

# Telligence System C600 Staff Console and Annunciator

## Quick Reference Guide

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# Getting Started

## Overview

The Staff Console is the ColorTouch VoIP Staff Console (model HC-CONSOLE), and the annunciator is the ColorTouch Annunciator (model HC-ANNUN).

The staff console is the primary call center of the patient-staff communication system. 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
- Capturing other coverage areas
- Sharing other coverage areas

The annunciator is a wall-mounted device. Annunciators are typically located in staff rooms, PBX rooms or other locations some distance from the nurse station.

## Using this guide

This guide is comprised of a collection of topics that describe how to use the different features and functions on the selection tabs.

On the bottom, left of each page is a word or phrase that illustrates what the topic on the page covers. For example, "Capture" is at the bottom of page 14, which means the topic on page 14 describes how to use the Capture feature. The words and phrases are in alphabetical order so that you may quickly scan the bottom of each page to find the topic you are looking for. You may also use the Contents page to find topics.

**Note:** Some topics span more than one page and are labeled with "continued," so make sure you read the entire topic when following a procedure.

For information outside the scope of this guide, refer to the following manuals.

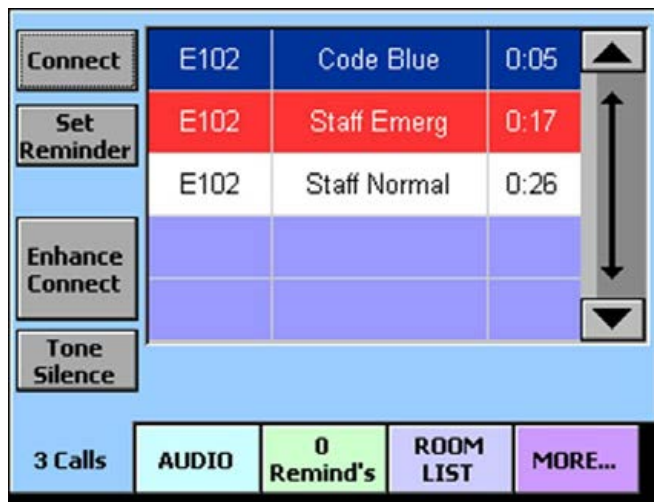
- Telligence Operation Manual (P/N 3101050)
- Telligence Installation Manual (P/N 3101010)

# Silencing Alert Tones

Alert tones are tones that are sounded at staff consoles and annunciators to notify staff members that an event is taking place, such as a call from a patient or a code blue emergency. You may silence these alert tones for a preset time period which is programmed by the installer. Alert tones are automatically reinstated once the time period has elapsed or when a new call is received, whichever comes first.

## Call screen

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Silencing Alert Tones

## To silence an alert tone:

1. Press the **Call** tab.

**Note:** The Tone Silence button is also available on the Remind and Room List screens.

2. Press the **Tone Silence** button.

Alert tones for the current call are silenced.

## To reactivate an alert tone:

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1. Press the **Call** tab.

**Note:** The Restore Tones button is also available on the Remind and Room List screens.

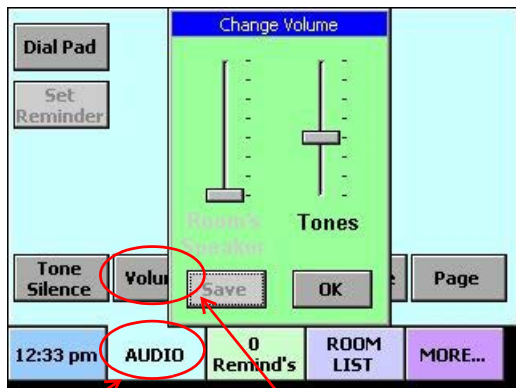
2. Press the **Restore Tones** button.

Alert tones for the current call turn back on.

# Adjusting the Alert Tone Volume

Alert tones are tones that are sounded at staff consoles and annunciators to notify staff members that an event is taking place, such as a call from a patient or a code blue emergency. You may adjust the alert tone volume up or down so that it is appropriate for that console or annunciator location.

## Audio screen



Audio Tab

Volume Button

## To adjust the alert tone volume:

1. Press the **Audio** tab.
2. Press the **Volume** button.

**Note:** If the tone volume feature is configured with password protection, you must enter the password before you can change the tone volume.

The Change Volume screen is displayed.

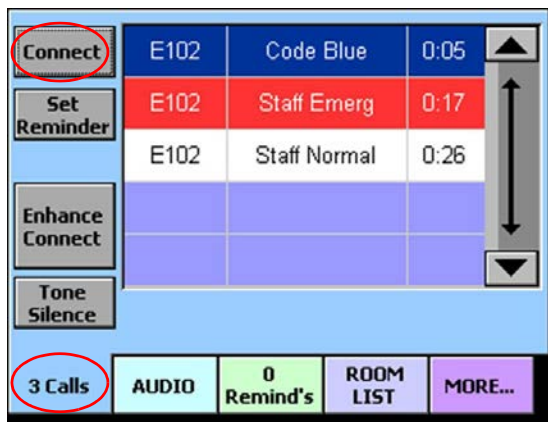
3. Slide the Tones slider bar up or down to increase or decrease the volume.
4. Press the **OK** button.

This volume setting remains in effect until you change it again.

# Answering Calls

Staff consoles and annunciators provide two-way communication to a patient's bed, a room or to other consoles and annunciators. When calls are placed, the calls ring at the associated staff console or annunciator. Calls have different priorities, from a code blue emergency to a patient normal call. Calls may be answered using either the handset, headset or speakerphone.

## Call screen



Call Tab

## To answer the highest priority call:

1. Press the **Call** tab.
2. Pick up the handset.

Or

If you are using a headset or speakerphone, press the Connect button or Enhance Connect button.

## To answer any call in the calls list:

1. Press the **Call** tab.
2. Select (press) the call you want to answer from the calls list.
3. Pick up the handset.

Or

If you are using a headset or speakerphone, press the Connect button or Enhance Connect button.

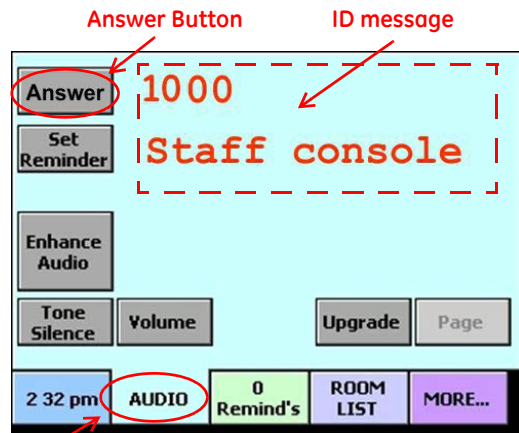
## Notes

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

## Answering calls from other staff consoles and annunciators

Two-way communication is possible between two staff consoles or annunciators. When answering calls from other staff consoles and annunciators, the calls do not display on the Call screen in the calls list. The Audio tab flashes and the Audio screen displays the console or annunciator ID message when the call comes in.

