

T9560 Multitouch

Paging System Transmitter

USER MANUAL



LONG RANGE SYSTEMS, LLC | LRSUS.COM | 1-800-437-4996

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Long Range Systems

Thank you for choosing Long Range Systems to provide your on-premise paging solution. We provide cutting edge products and first-rate service to satisfy your needs for years to come. Please familiarize yourself and your staff with the contents of this instruction in order to properly operate and maintain your system. For help operating your system or for any service problems, please call:

(800) 437-4996

NOTE: *Please keep this instruction in a safe place that is available to managers and key staff.*

Keypad Operation

Number Keys 0-9 – used to enter the pager number

CLR - Clear Key – Delete the previous typed entry

SEND – Sends the numeric entry for the pager

G - Group Function Key

PROG – Program Button

Message Keys M1-M6 - sends preset messages to pagers

Setting Operation Mode

The T9560 has 3 operational modes to work with different LRS Pager types:

- LRS Guest - non-text pagers including Coasters and Paddle Pagers
- Alphanumeric (POCSAG) Staff - text pagers (*these pagers use replaceable batteries*)
- SP4 Staff - non-text pagers

Please note that when a mode of operation is selected, only pagers of that type can be paged from the transmitter. If LRS Guest Mode is turned on, only LRS Coasters and Paddle Pagers can be paged; SP4's and Alpha Pagers cannot be paged. As well, if Alphanumeric (POCSAG) Staff is enabled, SP4's and Guest Pagers cannot be paged.

To turn on LRS Guest, press 9-9-6-PROG

To turn on Alphanumeric (POCSAG) Staff, press 9-9-7-PROG

To turn on SP4 Staff, press 9-9-9-PROG

Paging Your Pager

The T9560 will page single pagers numbered from 1-799.

To page a pager, press the pager number followed by a Message Key (M1-M6). **Example:** To page pager #22 with Message 1, press 2-2-M1.

Alternatively, you can press the pager number and the send button to immediately send a page with default Message 1.

Example: To page pager #22, press 2-2 Send.

To use the All Page, press 9-1-1.

This will immediately send a page to all pagers.

Messages to Your Pager

The Message Keys (M1-M6) store 6 preset paging messages for each mode of operation (Alphanumeric (POCSAG) Staff, etc.).

Guest Paging Mode

- M1 – Flash/Vibe 30 Seconds
- M2 – Flash/Vibe 5 Minutes
- M3 – Flash/Beep/Vibe 5 Minutes
- M4 – Glow/Vibe 5 Minutes
- M5 – Glow/Vibe 15 times
- M6 – Flash/Vibe 1 Second

Alphanumeric Staff Paging Mode

- M1 – *preset message*
- M2 – *preset message*
- M3 – *preset message*

M4 – *preset message*

M5 – *preset message*

M6 – *preset message*

SP4 Staff Paging Mode

M1 – Vibe 1 Time, LED 1 lights

M2 – Vibe 2 Times, LED 2 lights

M3 – Vibe 3 Times, LED 3 lights

M4 – Vibe/Beep 1 Time, LED 1 lights

M5 – Vibe/Beep 2 Times, LED 2 lights

M6 – Vibe/Beep 3 Times, LED 2 lights

Configuring Messages for Alphanumeric (POCSAG)

The Alphanumeric Staff message can be edited and changed to a user-defined set of messages.

(Please refer to T9560 Programmer instructions for creating and editing messages.)

System ID

To change the System ID, press 9-0-x-Prog (x = sys ID from 0 to 49).

Please contact Long Range Systems before changing the System ID of your transmitter.

Range Test

The Range Test feature is used to broadcast a continuous signal. This will allow for testing within your location regarding range for your pagers to receive a page from the T9560.

To turn **ON** Range Test, press 9-9-2-Prog

When the range test is active, the LCD will display an 8 moving across screen. Then the red LED will transmit once every 10 seconds.

To turn **OFF** Range Test, press CLR

Pager Programming

The T9560 can program any LRS Pager type. The transmitter's current mode of operation must match the desired pager to program. (**Example:** To program an SP4, the transmitter must be set to the SP4 Staff Mode.)

To program an SP4, coaster, or paddle pager:

- 1) Remove the pager from the charger
- 2) Allow the pager to complete the vibration and flashing sequence
- 3) Press a number from 1-799 and press PROG. (Example: For Pager #200, press 2-0-0-PROG)
- 4) The red LED in the top right corner of the transmitter will light up once.
- 5) The pager will glow once cycle to indicate it received the programming.

