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# Tek-CARE Master Stations User Guide

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## **Tek-CARE Master Stations User Guide**

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# Introduction

This user guide is to help the facility staff to become more familiar with the NC403TS Monitor, NC404TS Master Station, NC415G3 Master Station, NC402TS Master Station, and NC401VFD Master Station.

**NOTE:** The NC402TS and NC401VFD master stations are discontinued for new sales but are still supported in the Tek-CARE software platform.

The NC403TS, NC404TS, NC415G3, and NC402TS all have touchscreen user interfaces that closely match each other. This user guide will point out any button differences on individual screens.

The NC403TS Tek-CARE Monitor is a purpose-built tone-visual touchscreen monitor to display calls, resident information, status, and more.



The NC404TS Tek-CARE Master Station provides all of the features of the NC403TS, but adds two-way voice communication capability between patients and staff. Calls are automatically sorted by priority and duration. The highest priority calls will be displayed first.



The NC415G3 can either be tone-visual or a two-way voice communication capable touchscreen master station, depending on the need of the facility. The NC415G3 Master Station with a TA415L handset includes all of the features but provides private two-way voice communication capability.



The NC415G3 without the handset, can be used as a tone-visual master or an audio capable master using the push-to-talk function.



The NC402TS master station is completely self-contained, including a built-in 10.4" color touchscreen LCD display, quick-access function buttons, and a pull-out keyboard drawer. The NC402TS allows staff to select or scroll to any active call using just the touchscreen.



# Calls Screen

Once the configuration has been completed and committed to the system, the Master Station will show all active calls on the Tek-CARE system. The **Calls** screen is the home page of the master station.

Touch the navigation buttons to interact with the master station. To return to the home screen at any time, touch the background of the screen or the **Calls** button.

Depending on how the technician configured the master station, a few different versions of the **Calls** screen may appear.

## List View

The List view is the default view that will show all of the calls in a list format. The NC415G3 shows three active calls on the screen and a scroll arrow will appear at the bottom of the list if more calls are pending.



## The Icon View

The Icon view can show an icon layout of stations that are located throughout the facility and indicate incoming calls by changing the background color or flashing color on the icon. The icon can also be used for direct dialing and placing other visual indicators such as nurse requests. The NC415G3 does not have the Icon view.

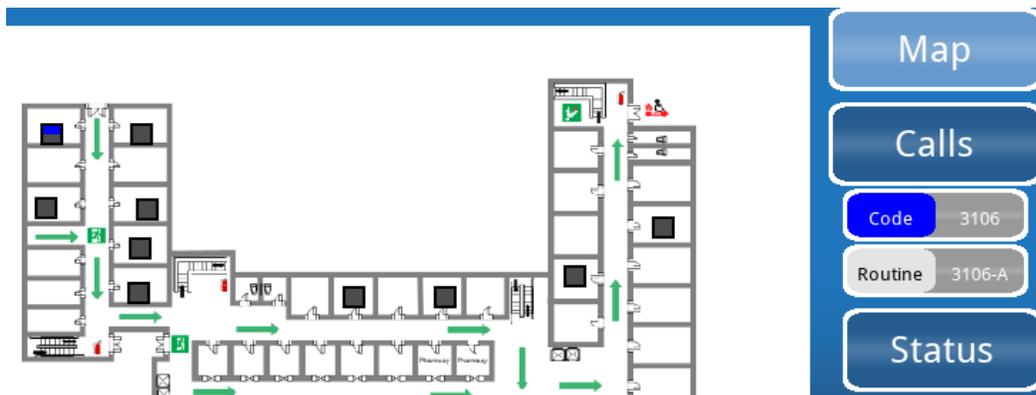


### The Map View

The Map view will show a map of the facility. The gray icons are stations and masters. The NC402TS and NC415G3 do not have the Map view.



When a call is placed from a station, the top portion of the icon will change color depending on the type of call being placed — blue for code blue shown below. These icons can also be used to direct dial a station.



## Answering and Placing Calls on Master Stations

The NC404TS, NC415G3, NC402TS, and NC401VFD Master Stations are all capable of answering and placing calls within the facility.

To talk to the station that placed a call, simply lift the handset of the applicable master station and begin speaking. Picking up the handset or pressing the talk button will automatically answer the first call in the list. If more than one call is displayed, touch or scroll to the call you wish to answer to select it before lifting the handset or pressing the **TALK** button. If you wish to use the push-to-talk feature instead of using the handset, press and hold the **TALK** button on the master station. Release the **TALK** button to listen.

Once the call is complete, either hang up the handset on the master station or press the **RESET** button.

## Password Protection

Some features may be password protected. If there is an icon with a key on the top of the screen, enter the password to view or edit a page. If you do not know the password, contact a facility administrator or technician.



Touch the key at the top left corner of the screen. Enter the password on the keyboard screen and press the key next to the password.



Once the password is entered correctly, the background of the key will turn yellow.

## Tone Silence

All low priority calls can be silenced with the tone silence icon on any master station.



