



# VISOCALL IP Staff Terminal ST-TOUCH

## User Manual

HEALTH CARE

**SCHRACK**  
S E C O N E T



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# 1 Foreword

The most modern nurse call system currently available is installed in your premises, and it will make your daily work easier. The integrated communications platform will offer you substantial relief, thereby allowing you more time for caring for the people within your care.

The safety of your patients and residents, as well as ensuring that the devices are simple to operate, are both of high priority.

Fully automatic functional processes increase the comfort of operating the system and increase safety. The **VISOCALL IP Staff Terminal operating instructions** are intended to serve as a reference volume to support you and assume basic knowledge that has been obtained from the **VISOCALL IP communications terminal operating instructions**.

Schrack Seconet wishes you every success with the system!


## 2 Overview



### 3 General Information

The user interface is operated via the touch panel. You navigate through the Staff Terminal software using menus which you open by tapping on icons and buttons. Swipe up or down over the display screen to move through the content of lists with more than 6 list entries. Swipe to the left or right over the display screen to move through the menu content of individual functions. A white scroll bar appears on the right or on the bottom edge of the display depending on the application.

Tap on the respective icon to open the icon or to launch an explanation of the various tabs or submenus. This applies to the tab bar, the list entries and the functional area.

Double-tapping on the same list tab opens the room list. You exit the respective list or submenu by tapping on the  icon in the submenus of the list entries and in the function menus.

#### 3.1 Structure

The user interface is divided into four main areas: the status bar, the tab bar with the list tabs, the list area and functional area (Fig. 1).

(The function icons can vary depending on system configuration).

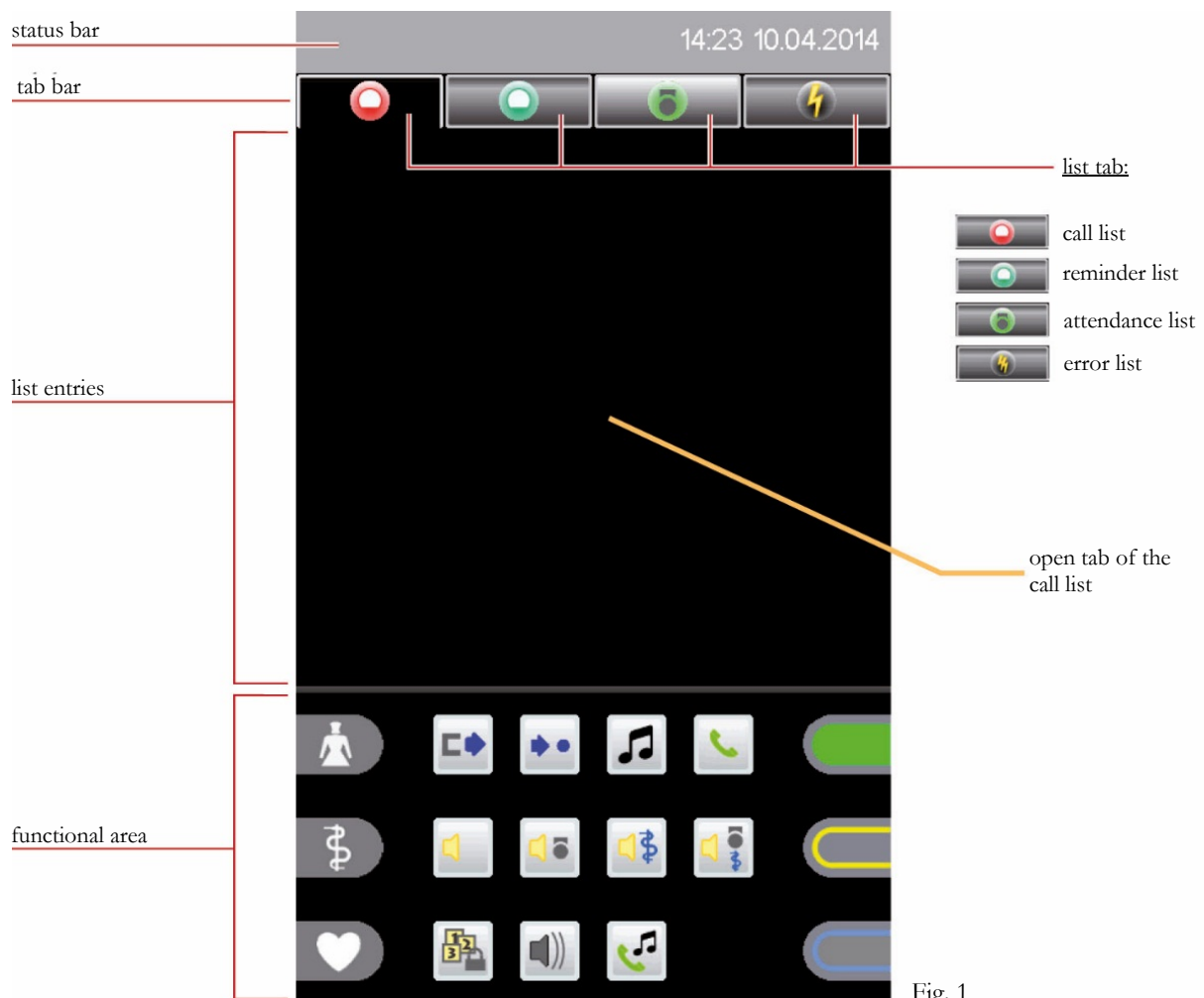


Fig. 1

### 3.2 Screen lock

If the touch screen field is not in use, the screen is locked after a predefined time (system configuration). Any entries in the call list or error list are thereafter displayed, and the reminder and attendance list are no longer shown (Fig. 2).

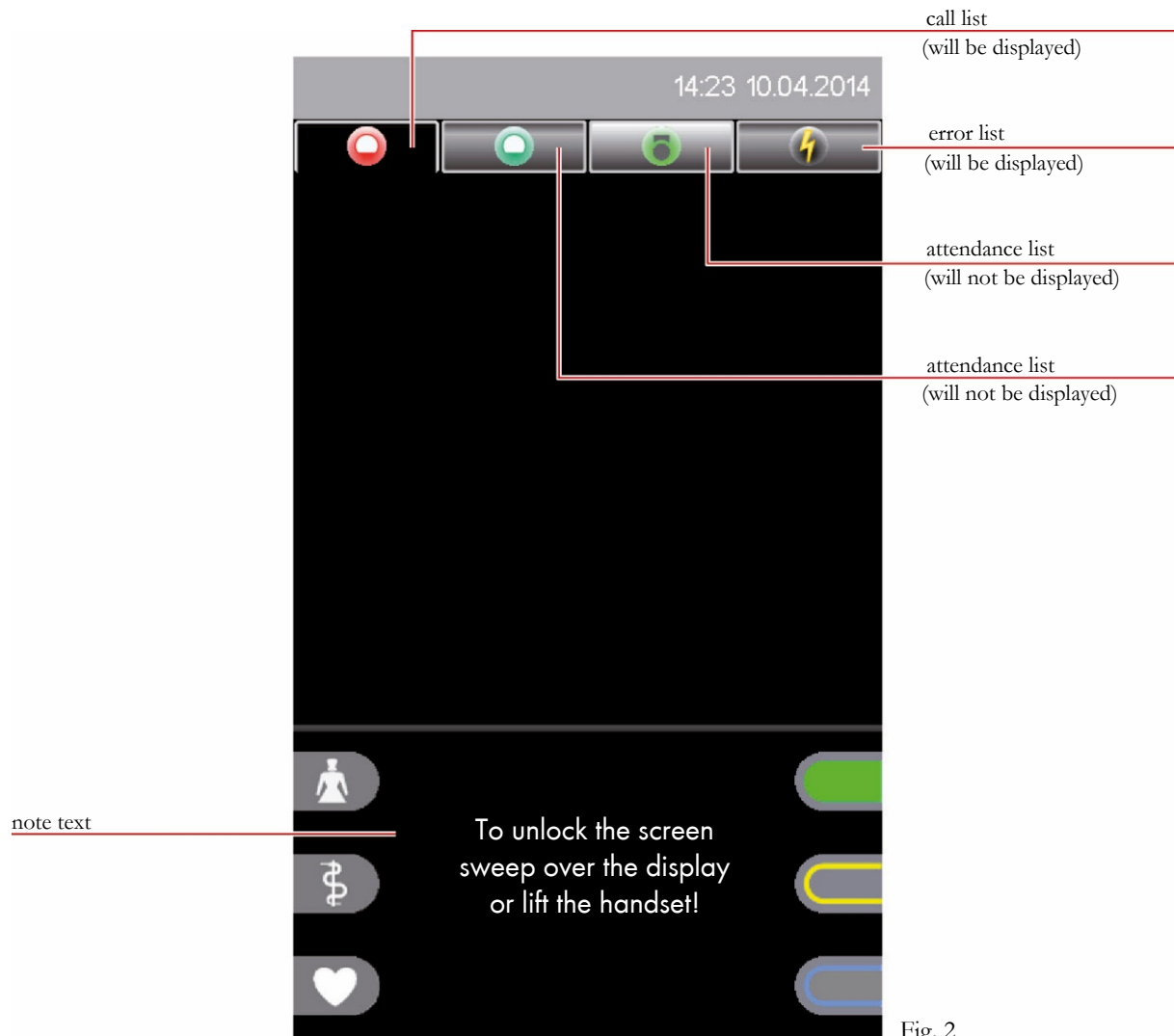


Fig. 2

Swiping across the display screen (scrolling) or lifting the handset will cancel the screen lock (see informative text in the function box).



## 4 User interface

### 4.1 Status bar

The status bar constantly shows relevant system states (Fig. 3).



Fig. 3

The following states are displayed:

#### Interconnection



##### Manual interconnection

A particular ward is connected manually to another.



##### Passive interconnection

Another ward is connected to a particular ward.

#### Centralisation



##### Local centralisation active

The ward only shows calls on the staff terminals



##### Global centralisation active

Ward calls can be played back only on a central control panel.

#### Error sound



##### Error sound inactive

All events in the particular ward are not audibly indicated on this Staff Terminal and in the entire nurse call system. The error sound can be deactivated in service level 1 or 2.

#### Service level



##### Service level

This status is displayed if you switch from the standard level 0 (no display) to level 1 or 2.

## 4.2 List tab

### Type of all list tabs

Fig. 4



#### Call list

Contains all call events in the entire care area.

#### Reminder list

Contains all rooms with a set reminder.

#### Attendance list

Contains all rooms with a set attendance.

#### Error list

Contains all current malfunctions and faults in the area as well as any third-party systems.

### States of the list tabs



This list contains no entries and is not selected.



The list contains entries and is not selected.



The list tab selected and the tab is open.

### 4.3 Lists

The list area consists of the tab bar with the 4 list tabs and the list entries at the bottom (Fig. 5).

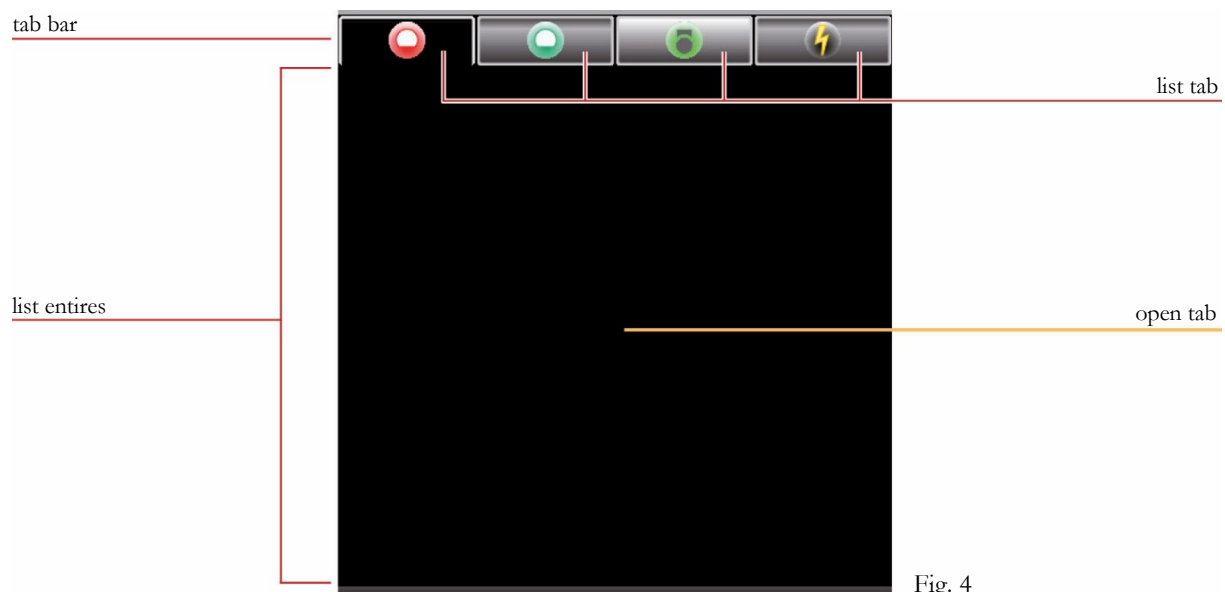


Fig. 4

Tapping on a list tab opens the respective tab. (Fig. 6a-6d).

**Call list – Fig. 6a**

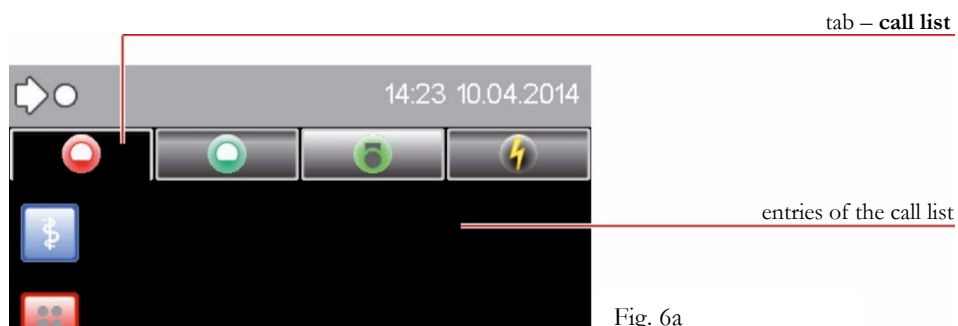


Fig. 6a

**Reminder list – Fig. 6b**

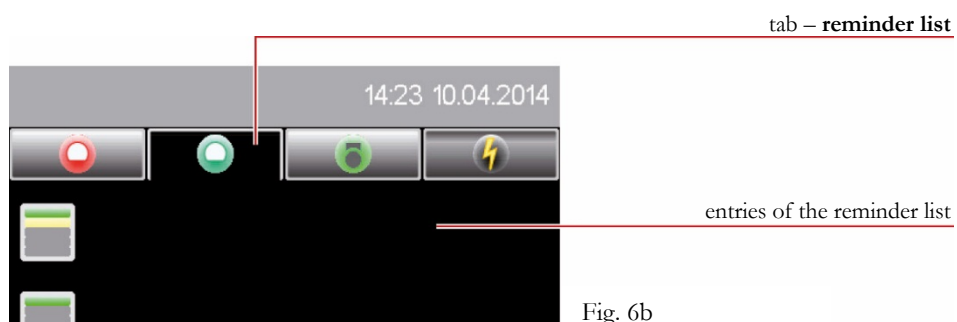
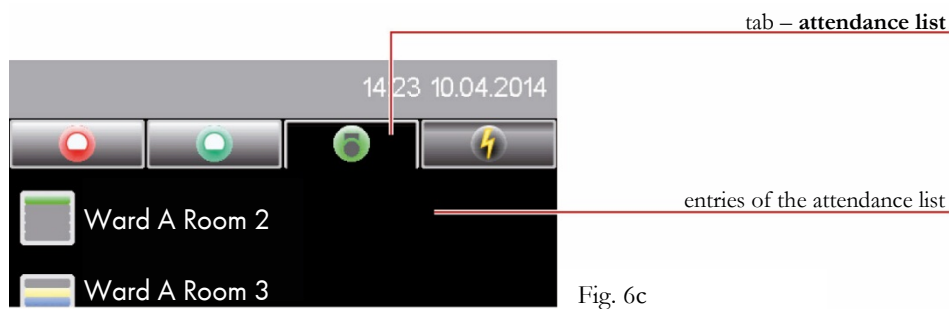
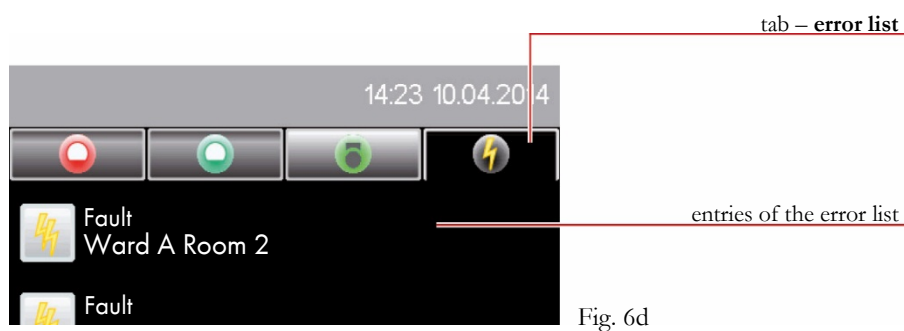


Fig. 6b

## Attendance list – Fig. 6c

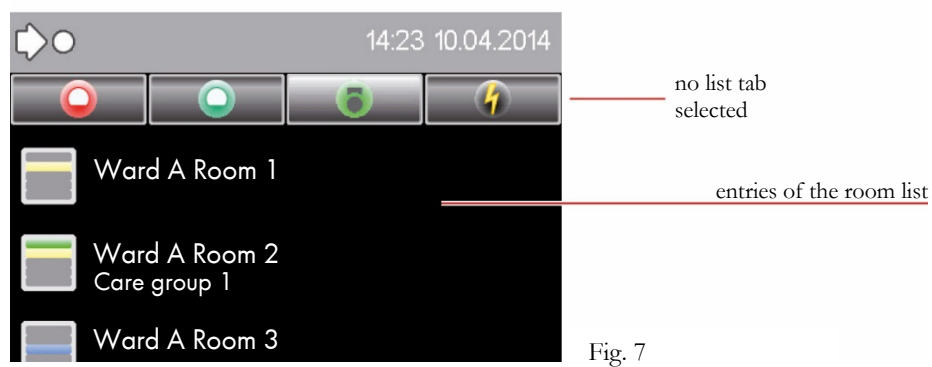


## Error list – Fig. 6d



Tapping again on an already selected list tab opens the room list.

## Room list – Fig. 7



### 4.3.1 Room list

#### Display

Tap again on an already selected list tab in the tab bar whether in the call, reminder, attendance or error list (e.g. call list - Fig. 8a).

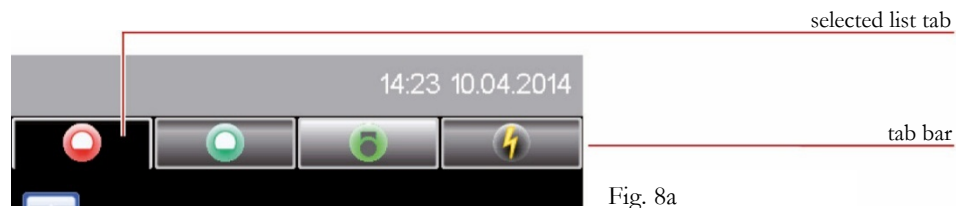


Fig. 8a

The tab appears with the room list entries (Fig. 8b):

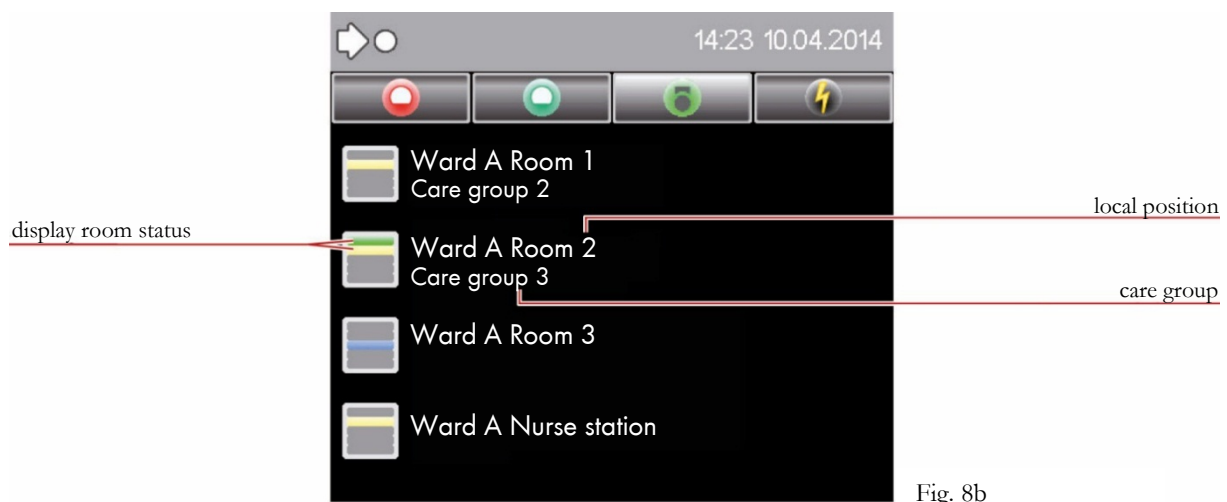


Fig. 8b

The room list contains the following information:

- display of all rooms in the particular ward, indicating any care group,
- display of all rooms in an interconnected ward to which no care group is assigned,
- attendance of staff and current calls from the respective rooms (Fig. 8c).

