PREMISES PAGER SYSTEM®

ServAlert® 200 Series Server Paging System

JTECH ℠
COMMUNICATIONS, INC.

Introduction

JTECH Communications Inc., a subsidiary of MICROS Systems Inc., designs and manufactures cost effective in-house communications systems for customers throughout the world.

Thank you for choosing JTECH Communications Inc. as the provider for your on-premises paging needs. We truly appreciate your confidence in our products. At JTECH, there is no greater commitment than providing you with total customer satisfaction.

Please take a few minutes to review this guide prior to installing and operating your system. The guide will provide you with installation instructions, give you answers to the most frequently asked questions, and offer suggestions to ensure you receive all of the many benefits your JTECH system can provide.

Additionally, this manual will assist you with problem determination and offer helpful advice when seeking customer service. We are confident that JTECH Communications offers the most responsive customer service available within the industry.

Please do not hesitate to call JTECH Communications Customer Care at 800.321-6221 or 561.997.0772, Option 6, if you have any questions. We look forward to a long and mutually rewarding partnership.

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System Overview

Congratulations on your purchase of the ServAlert® 200 Series Server Paging System. The ServAlert transmitter provides a cost effective on-premises paging solution for the hospitality industry and features the ability to immediately convey to the wait staff when their order is ready in the kitchen.

> The ServAlert transmitter can be ordered in 8,16 and 32-button models. All models can be ordered with a Remote Panel. This manual covers all model types.

An optional Remote Panel can be ordered to enhance the operation of the ServAlert system. When the optional panel is configured as a *Server Cancel Panel*, it requires the waiter or waitress to cancel their page when picking up an order. The Server Cancel Panel is programmed to automatically page a manager if the page is not canceled within a specified time. When the optional remote panel is configured as an *Expeditor Panel*, it allows a kitchen assistant or expeditor to page wait staff at any time, making ServAlert an especially useful tool during crucial peak times.

An optional Remote Manager's Button, which connects to the ServAlert transmitter, can also page a manager from a remote location such as a bar. An optional Contact Closure accessory is also available to allow alerting when a door, such as a managers office or rear door, is opened or closed. Using a special "TEE" cable adapter, up to two of the three remote devices (remote panel, remote button or contact closure) may be implemented with the ServAlert transmitter.

The ServAlert 200 Series System is designed to support a paging area of up to a mile or more. An optional Remote Antenna can be used to extend the transmitting range. Paging distance will vary due to many factors, such as building construction, as each location has its own distinct characteristics that affect the coverage area. The ServerPass™ vibration pagers feature rechargeable NiMH batteries to maximize ease of use and flexibility. Battery life expectations are typically 1-3 years, but will vary depending on usage and management of the pagers. ServerPass pagers should be returned to the charger when not in use.

Components

The basic ServAlert system components include:

- ServAlert Master Transmitting Unit
- Power Adapter
- Antenna
- Mounting Hardware
- ServerPass Vibration Pagers
- Magnetic Server Assignment Tabs
- Grease Pencil
- ServAlert Premises Pager System Installation and Operator Guide
- Warranty Registration Card

The following optional accessories are available to meet special needs:

- Server Cancel/Expeditor Panel and cables
- Remote Manager's Button and cables
- Contact Closure Box and cables
- Numeric Manager's Pager
- Remote Antenna

Please inspect the system upon receipt. If the contents appear to be damaged, contact the shipper to file a claim and notify JTECH Communications Customer Care. If any components are missing, contact JTECH Communications Customer Care at 800.321.6221, Option 6.

The following illustration depicts the three available ServAlert transmitter configurations supporting 8, 16 and 32 pagers.

Fig. 1 – ServAlert Transmitter Configurations

Pagers
The ServAlert system supports ServerPass rechargeable vibration pagers and the optional alkaline battery powered Numeric Manager's Pager. The Numeric Manager's Pager displays the number of the server who has not canceled his page after the designated period of time. The manager can be paged from the ServAlert transmitter by pressing the PROG key. Pressing the PROG key from the master transmitter will cause the Numeric Manager's Pager to display "99". Pressing the PROG key from the Server Cancel/Expeditor Panel will cause the Numeric Manager's Pager to display "98".   Pressing the optional Manager Remote Button will cause the Numeric Manager's Pager to display "00".

Using the ServerPass Rechargeable Vibration/Tone Pagers

The ServerPass rechargeable UHF pager is a durable paging solution designed to meet the rigorous requirements of the typical restaurant environment, as well as other business applications. The ServerPass pager is configured with a durable low profile belt clip designed especially for the restaurant environment. An optional swivel belt clip is also available as an accessory.
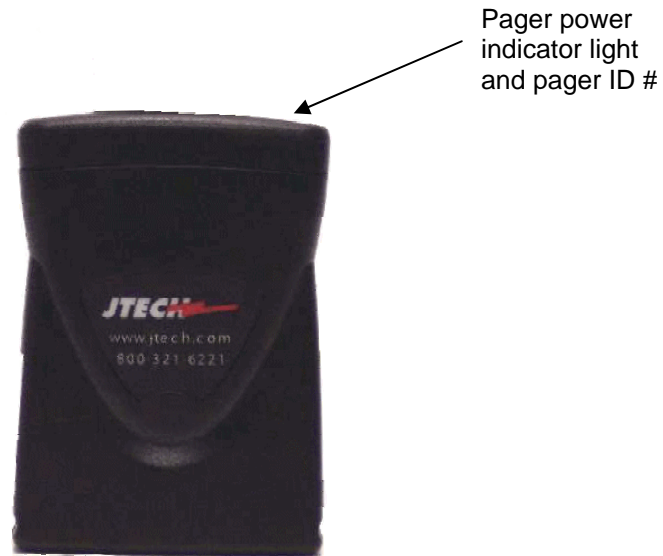
Pager power
indicator light
and pager ID #

Fig. 2 – ServerPass Pager
with low profile belt clip

The ServerPass charging rack accommodates 10 pagers with low-profile or swivel belt clip, and is designed for desktop or wall mounting.

Charger power
indicator light

Fig. 3 – ServerPass Charger

Initial Set Up
The ServerPass paging system is simple to set up. Follow these easy steps:

1. Plug in the charger by inserting the power plug into one of the two (2) power receptacles in the underside of the charger. Snake the cable into one of the recessed channels provided on the underside of the charger using the exit slot most convenient to the desired placement of the charger. Assuming the universal power cord is already attached to the power adapter, connect the 'wall plug' end of the power cord into a standard 110V/120V AC wall outlet. When properly connected, the green charger power indicator light will illuminate on the top of the charger, indicating that the charger is receiving power.

2. Next, insert the pagers into the charging slots, orienting the pager label toward the front, with the belt clip or promoback facing the opening provided in the backside of each charging slot. This action will wake up pagers from the sleep mode in which they are shipped from the factory.

3. When properly set into a charging bay, the pagers will illuminate a green or yellow backlight behind the pager ID label on the top of each pager. A green light indicates sufficient battery power level. A yellow light indicates an extreme low battery condition. <u>A 24-hour initial charge is recommended prior to using the pagers for the first time to achieve published performance</u>.

Pager Operation
The ServerPass pager is simple to operate. Approximately 5-seconds after a pager is removed from the charging rack, the pager will exhibit a momentary alert sequence indicating it's readiness. At this time, the SOLID green "ready" light will change to a FLASHING green "heartbeat" indicator.

During use, should this flashing heartbeat indicator change to a yellow flashing light, indicating a low battery status, return the pager to the charger for a minimum 1-hour charge. At any time in the charger, should the pager heartbeat display a rapid "double flash" yellow signal, this indicates an extreme low battery condition, requiring a mandatory minimum 1-hour charge. Be advised that a pager in this condition cannot receive a page in or out of the charger. <u>For optimal results, always return the pagers to the charging rack when not in use for the most convenient storage and maximum battery life</u>.

When the pager is paged from the master transmitter, the pager will respond with its' factory programmed "personality" as ordered through your sales executive. Most Server Paging applications use the "vibe only" configuration the pager supports vibe/flash, vibe/tone or vibe/tone/flash paging alerts as well.

