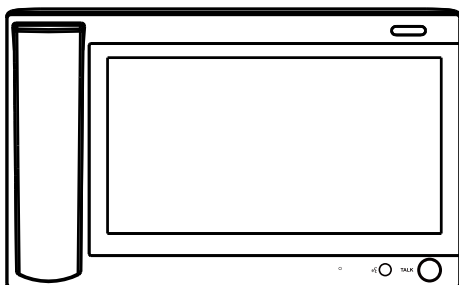# Operation Manual

For TCP/IP with 792 system

Nurse Terminal

■ Remark

Please follow the user manual for correct installation and testing. If there is any doubt please call our tech-supporting and customer center.
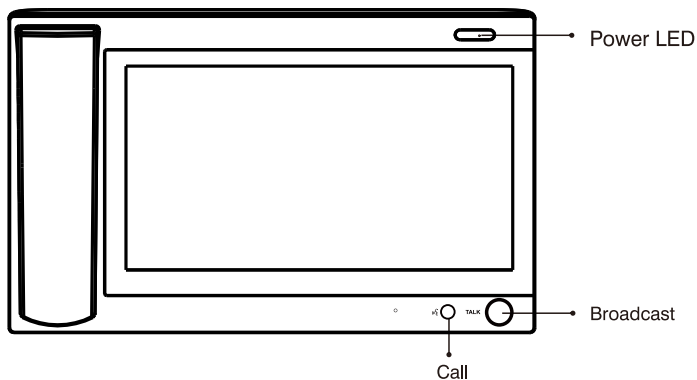
Our company applies ourselves to reformation and innovation of our products. No extra notice for any change. The illustration shown here is only for reference. If there is any difference, please take the actual product as the standard.

The product and batteries must be handled separately from household waste. When the product reaches the end of service life and needs to be discarded, please contact the local administrative department and put it in the designated collection points in order to avoid the damage to the environment and human health caused by any disposal. We encourage recycling and reusing the material resources.

CATALOG

Pictures

Power LED

Broadcast

Call

Technical Parameters

1. Rated voltage: DC12V

2. Rated power: 10W

3. Standby power consumption: 3W

4. Display screen: 10.1-inch display

5. Resolution:1024*600

6. Operating temperature: -10℃～+55℃

7. Relative humidity: 20%～80%

Features

1. It can receive inquiry calls and alarms from the bedside terminal.
2. It can automatically record during a call which supports call transfer and call hold functions.
3. Multi-level nurse terminal can be set for hosting.
4. It can perform broadcasting to the bedside terminal, and support connection with audio source equipment.

Basic Operation

Call & Intercom

When the bedside terminal calls the nurse terminal, the nurse terminal will pop up the call answering window of the bedside terminal. Click "Answer" or pick up the handset to start talking.

Note: If only one bedside terminal calls nurse terminal, you can directly start a video call by picking up the handset; If multiple bedside terminals call the nurse terminal at the same time, you can click to select one of them to talk.

Operation

2.1 Main Interface

After the nurse terminal is powered on, the system will enter the interface as shown below:

