



Nurse Call Systems

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# ZKR IP Nurse Call Systems

## Technical Manual

[www.zkr.systems](http://www.zkr.systems)

Rev01.F.201130DCHU

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# A.Glossary

## A1. Devices

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### a. RCU - Room Control Unit

**RCU - Room control unit** refers to:

**Versatile Plus Room Control Unit:** ZKRUNCIPRMCN130, ZKRUNCIPRMCN140

**Comfort 10" Room Control Unit:** ZKRUNCIPCNFRMC002

### b. NCP - Nurse Control Panel

**NCP - Nurse control panel** refers to:

**7" Nurse Control Panel:** ZKRUNCIPNCNP7V

### c. Call Unit

**Call unit** refers to:

**Bedside Call Unit:** ZKRUNCIPWL10100

**Pullcord Call Unit:** ZKRUNCIPWC10100

**Custodial Cell Call Unit:** ZKRUNCIPWL10200

**Code Blue Unit:** ZKRUNCIPCDBL101

## B. Commissioning Requirements

### B1. Requirements to be Met Before Nurse Call System Commissioning

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#### 1. The following cabling connections must be made:

**a)** Room Control Units to Switch box (*If PoE Room Control Units are chosen, the Switch must support this connection*), and 110 - 240V power supply if not PoE

**b)** Bedside Call Units to Room Control Units

**c)** Pull-cord (WC) Call Units to Room Control Units

**d)** Over Door Lights to Room Control Units

**e)** Comfort Handsets with PoE (if they are used) should be ready to be connected to Switch Box

**f)** Nurse Control Panel (*Nurse Station*) to Switchbox

*(If PoE, the Switch must support this connection. If not PoE also connect to 110 - 240V power supply.)*

**g)** The Server must be connected to Switchbox and 110 - 240V power

#### 2. The cable terminations must be tested by the RJ45 tester.

#### 3. Each device and connection must be working properly.

#### 4. A list must be prepared with the IP address of every IP device to be used in the system and sent to ZKR technicians before they can begin commissioning:

- Server
- Nurse Control Panels
- Room Control Units
- Comfort Handsets (if they are used)
- Text Panels (if they are used)

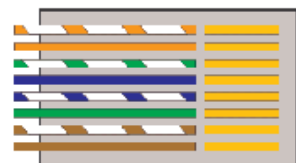
## C. Wiring and Montage

### C1. Cabling

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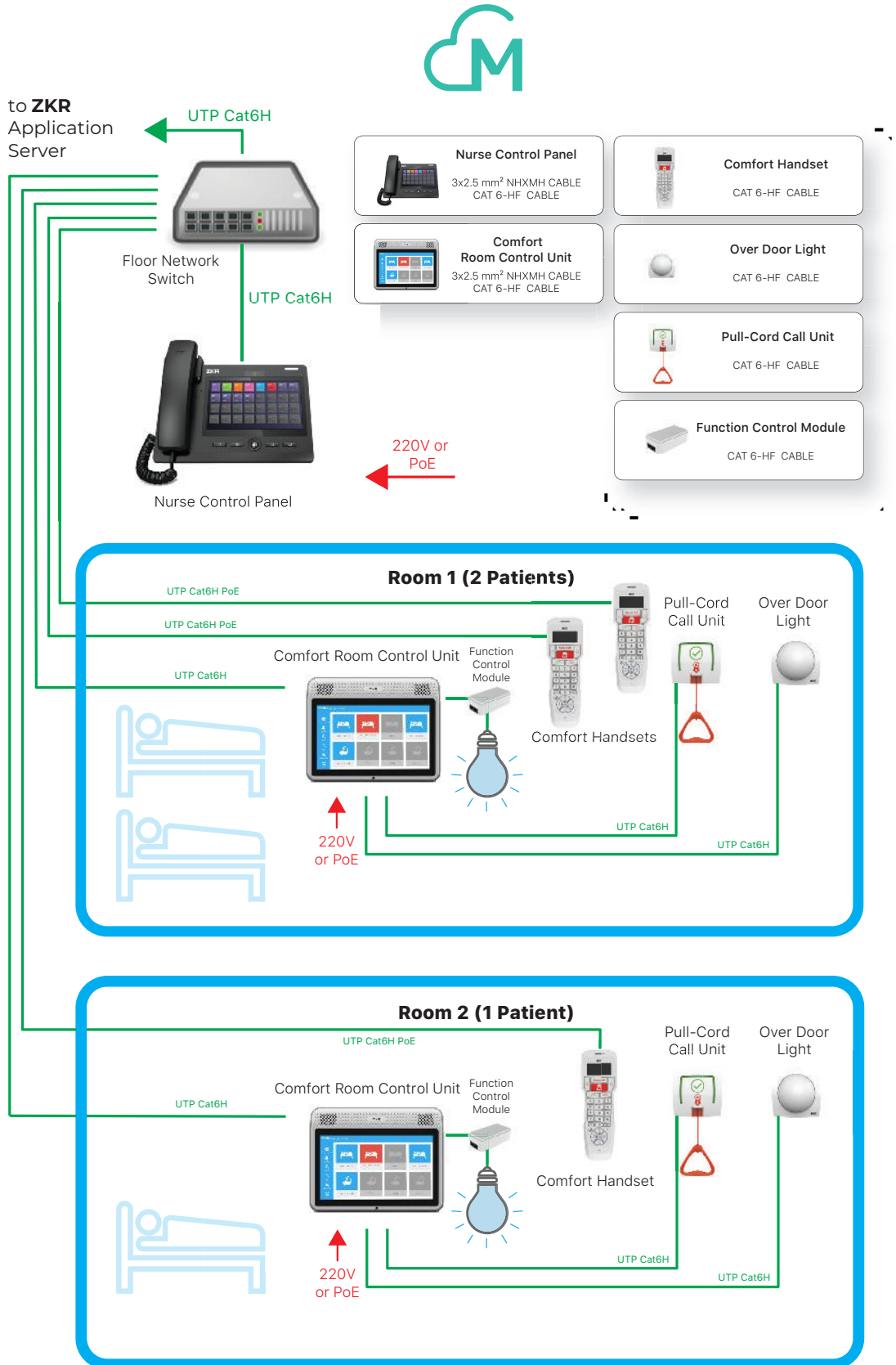
#### a. Cable type

Cables must be Cat 6 UTP minimum, with B-class endings. Room Control Units have PoE and non-PoE versions, if non-PoE version is chosen they require power cabling: 110 - 240 V 2x1.5 power cable.

