

T7501

Total Control

With Zigbee

By:



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User Manual

With

Installation, Warranty and Service Information

September 2008

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EU DECLARATION OF CONFORMITY

We, **Long Range Systems** hereby declare under our sole responsibility that the T7501, TX-3B25, and KC-RT25 paging transmitters, and on-site pagers comply with the essential requirements in the European RE&TTE Directive 1999/5/EC of the European Parliament of the Council of 9 March 1999 on radio equipment and telecommunication terminal equipment and the mutual recognition of their conformity. The following standards were utilized:

ETS 300 224: 1998

EN61000-3-2: 1998

EN 60950: 1992 with A1, A2, & A3.

EN 301 489-2: 2002

EN 61000-3-3: 1995

Long Range Systems

Thank you for choosing Long Range Systems to provide your on-premise paging solution. Please familiarize yourself and your staff with the contents of this instruction in order to properly operate and maintain your system. For help operating your system or for any service problems, please call :**(800) 437-4996**. Keep this instruction in a safe place available to managers and key staff.

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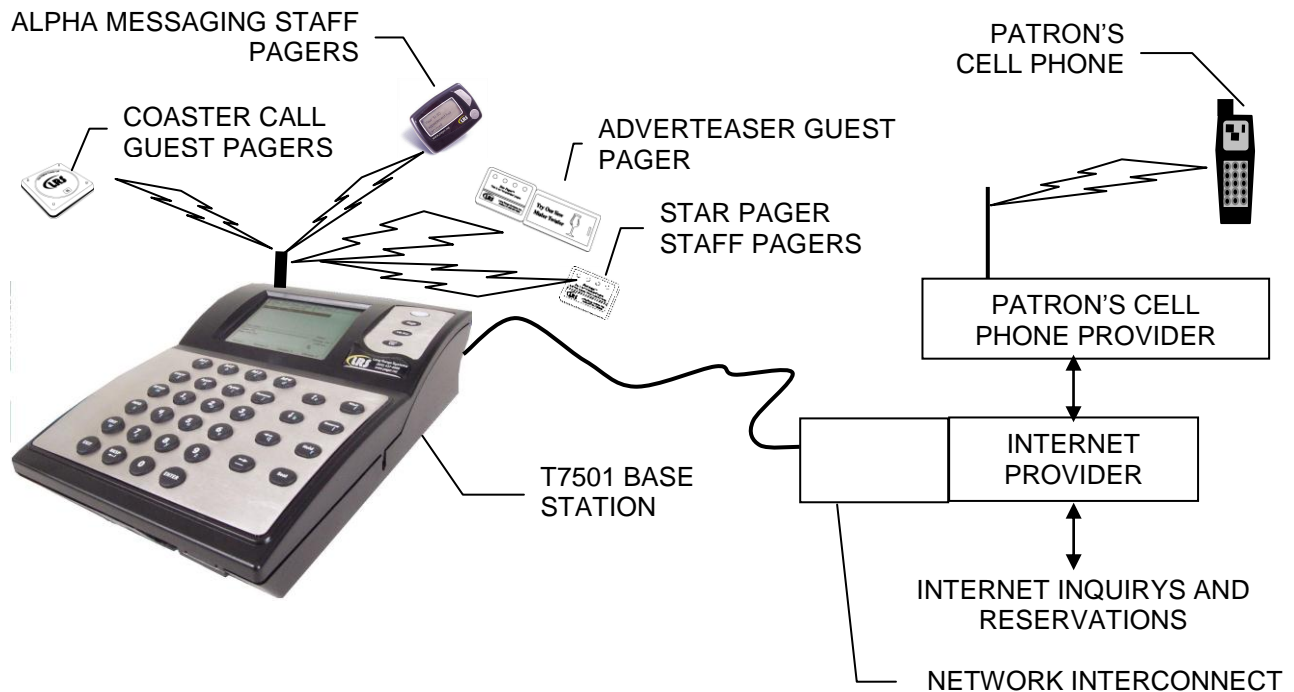
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CHAPTER 1 GENERAL INFORMATION



Paging Functions

- ❑ Pages on site guest and Staff pagers directly through a radio transmitter located in the base station.
- ❑ Patron provided off site pagers (cell phones) are contacted by calling their service through an Internet phone service.
- ❑ Multiple Staff Pagers assigned to work groups can be paged as a group.
- ❑ Groups can be reconfigured and pagers renumbered as necessary using the transmitter.

Table Management

- ❑ The T7501 keeps track of open tables, guests on the wait list, and waiting times.
- ❑ When tables are available, guests on the wait list are automatically paged and removed from the list based on the size of their party, how long on list, or other factors.
- ❑ The wait list is compared to the number of names on the list, tables available, and average time of service to inform patrons of wait time.
- ❑ The list can be displayed for the guests on an external monitor.

On Site Operations

On site wait list entries are generated by entering the guest's name and arrival time at either the base station or the roving hand held.

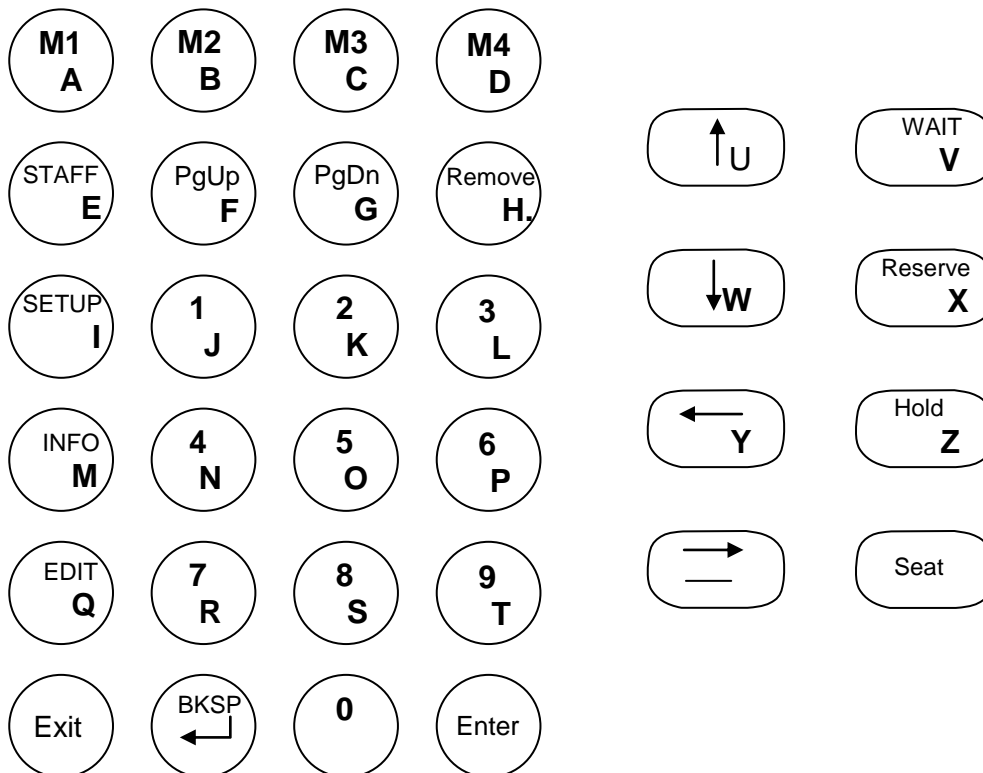
Off Site Operations

Off site wait list entries are added from an Internet query (Click Ahead Seating©) that allows guests to check wait times and make reservations based on estimated arrival time. Automatic telephone inquiries verify the reservations.

T7501 Keyboard Description

Before using the T7501, please read the following descriptions. Note that during operation, keys are highlighted to indicate they are enabled and generally the other keys will not function.

Primary Keypad



M Keys The M (function) keys are the first row of keys under the display. The operations of the keys change depending upon function on the screen (e.g., in the Wait List function, the M keys correspond to manager call functions).

Number Keys - 1 through 0 are used to enter numeric data such as the pager number or the selection in the setup mode.

Alpha Function – When entering alpha information (e.g., guest's names), **all** the keys change to alpha characters (displayed on each key).

Staff Key - Used to page staff (or server) pagers.

Setup Key - Selects the setup menu used to change operating functions (e.g., system identification code).

Info Key – Displays wait information for parties on the list.

Edit Key – Enables updating of wait list functions, and setup functions.

Exit Key – Cancels a process and returns the system to a previous state.

BKSP Key – Backs the entry cursor to undo the last keystroke(s).

Enter Key – Completes a task.

Wait Key – Enables the wait list entry function.

Reserve Key – Opens a Reservation window on the display if Reservations mode is set active.

Hold Key – Enables the table hold function.

Seat Key – Enables the guest seating function

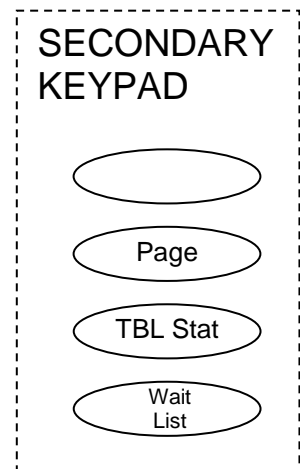
Secondary Keypad

Alert Key (unmarked) – Lights to show that tables are available for seating and blinks when attention is needed.

Page Key – Enables basic guest/staff paging function.

TBL Stat Key – Enables the table status edit function.

Wait List Key – Returns the system to the wait list function. **NOTE:** this is the default function.



CHAPTER 2 BASIC GUEST AND STAFF PAGING

Note: The T7501 is shipped with the paging defaults set for the most commonly used configuration. To change, see Chapter 5.

Direct Paging of On-Premise Guest Pagers

Guests with LRS pagers can be directly paged from the T7501 keyboard. **Be sure pagers are charged and on.**

Handing Out Pagers

Enter the guest party name into the waitlist and fill out information prompted by the T7501 and enter the number of the guest pager handed out.

Paging

When ready to page the patron:

1. Select **Page** (on Secondary Keypad):
 - At the keyboard, press **Page** (Note: **Page**, number, and **Staff** keys light).
 - At a touch screen, touch **Page** then **Guest**.
2. Enter the desired Guest pager number at the Guest # screen.
3. Press **Enter**.

On Premise and/or Cell Phone Paging from the Wait List

Note: Two options are available on the T7501: The Basic view that shows only a wait list and the Table Management view that shows a restaurant layout and waitlist.

Handing Out Pagers

Enter the guest party name and information from the T7501 waitlist feature, and enter the number of the guest pager handed out or collect the cell phone number.

- When Click Ahead patrons check in they may change to a guest pager or use the number they have already entered.
- Cell phones can only be paged from the Wait List.
- Cell phone paging requires an Internet network connection.

Paging from the Wait List - Basic View

Open Tables [alert key is on]

1. Use the up and down arrows to select the guest.
2. Press the **Enter** key.
3. At Seat Party select the table (use arrow keys).

4. Press the **Enter** key (The selected table number in the left column shows the page is made).
5. Press **Seat** key to remove the Guest from the list.

No Open Tables [alert key is off]

1. Use the up and down arrows to select the guest.
2. Press the **Enter** key.
3. At No Open Tables select YES (use arrow keys).
4. Press the **Enter** key (A “—“ in the left column shows the page is made).
5. Press **Seat** or **Remove** key to remove the Guest from the list.

Paging Using Touch Screen or Keyboard/Mouse -Seating Management View

1. Select the guest to page from the waitlist using either the touch screen or the keyboard/mouse.
2. From the **Pie Selector** chose options of **Page**, **Seat**, and **Next** to choose different tables. *(If no tables are open seating management will not let you seat the party).*
3. Choose **Page** to page the selected party or **Seat** to seat the party to remove them from the list.

Direct Staff Paging

Note: Two options are available on the T7501: The Basic view that shows only a wait list and the Table Management view that shows a restaurant layout.

Staff Paging – Basic View

In Basic view staff pagers are directly paged from the T7501 keyboard.

1. Press the **Staff** key.
2. Enter the desired Staff pager number at the Staff # screen.
3. Press the **Enter** key.
4. Select a message
 - For Alpha pager select the preloaded message code (see code list below) or press **M1** to enter a custom message from the keyboard.
 - For Star pager select message code 0 – 9 or vibration code (M1 - M3).
5. Press **Enter**.

Staff Paging Using Touch Screen or Keyboard/Mouse - Seating Management View

In Seating Management view, staff pagers are paged from the monitor using a touch screen or keyboard/mouse.

1. Select **Page** then **Staff**.
2. Enter the desired Staff pager number at the Staff # screen.
3. Select **Enter**.
4. Select a message
 - For Alpha pager select the preloaded message code (see code list below) or press **M1** to enter a custom message from the keyboard.
 - For Star pager select message code 0 – 9 or vibration code (M1 - M3) then select one of the vibrate settings.
5. Select **Enter**.

Preloaded Staff Pager Message Code List

Message codes send following preloaded messages to LRS Alpha (text) pagers. Additional custom codes can be created (see Pagers in Installation and Setup chapter).

Pre Loaded Messages

Code	Message	Code	Message	Code	Message
000	Phone Call	026	Price check	052	Food
001	Sale Call	027	Department	053	Service
002	Manager	028	Cashier	054	Seat
003	Customer	029	Office	055	Check
004	Room	030	Table	056	Lobby
005	Visitor	031	Winner	057	Help
006	call Ext	032	Pickup	058	Restrm
007	MTG Room	033	Dock	059	Valet
008	Lane	034	You have mail	060	Car
009	Isle	035	Table ready	061	Bus
010	Void	036	No Special	062	Bay
011	Stamps	037	Hole	063	Lo batt
012	Change	038	Kitchen	064	error
013	Station	039	Bar	065	Exit
014	Machine	040	Door	066	Fax
015	operator	041	Survey	067	Host
016	Emergency	042	T-nnn Q-xx	068	Space
017	XX Minutes	043	Break nnnn	069	Location
018	Tee	044	Fire	070	Nursery
019	Pro Shop	045	Unit	071	Teller
020	Starter	046	Window	072	Office
021	Service Drive	047	Nurse	073	Buffet
022	Showroom	048	Register	074	Diap chng
023	Parked Call	049	Owner	075	Child cry
024	Voice Mail	050	Check	076	To nursery
025	Dressing RM	051	Drink		

CHAPTER 3 TABLE AND WAIT LIST MANAGEMENT USING ONLY T7501

Basic Description

Wait/Table List

This shows to the host the table numbers available for seating. As tables become ready, the guests on the wait list can be quickly seated. The host can accurately inform guests as to their wait time by keeping track of when a guest checks in, off premise reservations (e.g., Click Ahead Seating ©) table availability, size of wait list, etc.

