

Guest Page

Operators Guide



Model GP-30 Guest Page System



Online registration available at:
www.commandcommunications.com

Paging Systems for the Food and Beverage Industry

 **COMMAND**
COMMUNICATIONS®

Table of Contents

Guest Page System – System Overview.....	3
Unpacking Guest Page.....	3
Component Overview.....	3
Guest Page System, Model GP-30	
Expansion Panel.....	4
Charging Rack.....	4
Rechargeable Coaster Pager.....	5
Installation and Operation.....	5
Installing the Guest Page Transmitter.....	6
Installing the Antenna.....	6
Installing the Expansion Panel.....	6
Charging Rack.....	6
Charging the Batteries	6
Replacing Batteries.....	6
Programming.....	7
Programming the Guest Page System Code.....	7
Programming the Coaster Pager.....	7
Paging.....	8
Normal Paging	
Urgency Paging	
Receiving a Page.....	8
Coaster Pager	
In-Range Indication.....	8
Turn ON the Pager.....	8
Turn OFF the Pager.....	8
Low Battery Indication of Pager.....	8
Two year limited warranty/Service information.....	9
International return policy.....	10
FCC Rules Part 95.....	10

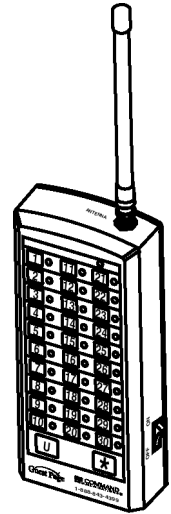
Model: GP-30 Guest Page System

System Overview

Guest Page System, Model GP-30, has a built-in transmitter that can page from 1 to 30 pagers. An Expansion panel can be connected to enable the transmitter panel to page from 31 to 60 pagers.

The system works with rechargeable coaster pagers.

The System is designed to support a paging area of up to one mile. Paging distance may vary depending on conditions.



Unpacking Guest Page

When you open the Guest Page box for the first time, inspect the contents. In the box you should find all of the items needed for installation:

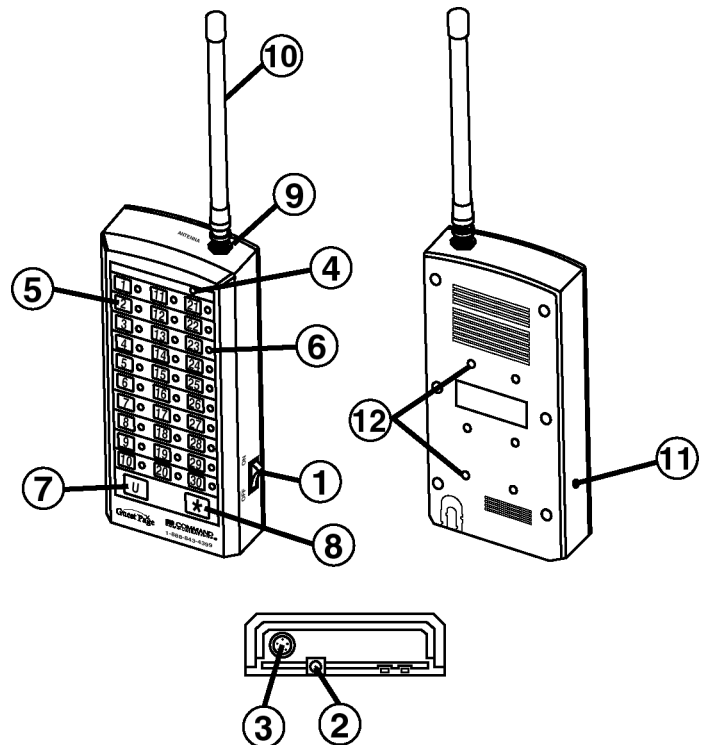
- GP-30 Transmitter ■ 10" Antenna ■ Power Adapter ■ Mounting Bracket and four screws

If any of these items are missing or damaged, contact the dealer where you purchased the unit, or call the number listed in the "Service Information" section of this guide.

