



GuestCall IQ[®] Paging System

Professional Series UHF
Operating Instructions for Hospitality v410



HME Wireless, Inc

Customer Service 800.919.9903

1400 Northbrook Parkway Suite #320 • Suwanee, GA 30024

PAGING SYSTEM SETUP









Base Station Unit Setup

1. Lock the antenna to the upper right 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 the back of the sending unit.
3. Plug the power supply into a standard 110 outlet.



Compatible Pagers


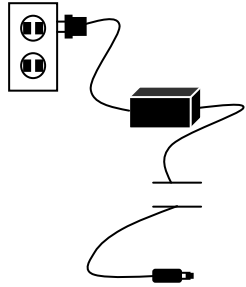







IQ Base station is compatible with any HME UHF pagers.

VIBE / TONE / FLASH PAGERS (Guest)					NUMERIC PAGERS (Staff)		TABLE STATUS UPDATER
							
IQ Pager	Coaster	Crystal Call Belt clip	Crystal Call Paddle	LTD Pager	Smart Call Numeric (Rechargeable)	Battery Operated	TableScout

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.

<p>Rechargeable Numeric Pager</p> 	<p>Power Supply</p> 	<p>IQ Charger</p> 	<p>LTD Charger</p> 
		<p>Jumper Wire</p> 	
<p>TableScout Charger</p> 	<p>Coaster Charger</p> 	<p>CrystalCall Charger</p> 	
		<p>Jumper Wire</p> 	

BASE STATION OPERATION

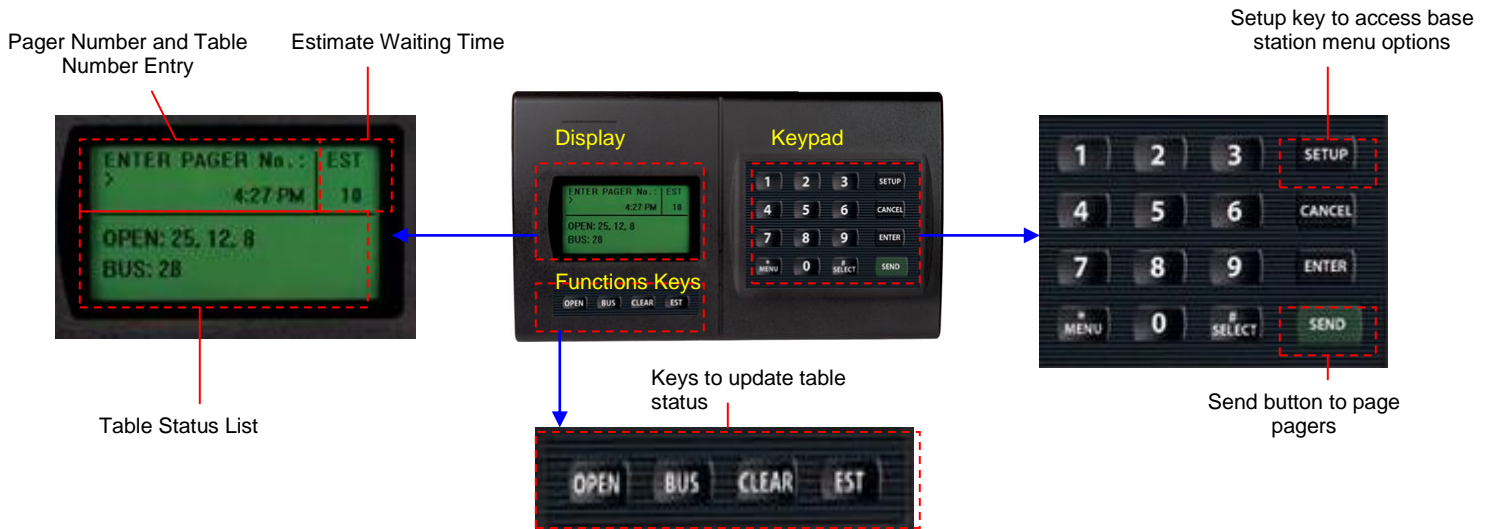
The GuestCall IQ® system is plug 'n play ready. After the proper connections are made, the system will be ready for use. Pagers will *quick charge* to full capacity in only 2 hours.

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.
- Duty Alert is OFF.
- Out of Range alert is OFF.
- EST wait starting time is set to 15 minutes.
- EST wait increment for each pager handed out and recalled is 2 minutes.

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.