### Audio screen



Audio tab - flashes when a call is received from a staff console or annunciator

### To answer a call from a staff console or annunciator:

1. From the **Call** or **Audio** Tab:

Note the console or annunciator ID message on the screen. This is the console or annunciator that is calling your console.

2. Pick up the handset.

Or

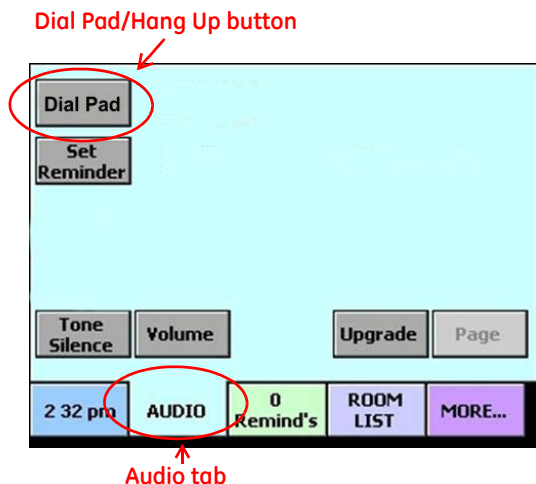
If you are using a headset or speakerphone, press the Answer button.



# Placing Calls

Staff consoles and annunciators provide two-way communication to a patient's bed, a room or to other consoles and annunciators. You may place a call either by dialing the bed, room, console or annunciator number using the Audio screen or by selecting the bed, room, console or annunciator from the room list on the Room List screen.

## Audio screen



## To place a call by dialing the room, bed, console or annunciator number:

1. Press the **Audio** tab.
2. Press the **Dial Pad** button.

The Enter Room or Bed Number screen is displayed.

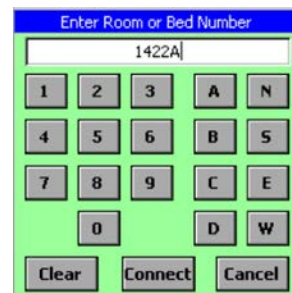
3. Enter the room, bed, console or annunciator number.

Use the **Clear** button to delete a digit if you make a mistake.

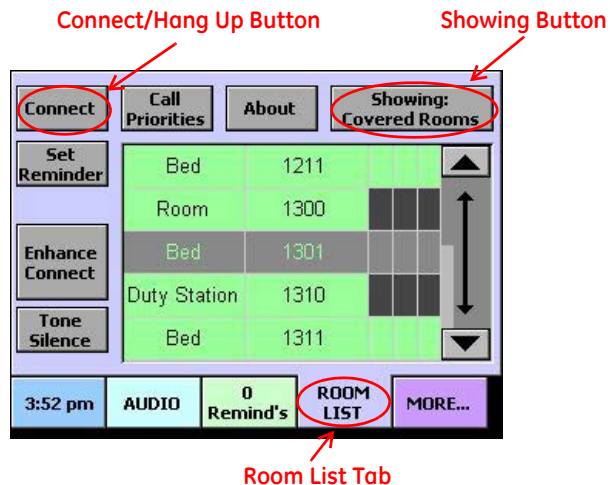
4. Press the **Connect** button.

To cancel the call, press the **Cancel** button.

5. Pick up the handset or use the speakerphone and begin talking.
6. When the call is finished, replace the handset or press the Hang Up button.



## Room List screen



**Note:** If you cannot find it, press the Showing button and select the area that has the room, bed, console or annunciator you are looking for. Press OK and then select the room, bed, console or annunciator from the filtered room list.

3. Press the **Connect** button.
4. Pick up the handset or use the speakerphone and begin talking.
5. When the call is finished, replace the handset or press the **Hang Up** button.

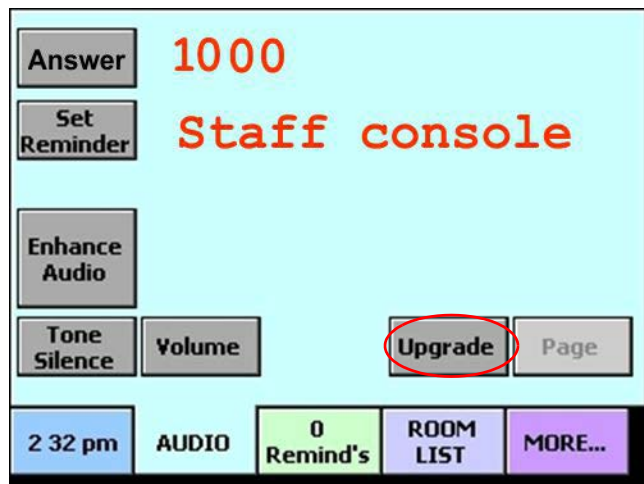
## To place a call by selecting a room, bed, console or annunciator from the room list:

1. Press the **Room List** tab.
2. Select (press) the room, bed, console or annunciator that you want to call from the room list.

## Upgrading a Call to a Higher Priority

While conducting a call, you may upgrade a call to a higher priority. When you upgrade a call, a new call appears on the Call screen in addition to the original. Depending on how your system is configured, dome lights associated with the patient station may begin to flash or may flash faster.

### Audio screen



### To upgrade a call to a higher priority:

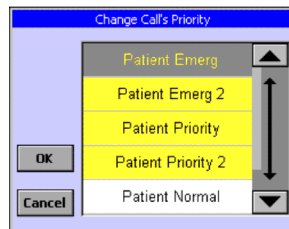
1. Answer (connect to) a call using either the Call screen or Remind screen.

The Audio screen is displayed.

2. Press the **Upgrade** button.

The Change Call's Priority screen is displayed.

3. Select (press) the call priority that you want to upgrade the call to.



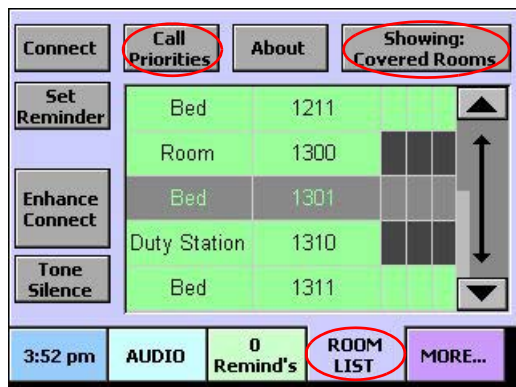
4. Press the **OK** button.

To cancel, press the **Cancel** button.

# Changing Default Call Priorities

By default, call devices such as pillow speakers share the same call priority as the patient station to which they are connected. If needed, you may assign different call priorities to the call devices so they announce differently at the staff console or annunciator. Each call device may have a separate call priority. Call priorities may be switched back to their default call priority if needed.

## Room List screen



## To configure call priorities:

1. Press the **Room List** tab.
2. Select (press) the room or bed for which you want to change the priority from the room list.
3. Press the **Call Priorities** button.