Component Overview

Guest Page System, Model GP-30

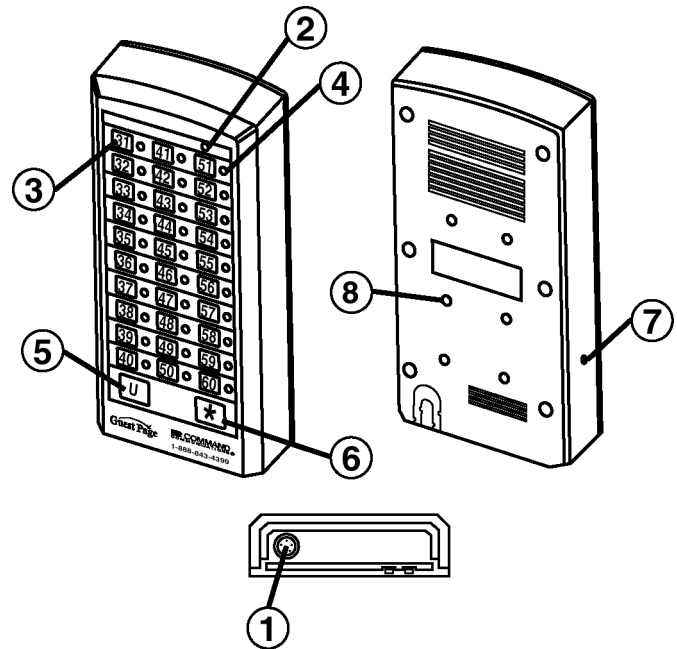
1. ON/OFF switch
2. Power input jack - plug the supplied 12V DC power adapter here
3. 5-pin DIN socket – used for connection of Expansion panel
4. Power and transmitting indicator
 - Solid **Red** when the system is powered
 - Flashes when the system is transmitting
5. Page button
Pages the corresponding pager or cancels the page.
6. Page indicator light
 - Solid red when the Guest Pager or Coaster Pager is paged
 - Flashes when a page receives no response after approximately 3 minutes, or when an urgency page is activated.
7. U Button - urgency page
8. * Button - turns all pagers OFF
9. Antenna connector
10. Antenna
11. Magnetic pager OFF contact point
12. Mounting bracket screw holes



Expansion Panel (optional)

The Expansion Panel is used for larger systems requiring more than 30 pagers. It expands the system to a maximum of 60 pagers.

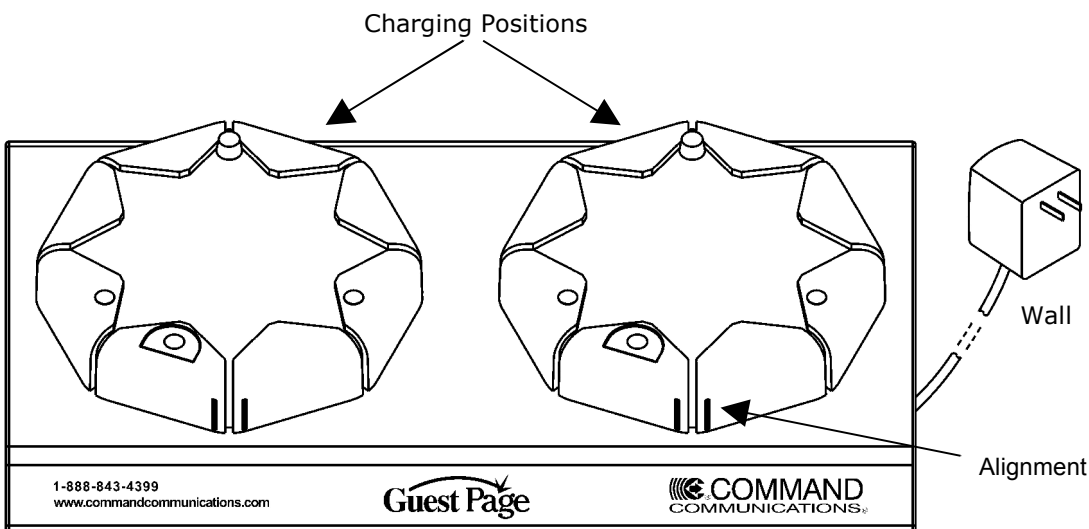
1. 5-pin DIN sockets - for connection to Guest Page Transmitter
2. Power and transmitting indicator
 - Solid **Red** when the system is powered
 - Flashes when the system is transmitting
3. Page button - page the corresponding pager, or cancels the page
4. Page indicator light
 - Solid red when the Guest Pager or Coaster Pager is paged
 - Flashes when a page receives no response after approximately 3 minutes, or when an urgency page is activated.
5. **U** Button - urgency page
6. Mounting bracket screw holes



Charging Rack

The charging rack is capable of charging a maximum of 30 pagers. It has 2 positions for stacking the rechargeable coaster pagers. The charger is powered by a wall adapter that is plugged into a 120VAC wall outlet. The rack also serves as a place to store the pagers when not in use. Pagers automatically turn ON when removed from the charging rack and automatically turn OFF when placed on the charging rack.

