

# IgeaCare Systems Inc.



## igeacom Technical Training



# IgeaCare Systems Inc.



1. **Company/Solution Overview**
2. **igeacom Units & Peripherals**
3. **Installation of the igeacom & Peripherals**
4. **Configuring your PBX & igeacom**
5. **Troubleshooting**
6. **igeacom Technical Information**
7. **eCall Unit**
8. **ApoloDS**



## 1. COMPANY / SOLUTION OVERVIEW

# Company Overview



❖ IgeaCare focuses on providing a complete communication solution and marketing its unique engineering, design, and capabilities to the global healthcare market.

❖ Complete corporation offering includes: Engineering, R&D, Manufacturing, Project Management and a wide array of Financial Services.

# Company Overview *Positioning*



## *Positioning:*

- ❖ Retirement Residences & Independent Congregate Living (ICL)
- ❖ Assisted Living Facilities
- ❖ Nursing Homes & Long Term Care facilities (LTC)
- ❖ Clinical and Acute care

# Company Overview *Positioning*



**Retirement  
Residences/  
Independent  
Congregate  
Living**

**igeacom  
300/500**

**Assisted  
Living  
Facilities**

**igeacom  
300/500**

**Nursing  
Homes &  
Long Term  
Care**

**igeacom  
600/700**

**Clinical and  
Acute Care**

**igeacom  
600/700**



# Company Overview *Positioning*



## Retirement / Independent Living

- ❖ Residential complexes that provides services that typically are not found in apartment buildings, like an on site activities program, van services, etc.
- ❖ Amenities and security aspects are left to individual owners to attract the desired clientele.
- ❖ Most residents have phone services provided by various carriers

# Company Overview *Positioning*



## Assisted Living Facilities (ALF)

- ❖ There are many Assisted Living facilities which have comprehensive programs designed specifically for the elderly who cannot live on their own. These facilities are specially constructed for the purpose of caring for seniors. They are laid out apartment style with special amenities such as walk in showers, wide doors for wheelchair access, emergency call pull cords, etc.
- ❖ Facility size can vary from less than 20 beds to over 200 beds.



# Company Overview *Positioning*



## Nursing Homes / LTC

- ❖ Nursing homes are considered health care facilities and as such are licensed and scrutinized by the appropriate Department of Health Services. As medical facilities they are allowed to provide services that cannot be dispensed in assisted living or retirement residences.
- ❖ Typically these services involve managing complex and potentially serious medical problems. They offer both short and long term care options for those with serious problems and disabilities such as quadriplegics, MS patients, ALS patients and others who are bedridden and are unable to do anything on their own.



## Clinical / Acute Care

- ❖ Provides specialized acute hospital care for medically complex patients who are critically ill, have multi-system complications and/or failures, require a facility offering specialized treatment programs and aggressive clinical and therapeutic intervention on a 24-hour/7-day-a-week basis.
- ❖ Many of the patients are admitted directly from a short-stay hospital intensive care unit with respiratory or ventilator-dependent conditions or other complex medical conditions requiring intensive and continuous acute care services.

# Solution Overview



**A different way to  
look at nurse call  
systems and  
integrated  
communication...**



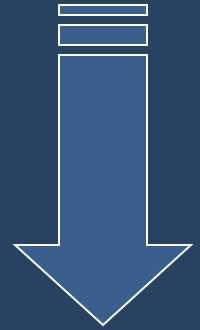
# Solution Overview *continued*

PLAY  
FLASH

- ❖ Traditional emergency / nurse call solutions have one system for staff / residents, another system for wireless communication / security, another for reporting and invoicing and yet another for local and long distance telephone services.
- ❖ The IgeaCare system is a revolutionary, PBX based technology that integrates features and functions of emergency / nurse call, security, wireless communication and telephone services into one solution.

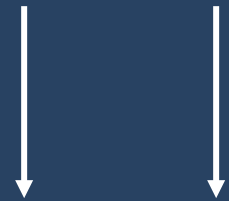
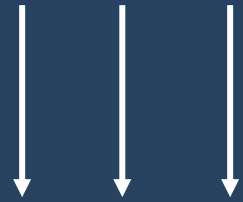
# Solution overview *continued*

- ❖ The heart of the solution is the PBX. It links the various functions and systems together. Dial tone, provided by the PBX, handles the nurse call functions.
- ❖ Emergency calls are placed from the resident's suite by means of a red colored momentary push button, red emergency button located directly on main unit, hard wired pull cords or wireless peripherals including a pendant and a pull cord.



# Solution overview *continued*

- ❖ These emergency calls are then routed using the PBX's flexible programming to one, two, three or more desks, wireless telephones or wireless devices ringing in sequence or together with embedded escalation.
- ❖ During the call process the room number, priority and name of resident if desired, is displayed on the display of all telephones/wireless devices programmed to receive emergency calls from that room.



**Ella Smith**  
**120 Bathroom**

# Solution overview *continued*

- ❖ The IgeaCare solution uses telephone cable – great for retrofits.
- ❖ Easy to use. IgeaCare uses telephone for all nurse call functions.
- ❖ Reliability
- ❖ The PBX is so flexible.
- ❖ Each unit is individually programmed.



**Ella Smith**  
**120 Bathroom**



# IgeaCare Systems Inc.



## 2. Units and Peripherals



# Units & Peripherals



## Resident Unit / Patient Unit

- ❖ **Resident Units** – These are units that are built to service Residential & Assisted Living Homes.
- ❖ **Patient Units** – These are units that are built to service LTC and Acute Care facilities.



# Units & Peripherals

Unit	Wireless Enabled	PA Board	Optional Dome Light Module
300			X
301		X	X
500	X		X
501	X	X	X
600			X
601		X	X
700	X		X
701	X	X	X
MP501	X	X	X

# Resident Unit



igeacom 300/301/500/501 unit

## Resident Unit



# Resident Unit *description*



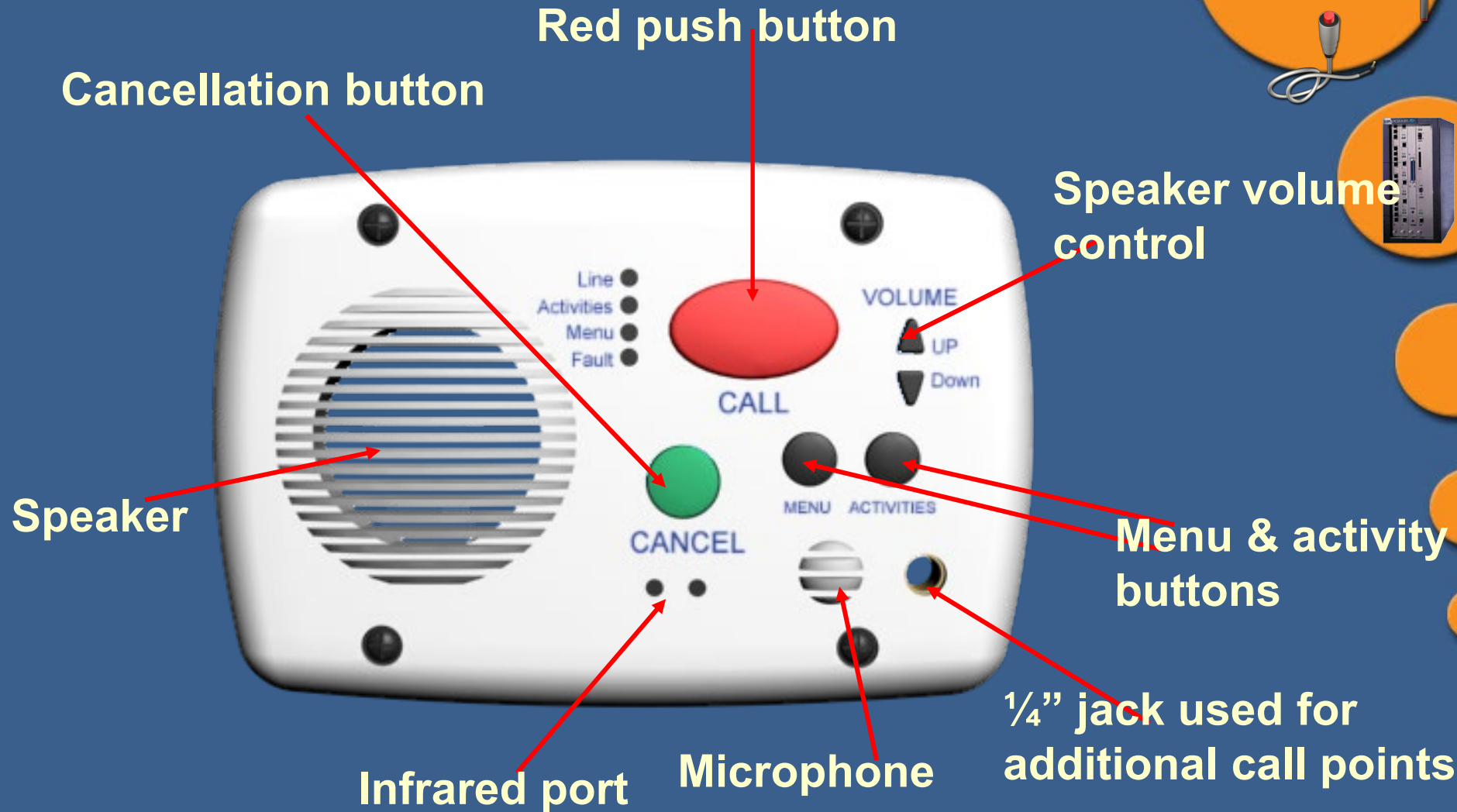
## ***PHYSICAL APPEARANCE:***

### **Standard 3 gang resident / patient unit**

- Heat curved silicon rubber push buttons
- Polycarbonate LEXAN®
  - Flame retardant
  - UV-light resistant
  - Water resistant
  - 260 ft-lb/in<sup>2</sup> tensile impact strength



# Resident Unit *description*



# Patient Unit



igeacom 600/601/700/701 unit

# Patient Unit



# Patient Unit *description*



## ***PHYSICAL APPEARANCE:***

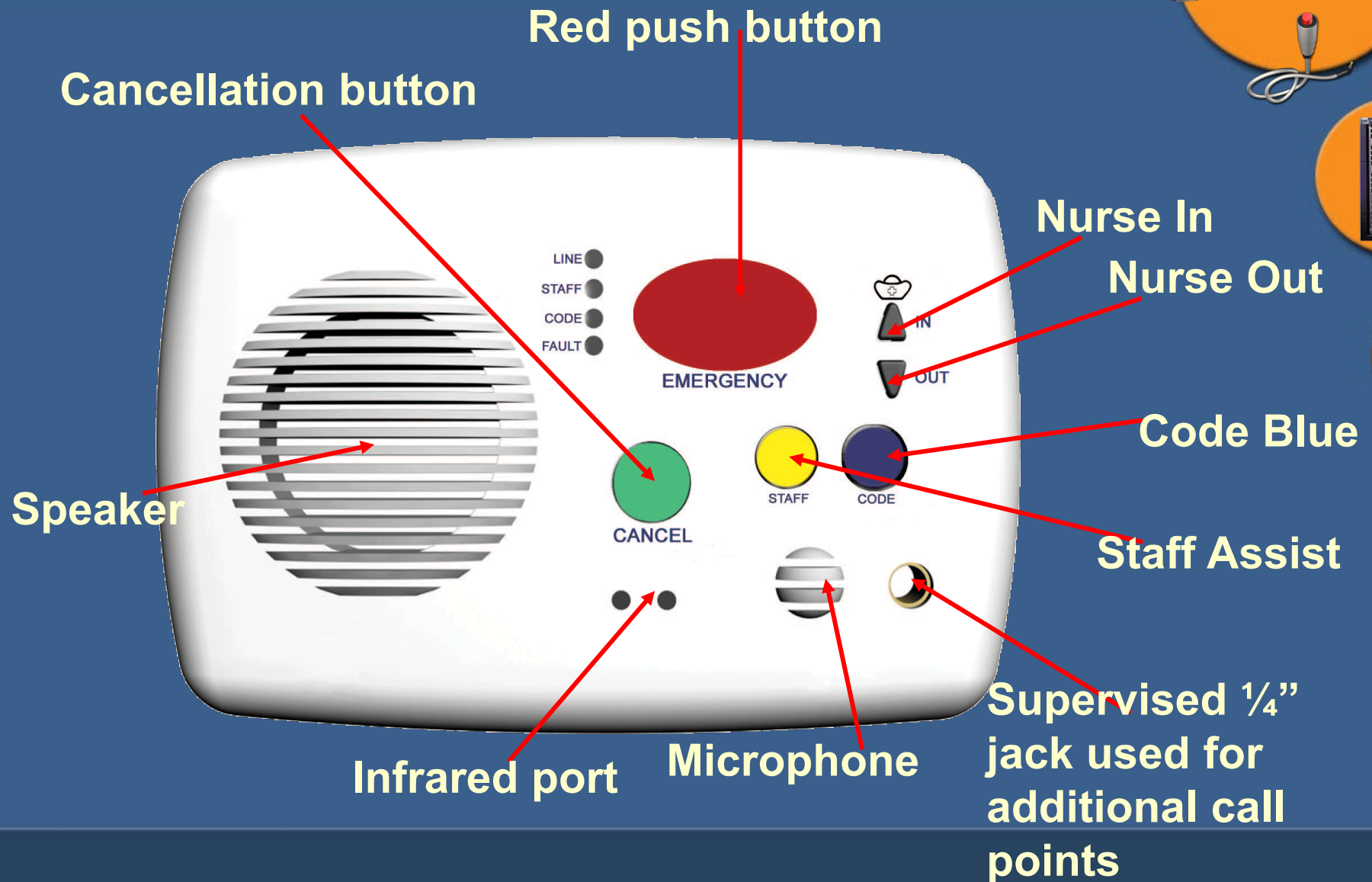
### **Standard 3 gang resident / patient unit**

- Heat curved silicon rubber push buttons
- Polycarbonate LEXAN®
  - Flame retardant
  - UV-light resistant
  - Water resistant
  - 260 ft-lb/in<sup>2</sup> tensile impact strength





# Patient Unit *description*





# Resident / Patient Unit



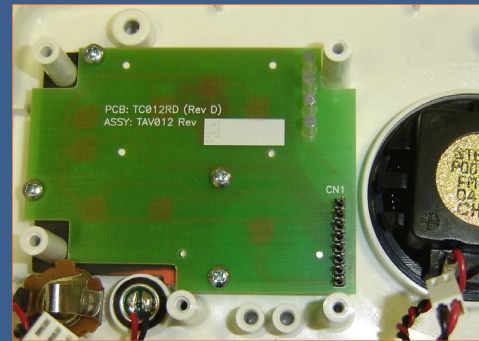
## Circuit Board Overview

- ❖ The circuit board is the same for both units. It is the firmware that is different.

