Table Tracker

USER MANUAL

Installation, Warranty and Service Information

Long Range Systems, Inc.
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Addison, TX 75001
800.437.4996 • www.pager.net
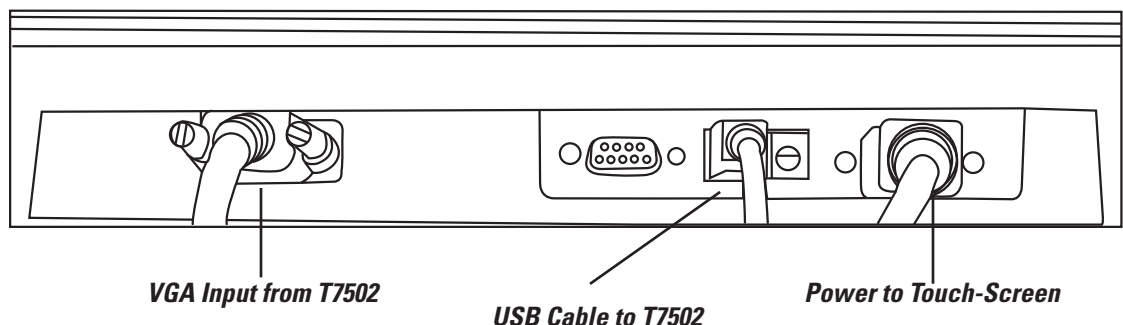
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INSTALLATION AND SETUP

Basic Installation

Caution: *Do not mount the transmitter near any large metal objects.*

1) Un-wrap all system components.

2) Setup 17" Touch-screen Monitor near kitchen area.

3) Place T7502 next to Touch-screen Monitor.

4) Twist the 3" antenna onto the silver connector located at the rear of the transmitter.

5) Connect the VGA Cable of the Touch-screen Monitor to the VGA port on the back of the transmitter.

6) Connect the USB Cable of the Touch-screen Monitor to the USB port on the back of the transmitter.

7) Plug the Touch-screen Monitor's power supply into a standard 110/220V outlet, and connect the barrel end into the monitor's Power port.

8) Turn on the Touch-screen Monitor.

9) Plug the transmitter 10V DC power supply into a standard 110/220V outlet, and connect the barrel end into the port located on the rear of the transmitter.

10) After 1 minute, the T7502 keyboard lights will stop chasing. Enter the current Time and Date (US Format HH:MM am/pm, and MM/DD/YY.)

11) If required – The Touch-screen Monitor may require a calibration test after powering on the transmitter. Press the center of the 4 crosshairs to complete calibration.

