Systems*technologies*

Vision$_{Link\ II}$®

Wireless Nurse Call System

Installation Manual

Issue 07 - September 17, 2019

Part Number VL3322-01

Warning

VisionLink II is a life safety system and the installation of other software or hardware on the system CPU is not supported and may compromise system integrity and void the system warranty resulting in an hourly charge for technical support. Systems Technologies strongly recommends that a separate computer be used for any other software programs.

Notice

The contents of this manual, which reflect current Systems Technologies standards and which document VisionLink II software version 1.9.0.6 are subject to revision or change without notice. Software packages released after the publication of this manual will be documented in addenda or succeeding issues of the manual.

If additional information is required, please contact:

Systems*technologies*
Technical Support
11310 N. Government Way
Hayden Idaho 83835

Phone: 208-762-6800
Fax: 208-762-4877
Email: support@wirelessnursecall.com
Website: www.wirelessnursecall.com

Safety Regulations

When using your emergency nurse call equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read and understand all instructions.

2. Follow all warnings and instructions marked on the product.

3. If cleaning should be required, use standard computer shutdown procedures. Unplug the system from power before cleaning. Do not use liquid cleaners or aerosol cleaners - use a slightly damp cloth for cleaning.

4. Do not use the system near water or place in a damp room.

5. Do not place the system on an unstable cart, stand, or table.

6. The system case openings must not be blocked or covered. Never place the system in a cabinet without proper ventilation.

7. The system and all its components should be powered by the supplied battery backup.

8. Do not locate the system where the cord can be tripped on or abused by persons walking on it.

9. Do not use an extension cord to power the system.

10. To reduce risk of electric shock, do not disassemble the system. Opening or removing covers may expose you to dangerous voltages or other risks. Opening the system will void the warranty. Contact Systems Technologies when service or repair work is required.

11. Call Systems Technologies immediately if any of the following conditions occur.
    - The power cord becomes damaged.
    - The system has become exposed to any liquid.
    - If the system has been dropped or damaged.
    - If the system is not functioning properly.

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Hardware Installation

HEAD END EQUIPMENT

Battery Backup

1. Remove battery by sliding cover off of bottom of the unit.
2. Attach red wire to battery terminal and replace the bottom cover.
3. Plug unit into wall outlet and press the power button on top of unit. LED will turn solid green.

Monitor

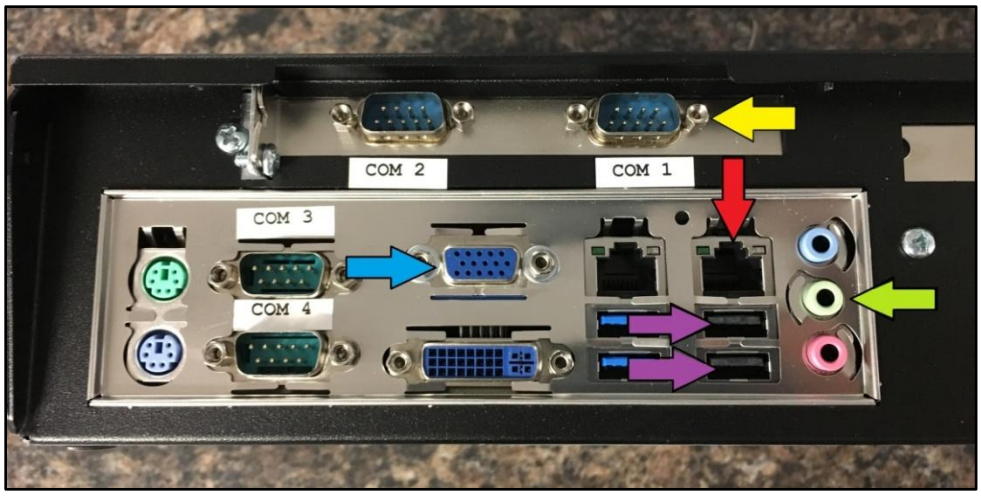
1. Plug power cord into power jack on back of monitor. Plug other end into *Battery + Surge* side of battery backup.
2. Plug audio cable (green ends) into audio jack on back of monitor. Leave other end unplugged until computer setup.
3. Plug VGA cable (blue ends) into VGA jack on back of monitor. Leave other end unplugged until computer setup. Tighten thumb screws on both ends.

Console Receiver

NOTE: Install console receiver a minimum of 4 ft. away from other electronic equipment and other metal surfaces.

1. Attach small black antenna to top of the receiver.
2. Plug power supply into power jack on the receiver. Plug other end into *Battery + Surge* side of battery backup.
3. Ensure DB9 cable (tan) is securely connected to the receiver. Leave other end unplugged until computer setup.
4. Watchdog feature on VL172-2, VL175-WD, and VL3350 units will monitor connectivity of the console receiver. To enable this, see page 46.

Computer



1. Plug DB9 cable from receiver into COM 1 (yellow arrow), audio cable from monitor into green arrow, VGA cable from monitor into blue arrow, mouse and keyboard into purple arrows, and network cable (if available) into red arrow.
2. Plug power cord into power jack on computer. Plug other end into *Battery + Surge* side of battery backup.
3. ***Insert flash drive provided with system into an open USB port in the back of the computer.***

NOTIFICATION EQUIPMENT

All-in-One Client Displays

1. Turn the battery backup upside down to access the battery plug.
2. Insert the orange colored plug into the slot to activate the battery.
3. Plug into wall outlet and press the power button on top. The LED will blink several times, then will turn solid green.

1. Plug the provided power cables into power jacks on the small CPU and the monitor and ensure that the monitor is plugged into the CPU via the HDMI cable. Plug the other end of the power cables into *Battery + Surge* side of the provided battery backup (UPS 450).
2. Plug a network cable into the Ethernet port on the CPU. **This must be a connection to the same network that the nurse call server is on.**
3. See page 81 for instructions on how to set up the VClient software for this station.

The paging transmitter will be pre-programmed to work with the VisionLink II nurse call system.

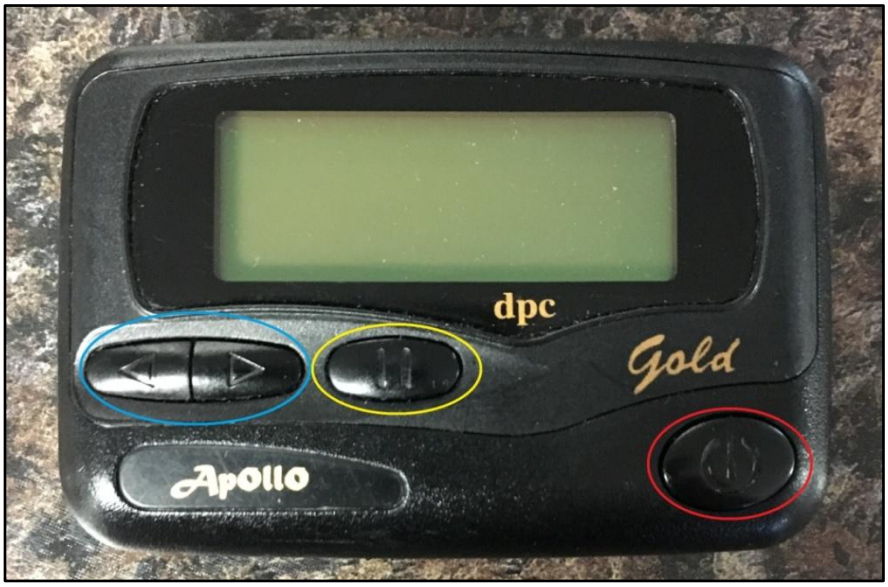
Setting up the Paging Transmitter

1. Attach antenna to top of paging transmitter before plugging in anything else.
2. Plug in DB9 cable into the serial port on paging transmitter. Plug the other end of cable into COM4 serial port on back of the computer and tighten thumb screws on both ends. Ensure software is set to COM4. (See page 42)
3. Plug in power supply into power input jack on paging transmitter. Plug other end into *Battery + Surge* side of battery backup.
4. Ensure correct LEDs are illuminated. During normal resting state, Power and Data should be the only LEDs illuminated.

LED legend:

- Program – illuminates when paging transmitter is being programmed.
- Power – illuminates when paging transmitter is powered up.
- RF TX – illuminates when paging transmitter is actively transmitting signals.
- RF CD – illuminates when paging transmitter detects another carrier. (not used)
- Data – illuminates when paging transmitter is connected to an active COM port.

NOTE: Install paging transmitter at least 4 ft. away from other electronic equipment and other metal surfaces.



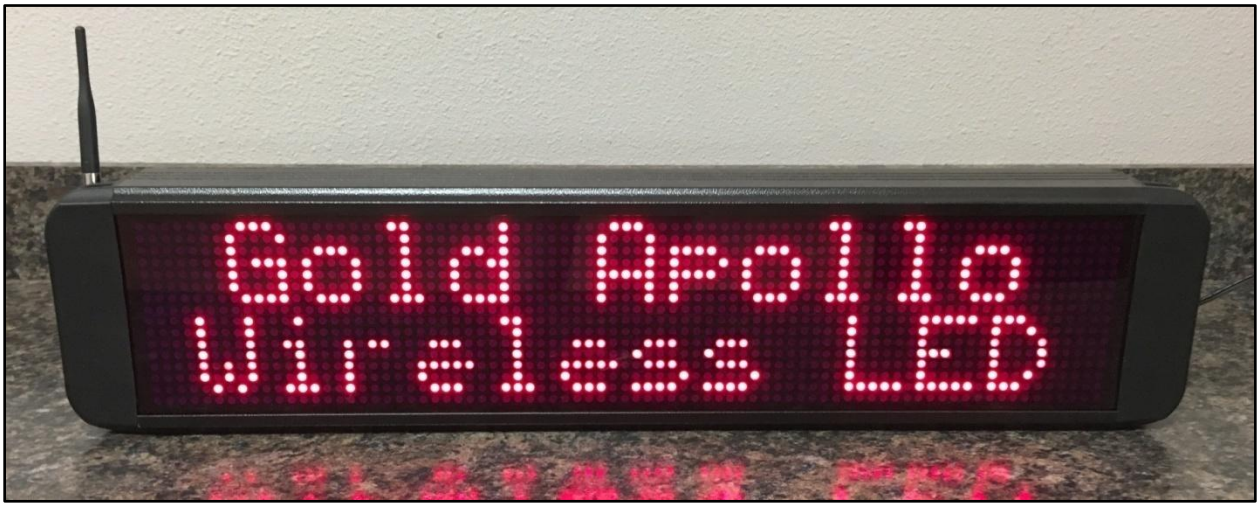
Pagers will come pre-programmed with default settings to work with the VisionLink II nurse call system. However, if more than one capcode is needed, reprogramming of the pager is required.

To program pagers:

1. Press and hold the Select button (yellow). While holding down this button, insert the battery.
2. When *password 0000* appears on the screen, let off the Select button and press the Power button (red).
3. To move the cursor press the arrow buttons (blue), to increment press the Select button.
4. Frequency should read *467.8000* for a normal 2-watt system. Press the Power button.
5. Capcode should read *1. on 199XXXX AAAA* the "X" depending on what capcode is needed. Refer to chart below for capcode conversions.
6. Press the power button to cycle through capcodes until you see *Baud Rate*.
7. Baud Rate should read *512* for a normal 2-watt system. Press the Power button.
8. Adjust contrast as needed. Press the Power button twice.
9. You will hear an audible beep followed by a *pass* screen. The pager is now programmed.

VisionLink II Capcode	Pager Capcode		VisionLink II Capcode	Pager Capcode
100	1998800		107	1998100
101	1998700		108	1998000
102	1998600		109	1997900
103	1998500		110	1997800
104	1998400		111	1997700
105	1998300		112	1997600
106	1998200		113	1997500

NOTE: Paging transmitter holds up to 50 capcodes. Continue the sequence to utilize higher-numbered capcodes.



LED Sign Displays will come preprogrammed with default settings to work with the VisionLink II nurse call system. However, if changes are desired the sign display will need to be reconfigured.

> *NOTE: Most configuration settings can be changed with over-the-air commands via the paging transmitter. Capcodes and frequency can only be changed with the LED sign software included with your order. Please contact SystemsTechnologies for technical support before reconfiguring the LED Sign Display.*

Manually clearing messages off the LED Sign Display:

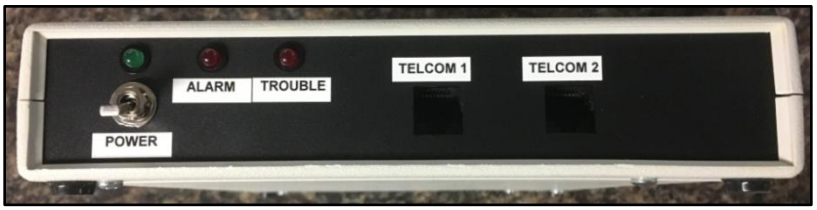
1. In the VisionLink II software, open the Message menu. (See page 60)
2. Select the paging group that the LED Sign Display is a member of.
3. Type in the message field: **GALEDDELALL**
4. Click Send.

In order for the alarms to automatically clear from the LED Sign Display when a device is reset, *Send Notification on Resets* must be enabled in the VisionLink II software. (See page 47)

SDACT Dialer

NOTE: The SDACT dialer will need to be programmed on site with monitoring station account information. The software required is located on the flash drive provided in the Support folder under SDACT Keltron Programmer.

Front Panel



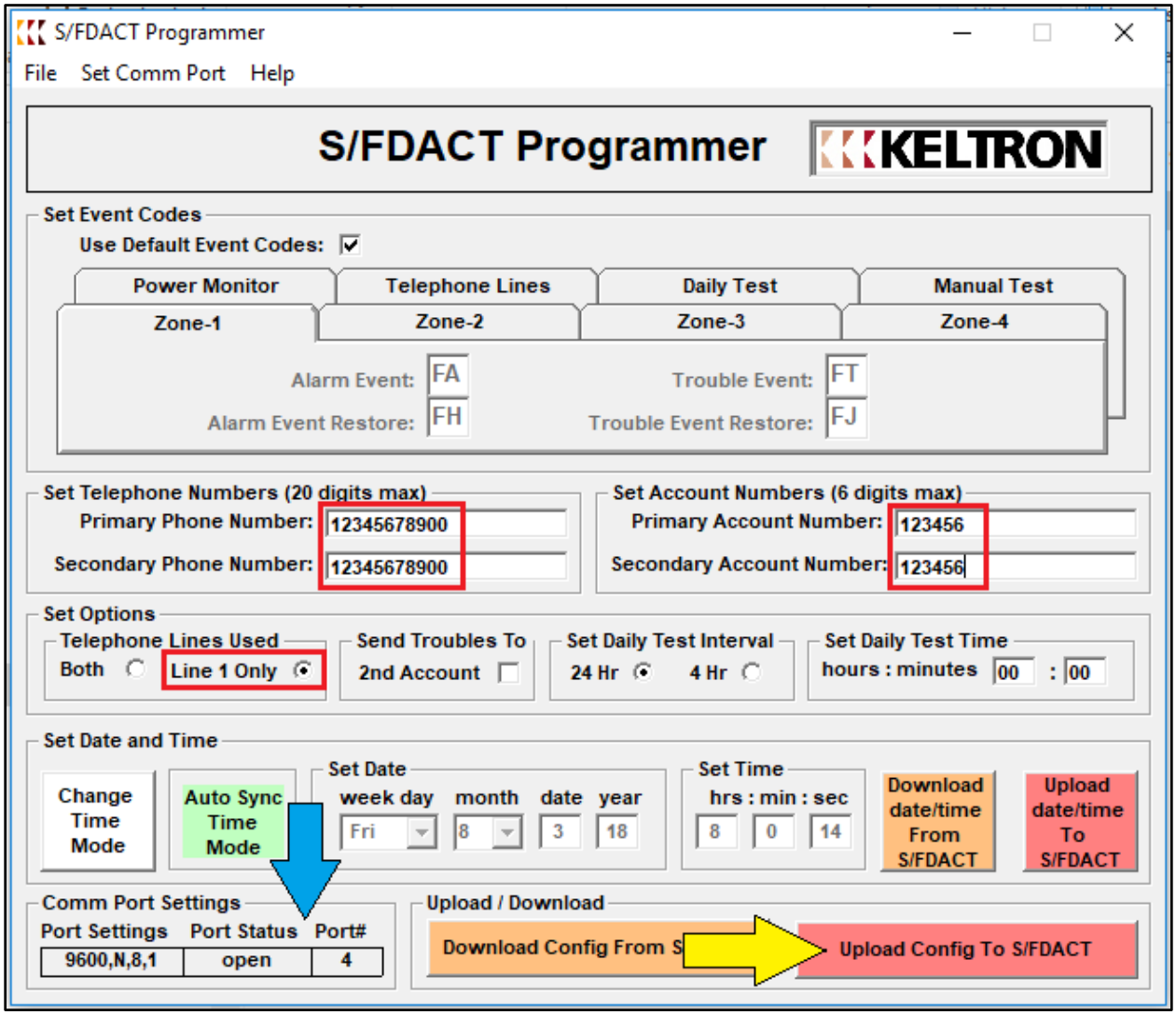
Back Panel

Programming the SDACT Dialer:

1. Install the SDACT Keltron Programmer located in the Support folder on the flash drive.
2. Plug the power supply into the SDACT dialer into the 24VDC port on the back panel.
3. Plug the DB9 cable into the COMPORT jack on the back panel of the SDACT dialer, with the other end going into COM4 in the back of the computer. Tighten thumb screws on both end and ensure software is set to COM4. (See page 42)
4. **<u>While programming the dialer, a direct connection to the computer is required (No splitters). However, after programming if dialer will be used with a paging transmitter an RS-232 splitter is required.</u>**
5. Close all other programs before opening the Keltron Programmer software.
6. At this point, you will need to have the monitoring station information to enter into the software. You will need a primary phone number and an account number.

LED Legend:

- Power – illuminates when dialer is powered up.
- Alarm – illuminates when dialer receives an alarm from the software and is dialing out.
- Trouble – illuminates when a fault is detected on one or both of the phone lines.



7. Enter the phone number into both the Primary and Secondary phone number text fields.
8. Enter the account number into both the Primary and Secondary account number text fields.
9. Select *Line 1 Only* under Set Options.
10. Ensure the correct Port# is being used and that the Port Status is open (blue arrow). If these are incorrect, click on *Set Comm Port* in the menu bar and select the COM4.
11. Once you have the above settings correct, turn the SDACT dialer on.
12. Press the red Program button on the back panel of the SDACT Dialer. This will give you 30 seconds to upload the configuration.
13. Click *Upload Config to S/FDACT* (yellow arrow). Response should be "AutoConfiguration Upload to SDACT Dialer Complete".
14. Power cycle the dialer. It is now configured to work with the VisionLink II nurse call software.
15. Plug in a telephone line to the TELCOM 1 port on the front panel of the dialer. **This MUST be a dedicated analog phone line**. No other option will work for this device.

Cellular Modem

NOTE: These modems are compatible with the AT&T network.

AT&T modems use a 3G SIM card.

If you don't know which one you have, please contact

Back Panel

Front Panel

These modems are pre-configured to work with the VisionLink II nurse call software. Activation is required.

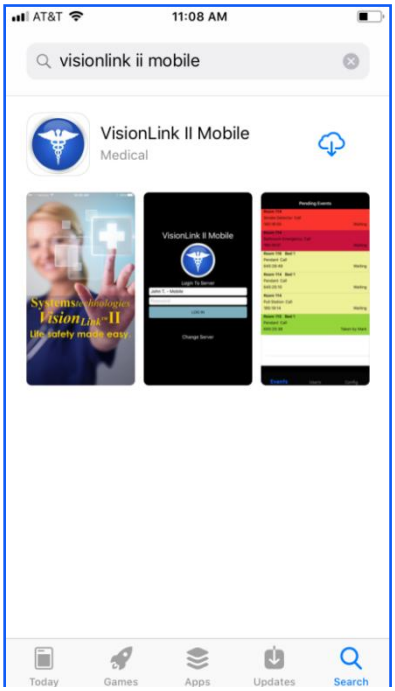
Activating the Cellular Modem:

1. Set up an account with AT&T. This account needs to have SMS messaging enabled. They will assign a SIM card for this modem.
2. An alternate option is to purchase a GOPhone (AT&T) and use the SIM card provided there.
3. Insert SIM card into SIM slot on front panel of the modem. Press all the way in.
4. Attach antenna to the Cell jack on front panel of the modem.
5. Plug in DB9 cable to RS-232 port on back panel of modem; plug the other end into COM2 in the back of the computer. Ensure software is set to COM2. (See page 42)
6. Plug power supply into power jack in back panel of the modem.
7. Modem is now activated for SMS messaging.

LED Legend:

- Power – illuminates when modem is powered up.
- Terminal Ready – illuminates when modem is connected to a terminal emulator (not used).
- Carrier Detect – illuminates when modem detects another carrier (not used).
- Link Status – LED blinks when connected to network. If solid lit, then no connection present.
- Prog. Signal – These LEDs are not used.

Mobile App



Vision Link II is designed to work with devices running Android or iOs operating systems. The VisionLink II Mobile App is available in Apple's App Store and the Google Play Store.

Downloading the Mobile App:

1. Go to Apple's App Store or the Google Play Store and search for "visionlink ii mobile".
2. Download the free app and allow notifications to be sent to the phone.

VisionLink II Mobile App utilizes the facility's Wi-Fi network. We recommend a business-grade wireless network that can be accessed from any point in the facility. **This network must be on the same subnet as the nurse call server**.

NOTE: Android users can connect to a private local Wi-Fi network without Internet access. However, iOs users must have outside Internet access on the Wi-Fi network they are connected to in order to use the mobile app.

See Mobile App Manual for information on using the Mobile App with Vision Link II. If you need this manual, please contact Systems Technologies.

Radio Systems

Systems Technologies does not offer radio systems from any specific manufacturer. However, we do work with radio companies to integrate their radio systems with our software. There are many available options and technologies for radio systems that exist, so we have engineered a two-way radio interface that works with many of them. Other systems may require special engineering approval before being used with our VisionLink II software.

VL3350 Two-Way Radio Interface

The two-way radio interface box provides contact closure to key the mic at the radio base station when an alarm goes to the VisionLink II nurse call software.

LED Legend:

- Power – illuminates when device is powered on.
- Activity – illuminates when an alarm is active and the mic is being keyed.
- Alarm – illuminates when console receiver has trouble. Check your receiver connection.

Setting up the Two-Way Radio Interface:

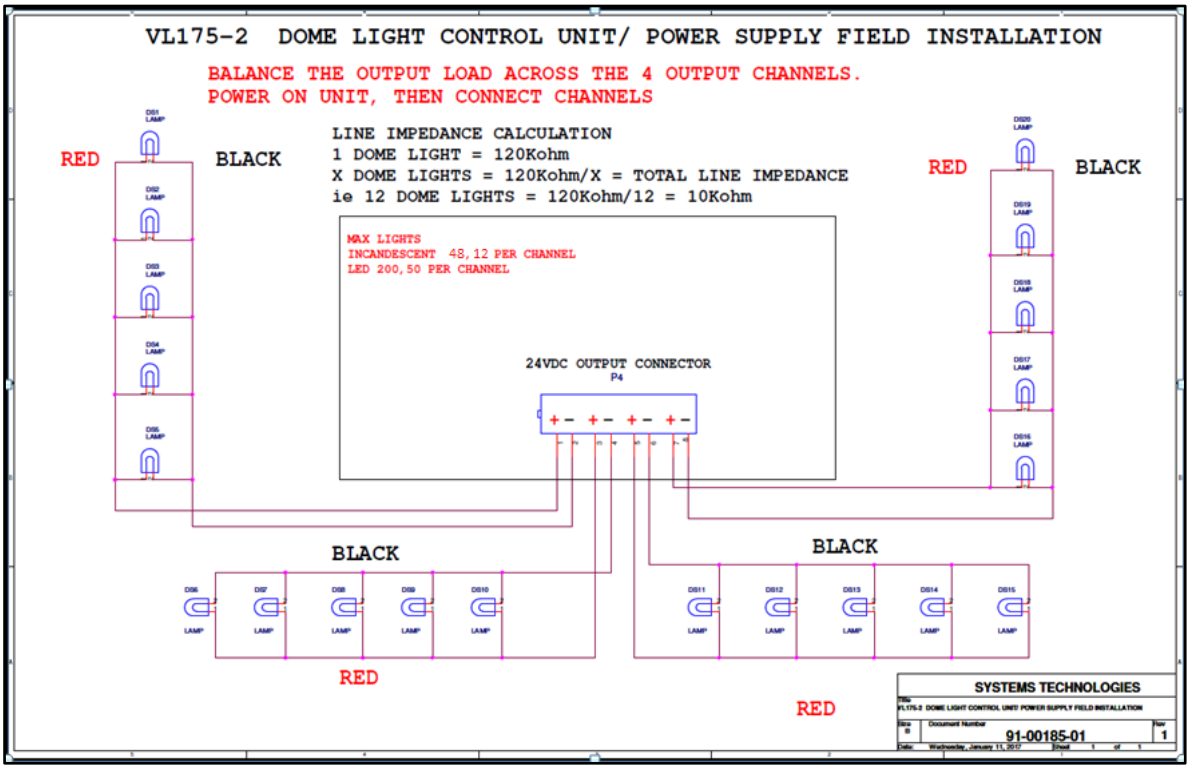
1. Plug power into the power jack with the provided 12VDC power supply; plug the other end into the *Battery + Surge* side of the battery backup.
2. Plug the DB9 cable into the port in the back of the two-way radio interface; plug the other end into COM3 in the back of the computer. Ensure the software is set to COM3. (See Page 42)
3. **If using two-way radio interface with dome lights, an RS-232 splitter is required.** (See page 42)
4. Plug the provided ¼" audio cable into the Push To Talk jack on the two-way radio interface; the other end of this cable attaches to the radio base station. See manufacturer specifications on where to attach this pair of wires.
5. Plug an audio cable from the computer directly into the radio base station. This will pass audio to the radios when the mic has been keyed.

Dome Light System

The Dome Light Controller is the central controller for the dome lights located throughout the facility.

Wiring the Dome Lights:

1. Wire the dome lights according to the diagram below. Before connecting dome light runs to controller, measure the line impedance of each run. ***If the measurement read does not match the values below, check the dome light run for shorts/opens before applying power.***

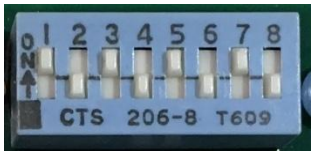


2. After measuring the correct line impedance for each run, connect the runs to the green plastic connector provided in your dome light ship kit, paying attention to the polarity.

3. Connect green plastic connector to the back of the dome light controller labeled Ch. 1 – Ch. 4.
4. Plug the DB9 cable into the port in the back of the dome light controller; plug the other end into COM3 in the back of the computer. Ensure the software is set to COM3. (See Page 42)
5. Plug the power cable into the power port on the back of the dome light controller; plug the other end into the *Battery + Surge* side of the battery backup.
6. If the Output Short Indicator LED illuminates, press the Reset button in the back. If the LED stays on, there is a problem in the wiring. Unplug the controller and check the line impedance again to find out which run is causing the problem.
7. Once the dome lights are wired and the dome light controller is connected, the dome lights need to be addressed. **Refer to programming sheet to ensure correct addresses for lights.**

Addressing the Dome Lights:

1. Each dome light has an addressable dip switch (see below) that need to be set to associate that dome light with a specific room/area.



NOTE: See page 70 for special diagnostics tips for dome lights.

2. The dip switch is in binary. See chart below for values:

Dip Switch	1	2	3	4	5	6	7	8
Binary	1	2	4	8	16	32	64	128

Example: Dome light needs to be addressed for 21. Turn on numbers 5 (16), 3(4), and 1(1).
16 + 4 + 1 = 21

3. Flip up the switches you need to ON and leave the rest down. Press the reset button on the dome light board.

Install dome light into the ceiling using provided screws and back boxes. The dome light is now ready to work with the Vision Link II software. If the system has not been programmed, you will need to program in the correct address into the software. (See page 33)

DEVICES

Repeaters

NOTE: All types of repeaters have a maximum 75 ft.-radius coverage area. These repeaters need to be spaced no more than 150 ft. from other repeating/receiving units.

