

Alphanumeric Wireless Calling System

USER GUIDE



**ALPHANUMERIC WIRELESS CALLING SYSTEM
IMPROVE YOUR BUSINESS BY SERVING BETTER**



www.ace-karaoke.net

Powered by Ace-Karaoke Technologies

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Table of Content

1 INTRODUCTION	1
1.1 A BIG TROUBLE IN ALL RESTAURANTS!.....	1
1.2 ACE-KARAOKE ALPHANUMERIC WIRELESS CALLING SYSTEM - A PERFECT SOLUTION!	1
1.3 ADVANTAGE TO YOUR CUSTOMER	1
1.4 ADVANTAGE TO YOUR RESTAURANT	2
1.5 SPECIFICATIONS.....	2
1.5.1 <i>System Host and Host Control</i>	2
1.5.2 <i>Wireless Calling Button with 1 key</i>	3
1.5.3 <i>Wireless Calling Button with 2 key</i>	4
1.5.4 <i>Round Wireless Calling Button</i>	5
1.6 APPLICATIONS	5
2 INSTALLATION	6
2.1 INSTALL CALLING HOST	6
2.2 INSTALL CALLING BUTTONS	6
2.3 BEFORE POWER ON	7
3 OPERATION GUIDE	8
3.1 RECEIVE THE CALLING BUTTON SIGNAL	8
3.2 PROCESS THE CALLING NUMBER IN THE HOST.....	8
4 SYSTEM CONFIGURATION	9
4.1 REGISTER THE BUTTON NUMBER IN THE HOST	9
4.2 ADD TWO OR MORE SYSTEM AT THE SAME VENUE	9
4.3 LIFETIME OF BUTTON BATTERY	9
4.4 CHANGE BUTTON BATTERY	10
5 TROUBLESHOOTING	11

1 Introduction

1.1 A BIG trouble in all restaurants!

Did you notice how customers get the waiters' assistance when they need services in a restaurant? Cry out loudly or keep waving their hands in public?

The most common complaint customers have is not the quality of the food or the appearance of the restaurant; people choose a place to dine out based on the service. Ace-Karaoke Alphanumeric Wireless Calling System will enhance the efficiency of your restaurant.

1.2 Ace-Karaoke Alphanumeric Wireless Calling System - A perfect solution!

Ace-Karaoke Alphanumeric Wireless Calling System consists of calling host and a number of calling buttons. The host can be either hung on the wall or put on the table at the reception area. The menu calling button can be placed on the table. You can also show the menu and advertisement in the menu stand. The wireless calling button can be fixed onto the table or wall with double side tape where service is needed. After customer press the button, the host will display the table/room number on the calling host screen, so the customer will get waiter's assistance in time.

The whole system is powered by wireless technology for easy installation.

1.3 Advantage to your customer

- Customers can call a waiter when they are ready to order.
- Alphanumeric Wireless Calling System will avoid waiter interruption during private moments.
- The customer will not have to look around, wave his hands or shout to get the waiter's attention.

- The customers can easily page the waiter to place initial order, during the course of the meal for more food, drinks, bread, butter, wine, dessert, coffee, bill, etc.
- The novelty will surely attract new customers and will delight your existing clients.
- Avoid disturb other customer when call waiter.
- Build a quiet, comfortable environment for customers.
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1.4 Advantage to your restaurant

- Waiters will have more time to do other things.
- Waiters will be more efficient.
- Waiters will be less stressed.
- Tables will be available faster.
- Customers will like it so much and will come back.
- Restaurant will sale more food.
- Wireless technology for easy installation
- Multiple hosts work without affect each other
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1.5 Specifications

1.5.1 System Host and Host Control



- Screen Size:1.8 inch
- Display:1 letter, 2 digitals
- Capacity:15 calling numbers
- Display Mode: auto roll display
- Decoding Type: registration method
- Dimension:140X78X33(mm)
- Power supply:100V~240V
- Frequency:315MHz
- Accessories:
 - Power adaptor:12V DC stabilized supply(1unit)
 - Hand-hold remote control: Delete numbers, page up, page down(1unit)

1.5.2 Wireless Calling Button with 1 key



- Frequency:315MHz
- Coverage of the transmitter: 500M (in open area)
- Decoding Type: registration method
- Button numbers on menu stand:1 (service)
- Coding mode of the host: ASK
- Antenna: exterior or interior
- Battery:9V 6F22 laminated cell
- Demention:120X85X55(mm)

- Dimension of menu tablet:87X170X2(mm)
- Color: sandalwood; marble; green black; black; orange

1.5.3 Wireless Calling Button with 2 key



- Frequency:315MHz
- Coverage of the transmitter:500M (in open area)
- Decoding Type: registration method
- Button numbers on menu stand:2 (service and cancel)
- Coding mode of the host: ASK
- Antenna: exterior or interior
- Color: sandalwood; marble; green black; black; orange
- Battery:9V 6F22 laminated cell
- Dimension:120X85X55(mm)
- Dimension of menu tablet:87X170X2(mm)

1.5.4 Round Wireless Calling Button



- Wireless technology
- Easily Interchangeable
- Maintenance free
- Radio frequency : 315 MHz
- Operation range: 50~200 meters
- Power supplier: 12-volt battery (inner)
- Round Dome shape design
- Dimension: 67(f)mm X 28(H)mm

1.6 Applications

- Restaurants
- Karaoke lounge
- Disco
- Bars
- Night club
- Cafeteria
- Bowling alleys
- Bathe room
- Hospital
- School
- Super market
- Shopping centre
- Factory production lines (for an individual worker's calling the supervisor)

2 Installation

2.1 Install calling host

- I The calling host can be placed at the table or fixed on the wall or hung on the ceiling.
- I Plug the power adaptor to the jack and connect it with the host, the screen will shortly high light display with the prompt tone.
- I To get good receiving effect, please fully stretch out the antenna and make sure there are no metal-made articles around the calling host.
- I Please prevent the host screen from the sunlight.