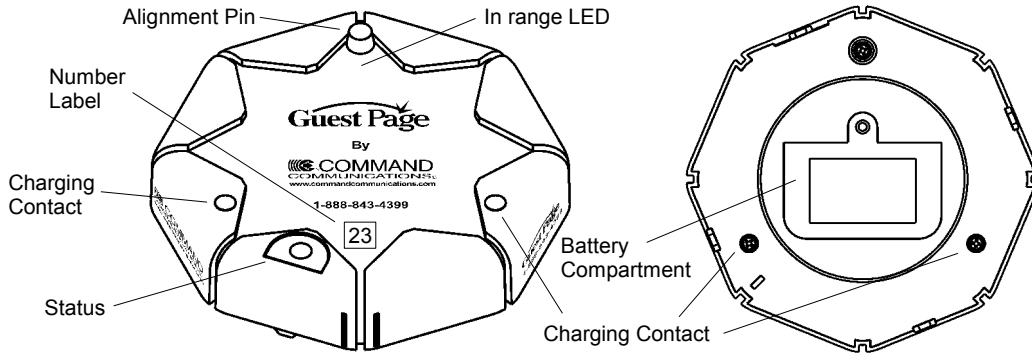
The installation is simple. Place the charging rack on a flat surface and plug the wall adapter into an outlet.



Rechargeable Coaster Pager

The pager is equipped with 4 red, 4 green and 1 yellow LED plus a vibrating function. The pager will vibrate and flash the red and green LEDs when paged. It is powered by 2 AAA rechargeable NiMH (Nickel Metal Hydride) batteries which are included. The features are shown below.

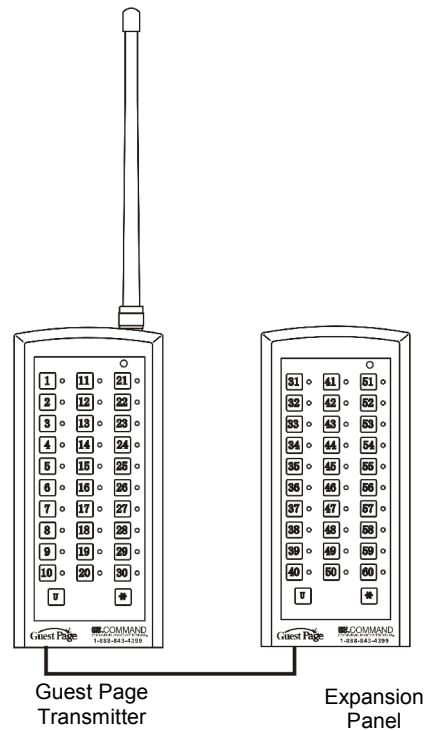
Features of the Rechargeable Coaster Pager



Installation and Operation

Installing the Guest Page Transmitter

The location of the system should be readily accessible to all staff that will be using the system. Since this unit contains a transmitter, obstructions such as walls, pipes, ducts, mirrored glass, or other similar barriers may weaken or misdirect transmitted signals. Certain materials and/or building characteristics, especially metal, have the potential to partially or completely block the signal. Be sure the unit is securely mounted and safe from liquids, extreme heat, and possible physical damage. **Operate the transmitter with the antenna in a vertical position.**



Installing the Antenna

Connect the antenna to the antenna jack on top of the Guest Page Transmitter and turn the antenna's connector clockwise until the antenna locks into place. **For proper operation, the antenna must be in a vertical position.**

Installing the Expansion Panel

The Guest Page Transmitter and Expansion panel are interconnected and communicate through a 5-wire data link cable. Refer to the System diagram (**above**). Plug the connector into the 5-pin socket located on the bottom of the Expansion panel, then turn the fastener clockwise until tightened.

Note: The Guest Page Transmitter will check the connection of the Expansion panel when the system is turned ON. DO NOT "power on" the Guest Page Transmitter until the connection is complete.

Charging Rack

The charging rack is capable of charging a maximum of 30 pagers. It has 2 positions for stacking the rechargeable coaster pagers. The charger is powered by a wall adapter that is plugged into a 120VAC wall outlet. The rack also serves as a place to store the pagers when not in use. The installation is simple. Place the charging rack on a flat surface and plug the wall adapter into an outlet.

Charging the Batteries

While the pagers are stacked on the charging rack, the batteries are automatically charged. There is a green and red LED in each pager located on either side of the alignment mark. A flashing green LED indicates the pager is ready for use. A flashing red LED indicates the pager is charging and is not ready to be used. Recharging takes approximately 2 to 3 hours. If the red LED continues flashing after being on the charging rack overnight, the batteries are defective and need to be replaced.