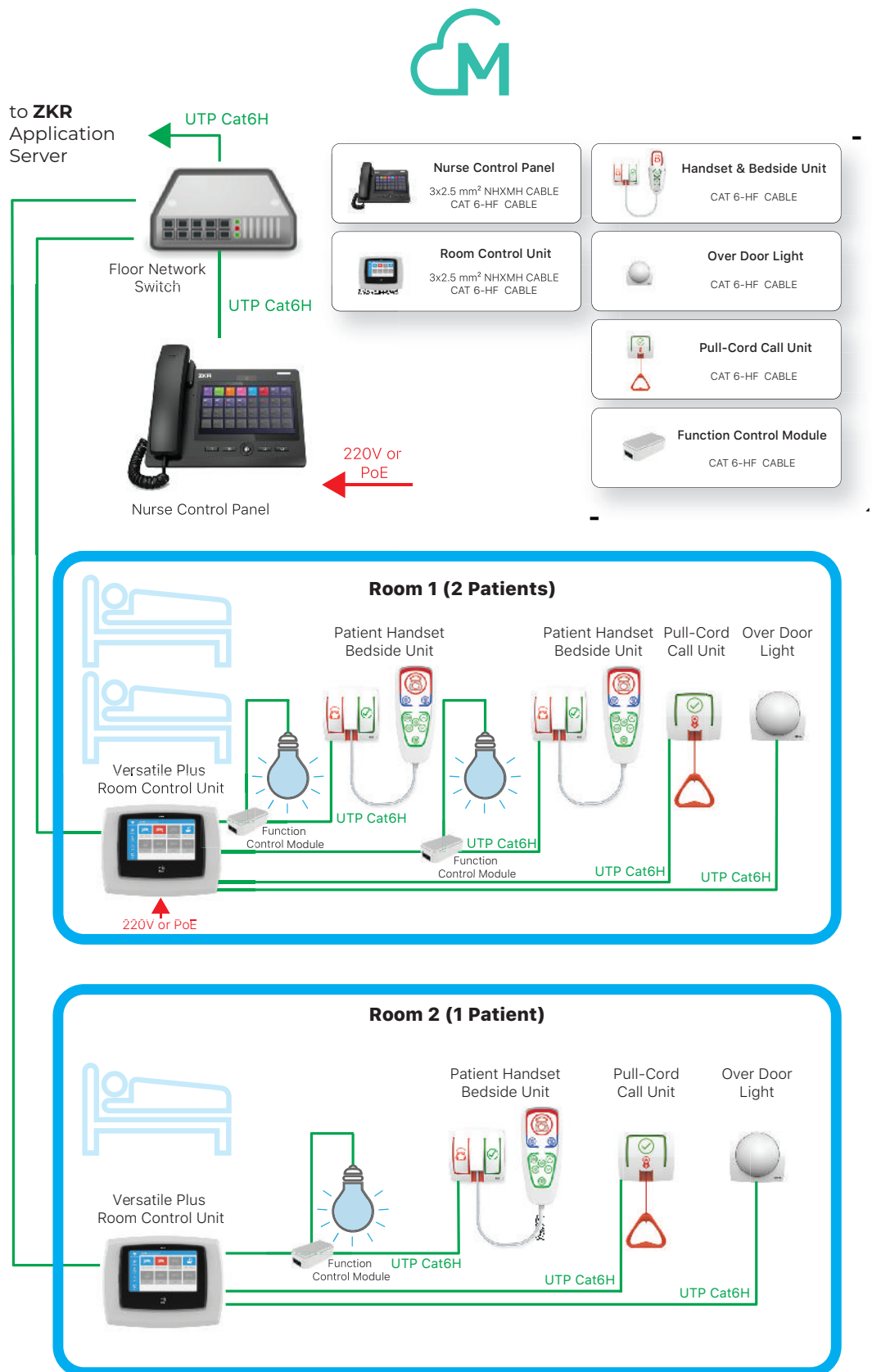


## b. Block Diagrams

### Comfort System Block Diagram

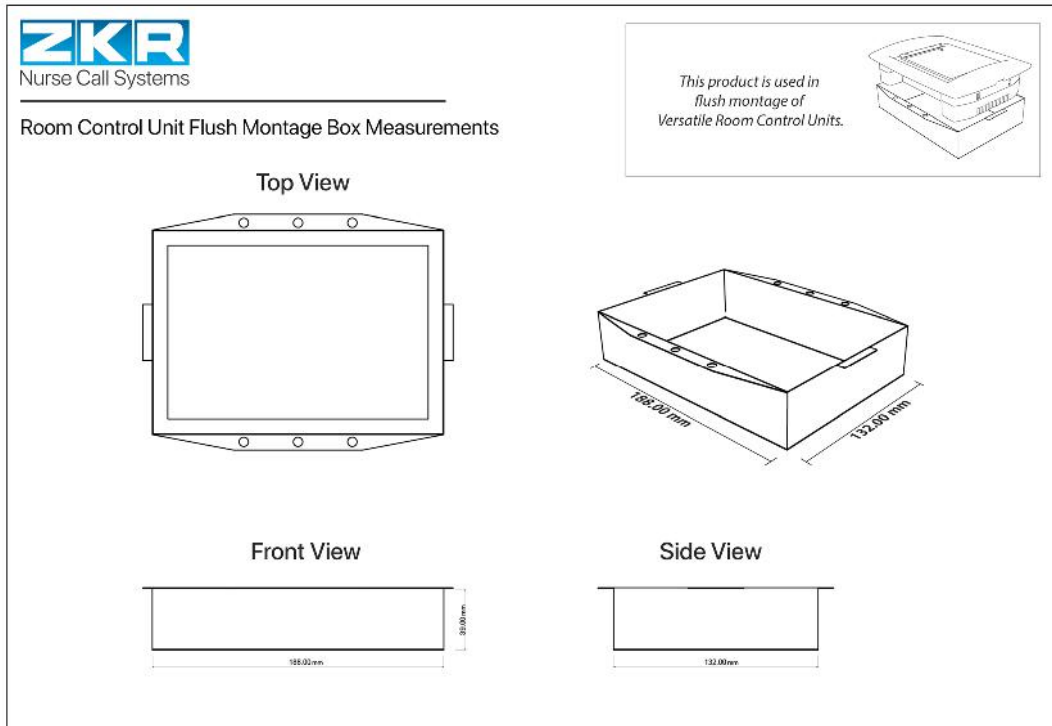


## Versatile Plus System Block Diagram

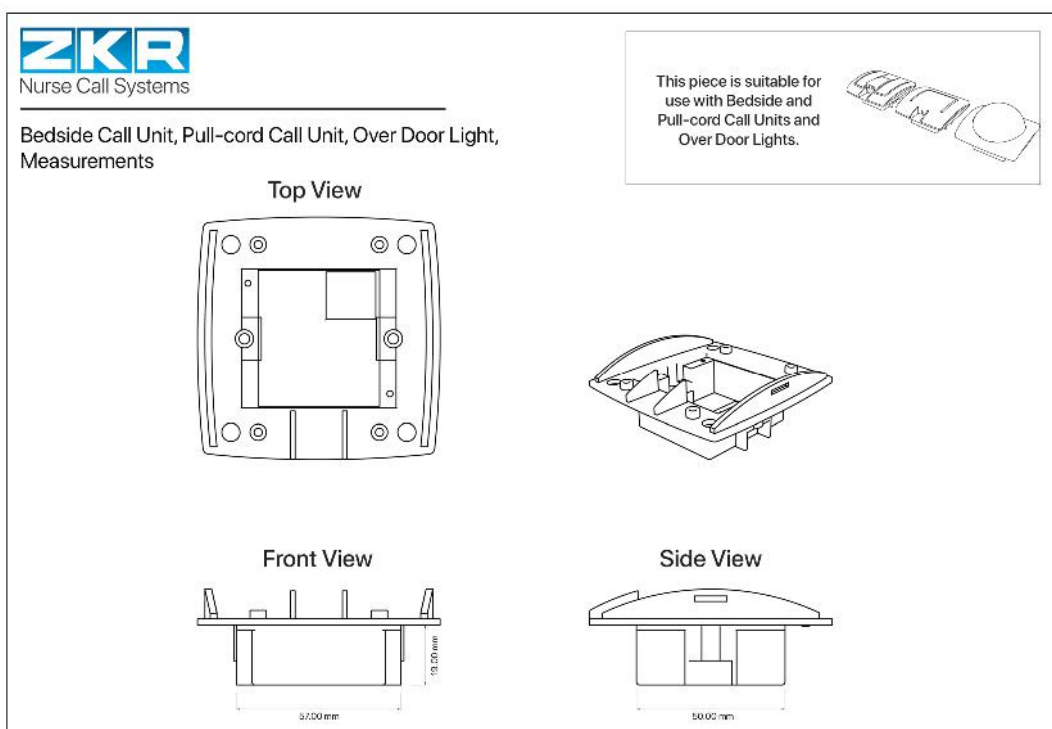


## C2. Montage

### a. RCU Versatile Plus Mounting Box Dimensions



### b. Call Units / Over Door Light Dimensions

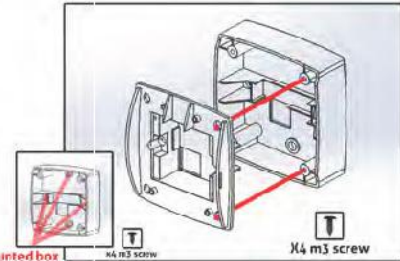


### c. Call Units / Lamps Installation

## CAUTION !

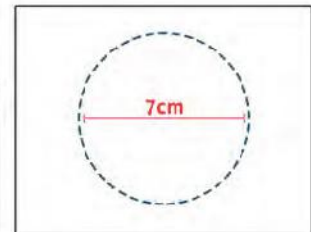
**If the unit will be installed on a flush mounted box, complete this step first.**

First pass the RJ45 cable through the slots in the back. After, Plug the RJ45 socket into place like in Step 2. Install the center orange part with metric #3 screws through the holes on the flush mounted box.



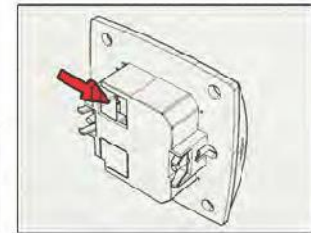
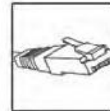
### Step 1

Drill a 7 cm diameter hole on the surface you want to make installation with the drilling saw.



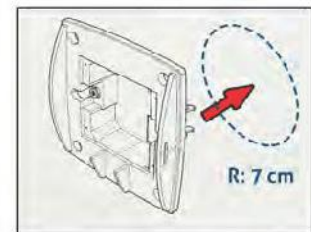
### Step 2

Plug the RJ45 socket to socket behind the center part. (Orange joint part)



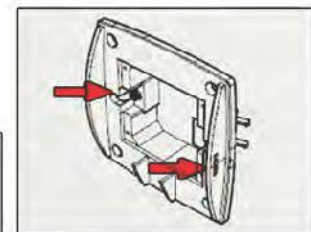
### Step 3

Place the product into the hole you drilled before.



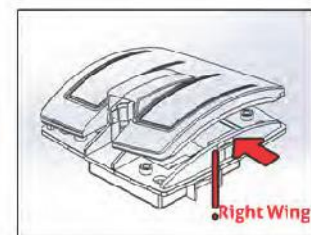
### Step 4

Rotate the screws on both sides with a screwdriver. This way claws on the sides will open and stabilize the product.



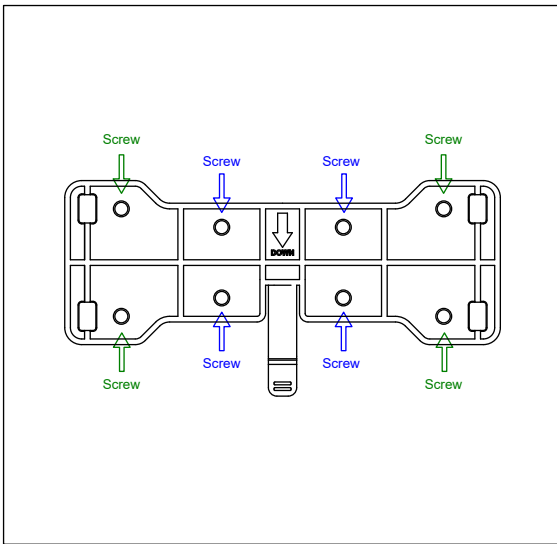
### Step 5

Place the left part of the top cover first. Place the other part after. While placing the right side stretch the right wing, it will fit easily.

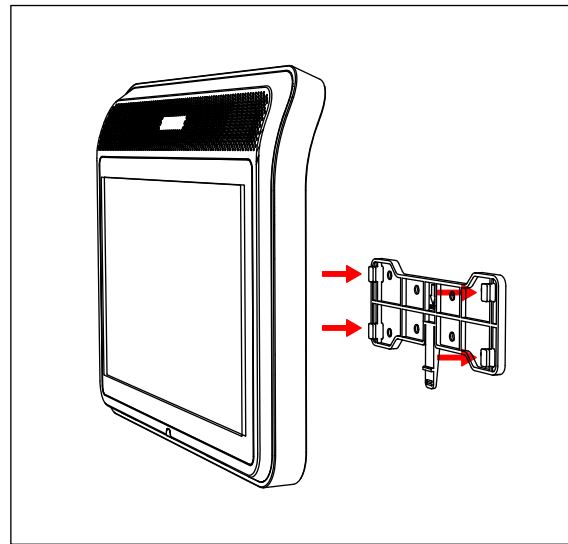


## C2. Montage

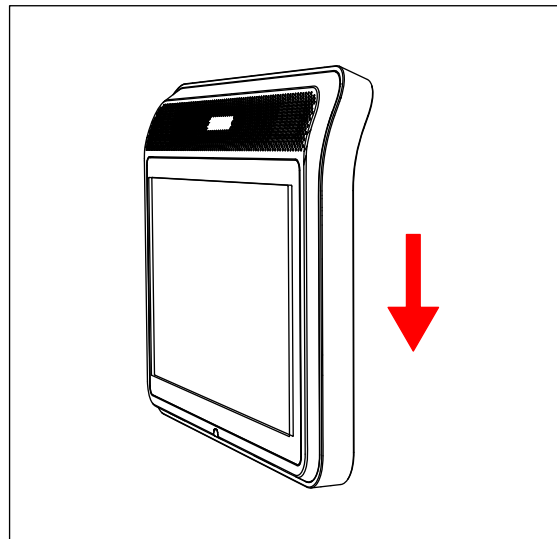
### d. RCU Comfort Mounting



Step 1 : Screw the Back Plate on the wall.

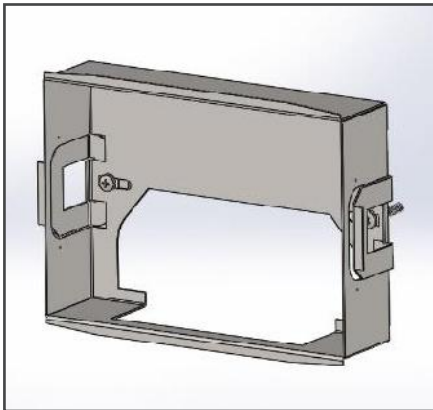


Step 2: Align the 4 knobs on the corners to the back of RCU.

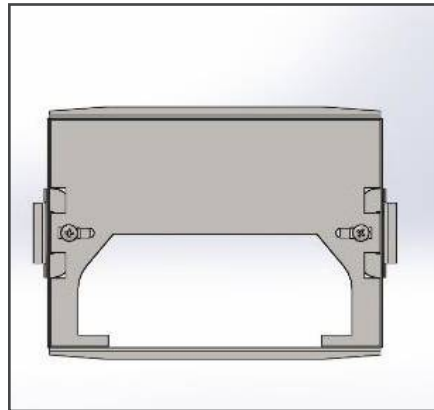


Step 3: Slide the RCU down to lock.