2.2 Install calling buttons

- I Make your plan of numbering the tables/rooms.
- I Check the number of the buttons.
- I Place the button at the proper area according to the button number set in the host.
- I For wireless calling button with 1 key and wireless calling button with 2 key, to get good receiving effect, please fully stretch out the antenna. After replacing the menu or the advertisement paper in the plate, please make sure the plate is well combined with the bottom in case of the bottom is dropped while picking the plate, which will result the bottom shell and inner circuit broken. You could insert a piece of scrip in a proper thickness between the plate and the bottom, in this case, with the noble appearance, the combination between the plate and bottom is also strengthened.
- I For table calling button, peel off the film on the back of the button and fix it on the table. You also can fix it on the wall. Or you may fix it on the menu stand. Or you may just put it on the table when the tables are covered with table cloth.
- I Install 1 button for every table/room
- I Press "Call" on the button, the signal light should flash and the host should respond the calling.

- I After a period of using, in the case that the signal sent from the transmitter is weakened or the host can not receive the signal from that button, please replace the battery.

2.3 Before power on...

1. Make clear about your local power voltage (110V or 220V)
2. Adjust the switch on the transformer according to your local power voltage (please be very careful, incorrect voltage will damage the host!)
3. Power on
4. Press a button to check display function
5. Adjust display time if it is needed
6. Adjust speaker volume if it is needed

3 Operation Guide

3.1 Receive the calling button signal

- I When the customer need the service and press the red calling button, the calling host will receive the signal from it and display its button number in the screen with twice continuously short tone prompt.
- I When you get the new calling while the previous calling table is still not served, the latest calling number will be displayed at first and the rest of calling numbers will be arranged in this order. The host has the capacity of 15 calling numbers.
- I If the calling table is still not served, the host will prompt tone in every 10 seconds and high light the calling number in the screen.

3.2 Process the calling number in the host

- I If there are several calling, you can use the hand hold remote control to check all. You can page up or page down to roll the display.
- I When the waiter is ready to serve the calling table, press **n** to delete that calling number, the host screen will show “- - -” and prompt a long tone.
- I If there are calling tables which is still not served, the screen will show the penult calling number after showing “- - -” .

4 System Configuration

4.1 Register the button number in the host

Simultaneously long pressing **é** and **n** until the screen shows “- - “, this case, the host is ready to set the button number

I Press **é** once, the screen will display ‘00’

I Press **é** is to increase current digit

I Press **é** is to switch digit

For example, current setting is the first digit, press **é** once, the digit will be increase once; if you press **é**, it will be switched to the second digit.

After getting the button number you want to set, press the corresponding calling button, the screen will show “- - -” with tone to prompt you. In this case, the button number is successfully set in the host.

4.2 Add two or more system at the same venue

One-to-more mode:

You can set one host to receive all button signals in the different area or floors.

More-to-one mode:

You can make several hosts to receive the button signal at the same time. Any button is pressed, the hosts in different floors or area will simultaneously display its button number.

More-to-more mode:

You can make several hosts to receive just the button signals from its corresponding floor or area. For example, you can register the buttons installed in A area in one host and set their first letter start from A. and register the buttons installed in B area in another host and set their first letter start from B.

4.3 Lifetime of button battery

Battery’s lifetime is depends on the frequency of use but usually it lasts for 1 year. However it should be replaced immediately when the following happens

- The host doesn’t respond the button any more.

- The signal light is dim or does not flash any more
- Every 2 years either you did or didn't use it.

4.4 Change button battery

1. remote control
 - a. Unscrew the screws at the bottom of the calling button
 - b. Open the lid and replace the new battery carefully.
 - c. Screw on the screws.
2. Wireless Calling button with 1key and 2 Key:
Notice: Don't pull the cable connecting with the battery while you replace the battery.
 - a. Unscrew the screws at the bottom of the calling button.
 - b. Separate the connector with the batteries
 - c. Connect the new battery with the connector
 - d. Lock the battery cover and screw on the screws.

3. Round Wireless Calling Button:

Notice: The button structure is specially designed. You don't need to stick off the button bottom from the table. Please change the battery this way.



- a. You can find a small nick around the button. Poke the clip in that nick and rotate the button, then the button will be separated with the bottom
- b. Unscrew the 4 screws and replace the battery with the new one.
- c. Screw on the screws and rotate the button to fix it on the bottom

5 Troubleshooting

- 1、 How to make the host with better signal?
 - a. Stretch the host antenna longer.
 - b. Keep the host away from the metal fittings.
 - c. Avoid or reduce the block between the host and the transmitter (button).

- 2、 How to make the transmitter (button) with better signal?
 - a. Stretch the transmitter (button) antenna longer.
 - b. Place the button on the table and use just one finger to press the button.
 - c. Avoid or reduce the block between the host and the transmitter (button).
 - d. Replace the batteries in time once the energy is shortage.

- 3、 When should I replace the batteries in the button ?
 - a. The indicator light is dim while pressing the button.
 - b. The signal is transmitting unstably.The batteries should be replaced while above cased happened.



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