#### Status of the room

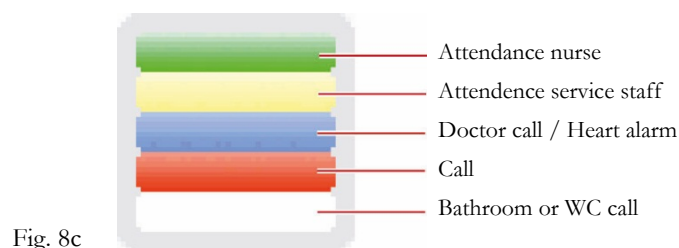


Fig. 8c

## Room list with care group filter

The care group offers the possibility of merging several rooms within a ward (or even across wards) into groups for nurse or service calls.

Since the duty room can have nursing groups that are not visible to the particular care area (these are not displayed on this Staff Terminal during a nurse or service call), it is possible to show these care groups.

## Display

Swipe to the right over the display screen in the selected room list. The room list with the care group filter will then appear (Fig. 9).

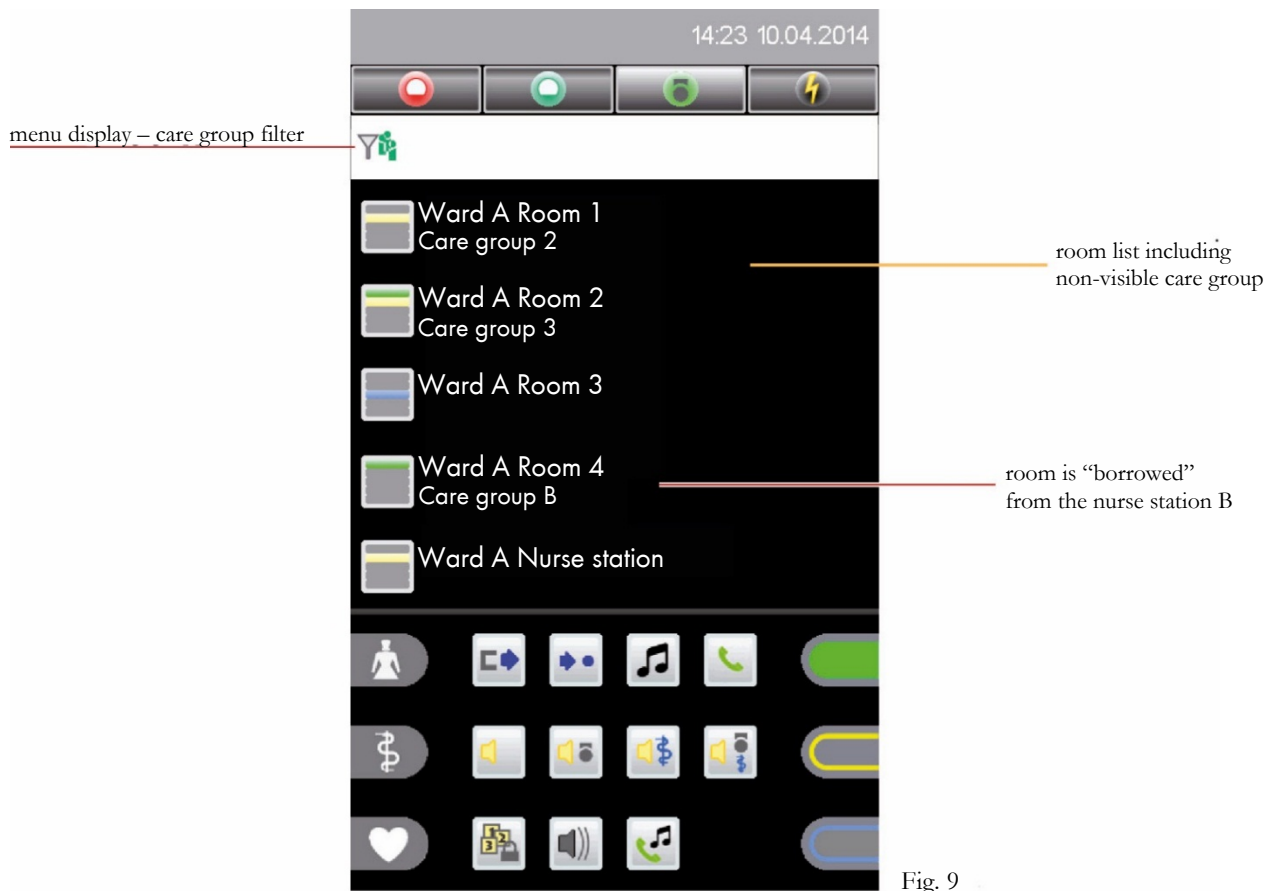


Fig. 9


In this example room 4 of particular ward A is now displayed with care group B (Fig. 8b - without this list entry). This room is „borrowed“ for the moment (depending on configuration, from ward B for example) until the care group assignment for this room is again cancelled in ward B. Room 4 will then be visible again in the room list of ward A.

You exit this list by swiping to the left over the display screen.

Tapping on a list entry takes you to the room overview (see Chapter 6).

### 4.3.2 Call list



To display the call list, go to the tab bar and tap on the tab with the  icon.

The tab for the current calls is opened (Fig. 10).

As soon as a call is initiated in the ward, the display automatically changes and the call is shown with details about the room or bed number and the type of call. If there are several calls simultaneously, the call with the highest priority is always displayed in the topmost position.

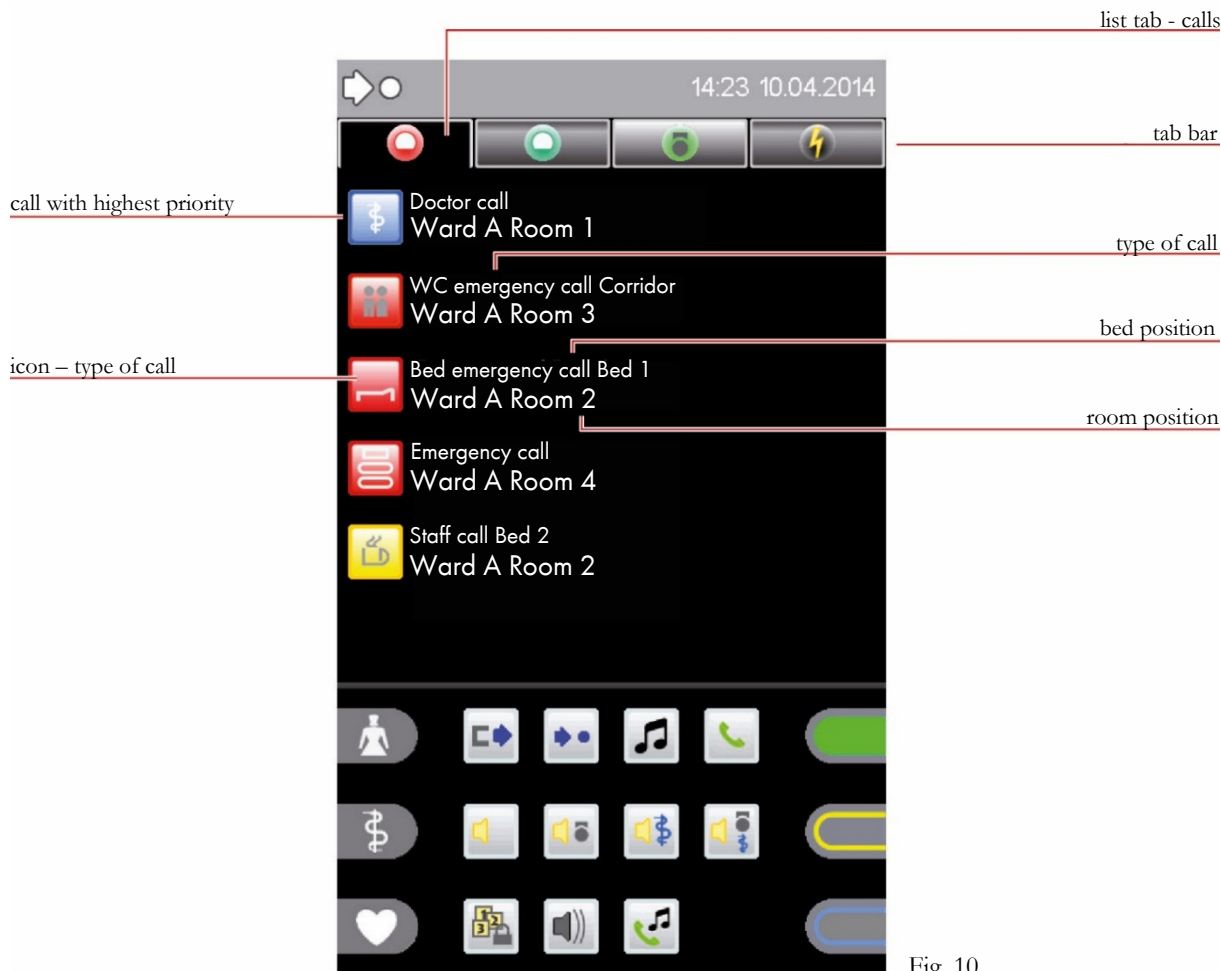



Fig. 10

Targeted querying of a call is done by tapping on a list entry (see Chapter 5.1)

### 4.3.3 Reminder list



To display the reminder list, go to the tab bar and tap on the tab with the  icon.

The tab for the current reminders is opened (Fig. 11).

This list is displayed like the room list but only those rooms of the care area are displayed which have activated a reminder.

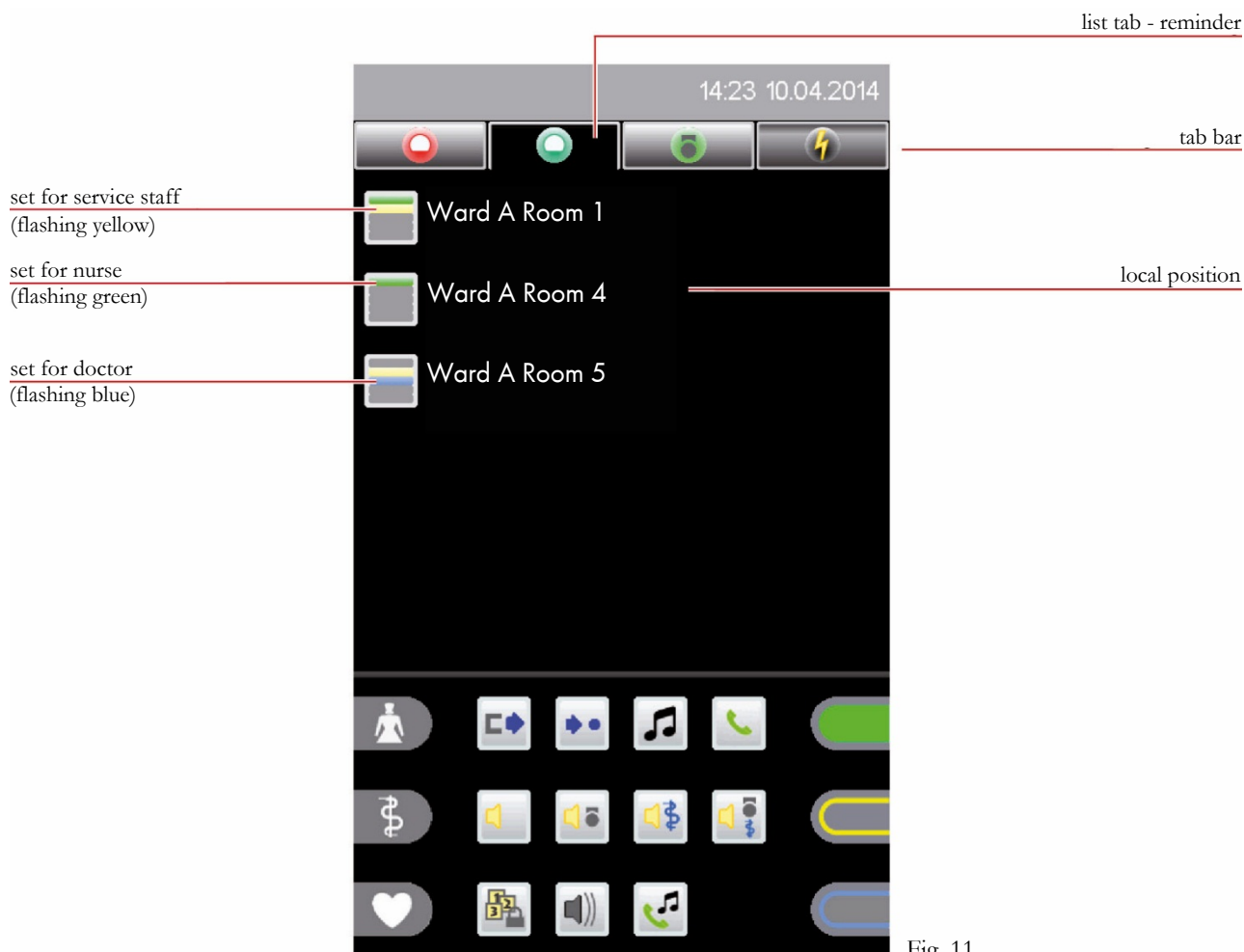



Fig. 11

Tapping again on the list tab will cause you to exit the reminder list and the room list to be displayed.



### 4.3.4 Attendance list



To display the attendance list, go to the tab bar and tap on the tab with the  icon.

The tab for the current attendances is opened (Fig. 12).

This list is displayed like the room list but only those rooms of the care area are displayed which have activated an attendance.

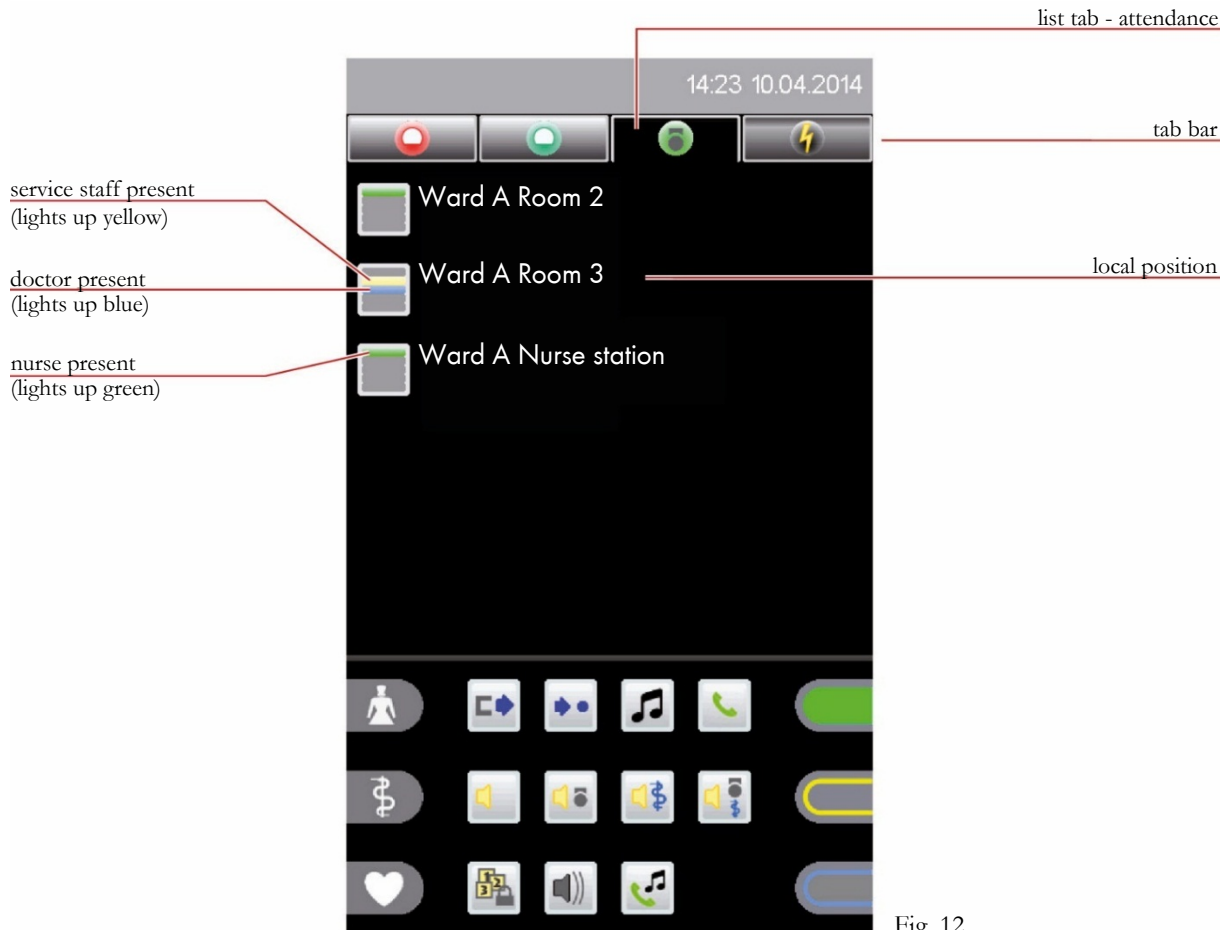



Fig. 12

Tapping again on the list tab will cause you to exit the attendance list and the room list to be displayed.

### 4.3.5 Error list



To display the error list, go to the tab bar and tap on the tab with the  icon. The tab for the current errors is opened (Fig. 13).

All malfunctions and faults in the care area are displayed in the error list. The list entry contains the type of error and the local position.

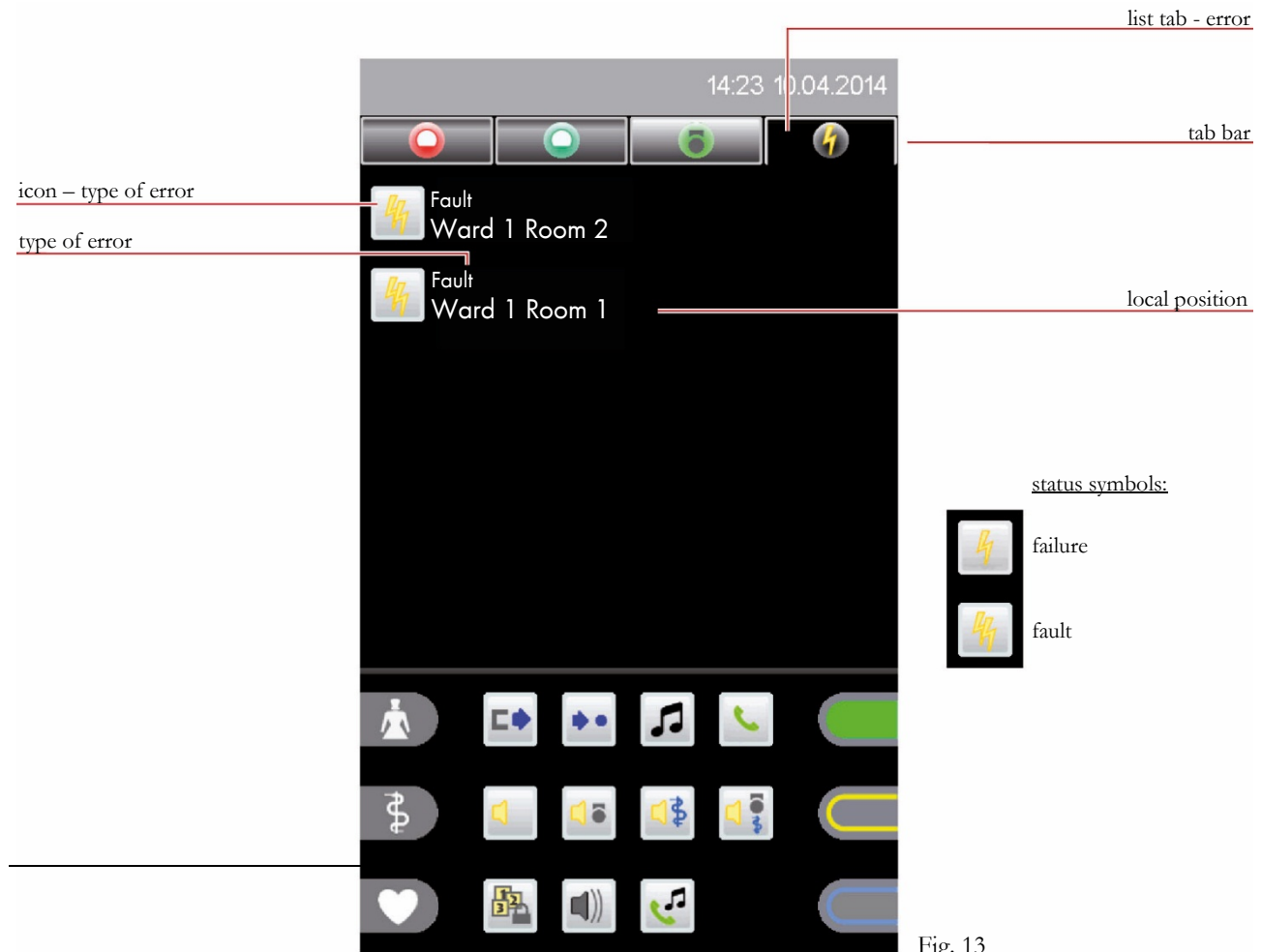


Fig. 13

Tapping again on the list tab will cause you to exit the error list and the room list to be displayed.

