



## LINKWEAR USER MANUAL

## LinkWear- Components

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The LinkWear system is comprised of the following components:

- > Hub
- > LinkWear Smart Band / Wrist Band
- > LinkWear Smart Band Charger
- > User Interface Tablet
- > Optional Equipment
  - Range Extender(s)
  - Call Button(s)



## Quick Setup

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### Hub

- > Connect the 2 red tipped antennas to the Hub by twist left and locking in place. The black antenna is only required for optional Legacy Converter systems working with Legacy JTECH products.
- > Plug the power supply into a standard 110-240v outlet and then into the Hub. When plugged in, a red light will show. A surge protector is recommended.
- > A flashing blue will appear on the Hub in about a minute. This signifies that the Hub is ready to use. Wait for this blue light before connecting to the tablet.
- > Place mount the Hub on a flat surface, in a **cool, dry, metal free**, central location in the middle of your building. Above 8' if possible- Higher is better!

### Charger

- > Place the charger in a dry, secure and easily accessible location – in the office is recommended.
- > Plug the power supply into the charger and then into a standard 110-240v outlet à power charger on via the on/off switch. Ensure that the switch is turned to ON, a red light will show next to power. A surge protector is recommended.
- > Add LinkWear Smart Bands into the charger slots. You will see “Charging” appear on each Smart Band indicating charging has started. \*\*\*Confirm bands are inserted properly and charging.
  - Allow up to 6 hours for a complete charge of the Smart Bands.

### Tablet

- > Mount the tablet with the included mount. Plug the power supply into a standard 110-240v outlet and then into the Tablet and turn the Tablet on. \*\*Keep away from heat lamps\*\*\*Tablet will be connected to the LinkWear Hub once powered on – **do not attempt to connect to any local Wi-Fi network connection – this will cause set up issues.**
- > A range test should be performed prior to using the system – for additional information see below.

Place the Tablet in the tablet mount and place where the notifications will originate. (i.e. Kitchen line, host/reception area).

### Optional Equipment

- > Call Button programming, if applicable, will be done in the “administrator” option on the left-hand side of the tablet (gear icon).
- > Range Extender should be placed on the fringe of coverage area. See Range Extenders installation below for further instructions.

## Coverage Area Range Test

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- > Select “Range Test” under the Administrator on the Tablet (gear icon)
- > Remove **two** Smart Bands from charger
- > On the tablet, turn on the “Range Test”
- > Walk the entire coverage area with the Smart Band, noting areas that are on the fringe (1 red bar).
- > Every 15 seconds the Smart Band will vibrate and show if the range is strong (4 green bars) or on the fringe (1 red bar). If an “out of range” message is displayed or no signal is received, you are not within the coverage area and a range extender maybe required.
  - Note: The range test mode will automatically time out after 15 minutes.

Fringe areas can receive messages, but you are getting close to the limit of the range. When the messages stop you have exceeded the fringe area. This can be caused by:

- > General range limits
- > Obstructions – Metal, elevators, freezers, etc.
- > Multiple levels

If you exceeded any fringe areas (red bar), you can extend range by:

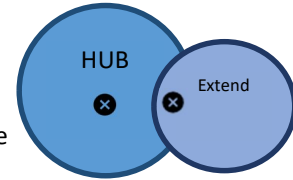
- > Moving the hub to a more central location
- > Mounting the Hub higher or different location
- > Adding range extender(s) to your system

After moving the Hub or adding range extender(s), repeat the above four steps to verify the area has adequate coverage.

**\*\*NOTE: Some reflective window coverings have been shown to significantly reduced coverage outside of the window. Should you discover this issue is reducing your systems range, please call our support team at 800-321-6221 for solutions.**

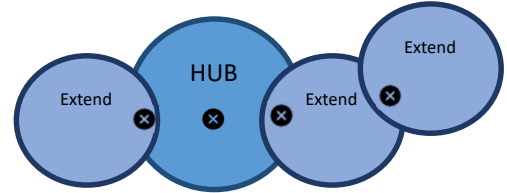
## Adding a Single Range Extender

- > Insert Range Extender into the power brick provided
- > Range Extender require a standard 110-240v outlet
- > Plug in the Range Extender right on the fringe of area where you are losing coverage



