

# Intercall user guide

# 600



## Making the most of your Intercall 600 system

This guide is intended to give a brief overview of the operation of your Intercall 600 system. Please study this leaflet so you are familiar with the operation of your system and can fully utilize all the features that it has to offer.

### Intercall 600 call levels and what they mean:

Call	– Standard patient call
Assistance	– Staff requiring assistance
Emergency	– Staff requiring 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 600 call points

**standard call** – can be generated by pressing the “Call Button” on the call point, or by operating the **pear lead**, **ceiling pull switch** or **remote trigger**. The re-assurance light flashes red on the call point to confirm that a call has been made.

**staff present and staff location** – when a member of staff enters a resident’s 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 illuminates green. Other members of staff can now locate them by simply pressing and holding the “Show Staff” button on any display. When the member of staff leaves the room, they **MUST** press the “Reset Button” again so the green light is extinguished and the “Staff Present” has been cancelled.

**staff assistance call** – this can only be generated when the call point is in “Staff Present” mode and the reassurance light is green. Pressing the call button will generate an “Assistance” call, and the re-assurance light will flash red/green. 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 reassurance light is off.

**staff emergency/crash call** – this can be generated at any time by pressing the “Call Button” and “Reset Button” simultaneously on the call point. This is confirmed with the re-assurance light flashing red rapidly. To cancel the emergency call press the “Reset Button” once, the call point is now in “Staff Present” mode with the re-assurance light illuminated green. To cancel the “Staff Present” mode, press the “Reset Button” again until the re-assurance light is off.

**call accept** – to avoid several members of staff responding to the same call, calls may be accepted from any display unit. To accept a call, wait until the call you wish to accept is on the top line of the display and press the “Reset Button”. The call point re-assurance light will flash green to let the resident know that staff are on their way. The call point will return to its calling condition if the call point is not reset within a pre-set time period. Only “Standard” calls and “Assistance” calls can be accepted.



## using Intercall 600 display units

### Intercall 600 call levels and what they mean:

<b>Call</b>	– Standard patient call
<b>Assistance</b>	– Staff requiring assistance
<b>Emergency</b>	– Staff requiring urgent assistance
<b>Present</b>	– A member of staff is in the room
<b>Visit</b>	– A member of staff has accepted the call at the display and is on their way to the resident



**standard call** – will make a short uninterrupted tone that repeats every 2 seconds. The number shown on the left identifies the queue position. E.g. the lowest number indicates the oldest call. On the left we have two standard calls active on the display. “**Bedroom 24**” was the first call made and is older than the “**Lounge**” call which is given call number 2.



**assistance call** – an “**Assistance**” call will make two short tones which are repeated every 2 seconds. On the illustration on the left there is a standard call from “**Bedroom 24**”, and an “**Assistance**” call from the “**Dining Room**”. The “**A**” after the call number identifies the call as an Assistance call.



**accepting a calling resident (accept call/visit)** – to prevent several members of staff from responding to the same call, calls can be “**accepted**” from the display unit. To accept a call, simply wait until the call you wish to accept is on the top line of the display unit, then press the “**Accept Call**” button. It is only possible to accept standard and assistance calls from the display.



**staff emergency/crash call** – an “**Emergency**” call will make a series of short fast tones, which are repeated continuously. On the illustration on the left the word “**EMERGENCY!**” indicates the urgency of the call. The accept facility is not available on emergency calls and the staff must attend the room to reset. When an Emergency call is active, all other calls are held in memory but only displayed when the Emergency call has been reset.



**locating other members of staff** – to locate other members of staff either in a residents room or on their way to a call, simply press and hold the “**Show Staff**” button on any display panel. On the illustration to the left, a member of staff is present in “**Bedroom 24**”, indicated by the small “**p**”, and a member of staff has “**accepted**” and is “**visiting**” the call from the “**TV lounge**”, indicated by the small “**v**”. Numbering of “**Visit**” and “**Nurse Present**” events is the same as standard and assistance calls.

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