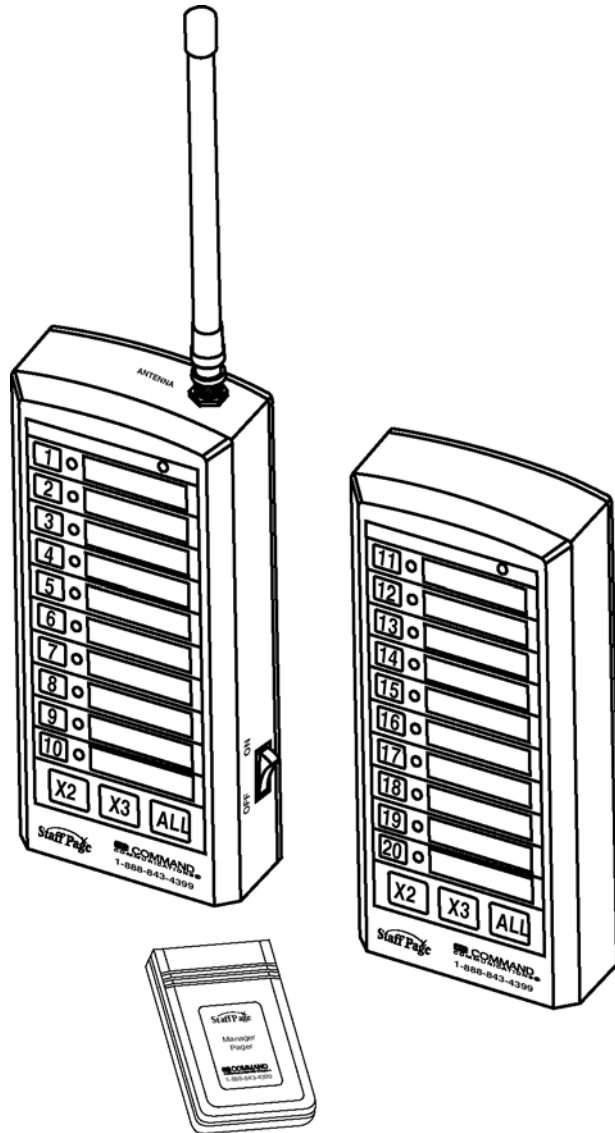


Staff Page



Model SP-10-S Staff Page System

Silent Paging Between Kitchen and Servers



www.commandcommunications.com

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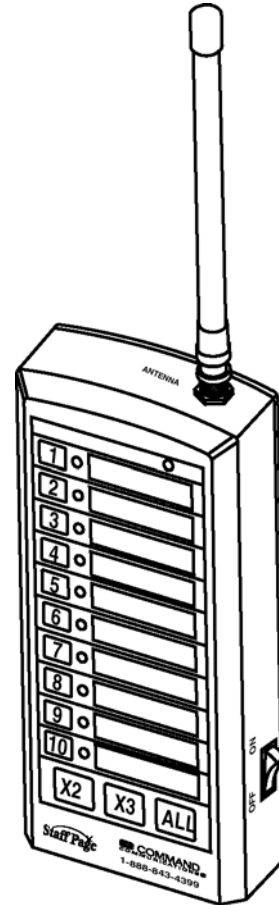
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Introduction to the Staff Page System

Staff Page allows the chef to silently notify a server the moment an order is ready for pick-up in the kitchen. Servers are identified, either by server name or number, on a compact transmitter panel located conveniently in the kitchen. The touch of a button beside the server's name or number will send a silent vibration to the server's pager.

The SP-10-S system consists of a 10-position transmitter to accommodate up to 10 pagers. Expansion panels are available to accommodate up to 30 pagers. The system is designed to support a paging area of up to one mile, but paging distance may vary as each restaurant has its own layout that affects the coverage area. Pagers are programmable, and require two AAA batteries (not included), and are "customer-replaceable" for versatility and freedom from factory support.

Optional equipment includes additional Staff Page Extend panels, allowing servers to be called from various locations (kitchen, bar, deli area, etc.). A Staff Page Cancel Panel when used with a Manager Pager can notify the manager if a server has not picked up an order. A Manager Button can be used to call the manager to a remote location, such as the Hostess area. Pagers vibrate, and display the station calling.



