

## Fault finding, trouble shooting & diagnostics screen.

Before fault finding can start the basic understanding of the system needs to be clear:-

- **All call points** inclusive of door contacts, neck pendants, room units **are transmitters (they talk)** they transmit their own unique number consisting of a house code and unit number. A House code can be thought of as a zone number, a unit number is an identifying number to each call point. For example  
 Bedroom 1 = House Code 011 unit number 001  
 Bedroom 2 = House Code 011 unit number 002  
 Lounge = House Code 011 unit number 801
- **All display panels are receivers (they listen)** they respond as they are programmed to do so as the above example if they receive a normal call type 'C' from House code 011 unit number 001, then the display panel will show Bedroom 1 if it has been programmed to do so.
- **Signal boosters/repeaters** (Rtx's) are used when a Medicare nurse call system is spread out over a building or site which exceeds the range of a call point alone. Rtx's are used to ensure that a complete radio footprint of the systems parameters exist, they simply ensure that if a call point is transmitting (talking) then the message or code is bounced around the complete building footprint so that all the display panels can receive (listen) to the active call and respond as programmed to do so.
- **Pagers** are receivers (they listen) to a paging transmitter (which talks) the paging transmitter will be driven from a Medicare nurse call panel located within the building, the paging transmitter is the interface between the Medicare nurse call system and the pagers that are used around the building or site.

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### Issue 1. A call point does not work (transmit)

Steps.

1. Take the call point near to a display panel and activate a normal call (press the orange button). Did the display panel show the call? If yes go to step 4 if no go to step 2.
2. Is there a visual light or audible buzzer coming from the call point when the normal call button is pressed (orange button) If no, change the batteries for new ones and return to step 1 if yes proceed to step 3.
3. On the display there is a DIAGNOSTICS feature to check that the call point has the correct house code and unit number. (You will need to know the desired codes to go any further with this process.)  
 On the display panel when no other calls are active press the MENU button, then press the DIAGNOSTICS button, then press the numbers 4313 to enter the code.

Within the DIAGNOSTICS screen, press the Reset button on the call point that you are trouble shooting. The code of the call point will show on the screen like the below:-

HC: 23 ID: 1 IR: 0 R  
HC: 23 ID: 1 IR: 0 R

**WARNING ALL THE ACTIVATED CALL POINTS WILL ALSO SHOW ON THIS SCREEN. PLEASE ENSURE THE CORRECT CODE IS IDENTIFIED TO THE CALL POINT THAT YOU ARE TROUBLE SHOOTING.**

As above the device shown is HC: 23 (house code 023) ID: 1 (unit number 001) IR: 0 (can be ignored in trouble shooting) R = reset button,

Note that a 'R' would show for a reset (grey button) a 'C' would show for a normal call (orange button) a 'E' would show for an emergency call (red button) a 'P' would show for an attendance button (green button) or an 'A' would show for an assistance button (yellow or blue button dependant on equipment range)

If the code identified and displayed is not the correct code for the call point that you are testing please recode the device. Either using the correct section within this manual or visit [www.medicare systems.co.uk](http://www.medicare systems.co.uk) to view the training videos in the support section (spanner icon) once completed return to step 1.

4. Do not cancel the call point, return the call point to the installed location and reset the call point once (grey button) leaving the call point in the room walk back to the display panel to ensure that the call point has cancelled. If yes the call point is healthy, if no then there is a range issue see range issue below in Issue 2.

**Issue 2. Range issue, the call point will work near the panel but not from the room where it is used.**

Steps

1. Replace the batteries within the call point for new ones if not already done so.
2. Check that the HTM4031 Rtx Signal booster/repeater within the relevant area has not been unplugged.



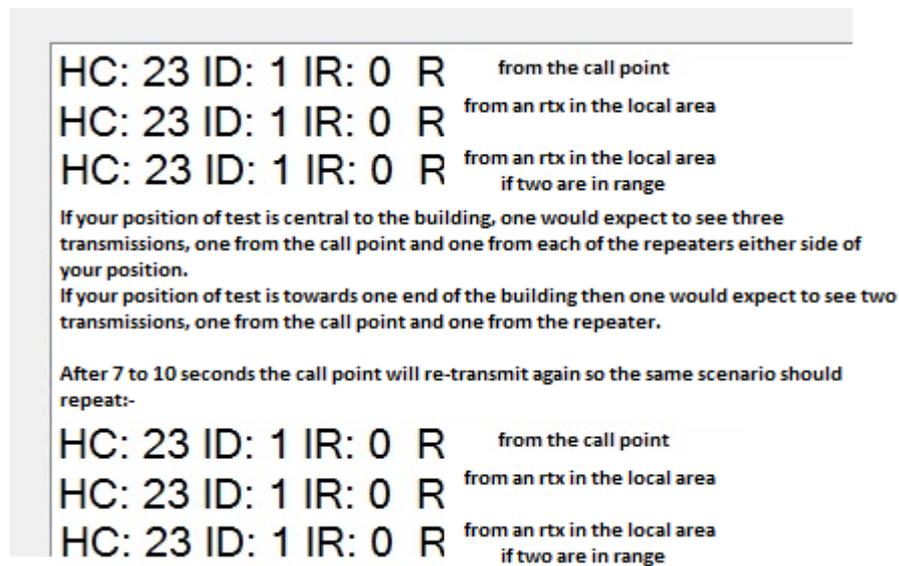
Head Office & Repairs Centre: Medicare Systems Ltd, Jade house, 87-89 Sterte Avenue West, Poole, Dorset BH15 2AL

