

## User Guide

# ComStation PC

Article no. 77060200

---

Our policy of continual development means that product specification and appearance may change without notice. Tunstall does not accept responsibility for any errors and omissions within this document.

© 2026 Tunstall GmbH

TUNSTALL, Flamenco, Comterminal, Comstation, ePat and TUNSTALL NURSECALL are registered trademarks of TUNSTALL INTEGRATED HEALTH & CARE LIMITED

---

# Table of Contents

<b>1. Safety instructions</b> .....	<b>5</b>
1.1. General safety instructions .....	6
1.2. If a fault is displayed... ..	7
<b>2. Basic knowledge</b> .....	<b>13</b>
2.1. Software revision .....	14
2.2. Nurse call system of the Flamenco system family .....	15
2.3. Exemplary ward .....	16
2.4. What else you need to know .....	18
<b>3. Device description</b> .....	<b>19</b>
3.1. Device view .....	20
3.2. User interface .....	21
3.3. Speech unit .....	27
<b>4. Log on / Log off</b> .....	<b>29</b>
4.1. Log on .....	30
4.2. Log off .....	31
<b>5. Speech connections</b> .....	<b>33</b>
5.1. Speech connections via the ComStation PC .....	34
5.2. Status of the speech connection .....	35
5.3. How to use the speech unit .....	36
5.4. How to adjust the volume of the speech unit .....	37
5.5. Adjusting call tone volume .....	38
<b>6. Handling calls</b> .....	<b>39</b>
6.1. Call types and categories .....	40
6.2. Display of call types and call categories .....	41
6.3. Basic procedure for call handling .....	42
6.4. This is how you handle a call .....	43
<b>7. Announcements</b> .....	<b>51</b>
7.1. Announcement targets .....	52
7.2. Ward announcement and ward staff announcement .....	53
7.3. Area announcement (freely selectable area) .....	54
7.4. Area announcement (defined area) .....	56
7.5. Announcement to several rooms (multiple line) .....	57
<b>8. Calling</b> .....	<b>59</b>
8.1. Calling a room in your ward .....	60
8.2. Calling the ManagementCenter .....	61
8.3. Receiving a call .....	62
<b>9. Ward coupling</b> .....	<b>63</b>
9.1. Basic knowledge on ward coupling .....	64
9.2. Activating / deactivating a ward coupling .....	65
<b>10. Shift operation</b> .....	<b>67</b>
10.1. Basic knowledge on shifts .....	68
10.2. Activating/deactivating a shift .....	70
<b>11. Quit the software (system administrator only)</b> .....	<b>71</b>

---

---

# 1. Safety instructions

## Contents

1.1. General safety instructions .....	6
1.2. If a fault is displayed... ..	7

---

## 1.1. General safety instructions



### **WARNING**

Please follow the safety instructions below for the safety of staff and patients:

- This user guide assumes that you are familiar with the nursing procedures in hospitals.
- You must acquire sufficient knowledge about operating and using the nurse call system via suitable measures such as training sessions. The measures must be repeated if necessary. This user guide assumes that the reader possesses sufficient knowledge.
- Make sure that all connecting cables of the device are always connected.
- Never place the device in a humid environment. Take care that it does not become wet. The device is powered by electricity and thus should not be exposed to moisture.
- Bright sunlight can impair the readability of the display. Place the device in a non-reflective location.

## 1.2. If a fault is displayed...

The nurse call system continuously monitors all functions essential for call distribution. In the event of any faults, you must immediately inform a responsible technician (nurse call system specialist).

Find out about the different types of faults:



Section 1.2.1: "If the fault indicator is flashing red" (page 7)



Section 1.2.2: "If the network fault indicator is flashing red" (page 11)



Section 1.2.3: "If the speech unit fault indicator is flashing red" (page 11)


### 1.2.1. If the fault indicator is flashing red

Figure 1. Fault indicator



If the fault indicator is flashing red, a fault is present. This means that you may no longer be called from every room. If a fault occurs, you must immediately inform a responsible technician (nurse call system specialist).



The fault indicator flashes when a new fault has occurred.

1. To locate the faulty rooms, click on the fault indicator .

All rooms and wards with faults are shown in red. The screen areas are outlined in red to indicate that you are in fault display mode



**WARNING**

Current calls are not displayed in rooms and wards in this mode. Current calls are only displayed on the automatic answering button  , in the control bar and signalled acoustically. When a call is received, click the automatic answering button in the control bar, or press the scroll wheel of the mouse, or press the automatic answering button on the speech unit.


- Further information is provided in the list window for **phantom events** and **defects (= faults)**. To open it, click  (Show Park Window) in the control bar.

Figure 2. Defects list

Phantom events					Defects					Close				
Date	Time	Ward	Participant	Location										
30.03.2026	16:04:08	2	5	Ward 2, 205 Patient room										

To switch between the **Phantom events** and **Defects** tabs, click the respective tab.





- When you have located the current fault, switch return from fault display mode to answering mode by clicking the fault indicator  again in the control bar.

Table 1. Fault types that are displayed in fault display mode

Fault type	Participant fault	Phantom event
What happened?	A participant (e.g. ComTerminal) that has been correctly configured on the ComStation PC has reported a technical fault.	A participant (e.g. ComTerminal) that has not been correctly configured on the ComStation PC has reported an event (call, presence, or fault).
Troubleshooting measure:	A technician must go to the location of the fault in order to rectify the fault.	The participant must be correctly configured. Please contact a technician for this purpose.
In which list is the fault entered?	<b>Defects</b> list	<b>Phantom events</b> list
What can be seen in fault display mode?	The room and ward light up red.	Nothing
When does the fault display disappear?	Automatically when the fault has been eliminated at the fault location.	When the <b>Phantom events</b> list has been deleted by clicking <b>Delete</b> .

Table 2. Fault indicator signalling in the control bar


	Flashing red	A new fault (participant fault or phantom event) has occurred. Since this event, fault display mode has not yet been opened.
	Lights up red	All existing faults (participant faults and phantom events) are old, i.e. since these faults occurred, fault display mode has already been opened.
	Grey	There is no fault (no participant fault, no phantom event).


**NOTICE**

Your system may be configured so that phantom events do not affect the fault indicator. This means that if a phantom event occurs, it does not activate a red fault indicator. Only participant faults will activate a red fault indicator. However, phantom events are still shown in fault display mode. Please check with your system administrator whether this setting is applied in your system.

**Open the "Defects" list**

- All participant faults are recorded in the **Defects** list.
- A participant fault is a fault reported by a correctly configured participant (e.g. ComTerminal).
- Participant faults are additionally displayed in fault display mode by rooms and wards shown in red.
- An entry disappears from the list once the fault at the location has been rectified.

1. Click on the fault indicator  in the control bar to switch to fault display mode.



2. Click  (Show Park Window) in the control bar so that the **Phantom events** and **Defects** list window appears at the bottom of the screen.
3. Click the **Defects** tab to open the **Defects** list.


Phantom events Defects					Close
Date	Time	Ward	Participant	Location	
30.03.2026	16:04:08	2	5	Ward 2, 205 Patient room	

01.04.2026 14:11:09



**WARNING**

Current calls are not displayed in rooms and wards in this mode. Current calls are only displayed on the automatic answering button , ) in the control bar and signalled acoustically. When a call is received, click the automatic answering button in the control bar, or press the scroll wheel of the mouse, or press the automatic answering button on the speech unit.

4. To close the list and exit fault display mode, click the fault indicator  in the control bar.





**NOTICE**

If you want to close the list without exiting fault display mode, click **Close** in the list.

**Open the “Phantom events” list**

- All phantom events are recorded in the **Phantom events** list.
- A phantom event is a notification (call, presence, or fault) from a participant (e.g. ComTerminal) that has not been correctly configured on the ComStation PC.
- An entry disappears from the list when the entire list is deleted by clicking **Delete** in the bottom left corner of the window.



1. Click the fault indicator  in the control bar to switch to fault display mode.
2. Click  (Show Park Window) in the control bar so that the list **Phantom events** and **Defects** list window appears at the bottom of the screen.
3. Click the **Phantom events** tab to open the **Phantom events** list:


Phantom events Defects					Close
Date	Time	Ward	Participant	Event	
30.03.2026	16:10:09	2	1	Call	

Delete

01.04.2026 14:09:20

**WARNING**

Current calls are not displayed in rooms and wards in this mode. Current calls are only displayed on the automatic answering button , , in the control bar and signalled acoustically. When a call is received, click the automatic answering button in the control bar, or press the scroll wheel of the mouse, or press the automatic answering button on the speech unit.

4. To close the list and exit fault display mode, click the fault indicator  in the control bar.

**NOTICE**

If you want to close the list without exiting fault display mode, click **Close** in the list.

### 1.2.2. If the network fault indicator is flashing red

Figure 3. Network fault indicator



**If the network fault indicator is flashing red, you must act immediately:**

The connection of ComStation PC to the nurse call system has failed.

**Therefore, react immediately:**

- Immediately inform a responsible technician (nurse call system specialist).
- Ensure that patients continue to receive optimal care. Pay attention to the room lamps.

### 1.2.3. If the speech unit fault indicator is flashing red

Figure 4. Speech unit fault indicator



**If the speech unit fault indicator is flashing red, you must act immediately:**

Your speech unit is no longer functioning. You can no longer communicate.

**Therefore, react immediately:**

- Immediately inform a responsible technician (nurse call system specialist).
- Ensure that patients continue to receive optimal care. Pay attention to the room lamps.

---

---

# 2. Basic knowledge

## Contents

- 2.1. Software revision ..... 14
- 2.2. Nurse call system of the Flamenco system family ..... 15
- 2.3. Exemplary ward ..... 16
- 2.4. What else you need to know ..... 18

---

## **2.1. Software revision**

The help is integrated into the ComStation PC software. The content of the help is also available as a PDF manual (article no. 00881517).

This Help revision 1.0 applies to software revision 3.23 of the ComStation PC. This Help remains valid for subsequent software revisions until a software update is released with a new version of the Help.

## 2.2. Nurse call system of the Flamenco system family

The Flamenco system family includes nurse call systems for hospitals, nursing homes and similar facilities.