Repeater layout has been preconfigured by your sales engineer. Please install the repeaters according to floor plans provided to you. If there are any questions, please call Systems Technologies before proceeding. For repeater location feature, refer to page 44.

Installing Low Power Repeaters (VL135LP-B7):

1. Attach small black antenna to the top of the repeater.
2. Plug in orange plastic terminal black to bottom of the repeater.
3. If your repeater is a battery backup model (VL135LPB-B7), the orange connecter should have a small jumper (see right) next to the input power wires.

4. Attach the other end of power wires to the TP1220 transformer. It does not matter which wire goes where.
5. Plug into wall outlet. The red power LED on the bottom panel will illuminate.
6. Repeater will initialize by temporarily illuminating all three red LED on the bottom panel.
7. Repeater is now ready to be programmed into the software. (See Page 33)

Installing High Power Repeaters (VL135-B7):

1. Attach power wires directly into the bottom panel of the repeater labeled “AC in”.
2. Attach the other end of power wires to the TP1220 transformer. It does not matter which wire goes where.
3. Plug into wall outlet. The red power LED on the bottom panel will illuminate.
4. Repeater will initialize by temporarily illuminating all three red LED on the bottom panel.
5. Repeater is now ready to be programmed into the software. (See Page 33)

Remote Receivers

VL110R-B7

NOTE: Remote receivers have a maximum 75 ft.-radius coverage area.

VL110-R7

Remote receiver layout has been preconfigured by your sales engineer. Please install the receivers according to floor plans provided to you. If there are any questions, please contact Systems Technologies before proceeding. For remote receiver location feature, refer to page 44.

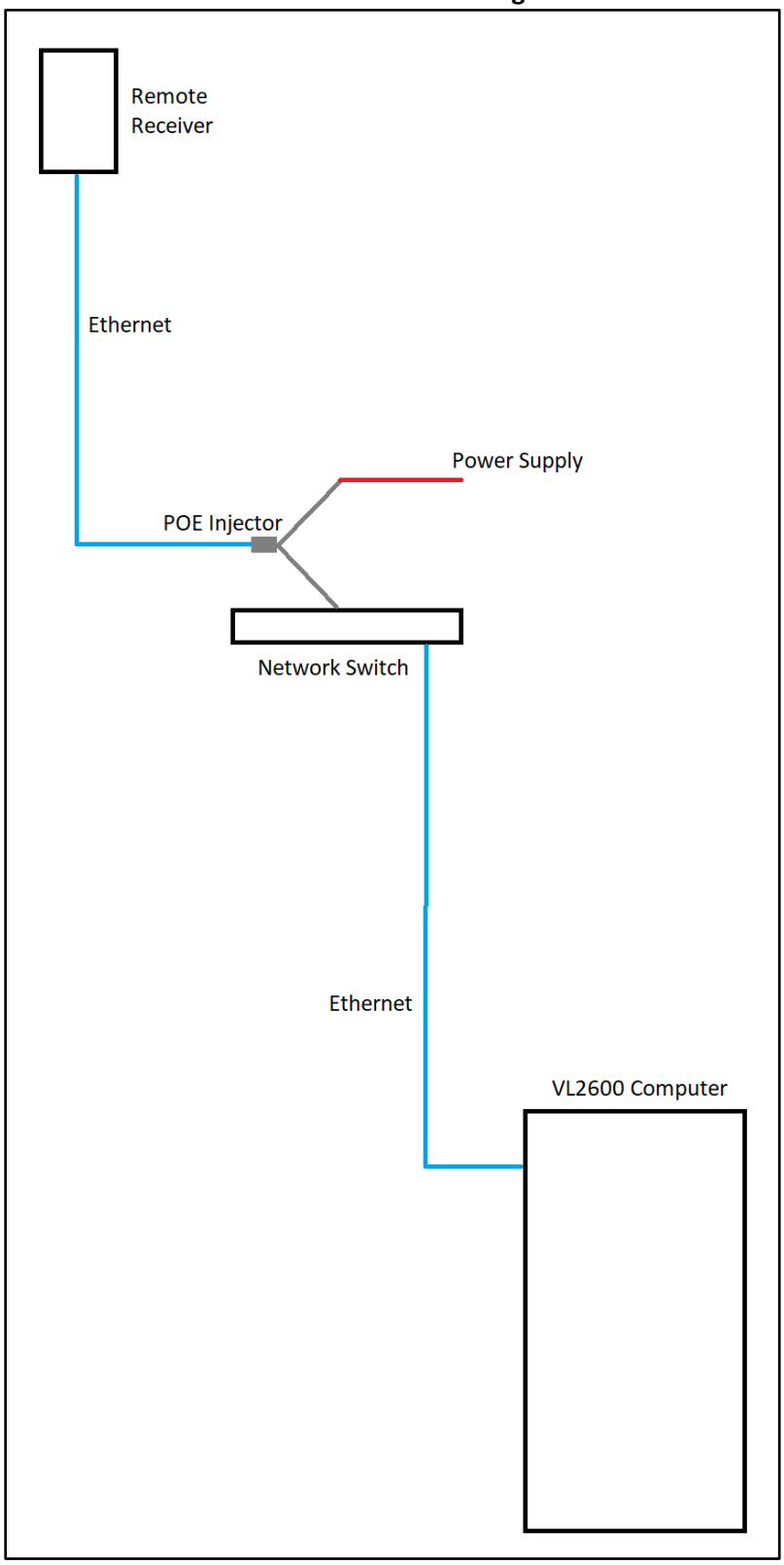
Installing Remote Receivers (VL110R-B7, VL110-R7):

1. Remote receiver will be connected via Ethernet cable back to a switch, often a central switch located at the head end.
2. Attach POE injector to remote receiver's Ethernet cable **at the switch**. **Do not place POE injector at remote receiver end**. (See diagram on next page)
3. Plug in provided power supply to the POE injector and plug POE Ethernet attachment into an Ethernet port on the network switch. (See diagram on next page)
4. Connect an Ethernet cable from the network switch into the NIC labeled 10.9.8.1 on the back VisionLink II nurse call computer. (See diagram on next page)
5. When everything is connected properly, the Ethernet LEDs and the Power LED should be illuminated.
6. Remote receiver is now ready to be programmed into the software. (See page 42)

NOTE: The remote receivers are preconfigured with an IP address to work with the Vision Link II computer. If for any reason this needs to be changed, please contact Systems Technologies technical support for assistance.

Remote Receivers cont.

Remote Receiver Diagram



Pull Stations

Pull Station Models
VL160-2-EM-B7
VL160-4-EM-B7
VL160-5-EM-B7
VL160-6-EM-B7
VL160-7-EM-B7
VL170-EM-B7

If your computer system was programmed by Systems Technologies, please refer to your programming sheet when installing the pull stations. The programming sheet will tell you which devices go into which rooms.

Installing Pull Stations:

1. Remove pull station from packaging.
2. Remove blue battery tab from battery to power up the pull station.
3. Press the reset button on the back of the circuit board.
4. Check for ID sticker on the back of the pull station. This number will be programmed into the software to associate it with a room. If your system is not already programmed, **take note of this ID and record which room you are installing it into**.
5. Install pull station into wall. Use provided screws, gaskets, and back boxes. Make them snug, but do not over tighten.
6. Test pull station by pulling down the red emergency switch. Ensure red LED illuminates and blinks. Slide switch back up to reset the device.
7. For programming pull stations into the software, refer to page 33.

Bed Stations

Bed Station Models
VL155-1-EM-B7
VL155-2-EM-B7

If your computer system was programmed by Systems Technologies, please refer to your programming sheet when installing the bed stations. The programming sheet will tell you which devices go into which rooms.

Installing Bed Stations:

1. Remove bed station from packaging.
2. Insert call cords into empty jacks.
3. Remove blue battery tabs from batteries to power up the bed station.
4. Press the reset button on the back of the circuit board.
5. Check for ID sticker on the back of the bed station. This number will be programmed into the software to associate it with a room. If your system is not already programmed, **take note of this ID and record which room you are installing it into**.
6. Install bed station into wall. Use provided screws and back boxes. Make them snug, but do not over tighten.
7. Ensure that the call cord(s) are securely plugged into call cord jack(s) on the bed station.
8. Test bed station by pressing button at the end of the call cord. Ensure red LED illuminates. Press and hold the Cancel button for three full seconds to reset the device.
9. For programming bed stations into the software, refer to page 35.

Pendants

Pendant Models
VL535-NB7
VL535-EN-B7
VL535-WB7
VL535-EW-B7

If your computer system was programmed by Systems Technologies, please refer to your programming sheet when assigning the pendants. The programming sheet will tell you which devices belong to which rooms.

Assigning Pendants:

1. Check for ID sticker on the back of the pendant. This number will be programmed into the software to associate it with a room. If your system is not already programmed, **take note of this ID and record which room you are assigning it to**.
2. Test pendant by pressing gray alarm button. Ensure red LED illuminates and blinks.
3. After red LED stops blinking, reset pendant using the reset tool. Hover the tool directly above the gray alarm button until green LED illuminates and blinks.
4. For programming all types of pendants into the software, refer to page 35.

Location Pendants

1. Pendants are programmed by default to be location pendants.
2. To test location function, see RFID Base Station instructions on page 30.

Elopement Pendants

1. Pendants are programmed for elopement function when specified on Sales Order. These pendant models are VL535-EN-B7 and VL535-EW-B7.
2. To test elopement function, see RFID Base Station instructions on page 30.

Fall Pendants

1. Pendants are programmed by default to be fall pendants.
2. The fall function on the pendants is activated when pendant is inserted into fall holster. (See below)

3. To test fall function, tilt the pendant and holster past 45 degrees and tap pendant on hard surface. Ensure red LED illuminates and blinks.
4. After red LED stops blinking, reset pendant using the reset tool.
5. These holsters are intended to be worn on resident's side, attached to their belt or pants.

Universal Transmitters

VL965-B7

The universal transmitters can be used with any application that provides contact closure. By default they are programmed to a normally open contact. **DO NOT apply any voltage to the contacts!** This will damage the transmitter, making it unusable.

Wiring the transmitter:

1. There are three alarm contacts that may be used in the transmitter. Most applications will only use Alarm 1 (A1) and Ground (G).
2. If more than one alarm contact is needed, tie the grounds together at (G) and wire one alarm to (A1) and the other alarm to (A2).
3. The external low battery (LB) contact is not used. The jumper directly below it deactivates this portion of the circuitry.
4. The transmitter is now ready to be programmed into the software. (See page 33)

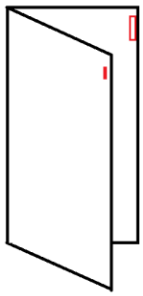
Door/Window Transmitters

VL970-B7

The door/window transmitters are used for monitoring when doors and windows are being opened.

Installing Door/Window Transmitters

1. Mount transmitter onto door or window frame using the provided mounting hardware. Be sure to align the red arrows where the magnet will sit when the door or window is closed. (Example below)
2. Mount magnet onto door or window using the provided mounting hardware. **The magnet must be no more than ¼" from either red arrow when door or window is closed**.
3. The magnet is what alarms and resets the transmitter, therefore no wiring is necessary.
4. The transmitter is now ready to be programmed into the software. (See page 33)



PIR Motion Sensors

VL206-2-B7

Test Equipment

The PIR (passive infrared) motion sensors detect motion and send alarms to the VisionLink II nurse call system. Before installation, testing the field of vision is recommended for optimum functionality.

Testing the PIR field of vision:

1. Open the white plastic cover on the PIR motion sensor.
2. Press and hold the Alarm button. While holding the Alarm button, press the Reset button once.

3. After 10 seconds of holding down the Alarm button, the motion sensor will start a series of initializing alarms and resets. The red LED will flash for about 20 seconds.
4. When the red LED stops flashing, the motion sensor is ready to determine the field of vision. **The red LED will now illuminate only when motion is detected.**
5. Place the clear plastic test cover on the motion sensor.
6. Test the field of vision by installing PIR motion sensor where it will be implemented in the facility, using the provided mounting hardware.
7. The clear plastic cover and lenses will allow for testing to see the red LED when motion is detected.
8. The lenses provide wider or narrower fields of vision. Choose which range is desired and match the white plastic configuration (cover and lens) with the clear test equipment configuration.
9. Replace clear plastic configuration with white plastic configuration.
10. The motion sensor is now ready to be programmed into the software. (See page 33)

RFID Base Stations

Room Station
VL125-4R-B7

Hallway Station
VL125-4H-B7

RFID base stations can be used in room or hallway applications. They are made to order and are not recommended to be changed in the field. Room Stations have a PIR motion sensor facing sideways on the edge of the faceplate. Hallway Stations have a PIR motion sensor facing frontward in the middle of the faceplate.

- The PIR motion sensor has a +/- 45° angle field of detection.
- When the RFID Base Station detects motion, an RFID field is activated for 2 seconds. This field extends out 6 ft. from the faceplate in all directions and is what triggers the pendants for location and elopement.

Installing the RFID Base Stations:

1. Remove blue battery tabs and press the reset button on the circuit board.
2. Check for ID sticker on the back of the RFID Base Station. This number will be programmed into the software to associate it with an area. If your system is not already programmed, **take note of this ID and record which room you are installing it into**.
3. For Room Stations, mount the device so that the PIR motion sensor is pointing directly across the doorway to the room. Ensure that nothing blocks its line of sight. Mount approximately 4 feet high and use provided screws and back boxes.
4. For Hallway Stations, mount the device so that the PIR motion sensor is pointing directly across the hallway. Ensure that nothing blocks its line of sight. Mount approximately 4 feet high and use provided screws and back boxes.

NOTE: If doorway/hallway is more than 6 feet across, an additional RFID Base Station may be needed on opposite side for full coverage.

Testing RFID Base Station Features:

1. After pressing the reset button on the circuit board, the base station will go into test mode for 5 minutes. In test mode, a red LED on the middle of the faceplate will flash when motion is detected.
2. Using the VL536-NB7 range test pendant, move across the PIR motion sensor and into the RFID field. The test pendant LED will illuminate when this RFID field is detected. Use this range test pendant to determine your actual coverage.

RFID Base Stations are programmed for either Location or Location/Elopement. This cannot be changed in the field.

- Location Base Stations send their ID out into the RFID field. Any pendant that enters this field stores this ID in its memory. When the pendant alarm is activated, this ID will be sent to the VisionLink II software to be converted to and displayed as an actual location.

NOTE: All pendant models are programmed to use location.

Call	Locking pendant	Room 01	1	John Smith	Back Door(8/17/2018 11:56:54 AM)

- Pendants will store up to three locations in their memory. If more location information is obtained, the pendant will continue to update its memory to show the last three locations it has seen. These past locations can be viewed in the VisionLink II software.

- Elopement Base Stations work the same way, however the elopement RFID field **automatically alarms the pendant** when it enters the field. This will display in the VisionLink II software as a Wander alarm.

NOTE: Only elopement pendants will work will elopement base stations.

Wander	Locking pendant	Room 01	1	John Smith	Front Door(8/17/2018 11:59:21 AM)

- By default, the elopement pendant will automatically reset after 15 seconds of not seeing the RFID field. If resetting the pendant manually is desired, the pendants must be specially ordered to be programmed as persistent. (VL535-EWP-B7)

To test the RFID Base Stations with the VisionLink II software they must be programmed there, along with appropriate pendant. *(See page 43)*

VisionLink II Software

PROGRAMMING

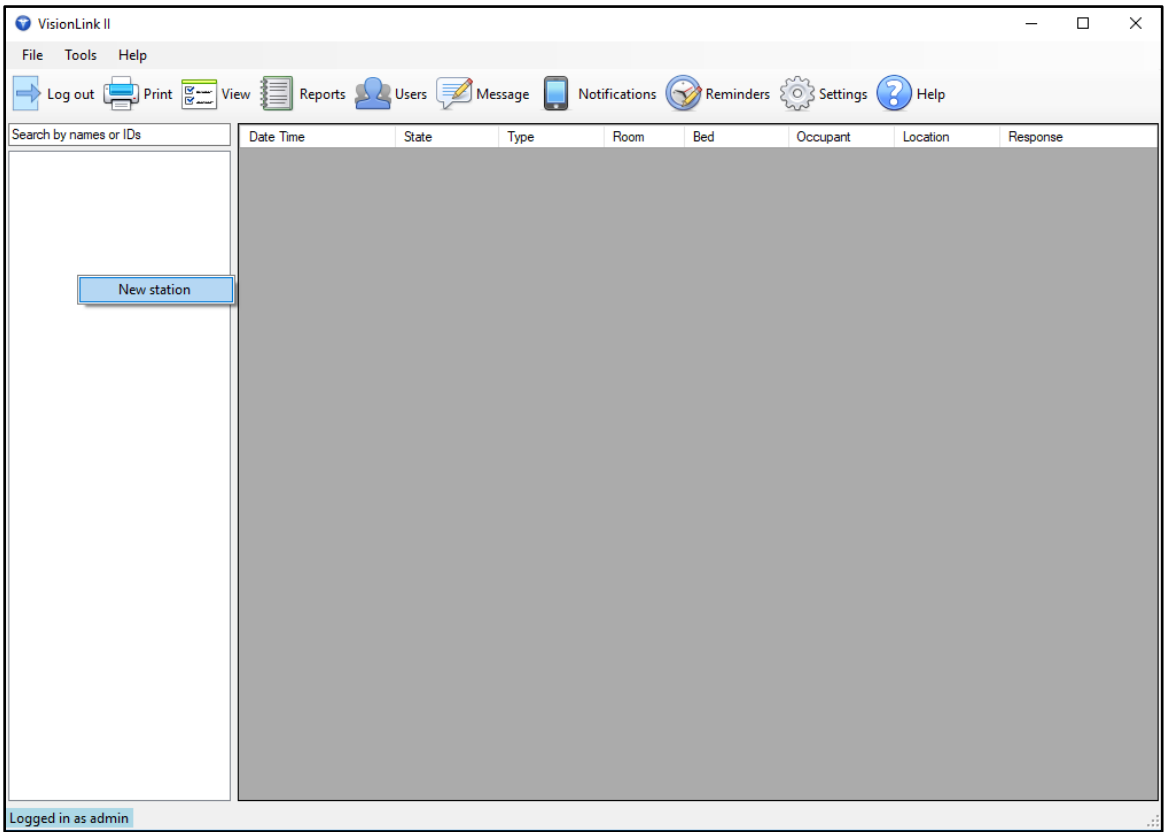
Stations and Rooms

Creating a Station:

1. Click on the Log In button in the upper left corner of the software and log in using info below. To create additional usernames, see page 61.

Username: **admin**
Password: **admin**

2. Right-click in the white, open area on the left side of the software to open a New Station option.

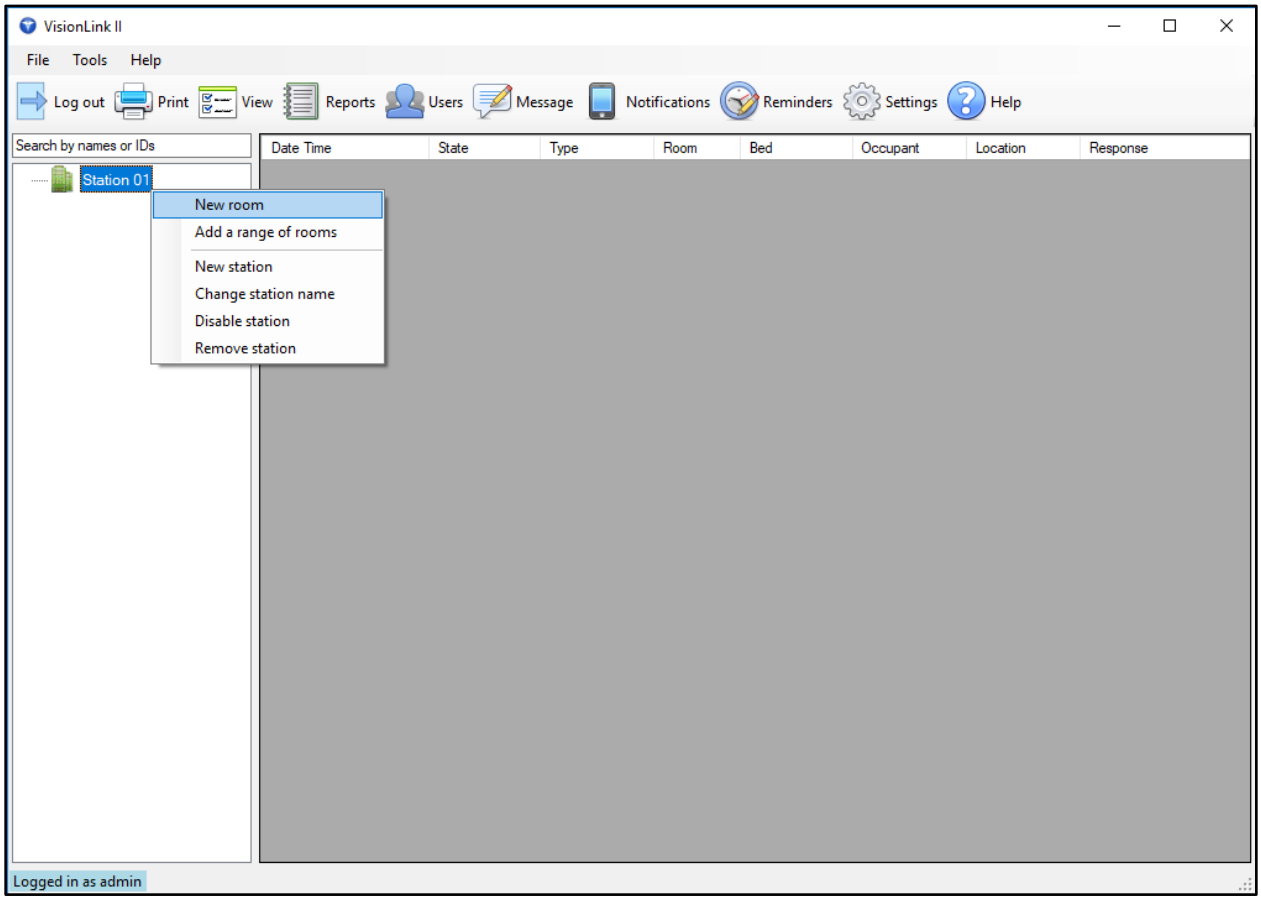


3. Create a new station by giving it a name.

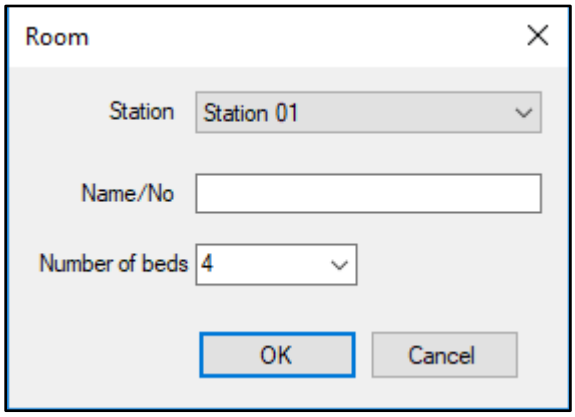
Normally stations are separated out by floors, halls, buildings, common areas, etc… This is simply to make things easier to work with for users – it does not change the way the rest of software processes information. Every room could be placed under one station if desired.

Creating a Room:

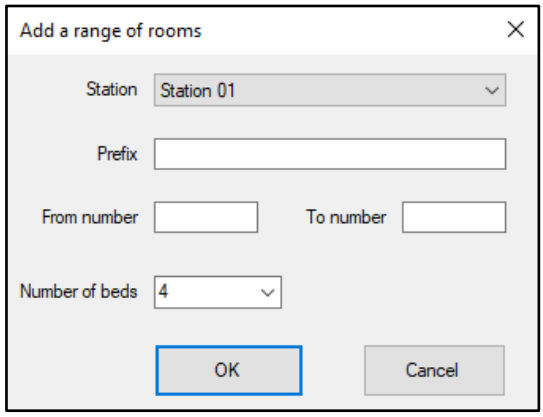
1. Right-click on the station you would like to add a room to.



2. Click on New Room to add a single room or Add a Range of Rooms to add multiple consecutive rooms. Give them a name and select the number of beds to be associated with it. This can be changed later if necessary.



Single Room



Range of Rooms

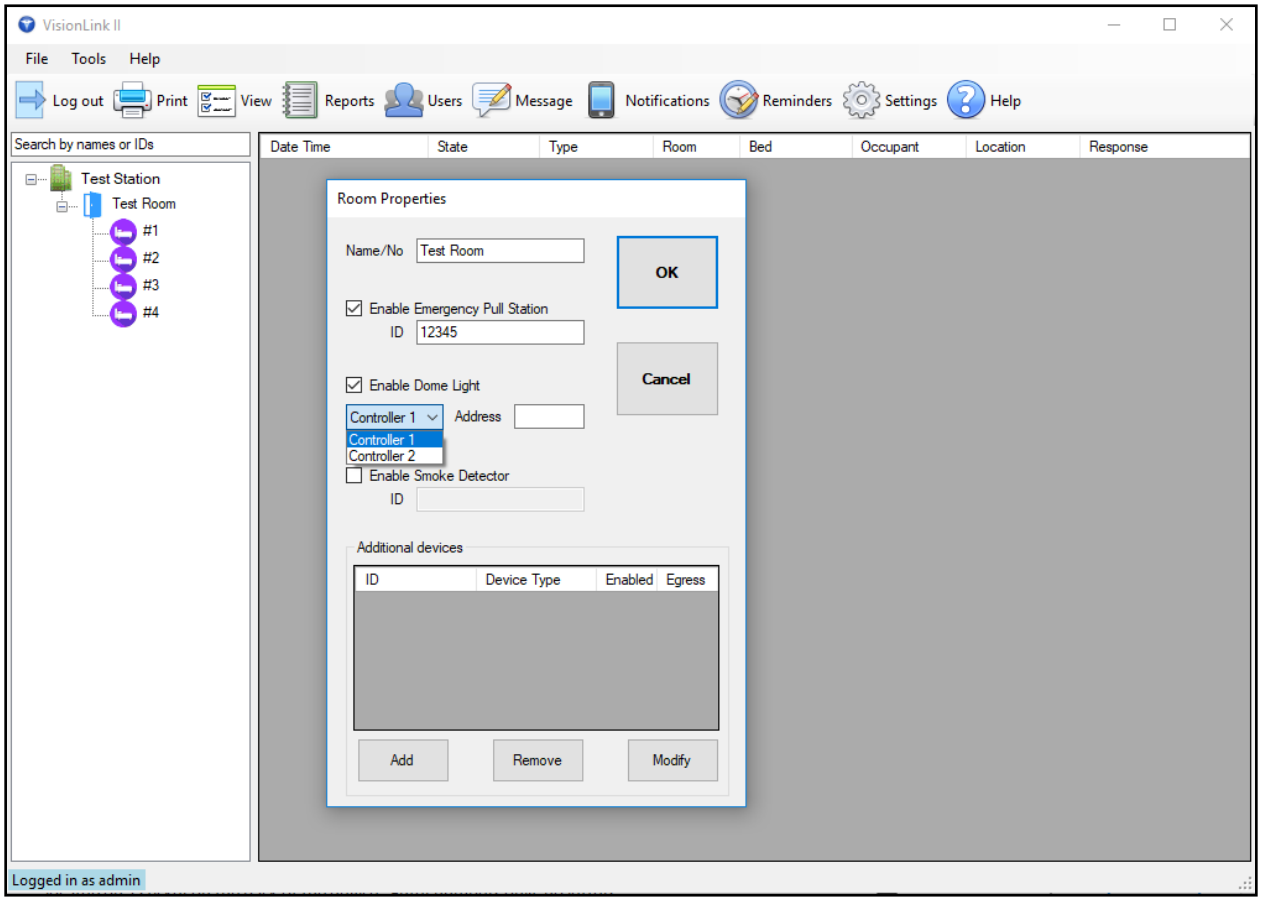
Devices

There are two different areas into which you can program a device: Room Properties and Room Details.