- Wait List and Table Status are enabled at start up.
- Most operating functions enable from this screen.
- At any time, press **Exit** or **Wait List** to return to this screen.

Table Status

This section shows the availability of tables as a table number in the Open, Bus, or Hold lists. Tables on these lists can be added or removed using the T7501 keypad (in TBL Stat mode). When tables are open, the **Alert** key on the T7501 is lit.

Wait List

This section shows the guests waiting for seating. Included in this list is;

- **I** (information) – Blank indicates the guest is on site and checked in. **N** indicates a guest is on the reservation list but has not checked in. A "--" or number indicates the guest has been paged.
- **Name** - Is the identifying name of the party.
- **Sz** (size of the party) – A number shows how many guests in the party.
- **Pgr** – Number of the on-premise pager assigned (or M for mobile phone).
- **Quoted** – The time quoted to the guest as wait time.
- **Actual** - How long the patron has been waiting.
- **S/N** (Smoking) – **N** is non smoking, **S** is smoking, and **F** is first available.
- **Pref** (Seating preference) – Booth, Patio, or Window.
- **Special Needs** – Special requests by guests (e.g., high chair). An * in the Special Needs (**Spl**) column indicates if the customer has a special need.

Editing Wait List

Adding/Editing/Closing Tables at the T7501

To add new tables to the Table Status section:

1. Press the **TBL Stat** key.
2. Use the arrow keys to select the table to edit
3. Press the **EDIT** key.
4. Enter the number of the table to change.
5. Press:
 - **M1**-Open - add a table on the open list.
 - **M2**-Close - remove a table from any list.
 - **M3**-Bus - add a table on the being bussed list.
 - **M4**-Hold - add a table to the hold list.
 - **Setup**- close all tables

Wait List Management

Add Guest to the Wait List

The following basic methods are used to add guests to the wait list.

Add Guest at the T7501 keypad.

1. Press the **Wait** key.
2. At the Wait List Entry Wizard Enter the Guest's preferences and press **Enter**.
3. Inform the Guest of the Estimated wait and press:
 - **Enter** to continue.
 - **Exit** to stop the entry and return to the Wait List display.
4. Continue entering the Guest Information and press **Enter** each time.
5. Select (with arrow keys)
 - Guest Pager if handing out an on-premise pager
 - Mobile Phone to use the guest's cell phone as a pager.
6. Enter a Guest pager # or a Mobile Phone # and press **Enter** (Note that the guest is added to the wait list).

Add Guest Off Premise.

Adding guests to the Wait List from an off premise location is done through an Internet connection. A specialized system (See Click Ahead Seating© Chapter) maintains a database shared with the T7501. Guests can choose a restaurant on the Internet, note the wait time and add their name to the list. Once added, the name appears on the T7501 display. A '**C**' in the information column indicates the entry is off-premise and will be checking in. Once checked in, the '**C**' disappears from the column. After arrival, the guest data can be edited.

Edit Wait List

General Editing

All of the items for a guest on the wait list may be edited at the T7501. To edit a guest's information:

1. Use the arrow keys to select the name to edit.
2. Press the **Edit** key.
3. Use the Arrow keys and the M keys to scroll to the item(s) to edit.
4. Choose **Yes** to remove and press **Enter**.
5. The field will show the current data. Edit the field.
6. Press the **Enter** key.
7. Repeat steps 3 through 6 for all fields to change.
8. When finished, press the **Exit** key.

Editing Off-Premise Arrivals

It is desirable to check the information for guests that have been added off-premise. A '**C**' in the information column indicates the entry is off-premise. To edit a guest's information:

1. Use the arrow keys to select the name to edit.
2. Press the **Edit** key.
3. At the arrival menu, either issue an on-premise pager or verify the guest's cell phone number.
4. Press **Exit** to return to the Wait List screen.

Removing or Changing Guest List Position on Wait List

Guests are removed from or their order changed on the list with direct removal or with paging and seating.

Direct Removal

To remove a guest from the wait list without paging and seating (guest decided not to wait; the wait has become more casual, etc.). To remove a guest:

1. Use the arrow keys to select the name to remove.
2. Press the **Remove** key.
3. Select Remove.
4. Press **Enter** key.

Change Order on List

In some cases it is desired to change the position of a guest on the wait list (guest is delayed; another party is late, etc.). To move a guest:

1. Use the arrow keys to select the name to move.
2. Press the **Remove** key
3. Select Move Down the list (and amount of time).
4. Press **Enter** key

Normal Paging and Seating

Normally a guest is removed from the wait list after being paged and seated. To page and seat a guest:

1. Use the arrow keys to select the name to seat.
2. Press the **Enter** key.
 - If a table is available select the table.
 - If a table is not available, select Yes (to page anyway) or No to return to the list without paging.
3. Press the **Enter** key again
 - The guest is paged
 - The - - symbol appears in the **I** (info) column (**Note:** The **Pager Number** would be seen in **Seating Management View**.)
4. When the guest arrives, press the **Seat** key (the guest is removed).

Check Wait List Information

A guest's wait list information can be viewed in a more standard format. Some additional information such as Frequent Diner Number or Special Needs can also be seen.

To view wait list information:

1. Use the arrow keys to select the name to view.
2. Press the **Info** key.
3. Press the **Exit** key when finished.

Change Wait List and Table Management Preferences.

To change the items displayed on the wait list and table management display, refer to the Installation and Setup chapter.

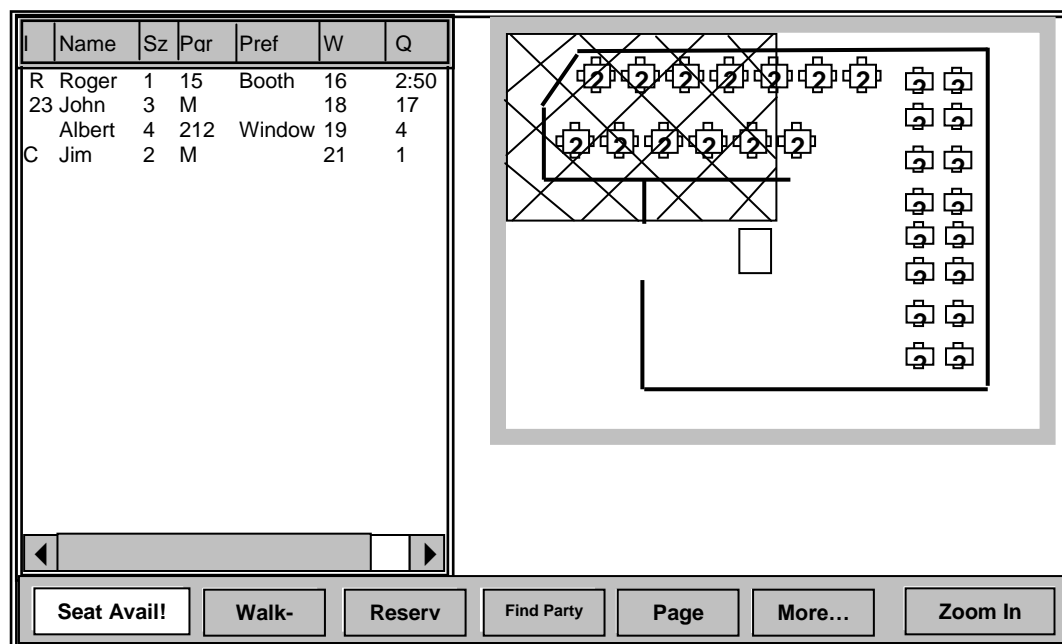
CHAPTER 4 WAIT LIST AND TABLE MANAGEMENT USING EXTERNAL MONITOR

General

Table management is a visual display of the tables available for seating. Basic operation is similar to the Basic Wait List Management; the difference is the visual display utilizes an **external** monitor, keyboard, and mouse (or touch screen).

Visual Monitor

The left portion of the display shows the Wait list. The right portion shows the restaurant layout. The buttons across the bottom access various functions.



Restaurant Layout

The panel to the right of the wait list shows the layout of the restaurant. The portion shown in the grid is the area that will be magnified if zoomed in (either by Touchscreen or mouse).

Seat Avail!

Button that indicates a table is available for selected parties. If a party is selected and no table is available the button is grayed out. If a table is available, the button is green. This button can be used for seating guests.

Walk In

Pops up a wizard for collecting on premise guest data and assigning a pager.

Reserve

Pops up a wizard for collecting off premise guest data.

Find Party

Pop up menu to find parties that are Waiting, have a Reservation, are Seated, or have cancelled (history). Used to check on or change the status of guests.

Page

Pop up menu for direct paging of managers, staff, or guests.

More

Pop up menu for editing tables and setup functions.

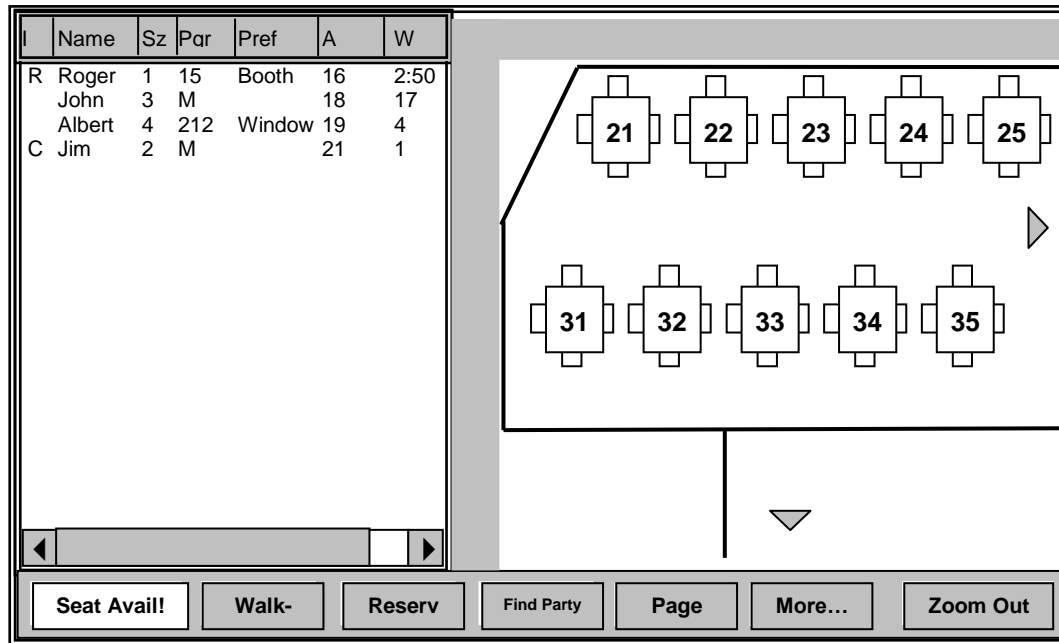
Zoom Out/IN

Zoom OUT/IN allows zooming to a more detailed view of the restaurant. Zoom in is accomplished by either pressing the Zoom IN button or clicking the area desired with the mouse pointer. Zoom OUT is only accomplished with the button. When zoomed IN, the arrows (◀ ▶ ▲ ▼) on the display move the view to the next portion of the restaurant. When zoomed OUT the whole restaurant is shown.

Wait List

The panel on the left shows the guests waiting for seating. Included in this list is;

- **I** (information) – **Blank** indicates the guest is on site and checked in.
 - R** indicates a guest on the reservation list has not checked in.
 - C** indicates a Click Ahead guest reservation has not checked in.
 - # Number** indicates the table assigned to a paged guest.
- **Name** - Is the identifying name of the party.
- **Sz** (size of the party) – A number shows how many guests in the party.
- **Pgr** – Number of the on-premise pager assigned (or M for mobile phone).
- **Pref** (Seating preference) – Booth, Patio, or Window.
- **S/N** (Smoking) – **N** is non smoking, **S** is smoking, and **F** is first available.
- **Special Needs** – Special requests by guests (e.g., high chair).
- **W** (wait) - How long the patron has waited.
- **Q** (quoted) – Wait time patron was quoted **Note:** The wait list entry changes color if a party waits longer than quoted.



Using the Visual Display

Add Walk in Guests at the Host Stand

1. Press the **Wait** (T7501 keypad), **F5** (keyboard), or **Walk-in** (touch screen)
2. At the Wait List Entry Wizard Enter the Guest's preferences and press **Enter**.
3. Inform the Guest of the Estimated wait and press:
 - **Enter** to continue.
 - **Exit** to stop the entry and return to the Wait List display.
4. Continue entering the Guest Information and press **Enter** each time.
5. Select
 - Guest Pager if handing out an on-premise pager
 - Mobile Phone to use the guest's cell phone as a pager.
6. Enter a Guest pager # or a Mobile Phone # and press **Enter** (Note that the guest is added to the wait list).

Add Guest Off Premise.

Using Click-Ahead Seating

Adding guest to the Wait List from an off premise location is done through an Internet connection. A specialized system (See Click Ahead Seating© Chapter) maintains a database shared with the T7501. Guests can choose a restaurant on the Internet, note the wait time and add their name to the list. Once added, the name appears on the T7501 display. A **C** in the information column indicates the entry is off-premise and will be checking in. Once checked-in, the **C** disappears from the column. After arrival, the guest data can be edited.