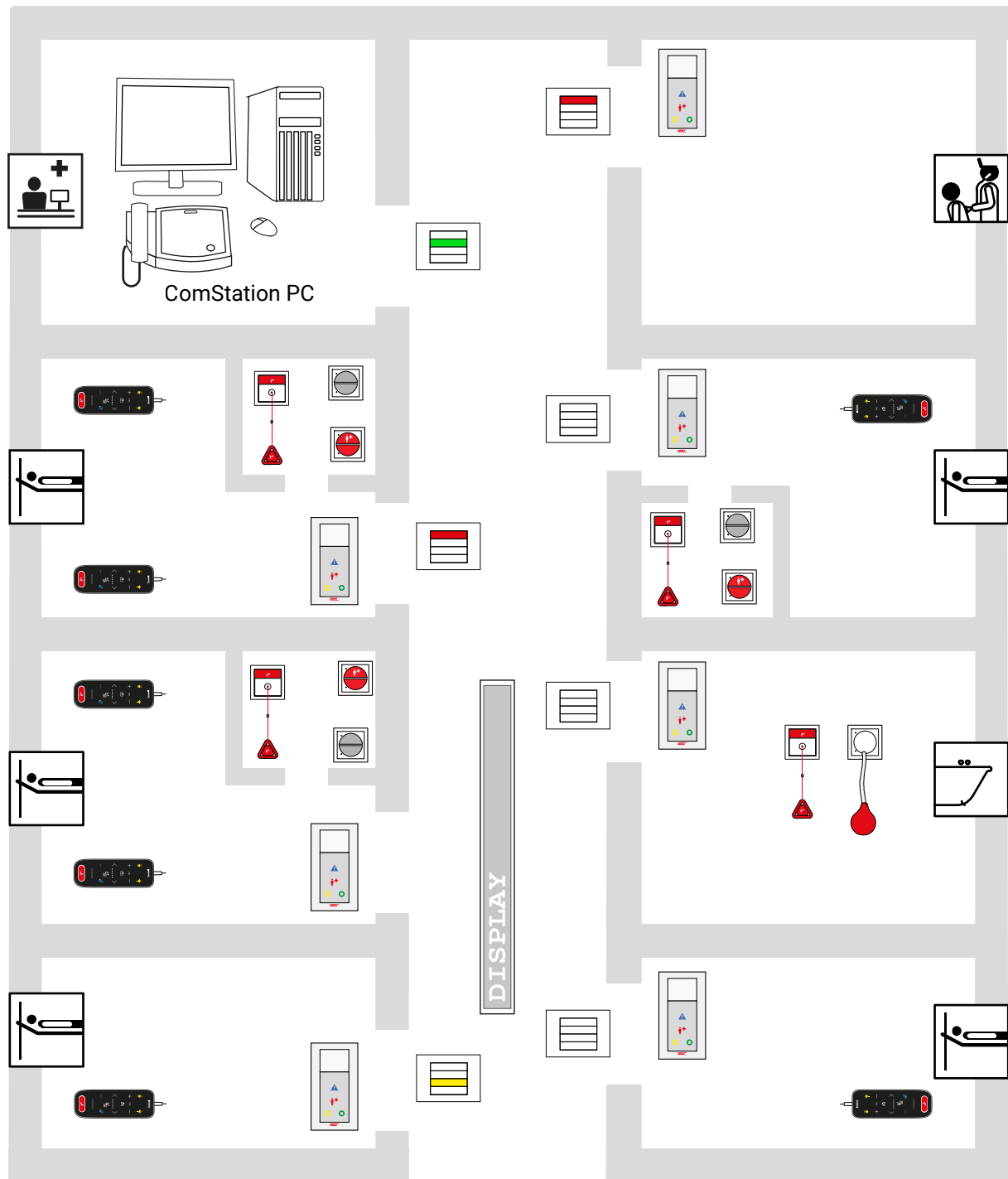
If a patient needs help, he or she presses the call button on his or her call device (e.g. ePat® lite or Patient handset). The call is displayed on the ComStation PC, i.e. the call handling console at the ward's nurse station, and then answered.



Staff at the ComStation PC ask the patient about the reason for the call and decide whether medical staff are required. The staff at the ComStation PC then determine in which rooms medical staff are present. This information is available because medical staff press so-called presence buttons when entering a room, which is also displayed on the ComStation PC. The staff at the ComStation PC inform medical staff which room help is needed.


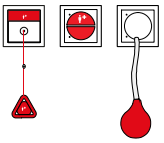


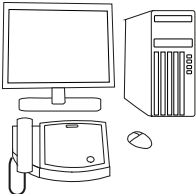
Medical staff hurries to the call location. A red light above the door of the patient's room also indicates the call location. In the room, the medical staff cares for the patient and then turns off the call when leaving the room. All signals indicating the call go out.

Calls to which no speech connection has yet been established, i.e. which have not yet been answered, are called fresh calls. Calls which have been answered but not yet cancelled are called answered calls.

## 2.3. Exemplary ward



	Room lamp
	ComTerminal

	ePat® lite
	Various call switches
	Cancel switch/WC
	Corridor display
	ComStation PC

## **2.4. What else you need to know**

### **2.4.1. Announcements**

In addition to call handling, the nursing staff can also use ComStation PC to make announcements, either to staff only or to all rooms in the ward.

### **2.4.2. Staff groups**

A distinction is made between two staff groups so that the staff at the ComStation PC can immediately contact the correct medical staff. Each staff group has its own presence button in the rooms (staff 1 = green, staff 2 = yellow). You will need to enquire as to which staff in your institution are behind the designations, as this has been determined in your institution. Example: Staff 1 = nursing staff, staff 2 = doctors.

### **2.4.3. Privacy**

Although it is possible to talk to the rooms from the ComStation PC, it is not possible to listen in on the rooms unnoticed. This is because each room has a privacy function, a technical facility that makes listening in impossible. It is only deactivated when a call is raised in the room or when staff switch on their presence in the room. It is also possible to switch on the privacy function manually, even though presence is switched on.

Exception: children's rooms: It is possible that rooms have been set up as children's rooms in the nurse call system. In these rooms, the privacy function is always deactivated. To ensure that patients receive the best possible care, you can listen in to these rooms if necessary, even if there is no call and no staff are present in the room. The system administrator will inform you which rooms have been set up as children's rooms.

### **2.4.4. Call forwarding**

As a rule, calls are displayed and answered on the ComStation PC at the nurse station. If the ComStation PC is unoccupied, the calls are automatically forwarded to the rooms in which staff have switched on their presence. The calls can then be answered by the medical staff in the room via the ComTerminal.

### **2.4.5. Ward coupling**

During periods of low activity, several wards can be organisationally coupled together. This means that all calls from the coupled wards are displayed and answered in the coupled wards.

### **2.4.6. Zones and shifts (zone nursing)**

Wards can be divided into smaller organisational units (zones). Calls from a zone are then only forwarded within that zone. The zones can be reorganised during the course of the day (shift operation).

## 3. Device description

### Contents

3.1. Device view .....	20
3.2. User interface .....	21
3.3. Speech unit .....	27

---

The ComStation PC is a call handling console for the ward's nurse station. One ward is managed from the ComStation PC.

In the following cases, the managed area is not the same as the ward:

- Ward coupling, see Section 9: "Ward coupling" (page 63).
- Shift operation, see Section 10: "Shift operation" (page 67).

### 3.1. Device view

Figure 5. ComStation PC



- [1] Screen
- [2] Speech unit
- [3] Mouse

## 3.2. User interface

On the user interface, your ward is displayed with a control bar at the top of the screen. If ward coupling is configured, additional wards are shown as a preview.

How the rooms and wards are displayed may vary considerably and has been adapted to your hospital during setup.

In the floor plan view, the rooms are displayed according to the architectural layout of the hospital. In the simplified view, the rooms are represented by simple rectangular symbols arranged in sequence.

The colour scheme of the rooms and wards has also been specifically adapted to your hospital.

### 3.2.1. Floor plan view



[1] Control bar

[2] Ward display

[3] Wards that can be coupled

[4] Status bar

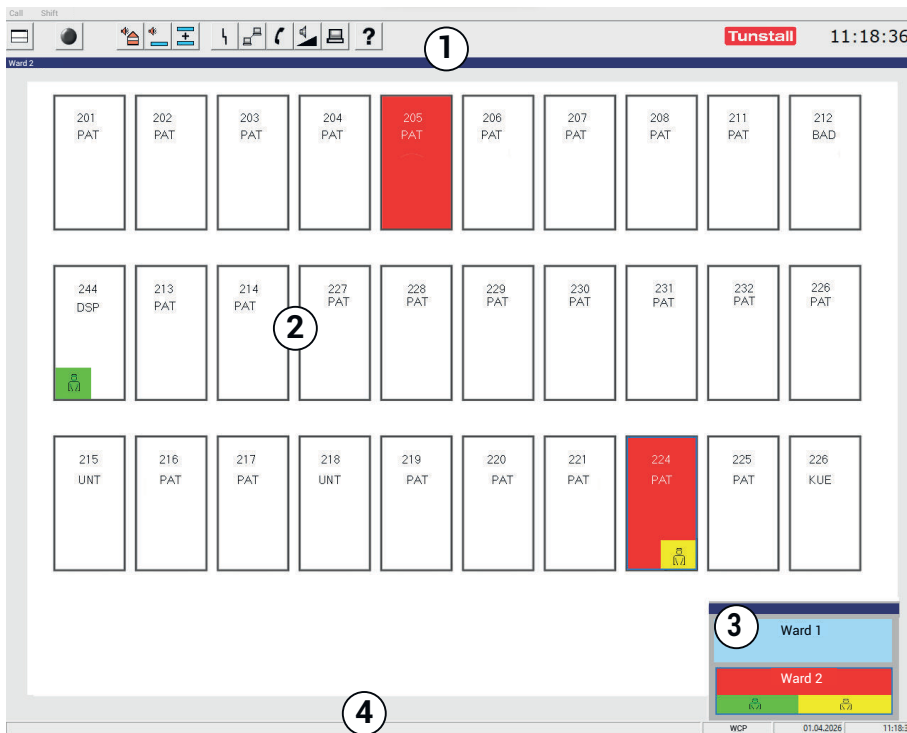
#### Wards that can be coupled

In the **Wards that can be coupled** field, the wards are displayed that can be managed by your ComStation PC when ward coupling is enabled. The ward whose rooms are shown in the ward display is outlined in blue. To switch between the wards:

- To display the rooms of another ward, double-click the ward in the **Wards that can be coupled** field.

The ward is outlined in blue. The rooms of the ward are displayed.

### 3.2.2. Simplified ward view



[1] Control bar

[2] Ward display

[3] Wards that can be coupled

[4] Status bar

#### Wards that can be coupled

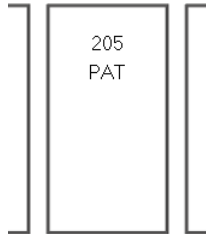
In the **Wards that can be coupled** field, the wards are displayed that can be managed by your ComStation PC when ward coupling is enabled. The ward whose rooms are shown in the ward display is outlined in blue. To switch between the wards:

- To display the rooms of another ward, double-click the ward in the **Wards that can be coupled** field.

