Systems*technologies*

Vision*Link II*®

Wireless Nurse Call System

USER GUIDE

Issue 3 - November 2020

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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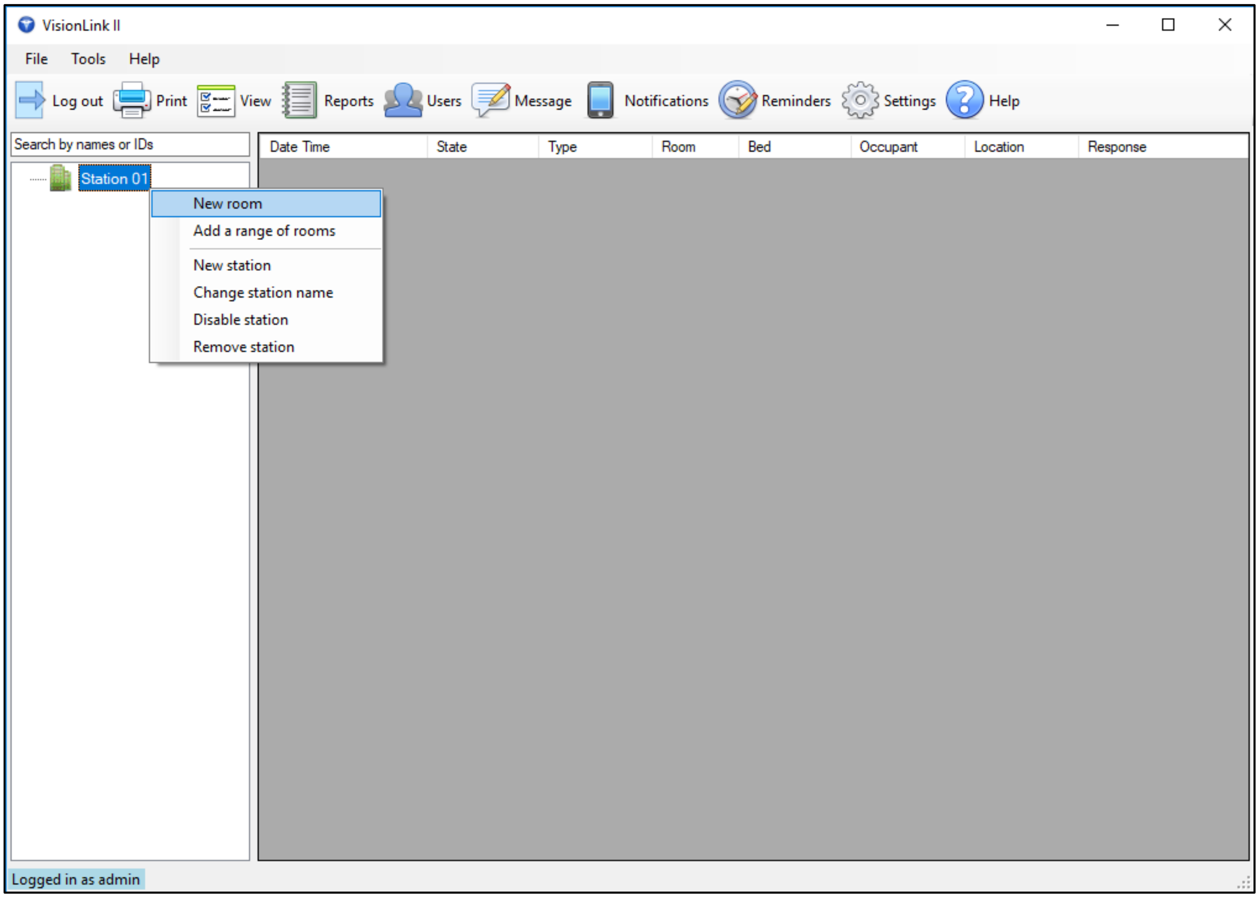
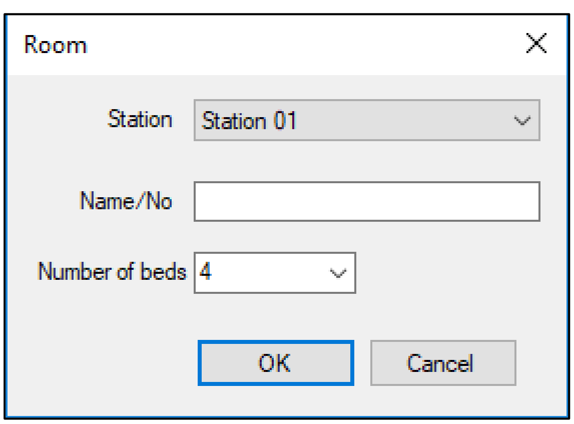
PROGRAMMING

Creating a Room:

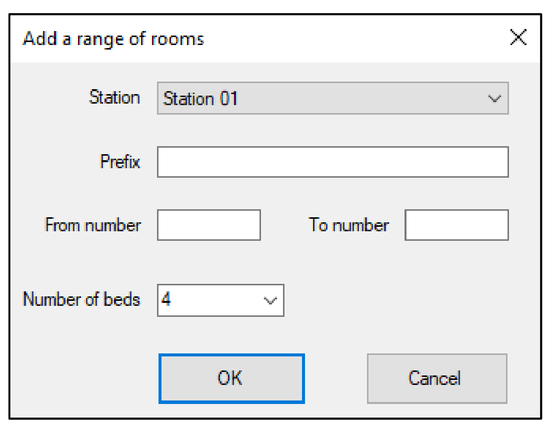
1. Right-click on the station you would like to add a room to.



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

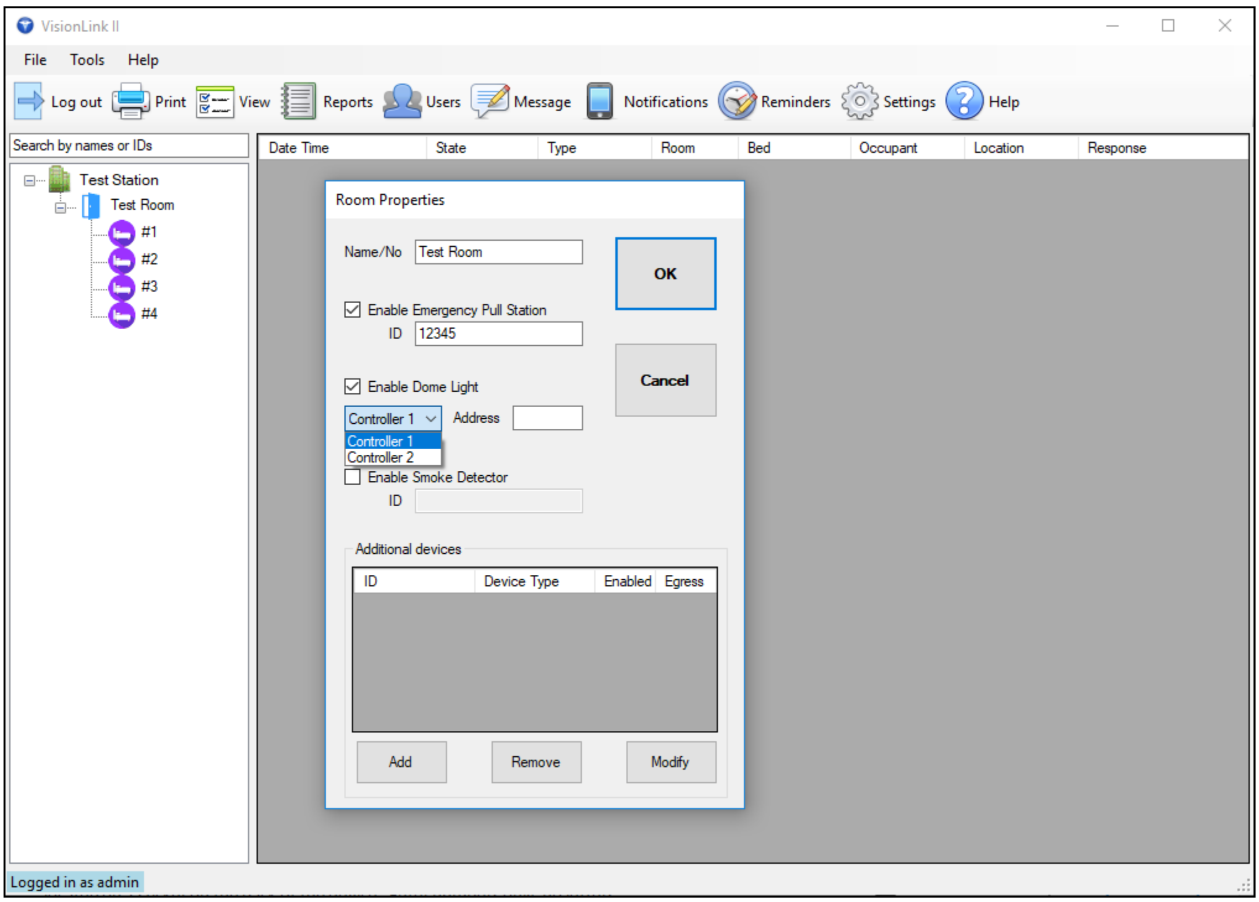
There are two different areas into which you can program a device: Room Properties and Room Details.

- 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.)

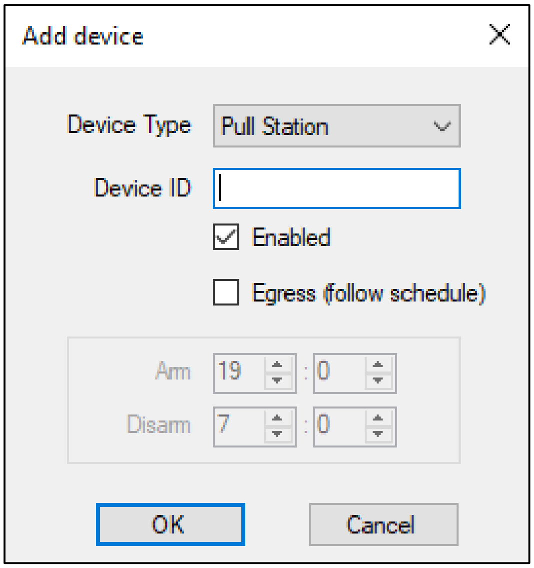
Programming Devices into Room

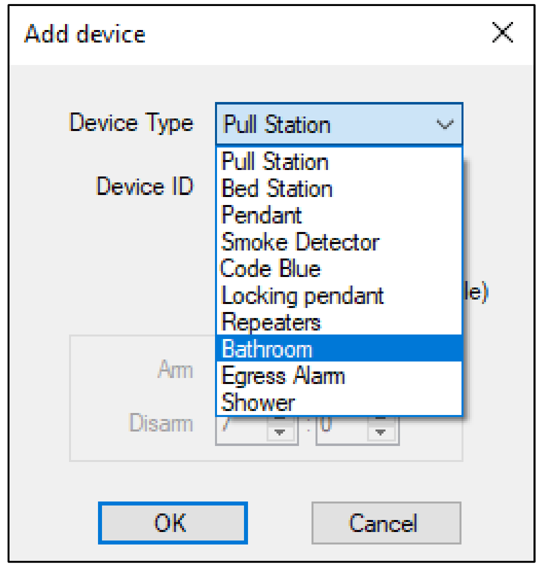
Programming Devices into Room Properties:

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

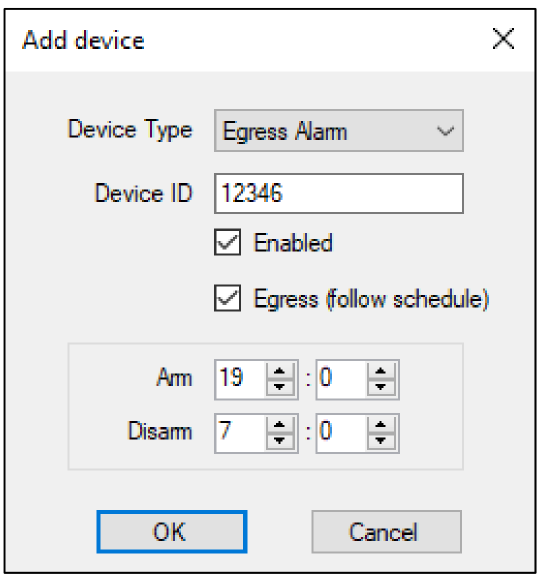


2. To add a device, put a check mark in the desired location and enter the device ID. This ID is located on a sticker on the back of the device. Enter numbers only, no letters.
3. To add a device that is not listed, click on Add under Additional Devices.