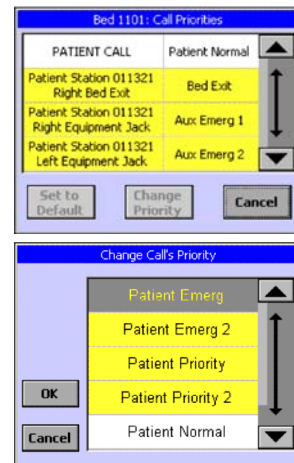
The Call Priorities screen is displayed listing the call devices connected to the bed or room you are configuring.

4. Select the call priority that you want to configure.
5. Press the **Change Priority** button.

The Change Call's Priority screen is displayed. To cancel, press the **Cancel** button.

6. Select the new call priority that you want to assign.
7. Press the **OK** button.

To cancel, press the **Cancel** button.



## Setting a call priority back to its default

If you change a call priority, you may change it back to its default priority if needed.

### To set a call priority back to its default:

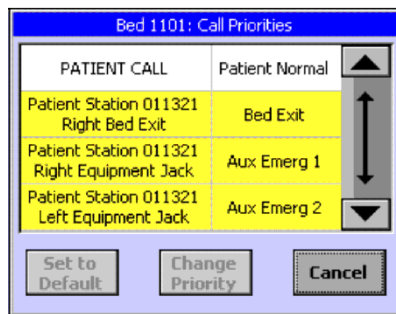
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1. Press the **Room List** tab.
2. Select (press) the room or bed for which you want to set the priority back to its default from the room list.
3. Press the **Call Priorities** button.

The Call Priorities screen is displayed listing the call devices connected to the bed or room you are configuring.

4. Select the call priority that you want to configure.
5. Press the **Set to Default** button.

The call priority changes back to its default priority. To cancel, press the **Cancel** button.

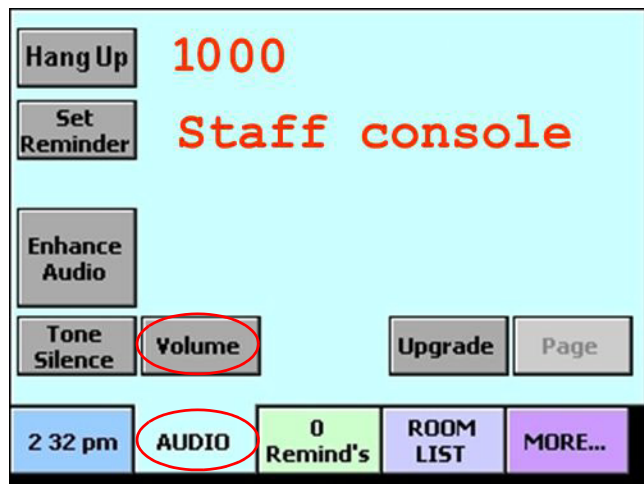


**Note:** This may only be performed on covered stations.

# Adjusting Staff Console and Annunciator Speaker Volume

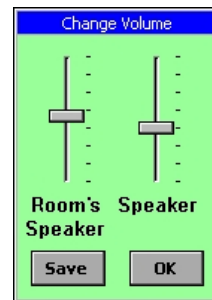
You may adjust the call volume up or down while you are on a call. The speakerphone volume and the handset volume are adjusted separately while they are in use.

## Audio screen



## To adjust the call volume:

1. While conducting a call, press the **Audio** tab.
2. Press the **Volume** button.  
The Change Volume screen is displayed.
3. Slide the Speaker slider bar (displayed if you are using the speakerphone) or the Handset slider bar (displayed if you are using the handset or headset) up or down to increase or decrease the volume.
4. Press the **OK** button.



This volume setting remains in effect until you change it again.

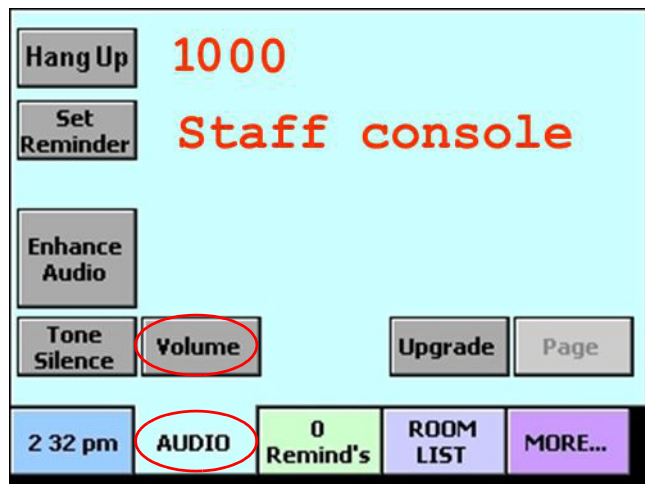
**Note:** After adjusting the call volume, if you continue to have a problem hearing the patient's voice at the console, you may increase the sensitivity of the microphone at the patient station by switching to enhanced audio mode. See "Using Enhance Connect/ Audio Mode" on page 15 for more information.

## Adjusting Patient Station Audio Level

While conducting a call with a patient, you may adjust the patient station speaker volume up or down so that the patient may hear you better.

**Note:** When you change the audio level on a patient station, it is for that patient station only and does not affect the other patient stations in your system.

### Audio screen



### To adjust the patient station audio level:

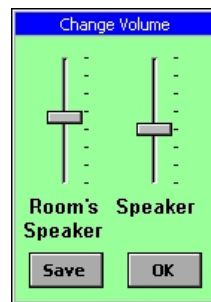
1. While conducting a call, press the **Audio** tab.

2. Press the **Volume** button.

The Change Volume screen is displayed.

3. Slide the Room's Speaker slider bar up or down to increase or decrease the volume.

4. Press the **Save** button.



**Note:** If the Room Speaker Volume feature is configured with password protection, you must enter the password before you can change the room volume.

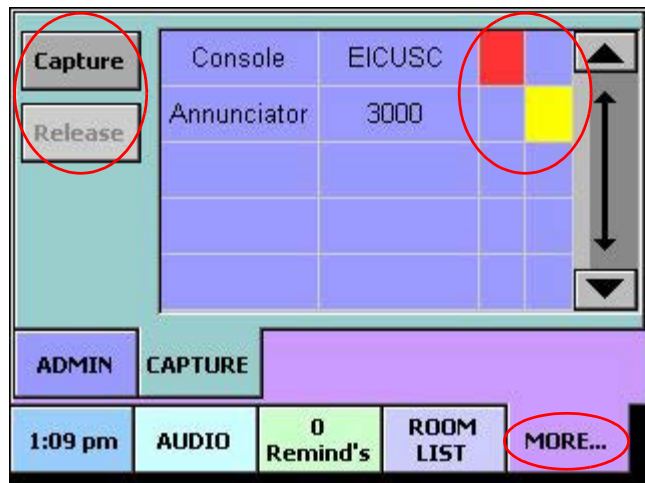
This volume setting remains in effect for that patient station until you change it again.

**Note:** After adjusting the patient station speaker volume, you may also increase the sensitivity of the microphone at the patient station by switching to enhanced audio mode. See "Using Enhance Connect/Audio Mode" on page 15 for more information.

