



*Innovative Solutions • Quality Products • Exceptional Service*

**AllCall™ Nurse Call  
Facility Operations Manual**

**For Service Call 1800-858-6036**

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Click on the Link below for the AllCall Pager Manual:

[Pager Manual.pdf](#)

## **Section 1: Introduction to the Alliance All-Call™ System**

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Congratulations on selecting the Alliance All-Call™ Wireless Nurse Call System! You will discover that the All-Call™ System is a powerful aid in helping you to provide quality care to your residents in a timely manner. Its many features will be covered in this manual.

The Alliance All-Call™ System informs you of nurse call alarms via the computer monitor, pagers, email and even text messaging. With almost instant notification you will have all the information you need to respond as quickly as possible. The All-Call™ System monitors itself on a regular basis to inform you should a problem arise. It can remind you of events or tasks that need to be performed at times with its user friendly scheduled messaging feature. Finally, it enables you to send messages to your staff via their pagers, mobile phones and email accounts. You will discover these and other helpful features as you work with your brand new Alliance All-Call™ Wireless Nurse Call System!

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## Section 2: An Overview of the Alliance All-Call™ Wireless Nurse Call System

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The components pictured below comprise the various hardware items that the Alliance All-Call™ System includes. They are shown here so that you will be able to become familiar with them for the purpose of maintaining your new system. Additionally, in the event of a service call the technician may ask you questions that require a basic understanding of the various hardware components.



*AllCall™ Bed*



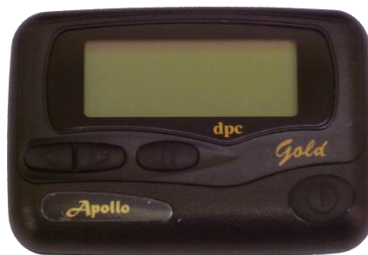
*AllCall™ Bath Station*



*AllCall™ Wireless Pendant*



*Paging Encoder*



*Pocket Pager*



*Wall Pager*

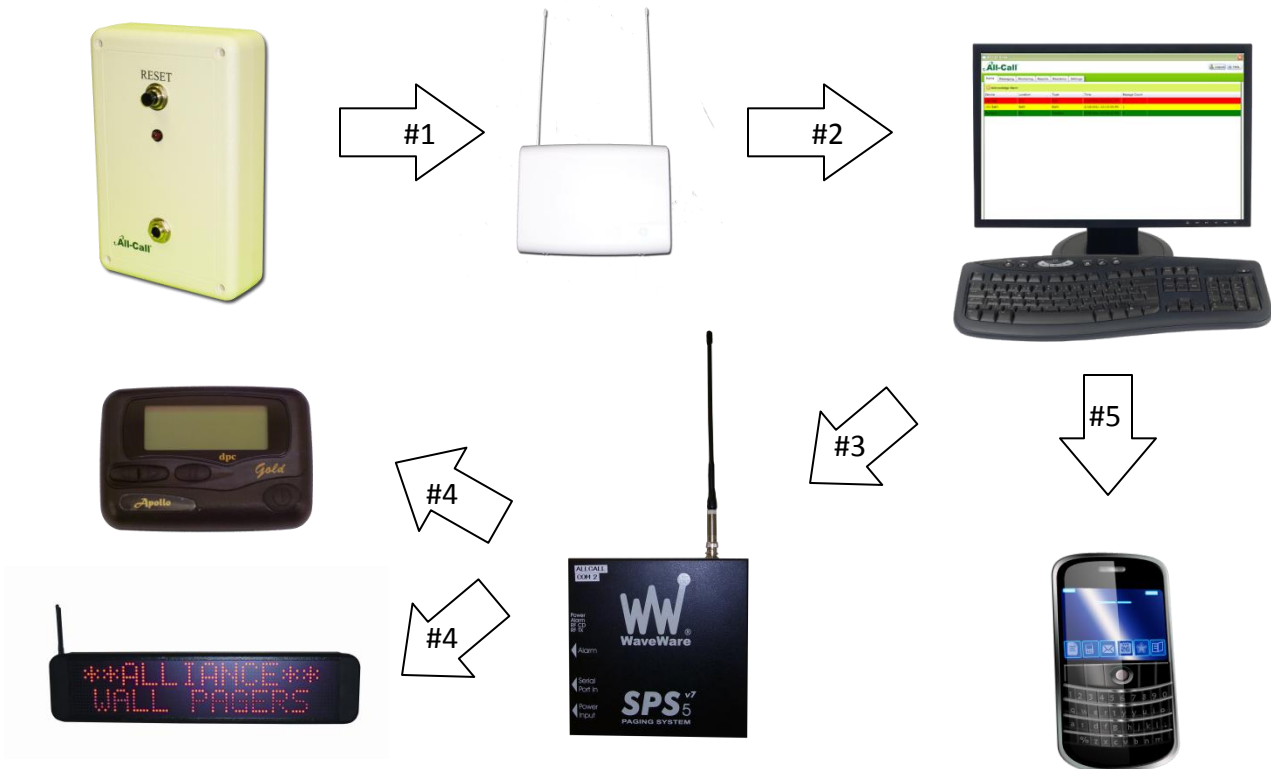


AllCall™ Nurse Call



AllCall™ Control Panel / Wireless Receiver

When a call is placed the station (1) sends a signal to the Wireless Receiver (2) The Wireless Receiver sends the information to the Computer (3) The Computer compiles the incoming data, stores and then sends it to the Paging Transmitter (4). The Paging Transmitter sends the message to the pagers. (5) The Computer can also send the notification to a qualified mobile phone.



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## Section 3: Starting up the Server Computer