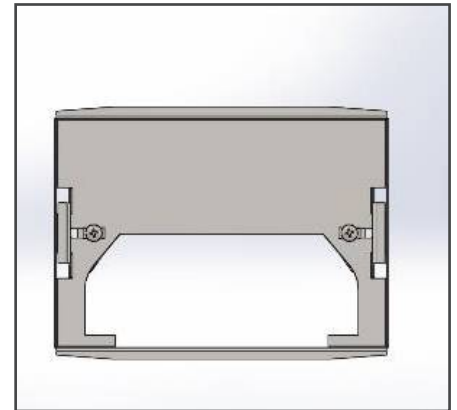
### d. RCU Versatile Plus Mounting



Room Control Unit Flush Montage Box

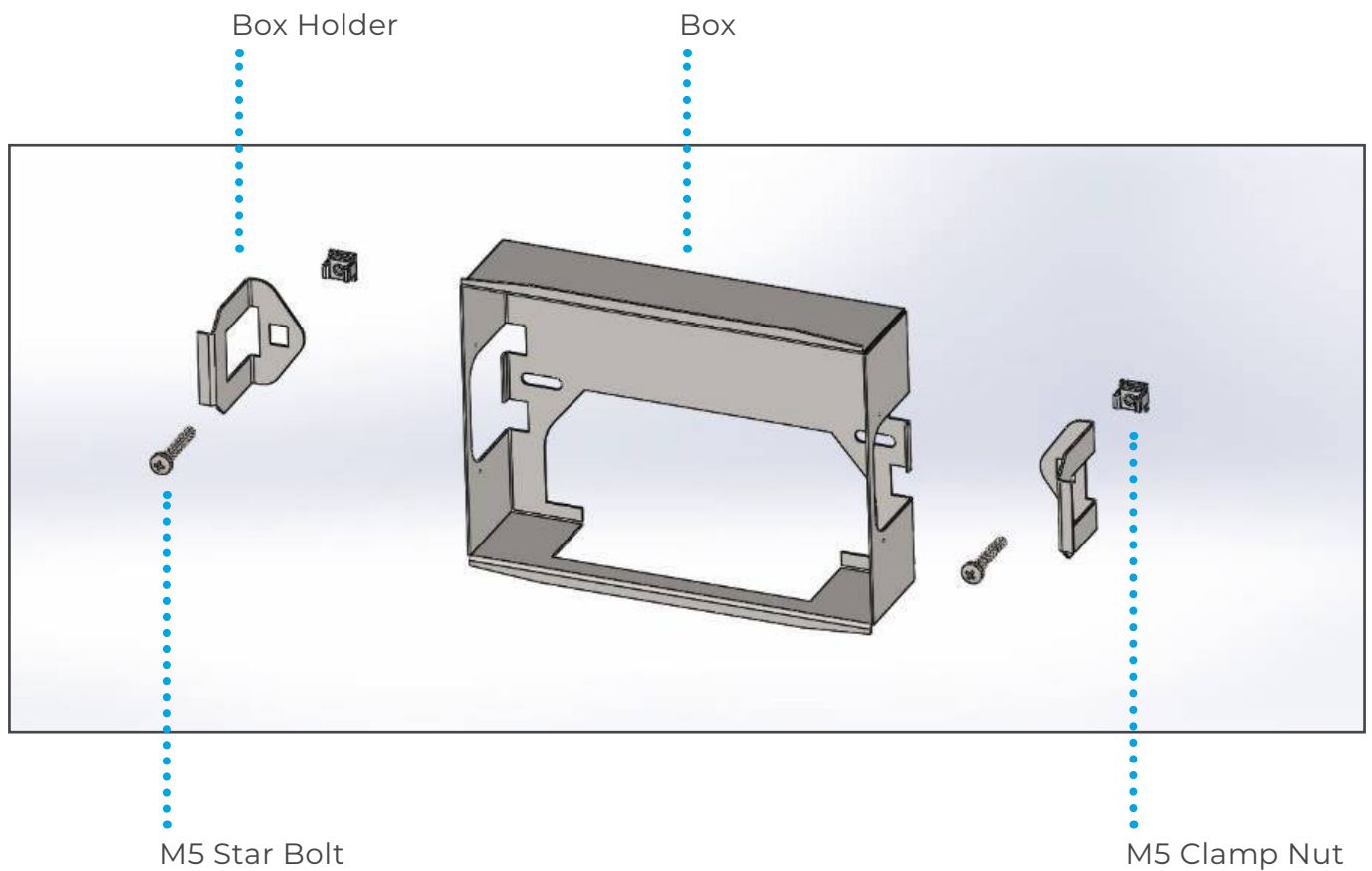


Open Position



Closed Position

#### • Box Parts



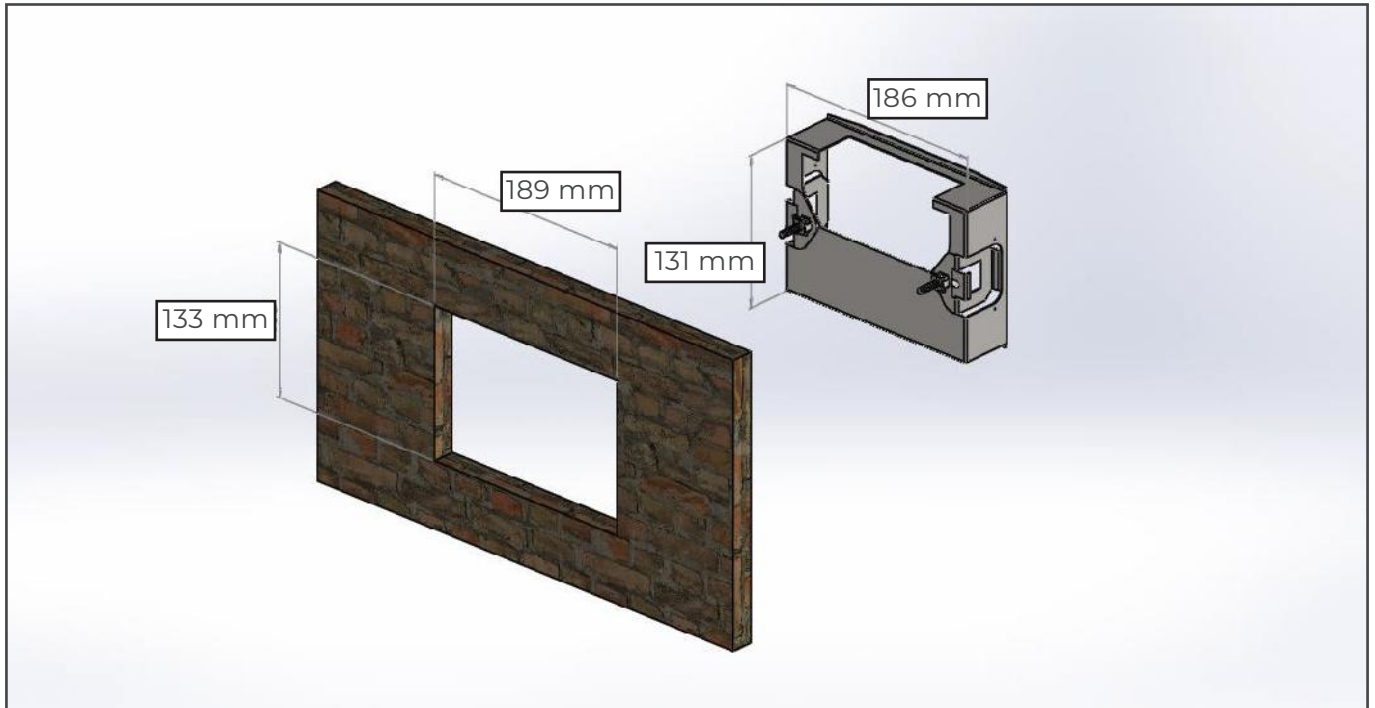
Box Holder

Box

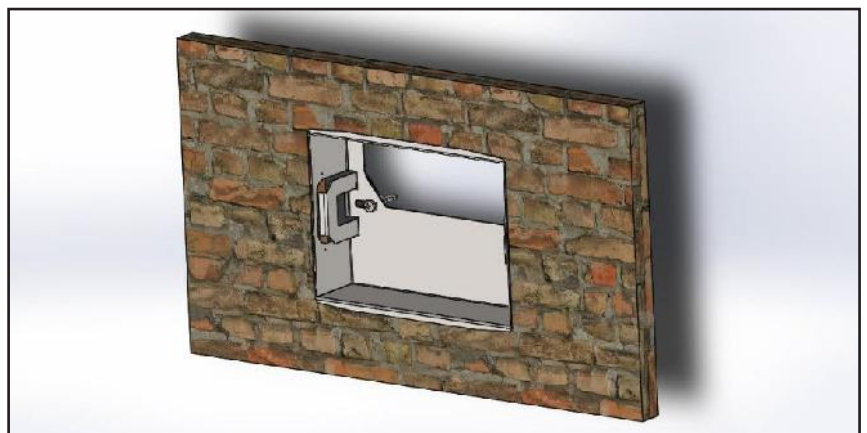
M5 Star Bolt

M5 Clamp Nut

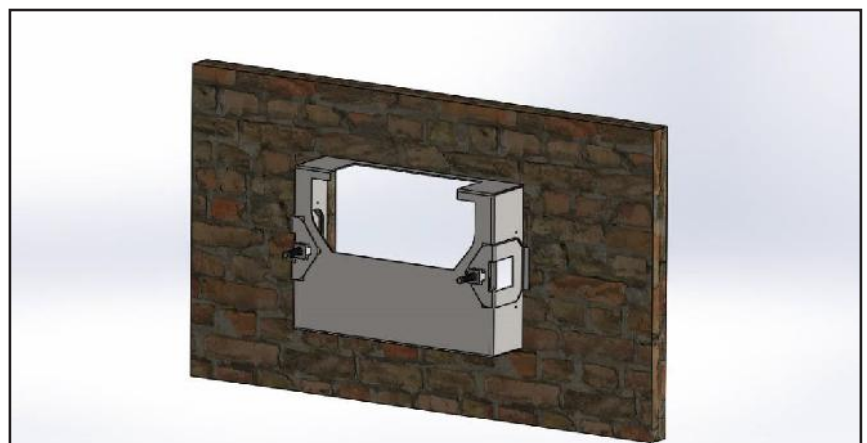
• *Wall and Box Dimensions*



Push the box in the the hole while it is in closed position.



Once the box is placed in the hole, it must be put in open position and the bolts must be tightened.



## D. Call Terminal Addressing

When the wiring is complete, each Call Terminal must be assigned a unique (within the room) address from 1-8.

### D1. Bedside Call Unit

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To assign button addresses for the Bedside Call Units:

**Step 1:** Hold down both the red call and green reset buttons on the Call Unit for a few seconds to enter address configuration mode

**Step 2:** You will hear a trilling triple beep and the red backlight will be lit. You will see the light flash once indicating that the current address of the button is one.

**Step 3:** Press the red call button to change the defined button address

**Step 4:** Each time the call button is pressed; the green backlight will flash the number of times indicating the currently selected address (1-8). When you wish to go back to address one, simply quit the address configuration mode by confirming the correct address (seen in Step 5) and reenter configuration mode by repeating (Step 1).

**Step 5:** When the correct address is selected, press the green reset button to confirm the address. You will hear a double beep.

### D2. Pull-cord Call Unit

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To assign button addresses for the WC Call Units:

**Step 1:** Pull the cord and press the green reset button at the same time to enter address configuration mode

**Step 2:** You will hear a trilling triple beep and the red backlight will be lit

**Step 3:** Pull the cord to change the defined button address

**Step 4:** Each time the cord is pulled, the green backlight will flash the number of times indicating the currently selected address (1-8). When you wish to go back to address one, simply quit the address configuration mode by confirming the correct address (seen in Step 5) and reenter configuration mode by repeating (Step 1).

**Step 5:** When the correct address is selected, press the green reset button to confirm the address. You will hear a double beep

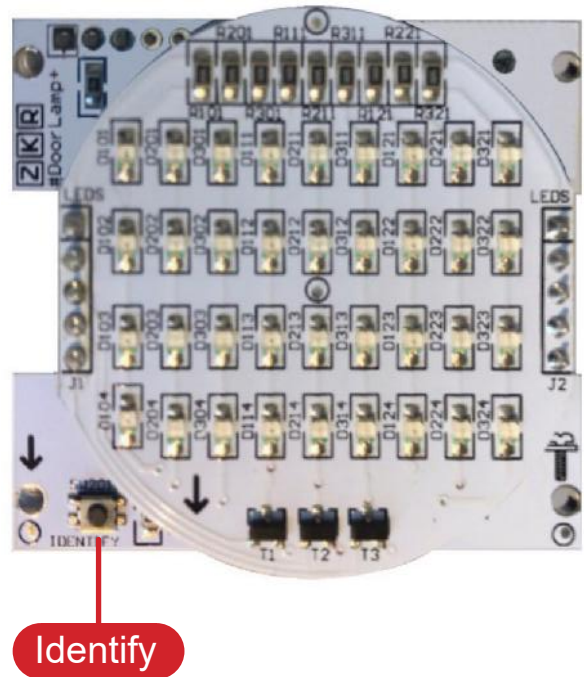
## D3. I/O Auxiliary Alert Lamp

If there are double port I/O Lamps, they must be paired to the beds to which they correspond.

**Step 1:** Each lamp has a configuration button marked IDENTIFY. Press this button once to enter pairing mode.

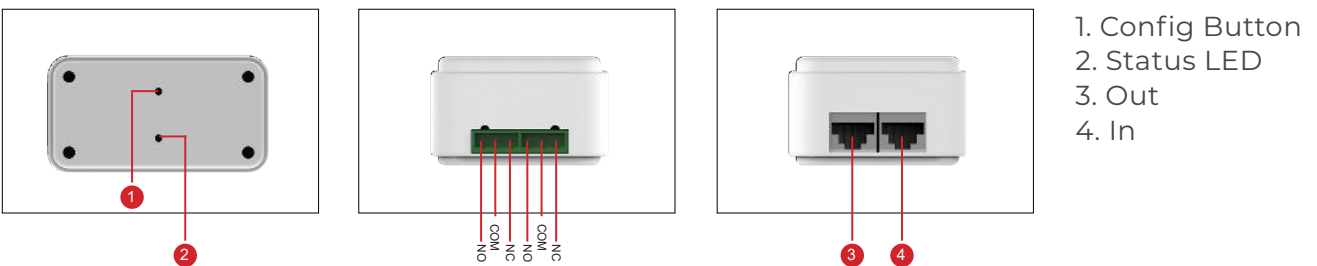
**Step 2:** Press the red call button of the Bedside Call Units (or pull the call cords of the WC Call Units) one at a time to pair with the lamp. One or more call units can be paired to each lamp.

