



# QUANTEC

## ADDRESSABLE CALL SYSTEM

Any call communication requirement you can think of - nursecall, staff attack, door monitoring, emergency assistance - the chances are C-TEC's Quantec addressable call system has satisfied it.

But did you know a host of new features have been added to the system (such as User ID, individually programmable call points, Attendance and Ensuite call levels, etc) that open it up to even more applications?

This datasheet gives a brief overview of Quantec's key features (below right) and explains in greater detail the recent enhancements (overleaf).

For more detailed information, be sure to visit [www.c-tec.co.uk](http://www.c-tec.co.uk)



- **Multiple call levels** - including Standard Call, Ensuite, Help Required, Emergency, Staff Attack, Presence and Attendance
- **Wide range of system components** - including programmable call points, ceiling pulls, monitoring points, displays, infrared ceiling receivers, radio receivers, staff attack transmitters and neck pendants (now with User ID), overdoor lights and sounders
- **Flexible call routing** - Quantec can be tailored to suit a site's exact operational requirements, whatever they may be.
- **Call accept** - Saves valuable time by preventing more than one member of staff responding to the same call.
- **Automatic call divert** - Transfers any unanswered calls to other areas to ensure they are responded to within a pre-determined time.
- **Follow-me lights** - Illuminates overdoor lights and corridor lights in sequence to visually guide staff to the source of a call.
- **Staff presence** - Helps managers, matrons and carers locate their colleagues by showing where they are working.
- **Staff attendance** - Allows staff entering rooms to log their 'attendance' via an infrared call point or ceiling receiver.
- **Call follower sounders** - Informs staff that other calls are waiting by sounding a soft tone in all occupied rooms (optional).
- **Night mode** - Allows Quantec to work in a totally different way at night, providing for fewer staff and reduced sound levels
- **Infrared staff protection** - Quantec's optional infrared security transmitters can help protect staff against disturbed patients, intruders and aggressive visitors.
- **'Surveyor' data analysis software** - Allows managers to output custom reports on longest calls, busiest shifts, most visited rooms, etc., to a desktop PC.
- **Optional paging facilities** - Optional alphanumeric and tone-only paging facilities available for carers on the move (DECT telephone capability also available)
- **Device monitoring** - Quantec constantly supervises all network devices and informs you of any problems, reducing maintenance time and costs.
- **Laptop programmable system controller** - Allows Quantec to adapt to your changing requirements with no expensive rewiring, no mess and no fuss.

# An overview of Quantec's new features

## USER ID

Allows a patient's neck pendant or a worker's infrared staff attack transmitter to be given a unique User ID and custom name. This information can be programmed to show on relevant Quantec Displays or to only in Quantec's Datalogger or Surveyor Data Management Software.



Knowing which patient is calling in addition to which room they called from can assist carers in deciding how to respond to a call. Likewise, being able to determine which worker has been attacked can help flag training issues. For example, if there are multiple incidents involving one member of staff it may indicate a problem.

Initial programming of User ID data requires a QT423 configurator and its PC software tools. Should a resident or worker move on, authorised users can easily change a pendant/transmitter's User ID at a Quantec Controller.

## ATTACK TRACKING

Allows Quantec to 'track' the course of an Attack generated via an infrared staff attack transmitter.



It is not uncommon for attack situations to spill into neighbouring rooms or for assailants to chase a potential victim through a building. In such circumstances, Quantec will analyse the User ID of the worker's transmitter and only display the last infrared or radio receiver it activated (i.e. the current location of the attack).

A full record of the attack, showing all activated receivers and the order in which they were triggered, will be logged in the Datalogger or Surveyor Data Management Software, data which can be used as evidence should criminal proceedings arise.

## STAFF ATTENDANCE PENDANTS

Allows nursing or security staff entering rooms to log their 'Attendance' via an infrared call point or ceiling receiver.



Attendance 'calls' and the User ID of the pendants which make them are logged in Quantec's Datalogger or Surveyor Data Management Software, allowing management to easily verify and confirm periodic and regular attendance by staff.

