



IP NURSE CALL SYSTEM

USER MANUAL

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1. OVERVIEW

This document, called Randa Call System's Guide, is for IP based Nurse call system. It is both an easy installation guide and an extensive reference guide. This guide is for the new Randa Call System user offering full step-by-step installation and configuration instructions for our desktop software, as well as featuring extensive reference material by documenting all configuration features and support areas.

2. INSTALLATION REQUIREMENTS

2.1. Hardware Requirements

	Minimum	Recommended
CPU	2 cores	4 cores or more
RAM	2 GB	8 GB or more
Storage	10 GB	50 GB or more

2.2. Software Requirements

Operating System	Version
Windows	Windows 7 or later

3. INSTALLING THE SOFTWARE

3.1. Pre-Installation

- Disable any antivirus software, firewall and operating system defenders such as Windows Defender.
- Install a database software prior to installing Randa Call System. Firebird is the primary database software for Randa Call System.
- When installing Firebird and Randa Call System run them in compatibility mode with your Server operating system. For 32-bit OS install 32-bit setup file, and for 64-bit OS install 64-bit setup file.

3.2. Firebird Installation

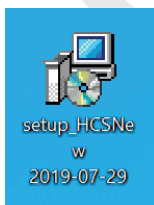
- Insert the disc, or the USB flash drive that we provide you with.



- Double click on Setup file and installation process will start.

3.3. Randa Call System Installation

- Insert the disc, or the USB flash drive that we provide you with.

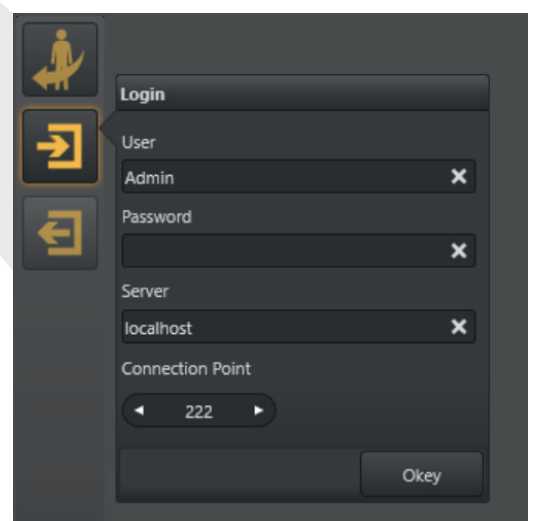


- Double click on Setup file and installation process will start.

4. GETTING STARTED

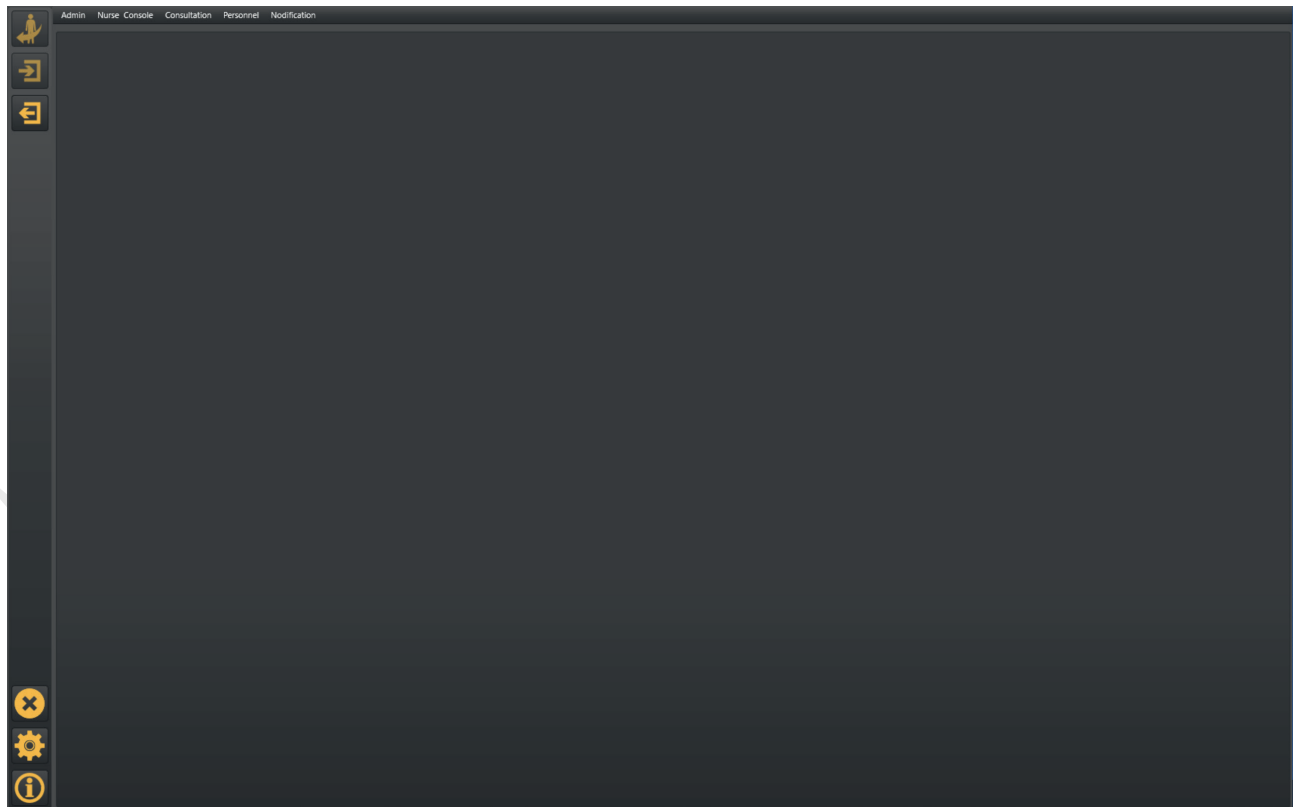
4.1. Accessing Software

- Double click on Randa Call System
- This interface appears, default login for Randa Call System are as followed
- User: Admin
- Password: 123
- Server: localhost
- Connection Point: 222

