

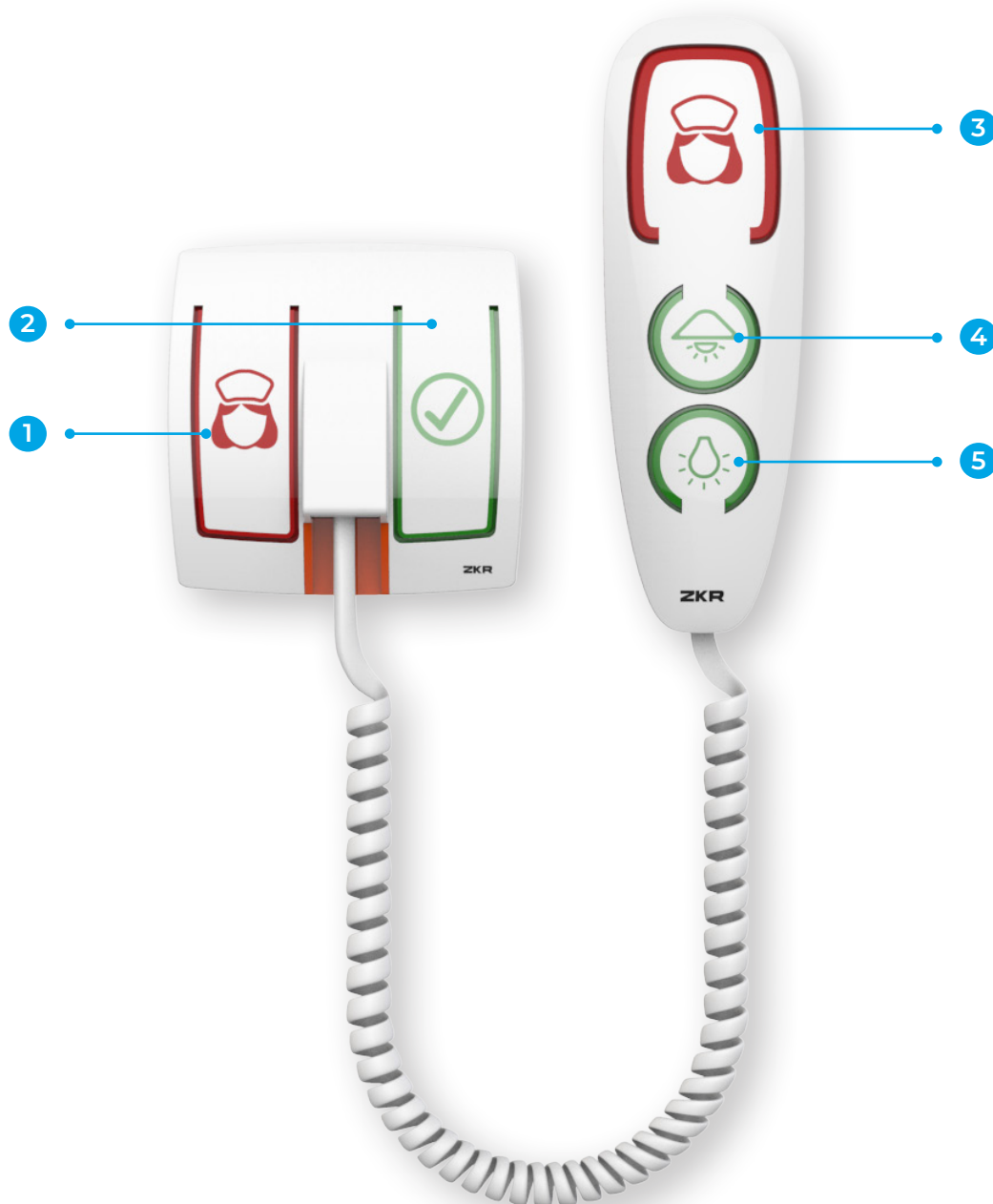


Nurse Call Systems

ZKR Nurse Call System Basics

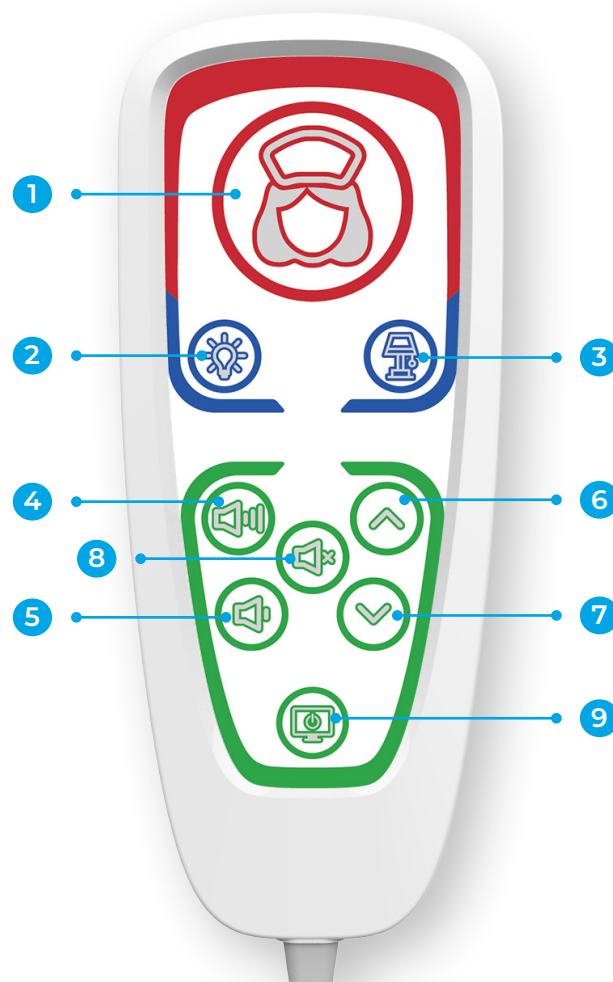
www.zkr.systems

