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Tek-CARE®500
UL® 2560 Listed Wireless Emergency Call System

Installation and Operation Manual

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Tek-CARE®500 Installation and Operation Manual

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Introduction and Overview

Welcome to the installation manual for the Tek-CARE® 500 Wireless Emergency Call System. TekTone® thanks you for purchasing our products and aims to provide the best product support and service in the industry. This manual is designed to guide you through the installation process of a Tek-CARE®500 system from start to finish, but if you have questions at any point during the installation process, do not hesitate to contact our Technical Support Department by email at teksupt@tektone.net or by phone at (800) 327-8466 or (828) 524-9967. Choose Option 3 for Technical Support.

The Tek-CARE®500 system is a versatile wireless emergency call system that offers a wide range of device options to suit the needs of many types of care facilities. Available devices include emergency call switches, pendant transmitters, door alarms, smoke and motion detectors, and much more.

Before beginning installation, be sure and familiarize yourself with this manual and the system setup steps. See the following page for important installation and programming notes. The Tek-CARE®500 system must be installed as outlined in this manual.

The Tek-CARE® 500 system may be used as either a standalone emergency call system using the Tek-BRIDGE® as the master station or it may be connected to a larger TekTone® nurse call system, such as the Tek-CARE®400 or Tek-CARE®400P5 over the TC400 Network.

With the addition of the LS601 Tek-ALERT® Integration Manager, the Tek-CARE®500 system is capable of communicating with many other types of building systems, such as fire alarm and security systems. The LS601 Tek-ALERT® Integration Manager also allows the Tek-CARE®500 system to display and log events from older analog TekTone® nurse call systems such as the Tek-CARE® NC110, NC150, NC200, and NC300/II systems.

Due to the nature of a wireless communication system, it is necessary to conduct a thorough site survey using the NC500ESSK Site Survey Kit before beginning installation of the Tek-CARE®500 system. A site survey helps determine exactly how many NC511ES Repeater/Locators are needed on the system and where they should be installed.

Types of Installations

The Tek-CARE®500 system exists in three variants—a **UL**® 2560-compliant system for the Assisted Living market, EchoStream (**ES**), and the legacy Frequency Agile (**FA**) version. TekTone® currently sells and supports **UL** and **ES** devices.

FA devices are obsolete, and while they are supported by TekTone®, new devices and replacement parts are no longer available.

UL, ES, and FA devices generally share the same part numbers, but **UL** and **ES** devices have a suffix attached to the end of the part number. For example, an SF529 is an **FA** device, an **SF529ES** is an **ES** device, and an **SF529UL** is the **UL**-listed version of the SF529ES.

Since UL and ES devices are current, part numbers referenced in this manual are for **UL** and **ES** systems unless otherwise noted.

The Tek-BRIDGE® can support a connection to one **UL** or **ES** receiver and one **FA** receiver simultaneously, meaning that **FA** and **UL** or **ES** devices can be supported on a single system. The Tek-BRIDGE® does not support connections to multiple **UL**, multiple **ES**, or multiple **FA** receivers.



NOTE: All Tek-CARE®500 devices with warranty numbers higher than #N6768730 utilize UL-capable hardware. If a UL-capable transmitter is to be added to an existing ES system, see [Program ES and UL Transmitters on page 20](#).

Notes on UL® 2560 Installations

If the Tek-CARE®500 system is installed in a facility that requires a UL® 2560-listed wireless emergency call system, only UL-listed hardware must be used.

Adding Tek-CARE®500UL components to an existing Tek-CARE®500ES system does not impart a UL® certification to the existing system.

In order to comply with the UL® 2560 supervision and alarm transmission guidelines, the following device/repeater matrix must be followed.

End Devices	Maximum Repeaters	End Devices	Maximum Repeaters
150	397	1000	313
250	386	2000	238
350	375	3000	184
500	360		

Tek-CARE®500UL devices send a supervision message to the system once every 60 minutes. To accommodate the wireless traffic while maintaining alarm transmission reliability, follow the guidelines above.

Tek-CARE®500ES devices are supervised more frequently than Tek-CARE®500UL devices, however, ES devices are not certified to the same reliability standards as Tek-CARE®500 UL devices. When adding Tek-CARE®500UL transmitters, be sure to select the **60 min** supervision interval. For more information on adding Tek-CARE®500UL transmitters, see [Program ES and UL Transmitters on page 20](#).

Note that only the end devices and NC511UL Repeater/Locators are UL® 2560 specific. The NC510UL Receiver is used for both ES and UL installations.

Adding UL Devices to an existing ES System

All Tek-CARE®500 devices with warranty numbers higher than #N6768730 utilize UL-capable hardware. If devices with warranty numbers higher than #N6768730 are added to an existing Tek-CARE®500 ES system as expansion or replacement parts, a software change is needed to prevent missing devices from appearing in the event monitor.

The recommended method is to update the Tek-CARE® software to version 7283 or later. If a software update is not desired, set the supervision timeout for the new devices to 1 day. This will prevent false missings from appearing the system. For more information, see [Program ES and UL Transmitters on page 20](#).

Keys to a Trouble-Free Installation



- Conduct a thorough site survey to determine locations where repeater/locators are necessary.
 - Carefully read this manual and follow all procedures outlined within.
 - Use the included programming worksheet to note device numbers and locations.
- NOTE:** Remember that the Config Tool does not automatically update the Tek-CARE® system, and that live changes made through the Event Monitor are not reflected in the Config Tool. Changes made in the Config Tool must be committed to the system, and live changes made by the Event Monitor must be loaded into the Config Tool.
- Test each device after it is mounted in its final location.
 - Create a backup of the configuration on the included flash drive when system setup is complete.
 - Do not mount TekTone® devices using non-TekTone® hardware. Metal backboxes will interfere with signal transmission.

Figure 6: Config Tool Home Screen

The screenshot shows the LS450 Config Tool interface. The top menu bar includes File, Tools, Utilities, and Help. Below the menu is a toolbar with icons for New Files, Passwords, Locations, Patents, TCS50 Gateways, TCS50 Repeaters, Transmitters, Check-In, Call Types, Hardware, Zones, Badges, Equipment, Pagers, Phones, Email, Call Reports, Monitors, Staff, Assignments, Central Monitoring, Interfaces, Foreign Rule Sets, Foreign Rules, and Foreign Devices. The main area is divided into several panes. The left pane, titled 'Page Selection Pane', contains a list of system components. The right pane, titled 'Editing Pane', contains a list of system settings. The bottom pane, titled 'Pages', contains a list of pages. The top right pane, titled 'Configuration Location', contains a list of locations. The bottom right pane, titled 'Configuration Sync Icon', contains a list of sync icons. The top left pane, titled 'Page Selection Pane', contains a list of system components. The top right pane, titled 'Editing Pane', contains a list of system settings. The bottom pane, titled 'Pages', contains a list of pages. The top right pane, titled 'Configuration Location', contains a list of locations. The bottom right pane, titled 'Configuration Sync Icon', contains a list of sync icons.

Page Selection Pane

The Page Selection Pane shows all the available pages on the system. Depending on system licensing, all options shown here may not be available on every system.

Editing Pane

Areas within the page that contain information or system settings that may be edited are referred to as **Editing Panes**. To edit this information, unlock editing panes by clicking (**Edit**) button.

Pages

This area shows the information that relates to the selection in the Page Selection Pane.

Configuration Sync Icon

When the configuration shown in the config tool and the configuration loaded onto the Tek-CARE® systems are the same, a green check mark appears in this box. When the configurations do not match, a appears.

Configuration Location

This icon shows whether the configuration open in the config tool is loaded from a saved location () or if it is loaded from the Tek-CARE® system (.

Configuration Save Icon

When the configuration in the config tool has been saved, a green check mark appears in this box. When the configuration has not been saved or has been modified without saving, a appears.

Network Icon

When the Tek-CARE® configuration exists only on a standalone Tek-BRIDGE™, this icon () is displayed. When the Tek-BRIDGE™ is part of a TC400 network, this icon () is displayed.

Tek-CARE® Software

There are two main software components of the Tek-CARE® system—the **LS450 Config Tool**, used for the majority of system programming, and the **LS576 Event Monitor**, used mostly by facility staff to interact with the Tek-CARE® system, though it does offer some system programming functions. A third software application, the **LS586 Remote Event Monitor**, enables facility PCs that are connected to the Facility LAN to have many of the same functions available in the LS576 Event Monitor such as call monitoring, reporting, and more. More information about the Remote Event Monitor can be found at [Install Remote Event Monitors on page 39](#).



NOTE: The Event Monitor must be running on the Tek-BRIDGE® for the Tek-CARE® system to function. If the Event Monitor is ever shut down or the Tek-BRIDGE® turned off, the Tek-CARE® system will not function.

During installation and programming, remember that the Config Tool and Event Monitors operate independently of each other.

The **System Configuration** resides on the Tek-CARE® system. The configuration can be modified by both the Config Tool and the Event Monitor, but only changes made by the Event Monitor are automatically written to the system. After making changes to the configuration using the Event Monitor, you must open the Config Tool and choose **Load Configuration from System** at the Config Tool splash screen, or, if the config tool is already running, **File>Load Configuration from System** to update the configuration that is shown in the config tool.

Once the updated configuration has been loaded, save it either to the Tek-BRIDGE® hard drive or to a backup location by choosing **File>Save As**.

Occupant Term Note

The Tek-CARE® system and this manual make numerous references to the term **Patient**. The default occupant term on the Tek-CARE® system is Patient, but can be easily changed to suit the desires of the facility. If the occupant term is changed on the Tek-CARE®500 system, it will change system wide. For example, if the occupant term is changed to **Resident**, any references to the term Patient in the Config Tool, Event Monitor, and Reporting System will change to **Resident** as well.

To change the occupant term, refer to [Changing the Occupant Term on page 31](#). Other suggested occupant terms include **Resident, Guest, Client, or Patron**.

Config Tool

The home screen for the Config Tool is shown in [Figure 6](#).

The **Page Selection Pane** of the config tool may not contain all options shown here. The options illustrated in Figure 1 represent all available licenses that may be purchased for a Tek-CARE® system. The selection in the Page Selection Pane determines which **Page** appears in the config tool.

Within the **Pages** are **Editing Panes**, or areas that contain information that may be edited. Use the buttons shown on [page 8](#) to interact with editing panes.

Pay close attention to the icons in the lower left hand corner of the Config Tool screen. These icons will alert you to when configurations are synced to the system, where the configuration is stored, if the configuration is saved, and if the Tek-BRIDGE® is maintaining a connection to the TC400 Network.

In addition to the areas shown on the home screen, note the menu bar at the top of the window that contains the options **File, Tools, Utilities, and Help**. These menus are described on the following pages.

File: The File menu offers several options, illustrated in [Figure 1](#) to the right. Under the file menu, note the configuration options (Also available at Config Tool splash screen, and explained at [Start the Config Tool Software on page 16](#)). **Consistency Check** checks the configuration in the Config Tool for compatibility and errors. **Save Configuration** and **Save Configuration As** allow you to save the current configuration to the hard drive of the Tek-BRIDGE® without committing the configuration to the system. Throughout the programming process, save the configuration regularly, and once programming is complete, save the configuration as a backup.

Tools: The Tools menu shown in [Figure 2](#) includes a number of options, including the **Central Monitoring Device List** option. If central monitoring is used, this option allows the facility to print a list of all monitored devices. The next eight options all deal with integrating other TekTone® systems or “Foreign” systems (security systems, fire alarm systems, etc) with the Tek-CARE® system. **Remove Private Data** allows all private, patient data such as medications, conditions, etc, to be stripped from the configuration so that it can be sent to TekTone® for troubleshooting help without revealing private patient information.

Utilities: The Utilities drop-down menu illustrated in [Figure 3](#) gives four options. The first is for updating Tek-CARE®400 VFD Master Stations, a function not used in the majority of Tek-CARE®500 installations. The final three options, **Backup Reporting Database**, **Restore Reporting Database**, and **Delete Reporting Database** are used to interact with the reporting data generated by system activity. **Backup** and **Restore** may be used by facility staff. Once initial installation is complete, the installer should choose **Delete Reporting Database** to clear all of the test calls from the reporting system.

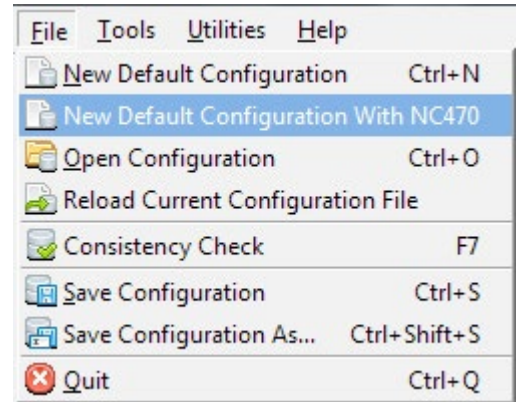


Figure 1: File Menu

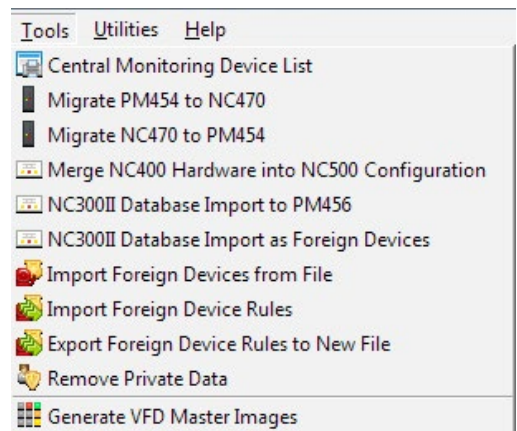


Figure 2: Tools Menu

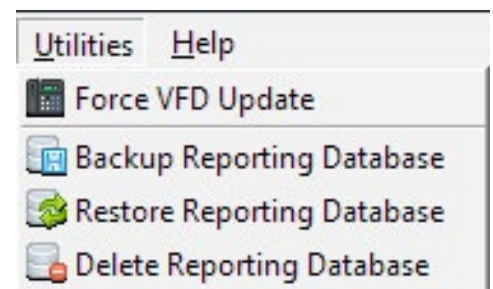


Figure 3: Utilities Menu

Figure 5: LS576 Event Monitor Window

The screenshot shows the LS576 Event Monitor Window. It features a large central area for call displays, a sidebar with a 'Registers List' and a 'Registers Pane', and a bottom toolbar with a 'Menu Button'. Callouts provide detailed instructions for each component.

Call Display

This is the main area of the Event Monitor window. All calls and faults are displayed in this area.

Registers List

The registers list shows all registers available on the system. Select a register from the list to view information about it. The registers list is opened by clicking the **Registers** button in the lower right corner of the event monitor window.

Registers Pane

This area shows the information that relates to the selection in the registers list. These panes also allow the user to edit the information of the selected register.

Menu Button

Click this button to access features like event reporting, low battery reports, patient, staff, and equipment search, and information about the system.

Toolbar

The **Toolbar** shows information relevant to the system including system time, a call alert mute button, and an acknowledge resident calls and system faults.

Find Button

Click this button open the Find menu. The Find menu allows the event monitor to display information about initiating transmitters including the locations of mobile transmitters.

Registers Button

Click this button to open the **Registers List** and **Registers Pane**.

Help: The Help menu, illustrated in [Figure 4](#), displays several options related to system information, troubleshooting, and software updates. The **Fault Table**, accessible from the Help menu, shows a list of all available faults on the system along with a brief description of the fault. The **Change List** option shows what changes have been made to the Tek-CARE® software suite since the last code release. To check for software updates, simply click the **Check For Updates** option. The Check For Updates option requires an Internet connection. To view information about the currently installed software, select the **About** option.

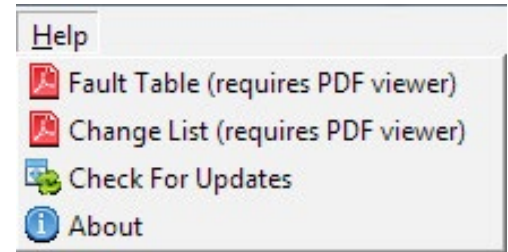


Figure 4: Help Menu

Event Monitor

The home screen of the Event Monitor is shown in [Figure 5 on page 6](#).

The **Event Monitor** is the software that facility staff will use on a daily basis. This application allows facility staff to view calls, system status, faults, and more. Some system programming is also performed using the Event Monitor software. The main Event Monitor runs on the Tek-BRIDGE®, but the Tek-CARE® system provides for up to nine **LS586 Remote Event Monitors** that may be installed on facility PCs networked with the Tek-CARE® system. These remote Event Monitors are managed by the Tek-BRIDGE® via the facility LAN. The remote Event Monitor software is a supplemental system monitoring tool and must not be used as the primary means of annunciation for the Tek-CARE® system.

The Tek-CARE® system includes a license for one Remote Event Monitor and is able to support up to nine Remote Event Monitors. Contact TekTone® Sales to purchase additional Remote Event Monitor licenses at (800) 327-8466, Option 2.

More information about Remote Event Monitor installation and operation can be found at [Install Remote Event Monitors on page 39](#).

NOTE: Once the system is operational, never close the Event Monitor window. If the Event Monitor window is closed, the system will not function.

During system programming, remember that the Config Tool and the Event Monitor operate independently of each other. If a configuration is created in the Config Tool, it must be loaded onto the system by choosing **File>Commit Configuration to System**. If the configuration is modified in the Event Monitor, the modified configuration **MUST** be loaded into the Config Tool and the configuration saved.

To load the configuration from the system into the Config Tool, open the Config Tool and choose **Load Configuration from System** at the splash screen. For more information on the Config Tool splash screens, see [Start the Config Tool Software on page 16](#). If the Config Tool is already running, choose **File>Load Configuration from System**, then select **File>Save Configuration As** to save the configuration.

Interacting With the Tek-CARE® Software

When programming the Tek-CARE® system, the user must be familiar with the different buttons used to interact with the Tek-CARE® software.

These buttons appear at the top of editing panes in both the Config Tool and the Event Monitor.



Edit: Before information in an editing pane may be changed, click the **Edit** button to unlock the pane for editing.



Apply: Click this button to confirm your programming changes. After clicking **Apply**, the field being edited will be locked.



Cancel: Click **Cancel** to undo any programming changes made in the editing pane and lock the pane.



Add: This button is used to add patients, transmitters, pagers, and many other items to the Tek-CARE® system.



Delete: Used to delete records, transmitters, patients, and many other items from the Tek-CARE® system.



Add Multiple: Used to add multiple records to the Tek-CARE® system at once. This is especially useful for adding RF pagers with consecutive CAP codes to the Tek-CARE® system.



Delete Multiple: Used to delete multiple records from the Tek-CARE® system at once.

Tek-CARE®500 UL System Components



NC510UL Receiver: The NC510UL receiver connects directly to the Tek-BRIDGE® and receives calls from wireless devices in the facility. The NC510UL receiver transfers messages from ES and UL devices.



NC511UL Repeater/Locator: The repeater/locator extends the range of roaming transmitters and can determine the approximate location of a roaming transmitter within the facility. An optional weatherproof housing (TekTone® part number **IH511**) is available if the repeater/locator is to be mounted outdoors or if additional protection for the repeater/locator is desired.



SF503UL and SF504UL Waterproof Pendants: The SF503UL Necklace Pendant and SF504UL Wrist Strap Pendant are next-generation pendants for the Tek-CARE®500 system. When a call is placed, the pendant vibrates and flashes its LED to assure the resident that the call has been placed. Alarms are reset using the **RP500 Alarm Clearance Card** or by a series of button presses. The SF503UL and SF504UL pendants are waterproof and conform to the IP67 standard.



SF529UL Patient Check-In/Assistance Call Station: The Wireless Patient Check-In and Assistance Station is used when both a high-priority call and patient check-in is desired. High priority calls must be reset at the point of origin. The SF529UL Patient Check-In/Assistance Call Station includes a plastic pull cord kit.



SF530UL Room Station: The Room Station transmitter is used where use of call cords is desired. Alarms must be reset at the point of origin. The SF530UL Room Station provides a standard 1/4" call cord receptacle and a reset pushbutton. The device also includes cord-out detection, annunciated at the Tek-BRIDGE®.



SF531UL Emergency Switch: The SF531UL Emergency Switch is used where a high priority call is desired, but water resistance is not required. The SF531UL Emergency Switch includes a plastic pull-cord kit. Alarms placed from the transmitter must be reset at the point of origin.



SF520UL Door/Window Egress Transmitter: This transmitter is used to monitor door and window activity. It may be used as either NO (Normally Open) or NC (Normally Closed) to allow use in a variety of applications. Alarms are either automatically reset when the device returns to a normal state or when calls are reset at the Tek-BRIDGE®, depending on system programming.



SF525UL and SF525/2UL NO/NC Universal Contact Transmitters: The SF525UL and SF525/2UL transmitters are used with any standard NO or NC switch, enabling the Tek-CARE®500 system to monitor a variety of inputs. The SF525UL includes one selectable NO/NC input and the SF525/2UL includes one selectable NO/NC input plus an NC-only input. The secondary NC-only input's call type has not been preassigned. The call type must be assigned using the **Hardware** page in the Config Tool software. Alarms are automatically reset when returned to a normal state or when calls are reset at the Tek-BRIDGE®, depending on system programming.



SF527UL Wireless Support Module: The SF527UL Wireless Support Module may be connected to an SF337C Waterproof Switch or an SF339 Pushbutton Emergency Switch to allow these switches to operate as wireless devices. This is especially useful in an environment such as a shower or bathroom where calls must be easily placed and water resistance is desired.



SF515UL Motion Detector: The SF515UL Passive Infra-Red Motion Detector is sensitive to moving heat sources. It can be used as a check-in device or as a security device on the Tek-CARE®500 system.

Tek-CARE®500 EchoStream System Components



NC510ES Receiver: The NC510ES receiver connects directly to the Tek-BRIDGE® and receives calls from wireless devices in the facility. The NC510ES receiver transfers messages from ES devices only.



NC511ES Repeater/Locator: The repeater/locator extends the range of roaming transmitters and can determine the approximate location of a roaming transmitter within the facility. An optional weatherproof housing (TekTone® part number **IH511**) is available if the repeater/locator is to be mounted outdoors or if additional protection for the repeater/locator is desired.



SF503ES and SF504ES Waterproof Pendants: The SF503ES Necklace Pendant and SF504ES Wrist Strap Pendant are next-generation pendants for the Tek-CARE®500 system. When a call is placed, the pendant vibrates and flashes its LED to assure the resident that the call has been placed. Alarms are reset using the **RP500 Alarm Clearance Card** or by a series of button presses. The SF503ES and SF504ES pendants are waterproof and conform to the IP67 standard.



SF501ES Water Resistant Single Button Pendant Call Transmitter: The single button pendant call transmitter is a water resistant mobile transmitter that includes both a belt clip and necklace. An alarm placed from the SF501ES is reset by pressing the recessed reset button on the reverse side of the pendant transmitter. To send a call from the device, press the large call button for one second.



SF501/2ES Water Resistant Dual Button Pendant Call Transmitter: The dual button pendant call transmitter is a water resistant device that includes both a belt clip and necklace. An alarm placed from the SF501/2ES must be reset by pressing the recessed reset button on the reverse side of the pendant transmitter. To place a call from the device, press both buttons simultaneously for one second.



SF502ES Wall Mounted Call Transmitter: The SF502ES Wall Mounted Call Transmitter is a single-button emergency call transmitter. The alarm sent from the SF502ES transmitter must be reset at the Tek-BRIDGE®. The SF502ES may also be configured as a patient check-in button or the included necklace may be attached so that it can be used as a portable transmitter.



SF529ES Patient Check-In/Assistance Call Station: The Wireless Patient Check-In and Assistance Station is used when both a high-priority call and patient check-in is desired. High priority calls must be reset at the point of origin. The SF529ES Patient Check-In/Assistance Call Station includes a plastic pull cord kit.



SF530ES Room Station: The Room Station transmitter is used where use of call cords is desired. Alarms must be reset at the point of origin. The SF530ES Room Station provides a standard 1/4" call cord receptacle and a reset pushbutton. The device also includes cord-out detection, annunciated at the Tek-BRIDGE®.



SF531ES Emergency Switch: The SF531 Emergency Switch is used where a high priority call is desired, but water resistance is not required. The SF531ES Emergency Switch includes a plastic pull-cord kit. Alarms placed from the transmitter must be reset at the point of origin.



SF520ES Door/Window Egress Transmitter: This transmitter is used to monitor door and window activity. It may be used as either NO (Normally Open) or NC (Normally Closed) to allow use in a variety of applications. Alarms are either automatically reset when the device returns to a normal state or when calls are reset at the Tek-BRIDGE®, depending on system programming.



