Release Note

Software Version：2.6.10.2942.21 / 2.12.58.23 / 2.14.2.1.1

Models：A320i / Y501 Series / W610W

Date：2026.01.29

Content

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1　Revise History

No.	Version	Release Time
1	2.6.10.2894.20	2025-12-5
2	2.6.10.2942.21	2026-01-29

2　Release 2.6.10.2942.21

Models	Software Version	Comment
A320 & A320i	2.6.10.2942.21	
Y501 Series	2.12.58.23	
W610W	2.14.2.1.1	

2.1　New Features

1. Add portable Wi-Fi phone W610W to the solution, W610W supports receiving NCS call type

2. Added support managing Corridor Display CMD-01 via WEB interface, and allow user to customize the default display text on Corridor Display

3. Added support for sorting the device list on the A320i main screen: When device names are configured using RoomNumber-BedNumber, the system will automatically sort the list based on this format. Users can also manually reorder devices by pinning items to the top.

4. Thai, Traditional Chinese, Japanese, French, Greek, and Russian are now supported in the system interface

5. Added support for NCS group call and sequential call on the Y501 series intercom.

6. Added support for remote DTMF control: Users can now reset the corridor light status and cancel emergency call re-dial reminders through remote DTMF command

7. Added support for unattended call no answer forwarding

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2.2 Improvements

1. Improved display logic for nurse call types: By default, incoming calls now show Room Number + Bed Number, with the option for custom display names

2. Improved corridor light status synchronization between Nurse Station Console and Y501 Series Intercom.

3. Improved corridor light display logic

4. Optimized nurse call logs

5. Increase the supported wireless button to max 50 per device

6. Other improvements

2.3 Bug Fixes

1. Fixed: Random offline and can't receiving incoming call in the Wi-Fi only environment

2. Other bugs fixed.

2.4 New Features Description

1. Added portable Wi-Fi phone W610W to the solution, W610W supports receiving NCS call type

Configuration steps to call from Y501 series to W610W

- Log in to the Y501 series intercom web interface → **Function key**, and ensure the key's call type is set to **NCS Event**. Note that the subtype varies depending on the key

- In the **Value** column of the function key, enter the number of the W610W, as shown in the example below:

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Function Key Settings >>

Key	Type	Name	Value			Subtype	Line	Media
DSS Key 1	NCS Event		2	+	-	Presence	AUTO	DEFAULT
DSS Key 2	NCS Event		2	+	-	Nurse Call Norm:	AUTO	DEFAULT
DSS Key 3	NCS Event		2	+	-	Code Blue Call	AUTO	DEFAULT
DSS Key 4	NCS Event		0	+	-	Toilet Emergency	AUTO	DEFAULT

Apply

Configuration Steps:

● Press the assigned button on the Y501 series intercom; a call will be placed to the W610W.

● Upon receiving the call, the W610W will play the corresponding notification tone, and a prompt message will appear on the screen:
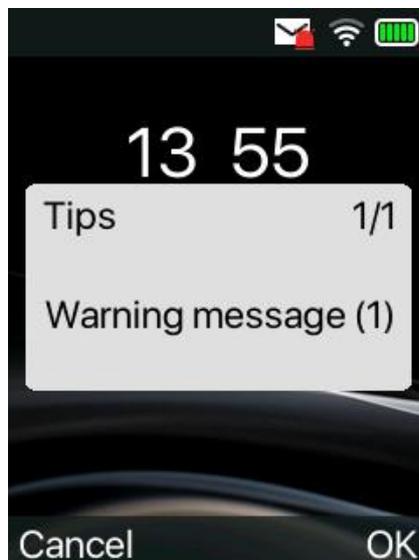
● Press "OK" to view the detailed message, the location information will be displayed and the text color will appear in red, yellow, or blue, depending to the call types
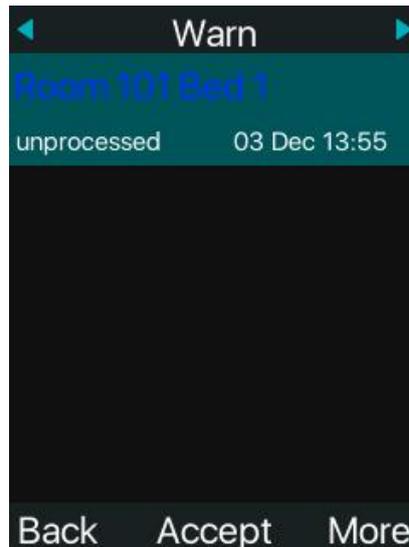
- Press "Accept" to acknowledge the alert, or press "more" --> "call back" to call the intercom; If the nurse is currently occupied, press **"Reject"** to dismiss the alert.