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.

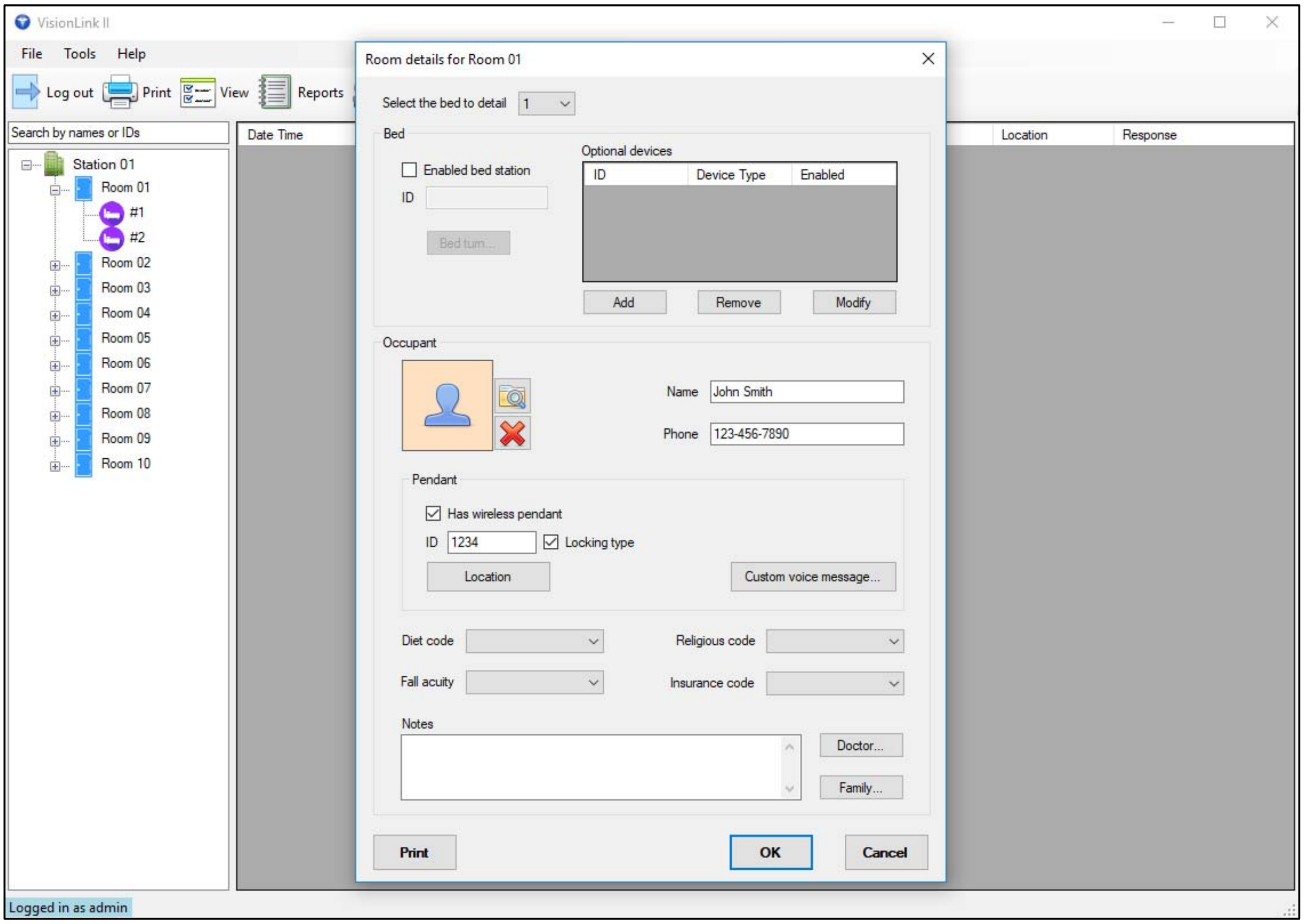


7. Set your Arm/Disarm time in the provided menu. Hours are displayed in military time.

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

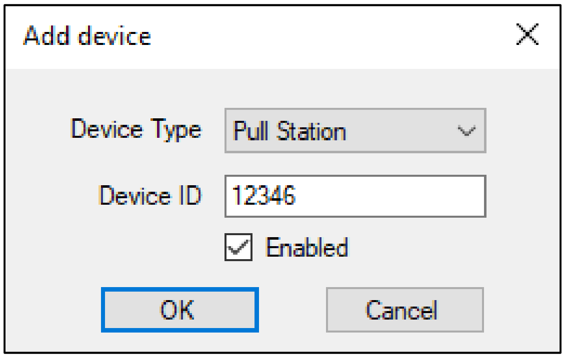
Programming Devices into Room Details:

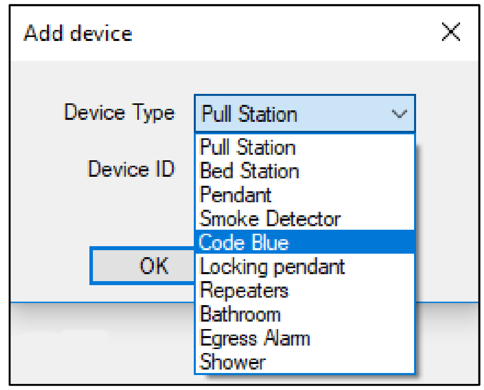
1. Expand the room by clicking on the ⊞ next to the room name. Double-click on the Bed number you would like to add a device into. This will bring up the Room Details.



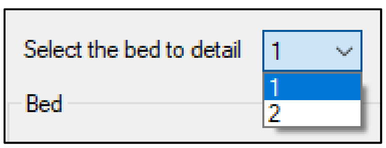
2. To add a device, put a check mark in the desired location and enter the device ID. This ID is located on a sticker on the back of the device. Enter numbers only, no letters.
3. If desired, enter an occupant name/photo and phone number in the text boxes. The occupant name will be attached to the alarm 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.





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.

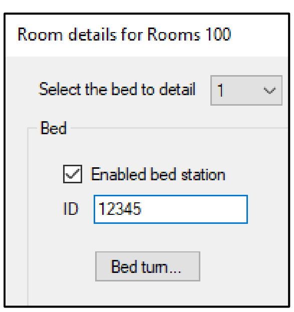


Bed Turn

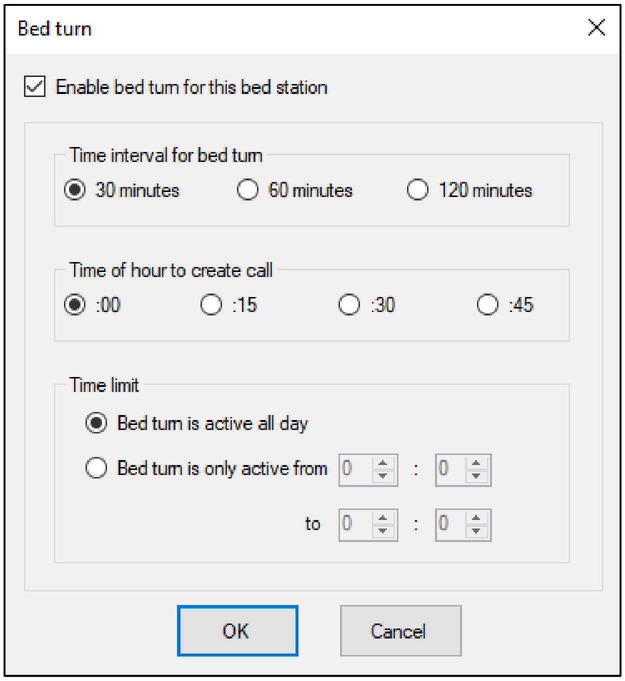
Bed Turns are reminders to check on occupants and perform necessary routine tasks.

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.



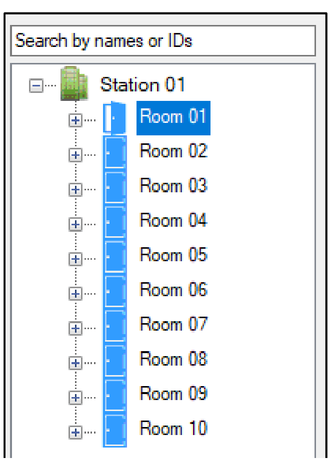
3. Click on the Bed Turn button.

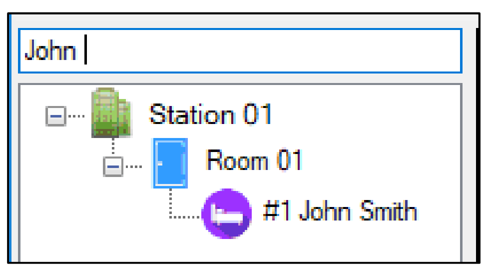


4. Place a checkmark in the Enable bed turn for this station.
5. Select the time interval and the time of hour to create call for the bed turn.
6. If desired, a time window can be selected to turn the bed turn on and off at specified times of the day or night. Click OK.

Search

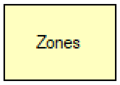
To search for a room number, occupant name, or device ID, type in the information you are trying to find into the text box located above the room list. All rooms that match the criteria will display.





