Important information

UL compliance

Telligence units comply to UL 1069 regulatory requirements.

The Telligence system has been designed and tested under standardized conditions to have no reaction to electrostatic discharge (ESD) phenomena.

Auxiliary hardware that can be added to this system must be listed to appropriate UL safety standards and must have a latching, normally open, dry contact relay that is clearly labeled for connection to a nurse call system.

The Telligence system can be connected to UL Listed smoke detectors and fire alarm systems. The Telligence system is not a fire alarm control unit. Any fire alarm signal annunciated by the Telligence system is considered supplemental only. A UL Listed primary fire alarm signaling system is required to reduce the risk of injury or death.

See Appendix B for additional information regarding warnings and conditions for use with auxiliary hardware.

Industry Canada compliance statement

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus as set out in the interference-causing equipment standard entitled “Digital Apparatus,” ICES-003 of Industry Canada.

Terms used in this manual

Specialized terms are used throughout this manual. The first time we use a term, we define it in the text. The same terms are also defined in a Glossary at the back of the manual.
Chapter 1
General information

Summary
This chapter provides an overview of the Telligence system and provides basic information to help you get started using the system.

Content
Introduction • 2
Basic equipment types • 2
Basic system functions • 7
Calls to the nurses' station • 7
Configuration settings • 7
Related documentation • 9
Technical support • 11
Introduction

Basic equipment types

The Telligence system includes three basic equipment types:

• Equipment for calling the nursing station
• Equipment for monitoring and responding to calls
• Additional equipment that supports the overall nurse call system

Equipment for monitoring and responding to calls

Staff consoles allow nursing station staff to monitor active calls, and to place and respond to calls from patients and staff. Staff consoles are also used to configure call priorities for individual patient and staff/duty stations.

Notes

• A staff console is a desktop communications hub typically placed in nurses’ stations. It displays incoming calls and enables staff members to prioritize and respond to calls. Staff consoles are equipped with speakers and a handset for paging and for voice communication with patient stations and staff/duty stations.

• A patient station serves as the primary point of contact between patient rooms and the nurses’ desk. Patient stations are wall-mounted near patient beds. They are equipped with call buttons for staff use, a microphone and speakers, and receptacles for connecting electronic beds, pillow speakers, call cords, or latching auxiliary hardware.

• A staff/duty station is an audio-equipped, wall mounted communications station with buttons for placing nurse calls, and a microphone and speaker for communicating with staff members at staff consoles and annunciators.
Figure 1: Staff console (left) and annunciator (right)

Annunciators are wall-mounted call stations similar to staff consoles. Annunciators can provide the same functionality in areas such as staff rooms and PBX rooms that are located some distance from the nursing station.

**Equipment for calling the nursing station**

Staff and patients can contact the nursing station using a variety of devices both with and without audio. Patient stations, like the one shown in Figure 2, are wall mounted near the bed. They provide receptacles for pillow speakers, call cords, and bed receptacles (if equipped), which allow patients to call the nursing unit from a bed or chair.

Call cords are communication devices available from the patient's bed that are used for placing nurse calls by pushing a button, squeezing a bulb, or blowing into a tube.

Pillow speakers are communication devices available from the patient’s bed that enable patients to control lighting and television in addition to placing nurse calls.
Note: The labels applied to station buttons are configurable and may differ on your system from those used here.

Staff members use the patient station call buttons to call the nursing station or to signal an emergency. Patient stations have built-in speakers and microphones for two-way voice communication.

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

Staff and patient rooms may also be equipped with staff/duty stations like the one shown above. These devices have call buttons that allow staff members to signal the nursing station for assistance, or to signal an emergency. Note that the labels applied to station buttons are configurable and may differ on your system from those used here.
Like patient stations, staff/duty stations are audio-equipped, supporting two-way voice communication.

A number of peripheral devices may also be installed. Peripheral devices are small stations without voice audio that provide buttons or pull cords for calling the nursing station or registering presence. These include code blue stations, staff emergency stations, lavatory stations and others. Lavatory stations provide receptacles for pull cords, so that patients can call for help from the lavatory or shower. Peripheral devices do not support voice communication.

Finally, patient stations and call stations with equipment receptacles allow for the connection of auxiliary hardware having an approved nurse call interface. See Appendix B for additional information regarding warnings and conditions for use with auxiliary hardware.

**Additional equipment**

Corridor lights are installed outside patient rooms or at the entrance to duty areas to show which rooms need assistance. Some models also sound a buzzer, and most models can flash multiple lights simultaneously. The flash rate and color can be used to indicate the call priority, the staff levels whose assistance is needed, and other information.

Presence stations installed near doorways are used by nursing staff to register their location as they move about the facility. Presence stations can also be used to indicate the presence of visitors, physicians, and so forth.

A paging adapter connected to a staff/duty station and an external amplifier enables you to place audio pages from Telligence staff consoles over the hallway speaker system. (A paging adapter is a wall-mounted station that allows audio paging over hallway speakers from staff consoles.)

*Figure 4: HC-PAGE Paging Adapter*
Telergy software applications

Computers running Telergy patient-staff communication software may also be available. Depending on the system components installed at your facility, you may have access to one or more of the following software applications:

Table 1: Telergy software applications

<table>
<thead>
<tr>
<th>Application</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC Assignments</td>
<td>Used to create shifts, assign pocket pagers to staff members, and assign staff members to patient beds.</td>
</tr>
<tr>
<td>PC Messaging</td>
<td>Used for sending text messages to other staff members.</td>
</tr>
<tr>
<td>PC Reporting</td>
<td>Used for generating reports based on nurse call data, and for maintaining a permanent record of nurse call activity.</td>
</tr>
<tr>
<td>PC NetBoard</td>
<td>Replaces the whiteboards that were traditionally used to record room assignments and other patient data.</td>
</tr>
<tr>
<td>PC List View</td>
<td>Displays a list of nurse calls and reminders in order of priority, and provides quick access to details about each call.</td>
</tr>
<tr>
<td>PC Map View</td>
<td>Displays nurse call activity and staff presence on a map of the nursing unit.</td>
</tr>
<tr>
<td>ADT Interface</td>
<td>Retrieves up-to-date patient census data from the facility's HL7-compliant databases. This information is displayed in PC NetBoard, PC List View, and PC Map View.</td>
</tr>
</tbody>
</table>

External systems

Your system may also include the following external systems:

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

See Appendix A for information about these systems.
Chapter 1: General information

Basic system functions

Calls to the nurses' station

Patient calls
Patients can call the nursing station from a bed or chair using pillow speakers, call cords, or buttons on electronic bed control panels. This equipment is connected to patient stations mounted on the wall near the bed.

A variety of peripheral devices may also be available. Call cord stations (wall-mounted receptacles for plugging in call cords) and lavatory stations (peripheral devices with push buttons and pull cords) allow patients to call for assistance from the lavatory or shower.

Staff calls
From patient or staff rooms you can call the nursing station by pressing buttons on audio stations, or from a range of peripheral devices.

Call answering and initiation
While at a staff console, you can answer or initiate calls to patients, staff, and other nursing stations using the primary staff console. You can perform the same tasks in staff rooms equipped with wall-mounted annunciators.

Reminders
You can set reminders for non-emergency calls that cannot be immediately addressed. Nurse call priority names are abbreviated in the reminder list.

Configuration settings

Priority levels for specific call types
Specific priority levels are applied to specific types of calls. For example, calls sent by pressing the nurse call button on a pillow speaker have a lower priority than calls sent by pressing the Staff Emergency button on a patient station. The labels and priority levels given to specific call types are determined locally and applied to individual patient stations. You can set priority levels for call types using the Telligence Configuration Tool. For more information on configuring call priorities, see “Configuring call priorities for a patient or staff/duty station” on page 44.
Coverage areas

Nursing duty areas are grouped to form specific nurse call coverage areas within nursing units. Each coverage area is served by a network of call stations and a staff console, to which all nurse calls within the coverage area report. This is called the primary staff console.

Calls from supervised Telligence equipment

The staff console can oversee or supervise the communication function of another staff console, annunciator, patient or staff/duty station, or peripheral device. If the device under supervision loses its ability to communicate, the system sends an error message to every staff console and annunciator that has supervision or failure coverage for that duty area.

Registration of staff presence

Caregivers can show where they are located by pressing a button on staff presence stations installed near the doorways of patient and staff rooms. This is called “registering presence” in the room.

The movements of staff and portable hardware can also be tracked using an automatic system. In automatic presence systems, staff members wear badges whose movements are detected by wall-mounted location tracking sensors. As staff members move about the facility their presence is automatically tracked and displayed in Telergy application windows. A Versus location tracking system and Telergy patient-staff communication software are required for automatic presence tracking.

Staff presence data is used with the Staff Follow function, which allows you to annunciate nurse calls in patient or staff rooms only when a caregiver registers presence in the room. See “Staff follow function” on page 121.

On and off duty states

Primary coverage staff consoles and annunciators can be placed off duty when left unattended. Off duty consoles continue to annunciate nurse calls. You can turn the volume down when placing the unit off duty. Room stations that are configured for staff follow can be set to coordinate with the on/off duty status of the primary covering console. This is done by setting the room stations for Variable Duty Area/Console Staff Follow. In this mode, room stations operate as follows:

- When at least one primary coverage console or annunciator is on duty, any room stations set for Variable Duty Area/Console Staff Follow mode operate in a Fixed Staff Follow mode. In this mode, stations will tone the highest priority call in the duty area.
• When all primary coverage consoles for the duty area go off duty, these room stations switch to Console Staff Follow mode. In this mode, the highest priority call is sent to the staff console that is capturing the duty area.

• When a primary coverage console or annunciator is placed back on duty, room stations return to the fixed staff follow mode.

**Coverage area capture**

Primary-coverage staff consoles and annunciators can annunciate or “capture” calls from the coverage area of another staff console or annunciator.

The capturing device annunciates nurse call events from the captured coverage area in addition to its own. The captured device indicates that its calls are being captured, but continues to annunciate calls normally.

Coverage area capture makes it possible to monitor nurse call events originating in areas whose primary console is unattended, as during the night.

**Coverage area sharing**

Two coverage areas can be shared by two primary coverage devices. In this configuration, nurse calls from either coverage area are annunciated at both devices. This is done by setting each console to capture the other.

**Swing rooms**

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

**Related documentation**

The manuals and online help listed in the following table supply additional information that you may find useful.

**Note:** PC Map View and PC List View user documentation consists only of online help documentation.
### Table 2: Additional sources of information

<table>
<thead>
<tr>
<th>Model</th>
<th>Description</th>
<th>Document</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>HC-AP-W-2G/1G</td>
<td>Adapter Plate Kits</td>
<td>Catalog Sheet</td>
<td>85100-0107</td>
</tr>
<tr>
<td>HC-AP-W-3G/1G</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-AP-W-3G/2X1G</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-AP-W-4G/1G</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-AP-W-6G/3G</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-AP-W-6G-3X1G</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-AUX2</td>
<td>Auxiliary Input Stations and Call Cord Stations</td>
<td>Catalog Sheet</td>
<td>85100-0109</td>
</tr>
<tr>
<td>HC-AUX2-ISO</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-CCSTN</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-ANNUN</td>
<td>ColorTouch VoIP annunciator</td>
<td>Catalog Sheet</td>
<td>85100-0110</td>
</tr>
<tr>
<td>HC-CONSOLE</td>
<td>ColorTouch VoIP staff console</td>
<td>Catalog Sheet</td>
<td>85100-0103</td>
</tr>
<tr>
<td>HC-CL1-RED</td>
<td>Dome lights</td>
<td>Catalog Sheet</td>
<td>85100-0111</td>
</tr>
<tr>
<td>HC-CL2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-CL4-SUPV</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3101251</td>
<td>Healthcare Solutions Computer Configuration Manual</td>
<td></td>
<td>3101251</td>
</tr>
<tr>
<td>24A715[M]</td>
<td>Master Control</td>
<td>EPROM</td>
<td>3101293</td>
</tr>
<tr>
<td>HC-PAGE</td>
<td>Paging Adapter</td>
<td>Installation Sheet</td>
<td>3101403</td>
</tr>
<tr>
<td>HC-DUTY</td>
<td>Patient and Staff/Duty Stations</td>
<td>Catalog Sheet</td>
<td>85100-0104</td>
</tr>
<tr>
<td>HC-PSTN1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-PSTN2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-PSTN1-BED</td>
<td>Patient Stations with BedConnect</td>
<td>Catalog Sheet</td>
<td>85100-0105</td>
</tr>
<tr>
<td>HC-PSTN2-BED</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7A2016</td>
<td>Pillow Speakers and Call Cords</td>
<td>Catalog Sheet</td>
<td>85100-0108</td>
</tr>
<tr>
<td>7A2031</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7A/B/C2116</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7A/B/C2131</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-RPLMT-CLCD-W</td>
<td>Pull Cord Kit</td>
<td>Installation Sheet</td>
<td>3101248</td>
</tr>
<tr>
<td>HC-RPLMT-CLCD-R</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-PB2-CALLIN</td>
<td>Push-Pull Peripheral devices</td>
<td>Catalog Sheet</td>
<td>85100-0107</td>
</tr>
<tr>
<td>HC-PB2-CALLR</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-PB3-CANCEL</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-PB2-CODE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-PB2-EMERG</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-PP2-LAV</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-PP3-PRES</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HC-BID-SS37</td>
<td>Single Bed Receptacle</td>
<td>Catalog Sheet</td>
<td>85100-0106</td>
</tr>
<tr>
<td>HC-PHONEGTWV4</td>
<td>Telephone gateway</td>
<td>Catalog Sheet</td>
<td>85100-0102</td>
</tr>
<tr>
<td>Telergy</td>
<td></td>
<td>Catalog Sheet</td>
<td>85100-0084</td>
</tr>
<tr>
<td>Telergy</td>
<td></td>
<td>Installation Manual</td>
<td>3101126</td>
</tr>
<tr>
<td>Telergy</td>
<td></td>
<td>Planning Guide</td>
<td>3101215</td>
</tr>
<tr>
<td>Telligence</td>
<td></td>
<td>Installation Manual</td>
<td>3101010</td>
</tr>
<tr>
<td>Telligence</td>
<td></td>
<td>Operation Manual</td>
<td>3101050</td>
</tr>
</tbody>
</table>
Chapter 1: General information

<table>
<thead>
<tr>
<th>Model</th>
<th>Description</th>
<th>Document</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telligence</td>
<td>Planning Guide</td>
<td></td>
<td>3101214</td>
</tr>
<tr>
<td>HC-TELL-BRIDGE</td>
<td>Telligence Bridge</td>
<td>Release Notes</td>
<td>3101332</td>
</tr>
<tr>
<td>HC-TELL-BRIDGE</td>
<td>Telligence Configuration Tool</td>
<td>Online Help</td>
<td>7350335</td>
</tr>
<tr>
<td>HC-IPSWITCH8</td>
<td>Telligence PowerSwitch</td>
<td>Catalog Sheet</td>
<td>85100-0101</td>
</tr>
<tr>
<td>HC-GTWY1</td>
<td>Telligence station gateway</td>
<td>Catalog Sheet</td>
<td>85100-0100</td>
</tr>
</tbody>
</table>

**Technical support**

For technical support with any Telligence system device, see your repair department.
Chapter 1: General information
Chapter 2
Overview of the ColorTouch Staff Console and Annunciator

Summary
The equipment used to monitor and respond to nurse calls is the ColorTouch VoIP Staff Console and the ColorTouch VoIP Annunciator. This chapter introduces the basic features of these devices. For instructions on using staff consoles and annunciators, see Chapter 3 “Using staff consoles and annunciators” starting on page 29.

Content
The ColorTouch VoIP Staff Console • 14
The ColorTouch VoIP Annunciator • 15
Shared features and functions • 16
  ColorTouch monitor • 16
  Screens displayed on staff consoles and annunciators • 16
Equipment supervision • 23
Configuration settings for staff consoles and annunciators • 23
  Templates and coverage modes • 23
Overview of nurse call alerts at the staff console • 26
The ColorTouch VoIP Staff Console

The staff console used in the Telligence system is the ColorTouch VoIP Staff Console (model HC-CONSOLE).

Figure 5: ColorTouch VoIP Staff Console (model HC-CONSOLE)

The staff console is the primary call center of the patient-staff communication system. Typically placed in nursing stations, staff consoles are used for the following tasks:

- Answering calls
- Setting call reminders
- Upgrading calls to higher priorities
- Placing calls to patients and staff
- Broadcasting audio pages
- Speaking with staff at other staff consoles or annunciators
- Configuring call priorities for individual staff and patient stations

Handset and speaker

The staff console includes a standard telephone handset and cradle—for use where patient information can easily be overheard—and a speaker for hands-free operation in more private areas.

In normal mode, the staff console can send and receive audio simultaneously, so you can hear the caller's voice even while you are speaking. When placed in enhanced audio mode, communication is one-way. A button displayed onscreen allows you to alternate between listening and speaking.

Note: The Health Insurance Portability & Accountability Act (HIPAA) dictates strict requirements for maintaining the security and confidentiality of patient health information. For more information on privacy settings, see “Handset and speaker” above, and “Placing the patient station in privacy mode” on page 77.
The ColorTouch VoIP Annunciator

The annunciator used in the Telligence system is the ColorTouch Annunciator (model HC-ANN).

![Diagram of HC-ANNUN ColorTouch VoIP Annunciator](image)

The annunciator is a wall-mounted device similar to the staff console. Annunciators are typically located in staff rooms, PBX rooms, or other locations some distance from the nurses’ station. Depending on how it is configured, the annunciator can be used to perform the same tasks as the staff console. The annunciator typically plays a supporting role.

Annunciators can be set to display nurse call activity or to supervise other Telligence equipment. Annunciators are best used in locations where sensitive patient information cannot easily be overheard by visitors and other members of the public.

**Note:** The Health Insurance Portability & Accountability Act (HIPAA) dictates strict requirements for maintaining the security and confidentiality of patient health information. For more information on privacy settings, see “Handset and speaker” on page 14, and “Placing the patient station in privacy mode” on page 77.
Shared features and functions

ColorTouch monitor

Both the staff console and the annunciator display information on a touch screen. You can work with pending calls and perform other functions by lightly touching command buttons on the screen.

Staff consoles and annunciators emit a tone to alert you when new calls are received and when reminders expire. The volume can be adjusted and the alert tone can be silenced temporarily—the tone is automatically re-energized when the next call comes in or when a preset maximum time elapses, whichever comes first. While you can change the alert tone volume, it is not possible to turn alert tones off.

The staff console and the annunciator only annunciate calls from covered duty areas. If not configured to cover any duty areas, no calls are annunciated.

Screens displayed on staff consoles and annunciators

Staff consoles and annunciators display five separate pages or screens—the Call screen, Audio screen, Reminders screen, Room List, and Admin screen. This section shows the types of information displayed on each screen, how to find the screen you need, and how to use the command buttons and other controls found on each.

The Call screen

The Call screen lists incoming calls in order of priority and is the default screen. It is used for monitoring and answering nurse calls.
Figure 7: The Call screen

The Call screen displays the following information for each call:

- Name of the room or bed where the call was placed
- Call priority
- Time elapsed since the call was made or recalled from reminder

In addition to calls from patients and staff, the Call screen lists the following items, as well:

- System calls generated when a call reminder times out
- System calls generated by a change in state of auxiliary hardware that is connected to the nurse call system
- Error messages generated by communication failure of supervised Telligence equipment

Note: Call priority labels are configurable. The labels used for call priorities on your system may differ from those shown here.

Instructions for using the Call screen is found in Chapter 3 “Using staff consoles and annunciators” starting on page 29.

The Audio screen

The Audio screen is displayed when you answer a call. You can use this screen to upgrade the call to a higher priority, set a reminder, dial a room or bed number to place a new call, and adjust the
volume on the staff console or on the patient or staff/duty station to which you are connected.

Figure 8: Command buttons on the Audio screen

Reminders screen

The Reminders screen lists calls for which reminders have been set. Each reminder shows the staff level (for example, RN, LPN, or aide) whose assistance is needed.