Bedside Call Unit & Basic Handset



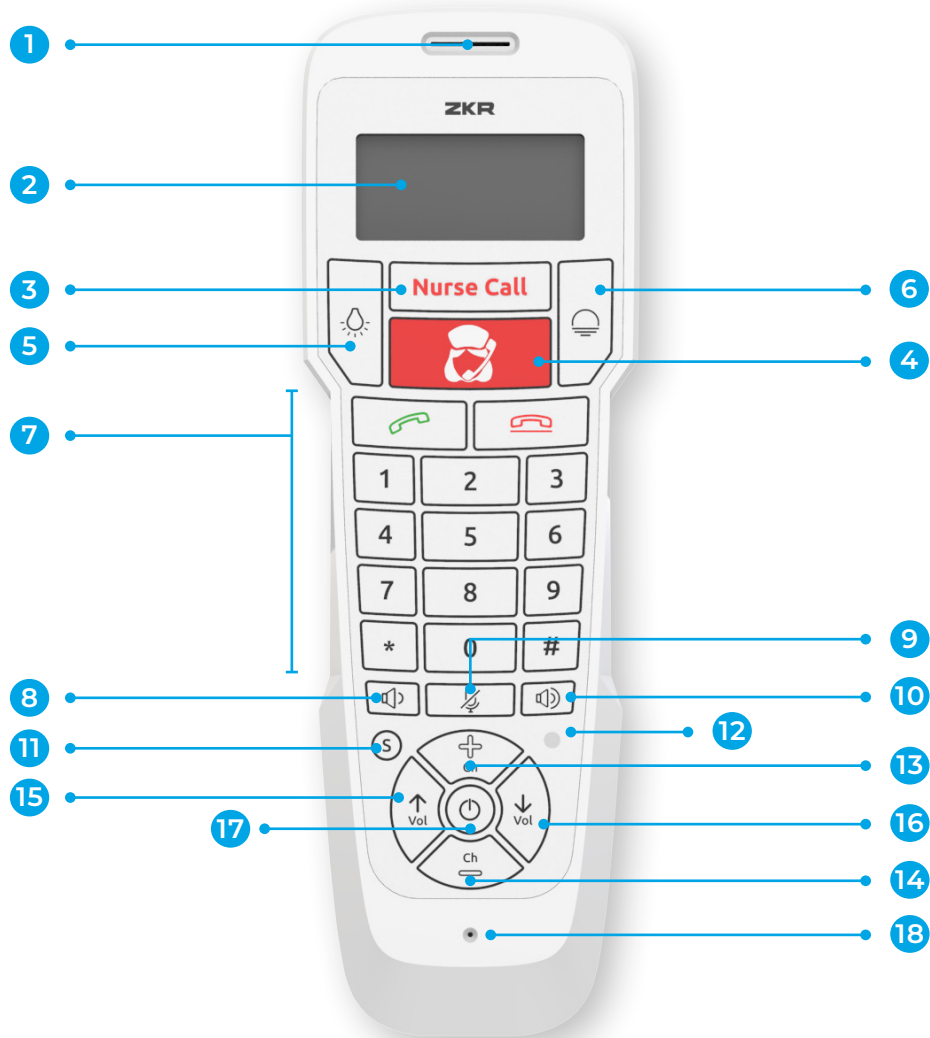
- ① Nurse Call
- ② Nurse Presence
- ③ Nurse Call (Handset)
- ④ Room Light
- ⑤ Reading Light