Unpacking Staff Page

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

SP-10 Transmitter

10" antenna

Power Adapter

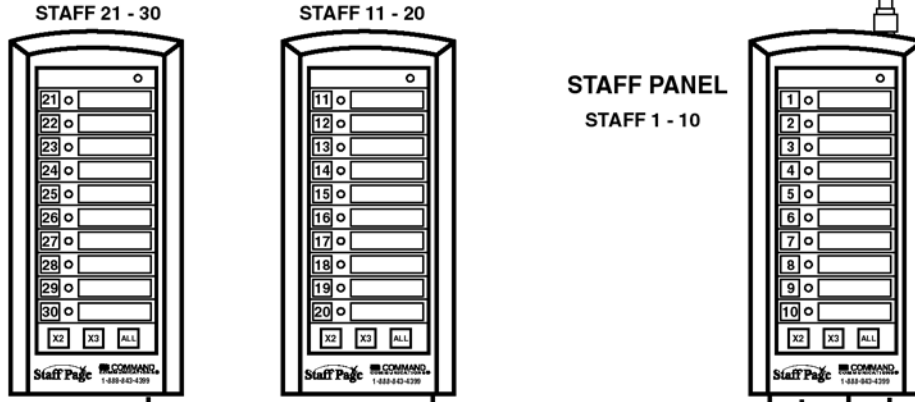
10 Magnetic Name Tags

Mounting Kit

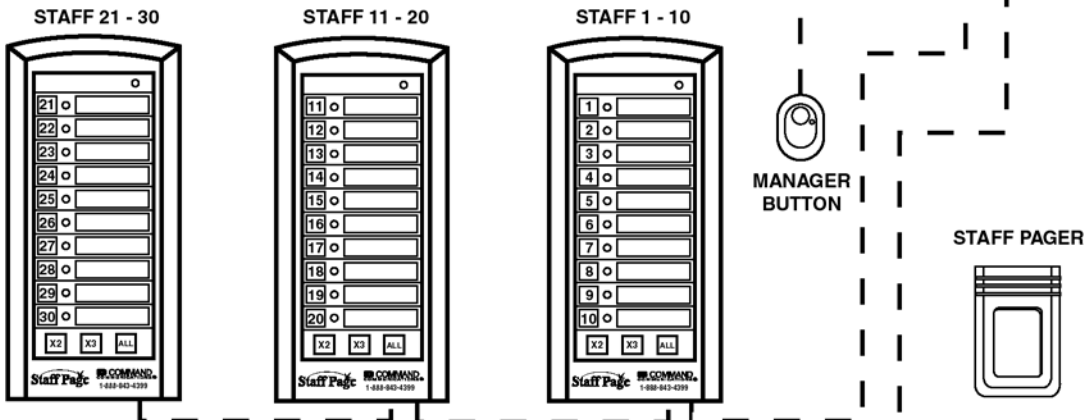
If any of these items are missing or damaged, contact the dealer where you purchased the unit, or call the number listed in the "Service Information" section of this guide.

Staff Page System

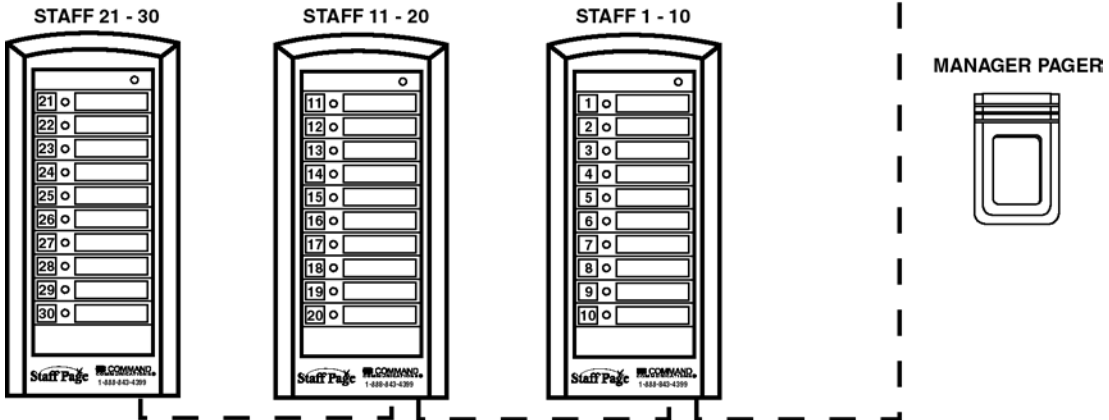
EXPANSION STAFF PANEL



EXPEDITER or MULTI-STATION PANEL



CANCEL PANEL



Systems Pagers and Accessories:

Staff Page pagers

SP-PG-02 Staff Pager
SP-MP-01 Manager Pager

Optional Accessories:

SP-10-XP SP-Extend Panel – Can be configured as Expansion, Expediter, Cancel or Multi-Station panels
SP-Extend Panel includes: (6) #1 - #10, #11 - #20, #21 - #30 PVC Inlay, 3 Cancel Panel PVC Inlays
10 Magnetic Name Tags, 3' Connector Cable, and Mounting Kit.

SP-MB Manager Button (includes 100' cable)

SPMB-90/04 Shelf Mounting Plate 90° - 04" Long – For 1 Panel
SPMB-90/10 Shelf Mounting Plate 90° - 10" Long – For 2 Panels
SPMB-90/16 Shelf Mounting Plate 90° - 16" Long – For 3 Panels

SPMB-90/06 Wall Mounting Plate - Straight - 06" Long – For 1 Panel
SPMB-90/10 Wall Mounting Plate - Straight - 10" Long – For 2 Panels
SPMB-90/16 Wall Mounting Plate - Straight - 16" Long – For 3 Panels

SP-ANT 10" Antenna

SP-PVC-01 PVC Inlay – 01 to 10
SP-PVC-02 PVC Inlay – 11 to 20
SP-PVC-03 PVC Inlay – 21 to 30
SP-PVC-04 PVC Inlay – Cancel Panel - 01 to 10
SP-PVC-05 PVC Inlay – Cancel Panel - 11 to 20
SP-PVC-06 PVC Inlay – Cancel Panel - 21 to 30

