LTK-1100 transmitter User's manual

Thank you for purchasing LeeTek's LTK-1100 transmitter" paging system.
We are confident our cutting edge products and first rate service will satisfy your needs for years to come.Please read this "Welcome Pack" thoroughly to familiarize yourself with the procedures for proper care of your system.

System Programming:
To enter programming mode, press the "SETUP" button and enter the password "**1379"** followed by "**enter**". If the password is accepted, the display will show "**use * to scroll to menu options**".
 (Use the "* / Menu" key to scroll through the different menu options or press "CANCEL" to exit the system programming menu.)

1. **Set the Current Time**
    - At the "**Set Current Time**" menu, set the hour then press "**ENTER**" key.
    - Set the minutes and press "**ENTER**" key.
    - Use the "**# /Select**" key to select AM or PM.
    - After the correct time is set, press the "**ENTER**" or "*** / Menu**" key to return to the main menu or press the "**CANCEL**" key 2 times to exit the system programming menu.
      .

2. **Set the Sleep Shutdown Time** *(Factory Default : ON – 1 AM)*
    This system has an "ALL SLEEP" function that turns off all battery pagers (for example, manager pagers)at once automatically.

    To turn this feature off:
    - Press "**#/Select**" key to turn the sleep shutdown "OFF"
    - Press enter to go back to the main menu.

    To change the shutdown time:
    - Press "**#/Select**" key to turn the sleep shutdown "OFF"
    - Set the hour then press "**ENTER**" key.
    - Set the minutes and press "**ENTER**" key.
    - Use the "**# /Select**" key to select AM or PM.
    - After the correct time is set, press the "**ENTER**" or "*** / Menu**" key to return to the main menu or press the "**CANCEL**" key 2 times to exit the system programming menu.

3. **Range Test** *(Factory Default : OFF)*
    With this feature you can determine what distance your transmitter will cover.
    - Remove a couple of coasters from the charging stack.
    - At the range test menu, press "**#/Select**" key to turn range test "ON".
    - Press "**ENTER**" to start the range test. As soon as range test is activated you'll notice the coasters flash once every 10 seconds (if you use pagers they will vibrate). Walk around your property. When you reach the point where the coasters do not flash consistently, this is your maximum range. If you would like to increase or decrease your power level, exit range test and call 800-919-9903. We can walk you through changing the power level of your transmitter.
    - Press the "**CANCEL**" key to stop the range test. Press the "**CANCEL**" key again to exit the system programming menu.
      NOTE : The transmitter has an auto shut off feature that will stop the range test after 15 minutes.

4. **Set Pager Alert**   *(Factory Default: Flash & Vibe)*
   With this feature you have the option of changing the way your coasters alert the guest.
   Be sure that all coasters are returned before performing this procedure.
   To change the alert 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 charging bases.
   - At the "**Set Pager Alert** " menu, press the "**#/Select**" key to scroll through the different alert options.
   - After making a selection, press the "**enter**" key 3 times. After sending the code, the coasters will now respond with your new selection.
   - Press "**CANCEL**" key to exit the system programming menu
   - Return all the coasters to the charging base or plug the power supply. The coasters are ready to receive the page with the new alert.

5. **Setting the Duty Alert**   *(Factory Default: OFF)*
   This feature enables your transmitter to send a page, at a preset time, to a certain pager to remind them of a duty required of them. For example, a busser can receive a page every 60 minutes to remind him to check the restrooms.
   You can assign up to 3 different pagers to be duty alert pagers.

   PROGRAMMING THE DUTY PAGER
   - At the "**Duty Alert**" menu, press "**#/Select**" key to turn the duty cycle "**ON**" and press the "**ENTER**" key.
   - Enter the duty pager number and press "**ENTER**" key.
   - Enter the cycle time (in minutes) and press the "**ENTER**" key.
   - Enter the numeric message.
     **If you are using a numeric pager as a duty pager, the numeric message will appear on the pager display. With this feature you make up your own numeric codes telling the patron what each code means. (Example: "201" message may mean clean kitchen; "123" message may mean check bar food etc.)

     **If you are using a vibration only pager, you have the option of sending a distinctive vibration to a pager by sending different messages.

Message 11:	*2 ea. 2 second vibrations*	*Message 22:*	*3 ea. 3 second vibrations*
Message 33:	*4 ea. 2 second vibrations*	*Message 44:*	*1 ea. 2 second vibration*
Message 55:	*2 ea. 1.5 second vibrations*	*Message 66:*	*3 ea. 1 second vibrations*
Message 911:	*6 ea 1 second vibrations*		

   - After setting the duty alert function, press "enter". Display will show "Duty _ _ saved".
   - Press "CANCEL" to exit or press "ENTER" to continue entering the next duty pager information.

6. **Setting the "Out of Range" (for coasters only)**   *(Factory Default: OFF)*
   With this feature, the coasters will play a melody when taken out of range of the transmitter to inform the guest that they are out of range and will miss their page. The melody will only stop, when they return back within range.
   Be sure that all coasters are returned before turning out of range on or off.