2.2 Call

2.2.1 Call Bedside Terminal

When nurse terminal wants to call the bedside terminal, you can click the bed No. on the page of "Bedside Terminal". For example, after clicking "9012Bed", it will jump to the patient information window in the figure below. Click "Call" to talk with the patient.
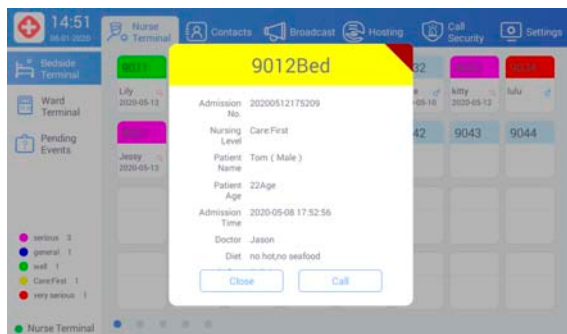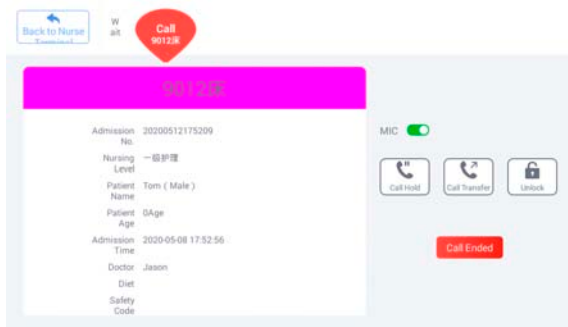
The system will enter the call interface, as shown below:

Tick the box "MIC" to turn on MIC to talk.

Click the "Call Hold" icon to hold this call.

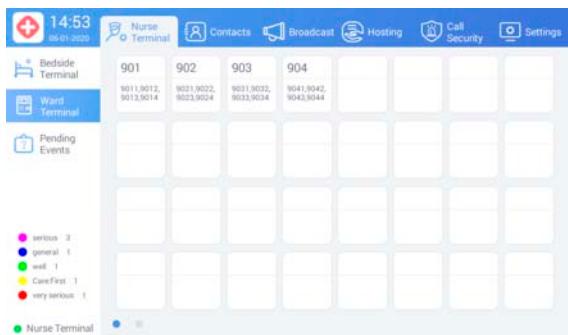Click the "Call Transfer" icon to transfer this call.

Click the "Call Ended" icon to hang up this call.

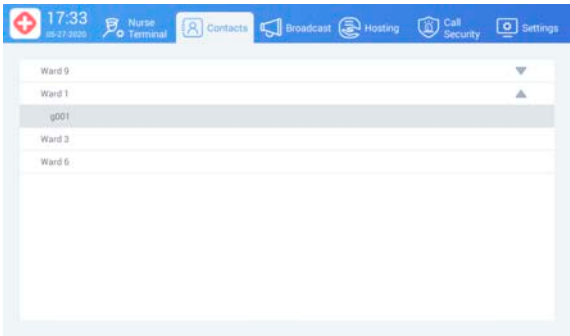### 2.2.2. Call Ward Door Terminal

Click "Ward Terminal" icon on the interface to enter into the following interface:

In this interface, you can view the information of the beds in each ward.

2.3. Contacts

Click "Contacts" icon on the interface to enter into the following interface:

This interface displays the numbers of all online devices. Select the device you want to call, and click the "Call" icon to make the call.
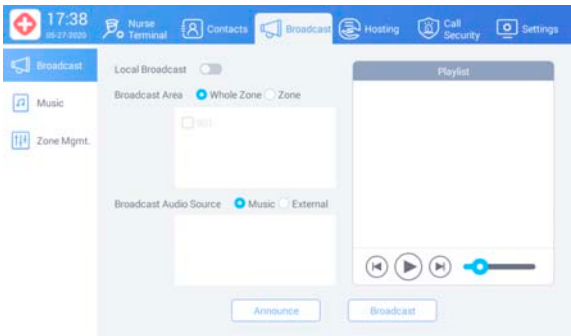
2.4 Broadcast
2.4 .1 Broadcast

Clicking "Broadcast" icon, the system will enter into the following interface:

You can set the broadcast area, the content of the broadcast and whether it is local broadcast, etc.

Click "Save" icon to save the settings.

Broadcast Area: You can choose to play in the whole zone or separate zones. If you want to play in the whole zone, just click the "Whole Zone" icon in the broadcast area. If you want to broadcast in separate zone, click the "Zone" icon in the broadcast zone, and then select the area.

Broadcast Audio Source: You can choose from the music library or an external audio source. If you select the music library, click the "Music" icon directly, select the desired music content, and then save it; if you select the external audio source, click the "External" icon, select the desired music content, and finally save it.