SPGP-PWR Power Adapter

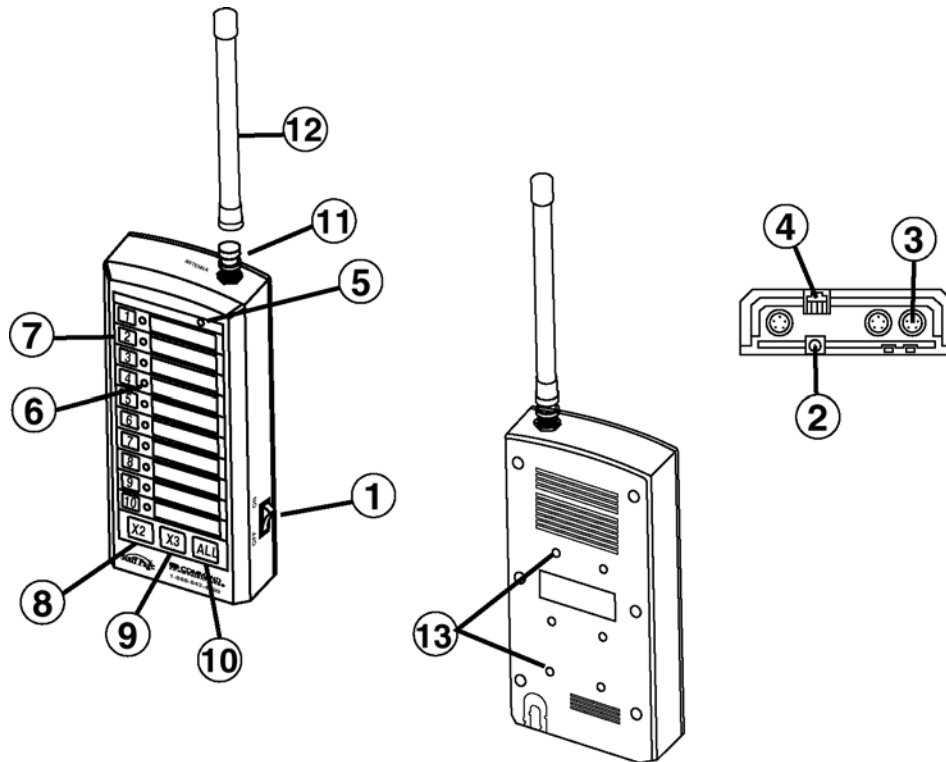
SPGP-01C 1' Cable
SPGP-03C 3' Cable
SPGP-50C 50' Cable

SP-MAG Magnetic Name Tags – Package of 10
PSA-10 Extended range Antenna

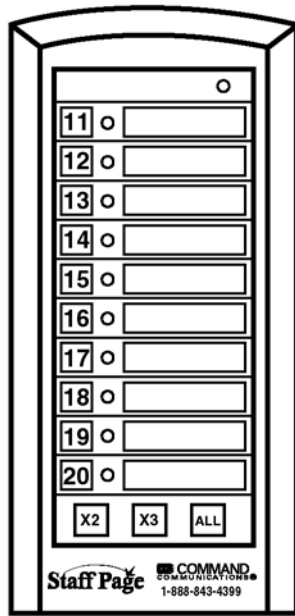
Systems operate on a radio frequency of 27 MHz, Low-Band FM.

Transmitter Panel

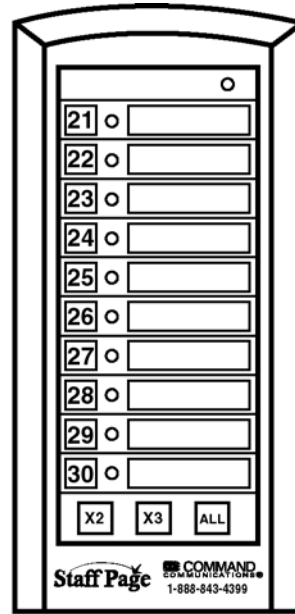
1. ON/OFF switch
2. Power input jack
Plug the supplied 12V DC power adapter here
3. Three 5-pin DIN sockets
Used for connection of Expediter / Cancel / Expansion Panels
4. Manager Button (optional) connection
5. Power and transmitting indicator
 - Solid red when the system is powered
 - Flashes when the system is transmitting
6. Page indicator light
 - Solid red when the server is paged
7. Page Button - Pages the corresponding Staff Pager
8. **X2** Button - Pages the corresponding Staff Pager with two short vibrations
9. **X3** Button - Pages the corresponding Staff Pager with three short vibrations
10. **ALL** Button - Pages all servers and manager
11. Antenna connector
12. Antenna (should be oriented vertically for best operation)
13. Mounting bracket screw holes