#### Error sound:

If there is a new error message in this list, the error sound is activated. The sound is deactivated when you open or exit the error list, the optical error indication remains until the troubleshooting.

The call sound has a higher priority than the error sound!

#### 4.4 Functional area

The functional area is divided into three areas. To the left or right margin of the display are the attendance or call icons (depending on system configuration).

In the middle area are the function icons which can be distributed on several display screen pages (optional). Swipe through the scroll bar on the bottom edge of the display to display content in all windows.

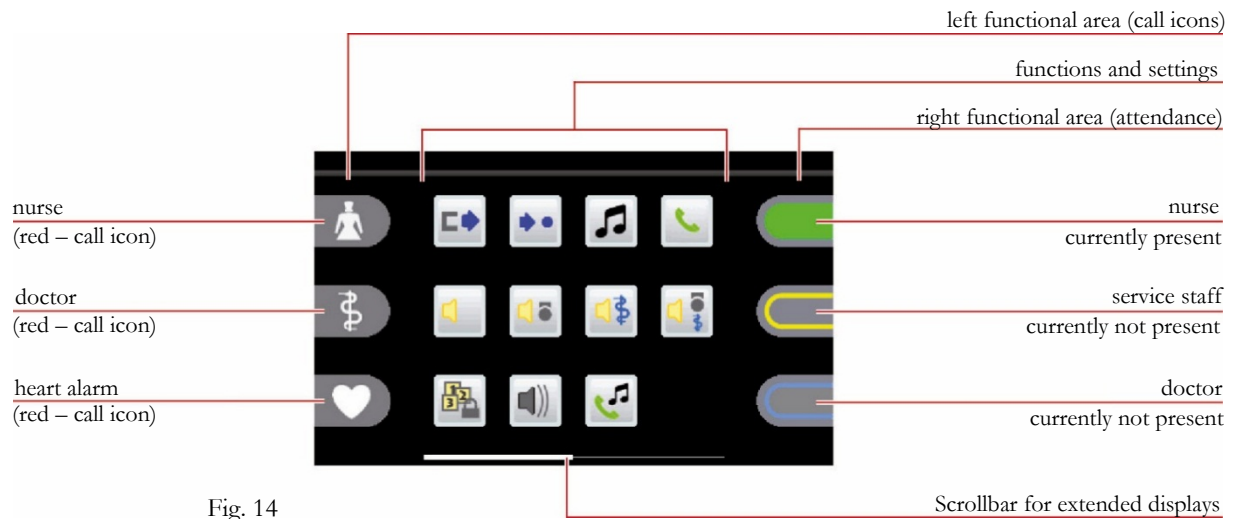


Fig. 14

#### 4.4.1 Attendance and call icons

Up to 3 icons (call or attendance) can be defined per page and these icons can be ordered arbitrarily (system configuration).

The icons can be laid down for the following functions:

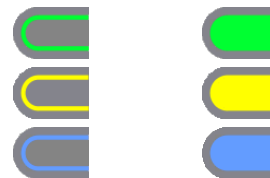
- attendance with defined staff (nurse, service staff or doctor),
- call initiation with a defined call (call or emergency call).

Call function inactive/active:



(active: continuous light during calls,  
flashing light during emergency calls)
















Attendance function inactive/active:



## 4.4.2 Function icons

The function icons are displayed in the middle part of the function area and can also be distributed on several display screen pages (see scroll bar). The display of function icons depends on the respective service level.

Possible displays in the standard mode (service level 0):

	Interconnection		
	Activation local centralisation		Deactivating local centralisation
	General announcement		Nurse announcement
	Doctor announcement		Staff announcement
	Telephone		Radio
	Ringtone		Volume
	Set time and date		Display setting
	Switch service level		Exit service level

(These and which actions they initiate are described in Chapter 8 „Functions“ or Chapter 9 „Settings“.)

Possible additional displays in service level 1 (depending on configuration):

	Error sound		Information
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Possible addition displays in service level 2: (depending on configuration):

	Ward reset		System reset
---	------------	---	--------------

## 5 Call display and reminder

### 5.1 Call display

As soon as a call is initiated in the ward, the display changes automatically and the call list is opened.

The call is shown with details about the room or bed number and the type of call (Fig. 15). If there are several calls simultaneously, the call with the highest priority is always displayed in the topmost position.

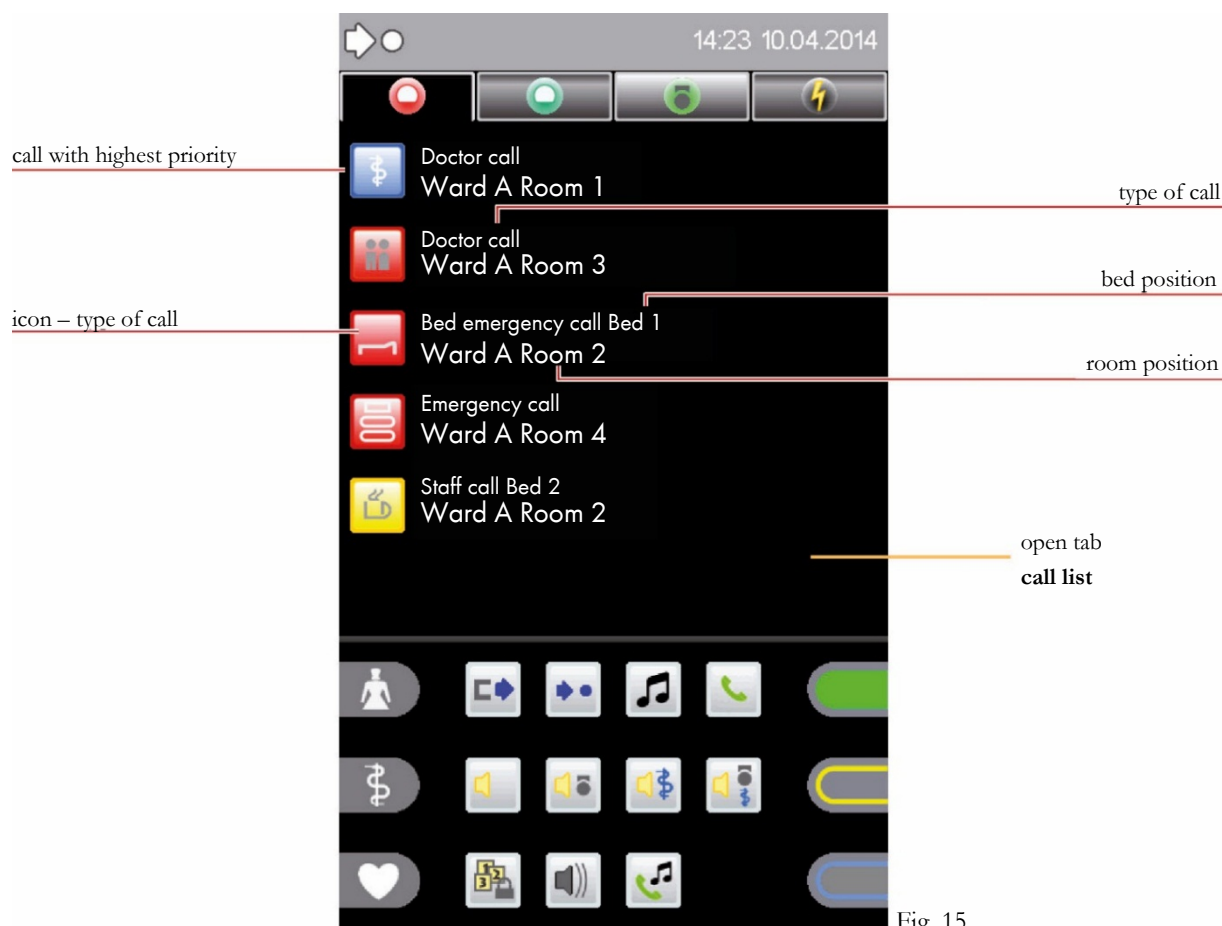
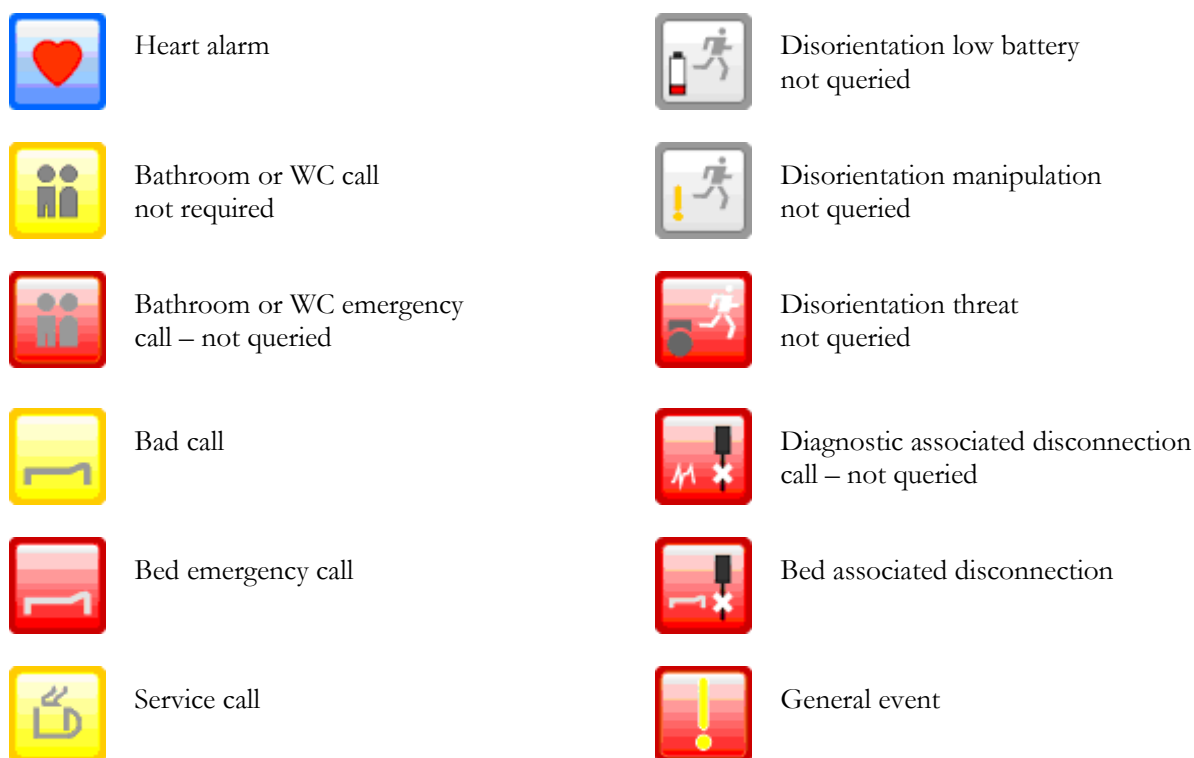


Fig. 15

The following type of call icons can be displayed:

	Room call		Diagnostic call not queried
	Room emergency call		Fire alarm not queried
	Doctor call		Disorientation alarm not queried

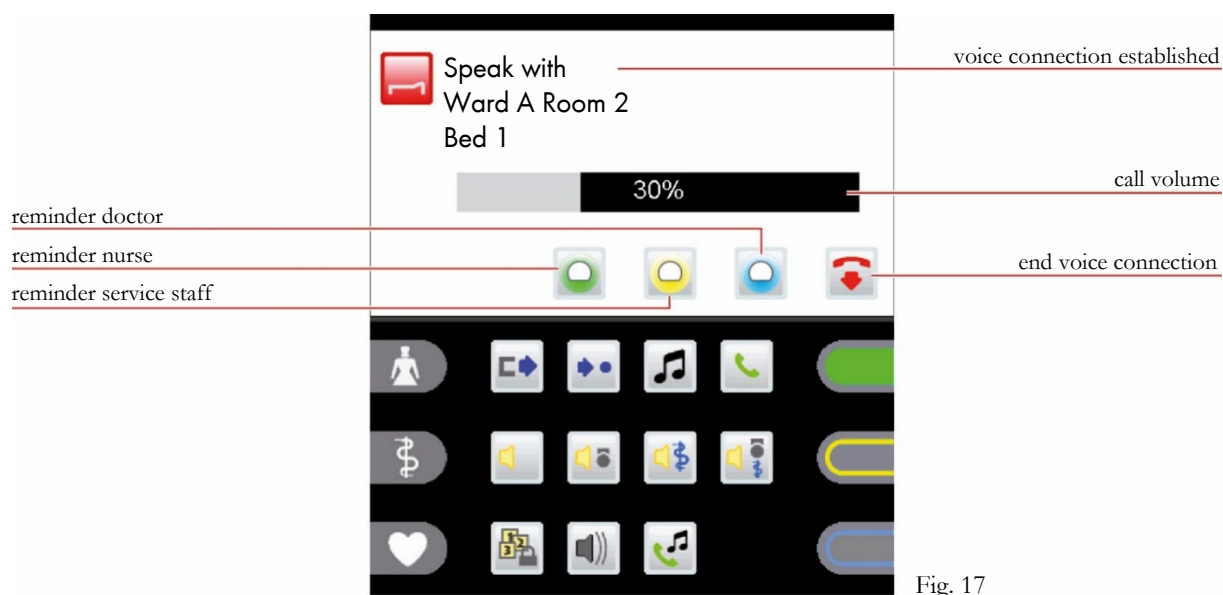


## 5.2 Call query

The following display shows the selected query of a bed emergency call (Fig. 16).




Tapping on the list entry queries the call and opens the menu (Fig. 17).






## Voice connection

Voice connection is established automatically by tapping on the call list entry.

The call volume (speaker/handset) can be changed during a conversation by tapping on the volume bar (Fig. 17).

Tapping on the  icon ends the voice connection immediately, and the connection is automatically cut after 2 minutes.

Tapping on the ,  or  icon sets a reminder for the nurse, service staff or doctor (Fig. 17 - also see Chapter 5.3 - Reminder).

## Call query without speaker phone

If speaking is impossible because of peripheral devices (e.g. toilet call), you cannot answer the call in question (Fig. 18a).



Fig. 18a

Tap on the list entry to query the toilet call. The menu is opened (Fig. 18b) and a warning signal is heard.

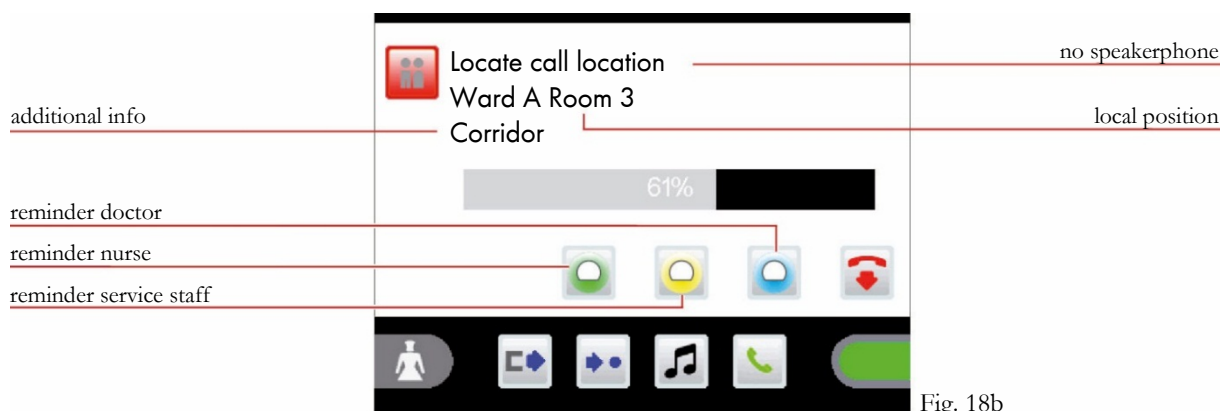



Fig. 18b

This call cannot be acknowledged by tapping on the  icon. You must look for the call position (Fig. 18b) and acknowledge the call on site.

Reminders can be set for service staff, nurses or doctors.

## 5.3 Reminder

This allows the identification of rooms after the call query if there is no answer from the caller, a call without voice connection is present, the busy tone is heard, other calls are queried before searching for the call position or calls to other persons (nurse, service staff or doctor) are transferred selectively.

Tap on a list entry in the call list. The menu opens (Fig. 19a).

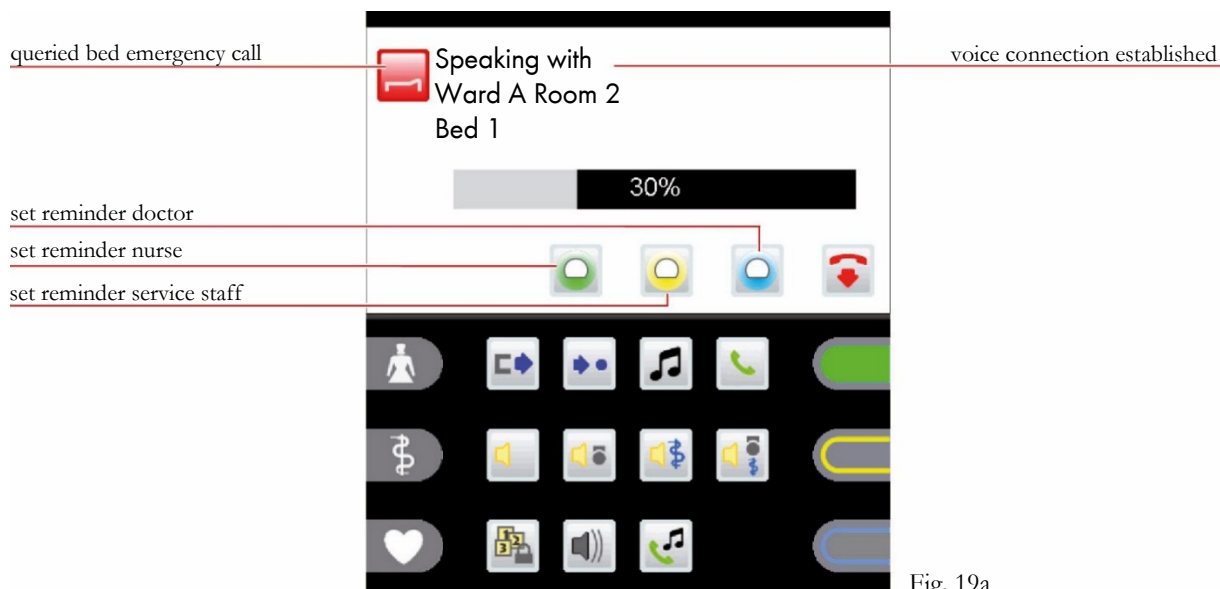


Fig. 19a

Tab on the respective icon to activate the reminder:



For the nurse

(status indication:



flashing green)



For the service staff

(status indication:



flashing yellow)



For the doctor

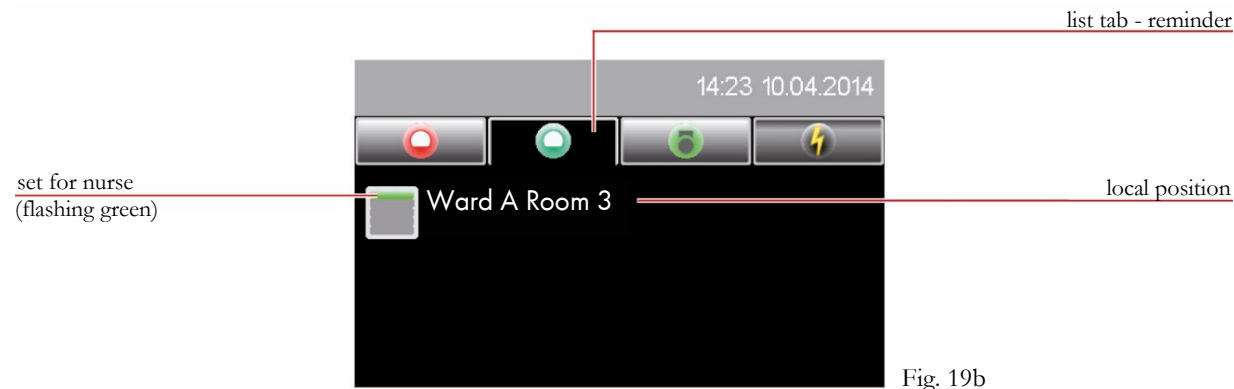
(status indication:



flashing blue)