The tone silence icon will show at the upper right corner of the screen. The gray background indicates calls are not silenced.



Once the icon has been pressed, the background of the icon will turn yellow and the tone for the call will silence. Select this option for each low priority call you wish to silence. Select the icon again to remove the tone silence.

If the tone silence feature is enabled and a new low priority call or fault comes in, the new call will not be silenced until the tone silence icon is pressed again. This feature will retain the assigned tone-off calls that have already been silenced.

## Fault

If fault filters have been selected, and a fault is on the system, a fault icon will appear at the top of the screen.

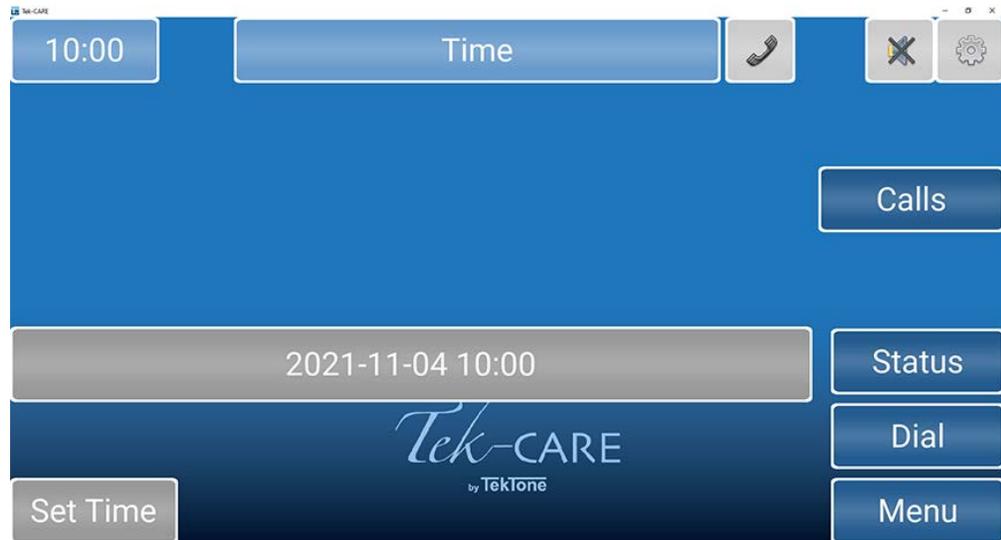


Click the icon to see which module has the fault. Once the fault is corrected, the icon will disappear.

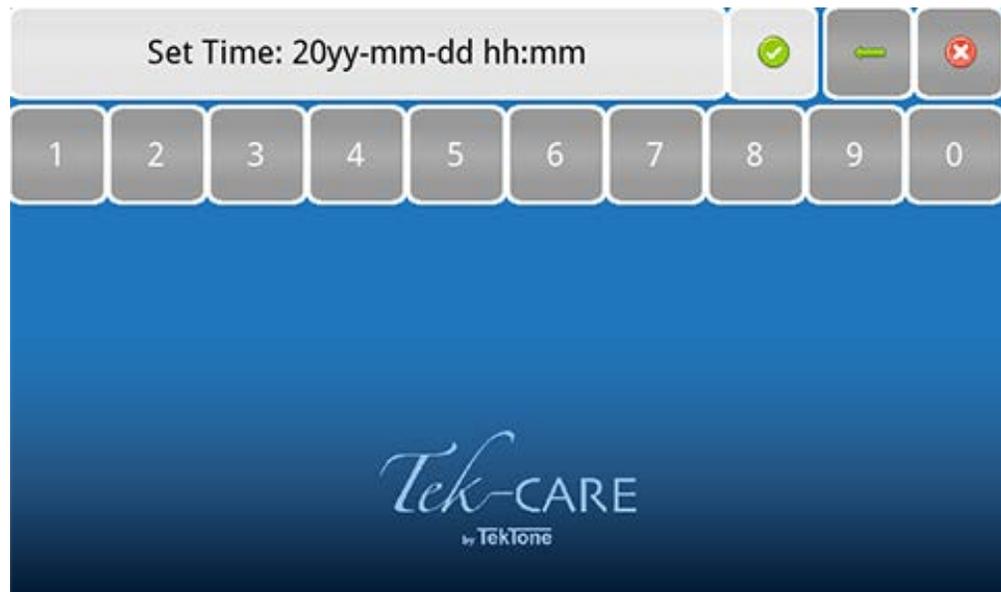
# Time Screen

## Changing the Time

To change the system time, touch the clock in the upper left corner of the screen. The current system time and date will appear as shown below.



To change the system time or date, touch **Set Time** in the lower left corner of the screen. On the next window that appears, enter the date and time in YYYY-MM-DD HH:MM 24-hour format.



Select **Apply** (Green check mark) once the time is set.

## Settings Screen

The **Settings** screen offers several options for volume control, connection, and annunciations.