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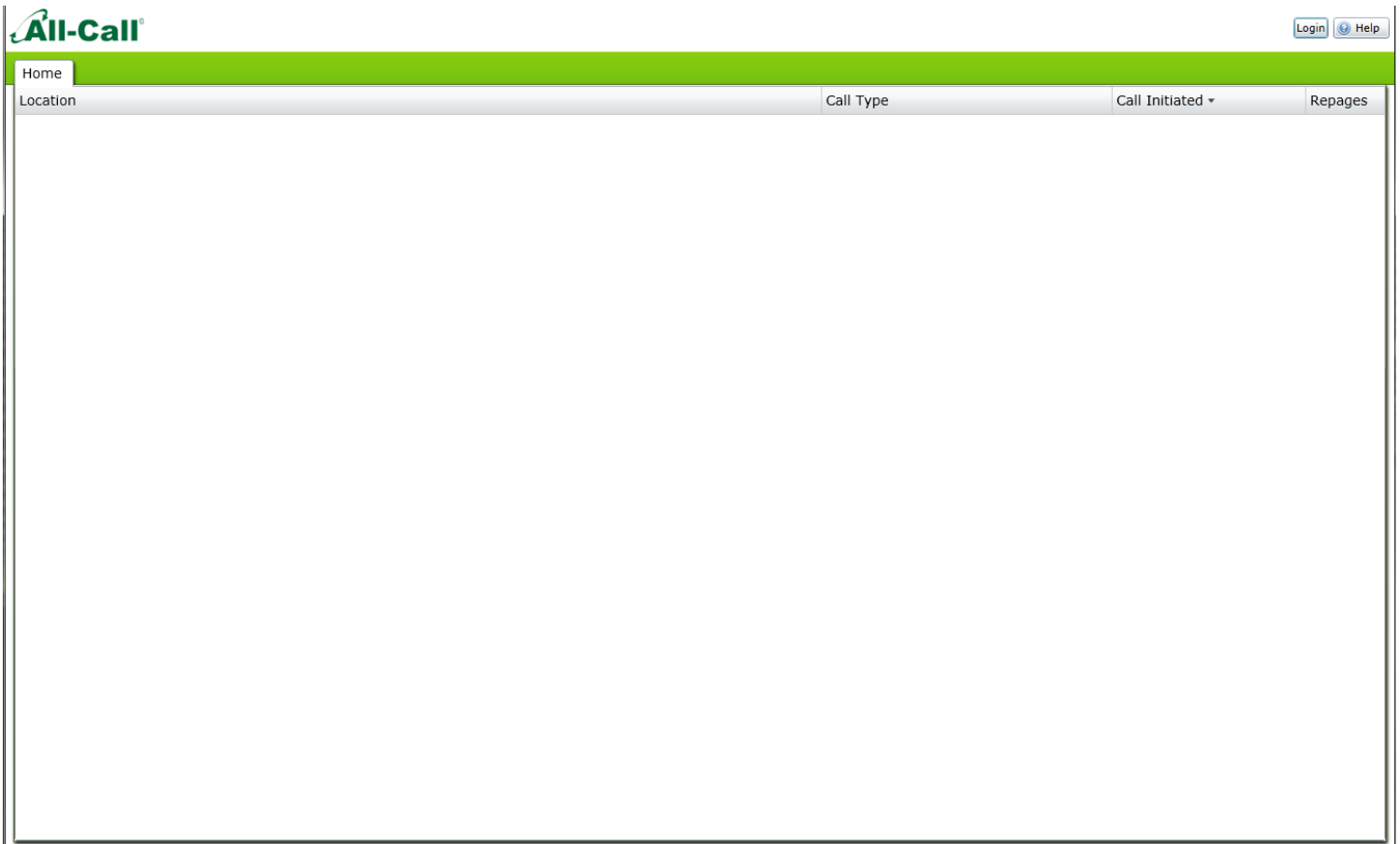
When you first startup the Server Computer, the All-Call™ Server Application will execute automatically. You must then launch the All-Call™ Kiosk Application.



All-Call Kiosk Application

Locate this icon on the desktop and double-click on it.

After you start the Kiosk™ Application, your screen should look like this: Note, you cannot exit the program or task switch at this point.



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## Section 4: Connecting to the AllCall™ Software through a Browser

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In Addition to running the AllCall™ Software in the Kiosk™ Application, the user may also access it via a simple web browser. To do this, the user must open the preferred web browser (a list of compatible browsers is below), and navigate to the following URL or Website:

<http://~serverIP~/allcall.server.web/allcall.html>

Where ~serverIP~ is the IP Address of the Nurse Call Server machine.

EXAMPLE: <http://192.168.75.27/allcall.server.web/allcall.html>

When the AllCall™ Software is opened in a web browser, the software does not disable Task-Switching, so the user will be able to run other programs or shut down the browser without requiring any login credentials. This setup is good for Administrator's, DON's, Secretaries or other administrative employees who require access but where it is not required that the software be running all the time.

### Compatible Web Browsers

- Internet Explorer 6+
- Mozilla Firefox 3+
- Google Chrome 4+
- Apple Safari 3+

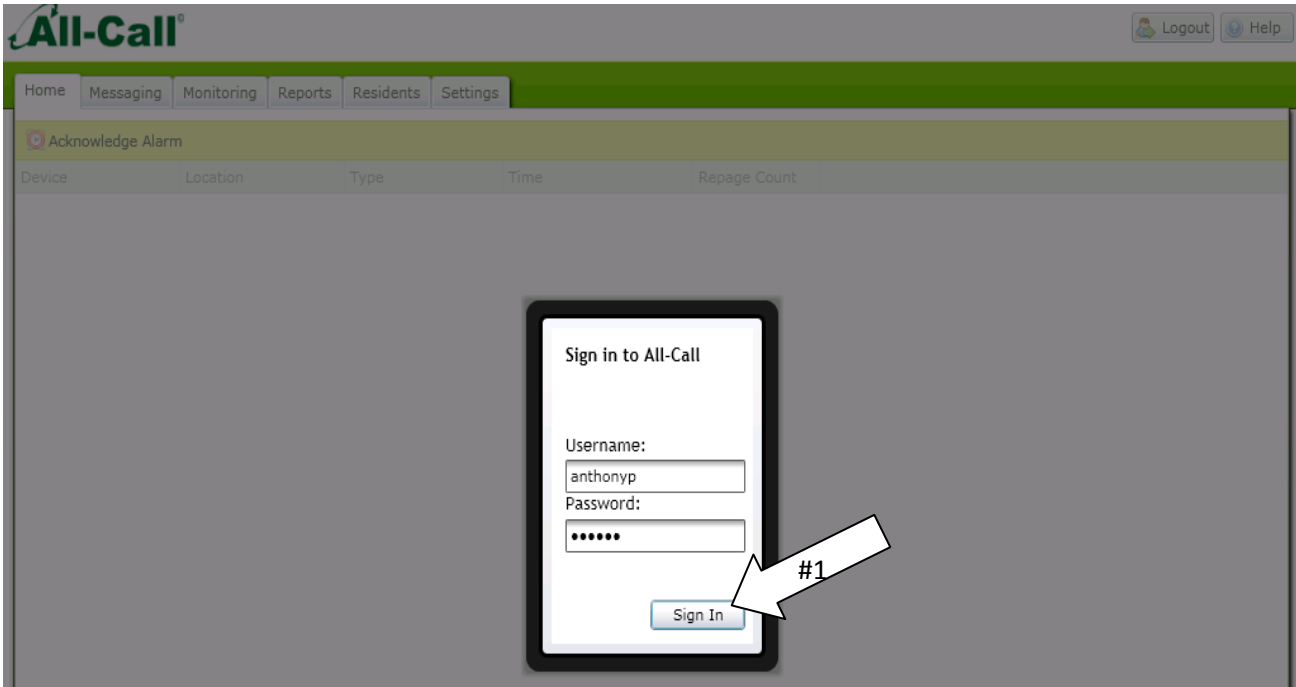
Opening and closing the AllCall™ Software in a browser does not affect the functioning of the Nurse Call System. However, it does provide full access to the AllCall™ System's diverse feature set. If the user makes changes to any of the settings, they will be uploaded to the AllCall™ Database, and implemented accordingly. The features and settings the user has access to is dependent upon the Role which has been assigned to that particular user. For more information about Roles please refer to Section 7. Additionally, the number of users that can access the AllCall™ Software at a given time is dependent on the number of licenses the facility has purchased.



