



Part Number: EXCPGR100

Model: JP2101



GuestCall Extreme Coaster® Paging System

800.321.6221

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1965 Evergreen Blvd, Suite 300, Duluth GA 30096

Components

Your GuestCall® paging system is comprised of three key elements:

1. NEO10 Transmitter (with power supply (ACCHPS) and Antenna)
2. Coaster Charging Base (CHCSTB with power supply (ACCHPS))
3. GuestCall Extreme Coaster Pagers (EXCPGR100)



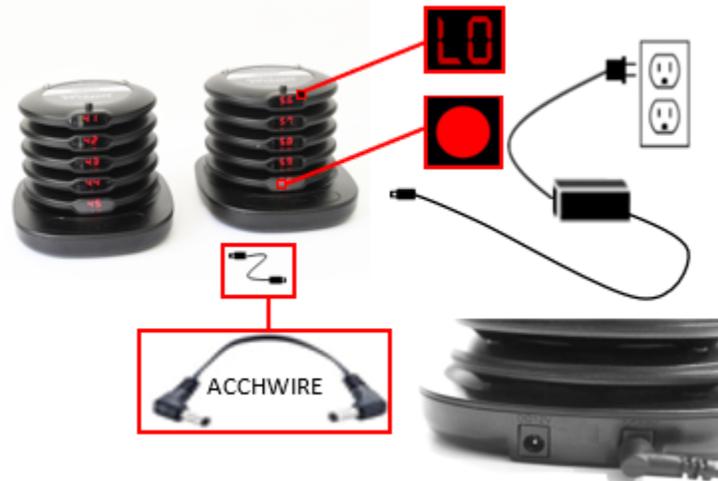
Paging System Setup

Transmitter:

- Lock the antenna into the hole in the upper right-hand corner of the transmitter and twisting left to lock in place. *** The antenna should always be facing UP for best range.
- Plug the power supply with the large tip into a standard 100-240v outlet and plug it into the back of the transmitter.

We recommend some type of surge suppressor on the power supply for protection.

Power surges are not covered under system warranty!



Pager Setup:

- Position the charging base in a sturdy, out of the way location.
- Plug the power supply into a standard 100-240v outlet and into either open plug on the charger base. if required charging bases can be connected using the included jumper wires (ACCHWIRE)
Be sure to plug the jumpers & power supply jacks in all the way.
- Add pagers to charger. You will see a RED light on each pager. This light indicates the charging status.

Pager Numbers:

The pager number shows digitally on the front display.

System Use

Distributing a Pager

- > Remove a pager from the charger.
- > The pager will flash and vibrate to preview what the alert will look like for the guest.
- > Hand the pager to the guest, stating that the pager will go off with they have been paged.

Paging a Guest

- > To page a guest, enter the 1 to 4-digit pager number into the transmitter and press SEND.
- > The pager will alert until it is returned to the charger.

Setup is Complete

If you have any additional questions, please contact us at the addresses below.

System Configurations

System Default Configuration

The paging system was set to default settings listed below prior to shipment.

- > Pager alert is set to Vibe and Flash
- > Alert Time is set to 60 seconds
- > Out of Range is set to OFF

To enter **programming mode**, on the transmitter, press **SETUP**, use password **1379** and press **ENTER**. Use the **▲ / ▼** (up & down arrow) buttons to scroll and the **ENTER** button to choose the menu option. Once you have saved your changes, press **CANCEL** twice until you return to the main **PAGER #** screen.

Alert Type (“Alt”)

This will allow you to change the pager alert type (flash, vibrate, and beep).

- > Remove all pagers from the charging unit or unplug the power supply that is connected to the first charging rack.
- > Scroll until the display reads **Alt**, press ENTER. Current alert setting will show.
- > To change, use the SCROLL (up & down arrow) keys to select the new setting. Press ENTER to lock in the new setting. Pager will flash to indicate it receives the new command.
- > Press CANCEL to return to the paging screen.

Display Readout	Alert Type
A-00	Vibe only
A-01	Flash & Beep
A-02	Flash & Vibe
A-03	Flash Only
A-04	Flash, Vibe & Beep

Alert Time (“Altt”)

This will allow you to change the number of cycles the pager will flash and vibrate.

- > Remove all pagers from the charging unit or unplug the power supply that is connected to the first charging rack.
- > Scroll until the display reads **Altt**, press ENTER. Current alert time setting will show.
- > To change, use the SCROLL (up & down arrow) keys to select the new setting. Press ENTER to lock in the new setting. Pager will flash to indicate it receives the new command.
- > Press CANCEL to return to the paging screen.

Display Readout	Alert Time
T-00	8 Seconds
T-01	15 Seconds
T-02	30 Seconds
T-03	60 Seconds
T-04	120 Seconds
T-05	180 Seconds
T-06	Continuous

Out of Range (“oor”)

With this feature, the pagers will signal (beep & display shows -0-) when taken out of range of the transmitter to inform the guest that they are too far away and will miss their page. The alert will automatically stop when they step back within range.

Turning the Out of Range On/Off

- Remove all pagers from the charging unit or unplug the power supply that is connected to the first charging rack.
- At the Out-of-Range menu **oor**, press the ENTER key to see the current setting.
- Use the scroll (up & down arrow) button to turn the out of range ON or OFF.
- Press the ENTER key to send the command. Pager will flash to indicate it receives the new command.
- Press CANCEL to return to the paging screen.

Range Test (“tEst”)

This test can be used to determine the range of your transmitter. During the range test- begin walking around with your pagers. The transmitter will continually send a signal to the pagers and they will light up to indicate they are in range.