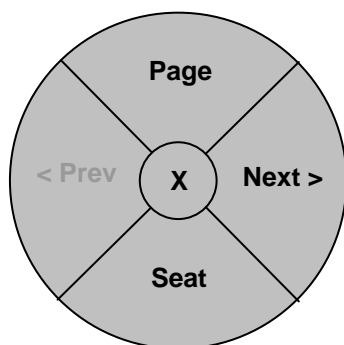
Call In Reservations

The Hostess can take Call-in Reservations to add guest to the Wait List. The T7501 maintains a database. The procedure is the same as for a walk-in. Once added, the name appears with an **R** in the information column to indicate the entry is off-premise and will be checking in. Once checked in, the **R** disappears from the column.

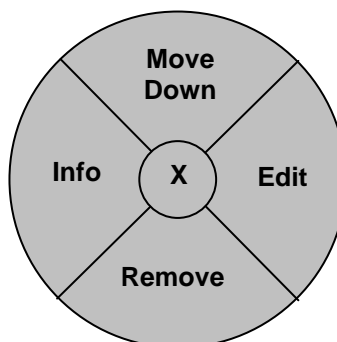
Edits or Functional Changes Using the Mouse Pointer

All editing or operational functions can be performed with the Touchscreen, mouse pointer, and keyboard. Select an Item to edit and click once or twice, depending on function. A pop up disk will allow selection of the function.

Example: A change in status of someone on the wait list.



One Click



Two Clicks

Edit Wait List

All of the items for a guest on the wait list may be edited at the T7501 or the Hostess Keyboard (recommended). The following directions are based on using the mouse/keyboard. Refer to the previous chapter for T7501 Editing.

General Editing

To edit a guest's information:

Note: A **C** or an **R** in the information column indicates the guest has not yet arrived.

1. To edit a guest's information Double click on the name to edit.
2. Select **Edit** at the pop up disk.
3. A pop up window shows the current data. Change the desired information.
4. Click the **Apply** button (or **Cancel** button if no changes are made).

Acknowledge a Reservation or Click Ahead Guest Arrival

To change a guest's status to arrived:

Note: A **C** or an **R** in the information column indicates the guest has not yet arrived.

1. Single click on arrived guest's name.

2. At the Pop Up disk:
 - ❑ Select **Arrived** and the C or R will be removed from the **I** column.
 - ❑ Select **New Phone** if the guest will be using a cell phone as a pager and the number is different from the number already in the system.
 - ❑ Select **Give Pager** if the guest will be using an LRS Guest pager.

Remove or Change Guest List Position on Wait List

Guests on the Wait List are removed or their order changed by direct removal or by paging and seating.

Direct Removal

To remove a guest from the wait list without paging and seating (guest decided not to wait; the wait has become more casual, etc.):

1. Double click on the name to remove.
2. Select **Remove** at the pop up disk.

Note: If a guest is removed by mistake, Use the **Find Party/Cancellations** procedure to restore.

Change Order on List

In some cases it is necessary to change the position of a guest on the wait list (guest is delayed; another party is late, etc.). To move a guest:

1. Double click on the name to move.
2. Select **Move Down** at the pop up disk.
3. Enter the number of minutes.
4. Select **Enter** to make changes.

Paging and Seating

Normally a guest is removed from the wait list after being paged and seated. To page and seat a guest:

1. Single click on the name to page or seat.
2. **If a table(s) is available.**
 - ❑ The Page/Seat disk pops up.
 - ❑ A table in the dining area is highlighted in red.
 - ❑ Selecting **Next >** will highlight other available tables.
3. Select **Page** to page the guest.
 - ❑ The selected table number appears in the guest list **I** column
 - ❑ A page symbol appears at the table.
4. Select the Guest # and at the pop up disk select **Seat**.

Check Wait List Information

A guest's wait list information can be viewed in a more standard format. Some additional information such as Frequent Diner Number or Special Occasion can also be seen.

To view wait list information:

1. Double click on the name to check.
2. Select **Info** at the pop up disk.
3. Click on the **X** when finished.

Changing Table Status

Open tables are shown green, Closed are red, Bussed are orange, Held are white, and Drop Checked are yellow. Table status is changed in several ways.

Note: All of the tables may be opened or closed (seated) at one time by selecting the **MORE** button and then the appropriate choice.

Open Tables

1. Click on the table.
2. Select **Edit Table**.
3. Select **Open**.

Close Tables

1. Select a guest to seat. Note: If no guests are on the list the table will close anyway.
2. Click on the table.
3. Select **Edit Table**.
4. Select **Seat**.

Hold Tables

1. Select the table.
2. Select **Edit Table**.
3. Select **Hold**.

Bus Tables

1. Select the table.
2. Select **Edit Table**.
3. Select **Bus**.

Change Wait List and Table Management Preferences.

To change the items displayed on the wait list and table management display, refer to the Installation and Setup chapter.

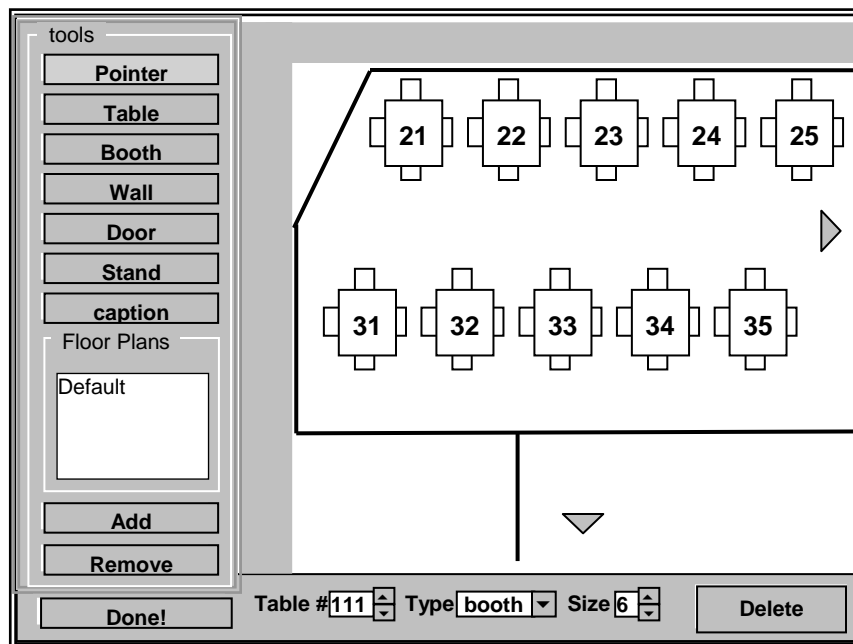
Editing Layout

In a new installation or changing a current layout the process is the same.

- ❑ Make a sketch or drawn floor plan layout.
- ❑ Select the Layout Menu by pressing **M1** (T7501) or **F1** (external keyboard)
- ❑ Add, remove, or edit walls and tables.
- ❑ Press DONE when finished.
- ❑ Call LRS if additional Instructions are needed.

Layout Screen

When selected the layout screen is shown. This screen will show the existing layout. All components can be added, edited, deleted or moved.



Pointer

The pointer shows the position of the cursor. In this mode single click on a table or wall on time to reposition. Double click on a table to edit the table definition. Click on the arrow points to move to the next area.

Table/Booth Addition, Editing, Removal

The Layout Editor changes the cursor to a + when the table button is selected. Position the cursor where an added table/booth is desired and click. A pop up menu allows selection of a table/booth type, size, and orientation. While in this mode, all tables and booths can be positioned. To remove a table/booth, select and click the delete button. Single click on the table icon and use the menus at the bottom of the screen to change the number and size data.

Wall Addition, Editing, Removal

The Layout Editor changes the cursor to a + when the wall tool is selected. Position the cursor where the beginning of an added wall is desired and click. Move the cursor to the next position for the wall and click (note this can be several turns and angles). When finished, select the Pointer button note, the line segment will follow to the button but will not be added). While in this mode, all walls can be positioned. To remove a wall, select and click the delete button.

Door Addition, Editing, Removal (not currently implemented)

The cursor changes to a +. Position the cursor where a door is desired and click. A pop up menu allows selection of a door size, and orientation. To remove a door, select and click the delete button.

Stand Addition, Editing, Removal (not currently implemented)

The cursor changes to a +. Position the cursor where a stand is desired and click. A pop up menu allows selection of a stand size, and orientation. While in this mode, all tables and stands can be positioned. To remove a stand, select and click the delete button.

Caption Addition, Editing, Removal (not currently implemented)

The cursor changes to a +. Position the cursor where a caption desired and click. A pop up menu allows addition of text from the keyboard. To remove a caption, select and click the delete button.

Floor Plans (not currently implemented)

Once started or completed, a floor plan can be named for retrieval later. Click ADD and follow the instructions. To delete a plan, select the title and click DELETE.

CHAPTER 5 INSTALLATION AND SETUP

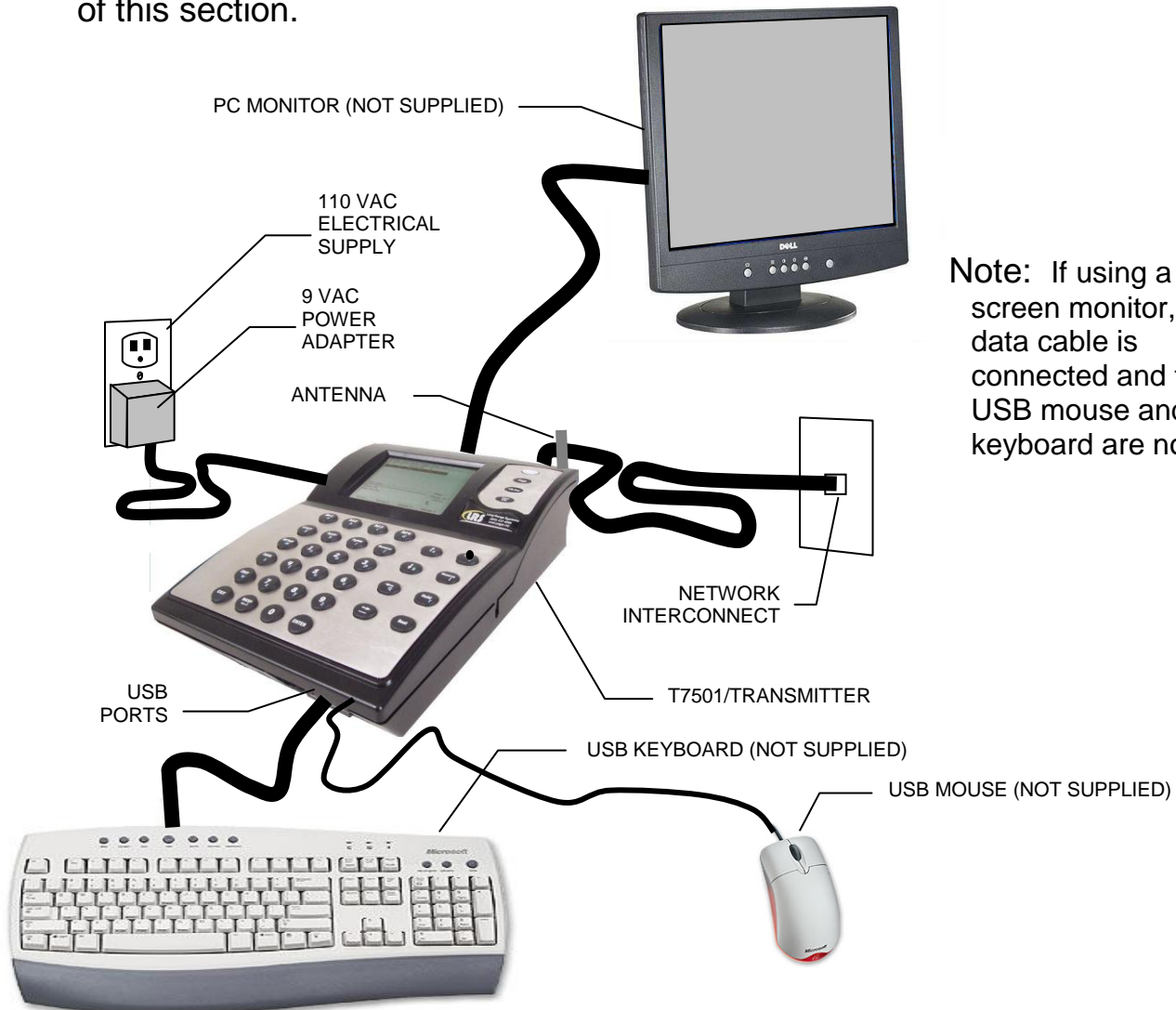
Basic Installation

T7501 Installation

CAUTION: Do not connect any other devices to the T7501 power connection. The unit requires a separate power supply.

CAUTION: Do not mount the T7501 antenna near any large metal objects.

1. Unwrap all T7501 base station components.
2. Connect the 3" angled antenna onto the connector on the back of the unit with the antenna perpendicular to the ground.
3. Locate the unit convenient to 110V power and network outlet(s).
4. Plug the power supply into standard 110V outlet and the barrel connector end into the T7501 9v power jack (a surge protector is recommended).
5. Connect network, external keyboard, and monitor as required. See page 5-2 of this section.



Note: If using a touch screen monitor, the data cable is connected and the USB mouse and keyboard are not.

T7501 Optional Equipment installation

External VGA Monitor Installation

For basic wait list operation, an external video monitor is recommended. The monitor can be any standard PC monitor that connects to a standard VGA connector. The VGA monitor connector is on the rear of the T7501 Base Station.

Guest View Monitor Setup

The default setup is for guest view of the wait list. In this mode advertising data can be cycled across the screen. See Adding Guest View Advertising.

Hostess View Monitor Setup

The Hostess view is a larger view of the standard built in monitor. This view is selected as follows:

1. Press Setup key.
2. Enter the manager access code.
3. Select **Display**.
4. Select **Main Display**.
5. Select External Display and then press **Enter**.
6. Press Exit key and Accept Changes with Enter key.

