

Microframe Corporation

Series 3063:

DataTrack with Cancel Panel



Operating Manual

B3063-7013





**SERIES 3063
DATATRACK WAITER CALL TRANSMITTER**

INSTALLATION & SPECIFICATION GUIDE

**ITEM NO: A3063-7013
REVISION DATE: 07/05**

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Limited Warranty Agreement

Your Microframe System is warranted against failure due to defects in workmanship or material for a period of one (1) year from the date of purchase. Microframe Corporation will repair or replace any defective unit. Obvious abuse or mishandling of the unit is NOT covered by this warranty.

Merchandise Return

If your Unit does not work satisfactorily, please give us a call. We may be able to clear up the problem by phone. If it becomes necessary to return your Unit to the factory, please observe the following:

1. Place Unit in a sturdy box with sufficient packing material.
2. If requested, include the DC power adapter.
3. Return the system insured and prepaid since we are not responsible for shipping damages and losses on returned Units.

Warranty Service

For warranty service, please contact Microframe at 1-800-635-3811. A tech will gladly assist you.

Assistance

For any product assistance or maintenance help, contact Microframe by calling 1-800-635-3811 or emailing us at support@microframecorp.com.

Safety

Do not install substitute parts or perform any modification to the product without first contacting Microframe.

Warning

All power transformers, line cords, and electrical equipment should be kept out of the reach of children and away from water.

Life Support Policy

Microframe's products are not authorized for use as components in life support devices or systems without the express written approval of the president of Microframe Corporation. As used herein:

1. Life support devices or systems are defined as systems which support or sustain life, and whose failure to perform when properly used in accordance with instructions for use provided in the labeling, can be reasonably expected to result in a significant injury to the user or anyone depending on the system.

2. A critical component is any component of a life support device or system whose failure to perform can be reasonably expected to cause the failure of the life support device or system, or to affect its safety or effectiveness.

Disclaimer

We are constantly striving to improve our products. Due to this, specifications are subject to change without notice.

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DATATRACK SPECIFICATIONS

On-Premise Paging

Features

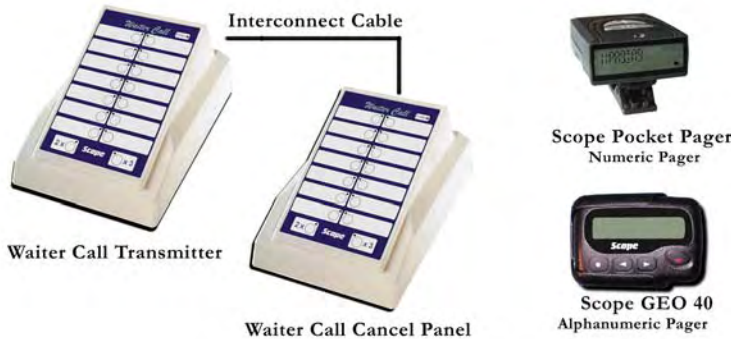
The DataTrack Transmitter features individual call buttons that can transmit to any of 14 on-site pagers. When a call button is pressed, a red light will appear in the corner of the button pressed to confirm a page sent. The corresponding light will also show on the cancel panel. Available for desktop or wall mounting.

Operation

The DataTrack One-Touch Paging System is designed to page wait staff with the simple press of a button. After the initial page has been sent, the system allows 2 minutes and 40 seconds for someone (the server, expeditor or food runner) to cancel the page. The page can be canceled by pressing the corresponding name on the cancel panel. If a page has not been canceled within the allotted time, the transmitter automatically sends a page to a "manager" pager to alert management of the situation. The manager's pager is only available with the Cancel Panel.



DataTrack Transmitter



DataTrack Specifications

Operating Voltage	12 to 13.8V dc
Power Consumption	Less than 200 uA (micro Amp) standby, 300 mA transmit
Frequency Range	457.575 MHz
Channel Spacing	25 KHz or 12.5 KHz
TX Baud Rate	1200
Distance Range	1/4 to 1/2 mile
FCC Approval No.	JRNUSADATALINK
Mounting	Desk or Wall Mounted w/optional bracket

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1 INSTALLATION PROCEDURES

1.1 DESK MOUNTED UNITS

Fit the right angle antenna to the BNC connector at the rear of the unit. Twist the collar clockwise until it locks into place. Ensure the antenna is in the upright position (see diagram 2, page 8).

