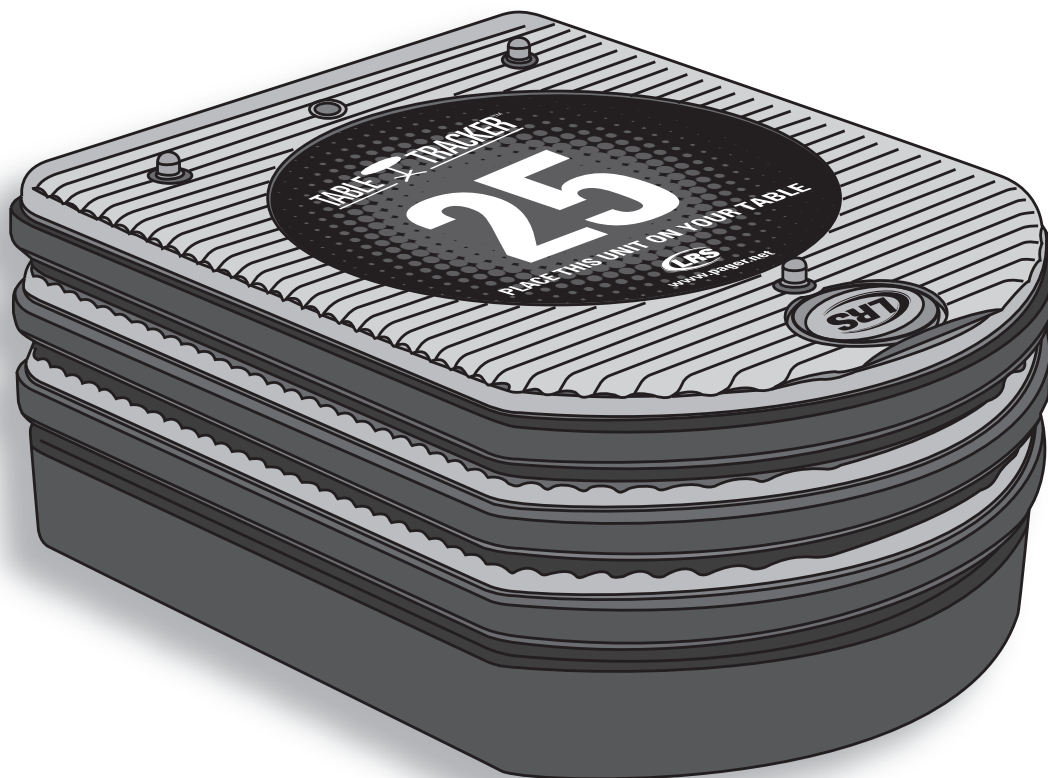


# Table Tracker

## ZIGBEE 2.0 USER MANUAL



Installation, Warranty and Service Information



Long Range Systems, Inc.  
4550 Excel Parkway, Suite 200  
Addison, TX 75001  
800.437.4996 • [www.pager.net](http://www.pager.net)