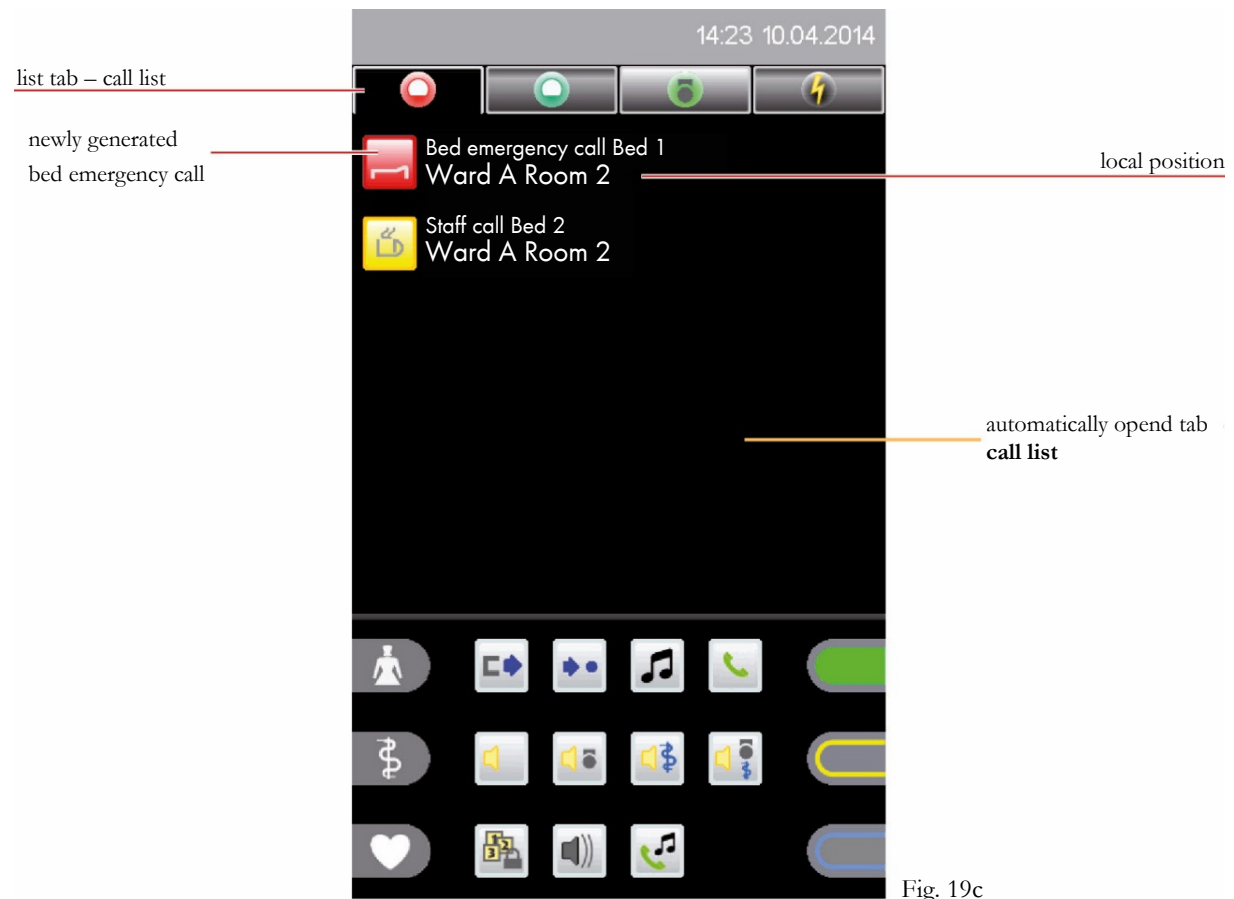


The list entry (current call) is removed from the call list and transferred to the reminder list (Fig. 19b).



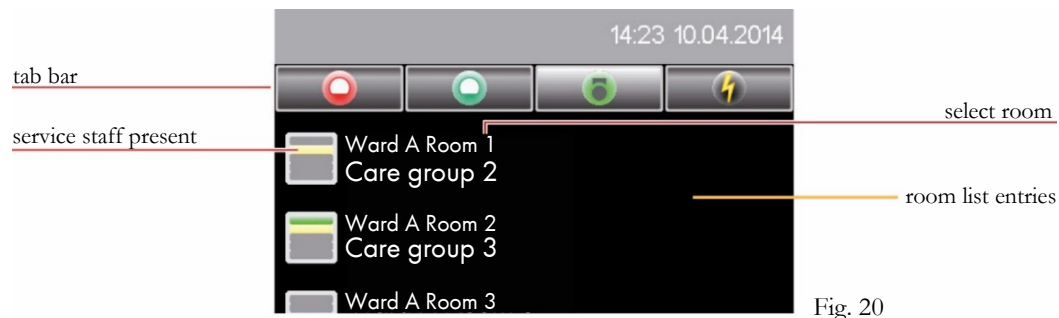
A reminder is always reset through the respective attendance button in the caller's room!

Calls that are put on hold via reminder and were not reset through the respective attendance button (in the caller's room) are automatically regenerated after a specific time and the call list opens (Fig. 19c).

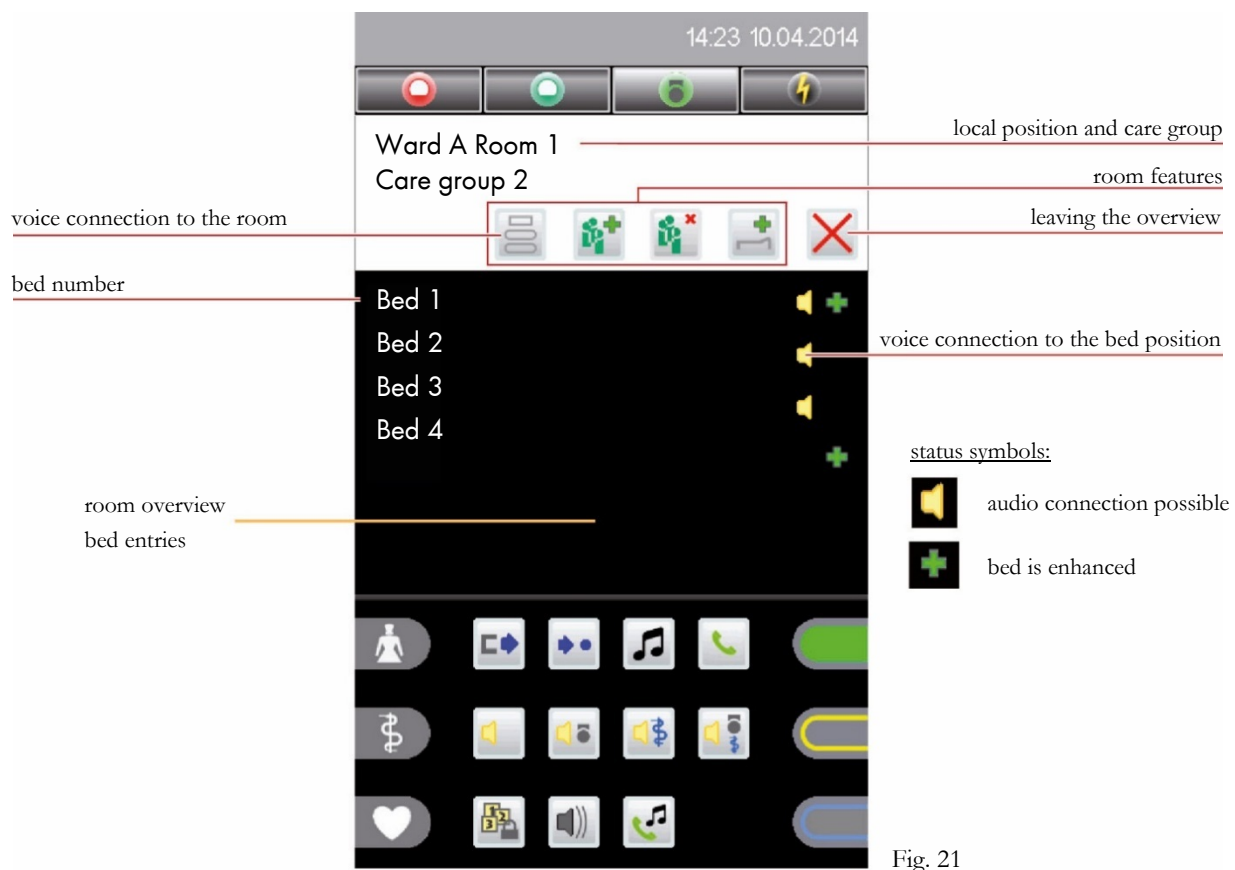



## 6 Room overview

After opening the room list (see Chapter 4.3.1) tap on the respective list entry (Fig. 20).



All beds existing in the room are displayed in the room overview (Fig. 21). All room features that you can apply to this room are displayed.



A voice connection to the communication terminal is established by tapping on the room  icon. Tap on a bed number to establish a voice connection directly to a patient.

## 6.1 Room features

The following features can be executed for a room:



Assign care group



Cancel care group assignment



Bed enhancement



Voice connection to the room

### 6.1.1 Assigning care groups



The care group offers the possibility of merging certain rooms within a ward (or even across ward) into group for nurse or service calls.

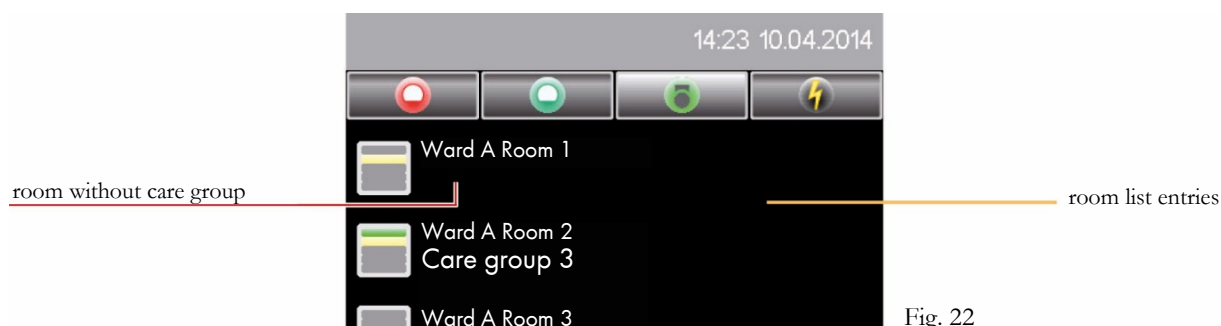


Fig. 22

In the example (Fig. 22) no care group is assigned to room 1 in ward A.

Tap on this room list entry. The room overview is opened (Fig. 23a).

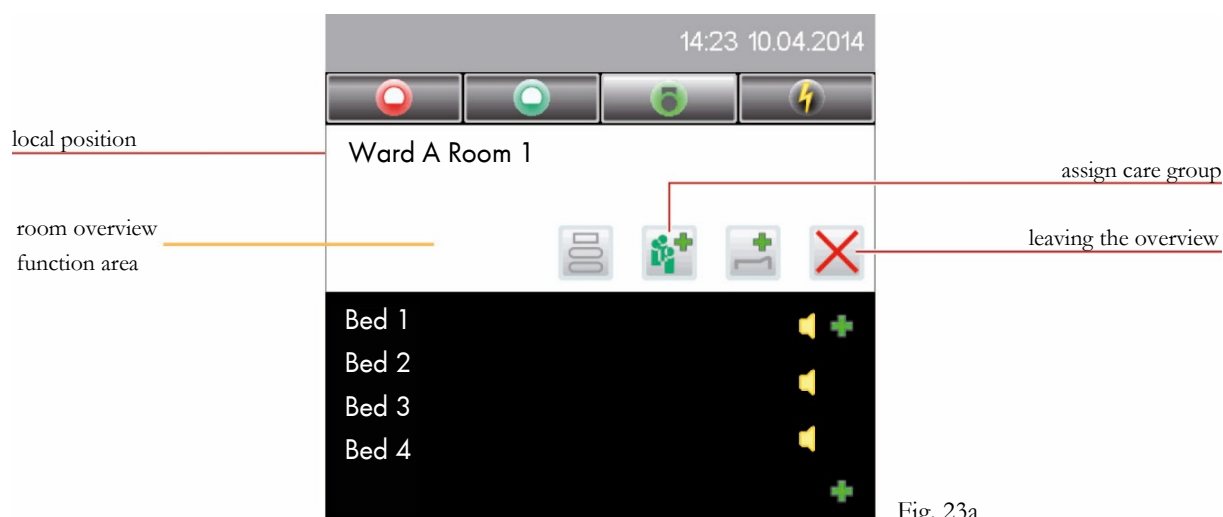

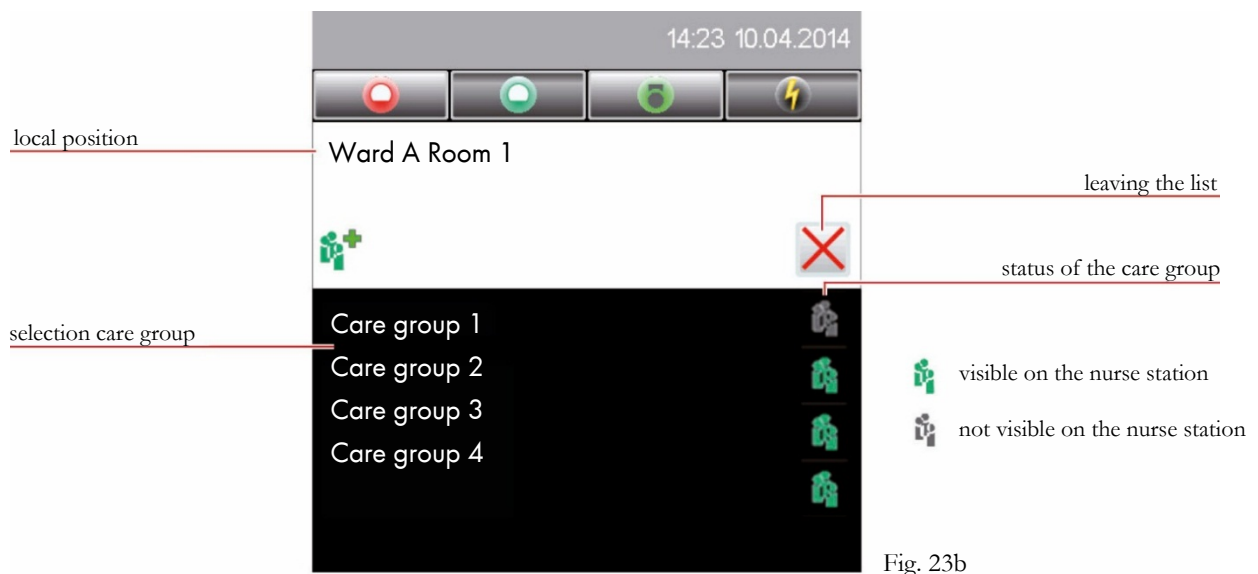


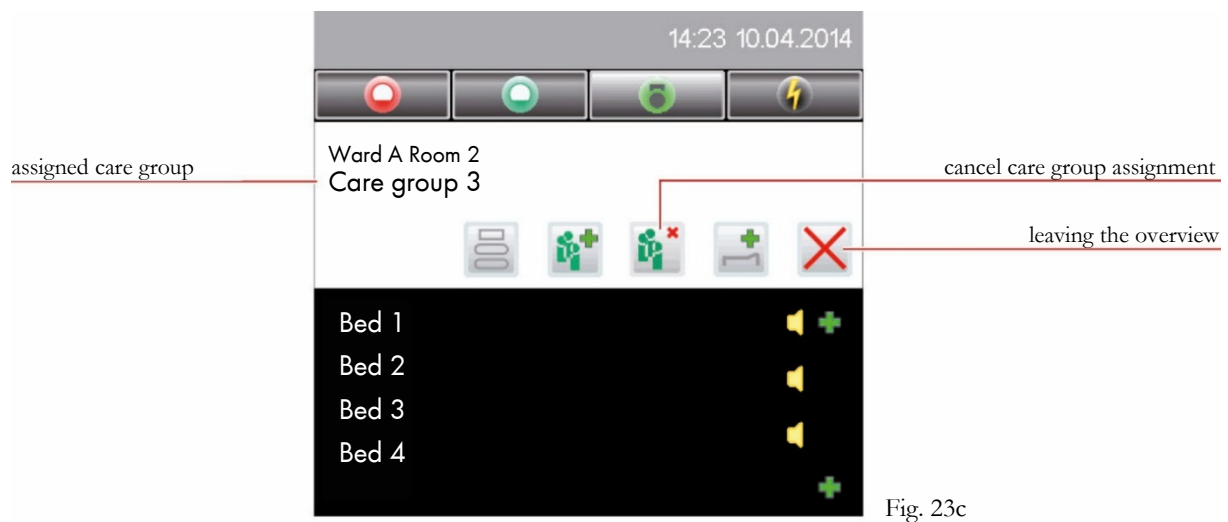
Fig. 23a


Tapping the  icon opens the nursing group lists.

This care group is assigned to the selected room by tapping on the respective care group in this list (Fig. 23b).



The selected care group is displayed in the room overview (Fig. 23c).



The care group assignment in the respective rooms is cancelled by tapping on the  icon.

### 6.1.2 Bed enhancement



For critically ill or freshly operated patients, for example, the call priority can be set upwards.

Using this function bed enhancement can be activated or deactivated for the respective patient's bed in the selected room.

After opening the room overview (Fig. 24) tap on the  icon. This will open the bed enhancement menu (Fig. 24b).

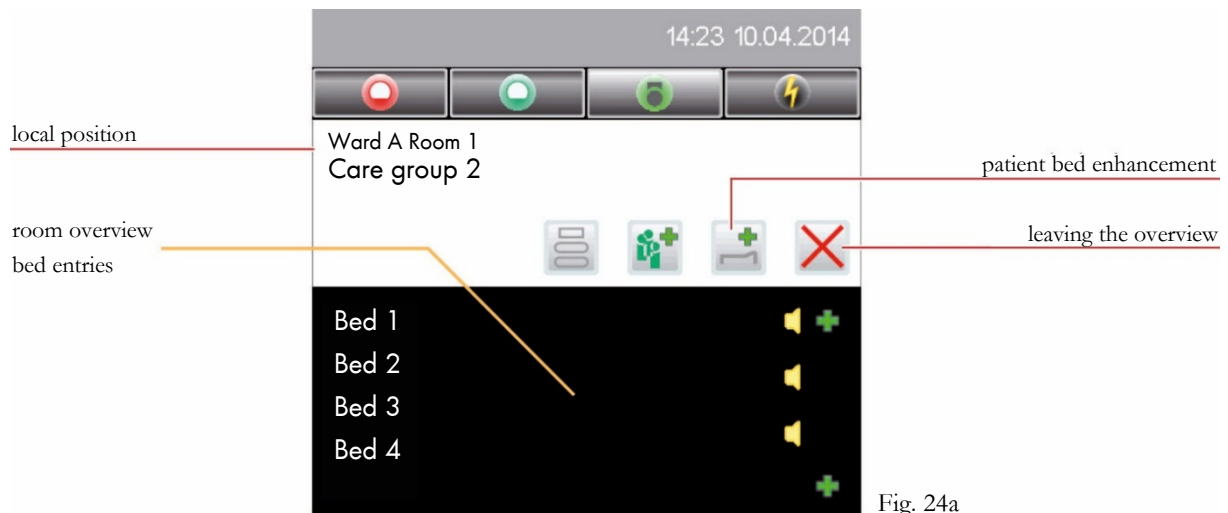


Fig. 24a

Tap on the respective bed position in the selection list. This will change the status (Fig. 24b).