**Step 3:** Press the configuration button once again to exit pairing mode. If the paired units need to be changed, hold the button for 5 seconds to reset and start from Step 1.



## D4. Function Control Module

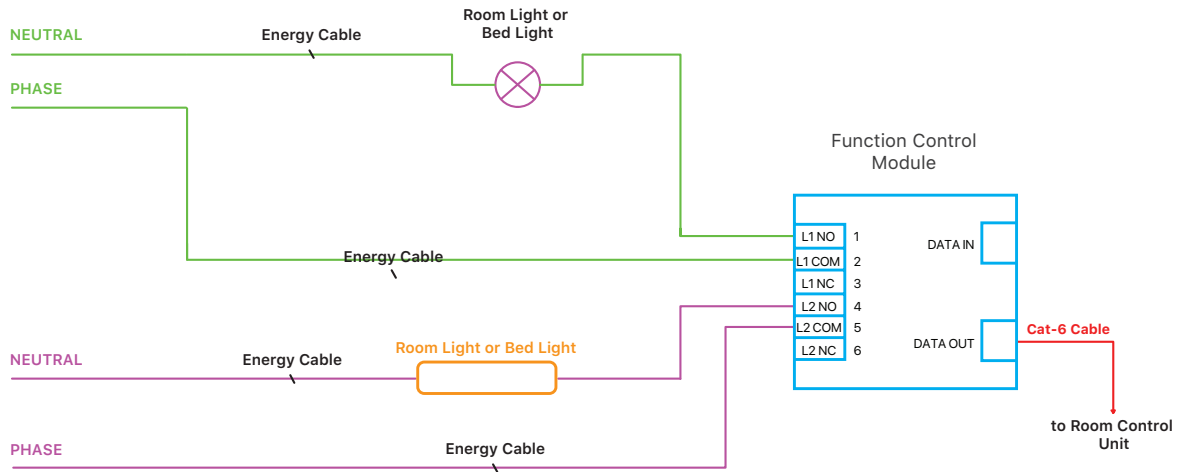
The Function Control Module is connected between the Room Control Unit and the Bedside Call Unit via its RJ45 dry-contact in/out ports. The other end of the module has two ports which can be connected to the lights, window blind automation, or whatever similar function that needs to be controlled via handset buttons. By default, there are two function buttons on the handset which will each control one of the automation systems connected with this module.



1. Config Button
2. Status LED
3. Out
4. In

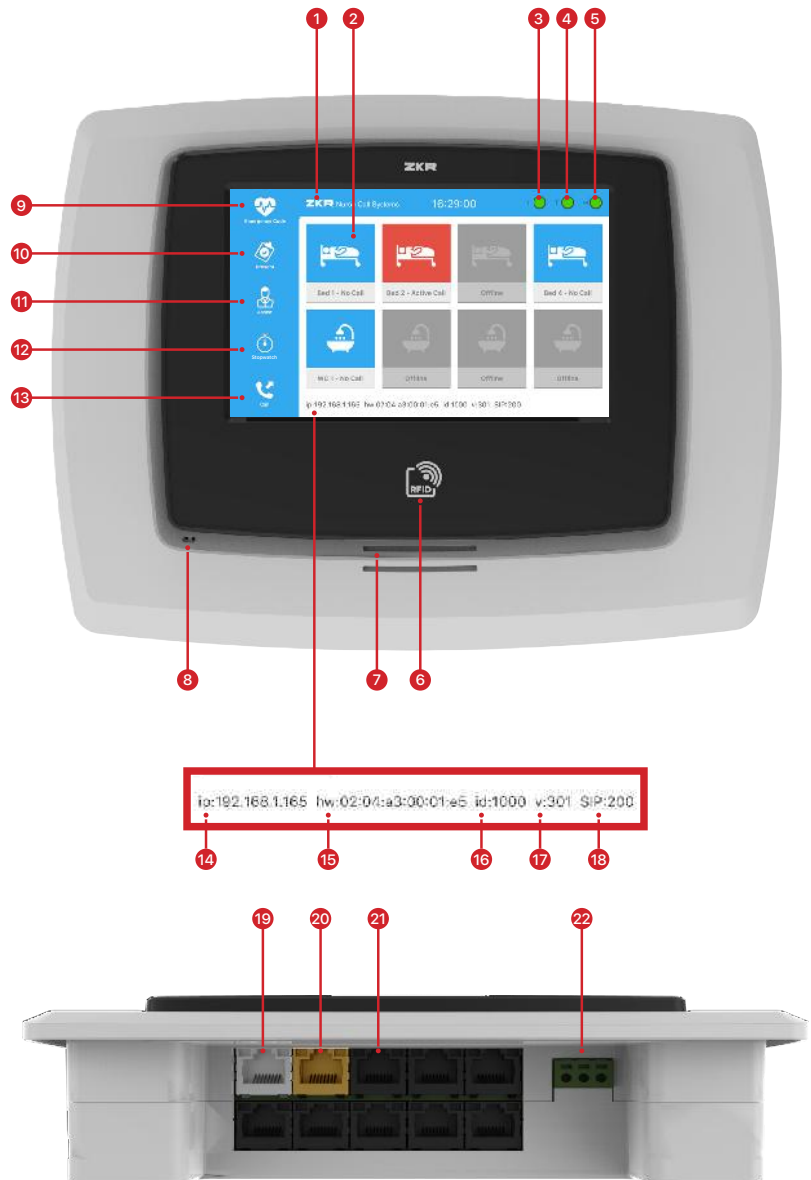
The following process should be performed after the Call Units are given addresses from the Room Control Unit.

Once the Call Units are given addresses (1-8), on the Function Control Module press and hold the button a 1 (according to the label in the picture). The LED at 2 will flash rapidly for a few seconds then begin to flash more slowly. This indicates that the module is now in addressing mode. When it is in this mode, press a light function button on the patient handset. The LED will indicate recognition of the handset. You can test whether both buttons are recognized by pressing them on the handset. The LED should flash and you should be able to hear a click from the Function Control Module for both of them.



# E. RCU – Room Control Unit Configuration

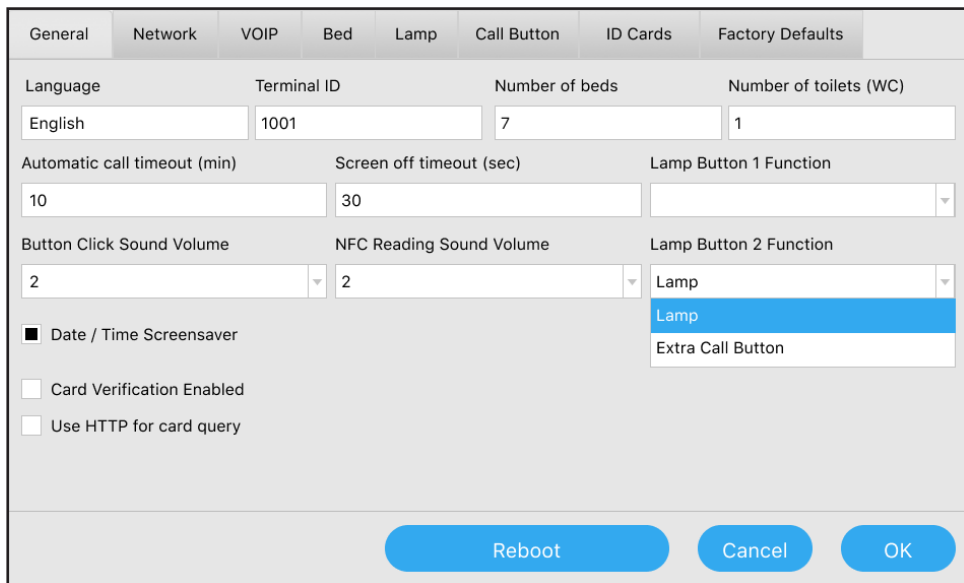
1. Enter Settings Menu
2. Bed and WC Call Unit Icons
3. Link Status (L)
4. TCP Server Status (T)
5. HTTP Server Status (H)
6. MIFARE Card Reader
7. Speaker
8. Microphone
9. Emergency Code Menu
10. Present
11. Assist
12. Timer/Stopwatch
13. Call
14. Device IP Address
15. Device Mac Address
16. Terminal ID
17. Firmware Version
18. SIP Status Message
19. Network Connection
20. Over Door Light PortCall
21. Unit Ports (8 pcs)
22. 220 V Input  
(Not Available with PoE Models)



# E1. Settings

Tap the ZKR logo on the home screen. Hold your Mifare card to the card reader when you see “Please get your card read”. If you have the required authorization, you will reach the following screen

# E2. General



**Language:** Change the system language here.

**Number of Beds:** Set the number of Bedside Call Units to be connected to this RCU (the total number of bedside call units and WC call units cannot exceed 8)

**Number of toilets (WC):** Set the number of WC and bathroom Call Units to be connected to this RCU (the total number of bedside call units and WC call units cannot exceed 8)

**Automatic call timeout (min):** Bed, WC, or Emergency Code calls are automatically terminated by the system at the end of the specified time. Automatically terminated calls are marked as 'auto-off' by the system server. Set this time in minutes.

**Terminal ID:** Assign an ID number to this RCU. This number will be used by the server for addressing purposes. Each RCU must be assigned a different ID number between 1000-9999.

**Screen off timeout:** Set the time in seconds that will pass between interactions with the device before the screen turns off.

**Date/Time Screensaver:** Show Date/Time after screen timeout

**Button Click Sound Volume:** Select the loudness of the click tone heard when touching the screen.

**NFC Reading Sound Volume:** Select loudness of the sound heard when a Mifare Card is read by the RCU.

**Use HTTP for card query:** This option enables Mifare card privileges to be taken directly from the HTTP server.

**Card verification enabled:** Toggle unregistered Mifare card usage on the unit.

**Lamp Button 1/2 Function:** Lamp buttons on the handsets can be set to function as additional call buttons.

## E3. Network

**IP:**

The IP address to be defined on the device.

**Mask:**

The Mask value to be defined on the device.

**Gateway:**

The Gateway address to be defined on the device.

General	Network	VOIP	Bed	Lamp	Call Button	ID Cards	Factory Defaults
IP		MASK		GATEWAY			
192.168.1.165		255.255.255.0		192.168.1.1			
TCP Server		TCP PORT		HTTP Server			
192.168.1.12		10000		192.168.1.199			
Timeout for HTTP server check (min)							
1							
Timeout for software update check (min)							
10							
TCP connection period time (min)							
2000							
Reboot				Cancel		OK	

**TCP Server:** The nurse panel IP address where the calls on the device will be monitored must be entered in this field. If the TCP server connection is successful, the T mark of the LTH indicator on the home screen will turn green. If the connection fails the status mark will turn red.

**Http Server:** The IP address of the ZKR system server must be entered. If the connection is successful, the H mark of the LTH indicator on the home screen will turn red and an error message will be sent.

**TCP Port:** The port number to be used for the Tcp connection between the nurse panel and the room control device. 10000 is used as default.

**Time out for http server check:** The room control device continuously checks the http connection. If no access is reached at the end of the value typed in this field, the H mark of the LTH indicator on the home screen will turn red and an error message will be sent.

**Time out for Software Update Check:** The room control device can automatically update its firmware. This field checks whether there is a new software on the server in the value range to be written.

**TCP Connection Period Timeout:** It is the necessary timeout duration for the package to arrive during the TCP communication between the room control device and the nurse panel. If the TCP packet does not reach the end of this period, the Tcp connection is considered interrupted the T mark of the LTH indicator on the home screen will turn red.

## E4. VoIP

The screenshot shows a configuration window with tabs for General, Network, VOIP, Bed, Lamp, Call Button, ID Cards, and Factory Defaults. The VOIP tab is active. It contains the following fields and options:

- SIP Server IP: 192.168.1.233
- User: 333
- Password: zkr333
- Fixed Dialing Number: 888
- Microphone Sound Volume: 2
- Speaker Sound Volume: 2
- Lamp behavior on VOIP active call state:  Green  Blink

At the bottom, there are three buttons: Reboot, Cancel, and OK.

**SIP Server IP:** The SIP Registrar Server Address must be entered. If a different server will not be used, this will be the same as HTTP server.

**User:** Enter the username to use for the SIP register.

**Password:** Enter the password for the SIP register.

**Fixed Dialing Number:** Define the number to be dialed from the Speed Dial key in the call menu.

**Microphone Sound:** Set the microphone sensitivity.

**Speaker Sound:** Set the output volume of conversation in calls.

**Lamp Behavior on VoIP active call state:** Set the color for the Over Door Light connected to the RCU to indicate an active VoIP call. The toggle will determine whether the light will be blinking.