Playlist: You can select the previous song, next song, play, pause, and volume etc.

2.4.2 Music

Clicking "Music" icon, the system will enter into the following interface:
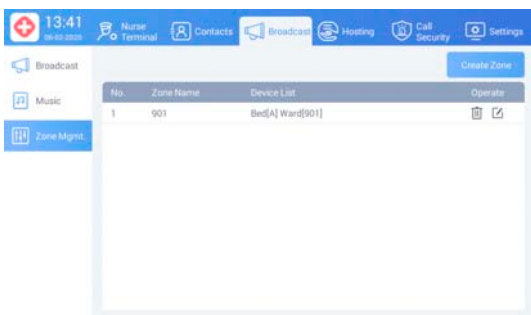
The audio of the music library can be viewed, edited or deleted. You can also click "Create Playlist" to add new music.
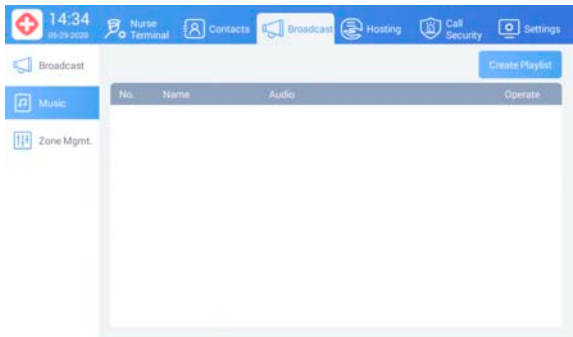

2.4.3 Zone Mgmt.

Clicking "Zone Mgmt." icon, the system will enter into the following interface：

Name and device list of separate zone can be viewed, edited, or deleted. You can also click "Create Zone" to add a new zone.
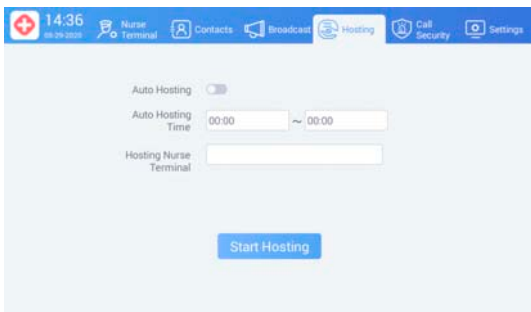
Clicking "Create Zone" icon, the system will enter into the following interface:
　　Enter the zone name, then select and add the device (ward door terminal or bedside terminal). Click the "OK" icon to finish creating the zone.
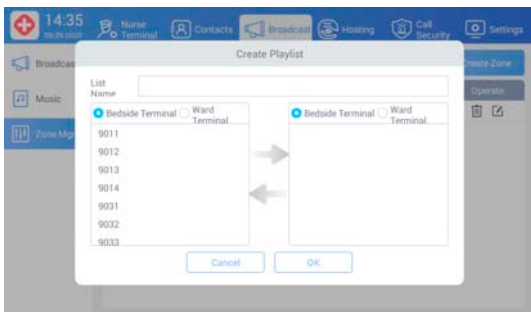
2.5 Hosting

Clicking "Hosting" icon, the system will enter into the following interface:


时间

Tick the box of "Auto Hosting", set the Auto Hosting Time, select the Hosting Nurse Terminal, and click "Start Hosting" icon to start hosting.

After the hosting is successful, if a bedside terminal sends an alarm or calls the nurse terminal, it will be automatically transferred to the hosted nurse terminal for processing.

Note: Only the nurse terminal of the same level can be hosted.

