

Bulletin No.: 216\_Telecor

March 31, 2010

## Telecor's VS-600 and NC-3 Solution Compatibility with Samsung OfficeServ™ 7000 Series

Samsung Telecommunication America is pleased to announce to our dealers and distributors that we have completed interoperability testing on Telecor's VS-600 Staff Call System & NC-3 Nurse Call System with our OfficeServ 7000 system platforms.



### OVERVIEW

Telecor Inc. is a manufacturer of Administrative Communications Systems for the Educational, Healthcare, Security and Correctional Markets. Telecor is an integral leader in the healthcare market providing communication systems for the healthcare industry, including medical clinics, retirement, assisted living, independent congregate living and some long-term care facilities. Telecor's **VS-600 Staff Call System** offering meets the growing needs of today's healthcare environment, providing both effective communication solutions as well as simple-to-use equipment for residents and staff. Their product combines Nurse Call and telephone requirements into one total solution using the PBX as the core element for all communication needs in any healthcare facility. The Telecor suite of units and peripherals such as call cords, push buttons, wireless pendants and pull stations enables total connectivity between the resident and staff. Traditional call systems require their own processor and cabling infrastructure to operate. The Telecor device uses the processing power and cabling infrastructure of an existing telephone system or new installation to provide and surpass all the features offered by traditional systems. A unified Samsung / Telecor offering will enable partners to dramatically increase the size of their offering to all healthcare facilities.

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## Telecor VS-600 Compatible with Samsung OfficeServ™ 7000 Series

### VS-600 CONNECTIVITY



Staff Call peripherals make calls to specific station groups. The name of the group identifies the nature of the call. After answering the call, the station number location and patient/tenant are identified.

The VS-600 station is line provided by Samsung Phone Switch. You will use one analog line port on the Samsung OfficeServ 7000 Series for each VS-600 room station. The VS-600 station when activated will automatically go off-hook and transmit a programmable DTMF string to route the call to a specific PBX station or group of stations.

The VS-600 station will require DC power for each station that has a residential phone connected to each room to get a proper ringing cycle on inbound call. One external power supply will provide power for up to 200 stations.

### BENEFIT

- The combined feature of the Samsung PBX and Telecor's Staff Call System provides a complete healthcare solution.
- Line powered units eliminate the need for proprietary cabling.
- Instant two-way conversation reduces unnecessary traveling for staff.
- Unsurpassed reliability and unit supervision.
- Additional up-sales on PBX (cards, desk sets, wireless, software packages (notification)).
- Lowest integration cost to wireless telephony.
- Embedded call escalation in the resident unit and at the PBX level ensures that no call goes unanswered.
- Flexibility of individual settings (resident unit): Individual room and call points assignment, escalation, retry attempts, call point priority and dome light scheme.
- Greater security by improving response time.
- Total system supervision ensures constant connectivity.
- Respects individual privacy without compromising security.

# Telecor VS-600 Compatible with Samsung OfficeServ™ 7000 Series

## HEALTHCARE VERTICAL MARKET

- Health spending in the U.S. was at about 16% of Gross Domestic Product (GDP) in 2006 and is expected to grow to about 18.7% or \$2.88 Trillion by 2014. This expected growth makes it one of the fastest growing and most profitable markets in North America.
- Approximately 78 million baby boomers will be reaching the age of retirement by 2011.
- Business opportunity (with nurse call) represents 2 Billion dollars.
- Our target market is Retirement homes, Assisted Living facilities and Nursing homes.

## PRODUCT POSITIONING

The Telecor VS-600 Resident Staff Call Station connects to an SLI analog port on Samsung OfficeServ 7000 Series switches.

| Systems           | Analog Cards |         |        |
|-------------------|--------------|---------|--------|
|                   | 8SLI         | 16MWSLI | 8COMBO |
| OfficeServ 7100   | Yes          | Yes     | Yes    |
| OfficeServ 7200-S | Yes          | Yes     | Yes    |
| OfficeServ 7200   | Yes          | Yes     | Yes    |
| OfficeServ 7400   | Yes          | Yes     | Yes    |

|                                     | Retirement/Assisted Living<br>VS-600                     | Common Area Unit<br>VS-600                                      | Security Call Station<br>ADIC-600                              |
|-------------------------------------|----------------------------------------------------------|-----------------------------------------------------------------|----------------------------------------------------------------|
|                                     | Target Market: Assisted Living , Nursing, Long Term Care | Station to receive signals from <b>all</b> wireless peripherals | Target Market: Retail Stores, Manufacturing, Schools, Colleges |
| <b>FEATURES</b>                     |                                                          |                                                                 |                                                                |
| Built –In Speaker / Microphone      | Yes                                                      | Yes                                                             | Yes                                                            |
| On Board Battery                    | Yes                                                      | Yes                                                             | Yes                                                            |
| Large Call Button                   | Yes                                                      | Yes                                                             | Yes                                                            |
| User Volume Control                 | Yes                                                      | Yes                                                             | N/A                                                            |
| Wired Pull Station                  | Yes                                                      | Yes                                                             | N/A                                                            |
| Menu and Activity Info              | Yes                                                      | Yes                                                             | N/A                                                            |
| Capability for Wireless Call Points | Yes                                                      | Yes                                                             | N/A                                                            |
| Wireless Pull Pendant               | Yes                                                      | Yes                                                             | N/A                                                            |
| Dome Light Integration              | Yes                                                      | Yes                                                             | No                                                             |
| Dry Contact Integration             | Yes                                                      | Yes                                                             | Yes                                                            |
| Multiple Call Points                | Yes                                                      | Yes                                                             | Yes                                                            |