SETTINGS 

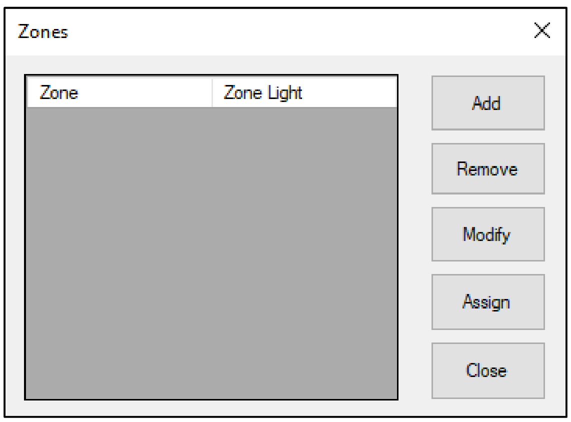
<u>Zones</u>

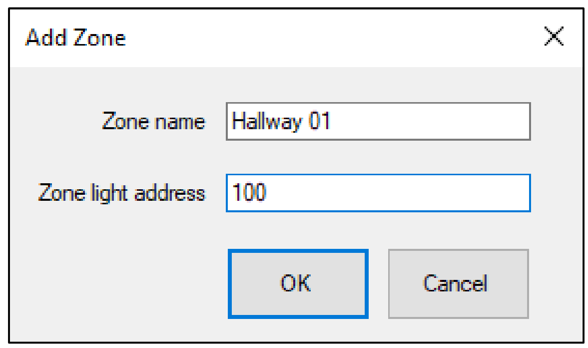


Zones are programmed for groups of rooms that need to illuminate a common dome light. This is useful for staff notification when the dome light for a room is not in a centrally visible location.

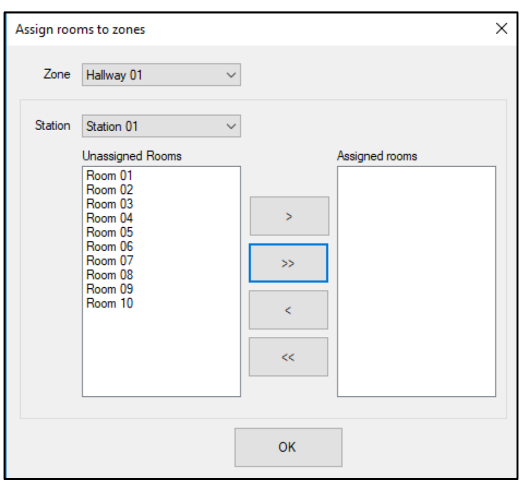
Creating Zones and Assigning Rooms:

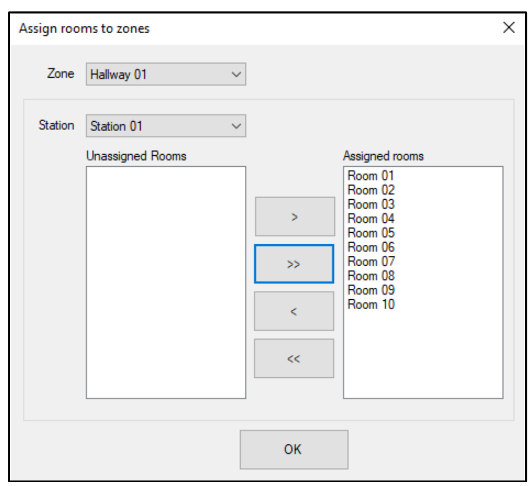
1. Open the Settings menu and click on Zones.
2. Click Add to add a zone.





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.

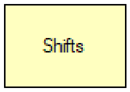




<u>Zones cont.</u>

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.

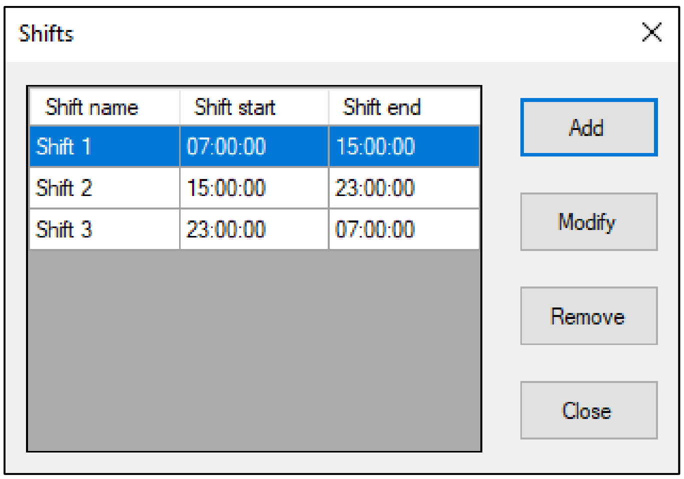
Shifts

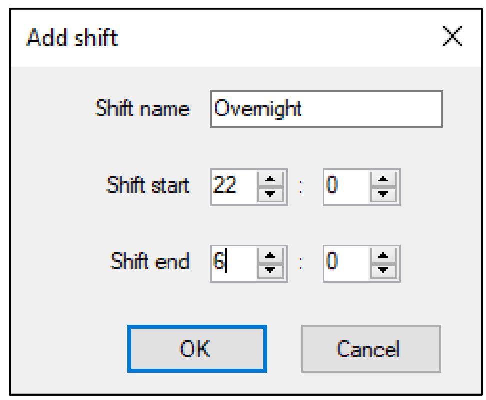


Shifts can be configured to distinguish between staff shifts when looking at Reports or creating rules for advanced notifications.

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.

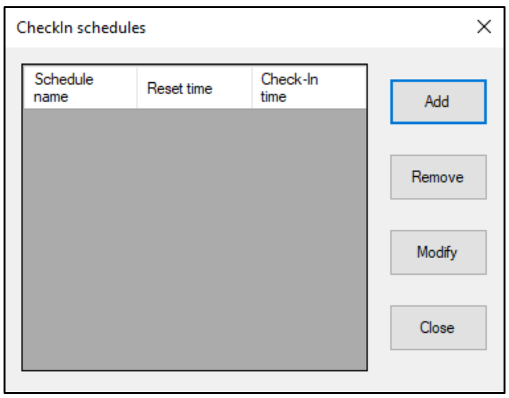
> *NOTE: The times for the shifts must not overlap. If an overlapping entry is attempted, the software will reject it.*

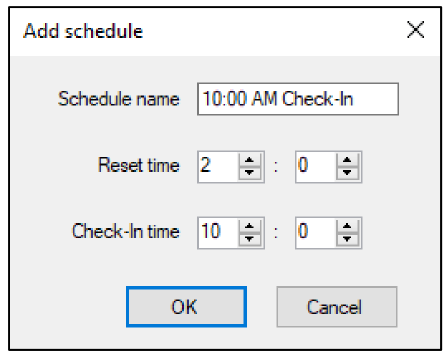
Check-In

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.

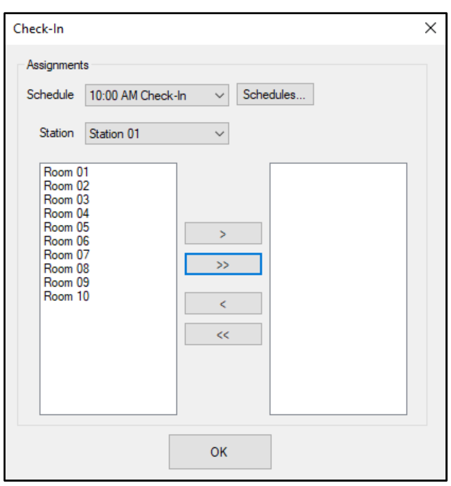
Configuring Check-In Schedules and Assigning Rooms:

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

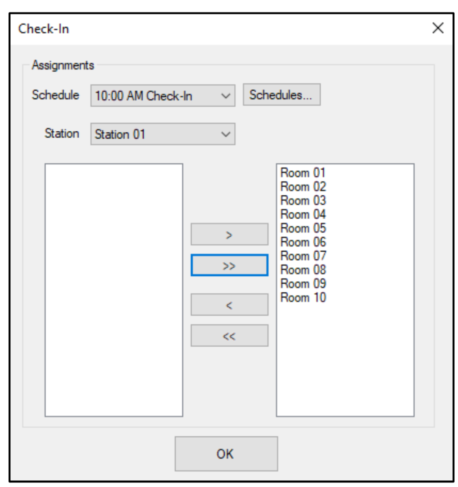




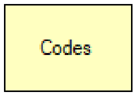
3. Give the schedule a name and set the reset and check-in times. Times are displayed in military format. Click OK.
   a. **Check-In time:** The time the residents need to alarm their check-in device by, in order to check-in successfully.
   b. **Reset time**: The time when the check-in window resets, 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.



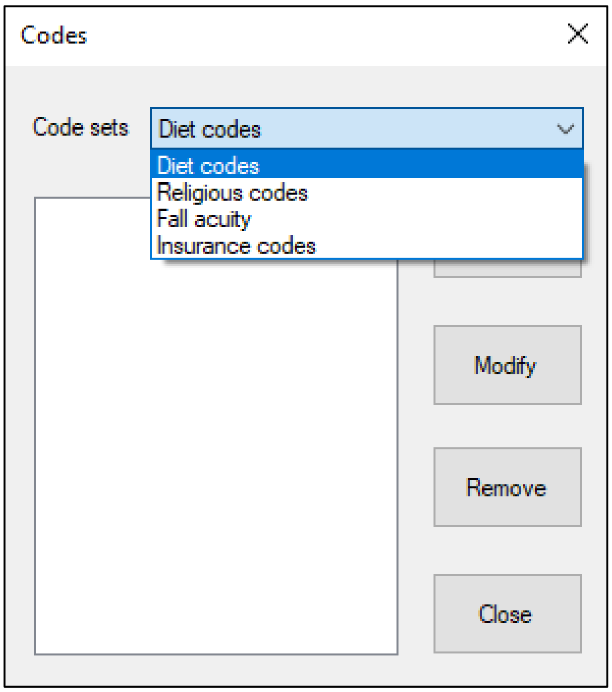
Codes

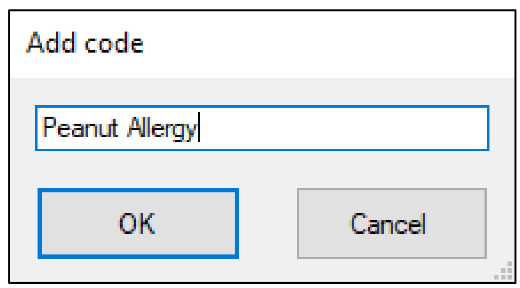


Codes can be programmed into the system to add information to occupant profile. These are simply for informational purposes and do not change how the software processes data.

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.



