



- GuestCall IQ[®] All in One
- GuestCall LTD All in One

Paging Systems

Professional Series UHF v110



LTD Version



IQ Digital Display



HME Wireless, Inc
Customer Service 800.919.9903
1400 Northbrook Parkway Suite #320 • Suwanee, GA 30024

TRANSMITTER OVERVIEW



PAGER COMPATIBILITY

All in One Base station is compatible with the following pagers below.

 <p>IQ Pager Programmable digital pager number display</p> <p>LTD Pager Value Pager with pager number decal</p>	<p>NUMERIC PAGERS (OPTIONAL) Use as Staff or Manager pagers</p>  <p>LTMSGNUM Numeric Rechargeable Pager (Requires a different charger kit)</p> <p>RNUM Battery Operated Pager</p>
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PAGING SYSTEM SETUP

Base Station and Charging Unit Setup

1. Lock the antenna to the lower left corner of the sending unit.
Fit over plug and twist left to lock antenna in place.
2. Plug the GuestCall sending unit A/C adaptor (large tip power supply) into left side (near antenna) of the sending unit
3. Plug the power supply into a standard 110 outlet.
4. Seat the pagers into the charging slots until they “click”. Pagers do not have to be in numerical order. You should see a RED light appear on each pager. This light indicates that proper charging is taking place. The pager number LED will illuminate if you're using IQ pagers with digital display. When you remove a pager from its charger, it will display a demonstration page for 5 seconds.



NOTE: Only use the AC adaptor supplied with your system! The use of non-approved power supply will invalidate the warranty. Also, use some type of surge suppressor on all power supplies for protection. Power surges are not covered under system warranty.

TRANSMITTER OPERATION

The GuestCall IQ® All in One system is plug 'n play ready. After the proper connections are made, the system will be ready for use. Pagers will *quick charge* to full capacity in only 2 hours.

Default Set-up

- Current time is set.
- Range Test is OFF. Testing range is only necessary for very large properties.
- Pagers are set to FLASH & VIBRATE when paged.
- Duty Alert is OFF.
- Out of Range alert is OFF

This configuration should be satisfactory for most locations. Should the need arise to make any configuration changes follow the instructions below. If you have difficulty call our customer service department at **800.919.9903** and a technician will be happy to walk you through the process.

Paging the Pager

To alert a pager, simply press the pager number on the transmitter keypad followed by the “send” key. For example, press, “**11 - send**” and pager # 11 will signal. Pagers will signal for 2 minutes and then reset. The alert time can be adjusted via the transmitter. Please see programming instructions below. You can reset any pager by inserting it into a charger slot.

Locate / All Page Feature

This feature causes **ALL** pagers (**that are not charging**) to signal at once. This feature is useful when you are closed and would like to locate any misplaced pagers around your facility. To locate ALL pagers, press “**1249 - send**”. Any pager not on a charger will signal. Search for the missing pagers by listening for the beep or voice call and looking for flashing lights. Remember to check the parking lot and look in the bushes! After finding all the missing pagers, put them on a charger to stop the “locate” alert. **Never use the locate feature while pagers are with the guest as all the pagers will alert at once!!!**

SYSTEM PROGRAMMING

Enter Programming Mode

1. Press the "SETUP" button.
2. Enter the password "1379" followed by "enter".
3. If the password is accepted, the display will show "Use * to scroll to menu options".
4. Use the "*/ Menu" key to scroll through the different menu options.
5. Press "CANCEL" to exit the system-programming menu.

MENU OPTIONS

1) Set the Current Time

1. At the "Set Current Time" menu, set the hour then press "ENTER" key.
2. Set the minutes and press "ENTER" key.
3. Use the "# /Select" key to select AM or PM.
4. After the correct time is set, press the "ENTER" key to save. Press the "CANCEL" key to exit the system-programming menu.

2) Set the Sleep Shutdown Time (Factory Default: OFF)

This system has an "ALL SLEEP" function that turns off all battery pagers (RNUM Vibe Only pagers) at once, automatically. You do not need to use this function if your system is completely rechargeable. To turn this feature ON or OFF:

1. At the sleep shutdown menu, press "#/Select" key to turn the sleep shutdown to "ON" or "OFF".
2. Press enter to go back to the main menu.

Change Shutdown Time

1. At the sleep shutdown menu, press "# /Select" key to turn the sleep shutdown to "ON".
2. Press the "Enter" key.
3. Set the hour then press "ENTER" key.
4. Set the minutes and press "ENTER" key. Use the "# /Select" key to select AM or PM. After the correct time is set, press the "ENTER" to save. Press the "CANCEL" key 2 times to exit the system-programming menu.