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### VS-600 PERIPHERALS



*Wireless Pendant*



*Wireless Pull Station*



*Hard Wired Pull Station*



*Bed Call Cord*



*Dome Light*

- **Wireless Pendant:** A Wireless Pendant provides enhanced security. It is worn by the resident to allow them to move freely about the room and place calls without being near the Resident Station
- **Wireless Pull Station:** A Wireless Pull Station is most often installed in the resident's washroom to provide additional security.
- **Hard Wired Pull Station:** A Hard Wired Pull station can also be used in a resident washroom to provide call capabilities.
- **Bed Call Cord:** The Call Cord plugs into the Resident Station, providing the convenience of being able to initiate a call remotely from the bedside.
- **Dome Light:** A Dome Light provides visual signals to nearby staff of calls originating from rooms. It's multi-colored lamps and lighting patterns help to identify the call-in device, which has a designated priority level.

### VS-600 ENHANCED FEATURES

- **Battery Supervision:** If battery in the station voltage falls below a pre-determined voltage level the station will "chirp". In addition, the station needs to dial a pre-determined dial string, identifying that there is a low battery condition in the station. The Resident stations, will then dial a "Resident Station Low Battery" work group, Station Group Number: eg. 5xxx. This will call a designated extension and display the **room number** and the message, **Resident Station Fault**.
- **Line Supervision:** If the line becomes disconnected, the Station begins to "Chirp" every **30** seconds.
- **Bath Station Supervision:** The Bath station once a day sends a handshake signal to notify the main station that the wireless bath station is functioning properly. If this is not received then the station will dial the "Wireless Bath Station Faulty" dial string. This will call a designated hunt group and display the **room number** and the message, **Wireless Bath Station, Station Fault**
- **Check Battery Voltage:** The current battery voltage can be checked by using the configuration software and uploading the Resident Stations current programming.
- **Date & Time:** The Resident Station has an internal clock that is synchronized with the PC clock when programming the Station.
- **Log File:** Stores the last 50 "events" that occurred and the ability to down load them from the station. This will require the station to be removed from the wall and connected to a USB port on a PC and the data downloaded. Date & time of the events are displayed.
- **Allow All Wireless Devices:** The VS600 Resident Station has built in ability to handle any wireless devices. Each Station can be configured to be a common area Station to receive signals from **all** wireless peripherals (wireless pull stations and pendants).

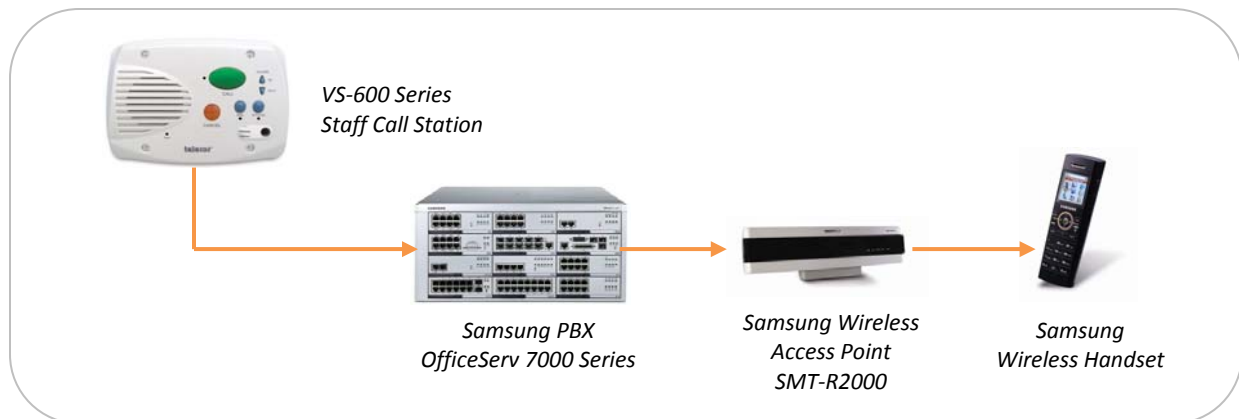
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- **Wireless Devices:** Within the programming software you can view a list of wireless devices and serial numbers that are programmed on a Resident Station (4 Pendants and 4 Wireless Pull Stations). You also have the ability to remove a wireless device (s) within the programming software.
- **Wireless Peripheral Battery Supervision:** The Battery of our wireless peripherals is supervised and if it drops to 20% of its operating capacity, the pendant or wireless pull cord will send a signal to the Resident Station that the pendant's or wireless pull cord battery is low. The Resident Station will send a confirmation signal back to the wireless peripheral when the signal is received. If the pendant or wireless pull station doesn't receive confirmation that its signal was received then it will continue to send the signal once an hour to the Station until it receives confirmation from the Station that the signal was received. The resident station will then dial the "low battery" dial string for each device.
- **Speech Parameters:** Within the programming software you can adjust the stations audio settings for the microphone volume, speaker volume and voice switching.
- **Dry Contacts:** Each Station has 2 dry contacts (wired pull cord and smoke detector).
- **Failsafe Operation:** The Resident Station supports Dome Light operation even though the Station Line to the PBX has been disconnected. This way if the line is disconnected to the PBX, at least there will be annunciation at the dome light in the corridor that there is a call in the associated room.
- **Surface & Call Buttons:** The surface is made from Polycarbonate LEXAN® and the call buttons are plastic which allow for an easy germ wipe surface.
- **Power Option:** The VS-600 Station has a direct power connection so it can be connected to an external power supply.
- **Dome Light:** The Dome Light contains three LED lamps (White/Red/Green). The LED lamps provide high-visibility, long life, low maintenance and low power consumption.