### Changing the Volume ( NC404TS and NC415G3 only)

To change the **Tone Volume** or **Voice Volume** for the handset, select **Low**, **Medium**, or **High**. Voice Volume also has a **Max** setting. The NC403TS Monitor will only display the **Play Tones** option checkbox when the Settings button is selected. **Tone Volume** and **Voice Volume** are both set to **Medium** in the example below.



Touch the down arrow to get to the **Handset Threshold**. This option will prevent undesirable vox to be present during a call with excessive background noise. Select the correct threshold setting for the master station.



Touch the up arrow to get back to the main **Settings** menu.

The **Annunciation** button allows for configuration of which calls can be annunciated from all selected zones and call types on these screens. **Zones Watched** comprises of a number of stations grouped together. Use the check boxes and the **All** or **None** buttons to select the desired zones to annunciate.

**NOTE:** Changing the annunciations will only change the annunciation settings on that master or monitor. This is not a global change.



On the **Call Filter** page, select which calls should be annunciated on the master station. Use the check boxes and the **All** or **None** buttons to select the desired call filters to annunciate.



On the **Fault Filter** page, select which faults should be annunciated on the master station. Use the check boxes to select the desired faults to annunciate.



Select **Back** to get back to the **Settings** page.



**Play Tones** will allow the option for notification sounds to play when there is a fault or an incoming nurse call. This feature is only available on the NC403TS Monitor.

If desired, select **Pre-Announce** which will indicate to the staff and personnel in the room of the station that an audio session is about to start.

**Connection** will show the **IP address** and **Device ID** that was originally assigned when the monitor was brought online.

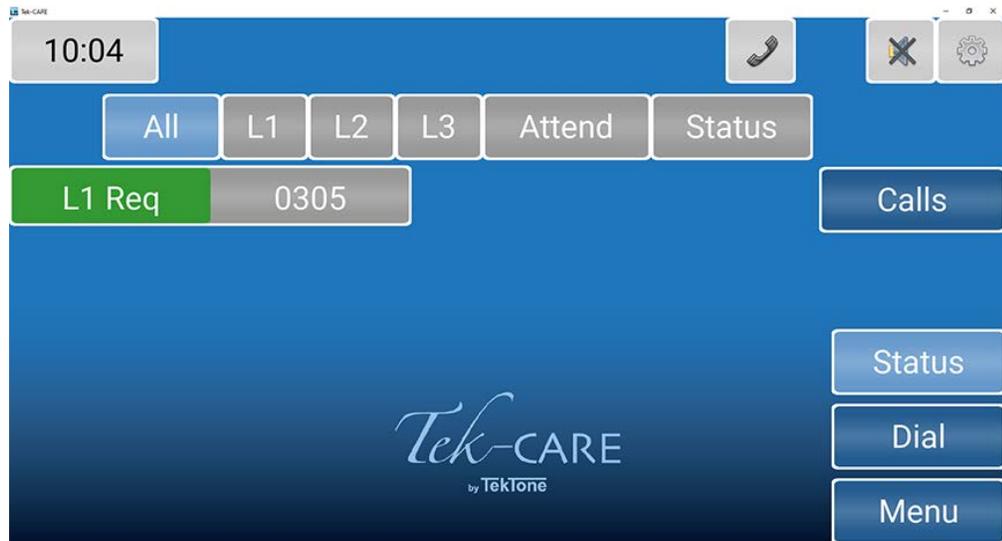
**WARNING:** Do NOT make any changes to the **Connection** screen without the presence of a technician or IT personnel.

## Status Screen

The **Status** screen shows a list of active calls with a status.

Once a status is selected, the button on the details screen changes color, and the status annunciates on the system.

If a status is annunciating, the **Status** button on the right side of the screen turns red to notify staff. Active statuses may be viewed by touching the **Status** button.



Touch the background or the **Calls** button to return to the home screen.

See **Dial Screen on page 14** on how to set a status.

# Dial Screen

Touch the **Dial** button to access the **Dial** screen. Enter the Station ID.



Touch the **Search** button to open the **Call Details** page.

Once on the **Call Details** page, you can use the buttons to place statuses on the station, attend calls, and other options.



A **Stat** call can be used as a staff emergency. Touch **Stat** if there is an emergency for the patient in the room with that station. Stat can only be reset at either the station itself, the NC402TS, NC404TS, NC415G3, or on the NC404L sidecar. To clear this option at the master station, select **Stat**, touch **Reset**, then press the **RESET** button on the sidecar.

**L1, L2, and L3** represent different levels of aid, such as housekeeping or a nurse is needed. Touch any of the levels of care to send out a request letting assigned staff know how to help the patient. To clear an **L1** through **Attend**, either touch the button on the master station, or go to the room and reset the station.

**Status 1** and **Status 2** are created by the facility's technician and can be used depending on the situation (like a fall risk) which triggers a dome light. Touch either **Status 1** or **Status 2** to either enable or disable them.

Touch **Send MSG** to send either a preprogrammed or custom message to individuals or a staff group about the station if a form of messaging has been integrated with the system.

Touch **Settings** to edit the settings for that station.