# Resident Units *description*

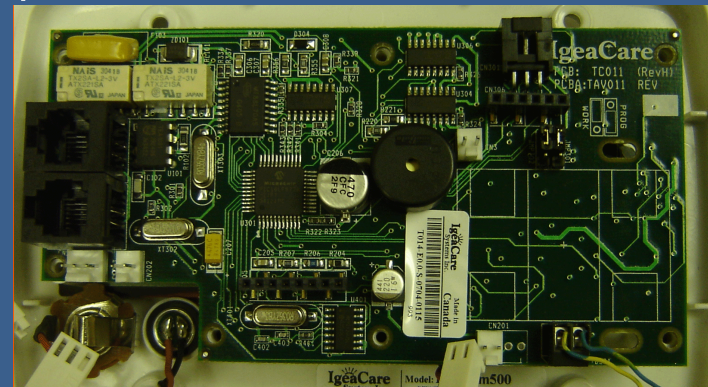
## igeacom 300/600 & igeacom 500/700

TAV012 (Panel/Keypad Board)



TAV112 (PA Panel/Keypad Board  
301/501/601/701)

TAV011 (Main Board)



# Resident Units *description*

**igeacom 500/700**

**(or upgraded igeacom 300/600)**

TAV014 (Wireless Receiver Board)

Additional Boards for peripheral devices:

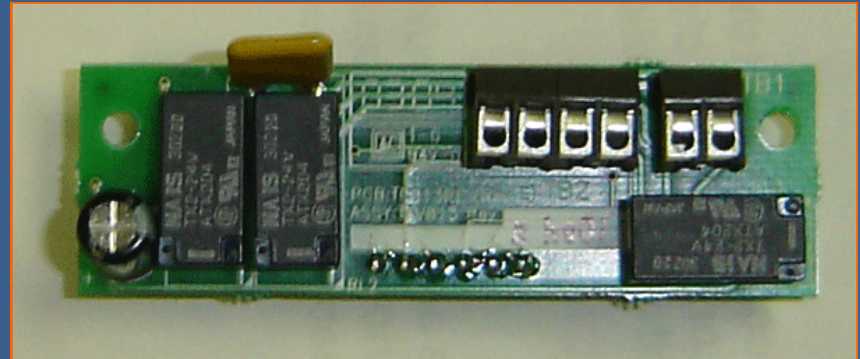
- ❖ TAV020 (Pendant Board)
- ❖ TAV030 (Wireless Pull Station Board)



# Resident Units *description*

igeacom 300/600 & igeacom 500/700  
(OPTIONAL)

TAV013 (Relay Output  
Module / Dome light Board)



# Resident Units *description*

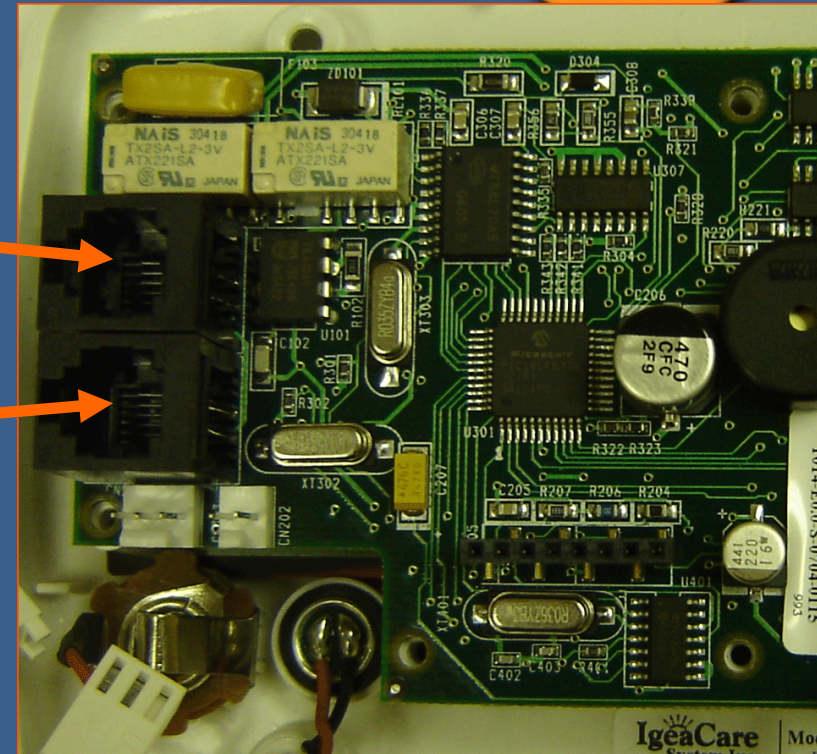
## Connector Use:

### ❖ CN1

*One telephone input line cord (40mA-50mA) with standard modular telephone plug.*

### ❖ CN2

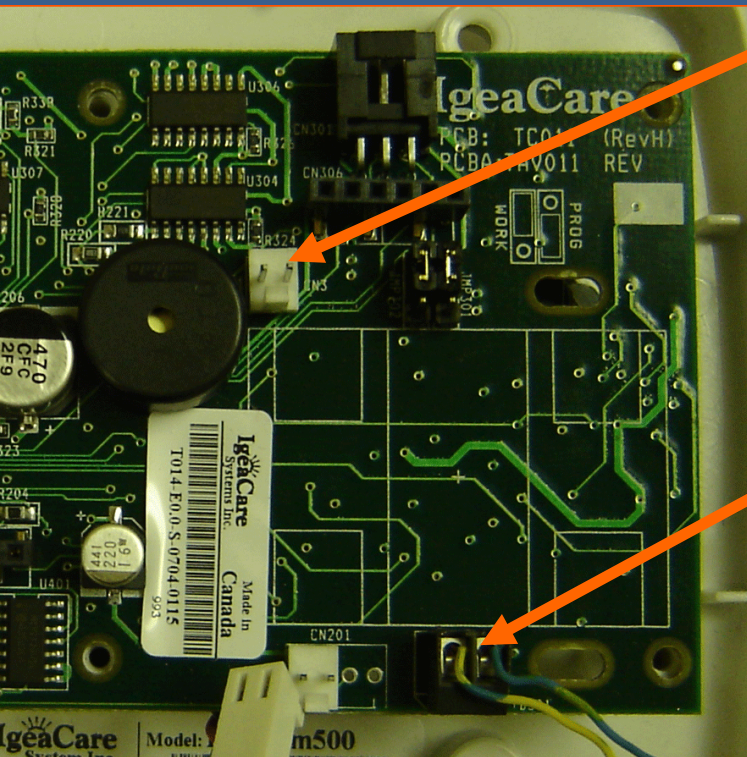
*One telephone output line cord (40mA-50mA) with standard modular telephone plug.*





# Resident Units *description*

## Connector Use:



### ❖ CN3

*Two pin header is used for the connection of the Ni-Cd 3.6V battery pack assembly.*

### ❖ TB301

*Terminal block hook up is for normally open momentary short contacts such as wall mount pull cords.*

# Resident Units *description*

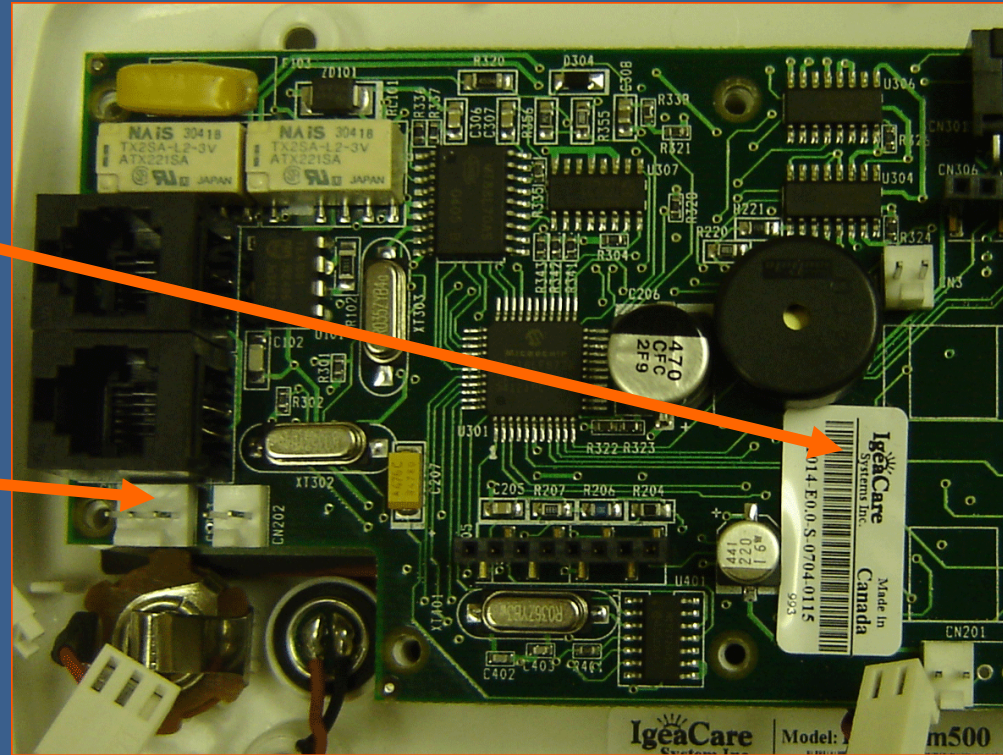
## Connector Use:

### ❖ CN302

*8 or 12 pin socket is used for the connection of the Panel/Keypad board.*

### ❖ CN303

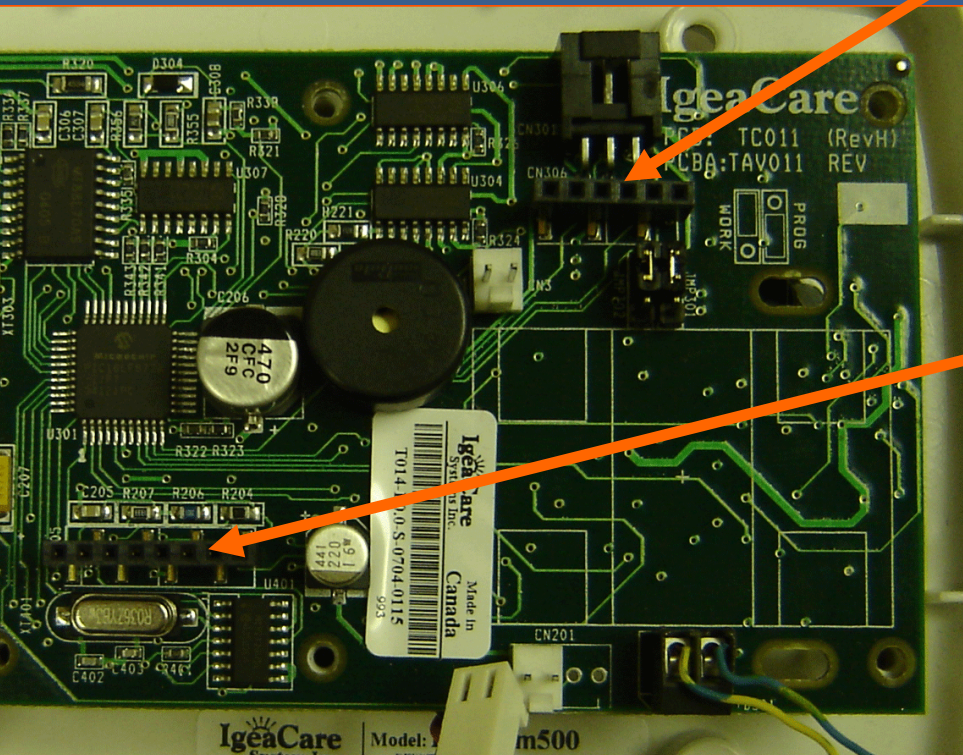
*Three pin header is for the phone jack connection, which is a normally open contact*





# Resident Units *description*

## Connector Use:



### ❖ CN306

*Six pin socket is used for the connection of the Output Relay Module board TAV013*

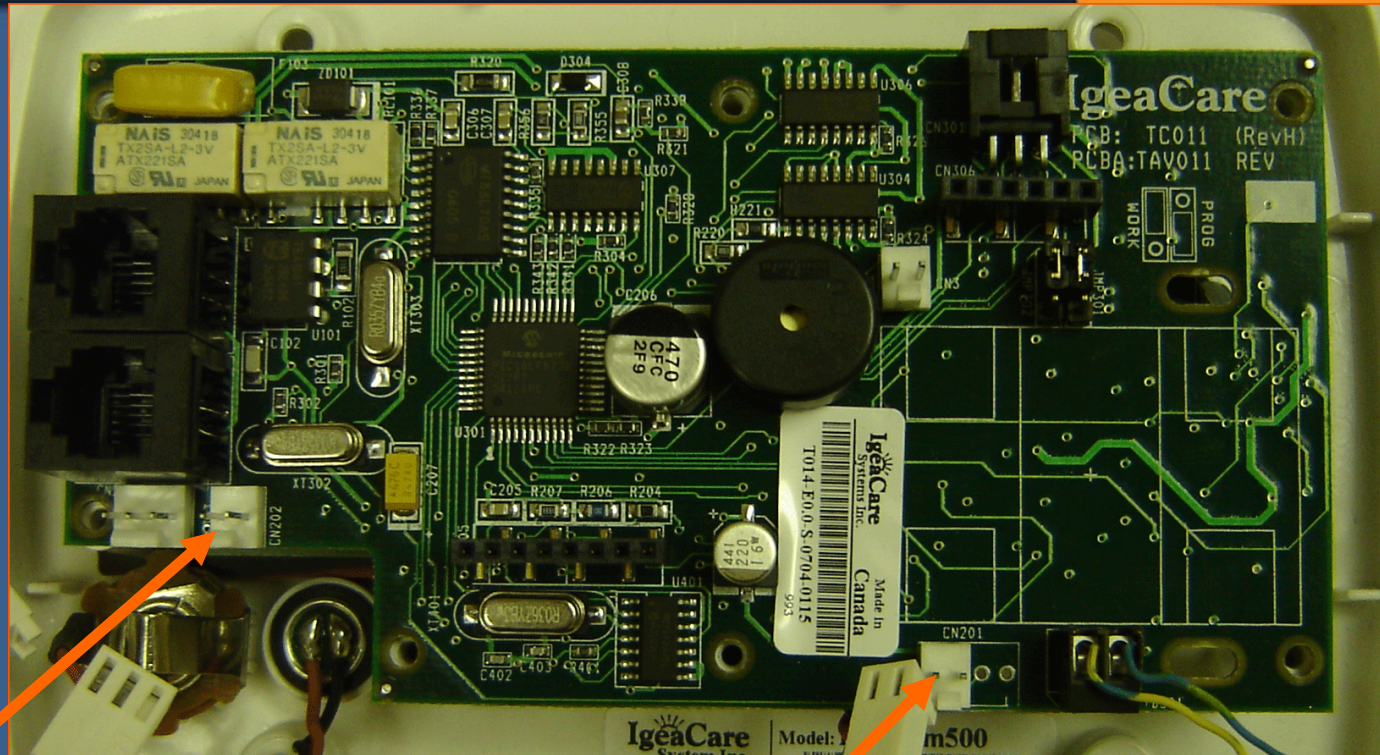
### ❖ CN305

*Eight pin socket is used for the connection of the Receiver board TAV014.*



# Resident Units *description*

## Connector Use:



### ❖ CN202

*Two pin header is used for the connection of the microphone assembly.*

### ❖ CN201

*Two pin header is used for the connection of the speaker assembly.*

# Resident Units *description*



## Software Features:

- ❖ Line power (1.5mA on hook and 28mA off hook)
- ❖ Modular conception
- ❖ 6 levels of priority for each individual call point.
- ❖ Full Duplex audio quality with hands free communication
- ❖ Imbedded escalation procedure and retry attempts
- ❖ Automatic line capture
- ❖ Fully supervised with fault line detection

