

Restaurant Paging System

USER GUIDE



**RESTAURANT PAGING SYSTEM
IMPROVE YOUR BUSINESS BY SERVING BETTER**

ACE

www.ace-karaoke.net

Powered by Ace-karaoke Technologies

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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 hand in public?

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

1.2 Ace-Karaoke restaurant paging system - A perfect solution!

Ace-Karaoke restaurant paging system consists of one host and a number of paging buttons. The waiter can receive the paging signals while serving with wearing the restaurant pager. The button can be placed onto the table. You can show the menu or advertisement in the menu stand. After customer press the button, the restaurant pager will display the table/room number on the pager 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.
- The restaurant paging 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.

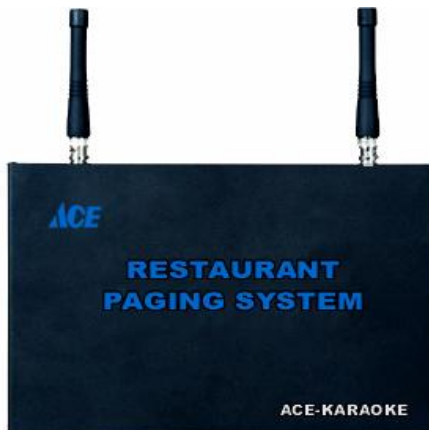
- The customers can easily page the waiter to place initial order, during the course of the meal for more food, drinks, bread, butter, wine, dessert, coffee, bill, etc.
- The novelty will surely attract new customers and will delight your existing clients.
- Avoid disturbing other customer when calling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

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 servers work without affect each other
-

1.5 Specifications

1.5.1 Restaurant Paging Host



- Receive the signal and transmit signal to the restaurant pager
- Each can carry up to 200 paging buttons
- Each can carry up to 200 restaurant pagers
- Each can carry up to 10 host remote controls
- Use computer to associate the paging button with the restaurant pager
- Work mode: one-to-one, more-to-one, one-to-more
- Coverage of the restaurant pager: 3000 M (in open area)

1.5.2 Restaurant pager (PCR)



- Receive the signal from the paging button and the host remote control
- Work Mode: Vibrating alert or silent
- 12 species of the ringing voice for your choice
- Calendar and Date is more convenient for the waiter
- One paging button signal can be sent up to 5 pagers
- 1 pager can be assigned up to 199 paging buttons
- The system can accommodate up to 199 restaurant pagers
- Coverage of the restaurant pager:3000 M (in open area)

1.5.3 Menu paging button



- 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
- Battery:9V 6F22 laminated cell
- Demention:120X85X55(mm)
- Dimension of menu tablet:87X170X2(mm)
- Colour: sandalwood; marble; green black; black; orange

1.5.4 Round paging button 1



- 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

1.5.5 Host remote control



- Dimension:85X37X15(mm)
- Radio frequency :315MHz

- Coverage of the transmitter: standard: 500m, enhanced: 1000m
- Decoding Type: registration method
- Coding mode of the host: ASK
- Antenna: exterior
- Colour: milky white
- Battery:12v 23A

1.6 Applications

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

2 Installation

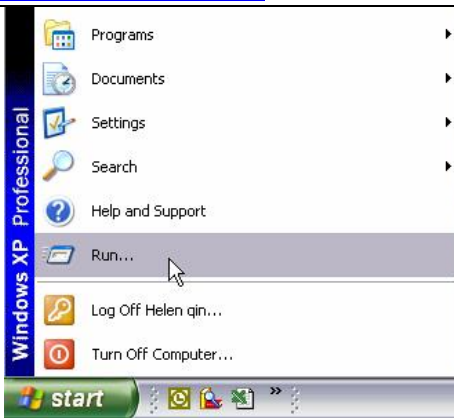
2.1 Hardware Installation

Attention: Please install transmitting antenna to the upper right-hand corner of the host, then connect power, otherwise they will destroy host's high-frequency power components.

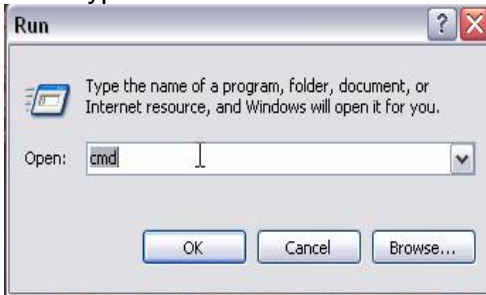
- I We suggest you fix the host on the wall and keep the antenna upright for sending and receiving the signal well. For the signal can be transmitting stably, you can consider placing the paging button on the table.
- I Power on the host, yellow-power lamp
- I Check the number of the buttons.
- I Place the button at the proper area according to the button number set in the pager.
- I For menu paging button, 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 Install 1 button for every table/room
- I Press "Call" on the button, the signal light should flash and the server should respond the calling.
- I After a period of using, in the case that the signal sent from the transmitter is weaken or the pager can not receive the signal from that button, please replace the battery.

2.2 Software Installation

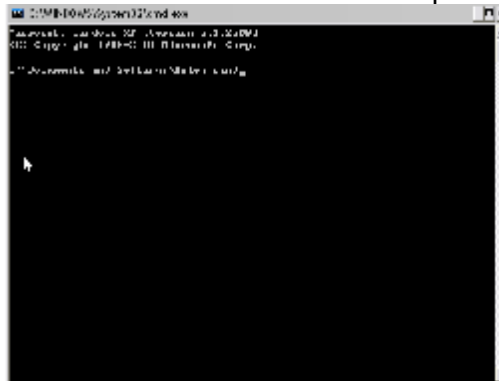
- I Create a new folder named 'ace' in the root path of c drive.
(C:\ace\)
- I Download the software and extract it to ace folder created as above
Click Start->Run



I then type in 'cmd'



I The DOS command window is open.