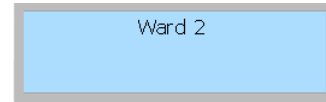
The ward is outlined in blue. The rooms of the ward are displayed.

### 3.2.3. Display of rooms and wards

Rooms in the ward display:

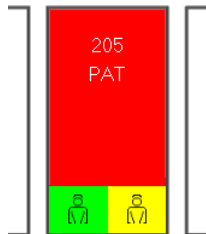


Ward in the Wards that can be coupled field:







During call operation, calls and staff presence indications are shown in these floor plans:

Rooms in the ward display:



Ward in the Wards that can be coupled field:




















	Colour	Indicator	Meaning
	red	Call indicator	Call category Call or Emergency Call has been raised.
	blue	Call indicator	Cardiac Alarm has been raised.
	green	Staff 1 indicator	Staff 1 is present.
	yellow	Staff 2 indicator	Staff 2 is present.

### 3.2.4. Control bar

The following describes the display and control elements that may appear in the control bar. However, your ComStation PC is specifically configured for your hospital's requirements, so not all elements will be available in your system.

Table 3. Control bar

Icon	Function
	<b>Show park window</b> Display the last parked room window, as well as the lists of <b>Parked calls</b> and <b>Answered calls</b> .
	<b>Hide park window</b> Hide the last parked room window, as well as the lists of <b>Parked calls</b> and <b>Answered calls</b> .
	<b>Automatic answer inactive</b> There is currently no fresh call.
	<b>Automatic answer</b> Most urgent <sup>a</sup> fresh call belongs to the "emergency call" or "call" call category. Click the button to answer the call.
	<b>Automatic answer</b> Most urgent <sup>a</sup> fresh call is a cardiac alarm. Click the button to answer the cardiac alarm.
	<b>Area Announcement (defined area)</b> Announce to an area that can be selected from a list.
	<b>Ward announcement</b> Announcement to all rooms in your ward or all rooms in your ward with staff.
	<b>Ward coupling</b> Couple wards.
	<b>Fault indicator</b> No fault present in the nurse call system for your ward.
	<b>Fault!</b> Flashes red when a new fault has occurred in the nurse call system! Inform a technician immediately!

Icon	Function
	<p><b>Network fault indicator</b></p> <p>No fault between your ComStation PC and the nurse call system.</p>
	<p><b>Network fault!</b></p> <p>Flashes red when the connection between your ComStation PC and the nurse call system is interrupted! Inform a technician immediately!</p>
	<p><b>Speech unit fault indicator and speech unit configuration</b></p> <p>No speech unit fault present on your ComStation PC.</p> <p>Adjust the volume of the speech unit.</p>
	<p><b>Speech unit fault! and speech unit configuration</b></p> <p>Flashes red when a fault occurs on your ComStation PC. Inform a technician immediately!</p>
	<p><b>Adjusting the call tone volume</b></p> <p>This button is only available when the call tone is transmitted via PC speaker.</p>
	<p><b>Log off</b></p> <p>Log off from the ComStation PC.</p>
	<p><b>Help</b></p> <p>Open the program help or software revision information.</p>

<sup>a</sup>Urgency according to the function of the nurse call system.

### Menu in the control bar

- **CallAnruf:** If your hospital has a central call handling console called ManagementCenter, you can call it.
- **Shift:** Activate a shift or deactivate the shift for shift operation.

### 3.2.5. Status bar

	WCP	01.04.2026	11:18:36
	WCP = This ward is coupled with one or more other wards.	Date	Time
	S1 (...8) = Shift1 (...8) is active.		

### 3.3. Speech unit



[1] Handset

[2] Loudspeaker

[3] Microphone

Automatic answer button for answering the most urgent fresh call.

---

---

## 4. Log on / Log off

### Contents

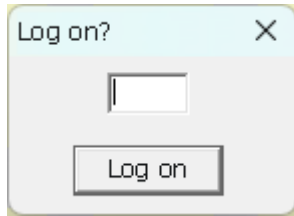
4.1. Log on .....	30
4.2. Log off .....	31

---

Before you start working on the ComStation PC , you must log in. When you leave the ComStation PC, you must log out.

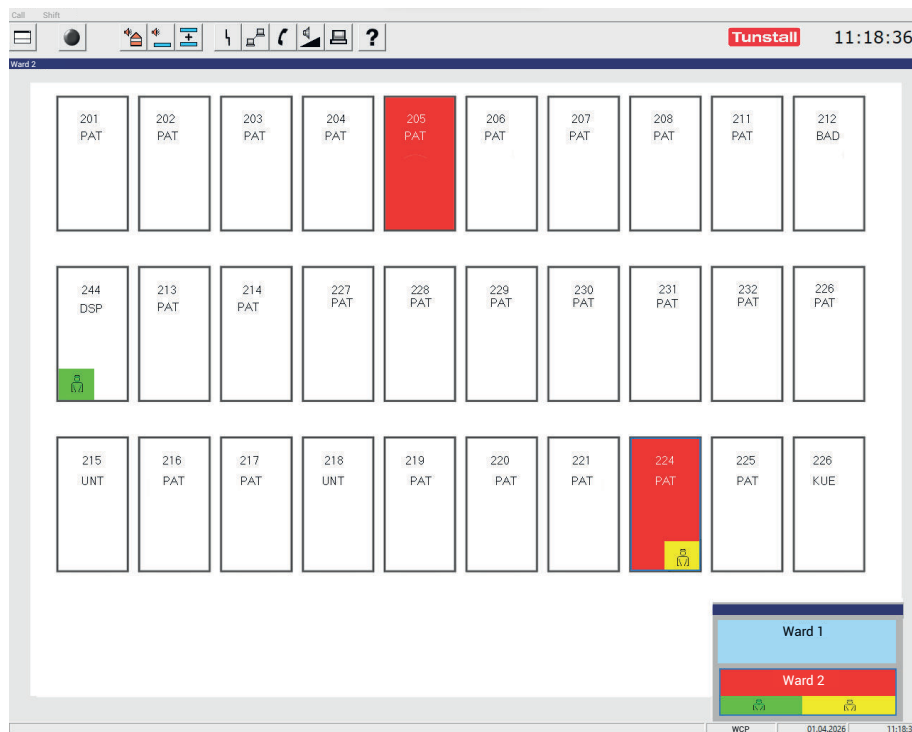
## 4.1. Log on

The ComStation PC is always switched on. Before you log on, you see the **Log on?** window on the screen.



- Click **Log on**.

You are logged in. The main window of the ComStation PC appears. The green field of the room lamp is illuminated to indicate that the ComStation PC is in use.



## 4.2. Log off

Each time you leave the ComStation PC , you should log out. Calls for your ComStation PC will then be transferred to another call handling console or will be forwarded to the ward.

If you do not log out when you leave the ComStation PC, the calls will still be forwarded but only after a pre-set time delay.

*This is how you log out:*

- Click  (Log off) in the control bar.

You are logged off. The **Log on?** window appears for a new login. The green field of the room lamp goes out to indicate that the ComStation PC is unoccupied.

**CAUTION**

Always leave the computer switched on and the ComStation PC software open; otherwise, a fault will be indicated in the nurse call system.

---

---

## 5. Speech connections

### Contents

5.1. Speech connections via the ComStation PC .....	34
5.2. Status of the speech connection .....	35
5.3. How to use the speech unit .....	36
5.4. How to adjust the volume of the speech unit .....	37
5.5. Adjusting call tone volume .....	38

---

## 5.1. Speech connections via the ComStation PC

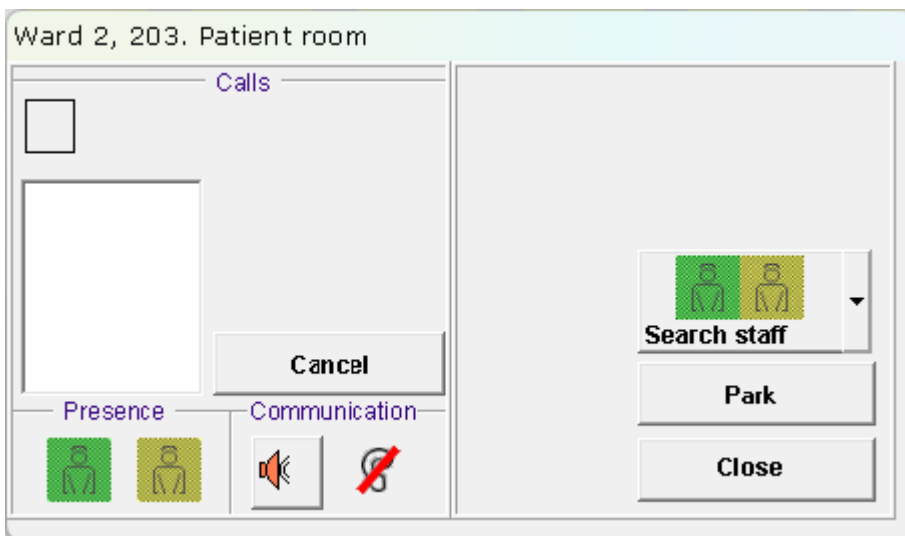
You can establish speech connections to rooms on your ward from your ComStation PC. For example, you speak to patients who have called, or with medical staff, to organize help.

This user guide explains how to establish speech connections in various situations.. In all cases, a window will appear when a speech connection has been established.

*For example, to establish a speech connection to a room:*







- Double click on the room.

The room window appears. The speech connection has been established.



## 5.2. Status of the speech connection

In the speech connection window (room window), under the **Communication** heading, the following icons provide you with information about the status of the speech connection.

	<b>Speech connection</b>
flashing	<p>Your microphone is turned on. The person in the room can hear you.</p> <p>Note! Clicking on this icon will close the speech connection without closing the room window.</p>
	<b>No speech connection</b>
	<p>Your microphone is turned off. The person in the room cannot hear you.</p> <p>Note! By clicking on this icon, the speech connection is re-established.</p>
	<b>Privacy in the room</b>
	<p>You cannot listen to what is said in the room.</p>
	<b>No privacy in the room</b>
	<p>You can listen to what is said in the room.</p>
	<b>No privacy in the room. But it's possible that no one answers</b>
flashing	<p>You can hear what is being said in the room. However, it is still possible that no one responds.</p> <p>Cause in case of a WC call or WC emergency call: WC calls and WC emergency calls are triggered in the toilet area assigned to a patient room. However, there is no speech device in the toilet area itself. A speech connection is established to the ComTerminal in the patient room. For this reason, you cannot speak to the person making the call in the toilet area; however, you may be able to speak to people who are in the patient room.</p> <p>Cause in the case of a diagnostic call: A diagnostic call is an automatic call triggered by a device (e.g. a monitor). Even if people are present in the room, they are not aware that a call has been triggered.</p>
	<b>NOTICE</b>
	<p>Timeout! If you do not close a speech connection within one minute, it is automatically closed.</p>


## 5.3. How to use the speech unit

After you have established the speech connection, use the speech unit for speech communication.