Pro Handset



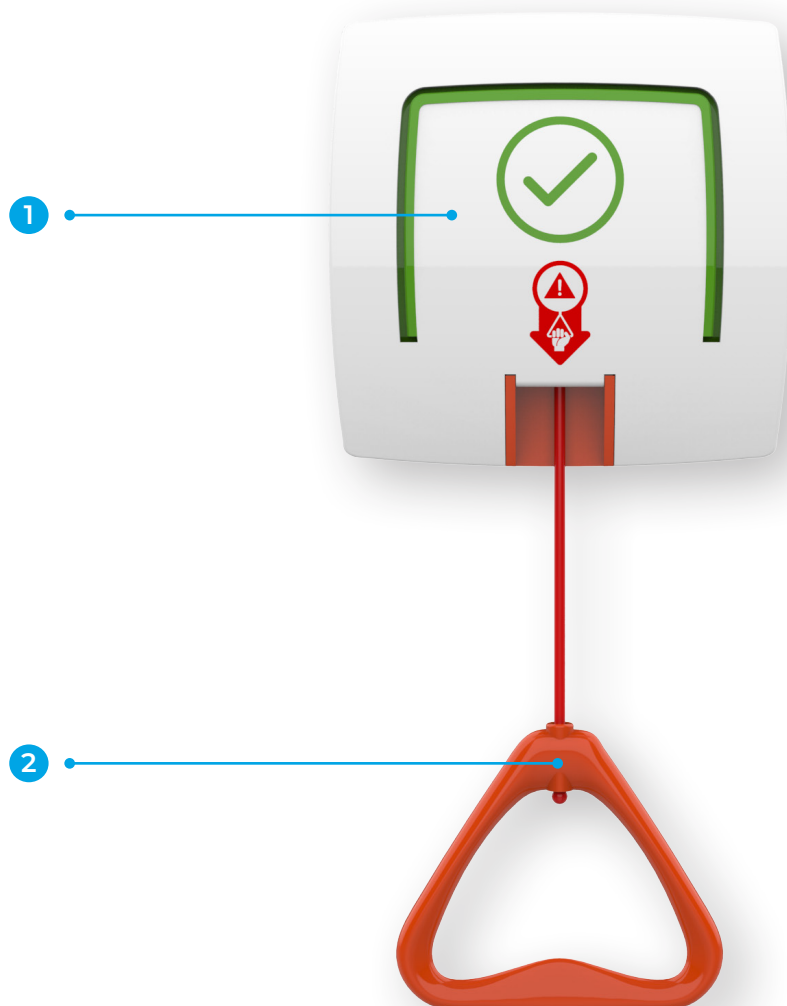
- | | |
|------------------|-------------------|
| ① Nurse Call | ⑥ TV Channel Up |
| ② Room Light | ⑦ TV Channel Down |
| ③ Reading Light | ⑧ TV Mute Toggle |
| ④ TV Volume Up | ⑨ TV On/Off |
| ⑤ TV Volume Down | |