Figure 9: The Reminder screen

You can perform the following tasks from the Reminders screen:
• Set a reminder for the caller's assigned caregivers
• Add caregivers to a reminder that has already been set
• Clear reminders set for normal priority calls

**Note:** Only normal priority calls can be cleared from the staff console. Higher priority calls must be cleared from the station where the call originated.

Reminders are displayed in order of priority and elapsed time since the reminder was set.

**Room List screen**

The Room List screen allows you to select a room or bed and perform the following tasks:

• Place a call
• Set a reminder
•Specify call priority settings for the selected room or bed
• Swing the selected room to a different duty area

**Figure 10: Room List screen**
The Admin screen allows you to perform the following tasks:

- Clean or recalibrate the touch screen
- Place the console on or off duty
- Adjust the screen brightness
- Set the duration of tone silence
- Disable audio calls

Figure 11: Admin screen

- Disable Audio Calls
  This setting is found only on annunciators, where it is used to prevent an emergency annunciator from being used as a call station. The setting blocks outbound calls made on this annunciator.

- Tone Silence (Seconds)
  This setting determines the maximum length of time tones can be silenced. Tones are automatically reinstated on the staff console when this time elapses, or when a new call is received, whichever comes first.

- Clean Screen
  This setting deactivates the touch screen for a short time to allow the screen to be cleaned.

- Calibrate Screen
  This setting allows you to realign the touch screen buttons and
other controls, which can drift over time and become difficult to use.

- **Off Duty/On Duty**
  This button places the staff console in off duty or on duty mode. Pressing the button displays a control for raising or lowering the volume of call tones.

- **Brightness**
  This button lets you control the brightness of the touch screen. Sliding the button upward increases the brightness and sliding it downward reduces the brightness.

**Capture screen**

One primary coverage staff console or annunciator can provide backup coverage for another by capturing its coverage area. Two primary coverage devices can provide redundant coverage when each console is set to capture the other.

**Note:** Only primary coverage staff consoles and annunciators can be captured by other consoles.

![Figure 12: Capture screen](image)

- The Capture screen lists all staff consoles and annunciators in the system, including any that are not currently powered up. The second column displays the ID or room number.

![Devices marked with a yellow square indicate that this console (the one you are looking at) was captured by the console (with the yellow square)](image)

![Devices marked with a red square indicate that this console (the one you are looking at) is capturing the console (with the red square)](image)

![Captures annunciate coverage of a staff console or annunciator with primary coverage](image)

![Releases a captured primary coverage staff console or annunciator](image)

![Displays the Admin and Capture selection tabs](image)
• A red square in the third column indicates that this console (the one you are looking at) is capturing the device (with the red square).

• A yellow square in the fourth column indicates that this console (the one you are looking at) was captured by the device (with the yellow square).

• Pressing the Capture button allows you to capture the selected device.

• On the captured console, pressing the Release button breaks the capture for this console.

• If a primary coverage staff console or annunciator is capturing another console, the word “Capturing” is displayed, along with a value that indicates the number of consoles currently capturing this console.

• If a primary coverage staff console or annunciator is being captured by another console, the word “Captured” is displayed along with a value that indicates the number of consoles currently capturing this console.

Example:

Note: See “Capturing and sharing coverage areas” on page 54.

On-duty and off-duty modes

When leaving a primary coverage staff console or annunciator unattended, you can place it off duty. The staff console continues to show nurse call events onscreen and to emit tones at a volume that you set. The main screen indicates that the unit is off duty.

Room stations in this duty area can be configured to change their staff follow mode, automatically based on the on/off duty status of its primary coverage staff console or annunciator.

When you return, place the staff console or annunciator on duty. The call tone volume automatically adjusts.
Equipment supervision

A staff console or annunciator can oversee or supervise another staff console, annunciator, or peripheral device. In this mode, if the supervised equipment loses its ability to communicate, the staff console or annunciator generates an error message identifying the device in trouble.

Configuration settings for staff consoles and annunciators

Templates and coverage modes

Two settings control basic functioning for staff consoles and annunciators: templates and coverage modes.

- Templates determine whether the console will run as a call center, a general-purpose annunciator, or as an emergency annunciator.

- Coverage modes further define its function

The following sections describe these settings.

Templates

**Staff console template (call center):** The staff console template sets the device to run as the primary call center for the nurse call system. This is the default template for the ColorTouch VoIP Staff Console.

**Unit annunciator template (general purpose annunciator):** Devices running as unit annunciators can display all calls from the stations assigned to them. All displayed nurse calls can be answered from annunciators configured this way. This template is used for most purposes and is the default setting for the ColorTouch VoIP Annunciator.

**Emergency annunciator template:** By default, devices running as emergency annunciators display calls of only the four highest priorities. This setting is configurable, however. Emergency annunciators can be set to display any call priority. This includes the following call priorities:

- Room alarm
- Room alarm 2
- Code blue
- Code pink
Note: The names used for call priorities are configurable and may differ on your system from those used here.

Coverage modes

Staff consoles and annunciators are further configured with settings that determine the type of coverage they will provide: primary, annunciate, supervision, and failure.

Primary versus annunciate coverage: Each staff console or annunciator is set for either primary or annunciate mode.

• The primary coverage device serves as the primary call center for the duty areas assigned to it. Each network must have at least one primary device to which all nurse calls are directed.

• Devices configured for annunciate mode provide backup coverage for the area to which they are assigned. This allows staff members to view and answer calls from locations other than the nursing station.

Supervision and failure coverage: Supervision and failure coverage modes are used for monitoring nurse call equipment. Either setting can be applied to devices configured either as primary or as annunciate.

• In supervision mode, the device monitors the communication function of staff consoles or annunciators. If a device loses communication, an error message is sent to the staff console. Devices operating solely in supervisory mode do not annunciate patient calls. Instead they signal the failure of the staff consoles and annunciators assigned to them. Devices can be set to provide supervision in addition to displaying nurse calls.

• In failure mode, the device monitors patient stations, staff stations, and peripheral devices for power or data signal failure. Devices operating solely in failure mode do not annunciate patient calls. Instead they signal the failure of the devices assigned to them. This mode can be assigned in addition to either primary or annunciate, however, which makes it possible to display nurse calls and device failure notifications on the same device.

To avoid sending error codes for momentary interruptions of service, a delay can be applied to supervision and failure mode. By default, the system waits for 1 minute before sending an error code to the staff console. This delay is configurable. It can be removed or set as high as 300 minutes. See the Telligence Installation Manual (P/N 3101010) provided with your Telligence system.
Coverage area capture and sharing

To ensure that all nurse call events are annunciated in monitored locations, primary-coverage staff consoles and annunciators can temporarily inherit the coverage areas of other primary-coverage devices. See “Coverage area capture” on page 9 and “Placing staff consoles and annunciators on or off duty” on page 52.

Sharing between two primary coverage devices can be arranged by setting each device to capture the other. In this state both consoles will annunciate nurse call events occurring in either coverage area.

Swing rooms

During periods of high or low activity, you can assign a swing room to an alternate duty area by pressing a button. The Telligence Configuration Tool is used to set up the swing room. A button on the Room List screen is used to swing it from one duty area to the other.

Figure 13: Room List screen with Swing button
Overview of nurse call alerts at the staff console

Staff consoles and annunciators display selected call types (call priorities). By default, they display the nurse call types, shown in Table 3. Both sound and color are used to show the priority of each call. The table indicates the color of the nurse call event, how fast an alert tone may sound at the staff console or annunciator, and whether a nurse call is automatically put on reminder or cleared when a staff member answers it.

<table>
<thead>
<tr>
<th>Nurse call priority type</th>
<th>Staff console event/cell color</th>
<th>Tone repeat rate</th>
<th>Connect response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room alarm (2)</td>
<td>Red</td>
<td>Fast</td>
<td></td>
</tr>
<tr>
<td>Code blue</td>
<td>Blue</td>
<td>Fast</td>
<td></td>
</tr>
<tr>
<td>Code pink</td>
<td>Pink</td>
<td>Fast</td>
<td></td>
</tr>
<tr>
<td>Staff emergency (2)</td>
<td>Red</td>
<td>Medium</td>
<td></td>
</tr>
<tr>
<td>Lavatory emergency</td>
<td>Red</td>
<td>Medium</td>
<td></td>
</tr>
<tr>
<td>Urgent</td>
<td>Red</td>
<td>Medium</td>
<td></td>
</tr>
<tr>
<td>Auxiliary emergency (8)</td>
<td>Amber</td>
<td>Medium</td>
<td>RN reminder (Red) set</td>
</tr>
<tr>
<td>Patient emergency (2)</td>
<td>Amber</td>
<td>Medium</td>
<td>RN reminder (Red) set</td>
</tr>
<tr>
<td>Auxiliary priority (5)</td>
<td>Amber</td>
<td>Slow</td>
<td>RN reminder (Red) set</td>
</tr>
<tr>
<td>Patient priority (2)</td>
<td>Amber</td>
<td>Slow</td>
<td>RN reminder (Red) set</td>
</tr>
<tr>
<td>Bed exit</td>
<td>Amber</td>
<td>Slow</td>
<td>RN reminder (Red) Set</td>
</tr>
<tr>
<td>Cord pull (2)</td>
<td>Amber</td>
<td>Slow</td>
<td>RN reminder (Red) set</td>
</tr>
<tr>
<td>Patient normal</td>
<td>White</td>
<td>Slow</td>
<td>Cleared</td>
</tr>
<tr>
<td>Family</td>
<td>White</td>
<td>Slow</td>
<td>Cleared</td>
</tr>
<tr>
<td>Staff normal</td>
<td>White</td>
<td>Slow</td>
<td>Cleared</td>
</tr>
<tr>
<td>Housekeeping</td>
<td>White</td>
<td>Slow</td>
<td>Cleared</td>
</tr>
<tr>
<td>Reminder 1 [RN]</td>
<td>Red</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Reminder 2 [LPN]</td>
<td>Amber</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Reminder 3 [Aide]</td>
<td>Green</td>
<td>—</td>
<td>—</td>
</tr>
</tbody>
</table>

When more than one instance of a nurse call priority type is possible, the number of instances appears in parentheses, e.g., Auxiliary Emergency (8) means that there can be up to eight types of auxiliary emergency nurse call events.
Notes

- By default, emergency annunciators show nurse calls for extreme emergencies only.
- By default, housekeeping calls are not displayed at the staff console. The system can be configured to display these calls, however.
- The names used for call priorities are configurable and may differ on your system from those used here.
Chapter 3
Using staff consoles and annunciators

Summary
This chapter provides instructions for using staff consoles and annunciators to handle calls and reminders, and to configure call priorities for specific rooms or beds. Also included here are instructions for calibrating the touch screen and cleaning the plastic housing and touch screen.

Content
Displaying the screen you need • 31
Answering calls • 32
  Calls from patient and staff stations • 32
  Calls from other staff consoles and annunciators • 32
Audio adjustments • 33
  Adjusting the volume of staff consoles or annunciators • 33
  Further audio enhancement at the staff console • 34
Temporarily silencing alert tones • 36
Placing calls • 37
Clearing calls from the system • 39
  Normal priority calls • 39
  Higher priority calls • 39
Upgrading calls to higher priorities • 40
Audio paging from the staff console • 41
Configuring call priorities for a patient or staff/duty station • 44
Working with reminders • 46
  What are reminders? • 46
  Visual cues • 47
  Setting call reminders • 47
  Manually setting reminders • 48
  Setting reminders automatically • 49
Chapter 3: Using staff consoles and annunciators

- Adding staff levels to reminders • 50
- Answering call reminders from the reminder list • 50
- Clearing reminders • 50
- Placing staff consoles and annunciators on or off duty • 52
- Capturing and sharing coverage areas • 54
  - Capturing coverage • 54
  - Sharing coverage • 55
- Swinging rooms between duty areas • 57
- Calibrating staff consoles and annunciators • 58
- Recalibrating staff consoles and annunciators to correct problems with the touch screen • 59
- Warnings and error alerts displayed at staff consoles and annunciators • 60
  - General alerts • 60
  - Low memory warnings and data error messages • 60
- Ergonomic recommendations • 62
- Maintenance notes • 63
  - Cleaning staff consoles and annunciators • 63
Displaying the screen you need

To change the screen displayed on the staff console or annunciator, touch the corresponding screen selection tab. Screen selection tabs are continuously displayed at the bottom of each screen.

**Figure 14: Screen selection tabs**

The following table shows which tab to select in order to display the screen you need.

<table>
<thead>
<tr>
<th>To perform this task</th>
<th>Select this tab</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjust alert tone volume</td>
<td>Audio</td>
</tr>
<tr>
<td>Adjust the call volume</td>
<td>Audio</td>
</tr>
<tr>
<td>Answer a call</td>
<td>Calls</td>
</tr>
<tr>
<td>Answer a reminder</td>
<td>Reminders</td>
</tr>
<tr>
<td>Clean the touch screen</td>
<td>Admin</td>
</tr>
<tr>
<td>Clear a reminder (normal priority)</td>
<td>Reminder</td>
</tr>
<tr>
<td>Configure call priorities for a room or bed</td>
<td>Room List</td>
</tr>
<tr>
<td>Enhance the audio connection</td>
<td>Call, Audio, Reminders, or Room List tab</td>
</tr>
<tr>
<td>Hang up or cancel a call</td>
<td>Audio</td>
</tr>
<tr>
<td>Place a call</td>
<td>Room List</td>
</tr>
<tr>
<td>Recalibrate the touch screen</td>
<td>Admin</td>
</tr>
<tr>
<td>Set a reminder</td>
<td>Audio</td>
</tr>
<tr>
<td>Turn off alert tones</td>
<td>Call, Reminders, or Room List tab</td>
</tr>
<tr>
<td>Upgrade a call to a higher priority</td>
<td>Audio tab</td>
</tr>
</tbody>
</table>
Answering calls

The staff console provides two-way voice communication like that provided by a telephone. You can hear the caller even when you are speaking.

Notes

- Using a headset disables the speaker. To enable the speaker, unplug the headset.
- To switch to the speaker when using a handset, press the Speaker button on the Audio screen.

Calls from patient and staff stations

To answer the highest priority call:

1. Select the Calls tab to open the Call screen.
2. Lift the handset.
   — or —
   If you are using the speaker or a headset, press Connect.

To answer a lower priority call:

1. Open the Call screen.
2. From the list, select the call to be answered.
3. Lift the handset.
   — or —
   If you are using a headset or the speaker, press Connect.

Calls from other staff consoles and annunciators

You can call and receive calls from other staff consoles and annunciators. Although the Call screen does not display these calls, the Audio screen flashes and displays the staff console or annunciator ID when the call comes in. On the Audio screen, the Connect button is replaced with an Answer button.

To answer a call from an annunciator or staff console:

Lift the handset or press Answer.
Audio adjustments

Adjusting the volume of staff consoles or annihilators

You can adjust the audio volume of alert tones and voice communications played through the speaker, handset, or headset at the staff console or annunciator. This is a local setting and does not affect the audio volume of other staff consoles or announciators. Note that alert tones cannot be turned off.

Figure 15: Alert tones volume control

To adjust the alert tone volume on a staff console or annunciator:

1. Select the Audio tab and press Volume.
2. Slide the Tones button up or down to increase or decrease the volume.
3. Press OK to apply the change.

The new setting remains in effect until it is changed again.

To adjust the voice audio on a staff console or annunciator:

1. While connected to a call, press the Volume button.
2. Slide the Speaker button up or down to increase or decrease the volume.
3. Press OK to apply the change.

The new setting remains in effect until it is changed again.

If necessary, you can further increase the voice audio by using an enhanced audio mode. See “Further audio enhancement at the staff console” on page 34.
Further audio enhancement at the staff console

If you have trouble hearing the patient’s voice at the staff console after increasing the speaker volume, you can increase the sensitivity of the microphone at the patient station by switching the staff console or annunciator into an enhanced audio mode.

Enhanced audio is especially useful when connecting to rooms in which the patient station is installed at a distance from the bed and can be applied when connecting to beds or rooms. It is effective whether you use the speaker, handset, or headset.

Notes:
- You can answer calls in enhanced mode or switch to enhanced mode during a call.
- You cannot use enhanced mode when connecting to another staff console or annunciator.

Figure 16: Room List screen showing Connect and Enhance Connect buttons

To answer a call in enhanced mode:

1. Select the call and press Enhance Connect (instead of Connect).

   This connects you to the caller and amplifies his or her voice. It also disables your microphone.
The word Listen appears onscreen, as shown below.

Note: The labels applied to call priorities are configurable and may differ on your system from those used here.

2. To speak, press and hold the Enhance Audio button. The word Talk appears onscreen, indicating that your microphone is temporarily enabled.

3. Continue pressing and releasing Enhance Audio to toggle between listening and talking.

4. To end the conversation, press Hang Up.

Note: Picking up the handset while using enhanced mode, toggles the connection from enhanced to normal connect mode. The Enhance Audio button turns grey and neither Listen nor Talk is shown on the display. You can return to enhanced mode (with or without the handset) by pressing the Enhance Audio button.

**To switch to enhanced mode during a call:**

1. Press the Enhance Audio button.
   
   This amplifies the patient’s voice. The word Listen appears above the button, indicating that your microphone is temporarily disabled.

2. To speak, press and hold the Enhance Audio button. The word Talk appears onscreen, indicating that your microphone is now enabled.

3. Continue pressing and releasing Enhance Audio to toggle between listening and talking.
Temporarily silencing alert tones

You can silence alert tones at your staff console or annunciator for a preset maximum time period. Alert tones are automatically reinstated one the maximum time period has elapsed, or when a new call is received, whichever comes first.

To temporarily silence the alert tone on a staff console or annunciator:

1. Open the Call screen, Reminders screen, or Room List screen.
2. Press the Tone Silence button. This mutes alert tones for the current call at the staff console or annunciator.

To restore alert tones on a staff console or annunciator:

1. Open the Call screen, Reminders screen, or Room List screen.
2. Press the Restore Tones button. This restores alert tones at the staff console or annunciator. The button label changes to Tone Silence.
Placing calls

To call a patient, dial the bed number. To call a nurse or other staff member who may be in the room, dial the room number. If you know the number, you can simply open the dial pad and enter it.

If you don’t know the number, you can place the call by selecting the bed or room from a list.

To dial a known number:

1. Select the Audio tab, then pick up the handset or press the Dial Pad button. This opens the dial pad shown above.
2. Enter the number.
   
   **Note:** If you mistype a number or letter, press Clear, then enter it again.
3. Press Connect on the dial pad.

To place a call by selecting the bed or room from a list:

1. Select the Room List tab.
2. Select the room or bed that you want to call.
3. Press Connect.
Chapter 3: Using staff consoles and annunciators

1. Select the Room List tab, then press the button labeled Showing. This opens the dialog box shown below.

![Show in Room List dialog box]

Displays all rooms in the nurse call system
Displays the rooms and consoles in the duty areas covered by the console
Displays the rooms and consoles in the Console’s nursing unit
Displays the rooms and consoles in the Console’s duty area

Filter labels are configurable. The labels used on your system may differ from those shown here.

Note: The “Show in Room List” dialog box lists nursing units and duty areas by name. The labels applied to nursing units and duty areas are configurable and will differ on your system from those used here.

2. Indicate which rooms to display in the list by selecting one of the check boxes, then press OK. This closes the dialog box and populates the room list.

3. From the list, select the room or bed that you want to call.

4. Lift the handset.
   — or —
   If you are using the speaker or a headset, press Connect.

To hang up at the end of a call:

Replace the handset.
   — or —
   If you are using the speaker or a headset, press the Hang Up button on the Audio screen.

Note: Both parties must hang up at the end of the call. Otherwise, the audio channel remains busy, blocking any other calls.

To cancel a call before establishing a connection:

Press Cancel on the dial pad.
Clearing calls from the system

Normal priority calls

Normal priority calls should only be canceled using UL Listed equipment (such as staff consoles, annunciators, presence stations, or patient stations).

By default the Telligence system cancels normal priority calls only upon completion of an audio connection from a console or annunciator. If you upgrade the call to a higher priority, it will not be canceled when the call is ended.

Normal priority calls include the following:

- Patient normal
- Family
- Staff normal
- Housekeeping

Note: The names used for call priorities can be changed using the Telligence Configuration Tool, and may differ from those shown here.