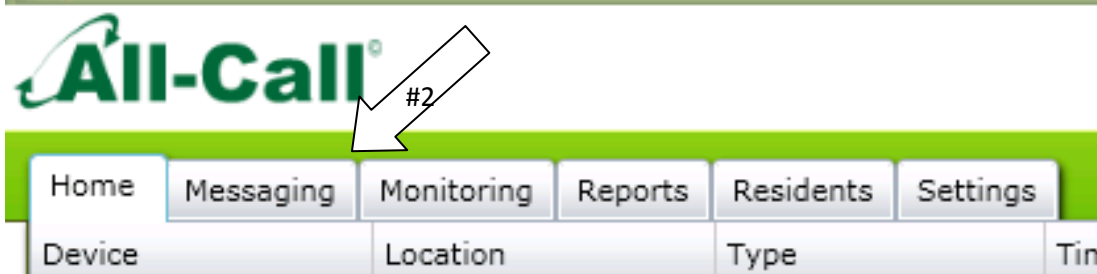
## Section 5: Logging in to the All-Call™ Software

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You may login to the Software by clicking the “Login” Button in the upper-right corner of the screen. The following dialogue will appear. Please enter your user name and password to access the program.



1) Once you have entered your credentials, click “Sign In”. 2) Depending on what Role you have been assigned the tabs at the upper left corner of the screen will become available to you. (Refer to Section 6: Managing Staff Members to setup login credentials and roles)



Depending on what privileges your user account has been given the AllCall™ Software will enable task-switching once you have logged in. At this point you will be able to minimize the software access the start menu, etc. If your user account does not have task-switching privileges you will have access to the tabs seen in the figure above but not the Windows Desktop.

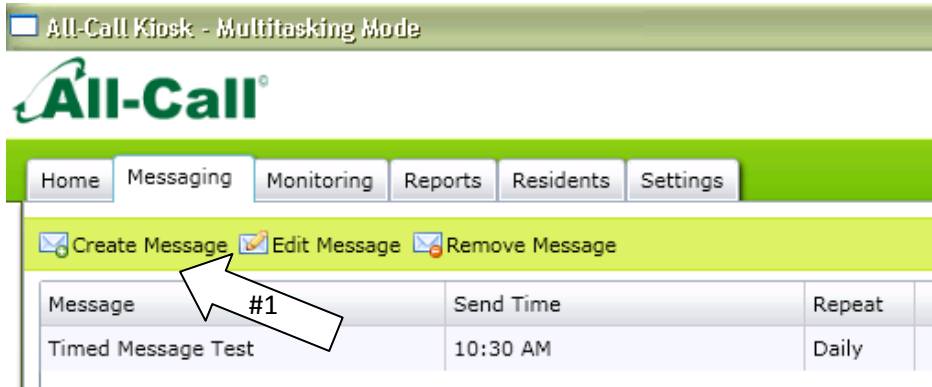
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## Section 6: Sending Messages from the AllCall™ Computer

### Sending a Manual Message

The AllCall™ Wireless Nurse Call System has the ability to notify staff members in one of three different ways: Pocket Pager, Text Message and

Email. This is done from the “Messaging Tab” in the AllCall™ Software.



1) To send a message, simply click on the “Create Message” button. This will bring up a dialog box where you can then type in the message you want to send. 2) Choose your recipients and then click the arrow button to assign them to the message. 3) To send it, click “Create Message”. See Figure



below. The message will automatically be sent to the selected staff members according to the notification options you have selected for that staff member See Section 6 Managing Notifications.

## Sending A Scheduled Message

If you would not like the message to be sent immediately, you have the option to choose a future date and time for the message to be sent. You can also choose to have it repeat each day, week, or month at the same time.

1) Simply uncheck the “Send Immediately” Box.  
 2) Choose a Date and Time for the Message to be sent. 3) And then select a repeat option from the drop down list. Finally Click “Create Message”. The message will be saved.

4) If you would like to edit your scheduled message simply click the “Edit Message” button from the “Messaging Tab”. 5) If you would like to delete your Scheduled Message, simply click the “Remove Message” button from the “Messaging Tab”.

All-Call Kiosk - Multitasking Mode

Home Messaging Monitoring Reports Residents Settings

Create Message  Edit Message  Remove Message

Message	Time	Repeat
Timed Message Test	10:30 AM	Daily

Hand-drawn arrows labeled #4 and #5 point to the 'Edit Message' and 'Remove Message' buttons respectively.

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## Section 7: Managing Staff Members

In order to grant access and setup the individuals that are to be notified by the AllCall™ Wireless Nurse Call System, you must setup Staff Members. To do



First Name	Last Name	User Name	Pager ID	Mobile
Hall 1	CNA	CNA1	1627001	
Hall 2	CNA	CNA2	1627018	
Hall 3	CNA	CNA3	1627026	

so, navigate to the Settings Tab. In the upper left pane, you will see the Staff Window. 1) To add a Staff Member, Click the “Add” button. 2) To Edit a Staff Member, select them from

the list and click the “Edit” Button. 3) To delete a staff member, select them from the list and click the “Remove” button. Once you have clicked the “Add” or “Edit” buttons the “Add Resident” dialog box will appear. See figure to the left. Simply follow the on-screen instructions, and fill out each field appropriately. 4) If you would like the staff member to receive notifications or have software access or both, simply make your selection at the check boxes. 5) Under the Account and Password sections, enter a username and password, both of which can be Alpha-numeric. Click the drop down and select a role for the

### Staff Member Information

All staff members must have a first and last name assigned.

**First Name**  **Last Name**

What access will the staff member require? Check all that apply.

Software Access  Notifications

**Account**

**Username**  **Role**

**Password**

Please assign a password to this staff member.

**Enter Password**  **Re-Enter Password**

**Notification Preferences**

The system can contact staff by their work mobiles. If you would like to assign this staff member a phone/pager to receive messages you can do so below.

**Email**   Use this contact

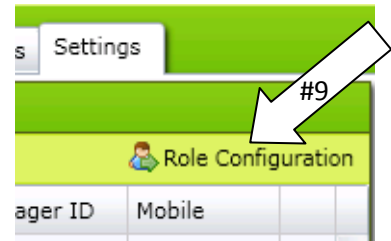
**AllCall™ Voice (Ex 3499872)**   Use this contact

**Company Cell/Pager**   Use this contact

user (see subsection below for information on Roles.) 6) Once you get to notification preferences, enter the staff members email, cell number, and/or pager cap-code. 7) Click the box, if you would like the system to notify the staff member via that method. 8) Finally, make sure you choose the proper service provider for the staff member’s cell phone. Once you are finished, click the “Add User” button, and you will see the staff member appear in the Staff List.

## Roles

You also have the ability to choose what features a particular staff member will have access to via their user name and password. 9) From the “Settings Tab”, click on the “Role Configuration” button in the Staff Pane. The following dialog will appear.