## Adding Multiple Range Extenders

- > Insert Range Extenders into the power brick provided
  - Range Extenders require a standard 110-240v outlet
- > Plug in the Range Extenders around the areas where you are losing coverage.
- > On the tablet
  - Administrator → Full device list → Extends
  - Rename each Range Extender with an identifying name so they are easily located (i.e. Back door A)



## LinkWear w/ optional Call Button(s)

Your Call Buttons will arrive already paired to your system, programmed, and labeled as per your instructions. Each call button will be assigned to the requested role. Place each call button in the assigned areas. To send a message to a smart band, simply press any button → the associated smart band will alert.

Light indicators:

- > Blinking blue is pairing
- > Blinking green = sending message, waiting for acknowledgement
- > Acknowledgement received = solid green 2 seconds
- > Acknowledgement not received = no solid green
- > Blinking red = not paired



Need to assign a call button(s) to an individual recipient, you can do so by selecting the call button while assigning a smart band to a staff member/manager. Note that, if an individual is not assigned to a specific call button, the message will be received by all staff members/managers within that role assignment.

### System Setup is Complete

If you have any additional questions, please call us at 800.919.9903 or via email at [wecare@jtech.com](mailto:wecare@jtech.com). Additional information is available on our website, [www.jtech.com](http://www.jtech.com), **under Customer Care.**

# System Default Configuration

The LinkWear system is set to default settings listed below prior to shipment. These can be modified as needed – instructions are below in the change system configuration section.

## Messages:

- > Food Ready (default message)
- > 86 Item
- > All Hands
- > Inquiry
- > Re-Fire
- > To Go order up
- > Phone

## Staff Roles:

- > Server
- > Busser Bartender
- > Host
- > Runner
- > Expo
- > Key Employee
- > Shift Lead

## Manager Roles:

- > Bar Manager
- > FOH Manager
- > Kitchen Manager

## Responses:

- > Got it
- > Done
- > Busy

## Default Settings:

- > Transition → OFF
- > Escalations → OFF
- > Sleep → OFF
- > Range Test → OFF
- > Out of Range → ON
- > Mirror Tablet → OFF
- > Smart Band Vibration → 3x

## ICONS:

- > Call
- > Check / OK
- > Cancel / Alert
- > Food Up
- > Bar / Drinks
- > To Go



# Smart Bands

Smart Bands a key part of the LinkWear system.

- > At the beginning of each shift employees should grab a fully charged smart band and assign it to themselves with the appropriate role for that shift.

## Inserting and Removing the Brain into and out of the strap

### Inserting

- > Insert the USB end into the slot on the band side with the holes as far as you can.
- > Push down on the brain while pulling up on the clasp side of the band to seat the brain.

### Removing

- > Pull down on the clasp side of the band while pushing up on the same side of the brain.
- > Grab the brain and pull it away from the band while holding the side of the band with the holes.



## Smart Band Functionality

|                             |                                                                                                                                                                                                 |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>From Powered off:</b>    | Hold Bottom & Top for 2 seconds to turn on                                                                                                                                                      |
| <b>From Standby Screen:</b> | Do nothing and it goes to sleep screen in 10 seconds                                                                                                                                            |
| <b>From Standby Screen:</b> | Touch and hold BOTTOM for 2 seconds and it goes to message screen                                                                                                                               |
| <b>From Message Screen:</b> | Tap TOP to scroll up through messages; Tap BOTTOM to scroll down through messages                                                                                                               |
| <b>From Message Screen:</b> | Touch and hold BOTTOM for 2 seconds and it goes to responses. Scroll up and down to desired response. When desired response is on screen tap and hold BOTTOM for 2 seconds to send the response |
| <b>From Blank Screen:</b>   | Touch and hold TOP and BOTTOM buttons for 10 seconds and release. Band goes into connection mode for pairing. Times out in 20 seconds.                                                          |



# System Use

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## Access the Tablet Dashboard

- > The Dashboard is the main home screen for the LinkWear System.
- > You can access the dashboard on the tablet by selecting the “house” icon on the left side of the tablet screen or by selecting the LinkWear Logo, located at the top left side of the tablet screen.