2.6 Settings

Clicking "Settings" icon, the system will enter into the following interface:
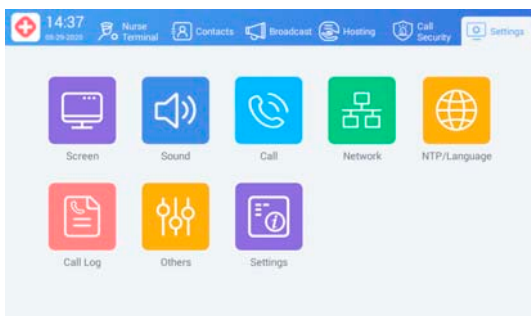
2.6.1 Screen

Clicking "Screen" icon, the system will enter into the following interface:

The user can set the brightness and screen saver interval that you want. Click "Save" icon to save the settings.
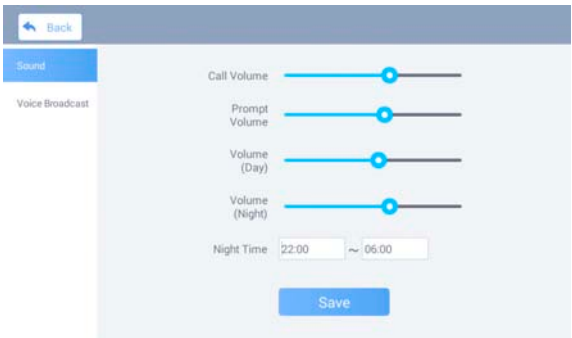
2.6.2 Sound
2.6.2.1 Sound

Clicking "Sound" icon, the system will enter into the following interface:

The user can set call volume, prompt volume,volume(day),volume(night) and night time that you want. Click "Save" icon to save the settings.

2.6.2.2 Voice Broadcast

Clicking "Voice Broadcast" icon, the system will enter into the following interface:

Click "Click to set voice broadcast" icon, enable the auxiliary function to complete the settings and return to the voice broadcast interface, click "Click to start voice broadcast" to start the voice broadcast.
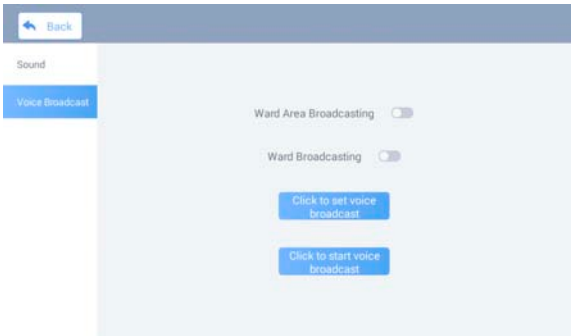
2.6.3 Call

2.6.3.1 Quick Call

Clicking "Quick Call" icon, the system will enter into the following interface:

Turning on the quick call means that when the nurse terminal calls the bedside terminal, it will call the bedside terminal directly without showing the detailed information of bedside terminal.

It's suggested to disable this feature to prevent touch by mistake to initiate calls, which may disturb the patients. Click "Save" icon to save the settings.

2.6.3.2 Call Transfer

Clicking "Call Transfer" icon, the system will enter into the following interface:

Set the Destination IP Address, Timeout and whether to enable the corresponding call transfer function. Click "Save" icon to save the settings.

2.6.3.3 Console Answer

Clicking "Console Answer" icon, the system will enter into the following interface:

Select the desired answering mode and the feature configuration in the corresponding mode. Click "Save" icon to save the settings.

2.6.3.4 Security Settings

Click "Security Settings" icon to enter into the following interface:

Click the SIP address box of the security address, select the security address to be set from the contacts, and click "OK".

Click "Save" icon to save the settings.

2.6.4 Network

2.6.4.1 Server

Clicking "Server" icon, the system will enter into the following interface:

Server：IP address of the on-site server.

Port：Port No. corresponding to the on-site server.

Click "Save" icon to save the settings.

2.6.4.2 Network

Click "Network" icon to enter into the following interface:

IP: the system will automatically display IP address of the nurse terminal.

IP address is unique.