Receiving Pages
When a page is transmitted and received after charging the Pager for the recommended time period, the ServerPass pager will alert depending on how it has been ordered and subsequently programmed:

SERVER PROGRAMMING:
- **Vibe/Tone pager:** 2 seconds of VIBRATION, TONE or VIBE and TONE cadence, depending on which product was ordered

Battery Installation
The rechargeable nickel metal hydride (NiMH) battery pack will typically last from one to three years depending on usage. To replace the battery pack, first remove the battery door screw from the rear of the pager using a small Phillips head screwdriver. Slide the battery door down from the top to open. Place the door and set screw in a safe place for closure after changing the rechargeable battery pack. To facilitate battery replacement, in situations where the low-profile belt-clip is in use (most ServerPass pagers), temporarily remove the belt clip too. Next, carefully remove the old battery pack, disconnecting the plastic connector from the port inside the pager. Plug in the replacement battery pack (JTECH part number 232020.) To re-insert the replacement battery pack:

1) Feed the battery cable into the open area inside the pager housing to the right of the port.
2) Place the battery into the available space by inserting the long side (with the battery cable connector) into the space, rolling the other side of the battery "down" into the housing.
3) Replace the battery door and re-secure it into place using the Phillips head set screw.

Fig. 4 – Battery Installation

Clip Replacement
To replace a damaged ServerPass pager low-profile clip, or the rotary knob, used with the two-piece cell-phone style swivel clip, follow the instructions above to remove the battery door. With the door removed, remove the damaged clip or the rotary knob. Replace with the appropriate replacement part available for purchase as an accessory from JTECH Communications. Replace and re-secure the battery door.

Connecting Two Chargers

Caution: If chargers are connected to the power adaptor, disconnect the power adaptor from the chargers BEFORE performing this operation.

When connecting two chargers, first extend the stored connector plates on the underside "rear" of the unit. (A small flat-tipped screwdriver is recommended for use to initially slide out the connector tabs for accessibility.) Once accessible, pull each of the two connector plates out until they "snap and lock" in the extended position. Push firmly inward on the extended connector plates to ensure they are in the locked in the extended position.

Fig. 5 – Extending Connector Plates on the Charger

Insert the extended connector plates into the female receptacles on the "front" of the adjoining unit, pushing the units together until the connector plates "snap and lock" into place in the adjoining unit. The two units should be firmly connected flush to each other at this time. Using the included "pigtail" connector, connect the first unit to the second unit, inserting the cable wire into the recesses provided in the underside of the housing, ensuring the cable is under all of the retaining tabs provided.

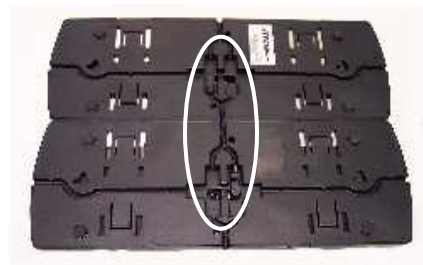Fig. 6 – Connecting Chargers   Fig. 7 – "Pigtail" Power Connector

Up to two (2) charging units may be connected together on the same standard JTECH power adapter, supporting up to 20 pagers from a single power adapter.

Care and Maintenance

Wipe with a soft cloth moistened with mild soap and water. Never spray liquids (cleaning solution or water) directly on the pagers or the charger.

Using the InstaCall™ Numeric Pagers

The Numeric Pager integrates Managers into the communication loop with direct paging as well as page escalation for servers when server response is hindered or if pages are not canceled from the optional Sever Cancel Panel.

Battery Installation
Slide the battery door latch up toward the top of the pager (Fig. 8.) Follow the direction of the arrow to remove the battery door. Insert one AAA alkaline battery (supplied), observing the proper polarity. Replace the battery door and lock into place.

Battery door latch

Insert AAA battery
observing proper polarity
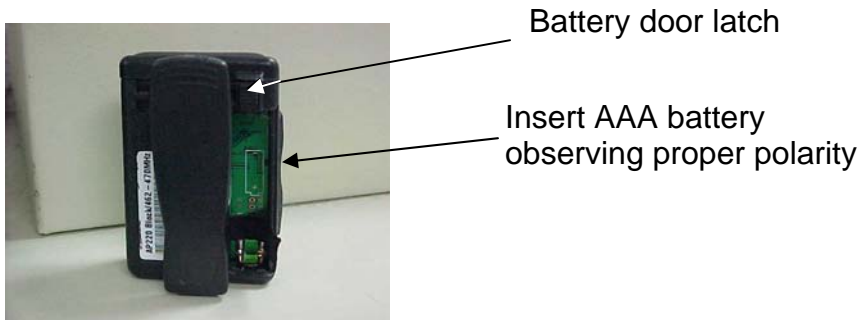
Fig. 8

The InstaCall Numeric pager offers a back-lit top-mount LCD display panel and message control buttons on the pager face. The InstaCall Numeric pager displays date and time, as well as a low battery icon.

Please refer to the pocket User Manual enclosed with each InstaCall Numeric pager for detailed operational instructions.

Care and Maintenance
Wipe with a soft cloth moistened with mild soap and water. Never spray liquids (cleaning solution or water) directly on the pagers.

ServAlert System Extended Functions

Server Cancel Panel Function

The optional remote panel can be programmed to function as either a Server Cancel Panel or an Expeditor Panel. The unit cannot serve both functions simultaneously as the functions are mutually exclusive. The function of the Server Cancel Panel is to cancel pages initiated on the ServAlert transmitter. Once paged, servers must press the button associated with their name to indicate they have picked up the order for which they were paged. Doing so cancels their page. Failure to do so causes the system to continually page them periodically until they "cancel" properly.

This periodic re-page function as noted above is based on a user definable "time period". Factory default for this time period is 40 seconds. (Please see the Programming section of this guide for details on this feature.) Once any page is initiated, the corresponding indicator on both the Master Transmitter and Server Cancel Panel light steadily for the first "time period." After the first specified time period from the initial page without a "cancel," the indicator light(s) will blink for a second "time period." If the optional Numeric Manger Pager is in use, a single vibe and the corresponding server number is delivered to the Numeric Manager Pager. This process repeats periodically thereafter until the appropriate cancel button is pressed.

Once any page is issued, the corresponding indicator on both the Master Transmitting and Server Cancel Panel light steadily for the first time period and then blink until a page is canceled.

Expeditor Panel Function

The purpose of the Expeditor Panel is to allow both the chef and an "expeditor" to page servers. The ServAlert transmitter and the Expeditor Panel page independently so that pages may be issued from either the ServAlert transmitter (chef's area) or from the Expeditor Panel (expeditor's area).

Once a page button is pressed on either unit, the indicator on both units will light steadily for a time period and then blink for an additional time period before turning off. The selected pager will receive a single one-second vibration (or double or triple vibe, depending on user-configured default settings.) Double or triple vibration pages may be also initiated individually if desired by pressing the 2X or 3X buttons first. (These 2X and 3X features are also available from the ServAlert Master Transmitter.)

As noted above, the remote panel can be programmed to function as either a Server Cancel Panel or an Expeditor Panel. The unit cannot serve both functions simultaneously, as the functions are mutually exclusive.

Manager Remote Button or Contact Closure Box

An optional Manager Remote Button or Contact Closure Box may be connected to the ServAlert transmitter for the purpose of paging the manager from a second location. If the optional Numeric Manager Pager is used, the pager will display a "00" message when this manager remote button is pressed or when the contact closure is activated. These remote devices are attached to the ServAlert transmitter using a simple RJ-12 telephone cable, and can be located up to 100 feet away in increments of 25 feet and are typically configured at the time of purchase. The remote button is usually placed at a bar, hostess area, front desk, office or wherever there is a need to call the manager. The contact closure is normally found on a rear door or other normally secure area.

Optional Antenna

There are three types of optional antennas that can be used with the ServAlert Master Transmitter. These remote antenna options may be used to increase the paging coverage area. The remote antenna installations should allow the antenna to be positioned as high as possible to maximize range. The five-foot magnetic mount (mag mount) or six-foot hardware mount antenna options replaces the standard wire antenna and are connected to the ServAlert transmitter using a 25-foot cable. These antenna options must be secured using the inclusive magnetic mount base or with appropriate mounting hardware (not included) if the mounting surface does not support magnetic attachment. The optional remote antenna options can provide a 10%-20% gain in transmitter range, depending on placement and building construction.

Installation

Installing the ServAlert transmitter

The first consideration regarding the placement of the ServAlert transmitter must be usability. It should be readily accessible to all persons who will be using the equipment. Since this unit contains its own built-in transmitter, pay close attention to nearby obstructions. Stainless steel shelves, walls, pipes, ducts mirrored glass or other similar barriers may weaken or misdirect transmitted signals. Certain materials and construction, especially metal, have the potential to partially or completely block the signal. For maximum performance, position the placement of the tip of the antenna a minimum of 18" away from any metal to minimize signal disruption. If necessary, optional extended range antenna options are available for the ServAlert 200 Series transmitter to address many if not all of these possibilities.