## Distributing a Smart Band

- > Remove a Smart Band from the charger.
- > Ensure the Smart Band is sufficiently charged (>70%)
- > Insert Smart Band into a Wrist Band
- > Wrist Band should be worn with the holes on the wrist band facing towards their body

## Assigning a Smart Band on the Tablet

Assignment screen will have a white background

- > From the tablet dashboard
- > Select “Assignment” on the upper right-hand side.
- > All the Smart Bands will appear on the tablet screen → match the name from the band you are assigning with the name on the assignment screen and select it.
- > If this is the first time the staff member will be assigned a smart band, select “create or edit person”
- > Create or edit person → Enter in the staff member’s first and last name → select manager or staff → select the correct role from the drop-down list → save
- > If the staff member has been assigned previously, you will “search person”.
- > Search Person → tap in the “search employee” text box → type in the employee’s name → select the correct name → select either manager

or staff → select correct role from drop down list  
→ hit save

- > If optional call buttons are installed, you will select each call button assigned to you prior to selecting save.

## Messaging a staff member w/ default notification

- > To message a staff member with the default message, quick press on their name via the tablet dashboard.
- > The Smart Band will alert the staff member with a vibration. The message will be stored on the Smart Band. You can view up to 10 messages.

## Messaging a staff member w/ custom notification

- > To message a staff member with a custom message, long press on their name via the tablet dashboard.
- > The Preset message list will display. Select the message you want to send or type a free text message by selecting “+create custom message”.
- > An Icon can be chosen when sending a custom message by touching the desired icon prior to sending the message.
- > Select “Send” to send the message.

## Messaging multiple staff or managers

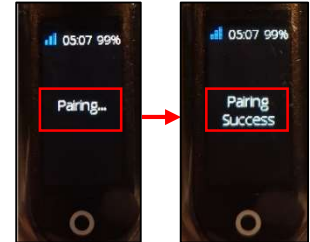
- > To select multiple staff or managers to message, select “multiple selection” at the top of the tablet, select the staff member and/or manager to message.
- > Choose from the pre-set messages or type in a custom message by selecting +create custom message → hit send message.
- > An Icon can be chosen when sending a custom message by touching the desired icon prior to sending the message.

## Adding additional equipment

When adding additional equipment (SmartBand / Call Button) to your LinkWear System you will need to pair each device via the Hub.

### Pairing the wearables

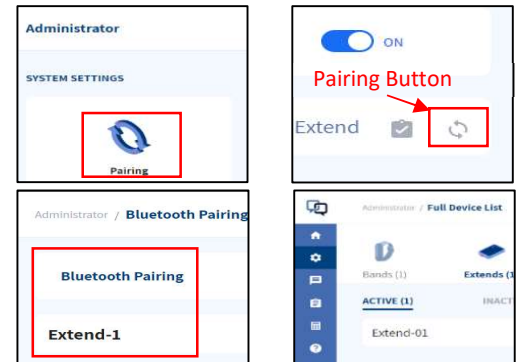
1. Ensure that the Hub is plugged in and the blue light is flashing.
2. Touch the wearable to the center of the Hub, you will see a green light on the Hub and the Wearable will display **Pairing** and will beep.
3. The Wearable will display **Pairing Complete** once finished and will appear on your Tablet under **Full Device List**.
4. Repeat steps 2-3 for each Wearable.



### Over the Air Pairing – OPTIONAL

When placing an Extend for range, ensure it is in the good coverage (green bars) area before the range becomes poor (red bar). To pair the Extend(s) to the Hub, follow the procedures below:

1. On the tablet, tap **Administrator** then tap **Pairing**.
2. Turn on the **Pairing** and plug the Extend into an outlet near the Hub.
3. When you see the extend show on the Tablet, tap the pairing button.
4. Once paired, the Extend will appear on the **Full Device List**.
5. Repeat steps 2-3 for each Extend.



### Pairing a Call Button



## Changing System Configurations

To update any pre-set programming to your LinkWear system, select the gear icon (“Administrator”) at the left-hand side of the tablet screen.