SF525ES and SF525/2ES NO/NC Universal Contact Transmitters: The SF525ES and SF525/2ES transmitters are used with any standard NO or NC switch, enabling the Tek-CARE®500 system to monitor a variety of inputs. The SF525ES includes one selectable NO/NC inputs and the SF525/2E includes one selectable NO/NC input plus an NC-only input. The secondary NC-only input's call type has not been preassigned. The call type must be assigned using the **Hardware** page in the Config Tool software. Alarms are automatically reset when returned to a normal state or when calls are reset at the Tek-BRIDGE®, depending on system programming.



SF527ES Wireless Support Module: The SF527ES Wireless Support Module may be connected to an SF337C Waterproof Switch or an SF339 Pushbutton Emergency Switch to allow these switches to operate as wireless devices. This is especially useful in an environment such as a shower or bathroom where calls must be easily placed and water resistance is desired.



SF505ES Smoke Detector: The SF505ES Smoke Detector transmits an alarm signal when the smoke detector is activated. The signal will reset automatically when the detector is clear of all smoke.



SF515ES Motion Detector: The SF515ES Passive Infra-Red Motion Detector is sensitive to moving heat sources. It can be used as a check-in device or as a security device on the Tek-CARE®500 system.

Optional System Components



NC502 PC-Alarm Panel: Interfaces between the Tek-BRIDGE® and a POTS line so that alarms on the Tek-CARE® system can be transmitted to a central monitoring station.



NC365B Paging Transmitter: When RF (Radio Frequency) paging is a required component of a facility's emergency call system, the NC365B Paging Transmitter is used. The paging transmitter enables both automatic and manual pages to be sent to NC397A Alphanumeric Pagers.



NC397A Alphanumeric Pager: The NC397A Alphanumeric Pager receives automatic and manual paging messages from the Tek-CARE® system sent by the NC365B Paging Transmitter.



NC505ES Remote LCD Receiver: Used to connect external dome lamps and dialers to the Tek-CARE®500 system, which gives additional annunciation capabilities beyond the Event Monitor software on the Tek-BRIDGE®. The NC505ES is not dependent on the Tek-BRIDGE® to annunciate calls it receives, and does not annunciate signals from the NC501ES receiver.



NC506ES Remote Receiver: The NC506ES allows users of the Tek-CARE®500 Wireless Emergency Call System to connect external dome lamps and dialers to the system. This provides for an alternate annunciation path, in addition to the normal Tek-CARE®500 screen. The NC506ES is not dependent upon the Tek-CARE®500's Tek-BRIDGE®. It features 4 separate, dry-contact outputs that can be programmed for activation by up to 4 transmitters.



NC507ES Remote LCD Receiver: The NC507ES allows users of the wireless Tek-CARE®500 Wireless Emergency Call System to connect external dome lamps and dialers to the system. This provides for an alternate annunciation path, in addition to the normal Tek-CARE®500 screen. The NC507ES is not dependent upon the Tek-CARE®500's master station computer, and can be used as a standalone annunciator. It features 12 separate, dry-contact outputs that can be programmed for activation by up to 32 transmitters.



PK152 Power Pack: The PK152 Power Pack is used to power dome lamps on the Tek-CARE®500 system. The PK152 is used in conjunction with remote receivers and dome lamps to provide visual annunciation of system calls.



LI300 Series Dome Lamps: When dome lamp annunciation is required on the Tek-CARE®500 system, use LI381, LI382, LI380LED, or LI382LED dome lamps. The LI381 provides a single incandescent lamp and the LI382 provides two incandescent lamps. The LI380LED is a four-color LED dome lamp, and the LI382 LED is a two color red and white dome lamp.

Tek-CARE® Wireless Transmitter Battery Information

The following table illustrates battery part numbers for various Tek-CARE® wireless devices. **BA004**, **BA501**, **BA502**, and **BA505** batteries may be ordered directly from TekTone®.

TekTone® wireless devices ship from our factory with batteries included.

Battery	BA004	BA501	BA502	BA505
Where Used	SF503ES SF504ES	SF501ES SF501/2ES	SF502ES	SF505ES (x2) SF515ES SF520ES SF525ES SF527ES SF529ES SF530ES SF531ES

Installation and Setup

Install the Tek-BRIDGE®

Set up the Tek-BRIDGE®

Before connecting any cables to the Tek-BRIDGE®, refer to *Figure 8 on page 15* for Tek-BRIDGE® wiring connections.

TekTone® recommends that the Tek-BRIDGE® be plugged into an uninterruptible power supply (UPS) and dedicated life safety electrical circuit. If a UPS is required, a TekTone® PK250B Uninterruptible Power Supply is recommended.

- Plug the AC power cord from the Tek-BRIDGE® into the UPS.
- Plug the AC power cord from the Tek-BRIDGE® monitor into the UPS.
- Connect the monitor, keyboard, and mouse to the Tek-BRIDGE® and turn both the computer and monitor on.

The Tek-BRIDGE® is preprogrammed with a Windows® password. The default username and password are as follows:

Username: tekbridge pc

Password: tektone

The default system password may be changed at any time by choosing **Start>Control Panel>User Accounts>TekBridge PC>Change my Password** or **Remove my Password**.

After the computer finishes its startup process, verify that the system clock in the system tray is correct. If it is not, be sure to set the correct time and date before proceeding.

Connect Other TekTone® Systems

If the Tek-CARE®500 is to be connected to a Tek-CARE®400 System, refer to the Tek-BRIDGE® port diagram in *Figure 8 on page 15*. Connect an Ethernet patch cable from the port labeled **PM451** on the rear of the Tek-BRIDGE® to either the **PM451 Hub Control Module** in the Tek-CARE®400 CE or to the TC400 Network. Maximum wiring distance is 100 meters.

Connect to the Facility's LAN

The Tek-BRIDGE® must be connected to the facility's local area network (LAN) if the system will use any of the following functions:

- Install and use **LS586 Remote Event Monitor** software on facility PCs
- View and create custom reports using facility PCs
- Use the Email Output function to send automatic emails or text messages in response to nurse call events
- Integrate with a Versus® badge tracking system
- Integrate with ADT (Admission, Discharge, Transfer) software over HL7 standard.

Without a LAN connection, the Event Monitor and Reporting functions of the system are only available at the Tek-BRIDGE®. The Tek-CARE®500 system includes one LS586 remote Event Monitor license, with the ability to expand up to nine total remote Event Monitors. For facilities that require additional licenses, contact TekTone® Sales at (800) 327-8466, Option 2.

LAN Connection Procedure

Refer to [Figure 8 on page 15](#) for Tek-BRIDGE® wiring connections. Connect the Tek-BRIDGE® to the facility's LAN using a standard Ethernet patch cable. The maximum wire distance is 100 meters.

The Tek-BRIDGE® is equipped with three Ethernet ports, one for future system hardware connections, a second for TC400 connection, and a third for the Facility LAN connection. The settings for the Facility LAN port must match those of the host LAN. Contact the facility's IT department for any necessary system changes prior to connecting the Tek-BRIDGE® to the facility LAN.

In order to set up system functions associated with the LAN connection, the IP address of the Tek-BRIDGE® must be provided. To find the IP address of the Tek-BRIDGE®, open the Windows® Start Menu and choose **Run**. Type **cmd** into the search bar and press the enter key. When the command prompt window appears, type **ipconfig/all** and press the enter key. In the list that appears, find the IP address for Local Area Connection 3. This is the IP address that will identify the Tek-BRIDGE® when it is connected to the facility LAN.

Note the Tek-BRIDGE® IP address here: _____.____.____._____

Start the Tek-CARE® Software

Double-click the **LS576 Event Monitor** icon on the desktop to open the Event Monitor software. The Event Monitor software is a module on the Tek-CARE® system and must be running for configurations created in the Config Tool to be committed to the system.

The splash screen for the Event Monitor offers different options depending on what network connections are made at the Tek-BRIDGE®. The Tek-CARE® system will automatically detect network connections, and will attempt to make the appropriate selections. See [Figure 10](#) for examples of available options.

Set Date and Time in the Event Monitor

The time and date stored in the Event Monitor software does not update automatically from the Windows® system clock and does not automatically adjust for daylight savings time. The **Set Time** window is illustrated in [Figure 7](#).



NOTE: The system time and date **MUST** be set each time a configuration is committed. If the time and date are not set, the system will revert to the default date and time.

- To set the Tek-CARE® system time, click the **Menu** button in the Event Monitor. Choose **Set Time** from the list of options.
- If required, adjust the time and date in the window to reflect the current date and time. Set the time in 24-hour format. Click **OK** to set the time.



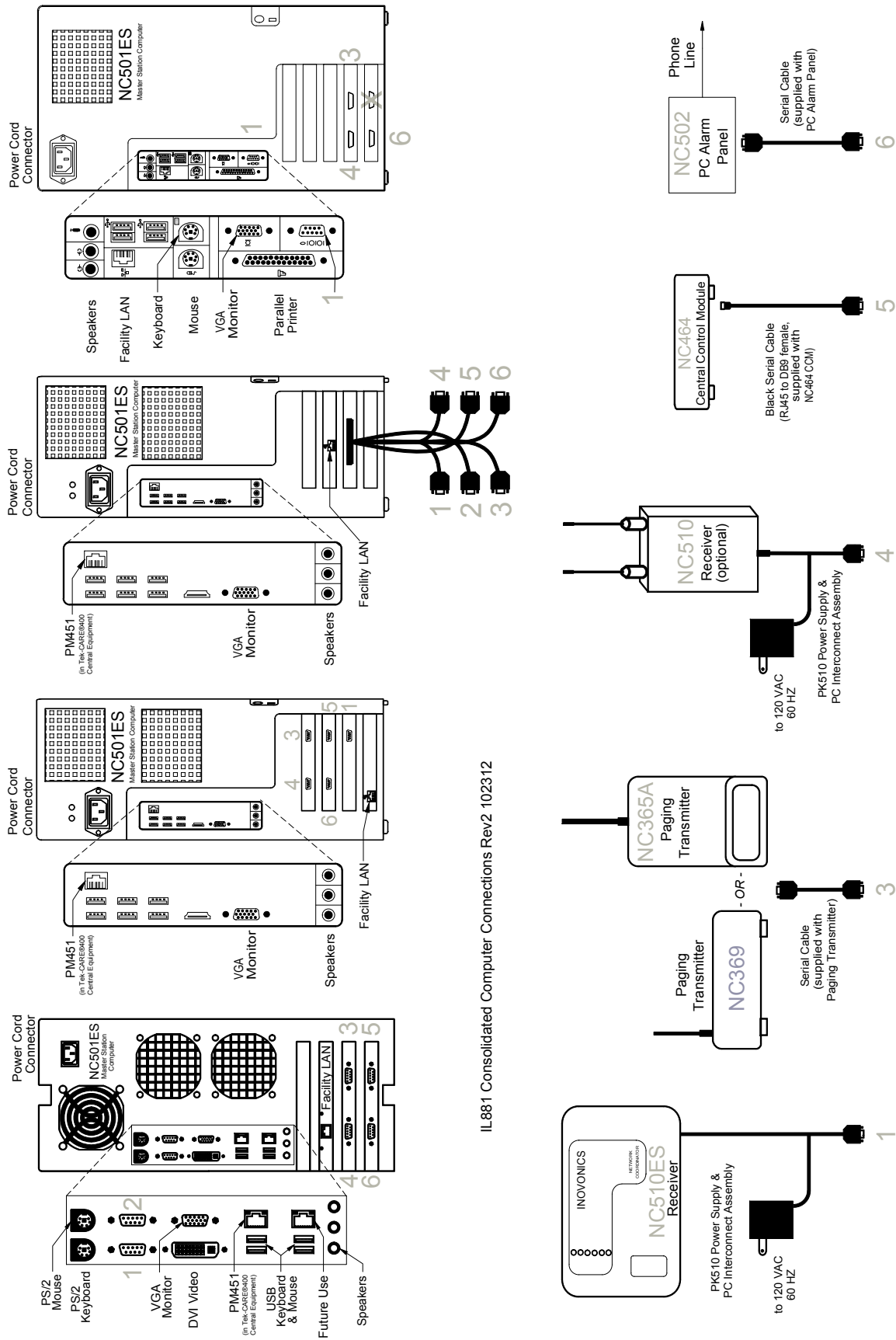
Figure 7: Set Time

Install and Enable NC510UL, NC510ES, and NC510 Receivers

Before the system can be fully set up, any NC510 UL, NC510ES, and/or NC510 Receivers that will be used must be installed and enabled. NC510UL, NC510ES, and NC510 Receivers relay wireless radio messages from system transmitters to the Tek-CARE® system.

The Tek-BRIDGE® does not support connections to multiple NC510ES/UL or multiple NC510 receivers, but can support one NC510UL or NC510ES and one NC510 simultaneously on a single system.

Figure 8: Tek-BRIDGE® Connections



IL881 Consolidated Computer Connections Rev2 102312

The NC510ES Receiver communicates with EchoStream (ES) and UL® 2560 transmitters. TekTone® sells and supports ES and UL devices.

The NC510 Receiver communicates with older Frequency Agile (FA) transmitters. TekTone® fully supports legacy FA devices and systems, but devices and components are no longer sold or manufactured.

Connect the Receiver(s) to the Tek-BRIDGE®

1. Using the included mounting hardware, mount the receiver(s) in a location where they will not be tampered with by patients, but are within wiring reach of the Tek-BRIDGE®.
2. Remove the cover from the receiver and refer to [Figure 12 on page 19](#). Connect the four-pin connector on the included serial cable to the **Serial Data Connector** on the receiver in the orientation as shown.
3. Refer to [Figure 8](#) for the Tek-BRIDGE® Connection Diagram. Connect the DB9 Serial Cable from the receiver to the appropriate port on the rear of the Tek-BRIDGE®.
4. Plug the attached PK510 Power Transformer into an electrical outlet.
5. Repeat steps 1-4 if a second receiver is to be installed on the Tek-BRIDGE®. Remember that only one NC510 and one NC510ES can be simultaneously connected to the Tek-BRIDGE®.

Start the Config Tool Software

Once the receivers to be used on the system have been installed and connected to the Tek-BRIDGE®, open the Config Tool software by double-clicking the **LS450 Config Tool** icon on the desktop of the Tek-BRIDGE®. The splash screen for the Config Tool will appear as shown in [Figure 9](#).

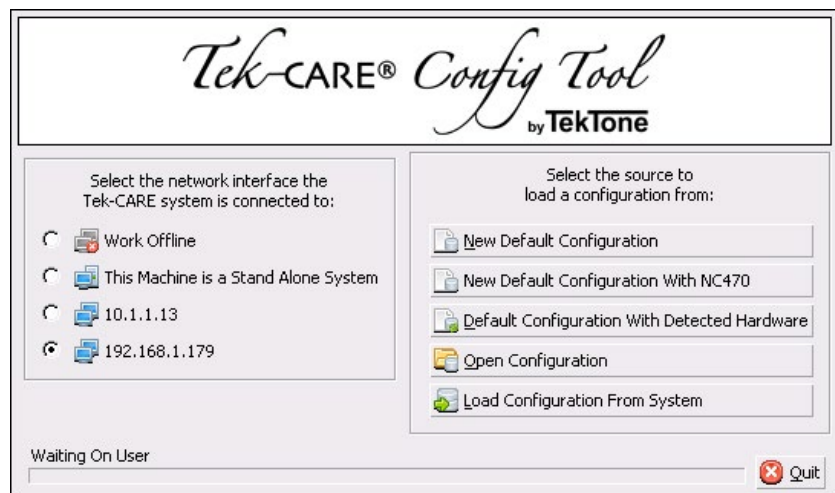


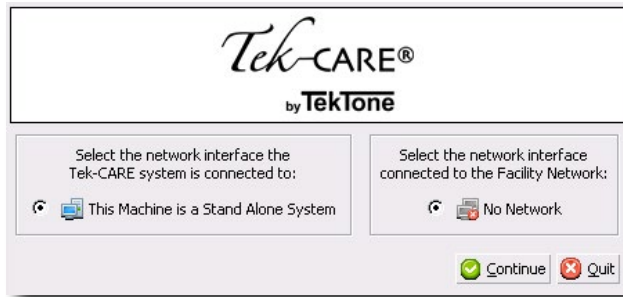
Figure 9: Config Tool Splash Screen

If the Tek-BRIDGE® is connected to a larger TC400 Network, select the IP address of the TC400 Network in the left side of the splash screen. Do not select the IP address of the Tek-BRIDGE®.

If the Tek-CARE®500 system will not be connected to a Tek-CARE®400 system, select **This Machine is a Stand Alone System**.

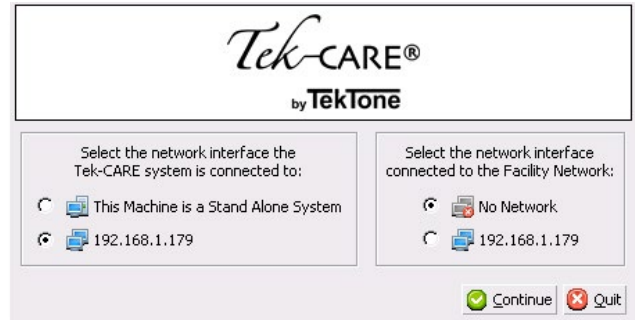
To work offline, select the **Work Offline** option. Not recommended for initial system setup.

Figure 10: Event Monitor Splash Screens



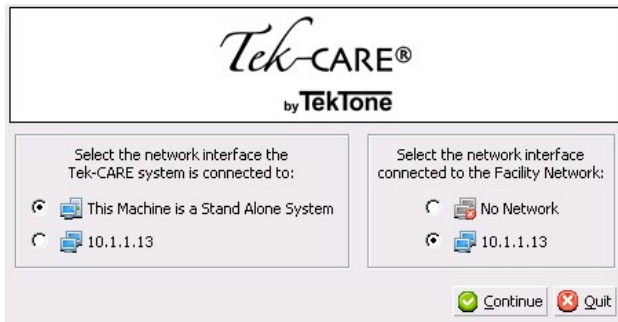
**Stand Alone Tek-CARE® System
Tek-BRIDGE® Not Connected to Facility LAN**

If the Tek-BRIDGE® is not connected to the Facility LAN or a TC400 Network, this splash screen will appear.



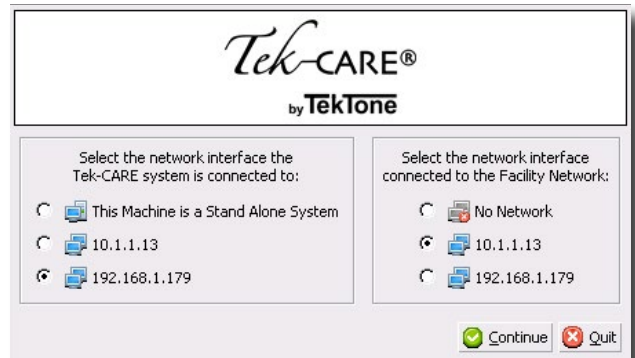
**Networked Tek-CARE® System
Tek-BRIDGE® Not Connected to LAN**

If the Tek-BRIDGE® is connected the TC400 Network but not to the Facility LAN, this splash screen will appear. Select the IP address of the TC400 Network interface and choose No Network for the Facility Network interface.



**Stand Alone Tek-CARE® System
Tek-BRIDGE® Connected to Facility LAN**

If the Tek-BRIDGE® is connected to the Facility LAN but not to a TC400 Network, this splash screen will appear. Select the IP address of the port the Facility LAN is connected to and choose **This Machine is a Stand Alone System** for the Tek-CARE® system network interface.



**Networked Tek-CARE® System
Tek-BRIDGE® Connected to Facility LAN**

If the Tek-BRIDGE® is part of a larger TC400 Network and the Tek-BRIDGE® is connected to the Facility LAN, select the IP address of the port the Facility LAN is connected to and choose the IP address of the TC400 Network interface.

On the right side of the Config Tool splash screen, select one of the available options. The available options are explained below.

- **New Default Configuration:** Select **New Default Configuration** to open a configuration with no active modules. Not recommended for most installations.
- **New Default Configuration with NC470:** If the Tek-CARE®500 system will be a standalone system not connected to any other Tek-CARE® modules, select **New Default Configuration with NC470** to open a configuration with all available, licensed options. Used when setting up a standalone Tek-CARE®500 system.
- **New Default Configuration with Detected Hardware:** If Tek-CARE®500 functionality is being added to an existing Tek-CARE® system, but the existing system programming should be returned to a default state, select **New Default Configuration with Detected Hardware** to detect the hardware connected to the TC400 Network and load the default programming for all stations, masters, modules, etc. that are attached to the system.



NOTE: Choosing **New Default Configuration with Detected Hardware** detects the hardware connected to the Tek-CARE® system without any custom programming. To retain custom programming, see **Load Configuration from System**.

- **Open Configuration:** Select **Open Configuration** to open a saved configuration file.
- **Load Configuration from System:** If Tek-CARE®500 functionality is being added to an operational Tek-CARE® system, select **Load Configuration from System** to load the current working configuration with all custom programming from the existing Tek-CARE® system into the Config Tool. This option is used for most installations where Tek-CARE®500 functionality is being added to an existing Tek-CARE® system.

Once the Config Tool has fully loaded, select **File>Save Configuration As** and choose a file name for the configuration you will be creating.

Enable the NC510ES and/or NC510 Receiver(s)

Before the Tek-CARE® system can communicate with wireless transmitters, the wireless system(s) in use by the facility must be enabled.

- Ensure that the event monitor software is running and open the config tool software.
- Select the **Transmitters** page in the page selection pane of the **Config Tool**. Scroll over to the **Inovonics** editing pane ([Figure 11](#)) and click the **Edit** button to unlock the pane for editing.
- Ensure that the **ES Enabled** and/or the **FA Enabled** box is checked, depending on which type of system is installed in the facility.
- Click **Apply** to accept the changes.

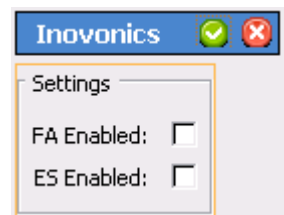
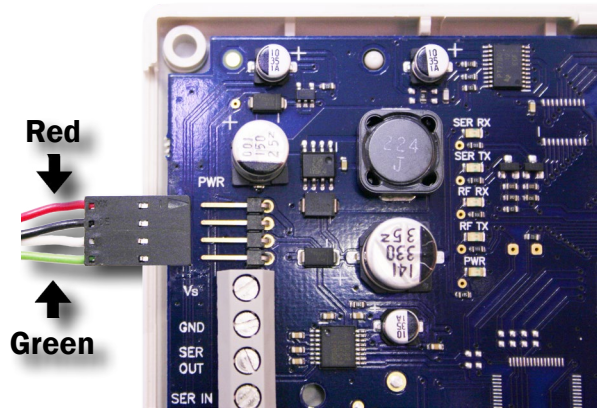


Figure 11: Enable Wireless System

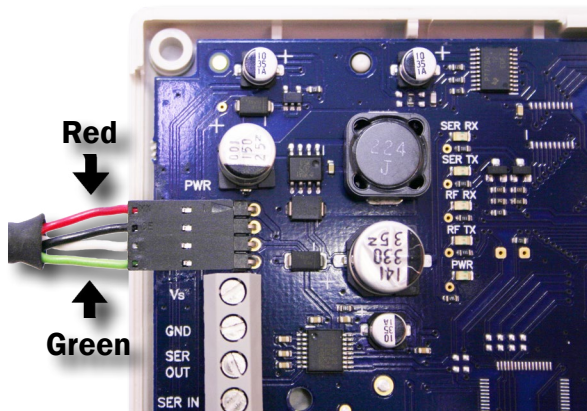
Select File>Save Configuration to save your programming changes, then select File>Commit Configuration to System to update the Tek-CARE® system.

Figure 12: NC510ES/UL and NC510 Serial Data Cable Connections

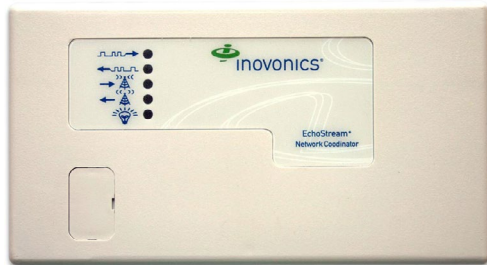
NC510ES/UL Receiver



Remove the cover from the NC510ES Receiver and locate the four pin header on the left side of the circuit board. Align the serial data connector as shown.

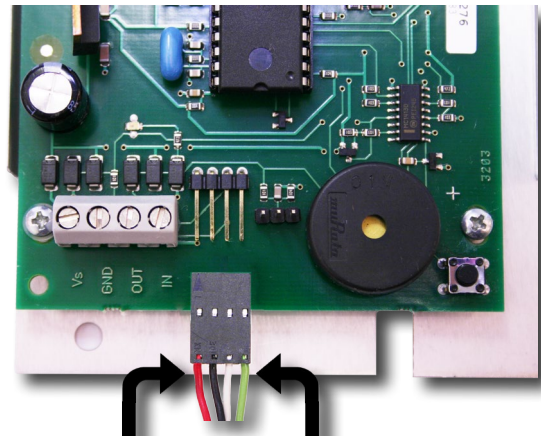


Plug the four pin serial data cable onto the header on the circuit board. Be careful not to damage the pins on the circuit board or damage any other electronic components.

