

Product: Ascom UNITE Medamax Gateway

Purpose: Configuration Guide for Rauland Responder IV Nurse Call Integration

Date: April 10, 2009

Integration of Rauland Responder IV Nurse Call Systems with UNITE Medamax Gateway

Introduction

This document outlines the necessary steps and guidelines to optimally integrate the Ascom UNITE Medamax Gateway with Rauland Responder IV Nurse Call Systems.

This guide should be used in conjunction with the appropriate vendor configuration guide(s) and is intended for someone knowledgeable on the configuration of Rauland Responder IV Nurse Call and Ascom UNITE systems.

The steps, screen shots, and command line syntax depicted throughout this document are based upon Ascom Medamax Gateway software version 2.20 and Rauland Responder IV Nurse Call Systems with ESM application.

Product Summary and Network Topology

Manufacturer	Rauland Responder IV
Manufacturer products	Rauland Responder IV with NCDATA and NCTLI
Physical interface method	RS232 with 9600, 7, E, 1, no flow control
Protocol	TAP 1.8
UNITE Product	T942SI-TAP with Medamax Gateway (SW version 2.20)

Application Note

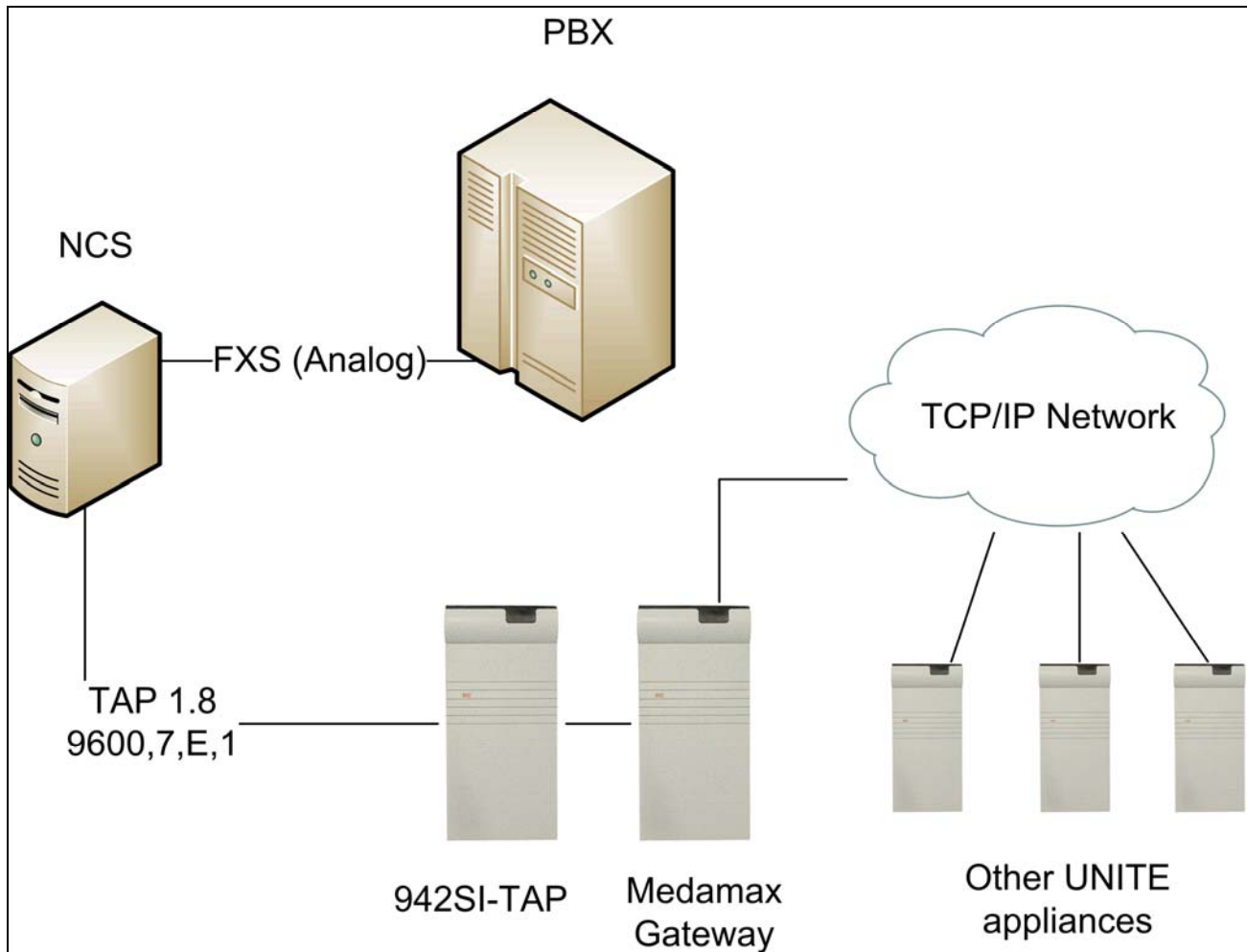
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Models verified are:

