

ServerCallTM

Professional Series UHF Server Paging System **Operating Instructions**

8.04

Belt Clip Pagers

800-359-9737

Customer Service

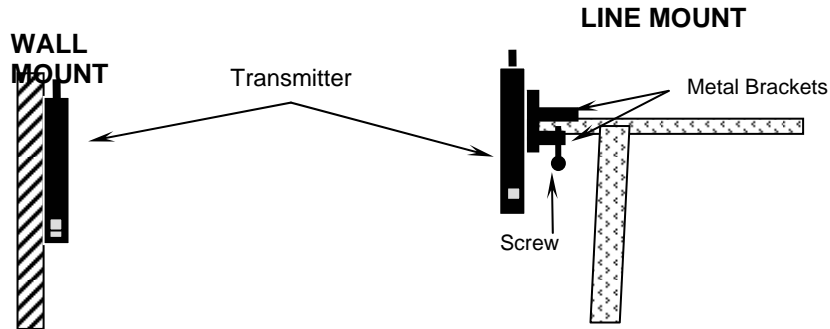
IPort Communications, Inc.

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

PAGING SYSTEM SETUP

Transmitter Set Up & Mounting Instructions:

1. Mount the transmitter unit onto the cook line using the included brackets, or remove the rear brackets and mount it directly to the wall if desired. The unit will mount using the 4 keyhole cutouts in the back panel. To stand the unit up remove the small bracket, flip over the large bracket and tighten at desired location.
2. Plug the 2-amp wall transformer into any suitable AC outlet. Plug the power connector into the power jack on the bottom right hand side of the unit. (Surge protector recommended!)
3. Mount the transmitter in a convenient location away from heat lamps, steam tables and water.



Keypad Sending Unit Setup:

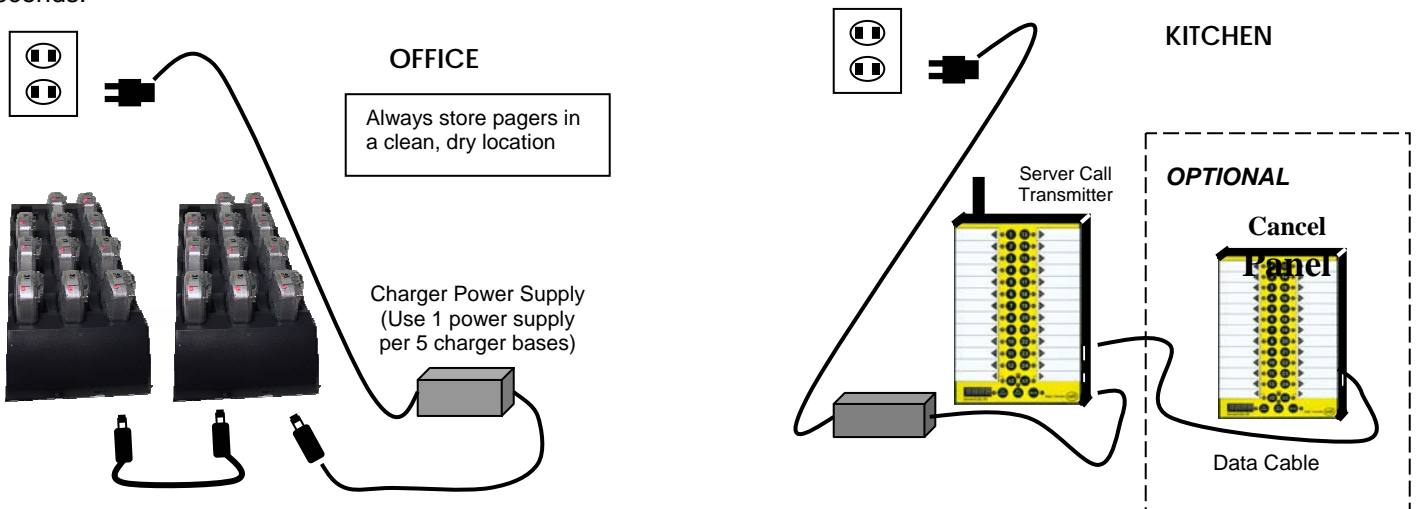
Lock the antenna to the upper right corner of the sending unit. (Fit over plug and twist left to lock antenna in place). Plug the ServerCall sending unit A/C adaptor (large tip power supply) into the side of the sending unit and then into a standard 110 outlet.

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.

Belt Pagers: Firmly seat the pagers into the charging slots.

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 it's charger, it will display a demonstration page for 5 seconds.



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

The ServerCall™ 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.

SYSTEM OPERATION

Write the servers name next to his pager number with a Dry Erase Marker (included) Warning: regular ink will make permanent marks, making name changes difficult – clean with a non abrasive cleaner ONLY! The name panels are magnetic and can easily be removed and replaced to simplify pager assignment during shift changes. Replacement magnetic name panels are available from iPort.Call 800-359-9737 to order.