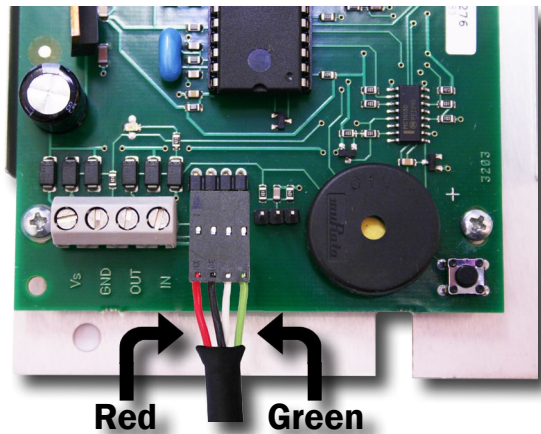


Replace the cover of the receiver when finished.

NC510 Receiver



Remove the cover from the NC510 Receiver and locate the four pin header on the bottom of the circuit board. Align the serial data connector as shown.



Plug the four pin serial data cable onto the header on the circuit board. Be careful not to damage the pins on the circuit board or damage any other electronic components.



Replace the cover of the receiver when finished.

Program ES and UL Transmitters

Adding ES and UL transmitters to the Tek-CARE® system is accomplished by using the ES Traffic Window available from the Event Monitor software menu.

As transmitters are added to the system, **Device Numbers (Dev#)** are automatically assigned to each transmitter. As transmitters are added, label each device with its assigned **Dev#** and fill out the programming worksheet with all pertinent information.

Failure to mark each transmitter with its **Dev#** or failure to fill out the programming worksheet will prolong and complicate installation.

All ES and UL devices except the **NC506ES**, **NC507ES**, and **NC505ES Remote Receivers** are added by following the steps below. To program a Remote Receiver, refer to the installation and operating instructions included with the device.



NOTE: When installing a UL® 2560 system, be sure to follow the system layout guidelines found in the section [Notes on UL® 2560 Installations on page 2](#).

Adding ES and UL Transmitters with the LS576 Event Monitor

1. Ensure that the Event Monitor software is running. If it is not, double-click the LS576 Event Monitor icon on the Tek-BRIDGE® desktop and choose the appropriate network options from the splash screen.
2. Click the **Menu** button in the lower left hand corner of the event monitor window and select **ES Traffic** from the menu.
3. The ES Traffic window will open as shown in [Figure 13](#). At the top of the window, check the boxes labeled **Hide transmitters already in system** and **Hide supervisions**.

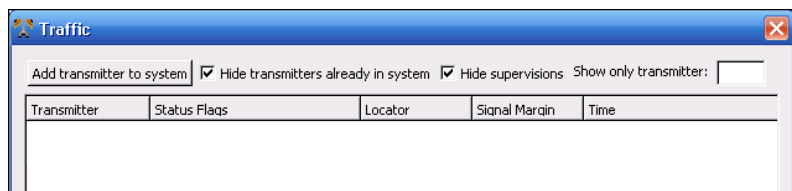
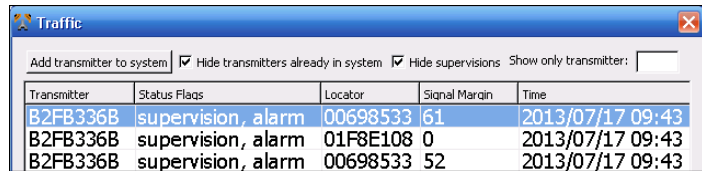


Figure 13: Event Monitor ES Traffic Window

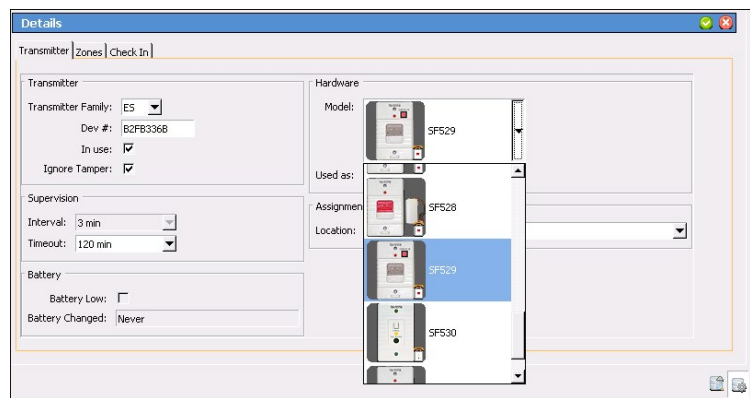
4. Insert a battery into the device to be added to the system and place a call.
 - For an **SF530ES/UL Room Station**, plug in a call cord. Place a call using the transmitter.
 - For an **NC511ES/UL Repeater/Locator**, refer to the included documentation to remove the top cover from the device. Plug in the backup battery as described, and locate the tamper switch labeled **TAMP** on the lower left corner of the circuit board. Press the switch to create call traffic. The call will appear in the ES traffic window. Proceed with adding the repeater as outlined in the following instructions.
 - Once the call has been received and the repeater has been added, connect the power transformer as described in the included literature and replace the cover of the repeater/locator.
5. In the ES Traffic Window, watch for a Device ID to appear as shown in [Figure 14](#). Select the call in the traffic list from the transmitter to be programmed and click the **Add transmitter to system** button.



Transmitter	Status Flags	Locator	Signal Margin	Time
B2FB336B	supervision, alarm	00698533	61	2013/07/17 09:43
B2FB336B	supervision, alarm	01F8E108	0	2013/07/17 09:43
B2FB336B	supervision, alarm	00698533	52	2013/07/17 09:43

Figure 14: ES Traffic Window Showing Calls

6. The **Transmitters** register (Figure 15) will appear in the Event Monitor. Verify that **ES** is selected from the **Transmitter Family** drop-down menu, the **Device ID** has been captured. If the transmitter will be used immediately, ensure the **In Use** box is checked.
7. Select the appropriate **Device Type** from the drop-down menu.
 - **SF529ES/UL Note:** If an SF529ES/UL Check-In/Assistance Call Station is being added, check the **Ignore Tamper** box.



Details

Transmitter | Zones | Check In

Transmitter Family: ES
 Dev #: B2FB336B
 In use: ☒
 Ignore Tamper: ☒

Supervision
 Interval: 3 min
 Timeout: 120 min

Battery
 Battery Low: ☐
 Battery Changed: Never

Hardware
 Model: SF529
 Used as: SF528
 Assignment: SF529
 Location: SF530

Figure 15: Event Monitor Transmitter Register

8. For stationary transmitters, select the default **Nowhere** location from the **Location** drop-down list. Actual locations will be added and associated with transmitters later in the installation process. See [Assign Locations to Stationary Transmitters on page 28](#).
9. Choose the supervision interval. For UL devices, select **60 min**. For ES devices, select 3 min. The **Timeout** field will update automatically.



NOTE: Tek-CARE® software versions prior to v.7283 do not allow the supervision interval for devices to be changed. Tek-CARE®500 devices with warranty numbers higher than #N6768730 require a timeout setting of 1 day. A software update to v.7283 makes the timeout change automatic when the 60 minute supervision interval is selected.

If a Tek-CARE®500 device with warranty number higher than #N6768730 is to be added to an older system without updating the Tek-CARE® software, select a timeout of 1 day and leave the supervision interval at its default 3 minute setting.

10. Pendant transmitters will be automatically assigned to the **Mobile** location. Do not select a patient for the pendant transmitters to be associated with at this time.
11. Click the **Apply** button to add the transmitter to the system, then reset the call from the transmitter. The call will disappear from the Event Monitor.
12. Repeat for all remaining transmitters.
13. Once all transmitters have been added, open the Config Tool software. When prompted, choose **Load Configuration from System** on the splash screen.
14. If the Config Tool is already running, choose **File>Load Configuration from System** to ensure that the most current system configuration is open for editing.
15. Select **File>Save Configuration**.

Program FA Transmitters

Legacy FA transmitters may be added to the Tek-CARE® system in one of two ways. The easier and quicker way of adding FA devices uses the **FA Traffic Window** to monitor FA traffic on the Tek-CARE® system. Transmitters activated by button, call cord, or pull-down switch may be added using the traffic window.

The secondary method for adding FA Transmitters to the Tek-CARE® system is manually with the use of a programming cable connected between the device to be programmed and the NC510 Receiver. This method is used for adding NC511 Repeaters, NC512 Locators, and any transmitters where the factory default programming is not desired.

As transmitters are added to the system using the FA Traffic window, **Device Numbers (Dev#)** are automatically assigned to each transmitter. As transmitters are added, label each device with its assigned **Dev#** and fill out the programming worksheet with all pertinent information.

Failure to mark each transmitter with its **Dev#** or failure to fill out the programming worksheet will prolong and complicate installation.

Adding FA Transmitters with the LS576 Event Monitor

In this step, FA transmitters will be added to the Tek-CARE® system using the Event Monitor while retaining the factory default programming of the transmitter. During programming, each transmitter should be marked with its device number and intended location. Be sure and fill out the included programming worksheet with all pertinent information about the transmitter.

Follow the steps below to add FA transmitters activated by button, call cord, or pull-down switch.

If an NC505 Additional Receiver is being used to signal dome lights or other ancillary annunciation features, refer to **IL834: NC505 Manual**, available at www.tektone.com.

For all other transmitters, refer to [Program and Add NC511 Repeaters, NC512 Locators, and Remaining Transmitters on page 24](#).

- **For systems with up to 200 transmitters:** Pre-programmed transmitters that can be added in this step are the SF501 Pendant Transmitter, SF502 Wall-Mounted Transmitter, SF529/A Check-In/Assistance Switch, SF530 Room Station, SF531/A Emergency Switch, and SF337C with SF527 Waterproof Emergency Switch.
- **For systems with 201–1500 transmitters:** Pre-programmed transmitters that may be added in this step are the SF501 Pendant Transmitter, SF529/A Check-In/Assistance Switch, SF530 Room Station, and SF531/A Emergency Switch. SF501 Pendant Transmitters may be added now, or by facility staff at the end of the installation process. (Add SF502 Wall-Mounted Transmitters and SF337C with SF527 Waterproof Emergency Switches in the next step, [Program and Add NC511 Repeaters, NC512 Locators, and Remaining Transmitters on page 24](#).)
- **For systems with more than 1500 transmitters:** Please call TekTone® Technical Support at (800) 327-8466 Option 3.

Add a transmitter activated by button, call cord or pull-down switch:

1. If it is not already running, open the Event Monitor software by double-clicking the LS576 Event Monitor shortcut on the Tek-BRIDGE® desktop.
2. Click the **Menu** button in the lower left corner of the Event Monitor and select **FA Traffic** from the menu. When the **FA Traffic Window** appears as shown in [Figure 16](#), check the **Hide transmitters already in system** and the **Hide supervisions** boxes.

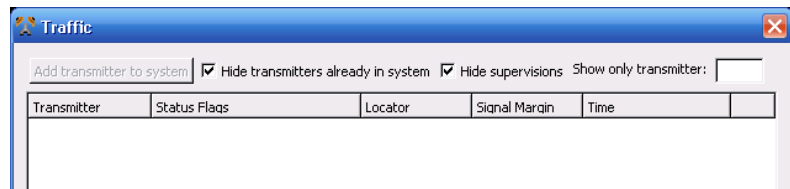


Figure 16: FA Traffic Window

3. Insert the battery into the transmitter and place a call from the transmitter.
 - For an **SF530 Room Station**, plug in a call cord. Place a call using the transmitter.
4. The **Dev #** of the initiating transmitter will appear in the traffic window as shown in [Figure 17](#). Click on the Dev # to select it, and then click the **Add transmitter to system** button. The FA Traffic Window will close and the **Transmitters** register of the Event Monitor will appear to finish adding the transmitter to the system.

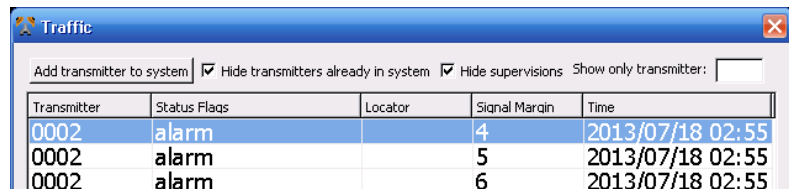


Figure 17: FA Traffic Window Showing Calls

5. In the **Transmitters** register of the Event Monitor (shown in [Figure 18](#)), check the box beside **Assume factory settings**.
6. Verify that the **Transmitter Family** is **FA**, ensure that the transmitter's Dev # has been captured and is displayed correctly in the **Dev #** field, and verify that the **In Use** box is checked if the transmitter will be immediately placed into service.

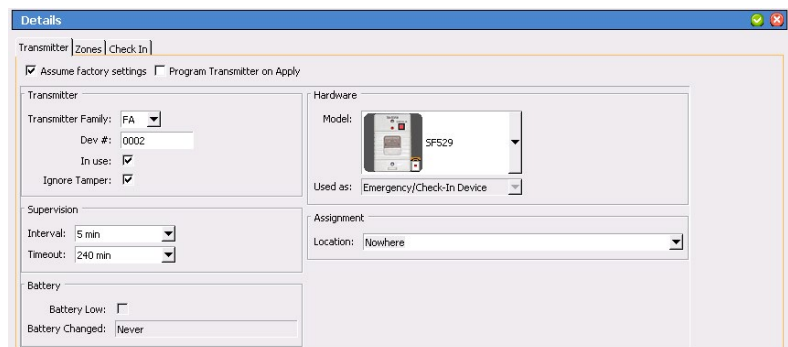


Figure 18: Event Monitor Transmitters Register

7. Write the transmitter's assigned Dev # on the back of the transmitter. Record the transmitter's Dev #, intended location, and model number on the included programming worksheet.
8. Choose the transmitter model from the Hardware drop-down menu. Select a Location from the drop-down box—**Mobile** will be preselected for the SF501. Choose **Nowhere** as the temporary location for other model transmitters. Actual locations will be added later.
 - For the **SF502 Wall-Mounted Transmitter** and **SF530 Room Station**, choose the Used As type from the drop-down menu. For **SF529 Patient Check-In/Assistance Call Stations**, check the **Ignore Tamper** box.
9. Use the factory default **Supervision Settings**. Changing these settings requires reprogramming the transmitter, as described in the next step, [Program and Add NC511 Repeaters, NC512 Locators, and Remaining Transmitters on page 24](#). For reference, these are factory default **Supervision Interval** settings:

60 Second Supervision Interval	5 Minute Supervision Interval
SF502 Wall Mounted Transmitter	NC511 Repeater
SF505 Wireless Smoke Detector	NC512 Locator
SF515 Motion Detector	SF501 Pendant Transmitter
SF520 Door/Window Egress	SF529/A Check-In/Assistance Switch
SF525 Maintained NO Universal Contact	SF530 Room Station
SF526 Momentary NO Universal Contact	SF531 Emergency Switch
SF527/SF337C Waterproof Emergency Switch	

NOTE: Specific results will vary depending upon site conditions that affect the transmission and reception of RF signals.

10. Click on the **Apply** button to add the transmitter to the Tek-CARE® system. Reset the call from the new transmitter. The call will disappear from the Event Monitor.
11. Repeat this procedure to add the next transmitter.

Program and Add NC511 Repeaters, NC512 Locators, and Remaining Transmitters

In this step, you will program repeaters, locators and remaining transmitters and assign unique Dev #s to them. This process will also add these devices to the Tek-CARE® system. You will then mark each device with its device number, and record its device number, intended location, and model number on the included programming worksheet.

Transmitters that are added in this step include the **SF505 Wireless Smoke Detector**, **SF515 Motion Detector**, **SF520 Door/Window Egress Transmitter**, **SF525 Maintained NO Universal Contact**, and **SF526 Momentary NO Universal Contact**.

You may also add transmitters activated by buttons, call cords or pull-down switches in this step if you prefer to assign your own device numbers to these transmitters, are installing an **NC505 Additional Receiver**, or have more than 200 transmitters.

Valid device numbers are 4-digit hexadecimal numbers from 0001–FFFE (for a possible 65,534 addresses). For simplicity, assign each device type to a specific range

of ID numbers. For example, assign 0001–0FFF to locators and repeaters, and assign 1000–1FFF to pendant transmitters. (When using the NC505 Additional Receiver, all transmitters supervised by the same NC505 must use the same first two digits in their device numbers.)

Program and Add a Repeater, Locator or Transmitter:

Open the NC510 Receiver so that its 3-pin programming header and reset button are accessible. Connect either end of the receiver's 12-inch programming cable to its 3-pin programming header, in either direction. The connector must cover all three pins on the programming header. The header location of the NC510 Receiver is illustrated in [Figure 19](#).

1. Open the repeater, locator or transmitter being programmed so that its 3-pin programming header and reset button are accessible. (SF529/A and SF531/A stations have a jumper on the programming header—note its orientation, and then remove it.)
2. Connect the loose end of the receiver's programming cable to the 3-pin programming header of the device being programmed, in either direction. The connector must cover all three pins on the programming header. For header locations, refer to the owner's manual included with the device being programmed.

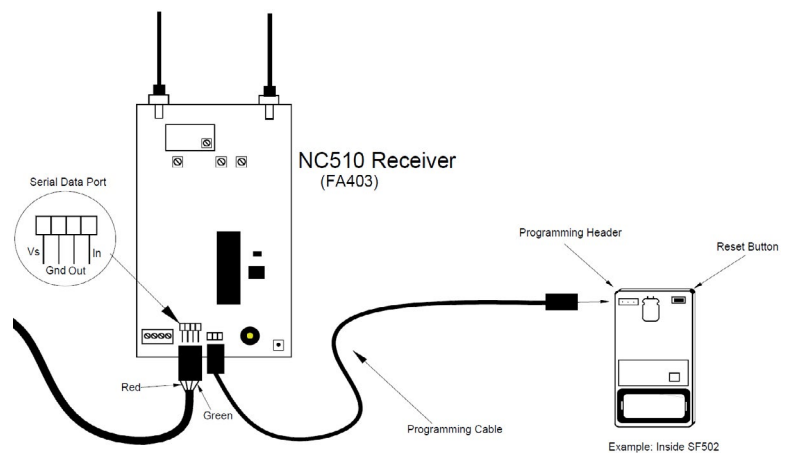


Figure 19: Programming Cable Connection

3. Plug in the device to be programmed to power, and/or install its battery.
4. If the **Transmitters** register is not visible in the Event Monitor, click the **Registers** button, then choose **Transmitters** from the registers list.
5. Click on the **Add** button in the **Transmitters** register. When a programming cable is being used, check the boxes for both **Assume Factory Settings** and **Program Transmitter on Apply**.
6. Type the desired device number in the Dev # box. Select **FA** from the **Transmitter Family** drop-down menu
7. In the **Hardware** menu, choose the transmitter model from the drop-down menu. Select a location from the drop-down box—**Mobile** will be preselected for the SF501; choose **Nowhere** as the temporary location for other model transmitters, repeaters and locators. Actual locations will be added later. For the SF502, SF515, SF525, SF526 and SF530, also choose the appropriate **Used as** type.

8. For systems with up to 1500 transmitters, use the following default supervision settings. For systems with more than 1500 transmitters, please call TekTone® Technical Support at (800) 327-8466, option 3.

Device Type	Supervision Interval	Timeout
SF501 Pendant Transmitters	5 min.	240 min.
SF502 Call Transmitters	12.5 min.	600 min.
NC511 Repeaters NC512 Locators	60 min.	1440 min.
All other transmitters	5 min.	240 min.

- **Supervision Interval** determines how often the transmitter sends a supervision signal. **Supervision Timeout** determines how long the system will wait without receiving a supervision signal before generating a “Missing” call. The above supervision settings are intended to provide the highest degree of supervision available with a low risk of false “Missing” calls.

NOTE: Specific results will vary depending upon site conditions that affect the transmission and reception of RF signals.

9. Click on the **Apply** button.
10. When prompted, press the **Reset** button on the transmitter, repeater or locator to program it.
11. If successful, a window will appear with the message: **The transmitter was successfully programmed.** Click **OK**.
12. You may receive this error message: **Programming Error: Unable to write new settings into receiver memory. Operation terminated.** If this error message is displayed, the receiver was busy handling supervision signals from the field. Click the **Program Transmitter** button to begin programming again. (This error becomes more common as the number of programmed devices increases. To avoid this error, remove the batteries and/or power from all transmitters, repeaters and locators, except the one being programmed—until all devices have been programmed.)
13. Write the assigned device number (Dev #) on the back of the transmitter, repeater or locator. Also record the transmitter’s Dev # and model number on the programming worksheet at the back of this manual.
14. Disconnect the programmed device from the receiver’s programming cable and close the device. (For SF529/A and SF531/A stations, replace the jumper on the programming header in its original orientation.)
15. Repeat this procedure to program the next device.
16. When all devices have been programmed, remove the programming cable from the NC510 Receiver and close the receiver.
17. Using the Config Tool, ensure that the current configuration containing the transmitters that have been added to the Tek-CARE®500 System is loaded into the Config Tool by choosing **File>Load Configuration from System**.
18. Select **File>Save Configuration** to save your programming changes.

Add Facility Maps and Locations

The Tek-CARE® system has the option to store maps of the care facility it is installed in. These maps can be used to view transmitter locations and, when adding patient information, associate a particular transmitter with a room, and thus an individual patient entry.

Locations are where transmitters are physically installed throughout the facility.

NOTE: Locations must be defined whether or not facility maps are used. Each stationary device must be assigned to a physical location. Mobile devices are assigned to the **Mobile** location.

If you have Proximity Maps of your facility to add:

1. Using the Config Tool, open the current configuration and ensure that the configuration containing the transmitters that have been added to the Tek-CARE®500 System is loaded into the Config Tool by choosing **File>Load Configuration from System**.
2. Copy your facility maps to the Tek-BRIDGE® hard drive. Proximity maps should be image files in any of these formats: BMP, GIF, JPG, JPEG or PNG.
3. Click on the **Locations** tab in the page selection pane of the Config Tool.
4. Click on the **Add** button in the **Proximity Maps** editing pane.
5. Click on the **Load from File** button in the **Proximity Maps–Details** pane, browse to the first map you copied to the hard drive, and click the **Open** button.
6. Type a name for the map (such as Building 1, North Wing or 2nd Floor), and click **Apply**.
7. Repeat to add more proximity maps.

Add Locations (Start here if not using Proximity Maps):

1. If the configuration is not open in the Config Tool, open it now.
2. Click on the **Add** button in the **Locations** editing pane.
3. In the **Locations–Details** pane ([Figure 20](#)), type a location name (such as a room number or room name such as Staff Lounge or Men’s Room). If applicable, choose a room side.

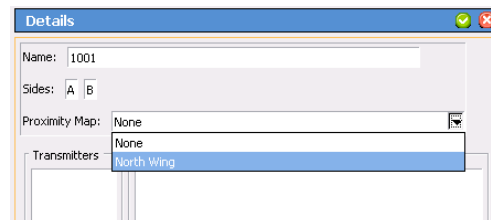


Figure 20: Locations-Details Pane

4. If proximity maps were added, open the **Proximity Map** drop-down menu and select which proximity map you would like the location to be placed on.

5. Click the **Apply** button in the **Locations–Details** pane.

If proximity maps are used, place markers for each location on the proximity map. When a location is selected from the list in the **Locations** pane, an orange marker will appear in the upper left hand corner of the proximity map.

To move the marker to the correct position on the proximity map, select the location in the **Locations** list, and click the **Edit** button on the **Proximity Maps–Details** pane (shown in [Figure 21](#)). Click and drag the orange marker on the proximity map to its corresponding location on the proximity map. When the marker has been placed in the correct position on the proximity map, click **Apply**.

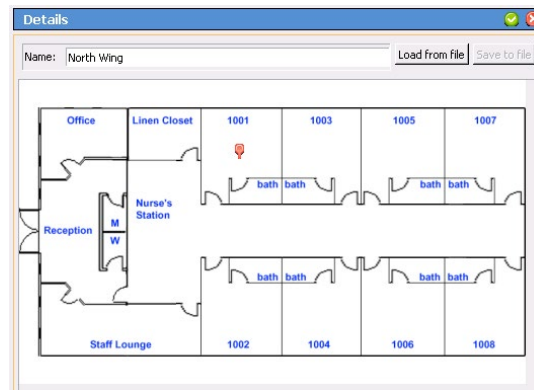


Figure 21: Proximity Map Locations

6. Repeat to add all locations to their proximity maps.

Select File>Save Configuration to save your programming changes, then choose File>Commit Configuration to System to send the programming changes to the Tek-CARE®500 system.

