



User Manual Date: 11.05.18



Staffcall IQ[®] Paging

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Part Number: MPGCP-1

Components

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

- > The JTECH Desktop Transmitter
 - Applies to models: ISTATION
- > The Staffcall IQ Pagers
- > The Staffcall IQ Charger



Quick Setup

- > 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 RED light on each pager. This light indicates the charging status.

System Use

Distributing a Pager

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

Paging a Staff member

- > To page a staff member, enter the 1 to 3-digit pager number into the transmitter and press SEND.
- > The pager will alert until it is returned to the charger.

System Configurations

System Default Configuration

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

- > Current time is set.
- > Out of Range is set to OFF

To enter programming mode, on the transmitter, press **"SETUP"**, use password **"1379"** and press **"ENTER"**. Use the **"*/MENU"** button to scroll and the **"#/SELECT"** button to choose the menu option. Once you have saved your changes, press **"CANCEL"** until you return to the main Pager Number screen.

Set Current Time

1. At the **"Set Current Time"** menu, press the **"ENTER"** key.
2. Set the hour, then press the **"ENTER"** key.
3. Set the minutes, then press the **"ENTER"** key.
4. Use **"1 or 2"** key to select AM or PM, then press the **"ENTER"** key.
5. After the correct time is set, press the **"ENTER"** key to accept. Press the **"CANCEL"** key to exit the system programming menu.

Set Sleep Timer

This system has an **"ALL SLEEP"** function that turns off all battery pagers (for example, manager pagers) at once automatically.

To turn Sleep Timer **"ON"**, follow the procedure below:

1. At the **"Set Sleep Time"** menu, press the **"#/Select"** key to turn the sleep shutdown to **"ON"**.
2. Press the **"ENTER"** key to accept the change.
3. Press the **"CANCEL"** key twice to exit out of the menu.

Change Shutdown Time

1. At the sleep shutdown menu, press the **"#/Select"** key to turn the sleep shutdown to **"ON"**.
2. Press the **"ENTER"** key.
3. Set the hour then press the **"ENTER"** key.
4. Set the minutes and press the **"ENTER"** key. Use the **"1 or 2"** key to select AM or PM and then press the **"ENTER"** key. After the correct time is set, press the **"ENTER"** key to save. Press the **"CANCEL"** key to exit the system programming menu.

To turn Sleep Timer **"OFF"**, follow the procedure below:

1. At the **"Set Sleep Time"** menu, press the **"#/Select"** key to turn preset messages from **"ON"** to **"OFF"**

2. Press the “**ENTER**” key to save the programming.
3. Press the “**CANCEL**” key to exit the system programming menu.

Set Out of Range

With this feature enabled, the pagers will play a melody or voice 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 or voice 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 turn the out of range “**ON**”:

1. Remove all the pagers from the charging unit or unplug the power supply that is connected to the first charger.
2. At the “**Out of Range**” menu, press the “**#/Select**” key to turn the out of range “**ON**”.
3. Press the “**ENTER**” key 3 times. After sending the signal, all the pagers will light up once to tell you that they received the new code.
4. Press the “**CANCEL**” key to exit the system programming menu.

To turn the out of range “**OFF**”:

1. Remove all the pagers from the charging unit or unplug the power supply that is connected to the first charger.
2. At the “**Out of Range**” menu, press the “**#/Select**” key to turn the out of range “**OFF**”.
3. Press the “**ENTER**” key 3 times. After sending the signal, all the pagers will light up once to tell you that they received the new code.
4. Press the “**CANCEL**” key to exit the system programming menu.

Range Test

With this feature you can determine what distance your transmitter will cover.

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.

To start the Range Test, follow the procedure below:

1. Remove a couple of pagers from the charging stack.
2. At the “**Range Test**” menu, press the “**#/Select**” key to turn range test “**ON**”.
3. Press the “**ENTER**” key 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 range, exit range test and call **800-919-9903** for more options.
4. Press the “**CANCEL**” key to stop the range test.

5. Press the “**CANCEL**” key to exit the system programming menu.

NOTE: The transmitter has an auto shut off feature that will stop the range test after 15 minutes.

Frequently Asked Questions

The pagers 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?

Online at <http://www.jtech.com/support>

Select the Pager Repair/Renumbering Form or contact us at 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.

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.

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)

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). 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)

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)

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.