From this window you are able to, 10) Create custom roles by typing in a name and clicking “Add to Role Configurations. 11) Once your custom role appears in the list select it and click the features that you would like that role to have access to. When you are finished, click Close. 12) You can now edit a staff member and choose your custom role from the drop down list.

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## Section 8: Managing Notifications

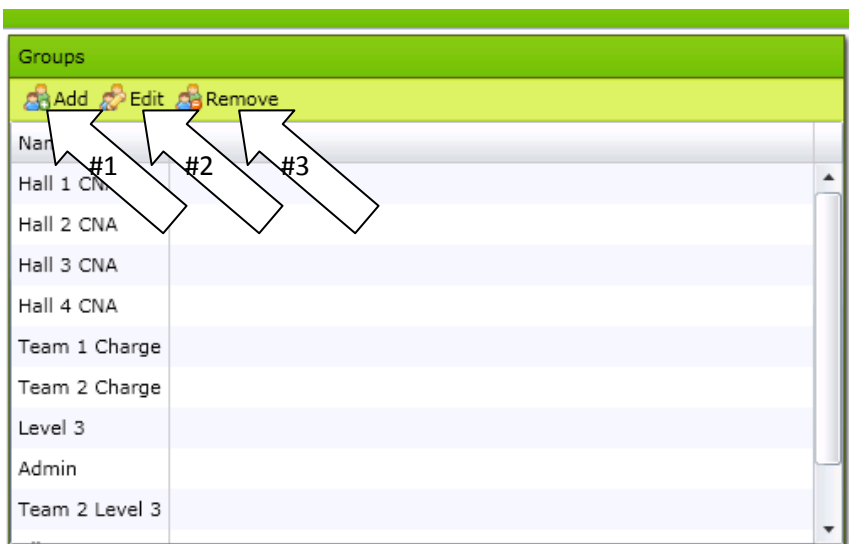
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In Section 6 you learned how to setup, and manage the staff members in your facility. You also learned how to choose the manner in which they would be notified by the AllCall™ Wireless Nurse Call System. This section will discuss how to setup the rooms that will notify your staff members.

When thinking about notifications and who they are sent to, there are several key terms to remember. The first one is “Group”. A group is a selection of staff members that the software can notify simultaneously. The second term is “Escalation”. An Escalation Template is the pre-arranged pattern of staff members or groups that the software will notify over a given time period. The third term is “Area”. An area is a group of call stations that are arranged in a certain way, for example the “100 Hall”.

### Groups

In the “Settings” Tab, the upper right pane is devoted to Groups. 1) By clicking



“Add” you can create a group, name it, and choose which staff members will be in it. 2) By selecting a group from the list and clicking “Edit”, you may change the name of the group, and what staff members occupy it. 3) By selecting a group from the list and clicking “Remove” you

may delete a group, as long as it is not being used in an Escalation Template. In which case, you must first remove the group out of the escalation template and then delete the group.

Please note that groups make it very convenient to add and remove particular staff members from being notified by particular rooms.

## Escalation Templates

In the “Settings” Tab, the lower left pane is devoted to Escalation Templates. By clicking the “Add” button, you may create, name, and select which groups will be in the escalation template. The “Edit” button allows you to alter an existing template. Clicking the “Remove” button will delete a Template as long as it is not being used in an “Area Handler”. If this is the case, the template

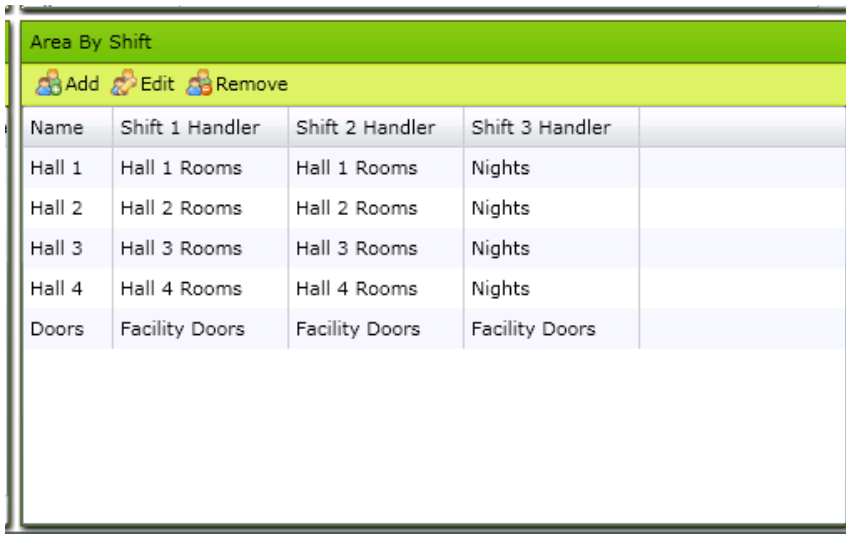
Name	Level 1 Group	Level 2 Group	Level 3 Group	Level 4 Group
Hall 1 Rooms	Hall 1 CNA	Team 1 Charge	Level 3	Level 3
Hall 2 Rooms	Hall 3 CNA	Team 1 Charge	Team 2 Level 3	Admin
Hall 3 Rooms	Hall 3 CNA	Team 2 Charge	Team 2 Level 3	Admin
Hall 4 Rooms	Hall 4 CNA	Team 2 Charge	Team 2 Level 3	Admin
Facility Doors	All Pagers			
Nights	All Pagers			

must first be removed from the handler and then it can be deleted. 4) Each Escalation Template is made up of five levels. Each level represents a group of staff members that the software will notify at given time intervals after a call station is activated.

The software has no preference about what type of notification will be sent, so feel free to notify any staff member at any level by any of the three notification methods. (pager, email or text message) The amount of time between each level is also customizable in intervals of minutes and seconds. Typically, Escalation Templates are setup to notify the primary responders at level one. (which would be the initial call) Level two is often the charge nurse, level three could be the DON, and Level’s four and five can be used to notify the administrator or whoever else you might wish. 5) Finally, if you do not wish for a particular call station to notify multiple levels but only want it to page one group. Then simply choose a Group for Level one and leave all the others blank.

## Areas

In the “Settings” Tab, in the lower right corner of the screen is the “Areas” Pane. In this pane, you are able to choose which Escalation Templates will be used for each shift on a given set of rooms. By clicking the “Add” button you can create and name your Areas, and then choose which Escalation Templates will be used for each shift.



Area By Shift				
Add Edit Remove				
Name	Shift 1 Handler	Shift 2 Handler	Shift 3 Handler	
Hall 1	Hall 1 Rooms	Hall 1 Rooms	Nights	
Hall 2	Hall 2 Rooms	Hall 2 Rooms	Nights	
Hall 3	Hall 3 Rooms	Hall 3 Rooms	Nights	
Hall 4	Hall 4 Rooms	Hall 4 Rooms	Nights	
Doors	Facility Doors	Facility Doors	Facility Doors	

By clicking the “Edit” button you can alter an existing “Area”. By clicking the “Remove” button you can delete an Area from the list. If there are any devices assigned to the Area, you will be unable to delete the Area. You will have to first assign the device(s) to a

different area and then you can delete it. The default shift times are 6:00AM, 2:00PM and 10:00 PM. These times can be customized to whatever shift times your facility is accustomed to.