To program an Alpha Pager:

- 1) Remove the battery from the pager
- 2) Re-insert the battery into the pager
- 3) On the keypad, press a number from 1-799 then press PROG. (**Example:** For Pager #200, press 2-0-0-PROG)
- 4) The red LED on the top right corner of the transmitter will light up three times.
- 5) The pager will beep three times to indicate it received programming.

Group Paging and Programming

The T9560 has the ability to program groups into the LRS Alphanuermic Staff.

Up to 5 groups can be programmed into the transmitter and pager.

Please note that when Groups Setting is enabled, Groups are numbered 1-9, and paged using 001 through 009.

Any Alphanumeric Staff Pager with a programmed pager number 1-9 matching a specific defined group number, will be programmed higher than 100 for that pager's number.

Example: If Group 1 is defined and a pager is programmed as Pager #1, the pager will display Pager #101 for the individual pager number and 1 for Group Number.

To turn **ON** Group Paging, press 9-9-1-PROG

To turn **OFF** Group Paging, press 9-9-0-PROG

When Group Paging is enabled, select up to 5 Group Numbers to set and define in the transmitter. Please follow these steps to setup Groups:

- 1) Turn ON Group Paging, press 9-9-1-PROG
- 2) To set Group Number, press G-0-0-#-PROG (# is a number from 1 to 9)
- 3) Program each individual pager that will belong to this Group (see Pager Programming section)
 - a. While the pager is programmed, the red LED on the transmitter will blink one additional time for each group to program.
 - b. The pager will beep an additional time for each group programmed. (Example: If 3 groups are set, the red LED will blink 6 times on the T9560, and the pager will beep 6 times.)
- 4) Turn OFF Group Paging, press 9-9-0-PROG
- 5) Repeat Steps 1-4 for each Group to be setup (be sure to turn Group Paging ON for each Group and then OFF after each Group is setup and individual pagers are programmed for that Group)
- 6) When all Groups are setup and programmed, be sure that Group Paging is turned OFF

To Page a group, press the G key, followed by the group number, then a Message Key. Example: To Page Group 2 with Message 2, press G-2-M2 or G-002-M2.

Low Battery Alert

When the transmitter's battery is low, the LCD will display "LoBat".

Factory Reset

To reset the transmitter factory defaults, press 0-0-0 Prog

Cleaning & Charging Instructions For LRS Paging Equipment

Cleaning:

LRS pagers are made from industrial-strength, polycarbonate material. However, this material is susceptible to hairline cracking if non-approved cleaners are used. When cleaning LRS pagers, we recommend only using ISOPROPYL ALCOHOL-BASED CLEANERS.

To clean the equipment:

1. Take a clean rag and an isopropyl-alcohol based cleaner
2. Soak the clean rag with the isopropyl alcohol cleaner
3. Wipe down the pagers or equipment.

Cleaning equipment with any other non-approved cleaners can weaken plastic and cause hairline cracks. Pagers and equipment that are

cleaned with unapproved cleaners and suffer cracking will not be covered under warranty.

Do not submerge any LRS paging equipment in any type of liquid as this will also damage the equipment and is not covered under the standard warranty.

Charging:

Place rechargeable pagers on the charger and let them charge for 8 hours prior to first use.

Rechargeable pagers should be kept on charge even during extremely long periods of inactivity.

Should you have any questions, please contact the LRS Customer Service Department at 800.437.4996.

Troubleshooting

Transmitter Unit

Transmitter Display does not light when a key is pressed

- The proper power supply for this transmitter is 12VDC 4.0A
- Ensuring that the proper power supply is in use, plug the T9560 into that power supply and allow it to charge for 30 minutes
- If the unit still is blank and has no power, substitute the power supply being used with the power supply used for the pager charging base (this is meant as a test only and not as a permanent replacement)
- If substituting with another power supply results in a T9560 that is working properly, please call LRS to purchase a new power supply for the T9560

Transmitter Display is okay, but the pager does not receive the page

Check whether this affects all pagers or just one pager

If only **one pager** is affected:

- Ensure that the pager is properly charged and initiates a vibrate/flash sequence when removed from the charging base
 - If the pager does not vibrate and flash when removed from the charging base, please charge it overnight before troubleshooting further
 - If the pager initiates the vibrate/flash sequence when removed from the charging base, please continue with the next steps

If **ALL pagers** are affected and none of them will page:

- Check the Restaurant ID on the T9560 to ensure that it

matches the Restaurant ID for the pagers (please call LRS if you do not have this information on file)

- If the Restaurant ID is correct, all pagers are appropriately charged yet none of the pagers page, please contact LRS

Pager(s) not charging

When placed in the charging base, do all pagers have a single red charge light lit up?