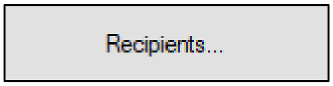


3. After creating desired codes, click Close and the new codes will populate the code drop-down menus in Room Details.

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

NOTIFICATIONS

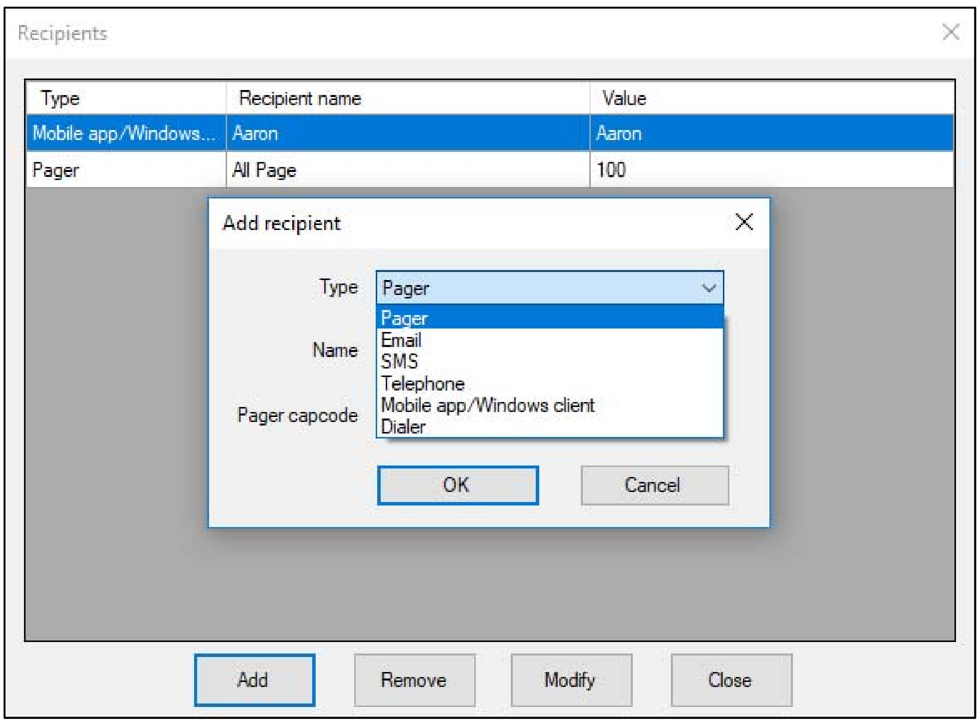
Recipients



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.

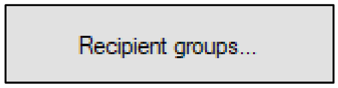


3. Select which recipient type is needed from the drop-down menu.

RECIPIENT TYPE	DESCRIPTION
Pager	Recipient for pocket pagers. Capcode value must be 100 – 149.
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.

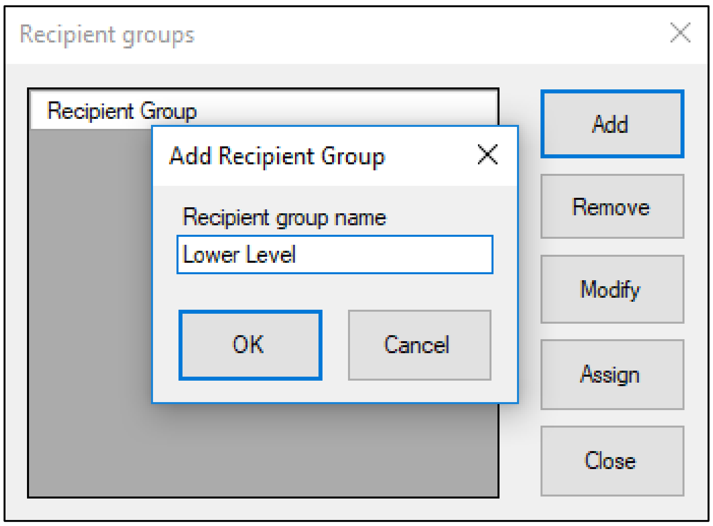
Recipient Groups



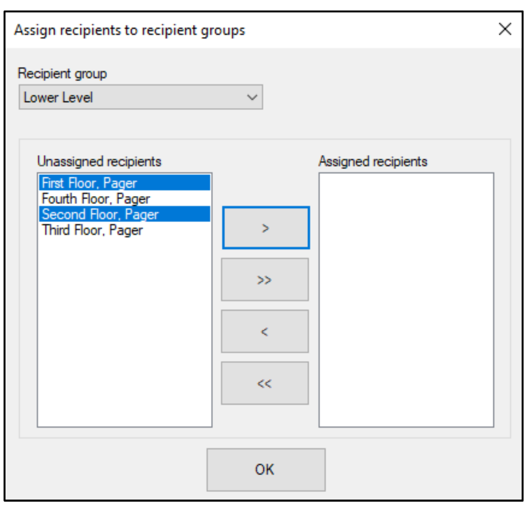
Recipient groups are created to help organize recipients. They are not necessary for any notification function. However, this can be especially helpful if the facility has many mobile app users.

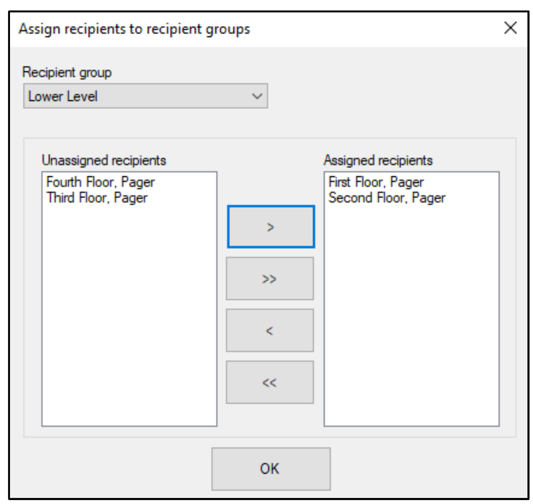
Creating Recipient Groups:

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



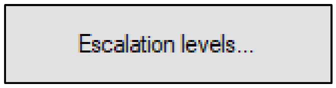
3. Give the new recipient group a name and click OK.
4. Click Assign to assign recipients to the new recipient group.





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.

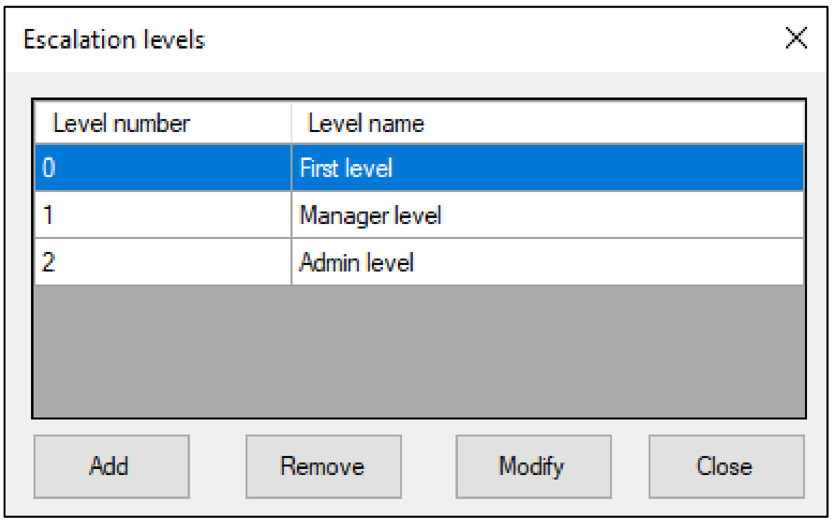
Escalation Levels



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

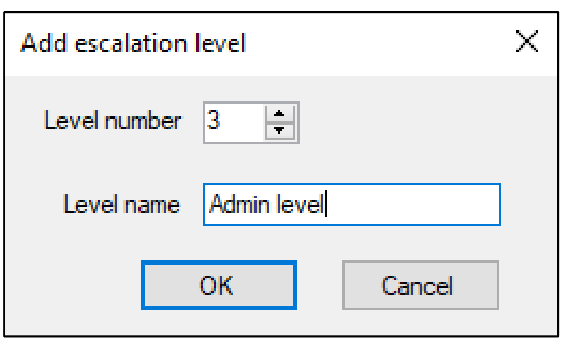
Managing Escalation Levels:

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

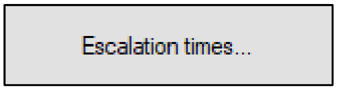


NOTE: First level is a first level recall by default.

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.



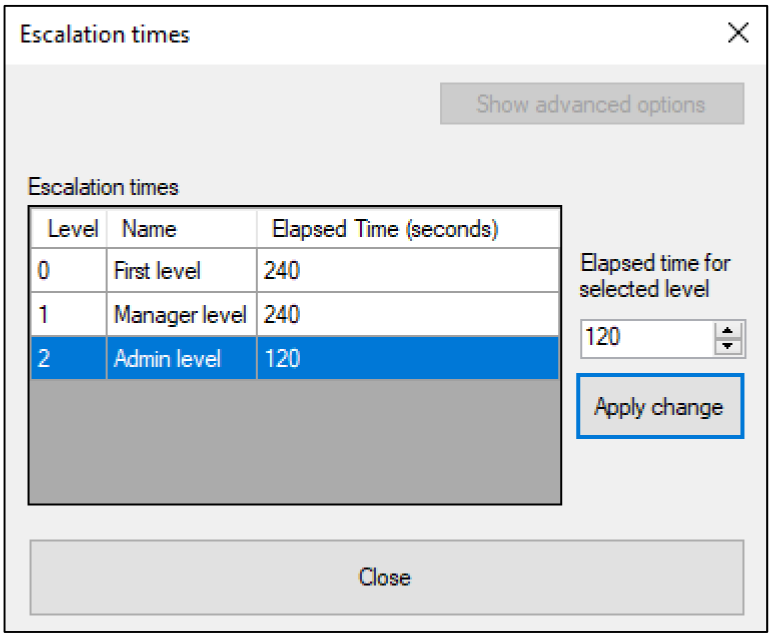
Escalation Times



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.

