



One Call Systems

User Manual

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Room Unit

(Pear Push Lead and Pull Cord)

The One Call Room Units are designed to withstand the rigors of your busy care environment.

With three alternative versions – Pear push lead, Pull Cords and blank units, you can choose the unit that best suits your needs. Enclosed in a watertight casing and fitted with a rechargeable battery, you can rest assured that our units can be easily washed and will provide reliable service for up to 2 years on a single charge (Depending on use).



The room unit has been designed in a simple casing to ensure the ease of use for both staff and service users alike.

Once a service user has pressed the large orange Call button on the unit, (or pressed the same button on pear push lead/pulled the red pull cord),

The panels will display the specified room with a call, to alert the nurses.

Once the nurse has entered the room, they will press the green button if they have nurse attendance, if not they will just press the reset button to clear.

If the nursing staff require assistance, they will press the green button which will send an assistance call to the display panels. (If the units are in attendance mode, just press the call button whilst in attendance).

A second member of staff will then enter the room and reset the room unit. In case of emergencies, press the red emergency button, once the adequate amount of staff are there to deal with the event, press the reset to clear.

The units come with a reassurance light on the room unit, each time a button is pressed the unit will flash red intermittently until it has been reset. You can also easily check the battery level on any room unit, simply press the reset on the unit

whilst it is idle, if the unit flashes green then the battery level is okay. If the unit flashes red, then the battery needs recharging.

Simply, remove the back of the unit and plug into a USB C charger, once you have plugged the unit in, the internal LED will be on a permanent red, once the charge is complete this will change to a blue LED, put the back casing back on and return to the room.

Your unit is now charged. The jack socket on the bottom can be used with a pear push lead, or any sort of fall detection as long as it has the right plug, we can make adjustments where required.

PIR Sensor

At One Call, we prioritize patient safety, which is why we recommend our PIR Sensor for fall detection. This sensor can be built into a room unit or used as a separate device to detect motion and prevent falls in at-risk patients.

With its advanced technology and easy setup, the PIR Sensor is the best and most affordable solution for fall detection on the market.

The product provides a 12 square meter radius of coverage and eliminates any potential tripping hazards with its wire-free design.

With our PIR Sensor, you can expect an efficient and reliable solution for your NurseCall system.

Like the room unit, the PIR sensor also has a rechargeable battery and the battery status and charging sequence are also the same.

Please be aware that the PIR sensor has less battery life than the Room Unit, but you should still get around 6 months per charge.



Door Contacts

At One Call, we understand that patient safety is paramount. That's why we offer door contacts as part of our extensive range of NurseCall products. Our door contacts instantly notify staff members through the display panels when a door is opened, ensuring that patients are always safe.

These can be set as a call, assistance or emergency depending on what you require. The coding is the same as the PIRs and Room Units, and the charging is also the same.



To activate the door contact simply run a magnet that will be provided at the bottom of the unit, the unit will flash red, this means its armed.

Once the door is opened it will alert the staff. Simply close the door, reset the unit, and then re-arm it with magnet.

Recoding the Room Unit, PIR and Door Contacts

The units require two different codes: the House Code and the unit ID.

To code the House Code:

Press and hold reset.

Whilst reset is held down press and release emergency

Whilst reset is still held down press and release attendance



Release reset

(Red LED should be on permanently)

Press attendance once (You're now in House Code Mode)

Emergencies are 100's, Attend are 10's, resets are units.

To code the House Code for example

Press Attendance five times

Press Reset once

Press the big call button to store.

To code the unit ID:

Press and hold reset,

Whilst reset is held down press and release emergency

Whilst reset is still held down press and release attendance

Release reset

(Red LED should be on permanently)

Press reset once

Emergencies are 100's, Attend are 10's, resets are units

To code to unit ID 123

Press Emergency once

Press Attendance twice

Press Reset three times

Press Call to store, your unit would now be coded to HC 51 unit 123.

Please note if you just need to change the room number just use the unit ID not the House code.