On the **Settings** page, **Zones** will show which zone the station is currently in or will allow you to add the specific station to additional zones that are watched by the master station. Touch the zones to include that station. If changes are additions need to be made for these settings, refer to the facility technician for more information.



Select **Audio** to change the speaker volume and mic gain for that station.



Choose either **Full Duplex** or **Half Duplex**. **Full Duplex** enables simultaneous audio to and from the station (like a telephone - talk and listen simultaneously). **Half Duplex** only allows audio to work from one station at a time (like a radio - push to talk, release to listen).

**NOTE:** It is recommended to contact the facility's technician for more information on these two audio settings.

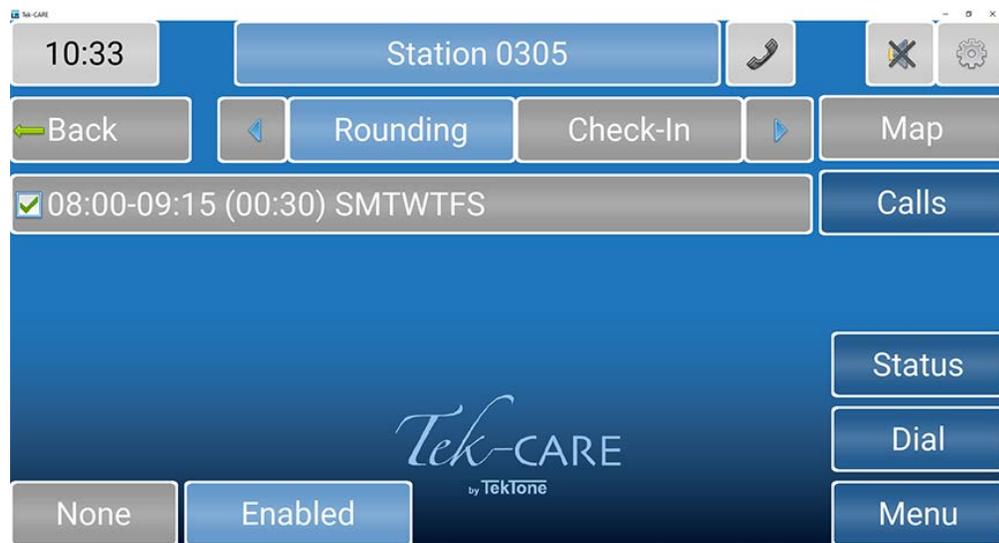
Select **Default** to revert back to the default audio settings. Change the **Speaker Volume** and **Mic Gain** with the blue arrows. **Speaker Volume** will change the volume of the speaker. **Mic Gain** will adjust the input volume on the station.

### Staff Rounding

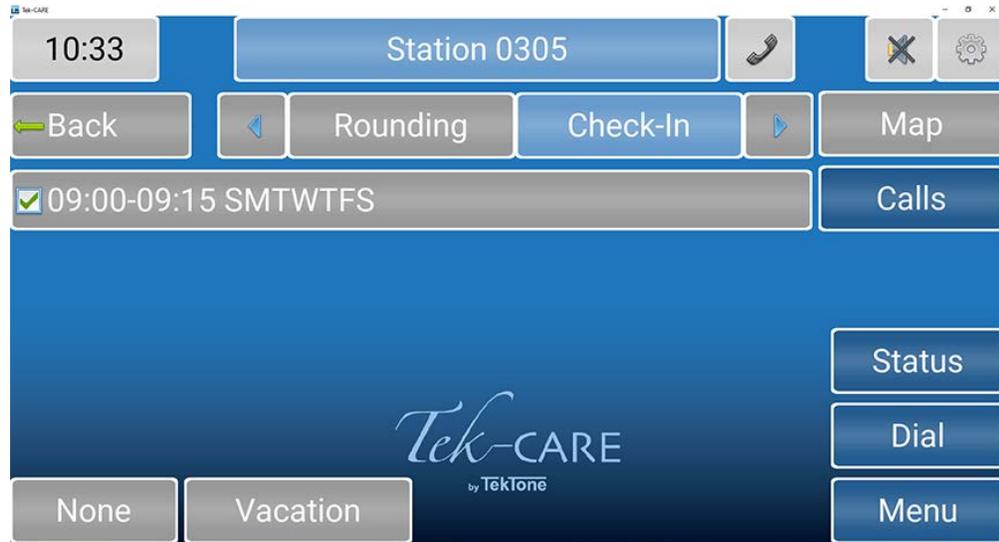
With the staff rounding feature enabled via the facility technician, facilities can set schedules and reminders for rounds. This feature allows the nurse call system to register when a staff member enters a patient or resident room during their scheduled time period and presses the designated rounding button all in a timely manner.

If the rounding feature is available for the facility, touch **Dial** and enter the station or select the station icon. At the bottom, select Settings. On the **Station Settings** page, touch the arrow next to **Audio** and select **Rounding** to select a rounding schedule for the station. Select the applicable rounding schedule for the station. Touch **None** at the bottom of the screen if none of the rounding schedules should be selected for that station.