Base Station Overview



Paging the Pager

To alert a pager, simply press the pager number on the base station keypad followed by the “send” key. For example, press, “**11 - send**” and pager # 11 will signal. IQ pagers will signal for 2 minutes and then reset. The alert time can be adjusted via the base station. 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

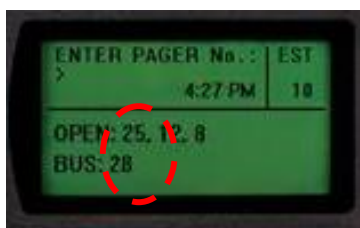
Any pager not on a charger will signal. Search for the missing pagers by listening for the beep and looking for flashing lights. Remember to check the parking lot and look in the bushes! After finding all the missing pagers, put them on a charger to stop the “locate” alert. **Never use the locate feature while pagers are with the guest as all the pagers will alert at once!!!**

Table Updates

The GuestCall IQ Base Station has built in table management functionality. You have the ability to send real time table status such as table “open” or table “bus” from the dining room directly to the IQ Base Station or to track table status manually on the Base Station display. This feature should allow your establishment to turn tables faster and save on staff labor bringing more dollars to your bottom line.

Manual Table Updates – there are 4 function buttons on the Base Station that are used to update the table status. If a table is available or being bussed, the host can simply press the table number followed by the status key. Simply walk the dining room and note open and bussed tables on a pad. Return to the host station and enter them all into the Base Station. For example, if table 25 is open and table 28 is being bused, simply press “25-Open” & “28-Bus” on the base station keypad. Table 25 will show on the Open List and Table 28 will show on the Bus List.

Remote Table Updates – Save even more time updating Table Status with our TableScout Handheld base station. This base station is about the size of a cell phone, can be worn on a belt and is completely wireless. Host staff can update the table status while seating a party or during routine checks of the dining room. Table Status can be adjusted from either the TableScout or IQ Base station in any combination. The staff can work in conjunction adding, removing and updating table status.



To Remove Table Number Individually – Once a table is sat you will need to clear that table from the Open or Bus list. To remove the table from the Base Station display, press the Table # followed by “Clear” button on the Base Station or TableScout handheld. For example: to remove Table 28 from the Bus list, press “28-Clear” on either keypad. Table 28 will disappear from the list.

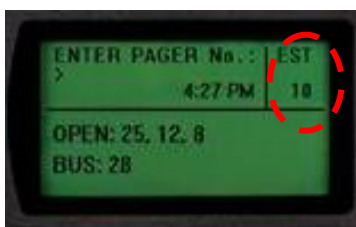
To Remove All Tables At Once – This function is used after you have seated many parties at once and wish to start with a clean table status list. To remove all table numbers from the Open List, press and hold the “Open” key for 6 seconds. All table numbers on the Open list will be removed. To remove all tables from the Bus List, press and hold the “Bus” key for 6 seconds until all tables disappear from the display.

Estimate Wait Time

The GuestCall IQ Base Station also allows you to track your estimated wait time right on the display. This is a very simple wait tracking program that can be adjusted as needed to better suit your restaurant’s specific table turn criteria.

1. Start using the Wait Time Calculator when all of your tables are full and you go on a wait list. There is a beginning wait time (default is 15 minutes) which means once you go on a wait you expect to seat the next party in approximately 15 minutes. The starting wait time can be changed whenever you like (see System Programming).
2. Every time you hand out a pager you press the “EST” button one time. This will add 2 minutes to increase to the total estimated wait time. The 2 minutes interval is the default and can be changed whenever you like (see System Programming).
3. Every time you page a guest (press “SEND”) it removes 2 minutes from the wait.

The EST Display will always show your starting wait time until you begin using it by hitting the EST button each time you hand out a pager or add a name to your wait. When you are on a wait and come off of it, the EST wait time will not fall below your starting wait time.



SYSTEM PROGRAMMING

Enter Programming Mode

1. Press the “**SETUP**” button on the base station.
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.

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 2 times to exit the system programming menu.

Set the Sleep Shutdown Time (Factory Default: OFF) – Not Used for GuestCall IQ Pagers

This system has an “ALL SLEEP” function that turns off all battery pagers (model z0410 & RNUM Vibe Only pagers) at once, automatically. You do not need to use this function if your system is completely rechargeable like GuestCall IQ pagers. To turn this feature ON:

1. At the sleep shutdown menu, press “**#/Select**” key to turn the sleep shutdown to “ON”.
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**” key to save. Press the “**CANCEL**” key 2 times to exit the system programming menu.

To Test the Range (Factory Default: OFF)

With this feature you can determine what distance your base station 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.

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

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. Remove all the pagers from the chargers or unplug the power supply that is connected to the charging bases.
2. At the “Set Pager Alert” menu, press the “**# /Select**” key to scroll through the different alert options.
3. After making a selection, press the “**Enter**” key 3 times. After sending the code, the pagers will now respond with your new selection.
4. Press “**CANCEL**” key twice to exit the programming menu.
5. 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.

Setting the Duty Alert

This feature enables your base station 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 them 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.