   TURNING THE OUT OF RANGE ON
   - Remove all the coasters from the charging unit or unplug the power supply that is connected to the charging base

- At the "**Out of Range**" menu, press the "**#/Select**" key to turn the out of range **ON**.
- Press the "**ENTER**" key 3 times. After sending the signal, all the coasters will light up once to tell you that they received the new code.
- Press "**CANCEL**" key to exit the system programming menu.

   To test the coasters with out of range on, unplug the power supply, that is connected to the transmitter. After 45 – 60 seconds, all the coasters will play a melody since they are not receiving a signal from the transmitter. Plug in the power supply back into the transmitter. After a few seconds, all coasters will stop playing the melody. Return all the coasters to the charging base or plug the power supply. The coasters are ready to receive the page with the out of range feature turned on.

TURNING THE OUT OF RANGE OFF
- Remove all the coasters from the charging unit or unplug the power supply that is connected to the charging base
- At the "**Out of Range**" menu, press "**#/Select**" key to turn the out of range **OFF**.
- Press "**ENTER**" key 3 times. After sending the signal, all the coasters will light up once to tell you that they received the new code.
- Press "**CANCEL**" key to exit the system programming menu.

To test the coasters with out of range off, unplug the power supply, that is connected to the transmitter. After 30 - 45 seconds, all the coasters should not play the melody since the out of range were turned off. If all or some of the coasters are playing the melody, repeat the procedure above. If none of the coasters are playing the melody, return all the coasters to the charging base or plug the power supply. Plug the power supply of the transmitter. The coasters are ready to receive the page with the out of range feature turned off.

Handing out the Coasters:
Give the guest a coaster. Note their name and Coaster number on the sign out sheet (Included). Tell the Guest the coaster will signal when their table 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. You can always reset a coaster by touching it to a charger base stack.

Paging the Guest:
When the guest's table 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.

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 **"1247 – 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 1247 send while coasters are with the guest – All coasters will alert at once!!!**

GEO MANAGER PAGER INSTRUCTIONS (Use this page if you use a Numeric Manager Pager)

Turn Pagers On:
The pagers come with the battery installed. To turn a pager on, press and hold the right button until the pager vibrates. On the LCD, it will display the word "ON" to show the pager is operational. ***NOTE: You can only***
 turn the pagers off by sending a code via the transmitter. See instructions below.

Sending a Pre-Programmmed Messages to the Geo Manager Pager
This system has the option of sending 4 different pre-programmed messages. This can be used for sending
messages to managers or key employees. **The default message is set to "HOST". Press "91-send"**
and "HOST" will be displayed on pager # 91. With this feature you have the option of sending the following messages:
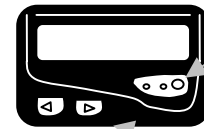
Right button

Middle button

Beep 1 – *"CHEF "*	Beep 3 - *"HOST"*
Beep 2 – *"BAR"*	Beep 4 - *"PHONE "*

To Send a different message:
From the transmitter, press the "pager number" followed by the" enter" key. For beep type (refer your selection above) select the message you want to send then press "enter"and then press "send..
 Example: **"91, enter, 2, enter, send"**. Pager # 91 will vibrate and the display will show "BAR".

To send a Numeric Message to the Geo Manager Pager:
With this feature you make up your own numeric codes telling the staff what each code means.

Press the pager number followed by the "enter" key twice.   The display will read "enter message" - Press the numbers you wish to send followed by the "send " key. Example: **"91, *enter, enter*, 911 send"**
Pager # 91 will vibrate . The display will read "911". Press the right button to stop the page. Press the right
button again to read the message.

Here are some common examples of numeric messages:
♦ **"911" message may mean report to the Managers Office Immediately.**
♦ **A "1" message may mean report to reception.**
♦ **An "8" message means you have a phone call. "81" means a call on line 1, "82" means a call on line 2**
    etc. You can also enter a phone number. Ex. Message "770-555-1234" means you need to call that   number.
You make up a list that suits your needs specifically. Your messages can be up to 16 characters long.

To Delete a Message:
The pagers are set to hold the last 2 messages. You can leave the messages or delete them as you chose. To
delete a message: Find the message to be deleted by pressing the right button.   Press the middle key and   "delete" will appear on the display. Press the right button again to delete the message.

All Page Feature
All pagers have a second identity of 911. To page every pager at once press **"911 – send".** Follow the same procedures above to send messages to all pagers

Turn Pagers Off Using the DataPage Transmitter:
This system has an "ALL SLEEP" function that turns off all the manager pagers at once.
From the transmitter press **"911-enter-enter-[[123456"**. This will put all pagers to sleep. If you page a pager it
 will not respond. Push and hold the right button on the pager to turn it back on.

VIBE ONLY PAGER INSTRUCTIONS *(Use this page if you use a Vibration Only Pagers)*

Paging the Server Pager (Vibe Only Pager):
On the top & back of each pager is your pager number. Press the pager number and send ("***11 send")***
and that pager will vibrate. Remember to make a note of the pager number next to the name on the pager sign out sheet.