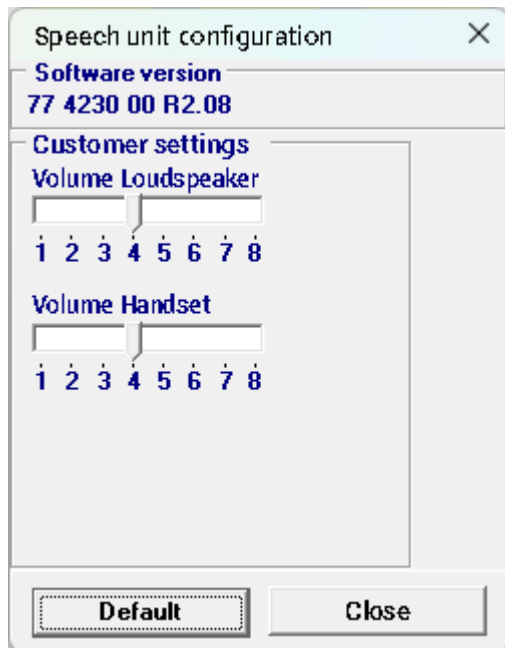
The speech unit provides you with two speech devices that you can choose between: microphone and loudspeaker or the handset, see Section 3.3: "Speech unit" (page 27).

During a conversation, you can switch between discreet speaking using the handset and hands-free mode using the microphone and loudspeaker. When the handset is on the hook, the microphone and loudspeaker are switched on; when the handset is lifted, the handset is activated.

## 5.4. How to adjust the volume of the speech unit

1. Click  (speech unit configuration) in the control bar.

The **Speech unit configuration** window appears.



2. Set the desired values for the volume of the loudspeaker and the handset by clicking on the desired position of the respective slider. If you want to reset all settings to the factory defaults, click on **Default**.



### NOTICE

If the call tone is transmitted via the speech unit, you have the additional setting option here to adjust the volume of the **buzzer**.

3. When you have set the values, click **Close**.


The volume of the speech unit is set.

## 5.5. Adjusting call tone volume

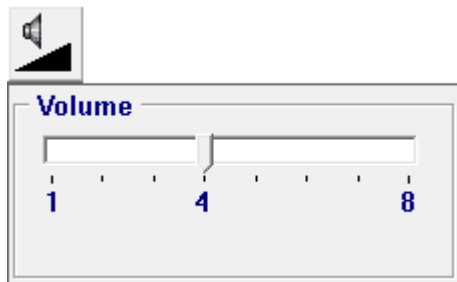
This section only applies to you if the calltone is played through your PC speaker. If the call tone is transmitted via the speech unit, read Section 5.4: "How to adjust the volume of the speech unit" (page 37).

You can adjust the call tone volume while a call tone is playing or when there is no call.

*How to adjust the call tone volume of the PC speaker:*

1. Click  (Adjust call tone volume) in the control bar.

A slider appears to adjust the call tone volume.



2. Set the desired value for the call tone volume by moving the slider to the desired position while holding down the left mouse button.

The call tone volume is adjusted immediately.

3. When you've set the value, click anywhere on the screen.

The slider disappears.

## 6. Handling calls

### Contents

6.1. Call types and categories .....	40
6.2. Display of call types and call categories .....	41
6.3. Basic procedure for call handling .....	42
6.4. This is how you handle a call .....	43

---

## 6.1. Call types and categories

We differentiate various call types. It is important that you know these types of calls as they will give you a hint towards the kind of assistance the patient requires. The call types are divided into three categories: Calls, emergency calls and alarms. The call categories are distinguished by their level of urgency.

Call category	Call type	Meaning
Calls (low priority)	Call	This type of call can be raised in two ways: <ul style="list-style-type: none"> <li>• A call device in the room was triggered.</li> <li>• The plug of a calling device was unplugged from the socket <sup>a</sup>.</li> </ul>
	Plug Alert	The plug of a calling device was unplugged from the socket. <sup>a</sup>
	WC Call	A call was raised in a WC room.
	Door Call	The call button on a door entry speaker was pressed (“rings”) to gain access.
	Service Call	A patient has pressed the service call button on the ePat® lite because they require a non-medical service.
Emergency calls (medium priority)	Emergency Call 1	A call was raised with staff 1 present.
	Emergency Call 2	A call was raised with staff 2 present.
	WC Emergency	A WC call was raised with staff present.
	Diagnostic Call	A medical monitoring device has triggered a call. This may be, for example, a monitor that generates a call when set limit values are exceeded or not reached.
Alarms (highest priority)	Cardiac Alarm	A blue cardiac alarm button has been pressed. Special staff (e.g. resuscitation team) is required.
	Fire alarm	The fire alarm system is reporting a fire alarm. Please follow the instructions in your facility.

<sup>a</sup>Whether unplugging the plug triggers the “Call” or Plug Alert” depends on technical conditions.

## 6.2. Display of call types and call categories

### How the call category is displayed

You can identify which call category a call belongs to visually on the screen:

Table 4. Display of call categories

Call category	Display
Calls	Red flashing slowly.
Emergency calls	Red flashing quickly.
Alarms	Blue flashing very fast.

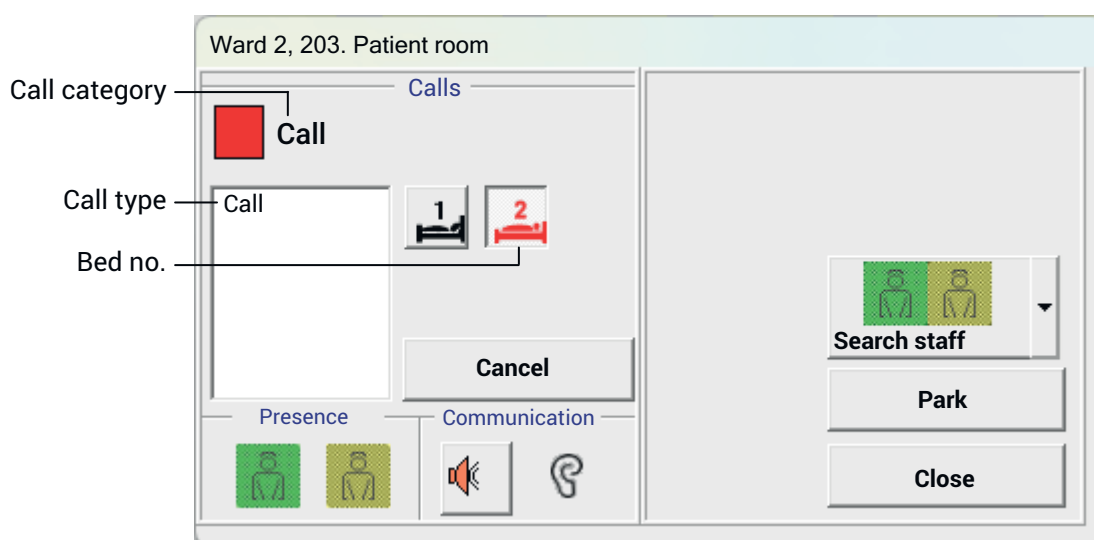
These coloured indicators appear in the room and ward displays; see Section 3.2.3: “Display of rooms and wards” (page 23).

If there are several calls, the ward display shows the most urgent<sup>1</sup> (fresh) call the ward.

**Call tones:** Each call category is also indicated acoustically. Have test calls triggered for the different call categories so that you can familiarise yourself with the call tones.

### How the call type is displayed

You can find out the type of an incoming call when answering the call, i.e. by establishing a speech connection to the room. The room window is displayed.



The bed where the call was triggered is highlighted in red.



#### NOTICE

After you have established a speech connection to a call location, the call indicators stop flashing. However, they remain illuminated. These calls are then referred to as answered calls. Previously, they were called fresh calls.

<sup>1</sup>Urgency according to the function of the nurse call system.

## 6.3. Basic procedure for call handling

Call handling always follows the same pattern. This section shows the basic procedure. The following steps explain how to perform it in practice.

On your ComStation PC one or more calls are displayed. You handle these calls one after the other.

Calls which you have not yet dealt with are named **fresh calls**. They are flashing in the screen.

You establish a speech connection to a caller. On the screen, the speech connection window appears.

You speak to the caller. In the conversation, you find out which type of assistance is required. Perhaps, a small piece of advice from you will suffice in dealing with the matter. If this is not sufficient, or you cannot speak to the caller at all, for example, if s/he is not responding, you must send staff to assist him/her. You must decide whether this involves staff from group 1 or group 2 and this depends on the situation.

You establish a speech connection with a room where staff is present, and you speak to the staff.

It could be the case that several speech connections are required for the handling of one call. That depends on the individual situation. As long as the call has not been entirely dealt with it is called an **answered call**.

Only when no more action is required the call is cancelled. As a rule, the staff cancel the call in the room (by pressing the presence button). The call type "Call" can also be cancelled from the ComStation PC. All other types of calls must be cancelled at their location. After cancelling the call, the call handling procedure is finished.

## 6.4. This is how you handle a call

### 6.4.1. Answer the call

You can choose between two call answering modes:

- You use the automatic function of ComStation PC to automatically answer the highest priority call.
- You select the call you want to answer yourself and answer it “manually.”

#### Answer the most urgent fresh call<sup>2</sup> automatically.

You can choose between three options:

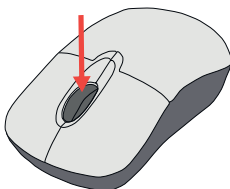
- Click on the flashing button (red or blue) for "Automatic answer" in the control bar:



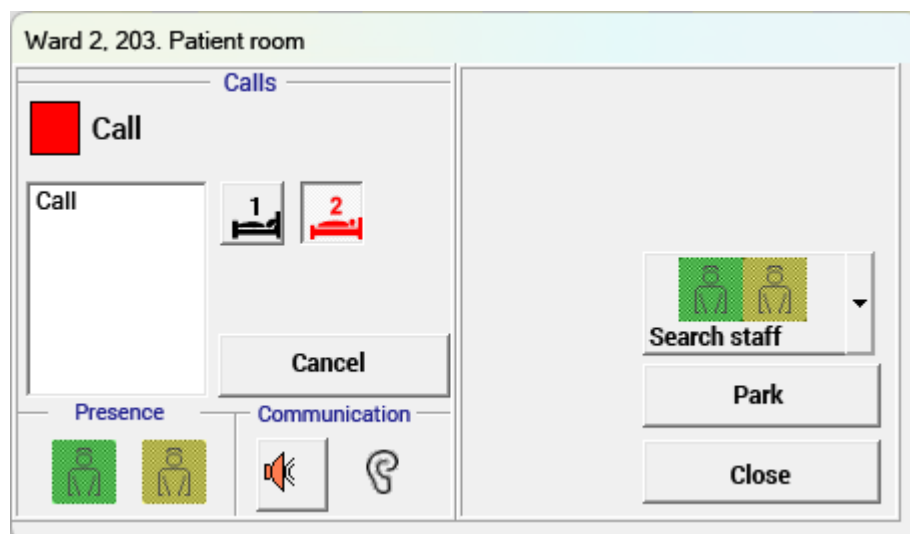
- Press the automatic answer button on the speech unit:



- Press the mouse scroll wheel:



The room window for the most urgent call is displayed. The speech connection is established.