# Capturing and Releasing Coverage Areas

When no one is available to monitor a staff console or annunciator, another staff console or annunciator can capture its coverage area and annunciate calls from the captured coverage area in addition to its own.

Capture screen



**Note:** When capturing and releasing in large systems, the buzzer on the console's supervisory dome may sound because the console

appears offline while the capture or release is in progress. Make sure the staff is prepared for this loud audible signal.

## To capture a console:

1. Go to the console that will inherit the coverage area of another console.
2. Press the **More** tab.
3. Press the **Capture** tab.

**Note:** If the capture feature is configured as disabled, the Capture button is not displayed.

**Note:** If the capture feature is configured with password protection, you must enter the password before you can initiate a capture.

4. Select (press) a primary coverage staff console or annunciator to capture.
5. Press the **Capture** button.

A message is displayed on the screen indicating that the capture is in progress.

**Note:** A red square indicates that this console is capturing the console (with the red square). A yellow square indicates that this console was captured by the console (with the yellow square).

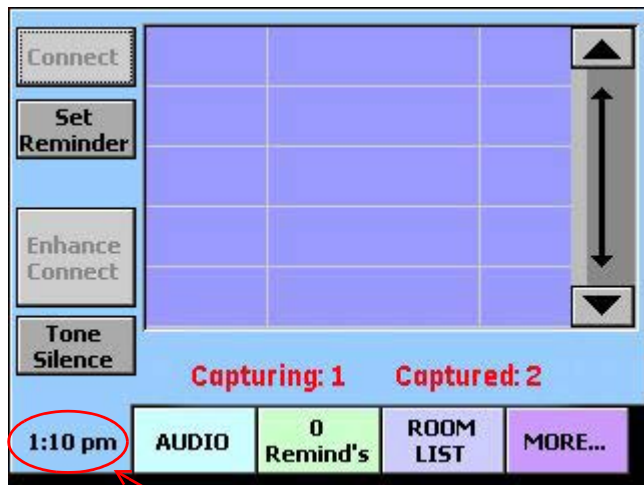


## What is displayed on the Call screen?

The console's Call screen displays a message when it is capturing another console or when it has been captured by another console. A number is displayed in the message which indicates how many consoles are being captured and how many consoles have been captured by the console. If the console is not capturing and has not been captured, nothing is displayed on the Call screen.

## Call screen message and description

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Call Tab

**CAPTURING: 1** - This console has captured another staff console.

**CAPTURED: 2** - This console has been captured by two other staff consoles or annunciators.

## To release a console:

---

1. Go to the captured console.

2. Press the **More** tab.

3. Press the **Capture** tab.

**Note:** If the release feature is configured with password protection, you must enter the password before you can initiate a release.

4. Select (press) the capturing staff console or annunciator (with the yellow square).

5. Press the **Release** button.

A message is displayed on the capturing Staff Console screen indicating the release is in progress.

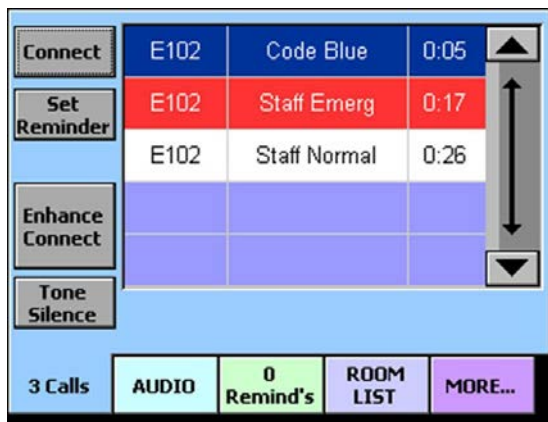
## Using Enhance Connect/Audio Mode

Enhanced audio mode improves the sensitivity of the microphone at patient stations making it easier for you to hear and understand the caller. You may answer calls in enhanced mode or switch to enhanced mode during a call.

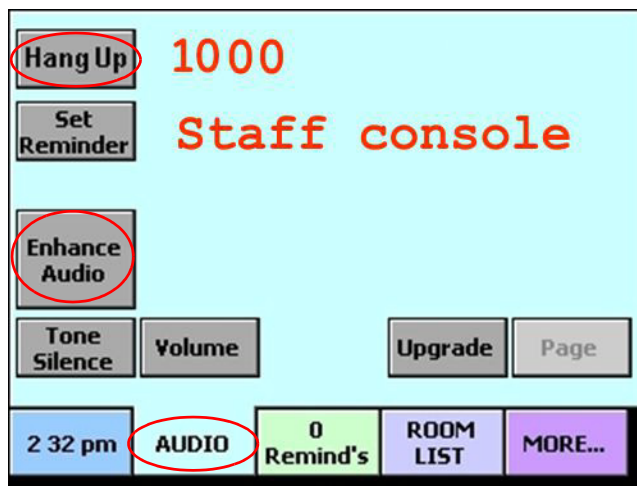
### Answering a call in enhanced audio mode

You may answer a call in enhanced audio mode if you know you need the improved audio to communicate with the caller.

#### Call screen



#### Audio screen



#### To answer a call in enhanced audio mode:

1. Press the **Call** tab.
2. Select (press) the call you want to answer from the calls list.
3. Press the **Enhance Connect** button.

The Audio screen is displayed, and you are now connected to the caller. The word "Listen" is displayed on the screen and your console's microphone is disabled.

4. When you are ready to speak to the caller, press and hold the **Enhance Audio** button and begin speaking.

The word "Talk" is displayed on the screen indicating that your microphone is enabled.

5. When you have finished speaking, release the **Enhance Audio** button.
6. Continue your conversation (listening and talking) with the caller by pressing and releasing the **Enhance Audio** button.
7. To end the conversation, press the **Hang Up** button.

## Switching to enhanced audio mode during a call

If you are having trouble hearing and understanding the caller, you can switch to enhanced audio mode during the call.

### To switch to enhanced audio mode during a call:

1. On the Audio screen, press the **Enhance Audio** button.

The word "Listen" is displayed on the screen and your console's microphone is disabled.

2. When you are ready to speak to the caller, press and hold the **Enhance Audio** button and begin speaking.

The word "Talk" is displayed on the screen indicating that your microphone is enabled.

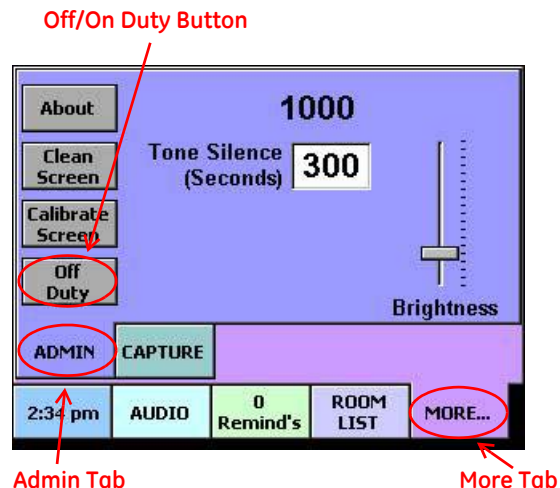
3. When you have finished speaking, release the **Enhance Audio** button.
4. Continue your conversation (listening and talking) with the caller by pressing and releasing the **Enhance Audio** button.
5. To end the conversation, press the **Hang Up** button.

