Systemstechnologies

Vision_{Link II}® Wireless Nurse Call System

USER GUIDE

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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.

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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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PROGRAMMING

Creating a Room:

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

File Tools Help									
	nt 🚰 View 📕 Reports	💁 Users 📝 M	essage 🔲 N	lotifications	Reminder	Settings	Help		
Search by names or IDs	Date Time	State	Туре	Room	Bed	Occupant	Location	Response	
Station 01									
	New room								
	Add a range of rooms								
	New station								
	Change station name								
	Disable station								
	Remove station								

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.

Room X	Add a range of rooms X
Station 01 V	Station 01 V
	Prefix
Name/No	From number To number
Number of beds 4 ~	Number of beds $4 \sim$
OK Cancel	OK Cancel
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

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.

VisionLink II		– 🗆 X
File Tools Help		
Log out 📄 Print 🔛	ew 🗐 Reports 🕺 Users 📝 Message 📮 Notifications 🎯 Reminders 🔅 Settings ? Help	
Search by names or IDs	Date Time State Type Room Bed Occupant Location	Response
E I Test Station E Test Room	Room Properties	
#1 #2 #3	Name/No Test Room OK	
L	Enable Emergency Pull Station ID 12345	
	Enable Dome Light Controller 1 Address Controller 2 Enable Smoke Detector ID	
	Additional devices ID Device Type Enabled Egress	
	Add Remove Modify	
Logged in as admin		.:

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

Add device	×	Add device		×
Device Type Device ID	Pull Station Image: state s	Device Type Device ID	Pull Station Pull Station Bed Station Pendant Smoke Detector Code Blue Locking pendant Repeaters	ie)
Am Disam OK	19 ↓ 0 ↓ 7 ↓ 0 ↓ Cancel	Arm Disarm OK	Bathroom Egress Alarm Shower 7 - 0 Cancel	

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

Add dev	vice	>	<
Dev	vice Type	Egress Alarm 🗸 🗸	
0	Device ID	12346	
		Enabled	
		Egress (follow schedule)	
	Arm	19 🛓 : 0 🖕	
	Disarm	7 🔃 : 0 🌲	
[ОК	Cancel	

7. 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.

VisionLink II			- 🗆 X
File Tools Help R	toom details for Room 01	<	
Log out 📄 Print 📰 View 📗 Reports	Select the bed to detail 1 ~		
Search by names or IDs Date Time	Bed	Location	Response
Date line Date line Image: Station 01 Image: Station 01 Image: Station 02 Image: Station 03 Image: Station 03 Image: Station 03 Image: Station 03 Image: Station 03 Image: Station 03 Image: Station 03 Image: Station 04 Image: Station 05 Image: Station 05 Image: Station 06 Image: Station 07 Image: Station 08 Image: Station 08 Image: Station 09 Image: Station 09 Image: Station 03 Image: Station 03 Image: Station 03 Image: Station 03 Image: Station 03 Image: Station 04 Image: Station 04 Image: Station 05 Image: Station 04 Image: Station 04 Image: Station 04	Optional devices ID ID Bed turn ID Bed turn Add Remove Modify	Location	Hesponse

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

Programming Devices into Room Details cont.

		Add device	×
Add device	×		
		Device Type Pull Station V	
Device Type	Pull Station \checkmark	Device ID Bed Station Pendant	
Device ID	12346	Smoke Detector	
	Enabled	OK Locking pendant Repeaters	
OK	Cancel	Bathroom Egress Alarm Shower	

- 7. From the drop-down menu, select which type of device you are adding. This device list can be customized.
- 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.

Select the bed to detail	1 ~
D-4	1
Bed	2

<u>Bed Turn</u>

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.

Room details for Rooms 100	
Select the bed to detail $1 \sim$	
Bed	
Enabled bed station	
ID 12345	
Bed tum	

3. Click on the Bed Turn button.

Bed Turn cont.

