



USER GUIDE



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System Components

The LinkWear system is comprised of the following components:

1. LinkWear Hub
2. LinkWear Band
3. LinkWear Brain
4. LinkWear Brain Charger
5. User Interface Tablet and Mount
6. Optional Equipment
 - A. Range Extender(s)
 - B. Call Button(s)

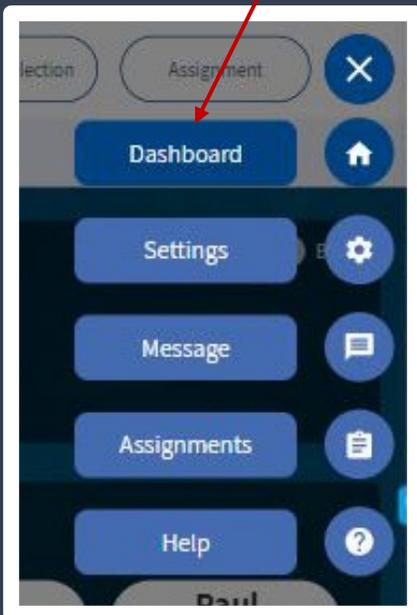
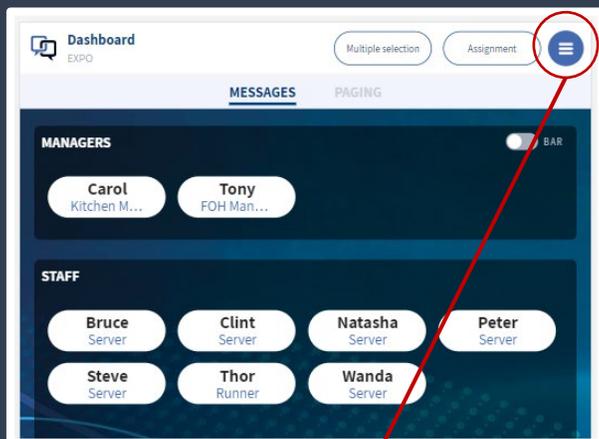


*Comes attached as one unit.

Things to Know Before Getting Started

LinkWear Menus

Click the Hamburger Stack Icon to access the various LinkWear Menus.



LinkWear Lingo



Band



Brain with USB Connector



Smart Band

Things to Know Before Getting Started – Cont.

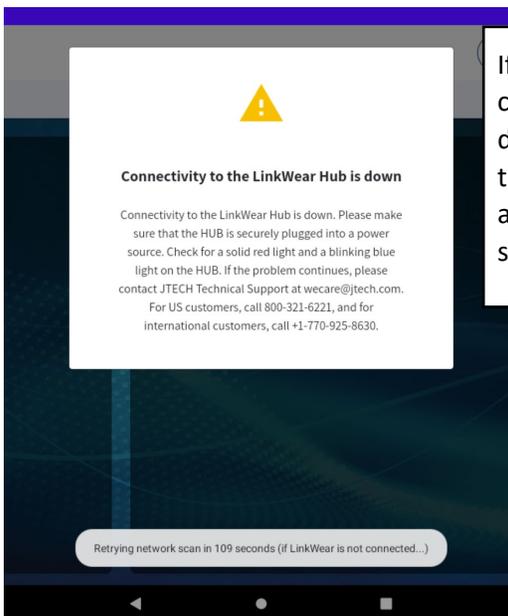
LinkWear Hub Think of LinkWear as its own little network.

Your tablet(s) needs to be connected to the LinkWear Hub.
NOT YOUR WIFI ROUTER – for your system to work.



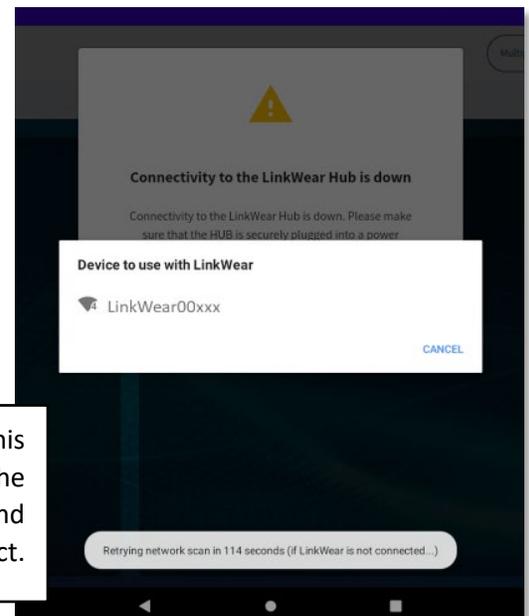
Back Home Recent

We recommend that the hub and tablets be within approximately 50 feet for optimal performance.



If you get an error message saying connectivity to the LinkWear Hub is down, make sure it is connected to the power and wait for approximately 3 minutes. The hub should automatically reconnect.

If you see this message, click on the hub name (SSID) and it should connect.



If the disconnection issue persists, please reboot the LinkWear Hub by unplugging it and plugging it back in. Then wait for it to connect to the tablet.

Quick Setup

For the Quick Start Guide Included with your LinkWear System, [CLICK HERE](#)

Hub

- Connect the 2 red tipped antennas to the Hub by twisting left to lock into place. Note: If using the optional Legacy Paging Converter, you will have a third center antenna without the red ring. **MAKE CERTAIN THE ANTENNAS ARE FULLY TIGHTENED TO ENSURE PROPER CONNECTION.**
- Place or mount the Hub on a flat surface, in a **cool, dry, metal free**, central location in the middle of your building towards the main dining area. Above 8' if possible- Higher is better!
- Plug the Hub power supply into a standard 110-240V outlet and then into the Hub. Secure the plug into the Hub in such a way that secures it from being easily pulled out. The Hub must always remain powered on. When plugged in, a red light will show.
- A flashing blue light will appear on the Hub in one to three minutes. This signifies that the Hub is ready to use. It is now time to connect the tablet to the hub.

Brain Charger

- Place the charger in a dry, secure and easily accessible location – in the office is recommended.
- Plug the power supply into the charger and then into a standard 110-240v outlet. Secure the plug into the charger in such a way that secures it from being easily pulled out. Power the charger on via the on/off switch. A red light will show next to power.
- Add LinkWear Brains into the charger slots. The brains only charge one way in the charger. Follow the guide on the charger face. You will see “**Charging**” appear on each Smart Band indicating charging has started. Allow up to 6 hours for a complete charge of the Smart Bands. Confirm bands are inserted properly and charging.

Tablet

- Plug the power supply into the tablet and then into a standard 110-240v outlet. Secure the plug into the tablet in such a way to power it on and so that it is secure from being easily pulled out. The tablet should always remain plugged in. Press the power button on the tablet and power it on and let it boot up. ****Keep away from heat lamps. ***Tablet will be connected to the LinkWear Hub once powered on – do not attempt to connect to any local Wi-Fi network connection this will cause set up issues.**
- A range test should be performed prior to using the system – [CLICK HERE](#).
- Place the Tablet in the tablet mount and place where the notifications will originate. (i.e., Kitchen line, Host/Reception Area).

Optional Equipment

- Call buttons will come pre-configured to work with your system.
- Call Button programming changes can be done in the “Settings” option on the right-hand side of the tablet (Hamburger Stack).
- Range Extender should be placed on the fringe of coverage area. See Range Extenders installation for further instructions. – [CLICK HERE](#)

Coverage Area Range Test

- Select “Range Test” under Settings on the Tablet (Hamburger Stack)
- Take **two** Smart Bands and place on your wrist
- On the Tablet, turn on the “Range Test”
- Walk the entire coverage area with the Smart Band, noting areas that are on the fringe (1 bar or no bars).
- Every 15 seconds the Smart Band will vibrate and show if the range is strong (4 green bars) or on the fringe (1 green bar). Bands showing any green bars means it is within range and should function properly. When fluctuating between 1 bar and no bars, this means you are nearing the end of coverage or a dead spot. If an “out of range” message is displayed or no signal is received, you are not within the coverage area and a range extender may be required.

Note: The range test mode will automatically time out after 15 minutes.

Fringe areas can receive messages, but you are getting close to the limit of the range. When the messages stop you have exceeded the fringe area. This can be caused by:

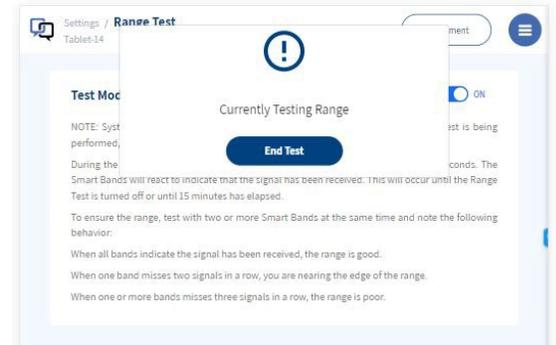
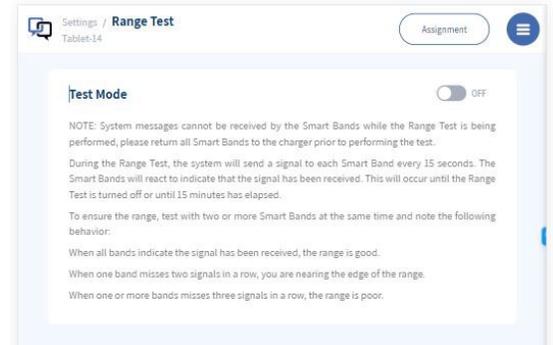
- General range limits
- Obstructions – Metal, elevators, freezers, etc.
- Multiple levels

If you exceeded any fringe areas (no messages received), you can extend range by:

- Moving the hub to a more central location and re-testing
- Mounting the Hub higher or different location
- Adding range extender(s) to your system

After moving the Hub or adding range extender(s), repeat the above four steps to verify the area has adequate coverage.

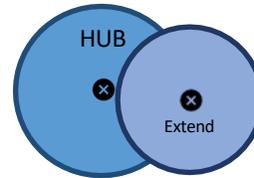
****NOTE: Some reflective window coverings have been shown to significantly reduced coverage outside of the window. Should you discover this issue is reducing your systems range, please call our support team at 800-321-6221 for solutions.**



Range Extenders

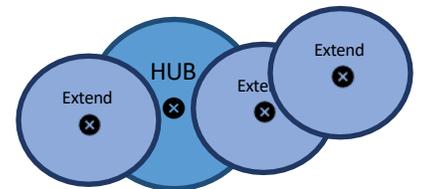
Adding a Single Range Extender

- Insert Range Extender into the power brick provided
- Range Extenders require a standard 110-240v outlet
- Plug the Range Extender near the area where you are losing coverage. *You must be able to still receive a message from the Hub in the area where you place the Extender.
- The Extender will catch the signal from the Hub and resend it to the extended area.
- On the tablet
 - Settings → Full device list → Extends
 - Rename each Range Extender with an identifying name so they are easily located (i.e., Patio North)



Adding Multiple Range Extenders

- Insert Range Extender into the power brick provided
- Range Extenders require a standard 110-240v outlet
- Plug in the Range Extenders around the areas where you are losing coverage in the same manner explained above with single range extenders.
- On the tablet
 - Settings → Full device list → Extends
 - Rename each Range Extender with an identifying name so they are easily located (i.e., Patio North)



System Default Configuration

A site survey will be conducted with your Customer Success Manager upon placement of your order. Each LinkWear system is configured based on the results of this survey prior to shipment. These can be modified as needed on site – instructions are below in the change system settings section. (Hamburger Stack → Message → Set Up Messages)

Default Messages/Responses

Messages:

- Food Ready (*default*)
- 86 Item
- All Hands
- Inquiry
- Re-Fire
- To Go order up
- Phone

Responses:

- Got it
- Done
- Busy

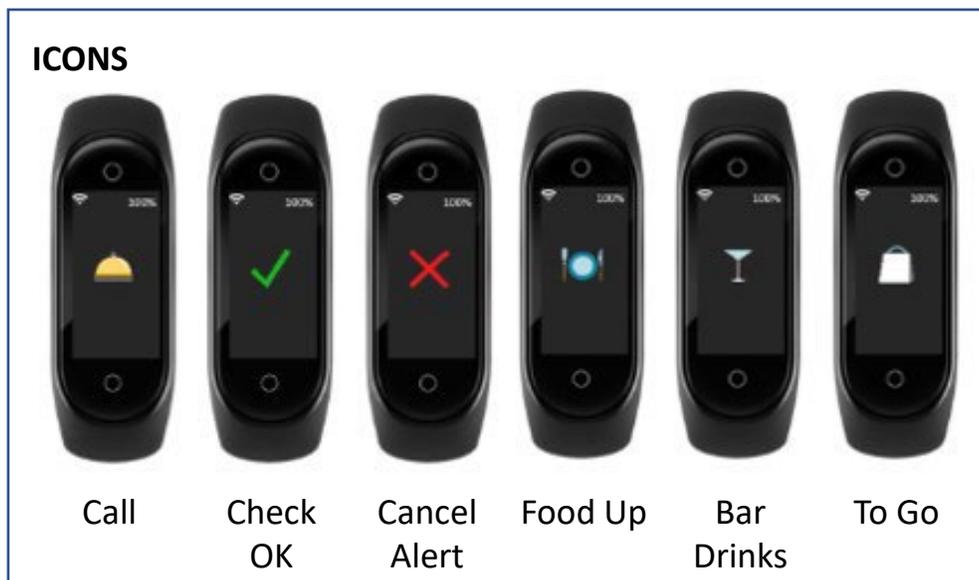
Default Roles

Staff Roles:

- Server
- Busser
- Bartender
- Host
- Runner
- Expo
- Key Employee
- Shift Lead

Manager Roles:

- Bar Manager
- FOH Manager
- Kitchen Manager



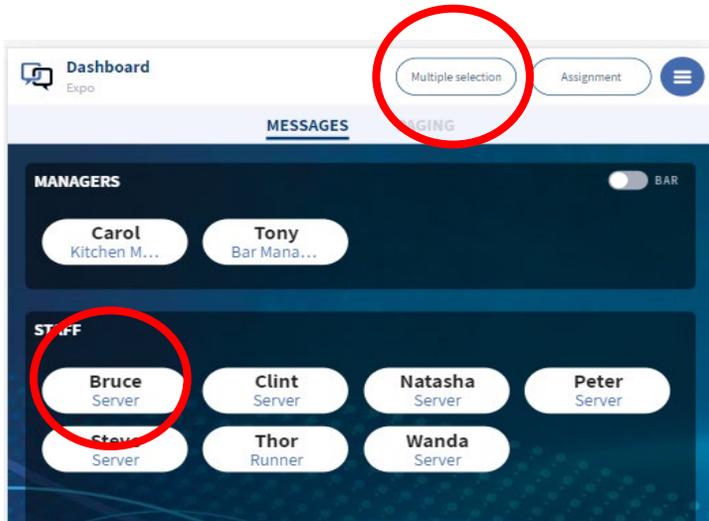
Note: Use of the icons along with messages is optional. These icons are hard coded and cannot be replaced or edited.