# Resident Units *description*



## ❖ Unit individually programmed

- Infrared technology
- Non-volatile flash memory
- Additional EPROM memory up to 4KB

## ❖ Programmable audible tone

- Call Placed
- Call Acknowledged
- Call Canceled

# Peripherals



# Peripherals

## Call cords

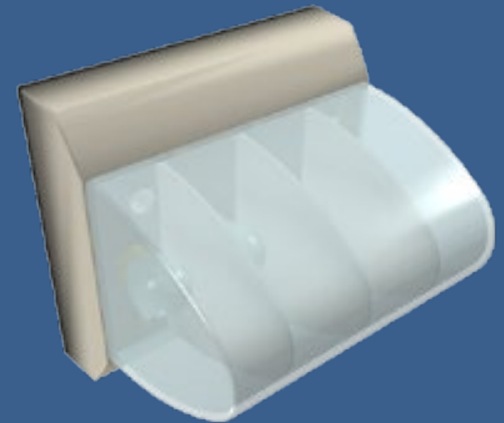
- Molded plastic
- Momentary contact
- 6 feet (standard)
- Optional 8' 10' 12' 20'
- 1/4 inch jack
- Flexible waterproof PVC
- Possibility of dual call cord configuration or other types of bed side cords (blow tubes/pressure mats)



# Peripherals

## Dome light

- 4 bulb dome light (only 3 can be used)
- Requires Dome Light Module
- Flame retardant construction with high visibility lens
- Requires a 2 gang electrical box
- Dome light color scheme determined by the resident / patient unit's programming
- LED or 100Ma bulb (only 3 can be used)
  - Red
  - Amber (fire alarm)
  - White
  - Green

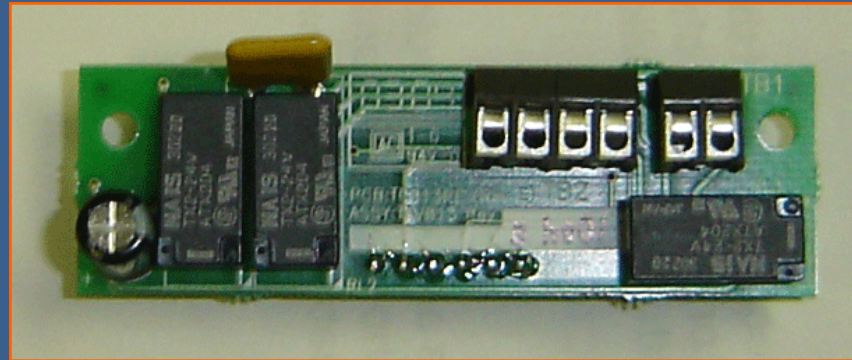




# Peripherals

## Dome light module

- 1 dome light module required per igeacom if dome lights are to be used (existing or new)
- Supports both AC and DC power.
- Ability to activate a maximum of 3 different bulbs.



# Peripherals *description*

## Wireless pull cord

- Can mount on one-gang surface bracket
- 41" nylon cord with ABS ends
- Manually resets at the resident / patient unit / on the pull station or through voice communication (programmable)
- LED and audible activity indicator for instant confirmation (wireless station only)
- Peer to peer technology using 433.92MHz frequency





# Peripherals

## Wireless pendant

- Wireless water resistant ABS RF pendant with heated curved rubber silicon activation button and red activation LED.
- Manually resets at the resident / patient unit or through voice communication (programmable)
- Peer to peer technology using 433.92MHz frequency
- No battery substitution



# Peripherals

## RF3 Sensor

- Single input (Momentary Short)
- No local cancel
- Single terminal block
- Peer to peer technology using 433.92MHz frequency

# Peripherals

- **Wireless Board is required for a unit to work with a wireless device.**
- **igeacom 500 Unit includes a wireless board**
- **igeacom units without wireless boards can be upgraded using the “Wireless upgrade kit”**
- **Guarantee within Suite or 50ft from unit programmed to.**
- **A maximum of 12 wireless devices can be programmed to one wireless board. (4 pendants and 4 wireless pull stations, 4 RF3 Sensors)**
- **30 hours of continuous usage; or 22 560 occurrences; or 15 years with an average of 4 calls / day.**

# Peripherals *description*

## Hard wired pull cord

- Mount to one-gang surface bracket
- 41" nylon cord with ABS ends
- Momentary Short
- Connects to TB301 using 2 wires
- No LED
- Call must be canceled on corresponding igeacom.



# Peripherals

## Additional Call Points using TB301:

- ❖ Dry contact input may be used for additional call points (normally open, momentary short)
  - Fire alarm integration
  - Security

# MP501 Unit

## The igeacom MultiPendant Unit

- Unlimited pendants
- 4 Wireless Pull Station

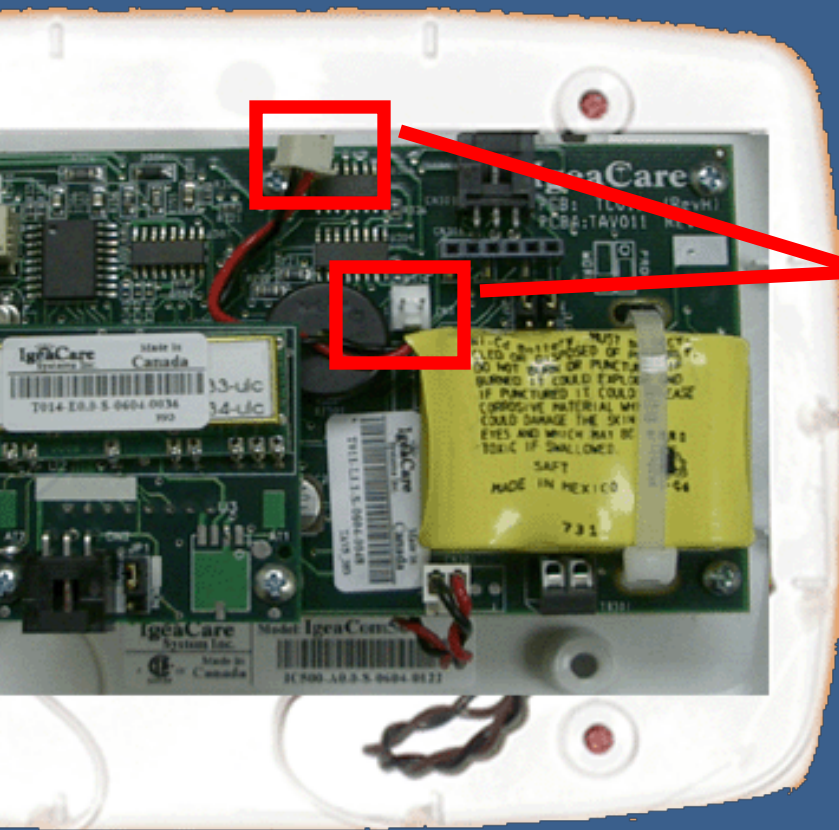


## 3. Installation



# Installation

## Step 1: Powering up the igeacom



NOTE: The unit is permanently fixed to a wall and installed into a standard three gang box 2.5" deep.

**Plug the battery into the CN3 connector.**

The igeacom will perform the following diagnostics procedures on boot up:

a). An audio beep and the 4 front LED's flash then another 3 audio beeps.

b) The unit will check for dial tone, no dial tone has been provided so the installer will hear a chirp

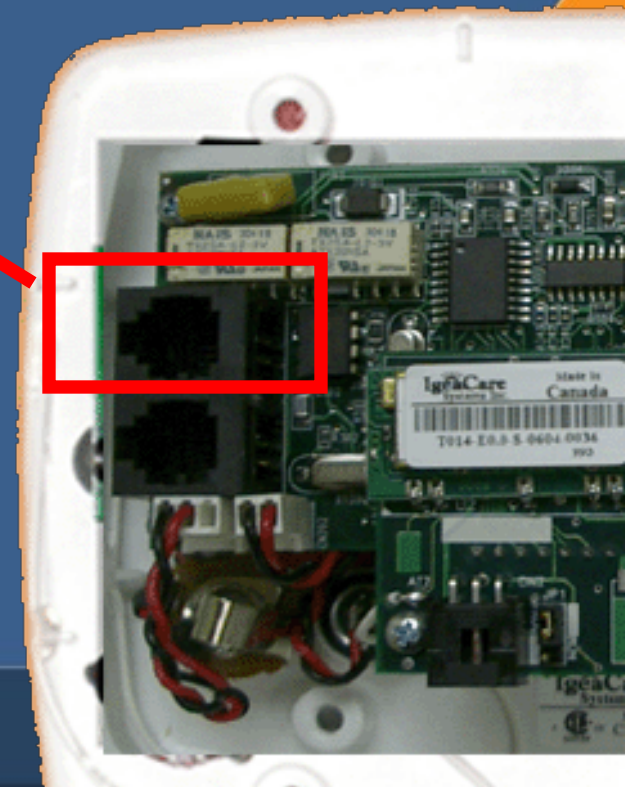


# Installation

## Step 2: Plug in the telephone line.

**Plug the telephone line from the PBX into CN1.**

If the dial tone from the igeacom is being shared with a telephone within the suite, plug the cable running to the jack on the wall in CN2.



# Installation

## Step 3: Adding peripheral devices

### HARD WIRED DEVICE

Install the momentary short device into dry contact TB301. (2 Wires)

Note: In order to avoid interference on the line cabling used for the TB301 device should not be nestled with any cable carrying dial tone. The device connecting to TB301 should be no more than 50FT from the unit and should be a direct connection.



# Installation

## WIRELESS MODULE

**UNPLUG TELEPHONE LINES & BATTERY WHEN UPGRADING igeacom's HARDWARE.**

Using the wireless board upgrade kit, remove the two screws located on the board between the ¼" jack and the battery pack.

Plug the wireless module onto the main board and use the spacers and screws provided in the wireless upgrade kit to affix to main board.



# Installation

## Programming a wireless device:

Note: Ensure igeacom is plugged in and mounted in the wall securely.

1. Press and hold the Cancel and Menu button together for 5 sec (the unit will sound a constant beep. When it stops the unit is ready to learn a new wireless device. It will continue to beep softly every 10 sec to notify the installer that it is in programming mode.
2. Press the red button on the pendant, Pull the cord on the pull station or press activated device attached to RF3 Sensor, within 50ft of the unit and listen for confirmation tone on the igeacom.



## 3. TEST



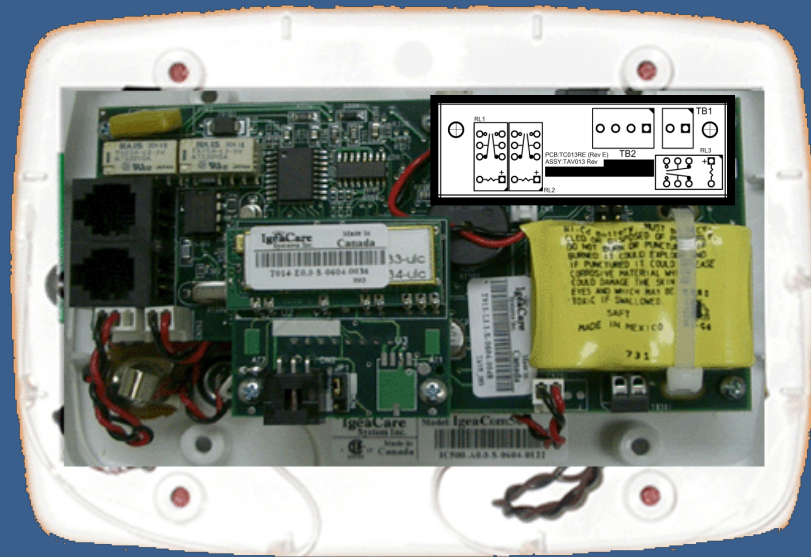


# Installation

## Adding a dome light module

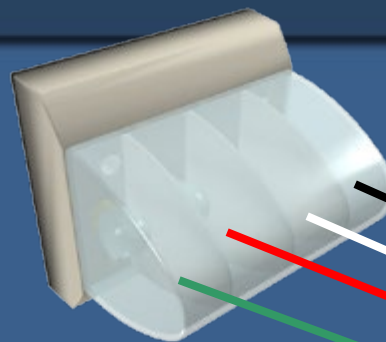
**UNPLUG TELEPHONE LINES & BATTERY WHEN UPGRADING igeacom's HARDWARE.**

Using the dome light module kit, plug the dome light module into the main board and use the screws provided to affix to main board.