To clear a normal priority call:

1. Lift the handset or press Connect to answer the call.
2. Replace the handset.
   — or —
   Press the Hang Up button on the Audio screen.

Higher priority calls

By default, all calls except normal priority calls must be cancelled from the point of origin. A staff member must go to the device where the call was placed, and push the Cancel button.

Either method will clear the call from the nurse call system. The call no longer appears on staff consoles or annunciators, and corridor and zone lights extinguish.

Note: If two or more stations are associated and their Cancel buttons are linked, pressing the Cancel button on any station in the room cancels calls made from the room. See “Associated stations and linked buttons” on page 70, for more information.

WARNING: To maintain compliance with UL 1069, call cancellation should only be performed using UL 1069 Listed equipment and systems.
Upgrading calls to higher priorities

You can upgrade a call to a higher priority while connected to the room or bed. When you upgrade a call, a new call appears in addition to the original, which also remains on the screen. Depending on how the system is configured, dome lights associated with the patient station may begin to flash or to flash faster.

**Note:** “Dome light” refers to a room light, corridor light, or zone light that gives visual indication of calls and events.

Follow these steps to upgrade the priority of a nurse call:

**To upgrade a call to a higher priority**

1. On the Audio screen, press the Upgrade button. This opens an Upgrade dialog box.
2. Select the call priority to be applied.
3. Press OK.

**Note:** Calls initiated from your staff console cannot be upgraded until they appear on either the Calls screen or the Remind screen.
Audio paging from the staff console

Using the handset on the staff console, you can send a voice page to selected nursing units, selected duty areas, or the entire system. You can control whether the page sounds inside patient and staff rooms, and if your system includes staff location tracking, you can also limit the page to specific staff levels.

For example, if you select “Red,” the page will go only to rooms where a staff member of the red staff level has registered presence. This feature can be used with manual or infrared presence tracking.

Paging volume is a global setting that is established using the Telligence Configuration Tool. Table 5 shows how the selections you make affect the page destination:

<table>
<thead>
<tr>
<th>Destination</th>
<th>Presence[1]</th>
<th>Annunciation point</th>
</tr>
</thead>
</table>
| Nursing Unit | None | All Rooms/Stations in the selected nursing unit  
All Hallway page adapters in the selected nursing unit |
|             | Red | All rooms in the selected nursing unit with red presence registered |
|             | Green and amber | All rooms in the selected nursing unit with either green or amber presence registered |
| Duty Area   | None | All Rooms or stations in the selected duty area  
All Hallway Page Adapters in the selected duty area |
|             | Red | All rooms in the selected duty area where a red presence is registered |
|             | Green and amber | All rooms in the selected duty area where either a green or amber presence is registered |

[1] If "Hallways Only" is selected, the page will not sound in patient or rooms regardless of the selected staff presence.

**Notes**

- The Telligence system cannot broadcast multiple audio pages at the same time.

- A Telligence audio page does not override audio connections that have already been established. For example, if a patient is talking to the nursing station, that conversion continues uninterrupted. In addition, all rooms connected to the same gateway (up to sixteen rooms) also will not receive the page.

Note: Gateways (also called Telligence Station Gateways or TSGs) make it possible to add non-IP devices to the Telligence IP network. “IP” stands for Internet Protocol, which is a communication protocol for routing information from one network to another in packets. The packets are reassembled when they reach their destination.

**WARNING:** To maintain compliance with UL 1069, the Telligence paging system should not be used to perform general evacuation or emergency notification in lieu of the house paging system.
The house paging system overrides Telligence audio paging. This ensures that the house system is available for building emergencies.

A handset is required for audio paging. Hands-free operation results in feedback and cannot be used. Specifically, the HC-ANNUN ColorTouch VoIP Annunciator does not support audio paging in version 1.4.

To place an audio page:

1. At the staff console, select the Audio tab.
2. Press the Page button displayed onscreen.
3. Select the destination:

- Nursing Unit
- Duty Area

To page one nursing unit or duty area, select the corresponding check box, then highlight the unit to be paged.

- Nursing Unit West 1
- Nursing Unit East 1
- Nursing Unit North 1
- Nursing Unit South 1

Note: The labels applied to nursing units are configurable and will differ on your system from those used here.

4. If you want to page specific staff levels, select the colors corresponding to the staff levels to be paged. The page is broadcast only in areas where these staff levels have registered presence. To send the page to all staff levels, leave the Red, Green, and Amber check boxes blank.

- Red
- Green
- Amber

5. To limit the page to hallway areas, select the Hallways Only check box.

- Hallways Only

6. Lift the handset and press the Start Page button displayed onscreen. A setup tone sounds in the handset receiver, and the word “Wait” is displayed onscreen, while the system prepares to announce the page. When the tone stops and this message clears, you can begin to speak.

Ending the page

When you have finished speaking, press the “End Page” button displayed onscreen before returning the handset to the cradle. Otherwise, the noise of replacing the handset in the cradle is broadcast throughout the paging area.
Chapter 3: Using staff consoles and annunciators

Configuring call priorities for a patient or staff/duty station

By default, call devices such as pillow speakers share the same call priority as the patient station to which they are connected. The procedure that follows shows how to assign different call priorities to different devices.

Figure 20: Room List showing call priorities for specific devices

Note: The labels applied to call priorities (such as “Patient Normal”, and “Bed Exit”) are configurable and may differ on your system from those used here.

To configure the call priorities assigned to a room:

1. Select the Room List tab.

2. If the room or bed is not displayed, press the “Showing:” button, select the area to be displayed, then press OK.

3. Select the room or bed to be configured, then press Call Priorities. The system retrieves the call devices connected to the patient or staff/duty station being configured.

4. Select the device to be configured, then press Change Priority.

5. Select the call priority to be assigned to the device, then press OK.
To revert to the default priorities for a specific patient or staff/duty station:

1. Select the Room List tab, then select the room to be changed.
2. Press the Call Priorities button. The staff console retrieves the current call priorities for the room.
3. Select the call to be changed, then press Set to Default.
Working with reminders

What are reminders?

When you receive a call that can’t be addressed immediately, you can set a call reminder, with or without answering the call. Setting a reminder moves the call from the Call screen to the Reminders screen, and sets a timer. If the timer elapses before the call is cleared, the nurse call is regenerated. When the timer elapses, you can place the call on reminder again, if necessary, which starts the cycle over.

Note: Calls placed on reminder are displayed on both the Call screen and the Reminders screen on an emergency annunciator.

Normal priority calls can be cleared from a staff console or annunciator. Once a normal priority call has a reminder set on it, however, it cannot be cleared by an audio connection.

How quickly a reminder is recalled to the Call screen depends on its call priority. By default, normal priority calls are recalled to the Call screen after 3 minutes, and higher priority calls are recalled after 1 minute. These times are configurable, though. For instructions on
changing reminder recall times, see the Telligence Installation Manual (P/N 3101010).

Visual cues

Setting a call reminder triggers visual cues, as well:

- The Remind tab on staff consoles and annunciators flashes until you view the Reminder screen.
- The number of active reminders is shown on the Reminders tab.
- Corridor lights and zone lights slowly flash in the color associated with the highest staff level priority reminder until the call has been canceled.

When non-emergency calls are received, both the active call and the active reminder are shown. When any of the top four call priorities is received, however, no reminders are shown. Only the emergency call is represented.

![Figure 22: Dome light](image)

You can place calls on reminder without answering the calls, assigning them up to three staff levels (RN, LPN, and aide). Only one reminder is created and only one recall (to the Call screen) occurs for a call on reminder (each time it returns from the Reminders screen), even if all three staff level priorities have been set.

By default, nurse calls with priorities higher than normal but lower than urgent are automatically placed on reminder, with red (RN) staff level priorities, at the time that staff members answer the calls.

Setting call reminders

To remind yourself of something that needs to be done in a particular room, you can select the room and set a location reminder. This lists the reminder on the Reminders screen, and
starts a timer. When the timer expires, the reminder is displayed on the Call screen. The dome light for the room flashes. The default priority for a room location reminder is staff normal.

Manually setting reminders

For nurse calls on the Call, Audio, and Room List screens, staff members use the Set Reminder window not only to place calls in the reminder list, but also to assign staff level priorities to the calls. When calls are manually set on reminder, or when additional staff level priorities need to be placed on nurse call reminders already in the Remind list, staff members use the Set Reminder window to assign them one or more of these staff level priorities:

- Red: The highest staff level priority, typically RN.
- Amber: The middle staff level priority, typically LPN.
- Green: The lowest staff level priority, typically Aide.

Setting a reminder from the Call screen

To manually set a reminder from the Call screen:

1. Answer a call and press the Set Reminder button.

   — or —

   Select the Calls tab, touch a nurse call event, and press the Set Reminder button.

   To place a call on reminder without answering it, press Set Reminder.

2. On the Set Reminder window that appears, select the staff level priority checkboxes that apply, then press OK.

   The call moves from the Call screen to the Remind screen.

   **Note:** On emergency-mode annunciators, calls placed on reminder are displayed on the both the Call and the Remind screen.
Chapter 3: Using staff consoles and annunciators

Setting a reminder from the Audio screen

To set a reminder from the Audio screen:

1. While conducting a call on the Audio screen, press the Set Reminder button.

2. Touch one or more staff level priority checkboxes (red for RN, amber for LPN, and/or green for aide) to assign one or more staff level priorities to the reminder, and press OK.

   A reminder event representing the call appears on the Remind screen. The event is located, according to its call priority and the elapsed time since the call was received, at the appropriate place in the reminder list.

   Note: Staff members cannot place reminders on calls to or from staff consoles or annunciators.

Setting a reminder from the Room List screen

1. Touch the Room List tab, and press a room or bed event.

2. Press the Set Reminder button.

3. Select one or more staff level priority checkboxes (red for RN, amber for LPN, and/or green for aide) to assign staff level priorities to the reminder, and press OK. On the Remind screen, a reminder event appears, according to the call priority and time of reminder creation, at the appropriate place in the reminder list.

   Note: The priority for a bed reminder is keyed to the patient station's priority. The priority type for a patient room reminder is staff normal.

Setting reminders automatically

Answering certain priority calls incoming on the Call screen—by default, calls with priority types below urgent and higher than normal priority—automatically sets reminders for the calls on the Reminders screen. The staff level priority for automatically created reminders is the RN-level priority; a cell on the left of the reminder event illuminates in red for call reminders that are automatically set. The table on page 26 gives additional information about reminders.
Adding staff levels to reminders

To add a staff level priority to a reminder already on the Reminders screen:

1. Select the Remind tab, then select the call reminder in the reminder list.
2. Press the Set Reminder button.
3. In the Set Reminder dialog box, select one or more staff level priority checkboxes (red for RN, amber for LPN, and/or green for aide) to assign additional staff level priorities, and press OK.
   - The color indicating the staff level that you selected appears on the left side of the reminder event.
   - The color of the highest staff level priority appears in the bottom sections of dome lights associated with the station where the call originated.

Note: If needed, you can select all three staff level priorities for a reminder.

Answering call reminders from the reminder list

You can answer call reminders from the reminder list, as follows.

1. Select the Remind tab, and press the Connect button to answer the first call listed, which is the call reminder with the highest priority in the reminder list.
   — or —
2. Select the Remind tab, press the reminder event, and press the Connect button to connect to the selected room or bed.

Clearing reminders

Reminders that have been set for normal priority calls can be cleared from a staff console or annunciator by pressing the Clear Reminder button on the Reminders screen.

Reminders for other call priorities can only be canceled by pushing the Cancel button on the patient station where the call originated. This clears the reminder from the nurse call system, so that it no longer appears on staff consoles or annunciators, and Corridor lights and zones lights stop flashing.

Clear reminders only if you are certain the caller is no longer on the line, and that a staff member has handled the original request.
To clear a reminder on the staff console or annunciator:

1. Select the Remind tab.
2. Select the normal priority reminder event, and touch the Clear Reminder button.

Note: This clears the reminder without canceling the call.
Placing staff consoles and annunciators on or off duty

When leaving a staff console unattended, you can place it in an off duty state and adjust the volume of call tones. The staff console continues to show nurse call events in the off duty state. In addition, room stations configured for "Variable Duty Area/Console" staff follow, automatically change their staff follow mode based on whether the primary coverage staff console or annunciator is on or off duty. When you return, you can reset the console to on duty status.

Notes

- Only primary coverage staff consoles and annunciators can be placed off duty.
- While the staff console or annunciator is off duty, the volume control on the Audio tab is disabled. You can re-enable it by placing the unit on duty or by making an audio connection to another station.

Figure 23: Admin screen showing Off Duty button
To place a staff console or annunciator off duty:

1. Open the Admin screen by pressing More and then Admin.
2. Press the Off Duty button. This opens a volume control.
3. Slide the button down to lower the volume of call tones, or slide it upward to increase the volume.
4. Press OK. The main screen displays the Off Duty status.

To place a staff console or annunciator back on duty:

1. Open the Admin screen by pressing More, and then Admin.
2. Press the On Duty button.
Capturing and sharing coverage areas

Capturing coverage

When no one is available to monitor a primary staff console or annunciator, you can capture its coverage area at another staff console or annunciator. The captured device continues to annunciate calls. The capturing device annunciates calls from the captured coverage area in addition to its own.

The captured console indicates that its calls are being captured, but is otherwise unaffected and continues to annunciate nurse calls.

All staff consoles and annunciators can capture coverage and be captured if they have primary coverage. This is a standard feature and requires no special configuration. The procedures that follow show how to capture and release coverage.

Figure 24: Capture screen

- A red square next to a device indicates that this console (the one you are looking at) is capturing the device (with the red square).
- A yellow square next to a device indicates that this console (the one you are looking at) was captured by the device (with the yellow square).

Example

Let’s say you have two consoles, console A and console B and you want console A to capture console B. The Capture tab and the Call screen on each console would display the following.

- Console A’s Capture tab displays a red square next to console B.
• Console B’s Capture tab displays a yellow square next to console A.
• Console A’s Call screen displays the message “Capturing: 1.”
• Console B’s Call screen displays the message “Captured: 1.”

To capture a console:

1. At the console that will inherit the coverage area, open the Capture screen by pressing More and then Capture.
2. Select the console or annunciator to capture, and press the Capture button.

   The console displays the message “Capture in Progress. Please Wait.” During this process, the console suspends normal functioning. When the capture is complete, the console updates all call events, displays the previous screen, and resumes normal functioning.

   A red square on the Capture screen indicates that the staff console has been captured. How quickly this occurs depends on system traffic.

To release a console from capture:

1. At the captured console, open the Capture screen by pressing More and then Capture.
2. From the list, select the capturing console. It is marked by a yellow square in the fourth column.
3. Press the Release button displayed onscreen.

   The console displays the message “Release in Progress. Please Wait.” During this process, the console suspends normal functioning. When the capture is complete, the console updates all call events, displays the previous screen, and resumes normal functioning.

   The yellow square clears, indicating that the console is no longer being captured. How quickly this occurs depends on system traffic.

Sharing coverage

To share the nurse call events from two coverage areas between two staff consoles or annunciators, you can set each primary coverage console to capture the other. In this way, both consoles will annunciate calls from both coverage areas.
To set up coverage area sharing:

1. At the first console, open the Capture screen by pressing More and then Capture.

2. From the list or consoles, select the coverage area to be shared and press Capture.

   The console displays the message "Capture in Progress. Please Wait." During this process, the console suspends normal functioning. When the capture is complete, the console updates all call events, displays the previous screen, and resumes normal functioning. How quickly this occurs depends on system traffic.

3. Go to the other console and repeat steps 1 and 2.
Swinging rooms between duty areas

Rooms that have been configured as swing rooms can switch between two duty areas. This section shows how to swing a room from one duty area to the other. If you need help creating a swing room, see "Using the Configuration Tool" in the Telligence Installation Manual (P/N 3101010).

Figure 25: Room List screen showing Swing button

To swing a room to a different duty area:

1. Go to the primary coverage staff console or annunciator for the duty area to which you want the room to swing.
2. Press the Room List tab.
3. If the room is not displayed, press the Showing button, select the area to be displayed, then press OK.
4. Press the Swing button. The room swings to the default duty area that is covered by the current staff console or annunciator. The Swing button is replaced by an About button since the current staff console cannot be used to swing the room back to the other duty area.
Calibrating staff consoles and annunciators

When a staff console or annunciator is first plugged in, a calibration screen appears.

Figure 26: Opening screen for staff consoles and annunciators

Touch the screen to activate the calibration utility.
Touch the circles displayed on the screen. This aligns the screen image so that buttons and other objects displayed onscreen, it respond as expected.
Recalibrating staff consoles and annunciators to correct problems with the touch screen

With use, the image on the touch screen may drift slightly, making it difficult to select items accurately. Recalibrating corrects this problem.

To recalibrate the touch screen:

1. Select the More tab to open the Admin screen.
2. Select Calibration. A message box appears, warning that continuing will trigger a trouble response at the supervisory dome light.
3. Press OK. This resets the console and starts the calibration sequence.
4. Follow the onscreen prompts to recalibrate the touch screen.

Caution: Recalibrating the primary staff console or an annunciator configured as a primary covering device temporarily removes it from the system. This appears to the system as a staff console failure, which activates the HC-CL4-SUPV Supervision Module with Buzzer. Make sure the hospital staff is aware and prepared for a loud audible signal.
Warnings and error alerts displayed at staff consoles and annunciators

General alerts

Staff console and annunciator errors generate alert messages that can be displayed at other staff consoles or annunciators. In addition, a dome light configured to supervise the staff console or annunciator can respond to the error by flashing and toning.

A four-section HC-CL4-SUPV supervisory dome light flashes fast white in all four of its light sections, and emits tones at the rate it is flashing, to signal loss of power and data to the supervised staff console or annunciator. When the status of the supervised staff console or annunciator becomes normal, all four dome light sections extinguish and dome light tones cease.

To resolve a staff console or annunciator error:

1. Disconnect power to the staff console or annunciator, then plug it in again.
2. If this does not resolve the problem, contact your facility's repair staff.

Low memory warnings and data error messages

The following figure shows sample call screens. One displays a data error and the other displays a low memory warning. A tone sounds, also, if either of these events occurs.
Data errors and low memory conditions must be addressed promptly. Neither can be resolved by stopping and restarting the staff console or annunciator. Call your facility’s repair department.

To respond to a data error or low memory warning:

1. Silence the tone:
   a. Select the warning or error message.
   b. Press View. This stops the tone and displays a warning or error message:

2. Contact your facility’s repair department.
Ergonomic recommendations

- Reduce or eliminate repetitive movement.
- Perform tasks at appropriate heights.
- Maintain a natural posture, avoiding awkward positions.
- Provide adequate clearance for staff console and annunciator use.
- Place the staff console in a position that lets you view and touch the display without strain.
- Place the staff console in a position where the sun’s rays or artificial lights do not adversely reflect on the touch screen, causing eyestrain.
- If you have trouble selecting items on the screen, select the More tab, then use the Admin function to recalibrate the touch screen.
Maintenance notes

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

Cleaning staff consoles and annunciators

Cleaning the screen

To clean a staff console or annunciator you must place it in cleaning mode to deactivate the touch screen. By default, the cleaning mode is set for 15 seconds, but this setting can be changed. For instructions on changing the duration, see the Telligence Installation Manual (P/N 3101010).

Notes

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

To clean the touch screen:

1. Select the More tab.
2. On the Admin screen, press Clean and press OK.

3. Slightly moisten a lint-free eyeglass-cleaning cloth, or soft microfiber cloth with a diluted window-cleaning solution.

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

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

To clean the housing:

1. Slightly moisten a soft cloth with a disinfectant such as Sidex, Staphine, or a solution of 10% bleach and water.

2. Follow the steps listed at the start of this section to place the staff console or annunciator into cleaning mode.

3. Use the cloth to gently clean the surface of the staff console or annunciator housing, being careful not to touch the touch screen.

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

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

Caution: Never submerge the staff console, the annunciator, or any attached cords.
Chapter 4
Patient stations

Summary
Telligence patient stations connect patient rooms and beds to the nurse call system. Patient stations are installed on the headwalls of patient rooms, where they serve both patients and staff. This chapter describes this group of devices and provides instructions for using them.