Changing Default and Predefined Messages

The LinkWear system can accommodate up to 7 messages, one of which is the default. The default message is sent whenever a button is pressed on the Dashboard. This is the message you send most frequently and is the quickest to send. For example – Food Ready.

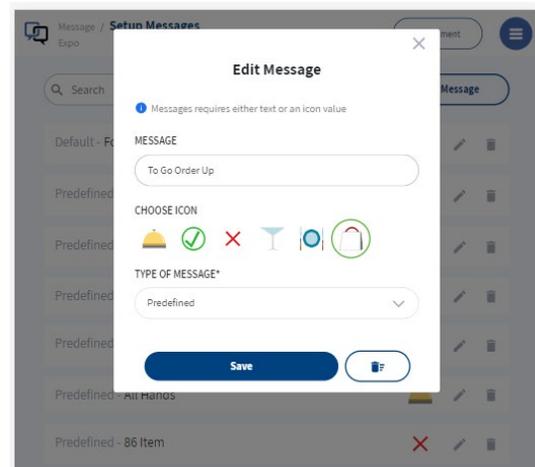
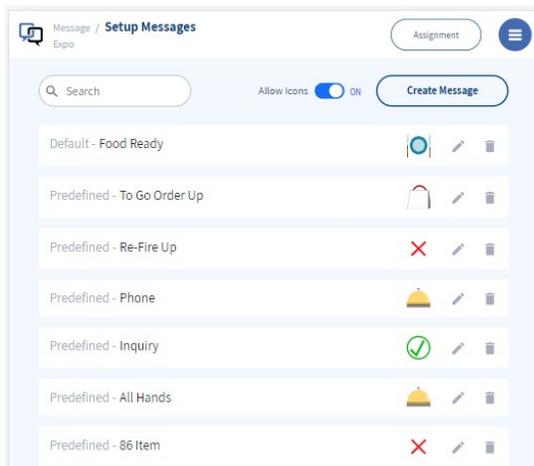
The system also has 6 predefined messages that are accessed in one of two ways:

- Long press on a button
- Select the Multiple Selection button at that top of the screen



These predefined messages are pre-programmed into your system prior to shipping. These messages can be changed by the end user at any time by accessing the Setup Messages Field.

Hamburger Stack → Message → Setup Messages → Click the pencil icon to edit or delete to remove a predefined message. To add a new predefined message, you can either erase and copy over an existing message or delete a message and create a new one by pressing the Create Message Button. The system can only accommodate a total of 7 messages.



The system also offers 6 ICONS to send along with your messages. You can choose which Icon to use in the same edit field where you edit the messages. Simply select the Icon you wish to use and press SAVE. *Note – The use of Icons can be turned on or off by selecting the Allow Icons toggle.

System Operational Defaults

Default system settings are pre-programmed prior to shipping based on each locations requirement. These settings are adjustable on site and are accessed through the Hamburger Stack.

Standard Default Configuration

Transition	OFF
Escalations	OFF
Sleep	OFF
Range Test	OFF
Out of Range	ON
Mirror Tablet	OFF
Smart Band Vibration	3x

Changing the Default Settings:

- Transition ◇ OFF **Hamburger Stack → Message → Message Setting**
- Escalations ◇ OFF **Hamburger Stack → Message → Message Setting**
- Sleep ◇ OFF **Hamburger Stack → Settings → Band Configuration**
- Range Test ◇ OFF **Hamburger Stack → Settings → Range Test**
- Out of Range ◇ ON **Out of Range is always ON and cannot be turned off.**
- Mirror Tablet ◇ OFF **Hamburger Stack → Settings → Mirror Tablets**
- Smart Band Vibration ◇ 3x **Hamburger Stack → Settings → Band Configuration → Band Vibration Pattern**

Smart Band Assembly

Smart Bands are key part of the LinkWear System. At the beginning of each shift employees should take a fully charged Smart Band and assign it to themselves with the appropriate role for that shift.

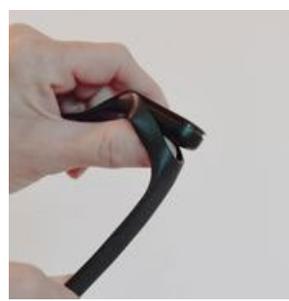
Inserting and Removing the Brain

Inserting

- Insert the USB end into the slot on the band side with the holes as far as you can.
- Push down on the brain while pulling up on the clasp side of the band to seat the brain.

Removing

- Pull down on the clasp side of the band while pushing up on the same side of the brain.
- Grab the brain and pull it away from the band while holding the side of the band with the holes.



Warning: Do not use any tools, utensils, etc. to pry the brains out of the bands. This can irreparably damage the brains.



[Click here for information on assigning the Smart Bands](#)

Smart Band Functionality

Power On	Hold bottom touch point and top touch point for 2 seconds.
Wake Up from Blank Screen	Tap Bottom touch point
Go to Blank Screen	Do not touch for 10 seconds.
Go to Message Screen from Standby Screen	Hold bottom touch point for 2 seconds and release.
Look through Messages from Message Screen	Tap top touch point to scroll up and tap bottom touch point to scroll down.
Look through Responses from Message Screen	Touch and hold bottom touch point for 2 seconds to see and scroll through all responses.
Select and Send Response	When desired response is on the screen, tap and hold bottom touch point for seconds to send response.
Connection/Pairing Mode	Touch and hold top touch point and bottom touch point for 10 seconds and release. Mode will time out in 20 seconds.



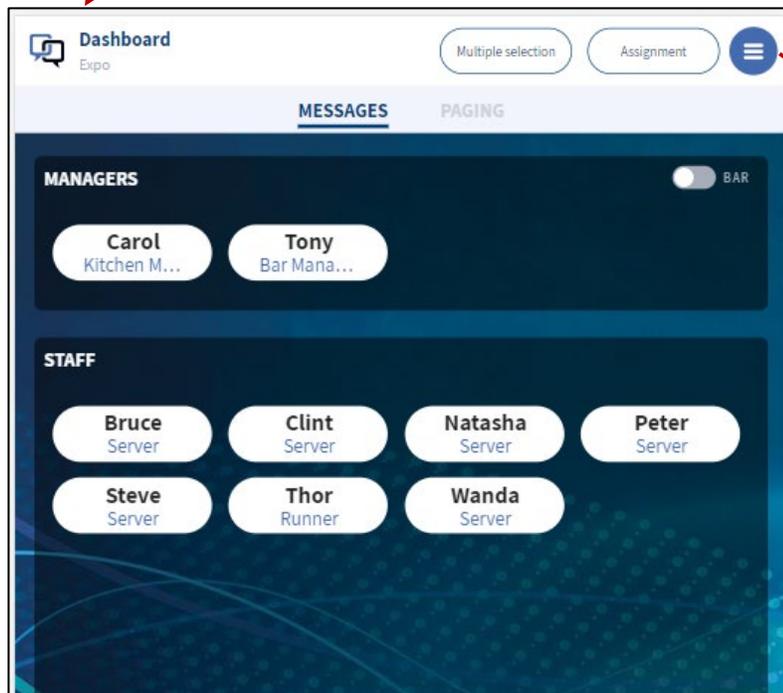
Tablet

Access the Tablet Dashboard

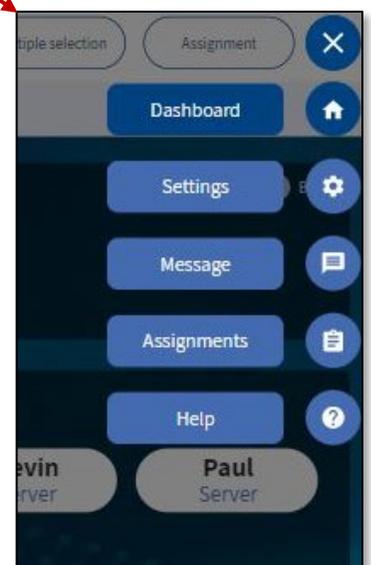
- The Dashboard is the main home screen for the LinkWear System. Open the LinkWear App by touching the icon.
- You can access the dashboard on the tablet by selecting the “house” icon in the hamburger stack on the right side of the tablet screen or by selecting the LinkWear Logo, located at the top left side of the tablet screen.



FYI: The tablet can be oriented in landscape or portrait positions. The tablet will automatically adjust to how the tablet is mounted.

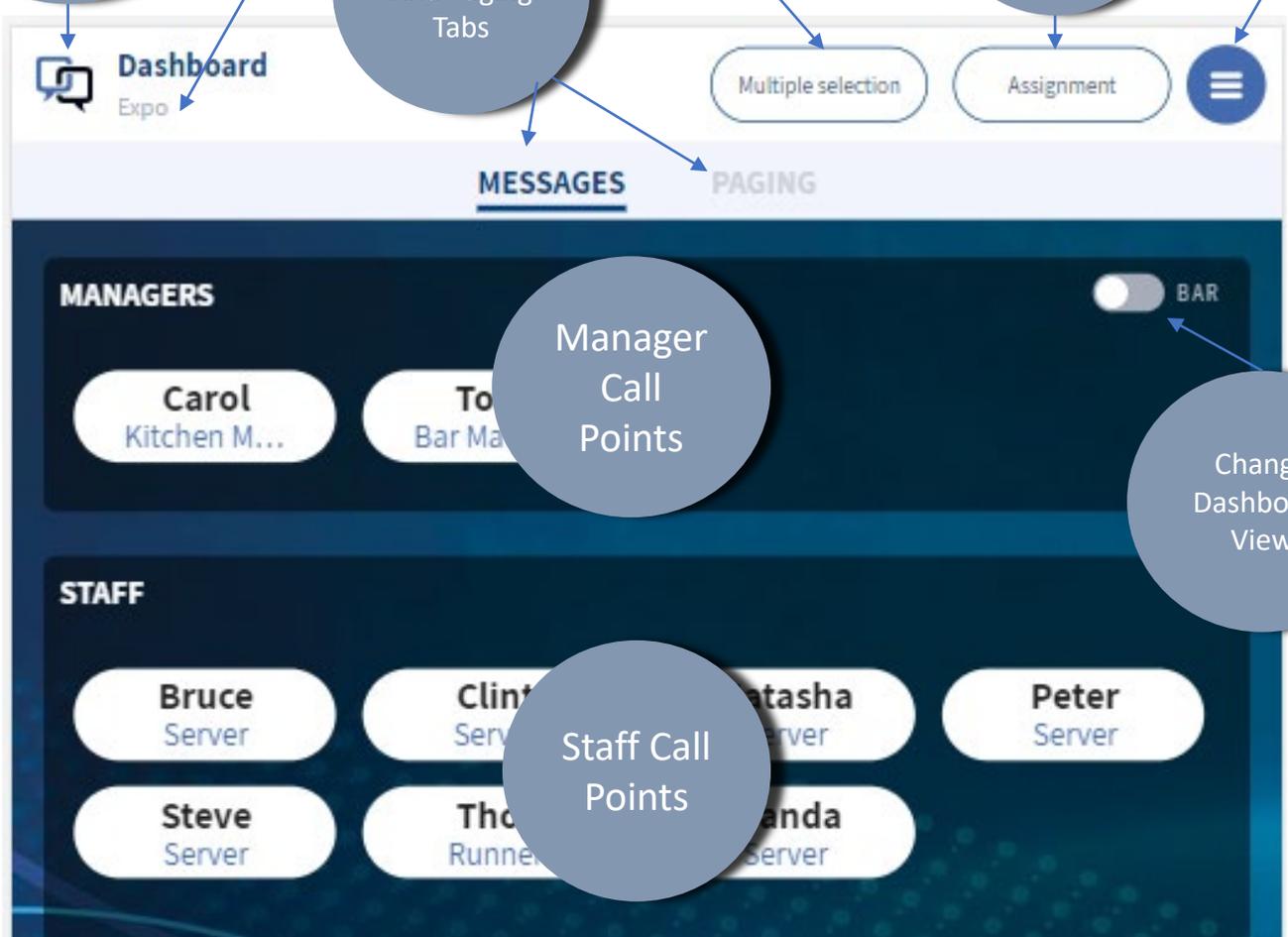


Click the Hamburger Stack on the top right of the screen to access the various LinkWear Menus. Click the X to close the pop-up menu.



To troubleshoot connection issues, [click here](#).