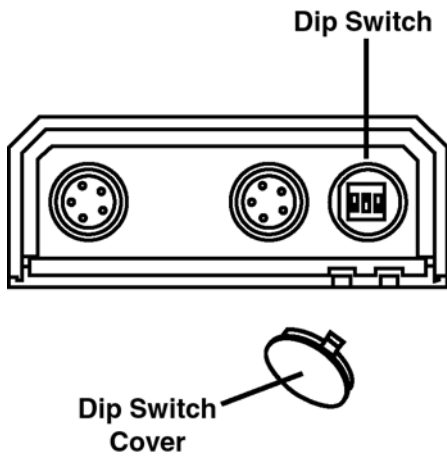
Expansion Panels



DIP Switch Setting 010



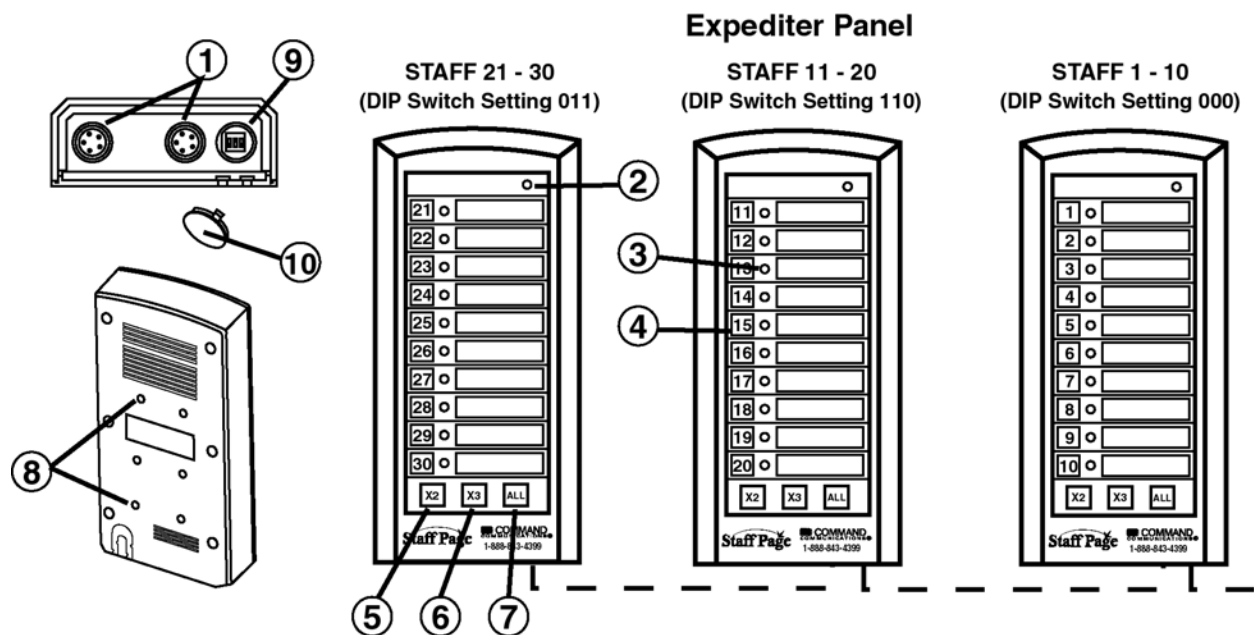
DIP Switch Setting 101



Expansion Panel 2	ON 1 2 3	ON OFF	off on off (010)
Expansion Panel 3	ON 1 2 3	ON OFF	on off on (101)
Expediter Panel 1	ON 1 2 3	ON OFF	off off off (000)
Expediter Panel 2	ON 1 2 3	ON OFF	on on off (110)
Expediter Panel 3	ON 1 2 3	ON OFF	off on on (011)
Cancel Panel 1	ON 1 2 3	ON OFF	on off off (100)
Cancel Panel 2	ON 1 2 3	ON OFF	off off on (001)
Cancel Panel 3	ON 1 2 3	ON OFF	on on on (111)

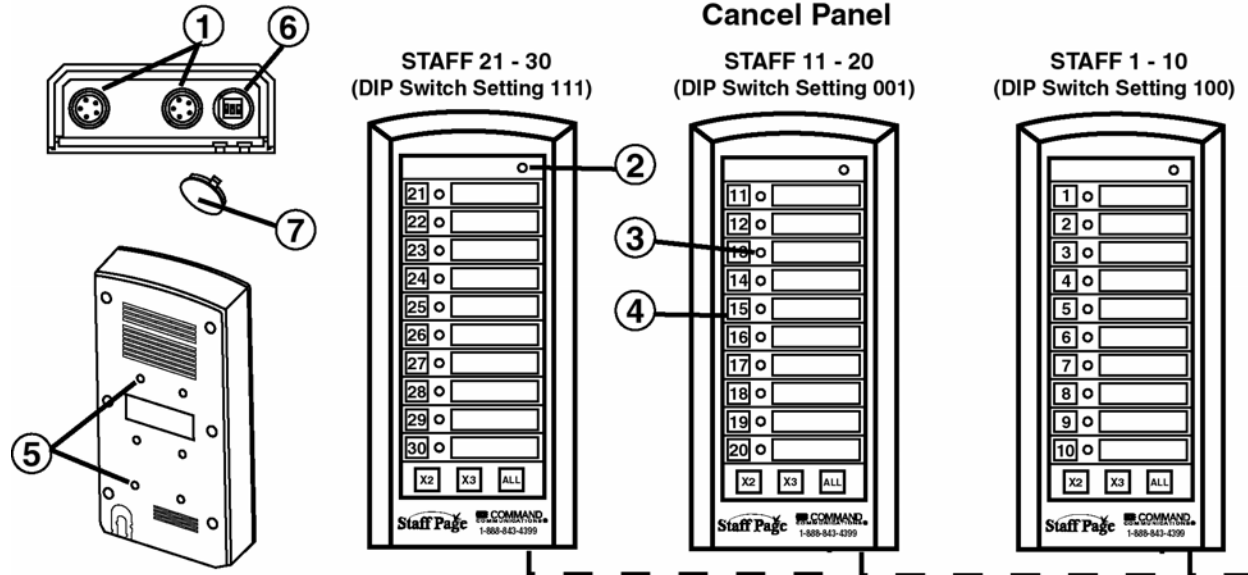
Expediter / Multi-Station Panel

1. Two 5-pin DIN sockets – used to connect panels
2. Power and transmit indicator
 - Solid red when the system is powered
 - Flashes when the system is transmitting
3. Page indicator
 - Solid green when server is paged
4. Page Button - Pages corresponding Staff Pager
5. **X2** Button - Pages corresponding Staff Pager with two short vibrations
6. **X3** Button - Pages corresponding Staff Pager with three short vibrations
7. **ALL** Button - Pages all servers and manager
8. Mounting bracket screw holes
9. Dip Switch
10. Dip Switch Cover