<sup>2</sup>Urgency according to the function of the nurse call system.

### No conversation partner in case of a WC call, WC emergency call, or diagnostic call?

For the call types WC call, WC emergency call, and diagnostic call, you may not receive a response. This is indicated by the “ear with exclamation mark” icon:

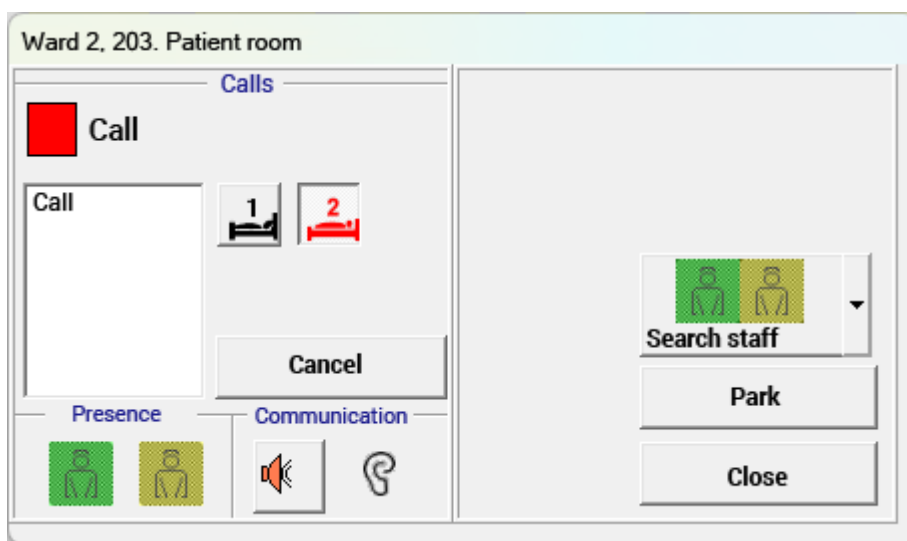


For details, see Section 5.2: “Status of the speech connection” (page 35).

### Manually answer any call

- Double click on the room.

The room window appears. The speech connection is established. The call is entered in the **Answered Calls** list.





### No conversation partner in case of a WC call, WC emergency call, or diagnostic call?

For the call types WC call, WC emergency call, and diagnostic call, you may not receive a response. This is indicated by the “ear with exclamation mark” icon:



For details, see Section 5.2: “Status of the speech connection” (page 35).

### 6.4.2. Talk to the caller

- Use either the microphone and speaker or the handset.
- If you want to close the speech connection temporarily, click on the flashing button  (Speech connection).
- To re-establish the speech connection, click on  (No speech connection).

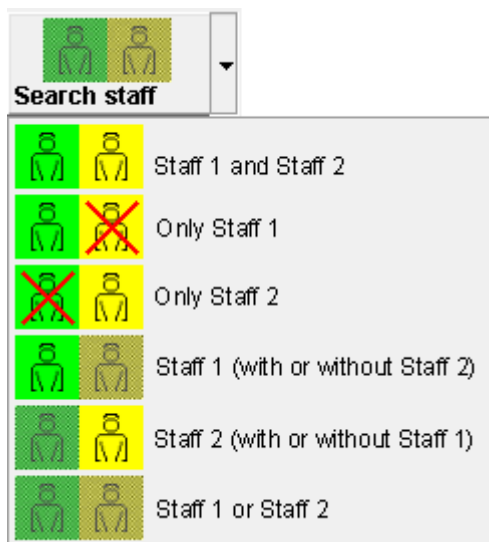
### 6.4.3. Search for staff automatically

You can automatically search for staff who are closest to the call location:

1. Click on the arrow next to **Search staff**.

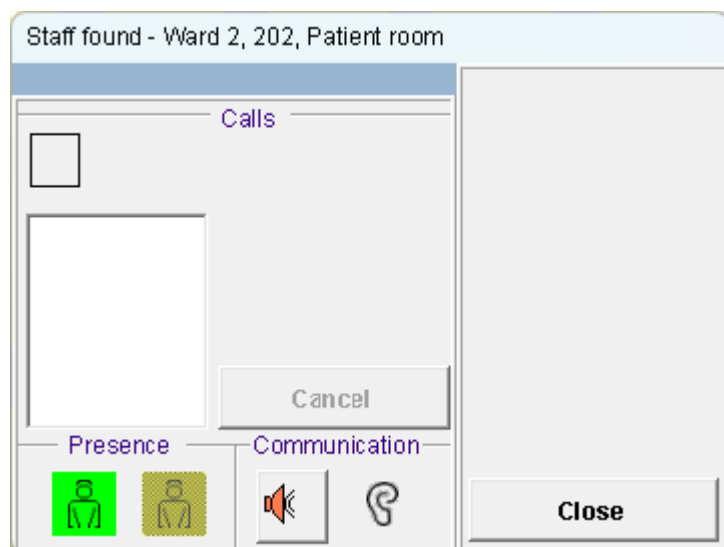




2. Select which staff should be in the room you want to make a speech connection to. Click on the desired variant.





3. Click **Search staff**.

The **Staff found** window pops up. The speech connection is established.



4. To talk to the staff, use either microphone and loudspeaker or the headset.
  - If you want to close the speech connection temporarily, click on the flashing button  (Speech connection).
  - To re-establish the speech connection, click on  (No speech connection).
5. To close the window and the speech connection, click **Close**.

- If you want to re-establish the speech connection to the call location, click on  (no speech connection) in the call location room window.

 **NOTICE**  
 The staff variant that you have selected is saved. The next time you're searching for staff, your last selection is already displayed on the **Search staff** button. To use this variant again, click directly on **Search staff** (not on the arrow).

### 6.4.4. Close room window

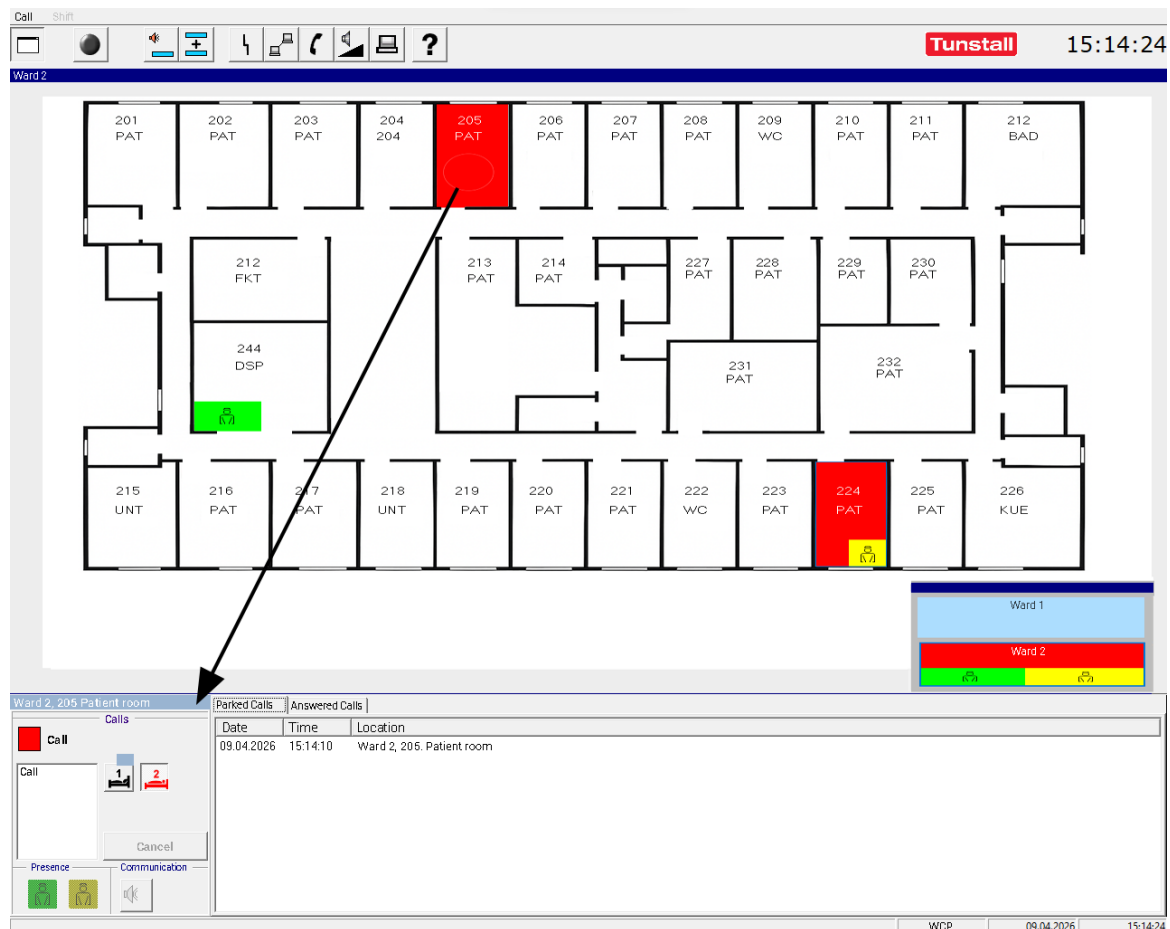
- To close the room window to the call location without cancelling the call, click **Close**.  
 The room window and the speech connection are closed. The call remains registered on the **Answered calls** list.


### 6.4.5. Park the room window

If you want to close and remember the room window of the call location, you need to park the window. This is useful, for example, if you want to search for staff “manually” rather than automatically.

- Click **Park** in the room window.

The speech connection is closed. The room window is parked at the edge of the screen. The call is added to the **Parked Calls** list.



- If you want to re-establish the speech connection to the parked room window, click on  (no speech connection).

