

Tek-CARE500 TekTip: Starter Tips

TekTone has recently released the Tek-CARE500 Wireless Emergency Call System. As part of that process, we wanted to provide some initial tips for Tek-CARE500:

Supervision Faults

The system will provide this indication when a transmitter has not sent a supervisory signal during the preset time window. During most installations, the various call devices are brought online gradually and concurrently with the system set up and programming. However, when the system is shut down, after the setup is complete, there is an alteration of the normal supervision windows (since the system is off and supervision signals are not being received).

Depending on the timing of the shutdown, supervision faults may occur upon reboot. This occurs because certain devices have not yet had time to check into the system before their supervision windows expire. These will clear as the devices continue to check in, and time should be allowed for this to occur after reboot.

The system allows for a certain amount of check-in time, but depending on user settings, supervision signals might take longer to register. Certain devices permit call placement, so this process can be accelerated by placing a call from the device.

Missing vs. Lost Transmitters

Missing transmitters are devices that the system is no longer receiving signals from. The system allows the user to review all devices in this status in a list. Missing transmitters are typically devices that are expected to work, but are not sending supervisory signals for one reason or another.

Lost transmitters is a setting that users will make to indicate that a transmitter is lost. This setting may be made after determining that a missing transmitter cannot be located. This also can be used for when a transmitter is still working, but cannot be located. This setting allows the system to ignore signals from the lost device.

Clean Database

Due to the large quantity of signal data being received by the system, the database is handling large quantities of information. It is recommended that the database be cleaned on a monthly basis to ensure efficient performance. Ensure that site personnel are trained in this area. Refer to IL815, page 22 for more specific command information.

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Re-Page Interval

This is an obscure feature that can be perceived as a problem if incorrectly set (refer to IL815, page 20). This setting determines how often call data is re-transmitted by the pager transmitter (if used) until the initial call is cleared. If this setting is set for too short a duration, it can be problematic for staff members and in turn be perceived as a system fault.

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