

Date: November 11, 2003

Log #: TSB-0332

## Nurse Call Integration with PBX Disconnect Supervision

### Background

This bulletin pertains to the programming of the syntax used for the 9p23 Medic 'Backup' soft key option in an Advanced Nurse Call Integration. Specifically, it addresses the use of proprietary nurse call disconnect sequences (i.e. '\*9', '##') in combination with the Ascom proprietary disconnect sequence '-X' when integrated with PBX's that support disconnect supervision.

The following typical ANCSI 'Backup' syntax defines the area of topic.

#### [HUNT-ROOM-SERVICE-DISC-X]

Where:

**HUNT** - is the Hunt Group number used to connect to the nurse call system.

**ROOM** - is the room/bed number that generated the page.

**SERVICE** - is the predefined service applicable for the 'Backup' option.

**DISC** - is the proprietary disconnect sequence for the particular nurse call system (i.e. '\*9', '##')

**-X** - is the Ascom proprietary sequence used to prompt the handset to return on hook.

Applicable Ascom components:

9p23 Handset with R2D software or higher.

### Impact

The 9p23 handset with R2d software is programmed such that if it detects that a call sequence between the handset and a nurse call system is interrupted for any reason, it should respond by redisplaying the message and resetting the message to the state that it was when it was received, so that a rapid reconnection is possible.

In the scenario defined above, the 'Backup' sequence is dialed to the Nurse Call system; when the Nurse Call system receives the DISC sequence (defined above) it initiates a disconnect. On systems that do not support disconnect supervision this will only cause a disconnect from the Nurse Call system to the PBX and the PWT handset will be left in the ongoing call state until the '-X' sequence (defined above) is identified and processed, causing the handset to go back on hook and return to an idle state.

However, on systems with disconnect supervision the disconnect initiated by the Nurse Call system is transmitted all the way back to the PWT system and causes the handset to disconnect as well. This scenario is interpreted by the PWT handset as a failure due to an early termination of the syntax. The handset expected to have had to provide its own disconnect based on the presence of the '-X' in the sequence.

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The outcome of this failure will be that the original message will be redisplayed on the handset immediately. This message can then only be properly cleared by, calling back to the room using the 'Talk' soft key and following the regular disconnect sequence, or by pressing the 'Scroll to Close' key momentarily.

## **Change Procedure**

The Solution for this problem is to omit the Ascom proprietary disconnect sequence '-X' following the Nurse Call system DISC sequence from the 'Backup' syntax provided to a handset that is integrated with a PBX that supports and has disconnect supervision enabled.

This modification can be performed by editing the syntax at the point of creation to remove the '-X' sequence from the syntax in the second set of brackets '[' ]' housing the 'Backup' option syntax {i.e. Emergin Alarm manager or Micro Logic)