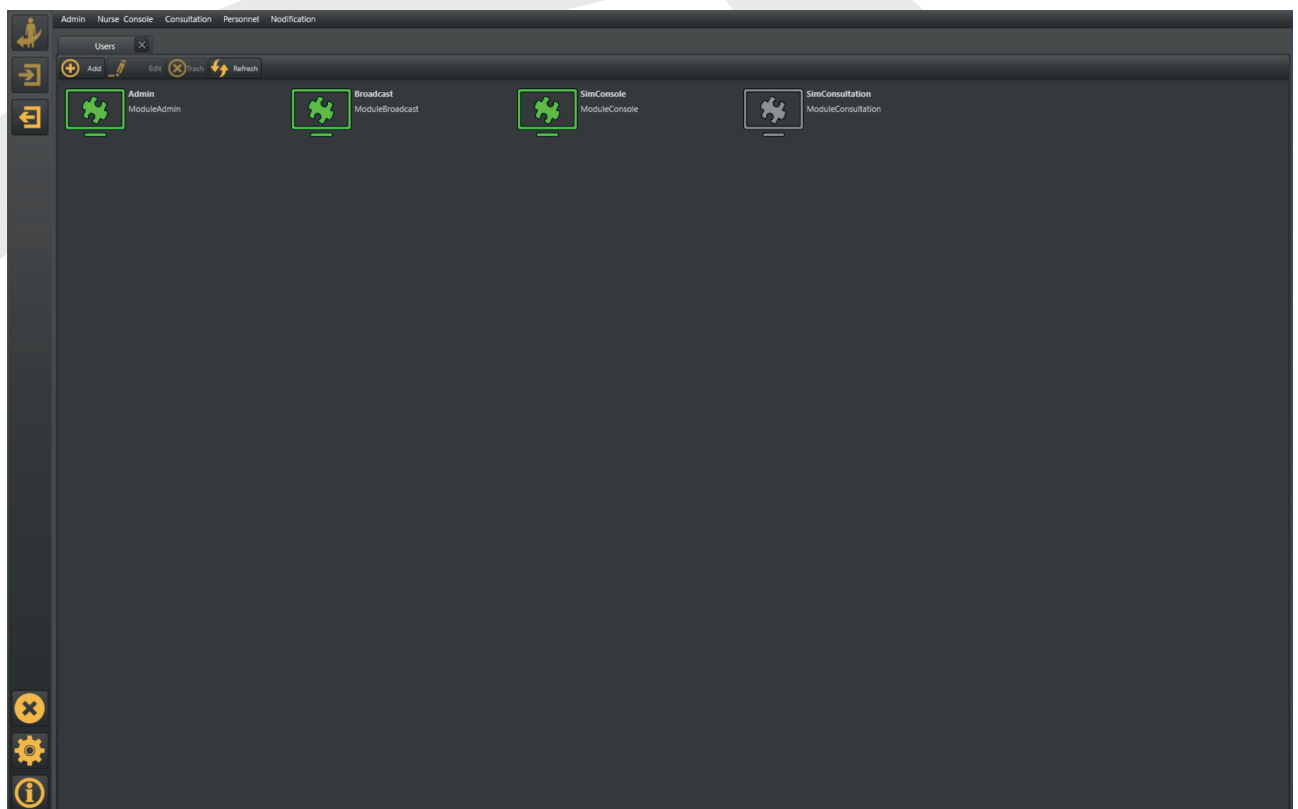


Note: When you want to login to the Software from a Client Computer the Server Will be the IP Address of the Server.

4.2. Main User Interface

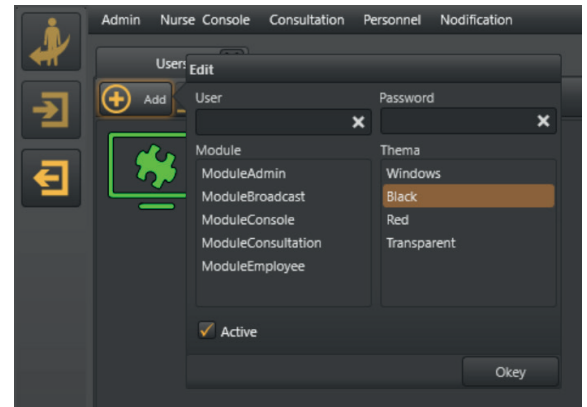


Admin



User Setting

- To add a client (user), click add
- Create a User Name and Password
- You must Select ModuleConsole in the Module List
- Select any theme color for your user



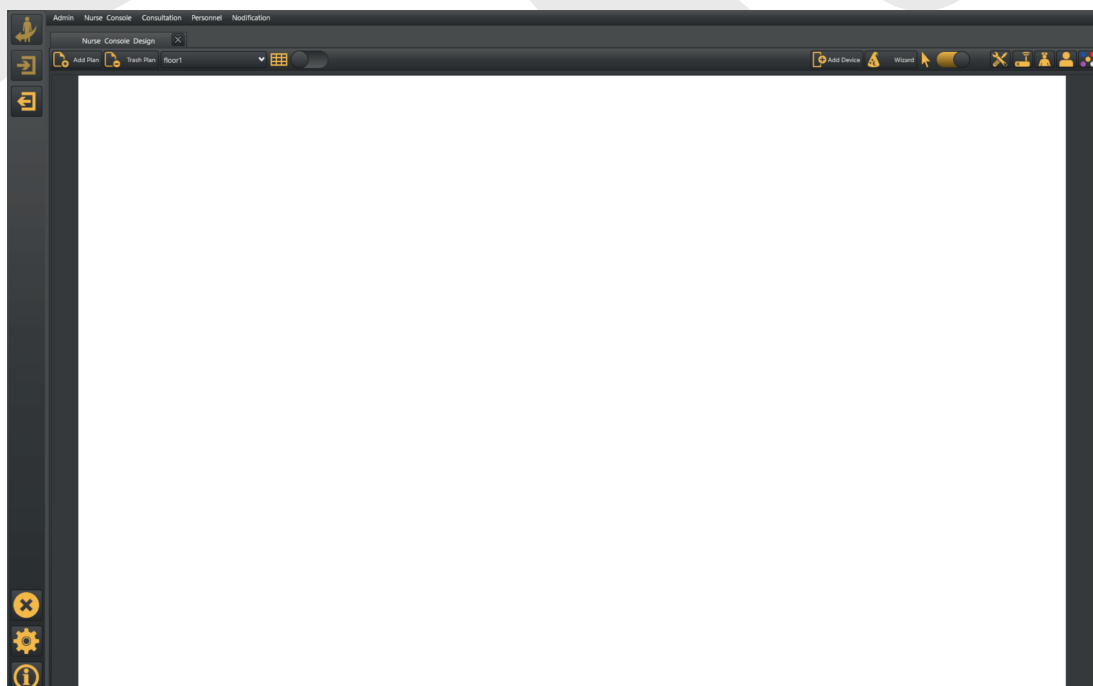
Note: In order to be able to log into on localhost dashboard , you need to make sure your Admin Password is 8 characters.