Rauland Responder IV with NCDATA and NCTLI

For further details, please refer to the configuration and installation manual of the Rauland Responder IV Nurse Call system.

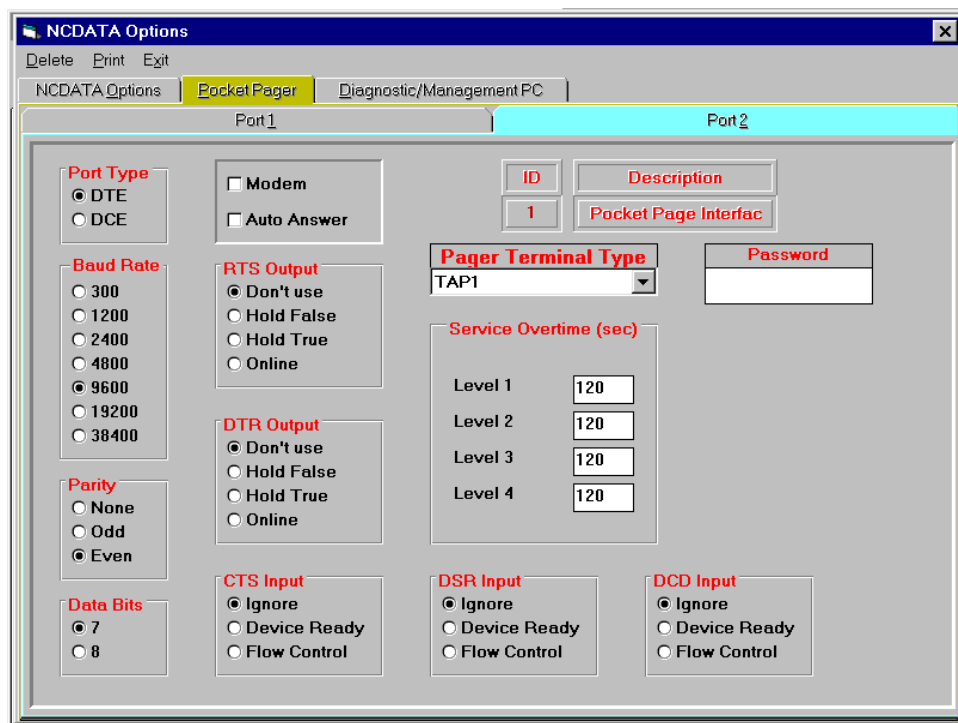
Rauland Responder IV Nurse Call Configuration

This section provides a detailed description of the recommended settings and configuration requirements for the components involved in this application.

RAULAND RESPONDER IV REQUIREMENTS – CUSTOMER SITE SCENARIO

Note: Please contact Rauland Tech Support for further details and information.