### Full Device List

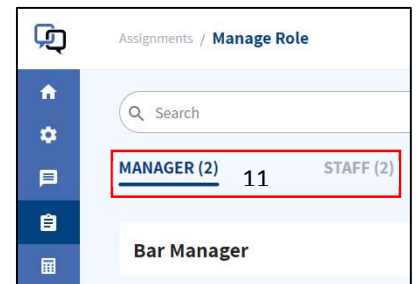
The full device list lets you view and edit all devices attached to your LinkWear system.

### Creating Roles

#### Creating Roles

All systems are prepopulated with default roles that can be edited.

1. On the Tablet, tap **Assignments** on the left column.
2. Tap **Manage Role**.
3. At the top of the screen, tap **STAFF** then tap **Create Role**.
4. Enter the name of the desired role, tap **Save**. Repeat until you have created all the staff roles.
5. Once you have created all the **STAFF** roles, tap **MANAGER** then tap **Create Role**.
6. Enter the name of the desired manager role, then tap on all the staff roles that report to that manager role and **Save**. Repeat until you have created all the manager roles.



### Creating Messages

All systems are prepopulated with default messages that can be edited.

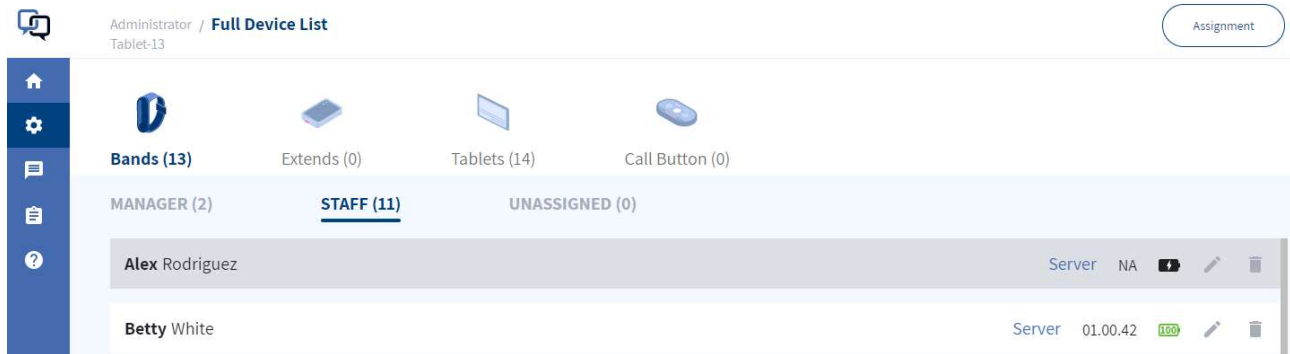
1. On the Tablet, tap **Message** on the left column.
2. Tap **Setup Message**.
3. Tap **Create Message** in the top right corner, then enter the desired message and select an icon.
4. After you have typed in the message, you can define it as a **Default** or **Predefined** message.
  - a. A **Default** message will automatically be sent when an employee's name is tapped on the Tablet dashboard.
  - b. **Predefined** messages display when an employee's name is held down for 3 seconds, providing a list of custom messages to select from.
5. Once the type of message has been entered and defined, tap **Save** and repeat steps 3-4 to add more messages.

## Full Device list

The Full device list can be accessed under the Administrator Tab on the left of the screen. Click on “Full Device List” to open it.

Full Device List will show a snapshot of all devices on the system. Bands, Extends, Tablets & Call Buttons. It will also show which bands are Assigned or unassigned as well as which of the other devices are active or inactive.

To edit a device, navigate to it and click on the pencil. There you can edit, name and delete devices. To delete a device click on the trash can.



## Mirror Tablets

Mirror Tablets allows you to have 2 tablets display the exact same information where each one will mirror all the actions of the other. This is typically used when accessing the tablets from different locations but communicating with the same staff members. For example, you may have a tablet facing the cook line for the chef, and another facing the expeditor line facing the runners or server staff. The chef can call for the server when they put the food in the window and the server can cancel the alert after they pick it up.

To turn on tablet mirroring navigate to Administrator → Mirror Tablets → Mirror Tablets toggle on.