Fit the power connector into the socket provided at the rear of the unit. Ensure this is pushed in as far as it will go. Plug in the AC adaptor to a suitable (110V AC) wall outlet.

Check the location of the DataTrack unit, observing the recommendations detailed on page 4.

1.2 WALL MOUNTED UNITS

Identify a suitable location for fixing the unit, observing the recommendations detailed on page 6.

Ensure that a minimum of 8 inches beneath the intended location is left clear for the antenna, and check that the power cable, when

fitted, is within reach of a wall outlet.

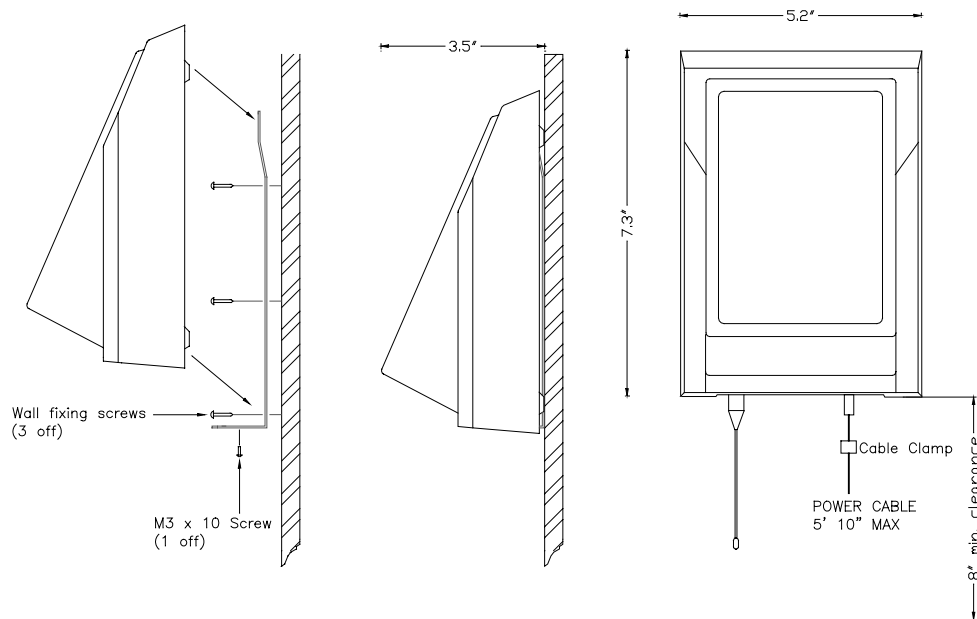
Using the bracket provided as a template, mark out the position of the three holes. Check that the bracket is vertical prior to fixing. Drill and fix the bracket to the wall using suitable wall plugs and fixing screws.

Lift up the DataTrack unit and slide down onto the bracket, checking that the lugs on the bracket fit either side of the lip on the DataTrack base.

Fit M3 screw to the base of the unit and tighten until the bracket is locked in place.

Check that the unit is secure, then fit the antenna and power connector (as in Diagrams 1 & 2 “Desk Mount Units” above). The power cable should be adequately clamped to the wall to prevent accidental removal.

Diagram 1: Wall Mounting the DataTrack Unit



1.3 INSTALLING THE CANCEL PANEL

Attach the antenna to the transmitter using the BNC connector.

Attach the interconnect cable to the transmitter and cancel panel.

Apply power to the transmitter by inserting the UL approved DC power adapter into the back of the transmitter marked 12 Volts DC. Power will be supplied to the Cancel Panel by way of the interconnect cable.

Enter Server's name in the appropriate slot on the transmitter and cancel panel.

Insert the supplied AAA battery into the pagers. The pagers will beep or vibrate.

The Waiter Call System is now ready for operation.