**Note:** Picking up the handset while using enhanced audio 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 screen. You may return to enhanced audio mode (with or without the handset) by pressing the **Enhance Audio** button.

# Placing a Staff Console or Annunciator Off Duty

When leaving a primary coverage staff console or annunciator unattended, you can place it off duty. The console continues to display nurse call events and to sound tones at the volume you set. The Call screen indicates that the console or annunciator is off duty with the message "OFF DUTY" displayed. When you return to the console, you can place it back on duty.

## Admin screen

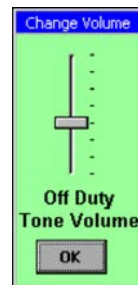


## To place a staff console or annunciator off duty:

1. Go to the staff console or annunciator you want to place off duty.
2. Press the **More** tab.
3. Press the **Admin** tab.
4. Press the **Off Duty** button.

The Change Volume screen is displayed.

5. Adjust the off duty tone volume up or down using the slider bar.
6. Press **OK**.



The Call screen displays Off Duty status.

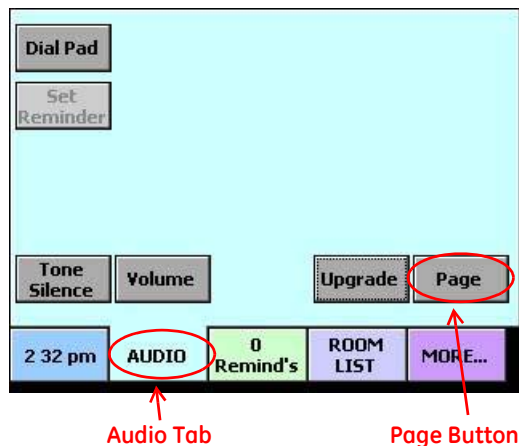
## To place a staff console or annunciator back on duty:

1. Go to the staff console or annunciator you want to place on duty.
2. Press the **More** tab.
3. Press the **Admin** tab.
4. Press the **On Duty** button.

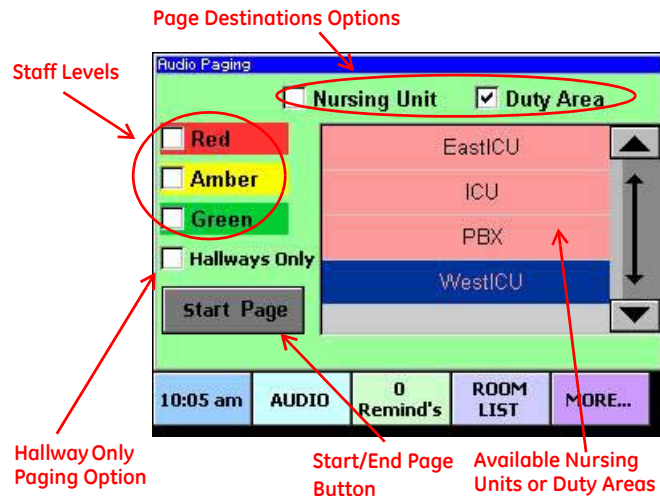
## Paging From a Staff Console

You may send a voice page to selected nursing units and duty areas using the handset on the staff console (required for paging). You may only do one page at a time, and a page does not override an established audio connection (e.g. a patient talking to the nurse station). The house paging system always overrides Telligence paging.

### Audio screen



### Audio Paging screen



### To page from a staff console:

1. Select the **Audio** tab.
2. Press the **Page** button.

**Note:** If the page feature is configured as disabled, the **Page** button is not displayed.

**Note:** If the page feature was configured with password protection, you must enter the password before you can initiate a page.

The Audio Paging screen is displayed.

3. Select the destination for the page.
4. Select (press) the nursing unit or duty area that you want to page from the list. See Table 1 for details.
5. Select a staff level to page (red, green or amber). To send the page to all staff levels, leave the check boxes blank.

The page will broadcast only in areas where these staff levels have registered presence. See Table 1 for details.

6. Select Hallways Only if you want to limit the page to only hallway areas.
7. Lift the handset.
8. Press the **Start Page** button.  
A setup tone sounds in the handset receiver and the word "Wait" is displayed.
9. When the tone stops and the "Wait" message clears, you may start speaking.

10. When you have finished speaking, press the **End Page** button.

Paging From a Staff Console

11. Return the handset to the cradle.

**Table 1: Effect of configuration settings on audio page destinations**

Destination	Presence [1]	Annunciation point
Nursing unit	None	All rooms/stations in the selected nursing unit
		All hallway page adapters in the selected nursing unit
	Red	All rooms in the selected nursing unit with red presence registered
	Green and amber	All rooms in the selected nursing unit with either green or amber presence registered
Duty area	None	All rooms or stations in the selected duty area
		All hallway page adapters in the selected duty area
	Red	All rooms in the selected duty area where a red presence is registered
	Green and amber	All rooms in the selected duty area where either a green or amber presence is registered

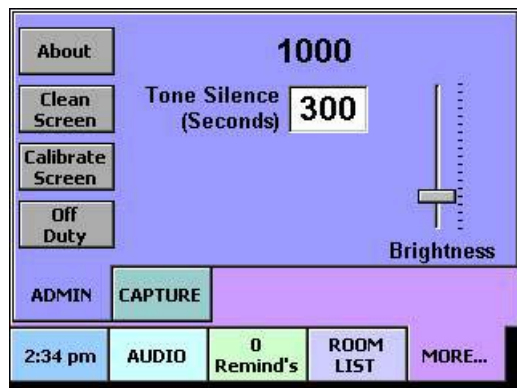
[1] If "Hallways Only" is selected, the page will not sound in patient rooms regardless of the selected staff presence.

# Displaying Staff Console and Annunciator Properties

Staff consoles and annunciators have properties that provide information about the location of the staff console or annunciator, its IP and MAC address and the nursing unit and duty area it is assigned to. Information is also available about the internal software and hardware revision levels.

## Admin screen

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## To display staff console and annunciator properties:

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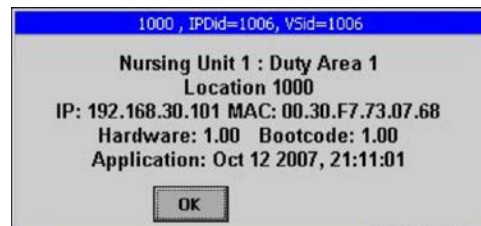
1. Press the **More** tab.
2. Press the **Admin** tab.
3. Press the **About** button.

The About screen is displayed.