Assign Locations to Stationary Transmitters

When transmitters are added to the system, they are assigned to a default location. Pendant transmitters have been assigned to the **Mobile** location, and **NC511UL Repeater/Locators**, **NC511ES Repeater/Locators** or **NC512 Locators** are used to help determine their locations within the facility. For stationary transmitters, the **Nowhere** location is selected by default during programming. In this step, stationary transmitters will be assigned to specific locations within the facility.

Locators and repeater/locators are also assigned to locations in this step. It is important to remember that locators and repeater/locators only provide general location information based on the signal strength of the transmitted message from the mobile transmitter. Location information is more accurate in single-story facilities.

As the transmitters were added, the programming worksheet should have been filled out with information about where each transmitter will be located. This information will be used to program the location information for each transmitter.

Add Location Information to Transmitters

1. Click **Transmitters** in the page selection pane of the ConfigTool. The transmitters page is shown in [Figure 22](#).
2. Select a transmitter to be associated with a location by selecting its **Dev#** from the list in the **Transmitters** pane.

3. With the transmitter selected, click the **Edit** button in the **Details** editing pane to unlock the pane for editing.

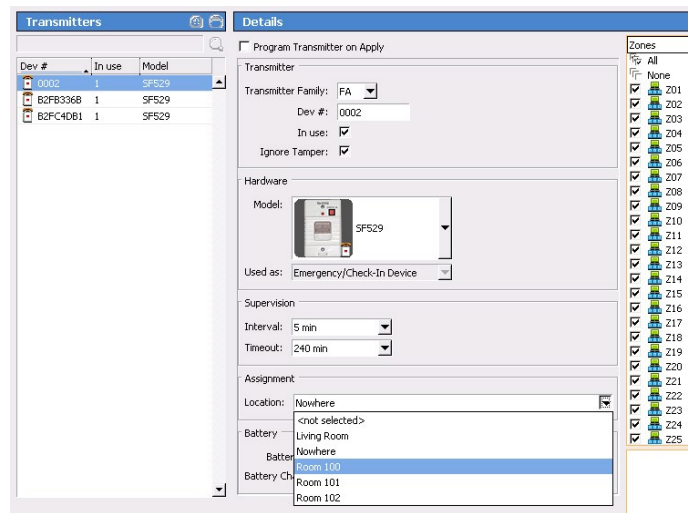


Figure 22: Config Tool Transmitters Page

4. Choose a location from the **Location** drop-down menu.
5. Click the **Apply** button. Repeat for all additional transmitters.

Select File>Save Configuration to save your programming changes, then choose File>Commit Configuration to System to send the programming changes to the Tek-CARE®500 system.

Install Transmitters in the Facility

Once all transmitters have been added to the system and locations have been added to the Tek-CARE® system, it is time to physically install the transmitters throughout the facility. Referring to the programming worksheet, install each device in its assigned room.

When mounting TekTone® wireless devices, the mounting hardware that is included with the transmitter must be used to avoid RF interference. Do not use metal backboxes to install TekTone® wireless devices.

If surface mounting boxes are required, contact TekTone® to purchase the appropriate **IH527** (deep) or **IH528** (shallow) single-gang mounting boxes.

Be sure to adhere to local building codes when mounting stationary transmitters.

If transmitters are to be mounted in wet environments, use the appropriate weatherproof enclosures and waterproof devices.

Device Specific Installation Instructions

Important Information on the PK505 Power Transformer

The PK505 Power Transformer is used to power some Tek-CARE®500 wireless transmitters and receivers.

The following Tek-CARE®500 devices require the use of the PK505 Power Transformer:

- NC505ES Remote LCD Receiver
- NC506ES Remote Receiver
- NC507ES Remote LCD Receiver

When used with the Tek-CARE®500, each PK505 must be dedicated to an individual device. Multiple devices may not be powered from a single PK505.

Device Mounting

Tek-CARE®500 wireless devices may be mounted in the following ways:

- Surface mount on drywall (Must use drywall anchors)
- Surface mount on headwall
- Mounted on plastic back boxes
- Surface mount on wood

When installing Tek-CARE® wireless devices, take care to install devices according to applicable building codes.

Never mount Tek-CARE®500 wireless devices in or on metal backboxes. Metal backboxes will interfere with signal transmission. Specify plastic back boxes for Tek-CARE® 500 wireless device mounting.

Test Transmitters after Installation

TekTone® recommends testing each device immediately following installation. For smaller facilities simply place a call from each transmitter and check the Event Monitor screen on the Tek-BRIDGE®. As calls are placed, make sure that the location in the Event Monitor correlates with the location noted on the programming worksheet.

In larger facilities, testing of installed devices may be simplified by using a remote Event Monitor installed on a portable laptop. If the Tek-CARE®500 system is connected to the facility LAN and the facility has a WiFi network, follow the Remote Event Monitor setup instructions on [page 35](#) to install Remote Event Monitor software on the connected laptop. Once the remote Event Monitor is set up, the laptop may be carried throughout the facility and used to monitor calls placed from transmitters during testing.

This step helps to identify any installation errors early in the installation process so that the rest of the installation goes smoothly. Use the completed programming worksheet to verify that transmitters have been installed in the correct locations.

Be sure to note any problem areas and remedy them before proceeding with the installation process. In some cases, adding additional NC511ES or NC511UL Repeater/Locators may be necessary to ensure clear communication between system transmitters and the Tek-BRIDGE®.

Add Custom Patient Information Fields

In addition to patient names and locations, the Tek-CARE®500 system can be customized to store any other patient data desired by the facility such as home address, medications, physician information, or food allergies. Once the custom configuration has been committed to the system, these fields will appear in the Event Monitor software.

To add custom fields for additional patient information:

1. Click **Patients** in the page selection pane of the Config Tool.
2. Click on the **Add** button in the **Patient Fields** area, shown in [Figure 23](#).
3. Type a name for the field in the **Patient Fields-Details** area, and click on the **Apply** button. Only use letters and numbers when adding new fields. Example field names include Age, Allergies, Medications, Physician Phone, Relative Phone, etc.
4. Repeat to add more custom fields.
5. Fields appear in the **Patients-Details** area in the order in which they are entered. To change the sequence, click on a field name in the **Patient Fields** area, and then click on the green up and down arrows at the right to move the field up or down.

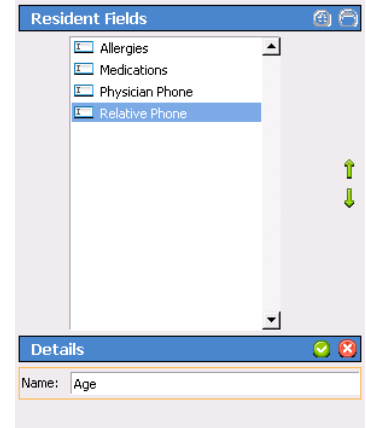


Figure 23: Custom Patient Information Fields

Select File>Save Configuration to save your programming changes, then choose File>Commit Configuration to System to send the programming changes to the Tek-CARE®500 system.

Change the Default Occupant Term

By default, the Tek-CARE® system comes preprogrammed with **Patient** as the default occupant term. This term may be changed to suit the facility the Tek-CARE® system is installed in.

Changing the occupant term will also change the name of the **Patients** page in the config tool, the **Patients** register in the Event Monitor, the call display of the Event Monitor, and any references to the occupant term in generated reports.

Changing the Occupant Term

1. Click **Patients** in the page selection pane of the Config Tool.
2. Scroll to the **Patient Settings** pane ([Figure 24](#)) and click **Edit**.



Figure 24: Occupant Term Field

3. Type the desired occupant term into the **Occupant Term** field, and click **Apply** to save the changes.

NOTE: Be sure to use the singular form of the desired occupant term. The Tek-CARE® software automatically makes the term plural. For example, if the facility prefers “residents” as their occupant term, type **Resident** in the occupant term field. If the plural form is entered in the occupant term, it will display as **Residentss**.

Select File>Save Configuration to save your programming changes, then choose File>Commit Configuration to System to send the programming changes to the Tek-CARE® 500 system.

Modifying, Creating, and Removing Zones

Use the information in this section to set up zones. Transmitters will be assigned to zones later using either the Config Tool or the Event Monitor. Zones are used to assign a group of transmitters to send automatic text messages to the pagers of selected staff or staff groups. They are also used as filtering criteria for the Event Monitor software. Define a zone as a geographical area of the facility, and then assign transmitters to the zone.

The system has 75 preset zones named Z01 through Z75. Each of these zones is preconfigured to include all transmitters. Preset zones may be renamed or deleted, and new zones can be created. (When new zones are created, they do not include any transmitters until they are added using the Event Monitor.)

Rename preset zones to names that have meaning for the facility's staff.

In the Config Tool, select Zones from the page selection pane. The **Zones** page will appear, as shown in [Figure 25](#). Click on a zone in the **Zones** list and then click on the **Edit** button in the **Details** area. Type a new name and click on the **Apply** button.

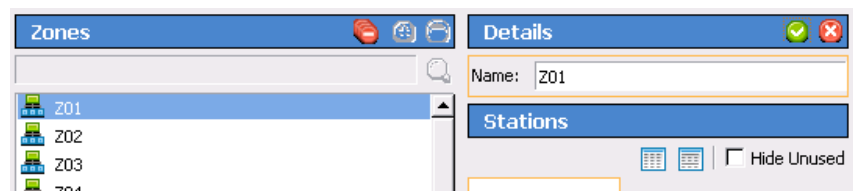


Figure 25: Zones Page

By default, each preset zone contains all transmitters. To assign transmitters to zones on an individual basis, see the following section, [Assign Transmitters to Zones on page 33](#).

Delete Unneeded Preset Zones

Select the zone to be deleted from the zones list and then click the **Delete** button.

Add Additional Zones

Click on the **Add** button, type a name in the **Details** area, and then click on the **Apply** button. This new zone will not include any transmitters until transmitters are added either by using the Event Monitor, detailed in the following section, or by selecting the stations to be contained in that zone from the **Stations** editing pane.

Select File>Save Configuration to save your programming changes, then choose File>Commit Configuration to System to send the programming changes to the Tek-CARE® 500 system.

Assign Transmitters to Zones

In this step, transmitters will be assigned to zones created in the previous step. Refer to the completed programming worksheet for transmitter device numbers and locations.

Transmitters may be assigned to individual zones using either the Config Tool or Event Monitor software.

Assign Transmitters to Zones using the Config Tool

1. Select **Transmitters** in the page selection pane of the Config Tool as shown in [Figure 26](#).

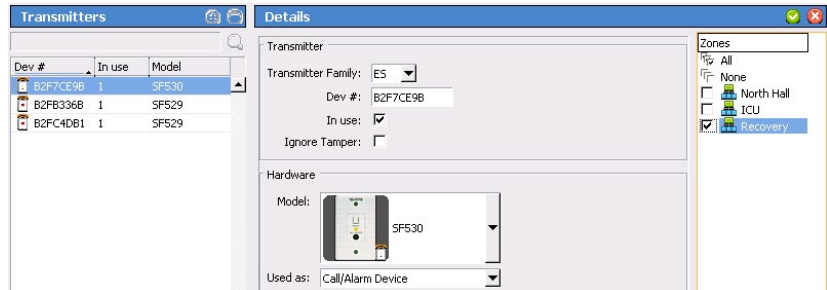


Figure 26: Add Transmitters to Zones

2. Select a transmitter from the **Transmitters** list.
3. Click the **Edit** button in the **Details** editing pane to unlock the pane.
4. Select the zones that the transmitter should be assigned to from the **Zones** list. Transmitters may be assigned to any and all zones present on the system.
5. Once all required zones have been assigned, click **Apply** to accept the changes.

Select File>Save Configuration to save your programming changes, then choose File>Commit Configuration to System to send the programming changes to the Tek-CARE®500 System.

Assign Transmitters to Zones using the Event Monitor

1. In the Event Monitor software, click the **Registers** button and then choose **Transmitters** from the registers list. The Event Monitor Transmitters register is shown in [Figure 27](#).
2. Select a transmitter from the transmitters list. Click on **Zones** tab, then the **Edit** button to unlock the zone list.
3. Select the zones that the transmitter should be assigned to from the **Zones** list. Transmitters may be assigned to any and all zones present on the system.
4. Click **Apply**.

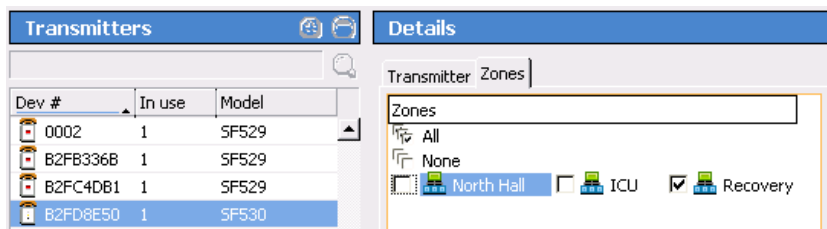


Figure 27: Add Transmitters to Zones in the Event Monitor

5. Repeat for each additional transmitter.
6. Return to the Config Tool software and choose **File>Load Configuration from System** to update the configuration displayed in the config tool.
7. Once the configuration has been updated in the event monitor, select **File>Save Configuration** to save your programming changes.

Create Patient Check In Times

If the facility uses **SF529**, **SF529ES**, or **SF529UL Check-In/Assistance Call Stations**, check-in times must be added to the system for the check-in feature to function. A check-in time is a time period during which the system requires patients to press their rooms' check-in buttons. If the check-in button is not pressed during the scheduled time period, an **Inactivity** call appears in the Event Monitor.

Create several check-in times so that each patient can be assigned a check-in time that coincides with their normal waking schedule. Patients can also be assigned one check-in time for weekdays and another for weekends. The table to the right illustrates some sample check-in times.

Start Time	End Time	Week Days
5:00	6:00	SMTWTFS
6:00	7:00	SMTWTFS
7:00	8:00	SMTWTFS
7:00	8:00	.MTWTF.
8:00	9:00	S.....S

Create Check-In Times:

1. Click on the **Check In** tab in the Config Tool.
2. Click on the **Add** button in the *Check In Times* area.
3. Using 24-hour Military time, enter a Start Time and an End Time in the *Details* area. Midnight is 00:00. Start and End times must be at least 10 minutes apart.
4. Use the checkboxes to select which days of the week this event is scheduled.
5. Click the **Apply** button.

NOTE: A single time period cannot cross midnight into the next day. Divide it into two time period entries. For example, create these two entries to create a scheduled time period of 6:00 PM Friday to 10:00 AM Saturday:

Begin—18:00 End—23:59 Day—Friday

Begin—00:00 End—10:00 Day—Saturday

Select File>Save Configuration to save your programming changes, then choose File>Commit Configuration to System to send the programming changes to the Tek-CARE® 500 system.

Create Custom Staff Types

The Tek-CARE® system comes pre-programmed with three different staff types—**L1**, **L2**, and **L3**. These staff types can be edited to reflect the staff types present in the facility, existing staff types may be deleted, and new staff types may be added. Do not edit the **None** staff type.

NOTE: This manual makes multiple references to staff types None, L1, L2, and L3 which are the system defaults. If the system defaults are edited, note the changes that are made here:

L1 Changed To: _____ L2 Changed To: _____ L3 Changed To: _____

Changing or Customizing Staff Types

1. Click **Staff** in the page selection pane of the Config Tool.
2. To edit an existing staff type, select an entry from the **Staff Types** list (shown in [Figure 28](#)) and click **Edit** in the **Details** pane below. Type a new name for the selected staff type, and click **Apply**.
3. To delete an existing staff type, select an entry from the **Staff Types** list and click **Delete**.

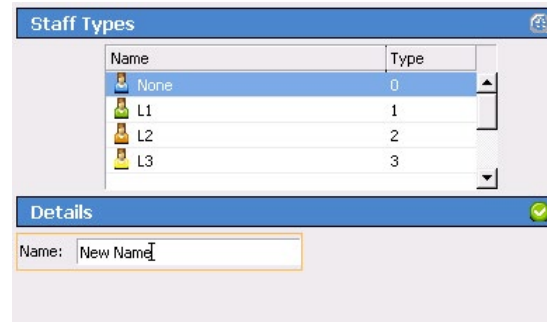


Figure 28: Add Custom Staff Types

4. To add a new staff entry, click **Add** in the **Staff Types** pane and type a name in the **Details** pane below, then click **Apply** to accept the changes.

Select File>Save Configuration to save your programming changes, then choose File>Commit Configuration to System to send the programming changes to the Tek-CARE® 500 system.

Create Shifts

Shifts are used to schedule time periods when central monitoring is enabled, when supervision of a transmitter is disabled, when specific pagers annunciate calls, and more.

The Tek-CARE®500 system comes preprogrammed with an **Always** shift that is active 24/7. Use this shift if features that use shifts (Paging, Email Output, etc.) are to be constantly active.

Create Shifts

1. Click on **Assignments** in the page selection pane of the Config Tool.
2. Click on the **Add** button in the **Shifts** area, shown in [Figure 29](#).
3. In the **Shift Details** area, type a name for the shift describing what the shift is to be used for.
4. Using 24-hour time, enter a **Start Time** and an **End Time** in the **Shift Details** area. (Midnight is 00:00.) Start and End times must be at least 10 minutes apart.
5. Use the checkboxes to select which days of

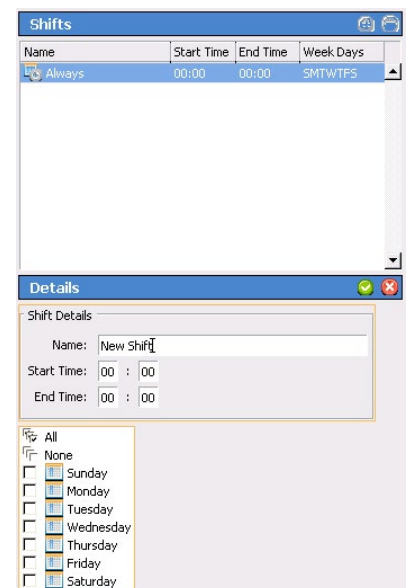


Figure 29: Add Shifts

the week this event is scheduled.

6. Click on the **Apply** button.

NOTE: A single time period cannot cross midnight into the next day. Divide it into two time period entries. For example, create these two entries to create a scheduled time period of 6:00 PM Friday to 10:00 AM Saturday:

Begin—18:00 End—23:59 Day—Friday

Begin—00:00 End—10:00 Day—Saturday

Select File>Save Configuration to save your programming changes, then choose File>Commit Configuration to System to send the programming changes to the Tek-CARE®500 system.

Removing Transmitters from the Tek-CARE®500 system

Remove Transmitter from Configuration using the Event Monitor

1. In the Event Monitor software, click the **Registers** button and then choose Transmitters from the registers list.
2. Select the transmitter to be removed from the system in the **Transmitters** list.
3. With the appropriate transmitter selected, click the **Delete** button.
4. The transmitter is removed from the configuration.
5. Return to the Config Tool software and choose **File>Load Configuration from System** to update the configuration displayed in the config tool.
6. Once the configuration has been updated in the event monitor, select **File>Save Configuration** to save your programming changes.

Remove Transmitter from Configuration using the Config Tool

1. With the Event Monitor software running, open the Config Tool. Choose the appropriate network settings and choose **Load Configuration From System**.
2. Choose Transmitters from the page selection pane and select the transmitter to be removed in the **Transmitters** list. With the appropriate transmitter selected, click the **Delete** button.
3. The transmitter is removed from the configuration.

Select File>Save Configuration to save your programming changes, then select File>Commit Configuration to System to update the Tek-CARE® system.

Optional System Features

Add Dome Lights to the Tek-CARE®500 System

This section covers the procedure for adding dome lights to a Tek-CARE®500 system using standalone receivers. All Tek-CARE®500 ES and UL wireless devices may be used to activate dome lamps except for the SF501ES and SF501/2ES pendants. Available dome lamps are LI381 (single bulb, white lens), LI382 (white and red bulbs, white lens), LI380LED (amber, green, white, and red LEDs), and LI382LED (white and red LEDs).

This process covers the use of the NC505ES, NC506ES, and NC507ES Remote Receivers with Tek-CARE® dome lamps to provide an ancillary call annunciation path on the Tek-CARE®500 system. The remote receivers are not dependent on the Tek-BRIDGE® and are operationally transparent to the Tek-CARE®500 system. Remote receivers are not supervised by the Tek-CARE®500 system.

The remote receivers are programmed to listen for alarms from certain devices and activate a relay when an alarm from that device is detected. The relay contacts on the receivers are closed to turn on dome lights.

Installation and Wiring Requirements

All dome lamp wiring must be 18awg stranded cable. Do not exceed 100 feet of cabling per dome lamp. One PK152 is required per remote receiver to provide power for the lamps controlled by that remote receiver.

The PK152 Power and Control Unit provides the power and ground for the dome lights. The power wire of each dome light is connected to the P terminal's (+24v) power output on the PK152 unit. Power from the PK152 is connected directly to the +24v terminal on the LI380LED and LI382LED dome lamps or to the white lead on an LI380, LI381 or LI382 incandescent dome lamp.

For LI380LED and LI382LED dome lamps, connect the wire corresponding to the lamp color desired to be activated to the C terminal of an output on the standalone receiver. For LI380, LI381 and LI382 dome lamps, connect the black wire of the lamp to be activated to the C terminal of an output on the standalone receiver. Connect the NO terminal of the output to the R terminal on the PK152 Power and Control Unit for a solid lamp or to the Q terminal for a flashing lamp. Note the location within the facility of the dome lamp connected to each output. The leg of the lamp connected to the receiver provides the ground path to turn the lamp on.

A number of lamp configurations are available. Common wiring schemes are shown in [Figure 31 on page 38](#). Note that only a single wireless device may be mapped to each output of the receiver. If two devices in the same room need to activate different light colors (e.g., an SF530ES must activate a steady white lamp and an SF531ES must activate a flashing red lamp), then two points on the Receiver are used. The output that is programmed for the SF530ES is wired to the white lamp and the R terminal of the PK152, and the output that is programmed for the SF531ES is wired to the red lamp and the Q terminal of the PK152.)

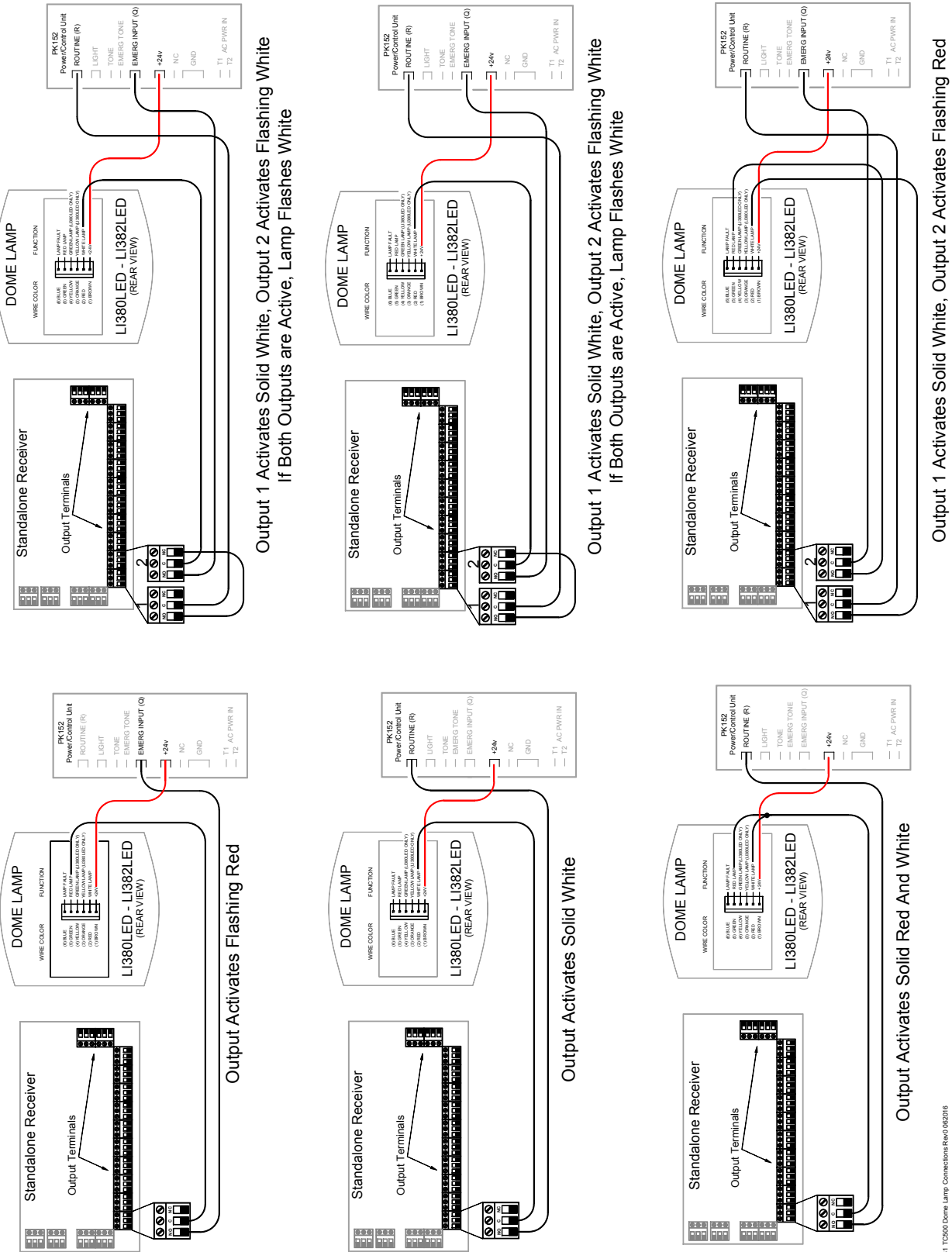
Programming

Follow the instructions included with your receiver to set up the outputs on the receiver and map Tek-CARE®500 devices to receiver outputs. Ensure that the receiver outputs are programmed in alarm follower mode. This means that the relay contact will close when a call is activated and open when the call is reset. This allows voltage to flow from the PK152 power and control unit to the dome lamp, through the receiver, and then to ground via the PK152.