NOTE: Transmitter and Cancel Panel may be placed on a tabletop or wall mounted using an optional wall mount bracket.

1.4 POP-OUT FACEPLATE

The DataTrack faceplate comes preinstalled with adhesive mounting tape on the inside edge of the panel. This allows the panel to be popped out and rotated 180 degrees for wall installations. For table top installations the panel may be affixed in its normal position. To permanently secure the panel, remove the paper from the tape and press the faceplate into position.

1.5 PRECAUTIONARY STEPS

A. Avoid placing the DataTrack in the immediate vicinity of telephone exchanges or computer equipment.

B. Also remember that the performance of the system will be affected by the type of material the unit is mounted on and its surroundings.

C. The following is a list of materials that this transmitter will be adversely affected by if placed in close proximity to:

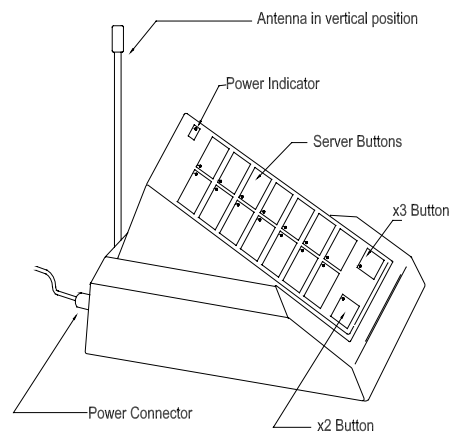
- a) Foil backed wallboard
- b) Metal mesh or wire reinforced glass
- c) Metal sheeting, large mirrors, or suspended ceilings
- d) Elevator shafts

All of the above can reflect radio waves and thereby reduce the capability of the transmitter to perform its desired functions.

D. The circuit boards within this equipment may be harmed by Electrostatic Discharge (ESD). There are no user serviceable parts, and removal of the unit's cover will invalidate any warranty unless undertaken by an authorized engineer.

Warning! Never transmit without an antenna attached to the transmitter.

Diagram 2: Desk Mounted DataTrack



2 OPERATION

2.1 PRE-OPERATION

Prior to operation, check that the Waiter Call keypad unit has its antenna correctly fitted and that the 12v power cord is firmly plugged into the socket provided at the rear of the unit.

The red POWER light on the face panel will be lit to indicate that the power is connected and the unit is ready for use. If the light is not on, check that the lead is plugged into the back of the unit and the DC power adapter is fitted to a live power outlet.

Write the names of the servers on the DataTrack in the white boxes provided. Only use approved markers or wax pencils.

Indelible markers will irreparably damage the surface of the Keypad.

2.2 SENDING A PAGE

To call a Server, briefly press the relevant button on the keypad. A red light will come on at the corner of the button to acknowledge the button press and confirm that the message has been transmitted. The light will stay on for around 2 minutes 40 seconds after the key is pressed to confirm the server has been called. After this, the light will flash and a manager will be paged if not cancelled by this time. The light will continue to flash until cancelled.

When the pager receives the call, it will vibrate for a short burst and display a message such as "Paging" to indicate a standard call.

2.3 THE 2x AND 3x BUTTONS

The 2x and 3x keys are programmable for predefined alpha messages at the time of order, but is limited to 12 characters.

Press the 2x key and then the Server you want to send a message. [PAGING]* will appear on the Server's pager. Press the 3x key and then the Server you want to send a message. [PAGING]* will appear on the Server's pager.

*or factory programmed message

2.4 SENDING MULTIPLE PAGES

In the event that you wish to send multiple calls to different Servers one after the other, always start with any calls requiring the 3x prefix. Wait for the 3x light to go out before sending any calls requiring the 2x prefix. Again wait for the 2x light to go out before sending standard calls.

2.5 USING THE CANCEL PANEL

To cancel a call, press the same number on the Waiter Call Cancel Panel corresponding to the number pressed on the Waiter Call Transmitter.

2.6 TURNING OFF ALL PAGERS

To turn off all pagers from the transmitter, press the 2x and 3x **SIMULTANEOUSLY** for 3 seconds.

