



# ServerCall® Paging System

Server Paging System – with CrystalCall® Pagers v909



**HME Wireless, Inc**

Customer Service 800.919.9903

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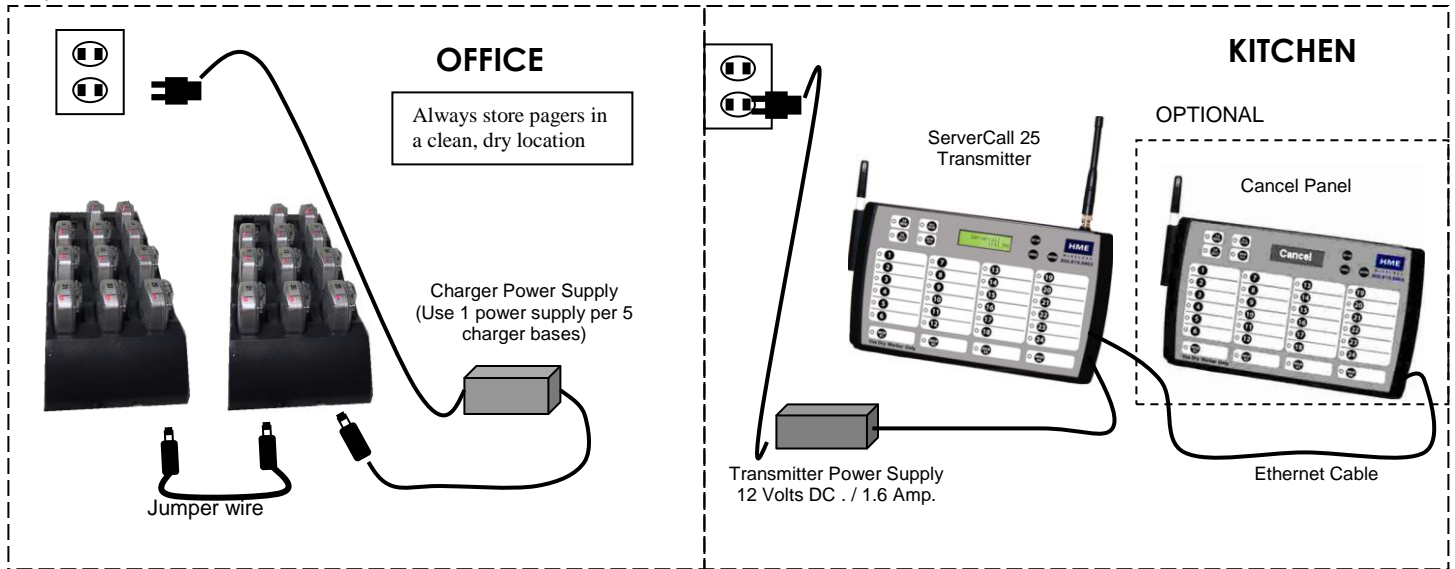
# PAGING SYSTEM SETUP

Thank you for purchasing HME's **ServerCall** Server Paging System. Your system has been pre-programmed at the factory and will function once mounted and plugged in.

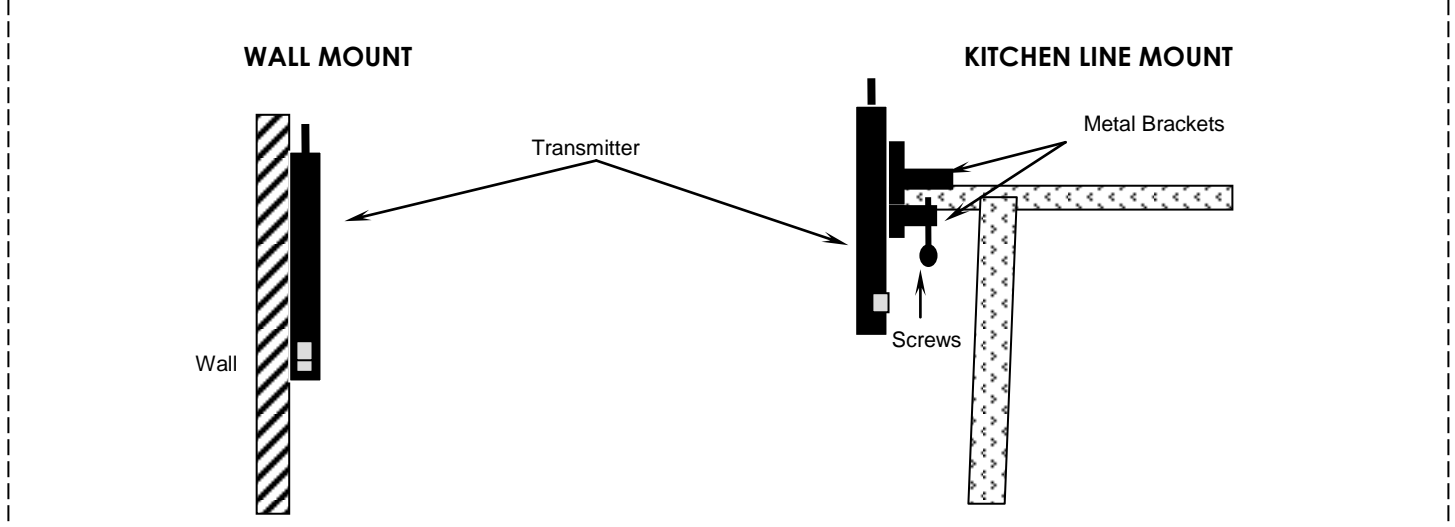
## Transmitter Set Up & Mounting Instructions:

