Intercall user guide 700

call button   emergency button

re-assurance light

reset button   jack socket
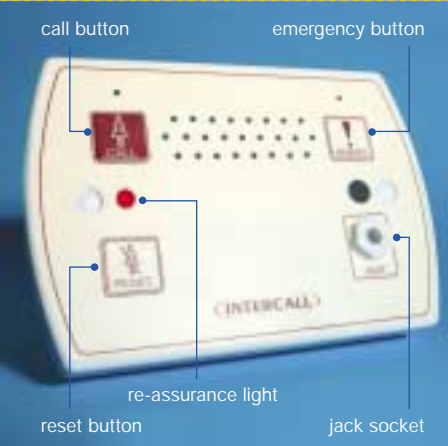
Making the most of your Intercall 700 system

Intercall 700 call levels and what they mean:

Call	– standard patient call
Priority	– standard patient call which has remained unanswered for a period of time
Assistance	– staff requiring assistance
Emergency	– staff requiring urgent assistance
Attack	– staff under threat & require urgent assistance
Present	– a member of staff is in the room
Visit	– a member of staff has accepted the call at the display and is on their way to the resident.

using Intercall 700 call points

making a standard call – by any of the following:
- Pressing the **Call Button** on the call point.
- Use of pear push lead (or other device) plugged into the **Jack Socket**.
- Use of a ceiling pull switch wired to the call point.
- Un-plugging the pear lead from the **Jack Socket**.
- Operation of a radio or infra red pendant.

To confirm a standard call is active, the **Re-assurance light** will slowly flash red.

priority call* – a Standard call, which has remained active for a pre-set time period will automatically convert to **Priority Call** and the **Re-assurance light** will flash rapidly.

staff present mode* – when members of staff enter a room, they must press the **Reset Button** on the call point. The call point is now in 'Staff Present' mode and the **Re-assurance light** will show a constant green. Other members of staff can now locate and communicate to this room. When they leave the room, they should press the **Reset Button** again, this tells the system they are no longer in the room & the **Re-assurance light** is off.

staff assistance call* – can only be generated when the call point is in staff present mode and the **Re-assurance light** showing constant green. Pressing the **Call Button** will generate an assistance call and the **Re-assurance light** will show red, then green once a second to confirm this action. To cancel the assistance call, press the **Reset Button** once. The call point is now in staff present mode with the **Re-assurance light** showing constant green. To cancel the staff present, press the **Reset Button** again until the **Re-assurance light** is off.

staff emergency/crash call – can be generated at any time by pressing the **Call Button** and the **Reset Button** simultaneously (or pressing the **Emergency Button**). To confirm this action the **Re-assurance light** will be showing a rapid red flashing light. To cancel the emergency call, press the **Reset Button** once, the call point is now in staff present mode with the **Re-assurance light** showing constant green. To cancel the staff present mode, press the **Reset Button** again until the **Re-assurance light** is off.

staff attack calls – can only be generated from an infra red trigger remote from the call point. Attack level calls are indicated by a very rapid red flash on the **Re-assurance light** and can only be reset with a 'reset' infra red trigger, or by a **Guardian** display when used with a combined **Intercall 700/Guardian** system.

paging other members of staff* – locating and communicating with other members of staff is simple with the Intercall 700 system. Simply press and hold the **Reset Button** and you can page to all other Displays and Call points in **Staff Present** mode.

using Intercall 700 display units

standard call – a standard call will make a short uninterrupted tone, which repeats every 2 seconds. The number shown on the left identifies the queue position, where the lowest number is the oldest call. The right hand side of the display shows the call location. In the example, there is a call from "**Bedroom 24**".

multiple calls – when more that one call is active, the calls are scrolled on the display with their respective queue position. On the example shown to the left, we have two active calls, "**Bedroom 24**" is the oldest call and is in queue position 1. The call from "**Dining Room**" is more recent and is given queue position 2.

assistance call* – will make two short tones which are repeated every 2 seconds. On the illustration to the left, there is a standard call from "**Bedroom 24**" and an assistance call from the "**Dining Room**".

priority call* – if a standard call remains un-answered, it automatically converts to a Priority Call. A Priority call is indicated with a letter '**P**' after the call number. The intercom facility is not available on priority calls and the staff must attend the room to reset. When a priority call is active, all standard and assistance calls are held in memory and only displayed when the priority is reset.

emergency call – will make a fast series of short tones, which are repeated continuously. On the illustration to the left, the word "**Emergency**" indicates the urgency of the call. The intercom facility is not available on emergency calls and the staff must attend the room to reset. When an '**attack**' or '**emergency**' call is active, all other calls are held in memory but only displayed when the emergency call is reset.

attack call – will make a fast series short tones, which are repeated continuously. On the lower line of the LCD, the word "**Attack**" is displayed similar to an emergency call. The intercom facility is not available on attack calls and the call can only be reset with an infra red 'reset' trigger or using a Guardian display unit. When an '**attack**' or '**emergency**' call is active, all other calls are held in memory but only displayed when the emergency call is reset.

accepting a call (accepting a non-speech call) – to prevent several members of staff from responding to the same call, calls are '**accepted**' at the display units. To accept a call, simply wait until the call you wish to accept is shown on the top line of the display, and press the "**Accept Call**" button. It is only possible to accept Standard and Assistance calls shown previously. If you are accepting a non-speech call point (such as a toilet or door point) then the call will be removed from the display and the sounder silenced for a pre-set period of time.

