

ASCOM NPTX2-BFKAA2

Ascom Teleassistance NPTX2-BFKAA2 User Manual

Model: NPTX2-BFKAA2 | Brand: ASCOM

1. PRODUCT OVERVIEW

The Ascom TeleCARE NPTX2-BFKAA2 is a white radio call receiving unit designed for patient and nurse communication in healthcare environments. It features three distinct buttons with integrated indicator lights and a pull cord for initiating various types of calls or indicating presence.



Figure 1: Front view of the Ascom Teleassistance NPTX2-BFKAA2 unit, showing the three colored buttons and the integrated pull cord.

2. COMPONENTS

The NPTX2-BFKAA2 unit is equipped with the following key components:

- **Red Button with Nurse Symbol:** This button, accompanied by an indicator light and a silkscreened

nurse symbol, is primarily used for initiating an emergency or direct nurse call. It also features an integrated pull cord for activation.

- **Green Button:** This button, with its own indicator light, is used for functions such as call cancellation or indicating the presence of a nurse.
- **Yellow Button:** Equipped with an indicator light, this button is designated for requesting general assistance.
- **Screw Terminal Block (Input):** Provided for connecting a wired ASCOM teleCARE call unit, allowing integration with existing wired systems.
- **Terminal Block Output:** Used for connecting a 2-light signaling window, which provides visual alerts.

3. SETUP

Proper installation and programming are crucial for the correct functioning of the NPTX2-BFKAA2 unit. It is recommended that setup be performed by qualified personnel.

1. **Power Supply:** The unit requires either a local 24 VDC power supply or a 9 V battery. Ensure the power source meets the specified voltage requirements.
2. **Wired Connections:** If integrating with a wired ASCOM teleCARE system, connect the wired call unit to the designated screw terminal block. For visual signaling, connect a 2-light signaling window to the terminal block output.
3. **Programming:** PROG PORT programming is mandatory for the unit to function correctly within your system. If you are not equipped for this, contact your ASCOM service provider or a certified technician.
4. **Mounting:** Securely mount the unit in an accessible location, ensuring the pull cord is within reach for its intended users.

4. OPERATING INSTRUCTIONS

The NPTX2-BFKAA2 unit provides intuitive controls for various call and status functions:

- **Initiating a Nurse Call (Red Button/Pull Cord):**
 - To call a nurse, press the red button firmly or pull the red cord downwards.
 - The indicator light on the red button will illuminate, confirming the call has been initiated.
 - An audible and/or visual alert will be sent to the central monitoring system or nurse station.
- **Cancelling a Call / Indicating Nurse Presence (Green Button):**
 - To cancel an active call or to indicate that a nurse is present in the room, press the green button.
 - The indicator light on the green button will illuminate, and the red button's light may extinguish, depending on system configuration.
- **Requesting Assistance (Yellow Button):**
 - For general assistance that is not an emergency, press the yellow button.
 - The indicator light on the yellow button will illuminate, signaling an assistance request.
- **LED Indicators:** Observe the indicator lights on each button. A lit LED typically signifies an active call or status. Refer to your system's specific programming for detailed light patterns.

5. MAINTENANCE

Regular maintenance ensures the longevity and reliable operation of your NPTX2-BFKAA2 unit.

- **Cleaning:** Clean the unit periodically with a soft, damp cloth. Do not use abrasive cleaners, solvents, or excessive moisture. Ensure the unit is powered off before cleaning.
- **Battery Replacement:** If the unit is powered by a 9V battery, replace it when the low battery indicator (if available and configured) illuminates, or as part of a routine maintenance schedule. Refer to the installation guide for battery access.
- **Inspection:** Regularly inspect the pull cord for any signs of wear or damage. Ensure buttons operate smoothly and lights illuminate correctly.

6. TROUBLESHOOTING

If you encounter issues with your NPTX2-BFKAA2 unit, consider the following common problems and solutions:

Problem	Possible Cause	Solution
Unit does not respond / No lights	No power or low battery.	Check 24VDC power supply connection or replace 9V battery.
Call initiated but not received at nurse station	Radio interference, unit out of range, or programming issue.	Verify unit is within range. Contact a technician for programming verification or radio signal strength check.
Buttons feel stuck or unresponsive	Dirt/debris accumulation or mechanical fault.	Gently clean around buttons. If issue persists, contact service.
Pull cord is damaged	Physical wear and tear.	Contact ASCOM service for replacement of the pull cord assembly.

7. SPECIFICATIONS

Feature	Detail
Model Number	NPTX2-BFKAA2
Brand	ASCOM
Power Supply	24 VDC or 9 V Battery
Weight	Approximately 227 g (0.5 lbs)
Color	White (Unit shown in image) / Noir (Listed in some specifications, may refer to internal components or a different variant)
Number of Buttons	3 (Red, Green, Yellow)

Feature	Detail
Indicator Lights	3 (One for each button)
Connectivity	Radio, Wired ASCOM teleCARE input, 2-light signaling window output
Programming	PROG PORT (Mandatory)

8. WARRANTY AND SUPPORT

For information regarding product warranty, technical support, or service, please contact your authorized ASCOM distributor or the point of purchase. Keep your purchase receipt and product serial number handy when contacting support.

ASCOM provides comprehensive support for its healthcare communication solutions. For specific regional contact details, please visit the official ASCOM website.