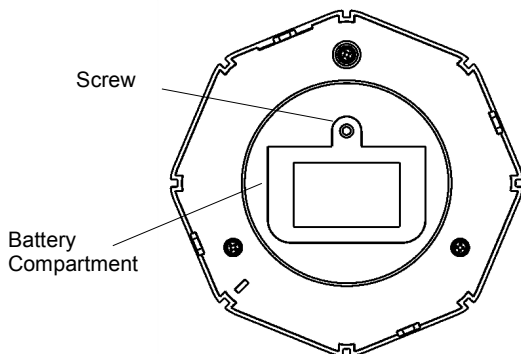
Replacing Batteries

WARNING

DO NOT use alkaline or any other type of non-rechargeable batteries. If recharged, alkaline batteries may explode or leak causing damage and voiding the warranty. ONLY USE NiMH (Nickel Metal Hydride)

After 1 to 2 years use, the batteries may need replacing. Each pager is powered by two AAA Nickel Metal Hydride (NiMH) batteries (supplied). **Only use nickel metal hydride (NiMH) batteries. Replace both batteries.** To replace the pager's batteries, follow these steps:

1. Loosen the battery door screw and open the battery door.
2. Insert 2 fresh AAA Nickel Metal Hydride (NiMH) batteries as indicated by the polarity symbols (+ and -) marked inside the battery compartment.
3. Close the battery door and fasten the screw.



Only use nickel metal hydride (NiMH) batteries. Replace both batteries.

Programming the Guest Page System

Programming the Guest Page System Code

Before you use the system, you should designate your own system code (00-99). The system code ensures proper signaling between the Guest Page Transmitter and pagers.

To program the system code, follow these steps:

1. Power OFF Guest Page Transmitter
2. Press and hold **U** button
3. Power ON Guest Page Transmitter
4. Continue holding **U** button (about 2 seconds) until all 10 LEDs turn ON
5. Press the first digit of system code from Page button 1-10; the corresponding LED will turn OFF. The power indicator light will flash for 2 seconds
6. Press the second digit of system code from Page button 1-10; the corresponding LED will turn OFF. The power indicator light will flash for 2 seconds
7. The new system code is now stored. All LEDs will turn OFF after 2 seconds
8. If you enter a wrong code, repeat steps 1 through 7 to reset the system code
9. The system will return to normal mode if the programming process is not completed within 60 seconds

For example setting the system code to 58:

1. On step 5, press Page button 5
2. On step 6, press Page button 8

Programming the Coaster Pager

Each pager must be programmed or taught its number before it can be used in the system.

The first time the pager is used, please be sure to firmly pull and remove the plastic shipping tab on the bottom of the pager to activate the battery.

1. Remove the coaster from the charging rack to turn it on. After the vibrations and flashing lights stop, you have 10 seconds to **press and hold** the Status button for 5 seconds; the Coaster will vibrate once and the green LEDs will flash.
2. When the green LEDs flash, the Coaster is in the learn mode.
3. Press the Page button on the Guest Page Transmitter corresponding to the Coaster's number. This initializes the Coaster.
4. The Coaster will flash the green LEDs 5 times and vibrate once to confirm that it has learned its code successfully.
5. Press the corresponding Page button again; the red light will turn off. If the Page button is not turned OFF, the Coaster Pager will receive a page.
6. If you enter a wrong setting, repeat steps 1 through 5.

Note: Pager number label -- stick the number label on the pager when the pager has learned the code. If a pager is assigned another pager number, remove the old number label and replace with a new number label.

PAGING

Normal Page

Press the Page button on the Guest Page Transmitter corresponding to the pager you want to page. The panel LED will light and the system will page the corresponding pager until you press the same Page button to cancel the page.

The panel LED will begin flashing quickly if the guest has not responded to the page within 3 minutes.

When the pager is returned, press the Page button and the panel LED will turn OFF. To turn the Coaster OFF, see Method 1 on page 5.

Urgency Paging

This function can be used to increase the number of times the pager vibrates, from every 60 seconds, to every 20 seconds. Press the **U** button and the corresponding Page button; the Page button LED will flash slowly. The Page button LED will begin flashing quickly if the guest has not responded to the page within 3 minutes.

Receiving a Page

Coaster Pager

When a Coaster Pager receives a normal page, it will vibrate once and alternately flash the red and green LEDs. Then the pager will vibrate and flash every 60 seconds and the red LEDs will flash once every 12 seconds as a reminder.

When receiving an urgency page, the pager will vibrate once and alternately flash the red and green LEDs. The pager will then vibrate and flash every 20 seconds and the red LEDs will flash once every 12 seconds as a reminder.

In-Range Indication

The Guest Page System automatically sends an in-range signal to all pagers periodically.