Content
Basic functions • 66
   Single and dual patient stations • 66
Associated stations and linked buttons • 70
   Associated stations • 70
   Linked buttons • 70
   Patient station buttons • 71
   Patient station lights • 72
   Patient station tone alerts • 73
Using patient stations • 75
   Code blue call • 75
   Staff emergency call • 75
   Staff normal calls • 76
   Patient calls • 76
   Canceling a call from the patient station • 76
   Placing the patient station in privacy mode • 77
   Placing the patient station in staff follow mode • 77
Using patient call devices • 79
   Pillow speakers • 79
   Types of pillow speakers • 81
   Light controllers • 83
   Caring for pillow speakers • 83
   Placing a call from a pillow speaker • 84
   Using pillow speakers to upgrade calls • 85
   Canceling calls from pillow speakers • 86
   Call cords • 86
   Call cord assembly care • 92
   Call cords and electronic bed nurse call buttons • 92
   Using a call cord or bed button to place a call • 93
   Using a call cord or bed button to upgrade a call • 94
   Canceling calls placed from call cords or bed buttons • 95
Patient station receptacles • 96
   Dual patient station receptacles • 96
   Single patient station receptacles • 97
   Electronic bed receptacles • 97
   Connecting call cords and auxiliary hardware to the patient station front panel • 98
   Miscellaneous patient stations • 100
   Call cord stations • 100
   Lavatory stations • 101
   Two-priority lavatory stations • 103
Resolving patient room station problems • 108
   Resetting a hung presence station • 108
Basic functions

Patient stations are mounted near beds in patient rooms. They provide receptacles for pillow speakers, call cords, and electronic bed control panels, which allow patients to call the nursing unit from a bed or chair. In addition, two input jacks can be configured either for call cords or for latching auxiliary hardware.

Staff members use the patient station call buttons to call the nursing station or to signal an emergency. Patient stations have built-in speakers and microphones for two-way voice communication.

Staff and patient rooms may also be equipped with Staff/duty stations like the ones shown in Chapter 5. These devices have call buttons that allow staff members to call the nursing station for assistance, or to signal code blue or staff emergencies. Like patient stations, staff/duty stations are audio equipped, supporting two-way voice communication.

A number of peripheral devices may also be associated with the patient station. These include code blue stations, staff emergency stations, lavatory stations and others.

Finally, patient stations and call stations with equipment receptacles allow for the connection of auxiliary hardware having an approved nurse call interface. See Appendix B for additional information regarding warnings and conditions for use with auxiliary hardware.

Single and dual patient stations

Single patient stations support one bed, and dual patient stations support two beds. Typical dual and single patient stations are shown on page 67.
Figure 28: Single patient station (Model HC-PSTN1)

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

WARNING: Auxiliary hardware that is connected to the auxiliary input jacks on patient stations is not considered part of the Telligence system.

Caution: Connect the patient station to class 2 circuits only. Measure leakage current on a regular, periodic basis for all pendant control/pillow speaker circuits to verify the values are appropriate for the installation location.
Figure 29: Dual patient station with electronic bed receptacles (Model HC-PSTN2-BED)

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

Single and dual stations allow for one pillow speaker per bed, as well as a choice of a nurse call cords per bed or an auxiliary hardware connection (either one can be preconfigured or the choice can be made at the point of use). Lights on patient stations provide feedback to staff members. Single and dual patient stations also come with either BedConnect (front bed connectors) or rear (internal) bed connectors.

A dual patient station with BedConnect is shown above.

Note: Dual patient stations provide two 1/4-inch (0.64 cm) jacks for connecting call cords or auxiliary hardware having an approved nurse call interface. The auxiliary hardware must be UL 544 or 60601-1 Listed and must provide a latching, normally open dry contact relay connection that is clearly marked for connection to a nurse call system.

Warning: Auxiliary hardware that is connected to the auxiliary input jacks on patient stations is not considered part of the Telligence system.

Caution: Connect the patient station to class 2 circuits only. Measure leakage current on a regular, periodic basis for all pendant control/pillow speaker circuits to verify the values are appropriate for the installation location.
Figure 30: Standard button sets for patient stations

Patient stations are available with different button sets as shown above. Custom buttons can also be used.
Associated stations and linked buttons

Associated stations

By default, the patient station, bed call buttons, pillow speakers, call cords, connected auxiliary hardware, and corridor lights for a patient room are associated. This means that calls from this equipment is identified at the staff console and annunciator by the same room number. Lavatory stations can also be associated with patient station or staff/duty stations, making it possible for lavatory emergency calls to sound at the associated stations.

Linked buttons

When two or more stations are associated, button functions can be linked across stations in the group. For example, a room contains the following group of associated stations:

- Patient station
- Code blue station
- Staff emergency station
- Remote cancel station

In addition, the Cancel, Code and Emerg buttons are linked. The linked buttons perform as follows:

- Pressing the Code or Emerg button on one of the peripheral devices causes the patient station's Code or Emerg button LED to light, and its Call status light to light.
- Pressing the Code or Emerg button on the patient station causes the respective peripheral device's Code or Emerg button LED to light.
- Pressing the Code or Emerg button on either the patient station or on the respective peripheral device causes a call assurance tone to sound at the patient station.
- Pressing the Cancel button on any linked station cancels a call from any station in the room.

Associating stations in a patient room and linking all like buttons by room or bed makes using the Telligence system easier and staff members’ work more efficient.

For instructions on linking buttons, see the Telligence Installation Manual (P/N 3101010) or the Telligence Configuration Tool online Help.
Notes

- Only like buttons can be linked. For example, the Emerg button on the patient station cannot be linked to the Code button on the code blue station.

- Linked buttons cannot be used to cancel a lavatory emergency call. Lavatory emergencies can be canceled only from the originating lavatory station, or from an associated lavatory station in the same bathroom.

- The labels applied to station buttons are configurable and may differ on your system from those used here.

Patient station buttons

Telligence system patient stations may vary from one room to the next. Different sets of buttons can be present on patient stations, depending on patient and staff needs. Standard buttons that may be present on patient stations are: Code, Emerg, Assist, Privacy, and Cancel.

Table 6: Descriptions of typical command station buttons

<table>
<thead>
<tr>
<th>Button (1)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code</td>
<td>Alerts staff about a code blue emergency.</td>
</tr>
<tr>
<td>Emerg</td>
<td>Alerts staff about an emergency.</td>
</tr>
<tr>
<td>Assist</td>
<td>Sends a request for staff assistance.</td>
</tr>
<tr>
<td>Presence</td>
<td>Registers your presence in the patient room.</td>
</tr>
<tr>
<td>Privacy</td>
<td>Blocks audio connections to the patient room.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Clears active calls. Also used to configure equipment inputs, enter cleaning mode, reset the device, block cord out calls from being sent, etc.</td>
</tr>
</tbody>
</table>

[1] The labels applied to station buttons are configurable and may differ on your system from those used here.

Custom button kit
The Telligence system custom button kit enables you to rename one or more of the standard buttons. Custom button labels are typically installed during system installation but can be installed at any time. Non-standard or custom buttons for functions already defined in the Telligence system can be installed using the custom button kit. However, buttons for functions not defined in the Telligence system, must be requested on a custom basis.

**Notes**
- If your facility uses custom labels for patient station buttons, note the modified button names in the margin.
- Documentation for the use of custom buttons is beyond the scope of this manual; please contact your supervisor for instructions on their use.

**Patient station lights**

Lights on the front of the station illuminate buttons in dim light. Other patient station lights indicate different states:

- Each patient station button has an associated status light.
- Call lights show the status of nurse call requests (per bed) from a station.
- Equip lights show the status of equipment connections.
- Status light shows audio connection, staff follow, presence, privacy, or error.

The various illuminations of these lights have the specific meanings given below.

**Individual button lights**

A steady red status light indicates that the button was pressed and that the following actions, specific to each button, have taken place:

- For the Code, Emerg, and Assist button lights, a nurse call was placed.
- For the Privacy button, privacy mode was put into effect.
- For the Presence button, presence has been established in this room.
- The Cancel light flashes slowly when a plug is inserted into the auxiliary jack to indicate a 5 second configuration mode.
- The Cancel light flashes when the Cancel button is pressed and held, and there are no calls to clear.
• A flashing Cancel light also indicates that a cord for a bed connector, pillow speaker, call cord, or auxiliary hardware was removed from the input jack.

**Call status light**

A steady red Call status light indicates that a nurse call has been placed by:

• A patient using a Digital Pillow Speaker, call cord, or bed button.
• A staff member using a patient station button or a button on a peripheral device (such as a staff emergency station) in the patient room.
• Auxiliary hardware connected to an auxiliary input.

**Equip status light**

• A steady yellow Equip status light indicates that an auxiliary input jack is connected to auxiliary hardware instead of a call cord.
• The Equip status light flashes slowly when a plug is inserted into the auxiliary jack.

**Status light**

• A steady red Status light indicates that a staff member has registered presence.
• A flashing red Status light indicates a staff follow call.
• A fast flashing red Status light indicates an alarm condition.
• A steady green Status light indicates an ongoing audio connection.
• A slow flashing green Status light indicates the patient station is in privacy mode.

The status light indicates a number of conditions in the following order of priority:

1. Error state
2. Staff follow
3. Privacy mode
4. Ongoing audio connection
5. Registered presence is indicated

**Patient station tone alerts**

Patient stations emit the same tone but vary the pattern to indicate different call priorities. The pattern varies from rapid to slow repetition, to a continuous tone.
Chapter 4: Patient stations

- **Prealert**: The patient station beeps once when an audio condition is established.

- **Call assurance**: The call assurance tone indicates that a call was generated.

- **Lavatory**: When an emergency call has been made from a lavatory, the patient station associated with it starts to beep slowly and continuously upon presence being registered in the patient room.

- **Staff follow**: When a staff member registers presence in a patient room, the patient station emits staff follow tones.

**Notes**

- Staff follow tones sound for only 2 seconds at patient stations.

- The staff follow tone pattern that sounds indicates the highest priority call in the duty area or primary staff console — with one exception: an in-room lavatory emergency tone has priority over any other nurse tone.

- The patient station also emits one or more feedback tones when its Cancel button is held down for two or more seconds. However, this occurs only if no calls are active on the station.
Using patient stations

You can use the Telligence patient station itself to directly place nurse calls. Patients use controls on pillow speakers, call cords, or bed side-rails that are connected to the patient station to place nurse calls. This section covers staff use of the Telligence patient station, and summarizes how patients place nurse calls. For more discussion about patient nurse call placement, see later sections in this chapter.

Note: The following information is based on default settings and may differ on your system.

Code blue call

- Code lights on the patient station and on any linked stations
- The Call status lights steadily on single and dual patient stations
- Call assurance feedback tone at the patient station
- All light sections of associated corridor and zone lights fast flash blue
- Associated zone lights emit a fast, repeating buzz
- Code blue tones sound at staff consoles, announciators, and duty stations where the staff follow function is active
- The call appears on the Call screen on staff consoles and announciators

Staff emergency call

- Emerg lights on the patient station and on any linked stations
- Call status lights on single and dual patient stations
- Call assurance feedback tone at the patient station
- Top light sections of associated corridor and zone lights fast flash red
- Associated zone lights emit a fast, repeating buzz
- Staff emergency tones sound at staff consoles and announciators, and at stations where the staff follow function is enabled
- The call appears on the Call screen on staff consoles and announciators
Staff normal calls
- Assist light on the patient station
- Call status lights on single and dual patient stations
- Call assurance feedback tone at the patient station
- Light sections in associated corridor and zone lights show a steady white light
- Associated zone lights emit a very slow, repeating buzz
- Staff normal tones sound at staff consoles and annunciators, and at stations where the staff follow function is active
- The call appears on the Call screen on staff consoles and annunciators

Patient calls
Patients place nurse calls via the patient station by:
- Pressing the nurse call button on a Pillow Speaker
- Pressing a pushbutton or squeeze pad actuator on a call cord
- Pressing the nurse call button on an electronic bed side-rail control panel

Canceling a call from the patient station
- Press the Cancel button on the patient station to cancel any nurse call placed from the patient station.
  — or —
- Press any linked Cancel button to cancel calls from the patient station.

Pressing Cancel on or for the patient station causes the following to happen:
- Dome lights and patient room lights extinguish
- Tones sounding at staff consoles/annunciators and staff follow-activated stations cease
- The nurse call event is removed from the Call screen and the Reminder screen
- Pressing Cancel cancels all calls in the room but lavatory calls

Notes
- Normal priority calls are canceled when answered at a staff console or annunciator.
• Pressing Cancel for 8 seconds (4 feedback tones) on a patient station or associated room station clears all calls made from the room or bed, and all reminders for those calls. Pressing Cancel for 8 seconds (4 feedback tones) also resets all stations in the room.

Placing the patient station in privacy mode

Privacy mode blocks audio connections. Placing a call from the patient station, overrides privacy mode.

To turn privacy mode on or off:

1. Press the Privacy button on the patient station.
   The Status light slowly flashes green and the Privacy light illuminates.
   Until privacy mode is canceled, or a higher priority event that uses the status light occurs, the status light will continue to slowly flash green.
2. Press the Privacy button again to cancel privacy mode.

Placing the patient station in staff follow mode

Staff follow modes at the patient station

During system installation, patient stations can be configured with different staff follow modes. Possible staff follow modes for a patient station are:

• No staff follow mode: No calls are annunciated.
• Duty area mode: The patient station annunciates calls originated in its duty area.
• Console mode: The patient station annunciates calls originated in its assigned staff console’s coverage area, which may consist of multiple duty areas, or possibly one or more nursing units.

When a patient station is configured for duty area mode or console mode, it enters this mode and briefly annunciates the highest priority call originated in the corresponding coverage area at the time that a staff member registers presence in the room. New nurse calls may be briefly annunciated until presence is no longer registered.

For information on configuring the system’s staff follow mode, see the Telligence Installation Manual (P/N 3101010).
To place a patient station in staff follow mode:

1. Press the presence station button corresponding to your staff level:
   - If you are a registered nurse, press the red button.
   - If you are an LPN, press the amber button.
   - If you are a nurse’s aide, press the green button.
   
The Presence status light illuminates.

What happens at the patient station in staff follow mode

Registering presence in the patient room causes patient stations in the room with active staff follow modes to do the following:

- The patient station enters its assigned staff follow mode.
- If one or more calls are active in the coverage area, the Status light starts flashing red.
- If one or more calls are active, the station emits a tone at the staff follow rate of the highest priority call for 2 seconds.

If new nurse calls occur in the patient station’s coverage area, a staff follow tone for the highest existing priority sounds at the patient station.

Canceling staff follow mode at the patient station

Do the following to cancel staff follow mode at a patient station:

Press the presence station button for your staff level again.

- The presence station light and the Status light on the patient station extinguish.
- Staff follow tones for new nurse calls do not sound at the patient station.

Note: For more on staff follow, see “Staff follow function” on page 121.
Using patient call devices

Patients can place nurse call requests by pressing buttons located on pillow speakers, electronic bed control panels, or call cords (certain call cords have squeeze pad actuators instead of buttons). All of these buttons and actuators are physically connected to the patient station in the patient room. Patients can hear responses from staff members in their pillow speakers, but all other nurse call communications, including all patient communications to staff and staff member responses to calls placed by call cord or electronic bed nurse call button, use the speaker on the patient station.

The sections that follow describe Telligence system pillow speakers and call cords, and explain how nursing staff and patients use pillow speakers, call cords, and electronic bed panels to communicate.

Pillow speakers

Pillow speakers enable patients to place calls to the nursing station, to control room lighting, and to control the television. The speaker plays voice audio from nursing staff, as well as audio from entertainment sources. Pillow speakers do not have microphones. The microphone on the patient station picks up the patient’s voice for communicating with the nurses’ station.

Figure 31: Three typical pillow speakers

Pillow speakers plug into a receptacle on the patient station front panel.
Pillow speaker controls

Pillow speaker buttons and capabilities differ depending upon the model, but all pillow speakers place nurse calls in a similar manner. This section introduces pillow speaker functionality, using the pillow speaker in the figure above as an example.

- **Nurse call button**
  
  The priority of a nurse call placed using nurse call button is either patient normal, patient priority, or patient emergency, depending on how the pillow speaker was programmed during system configuration.

  The nurse call button is backlit for use in darkened rooms. See “Placing a call from a pillow speaker” on page 84 for more about placing nurse calls from pillow speakers.

- **TV on/off button**
  
  Press this button to control television functions. Depending on system configuration, it turns the TV on/off and steps through the channels, or it only turns the TV on/off. In the latter case, press the up/down arrow buttons to change channels.

- **TV volume control**
  
  The large thumb wheel on the side of the pillow speaker adjusts entertainment audio volume only. It does not control nurse call intercom volume. The volume of audio communications from the nurse and/or from the patient can be adjusted only at the staff console or annunciator.
Turn the thumb wheel counter-clockwise to increase entertainment audio volume. Turn it clockwise to decrease entertainment audio volume.

- **TV channel up/down arrow buttons**
  Depending on your system configuration, pressing these buttons may change television channels or control lights; or, they may have other assigned functions.

- **Closed-captioning button or auxiliary button**
  Digital pillow speakers have buttons for turning closed-captioning on or off.

- **Lighting control buttons**
  Pillow speakers have one or two buttons that allow patients to control the room lighting.

- **Ancillary buttons**
  Some pillow speakers have additional buttons providing extra functionality.

### Types of pillow speakers

Telligence pillow speakers facilitate patient communications with the nurses’ station staff console. After plugging the DuroPin connector into the front of a patient station, you can attach the pillow speaker to the patient’s bed sheet for easy access. When not in use, pillow speakers can be stored in a pillow speaker holder.

**Standard pillow speakers**

Standard pillow speakers are used with standard hospital-grade televisions, and provide the following:

- **Nurse call capability**
- **Basic television controls:**
  - TV on/off
  - TV channel up/down buttons, for cycling through channels sequentially
  - TV volume control—via the thumb wheel on the Pillow Speaker side
- **Lighting control**

**Digital pillow speakers**

Digital pillow speakers are used with digital televisions. In addition to the basic functions provided by standard models, digital pillow speakers also have closed-captioning buttons. This button is labeled
either with the symbol \( \text{\textregistered} \) or \( \text{CC} \). See Table 7 for a list of digital pillow speakers and the controls available on each model.

**Note:** Closed captioning translates TV audio into visual text, and often provides information in addition to the audio translation. It allows the hearing-impaired, and those in noisy environments, to understand what is happening on the TV set.

**Direct access pillow speakers**

Direct access pillow speakers are used with digital televisions. They offer many more features than other pillow speakers do. In particular, direct access pillow speakers have a numerical keypad for entering television channels. See Table 7 for a list of direct access pillow speakers and the controls available them.