- The nurse then goes to the patient's or resident's room and press the "Presence" button on the Y501 intercom.

- Once the "Presence" button is pressed, the alert message will automatically move to history on the W610W.

2. Added support managing Corridor Display via WEB interface

The system now allows FAE and agents to remotely manage corridor displays via the web interface. Users can also configure custom characters, solving the difficulty of entering multilingual characters on LCD screens.

Configuration Steps:

(1) Log in to the master station's web interface and navigate to **Applications → Nurse Call Settings**.
(2) Search for and add corridor displays, modify IP addresses, and perform other management operations.

(3) Under the **Information Display** tab, input custom characters as needed.

3. Added support for sorting the device list on the A320i main screen

By default, devices are sorted according to their assigned device numbers. The new software iteration now supports sorting based on *Room Number–Bed Number*, and also allows manual sorting by pinning devices to the top.
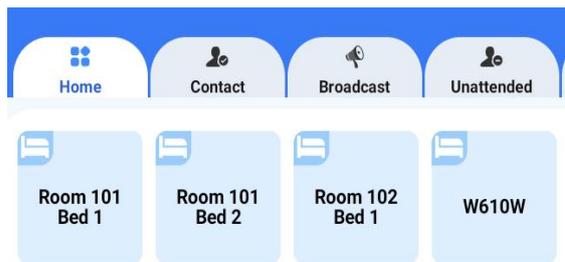
Default Order:

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Sorted by Room Number Bed Number:

Manually pin to top (W610W):
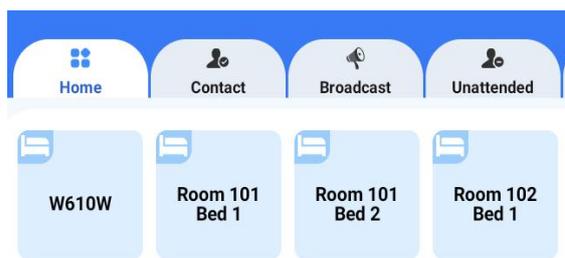
**Configuration Steps**

(1) On the A320i LCD interface, navigate to **System Settings → Devices**, and enter the password (default: admin) to access the device management screen.

(2) In the **Action** column of the desired device, select the edit icon (the first icon from the left).

(3) In the new screen, select **Name**, and in the popup dialog, choose **Room Format** under **Name Format**.
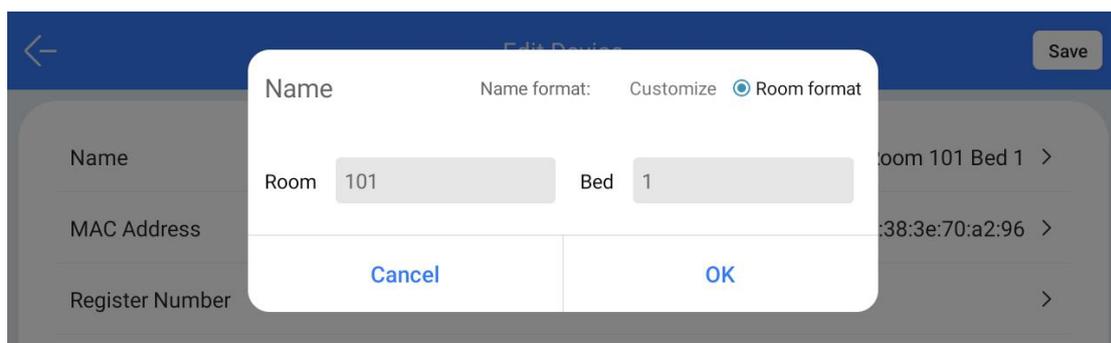
(4) Enter the **Room Number** and **Bed Number**, then click **OK**. Finally, click **Save**.