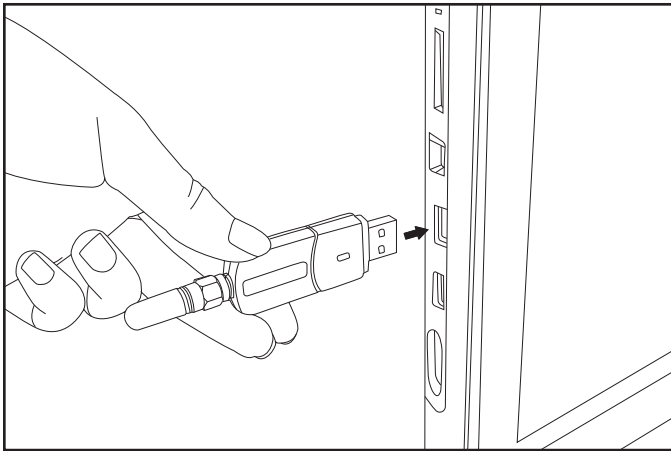
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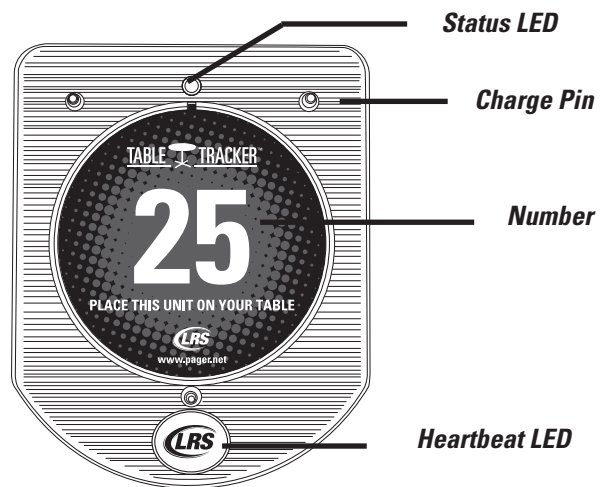
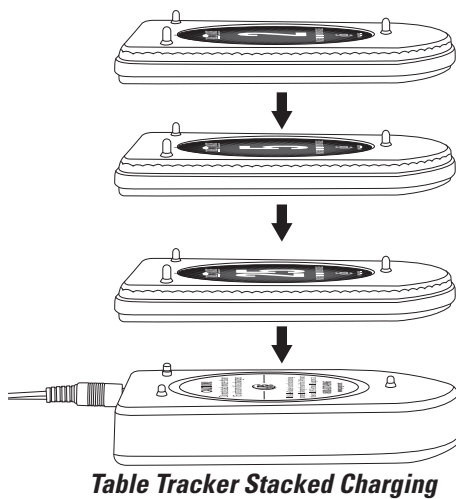
# INSTALLATION AND SETUP

## Basic Installation

1. Unpackage all system components.
  - All-in-one PC
  - 2.4GHz USB Antenna
  - Table Trackers
  - Table Tracker Charger(s)
  - Starter Unit(s)
  - Clearing Unit(s)
2. Setup All-In-One PC Monitor in the expeditor area
3. Plug the 2.4 GHz USB Antenna into a USB Port on the All-In-One PC



4. Power on PC - using the surge protector provided
5. Plug in the Table Tracker Charger(s) (usually placed by the cash register)
6. Place Table Trackers on Charger



7. Place Starter Unit(s) by the cash register
8. Place Clearing Unit(s) by the food expedite area

# Table Tracker

## Basic Operation

1. The Cashier taking orders should ALWAYS place each Table Tracker on the Starter Unit before handing them out to ensure the timer is started on the touch screen PC. This will ensure the accuracy of your reports.

When handing the unit to the customer, the cashier must explain to the customer that the Table Tracker units must be placed on the table where they will be sitting.

2. The customer takes the Table Tracker and lays it on any available table.
3. The Table number appears next to the order number on the touch-screen monitor.
4. When the food order is ready, the runner takes the order to the table on the screen.
5. The runner picks up the Table Tracker, returns to the food service area, and places it on the Clearing Unit to clear the order from the touch-screen PC and complete the cycle.
6. Table Trackers are taken back to the cashier throughout the shift

## Using the Table Tracker

### Starter Unit

The Starter Unit is located near the cashier or starting point of a transaction. After an order is placed, the Table Tracker is held over the Starter Unit. The status LED will flash green for 2 seconds, and then the timer will start on the all in one PC monitor. The customer will head for a table.

### Clearing Unit

When the order has been delivered, hold the Table Tracker over the Clearing Unit. The status LED will flash green for 2 seconds and then the timer will clear from the all in one PC monitor.

### RFID Tags and Mats

RFID Tags and Mats, available from LRS, are programmed with the appropriate Table Number so when a guest sits down with their order number, the Table Tracker will detect a RFID Tag under the table (ex:10) and the Table Number will appear with the order number on the screen.