Comfort VoIP Handset



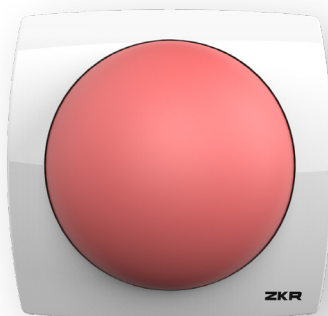
- | | |
|-------------------------|------------------------------|
| 1 Speaker | 10 Phone Volume Up |
| 2 Screen | 11 Synchronization Button |
| 3 Nurse Call | 12 Synchronization Indicator |
| 4 Nurse VoIP Call | 13 TV Channel Up |
| 5 Room Light | 14 TV Channel Down |
| 6 Curtain Control | 15 TV Volume Up |
| 7 Manual Dial SIP Phone | 16 TV Volume Down |
| 8 Phone Volume Down | 17 TV On/Off |
| 9 Microphone Mute | 18 Microphone for VoIP calls |

Pull-Cord Call Unit



- ① Nurse Presence
- ② WC Nurse Call

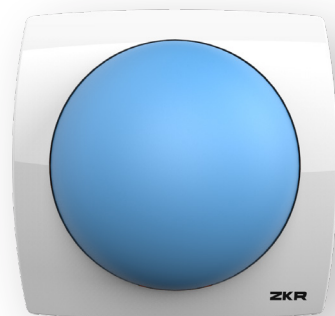
Over Door Light



By default, red:
There is an Active
Nurse Call

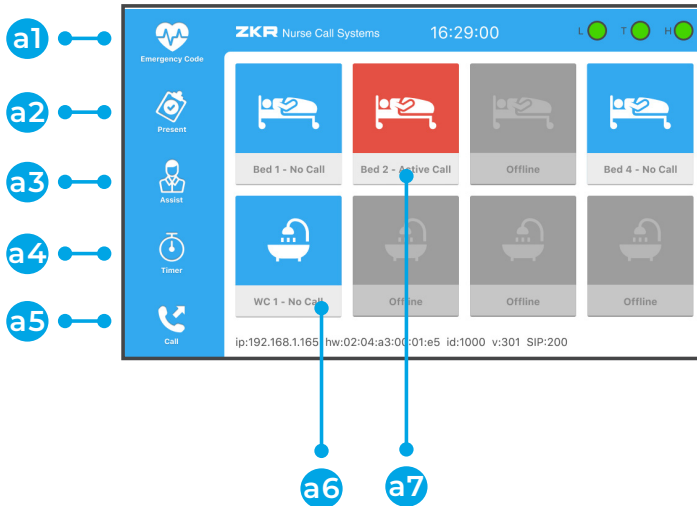


By default, green:
There is a Nurse
Present in room



By default, blue:
There is a Code
Blue Cardiac Arrest
Emergency

VoIP Room Control Unit



Main Screen

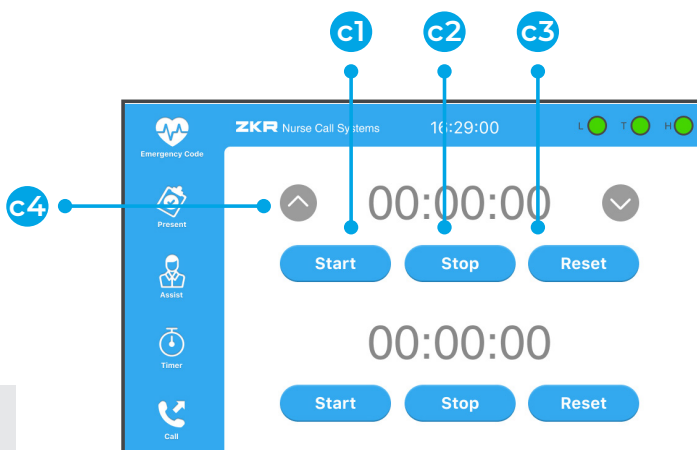
- a1 Emergency Code Menu**
- a2 Present** - Press to enter room when there is no active call, or to end nurse presence
- a3 Assist** - Press to call for assistance or to sign in as assisting nurse
- a4 Stopwatch/Timer**
- a5 Manual SIP Call Dial menu**
- a6 WC/Bathroom call button icon** (currently no call)
- a7 Bed call button icon** (currently active call)



RFID Prompt Screen

Some functions on the Room Control Unit will require card authorization.