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## Section 9: Managing Devices

### The Monitoring Tab, or Zone List

Within the AllCall™ Wireless Nurse Call System, 1) each call station or call device is associated with a Device ID, or Zone Number. This ID number is unique to that particular device and control panel. For example, every control panel has a zone 1, zone 2, zone 3 etc. The Monitoring Tab is where these devices are managed.

Device ID	Device Name	Panel	Resident	Room	Call Type	Auto ACK	Auto ACK Time	Monitoring
1	Concord Test Station	Concord Panel	Peters, Leeland	401		No	00:00	Yes
2	test Pendant	Primary Panel	Snaggh, Tim	101		Yes	00:15	Yes
3	Bath	Primary Panel	, Bath			No	00:00	Yes
4	102 Bed	Primary Panel	Barlowe, Dooley	102		No	00:00	Yes
5	102 Bath	Primary Panel	, Bath	Bath		No	00:00	Yes
6	103 Bed A	Primary Panel	Newland, Emma	103		No	00:00	Yes
7	103 Bed B	Primary Panel	Newland, Harold	103		No	00:00	Yes
8	103 Bed C	Primary Panel	Baxter, Miss Sadie	103		No	00:00	Yes
10	Resetable Pendant 1	Primary Panel	Peters, Leeland	401		No	00:00	Yes
11	Resetable Pendant 2	Primary Panel	Peters, Helen	402		No	00:00	Yes

The Zone list shows every single device in the system, 2) what its name or location is, 3) what control panel it is programmed to, 4) what resident is associated with it, and other important information. Any time you change a call station, add a new one, or remove an existing one, you must come to this screen. Add a call station by clicking the “Add device” button. Change a call station by clicking the “Edit Device” button. Remove a call station by clicking the “Remove Device” button.

## Adding and Editing Devices

Once you have clicked on the Add or Edit buttons the following Dialog will appear. In this dialog you may assign or change anything regarding that

The screenshot shows a dialog box titled "Device" with two main sections: "Device" and "Shift Setup".

- Device Section:**
  - Name:** A text input field highlighted in yellow, with callout #5 pointing to it.
  - Device ID:** A text input field highlighted in yellow, with callout #6 pointing to it.
  - Call Type:** A dropdown menu with callout #7 pointing to it.
  - Panel:** A dropdown menu with callout #8 pointing to it.
- Shift Setup Section:**
  - Header: "When the alarm activates, who do you want to notify?"
  - Shift 1 Area:** A dropdown menu with callout #9 pointing to it.
  - Shift 2 Area:** A dropdown menu.
  - Shift 3 Area:** A dropdown menu.

particular device. 5) The Device Name Field allows you to create or change the Device Name also known as the Device Location. 6) The ID Field allows you to assign or change the Device ID also known as the Zone Number. 7) The Alarm Type field allows you to assign or change the type of device.

(Ex.– Bed, Bath, Pendant

etc.) 8) The Control Panel Field allows you to choose or change what control panel the device is programmed into. 9) The Shift Setup Fields allow you to assign or change, what Areas the Device is associated with. (Ex.- Hall 1, Hall 2, Doors etc.)

## Auto Acknowledge

The Auto-Acknowledge Feature is primarily for Pendants and Doorbells. It allows you to have the software automatically reset the device after a

The screenshot shows a dialog box for "Auto Acknowledge" with the following elements:

- Two radio buttons:
  - Do not auto acknowledge.
  - Allow auto acknowledgement.
- Auto Acknowledgement Time: 0 m 30 s (The '30' is highlighted in a blue box).
- Buttons: "Cancel" and "Save Device".

predetermined time span. By choosing "Allow Auto Acknowledgement" and specifying an auto-acknowledge time you are telling the software to

send a notification and display the alert for the specified Auto-Ack time. After which it will automatically reset. This means that the resident will be able to activate the device, a notification will be sent, but no reset is necessary, the resident can again activate the device after the auto-acknowledge time has elapsed but not before. This prevents the nursing staff from having to go to the computer and manually acknowledge the device.

## Monitoring Schedules

If you do not want a particular device to be monitored 24/7 you may elect to setup a schedule for the device. To do this, choose “Monitor this device on a schedule”.

**Monitoring Schedule**

Monitor this device all the time.

Monitor this device on a schedule.

Choose Date: 7/6/2011 [Calendar icon]

Repeats: Daily [Dropdown]

Start Time: 1:00 AM [Clock icon]

End Time: [Dropdown menu]

Time: 0 m 0 s

Cancel Save Device

Schedule”. 10) Here you will be able to select what date and time the monitoring will start, and what time the monitoring will stop. 11) You are also able to choose whether or not the monitoring will repeat. Once you have finished click “Save Device”.

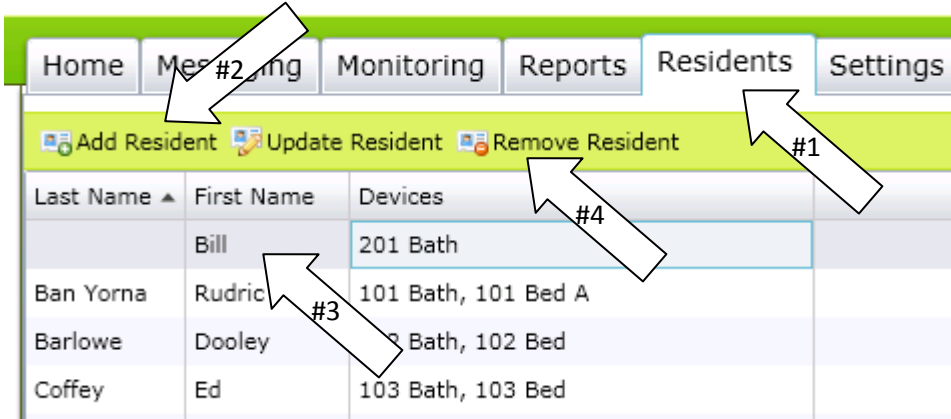
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## Section 10: Managing Residents