External Keyboard and Mouse

For some system features an external keyboard and/or mouse is recommended. Three USB ports are provided for connection of a PC standard USB keyboard and a USB mouse. The keyboard automatically operates, however the mouse must be enabled. To enable the mouse:

1. Press Setup key.
2. Enter the manager access code.
3. Select **Devices**.
4. Select **Mouse**.
5. Select **Mouse Type** and then press **Enter**.
6. Press Exit key and Accept Changes with Enter key.

Note: Plug only one device into the front USB Ports. If using two USB devices, plug one into the rear USB port.

Touch Screen Monitor

The touch screen monitor is an alternate to using an external keyboard and mouse. The video input is connected to the VGA port. The touch control input is connected to one of the three USB ports (usually the one near the power connector). Once connected the touch screen features automatically operate

(first time setup will enable a calibrate function). If necessary to manually calibrate monitor features:

1. Press Setup key.
2. Enter the manager access code.
3. Select **Devices**.
4. Select **Touch Screen**.
5. Select **Calibrate** and then press **Enter**.
6. Press Exit key and Accept Changes with Enter key.

POS Printer

1. The POS printer is used to print out table assignments in wait management operation. A printout of the party name and table assignment is given to the seating personnel. The Printer can be tied to the LAN network or a direct crossover via the Ethernet port on the T7501. The T7501 supports the Epson POS format. If a printer is to be used, please contact LRS support during normal business hours for specification and installation instruction

Network Connection Requirements

For systems using network communications (e.g., systems using Click Ahead Seating©), a 10/100 BaseT connection must be available. The DHCP protocol will normally locate the IP address automatically. If the network does not support DHCP, a local network administrator may be required to assign a static IP address. Follow the instructions below or call LRS for instruction on this procedure

Ethernet Requirements

- A **live** (connected) Ethernet cable **with** Internet access.
- OUTGOING access to TCP port 80.

DHCP or Static IP Server Addresses

DHCP

The T7501 default is set for DHCP. DHCP usually automatically sets up the IP address, masks, DNS servers, and gateways. Some systems do not support DHCP and require a static IP address.

Static IP Setup

If Static IP is required, a systems administrator should set it up:

- IP address
- Subnet mask
- Default Gateway
- At least 1 DNS server (if only 1 DNS server is on the network, populate both fields with one DNS address)

To Setup T7501 Static IP

1. Press **Setup** Key
2. Enter access code 2 9 1 6 3 and press **Enter**.
3. Select **Network** (Icon or from List).
4. Select **LAN Wizard** (Icon or from List).
5. Select **Static** and press **Enter** key.
6. Enter:
 - IP address
 - Subnet mask
 - Default Gateway
7. Press **Enter**
8. Setup:
 - Primary DNS server
 - Secondary DNS server
9. Press **Enter**
10. Cycle the 9Vac power

Basic System Tests

Initial T7501 Power Up

When power is applied, the T7501 transmitter begins the initialization steps:

1. Screen is blank while the keyboard lights flash.
2. The screen shows a booting sequence.

Note: If using Click Ahead seating the time will be automatically set from the Internet service. If not a pop up screen requires the local time to be set.

3. The Wait List and Table Status screen appears
4. The INFO, EDIT, Up Arrow, Down Arrow, and Wait List Buttons are lit.
5. The unit is ready for operation.

On Premise Guest and Staff Pager Range Tests

NOTE: Access Code is needed for Setup functions (T7501 Custom Setup).

Perform this test to see if the pagers can be paged in all operating locations. Although range may vary slightly during busy times, this generally shows where guests can roam. Be sure pagers are fully charged and/or have good batteries and are on. **Do not perform a range test when guests have pagers because they will flash all at once.** To begin test:

1. Press **Setup**.
2. Select **System**,
3. Select **Diagnostics**,
4. Select **Range Test**
5. Press **Enter** to start the test and **Exit** to cancel.

6. Take 2 or 3 charged pagers and walk around the area. The pagers flash about once every 3-4 seconds.
7. The point where the pager does not flash consistently is the maximum range. To increase or decrease the range, see Prog TX Power. Repeat test until the range is acceptable.
8. Press **Enter** to end the test.

T7501 Custom Setup

Access Code

NOTE: Access Code is needed for Setup functions.

To reduce tampering with critical settings functions that adjust paging and operational preferences the T7501 is protected by access codes.

- Access levels are Service (Highest), Admin, and Manager (lowest).
- Each level allows privilege to the functions below but not above.
- Access codes for Admin and Manager are usually set at the Service level.

To set access codes:

1. Press **Setup**.
2. Select **System**, and then select **Access Codes**.
3. Select the level to change (service, admin, or manager) (Note: only the access levels appropriate for the entered code will be displayed)
4. Enter the access code appropriate for the selected level.
5. Press **Enter**.
6. Enter the new access code.
7. Press **Enter**.
8. Press Exit to return to the main menu screen.

Setup Guest and Staff Pager Functions

NOTE: Access Code is needed for Setup functions (T7501 Custom Setup).

These functions effect the operation of the pagers.

1. Press **Setup**
2. Select Pagers and press **Enter**.
3. Setup from **Pager** list
4. Select item from list and press **Enter**.
5. Make desired changes,
6. At end press **Exit**
7. Select Yes to accept changes
8. Press **Enter**.

Pager List

Guest Paging Mode – Determines how the guest pager will alert when paged (vibration, flash type, etc).

Staff Paging Mode– Determines how the staff pager will alert when paged (vibration, sound, etc).

Group Paging – Enables or disables Group Paging for Text pagers.

M1 – M4 Assignment – Assigns manger pagers to buttons M1 – M4.

Edit Alarms – See Setting Alarms.

POCSAG Pager Type – Default Alpha (Text). Some systems may use Numeric only pagers.

POCSAG Start – In systems with mixed staff pagers will set the crossover number between Alpha and rechargeable pagers.

POCSAG All Page – Sets the number that will be used to pages all Alpha Staff Pagers (default 911).

Custom Messages – Create unique Alpha pager messages

- Select message to Edit/Add.
 - Enter the Text (all lower case).
 - Note the number assigned to use to send custom text to pagers.
 - Press **Enter** to save.
-

Set/Edit T7501 Alarms

NOTE: Access Code is needed for Setup functions.

Pagers can be alarmed to alert staff of regular operations that must be performed.

1. Press **Setup**.
2. Select **Pagers** and press **Enter**.
3. Select **Edit Alarms** and press **Enter**.
4. Highlight the alarm to edit or select New.
5. Select the Alarm type
 - Single Shot – after one time the page will be cleared and not repeated.
 - Interval – the page will be repeated at a regular interval (e.g., 30 minutes).
 - Daily – the alarm will be repeated at the same time each day.
 - Weekly – the alarm will be repeated at the same time on a selected day each week.
6. Select the time and/or day for the alarm.
7. Enter the pager number to be called (this will be a staff pager).
8. Enter the message number to be sent (from the list of messages)
9. If the message is correct in the Final Message window, press **Enter** to accept.

Setup Wait List Functions

NOTE: Access Code is needed for Setup functions.

The Wait list functions are modified at the Wait List menu.

1. Press **Setup**.
2. Select **Wait List**.
3. Press **Enter**.
4. Select function from the following list

Smoking – Enable Guests smoking choice.

Table Preferences – Enable Guest table preferences.

Edit Table Preferences – Set types of tables available for Guest choices.

Occasion – Enable Guest occasion types.

Edit Occasion Descriptions – Set types of occasions available for Guest choices.

Frequent Diner – Enables use of frequent diner numbers.

Print Table Ticket – Enables or disables use of optional table ticket printer.

Click Ahead Seating – Enables or disables Click Ahead Seating Feature.

Party Warn Threshold – Sets the number of people in a party to alert the staff of larger than normal groups.

Party Warn Limit – How far down the list to look for a larger than normal party.

Purge Local Backup – Clears the day's wait list (done at start of or end of daily operations).

Alpha Pager Encryption Enable

NOTE: Manager Access Code is needed for encryption functions.

Encryption is an automatic feature built into the pager designed to meet HIPAA security requirements. It is keyed by settings and codes on LRS transmitters.

To enable encryption:

1. Press **Setup**.
2. Select **Setup**.
3. Select **Encryption**.
4. Enable Encryption and enter a pass phrase.
5. Press Ok.
6. At end press **Exit**.
7. Select Yes to accept changes.
8. Reprogram all of the Alpha Pagers to be used with this system.

CHAPTER 6 MAINTENANCE FUNCTIONS

These functions are used to locate problems or to “tune up a system for maximum performance in your area.

Select Table Management Functions

The Table Management functions are modified at the Wait List menu. This is an LRS Only function.

Setup Devices

NOTE: Access Code is needed for Setup functions.

External Devices used with the T7501 are Key Call, Table Genie, and Printer.

1. Press **Setup**.
2. Select **Devices**.
3. Press **Enter**.
4. Select function from the following list
 - Key Call** – Sets the basic KeyCall functions. These settings are forwarded to the TX units periodically.
 - Beep Volume – from 0 (off) to 10 (max).
 - Beep on Error (ON/OFF).
 - Associate – used when new TX units are installed in the system. See Key Call Chapter for setup.
 - T900** – Used when new T900’s are added to the system. **Note:** T900 cannot be used on a T7501 Zigbee system.

Printer – Used when the optional table ticket printer is used with the system. This printer is connected through a network interface.

Printer address – selects the IP address of the printer. This address is found by a turn on feature of the printer (see printer manual).

Printer type – selects from a list of approved printers. Currently only the Epson POS is supported.

5. Select item from list and press **Enter**.
6. Make desired changes.
7. At end press **Exit**
8. Select Yes to accept changes
9. Press **Enter**.

Setup External VGA Monitor

NOTE: Access Code is needed for Setup functions.

The T7501 Normal function drives an external VGA monitor that shows portions of the Wait List and periodic Advertisements for waiting guests. The external display can be set to replace the function of the LCD display on the T7501.

1. Press **Setup**.
2. Select **Display**.
3. Press **Enter**.
4. Select function from the following list

LCD – Sets T7501 LCD display contrast and brightness

Guest VGA – Sets the display preferences to the Guest VGA Monitor

VGA Image Cycle Time is the time in seconds different images are displayed.

VGA Images – Used to add and remove images that cycle on the Guest monitor.

Main Display – Selects to use the Local LCD or the External VGA Monitor as the primary T7501 display.

5. Make desired changes.
6. At end press **Exit**.
7. Select Yes to accept changes.
8. Press **Enter**.

Setup Network

NOTE: Access Code is needed for Setup functions.

The Local Area Network (LAN) connects the T7501 to the Internet and other devices. To set up LAN, a System administrator is recommended.

View LAN Configuration

1. Press **Setup**.
2. Select Network.
3. Select LAN Config.
4. The current LAN configuration is displayed.

Setup LAN (use Wizard)

1. Press **Setup**.
2. Select Network.
3. Select the LAN Wizard.
4. Follow the instructions and set up the LAN.

Setup LRSN

This is an LRS Only Configuration.

Setup WPAN

WPAN is the wireless network configuration for using LRS Zigbee devices. Use this function only after receiving instructions from LRS customer service.

1. Press **Setup**.
2. Select WPAN.
3. Select:
 - Config to view the current configuration.
 - Associate to associate an LRS Zigbee device to T7501 (see T7501 Communication setup in this chapter).
 - Tuning to view the tuning configuration.

Firmware Update

NOTE: Access Code is needed for Setup functions.

Periodically firmware updates may be required to allow the T7501 to function more efficiently or add new features. If the unit is connected to the Internet these upgrades can be accomplished without having to send the unit to the manufacturer or have a software professional do the job.

Note: Because updates will temporarily interrupt service, perform this task only when the unit is not in current use. Once begun the update must be allowed to complete.

1. Press **Setup**.
2. Use the Arrow keys to highlight **Update**.
3. Press **Enter**.
4. When the Updates screen appears, press **Enter**.
5. Follow instructions on the various pop up screens until update is complete.

Review System Status

The system status is used to review the operational and program settings in the unit. If properly authorized (see authorization code) the system settings shown in this display can be altered.

Diagnostics

NOTE: Access Code is needed for Setup functions.

These functions are used to determine and correct Guest/Staff paging problems.

ID finder function

ID finder searches the available system ID's if the ID of the system is not known.

1. Remove 2 or 3 pagers or coasters from the charger or turn on some battery-powered pagers.
2. Press **Setup**.
3. Select **Diagnostics**.
4. Select **ID Finder**.
5. Press **Enter** to begin and the unit searches for the entire ID = 0 codes.
6. When it has paged all of the codes it asks "Did Your Pager Work?"
 - If the pagers respond, select **Yes** and the unit will be set to this ID.
 - If none of the pagers respond, select **No** and the unit tries the next ID.
 - Continue until the correct ID is found.
 - If the unit cycles back to ID 0 without the pagers responding, call LRS.

Range Test

This test determines if the pagers can be paged in all operating locations. Although range may vary slightly during busy times, this generally shows where guests can roam. **Do not perform a range test when guests have pagers because they will flash all at once.** To begin test:

1. Press **Setup**.
2. Select **System**.
3. Select **Diagnostics**.
4. Select **Range Test**.
5. Press **Enter** to start the test and **Exit** to cancel.
6. Take 2 or 3 charged pagers and walk around the area. The pagers flash about once every 3-4 seconds.
7. The point where the pager does not flash consistently is the maximum range.
8. Press **Enter** to end the test.

Program Pagers

LRS Guest and Staff pagers can have their identification number and system ID changed using the T7501. To Program pagers:

Pizzas, Lobsters, and AdverTeaser Guest Pagers

1. Press **Setup**
2. Select **System**
3. Select **Diagnostics**
4. Select **Program Pagers**
5. Press **Enter** to start.
6. Select Coaster and **Enter**.
7. Select:
 - Pager IDs if programming individual pagers
 - Broadcast system ID if changing all the pagers to a new System or turning all their vibrators on or off.
8. Press **Enter**.
9. Select vibrator on or off and press **Enter**.
10. Enter the number to use on the pager and press **Enter**.
11. Remove pager from the charger (all pagers if using Broadcast function) and wait until they stop flashing/vibrating then press **Enter**.
12. Repeat with all pagers to be programmed.