- b1 Card Reader** - Show your card here to proceed with the action
- b2 Cancel Button**

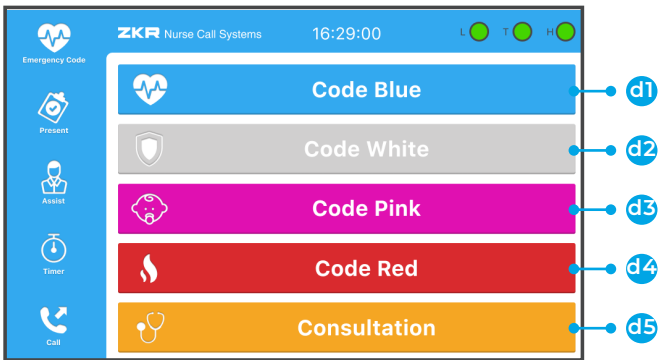


Timer

The Timer can be used by the nurse as necessary to set scheduled reminders. When the timer expires, a notification will automatically be sent to the Nurse Panel. Press one of the digits of the time shown to change it with the arrows.

- c1 Start Timer**
- c2 Stop Timer**
- c3 Reset Timer**
- c4 Arrow to change the selected digit of the timer value**

Room Control Unit (VoIP)



Emergency Code

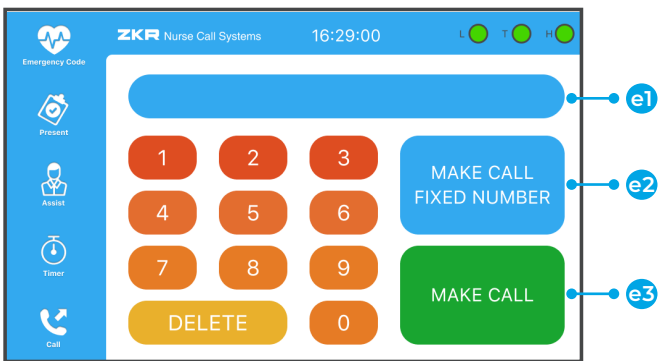
- d1 **Code Blue** - Cardiac Arrest
- d2 **Code White** - Security
- d3 **Code Pink** - Child Kidnapping
- d4 **Code Red** - Fire
- d5 **Consultation Menu**

Emergency call types can be customized according to the needs of the hospital.



The Consultation Call Menu

This screen shows you the hospital branches to which you can make consultation calls. Simply select one and show your card to the card reader to contact a consulting physician. The names of the branches can be configured from the server.



Make Call

You may use the numberpad to dial a specific SIP number or call the fixed number (typically Nurse Panel)

- e1 The number you are dialing will appear here
- e2 **Call Fixed Number** - press to quickly call the assigned fixed number
- e2 **Make Call** - press after dialing the SIP number you wish to call

Logs and Graphical Reports

To access logs and graphical reports, enter application server IP in browser address bar.

