

GuestCallTM / ***QuietCall***TM

Professional Series UHF Paging System **Operating Instructions**

LTTX v1.04.8.04

**Coaster Pagers
Game Pagers
Advertising Paddle Pagers
Belt Clip Pagers**

800-359-9737

Customer Service

iPort Communications, Inc.

1566 W. Algonquin Road #166 • Hoffman Estates, IL 60195

PAGING SYSTEM SETUP

Keypad Sending Unit Setup:

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

Charging Station Setup:

Place the charging base in a sturdy, out of the way location. If two or more charging bases are used, connect them together using the included jumper wire(s). Plug the charging base A/C adaptor (small tip power supply) into the first charging base and then into a standard 110 outlet. Be sure to plug the jumper and power supply jacks in all the way.

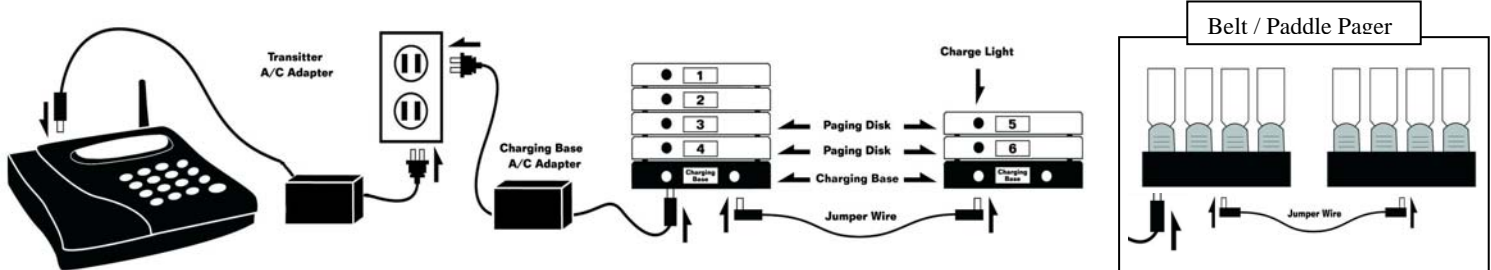
Coasters: Stack the pagers no more than 15 high on each charger base. The pager numbers will always line up, facing the same direction.

Paddle or Belt Pagers: Firmly seat the pagers into the charging slot.

Pagers do not have to be in numerical order. You should see a RED light appear on each pager. 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.

*Do not exceed 60 pagers or coasters on one power supply.

We recommend some type of surge suppressor on all power supplies for protection. Power surges are not covered under system warranty!



The GuestCall™ system is plug & play. 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 setup is as follows:

- 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, ON for new PlayCall Systems.

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 **800-359-9737** and a technician will be happy to walk you through the process.

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. Coasters & Paddle pagers will signal for 3 minutes and then reset. Belt clip pagers will signal for 10 seconds. You can reset any pager by touching it to a charger base.

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 Coasters or Paddle pagers, press, "**1249 - send**". Press, "**912 - send**" for belt clip pagers. Any pager not on a charger will signal (Flash & Beep). Search for missing pagers. 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 / patrons – All pagers will alert at once!!!**

SYSTEM PROGRAMMING

To enter programming mode, press the "SETUP" button 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 Pager Alert (Factory Default: Flash & Vibe)

Use this feature to change the way your pagers alert the guest / patron.

Be sure that all pagers are returned before performing this procedure.

- Remove all the pagers from the chargers or unplug the power supply that is connected to the charging bases.
- 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 "CANCEL" key to exit the programming menu
- Return all the pagers to the charging base or plug the power supply. The pagers are ready to receive the page with the new alert.

3. Set the "Out of Range" Alert (Factory Default: OFF, ON for New PlayCall Systems)

*With this feature enabled, 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 charger.
- 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.

TURNING THE OUT OF RANGE OFF

- Remove all the pagers from the charging unit or unplug the power supply that is connected to the first charger.
- 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 to exit the system-programming menu.

4. 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 stack.
- 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 800-359-9737 for more options.
- 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.

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 staff person can receive a page every 60 minutes to remind him to check on something. 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.
- After setting the duty alert function, press, "enter". Display will show "Duty __ saved".
- Press, "CANCEL" twice to exit or press, "ENTER" to continue entering the next duty pager information.

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

*This system has an "ALL SLEEP" function that turns off all **battery pagers** (model z0410 Vibe Only pagers) at once, automatically. You do not need to use this function if your system is completely rechargeable.*

To turn this feature off:

At the sleep shutdown menu, Press "#/Select" key to turn the sleep shutdown to "OFF"
Press enter to go back to the main menu.

To change the shutdown time:

At the sleep shutdown menu, Press "#/Select" key to turn the sleep shutdown to "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.

TROUBLESHOOTING FAQ'S

1. **Question: What should I do when all of my pagers start playing a melody and cannot be paged?**

Answer: The pagers are playing the out of range melody because they are not receiving the signal from the transmitter. First, be sure the transmitter has power and the antenna is securely attached, unplug the power cable at the back of the transmitter 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 800-359-9737** for assistance.

Note: Returning the pagers to the charger will stop the out of range melody.

2. **Question: The GuestCall pagers flash and vibrate when first removed from the charger. Is this right and can it be changed?**

Answer: Each pager will exhibit one cycle of the programmed alerts when first removed from the charger. This lasts about 10 seconds. The timing cannot be changed.