Another consideration involves safety. Be sure the unit is securely mounted and safe from liquids, extreme heat and possible physical damage. Carefully consider placement of any cords coming from the power adapters as not to cause personal injury or damage to the system such as someone tripping on or becoming tangled in the wires. Also, remember that the ServAlert transmitter requires a standard A/C outlet for power. The ServAlert transmitter can be mounted to a shelf, counter top, wall or placed on a counter using the inclusive mounting bracket options.

NOTE: All power, connection cables and the antenna must be connected to the transmitter <u>before</u> applying power to the unit.

Shelf Mounted

1. Attach the large bracket securely to the main housing just above the center using the supplied screws. The rubber bumpers should be toward the bottom of the unit. Fasten the screws to the nuts that slide freely in the mounting rails.
2. Loosely attach the small bracket to the main housing so that it can be adjusted vertically in the mounting rails.
3. Hold the unit up to the shelf with the large bracket resting on the topside of the shelf. Adjust the small bracket to come within 1/8" of the bottom side of the shelf and tighten the screws to secure.
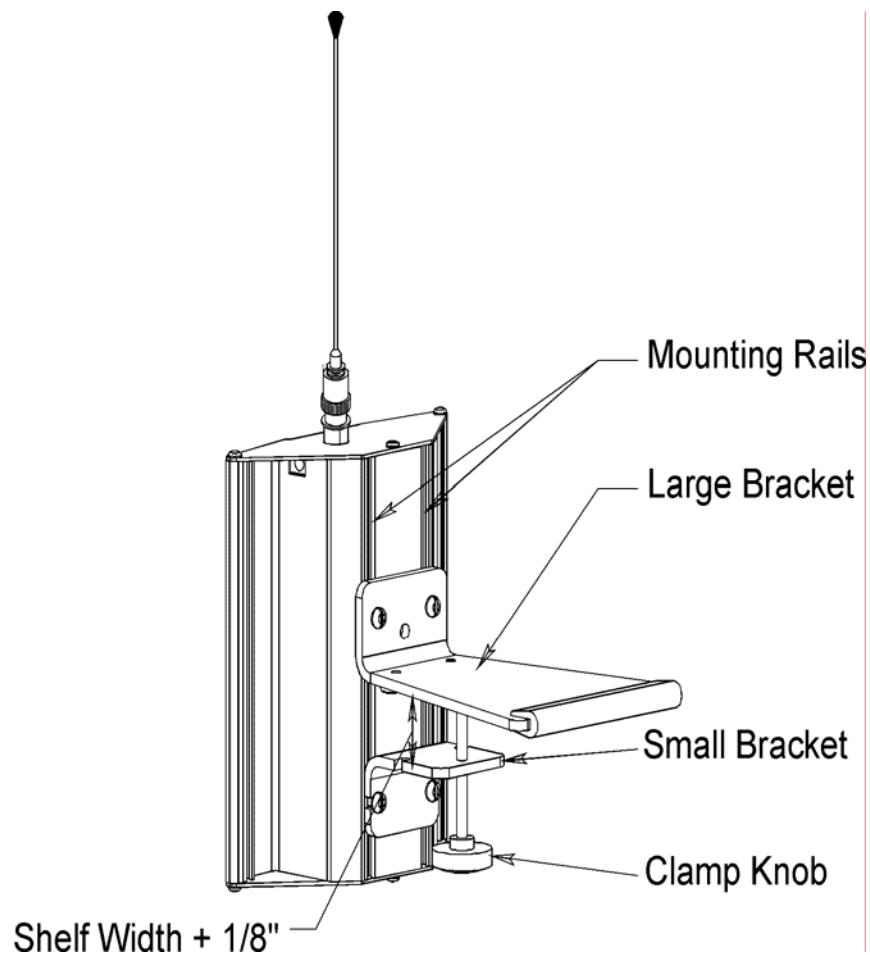4. Install the clamp knob into the small bracket as shown and tighten on to the shelf.

Mounting Rails

Large Bracket

Small Bracket

Clamp Knob

Shelf Width + 1/8"

Fig. 9 – Shelf Mounted Transmitter

Mounted to a Counter Top

1. Remove the rubber channel and bumpers from the large bracket.
2. Loosely attach the large bracket to the main housing as shown so that the bracket can be adjusted vertically. Thread the screws into the nuts that slide freely in the mounting rails.
3. Stand the unit up on a horizontal surface. Adjust the bracket down until is sits flat on the counter. Tighten screws to secure bracket.
4. Secure the unit to the horizontal surface by bolting through the holes in the large bracket.
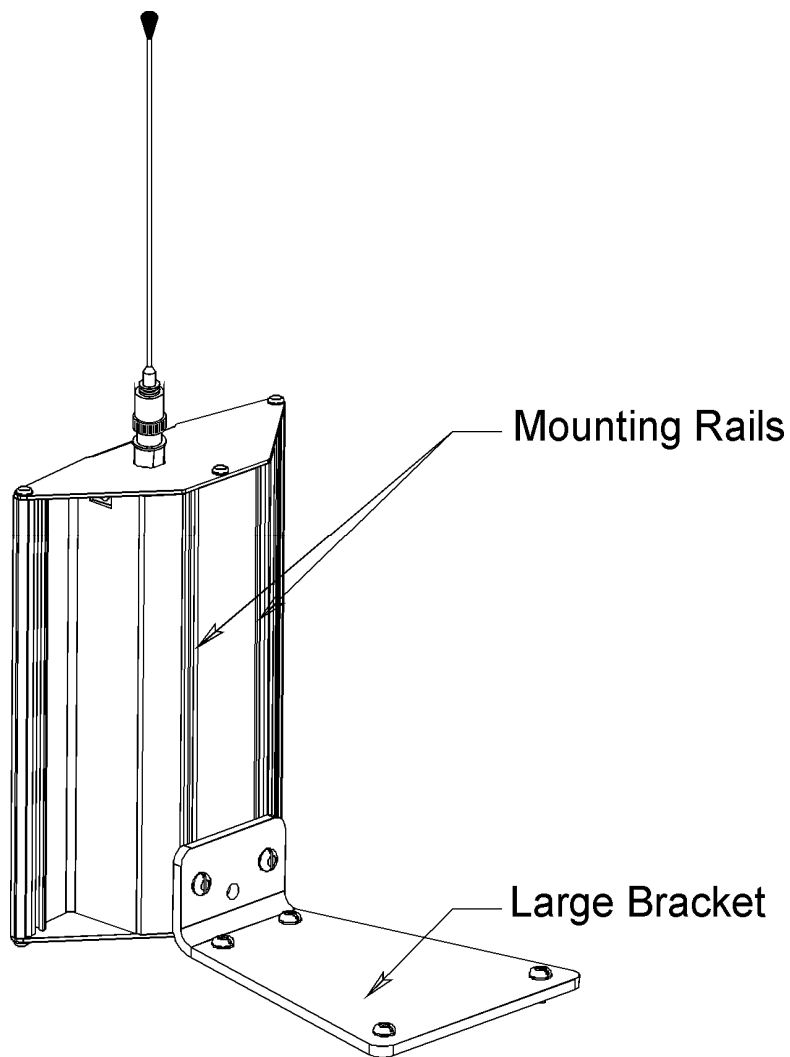