### WIRELESS INTEGRATION

- Direct integration to wireless telephony
- Lowest Integration cost to wireless telephony versus traditional nurse call systems



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### SECURITY & EDUCATIONAL CALL STATION

Telecor's **ADIC 600 Industrial Grade Call Station** is designed for use in commercial and industrial environments where a rugged, tamper-proof device is required. The ADIC 600 Call Station can provide additional security, protection and communications for schools, colleges, university campuses grounds, parking garages, court houses, retail stores, manufacturing and other emergency /communication areas. The Call Station is a PBX based solution that allows you to use the functions and features on your phone system. A call for assistance is initiated by pressing the button directly on the Intercom Station. Using the PBX's technology as the core element the call is then routed to a specific device(s), extension or group of extensions. The designated staff telephone(s) receive the call and using the PBX call display the LCD screen identifies the location of where the call originated from after the call is answered.

### NURSE COURIER 3 NURSE CALL SYSTEM

Telecor's NC-3 Solution for Hospitals offers a comprehensive communications solution that is fully compliant with **UL 1069** standards of safety and reliability. Designed specifically for hospitals and long-term care facilities, the NC-3 provides 2 ways audio and tone visual communications to suit facility requirements. A wide selection of stations including: patient, bath, duty, staff assist, emergency, code blue and staff registry stations as well as dome lights and pillow speakers. Telecor's NC-3 Control Console provides administrators with the capabilities necessary for effective communication throughout the facility. Its two-way voice response provides instant communications between patients and caregivers. Emergency signaling and sophisticated features facilitate easy handling of routine and emergency calls. A variety of software interfaces provide management reports of patient call activity, staff response times, as well as integration with Marquee displays pagers and wireless telephones.

Whether used as an individual system, or as part of a network of multiple systems, the NC-3 can meet today's needs and grow to accommodate future expansion. The Control Console can integrate with a facility's PBX for telephone system integration using a Analog Trunk Port on the Samsung OfficeServ 7000 Series switches to ring a common centralize console.. This allows any phone system extension to accept station call-ins, place system calls or perform public address pages. The Control Console can also function as a single line phone: it allows for the answering, placing and processing of external calls and is able to display caller ID.



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## Telecor VS-600 Compatible with Samsung OfficeServ™ 7000 Series

### TELECOR DEALER PROGRAM

Telecor has created a unique and distinct portfolio for all segments of the healthcare vertical. The VS-Care / VS-600 solutions are catering to retirement homes and assisted living communities and under the same banner the UL1069 NC-3 is well positioned for nursing homes and hospitals. Telecor is positioned to be the “one stop shop” for all your healthcare communication needs. Furthermore equipment from the VS-600 and NC-3 can coexist on the same network and ring a common centralize console.

When you become a Dealer with Telecor, you will never be deserted to fend for yourself. Telecor will provide ongoing sales training and support coordinated by experienced Telecor Channel Manager and 5 US regional managers. We will provide leads; support you on sales calls, training, demos and other sales materials, all designed to make you successful. **Additional special dealers programs are available for Telecor's NC-3 UL1069 Nurse Call offering.**

Telecor requires you to be Samsung OfficeServ 7200 and 7400 certified to qualify for this Telecor Dealer Program.

### CONTACTS AND WEBINAR

Telecor Inc. will host a product webinar on the VS-600 product in the future.

For more information on Telecor's Dealers Program, additional product information or to schedule a Webinar please contact Laurie Ann Essex, Healthcare Solutions Manager, North America via e-mail at [laessex@telecor.com](mailto:laessex@telecor.com) or 1-647-401-5279.

For additional product information, please visit Telecor's website at [www.telecor.com](http://www.telecor.com)



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### SAMSUNG TECHNICAL SUPPORT

Telecor will be providing 1<sup>st</sup> Tier support on the VS-600 & NC-3 products for Samsung Dealers. **Please contact Telecor first at 1-800-464-3274 (VS-600) or 905-564-0801 (NC-3)** and if Telecor's technical support determines the problem is not with the VS-600, NC-3 or cabling they will request you to call Samsung Technical Support.

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