Press the number that corresponds to the servers name on the sending unit and that pager will silently vibrate. Range of this system should easily cover even the largest of restaurants. You can send a single, double or triple vibration to servers, sending them to different parts of the kitchen.

For example: 1 vibrate means go to the hot line, 2 vibrates means go to the salad station, etc.

To page a pager with a single vibrate press the corresponding number until the unit beeps once and the green light comes on. *The pager will vibrate once and the green LED light on top will turn on for 2 sec when it receives the page.*

To page a pager with a dual vibrate, press the x2 button once and then press the corresponding server / pager number within 5 seconds. *You can label what the x2 means on the space provided on the magnet. The pager will vibrate twice and the orange LED light on top will turn on for 4 sec when it receives the page.*

To page a pager with a triple vibrate, press the x3 button once and then press the corresponding server / pager number within 5 seconds. *You can label what the x3 means on the space provided on the magnet. The pager will vibrate 3 times and the red LED light on top will turn on for 6 sec when it receives the page.*

Repage Feature:

You may select to have this system page the server one time only or repage them 4 times if the food has not been picked up. (See programming instructions) The system can also notify the manager on an optional digital pager with the tardy servers pager number.

To cancel a page:

Press the corresponding number on the transmitter (or cancel panel) until it beeps once and the light goes off. If you do not cancel the page, and the repage feature is turned on, the pager will repage the server 3 more times automatically every 60 seconds (this feature is adjustable). The transmitter will change from green (food up for 1 minute) to yellow (food up for 2 minutes) to red (food up for 3 minutes) and flashing red (food dying in the window!). At that point the system can page the manager pager with the server number notifying him that there is food up in need of attention.

To page all pagers, press and hold the **all page** button until it stops beeping and flashing (5 seconds) and you hear a single short tone. All pagers will vibrate 4 times.

To page Manager(s), press and hold the **MGR / All MGR** button until it stops beeping and flashing (5 seconds) and you hear a single short tone. This button only works if you have purchased the optional manager display pager. If you did not purchase a display pager, any pager (1-24) can be given to the manager and be used as a manager pager. *(This pager will not have any of the features the display pagers have).*

Optional Cancel Panel:

The ServerCall has the option of an additional / cancel panel. The second panel is plugged into the first and placed in another location. This second panel allows you to send a page or cancel a page from either unit. This can be especially useful when using an expeditor system or when you need to send pages from different parts of the kitchen.

The second panel receives power from the main unit and does not require an external power source.

The main unit houses the transmitter and power supply. Simply mount both units in their desired location. Distance can be anywhere from 1 foot to 150 feet apart (the standard patch cord is 6 feet long -Additional length is available for an extra charge.) Plug in the power supply to the main unit, plug the patch cord from the side of the main terminal to the side of the additional terminal and you're ready to go.

CrystalCall Battery Replacement:

The pager will "demo" page each time they are removed from the charging rack. The charging LED light (on top) will turn on for 4 seconds to indicate battery status as soon as they are removed from the charging rack. If the LED turns green, it means that the battery is fully charged and ready for use. If the LED turns orange the pager will work but should be recharged soon. If the LED turns red the pager needs to be fully charged. When the LED turns to blinking red, it means the battery needs to be replaced. Order replacement batteries from IPORT at 800-359-9737. They are user replaceable.

SYSTEM PROGRAMMING – ServerCall 25

Use this page if you have a 25 position Transmitter.

**All programming should be done from the main terminal if an additional transmitter or cancel panel is used.*

To enter programming mode plug in the Unit while holding the x3 button

You will see the numbers 1 – 12 either flashing, solid red or solid green.
Select the menu options below to change the system configuration.

Press the button that corresponds to the menu that you want to change.

Button # 1= Set the Current Time (hours, minutes & am or pm)

The numbers 1-12 can be pressed to correspond to the hours of the day. Press, 1-12 to adjust the hour. To set the minutes, press either the #13 button (to scroll minutes up) or #14 (to scroll minutes down). Use the flashing **all sleep** button to toggle between am & pm. The dot on the top middle portion of the LCD indicates PM. *(If the dot is there it's pm; if there is no dot it is am).* ***The current time must be set in order to have an accurate sleep shutdown.** Press the x3 button to exit this menu

Button # 2 = Set the Sleep Shutdown Time *this feature only works with non – rechargeable battery pagers (model z0410 Vibe Only pagers).