# Installation

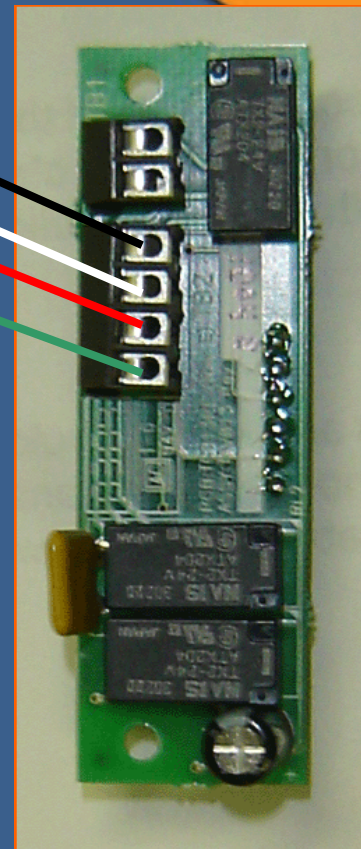
## Adding a dome light



**UNPLUG TELEPHONE LINES & BATTERY  
WHEN INSTALLING A DOME LIGHT.**

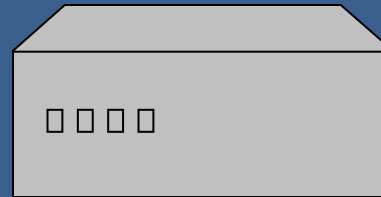
1. Install a 20-22AWG wire from each dome light bulb to the dome light module (TB2)
2. Install a common (ground) 20-22AWG wire from the dome light to the dome light module

Note: Dome light module supports both AC and DC dome lights





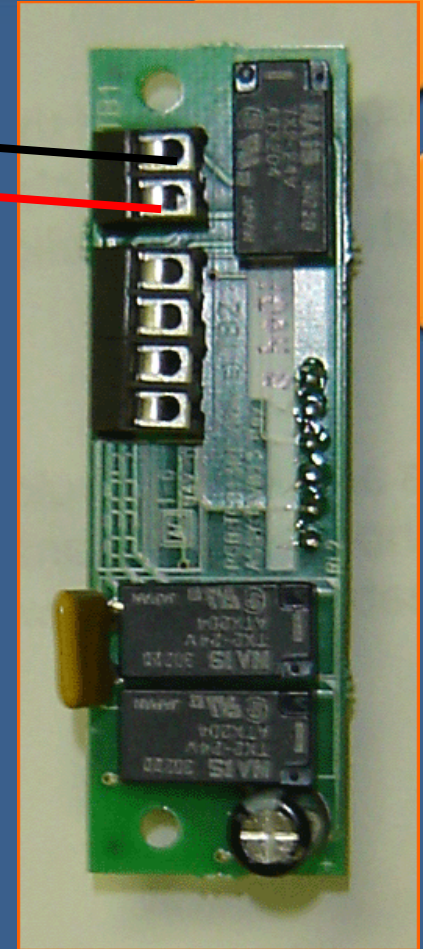
# Installation



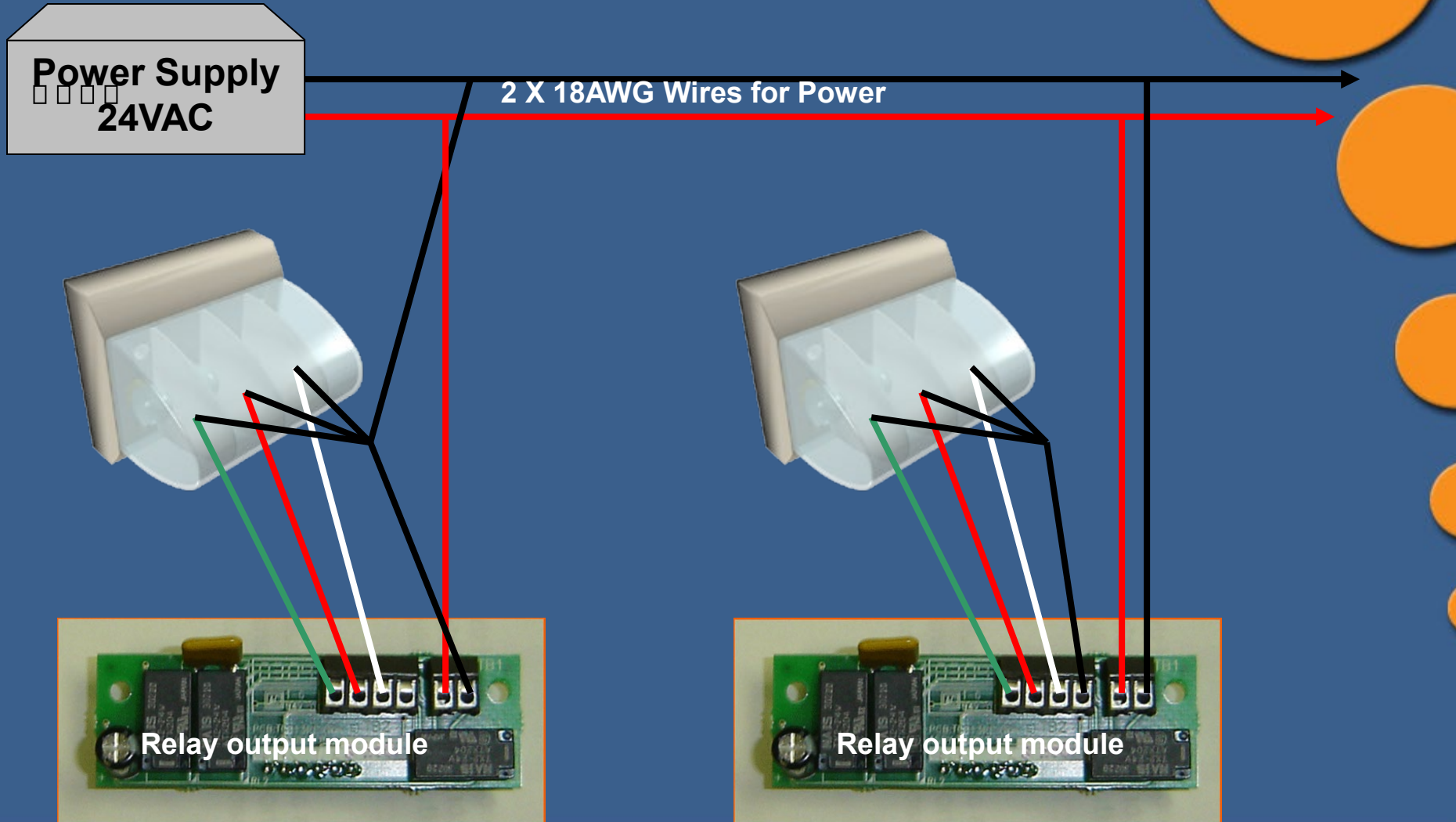
**Power Supply**

3. Install a 18AWG from power supply to each dome light module (TB1).

See manufacturer specification for power supply cable requirements.



# Installation — *Dome Light Wiring Diagram*



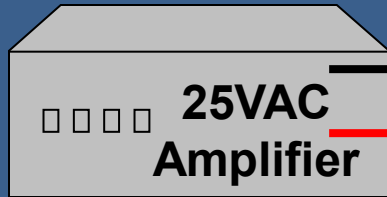
# Installation

## Installing PA Feature:

- ❖ Power requirement per igeacom is 200mWATT
- ❖ PA Amplifier is 25V maximum
- ❖ RECOMMENDED WIRING IS 20AWG STRANDED CABLE. (for direct hook-up). Dependant on wire length a higher AWG may be required.
- ❖ Unit should be wired directly to PA amplifier channel output when PA transmission are constant such as music
- ❖ 2<sup>nd</sup> pair from telephone line can be used.

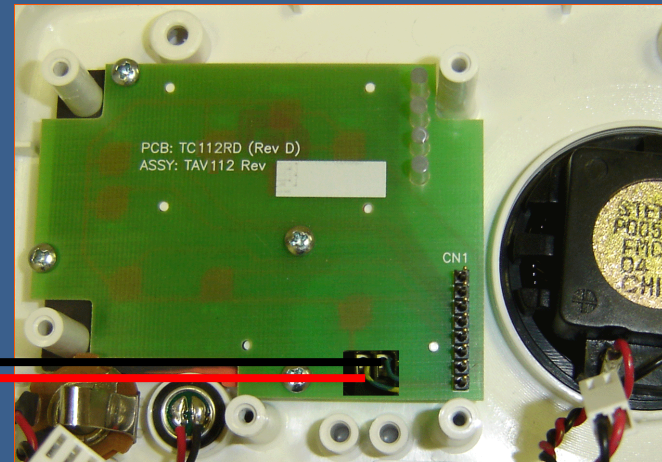
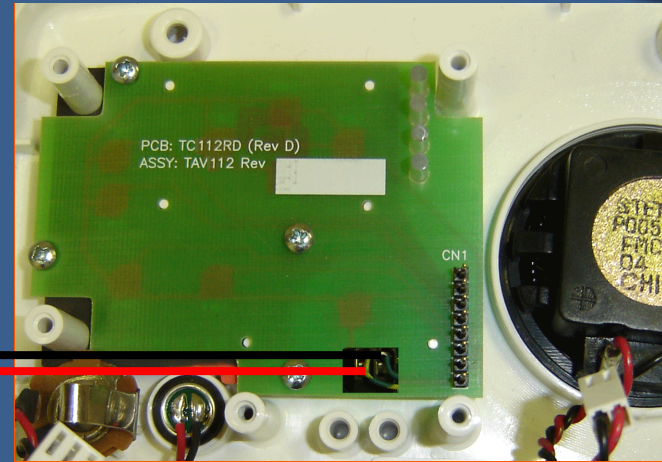
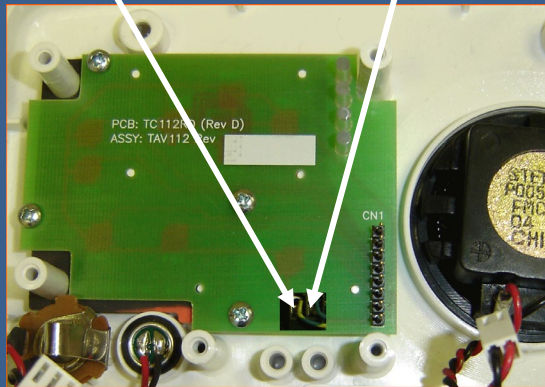
*NOTE: By using this twisted pair the PA signaling will be induced on the telephone line. Insure that PA operation is specifically for emergency announcements only.*

# Installation — PA Amplifier Wiring Diagram



25V to  
Red (2)

Ground to  
Black (1)



# Installation



## Two Different Scenarios:

### 1. igeacom + PBX (standalone nurse call)



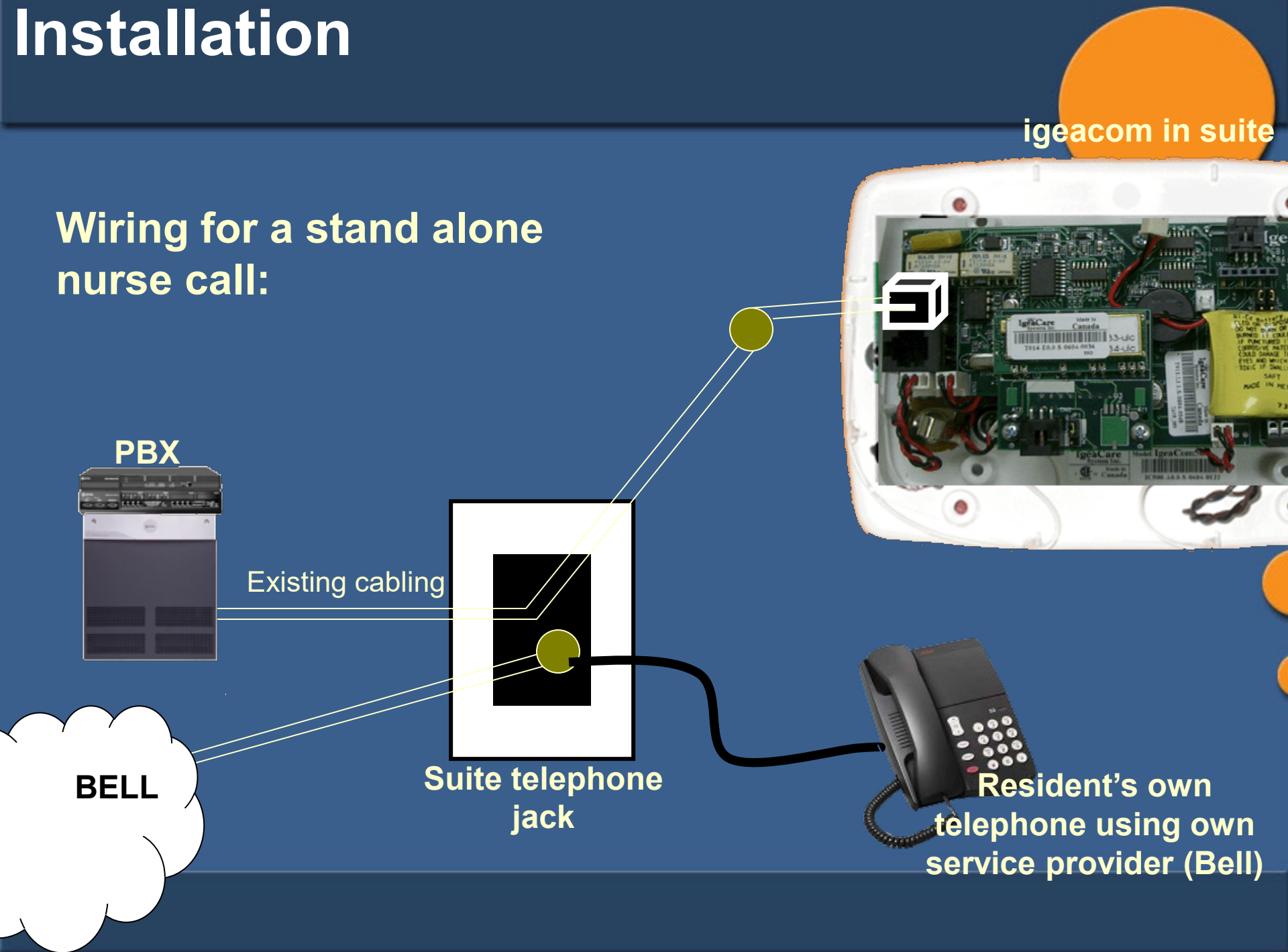
### 2. igeacom + PBX + Resident telephone (full solution)





# Installation

Wiring for a stand alone nurse call:





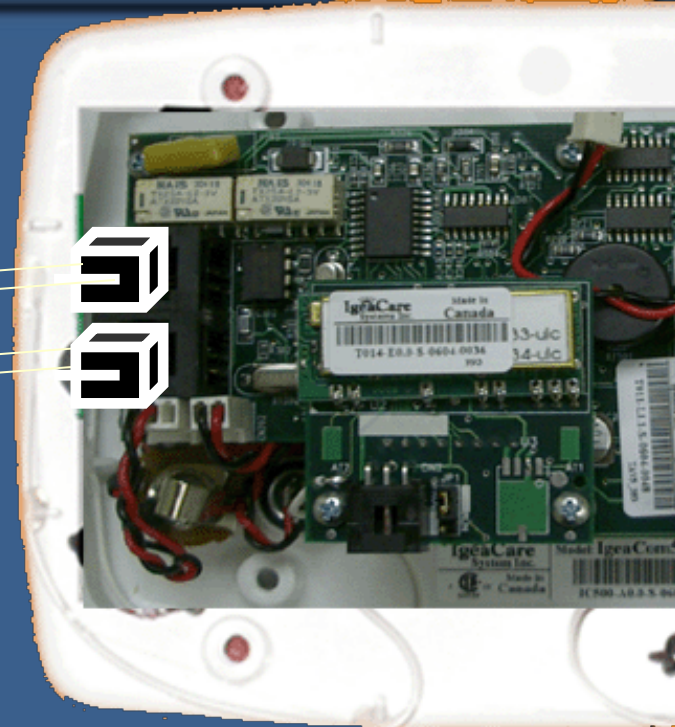
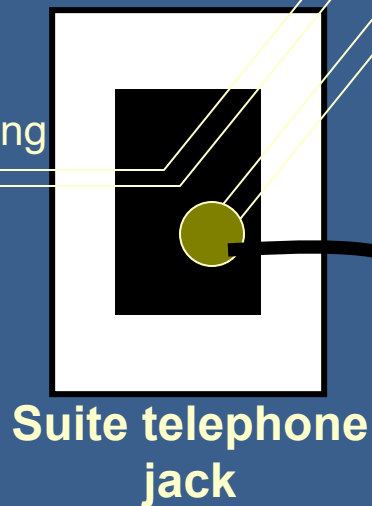
# Installation

igeacom in suite

Wiring for a full solution  
with residential telephone  
services included:



Existing cabling



Resident's own  
telephone using  
PBX dial tone



## 4. Configuration

# Configuration



## What Igea product do i need?

The type of product is determined by the type of facility, government regulation, staff requirements and suite size.