User connection History enables you to see Users history details.

Setting the server file there is no need to change any of the settings in this tab.

Nurse Console

- Nurse Console Design Click on this tab to design a new, edit or delete Nurse Console
- Click on Add Plan and upload a blank JPEG file, which you have created in advance on Paint.



- Click on Add Device to add room control unit, each device you add represents a single room control unit.

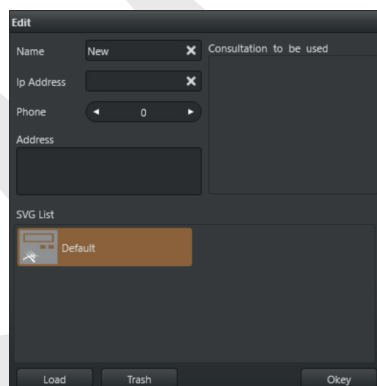
- Enable this tab  to be able to design your Nurse Consote.

Note:

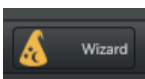
- Every device supports up to 8 sub-devices.
- Every press on insert adds up one sub-device, once you add sub-devices click and hold them to make your design.

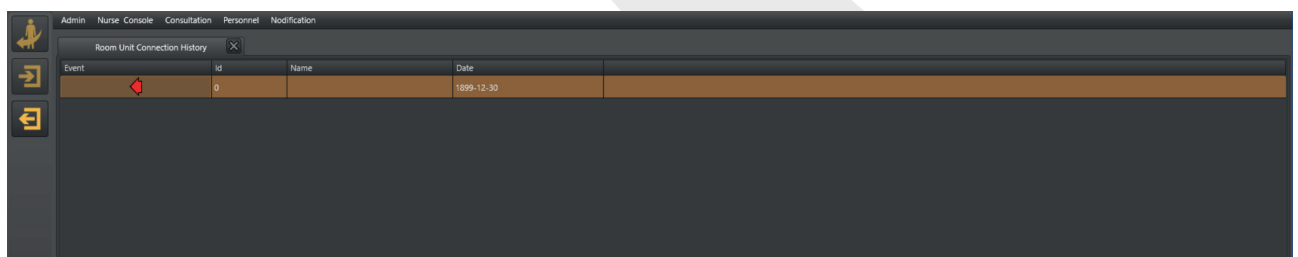
- Double click on the New Device to configure it and the following window appears.


Add the list of
Create a name for the Room
Control Unit
Type the Room Control Unit IP
Address
Sip Phone (optional)
Room Address (optional)



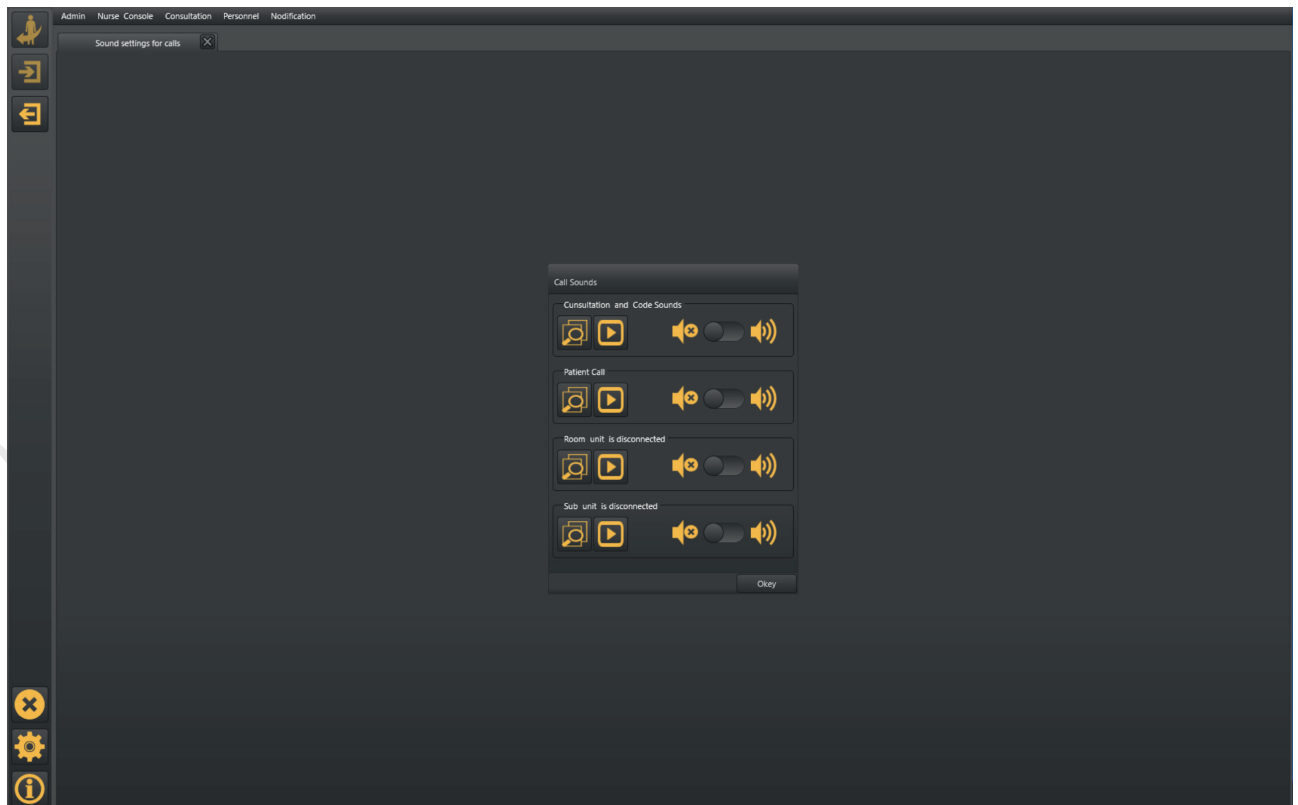
of Consultations
for this Room
Control Unit
Look at 4.2.3.
(optional)