Bed turn	×
☑ Enable bed tum for this bed station	
Time interval for bed tum	
30 minutes 60 minutes 120 minutes	
Time of hour to create call	
● :00 ○ :15 ○ :30 ○ :45	
Time limit	
O Bed turn is only active from 0 ★ : 0 ★	
to 0 🚖 : 0 👟	
OK Cancel	

- 4. Place a checkmark 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

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.

Search by names or IDs		
⊡ 📄 Sta	tion 01	
· · · · ·	Room 01	
	Room 02	
	Room 03	
	Room 04	
	Room 05	
	Room 06	
	Room 07	
·	Room 08	
	Room 09	
	Room 10	



SETTINGS



<u>Zones</u>



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.

Zone Zone Light Add Add Zone	
Remove	×
Zone name Hallway 01	
Assign Close OK Canc	el

- 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.
- 4. Click Assign to assign rooms to a zone.

Assign rooms to zones	×	Assign rooms to zones	_
Zone Hallway 01 V		Zone Hallway 01 V	
Station Station 01 Unassigned Rooms Assigned roo Room 01 Room 02 Room 03 Room 04 Room 05 Room 05 Room 08 Room 09 Room 10 <	ms	Station 01 Unassigned Rooms Assigned rooms Room 01 Room 01 Room 01 Room 04 Room 05 Room 05 Room 07 Room 07 Room 07 Room 07 Room 09 Room 10 << </td <td></td>	
ОК		ок	
Zones cont.		l	_

- 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.

Shif	fts	



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.

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.

Checkin schedules	×	
Schedule Reset time Check-In time	Add	Add schedule
	Aud	Schedule name 10:00 AM Check-In
	Remove	Reset time 2 🔹 : 0 🜲
	Modify	Check-In time 10 🜩 : 0 🜩
	Close	OK Cancel

- 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 checkin 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.





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.

Codes		×	
Code sets	Diet codes Diet codes Religious codes Fall acuity Insurance codes	Modify	
		Remove	Add code Peanut Allergy
		Close	OK Cancel

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.

NOTIFICATIONS

Recipients

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.

Mobile app/Windows Aaron Pager 100 Add recipient X Type Pager Name Pager Pager capcode Mobile app/Windows client	Туре	Recipient name		Value		
Pager All Page 100 Add recipient X Type Pager Name Pager Pager capcode Mobile app/Windows client Dialer	Mobile app/Windows	. Aaron		Aaron		
Add recipient × Type Pager Pager Name Email SMS Telephone Mobile app/Windows client Dialer	Pager	All Page		100		
Type Pager V Pager Pager Pager Pager Capcode Pager Capcode OK Cancel		Add recipient			×	
		Type Name Pager capcode	Pager Pager Email SMS Telephone Mobile app/Window Dialer	vs client		

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.
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
	60. 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...

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 many mobile app users.

Creating Recipient Groups:

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

Recipient grou	ips	×
Recipient Gro	pup	Add
	Add Recipient Group X	
	Recipient group name	Remove
	Lower Level	Modify
	OK Cancel	
		Assign
	_	Close

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

Assign recipients to recipient g	roups		\times
Recipient group Lower Level	~		
Unassigned recipients First Roor, Pager Fourth Roor, Pager Second Hoor, Pager Third Roor, Pager	> >> <	Assigned recipients	
	ОК		

Unassigned recipients Fourth Floor, Pager Third Floor, Pager > </th <th>lower Level</th> <th>\sim</th> <th></th>	lower Level	\sim	
	Unassigned recipients	>	Assigned recipients
	Fourth Floor, Pager	>>	First Floor, Pager
	Third Floor, Pager	<	Second Floor, Pager

- 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

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 enough for a facility's needs. Recipients are assigned to escalation levels in the Assign rooms to recipients' area.

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.

Escalation levels	×
Level number	Level name
0	First level
1	Manager level
2	Admin level
Add	Remove Modify Close

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.

