

# Wireless Call System

## USER GUIDE



**WIRELESS CALLING SYSTEM  
IMPROVE YOUR BUSINESS BY SERVING BETTER**

**ACE**

[www.ace-karaoke.net](http://www.ace-karaoke.net)

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# 1 Introduction

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## ***1.1 A BIG trouble in all restaurants!***

Did you notice how customers get the waiters' assistance when they need services in a restaurant? Cry out loudly or keep waving their hands in public?

The most common complaint customers have is not the quality of the food or the appearance of the restaurant; people choose a place to dine out based on the service. Wireless Call system will enhance the efficiency of your restaurant.

## ***1.2 Wireless Call System - A perfect solution!***

Wireless Call System consists of wireless call system host and a number of wireless call buttons. The host can be hung on the wall. The calling button can be placed on the table. You can also show the menu and advertisement in the menu stand. When customer presses the button, the host will display the table/room number on the calling host screen, so the customer will get waiter's assistance in time.

The whole system is powered by wireless technology for easy installation.

## ***1.3 Advantage to your customer***

- Customers can call a waiter when they are ready to order.
- Wireless Call System will avoid waiter interruption during private moments.
- The customer will not have to look around, wave his hands or shout to get the waiter's attention.
- The customers can easily page the waiter to place initial order, during the course of the meal for more food, drinks, bread, butter, wine, dessert, coffee, bill, etc.

- The novelty will surely attract new customers and will delight your existing clients.
- Avoid disturb other customer when call waiter.
- Build a quiet, comfortable environment for customers.
- ... ..

### ***1.4 Advantage to your restaurant***

- Waiters will have more time to do other things.
- Waiters will be more efficient.
- Waiters will be less stressed.
- Tables will be available faster.
- Customers will like it so much and will come back.
- Restaurant will sell more food.
- Wireless technology for easy installation
- Multiple hosts work without affect each other
- ... ..

## **1.5 Specifications**

### **1.5.1 Wireless Call System Host**



- Wireless technology
- Adjustable display time
- Adjustable alarm volume
- Multiple hosts work without affect each other
- Display 4 buttons number at same time
- Support up to 99 buttons per host
- Radio frequency : 300 MHz
- Operating range: 50~200 meters
- Power supplier : AC 110V/220V adaptor (incl. in package)
- Consumption Power : 5 Ma
- Dimension: 450(W)mm X 250(L)mm X 80(H)mm

### 1.5.2 Wireless Call Button



- Wireless technology
- Easily Interchangeable
- Maintenance free
- Radio frequency : 300 MHz
- Operation range: 50~200 meters
- Power supplier: 12-volt battery (inner)
- Dimension: 67(f)mm X 28(H)mm
- Color: sandalwood; marble;

### 1.5.3 Menu Stand for Wireless Call Button



- Fix the button on the Button stand
- Show the menu and advertisement in the accessory plastic plate
- Color: wood



## **1.6 Applications**

- Restaurants
- Karaoke lounge
- Disco
- Bars
- Night club
- Cafeteria
- Bowling alleys
- Bathe room
- Hospital
- School
- Supper market
- Shopping centre
- Factory production lines (for an individual worker's calling the supervisor)

## 2 Hardware Installation

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### ***2.1 Install Wireless Call System Host***

- The wireless call system host can be hung on the wall.
- Plug the power adaptor to the jack and connect it with the host, the screen will shortly high light display with the alert tone.
- Please prevent the host screen from the sunlight.
- Please place the host in the noticeable sight.

### ***2.2 Install calling buttons***

- Make your plan of numbering the tables/rooms.
- Check the number of the buttons.
- Place the button at the proper area according to the button number set in the host.
- Install 1 button for every table/room
- Press “Call” on the button, the signal light should flash and the host should respond the calling.
- After a period of using, in the case that the signal sent from the transmitter is weaken or the host can not receive the signal from that button, please replace the battery.

### ***2.3 Before power on...***

- Make clear about your local power voltage (110V or 220V)
- Adjust the switch on the transformer according to your local power voltage (please be very careful, incorrect voltage will damage the host!)
- Power on
- Press a button to check display function
- Adjust display time if it is needed
- Adjust speaker volume if it is needed

## 3 System Configuration

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### 3.1 Software installation

- You need to use the software to register the button number into the host.
- The set up disc is included in the package
- Please insert the set up disc to computer and double click 「setup」, select the installation path and press 'install' to start the installation.

### 3.2 Operation guide

- When the customer need the service and press the calling button, the calling host will receive the signal from it and display its button number in the screen with tone alert. (Change the music alert, please take the reference in the software installation)
- The accessorised Remote controller could adjust the volume of the alert music and delete the display of the host. The “0” on the controller stands for Mute of the music.

## 4 Daily Maintenance

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### 4.1 *Lifetime of button battery*

Battery's lifetime depends on the frequency of use. Generally, it will last for 1 year. The battery should be replaced immediately when the following happens

- The host doesn't respond the button any more.
- The signal light is dim or does not flash any more
- Every 2 years either you did or didn't use it.

### 4.2 *Keep* the cleanliness

- Avoid the water and sunshine for the calling buttons.
- Power off when clean the host and buttons
- Clean the equipment with dry clothes.
- Protect the appearance of the buttons to avoid any scratch.

## **5 Error Maintenance**

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### ***5.1 No display for host & without tone alert***

- Check the power supplier, re-connect the power adapter.
- When it occurs in the running, power off the Host and restart after 2 min.
- Adjust the volume with the Remote Controller

### ***5.2 No display for host but with tone alert***

- Delete the display of the host, to check the appearance of the LED.
- Power off the host and restart after 2 min.
- Reset the software, including the way of display and the time interval

### ***5.3 No display for host after press some host calling buttons***

- Exchange the button battery if there is no light blink of the calling button
- Keep the button close to the host, to check there is any block between the host and the buttons

## 6 Troubleshooting

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- How to make the host with better signal?
  - a. Stretch the host antenna longer.
  - b. Keep the host away from the metal fittings.
  - c. Avoid or reduce the block between the host and the transmitter (button).
  
- How to make the transmitter (button) with better signal?
  - a. Stretch the transmitter (button) antenna longer.
  - b. Place the button on the table and use just one finger to press the button.
  - c. Avoid or reduce the block between the host and the transmitter (button).
  - d. Replace the batteries in time once the energy is shortage.
  
- When should I replace the batteries in the button ?
  - a. The indicator light is dim while pressing the button.
  - b. The signal is transmitting unstably.The batteries should be replaced while above cased happened.



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