Figure 30: PK152

Figure 31: Sample Dome Light Connection Diagrams



IL881 10500 Dome Lamp Connections Rev0 06/2016

Install Remote Event Monitors

Some facilities may require the use of Remote Event Monitors to display calls at locations other than the Tek-BRIDGE® running the Event Monitor software. In these instances, **LS586 Remote Event Monitors** can be installed on any PC running Microsoft Windows XP®, Windows Vista®, or Windows 7®. Up to 9 facility PCs may run the Remote Event Monitor with appropriate licensing.

Install the LS586 Remote Event Monitor Software

1. Open a web browser such as Microsoft Internet Explorer® or Google Chrome®.
2. Type the IP address found on [page 14](#) into the address bar of the browser and press **Enter**.
3. A splash screen ([Figure 32](#)) will appear that gives various options for the Tek-CARE® system. Click **Download remote monitor (LS586) installer** and allow the download to proceed. Windows® may provide security alerts or question if the download should be permitted to proceed. Answer **Yes** or **Continue** to any security prompts.
4. Once the installer finishes downloading, run the installer if it does not start automatically.
5. When the installation window opens, select **Full Install** and click the **Install** button. When the installation is finished, click **Close**.
6. Double-click the **LS586 Event Monitor** shortcut on the desktop.
7. When the splash screen appears as shown in [Figure 33](#), type the IP address of the Tek-BRIDGE® into the **Server Address** field. Refer to [page 14](#) for the IP address of the Tek-BRIDGE®.



Figure 32: Download Remote Event Monitor



Figure 33: Connection Settings Splash Screen

8. Select the instance of the Remote Event Monitor software to be used from the drop-down **Monitor Index** menu. By default the Tek-CARE®500 system has one available Remote Event Monitor. Select **1** for the first Remote Event Monitor and continue down the list for subsequent Remote Event Monitors.

NOTE: To purchase additional Remote Event Monitor licenses, contact TekTone® Sales at (800) 327-8466 and request part number **LSMON1** for one license or **LSMON5** for five licenses.

9. Click **Ok** to finish setup and open the Remote Event Monitor.
10. Repeat for each additional Remote Event Monitor.
11. On the Tek-BRIDGE®, open the **LS450 Config Tool** and choose **File>Load Configuration from System** to update the **Monitors** page in the Config Tool.

*Select **File>Save Configuration** to save your programming changes, then choose **File>Commit Configuration to System** to send the programming changes to the Tek-CARE®500 system.*

Set Up Paging

Skip this step if your system does not include either pagers or the **LS453 Email Output Software**.

Pagers supplied by TekTone® are programmed with unique identifying CAP codes which are used to add the pagers to the Tek-CARE® system. The system includes several standard text messages that can be sent to pagers—custom text messages can also be added.

In this section, the paging transmitter will be set up, and all pagers will be added to the system. Pagers will be associated with individual staff members when staff members are added to the system in [Add Facility Staff and Associate Staff Devices on page 53](#).

The Tek-CARE® system utilizes a **NC365B Paging Transmitter** to communicate with RF pagers. This paging transmitter includes a separate setup manual to help configure the transmitter for use with a Tek-CARE® system. Complete the paging transmitter setup process before proceeding.

NOTE: Paging must also be enabled if **LS453 Email Output Software** will be used.

First, Enable paging:

1. Click on **Pagers** in the page selection pane of the Config Tool.
2. Click on the **Edit** button in the **RF Paging Settings** area shown in [Figure 34](#).

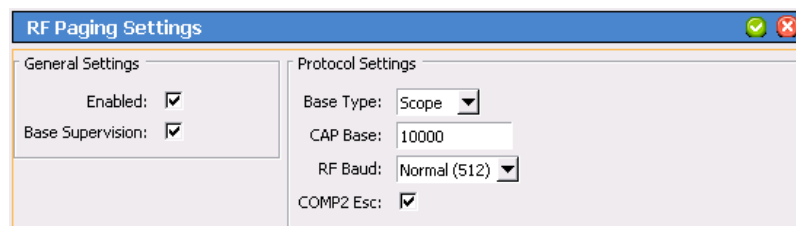


Figure 34: RF Paging Settings

3. Check the box next to **Enabled** to turn paging on.
4. **Protocol Settings** must match the programming settings of the paging transmitter. For the NC365B Paging Transmitter, these settings are
 - **Base Type:** Scope
 - **CAP Base:** 10000
 - **RF Baud:** Normal (512)
 - **COMP2 Esc:** Enabled.
5. Click on the **Apply** button.

Edit Paging Settings

Several options in the paging system are customizable according to the facility's specifications. To access these customizable settings, click **Edit** to unlock the **RF Paging Settings**.

The **Base Supervision** option enables the paging transmitter base to be supervised by the Tek-CARE® system. By default this option is not selected, but can be selected to monitor the status and show an **RF Paging Base Fault** in the Event Monitor software if communication between the Tek-BRIDGE® and NC365B paging module is lost.

Under **Automatic Paging Settings**, there are several options regarding when pages are resent to the primary staff member, and when secondary and tertiary staff members are notified. By default, **Auto Page** is enabled, **Regenerate** is set to **300 Seconds**, **Secondary** is set to **450 Seconds**, and **Tertiary** is set to **600 Seconds**. These settings govern when other staff members receive pages after the transmitter in alarm has not been reset. For example, if the default settings are maintained and a call is placed, the system will page the primary staff member immediately, and resend pages every 300 seconds until the call is reset at the station. If the call has not been reset in 450 seconds, a secondary staff member is notified, and if the call still remains unacknowledged after 600 seconds, a tertiary staff member is notified. Primary, secondary, and tertiary recipients are determined when staff assignments are added to the system during system customization. Automatic Paging must be enabled by checking the **Auto Page** box.

The options under **Message Fields** determine what information is sent in each text message. Check or uncheck the desired information to be sent.

Pages and call alerts can be sent to RF pagers, email addresses, or both. Email notification requires use of the **LS453 Email Output** software. The following steps cover adding RF pagers and email addresses to the paging system. For email output setup, see [Set Up Email Output in the Config Tool on page 43](#).

Add RF Pagers:

1. Click on the **Add** button in the **RF Pagers** area.
2. Type a pager's CAP code in the **Details** area shown in [Figure 35](#) and click on the **Apply** button.

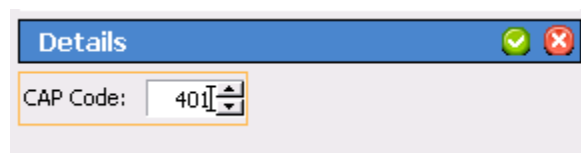


Figure 35: Add CAP Codes

3. Repeat for each pager.
4. For systems using a large number of pagers with sequential CAP codes, use the **Add Multiple** button in the **RF Pagers** pane. The **Enter Pager CAP Code Range** window will appear.
5. Type the **Lower** and **Upper** values into the fields, and click **Ok** to add the pagers.

The Tek-CARE® system comes with a number of frequently used preprogrammed text messages, but in some cases, facilities will require specific text messages to be added. Preprogrammed messages can be changed, and unneeded messages can also be deleted.

Add Custom Text Messages:

1. Choose **Staff** in the page selection pane of the Config Tool.
2. Click on the **Add** button in the **Text Messages** pane to unlock the **Details** area as shown in *Figure 36*.
3. Type a custom message in the **Details** area.

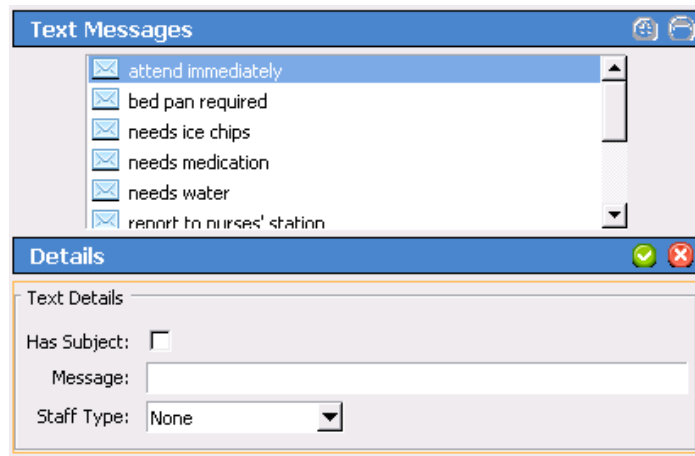


Figure 36: Add Custom Text Messages

4. Check the **Has Subject** box to automatically include the calling location with the message.
5. Select **L1**, **L2**, or **L3** staff type to send this message to just one staff type; select **None** to send this message to all staff types.
6. Click on the **Apply** button.
7. Repeat for each custom text message.

Select File>Save Configuration to save your programming changes, then choose File>Commit Configuration to System to send the programming changes to the Tek-CARE®500 system.

Change Preprogrammed Text Messages

1. Choose an existing text message in the **Text Messages** pane and click the **Edit** button in the **Details** pane.
2. Modify the message in the **Details** pane and check the **Has Subject** box to automatically include the calling location with the message.
3. Select a **Staff Type** to direct the message to a specific staff type or choose **None** to send the message to all staff types.
4. Click the **Apply** button to accept the changes.

Select File>Save Configuration to save your programming changes, then choose File>Commit Configuration to System to send the programming changes to the Tek-CARE®500 system.

Delete Text Messages

To delete an unneeded text message, highlight the message in the **Text Messages** pane and click the **Delete** button.

Select File>Save Configuration to save your programming changes, then choose File>Commit Configuration to System to send the programming changes to the Tek-CARE® 500 system.

Once all changes have been made, choose **File>Commit Configuration to System** to write the changes to the Tek-CARE® system.

Set Up the LS453 Email Output Software and SMS Output

The Tek-CARE® system supports email and text messaging reporting features through the optional **LS453 Email Output** software, accessible in the Config Tool. This feature enables email addresses to be added to the system as staff devices. The email output software can send calls and other events via email to assigned staff members. Events may also be sent to any device that has an email gateway, enabling SMS messaging to cellphones.

In order to use the email output software, the facility must have a standard non-authenticated SMTP server, configured to accept messages from the Tek-CARE® system. The email output software does not support SMTP authentication. The SMTP server may be on the facility's LAN or accessible through the facility's ISP. The email output software has been successfully tested using Sendmail, Postfix, and Microsoft Exchange.

There are three key pieces of information needed to set up email communication from the Tek-CARE® system that can be obtained from the facility's IT department. Ask the IT department for the **SMTP Host Address**, the **SMTP Port Number**, and ask if the facility has a preferred **From Address**. Note the information below

SMTP Host Address: _____

SMTP Port Number: _____

Facility Preferred From Address: _____@_____

Set Up Email Output in the Config Tool

1. With the Event Monitor software running, open the Config Tool and click on **Email** in the page selection pane.
2. Click on **Edit** in the **Settings** field (shown in [Figure 37](#)) to unlock the field for editing.

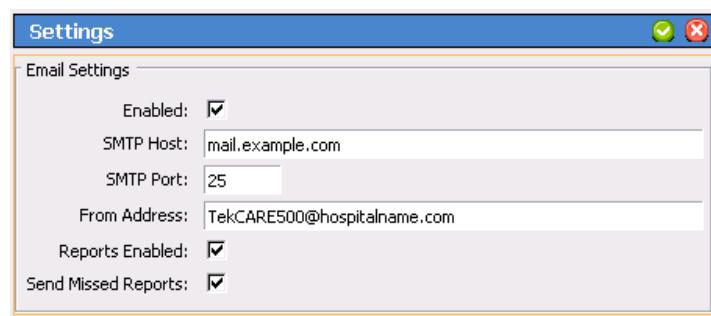


Figure 37: Email Output Settings

3. Check the **Enabled** box to turn on the email output feature, and enter the **SMTP Host Address** and **SMTP Port Number** provided by the facility's IT department.

4. In the **From Address** field, input the facility's preferred from address, e.g. **TekCARE500@hospitalname.com**.

To automatically send Tek-CARE® Reporting System reports via email, check the **Reports Enabled** checkbox. If the **Send Missed Reports** box is checked, the report emailer will send scheduled reports that were missed when it was not running.

5. Click **Apply**.
6. To add email addresses to receive reports and/or system events, click the **Add** button in the **Email Addresses** pane shown in [Figure 38](#).
7. Type an email address in the **Email Address** field in the **Details** pane. To leave the subject line blank on all email sent to the address, check the **No Subject** box. This may be useful if the email address is being used to send text messages to a cell phone.
8. In order to send an SMS message to a cell phone, it is necessary to know both the phone number and the cell carrier's mail-to-SMS gateway. Information about cell carrier mail-to-SMS gateways can be found at www.wikipedia.org/wiki/List_of_SMS_gateways.

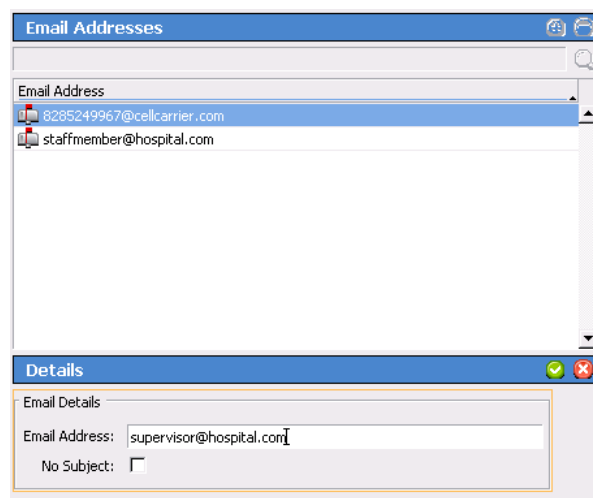


Figure 38: Add Email Addresses

9. Click **Apply** to add the email address.
10. Repeat for each additional email address.
11. If the facility will use email call alerts select **Pagers** from the page selection pane and click the **Edit** button in the **RF Paging Settings** pane. Check the **Enabled** box under **General Settings** to turn on email call and alarm notifications.
12. Verify that the **Auto Page** box is checked under **Automatic Paging Settings** and that the **Regenerate**, **Secondary**, and **Tertiary** boxes are set to the factory defaults of **300**, **450**, and **600** respectively.

These numbers represent seconds between paging events. If the call that caused the page to be sent is not reset within 300 seconds, a second page will be sent to the first pager. If the call remains unanswered after 450 seconds, a secondary pager is contacted. If the call still remains unanswered after 600 seconds, a tertiary pager is contacted. These settings may be modified if the facility desires.

Email addresses must be associated with staff members before reports can be emailed or calls can be sent. When staff is added, the installer or facility can choose which email address to associate with each staff member. This procedure may be found in the [Add Facility Staff and Associate Staff Devices on page 53](#).

Select File>Save Configuration to save your programming changes, then choose File>Commit Configuration to System to send the programming changes to the Tek-CARE® 500 system.

Configure Call Types and Hardware Types

These settings will not need to be altered for most installations.

The Config Tool's **Call Types** page is used to change call-type specific behaviors, such as priority and tones. You can also modify the system default call filters (All Calls, High Priority Calls, No Calls, and Only Code), or add new call filters for use with staff and pager assignments.

To edit a call type, select it from the **Call Types** list and click the **Edit** button. The various options of the call type will be open for editing.

TekTone® recommends that call types only be edited at the request of the facility.

The **Hardware** page in the Config Tool is used to change or add station-specific behaviors. For example, an SF502 can be a Call/Alarm Device or a Check-In Device.

To edit a hardware behavior, select the type of hardware to be edited from the **Hardware Types** list and click the **Edit** button in the **Hardware Behavior Details** pane. Change the settings accordingly, and click **Apply**.

NOTE: Any changes made to a hardware type will be applied to all transmitters of that hardware type on the system.

Select File>Save Configuration to save your programming changes, then choose File>Commit Configuration to System to send the programming changes to the Tek-CARE® 500 system.

Set Up Central Monitoring

When central monitoring is enabled, the Event Monitor software sends events (such as alarms, resets, and missing transmitters) via a serial connection to the NC502 PC-Alarm Panel. The NC502 PC-Alarm panel dials the central monitoring facility's telephone number and transmits the events to the central monitoring facility.

Set Up the Central Monitoring Hardware

1. Connect the AC adapter included with the NC502 PC-Alarm Panel to an appropriate AC power source and connect the power plug to the PC-Alarm Panel.
2. Press the power switch on the front panel of the unit to turn it on. A green LED power indicator will turn on.
3. Connect the included RS232C interface cable between the PC-Alarm Panel and COM port 6 on the Tek-BRIDGE®. See [Figure 8 on page 15](#) for the Tek-BRIDGE® connection diagram.
4. Connect a standard telephone cord using 6P6C connectors (not included) between the PC-Alarm Panel and a facility telephone jack.

Create Central Monitoring Shifts:

Follow the instructions in [Changing or Customizing Staff Types on page 35](#) to create the time periods when central monitoring is to be enabled. Central monitoring shift names should be prefixed with “CM” to differentiate them from the shifts you create for other purposes.

Now, enable Central Monitoring:

1. Click on **Central Monitoring** in the page selection pane of the Config Tool. The Central Monitoring page is shown in [Figure 39](#).

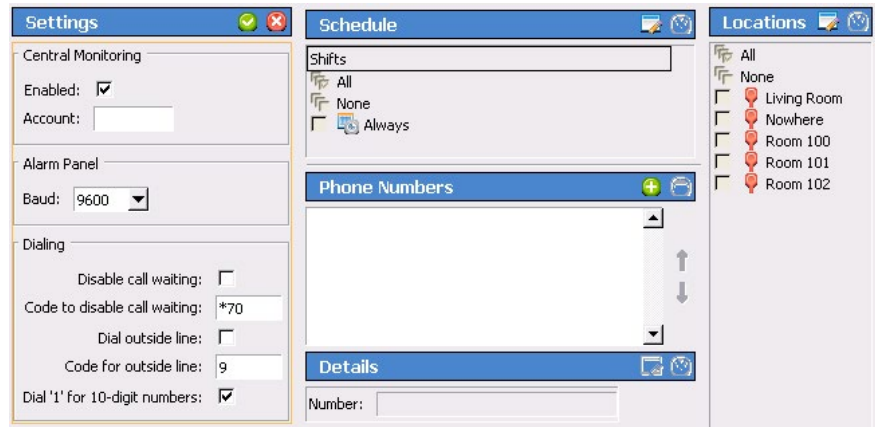


Figure 39: Central Monitoring Page

2. Click on the **Edit** button in the **Settings** area and check the **Enabled:** box.
3. Type the facility's 4-digit account code, as assigned by the central monitoring facility, in the **Account:** box. (Valid characters are the numbers 0–9 and the letters B–F.) This 4-character code is sent with every event to the central monitoring facility, and is used to identify the event's originating Tek-CARE®500 facility.
4. Note the facility's Account Code here: _____
5. Configure dialing options as needed to disable call waiting or to use a prefix to dial an outside line, or to dial “1” for 10-digit numbers.
6. Click on the **Apply** button to save the new settings.

Select the times when Central Monitoring is active:

1. Click on the **Edit** button in the **Schedule** area.
2. The **Shifts** pane now shows all available shifts. Select the check boxes to enable the appropriate central monitoring shifts.
3. Click the **Apply** button to accept the changes.

Create the Central Monitoring facility's phone number list:

When sending a report, the Event Monitor tries each telephone number in order and uses the first one that connects. If that telephone number stops working, the Event Monitor continues through the list until it finds another working number, retrying once per minute until it connects.

1. Click on the **Add** button in the **Phone Numbers** area. Type the central monitoring facility's telephone number and click the **Apply** button. Repeat to add another phone number to the list.

NOTE: Be sure that the central monitoring station phone numbers are entered exactly as they were provided by the central monitoring company.

2. Click the **Apply** button to add the phone number to the list.
3. To change the phone number sequence, select a phone number from the list and then click on the up and down arrows at the right to move the phone number up or down in the list.
4. Click the **Apply** button to accept the changes.

Create the list of locations to be monitored:

If a location is not checked in the **Locations** list, events from that location will not be transmitted to the central monitoring facility.

1. Click on the **Edit** button in the **Locations** area.
2. Select which locations should be monitored by checking the boxes beside each location.
3. Once all locations to be monitored have been selected, click **Apply**.

Select File>Save Configuration to save your programming changes, then choose File>Commit Configuration to System to send the programming changes to the Tek-CARE® 500 system.

Set Up Password Protection

When password protection is enabled, staff access to various functions of the Tek-CARE® system can be controlled. Password protection is useful to prevent unauthorized facility staff from making changes to the system such as adding or removing transmitters, changing staff assignments, or altering reporting settings. Several different passwords may be used, each protecting different system settings.

Set Up Password Protection

1. Click on **Passwords** in the page selection pane of the Config Tool.
2. In the **Password Manager** page shown in [Figure 40](#), select the blank default password and click the Edit button.
3. In the **Settings** field, type the new password in the **Password** box.
4. Below the **Password** box is a list of Event Monitor features that can be password protected. Check the boxes for each feature that the facility would like to be password protected.
5. Click the **Apply** button in the **Settings** field.

Add Additional Passwords

Additional passwords may be added to give different levels of access to the Tek-CARE® system.

1. Click on **Passwords** in the page selection pane of the Config Tool.
2. In the **Password Manager** pane, click the **Add** button.

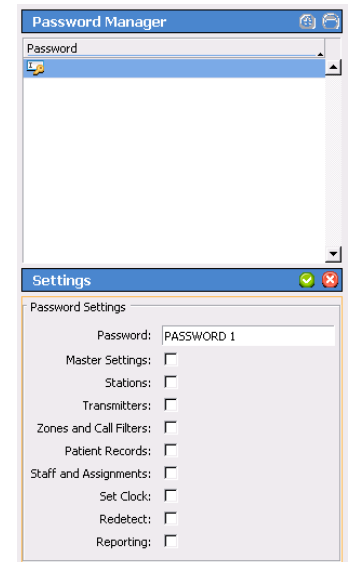


Figure 40: Password Manager

3. In the **Settings** field, type the new password in the **Password** box.
4. Below the **Password** box is a list of Event Monitor features that can be password protected. Check the boxes for each feature that the facility would like to be password protected.
5. Click the **Apply** button in the **Settings** field.
6. Repeat for each additional password.

Select File>Save Configuration to save your programming changes, then choose File>Commit Configuration to System to send the programming changes to the Tek-CARE®500 system.

Save and Back Up the Custom Configuration

At this point, system configuration is complete. The following section will discuss customizing the system for the facility's needs by adding patients, staff, and other information.

The system configuration that has been created must be saved and backed up.

Saving, and Backup Procedure

1. In the Config Tool, select **File>Load Configuration from System** to ensure that the most recent system configuration is loaded into the Config Tool.
2. Select **File>Save Configuration** to update the configuration saved on the Tek-BRIDGE® hard drive. Insert the included TekTone® USB flash drive into any available USB port.
3. In the Config Tool, select **File>Save Configuration As...** and browse to the USB flash drive. Type in a file name and click **Save**. Safely eject the flash drive and remove it from the Tek-BRIDGE®.

Store the backup in a secure location.

System Customization

Once the Tek-CARE® system is set up and has been successfully tested, customize the system to suit the needs of the facility it is installed in. Some of the steps in system customization include adding facility staff and patients, finalizing email reporting, creating shifts and staff groups, and assigning transmitters to zones.

This portion of the installation may be performed either by the installation technician or by facility staff since setup may include sensitive medical records and other personal patient information. Many of the functions in this section can be performed using either the **LS576 Event Monitor** or the **LS450 Config Tool**. Installers may prefer to use the Config Tool because of previous experience, and facility staff may prefer using the Event Monitor. If applicable, every process is explained using both programs.

