GuestCall/ QuietCall UHF Paging Systems
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Step 1
Lock the antenna to the connector of the GuestCall® transmitter. (fit over plug and twist left to lock antenna in place).

Step 2
Plug the GuestCall® transmitter A/C adaptor into the GuestCall® transmitter and then into a standard 110v outlet. A surge protector is recommended.

Step 3
If more than one charging base is used, connect base units with jumper wires. Plug the charging base A/C adaptor into charging base and then into a standard 110v outlet. A surge protector is recommended. (60 pager maximum per power supply)

Step 4
Stack GuestCall® coasters on the chargers (max 15 high) or place pagers into the charging slots. The charge light will illuminate to indicate charging. Pagers will be fully charged in 2.4 hours.

To Use
Take a GuestCall® Pager off of a charger. It will flash & vibrate. To page a guest, simply enter the pager number and press “SEND” on the GuestCall® transmitter. The pager will alert until it is returned to the charger.

Default set up is as follows:
- Current time is set.
- Range test is off. (Testing range is only necessary for very large properties).
- Pagers are set to vibrate & flash.
- GuestCall - Out of range alert is off.

This configuration should be satisfactory for most locations. Should the need arise to make any configuration changes, follow the instructions provided in the detailed instruction booklet.

In a web browser go to: http://www.hmewireless.com/support/product-manuals/ for downloads of our most popular manuals.

If you have difficulty please call our customer service department at: 800-919-9903 and an HME representative will be happy to walk you through the process.
TRANSMITTER PROGRAMMING

To enter programming mode, press the “SETUP” button on the transmitter and enter the password “1379” followed by “ENTER” (If you have a pilot paging system enter the password “3690” followed by “ENTER”). If the password is accepted, the display will show “USE * TO SCROLL MENU OPTIONS”. (Use the “* / MENU” key to scroll through the different menu options or press “CANCEL” to exit the system programming menu.)

1. **Set the Current Time**
   - At the “SET CURRENT TIME” menu, set the hour then press “ENTER” key.
   - Set the minutes and press “ENTER” key, set the hour and press “ENTER” key.
   - Use the “# /SELECT” key to select AM or PM.
   - After the correct time is set, press the “ENTER” key - screen will read “TIME SAVED”. To return to the main menu press the “CANCEL” key 2 times to exit the system programming menu.

2. **Setting the “Out of Range” (pagers only) (Factory Default: OFF)**
   With this feature, the pagers will play a melody when taken out of range of the transmitter to inform the guest that they are too far away and will miss their page. The melody will automatically stop when they step back within range. **Be sure that all pagers are returned before turning out of range on or off.**

   To enter programming mode, press the “SETUP” button on the transmitter and enter the password “1379” followed by “ENTER” (If you have a pilot paging system enter the password “3690” followed by “ENTER”).

   **TURNING THE OUT OF RANGE ON (use this feature to avoid losing pagers)**
   - Remove all the pagers from the charging unit or unplug the power supply that is connected to the first charging rack.
   - At the “OUT OF RANGE” menu, press the “#/SELECT” key to turn the out of range ON.
   - Press the “ENTER” key 3 times following the directions. After sending the signal, all the pagers will light up once to tell you that they received the new code.
- Press the “CANCEL” key two times to exit the system-programming menu.
- Return all the pagers to the charging base or plug the power supply back in. The pagers are ready to receive the page with the out of range on.

**TURNING THE OUT OF RANGE OFF**
- Remove all the pagers from the charging unit or unplug the power supply that is connected to the charging racks.
- At the “OUT OF RANGE” menu, press “#/SELECT” key to turn the out of range OFF.
- Press “ENTER” key 3 times following the directions. After sending the signal, all the pagers will light up once to tell you that they received the new code.
- Press “CANCEL” key twice to exit the system-programming menu.

3. **To test the Range (Factory Default: Off)**
   With this feature you can determine what distance your base station will cover. The factory default setting is OFF. To enter programming mode, press the “SETUP” button on the transmitter and enter the password “1379” followed by “ENTER” (If you have a pilot paging system enter the password “3690” followed by “ENTER”).

To start the range test:

- Remove a couple of pagers from the charging stack.
- At the “Range Test” menu, press “#/Select” key to turn range test “ON”.
- Press “ENTER” to start the range test. As soon as range test is activated you’ll notice the pagers flash once every 10 seconds (if you use numeric pagers they will vibrate). Walk around your property. When you reach the point where the pagers do not flash consistently, this is your maximum range. If you would like to increase or decrease your power level, exit range test and call 800-919-9903 for more options.
- Press the “CANCEL” key to stop the range test.
- Press the “CANCEL” key twice to exit the system-programming menu.

NOTE: The base station has an auto shut off feature that will stop the range test after 15 minutes.
1. **Programming the IQ pager number – this feature only works with the IQ digital display pager with the IQ charging base.**
   Use this feature to change the pager number on all of the pagers. Be sure that all pagers are returned before performing this procedure.
   - Set the pagers into the charging slots until they “click”. Pagers do not have to be in numerical order. You should see a RED light appear on each pager and the pager number LED will illuminate.
   - Press and hold the “Prog” button for 8 seconds until the charger beeps and the display shows “Wrt”
   - Press and hold the “Prog” button again for 3 seconds, you will hear 2 beeps to confirm.
   - The display will show “End” when finished. All pagers will be programmed in sequential order.
   - Press the “CANCEL” key 3 times to exit the system programming menu.
   If you have more than one charging unit, you must complete this process for each one.