To create additionalFor more information on rounding schedules, please contact the facility technician for more information. refer to the **Rounding Settings** and **Rounding Schedules** sections in the IL855 LS450 ConfigTool Installation Manual.



Touch **Check-In** to see what days and times the patient has to check-in. Typically, assisted living facilities use this feature. If the resident doesn't check-in on the station located in his/her room, an inactivity alarm will appear on the system.



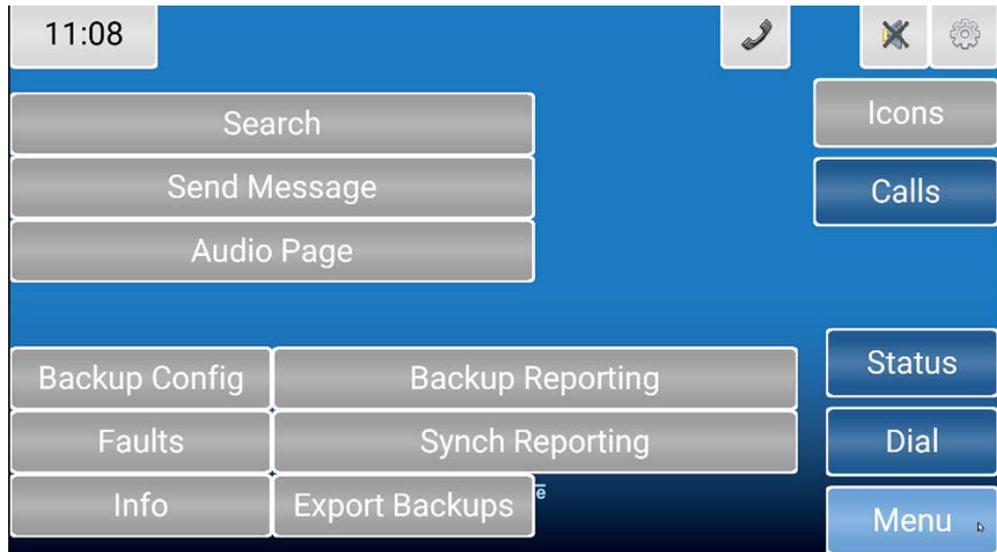
Touch **None** at the bottom of the screen if none of the check-in schedules should be selected for that station.

Touch **Vacation** at the bottom of the screen to turn off the check-in if the resident will be absent from the facility. To remove the station from vacation mode, either touch **Vacation** again or go to the patient station and press **Reset**.

Touch the blue arrow next to **Check-In** to add the station to zones and select the appropriate call types for that station.

## Menu Screen

The **Menu** screen is used to view system information, sync reporting, and create backups.



The **Search** button enables you to search for **Patients** or **Staff** that have been added into the system.

The **Send Message** button allows you to send either a preprogrammed or custom message to individuals or a staff group.

The **Audio Page** button will allow you to talk to all masters, stations, or zones the master station is assigned to watch. Touch **Master Page**, **Zone Page**, or **System Page** to page all audio capable masters, zones, and devices on the system that the master station is watching. Either pick up the handset, or hold down the **TALK** button next to the handset to communicate with the selected group.

It is recommended to contact the facility's technician for information on **Backup Config**, **Backup Reporting**, **Faults**, **Synch Reporting**, **Info**, and **Export Backups**.

The **Calibration** button will allow the user to touch a series of points on the screen to aid in calibration on the NC402TS Master Station.

On the NC415G3, touch the **Clean** button to temporarily disable the touchscreen so that it can be wiped down. The gray **Reset** button on the far-right side of the NC415G3 is used to exit cleaning mode.

## Using the NC404L Sidecar Master

The NC404L audio-visual sidecar master pairs with the touchscreen monitor to complete the NC404TS Master Station console.

**NOTE:** If something were to happen to the monitor, the NC404L is considered a master station and can handle most functions of the monitor with the buttons on the sidecar such as answering calls and displaying faults.

The highest priority alarm is always shown at the top of the list of the NC404L.

Select any active call on the main screen and go to the **Call Details** screen. Picking up the handset or pressing the **TALK** button will connect to that station placing a call. Press the **TALK** button to speak and release the button to listen.

If more than one call is active on the system, a scroll arrow will appear to the right of the list. Scroll through the list with the **CALLS** button to choose the call you wish to answer. Calls are sorted based on priority and time.

Once the call is complete, either hang up the handset or press the **RESET** button.

**NOTE:** Only calls with **Call Types** with **Attended** unchecked in the ConfigTool: Only certain calls will reset when the handset hangs up. Other call types have to be reset at the station where the call is placed.

Select **Faults** to view any faults present on the system.