By default:

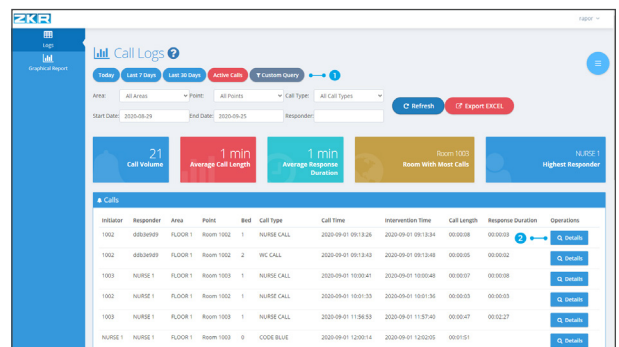
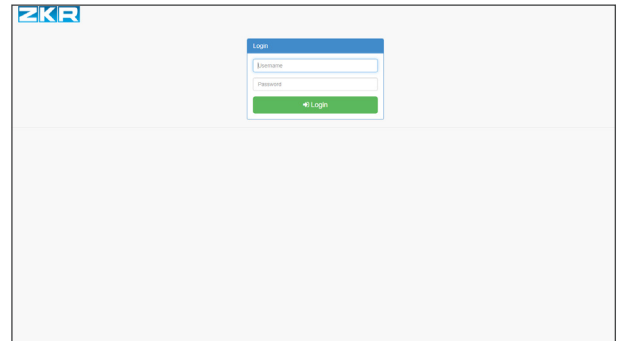
username: rapor

password: rapor

Logs/Call Logs

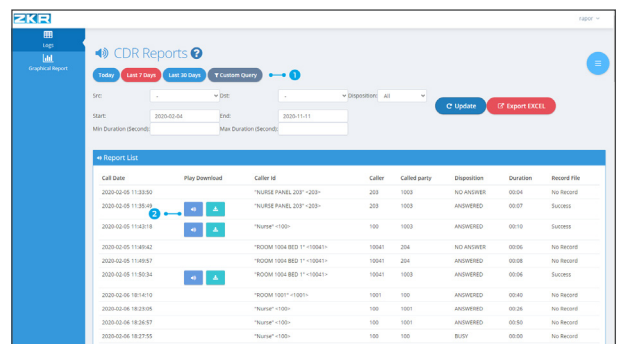
On this page you can see call log data and statistics.

1. Logs can be filtered by default filters, or by custom parameters using Custom Query.
2. Details: Check the details of the call, add a note if needed.



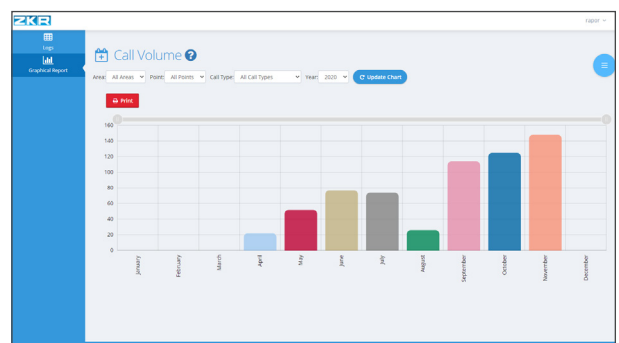
Logs/Call Detail Records

1. Records can be filtered by default filters, or by custom parameters using Custom Query.
2. Recorded voice file can be listened to or downloaded.



Graphical Report/Call Volume

Number of calls by month can be seen on this page. Graph can be filtered by Area, Point, Call Type, and Year.



Call Types

Filter: All Areas | People | All Filters | Start Date: 2019-12-13 | End Date: 2020-10-03 | Update Chart

By Pill

Call Type	Count (Approximate)
Patient Care	20
Asset Call	20
Biom Biologics	5
Cardiology	30
Code Blue	5
Code Line	5
Code War	5
Code Walk	5
Code Walk	5
Endocrinology	5
Gastrology	5
Hematology	5
Infection	5
Immunology	5
Intervention	5
Lab Results	5
Medication	5
Nephrology	5
Neurology	5
Nurse Call	200
Oncology	5
Pharmacy	5
Preventive	5
Respiratory	5
Surgery	5
Thrombosis	5
Vascular	5
Wound Care	5
X-Ray	30

Graphical Report/Average Call Length

Average Call Length

Start Date: 2020-08-28 End Date: 2020-09-25 Update Chart

Step	Average Call Length (min)
Step 02	25
Step 04	10
Step 06	25
Step 08	15
Step 10	5
Step 12	10
Step 14	15
Step 16	90

Graphical Report/Average Response Duration

The screenshot displays the 'Average Response Duration' chart. The y-axis is labeled with values from 0 to 90 in increments of 10. The x-axis is labeled with steps from Step 01 to Step 16. A yellow line represents the data, starting at approximately 30 for Step 01, rising to a peak of about 85 for Step 03, and then gradually declining to around 5 for Step 16. A 'No Print' button is located above the chart area. The chart is part of a larger dashboard interface with a blue sidebar on the left and a top navigation bar.