If no pagers have a charge light, this may be an issue with the power supply (please contact LRS)

If only some pagers have a charge light that is lit, please do the following:

- Remove the main power supply and all jumper wires (all pagers will go off at once and this is ok)
- Insert the power supply into each individual row (or base for Coasters) to see if the pagers on that row/Coaster base all light up
 - If all pagers on that row or Coaster base light up, please test the next row/base with the power supply until you have tested each one
 - If some of the pagers do not light up but those specific pagers light up on other rows/bases, please call LRS to have this row/base replaced

If all pagers have the charge light lit up as you test the individual rows/bases, you may have a jumper wire that is not connecting properly or causing a short. Please contact LRS to purchase additional jumper wires to replace ones that are not working as they should.

Note Regarding Pagers: Please be sure that all pagers are plugged in and charging when not in use. Please also note that a maximum of 60 Coasters or 25 Paddle Pagers or 30 Lobster Pagers or 30 Pizza Pagers can be on one 10V power supply. If you are exceeding any of these limits, it may have long term effects on your pagers' ability to charge properly. Please contact LRS to purchase additional charging bases to supplement your entire inventory.

Service Questions and Answers

Should your paging system ever fail or should you need additional paging supplies, call Long Range Systems at (800) 437-4996. Our office is open Monday through Friday 8:30 am to 5:00 pm Central Standard Time.

For weekend or night emergencies:

Long Range Systems has 24/7 live Technical Support available via (800) 437-4996. Please be ready to provide the following information when calling:

- Contact Name
- Contact Phone
- Name of Business

Please keep in mind that only troubleshooting will be done in the evenings or on the weekend. Any items that require shipping will be taken care of on the next business day.

Warranty

Long Range Systems, LLC warrants this product against any defects that are due to faulty material or workmanship for a standard one-year period after the original date of consumer purchase. The warranty does not include damage to the product resulting from accident, misuse, improper electrical connection, or failure to charge the product within 30 days of receipt. Rechargeable pagers are required to stay on charge while not in use. Rechargeable pagers that are left off of charge for longer than 30 days will have a negative impact on the life of the batteries requiring them to be replaced thus voiding the warranty. If this product should become defective within the warranty period, we will repair or replace it with an equivalent product, free of charge. LRS will return your product via UPS ground shipping. All warranty claims must be initiated through our customer service department.

**Customer Support: 800.437.4996
4550 Excel Parkway, Suite 200
Addison, TX 75001**

This warranty gives you specific legal rights and you may also have rights that vary from state to state.

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EU DECLARATION OF CONFORMITY

We, Long Range Systems hereby declare under our sole responsibility that the T9560 paging transmitters and on-site pagers comply with the essential requirements in the European RE&TTE Directive 1999/5/EC of the European Parliament of the Council of 9 March 1999 on radio equipment and telecommunication terminal equipment and the mutual recognition of their conformity. The following standards were utilized:

ETS 300 224: 1998

EN 301 489-2: 2002

EN61000-3-2: 1998

EN 61000-3-3: 1995

EN 60950: 1992 with A1, A2, & A3.

Terms & Conditions

GENERAL TERMS AND CONDITIONS FOR LONG RANGE SYSTEMS, LLC (FOR PURCHASERS)

These general terms and conditions ("General Terms and Conditions") govern all persons ("Purchasers") that purchase or license equipment, software, firmware, and/or services (collectively "Deliverables") from Long Range Systems, LLC ("LRS").

Limited Software Use License. All software and firmware (collectively "Software") is licensed for use only by Purchaser and, in the case of Software for paging receivers, by customers of Purchasers. The Software is not sold.

Usage Restriction. Paging technology may at times not work due to structural and other types of interference with signal transmission and due to other reasons. Purchaser therefore agrees not to use any Deliverable for an application in which a paging failure might cause harm to a person, injury to a property, or a substantial business loss. Purchaser also agrees to abide by and strictly adhere to any rules, regulations and guidelines related to the use of any portion of any Deliverable to collect, store or transmit personally-identifiable information, including any "protected health information" (as defined by HIPAA), or billing or financial payment data, from any customer or other consumer.