- 1) Mount the transmitter unit onto the cook line using the included brackets, or remove the rear brackets and mount it directly to the wall if desired. The unit will mount using the 4 keyhole cutouts in the back panel. To mount to the wall, drill holes for the wall inserts included using the included template. To stand unit up remove the small bracket, flip over the large bracket and tighten at desired location.
- 2) Plug the 2-amp wall transformer into any suitable AC outlet. Plug the power connector into the power jack on the bottom right hand side of the unit. (Surge protector recommended!)
- 3) Mount the transmitter in a convenient location away from heat lamps, steam tables and water.

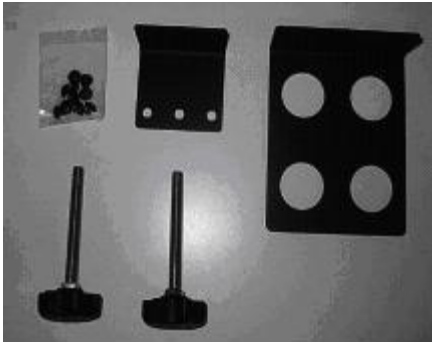
## EQUIPMENT SET UP



## TRANSMITTER SET UP & MOUNTING INSTRUCTION



# TRANSMITTER BRACKET INSTALLATION



1. Check Mounting Accessories Included:
  1. Bracket screws (8)
  2. Small Bracket (1)
  3. Big Bracket (1)
  4. Knobs (2)



2. Install big bracket using the screws provided. See picture above for proper mounting.



3. Install small bracket using the rest of the screws.



4. Install the 2 knobs.

## How the system works:

- Write the server's name next to their pager number with a dry erase marker (one is included with your system. Warning: regular ink will make permanent marks, making name changes difficult – clean with a non abrasive cleaner ONLY!).
- Press the number that corresponds to the server's name on the sending unit and that pager will silently vibrate. Range of this system should easily cover even the largest of restaurants. You can send a single, double or triple vibration to servers, sending them to different parts of the kitchen.  
*For example: 1 vibrate means go to the hot line, 2 vibrates means go to the salad station, etc.*

**To page a pager with a single vibrate** press the corresponding number until the unit beeps once and the green light comes on. *Pager will vibrate once and the red LED light on top will turn flash when it receives the page.*

**To page a pager with a dual vibrate**, press the x2 button once and then press the corresponding server / pager number within 5 seconds. *Pager will vibrate twice and the red LED light on top will flash when it receives the page.*

**To page a pager with a triple vibrate**, press the x3 button once and then press the corresponding server / pager number within 5 seconds. *Pager will vibrate 3 times and the red LED light on top will flash when it receives the page.*

### Re-page feature:

You may select to have this system page the server one time only or repage them 3 times if the food has not been picked up. (See programming instructions.) The system can also notify the manager on an optional digital pager with the tardy server's pager number.

### To cancel a page:

Press the corresponding number on the transmitter (or cancel panel) until it beeps once and the light goes off. If you do not cancel the page, and the repage feature is turned on, the pager will repage the server 3 more times automatically every 60 seconds (this feature is adjustable). The transmitter will change from green (food up for 1 minute) to yellow (food up for 2 minutes) to red (food up for 3 minutes) and flashing red (food dying in the window!). At that point the system can page the manager's pager with the server number notifying him that there is food up in need of attention.

**To page all server pagers**, press and hold the **All Page** button until it stops flashing (5 seconds) and you hear a single short tone. All pagers will vibrate 4 times.