***Be sure the times are set correctly or your pagers could go to sleep in the middle of a shift!**

The numbers 1-12 can be pressed to correspond to the hours of the day. Press 1-12 for the hour you want the pagers to turn off for the night and use the flashing **all sleep** button to toggle between am & pm. The dot on the top middle portion of the LCD indicates PM. *(If the dot is there it's pm; if there is no dot it is am)* Press the x3 button to exit the menu and set the sleep time. **Note that when the internal clock reaches this time, all battery pagers will be put to sleep.**

Button # 3 = Sleep Shutdown (battery Pagers only) Green = Active, Red = Inactive

If you want the pagers to automatically go to sleep at a specific time (by "2" above) this light should be green. If the light is red the shutdown signal will not be sent.

Button #4 = Page the Manager Green = Page Manager on Blinking Red, Red = No Manager page

If this light is green the managers' pager will be paged when any button pressed goes to blinking red. You must have a numeric manager pager if you want the servers number to be sent with the page.

Button #5 = Page on Transition Green = Page Server on the First Button press and all color transitions Red = Server paged only on the first press

If this light is green the server will be paged upon each transition. (i.e. – when each button pressed turns yellow, red & flashing red.) All pages must be cancelled (by pressing the button again) when the food is picked up.

Button #6 = Set transition timers

This controls how long it takes for the transition from green to yellow to red to flashing red. 1 is the shortest period of time and 6 is the longest. Default from the factory is #5 (65 seconds)

1=15 seconds, 2=25 seconds, 3=40 seconds, 4=55 seconds, 5=65 seconds, 6=80 seconds

Button #7 = Not used

Buttons #8 - 10 = Duty Cycle Mode

This feature enables you to automatically send a page to a pager at specified time intervals to remind them of a duty required of them. (i.e., cleaning restrooms, making salads, etc.). NOTE: You can set multiple pagers on the same time intervals.

Enable the duty cycle mode by turning #8 to green.

To set the time intervals, press the #9 button. Select the time intervals by selecting from buttons #1-6. Each button corresponds to a different time interval.

Button 1: Green = pages pager every 15 minutes	Button 2: Green = pages pager every 30 minutes.
Button 3: Green = pages pager every hour.	Button 4: Green = pages pager every 2 hour.
Button 5: Green = pages pager every 3 hour.	Button 6: Green = pages pager every 4 hour.

Press x3 button after selecting the desired time and to go back to main menu.

To select the duty cycle pager for that time interval, press the #10 button. Enable the assigned pager by pressing the pager number to set it's corresponding light to green. (You can set multiple pagers if desired). Press x3 to save and to go back to main menu.

Repeat the procedures above if you want to program more pagers on a different time interval.

Button #11=Not used

Button #12=Simple Page Green = Page waiter on first button press only.

When this light is green the system will page the server on first button press only. The light will stay green for 5 seconds and then turn off with no further action.

NOTE: The light on button # 5 should be red, to make this function work.

To save the configuration at any time, hit the x3 button while at the top- level menu.

SYSTEM PROGRAMMING – ServerCall 13

Use this page if you have a 13 position Transmitter.

Note: The ServerCall 13 has the same functionality as the 25-position transmitter with the following exceptions:

- No Clock
- Smaller Capacity
- NO Duty Cycle Feature

**All programming should be done from the main terminal if a cancel panel is used.*

To enter programming mode plug in the Unit while holding the x3 button

You will see the numbers 1 – 12, either flashing, solid red or solid green.
Select the menu options below to change the system configuration.

Press the button that corresponds to the menu that you want to change.

Button # 1: Not Used. *Default from the factory = flashing green

Button # 2: Not Used. *Default from the factory = flashing green

Button # 3: Not Used. *Default from the factory = red

Button #4 = Page the Manager Green = Page Manager on Blinking Red, Red = No Manager page

If this light is green the managers' pager will be paged when any button pressed goes to blinking red. You must have a numeric manager pager if you want the server's number to be sent with the page.

Button #5 = Page on Transition Green = Page Server on the First Button press and all color transitions Red = Server paged only on the first press

If this light is green the server will be paged upon each transition. (i.e. – when each button pressed turns yellow, red & flashing red.) All pages must be cancelled (by pressing the button again) when the food is picked up.

Button #6 = Set transition timers

This controls how long it takes for the transition from green to yellow to red to flashing red. 1 is the shortest period of time and 6 is the longest. Default from the factory is #5 (65 seconds)

1=15 seconds, 2=25 seconds, 3=40 seconds, 4=55 seconds, 5=65 seconds, 6=80 seconds

Buttons #8 – 11: Not Used

Button #12 = Simple Page Green = Page waiter on first button press only.

When this light is green the system will page the server on first button press only. The light will stay green for 5 seconds and then turn off with no further action. **NOTE: The light on button # 5 should be red to make this function work.**

To save the configuration at any time, hit the x3 button while at the top-level menu.

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) 359-9737. 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 an iPort repair form.
2. Pack the components securely
3. Enclose the iPort 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.