



Questek Australia Pty Ltd
102-104 Beaconsfield Street
Silverwater NSW 2128

Ph: 61 2 8748 9800

Fax: 61 2 8748 9899

Email: support@questek.com.au

Web: <http://questek.com.au>

Operator's Handbook

QCA12E-WG Wi-Fi Assist Point with Call Pendant, 2 x Aux Sockets for Bed Sensors



Instructions

1. Register a Resident/Patient Alarm

A resident/patient registers an alarm on the system by pressing the green “Call” button on their pendant cord

When the “Call” button is pressed the corresponding reassurance LED illuminates green for 1 second

- If the alarm was successfully registered on the system the reassurance LED begins to flash green
- If the alarms fails to register or a communications fault is detected the reassurance LED begins to flash red

2. Cancel a Resident/Patient Alarm

Nursing/Care Staff must cancel resident/patient alarms at the point of origin by pressing the grey “C” cancel button on the call point

- If the alarm was successfully cancelled the corresponding reassurance LED extinguishes
- If the call fails to cancel or a communications fault is detected the reassurance LED begins to flash red

3. Register a Staff Assist Alarm

Nursing/Care Staff can call other members of Staff by pressing the yellow “Assist” button on the call point

When the “Assist” button is pressed the corresponding

reassurance LED illuminates green for 1 second

- If the alarm was successfully registered on the system the reassurance LED begins to flash green
- If the call fails to register or a communications fault is detected the reassurance LED begins to flash red

4. Cancel a Staff Assist Alarm

Nursing/Care Staff must cancel Staff Assist alarms at the point of origin by pressing the grey “C” cancel button on the call point

- If the alarm was successfully cancelled the corresponding reassurance LED extinguishes
- If the call fails to cancel or a communications fault is detected the reassurance LED begins to flash red

5. Connect/Disconnect a Pendant Cord

Pendant cords must be connected via the “Pendant” socket located at the bottom of a call point

When a pendant cord is connected or disconnected the system automatically registers a resident/patient alarm

Nursing/Care Staff must cancel resident/patient alarms by pressing the grey “C” cancel button on the call point

6. Responding to Alarms

When an alarm is registered on the system a short text

message is delivered to appropriate annunciators, pagers and phones:

- Short text messages contain the location and priority of the alarm
- Nursing/Care Staff should respond to alarms in a timely manner to prevent the escalation of alarms to other members of Staff