



GuestCall[®] / QuietCall[®] Paging System

Professional Series UHF v 410



HME Wireless, Inc.

Customer Service 800.919.9903

1400 Northbrook Parkway Suite #320 • Suwanee, GA 30024

PAGING SYSTEM SETUP

Transmitter Placement & Mounting Instructions

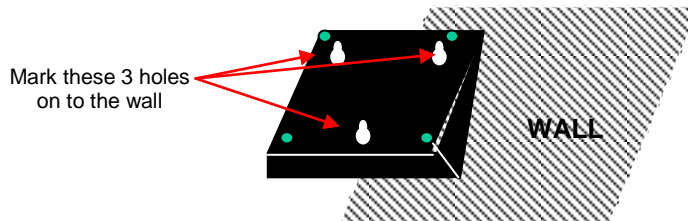
DESKTOP:

You can use your transmitter with the 20 degrees wedge attached or remove the wedge and lay the transmitter flat.

WALL MOUNT

To mount your transmitter on a wall:

- Remove the plastic bracket (included) under the transmitter unit by unlocking the 2 latches.
- Place the plastic bracket against the wall and with the aid of a pencil, mark the position of the mounting holes. (Refer to figure below). **Mount the transmitter in a convenient location where a power outlet is available.**



- Drill a hole on the marked position. Install the 3 mounting screws (and use anchors where necessary). Ensure that the screws are not fully tightened so that the unit can be easily removed from the wall.
- Place the transmitter onto the wall (without the plastic bracket). Plug the 2-amp wall transformer into any suitable AC outlet. Plug the power connector into the power jack on the top left hand side of the unit. Transmitter is now ready for use. Be certain to mount the transmitter away from phones, heat, moisture and exposed power circuits. These items can damage your system and shorten transmission range.

Base Station Unit Setup

1. Lock the antenna to the upper right corner of the sending unit. over plug and twist left to lock antenna in place.
2. Plug the GuestCall sending unit A/C adaptor (large tip power supply) into the back of the sending unit.
3. Plug the power supply into a standard 110 outlet.



Desktop Transmitter

Compatible Pagers

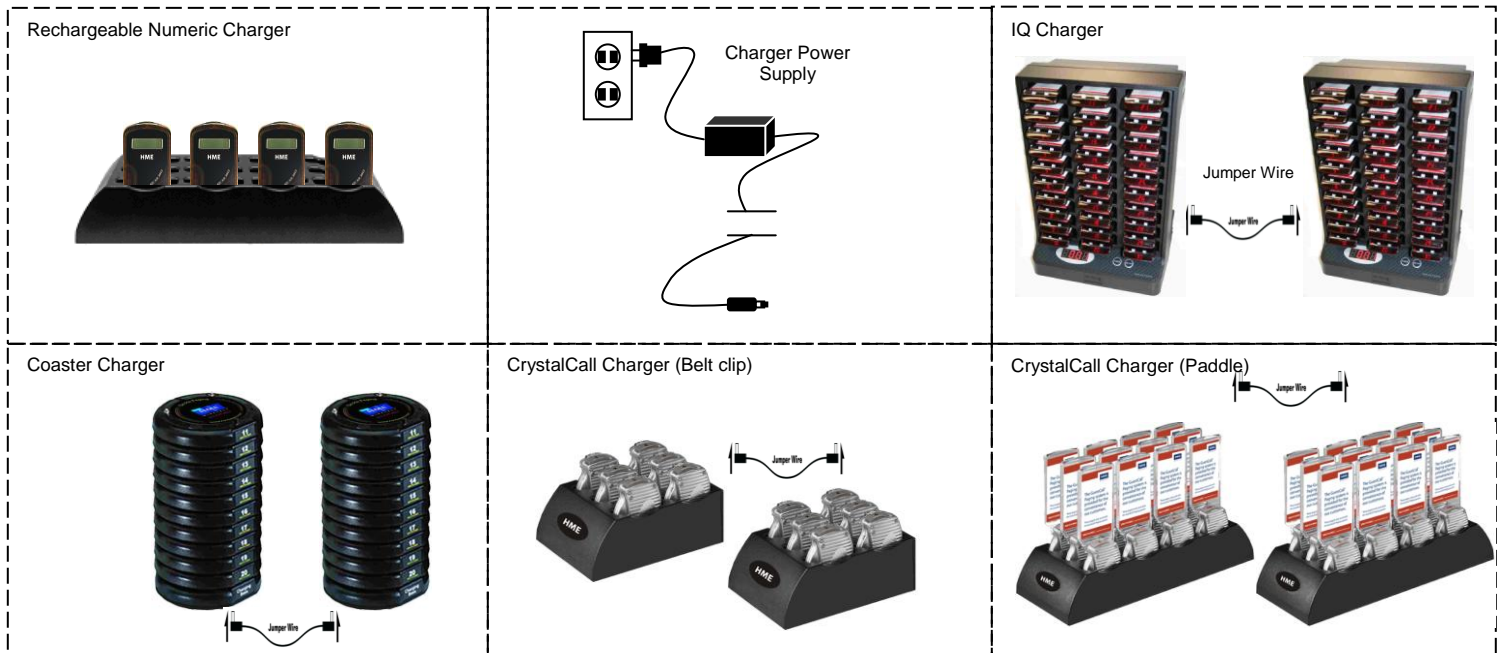
LTTX Transmitter is compatible with any HME UHF pagers.