COM | 9VAC

10V DC Power

UHF Antenna

USB Cable from Touch-Screen

VGA Output to Touch-Screen

LAN Port
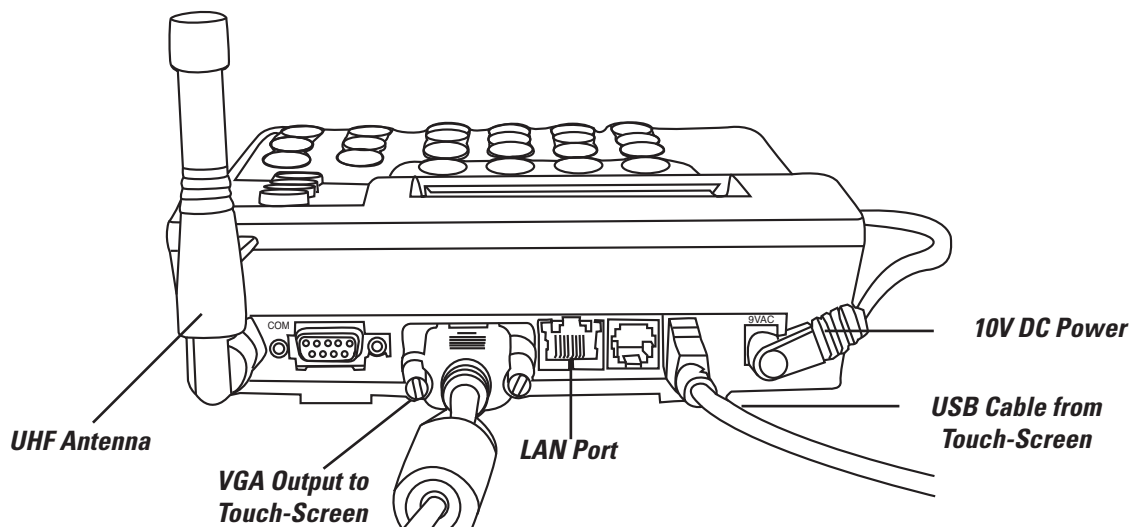
Back of Touch Screen Monitor

VGA Input from T7502

USB Cable to T7502

Power to Touch-Screen

To Put into Table Tracker Operation Mode

1. Press Setup

2. Enter access code (Default access code: 5-6-7-8-9)

3. Select global settings

4. Select operation mode

5. From drop down box select Table Tracker Monitor and press ENTER

6. Press Exit

7. Select YES to save changes

Note: The Table Tracker Operation uses the same function as the KeyCall Monitor.

SD Card

The SD Card can maintain a backup of and can be used to transfer the information from an old T7502 onto a new/replacement T7502.

If the SD Card is removed or missing, the card can be inserted into the slot on the right side of the transmitter.