The LEDs on the 2x and 3x keys will blink. All pagers will turn off.

3 SYSTEM OVERVIEW

3.1 DESCRIPTION

The Scope DataTrack Waiter Call is a desk-top or wall mount radio transmitter that can be used to transmit numeric and multi-call/pulsed vibrate messages direct to pagers carried by individuals or entire groups. The system has 14 individual call buttons that can transmit any of three different call types direct to the user's pager. The Cancel Panel version also alerts a manager if a waiter has not acknowledged a page within the allotted time. A page may be acknowledged at the transmitter or at the (connected) cancel panel.

3.2 RANGE EXPANSION

The range and performance of this equipment can be improved by the addition of more efficient antennas.* These can be installed either inside or outside the building and are connected to the transmitter with 50 OHM coaxial cable.

The center-fed half wave dipole, measuring approximately 12 inches from tip to tip, will provide excellent all round local signaling. It is a light duty antenna suitable for sheltered environments/internal installation (LUHFDP). It includes a 15 foot cable.

NOTE: High frequencies can equate to high power losses. Always use quality cable. RG58 is only acceptable on cable runs of up to 5 meters. We recommend RG213, or equivalent, on greater lengths. If in doubt consult your dealer.

**Subject to license conditions. Specifically, mounting height and Effective Radiated Power (ERP).*

3.3 IMPORTANT INFORMATION

It is the purchaser's responsibility to determine the suitability of this equipment and its derivatives for any given application.

Good working practice dictates that a suitable system installation log must be generated, together with a record of the dates when the system has been manually checked, (with the aid of signal strength meters, etc.) enabling the system performance to be compared with the original installation data.

3.4 SAFETY INFORMATION

These products are designed to operate safely when installed and used according to general safety practices. The following requirements

should be observed at all times:

Do NOT subject this equipment to:

- Mechanical shock
- Excessive humidity or moisture
- Extremes of temperature
- Corrosive liquids

This equipment is designed for indoor use, unless expressly stated otherwise, and must not be used in classified Hazardous Areas, including areas containing explosive or flammable vapors, unless express authorization has been given in writing by the manufacturer. If in doubt, consult Microframe for further information.

Do not obstruct any slots or openings in the product. These are provided for ventilation to ensure reliable operation of the product and to protect it from overheating.

3.5 CARING FOR TRANSMITTER

Only use a damp cloth for cleaning (not liquid or aerosol-based cleaners), and ensure that any power is removed from the unit prior to beginning the cleaning operation.

Removal of covers from the equipment must only be undertaken by authorized service personnel, who must ensure that power is isolated prior to removal.

3.6 LIABILITY

Scope and Microframe do not accept liability for any damage or injury, caused as the result of misuse of this equipment. It is the responsibility of the user to ensure that the equipment is operated in the manner for which it was intended and that it is the correct item of equipment for the required task.

3.7 WARRANTY INVALIDATION

Alteration or modification to any part of this equipment, without the prior written consent of the manufacturer, will invalidate all manufacturer approvals and warranties. No adjustments can be undertaken except by qualified and licensed persons as defined by the FCC Rules and Regulations. Operation of altered equipment can result in fines, imprisonment, and/or confiscation of such equipment.

3.8 SERVICE INFORMATION

If you experience a problem with your equipment, please contact Microframe at 1-800-635-3811.

