed.


Speech connection

There is no intercom in the WC. A hands-free connection is established to the ComTerminal in the room with access to the WC.

Speech connection window



[1]	Room No., Ward	Call location	
[2]	WC Emergency	Call type	
[4]		Staff 2 (yellow) is present.	
		Staff 1 (green) is present.	
[5]		Your microphone is turned on. The person at the call location can hear you.	Mute button: Tapping the icon toggles between the two states.
		Mute. Your microphone is turned off. The person at the call location cannot hear you.	

[6]		Information: Privacy is deactivated in the room with access to the WC. You can hear what is said in the room.
[7]	CLOSE	<p>To close the speech connection, tap CLOSE.</p> <p>The WC Emergency is displayed as an answered WC Emergency in the call list.</p> <p>You can re-establish the speech connection by tapping the answered WC Emergency.</p> <p>You can speak to staff in another room by tapping the corresponding entry in the staff list.</p>

7.7.4. Cancel WC Emergency

WC Emergencies must be cancelled at the call location in the WC room by pressing a grey WC cancel button.

Procedure:

1. Staff goes to the call location and switches on the presence.
2. The staff goes to the WC room and provides the necessary assistance.
3. The staff cancels the WC call by pressing a grey WC cancel button in the WC room.
4. The staff switches the presence off again before leaving the room.

7.8. Diagnostic Call

7.8.1. Raising a Diagnostic Call

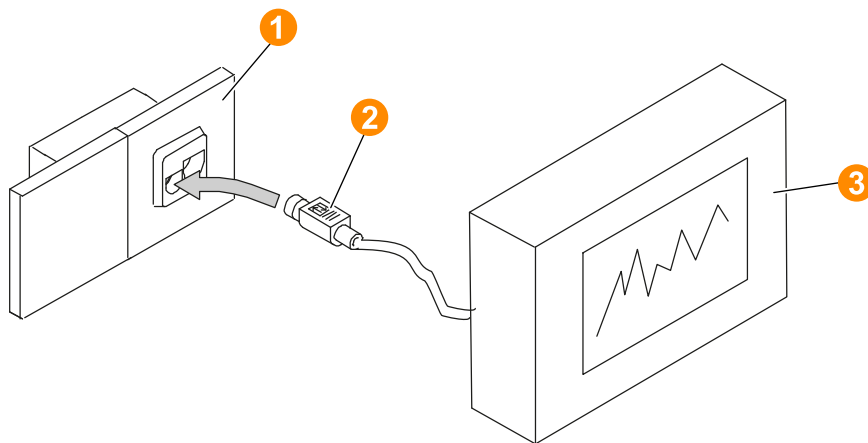
Tunstall, the manufacturer of the nurse call system, did offer in the past special connection cables with which medical electrical devices, e.g. patient monitors, can be plugged into the socket for pear push switch of the nurse call system's connection sockets. If the medical electrical device triggers an alarm, a diagnostic call is raised.



WARNING

The transfer of alarms from medical electrical equipment to the nurse call system serves only as supplementary, supporting information. This is a distributed information system.

- The user of the medical electrical device must not rely on the nurse call system displays.
- The user of the medical electrical device must not leave the hearing and visual range of the medical monitoring device.
- Due diligence for the operation of such medical electrical equipment remains unaffected in case of the connection to the nurse call system.



[1]	Connection socket with socket for pear switch or medical electrical device
[2]	Connection cable for plug-in connection of a medical electrical device to the nurse call system
[3]	Medical electrical device with alarming

Staff present while diagnostic call is raised

If staff is present at the call location when a diagnostic call is raised, no call is displayed on the ComStation IP.

This functionality is intended to prevent a call from being raised when staff sets up a medical electrical device for the diagnostic call.

To answer this diagnostic call, staff at the call location must press the presence button, even if they had already switched on their presence. The diagnostic call is cancelled when there is no longer any presence switched on at the call location.

7.8.2. Display of a Diagnostic Call in the call list

	Fresh call	Answered call
Display in the call list	<div>Diagnostic Call</div> <div>103</div> <div>Ward 1</div>	<div>Diagnostic Call</div> <div>103</div> <div>Ward 1</div>
Flashing sequence	Flashing quickly	Static display.
Sound sequence	1 second sound / 1 second pause.	No call tone.
Position in the call list	<div><div>Fresh calls</div><div>Alarms<div>Old</div><div>⋮</div><div>New</div></div><div>Emergency calls<div>Old</div><div>⋮</div><div>New</div></div><div>Calls<div>Old</div><div>⋮</div><div>New</div></div></div> <div><div>Answered calls</div><div>Alarms<div>Old</div><div>⋮</div><div>New</div></div><div>Emergency calls<div>Old</div><div>⋮</div><div>New</div></div><div>Calls<div>Old</div><div>⋮</div><div>New</div></div></div>	<div><div>Fresh calls</div><div>Alarms<div>Old</div><div>⋮</div><div>New</div></div><div>Emergency calls<div>Old</div><div>⋮</div><div>New</div></div><div>Calls<div>Old</div><div>⋮</div><div>New</div></div></div> <div><div>Answered calls</div><div>Alarms<div>Old</div><div>⋮</div><div>New</div></div><div>Emergency calls<div>Old</div><div>⋮</div><div>New</div></div><div>Calls<div>Old</div><div>⋮</div><div>New</div></div></div>

Answered calls

Alarms

Old

⋮

New

Emergency calls

Old

⋮

New

Calls

Old

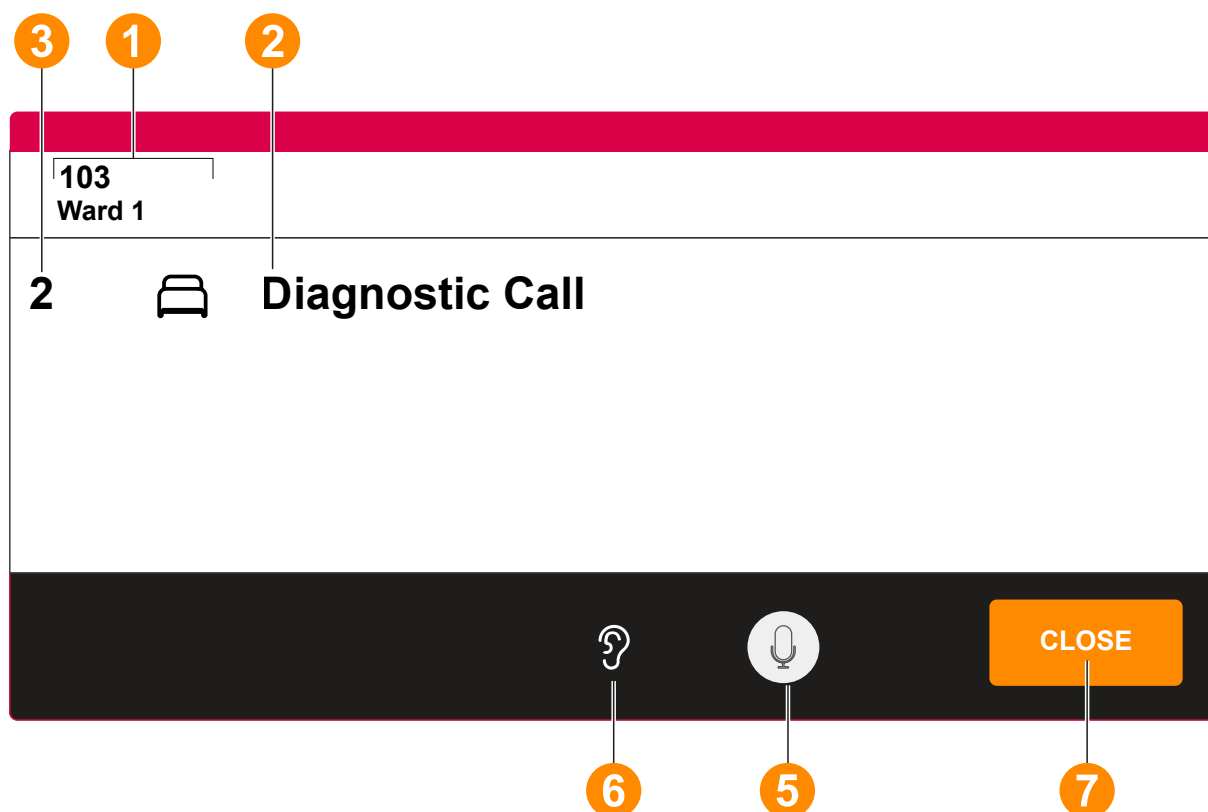
⋮

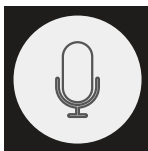
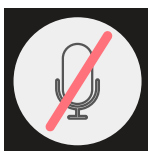
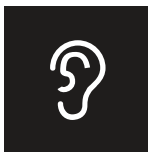
New

7.8.3. Answer Diagnostic Call

- To answer a Diagnostic Call, tap the entry in the call list.

A speech connection is established to the ComTerminal at the call location. A speech connection window is displayed.



[1]	Room No., Ward	Call location	
[2]	Diagnostic Call	Call type	
[5]		Your microphone is turned on. The person at the call location can hear you.	Mute button: Tapping the icon toggles between the two states.
		Mute. Your microphone is turned off. The person at the call location cannot hear you.	
[6]		Information: Privacy is deactivated at the call location. You can hear what is being said in the room.	

[7]	CLOSE	<p>To close the speech connection, tap CLOSE.</p> <p>The call is displayed as an answered diagnostic call in the call list.</p> <p>You can re-establish the speech connection by tapping the answered diagnostic call.</p> <p>You can speak to staff in another room by tapping the corresponding entry in the staff list.</p>
-----	--------------	---

7.8.4. Cancel Diagnostic Call

Diagnostic calls must be cancelled at the call location.

Procedure:

1. Staff goes to the call location and switches on the presence.
2. The staff cares for the patient and resets the medical electrical device.
3. The staff switches the presence off again before leaving the room.

The diagnostic call is cancelled when there is no longer any presence switched on in the room.

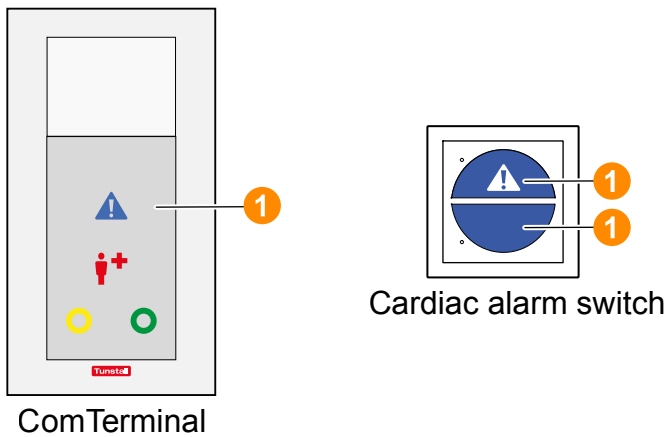
7.9. Cardiac Alarm

7.9.1. Raising Cardiac Alarm

Cardiac Alarms belong to the “Alarms” call category and are therefore calls with the highest priority. This type of call is used to summon special groups of staff, e.g. resuscitation teams.

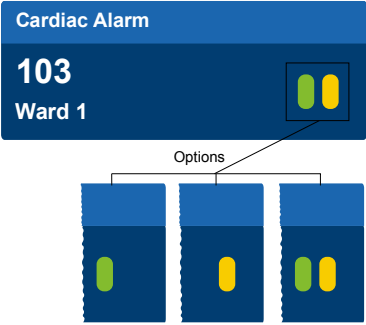
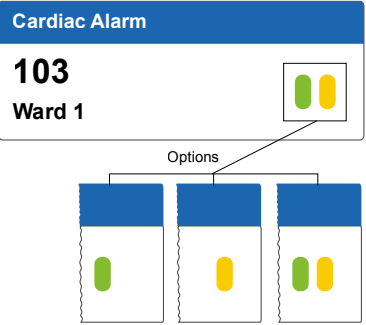
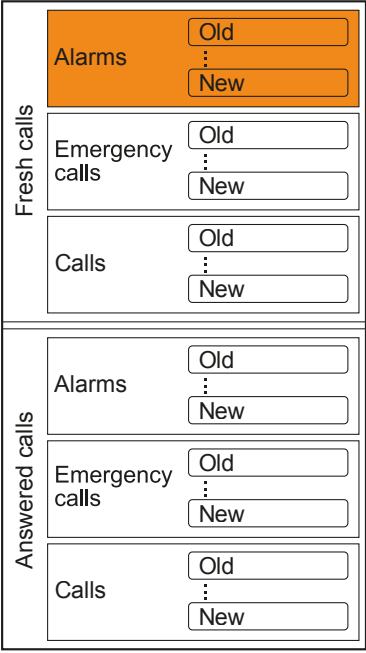
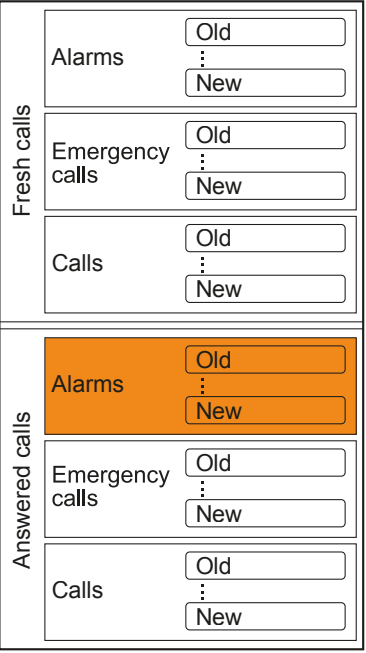
A Cardiac Alarm is raised by pressing a blue alarm button. This is integrated into the ComTerminal or available as a separate cardiac alarm switch.