# Table Tracker Monitor

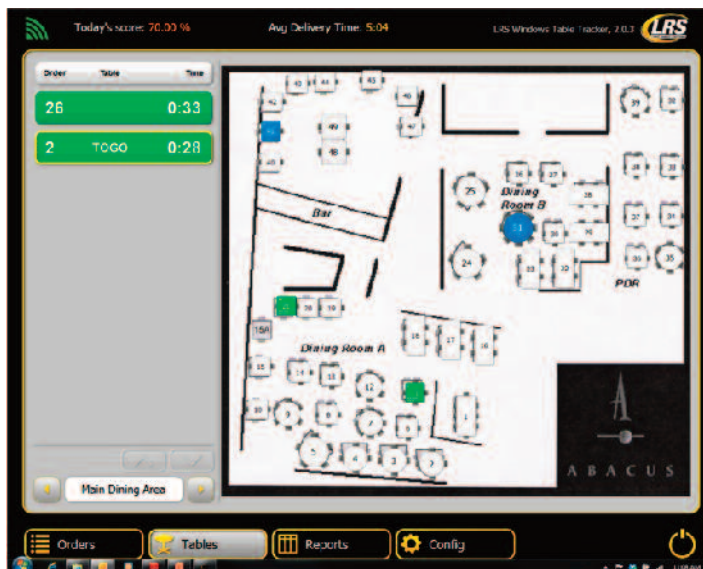
## Orders View



This will display the

- Order number given to the customer.
- Table that the Order number is currently located.
- The amount of time elapsed since the order started.

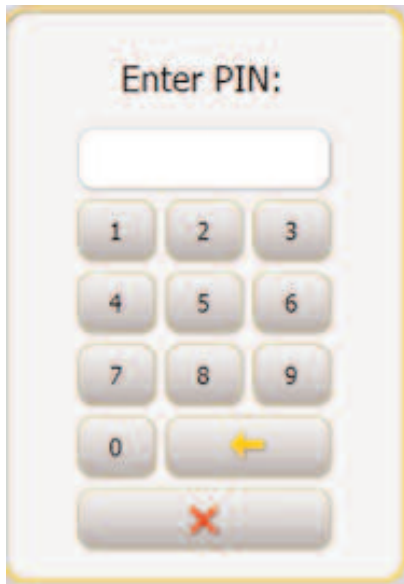
## Table View




This will display the


- Order number given to the customer.
- Table Trackers that have been seated will appear on the table layout to the right. Order interval timing colors will be reflected in table layout.
- Table Trackers that have not been seated (and/or To Go orders) will appear in list to left.
- The amount of time elapsed since the order started.
- If cleaning unit is being used, tables that are occupied and/or require bussing will appear in blue.

When switching to the Configuration or Reports Menus, the user is required to enter a Managers Access Code.



The standard access code is 5-6-7-8-9.

To Cancel access at any time, press the  button.

To edit an entry, press the  button.

# Configuration Settings

## System Menu

The screenshot shows a configuration interface with the following elements:

- UHF System ID:** A text input field containing the value '0'.
- Group paging:** A toggle switch with 'No' selected (yellow background) and 'Yes' (grey background).
- Online reporting and text messaging:** A toggle switch with 'No' (grey background) and 'Yes' (yellow background) selected. A hint below reads: "Hint: Please contact LRS to purchase online reports".
- Your Location UID:** A text input field containing '555-555-555'. A hint below reads: "Hint: Location UID should be provided by LRS when purchasing the product".
- Check connectivity with LRS:** A button labeled 'Check now'.
- Last LRSDB connection result:** The text 'Success'.
- LRS Windows Table Tracker, 2.0.3** (version information).
- Zigbee firmware version:** The text '4.26.15.0'.
- DB backup:** A button labeled 'Backup'.
- Change language:** A button with a US flag icon and the text 'English / USA', and a small menu icon to its right.

### UHF System ID

This is a unique ID of the transmitter that allows paging messages between the host transmitter and staff pagers.

### Group Paging

Enables or disables group paging.

### Online Reporting

Enables or disables online reporting.

### Your Location UID

Appears when Online Reporting set to 'Yes'. UID provided by LRS.

### Check Connectivity

When Online Reporting enabled, clicking button verifies connectivity with LRS online reporting database.

### Last LRSDB Connection

Reports either successful or failed LRSDB connection test. Used for online reporting.

### LRS Windows Table Tracker

Reports current version of application. If connected to internet and a newer version exists, user may click upgrade button to initiate.

### Zigbee Firmware Version

Reports current version of Zigbee firmware. If connected to internet and a new version exists, user may click upgrade button to initiate.