Step	Average Response Duration (s)
Step 01	30
Step 02	85
Step 03	85
Step 04	80
Step 05	75
Step 06	65
Step 07	55
Step 08	45
Step 09	35
Step 10	10
Step 11	5
Step 12	5
Step 13	5
Step 14	5
Step 15	5
Step 16	5

Graphical Report/ Call Volume by Personnel

Call Volume by Personnel

Start Date: 2019-12-20 End Date: 2020-10-16 [Update Chart]

Personnel	Call Volume (Approximate)
Nurse 1	0
Nurse 2	0
Nurse 3	0
Nurse 4	30
Nurse 5	0
Nurse 6	110
Nurse 7	40
Nurse 8	0
Nurse 9	30
Nurse 10	35
Nurse 11	95
Nurse 12	0
Nurse 13	25
Nurse 14	0
Nurse 15	45
Nurse 16	0
Nurse 17	0

VoIP Nurse Panel



Main Screen

a1 Online Room – Rooms that are that are currently online and assigned to this Nurse Panel, and rooms from Nurse Panels forwarded to this panel.

a2 Offline Room – Rooms that are that are currently offline or assigned to another Nurse Panel but added to this panel's list to be used when forwarding.



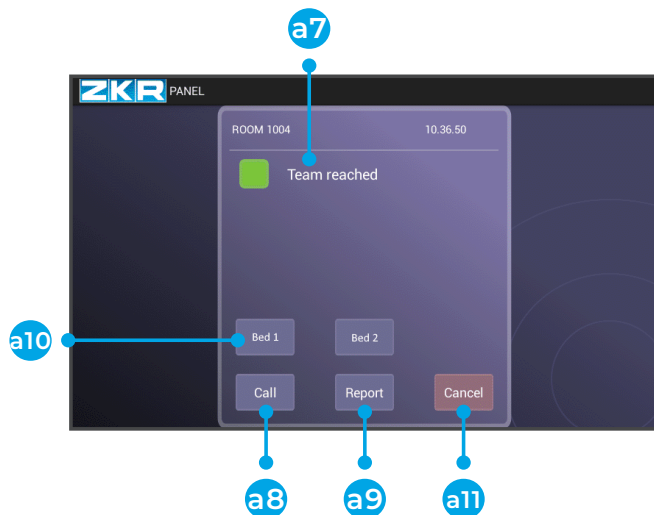
a3 Active WC Call

a4 Active Nurse Call



a5 Active Code Blue Emergency - When there are more than one type of activity in the room, the one with most priority will dictate the color of the button and the alarm sound while others will be listed on the button.

a6 Active Nurse Call



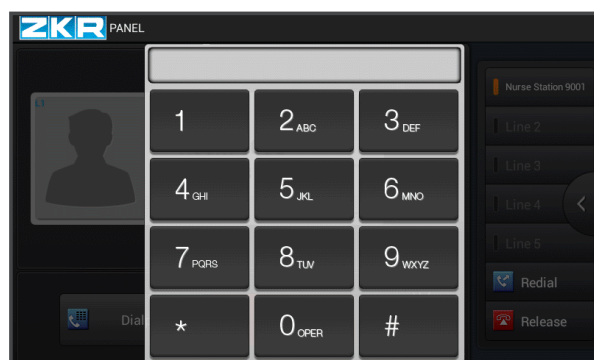
By clicking an Online Room's Button you will see this screen.

- a7 Current Call Status of the Room**
- a8 Call** – Voice Call to Room Control Unit in current room.
- a9 Report** – Go to Web Based Interface for Logs and Reports
- a10 Bed** – Shows the active call status of the call unit. Press for voice call to the bed's VoIP Comfort Handset if Available.
- a11 Cancel** – Return to Main Screen



By pressing Call on Room's menu, this voice call screen will appear.