(5) Repeat the above steps for each device. Once completed, devices will be sorted according to *Room Number–Bed Number*.

(6) To pin a specific device to the top, swipe left on the device and tap **Pin to Top**, as shown below.
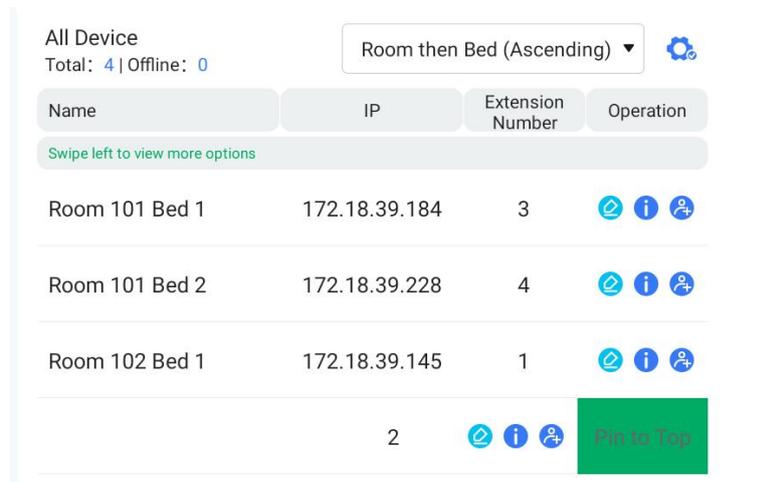
4. **Added support for NCS group call and sequential call on the Y501 series intercom.**

Group Call: The Y501 series intercom can simultaneously call multiple targets (e.g., nurse station console A320i and handheld W610W). Once any target answers the call, all other targets stop ringing

Configuration steps:

(1) Log in to the Y501 series intercom web interface → **Function key**, and ensure the key's call type is set to **NCS Event**. Note: If multiple numbers are called simultaneously, the **Nurse Presence** field must include the same numbers

(2) In the **Value** column of the function key, click + and enter all numbers to be called simultaneously

(3) Under **Function Key → Advanced Settings**, find **Dial Mode Selection**, select **Group Call**, and click **Apply** to save

Sequential Call:

When a key is pressed, the system calls the first number; if it is not answered within the timeout, the call to the first number is canceled, and the system moves on to call the next number, continuing up to eight numbers in sequence.

Configuration steps:

(1) Log in to the Y501 series intercom web interface → **Function key**, and ensure the key's call type is set to **NCS Event**. Note: If multiple numbers are called simultaneously, the **Nurse Presence** field must include the same numbers

(2) In the **Value** column of the function key, click **+** and enter all numbers to be called simultaneously

(3) Under **Function Key → Advanced Settings**, find **Dial Mode Selection**, select

Main-Secondary, and click **Apply** to save

5. **Added support for remote DTMF control**

Emergency-type calls normally require caregivers to visit the patient or resident's

room. If the call is not acknowledged by pressing the Presence button within the

timeout period, the system will repeatedly alert caregivers of the unhandled

emergency call.

To handle accidental triggers, caregivers can now cancel repeated call reminders and

restore corridor light status via DTMF input after confirming with the resident

through voice communication, reducing unnecessary movement and improving

workflow efficiency.

Configuration Steps:

(1) A Y501 intercom initiates an **Emergency** call, and the caregiver answers.

