

# VisiCom 4000

## Supplement to User's Guide

### INTRODUCTION

VisiCom 4000 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 online at [www.visicom.net](http://www.visicom.net). 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 marked COORDINATOR on its bottom side label. There is a corresponding notice in the box with that 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 4000 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 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 VisiCom units in your practice.

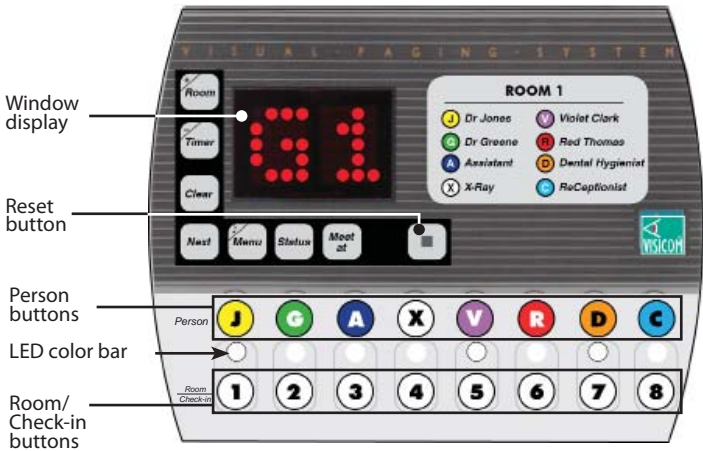


POWER CUBE

### 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 Window 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.



## TO BEGIN: CHOOSE ROOM NUMBERS

When you press a VisiCom Person button, the letter of the button pressed automatically appears in the display of all VisiCom units in the practice. It is accompanied by a second character, a number which indicates the room from which the page originated. Any number from 1 to 26 or Fd (specialized code for front desk) can be programmed into any unit to designate the page origination location. The chosen number will then automatically appear alongside the letter of the pressed button. For example pressing Person button **A** on the VisiCom unit setup as location 5 will produce an "A5" display on all VisiComs. Program the desired room number into each room unit by holding the top button, the +/Room button. After holding the button for two seconds, the numeric Window display will sequence from 1 to 26 then Fd. Simply release the button when you reach the number you want to assign to designate for that room. If you accidentally bypass the desired number, quickly move your finger to the -/Timer button 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.)



## NOW: YOU'RE READY TO PAGE

Choose a letter (A to H is the factory default assignment for standard Transceiver units) for each staff person to be paged, for example, the doctor could be A, the nurse B, 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 A while in the room assigned number 3, the message "A3" appears throughout the practice. The doctor can then use the Clear button on any VisiCom from wherever he might be to acknowledge and clear this call for him.



## AT-A-GLANCE DISPLAY

VisiCom 4000 displays the message sequence in two different ways.



WINDOW DISPLAY

The VisiCom Window display scrolls through all pages in sequential order organized by provider, then it shows two asterisks (\*\*\*) to indicate the sequence beginning. If more than one message is present, VisiCom organizes the list of messages by person, showing all messages for person A before messages for person B, and so on. Each person's messages are shown in the order they were entered, so you and your staff can tell the order in which calls were placed. Use the NEXT button to quickly scroll through the list.

VisiCom 4000 also makes use of multi-color LEDs to provide a new at-a-glance display of all activity in the practice. By assigning each person a distinctive color, VisiCom 4000 provides a "snapshot" view of ① who's being paged, and ② who's checked into which room.



FLASHING

① who's being paged

Indicates room to which a person is being paged



SOLID

② who's checked into a room

Indicates a person's present location

① WHO'S BEING PAGED. The LED color bar between the Person and Room buttons shows "where to go next" pages, showing only one flashing color LED per person, at a time. For example, let's say Dr. Jones is assigned the color yellow, and has been paged to room 2, then to room 1. The yellow LED will flash only above the room 2 button until Dr. Jones checks into room 2. Then the yellow LED above room 2 will turn on solid, and the yellow LED above the room 1 button will begin to flash, showing Dr. Jones is present in room 2 and he is needed next in room 1.

② WHO'S CHECKED INTO A ROOM. The LED color bar also shows everyone who is checked into a room with a solid LED in their assigned color above the Room button in which they are present.

## TOP ROW PROGRAMMING

With VisiCom 4000, any letter of the alphabet (or any number from 1 to 26) can be assigned as a paging code for each person. Each character may only be used once, however. For example, you can choose to use S to page Susan and P for Paul. Alternately, use might include X to page for an X-ray tech. The letter assigned to each button is fully programmable.

To program top row characters, Press MENU, advance to menu 14 by pressing ROOM several times, press the desired top row button and press ROOM repeatedly until the desired character is displayed. Press another top row button, select its letter, repeat for all top row buttons and then press CLEAR twice to save and exit the MENU mode.

