

April 22, 2003

Log #: TSB-0326

9p23 SMS Dial-tone Delay Settings for Advanced Nurse Call Applications

Overview

This Technical Service Bulletin will address the Short Messaging Service (SMS) *waiting for dial-tone* pause time which can now be set in the 9p23 Portable Telephone with software release R2A or higher.

As improvements and enhancements are made to the 9p23 Portable Telephone (PT) in the form of software updates, certain menu settings and parameters are subject to change from one software release to another. One such change is that the Advanced Nurse Call System Integration (ANCSI) syntax *wait for dial-tone* pauses can now be set in the handset starting with 9p23 software release R2A. Because this setup may differ from PT to PT and because the necessary *wait for dial-tone* pauses/delays may already be provisioned with system parameter settings, there is a need to understand any potential compatibility issues and the necessary maintenance.

For ANCSI systems that are currently using peripheral applications to schedule, distribute and manipulate text messaging and the associated patient call set-up provisions, a 9p23 running software R2A will need to be configured to *wait for dial tone*. This is done in the Administrator Menu and the specific procedures and guidelines for initiating these settings are included in this bulletin.

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Background

When the Freeset DCT1900 system is configured for Advanced Nurse Call System Integration (ANCSI), *wait for dial-tone* pauses are embedded in the text messaging syntax to accommodate the necessary call set-up time specific to various Nurse Call Systems. The dial string pauses/delays are set in the proprietary ANCSI syntax with a third party application such as the Emergin Wireless Office Alarm Messenger program or an encoded Micro-Logic RS485 box by inserting “-” in the call back string.

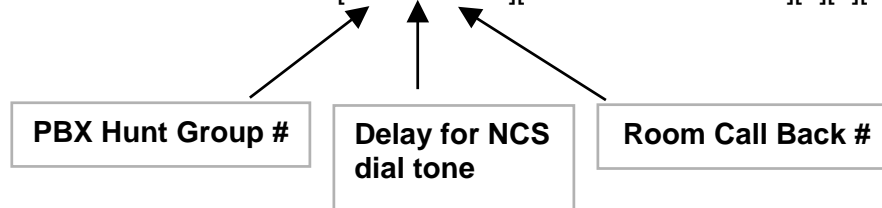
The Advanced Nurse Call System Integration (ANCSI) syntax predefines wireless handset button mapping with the delivery of a text message.

The actual button mapping is set as follows:

“NCS Message” <![CALL][BACKUP][1][2][3][4][5][6][RELEASE]!>

A working example of this message syntax is as follows:

201:1 Normal <![1234--201:1][1234--201:1-3-*9-X][1][2][3][4][5][6][*9-X]!>



The wait for dial-tone pause with R1x was set by a three second delay for each (-) inserted between the PBX hunt group number and the room dial back number. The numbers of such pauses vary with each integration depending on the required call set-up time. The pause allows for the call to set-up before the remaining digits are delivered for the room number.

9p23 SMS Delay Setting

To set the SMS delay time in a 9p23 running software R2A or higher you must activate the Administrator Menu and change the settings as indicated below:

With the PT powered up and in idle state:

- Enter **266344** and then press the scroll down arrow key after which **ADMINISTRATION MENU ACTIVE** will appear.
- Use arrow key to scroll and select **SETTINGS**.
- Select **ADMINISTRATION** under the Settings menu
- Select **SMS DELAY**
- Select either the **BELL** (a.k.a., wait for dial-tone), **1 SECOND** or **3 SECONDS** and then **CONFIRM**

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9p23 SMS Default Settings

With 9p23 Software Release R2A the default SMS delay setting is 1 second. Other options are 3 seconds and *wait for dial-tone (the "BELL")*. The default SMS delay setting for a 9p23 running R2B or higher software is *wait for dial-tone*.

The default setting will vary from one software release to another so be sure contact Ascom Technical Support or Channel Management if you are unsure.

Current 9p23 SMS Default Setting and Associated Release:

- R1A. No configurable SMS delay (fixed at 3 seconds for each "-")
- R1C. No configurable SMS delay (fixed at 3 seconds for each "-")
- R2A. 1 second delay for each "-"
- R2B or higher. *Wait for dial-tone*

When mixing handsets running different software revisions you must be careful to ensure that you do not create an incompatibility condition. We recommend that each site run a consistent revision on every handset deployed. If you have any questions or concerns, please call Ascom Technical Support at 877-71ASC0M.