Rechargeable (Star) Staff Pagers

1. Press **Setup**.
2. Select **System**.
3. Select **Diagnostics**
4. Select **Program Pagers**

5. Press **Enter** to start.
6. Select Star and **Enter**.
7. Select Manager and **Enter**.
8. Select:
 - Pager IDs if programming individual pagers
 - Broadcast system ID if changing all the pagers to a new System or turning all their vibrators on or off.
9. Press **Enter**.
10. Select vibrator on or off and press **Enter**.
11. Enter the number to use on the pager and press **Enter**
12. Remove pager from the charger (all pagers if using Broadcast function) and wait until they stop flashing/vibrating then press **Enter**
13. Repeat with all pagers to be programmed

Battery Operated Alphanumeric Staff Pagers

1. Press **Setup**.
2. Select **System**
3. Select **Diagnostics**
4. Select **Program Pagers**
5. Press **Enter** to start.
6. Select Alphanumeric and **Enter**.
7. Enter the number to use on the pager and press **Enter**.
8. If the pager is on turn it off.
9. Turn the pager on and wait until it stops beeping.
10. If the pager responded properly, repeat with all pagers to be programmed.

CHAPTER 7 SYSTEM SPECIFICATIONS

Transmitter

Notice: Operation is subject to the following:

- ❑ This device may not cause interference
- ❑ This device will accept any interference including interference that may cause undesired operation of the unit.

Notice: To reduce potential radio interference to other users, the antenna type and gain is set so that the equivalent isotropically radiated power (EIRP) is not more than required for successful communication.

Required voltage: One 110V outlet for the T7501 keypad.

Operating Frequency / Radiated Power:

467.750-MHz / 1W (FCC Part 90)

2.4 GHz ISM Band / 100mW (FCC Part 15)

Operating Range: Dependent upon pagers used

Broadband Connection: Cat 5 connection to 10/100BaseT Router connected to Internet.

Auxiliary TX/RX Devices (KeyCall, Table Genie, etc)

- ❑ Operating Frequency: 2.4GHz ISM Band (US)
- ❑ Required voltage: Device Dependent

Battery Powered Pagers

Required voltage: One AAA Alkaline battery for the pager.

Rechargeable Pagers

Required voltage: (1) 110V outlets for pager chargers

Batteries: Nickel Metal Hydride (NiMH). Rechargeable. Lifetime of Batteries:
Approximately 3-5 years

Battery life of pager: Approximately 48 hours (depends on how often they are paged). Recharge time: 24 hours minimum from completely “dead”.

CHAPTER 8 TROUBLESHOOTING

Display shows Nothing

Be sure power supply is plugged in.

- If yes
 - Be sure power supply is good (substitute).
 - Be sure the wall circuit is on.
 - Unplug and re-plug a few times to be sure the unit doesn't need a reset.
- If no – plug it in

Remedy

If power supply is good call LRS to get a new transmitter

If power supply is bad call LRS to get a new power supply.

Pagers Don't Receive Pages

Be sure pagers are ON, Awake, Charged or have Good Batteries

NOTE: Access Code is needed for Setup functions.

- Try paging more than one pager to be sure it's not a faulty pager.
- Do a System Reset
- Check the Restaurant ID.
- Use the ID finder function.
 1. Remove 2 or 3 pagers or coasters from the charger or turn on some battery-powered pagers.
 2. Press **Setup**.
 3. Select **Diagnostics**.
 4. Select **ID Finder**.
 5. Press **Enter** to begin and the unit searches all of the ID codes beginning with ID = 0.
 6. When it has paged all of the codes it asks "Did Your Pager Work?"
 - If your pagers paged, select **Yes** and the unit will be set to this ID.
 - If your pagers didn't page, select **No** and the unit will try the next ID.
 - Continue until the correct ID is found.
 - If the unit cycles back to ID 0 without the pagers responding, call LRS.

Battery Powered Pagers Don't Receive Pages

1. Be sure the pager is turned on and that the battery is good
 2. If pagers do not turn on, replace battery and retry.
 3. If pagers do turn on, and still do not receive page, check transmitter.
-

CHAPTER 9 SERVICE QUESTIONS AND ANSWERS

Should your paging system ever fail or should you need additional paging supplies, call Long Range Systems at (800) 437-4996 Monday through Friday 8:30 am to 5:00 pm Central Time.

For weekend or night emergencies:

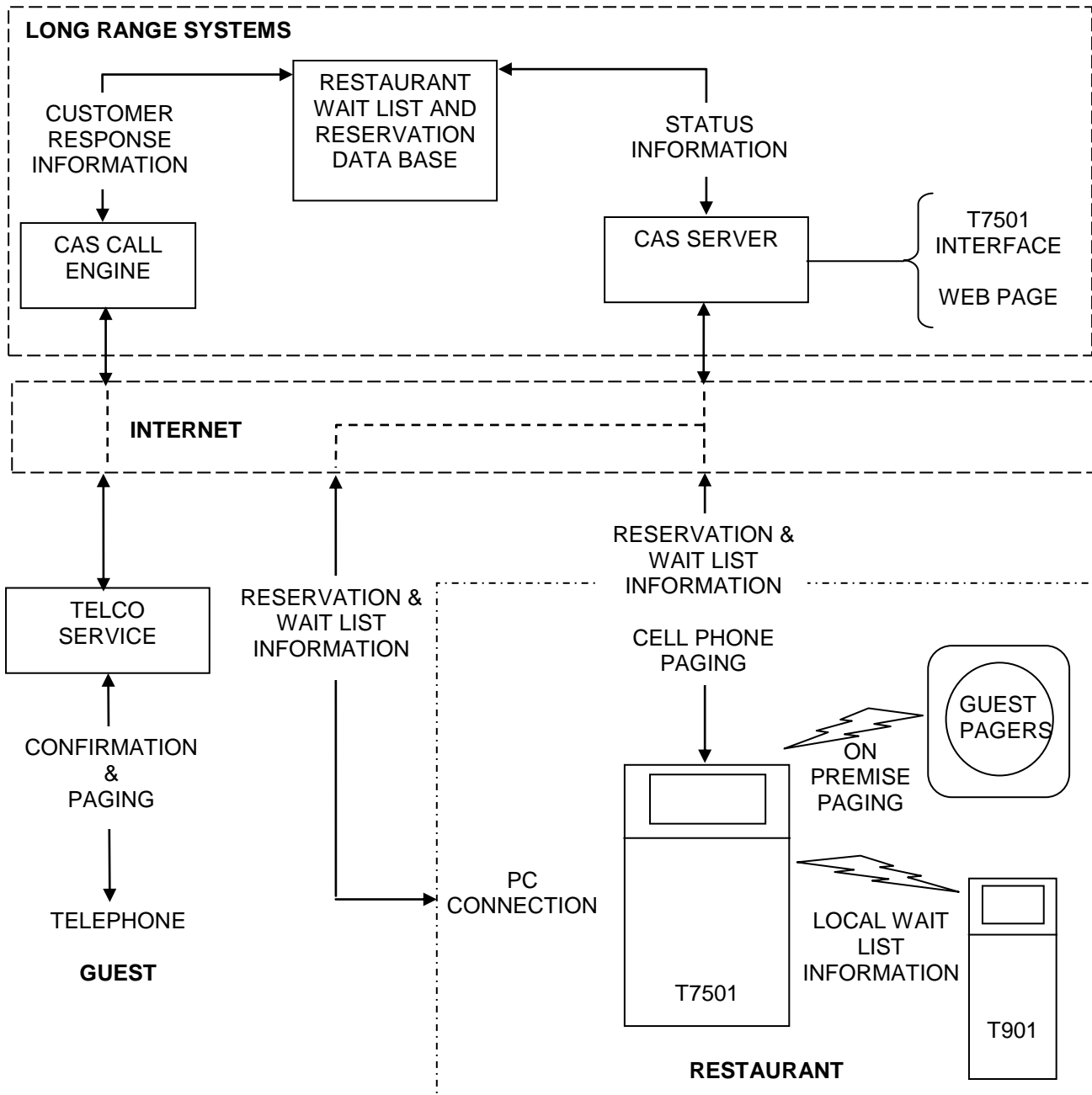
- Long Range Systems has 24/7 live technical support available
 - Please keep in mind that options are limited over the weekend.
-

CHAPTER 10 CLICK AHEAD SEATING

General Description

Click Ahead Seating© (CAS) is a multipurpose program that allows the restaurant Total Control of seating management. The features:

- ❑ Off premise customers make dining plans via Internet and Telephone.
- ❑ Restaurant shows the on and off premise customers on the waiting list.
- ❑ Internet database keeps track of on and off premise customers.
- ❑ Automatic telephone confirmation of off premise reservations.
- ❑ Cell phone paging and conformation of on premise customers.



Off Premise Operation

Off premise customers make dining plans via Internet. Basic steps are:

1. Surf the net for dining choices and find CAS.
2. Customer selects a type of dining (e.g., Italian) or the name of a restaurant.
3. CAS:
 - Checks the customer's Zip Code
 - Creates a selection list based on distance, type and name.
 - Polls the database for the selection list entries and shows the customer estimated wait times.
4. Customer:
 - Selects from the list (customer is only allowed to make reservations at one restaurant on the list).
 - Enters name and call back number.
5. CAS:
 - Calls the customer to confirm.
 - If not confirmed, voids the entry.
 - If confirmed;
 - a. Enters the data at the database.
 - b. Updates the T7501 at the selected restaurant.

The screenshots illustrate the user flow on the Click Ahead Seating website:

- Search Page:** A search form titled "Find Restaurants in Your Area" with fields for City (Dallas), State (TX), Zip Code, and Cuisine (All). A "My Favorites" button is also present.
- Restaurant List Page:** A table displaying search results for various restaurants in Dallas, TX, including estimated wait times and "Add Me" buttons.

Save	Restaurant	Map	Address	City	State	Zip	Wait Time	Add Me
Save	Applebee's	Map	1030 Hwy 80	Dallas	TX	75220	28 min	Add Me
Save	Fox & Hound	Map	18918 Midway Rd	Dallas	TX	75287	32 min	Add Me
Save	Geoff's Place	Map	9655 Chartwell	Dallas	TX	75220	8 min	Add Me
Save	Jillian's	Map	9655 Chartwell	Dallas	TX	75220	20 min	Add Me
Save	Macaroni Grill	Map	5959 W NW Hwy	Dallas	TX	75225	16 min	Add Me
Save	Oliva Garden	Map	7523 Meadowlawn	Dallas	TX	75240	32 min	Add Me
Save	Red Lobster	Map	9655 Chartwell	Dallas	TX	75220	32 min	Add Me
Save	Rockfish	Map	5331 E Mockingbird Ln	Dallas	TX	75206	28 min	Add Me
- Reservation Form Page:** A form for "Applebee's • 1030 Hwy 80 • Dallas • TX • 75220" with fields for Last Name (Lucky), First Name (Dug), Cell Phone (with area code dropdown), Party Size (2), Smoking Preference (Non-Smoking), Seating Preference, Occasion, and Frequent Diner #.
- Confirmation Page:** A message stating "You will receive a phone call to confirm your addition to the wait list shortly." with a "Back" button.

On Premise Operation

The restaurant display shows on and off premise customers on the waiting list. Local wait list entries are added and removed from the list as described in the Wait List and Table management Chapters. These entries and removals are reflected on the Click Ahead Seating database. Basic steps are:

1. Adding to database
 - Restaurant enters on premise guests at the local T7501.
 - CAS updates the wait list on the database.
2. Removing from database
 - Restaurant pages on premise guests.
 - CAS confirms seating page for guests with cell phones.
 - Restaurant seats or deletes on premise guests.
 - CAS updates the database.

CHAPTER 11 TABLE GENIE



The Table Genie is a 2.4 GHz table top transmitter used to work with the T7501 to bring Service straight to the Customer's Table.

Setting Up T7501 for Table Genie Operation

Notes:

- It is recommended to use an External Monitor or Touch screen with the T7501.
 - The T7501 can operate in a **Normal** Mode and a **Push for Service Monitor** Display Mode. To access, please contact LRS Service Department.
1. Use setup procedures for an External Monitor from *Chapter 6 External VGA Monitor*.
 2. Press **Setup** and enter access code.
 3. Select **Devices**.
 4. Select **3BTX**.
 5. Set User Preferences:
 - Mode* – Option to set the Table Genie messages be sent only to the Server/Manager pager with **Normal**, or show on the Push for Service Monitor with **Order Cancel**. (**Note:** The **Normal** Mode in **Devices 3BTX** is a different setting than the **Normal** Mode in **Display**.)
 - Pager* – Pager number of Server

- Single Button* – Option to have all buttons send the same message (example SERVICE.) For separate messages for all three buttons, select **OFF**.
- Message 1* – Message sent from Button #1 on Table Genie.
- Message 2* – Message sent from Button #2 on Table Genie. (Not used if *Single Button* is set **ON**.)
- Message 3* – Message Sent from Button #3 on Table Genie. (Not used if *Single Button* is set **ON**.)
- Low Battery* – Sets alert if AA battery goes below a certain level.
- Cancel Sequence* – Button sequence pressed on Table Genie to Cancel and order.
- Toggle Mode* – Option for repressing a button to cancel a request.

Setting Up and Associating the Table Genie with T7501

1. Remove the Table Genie from the packaging, included in the packaging:
 - 1 Table Genie
 - 1 AA Battery
 - 1 Table Plate
 - 1 Piece of Foam Tape
2. Pull the release tab back, then lift and remove the battery cover.
3. On the T7501 Setup Menu, select **Devices**.
4. Select **3BTX**.
5. Select **Associate**. The T7501 will stay in associate mode for 300 seconds (5 minutes); afterwards the user will need to restart the mode.
6. Place the AA battery into the unit.
7. The lights will flash back and forth, and then flash rapidly.
8. A pop-up window will appear. Enter the table number of the Table Genie.
9. Repeat steps 6 through 8 until all Table Genies are associated.
10. To exit, select **EXIT** on T7501.
11. Place the label that describes the message from button.
12. Reassemble each Table Genie.