4. To close the screen, press the **OK** button.

## About screen

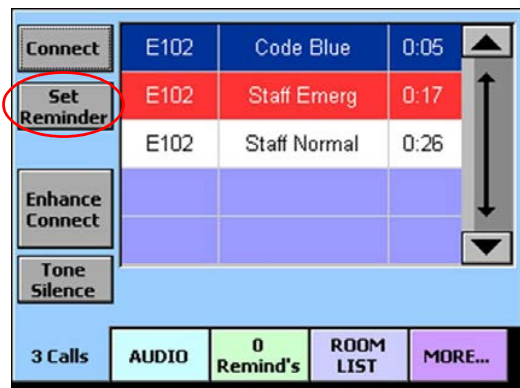
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# Setting a Call Reminder

When a call is received that can't be addressed immediately, you may set a reminder with or without answering the call. Setting a reminder moves the call to the Reminders screen and sets a timer. If the timer elapses before the call is cleared, the call is regenerated. When the timer elapses, you may place the call on reminder again which restarts the cycle. Reminders may be set from the Call, Audio and Room List screens.

## Call screen



## To set a call reminder from the Call screen:

1. Press the **Call** tab.
  2. Either answer the call or select (press) the call event in the calls list.
  3. Press the **Set Reminder** button.
- The Set Reminder screen is displayed.
4. Select the staff level priorities that apply.

Red: RN  
Amber: LPN  
Green: Aide

5. Press **OK**.

The call moves from the Call screen to the Remind screen. To cancel, press the Cancel button.



## Notes

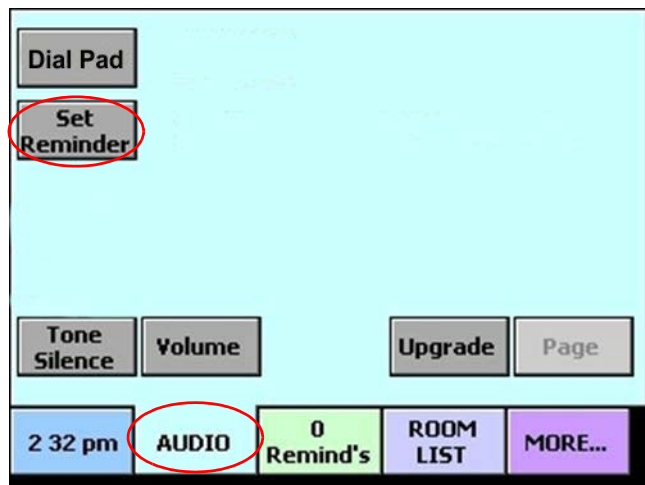
- You cannot place reminders on calls to or from staff consoles or annunciators.
- Corridor and zone lights flash slowly in the color associated with the highest staff level priority reminder until the call is canceled.



## Setting a call reminder from the Audio screen

While conducting a call using the Audio screen, you may place the call on reminder. The call is added to the remind list of calls and is displayed on the Remind screen.

### Audio screen



### To set a call reminder from the Audio screen:

1. Press the **Audio** tab or while connected.

2. Initiate a call.
3. While conducting the call, press the **Set Reminder** button.

The Set Reminder screen is displayed.

4. Select the staff level priorities that apply.

Red: RN  
Amber: LPN  
Green: Aide

5. Press **OK**.

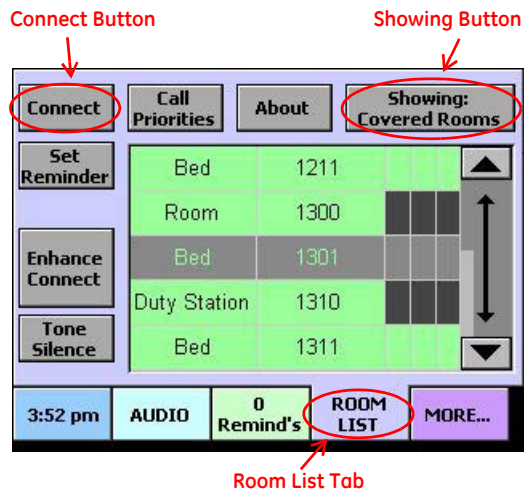


The call is displayed on the Remind screen. The call is ordered in the list of reminders according to its call priority and the elapsed time since the call was received. To cancel, press the **Cancel** button.

## Setting a call reminder from the Room List screen

Using the Room List screen, you may place the call on reminder. The call is added to the call reminders list and is displayed on the Remind screen.

### Room List screen



## To set a call reminder from the Room List screen:

1. Press the **Room List** tab.
2. Select (press) a room or bed in the room list.
3. Press the **Set Reminder** button.

The Set Reminder screen is displayed.



4. Select the staff level priorities that apply.

Red: RN  
Amber: LPN  
Green: Aide

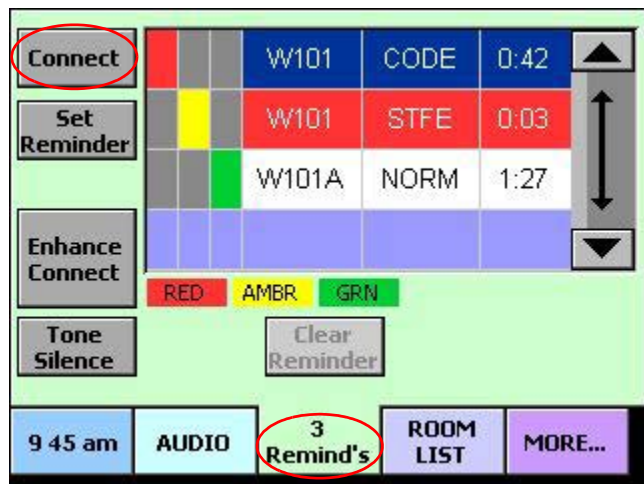
5. Press **OK**.

The call is displayed on the Remind screen. The call is ordered in the list of reminders according to its call priority and the elapsed time since the call was received. To cancel, press the **Cancel** button.

## Answering a Call Reminder

When a call is placed on remind, it appears on the Remind screen. The call remains on the Remind screen until the call is answered or the timer expires and reissues the call on the Call screen. Calls can have assigned staff levels of red (RN), amber (LPN) or green (aide). Highest priority calls reside at the top of the call reminders list.

### Remind screen



### To answer a call reminder:

1. Press the **Remind** tab.
2. Select (press) the call reminder in the call reminders list.
3. Press the **Connect** button or either pick up the handset or use the speakerphone.

### To answer the highest priority call reminder:

1. Press the **Remind** tab.
2. Press the **Connect** button. Select room.
3. Either pick up the handset or use the speakerphone.

### Call reminders list

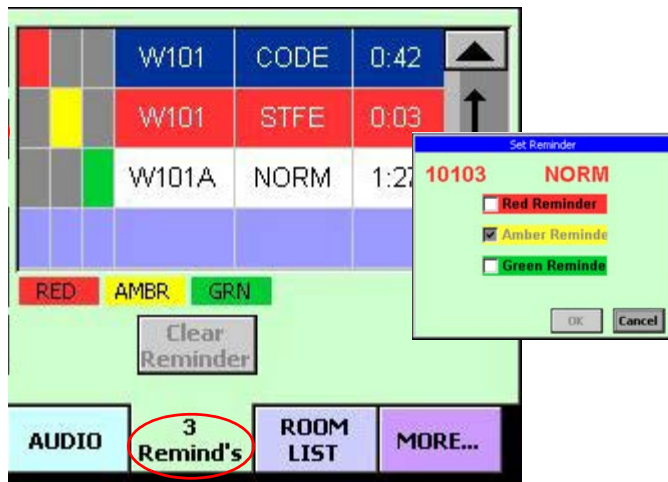
		W101	CODE	0:42	
		W101	STFE	0:03	
		W101A	NORM	1:27	

## Adding Staff Levels to Call Reminders

Once a call is placed on reminder and displayed in the call reminders list, staff level priorities may be added to the call. The call may have a staff level assigned of red (RN), amber (LPN) or green (aide).