Cancel Panel

1. Two 5-pin DIN sockets – used to connect panels
2. Power and transmit indicator
Solid red when the system is powered
3. Page indicator
 - Red indicates the Staff Pager has been paged by the Staff Page panel
 - Green indicates the Staff Pager has been paged by the Expediter panel
 - Orange indicates the Staff Pager has been paged by both panels
4. Page Button - Cancels the corresponding page
5. Mounting bracket screw holes
6. Dip Switch
7. Dip Switch Cover

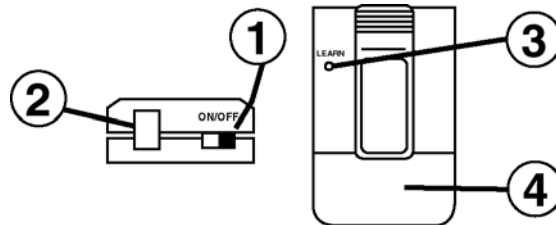


Staff Pagers

The Staff Pager will display its assigned server number when turned ON. It vibrates when receiving a message, and a 7-segment LED display indicates which station is calling. Server can check the last message by pressing the pager's ON/OFF switch.

The following illustrations show the different components of the Staff Pager.

1. Power ON/OFF switch
2. LED message indicator
3. Learning switch hole on back of pager
4. Battery compartment – requires two AAA batteries (not included)



Manager Pager

The Manager Pager displays the number of the server who has not cancelled their page. The manager can also be paged from the Manager Button connected to the Staff page panel. When activated, the pager will display a **c**.

Installation

Installing the Staff Page Transmitter Panel

The location of the panel should be readily accessible to all staff that will be using the equipment. Since this unit contains its own built-in 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. The unit should be installed facing the chef in the immediate area where food is placed for pick-up by the servers. For example, do not locate the panel at a point which could cause the chef to have to walk any distance to send a page. Be sure the unit is securely mounted and safe from liquids, extreme heat, and possible physical damage.

Installing the Manager Button

Locate the Manager Button in the desired location (i.e., Hostess Stand, Bar, or Office). Run the provided cable to the Staff Page Transmitter Panel. Do not leave excess cable in an area which might invite problems, or interfere with kitchen operations. Then, simply plug-in the cable terminal to the Manager Button socket on the bottom of panel.

Installing the Antenna

Connect the antenna to the antenna jack on the top of the Staff Page Transmitter Panel and turn the antenna's connector clockwise until the antenna locks into place. Ensure the antenna is straight up (vertical), and not resting against any metal object or bent over beneath an overhead shelf.

Installing Additional Expansion Staff Panels, Expediter and Cancel Panels

Panels are interconnected and communicate through a 5-wire data link cable. Refer to the system-wiring diagram (pg. 3). Plug the connector into the 5-pin DIN socket located at the bottom of the various panels, then turn the fastener clockwise until tightened. All the DIN sockets are identical. Cable can be connected to any of the DIN sockets at the bottom of a panel.

Note:

DO NOT "Power On" the Staff Page Transmitter Panel until all connections are done. It will check which panels are connected when power is applied and set operating characteristics accordingly.

Mounting Options

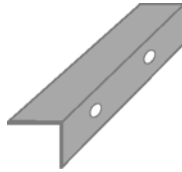
Standard Brackets and Optional Brackets:

Each Staff Page Panel includes:

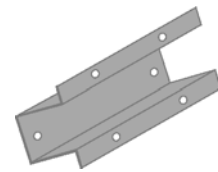
2 C-clamps



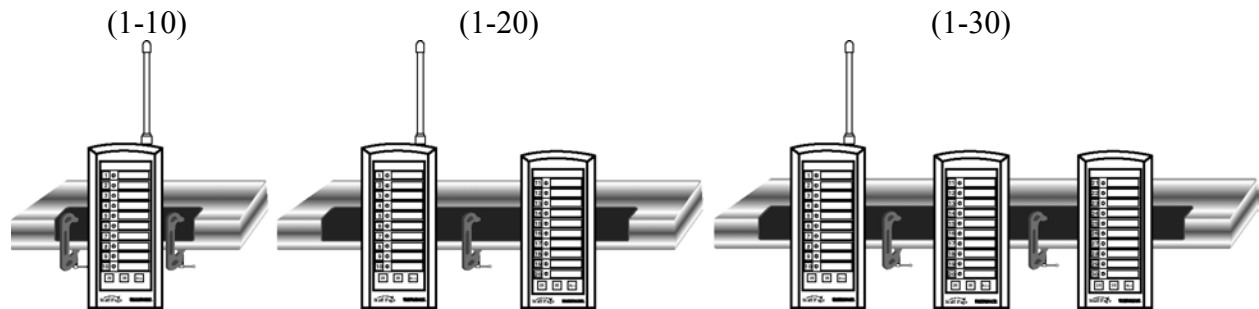
1 PN-SPMP-90/04
(solid shelf mounting bracket)



Optional PN-SPMP-S/06
(hollow shelf / wall mount)

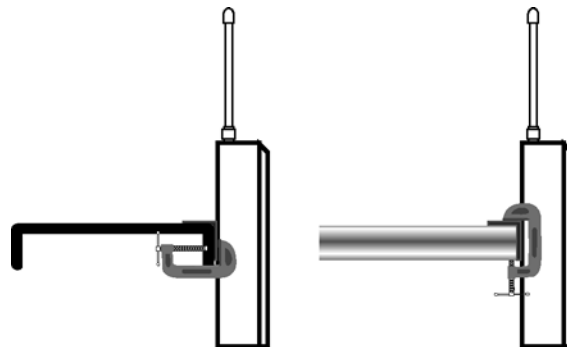


Whether installing a Staff Page Panel, Expediter Panel, Cancel Panel, or a 2nd or 3rd Station Panel, each situation will include either one (1-10), two (1-20), or three (1-30) Staff Page Panels.