## Update

FUTURE DEVELOPMENT

## LinkWear Hub Access

FUTURE DEVELOPMENT

## Cloud Access

FUTURE DEVELOPMENT

## Band configuration

- > Set smart band vibration pattern

Range Test – See page 3 & 4

## Legacy Paging

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This feature allows your LinkWear system to work with a JTECH Paging System.



Pager Settings

Legacy Converter

Pager commands

OOR

Set Pager Alert

Pager configurations and pager functions

**Set up message**

Message log

Message setting

Set up message response

Manager assignments

Manage roles

## Product Cleaning & Disinfecting

Due to the nature of the Polycarbonate materials used when manufacturing our products, it is imperative that specific instructions are followed closely to ensure that JTECH products remain in optimum condition.

The safest and **MOST EFFECTIVE** way to clean our products is to wipe them down thoroughly with a damp cloth and allow them to air dry. Do not soak the products and let them dry with chemicals on the plastics.

If disinfecting is required, the following are the only JTECH-approved solutions to be used:

1. Any product with no more than 5% Sodium Hypochlorite. This product can be found at [www.grainger.com](http://www.grainger.com). It is listed as Clorox Healthcare – Bleach Germicidal Cleaner. Item # 6VDE6. Similar products can be used.
2. Any product with no more than 30% Hydrogen Peroxide. This product can be found at [www.grainger.com](http://www.grainger.com). It is listed as Tough Guy Hydrogen Peroxide Cleaner. Item # 12M180. Similar products can be used.
3. White Vinegar – Acetic Acid up to a 10% solution.

\*Failure to adhere to these instructions can compromise the quality of JTECH Products. Using the wrong cleaner / disinfectant may cause the plastic on JTECH products to weaken, crack and become brittle.

If you have any questions please call us at 800-925-8630.

## LinkWear Regulatory Compliance (Applies only to users in the United States)

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### Regulatory compliance

Applicant Name: JTECH An HME Company

Applicant Address: 1400 Northbrook Pkwy, Suite 320, Suwanee, GA 30024, United States

Manufacturer Name: JTECH An HME Company

Manufacturer Address: 1400 Northbrook Pkwy, Suite 320, Suwanee, GA 30024, United States

Country of Origin: USA

Brand: LinkWear

**Caution:** All products are compliant with regulatory requirements detailed in this document when the user follows all installation instructions and operating conditions in accordance with LinkWear System specifications

**Caution:** Use of accessories and peripherals other than those recommended by Smart band may void the product's compliance as well as the user's authority to operate the equipment.

**Caution:** All products are designed for use with the standard, integral or dedicated (external) antenna(s) that are shipped together with the equipment. Any product changes or modifications will invalidate all applicable regulatory certifications and approvals.

**Caution:** The use of software or firmware not supported/provided by LinkWear products may result that the equipment is no longer compliant with the regulatory requirements.

**Warning:** The power adaptor is the equipment's disconnection device. The power outlet must be located nearby the equipment and its access must be easy.

### FCC Notice

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation.

**Note:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communication. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Changes or modifications not expressly approved by JTECH An HME Company, could void the user's authority to operate this equipment.

User Restriction in the 5Ghz band: The device for the band 5150-5250MHz is only for indoor usage to reduce potential for harmful interference to cochannel mobile satellite systems.

### FCC/IC/EC RF exposure warning

This product complies with FCC/IC/EC radiation exposure limits set forth for an uncontrolled

environment.

This product may not be co-located or operated in conjunction with any other antenna or transmitter.

The Smart Band has been tested to comply with FCC/IC/EC RF Exposure requirements in body worn position. Use of third-party clips or holsters with the Smart Band may not ensure compliance with FCC/IC/EC RF exposure requirements and should be avoided.

To comply with FCC/IC/EC RF exposure requirements, the LinkWear Hub must be installed and operated at least 20 cm (8 inches) from any person.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempt de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) L'appareil ne doit pas produire de brouillage;
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Cet appareil numérique de la Canadian ICES-003. Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

Cet équipement est conforme aux limites d'exposition aux radiations ISED CNR-102 établies pour un environnement non contrôlé. Une distance de séparation d'au moins 20 cm doivent être maintenue entre l'antenne de cet appareil et toutes les personnes. Lanceurs ou ne peuvent pas coexister cette antenne ou capteurs avec d'autres.