**To page all manager pagers**, press and hold the **MGR All** button until it stops flashing (5 seconds) and you hear a single short tone. This function only works if you have purchased the optional manager display pager.

### **Additional and / or Cancel Panel:**

The ServerCall has the option of an additional / cancel panel. The second panel is plugged into the first and placed in another location. This second panel allows you to send a page or cancel a page from either unit. This can be especially useful when using an expeditor system or when you need to send pages from different parts of the kitchen.

The second panel receives power from the main unit and does not require an external power source.

The main unit houses the transmitter and power supply. Simply mount both units in their desired location. Distance can be anywhere from 1 foot to 150 feet apart. (The standard patch cord is 6 feet long. Additional length is available for an extra charge.) Plug in the power supply to the main unit, plug the patch cord from the side of the main terminal to the side of the additional terminal and you're ready to go.

### **CrystalCall Battery Replacement:**

The pagers will "demo" page each time they are removed from the charging rack. The charging LED light (on top) will turn on for 4 seconds to indicate battery status as soon as they are removed from the charging rack. When the LED turns to blinking red after a full charge, it means the battery needs to be replaced. CrystalCall Batteries should last 3 years. Replacements can be ordered from HME for \$12 each and can easily be replaced on site.

# SYSTEM PROGRAMMING

To enter programming mode, press the “**SET UP**” button and enter the password “**1379**” followed by “**Enter**”. If the password is accepted, the display will show “**Menu Options**”. Use the “**2X**” or “**3X**” key to scroll through the different menu options or press “**CANCEL**” to exit the system programming menu. (NOTE: For “**0**” use the “**10**” key).

## 1. Set the Current Time

- Press the “**ENTER**” key to go to “**Set Current Time**” configuration menu.
- At the “**Set Current Time**” menu, set the hour (1 through 12) then press the “**ENTER**” key.
- Set the minutes and press the “**ENTER**” key.
- Use the “**2X**” or “**3X**” key to select AM or PM.
- After the correct time is set, press the “**ENTER**” key to return to the main menu or press the “**CANCEL**” key 2 times to exit the system programming menu.

## 2. Range Test (Factory Default : OFF)

*With this feature you can determine what distance your transmitter will cover. You only need to test range if you have a very large restaurant or are having problems with your system. This system should cover most locations.*

- Remove a couple of pagers from the charging rack.
- At the Set Range Test menu, press “**ENTER**” key to go to “**Range Test**” configuration menu.
- Press “**2X**” or “**3X**” key to turn range test “ON”.
- Press “**ENTER**” to start the range test. As soon as range test is activated you’ll notice the pagers flash or vibrates once every 10 seconds. 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 800-925-8091.
- Press the “**CANCEL**” key to stop the range test. Press the “**CANCEL**” key again to exit the system programming menu.

NOTE: The transmitter has an auto shut off feature that will stop the range test after 15 minutes.

## 3. Set Pager Alert (Factory Default: Vibe Only) For use with rechargeable pagers only!

*With this feature you have the option of changing the way your pagers alert the server/employee. Be sure that all pagers are returned before performing this procedure.*

To change the alert mode of your pagers follow these instructions:

- Remove all the pagers from the charging unit or simply unplug the power supply that is connected to the charging bases (pagers will go through their demo page).
- At the “**Set Pager Alert**” menu, press the “**ENTER**” key to go to “**Set Pager Alert**” configuration menu.
- Press the “**2X**” or “**3X**” key to scroll through the different alert options.
- After making a selection, press the “**ENTER**” key 4 times. After sending the code, the pagers will now respond with your new selection.
- Press the “**CANCEL**” key to exit the system programming menu

- Return all the pagers to the charging base or plug the power supply back in. The pagers are ready to receive the page with the new alert.

4. **Setting the “Out of Range”** (Factory Default: OFF) *For rechargeable pagers only. With this feature, the pagers will play a melody when taken out of range of the transmitter to inform the server/employee that they are too far away or forgot to return their pager. The melody will automatically stop when they step back within range. Be sure that all pagers are returned before turning the out of range feature on or off.*

**TURNING THE OUT OF RANGE ON**

- Remove all the pagers from the charging unit or unplug the power supply that is connected to the first charging rack.
- Press the “ENTER” key to go to “Out of Range” configuration menu.
- At the “Out of Range” menu, press the “2X” or “3X” key to turn the out of range ON.
- Press the “ENTER” key 4 times. After sending the signal, all the pagers will light up once to tell you that they received the new code.
- Press “CANCEL” key to exit the system programming menu.
- Return all the pagers to the charging base or plug the power supply back in. The pagers are ready to receive the page with the out of range on.