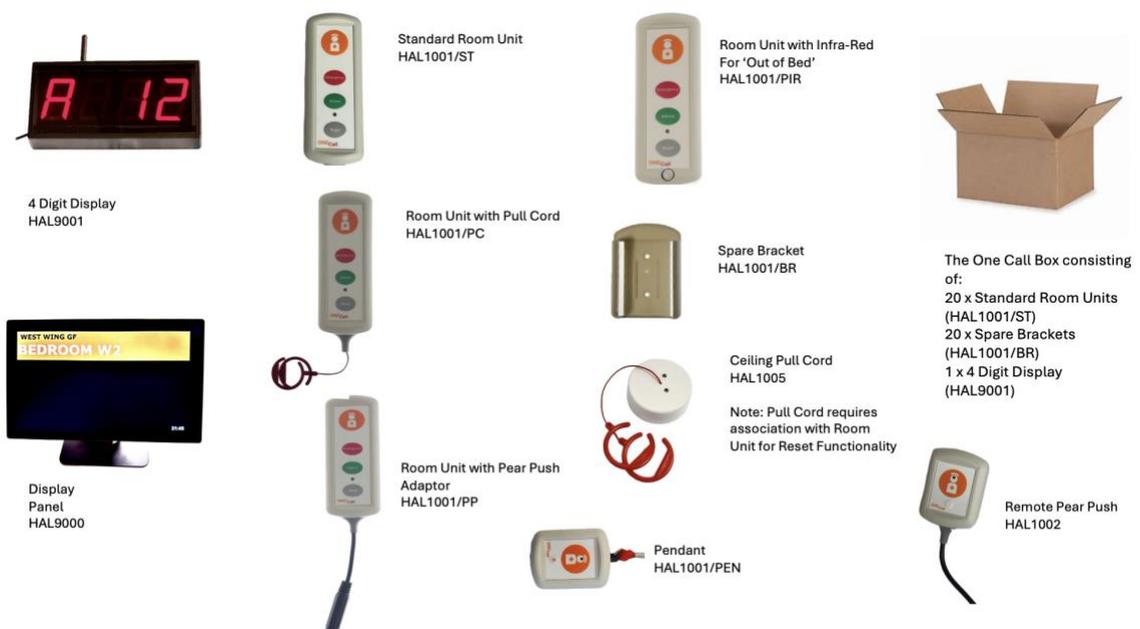
Always listen out for beeps, if the unit for some reason double beeps, the count this as two presses.

Pendants and Coding

The One Call Pendant is a standard remote pendant on an anti-ligature lanyard.

These can be coded to different call types depending on the customer preference.

All the service user has to do is press the big orange call button, the staff member will then answer the call and reset using the smaller reset button.



To Code the Pendant:

Press and hold reset

Press call twice

Release reset

Press call once

Red light should now be on

To input HC 51

Press call once for 0 hundreds

Press reset 5 times

Press call

Press reset once

Press call

To input unit ID 123

Press reset once

Press call to store

Press reset twice

Press call to store

Press reset three times

Press call to store

This will now be coded to

HC 51 united ID 123 (please use this as a guide and adjust to your needs).

Display Panels

Display panels may vary depending on which panel you have ordered. The display panel requires a 13-amp socket, preferably unswitched and is only to be touched by management or trusted NurseCall engineers.

The panels have a standard HTM sounds but this can be altered upon request.



All panels will then sound whenever a call from a unit is made. They will also have a time on there to indicate to staff how long a call has been active.

Calls have an order of priority on the displays, the lowest priority calls are the green attendances, then the next priority is the orange call.

Blue assistance is next priority, and the highest priority is the red emergency.