- Room Properties is where devices are programmed that are associated with a room in general. (Emergency Pull Stations, Dome Lights, Smoke Detectors, Bathrooms, etc…)
- Room Details is where devices are programmed that are associated with a patient or bed within a room. (Bed Stations, Pendants, etc…)

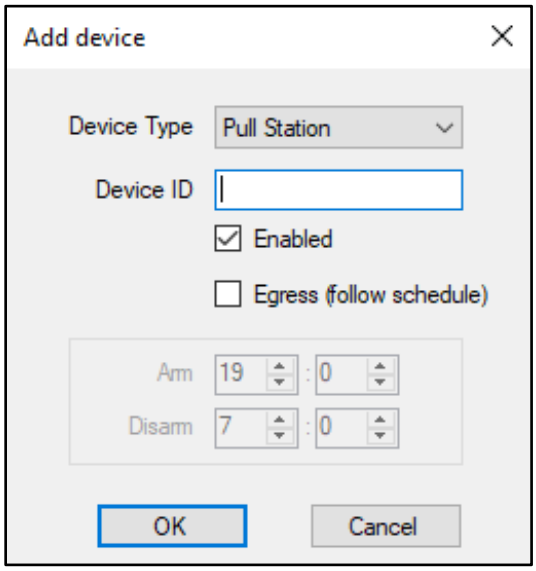
Programming Devices into Room Properties:

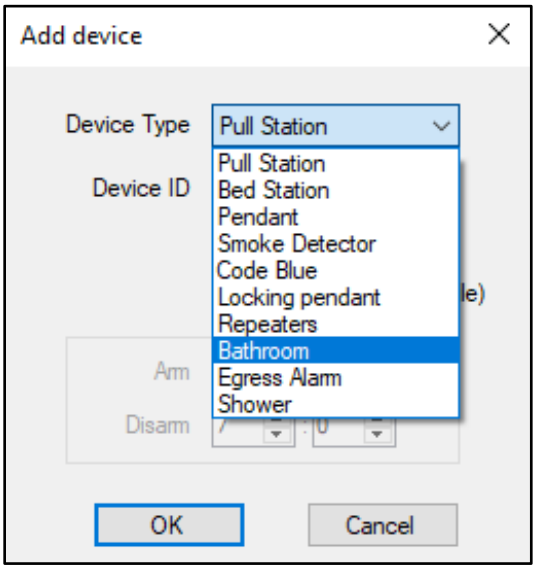
1. Double-click on the room you would like to add a device to. This will bring up Room Properties.



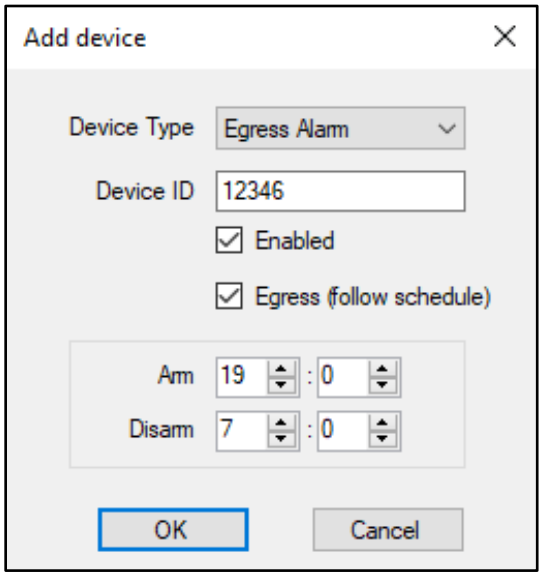
2. To add a device, put a check mark in the desired location and enter the device ID. This ID is located on a sticker on the back of the device. Enter numbers only, no letters.
3. For Dome Lights, enter the address that is on the dip switch of the Dome Light. (See page 18)
4. If using more than one dome light controller, select which controller for the range of addresses you will be using. For the first 253 addresses, use *Controller 1*.

5. To add a device that is not listed, click on Add under Additional Devices.





6. From the drop-down menu, select which type of device you are adding. This device list can be customized. (See page 39)
7. Enter the device ID.
8. If the device will be used as an egress alarm, place a check mark in the Egress box.

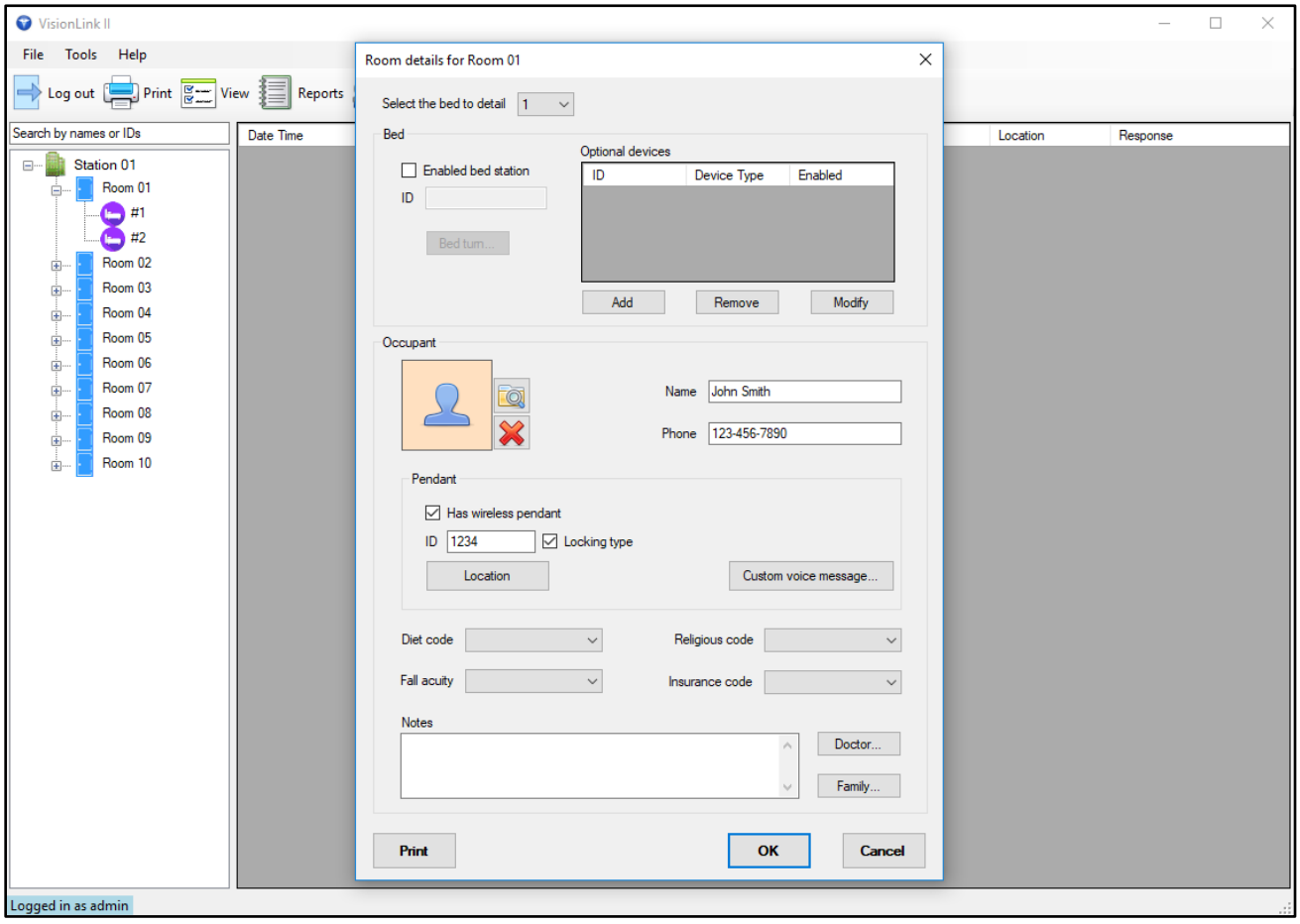


9. Set your Arm/Disarm time in the provided menu. Hours are displayed in military time.

*NOTE: If Egress is enabled, the device **will not alarm** between the Disarm time and the Arm time.*

Programming Devices into Room Details:

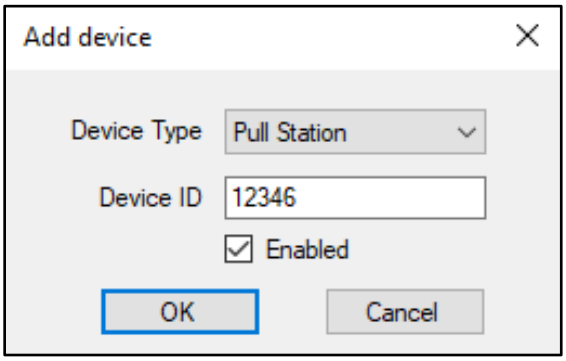
1. Expand the room by clicking on the ⊞ next to the room name. Double-click on the Bed number you would like to add a device into. This will bring up the Room Details.

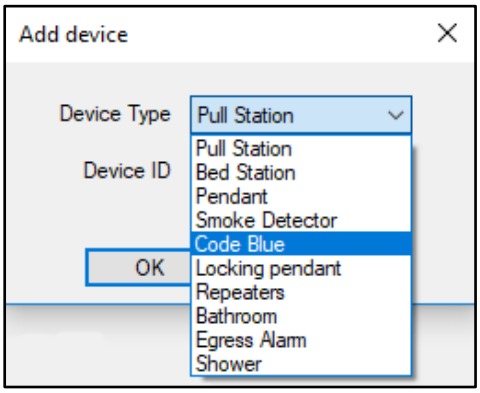


2. To add a device, put a check mark in the desired location and enter the device ID. This ID is located on a sticker on the back of the device. Enter numbers only, no letters.
3. If desired, enter an occupant name/photo and phone number in the text boxes. The occupant name will be attached to the alarm when a device from this area is alarmed. The phone number will not.
4. For pendants, place a check mark in Locking Type. This will require a physical reset of the pendant in order to clear its alarm. No check mark means that staff must clear the alarm right from the computer (not recommended).
5. To apply Codes, select from drop-down menus provided. These are simply for informational purposes and do not change how the software processes data. These code lists can be customized. (See page 45)

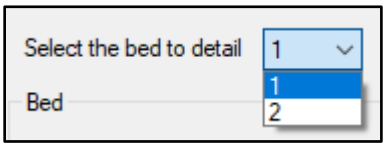
Devices cont.

6. To add a device that is not listed, click on Add under Optional Devices.





7. From the drop-down menu, select which type of device you are adding. This device list can be customized. (See page 39)
8. Enter the device ID.
9. To enter a device for a different bed/occupant in the room, select the Select the Bed to Detail drop-down menu and choose your bed number.

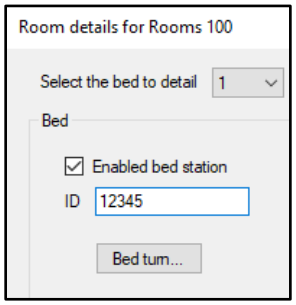


Bed Turn

Bed Turns are reminders to check on occupants and perform necessary routine tasks.

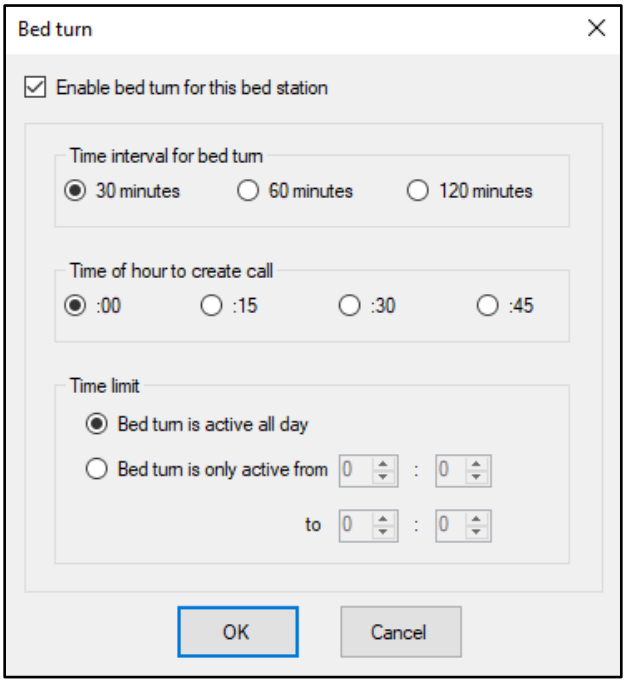
Creating a Bed Turn:

1. Expand the room by clicking on the ⊞ next to the room name. Double-click on the Bed number you would like to enable bed turn in. This will bring up the Room Details.
2. ***A bed station must be programmed in to enable bed turn.*** Place a check mark in the Enable bed station box and enter a device ID.



3. Click on the Bed Turn button.

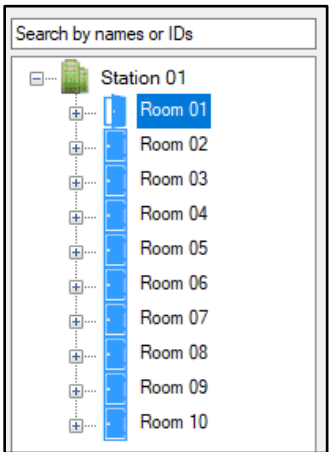
Bed Turn cont.

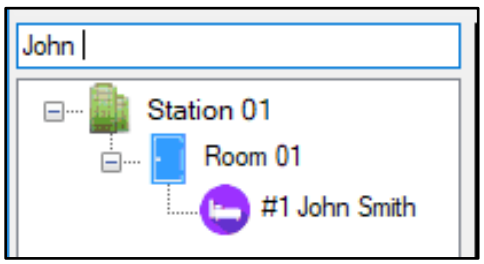


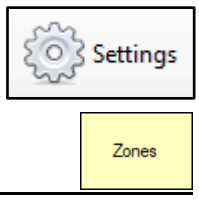
4. Place a check-mark in the Enable bed turn for this station.
5. Select the time interval and the time of hour to create call for the bed turn.
6. If desired, a time window can be selected to turn the bed turn on and off at specified times of the day or night. Click OK.

Search Feature

To search for a room number, occupant name, or device ID, type in the information you are trying to find into the text box located above the room list. All rooms that match the criteria will display.







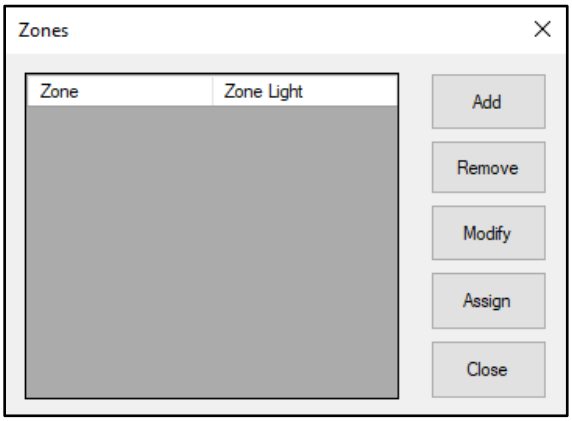
SETTINGS

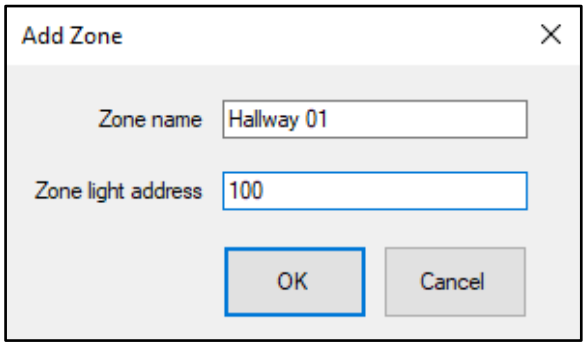
Zones

Zones are programmed for groups of rooms that need to illuminate a common dome light. This is useful for staff notification when the dome light for a room is not in a centrally visible location.

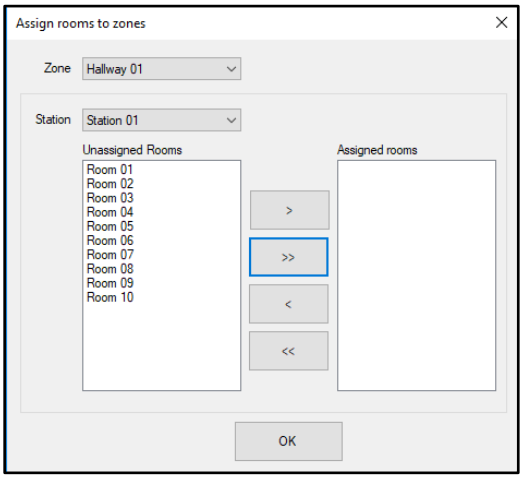
Creating Zones and Assigning Rooms:

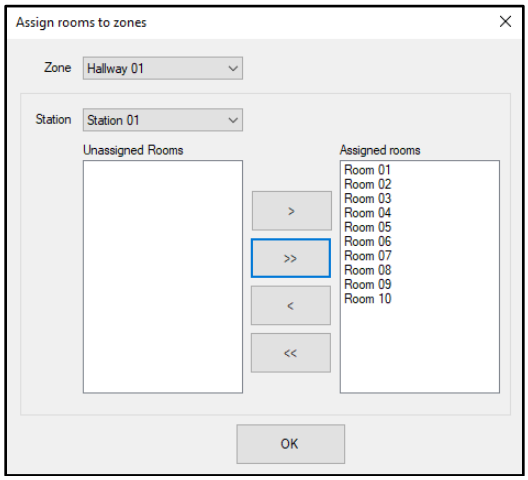
1. Open the Settings menu and click on Zones.
2. Click Add to add a zone.





3. Give the zone a name and an address. This address must be between 1 – 255 and needs to match the dip switch on the zone light. (See page 18)
4. Click Assign to assign rooms to a zone.





5. Select which rooms are to be assigned to which zones using the drop-down menus. Use the **>** and **>>** buttons to move one or more rooms to the Assigned Rooms column on the right.
6. Click OK.

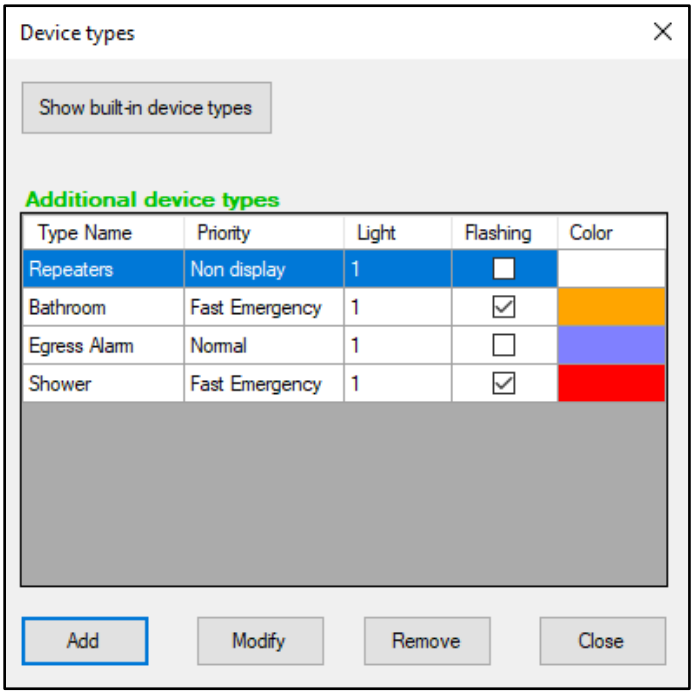
Device Types

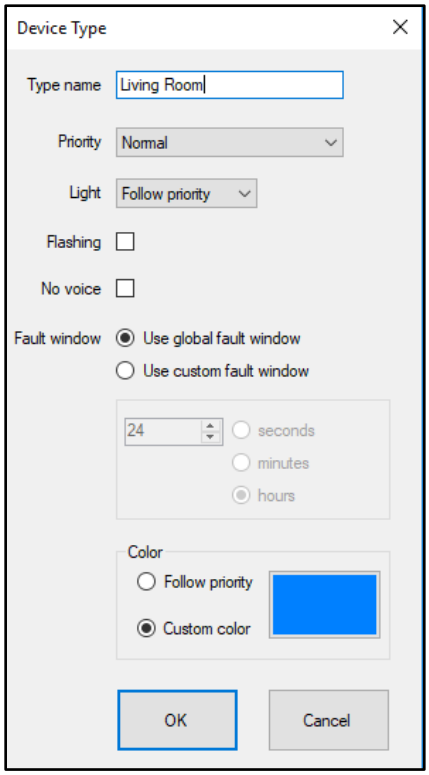
Device types

Device types are used when a device in your facility does not match any of the built-in device type categories. To see these built-in device types, click on the Show built-in Device Types (see below).

Creating Device Types:

1. Open the Settings menu and click on Device Types.
2. Click Add to add a device type.





3. Give the device type a name.
4. Select desired details of the device type: Priority, Light, Flashing, No Voice, Fault Window, and Color.

PRIORITY	DESCRIPTION
Fire	Highest priority. Audible 2x per second. Illuminates light 4. Color Red.
Extremely Urgent	High priority. Audible 2x per second. Illuminates light 3. Color Blue.
Fast Emergency	High priority. Audible every second. Illuminates light 1. Color Orange.
Emergency	Normal priority. Audible every 3 seconds. Illuminates light 1. Color Yellow.
Normal	Low priority. Audible every 10 seconds. Illuminates light 1. Color Gray.
Persistent	Same as Normal. ***Device must be reset at the computer screen***. Color Green.
Non-Display	Not displayed on screen. Used to monitor repeaters.
Alternate Check-In	Not displayed on screen. Used for check-in devices.

Device Types cont.

LIGHT	DESCRIPTION
Light 1	Overrides priority and illuminates LED 1 on dome light. Usually White.
Light 2	Overrides priority and illuminates LED 2 on dome light. Usually Green or Amber.
Light 3	Overrides priority and illuminates LED 3 on dome light. Usually Blue.
Light 4	Overrides priority and illuminates LED 4 on dome light. Usually Red.

OTHER OPTIONS	DESCRIPTION
Flashing	Enables dome light to flash when device type is active. (opposed to remaining solid)
No Voice	Enables no voice annunciation at the computer for device type.
Fault Window	Sets a custom fault window for device type. ***Not recommended to use***.
Color	Overrides priority and allows any color for device type.

5. After selecting desired options, click OK and the new device type will populate the Device Type drop-down menus in Room Details and Room Properties.

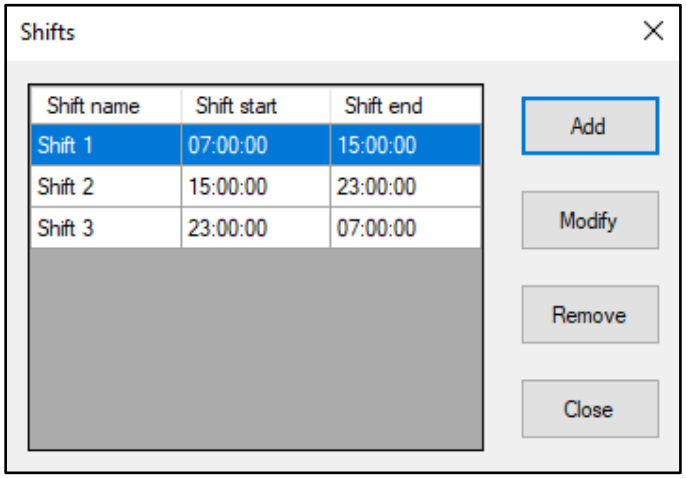
Shifts

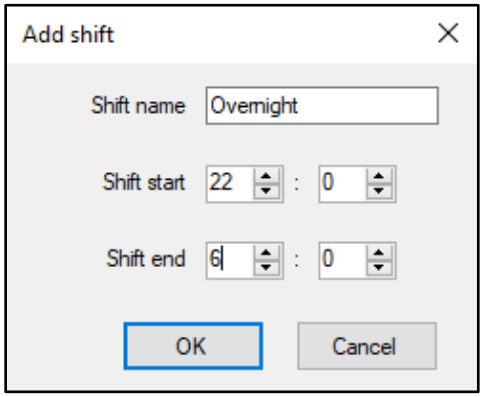
Shifts

Shifts can be configured to distinguish between staff shifts when looking at Reports or creating rules for advanced notifications.

Configuring Shifts:

1. Open the Settings menu and click on Shifts.
2. Click Add to add a shift.





3. Give the new shift a name.
4. Select the time frame of this new shift. Time is displayed in military format.
5. Click OK to add the new shift to the list.

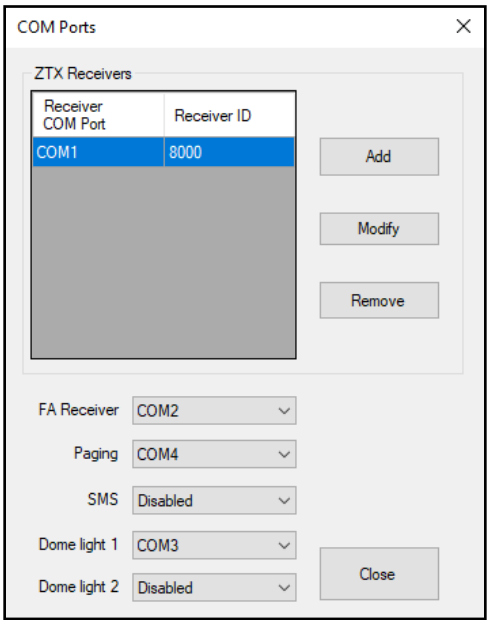
NOTE: The times for the shifts must not overlap. If an overlapping entry is attempted, the software will reject it.

COM Ports

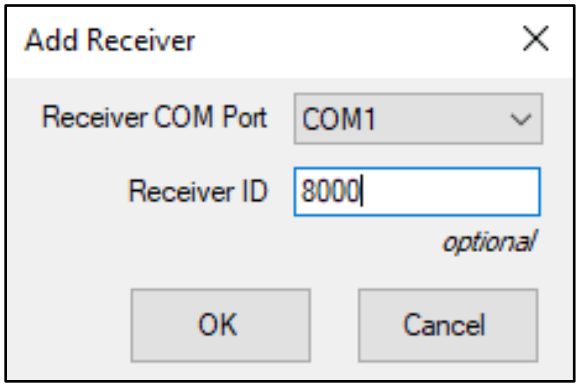
COM Ports are what connect the head-end equipment to the computer, allowing for communication within the system. The VisionLink II computer has four COM Ports.

Setting up COM Ports in the VisionLink II Software:

1. Open the Settings menu and click on COM Ports.
2. To add a console receiver, click on Add. Select COM1 from the drop-down menu and enter the console receiver ID. Click OK.



NOTE: This is also where remote receivers are programmed in. They will be on virtual COM Ports. Please contact Systems Technologies for assistance setting these up, if applicable.



3. If the system is running a dual platform (FA and ZTX equipment), then an FA receiver will need to be set for a COM Port. Set FA Receiver to COM2.
4. If the system is using paging and/or SDACT notification, set Paging to COM4.
5. If the system is using SMS messaging via cell modem, set SMS to an unused COM Port.
6. If the system is using dome lights and/or a two-way radio interface, set Dome Light to COM3.
7. For Paging, SMS (text message), and Dome Lights, ensure these features are enabled in Enable/Disable Features. (See page 46)
8. For any application where two devices are utilizing the same COM Port, an RS-232 splitter is required. See below for sample configuration. Screw down all thumb screws.

To Computer (COM4)

To Device #1 (paging)

To Device #2 (SDACT)

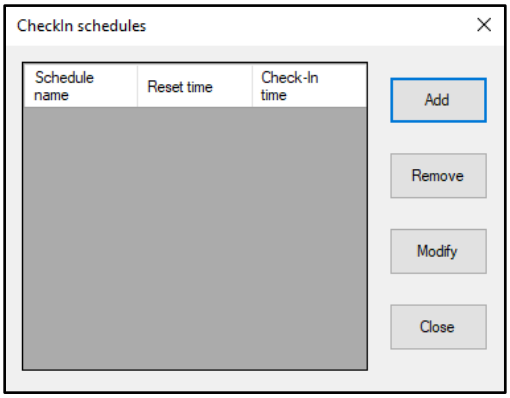
Check-In

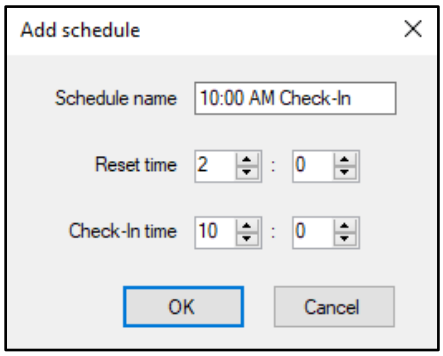
Check-In

Check-In can be configured to allow residents to use specified devices to check-in by a certain time of the day. These devices will not alarm on the screen when the alarm is activated. Rather, when the device alarm is activated, VisionLink II will log that alarm as a non-visible check-in. If by the specified set time the software does not see a log of that device, then and only then will an alarm be generated for that device.