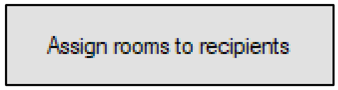


3. The time entered will be the time elapsed from the previous level of escalation (see example below).

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.*

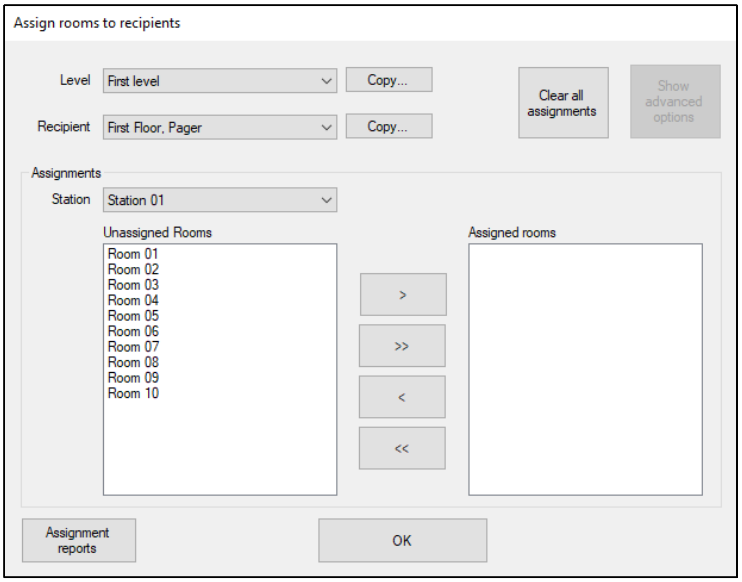
Assign Rooms to Recipients



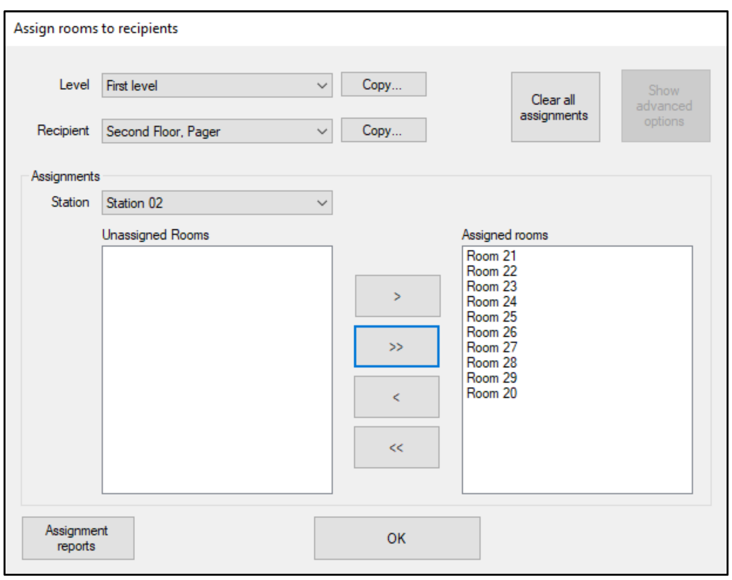
After recipients have been created, the recipients then need to have rooms assigned to them.

Assigning Rooms to Recipients:

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



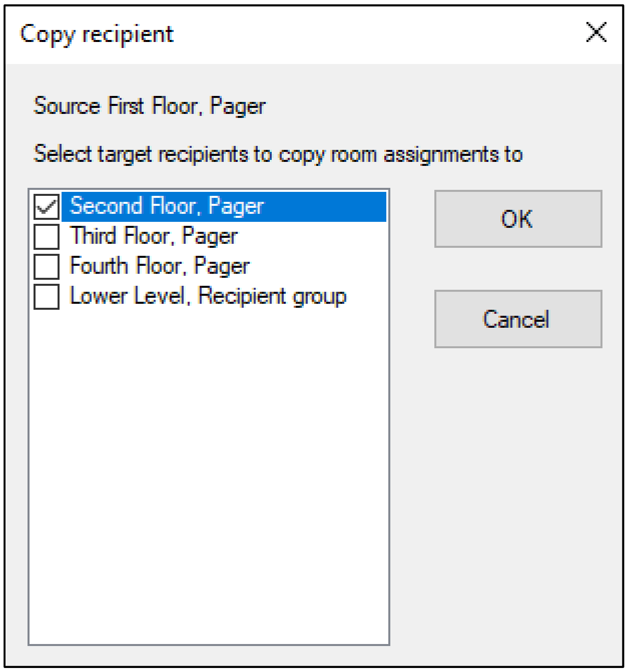
2. Select the level of escalation and the recipient from their respective drop-down menus.
3. Select the station to assign rooms from the drop-down menu.



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.

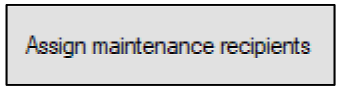
5. To make things easier, use the Copy feature next to the Level and Recipient drop-down menus to copy assignments from one level to another, or from one recipient to another.
6. Select which options you would like to copy the “Source” assignments to and click OK.



__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.

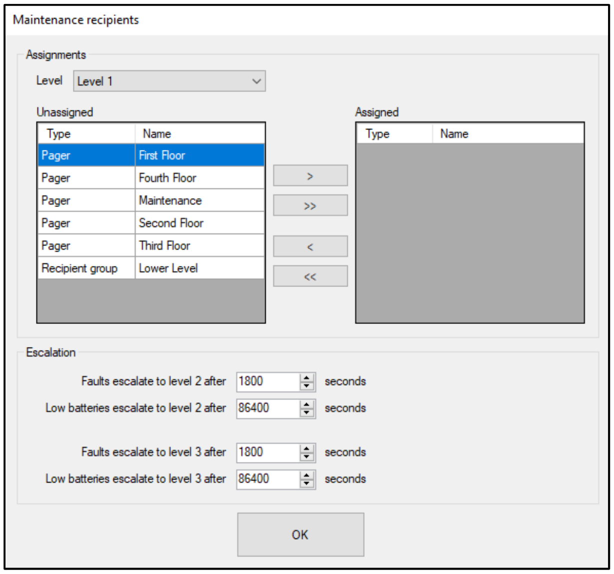
Assign Maintenance Recipients

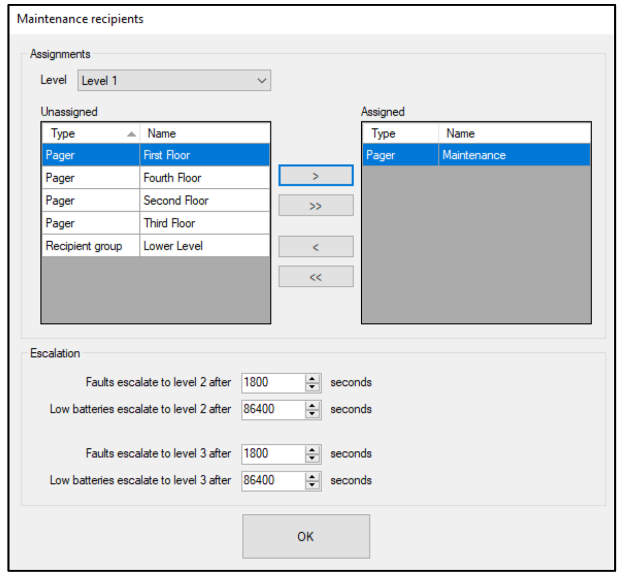


Recipients who only need to receive maintenance alerts (faults, low batteries, system errors) can be configured here.

Assigning Maintenance Recipients:

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





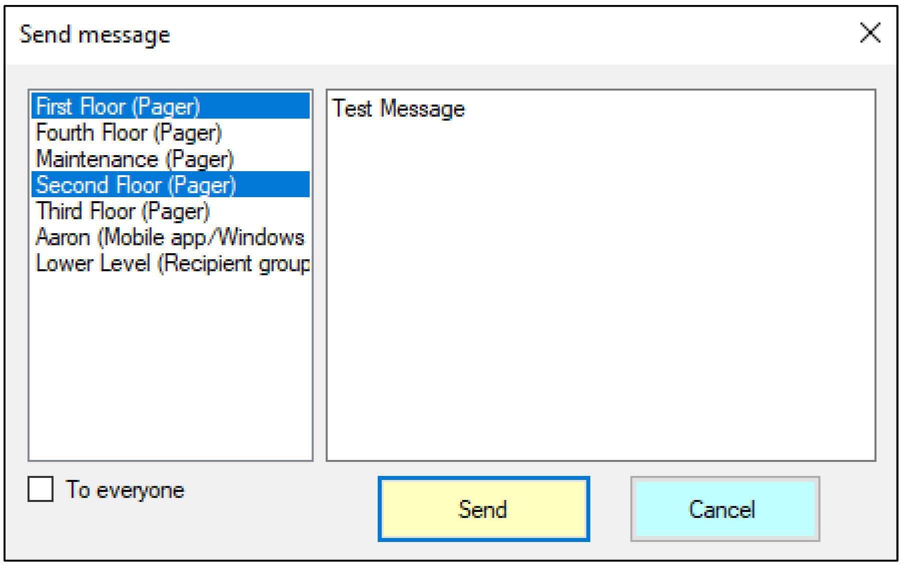
2. Select the escalation level from the drop-down menu. Level 1 is the first level notification.
3. Select which recipients are to be assigned as maintenance recipients. Use the **>** and **>>** buttons to move one or more recipients to the Assigned column on the right.
4. Set the escalation times for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

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:

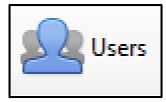
1. Open the Message menu.



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 troubleshooting tool to test notification functionality in VisionLink II.

USERS

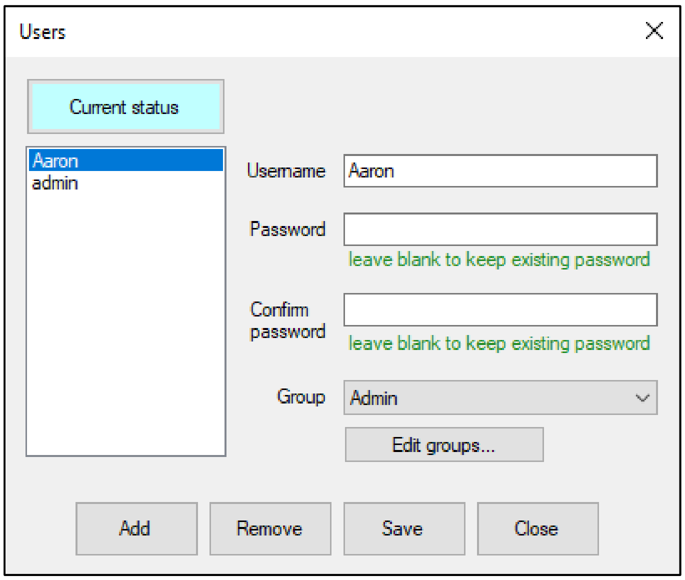


Creating Users

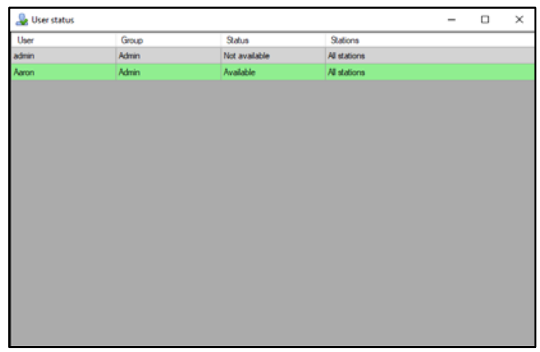
In order to log in to the VisionLink II server, the mobile app, or a Windows VisionLink II client a username and password must be supplied.

Managing Users:

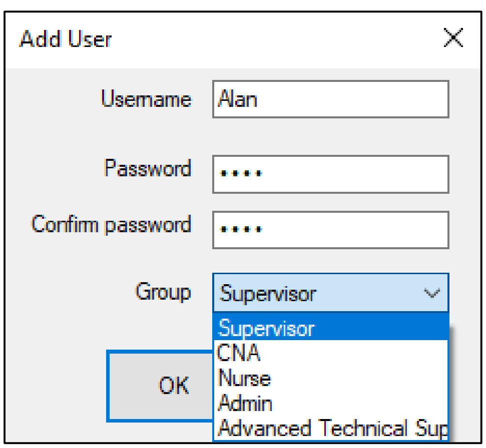
1. Open the Users menu.