### Table 7: Pillow Speakers

<table>
<thead>
<tr>
<th>Model</th>
<th>Buttons and controls</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard pillow speakers for use with analog televisions</strong></td>
<td></td>
</tr>
<tr>
<td>7A2016</td>
<td>Nurse call</td>
</tr>
<tr>
<td></td>
<td>TV On/Off</td>
</tr>
<tr>
<td></td>
<td>2 arrow buttons for cycling through TV channels</td>
</tr>
<tr>
<td></td>
<td>TV volume control via thumbwheel</td>
</tr>
<tr>
<td></td>
<td>1 light control button (can be configured to control 2 lights sequentially)</td>
</tr>
<tr>
<td>7A2031</td>
<td>Nurse call</td>
</tr>
<tr>
<td></td>
<td>TV On/Off</td>
</tr>
<tr>
<td></td>
<td>2 arrow buttons for cycling through TV channels</td>
</tr>
<tr>
<td></td>
<td>TV volume control via thumbwheel</td>
</tr>
<tr>
<td></td>
<td>1 TV closed-captioning button</td>
</tr>
<tr>
<td></td>
<td>1 light control button (can be configured to control 2 lights sequentially, or TV channel selector buttons can be configured as light control buttons)</td>
</tr>
<tr>
<td><strong>Digital pillow speakers for use with digital televisions</strong></td>
<td></td>
</tr>
<tr>
<td>7[A,B,C]2116,</td>
<td>Nurse call</td>
</tr>
<tr>
<td>7[A,B,C]2131</td>
<td>TV On/Off</td>
</tr>
<tr>
<td></td>
<td>2 arrow buttons for cycling through TV channels</td>
</tr>
<tr>
<td></td>
<td>TV volume control via thumbwheel</td>
</tr>
<tr>
<td></td>
<td>1 light control button (can be configured to control 2 lights sequentially)</td>
</tr>
<tr>
<td>HC-PSPKR-RCA</td>
<td>Nurse call</td>
</tr>
<tr>
<td>HC-PSPKR-ZENITH</td>
<td>TV On/Off</td>
</tr>
<tr>
<td>HC-PSPKR-PHILIPS</td>
<td>2 arrow buttons for cycling through TV channels</td>
</tr>
<tr>
<td>HC-PSPKR-TH</td>
<td>TV volume control via thumbwheel</td>
</tr>
<tr>
<td></td>
<td>TV channel guide button</td>
</tr>
<tr>
<td></td>
<td>1 TV close-captioning button</td>
</tr>
<tr>
<td></td>
<td>2 light control buttons</td>
</tr>
</tbody>
</table>
Table 7: Pillow Speakers

<table>
<thead>
<tr>
<th>Model</th>
<th>Buttons and controls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct access pillow speakers</td>
<td>Nurse call</td>
</tr>
<tr>
<td>HC-PSPKR-DA-RCA</td>
<td>TV On/Off</td>
</tr>
<tr>
<td>HC-PSPKR-DA-ZENITH</td>
<td>2 arrow buttons for controlling TV volume</td>
</tr>
<tr>
<td>HC-PSPKR-DA-PHILIPS</td>
<td>2 arrow buttons for cycling through TV channels</td>
</tr>
<tr>
<td>HC-PSPKR-DA-TH</td>
<td>Numerical keypad for direct access channel selection</td>
</tr>
<tr>
<td></td>
<td>TV volume control via thumbwheel</td>
</tr>
<tr>
<td></td>
<td>TV option button</td>
</tr>
<tr>
<td></td>
<td>1 TV close-captioning button</td>
</tr>
<tr>
<td></td>
<td>TV mute button</td>
</tr>
<tr>
<td></td>
<td>TV previous button</td>
</tr>
<tr>
<td></td>
<td>2 light control buttons</td>
</tr>
<tr>
<td></td>
<td>Power button</td>
</tr>
</tbody>
</table>

**Note:** Buttons that are unlabeled have no function.

**Light controllers**

The Telligence standard (model 7A2016) pillow speaker (shown on page 80) can control either one light fixture or two light fixtures sequentially. If one light fixture is wired to the controller, pressing the light bulb button turns that light on and off. If two light fixtures are wired to the controller, pressing the light bulb button cycles between turning both fixtures on and off. A typical cycle would be light #1 on/light #2 off, light #1 off/light #2 on, light #1 on/light #2 on, and finally light #1 off/light #2 off.

**Caring for pillow speakers**

To ensure proper operation of the Pillow Speaker, follow these precautions:

- Use the provided bed clip to secure the Pillow Speaker to the patient’s bedding for easy accessibility.
- Use the provided cord clamp to secure the Pillow Speaker cord to itself. Do not wrap the Pillow Speaker cord around the bed rail to get it out of the way.
- Wall mounted holders can be purchased for holding pillow speakers when not in use.
- Do not pull on the Pillow Speaker to remove it from the patient station or while moving the bed. Doing so can damage the delicate electronic equipment inside the Pillow Speaker.

Pillow speakers can be cleaned with a soft cloth, sprayed or dampened with the disinfectant your facility’s maintenance staff
typically uses (e.g., Sidex, Staphine, or even a 10% bleach/water solution). *Do not* submerge the cords.

**Placing a call from a pillow speaker**

**To place a call from a pillow speaker:**

1. Press the large nurse call button on the Pillow Speaker. The system responds as follows:
   - A patient normal, patient priority, or patient emergency call event appears on staff consoles and annunciators (depending on the pillow speaker was programmed during system configuration).
     
     Associated corridor and zone lights turn on as follows:
     - A steady white light for a priority of patient normal.
     - Slow flashing amber for a priority of patient priority.
     - Fast flashing amber for a priority of patient emergency.
     - The green light behind the Pillow Speaker’s translucent nurse call button shines more brightly to confirm nurse call placement.
     - The Call status light on the patient station illuminates.
     - The call assurance tone sounds at the patient station.
     - Tones sound at staff consoles and annunciators, and at stations where staff follow is active.

2. The call may be placed on reminder at the staff console, until the staff member can answer it. When a call is placed on reminder, this happens:
   - The Call light on the patient station slowly flashes.
   - Associated dome lights slowly flash the highest reminder color.

3. When the call is answered at a staff console or annunciator, this happens:
   - The red light behind the nurse call button on the Pillow Speaker illuminates, indicating that the patient can speak with the staff member.
   - Pillow Speaker entertainment audio is interrupted during the call’s audio.
   - The Status light on the patient station shows a steady green, indicating the audio connection.
• The Call light on the patient station goes out, if the call was cleared.
• Dome light illumination for the original call, is the call was cleared.

4. During the call, the patient should speak in a normal conversational tone (patient audio is picked up by the microphone in the patient station on the wall).

**Note:** If necessary, the staff member can adjust call volume settings from the staff console or annunciator.

5. When the call ends, the Status light goes out.

**Using pillow speakers to upgrade calls**

Upgrading a Pillow Speaker call requires that presence already be registered in the patient room (see "Registering staff presence" on page 118).

**To upgrade a pillow speaker call:**

1. Press the nurse call button on the pillow speaker twice in rapid succession. The system responds as follows:
   - The call assurance tone sounds at the patient station.
   - Top light sections of associated corridor and zone lights fast flash red.
   - On 4-section dome lights, the second light sections down show a steady white.
   - Staff consoles and annunciators show two calls—the staff emergency call and the original call (the latter call clears when the staff emergency call is canceled).
   - Staff emergency tones sound at staff consoles and annunciators, and at stations here staff follow is active.

2. When the staff emergency call is answered at the staff console, this happens:
   - All communication between the patient room and the staff console attendant is over the speaker on the patient station.
   - The Status light on the patient station shows a steady green.

3. When the staff emergency call is answered at the staff console, this happens:
Chapter 4: Patient stations

- All communication between the patient room and the staff console attendant is over the speaker on the patient station.
- The Status light on the patient station shows a steady green.

4. During the call, communication from the patient room can take place in a normal conversational tone via the speaker in the patient station on the wall.
   
   **Note:** If necessary, the staff member can adjust call volume settings on the staff console or annunciator.

5. When the call ends, the Status light goes out.

Canceling calls from pillow speakers

Patient normal calls made by patients from pillow speakers are canceled when answered at the staff console or annunciator or when presence is registered in the room. If a pillow speaker call was not answered, or if the call was upgraded, cancel the call as follows:

Press the Cancel button on the patient station or on any linked station in the room. When you press Cancel, this happens:

- Status and Call lights, along with associated dome lights, extinguish.
- Tones cease at staff consoles and annunciators.
- The nurse call event is removed from staff consoles and annunciators. (Two nurse call rows disappear if a pillow speaker call was upgraded).

Call cords

Call cords provide an alternative means for patients to place calls to the staff console at the nurses’ station. The priority of a nurse call placed using a call cord is either patient normal, patient priority, or patient emergency, depending on how the patient station was programmed during system configuration.

Call cords are used with patient stations and with single call cord stations (HC-CCSTN). For patients in oxygen tents, air cord assemblies provide a safe, pressure-activated means—and a convenient method—for patients to place nurse calls. The call cord can be plugged into the patient station or call cord station, then clipped to the patient’s bed sheet for easy access.
These air cord assemblies provide nurse call capabilities for one patient at a patient station. Equipped with squeeze pad actuators, they are specifically designed for patients undergoing oxygen therapy.

- Model 200-446 is 6 feet (1.8 m) long.
- Model 200-447 is 10 feet (3.0 m) long.
These air cord assemblies provide nurse call capabilities for two patients at one patient station. Equipped with squeeze pad actuators, they are specifically designed for patients undergoing oxygen therapy.

- Model 200-448 is 6 feet (1.8 m) long.
- Model 200-449 is 10 feet (3.0 m) long.
These air cord assemblies provide nurse call capabilities for one patient at a patient station. They are specifically designed for patients undergoing oxygen therapy. Both assemblies have large squeeze pad actuators for patients with impaired dexterity.

Model 200-1071 is 6 feet (1.8 m) long. Model 200-1073 is 10 feet (3.0 m) long.

This air cord assembly provides nurse call capabilities for one patient at a patient station. It is specifically designed for patients...
undergoing oxygen therapy. This assembly’s pushbutton actuator facilitates use for patients with impaired dexterity.

Model 200-1072 is 8 feet (2.4 m) long.

Figure 37: Single Call Cord Assemblies (Models 200-1171 and 200-1172)

These call cord assemblies provide nurse call capabilities for one patient at a patient station. The call cords have a momentary pushbutton switch.

- Model 200-1171 is 6 feet (1.8 m) long.
- Model 200-1172 is 12 feet (3.7 m) long.
These call cord assemblies provide nurse call capabilities for two patients at one patient station. The call cords have two momentary pushbutton switches.

- Model 200-1173 is 6 feet (1.8 m) long.
- Model 200-1174 is 12 feet (3.7 m) long.
This assembly provides nurse call capabilities to one patient with one patient station. The call cord has a non-locking, momentary pushbutton switch. It also has a DuraPin connector.

Model 200-1272 is 12 feet (3.7 m) long.

Call cord assembly care

Staff can clean call cord assemblies using a soft cloth, sprayed or dampened with the disinfectant that your hospital maintenance staff typically uses (e.g., Sidex, Staphine, or even a 10% bleach/water solution).

Call cords can be cleaned and sterilized, but not immersed. DO NOT submerge the cords.

Call cords and electronic bed nurse call buttons

Placing a nurse call using either a call cord or an electronic bed’s nurse call button are two other methods, in addition to using a Pillow Speaker, that are available for patients to communicate their needs to facility staff. The resulting call priorities and associated dome light and status flash rates are determined by patient priorities assigned either at the time of system installation, or modified at the staff console or annunciator.

Call cord methods

Because two different kinds of call cords exist, there are two ways to use a call cord to place a nurse call:

- Pressing the pushbutton on the end of a regular call cord
- Pressing the squeeze pad actuator on the end of a call cord

When a patient places nurse calls using a call cord, audio communications between the patient and the staff member use the speaker on the patient station on the wall.

Electronic bed control panel method

Placing a nurse call by pressing the nurse call button on an electronic bed's side-rail control panel is an easy and direct method for a patient to call for staff assistance.

When a patient places a nurse call using the electronic bed nurse call button, audio communications between the patient and staff member use the speaker on the patient station on the wall, or else use the electronic bed's speakers.

For information about the connection between the patient station and electronic bed controls, see “Electronic bed receptacles” on
Using a call cord or bed button to place a call

To use a call cord or an electronic bed's nurse call button to make a nurse call:

1. Press the pushbutton or squeeze pad actuator on the end of the call cord, or press the nurse call button on the electronic bed side-rail panel. When you do, this happens:
   - A patient normal, patient priority, or patient emergency call event appears on staff consoles and annunciators (depending on the pillow speaker was programmed during system configuration).
   
   Associated corridor and zone lights turn on as follows:
   - A steady white light for a priority of patient normal.
   - Slow flashing amber for a priority of patient priority.
   - Fast flashing amber for a priority of patient emergency.
   - The Call status light on the patient station illuminates.
   - The call assurance tone sounds at the patient station.
   - Tones sound at staff consoles and annunciators, and at stations where staff follow is active.

2. The call may be placed on reminder at the staff console, until the staff member can answer it. When a call is placed on reminder, this happens:
   - The Call light on the patient station slowly flashes.
   - Associated dome lights slowly flash the highest reminder color.

3. When the call is answered at a staff console or annunciator, this happens:
   - The Status light on the patient station shows a steady green, indicating the audio connection.
   - The Call light on the patient station goes out.
   - Dome light illumination for the original call and for any reminder ceases.

4. During the call, the patient should speak in a normal conversational tone (patient audio is picked up by the microphone in the patient station on the wall).
Chapter 4: Patient stations

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

5. When the call ends, this happens:
   - The Status light goes out.
   - The nurse call event is removed from the Call screen or the reminder event is removed from the Reminders screen.

### Using a call cord or bed button to upgrade a call

Upgrading a call placed using a call cord or an electronic bed’s nurse call button requires presence to already be registered in the patient room (See “Registering staff presence” on page 118.) To upgrade a call that a patient placed using a call cord or an electronic bed’s nurse call button to more urgent status:

1. Press the nurse call button on the call cord or bed side-rail control panel (or squeeze the call cord’s actuator) twice in rapid succession. When you do, this happens:
   - The call assurance tone sounds at the patient station.
   - Top light sections of associated corridor and zone lights fast flash red.
   - On 4-section dome lights, the second light sections down show a steady white.
   - Staff consoles and annunciators show two calls—the staff emergency call and the original call (the latter call clears when the staff emergency call is canceled).
   - Staff emergency tones sound at staff consoles and annunciators, and at stations here staff follow is active.

2. When the staff emergency call is answered at the staff console, this happens:
   - All communication between the patient room and the staff console attendant is over the speaker on the patient station.
   - The Status light on the patient station shows a steady green.

3. During the call, communication from the patient room can take place in a normal conversational tone via the speaker in the patient station on the wall.
   **Note:** If necessary, the staff member can adjust call volume settings on the staff console or annunciator.

4. When the call ends, the Status light goes out.
Canceling calls placed from call cords or bed buttons

Regular patient normal calls made by patients using call cords or electronic bed buttons are canceled automatically when answered at the staff console or annunciator. If a regular call cord or bed button call was not answered, or if such a call was upgraded, the call is canceled in the same way that a call placed directly from a patient station is canceled.

To cancel a call placed from a call cord or bed button

Press the Cancel button on the patient station or on any linked station in the room.

- Status lights, Call lights, and associated dome lights, extinguish.
- Tones cease at staff consoles and annunciators.
- The nurse call event is removed from staff consoles and annunciators. If the call was upgraded, both the original call and the upgraded call event are removed.
Patient station receptacles

Telligence patient stations can have from three to six front panel receptacles. The illustration below shows a dual patient station with six receptacles.

Note: Depending on how a patient station was configured, patient station 1/4-inch (0.64 cm) jacks can be configured as call cord receptacles or as auxiliary inputs. An auxiliary input is a receptacle for plugging in latching auxiliary hardware.

For more information, see the following sections:

- “Single and dual patient stations” on page 66
- “Connecting call cords and auxiliary hardware to the patient station front panel” on page 98
- Appendix B “Warnings and conditions for use with auxiliary hardware” on page 151

Figure 40: Dual patient station with electronic bed receptacles

Dual patient station receptacles

Dual patient stations, which provide nurse call communications for two patient beds, provide the following input receptacles:

- Two external DB 37-pin bed connector receptacles (on patient stations with BedConnect), or two rear (internal) bed interface headers (on standard patient stations)
- Two 18-pin Pillow Speaker connector receptacles
• Two 1/4-inch (0.64 cm) auxiliary input jacks, configurable for bed call cord input or auxiliary hardware input, or programmable for either type of input

**Single patient station receptacles**

Single patient stations, which provide nurse call communications for one patient bed, provide the following input receptacles:

• One external DB 37-pin bed connector receptacle (on patient stations with BedConnect), or one rear (internal) bed interface header (on standard patient stations)

• One 18-pin Pillow Speaker connector receptacle

• Two 1/4-inch (0.64 cm) auxiliary input jacks, configurable for bed call cord input or auxiliary hardware input, or programmable for either type of input

**Electronic bed receptacles**

For Telligence patient stations with 37-pin bed receptacles provide for one or two communications connections (respectively) between electronic beds supplied by Hill-Rom or Stryker and the Telligence system.

**Single bed receptacles**

In the case of patient stations without 37-pin receptacles, Telligence provides the HC-BID-SS37 Single Bed Receptacle to allow Hill-Rom or Stryker electronic beds to connect to the patient stations.

*Figure 41: Single bed receptacle*
Patient stations without BedConnect have receptacles on the back of the stations that are wired to these single bed receptacles, which are separate 37-pin bed receptacles installed in the wall. When electronic bed control panels are connected to the Telligence bed receptacles, the panels are connected to patient stations.

The HC-BID-SS37 Single Bed Receptacle is typically installed on the headwall, near the floor. In rooms with more than one bed, one bed receptacle is located on the headwall by each bed. One electronic bed can be connected to a Single patient station via one bed receptacle; two electronic beds are connected to a dual patient station via two bed receptacles.

Notes

- You can also use a bed receptacle provided by Hill-Rom or Stryker.
- Avoid plugging a digital bed and a digital pillow speaker into the same patient station. Some digital beds interfere with digital pillow speakers, with the result that both devices stop functioning.

Connecting call cords and auxiliary hardware to the patient station front panel

When you plug a cord into the 1/4-inch (0.64 cm) input jack on the patient station front panel, you can indicate whether the item is a call cord or auxiliary hardware. If you take no action, the jack will default to call cord mode. Pressing the Cancel button sets the jack to auxiliary hardware mode.

Note: When inserting more than one device, plug in only one device at a time. The second cannot be configured until the indicator lights for the first device have normalized.

To set the 1/4-inch (0.64 cm) jack to call cord mode:

1. Plug the call cord into the jack. The Equip and Cancel lights flash at half-second intervals.
2. Wait until the indicator lights stop flashing (about 6 seconds or 3 feedback tones). The jack automatically resets to call cord mode.
To set the 1/4-inch (0.64 cm) jack to auxiliary equipment mode:

1. Plug the auxiliary device into the 1/4-inch (0.64 cm) jack. The Equip and Cancel lights flash at half-second intervals.
2. Press the Cancel button immediately. The Equip light stops flashing and glows steadily. The Cancel light goes out.

Unplugging call cords and auxiliary hardware cords at patient stations

When a cord is unplugged from the 1/4-inch (0.64 cm) jack on the patient station front panel, the Cancel light flashes, along with the Call light (for call cords) or Equip light (for auxiliary hardware).

If the cord remains unplugged for more than 5 seconds:

- The Cancel light goes out, but the Call (or Equip) light glows steadily to show that the cord has been removed.
- A Cord Pull event appears on staff consoles and annunciators.
- Associated dome lights illuminate.

Stopping the Cord Pull nurse call after unplugging a cord

You can prevent the system from initiating a nurse call by pressing the Cancel button within 5 seconds removing the cord. When you do this, The Cancel light goes out. The Call (or Equip) light flashes to show that a cord is out. The event does not appear on staff consoles and annunciators, and no dome lights turn on.

Canceling a Cord Pull nurse call

To cancel the Cord Pull nurse call, press the patient station Cancel button. The nurse call event is removed from staff consoles and annunciator. Dome lights go out. The Call (or Equip) light flashes to show that a cord has been unplugged.

Note: Pressing Cancel after unplugging a bed, pillow speaker, call cord, or auxiliary hardware clears the nurse call.

Clearing the Cord Pull event by plugging in a device

To stop the Call (or Equip) light from flashing, plug the device (or another of the same device type) into the 1/4-inch (0.64 cm) jack. Both the Cancel light and the Call (or Equip) light flash for a few seconds, then go out.

To plug a different device type into the 1/4-inch (0.64 cm) jack, see “Connecting call cords and auxiliary hardware to the patient station front panel” on page 98.
Clearing the Cord Pull condition when the jack is not in use

If the 1/4-inch (0.64 cm) jack will not be used, you can stop the light from flashing by pressing and holding the Cancel button for 8 seconds (4 feedback tones). This extinguishes the Cancel light and the Call (or Equip) light, and clears all calls and reminders resulting from the Cord Pull event.

Miscellaneous patient stations

Of the many peripheral Telligence stations that can be located in patient rooms, only a few are intended for patient use. Call cord stations may be present in the patient room, or may be located in treatment rooms, post-surgical recovery rooms, etc. Lavatory stations are typically present in both patient bathrooms and facility bathrooms.