### Search for staff “manually”

This is how you address staff, e.g. while you have parked the call:

- Double-click on the desired room with staff.  
The speech connection is established. The room window appears.
- Talk to the staff via the speech unit.
- When you have finished the conversation, click **Close**.

The speech connection and the room window are closed.

### 6.4.6. Cancel the call

If the call has been completed but has not been cancelled by the staff in the room, you must cancel it.



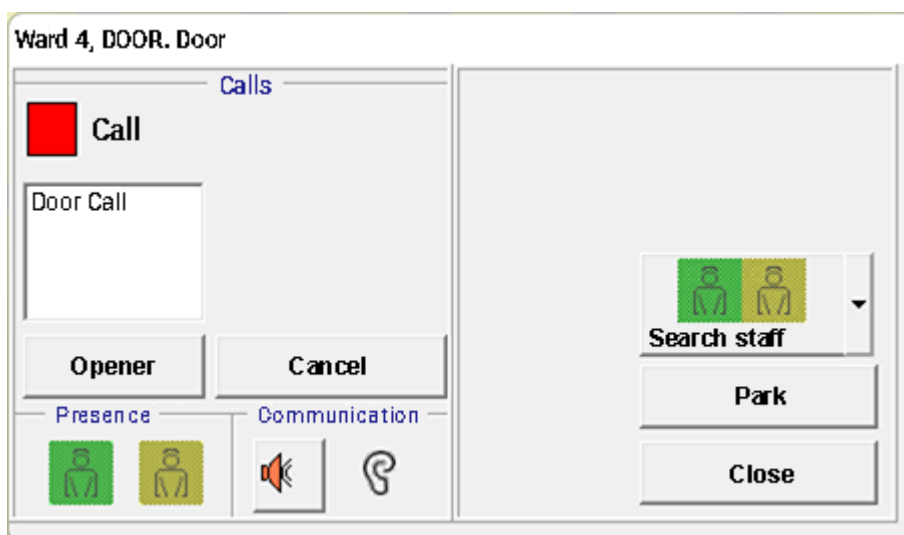
#### NOTICE

Only the call types ‘Call’ and ‘Service Call’ can be cancelled at the ComStation. All other call types can only be cancelled in the room.

- Click **Cancel** in the room window of the call location.
- To close the window, click **Close**.

The call is cancelled. It is removed from the screen. Call processing is completed.

### Special case door call



- If you want to let the person in through the door, press and hold **Opener** with the left mouse button. The door opening mechanism will remain active as long as you keep the button pressed.
- To cancel the door call, click **Cancel**.  
The door call is cancelled.
- To close the window, click **Close**.

### 6.4.7. "Answered Calls" list

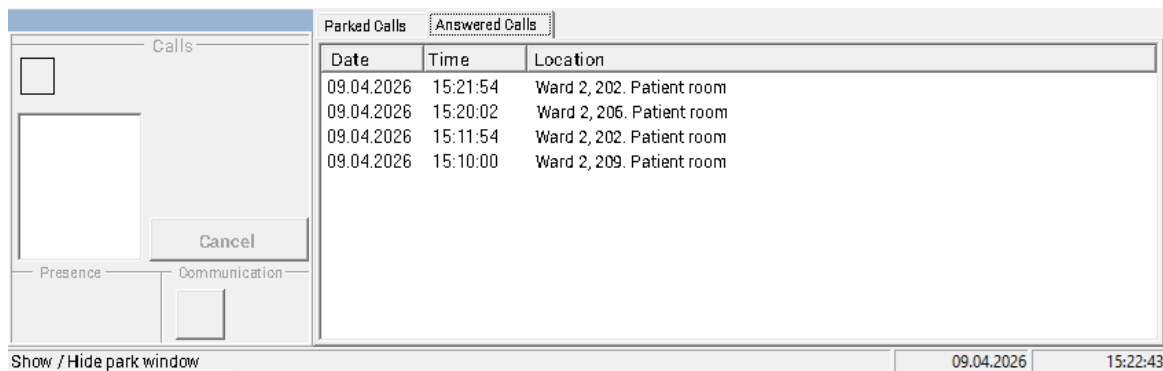
- The **Answered Calls** list includes all calls that have been answered by the ComStation PC.
- The list is sorted chronologically. The latest entry is at the top.
- You can re-establish the speech connection to an answered call in the list by double-clicking on the line in the list.
- The list contains a maximum of 50 entries. For each subsequent entry, the oldest entry is removed from the list.

Open the "Answered Calls" list

1. Click  (Show Park Window) in the control bar.

The list window for **Answered Calls** and **Parked Calls**, as well as the most recently parked call, are displayed.

2. To switch to the "Answered Calls" list, click the **Answered Calls** tab.



3. To close the **Answered Calls** list, click  (Hide Park Window) in the control bar.

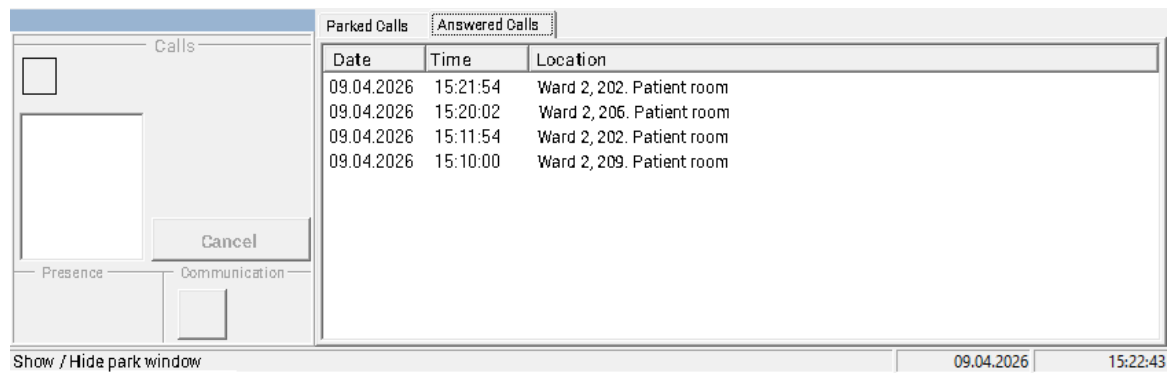
### 6.4.8. "Parked Calls" list

- The **Parked Calls** list includes all speech connections (e.g. calls) that have been parked on the ComStation PC.
- The list is sorted chronologically. The latest entry is at the top.
- The latest entry in the list is also displayed as a room window to the left of the list.
- You can re-establish the speech connection to an entry in the list by double-clicking on the line in the list.
- The list contains a maximum of 50 entries. For each subsequent entry, the oldest entry is removed from the list.

Open the "Parked Calls" list

1. Click  (Show Park Window) in the control bar.

The list window for **Answered Calls** and **Parked Calls**, as well as the most recently parked call, are displayed.



2. To close the **Parked Calls** list, click  (Hide Park Window) in the control bar..

---

---

## 7. Announcements

### Contents

7.1. Announcement targets .....	52
7.2. Ward announcement and ward staff announcement .....	53
7.3. Area announcement (freely selectable area) .....	54
7.4. Area announcement (defined area) .....	56
7.5. Announcement to several rooms (multiple line) .....	57

---

## 7.1. Announcement targets

You can make announcements to the following rooms in your ward:

Announcement target	Meaning
Ward announcement	The announcement can be heard in all rooms of your ward.
Ward staff announcement	The announcement can be heard in all rooms of your ward where staff are present.
Area announcement (freely selectable area)	The announcement can be heard in the rooms of your ward selected by you.
Area announcement (defined area)	The announcement is heard in an area that you have selected from a list.
Announcement to several rooms (multiple line)	The announcement can be heard in the rooms of the ward that you have selected. You can receive a response from rooms where privacy is off.



### NOTICE


You can only make announcements to your ward. Even if wards are coupled, the announcements are only transmitted to your ward.



### NOTICE

**External announcements:** The nurse call system can also transmit announcements that you cannot influence. For example, announcements may be played automatically (e.g. in the event of a fire alarm). While an external announcement is being transmitted, the speech line is busy for you

## 7.2. Ward announcement and ward staff announcement

1. Click on the button  (Ward announcement) in the control bar.

A selection list of possible announcements appears:



2. Click on the desired option from the drop-down list:


Option	Meaning
All	To all rooms in your ward.
Staff	To all rooms in your ward where staff are present.
Staff 1	To all rooms in your ward where staff 1 are present.
Staff 2	To all rooms in your ward where staff 2 are present.

The announcement window appears.



If configured, a pre-announcement chime is played before the broadcast.

3. Make the announcement via the speech unit.

 **NOTICE**  
You can't get an answer from the rooms because the privacy function switched on.

4. When you have finished the announcement, click **Close**.

The announcement window disappears. The announcement is ended.

### 7.3. Area announcement (freely selectable area)

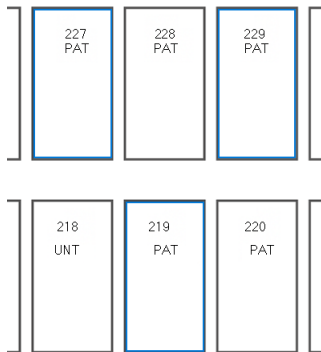
You can select rooms of your ward where you want your announcement to be heard. These announcements are called area announcements to a freely selected area because you can arrange the area as you like.

Once you have set up the area, you can decide between an announcement to all rooms or only to rooms with staff.

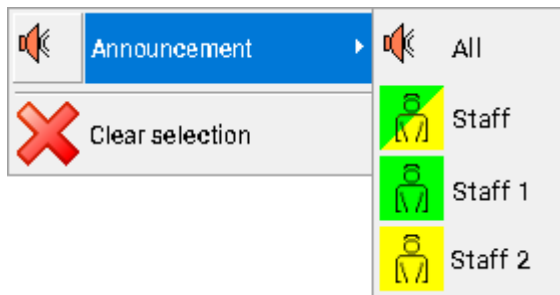
Here's how to proceed:

1. Select all rooms you want to make an announcement to by clicking them one after the other. If you accidentally click a room, click it again to remove the selection.

The rooms are shown with a dark border (indicating selection).



2. Right-click while the mouse pointer is positioned over one of the selected items.
3. Drag to **Announcement**, then to your selection, and finally click with the left mouse button.




Option	Meaning
All	To all rooms in your ward.
Staff	To all rooms in your ward where staff are present.
Staff 1	To all rooms in your ward where staff 1 are present.
Staff 2	To all rooms in your ward where staff 2 are present.

The announcement window appears:



If configured, a pre-announcement chime is played before the broadcast.


4. Make the announcement via the speech unit.

 **NOTICE**  
You can't get an answer from the rooms because the privacy function switched on.

5. When you have finished the announcement, click **Close**.


The announcement window disappears. The announcement is ended.