**TURNING THE OUT OF RANGE OFF**

- Remove all the pagers from the charging unit or unplug the power supply that is connected to the charging racks.
- Press the “ENTER” key to go to “Out of Range” configuration menu.
- At the “Out of Range” menu, press the “2X” or “3X” key to turn the out of range OFF.
- Press the “ENTER” key 4 times. After sending the signal, all the pagers will light up once to tell you that they received the new code.
- Press “CANCEL” key to exit the system programming menu.
- Return all the pagers to the charging base or plug the power supply back in. The pagers are ready to receive the page with the out of range off.

5. **Transition Page** (Default: 30 sec) The transition page is the time between “re-pages” should your staff be tardy in picking up their food.

You may set your system to page in the following ways:

1. Page once and then reset. (Transition OFF)
2. Page three times and then reset
3. Page three times and page the manager with the server number (this option requires someone to clear the page by pressing the button again).

**To Turn Transition Paging ON:**

- Press the “ENTER” key to go to “Transition Page” configuration menu.
- At the “Transition Page” menu, press the “2X” or “3X” key to turn the transition page ON.
- Select the transition time then press “ENTER” key.
- Press “CANCEL” key to exit the system-programming menu.

**To Turn Transition Paging OFF:**

- Press the “ENTER” key to go to “Transition Page” configuration menu.

- At the “Transition Page” menu, press the “**2X**” or “**3X**”key to turn the transition page OFF. (NOTE: If this option is OFF, the pager will be paged only once).
- Press “**CANCEL**” key to exit the system-programming menu.

**To Set Transition Time:**

From the set up menu:

- Press the “**2X**” Key until you see “Transition Page”. The display should show “ON”
- Press “Enter”. You should see “Transition Timer >15 secs”
- Press “2X” or “3X” to scroll through the different times. (15, 30, 45, 60, 120)
- When the desired transition time is displayed in the window press “Enter”
- Scroll for more options or “Cancel” to exit.

6. **Set Manager Page** This feature will alert the manager if the server did not pick up the food after the transmitter sent the pages. (NOTE: The transition timer should be ON to enable this feature. See above procedure on how to enable the transition page.)
  - Press the “**ENTER**” key to go to “**Set Manager Page**” configuration menu.
  - At the “**Set Manager Page**” menu, press the “**2X**” or “**3X**”key to turn the manager page ON.
  - Press “**ENTER**” key to save the new setting.
  - Press “**CANCEL**” key to exit the system-programming menu.
7. **Setting Default Message** - (*Factory Default: ON*) Message: 11 - This setup is fixed and should not be changed.
8. **Set the Sleep Shutdown Time** (*Factory Default : OFF*)  
For use with Battery operated pagers only. Feature not used with this system.
9. **Setting the Pre-Set Message** (*Factory Default: OFF*)  
For use with Numeric Display pagers only! Feature not used with this system.

# MANAGER PAGER INSTRUCTIONS

## **Turn Pagers On:**

The pagers come with the battery installed. To turn a pager on, press and hold the “A” button until the pager vibrates.

## **Handing out the pagers:**

Give the manager a pager. Note their name and pager number on the sign out sheet (Included). Tell the manager that the pager will vibrate if they are needed. Tell them to press the “A” button to stop the page.



## **Changing the alert (OPTIONAL – not enabled on some pagers)**

Press the “B” button until the display shows “Set Alert?” Press the “C” button to go to the alert mode and press the “B” button to select the alert desired. Press the “A” button again to save the new alert.

## **To page a manager pager:**

From the transmitter, press the corresponding pager number until the unit beeps once and the green light comes on. The manager pager will vibrate and display will show “CHEF”. Press the “A” button to stop the alert.

## **To delete a message:**

Select the message to be deleted by pressing the “A” button. Press the “B” button twice and the display will show “Delete?” Press the “C” button to delete the message.

## **All manager page feature**

All belt clip pagers have a second identity. To page every manager pager at once, press and hold the “All Manager Page” button for 4 seconds until the green light comes on. All pagers will vibrate.

## **To scroll through different received messages:**

Press the “A” button to scroll through different messages.

## **Turn pagers off:**

Press the “B” button until “Pager OFF” appears in the LCD window. Press the “C” button to turn the pager OFF.

# Help! I Need Service!

Help is only a phone call away!

Call our Customer Service Call Center

**(800) 919-9903**

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**Before you call, try some of the following suggestions...**

My system is malfunctioning - What do I do?