3) Range Test (Factory Default: OFF)

With this feature you can determine what distance your transmitter will cover. The factory default setting is OFF. To start the range test:

1. Remove a couple of pagers from the charging stack.
2. At the "Range Test" menu, press "# /Select" key to turn range test "ON".
3. Press "ENTER" to start the range test. As soon as range test is activated you'll notice the pagers flash once every 10 seconds (if you use numeric pagers they will vibrate). Walk around your property. When you reach the point where the pagers do not flash consistently, this is your maximum range. If you would like to increase or decrease your power level, exit range test and call 800-919-9903 for more options.
4. Press the "CANCEL" key to stop the range test.
5. Press the "CANCEL" key twice to exit the system-programming menu.

4) Programming the Pager Number – this feature only works with the **IQ Pager** with digital display.

Use this feature to change the pager number on all of the pagers. Be sure that all pagers are returned before performing this procedure.

1. Seat the pagers into the charging slots until they "click". Pagers do not have to be in numerical order. You should see a RED light appear on each pager and the pager number LED will illuminate.
2. At the "Program Pager #" menu, press the "Enter" key. Display should change to "Set Starting Number"
3. Enter the Starting Pager number followed by the "Enter" Key.
4. All pagers will be programmed in sequential order.
5. Press the "CANCEL" key 3 times to exit the system-programming menu.

5) Set the Pager Alert

Use this feature to change the way your pagers alert the guest / patron. Be sure that all pagers are returned, before performing this procedure. The factory default is FLASH & VIBE.

1. At the "Set Pager Alert" menu, press the "# /Select" key to scroll through the different alert options.
2. After making a selection, press the "Enter" key 2 times. Pagers will turn off and turn back on automatically when the new alert is being programmed. After programming, the pagers will now respond with your new selection.
3. Press "CANCEL" key 3 times to exit the programming menu. The pagers are ready to receive the page with the new alert.

6) Setting the Duty Alert

This feature enables your transmitter to send a page, at a preset time, to a certain pager to remind them of a duty required of them. For example, a staff person can receive a page every 60 minutes to remind him to check on something. You can assign up to 3 different pagers to be duty alert pagers. The factory default is OFF. To program the duty pager:

1. At the "Duty Alert" menu, press "Enter" to program the first pager. Press the "# /Select" key to turn the duty cycle "ON" followed by the "ENTER" key.
2. Enter the duty pager number and press "ENTER" key.
3. Enter the cycle time (in minutes) and press the "ENTER" key.
4. Enter the numeric message.
5. After setting the duty alert function, press, "enter". Display will show "Duty __ saved".
6. Press the "# /Select" to go the second pager or "CANCEL" twice to exit the system- programming menu. Follow the procedure above to program the next pager.

7) Set the "Out of Range" Alert

With this feature enabled, the pagers will play a melody (IQ Pager) or vibrate (LTD Pager) when taken out of range of the transmitter to inform the guest that they are too far away and will miss their page. The melody or vibration will automatically stop when they step back within range. Be sure that all pagers are returned before turning out of range on or off. The factory default is OFF.

To turn the out of range ON:

1. At the "Out of Range" menu, press the "# /Select" key to turn the out of range ON.
2. Press the "Enter" key 2 times. Pagers will turn off and turn back on automatically when the out of range is being programmed. After programming, the pagers will be activated when the pager is taken out of range of the transmitter.
3. Press "CANCEL" key 3 times to exit the programming menu.

To turn the out of range OFF:

1. At the "Out of Range" menu, press "# /Select" key to turn the out of range OFF.
2. Press the "Enter" key 2 times. Pagers will turn off and turn back on automatically when the out of range is being programmed.
3. Press "CANCEL" key twice to exit the system-programming menu.

TROUBLESHOOTING FAQ'S

1. **What should I do when all of my pagers start playing a melody or vibrating and cannot be paged?**

The pagers are playing the out of range melody or the out of range vibration because they are not receiving the signal from the transmitter. First, be sure the transmitter has power and the antenna is securely attached, unplug the power cable at the right side of the transmitter for 15 seconds, then plug it back in. Using the instructions on page 5 of this manual, make certain the out of range feature is properly configured. If the problem continues, **call us immediately at 800-919-9903** for assistance.

Note: Returning the pagers to the charger will stop the out of range melody.