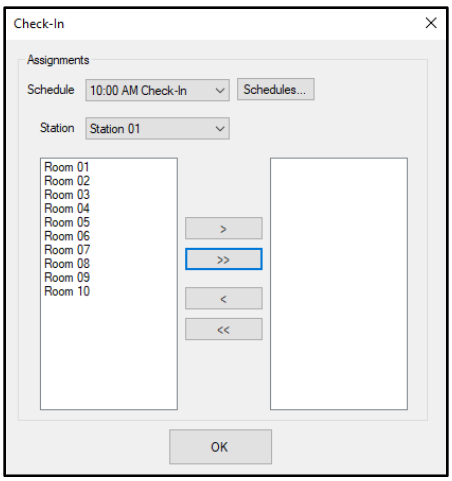
Configuring Check-In Schedules and Assigning Rooms:

1. Open the Settings menu and click on Check-In.
2. Click on the Schedules button, then click on Add to add a schedule.

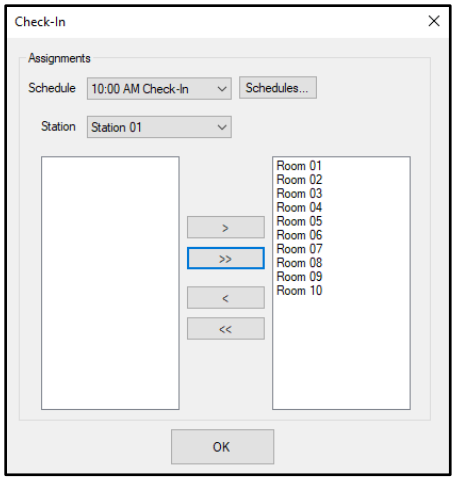




3. Give the schedule a name and set the reset and check-in times. Times are displayed in military format. Click OK.
    a. **Check-In time:** The time the residents need to alarm their check-in device by, in order to check-in successfully.
    b. **Reset time**: The time when the check-in window resets, allowing the residents to check-in between the Reset time and the Check-In time.
4. Select which rooms are to be assigned to which schedule using the drop-down menus. Use the **>** and **>>** buttons to move one or more rooms to the Assigned Rooms column on the right.



NOTE: Ensure that Check-In is enabled in Enable/Disable features. (See page 45)



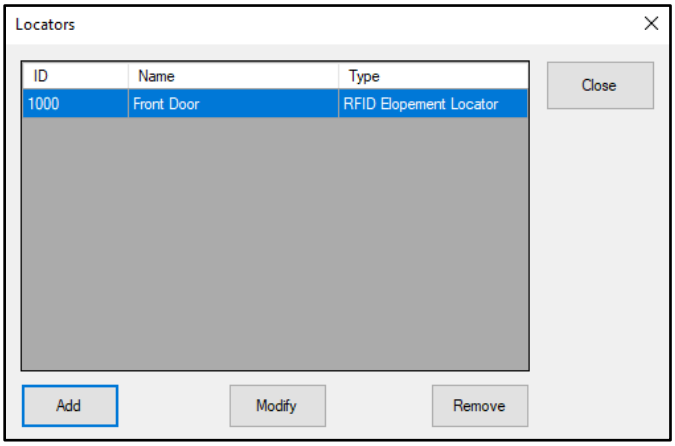
Locators

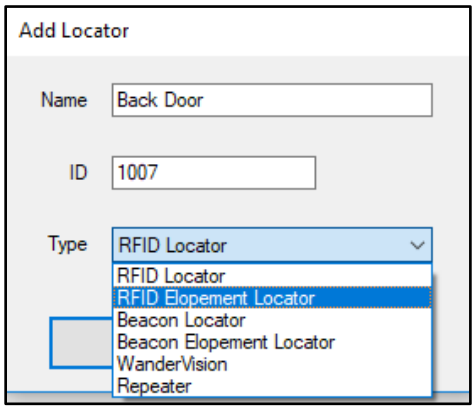
Locators

RFID Base Stations can be programmed into VisionLink II to work for location and/or elopement functionality. Repeaters and Remote Receivers can be programmed in for location only.

Programming Devices for Location/Elopement:

1. Open the Settings menu and click on Locators.
2. Click Add to add a locator.





3. Give the Locator a name and enter the ID found on the back of the device.
4. Select what type of locator the device is:

LOCATOR TYPE	DESCRIPTION
RFID Locator	RFID Base Station used for location only. (VL125-4R-B7, VL125-4H-B7)
RFID Elopement Locator	RFID Base Station used for elopement. (VL125-4RE-B7, VL125-4HE-B7)
Beacon Locator	Old-style Beacon used for location only. (VL130-LC)
Beacon Elopement Locator	Old-style Beacon used for elopement. (VL130-EB)
WanderVision	WanderVision Console. (VL650-B7)
Repeater	Repeater or Receiver used for location only. (VL135 series, VL110 series)

5. Click OK. Ensure that Location/Elopement is enabled in Enable/Disable Features. (See page 46)

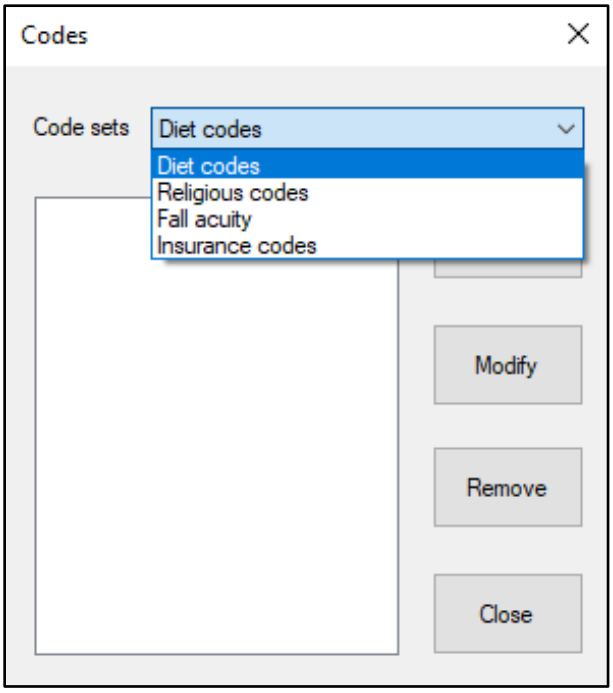
Codes

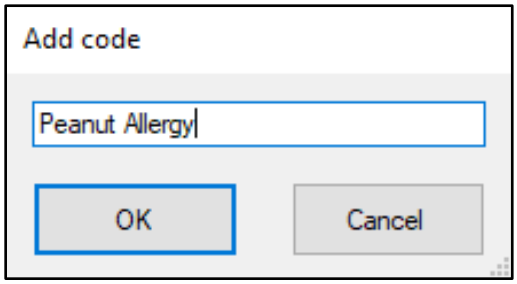
Codes

Codes can be programmed into the system to add information to occupant profile. These are simply for informational purposes and do not change how the software processes data.

Adding Codes:

1. Open the Settings menu and click on Codes.
2. From the drop-down menu, select the desired code type and click Add.





3. After creating desired codes, click Close and the new codes will populate the code drop-down menus in Room Details.

NOTE: These are simply text fields, created for informational purposes. They do not affect any other feature of the system.

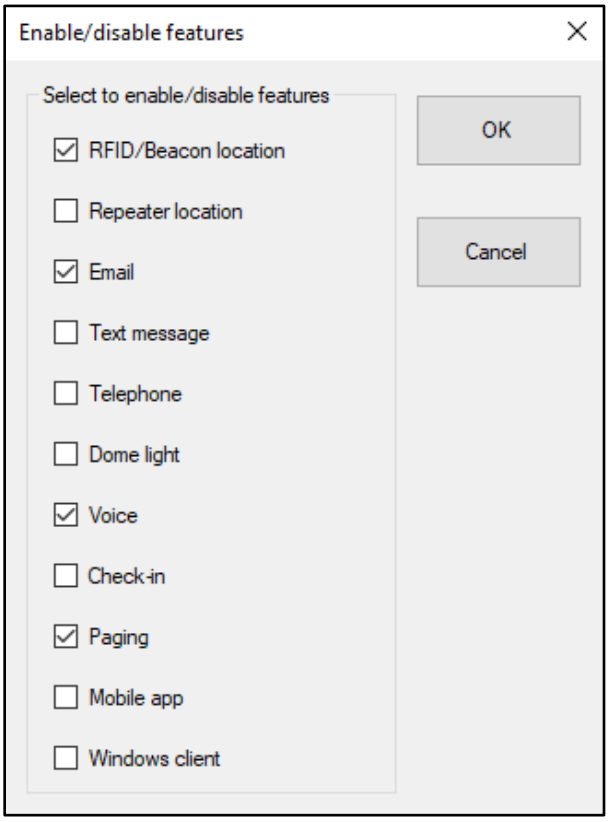
Enable/disable features

Enable/Disable Features

Nearly every feature of the VisionLink II Nurse Call software needs to be enabled here in order to use it.

Enabling/Disabling Features:

1. Open the Settings menu and click on Enable/Disable Features.
2. From the list, check-mark which features will be used in the system.



FEATURE	DESCRIPTION
RFID/Beacon Location	Enables location/elopement for beacons and RFID base stations.
Repeater Location	Enables location for repeaters and receivers.
Email	Enables email notification. Refer to page 49 for complete email setup.
Text Message	Enables SMS notification for cell modems.
Telephone	Enables analog telephone line for Ai-Logix card. ***Discontinued product.***
Dome Light	Enables dome lights and the two-way radio interface.
Voice	Enables annunciation at computer.
Check-in	Enables check-in for check-in devices.
Paging	Enables paging for pagers and SDACT dialer.
Mobile App	Enables mobile app for Android and IOS devices.
Windows Client	Enables Windows client for VisionLink II Client software.

Notification settings

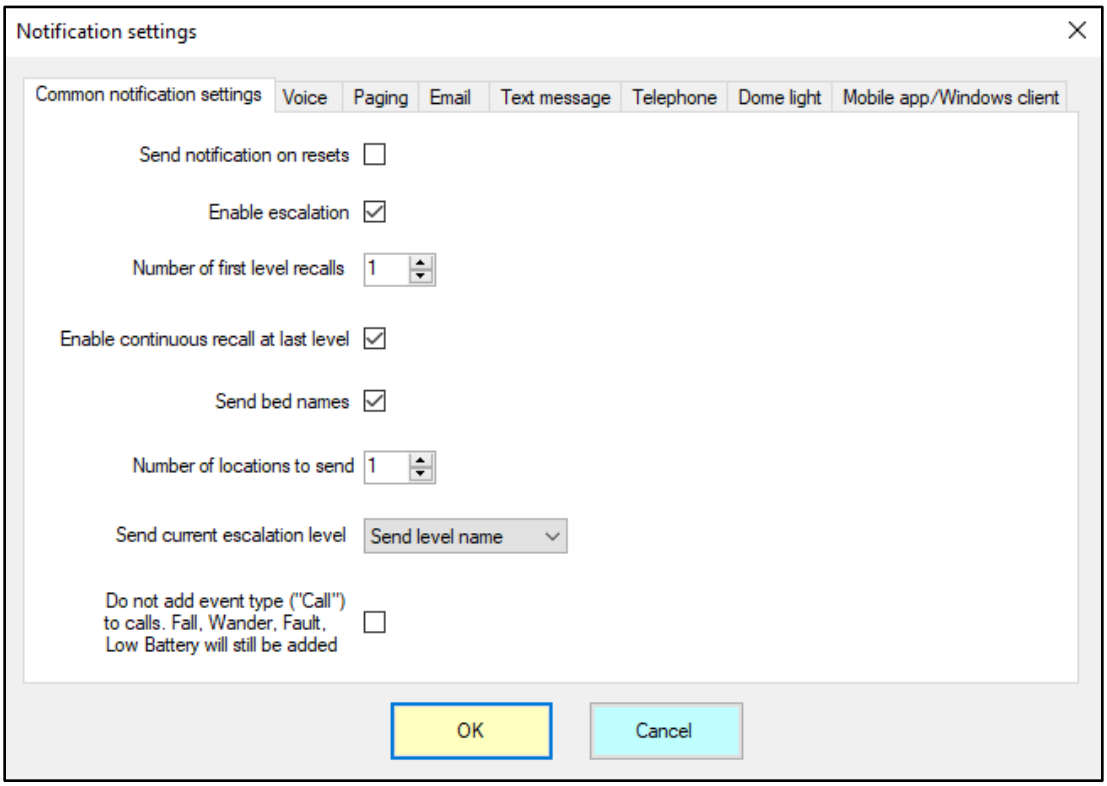
Notification Settings

There are many custom settings for the notification features in VisionLink II. The following pages define the various tabs in this menu.

Customizing Notification Settings:

1. Open the Settings menu and click on Notification Settings.
2. Select which notification tab needs to be modified.

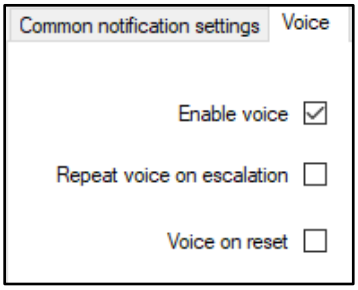
Common Notification Settings: *Customizes the more common notification settings.*



OPTION	DESCRIPTION
Send notification on resets	Sends a notification to recipients when the alarm is reset.
Enable escalation	Enables escalation. Escalation settings on page 55.
Number of first level recalls	Sets how many times the first level is notified before escalating.
Enable continuous recall at last level	Enables continuous notifications to previous escalation level.
Send bed names	Attaches bed names to notifications. (1, 2, 3, or A, B, C, etc…)
Number of locations to send	Sets number of pendant locations to send to recipients.
Send current escalation level	Attaches name of escalation level to notifications.
Do not add event type…	Removes event type from notifications. ***Not recommended.***

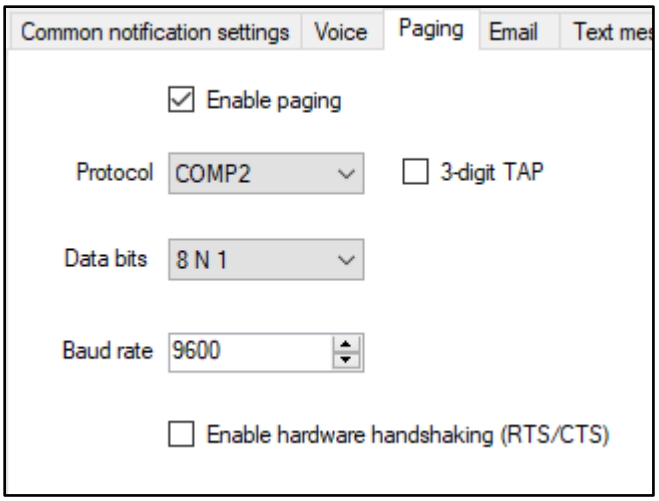
Notification Settings cont.

Voice: *Customizes voice settings for annunciation at the computer.*



OPTION	DESCRIPTION
Enable voice	Enables voice to annunciate at computer.
Repeat voice on escalation	Repeats voice annunciation every time alarm escalates.
Voice on reset	Enables voice annunciation when the alarm is reset.

Paging: *Changes paging protocol settings.* ***Do not change unless instructed to by Systems Technologies.***



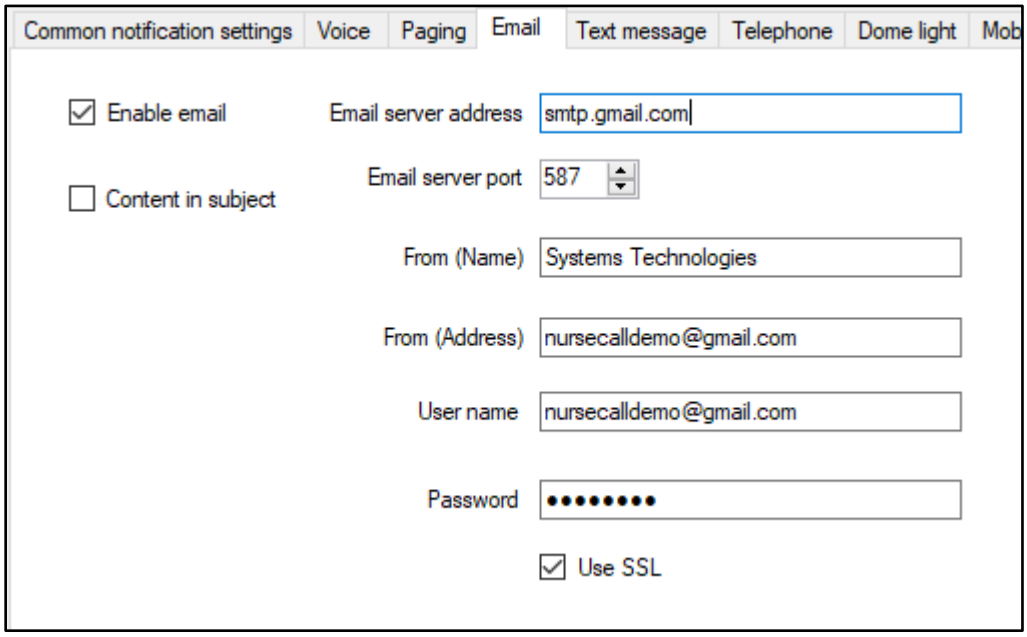
NOTE: These settings affect the data protocol that the paging transmitter uses. This is preconfigured to work with your paging transmitter. Changing these settings could cause a failure to communicate.

OPTION	DESCRIPTION
Enable paging	Enables paging notifications.
Protocol	Select paging protocol: COMP2 or TAP.
Data bits	Select data bits: 8 N 1 or 7 E 1.
Baud rate	Select baud rate.
3-digit TAP	Enables 3-digit TAP.
Enable hardware handshaking	Enables hardware handshaking.

Notification settings

Notification Settings cont.

Email: *Configures facility email server to work with VisionLink II. This setup is required for email notification and emailing reports. Please contact your IT/maintenance department for required information.*



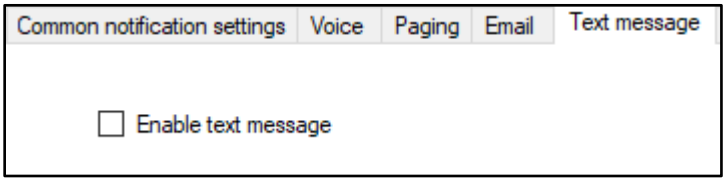
Sample Configuration

OPTION	DESCRIPTION
Enable email	Enables email notifications and emailed reporting.
Content in subject	Sends message content in subject.
Email server address	Address of email server. Can be an IP address or a text address. (see above)
Email server port	Select email server port number. This number differs depending on the email protocol being used
From (Name)	Name that shows up in the email notification.
From (Address)	Email address that is sending the notifications.
User name/Password	Username and password login credentials for the "From Address". **Some email servers require the login credentials be entered for the server, not for the "From Address".**
Use SSL	Enables SSL. Required for some email protocols.

Please contact Systems Technologies for support if any questions or concerns arise during the email configuration process.

Notification Settings cont.

Text Message: *Enables SMS messaging for the VisionLink II software.*

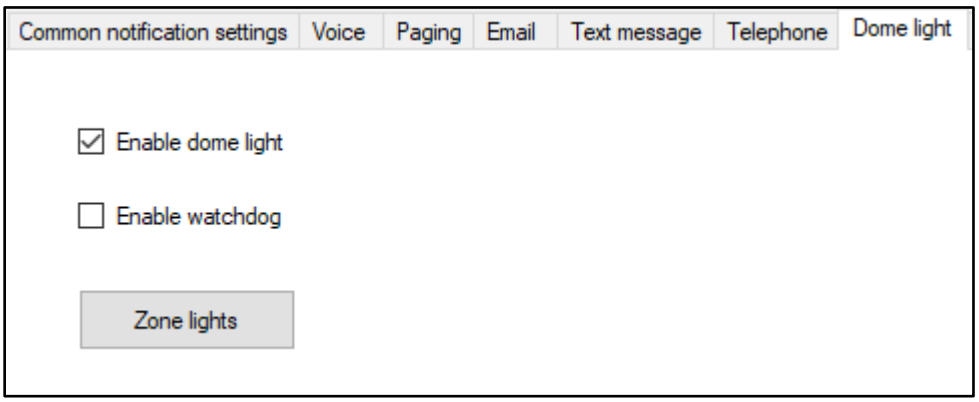


OPTION	DESCRIPTION
Enable text message	Enables SMS message notifications.

Telephone: *Enables telephone notifications via Ai-Logix card installed in computer.* ***DISCONTINUED.***

If an Ai-Logix card happens to be in use at the facility, please contact Systems Technologies for support.

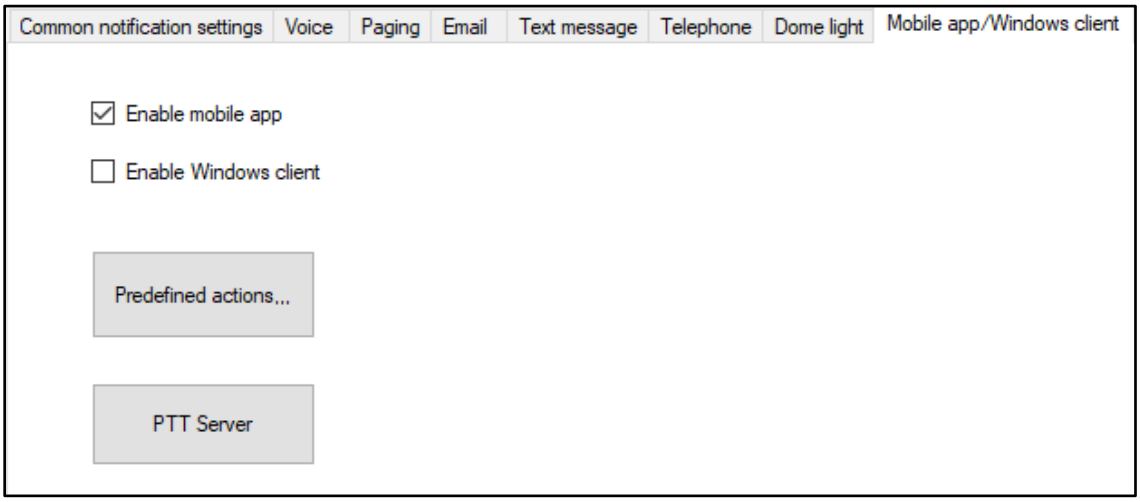
Dome Light: *Enables dome light and two-way radio interface functions.*



OPTION	DESCRIPTION
Enable dome light	Enables dome light notifications. Also enables two-way radio interface function.
Enable watchdog	Enables watchdog function on VL175-2, VL175-WD, and VL3350. This function monitors connectivity between the computer and the console receiver. An alarm will sound if connection is lost for any reason.
Zone lights	A shortcut to configure zone lights. See page 38.

Notification Settings cont.

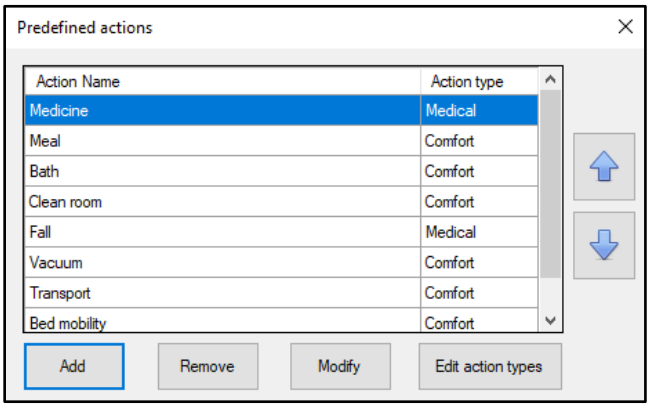
Mobile app/Windows client: *Enables mobile app and Windows client application, defines actions for users, and configures two-way voice server for the mobile app.*

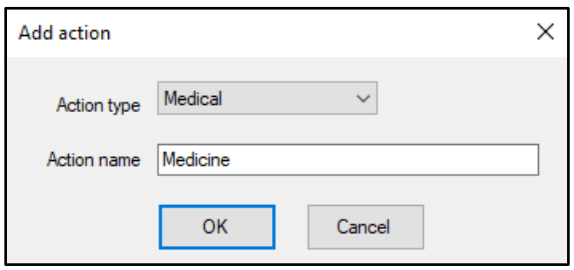


OPTION	DESCRIPTION
Enable mobile app	Enables mobile app notifications.
Enable Windows client	Enables Windows client notifications.
Predefined actions	Defines actions for mobile app/Windows client users to use in Modern 2 mode in the VisionLink II software. See mobile app manual for details.
PTT Server	Configures two-way voice server for the mobile app. ***Not released currently.***

Defining Predefined Actions for Mobile App/Windows Client Users:

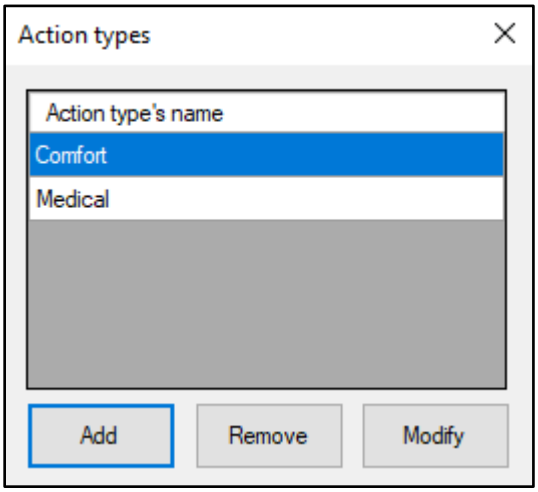
1. Click on Predefined actions.
2. There are already a number of predefined actions. To add a new action, click Add.



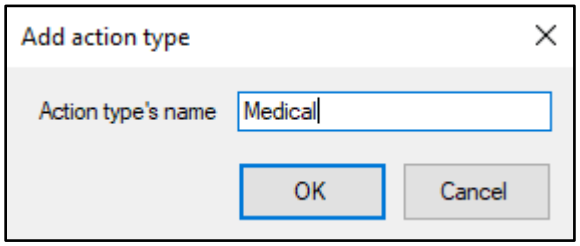


Notification Settings cont.

3. Give the new action a name and select an action type. This action type is simply for informational purposes and does not affect any function of the VisionLink II software.
4. To remove or modify existing actions, click Remove or Modify.
5. To create new action types, click on Edit action types.

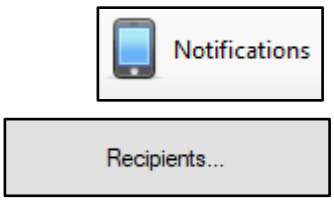


NOTE: These action types are simply for informational purposes and do not affect any function of the VisionLink II software.