T: 0800 849 5123 [www: medicare systems.co.uk](http://www.medicare systems.co.uk)

To test the Rtx you will either need a signal strength meter to monitor the output and radio activity. If you don't have one then you can use the diagnostics feature on the display panel and count the transmissions from a call point. (The transmissions should match the number of repeaters in the local area)

On the display panels there is a DIAGNOSTICS feature to monitor radio activity. On the display panel when no other calls are active press the MENU button, then press the DIAGNOSTICS button, then press the numbers 4313 to enter the code.

Within the DIAGNOSTICS screen, press the Reset (grey button) on any call point. The code of the call point will show on the screen as below. Note two transmissions are sent direct from the call point you have just Reset, if there were two repeaters in your near location you would expect to see the same code four times, twice from the call point and once from each of the repeaters in range.



HC: 23 ID: 1 IR: 0 R from the call point  
 HC: 23 ID: 1 IR: 0 R from an rtx in the local area  
 HC: 23 ID: 1 IR: 0 R from an rtx in the local area  
 if two are in range

If your position of test is central to the building, one would expect to see three transmissions, one from the call point and one from each of the repeaters either side of your position.  
 If your position of test is towards one end of the building then one would expect to see two transmissions, one from the call point and one from the repeater.

After 7 to 10 seconds the call point will re-transmit again so the same scenario should repeat:-

HC: 23 ID: 1 IR: 0 R from the call point  
 HC: 23 ID: 1 IR: 0 R from an rtx in the local area  
 HC: 23 ID: 1 IR: 0 R from an rtx in the local area  
 if two are in range

If the Rtx has been unplugged or suspected to not be working correctly, reset the device by unplugging it from the mains socket and switching the batteries off, the switch is under a cap on the right hand side of the box on the top. Note that earlier equipment will need the four screws taking out of the back and a battery removing from inside. Plug the Rtx back into the socket and turn on, wait 10 seconds and either turn the batteries back on or re-insert the battery and re-install the device on the wall.

After resetting the Rtx if problems persist it could be a hardware issue either replace the Rtx or call Medicare to arrange for the next available engineer to attend site.

**Issue 3. Pagers are not working on site.**

- **Pagers** are receivers (they listen) to a paging transmitter (which talks) the paging transmitter will be driven from a Medicare nurse call panel located within the building, the paging transmitter is the interface between the Medicare nurse call system and the pagers that are used around the building or site.

Do any of the pagers on site work?

If **Yes** then it will either be:-

1. A range issue with the Medicare Nurse Call system meaning that the transmission from the call point is not getting to the display panel running the paging transmitter, see [issue 2](#) above.

2. The pager itself is not working, change the battery for a new one or charge the pager if rechargeable and retest. Polite note remember that the battery lasts between 4 and 7 days in a modern working system. After changing the battery if the pager still does not work then send the pager for test and inspection to Medicare Repairs Centre, Jade House, 87-89 Sterte Avenue West, Poole, Dorset, BH15 2AL

**If No** then go to the Medicare display panel with the paging transmitter connected to it and take a call point and a pager for testing purposes.



1. Identify that the red power light is on, this should be on constantly and identify that power is present.

2. Check that the Medicare display panel is turned on.

3. Identify and watch the green tx (transmission light on the paging tx) it flashes momentarily when a call is activated on the nurse call system.

4. Test by watching the green light on the paging tx whilst activating a normal call (orange button) on the call point, the green tx light should flash.

If the light flashes then the pagers may require new batteries or repair.

If the green light doesn't flash, reset the paging transmitter by unplugging the power supply for 15 seconds and power up the device again. Re-test, if the paging tx or display is not working please reset the display panel.

If the problem persists then phone Medicare for technical support.

**Issue 4. The call point has been reset but it keeps coming back on the panels when nobody has pressed the call button.**

- **All call points** inclusive of door contacts, neck pendants, room units **are transmitters (they talk)** they transmit their own unique number consisting of a house code and unit number. A House code can be thought of as a zone number, a unit number is an identifying number to each call point. For example  
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Lounge = House Code 011 unit number 801

Check that there is no other device within the building that has the same code. (eg. two bedroom 7 units)

Press the reset button on the call point 5 times and then immediately take the batteries out of the call point and leave it in a safe place. Monitor the nurse call system and see if the call returns.

If the call returns then another call point is within the radio footprint of the system, coded to the same code.

If the problem goes away send the call point for test and inspection to Medicare Repairs Centre, Jade House, 87-89 Sterte Avenue West, Poole, Dorset, BH15 2AL