This section describes the operation of the simpler stations that are often used by patients themselves. For information on stations used only by staff, see Chapter 5 “Staff/duty stations” starting on page 109.

Call cord stations

The call cord on the HC-CCSTN call cord station provides patients a simple means of placing a nurse call. Depending on station configuration, pressing the button at the end of the station’s call cord places a nurse call with a priority of either patient normal, patient priority, or patient emergency.

A call cord station may be associated with other stations; or it may be a standalone station with its own identifiable location (for instance, as the sole station in an exam room). Call cord stations
have no audio capability and cannot be used to communicate with staff members at staff consoles or annunciators.

1. Press the button at the end of this station’s call cord to place a nurse call. When you do so, the following happens:
   - The Call lights on any associated patient station or staff/duty station turn on.
   - The call assurance tone sounds at any associated patient station or staff/duty station.
   - Associated corridor and zone lights turn on according to the call cord station’s configured priority:
     - For patient normal calls, dome lights show a steady white light.
     - For patient priority calls, dome lights slowly flash an amber light.
     - For patient emergency calls, dome lights fast flash an amber light.
   - Tones sound at staff consoles and annunciators, and at stations where staff follow is active.
   - A nurse call event, with the corresponding call priority, appears on staff console and unit annunciator Call screens.

2. Press the Cancel button on the call cord station or on the patient station to cancel the nurse call.
   - Call lights and dome lights extinguish.
   - Tones cease at staff consoles and annunciators, and at stations where staff follow is active.
   - The nurse call event is removed from staff console or annunciator Call screens.

If the nurse call had a reminder set for it, the following happens when the Cancel button is pressed:
   - Dome lights annunciating the staff level reminder extinguish.
   - The reminder event is removed from staff console or annunciator Reminders screens.

**Lavatory stations**

The HC-PP-LAV lavatory station is waterproof and doubles as a shower station. If two or more of these stations are located in a bathroom, their buttons and optional pull cords may be linked. Pressing the Help button or pulling the station’s call cord places a
nurse call with a priority of lavatory emergency. This station has no audio capability and cannot be used to communicate with staff members at a staff console or annunciator.

Figure 43: Lavatory station (shown without pull cord)

A lavatory station is typically associated with patient stations, but sometimes is associated with Staff/Duty Stations. It also may be a standalone station with its own identifiable location (for instance, as the sole station in a hallway bathroom). This lavatory station may light a single-section dome light by the bathroom inside the patient room.

1. Press the Help button, or pull the cord (if the station has one), to summon assistance from staff members. Doing so causes the following to happen:
   - The lavatory station Help light illuminates.
   - Any associated patient station or staff/duty station's Call lights turn on.
   - The call assurance tone sounds at any associated patient station or staff/duty station.
   - Top light sections in associated corridor and zone lights fast flash red.
   - The lavatory emergency tone (slow beeping) sounds at staff consoles and all annunciators, at associated audio stations in the patient room when presence is registered, and at stations where staff follow is active.
   - A lavatory emergency nurse call event appears on the Call screens on staff consoles and all annunciators.
2. Press the Cancel button on the original lavatory station, or on any associated station in the patient bathroom, to cancel the lavatory emergency call.
   - The lavatory station’s Help light goes out.
   - Call lights and dome lights extinguish.
   - Lavatory emergency tones cease.
   - The lavatory emergency call event is removed from staff consoles and annunciators.

   If the nurse call had a reminder set for it, the following happens when the Cancel button is pressed:
   - Dome lights annunciating the staff level reminder extinguish.
   - The reminder event is removed from staff console or annunciator Reminders screens.

   **Note:** Lavatory emergency calls can be canceled only at the originating station, or at another linked station in the same patient bathroom.

---

**Two-priority lavatory stations**

Another type of lavatory station may be used in your facility: one which permits placement of two different priority levels of nurse calls. The station is waterproof and can double as a shower station.

The two-priority lavatory station (see the figure below) provides an Emerg button in addition to a Help button. By pressing Emerg or pulling the pull cord, a patient or staff member places a lavatory emergency call.

Pressing the Help button places an urgent priority level call for staff assistance in the patient bathroom. This station is not capable of lighting a dome light by the bathroom inside the patient room.
To place a lavatory emergency call:

1. Press the Emerg button or pull the station’s cord to summon emergency assistance from staff members. Doing so causes this to happen:
   - The station’s Emerg light illuminates.
   - Any associated patient station or staff/duty station’s Call lights turn on.
   - The call assurance tone sounds at any associated patient station or staff/duty station.
   - Top light sections of associated corridor and zone lights fast flash red.
   - The lavatory emergency tone (slow beeping) sounds at staff consoles and all annunciators, at associated stations in the patient room when presence is registered, and at stations where staff follow is activated.
   - A lavatory emergency nurse call event appears on the Call screens on staff consoles and all annunciators.

2. Press the Cancel button on the original lavatory station, or on any associated station in the patient bathroom, to cancel the lavatory emergency call.
   - The lavatory station’s Emerg light goes out.
   - Call lights and dome lights extinguish.
   - Lavatory emergency tones cease.
• The lavatory emergency call event is removed from staff consoles and annunciators.

If the nurse call had a reminder set for it, the following happens when the Cancel button is pressed:

• Dome lights annunciating the staff level reminder extinguish.

• The reminder event is removed from staff console or annunciator Reminders screens.

**Note:** A call with a lavatory emergency priority can be canceled only at the originating station (or at another linked station in the patient bathroom).

**To place an urgent lavatory call:**

1. Press the Help button to summon assistance of a non-emergency nature from staff members. Doing so causes the following to happen:
   • The lavatory station’s Help light illuminates.
   • Any associated patient station or staff/duty station’s Call lights turn on.
   • The call assurance tone sounds at any associated patient station or staff/duty station.
   • Associated corridor and zone lights show a steady white.
   • Tones sound at staff consoles and unit annunciators, and at stations where staff follow is active.
   • A patient normal nurse call request event appears on the Call screens on staff consoles and unit annunciators.

2. Press the Cancel button on the original lavatory station, or on any associated station in the patient bathroom, to cancel the lavatory emergency call.
   • The lavatory station’s Help light goes out.
   • Any associated patient station or staff/duty station’s Call status light goes out.
   • Dome lights extinguish.
   • Tones cease at staff consoles and annunciators, and at stations where staff follow is active.
   • The patient normal nurse call event is removed from staff consoles and annunciators.

If the nurse call had a reminder set for it, the following happens when the Cancel button is pressed:
• Dome lights annunciating the staff level reminder extinguish.
• The reminder event is removed from staff consoles and annunciators.

**Note:** A patient normal call is cleared from the system when a staff member finishes answering the call at a staff console or annunciator.

### Cleaning patient stations

Cleaning mode temporarily deactivates station buttons so associated stations can be cleaned without danger of changing the status of nurse calls during the cleaning process.

**Note:** Because patients cannot place nurse calls when stations are in cleaning mode; it may be best to clean stations when no patients are occupying beds in the room.

**To clean a patient station and any associated stations:**

1. Ensure that all calls on associated patient room stations have been canceled.
2. Spray or soak a soft cloth with the disinfectant typically used by your facility's maintenance staff (e.g., Sidex, Staphine, or a 10% bleach/water solution).
3. Ensure that the station to be cleaned is idle (no light should be lit or flashing).
4. Press and hold the patient station Cancel button for 4 seconds (2 alert tones).
   • The patient station emits two feedback tones while you are holding down the Cancel button.
   • The station and any associated stations enter a 15-second cleaning mode period, shown by the flashing of the patient station's Cancel light.
5. Gently wipe the surface of the station with the damp cloth.
6. Clean any associated cords using the damp cloth.
7. Use another soft, dry cloth to wipe the surface of the station and cords dry.

**Notes**

- A different amount of time for cleaning mode may be configured at your facility.
• If you have not finished cleaning a station by the time the Cancel light stops flashing, put the station into cleaning mode again.

• Microfiber cloth is recommended for cleaning Telligence stations.

• Do not use abrasive cleaning agents.

• Do not submerge Pillow Speaker cords, call cords, or any other cords.
Resolving patient room station problems

Resolutions to some problems that may occur at patient room stations are presented here.

If a patient station or an associated peripheral device in the patient room malfunctions in some manner, the patient station indicates the error by a flashing red Status light. The flash rate of the light indicates the type of error.

To resolve patient room station errors:

Press and hold the Cancel button (or any linked Cancel button in the patient room) for 4 feedback tones:

- The patient station light flashes fast for 3 seconds.
- Device error nurse call events momentarily appear on staff consoles and annunciators, accompanied by momentary fast beeps.

Note: Press and hold the patient station Cancel (or a linked Cancel button) for 8 seconds (4 feedback tones). This clears all calls from the room that are currently in the system, clears associated room devices, and causes associated dome lights to extinguish.

If this does not resolve the problem, contact your facility’s repair staff.

Resetting a hung presence station

If pressing the button corresponding to your staff level fails to clear the presence registry, use the Cancel button on the associated patient station, as follows:

To remove a “stuck” presence, do the following:

1. Press and hold the patient station Cancel button (or any linked Cancel button in the patient room) for about 6 seconds (3 feedback tones).

   The Cancel light flashes.

If this does not resolve the problem, see your repair department for assistance.

Note: For information about presence stations, see “Manual presence stations” on page 118.
Chapter 5
Staff/duty stations

Summary
Telligence staff/duty stations are installed in staff rooms. They support a variety of staff call devices that enable staff members to communicate with staff consoles and annunciators. This chapter provides background information and instructions for using staff/duty stations and other nurse call stations that are intended for staff use only.

Content
Overview of staff/duty stations • 110
Basic functions • 110
Staff/Duty station command buttons • 111
Staff/duty station lights • 112
Staff/Duty station tone alerts • 114
Placing a call from a staff/duty station • 114
Canceling a call from the staff/duty station • 116
Activating staff follow at a staff/duty station • 116
Registering staff presence • 118
Manual presence stations • 118
Removing registered presence • 120
Staff follow function • 121
Staff follow modes • 121
Overview of permanent duty stations • 122
Basic function • 122
Staff follow at permanent duty stations • 122
Other staff stations • 123
Code blue stations • 123
Staff emergency stations • 125
Call stations with smoke input • 126
Call stations with relay • 128
Remote cancel stations • 129
Dual auxiliary input stations • 131
Cleaning staff stations • 133
Resolving staff station problems • 134
Errors at staff-operated stations • 134
Inability to remove presence • 134
Overview of staff/duty stations

Staff/Duty Stations are important Telligence system devices that enable staff members to place calls to staff consoles and annunciators.

Figure 45: Staff Duty Station (Model HC-DUTY)

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

Basic functions

Communicating with the nursing station

A staff/duty station is similar to a patient station, except that it has no receptacles or plugs for beds and other equipment. Staff/duty stations are used solely by staff members to call the nursing station. Like patient stations they are equipped with speakers and command buttons. One staff/duty station can annunciate call activity for a single duty area or an area equal to a staff console coverage area.

Forwarding nurse calls from room to room

In duty mode, a staff/duty station annunciates nurse calls and reminders associated with other rooms. When a staff member enters a room and registers presence, the staff station emits tones indicating active nurse calls and reminders. This is called staff follow, and the tones are called staff follow tones. Some stations are configured to remain in duty mode. These are called permanent duty stations. Other staff/duty stations can be switched from one mode to the other by a staff member.
Staff/Duty station command buttons

The following table lists the command buttons typically found on staff/duty stations.

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code</td>
<td>Alerts staff about a code blue emergency.</td>
</tr>
<tr>
<td>Emerg</td>
<td>Alerts staff about an emergency.</td>
</tr>
<tr>
<td>Assist</td>
<td>Sends a request for staff assistance.</td>
</tr>
<tr>
<td>Staff</td>
<td>Sends a request for staff assistance.</td>
</tr>
<tr>
<td>Duty</td>
<td>Switches Duty mode on or off, which enables or disable staff follow tones.</td>
</tr>
<tr>
<td>Presence</td>
<td>Registers the presence of a staff member in the room.</td>
</tr>
<tr>
<td>Privacy</td>
<td>Mutes outgoing audio. This button is present on permanent duty stations only.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Clears calls.</td>
</tr>
</tbody>
</table>
For information about nonstandard buttons, see “Custom button kit” on page 71

Staff/duty station lights

Two white “front light” lights, one for each button or vertical pair of buttons, are present on Staff/Duty Stations to illuminate the buttons in dim light conditions.

Additional lights indicate specific states:

• Each staff/duty station button has an associated light.
Call lights show the status of nurse call requests from a station.

One bi-color Status light on the staff/duty station signals audio connection, staff follow, presence, privacy, or error.

The following section describes how the system responds when a call is placed by pushing a staff/duty station command button.

## Individual button lights

A steady red button light indicates that the button was pressed and that the following actions, specific to each button, have taken place:

- For the Code, Emerg, and Assist button lights, a nurse call was placed.
- For the Privacy button, privacy mode was put into effect.
- The Cancel light flashes when Cancel is pressed to remove a “stuck” presence.
- All lights in slow flash indicates that the station is in cleaning mode.
- All lights in fast flash indicates a communications error.

## Call status light

- A steady red Call status light indicates that a staff member has placed a nurse call by pressing the Code, Emerg, or Assist button on the staff/duty station, or on any station associated with the staff/duty station.
- A flashing red Call status light indicates an alarm condition.

## Status light

- A steady red Status light indicates that a staff member has registered presence.
- A flashing red Status light indicates a staff follow call. The flash rate is based on the priority of the call.
- A fast flashing red Status light indicates an alarm condition; the flash rate indicates the error type. (See “Resolving staff station problems” on page 134.
- A steady green Status light indicates an ongoing audio connection.
- A slow flashing green Status light indicates the staff/duty station is in privacy mode.

Because the Status light indicates a number of conditions, the light has assigned priorities for indicating these conditions:

- An alarm condition is signaled before any other condition.
Staff/Duty stations emit the same tone but vary the pattern to indicate different call priorities. The tone varies from rapid to slow repetition, to a continuous tone.

- Prealert: The staff/duty station beeps once when an initial call or a call answering a nurse call is received from a staff member at a staff console or annunciator.
- Call assurance: The call assurance tone (8 short beeps, lasting a total of 2 seconds) sounds at the staff/duty station when a call is placed from the station or from an associated non-audio station.
- Lavatory: When an emergency call has been made from a lavatory station associated with a staff/duty station, the in-room lavatory emergency tone (slow beeping) sounds at the staff/duty station when presence is registered for the room.
- Staff follow: For Staff/Duty Stations that have been placed in duty mode, staff follow tones sound when a staff member registers presence.

Notes

- The staff follow tone pattern that sounds is for the highest priority nurse call in the duty area or nursing unit at present— with one exception: an in-room lavatory emergency tone will sound instead of any other nurse call.
- The staff/duty station also sounds one or more feedback tones when its Cancel button is held down for two or more seconds.

Placing a call from a staff/duty station

Nurse calls of a variety of priorities can be made from the Telligence staff/duty station.
Chapter 5: Staff/duty stations

**Code blue calls**
Press the Code button on the staff/duty station to send a code blue call to staff consoles and annunciators. Pressing Code causes the following to happen:

- Lights by the staff/duty station Code button and by any linked Code button turn on to confirm code blue call placement.
- The Call status light on the staff/duty station illuminates.
- The call assurance tone sounds at the staff/duty station.
- All light sections of associated corridor and zone lights fast flash blue.
- Associated zone lights emit a very fast, repeating buzz.
- Code blue tones sound at staff consoles and annunciators, and at stations where staff follow is active.
- A code blue nurse call event appears on the Call screen on staff consoles, emergency annunciators, and unit annunciators.

**Staff emergency calls**
Press the Emerg button on the staff/duty station to send a staff emergency call to staff consoles and annunciators. Pressing Emerg causes this to happen:

- Lights by the staff/duty station Emerg button and by any linked Emerg button turn on to confirm staff emergency call placement.
- The Call status light on the staff/duty station illuminates.
- The call assurance tone sounds at the staff/duty station.
- Top sections of associated corridor and zone lights fast flash red.
- Associated zone lights emit a very fast, repeating buzz.
- Staff emergency tones sound at staff consoles and annunciators, and at stations where staff follow is active.
- A staff emergency nurse call event appears on the Call screen on staff consoles, emergency annunciators, and unit annunciators.

**Staff normal calls**
Press the Assist button to send a staff normal call to staff consoles and annunciators. Pressing Assist on the staff/duty station causes the following to happen:

- The Assist status light and the Call status light on the staff/duty station turn on to confirm placement of the staff normal call.
• The call assurance tone sounds at the staff/duty station.
• Associated corridor and zone lights show a steady white.
• Associated zone lights emit a slow repeating buzz.
• Staff normal tones sound at staff consoles and annunciators, and at stations where staff follow is active.
• A staff normal nurse call event appears on the Call screen on staff consoles and unit annunciators.

Canceling a call from the staff/duty station
Press the Cancel button on the staff/duty station to cancel a code blue alert, staff emergency alert, or a normal priority call placed from the staff/duty station.
— or —
Press any linked Cancel button to cancel calls from the staff/duty station.
Pressing Cancel on or for the staff/duty station causes the following:
• Dome lights and staff/duty station lights extinguish.
• Tones sounding at staff consoles/annunciators and staff follow-activated stations cease.
• The Call screen nurse call event and any corresponding Reminders screen reminder event on staff consoles and annunciators disappear.

Notes
• Normal priority calls, including staff normal nurse calls, are canceled after staff members answer them at staff consoles or annunciators.
• Press and hold the Cancel button for 8 seconds (4 feedback tones) on a staff/duty station or associated room station to clear all calls made from the room, and all reminders for those calls.

Activating staff follow at a staff/duty station
In staff/duty stations configured with an active staff follow mode, duty mode can be switched on or off. This is not true of permanent duty stations, in which staff follow is always active.
To turn duty mode on or off:

1. Press the Duty button on the staff/duty station. If any calls are active in the station’s coverage area, the staff follow tone sounds and the Status light flashes red to annunciate the highest priority call.

2. Press the Duty button again to cancel duty mode.

Notes

- If more than one room has a registered staff presence, calls may repeatedly annunciate at the Staff/Duty Stations in those rooms.

- If a staff member has registered presence in a room with a staff/duty station configured for staff follow, the station will annunciate calls even if duty mode is turned off on the station.

To temporarily silence ongoing staff follow tones at regular Staff/Duty Stations:

Press the Cancel button.

Staff follow tones temporarily stop at the station, but resume after:

- A new staff follow call occurs
- A silence timeout is over at the staff/duty station
- An audio connection is made to the staff/duty station
- An emergency call is made from the staff/duty station
- The second press of the Cancel button on the staff/duty station or on a station associated with the staff/duty station

Note: Some states in the U.S.A. do not allow the muting of staff follow tones. The ability to mute the staff follow tones can be disabled using the Telligence Configuration Tool.
Registering staff presence

Telligence supports either manual or automatic staff presence systems. Both are optional. The main purpose of staff presence tracking is to show the locations of caregivers as they move about the facility. Presence is registered by room and by staff level.

Telligence supports three staff levels:

- Red represents the highest staff level, typically RN
- Amber represents the middle staff level, typically LPN
- Green represents the lowest staff level, typically Aide

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

Registering any level of presence activates staff follow at the patient station or staff/duty station.

In manual presence systems, staff members indicate that they have entered a room by pressing the button that corresponds to their staff level. To indicate that they are leaving, the staff member presses the same button again.

In automatic presence systems, staff members wear badges whose movements are detected by wall-mounted location tracking sensors. As staff members move about the facility their presence is automatically tracked and displayed in Telergy application windows. A Versus location tracking system and Telergy patient-staff communication software are required.

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

Manual presence stations

A manual presence station allows caregivers to signal their presence in the room by pressing a button. Each patient room has a single presence station that is associated with all patient stations in the room. Presence stations can also be located in staff rooms and associated with staff/duty and other peripheral devices.
To register presence at a manual presence station:

Press the button that corresponds to your staff level. The following occurs:

- The light beside the button illuminates.
- The patient station or staff/duty station Status light shows a steady red.
- If an in-room lavatory emergency call has been made, the patient station and staff/duty station emit slow beeping tones.
- The patient station emits any current staff follow tone for two seconds; associated staff/duty stations emit the staff follow tone repeatedly.
- The dome light illuminates steadily in the color corresponding to the staff level (typically, red, green, or amber). The third section illuminates in 4-section dome lights; the bottom section illuminates in 2-section dome lights.