MINI DIPOLE ANTENNA MOUNTING

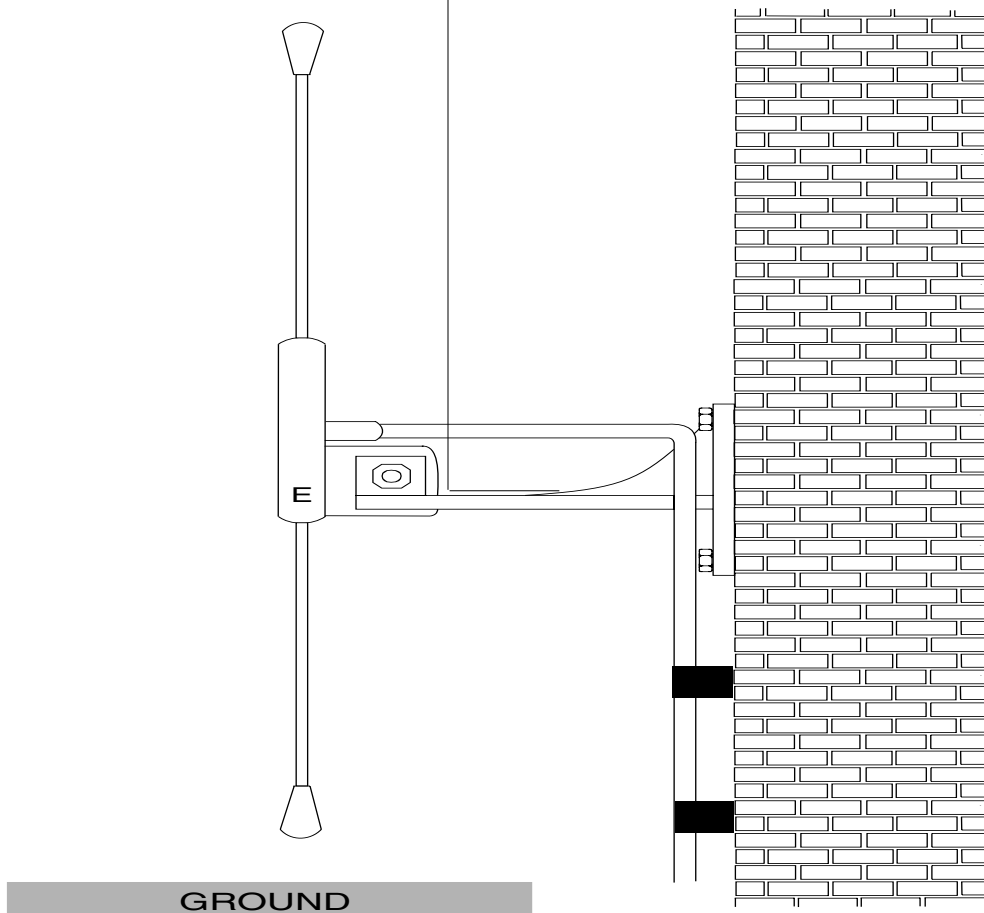
Optional Range Extender

For optimum operation, the dipole radiators must be positioned **vertically**, with the "E" symbol facing downwards toward the ground.

Avoid mounting the dipole on or near to any metal girders, pillars or other metallic obstructions.

The dipole should preferably be mounted at a height which avoids potential snagging with any moveable objects that might be used in the vicinity, i.e. ladders.

Ensure that the bracket is firmly bolted to a solid surface and that the feeder cable is adequately clamped along its entire run between the dipole and the transmitter/receiver.



B3100VAX9700

TROUBLESHOOTING CHART

SYMPTOM	POSSIBLE CAUSE	CURE
The power light doesn't come on.	No power to unit.	Check that the DC power adapter is connected to unit. Verify that outlet transformer is plugged in to has power.
Power light works, but some of the key pad buttons won't light up.	A cable or chip may have been loosed during transport.	Call for tech support.
The 2X or 3X button stays on.	It is waiting for the waiter number to be specified.	Press a waiter number or cancel by pressing the lit button again.
The waiter's light is flashing.	The waiter has not made it back to acknowledge the page.	Press the respective waiter's button on the master panel or on the (optional) cancel panel.
When two waiters are paged at the same time, one of them doesn't get the page.	The transmitter takes a little over a second to send a page and then reset.	Allow 2 seconds between pages.
The turn off code from the transmitter doesn't work.*	The 2X and 3X buttons are very sensitive to timing and must be pressed at exactly the same time.	Using your thumbs, quickly depress both buttons and hold for 3 seconds. Both lights should go out when the buttons are released.
The buttons on the transmitter do not respond or stop responding.	The cancel panel version of the DataTrack Transmitter must have the cancel panel attached for proper operation.	Use the provided signal cable to connect the transmitter to the cancel panel. Make sure the cable is not damaged.

*Cancel panel models only



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