6. Once these actions and action types are defined, they will populate the mobile app and Windows client defined action areas. ***These are only used in the Modern 2 mode in the VisionLink II software.***

NOTIFICATIONS

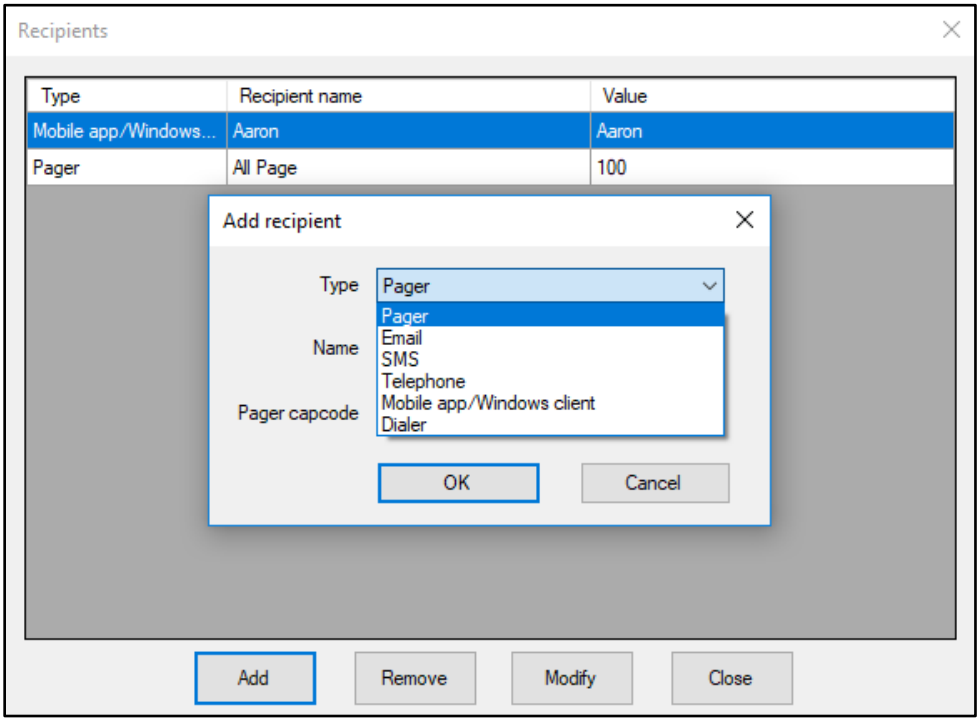


Recipients

For every notification feature used in the VisionLink II system, a recipient must be created to receive notifications.

Creating Recipients:

1. Open the Notifications menu and click on Recipients.
2. Click Add to add a recipient.

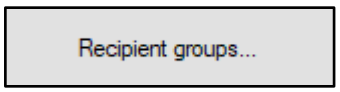


3. Select which recipient type is needed from the drop-down menu.

RECIPIENT TYPE	DESCRIPTION
Pager	Recipient for pocket pagers. Capcode value must be 100 – 149. For instructions on setting up the pagers see page 9.
Email	Recipient for email notifications. Must enter a valid email address.
SMS	Recipient for text messaging. Must enter a cell phone number.
Telephone	Recipient for Ai-Logix card. ***Discontinued product.***
Mobile app/Windows client	Recipient for mobile app/Windows client. Must select a user. See page 61. ***It is a good idea to match the name with the user.***
Dialer	Recipient for SDACT dialer. Enter capcode value 900.

4. Give the recipient a name and the required value, according to the table above. Click OK.

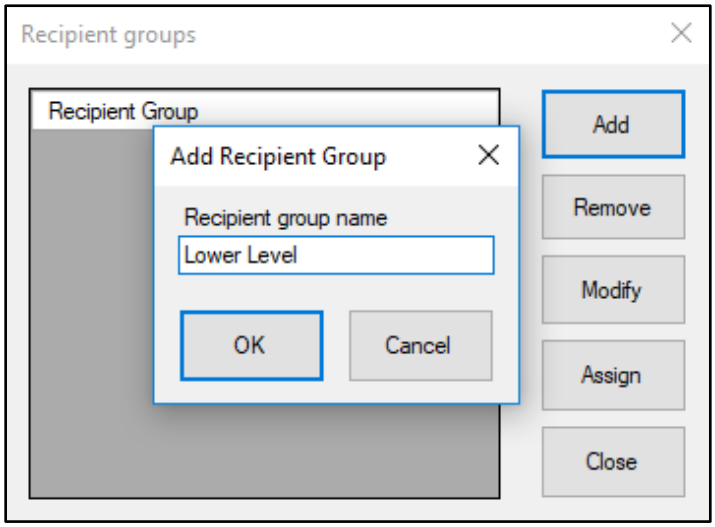
Recipient Groups



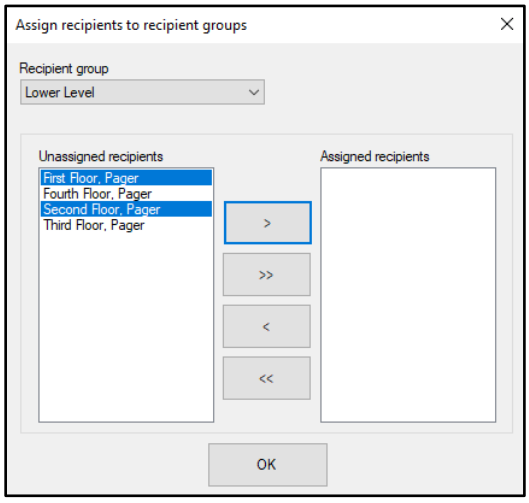
Recipient groups are created to help organize recipients. They are not necessary for any notification function. However, this can be especially helpful if the facility has a large number of mobile app users.

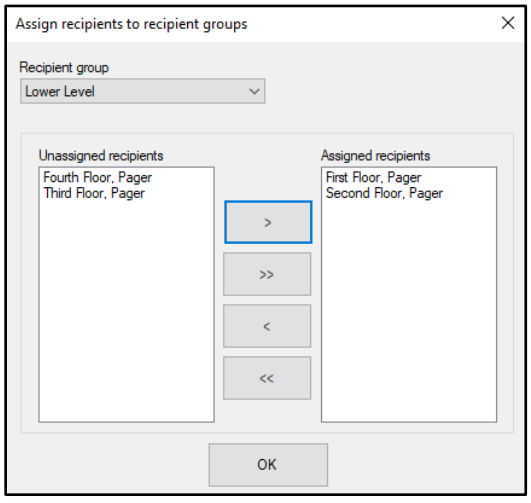
Creating Recipient Groups:

1. Open the Notifications menu and click on Recipient groups.
2. Click Add to add a recipient group.

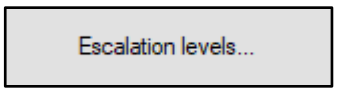


3. Give the new recipient group a name and click OK.
4. Click Assign to assign recipients to the new recipient group.





5. Select which recipients are to be assigned to which recipient groups using the drop-down menus. Use the **>** and **>>** buttons to move one or more rooms to the Assigned Recipients column on the right.
6. Click OK.

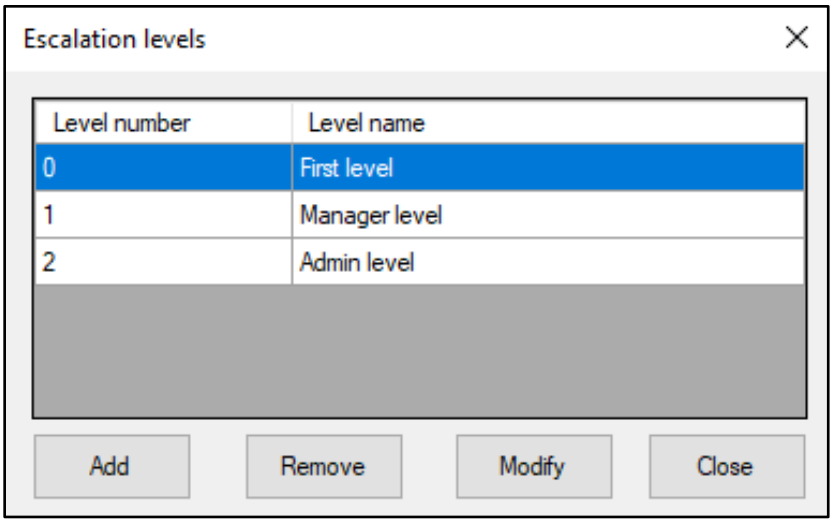


Escalation Levels

Different levels of escalation can be created to have VisionLink II send notifications to alert supervisors, managers, administrators, etc… Three levels are preprogrammed into VisionLink II, and this is usually sufficient for a facility's needs. Recipients are assigned to escalation levels in the Assign rooms to recipients area. (See page 57)

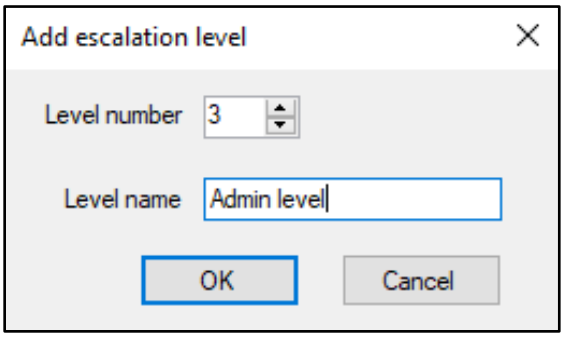
Managing Escalation Levels:

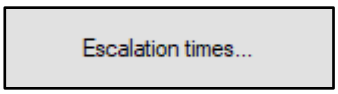
1. Open the Notifications menu and click on Escalation levels.
2. Click Add, Remove, or Modify to add, remove, or modify an escalation level.



NOTE: First level is a first level recall by default.

3. Give the new escalation level a name and a level number. No level of escalation can have the same level number as another level.



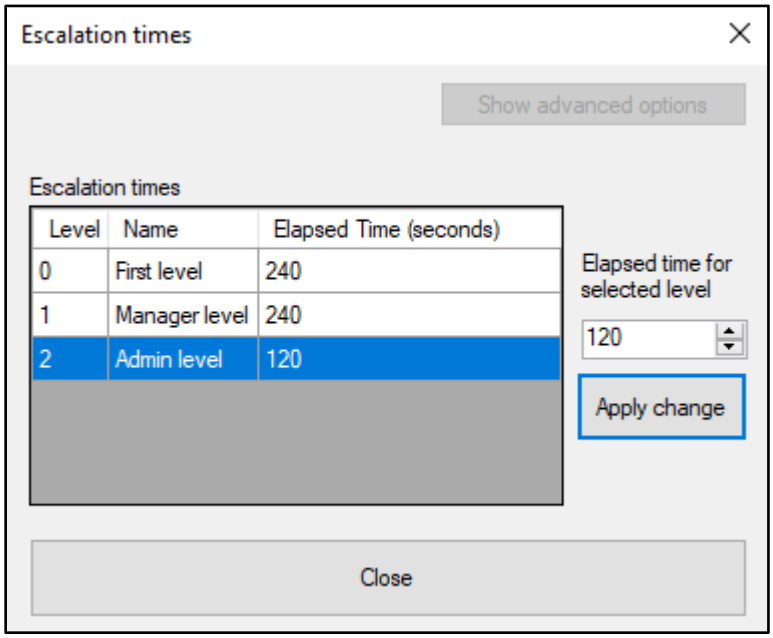


Escalation Times

The time between escalation levels can be modified to fulfill the facility's needs.

Managing Escalation Times:

1. Open the Notifications menu and click on Escalation times.
2. Select which level needs to be modified and type in a value (in seconds). Click Apply change.



3. The time entered will be the time elapsed from the previous level of escalation (see example below).

Example for image shown above:

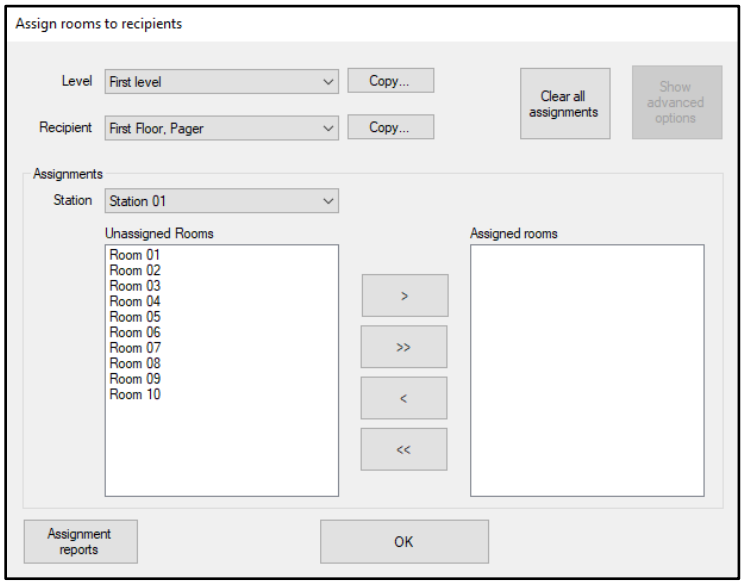
1. *Call goes to the screen and notifies basic notification recipients.*
2. *Four minutes (240 sec.) after that if call has not been reset, a recall notification is sent to the same basic recipients.*
3. *Four minutes (240 sec.) after that if the call has not been reset (so a total of eight elapsed minutes), a notification will be sent to recipients in the Manager level of escalation.*
4. *Two minutes (120 sec.) after that if the call has not been reset (so a total of ten elapsed minutes), a notification will be sent to recipients in the Admin level of escalation.*
5. *Call will continue to recall this recipient level every two minutes until the call is reset.*

Assign Rooms to Recipients

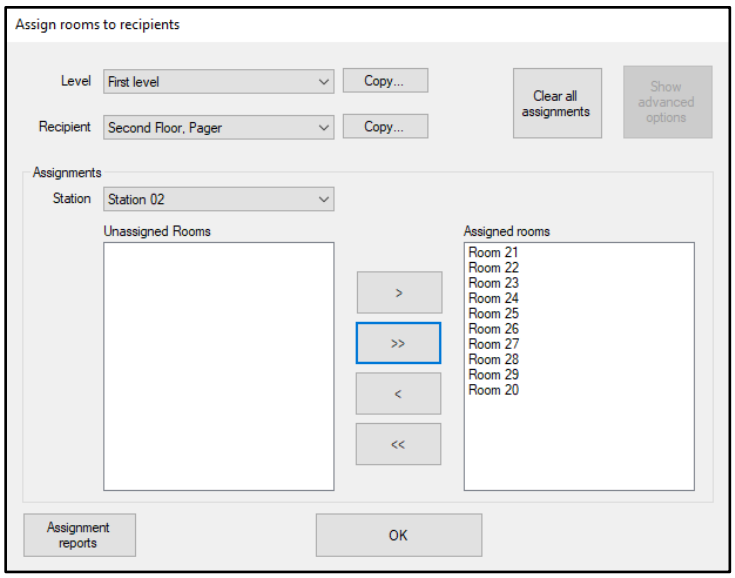
After all recipients have been created, the recipients then need to have rooms assigned to them.

Assigning Rooms to Recipients:

1. Open the Notifications menu and click on Assign rooms to recipients.



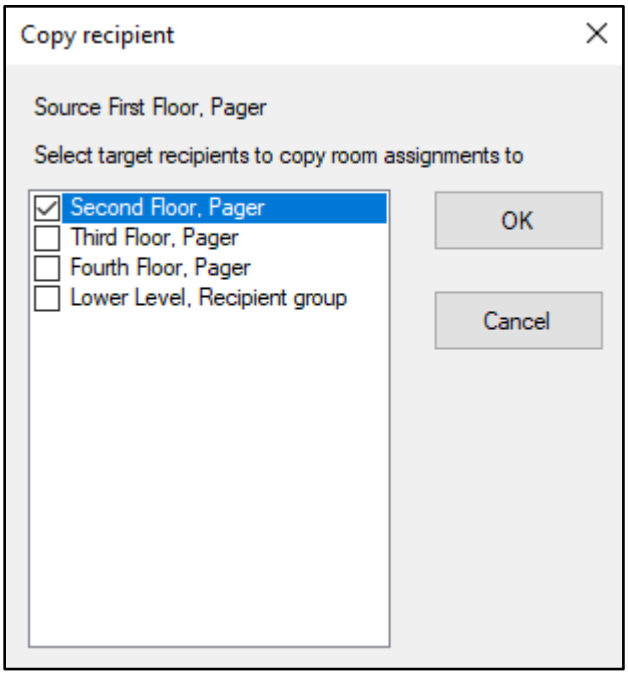
2. Select the level of escalation and the recipient from their respective drop-down menus.
3. Select the station to assign rooms from the drop-down menu.



4. Select which rooms are to be assigned to which recipients. Use the **>** and **>>** buttons to move one or more rooms to the Assigned Recipients column on the right.

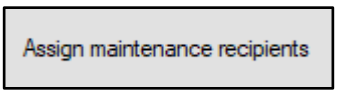
Assign Rooms to Recipients cont.

5. To make things easier, use the Copy feature next to the Level and Recipient drop-down menus to copy assignments from one level to another, or from one recipient to another.
6. Select which options you would like to copy the "Source" assignments to and click OK.



Example to the left:
This will copy the "Source" First Floor Pager assignments to the Second Floor Pager.

7. If for any reason the assignments need to be cleared in order to start from scratch, click the Clear all assignments button in the upper right corner. Click OK to confirm.
8. To view assignment reports, click on the Assignment reports button in the bottom left corner. This gives the options of viewing a "Rooms to Recipients" or "Recipients to Rooms" report. After selecting an option, a window will open that will allow viewing, printing, exporting, etc…

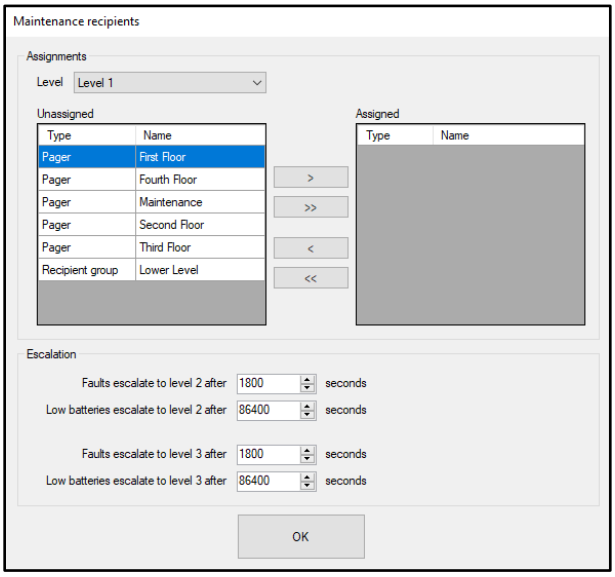


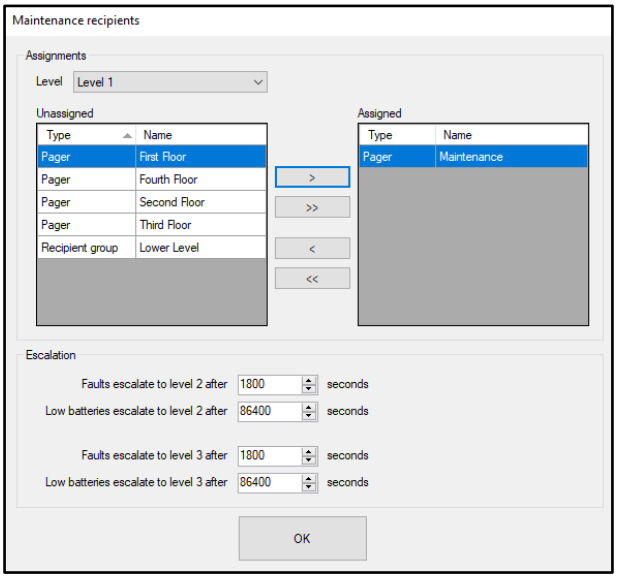
Assign Maintenance Recipients

Recipients who only need to receive maintenance alerts (faults, low batteries, system errors) can be configured here.

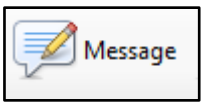
Assigning Maintenance Recipients:

1. Open the Notifications menu and click on Assign maintenance recipients.





2. Select the escalation level from the drop-down menu. Level 1 is the first level notification.
3. Select which recipients are to be assigned as maintenance recipients. Use the **>** and **>>** buttons to move one or more recipients to the Assigned column on the right.
4. Set the escalation times for the maintenance notifications. Click OK.



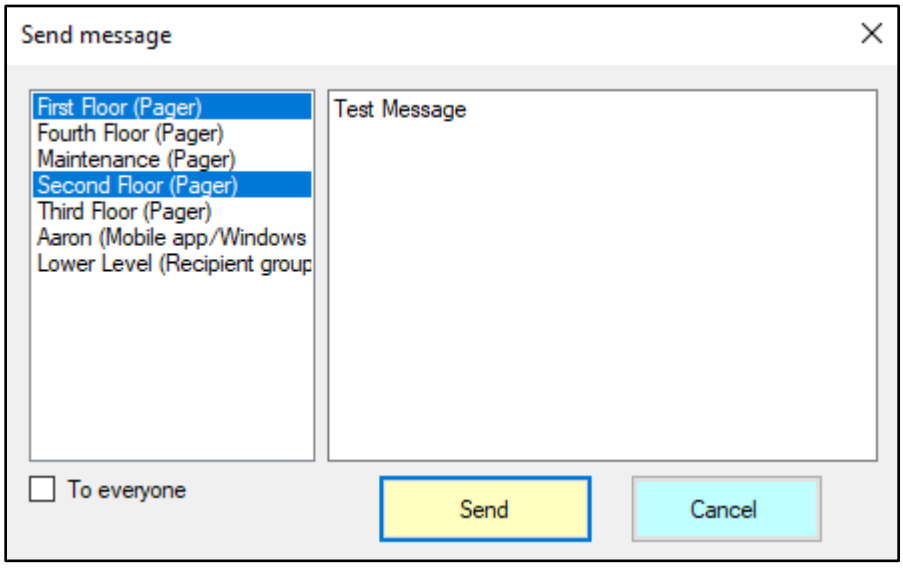
MESSAGE

Manual Message

The VisionLink II software has the capability to send a message to any recipient or recipient group. There is also a mass notification option in this menu. This sends a message to every recipient programmed into the software.

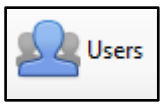
Sending a Manual Message:

1. Open the Message menu.



2. Select which recipients you would like to send the message to. Holding down the ***Ctrl*** key on the keyboard will allow for multiple selections. If you need to send the message to everyone, put a check mark in the To everyone box.
3. Click Send. The message will be sent to all the selected recipients.

NOTE: This feature is an excellent diagnostics tool to test notification functionality in VisionLink II.



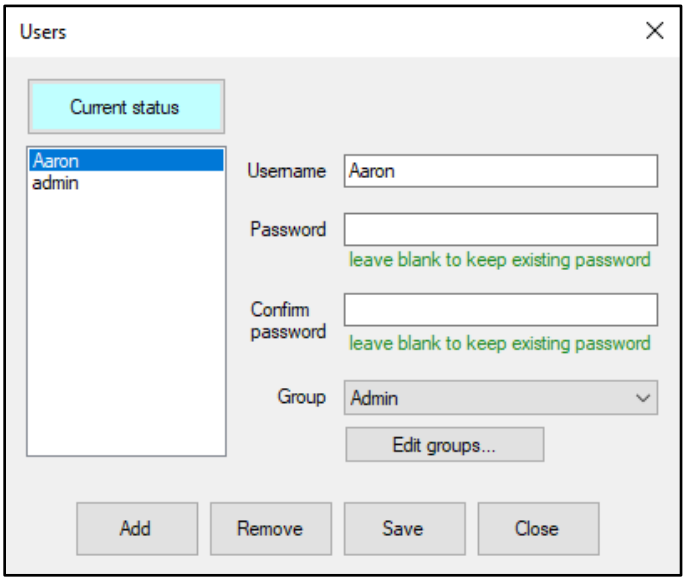
USERS

Creating Users

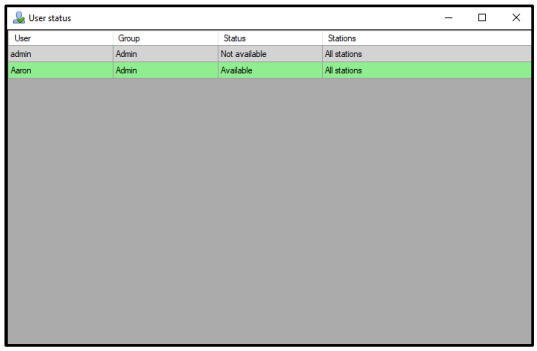
In order to log in to the VisionLink II server, the mobile app, or a Windows VisionLink II client a username and password must be supplied.

Managing Users:

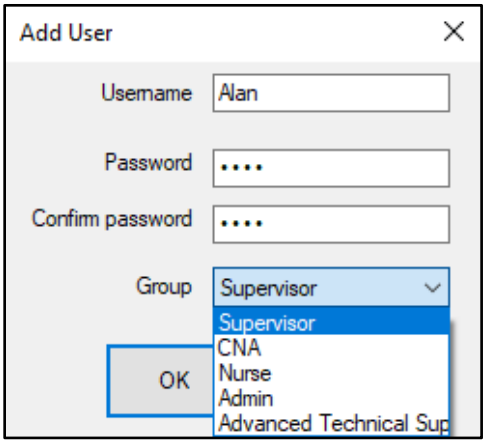
1. Open the Users menu.



NOTE: To see users who are currently logged in to devices, click on Current status. All users who are logged in will show in green. (Shown below)



2. Click Add to add a new user.



NOTE: There are several user groups already programmed into the software. Normally these are sufficient. To modify these users groups see page 61.

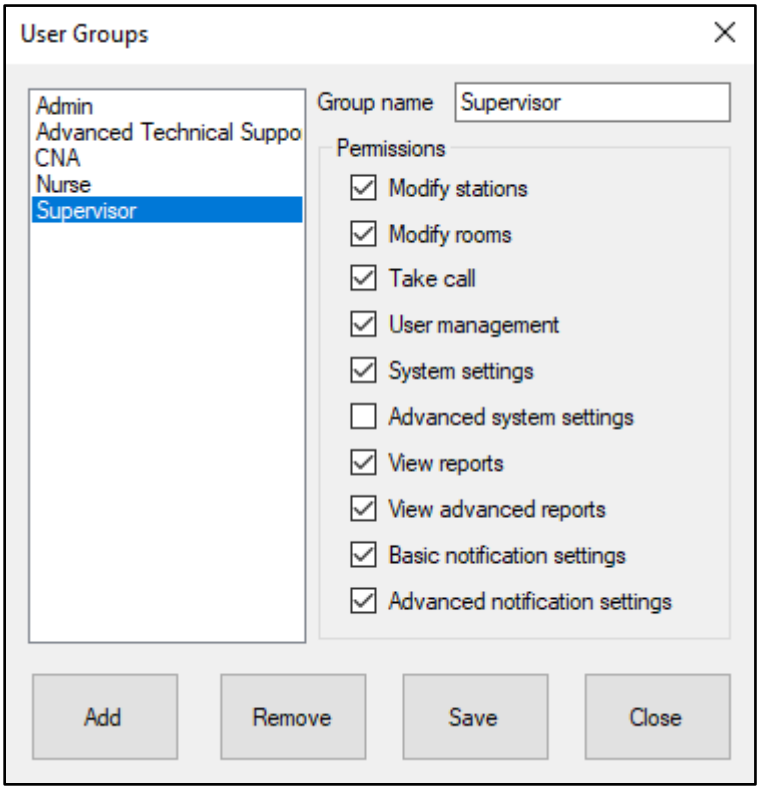
3. Give the new user a name, a password, and select which user group they will be associated with. User groups are where specific permissions are assigned to the user. If you don't know which group to select, select CNA. ***Click Save, then click Close.***

User Groups

User groups define specific permissions that are assigned to the users within those groups.

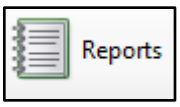
Managing User Groups:

1. Open the Users menu and click on Edit groups.



2. If needed, click Add to add a new user group. Give it a name and click OK.
3. Select which user group in the left column to modify. In the list of permissions on the right, select what permissions the selected group will have.
4. When completed, ***click Save then Close.***

NOTE: The preset user groups are normally sufficient for most facilities and do not need to be changed. If you have questions please contact Systems Technologies technical support.