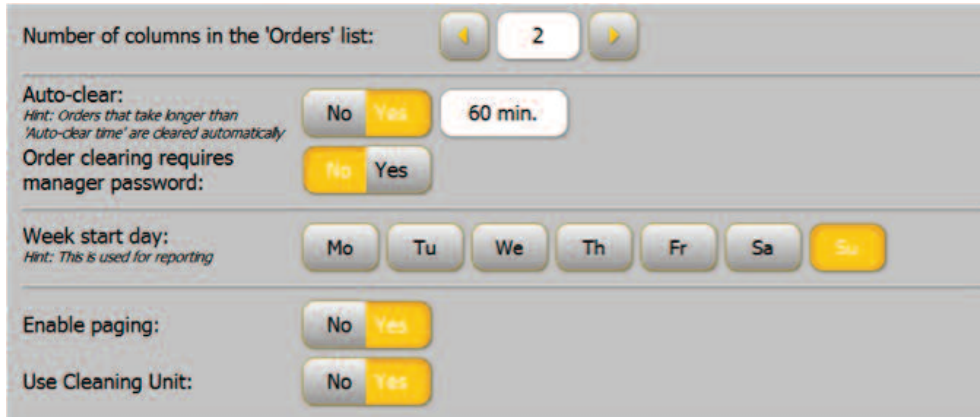
## DB Backup

Creates a backup for the current Database on the PC.

## Change Language

This option allows user to switch the currently displayed language between: English, Polish, Portuguese, and Spanish.

## Orders Settings



Number of columns in the 'Orders' list: 2

Auto-clear:  
*Hint: Orders that take longer than 'Auto-clear time' are cleared automatically*  
No Yes 60 min.

Order clearing requires manager password:  
No Yes

Week start day:  
*Hint: This is used for reporting*  
Mo Tu We Th Fr Sa Su

Enable paging:  
No Yes

Use Cleaning Unit:  
No Yes

### Number of Columns

Varies the number of columns on the Orders Screen from 1 to 5

### Auto Clear

Enables or disables an order automatically clearing from the screen after a set time. If enabled, the user can enter a time (in minutes) to set when the order will clear.

### Order Clear Requires Password

This feature allows if the user attempts to clear an order manually from the screen, they are required to type in the Manager's Password.

### Week Start Day

This sets the starting day for reporting purposes as Monday through Sunday.

### Enable Paging

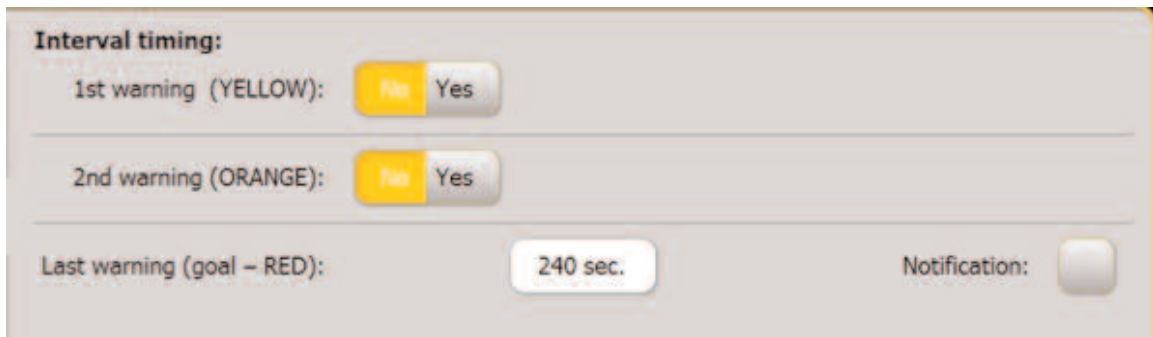
Allows for paging of Table Trackers from the orders screen.

### Use Cleaning Unit

Set to 'Yes' when using the cleaning unit



## Interval Timing



Interval Time is the time that is considered acceptable for order deliveries. Using the 1st Warning Time and 2nd Warning Times, the Table Tracker Monitor can display how long an order is up before the time elapsed is considered unacceptable for its delivery.

The Interval Times are set in seconds (180 = 180 seconds)

Any time under the Interval Time will appear white on the monitor.

