T9560 EZ

Paging System Transmitter

USER MANUAL
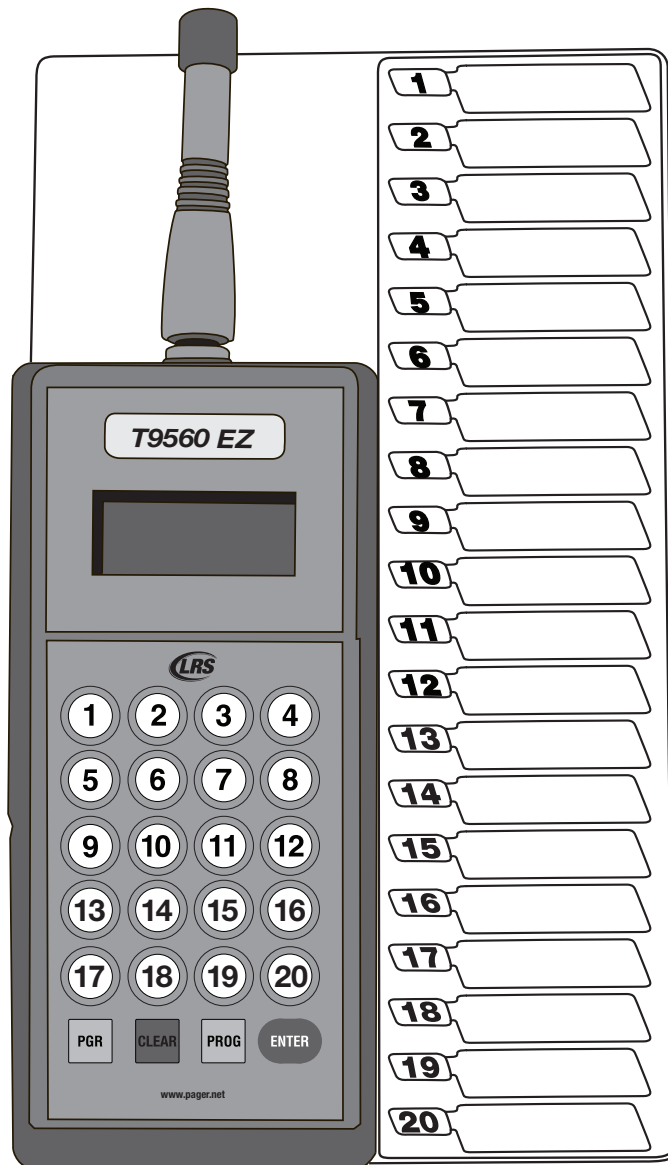
Usage, Installation, Warranty and Service Information

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Long Range Systems

Thank you for choosing Long Range Systems to provide your on-premise paging solution. We provide cutting edge products and first-rate service to satisfy your needs for years to come. 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

✎ **NOTE:** *Please keep this instruction in a safe place that is available to managers and key staff.*

Keypad Operation

Number Keys 1-20 – used to type numeric information onto the LCD

Number 10 Key is used for "0" in the Pager and PROG menus.

Clear – Clear Key – Delete the previous typed entry

Enter – Sends the numeric entry

PROG – Program Button

PGR – Pager Key – Used for entering pager numbers higher 20

Setting Operation Mode

The T9560 has 4 operational modes to work with different LRS Pager types:
- LRS Guest - non-text pagers including Coasters and Paddle Pagers
- Alphanumeric (POCSAG) Staff - text pagers *(these pagers use replaceable batteries)*
- Orion Pager - 3 Digit text pagers *(these pagers use replaceable batteries)*
- SP4 Staff - non-text pagers

Please note that when a mode of operation is selected, only pagers of that type can be paged from the transmitter. If LRS Guest Mode is turned on, only LRS Coasters and Paddle Pagers can be paged; SP4's and Alpha Pagers cannot be paged. As well, if Alphanumeric (POCSAG) Staff is enabled, SP4's and Guest Pagers cannot be paged.

To turn on LRS Guest, press PROG-9-9-6-Enter
To turn on Alphanumeric (POCSAG) Staff, press PROG-9-9-7-Enter
To turn on Orion Pager, press PROG-9-9-8-Enter
To turn on SP4 Staff, press PROG-9-9-9-Enter

Paging Your Pager

The T9560 will page single pagers numbered from 1-799.

To page a pager from 1-20, simply press the pager number on the keypad.

Example: To page pager #12, press 12.

To page a pager number from 21 to 799, press the PGR button, followed by the pager number.

Example: To page pager #22, press PGR-2-2-Enter, or PGR-2-2 (this will send page, but with a delay)

To use the All Page, press PGR-9-1-1.

This will immediately send a page to all pagers.

Page Modes and Pager Messages

The T9560 uses a preset message and paging mode when paging or sending a message to a pager.