The default Mask address is 255.255.255.0. Normally, it is unnecessary to modify. If you would like to modify it, a keypad will pop up when clicking the setting box twice. Enter your new Mask address.

The Gateway in one system must be on the same segment.

DNS: domain name resolution address (DNS of local operator). If bedside terminal is used on WAN, the address must be entered correctly. If it is used on LAN, the address can be ignored.

Click "Save" to save the settings.

2.6.4.3 VOIP

Click "VOIP Settings" icon to enter into the following interface:

Proxy: URL of sip proxy server, the format is sip:ip or sip: realm name.

Realm: Realm of the device, same as IP or realm name.

User ID: Corresponding SIP account of device on management platform.

Password: Password of SIP account, offered by the administrator of sip proxy server.

To connect with SIP network phones from other manufacturers, check "Enable" and fill in "User" with the number registered on SIP server.

Click "Save" icon to save the settings.

2.6.5 Call Log

2.6.5.1 All

Clicking "All" icon, the system will enter into the following interface:

All the call logs of this device can be checked.

2.6.5.2 Call In

Clicking "Call In" icon, the system will enter into the following interface:

All the incoming calls can be checked.

2.6.5.3 Call Out

Clicking "Call Out" icon, the system will enter into the following interface:

All the outgoing calls can be checked.

Type	Call Device	Time	Call Duration (s)
Call Out	9012	2020-06-02 Tue 11:40:57	Reject 4 s
Call Out	9012	2020-06-02 Tue 11:40:35	Reject 4 s
Call Out	9012	2020-06-02 Tue 11:40:03	Reject 4 s
Call Out	9012	2020-06-02 Tue 11:35:38	Reject 3 s
Call Out	9012	2020-06-02 Tue 11:35:22	Reject 3 s
Call Out	9012	2020-06-02 Tue 10:24:54	Reject 4 s
Call Out	9012	2020-06-02 Tue 09:10:12	14s
Call Out	9012	1970-01-02 Fri 08:13:47	Reject 4 s
Call Out	9012	1970-01-02 Fri 08:07:33	Reject 3 s
Call Out	9012	1970-01-02 Fri 08:06:52	Reject 4 s

(Sidebar: All, Call In, Call Out, Miss Call — Back)

2.6.5.4 Miss Call

Clicking "Miss Call" icon, the system will enter into the following interface:

All the missed calls can be checked.

Type	Call Device	Time	Call Duration (s)
Call In	9012	2020-06-02 Tue 11:46:39	No answer 1 s
Call In	9012	2020-06-02 Tue 11:46:21	No answer 1 s
Call In	9012	2020-06-02 Tue 11:46:17	No answer 3 s
Call In	9012	2020-06-02 Tue 11:46:03	No answer 2 s
Call In	0801	2020-06-02 Tue 11:39:59	No answer 1 s
Call In	0801	2020-06-02 Tue 11:28:08	No answer 6 s
Call In	0801	2020-06-02 Tue 11:28:01	No answer 6 s
Call In	0801	2020-06-02 Tue 11:27:58	No answer 1 s
Call In	0801	2020-06-02 Tue 11:27:56	No answer 0 s
Call In	0801	2020-06-02 Tue 11:27:53	No answer 1 s

(Sidebar: All, Call In, Call Out, Miss Call — Back)

2.6.6 Settings

2.6.6.1 Settings

Click "Settings" icon to enter into the following interface:
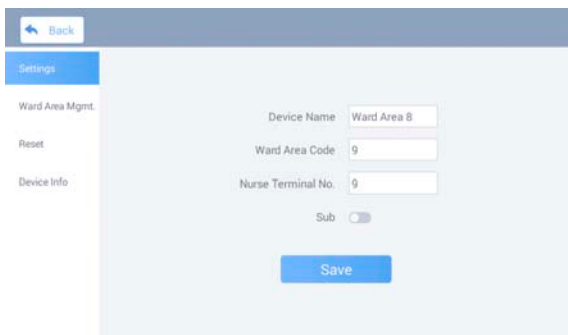
Device Name：Name of the device.

