Nurse Call System Quick Reference

As a general rule, the most common thing you’ll be checking for is to confirm that the nurse call system battery is working correctly. This usually involves looking at the display for some kind of battery indicator. For exact steps on how to do this, please log into BlueStep and use the eBinder – there is a folder called “Nurse Call Systems” which have manuals for the different buildings. Find the one for your building and jump to the “Troubleshooting” section for exact details.

* If you are using a VisionLink II system (Bastrop, Silver Creek, San Angelo, or Kyle), Troubleshooting begins on page 72 of the manual, and the battery issues are the first item listed.
* If you are using a VisionPro system (Floresville, Schertz, Spring, or Wylie), Troubleshooting begins on page 64. There is a flowchart on page 65 showing how to address battery issues.
* If you are in Tomball, your nurse call system is different from all other sites. Please contact [ticket@yournextdoorit.com](mailto:ticket@yournextdoorit.com) for support.

If you need training or technical support, our provider for all nurse call systems (except Tomball) is Systems Technologies. You can reach them during normal business hours at 888-826-3394.