## NC402TS Membrane Keypad Buttons

The pull-out membrane keypad of the NC402TS Master Station allows the following function buttons:

<b>Button</b>	<b>Function</b>
<b>ALPHA</b>	Toggle from alpha to numeric key functions
Alpha/Numeric	A–Z, SPACE, 1–9
Arrow keys	up, down, right, left for menu navigation
<b>ENTER</b>	Selects dialed item
<b>NEXT</b>	Cycles between beds on a single station
<b>VIEW</b>	View a selected item
<b>PAGE</b>	Audio page to selected zones
<b>MONITOR</b>	Monitor selected zones
<b>PRIORITY</b>	Cycle priority for selected station
<b>ZONE</b>	Select zone from list
<b>VOLUME</b>	Access master station volume dialog
<b>TONE SILENCE</b>	Disable audible call annunciation*
<b>MENU</b>	Access drop-down menu
<b>STAT</b>	Upgrade/place staff emergency call** to selected station
<b>L1</b>	Level 1 service request
<b>L2</b>	Level 2 service request
<b>L3</b>	Level 3 service request

\* Only for call types designated at setup, Routine by default. Tone regenerates upon new call event.

\*\* Or user-defined call type

## Appendix: NC401VFD Master Station

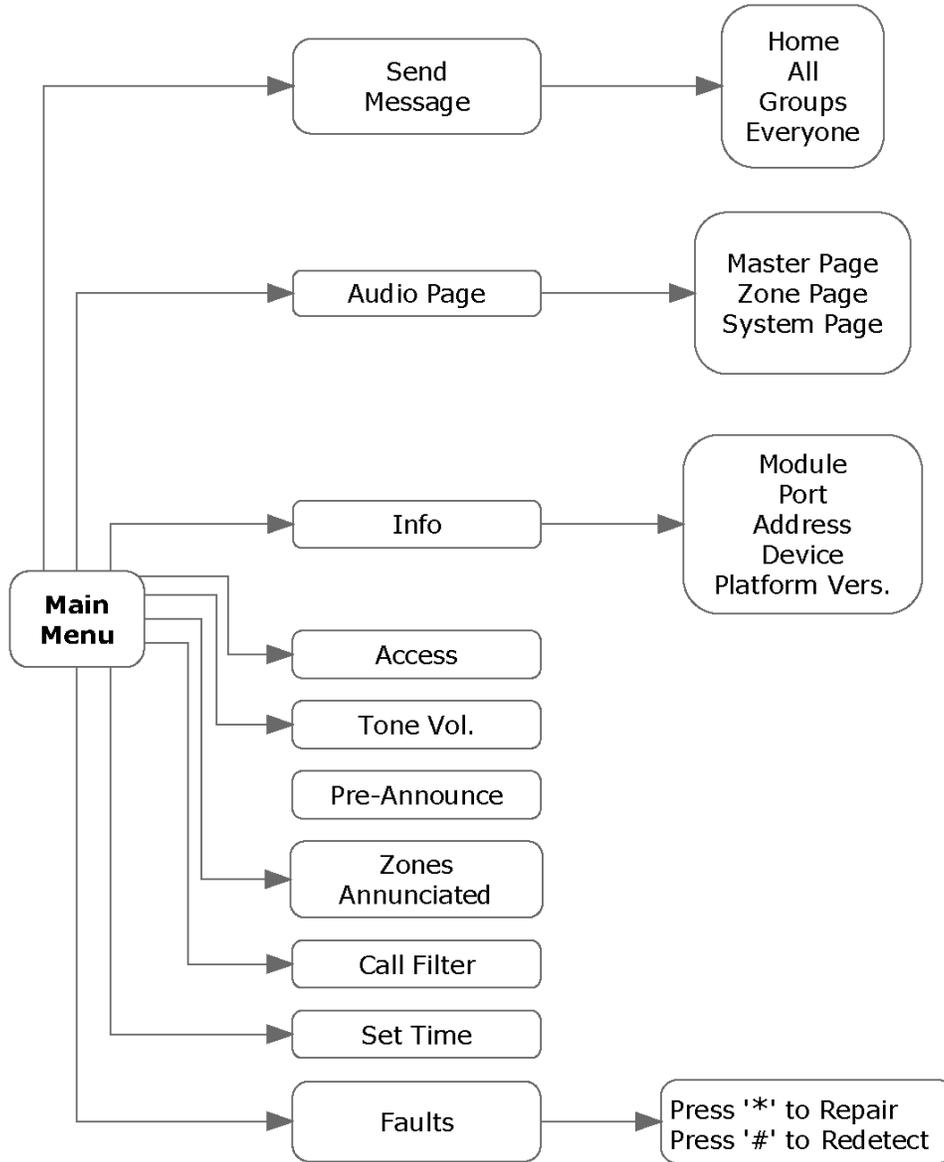
This appendix will review how to use the new interface NC401VFD Master Station.

The NC401VFD Master Station is completely self-contained, including a 4×40 Vacuum Fluorescent Display, 20 programmable function buttons, alphanumeric and navigational keys, and a pull-out drawer with quick reference user instructions. The NC401VFD displays up to 4 incoming calls simultaneously and allows staff to select or scroll to any active call using navigational keys on the keypad. Staff may answer calls via the loudspeaker (controlled by the **TALK** button) or via the handset. The master station is usually located on a desk or countertop, within easy reach of facility staff.