Add escalation le	evel	×
Level number	3	
Level name	Admin level	
(OK Cancel	

Escalation Times

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.

E	scalatio	on times		×
			Shov	vanced options
E	Escalatio	on times		
	Level	Name	Elapsed Time (seconds)	
	0	First level	240	Elapsed time for
	1	Manager level	240	
	2	Admin level	120	120 📮
				Apply change
			Close	

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 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.

Assign rooms	to recipients				
Level Recipient	First level First Floor, Pager	~	Сору	Clear all assignments	Show advanced options
Assignments					
Station	Station 01	\sim			
	Unassigned Rooms			Assigned rooms	
	Room 01 Room 02 Room 03 Room 04 Room 05 Room 06 Room 07 Room 08 Room 09 Room 10		> >> <		
Assignme reports	nt		ОК		

- 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.

Assign rooms	to recipients		
Level	First level	∨ Сору	Clear all Show advanced
Recipient	Second Floor, Pager	∨ Сору	assignments options
Assignments	3		
Station	Station 02	\sim	
	Unassigned Rooms		Assigned rooms
			Room 22 Room 23
			Room 24 Room 25
		>>	Room 26 Room 27 Room 28
		<	Room 29 Room 20
		<<	
Assignme reports	nt	ОК	

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.

Source First Floor, Pager Select target recipients to copy room assignments to Second Floor, Pager Third Floor, Pager Fourth Floor, Pager Lower Level, Recipient group Cancel	Source First Floor, Pager Select target recipients to copy room assignments to Second Floor, Pager Third Floor, Pager Fourth Floor, Pager Lower Level, Recipient group Cancel	Copy recipient	×
Second Floor, Pager Third Floor, Pager Fourth Floor, Pager Lower Level, Recipient group Cancel	Second Floor, Pager OK Third Floor, Pager Fourth Floor, Pager Lower Level, Recipient group Cancel	Source First Floor, Pager Select target recipients to copy room a	ssignments to
Cancel	Cancel	Second Floor, Pager Third Floor, Pager Fourth Floor, Pager Lower Level Becipient group	ОК
			Cancel

<u>Example to the left:</u> 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

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.

Maintenance recipients		Maintenance recipients	
Assignments Level Level 1	2	Assignments Level 1 ~	
Unassigned	Assigned	Unassigned	Assigned
Type Name	Type Name	Type 🔺 Name	Type Name
Pager First Floor		Pager First Floor	Pager Maintenance
Pager Fourth Floor	>	Pager Fourth Floor	>
Pager Maintenance	>>	Pager Second Floor	»»
Pager Second Floor		Pager Third Floor	
Pager Third Floor	<	Recipient group Lower Level	<
Recipient group Lower Level	<<		<<
Escalation		Escalation	
Faults escalate to level 2 after 1800	0 🔶 seconds	Faults escalate to level 2 after 1800	seconds
Low batteries escalate to level 2 after 8640	00 🚖 seconds	Low batteries escalate to level 2 after 8640	10 🗢 seconds
Faults escalate to level 3 after 1800	0 seconds	Faults escalate to level 3 after 1800	seconds
Low batteries escalate to level 3 after 864	00 econds	Low batteries escalate to level 3 after 8640	0 文 seconds
	ок		ок

- 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.



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.

Send message	×	~
First Floor (Pager) Fourth Floor (Pager) Maintenance (Pager) Second Floor (Pager) Third Floor (Pager) Aaron (Mobile app/Windows Lower Level (Recipient group	Test Message	
To everyone	Send Cancel	

- 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 troubleshooting tool to test notification functionality in VisionLink II.



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.