(2) After the timeout period (default 60 seconds), if the caregiver has not reached the room and pressed the **Presence** button, the Y501 extension will re-initiate the call

(3) If the caregiver answers and confirms with the resident that the call was accidental, during the call, enter the default DTMF **"0"** on the master station or handheld device (W610W) to restore the extension's corridor light status and cancel repeated call reminders

6. Added support for unattended call no answer forwarding

Clarified relationship between Unattended Mode and No-Answer Call Forwarding:

● When **Unattended Mode** is enabled, incoming calls to the master station are forwarded immediately.

● When only **No-Answer Call Forwarding** is enabled, the master station will ring first, and if the call is not answered within the timeout period, it will then be forwarded

Configuration Steps:

(1) On the master station LCD interface, tap **Unattended → No-Answer Call Forwarding**, and enable the function.

(2) Select the target device type for forwarding, and enter the forwarding number or IP address.
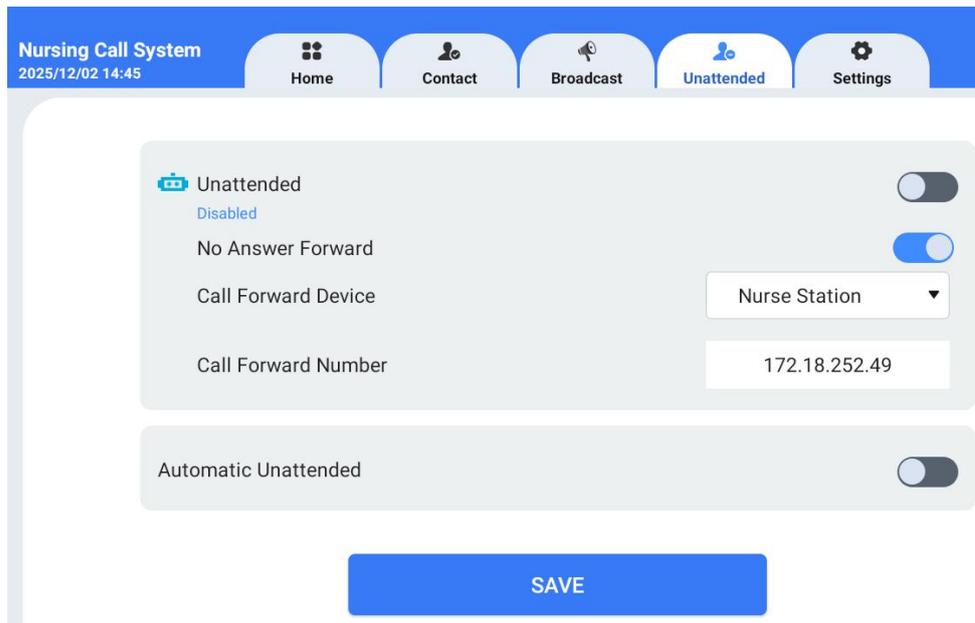
(3) Click "SAVE", when prompted, enter the password (default:123456)

2.5 Improved Features Description

1. **Optimize nurse call logs,** adding new metrics including response time, processing time, call answer time for more detailed performance tracking

   Configuration Steps:
   (1) Log in to the nurse station console A320i's web interface, navigate to "Call Logs" → "Nurse Call Log"
   (2) Search the log by:
   ◆ Time, the time period of logs
   ◆ Type, call types
   ◆ Location, where is the call from
   (3) Click "Export All" to Export the nurse call log to a csv file.