Ward Area Code：Code of the ward area where the device is located.

Nurse terminal No.：No. of this nurse terminal.

Sub: Once this item is enabled, this nurse terminal will be used as sub nurse terminal.

Click "Save" to save the settings.

2.6.6.2 Device Info

Click "Device Info" icon to enter into the following interface:

You can look over the relevant information.

Web Settings

Connect the nurse terminal and the computer by the switch, input the IP address of the nurse terminal on the computer web browser (IP address of the computer and nurse terminal must be in the same network segment), then input the user name and password (the default user name of the system is "admin", and the password is "123456") to enter the interface:
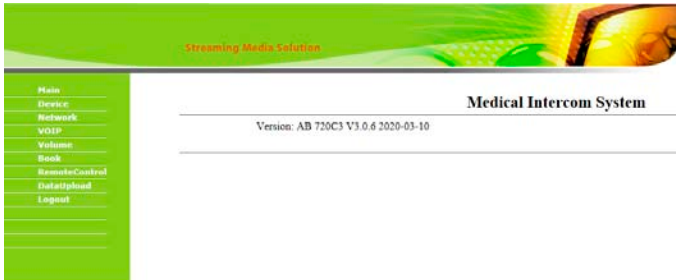
1. Device Settings:

Click "Device" icon on the interface to enter into the following interface:

Server: IP address of device server.
Server Port: Port No. of the server.
Once this is set up, check "Enable" and click the key "Submit" to enable new settings.

2. Network Settings:

Click "Network" icon on the interface to enter into the following interface:

IP: IP address should be unique in the same Network.

Mask: the default Mask is 255.255.255.0.

Gateway: it depends on network segment of IP address.

DNS: it depends on Network.

Click "Submit" icon to confirm settings.

3. VOIP:

Click "VOIP" icon on the interface to enter into the following interface:

Proxy: URL of SIP proxy server in format: sip:ip or sip: domain name.

Realm: realm of the device, generally the same as IP or domain name.

User: user name assigned by SIP server.

Password: password assigned by SIP server.

Once this is set up, check "Enable" and click the key "Submit" to enable new settings.

4. Book

Click "Book" icon on the interface to enter into the following interface:

Click the "Browse" icon, select the desired imported address book,and then click the "OK" icon.

Click "Submit" icon to complete the import of the address book.

5. Logout

Click "Logout" icon on the interface to enter into the following interface:

Click "Submit" icon to log out of the system.