As a rule, the alarm buttons are only active when staff are present in the room, i.e. when presence is switched on. This is to prevent an alarm from being accidentally raised by unauthorized persons.



[1]	Alarm button
-----	--------------

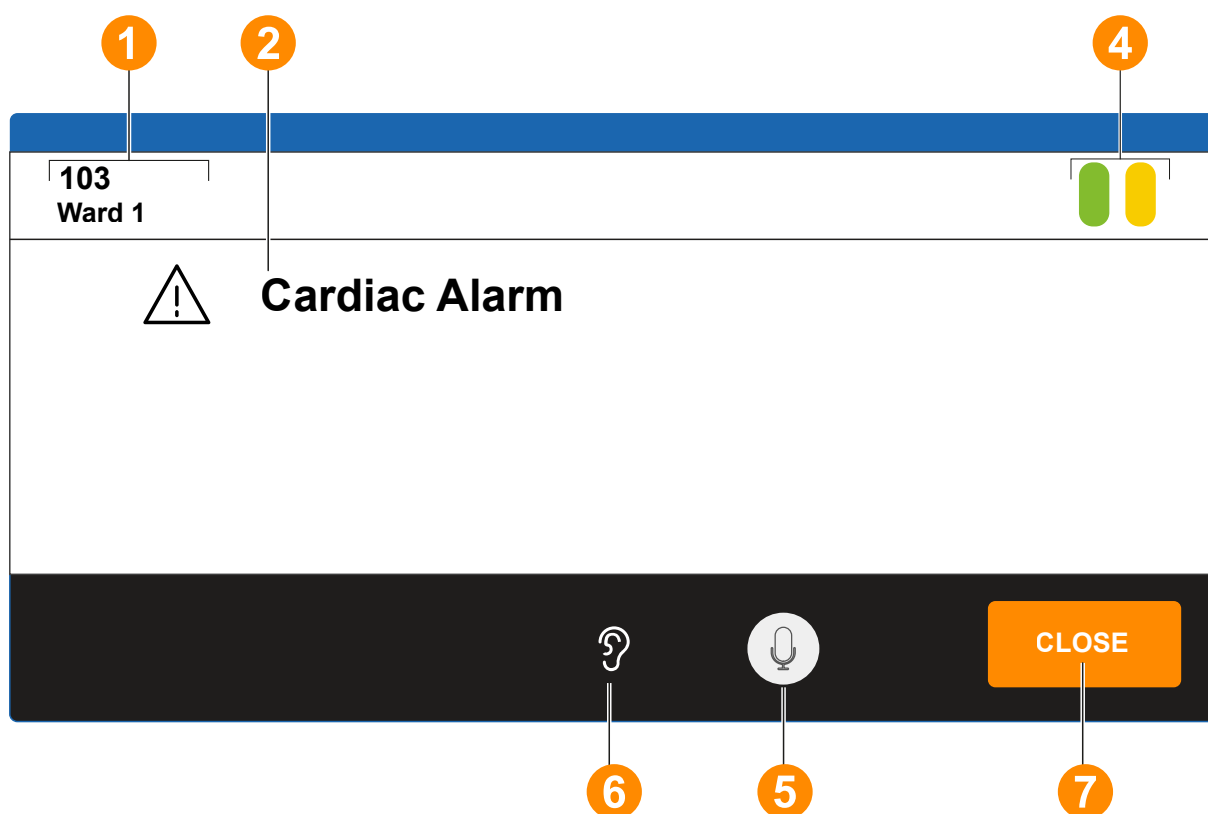
7.9.2. Display of a Cardiac Alarm in the call list




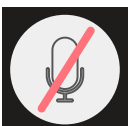
	Fresh call	Answered call
Display in the call list		
Flashing sequence	Flashes very quickly.	Static display.
Sound sequence	0.3 seconds sound / 0.3 seconds pause.	No call tone.
Position in the call list		


7.9.3. Answer Cardiac Alarm

- To answer a Cardiac Alarm, tap the entry in the call list.

A speech connection to the ComTerminal at the call location is established. A speech connection window is displayed.



[1]	Room No., Ward	Call location	
[2]	Cardiac Alarm	Call type	
[4]		Staff 2 (yellow) is present.	
		Staff 1 (green) is present.	
[5]		Your microphone is turned on. The person at the call location can hear you.	Mute button: Tapping the icon toggles between the two states.
		Mute. Your microphone is turned off. The person at the call location cannot hear you.	

[6]		Information: Privacy is deactivated at the call location. You can hear what is being said in the room.
[7]	CLOSE	<p>To close the speech connection, tap CLOSE.</p> <p>The call is displayed as an answered cardiac alarm in the call list.</p> <p>You can re-establish the speech connection by tapping the answered cardiac alarm.</p> <p>You can speak to staff in another room by tapping the corresponding entry in the staff list.</p>

7.9.4. Cancel Cardiac Alarm

Cardiac alarms must be cancelled at the call location.

Procedure:

1. Staff goes to the call location and switches on the presence.
2. The staff takes the necessary measures.
3. The staff switches the presence off again before leaving the room.

The alarm is cancelled when all presences in the room are switched off.

7.10. Fire alarm



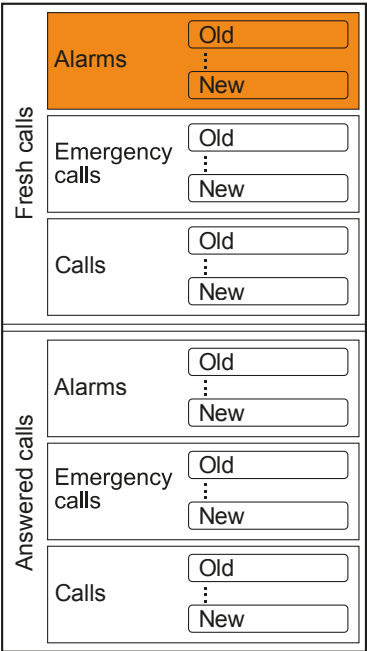
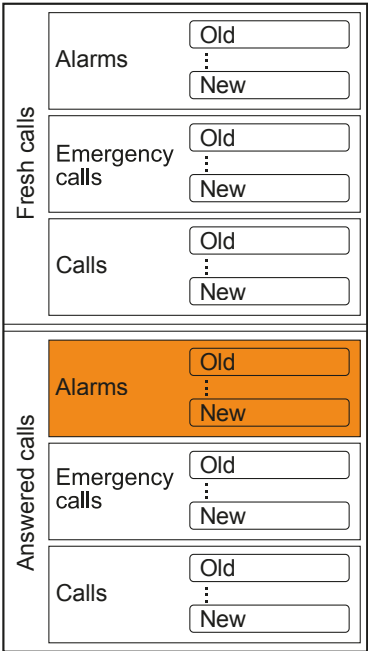
7.10.1. Raising a Fire alarm

Hospitals and nursing homes are places where people are unable to escape on their own in the event of a fire. A siren alarm in the event of a fire could lead to panic situations. It therefore makes more sense to alert staff silently, so that they can take the necessary measures. For this purpose, the fire alarm system can be linked to the nurse call system.

Fire alarms from the fire alarm system are displayed as "Fire alarm" call type on the ComStation IP. Please contact your system administrator to learn how the fire locations are displayed on the ComStation IP.

Please refer to the guidelines of your hospital or nursing home for the measures to be taken in the event of a fire alarm.

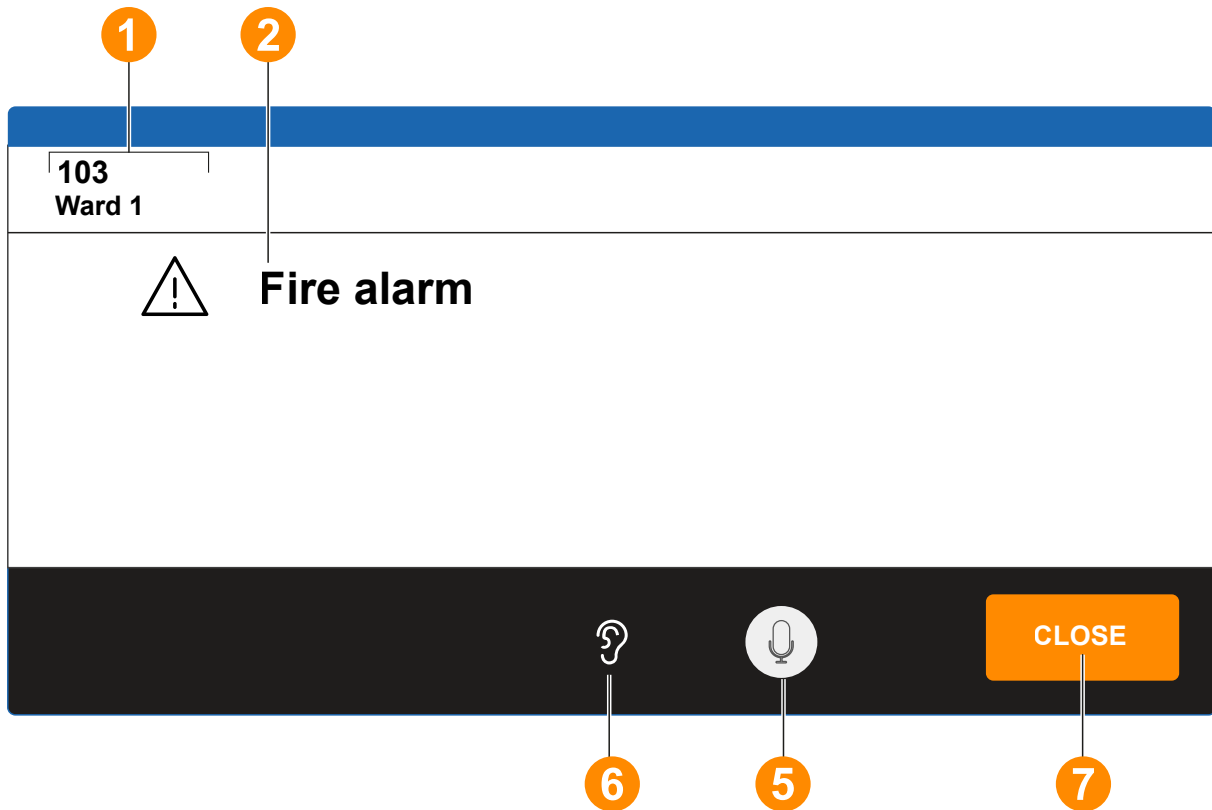
7.10.2. Display of a Fire alarm in the call list



	Fresh call	Answered call
Display in the call list		
Flashing sequence	Flashes very quickly.	Static display.
Sound sequence	0.3 seconds sound / 0.3 seconds pause.	No call tone.
Position in the call list		

7.10.3. Answer Fire alarm

- To answer a Fire alarm, tap the entry in the call list.

The fire alarm is answered without establishing a speech connection. Nevertheless, a speech connection window is displayed.



[1]	103, Ward	Localisation of the fire alarm according to the settings for your nurse call system.
[2]	Fire alarm	Call type
[5]		Not functional because no speech connection is established.
[6]		Not functional because no speech connection is established.

[7]	CLOSE	<p>The effect of CLOSE depends on how your system is configured. One of the following two options is realised:</p> <ul style="list-style-type: none">• By tapping CLOSE, the window is closed and the fire alarm in the nurse call system is cancelled.• By tapping CLOSE, the window is closed and the fire alarm is displayed as an answered fire alarm in the call list. The fire alarm is automatically cancelled when the fire alarm system sends the corresponding message.
-----	--------------	---

7.10.4. Cancel Fire alarm

Depending on the technical connection of the fire alarm system to the nurse call system, a fire alarm in the nurse call system must be cancelled in one of the following two ways. Ask the system administrator how this is done in your case.

1. By tapping **CLOSE** In the window for the fire alarm, the fire alarm in the nurse call system is cancelled. At the same time, the window is closed.
2. The fire alarm system sends a message to the nurse call system when the fire alarm is to be cancelled The fire alarm is then cancelled automatically in the nurse call system.

8. Announcements

Contents

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8.2. How to make an announcement	101

8.1. Announcement targets

You can make announcements to the following rooms in your ward:

Announcement target	Meaning
All Staff	To all rooms in your ward where staff are present.
Staff 1	To all rooms in your ward where staff 1 are present.
Staff 3	To all rooms in your ward where staff 2 are present.
Complete Ward	To all rooms in your ward.