If there are multiple calls on your screen, the call that has been calling the longest will be the highest priority,

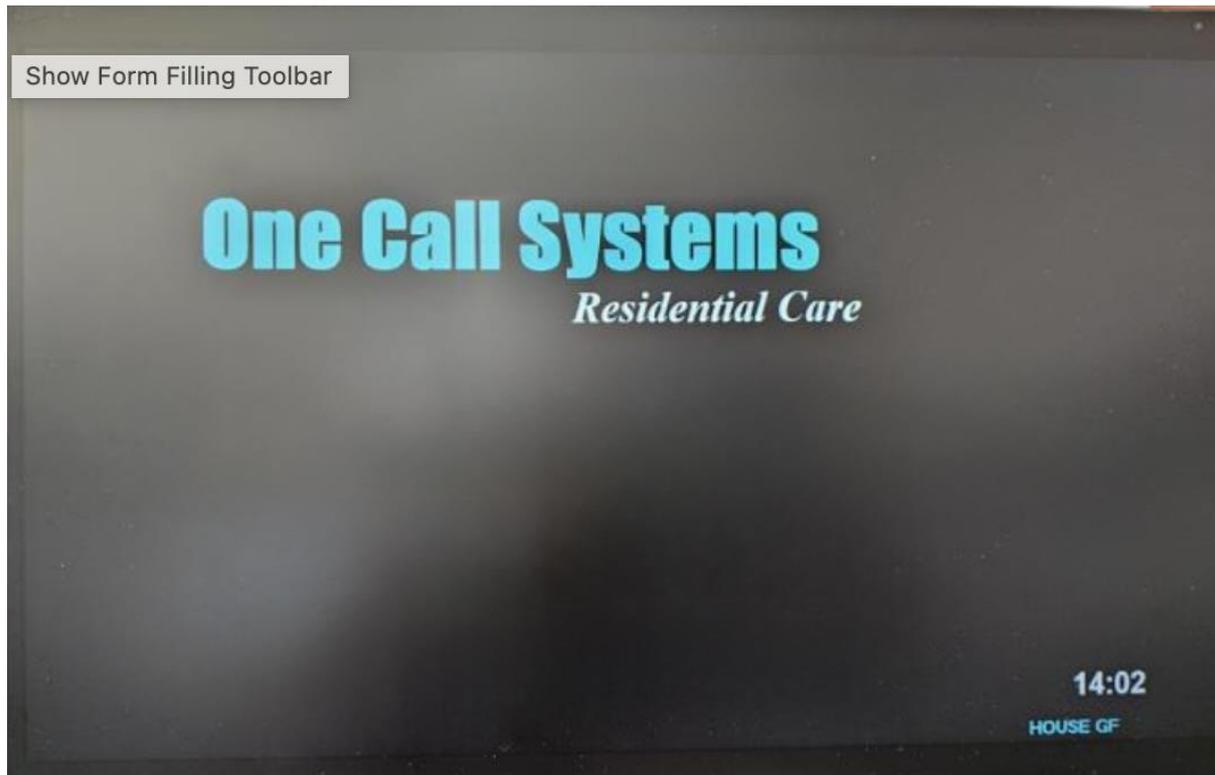
unless another call changes that to a higher priority.



Battery back-up does not come as standard, however is very easily put onto the displays and it can have an hour and a half capacity, if you have a power cut.