-  To add up multiple devices at once you may click on Wizard, you will only be able to perform this task on a new plan with no devices.
- Room Unit Connection History: Enables you to see calls details



Event	Id	Name	Date
	0		1899-12-30

- Sound setting for calls: Enables you to set and edit tunes , also you have the option to upload your own tunes in the Nurse Console.

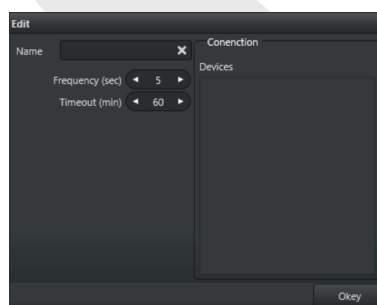


Consultation

- To add a new consultation, Click on Consultation design.
- Click add, and the following window pops up

Create a name for the consultation

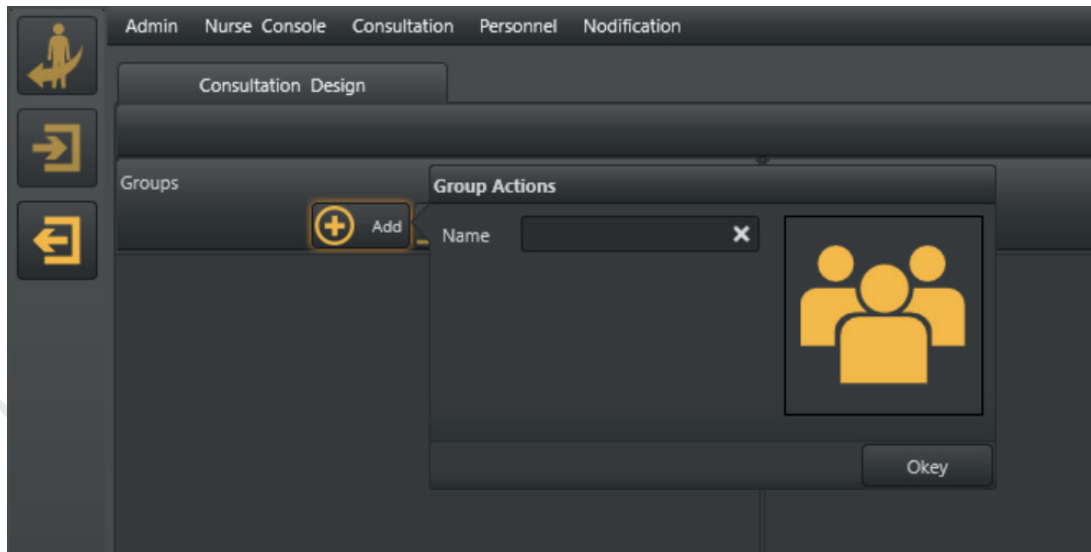
Such as emergency, doctor or security



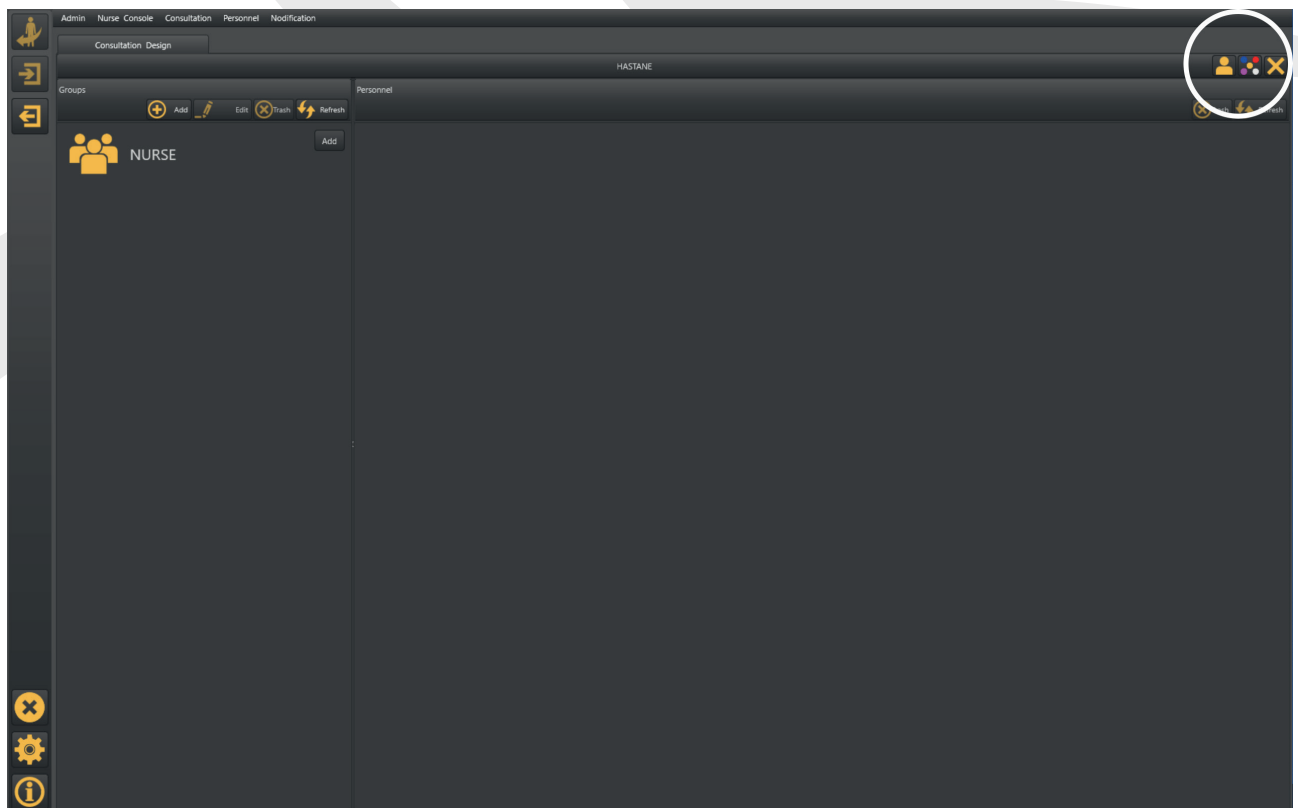
Add the Transmitters you want to be associated with this consultation