- The Rauland Responder IV X-bus software and Nurse Call Command Center (i.e., Nurse Call Touch Screen Master [NCTSM] and/or Nurse Call LCD [NCLCD]) must be at revision 6.00 or higher.
- The NCDATA pocket page port configuration must be set as follows (PORT 2):

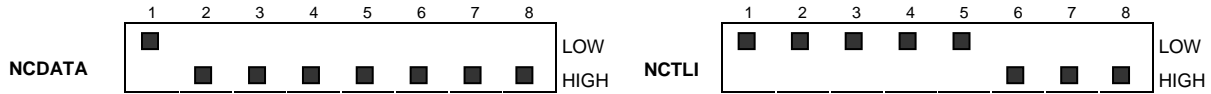


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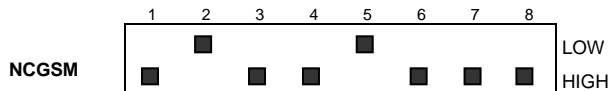
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- The Rauland Responder IV X-bus software and Nurse Call Command Center must be at version 6.00 or higher.
- Ensure that the NCDATA and NCTLI dipswitches are set correctly (see below).



- Ensure that the NCGSM dipswitches are set correctly (see below).



For further details, please refer to the configuration and installation manual of the Rauland Responder IV Nurse Call system.

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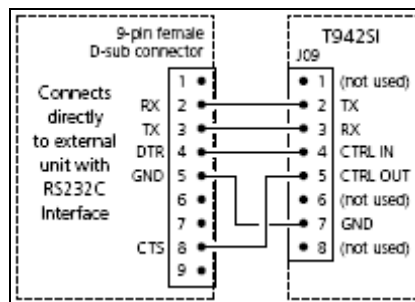
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Ascom UNITE Configuration

942SI-TAP

The 942SI-TAP appliance provides a TAP 1.8 compliant inbound interface to the Medamax Gateway.

1. Connect the Rauland Responder IV Nurse Call computer to the 8-pin modular connector J09 on the 942SI Serial Interface according to the applicable drawing below.



2. Connect the 942SI-TAP appliance to the Medamax Gateway via the System 900 bus. Make sure to set an appropriate module address with SW01 on the 942SI.

Medamax Gateway

The Medamax Gateway, a component of the Ascom UNITE Messaging Suite, enables the integration of the Rauland Responder IV Nurse Call Systems (NCS) with on-site wireless communication systems, wide-area paging carriers and short messaging service enabled cellular providers.

System 900 configuration

1. Navigate to the Medamax Gateway administration interface (<http://xxx.xxx.xxx.xxx/admin>) and click on the System 900 interface link.
2. Set the *Bus Operating Mode* to "A-bus without Central Unit" and set the *Number of digits in call number* to the number of digits (extension length) received from the external system (e.g. 1234, set value to 4).

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System 900 Interface

Bus operating mode	?	A-bus without Central Unit ▼	Previous
Module priority (*)	?	3 ▼	Factory
Number of message transmissions (*)	?	2	
Configuration of parameters below ?	?	Automatic ▼	
Number of digits in call number (**)	?	4 ▼	
Prefix and call number range (**)	?	FFFFFFFF	
* = Only valid when 'A-bus with Central Unit' is selected			
** = Only manual configuration			
Send module status from A-bus to Unite?	?	Yes ▼	
Call Diversion Display Text	?	Disabled ▼	
		To: %	
View advanced parameters			
Activate		Cancel	

Restore Default Configuration

1. Navigate to the Medamax Gateway web administration page (<http://xxx.xxx.xxx.xxx>) and click the advanced button and then click the Backup/Restore link.
2. Click the Browse button and select the default Medamax Gateway configuration database for Rauland Responder IV. Now, click the Restore button.