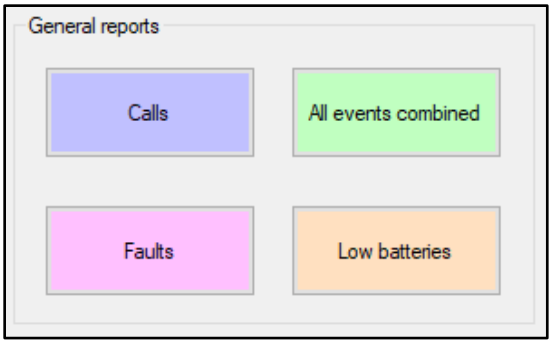
REPORTS

General Reports

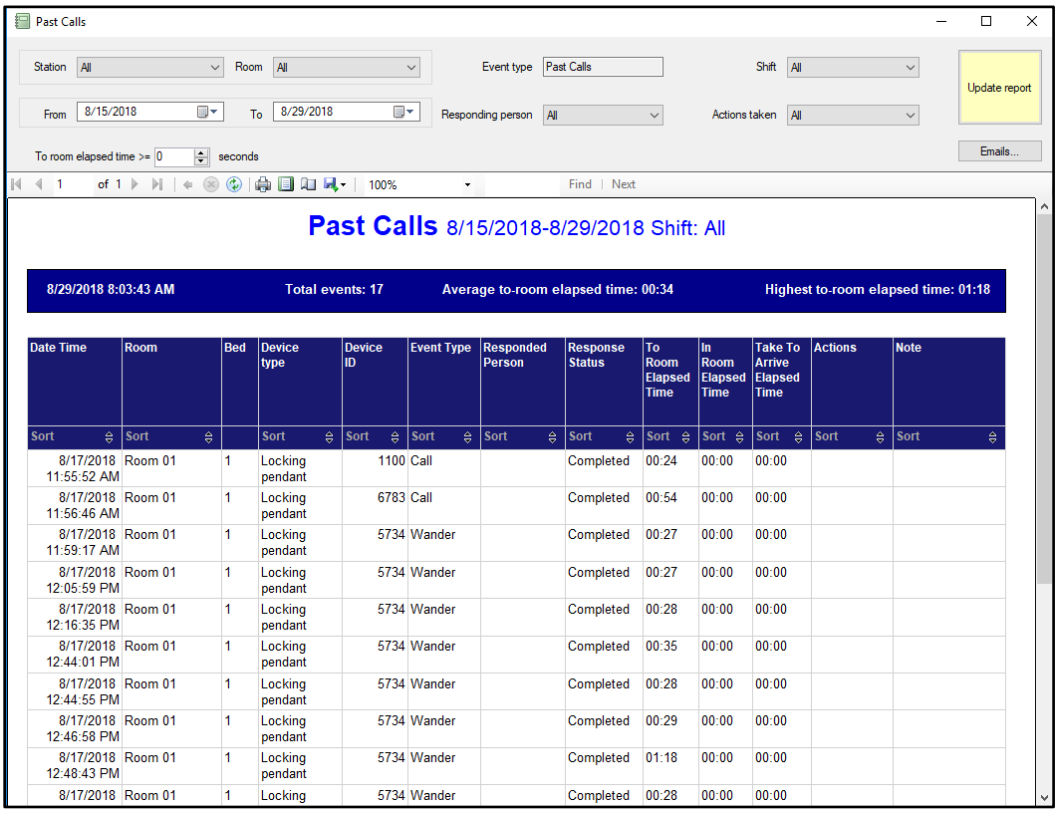
VisionLink II logs every event that displays on the screen. General Reports log Calls, Faults, and Low Batteries.

Viewing General Reports:

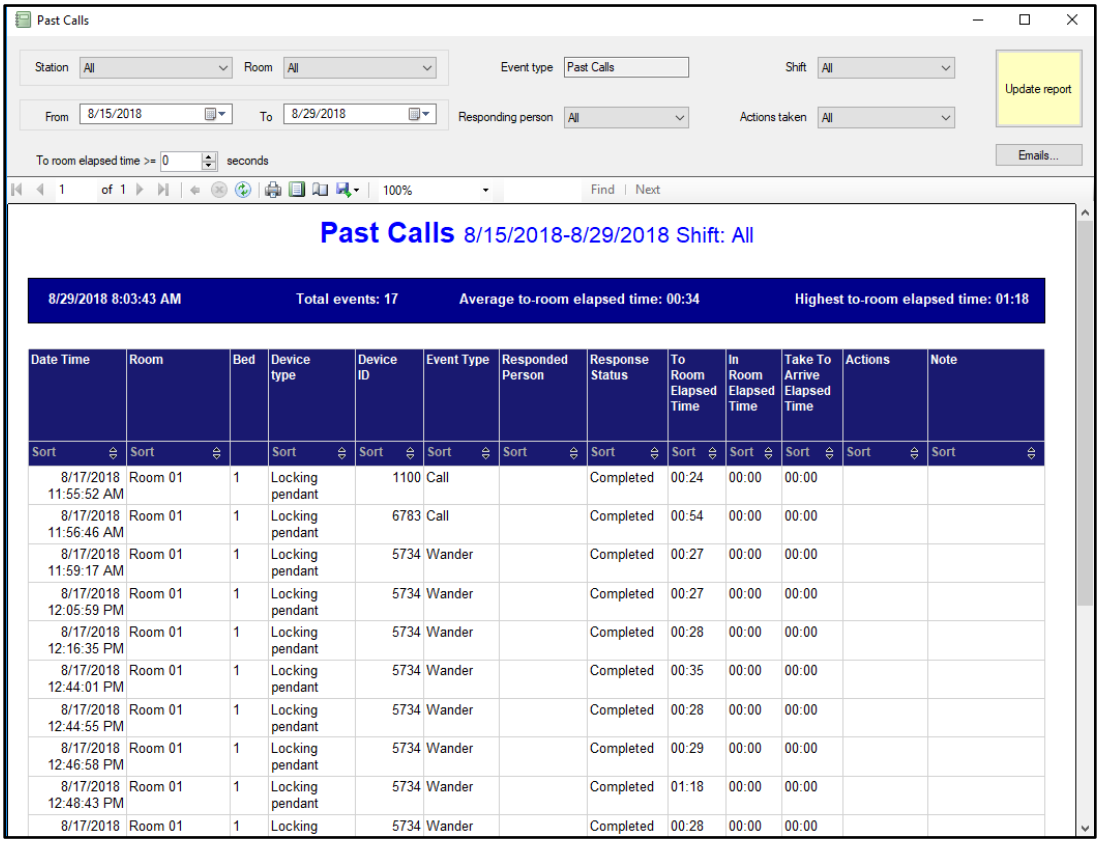
1. Open the Reports menu and select which reports you would like to view.



2. Along the top of the report window select the filters you would like to apply to the reports. When filter criteria has been selected, click Update report.



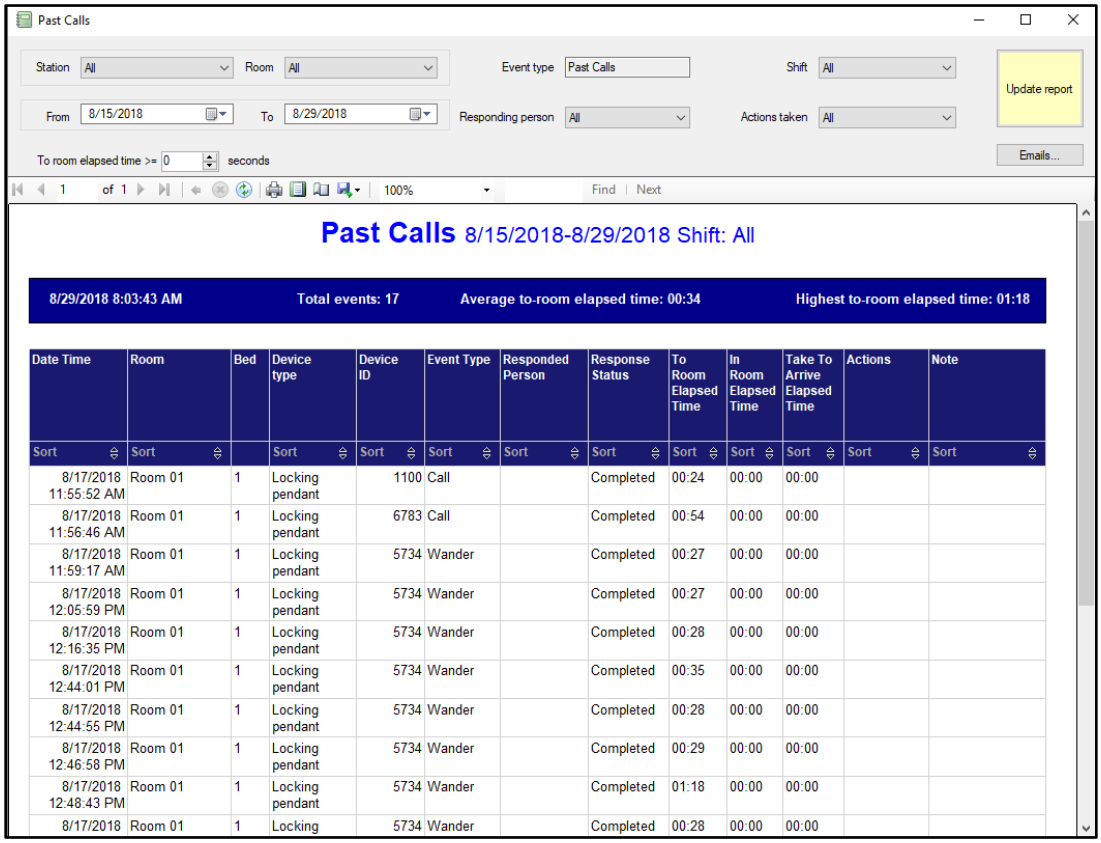
Date Time	Room	Bed	Device type	Device ID	Event Type	Responded Person	Response Status	To Room Elapsed Time	In Room Elapsed Time	Take To Arrive Elapsed Time	Actions	Note
8/17/2018 11:55:52 AM	Room 01	1	Locking pendant	1100	Call		Completed	00:24	00:00	00:00		
8/17/2018 11:56:46 AM	Room 01	1	Locking pendant	6783	Call		Completed	00:54	00:00	00:00		
8/17/2018 11:59:17 AM	Room 01	1	Locking pendant	5734	Wander		Completed	00:27	00:00	00:00		
8/17/2018 12:05:59 PM	Room 01	1	Locking pendant	5734	Wander		Completed	00:27	00:00	00:00		
8/17/2018 12:16:35 PM	Room 01	1	Locking pendant	5734	Wander		Completed	00:28	00:00	00:00		
8/17/2018 12:44:01 PM	Room 01	1	Locking pendant	5734	Wander		Completed	00:35	00:00	00:00		
8/17/2018 12:44:55 PM	Room 01	1	Locking pendant	5734	Wander		Completed	00:28	00:00	00:00		
8/17/2018 12:46:58 PM	Room 01	1	Locking pendant	5734	Wander		Completed	00:29	00:00	00:00		
8/17/2018 12:48:43 PM	Room 01	1	Locking pendant	5734	Wander		Completed	01:18	00:00	00:00		
8/17/2018	Room 01	1	Locking	5734	Wander		Completed	00:28	00:00	00:00		



MENU COLUMNS	DESCRIPTION
Date Time	Displays the date and time of an alarm.
Room	Displays the room that alarmed.
Bed	Displays the bed that alarmed.
Device Type	Displays the device type that alarmed.
Device ID	Displays the ID of the device that alarmed.
Event Type	Displays the type of alarm. (Call, Wander, Fault, Low Battery)
Responded Person	Displays the user that took the alarm. *(Modern 1 or Modern 2 mode for mobile app)*
Response Status	Displays response status.
To Room Elapsed Time	Displays the time from physical device alarm to physical device reset.
In Room Elapsed Time	Displays the time from physical device reset to mobile app “completing”. *(Modern 2 mode for mobile app)*
Take To Arrive Elapsed Time	Displays the time from mobile app “taking” to physical device reset. *(Modern 1 or Modern 2 mode for mobile app)*
Actions	Displays actions that were recorded. *(Modern 2 mode for mobile app)*
Notes	Displays notes that were recorded. *(Modern 2 mode for mobile app)*

See Mobile App manual for information on using the Mobile App with Vision Link II.

The report can be sorted by any column by clicking on the “Sort” icon on that column.



Date Time	Room	Bed	Device type	Device ID	Event Type	Responded Person	Response Status	To Room Elapsed Time	In Room Elapsed Time	Take To Arrive Elapsed Time	Actions	Note
Sort	Sort		Sort	Sort	Sort	Sort	Sort	Sort	Sort	Sort	Sort	Sort
8/17/2018 11:55:52 AM	Room 01	1	Locking pendant	1100	Call		Completed	00:24	00:00	00:00		
8/17/2018 11:56:46 AM	Room 01	1	Locking pendant	6783	Call		Completed	00:54	00:00	00:00		
8/17/2018 11:59:17 AM	Room 01	1	Locking pendant	5734	Wander		Completed	00:27	00:00	00:00		
8/17/2018 12:05:59 PM	Room 01	1	Locking pendant	5734	Wander		Completed	00:27	00:00	00:00		
8/17/2018 12:16:35 PM	Room 01	1	Locking pendant	5734	Wander		Completed	00:28	00:00	00:00		
8/17/2018 12:44:01 PM	Room 01	1	Locking pendant	5734	Wander		Completed	00:35	00:00	00:00		
8/17/2018 12:44:55 PM	Room 01	1	Locking pendant	5734	Wander		Completed	00:28	00:00	00:00		
8/17/2018 12:46:58 PM	Room 01	1	Locking pendant	5734	Wander		Completed	00:29	00:00	00:00		
8/17/2018 12:48:43 PM	Room 01	1	Locking pendant	5734	Wander		Completed	01:18	00:00	00:00		
8/17/2018	Room 01	1	Locking	5734	Wander		Completed	00:28	00:00	00:00		

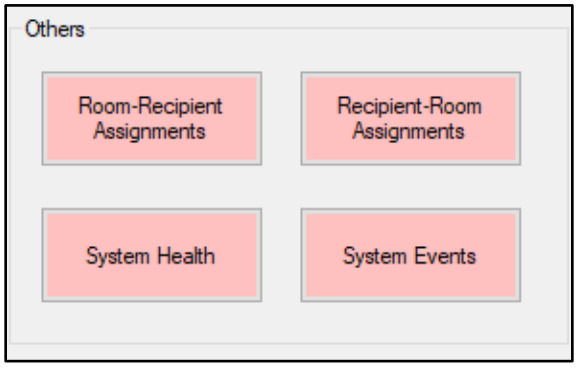
3. To print or export the selected report, use the menu buttons below the filter menu.

Other Reports

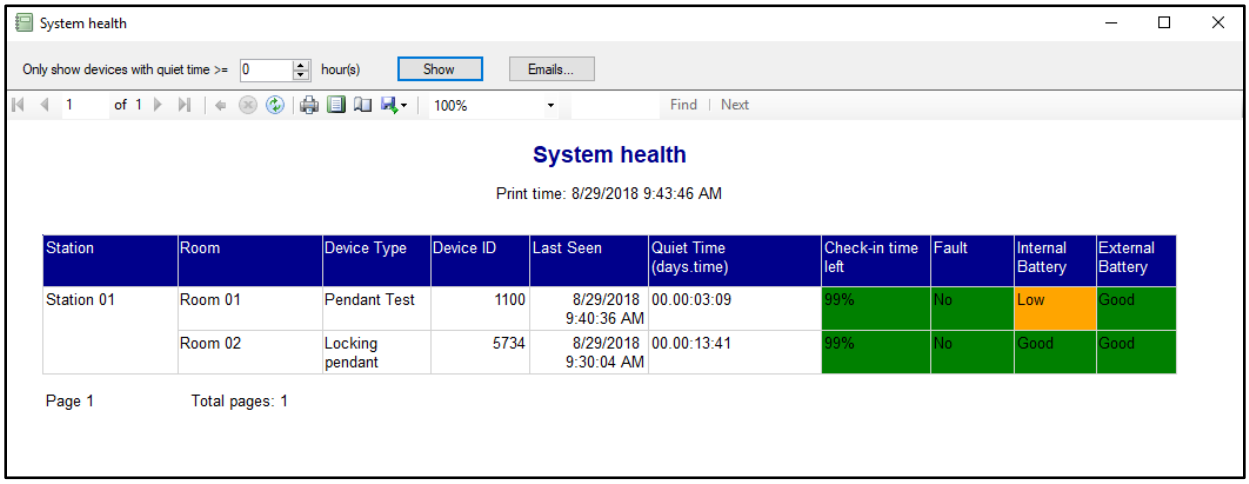
VisionLink II also logs special and normal system events. Software changes are logged and system device health can be monitored in Other Reports.

Viewing Other Reports:

1. Open the Reports menu and select which reports you would like to view.

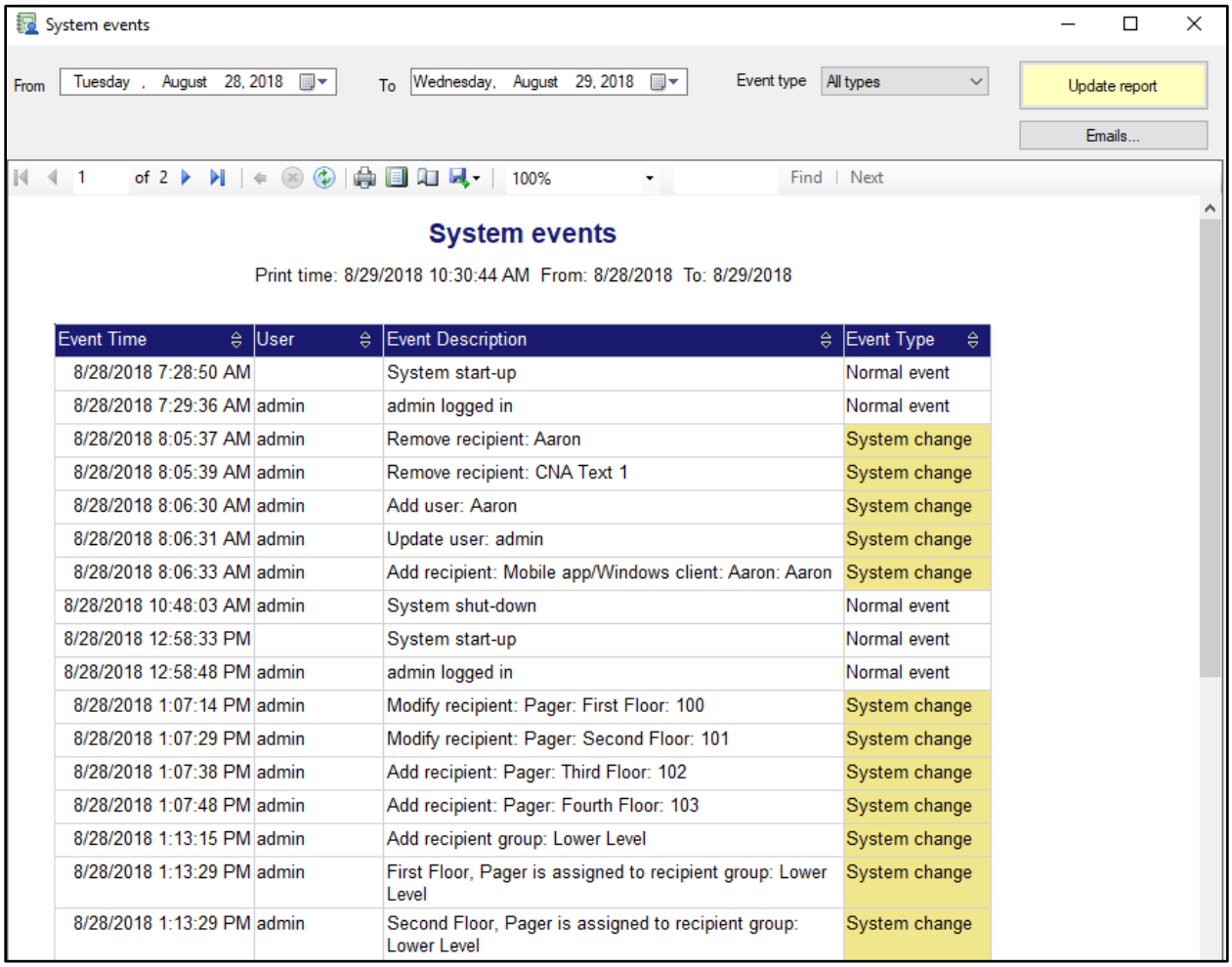


2. System Health Reports allows you to view device health.



MENU COLUMNS	DESCRIPTION
Station	Displays station name.
Room	Display room name.
Device Type	Displays device type.
Device ID	Displays device ID.
Last Seen	Displays last time the software received a signal from that device.
Quiet Time	Displays the time elapsed since software received a signal from that device.
Check-in Time Left	Displays the percentage left of the fault window that the device needs to check-in by.
Fault	Displays fault status.
Internal Battery	Displays internal battery status.
External Battery	Displays external battery status.

3. System Events Reports allows you to view all events that happen in the software.



System events

Print time: 8/29/2018 10:30:44 AM From: 8/28/2018 To: 8/29/2018

Event Time	User	Event Description	Event Type
8/28/2018 7:28:50 AM		System start-up	Normal event
8/28/2018 7:29:36 AM	admin	admin logged in	Normal event
8/28/2018 8:05:37 AM	admin	Remove recipient: Aaron	System change
8/28/2018 8:05:39 AM	admin	Remove recipient: CNA Text 1	System change
8/28/2018 8:06:30 AM	admin	Add user: Aaron	System change
8/28/2018 8:06:31 AM	admin	Update user: admin	System change
8/28/2018 8:06:33 AM	admin	Add recipient: Mobile app/Windows client: Aaron: Aaron	System change
8/28/2018 10:48:03 AM	admin	System shut-down	Normal event
8/28/2018 12:58:33 PM		System start-up	Normal event
8/28/2018 12:58:48 PM	admin	admin logged in	Normal event
8/28/2018 1:07:14 PM	admin	Modify recipient: Pager: First Floor: 100	System change
8/28/2018 1:07:29 PM	admin	Modify recipient: Pager: Second Floor: 101	System change
8/28/2018 1:07:38 PM	admin	Add recipient: Pager: Third Floor: 102	System change
8/28/2018 1:07:48 PM	admin	Add recipient: Pager: Fourth Floor: 103	System change
8/28/2018 1:13:15 PM	admin	Add recipient group: Lower Level	System change
8/28/2018 1:13:29 PM	admin	First Floor, Pager is assigned to recipient group: Lower Level	System change
8/28/2018 1:13:29 PM	admin	Second Floor, Pager is assigned to recipient group: Lower Level	System change

MENU COLUMNS	DESCRIPTION
Event Time	Displays date and time of an event.
User	Displays the user that was responsible for the event.
Event Description	Displays the details of the event. Displays what happened.
Event Type	Displays the type of event. (System change, Normal Event, Error, Manual Message)

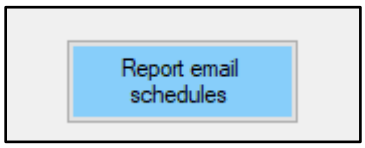
4. Room-Recipient Assignments and Recipient-Room Assignments allow you to view which rooms are assigned to which recipients, and vice versa.

Emailing Reports

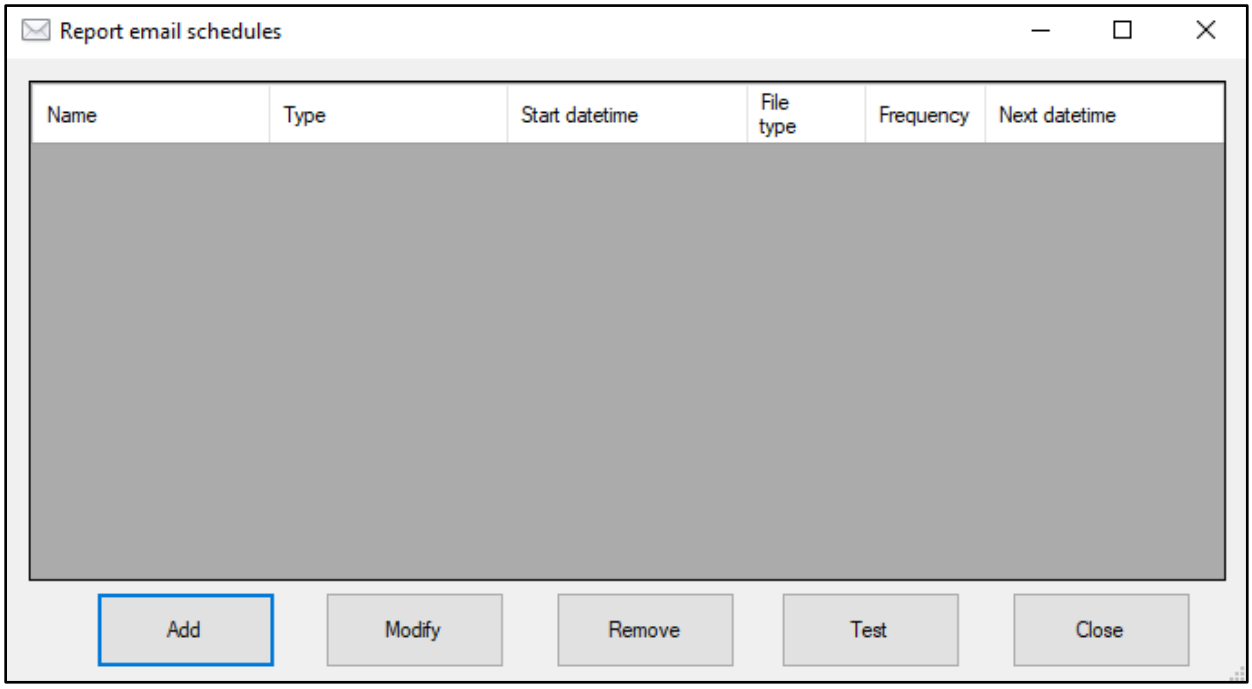
VisionLink II has the capability to email reports on a schedule to administrative and maintenance staff. This capability must be configured beforehand by Systems Technologies or the facility's IT staff. See page 49 for full email configuration.

Adding an Email Schedule for Reports:

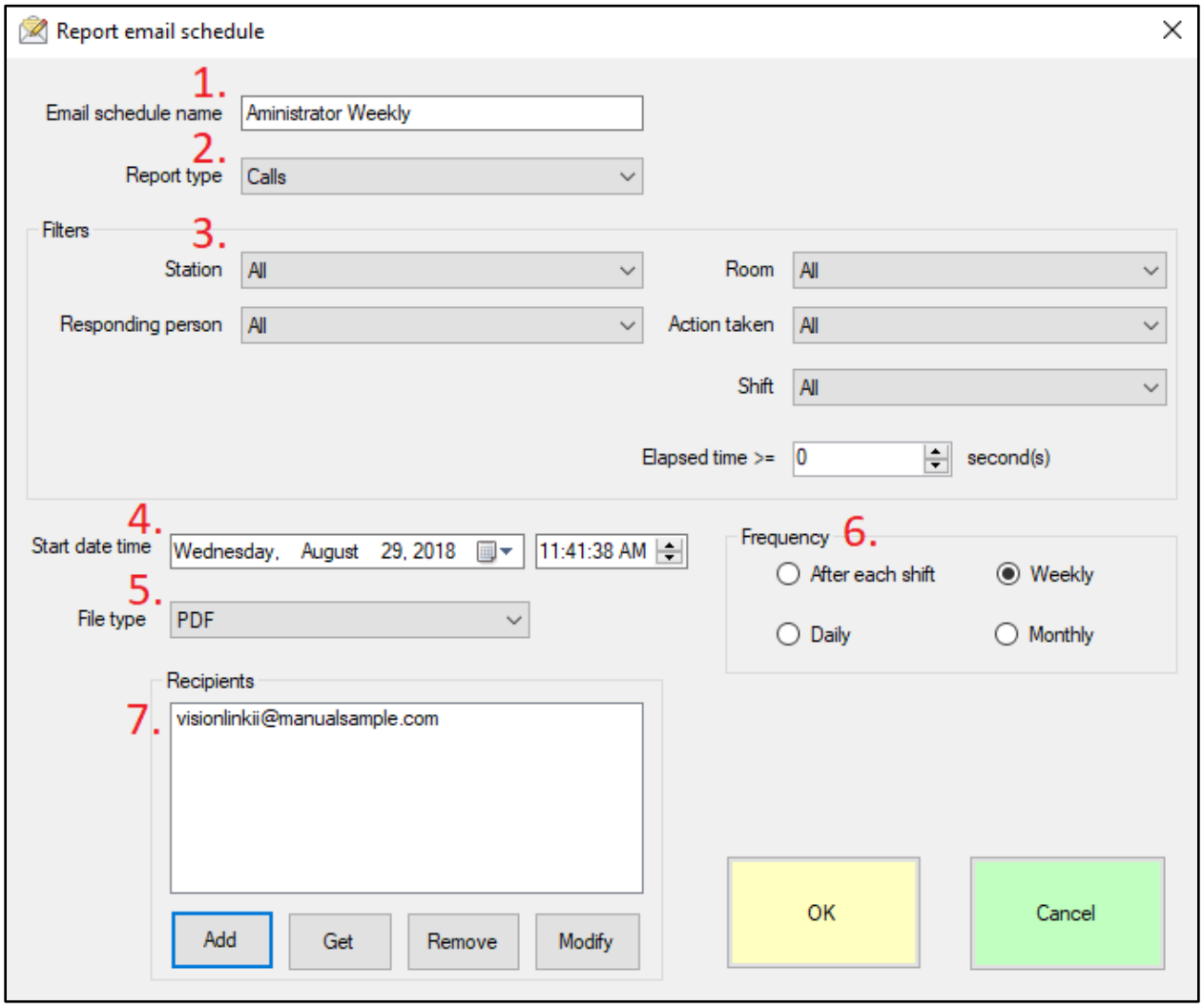
1. Open the Reports menu and click on Report email schedules.