To change the message, press PROG-8-x-x-ENTER (with x x being the message slot from 00 to 99)

Note: This command only applies to Orion Pagers and Alphanumeric Pagers

The Alphanumeric Staff and Orion Pager message can be edited and changed to a user defined set of messages. *(Please refer to LRS Programmer instructions for changing messages.)*

The pager vibration/beep mode can be changed based on the following selections:

Example: To change POCSAG Pagers to Vibe Twice, press PROG-9-5-1-Enter.

Alphanumeric (POCSAG) Pager
950 – Vibe Once
951 – Vibe Twice
952 – Vibe Three Times
953 – Vibe/Beep Once
954 – Vibe/Beep Twice
955 – Vibe/Beep Three Times
956 – Vibe/Glow 15 Times
957 – Vibe/Glow 5 Minutes

LRS Guest
970 – Flash 1 Second
971 – Flash 30 Seconds
972 – Flash 5 Minutes
973 – Flash/Beep 5x5
974 – Beep 3 Tines
975 – Beep 5 Minutes

976 – Glow 5 Minutes
977 – Glow 15 Times

SP4 Staff
960 – Vibe Once
961 – Vibe Twice
962 – Vibe 3 Times
963 – Vibe/Beep Once
964 – Vibe/Beep Twice
965 – Vibe/Beep 3 Times

Pager Programming

The T9560 can program any LRS Pager type. The transmitter's current mode of operation must match the desired pager type to program. (*Example:* To program an SP4, the transmitter must be set to the SP4 Staff Mode.)

To program an SP4, coaster, or paddle pager:

1) Remove the pager from the charging base

2) Allow the pager to complete the vibration and flashing sequence

3) Press PROG then a number from 1-799 and press Enter (*Example:* For Pager #200, press PROG-2-0-0-Enter)

4) The red LED in the top right corner of the transmitter will light up once

5) The pager will glow once cycle to indicate it received the programming

To program an Alpha Pager or Orion Pager:

1) Remove the battery from the pager

2) Re-insert the battery into the pager

3) On the keypad, press a number from 1-799 and press PROG. (*Example:* For Pager #200, press 2-0-0-PROG)

4) The red LED on the top right corner of the transmitter will light up three times

5) The pager will then beep three times to indicate it received the programming

Group Paging and Programming

The T9560 has the ability to program groups into the LRS Alphanumeric Staff and Orion Pagers only. Up to 5 groups can be programmed into the transmitter and pager.

Please note that when the Groups Setting is enabled, Groups are numbered 1-9, and paged using 001 through 009.

Any Alphanumeric Staff Pager or Orion Pager with a programmed pager number 1-9 matching a specific defined group number, will be programmed higher than 100 for that pager's number.

Example: If Group 1 is defined and a pager is programmed as Pager #1, the pager will display Pager #101

for the individual pager number and 1 for Group Number.

To turn *ON* Group Paging, press PROG-9-9-1-Enter.

To turn *OFF* Group Paging, press PROG-9-9-0-Enter.

When Group Paging is enabled, select up to 5 Group Numbers to set and define in the transmitter. Please follow these steps to setup Groups:

1) Turn **ON** Group Paging, press PROG-9-9-1-Enter

2) To set Group Number, press PROG-0-0-#-Enter (# is a number from 1 to 9)

3) Program each individual pager that will belong to this Group (see Pager Programming section)

   a. While the pager is programmed, the red LED on the transmitter will blink one additional time for each group to program.

   b. The pager will beep an additional time for each group programmed. (*Example:* If 3 groups are set, the red LED will blink 6 times on the T9560, and the pager will beep 6 times.)

4) Turn **OFF** Group Paging, press PROG-9-9-0-Enter

5) Repeat Steps 1-4 for each Group to be setup (be sure to turn Group Paging ON for each Group and then OFF after each Group is setup and individual pagers are programmed for that Group)

6) When all Groups are setup and programmed, be sure that Group Paging is turned **OFF**

To Page a group, press the 3 digit group number. *Example:* To Page Group 2, press PGR-0-0-2-Enter.

System ID

To change the system ID, press PROG-9-0-x-ENTER (x = sys ID from 1 to 49)

Range Test

The Range Test feature is used to broadcast a continuous signal. This will allow for testing within your location regarding range for your pagers to receive a page from the T9560.

To turn **ON** the Range Test, press PROG-9-9-2-ENTER or PGR-9-9-2-ENTER
When the range test is active, the LCD will display an 8 moving across screen. Then the red LED will transmit once every 10 seconds. To turn **OFF** the Range Test, press CLEAR

Low Battery Alert

When the transmitter's battery is low, the LCD will display "LoBat".

Factory Reset

To reset the transmitter factory defaults, press PROG-0-0-0-Enter

Cleaning & Charging Instructions For LRS Paging Equipment

Cleaning:

LRS pagers are made from industrial-strength, polycarbonate material. However, this material is susceptible to hairline cracking if non-approved cleaners are used. When cleaning LRS pagers, we recommend only using ISOPROPYL ALCOHOL-BASED CLEANERS.