### Maintaining Your Resident List

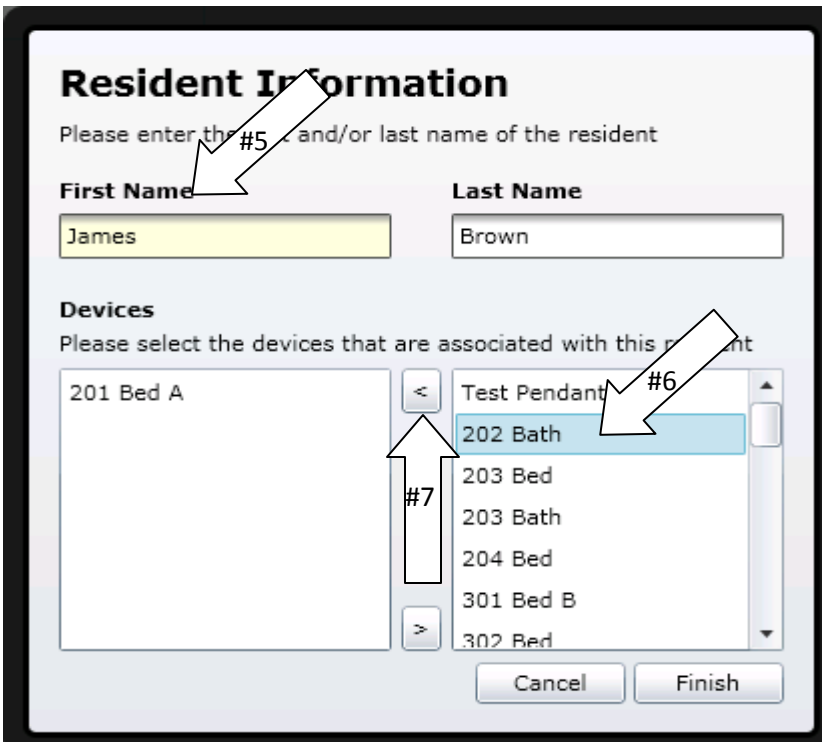
The AllCall™ Wireless Nurse Call System has the ability to maintain a census of all the residents or patients that are in your facility. With just a few clicks, you can assign residents to a variety of locations within your call system. 1) To do this, first click on the Residents Tab. 2) Next click “Add Resident.” 3) If you



are updating an existing resident or patient, select the individual from the list and click “Update Resident”. 4) If you would like to remove a resident

select the individual from the list and click “Remove Resident.”

### Adding and Updating Residents



When you Click “Add or Update Resident”, the following dialog will appear. 5) First type in the First and Last name of the resident. 6) Second, choose what location(s) or Devices(s) the resident will be assigned to. You may scroll down in the list and choose as many devices as you would like. 7) Select each device and click the arrow to assign

them to the resident. You may assign as many devices as you like but only one device at a time.

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## Section 11: Viewing Historical Reports

The AllCall™ Wireless Nurse Call System keeps a record of every alert, call and supervisory that appears on the screen. With the Historical Reporting feature, you will be able to pull those records and examine them at your convenience.

### Running a Report

The process of pulling a Historical Report is a two step process. The first step is to search the data. 1) This consists of first choosing which type of report you wish to run (either alerts or supervisories). 2) You must then select the dates and time within which you would like to see data. 3) Once you have done this click, “Search Data”

Resident Name	Location	Device	Alert Type	Date Start	Date End
Resident Peters	404	Room	Room	6/22/2011 12:00:17 AM	6/22/2011 12:00:39 AM
Tammy Peters	204	Bed	Bed	6/22/2011 12:00:17 AM	6/22/2011 12:00:39 AM
Resident Peters	405	Pendant	Pendant	6/22/2011 12:00:17 AM	6/22/2011 12:00:39 AM
David Skiles	204	Bed	Bed	6/22/2011 12:00:38 AM	6/22/2011 12:01:00 AM
Marcus Peters	405	Pendant	Pendant	6/22/2011 12:00:59 AM	6/22/2011 12:01:21 AM
Tammy Skiles	204	Bed	Bed	6/22/2011 12:00:59 AM	6/22/2011 12:01:21 AM
Marcy Peters	404	Room	Room	6/22/2011 12:01:00 AM	6/22/2011 12:01:21 AM

Once the results are compiled you will see a list of every alert that occurred between the dates and time you chose. 4) If you would like to search a different set of dates, click “Reset Search” and choose new search criteria.

The second step is to filter the data. 5) To do this, choose what parameters you would like from the “Filter Parameters” pane. You have the option of filtering according to Resident Name, Room Number, Area, Shift, Time Initiated and Reset, Re-page Count, and Elapsed Time. You may utilize any of these parameters in any combination to narrow your search results. 6) Click any resident name to select them for filtering. Click multiple names to filter by multiple residents. Click the selected name a second time to de-select it.

When you have entered your search parameters, click “Filter Data” and the results field will show your filtered results.

Resident	Room	Area	Shift	Call Initiated	Call Reset	Repage Count	Response Time	Call Time 1	Call Time 2	Duration
David Skiles	204	Bed	Bed	6/22/2011 6:04:58 AM	6/22/2011 6:05:19 AM	00:00:21				
David Skiles	204	Bed	Bed	6/22/2011 6:05:40 AM	6/22/2011 6:06:01 AM	00:00:20				
David Skiles	204	Bed	Bed	6/22/2011 6:06:22 AM	6/22/2011 6:06:44 AM	00:00:21				
David Skiles	204	Bed	Bed	6/22/2011 6:07:04 AM	6/22/2011 6:07:25 AM	00:00:20				
David Skiles	204	Bed	Bed	6/22/2011 6:07:46 AM	6/22/2011 6:08:07 AM	00:00:21				
David Skiles	204	Bed	Bed	6/22/2011 6:08:29 AM	6/22/2011 6:08:50 AM	00:00:21				
David Skiles	204	Bed	Bed	6/22/2011 6:09:11 AM	6/22/2011 6:09:32 AM	00:00:20				
David Skiles	204	Bed	Bed	6/22/2011 6:09:53 AM	6/22/2011 6:10:14 AM	00:00:21				
David Skiles	204	Bed	Bed	6/22/2011 6:10:35 AM	6/22/2011 6:10:56 AM	00:00:21				
David Skiles	204	Bed	Bed	6/22/2011 6:11:18 AM	6/22/2011 6:11:38 AM	00:00:20				
David Skiles	204	Bed	Bed	6/22/2011 6:11:59 AM	6/22/2011 6:12:20 AM	00:00:20				
David Skiles	204	Bed	Bed	6/22/2011 6:12:41 AM	6/22/2011 6:13:02 AM	00:00:20				
David Skiles	204	Bed	Bed	6/22/2011 6:13:24 AM	6/22/2011 6:13:45 AM	00:00:21				
David Skiles	204	Bed	Bed	6/22/2011 6:14:06 AM	6/22/2011 6:14:27 AM	00:00:21				
David Skiles	204	Bed	Bed	6/22/2011 6:14:48 AM	6/22/2011 6:15:09 AM	00:00:20				
David Skiles	204	Bed	Bed	6/22/2011 6:15:30 AM	6/22/2011 6:15:51 AM	00:00:20				
David Skiles	204	Bed	Bed	6/22/2011 6:16:12 AM	6/22/2011 6:16:33 AM	00:00:20				
David Skiles	204	Bed	Bed	6/22/2011 6:16:54 AM	6/22/2011 6:17:15 AM	00:00:20				
David Skiles	204	Bed	Bed	6/22/2011 6:17:36 AM	6/22/2011 6:17:58 AM	00:00:21				
David Skiles	204	Bed	Bed	6/22/2011 6:18:18 AM	6/22/2011 6:18:39 AM	00:00:20				
David Skiles	204	Bed	Bed	6/22/2011 6:19:01 AM	6/22/2011 6:19:22 AM	00:00:20				

7) If you would like to re-filter your data, click reset filter and then choose a new set of filter parameters. Once you have filtered your data you may sort it by simply clicking on any of the column headings. One click will sort the data up, and a second click will sort the data down.

