Swisslog offers a variety of advanced options that enhance the functionality of your pneumatic tube system. The following options provide solutions for challenges associated with sending, receiving and tracking carriers through a pneumatic tube system.

Automated Carrier Tracking and Delivery Verification

Using radio frequency identification (RFID) technology within a pneumatic tube system (PTS) permits automatic carrier tracking, monitoring and inventory management. RFID technology gives users real-time verification that patient-critical pneumatic tube transactions have arrived at the right station at the right time.

Benefits
- Monitors carrier transport – Verifies end-to-end carrier transport
- Assigns carrier destination – Reduces risk of health exposure by segregating carriers for designated payloads
- Automates carrier inventory counts and redistribution
- Separates carriers for specific transactions to reduce cross-contamination
- Requires no extra processing steps – supports productivity and user compliance
- Provides capability to assign carrier “home” location
- Allows “close-loop” auto recovery if system operation is disrupted

How It Works
1. RFID tags are embedded in each carrier; available for 4-inch and 6-inch TransLogic Systems and other manufacturers’ systems
2. Carrier RFID tags are programmed with a unique ID number
3. Tube stations are equipped with receivers that read the tags on dispatch, arrival and interchange points
Card Access Security

The WhoTube™ Card Access System provides additional security for pneumatic tube system station transactions using employee badges or identification cards for credentialing. To receive a secure transaction, the user must present a valid access card to release the carrier into the station bin. The WhoTube system also works to unlock station access doors.

Benefits
- Records sender or receiver information with each transaction
- Allows sending capability for approved users only
- Receives updates from facility security system to keep authorizations current
- Supports proximity card technologies for automated credentialing
- Installs on current and legacy TransLogic Systems
- Controls Station Access Doors to allow automated user verification

How It Works
1. Card reader is installed on station for user authentication
2. User selects “Badge Secure Transaction” on station menu
3. Transaction is processed
4. Station automatically locks if another transaction is not initiated within 20 seconds
Alert Messaging

Alert messaging solutions work with TransLogic Software version TL 2007 and higher, providing automatic communication on key pneumatic tube system transport events and system alarms. Alert messaging functionality increases user productivity, improves system maintenance and reduces the potential for system downtime by automatically notifying specific users of carrier arrivals at their station, and sending alarm descriptions, including equipment ID to selected facilities maintenance personnel.

Swisslog offers two different alert messaging solutions. Based on the unique needs of your facility, a trained Swisslog expert will recommend the alert messaging option best suited to the facility’s requirements.

Benefits
- Provides important and immediate system event notifications, including:
  - Vault alerts
  - Carrier arrival
  - Communications
  - User-related situations
  - Maintenance issues
  - Equipment failures
  - System interruptions
- Allows communication via:
  - Computers (email)
  - Mobile phones (voicemail and text)
  - Tablets
  - Pagers

How It Works
1. User enters preferred method of contact into the system
2. User identifies the alert types they want to receive
3. Notifications are sent automatically according to user settings

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Station Access Security

Swisslog Station Access Doors provide controlled access to recessed tube stations, offering added safety and security for system transactions. These doors are secured by an electromagnetic lock, allowing only authorized personnel access to the contents of the station interior.

Benefits

- Provides visibility to items in the receiving bin through large, clear window
- Ensures secure door closure through spring-loaded, self-closing hinges
- Installs on 4-inch and 6-inch pneumatic tube system stations
- Integrates with all generations of TransLogic Pneumatic Tube System control panels
- Provides controlled station access in public or semi-public areas
- Addresses HIPAA concerns by increasing security and patient privacy
- Supports the WhoTube™ Card Access System for user authentication

How It Works

1. User swipes badge (using card access system) or enters PIN to open door
2. Door unlocks to grant access to station bin
3. Door automatically locks upon closure
Secure Carrier Storage

The pneumatic tube system vault provides secure carrier storage above the destination station. The vault allows users to continue to send and receive carriers from a station while a secure transaction is awaiting pick-up by an authorized recipient.