## E5. Bed

Terminal	Terminal Text	Comfort
1	1	<input type="checkbox"/>
2	wc	<input type="checkbox"/>
3	3	<input type="checkbox"/>
4	4	<input type="checkbox"/>
5	5	<input type="checkbox"/>
6	[Red Bar]	<input type="checkbox"/>
7	[Red Bar]	<input type="checkbox"/>
8	[Red Bar]	<input type="checkbox"/>

Buttons: Reboot, Cancel, OK

Display names for the beds connected to this RCU can be defined here.

**Terminal Text:** Enter the name you wish to be displayed on the home screen under the Bed/WC icons. Red areas indicate non-connected terminals.

**Comfort:** If the Comfort handset is to be used with this RCU, the toggle Comfort must be checked. A name must be entered in these fields to avoid potential functionality issues

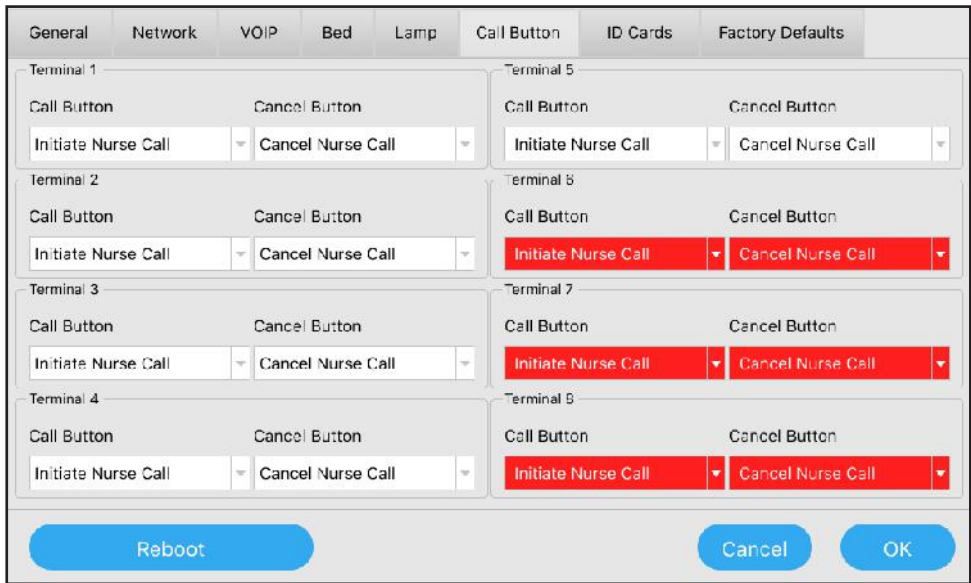
## E6. Lamp

In this area, the behavior of the Over Door Light connected to the RCU depending on different situations may be configured.

**Entrance the Room:** When someone enters the room by using their card, select what color the Over Door Light will indicate the Present status depending on card type, and whether the light should blink in this case.

**Event Notification:** This will change the color of the Over Door Light for active calls.

## E7. Call Button



This area allows you to set what each call button and reset button do. In WC Call Units, the pull-cord is considered the “Call Button” for these settings.

**Call Button:** The function assigned to Call Buttons will be “Initiate Nurse Call” by default.

**Cancel Button:** The function assigned to Cancel Buttons will be “Cancel Nurse Call” by default.

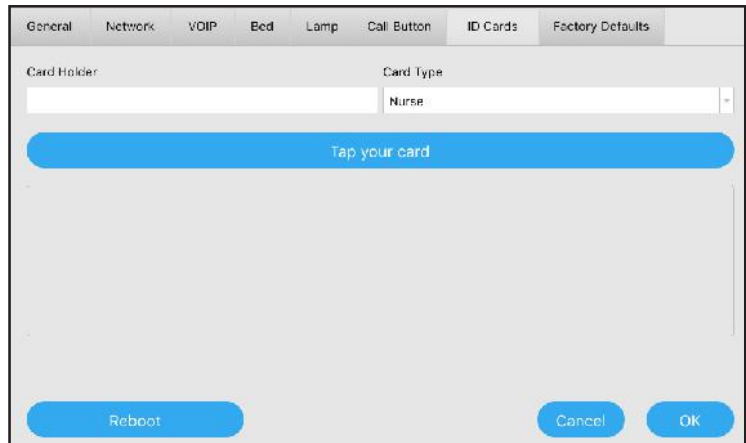
## E8. ID Cards

The area designed to be able to quickly register to the server the personnel Mifare Cards which are used in the system.

**Card Holder:** Enter the Card Holder name or registration number.

**Card Type:** Enter the authorization level to be given to the card holder.

**Tap your Card:** Press here and have your card read by the device. If the process is successful, the added cards will be visible in the gray area below. Performing this operation with a card already defined in the system will update the current information.



## E9. Factory Defaults

This area allows you to restore the device to factory settings. The factory IP address of the device is 192.168.1.251.

## E10. LTH indicators

On the top right corner of the home screen you can find indicator circles labelled L T H.

**Link Status (L):** This circle will indicate whether the RCU is connected to the network line and the switch connection is successful. If this circle is red, cable connections and switch should be checked.

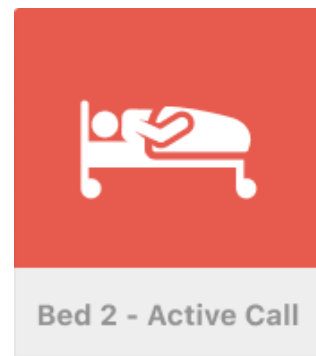
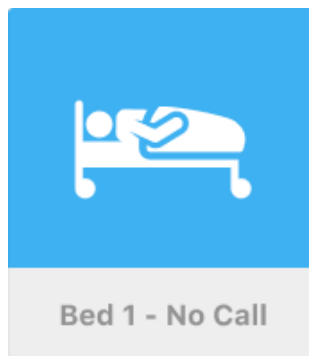
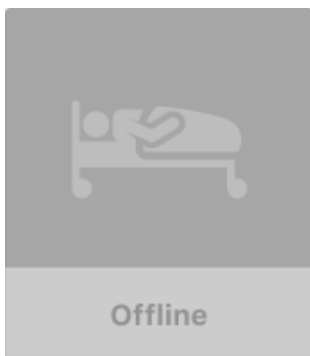
**TCP Server Status (T):** This circle will indicate the Nurse Control Unit connection status. If this circle is red, check that the Nurse Control Unit is turned on and your network settings are correct.

**HTTP Server Status (H):** This circle will indicate the ZKR main server connection status. If this circle is red, check that server is turned on and your network settings are correct.



## E11. Bed/WC Icons

These icons indicate the status of the call buttons connected to the RCU. Grey indicates lack of connection with the call unit. Red indicates there is an active call corresponding to that address. If there is a connection but no active call, the color of the icon will be blue.



## E12. SIP Notifications

On the home screen this field is used to monitor the SIP status of the account on this RCU. This will read SIPxxx. The meanings of the codes are as follows.



**SIP200** Registration is OK

**SIP400** Bad Request

**SIP401** Unauthorized: Used only by registrars. Proxies should use proxy authorization SIP407

**SIP402** Payment Required (Reserved for future use)

**SIP403** Forbidden

**SIP404** Not Found: User not found

**SIP405** Method Not Allowed

**SIP406** Not Acceptable

**SIP407** Proxy Authentication Required

**SIP408** Request Timeout: Couldn't find the user in time

**SIP409** Conflict

**SIP410** Gone: The user existed once, but is not available here anymore.

**SIP413** Request Entity Too Large

**SIP414** Request URI Too Long

**SIP415** Unsupported Media Type

**SIP416** Unsupported URI Scheme

**SIP420** Bad Extension: Bad SIP protocol extension used, not understood by the server

**SIP421** Extension Required

**SIP422** Session Interval Too Small

**SIP423** Interval Too Brief

**SIP480** Temporarily Unavailable

**SIP481** Call/Transaction Does Not Exist

**SIP482** Loop Detected

**SIP483** Too Many Hops

**SIP484** Address Incomplete

**SIP485** Ambiguous

**SIP486** Busy Here

**SIP487** Request Terminated

**SIP488** Not Acceptable Here

**SIP491** Request Pending

## F. NCP - Nurse Control Panel Configuration

### F1. VoIP 7" Nurse Control Panel

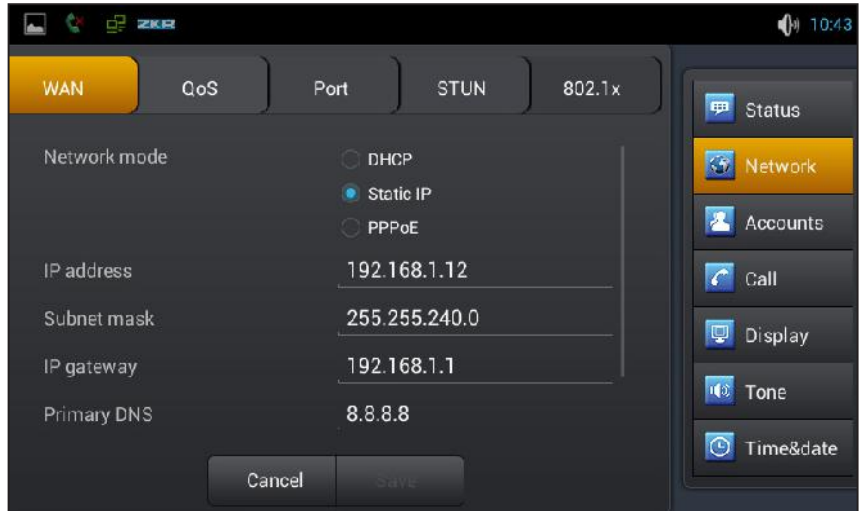
#### a. Panel IP Settings

Press Home button to reach this screen, go to the settings menu on bottom right

Go to Network



Define this panels IP address and settings



### b. In-App Configuration

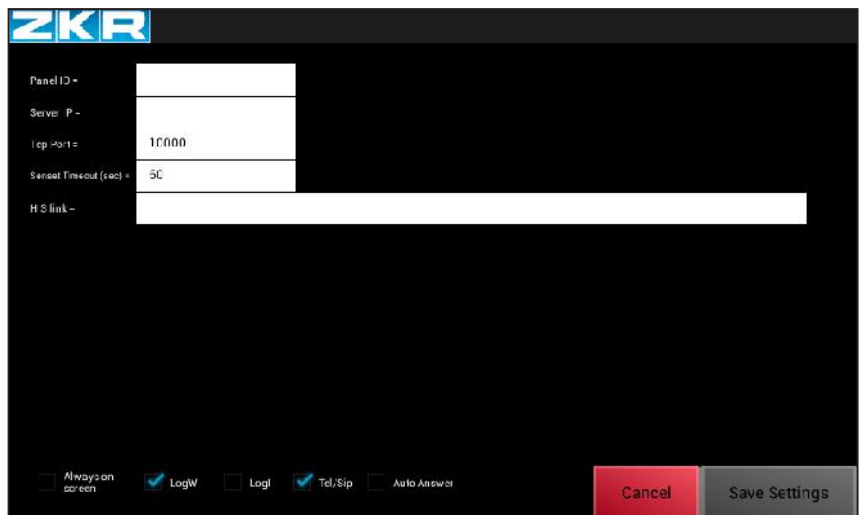
Launch the ZKR Nurse Call App.

**Panel ID:**

Enter the Terminal ID for this unit (must be same as determined in the Server settings in G1).

**Server IP:**

Enter the server IP  
The remaining settings can stay default.



### c. Options

**Always on screen:** This will bring the ZKR Nurse Calling App back to the screen whenever someone tries to go back to the home screen or menu of the Panel.

**LogW (warning):** This should always be toggled on, it logs any errors the device might have and allows our technical support to sort out issues.