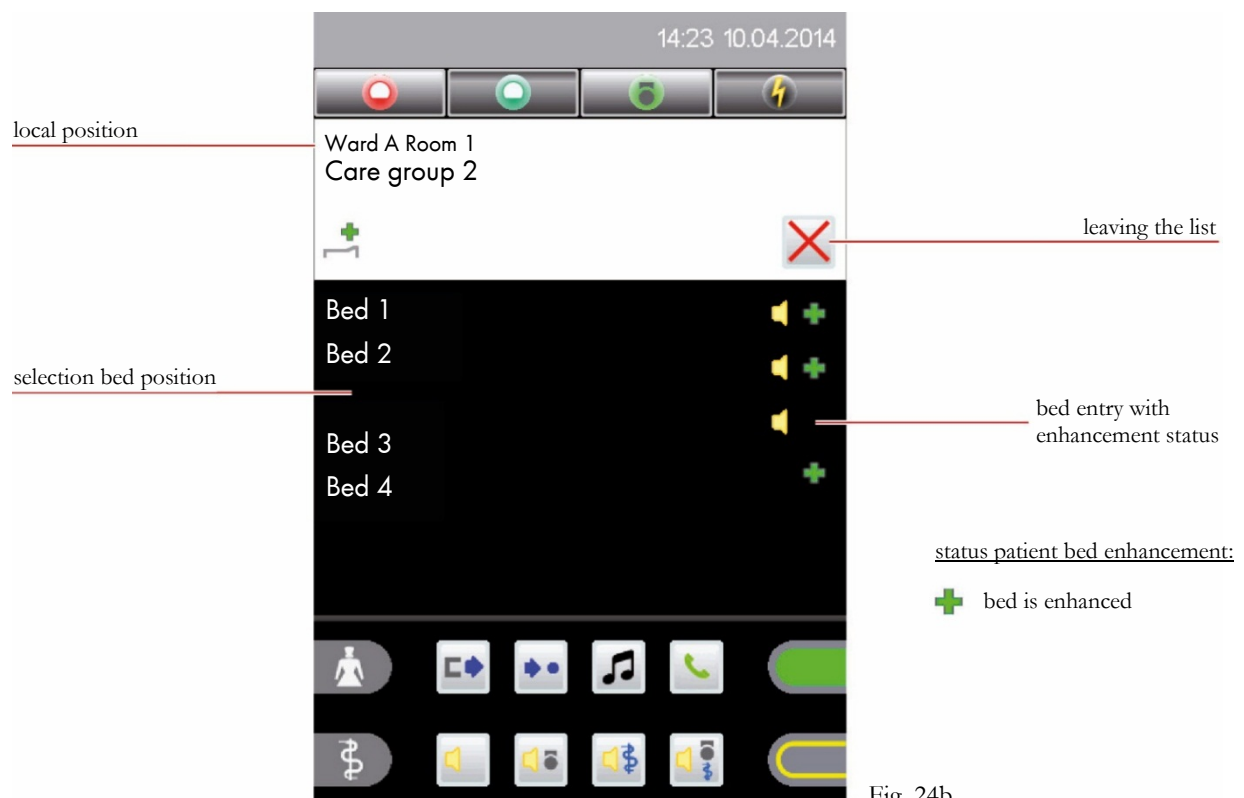


Fig. 24b

## 7 Voice connection

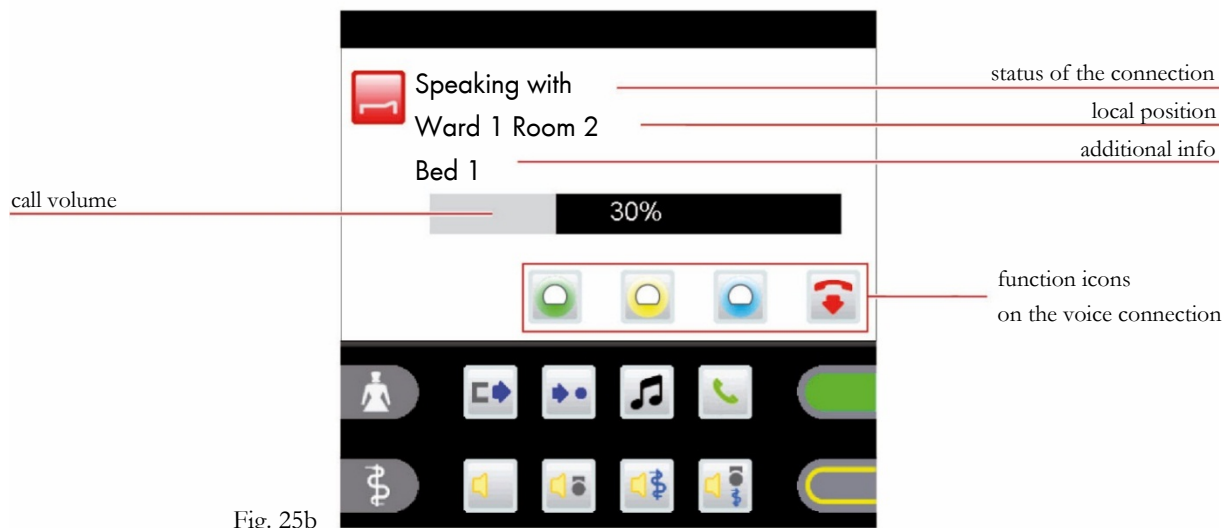
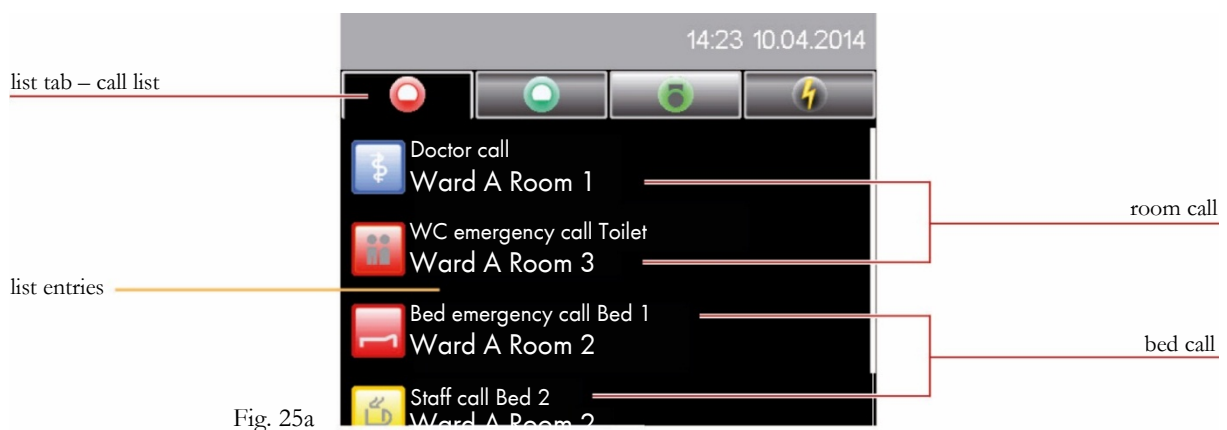
A voice connection can be established through a call query or through the room list (active calling of a room or patient terminal) by pressing on a list entry.

### Hands-free calling

Hands-free calling is activated if the handset is placed in the slot provided for it on the Staff Terminal. If the handset is lifted, you can only speak through the handset.

### 7.1 Voice connection via call query

Voice connection through the call list (Fig. 25a) is established directly by tapping on the list entry (Fig. 25b).



The call volume (speaker/handset) can be changed during a conversation by tapping on the volume bar (Fig. 25b).

## Functions during call query:



End voice connection



Set reminder nurse



Set reminder staff



Set reminder doctor

## 7.2 Active voice connection via room list

Open the room list as described in Chapter 4.3.1. (Fig. 26).

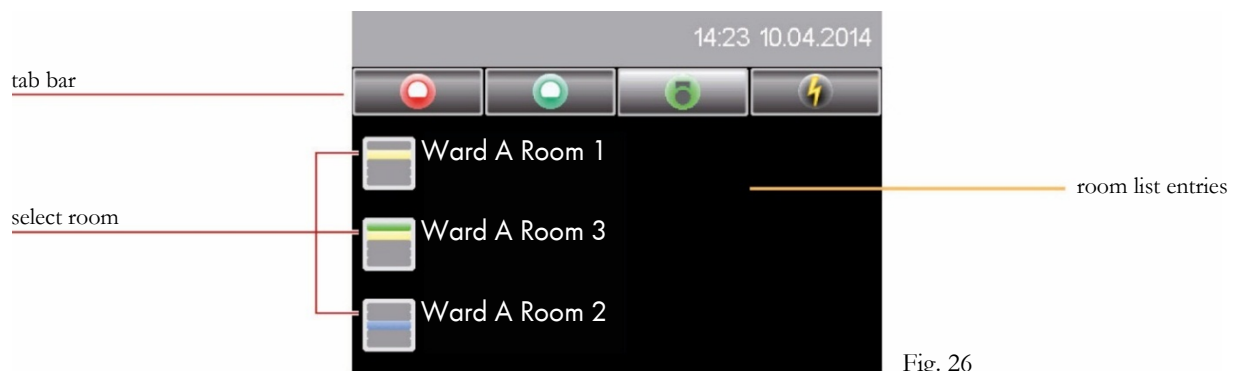


Fig. 26

Tap on a list entry. The room overview opens (Fig. 27).

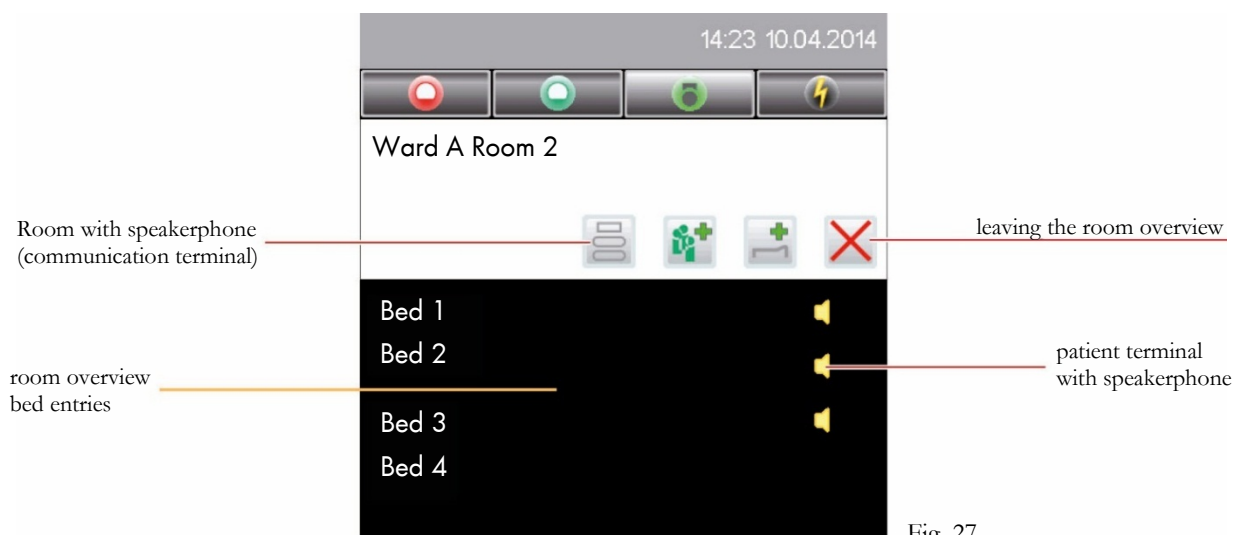
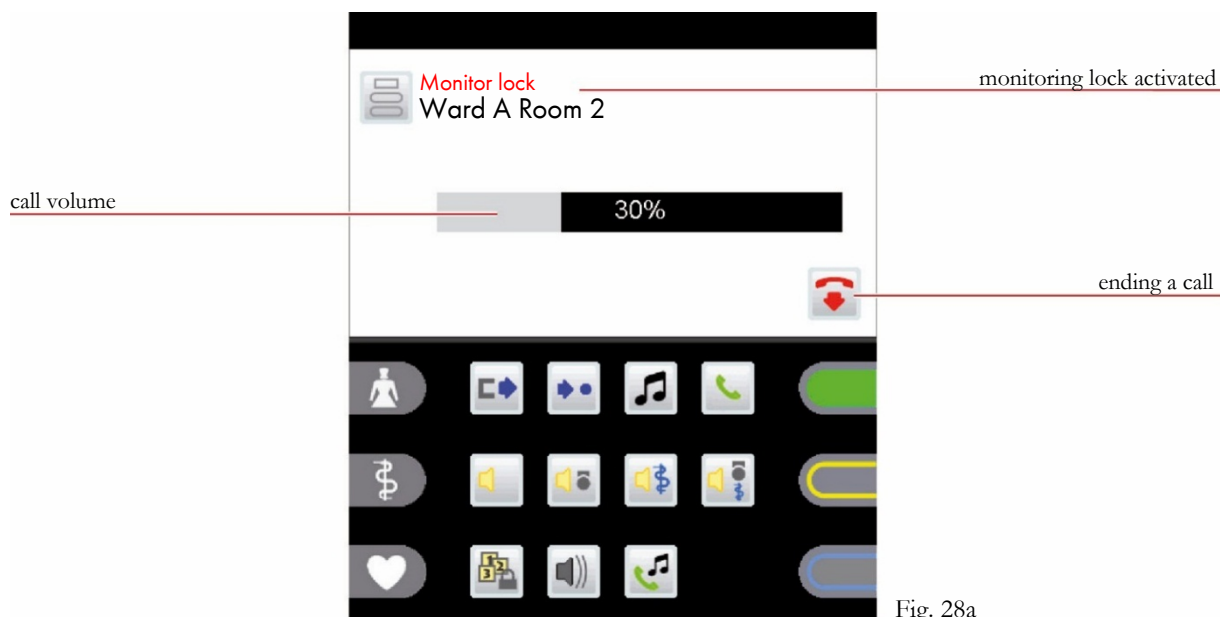


Fig. 27

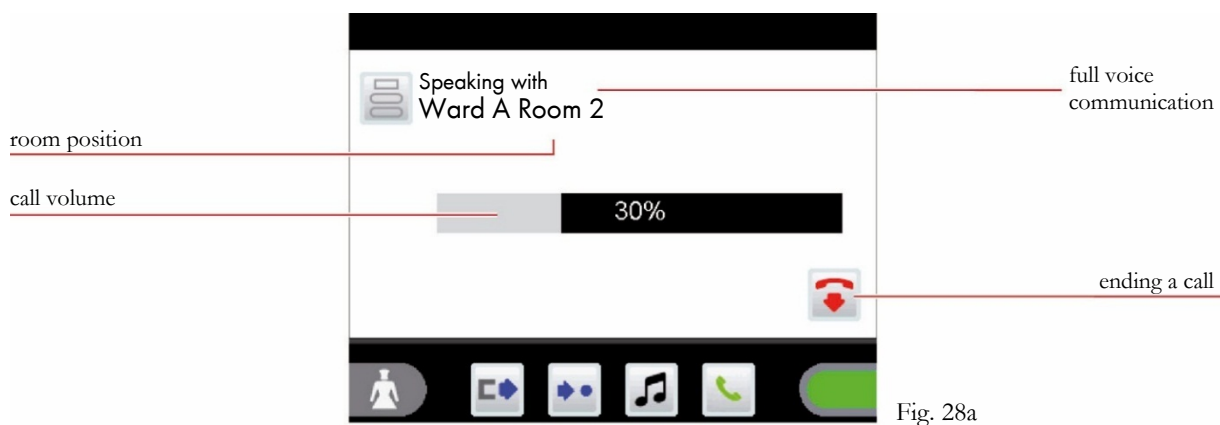
Tap either on the  icon to call the room terminal (communication terminal) or on a bed entry to call a patient terminal.


## 7.2.1 Calling a room (communication terminal)

Tap on the icon in the room overview (see fig. 27). The voice connection is established. (Fig. 28a).



The monitoring lock is automatically activated at the beginning of every call so that individual rooms cannot be monitored. Pressing on the red call button on this communication terminal cancels this lock so that there is full voice communication (Fig. 28b).

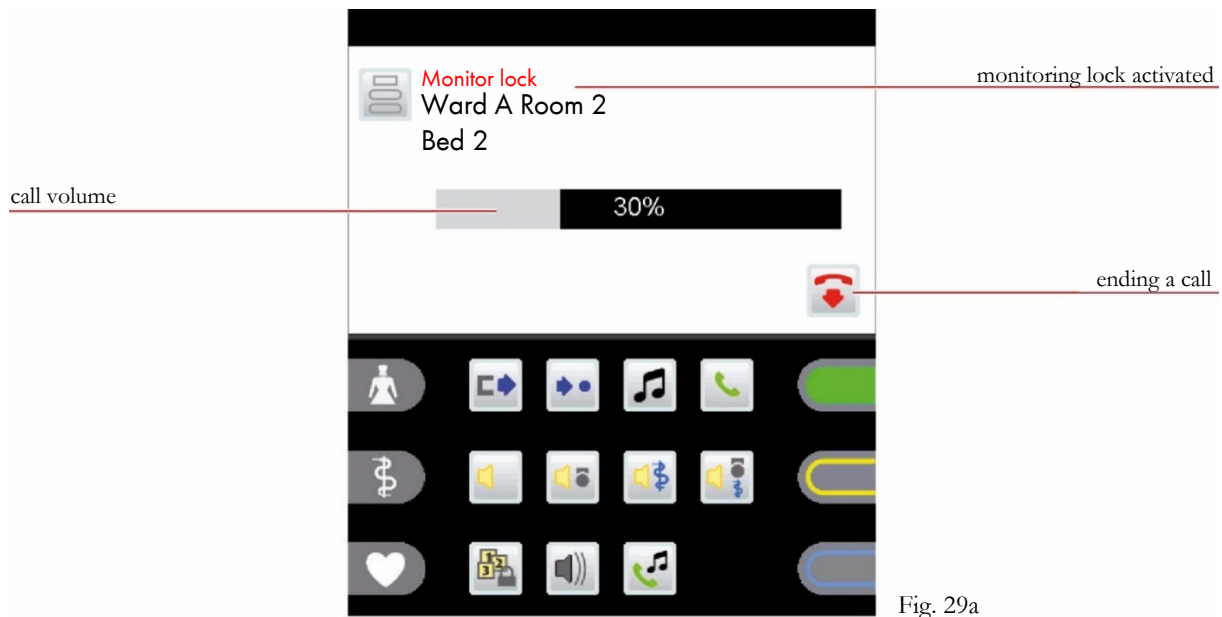


The call volume (speaker/handset) can be changed during a conversation by tapping on the volume bar. The conversation can be ended either on the communication terminal or on the Staff Terminal (hanging up or tapping on the  icon), and the voice connection is automatically cut after 2 minutes.

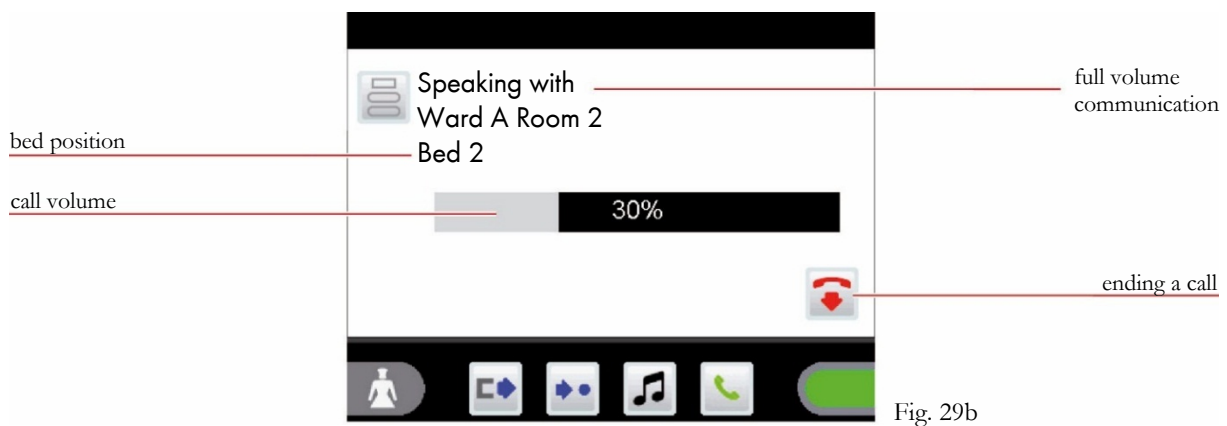


## 7.2.2 Calling a bed terminal (patient terminal)

Tap on a bed entry with speaker phone (🔊 icon) in the room overview (see fig. 27). The voice connection is established (Fig. 29a).



The monitoring lock is automatically activated at the beginning of every call so that individual bed positions cannot be monitored. Pressing the red call button on the respective patient terminal cancels this lock so that there is full voice communication (Fig. 29b).



The call volume (speaker/handset) can be changed during a conversation by tapping on the volume bar.


The conversation can be ended only on the Staff terminal by hanging up or by tapping on the 📞 icon, and the voice connection is automatically cut after 2 minutes.

## 8 Functions

### 8.1 Interconnection of words

This allows the formation of care areas, which consist of two or more wards. The indication, call forwarding and query option of every call is then extended in accordance with the priorities set to all ward terminals and communications terminals in this area.

#### 8.1.1 Interconnection inactive

Tap on the  icon in the functional area to open the interconnection list.

If there is still no active interconnection between a particular ward and another ward, a list of possible wards with which they can interconnect is offered (Fig. 30). Tapping on the desired ward in the list entry activates the ward interconnection.