Each pendant has a typical transmitting range of 10m line-of-sight (infrared) and 60m (radio) and is powered by a replaceable battery providing up to 12 months operation. Should a battery be nearing the end of its life, the Pendant's User ID will be logged in Quantec's Datalogger or Surveyor software with a low battery warning.

## PATIENT NECK PENDANTS

Allows patients to remotely trigger Standard calls via infrared call points, ceiling receivers and radio receivers.



Ideal for use in individual bedrooms or communal areas such as lounges (where they eliminate the need for long and potentially hazardous tail call leads), each pendant can be programmed with a unique user ID so staff can see which patients are calling.

Battery requirements and transmitting ranges are as per our new Staff Attendance Pendants (described earlier).

## ENSUITE CALL LEVEL

Allows slave devices such as ceiling pulls in bathrooms or WCs to generate a distinct 'Ensuite' call level.

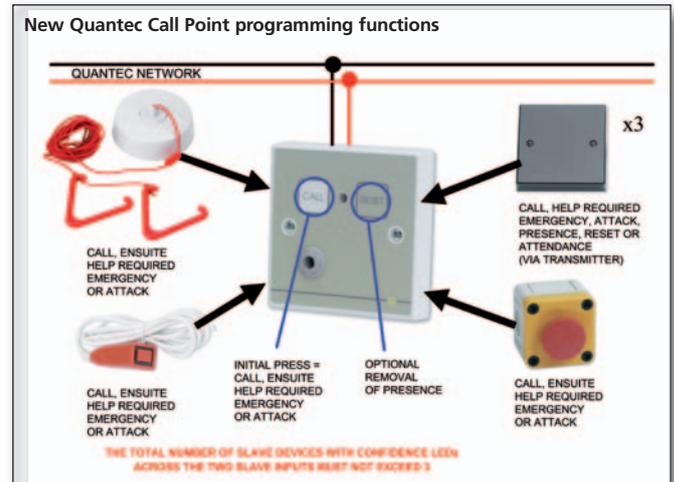
Calls from bathroom areas are typically considered a higher priority than standard calls and are therefore indicated on the system at the same level as 'help required' calls.

For the Ensuite function to work correctly, ensuite devices must be connected to an appropriately programmed new-style Quantec call point.



## PROGRAMMABLE CALL POINTS WITH EXTRA SLAVE INPUTS

Quantec's call points (all variants) now include an additional slave input and are programmable to operate in a multitude of different ways using a QT423 configurator and its PC software tools, as detailed below.



For example it will be possible to configure a call point's CALL button to make an Emergency call on its initial activation, a slave ceiling pull to make an Ensuite call, a slave panic button to make an Attack call and a tail call to make a Help Required call (or any other combination). Reset buttons can also be programmed so they bypass the Presence call level.

## CUSTOM-SITE NAME FACILITY

Allows a custom site name of up to 16 characters to be assigned to all Displays.



This new engineer-programmable function allows end users to add a personal touch to their call systems and is particularly impressive in hotel, leisure and healthcare applications.

## MORE ADVANCED PAGING

Allows any call on the Quantec system to be routed to handheld alphanumeric pagers in a much more sophisticated way than was previously possible.



For example, messages can now be sent to different pagers dependent on the level of call, the area the call came from and whether the call is made during the day or at night to accommodate lower staffing levels. A re-paging facility is also available to ensure calls do not remain unanswered for extended periods of time.

## DECT CAPABILITY

Allows call messages to be directed to many third-party DECT telephone systems. Output options are as per Quantec's updated paging functions (described above). Please contact C-TEC's technical department for more detailed DECT system compatibility information.

## IMPROVED SURVEYOR SOFTWARE

Allows the additional logging of User ID data, Attendance call data and transmitters or pendants with low batteries in what is already considered the most powerful call system data management software package on the market.



Surveyor allows building managers to take tighter control of their care facilities by outputting reports on busiest shifts, call response times and more - data that can potentially save a business thousands of pounds.

All of the features listed above are available on new Quantec Systems purchased after 1 July 2010. More detailed information (wiring schematics, basic operation, etc) can be found on our website at [www.c-tec.co.uk](http://www.c-tec.co.uk)