Note: Frequency: it is the period of audible frequency in the example above the sound alert signal will repeats itself every 5 seconds. Timeout: Period before sound alert stops.

- Double Click on the Consultation you have created, in the next interface you can add as many as groups as you may need, once you create a group you can add personnel to it (look at 4.2.5).

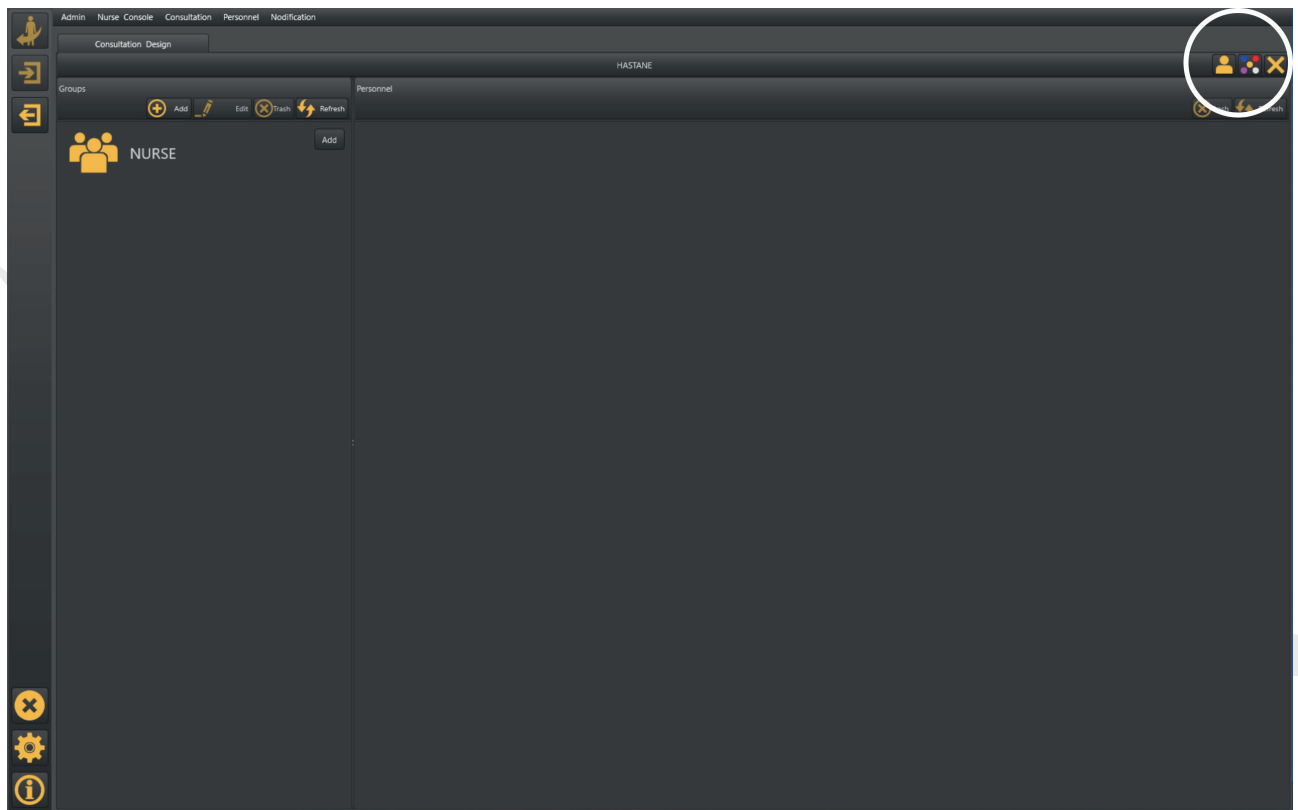


- Once you add a group you will be able to add Users and Codes you need for this Consultation from the tabs marked in the figure below:



Personnel Actions

- In this tab you can add healthcare staff and other staffs, whom you need to interfere with this Nurse Consol.
- Click on Add and the next window pops up.



Name :Enter Staff Name

Branch: Staff Branch or Department

Mobile: Mobile Number

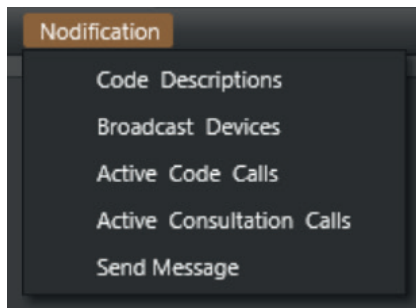
CARD ID: Personnel ID Card number which can be obtained by scanning the card on the Room Control Unit

Password: Create a Password

Device No: Personnel pager number

- Tick the Admin box if you want to authorize the personnel as an Admin.

