

To: All Staff

From: Information Technology

Date: April 12, 2021

RE: Patient Telephones –Repair and Replacement Info

Starting this week, clinical units will be able to report their own **Patient Phone Jack Repair** requests through a HEAT Self Service form.

You are asked to do some basic troubleshooting prior to submitting a **HEAT Ticket** for repair.

Patient Phone Repair – Troubleshooting Steps

1. Confirm there is no dial tone or static in the line

2. Try new phone cord on existing phone

✓ *If this fixes the problem, you are good to go*

✗ *If this does not fix the problem, continue to **Step 3***

3. Plug in a working phone from another patient room

✓ *If this fixes the problem, your Manager needs to order a new patient phone*

✗ *If the issue persists, log into **HEAT** and submit the **Patient Phone Jack Repair Form***

If the issue is with the phone or cord (eWay), the department is responsible for phone replacement (approx. \$62 each). Purchases can be made following the standard procedure for Non-Stock Purchase Order Requisitioning outlined in policy PUR-09. Please see attached specification sheet with the phone equipment number highlighted for your reference.

We suggest Departments keep spare phones and cords on hand.

If you have any questions or concerns, please contact the Help Desk at 684-6411 or help@tbh.net.

PERFORMANCE IN AN ATTRACTIVE LOOK.

The Teledex Opal Series combines stylish international design with legendary Teledex reliability, in a package that helps any property put its best foot forward. The single-line Opal 1000 and two-line Opal 2000 Series provide up to eleven guest service buttons for easy access to commonly used hotel services. An available high-performance speakerphone and bright message-waiting indicator provide your guests with the amenities they expect. The patented PrimeLine/RingLine™ Select feature makes selecting the correct line as easy as picking up the handset.



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- MultiX® message waiting interfaces with any PBX
- Large printable faceplate area for important dialing and contact information
- ExpressNet® broadband-ready
- Easy-access data port for convenient laptop computer connection
- Sleek Euro design complements any room decor
- Extra-bright message waiting indicator
- Patented PrimeLine/RingLine™ automatic line selection*
- Electronic 3-way conference*
- Last-number redial
- Up to 11 programmable guest service buttons
- Handset volume boost
- morePhone™ Overage Program with each qualifying shipment of Teledex telephones includes extra sets at no charge.
- 5-Year Warranty

*Two-line models only

OPAL 1000/2000 SERIES ANALOG

SPECIFICATIONS

Standard Colour: Ash and Black	Faceplate Size: Full length	Ringer Equivalence: Z (Use only behind PBX)
Footprint: 6.0" x 9.0" (15.2cm x 22.9cm)	FCC Specifications: Meet or exceeds Part 15, Subpart J, Class A, Part 68	Registered Connector: USOC RJ-14
Weight: 1.8 lbs. (0.8kg)	Safety Standard: ETL and CE	Handset: Hearing Aid compatible
Humidity: 65% ± 20%	Operating Voltage: 24 to 56 VDC Non-Polarity	Handset Cord: 10-foot coil cord
Temperature: 77°F ± 50° (25°C ± 10°C)	Flash Timing: 600 ms	Cords & Line: 15-foot/10-foot coil
Packaging: 12 per carton		

Part Numbers

Single-Line Models

Opal 1001 (Basic)	Opal 1010 (10-button)
OPL76009 Ash	OPL76239 Ash
OPL760091 Black	OPL762391 Black
Opal 1000 (Basic)	Opal 1003s (3-button speaker)
OPL76309 Ash	OPL76749 Ash
OPL763091 Black	OPL767491 Black
Opal 1002 (Basic)	Opal 1005s (5-button speaker)
OPL76039 Ash	OPL76149 Ash
OPL760391 Black	OPL761491 Black
Opal 1003 (3-button)	Opal 1010s (10-button speaker)
OPL76739 Ash	OPL76339 Ash
OPL767391 Black	OPL763391 Black
Opal 1005 (5-button)	
OPL76139 Ash	

Two-Line Models

Opal 2006 (6-button)	Opal 2006s (6-button speaker)
OPL78039 Ash	OPL78149 Ash
OPL780391 Black	OPL781491 Black
Opal 2011 (11-button)	Opal 2011s (11-button speaker)
OPL78259 Ash	OPL78359 Ash
OPL782591 Black	OPL783591 Black



Thunder Bay Regional Health Sciences Centre is a leader in Patient and Family Centred Care and a research and teaching hospital proudly affiliated with Lakehead University, the Northern Ontario School of Medicine and Confederation College.

Le Centre régional des sciences de la santé de Thunder Bay, un hôpital d'enseignement et de recherche, est reconnu comme un leader dans la prestation de soins et de services aux patients et aux familles et est fier de son affiliation à l'université Lakehead, à l'École de médecine du Nord de l'Ontario et au collège Confédération.