When testing range, use 3 pagers to ensure that you have the most accurate reading. When you have reached a point where ALL 3 pagers do not receive 2 consecutive pages, then you are out of range.

Performing Range Test

- > Scroll to RANGE TEST, indicated by **t E S t** on the display, press ENTER key.
- > Transmitter will send page to all pagers every 10 seconds. Pager will flash to indicate it receives the page.
- > When you have completed the test, press CANCEL twice to return to the paging screen.

Search Pagers

This feature causes ALL pagers (that are not on the charging rack) to signal at once. This feature is useful when you are closed and would like to locate any misplaced pagers around your restaurant. Be sure that your transmitter is not in programming mode. To search for missing pagers, using the transmitter keypad, press “**1249 – Send**”. Any pager not in the charging rack will signal (vibe, flash & beep).

JTECH Pager Cleaning

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 all 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.

If disinfecting is required, the following are the **only** JTECH approved solutions to be used.

1. Sodium Hypochlorite*

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. Hydrogen Peroxide*

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

Vinegar is a great natural solution for disinfecting and cleaning. Use up to a 10% solution of white vinegar - acetic acid and water.

**** These products are listed by the CDC as products that meet EPA's criteria for use against SARS-CoV-2, the novel coronavirus that causes the disease COVID-19.***

WARNING: Using the wrong/not approved cleaner or disinfectant may cause the material to weaken, crack, become brittle, and possibly void the product warranty.

Frequently Asked Questions

The pagers vibrate when first removed from the charger. Should this happen?

Each pager when removed from the charger will display one demonstration page.

We have lost some pagers; how do we replace them?

Online at <http://www.jtech.com/support>

Select the Pager Repair/Renumbering Form or contact us at wecare@jtech.com or via phone at 800.321.6221.

What is the expected battery life? Can I buy replacements?

JTECH batteries should last up to 2 years with proper use. Try charging the pager before considering replacement batteries. If after 4 hours the pager charging light still displays amber, contact JTECH to order replacement batteries. Or [Click Here](#) to purchase on-line or visit <https://store.jtech.com/jtech-full-battery-for-hme-legacy-pagers-5-pack/>.

You can also use the battery from a working pager to test a non-working pager. If the pager works with the second pager, replace the battery.

What is the process if I need to repair a pager?

- > Obtain a repair form from the JTECH website, <https://www.jtech.com/support>
- > Ship pagers needing repair with a copy of the form to the address listed below.
- > Make sure your company information is on all correspondence including the outside of the shipping box.
- > Ship in a traceable manner. Insure the package

JTECH is not responsible for packages lost in transit. Please save the tracking number.

Shipping address:

**JTECH, Global Enterprises Inc.
1965 Evergreen Blvd, Suite 300
Duluth GA 30096
ATTN: Repairs**

FCC Licensing Information (Applies only to users in the United States)

JTECH paging systems operate on radio frequencies that are regulated by the Federal Communications Commission (FCC). In order to transmit on these frequencies, you are required to have a license issued by the FCC. Under current FCC policy, you may operate the equipment under JTECH Global Enterprises Inc. FCC license described below: Licensee: JTECH Global Enterprises Inc.

Call Sign: WQKJ800

Area of operation: United States nationwide, including Hawaii and Alaska, and United States Territories

Frequencies (MHz): 457.525, 457.550, 457.575, 457.600, 467.875, 467.900, 467.925

Control point: 1965 Evergreen Blvd, Suite 300, Duluth GA 30096

If you require a copy of the license, you can contact JTECH Global Enterprises Inc., or obtain one from the FCC web site (www.fcc.gov). You may, however, want to apply for your own FCC license. Whether you use JTECH's FCC license or obtain your own, you are responsible for complying with the FCC rules and requirements applicable to the JTECH paging system, particularly those that deal with private land mobile radio services. See 47 CFR Part 90.

Changes or modifications not expressly approved by JTECH may void the user's authority granted by the FCC to operate this radio and should not be made. To comply with FCC requirements, transmitter adjustments should be made only by or under the supervision of a person certified as technically qualified to perform transmitter maintenance and repairs in the private land mobile and fixed services as certified by an organization representative of the user of those services. Replacement of any transmitter component (crystal, semiconductor, etc.) not authorized by the FCC equipment authorization for this radio could violate FCC rules.

International Licensing Information

[\(Applies only to users outside of the United States\)](#)

JTECH paging and radio systems operate on radio frequencies that are regulated by international treaties. In order to transmit on these frequencies, you are required to have a license issued by the licensing authority in the country of operation. To obtain information on licensing, you should contact the relevant licensing authority in the country in which you are operating.

Note: Use of these products outside the country where it was intended to be distributed is subject to local government regulations and may be prohibited.

Radio Compliance (Applies only to users in the United States)

THESE DEVICES COMPLY WITH PARTS 90 AND 15 OF THE FCC RULES, AS APPLICABLE. OPERATION IS SUBJECT TO THE CONDITION THAT THE DEVICES DO NOT CAUSE HARMFUL INTERFERENCE. MODIFICATION OR CHANGES NOT EXPRESSLY APPROVED BY THE MANUFACTURER COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

IMPORTANT NOTE: To maintain compliance with Radio Frequency exposure guidelines, the transmitter and antenna must be at least 8 inches (20 centimeters) from any person.

Your radio generates radio frequency electromagnetic energy during transmission mode. The radio is designed for and classified as "General Population" and may be used in any location as long as the separation distance listed above is maintained.

To ensure that your exposure to radio frequency electromagnetic energy is with the FCC allowable limits for occupational use, always follow these guidelines. Use ONLY authorized accessories with the equipment. Use of unauthorized accessories can cause the FCC Radio Frequency Exposure compliance requirements to be exceeded.