Add Patients and Assign Them to Locations

Patients may be added to the Tek-CARE® system in one of two ways—either through the Config Tool, or in the Event Monitor. Generally, the Event Monitor method is preferred since changes in the Event Monitor are automatically written to the system, but either method is acceptable.

When facility staff members add or remove patients or edit patient information, they should use the Event Monitor.

Add Patients in the LS576 Event Monitor

1. With the Event Monitor software running, click the **Registers** button in the lower right corner of the window. Click **Patients** in the Registers List if it is not already selected. The Patients register (shown in [Figure 41](#)) will open.

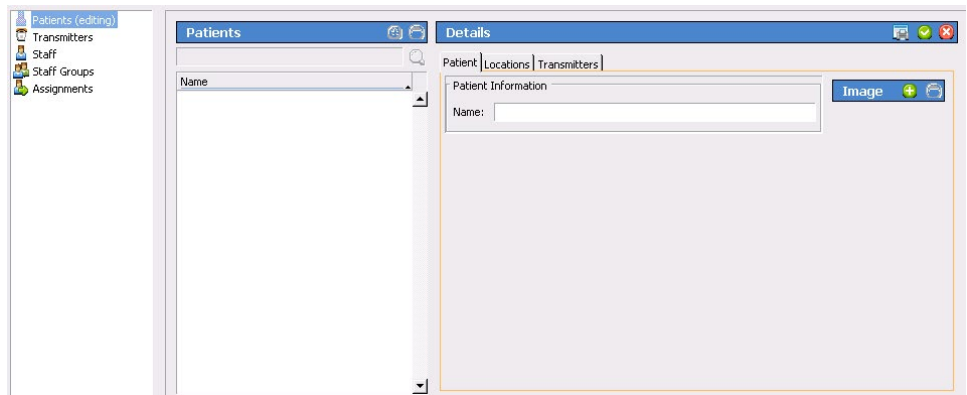


Figure 41: Event Monitor Patients Register

2. Click the **Add** button in the **Patients** register and fill out the information fields in the **Details** pane beginning with the **Name** field and any custom fields under the **Patients** tab.
3. To add a patient photo, click **Add** in the **Image** pane and browse to the location of the photo. Click **Open** to use the photo as the patient image. The image can be any of the following formats: **BMP**, **JPG**, **GIF**, or **PNG**.
4. Click the **Locations** tab in the **Details** pane and select a default location for the patient from the **Default Location** drop-down menu. If the patient's default location is a two-bed room, select the **Default Side** that for that patient.
5. If the patient is to be assigned to more than one location, check the appropriate boxes in the **Locations** list below the **Default Location** drop-down menu.

6. Click **Apply** to write the changes to the system.
7. Repeat for each additional patient to be added.
8. In the Config Tool, choose **File>Load Configuration from System** to ensure that the most current system configuration is loaded into the Config Tool.
9. Select **File>Save Configuration** to save the updated configuration.

Add Patients in the Config Tool

1. With the Event Monitor software running, open the Config Tool software. When prompted, choose **Load Configuration from System** on the splash screen. If the Config Tool is already running, choose **File>Load Configuration from System** to ensure that the most current system configuration is open for editing.
2. Select **Patients** from the page selection pane. The Patients page is shown in *Figure 42* below.

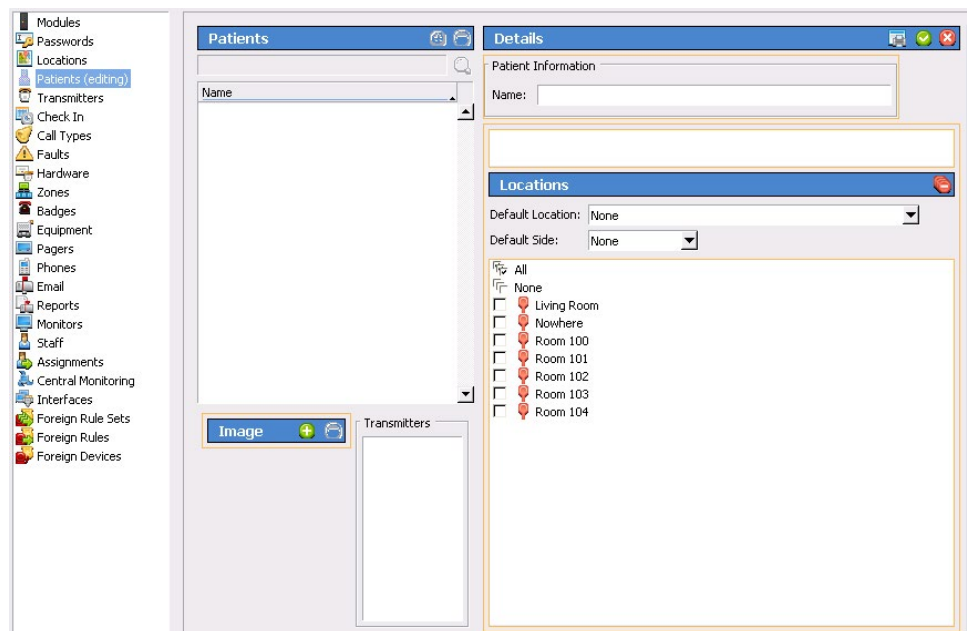


Figure 42: Patients Page

3. Under **Patients**, click **Add** and type in the **Name** as well as any custom information fields that have been added.
4. Select a default location for the patient from the **Default Location** drop-down menu. If the patient's default location is a two-bed room, select the **Default Side** for that patient.
5. If the patient is to be assigned to more than one location, check the appropriate boxes in the **Locations** list below the **Default Location** drop-down menu.
6. To add a patient photo, click **Add** in the **Image** pane and browse to the location of the photo. Click **Open** to use the photo as the patient image. The image can be any of the following formats: **BMP, JPG, GIF, or PNG**.
7. Click **Apply** to add the new entry to the patient list.
8. Repeat for each additional patient to be added.
9. Select **File>Save Configuration** to save the updated configuration and then **File>Commit Configuration to System** to send the configuration.

Assign Pendant Transmitters to Patients

In this step, pendant transmitters that were added to the system during system setup will be assigned to patients added to the system in the previous step. During this step, refer to the programming worksheet that was created during system setup.

Assign Pendant Transmitters to Patients in the LS576 Event Monitor

1. Click on the **Registers** button in the lower right hand corner of the Event Monitor.
2. Choose **Transmitters** from the registers list, and select the pendant transmitter to be assigned to a patient from the list of transmitters as shown in [Figure 43](#).
3. Click **Edit** to unlock the transmitter settings for editing and choose the patient to associate with the transmitter from the drop-down **Patient** menu.

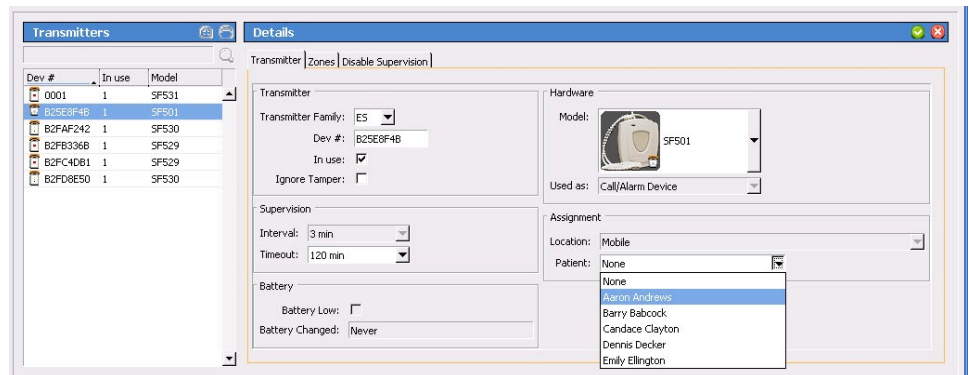


Figure 43: Event Monitor Pendant Transmitter Assignment

4. Click **Apply** to assign the transmitter to the selected patient.
5. Once the settings have been applied, place a call from the transmitter that was just programmed and verify that it is associated with the correct patient.
6. Label the transmitter so that it can be given to the assigned patient, ensuring that it does not get confused with other pendant transmitters.
7. In the Config Tool, choose **File>Load Configuration from System** to ensure that the most current system configuration is loaded into the Config Tool.
8. Select **File>Save Configuration** to save the updated configuration.

Assign Pendant Transmitters to Patients in the Config Tool

1. With the Event Monitor software running, open the Config Tool software. When prompted, choose **Load Configuration from System** on the splash screen. If the Config Tool is already running, choose **File>Load Configuration from System** to ensure that the most current system configuration is open for editing.
2. In the page selection pane, choose **Transmitters** and select a pendant transmitter from the transmitters list in the Transmitters page, shown in [Figure 44](#).
3. In the **Details** pane, click **Edit**.
4. In **Details>Assignment**, choose a patient name from the **Patient** drop-down list that corresponds to the completed programming worksheet.
5. Click **Accept**.
6. Repeat for each additional pendant transmitter.

7. When all updates have been made, save the configuration, then select **File>Commit Configuration to System**.

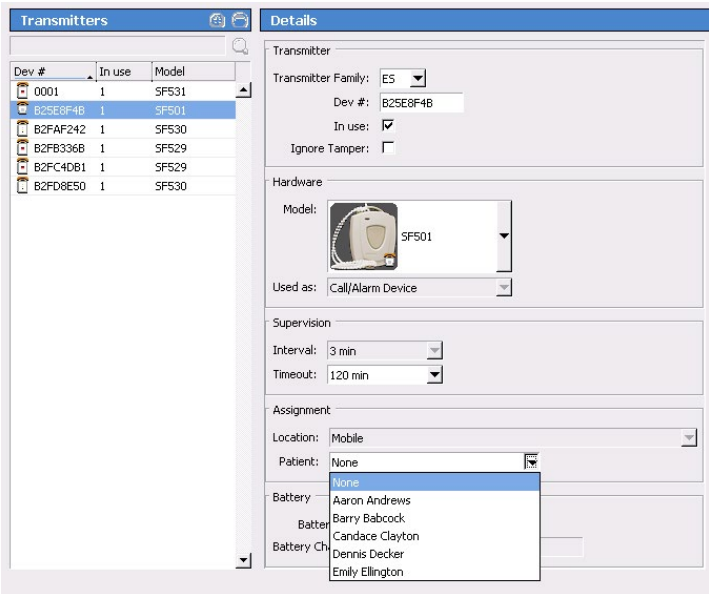


Figure 44: Config Tool Pendant Transmitter Assignment

Assign Check-In Times to Check-In Transmitters

In this step, check-in times created during system setup will be assigned to their corresponding check-in transmitters.

Check-In times must be assigned in the Event Monitor software.

Assign Check-In Times to Transmitters

1. In the Event Monitor software, click the **Registers** button, and then choose **Transmitters** from the registers list.
2. Click on the **Dev#** of a check-in transmitter in the list at the left. Refer to your completed programming worksheet to determine which area of the facility the transmitter is located in.
3. Click on the **Check In** tab in the **Transmitters-Details** area. This tab is only available for transmitters that have been configured as check-in devices. This tab is shown below in *Figure 45*.

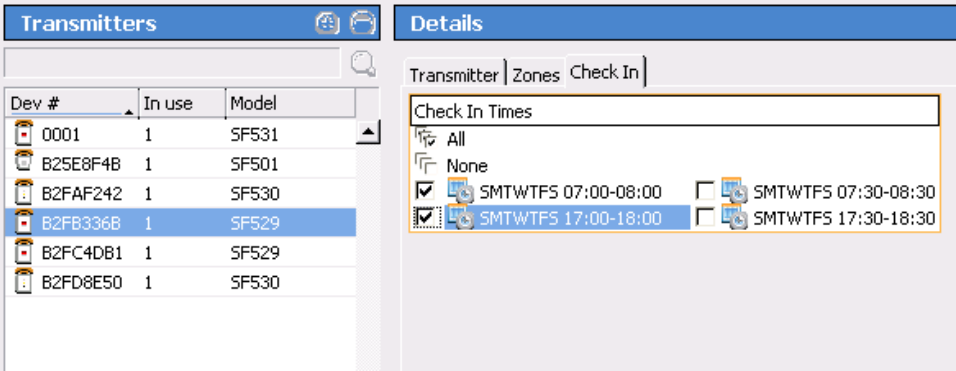


Figure 45: Assign Check-In Times

4. Click on the **Edit** button in the **Transmitters-Details** area, select one or more **Check-In Times**, and click the **Apply** button. Assign just one check-in time per day to a transmitter, although one check-in time may be assigned for weekdays and another for weekends.
5. Click **Apply** to accept the changes.
6. Repeat to assign check-in times to other transmitters.
7. In the Config Tool, choose **File>Load Configuration from System** to ensure that the most current system configuration is loaded into the Config Tool. Once the configuration is loaded select **File>Save Configuration** to update the saved configuration.

Add Facility Staff and Associate Staff Devices

Skip this step if the facility does not require the use of paging or email communication. In this step, staff members will be added to the system and assigned to pagers or email addresses. Pagers and email addresses were added to the system in the [Set Up Paging on page 40](#).

Add Facility Staff in the Event Monitor

1. In the Event Monitor software, click the **Registers** button and then select **Staff** from the registers list. The **Staff** register ([Figure 46](#)) will appear.

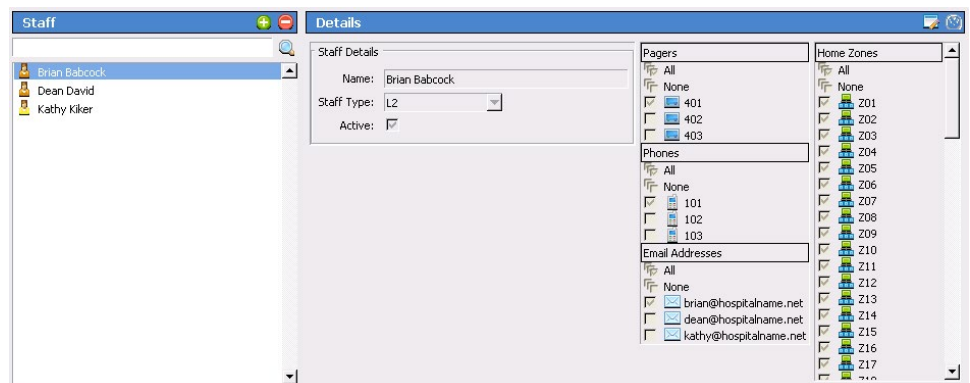


Figure 46: Event Monitor Staff Register

2. To add a new staff member, click the **Add** button to unlock the **Details** editing pane. Type the staff member's name in the **Name** field, select the correct type (if any) from the **Staff Type** drop-down menu, and check the **Active** box to enable the staff member.
3. Check the boxes in the **Paging**, **Phones**, **Email Address**, and **Badges** lists for which choices to associate with the new staff member. If the staff member is to be assigned to one or more home zones, check the appropriate boxes in the **Home Zones** list as well. If the staff member is to be assigned to all zones, leave all zones checked.
4. Click **Apply** to add the new staff member.
5. In the Config Tool, choose **File>Load Configuration from System** to ensure that the most current system configuration is loaded into the Config Tool. Once the configuration is loaded, choose **File>Save Configuration**.

Add Facility Staff in the Config Tool

1. With the Event Monitor software running, open the Config Tool software. When prompted, choose **Load Configuration from System** on the splash screen.

If the Config Tool is already running, choose **File>Load Configuration from System** to ensure that the most current system configuration is open for editing.

2. Choose **Staff** from the page selection pane. The Staff page, shown in [Figure 47](#), will appear.
3. To add a new staff member, click the **Add** button to unlock the **Details** editing pane. Type the staff member's name in the **Name** field, select the correct type (if any) from the **Staff Type** drop-down menu, and check the **Active** box to enable the staff member.

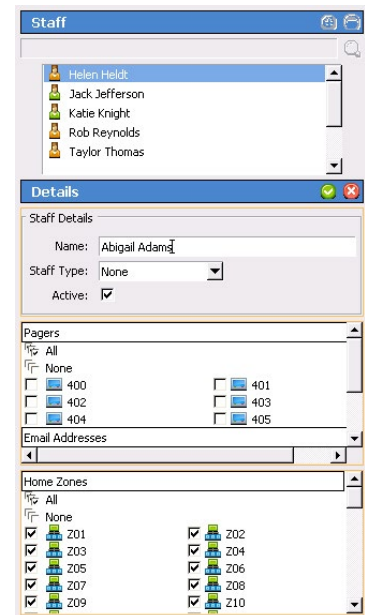


Figure 47: Config Tool Staff Page

4. Check the boxes in the **Paging, Phones, Email Address, and Badges** list for which choices to associate with the new staff member. If the staff member is to be assigned to one or more home zones, check the appropriate boxes in the **Home Zones** list as well. If the staff member is to be assigned to all zones, leave all zones checked.
5. Click **Apply** to add the new staff member to the system.
6. Repeat for each additional staff member.
7. When all updates have been made, select **File>Save Configuration** and **File>Commit Configuration to System**.

Create Staff Groups

Skip this step if the Tek-CARE® system does not include the use of paging or email communication. A staff group is a group of facility staff members that have similar characteristics—for example, the staff members work the same shift, cover the same zone, are all nurses, or are all aides. A staff member can be added to multiple staff groups.

Staff groups are used to send custom text messages to the pagers of a specific group of staff members. They may also be used to create staff assignments for automatic text messages.

Creating Staff Groups in the Event Monitor

1. In the Event Monitor software, click the **Registers** button and then select **Staff Groups**. The Staff Groups register will appear as shown in [Figure 48](#).
2. Click the **Add** button in the **Staff Groups** pane to unlock the **Details** editing pane.
3. In the **Name** field, type the name of the new staff group, then check the boxes beside the staff members that should be added to the group.
4. Click **Apply** to add the staff group to the system.
5. Repeat for each additional staff group to be created.

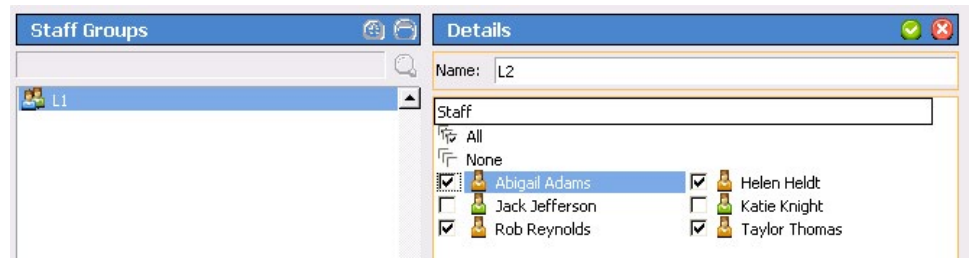


Figure 48: Event Monitor Staff Groups Register

6. In the Config Tool, choose **File>Load Configuration from System** to ensure that the most current system configuration is loaded into the Config Tool. Once the configuration is loaded, select **File>Save Configuration** to update the saved configuration file.

Creating Staff Groups in the Config Tool

1. With the Event Monitor software running, open the Config Tool software. When prompted, choose **Load Configuration from System** on the splash screen. If the Config Tool is already running, choose **File>Load Configuration from System** to ensure that the most current system configuration is open for editing.
2. Select **Staff** from the page selection pane and click **Add** in the **Staff Groups** pane, shown in [Figure 49](#).
3. Type a name in the **Name** field of the **StaffGroups>Details** pane to give a name to the new staff group.

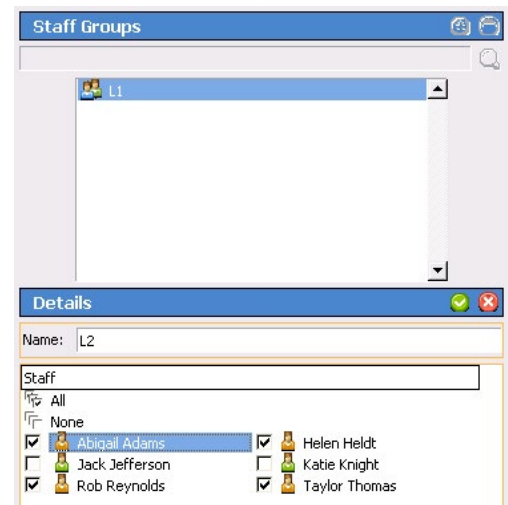


Figure 49: Config Tool Staff Groups

4. Check the boxes of the staff members to be added to the new staff group.

NOTE: Staff members may be added to multiple staff groups.

5. Once all staff members have been selected, click **Apply** to create the new staff group.
6. Repeat for each additional staff group.
7. When all updates have been made, choose **File>Save Configuration** and select **File>Commit Configuration to System**.

Create Staff Assignments

Assignments define which calls are sent to each staff device. They are used to assign shifts to staff and staff groups, which determines when they will receive calls. They are also used to assign patient stations and/or zones to staff and staff groups, which determines which patient stations will send them calls. If you need additional shifts, refer to the [Create Shifts on page 35](#) section of this manual.

Create Staff Assignments in the Event Monitor

1. In the Event Monitor software, click the **Registers** button and choose **Assignments** from the registers list. The Assignments register ([Figure 50](#)) will appear. The options visible on the Assignments register will vary depending on how the system has been programmed.
2. Click on the **Add** button to unlock the **Details** pane for editing.
3. In the **Details-Staff** pane, choose the **Staff Type** (**Staff**, **Group**, or **All Staff**) and the **Staff Name** (the name of a staff member or a staff group) from their respective drop-down menus.
4. From the **Details-Settings** pane, choose the **Level** (**Primary**, **Secondary**, or **Tertiary**) and the **Shift** from the drop-down menus.
5. In the **Details-Device** pane, select the appropriate **Type** (**Station**, **Transmitter**, **Zone**, **Foreign**, or **All Devices**), **Name** (determined by the **Type** selection), **Call Filter** (**All Calls**, **No Calls**, **Only Code**, **High Priority Calls**, or **All But Presence**), and **Fault Filter** (**All Faults**, **No Faults**, **Missing**, or **Maintenance**) settings. To send a page when a call is reset, check the **Page Resets** box.

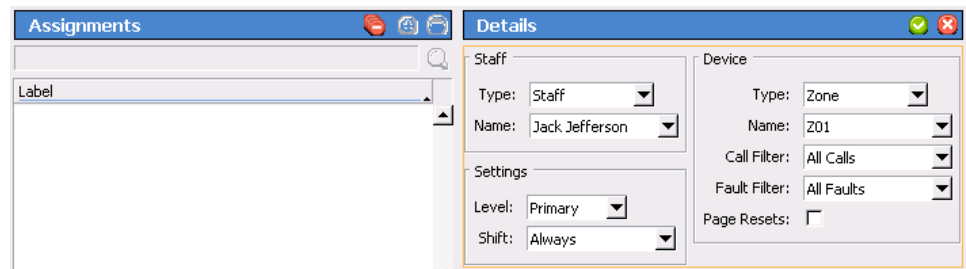


Figure 50: Event Monitor Assignments Register

6. Click **Apply** to add the assignment.
7. Repeat for all additional staff assignments.
8. In the Config Tool, choose **File>Load Configuration from System** to ensure that the most current system configuration is loaded into the Config Tool. Once the configuration is loaded, select **File>Save Configuration** to update the saved configuration file.

Create Staff Assignments in the Config Tool

1. With the Event Monitor software running, open the Config Tool software. When prompted, choose **Load Configuration from System** on the splash screen.

If the Config Tool is already running, choose **File>Load Configuration from System** to ensure that the most current system configuration is open for editing.

2. Choose **Assignments** from the page selection pane. The Assignments page ([Figure 51](#)) will appear.

3. In the **Details-Staff** pane, choose the **Staff Type** (**Staff**, **Group**, or **All Staff**) and the **Staff Name** (the name of a staff member or a staff group) from their respective drop-down menus.
4. In the **Details-Device** pane, select the appropriate **Type** (**Station**, **Transmitter**, **Zone**, **Foreign**, or **All Devices**), **Name** (determined by the **Type** selection), **Call Filter** (**All Calls**, **No Calls**, **Only Code**, **High Priority Calls**, or **All But Presence**), and **Fault Filter** (**All Faults**, **No Faults**, **Missing**, or **Maintenance**) settings. To send a page when a call is reset, check the **Page Resets** box.
5. From the **Details-Settings** pane, choose the **Level** of the staff member or group (**Primary**, **Secondary**, or **Tertiary**) and the **Shift** from the drop-down menus.