*can be disabled by the commissioning engineer

accepting a call and speaking to a calling resident – to accept a call and speak to a resident, the procedure is the same as "accepting a call" above. Wait until the call you wish to speak to is shown on the top line of the display, press & release the **Accept Call** button. Once the words "speech open" appears, you will be able to hear the caller. Press and hold the **Accept Call** button when talking to the resident. Once the conversation is complete, press the **Show Staff** button once to close the intercom. *(The speech channel will close after 60 seconds automatically).*

speech busy – to indicate to all other users that the speech channel is in use, **'Speech Busy'** appears on the lower line of all other displays on the system and this is shown to the left. On all other displays, new calls will be shown using the top line of the LCD only and calls may be accepted (as non-speech calls) but the intercom facility will not activate.

locating other members of staff – to locate other members of staff, press and hold the **Show Staff** button on any display panel. On the left, a member of staff is present in Bedroom 24, indicated by the small **'p'** and a member of staff is dealing with the call from the Lounge, indicated by the small **'v'**.

paging all other members of staff – to page all staff, simply press and hold the **Talk** button and speak to all other displays and call points in staff present mode. This is only possible when no calls are active on the system and is not possible when **'Speech Busy'** is displayed on the lower line of the LCD.

user ID on the Intercall 700 system

how the display shows who is calling* – with the Intercall 700 system, it is possible to display the residents name, as well as their location when calling. We call this feature **'User ID'**. In order to register their name on the system, the resident must trigger the call point with an infra red trigger assigned to their name. All Intercall 700 Call Points are fitted with an infra red receiver which picks up these signals.

standard calls/assistance calls/priority calls – the main difference when the **User ID** is enabled, is that both lines of the LCD are used for each call. On the top line, the location is displayed as previously and on the lower line, the **User ID** is displayed. Above left is a standard call from **"Bedroom 24"** activated in this case by the trigger allocated to **"User ID 3"**, the factory default **'User No'**, rather than the residents name.

secondary descriptions* – four **User ID's** are reserved as **System User ID**, these allow common descriptions to be allocated to other calling devices, connected to the call point. For example, a ceiling pull switch in an en-suite bathroom may be given the secondary description **"En-suite bath"** This will be combined with the room description when the switch is activated to produce **"Bedroom 24 En-suite bath"** as shown on the left.

more than one call active – when more than one call is active, the calls are scrolled on the LCD display as normal but you can only see one call at any time. Each call is shown with the corresponding **Caller ID**. On the right we have a second call activated, with call number **"2"** and this time from **"Peter Jenkins"** in the **"Dining Room"**.

no user ID – if a call point is not triggered from the infra red trigger, it is not possible to establish which resident activated the call point. When this occurs, the lower line of the display reports **"No User ID"** as shown on the left.

call/display unit – the L762 Call/Display Unit combines the features of the L752 Call Point and L758 LCD Display unit. Calls are generated in the same way as with the Audio Call Point discussed previously, with the exception that there is no separate emergency button. *(Emergency calls are generated by pressing both call and reset buttons simultaneously).* The LCD display is enabled when the call point is in 'Staff Present Mode' and operates in a similar way to the LCD Display Unit described previously.

Normally, when no call is active on the system, the LCD will show the programmed default text and the factory default is 'Intercall 700'. If an Emergency or Attack call is active, the LCD display will show this call, but the sounder will not operate unless the call point is in 'Staff Present' mode.

how the display show faults on the system – the system is continuously monitored and should a system fault occur, the lower line of the LCD will read System Fault and this is accompanied by an audible alarm, which informs of problems without becoming intrusive.

overdoor lights – an optional item generally located outside the room to relay the status of the call point within the room. The unit is fitted with twin red/green LED's which mimic the re-assurance LED on the call points. Light Call Patterns:

Call	– Slow Flashing Red	**Attack**	– Very Rapid Red Flashing
Priority	– Fast Flashing Red	**Present**	– Continuous Green Indication
Assistance	– Alternating Red/Green flash	**Call Accepted/Spoken**	– Slow Green Flashing
Emergency	– Rapid Red Flashing		

door monitoring and access control points – generally used to monitor fire doors and main entrances for unauthorised entry or exit. A token allows door to be opened by authorised personnel without sounding the alarm and isolated to allow the door to be left open if required.

slave call points – similar to standard call points, these units are generally used in rooms with several beds. The unit can only generate a standard call from the nurse illustrated call button or jack socket. There is no facility to reset and this must be done on the standard call point within the room.

slave reset/present points – these units are located by the door of the room or ward to allow the staff to generate staff present indication and to reset the call away from the call point. There is no call facility on this unit.

pear leads – used to trigger an Intercall call point. They are available in 2 metre and 4 metre lengths terminated with a 90 degree jack plug. There is a clip which may be used to secure the lead to bedding or residents clothing. The unit features a wipe clean, soft touch switch which is easy activated with light finger pressure.

remote infra red trigger – may be used to make a call away from the call point without trailing wires. All Intercall 700 call points are fitted with an infra red receiver as standard, which will receive signals from the trigger within a room.

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