Data Collection. In connection with the Deliverables, data provided by Purchaser and its customers may be collected in connection with surveys, consultations, and uses of the Deliverables, including email addresses, telephone numbers, locations of users (which may utilize geo-location technology), times of usage, times of paging, times of responses to paging, devices used, configuration preferences, cookies, and social network information. In order to provide LRS's customers with enhanced comparative benchmarking services with respect to customer industries, among other services, Purchaser hereby grants to LRS a royalty-free, perpetual, irrevocable license to use and distribute this data and results obtained through Purchaser's use of the Deliverables for any and all purposes; provided that LRS shall not identify any Purchaser, or distribute to third parties any "protected health information" (as defined by HIPAA) or billing or financial payment data of any customer or consumer of Purchaser, without the express prior consent of such Purchaser. Purchaser warrants that Purchaser has the right to disclose, transfer or otherwise make available any Protected Health Information (as defined in 45 C.F.R. § 160.103) or other personally identifiable information that is made available to LRS by Purchaser or by Purchaser's customers in connection with the Software or other Deliverables. Without limiting the foregoing, Purchaser shall obtain all authorizations, consents or other permissions from Purchaser's customers (or the customer's authorized personal representative) for the disclosure of customers' personally identifiable information to LRS that are required by federal, state or local law, including, without limitation, the administrative simplification section of the Health Insurance Portability and Accountability Act of 1996 and its implementing regulations.

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Disclaimers. LRS HEREBY DISCLAIMS ALL IMPLIED WARRANTIES CONCERNING THE DELIVERABLES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, OR ANY IMPLIED WARRANTY OF NON-INFRINGEMENT. PURCHASER ACCEPTS

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No Assignment or Transfer. The rights and benefits provided under these General Terms and Conditions, as well as under any agreement that incorporates them, shall not be assigned without the express written permission of LRS. Similarly, the Deliverables may not be transferred to any other person, without the express written permission of LRS. Notwithstanding, Purchaser may temporarily loan its customers paging receivers. Purchaser may also transfer the Deliverables, as well as the rights and benefits under these General Terms and Conditions and any agreement that incorporates them, as an ancillary part of a sale of its business or substantially all of its assets. Following any assignment or transfer, Purchaser shall remain bound by all of the duties and obligations that are set forth in these General Terms and Conditions and any agreement that incorporates them.

No Third Party Beneficiary. Except as otherwise expressly provided in this Agreement, these General Terms and Conditions, as well as any agreement that incorporates them, are solely for the benefit of Purchaser. Neither the customers of Purchaser, nor any other person is an intended beneficiary of these General Terms and Conditions or any agreement that incorporates them, nor shall any such person have the right to any benefit that is provided under these General Terms and Conditions or any agreement that incorporates them.

Merger. Except as otherwise specifically set forth herein, these General Terms and Conditions, and any agreement that incorporates them, supersede any oral or other representation that may have been made about these General Terms and Conditions, any agreement that incorporates them, or any of the Deliverables. These General Terms and Conditions, and any agreement that incorporates them, may not be modified or superseded, except by a written agreement or a written amendment that is signed by LRS. In the event of any inconsistency between these General Terms and Conditions or any agreement that incorporates them and any form or other document supplied by Purchaser, such as a purchase order, the terms of these General Terms and Conditions or any agreement that incorporates will prevail.

Severability. In the event that any portion of these General Terms and Conditions or any agreement that incorporates them is found to be invalid or unenforceable for any reason, the remaining portions shall continue to be in full force and effect.

Fees & Payment. Purchaser agrees to pay all Service and Deliverable fees, plus any applicable taxes, in accordance with the terms and payment method set forth in this agreement. Purchaser is responsible for providing accurate billing and contact information to LRS. LRS retains the right to suspend or terminate services if fees become past due. LRS reserves the right to change Service rates by providing Customer at least 30 days' notice prior to billing.

Term & Termination. Purchaser has the option of purchasing Monthly or Annual service plans which are non-refundable and not available for proration except as required by law. Monthly agreements will auto-renew on a month-to-month basis until such time that a formal termination notice has been received by LRS. Prepaid Annual agreements will automatically renew at the end of each annual term unless Purchaser has given cancellation notice 30 days in advance of renewal term. Monthly-billed Annual agreements will auto-renew on a perpetual month-to-month basis upon completion of the initial annual term until cancellation notice is received by LRS. In the event that any agreement incorporating these General Terms and Conditions is terminated for any reason, all of the duties and obligations that the agreement and these General Terms and Conditions impose upon Purchaser shall continue in full force and effect, except any obligation to make payment for a Deliverable prior to its delivery.