## MEET ME IN THE LAB

VisiCom 4000 now enables the user to page any person to any Transceiver location in the practice, no longer limiting the calls for reporting to only the current location. To activate this feature, simply press the MEET AT button, then press the button for the person you want to call, then the room where you would like to meet. For example, if you want Dr. Jones to meet you in room 4 (the Lab) you would press MEET AT, the letter J, and the Room 4 button. The message J4 will show on the LED display screen, indicating Dr. Jones is needed in the Lab.

The bottom row room buttons are pre-configured as rooms 1 through 8, but can readily be assigned any number from 1 to 26, or a code Pt, Ph or Fd. This VisiCom feature allows the unit located at the front desk to announce patient arrivals (Pt), phone calls (Ph) and pages for staff members to come to the front desk (Fd).

## EXPANDED DISTINCTIVE TONES

Each VisiCom message is accompanied by a distinct 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 messages.

For example the receptionist could have a unique tone not assigned to anyone else, doctors and nurses could have unique individual 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 tone sounds. Hold down the MENU button (with

the musical note) for 3 seconds to activate the sound demonstration mode. In demonstration mode, Person button 1 produces tone 1, Person 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 chose one of the eight tones you want to announce all messages and set that option on Menu number 6. This function is detailed in an instruction sheet entitled VisiCom 4000 Tone Programming and can be found under What's New at [www.visicom.net](http://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 other VisiCom functions.

## CUSTOM OVERLAYS & LABELS

VisiCom 4000 offers simplicity with the total versatility of complete customization. The units feature a clear top layer sheet with staff initials, distinctive colors and room locations printed on it. Designed for dentistry, this overlay will withstand countless daily cleanings, yet remain new-looking. The secret...the names are printed on the back of this thin, clear material, so the ink is printed indelibly. The sheet sits on the top of the unit and is held firmly in place by a removable, clear plastic retaining ring. Customized labels are available, as well. The custom labels show the names correlated with the initials and colors used on the top row buttons. VisiCom trial units are customarily pre-configured with standard overlays showing all the default settings. The custom labels and overlays are available for order at [www.visicom.net](http://www.visicom.net), by completing the enclosed form, or by contacting your VisiCom Customer Service Representative.

## FRONT PANEL RESET

The button to the right of the MEET AT button, although not labeled, is a unit reset button and has the same effect as unplugging the unit; that is, all messages are cancelled and unit operation is fully re-initiated. This may be useful in circumstances where the unit has failed to perform properly. Such a condition may 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. NOTE: Resting (or re-powering) the "Coordinator" unit causes a system-wide reset and all messages will be deleted.

## FUNCTION MENUS

VisiCom programmable settings are available through a series of menus accessed by pressing the MENU button. The menu chart

provided in the online VisiCom User's Guide is no longer valid. Please refer to the Programmable Feature Summary on the back cover of this User's Guide Supplement for a directory of the available functions in VisiCom 4000 units.

## CHECK-IN/CHECK-OUT

Upon checking into a room, the staff member's LED on the color display bar changes from blinking to solid. In order to make use of the color bar and establish your location, you must check-in each time you enter a room by pressing the ROOM button below your flashing LED. There is no need to check-out; when you check into the next room, VisiCom automatically checks you out wherever you were previously checked in. However, if desired, you may manually check out by pressing the check-in button a second time.

## STAFF LOCATOR/STATUS

Using the new VisiCom at-a-glance feature, staff members can be quickly located by observing the position of their solidly lit LED. VisiCom 4000 also allows a user to see all calls to a particular person, or for a particular room. To view all calls for a particular person, press the STATUS button and then the Person button you would like to learn about. All pages for that person will show in the LED color bar by displaying the appropriate LED color above all rooms that person is being called to or checked into. To view all calls to a particular room, press the STATUS button and then the Room button you would like to learn about. All pages will show in the LED color bar by displaying the colored LED under each person being called or checked into that room. Normal operation will resume after about 10 seconds or you may press the CLEAR button to return to normal operation when you have finished using the status function.

## BUTTON-PRESS TONE

Whenever any one of the VisiCom buttons is pressed, a brief "doink" 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.

## RECEPTION DESK

A specialized unit for the reception desk is not needed in VisiCom 4000 systems. Any Transceiver unit can be programmed to announce patient arrivals and phone calls by programming bottom row buttons for Pt and Ph. Rather than a room number, the unit at the front desk may also be programmed to transmit the specialized code Fd.



# WALL ROUTER

- SMALL FOOT PRINT
- NO WIRES
- INVISIBLE OPERATION

VisiCom 3000 and VisiCom 4000 Transceivers offer state-of-art wireless communications featuring mesh network technology. Every Transceiver also acts as a repeater, and radio signals are retransmitted from Transceiver to Transceiver. One Transceiver, designated the "Coordinator" acts like a traffic director managing all radio communications and should be situated centrally among all the Transceivers.