Highest priority calls reside at the top of the call reminders list. The color of the highest staff level priority appears in the bottom section of the dome lights associated with the station where the call originated.

### Remind screen



### To add staff levels to call reminders:

1. Press the **Remind** tab.
2. Select (press) the call reminder in the call reminders list.

3. Press the **Set Reminder** button.

The Set Reminder screen is displayed.

4. Select the staff level priorities that apply.

Red: RN

Amber: LPN

Green: Aide

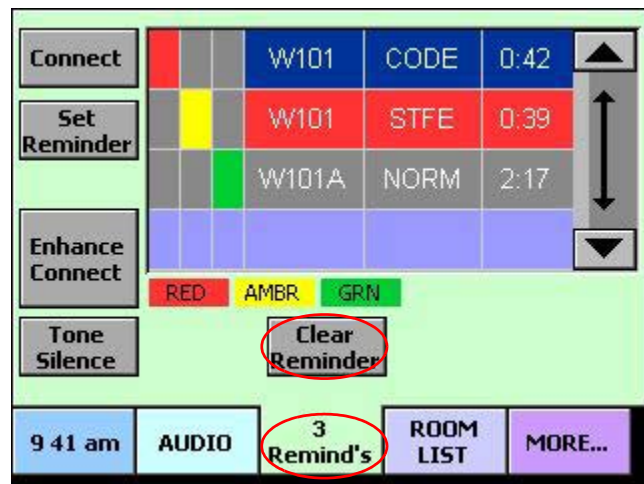
5. Press **OK**.

The appropriate color square displays next to the call reminder you selected. To cancel, press the Cancel button.

# Clearing a Call Reminder

Call reminders that have a normal priority can be cleared. Reminders for other call priorities may only be cleared by pushing the Cancel button on the patient station where the call originated. When a call reminder is canceled, the reminder is cleared from the call reminders list and corridor and zone lights stop flashing.

## Remind screen



## To clear a call reminder:

1. Press the **Remind** tab.
2. Select (press) call reminder in the call reminders list you want to clear.

Note: If the clear reminder feature is configured with password protection, you must enter the password before you can clear a call reminder.

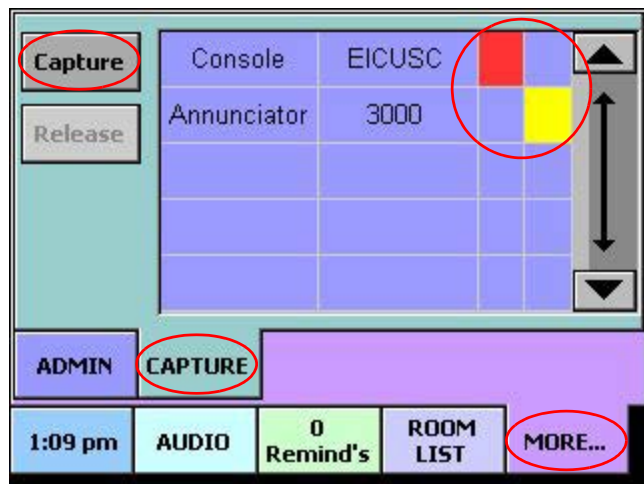
3. Press the **Clear Reminder** button.

Note: Only lowest four priorities are cleared.

## Sharing Coverage Areas

To share nurse call events from two different coverage areas between two staff consoles or annunciators, you may set each primary coverage console to capture the other. By doing this, both consoles announce calls from both coverage areas.

### Capture screen



### To share coverage areas:

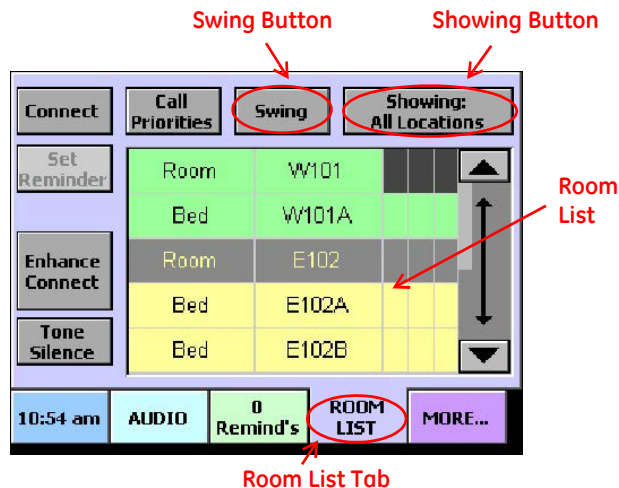
1. Go to the first console or annunciator that you want to share.
2. Press the **More** tab.
3. Press the **Capture** tab.
4. Select the primary coverage console or annunciator that you want this console (the one you are at) to share coverage with.
5. Press the **Capture** button. A message is displayed on the screen indicating that the capture is in progress.
6. Go to the console or annunciator that you selected in step 4.
7. Press the **More** tab.
8. Press the **Capture** tab.
9. Select the console or annunciator you went to in step 1 (the console or annunciator this console is sharing coverage with).
10. Press the **Capture** button. A message is displayed on the screen indicating that the capture is in progress.

**Note:** A red square indicates that this console has captured the console (with the red square). A yellow square indicates that this console was captured by the console (with the yellow square).

# Swinging Rooms Between Duty Areas

Rooms that have been configured as swing rooms can switch (swing) between two duty areas, meaning they may be placed in one duty area for a period of time and then placed in another duty area for a period of time. For a room to be able to swing, it must be programmed to do it using Telligence software.

## Room list screen



## To swing a room between duty areas:

1. Go to the duty area's primary coverage console or annunciator to which you want to swing the room.
2. Press the **Room List** tab.
3. Select the room that you want to swing from the room list.
4. Press the **Swing** button.

**Note:** If the swing feature is configured with password protection, you must enter the password before you can initiate a swing.



The room swings to the default duty area that is covered by this staff console or annunciator.

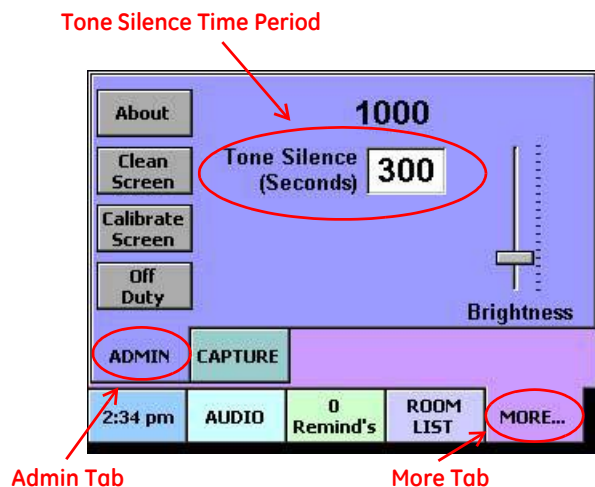
**Note:** The **Swing** button is replaced by the **About** button since this console cannot be used to swing the room back to its original duty area. To swing a room back to its original duty area, apply these steps at the console or annunciator in the original duty area.



