

Guestcall TM

“LT2001S, Guest paging system”

Operational Manual

FCC ID : QBT-LT2001S

Trade Name : Nexcall Coaster Pager

Model No. : LT2001S

THIS DEVICE COMPLIES WITH PART 15 OF THE FCC RULES.

OPERATION IS SUBJECT TO THE FOLLOWING TWO CONDITIONS :

- (1) THIS DEVICE MAY NOT CAUSE HARMFUL INTERFERENCE, AND**
- (2) THIS DEVICE MUST ACCEPT ANY INTERFERENCE RECEIVED, INCLUDING INTERFERENCE THAT MAY CAUSE UNDESIRE**
OPERATION.

NOTE:THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT.SUCH MODIFICATIONS COULD VOID THE USER S AUTHORITY TO OPERATE THE EQUIPMENT.

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Operational Manual

SPECIFICATION

MODEL	LT2001S
Frequency Range	450.000MHz~457.000MHz
Channel Spacing	25KHz
Sensitivity	5 μ V/m
Selectivity	60dB @ \pm 25KHz
Spurious Rejection	60dB Below Carrier
Modulation Scheme	F S K
Standard Deviation	\pm 4.5KHz
Baud Rate	512/1200/2400BPS
Power Supply	2.4VNimh Recharge Battery
Battery Life	2~3years
Low Battery Level	1.1Volts
Dimensions(HWD)	110mm x 106mm x 26mm
Weight wo/Battery	55g
Frequency Stability	\pm 10ppm
Code Format	POCSAG

1. Handing out the Coasters

Give the guest a coaster. Note their name and Coaster number on the sign out sheet. Tell the guest the coaster will signal when their table (or Food) is ready. The default page for this system is for the coaster to flash and vibrate for 3 minutes. After the coaster is finished vibrating it automatically goes back into standby mode waiting for the next page. You can hand the coasters out right from the charging stack (They will “demo” Page each time they are removed from the stack) or you can simply store them in a basket and hand them out. A fully Charged coaster will function without being recharged for 8 – 12 hours.

2. Paging the Guest

When the guest’s table (or food) is ready simply press the coaster number on the transmitter Keypad followed by the “SEND” key. For example, Press “11-SEND” and coaster # 11 will signal.

3. Out of Range Feature

With this feature, the coaster will play a melody to inform your customer that they are Out of Range and will miss their page. The melody will only stop if they are within range.

Default from the factory is Out of Range Off.

Out of Range on	“9494”
Out of Range off	“9393”

4. To turn the Out of Range feature an follow these procedures

Remove all the coasters from the charger base or simply unplug the power supply that is connected to the charging unit. Press “911-ENTER-9494-SEND” on the transmitter. All the coasters will light up to tell you that they have received the new code. To test the coasters, unplug the power supply that is connected to the LEETEK transmitter. After 30 seconds, all the coasters will play a melody since they are not receiving a signal from the transmitter. Return all the coasters to the charger base or plug in the power supply. The coasters are ready to receive a page with the Out of Range feature turned on. Follow the same procedure to turn the Out of Range feature off, but use the code “9393”

5. To Change the page type on a Coaster pager

With this feature you have the option of changing the way your coasters alert the guest.

Vibrate Only	“9292”	
Flash & Beep	“9595”	Note: the beep alert will only sound for the first 10second of the 3 minute alert.
Flash & Vibrate	“9696”	
Flash only	“9797”	
Beep, Flash & Vibrate	“9898”	

To change the page mode of your coasters follow these instructions

Remove all the coasters from the charging unit or unplug the power supply that is connected to the charger base. Press “911-ENTER” on the transmitter. For the message, enter the code (see above) that corresponds to the alert that you want. For example, if you want the coasters to flash Only, Press “911-ENTER–9797-SEND”. After sending the code, the lights on all the coasters will flash.

Return all the coasters to the charger base or plug in the power supply. The coasters are ready

to receive the page with the new alert.

6. Auto-Locate Feature

This feature causes ALL coasters (that are not on the charging stack) to signal at once. This feature is useful when you are closed and would like to locate any misplaced coasters around your restaurant. To locate ALL coasters, press "1249–SEND" Any coaster not on the charging stack will signal (Flash & Beep). Search your restaurant for missing coasters. Remember to check the parking lot and look in the bushes! After finding all the missing coasters, put all the coasters on the charging rack to stop the "auto locate" alert. Never press "1249-SEND" while coasters are with the guest – All coasters will alert at once!!!

GuestCall Guest Paging System Operation

1. When a guest arrives, remove a coaster from the stack. It will alert for 10 seconds while you show them and explain what they will be looking for when they are paged. Write the coaster number next to the person's name on the wait list.
2. When their table becomes available, simply enter their coaster number into the transmitter and press "SEND"

Example of Host/Guest Greeting

Host: Good evening Sir. Welcome to _____. How many are in your party tonight?

Guest: Hello, there will be 4 of us.

Host: Your name please.

Guest: Smith

Host: Thank you Mr. Smith, do you have a smoking preference?

Guest: Yes, non-smoking.

Host: OK Sir, that's the Smith party of 4 for a non-smoking table, correct?