**NOTICE**

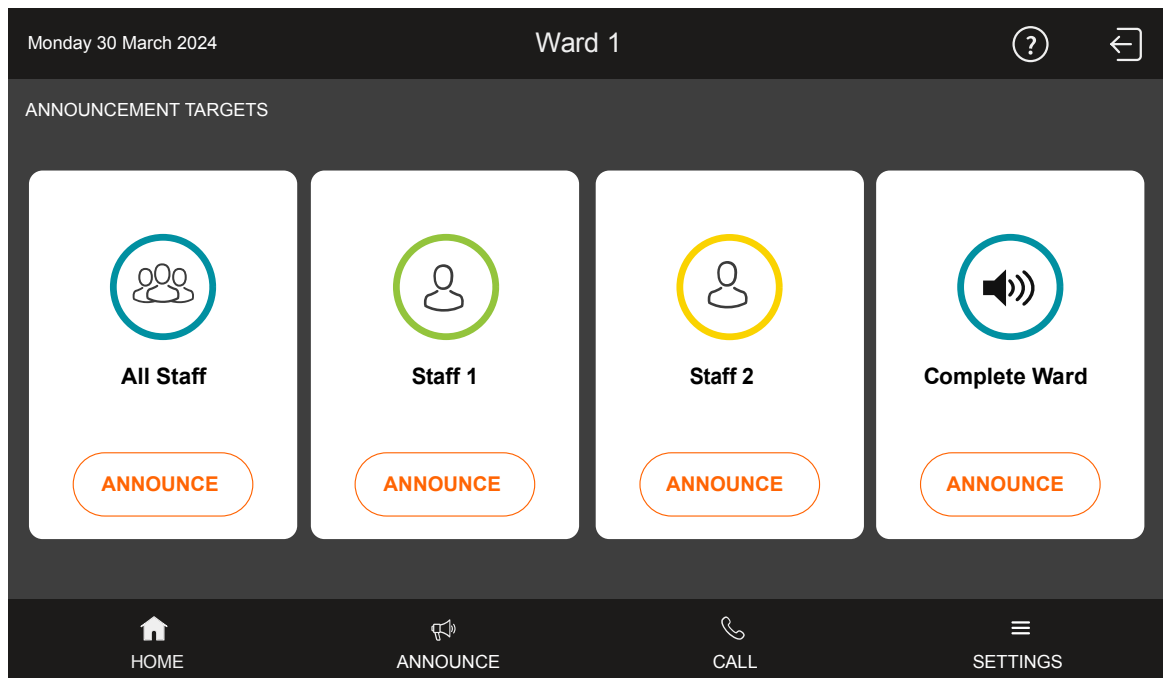
You can only make announcements to your ward. Even if wards are coupled, the announcements are only transmitted to your ward.

8.2. How to make an announcement

1. Tap **ANNOUNCE** in the home screen:

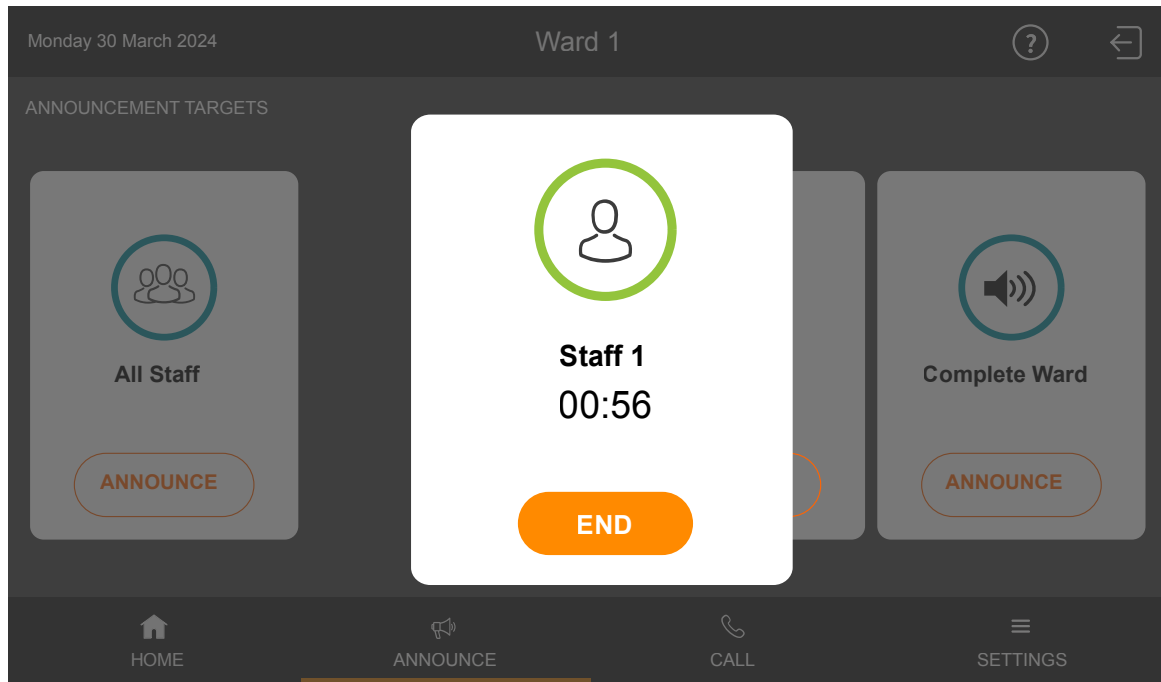


The available announcement targets are displayed:



2. Tap **ANNOUNCE** for the desired announcement target.

The announcement window appears. The speech connection is established.



3. Make your announcement into the microphone or the handset.

**NOTICE**

The maximum speaking time is 60 seconds. After 60 seconds the announcement is automatically ended. A timer indicates the remaining time.

4. When you have finished your announcement, tap **END**. Alternatively, if you have made the announcement via the handset, you can simply hang up the handset.

The announcement is finished.

9. Calling

Contents

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9.4. Calling the ManagementCenter	109
9.5. Receiving a call	111

9.1. Call destinations

You can call the following destinations:

- Rooms in your ward
- Other ComStations in your ward
- The ManagementCenter (if there is one)

You can also be called from other ComStations and the ManagementCenter (if there is one).

9.2. Calling a room in your ward

You can call rooms on your ward.



NOTICE

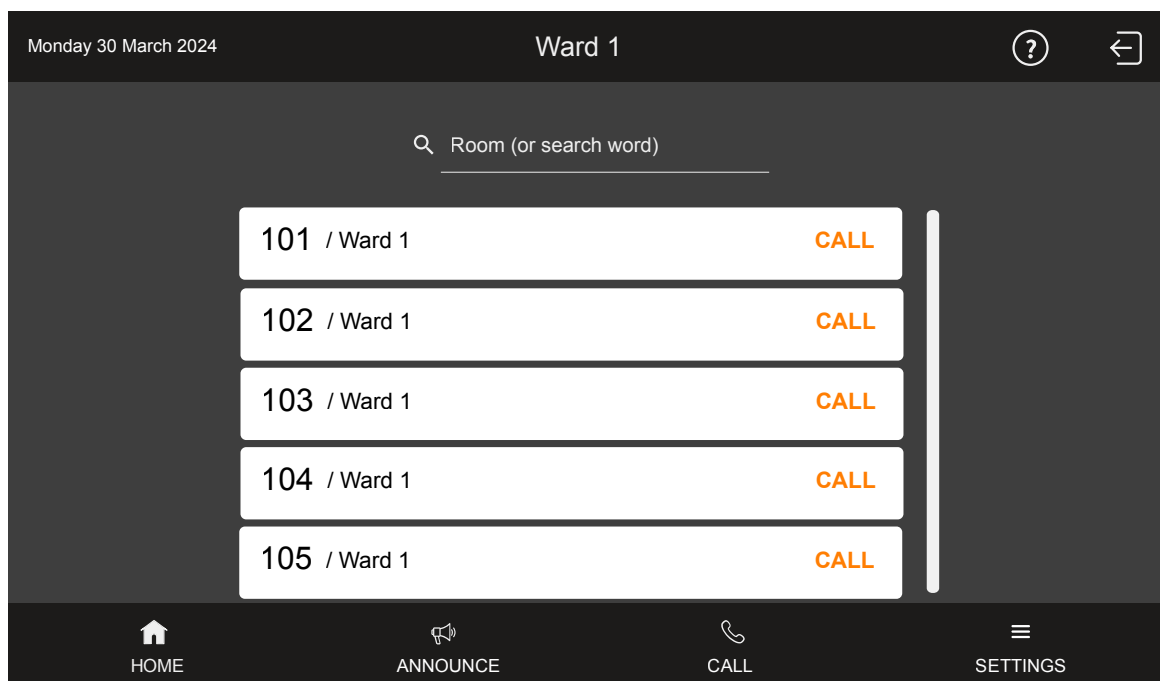
Even when wards are coupled, you can only call rooms in your own ward. Exception: when wards are coupled, you can call rooms in other ward(s) in which presence is switched on. To call a room in a coupled ward with presence switched on, tap the corresponding entry in the staff list, see Section 6.4.2: "Speaking to staff" (page 49).

This is how you call:

1. Tap **CALL** in the home screen.



All possible call destinations are listed:

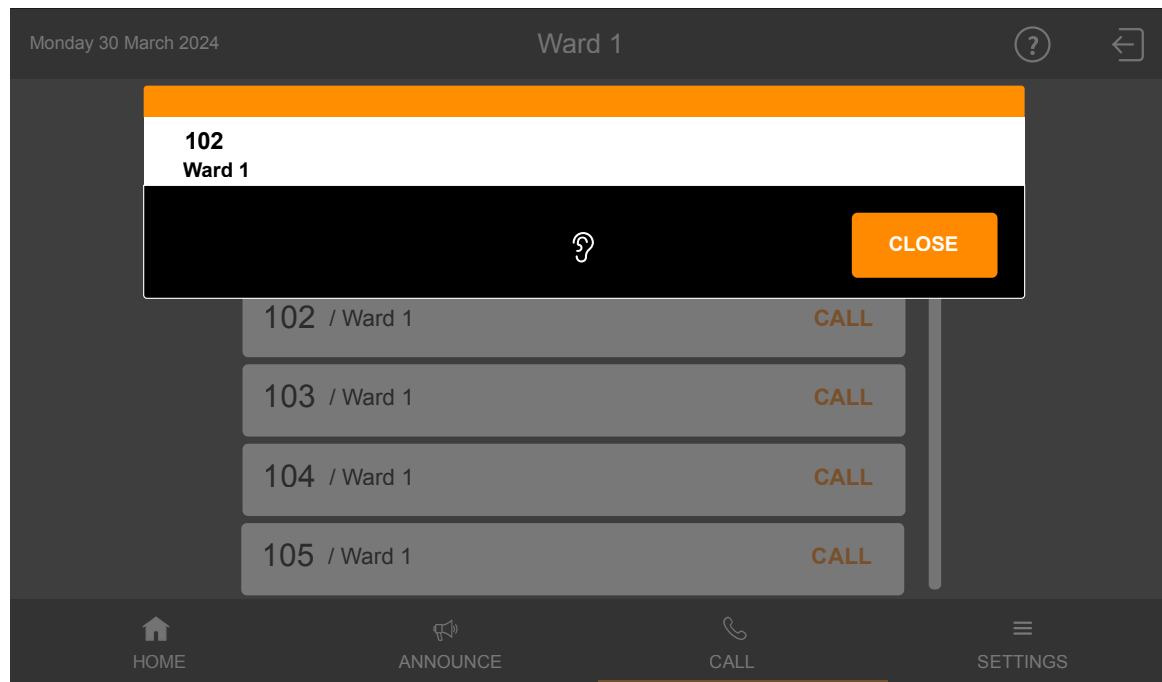


NOTICE

If the list is longer than the visible area, a scroll bar is displayed to the right of the list. To scroll down the list, swipe your finger up the list.

2. Tap **CALL** next to the desired call destination

The speech connection window appears. The speech connection is established.



If Privacy (strkethrough ear) is displayed in the window,you cannot hear any replies from the room. If you want to hear a reply, ask the person at the other end to press a call button. This will deactivate the privacy function and you will be able to hear the person. When you have ended this call, it will appear as an answered call in the call list. Cancel the call, see Section 6.4.3: “Cancelling the call” (page 50).

3. To speak to the person on the other end, use the handset or the hands-free facility.
4. To close the speech connection tap **CLOSE**. Alternatively, if you made the conversation with the handset, you can simply hang up the handset.

The call is ended.

9.3. Calling another ComStation in your ward

You can use the **CALL** menu to call other ComStations in your ward.