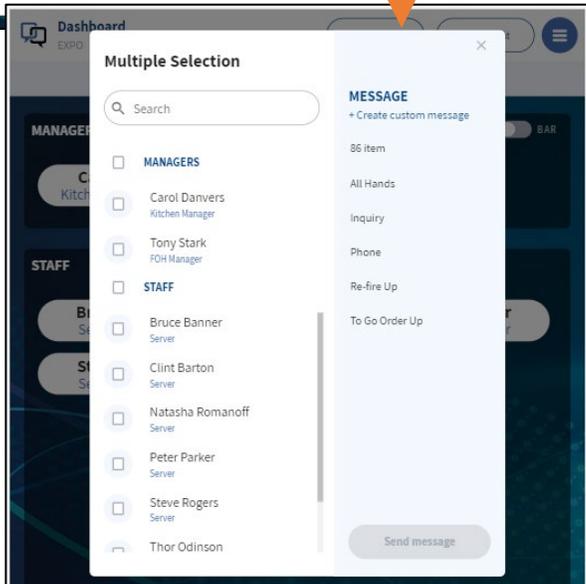
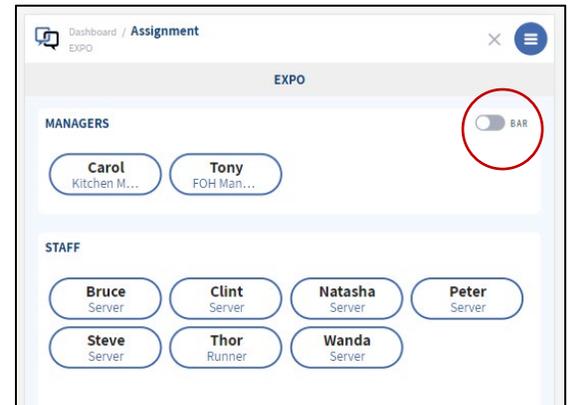
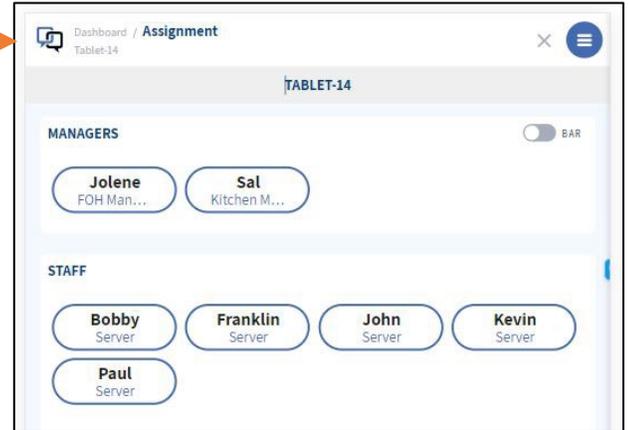
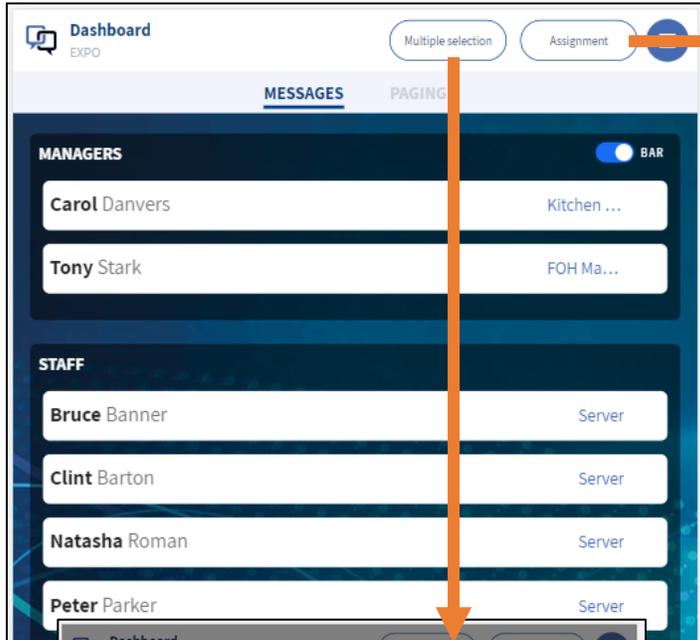
Dashboard



The screenshot shows the LinkWear dashboard interface with several callouts:

- Takes you to the Dashboard**: Points to the 'Dashboard Expo' icon in the top left.
- Tablet Identifier**: Points to the 'Dashboard Expo' text.
- Messages And Paging Tabs**: Points to the 'MESSAGES' and 'PAGING' tabs.
- Message Numerous Bands**, **Send Custom Messages**, and **Send Predefined Notifications**: These three callouts point to the 'Multiple selection' button.
- Assign Bands Here**: Points to the 'Assignment' button.
- Settings Menu**: Points to the hamburger menu icon in the top right.
- Manager Call Points**: Points to the 'MANAGERS' section, which includes a toggle switch labeled 'BAR'.
- Staff Call Points**: Points to the 'STAFF' section, which lists staff members like Bruce, Clint, Natasha, Peter, Steve, and Th... with their roles (Server, Bar Manager, Runner).
- Change Dashboard View**: Points to the 'BAR' toggle switch.

Dashboard

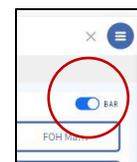


The Dashboard is the “Home” screen of the LinkWear application. From this screen, you can see the existing Smart Band assignments, add/change assignments and access the other menus for settings, help, etc.

The tablet can be oriented in landscape or portrait positions. The tablet will automatically adjust to how the tablet is mounted.

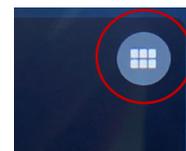
In Portrait Mode: The Assignment Screen has two options for viewing with the toggle switch:

1. Button View
2. Bar/List View



In Landscape Mode: The Assignment Screen has multiple options for viewing. Click the Icon with six squares on the top right side of the Bubble Staff section to select from the following:

- Bar
- Bubbles 3x3
- Bubbles 4x2
- Bubbles 2x4
- Bubbles 1x5
- Bubbles 5x1



Dashboard – Bands and Assignments

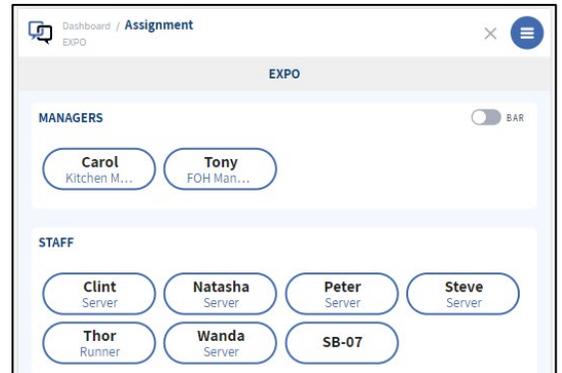
Distributing a Smart Band

- Remove a Brain from the charger.
- Ensure the Brain is sufficiently charged (>70%)
- Insert Brain into a Wrist Band
- Smart Band should be worn with the holes on the wrist band facing towards their body

Assigning a Smart Band on the Tablet Dashboard

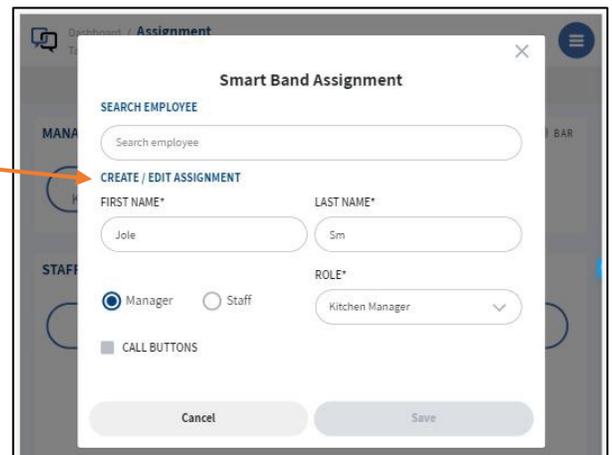
Select “Assignment” on the upper right-hand side.

Match the name from the band you are assigning with the name on the assignment screen and select it. Assignment screen will have a white background and will time out after one minute of inactivity.



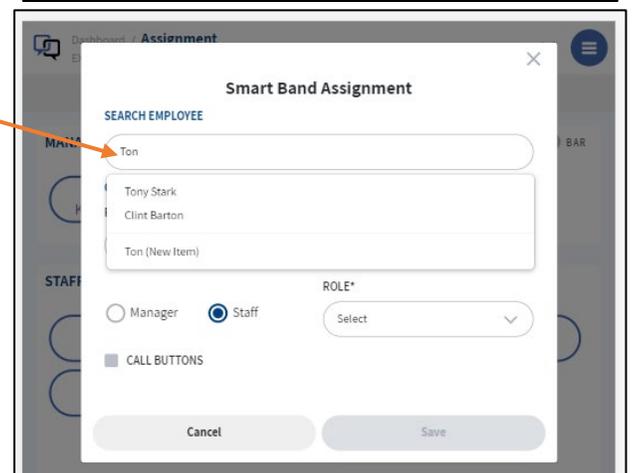
To Add a New Person

1. Enter the information under “Create/Edit Assignment”
1. Enter in the staff member’s first and last name
2. Select Manager or Staff
3. Select the correct role from the drop-down list
4. Save



To Assign and/or Edit an Existing Person

1. Select “Search Person”
2. Tap in the “Search Employee” text box
3. Enter the employee’s name
4. Select the correct name and make any changes needed
5. Select either manager or staff
6. Select correct role from drop down list
7. Save



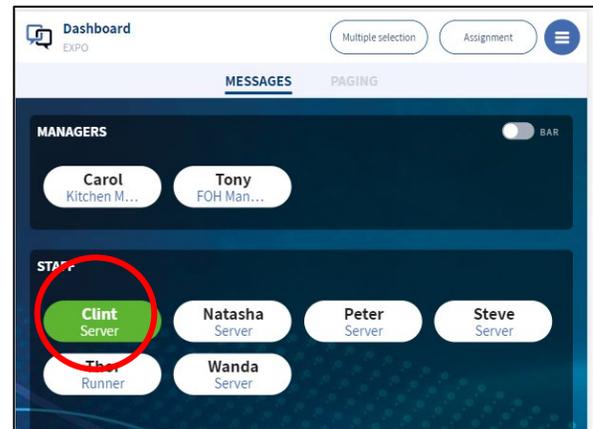
If optional call buttons are installed, you will select each call button assigned to you prior to selecting save.

Dashboard – Sending Messages

Messaging a Staff Member with the Default Notification

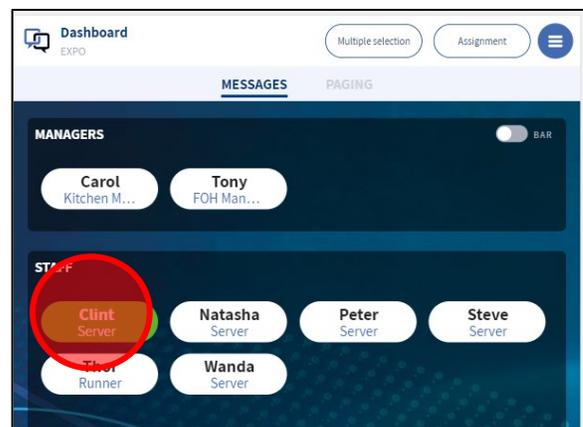
1. To message a staff member with the default message, quick press on their name via the tablet dashboard. The button will turn green when the message is sent then revert back to white.
2. The Smart Band will alert the staff member with a vibration and the message will be stored on the Smart Band.

You can view up to 10 messages.



Messaging a Staff Member with a Custom or Predefined Notification

1. To message a staff member with a custom message, long press for 2 seconds and release on their name via the tablet dashboard.
2. The Predefined message list will display. Select the message you want to send or type a free text message by selecting “Create Custom Message”.
3. To choose an Icon when sending a custom message, touch the desired icon prior to sending the message.
4. Select “Send” to send the message.

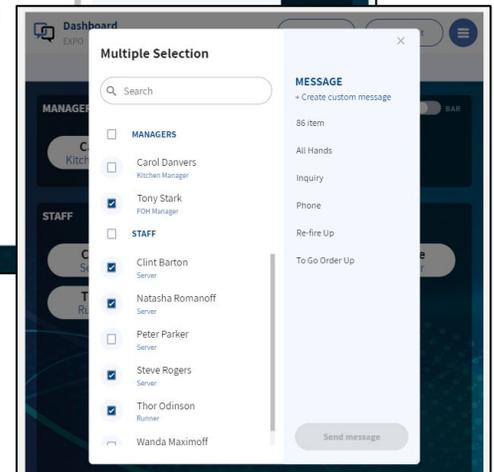
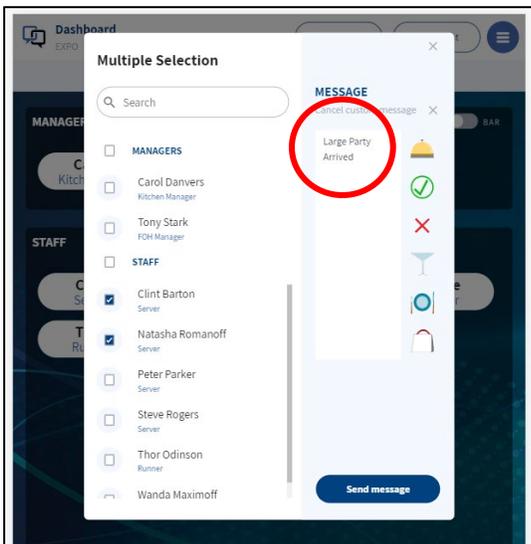
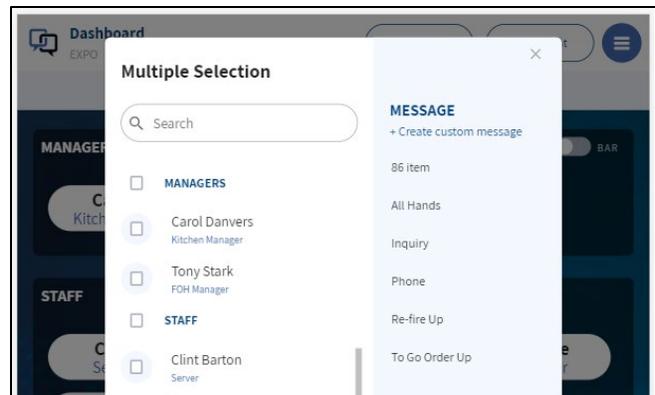
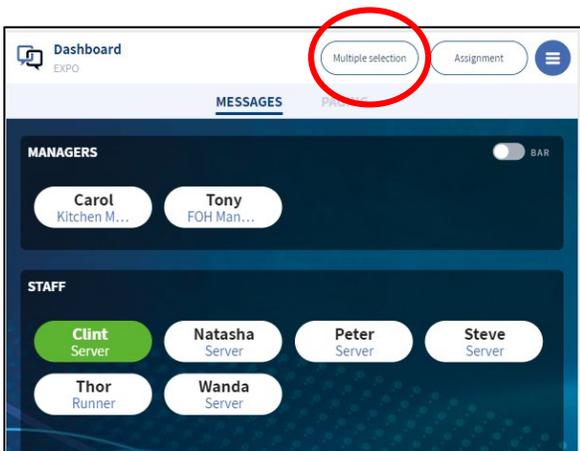


