

READ THIS FIRST

VisiCom 3000 Supplement to User's Guide

◀ INTRODUCTION

VisiCom 3000 communicates using radio technology; this new radio design is superior to earlier VisiCom units that employed powerline communications. Although the basic operation of VisiCom units remains the same, there are several newly added features. This **User's Guide Supplement should be read prior to reading** the VisiCom **User's Guide** that is enclosed. If further information is required, please contact a VisiCom Customer Service Representative at 1-800-228-3400, Monday through Friday from 9:00 am to 5:00 pm CST.

◀ COORDINATOR UNIT

One of the VisiCom units in this shipment is labeled **COORDINATOR**. There is a corresponding notice in the box with the unit. It can also be identified by its serial number which starts with "C". All other VisiCom unit serial numbers start with "V".

The Coordinator works like a regular unit but also supervises radio messaging and should be positioned centrally in the facility to provide the best radio connection for maintaining constant communications with all other units.

◀ AC POWER

VisiCom 3000 units utilize a miniature external power cube. Unpack the cube, remove its cable tie, unravel the cord and plug the connector into the mating jack located in the center on the back side of the VisiCom unit. Plug the power cube into any ordinary 115 VAC, 60 Hz electrical outlet. When powered, the VisiCom unit will display the letters RF for a short period, indicating it is establishing radio communications with the rest of the system.



◀ SETUP

Once all VisiCom units are positioned at their desired locations and powered using their individual power cubes, the system will require a few minutes to configure itself. Once the configuration is completed, all VisiCom units will show two diamonds (◆ ◆) in the display. If the "RF" message that shows immediately when power is first applied remains in the display after five to ten minutes, that VisiCom unit cannot establish a radio connection because it is positioned beyond functional radio range. A Wall Router (radio booster) can be used to extend the radio range and can be purchased from United Communications. Alternately, selection of a location closer to other VisiCom units can be chosen for the non-communicating VisiCom unit. Contact a VisiCom Customer Service Representative for assistance.

◀ CHOOSE ROOM LETTERS

When you press a VisiCom **Person** button, the number of the button pressed automatically appears in the display of all VisiCom units in the practice. It is accompanied by a second character, a letter which indicates the room from which the page originated. Any single letter from A to Z can be programmed into each unit to designate the page origination location. The chosen letter will then automatically appear alongside the number of the pressed button. For example pressing **Person** button (3) on a VisiCom unit setup as location letter E will produce a "3E" display on all VisiComs. Program the desired room letter into each room unit by holding the **Room/+** button (Room), the second button from the top. After holding the button for two seconds, the alphabetic display will sequence from A to Z. Simply release the button when you reach the letter you want to assign to designate the room. If you accidentally bypass the desired letter, quickly move your finger to the **Timer/-** button (Timer) to sequence in reverse. (**CAUTION:** Pressing the **Timer** button too long after using the **Room** button will invoke the VisiCom timer function...which can be cleared with the **Clear** button, if necessary.)

◀ YOU'RE READY TO PAGE

Choose a number (1 to 8 for standard model units) for each staff person to be paged, for example, the doctor could be number one, the nurse number two, and so on. Just press the button for the person you want when in the room where you need them. It's just that simple to use VisiCom. If you press button 1 while in room C, the message "1C" appears throughout the practice. The doctor can then use the **Clear** button from wherever he might be to acknowledge and clear this call for him.

◀ RECEPTION DESK

Unless your order was otherwise specified, one of your VisiCom units is labeled **RECEPTION TRANSCIEVER** and is intended for use at the front desk for announcing patient arrivals and incoming phone calls. Press the numbered button for the person you wish to notify on either the **TOP** or **BOTTOM** row of buttons. Pressing a numbered button on the **TOP** row shows the number pressed with **P_T**, signifying a **PaTient** has arrived for that staff person. Pressing a numbered button on the **BOTTOM** row shows the number pressed with **P_H** signifying that there's a **PHone** call for that staff person. Other approaches may also be devised; for example some practices prefer that **3 P_T** signifies a patient has arrived to be seated in exam room #3, or **3 P_H** indicates there's a phone call on line 3. The Reception Transceiver can also be programmed to send a letter (A to Z) after the number, instead of **P_T** or **P_H**. Your VisiCom Customer Service Representative can help with this.

The Reception Transceiver is not available with VisiCom Extended or Pro models (for larger practices), but the same **P_T** and **P_H** messages can be sent with these units. Contact a VisiCom Customer Service Representative for directions.

◀ BUTTON-PRESS TONE

Whenever one of the VisiCom buttons is pressed, a brief tone is sounded to annunciate the button activation. This function can be disabled if it is not desired. Contact a VisiCom Customer Service Representative for more information.