If a pager is within the reception area, the yellow LED will be lit.

If a pager is out-of-range and does not receive the in-range signal for approximately 2 minutes, the yellow in-range LED indicator will start flashing. The pager turns off after 8 hours.

Turn ON the Pager

The first time the pager is used please be sure to firmly pull and remove the plastic tab on the bottom of the pager to activate the battery. This tab prevents the batteries from discharging during shipment.

The pager automatically turns ON when removed from the charging rack.

If the batteries are ready for use, the pager starts to vibrate. It will vibrate 3 times and the green and red LEDs will alternately flash 2 times.

If the batteries are discharged and not ready for use, the red LED to the right of the alignment mark will flash and the pager turns itself off. Place the pager on the charging rack until charged and ready for use. This is indicated by the flashing green LED located to the left of the alignment mark on the pager.

Turn OFF the Pager

Place the pager on the charging rack. The pager is automatically turned OFF when on the charging rack. While on the charging rack, a flashing green LED indicates the pager is ready for use while a red LED indicates the batteries are charging and the pager should not be used. Pagers should remain on the charging rack when not in use.

Two year limited warranty/Service information

WARRANTOR: Command Communications, Inc.

ELEMENTS OF WARRANTY: Command Communications, Inc. warrants, for the duration of this warranty, the Guest Page System (hereafter referred to as the "Product") to be free from defects in materials and craftsmanship with only the limitations or exclusions set out below.

WARRANTY DURATION: This warranty shall terminate and be of no further effect two years after the date of original purchase of the Product or at the time the Product is (A) damaged or not maintained as reasonable and necessary, (B) modified, (C) improperly installed, (D) repaired by someone other than the warrantor for defect or malfunction covered by this warranty, (E) used in a manner or purpose for which the Product was not intended, (F) damaged by an act of God (such as a lightning strike), or (G) sold by the original purchaser.

STATEMENT OF REMEDY: In the event the product does not conform to this warranty at any time that this warranty is in effect, the warrantor shall repair the defect, return it to you without charge for parts, service, or any other costs incurred by the warrantor or its representative in connection with the performance with this warranty. This warranty does not cover or provide for the reimbursement or payment of incidental or consequential damages. Some states do not allow this exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

SERVICE INFORMATION/PROCEDURE FOR OBTAINING PERFORMANCE OF WARRANTY:

1. Pack the Guest Page System in the original carton or equivalent.
2. Enclose a copy of the bill of sale or other documentation showing original purchase date.
3. Contact the dealer where you purchased the Guest Page System, or call one of the service centers listed below to obtain a return material authorization number (RMA #).
4. Mail the above prepaid and insured to the warrantor at:

Command Communications, Inc.
14510 East Fremont Street
Centennial, CO 80112

Voice: (303) 792-0890
FAX: (303) 792-0855

Customer Service: 1-888-843-4399

Customer Service email:
techsupport@commandcommunications.com

Web Site: www.commandcommunications.com

Command Communications, Inc. cannot be held responsible for any loss or damage in transit. Please retain proof of purchases to establish date of original purchase. Your warranty starts with the date of original purchase.

LEGAL REMEDIES: This warranty gives you specific legal rights, and you may also have rights that vary from state to state.

Though every effort has been made to ensure accuracy, these instructions may include technical or typographical errors. Content of these instructions may be changed from time to time due to product improvement. These changes will be incorporated in new editions of these instructions. We disclaim liability for any changes, errors, or omissions.

NOTE: Any unit returned without an RMA # clearly marked on the exterior package will be refused and returned at the sender's expense.

International return policy

If this product is purchased outside the U.S. from an authorized Command Communications' dealer, it should be returned for repair at the location where it was purchased, as provisions have been established to handle warranty repair outside the U.S.

If you send the product directly to Command Communications for repair, you will be responsible to pay all freight, handling, and Custom charges (both ways).

FCC Rules Part 95

WARNING: Do not make adjustments that could result in a violation of the rules or that are recommended to be performed by or under the immediate supervision and responsibility of a person certified as technically qualified to perform transmitter maintenance and repair duties in the private land mobile services and fixed services by an organization or committee representative of users of those services.

WARNING: Replacement of any transmitter component (crystal, semiconductor, etc.) could result in a violation of the rules.



www.commandcommunications.com

© 2007 Command Communications, Inc.
All rights reserved.
Printed in USA

COMMAND COMMUNICATIONS and
the Arrow logo are registered trademarks of
Command Communications, Inc.
14510 East Fremont Street
Centennial, CO 80112

technical support email: techsupport@commandcommunications.com
Customer Service 888-843-4399

GSS06202007