3. **Question: My GuestCall transmitter shows "password" on the display and will not page any of the pagers or pagers. How do I fix this?**

Answer: Press the **Cancel** key once on the transmitter. The display should read **Enter Pager #** on the top line. It is now ready for use. If the top line on the display shows anything other than **Enter Pager #**, press **Cancel** twice.

4. **Question: My transmitter shows all blocks in the display window. How do I fix this?**

Answer: Unplug the transmitter for 15 seconds and reconnect. Call tech support if the problem persists.

5. **Question: How long will my pager batteries last & how do I replace them?**

Answer: IPORT uses the finest rechargeable NiMh batteries available. They should last 3-5 years. When they need to be replaced, the charge indicator light will blink. Replacement battery packs can be purchased from IPORT and you can easily replace the batteries yourself with little or no down time. Call 800-359-9737 to order.

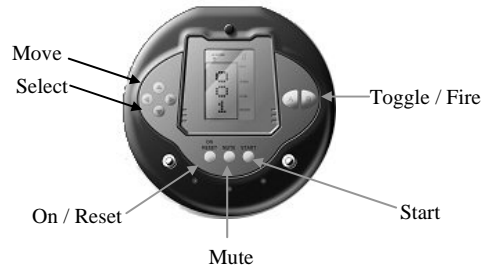
PLAYCALL PAGERS

PlayCall Pagers have the same functionality as standard IPORT Coaster Pagers. PlayCall helps guests / patrons pass the time with simple electronic games built right into the Coaster.

Professional Series PlayCall

PlayCall Default Settings:

- Mute is off (user selectable)
- Out of range
 - On for new systems
 - Off for replacements
- Alert – Pagers are set to Flash & Vibe



Games

- 1 & 2 – Race Game
- 3 & 4 – Shape Drop Game
- 5 & 6 – Alien Invasion Game
- 7 & 8 – Jump the Log Game
- 9 – Bust Out Game
- 10 & Up – Same Games with increased levels.

Set the "Out of Range" Alert we recommend activating Out of Range with all PlayCall systems!

With this feature enabled, the PlayCall games will disable and the pager will beep when taken out of range of the transmitter to inform the guest / patron that they are too far away and will miss their page. The pagers will function normally when they are taken 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 charger.
- To enter programming mode, press the "SETUP" button and enter the password "1379" followed by "enter". (Use the "* / Menu" key to scroll through the different menu options or press, "CANCEL" to exit the system programming menu.)
- 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 twice to exit the system-programming menu.

TURNING THE OUT OF RANGE OFF

- Remove all the pagers from the charging unit or unplug the power supply that is connected to the first charger.
- To enter programming mode, press the "SETUP" button and enter the password "1379" followed by "enter". (Use the "* / Menu" key to scroll through the different menu options or press, "CANCEL" to exit the system programming menu.)
- 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.

Set PlayCall "All Mute" (Factory Default: Sound On)

Use this feature to mute all PlayCall Pagers. The user can mute PlayCall pagers at any time by pressing the mute button. Operators can mute all PlayCall pagers by following the instructions below: **Be sure that all pagers are returned before performing this procedure.**

- Remove all the PlayCall pagers from the chargers or unplug the power supply that is connected to the charging bases of the PlayCall Pagers.
- Press "1248" then "Enter"
- At the enter message screen press the code "00" followed by "send" to turn the game sound off on all PlayCall Coasters
- To turn the sound back on, follow the same procedure but use "01" as the message code.
- Return all the pagers to the charging base or plug the power supply.

QUICK GUIDE ON HOW TO PLAY THE PLAYCALL GAMES

1. Press the ON/RESET Button.
2. Press the SELECT button for the type of game you want to play. There are 9 games in this PlayCall Pager with numerous levels.
3. After selecting the game, press the START button to start the game. The arrow keys are used to move your object left and right. The A & B buttons are used to turn an object, fire or steer depending on the type of game you're playing.
4. To stop or play another game, simply press the ON/RESET button and SELECT a new number (see game selection numbers above).

CUSTOMER SERVICE

Help! I Need Service!

Help is only a phone call away! Call our Customer Service Call Center

(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 transmitter 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 Transmitter, wait 30 seconds & plug it back in. (Reboot)

Call IPORT - Customer Service at (800) 919-9903. We are available:
Mon - Fri 8:30 am to 10 pm EST / Sat & Sun 10:30 am to 10 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 can.

I need to send some Pagers in for repair - What do I do?

Ship malfunctioning components to the following address:

iPort Communications, Inc.
1566 W. Algonquin Road #166
Hoffman Estates, IL 60195

1. Call 800-359-9737 and follow the prompts to Customer Service to obtain a repair form.
2. Pack the components securely
3. Enclose the repair form *****Please fill out completely** – including payment method for non-warranty repairs.
4. Include a business card
5. Ship the equipment in a traceable manner for your protection. (i.e. UPS Ground Track). iPort 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 iPort. *Overnight or 2 day Shipping is available at an additional charge.

Out of Warranty? Ask about our Lifetime Warranty with Pager Care!

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. PlayCall games will not function out of range of the transmitter if out of range is enabled.***

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.

Orientating & 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. Be 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 ***IPOINT at 800- 359-9737*** and reference the .07 x.07 back Pager address label. The cost is \$15.00 / 100.

iPort Communications, Inc.

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