Turn Pagers On:
When you hand out a pager for the first time Press and hold the side button until the pager turns on & vibrates. Pager is now on. Every time you press the button the light will come on to show the pager is operational. The side button will also stop the vibration during the page. You can only turn the pager off by sending a code via the transmitter.

Handing out the pagers:
Give the guest a pager. Note their name and Pager number on the sign out sheet (Included). Tell the Guest the pager will vibrate when they are needed. The default page for this system is a sequence of **6 vibrations over a 30 second** period. The guest can stop the page at any time by pressing the side button. After the pager is finished vibrating it automatically goes back into standby mode waiting for the next page.

All Page Feature
All pagers have a second identity of 911. To page every pager at once press **"911 – send".** Follow the same procedures above to send messages to all pagers.

Turn Pagers Off:
This system has an "ALL SLEEP" function that turns off all the pagers at once.
From the transmitter press **"911 – enter –enter- 99 – send"** This will put all pagers to sleep. If you page a pager it will not respond. Push and hold the side button on the pager to turn it back on.

The pager uses 1 – AAA alkaline battery. Battery life averages 1000 hours. **When you replace the battery the pager is turned on. The red light will flash when the battery needs to be changed.**

Note: Pagers must be a minimum of 3 feet away from the keypad controller to send a page. The Keypad Controller may cause interference with certain phones and electronic equipment. Place the keypad controller away from these devices.
This system also has the option of sending a distinctive vibration. This can be used for sending messages to managers or key employees. For example, 3 vibrations could mean the manager has a phone call.

To Send a Distinctive Vibration
With this feature you have the option of sending different vibrations to a pager.

Message 99:	*Pager Off*	*Message 33:*	*4 ea. 2 second vibrations*
Message 911:	*6 ea 1 second vibrations*	*Message 44:*	*1 ea. 2 second vibration*
Message 11:	*2 ea. 2 second vibrations*	*Message 55:*	*2 ea. 1.5 second vibrations*
Message 22:	*3 ex. 3 second vibrations*	*Message 66:*	*3 ea. 1 second vibrations*

Press the pager number followed by the "enter" key – The display will read "enter message" - Press the numbers you wish to send followed by the "send " key. Example: **"2, enter,enter, 33 send"** Pager # 2 will vibrate 4 times.

Coaster Sign Out Sheet

Coaster #	Name	#	Time	Quote	S / N	*Phone #	Returned (√)

Getting a phone number encourages the guest to return the coaster!

GuestCall Guest Paging System Operation

1. When a guest arrives, remove a coaster from the stack. It will alert for 5 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 minute wait 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
    c. 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.

Transmitter will not display anything
    a. Make sure there is power to the outlet
    a. Check all connections.

If you try all this and the transmitter still wont power up your power supply may be bad. If display is still blank, call NTN.

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 suggestions…

*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 instruction 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.

This device complies with Part 15 of the FCC Rules.
Operation is subject to the following two conditions:
      (1) this device my not cause harmful interference, and
      <u>(2)</u> this device must accept any interference received, including interference that may cause undesired operation..

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

<u>3.</u> *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.*

<u>4.RF Radiation Exposure</u>
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.

<u>WARRANTY</u>

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, #24-2 Samjeong-dong, Ojeong-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 Coasters / Pagers in for repair - What do I do?

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

Ship malfunctioning components to the following address:
#24-2 Samjeong-dong, Ojeong-gu,
Puchon-city,Kyunggi-do, Korea
82-32-678-8605

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 Ground Track).
5.   Insure the shipment for replacement value.

There are no charges for repaired equipment within the warranty period, or if covered by Coaster-Care, other than your shipping costs. We will pay shipping (*ground) one way back to you. *Overnight or 2 day Shipping is available at an additional charge.

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

Guest Paging *Hints and Tips*

Only give out pagers to guests waiting less than 1 hour.

If the wait is longer than this, request that the guest check back at the host stand in 30 to 45 minutes and give them a pager at that point. Our studies have shown the "ditch rate" is higher the longer the wait time quoted and a guest will decide not to wait within the first ten minutes of being quoted. This will also give the host the opportunity to reconfirm the amount of time the guest can expect to wait.

Make sure Out of Range is turned on.

Should the guest travel outside the range of the host sending unit the system will alert them to come back closer to the restaurant or they will miss their page. *This will also remind the guest to return the pager should the host forget to get it back.*

Use locate mode at the end of each shift to make sure all pagers are back on the charger.

This will guarantee that all pagers are returned to the charger at the end of each shift and acts as a check out procedure for the hostess. Guests will leave pagers in the bushes out front, in the parking lot or in waiting areas. Locate mode assists you in finding those misplaced pagers.

Training is the key to success with a paging system.

Orientating 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 coaster back when the guest is seated.

Benefits of a VISUAL paging system

Bartenders see the pager or coaster flash and know to quickly close the tab of a waiting guest to help speed table turns.

Host staff can page a guest, see them coming (with flashing pager / coaster in hand) and greet them by name or meet them halfway.

Pagers / coasters are not lost or forgotten in the pockets of your guests.