Message – Sending Messages

Messaging Multiple Staff or Managers

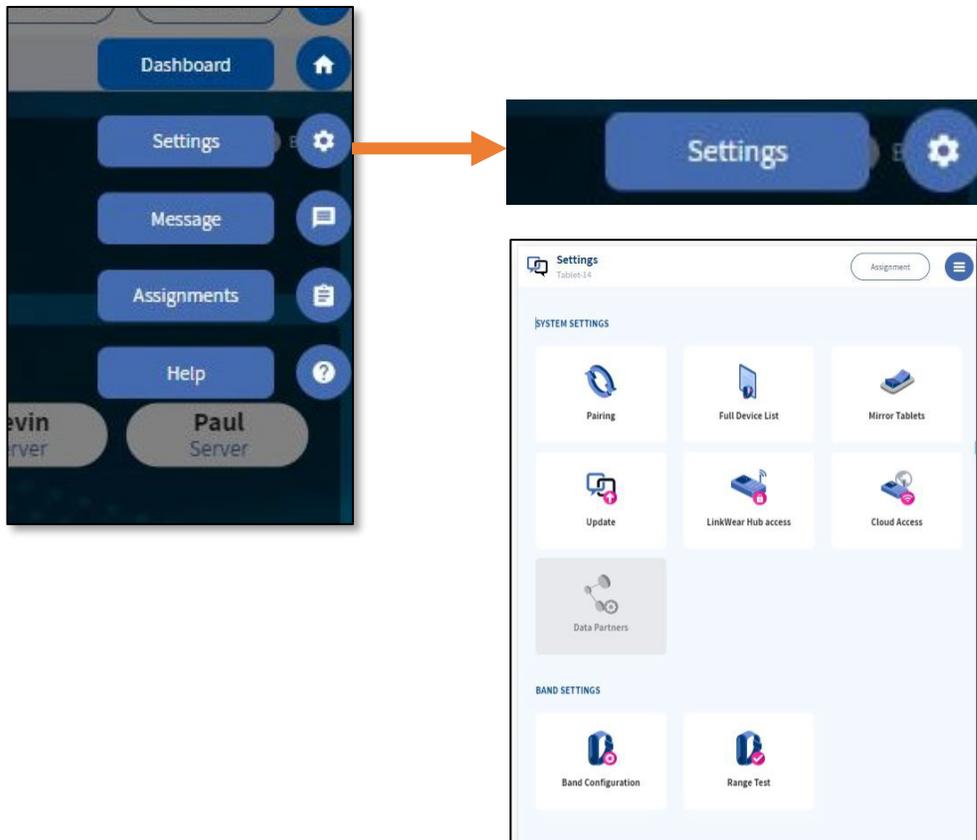
1. To select multiple staff or managers to notify, select “multiple selection” at the top of the tablet.
2. Select the staff member(s) and/or manager(s) to notify.
3. Choose from the Predefined messages or type in a custom message by selecting “Create Custom Message”.
4. To choose an Icon when sending a custom message, touch the desired icon prior to sending the message.
5. Select “Send” to send the message.

Note: When using the Multiple Selection feature, Transitions are disabled, and the Read Response arrow is not functional.



Here you can select staff members you want to alert. You can choose a predefined message or create custom messages and add an icon.

Settings Menu



Pairing

Pair Smart Bands, Call Buttons and Extends.

Full Device List

See all devices on the system and where they are assigned.

Mirror Tablets

Mirror tablets so they show the same information in each location.

Update

Software update tool.

LinkWear Hub Access

Change LinkWear password.

Cloud Access

Coming Soon

Data Partners

Coming Soon

Band Configuration

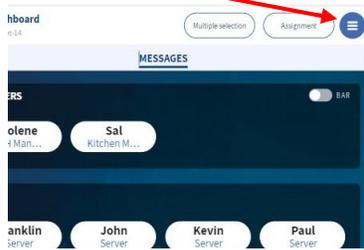
Various Smart Band settings including Vibration Patterns.

Range Test

Conduct System Range Testing

Settings – Pairing Devices

To update any pre-set programming to the LinkWear system, select the Hamburger Stack icon (“Settings”) at the right- side of the tablet screen on the hamburger menu.



When adding additional equipment (Smart Bands / Call Buttons / Extenders) to the LinkWear System, each device needs to be paired via the Hub.

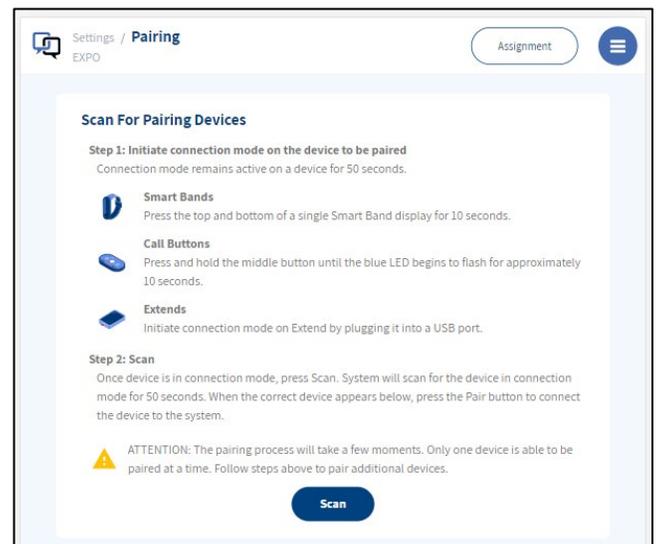
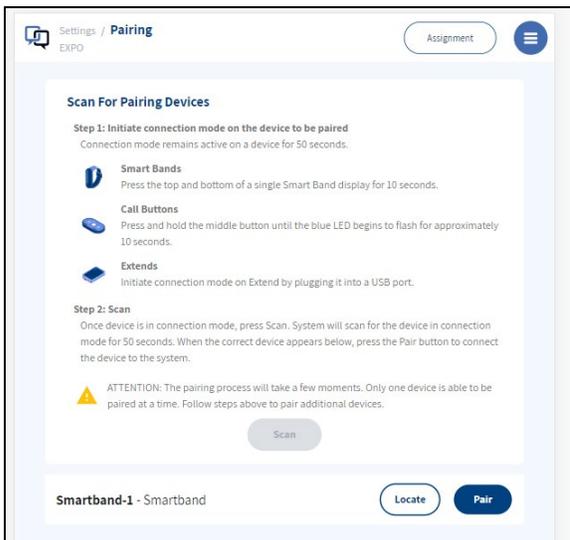
Pairing the Smart Bands via NFC (preferred) *Pair one device at a time.*

1. Ensure that the Hub is plugged in, and the blue light is flashing.
2. **Hamburger Stack → Settings → Pairing**
3. Touch the Smart Band to the center of the Hub, a beep will sound, a green light will show on the Hub and the Smart Band will display **Pairing**.
4. The Smart Band will display **Pairing Success** once finished and will appear under the Smart Bands **Active tab** on the Tablet under **Full Device List**.
5. Repeat steps 3-4 for each Smart Band.



Pairing the Smart Bands, Extenders Over the Air – OPTIONAL

You need to put each device into pairing mode just prior to pairing by tapping and holding for 12 seconds the 2 little circles. After releasing it, the display will show “Connection Mode”. Once the device is in Connection mode, tap SCAN. (Figure 1)



The item will show up. Now press **PAIR**. (Figure 2)

A Smart Band will show pairing and then pairing success. Pressing Locate will cause the brain to vibrate.

Settings – Pairing Devices Cont.

When adding additional equipment (Smart Bands / Call Buttons) to the LinkWear System each device needs to be paired via the Hub.

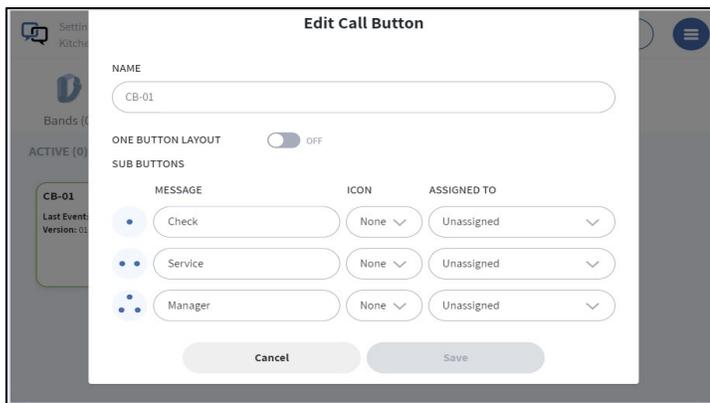
Pairing the Call Button(s) via NFC

1. Ensure that the Hub is plugged in, and the blue light is flashing.
2. **Hamburger Stack** → **Settings** → **Full Device List** → **Call Button** → **Inactive**
3. Touch the Call Button to the center of the Hub, you will hear a beep and see a green light on the Hub. The Call Button should start flashing Blue.
4. The Screen will display **Pairing Success** once finished and will appear under **Inactive** tab.
5. **Do NOT pair the Next Call Button** until the Name and Assignments are complete for each. Tap the pencil to Edit the device.



→ Click the pencil icon to edit (Figure 2)

6. In the Name Box, type the desired name. For example: Table a, Bar 25, Office, etc.
7. Enter the desired message for each of the buttons.
8. Select desired Icon to show when sending the message.
9. Select the designated Roll that is intended to receive the message from that button.
10. Tap **SAVE** to save the configuration. (It will now show under the Active tab).
11. Repeat Steps 3-10 to pair and assign the next device.



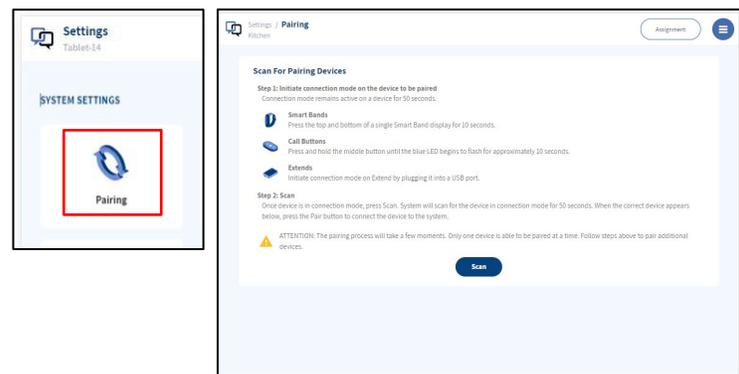
Pairing Extend(s) for Range

When determining a location for an Extend, ensure it is in the **Good** coverage (Full bars) area not in an area where the range has become poor (1 bar).

It is Recommended that a Range test is conducted to know the blind spots.

To pair the Extend(s) to the Hub, follow the procedures below:

1. On the tablet, tap **Settings** then tap **Pairing**.
2. Plug the Extend into an outlet near the Hub, it should start blinking Blue, Tap Scan within the 30 seconds after plugging in the extend.
3. When you see the extend show on the Tablet, tap the pairing button.
4. Once paired, the Extend will appear on the Extends section under **Full Device List**.
5. Repeat steps 2-3 for each Extend.



Settings – Full Device List and Tablet Mirroring

Full Device list

The Full device list can be accessed under the Settings Tab on the left of the screen. Click on “Full Device List” to open it.

The Full Device List will show a snapshot of all devices on the system. Bands, Extends, Tablets & Call Buttons. It will also show which bands are Assigned or Unassigned as well as which of the other devices are active or inactive.

To edit a device, navigate to it and click on the pencil. There you can edit, name and delete devices. To delete a device, click on the trash can.

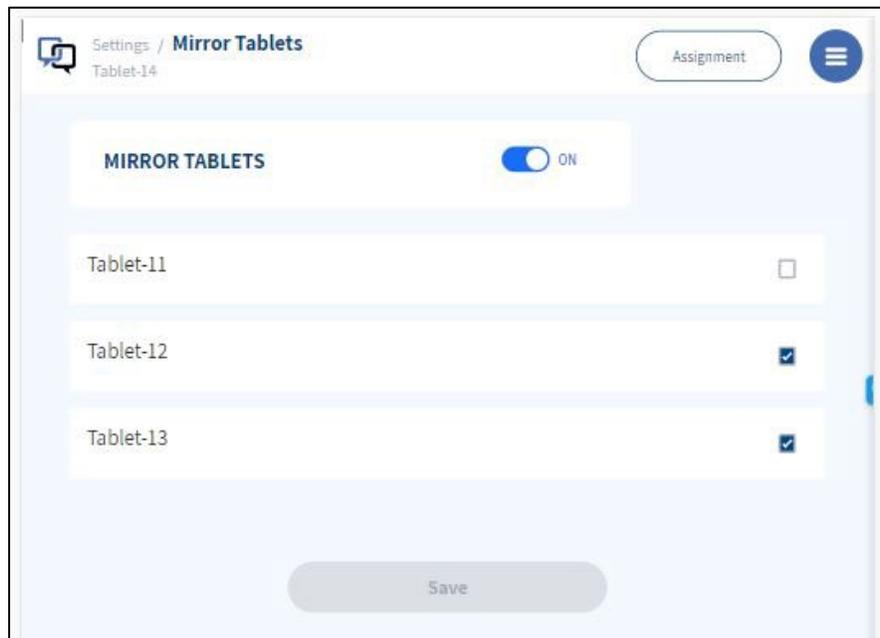


Mirror Tablets

Mirror Tablets allows you to have 2 tablets display the exact same information - one will mirror all the actions of the other. This is typically used when accessing the tablets from different locations but communicating with the same staff members. For example, you may have a tablet facing the cook line for the chef, and another facing the expediter line facing the runners or server staff. The chef can call for the server when they put the food in the window and the server can cancel the alert after they pick it up. *Note: You can only mirror two tablets at a time.*

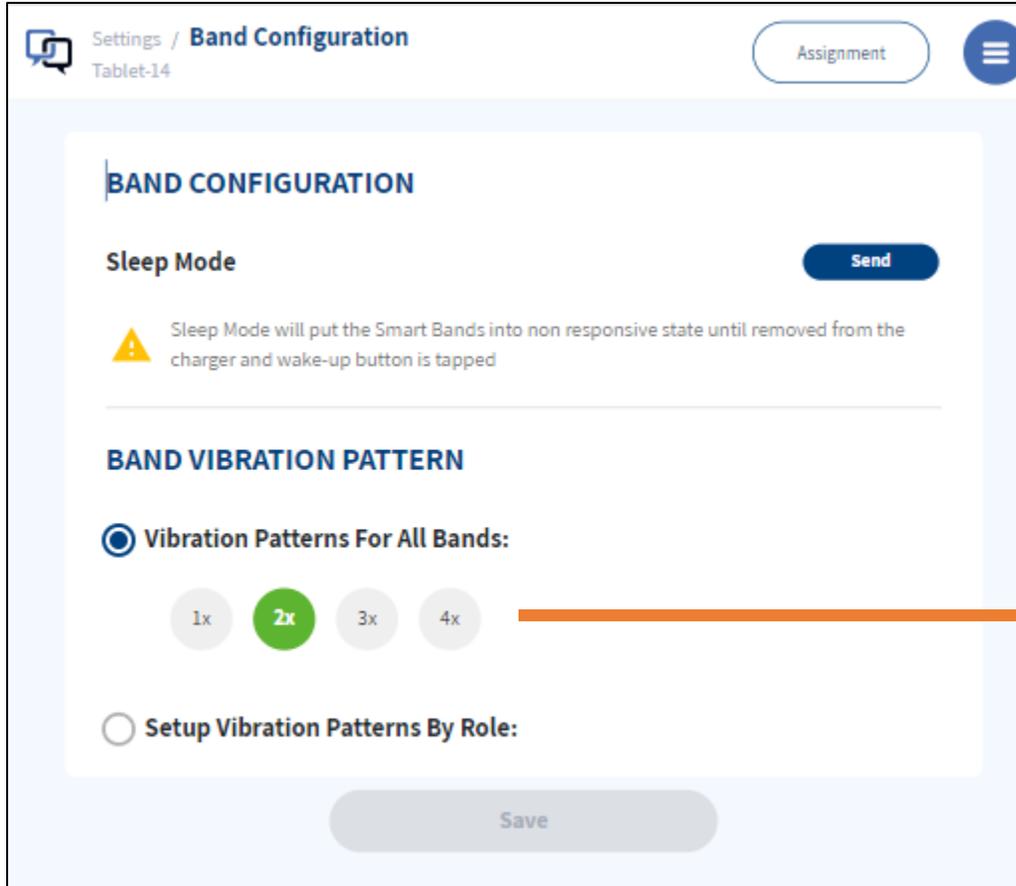
To turn on Tablet Mirroring:

1. Navigate to Setting
2. Mirror Tablets
3. Mirror Tablets Toggle On



Settings – Band Configuration

> Set smart band vibration pattern



Refers to vibration cycles on the Smart Band. Each vibration cycle consists of 4 short pulses.