# Adjusting the Tone Silence Time Period

Tone silence controls the maximum length of time alert tones are silenced when the Tone Silence button is pressed. Tones automatically turn back on when the time period elapses or when a new call is received, whichever comes first. Alert tones are tones that are sounded at staff consoles and annunciators to notify staff members that an event is taking place.

## Admin screen



## To adjust the tone silence time period:

1. Press the **More** tab.
  2. Press the **Admin** tab.
  3. Press the **time period** field.
- The Tone Silence Timeout screen is displayed.
4. Press the **Clear** button until all digits are deleted.
  5. Enter the time period desired by pressing the numeric keys (15 to 300 seconds).
  6. Press the **OK** button.

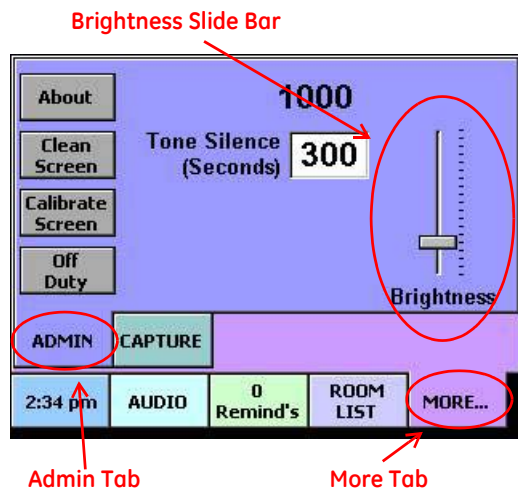
The tone silence time period is updated. To cancel, press the **Cancel** button.

# Adjusting the Brightness of the Touch Screen

Depending on where the staff console or annunciator is located, you may want to adjust the touch screen's brightness for better visibility and easier reading.

## Admin screen

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## To adjust the touch screen's brightness:

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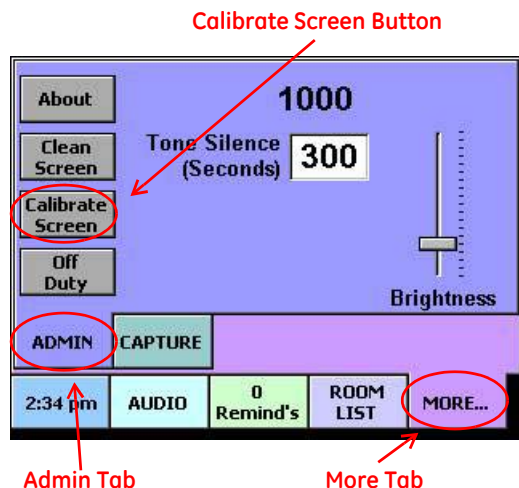
1. Press the **More** tab.
2. Press the **Admin** tab.
3. Use the slider bar to adjust the screen's brightness.

Sliding the bar up increases the brightness and sliding it down reduces the brightness.

# Calibrating the Touch Screen

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

## Admin screen



**Caution:** Recalibrating the primary staff console or an annunciator being used as a staff console temporarily removes the device from the system. This appears to the system as a console failure which activates the supervisory dome light's buzzer. Make sure the staff is prepared for this loud audible signal.

## To recalibrate the touch screen:

1. Press the **More** tab.
2. Press the **Admin** tab.
3. Press the **Calibrate Screen** button.

A message is displayed warning that continuing will trigger a trouble response at the supervisory dome light. See the caution above.

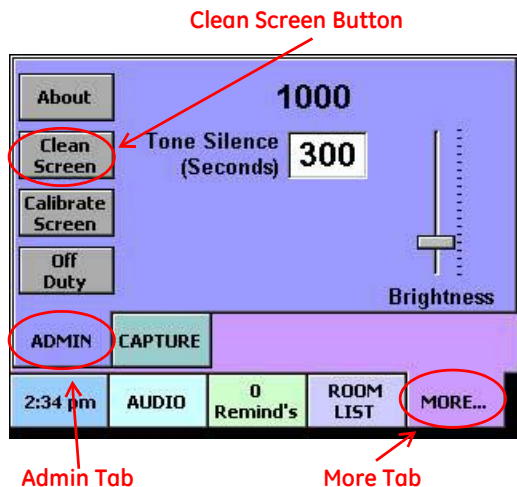
4. Press **OK**. This resets the console and starts the calibration sequence.
5. Follow the onscreen prompts to recalibrate the touch screen.

# Cleaning the Touch 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 to last for 15 seconds.

## Admin screen

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## Notes:

- Do not use a 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:

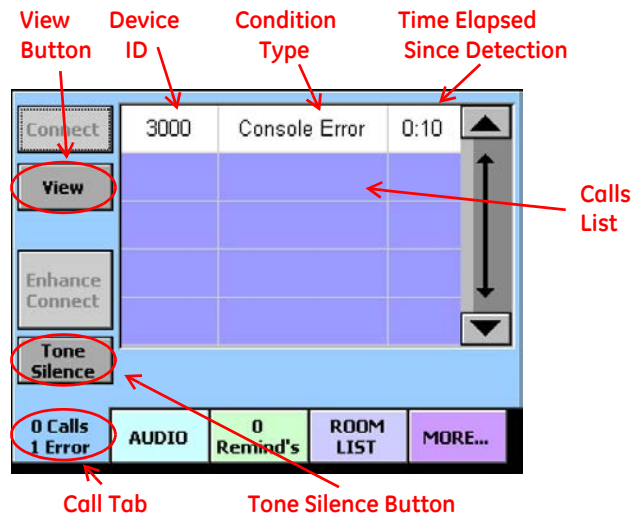
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1. Select the **More** tab.
2. On the **Admin** screen, press **Clean** and press **OK**.
3. Slightly moisten a lint-free eyeglass-cleaning cloth or soft microfiber cloth with a 1:256 solution (1/2 ounce per gallon) of 3M™ Neutral Quat Disinfectant Cleaner.
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).

## Warnings and Error Alerts

Staff consoles and annunciators can display alert messages such as data errors and low memory warnings. Data errors and low memory conditions must be addressed promptly and cannot be resolved by stopping and restarting the staff console or annunciator.

### Call screen



### To respond to a data error or low memory warning:

1. Silence the alert tone by pressing the **Tone Silence** button.
2. Select (press) the alert message from the calls list.
3. Press the **View** button.

The error or warning message is displayed.

4. Read and note the error or warning message.
5. Contact your facility's service department.
6. When finished, press the **OK** button.

This closes the error or warning message, but it does not clear the condition from the system.

### Error and warning message screens