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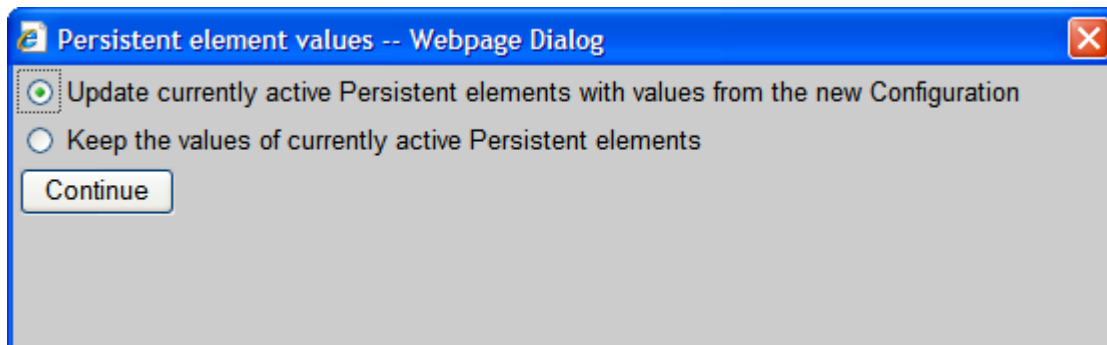
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Rauland Responder IV Event Handler Configuration Overview

The default configuration includes the following elements:

Event Element Name	Event Element Description
[local]bed	The bed parsed from the room if the message came from a semi-private room. Otherwise, this is not used.
[local]body	The body text received from the Nurse Call system. For example, "101 Normal".
[local]destination	The destination (aka extension) that is received from the third party system, which designates the device that shall receive the notification event.
[local]msg type	The type of message which is determined if the message received is a 'Private' or 'SemiPrivate' message for callback into the room.
[local]room	The room number parsed from the body text which is used sending the DTMF to callback into the room.
[persistent]hunt group	The hunt group number to callback into the Nurse Call system. This needs to include the pauses.

If you use the default database or something close to the default database in the Nurse Call system, there only needs to be one change in the Event Handler Configuration. The persistent element named 'hunt group' has XXXXPPP. This will need to be changed to the hunt group number setup in the PBX with the number of Pauses needed before sending the DTMF of the room. After the change has been made, press the 'Activate configuration' button, select 'Update currently active Persistent elements with values from the new Configuration', and click 'Continue' button in order for the change to the persistent element to take affect.



The typical setup for a private room in the Nurse Call system is "101 Normal" where 101 is the room. The Nurse Call system uses 101#2 to callback back into that pillow speaker. The Nurse Call system uses 101 to callback back into that pillow speaker for the private room. The typical setup for a semi-private room in the Nurse Call system is "101:2 Normal" where 101 is the room and 2 is the bed. The Nurse Call system uses 101#2 to callback back into that pillow speaker for the semi-private room which is formed in the Action Configuration. The local element named room will parse the room number from the beginning of the body message to the first space in the body message using the

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following definition `<[in]Message/:Body,separator,1,1,[]>` which could include the bed if the message received is a semi-private room (eg 101:2, 301, etc). This is found in the Event Triggers folder. If the room has ':' in it, the bed is extracted out from the message in the Delay Action called 'Semi-Private Room'. The room will be passed to the Task Assignment by taking the first set of 1 or more digits using the following definition `<[local]room,regex,1,1,[0-9]+>`. This will take care of the following examples of room-bed formats in the message: 101, 102:1, E1021, W10:2, 12345, 110W, etc.

If the room is different than the format above or the dial back string is different for the room, one way to accomplish this is by using a translation table. Other ways can be discussed with an Ascom engineers by calling Technical Support.