System Configuration

Ward 1

Ward 2

PC

Nurse Terminal

System Diagram

Siren/Alarm									
1	2	3	4	5	6	7	8	9	10
V+	GND	AL1	AL2	AL3	AL4	AL5	AL6	AL7	AL8

RS485			
1	2	3	4
+12V	GND	485+	485-

Audio			
1	2	3	4
NC	GND	LINE IN+	LINE IN−

Power

⊕ ──●── ⊖

DC 12V
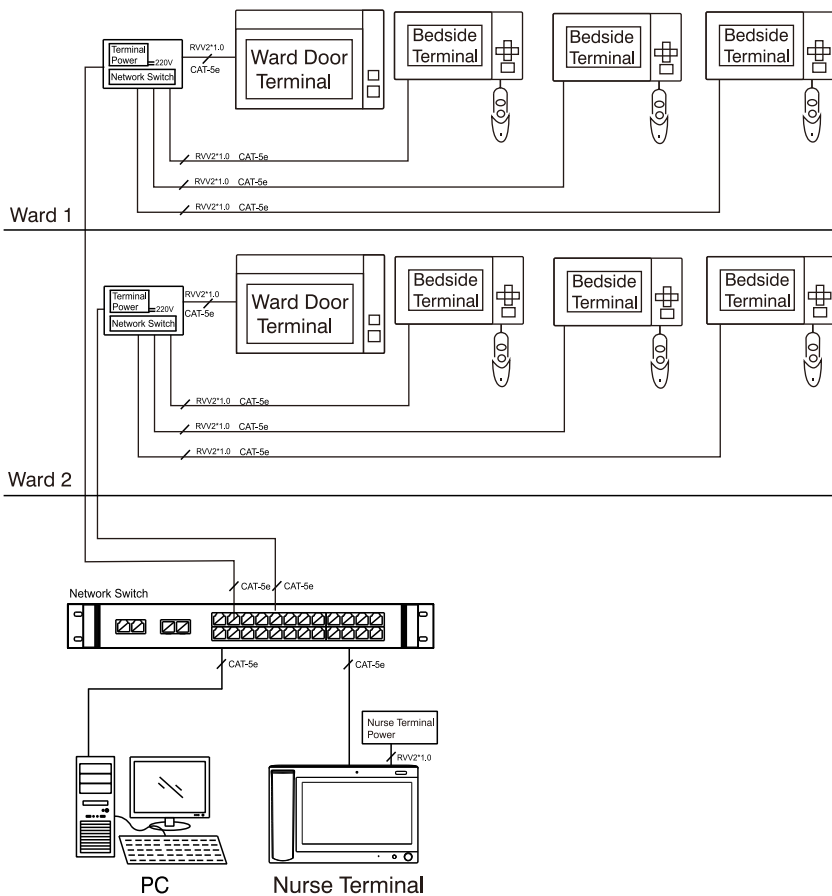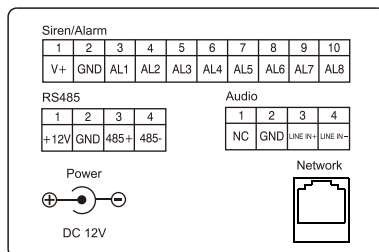
Network

1. Power Interface

Power Input Interface of Nurse Terminal: connect with 12V DC power supply.
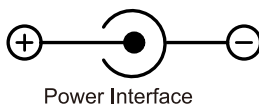
Power Interface

2. Network interface

Connect to ward door terminal, bedside terminal or other network device through the network switch.

With POE function, POE switch can be connected to supply power to nurse terminal.

CAT-5e

Network Interface
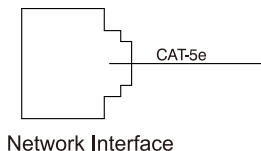
3. RS485

It can connect to other equipment with RS485 interface.

RS485 interface can output 12V/100mA power supply. If RS485 equipment to be connected doesn't require the power supply, no need to connect +12V.

```
+12V ⊕ ──────────── ⊕ +12V
GND  ⊕ ──────────── ⊕ GND
485+ ⊕ ──────────── ⊕ 485+
485- ⊕ ──────────── ⊕ 485-
```

RS485 Interface   RS485 Equipment
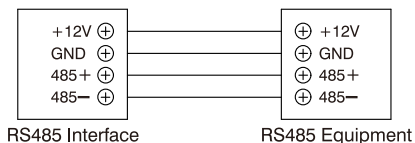
4. Siren/Alarm

When alarm sensor is triggered, the output power is 12V/100mA.

Each interface of alarm zone can be connected with normally-open switch, such as bathroom SOS button.

```
V+   ○
GND  ○
AL1  ○
AL2  ○         Normally-open sensor        Alarm facility
AL3  ○
AL4  ○
AL5  ○
AL6  ○
AL7  ○
AL8  ○
```