**Retirement  
Residences/  
Independent  
Congregate  
Living**

**Resident  
Unit**

**igeacom  
300/500**

**Assisted  
Living  
Facilities**

**Resident  
Unit**

**igeacom  
300/500**

**Nursing  
Homes &  
Long Term  
Care**

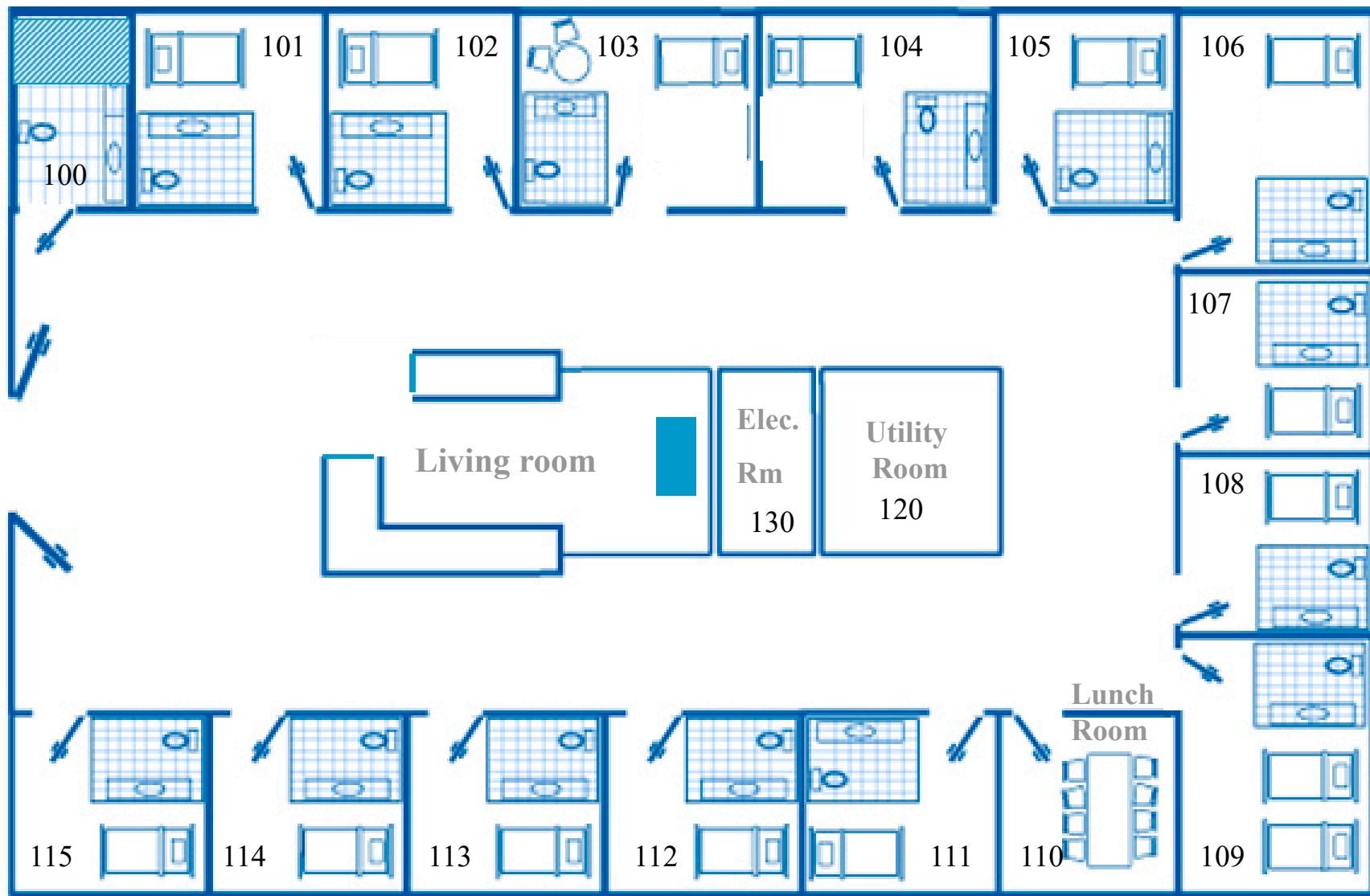
**Patient  
Unit**

**igeacom  
600/700**

**Clinical and  
Acute Care**

**Patient  
Unit**

**igeacom  
600/700**



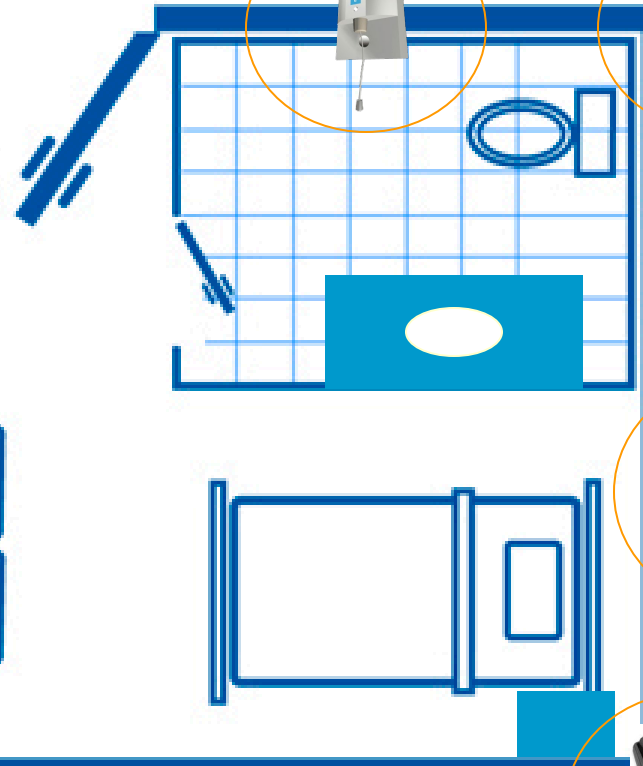
# Configuration

## Other Options



**Optional**

112



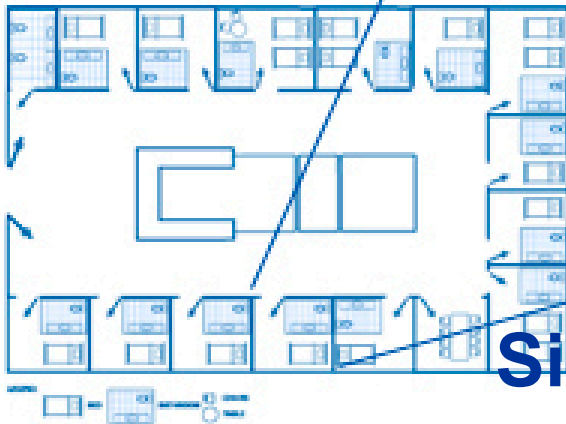
**OR**



**Pull station**



**igeacom**



# Single Room Configuration, Option 1

## Other Options

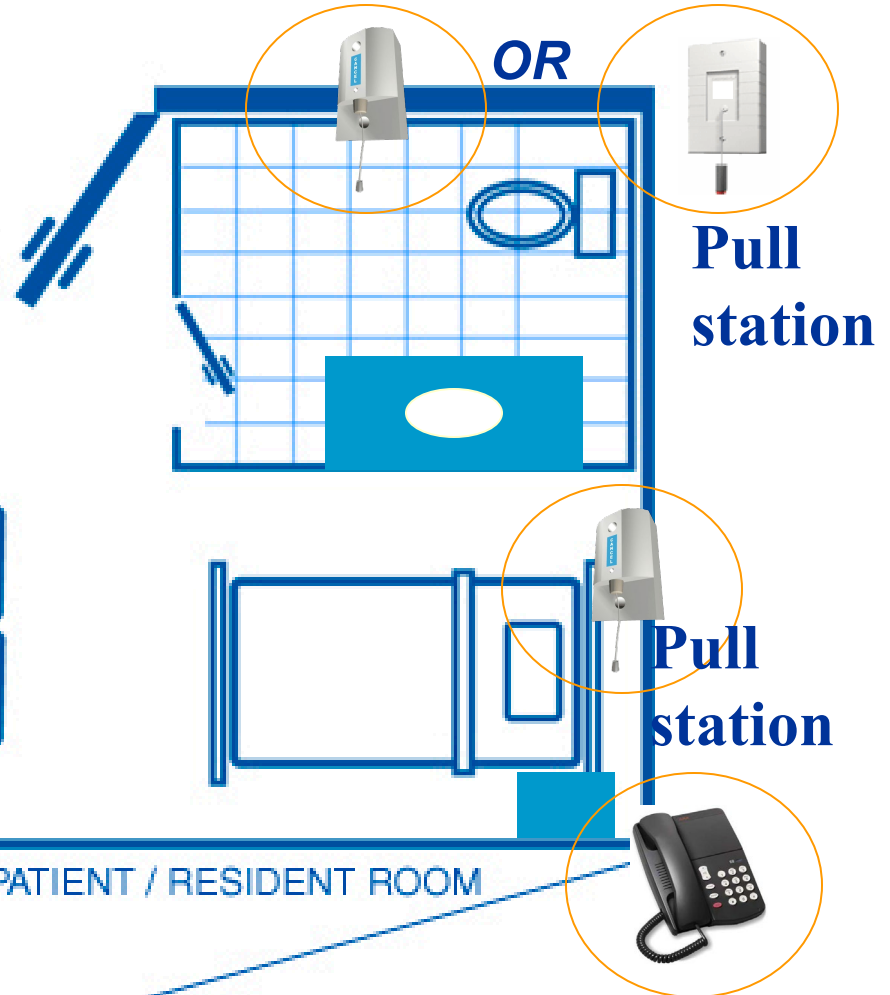


**Optional**

112



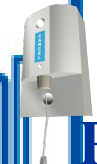
**igeacom**



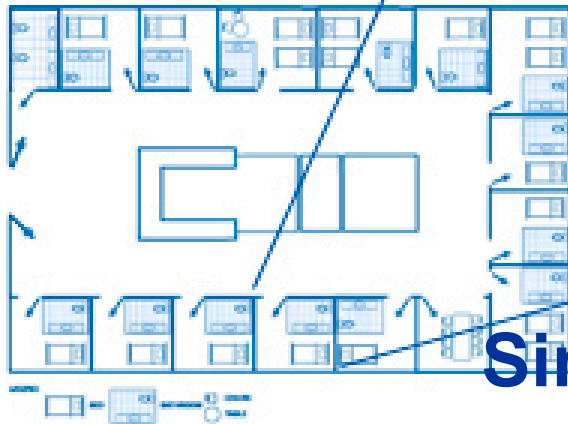
**OR**



**Pull station**



**Pull station**



**Single Room Configuration, Option 2**



## Other Options



*Optional*

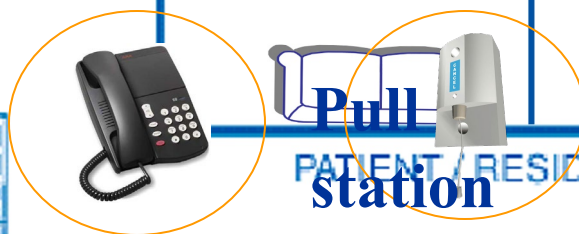
112



**OR**



**Pull station**



**Pull station**

PATIENT / RESIDENT ROOM



**Pull station**



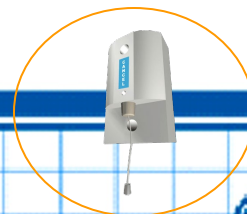
# Suite Configuration Option 1

## Other Options

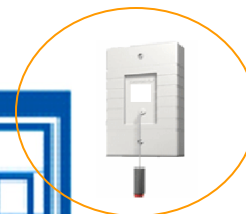


*Optional*

112



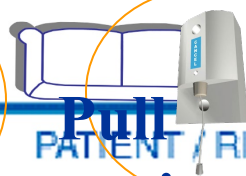
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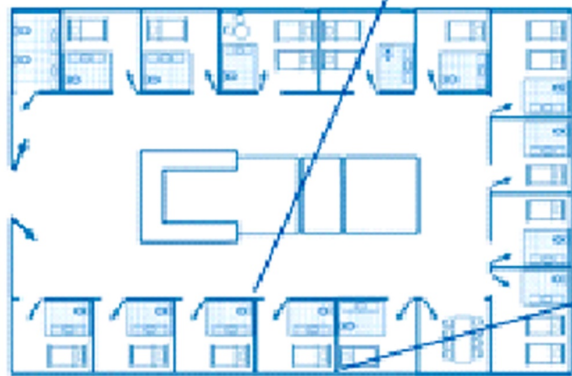
**Pull station**



**igeacom**



**Pull station**



## Suite Configuration Option 2

# Configuration

## How do i configure the PBX?

- ❖ 1 analog port per resident / patient unit required
- ❖ At least 1 digital/IP display set to receive emergency calls
- ❖ It is recommended that the staff use the PBX as their administrative telephone system.
- ❖ Voicemail system/announcement board is required to use the menu/activity buttons on the resident unit



# Configuration

## How is the nursecall function preformed?

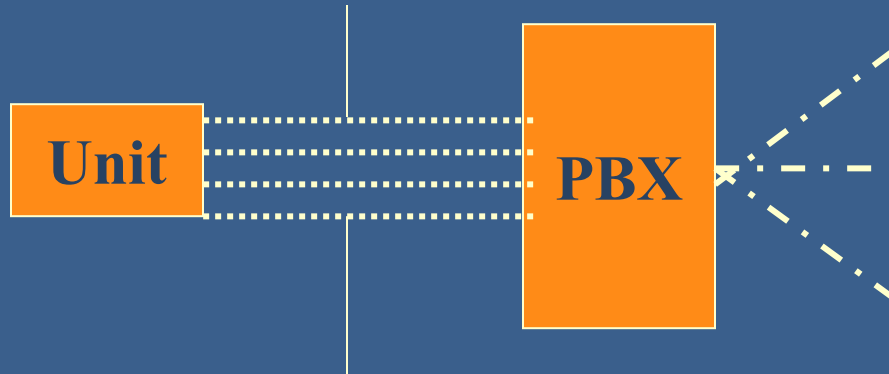
- ❖ When a emergency call is placed the igeacom will go off-hook and dial a pre-programmed number in the unit. This number is a DN on the PBX.
- ❖ Each call point on a single igeacom can be programmed to dial a different DN on the PBX. This is used for the following:
  - ❖ distinguish between different types of calls (bathroom, bedside etc)
  - ❖ to route a call point that has a higher priority to a different set or group of sets.