Rauland Responder IV Action Configuration Overview

The default configuration includes the following event elements:

Action Name	Priority	Beep Code	Action Description
Normal IM Callback - Private	Normal	5 beeps	This is an Interactive Message that is sent to the destination defined by the Nurse Call system for a Private room.
Normal IM Callback - SemiPrivate	Normal	5 beeps	This is an Interactive Message that is sent to the destination defined by the Nurse Call system for a Semi-Private room.
Low Message	Low	3 beeps	This is a Normal message that is sent to the destination defined by the Nurse Call system.
Normal Message	Normal	5 beeps	This is a Normal message that is sent to the destination defined by the Nurse Call system.
High Message	High	10 beeps	This is a Normal message that is sent to the destination defined by the Nurse Call system.
Alarm Message	Alarm	Siren	This is a Normal message that is sent to the destination defined by the Nurse Call system.

NOTE: Normal message is a message that displays on the handset with 'Delete' and 'Close' or 'Exit'. There is no data sent back to the Medamax with the Normal message. Interactive Message is a message that defines softkeys and can be setup to connect/disconnect a call, send data back to the Medamax, etc.

The 'Normal IM Callback - Private' action is setup with 'Talk' and 'Close' softkeys on layer 1. The 'Talk' key is setup '<! Hunt Group><! Room>' as the dial digits. After pressing 'Talk', keys 1, 2, 3, and

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4 are setup to send DTMF for those defined keys and there is a 'Release' to disconnect from the room then the call on layer 2.

The 'Normal IM Callback - SemiPrivate' action is setup with 'Talk' and 'Close' softkeys on layer 1. The 'Talk' key is setup '<!Hunt Group><!Room>#<!Bed>' as the dial digits. After pressing 'Talk', keys 1, 2, 3, and 4 are setup to send DTMF for those defined keys and there is a 'Release' to disconnect from the room then the call on layer 2.

There is no need to make any changes to this section unless the following is not desired, there is something different than the default database, or the Duty Assignment is being used by the Medamax. Please consult with an Ascom engineer by calling Technical Support to determine other ways outside the normal setup.

Rauland Responder IV Event Assignment Overview

The default configuration includes the following event elements:

Event Element Name	Event Element Description
Bed	The bed parsed from the room if the message came from a semi-private room. Otherwise, this is not used.
Body	The body text received from the Nurse Call system. For example, "101 Normal".
Destination	The destination (aka extension) that is received from the third party system, which designates the device that shall receive the notification event.
Msg Type	The type of message which is determined if the message received is a 'Private' or 'SemiPrivate' message for callback into the room.
Room	The room number parsed from the body text which is used sending the DTMF to callback into the room.
Hunt Group	The hunt group number to callback into the Nurse Call system. This needs to include the pauses.

The triggers for the above actions are as follows:

Action Name (Event)	Trigger
Normal IM Callback - Private	When Body has: Normal When Msg Type is: Private
Normal IM Callback - SemiPrivate	When Body has: Normal When Msg Type is: SemiPrivate
Low Message	When Body has: everything else but what's defined in other triggers (eg canned messages, etc)
Normal Message	When Body has: Out
High Message	When Body has: Bath, Bed Exit, Shower, Staff Assist, Toilet, Tub Stat, or STAT
Alarm Message	When Body has: Code Blue

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Customize Web Interface

The Medamax Gateway web administration interface can be customized to reflect the Medamax Gateway name convention allowing administrators to easily associate this UNITE appliance with its integrated function.

1. Navigate to Medamax Gateway web administration page (<http://xxx.xxx.xxx.xxx>) and click the advanced button and then click the Set Language link.
2. From the drop down box, select "English-Medamax and click the Set Language button.
3. Next, with an FTP client (i.e. Windows Explorer), navigate to <ftp://xxx.xxx.xxx.xxx> and open the xgatestart folder. Replace the original index.html file with the Medamax Gateway specific index.html file.

Related Documents

Installation Guide, Serial Interface T942SI	TD 90927GB
Installation Guide, ELISE2	TD 92232GB
Installation and Operation Manual for XGate	TD 92338GB
User Manual for Administration, XGate	TD 92364GB
Programming Guide for Event Handler	TD 92329GB

Additional Information

If you have any questions or need additional information, please contact Ascom Technical Assistance Center at 1-877-71-ASCOM, option 3.