Should your paging system ever fail to function properly do the following:

1. **Read through the instruction manual. Answers to most questions can be found there.**
2. **Unplug the Transmitter & plug it back in. (Reboot)**
3. **Call HME Wireless - Customer Service at (800) 919-9903. We are available:**

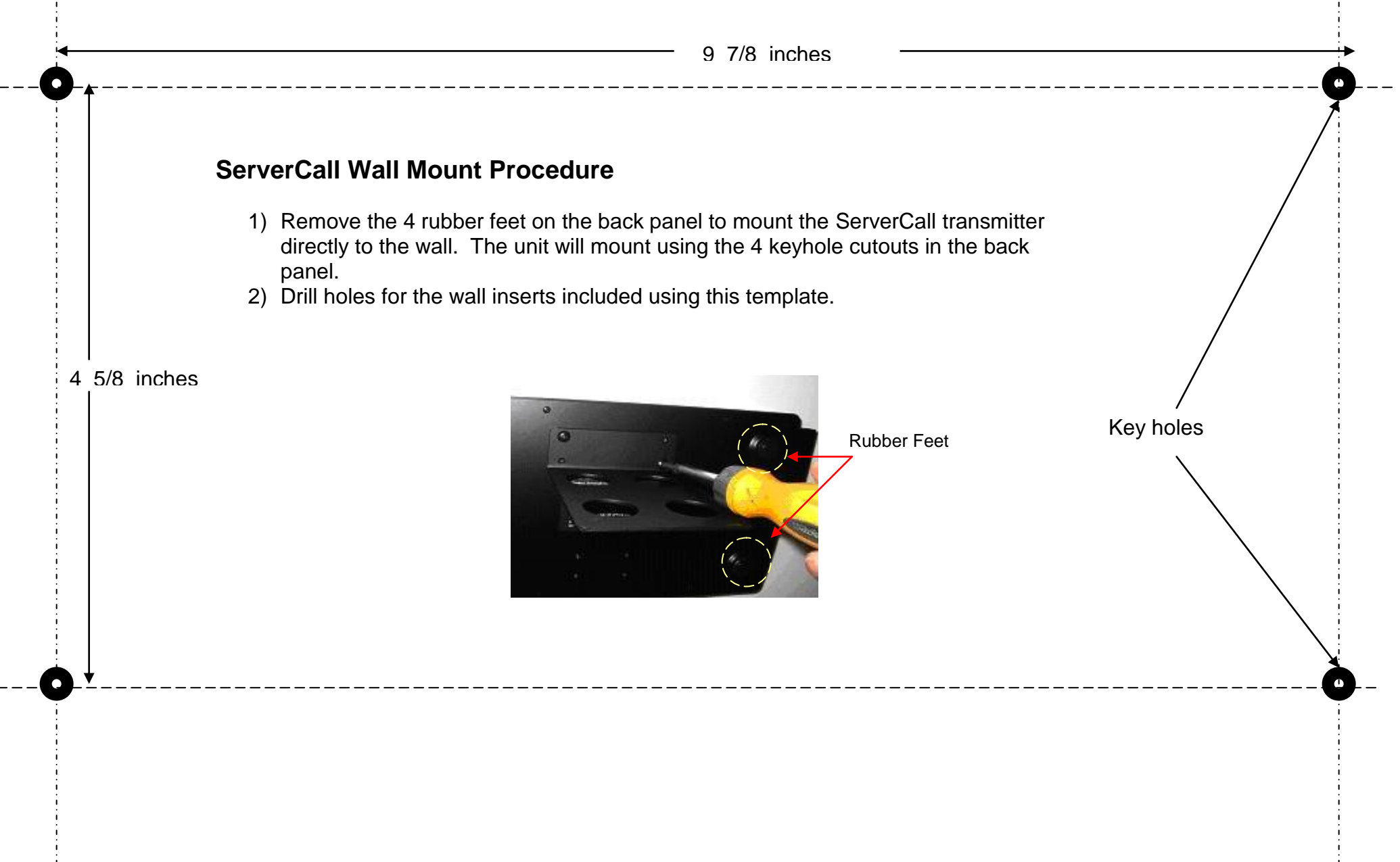
***Mon - Fri 9 am to 10:30 pm EST***

***Sat & Sun 11:30 am to 8:30 pm EST***

***365 days a year***

**After hours, please leave a message on our service. We will get back to you as soon as we possibly can.**

# WALL MOUNT INSTALLATION



## ServerCall Wall Mount Procedure

- 1) Remove the 4 rubber feet on the back panel to mount the ServerCall transmitter directly to the wall. The unit will mount using the 4 keyhole cutouts in the back panel.
- 2) Drill holes for the wall inserts included using this template.