# Configuration

## How the Nursecall Function Preforms:

Caller line ID (analog) provides the caller's information



PBX sends unit call to end destination (nurse, reception, resident aid etc)

The unit dials a extension number in the PBX.

**NOTE:** Once a call point has been activated the unit will continue to try to contact a telephone extension until it has been cancelled properly by the called party.



# Configuration

## igeacom COMMANDS

### **Acknowledge: \*4 or \*3**

Description: Reminder Function. This will stop the delay timer for a preprogrammed amount of time allowing a staff member to response to the call.

\*4 – releasing the line.

\*3 – keeps the call active.

\* 4 is not available on the Patient Unit. \*3 has a built in 5 minute timer.

### **Cancel by Telephone: \*9**

Description: When a staff member wishes to cancel an igeacom emergency call they can press the \*9 code. The called party will hear a confirmation tone notifying them that the unit heard the DTMF tones. The cancel code can be used before or after the acknowledge code.



# Configuration



## Programming the Igeacom unit

Link to programming Firmware downloads; <http://mialert.com/support/>

Also, Training Manuals & Installation Guides can be found in this section.

1) Calculate Used ID for Software Versions 6.08, 6.11, 6.08.03

- 1> Enter Password
- 2> Divide by 86
- 3> Multiply by 11
- 4> Add 1986

2) Calculate Used ID for Software Versions 5.3

- 1> Enter Password
- 2> Divide by 86
- 3> Multiply by 11
- 4> Add 11

# Programming software kit



## Step 1: Install software on PC.

<https://mialert.com/support/#Firmware-AP300-500>

- One license per site
- Allows to manage all units
- Comes with infrared / ¼ jack tool.

Prototype only V6.04

Prototype only

COM1

Device Soft Version

PC Soft Version Version 24.1

	Phone #	Delay	Redial	Silent	Light	Priority		Phone #	Delay	Redial	Silent	Light	Priority	
CALL Button							STORE into Device	2000#*101*1131#	.1	Y	N		1	CALL Button
BED Button							READ from Device	2000#*101*1104#	.1	Y	N		6	BED Button
Wired Pull Cord							Verify	2000#*101*1000#	.1	Y	N		6	Wired Pull Cord
Pendant							Cancel Cancel	2000#*101*1107#	.1	Y	N		6	Pendant
Wireless Pull Cord							Yellow Area Green Area	2000#*101*1101#	.1	Y	N		6	Wireless Pull Cord
RF3 Sensor							EXIT		.1	Y	N		6	RF3 Sensor
Menu									.2					Menu Button / code blue
Activities														Activities Button / staff ast
Maintenance									.1					Maintenance
Cancel								2000#*101*9999#	.1					Cancel Button

Phone Nr.: Max Length = 24 char. (F, 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, A, B, C, D, \*, #)

Various Delays [ms]

F (Flash) 600

pF (PreFlash) 200

(Pause) 3500

Name

Floor #

Serial #

Inst. Date 2005 JULY 13

Cancel by Phone

Cancel by Phone

Various Delays [ms]

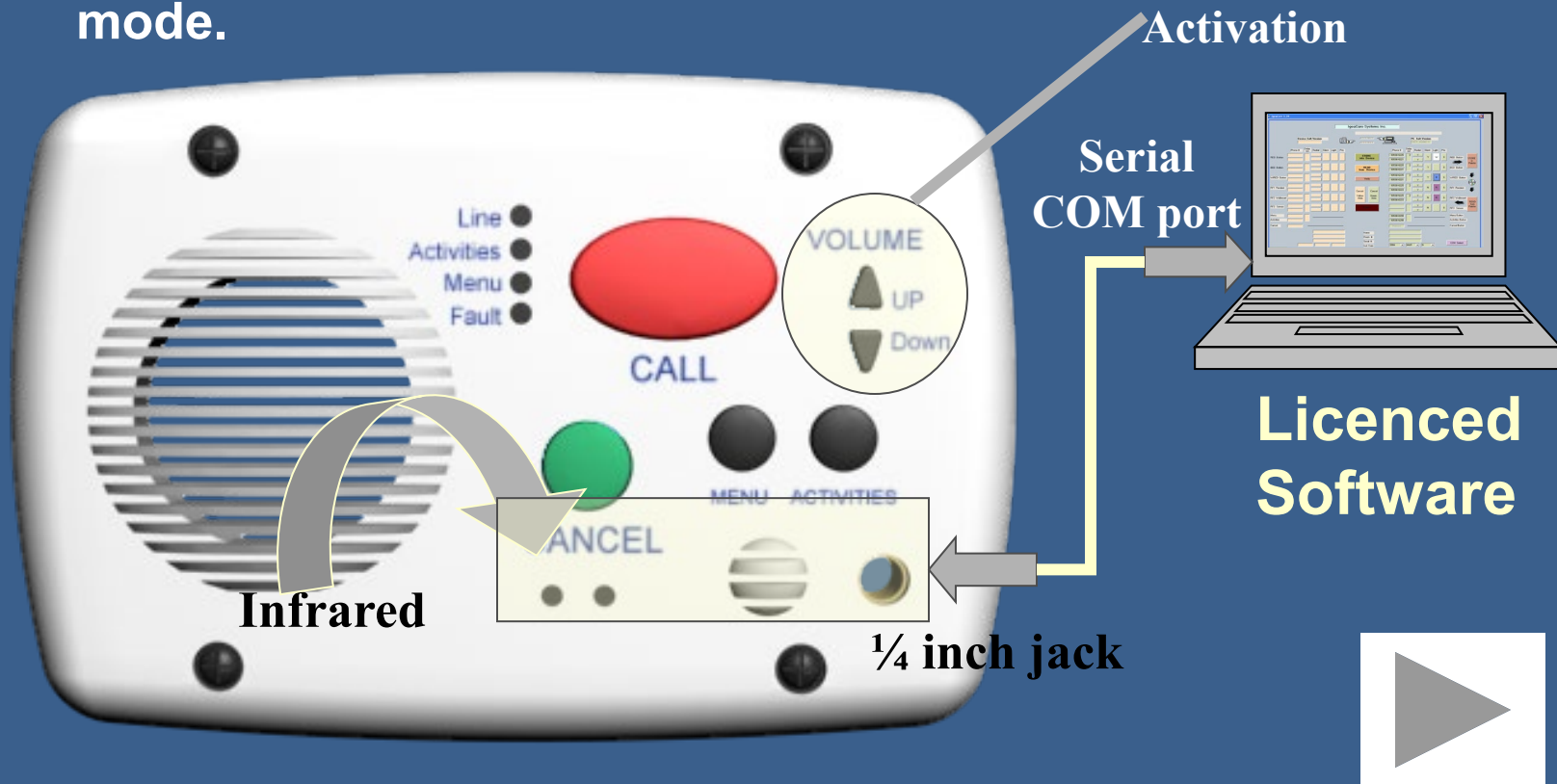
F (Flash, ON hook) 600

pF (preFlash, OFF hook) 200

(Pause) 3500

# Configuration



**Step 2: Press and hold the volume buttons (or nurse in/out) together for 5 sec. The unit will beep every 10 seconds notifying the installer that it is in programming mode.**



# Configuration

There are five peripheral devices that can be programmed using this software, one device specific button and three activity buttons. They are as follows:

- Row 1: Red call button
- Row 2: 1/4 " Jack
- Row 3: Traditional wired pull cord
- Row 4: Wireless pendant
- Row 5: Wireless pull cord
- Row 6: TBA
- Row 7: Menu Button / Code Blue
- Row 8: Activities Button / Staff Assist
- Row 9: Maintenance
- Row 10: Cancel Button - Firmware

Phone #	Delay	Redial	Silent	Light	Priority	
2000#,*101*1131#	.1	Y	N		1	CALL Button
		Y				
2000#,*101*1104#	.1	Y	N		6	BED Button
		Y				
2000#,*101*1000#	.1	Y	N		6	Wired Pull Cord
		Y				
2000#,*101*1107#	.1	Y	N		6	Pendant
		Y				
2000#,*101*1101#	.1	Y	N		6	Wireless Pull Cord
		Y				
	.1	Y	N		6	RF3 Sensor
		Y				
	2					Menu Button / c
Max Length = 24 char. (F, 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, A, B, C, D, *, #)						Activities Button
	.1					Maintenance
2000#,*101*9999#	.1					Cancel Button


# Configuration

## STEP 3: Program the extension you want the trigger to call

### In the Phone # field:

For each peripheral device you can set the phone number that will be contacted if the item is triggered. Enter the phone number that the device should dial if the device is triggered. You can enter up to two extensions for each device. The first extension is the primary contact and the second extension is the secondary contact.

	Phone #	Delay	Redial	Silent	Light	Priority	
<b>PRIMARY</b>	2000#,*101*1131#	.1	Y	N		1	CALL Button
<b>SECONDARY</b>			Y				



# Configuration

## STEP 4: Program the delay

### In the Delay field:

Enter the amount of time in minutes that the igeacom device should wait before dialing the secondary extension. A delay time can be administered for each peripheral device.

Phone #	Delay	Redial	Silent	Light	Priority	
PRIMARY 2000#,*101*1131#	?	Y	N		1	CALL Button
SECONDARY		Y				



# Configuration

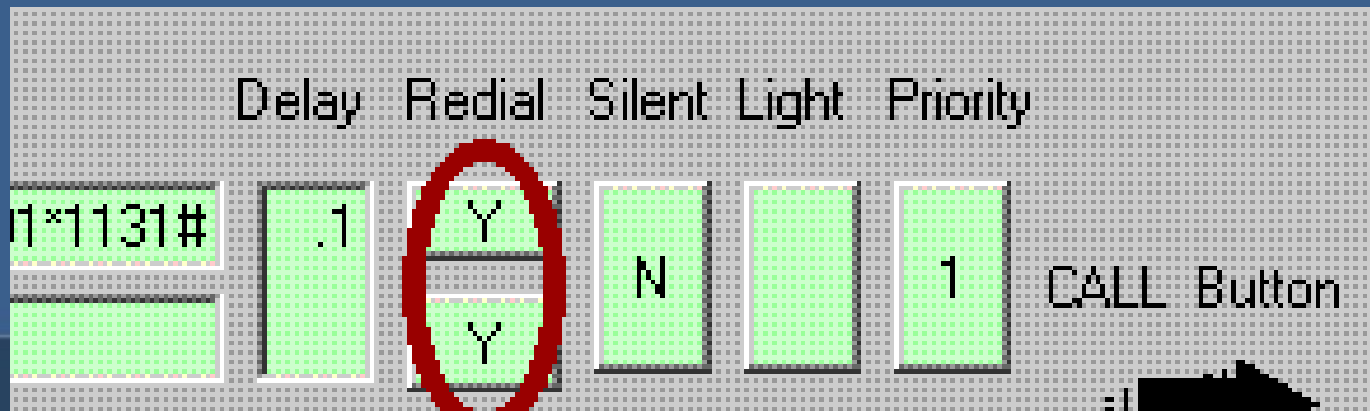
## STEP 5: Redial field

### In the redial field:

Click on the button to toggle the redial button on/off. The default setting is Y(es) for on for both numbers.

If the primary number is set to Y the unit WILL dial the secondary number after the delay time. If the secondary number is set to Y the unit WILL redial the secondary number continuously after the delay time has recycled.

***NOTE: It is strongly recommended that redial is set to Y.***




# Configuration

## STEP 6: Silent Field

### In the silent field:

Click on the button to toggle the silent on and off. The default setting is N(ot silent) for on for both numbers. The silent feature will lower the volume during the dialing process. Note, the dialing is not completely silent.

Phone #	Delay	Redial	Silent	Light	Priority	
2000#,*101*1131#	.1	Y	<input checked="" type="radio"/> N		1	CALL Button
		Y				



# Configuration

## STEP 7: Dome Light

### In the light field:

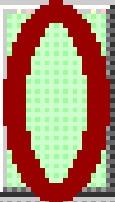
Click on the button to determine the colour of the light you would like to turn on when that call point is triggered. The default is no dome light (blank).

Options:

R = Red on igeacom Dome Light

W = White on igeacom Dome Light

B = Green on igeacom Dome Light

Phone #	Delay	Redial	Silent	Light	Priority
2000#,*101*1131#	.1	Y	N		1
		Y			

CALL Button

# Configuration

## STEP 8: Priority

### In the priority field:

Enter in the priority of the device on a scale of 1 to 6. The number 1 signifies the highest priority and the number 6 signifies the lowest priority.

When a call from a device with a higher priority is activated the unit will call the higher priority extension number and ignore any existing emergency calls.

Phone #	Delay	Redial	Silent	Light	Priority	
2000#,*101*1131#	.1	Y	N		1	CALL Button
		Y				

# Configuration

## STEP 9: Unit Information Tracking (reference only)

**Name:** Enter the name of the installer or site location.

**Room #:** Enter the room or wing the particular igeacom is to be installed.

**Serial #:** Enter the S/N of the unit

**Inst. (Installation) Date:** Select the installation date or programmed date of the igeacom device



A screenshot of a configuration window with a grey background and a dotted pattern. It contains four input fields with green backgrounds and black borders. The first three are text boxes, and the fourth is a date picker. To the right of the date picker, there is a green button with a white 'Y' and some partially visible text.

Name	<input type="text"/>	Y Car by F
Room #	<input type="text"/>	
Serial #	<input type="text"/>	
Inst. Date	<input type="text" value="2005"/> <input type="text" value="JULY"/> <input type="text" value="13"/>	

# Configuration

## STEP 10: Activity Buttons

Activity buttons do not have secondary extensions. If escalation is required it must be preformed by the PBX.

The maintenance will notify an extension of a malfunctioning unit.

The cancel button only needs to be programmed if the IgeaTrak reporting software has been purchased.