Notifications



Codes used in Room control Units by Healthcare staff for consultations

Adding and configuring Range Extenders and Sip Phones

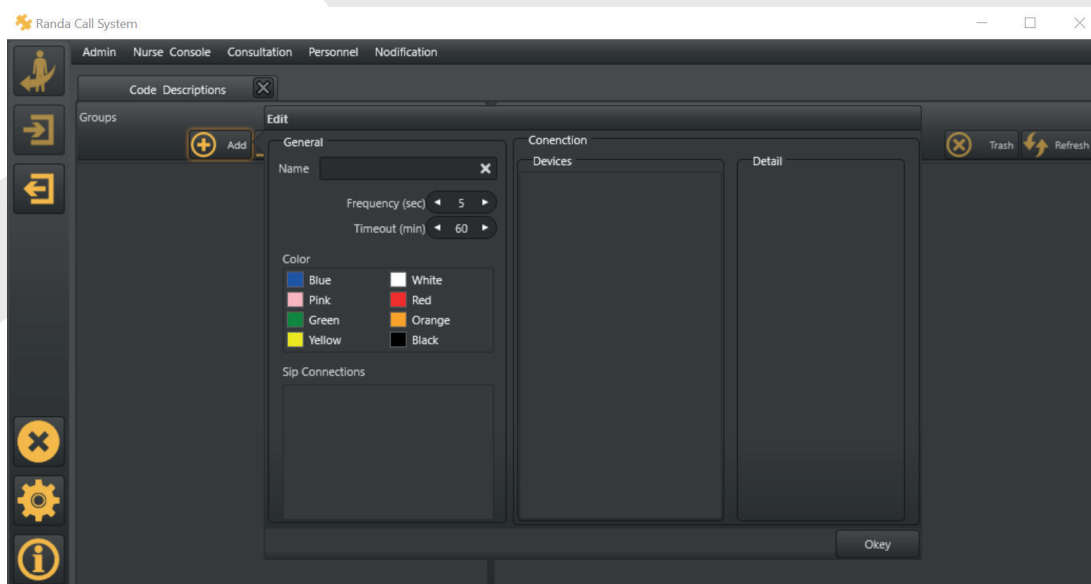
Check active Code Calls, with the ability to stop calls

Check all active Consultation Calls, with ability to stop calls

Send message to a specified or all pagers in your Nurse Console

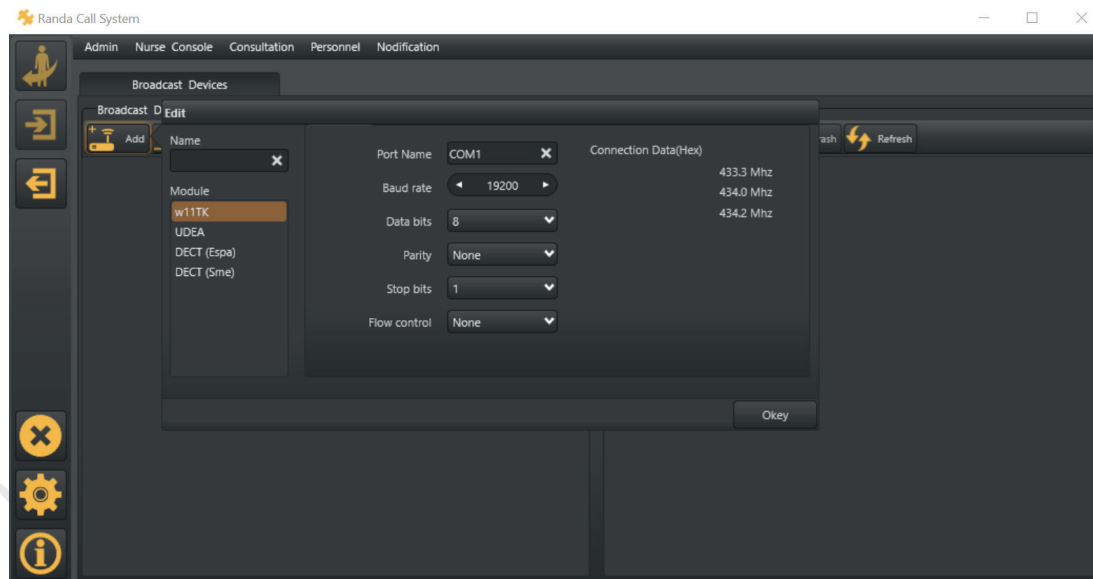
Code Description

- Add a Code by creating a name and choosing color then click okay



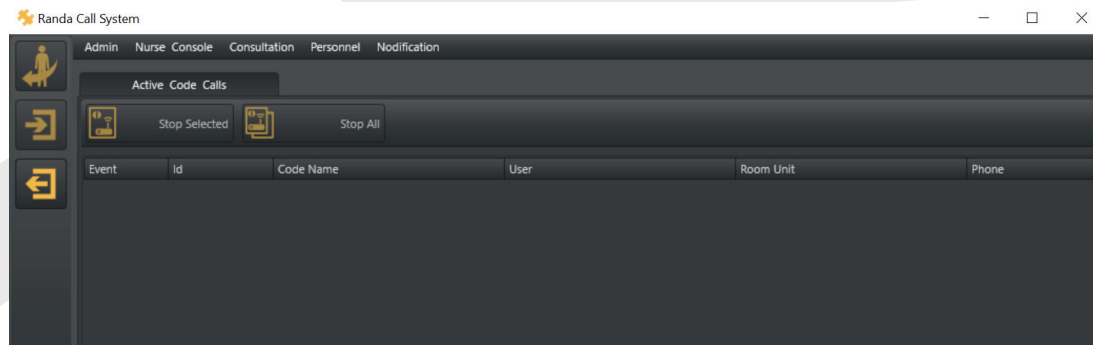
Note: You will be able to add devices (transmitter) and Sip connections to Code Description once you create them.