Charging Station Setup

1. Place the charging base in a sturdy, out of the way location. If two charging bases are used, connect them together using the included jumper wire (if not already connected). NOTE: Do not exceed 60 pagers on one power supply.
2. Plug the charging base A/C adaptor (small tip power supply) into the first charger and then into a standard 110v outlet. Be sure to plug the jumper and power supply jacks in all the way.
3. 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. This light indicates that proper charging is taking place. When you remove a pager from its charger, it will display a demonstration page for 5 seconds.

Only use the AC adaptor supplied with your system! The use of a 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® / QuietCall IQ® 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. (NOTE: For belt clip pagers the default alert is vibrate only).
- 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.

Handing out the Pagers:

Give the guest a pager. Note their name and pager number on the sign out sheet (Included). Tell the Guest the pager will signal when their table is ready. The default page for this system is for the pager to flash and vibrate for 2 minutes. After the pager is finished vibrating it automatically goes back into standby mode waiting for the next page. You can hand the pagers out right from the charging rack (they will “demo” page each time they are removed from the rack) or you can simply store them in a basket and hand them out. A fully charged pager will function without being recharged for up to 24 hours. You can always reset a pager by touching it to a charger base stack.

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,

1. “**1249 – send**” – for IQ, CrystalCall or Coaster pagers
2. “**912 – send**” – for belt clip (Mgr) pagers

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 guests as all the pagers will alert at once!!!**

MANAGER PAGER

Turn Pagers On:

The pagers come with the battery installed. To turn a pager on, press and hold the “A” button for 6 seconds then release the button. The LCD displays the pager number.

To send a Numeric Message:

With this feature you make up your own numeric codes telling the employee what each code means. Press the pager number followed by the “enter” key. The display will read “enter message” - Press the numbers you wish to send followed by the “send” key. Example: “**11, enter, enter, 201, send**”. Pager # 11 will vibrate. The display will read “201”. Press the right button to stop the page. Press the right button again to read the message.

Here are some common examples of numeric messages:

- ◆ “**201**” message may mean report to room 201.
- ◆ An “**8**” message means you have a phone call. “**81**” means a call on line 1, “**82**” means a call on line 2 etc. You can also enter a phone number. Ex. Message “**770-555-1234**” means you need to call that number.

You make up a list that suits your needs specifically. Your messages can be up to 16 characters long.



Sending a Pre-Programmed Messages to the Pagers (OPTIONAL)

This system has the option of sending 4 different pre-programmed messages. This can be used for sending messages to managers or key employees. Text is limited to 10 characters only.

Sample Messages:

Message 1 – “**Manager**”

Message 3 - “**Please Come**”

Message 2 – “**Help Needed**”

Message 4 - “**Phone**”

To Send a different message:

From the transmitter, press the “pager number” followed by the “enter” key. For pre-set message type (refer to selection above), select the message you want to send then press the “send” key.

Example: “**1, enter, 2, send**”. Pager # 1 will vibrate and the display will show “**Help Needed**”.