Vibration cycles work like this:

1x - The alert will have 1 cycle that lasts for 4 small pulses.

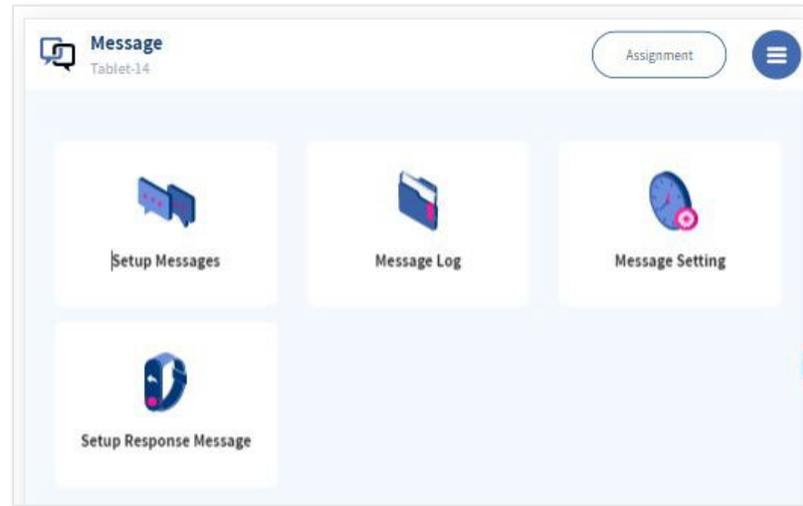
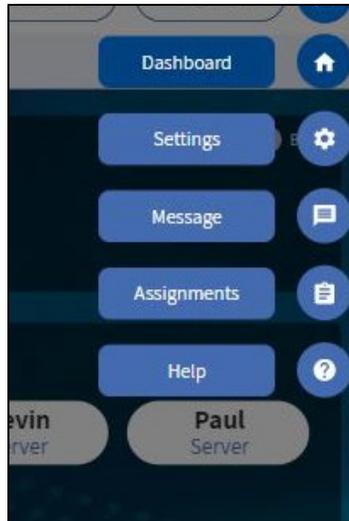
2x - The alert will have 2 cycles of 4 small pulses each (8 in total).

3x - The alert will have 3 cycles of 4 small pulses each (12 in total).

4x - The alert will have 4 cycles of 4 small pulses each (16 in total).

The default vibration cycle is 3. Choose the vibration cycle that works best for your team.

Message Menu



Setup Messages

Define default messages and icons.

Message Log

Log of all messages sent, recipient, status, etc.

Message Setting

Transition setting for manager notification.

Setup Response Message

Coming Soon

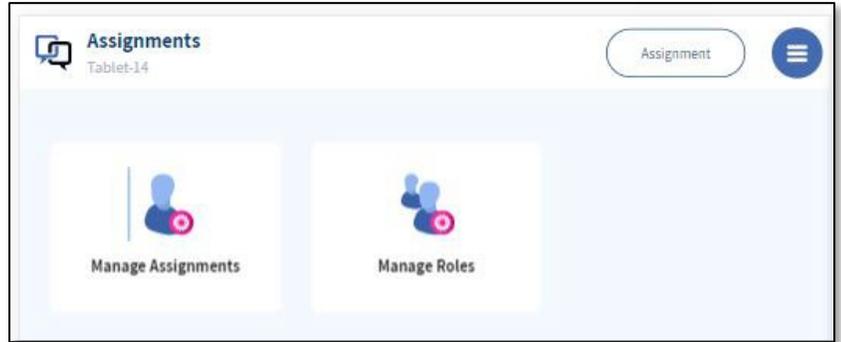
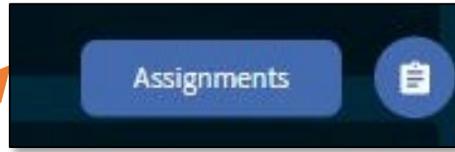
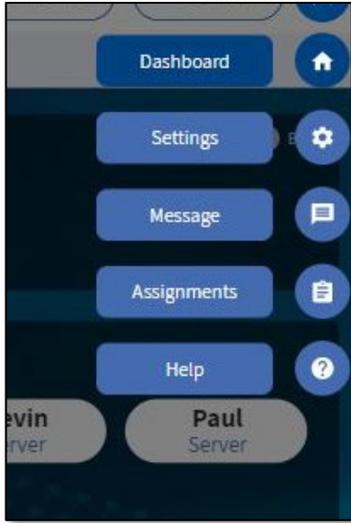
Message – Creating Messages

Creating Messages

All systems are prepopulated with default roles that can be edited.

1. On the Tablet, tap **Message** on the left column.
2. Tap **Setup Message**.
3. Tap **Create Message** in the top right corner, then enter the desired message and select an icon.
4. After you have typed in the message, you can define it as a **Default** or **Predefined** message.
 - a. **The Default** message will automatically be sent when an employee's name is tapped on the Tablet dashboard.
 - b. **Predefined** messages display when an employee's name is held down for 3 seconds, providing a list of custom messages to select from.
5. Once the type of message has been entered and defined, tap **Save** and repeat steps 3-4 to add more messages.

Assignments Menu



Manage Assignments

Manage users and assign roles.

Manage Roles

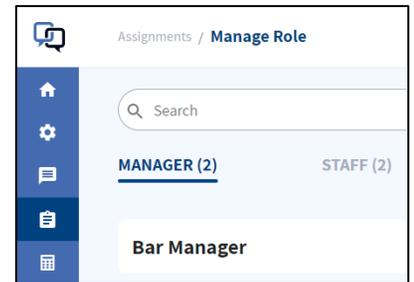
Define the roles of managers and staff.

Assignments – Creating Roles

Creating Roles

All systems are prepopulated with default roles that can be edited.

1. On the Tablet, tap **Assignments** on the left column.
2. Tap **Manage Role**.
3. At the top of the screen, tap **STAFF** then tap **Create Role**.
4. Enter the name of the desired role, tap **Save**. Repeat until you have created all the staff roles.
5. Once you have created all the **STAFF** roles, tap **MANAGER** then tap **Create Role**.
6. Enter the name of the desired manager role, then tap on all the staff roles that report to that manager role and **Save**. Repeat until you have created all the manager roles.



Optional Call Buttons

If ordered, your Call Buttons will arrive already paired to your system, programmed, and labeled as per your instructions. Each Call Button will be assigned to the requested role. Place each call button in the assigned areas. To send a message to a smart band, simply press any button to alert the associated Smart Band.

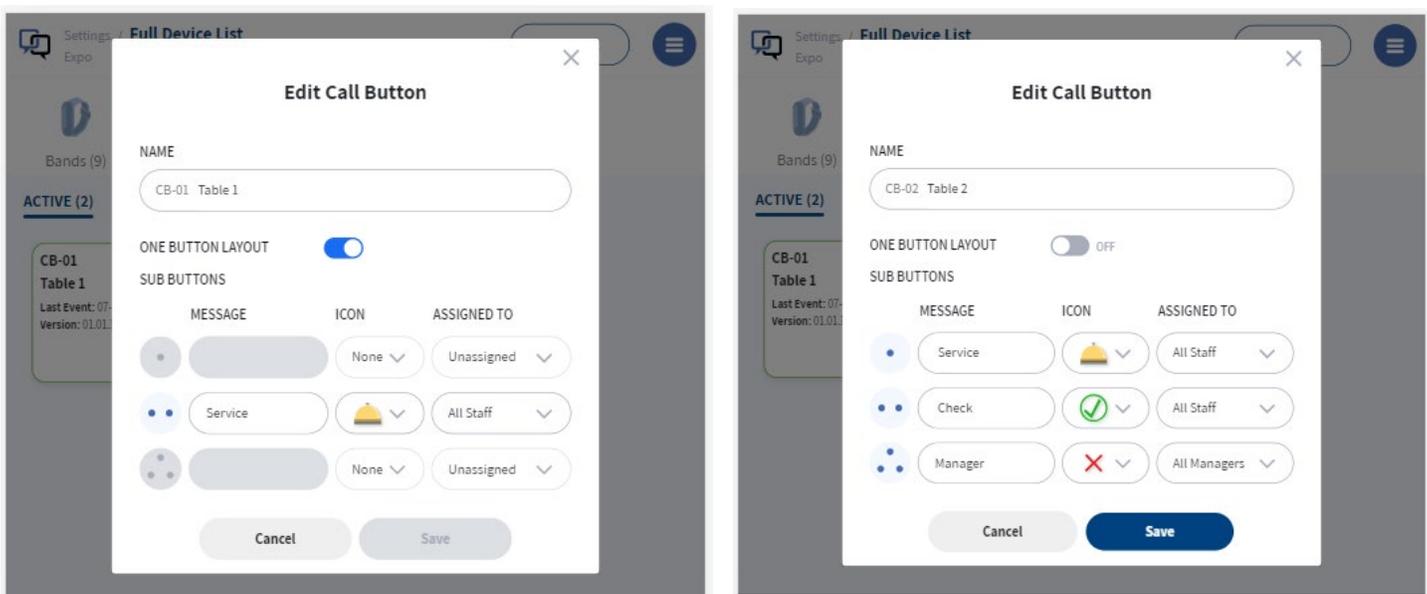
To assign a call button(s) to an individual recipient select the call button while assigning a smart band to a staff member/manager.
Note: If no individual is assigned to a specific call button, the message will be received by all staff members/managers within that role assignment.



Call Button Programming

Call Buttons are pre-programmed to your specifications prior to shipping. The end user can also edit this programming on site.

Hamburger Stack → Settings → Full Device List → Call Button → Active → Click the pencil icon to edit



Here you can change the button name, message sent, Icon preferred, and staff members assigned to. When finished programming click SAVE and repeat for each Call Button.

*Batteries are user replaceable by removing the 6 small screws on the back of each unit.
 We recommend the use of High-Quality AAA Alkaline or Lithium Batteries.*

Optional Call Buttons Continued

Assigning Call Buttons to Employees

When assigning a staff member to a Smart Band, you can also assign them tables from their station. This identifies the servers' tables for each shift and routes messages only to that server.

**Call buttons need to be set up with the appropriate role prior to being able to assign them. i.e. Server (fig. 1)*

When assigning the Smart Band, you will see the available Call Buttons. Simply click the call buttons you want to assign to that server and SAVE. The server will now see all messages from those Call Buttons. (fig. 2)

**Note: Clicking the Call Buttons Box will assign or unassign any selected Call Buttons.*

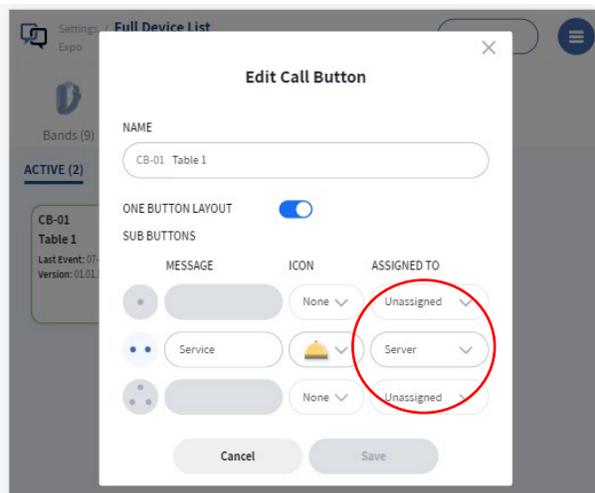


Fig. 1

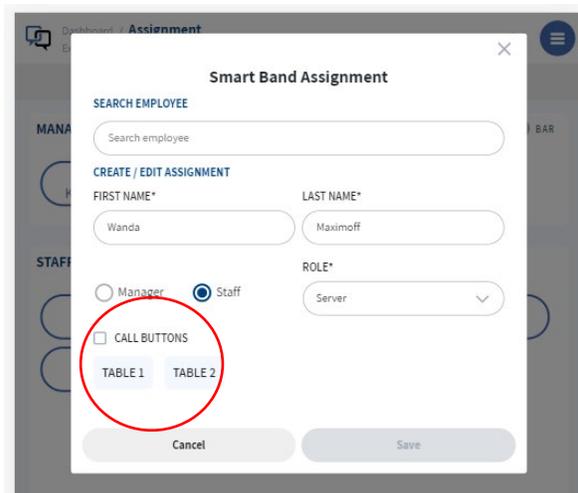
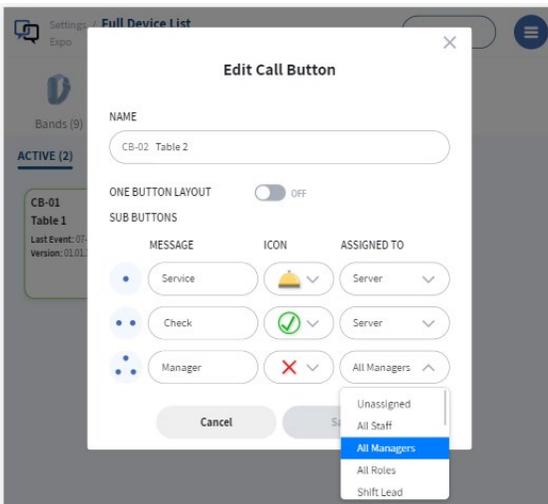