I Input regsvr32 c:\cate\MSCOMM32.OCX in it and press enter button. Then it will prompt message to inform that the register is successful. Double click BPSETUP.exe, the setup program will be open.

Daily Pager Calling System Version 2.3

COM Port: COM1 Clear Park Status: Call In Open

Receiver Settings
Number: [] Address Code: [] Model: [] Write: []
Save

Pager Calling Receiver Test
Address Code: [] Content: []
Save

Calling Station Settings
Number: [] Address Code: [] Model: [] Key Number: [] Write: []
Save

Priority Settings
[] Write: []

Pager Calling Call Back
Number: [] Address Code: [] Model: [] Write: []
Delete

Associate Station With Receiver
Station Number: [] Receiver Number: [] Write: []
Delete

Initialize Hard Personal Settings End Station

3 System Configuration

3.1 COM ports (Communication Ports)

Connect the CBM02B COM port to the computer COM port through the 9-pin cable. There are four options. The COM1 is set as the default port. If the COM1 is occupied, it would try the other three ports in turn.

3.2 Port status

Display the status of the port. GREEN: the port is open and available for use; RED: the port is close and unavailable for use. Press 'SET' button, get the number via pressing 'PAGE UP', then keep pressing the paging button until the last digital of the pager screen displays "F". It will exit the setting module if there is no signal calling in after pressing the 'set' button...

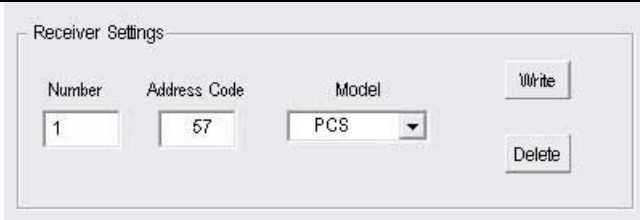
3.3 Restaurant pager settings

You can associate the restaurant pager number with its address code in this module. Each pager has its unique address code and number. The number can be set between 1 and 199. Pager number 1~99 can be dispatched by the Host remote control. The pager number 100-199 can not be dispatched but only for receiving the signal from paging button. The address code of the restaurant pager can be found in its package.

For example:

Waiter No.1, you can set his restaurant pager number as 1.

The address code offered in the package is 57. You can set it as below.



Receiver Settings

Number	Address Code	Model	Write
<input type="text" value="1"/>	<input type="text" value="57"/>	<input type="text" value="PCS"/>	
			Delete

To dispatch waiter #1 to room201, press button *01201# on the host remote control, No.1 restaurant pager on waiter #1 will show “201”

3.4 Paging button configuration

You can associate the paging button number with its address code in this module. When you press the button, the button number will be displayed on the pager screen.

For example:

Table (room) No. 8888, the address code is 101. You can set it as below



Paging Button Settings

Number	Address Code	Model	Key Numbers	Write
<input type="text" value="8888"/>	<input type="text" value="101"/>	<input type="text"/>	<input type="text" value="1 Key"/>	
				Delete

When customer press the button, the button number ‘8888’ will be displayed on the waiter’s pager screen.

(The range of Table (room) number is 1~9999, and the address code of the paging button can be found on its inside, normally set in the battery box.)

The system can accommodate up to199 paging buttons.

3.5 Host remote control Settings

Each host remote control has a unique address code.

for example:

The address code of the host remote control is 210, you can set its number as 1. You can set it as below.

(The address code of the host remote control can be found in the battery box.)



The system can accommodate up to 10 paging buttons.

3.6 Test the restaurant pager

You can test the restaurant pager in this module. Input the address code, input the content what you want to show in the restaurant pager, press 'send' button, then the host will send the message to the restaurant pager. The content must be number from 1 to 9999.

For example: you want the pager with the address code as 57 to show the content '8888'. You can test it as below.



3.7 Associate button with pager

You can associate the table (room) number with the restaurant pager

For example:

Table (room) number 8888, you can set No.1 restaurant pager to receive its signal.

(The table number 8888 has been set in [<3.4 Paging button configuration>](#), the restaurant pager number 1 has been set in [<3.3 Restaurant pager settings>](#))

You can set it as below

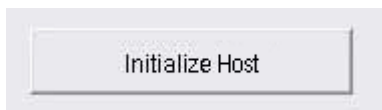
Associate Button With Pager

Button Number	Receiver Number	Write
<input type="text" value="8888"/>	<input type="text" value="1"/>	Delete

You can associate each Table (room) number with 5 restaurant pagers. One restaurant pager can receive all paging button signals. (The system can accommodate up to 199 paging buttons.)

3.8 Initialize the host

For the removal of all settings to reset the whole system, please do it with caution.



4 System Configuration

4.1 Lifetime of button battery

Battery's lifetime 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.

4.2 Change button battery

1. Host remote control
 - a. Unscrew the screws at the bottom of the paging button
 - b. Open the lid and replace the new battery carefully.
 - c. Screw on the screws.
2. Menu paging button:

Notice: Don't pull the cable connecting with the battery while you replace the battery.

 - a. Unscrew the screws at the bottom of the paging 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 paging button 1:

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 pager with better signal?
 - a. keep the pager away from the metal fittings;
 - b. avoid or reduce the block between the pager and the transmitter(button);

- 2、 How to make the paging button with better signal?
 - a. stretch the paging 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 pager and the paging 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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