Mounting Rails

Large Bracket

Fig. 10 – Countertop Mounted Transmitter

Wall Mount

1. Remove the rubber channel and bumpers from the large bracket.
2. Mount the large bracket to the wall. Anchor securely using four screws.
3. Mount the small bracket to the back of the ServAlert transmitter unit as shown.
4. Mount the ServAlert transmitter unit to the wall by attaching the small bracket to the large bracket with ¼" diameter by ½" long supplied screw and washer as shown. The ServAlert transmitter unit can be swiveled on this single screw to the desired position and then tightened.
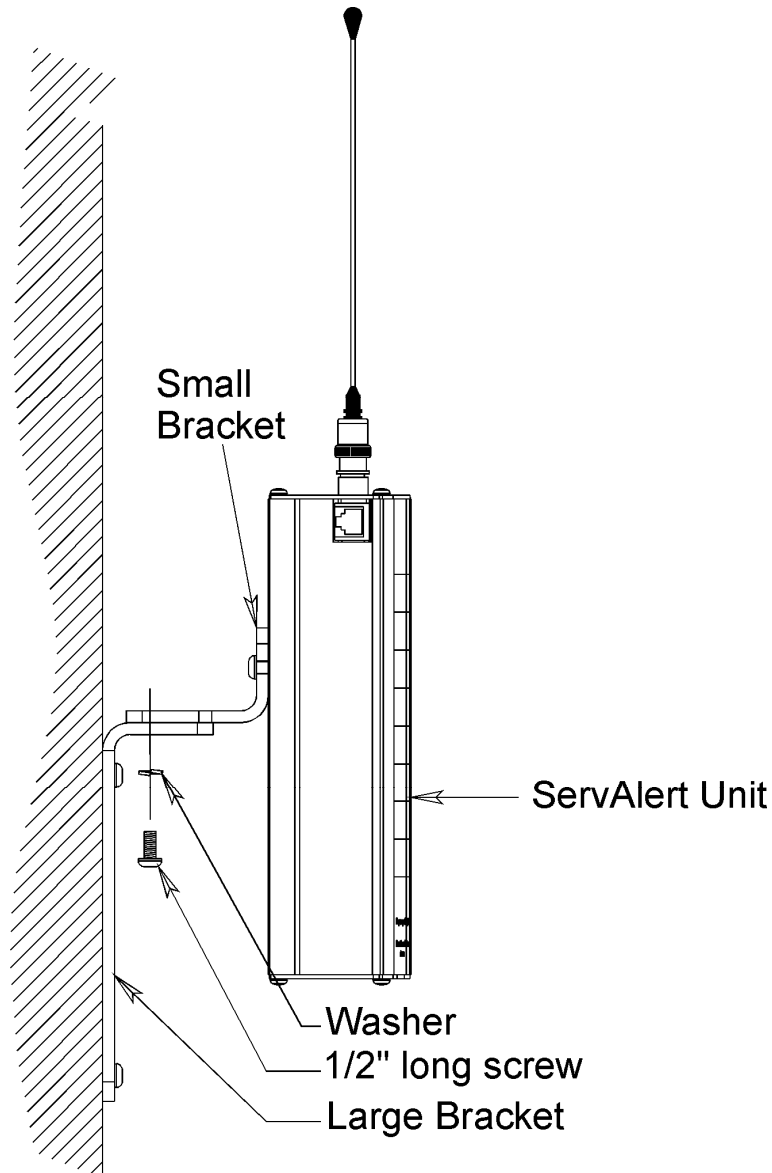
Small
Bracket

ServAlert Unit

Washer
1/2" long screw
Large Bracket

Fig. 11 – Wall Mounted Transmitter

Placed on a Counter Top

1. Attach the large bracket to the main housing as shown. Thread the screws in to the nuts that slide freely in the mounting rails.
2. Rest the unit, angled back on the counter, as shown.

Mounting Rails

Large Bracket

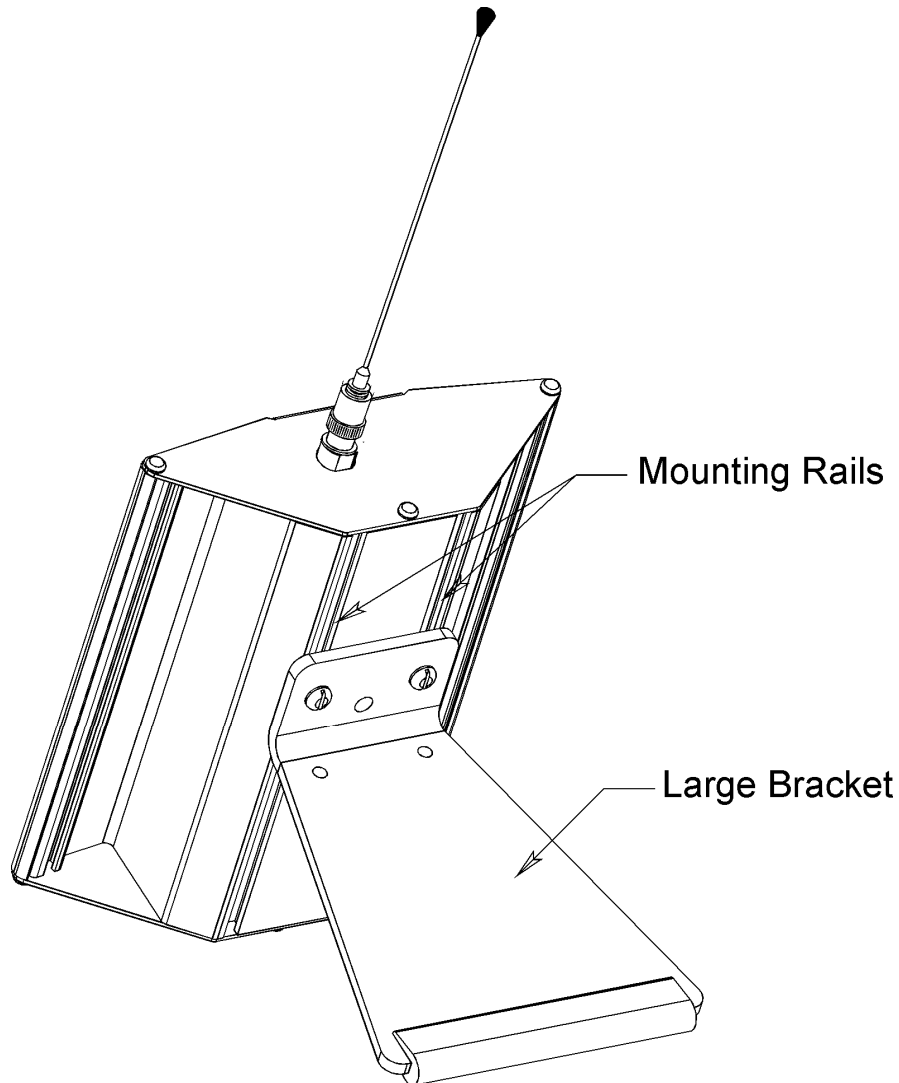Fig. 12 – Transmitter Placed on a Countertop

NOTE: Use only a grease pencil to enter server names on the ServAlert transmitter magnetic panels. Other types of markers may permanently stain these panels. Use a soft cloth dampened with rubbing alcohol to erase grease pencil markings. Additional panels and/or grease pencils can be ordered by contacting JTECH Customer Care at 800-321-6221, Option 6.

Installing the Optional Server Cancel Panel or Expeditor Panel

The ServAlert Master Transmitter Unit and the Remote Server Cancel Panel or Expeditor Panel are interconnected and communicate through 6-conductor RJ-12 telephone data link cable. The cable snaps in at both ends just like a telephone cord.

The Master Transmitter and the Cancel or Expeditor Panel must be linked together with the RJ12 cable <u>prior</u> to connecting the power to the System. In addition, the Cancel or Expeditor Panel must be connected to the AC outlet <u>prior</u> to connecting the Master Unit to the AC outlet.