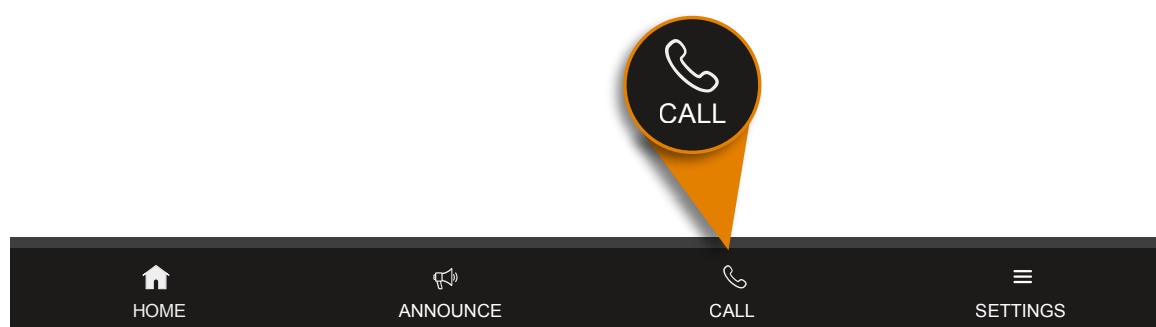


NOTICE

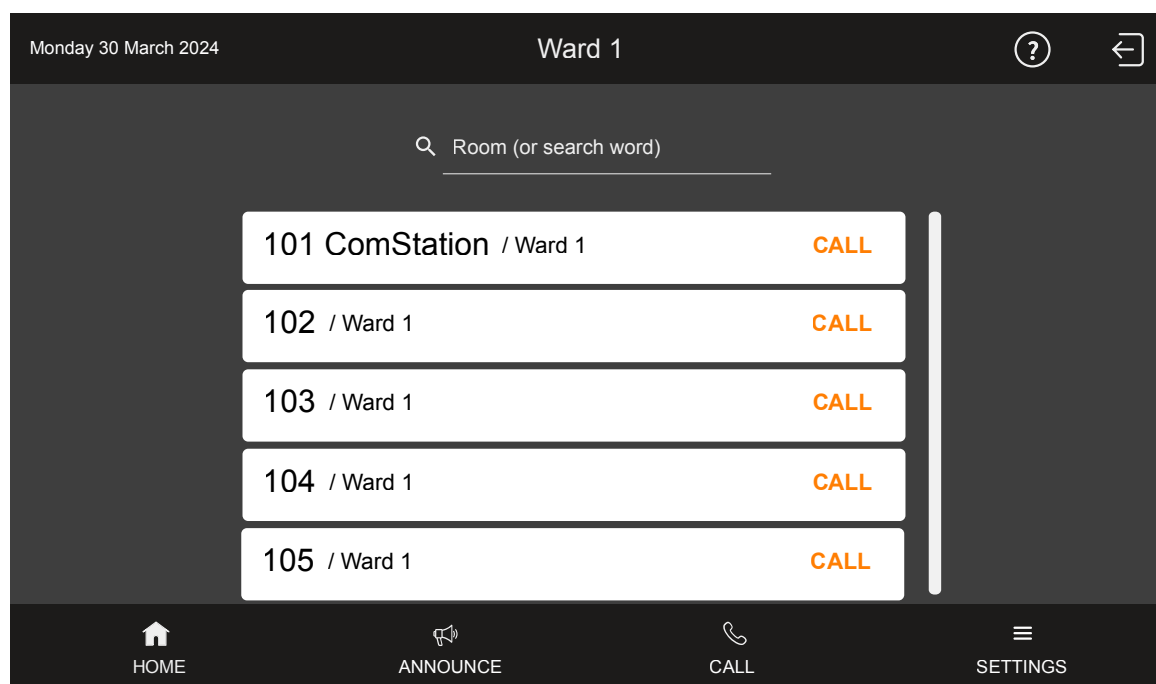
Even with ward coupling, you can only call ComStations in your own ward via the **CALL** menu. However, with ward coupling, you can still call the ComStations of the coupled wards: All staffed ComStations are displayed in the staff list. To call a ComStation in a coupled ward, tap the corresponding entry in the staff list, see Section 6.4.2: "Speaking to staff" (page 49).

This is how to call a ComStation of your ward using the **CALL** menu:

1. Tap **CALL** on the home screen:



All possible call destinations are listed:

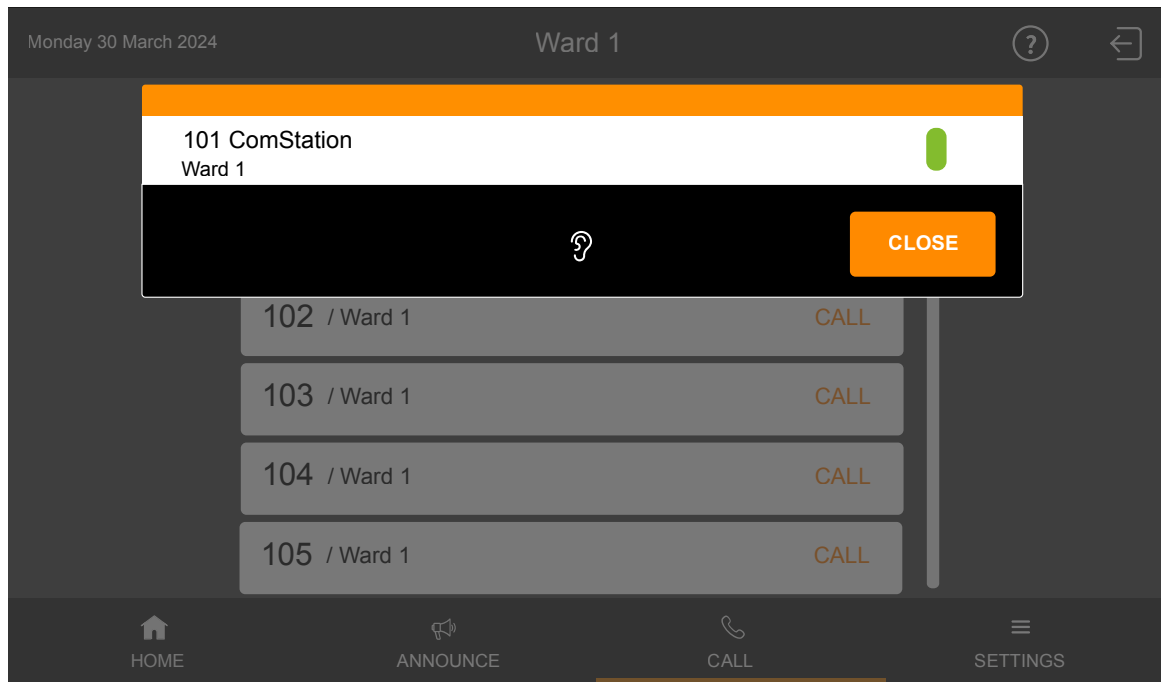


NOTICE

If the list is longer than the visible area, a scroll bar is displayed to the right of the list. To scroll down the list, swipe your finger up the list.

2. Tap **CALL** next to the desired call destination. Note: The destination is not necessarily labelled "ComStation". The labelling depends on the setting in your nurse call system.

The speech connection window appears. The speech connection is established.



If Privacy (strikesthrough ear) is displayed in the window, it is not possible for you to hear an answer. If you want to receive an answer, ask the staff at the ComStation to deactivate the privacy.

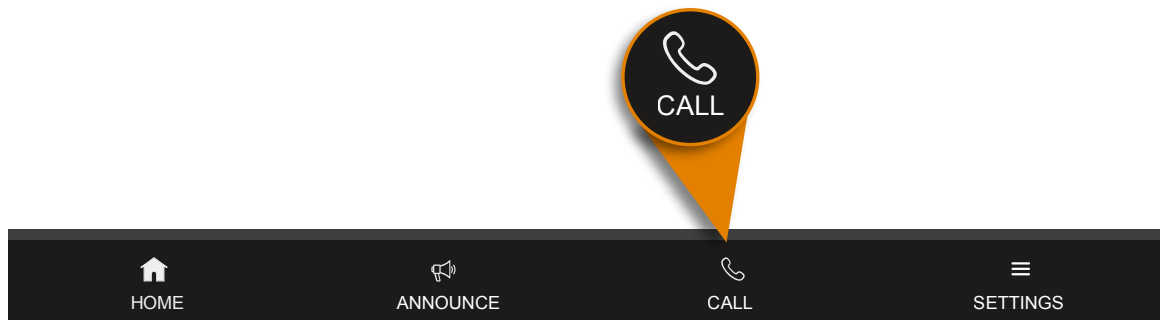
3. To talk to the person on the other end, use the handset or the handsfree facility.
4. To close the speech connection tap **CLOSE**. Alternatively, if you made the conversation with the handset, you can simply hang up the handset.

The call is ended.

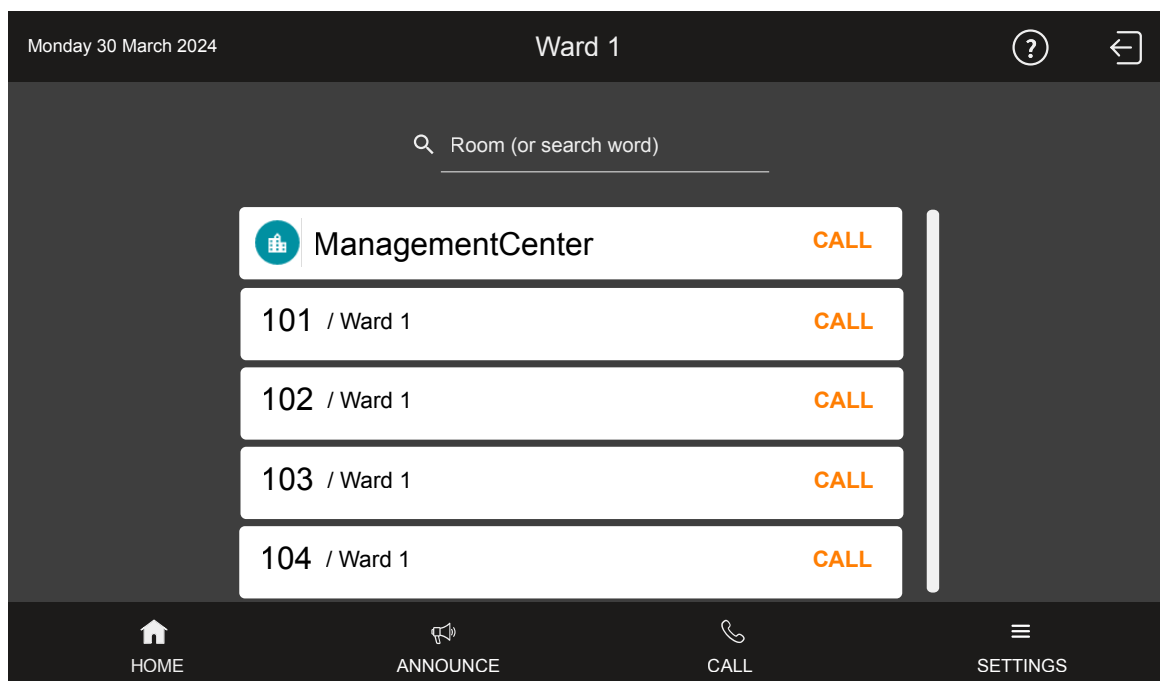
9.4. Calling the ManagementCenter

This is how you call the ManagementCenter:

1. Tap **CALL** in the home screen.



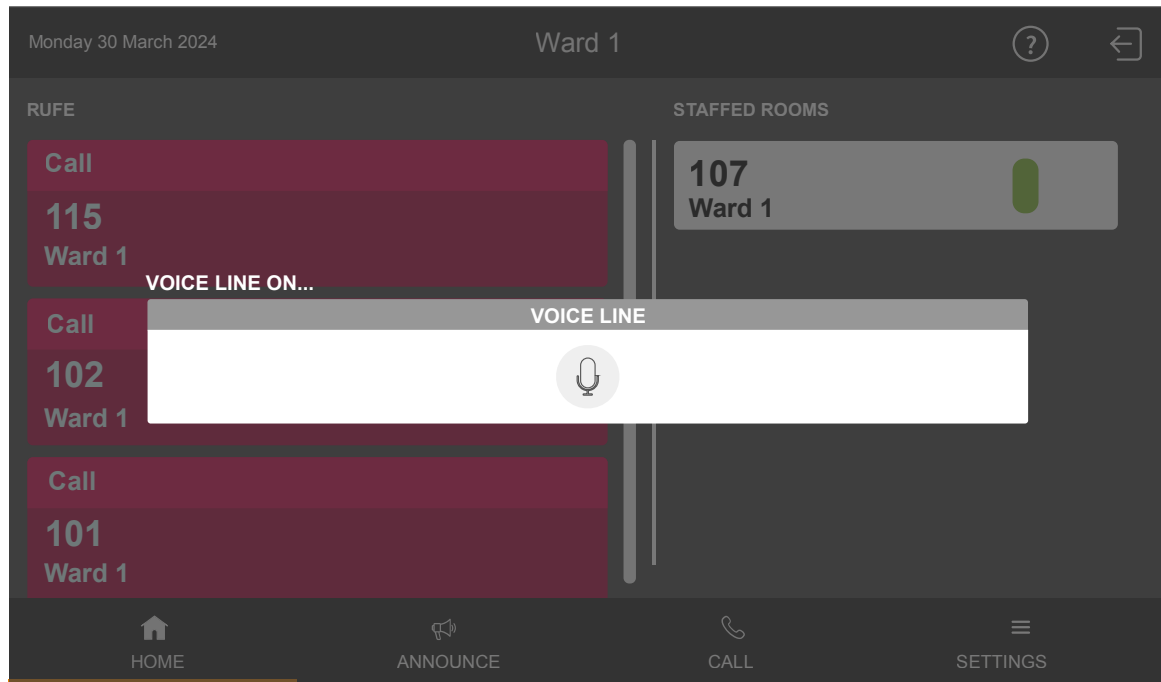
All possible call destinations are listed:



2. Tap **CALL** next to **ManagementCenter**.

Your call will not be answered directly at the ManagementCenter. Your call request will simply be displayed as a so-called organisational call. The word **ManagementCenter** will be highlighted in the list of call destinations on your ComStation IP.