		2	Menu Button/
hane Nr.: Max Length = 24 char. (F, 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, A, B, C, D, *, # )			
			Activities Butto
		.1	Maintenance
	2000#,*101*9999#	.1	Cancel Button



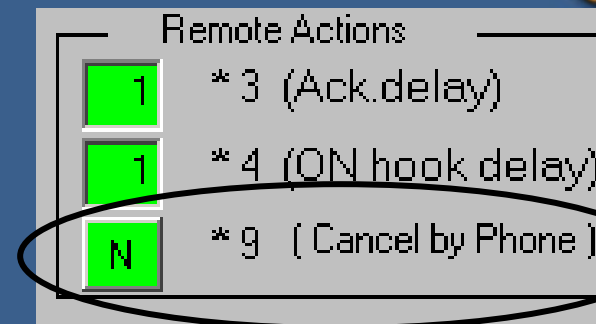
# Configuration

## STEP 11: Cancel at Source/ By Telephone

Toggle between Y(es) and N(o) by pressing this button to set the ability for the staff to cancel a nurse call from the telephone.

If N(o) is activated then the staff must go to the resident unit to cancel the nurse call.

If Y(es) is activated a nurse call can be cancelled both on the resident/patient unit as well by the telephone.



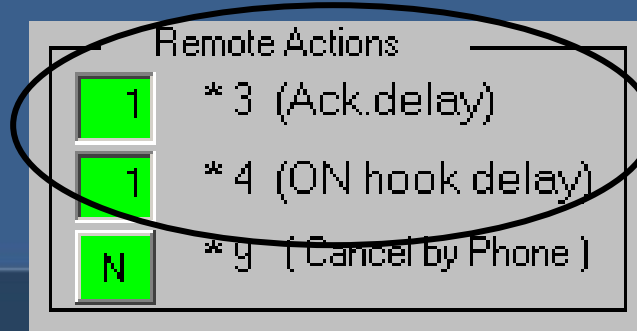
# Configuration

## STEP 12: Insert the Delay Timers for the Reminder Function.

Enter in a Value in Minutes. Values do not have to match.

Not recommended to leave at 1 minute.

Reminder Timers should be greater than delay timers.



Remote Actions	
1	* 3 (Ack.delay)
1	* 4 (ON hook delay)
N	* 9 (Cancel by Phone )

# Configuration

## STEP 13: Telephone System Parameters

In the following fields you may adjust the following actions according to the PBX you are attaching to. The following characters may be used in any of the dial strings.

Digits: 0-9

Characters: A,B,C,D, \* and #

Switch Hook Flash: F

Pause: ,

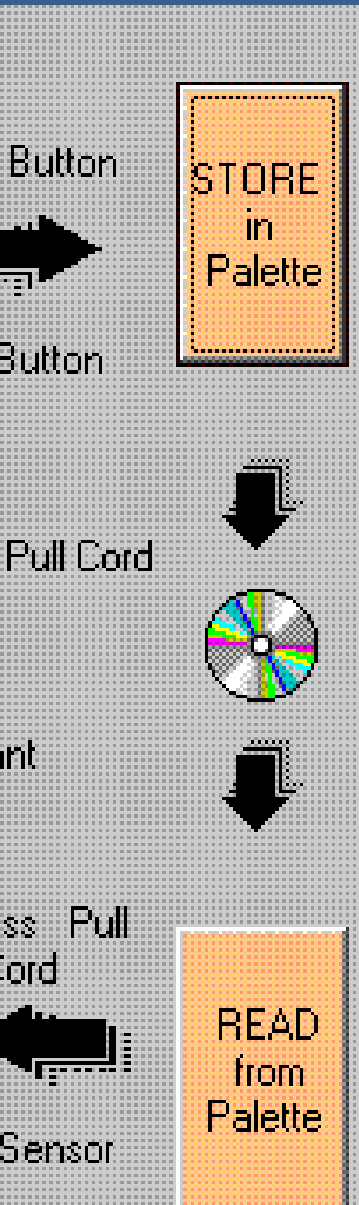
Various Delays [ms]	
600	F (Flash, ON hook)
200	PF (preFlash, OFF hook)
3500	, (Pause)

# Configuration

## STEP 14: Storing/Reading the data

When you have completed entering your programming use the “STORE IN PALETTE” to save the programming on your computer.

To read the data stored from a previous install press the “READ FROM PALATTE”

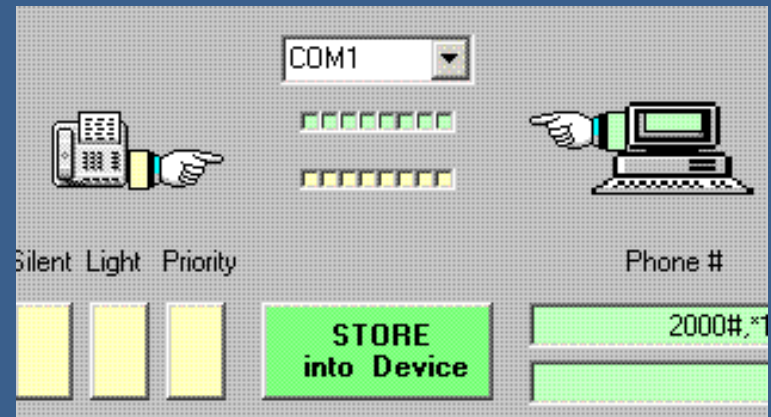


# Configuration

## STEP 14: Writing the data to the igeacom

Once you have determined all the parameters use the “STORE IN DEVICE” button.

During the transfer of data the green and yellow bars at the top of the page will flash. A screen pop up will notify the installer that the command was completed successfully.



# Configuration

## Other available options:

**“READ FROM DEVICE”:** This will read the parameters programmed on the igeacom unit. This data will display in the “yellow area”.

**“VERIFY”:** To verify that both the “yellow area and the “green area” are the same press this button and any discrepancies will immediately be identified.

**“CANCEL YELLOW AREA” & “CANCEL GREEN AREA”:** This will cancel all data on their corresponding color area's.



# Configuration



TIPS



# Configuration - TIPS

## **\*\*IMPORTANT\*\***

- Program each igeacom call point to dial a phantom DN
- Divide the location into WINGS, FLOORS, UNITS etc.
- NEVER send an emergency call to a extension with a voicemail box.
- You must send all emergency calls to internal extension. The igeacom relies on the station to station callerlineID function.
- When programming each igeacom unit analog port ensure that the location of the igeacom is located somewhere in the extension number and description.

# Configuration - TIPS

## Program each igeacom call point to dial a phantom DN

Do NOT program the igeacom to dial a physical extension in the switch. If there are routing changes to be made in the future you would have to either re-program all the igeacom units or take the extension away from that staff member.

In order to ensure easy escalation changes in the future program the igeacom to dial PHANTOM DN's. These DN's can then be administered to ring to physical extensions.

For example:



# Configuration - TIPS

## Program each igeacom call point to dial a phantom DN

Program each igeacom call point to dial a different phantom DN. This is so you may label that phantom DN with the type of call and that information may be forwarded to the destination party's call display.



# Configuration - TIPS



**Program each igeacom call point to dial a phantom DN**

Once you've programmed each call point separately you can then route the call to multiple locations (based on PBX capabilities):

- Multiple phones at one time
- Telephones in sequence
- Groups of telephones in sequence
- Time of Day covering
- And more...

# Configuration - TIPS

## Divide the location into WINGS, FLOORS, UNITS etc.

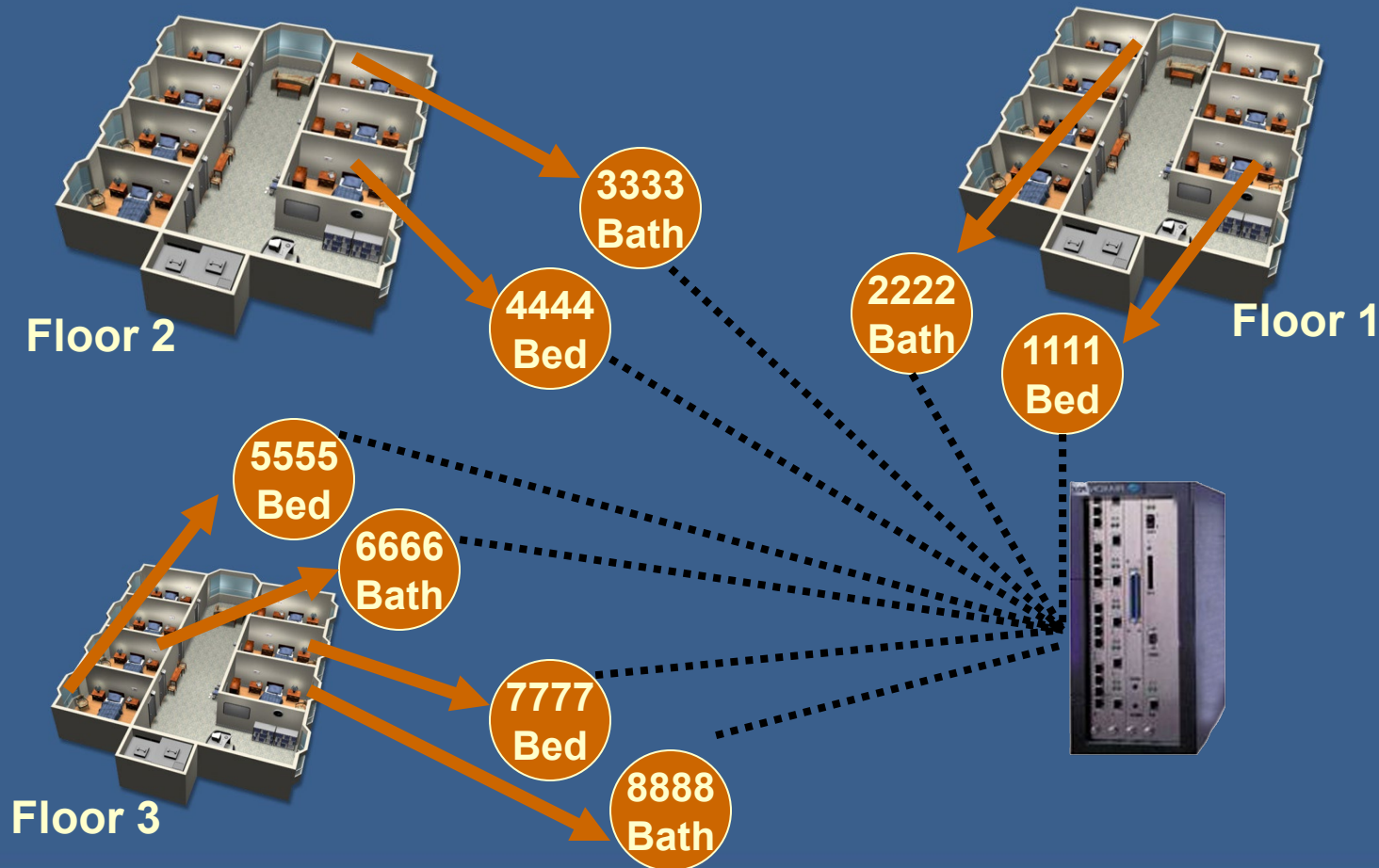
Do NOT program the all the units in a building to dial one extension. Divide the building up based on care level, floors or wings. This will allow you to make call routing changes in the telephone system remotely.

**For example:** Mapleview Lodge has 3 floors with 20 igeacom units on each floor. Right now all nurse calls are answered by the front desk. However, they are planning to make the 3<sup>rd</sup> floor assisted living. In the next year, there will be two resident aids on this floor at all hours of the day. They will most likely divide the floor into two parts. Rm 301 to 310 and Rm 311 to 320.

In this scenario you would have 4 different groups of igeacom's dialing 4 different extensions. **THINK AHEAD - EVEN IF THE CUSTOMER ISN'T.**

# Configuration - TIPS

Divide the location into WINGS, FLOORS, UNITS etc.





# Configuration - TIPS

When programming each igeacom unit analog port ensure that the location of the igeacom is located somewhere in the extension number and description.



<u>Ext.</u>	<u>Name</u>
x 1108	1st Fl. Lounge
x1101	Rm 101
x1102	Rm 102
x1103	Rm 103
x1104	Rm 104
x1105	Rm 105
x1106	Rm 106
x1107	Rm 107

# Configuration - TIPS

- ROOM TO ROOM DIALING
- STAFF TO RESIDENT DIALING
- RESIDENT TO STAFF DIALING

Ex:	Rm 101
x 1108	1st Fl. Lounge
x1101	Rm 101
x1102	Rm 102
x1103	Rm 103
x1104	Rm 104
x1105	Rm 105
x1106	Rm 106
x1107	Rm 107



## 5. Troubleshooting

# Troubleshooting

## Diagnostic Procedures

To perform a unit diagnostic press and hold the Menu & Activities & two volume buttons simultaneously. During this procedure the unit will:

- a) Check for the line;
- b) Check for a battery warning;
- c) Check to see if the battery voltage is low;
- d) Check to see if the keypad has a seized button.

# Troubleshooting

## b) Check for the line;

The unit continuously checks for dial tone.

If the unit does not see dial tone it will beep every 30 seconds as well as turn on both the fault & line LED.



# Troubleshooting

- b) Check for a battery warning;**
- c) Check to see if the battery voltage is low;**

If the fault light appears on the unit, simultaneously followed by the sound of 2 short chirps 90 ms each, then this indicates:

- i. The battery is below operating voltage;
- ii. The battery is not plugged in, or
- iii. The battery is damaged



# Troubleshooting

## Indicator Lights Warning Chart:

Line Indicator Light	Condition	Solution
Fault	Fault in keypad. When a keypad error occurs a short chirp will sound for 70ms in duration.	Call Operator immediately
Fault	Fault with unit	Call Operator immediately
Line & Fault	Fault in line. When a no line fault occurs a short chirp will sound of 70ms in duration	Call Operator immediately
Activities & Fault	Battery warning. The device will chirp (2 beeps) for a duration of 160ms.	Call Operator immediately. Battery should be recharged.
Activities, Line & Fault	Battery life is low a long chirp will sound for 560ms.	Call Operator immediately. Replace Battery



# troubleshooting

## LED Guide when Unit in use:

The Line LED will turn on when the call button is pressed.



# Troubleshooting

## LED Guide when Unit in use:

The Line LED will turn on when an igeacom device has been triggered  
(*example: a pendant call*)



# Troubleshooting

## LED Guide when Unit in use:

The activities (staff assist) LED will turn on when the button is pressed.



# Troubleshooting

## LED Guide when Unit in use:

The menu (code blue) LED will turn on when the button is pressed.