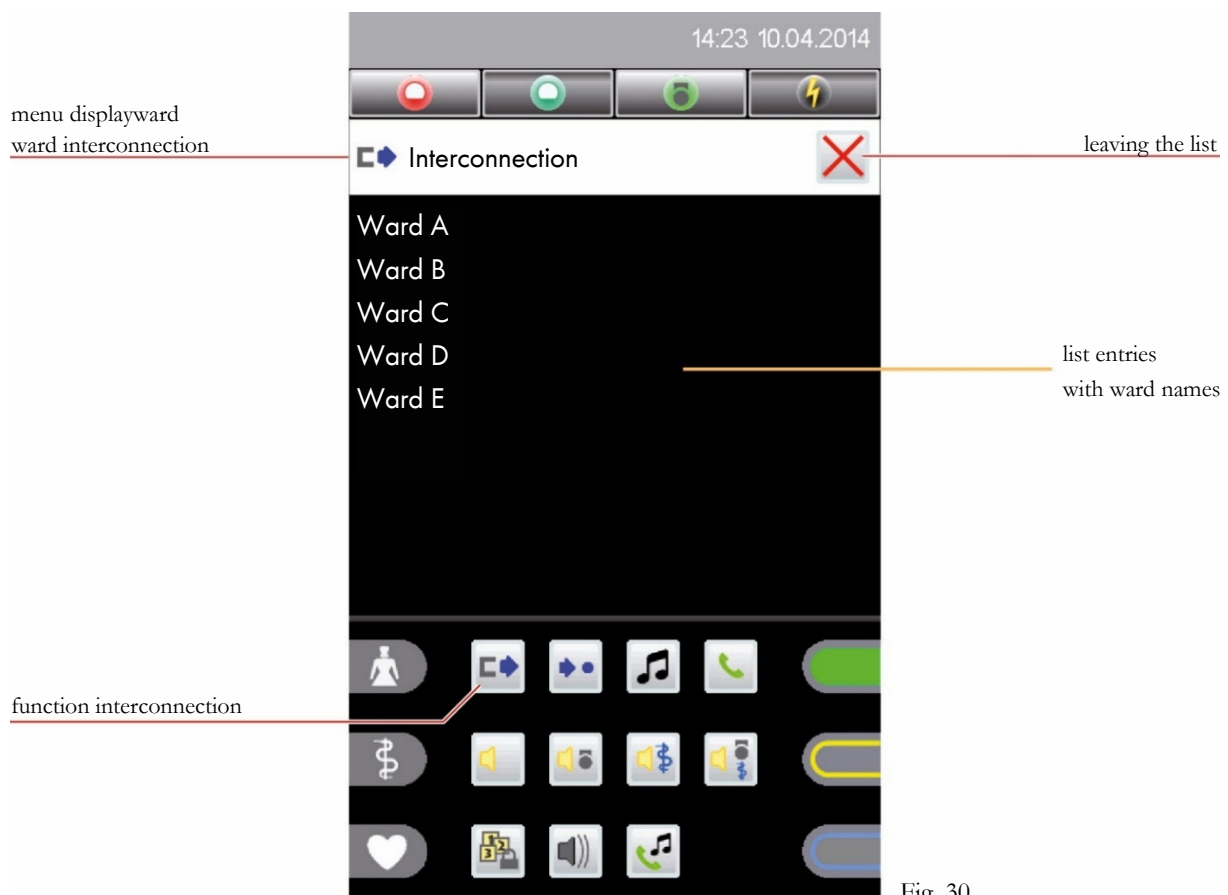


Fig. 30



The  icon appears in the status bar (Fig. 31).



Fig. 31

### 8.1.2 Active interconnection

Tap on the  icon in the functional area to open the interconnection list.

If a particular ward is already interconnected with another ward, all wards that are in the same ward group are displayed.

After your ward can only be connected to another ward (for example, ward C), this example shows that ward C and/or D has likewise activated a ward interconnection (Fig. 32).

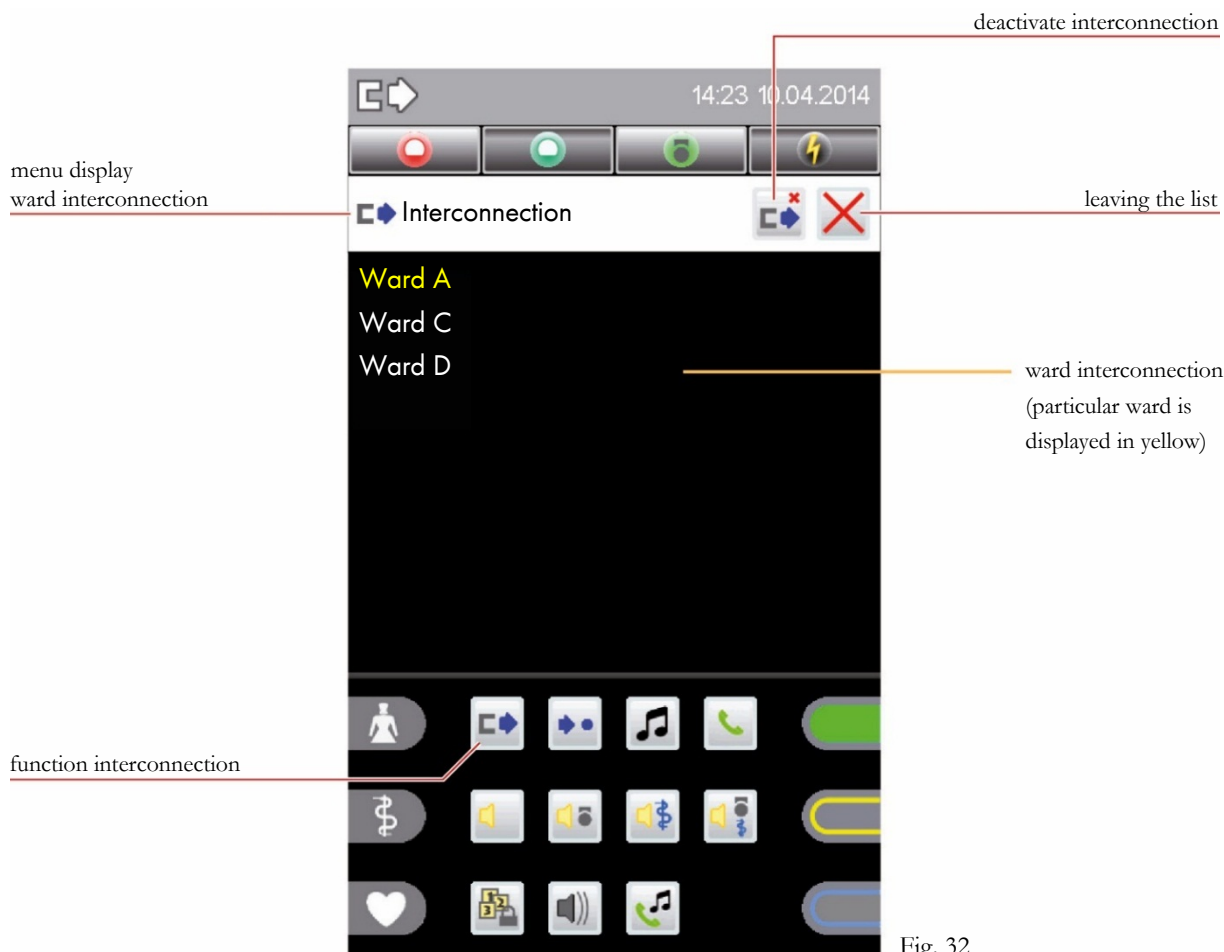




Fig. 32

In this view the ward interconnection can be cancelled by tapping on the  icon.

### 8.1.3 Passive interconnection

If an interconnection to a particular ward was activated from another ward, this is displayed in the status line (Fig. 33a).

Tap on the  icon in the functional area to open the interconnection list.

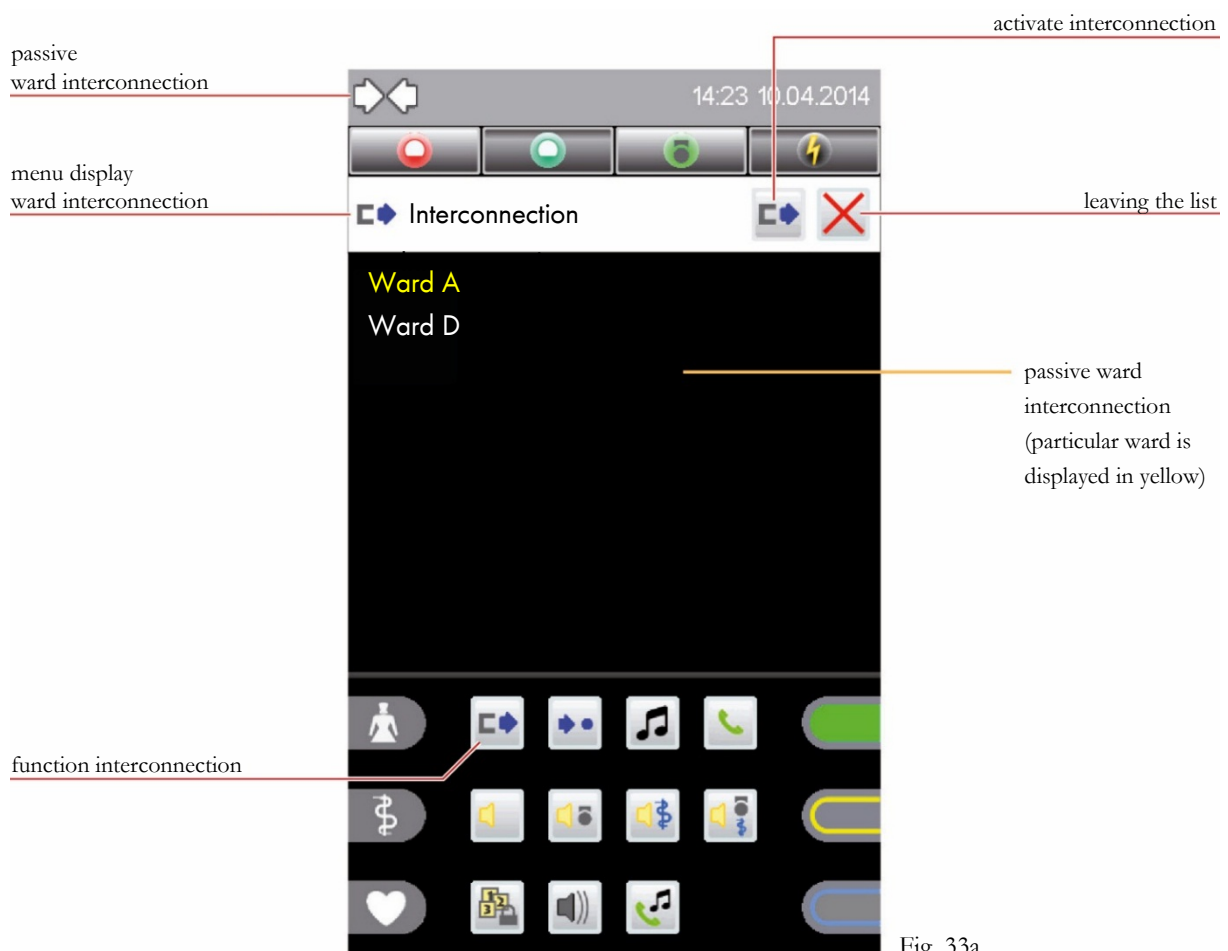

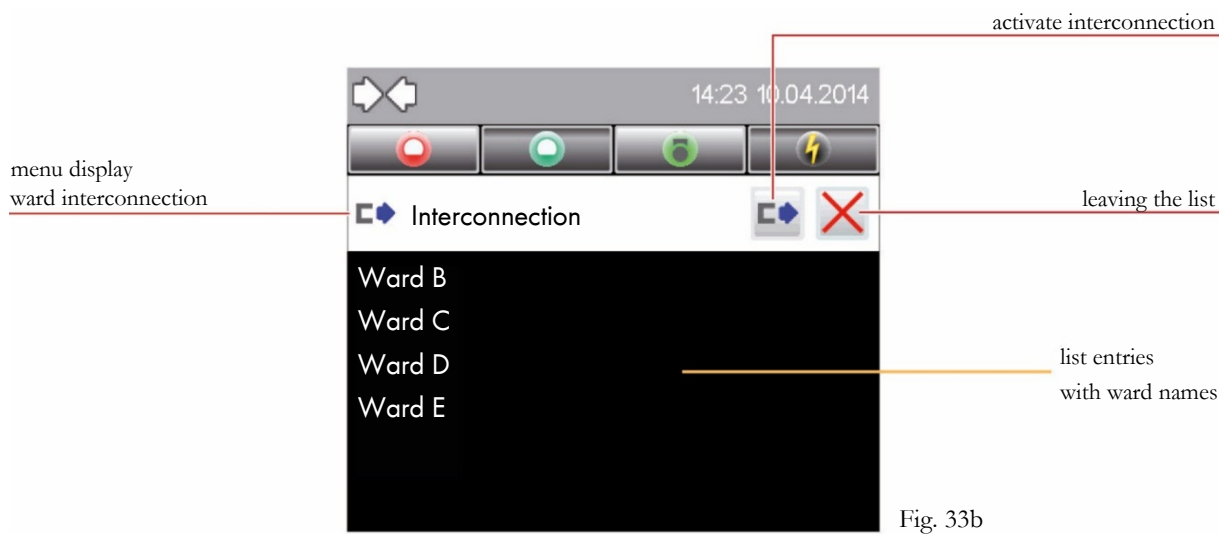


Fig. 33a

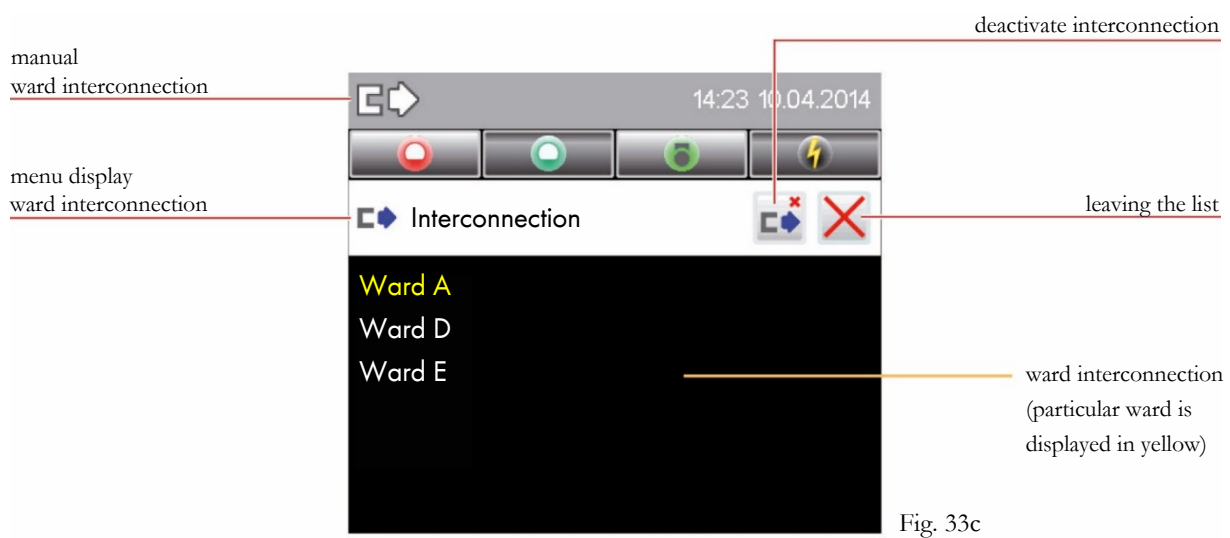
In this example, ward D has activated a ward interconnection to particular ward A.



Tap on the  icon in the menu display of the ward interconnection to activate another interconnection.


The interconnection list opens (Fig. 33b).



Tapping on the desired ward (for example, ward E) in the list entry activates the ward interconnection (Fig. 33c).



In the status bar the  icon for passive interconnection changes to the  icon for manual interconnection (Fig. 33c).

In this view the ward interconnection can be cancelled by tapping on the  icon.

## 8.2 Centralization

With local centralization all events in your entire ward is more centrally displayed on the Staff Terminal. Call forwarding to the communication terminals is blocked.

The displayed icon in the function box depends on the status of local centralization.




Tapping on the icon activates local centralization.



Tapping on the icon deactivates local centralization.

### 8.2.1 Activating centralization



Tap on the  icon in the functional area to open the menu (Fig. 34).

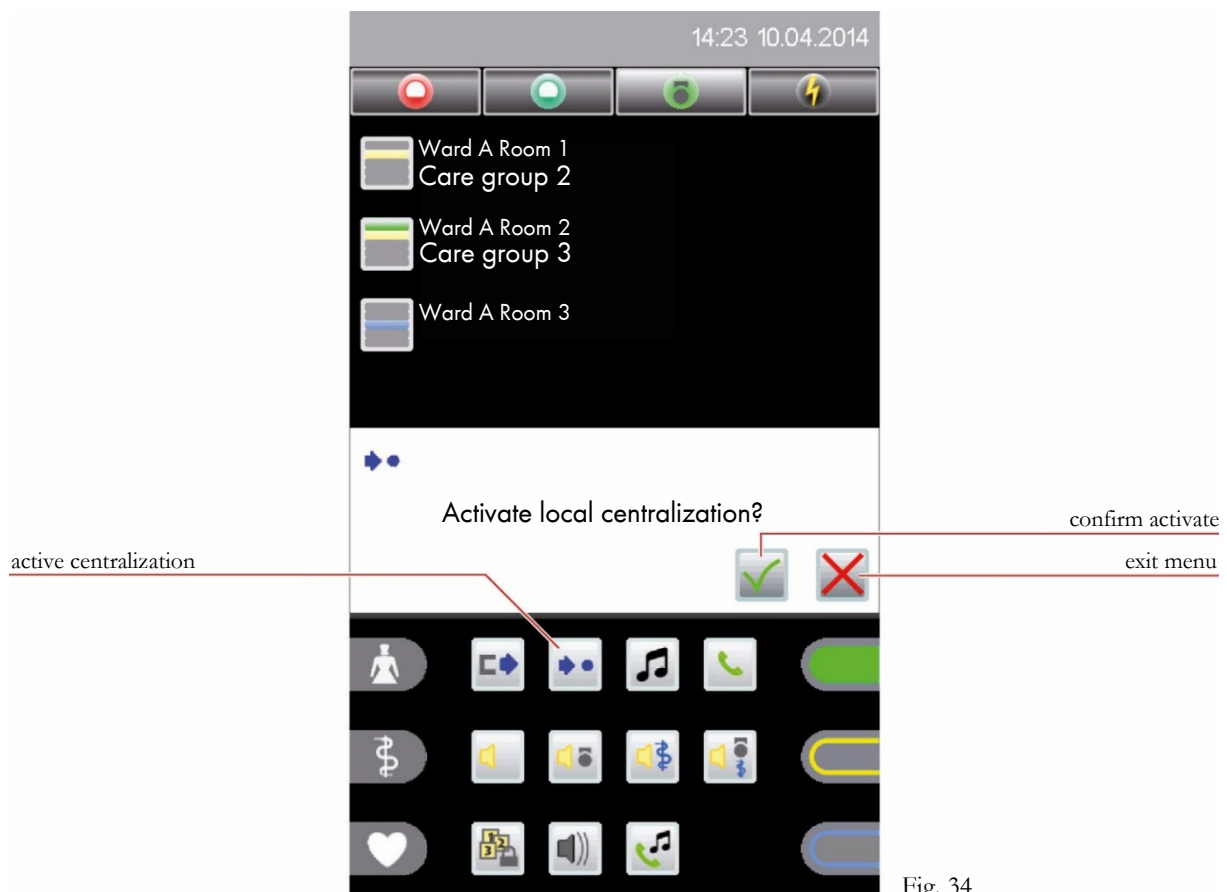


Fig. 34

To prevent an operating error from activating centralization, the security question must be confirmed before the activation (Fig. 34).

## 8.2.2 Deactivating centralization

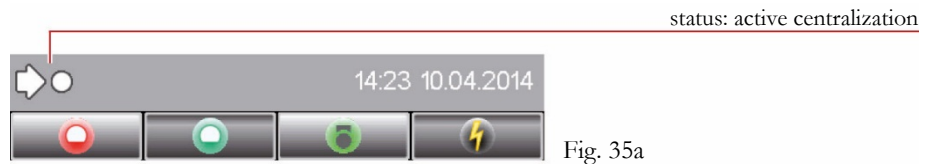



Fig. 35a

The icon for active centralization is visible in the status bar (Fig. 35a). Tapping on the  icon deactivates it (Fig. 35b).

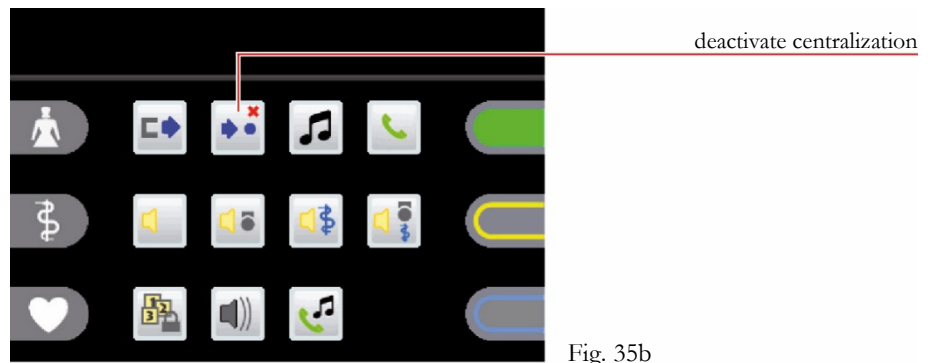


Fig. 35b

To prevent an operating error from deactivating centralization, the security question must be confirmed before the deactivation (Fig. 35c).