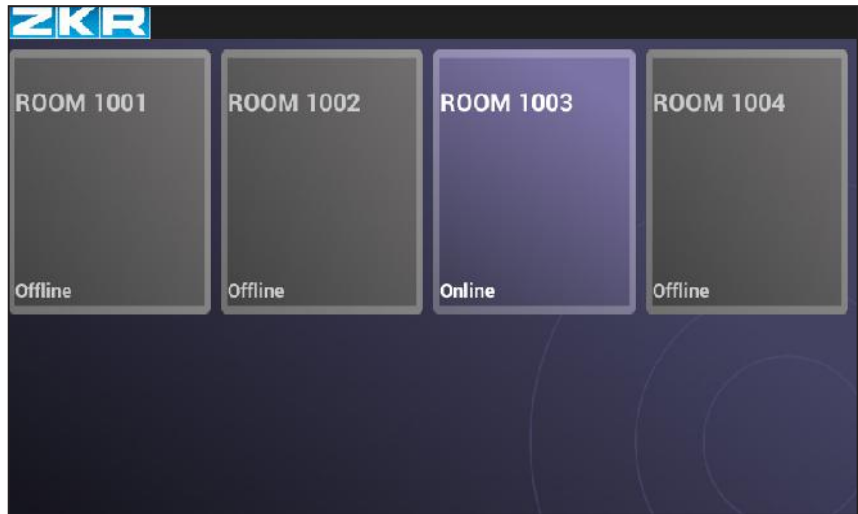
**LogI(Information):** This provides more detailed logging, and can remain off. Technical support might choose to turn it on for debugging.

**Tel/SIP:** This option differentiates the 10" and 7" Nurse Control Panels. It must be toggled ON for 7".

**Auto Answer:** This option will make the Room Control Units connected to this Nurse Control Panel give full permissions to all Mifare cards. It is used during the installation process if necessary to access settings and functions before everything is configured.

### d. Main Nurse Call Screen

The buttons will appear according to the ones assigned to this Nurse Control Panel in GI.



### e. Call Forwarding

Use the panel's menu button to open menu to go to Forwarding, and select the panels you wish to forward calls to.



## F2. VoIP 10" Nurse Control Panel

The configuration of the 10" panel is nearly the same as the 7" one, the only differences are:

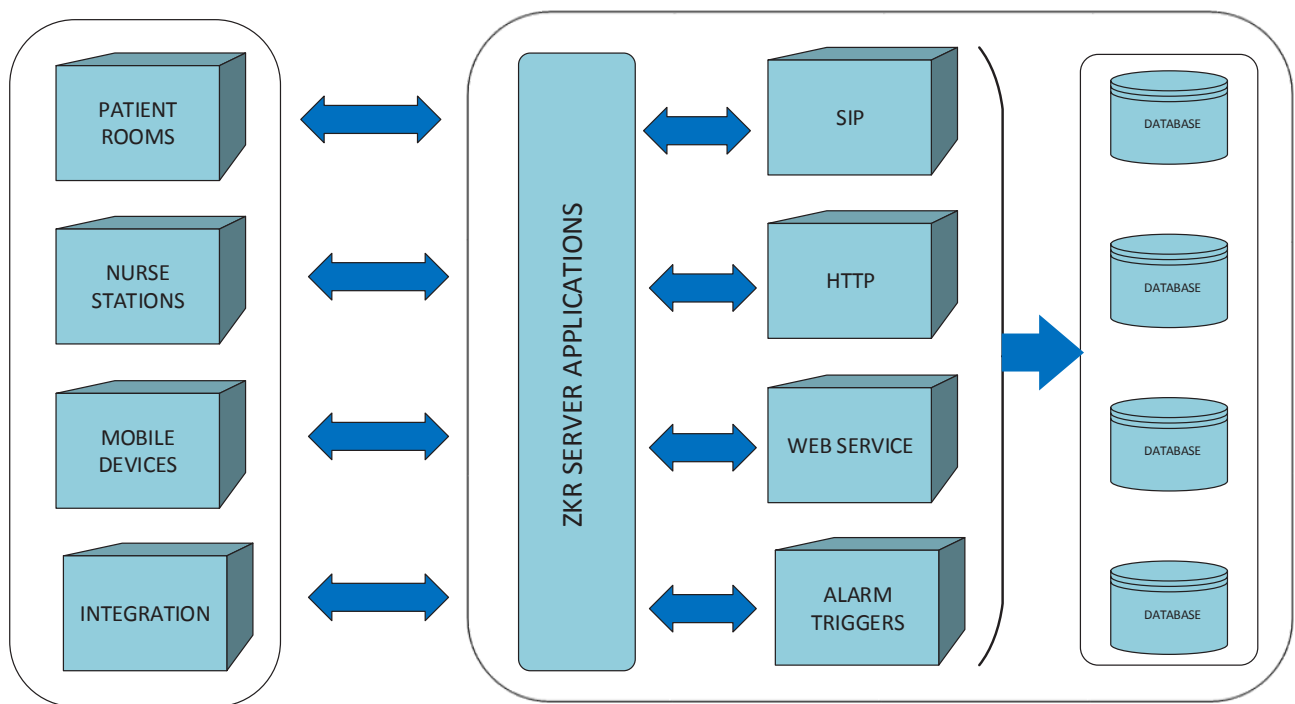
- The home screen layout is different for the panel IP configuration
- During the in app login at the bottom of the screen the checkbox for Tel/SIP must be ticked off for the 10" panel

# G. Server – How does it work

The ZKR Server application is the platform that facilitates communication among all the equipment used within the Hospital, stores all event logs and voice recordings of calls made on the system, allows these logs and records to be accessed by the user through a web-based interface, and allows integration with other systems used throughout the hospital.

For the system to function correctly, the most important step is proper configuration of the Point Definitions and the Call Type Notifications (Point Operations) these points can make.

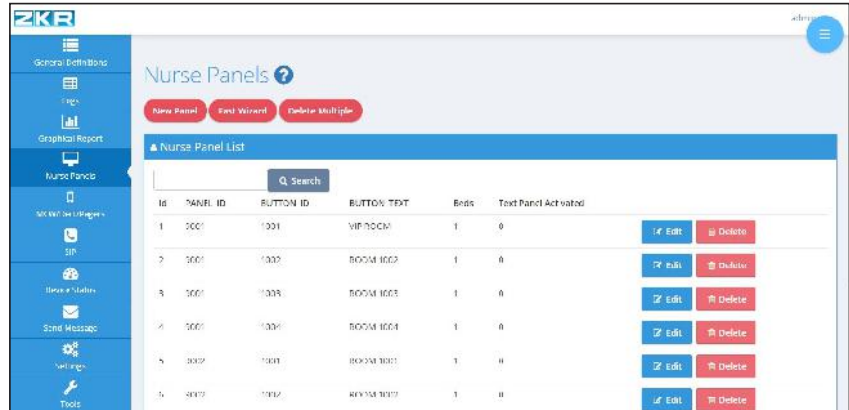
The fundamental architecture of the system is as below.



# G1. Nurse Panels

Go to **Nurse Panel/Panel Settings**.

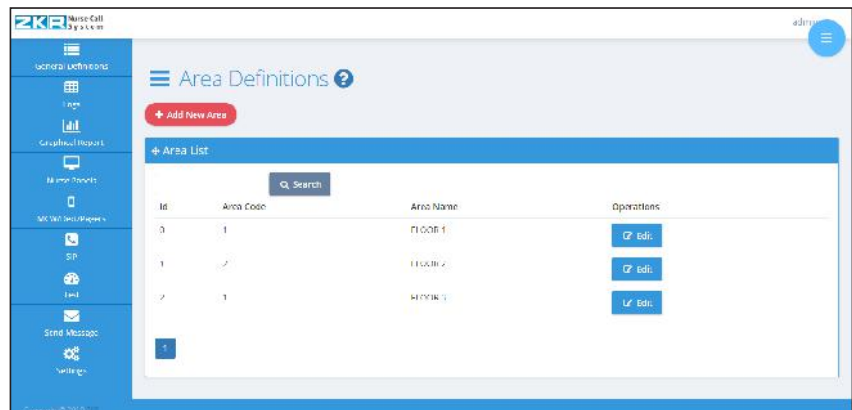
Here you can add Nurse Panel IDs and their connected Rooms. Each entry shows the Panel IDs and their connected Room IDs as well as the dialing number that will call these Rooms and the Room Names as that will appear on the Nurse Panel. Using the fast wizard multiple RCU can be added to the Nurse Panel at once.



# G2. Area Definitions

In the server interface, navigate to **General Definitions/Area Definitions**.

Add the areas to be used in the hospital; can be floors/departments etc.



Area Code is an optional field to be used at the hospital's discretion.

**Add New Area** ✕

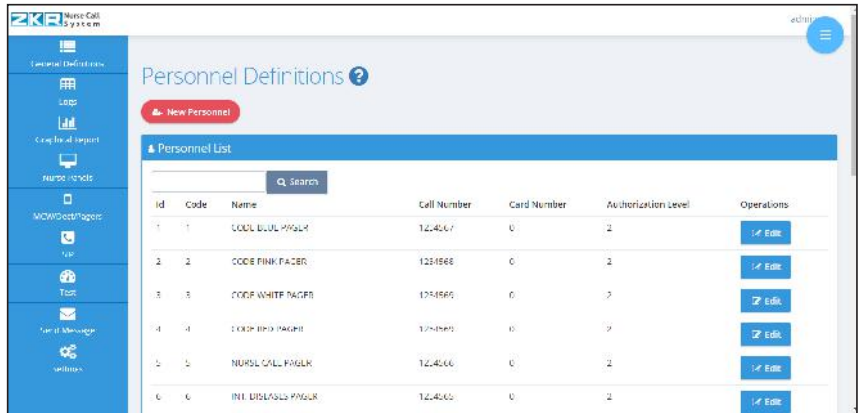
**Area Code** :

**Area Name** :

**+ Add Area**

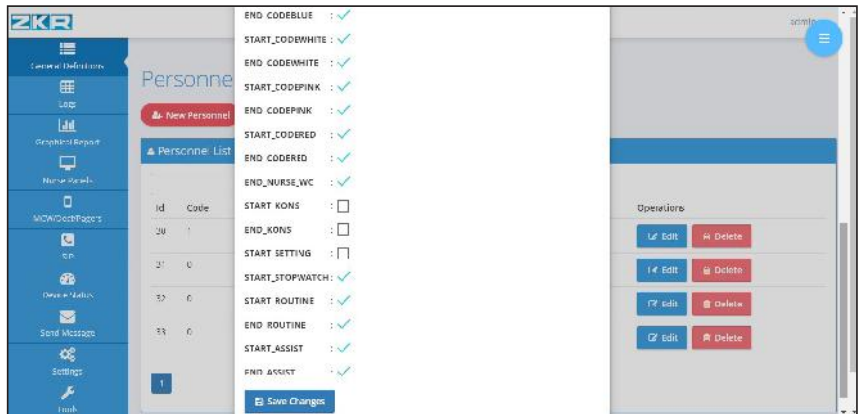
# G3. Personnel Definitions

The RCU entries of Mifare Cards (see E8) will appear here, and you can add call numbers (pager numbers or DECT) to those personnel and change authorization levels of those cards as well as the operations that the card owner is allowed to perform.

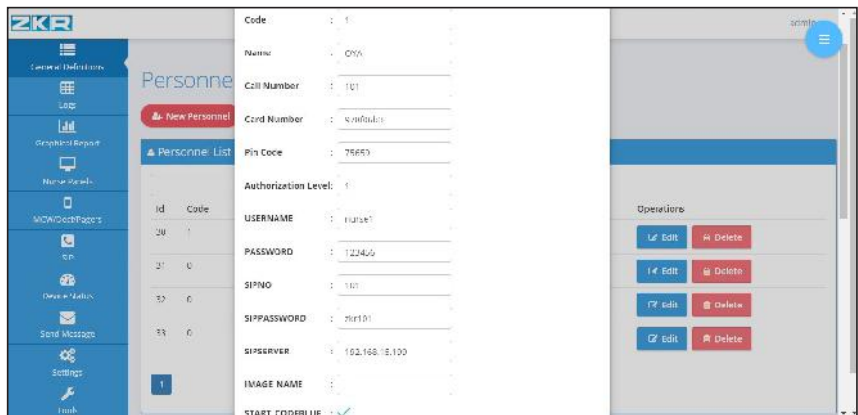


Authorization levels are as follows:

- 1- Nurse
- 2- Doctor
- 3- Cleaning Staff
- 4- Other

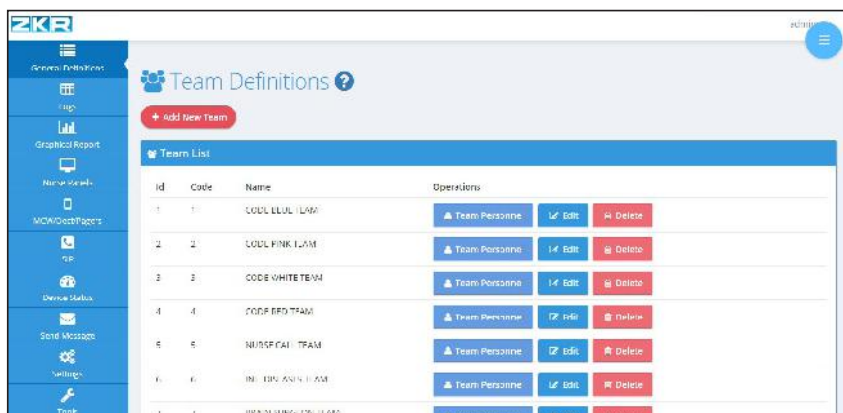


If the system has MCW application, the **username, password, SIP extention, SIP password, SIP server address** should be entered here.