As soon as the ManagementCenter staff has the time, s/he will establish a speech connection and speak to you. Your screen shows:



3. Talk to the staff and communicate your request.
4. If you do not want to be heard temporarily, you can temporarily deactivate the privacy function by tapping the microphone icon (for mute).
5. To deactivate the privacy function, tap the strikethrough microphone icon.



NOTICE

Your ComStation IP can be configured so that the privacy function is activated when a speech connection is established from the ManagementCenter, see Section 13.9: "Changing initial status for privacy mode" (page 140). Only when you deactivate the privacy function by tapping the strikethrough microphone icon you can be heard by the ManagementCenter staff.

After clarifying your request, the staff at the ManagementCenter will cancel the call. The call is cancelled. The marking of the word **ManagementCenter** disappears.



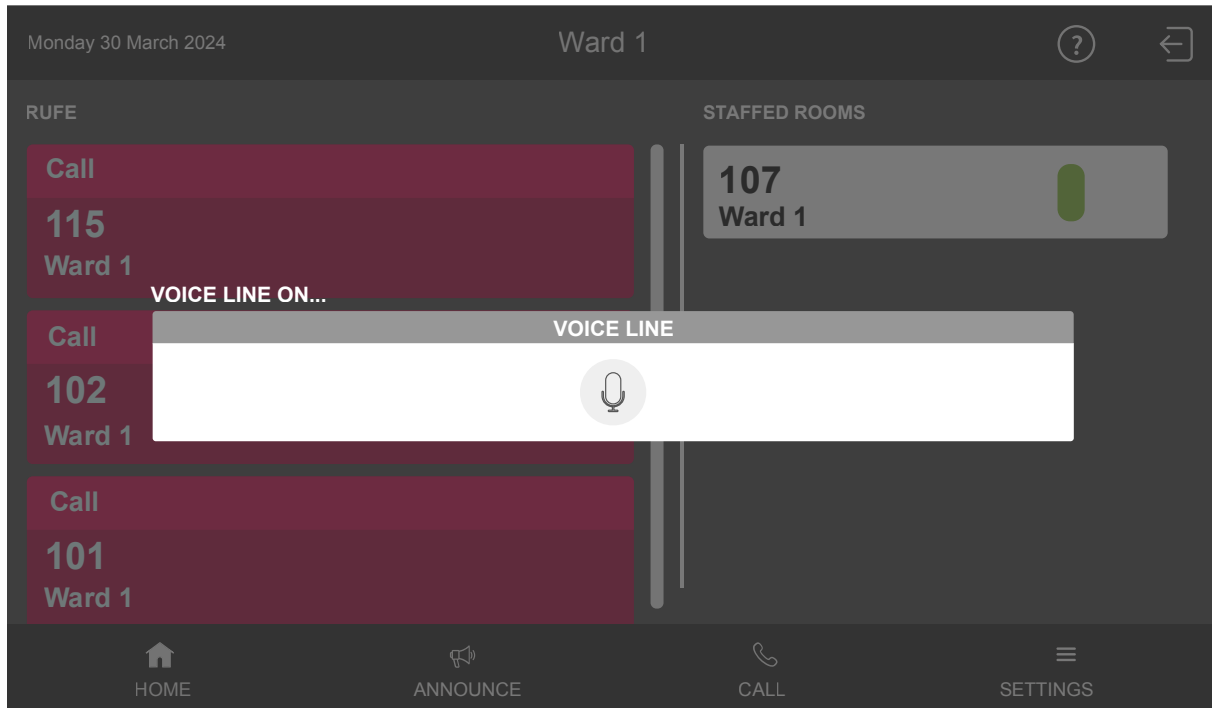
NOTICE

If necessary, e.g. if you have accidentally triggered the call, you can cancel the call. To do this, tap on **CALL** of the marked word **ManagementCenter**. The marking disappears. Your call is cancelled.

9.5. Receiving a call

You can be called from other ComStations in your ward, from all ComStations in the wards that are coupled (ward coupling), and from the ManagementCenter. The staff at the other end will establish a speech connection with you.

If staff at another ComStation or at the ManagementCenter establishes a speech connection to you, the following window appears:



1. Talk to the staff.
2. If you do not want to be heard temporarily, you can temporarily activate the privacy function by tapping the microphone icon (for mute).
3. To deactivate the privacy function, tap the strikethrough microphone icon.



NOTICE

Your ComStation IP can be configured so that the privacy function is initially activated when a call is made from another ComStation IP or the ManagementCenter, see Section 13.9: "Changing initial status for privacy mode" (page 140). You can only be heard by the staff at the other end once you have deactivated the privacy function by tapping on the strikethrough microphone icon.

At the end of the call, the staff on the other end closes the speech connection.

10. Ward coupling

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10.1. Basic knowledge on ward coupling

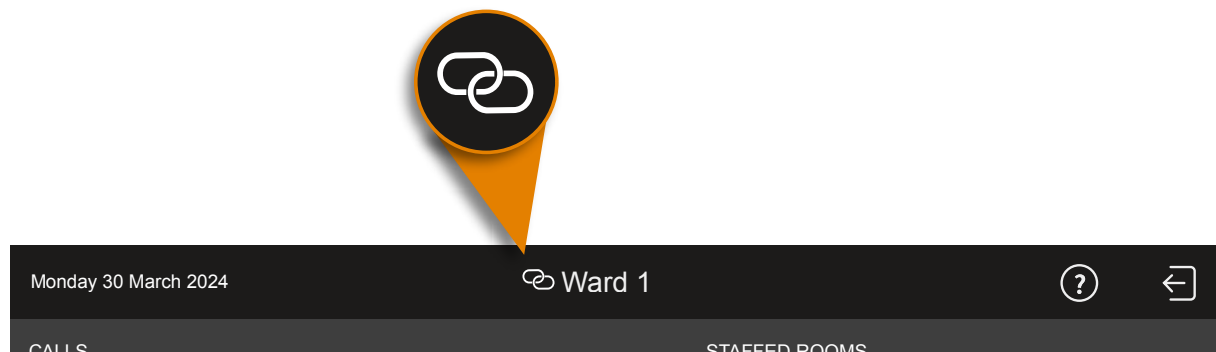
Usually, you look after only those rooms in your ward with your ComStation IP. If necessary, for example when there are few staff, several wards can be coupled.

- All calls and staff presences in the coupled area are displayed on all ComStations IP in the area.
- All calls in the coupled area are forwarded to all of the area.

Wards can be coupled by you or by another call handling console.

If one or more wards are coupled with your ward, you will see the following icon in the status bar of the home screen:

Figure 1. Ward coupling icon



NOTICE

Ward coupling disables shifts. This means that if a shift was active, it will be deactivated. The ward is no longer divided into zones., see Section 11: "Shift operation" (page 117).

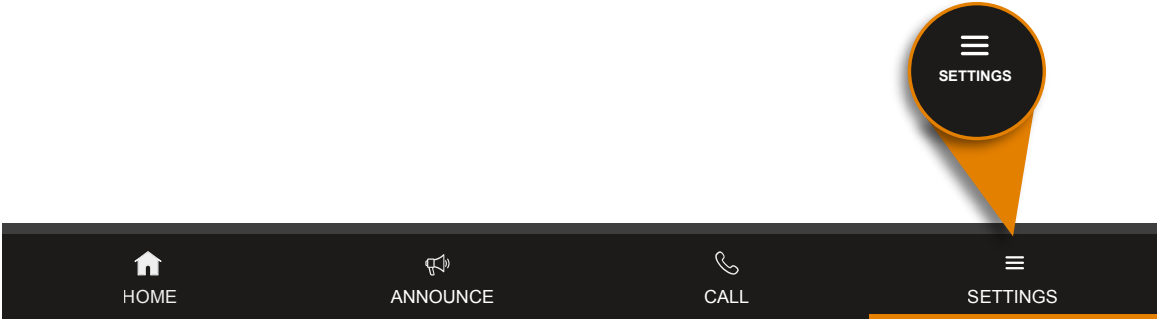
Your system administrator has set up several ward couplings, from which you can select. There is a coupling of certain wards behind every ward coupling. Ask your system administrator which wards will be coupled with which ward coupling.

You can activate these ward couplings. At the same time, other ward couplings can be activated, which you cannot influence. If a ward coupling is active, the appropriate wards are coupled.

10.2. Activating / deactivating a ward coupling

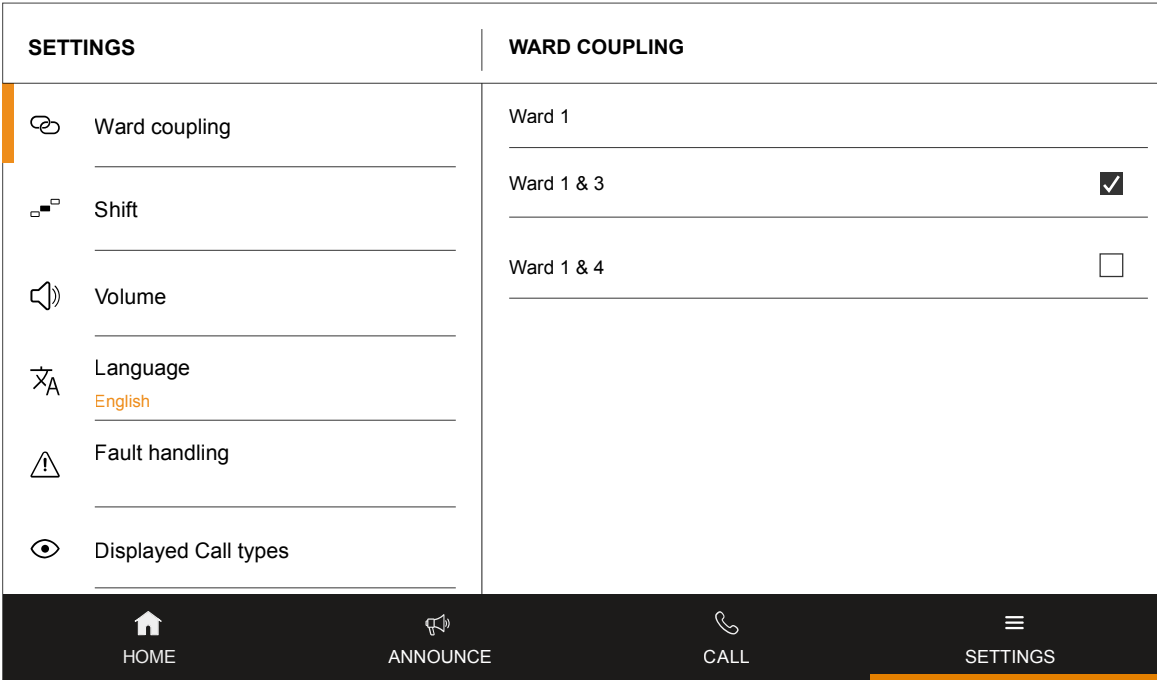
This is how you activate an inactive ward coupling or how you de-activate an active ward coupling:

1. Tap **SETTINGS** on the home screen



2. Tap on **Ward coupling** in the appearing **SETTINGS** window.

Ward couplings that you can activate are displayed.



The check box of active ward couplings is checked; these have been activated either by you or by another console. The check box of inactive ward couplings is unchecked.

3. You can activate or deactivate ward couplings:
 - If you want to activate an inactive ward coupling, tap this ward coupling so that the check box is checked. The ward coupling is active immediately.
 - If you want to deactivate an active ward coupling, tap this ward coupling so that the check box is unchecked. The ward coupling is inactive immediately.
4. Tap **HOME** to return to the home screen.

The procedure is complete. If a ward coupling is still active for your ward, you will find the ward coupling icon in the status bar:



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Ward 1

?