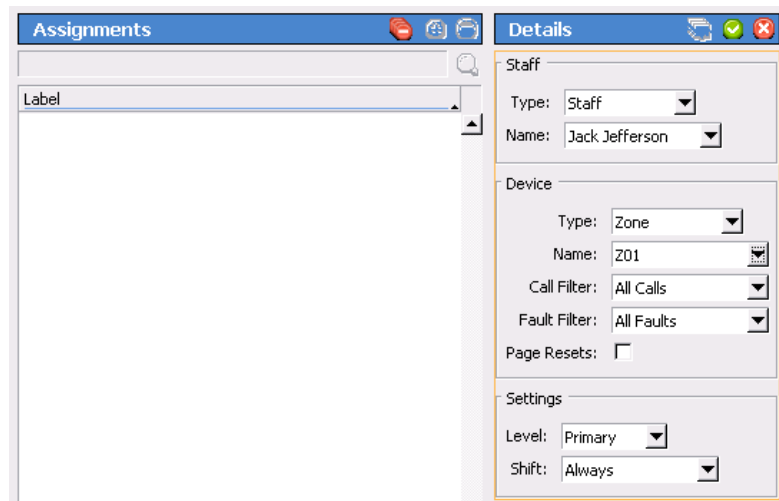


Figure 51: Config Tool Assignments Page

6. Click **Apply** to add the assignment.
7. Repeat for all additional staff assignments.
8. When all updates have been made, select **File>Save Configuration** to update the saved configuration file. Once the configuration has been saved, select **File>Commit Configuration to System**.

Update the Saved Configuration and Print the Central Monitoring Device List

System configuration should now be complete, and the system should be completely functioning. It is now time to save and back up the final system configuration. Once complete, the USB flash drive containing the backup should be turned over to the facility for safekeeping.

TekTone® recommends that the installing company create a second backup of the initial configuration that is archived by the installing company for maintenance purposes.

Create the Final Backup

1. With the Event Monitor software running, open the Config Tool software. When prompted, choose **Load Configuration from System** on the splash screen.

If the Config Tool is already running, choose **File>Load Configuration from System** to ensure that the most current system configuration is open for editing.

2. Select **File>Save Configuration** to update the configuration saved on the Tek-BRIDGE® hard drive.
3. Insert the included TekTone® USB flash drive into any available USB port.
4. In the Config Tool, select **File>Save Configuration As...** and browse to the USB flash drive. Type in a file name and click **Save**.
5. If a configuration already exists on the flash drive, do not overwrite the old configuration. Instead, save the new configuration with the date in the filename.
6. Safely eject the flash drive and remove it from the Tek-BRIDGE®. In the Config Tool, select **File>Commit Configuration to System**.

Print the Central Monitoring Device List

The Central Monitoring Device List is used by the central monitoring facility to match the ID that is transmitted with an event to a patient's name and location.

To create the device list, click on the **Tools** menu at the top of the Config Tool window and then select **Central Monitoring Device List**. The device list will appear in a browser window. Print the list and provide it to your central monitoring facility.

Exit the Config Tool software and turn the flash drive over to the facility.

Using the Tek-CARE® Reporting System

The Tek-CARE® Reporting System is part of the Tek-CARE® software suite. The reporting system records nurse call and emergency call system events and faults. It is also used to create custom summary and detail reports on system activity.

There are two ways to start the Tek-CARE® Reporting System—by opening the reporting software from an Event Monitor or Remote Event Monitor or by accessing the reporting system remotely from a facility PC.

NOTE: In order to access the reporting system remotely, both the Tek-BRIDGE® and the facility PC must be connected to the facility LAN.

Using the Event Monitor or Remote Event Monitor:

1. Click on the **Menu** button and then select **Launch Reporting**.
2. If password protection is enabled, the Tek-CARE® Reporting System password window will appear as shown in [Figure 52](#). Enter an access password and click **Login**.



Figure 52: Reporting System Password Window

3. The Tek-CARE® Reporting System home screen will appear as shown in [Figure 54](#).

Using any computer on the facility's local area network (LAN):

1. Run a web browser, such as Internet Explorer® or Google Chrome® on the networked PC.
2. Type the Tek-BRIDGE®'s auxiliary static IP address into the web browser's address bar (see [Connect to the Facility's LAN on page 13](#) for the IP address).
3. If password protection is enabled, the Tek-CARE® Reporting System password window will appear as shown in [Figure 52](#). Enter an access password and click **Login**.
4. The Tek-CARE® Reporting System home screen will appear as shown in [Figure 54](#).

NOTE: If using software version 7200 or prior, the screen shown in [Figure 53](#) will appear.

Creating Reports

About Datasets (Versions 7200 and Prior)

In order to keep report creation times short while the system collects more and more data, calls are stored in datasets that span one month. A second set of datasets is also maintained that includes calls from the middle of one month to the middle of the next. Reports cannot span datasets.

Create a History Report

History reports contain information about calls, alarms, and system faults. To create a history report, appropriate filters must be selected in the reporting system.

When the reporting system starts, the home screen of the reporting system appears that shows many options for filtering calls. By default, the filtering selections include all system events from all transmitters for the past seven days.

To create a custom report, follow the steps below.

1. Select a date range for the report by choosing one of the options from the **Filter** drop-down menu. The drop-down list includes such options as **Last Hour**, **Last 24 Hours**, **Last 7 Days**, **This Month**, and many more. You may also enter a custom date and time range manually.
 - If using Version 7200 or prior, select a dataset from the menu shown in [Figure 53](#).



Figure 53: Reporting Database Selection

2. If desired, select a **Time Range** within the selected Date Range. For example, to see events that occurred during third shift of the past seven days, select **Last 7 Days** from the **Filter** drop-down menu, uncheck the **No Filter** box in the **Time Range** pane and type **21:00** in the **Start** box of the Time Range pane and **07:00** in the **End** box.
3. If desired, choose a **Response Time** filter. Check the box labeled **Only events with response times over...** and type a response time into the boxes in MM:SS format.
4. Reports can be further filtered by **Zone**, **Device**, **Location**, **Patient**, and **Event Type**. Simply select which filters to apply to the report.

NOTE: For filter windows with more than one option, hold the **Ctrl** key and click on multiple entries to select more than one entry. To quickly select a range, click on the first entry you would like to select, then hold down the **Shift** key, and click the last entry you would like to select.

Figure 54: Reporting System Home Screen

[\[Log Out\]](#)

Tek-CARE® Reporting
by **TekTone**
Version 7218
[TekTone.com](#)
[Quick Links](#)
[Download remote monitor \(LS586\) installer](#)

Database: TekCare Reporting
Events: 0
First Event: 2013-07-03 09:54:15
Last Event: 2013-07-05 14:15:52

Which events would you like to include in your report?

- By default all events will show up in the report. Selections can be made to narrow the scope of the report.
- Uncheck "No Filter" to make changes in selection boxes.
- "No Filter" and having everything selected in a list will not always produce the same results. If some events have no data for that field, they will be shown if "No Filter" is selected but not if "No Filter" is off and all values for that field are selected.
- Hold [CTRL] to select or deselect a single object from a list.
- Use 24 hour time.

Time Period

Start: 08 / 08 / 2013 15 : 15
End: 08 / 15 / 2013 15 : 15
MM / DD / YYYY HH : mm
Filter: Last 7 Days

Time Range (Shift)

Start: :
End: :
HH : mm
☒ No Filter

Response Time

☐ Only events with response times over...
00 : 00 (mm:ss)

Zones Filter

Z01
Z02
Z03
Z04
Z05
Z06
Z07
Z08
Z09
Z10
☒ No Filter Filters

Devices Filter

☒ No Filter Filters

Locations Filter

Nowhere
☒ No Filter Filters

Patients Filter

☒ No Filter Filters

Event Types Filter

☒ No Filter Filters

How would you like your report to look?

- Some small amount of gap is recommended when grouping events in a detailed report.

Summary

☒ Overall
☐ Zone
☐ Device
☐ Location
☐ Patient
☐ Hour
☒ Full Summaries

Details

☐ Show Details
☐ Include Zones
☐ Group overlapping events, allowing a gap up to...
00 : 05 (mm:ss)

Output Type

☒ HTML
☐ CSV

Report Description (optional)

5. In the **Summary** pane, select the information to be included in the report summary. By default, **Overall** and **Full Summaries** are selected. These choices are sufficient for most reports. The other selections available break the report down further into very detailed and specific pieces.
6. The **Details** pane shows each individual call in the body of the report. By default, details are not shown. To show call details, check the **Show Details** box, then choose if the details should include information about the zone the call was placed from by checking the **Include Zones** box.
7. To group overlapping calls together, check the box labeled **Group overlapping events, allowing a gap up to...** Be sure to allow a small gap when grouping events (at least 5 seconds).
8. In the **Output Types** pane, choose **HTML** to open the report in the browser window or **CSV** to open the report as a Microsoft Excel® spreadsheet.
9. If desired, enter a description of the report in the **Report Description** pane.
10. Click **Create Report**.

Quick Links

To speed up report creation, the Tek-CARE® Reporting Software provides several options for quick and easy creation of commonly requested reports. By clicking the **Quick Links** button on the reporting home screen, reports including all events from the **Last Hour**, **Last 24 Hours**, **Last 7 Days**, **Last Week**, **This Week**, and several more options are available.

Create a Low Battery Report

TekTone® recommends creating a low battery report once every week for systems with wireless transmitters and other devices. A low battery report will generate a list of transmitters with low batteries. Replace any low batteries immediately.

To create a low battery report, click the **Menu** button in the Event Monitor running on the Tek-BRIDGE®.

Select **Low Battery Report** from the list of available options.

A web browser will open and display the low battery list. For information about replacing batteries in Tek-CARE® wireless transmitters, see [Replace Tek-CARE® Transmitter Batteries. on page 73](#).

Viewing and Interpreting Report Data

Tek-CARE® reports are presented with all requested data visible in table format. The information contained in the tables may also be viewed in graph format for easier interpretation.

To view graphs of information in a particular section, click the **Show Graph** button below the table. To hide a graph, click the **Hide Graph** button below the graph. To quickly view all available graphs, click the **Show All Graphs** button at the top of the report page. To hide all graphs, click the **Hide All Graphs** button at the top of the report page.

Each section of the report may also be hidden by clicking the **Hide Section** button under the section title. The section then collapses, hiding the data from view. To reveal the hidden data, click the **Show Section** button under the section title.

To hide all sections, click the **Hide All Sections** button at the top of the report page. To view all sections, click the **Show All Sections** button at the top of the report page.

System Operating Instructions

Facility staff interact with the Tek-CARE®500 system through the **LS576 Event Monitor** and **LS586 Remote Event Monitor** software. The LS576 Event Monitor (also referred to as the **Event Monitor**) runs only on the Tek-BRIDGE®. The LS586 Remote Event Monitor is an auxiliary monitoring and annunciation module that can be installed on up to nine PCs connected to the facility LAN.

The LS576 Event Monitor is a standard component of the Tek-CARE®500 system. Do not shut down the Event Monitor running on the Tek-BRIDGE®.

Both the Event Monitor and Remote Event Monitors provide real-time monitoring of the Tek-CARE® system. The Event Monitor on the Tek-BRIDGE® must be running at all times for the system to function. Do not shut down the Event Monitor running on the Tek-BRIDGE®.

Both the Event Monitor and the Remote Event Monitor display information about calls and alarms as well as system faults and errors. In addition to the call annunciation FE, the Event Monitor provides extended functionality to add, remove, and reassign patients in the system as well as the ability to add, delete, or reassign system transmitters. These functions are only accessible through the Event Monitor running on the Tek-BRIDGE®.

The Tek-CARE®500 system includes a license for one Remote Event Monitor, but can support up to nine Remote Event Monitors. Licenses may be added by ordering part number LSMON1 (one Remote Event Monitor license) or LSMON5 (five Remote Event Monitor licenses) from TekTone®. Remote Event Monitors must be installed on PCs running Microsoft Windows XP® or Windows 7®.

The Event Monitor and Remote Event Monitor use the same visual interface.

Start the Main Event Monitor and/or Remote Event Monitor



To open the Main Event Monitor on the Tek-BRIDGE®, double-click the **LS576 Event Monitor** icon on the Tek-BRIDGE® desktop. Refer to [Set up the Tek-BRIDGE® on page 13](#) for more information about starting the LS576 Event Monitor software.



Double-click the **LS586 Event Monitor** icon on the desktop of a facility PC with the Remote Event Monitor software installed to open the Remote Event Monitor window. Refer to [Install Remote Event Monitors on page 39](#) for more information about starting the LS586 Remote Event Monitor software.

Event Monitor and Remote Event Monitor Window

Refer to [Figure 55 on page 65](#) for an overview of the Main Event Monitor screen and [Figure 56 on page 67](#) for an overview of the Remote Event Monitor window. The list below describes the function of each part of the Event Monitor window.

Call Display: This is the main section of the Event Monitor window. It shows a list of currently active calls and faults. For each active event, call type, device number, patient name, location, and time elapsed since the call was initiated are displayed if the information is available. Each active fault shows the fault type.

Toolbar: The toolbar runs along the bottom edge of the Event Monitor window. It displays the current date and time and contains several buttons for common system functions.



Menu Button: Click on the Menu button to display the following options:

- **Connection Settings:** (LS586 Remote Event Monitor only) Used by Remote Event Monitors to connect to the Tek-BRIDGE®. See [Install the LS586 Remote Event Monitor Software on page 39](#) in the installation manual if these settings need to be changed.
- **Annunciation Settings:** Used to select which calls the Event Monitor will display. See [Filtering Calls Displayed by Zone or Call Type on page 69](#) for usage instructions.
- **Repair:** This option will fix or restart any faulting software components.
- **Redetect:** This option tells the system that the situation is ok and that the faulting supervised device is no longer expected to be present on the system. Clicking redetect clears all faults annunciating on the system.

NOTE: If a defective device is not replaced, the system will not provide any indication that a device is non-functional after performing a redetect. TekTone® recommends password protecting the **Redetect** feature. See [Set Up Password Protection on page 47](#) for more information about passwords.

- **Set Time:** Set the Tek-CARE® system time and date. Remember to use 24-hour time. Set the date using a 4-digit year.

NOTE: The Tek-CARE® system does not automatically adjust for Daylight Savings Time.

- **Launch Reporting:** Opens the reporting system. See [Using the Tek-CARE® Reporting System on page 59](#) for usage instructions.
- **Low Battery Report:** (Main Event Monitor only.) Displays a list of transmitters with batteries that should be replaced.
- **FA Traffic:** (Main Event Monitor only.) Opens a traffic window to allow FA devices to be added to the system.
- **ES Traffic:** (Main Event Monitor only.) Opens a traffic window to allow ES devices to be added to the system.
- **Access:** Click to enter a password to allow access to password-protected features. When a password has been entered and access is granted, the selection turns yellow. Click the Access button a second time to turn access control off.
- **License:** Displays the licenses allotted to the Tek-CARE® system.
- **About:** Displays the software version number.



Silence/Unsilence Button: Click while an alarm is active to toggle alarm tones off and on. Some alarm and event tones cannot be silenced. When another call or event is received, alarm tones are automatically turned on again (unsilenced).

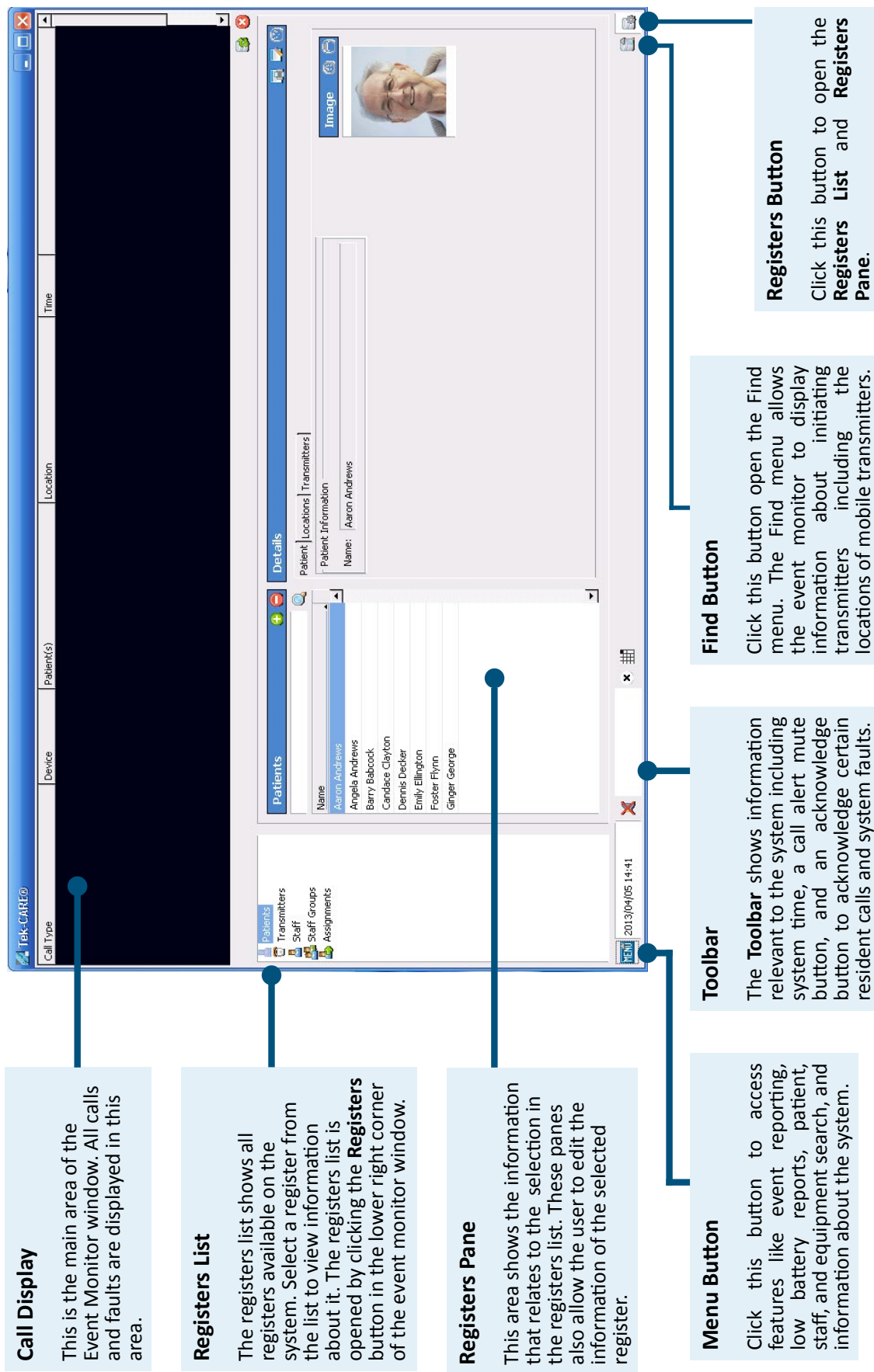


Acknowledge Button: Use this button to reset and clear some system messages including battery low troubles and device tampers. To use, click a message on the Event Monitor screen, then click the button. This button is only available for acknowledgeable calls.



Text Message Button: Click on this button to send a manual text message to one or more staff members, staff groups, or staff types. This button will not appear unless RF paging is enabled. See [Sending a Text Message on page 70](#) for usage instructions.

Figure 55: LS576 Event Monitor Window





Find Button: With a call selected in the Event Monitor, click this button to show the following options:

- **Transmitter:** Opens the Transmitters register with the initiating device selected.
- **Patient:** Opens the Patients register with the patient associated with the initiating transmitter selected.
- **Location:** Opens the location window and shows the location of the selected initiating device (available only for stationary transmitters).
- **Detected Location:** If a call from a mobile transmitter is selected and locators have been installed, choosing this option will show the approximate location of the selected transmitter on the facility map.



Registers Button: Click this button at the far right of the toolbar to display registers where patients, transmitters, staff, staff groups, and assignments can be viewed, edited, added, or deleted. The settings available in the registers can also be changed using the config tool.

NOTE: The registers button in the Remote Event Monitor displays only staff, staff groups, and assignments.

Click on the registers button to display or hide the registers. The ability to edit register data may be password protected.

The registers available are explained below.

- **Patients:** Displays all patients that have been added to the system as well as additional information about the patients, location information, and assigned transmitters. The patients register can also display a patient image.
- **Transmitters:** Shows all transmitters that have been added to the system. Transmitter details and zone information can also be viewed in this register.
 - If a resident with a pendant has left the facility and their pendant displays as **Missing**, open the Transmitters register and set the transmitter to **Away**. When the system next detects the transmitter, it will be placed back into use.
 - If the resident is in the process of leaving, check the box for **Away While Leaving** to allow the resident 15 minutes to exit the facility. After the 15 minute timer has elapsed, if the transmitter is detected by the system, it will automatically be marked as in use.
- **Staff:** This register displays a list of all staff and their assigned home zones and devices (pagers and email addresses).
- **Staff Groups:** This register shows a list of all staff groups. It may also be used to add or remove groups and to assign staff members to those groups.
- **Assignments:** Displays a list of current staff assignments. It is also used to assign or remove annunciation of individual stations and zones to specific staff members, staff groups, staff shifts, or staff levels.

Figure 56: LS586 Remote Event Monitor Window

Call Display

This is the main area of the Remote Event Monitor window. All calls and faults are displayed in this area.

Registers List

The registers list shows all registers available on the system. The Remote Event Monitor has fewer available registers than the Main Event Monitor. Open the registers list by clicking the **Registers** button in the lower right corner of the event monitor window.

Registers Pane

This area shows the information that relates to the selection in the registers list. These panes also allow the user to edit the information of the selected register.

Menu Button

Click this button to access features like event reporting, low battery reports, patient, staff, and equipment search, and information about the system.

Toolbar

The **Toolbar** shows information relevant to the system including system time, a call alert mute button, and an acknowledge certain resident calls and system faults.

Find Button

Click this button open the Find menu. The Find menu allows the event monitor to display information about initiating transmitters including the locations of mobile transmitters.

Registers Button

Click this button to open the **Registers List** and **Registers** Pane.

Answering Calls

Active calls on the Tek-CARE® system will appear on the assigned event monitors, and most calls can only be cleared from the system by resetting the call at the initiating device.

Reset other call types by resetting the initiating device. For pull-down switches such as the SF529ES and SF531UL, push the switch up to reset the call.

For SF530ES and SF530UL Room Stations, press the cancel button on the transmitter.

SF503ES and SF504ES Pendants

There are two ways to clear alarms from the SF503ES and SF504 Pendants.

To use the RP500 Alarm Clearance Card to reset alarms, simply place the dot on the RP500 over the call button on the pendant as shown in [Figure 57](#). The blue LED on the pendant will quickly blink six times to indicate the call has been cleared.

To clear an alarm without an RP500 Alarm Clearance Card, press the call button three times in quick succession. The blue LED on the pendant will blink twice. Immediately press the call button three more times in quick succession. The blue LED on the pendant will quickly blink six times to indicate the call has been cleared.



Figure 57: Using the RP500 Alarm Clearance Card

SF501ES and SF501/2ES Pendants

For SF501ES and SF501/2ES Pendant Transmitters, locate the reset button on the rear of the pendant transmitter. The reset button is shown in [Figure 58](#). Use a small blunt object such as a ballpoint pen to press the reset button (indicated by the arrow). Once the call is reset, the red LED on the front of the pendant transmitter will stop flashing and the call will clear from the Event Monitor.


If the pendant uses a belt clip, it will need to be removed to access the reset button as shown in [Figure 59](#). Push in on the locking tab at the top of the transmitter and up on the belt clip as shown to remove the belt clip from the transmitter.



Figure 58: Pendant Transmitter Reset Button

Acknowledgeable Calls

The only call types that can be reset at the event monitor are calls from SF502, SF502ES, SF525, SF525ES, SF525/2ES, SF526, SF527, and SF527ES transmitters.

For calls that can be reset at the Tek-BRIDGE®, the  **Acknowledge** button will appear on the toolbar at the bottom of the Event Monitor window when a call from a device that can be reset from the Tek-BRIDGE® is selected.

To reset a call from the Tek-BRIDGE®, select the call to be reset from the call list in the call display of the event monitor.

Click the  **Acknowledge** button.

The call will clear from the Event Monitor call display.



Figure 59: Belt Clip Removal

Filtering Calls Displayed by Zone or Call Type

Each Remote Event Monitor can be individually configured to show all active calls or to filter calls by zone or call type. The default setting is to display all events from all zones.

The annunciation settings for the main Event Monitor running on the Tek-BRIDGE® cannot be altered. This is to ensure that all calls, regardless of zone or type, will be annunciated in at least one location.

Zone or call type filtering may be useful if a Remote Event Monitor is installed in a particular zone or is used by a certain group of staff—for example, a Remote Event Monitor installed in Zone 3 may not need to display calls from the entire facility and a Remote Event Monitor used by a facility administrator could display only staff emergency calls.