#### **Australia compliance statement**

User Restriction in the 5Ghz band: This device is restricted to indoor use only when operating in 5150-5350MHz.

Until further notice, devices subject to this Section shall not be capable of transmitting in the band 5600-5650MHz, so that environmental weather radars operating in this band are protected.

#### **New Zealand compliance statement**

User Restriction in the 5Ghz band: This device is restricted to indoor use only when operating in 5150-5250MHz.

#### **European Union (CE mark)**

The CE marking indicates compliance with the following directives and standards, whenever applicable to the product in question.

#### **Directives:**

Radio Equipment Directive 2014/53/EU

Electromagnetic Compatibility Directive 2014/30/EU

Low Voltage Directive 2014/35/EU

RoHS Directive 2011/65/EU and 2015/863/EU

#### **Standards**

EN55022/EN55032  
EN55024/ EN55035  
IEC/EN62368-1  
EN300328  
EN301893  
EN301489  
EN50581



**Warning:** This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

#### **Waste Electrical and Electronic Equipment (WEEE)**

The European Union (EU) WEEE Directive (2012/19/EU) places an obligation on producers (manufacturers, distributors and/or retailers) to take-back electronic products at the end of their useful life. The WEEE Directive covers most LinkWear products being sold into the EU as of August 13, 2005. Manufacturers, distributors and retailers are obliged to finance the costs of recovery from municipal collection points, reuse, and recycling of specified percentages per the WEEE requirements.

#### **Instructions for Disposal of WEEE by Users in the European Union**

The symbol shown below is on the product or on its packaging which indicates that this product was put on the market after August 13, 2005 and must not be disposed of with other waste. Instead, it is the user's responsibility to dispose of the user's waste equipment by handing it over to a designated collection point for the recycling of WEEE. The separate collection and recycling of waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local authority, your household waste disposal service or the seller from whom you purchased the product.



#### **General Battery Safety Instructions**

**SAFETY PRECAUTIONS:** To ensure the safety and reliability of your battery, follow the guidelines in this section.



### Using the Battery

#### **WARNING!** Do Not Abuse/Modify Battery Packs

Lithium-ion cells and battery packs may get hot, explode or ignite and cause serious injury if modified or abused.

#### **Follow the safety instructions below:**

- Do not place the battery in fire or heat the battery.
- Do not connect the battery backward, so the polarity is reversed.
- Do not connect the positive terminal and negative terminal of the battery to each other with any metal object (such as a wire).
- Do not carry or store the battery together with necklaces, hairpins, or other metal objects.
- Do not pierce the battery with nails, strike the battery with a hammer, step on the battery or otherwise subject it to strong impacts or shocks.
- Do not solder directly onto the battery.
- Do not expose the battery to water or salt water or allow the battery to get wet.
- Do not disassemble or modify the battery. The battery contains safety and protection devices which, if damaged, may cause the battery to generate heat, explode or ignite.
- The protection circuit module provided with battery packs is not to be used as a substitute for a shut off switch.
- Do not place the battery in or near fire, on stoves or in other high temperature locations.
- Do not place the battery in direct sunlight, or use or store the battery in cars in hot weather. Doing so may cause the battery to generate heat, explode or ignite. Using the battery in this manner may also result in a loss of performance or shortened life expectancy.
- When the battery is worn out, insulate the terminals with adhesive tape or a similar nonconducting material before disposal.
- Immediately discontinue use of the battery if, while using, charging, or storing the battery, the battery emits an unusual smell, feels hot, changes color or shape or appears abnormal in any other way.
- Do not place the battery in microwave ovens, high-pressure containers or on induction cookware.



In the event the battery leaks and the fluid gets into one's eye, do not rub the eye. Rinse well with water and immediately seek medical care. If left untreated, the battery fluid could cause damage to the eye.



If the device causes abnormal current to flow, it may cause the battery to become hot, explode, or ignite causing serious injury.

**\*LinkWear is compliant in the following Areas:**



|         |      |
|---------|------|
| US      | FCC  |
| Canada  | ISED |
| EU      | CE   |
| UK      | UKCA |
| AU & NZ | RCL  |