### Exporting a Report

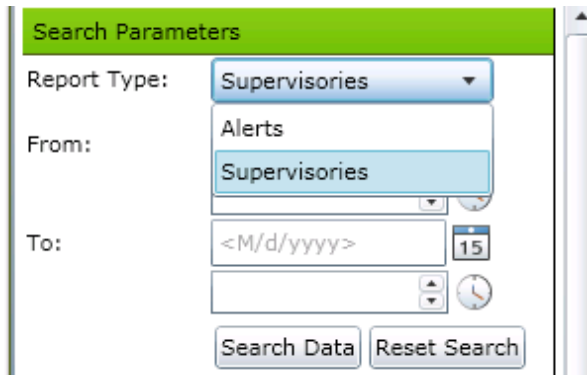
The AllCall™ Software also has the ability to export a report into the Microsoft Excel™ environment. 8) To do this, run a report as shown in the previous

section, once you’ve filtered your data, click the “Export Results” button. You will be prompted to browse for a directory to save the report in and to create a name for the

file. Once you have done this, minimize the AllCall™ Software and navigate to the folder you chose. Once you have opened the report, you may manipulate the data, create charts, print out a hard copy or do anything that Excel™ would typically allow you to do.

## Supervisory Reports

9) To run a report on system supervisories, follow the instructions listed above, except you must choose a Supervisory Report, rather than an Alerts



The screenshot shows a 'Search Parameters' dialog box with the following fields and controls:

- Report Type:** A dropdown menu currently showing 'Supervisories'.
- From:** A dropdown menu that is open, showing 'Alerts' and 'Supervisories' as options.
- To:** A text input field containing the date format '<M/d/yyyy>' and a calendar icon with the number '15'.
- Buttons:** 'Search Data' and 'Reset Search' buttons are located at the bottom of the dialog.

Report. Choose your search criteria and click "Search Data". Typically supervisory data will be much less the Alerts data, so you may or may not need to filter it. This type of report is very helpful for maintenance

personnel to keep track of any issues that need attention. Simply run a report for the last thirty days and you will be able to see all of the batteries that need replaced and any other issues that might be showing up.

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## Section 12: Advent Control Panel Instructions

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*NOTE: If you have an Advent Control Panel, it will be labeled on the outside of the physical enclosure. If you are unsure, please contact Alliance's Service Department at 1800-858-6036.*

### **System Check**

Press the 1 Button then the 9 Button. The panel will run through a self-check. If there are any "Trouble Codes" they will show up. An open zone indicates a station that is active and waiting to be reset.

### **Deleting Zones**

To delete a zone, follow these steps. You will need to do this if you are replacing a call or transmitter.

*NOTE: to find the correct Device ID (Zone) number you will need to go to the Monitoring Tab on your All-Call™ screen, Scroll to the proper room and the Zone # or Device ID will be in the first column on the left.*

At the Advent touchpad:

Step 1 - Press 8.

Step 2 - Press 0.

Step 3 - Enter the code, 0123.

Step 4 - Enter 47002

Step 5 - Enter the Zone # (Device ID) you want to delete followed by the # Button.

Step 6 - For multiple zones repeat steps 4 and 5.

Step 7 - Press \* until you see "Goodbye" to exit.

## Learning in Points

To learn in a new Zone / Device

Step 1 - Press 8

Step 2 - Press 0

Step 3 - Enter the code, 0123

Step 4 - Enter 47001

Step 5 - When you see "Enter Partition", Press 1 followed by the # sign

Step 6 - When asked for the Zone Type

- a. For Bed, Bath, Door or Latching Pendants enter "53" followed by the # sign.
- b. For Standard Pendants enter "28" followed by the # sign.

*NOTE: If you are unsure what type of call stations you are working with please call our service department and we will be happy to assist you.*

Step 7 - You will then be given the next available zone number, if this is the zone/device you are learning in press the # sign. If not, enter the correct zone/point number then press the # sign.

Step 8 - If you are working with a Bed or Bath station, place the Station into alarm by removing the call cord from the station or by pulling the string. (The red LED on the front of the call station should light up.)

Step 9a - Trip the wireless transmitter inside the call station by lifting the lid off the transmitter. (If the touchpad does not advance to the next available point, the call station did not program properly. Replace the lid and try again.)

Step 9b - If you are working with a pendant of any type, simply press the button on the face of the pendant to trip it.

Step 10 - If you are learning multiple zones, repeat steps 7-10 until you are finished, then press \* until you see "Goodbye" to exit.

## **System Redundancy**

In the event that the computer shuts down, or the paging encoder becomes un-operational, the touchpad will show any calls that are on the system. There are two ways to check this.

1. When a call is placed, the call location (IE: 101 BED A) will appear on the touchpad display for a few seconds.
2. At any time you can press 1+9 which will perform a status check of the system. The touchpad will display any calls that are live at the time. (Refer to section 1 "To do a system check")

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## Section 13: Concord Control Panel Instructions

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*NOTE: If you have a Concord Control Panel, it should be labeled on the outside of the physical enclosure. If you are unsure, please contact Alliance's Service Department at 1800-858-6036.*

### System Check

To do a system check, Press the Status (\*) Button. The panel will run through a self-check. If there are any "Trouble Codes" they will show up. An open zone indicates a station that is active and waiting to be reset.

### Deleting Zones

To delete a zone, follow these steps.

*NOTE: to find the correct Device ID (Zone) number you will need to go to the Monitoring Tab on your All-Call™ screen, Scroll to the proper room and the Device ID / Zone # will be in the first column on the left.*

At the Concord Touchpad:

Step 1 - Press 8, Enter Code 4321,

Step 2 - Enter Command 0, 0 (LCD should display "System Programming")

Step 3 - Enter 082; #

Step 4 - Enter the Zone number (Device ID) you want to delete followed by the # button or Press (A) or (B) to scroll to the zone you want to delete and push (#) to confirm. You may delete multiple zones at this time if needed.

Step 5 - Press \* until you see System Program. If you want to learn in a new zone, skip to Section 3 below.

Step 6 - Press A or B until "Exit Program Ready" displays and then press # to confirm.

## Learning in Points

To learn in a new Zone / Device

Step 1 - Press 8, Enter Code 4321,

Step 2 - Enter Command 0, 0 (LCD should display System Programming)

Step 3 - Enter 080; #

Step 4 - When you see "Enter Partition...." Press 1 followed by #

Step 5 - When asked for the Zone Type

a. For Bed, Bath, Door or Latching Pendants enter "25" followed by the # sign.

b. For Standard Pendants enter "28" followed by the # sign.