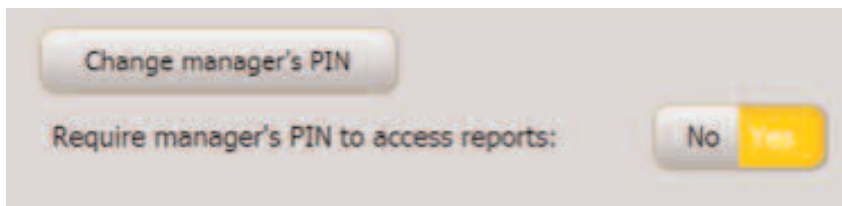
After the 1st Warning Time but before the 2nd Warning time, the Order will change to yellow on monitor.

After the 2nd Warning Time but before the 3rd Warning time, the Order will change to yellow on monitor.

When the Last Warning time passes, the Order will change to Red and the system will text a cell phone stating that the order is late.

The user can set the Last Warning to notify the Manager Pager when the Last Warning Time is elapsed.

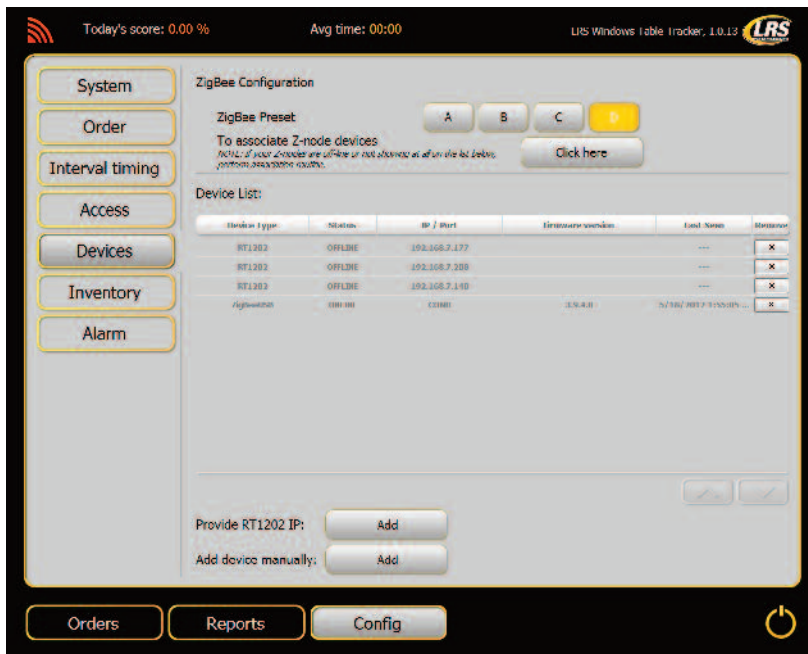
## Access



This menu allows changing the Manager Pin (Access) Code.

This menu allows for setting the manager to access reports. If enabled, the user must type in the Manager Pin to view a report.

## Zigbee Devices



This feature will list and add any 2.4 GHz USB Module and RT1202 device currently connected to the PC and LAN Network for RF Communication purposes.

## Zigbee Configuration

### Zigbee Preset

This allows for changing the channel of the USB antenna to one of four preset channels.

**Note:** Contact LRS before changing this setting. The channel of the antenna must match the Starter Unit.

### Associating Znode Devices

This feature allows for associating a Znode.

To Associate a New Znode:

1. Press Associate on PC Program
2. Cycle Power on Znode and Press Button on Znode once
3. Znode LED should turn purple, then begin flashing. If the Znode associates, it will flash green once every five seconds.
4. Press the OK Button to end.

### Adding Devices Manually

For devices such as the RXTG, the user can dictate a device and ComPort to be added to the device list.

To Add a Device:

1. Press Add by Add Device Manually
2. Type the ComPort of the Device.

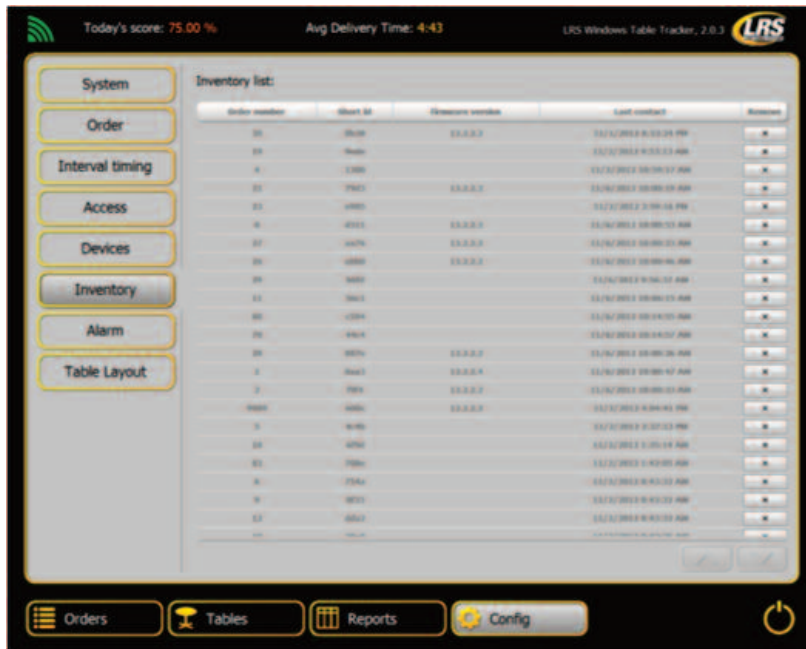
**Note:** Any device connected via USB can be verified from the System Manager >> Devices >> ComPorts under Control Panel.

3. Press Enter

## Removing a Device From the List

To remove a device from the list, press the X located to the right of the device name.

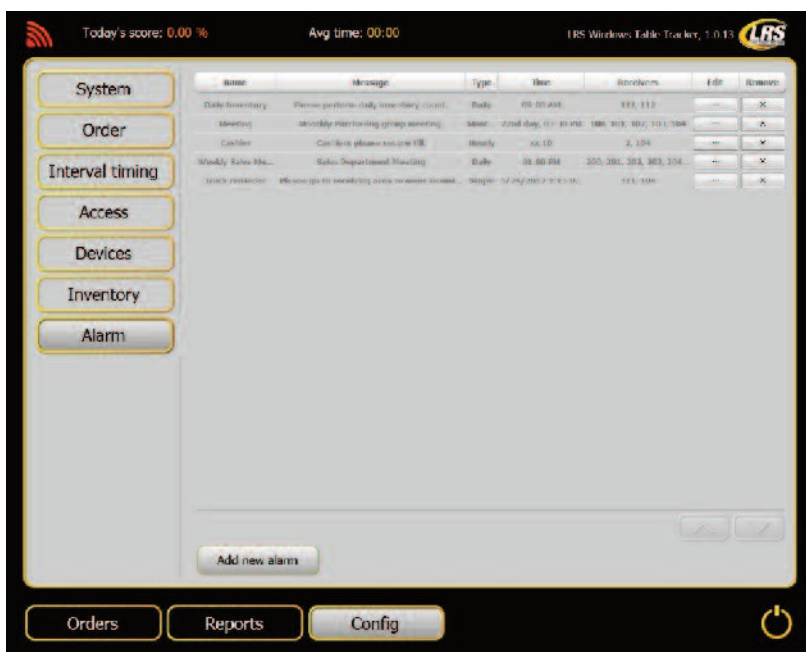
## Inventory



This view will list all Table Trackers currently associated and display the last reported communication between the system and the Table Tracker.

To remove a Table Tracker from the list, press the X located to the right of the order number.

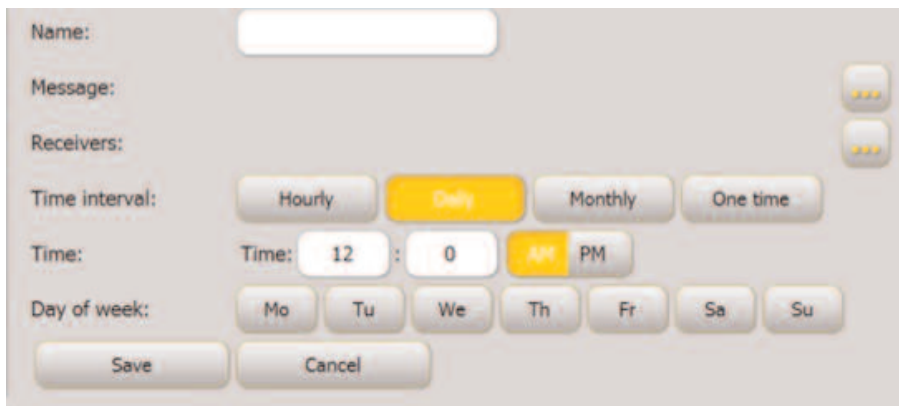
## Alarm



This menu allows the user to create new alarms to remind the staff to perform a set task.