←

CALLS

STAFFED ROOMS

11. Shift operation

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11.1. Basic knowledge on shifts

To support zone nursing Tunstall has developed the concept of zones and shifts:

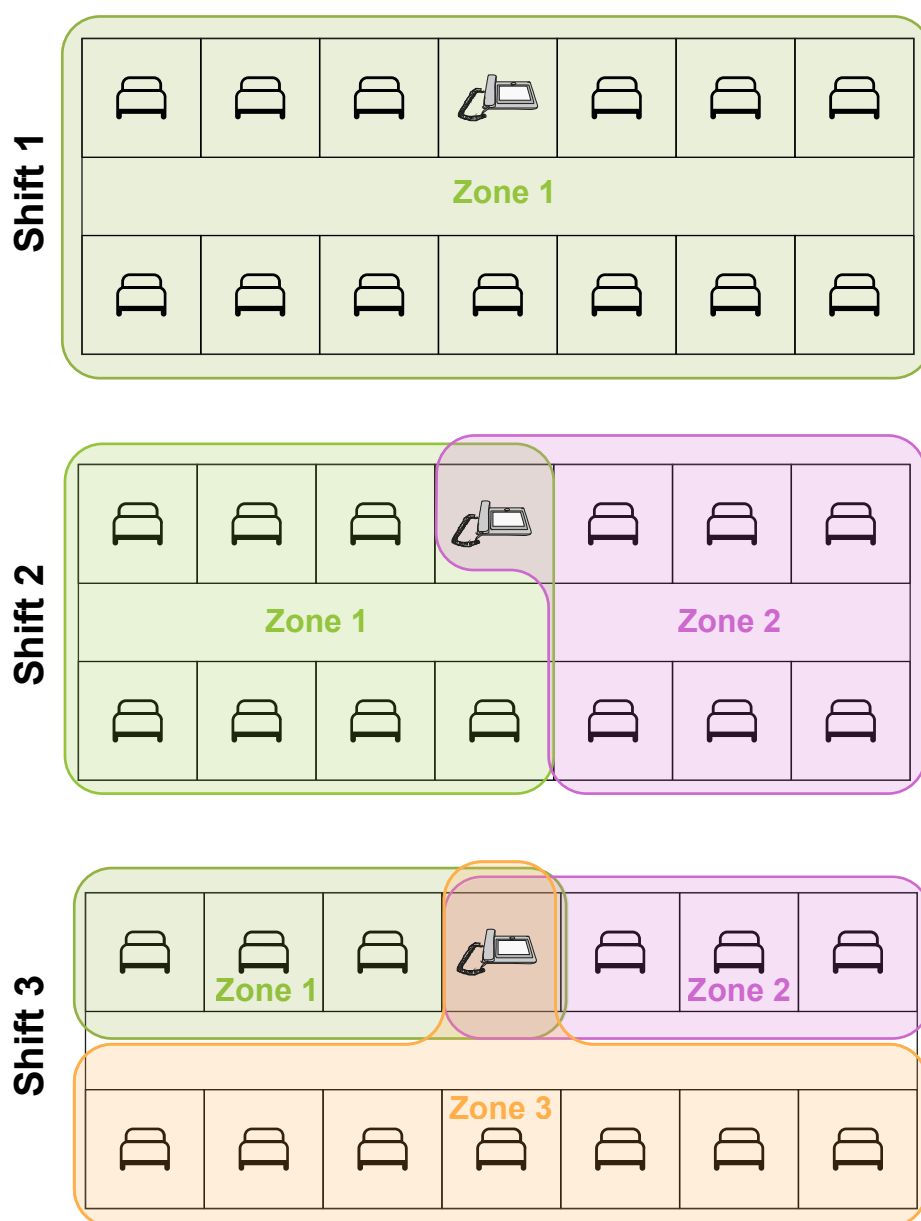
A **zone** is a part of a ward within which calls are forwarded. Calls which are raised within the zone are not forwarded to rooms in the ward which lie outside the zone. Usually, certain nursing staff are responsible for one zone.

The zones of a ward are not set for the long-term. The zone organisation can change. Each division of the ward into zones is classed as a "shift".

A **shift** refers to the division of a ward into zones. Thus, the zones may overlap each other, i.e. certain rooms can belong to several zones. Your system administrator has set up several shifts from which you can choose. You activate shifts using the ComStation IP.

One or more **ComStation IP** units installed in each ward. According to the shift, the ComStations can belong to different zones. If a ward is divided into zones, but only has one ComStation IP, the system is usually programmed that the ComStation IP belongs to all zones.

Figure 2. Example with one ComStation IP on the ward



While a shift is active on your ward, you will find the following icon in the status bar of the screen:

Figure 3. Shift operation icon



Ask your system administrator how the shifts are assigned on your ward.

11.2. Activating/deactivating a shift

This is how you activate and deactivate a shift:

1. Tap **SETTINGS** in the home screen.



2. Tap on **Shift** in the appearing **SETTINGS** window.

The shifts that are available for your ward are displayed. The radio button for the active shift is selected. If no shift is active, the **None** radio button is selected. Only one radio button is selected at a time.

SETTINGS	SHIFT
Ward coupling	None <input checked="" type="radio"/>
Shift	Early shift <input type="radio"/>
Volume	Late shift <input type="radio"/>
Language English	Night shift <input type="radio"/>
Fault handling	
Displayed Call types	

3. Tap on the shift you want to activate. If you want to deactivate shift operation, i.e. no shift should be active, tap on **None**.


The radio button for the shift is selected. The shift is active.



4. Tap **HOME** to return to the home screen.

The procedure is complete. If a shift is still active for your ward, you will find the shift operation icon in the status bar.



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STAFFED ROOMS



NOTICE

Ward coupling cancels shifts. This means that if a shift was active on your ward, it will be deactivated. The ward is no longer divided into zones. The status bar displays the ward coupling icon, see Section 10: "Ward coupling" (page 113).

12. Adjusting the volume

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12.2. Adjusting the volume in standby mode	125


You can set the following volumes of the ComStation IP:

- Volume of the loudspeaker of the hands-free facility
- Volume of the handset
- System sounds (calls, faults)

You can adjust the respective volume when it is currently being output or when the ComStation IP is in standby mode.

12.1. Adjusting the current volume

You can adjust the current volume using the volume keys:

	Increase volume of the ComStation IP by tapping the touch key on the device.
	Decrease volume of the ComStation IP by tapping the touch key on the device.

- If there is a speech connection via the hands-free facility, tapping the volume keys adjusts the volume of the loudspeaker.
- If there is a speech connection via the handset, tapping the volume keys adjusts the volume of the handset.
- If there is no speech connection, tapping the volume keys adjusts the volume of the system sounds (calls, faults).

**NOTICE**

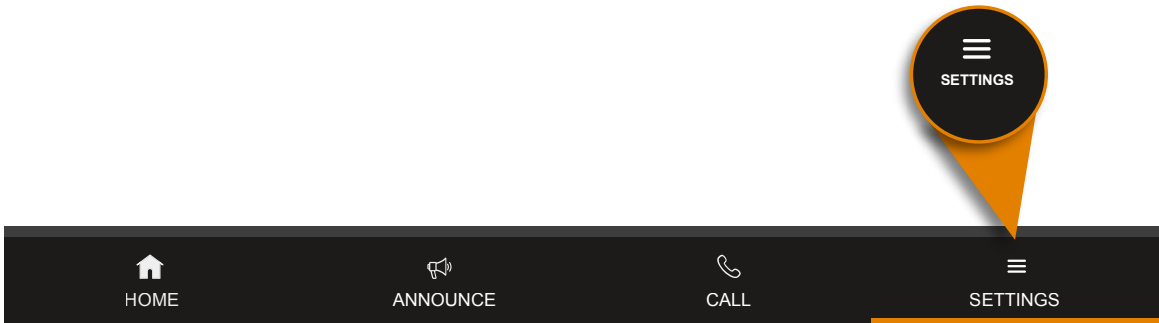
The sound cannot be turned off completely. It can only be reduced to a minimum volume.

The settings are permanent, i.e. they only change if you change the setting.

12.2. Adjusting the volume in standby mode

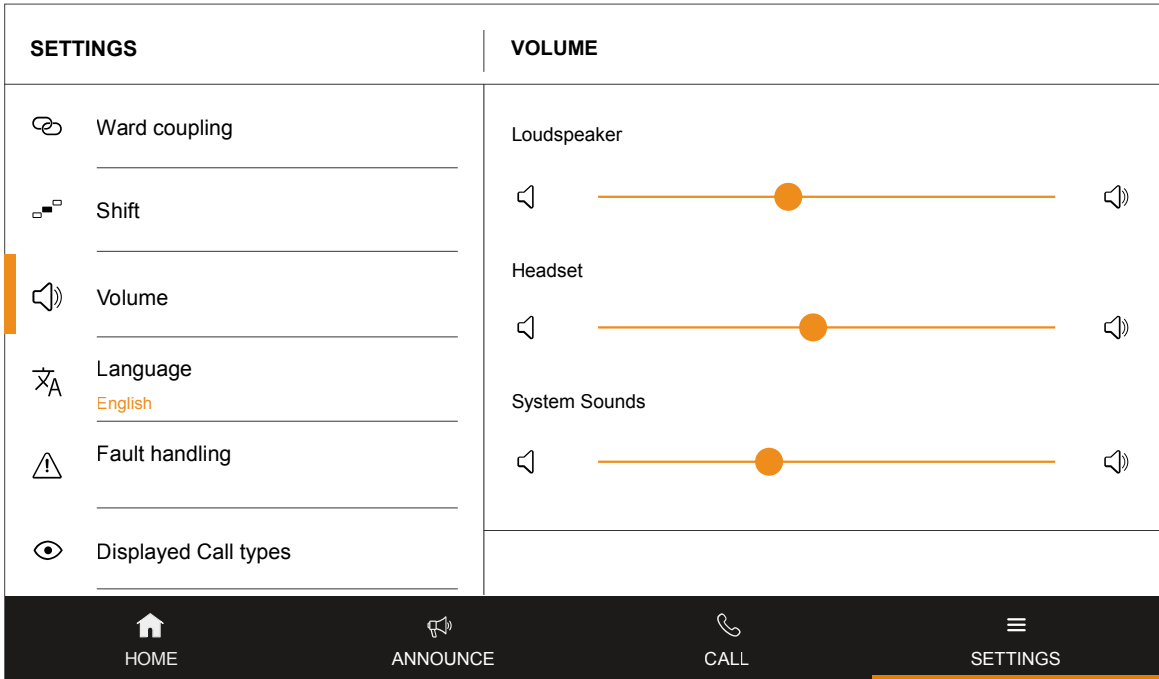
You can adjust all three volume settings when there is no current speech connection. Here's how to do it:

- 1. Tap **SETTINGS** in the home screen:




- 2. Tap on **Volume** in the appearing **SETTINGS** window.

The current volume settings are displayed:



- 3.

 **NOTICE**
The sound cannot be turned off completely. It can only be reduced to a minimum volume.

Adjust the desired volume levels by moving the respective slide control.

- 4. Tap **HOME** to return to the home screen.

The procedure is complete. The settings are permanent, meaning they will only change if you change the setting.

13. Putting the device into operation

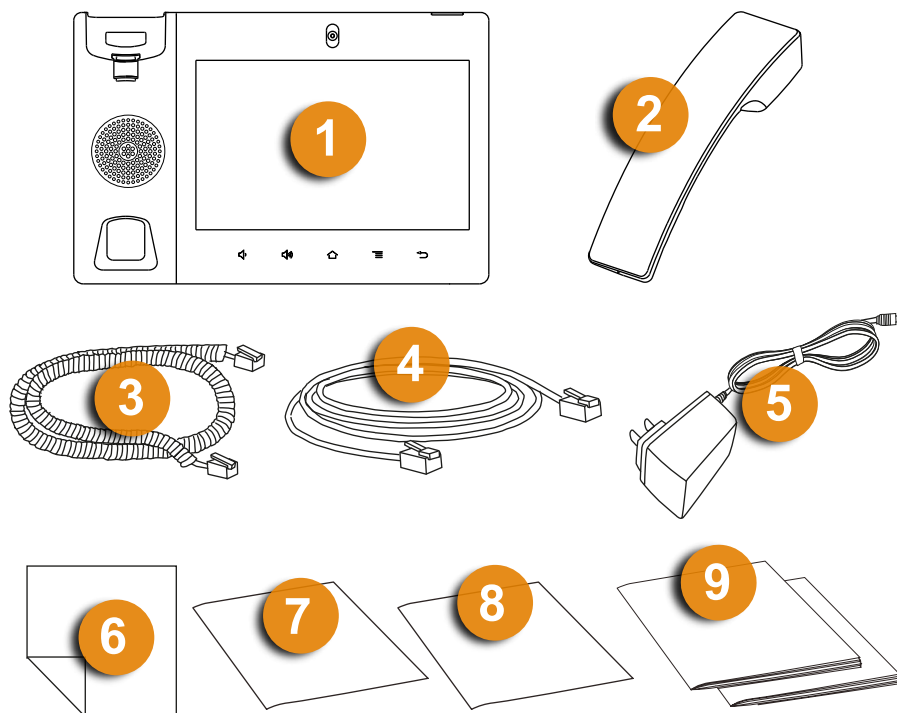
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13.8. Changing default setting for fault acoustic	138
13.9. Changing initial status for privacy mode	140

This chapter is for technicians who put the ComStation IP into operation.

The ComStation IP is based on an IP desk telephone from the GRANDSTREAM company with adapted Android operating system. The ComStation functionality is pre-installed as an application. All other functions are inactive (kiosk mode).

13.1. Scope of supply



[1]	Main case
[2]	Handset
[3]	Handset cord
[4]	Ethernet cable
[5]	12 V power adaptor
[6]	Screen cleaning cloth
[7]	Installation Instructions for the ComStation IP
[8]	Quick reference guide for the ComStation IP
[9]	Documents by the GRANDSTREAM company (for technicians only!)

