

ISTATION **(Integration Station)**

User Manual



JTECH an HME Company

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INTRODUCTION

Your HME Computer Controlled Paging System has the following capabilities:

- PC controlled operation via RS-232 serial port
- 2-Watts effective radiated power with approximately 1-mile open field range
- Operating Frequency 457.5750 MHz
- Industry standard protocol covering the full range of paging functions
- PC controlled automatic switching between tone/vibe only, numeric, and alphanumeric paging message formats, including multiple tone/vibe cadences
- PC controlled automatic switching between 512, 1200, and 2400 bps RF data rates
- Optional unique paging transmitter IDs available for use by VARs/Distributors
- Communications protocol designed to ensure reliable communications No paging receiver database programming is required within the paging transmitter. The unique communications protocol in the HME paging transmitter allows you to operate the transmitter with an unlimited quantity of paging receivers.

Your **HME Computer Controlled Paging System** allows you to use 3rd Party software to send paging messages to one or more persons via pagers, and other devices that incorporate paging data receivers. You can use a wide variety of paging receiver types with HME Paging Systems, including tone/vibe, numeric and alphanumeric pagers. For the list of pager capcodes please refer to the capcode list on the next page.

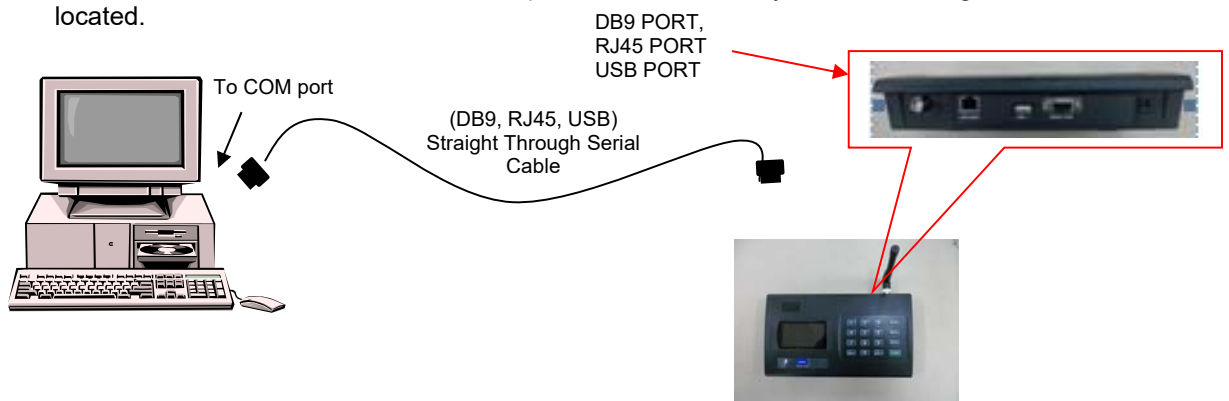
INSTALLATION – SERIAL TRANSMITTER

- Unwrap all equipment. Lock the antenna into the antenna jack on the right hand corner of the receiver unit.

Serial Transmitter ← Antenna



- Connect one end of the DB9 serial cable to the serial DB9 port on the back of the transmitter. Connect the other end to the serial COM port of the PC where your table management software is located.



- DB9 PORT, RJ45 PORT, USB PORT IS USE ONLY manufacturer
- Plug the power supply with the large tip into a standard 110 outlet and plug it into the power supply connector of the sending unit. The LCD display should turn ON.



Power supply
connector

TESTING THE DEVICE WITH PAGING SOFTWARE

This device had been tested to work with QSR, Radiant, Open Table, Pro-Host or any software product that utilizes the standard TAP, WaveWare, or Scope Paging protocols. To test the device using your paging software, follow the procedure below...

- Add the pagers to the pager list or paging configuration of your existing software. Refer to the list of pager capcodes on the next page. Be sure to check the pager number, capcode, baud rate and pager type when you enter the information into your software. The procedure to add pagers to your paging list is dependent on what software you have. Contact your software reseller for this procedure if you do not have it.
- Anytime you send a page with your software the “Transmit Indicator” **T** will show on the display. This will confirm that you transmitter was connected properly and compatible with your software.



Transmit Indicator – page being sent using keypad or thru RS232 port. This also indicates the Out of Range signal is being sent.

USING THE DEVICE AS STANDALONE TRANSMITTER

This device can be used as a standalone transmitter in case of software failures. 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.



Send button to page
pagers

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, 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 guest as all the pagers will alert at once!!!**

CUSTOMER SERVICE

Technical Support

1. This product is programmed specifically for Darden Restaurants (Olive Garden)
2. If you require technical support please call HME Level 2 support at **800-925-8091 x1753 or x1750** and speak to Mel Canlas or Charlie Luangkhot
3. For any questions about this project (non technical) please call Darden's account manager, Scott Hubbard at **800-925-8091 x 1710**
4. Make certain the integration station and pagers have power. Check the outlet & circuit breaker.
5. Are the pagers fully charged? They should all have the red charge indicator light on while on the charger. Make certain they are charging when not in use. A minimum of 2 hours charge time is needed if the pager is run down.
6. Unplug the integration station, wait 30 seconds & plug it back in. (Reboot)

For basic support call:
HME Wireless Customer Service: 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.

Need a repair or replacement components?

Ship malfunctioning components to the following address:

JTECH an HME Company

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.

All products are shipped ground from HME. *Overnight or 2 day Shipping is available at an additional charge.

FCC&IC Compliance Information :

This device complies with Part 15 and 90 of FCC Rules. Operation is subject to the following two conditions:

- (1) the device may not cause interference, and
- (2) the device must accept any interference, including interference that may cause undesired operation of this device.

NOTE: THE GRANTEE IS NOT RESPONSIBLE FOR ANY CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RESPONSIBLE FOR COMPLIANCE. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

“This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IMPORTANT NOTE:

FCC&IC RF Radiation Exposure Statement:

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 8 inches (20 centimeters) between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

NOTE IMPORTANTE:

Déclaration d'exposition aux radiations RF de la FCC:

Cet équipement est conforme aux limites d'exposition aux rayonnements RF de la FCC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé à une distance minimale de 8 pouces (20 centimètres) entre le radiateur et votre corps.