

# SmartLink “SmartWire” Dual NurseCall

*“The only real choice when it comes to safety, security and peace of mind”*



## Hard Wired & Wireless Dual TWR Technology Combined

- Hard-Wired / Wireless combined Nurse Call system
- Wireless & Hardwired seamlessly interacting all on the same bus
- Supports Smartlink TWR wireless spread spectrum long-range technology devices
- Compatible with all Smartlink TWR wireless devices, Bluetooth Fall & Vibration pendants, Blow switches, Wireless call points, wireless smoke detectors and interfaces, PIR inactivity detectors etc
- 500 call points per master controller / up to 4000 hardwired and or wireless devices combined
- Five call types (Emergency, Staff Assist, Patient Call, Wet Area call, Nurse presence)
- Complies with Australian Hard-Wired Nurse Call Standard AS3811 and wireless devices AS4268.2012
- Continuous bus monitoring and diagnostics (watchdog)
- Audio and visual indication
- Standard 12VDC supply
- Automatic escalation (if selected) per device or call point that allow single intelligent call points/ Wireless devices to do the job of three separate call points
- Digital Display Units (DDU) that may be zoned with the use of Display Controller Interfaces as well as LCD monitors screens
- Common corridor Light setup on call points allows a single call point to activate all attached corridor lights

## Safety/Redundancy 1

The total wiring bus and all the individual call points are continually monitored and watchdog polled for a response every few seconds. If for any reason the main bus fails or goes off line from the computer then the maintenance department is instantly notified and a message automatically sent to any maintenance pagers, GSM phones and or internet addresses nominated.

## Safety/Redundancy 2

All individual call points are also intelligent and constantly monitored by the master controller unit all across the bus. This eliminates the need for controllers on the system allowing for a far superior safety net redundancy feature. The older types of systems that use controllers have a distinct disadvantage that if a controller becomes faulty all the call points connected to it will also cease to operate (Normally between 16 & 32) whereas if a SmartWire intelligent call point went off line or was disconnected it will only disable that particular call point.



## Safety/Redundancy 3

Disconnecting any intelligent call point or points from the system will also instantly raise a "Device Disconnect" message on the monitoring software allowing for far greater scrutiny of the total nurse call system at all times increasing operational safety. When the call point or points are reconnected the error message will automatically be cancelled and notify the appropriate entity.

## Safety/Redundancy 4

If a cable cut occurs anywhere on the system the software will indicate the nearest operational call point still in operation so cable failure can be instantly located to allow for a far quicker diagnostic prognoses of the affected area. This also allows for a quicker response time to locate and rectify the problem.

## Safety/Redundancy 5

All alarm calls are stored and buffered in the master unit's memory at all times. In the event that the link between a PC and a master unit is broken (Computer maintenance, fault etc.) the system will continue to operate as a standalone system with a unique

memory storage capability. When the connections are re established all previous individual stored and buffered alarms (Including all cancelled alarms) are instantly transmitted to the software and the current state of all call points displayed on screen. This effectively means that no past or present events are ever actually lost as in other systems allowing for full accountability across the board.

## Safety/Redundancy 6

The master unit constantly monitors the master supply voltage. When voltage levels drop below 9.5V it will report a low power alarm warning from the master to the monitoring PC. This is extremely useful at installation to ensure that the system is not inadvertently overloaded and that correct power supply loads are present and adequate to hold up the system at all times. It is also important with the use of a UPS as the software will also alert maintenance if system backup power is faltering in operation due to loss of mains power and approaching possible critical operational failure unless power to the UPS is correctly restored.

## Safety/Redundancy 7

The SmartWire MKII Nurse Call system can function independently with or without the presence of monitoring software. So in the event that the monitoring computer malfunctions the hard wired nurse call system will still operate as a standalone system on its own.

## Safety/Redundancy 8

In the event of a master unit malfunction the corridor lights and sounders will still operate and be fully functional as they operate on a separate bus.



## Safety/Redundancy 9

SmartLink's unique Nursecall monitoring platform (SmartCare) also incorporates a special redundancy logic feature that has the unique capability of determining probability of potential inert malfunctions. This feature allows the user to insert probable call frequencies from one to seven days on any or all call points nominated. If no call has been received from a particular call point (It may be a high traffic point) within the specified time then a call will be sent to maintenance to check the operation just as a precautionary measure.

## ADDITIONAL FEATURES

1. All Call points are back lit and use the special AutoTex AM antibacterial coatings allowing for easy cleaning as well as bacterial protection.
2. Escalation Type call points if required allow a single intelligent call point to do the job of three separate call points by escalating from one type of call to the next depending on the situation (Call, Staff assist, Emergency) with the appropriate indication light on the call point indicating what level of call has been reached.
3. If no patient bedside push set plug is inserted into an intelligent call point on power up it will automatically ignore the blank socket. When a push set is actually plugged in for the first time it will then automatically start monitoring the connected push set. This eliminates the need for unsightly blank plugs to be left in when a bedside push set is not required or in use.
4. Digital Display Units (DDU) may be zoned with the use of Display Controller Interfaces on the master as well as anywhere across the bus. Messages are easily and quickly programming into the display controllers using a HyperTerminal across the whole system.
5. One system can utilise 4000 Call points using up to 8 SmartWire master controllers with individual call point ID. This can be increased up to 10,000 upon special OEM request. This has the added advantage of multiple redundancy paths in case of individual master damage.
6. Compliant with Australian Standards AS3811 for Hard Wired Patient Alarm Systems
7. External devices such as Dementia Profilers, Alarm systems, Door bells, Video intercoms etc. can all be easily connected to a Type A call point to activate any selected appropriate call.
8. Common corridor Light setup on call points allows a single call point to activate all attached corridor lights
9. With the use of our special Addressable Display Control Modules (ADCM's) that can control and convert RS232 to RS485 to be able to run up to 32 intelligent independent SmartLite Displays which can be driven from a single SmartWire Master unit if required up to a distance of 1 km.
10. Last but not least SmartWire has another unique capability of easily connecting additional call points anywhere across the total installation without the need to go back to the master. By just simply connecting a wire to the nearest call point you can start wiring multiple additional call points from that location. once powered up the master will start to instantly recognise these and ask what description is required. It's really that simple allowing for an extremely versatile system for maintenance, additions and service.



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