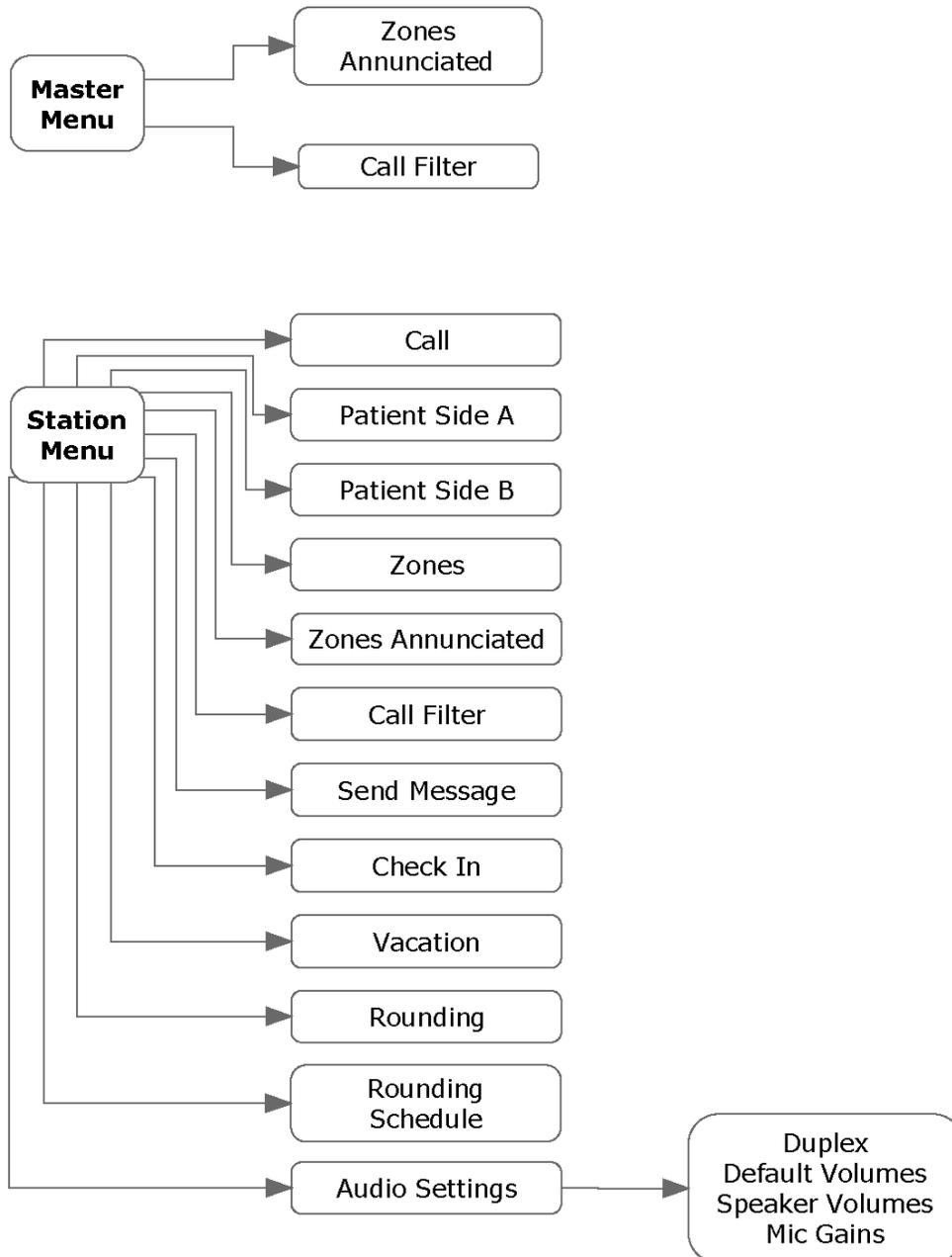
The following pages will show the navigation charts for various devices and menus.