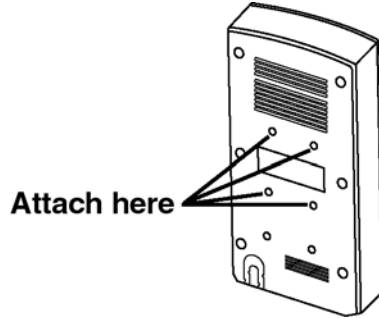


Most installations call for mounting the panel(s) onto a stainless steel shelf along the hot food line. Location of the panels should adhere to parameters relating to proper location of the transmitter, but also in consideration of the chef's need for efficiency. Staff Page can also be mounted in a wall-mount configuration.

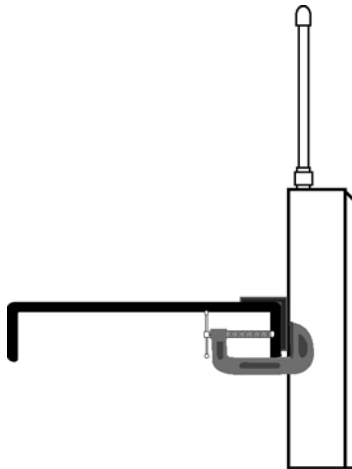
Shelf-Mount: In a kitchen, most installations are to a hollow stainless steel shelf having a 90° leading edge. Some shelves, however, are filled – usually with wood, and the shelf is about 1½” thick.



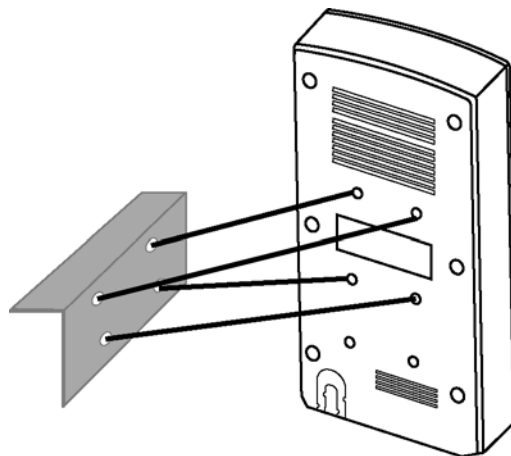
Hollow-Shelf / Wall Mount: This bracket attaches to the back of the panel using the provided screws.



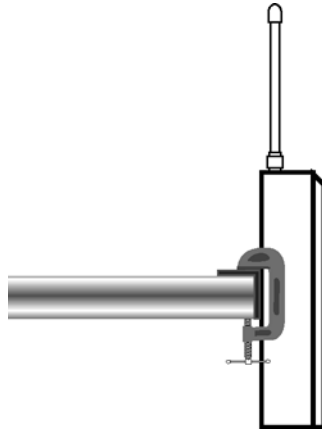
In the case of a hollow-shelf installation, 2 C-clamps (provided) secure both ends of the bracket to the leading edge of the stainless steel shelf as shown:



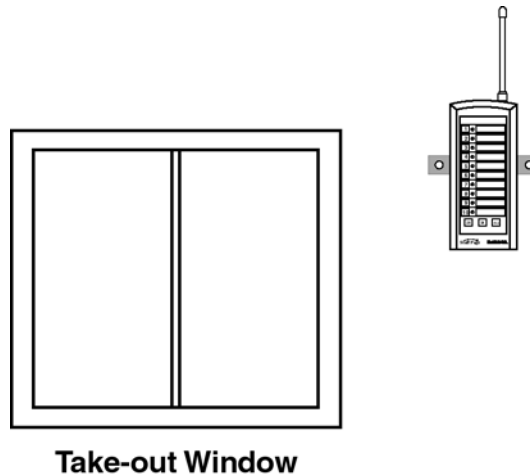
In the solid-shelf installation, the 90° brackets must be used. This bracket attaches to the back of the panel using the supplied screws. Optional brackets mount to shelf and wall surfaces in similar fashion.



Do not attempt to connect the bracket to the lower set of holes on the panel. Attach the panel to the solid-shelf using the two C-clamps provided.



Wall-Mount: In some older style kitchens, take-out window applications, or in the case of a 2nd or 3rd station application (bar or deli area for example), a wall-mount application may be required. The bracket attaches to the back of the panel and is screwed to the wall using 2 screws (not included) of sufficient size and strength to affix the panel to the wall securely. In the case of drywall, the installer should utilize drywall anchors to ensure a solid installation. The 2 C-clamps provided are not required for this installation.