Broadcast Device



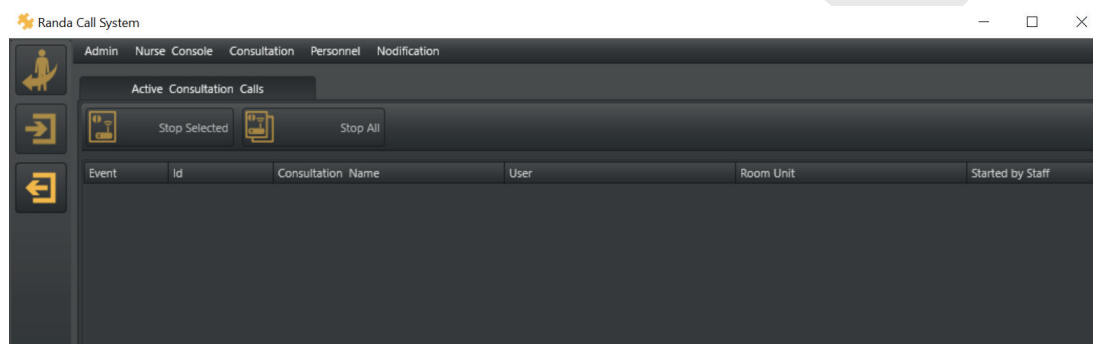
- Click on Add Create a name for the transmitter and select the transmitter module then configure the port name after checking which port your transmitter is connected to. There is no need to change the other settings.

Active Code Calls



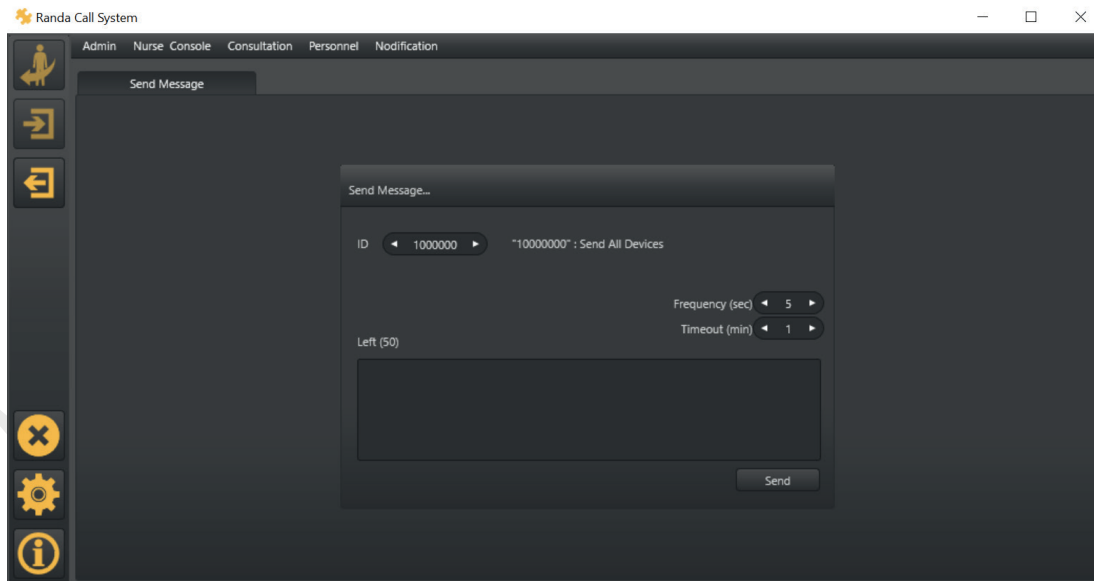
- Check active calls and you can stop selected or all calls.