Guest: Yes

Host: We currently have a 30 minutes waited for a table. Here, please take one of our Coasters. (Remove a coaster from the stack... it signals... hand it to the guest.)

Host: Keep this coaster with you. It will flash / vibrate just like this when your table is ready. When it goes off, come back to the host stand and we will seat you. You may go to the bar if you'd like and use the coaster for your drink or you can sit out front on one of our benches. The coaster has a built in alarm that will "sing" if you have gone Out of Range and cannot be paged. If it starts to sing, simply walk back towards the restaurant and it will stop singing when you get back into range.

Guest: WOW! This is great. What a neat idea! You guys really know how to take care of your guests.

Host: Thank you Mr. Smith, we'll see you in about 30 minutes.

GuestCall Troubleshooting

Charge light will not come on

- a. Make sure there is power to the outlet
- b. Try changing the position of the coasters on the stack. Make sure they are seated properly with the numbers facing front.
- c. Using a damp rag, clean metal contacts on coaster that will not light
- d. Check all connections on charger bases. If only one stack of coasters will not light on the charger, There is probably a bad connection. Move wires and be sure they are all plugged into back of black coaster charger.

If you try all this and the coaster charging light will not come on you most likely have a blown power supply.

No range on coaster pagers

- a. Be sure transmitter is not near any large metal objects, fire walls, etc.
- b. Be sure antenna is connected properly and not broken.

Coasters are not paging or paging in a manner you did not program

Review Coaster modes and enter the code for the mode you would like. It probably has changed.

Coasters are not answering the page or acting strange

Make sure the Coaster has a full charge.

Before you call, try some of the following suggestion

*Remember that the capability of your system will be affected by: Foil backed wallboard, Metal mesh, wire reinforced glass, metal sheeting, large mirrors, suspended ceilings, lift shafts etc. These can all reflect and thereby reduce the signaling capability of the transmitter. A little forethought prior to installation, coupled with a few tests, can normally avoid most of these problems.

1. Read through the manual. Answers to most questions can be found there.
A trouble shooting section further assists you in diagnosing the problem.

2. IMPORTANT NOTICE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

To comply with the FCC RF exposure compliance requirements, no change to the antenna or the device is permitted. Any change to the antenna or the device could result in the device exceeding the RF exposure requirements and void user's authority to operate the device.

Warning: Changes or modifications made to this equipment not expressly approved by LEETEK may void the FCC authorization to operate this equipment.

3. **CAUTION** : Never use any cleaner other than alcohol for the maintenance of this equipment. Organic solvent such as benzene, toluene or acetone may spoil the plastic parts of this equipment.

4. RF Radiation Exposure

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment must be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

5. Do not subject this equipment to:

- 1) Mechanical shock
- 2) Excessive humidity or moisture
- 3) Extremes of temperature
- 4) Corrosive liquids

6.Warning ! No user serviceable parts

Alteration or modification to any part of this equipment, without the prior written consent of the manufacturer, will invalidate all manufacturer approvals and warranty. No adjustments can be undertaken except by qualified and licensed persons as defined by the FCC Rules and Regulations. Operation of altered equipment can result in fines, imprisonment, and /or confiscation of such equipment.

WARRANTY

LeeTek warrants this product against any defects that are due to faulty material or workmanship for a one-year period after the original date of consumer purchase. This warranty does not include damage to the product resulting from accident, misuse or improper electrical connection. **Power supplies are warranted for 60 days. We recommend the use of a surge protector with all equipment.** If this product should become defective within the warranty period, we will repair or replace with equivalent product, free of charge. We will return your product, transportation charges prepaid standard shipping mode, provided the product is shipped prepaid to:

LEETEK, 3rd FL #499-2 Sang 3-dong, Wonmi-gu, Puchon-city, Kyunggi-do, KOREA

No return will be received without prior authorization and the proper RMA # posted to the outside of the shipping container.

This warranty gives you specific legal rights and you may also have rights which vary from state to state.

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

Within warranty period / Covered by our Product-Care Program:

Ship malfunctioning components to the following address:

3rd FL, #499-2 Sang 3-dong, Wonmi-gu, Puchon-city, Kyunggi-do, Korea

Tel: 82-32-678-8605 Fax: 82-32-324-9840

1. Pack the components securely
2. Enclose a note with a brief description of the problem
3. Include a business card
4. Ship the equipment in a traceable manner for your protection. (ie UPS).
5. Insure the shipment for replacement value.

There are no charges for repaired equipment within the warranty period, or if covered by Product-Care, other than your shipping costs. We will pay shipping one way back to you.

(Shipping by the courier service is available at an additional charge on request)

Out of warranty items will be repaired and sent back C.O.D.

Hints and Tips

Training is the key to success with a paging system.

Orientating your entire staff and training your host staff on the use of the paging system is key to the success of the system. As a part of the general host training program, time must be set aside to teach new hires about the use and care of the paging system. Be certain staff members understand the importance of asking for the transmitter back after work.

Benefits of a VISUAL paging system

Staff members are alerted thru the pager and know to quickly close the tab of a guest to help speed table turns.