### To create a new Alarm:

1. Press Add New Alarm
2. Enter a name for the Alarm



Name:

Message:

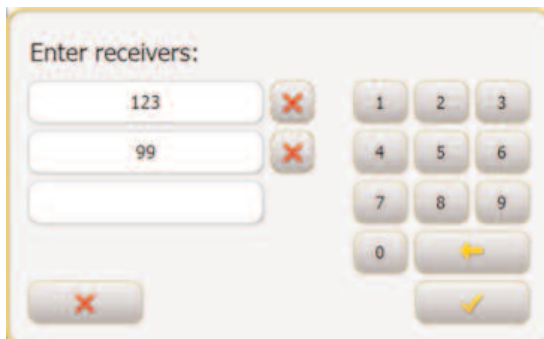
Receivers:

Time interval:

Time: Time:  :

Day of week:

3. Press the ... button and Type the Message for the Alarm.
4. Press the ... at Receivers and type in the Pager Numbers of the recipients of that Alarm. Press the Check when done entering the Pager Numbers.



Enter receivers:

1 2 3

4 5 6

7 8 9

0

5. Select the type of Alarm as Hourly, Daily, Monthly, or One Time.
6. Enter the Time (AM or PM) the Alarm will go off.
7. Press Save when done.

### Table Layout



This menu allows the user to create new table layouts within the application.

### Add New Layout

Allows user to add a new floor layout. Multiple floor layouts are possible. Current layout name is shown below and current layout image is shown to the right. If multiple layouts exist, pressing left and right arrows switches between layouts.

### Change Layout Image

Background images supported: .BMP, .JPG, .JPEG, .PNG, .GIF.

### Remove This Layout

Deletes current layout.

### Add New Table

Allows user to add tables to layout. If background image is used, tables must be laid over image for orders to be shown in Tables view.



### Save

Saves changes and returns to Config menu.

### Quit Editing

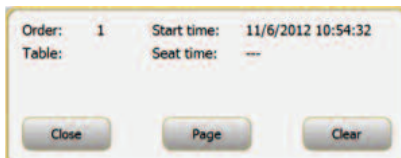
Returns to Config menu. Changes are not saved.

## Remote Paging a Table Tracker

The Table Trackers can be paged using the touchscreen or using a T9550LCMG through a LRS TT-RXTG. (Note: Please refer to the separate instructions on how to setup and connect the RXTG to the WinTT system.) Paging the Table Tracker also requires paging to be enabled. Refer to Page 6 to Enable Paging in WinTT.

### Paging from Touchscreen

From the Orders view touch the order number and then press 'Page'. Example:



## **Paging with T9550LCMG**

To remotely page the Table Tracker, after the Table Tracker is started via a Starter Unit, simply type the Table Tracker's number into the T9550LCMG keypad and press a page mode. Example:

Place Table Tracker #21 over Starter Unit. Once Table Tracker appears on screen, hand the Tracker to a guest. When Guest's Table is ready, in the T9550LCMG, press 2-1-Flash 30 seconds. The Guest's Table Tracker will start to vibrate.

# **SERVICE QUESTIONS AND ANSWERS**

For technical support or additional supplies, call Long Range Systems at (800) 437-4996.

- Long Range Systems has 24/7 live technical support available
- Please keep in mind that options are limited over the weekend.

# Warranty

Long Range Systems, Inc. warrants this product against any defects that are due to faulty material or workmanship for a one-year period after the original date of consumer purchase excluding power supplies and Table RFID tags which have a thirty day warranty. This warranty does not include damage to the product resulting from accident, misuse or improper electrical connection. 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 Service: 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 T7502, TT-SIL 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**

## **Long Range Systems**

Thank you for choosing Long Range Systems to provide your on-premise paging solution. 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. Keep this instruction in a safe place available to managers and key staff.

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