Fig. 2

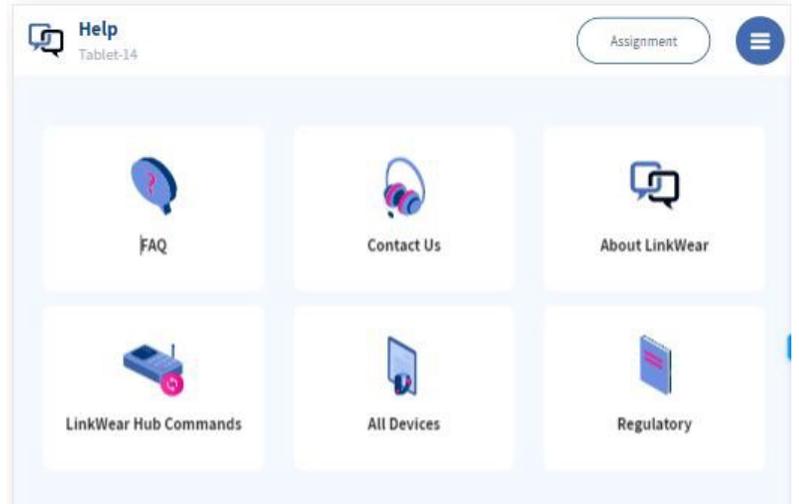
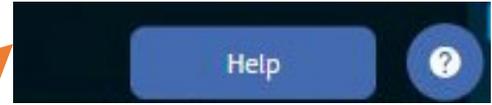
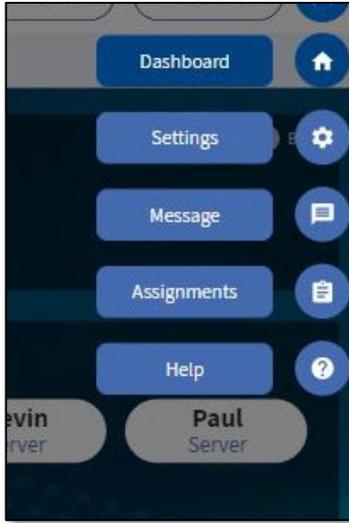
To route messages to a group i.e. All Managers, select the proper role from the drop-down menu. In the example below, when the manager button is pressed, all Smart Bands with the role of Manager will receive the message.

When the Service or Check button is pressed, the message will go to all servers UNLESS a server has already assigned Call Buttons to their Smart Bands. This feature keeps messages from being missed if someone is sat in a closed station.



At the end of each person's shift, they should either place their Brain in the charger (which deletes the assignment along with any assigned table Call Buttons) or manually unselect their tables from the assignment tab so messages are routed to the remaining staff.

Help Menu



FAQ

Frequently asked questions

Contact Us

How to contact JTECH

About LinkWear

Information about this LinkWear installation

LinkWear Hub Commands

Technical commands for LinkWear Hub

All Devices

A list of all devices and the associated technical information.

Regulatory

FCC Regulatory Information

Appendix

**Desk Mount
Instructions** **19**

**Line Mount
Instructions** **20**

Legacy Paging **21**

**Quick Start
Guide** **22**

**Cleaning &
Disinfecting** **25**

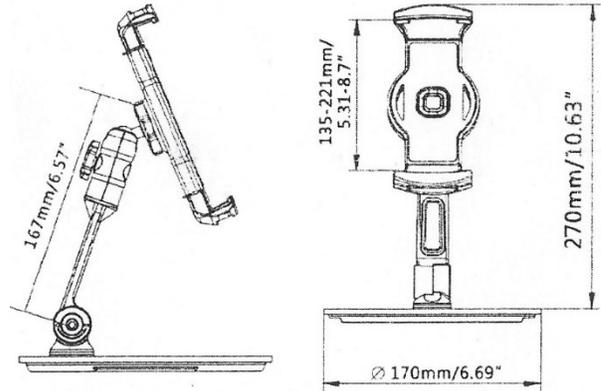
**Regulatory
Information** **26**

Tablet Mounts - Desk

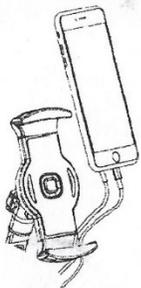
Product Contents



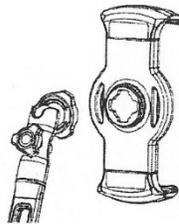
Dimensions



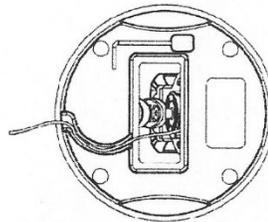
Use and Maintenance



For your convenience, USB port can be accessed while device is secured in the stand

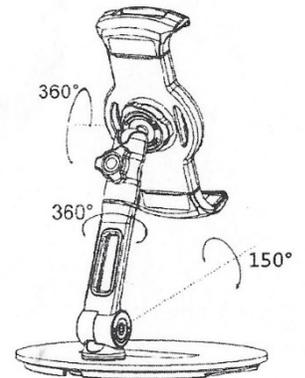


Detachable and replaceable clamp holder

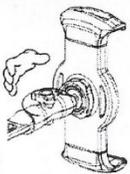


Tighten the plastic handle's screw to secure on the table

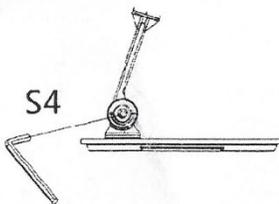
Features



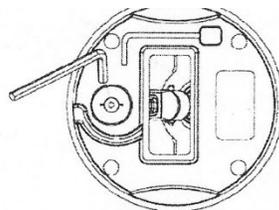
Tension Adjustment



Tighten the head by adjusting the knob



Use allen key to adjust load-bearing strength



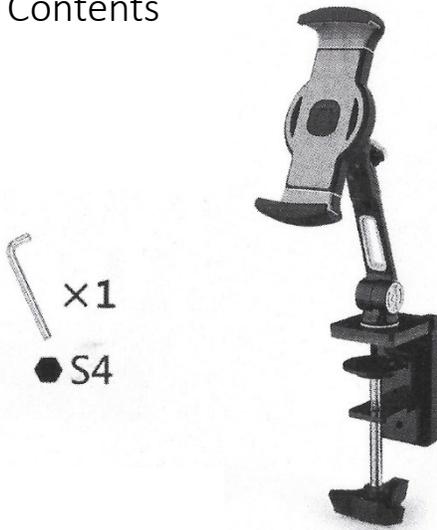
Use allen key to adjust the horizontal rotation of the holder

CAUTION

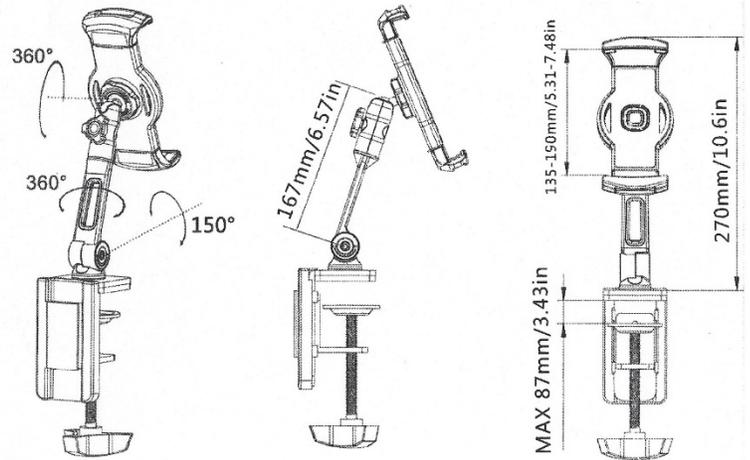
1. Do not exceed 1kg
2. Not intended for children
3. Attach base to dry, clean, flat surface
4. Any misuse, disassembly or modification voids all warranties

Tablet Mounts - Line

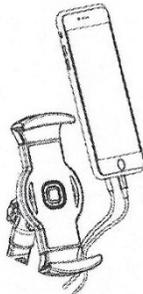
Product Contents



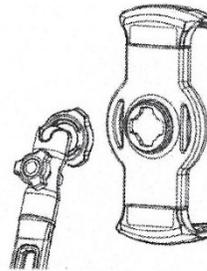
Product Features and Dimensions



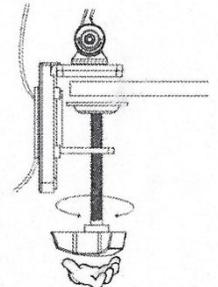
Use and Maintenance



For your convenience, USB port can be accessed while device is secured in the stand.

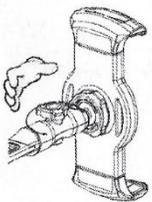


Detachable and replaceable holder

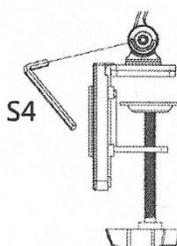


Tighten the plastic handle to secure on the table

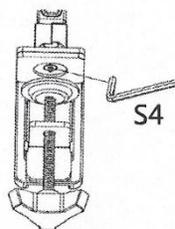
Tension Adjustment



Tighten the head by adjusting the knob



Use allen key to adjust load-bearing strength



Use allen key to adjust the horizontal rotation of the holder


CAUTION

1. Do not exceed 1kg
2. Not intended for children
3. Attach base to dry, clean, flat surface
4. Any misuse, disassembly or modification voids all warranties

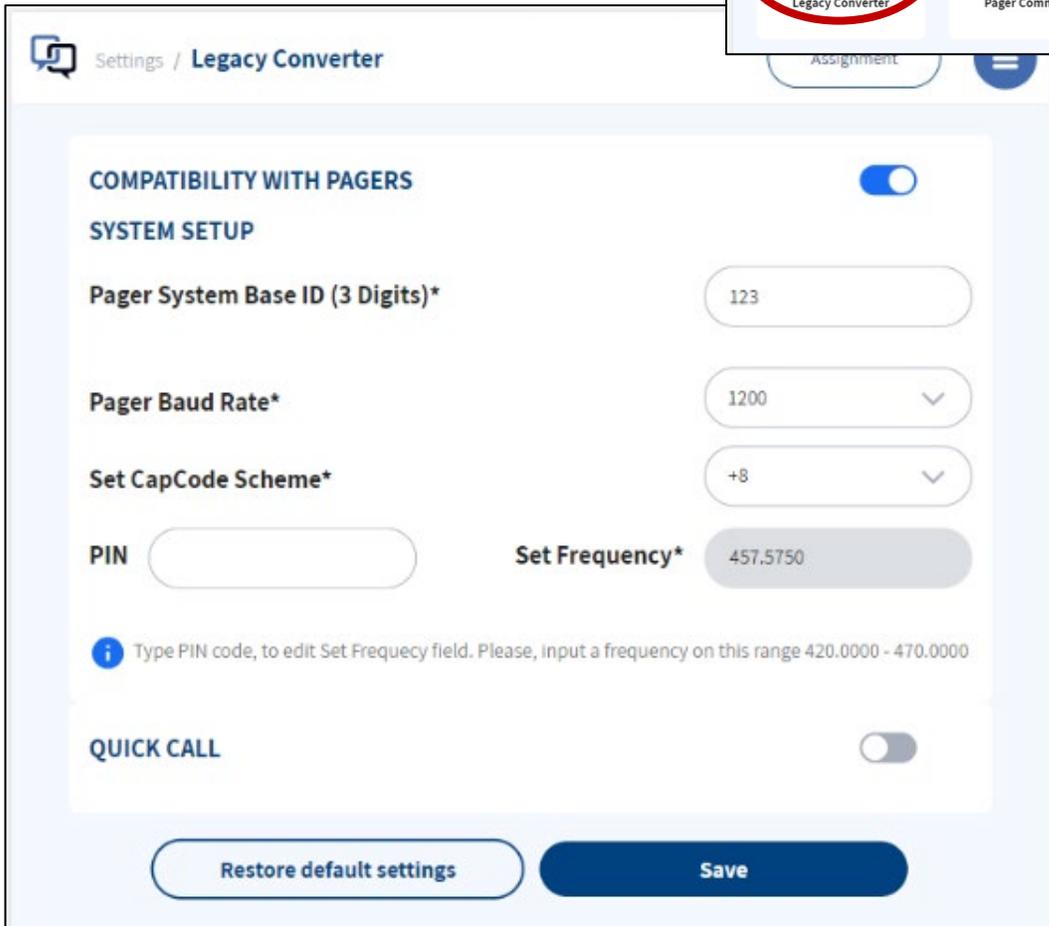
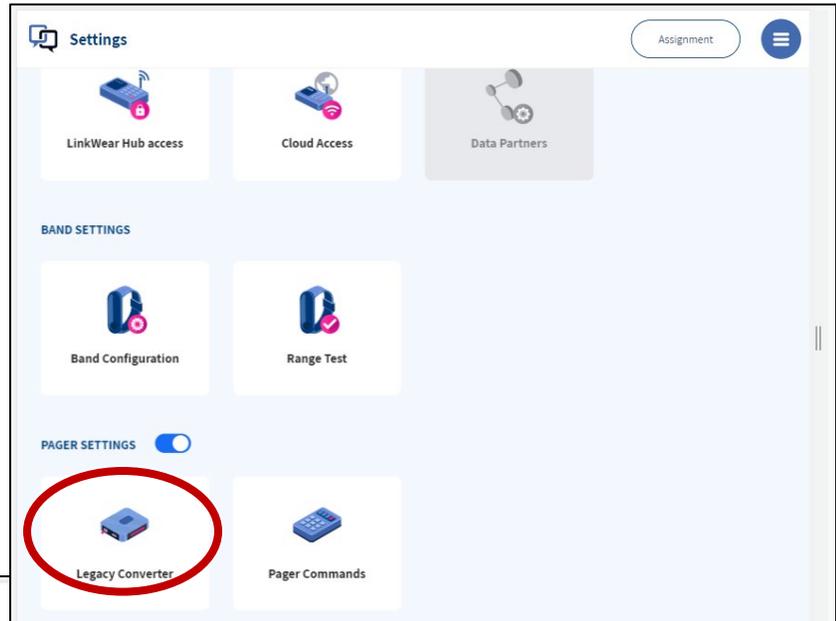
Legacy Guest Paging

The LinkWear system can alert traditional JTECH Guest Pagers. Should you wish to take advantage of this functionality, you need to have a LinkWear system Hub that includes a “Legacy Pager Module”. Check under settings to see if the pager settings toggle will turn on. If it does, you are able to page guest pagers. To upgrade to this Hub please call your sales rep or email wecare@jtech.com.