2. Click Add to add an email report schedule.



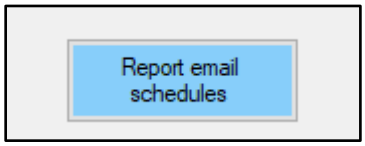
Configuring an Email Schedule:



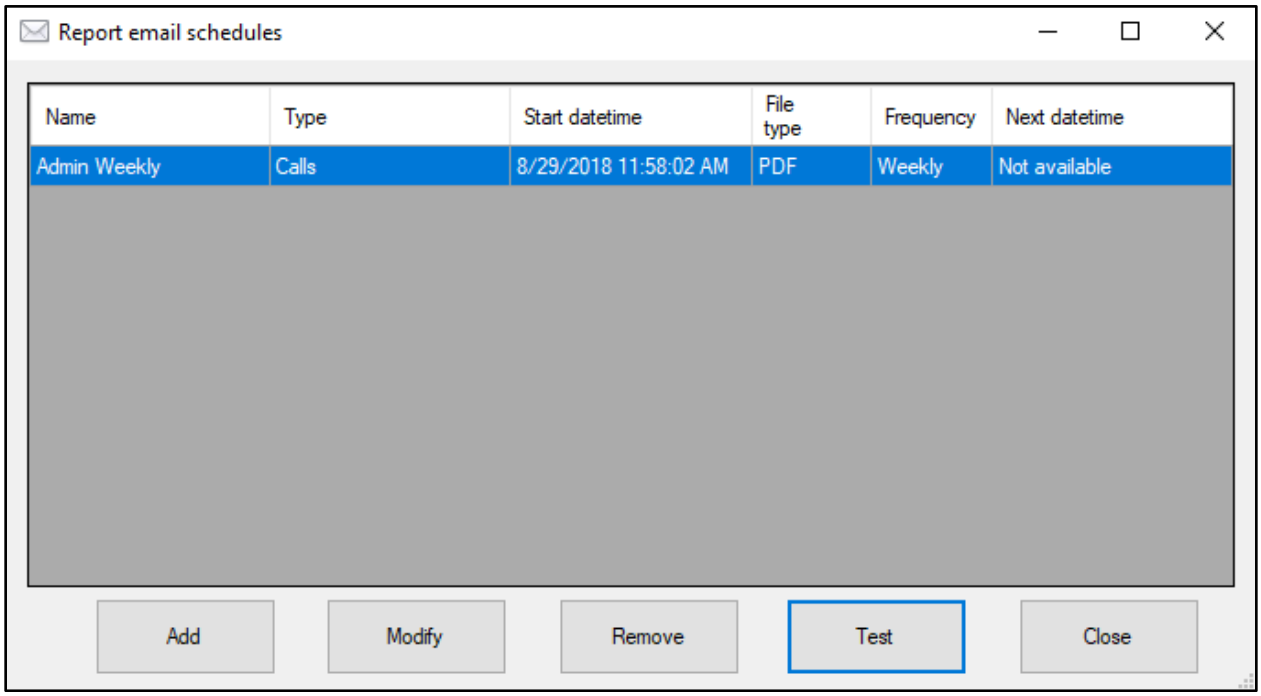
1. Enter a name for the new email schedule.
2. Select what type of report will be sent from the drop-down menu.
3. Select what filters will be used from the drop-down menus.
4. Select a start date time from the calendar icon.
5. Select the file type from the drop-down menu.
6. Select the frequency from the radio button menu.
7. Click Add to add an email recipient. Enter a valid email address and click OK.

Testing an Email Schedule:

1. Open the Reports menu and click on Report email schedules.



2. Click Test to test the email address(es) associated with the email schedule.



3. Click Yes when asked to confirm. An email will be sent to the email address(es) associated with the email schedule.

Miscellaneous

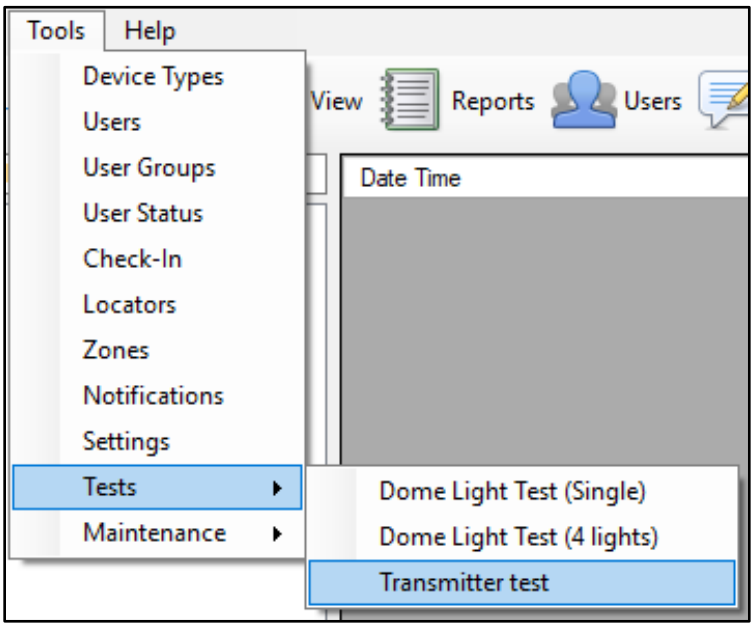
TOOLS

Tests

There are a number of tests that VisionLink II offers that are very helpful for diagnostics issues in the nurse call system.

Performing Diagnostics Tests:

1. Navigate to the Tools menu and click on Tests.

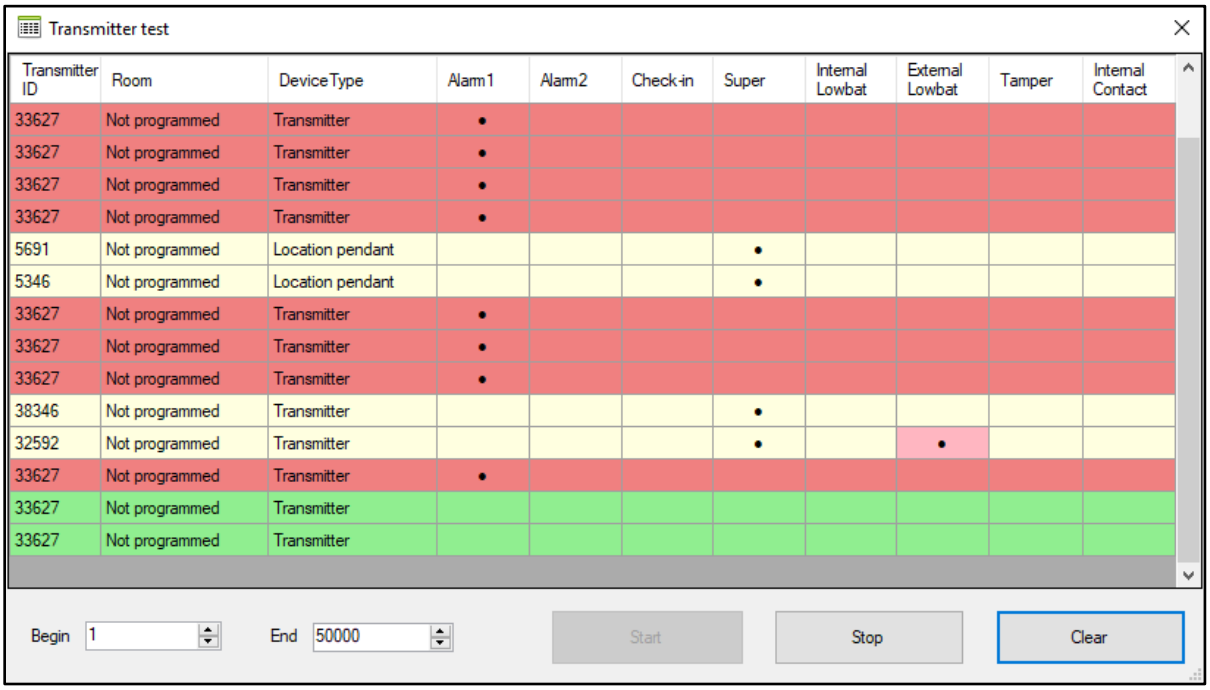


2. To test dome lights either click on the Single or 4 light tests, depending on how many LED modules each dome light has. This will test the data module of the dome light controller by sending data to all dome lights that are addressed to 255 (all dip switches up).

> *Additional Test: If dome light is addressed to 0 (all dip switches down), the light should illuminate. This tests the power module of the dome light controller.*

3. Make sure to turn off the dome light tests when finished.

4. To test transmitters click on Transmitter test.



5. Enter the ID or range of IDs of the device(s) that you would like to test and click on Start.
6. If the receiver picks up any signal from IDs entered, those signals will display here. IDs, Rooms numbers, device types, alarms, check-ins, supervisory signals, and low batteries are displayed.
7. This will display signals even from devices that are not programmed into the software.

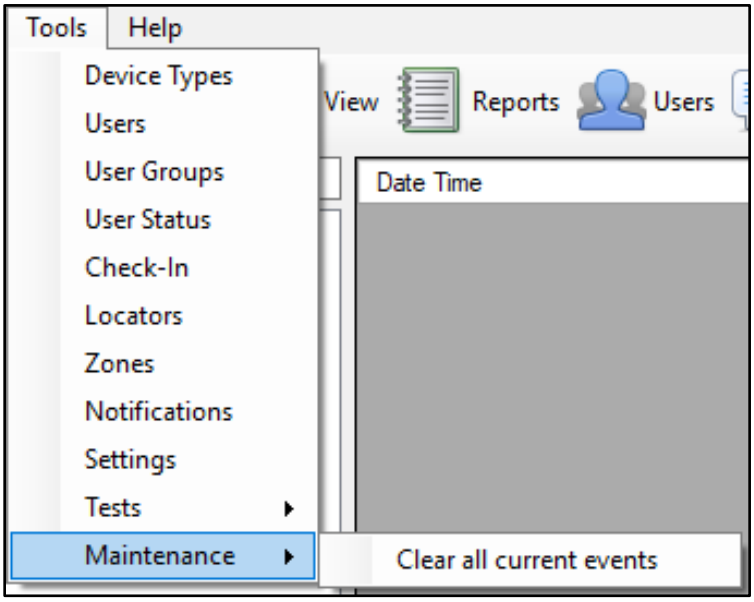
NOTE: This test can be helpful to find the ID of a device that has lost its ID sticker.

Maintenance

VisionLink II allows for a manual clearing of calls and faults from the screen. This is occasionally necessary to remove a faulting device from the programming.

Manually Clearing Events from Screen:

1. Navigate to the Tools menu and click on Maintenance.



2. To clear all calls and faults from the screen click on Clear all current events.
3. When asked to confirm the manual clear, click Yes.
4. VisionLink II will need to be restarted for the manual clear to take effect.

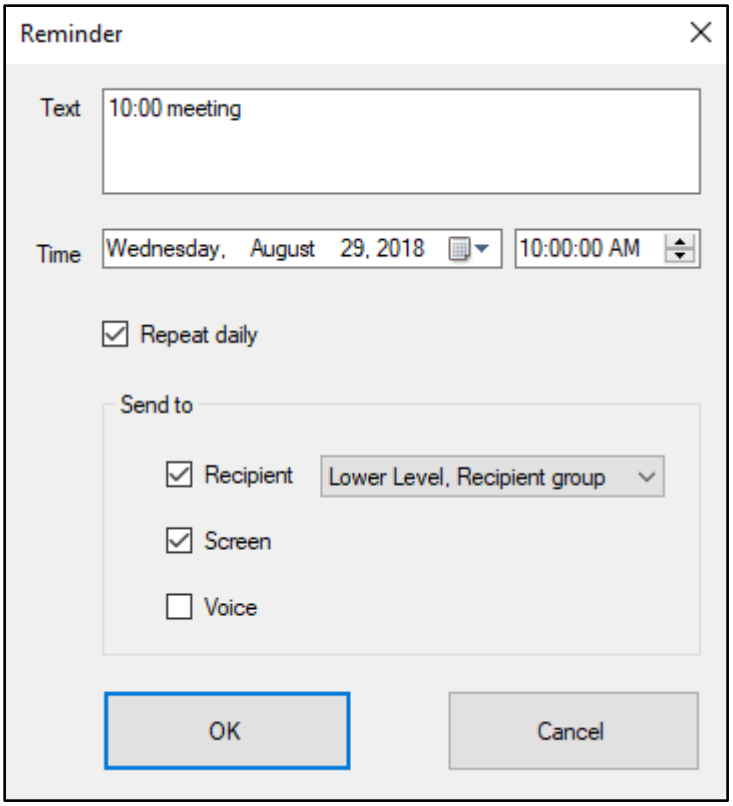
REMINDERS

Reminders

VisionLink II can have reminders configured to automatically send notifications to the screen and any other recipient or recipient group.

Creating Reminders:

1. Open the Reminders menu and click on Add to add a reminder.



2. Enter text that the reminder should send.
3. Select the date and time that this reminder should be sent. Put a check mark in the Repeat daily box if this will be a daily reminder.
4. Select to whom the software will send this reminder.
    a. Recipient – Reminder will be sent to the selected recipient.
    b. Screen – Reminder will pop up in a window on the screen.
    c. Voice – Reminder will annunciate at the computer.
5. Click OK.

NOTE: Any number of reminders may be configured.

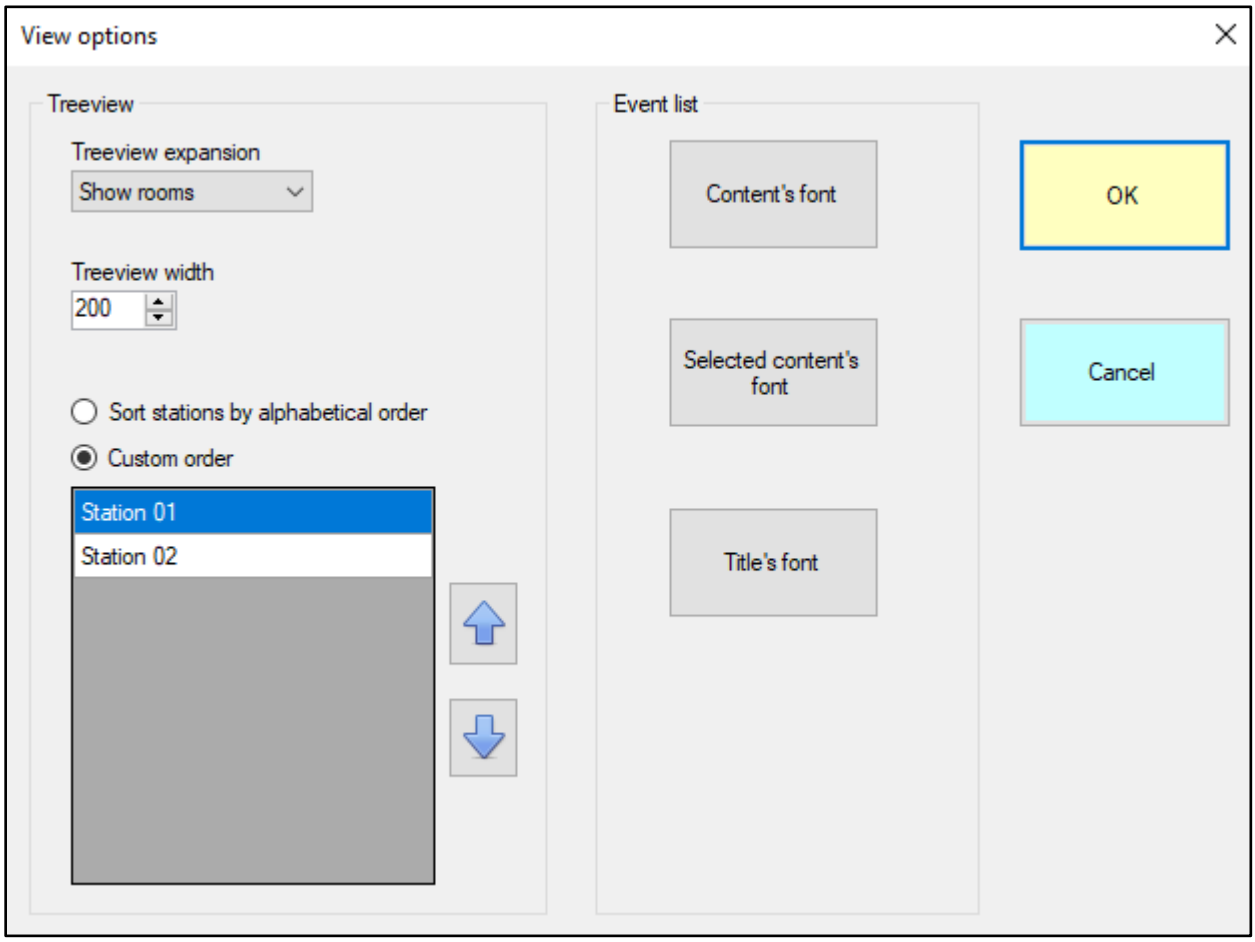
VIEW

View

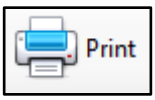
The visual display of VisionLink II may be modified to meet facility's needs and preferences.

Modifying the Visual Display:

1. Open the View menu.



2. The Treeview expansion drop-down menu modifies how the rooms are shown on the left side of the screen. No expansion, Show rooms, and Show beds are the options.
3. The Treeview width determines how wide the panel is on the left side of the screen that displays the rooms.
4. The stations can be sorted alphabetically or by custom order. Use the radio buttons to choose.
5. The Event list area lets you customize the font of VisionLink II. Select one the buttons (Content font, Selected font, or Title font) to open its font menu.
6. Select desired font options and click OK.



PRINT

Print

VisionLink II can print the current events that are on the screen to a printer or save them to a file.

Printing the Screen:

1. Open the Print menu.
2. This will open a print menu where a properly installed printer can be selected.
3. Click Print.

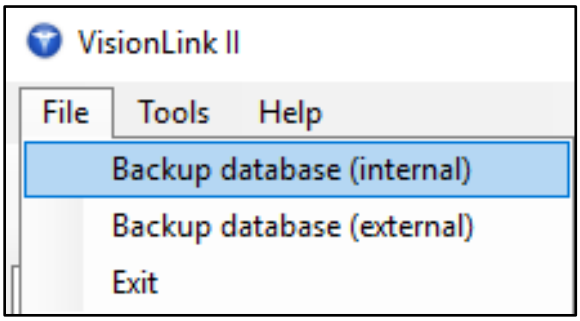
DATABASE MANAGEMENT

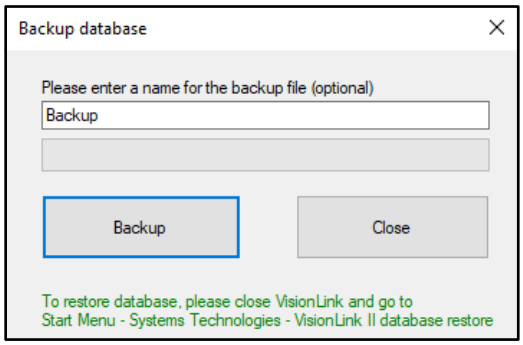
Internal Backup

VisionLink II will back up its database automatically to the computer's hard drive every night at midnight. This internal backup can be done manually as well.

Performing a Manual Internal Backup:

1. Navigate to the File menu and click on Backup database (internal).





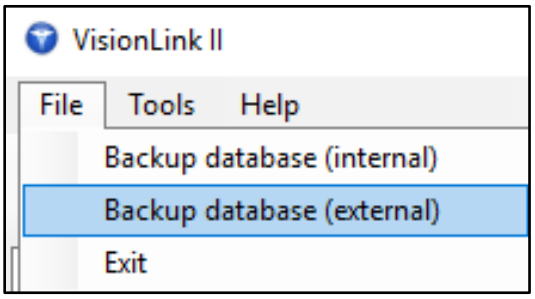
2. Give the new backup a name and click on Backup.
3. This backup is saved at *C:\Program Files (x86)\Systems Technologies\VisionLink II\Backups*.
4. The number of auto backups to be kept can be set in the Advanced Settings (see page 79).

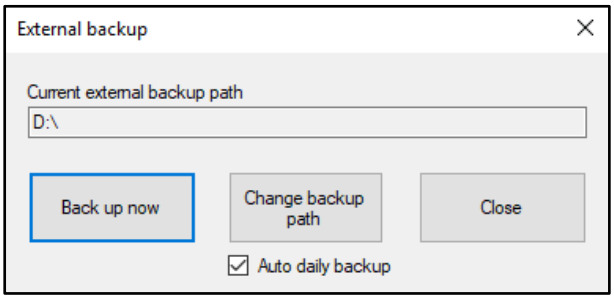
External Backup

VisionLink II can additionally perform a backup to an external source such as a USB drive. This feature can be set to automatically backup as well.

Performing a Manual External Backup:

1. Navigate to the File menu and click on Backup database (external).





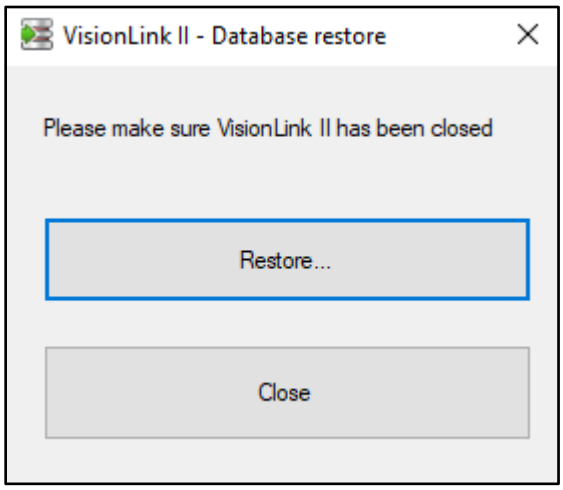
2. Select the path to save the external backup to by clicking on Change backup path.
3. Click Back up now.
4. To enable automatic external daily backups, put a check mark in Auto daily backup.
5. The automatic external backup settings can be set in Advanced Settings (see page 79).

Restore Database

If for any reason a database needs to be imported to the VisionLink II software, the Restore Database application is what is used. This application is found at *C:\Program Files (x86)\Systems Technologies\VisionLink II\RestoreDatabase*.

Restoring a Database:

1. Close the VisionLink II software.
2. Open the Restore Database application found at the address above.

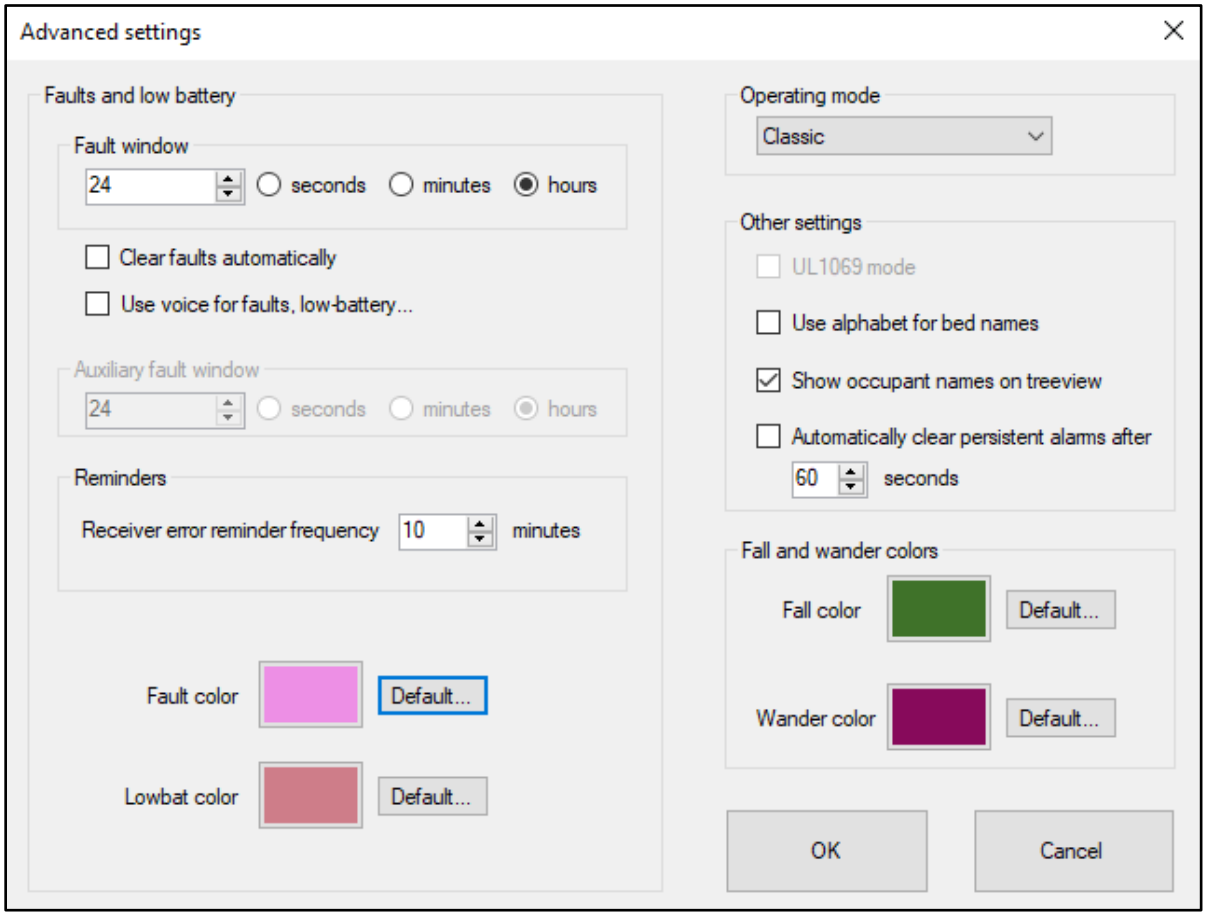


3. Click on Restore.
4. Navigate to the database you would like to import.
5. When asked if to confirm the database import, click Yes.
6. Close the Restore Database application and open the VisionLink II software.
7. The programming should now reflect the new database.