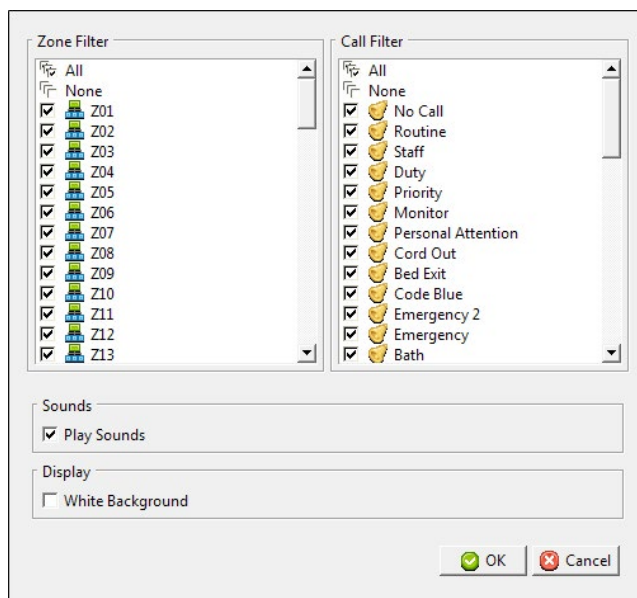


Figure 60: Annunciation Settings

To modify the Remote Event Monitor's annunciation settings, click the **Menu** button and select **Annunciation Settings**. The annunciation settings window will appear as shown in [Figure 60](#).

Zone Filter: A list of all zones is provided. The Remote Event Monitor will display events from zones with checked boxes. Uncheck boxes to program this Remote Event Monitor to ignore calls from other zones.

Call Filter: A list of call types is provided. The Remote Event Monitor will display events from call types with checked boxes. Uncheck boxes to program this Remote Event Monitor to ignore calls from other call types.

Play Sounds: The Remote Event Monitor will tone the highest priority calls when the **Play Sounds** box is checked. If desired, uncheck the **Play Sounds** box for silent operation on the PC. This option is not available on the Tek-BRIDGE®, because it includes an internal speaker.

White Background: The call display background can be set to either white or black, depending on the user's preference. Check the **White Background** box to toggle the white background on or off for this remote event monitor.

Sending a Text Message

If paging is installed on the Tek-CARE® system, text messages can be automatically sent to staff pagers and email addresses in response to system events. Staff can also send custom manual text messages to selected staff devices.

To send automatic and manual text messages, the system must include one or both of the following:

- A TekTone® NC365B Paging Transmitter and TekTone® pagers. Paging must also be enabled using the config tool (see [Set Up Paging on page 40](#) in the installation manual).
- The **LS453 Email Output** module, enabled using the config tool. (See [Set Up the LS453 Email Output Software and SMS Output on page 43](#) in the installation manual).

To send a manual text to one or more staff devices:

1. In the Event Monitor software, click the text message button to open the paging window as shown in [Figure 61](#).
2. In the paging window, select the staff members, staff groups, and/or staff types to send a text message to.

NOTE: The Staff Types selection acts as a filter for the Staff or Staff Groups selection. Do not use the Staff Types selection to attempt to send a text message to all staff members of a particular level.

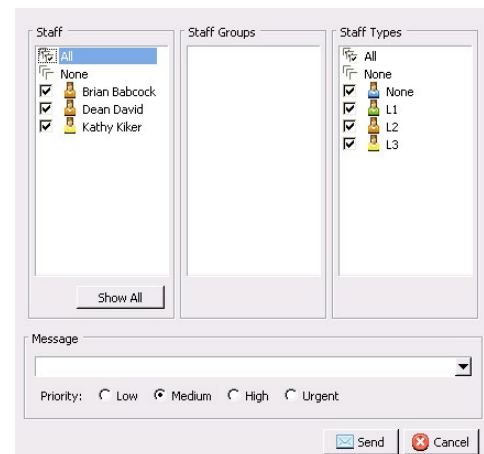


Figure 61: Send Text Message

3. Type a custom message in the **Message** box, or select a preconfigured message from the drop-down menu. Select a priority. Default priorities are **Low**, **Medium**, **High**, and **Urgent**.
4. Click the **Send** button.

Temporarily Disable a Transmitter

Occasionally, it may be necessary to temporarily disable a transmitter on the system if a patient leaves the facility with their pendant transmitter or if a stationary transmitter will not be used for a period of time. Disabling transmitters that are not in use helps conserve battery life and prevents false missing calls from appearing on the Tek-CARE® system.

1. In the Event Monitor software, click the **Registers** button in the lower right corner of the Event Monitor window.
2. Select the **Transmitters** register from the registers list.
3. Select the transmitter to be disabled from the transmitters list and click the **Edit** button in the **Details** pane to unlock the pane for editing.
4. Set the **In Use** box to **No** to disable the selected transmitter.
5. Click **Accept** to send the changes to the system.
6. If possible, remove the battery from the transmitter to conserve battery life.

To re-enable the transmitter, follow the steps outlined above and simply check the **In Use** box and reinstall the battery if it was removed.

If a resident and their pendant leave the facility but will return, set the **In Use** box to **Away**. The system will redetect and re-enable the transmitter the next time it is detected by the system.

If the resident and their pendant are in the process of leaving the facility, select the **Away while Leaving** box. This gives the resident 15 minutes to exit the facility before the transmitter is re-enabled by the system.

Adding, Editing, or Deleting a Staff Member

A staff member can be either an individual or a job description, and can be assigned one or more pagers and email addresses. Each staff member may also be assigned a staff type. The four default levels of staff are **None**, **L1**, **L2**, and **L3**. Custom staff types may also have been added during system setup.

To Add a Staff Entry

1. Using the **Staff** register in the Event Monitor software, click the **Add** button in the **Staff** pane. The pane will open for editing as shown in [Figure 62](#).

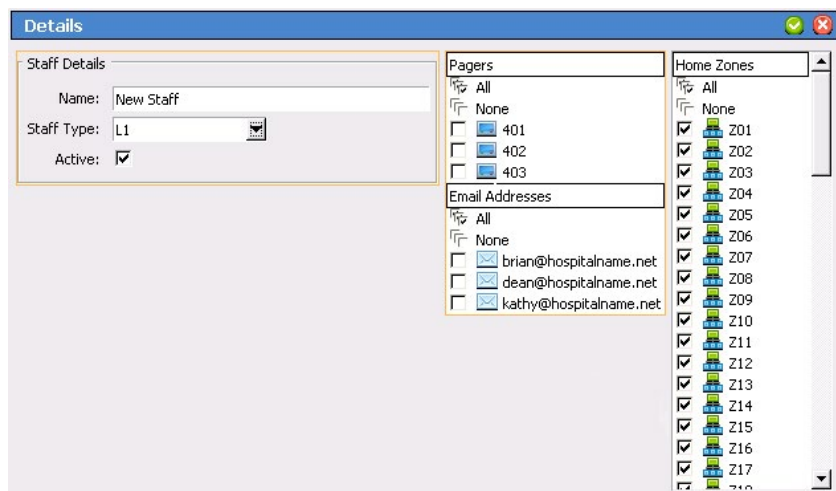


Figure 62: Adding Staff

2. Type a name for the staff member in the **Name** field. This name may be a person, wing, facility zone, or pager CAP code. If desired, assign a staff type or leave the default **None** selection. Check the **Active** box to enable the staff member. If the staff member is not set to Active, events will not be sent to the staff member's assigned devices.
3. Select any **Pagers** and/or **Email Addresses** to assign to the staff member. Remember that assigning a device to a staff member automatically unassigns it from any other staff members.
4. Select one or more **Home Zones** to assign to the staff member. When sending a manual text message with a call selected in the call display, the list of possible recipients is filtered to show only those staff members whose home zones include the zone of the initiating transmitter.
5. Click **Apply** to add the new staff member.

To Edit an Existing Staff Entry

1. Using the **Staff** register in the Event Monitor, select an existing staff entry from the list of available staff.
2. Click **Edit** in the **Details** pane to unlock the staff member's details for editing.
3. Make the required changes to the staff entry and click **Apply** to write the changes to the system.

To Delete a Staff Entry

1. Using the **Staff** register in the Event Monitor, select an existing staff entry from the list of available staff.
2. Click the **Delete** button in the **Staff** pane. Changes are automatically written to the system.

Creating, Editing, and Deleting Staff Groups

Staff groups are used to send custom text messages to the pagers of a specific group of staff members. They may also be used to create staff assignments for automatic text messages.

To Add a new Staff Group

1. Using the **Staff Groups** register in the Event Monitor, click the **Add** button in the **Staff Groups** pane to unlock the **Details** editing pane as shown in [Figure 63](#).

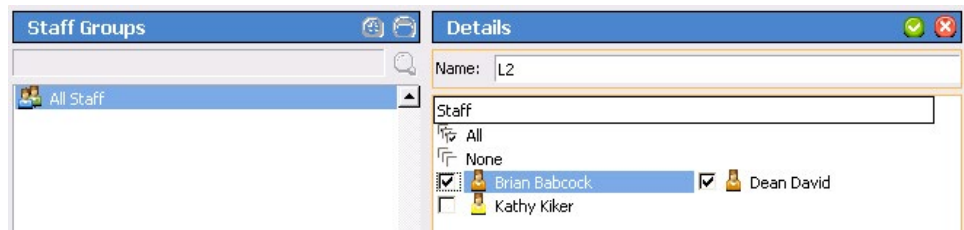


Figure 63: Add Staff Groups

2. In the **Name** field, type the name of the new staff group, and then check the boxes beside the staff members to add to the group.
3. Click **Apply** to add the staff group to the system.
4. Repeat for each additional staff group to be created.

To Edit an Existing Staff Group

1. Using the **Staff Groups** register in the Event Monitor, select a Staff Group from the list in the **Staff Group** pane.
2. Click **Edit** in the **Details** to unlock the staff group details for editing.
3. Make the required changes to the staff group and click **Apply** to write the changes to the system.

To Delete a Staff Group

1. Using the **Staff Groups** register, select an existing staff group from the **Staff Groups** list.
2. Click the **Delete** button in the **Staff Groups** pane. Changes are automatically written to the system.

Create, Editing, and Deleting Staff Assignments

The Tek-CARE® system can send automatic text messages to pagers or email addresses in response to calls from system transmitters. In order to send these notifications, the Tek-CARE® system associates transmitters, shifts, and/or zones with staff members or staff groups. **Staff Assignments** are used to assign shifts to staff and staff groups to determine when text messages are sent to pagers and email addresses. Staff Assignments are also used to allocate individual transmitters or zones to staff members or staff groups. Mapping individual transmitters or zones to facility staff determines which devices will send call alerts to staff members.

To Add a new Assignment

1. Using the **Assignments** register in the Event Monitor, click on the **Add** button to unlock the **Details** pane for editing.
2. In the **Details** pane, choose the **Staff Type (Staff, Group, or All Staff)** and the **Staff Name** (the name of a staff member or a staff group) from their respective drop-down menus.
3. From the **Details-Settings** pane, choose the **Level (Primary, Secondary, or Tertiary)** and the **Shift** from the drop-down menus.
4. In the **Details-Device** pane, select the appropriate **Type (Station, Transmitter, Zone, Foreign, or All Devices)**, **Name** (determined by the **Type** selection), **Call Filter (All Calls, No Calls, Only Code, High Priority Calls, or All But Presence)**, and **Fault Filter (All Faults, No Faults, Missing, or Maintenance)** settings. If a page should be sent when the call is reset, check the **Page Resets** box.
5. Click **Apply** to add the assignment and write the changes to the system.
6. Repeat for all additional staff assignments.

To Edit an Existing Assignment

1. Using the **Assignments** register in the Event Monitor, select an assignment from the list in the **Assignments** pane.
2. Click **Edit** in the **Details** pane to unlock the assignment details for editing.
3. Make the required changes to the assignment and click **Apply** to write the changes to the system.

To Delete a Staff Group

1. Using the **Assignments** register in the Event Monitor, select an existing assignment from the list.
2. Click the **Delete** button in the **Staff Groups** pane.

Replace Tek-CARE® Transmitter Batteries.

Before replacing batteries in Tek-CARE® wireless transmitters, create a low battery report using the Main Event Monitor to show which batteries need to be replaced. Battery life in Tek-CARE® wireless transmitters is affected by a number of factors including usage, battery type, climate, supervision interval, and more.

TekTone® recommends that batteries used in Tek-CARE® wireless devices be purchased directly from TekTone® to ensure quality and accuracy.

Refer to [Tek-CARE® Wireless Transmitter Battery Information on page 12](#) for battery information for Tek-CARE® wireless transmitters.

ESD Precautions

Electrostatic Discharge, or **ESD** (more commonly known as static electricity) is a common killer of electronic devices. Electronic components are extremely sensitive to ESD.

When replacing batteries in Tek-CARE® wireless transmitters, be careful to dissipate any static charge from your body. Static electricity will damage the electronic components inside the Tek-CARE® wireless devices if it is not dissipated before touching any internal part of the wireless transmitter.

To dissipate static charge from your body, touch a grounded metal object such as a metal shelf or metal door frame before touching the inside of any Tek-CARE® wireless device.

SF501 and SF501ES Pendant Transmitter Battery Replacement

If necessary, remove the belt clip from the SF501 or SF501ES Pendant Transmitter as shown in [Figure 59 on page 68](#).

1. Remove the three screws from the rear of the transmitter as shown in [Figure 65](#). Remove the rear cover from the transmitter and set it aside. Be careful not to lose the black rubber disk and plastic insert in the rear cover.
2. Remove the old battery from the transmitter by pushing the battery from its holder as shown in [Figure 66](#).
3. Insert a new battery, paying close attention to polarity. Insert the new battery with the + mark facing out as shown in [Figure 67](#).
4. Immediately after inserting the new battery, press the **Reset** button on the rear of the device. This sends a message to the Tek-BRIDGE® to update the battery change date displayed in the **Transmitters** register of the Event Monitor.
5. Replace the rear cover and screws.

SF503ES and SF504ES Pendant Transmitter Battery Replacement

1. Use the RP500 Alarm Clearance Card or a quarter to turn the battery door on the rear of the pendant to the unlocked position as shown in [Figure 64](#).
2. Remove the battery door.
3. Remove the old battery from the battery compartment.
4. Place the new battery in the battery compartment, ensuring that the positive terminal (+) faces up.
5. Seat the battery door over the battery so that the arrow on the battery door is lined up with the unlocked padlock icon.
6. Use the RP500 Alarm Clearance Card or a quarter to turn the battery door to line up with the arrow on the battery door with the arrow under the locked padlock icon.
7. Press the call button on the pendant to activate the transmitter.
8. Reset the resulting alarm. The pendant is now ready for use.



Figure 64: SF503ES and SF504ES Battery Replacement



Figure 65: SF501ES Screws



Figure 66: SF501ES Battery Removal



Figure 67: SF501ES Battery Orientation



Figure 68: SF529ES/UL, SF530ES/UL, and SF531ES/UL Mounting Screws

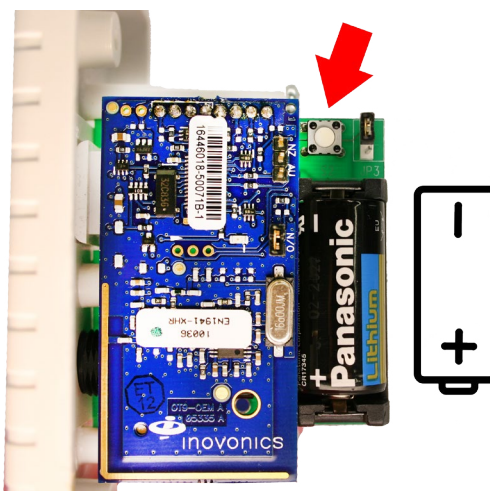


Figure 69: SF529ES/UL, SF530ES/UL, and SF531ES/UL Battery Orientation and Reset Switch



Figure 70: Open SF502ES



Figure 71: SF502ES Battery Orientation



Figure 72: Open SF520ES/UL, SF525ES/UL, SF525/2ES/UL, SF527ES/UL

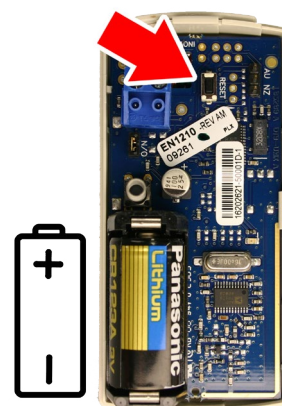


Figure 73: SF520ES/UL, SF525ES/UL, SF525/2ES/UL, SF527ES/UL Battery Orientation

SF529ES, SF529UL, SF530ES, SF530UL, SF531ES, and SF531UL Battery Replacement

1. Remove the two screws holding the transmitter to the wall as shown in [Figure 68](#).
2. Remove the transmitter from the wall and locate the battery and reset switch. The battery orientation and reset button location are shown in [Figure 69](#).

NOTE: Battery and reset switch location may vary by device. In each case, the white pushbutton located on the green circuit board of the transmitter is the reset switch. The battery orientation is marked inside the battery holder.

3. Remove and replace the battery.
4. Immediately after inserting the new battery, press the **Reset** button on the rear of the device. This sends a message to the Tek-BRIDGE® to update the battery change date displayed in the **Transmitters** register of the Event Monitor.
5. Reinstall the transmitter.

SF502ES Wall Mounted Call Transmitter Battery Replacement

1. Remove the transmitter from the wall and insert a small flathead screwdriver in the seam of the SF502ES case as shown in [Figure 70](#). Push in on the tab and carefully pry the case open.
2. Note the battery orientation and small black reset button location (indicated by the arrow) shown in [Figure 71](#).
3. Remove and replace the battery.
4. Immediately after inserting the new battery, press the **Reset** button on the rear of the device. This sends a message to the Tek-BRIDGE® to update the battery change date displayed in the **Transmitters** register of the Event Monitor.
5. Replace the cover and reinstall the transmitter.

SF520ES, SF520UL, SF525ES, SF525UL, SF525/2ES, SF525/2UL, SF527ES, and SF527UL Battery Replacement

The SF520ES and SF520UL Door/Window Egress Transmitter, SF525ES and SF525UL Universal Contact Transmitter, and SF527ES and SF527UL Wireless Support Module share the same plastic case and circuit board layout.

NOTE: SF527ES Wireless Support Modules are used with SF337C Waterproof Emergency Switches to enable waterproof SF337C switches to be used with the Tek-CARE®500 wireless emergency call system. Remove the SF337C Waterproof Emergency Switch from its mounting location as shown in [Figure 68](#) and replace the battery in the SF527ES Wireless Support Module as described here.

1. Remove the transmitter from its mounting location and insert a small flathead screwdriver in the seam of the case as shown in [Figure 72](#). Push in on the tab and carefully pry the case open.
2. Note the battery orientation and small black reset button (indicated by the arrow) shown in [Figure 73](#).
3. Remove and replace the battery.
4. Immediately after inserting the new battery, press the **Reset** button on the rear of the device. This sends a message to the Tek-BRIDGE® to update the battery change date displayed in the **Transmitters** register of the Event Monitor.
5. Replace the cover and reinstall the transmitter.



Figure 74: Remove SF505ES From Bracket



Figure 75: Remove SF505ES Battery Cover

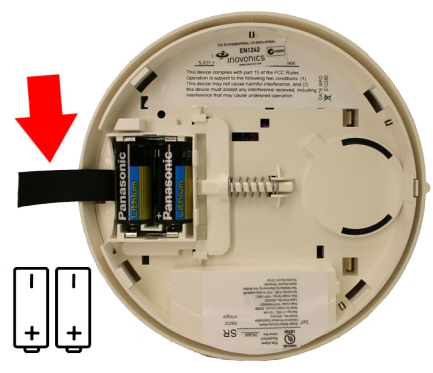


Figure 76: SF505ES Battery Removal and Orientation

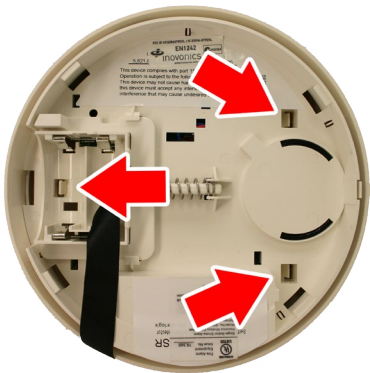


Figure 77: Release Cover Alignment Tabs



Figure 78: SF505ES Reset Button Location



Figure 79: Cover Alignment Tabs



Figure 80: Remove SF515ES/UL From Bracket



Figure 81: Open SF515ES/UL Case

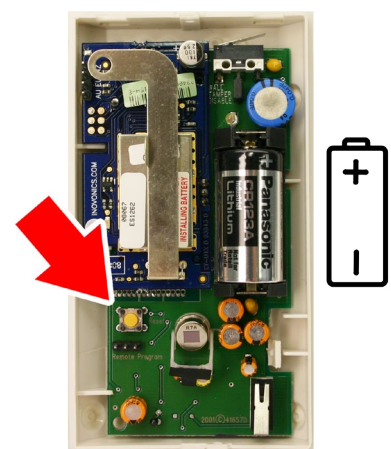


Figure 82: SF515ES/UL Battery Orientation and Reset Button

SF505ES Smoke Detector Battery Replacement

1. Remove the smoke detector from its mounting bracket by rotating the detector counterclockwise as shown in [Figure 74](#).
2. On the back of the smoke detector, push the battery door to the left to remove it as shown in [Figure 75](#). Short the positive and negative battery contacts on the smoke detector together according to the instructions on the battery cover.
3. Pull up on the ribbon shown in [Figure 76](#) to remove the old batteries.
4. Using a small flathead screwdriver, release the tabs circled in [Figure 77](#) and gently pull up on the inner part of the smoke detector to release it from the outer housing.
5. Locate the **Reset** button as shown in [Figure 78](#).
6. Insert two new batteries into the battery holder and replace the battery door.
7. Immediately after inserting the new battery, press the **Reset** button on the rear of the device. This sends a message to the Tek-BRIDGE® to update the battery change date displayed in the **Transmitters** register of the Event Monitor.
8. Align the cover alignment tabs on the outer cover ([Figure 79](#)) with the slots on the inner part of the smoke detector. Firmly push the two pieces together until they snap together.
9. Reinstall the smoke detector on its mounting bracket.

SF515ES and SF515UL Motion Detector Battery Replacement

1. Remove the transmitter from its mounting location by pulling up and out of the motion detector as shown in [Figure 80](#).
2. Insert a small flathead screwdriver in the seam of the case on the bottom of the transmitter as shown in [Figure 81](#). Carefully pry the case open.
3. Note the battery orientation and white reset button (indicated by the arrow) shown in [Figure 82](#).
4. Remove and replace the battery.
5. Immediately after inserting the new battery, press the **Reset** button on the rear of the device. This sends a message to the Tek-BRIDGE® to update the battery change date displayed in the **Transmitters** register of the Event Monitor.
6. Replace the cover and reinstall the motion detector.

Back up the Tek-CARE® System Configuration

Whenever significant changes are made to the registers in the Event Monitor, back up a copy of the configuration on the hard drive of the Tek-BRIDGE®.

Follow these Steps to Create a Configuration Backup on the Tek-BRIDGE® and a USB Drive

1. Open the **LS450 Config Tool** on the Tek-BRIDGE® by double-clicking the shortcut on the Tek-BRIDGE® desktop.
 - When the splash screen opens, select **This Machine is a Stand Alone System** on the left side of the splash screen if the Tek-CARE®500 system is not connected to a network of TekTone® systems.
 - If the Tek-CARE®500 system is part of a network of TekTone® systems, select

the IP address of the Tek-BRIDGE® on the left side of the splash screen.

2. Choose **Load Configuration from System** on the right side of the splash screen to import the system configuration into the config tool and prepare it for saving.
3. In the Config Tool, select **File>Save Configuration As** to save a copy of the current system configuration. By default, the backup file is saved on the Tek-BRIDGE® with a file extension of .nc4 located in the C:\Program Files\TekTone\LS450\Configs directory. If desired, the file may also be saved to another location such as the desktop of the Tek-BRIDGE®.

NOTE: TekTone® strongly recommends that the configuration be saved and backed up each time it is modified. It is good practice to also back the configuration up to a USB flash drive.

Backing up Reporting Datasets (Versions 7200 and Prior ONLY)

Dataset files store historic call data, and are used by the Tek-CARE® Reporting System to create reports. They have the extension .db, and are stored in the C:\Program Files\TekTone\NC470\data\ subdirectory on the Tek-BRIDGE®.

Back up datasets—Copy the .db files to a USB flash drive (not included). Do not copy the newest two datasets while the NC576 Event Monitor is running.

Restore datasets—Copy the .db files from the backup USB flash drive to the C:\Program Files\TekTone\NC470\data\ directory on the Tek-BRIDGE®.

Tek-CARE[®] 500 Programming Worksheet

Facility:_____

Wing:_____

[illegible]

Tek-CARE[®] 500 Programming Worksheet

Facility:_____

Wing:_____

[illegible]

Tek-CARE[®] 500 Programming Worksheet

Facility:_____

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Tek-CARE® 500 Programming Worksheet

Facility:_____

Wing:_____

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