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, but they can be modified.

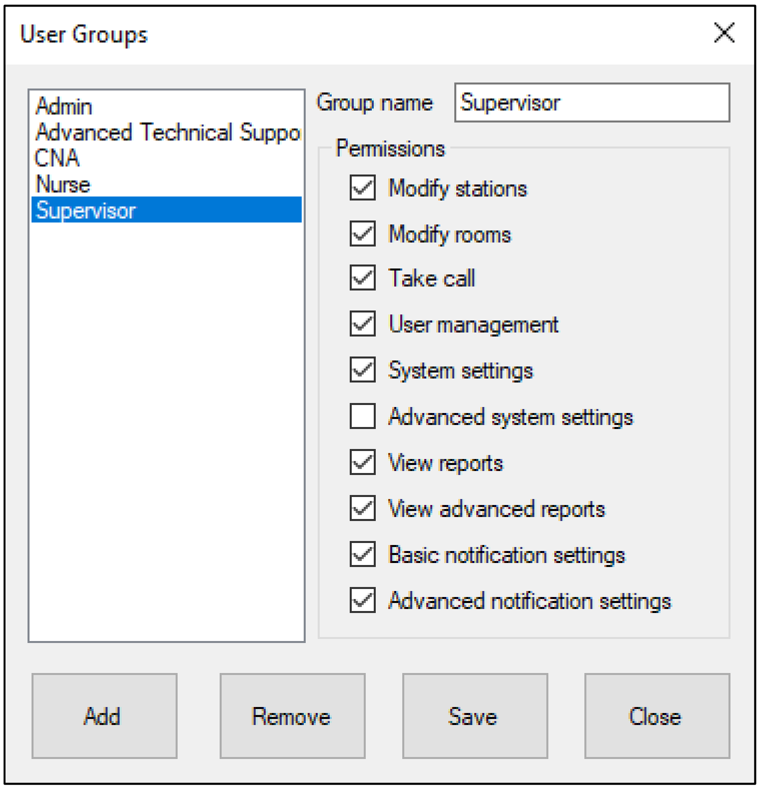
3. Give the new user a name, a password, and select which user group they will be associated with. User groups are where specific permissions are assigned to the user. If you don't know which group to select, select CNA. ***Click Save, then click Close.***

User Groups

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

Managing User Groups:

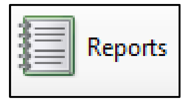
1. Open the Users menu and click on Edit groups.



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 enough for most facilities and do not need to be changed. If you have questions, please contact technical support.

REPORTS

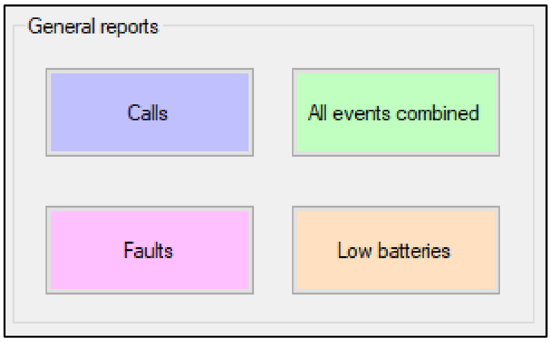


General Reports

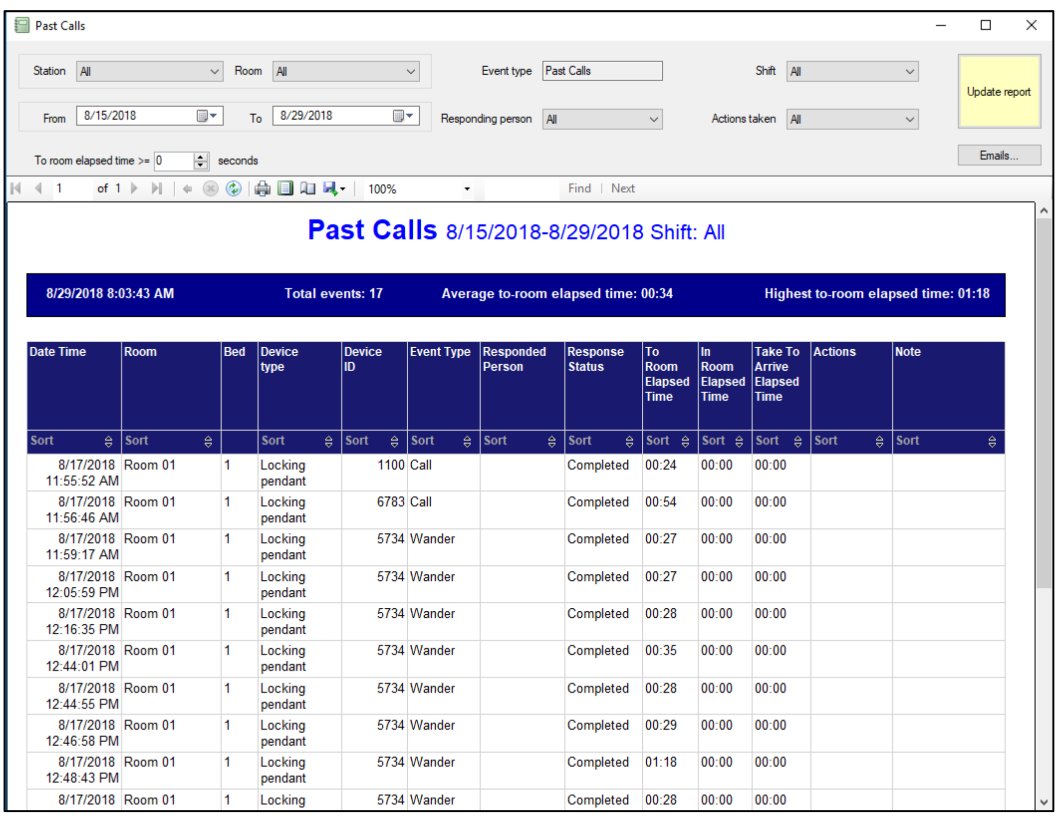
VisionLink II logs every event that displays on the screen. General Reports log Calls, Faults, and Low Batteries.

Viewing General Reports:

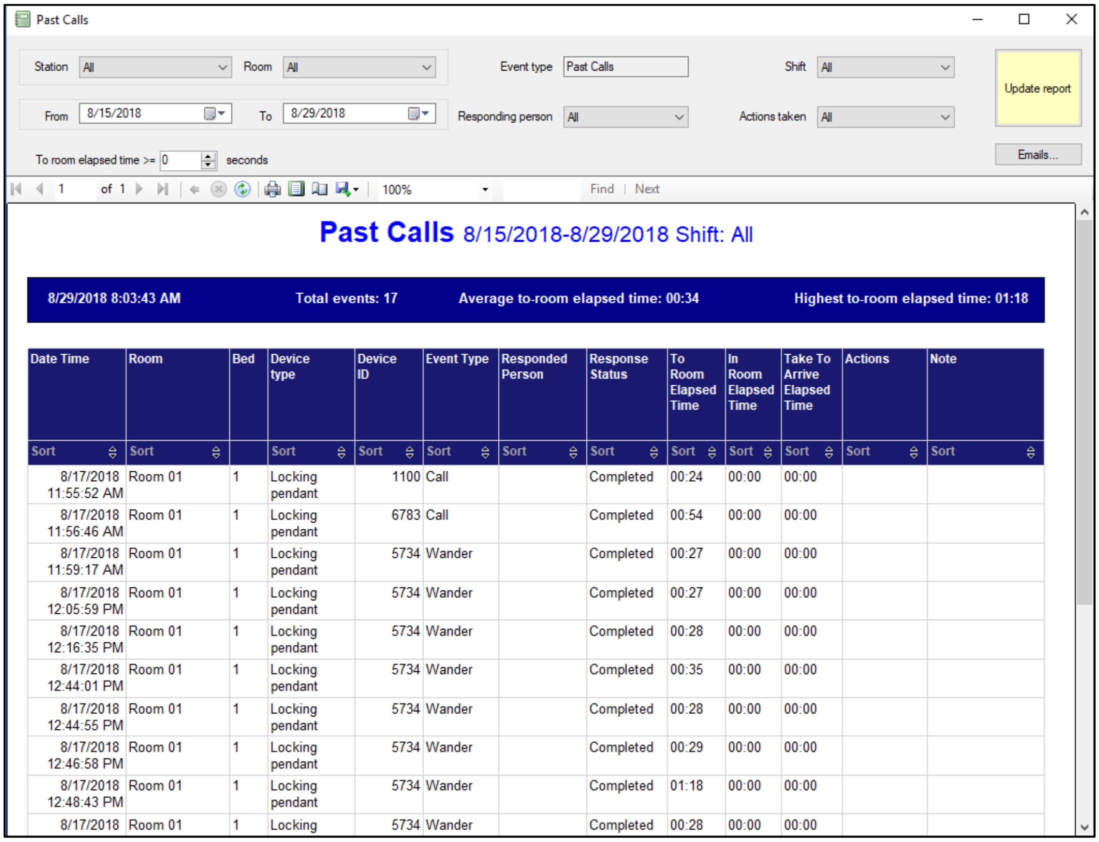
1. Open the Reports menu and select which reports you would like to view.



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.