Installing Batteries

Each pager is powered by two AAA batteries (not supplied). We recommend that you only use alkaline batteries. To install or replace batteries, follow these steps:

1. Slide the battery door open.
2. Insert two fresh alkaline batteries as indicated by the polarity symbols (+ and -) marked inside the battery compartment.
3. Slide the battery door to its “closed” position.

Note:

Replace batteries if the letter **b** appears in the pager display when pressing the ON/OFF switch.

Programming

Programming Staff Page System Code

Before you can use the system, you must designate a system code (00-99). The system code ensures proper signaling between Staff Page and pagers, so your system is unique, and will not interfere, or be interfered with by other similar systems within its range capabilities.

To store the system code, follow these steps:

1. Power OFF Staff Page Transmitter Panel
2. Press and hold **X2** button
3. Power ON Staff Page Transmitter Panel
4. Continue holding **X2** 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
6. Press the second digit of system code from page button 1-10; the corresponding LED will turn OFF
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

For example, setting the system code to 58:

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

Programming Staff Pager

Before using the Staff Pager, you must program it to learn the Staff Page system code and assign a server number.

To program the Staff Pager, follow these steps:

1. Power ON pager
2. Use a pointed object (such as the end of a straightened paper clip) and insert it into the “Learn hole” on back of pager
3. Continue to press until the pager vibrates once and the LED display flashes an **L**
4. Press the page button on the Staff Page panel corresponding to the server’s number. This initializes the pager
5. The pager vibrates 4 times, displays the number 8, then vibrates once and displays the pager’s assigned number
6. If you enter a wrong setting, repeat steps 1 through 5

Note:

Each Staff Page panel comes with 10 Magnetic Name tags. Each server’s name can be written on the magnetic tag with a non-permanent marking pen. Place the magnetic tag next to the corresponding pager number assigned to that particular server.

Programming Manager Pager

Before using the Manager Pager, it must be programmed to learn the Staff Page Panel's system code. There are two ways to program a Manager Pager.

To program the Manager Pager, follow these steps:

1. Power ON pager
2. Use a pointed object (such as the end of a straightened paper clip), and insert it into the Learn hole on back of pager
3. Continue to press until the pager vibrates once and the LED display flashes an **L**
4. Press page, which is assigned to the manager on the Staff Page Transmitter Panel. The panel will send codes to the pager
5. The pager vibrates 4 times, displays the number 8, then vibrates once and displays the pager's assigned number
6. If you enter a wrong setting, repeat steps 1 through 5

To program the Manager Pager using the Manager Button:

1. Follow steps 1-3 above
2. Press the Manager Button
3. Manager Pager vibrates 4 times, displays an **8** then vibrates once more and displays a **c**

Programming the number of times a Pager vibrates in response to a page from Staff Page Transmitter Panel

The Staff Page incorporates a "double-vibration" concept. Therefore, a system programmed to vibrate once will cause the Staff Pager to vibrate once and repeat. Programmed to vibrate twice, the Staff Pager will vibrate twice, then repeat twice, etc. This "double-vibration" is an "insurance" concept designed to ensure the server "feels" the page.

To program the number of vibrations, follow these steps:

1. Power OFF Staff Page Panel
2. Press and hold the **X3** button
3. Power ON Staff Page Panel
4. Continue holding **X3** button until 1, 2 & 3 page LEDs turn ON
 - a. Press 1 to program all pagers to vibrate once or,
 - b. Press 2 to program all pagers to vibrate twice or,
 - c. Press 3 to program all pagers to vibrate three times
5. If you enter a wrong number, repeat steps 1 through 4 to reset

Programming the Number of Times a Pager Vibrates in Response to a Page from the Expediter Panel

To program the number of vibrations, follow these steps:

1. Power OFF Staff Page Panel
2. Press and hold the **ALL** button
3. Power ON Staff Page Panel
4. Continue holding **ALL** button until 1, 2 & 3 page LEDs turn ON
 - a. Press 1 to program all pagers to vibrate once or,
 - b. Press 2 to program all pagers to vibrate twice or,
 - c. Press 3 to program all pagers to vibrate three times
5. If you enter a wrong number, repeat steps 1 through 4 to reset

Test Range

1. Pager must be programmed (see pages 15-17).
2. Turn on the Staff Page Transmitter.
3. Turn on pager, then press and hold the ON/OFF switch down while turning on the pager until an **o** is displayed and the pager vibrates once. The pager is now in the **Test Range Mode**.
4. When the pager is within reception range, the pager will display **o** for 6 seconds during each 9 second interval.
5. When the pager is out-of-range, the display will be blank.
6. Turn pager off to end the **Test Range Mode**.

Paging

Staff Pagers

1. Normal Paging

Press the page button on the panel corresponding to the server's name or number you want to page. The Panel LED will light up for 60 seconds, and the pager will vibrate as programmed (once, twice, or three times).

2. **X2** and **X3** Paging

X2 To send 2 vibrations to a server's pager, press the **X2** button, followed by the server's name or number within 2 seconds

X3 To send 3 vibrations to a server's pager, press the **X3** button, followed by the server's name or number within 2 seconds

3. **ALL** Paging

All pagers can be paged at the same time when the **ALL** button is pressed. The Panel LEDs will light for 60 seconds

4. Pager operation when used with Cancel Panel (optional)

The pager will vibrate immediately and continue at 60 second intervals until the server cancels the page at the Panel. If the page is not cancelled by the third page, the Manager Pager (optional) will vibrate and display the server's number

5. Reviewing the last message

The last message received can be checked by pressing the ON/OFF switch. The pager will then display the last received message

Receiving Page Messages

Parameters and Defaults:

Pagers vibrate for 1.5 seconds

Repeat vibrations occur following a 3-second delay

Pager Display indicates Calling Station:

1 = Primary Station

2 = Secondary Station

3 = Two or more stations calling

When **2X** or **3X** are not designated, pagers will vibrate and repeat-vibrate according to programming instructions.