ADVANCED SETTINGS

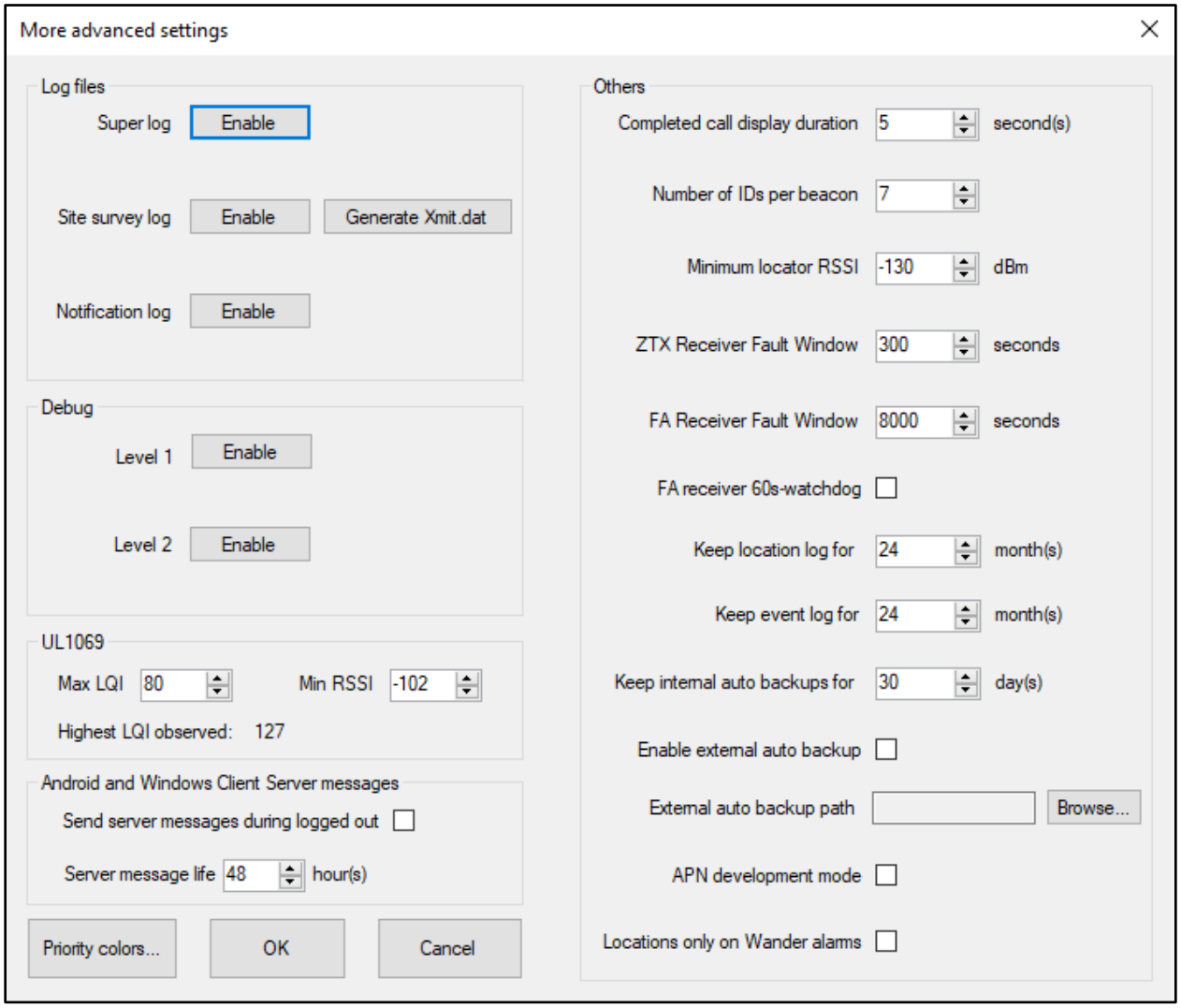
Advanced Settings

VisionLink II has a vast number of customizations available. These settings are locked and can only be accessed by Systems Technologies technical support. If you need your system to do something that is not addressed in the manual, please contact Systems Technologies and we will log in to the computer and temporarily unlock these settings. The following pages show some of the capabilities of these advanced settings.



ADVANCED SETTING	DESCRIPTION
Fault window	Changes the global fault window.
Clear faults automatically	Clears faults when an alarm goes to the screen.
Use voice for faults, low-battery	Annunciates faults and low batteries at the screen.
Receiver error	Sets time for receiver error reminder frequency.
Operating mode	Changes the operating mode for the mobile app.
Use alphabet for beds	Displays bed A, B, C rather than bed 1, 2, 3.
Automatically clear persistent alarms	Sets time for automatically clearing persistent alarms
Custom colors	Sets custom colors for faults, low-batts, fall, and wander alarms.

Advanced Settings cont.

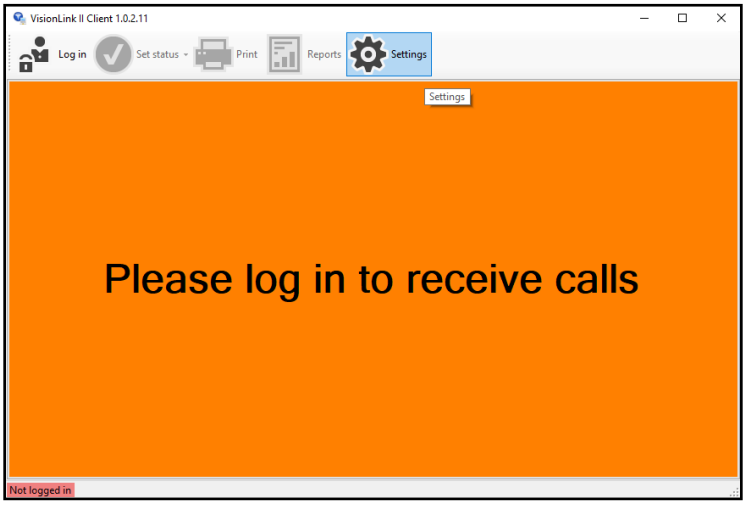


ADVANCED SETTING	DESCRIPTION
Super log	Turns on a log that records supervisory signals.
Site survey log	Turns on a log that records helpful diagnostics information.
Notification log	Turns on a log that records all notifications that VisionLink II sends out.
Generate Xmit.dat	Generates a notepad file that lists all the device IDs that are programmed into the system.
Completed call display duration	Sets the time for how long a completed call stays on the screen.
Keep internal auto backups for	Sets the number of days to keep the automatic internal backups.
Enable external auto path	Enables external auto backups.
External auto backup path	Defines the auto external backup path.
Locations only on wander alarms	Sends locations only on wander alarms, not regular location pendants.

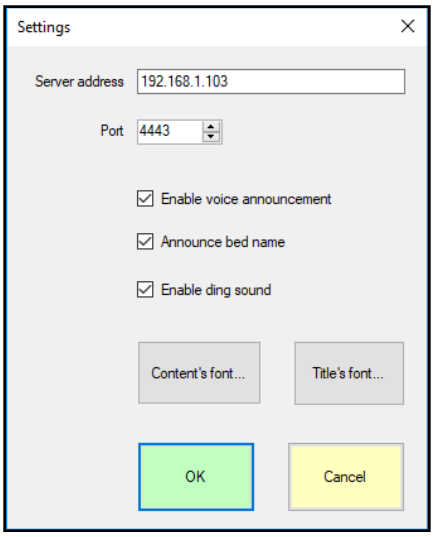
WINDOWS VCLIENT

Setting up remote client software

The purchased VLClient software can be installed on any computer that meets the minimum requirements. Most often we provide an All-in-One client computer for easy viewing and tech support. Please contact Tech Support for software installation questions.



1. Click the *Settings* button.



2. Enter the IP address of the nurse call server. This can be found by clicking on the *Help* menu on the server software and going to *Get IP Addresses*.
3. Leave the Port at 4443
4. Enable which options the facility needs and click OK.
5. You are now ready to log in by clicking the red *Not logged in* button in the lower-left corner of the software. Use the username and password that was created under Users on the server.

SYSTEM MAINTENANCE

Part number	Operation/Maintenance Instructions
VL2600	The VL2600 VisionLink Video Display Console PC is the master station and includes a VL105 receiver, keyboard, mouse, UPS, VisionLink II software and manual. The monitor with built in speakers is sold separately. All alarms are visually displayed at the console. Audible tone annunciation is provided through the speakers. Available verbal annunciation is also available through the speakers when two way radio is enabled. Peripheral devices such as the VL175 Dome Light Controller, VL182-WAV Paging Transmitter and the VL175-WD are also controlled by the VL2600 Console. The console should be placed in a dust free environment and on solid footing. Do not place console in an enclosure without air circulation. Console should be connected directly into the Battery Backup provided with your system. Suggested maintenance for the console should be on an annual schedule. During the first year of operation do not open the casing of the console as it has a "Warranty Void" sticker on it. If you have an extended warranty period, call Systems Technologies for instructions after 1 year to open the casing. After each year of operation, the inside of the computer console should be blown out using static free compressed air such as GC Electrics "Air jet". The console should be shut down before cleaning. You may use a damp rag to clean the outside of the console as needed including the keyboard & mouse. Do not open the console casing while computer is running.
VL105	Mount the receiver as high as possible at least 6' from the floor. The VL105 receiver should be connected to COM 1 serial port on the VL2600 using the provided cable. It is powered by an external transformer which should be connected to the Surge Protection + Battery Back-up side of the UPS. The VL105 receiver requires no general maintenance. If the receiver has a maintenance issue, it must be sent back to SystemsTechnologies for repair. Do not position the receiver on or near any metal objects.
VL182	Mount the paging transmitter as high as possible at least 6' from the floor. The VL182 paging transmitter should be connected to COM 4 serial port on the VL2600 using the provided cable. The paging transmitter will send pages when an alarm occurs on the VL2600. VL182-WAV requires no general maintenance. If the VL182-WAV has a maintenance issue, it must be sent back to SystemsTechnologies for repair. Do not operate the VL182 without the antenna attached as that can cause the transmitter to fail. Do not position the receiver on or near any metal objects.

Part number	Operation/Maintenance Instructions
VL175	The VL175 Dome Light Control Unit/Power Supply should be connected to COM 3 serial port on the VL2600 using the provided cable. The output of the control unit provides power to dome lights, zone lights, and duty stations. When a call is placed on the console, information is sent to the controller, and then activates the lights associated with that alarm. Resets are accomplished in the same manner to de-activate the light. Watchdog should be enabled in Options of the VisionLink II software, as the VL175 includes the VL175-WD inside. The control unit provides four 24VDC outputs. The output short indicator will illuminate when there is a short in one or more of these outputs or upon applying power to the controller. Use the Reset Button on the front of the control unit after the short has been isolated and eliminated or after applying power to the unit. The fuse for the control unit provides protection from surges through the 110VAC input to the unit. External fuse may be replaced by a 3AG 1amp Slo Blo inline fuse (unplug unit from AC input prior to removal of fuse). Do not open unit. If you have a problem with the Control Unit, call your dealer or SystemsTechnologies for technical support.
VL175-WD	The watchdog unit monitors the console for system failures. If the system stops communicating with the VL175-WD. The Watch Dog will start an audible alarm sound to let you know there is a problem with the system. The VL175-WD connects to the VL2600 in COM 3 if a VL175 is not being used using the provided serial cable and Watch Dog should be enabled in Options of the VisionLink II software.
VL327	Dome/Zone Lights mount onto a two-gang mud ring or back box, usually over a resident door or onto the ceiling. Dome/Zone Lights flash a white light for emergency calls, and a steady white light for normal calls. Each device is required to be connected to the Controller/Power Supply via two conductor, twisted, 18AWG wire in parallel. Please call your dealer for any other replacement parts.
VL535-N / VL545-W	Pendant devices are mobile devices. They are generally associated with a particular resident or caretaker and carried on their person. The VL535 series pendant may be used as a latching device forcing the staff to reset at the pendant. It may also be used as a persistent alarm allowing a reset at the console. Each pendant has a Red LED indicator that flashes when it is activated or and Green LED that flashes when reset. A pendant is low maintenance equipment that is fully supervised for low battery conditions and activity. The pendants use a CR2450 Lithium 3volt coin cell battery. When replacing the battery, remove the old battery and let the pendant set for 2 min minutes. Then insert the new battery and verify by seeing if the LED starts to blink and then stops.

Part number	Operation/Maintenance Instructions
VL155-1 / VL155-2	The single and dual Bed Stations have an LED indicator which will illuminate when the station is activated. Two ways to activate the station are by pressing the call cord button or by removing the call cord from the to reset the call by pressing the station. Once activated, you will need black reset button below the LED indicator and holding for 3-5 seconds until the indicator goes out. The VL155-1 single Bed Station has a jack at the bottom of the faceplate and that corresponds to the ID on the transmitter. The VL155-2 dual Bed Station has two jacks, the jack at the bottom corresponds to the ID on the transmitter and the jack above it is programmed in using the transmitter ID plus 1.
VL160-2-EM series	Each VL160-EM or VL170-EM Series Emergency Pull Station has a 48" pull string for easy activation along with a slide switch. Activate by pulling the string until the slide moves down or manually moving the slide down. A red LED will begin blinking to indicate the station is in alarm. Reset by pushing the slide back up into the up position and the LED indicator light will stop blinking. The VL160-4 has an added “check-in” button for the resident check-in feature.
VL135	The VL135 Repeater is used in areas away from the main console to send signals from the wireless devices in those areas to the main console. The VL135 Repeater is supervised for function and the console can be programmed to monitor the function. A non-functioning repeater will show as a fault on the console screen. The VL135 Repeater is powered by a 12VAC 20v power supply that is provided. Weatherproof or Battery backup variations are available.

DIAGNOSTICS

Types of Faults

Lo Bat - This is initiated when the transmitter battery reaches 2.1 volts or lower.

Fault - Faults will show up on the console screen in pink if a device does not report to the VisionLink II software within the fault window. (Figure F1)

Causes for Faults

- Device programming may be incorrect - the ID of the device is programmed into the software incorrectly.

- The device may be too far away from the console or nearest repeater (pendants may be taken from facility on trips or emergencies).

- Battery in the device has failed or died. A LoBat fault will appear when a device reaches the low battery state. The battery should be replaced as soon as possible before battery is too depleted to power the device.

- A repeater for an area may be down (unplugged or turned off for some reason). Not all devices in the area of a down repeater may be affected as some device may be able to make it to another repeater or console.

- A device has failed. Devices can fail due to moisture, electrical surges, or other environmental factors.

Locating and Testing Devices

All the information you will need to find the device in question will be listed in the pink-colored fault line or you can click on the line with the fault and it will open an “Event Details” window. This window shows all the information you will need to locate the device. This will allow you to find the device and follow the testing procedures listed on the following pages.

To clear a fault, click on the line with the fault it will open an “Event Details” window.

Click on the “Reset” button once you have tested the device and corrected the problem.

DIAGNOSING DEVICE FAULTS

1. If you have a device and do not know where it is programmed into the system. You can use the "Search by Names or ID#s" box located above the Station and Room list. (Figure TS1).
2. After you enter the search information the Station and Rooms list will change to show you were the item is programmed in. (Figure TS2)
3. If the information you tried to search for does not exist in the program the Station and Rooms list will show nothing listed. (Figure TS3)

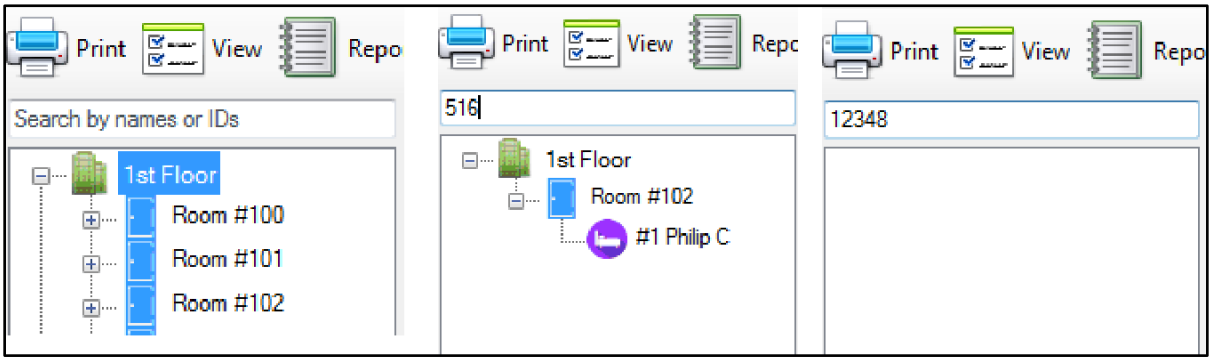


Figure TS1 | Figure TS2 | Figure TS3

4. Find the device in fault. (Page 70 Locating and Testing Devices)
5. Activate the device and check the system to see if the alarm appears on the monitor.
6. If the device alarm shows on the system, (If the alarm does not show, go to step 9) verify the fault information with the alarm information and make sure you are testing the correct device.
7. If you have tested the correct device and it is working. Click on the line with the fault and it will open an "Event Details" window. (Figure F2) Click on the "Reset" button.
8. If the fault appears again in 24 hours and you test the station again and it is working. Contact SystemsTechnologies technical support for further diagnostics.
9. If the alarm does not show on the monitor after activating the device, replace the battery with a new one and make sure to press the reset button on the circuit board close to the battery. (White casing with black button)
10. Activate the device, watch to see if the LED lights up or starts blinking (If the LED does not light up or start to blink verify the battery(s) and then contact SystemsTechnologies Technical Support). Check the system to see if the alarm appears on the monitor.
11. If the alarm appears on the monitor after replacing the battery, follow steps 6 - 7.
12. If the device seems to be working but no alarm is showing on the system. Refer to Page 71 **Transmitter Functionality and ID# Test.**
13. If the alarm still does not show on the monitor, follow the steps to verify that the ID# for the device has been programmed in the system correctly. (See the specific device section for instructions on how to program in the device)
14. If you have replaced the device with a new device, make sure you removed the old ID# from the system. If the old ID is left in the system it will cause a fault to appear on the system. Remove the old ID# from the system and then clear the fault. Watch the system to make sure the same fault does not appear again after 24 hours.
15. If you have tested the device in the room and it is not working even after replacing the battery. Remove the device from the mounting and bring it to the main system.

16. Test the device while standing at the main system and repeat from step 1.
17. If the device works when at the system, you may have a coverage issue.
18. Make sure you have enough repeaters in the vicinity of the device to make sure the signal can make it back to the main system.
19. Check all repeaters in that area to make sure they are powered up and working properly.
20. If you have verified all of the above information and the device still will not work when installed in the room, make sure the device is not mounted in a metal back box and contact SystemTechonolgies technical support for further diagnostics.

NOTIFICATION DIAGNOSTICS

Radio Paging

If pages are not being sent when alarms appear on the console then some tests need to be performed.

1. Check if it is one pager or all pagers that are affected.
2. If the problem is all of paging go to step 7.
3. If the problem is only with one pager, replace the battery in the pager and test again.
4. If the problem is with one "Paging Group", (See Page 43 "Creating Notification Groups") and follow the steps to verify the group is set up correctly and the rooms are assigned correctly (Page 44 "Assign Rooms to Recipients")
5. Verify the cap code that is programmed into the VisionLink II software has been correctly converted and programmed into the pagers (See Page 74)
6. Use the "Messaging" feature to test the paging group to the pagers. (See Page 48 "Manual Page")
7. Check the paging transmitter for power lights. If no lights appear on the transmitter then find the power supply and make sure it is plugged into a power outlet. If the problem was no power and now has power go to step 6 and run the test.
8. If the transmitter has power, check the cable between the console and the paging transmitter. There should be a serial cable that attaches to COM 4 on the back of the system and to the paging transmitter. If there is not then find and reattach the cable. If the problem was the cable go to step 6 and run the test.
9. Verify that the check mark is in the box next to "Enable Paging" in the notifications box. Click on "Settings", then "Notification Settings" then click on the "Paging" tab. If there is no check mark next to "Enable Paging", click on the box placing a check mark in the box and click the "OK" button and click the "Close" button on the "Settings" box.
10. If the paging transmitter has power, is connected to the console and the manual page function works but the system still will not page when an alarm appears then the room assignments for the programming will need to be checked. (See Page 57 "Assigning Rooms to Recipients").

Dome lights / Dome Light Controller

If you have a dome light not coming on when you trigger a device in a room that has a dome light address assigned to it. Follow these diagnostics steps before contacting SystemsTechnologies technical support.

1. If no dome lights are working.
2. Check the serial cable from the VL175 is connected to COM 3 on the computer, and that the unit is plugged in.
3. Check the dome light controller to see if the "Short Indicator" light in on.
4. The "Short Indicator" light will come on when you first apply power to the dome light controller or if you have a short in one of your dome light runs.
5. If the "Short Indicator" light is on, press and hold the "Reset" button till the light turns off.

6. If the light does not turn off after pushing the “Reset” button, remove power and then remove the Green connector from the dome light controller.
7. Apply power to the dome light controller and press the “Reset” button till the light turns off.
8. If the light turns off, this tells you that you have a short somewhere in one of your dome light runs.
9. To find the run with the short, remove all runs from the green connector and attach one dome light run to the connector. If the short light comes on, press the “Reset” button to see if the light will turn off.
10. If the light turns off, remove the run and attach another run to the connector and repeat step 7.
11. Repeat steps 7 and 8 for all dome light runs until you have identified which run or runs have a short.
12. Once you have identified the run or runs with a short, find and repair the short and repeat all steps until you have fixed the problem.
13. If you have found no shorts and the “Short Indicator” light is not on, you will need to verify the dome light address(s).
14. If you have 1 or more dome lights that are not coming on when a device is activated in a room with a dome light addressed to it.
15. Test one of the dome lights by turning all the dip switches to the off position. The light should start to blink if it has 24VDC power from the dome light controller supplied to it.
16. If the light does not blink, test the power at the dome light to make sure it has 24VDC being supplied to the dome light.
17. If the light does have power being supplied to it but does not blink when all addresses dip switches are turned off, you may have a faulty dome light and you will need to contact SystemsTechnologies technical support for further diagnostics.
18. If the dome light does blink when all address switches are turned off but not when the device is activated, you will need to verify the address that is programmed into the VisionLink II software for that room. (See Page 20) and follow the steps.
19. Verify that the check mark is in the box next to “Enable Dome Light” in the notifications box. Click on “Settings”, then “Notification Settings” then click on the “Dome Light” tab. If there is no check mark next to “Enable Dome Light”, click on the box placing a check mark in the box and click the “OK” button and click the “Close” button on the “Settings” box.
20. After step 19, retest. If none of these steps have solved your problem, please contact SystemsTechnologies technical support or further diagnostics.

Warranty Information

Systems Technologies Warranty Policy

- Please refer to the Warranty and Disclaimer section at the end of the next page for complete information. In general.

- SystemsTechnologies will guarantee all VisionLink and MicroVision hardware for a period of one year beginning on the date the system is shipped.

- Ancillary items such as pocket pagers, bed pads and call cords are warranted for a period of 90 days beginning on the date shipped.

- The warranty guarantees that the system will be free of manufacture defects in parts and workmanship.

- SystemsTechnologies agrees to correct any defect found by SystemsTechnologies technical support to be a manufacturer's defect.

- Service performed outside the warranty window will be billed at the prevailing rate.

Warranty Products Return Policy (Advance Replacement AR)

- The purchaser should have the following information **BEFORE** placing the call

    - Dealer Name and telephone number (If applicable).
    - Facility Name and telephone number.
    - Serial Number of product (If applicable).
    - Type of device and specific nature of the problem.

- When contacting SystemsTechnologies the customer will have the device in hand to assist in testing.

- Systems Technologies will authorize the return of a product only under the conditions of the warranty policy.

- No product may be returned after 30 days unless under warranty and approved by SystemsTechnologies in writing.

- When it is necessary to return goods to Systems Technologies, the purchaser must call the SystemsTechnologies Service Department (208-762-6800) for an Advanced Replacement (AR) number.

- Systems Technologies will verify the validity of the warranty claim and issue an AR number to the purchaser.

- If a replacement product is shipped, the purchaser will be invoiced at customer's established pricing.

- Appropriate credits will be made only after receipt of the returned warranted product with a valid AR number.

- If an AR is approved and you are given an AR number, SystemsTechnologies will ship out a new or remanufactured device (This option is at SystemsTechnologies discretion) at SystemsTechnologies cost.

- All repaired or exchanged units under warranty will be shipped, freight prepaid, to the purchaser.

- The warranty does not cover physical damage incurred in shipping. In such cases, the purchaser is responsible for processing all freight claims.

- A return shipping label will be included in the box with the new device.

- The damaged item will need to be placed in the box with proper packing material and the return label placed on the outside of the box.

- The defective item must be returned within 30 days to avoid being billed for the new device for failure to return the defective device. (Contact SystemsTechnologies if it will take longer than the 30 days, so we can make a note to extend the return days)

- The customer can contact UPS to have the item picked up or they can drop the item off at any UPS store. There is no charge for having the item picked up or shipped back to SystemsTechnologies.

- AR numbers must be prominently displayed on the shipping label of all boxes containing returned goods.

- If a product is sent in as defective and upon inspection proves to not be a warranty defect you will be invoiced for the new unit that was sent out on the AR.

Returned products for Repair (Return Material Authorization RMA)

- Products that are damaged and are out of warranty can be sent in to be repaired using an RMA number.

- RMA numbers are valid for 10 business days only.

- RMA numbers must be prominently displayed on the shipping label of all boxes containing returned goods.

- Systems Technologies expects all returned goods to be shipped freight prepaid.

- Any equipment that arrives at Systems Technologies without the preceding information will be returned at the cost of the original shipper.

- If a product is sent in as defective and upon inspection proves to be non-defective, a testing and handling fee will be assessed and the unit will be returned.

- Systems Technologies does not warranty any physical damage incurred in shipping. In such cases, the purchaser is responsible for processing all freight claims.

All returns are subject to a 20% restocking fee

- Products by other manufactures that are sold through SystemsTechnologies are subject to the return policies of the original manufacturer.

- Systems Technologies will charge a 20% restocking fee beyond any fees that may be levied by the manufacturer of the product.

- Systems Technologies will not accept for return any products that were specially manufactured or ordered for the customer by Systems Technologies.

Warranty & Disclaimer

Systems Technologies, Inc. ("Systems Technologies") warrants its products ("Product" or "Products") to conform to its own specifications and to be free of defects in materials and workmanship under normal use for a period of twelve (12) months from the date of manufacture. Within the warranty period Systems Technologies will repair or replace, at its option, all or any part of the warranted products. Systems Technologies will not be responsible for dismantling and/or reinstallation charges. To exercise the warranty, the User ("User", "Installer" or "Consumer" must be given a Return Material Authorization ("RMA") Number by Systems Technologies. Details of shipment will be arranged at that time.

This warranty does not apply in cases of improper installation, misuse, failure to follow installation and operating instructions, alteration, abuse, accident or tampering, and repair by anyone other than Systems Technologies.

This warranty is exclusive and expressly in lieu of all other warranties, obligations or liabilities, whether written, oral, express, or implied, including any warranty of merchantability or fitness for a particular purpose. Systems Technologies will not be liable to anyone for any consequential or incidental damages for breach of this warranty or any other warranties.

This warranty shall not be modified, varied or extended. Systems Technologies does not authorize any person to act on its behalf to modify, vary or extend this warranty. This warranty will apply to Systems Technologies products only. All other products, accessories or attachments used in conjunction with Systems Technologies equipment, including batteries, will be covered solely by their own warranty, if any. Systems Technologies will not be liable for any direct, incidental or consequential damage or loss whatsoever, caused by the malfunction of Products due to products, accessories, or attachments of other manufacturers, including batteries, used in conjunction with Systems Technologies Products. This

warranty does not warrant the replacement of batteries that are used to power Systems Technologies Products.

The User recognized that a properly installed and maintained emergency call system might only reduce the risk of events such as personal injury, robbery, burglary or fire. It does not insure or guarantee that there will be no death, personal damage and/or damage to property as a result. Systems Technologies does not claim that the Product may not be compromised and/or circumvented, or that the Product will prevent any death, personal and/or bodily injury and/or damage to property resulting from burglary, robbery, fire or otherwise, or that the Product will in all cases provide adequate warning or protection.

Systems Technologies shall have no liability for any death, injury or damage, however incurred, based on a claim that Systems Technologies Products failed to function. However, if Systems Technologies is held liable, directly or indirectly, for any loss or damage arising under this limited warranty or otherwise, regardless of cause or origin, Systems Technologies' maximum liability will not in any case exceed the purchase price of the Product, which will be fixed as liquidated damages and not as a penalty, and will be the complete and exclusive remedy against Systems Technologies.

►**Warning:** The User should follow all installation, operation and maintenance instructions. The User is strongly advised to conduct Product and systems tests at least once each week. Changes in environmental conditions, electric or electronic disruptions and tampering may cause the Product to not perform as expected.

►**Warning:** Systems Technologies warrants its Product to the User. The User is responsible for exercising all due prudence and taking necessary precautions for the safety and protection of lives and property wherever Systems Technologies products are installed.