EXPANDED DISTINCTIVE SOUNDS

Each VisiCom message is accompanied by a programmable chime tone. This sound lets everyone know that a new message has been received. There are several sound options, including independent room-by-room volume control, completely silent operation, a selection of tones to choose from, and VisiCom's exclusive **DISTINCTIVE TONE** feature. With distinctive tones, you choose which tone is sounded when various staff members receive a message. For example the Receptionist could have a unique tone not assigned to anyone else, doctors and nurses could have special tones, and messages for assistants might be silent. It's completely up to you to choose the configuration that meets the needs of the practice.

VisiCom provides a special demonstration mode to acquaint users with the eight available sounds. Hold down the **Menu/** button  for 3 seconds to activate the sound demonstration mode. In demonstration mode, button 1 produces tone 1, button 2 produces tone 2 and so on. Press the **Clear** button to return to normal operation when you have finished evaluating the tones. If you don't plan to use personalized individual tones, then simply choose which of the eight tones you want to announce **all** messages and set that option on Menu Option Number 6. An instruction sheet entitled **VisiCom 3000 Tone Programming** can be found under **What's New** at www.visicom.net, or is available from your VisiCom Customer Service Representative. It provides complete instructions for setting your selected system chime or for setting personalized individual tones.

Alternately, the various sound options may be programmed at a later time, after you're more familiar with VisiCom.

HARDWARE OPTION

VisiCom units can be hardwired together if desired. A single pair low-voltage cable run from unit to unit guarantees faultless message delivery in the unlikely event your building cannot support wireless communications. This is seldom needed, though, and as such, wireless communications should be tested long before hardwiring is considered...with one exception. When older VisiCom units (models 2300 and 2310) are to be used in conjunction with newer RF units (model 3000, or higher), a hardwire interface between any one older and any one new RF unit will be needed to permit the entire system to intercommunicate. A onetime setting change is needed to enable the interface between old and new units and can be explained by your Customer Service Representative.

STAFF LOCATOR

A new VisiCom feature allows staff members to be located at all times. In order for VisiCom units to identify a person's location, that person must have checked into the VisiCom unit upon entry to that location. To check in, a person simply presses and holds his/her assigned **Call** button continuously for two seconds. That person can then be located on any VisiCom unit in the facility by simultaneously pressing two buttons: the **Next** button and the **Room/+** button  at the same time. A list of all staff members who have checked into any rooms is immediately displayed. A small-format digit indicates the checked-in person's number next to the room letter (same as VisiCom unit ID) they're checked into. For example,  indicates person 3 is presently in room B. Pressing the **Room/+** button  proceeds through the list of all who have checked into rooms. Pressing the **Clear** button returns the VisiCom unit to normal message display operation.

An optional RF check-in badge that activates the staff check-in function without the need to check-in manually is available. This has the added benefit of automatically clearing the pending message for the called individual as they enter a paged-to room. Please contact a VisiCom Sales Representative for more information on the automatic check-in badge.

MEET ME IN THE LAB

There's a new available configuration for the lower row of buttons. Each button can be assigned any available room designation. To use this function, you must change Menu Option #14 to the up arrow setting, and in so doing, you sacrifice the ability to use the bottom row to cancel messages (you must use the **Clear** button to cancel while the message is visible). After changing Menu Option #14 to the up arrow setting, you must also program the bottom row of buttons. While still in the menu routine (with  visible), first press the bottom row button you want programmed, then the plus or minus buttons ( and ) to choose the room letter (or Ph or Pt) for that button. Now press another **End** button and you can program as few, or as many, buttons as desired. When you're finished, press the **Clear** button twice to save and exit.

The trick to using the bottom row buttons, once they're programmed, is to press the desired room (on the bottom row) **first**, then the button on the top row for person you want to page to the room you designated. If you press the top row button first, then the message to come to the room you're in will immediately be launched.

FOUR NEW BUTTONS

VisiCom 3000 units now include four new buttons  just below the display window. The middle buttons (colors: blue, red) are for planned future enhancements and currently have no function. The fourth button, () is a unit reset button and has the same effect as unplugging the unit; that is, all messages are cancelled and unit operation is re-initiated. This may be useful in circumstances where the unit has failed to perform properly. Such a condition might occur after a building power failure. The power plug can also be unplugged briefly to implement a unit reset and then reinserted to restore corrected operation.

NEW APPROVALS

The new VisiCom radio frequency (RF) operation and the external power cube ensure **VisiCom 3000** meets RF and AC power specifications worldwide, including **FCC** (USA), **UL** (USA), **CSA** (Canada), and **CE** (Europe). Alternate power cubes are available for use globally in other countries.

NEW FUNCTION MENUS

VisiCom programmable settings are available through a series of revised menus accessed by pressing the yellow button (alongside the button labeled **Next**). The menu chart provided on page 31 in the VisiCom **User's Guide** is no longer valid. Please refer to the **Programmable Feature Summary** on the inset provided with this User's Guide Supplement.