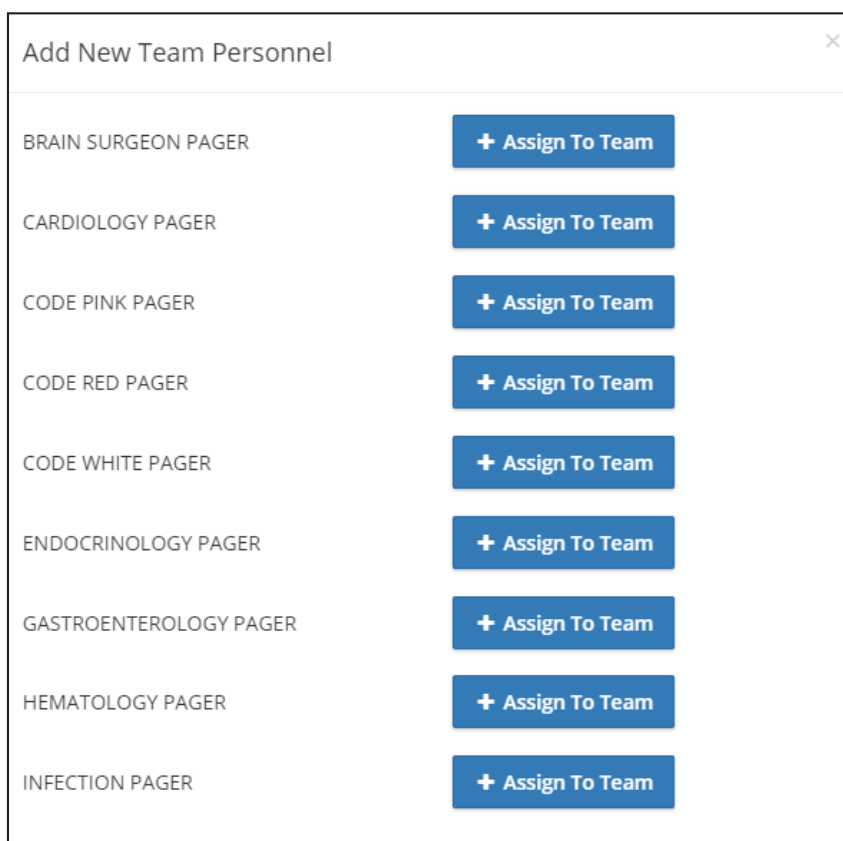


## G4. Team Definitions

On this page you can add new teams for personnel, and edit the names of existing teams.



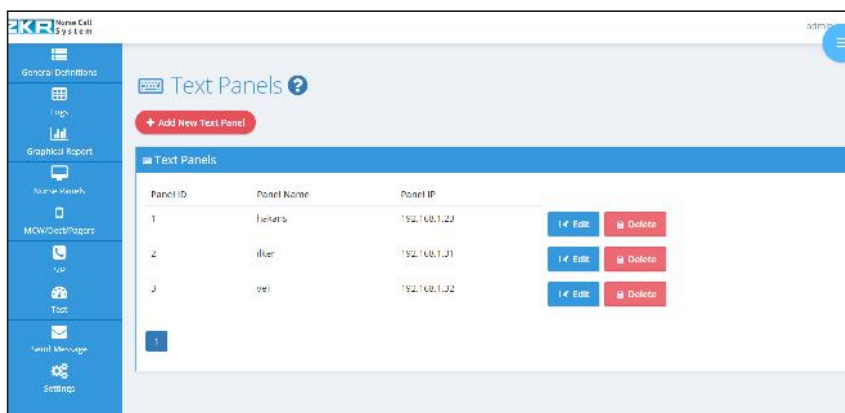
By clicking the **Team Personnel** button next to a team, you can assign personnel to that team or remove them. You can create as many teams as desired for different call types or areas.



## G5. Text Panels

Go to General Definitions/  
Text Panels

On this page you can add new text panels by defining a Panel Name and a Panel IP or edit existing text panels.



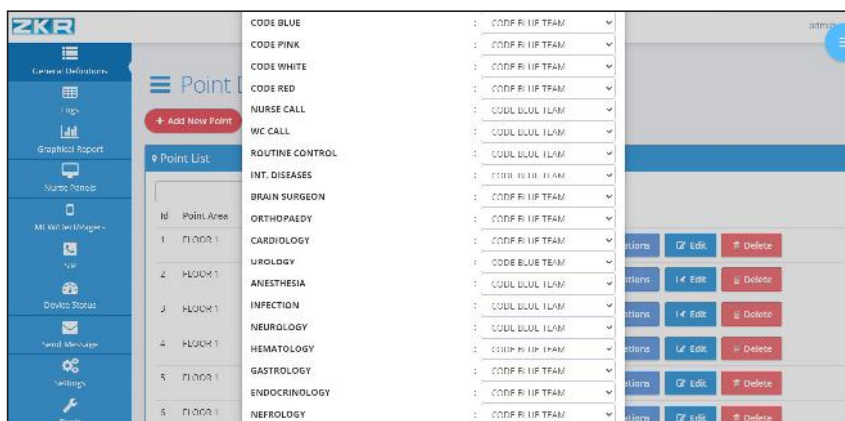
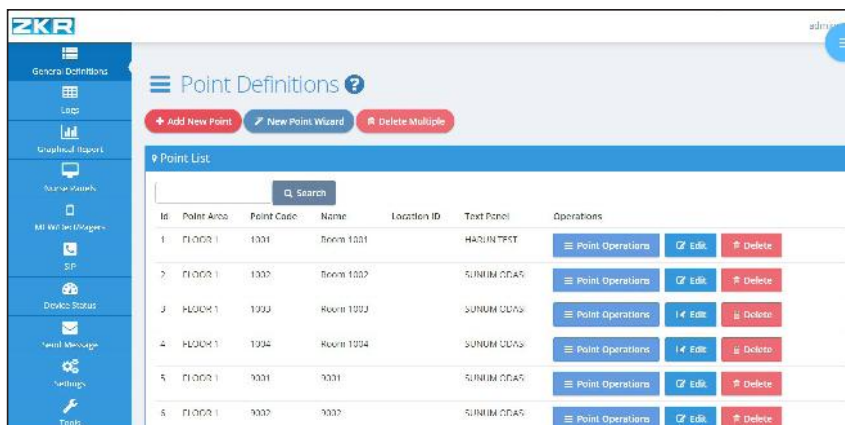
## G6. Point Definitions

Use **Add New Point** for single point definition or **New Point Wizard** for mass point definition. Each point here should be defined with **Create SIP** option selected. This will automatically assign the SIP No *POINTCODE* and **password** *zkrPOINTCODE* for each point. (i.e.password:zkr2001 for SIP No:2001) Nurse Panels should also be defined here the same way to get an automatic SIP No and password. Additionally text panel for the calls to be sent from each point is chosen.

**Point Code:** Refers to the unique Terminal ID of the Room Control Unit

**Location ID:** Optional way to identify Rooms by architectural codes

**Point Operations:** For each point, define which calls will be logged, which teams will receive those calls from that point, and the message that will be sent to those teams when a call of that type is made. It is recommended to use New Point Wizard to define point operations unless needed otherwise.



For Android based Nurse Control Panels there is an additional step to follow after point operations. Enter the Nurse Control Panel's IP in a web browser URL.

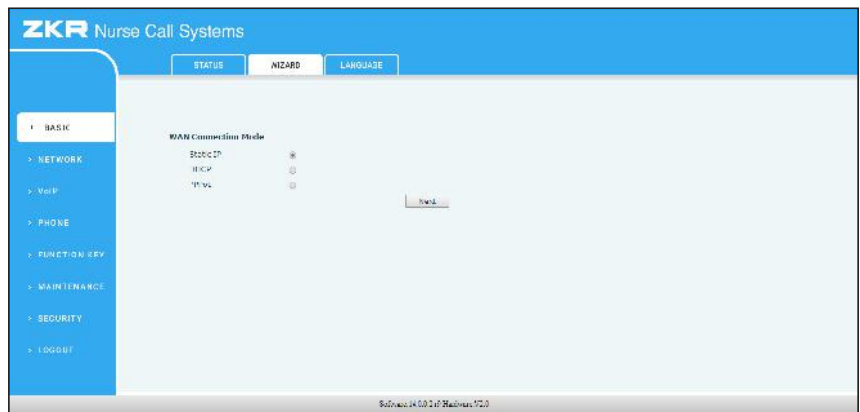
The default login information is

**Username:** admin  
**Password:** admin



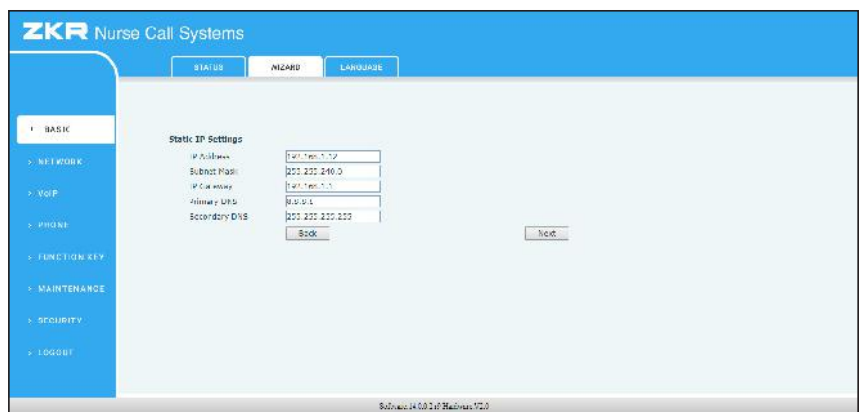
Navigate to **Basic** in the Side Menu and **Wizard** in the top menu

Select **StaticIP** and click **Next**

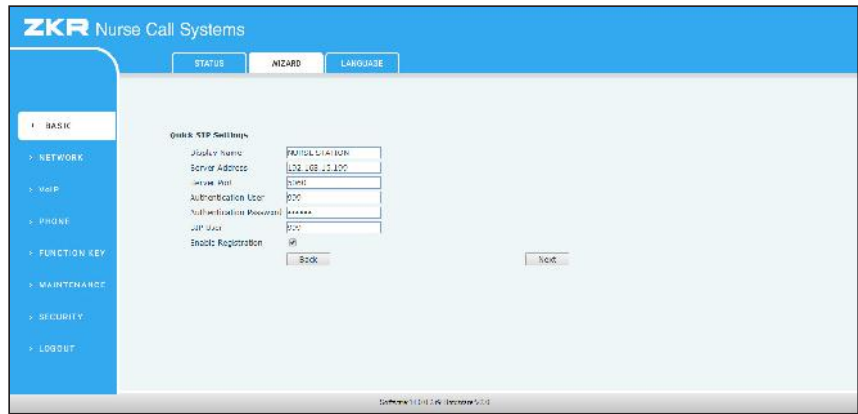


You will see the current IP settings of the device, and they can also be changed from here.

Click **Next**.



**Display Name:** Enter a display name for this Nurse Control Panel.  
**Server Address:** Enter the server IP here  
**Server Port:** This field can remain as default  
**Authentication User:** Enter the User Extension for the Nurse Control Panel as defined in Point Operations.