ServAlert
Cable Interconnect
for Remote Panel

RJ12 Remote Panel Cable

ServAlert Master

ServAlert Remote
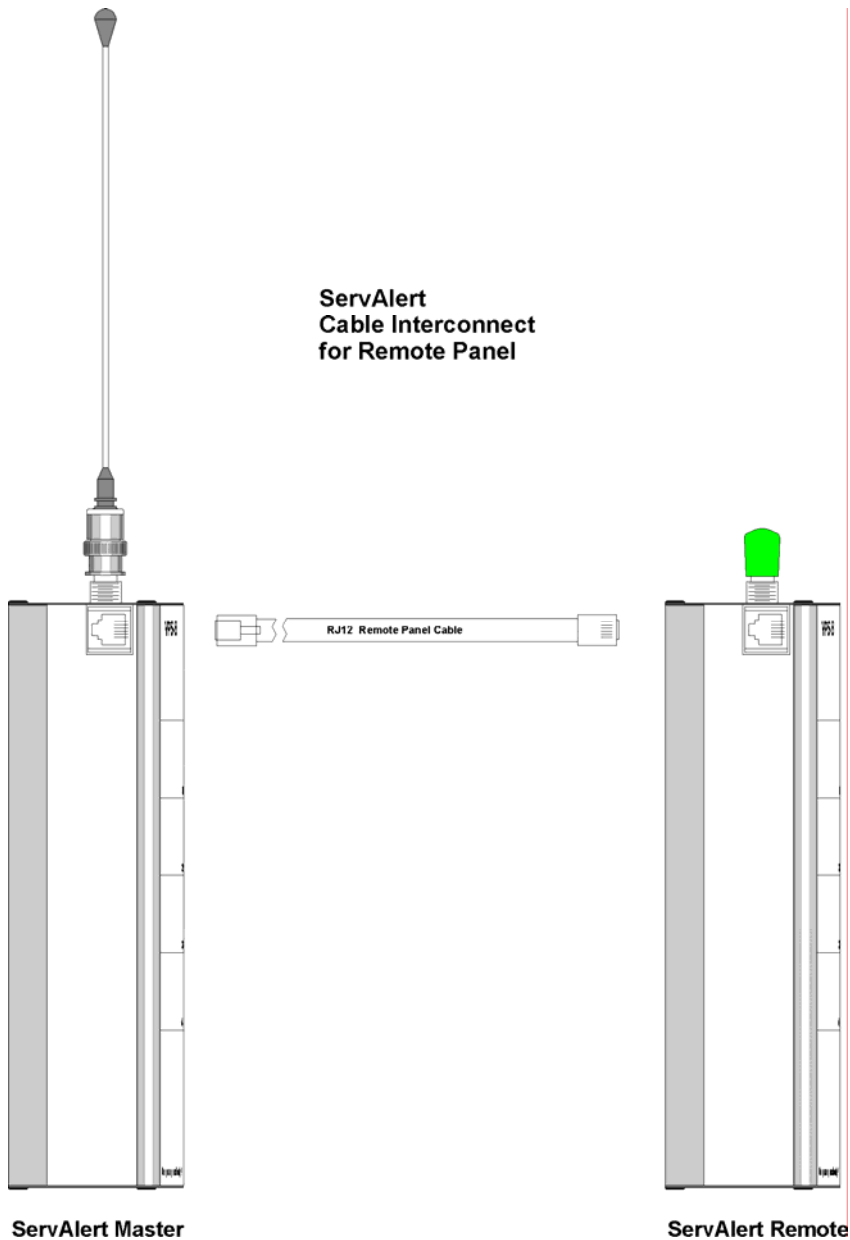
Fig. 13 – Attaching the Remote Panel

Installing the Optional Manager's Remote Button or Contact Closure Box

The optional Manager Remote Button or Contact Closure Box connected to the Master Transmitter Unit or the remote panel using another RJ-12 telephone cord and a 'TEE' adapter.

ServAlert Cable Interconnect for

Manager Remote & Cancel / Expediter Panel

RJ12 Adaptor Cable

'TEE' Adaptor

MGR RMT   EXT PNL

MGR RMT   EXT PNL

RJ12 Manager Remote Cable

RJ12 Remote Panel Cable

ServAlert Master

Fig. 14 – Attaching the Remote Button or Contact Closure

Supplying Power to the ServAlert System

To supply power to the ServAlert system, insert the small low voltage plug (single plug) into the ServAlert master transmitter power receptacle located on the side of the assembly near the top of the unit. 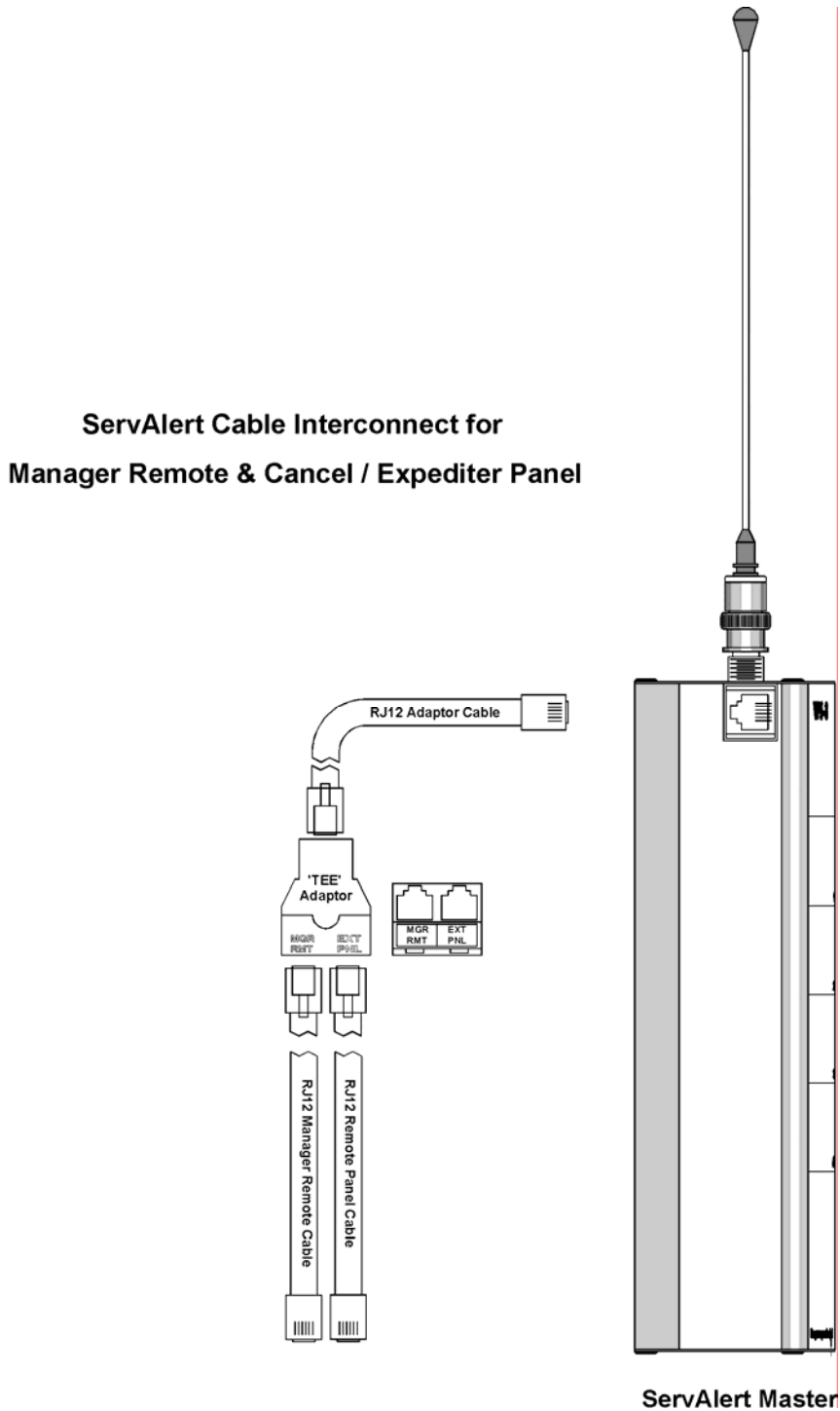 Carefully consider placement of any cords from the power adapters as not to cause personal injury or damage to the system as someone may trip or get tangled in the wires. If you are using the Remote Panel with your system, make sure the Remote Panel is completely installed prior to installing the power adapter to the ServAlert master transmitter.

Plug the transformer end of the adapter into an AC outlet. The ServAlert transmitter will go through a self-test as the panel button lights begin to flash in sequence. If you have a Remote Panel with your system, the Remote Panel will also self-test in the same manner as the ServAlert transmitter. ServAlert 8 and 16 button systems require only one power adapter to power both the master transmitter unit and the remote panel. ServAlert 32 button systems will require individual power adapters for the master transmitter and the remote panel.

NOTE: When installing a ServAlert 32 button master transmitter with a remote panel, <u>the remote panel</u> must be connected to the master transmitter with the supplied RJ12 and plugged into an AC outlet <u>before</u> applying power to the master transmitter. The remote panel will not light up or self-test until the master transmitter is plugged into an AC outlet. This sequence must be followed to ensure that the master transmitter recognizes the remote panel.

If the ServAlert system fails to power up, check the AC outlet for power and review this Installation Guide for proper installation.
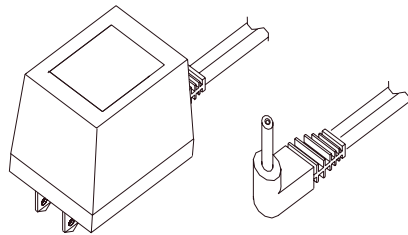
To ServAlert Master

Fig. 15 – Transmitter Power Adapter

Programming User Definable System Features

Several features can be programmed in the ServAlert transmitter. Hold down the PROG key for two seconds to place the ServAlert transmitter in programming mode. LED's 1-6 will illuminate when the programming mode is active. Next, press the button number of the feature you wish to program. The features are described in the table below. Depending on the feature you select, a number of LED's will illuminate indicating the possible choices. Make your selection by pressing the appropriate button. To exit from the programming mode press the ALL CALL button. For example, assume you want to change the default number of vibrations the ServAlert transmitter Master is sending from two to three. After placing the ServAlert transmitter in program mode you would press button number two. LED's 1-3 and 6-8 would illuminate indicating one, two and three vibrations respectively for the Master and the Expeditor Panels. You would press button number 3 to indicate three vibrations from the Master. To return the ServAlert transmitter to normal operation press the All Call button once.