2X and **3X** designation prior to paging takes precedence over 1/2/3 programming.

Manager Pager

The Manager Pager does not distinguish which Panel is calling. When receiving a message, the Manager Pager will vibrate twice for 1.5 seconds and the LED display will flash **c**.

Receiving Messages

1. When a Cancel Panel is in use, and the paged server has not cancelled within the 3-page sequence, then the Manager Pager will vibrate and display the # of the server
2. ALL PAGE
LED display will flash **c** when receiving **ALL** page messages. LED display will show **A** when manager presses the ON/OFF switch to check the received page
3. Manager Button
LED display will flash **c** when receiving a call from Manager Button. LED display will show **C** when manager presses the ON/OFF switch to check the received page

Reviewing Messages In Memory

The Manager Pager displays the number of any servers who have not cancelled their page. The manager can review all numbers stored by pressing the ON/OFF switch repeatedly. The pager shows a — to indicate end of memory. A Manager Pager can store up to 30 server numbers. For example:

1. Server 03 has not cancelled its page and the manager has been paged
2. The Manager Pager will vibrate and display a **c** when receiving the page
3. When the manager presses the ON/OFF switch to view the memory, the LED will display **0** and then **3**. three times

Note:

The numbers stored in the Manager's pager will be lost if the ON/OFF switch is turned OFF.

Manager Button

A Manager Button may be connected to the Staff Page Panel. When the Manager Button on the Staff panel is pressed, the Manager Pager will vibrate and display a **c**. When the manager reviews the memory, the display will show a **C** to indicate a page from the Manager Button.

Cancel Panel

The purpose of the Cancel Panel is for servers to cancel a page when an order has been picked up. Servers will know which Panel is paging in two ways:

1. When LEDs on the Cancel Panel show:
 - Red – indicates the server has been paged by the Staff Page Panel
 - Green – indicates the server has been paged by the Expediter Panel
 - Orange – indicates the server has been paged by both Panels
2. The Staff Pager will display 1, 2, or 3 depending on which panel has paged.
 - 1 = Staff Page Panel
 - 2 = Expediter Panel
 - 3 = Staff Page and Expediter Panel

Servers can cancel the page by pressing the corresponding page button next to their name. The LED will turn OFF, and the page will be cancelled.

Out-of-Range Indicator

The Staff Page Panel will automatically send out an Out-of-Range signal to any Staff Pager which is out of reception in excess of 5 minutes. The LED of the Staff Pager and Manager Pager will flash **U** once every 4 seconds. This situation “self-corrects” once the pager is brought back into range.

Low Battery Indication of Pagers

If battery is low, the pager LED will display **b** when pressing the ON/OFF switch.

Troubleshooting

No Power

The red LED located in the upper right-hand corner of each panel is not lit:

1. Make sure your Transmitter unit is turned ON.
2. Check your power connection. If power is connected properly, make sure you are using the power adapter supplied with your unit.

Pagers Do Not Respond

Pagers respond in some areas, but do not respond in all areas required:

1. Refer to page 10 (Installation) to ensure the transmitter is installed properly. Antenna location and placement does have an affect on range capability. Verify antenna is secured properly to the transmitter.
2. Weak batteries will affect range capability, resulting in a weak vibration. Check batteries by pressing the ON/OFF switch. If the letter **b** appears, it is time to replace batteries.

(An Extended Range Antenna may be required in certain circumstances.)

Pagers do not respond at all:

1. Make sure that the pager is turned to the ON position.
2. Ensure that the transmitter is operating properly, has power, and “lights” to indicate a page has been sent.
3. Replace the pager batteries with two new Alkaline AAA Batteries.

Battery Life: We recommend that pagers be turned OFF when not in use. This will greatly increase the operating life of your AAA batteries. When replacing old batteries, use only Alkaline batteries. Battery duration will vary with use and frequency of page reception.

Improper Panel Function

1. Refer to the wiring diagram on page 3 to ensure accessory panels are linked to the transmitter correctly. The red power LED should be lit in the upper right-hand corner of each panel.
2. Check the DIP switch settings to ensure the settings are correct for the purpose of the panel. Refer to page 6 for correct settings.

Should you require further assistance, contact your local dealer or call Customer Service at 800-288-6794.

Two year limited warranty/Service information

WARRANTOR: Command Communications, Inc.

ELEMENTS OF WARRANTY: Command Communications, Inc. warrants, for the duration of this warranty, the Staff 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. Contact the dealer where you purchased the Staff Page System, or call the service center listed below to obtain a return material authorization number (RMA #).
2. Pack the Staff Page System in the original carton or equivalent. Enclose a copy of the bill of sale or other documentation showing original purchase date.
3. Mail the above prepaid and insured to the warrantor at:

UNITED STATES
Command Communications, Inc.
14510 East Fremont Avenue
Centennial, CO 80112
(303) 792-0890 Fax (303) 792-0855

Command Communications, Inc. cannot be held responsible for any loss or damage in transit.

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

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.

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 maintained and repair duties in the private land mobile services and fixed services by an organization or committee representative of users of those services.



www.commandcommunications.com

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