**Authentication Password:** Enter the Secret for the Nurse Control Panel as defined in Point Operations.  
**SIP User:** Same as Authentication User  
**Enable Registration:** Select this option and click **Next**

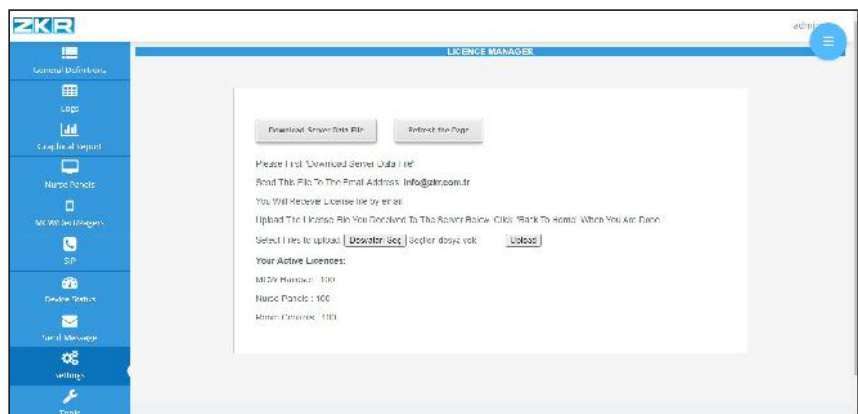
You will see the settings you have set and confirm them by clicking **Finish**. The panel will reboot.



## G7. License Settings

**The system is shipped with licenses preconfigured.**

If there is a need to change the number of licensed devices, follow the instruction on the screen.



## G8. MCW Settings

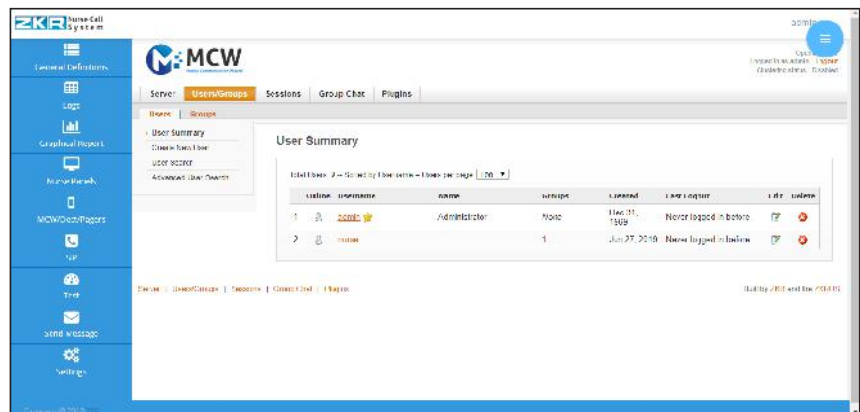
MCW settings are automatically configured during G3 Personnel Definitions. In a case manual configuration is needed, instructions below should be followed.

The default login information is

**Username:** admin  
**Password:** 11531153

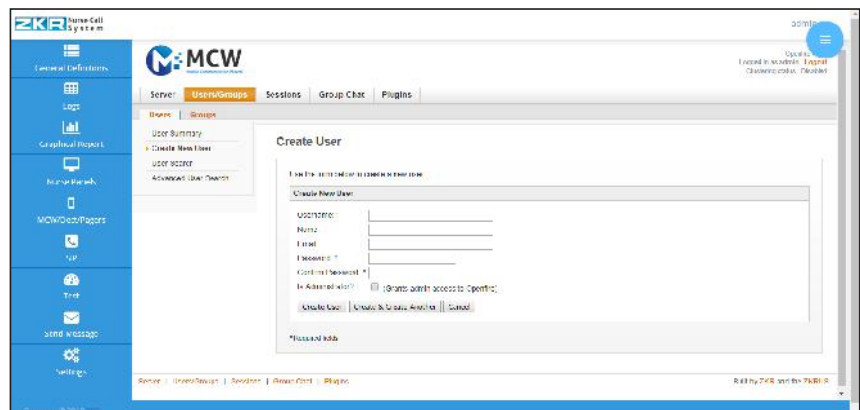


Navigate to Users/Groups on the top menu.



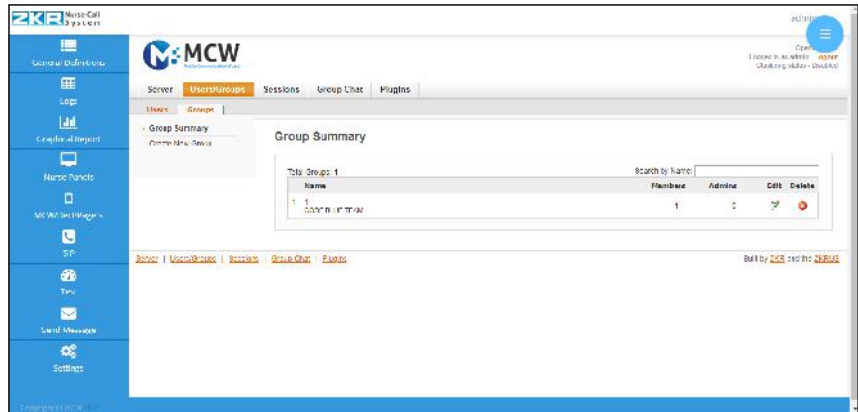
In the Users tab you can click Create New User to add a new MCW One User.

Enter new user information. Only fields marked with \* are required.



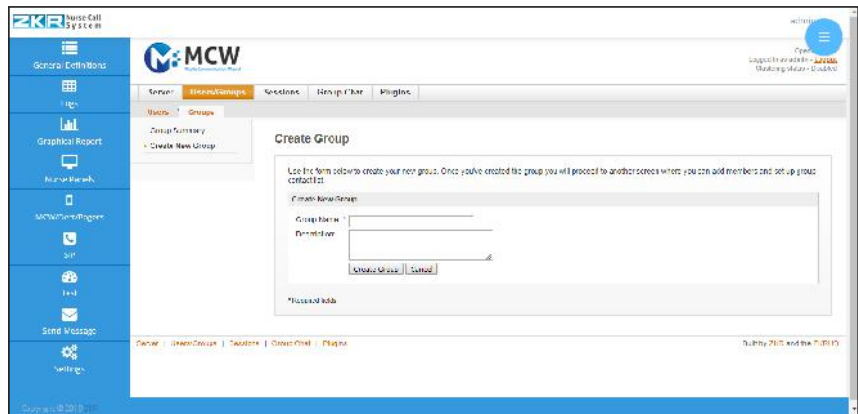
To edit groups, go to the groups tab.

You can add a new group from **Create New Group**.



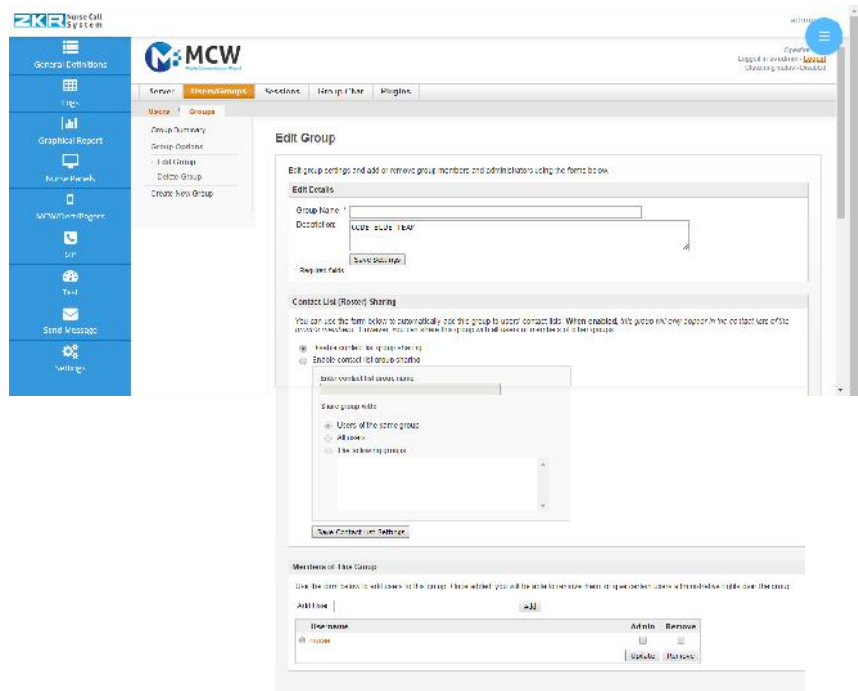
Enter the group information here. For the system to function in sync with the Teams as defined in section G4 of this guide, please follow these instructions:

**Group Name:** Set this as the same as the ID (list order) for the Teams in Team Definitions



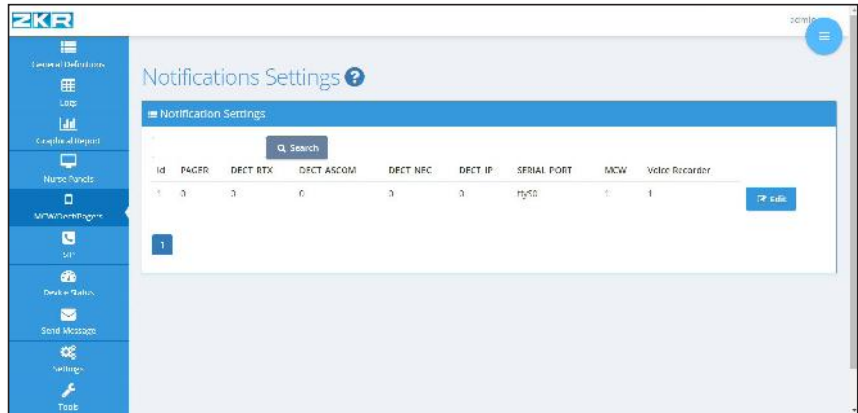
**Description:** Name the group here

You can add users to that group through the edit group screen.



## G9. Notification Settings

Toggle which communication systems will receive calls.

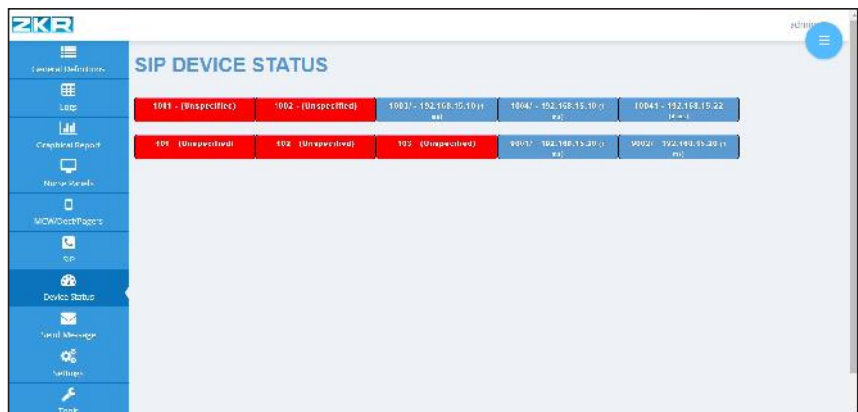
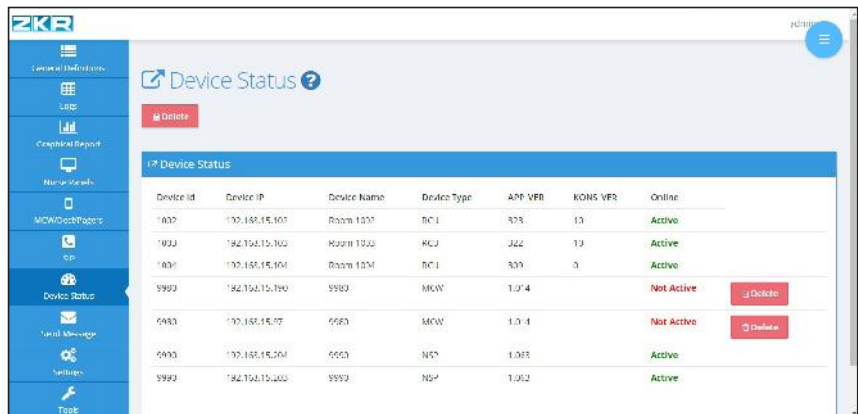


## G10. Device Status

Device Status/Devices screen is where **Active** devices on the system can be seen.

All Devices regularly send a signal to the server to indicate they are active. With the **Delete** button on each device's entry that device can be removed from the list until they send a new signal. Also the Delete button at the top can be used for removing all entries. Entries will reappear as they send their active status signal to the server in a few minutes.

On the **Device Status /SIP Device Status** screen the active and passive status of SIP devices will be shown. Active SIP devices will be blue.



## H. MCW One

Assign a static IP in the same block as the Nurse Call System to the Android device that will be using the MCW Mobile Application.

- Open the application
- Enter the Server IP
- It will show the login screen

