



Model Number: J1707, 1708  
User Manual Date: 06/28/2017



## GuestCall® Coaster Pagers w/NEO Transmitter

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Part Number: MPGIQ-2

## Components

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Your GuestCall® paging system is comprised of three key elements:

- > The JTECH NEO Desktop Transmitter
- > The GuestCall Coaster® Pagers
- > The Coaster Pager Charger

## Quick Setup

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- > Lock the antenna to the connector on the transmitter by placing the antenna on the connector and twisting left to lock in place.
- > Plug the power supply into the transmitter and then into a standard 110-240v outlet. A surge protector is recommended.
- > Compile charger bases and plug charger power supply into charger and then into a standard outlet. Surge protection is recommended for charging bases.
- > Add pagers to charger slots. You will see a BLUE light on each pager. This light indicates the charging status.
  - **'LO'** on the number display: Battery is below 20% charged and SHOULD NOT currently be used.
  - **Flashing BLUE**: Pager is charging and CAN BE available for use.
  - **Solid BLUE**: Pager is fully charged.
  - Allow 4 hours for a complete charge of the pagers.

## System Use

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### Distributing a Pager

- > Remove a pager from the charger.
- > The pager will flash and vibrate to preview what the alert will look like for the guest.
- > Hand the pager to the guest, stating that the pager will go off with they have been paged.

### Paging a Guest

- > To page a guest, enter the 1 to 4-digit pager number into the transmitter and press SEND.
- > The pager will alert until it is returned to the charger.

### Setup is Complete

If you have any additional questions, please contact us at the addresses below.

## System Configurations

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### System Default Configuration

The paging system was set to default settings prior to shipment.

- Current time is set.
- Out of Range is set to OFF
- Audible (voice alert) is set to OFF

To enter programming mode, on the transmitter, press **SETUP**, use password **2580** and press **ENTER**.

Use the **▲ / ▼** buttons to scroll and the **ENTER** button to choose the menu option.

Once you have saved your changes, press **CANCEL** until you return to the main **PAGER #** screen.

### Default Number of Vibes (“Alert Time”)

This will allow you to change the number of cycles the pager will flash and vibrate.

- > Scroll until the display reads **A l t t**, press **ENTER**.
- > You will see the current alert time setting.
- > To change, press **ENTER** to activate the menu and use the **SCROLL** keys to select the new setting. Press **ENTER** to lock in the new setting, then **CANCEL** to return to the paging screen.

Display Readout	Alert Time
T 00	8 Seconds
T 01	15 Seconds
T 02	30 Seconds
T 03	60 Seconds
T 04	120 Seconds
T 05	180 Seconds
T 06	Continuous

### Out of Range

With this feature, the pagers will signal when taken out of range of the transmitter to inform the guest that they are too far away and will miss their page. The alert will automatically stop when they step back within range.

#### Turning the Out of Range On/Off

- > Remove all 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 **ENTER** key, to activate the menu
- > Use the **▲** scroll button to turn the out of range **ON** or **OFF**.
- > Press the **ENTER** key to send the command.
- > Press **CANCEL** to return to the paging screen.

### Range Test

Turning this feature on and walking around with your pagers will give you an idea of the range of your transmitter. Transmitter will send a signal to the pagers for this range test. Pagers will light up each time that the pagers receive the message from the transmitter.

When testing range, use 3 pagers to ensure that you have the most accurate reading. When you have reached a point where ALL 3 pagers do not receive 2 consecutive pages then you are out of range.

#### Performing Range Test

- > Scroll to RANGE TEST, indicated by **t E S t** on the display, press ENTER key.
- > Transmitter will send page to all pagers every 10 seconds, indicated by **8 8 8 8** on the display screen.
- > When you have completed the test, press CANCEL to return to the paging screen.

## Frequently Asked Questions

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The pagers flash and vibrate when first removed from the charger. Should this happen?

Each pager when removed from the charger will display one demonstration page.

I have lost some pagers; how do I replace them?

To order replacement pagers online visit <https://store.jtech.com/coaster-pagers/> or contact us at [wecare@jtech.com](mailto:wecare@jtech.com) or via phone at 800.321.6221.

What is the expected battery life? Can I buy replacements?

JTECH batteries should last up to 2 years with proper use. Try charging the pager before considering replacement batteries. If after 4 hours the pager charging light still displays amber, contact JTECH to order replacement batteries or order them online here: <https://store.jtech.com/jtech-guestcall-pager-nimh-battery-5-pack/>

You can also use the battery from a working pager to test a non-working pager. If the pager works with the second pager, replace the battery. Coaster pager batteries are also sold online here:

What is the process if I need to repair a pager?

- > Obtain a repair form from the JTECH website, <http://www.jtech.com/support>
- > Ship pagers needing repair with a copy of the form to the address listed below.
- > Make sure your company information is on all correspondence including the outside of the shipping box.
- > Ship in a traceable manner. Insure the package.

**JTECH is not responsible for packages lost in transit. Please save the tracking number.**

Shipping address:

**JTECH, an HME Company**  
**1400 Northbrook Parkway #320**  
**Suwanee, GA 30024**  
**ATTN: Repairs**

## FCC Licensing Information (Applies only to users in the United States)

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JTECH 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 JTECH, an HME Company, a/k/a HME Wireless' FCC license described below:

Licensee: HME Wireless, Inc., d/b/a JTECH an HME Company

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 JTECH, an HME Company, or obtain one from the FCC web site ([www.fcc.gov](http://www.fcc.gov)). You may, however, want to apply for your own FCC license. Whether you use JTECH, an HME Company's, FCC license or obtain your own, you are responsible for complying with the FCC rules and requirements applicable to the JTECH paging system, particularly those that deal with private land mobile radio services. See 47 CFR Part 90.

Changes or modifications not expressly approved by JTECH, an HME Company, 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 only to users outside of the United States)

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JTECH 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.

## Radio Compliance (Applies only to users in the United States)

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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.