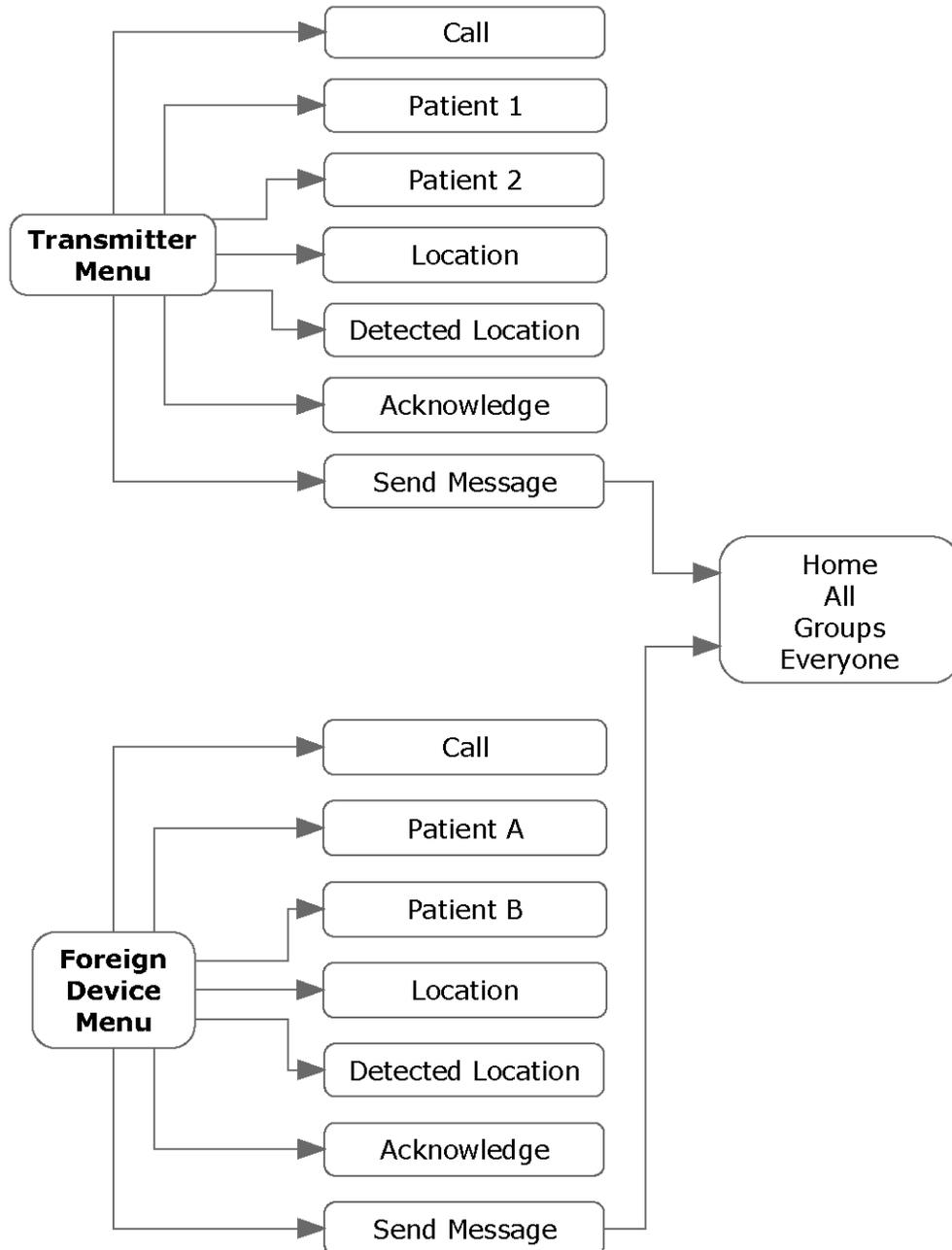
On the home screen of the NC401VFD Master Station, press **Menu** twice on the keyboard to get to the **Main Menu**. Scroll through with the up and down arrows and press **Enter** to get to the different menu options. Below is the tree-view navigation chart of different options under the **Main Menu**. Press **Menu** to get back to the **Home** screen.



Enter the name of the station and click **Enter** to get to either the **Master Menu** or the **Station Menu**. Press **Alpha** on the keypad if the station has a letter in the name. Press the letter on the right side of the keyboard and press **Alpha** again to go back to using numbers. Press **Enter**. Use the arrows to scroll through each section and press **Enter** to get to the right page. Below is the tree-view navigation chart of different options under the **Master Menu** and **Station Device Menu**.



If the facility is using transmitters or has a foreign device that is integrated into the Tek-CARE system, type in the name of the device. Press **Alpha** on the keypad if the device has a letter in the name. Press the letter on the right side of the keyboard and press **Alpha** again to go back to using numbers. Press **Enter**. Use the arrows to scroll through each section and press **Enter** to get to the right page. Below is the tree-view navigation chart of different options under the **Transmitter Menu** and **Foreign Device Menu**.



## NC401VFD Keypad Buttons

Each of the membrane keypad's 20 programmable buttons can be assigned to a patient station, a zone, a master, the system, or to one of these following functions:

Button	Function
<b>ALPHA</b>	Toggle from alpha to numeric key functions
Alpha/Numeric	A–Z, SPACE, 1–9
Arrow keys	up, down, right, left for menu navigation
#	Selects bed when dialing a station
<b>ENTER</b>	Selects dialed item; cycles between beds on a single station
<b>MENU</b>	Cycles between the different screens
<b>RESET</b>	Resets an audio connection or clears a selection
<b>TALK</b>	Establishes an audio connection
<b>MONITOR</b>	Monitor audio in selected zones
<b>ATTEND</b>	Display staff at selected station
<b>FOLLOW</b>	Send incoming calls to selected station
<b>HOLD</b>	Returns current call to the call list
<b>TONE SILENCE</b>	Disable audible call annunciation
<b>STAT</b>	Upgrade/place Staff Emergency call to selected station
<b>L1</b>	Level 1 service request
<b>L2</b>	Level 2 service request
<b>L3</b>	Level 3 service request