2. **The GuestCall pagers flash and vibrate when first removed from the charger. Is this right and can it be changed?**

Each pager will exhibit one cycle of the programmed alerts when first removed from the charger. This lasts about 5 seconds. This is the pager "demonstration" page and cannot be changed.

3. **Some IQ pagers do not have any number showing on the display. What is going on?**

If the pager is out of the charger (or if the charger is not plugged in) the pager battery is probably dead. Charge the pager(s) for 2 hours. If the pager is in the charger (with power) try pulling the pager out of the charger and reinsert it. This should fix the issue.

4. **I have to replace some missing pagers, what do I do?**

Call 800-919-9903 and order some new IQ pagers. You no longer need to specify pager numbers since the IQ pagers are now fully programmable on site. You can even keep extra IQ pagers on hand to remain at par!

5. **My IQ pagers are out of numerical order. Is this OK? How can I easily get them in order?**

The pagers can be in any order in the charger. You can easily reprogram them by following the instructions on page 4 of this instruction manual. The pagers will be renumbered in sequential order. This can be done as often as you like. Make sure all the pagers are in the charger before reprogramming.

6. **How long will my pager batteries last & how do I replace them?**

HME uses the finest rechargeable NiMh batteries available. They should last 3-5 years. When they need to be replaced, the pager will display "LO" (only with IQ Pager) after being charged for at least 2 hours. Replacement battery packs can be purchased from HME and you can easily replace the batteries yourself with little or no down time. Call 800.919.9903 to order.

CUSTOMER SERVICE

Help, I need service!

Help is only a phone call away!
Call our Customer Service Call Center at 800.919.9903

My System is malfunctioning - What do I do?

1. Read through the instruction manual. Answers to most questions can be found there.
2. Make certain the transmitter and pagers have power. Check the outlet & circuit breaker.
3. Are the pagers fully charged? They should all have the red charge indicator light on while on the charger. They should go through a demo page when removed from the charger.
4. Unplug the Transmitter, wait 30 seconds & plug it back in. (Reboot)

HME Wireless Customer Service at 800.919.9903.
Mon - Fri 8:00 am to 10 pm EST / Sat & Sun 10:00 am to 6:30 pm EST

After hours please leave a message and we will get back to you as soon as we can.

I need to send some Pagers in for repair - What do I do?

Ship malfunctioning components to the following address:

HME Wireless, Inc.
1400 Northbrook Parkway Suite #320
Suwanee, GA 30024

1. Call 800.919.9903 and follow the prompts to Customer Service to obtain an HME RMA number.
2. Pack the components securely
3. Write the RMA number clearly and boldly on the outside of the package
4. *Make certain your company information is in the box and on the return label – especially if you ship from a Pack & Ship store.
5. Ship the equipment in a traceable manner for your protection. (i.e. UPS Ground Track). HME is not responsible for packages lost in transit. Save the tracking number!
6. Insure the shipment for replacement value.

There are no charges for warranty repairs within the warranty period, other than your shipping costs. All products are shipped ground from HME. *Overnight or 2 day Shipping is available at an additional charge.

Out of Warranty?

Ask about our Lifetime Warranty with PagerCare™.

PAGING HINTS & TIPS

Make sure Out of Range is turned on.

Should the guest / patron travel outside the range of the host sending unit the system will alert them to come back closer or they will miss their page. ***This will also remind the guest / patron to return the pager should they forget to give it back.***

Only give out pagers to guests waiting less than 1 hour. * Hospitality Use Only *****

If the wait is longer than this, request that the guest check back at the host stand in 30 to 45 minutes and give them a pager at that point. Our studies have shown the “ditch rate” is higher the longer the wait time quoted and a guest will decide not to wait within the first ten minutes of being quoted. This will also give the host the opportunity to reconfirm the amount of time the guest can expect to wait.

Use locate mode at the end of each day’s use to make sure all pagers are back on the charger.

This will guarantee that all pagers are returned to the charger at the end of each day and acts as a check out procedure for the system. Guests / patrons may sometimes leave pagers in the bushes outside, in the parking lot or in waiting areas. Locate mode assists you in finding those misplaced pagers.

Training is the key to success with a paging system.

Orientating & training your entire staff on the use of the paging system is key to the success of the system. As a part of the general training program, time must be set aside to teach employees about the use and care of the paging system. Make certain staff members understand the importance of asking for the pager back when the guest / patron returns.

Place Return Address Labels on back of Pagers

Encourage guests / patrons to send back the Pager if they do manage to take one home. You can purchase these labels in rolls of 100 by calling **HME at 800.925.8091** and reference the .07 x.07 back Pager address label. The cost is \$15.00 / 100.