Button #	Program Feature
Button 1	**Server Cancel/Expeditor Mode** ***Feature Description*:** A remote device can be connected to an existing ServAlert transmitter to perform as either a Server Cancel Panel or an Expeditor Panel. The Server Cancel Panel is used by the wait staff to cancel their pages after picking up their order. The Expeditor Panel is used by an assistant chef to page the wait staff. These functions are mutually exclusive. ***To Program*:** While in program mode press button number one. LED's 1-2 will illuminate with the current choice blinking. Press button 1 to place the ServAlert transmitter in Server Cancel Mode. Press button 2 to place the ServAlert transmitter in Expeditor mode. To return the ServAlert transmitter to normal operation press the All Call button.
Button 2	**Number of Vibrations** ***Feature Description*:** This feature selects the default number of vibrations sent from each of the panels to the pagers. ***To Program:*** While in program mode press button number 2. LED's 1-3 and 6-8 will illuminate with the current choice blinking. Select button 1, 2 or 3 to select the corresponding number of vibrations to be sent from the master transmitter or 6, 7 or 8 to select the corresponding number of vibes to be sent from the Server Cancel/Expeditor Panel. To return the ServAlert transmitter to normal operation, press the All Call button.

Button 3	**Pick Up Period**
	***Feature Description*:**
	Once a server has been paged, the ServAlert transmitter holds the LED on solid for a selected time out period or until the cancel button is pressed. The ServAlert transmitter then flashes the LED for the same time out period or until the cancel button is pressed with the optional cancel panel. If the second time out period expires, the server's pager will alert to remind him to pick up his order. If the server still does not cancel for third time period, the manager's pager (both vibration and numeric) as well as the server's pager will be paged. After each successive time out period, the server and the manager will be paged until the cancel button is pressed.
	***To Program*:**
	While in program mode, press button number 3. LED's 1-8 will illuminate with the current choice blinking. Each of the buttons represents 10 seconds times the value of the button. For example, button number 5 represents a time out period of 50 seconds. Press the button number associated with the desired time out period. To return to the programming mode, press the All Call button once. (Note that twice this time period will elapse before re-paging the server and 3 times this time period will elapse before paging the manager.) To return the ServAlert transmitter to normal operation press the All Call button.
Button 4	**All Call**
	***Feature Description*:**
	When enabled, when the All Call button is pressed, the ServAlert transmitter flashes all the LED's and pages all the pagers at once. The pagers will vibe four times with a double vibe pattern to indicate an All Call.
	***To Program*:**
	While in program mode, press button 4. LED's 1 and 2 will illuminate with the current choice blinking. To enable the All Call feature, press button number 1. To disable the All Call feature, press button number 2. To return the ServAlert transmitter to normal operation press the All Call button.
Button 5	**Reserved**

Button 6	Range Test
	Feature Described:
	When the ServAlert transmitter is in range test mode, it will continually send a page every nine (9) seconds for a period of four (4) minutes. This will allow you to walk through the entire area where your pagers will be used and check for "dead spots" or weak signal areas. Range test will also page the manager's pager so this can be range tested at the same time.
	To Program:
	While in program mode, press button six. LED's 1-8 will blink. Press the button that corresponds to the pager you wish to use to conduct the range test. You may only select one pager for the range test. To return the ServAlert transmitter to normal operation, press any key or wait for the four (4) minutes to elapse.

Table 1 – User-Programmable Features

Factory Default Settings

The factory defaults of these user-programmable feature options detailed above are:
1. Expeditor mode (not cancel panel mode)
2. Single vibration pages
3. 40 second time period
4. All Call enabled

Paging

To initiate a page to a server pager, execute the following procedures:

Press the numbered button on the ServAlert transmitter corresponding to the server you wish to page. Each server's name should be written on the ServAlert transmitter next to their assigned pager number. Use only a grease pencil to enter server names on the ServAlert transmitter magnetic panels; other types of markers may permanently stain the panels. Use a soft cloth to erase grease pencil markings.

To send two or three vibrations to a pager, press the 2X or 3X buttons on the ServAlert transmitter prior to pressing the desired page button.

To send a page to the manager, press the PROG key. The Manager's pager will display '99' if the PROG key on the local panel is pressed or '98' if the PROG key on the remote panel is pressed. To send a page to a manager using the optional Manager's Remote Button, simply press the button. The Managers Remote Button will send a "00" message to the numeric manager pager.

Paging Servers From a GuestAlert® System

If you have purchased a GuestAlert System for use with your patrons and desire to page your servers or the manager to the front end of the restaurant, you may alert with the following keystroke:

1. From the GuestAlert transmitter, press '**90xx**' where xx = the desired Server number. For example, if you would like the Server with pager #8 to be alerted from the Hostess desk using the GuestAlert 200 Series transmitter, you would enter the number 9008#. In another instance, to pager the Server with pager #12, enter the 9012# from the GuestAlert transmitter.

   These Servers will receive an alert that differs from the alert that is sent from the kitchen, and is characterized by a series of 16 short vibrations over a 4-second period. Please ensure that servers are instructed accordingly to recognize this paging signal.

2. The manager may be alerted by pressing: *, 9, *, XXX, #, where XXX represents a pre-defined numeric message code (e.g. 911 = "Emergency at the reception area. Respond immediately.") If managers are using vibration pagers, the process and alert is as stated in #1 above.

NOTE: GuestAlert systems <u>must</u> be configured with Cap Code prefix '000' to support paging of the ServerPass pagers on a ServAlert system.

Receiving Messages

The pager will vibrate one, two, or three times, depending on the default settings and on whether the 2X or 3X buttons were pressed first on the ServAlert transmitter or remote panel. The Numeric Manager's Pager will vibrate once and display the number of the server that has not canceled their page on time at the Server Cancel Panel. It will display '99' if the PROG key was pressed on the master panel; '98' if the PROG button on the remote was pressed or '00' if the optional Remote Manager's Button was pressed. "00" also displays when the contact closure is activated.

System Range Test and Diagnostics

Diagnostics

If the System does not page:

1. Check that the power adapter on the ServAlert transmitter is plugged in.

2. Verify that the Master Transmitter Unit has not been left in Program Mode

3. Verify the wall outlet is functioning.

4. Verify that the Pagers are on and have proper battery power (check indicator light or remove and re-install battery.)

5. Verify appropriate placement of the transmitter unit such that the tip of the antenna is at least 18" away from potential signal obstructions (e.g. metal.)

Range Test

The ServAlert transmitter can be put into a Range Test mode. When the unit is in this mode, it will continually send a page every nine (9) seconds for a period of four (4) minutes. This will allow you to walk through the entire area where your pagers will be used and check for "dead spots" or weak signal areas. If you find such areas, try relocating the ServAlert transmitter. If after relocating the ServAlert transmitter there are still dead spots, you may need the optional antenna.

To enter Range Test mode:

1. Press and Hold the Program button for two seconds. LED's 1-8 will light up. Press button numbered 6. LED's 1-8 will blink.

2. Assuming you use pager number five, press button 5 on the ServAlert transmitter. (Any vibrating pager may be utilized, but only one at a time.)

3. Secure the pager to your clothing as usual (do not hold the pager in your hands) and move about the paging area checking for proper operation.