13.2. Location for the device

- This equipment should be installed and operated with minimum distance of 20 cm between the device and the body of the users.
- The device should be operated in a temperature range between 5°C and 40°C.
- For good hands-free quality, the area in front of the microphone (front right) should be kept clear. The optimum distance for hands-free talking is 50 cm.
- Do not place the device in a room with high dust generation, as this can considerably reduce the service life of the device.
- Do not expose the device to direct sunlight or other heat radiation, as this can damage the electronic components and the plastic housing.
- Do not operate the device in environments where steam is generated.

13.3. Power supply

The device can optionally be supplied with power as follows:

- with the supplied 12 V power adaptor (input: 100 – 240 V AC, 50 – 60 Hz; output: 12 V DC, 1,5 A)
- in a LAN with PoE or PoE+ (PoE 802.3af Class 3, PoE+ 802.3at, Class 4)

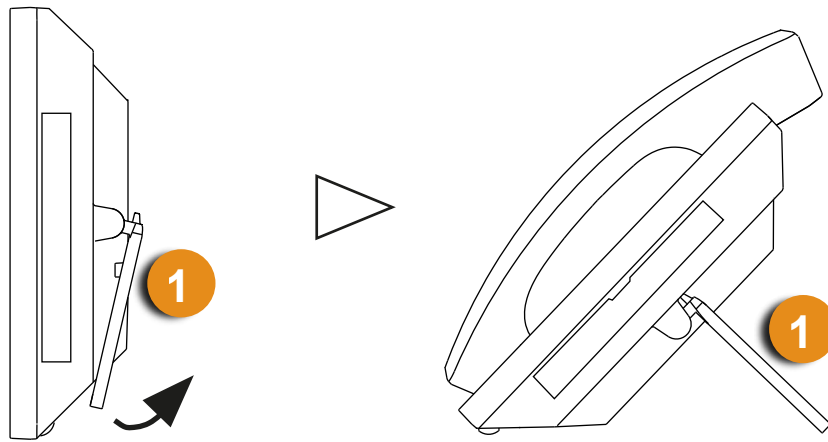
Backup power supply

Observe the following protective measures both for the power supply via the 12 V power adaptor and via PoE:

The German standard DIN VDE 0834 stipulates that in the event of a failure of the general power supply, the nurse call system must be supplied from a power source for safety purposes according to DIN VDE 0100-200 and DIN VDE 0100-560. This power source shall take over the supply to the nurse call system no later than 15 s after failure of the general power supply and shall maintain operation for at least 1 hour. The operator has to ensure the safe operation even after the expiry of 1 hour by means of appropriate technical and organisational measures.

13.4. Setting up the device

Figure 4. Setting up the device

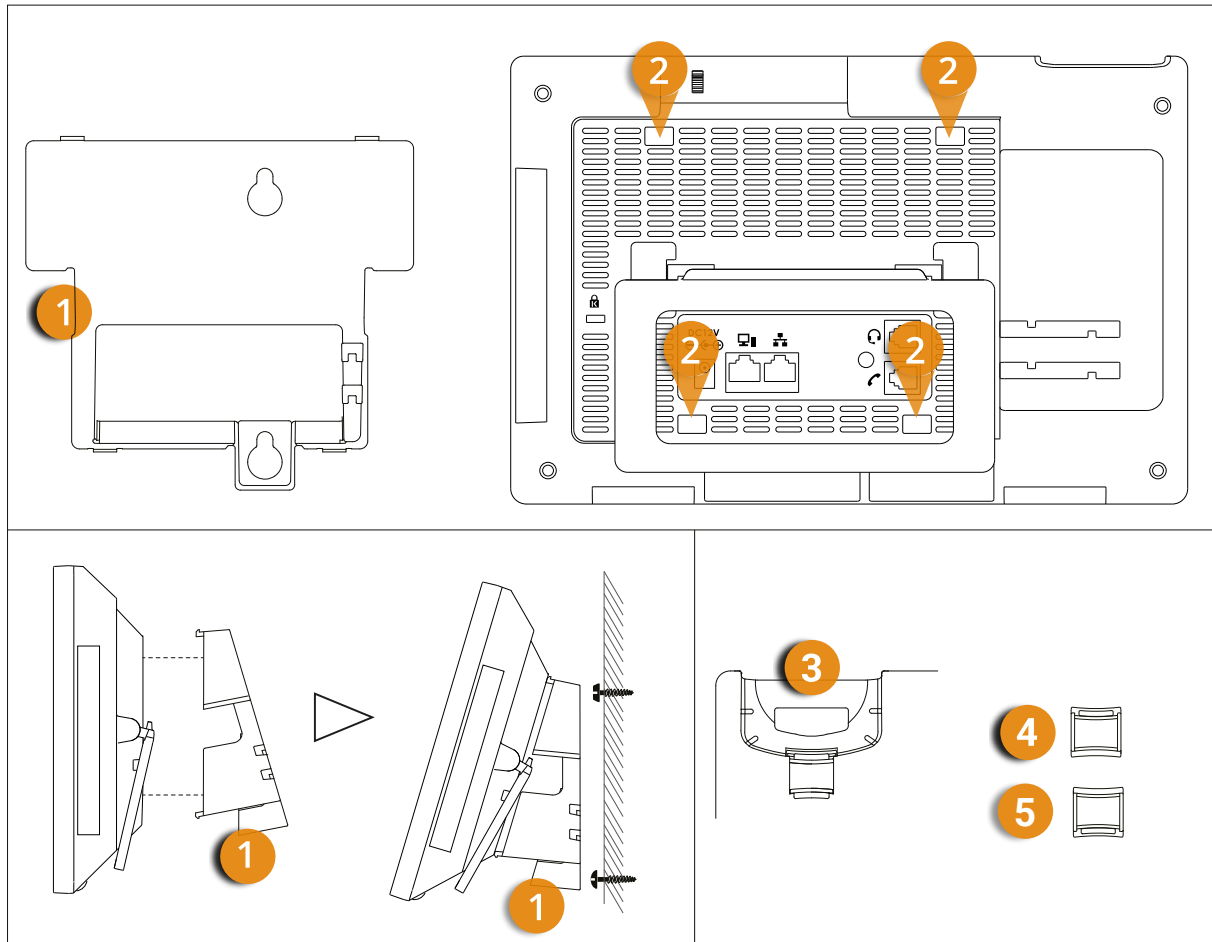


[1]	Built-in stand for desktop installation
-----	---

The device has a built-in stand. To use it, fold it out of the back of the device and adjust it to the desired angle. Ensure that the device is in a secure position.

13.4.1. Optional wall mounting

A wall mount is available for the device, which can be purchased separately.



[1]	Wall mount (order separately)
[2]	Four mounting slots for attaching the wall mount
[3]	Handset cradle
[4]	Tab in the position for wall mounting (tab with extension up)
[5]	Tab in the position for desktop installation (tab with extension down)

1. Attach the wall mount to the four mounting slots on the back of the device.
2. Attach the device to the wall via the two key holes in the wall mount.
3. Pull out the tab below the handset cradle. Rotate the tab and plug it back into the slot with the extension up to hold the handset while the device is mounted on the wall.

13.5. Configuring ComStation IP in the nurse call system

A prerequisite for using the ComStation IP is that the nurse call system has been configured with the SystemOrganizer configuration software for using the ComStation IP.

For configuration, the MAC address of the ComStation IP must be known. This can be seen from a label on the ComStation IP.







If the ComStation IP is already in use, the MAC address can also be find out from the **SETTINGS** menu.





1. Tap on **SETTINGS** on the home screen.

The **SETTINGS** window appears.

2. In the menu on the left, scroll down until **Information** appears, then tap **Information**.

The following view appears:

SETTINGS	INFORMATION
 Volume	Participant 3
 Language English	MAC-Address 00:0B:82:ED:73:4C
 Fault handling	IP-Address 10.40.4.103
 Displayed Call types	Software Revision 2.0.0 (106)
 Information	Android Revision 11
 Setup	

 HOME
  DURCHSAGE
  ANRUF
  EINSTELLUNGEN

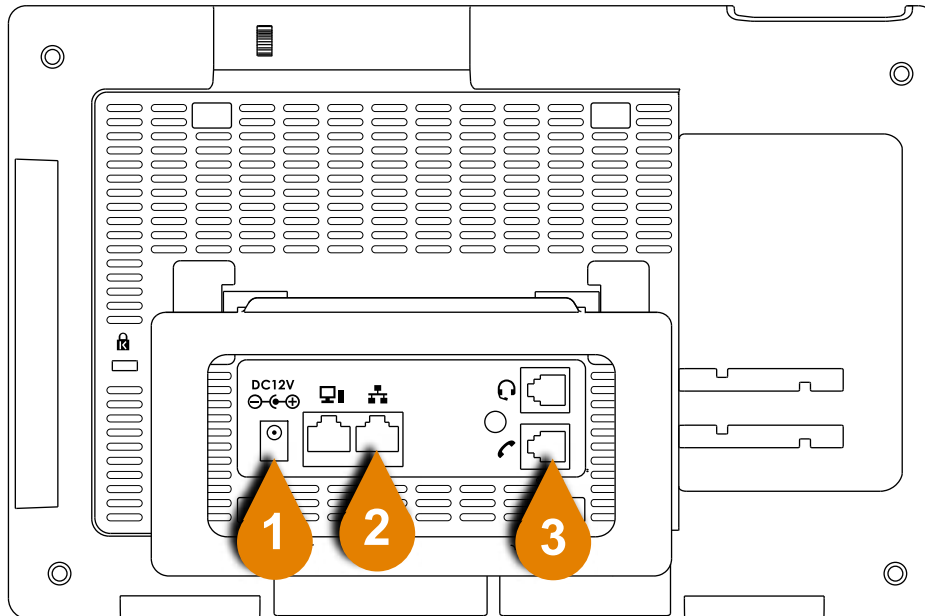


NOTICE

If **(static)** is noted behind the IP address, a static IP address has been set on this device. This static IP address must also be entered in the SystemOrganizer for this ComStation IP.

13.6. Connecting the device


Figure 5. Ports



[1]	Power jack for 12 V DC power adaptor (only required if the device is not powered via the Ethernet cable (PoE))
[2]	LAN port
[3]	Handset connector port


1. Connect the handset cord to the handset and to the port for handset cord.
2. Connect the Ethernet cable to the LAN port and to the RJ45 connection box in the room. The RJ45 connection box must be connected to the nurse call system according to the Technical Manual for the nurse call system.

3.



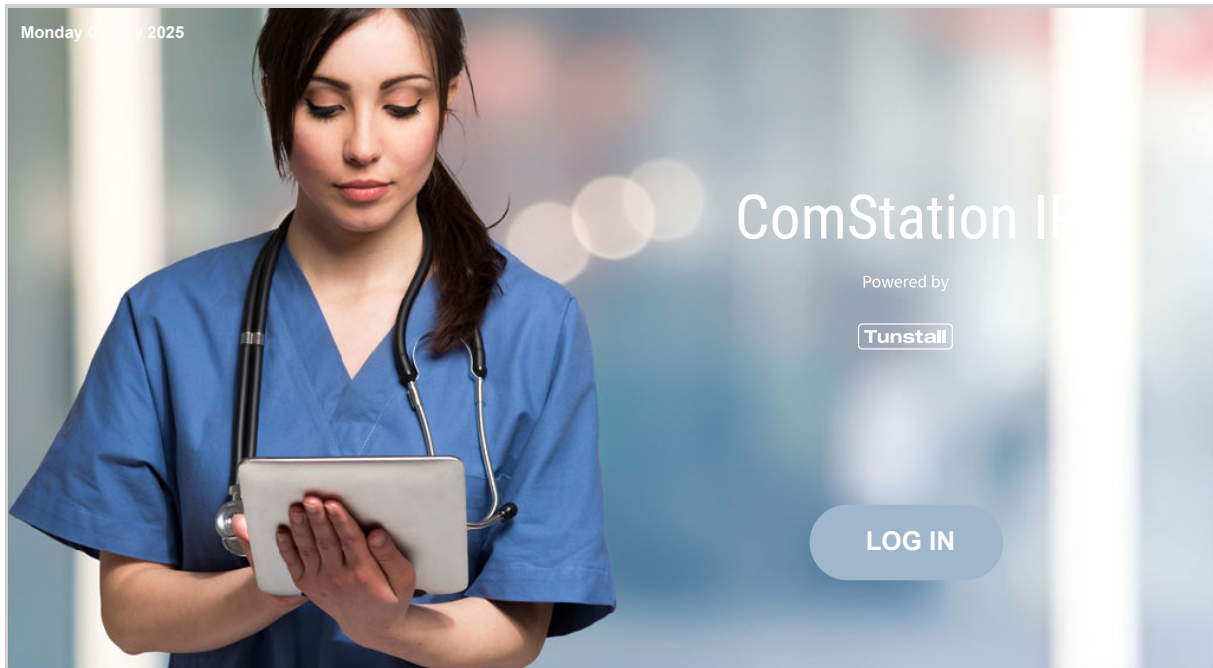
CAUTION
Only use the 12 V DC power adaptor included in the scope of delivery. Use of another power adaptor may damage the device.

If the device is not powered by PoE or PoE+ (PoE switch), connect the 12 V DC power adaptor to the power jack and to a 230 V socket.