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		

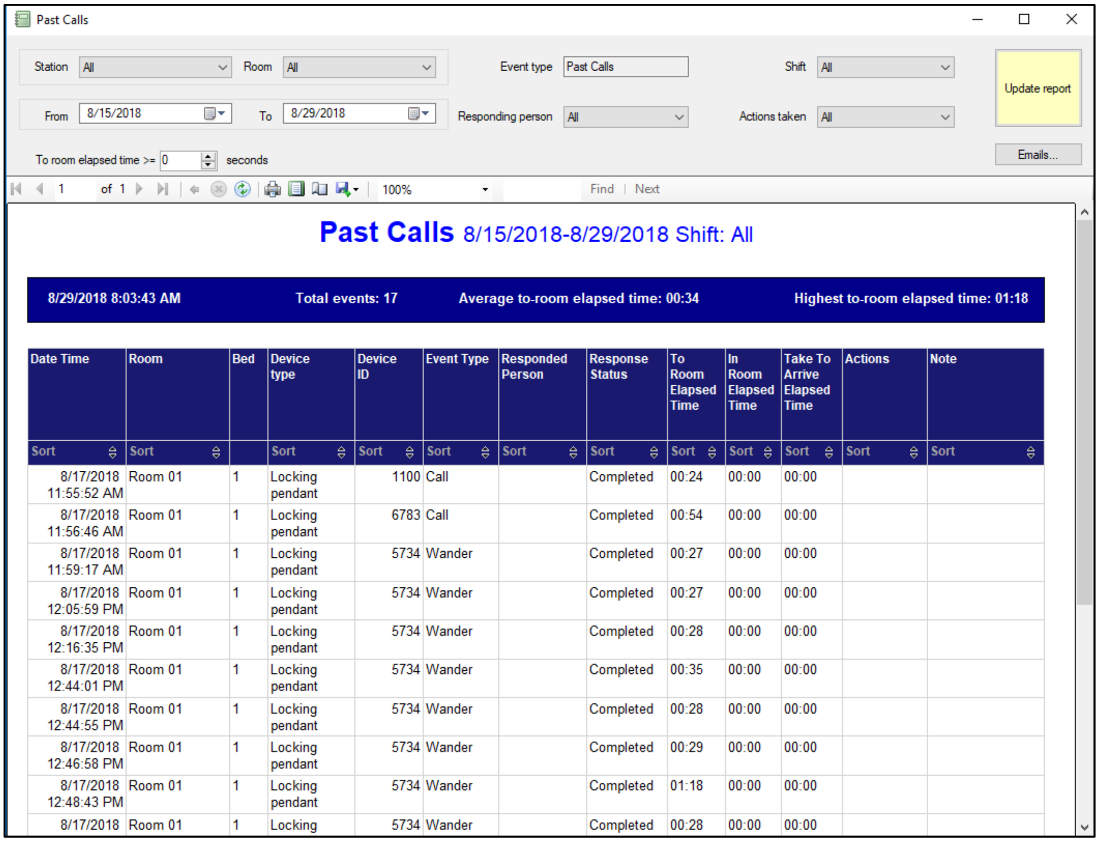


Date Time	Room	Bed	Device type	Device ID	Event Type	Responded Person	Response Status	To Room Elapsed Time	In Room Elapsed Time	Take To Arrive Elapsed Time	Actions	Note
Sort	Sort		Sort	Sort	Sort	Sort	Sort	Sort	Sort	Sort	Sort	Sort
8/17/2018 11:55:52 AM	Room 01	1	Locking pendant	1100	Call		Completed	00:24	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		

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
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		

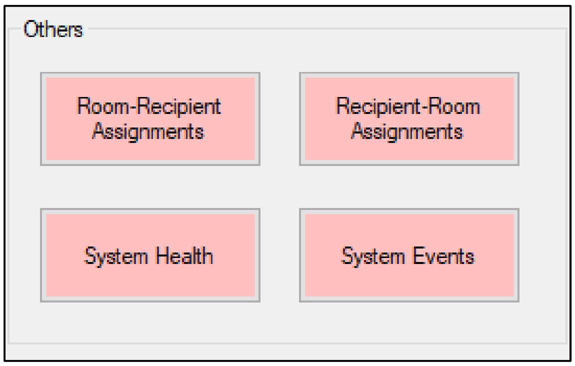
3. To print or export the selected report, use the menu buttons below the filter menu.

Other Reports

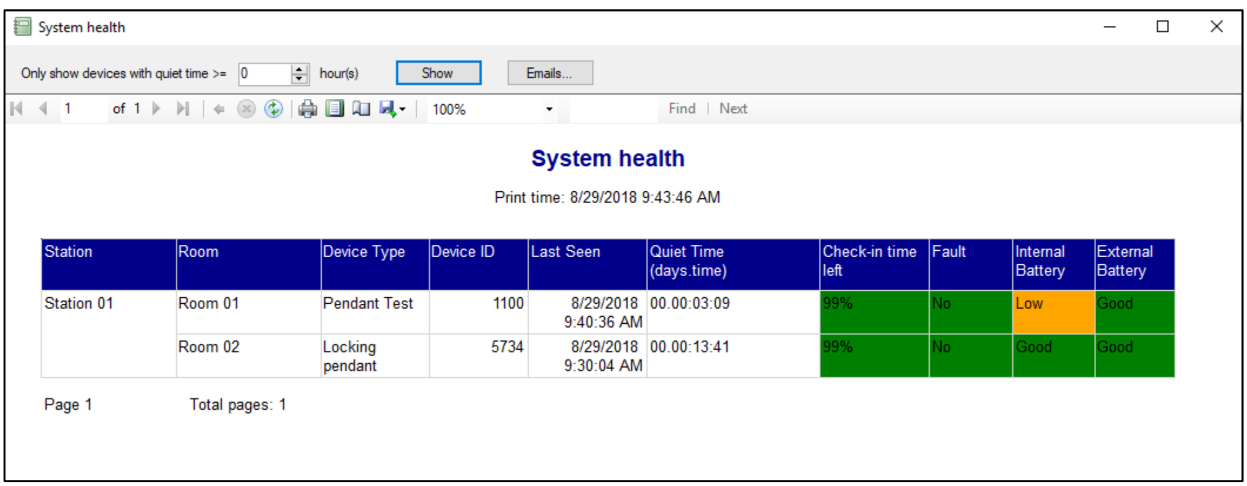
VisionLink II also logs special and normal system events. Software changes are logged, and system device health can be monitored in Other Reports.

Viewing Other Reports:

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

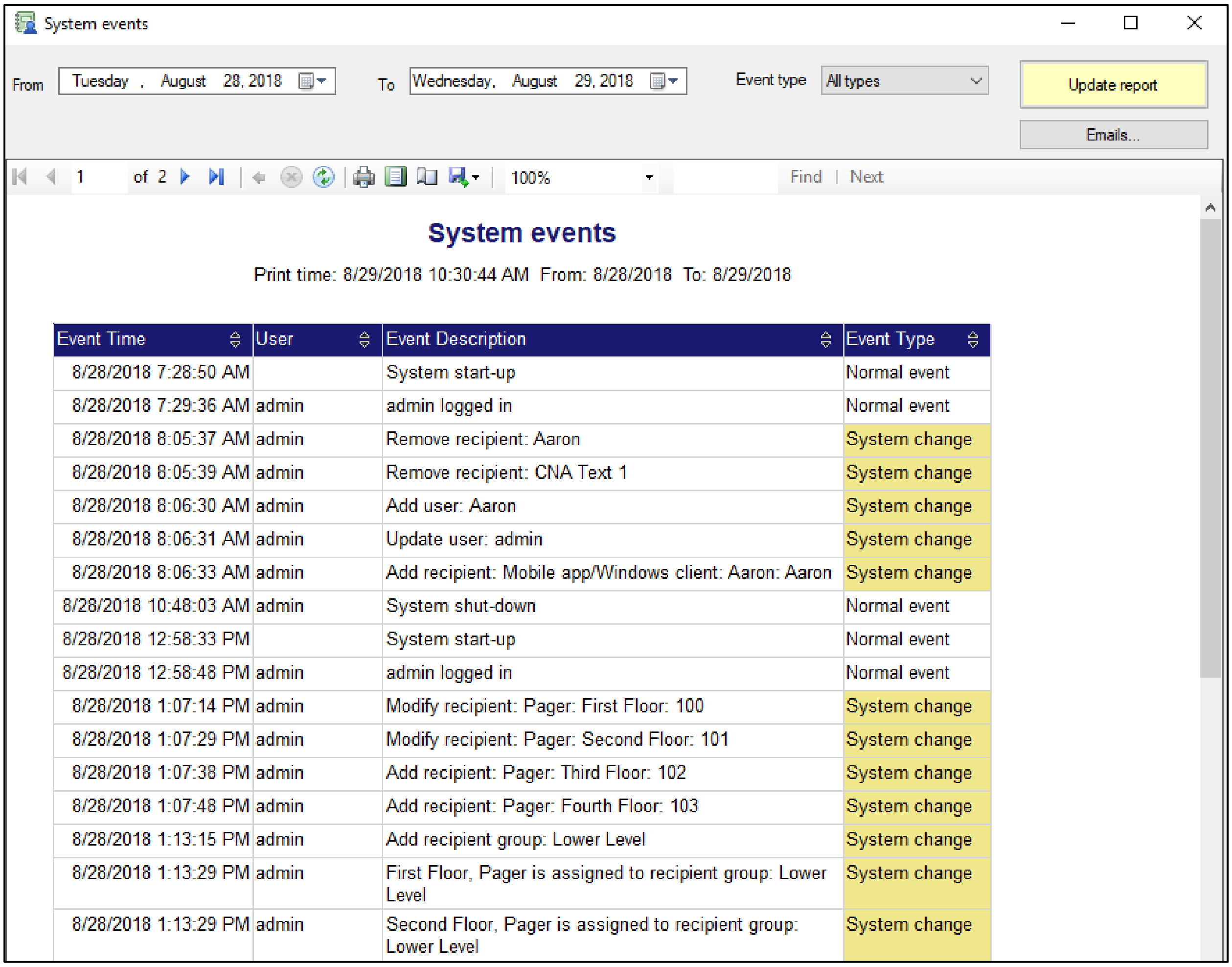


System Health Reports allows you to view device health.



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.

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)

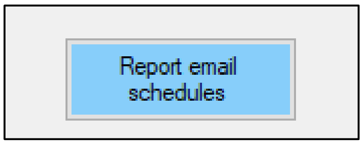
Room-Recipient Assignments and Recipient-Room Assignments allow you to view which rooms are assigned to which recipients, and vice versa.

Emailing Reports

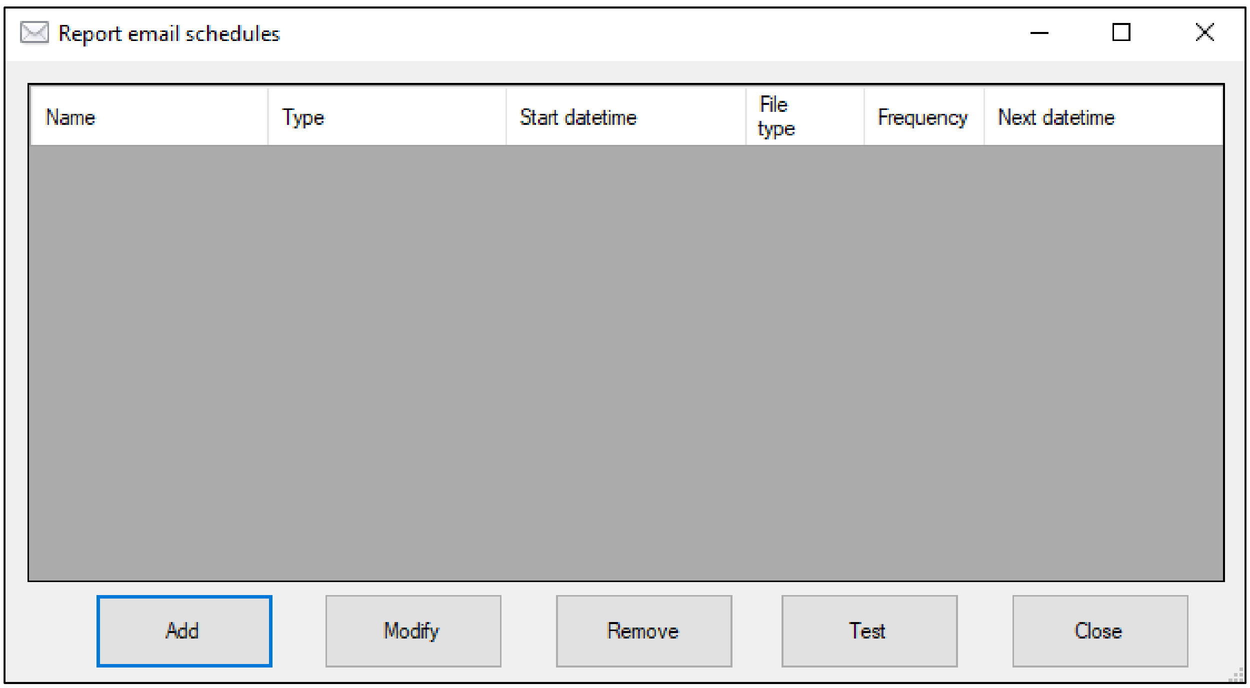
VisionLink II has the capability to email reports on a schedule to administrative and maintenance staff. This capability must be configured beforehand.