Users		×
Current status		
Aaron admin	Usemame	Aaron
	Password	leave blank to keep existing password
	Confirm password	leave blank to keep existing password
	Group	Admin 🗸
		Edit groups
Add	Remove	Save Close



💂 User status				-	×
User	Group	Status	Stations		
dmin	Admin	Not available	All stations		
laron	Admin	Available	All stations		

2. Click Add to add a new user.

Add User	×
Usemame	Alan
Password	••••
Confirm password	••••
Group	Supervisor 🗸
ок	Supervisor CNA Nurse Admin
	Advanced Technical Sup

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.

User Groups	×
Admin Advanced Technical Suppo CNA Nurse Supervisor	Group name Supervisor Permissions Modify stations Modify rooms Take call Take call User management System settings Advanced system settings Advanced system settings View reports View advanced reports Sasic notification settings Advanced notification settings Advanced notification settings
Add Remo	ove Save Close

- 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 enough for most facilities and do not need to be changed. If you have questions, please contact 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 have been selected, click Update report.

Past Calls												-	- 🗆
Station All		~ Roo	m All		~	Event type Pa	st Calls			Shift All		~	Update
From 8/15/2	D18 (]• 1	o 8/29/201	18	Respon	ding person All		\sim	Actions	taken All		~	
To room elapsed ti	ime >= 0	second	3										Email
		ا 🎲 🛞	a 🗌 🖬	🔍 - 🕴 100%	•		Find Next						
			Р	ast Ca	IIS 8/1	5/2018-8	/29/2018	3 Shift	: All				
8/29/2018 8:	03:43 AM		Total	events: 17	Avera	ae to-room e	lapsed time:	00:34		Hiahes	t to-room	elapsed tim	e: 01:18
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			
		4	Looking	6734	Wandor		Completed	00.28	00.00	00.00			

General Reports cont.

Past Calls													-	
Station All		~ Roo	All		\sim	Event type Pa	st Calls			Shift All			\sim	Undates
From 8/15/2	018	•	Го 8/29/2018		Respon	ding person All		\sim	Actions	taken All			\sim	opulater
To room elapsed t	ime >= 0	second	s											Email
4 1 of 1	▶ +	🛞 🚱	🏟 🔲 💷 🖗	• 100%	•		Find Next							
8/29/2018 8:	03:43 AM		Pa Total ev	a <mark>st Ca</mark> vents: 17	Avera	5/2018-8 age to-room e	/29/2018 lapsed time:	8 Shift 00:34	All	Highes	st to-room	ı elapse	ed time	: 01:18
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	No	ote	
Sort ≑	Sort	÷	Sort ⊜	Sort ⊜	Sort ⊜	Sort ≑	Sort ⇔	Sort ⊜	Sort ⊜	Sort ⊜	Sort		ort	¢
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

MENO COLOMINO	
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.

General Reports cont.

Past Calls													- 0
Station All		~ Roo	m All		\sim	Event type Pa	st Calls			Shift All		\sim	
 9/15/2 	019 (9/29/2019						• •				Update re
From0/13/2	U10 (0 0/25/2010	س	Respon	ding person All		\sim	Actions	taken All		~	
To room elapsed t	ime >= 0	second	5										Emails.
4 1 of 1		🛞 🍪	🖨 🔲 💷 🗟	- 100%	-		Find Next						
			Pa	ist Ca	IIS 8/1	5/2018-8	/29/2018	3 Shift	All				
8/29/2018 8:	03:43 AM		Total ev	ents: 17	Avera	ae to-room e	lapsed time:	00:34		Highes	t to-room	elapsed t	time: 01:18
						5	•						
Date Time	Room	Bed	Device	Device	Event Type	Responded	Response	То	In	Take To	Actions	Note	
			type	ID		Person	Status	Room Elapsed	Room Elapsed	Arrive Elapsed			
								Time	Time	Time			
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.

Others	
Room-Recipient Assignments	Recipient-Room Assignments
System Health	System Events

<u>System Health Reports</u> allows you to view device health.

