

## **Midmark RTLS (Versus) and ASCOM Unite(Nurse Call) Downtime Procedures:**

**During a Full Network downtime, the following describes how Nurse Call (ASCOM Unite) and Midmark RTLS (FKA Versus) systems function when they lose network connectivity.**

### **For Nurse Call (including texts to VOIP Phones):**

1. Text messages may **not** be delivered to phones.
2. Voice calls to VOIP Phones may **not** work.
3. Badge Presence in rooms may **not** automatically shut off the call lights.
4. ADT data to ASCOM Unite Assign and View apps **will be** delayed.

### **Nurse Call workarounds:**

1. Watch call lights outside the rooms, utilize the console/phone at the charge nurse desk.
2. Clear any nurse calls manually by pressing the nurse call Cancel button in that room.
3. For stuck nurse call lights, hold the Nurse Call station's cancel button for 3-5 seconds.
4. In ASCOM Unite Assign and View, the ADT data backed up in our IF engine should eventually catch up both apps.

### **For Midmark(Versus) Applications:**

1. The Badge Utility will not work until network connectivity is restored.
2. The Versus Whiteboards (floor plans) may disconnect from the Versus server and lose their floor display.
3. Security (Staff and Patient) alerts in CFCC and D6 will not work until network connectivity is restored. (Popup clients will not display text messages; pages will not be sent to security team.)

### **Midmark RTLS(Versus) Application Workarounds:**

1. If the network is offline, security concerns of patients and staff need to be called in to the main security office. (e.g., MMC x56700) Popup client apps and paging will resume when the network is restored.
2. Wait until network is restored, restart the BadgeUtility application and check/reenter the badge.
3. The Versus EV Whiteboards in the ED and A Tower should reconnect automatically if the outage is a few minutes.
4. If the Versus EV Whiteboards do not reconnect, the Help Desk can remote and restart the app or PC.
5. If you launched the EnterpriseView app locally on a PC, shut it down and log back in.