Alarm   Normally-open sensor

Installation

Model:A2

Size and Appearance	Installation diagram
303 35 195 Product size: 303*195*35mm Installation: desktop installation	1.Mainframe 2.Handset Step 1 3.Stand Step 2 4.Base
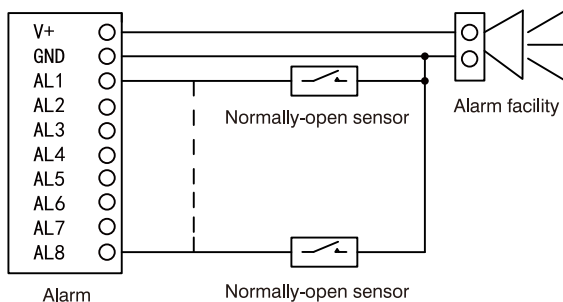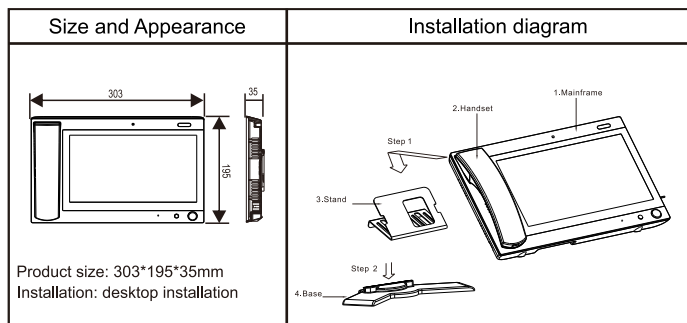
Troubleshooting

Some common failures and troubleshooting methods are listed for your reference. In case of failure that cannot be repaired, do not disassemble or repair the product by yourself. Please contact the after-sales service department.

The machine cannot be turned on or automatically shut down.

- Check if the power supply is off and power it on again.

The screen is dim.

- Check whether the screen brightness and contrast settings are correct.

No voice from nurse terminal during the call.

- Check if nurse terminal is set as mute mode or if the volume is set to minimum.

Nurse terminal cannot monitor bedside terminal.

- The system is in use by other users.

The touch screen has slow response or is insensitive.

- Remove any protective film from the touch screen, which may affect the identification or input of the device.
- Make sure your fingers are dry and clean when you touch the touch screen.
- Restart the device to clear any temporary software errors.

Device temperature is high.

- The high temperature is due to the long-term use of theequipment, which is normal and will not affect the service life or performance of the equipment.

Safety Instructions

In order to protect you and others from harm or your device from damage, please read the following information before using the device.

Do not install the device in the following places:
- Do not install the device in high-temperature and moist environment or the area close to magnetic field, such as the electric generator, transformer or magnet.
- Do not place the device near the heating products such as electric heater or the fluid container.
- Do not place the device in the sunshine or near the heat source. This might cause discoloration or deformation of the device.
- Do not install the device in an unstable position to avoid the property losses or personal injury caused by the falling of device.

Guard against electric shock, fire and explosion
- Do not use damaged power cord, plug or loose outlet.
- Do not touch the power cord with wet hands or unplug the power cord by pulling.
- Do not bend or damage the power cord.
- Do not touch the device with wet hands.
- Do not make the power supply slip or cause the impact.
- Do not use the power supply without the manufacturer's approval.
- Do not have the liquids such as water go into the device.

Clean Device Surface
- Clean the device surfaces with soft cloth dipped in some water, and then rub the surface with dry cloth.

Other Tips
- In order to prevent damage to the paint layer or the case, please do not expose the device to chemical products, such as the diluent, gasoline, alcohol, insect-resist agents, opacifying agent and insecticide.
- Do not knock on the device with hard objects.
- Do not press the screen surface. Overexertion might cause flopover or damage to the device.
- Please be careful when standing up from under the device.
- Do not disassemble, repair or modify the device at your own discretion. The arbitrary modification is not covered under warranty. When any repair required, please contact the customer service center.
- If there is abnormal sound, smell or fume in the device, please unplug the power cord immediately and contact the customer service center.
- When the device isn't used for a long time, the adaptor and memory card can be removed and placed in dry environment.