Associating With Network Connectivity

This function requires a user program written to LRS specification. Associating a Table Genie does not change.

Mounting the Table Genie

Each unit can mount to a table using the Table Plate with either the double-sided foam tape or 3 screws.

After mounting the Table Plate to the table, slide the unit (in the direction of the arrows) onto the Table Plate until the latch clicks.



Using the Table Genie



The Table Genie unit is placed at a table or seat where patrons can Push for Service.

Start

- ❑ The patron presses a button.
- ❑ The computer monitor displays the request.
- ❑ The pressed button on the Table Genie will flash.

Clear

The button will flash and the monitor will show the request until cleared.

- ❑ The server will obtain the patron's request.
- ❑ The cancel sequence is pressed.
- ❑ The buttons will flash in order then go out.
- ❑ The request at the computer monitor will be cleared.

Using the Push For Service Monitor

Seat	Req	Time	Seat	Req	Time
12	Service	3:40	6	Service	1:10
20	Service	0:20	98	Service	0:08

RED

YELLOW

Top

Pg Up Pg Dn

- Cols + Cols

Manager...

Staff...

Guest...

Setup...

Low Batteries

Monitor

The monitor shows:

- The seat where the request originated.
- The Request (determined by Message set for button 1, 2 ,or 3).
- The amount of time elapsed from the request start.

Timeout alarms:

- The color will change to Yellow at first warning
- The color will change to Red and page the manager if the preset is exceeded.
- The manager will be re-paged at an interval until service is cleared

Controls

Top – Will return to the top of the screen.

Pg Up & Pg Dn – Scroll through more Requests on the screen.

- Cols & + Cols – Decrease or increase the number of columns on the screen between 1 and 3.

Manager – Send a message to the Manager's pager.

Staff – Send a message to a Staff pager.

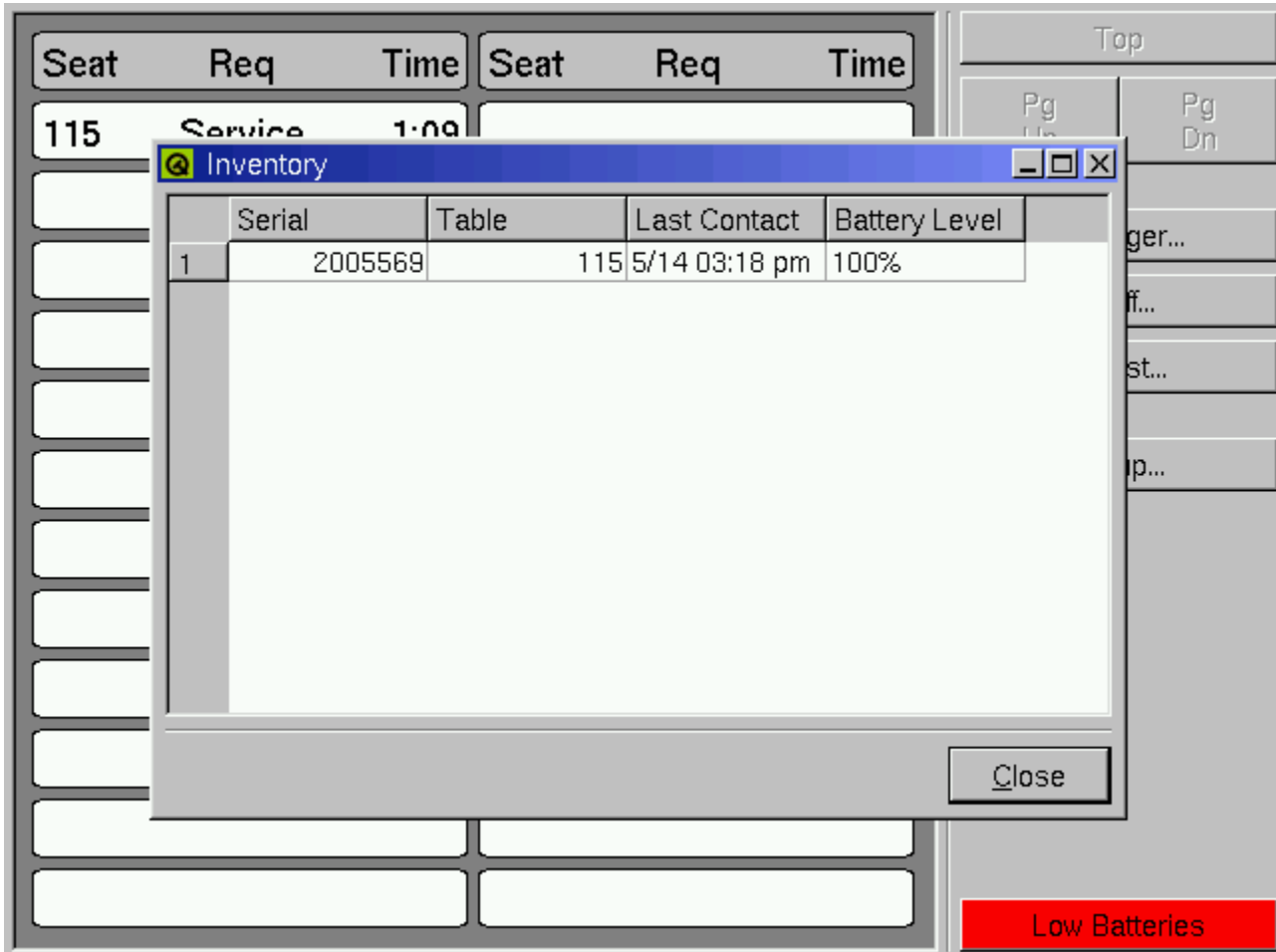
Guest – Send a message to a Guest's pager.

Setup – Access the **Setup** menu.

Alerts

At the bottom right of the screen will display the alert regarding the Table Genie battery. *Low Battery* will indicate a unit needing battery replacement.

Click on the *Low Battery* and a pop-up window will list all of the Table Genie Units with their current battery levels.



Clearing an Order from the Service Monitor

To clear an order

- Select one of the orders on the screen using the mouse on touch screen
- A window will pop-up displaying Clear Order

Seat	Req	Time	Seat	Req	Time
115	Service	1:08			

Clear Order?

Seat: 115
Elapsed: 1:09

Clear Order Cancel

Top

Pg Up Pg Dn

Manager...

Staff...

Guest...

Setup...

Low Batteries

- Select **Clear Order**.

CHAPTER 12 KEYCALL

Setup

Typical Hardware Connection

1. Remove the components from packaging.
2. Select location for PC near food pickup area.
3. Setup PC and let power up.
4. Setup T7501.
5. Use crossover CAT-5 cable to connect T7501 to PC.
6. The monitor will start up on the KeyCallTX program.
7. Connect power to the T7501.

Minimum PC System Requirements

<u>Processor:</u>	Pentium class or equivalent
<u>Memory:</u>	128 Megabytes
<u>Operating System:</u>	Windows 2000 or Later
<u>Hard Drive Space:</u>	6 Megabytes
<u>Connection:</u>	Spare Ethernet port
<u>Peripherals:</u>	VGA monitor and mouse, or Touch Screen Monitor. Keyboard is recommended.

Typical KeyCall Setup



1. Unpack the KeyCall unit, contents include:
 - 1 KeyCall unit
 - 3 AA Batteries
 - 2 Pieces of Foam Tape
2. To assemble, place the 3 AA batteries into the KeyCall.
3. Place the Thread-lock into the Housing with the teeth facing down.
4. Place the Battery Cover over the Battery Compartment, screw in place with the 2 #4-40 x 3/16" Screws.



Assign KeyCall Units to Tables

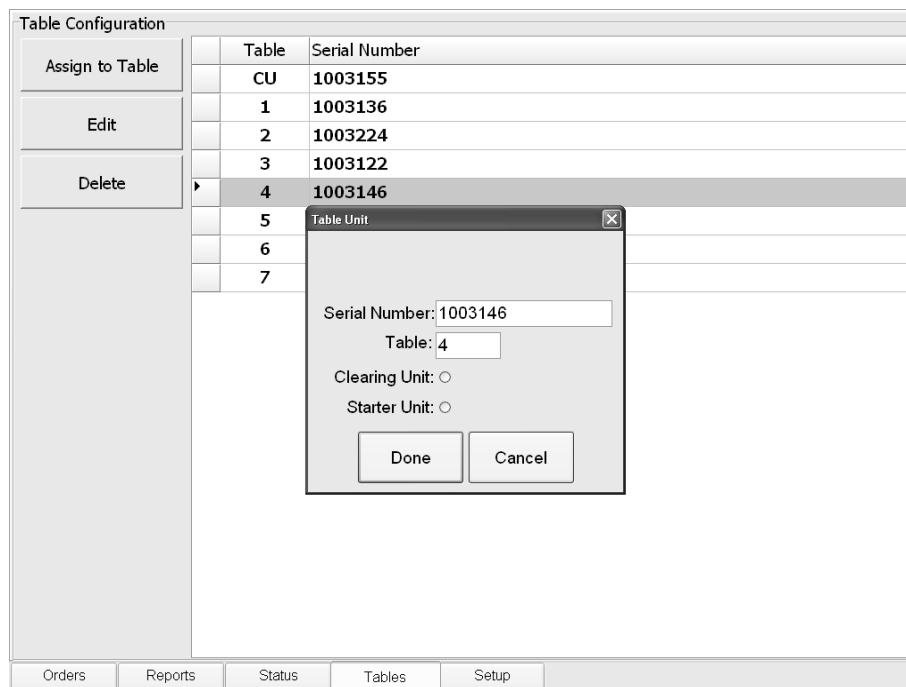
Each KeyCall has an exclusive address that allows it to be associated with a selected location. This section will require the user to have the Program key, numbered KeyCall Order Keys, and the KeyCall units with batteries.

To assign:

Table Configuration		
Assign to Table	Table	Serial Number
▶	CU	1003155
	1	1003136
	2	1003224
	3	1003122
	4	1003146
	5	1003132
	6	1003139
	7	1003134

Orders Reports Status Tables Setup

1. Enter KeyCallTX program.
2. Select the **Tables** tab, type in *Access Code 56789*.
3. Press the *Assign to Table* button.
4. Position KeyCalls at least 6 feet from T7501.
5. Insert and remove the Program Key from the KeyCall unit. LED will blink Red several times and then Green when it associates. On the screen, note that a serial number entry is highlighted.
6. Assign as a *Clearing Unit*, *Starter Unit*, or Assign a table number to the highlighted serial number.



Note: if a table number is assigned wrong or must be changed, highlight the associated unit and *Edit* or *Delete*.

7. Repeat for all units to be assigned.
8. Press Assign to Table when finished.

Mounting the KeyCall

1. Place the Mounting Plate on the desired location using the 2 pieces of double sided foam tape or using 4 screws.
2. Place the KeyCall unit onto the Mounting Plate, press down, then turn the unit counter-clockwise to lock (unit should spin freely without pulling off the Mounting Plate.)



The KeyCallTX Program

Setup Window

The KeyCallTX software is set to activate on the start up of the PC. The program will come up on the **Orders** window.

Timing Interval

Yellow After: sec

Orange After: sec

Page After: sec

Auto Page Message:

Network

CONNECTED

SerNo	ParID	IP	Page
432	4d90	192.168.200.155	<input checked="" type="checkbox"/>

System Configuration

Software Version:

Restaurant ID:

Manager Pager: Server Pager:

Low Battery Alert:

Grid Columns:

Clear Order: Touchscreen Clearing

Beep on

Beep Volume: Remember Password:

Access Code:

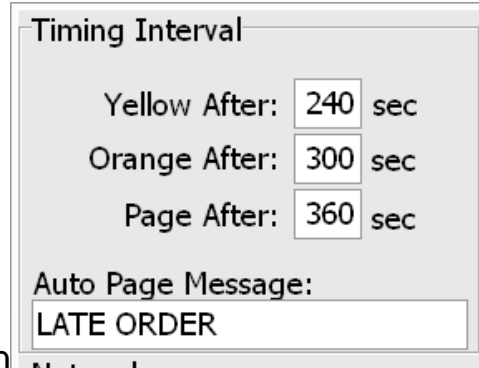
CSV Destination:

RMA PAN Write Log File

Orders
Reports
Status
Tables
Setup

Setup Window

1. From the **Orders** window, select the **Setup** tab. **Note:** An access code is required.



Timing Interval

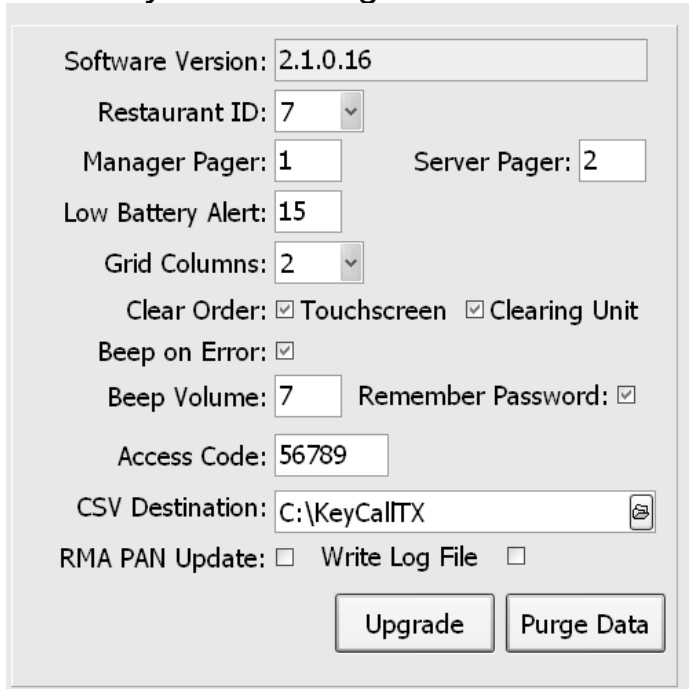
Yellow After: 240 sec

Orange After: 300 sec

Page After: 360 sec

Auto Page Message:
LATE ORDER

2. At the *Timing Interval* section, set the timeouts to alert servers and management that an order is overdue; the display for a table will change colors and at last page a manager. These time limits vary and can be set to the restaurant's requirements. Also set a default message to notify when an order goes beyond the **Page After** time interval.
3. At the *System Configuration* section set the required parameters for:



Software Version: 2.1.0.16

Restaurant ID: 7

Manager Pager: 1 Server Pager: 2

Low Battery Alert: 15

Grid Columns: 2

Clear Order: Touchscreen Clearing Unit

Beep on Error:

Beep Volume: 7 Remember Password:

Access Code: 56789

CSV Destination: C:\KeyCallTX

RMA PAN Update: Write Log File

Upgrade Purge Data

- a. Restaurant ID- This is the System ID of the restaurant. ID is also used for the Manager and Server Paging.
- b. Manager Pager- Pager number of the Manager. This pager is notified when an order is overdue. See section on *Timing Interval*.
- c. Server Pager- Pager number of Server. This pager is notified when a patron uses the *Push for Service* Button on the KeyCall. The Server Pager number is separate from Manager Pager number.