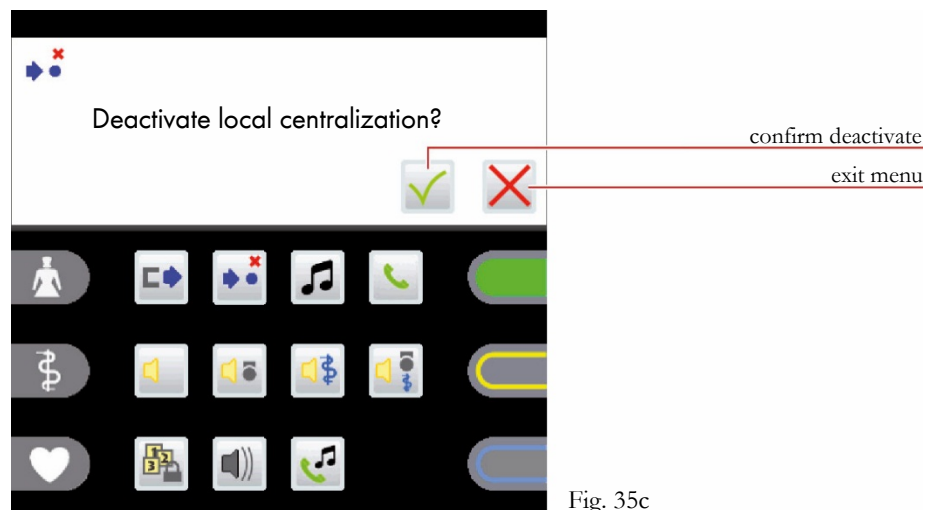


Fig. 35c

Centralization is automatically deactivated in the following events:

- if the ward is interconnected with another ward,
- if a call is forwarded to a particular ward.

### 8.3 Announcements

Announcements can be made either with the handset on the hook through the built-in microphone or through the handset itself.



#### General announcement

An announcement is made to all rooms in the care area.



#### Nurse announcement

An announcement is made to all rooms in the care area where nurse or service staff attendance was activated.



#### Doctor announcement

An announcement is made to all rooms in the care area where doctor attendance was activated.



#### Staff announcement

An announcement is made to all rooms in the care area where nurse, service staff or doctor attendance was activated.

Tap on the respective announcement icon in the functional area to start the announcement (Fig. 36).

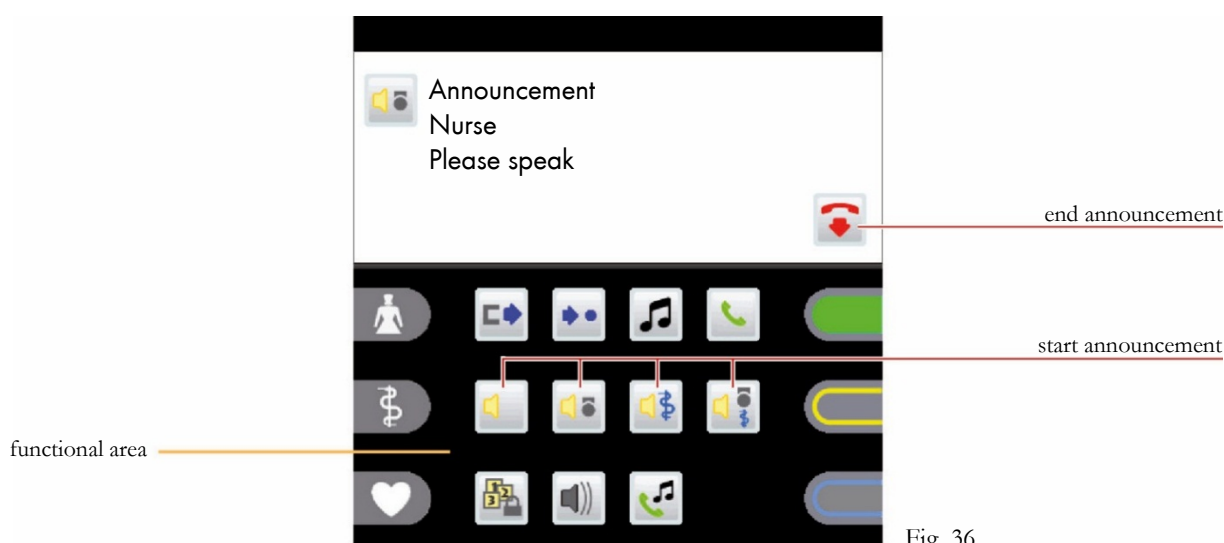


Fig. 36

The announcement can be terminated either by tapping on the  icon or by hanging up.

The base volume of the particular speaker when receiving an announcement can be adjusted (see Chapter 9.2 - Settings/Volume).



## 8.4 Telephone



### 8.4.1 Call setup

Tap on the icon in the functional area to open the menu (Fig. 37a).

In the active area tap on the number icons **0** - **9** to select the respective call numbers.

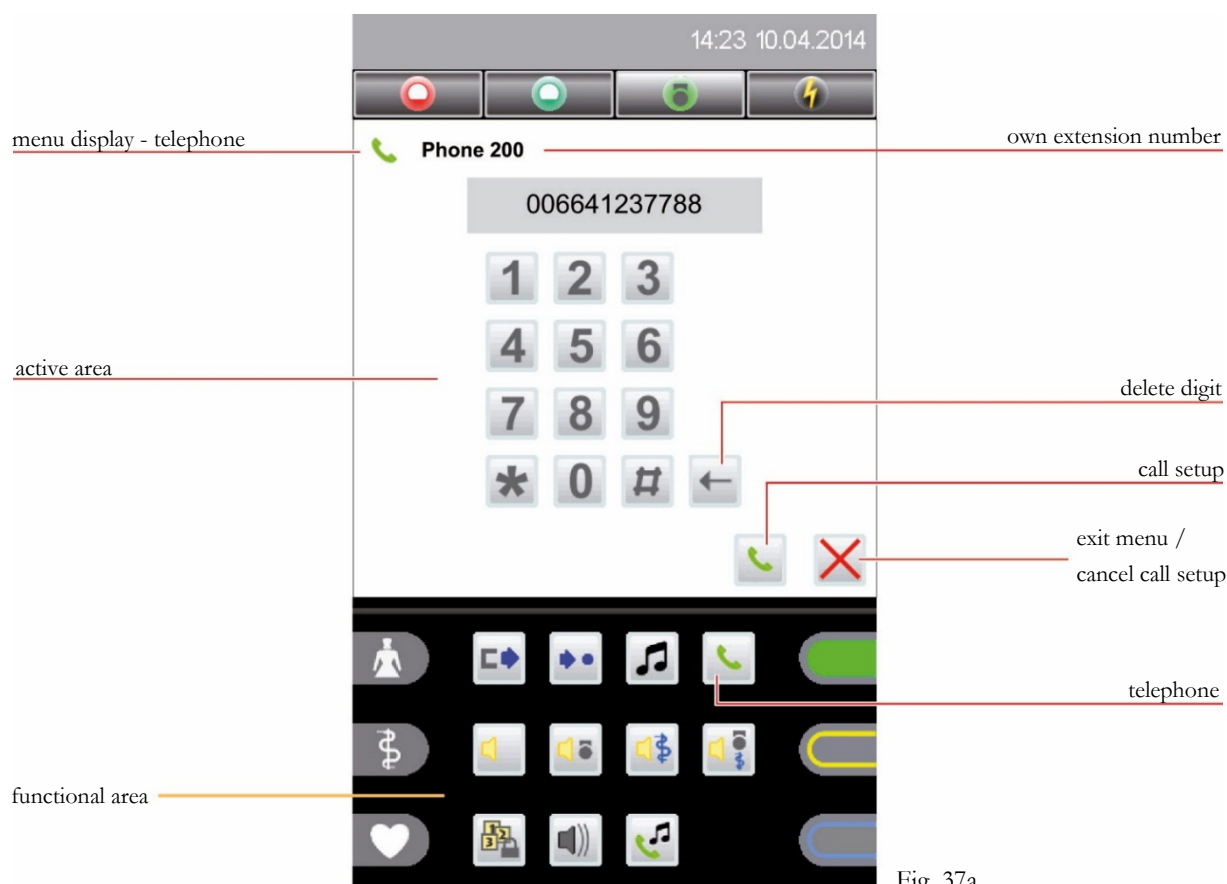


Fig. 37a

By tapping on the icon the call number is confirmed and the connection is established (Fig. 37b).

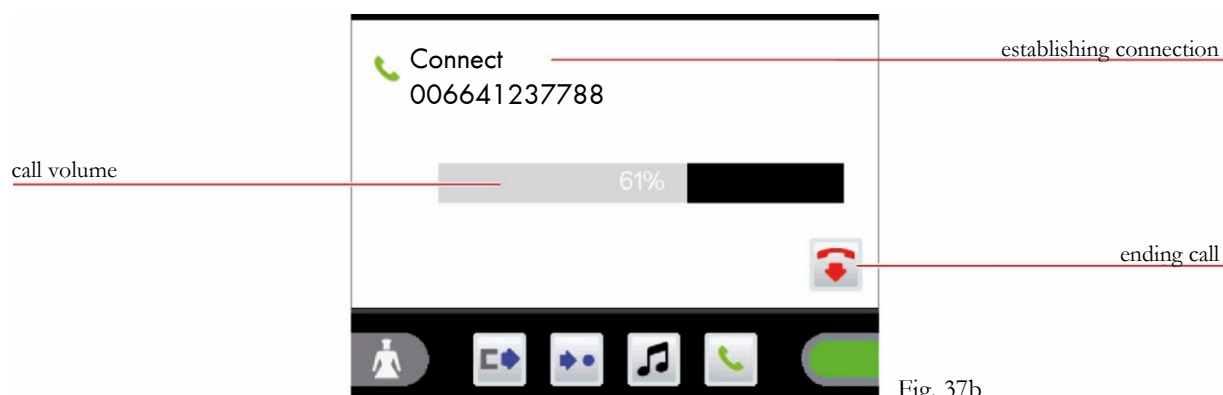


Fig. 37b

The call volume (speaker/handset) can be changed during a conversation by tapping on the volume bar. (Fig. 37b).

### 8.4.2 Answering telephone call

During a telephone call the call number and the name are displayed regardless of the telephone system configuration (Fig. 38a).

The ringtone volume (chapter 9.2 - Settings/Volumes) and type of ringtone (chapter 9.3 - Settings/Ringtone) can be adjusted.

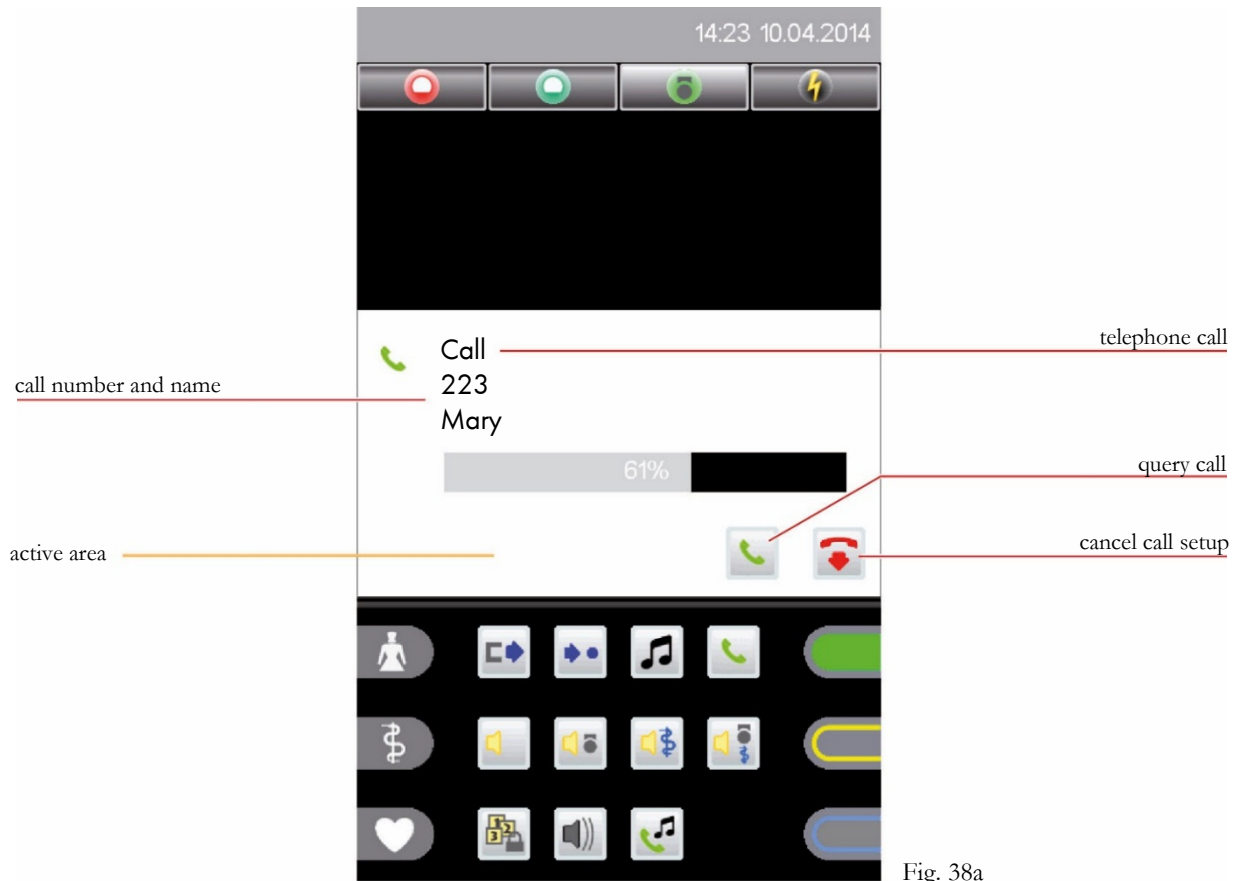


Fig. 38a

In the active area tap on the  icon and the call connection is established (Fig. 38b).

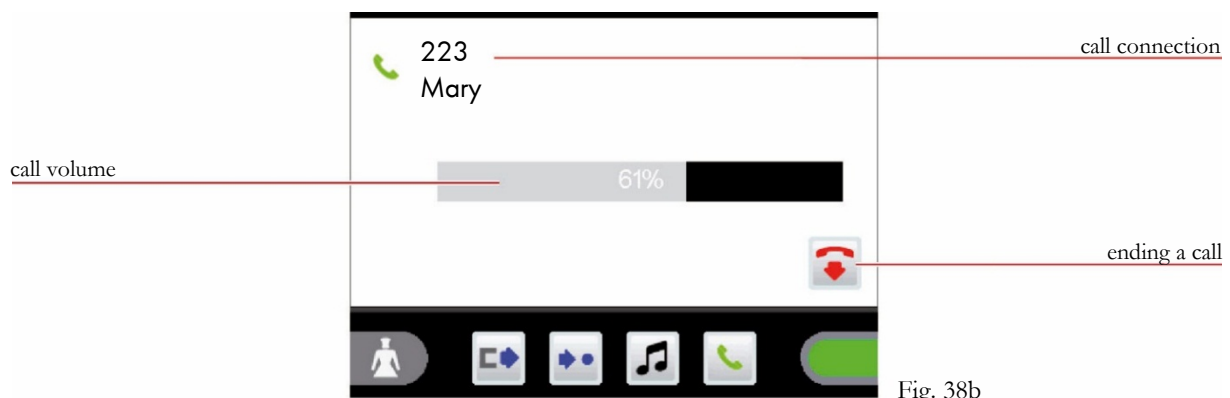


Fig. 38b

The call volume (speaker/handset) can be changed during a conversation by tapping on the volume bar. (Fig. 38b).

## 8.5 Radio

You can select the radio programs in this menu.

In the function area tap on the  icon and the list of radio programmes is opened (Fig. 39a).

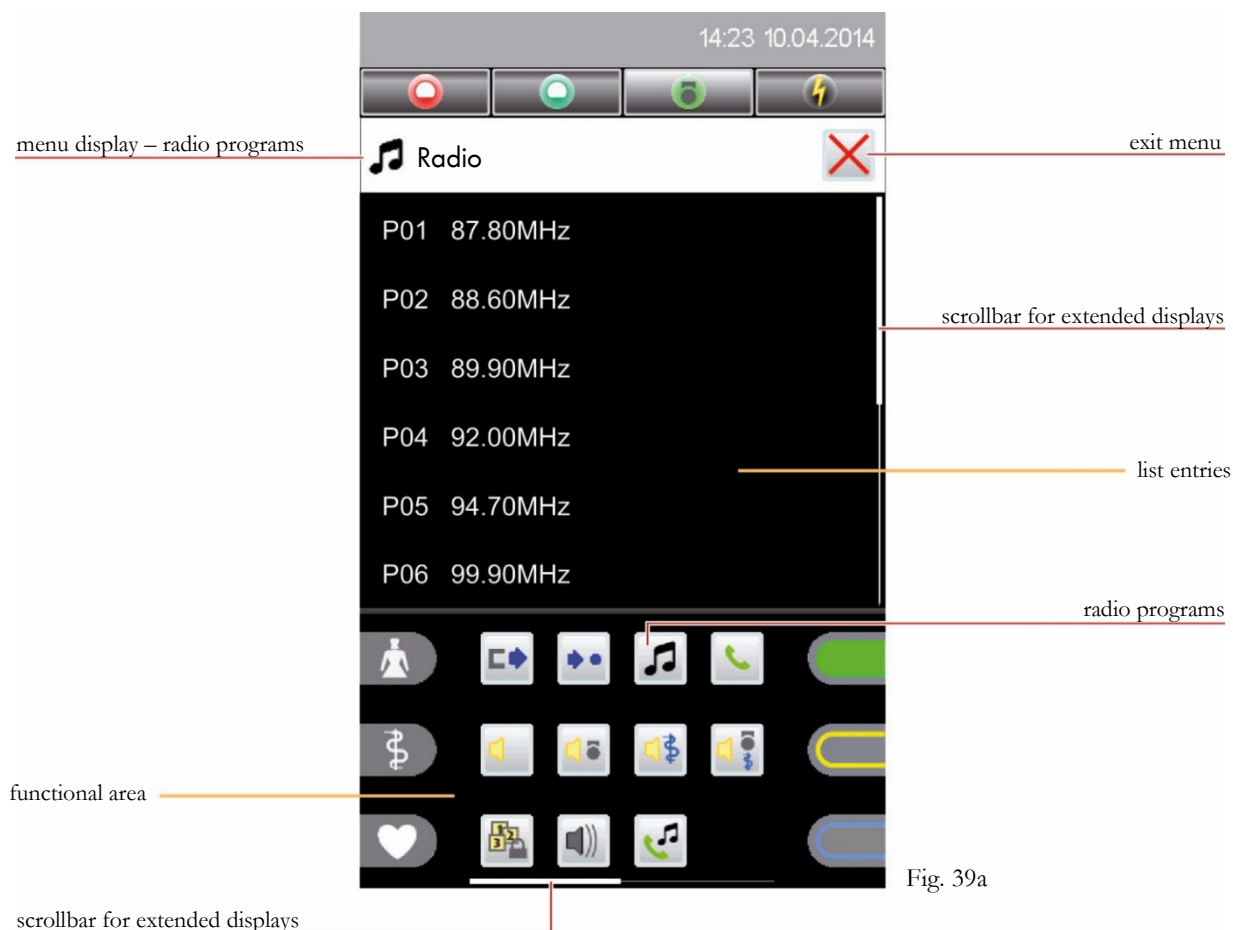


Fig. 39a

By tapping on the desired radio program in the list entry, the program is activated and played. An active radio program is shown in green (Fig. 39b).

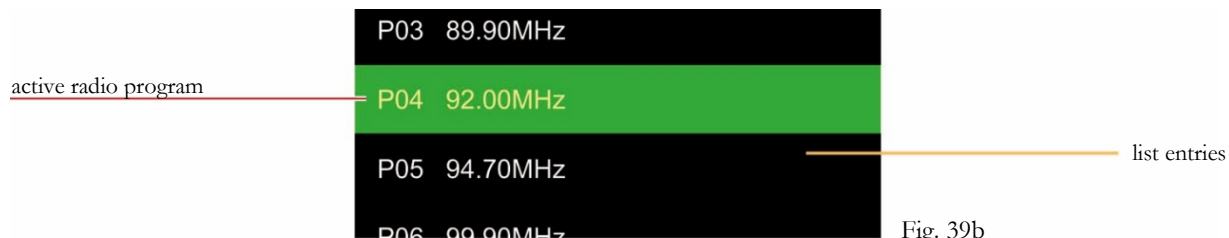


Fig. 39b


Tapping on the list entry again ends the playing of the radio program.