## 7.4. Area announcement (defined area)

This section only applies if the button  (Area announcement - defined area) is present in the control bar.

You often make announcements to the same combination of rooms. To avoid having to select these rooms each time, certain areas have been configured during the setup of your ComStation PC, which you can select directly. Please ask your system administrator which announcement areas are available.

*How to make an area announcement to a defined area:*

1. Click  (Area announcement - defined area) in the control bar.

A window showing the predefined announcement areas is displayed.

2. Click the desired announcement area so that it is highlighted in colour.
3. Click **OK**.

The announcement window appears:



If configured, a pre-announcement chime is played before the broadcast.

4. Make the announcement via the speech unit.

**NOTICE**

You can't get an answer from the rooms because the privacy function switched on.

5. When you have finished the announcement, click **Close**.

The announcement window disappears. The announcement is ended.

## 7.5. Announcement to several rooms (multiple line)

With a multiple line (line = speech connection), your announcement can be heard in several rooms of your ward selected by you.



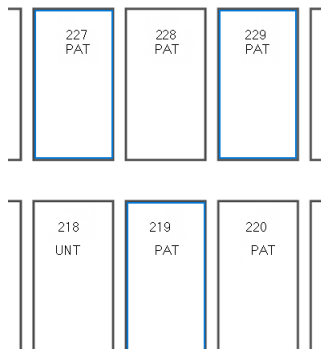
### NOTICE

The multiple line is the only type of announcement that allows you to get an answer from the rooms when the privacy function is switched off there. The privacy function is switched off, for example, when staff are present or when a call has been raised.

*How to make an announcement to several rooms (multi-line):*

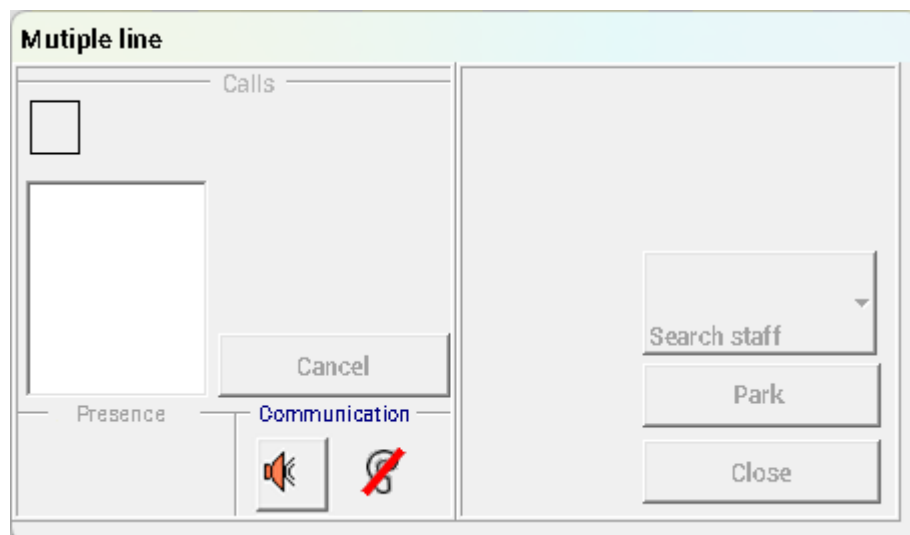
1. Select all rooms you want to make an announcement to by clicking them one after the other. If you accidentally click a room, click it again to remove the selection.

The rooms are shown with a dark border (indicating selection).



2. Double-click on one of the selected rooms.

The **Multiple line** window appears. The speech connection is established.



3. Speak via the speech unit.

You can get an answer from rooms where the privacy is switched off.




### WARNING

If a call was present in one of the addressed rooms, you have answered it when establishing the multiple line connection. Take care of the calling person!



**NOTICE**

As soon as the privacy function is switched on in one of the addressed rooms, the icon  (privacy) appears in the multiple line window. You can still get an answer from rooms where the privacy function is switched off.

4. If you want to get an answer from a room where the privacy function is switched on, ask the patient to press a call button. This switches off the privacy and you can hear the person.
5. If you want to close the multiple line speech connection, click **Close**.

The multiple line window disappears. The speech connection is closed.

## 8. Calling

### Contents

8.1. Calling a room in your ward .....	60
8.2. Calling the ManagementCenter .....	61
8.3. Receiving a call .....	62

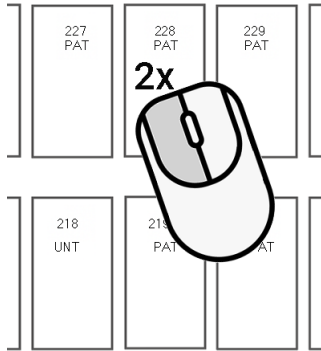
---

## 8.1. Calling a room in your ward

You can call the rooms in your ward. This establishes a voice connection to the device installed in the room. In most rooms, this will be a ComTerminal. However, it may also be another ComStation.


*This is how you call:*

1. Double-click on the room in the ward display.



The room window appears. The speech connection is established.

2. Use the speech unit to speak into the room.

**Privacy!** If Privacy  is switched on in the room, you will not hear a response. If you would like to receive a reply, ask the patient to press a call button. This will switch off Privacy and allow you to hear the person.

3. When you have finished the conversation, click **Close**.

The room window will close. The call is ended.

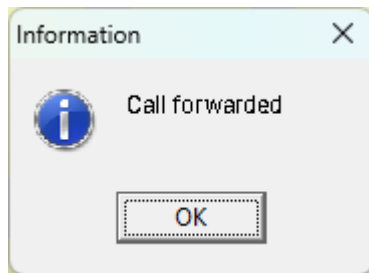
## 8.2. Calling the ManagementCenter

If your hospital has a central call handling console ManagementCenter, you can call them.

*How to call the ManagementCenter:*

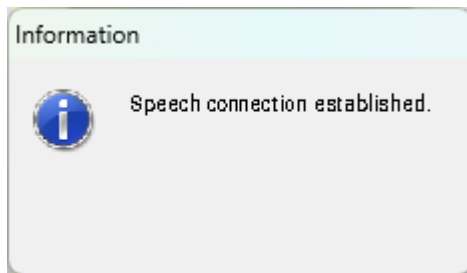
- Select **Call** → **ManagementCenter** from the menu at the top of the window.

The ManagementCenter does not answer your call directly. There, only your call request is displayed as a so-called organisational call. You will receive a confirmation:



To close the message, click **OK**.

As soon as staff at the ManagementCenter have time, they will establish a speech connection to you and speak to you. The following will appear on your screen:

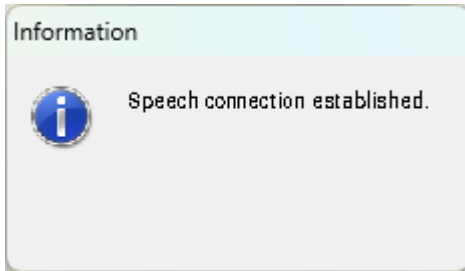


Once your request has been resolved, the staff at the ManagementCenter will end the call.

## 8.3. Receiving a call

You can be called from other ComStations in your ward, from all ComStations in the wards that are coupled (ward coupling), and from the ManagementCenter. The staff at the other end will establish a speech connection to you.

If staff at another ComStation or at the ManagementCenter establishes a speech connection to you, the following window appears:



- Talk to the staff.

After the conversation has ended, the staff at the other end will close the speech connection.


## 9. Ward coupling

### Contents

9.1. Basic knowledge on ward coupling .....	64
9.2. Activating / deactivating a ward coupling .....	65

---

## 9.1. Basic knowledge on ward coupling

This section only applies if the button  (Ward coupling) is available in the control bar.

Usually, you look after only those rooms in your ward with your ComStation PC. If necessary, for example when there are few staff, several wards can be coupled.

- All calls and staff presences in the coupled area are displayed on all ComStations in the area.
- All calls in the coupled area are forwarded to all of the area.

Wards can be coupled by you or by another call handling console.

While you are coupled with one or more wards, **WCP** is displayed in the status bar of the screen:

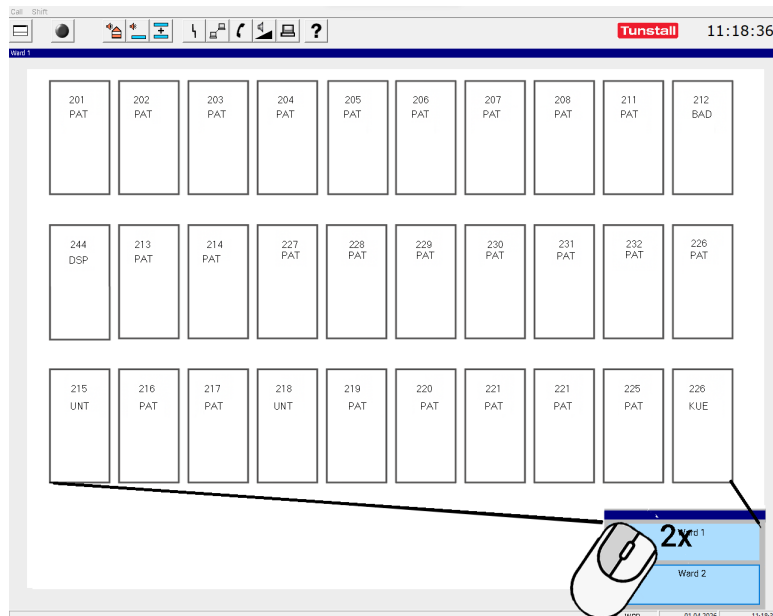
	<b>WCP</b>	<b>01.04.2026</b>	<b>11:18:36</b>
	WCP = This ward is coupled with one or more other wards.	Date	Time
	S1 (...8) = Shift1 (...8) is active.		



### NOTICE

Ward coupling disables shifts. This means that if a shift was set for you, it will be deactivated. The ward is no longer divided into zones; see Section 10: "Shift operation" (page 67).

Wards that you must co-manage during a ward coupling are shown graphically. To switch between wards, i.e. to display the rooms of the other ward, you must double-click on the desired ward.



Your system administrator has set up several ward couplings, from which you can select. There is a coupling of certain wards behind every ward coupling. Ask your system administrator which wards will be coupled with which ward coupling.

You can activate these ward couplings. At the same time, other ward couplings can be activated, which you cannot influence. If a ward coupling is active, the appropriate wards are coupled.