Set the "Out of Range" Alert

With this feature enabled, the pagers will play a melody or vibrate when taken out of range of the base station 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. Remove all the pagers from the charging unit or unplug the power supply that is connected to the first charger.
2. At the "Out of Range" menu, press the "# /Select" key to turn the out of range ON.
3. 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.
4. Press "CANCEL" key twice to exit the system-programming menu.
5. 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.

To turn the out of range off:

1. Remove all the pagers from the charging unit or unplug the power supply that is connected to the first charger.
2. At the "Out of Range" menu, press "# /Select" key to turn the out of range OFF.
3. 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.
4. Press "CANCEL" key twice to exit the system-programming menu.
5. 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.

Estimated Start Time / Estimated Add Time

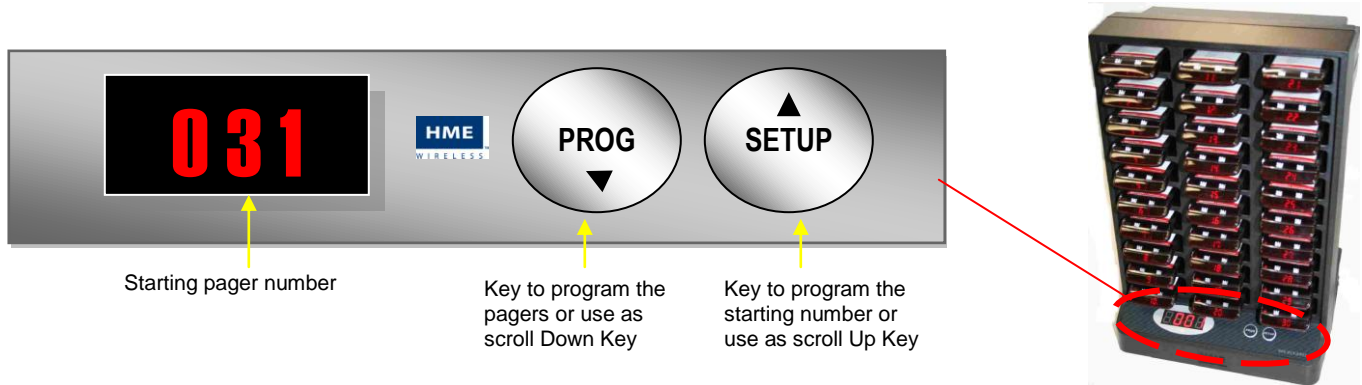
This is the time to start your wait and the incremental change in minutes every time you page and add a guest to the wait list. The factory default is Start 15 minutes, Add 2 minutes.

1. At the "EST Start Time" menu, enter the Estimate Start time followed by the "Enter" key.
2. Enter the "Estimate Add Time" Press "CANCEL" key twice to exit the system-programming menu.

PROGRAMMING THE IQ PAGERS

*Use this page only if you use the HME **GuestCall IQ** digital pagers.

This system has a unique feature that you can program all the pagers at once using the charger base. This is useful when you have duplicate pagers, you want to renumber your pagers in a different range or if you just like your pagers to be in order.



To Set the Starting Number

1. Press and Hold "Setup" button for 8 seconds until the charger beeps and the display shows "PROG".
2. Change the range by pressing the up and down arrow key.
3. Wait for 5 seconds until the charger beeps and display shows "SAVE"
4. Press and hold the "Setup" and "Prog" buttons for 3 seconds to confirm. (This is to confirm the changes. If the buttons are not pressed the range will go back to the original number).
5. Display will show "End" when finished.
6. Display will show the new starting pager number. Every time you program the pagers they will start with this number (31 in this case).

To Program Pagers

1. Press and Hold "Prog" button for 8 seconds until the charger beeps and the display shows "Wrt".
2. Press and hold the "Prog" button again for 3 seconds (you will hear 2 beeps) to confirm. (This is to confirm the changes. If the buttons are not pressed the pager will not program and will go back to the original number).
3. Display will show "End" when finished.
4. Display will go back to the standby starting pager number display.

Pager Displays

- If the pager display shows 3 dashes (---) that means the pager is out of range.
- The system ID (Base ID) is different for each customer. This keeps your neighbor's paging system from paging your pagers. You can only reprogram pagers that have the same base ID as your system.

TROUBLESHOOTING FAQ'S

1. **What should I do when all of my pagers start playing a melody or vibrate alert 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 base station. First, be sure the base station has power and the antenna is securely attached, unplug the power cable at the back of the base station for 15 seconds, then plug it back in. Using the instructions on page 3 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. This demonstration alert time can be changed to 5 seconds (default) or 10 seconds. Call 800-919-9903 if you want this alert time 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 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 pressing and holding the "Prog" button for 8 seconds and pressing and holding it again for 3 seconds after it displays "Wte". 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. If you have more than one IQ charger make sure you reprogram each of them at the same time.

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" 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 base station 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 Base station, 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.

Orienting & 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.