To clean the equipment:
1. Take a clean rag and an isopropyl-alcohol based cleaner
2. Soak the clean rag with the isopropyl alcohol cleaner
3. Wipe down the pagers or equipment.

Cleaning equipment with any other non-approved cleaners can weaken plastic and cause hairline cracks. Pagers and equipment that are cleaned with unapproved cleaners and suffer cracking will not be covered under warranty.

Do not submerge any LRS paging equipment in any type of liquid as this will also damage the equipment and is not covered under the standard warranty.

Charging:

Place rechargeable pagers on the charger and let them charge for 8 hours prior to first use.

Rechargeable pagers should be kept on charge even during extremely long periods of inactivity.

Only 10 VAC power supplies should be used with LRS chargers and transmitters. DC power supplies will cause damage to equipment that is not covered under the standard warranty.

Should you have any questions, please contact the LRS Customer Service Department at 800.437.4996.

Troubleshooting

Transmitter Unit

Transmitter Display does not light when a key is pressed

- The proper power supply for this transmitter is 12VDC 2.0A
- Ensuring that the proper power supply is in use, plug the T9560 into that power supply and allow it to charge for 30 minutes
- If the unit still is blank and has no power, substitute the power supply being used with the power supply used for the pager charging base (this is meant as a test only and not as a permanent replacement)
- If substituting with another power supply results in a T9560 that is working properly, please call LRS to purchase a new power supply for the T9560

Transmitter Display is okay, but the pager does not receive the page

Check whether this affects all pagers or just one pager

- If only **one pager** is affected:
  - Ensure that the pager is properly charged and initiates a vibrate/flash sequence when removed from the charging base
    - If the pager does not vibrate and flash when removed from the charging base, please charge it overnight before troubleshooting further
    - If the pager initiates the vibrate/flash sequence when removed from the charging base, please continue with the next steps
- If **ALL pagers** are affected and none of them will page:
  - Check the Restaurant ID on the T9560 to ensure that it matches the Restaurant ID for the pagers (please call LRS if you do not have this information on file)
  - If the Restaurant ID is correct, all pagers are appropriately charged yet none of the pagers page, please contact LRS

Pager(s) not charging:

When placed in the charging base, do all pagers have a single red charge light lit up?

- If no pagers have a charge light, this may be an issue with the power supply (please contact LRS)
- If only some pagers have a charge light that is lit, please do the following:
  - Remove the main power supply and all jumper wires (all pagers will go off at once and this is ok)
  - Insert the power supply into each individual row (or base for Coasters) to see if the pagers on that row/Coaster base all light up
    - If all pagers on that row or Coaster base light up, please test the next row/base with the power supply until you have tested each one
    - If some of the pagers do not light up but those specific pagers light up on other rows/bases, please call LRS to have this row/base replaced
- If all pagers have the charge light lit up as you test the individual rows/bases, you may have a jumper wire that is not connecting properly or causing a short. Please contact LRS to purchase additional jumper wires to replace ones that are not working as they should.

Note Regarding Pagers: Please be sure that all pagers are plugged in and charging when not in use.

Please also note that a maximum of 60 Coasters or 25 Paddle Pagers or 30 Lobster Pagers or 30 Pizza Pagers can be on one 10V power supply. If you are exceeding any of these limits, it may have long term effects on your pagers' ability to charge properly. Please contact LRS to purchase additional charging bases to supplement your entire inventory.

Service Questions and Answers

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

For weekend or evening emergencies:

Long Range Systems has 24/7 live Technical Support available via (800) 437-4996. Please be ready to provide the following information when calling:

- Contact Name
- Contact Phone
- Name of Business

Please keep in mind that only troubleshooting will be done in the evenings or on the weekend. Any items that require shipping will be taken care of on the next business day.

FCC STATEMENT

1. 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.

    (2) This device must accept any interference received, including interference that may cause undesired operation.

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

    NOTE: 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.

RF warning statement:

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

Warranty

Long Range Systems, LLC permits a one-year manufacturer's warranty following the original consumer purchase date of any LRS system. Any individual components or products purchased will receive a 30-day manufacture warranty. This warranty covers any defects due to faulty material or workmanship, but does not include damage to the product resulting from accident, misuse or improper electrical connection. If the product or system should become defective within the warranty period, we will repair or replace with equivalent equipment, free of charge. We will pay transportation charges to return your product via standard FedEx Ground shipping, provided the product is shipped prepaid to:

Long Range Systems, LLC
4550 Excel Pkwy, Suite 200
Addison, TX 75001

No return or replacement can be received without prior authorization from the LRS Customer Support department or without the proper RMA# posted on the outside of the shipping container. Contact Customer Support at 800.437.4996 or www.pager.net. This warranty gives you specific legal rights and you may also have rights that vary by state.

EU DECLARATION OF CONFORMITY

We, Long Range Systems hereby declare under our sole responsibility that the T9560EZ 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	**EN 301 489-2: 2002**
EN61000-3-2: 1998	**EN 61000-3-3: 1995**
EN 60950: 1992 with A1, A2, & A3.	