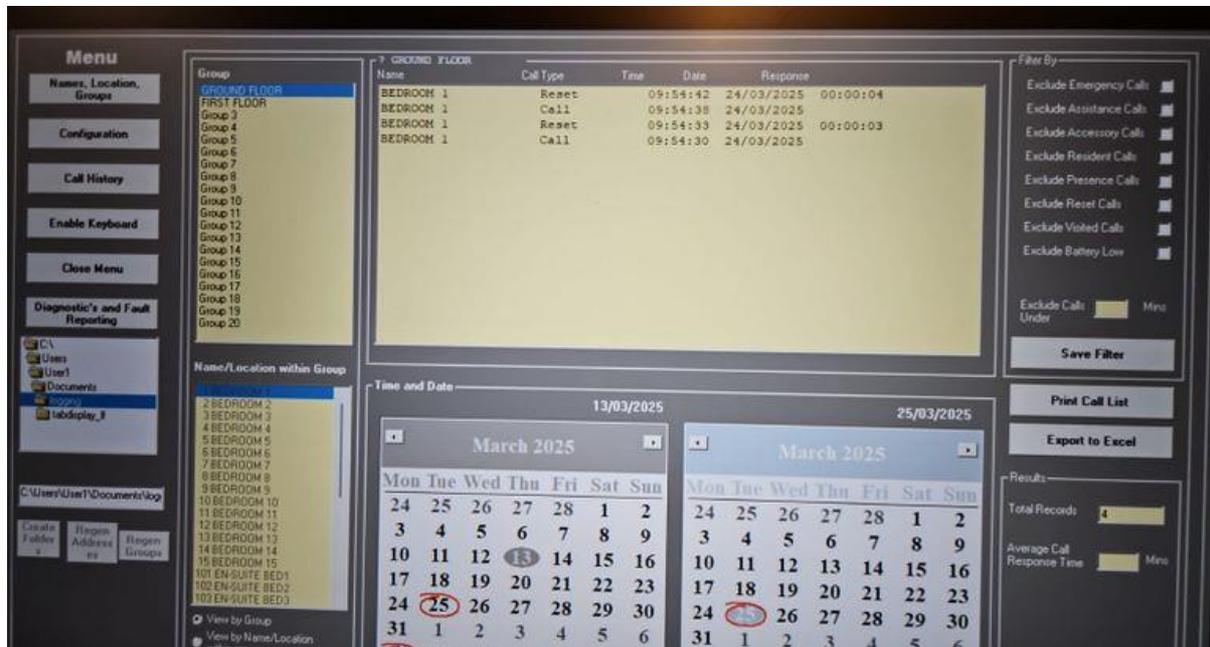
Call Logging

To access the call logging press on the clock on the bottom right of your screen that looks like the picture below. Input the code given to you by the engineer who installed your system.



that will look like the following picture. To get the report you would like, choose the zone which you need, and then choose what call types you would like to see. (If you want to see all call types just ensure that they are all ticked).

Then choose the date range that you require, and your report will automatically show on the top of your screen.



You can either then export it to excel by inserting a USB drive into your display and pressing export to excel, or you can print straight to a printer if you have one connected your display.

Once you have finished click on the close menu option and your screen will return to normal.

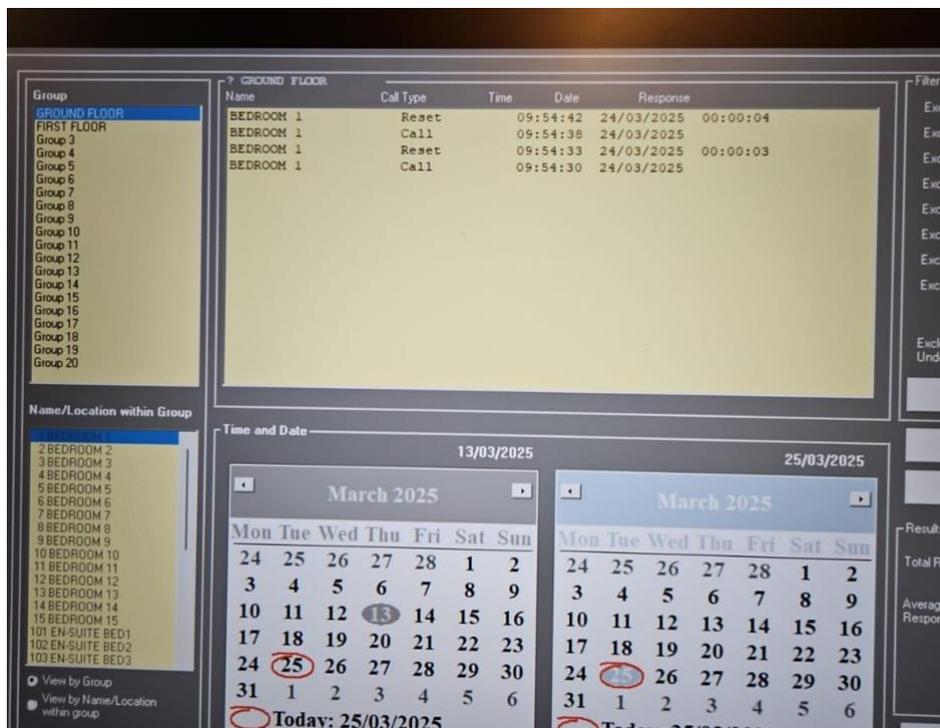
Panel Setup

Your NurseCall system panel will be set up upon installation and there should be no need to adjust these settings.

