Create a Patient Request

1. Answer an eligible incoming nurse call at the staff console. Once you hang up the handset, a screen will pop up and ask if this patient requires additional assistance. Select Yes. Then, the staff console will navigate to the Patient Request screen.

2. Select call on Hold from the Call List on the staff console (one that you answered previously and put call on Hold), and then select Specify Request.

3. Select a call from the Call List on the staff console that you have not yet answered, and then select Answer.

4. Press a Patient Need button to select the type of patient request. (All non-emergency calls in the Notification Calls group appear as Patient Needs on the Patient Requests screen.)

5. Send the request by pressing the Hang Up & Send button.

Standard Audio Station

2. Audio-Open Indicator: Illuminates red when connection is made.
4. Status Indicator: Illuminates yellow when you place a call and/or when a call is waiting.
7. Emergency Button: Press to declare a staff emergency.
8. Microphone: Allows you to talk from anywhere within the room.

Using the Standard Audio Station

1. CODE:
   - Can route to PBX.
   - To request immediate assistance with a situation that is life-threatening, pull the blue Code lever on the top of the room station.
   - The Dome Light signals a Code with lights and tones.
   - The call annunciates at the staff console of the nursing unit as well as any room station configured to annunciate Code calls.
   - To end the call, push the lever back up, then press Cancel. Code calls must be cancelled at the location where the call was placed.

2. STAFF EMERGENCY:
   - Can route to PBX.
   - To request immediate assistance with an emergency situation that is not life-threatening, press the red Emergency button.
   - The Dome Light signals a staff emergency with lights and tones.
   - The call annunciates at the staff console of the nursing unit as well as any room station configured to annunciate staff emergency calls.
   - To end the call, press Cancel. Staff emergency calls must be cancelled at the location where the call was placed.

3. STAFF ASSISTANCE:
   - Helpful in patient calls.
   - To request immediate assistance with a situation that is not an emergency, press the yellow Assist button.
   - The Dome Light signals a staff assist with lights and tones.
   - The call annunciates at the staff console of the nursing unit as well as any room station configured to annunciate staff assistance calls.
   - To end the call, press Cancel.

4. CANCEL:
   - Press the Cancel button to:
     - End any call.
     - Reset an equipment disconnect alarm.
     - Disconnect audio for an open call.
     - Place the device in CLEAN mode.

Dome Light

1. Dome Light:_helpers: Can route to PBX.

For further information about products or services, please contact your local Hillrom representative at 800-445-3730 or visit hillrom.com.
# Handset
Allows more private communication; can be desk or wall mounted.

# Equipment
- A mild household cleaner (do not use harsh antiseptic solutions).
- A clean cloth.

# Cleaning the Faceplate
1. Clean the display: Do not spray the screen.
2. Use the solvent to clean the interior of the handset.
3. Press the Menu icon in the lower right of the screen.
4. Select Clean Device to open the faceplate.
5. Conduct your call. Press Hold to put the call on hold. Resume to continue.
6. Press Hang Up or return the handset to its cradle.

# Adjust the Volume
1. Press the Menu icon to open the Menu screen.
2. Set the Unattended Mode to open the Unattended Mode.
3. Set to Off if a nurse is not on the call.
4. Set to On if a nurse is not at the Staff Console.

# Unattended Mode
Sets nurse calls to annunciate at Patient Stations or Staff Stations when a nurse is not present at a Staff Console. Check with your system administrator for your nursing unit's Unattended Mode configuration.

# Call a Staff Member
1. Press Menu = Staff to open the Staff screen.
2. Icon indicates whether a staff member can be called.
- Callable (located and near a room station):
  - Not called (located but not near a room station):
- Not called (not located):
3. Select a staff member by pressing Answer or pick up the handset. If you press Answer without selecting a call, you will answer the oldest, highest priority call by default.
4. Conduct your call. Press Hold to put the call on hold. Resume to continue.
5. Press Hang Up or return the handset to its cradle.

# Answer a Call
1. Press the Calls icon located in three places:
   - Press to go to the Calls screen.
   - Press to open a call.
   - Press to hang up.
2. Select a call from the list and press Answer or pick up the handset. If you press Answer without selecting a call, you will answer the oldest, highest priority call by default.
3. Conduct your call. Press Hold to put the call on hold. Resume to continue.
4. Press Hang Up or return the handset to its cradle.

# Answer a Call
1. Press Menu = Rooms to open the Room screen.
2. Press a location on the list.
3. Pick up the handset and press Call or use the speakerphone.
4. Conduct your call and press Resume to continue.
5. Press Hang Up or return the handset to its cradle.

# Call a Room
1. The Locating feature must be enabled to call a staff member.
2. Press Menu = Staff to open the Staff screen.
3. Icon indicates whether a staff member can be called.
- Callable (located and near a room station):
  - Not called (located but not near a room station):
- Not called (not located):
4. Select a staff member by pressing Answer or pick up the handset. If you press Answer without selecting a call, you will answer the oldest, highest priority call by default.
5. Conduct your call. Press Hold to put the call on hold. Resume to continue.
6. Press Hang Up or return the handset to its cradle.

# Paging
1. Press paging to open the Paging screen.
2. Select a paging group and press Page.
3. Conduct your page using the handset.
4. Press Resume to continue.
5. Conduct your call. Press Hold to put the call on hold. Resume to continue.
6. Press Hang Up or return the handset to its cradle.

# PAGING
- Paging can only occur from a Graphical Staff Console where you are configured for the selected paging group.
- Press Menu = Rooms to open the Room screen.

- Press Menu = System Info to see if this feature is enabled for your nursing unit.

- When a call is being annunciated, press Silence the Calls screen.
- To turn ringing tones back on, press Resume Tones.

# View the Wait List
1. Press Menu = Wait List or press the Wait List icon in the upper right of the screen.
2. Do one of the following:
   - Return a call before the reminder occurs. Select a call and press Call. The call remains on the piston until cancelled.
   - Cancel a call. Select a call and press Cancel.

# View Staff Details
- View more information about the alert.
- Notify your system administrator of any system alert.