- 

CAUTION
DO NOT switch off the device during system start-up or when updating the firmware. Doing so may damage the firmware.

The device is starting up. The ComStation IP app login screen appears automatically. The ComStation IP is ready for operation.



13.7. Define displayed call types

The ComStation IP is basically intended for displaying and handling call types for the purpose of nurse call. However, the ComStation IP can also be used to display and handle service calls. The service call call type is used to enable patients to request non-medical services. The special service call button on the ePat® lite patient unit is used to raise a service call. Service calls are not calls for the purpose of nurse call.

It is possible to display service calls on a separate ComStation IP. The ComStation IP for service calls can then be operated, for example, by special service staff who only deal with non-medical services.

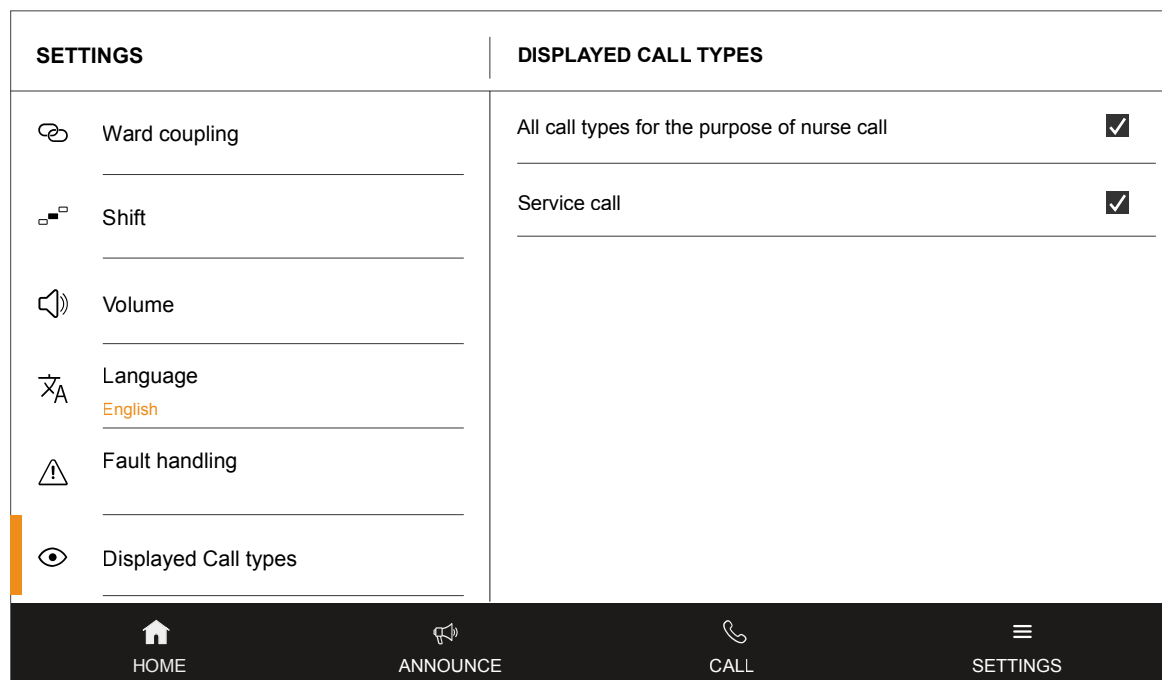
Each ComStation IP can be configured in the following ways:

- ComStation IP displays **all call types for the purpose of nurse call** and **Service call** (factory setting)
- ComStation IP displays **Service call** only.
- ComStation IP displays **all call types for the purpose of nurse call** only.

To make these setting:

1. Tap **SETTINGS** on the home screen.
2. In the window that appears, tap **Displayed Call types**.

The following view appears:



Call types for which the check box is selected are displayed when the ComStation IP is in operation.

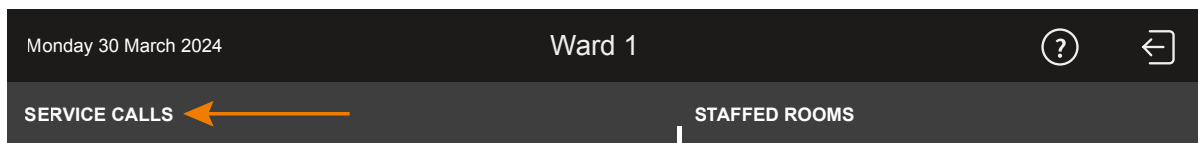
3. Select the checkboxes for the call types that are to be displayed on the ComStation IP. To switch between the selected and deselected state of the checkbox, tap on the term, i.e. **Service call** or **All call types for the purpose of nurse call**.

**NOTE**

If you click on the entry **All call types for the purpose of nurse call**, a password entry window will appear. Enter the password and then tap **CONFIRM**. This setting is password protected because it may only be changed by a system administrator. The password can be obtained from Tunstall GmbH.

4. Tap HOME to return to the home screen.

The procedure is finished. The heading of the call list informs you which call types are displayed:

Call types for the purpose of nurse call and Service call:**Call types for the purpose of nurse call ONLY:****Service call ONLY:**

13.8. Changing default setting for fault acoustic



NOTICE

The following configuration setting is password protected because it may only be performed by a system administrator. The password can be obtained from Tunstall GmbH.

Faults are indicated by a special icon in the status bar and by a sound sequence, see Section 1.2: "If a fault is displayed..." (page 7). It is possible to change the default setting with regard to the fault acoustic, i.e. in the event of a fault no sound sequence will sound (no fault acoustic).



WARNING

If there is a fault, it is possible that not all calls will reach the nursing staff. In the worst case, a patient dies if his or her call does not arrive.

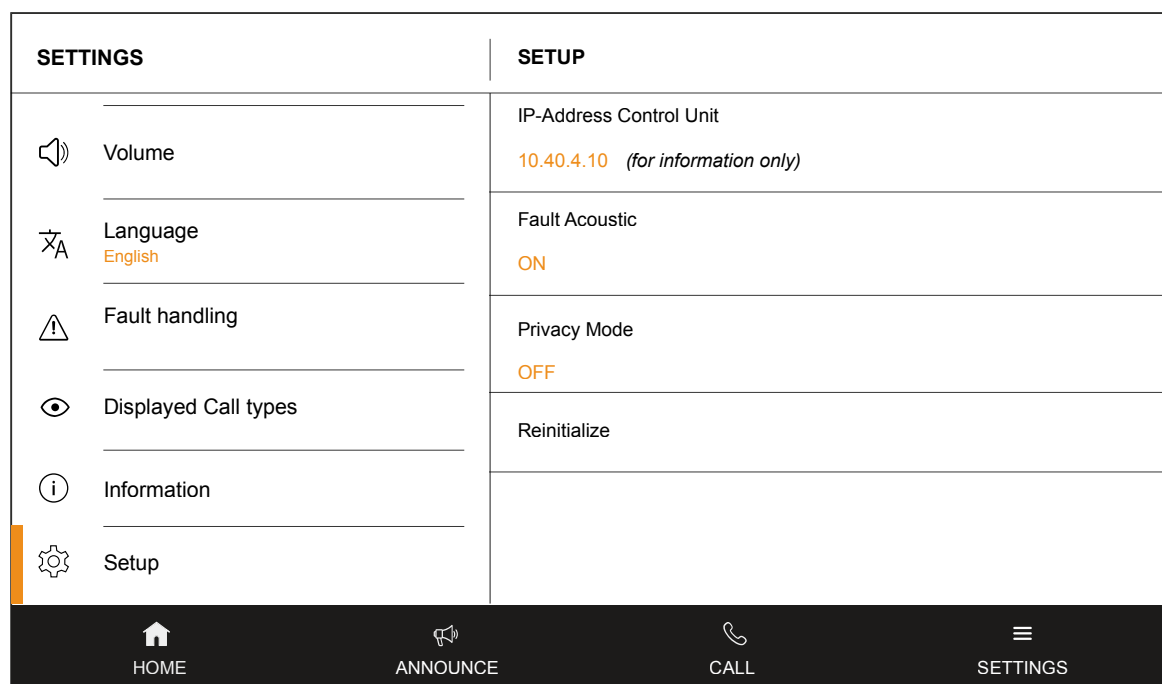
- You may only switch off the fault acoustic if it is ensured that nursing staff and technicians are informed about all faults even without fault acoustic.

1. Tap **SETTINGS** in the home screen.

The **SETTINGS** window appears.

2. In the menu on the left, scroll down until **Setup** appears, then tap **Setup**.

The following view appears:



3. Tap on **Fault Acoustic**.

The window for entering the password appears.

4. Enter the password. Then tap **CONFIRM**.

The **Set fault acoustic** window appears.

5. Tap **OFF** to turn off the fault acoustic, or tap **ON** to turn on the fault acoustic.

The fault acoustic is set according to your selection. The current setting is displayed in the **SETUP** window.

6. Tap **HOME** to return to the Home screen.

The procedure is finished.

13.9. Changing initial status for privacy mode



NOTICE

The following configuration setting is password protected because it may only be performed by a system administrator. The password can be obtained from Tunstall GmbH.

If a speech connection to this ComStation IP is established from another ComStation or from the ManagementCenter, the privacy function is deactivated, see Section 9.5: "Receiving a call" (page 111). This means that the staff at this ComStation IP is heard directly by the staff at the other end.

This setting can be changed so that privacy mode is activated first. Only when the staff at the ComStation IP tap the strikethrough microphone icon, the privacy mode is deactivated.

1. Tap **SETTINGS** in the home screen.

The **SETTINGS** window appears.

2. In the menu on the left, scroll down until **Setup** appears, then tap **Setup**.

The following view appears:

SETTINGS	SETUP
Volume	IP-Address Control Unit 10.40.4.10 (for information only)
Language English	Fault Acoustic ON
Fault handling	Privacy Mode OFF
Displayed Call types	Reinitialize
Information	
Setup	

HOME
 ANNOUNCE
 CALL
 SETTINGS

3. Tap on **Privacy Mode**.

The window for entering the password appears.

4. Enter the password. Then tap **CONFIRM**.

The **Set Privacy Mode** window appears.

5. Tap ON to set the initial privacy status to ON or OFF to set the initial privacy status to OFF .

The initial privacy status is set according to your selection. The current setting is shown in the **SETUP** view.

6. Tap **HOME** to return to the Home screen.

The procedure is finished.

14. Cleaning and disinfection

Clean and disinfect the device when it is logged out so that no undesirable functions are triggered. To log out the device, see Section 4.2: “Log out” (page 31).

**NOTICE**

If the **LOGIN** button is accidentally activated when cleaning or disinfecting the device, the Home screen will be displayed. Log out again.

**CAUTION**

- Keep the device clean and dry, or may lead to electric shock or other perils.
- DO NOT use disinfectant too frequently.
- DO NOT use high degree or even pure disinfectant. It could damage the device.

For daily dust removal and fingerprint removal, please use the screen cleaning cloth in the scope of supply to wipe the device.

The housing of the device and the handset are made of ABS. The capacitive touchscreen has a surface made of chemically hardened safety glass. The spiral cable of the handset is coated with soft PVC.

Only use cleaning agents that are compatible with these materials.

For disinfection, you can use medical alcohol or isopropanol.

1. Spray a small amount of disinfectant onto the screen cleaning cloth.
2. Wipe the device, i.e. the screen, handset and other areas that users touch, with the screen cleaning cloth.

15. Technical data and disposal information

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15.2. Disposal of the device	145

15.1. Technical data




NOTICE

The ComStation IP is an app that runs on a device from the GRANDSTREAM company. For detailed information about the device please refer to the documentation of the GRANDSTREAM company.

Parameter	Value
Article no.	76060650
Dimensions (HxWxD)	approx. 160 x 260 x 155 mm (incl. handset; set up on stand)
Screen diagonal	8" (1280x800)
Weight	1450 g
Housing material	ABS
Touch screen	Capacitive touchscreen
Touchscreen surface material	Chemically tempered safety glass
Handset material	ABS
Handset cable material	Soft PVC
Power supply	PoE/PoE+ or using supplied power adaptor
Power consumption	<ul style="list-style-type: none"> • via PoE ((802.3af/at): up to approx. 12.5 W • via power adaptor (12 V/1.5 A): rated power max. 18 W
Power adaptor	<ul style="list-style-type: none"> • Input: 100 – 240 V AC, 50 – 60 Hz • Output: 12 V DC, 1.5 A
Ambient temperature:	
• Transport, storage	• -10 °C to + 60 °C
• Operation	• 0 °C to 40 °C
Relative humidity	10 % to 90 % (non condensing)

15.2. Disposal of the device

	<p>The device should not be disposed of via the normal household waste stream.</p> <p>According to the European Directive 2012/19/EU on waste electrical and electronic equipment and its transposition into national law, equipment that is no longer fit for use must be collected separately and recycled in an environmentally sound manner.</p>
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Redefining Connected Care & Health

For over 65 years, Tunstall Healthcare has pioneered the use of technology to support those requiring care & health intervention to live independently in their chosen home setting. The aim is to balance independence with reassurance, and provide tailored support which meets individuals' needs now and in the future.

Our solutions and services enable independent living, by defining new models of care and creating connected global healthcare solutions which support more than five million people daily.

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