To Delete a Message:

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

All Page Feature

All belt clip pagers have a second identity. To page every pager at once, press **“911 – send”**. All pagers will vibrate.

Turn Pagers Off:

This system has an “ALL SLEEP” function that turns off all the pagers at once. From the transmitter press **“911 – enter – enter - 99 – send”**. This will put all pagers to sleep. If you page a pager it will not respond. Push and hold the “A” button on the pager for 6 seconds to turn it back on.

SYSTEM PROGRAMMING

To enter programming mode, press the “**SETUP**” button on the transmitter and enter the password “**1379**” followed by “**enter**”. If the password is accepted, the display will show “**use * to scroll to menu options**”. (Use the “*** / Menu**” key to scroll through the different menu options or press “**CANCEL**” to exit the system programming menu.)

1. Set the Current Time

- At the “**Set Current Time**” menu, set the hour then press “**ENTER**” key.
- 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**” or “*** / Menu**” key to return to the main menu or press the “**CANCEL**” key 2 times to exit the system programming menu.

2. Set the Sleep Shutdown Time (Factory Default: ON – 1 AM)

This system has an “ALL SLEEP” function that turns off all battery pagers (for example, Vibe only pagers) at once automatically.

To turn this feature off:

- Press “**#/Select**” key to turn the sleep shutdown “**OFF**”
- Press enter to go back to the main menu.

To change the shutdown time:

- Press “**#/Select**” key to turn the sleep shutdown “**ON**”.
- Set the hour then press “**ENTER**” key.
- 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**” or “*** / Menu**” key to return to the main menu or 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.

- Remove a couple of pagers from the charging rack.
- At the range test menu, press “**#/Select**” 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 once every 10 seconds (if you use 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. We can walk you through changing the power level of your transmitter.
- 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.

4. Set Pager Alert (Factory Default: Vibe Only)

With this feature you have the option of changing the way your pagers alert the guest.

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 “**#/Select**” key to scroll through the different alert options.
- After making a selection, press the “**enter**” key 3 times. After sending the code, the pagers will now respond with your new selection.
- Press the “**CANCEL**” key twice 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.

5. **Setting the Duty Alert** (Factory Default: OFF)

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 busser can receive a page every 60 minutes to remind them to check the restrooms. You can assign up to 3 different pagers to be duty alert pagers.

PROGRAMMING THE DUTY PAGER

- At the “**Duty Alert**” menu, press “**#/Select**” key to turn the duty cycle “**ON**” and press the “**ENTER**” key.
- Enter the duty pager number and press “**ENTER**” key.
- Enter the cycle time (in minutes) and press the “**ENTER**” key.
- Enter the numeric message.

****If you are using a numeric pager as a duty pager, the numeric message will appear on the pager display. With this feature you make up your own numeric codes telling the employees what each code means. (Example: “201” message may mean clean kitchen; “123” message may mean check bar food etc.)**

****If you are using a CrystalCall Vibration only pager, you have the option of sending a distinctive vibration /LED to a pager by sending different messages.**

Message 11: 1 ea. 2 second vibration/Green LED on for 2 sec.
 Message 22: 2 ea. 2 second vibration/Orange LED on for 4 sec.
 Message 33: 3 ea. 2 second vibrations/Red LED on for 6 sec.
 Message 66: 6 ea. 1 second vibration/Different color combination

- After setting the duty alert function, press “**ENTER**”. Display will show “Duty __ saved”.
- Press “**CANCEL**” to exit or press “**ENTER**” to continue entering the next duty pager information.

6. **Setting the “Out of Range” (pagers only)** (Factory Default: OFF)

*With this feature, the pagers will play a melody 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 will automatically stop when they step back within range. **Be sure that all pagers are returned before turning out of range 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.
- At the “**Out of Range**” menu, press the “**#/Select**” key to turn the out of range **ON**.
- Press the “**ENTER**” key 3 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.
- At the “**Out of Range**” menu, press “**#/Select**” key to turn the out of range **OFF**.
- Press “**ENTER**” key 3 times. After sending the signal, all the pagers will light up once to tell you that they received the new code.
- Press “**CANCEL**” key twice 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.

Help! I Need Service!

Help is only a phone call away!

Call our Customer Service Call Center

(800) 919-9903

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