2. **Programming the IQ pager number- this feature only works with the digital IQ pagers and the All In One transmitter.**
   To enter programming mode press the “SETUP” key on the transmitter and enter the password “1379” followed by “ENTER”. Use the * key to scroll the menu options.
   - Select “PAGER #” press the “ENTER” key.
   - Enter the starting pager # using three digits. For example 001 or 031.
• Press the “ENTER” key, the pagers should re-number automatically.
• Press the “CANCEL” key three times to exit the programming menu.

3. **Programming the coaster pager number or crystal call pager number – this feature only works with the digital display pager and the desktop transmitter.**

You must have a stand-alone desktop transmitter to reprogram coaster pager numbers. This function will NOT work with QSR, Radiant or other integrated paging systems.

To change the pager number, follow the procedure below.

• Place one pager at a time on the charging base. You now have 30 seconds to complete reprogramming. If you pass 30 seconds, remove the pager from the charger and start again.

• Be sure that the charging power supply is plugged in and the red charging light is **ON**.

• Using your transmitter, enter the **OLD** pager number.

• Press the “ENTER” key, if the display shows “Pre-set Message (1-4)” press the enter key again,

• On the “Enter Message” window, press * (star) key followed by the **NEW 3 digit number.** Please take note that you need to enter a 3 digit number. For example: 1 will be equivalent to “001”, 2 will be “002”, 16 will be “016” and so on.

• Press “SEND” key. The pager should display the new pager number.

For example, to change pager number 6 to pager number 27

*Press “6 – ENTER- * 027- SEND” >>>for transmitter with no Pre-set Message Option*

*Press “6 – ENTER- ENTER - *027- SEND” >>>for transmitter with Pre-set Message Option*
1. **What should I do when all of my pagers start playing a melody or vibrating and cannot be paged?**
   The pagers are playing the out of range melody or the out of range vibration because they are not receiving the signal from the transmitter. First, unplug the power cable at the right side of the transmitter for 15 seconds, then plug it back in. Using the instructions under “PAGER PROGRAMMING” of this manual, make certain the out of range feature is properly configured. *Note:* Returning the pagers to the charger will stop the out of range melody.

2. **The pagers flash and vibrate when first removed from the charger. Is this right and can it be changed?**
   Each pager will exhibit one cycle of the programmed alerts when first removed from the charger. This lasts about 5 seconds. This is the pager “demonstration” page and cannot be changed.

3. **Some digital guest pagers do not have any number showing on the display. What is going on?**
   If the pager is out of the charger the pager battery is probably dead. Charge the pager(s) for 2 hours. If the pager is on the charger (with power) try removing the pager from the charger and replacing it. This should fix the issue.

4. **I have to replace some missing pagers, what do I do?**
   Visit us online at [http://www.hmewireless.com/support/order-replacement-pagers/](http://www.hmewireless.com/support/order-replacement-pagers/) or call 800-919-9903. You no longer need to specify pager numbers for the digital pagers since they are now fully programmable on site.

5. **How long will my pager batteries last & how do I replace them?**
   HME uses the finest rechargeable NiMH batteries available. They should last 1-2 years. When they need to be charged, the pager will display “LO” (only with digital IQ, coaster or crystal call pagers). Replacement battery packs can be purchased from HME and you can easily replace the batteries yourself with little or no down time. Call 800.919.9903 to order.

6. **I need to send some Pagers in for repair - What do I do?**
Ship malfunctioning components with your repair form to the following address:

**HME Wireless, Inc.**
1400 Northbrook Parkway Suite #320
Suwanee, GA 30024

- Make certain your company information is in the box and on the return label.
- Ship the equipment in a traceable manner for your protection. (i.e. UPS Ground Track). **HME is not responsible for packages lost in transit. Save the tracking number!**
- Insure the shipment for replacement value.
- There are no charges for warranty repairs within the warranty period, other than your shipping costs. All products are shipped UPS Ground. *Overnight or 2 day Shipping is available at an additional charge.*
- **Out of Warranty?** Ask about our Warranty options with PagerCare™.

**Customer Service is only a phone call away,**
**you can reach us at (800) 919-9903**

You can also visit us on the web for full copies of any product manual.

www.hmewireless.com/support/
FCC Licensing Information (Applies only to users in the United States)

HME Wireless 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 HME Wireless' FCC license described below:

Licensee: HME Wireless 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: 1400 Northbrook Parkway, Suite 320, Suwanee, GA 30024

If you require a copy of the license, you can contact HME Wireless 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 HME Wireless' FCC license or obtain your own, you are responsible for complying with the FCC rules and requirements applicable to the HME Wireless paging system, particularly those that deal with private land mobile radio services. See 47 CFR Part 90.

Changes or modifications not expressly approved by HME Wireless 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 to users outside the United States)

HME Wireless 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.

FCC Information (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.

The GuestCall IQ / QuietCall IQ paging system is covered by U.S. Patent No. 8,174,359 B1.
Here are some of the other products HME Wireless, Inc. offers:

Server Call paging system

**ServerCall** lets your kitchen notify servers the instant food is ready to be picked up. Server paging systems allow wait staff to spend more quality time with customers, increasing sales.

SMS paging

**SmartCall SMS** lets you contact waiting customers via text message on virtually any consumer cell phone/smart phone or existing UHF paging system — simply and affordably.