- d. Low Battery Alert- Value set for the percentage left on the KeyCall's batteries before an alert is seen. Recommended value is 15 for 15%.
- e. Grid Columns- Preference on number of Grid Columns to appear on the **Orders** window. Each Grid holds 12 orders. Choices up to 3 columns totaling 36 orders shown at one time. **Note:** User will need to exit and re-enter program for this setting to take affect. On the **Orders** widow, the user can also modify with the buttons



- f. Clear Order- User much select to check the box to enable use of a Clearing Unit (see description on page 12-14) or the Touch Screen monitor (using the monitor on the PC) to Clear Orders from the **Orders** window.
- g. Beep Error- Enable Error beep on KeyCall unit and set Volume Level. The Error Beep occurs when the KeyCall unit fails to connect to the T7501 or a Key is inserted incorrectly.
- h. Access Code- Password used to enter system. Change is NOT recommended. Password must be a 1 to 5 digit number. **NOTE: DO NOT LEAVE ACCESS CODE FIELD BLANK.**
- i. CSV Destination- Specify a folder location where **Reports** data will be stored as Comma Separated Value (CSV) data. Default location is C:\KeyCallTX\Data.
- j. Upgrade- Update the current Firmware version if connected to a Network
- k. Purge Data- Delete any stored reports.

Order Window

Order	Table	Elapsed	
3	1	03:52	
48	3	02:01	
1	7	01:32	

Open: 3
 Recall
 Top
 Page Up Page Down
 - Cols + Cols
 Manager
 Server
 Customer
 Exit

Orders
Reports
Status
Tables
Setup

- Patrons are given numbered “**order keys**” when they order. It is recommended the server put the **order key** into the Starter Unit to begin a timer (**Elapsed** time) of when the order is placed.
- After the patron decides where to sit they insert the **order key** in the table unit.
- The table unit transmits the patron’s location to the central monitor.
- The **Order key** number, **Table** number, and **Elapsed Time** are shown on the Order monitor.
- The monitor for that table will change from white, to yellow, to orange, and finally to red. Once red, the manager will be paged if the patron waits for their order beyond a preset critical time.
- After the patron is served, the server retrieves the key, and inserts the key into a Clearing Unit to clear the order from the monitor.

Order Information

To view basic details of an Order on the **Orders Window**, double-click the Order and the **Order Info** window will pop-up.

- **Order** – Key number of customer.
- **Table** – Table number assigned to the KeyCall unit.
- **Elapsed** – Elapsed Time.

Clear will clear the order. **Note:** If Touch screen is not selected to clear a unit under the Setup Window, a prompt will ask for the access code to view the Order Info.



To change the **Table** for an Order:

- Double-click the Table number.
- At the pop-up window, type in the new Table number
- Press *Enter*

Close will exit the **Order Info** window.

Organizing the Orders Window

The window comprises of 12 rows per column, consisting of the **Order**, **Table**, and **Elapsed Time** in each cell.

The number of columns can change from 1, 2, or 3 by pressing the buttons



The arrangement in each cell will not change.

Sorting

While active, the user can sort the orders according to **Order**, **Table**, or **Elapsed Time** by pressing:



Table and **Order** will sort by ascending order, **Elapsed Time** by longest time.

Note: It is recommended to sort by the **Order** number.

Navigating the Order Window

Page Up and Page Down to scroll through large numbers of orders.

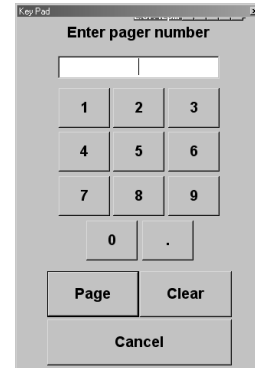
Top will return to the top of the Order window.

Exit will exit the KeyCallTX program.

Customer Paging

To Page a customer (using LRS Guest Pagers):

- Press the **Customer** button.
- Enter the pager number and press **Page** button.
- All customer pagers should range from number 201 and above.

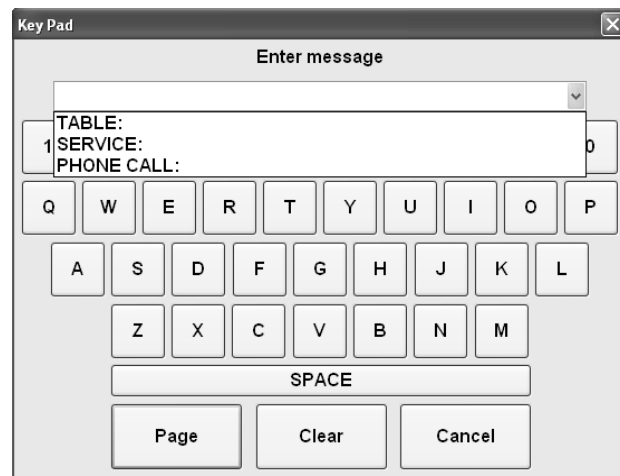
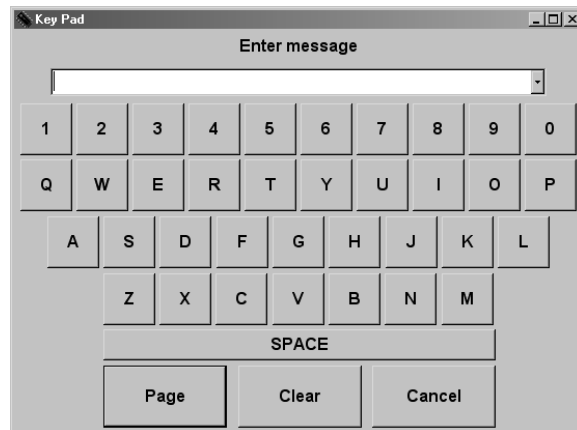


Manager or Server Paging

To Page a manager or server (using LRS Alpha Staff Pagers):

- Press the **Manager** or **Server** button.
- Enter a message and press **Page** button.

Note: The drop down box contains 3 preset messages and stores the last 7 messages typed by the user.



Recall

The *Recall* button brings up a window showing the last 5 transactions. In the event a transaction was Cleared, user can retrieve the information. Transaction will resume from the initial start.

- **Key** - Key number of Customer.
- **Table** – Table number **Key** was used.
- **Delivered** – Day and time order was cleared.
- **Elapsed Time** – Complete service time to fulfill order.

To retrieve, highlight a transaction and press the *Recall* button in the window.

Key	Table	Delivered	Elapsed
1	7	04/21 02:06:22 AM	03:04
48	3	04/21 02:06:20 AM	03:30
3	1	04/21 02:06:18 AM	05:20
1	1	04/21 02:01:41 AM	24:21
48	3	04/21 02:01:39 AM	24:16

Status Window

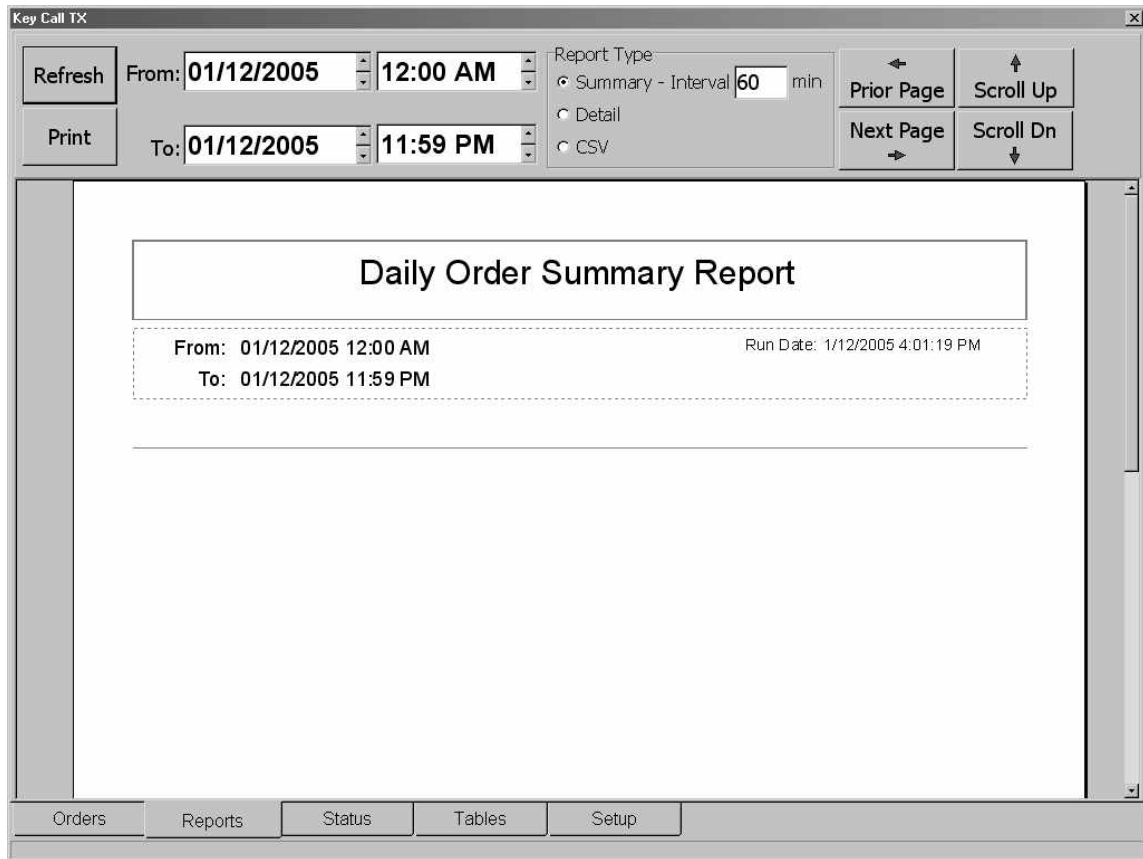
Key Call Units				
	Table	Serial Number	Last Contact	Battery Level
▶	CU	1003155	04/21/2007 02:03 AM	96 - OK
	1	1003136	04/21/2007 02:00 AM	90 - OK
	2	1003224	04/21/2007 01:33 AM	78 - OK
	3	1003122	04/21/2007 02:02 AM	100 - OK
	4	1003146	04/21/2007 01:33 AM	100 - OK
	5	1003132	04/21/2007 02:03 AM	90 - OK
	6	1003139	04/21/2007 01:37 AM	90 - OK
	7	1003134	04/21/2007 02:03 AM	72 - OK

Orders Reports Status Tables Setup

The operating status of the KeyCall system can be periodically checked. The T7501 tries to contact and check the battery status of each unit several times daily.

- ❑ A green display for a unit indicates acceptable performance.
- ❑ If the **Last Contact** column is red it would indicate contact with a KeyCall unit is lost and it should be checked.
- ❑ A red indication in the **Battery Level** column indicates the batteries should be replaced.

Reports Window



- ❑ Daily reports can be used to establish wait time trends.
- ❑ Select the **REPORTS** tab.
- ❑ Select the period of time to view.
- ❑ Select the type of report to view

Daily Summary Report

Shows the average order delivery time and number of covers for the period selected

Daily Detail Report

Shows the detail order delivery time for every order.

Report CSV

Saves the selected reports in CSV (Comma Separated Values) to a predetermined file (see setup).

Daily Order Summary Report								
From: 02/18/2005 12:00 AM						Run Date: 2/18/2005 1:27:40 PM		
To: 02/18/2005 11:59 PM								
Time	# Covers	Avg Elapsed Time	# White	# Yellow	# Orange	# Paged	Score	
12:00 PM - 12:20 PM	5	06:11	0	0	0	5	0	
12:20 PM - 12:40 PM	4	06:11	0	0	0	4	0	

Daily Order Detail Report								
From: 02/18/2005 12:00 AM						Run Date: 2/18/2005 1:30:49 PM		
To: 02/18/2005 11:59 PM								
Start Time	Order	End Time	Elapsed Time	Table	Yellow	Orange	Page	
12:17:32 PM	7	12:23:44 PM	06:11	A3				X
12:18:05 PM	3	12:24:18 PM	06:12	A1				X
12:18:17 PM	11	12:24:29 PM	06:11	A6				X
12:19:56 PM	12	12:26:08 PM	06:11	A5				X
12:19:59 PM	4	12:26:11 PM	06:11	A9				Y

Using The KeyCall

Starter Unit

The Starter Unit is located near the starting point of a transaction. After an order is placed, insert the Key into the Starter Unit, observe beginning of Elapsed Time on the Orders window with order number.

Clearing Unit

The Clearing Unit is located near food pickup area. After a patron's order has been delivered and Key retrieved, insert the Key into the Clearing Unit to confirm completion of the transaction.