## 9 Settings

### 9.1 Time and date



You can set the time and date in this menu.

Tap on the  icon in the functional area to open the menu (Fig. 40).  
(Depending on configuration the icon can also be shown in the expanded display!)

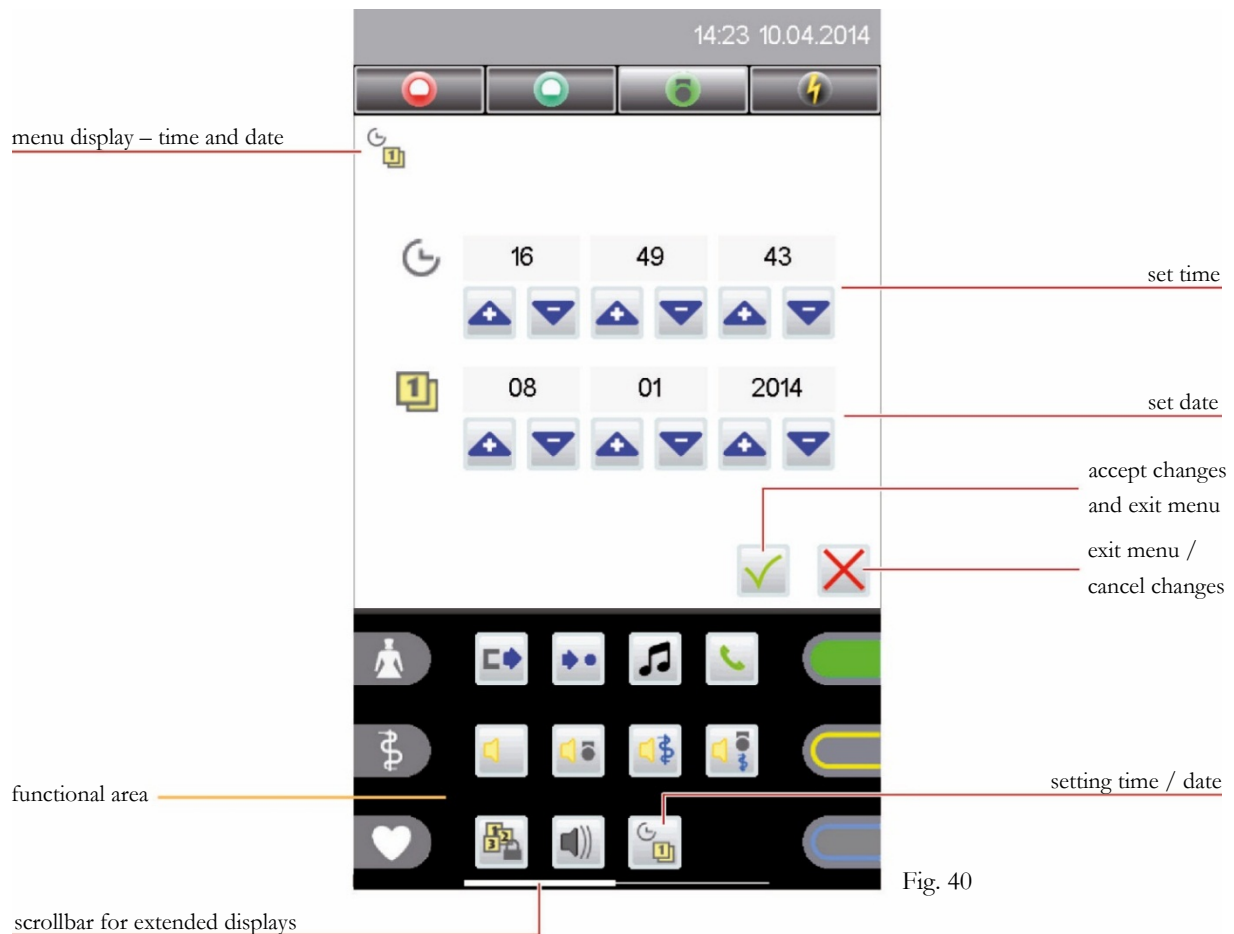





Fig. 40

Tap on the   icons to change the respective values.

## 9.2 Volume

In this menu you can change the volume for the following settings:

- Speech volume
- Announcement volume
- Multimedia volume
- Telephone volume
- Ringtone volume

Tap on the  icon in the functional area to open the menu (Fig. 41).  
(Depending on configuration the icon can also be shown in the expanded display!)

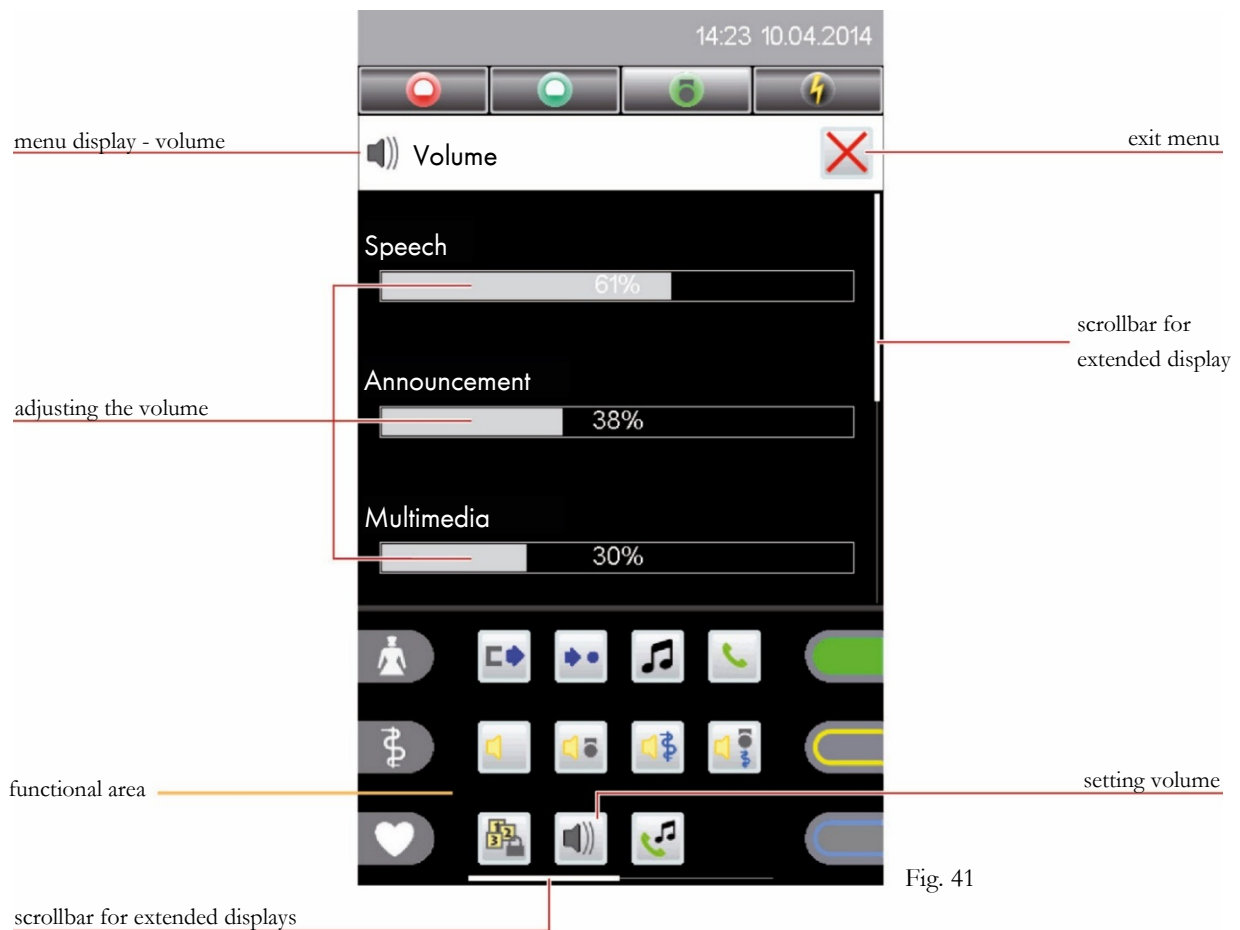



Fig. 41

The respective volume is adjusted using the five bars. This value is adjusted depending on where the bar is tapped with the finger.

## 9.3 Ringtones



You can adjust the ringtone in this menu.

Tap on the  icon in the functional area to open the ringtone list (Fig. 42).  
(Depending on configuration the icon can also be shown in the expanded display!)

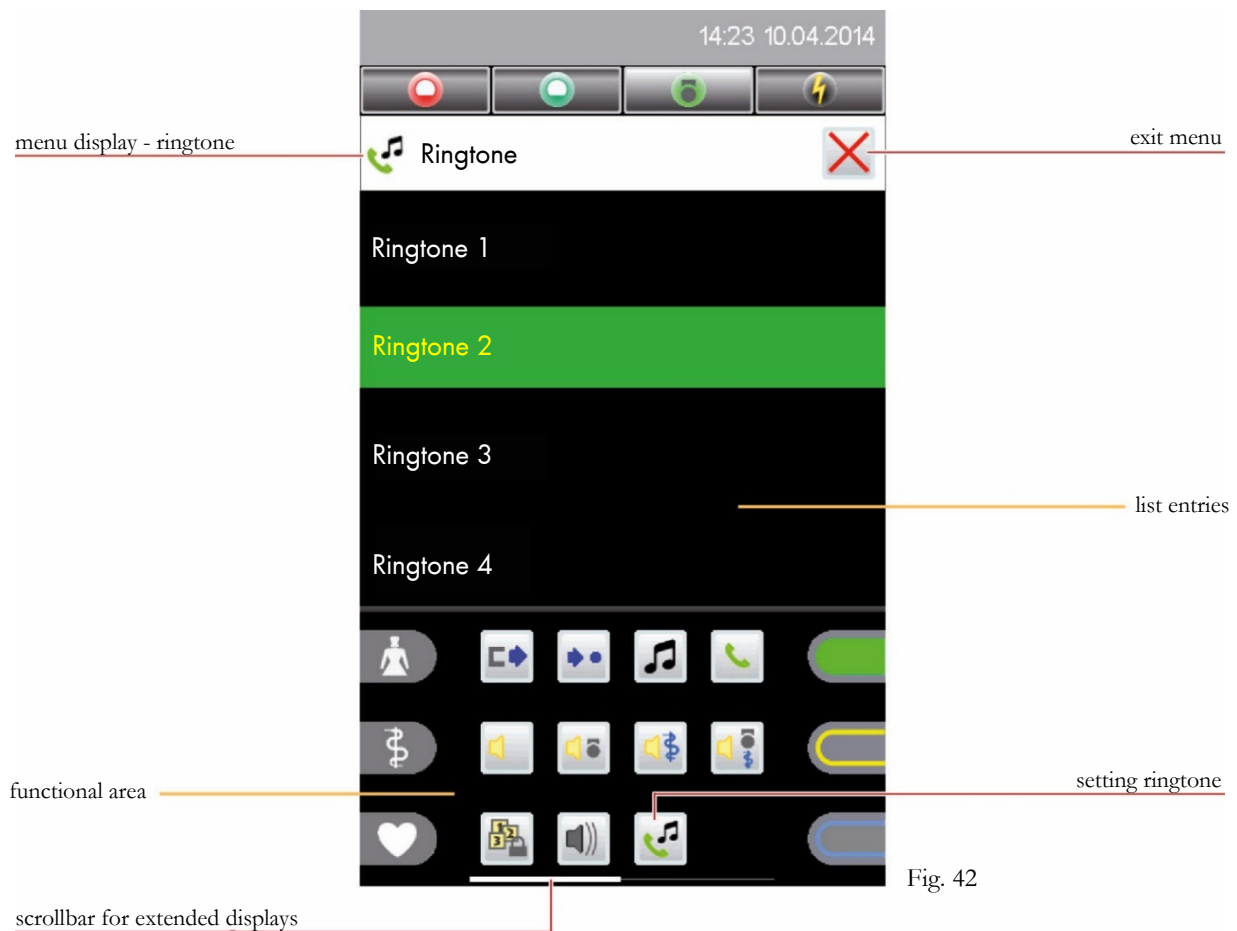



Fig. 42

By tapping on the desired ringtone in the list entry, the ringtone is played and simultaneously accepted.

## 9.4 Display setting



You can adjust display brightness in this menu.

Tap on the  icon in the functional area to open the menu (Fig. 43).  
(Depending on configuration the icon can also be shown in the expanded display!)

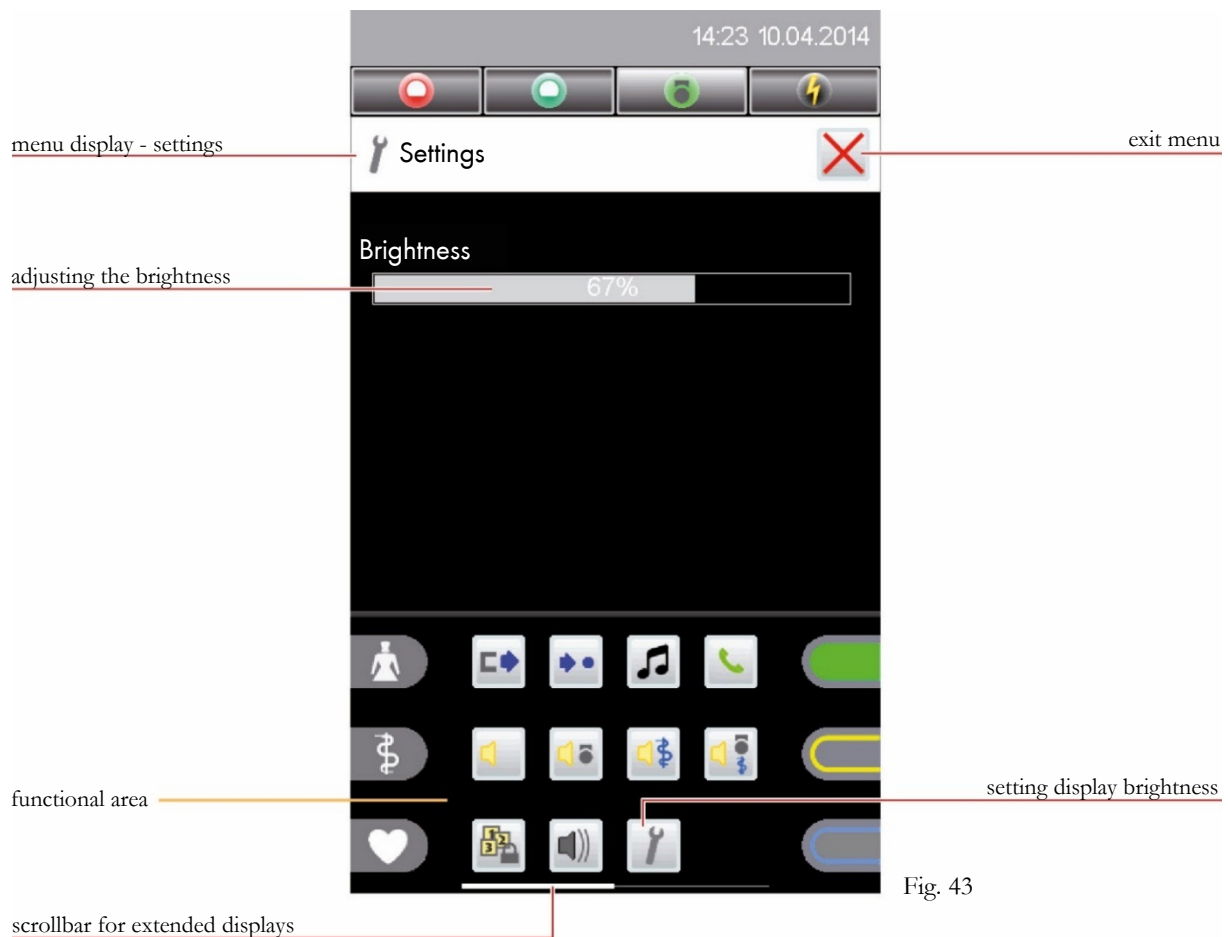


Fig. 43

The display brightness is adjusted using the bar. This value is adjusted depending on where the bar is tapped with the finger.

## 9.5 Service level

Through this menu you can switch to another service level depending on a predefined password (operation by the system technician).



### Switch service level

Entering a password brings you to another service level. This icon is displayed if standard level 0 is active.

If you switch to a higher service level, the active level number appears in the status bar (Fig. 44a):



Fig. 44a



## Exit service level

Through this function the service level is reset to the standard level (Fig. 44b). This icon is displayed if either level 1 or level 2 is active.

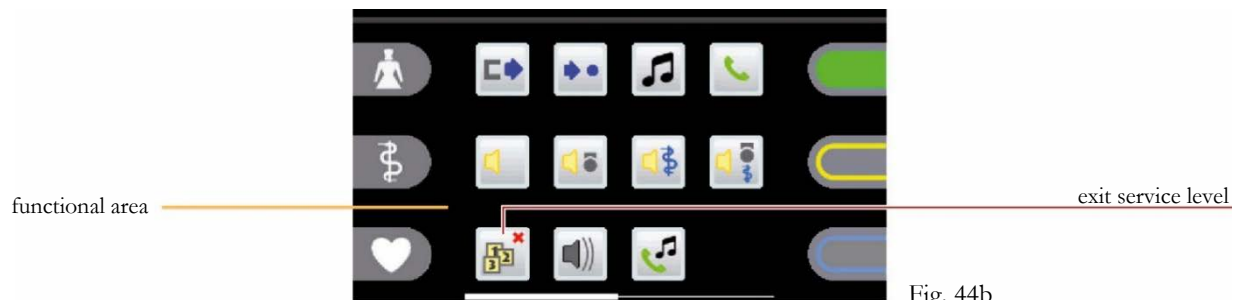


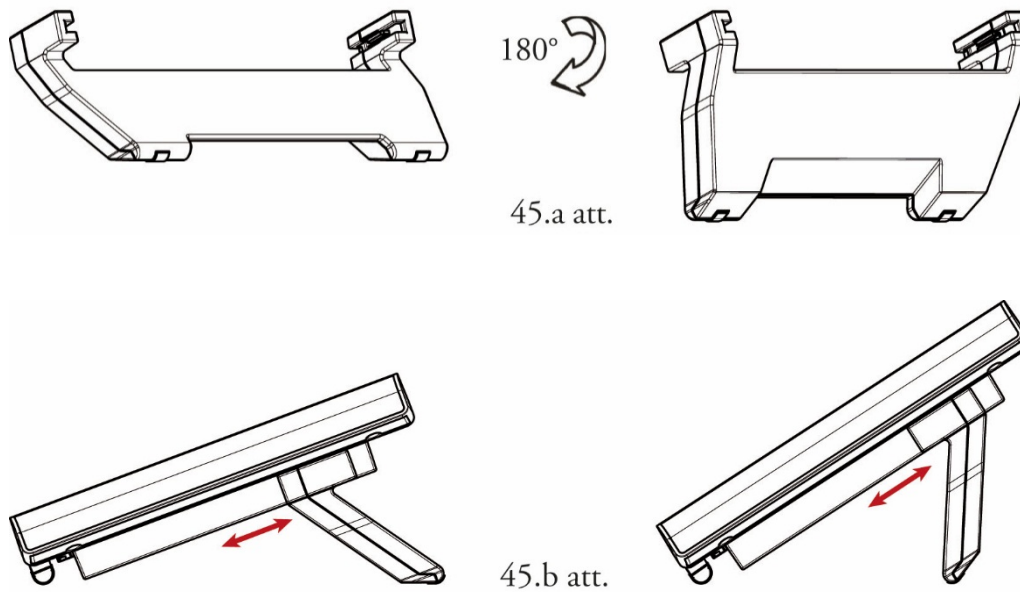
Fig. 44b



## 10 Device placement

The Staff Terminal can be installed as a floor-mounted device (2 foot positions for different inclination angles) or as a wall mounting.

The foot can be easily pulled out from the terminal's rear panel. By a rotation of 180 ° (Fig. 45a) and subsequent reattachment, you can change the standing position and thus the inclination angle of the device (Fig. 45b).



When it comes to the wall mounting, an optional wall bracket allows flat assembly directly on a wall.

## 11 Cleaning and disinfection

For the Staff Terminal, without exception, only disinfectants should be used that do not contain either in part or in full ketones or esters. For the disinfection process disinfection by wiping should be used - and under no circumstances a disinfection by submersion process.

If it can be assumed that defective products were contaminated, they must be cleaned and disinfected before being sent back for repair in accordance with this statement.

## 12 Operation and maintenance

Operation of the VISOCALL IP call system is subject to the conditions of article 9 of the standard DIN VDE0834 part 1. We would therefore take this opportunity to point out that this article requires among things that periodical inspections and maintenance are carried out, which we will gladly carry out on your behalf.

**Notes:**





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