Nurse Call Log

Index	Call time	Call location	Call Mode	Response time	Processing time	Call Answer Time	Call duration	Nurse name
1	2025/11/27 14:05:51	area:1 room:101 bed:1	Code Blue Call	00:00:46	00:01:00	00:00:00	00:00:00	
2	2025/11/27 14:05:56	area:1 room:102 bed:1	Nurse Call Normal	00:00:35	00:00:50	00:00:00	00:00:00	
3	2025/11/27 14:06:59	area:1 room:101 bed:1	Code Blue Call	02:15:51	02:17:02	00:00:00	00:00:00	
4	2025/11/27 14:06:54	area:1 room:102 bed:1	Nurse Call Normal	00:00:29	00:07:19	00:00:00	00:00:00	
5	2025/11/27 14:14:17	area:1 room:102 bed:1	Nurse Call Normal	02:08:15	02:09:33	00:00:00	00:00:00	
6	2025/11/27 14:30:58	area:1 room:9999 bed:1	Nurse Call Normal	01:52:12	01:52:55	00:00:00	00:00:00	
7	2025/11/27 17:17:46	area:1 room:101 bed:1	Code Blue Call	00:00:10	00:00:25	00:00:07	00:00:00	
8	2025/11/27 18:07:38	area:1 room:101 bed:1	Code Blue Call	00:03:45	00:03:46	00:00:00	00:00:00	
9	2025/11/27 18:11:43	area:1 room:101 bed:1	Code Blue Call	00:00:25	00:00:47	00:00:00	00:00:00	
10	2025/11/27 18:22:57	area:1 room:101 bed:1	Code Blue Call	00:00:27	15:55:15	00:00:00	00:00:00	

**2. Improved corridor light status synchronization between Nurse Station Console and Y501 Series Intercom.**

The corridor light status will be displayed on the devices icon on A320i, it's according to the "priority" mode. But for the routine call (nurse call normal, staff assist call, SIP call), sometimes it needs to keep the light status until someone press the presence, sometime not.

A new option "Light off after call answered" is added:

(1) Log in to WEB interface of Y501 series intercom, navigate to "Device Settings" → "Basic Settings" → "Corridor Light Control", select "disabled/light off by answer/light off by hangup" for the option

(2) On LCD of nurse station console, go to "Settings" → "Call" → "Call Options", select the same option.
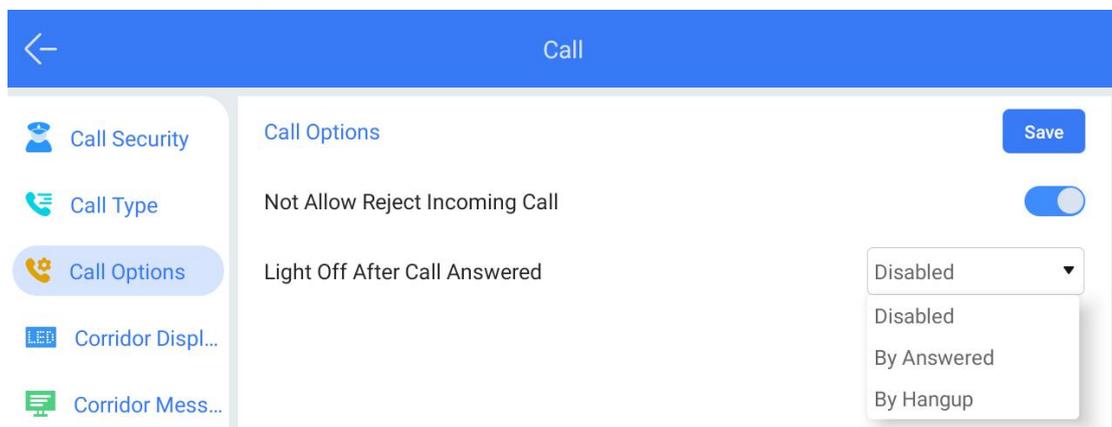
3. Improved corridor light display logic

Previously, lights were displayed solely based on priority. A new mode has been added:

● When there is an emergency call, lights are displayed by priority

● When no emergency call is active, multiple statuses (e.g., nurse call and staff assist call are displayed in a rotating manner, such as slow-flashing red and slow-flashing yellow.

Configuration Steps:

- Log in to the Y501 intercom's web interface and navigate to Device Settings → Basic Settings → Corridor Light Control, select "Corridor Light Mode", as "Priority first" or "Priority then Routine Rotation"

4. Other improvements