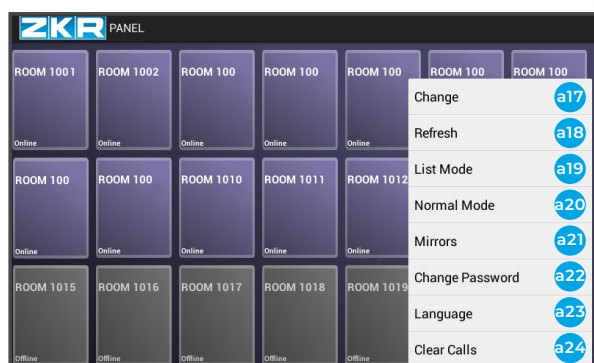
- a12 Dialpad** – Open Dialpad to change number to call.
- a13 Cancel / Release** – Cancel current call
- a14 Volume** – Adjust Volume
- a15 Mute**
- a16 Redial** – Redial Last number



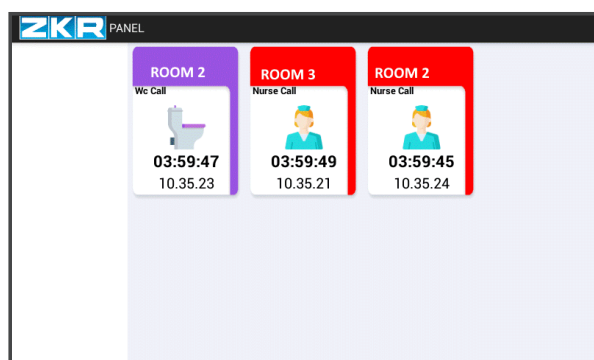
Use Dialpad to call VoIP devices defined in the Server such as Room Control Units, MCW Handsets and other Nurse Panels.



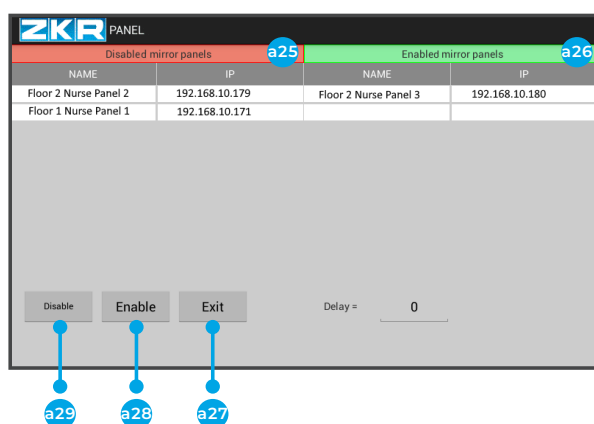
The Menu is for reaching settings that are only available by using a Pin Code.



- a17 Change** – Settings menu for configuration of the Panel
- a18 Refresh** – Refreshes connection to Server to configuration changes.
- a19 List Mode** – Alternative Main Screen Layout.
- a20 Normal Mode** – Default Main Screen Layout
- a21 Mirrors** – Settings menu for Mirror Panel / Call forwarding.
- a22 Change Password** – Change the PIN code used for authorization
- a23 Language** – Choose interface language
- a24 Clear Calls** – Clear active call indications on the room buttons. This does not cancel the calls, only clears the interface.



By selecting List Mode from the menu the Main Screen of the Panels will be shown this way. This layout only shows active calls and presences instead of having a Room Button for each room. It might be preferable if large number of Rooms are assigned to the Panel.



This menu shows the Nurse Panels that are assigned to the current panel and available for forwarding.

- a25 Disabled Mirror Panels** – List of Panels that are available for Mirroring this panel
- a26 Enabled Mirror Panels** – List of Panels being currently Mirroring this panel
- a27 Exit** – Leave Mirror Panel Menu
- a28 Enable** – Enable mirroring to selected nursel panel
- a29 Disable** – Disable mirroring to selected mirror panel