**Note:** If more than one presence level is registered, dome lights illuminate in the color representing the highest presence level.

- Normal priority calls and reminders for normal priority calls are canceled if the caregiver’s staff level meets or exceeds the staff level associated with the call. The call is not canceled if the caregiver’s staff level is lower than that associated with the call.
- Dome light indicators for higher priority call reminders are suspended if the caregiver’s staff level meets or exceeds the staff level associated with the call. If the staff member leaves the room without canceling the call at a room station, the dome light resumes flashing.
Removing registered presence

To remove registered presence at a presence station:

Press the button again that corresponds to your staff level. The following occurs:

- The light beside button goes out.
- Status lights on associated patient station or staff/duty stations go out.
- The dome light presence indicator goes out.
- Dome light indicators resume flashing if previously suspended reminders have not been canceled.
- In-room lavatory emergency and staff follow tones cease.
**Staff follow function**

The optional Telligence staff follow function can be used to forward calls and reminders to caregivers as they move about their coverage area. Each staff/duty station can be configured to operate in one of three modes:

- **Staff mode**: This mode suppresses the staff follow function.
- **Duty mode**: The staff follow function is always activated.
- **Presence mode**: The staff follow function activates based on staff presence in the room. When a caregiver enters a room and registers presence, the staff follow function activates. If any calls or reminders are currently active, the staff station flashes and emits beeping tones. When there is more than one call, the highest priority call tone sounds.

The station continues to indicate calls and reminders as long as presence is registered in the room. Staff follow deactivates when the caregiver’s presence is cleared from the room.

**Staff follow modes**

The staff follow function is always enabled in the Telligence system. During installation, each staff/duty station is configured to operate in one of the following staff follow modes:

- **Duty area mode**: The staff/duty station annunciates calls originated in its duty area.
- **Console mode**: The staff/duty station annunciates calls originated in its assigned staff console’s coverage area, which may comprise multiple duty areas, or possibly one or more nursing units.

**Note**: Unlike permanent duty stations, regular Staff/Duty Stations can also be configured to suppress staff follow tones.
Overview of permanent duty stations

Basic function

Permanent duty stations are used for annunciating nurse calls. They always annunciate staff follow calls, and for this reason they are typically located in staff-only rooms, such as on-call rooms, where it is vital to stay in touch with patient events. Permanent duty stations are typically located away from patient rooms and staff lounges, where quiet atmospheres prevail. Tones cannot be silenced on permanent duty stations.

Permanent duty stations cannot be used to place nurse calls. They can however, be used to answer calls from the nursing station or an annunciator.

Permanent duty stations have only two buttons: Privacy for muting outgoing audio, and Cancel for clearing calls.

Figure 48: Permanent duty station

Staff follow at permanent duty stations

The staff follow function is always activated on permanent duty stations—the station always annunciates nurse calls.

- When nurse calls are received by the system, permanent duty station Status lights start flashing red at the rate of the highest priority call in the coverage area.
- When nurse calls are received by the system, permanent duty stations emit a repeating tone at the rate of the highest priority call in the coverage area.
Other staff stations

Most peripheral devices in patient rooms are intended for use by the facility’s staff only, although they may operate in concert with patient stations. Peripheral devices can also be located in staff rooms, operating in standalone mode or in conjunction with Staff/Duty Stations. Stations intended for staff use only include presence stations, code blue stations, staff emergency stations, call stations, remote cancel stations, and auxiliary input stations.

Code blue stations

The HC-PB2-CODE code blue station lets staff alert other staff immediately about extreme emergency situations. These stations are typically located in intensive care units, or in staff-only rooms, if only as a precautionary measure for facility staff.

The code blue station can be a standalone station, or can be associated (and have its buttons linked) with either a patient station or a staff/duty station. A code blue station has no audio capability, and cannot be used to communicate with staff members at staff consoles or annunciators.

An HC-PB2-CALLR call station may be configured as a code blue station if an attached timer must be started, or if auxiliary hardware must be started or stopped, by pressing the station’s Code button (or pulling the optional pull cord).

1. Press the Code button on the code blue station (or pull the optional cord) to send a code blue call to staff consoles and annunciators.
Pressing the Code button (or pulling the cord) causes the following to happen:

- lights by the station's Code button and by any linked Code buttons turn on to confirm code blue call placement.
- Any associated patient station or staff/duty station's Call lights turn on.
- The call assurance tone sounds at any associated patient station or staff/duty station.
- All light sections in associated corridor and zone lights fast flash blue.
- Code blue tones sound at staff consoles and annunciators, and at stations where staff follow is active.
- A code blue nurse call event appears on the Call screen on staff consoles, emergency annunciators, and unit annunciators.

2. To cancel the code blue call, press Cancel on the originating code blue station, or a linked Cancel button on any associated patient or staff room station.

- Code button lights extinguish.
- Any associated patient station or staff/duty station's Call lights extinguish.
- Dome lights extinguish.
- Tones cease at staff consoles and annunciators, and at stations where staff follow is active.
- The nurse call event is removed from staff consoles and annunciators.

If the code blue call had a reminder set for it, the following happens when the Cancel button is pressed:

- Dome lights annunciating the staff level reminder extinguish.
- The reminder event is removed from staff console or annunciator Reminders screens.

**Note:** A code pink station is sometimes used by hospitals to differentiate pediatric (code pink) emergencies from adult (code blue) emergencies. Functionality of the code pink station is identical to that of the code blue station, except that all light sections in associated dome lights fast flash pink, and code pink nurse call events are pink.
Staff emergency stations

The HC-PB2-Emerg staff emergency station provides a way for staff to immediately alert other staff of emergency situations. These stations are typically located in intensive care units, emergency care rooms, or staff-only rooms, as a precautionary measure for facility staff.

Figure 50: Staff emergency station (shown without pull cord)

The staff emergency station may be equipped with a pull cord, can be a standalone station, or can be associated with a patient station or a staff/duty station. A staff emergency station has no audio capability, and cannot be used to communicate with staff members at staff consoles or annunciators.

An HC-PB2-CALLR call station may be configured as a staff emergency station if auxiliary hardware must be started or stopped in an emergency by pressing the Emerg button (or pulling the optional pull cord).

1. Press the Emerg button (or pull the cord) on the staff emergency station to send a staff emergency call to staff consoles and annunciators.
   - Lights by the station’s Emerg button and by any linked Emerg buttons turn on to confirm staff emergency call placement.
   - Any associated patient station or staff/duty station’s Call lights turn on.
   - The call assurance tone sounds at any associated patient station or staff/duty station.
   - Top light sections on associated corridor and zone lights fast flash red.
• Staff emergency tones sound at staff consoles and annunciators, and at stations where staff follow is active.

• A staff emergency nurse call event appears on the Call screen on staff consoles, emergency annunciators, and unit annunciators.

2. To cancel the staff emergency call, press the Cancel button on the originating staff emergency station, or on any associated patient or staff room station.

• Emerg button lights extinguish.

• Any associated patient station or staff/duty station's Call lights extinguish.

• Dome lights extinguish.

• Tones cease at staff consoles and annunciators, and at stations where staff follow is active.

• The nurse call event is removed from staff consoles and annunciators.

If the staff emergency call had a reminder set for it, the following happens when the Cancel button is pressed:

• Dome lights annunciating the staff level reminder extinguish.

• The reminder event is removed from staff console or annunciator Reminders screens.

Call stations with smoke input

The model HC-PB2-CALLIN call station is a generic nurse call station. This two-button station may be equipped with a pull cord, can be a standalone station, or can be associated with a patient station or staff/duty station. The station may be installed in a patient room or other rooms where patients are temporarily located, such as exam or recovery rooms, or it may be located in various staff rooms. A call station has no audio capability, and cannot be used to communicate with staff members at staff consoles or annunciators.
Figure 51: Call station with smoke input (shown without pull cord)

The station, which normally places a staff normal nurse call, has an input that can be connected to a smoke detector. If connected to a smoke detector that activates, the call station will initiate a high-priority nurse call event when the detector activates. When the smoke detector alarm ends, the high-priority nurse call event clears.

1. Press the Call button (or pull the optional cord) on the call station to send a staff normal call to staff consoles and annunciators.

Pressing the Call button (or pulling the cord) causes the following to happen:

- Lights by the station’s Call button and by any linked Call buttons turn on to confirm nurse call placement.
- The call assurance tone sounds at any associated patient station or staff/duty station.
- Associated corridor and zone lights show a Input (shown without pull cord) steady white.
- Tones sound at staff consoles and unit annunciators, and at stations with staff follow active.
- A staff normal nurse call event appears on the Call screen on staff consoles and unit annunciators.

2. To cancel a call from the model HC-PB2-CALLIN call station (that was not already cleared by a staff member answering the call), press Cancel on the originating call station, or a linked Cancel button on any associated patient or staff room station.

- Call button lights extinguish.
- Dome lights extinguish.

**Warning:** The Telligence system must not be used in lieu of an NFPA-compliant fire alarm system.
Tones cease at staff consoles and annunciators, and at stations where staff follow is active.

The nurse call event is removed from staff consoles and annunciators.

If the nurse call had a reminder set for it, the following happens when the Cancel button is pressed:

- Dome lights annunciating the staff level reminder extinguish.
- The reminder event is removed from staff console or annunciator Reminders screens.

Call stations with relay

The model HC-PB2-CALLR call station is a generic nurse call station. This station may be equipped with a pull cord, may be a standalone station, or may be associated with a patient station or staff/duty station. The call station may be installed in patient rooms or other rooms where patients are temporarily located, such as exam or recovery rooms. It may also be located in staff rooms. The station, which places staff normal calls, has no audio capability, and cannot be used to communicate with staff members at staff consoles or annunciators.

Figure 52: Call station with relay (shown without pull cord)

The model HC-PB2-CALLR call station has a latching relay that can be used to start an elapsed timer and may include lighting dome lights by patient bathrooms or releasing locks on intensive care unit doors to provide easier access for emergency personnel.
1. Press the Call button on the call station (or pull the cord) to send a staff normal call to staff consoles and annunciators.

Pressing the Call button (or pulling the cord) causes the following to happen:

- Lights by the station’s Call button and by any linked Call button turn on to confirm nurse call placement.
- The call assurance tone sounds at any associated patient station or staff/duty station.
- Associated corridor and zone lights show a steady white.
- Staff normal tones sound at staff consoles and unit annunciators, and at stations with staff follow active.
- A staff normal nurse call event appears on the Call screen on staff consoles and unit annunciators.

2. To cancel a call from this station (that was not already cleared by a staff member answering the call), press the Cancel button on the originating call station, or on any associated patient or staff room station.

- Call button lights extinguish.
- Dome lights extinguish.
- Tones cease at staff consoles and annunciators, and at stations where staff follow is active.
- The nurse call event is removed from staff consoles and annunciators.

If the nurse call had a reminder set for it, the following happens when the Cancel button is pressed:

- Dome lights annunciating the staff level reminder extinguish.
- The reminder event is removed from staff console or annunciator Reminders screens.

Remote cancel stations

The model HC-PB3-Cancel remote cancel station (see the figure on page 130) lets you cancel nurse calls from convenient locations in patient or staff rooms, instead of pressing a Cancel button at a particular patient station or staff/duty station. When a remote cancel station’s Cancel button is linked with other associated stations for a bed or a room, all calls placed from the bed or room can be immediately canceled from this station.
A remote cancel station is typically associated with a patient station, or other peripheral devices. The station, which can be equipped with a pull cord, may be installed in patient rooms or other rooms where patients are temporarily located, such as exam or recovery rooms. It may also be located in staff rooms associated with Staff/Duty Stations.

A remote cancel station's sole function is cancellation of nurse calls; it does not place nurse calls. The station has no need for an audio capability, and cannot be used to communicate with staff members at staff consoles or annunciators.

1. Press the Cancel button on the remote cancel station (or pull the cord) to cancel a call placed from an associated bed or room station. Pressing Cancel causes this to happen:
   - Any associated stations’ Call button lights extinguish.
   - Dome lights extinguish.
   - Tones cease at staff consoles and annunciators, and at stations where staff follow is active.
   - One or more nurse call events disappear from staff consoles and annunciators.
   - If the nurse call had a reminder set for it, the following happens when the Cancel button is pressed:
     - Dome lights annunciating the staff level reminder extinguish.
     - The reminder event is removed from staff console or annunciator Reminders screens.
Dual auxiliary input stations

Telligence auxiliary input stations increase the number of auxiliary input 1/4-inch (0.64 cm) jacks present in the patient room, supplementing those on the patient station, and allow connection with call cords or auxiliary hardware having an approved nurse call interface.

Figure 54: Isolated Dual Auxiliary Input Station (HC-AUX2-ISO) and HC-AUX2 Dual Auxiliary Input Station

The stations have two labels (not buttons) that identify the type of device which can be attached to each jack (default labels appear in the figure, above). When connected auxiliary hardware activates its nurse call system relay, the light above the auxiliary input jack lights.

When a device is disconnected from the auxiliary input station, a cord pull event is annunciated.

There are two types of auxiliary input stations:

- The HC-AUX2-ISO Isolated Dual Auxiliary Input Station (shown on page 131) permits connection of either electrically isolated or non-isolated, latching auxiliary hardware. The station's own electrical isolation prevents electrical problems from attached auxiliary hardware from affecting the Telligence system.

- The HC-AUX2 Dual Auxiliary Input Station allows for the connection of electrically isolated, latching auxiliary hardware only.

Note: One or more stations equipped with Cancel buttons must be associated with auxiliary input stations to cancel events that can occur at the stations.

For more information on cord pull events, see “Canceling calls placed from call cords or bed buttons” on page 95.
When an auxiliary input station activates a nurse call:

- The light above the station logo turns on.
- The light by any linked Call button turns on.
- Top light sections on corridor and zone lights fast flash amber.
- Auxiliary emergency tones sound at staff consoles, annunciators, and at stations with staff follow active.
- An auxiliary emergency (or priority) nurse call event appears on staff consoles and annunciators.

**Note:** Telligence provides eight auxiliary emergency nurse call types and five auxiliary priority nurse call types that can be renamed to help identify the attached auxiliary hardware location.

To cancel a call caused by auxiliary hardware, the medical staff must first resolve the problem that generated the call. Once the problem is resolved, the call event can be canceled.

When the call is canceled:

- The station's equipment label light goes out.
- Any associated station Call lights extinguish.
- Dome lights annunciating the call extinguish.
- Tones cease at staff consoles and annunciators, and at stations where staff follow is active.
- The nurse call event is removed from staff consoles and annunciators.

If a reminder was set for the auxiliary call event:

- Dome lights annunciating the staff level reminder extinguish.
- The reminder event is removed from staff console or annunciator screens.
Cleaning staff stations

Cleaning mode temporarily deactivates station buttons so associated stations can be cleaned without danger of changing the status of nurse calls during the cleaning process.

Note: Stations cannot be used to place nurse calls while they are in cleaning mode; if cleaning stations in a patient room, it may be best to clean them when no patients are occupying beds in the room.

To clean Staff/Duty Stations and peripheral staff stations:

1. Ensure that all calls on associated staff stations have been canceled.
2. Spray or soak a soft cloth with the disinfectant typically used by your facility's maintenance staff (e.g., Sidex, Staphine, or a 10% bleach/water solution).
3. Ensure that the station to be cleaned is idle (no LIGHT should be lit or flashing).
4. Press and hold the staff/duty station Cancel button (or a linked Cancel button) for 4 seconds (2 feedback tones).
   - The staff/duty station emits two feedback tones while you are holding down the Cancel button.
   - The station and any associated stations enter a 15-second cleaning mode period. During this time, the Cancel light at the staff/duty station flashes, and on peripheral devices all lights flash (including the back light).
5. Gently wipe the surface of the station with the damp cloth.
6. Clean any associated cords using the damp cloth.
7. Use another soft, dry cloth to wipe the station's surface dry.

Notes

- A different amount of time for cleaning mode may be configured at your facility.
- If you have not finished cleaning a station by the time the Cancel light stops flashing, put the station into cleaning mode again.
- Microfiber cloth is recommended for cleaning Telligence stations.
- Do not use abrasive cleaning agents.
- Do not submerge any cords that may be present.
Resolving staff station problems

Resolutions to some problems that may occur at staff/duty or staff-operated stations are described below.

Errors at staff-operated stations

If a patient station, staff/duty station, or peripheral device malfunctions, the Status light on the patient station or staff/duty station flashes fast red. The flash rate indicates the type of error.

To resolve a staff-operated station error:

• Press and hold the patient station or staff/duty station Cancel button for 8 seconds (4 feedback tones).
• All lights on the patient station or staff/duty station fast flash for 3 seconds.
• Device error events momentarily appear on staff consoles and annunciators, accompanied by momentary fast beeps.

Note: Pressing and holding the Cancel button on the patient station, staff/duty station, or a linked peripheral device, for 8 seconds (4 feedback tones) clears all calls from the room, clears associated room devices, and causes associated dome lights to go out.

If this does not resolve the problem, contact your facility’s repair department.

Inability to remove presence

Presence stations do not have Cancel buttons, which might make it seem difficult to remove presence—if you already have pressed the presence station button corresponding to your staff level, but your presence remains registered. Staff follow tones sound continuously at Staff/Duty Stations when your presence continues to be registered.

To clear a stuck presence:

1. Press and hold the Cancel button for 4 to 6 seconds (2 or 3 feedback tones). This clears all registered presence from the room, regardless of staff level.

   If this fails to clear the stuck presence, contact your facility’s repair department.
Chapter 6
Dome lights

Summary

This chapter describes the types of dome and corridor lights that are available in the Telligence system.

Content

Overview of dome lights • 136
Dome light activation • 137
   Digital dome light signaling • 137
   What dome light sections signal • 137
   Passive (nondigital) dome light signaling • 137
Dome light models • 140
   Corridor lights • 140
   Zone lights (Model HC-CL4-SUPV Supervision Dome/Zone Light with Buzzer) • 141
   Supervisory lights • 141
   Passive dome lights • 142
   Dome light alerts • 142
Overview of dome lights

Telligence dome lights are typically located in facility hallways, where they provide visual cues to the type and source of active nurse calls.

Telligence dome light colors and flash rates indicate the various nurse call types and priorities. Each light section in a dome light can be programmed to illuminate in one of nine possible colors: blue, red, white, amber, green, pink, cyan, magenta, or yellow. Dome light section colors indicate nurse call types and priorities, as well as registered presence staff levels and staff levels assigned when nurse calls are put on reminder.

When calls have been placed on reminder, Telligence dome lights' bottom light sections slowly flash. Registering presence, also shown in a dome light section, hides reminders that are at the presence level and lower; if calls have not been canceled after presence is removed, the dome light sections start slowly flashing again.

One model of Infinity dome lights, used for supervision purposes, provides both visual and audible annunciation. This dome light alerts staff with steady, slow, or fast tones and flashing lights. When a supervisory dome light sounds a tone, it indicates power and data interruption to a staff console or annunciator. Dome light visual and auditory indicators are configurable according to the needs of the facility.

Notes

- The term “dome light,” as used in this manual, is used to generically identify corridor lights, zone lights, nurses’ station supervisory lights, and even passive dome lights mounted by bathroom doors inside patient rooms.

- For information on available models, see “Dome light models” starting on page 140.
Dome light activation

Dome lights themselves can accomplish only basic functions, such as turning on and off a given color in a light section or generating an auditory tone. Advanced dome light functionality depends on the devices that drive them.

Digital dome light signaling

When calls are initiated, upgraded, or placed on reminder, individual sections in digital dome lights respond as follows:

- Illuminate in the color corresponding to the nurse call type
- Illuminate steadily for normal priority calls
- Indicate other call types by flashing:
  - Slowly for reminders, low priority calls, and supervision errors
  - Fast for high priority or emergency calls
- Change color and change from steady illumination to a slow flash, or from a slow flash to a fast flash, when calls are upgraded
- Illuminate steadily in a color signaling a staff level presence registered for a room
- Illuminate in a color signaling the highest staff level priority assigned when a nurse call is put on reminder

What dome light sections signal

The top light section in 2-section dome light models, and the top two light sections in 4-section dome light models, are devoted to annunciation of nurse call types, via designated colors flashing at designated rates. The top two sections in a 4-section dome light may illuminate simultaneously. With more than one call type to display in one light section, the highest priority nurse call is shown.