1 of 1) H 4 🛞 🚱	🏟 🔲 🛍 🔍 -	100%	•	Find Next					_
			Print	System he time: 8/29/2018 §	alth 9:43:46 AM					
Station	Room	Device Type	Device ID	Last Seen	Quiet Time (days.time)	Check-in time left	Fault	Internal Battery	External Battery	
Station 01	Room 01	Pendant Test	1100	8/29/2018 9:40:36 AM	00.00:03:09	99%	No	Low	Good	

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.

<u>System Events Reports</u> allows you to view all events that happen in the software.

🔂 s	ystem events				- 0	×
rom	Tuesday , August 28,2	2018 🗐 🔻	To Wednesday, August 29, 2018 🗐 🖝 Event type A	ll types 🗸 🗸	Update report	
					Emails	
	1 of 2 🕨 🔰	🗧 🛞 🍪 🏟	□ • • • • • • • • • • • • • • • • • • •	Next		
			System events			
			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	v v	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)

<u>Room-Recipient Assignments and Recipient-Room Assignments</u> 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.

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.

\ge	Report email schedule	25				_		×
Γ	Name	Туре	Start datetime	File type	Frequency	Next datet	ime	
	Add	Modify	Remove	Т	est	C	llose	

Configuring an Email Schedule:

🖄 Report email schedule			×
1. Email schedule name 2. Report type Calls			
Filters 3. Station All ~	Room	All	~
Responding person All ~ A	ction taken	All	~
	Shift	All	~
Elaps	sed time >=	0	second(s)
4. Start date time Wednesday, August 29, 2018 ↓ 11:41:38 AM ↓ 5. File type	Frequ	After each shift	Weekly Monthly
7. visionlinkii@manualsample.com) Daliy	
Add Get Remove Modify		ок	Cancel

- 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.



Emailing Reports cont.

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

Report email schedule	es				-		
Name	Туре	Start datetime	File type	Frequency	Next datetim	e]
Admin Weekly	Calls	8/29/2018 11:58:02 AM	PDF	Weekly	Not available		
Add	Modify	Remove	Т	est	Clos	se	

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

I ATAT ♥ 11:08 AM Q visionlink ii mobile Q visionlink ii mobile</l

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. <u>This network must be on the same subnet</u> <u>as the nurse call server</u>.

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.



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

Creating Reminders:

Reminders

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

Reminder X	
Text	10:00 meeting
Time	Wednesday, August 29, 2018 🗐 🕶 10:00:00 AM 🚖
	☑ Repeat daily
	Send to
	Recipient Lower Level, Recipient group
	Screen
	Voice
	OK Cancel

- 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.



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.

DEVICE MAINTENANCE

Device	Operation/Maintenance Instructions
Pendants (VL535-N / VL545-W)	Pendant devices are mobile devices. They are generally associated with a 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.
Bed Stations (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.
Pull Stations (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.

DEVICE FAULTS

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 a specified fault-window.

Causes for Faults

- Device programming may be incorrect (Device ID 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 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. Locate the device in fault
- 2. Activate the device and check the system to see if the alarm appears on the monitor.
- 3. If the device alarm shows on the system, verify the fault information with the alarm information and make sure you are testing the correct device. (If the alarm does not show, go to step 7)
- 4. 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. Click on the "Reset" button.
- 5. If the fault appears again within 24 hours and you test the station again and it is working, contact your dealer for further diagnostics.
- 6. 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)
- 7. 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 your dealer for further assistance. Check the system to see if the alarm appears on the monitor.
- 8. If the alarm appears on the monitor after replacing the battery, follow steps 3 4.
- 9. If the device seems to be working but no alarm is showing on the system, contact your dealer for further assistance.
- 10. 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.
- 11. 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.
- 12. 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.
- 13. Test the device while standing at the main system and repeat from step 1.
- 14. If the device works when at the system but not when mounted in its location, you may have a coverage issue. Contact your dealer with this information.

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.