## 6. Documentation

# WARRANTY

- ❖ 1 year warranty against manufacturer defect.
- ❖ 5 year warranty on Wireless Pendant / Wireless Pull Station battery

**FOR A COMPLETE OVERVIEW OF THE  
WARRANTY PROGRAM PLEASE SEE THE  
“igeacom Software User Guide”**

# CSA / UL Certification

The igeacom units are CSA certified:

- ❖ **Class 481205:** CSA Std C22.2 No. 205 - m1983 signal equipment; CAN/CSA - 22.2 No. 60950 -1-03; Bi-national standard with UL 60950-1
- ❖ **CSA-US: *Class 481284 Class 481204*,** CSA Std C22.2 No 205-m1983; UL Std No. 464, Eight ed 2003 CAN/CSA 22.2 No. 60950-1-03; Bi-National standard with UL 60950-1
- ❖ igeacom300 & igeacom500: FCC ID:SEDiigeacom; IC: 5263A-igeacom



# Guideline Specifications



**All software releases are  
accompanied by a guideline  
specification.**

**It is recommended that you read the  
guideline before installation.**

# igeacom Technical Information



- ❖ **Location:** Encased in a standard electrical aluminum or plastic 3 gang box.
- ❖ **Internal Hardwire Input Connections:**
  - 1 X Telephone input line cord (40mA-50mA) with standard modular plug.
  - 1 X Telephone output line cord (40mA-50mA) with standard modular plug.
  - 1 X Rear terminal block hook up for normally open contacts.
- ❖ **External Hardwire Input Connections:**
  - 1/4" Phone plug with Cordette Nurse Call Switch.
- ❖ **Radio Frequency Inputs (optional):**
  - Set for 2 wireless radio frequency inputs.
- ❖ **Standards:**
  - CSA 22.2 #205, UL 1637, FCC Part #68 / FCC Part #15, Class "B", CS-03



# igeacom Technical Information

## ❖ Environment:

-Temperature: -20°C to 70°C

-Humidity: 0-95%

## ❖ Details:

-Weight: 225g

-Dimensions: 6.38" x 1.91" x 4.44" (L x W x H)

-Dimensions in Electrical Box: 6.38" x 3.11" x 4.44" (L x W x H)

-Line Power: 1.5mA on hook / 28mA off hook; 3.6V Ni-Cd battery back-up (note: charger built on board).

-Stand –by Battery: 300mAh capacity continuously internally recharged

-Backup Time: 500 hrs of stand-by operation when fully charged.

-Power Consumption: N/A

-Radio Frequency: Frequency: 433.92MHz - compliant to the FCC and ETSI license exempt frequency band.

-Radio Range: Up to a maximum of 50ft line of sight.

# eCall Unit



**Available in two styles**

**-eCall-200**

**-eCall-201 (PA board)**

# eCall Unit



- TB301 Hard wired input included
- Dome Light Module (optional)
- Same Installation Requirements as Resident Unit
- Same Programming Software
- No Wireless Capabilities
- Programming Mode is entered on the back of unit.
- No LED's

## ApoloDS Overview



## What are IgeaCare ENS solutions?

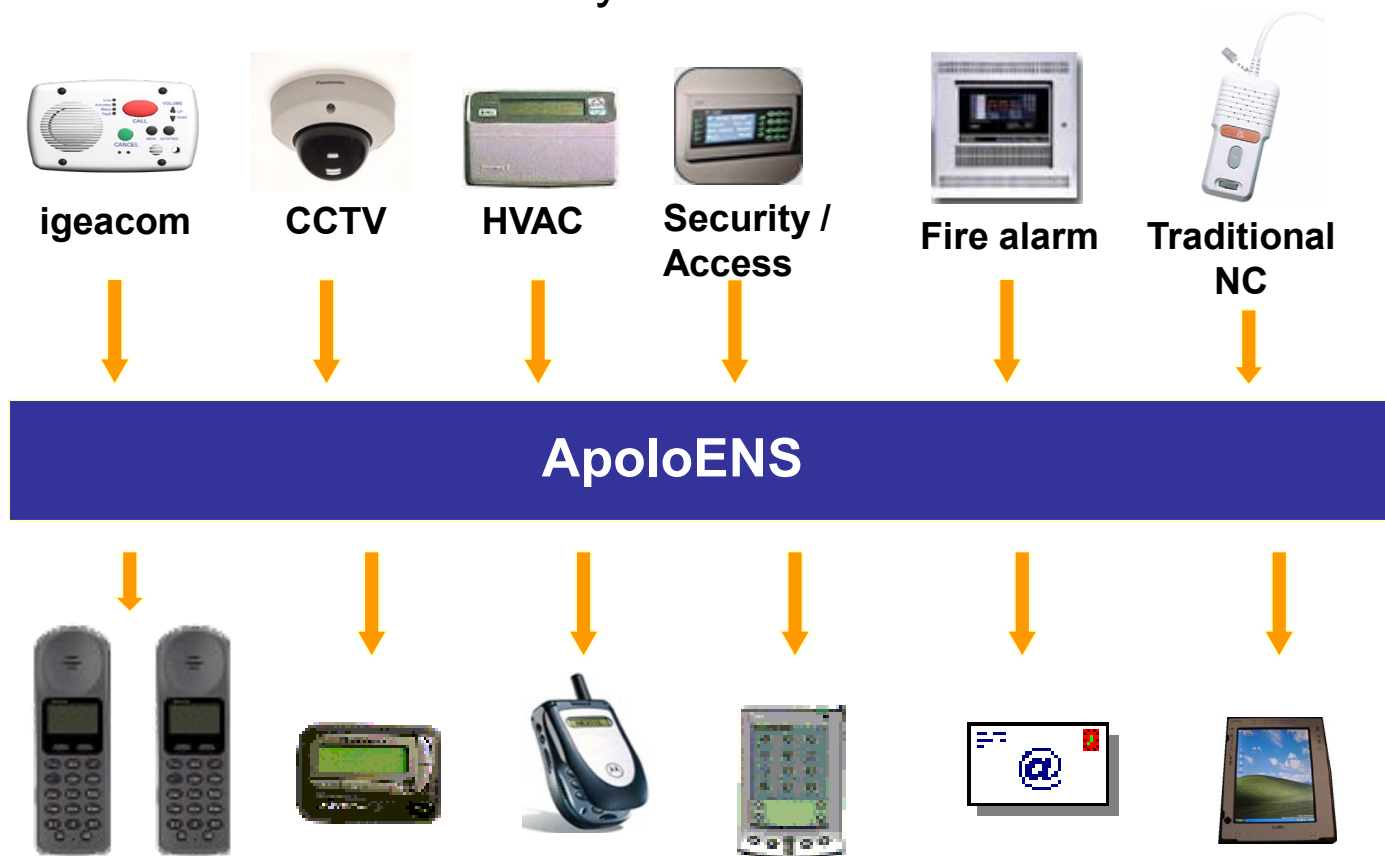
The ability to receive notifications from a device or system and provide that event information to another device or system.

- Provides links between systems
- Allows for you to use new technology with old technology
- Manages Real Time Events
- Centralizes monitoring of communication systems.
- Scalable
- User Friendly



# ApoloENS Solution

ApoloENS is a suite of software that provides enhanced features and functionality for healthcare facilities.



Any device that can receive Voice or Text.



**igeacom**



**ApoloDS**



**Desk  
Telephones**



**Spectralink  
Handsets**



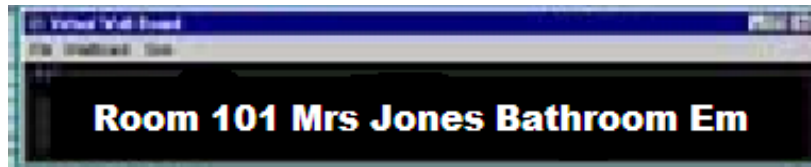
**Pager**



**Cell phones or  
outside telephones**



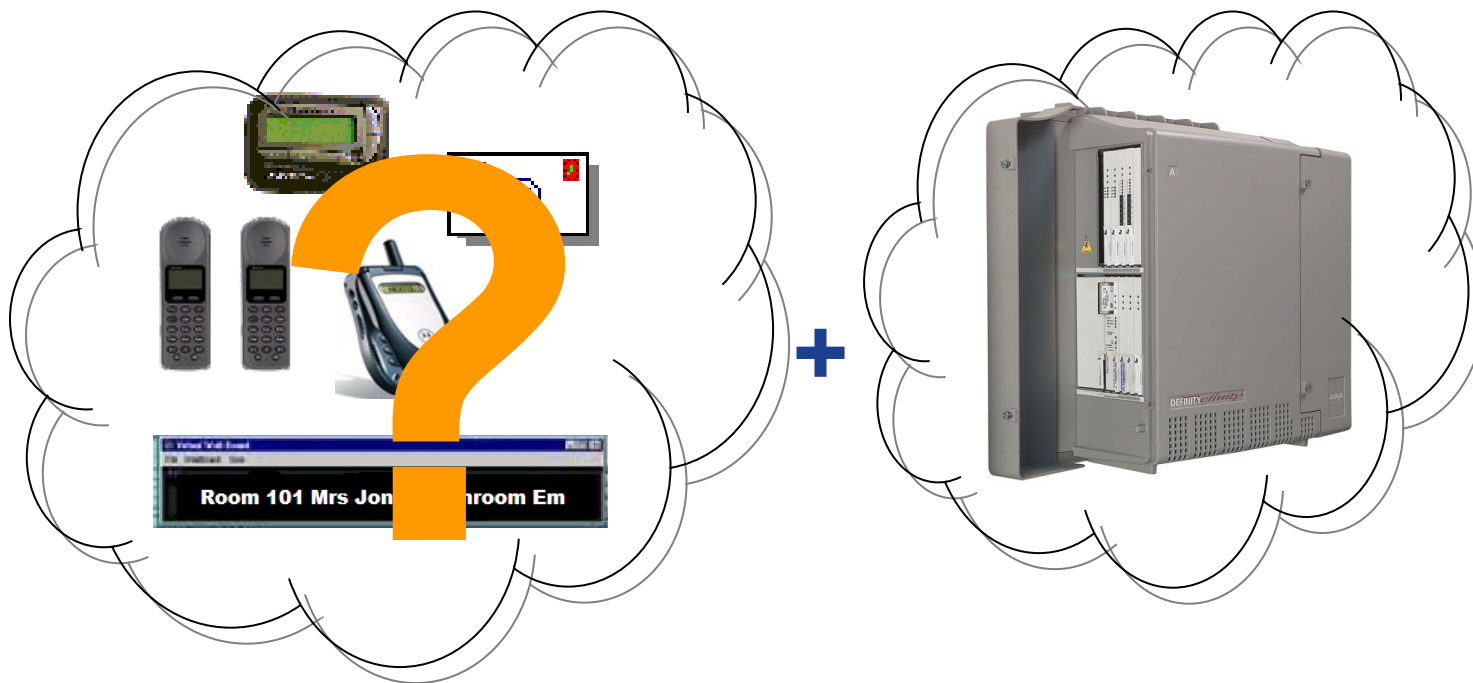
**Email / PDA /  
Blackberry**



**Virtual Wallboards**

# How do I know this is right for my customer?

What are the integrations and functionality the customer is looking for?



## Two different types of sales, two different budgets.



Small budget  
Little support  
resources



Larger budget  
More technology  
More support  
resources

## The middle guy...



=

Facilities looking for an advantage on competition

Facilities looking for a WOW factor

Facilities we cannot afford ApoloENS

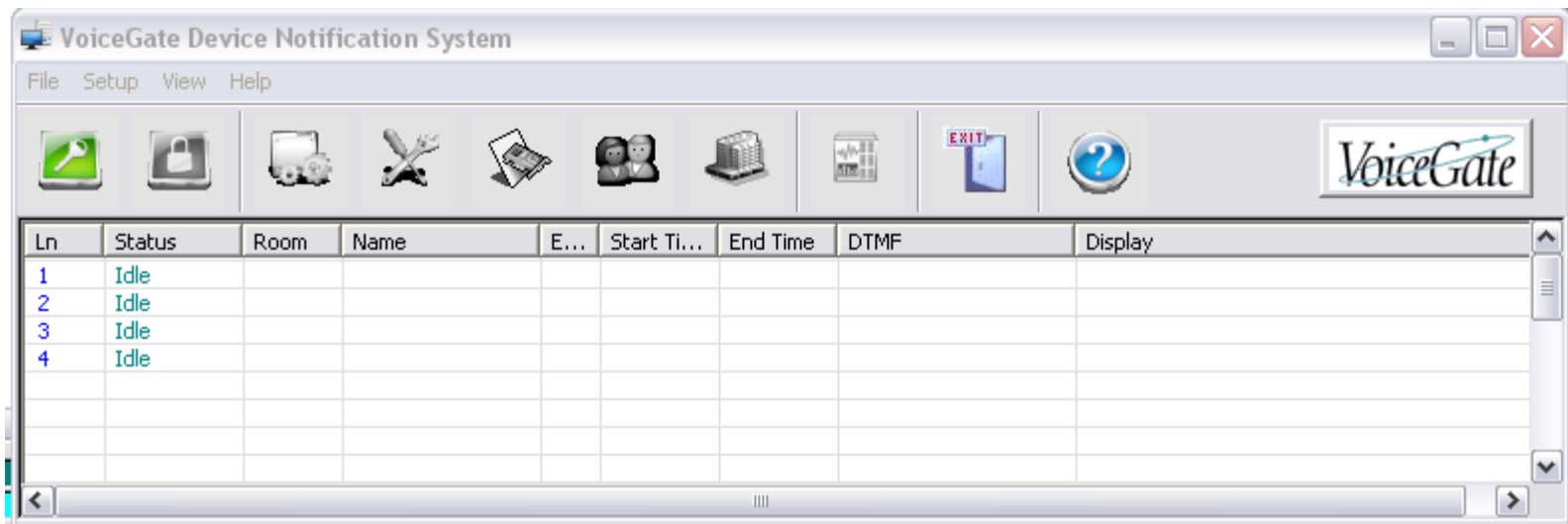
Facilities where a basic install is not enough

Multiple facility owners looking to centralize their communication

Large, multi-care facilities that have multiple forms of communication

# ApoloDS Solution

- **Turn Key Solution**
- **Positioned for Retirement Homes / Assisted Living / Nursing Homes.**



- Rack Mount PC (depending on size)
- Voice Board
- Windows OS/PC Anywhere
- DS Software supporting:
  - Unlimited call points
  - Transfer DN
  - TTS
  - Single Paging system Integration
  - Spectralink OAI Integration
  - Email
  - Virtual Wallboard (unlimited clients)





IgeaCare Systems Inc.

1-866-361-6225

[www.igeacare.com/downloads.htm](http://www.igeacare.com/downloads.htm)

[www.igeacare.com/support6.htm](http://www.igeacare.com/support6.htm)

Username: Technical

Password: igea403

(case sensitive)