Adding an Email Schedule for Reports:

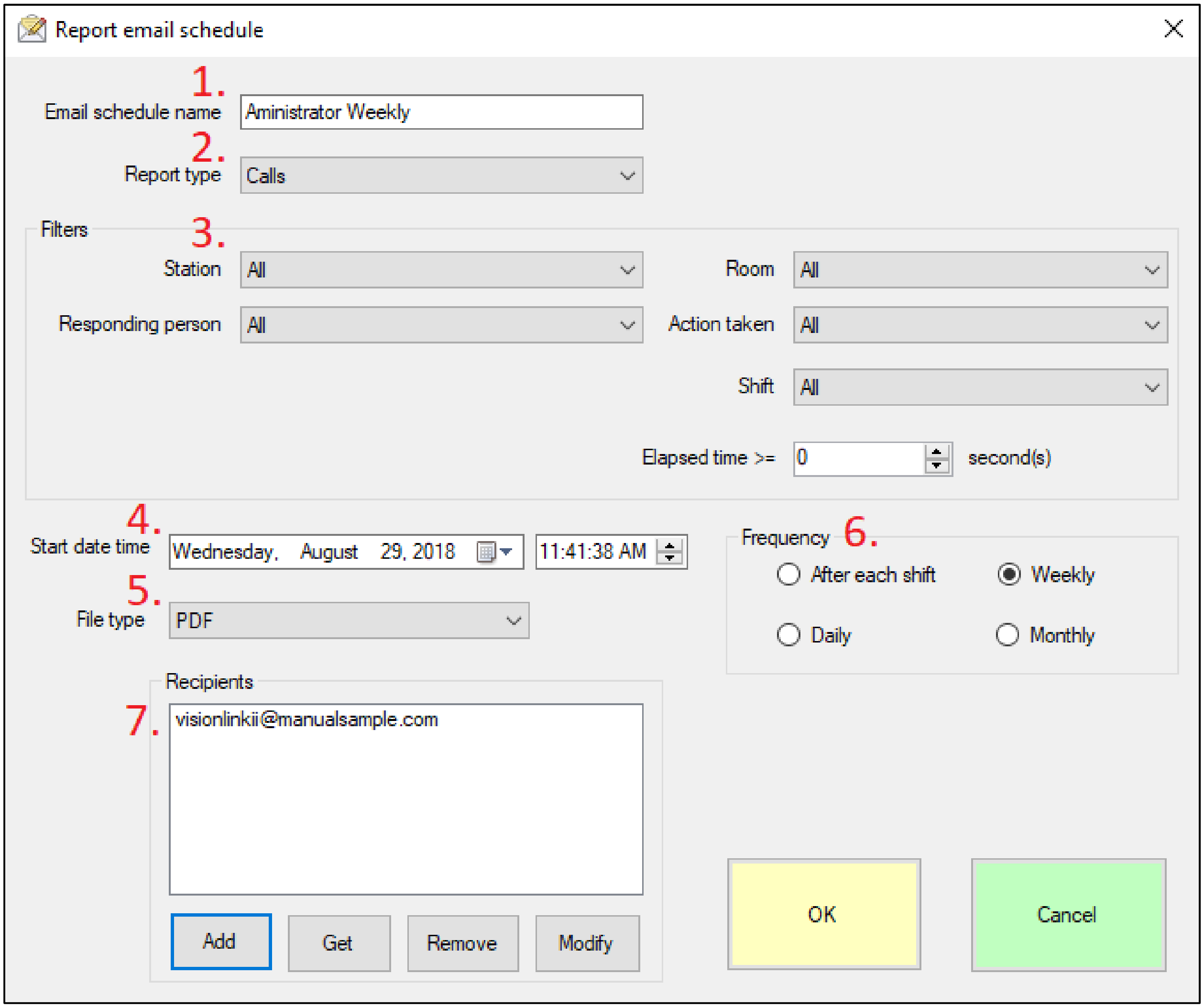
1. Open the Reports menu and click on Report email schedules.



2. Click Add to add an email report schedule.



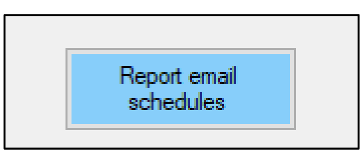
Configuring an Email Schedule:



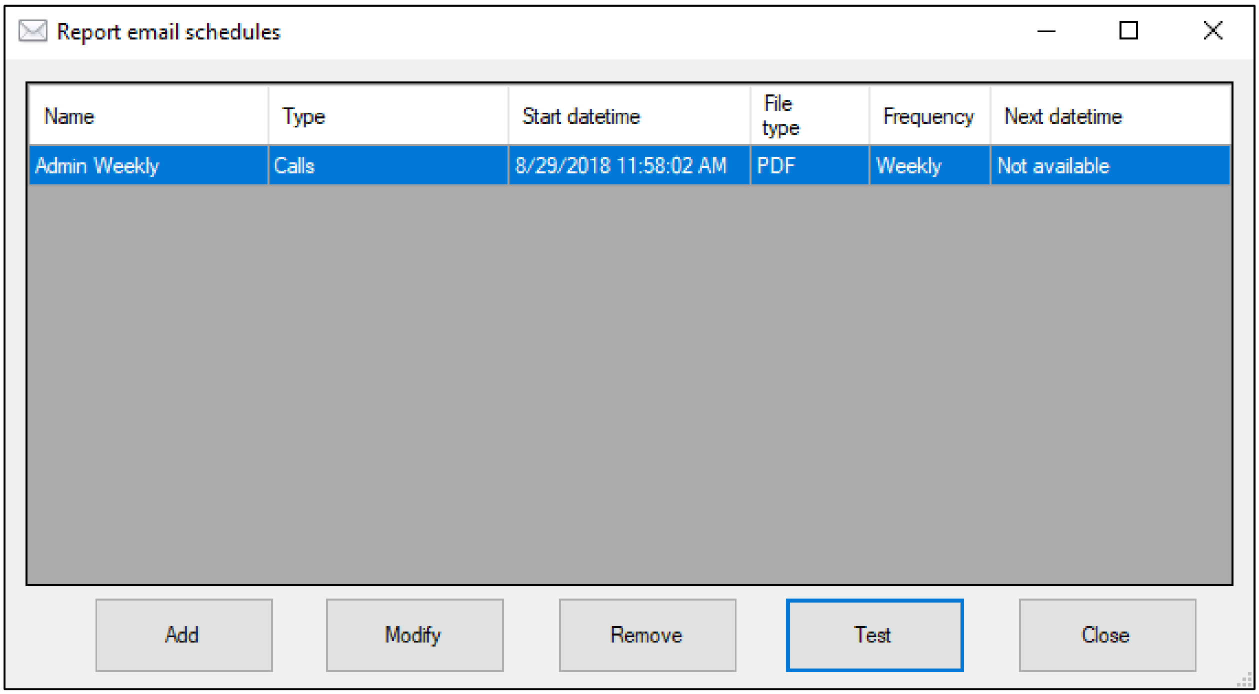
1. Enter a name for the new email schedule.
2. Select what type of report will be sent from the drop-down menu.
3. Select what filters will be used from the drop-down menus.
4. Select a start date time from the calendar icon.
5. Select the file type from the drop-down menu.
6. Select the frequency from 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.

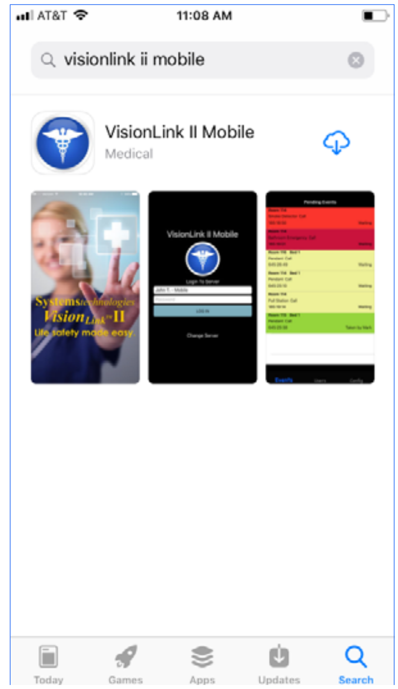


2. Click Test to test the email address(es) associated with the email schedule.



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

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.

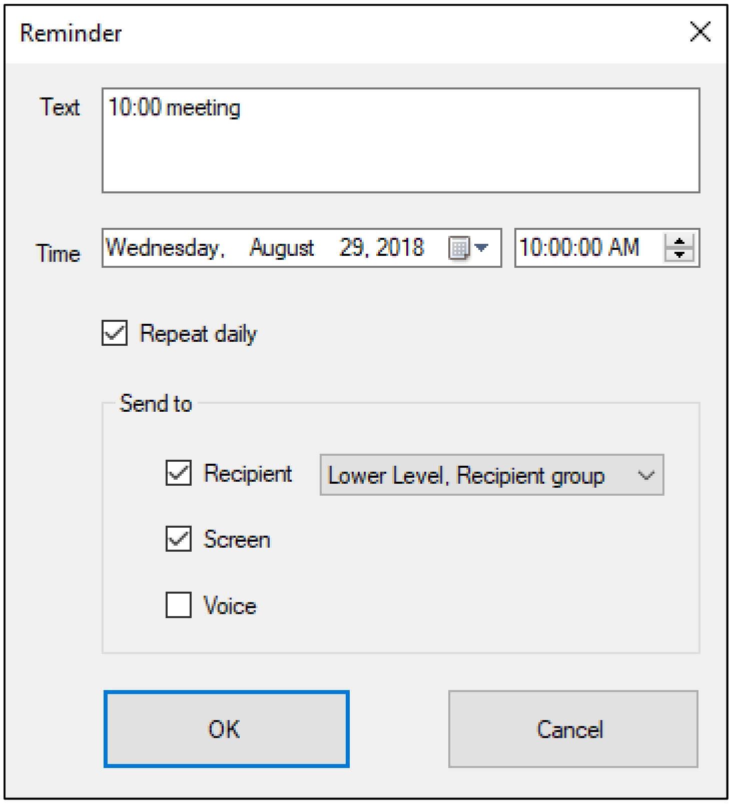
See Mobile App Manual for information on using the Mobile App with Vision Link II.

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.

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.

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.