The dashboard of your LinkWear tablet is where you will find the interface and all the settings.

Click the Hamburger Stack → Settings → Legacy Converter.

Here you will find the settings that need to match your JTECH paging system. This will be preprogrammed at the factory for you. *Note- this is where you turn on the QuickCall paging option (more to come on that later).



*Note:
Do not alter these settings without direction from JTECH support.*

The system frequency can only be changed by a JTECH technician in order to comply with various regulatory agencies.

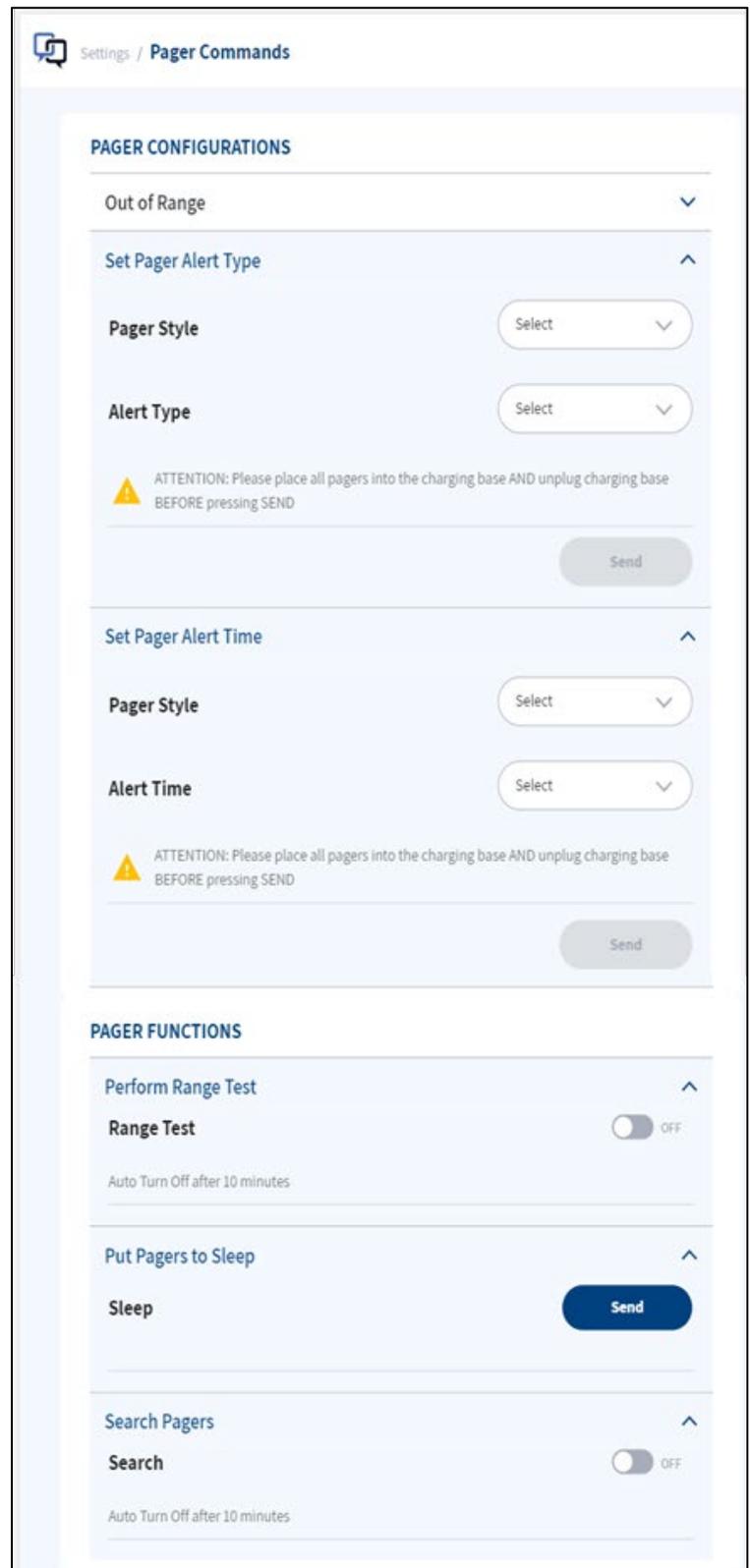
Legacy Guest Paging - Commands

To program the settings on your guest pagers through the LinkWear system:

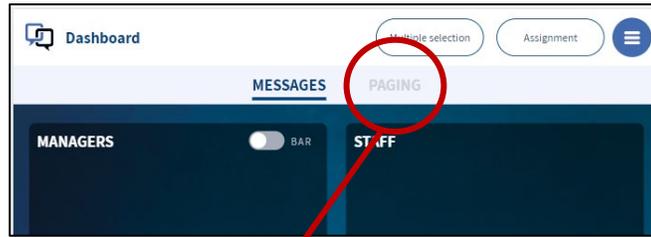
From the Hamburger Stack → Settings → Pager Commands

Here you can customize all your settings and run certain functions, for example:

- Out of Range – On or Off
- Pager Style – Numeric or Alpha
- Alert Type
 - Vibe only
 - Flash & Beep
 - Vibe and Flash, etc.
- Pager Alert Time (how long the device alerts for)
 - 8 seconds
 - 15 seconds
 - 30 seconds
 - 60 seconds
 - 120 seconds
- Perform a Range Test
- Put the Pagers to Sleep (for quiet travel!)
- Search for Missing Pagers



Legacy Guest Paging – Pager User Interface

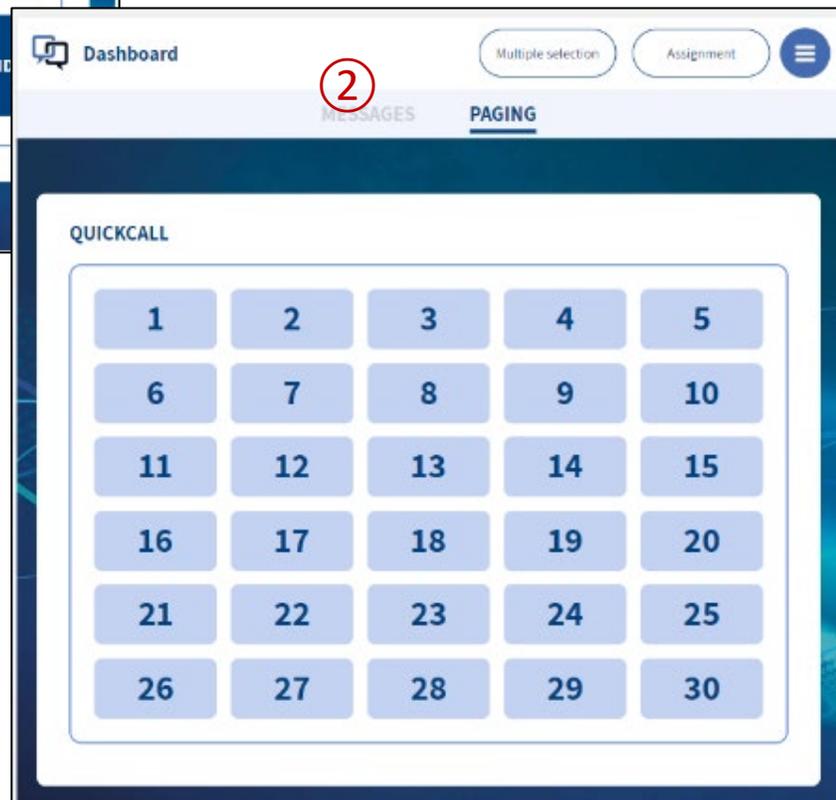
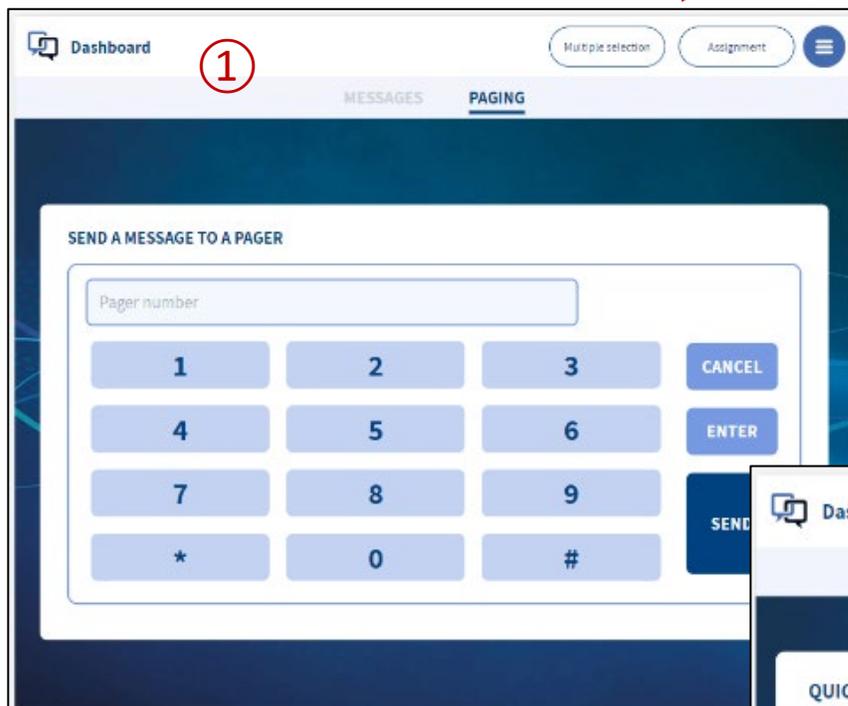


You access the interface under paging on the dashboard

You have two options to use when paging JTECH Guest Pagers:

10 Key Pager Interface

This is the default setting. The 10 key interface allows the operator to enter any pager number followed by the send key to send a message



QuickCall Pager Interface

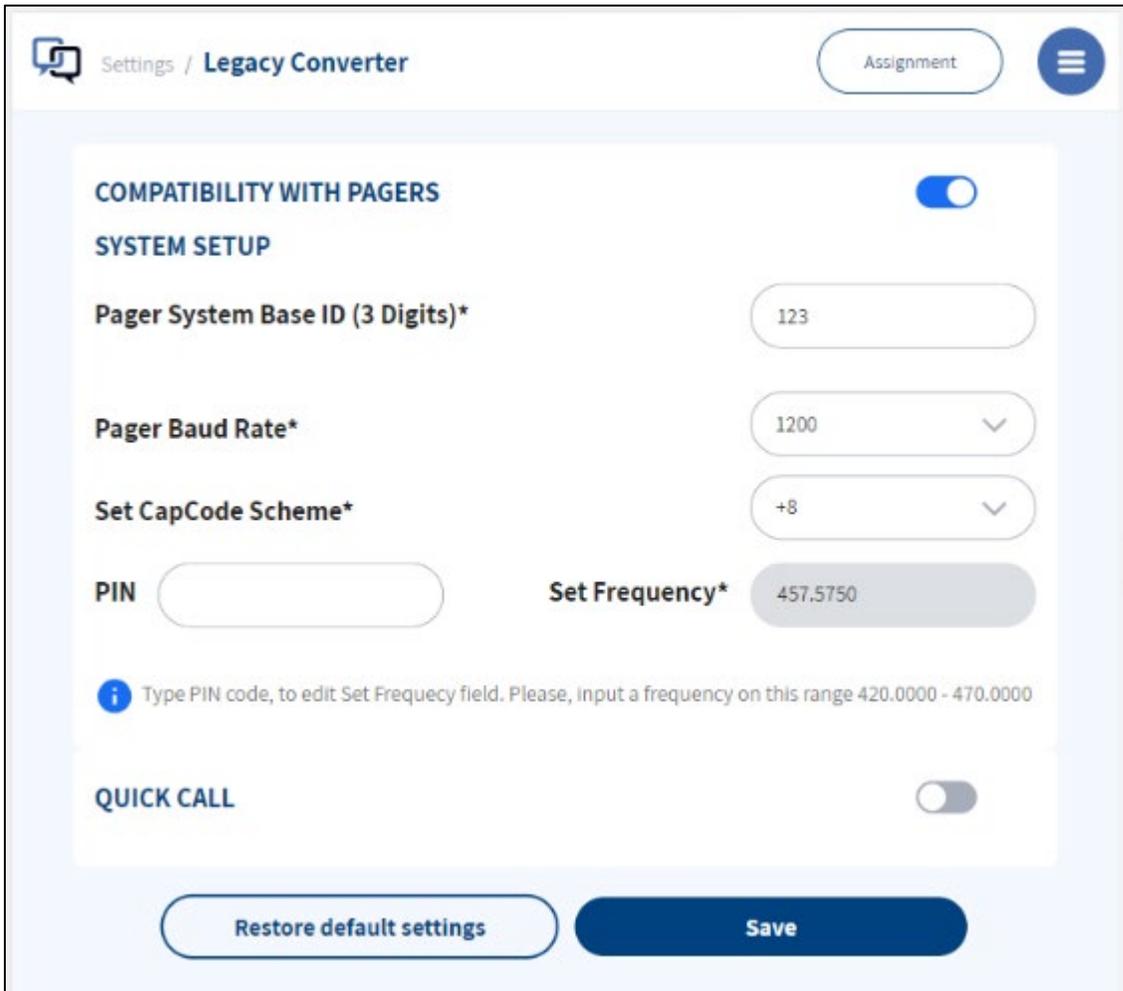
The QuickCall interface show all the pager numbers (within your range up to 60 total) on one screen for a quick direct press and faster messaging.

Legacy Guest Paging – Setting Up QuickCall Pager Number Range

From the Hamburger Stack → Settings → Legacy Converter

1. To turn QuickCall on or off use the toggle switch.
2. Once turned on, enter the number of Guest Pagers you are using.
3. Enter the starting pager number.