*NOTE: If you are unsure what type of call stations you are working with please call our service department and we will be happy to assist you.*

Step 6 - You will then be given the next available zone number, if this is the zone/device you are learning in press the # sign. If not, enter the correct zone/point number then press the # sign. (You can also scroll through the zones by using the A and B buttons)

Step 7 - If you are working with a Bed or Bath station, place the Station into alarm by removing the call cord from the station or by pulling the string. (The red LED on the front of the call station should light up.)

Step 8a - Trip the wireless transmitter inside the call station by lifting the lid off the transmitter. (If the touchpad does not advance to the next available point, the call station did not program properly. Replace the lid and try again.)

Step 8b - If you are working with a pendant of any type, simply press the button on the face of the pendant to trip it.

Step 9 - If you are programming multiple call stations repeat steps 6-9. Otherwise, press \* until "Program Menu" displays.

Step 10 - Press A or B until "Exit Program Ready" displays and then press # to confirm.

## **Date and Time**

If the panel loses AC and battery power, it will want you to check the Time and Date settings.

Step 1 - Enter 9, 4321, # (“Time and Date” should be displayed)

Step 2 - Set the Time by entering the hours and minutes in a 24 hour format and # to confirm.

Step 3 - Press A or B to select the date, and enter in an xx/xx/xx (month/date/year) format, and # to confirm.

Step 4 - Press \*, then A or B until “Exit Program Ready” is displayed and # to confirm.

## **System Redundancy**

In the event that the computer shuts down, or the paging encoder becomes un-operational, the touchpad will show any calls that are on the system. There are two ways to check this.

1. When a call is placed, the call location (IE: 101 BED A) will appear on the touchpad display for a few seconds.
2. At any time the \* button can be pressed which will perform a status check of the system. The touchpad will display any calls that are live at the time. (Refer to section 1 “To do a system check”

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## Section 14: Troubleshooting Tips

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### Problem: Supervisory

Occasionally, you may see a Device Supervisory appear on the Home Tab of the AllCall™ Software similar to the one in the figure below.



Home   Messaging   Monitoring   Reports   Residents   Settings					
Device	Location	Type	Time ▼	Repage Count	
COM4	Concord Panel	Automation Trouble	6/21/2011 10:35:30 AM	0	

### Solution

- 1) Automation Trouble: This supervisory occurs when the software has lost its connection with the control panel. Check the connection cables between the computer and the control panel.
- 2) Main Low Battery: This supervisory occurs when the backup battery voltage on the control panel has dropped below an acceptable level. Please replace the backup battery.
- 3) AC Power Fail: This supervisory occurs when the control panel has lost AC Power. Please restore AC power to the panel.
- 4) RF Check-in: This supervisory occurs when a device (call station, pendant etc.) has failed to check-in with the system. First verify that the device is within range of the wireless receivers. Second, verify that the device has a new battery.
- 5) Tamper Trouble: This supervisory occurs when the cover is lifted off of a universal transmitter. Please replace the cover on the transmitter.
- 6) Low Battery: This supervisory occurs when a device (call station, pendant etc.) battery voltage has dropped below acceptable levels. Please replace the battery in the device.

7) Paging Encoder Panel Comm Trouble: This supervisory occurs when the Paging Encoder has either lost power or lost its connection with the computer. First, verify that the Encoder has power by checking the power LED. Second, verify that the serial cable is plugged into the computer.

8) SMTP Trouble: This supervisory occurs when a Text Message and/or Email has failed to be sent. First, verify that the AllCall server has internet connectivity. Second, verify that the respective staff member is properly setup for email and text message notification (refer to Section 6: Managing Staff Members).

**Problem**

The LED does not light up or is very dim when a Call Station is activated.

**Solution**

1) There are two batteries in each call station. One powers the Transmitter, and one powers the LED. Replace the LED battery.

**Problem**

No page is sent when a call station is activated.

**Solution**

1) Verify that the call station is learned into the system (refer to sections 13 and 14).

2) Verify that the call cord is working properly (try switching with a different call cord).

3) Verify that the call station has a fresh battery.

4) Verify that call station is in range of the wireless receivers.

**Problem**

My Pager is not receiving pages.

**Solution**

- 1) Verify that the pager has a new battery.
- 2) Verify that the pager is properly setup in the software (refer to Section 9: Managing Notifications).

**Problem**

When I run a Historical Report, no results are found.

**Solution**

- 1) Verify that your date and time criteria are valid. (Ex. – you cannot choose a date in the future. You cannot choose a date prior to the install date etc.)
- 2) Verify that the data has not been purged recently.

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## Section 15: Pager Information

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Alliance Monitoring Technologies, L.L.C. provides pagers from several different pager manufacturers to work with the Alliance AllCall™ Wireless Nurse Call System. The pagers carry a six (6) month warranty from the time of purchase, except for mishandling by staff or exposure to excess moisture.

**IMPORTANT! – All Pagers MUST be used with the silicone boot for warranty to be valid.**

If you need a pager serviced, it should be sent directly to Alliance Monitoring Technologies. Before returning a pager, call Alliance for an RMA number. Pagers returned without an RMA number will be returned to the facility freight collect. Please include a note with the pager explaining the problem. Please make sure to pack the pager carefully to avoid additional damage in shipping.

Be sure to keep a record of the serial number of any pager you send to Alliance. Serial numbers are usually a nine digit number and can be found on the back of the pager in the middle.

Do not return a pager in a Manila or paper envelope of any kind. Pack your pager carefully in a box and send it to:

Alliance Monitoring Technologies, L.L.C.  
355 S. Ellis Street  
Wichita, KS 67211

### Helpful Hints

1. Before assuming something is wrong with your pager, or calling for technical assistance, try replacing the battery with a new one.
2. When you get a Low Battery Indicator, turn the pager in to maintenance for battery replacement.

3. If your pager has become wet, remove the battery immediately, wrap the pager in a paper towel, and leave it for a couple of days under a lamp with the battery slot down. The pager may be recovered if allowed to dry.

### **Pager Training Power Point**

For more information and step by step instructions for Pagers Please follow the link below for a pdf Presentation that covers the pagers your facility uses.

[Pager Manual.pdf](#)

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## Section 16: Technical Support

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When calling for technical support for your Alliance AllCall™ Wireless Nurse Call System, please use the following number:

**1-800-858-6036**

This number will be answered 24 hours a day, 7 days a week, 365 days a year. If you are calling after normal business hours, please leave the following information with the answering service so they can contact the technician on call.

1. Let the answering service know if the call is an emergency needing immediate attention, or whether it is a matter that can be addressed the next business day.
2. Provide your name.
3. Provide the name of your facility.
4. Provide the city and state where your facility is located.
5. Provide the complete phone number, including area code, where you can be reached.
6. Provide a short description of the problem (ex. – “pages are not being received.”)

### **Installing/Serviceing Company**

Alliance Monitoring Technologies, L.L.C.  
355 S. Ellis Street  
Wichita, KS 67211  
1-800-858-6036

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