In a 2-section dome light, the bottom light section shows presence or reminder staff levels. In a 4-section dome light, the third light section from the top shows presence staff levels, and the bottom light section shows reminder staff levels.

Passive (nondigital) dome light signaling

Passive dome lights do not annunciate calls and other events in the same way as active dome lights. Passive dome lights can be configured to illuminate steadily or to flash. A passive dome light
inside a patient room (typically by the bathroom door) requires the HC-PP-LAV lavatory station or the HC-PB2-CALLR call station, both of which have timers and latching relays that work with passive dome lights. With these stations, when the patient presses a button or pulls a cord, the associated passive dome light illuminates in red. Each station’s latch then keeps the passive dome light on until the call is canceled.

Note: Stations that light passive dome lights are usually configured to also cause associated corridor lights to illuminate in the color designated for the nurse call, and to either flash at the designated rate or glow steadily. Because corridor and zone lights do not have latches and timers, staff members must still press the Cancel buttons at lavatory stations to cause associated corridor and zone lights to extinguish.

Nurse call dome light signaling

By default, nurse calls are signaled in dome lights as shown below.

Table 9: Dome light signaling for nurse call types

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Room Alarm (2)</td>
<td>ALL</td>
<td>ALL</td>
<td>Red</td>
<td>Fast</td>
</tr>
<tr>
<td>Code Blue</td>
<td>ALL</td>
<td>ALL</td>
<td>Blue</td>
<td>Fast</td>
</tr>
<tr>
<td>Code Pink</td>
<td>ALL</td>
<td>ALL</td>
<td>Pink</td>
<td>Fast</td>
</tr>
<tr>
<td>Staff Emergency (2)</td>
<td>1</td>
<td>1</td>
<td>Red</td>
<td>Fast</td>
</tr>
<tr>
<td>Lavatory Emergency</td>
<td>1</td>
<td>1</td>
<td>Red</td>
<td>Fast</td>
</tr>
<tr>
<td>Urgent</td>
<td>1</td>
<td>1</td>
<td>Red</td>
<td>Fast</td>
</tr>
<tr>
<td>Auxiliary Emergency [8]</td>
<td>1</td>
<td>1</td>
<td>Amber</td>
<td>Fast</td>
</tr>
<tr>
<td>Patient Emergency (2)</td>
<td>1</td>
<td>1</td>
<td>Amber</td>
<td>Fast</td>
</tr>
<tr>
<td>Auxiliary Priority (5)</td>
<td>2</td>
<td>1</td>
<td>Amber</td>
<td>Slow</td>
</tr>
<tr>
<td>Patient Priority (2)</td>
<td>2</td>
<td>1</td>
<td>Amber</td>
<td>Slow</td>
</tr>
<tr>
<td>Bed Exit</td>
<td>2</td>
<td>1</td>
<td>Amber</td>
<td>Slow</td>
</tr>
<tr>
<td>Cord Pull (2)</td>
<td>2</td>
<td>1</td>
<td>Amber</td>
<td>Slow</td>
</tr>
<tr>
<td>Patient Normal</td>
<td>2</td>
<td>1</td>
<td>White</td>
<td>Very Slow</td>
</tr>
<tr>
<td>Family</td>
<td>2</td>
<td>1</td>
<td>White</td>
<td>Very Slow</td>
</tr>
<tr>
<td>Staff Normal</td>
<td>2</td>
<td>1</td>
<td>White</td>
<td>Very Slow</td>
</tr>
<tr>
<td>Housekeeping</td>
<td>2</td>
<td>1</td>
<td>White</td>
<td>Very Slow</td>
</tr>
<tr>
<td>Presence 1 (RPN)</td>
<td>3</td>
<td>2</td>
<td>Red</td>
<td>.</td>
</tr>
<tr>
<td>Presence 2 (LPN)</td>
<td>3</td>
<td>2</td>
<td>Amber</td>
<td>.</td>
</tr>
<tr>
<td>Presence 3 (Aide)</td>
<td>3</td>
<td>2</td>
<td>Green</td>
<td>.</td>
</tr>
<tr>
<td>Reminder 1 (RPN)</td>
<td>4</td>
<td>2</td>
<td>Red</td>
<td>.</td>
</tr>
</tbody>
</table>
## Chapter 6: Dome lights

---|---|---|---|---
Reminder 2 (LPN) | 4 | 2 | Amber | .
Reminder 3 (Aide) | 4 | 2 | Green | .

[1] When more than one instance of a nurse call priority type is possible, the number of instances appears in parentheses, e.g., Auxiliary Emergency (8) means that there can be up to eight types of auxiliary emergency nurse call events.

[2] For both four-section and two-section dome lights, 1 = Top light section. For four-section dome lights, 4 = Bottom light section. For two-section dome lights, 2 = Bottom light section. Where dome lights are ceiling mounted, the section nearest the screw is the “bottom” section.
Dome light models

Dome lights used in the Telligence system can have one, two, or four light sections. Telligence dome light models include:

Table 10: Telligence Dome Light Models

<table>
<thead>
<tr>
<th>Model</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HC-CL1-RED</td>
<td>One-section dome/zone light</td>
</tr>
<tr>
<td>HC-CL2</td>
<td>Infinity Series two-section dome/zone light</td>
</tr>
<tr>
<td>HC-CL4</td>
<td>Infinity Series four-section dome/zone light</td>
</tr>
<tr>
<td>HC-CL4-SUPV</td>
<td>Supervision four-section dome/zone light with buzzer</td>
</tr>
</tbody>
</table>

Notes

- Use the HC-CL4-SUPV dome light for supervision only. The buzzer is better suited for staff console or annunciator trouble alerts only.
- To signal dome light alarm conditions, a separate yellow light behind the top light section of all 2- and 4-section dome lights illuminates more faintly than nurse call indicator lights.

Corridor lights

Corridor lights are intelligent lights with visual indicators that signal nurse call types and priorities. Corridor lights, mounted outside patient or staff rooms in facility hallways, indicate conditions inside patient or staff rooms.

Two Infinity series dome light models can be used as corridor lights:

- The HC-CL2 Infinity dome/zone light has two light sections. Each section is programmed to display one of nine possible colors: blue, red, white, amber, green, pink, cyan, magenta, or yellow. The top section in a two-section dome light annunciates the highest nurse call event for the patient or staff room associated with the light. The bottom dome light section annunciates registered presence or a nurse call reminder.
- The HC-CL4 Infinity dome/zone light has four light sections, each of which is programmed to display one of nine possible colors: blue, red, white, amber, green, pink, cyan, magenta, or yellow. The top light section in a four-section dome light annunciates higher priority nurse calls, the second light section down annunciates lower priority nurse calls, the third light section down shows any registered presence, and the bottom
light section indicates placement of any nurse call reminder for the associated patient bed/room or staff room.

The HC-CL4 Infinity dome/zone light appears below.

Figure 55: HC-CL4 Dome light with its four light sections

Zone lights (Model HC-CL4-SUPV Supervision Dome/Zone Light with Buzzer)

Zone lights, like corridor lights, are intelligent dome lights used for locating the sources of nurse calls. While corridor lights typically pinpoint the room where the call was placed, zone lights show the zone in which the room is located.

Zones may or may not coincide with duty areas. Facilities typically mount zone lights at hallway entrances and in spots where nurses’ station staff do not have direct line-of-sight views of corridor lights. They are typically placed within sight of nurses’ stations in order to readily convey conditions prevailing in their areas.

Supervisory lights

If a Telligence system (LAN) has more than one staff console or annunciator and a staff console or annunciator stops functioning, error messages will appear at the other staff consoles and annunciators (if so configured). When power and data supervision is performed by other staff consoles and annunciators, supervisory dome lights may not necessarily be installed near staff consoles and annunciators, as they would be superfluous.

However, if your Telligence system has only one staff console or annunciator, or if staff consoles and annunciators are located on separate floors or are more than 25 feet (7.5 meters) apart, HC-CL4-
SUPV dome lights may be installed near and associated with each staff console or annunciator. The dome lights will flash and also emit a tone if the flow of power and data to the staff console or annunciator is interrupted.

The HC-CL4-SUPV supervision dome light with buzzer may be located near a staff console or annunciator to alert staff if the console fails. To signal loss of power, all four dome light sections fast flash white and emit tones in time with the flashing of its lights. The supervision dome light is required to maintain compliance with UL 1069.

**Passive dome lights**

Dome lights located inside patient rooms (typically near bathroom doors) are called passive dome lights, since they perform only simple notification functions, turning on as a result of a button press or a cord pull, and turning off after the button or cord pull has been cancelled.

The HC-CL1-RED dome/zone light model is used for passive dome lights. It has a single red light section and is non-configurable. The HC-CL1-RED dome/zone light can be located any place where secondary visual call annunciation is needed.

**Dome light alerts**

Multi-section dome lights may be configured to display a variety of colors as well as to provide constant illumination or flash at a number of rates. Single-section dome lights provide a flashing or steady red light depending on their configuration.

**Indicator colors**

Possible dome light colors are as follows:

- Two-section and four-section dome light colors: blue, red, white, amber, green, pink, cyan, magenta, and yellow
- Single-section dome light color: red

**Flash repeat rates**

Dome lights can light steadily or flash repeatedly at these rates:

- Flash = 1/16 sec on, 1/16 sec off
- Fast flash = 1/4 sec on, 1/4 sec off
- Slow flash = 1 1/2 sec on, 1/2 sec off
- Steady (no flash)
**Note:** Two-section and four-section dome lights have a dim yellow light in the top light section to signal dome light error status. This fainter light signals non-communication of the dome light with the network via flashing yellow light, and signals an unconfigured status with one second of a flashing yellow light, one second off. When the dome light’s status becomes normal, the dome light goes out.

**Buzzer repeat rates**

The HC-CL4-SUPV dome light buzzes at the same rate that it is flashing.
Appendix A
Wireless phones, pagers, and IR location

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

Content
Telergy patient-staff communication software • 146
Overview of wireless devices and IR location • 147
Wireless phones and pager systems • 148
  SpectraLink wireless phone system • 148
  External paging systems • 148
  Using systems via the Emergin Communications Gateway • 148
Automatic staff location tracking systems • 149
Telergy patient-staff communication software

Telergy comprises a set of software applications that can expand the capability of your Telligence system. Telergy allows the nurse call system to draw general administrative information from facility databases. In addition, Telergy provides an integrated tool set for performing the following functions:

• Assigning patient care responsibility to RNs, LPNs, techs, or other staff members
• Alerting caregivers by signaling their pocket pagers and wireless phones
• Creating, storing, and sending text-messages
• Viewing continuously updated information about staff assignments, staff locations, patient census, and nurse call activity
• Reporting and keeping records on nurse call activity

Table 2 on page 10 lists sources of additional information, including user documentation available for Telergy applications.
Overview of wireless devices and IR location

If the Telligence system has been configured to do so, nurse call events initiated at room devices can be sent to the facility's wireless devices to enable caregivers to respond to call events or paged messages remotely.

**Note:** Patients and staff cannot make "outside" calls from any Telligence communication device. That is, Telligence devices cannot be used to call home or any number that is not a Telligence system number.

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

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

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

---

**WARNING:** To maintain compliance with UL 1069, call cancellation should only be performed using UL listed equipment.
Wireless phones and pager systems

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

- SpectraLink wireless phone system
- One of many external paging systems
- Both the SpectraLink wireless phone system and an external pager system
- Emergin Communications Gateway, beyond which multiple communications solutions may be in place

SpectraLink wireless phone system

Because staff members at many facilities already use SpectraLink wireless handsets to answer ProCare 6000 nurse calls, it is anticipated that staff members at these facilities will want to use SpectraLink wireless handsets to answer Telligence nurse calls as well.

When used with ProCare 6000, SpectraLink models Link 150, Link 3000, and NetLink handsets make a distinctive ring tone when receiving a nurse call—distinguishing these calls from calls made from regular phones or other wireless phones. SpectraLink also has a vibrate-alert feature for its handsets which permits signaling of incoming calls in facility quiet zones.

Instructions for using SpectraLink phones are provided in the SpectraLink instruction manual included with your Telligence system.

External paging systems

Like ProCare 6000, Telligence can be configured so that nurse calls automatically page staff members who need to be alerted about calls from or about patients in their duty areas when they are attending to duties away from the nursing unit staff console.

If you have a pager that can receive nurse calls, ask your supervisor for information as well as for user documentation for the pager.

Using systems via the Emergin Communications Gateway

For use with Telligence only, or for use with both ProCare and Telligence, your facility may have chosen to use wireless phone systems like Vocera, pager systems, and/or other communications
solutions enabled by the Emergin Communications Gateway. Both nurse call systems communicate with the Emergin Communications Gateway by means of the Pocket Page Bridge.

For operations information, please refer to the documentation provided by the manufacturer.

**Automatic staff location tracking systems**

If your system includes a Versus infrared (IR) tracking system and Telergy patient-staff communication software, automatic staff location tracking can be used for registering staff presence. In systems of this type, staff members wear IR badges. As they move about the facility, their movements are detected by wall-mounted location tracking sensors. This information is relayed to the Telergy system and displayed in Telergy application windows.

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

Warnings and conditions for use with auxiliary hardware

Summary
This appendix lists the requirements for connecting auxiliary hardware to the 1/4-inch (0.64 cm) inputs provided on Telligence patient stations and Telligence auxiliary input stations.

Content
Warnings and conditions for use • 152
Appendix B: Warnings and conditions for use with auxiliary hardware

_WARNINGS AND CONDITIONS FOR USE_

The Telligence system is a nurse call system (NCS). It provides auxiliary input receptacles, commonly called auxiliary input ports, for connecting auxiliary hardware to the NCS. This provides supplemental annunciation when the attached hardware changes state.

The following warnings and conditions for use must be acknowledged and addressed before any auxiliary hardware is connected to the NCS.

- Auxiliary hardware to be connected to the NCS must have an appropriate NCS interface. This consists of a latching, normally open dry contact relay that is clearly labeled for connection to an NCS. The relay must provide at least 2 kV of electrical isolation and must be rated for at least 19 VDC, 0.12 W.

- Auxiliary hardware to be connected to the NCS must have a primary local alarm as an inherent and fundamental function of the hardware. In addition, the auxiliary hardware must comply with and be listed to appropriate product safety standards (UL 544 or IEC 60601-1), as certified or approved by a nationally recognized testing lab (NRTL).

- When any auxiliary hardware activates a primary local alarm, regardless of whether the auxiliary hardware is connected to the NCS, medical staff must always respond to that hardware at its physical location.

- Auxiliary hardware to be connected to the NCS must be clearly labeled for connection to an NCS. Connecting any auxiliary hardware port to the NCS that is not clearly labeled for connection to an NCS would constitute misuse of both the auxiliary hardware and the NCS.

For instructions on connecting, configuring, and testing auxiliary hardware, see the operation and installation manuals provided with the auxiliary hardware.

- The NCS does not receive or transmit data of any kind with any auxiliary hardware.

- Before auxiliary hardware is connected to the NCS, an operator must be trained and certified in using the auxiliary hardware properly.

- When the latching relay of the auxiliary hardware activates, or when a cord is pulled from the auxiliary input receptacle, or if the hardware is removed from the cord while the cord is plugged in to the auxiliary input receptacle, a staff member must go to the hardware’s location to address the off-normal
condition. When the condition is remedied, the event annunciation at the NCS can then be canceled.

- When a staff member is connecting auxiliary hardware to the NCS, the staff member should, at minimum, test the cord pull event to ensure that the hardware’s location is properly annunciated by the NCS. This should be done before leaving the auxiliary hardware, by unplugging the cord from the auxiliary input receptacle and checking the nurse call event displayed by the NCS.

- When a staff member is connecting a new type of auxiliary hardware to the NCS, the staff member should perform both a cord pull test and a device failure mode test.

- Only factory-trained, certified technicians can configure NCS auxiliary input receptacles. NCS operators cannot reconfigure or change auxiliary input receptacle settings dynamically.

- The designated authority for the healthcare facility must be notified before any auxiliary input receptacles are reconfigured. The NCS must be taken off-line temporarily while scheduled maintenance activity is performed.
# Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>annunciator</td>
<td>A wall-mounted call station similar to a staff console.</td>
</tr>
<tr>
<td>auxiliary hardware</td>
<td>External equipment with a latching, normally open, dry contact relay that is clearly labeled for connection to a nurse call system.</td>
</tr>
<tr>
<td>auxiliary input</td>
<td>A receptacle for plugging in latching auxiliary hardware.</td>
</tr>
<tr>
<td>call cord</td>
<td>A communication device available from the patient's bed that is used for placing nurse calls by pushing a button, squeezing a bulb, or blowing into a tube.</td>
</tr>
<tr>
<td>call cord station</td>
<td>A wall-mounted receptacle for plugging in call cords.</td>
</tr>
<tr>
<td>capture</td>
<td>To annunciate calls from the coverage area of another staff console or annunciator. The captured device continues to annunciate calls normally.</td>
</tr>
<tr>
<td>Captured</td>
<td>A value displayed on primary coverage staff consoles and annunciators that indicates the number of consoles currently capturing this console.</td>
</tr>
<tr>
<td>Capturing</td>
<td>A value displayed on primary coverage staff console and annunciator screens that indicates the number of consoles this console is actively capturing.</td>
</tr>
<tr>
<td>dome light</td>
<td>A room light, corridor light, or zone light that gives visual indication of calls and events.</td>
</tr>
<tr>
<td>gateway</td>
<td>Also called Telligence Station Gateway (TSG). A device that connects dome lights and room devices to the Telligence IP network.</td>
</tr>
<tr>
<td>IP</td>
<td>Internet protocol. A communication protocol for routing information from one network to another in packets. The packets are reassembled when they reach their destination.</td>
</tr>
<tr>
<td>NCS</td>
<td>Nurse call system.</td>
</tr>
<tr>
<td>paging adapter</td>
<td>A wall-mounted station that allows audio paging over hallway speakers from staff consoles.</td>
</tr>
<tr>
<td>patient station</td>
<td>Primary point of contact between patient rooms and the nurses' desk. Patient stations are wall-mounted near patient beds. They are equipped with call buttons for staff use, a microphone and speakers, and receptacles for connecting electronic beds, pillow speakers, call cords, or latching auxiliary hardware.</td>
</tr>
<tr>
<td>peripheral device</td>
<td>A station without voice audio that provides buttons or a pull cord for calling the nursing station or registering presence.</td>
</tr>
<tr>
<td>presence station</td>
<td>A peripheral device for manually registering and clearing staff presence in a room.</td>
</tr>
<tr>
<td>pillow speaker</td>
<td>A communication device available from the patient’s bed that enables patients to control lighting and television in addition to placing nurse calls.</td>
</tr>
<tr>
<td>PowerSwitch</td>
<td>Also called Telligence PowerSwitch. A device that creates the Telligence IP Network. In addition to other PowerSwitches, a PowerSwitch connects to gateways, staff consoles, and annunciators.</td>
</tr>
<tr>
<td>room device</td>
<td>A patient station, staff/duty station, or peripheral device.</td>
</tr>
</tbody>
</table>
## Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>staff console</td>
<td>Desktop communication hub typically placed in nurses’ stations. It displays incoming calls and enables staff members to prioritize and respond to calls. Staff consoles are equipped with speakers and a handset for paging and for voice communication with patient stations and staff/duty stations.</td>
</tr>
<tr>
<td>staff follow</td>
<td>To annunciate nurse calls in patient or staff rooms only when a caregiver registers presence in the room.</td>
</tr>
<tr>
<td>staff/duty station</td>
<td>An audio-equipped, wall mounted communication station with buttons for placing nurse calls, and a microphone and speaker for communicating with staff members at staff consoles and annunciators.</td>
</tr>
<tr>
<td>Telligence IP network</td>
<td>A network of interconnected Telligence PowerSwitches.</td>
</tr>
</tbody>
</table>