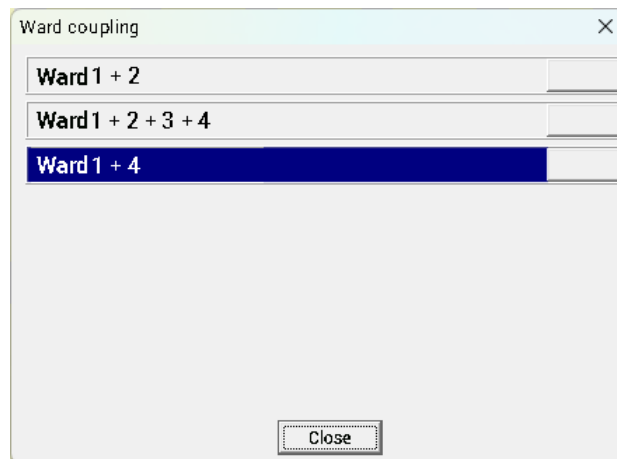
## 9.2. Activating / deactivating a ward coupling

This is how you activate an inactive ward coupling or how you de-activate an active ward coupling:

1. Click on the button  (Ward coupling) in the control bar.

In the **Ward coupling** window that appears, the available ward couplings that you can activate are displayed.

Active ward couplings are highlighted in blue. These have been activated either by you or by another call handling console.



2. You can activate or deactivate ward couplings:
  - To activate an inactive ward coupling, click the button to the right of the ward coupling so that the row is highlighted in blue. The ward coupling is activated immediately.
  - To deactivate an active ward coupling, click the button to the right of the ward coupling so that the row is no longer highlighted in blue. The ward coupling is deactivated immediately.
3. To complete the procedure, click **Close**.

---

---

## 10. Shift operation

### Contents

10.1. Basic knowledge on shifts .....	68
10.2. Activating/deactivating a shift .....	70

---

## 10.1. Basic knowledge on shifts

This section only applies if shifts have been configured for your ComStation PC. Please contact your system administrator.

To support zone nursing Tunstall has developed the concept of zones and shifts:

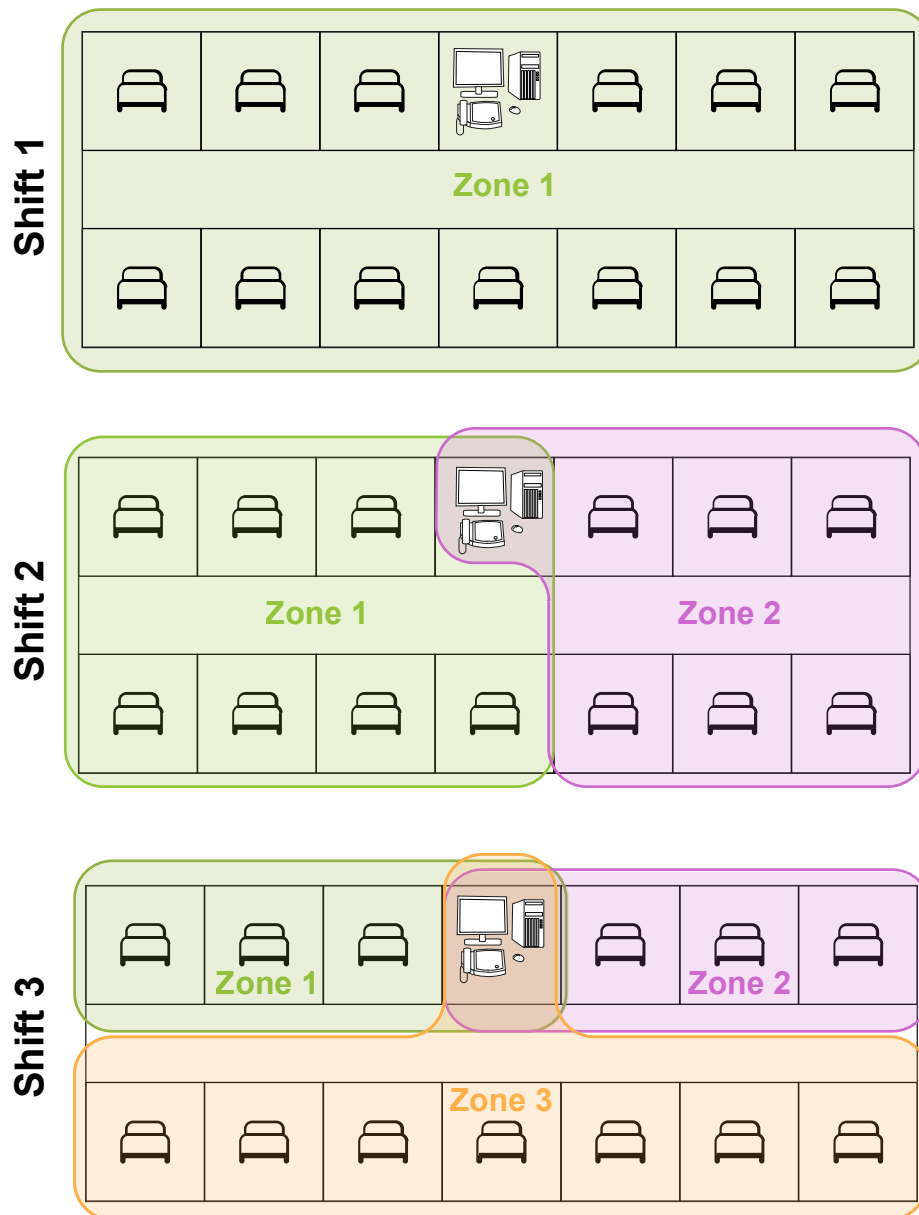
A **zone** is a part of a ward within which calls are forwarded. Calls which are raised within the zone are not forwarded to rooms in the ward which lie outside the zone. Usually, certain nursing staff are responsible for one zone.

The zones of a ward are not set for the long-term. The zone organisation can change. Each division of the ward into zones is classed as a "shift".

A **shift** refers to the division of a ward into zones. Thus, the zones may overlap each other, i.e. certain rooms can belong to several zones. Your system administrator has set up several shifts from which you can choose. You activate shifts using the ComStation PC.

Each ward is equipped with one or more ComStations PC. Depending on the shift, the ComStations PC may belong to different zones.

If a ward is divided into zones but only one ComStation PC is available, that ComStation PC belongs to all zones. See the following example:



While a shift is active on your ward, you will see the letter S followed by the shift number in the status bar of the screen:

	S1	01.04.2026	11:18:36
--	----	------------	----------

Please consult your system administrator to find out how shifts are configured on your ward.

## 10.2. Activating/deactivating a shift

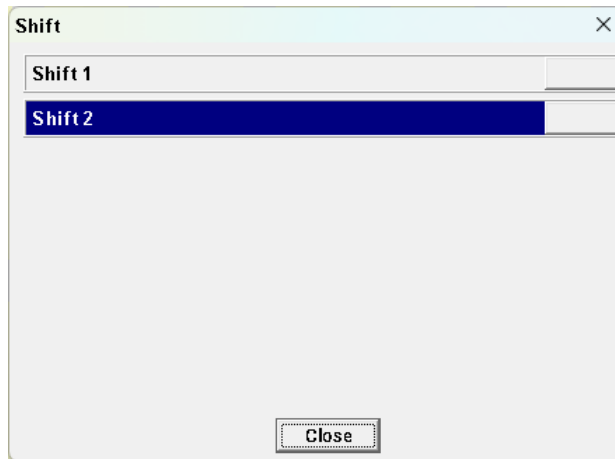
This is how you activate and deactivate a shift:

Only one shift can be active at a time. It is also possible that no shift is active; in this case, the ward is not divided into zones.

1. Click **Shift** in the menu bar at the top left of the screen.

In the **Shift** window that appears, the shifts available for selection in your ward are displayed.

If a shift is active, it is highlighted in blue.



2. To deactivate an active shift, click on the shift highlighted in blue.  
The shift is no longer highlighted in blue and is therefore inactive.
3. To activate a shift, click on a shift that is not highlighted in blue.  
The shift will be highlighted in blue and is therefore active.
4. To complete the procedure, click **Close**.

The Shift window is closed. If a shift is active, it is displayed in the status bar, e.g. **S1**.



### NOTICE


Ward coupling overrides shifts. This means that if a shift was active, it will be deactivated as soon as ward coupling is activated. The ward is no longer divided into zones. The status bar shows **WCP**. While ward coupling is active, no shift can be activated.

# 11. Quit the software (system administrator only)

## Contents

1. Log on with system administrator password .....	71
2. Quit the software .....	71
3. Restart software .....	72

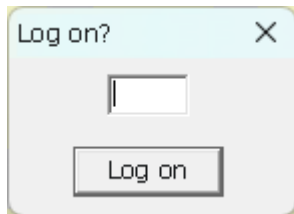
Die ComStation PC must always remain switched on. The software PrimusGlobal+ ComStation PC must always be open. However, as a system administrator, it may be necessary for you to close the software - e.g. for service purposes. You can do this if you log on with your system administrator password beforehand



**NOTICE**  
The system administrator password must be obtained from Tunstall GmbH.

## 1. Log on with system administrator password

1. Log off as a normal user.
2. You see the window **Log on?** in the middle of the screen.



3. Enter the system administrator password and click **Log on**.

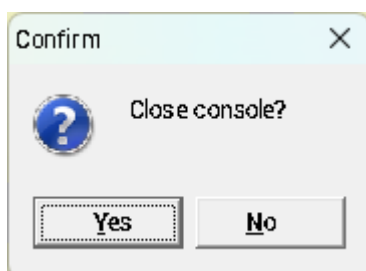
You are logged in. An additional "Quit software" button appears on the far left of the control bar:



## 2. Quit the software

1. Click  (Quit software) in the control bar.

The following security question is displayed:



2. If you are sure that you want to close the PrimusGlobal+ ComStation PC software, click **Yes**.

The software PrimusGlobal+ ComStation PC is closed.



**WARNING**

This ComStation PC no longer receives calls. Depending on your nurse call system configuration, calls will be routed to another call handling console or forwarded to the ward via call forwarding. Inform the nursing staff about this situation.

### 3. Restart software

- To restart PrimusGlobal+ ComStation PC, you need to restart the PC.

PrimusGlobal+ ComStation PC starts automatically after the PC has booted.



---

### **Redefining Connected Care & Health**

For over 65 years, Tunstall Healthcare has pioneered the use of technology to support those requiring care & health intervention to live independently in their chosen home setting. The aim is to balance independence with reassurance, and provide tailored support which meets individuals' needs now and in the future.

Our solutions and services enable independent living, by defining new models of care and creating connected global healthcare solutions which support more than five million people daily.

---

Tunstall GmbH  
Orkotten 66, 48291 Telgte, Germany, Tel: +49 (0) 2504/701-0, E-Mail: DE.Info@tunstall.com

<https://www.tunstall.de/en-de/>