When communication difficulties are encountered, one or more "Wall Routers" (radio boosters) will overcome even the most severe challenges. Generally, one Wall Router is sufficient in most situations. Communication difficulties may be encountered if:

- Any one Transceiver is situated more than fifty feet from the next closest Transceiver.
- The facility spans multiple floors.
- Obstacles exist such as firewalls or walls with imbedded mesh wire (such as chicken wire) or walls filled with metal pipes that can block radio transmissions.

In new installations, radio communication commences once the "Coordinator" is powered up. Upon powering up, all other units seek communication with the "Coordinator" and display the blinking "RF" message until they have been logged-in by the "Coordinator". This log-in process can take up to 10 minutes the very first time a network is started. If the "RF" message persists beyond that, the Transceiver showing "RF" is too far from, or otherwise unable to make contact with, the "Coordinator". Contact your VisiCom Customer Service Representative at 1-800-228-3400 (outside US 402-734-4900) if you have a persistent "RF" display. The representative will ask for a floor palnsketch of the layout of your facility, so please prepare one before you call.

In some cases, problems may be addressed by repositioning the "Coordinator" or by other methods, but in most instances a VisiCom Wall Router or two will be needed to deal with challenging radio environments.

Menu #	Feature	Description	Display icons	Available options	Default setting	Shared settings approach		Teach button combination	* Learn button combination
						Automatic or Manual	Single or Group		
1	Button press tone	Selects whether a short tone is sounded as each button is pressed	↑	Enable tone	↑	M	S	MEET AT, CLEAR	-
			↓	Disable tone					
2	Communications Mode	Communications channel to use	0 1 2	0=Radio only 1=Hardwire 2=Bridge mode	0	M	S	MEET AT, CLEAR	-
3	Auto-clear message (with badge)	If badges are in use, selects whether badge presence causes automatic check-in	↑	Auto clear	↑	M	G	CLEAR, NEXT, top 4	CLEAR, NEXT, bottom 4
			↓	No auto clear					
4	Room numbers or room letters	Select room codes from <b>1 to 26</b> , or <b>A to Z</b>	↑	Room numbers	↑	A	S	-	-
			↓	Room letters					
5	Master chime on/off	Turns chimes on or off	↑	Chimes on	↑	M	S	MEET AT, CLEAR	-
			↓	Chimes off					
6	Master chime setting	Choose chime setting that applies to <b>all</b> person codes	#	Numbers 1 to 8, or 0 (silent)	4	M	G	CLEAR, NEXT, top 4	CLEAR, NEXT, bottom 4
7	Personal chimes settings	Choose individual chime settings that apply to each person code	→	Numbers 1 to 8, or 0 (silent)	4	M	G	MEET AT, CLEAR	CLEAR, NEXT, bottom 4
8	Rechiming (2-press) on/off	Repeat chime tone each time a priority message is displayed	↑	Rechime on	↑	M	S	MEET AT, CLEAR	-
			↓	Rechime off					
9	Long-key-press setting	Control function that applies when a keyboard key is held for 2 seconds	0 1 2	0=Chime restriction 1=Total restriction 2=Manual login	2	M	G	CLEAR, NEXT, top 4	CLEAR, NEXT, bottom 4
10	Message crawl on/off (only with total restriction)	In total-restriction mode, message scrolling control	↑	Show all messages	↑	M	S	MEET AT, CLEAR	-
			↓	Show earliest message					
11	Sort messages by <b>person</b> on/off	Sort by provider, or display in as-ordered sequence	↑	Sort by provider	↑	M	S	MEET AT, CLEAR	-
			↓	Display as received					
12	Badge sleep setting	If badges are in use, controls timing of verification	#	Numbers 1 to 10 1=most rapid 10=least rapid	5	A	S	-	-
13	Message diagnostics on/off	Shows a room id with an arrow on any missed messages	↑	Enable diagnostic	↓	M	S	MEET AT, CLEAR	-
			↓	Disable diagnostic					
14	Top row → program initials	Assign any character from A to Z to each top-row button	↑	Ph, Pt, or Pd and letters A to Z (for numbers 1 to 26)	<b>A to H</b>	A	S	-	-
15	Bottom row → program room numbers	Assign room numbers to bottom row buttons	↓	Ph, Pt, or Pd and numbers 1 to 26 (or letters A to Z)	<b>1 to 8</b>	M	S	MEET AT, CLEAR	-
16	Program color assignments	Assign individuals various LED colors	↑	Assign colors 1 to 8, or 0	↑	A	S	-	-
17	*Accept system-wide program settings	Set a unit in isolation mode and disregard shared settings	↑	Accept only automatic settings	↓	M	S	MEET AT, CLEAR	-
			↓	Accept all settings					
18	Show undisplayed messages using the right-most LED	Indicate by lighting the right-most LED there are undisplayed messages	↑	Use right-most LED	↓	M	S	MEET AT, CLEAR	-
			↓	Right-most LED normal					