**Pagers should be programmed sequentially i.e. 1-30*



Settings / Legacy Converter

Assignment

COMPATIBILITY WITH PAGERS

SYSTEM SETUP

Pager System Base ID (3 Digits)* 123

Pager Baud Rate* 1200

Set CapCode Scheme* +8

PIN Set Frequency* 457.5750

Type PIN code, to edit Set Frequency field. Please, input a frequency on this range 420.0000 - 470.0000

QUICK CALL

Restore default settings Save

Quick Start Guide

STEP 1 Attach Antennas

Tightly connect the 2 antennas to the Hub by screwing them on by hand. Antennas should always point UP.



STEP 2 Hub Mount/Power

Mount the Hub on a flat surface, in a cool, dry, **metal free, central location** in the middle of your building. The ideal height for mounting the hub is above 8'. Plug the power supply into a standard 110-240v outlet and then into the Hub. When plugged in a red light will show, followed by a flashing blue light after 1 minute to indicate ready status. Ensure all antennas are pointed up.



STEP 3 Brain Charger Setup

Plug the power supply into a standard 110-240v outlet and then into the Charger. Ensure that the switch is turned to ON, a red light will show next to power. Store in a cool, dry & safe place (like the office).



STEP 4 Charge LW Brains

Insert all Brains (removed from the band) into the Charger and charge for 4 hours. **All Brains must be inserted as shown or they will not charge. Display will read "Charging" when inserted properly.** Brains stay in charger when not in use.



Quick Start Guide 2

STEP 5 Tablet Mount/Power

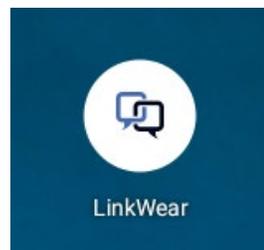
Assemble the stand and place in the desired location. Mount the tablet. Plug the power supply into a standard 110-240v outlet and then into the Tablet. Turn the Tablet on by pressing and holding power button on the left side of tablet.

****Keep away from heat lamps****



STEP 6 Connect Tablet to Hub

- Swipe down from the top of the screen.
- Press and hold the WiFi icon to open WiFi settings.
- Select your LinkWear Hub (ex. LinkWear 00xxx).
- Once connected press center home button.
- Tap the LW Dashboard icon. To start the application.



Note: This system uses WIFI but not the internet. The Hub creates its own WIFI which the tablet connects to.

STEP 7 Range Test

Perform a **Range Test** to ensure all areas of your location have coverage. To accurately test the range of your system you will need your Hub, Tablet, and Smart Bands to be ON and charged.

1. Tap **Settings** and **Range Test**
2. Turn on the **Range Test**, then remove two Brains from the Charger and insert into bands.
3. Place one Smart Band on each wrist.
4. Every 15 seconds the Smart Bands will vibrate and show if the range is strong (4 green bars) or weak (1 red bar).
5. Walk the entire coverage area with the Smart Bands, noting areas that have poor coverage.

If both the Smart Bands received any level signal in your coverage area, move on to step 8. If there are areas where both bands received weak and/or no alerts in the same area, you should add an Extend.

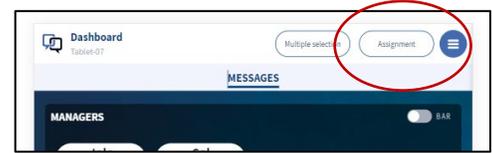
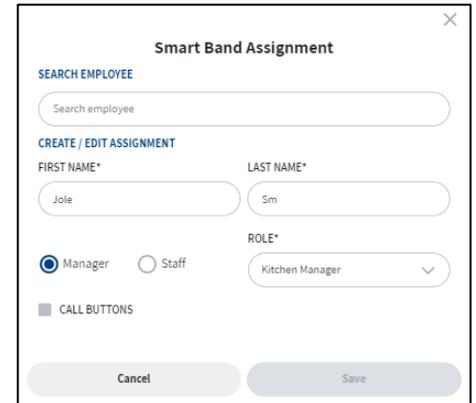
Quick Start Guide 3

STEP 9 Assigning Smart Bands

Assign Smart Bands at the beginning of each shift.

1. On the Tablet **Settings**, tap **Assignment** in the top right corner.
2. You will see a list of all paired Smart Bands (ex. SB-01). Tap your current Smart Band to open the assignment window.
3. Tap **Create or Edit Person**. Enter the employee's first and last name. Next, choose staff or management and what role should be assigned to them. If the employee has already been created, search their name by selecting **Search Person**.
4. After entering the information, tap **Save**. The Smart Band will be displayed under **Manager or Staff** – assigned to that employee.
5. Repeat steps 2-4 for all Smart Bands.

Note: Placing a Smart Band back into the charger will erase all messages and takes the Smart Band off the LinkWear Dashboard.



 A screenshot of the 'Smart Band Assignment' form. The form has a title 'Smart Band Assignment' and a close button 'X'. It is divided into two sections: 'SEARCH EMPLOYEE' and 'CREATE / EDIT ASSIGNMENT'. The 'SEARCH EMPLOYEE' section has a search input field. The 'CREATE / EDIT ASSIGNMENT' section has fields for 'FIRST NAME*' (with 'Jole' entered), 'LAST NAME*' (with 'Sm' entered), and 'ROLE*' (with 'Kitchen Manager' selected from a dropdown). There are radio buttons for 'Manager' (selected) and 'Staff'. A checkbox for 'CALL BUTTONS' is also present. At the bottom, there are 'Cancel' and 'Save' buttons.

STEP 10 Send Messages to Smart Bands

1. Hand out the assigned Smart Bands to each employee.
2. Navigate to the LinkWear Dashboard on your Tablet.
3. You will see a list of Smart Bands under manager and staff.
4. To send the default message, tap on the employee's name.
5. To send a predefined message, hold on the employee's name for 3 seconds and then release. A popup screen will list all predefined messages. Tap on the message you want to send.
6. Tap "Multiple Selection" for custom messages and more message options.

Product Cleaning & Disinfecting

Due to the nature of the Polycarbonate materials used when manufacturing our products, it is imperative that specific instructions are followed closely to ensure that JTECH products remain in optimum condition.

The safest and **MOST EFFECTIVE** way to clean our products is to wipe them down thoroughly with a damp cloth and allow them to air dry. Do not soak the products and let them dry with chemicals on the plastics.

If disinfecting is required, the following are the only JTECH-approved solutions to be used:

1. Any product with no more than 5% Sodium Hypochlorite. This product can be found at www.grainger.com. It is listed as Clorox Healthcare – Bleach Germicidal Cleaner. Item # 6VDE6. Similar products can be used.
2. Any product with no more than 30% Hydrogen Peroxide. This product can be found at www.grainger.com. It is listed as Tough Guy Hydrogen Peroxide Cleaner. Item # 12M180. Similar products can be used.
3. White Vinegar – Acetic Acid up to a 10% solution.

*Failure to adhere to these instructions can compromise the quality of JTECH Products. Using the wrong cleaner / disinfectant may cause the plastic on JTECH products to weaken, crack and become brittle.

The Smart Band material is TPU, the same material most phone cases are made of. This is the recommended sanitizing process:

Disinfecting a Smart Band

1. Soak part of a soft cloth in rubbing alcohol. Use rubbing alcohol or an alcohol-based sanitizer that's at least 70 percent alcohol.
2. Wipe the Smart Band down with the alcohol-soaked cloth.
3. Wipe off the rubbing alcohol with a dry, soft cloth.
4. Let the Smart Band air dry.

You can also wash the band in soapy water, rinse and let dry.

****Although the Brains are water resistant, we don't recommend soaking them in water or any cleanser. Simply wipe them with a damp cloth and let them air dry.***

LinkWear Regulatory Compliance

(Applies only to users in the United States)

Regulatory compliance

Applicant Name: JTECH Global Enterprises, Inc.

Applicant Address: 1965 Evergreen Parkway, Suite 300, Duluth, GA 30096, United States

Manufacturer Name: JTECH Global Enterprises, Inc.

Manufacturer Address: 1965 Evergreen Parkway, Suite 300, Duluth, GA 30096, United States

Country of Origin: USA

Brand: LinkWear

Caution: All products are compliant with regulatory requirements detailed in this document when the user follows all installation instructions and operating conditions in accordance with LinkWear System specifications

Caution: Use of accessories and peripherals other than those recommended by Smart band may void the product's compliance as well as the user's authority to operate the equipment.

Caution: All products are designed for use with the standard, integral or dedicated (external) antenna(s) that are shipped together with the equipment. Any product changes or modifications will invalidate all applicable regulatory certifications and approvals.

Caution: The use of software or firmware not supported/provided by LinkWear products may result that the equipment is no longer compliant with the regulatory requirements.

Warning: The power adaptor is the equipment's disconnection device. The power outlet must be located nearby the equipment and its access must be easy.

FCC Notice

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 undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communication. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Changes or modifications not expressly approved by JTECH An HME Company, could void the user's authority to operate this equipment.

User Restriction in the 5Ghz band: The device for the band 5150-5250MHz is only for indoor usage to reduce potential for harmful interference to cochannel mobile satellite systems.

FCC/IC/EC RF exposure warning

This product complies with FCC/IC/EC radiation exposure limits set forth for an uncontrolled

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environment.

This product may not be co-located or operated in conjunction with any other antenna or transmitter.

The Smart Band has been tested to comply with FCC/IC/EC RF Exposure requirements in body worn position.

Use of third-party clips or holsters with the Smart Band may not ensure compliance with FCC/IC/EC RF exposure requirements and should be avoided.

To comply with FCC/IC/EC RF exposure requirements, the LinkWear Hub must be installed and operated at least 20 cm (8 inches) from any person.

Australia compliance statement

User Restriction in the 5Ghz band: This device is restricted to indoor use only when operating in 5150-5350MHz.

Until further notice, devices subject to this Section shall not be capable of transmitting in the band 5600-5650MHz, so that environmental weather radars operating in this band are protected.

New Zealand compliance statement

User Restriction in the 5Ghz band: This device is restricted to indoor use only when operating in 5150-5250MHz.

European Union (CE mark)

The CE marking indicates compliance with the following directives and standards, whenever applicable to the product in question.

Directives:

Radio Equipment Directive 2014/53/EU
Electromagnetic Compatibility Directive 2014/30/EU
Low Voltage Directive 2014/35/EU
RoHS Directive 2011/65/EU and 2015/863/EU

Standards

EN55022/EN55032
EN55024/ EN55035
IEC/EN62368-1 EN300328
EN301893 EN301489
EN50581



Warning: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Waste Electrical and Electronic Equipment (WEEE)

The European Union (EU) WEEE Directive (2012/19/EU) places an obligation on producers (manufacturers, distributors and/or retailers) to take-back electronic products at the end of their useful life. The WEEE Directive covers most LinkWear products being sold into the EU

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as of August 13, 2005. Manufacturers, distributors and retailers are obliged to finance the costs of recovery from municipal collection points, reuse, and recycling of specified percentages per the WEEE requirements.

Instructions for Disposal of WEEE by Users in the European Union

The symbol shown below is on the product or on its packaging which indicates that this product was put on the market after August 13, 2005 and must not be disposed of with other waste. Instead, it is the user's responsibility to dispose of the user's waste equipment by handing it over to a designated collection point for the recycling of WEEE. The separate collection and recycling of waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local authority, your household waste disposal service or the seller from whom you purchased the product.



General Battery Safety Instructions

SAFETY PRECAUTIONS: To ensure the safety and reliability of your battery, follow the guidelines in this section.



Using the Battery

WARNING! Do Not Abuse/Modify Battery Packs

Lithium-ion cells and battery packs may get hot, explode or ignite and cause serious injury if modified or abused.

Follow the safety instructions below:

- Do not place the battery in fire or heat the battery.
- Do not connect the battery backward, so the polarity is reversed.
- Do not connect the positive terminal and negative terminal of the battery to each other with any metal object (such as a wire).
- Do not carry or store the battery together with necklaces, hairpins, or other metal objects.
- Do not pierce the battery with nails, strike the battery with a hammer, step on the

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battery or otherwise subject it to strong impacts to shocks.

- Do not solder directly onto the battery.
- Do not expose the battery to water or salt water or allow the battery to get wet.
- Do not disassemble or modify the battery. The battery contains safety and protection devices which, if damaged, may cause the battery to generate heat, explode or ignite.
- The protection circuit module provided with battery packs is not to be used as a substitute for a shut off switch.
- Do not place the battery in or near fire, on stoves or in other high temperature locations.
- Do not place the battery in direct sunlight or use or store the battery in cars in hot weather. Doing so may cause the battery to generate heat, **explode** or ignite. Using the battery in this manner may also result in a loss of performance or shortened life expectancy.
- When the battery is worn out, insulate the terminals with adhesive tape or a similar nonconducting material before disposal.
- Immediately discontinue use of the battery if, while using, charging, or storing the battery, the battery emits an unusual smell, feels hot, changes color or shape or appears abnormal in any other way.
- Do not place the battery in microwave ovens, high-pressure containers or on induction cookware.



In the event the battery leaks and the fluid gets into one's eye, do not rub the eye. Rinse well with water and immediately seek medical care. If left untreated, the battery fluid could cause damage to the eye.



If the device causes abnormal current to flow, it may cause the battery to become hot, explode, or ignite causing serious injury.

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ISED non-interference disclaimer

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada’s licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

This device complies with the Canadian ICES-003 Class A specifications. CAN ICES-003(A) / NMB-003 (A).

L’émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d’Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempt de licence. L’exploitation est autorisée aux deux conditions suivantes :

1. L’appareil ne doit pas produire de brouillage;
2. L’appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d’en compromettre le fonctionnement.

Cet appareil numérique de la Canadian ICES-003. Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

RF Exposure statement

This equipment complies with ISED RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm (7.9 inches) between the radiator and any part of your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d’exposition aux radiations ISED CNR-102 établies pour un environnement non contrôlé. Une distance de séparation d'au moins 20 cm doivent être maintenue entre l'antenne de cet appareil et toutes les personnes. Lanceurs ou ne peuvent pas coexister cette antenne ou capteurs avec d’autres.

*LinkWear is compliant in the following Areas:

US	FCC
Canada	ISED
EU	CE
UK	UKCA
AU & NZ	RCL

One Button Call Button – Encloser contains one interface button
PMNS: LWCB00100

Three Button Call Button – Encloser contains three interface buttons
PMNS: LWCB00300

Hub
PMNS: LWTX00100

Hub with additional POCSAG Module
PMNS: LWTX00200

Extend:
PMNS: LWRP0010

Smart Band:
LWSB00100



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