Active Consultation Calls



- Check Active Consultation Calls, you can stop selected or all calls

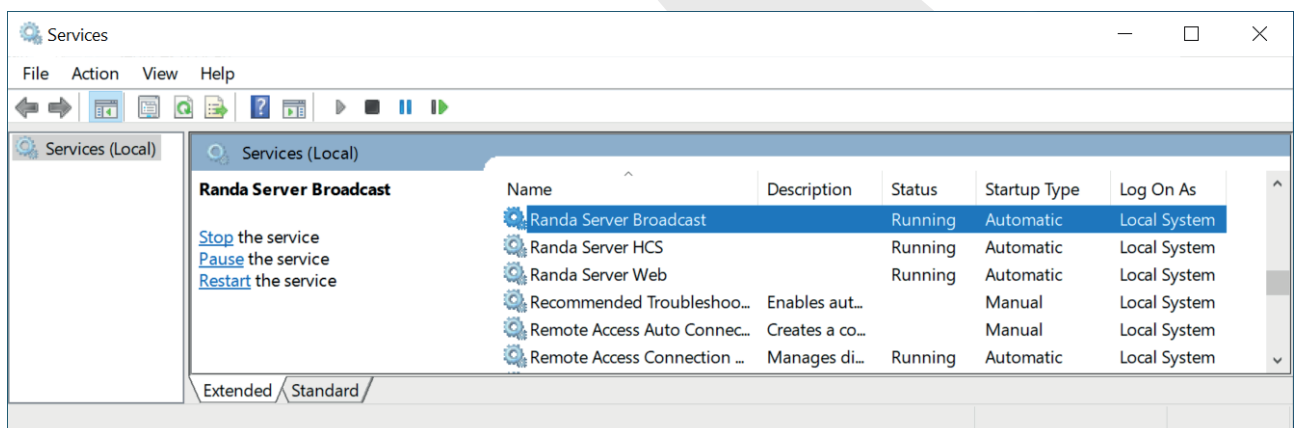
Send Message



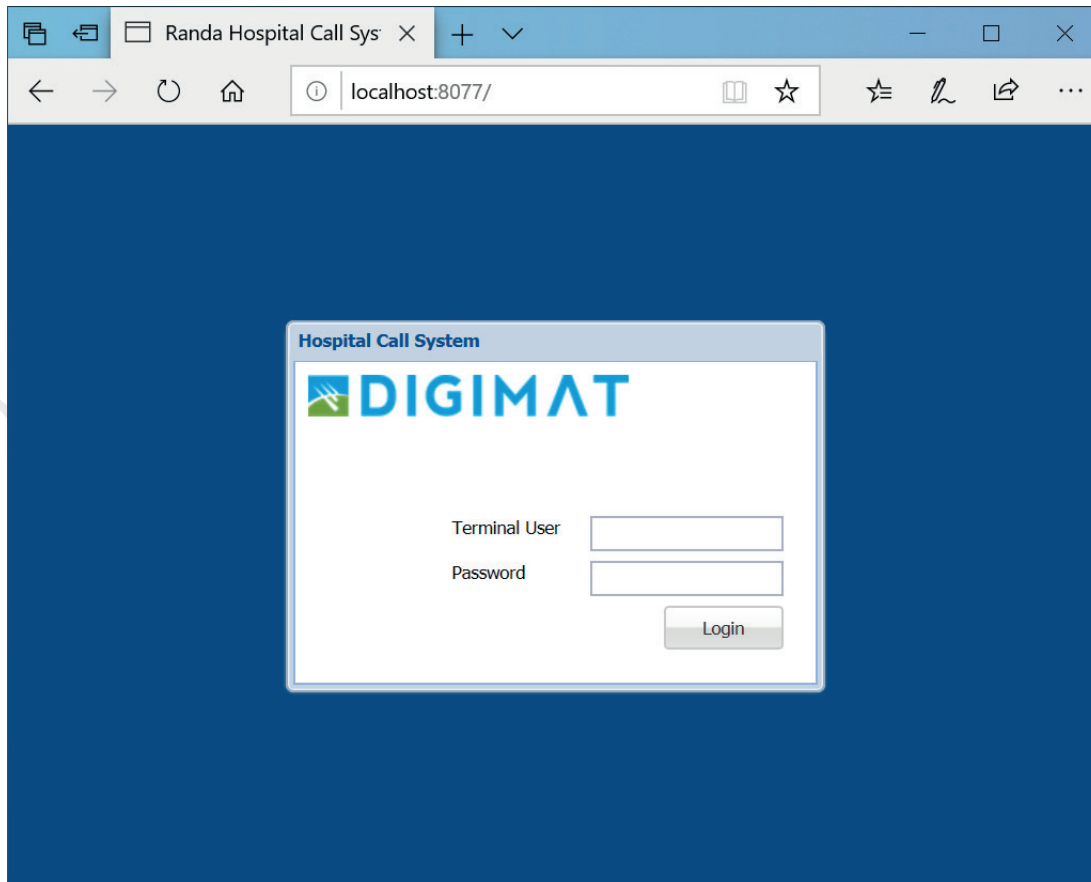
- You can send text messages to pagers by entering the pager channel in the ID box.

5. SERVER

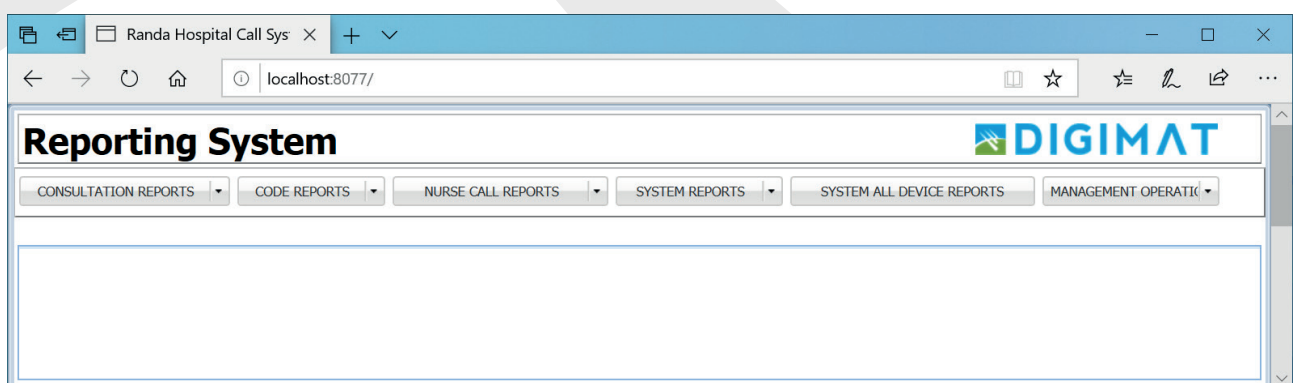
- To run a Nurse Console User name must be in ModuleConsole Mode
- In order to run the Nurse Console in Module Console when you done with designing your Nurse Console please go to Randa Server Broadcast, and stop Randa Server Broadcast Randa Server HCS and Randa Server Web then restart them.



- To access System Report from the Server itself go to your browser and type: <http://localhost:8077>
You will see the page shown below.



- Enter your Admin Name and password, and the next page will be loaded, where you can check the System Report.



6. TROUBLESHOOTING

Possible Problem	Solution
Screen on Room Control Unit Won't Turn on	<ul style="list-style-type: none">• Make sure the Power Adapter is plugged on
LINK tab on the screen is blinking	<ul style="list-style-type: none">• Check if the Ethernet cable is connected to the Room Control Unit.
HTTP tab on the screen is blinking	<ul style="list-style-type: none">• Make Sure Device IP Address Server IP Address and MAC Address configurations are correct• Make Sure the Server is turned on• Make sure all cables are plugged correctly to the Room Control Unit
Beep sound can't be stopped	<ul style="list-style-type: none">• Unplug Calling Units cables from the Room Control Unit and replug them

7. TECHNICAL SUPPORT

If you have any question regarding this User's Guide or you having any problem please feel free to contact our customer support team via email support@randa.com.tr



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