4. The selected pager will vibrate and the numeric manager's pager will vibrate and display during the range test.

Specifications

ServAlert 200 Series Transmitters

Item	Specification
Operating Voltage	12 volts
Operating Current	1.5 Amp maximum
Power Adapter	110/220 to 12 volt DC regulated transformer
Protocol	POCSAG
Operating Frequency	UHF Synthesized 467.750 – 467.950 MHz
Operating Temperature	-10 C to +55 C
Transmit Output Power	2 Watts nominal (+33dBm) into 50 ohm load
Transmitter Spurious & Harmonics	Better than -70 dBc
Modulation	FSK Direct FM 512 BPS
Adjacent Channel Power	Better than -71dBc @ 12.5 kHz chnl. spacing
Frequency Stability	Better than 2.5 ppm
Dimensions	Varies by configuration ServAlert 8: 198mm x 162mm x 58mm ServAlert 16: 198mm x 162mm x 58mm ServAlert 32: 322mm x 162mm x 58mm
Weight	Varies by configuration ServAlert 8: 992 grams ServAlert 16: 992 grams ServAlert 32: 1406 grams
Antenna	Quarter wave

ServerPass Rechargeable UHF Pager

Item	Specification
Power Supply, Pager	1 Rechargeable – 2 x 2/3 AAA – 280mA NiMH Battery Pack, 2.4V
Transmit/Receive Protocol	POCSAG
Operating Frequencies	UHF synthesized 450 MHz-470 MHz. 12.5 KHz splinter channels
Pager Operating Temp. Range	0° C to $+50^{o}$ C
Size, Pager with Belt Clip	3.74" Tall (95.0 mm) x 2.12" Wide (53.8 mm) x 1.73" Deep (43.9 mm)
Weight, Pager with Belt Clip	0.20 lbs. (90.7 g)
Weight, Charger	1.6 lbs. (725 g) empty; 3.7 lbs. (1.67 kg) full
Exterior Dimensions, Charger	2.4" Tall (63.3 mm) x 13.5" Wide (342.9 mm) x 4.7" Deep (12.0 mm) (NOTE: Charger height with pager is 3.9" Tall)
Power Supply, Charger (std.)	13.5V, 2.4A (supports 2 charger / 20 SERVERPASS pagers maximum)

InstaCall Numeric Pager

Item	Specification
Operating Voltage	Single 'AAA' Alkaline Battery 1.5 V
Protocol	POCSAG
Operating Frequency	UHF synthesized 450 MHz-470 MHz. 12.5 KHz splinter channels
Operating Temperature	0° C to $+50^{o}$ C-10 C to +55 C
Pager Size	2.46" Tall (62.6 mm) x 1.66" Wide (42.3 mm) x 1.24" Deep (31.4 mm)
Pager Weight	0.125 lbs. (56.6 g)

Service

If you need service, dial toll-free 800.321.6221 or 561.997.0772 and select Option 6 for JTECH Customer Care. If your problem cannot be solved over the phone by one of our service technicians, we will issue you a return materials authorization (RMA) number for you to send the product in for service. Once your product has been received by JTECH, it will be repaired and returned to you with in the current posted lead-time. This is the standard Repair/Return program and covers all pager products. (In lieu of a phone call, you may also send a fax to 561.997.5672 or e-mail us at "wecare@jtech.com".)

As the most critical system component and integral to your business, the system Master Transmitter is covered by our Advance Replacement program. When you receive the replacement, simply place the defective transmitter unit in the same box that it arrived in, attach the return address label to the outside of the box (this label also includes your RMA number) and return it to us. All returned shipment costs are the responsibility of the client. Advance Replacement services are also offered on most pager products for your convenience. Ask your Customer Care Representative about purchasing this value-added service.

When return-shipping products to JTECH, we recommend equipment be shipped in a traceable manner for your protection. US Mail is not a recommended method of shipment. Any equipment not received by JTECH Communications within 20 days will be billed to the client at full retail value.

There are no charges for repaired equipment within the warranty period other than your shipping costs. There may be an additional charge if, after the item is returned and analyzed, it is determined to be "non-salvageable" - for example, liquid damage, abused or misused. The standard warranty does not cover the replacement of adapters, antennas, pager belt clips, pager promobacks, pager battery doors, replaceable batteries, pager neck chains, liquid damage to master transmitter and pagers, lightning strikes or other acts of God that could affect the performance of the master transmitter, pagers and peripherals.

Check with Customer Care for extended warranty options, as well as the latest charges for repair or replacement of equipment that is out of warranty.   Any order returned to JTECH is subject to a restocking fee. Refunds are on product and tax only.

JTECH Communications is committed to providing reliable and responsive service to our clients. We believe that our service is the most responsive, comprehensive and cost-effective program in the industry.

General Terms and Conditions

This offer is subject to the terms and conditions listed below which are binding upon the seller and the buyer under this offer and are hereby incorporated by reference in any subsequent agreement for purchase duly executed between JTECH Communications Inc. (Seller) and its buyer of goods proposed for sale herein:

1. Price. All prices are F.O.B. point of origin, unless otherwise agreed to in writing by the buyer and seller. Prices quoted are those in effect at the time of quotation and are valid for 30 days from the date of quotation regardless of existence of any written confirmation. Until the proposal price and subsequent purchase price are paid in full, the buyer grants seller a security interest in all of the goods described in this proposal all of the goods described in any resulting contract and buyer agrees to sign on seller's request any required documentation to complete seller's said security interest.

2. Payment Terms. Normal payment terms are C.O.D. unless otherwise set forth in this proposal. Any outstanding balances not paid by the date on which they are due to JTECH Communications Inc. shall be subject to interest of 1 1/2% per month on the unpaid balance (or the maximum allowable by law whichever is the lessor) as well as rebilling charges together with reasonable attorney's fees and paralegal fees including all such fees in any appeal together with all costs associated with efforts by JTECH to enforce the terms of this proposal as well as all agreements between the parties. Any discounts offered will be calculated from the date of invoice to the date that payment is received by JTECH or JTECH's agents. Any discount is void if not taken at time of payment of the invoice containing said discount within thirty (30) days of the date on which the goods for which the discount is allowed, have been received by Buyer, its agents or employees.

3. Products. Products are defined as those items listed on this proposal and a subsequent resultant purchase order to JTECH containing items listed on this proposal.

4. Acceptance. Upon receipt the buyer shall immediately inspect and/or test the products. Unless stated otherwise in writing on the final agreement between the parties, products shall be deemed accepted unless the buyer notifies JTECH within 5 working days after receipt of shipment of any defect or discrepancy.

5. Transportation. Unless the buyer specifies the method of transportation, JTECH will use its best judgment in determining the method of transportation. All costs of standard transportation, premium transportation if required through no fault of JTECH, and other costs such as excise taxes, duty, freight forwarding or the like shall be billed to the buyer.

6. Title and Risk of Loss. Title of goods sold, shall pass to buyer at the F.O.B. point.

7. Limited Warranty for material and workmanship. JTECH (Seller) warrants to the buyer that products purchased from JTECH shall be free from defects in material and workmanship under normal use and service. JTECH's obligation under this warranty shall be limited to the repair or exchange of any part or parts which may thus prove defective under normal use and service within one (1) year from date of purchase by the original purchaser, and which our examination shall disclose to our satisfaction to be thus defective. THIS PROPOSAL AND SUBSEQUENT SALE ARE MADE ON THE EXPRESS UNDERSTANDING THAT THERE IS NO IMPLIED WARRANTY THAT THE GOODS SHALL BE MERCHANTABLE NOR AN IMPLIED WARRANTY THAT THE GOODS SHALL BE FIT FOR ANY PARTICULAR PURPOSE. THE BUYER ACKNOWLEDGES THAT BUYER IS NOT RELYING ON THE SELLER'S SKILL OR JUDGMENT TO SELECT OR FURNISH GOODS SUITABLE FOR ANY PARTICULAR PURPOSE AND THAT THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THOSE PREVIOUSLY SET FORTH HEREIN. **PURCHASER IS DIRECTED NOT TO RELY ON JTECH'S PRODUCTS TO FUNCTION AS AN INTEGRAL PART OF ITS LIFE CARE/LIFE SUPPORT PROCEDURES OR SYSTEMS. JTECH'S PRODUCTS ARE NOT DESIGNED FOR SUCH USE; PARTICULARLY WHEN AN ALLEGATION MAY BE MADE THAT PRODUCT MALFUNCTION CONTRIBUTED TO THE FAILURE TO ADMINISTER A PROPER TREATMENT, PROCEDURE, ACTION OR MEDICATION. BUYER AGREES TO FULLY PROTECT, DEFEND AND HOLD SELLER HARMLESS FROM CLAIMS OR DAMAGES RESULTING FROM THE USE OF JTECH'S PRODUCTS IN LIFE CARE/LIFE SUPPORT PROCEDURES.** Any claim by the buyer for the repair or exchange of goods proposed and of goods actually sold to buyer shall be deemed waived by the buyer unless submitted in writing to JTECH within the earlier of (a) 30 (thirty) days from the date the buyer discovered or by reasonable inspection should have discovered any claimed breach of the foregoing warranty.