Benefits

- Stores carriers in a secure location near the receiving station for fast, secure retrieval
- Allows station to remain in use for other inbound and outbound transactions until designated recipient has retrieved secure carrier
- Controls delivery to intended recipient rather than allowing a secure transaction to set aside simply to allow station use

How it works

1. A secure tube location is created within the walls that can accommodate a carrier
2. When used with alert messaging, the system will notify the authorized recipient that a secure transaction has arrived in the vault
3. When the authorized recipient accesses the station panel, the carrier is delivered into the station bin
4. System automatically returns an unaccessed carrier back to the sender after a user-specified time for restocking or to avoid spoilage

Additional Options

Remote System Monitoring

Remote system monitoring (RSM) for TransLogic Pneumatic Tube System (PTS) operates 24/7 from Denver-based Swisslog Network Operations Center. RSM features real-time tube system status for the Swisslog 24/7 support team, ensuring maximum system uptime with immediate reaction to alarms. By responding quickly to PTS alarms, the troubleshooting process can begin immediately, oftentimes before the facility is aware of the problem themselves.

Benefits

- Allows staff to dedicate time to more important tasks
- Decreases amount of time spent troubleshooting PTS system events
- Reduces amount of interruptions in day-to-day activities
- Alerts appropriate staff almost immediately if PTS system requires attention
- Provides awareness and ability to benchmark and measure PTS system through reporting
- Secures RSM data transfer to and from customer facility through password protection (HTTPF secure connection)
- Ensures RSM server redundancy, keeping information backed up

How It Works

- RSM integrates with Nexus PTS Software
- Directly monitors system activity and health of the tube system
- Monitors send and receive functionalities, as well as operational infrastructure
- Reports back real-time information to the Network Operations Center in Denver
Receiving System Station Noise Reduction

The Whisper Receiving System reduces noise that occurs when a carrier arrives at a pneumatic tube system, providing a quiet environment, decreased stress, enhanced staff concentration and a better patient experience. The system is available as an upgrade to legacy systems or as standard factory-installed equipment on new TransLogic 6-inch Stations. The whisper receiving system is also available on 4-inch standard recessed stations.

Stations equipped with the Whisper Receiving System are noticeably quieter than other pneumatic tube system stations. In a laboratory setting, adjusted for ambient noise, carrier delivery in a Whisper-equipped station was 12-14 dB quieter than a station equipped with a molded ramp and bin.

Benefits
- Installs quickly and easily by hospital maintenance personnel or a Swisslog service technician
- Reduces noise associated with carrier landing in the receiving bin significantly, allowing PTS stations to be located in noise-sensitive areas such as nursing, NICU, ICU, etc.
- Softens carrier arrival, resulting in improved protection and product integrity for sensitive items
- Features removable landing cushion for easy cleaning, resulting in shortened station downtime if a spill occurs

How it Works
- An energy-absorbing carrier receiving ramp made of a padded, liquid-resistant nylon reduces the carrier speed as it arrives at the station
- An impact-absorbing receiving cushion made of similar material absorbs the shock of the carrier arrival in the station bin
- Receiving bin liner helps to contain accidental spills

Variable Speed Technology

The variable speed solution allows users to select slow speed transport to improve content handling and system efficiency. Variable speed software works in tandem with the variable frequency drive hardware to ensure sensitive payloads are protected with slower speed carrier transport.

Benefits
- Allows users to send sensitive items at slow speed (15% slower than normal speed) for gentle handling
- Slow-speed transactions can be selected by users at time of dispatch or pre-programmed for a specific destination

System Requirements for Software
- TL 2009 or later versions of software, with recommended computer hardware
- High-speed Ethernet (or network) drop with Internet access for both primary and secondary system control centers
Carrier Storage

The carrier storage unit provides convenient storage for pneumatic tube system carriers when not in use. The carrier storage unit stores up to 39 4-inch carriers or up to 16 6-inch carriers. The carrier storage unit features soft walls for noise dampening and is installed flush-mounted into a finished wall—requiring no additional floor space.

Remote Arrival Indication

Audio and visual indicators notify users that a carrier has arrived at the station by flashing a yellow light and/or by sounding a chime. Both light and chime are turned off by pressing the reset button on the indicator. The arrival indicator can be installed adjacent to a station or in a remote location.

Remote Personal Indicators

Indicators also can be configured as virtual stations called remote personal indicators with their own system address. They light up or sound only when a carrier is directed to the specific address assigned to the indicator. This allows multiple groups of users to share a single station effectively. Remote personal indicators may be installed adjacent to the station or at a remote location. Up to six unique personal indicator addresses may be assigned to each station.