However, if you do need to make changes to access the different settings, again press on the clock on the bottom right-hand side of your panel and input your code.

Names, Locations, Groups.

Here you can change your locations or add more if required. You can also then add or edit bedrooms that you require. If you need to add a bedroom door to the ground floor room 7, choose the zone you require on the left-hand box, on the central box scroll down to the number you require, in this instance we are going to use number 407. Then highlight 407 and click the add to group.

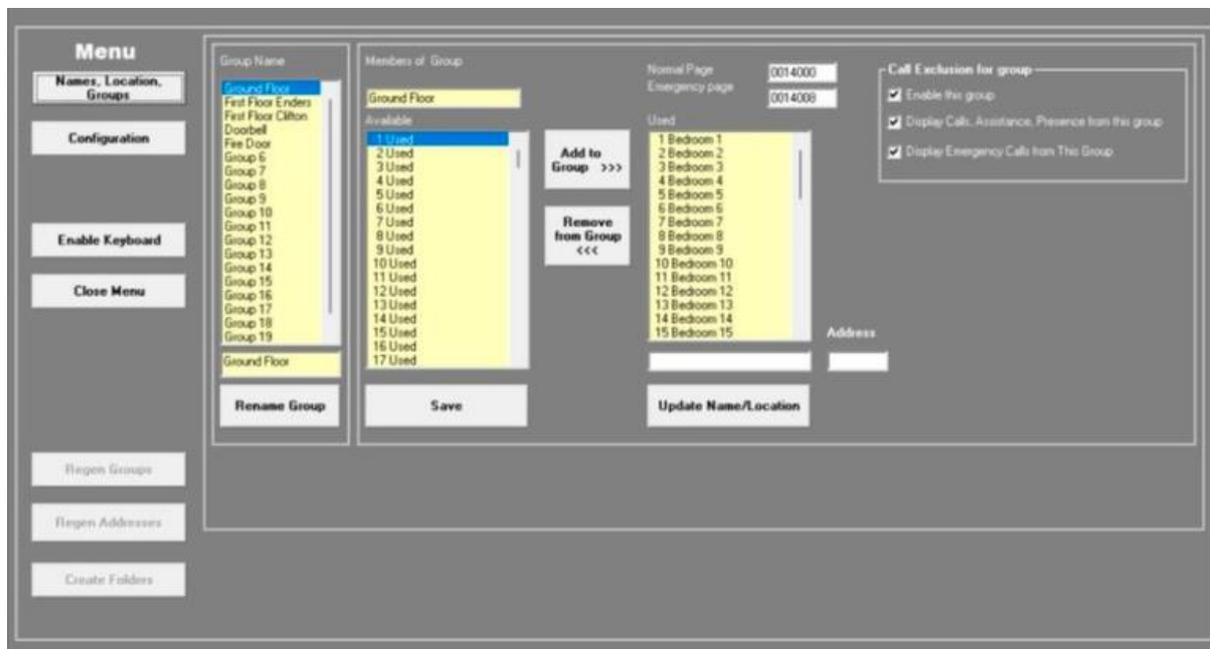


On the right-hand box, scroll down to the number you have added, then in the box you can type in (Above the button update name/location) room door 7 and click the update name/location.

Configuration

On the configuration tab, you can change what your display says on your idle screen, for example you can change it to your required name and press save configuration. Your panel will reset the app and then your changes will be evident.

Here you can also find important information like your House code. Please never touch this unless instructed by a NurseCall engineer!!



The later version of software will also have sound control on this page. Simply adjust the sound here and again press save configuration once the desired sound has been achieved. More updates will occur, and updates to this user guide will be sent when the updates go live.

Once you have finished your changes, click close menu and your screen will be back to your idle screen.