8. Damages Based Upon Negligence or Strict Liability. JTECH's obligation based upon any claim of negligence or of strict liability as a result of its delivery of products ordered by Buyer, shall be limited to, at JTECH's option, repairing or replacing the products that are found by JTECH to be defective, or refunding the purchase price of such products. **In no event shall JTECH's liability exceed the purchase price of the products** which are subject matter of any such claim. JTECH shall not be obligated to make any such refund or replacement until at least thirty (30) days after JTECH has received from Buyer the subject alleged defective product, which will be shipped to JTECH at the buyer's expense.

9. Disclaimer of Consequential Damages. In no event shall JTECH be liable for incidental or consequential damages arising out of or in connection with the purchase by Buyer of goods from JTECH including, without limitation, such damages which may be caused by a breach of any obligation or warranty imposed on JTECH under such purchase. Consequential damages shall include without limitation, loss of use, income or profit, or loss sustained as the result of injury to any person, or loss or damage to any property, or loss or damages sustained as the result of work stoppage. Buyer shall indemnify JTECH against all liability, cost or expense which may be sustained by JTECH due to loss, damage or injury. IN NO EVENT, SHALL JTECH'S LIABILITY EXCEED THE PURCHASE PRICE OF GOODS.

10. Taxes. Unless specifically provided herein, the price for goods purchased as a result of this proposal does not include sales, use, excise or similar taxes, whether Federal, State or local. Buyer is responsible for all applicable taxes for any goods after title passes to the Buyer at the F.O.B. point. If Buyer is exempt from paying sales taxes, a certificate evidencing such shall be provided to JTECH upon request.

11. Export. Buyer agrees not to directly or indirectly export any Goods purchased from JTECH (whether or not modified by subsequent services) including, but not limited to parts, equipment, software or technical data/documentation without first obtaining the required U.S. Government export license(s). If Buyer intends to export Goods outside the U.S., Buyer shall determine whether an export license is required; and, if so, obtain that license from the U.S. Government. Buyer shall protect, defend and indemnify JTECH from any loss or liability due to Buyer's failure to comply with export regulations. Buyer furthers warrants that the Goods sold to Buyer from JTECH will not be resold, transferred, exported or reused in any way by Buyer in violation of any laws, regulations or export control imposed by the U. S. Government.

12. Delays. Unless specified in writing by JTECH to the contrary, goods in stock shall be shipped immediately upon the signing of a binding purchase agreement. Goods not in stock will be shipped as soon as possible. JTECH will not be liable for any nonperformance of the Agreement resulting from this proposal caused by strikes, fires, disasters, riots, acts of God or other causes or conditions beyond JTECH's reasonable control. In the event of such delay or nonperformance, JTECH may, at its sole option, and without liability, cancel any portion of the Agreement resulting from this proposal and/or extend any date upon which any performance is due.

13. Termination. If Buyer (a) fails to pay any amount owed when due, or (b) assigns or transfers the Agreement subsequently resulting from this proposal without JTECH's prior written consent, or (c) makes an assignment for benefit of creditors, or (d) files or has filed against it, petition for relief under federal or state bankruptcy laws, or (e) breaches any other term or condition of this proposal or resultant contract, JTECH may terminate any portion of the agreement resulting from this proposal in addition to JTECH's other available remedies. If JTECH fails to perform any obligation when due, and if such failure is not remedied within thirty (30) days after receipt of written notice from Buyer, Buyer may terminate any portion of such Agreement. In all other cases, the Agreement resulting from this proposal may be terminated by either party by giving sixty (60) days written notice. Termination of the Agreement, for any reason, shall in no way interfere with the obligation of Buyer to pay all monies payable as of the effective date of termination or which become payable for Goods ordered and delivered after such termination. If such Agreement is terminated by Buyer for any reason other than default by JTECH, Buyer shall be liable immediately thereupon, to pay to JTECH the full contract price for all goods completed by JTECH pursuant to the Agreement and for all work in process at the time of termination.

14. Returns and Cancellations. Buyer may not cancel any order or return any Goods that have been special or custom ordered, custom manufactured or configured, unless specifically agreed to in writing to seller in this proposal and in the subsequent agreement. Returns are subject to a restocking fee which will be due to seller when the goods are received by seller.

15. Patents and Copyrights. In no event shall JTECH be liable for damages arising from infringement of patents or copyrights. In the event that Buyer should be enjoined in any such suit alleging infringement of patent(s) or copyright(s) or proceeding from using any of the Goods purchased pursuant to this proposal and subsequent Agreement, JTECH, at its option, shall either (a) secure termination of the injunction and procure for Buyer the right to use such goods without obligation or liability or (b) replace or modify said Goods with non infringing materials at JTECH's expense and refund the purchase price of the infringing goods to Buyer; provided, however, that in no event shall JTECH be liable for or have any obligations under this paragraph if the alleged infringement is by reason of the specifications provided by Buyer to JTECH under this agreement. The foregoing shall be Buyer's exclusive remedy against JTECH with respect to any alleged patent or Copyright infringement. The sale of goods does not convey any license of copyright under any proprietary or patent rights of any manufacturer. JTECH shall not have any liability if the alleged infringement is based upon the use or application of the Goods in combination with other Goods and Buyer shall protect, defend, and indemnify JTECH therefrom. JTECH disclaims all other liability for infringement of intellectual property rights and further disclaims any liability for incidental or consequential damages arising in connection with such infringement.

16. Manufacturer Liability. In addition to JTECH's limited warranty for materials and workmanship as per section 7 herein, and unless specifically greed to in writing by the manufacturer, JTECH and Buyer, Buyer represents to JTECH and the manufacturer that the Goods sold pursuant to this proposal and the subsequent resultant Agreement incorporating such of the terms of this proposal agreed to by JTECH and buyer do not constitute standard components intended for use by Buyer or JTECH in life support systems, surgical implantation, nuclear facilities, or for any other application in which the failure of the Goods or the product in which the Goods are to be used could create a situation where personal injury or death may occur.

17. Credit Terms. All orders and shipments shall at all times be subject to the approval of JTECH's credit department. JTECH reserves the right of declining to make any shipment called for by the contract between seller and buyer whenever, for any reason, there is doubt in JTECH's sole judgment, as to buyer's willingness or ability to pay for the goods ordered on Buyer's solvency and JTECH shall not, in such event, be liable for breach or nonperformance of this Agreement in whole or in part.

18. Packaging. Packaging will be standard commercial package and acceptable to commercial carriers. Special customer packaging will be furnished only when specified and so stated herein and the cost thereof shall have been agreed to by both the Buyer and JTECH in writing.

19. Substituted or Repaired Goods. If substitute additional or repaired goods are purchased by Buyer from JTECH, the terms and conditions of this proposal and resultant Agreement shall be applicable thereto, the same as if such substituted, additional or repaired Goods had been originally purchased hereunder unless specifically stated to the contrary in this proposal or subsequent resultant Agreement.

20. General Conditions. No agent, salesman or other party is authorized to bind JTECH to any agreement, warranty, statement, promise or understanding not expressed herein. The sale of Goods pursuant to this proposal and any subsequent resultant Agreement shall be governed by the laws of the State of Florida. Any notice which is required under the terms of a resultant Agreement shall be in writing and delivered to the address of the party set forth in the Agreement and shall be effective when actually received. The remedies reserved by the parties shall be cumulative and in addition to other remedies provided by law. JTECH shall not be required to proceed with the performance of any obligation under a resultant Agreement so long as Buyer is in default or in breach of any of Buyer's obligations or agreements herein. Any clerical errors are subject to correction. No delay or omission by JTECH in exercising any right or remedy under that agreement shall constitute a waiver of such right or remedy. The waiver, invalidity or unenforceability of any provision in a resultant Agreement shall not affect the validity of the agreement as a whole or any other provisions herein. An Agreement resulting from this proposal shall be binding upon and shall inure to the benefit of the successors and assigns of Buyer and JTECH. Buyer may not assign or transfer such Agreement in whole or in part without the prior written consent of JTECH. For the purposes of such agreement, the Buyer and JTECH agree, notwithstanding any of the items sold not constituting "goods" as defined in Article 2 of the Uniform Commercial Code as enacted and amended from time to time in the state of Florida, for the purpose of interpreting this proposal or a resultant Agreement all items shall be deemed to be such "goods." **Buyer agrees that acceptance of this proposal and receipt of shipment from JTECH pursuant to any resultant Agreement shall constitute acceptance in total of the preceding General Terms and Conditions except as otherwise agree to in writing by the parties thereto.**

Need Help? Got Questions? Call 800.321.6221 and ask for JTECH Customer Care