Service Button

Alerts the Server by sending a page that a Table requires assistance. This will also cause the LEDs at the top of the KeyCall unit to flash.

There is a one-minute time limit between signals sent to the Server pager when the button is pressed to reduce unnecessary requests.

Key Holder

Each KeyCall has four spaces (two on each side) to store Keys.

The KeyCall Keys

Programming Key

The Programming Key is used when assigning KeyCall's to the T7501.

Order Keys

The Numbered Keys are given to patrons after their order is placed. The number is used in tracking the location of the customer when they sit down at a table.

Troubleshooting

Re-Enter KeyCallTX Program

If the user ever exits the KeyCall program (without resetting the computer), double-click the KeyCallTX icon.



Reassigning a KeyCall Unit in an Existing Install

1. Confirm 3 fresh AA batteries are in the unit.
2. On the KeyCallTX program, go to the **Tables** window, and press *Assign to Table*.
3. Insert and remove **any number** key into the KeyCall unit.
4. Note that a special serial number entry is highlighted on the table configuration window.
5. Accept the table number as is by press *Enter*, otherwise *Edit* or *Delete*.
6. Repeat for all units to be reassigned.
7. Press *Assign to Table* to end.

Low Battery Indicator – Order Window

If the LO BAT message appears on the **Orders Window**, a KeyCall unit has reached the low battery limit established in the **Setup Window**.

It is recommended to replace the batteries in the KeyCall unit.

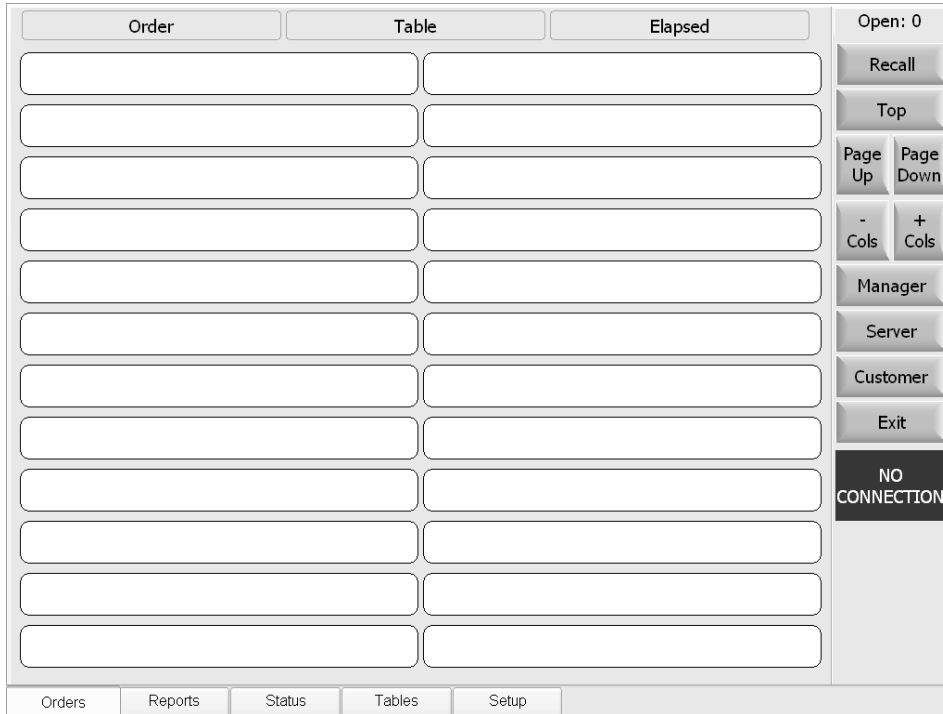
Order	Table	Elapsed	Open: 0
			Recall
			Top
			Page Up
			Page Down
			- Cols
			+ Cols
			Manager
			Server
			Customer
			Exit
			LO BAT

Orders Reports Status Tables Setup

No Connection – Order Window

If the NO CONNECTION message appears on the **Orders Window**:

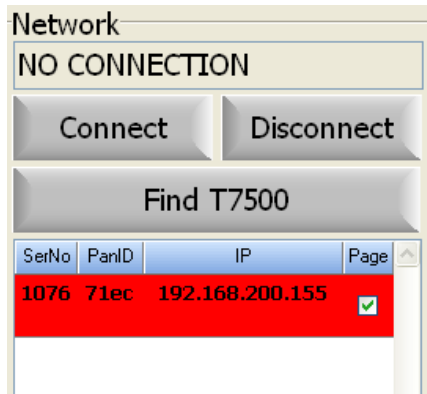
- Check the crossover cable to the T7501.



No T7500 Connection – Order Window

If NO T7500 message appears on the **Orders Window**:

- Check that the T7501 is powered on.
- Check the crossover cable to the T7501.
- Enter the **Setup Window**, go to the *Network* section, see if Network states NO CONNECT and that the T7501 IP address is highlighted in red, select *Connect*



- Check TCP/IP settings of PC and T7501:
 1. On T7501, check going into **Setup**, enter access code **5-6-7-8-9**.
 2. Select **System, Network, LAN Config**.
 3. On PC, select **Start, Control Panel, Network Connections**.

4. Select the Network Connection.
5. Select *Properties*.
6. Highlight the Internet Protocol (TCP/IP), and then select *Properties*.

Settings should appear as:

	Computer	TX-7501
IP (inet addr)	192.168.200.25	192.168.200.155
Netmask (Mask)	255.255.255.0	255.255.255.0
Gateway (Bcast)	192.168.200.254	192.168.200.1
Primary DNS		192.168.200.1

Notes: DNS Server is not required on the PC.

The Secondary DNS is not required on the T7501.

7. If Computer settings do not match the table, correct.
8. If T7501 does not match, call LRS.

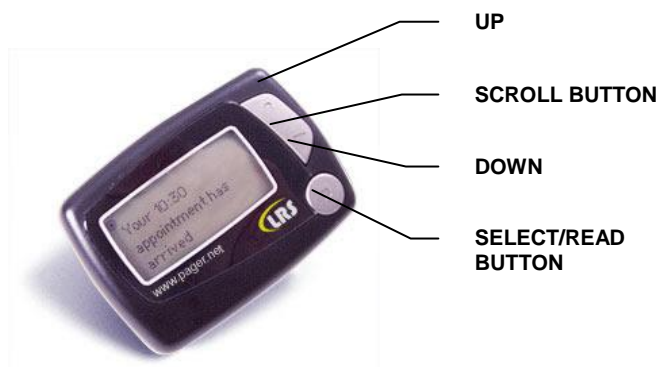
CHAPTER 13 USING THE STAFF PAGERS

Staff Pagers Available for the T7501:
 RX-E467 4-Line Alpha Numeric Pager
 SP4 Star Pager
 SP5 1-Line Rechargeable Alpha Numeric Pager

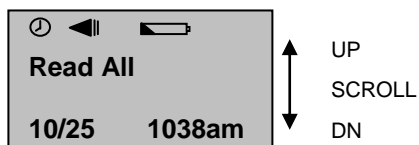
Messaging

The 4-Line Alpha Pager and Star Staff Pager are used as the Staff or Manager pager. Paging with the T7501 requires using the *Staff* or *M1 – M4* keys on the Main Keyboard or using the *Staff*, *Server*, or *Manager* virtual buttons viewed on the computer monitor during various applications.

Using the RX-E 4-Line Alpha Numeric Pager



Menus



Selecting functions

- 1 To select, Press Scroll Dn (or Up) until **desired item** shows.
- 2 Press Scroll to select
- 3 Press Read/Select to start/finish.

Power On/Off

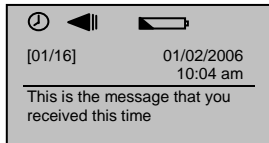
Set ON (if unit is off)

1. Press and hold Scroll Up until YES NO shows.
2. At Power ON? Select YES.
3. Press Read/Select button.

Set OFF

1. Select Power OFF?
2. Select YES/NO
3. Press Read.Select one time

Read Message



New At receipt the message is displayed.

Press Read/Select to display.

Stored To review stored messages,

- 1 Select Read All?
- 2 Press Read/Select to display messages and time stamps.

Delete Messages

- 1 Select Delete All?
- 2 Press Scroll to select YES/NO
- 3 Press Read/Select button.

Time/Date Set

- 1 Select Set Time/Date.
- 2 Press Read/Select
- 3 Press Scroll to set each time or date segment and press Read/Select to move through the segments.

Set Contrast

- 1 Select Set Contrast.
- 2 Press Read/Select.
- 3 Scroll DN/UP to adjust.

Auto ON/OFF

- 1 Select Auto On/Off.
- 2 Press Read/Select.
- 3 Select ON/OFF.
- 4 Press Read/Select and Scroll to set on off time segment.

Set Keytone On/Off

- 1 Select Set Keytone.
- 2 Press Read/Select.
- 3 Select On or Off
- 4 Press Read/Select to set.

Select Alert

- 1 Select Set Alert Mode.
- 2 Select Beep
 - Select Loud or Soft
 - Select Duration
- 3 Select Vibe or Off.
 - Select Strong or Weak
 - Select Pulse Type
 - Select Duration

Battery

The RX-E 4-Line Alpha pager uses 1 AAA Battery.

Programming

To program the pager, see Chapter 6 Battery Operating Alphanumeric Pagers.

Using the Star Pager



Charging

Any rechargeable pager will require use of an LRS charger. The Star Pager (SP4) uses the Charger 9 (CH-R9.)

1. Place the pager in the charger
2. Allow unit to charge fully overnight.
3. Remove from charger, and pager will vibrate, beep, and light all lights as a verification that it is working
4. Replace the pager in the charger at the end of each day.

Programming

To program the Staff Star Pager, see Chapter 6 Rechargeable (Star) Staff Pagers.

Note:

A Guest version of the Star Pager is available and must be purchased separately from a Staff version. To page a Star Guest Pager with the T7501, press the *Page* key on the 4 button keyboard or use the *Guest* virtual buttons viewed on the computer monitor during various applications

To program the Guest Star Pager uses the same instructions, at Step 7, select Guest in place of Staff.

Using the SP5 1-Line Rechargeable Alpha Numeric Pager



Charging

The SP5 uses the Charger 5 (CH-R5.)

1. Place the pager in the charger.
2. Allow unit to charge fully overnight.
3. Remove from charger, pager will vibrate or beep to show it is working.
4. LCD will show the pager's ID
5. Replace the pager in the charger at the end of each day.

Menus

To access the vibrate/contrast menu, remove the pager from the charger. While vibrating or beeping, press and hold the Select button for 8 seconds. This top level menu will display:



If you PRESS and RELEASE the SP5 pager button the menu will change to:



To exit this menu wait 8 seconds.

To re-enter the vibrate/contrast menu at any time, reset the pager, and then hold the SP5 pager button.

Vibe

To set the Vibration Level

1. Enter the vibrate/contrast menu as described above
2. highlight the Vibe selection then PRESS and HOLD the SP5 pager Button until the screen shows



3. Press or hold the Select Button to the desired vibration level. The level will rise to max, Release the Select Button and press or hold again until the level goes to minimum or desired level
4. To exit, wait 8 seconds. And the pager will go back to the vibe/contrast menu.



Contrast

To set the Contrast Level

1. Enter the vibe/contrast menu as described above
2. highlight the Contrast selection then PRESS and HOLD the SP5 pager Button until the screen shows



3. Press or hold the Select Button to the desired Contrast. The level will increase to max (NOTE: screen could be dark and hard to read), Release the Select Button and press or hold again to change the level back towards the minimum or to desired contrast.
4. To exit, wait 8 seconds. And the pager will go back to the vibe/contrast menu.



5. To exit this menu wait 8 additional seconds.

Settings

To view the current pager settings

1. Remove pager from the charger.
2. Press the Select Button repeatedly to scroll through the settings:
 - C1: [Restaurant ID number] and Pager ID number
 - C2: [Restaurant ID number] and All Page number
 - C3: [Restaurant ID number] and System ID number
 - G: Group number
 - Enc: Encryption enabled (128) or none
 - Ver: Current Firmware Version
3. To exit, wait 8 seconds.

Messages

The pager stores the last 5 received messages. To view the messages:

1. Press the Select Button once.
2. Messages 2 lines in length will show an > symbol on the end of the first line and an < on the second line. Messages over 2 lines in length, the middle lines will show "< the next line of the message >"
3. Press the Select Button to continue scrolling forward through the message or messages

Time

Pager will display the current time. This feature is automatically updated by the T7501 transmitter. If the time does not appear, a flashing star will appear on the right side of LCD to show pager is operational.

Programming

To program the pager, see Chapter 6 Battery Operating Alphanumeric Pagers.

CHAPTER 14 GUEST PAGERS

Guest Pagers Available for use with the T7501:

AdverTeaser
Coaster Calls
Lobster Calls
Pizza

Messaging

To page Guest Pagers with the T7501, press the *Page* key on the 4 button keyboard or use the *Guest* virtual buttons viewed on the computer monitor during various applications.

When the Guest is paged, the pagers will light and/or vibrate to indicate their table is ready.

Programming

To program the Guest Pagers, refer to Chapter 6 Program Pagers Pizzas, Lobsters, and Adverteaser Guest Pagers.

Charging

Any rechargeable pager will require use of an LRS charger.

1. Place the pager in the charger. For Coasters, Pizza, and Lobster pagers, do not stack more than 10 pagers at a time on a Charger.
2. Allow unit to charge fully overnight.
3. Remove from charger, and pager will vibrate, beep, and light all lights as a verification that it is working
4. Replace the pager in the charger at the end of each day.

The pagers all use different chargers:

- Coasters use the Charger 8 (CH-R8)
- Adverteasers and Star Pagers use the Charger 9 (CH-R9)
- Lobster Pagers use the Lobster Charger (CH-LP)
- Pizza Pagers use the Pizza Charger (CH-PZ)



AdverTeaser



Coaster Call



Lobster Call



Pizza Pager