After it is inserted, a pop-up window will show that a new card has been detected, and will give options to select to use as a Live Backup or to Clone T7502 from the SD Card (if the card is transferred from one T7502 to another).
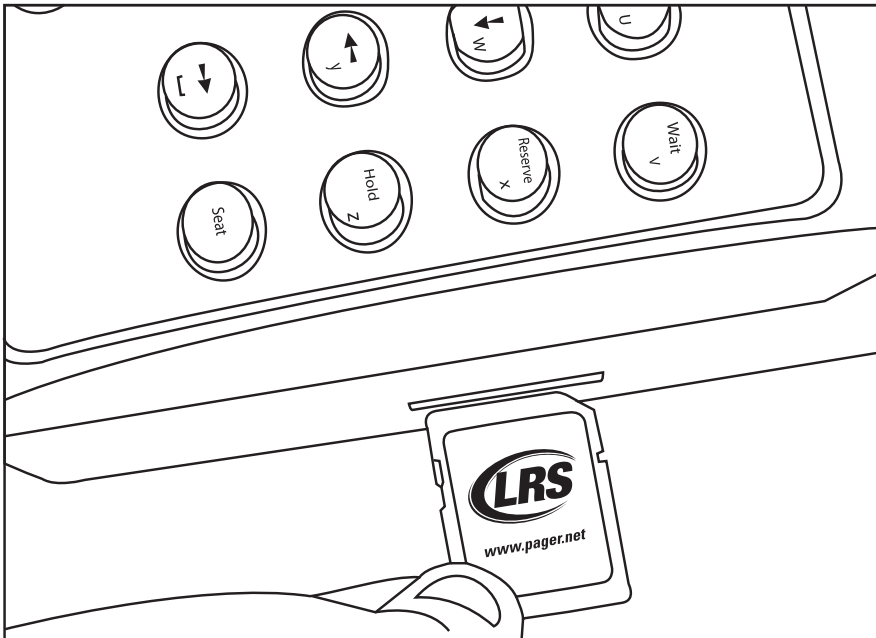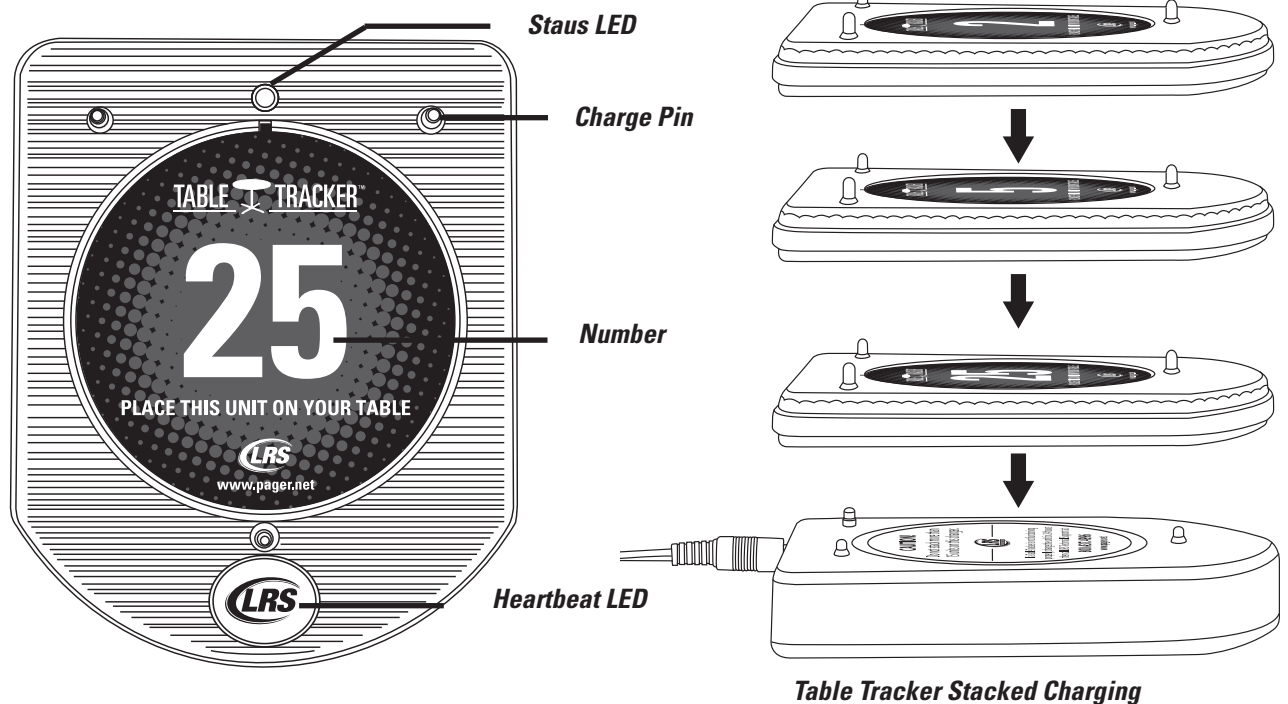
Table Tracker

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.

Typical Table Tracker Setup

Table Tracker Stacked Charging

Using the Table Tracker

The Table Tracker system requires the following components:
- Table Tracker Units
- Starter Unit
- Cleaing Unit
- T7502 with Touch Screen Monitor
- RFID Tags/Mats

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 T7502 screen. 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 T7502 screen.

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

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

Controls

Recall – Brings up a pop-up window showing all transactions within the last hour. In the event a transaction was Cleared, a user can retrieve the information. The Transaction will resume from the point the transaction was cleared. To retrieve, highlight a transaction and press the Recall Button in the window.
- Order – Number of Table Tracker assigned to customer.
- Table – Table number where Table Tracker was used.
- Delivered – Time order was cleared.
- Time – Complete service time to fulfill order.

Top – Will return to the top of the screen.

Pg Up & Pg Dn – Scroll through more Messages on the screen.

Manager – Send a message to the Manager's pager.

Staff – Sends a message to a Staff pager.

Guest – Sends a message to a Guest pager.

**Setup** – Access the Setup menu.

Manager

After pressing the Manager Button, a window will open displaying a list of pre-set messages and a QWERTY keypad to enter a message sent to the Manager's pager.
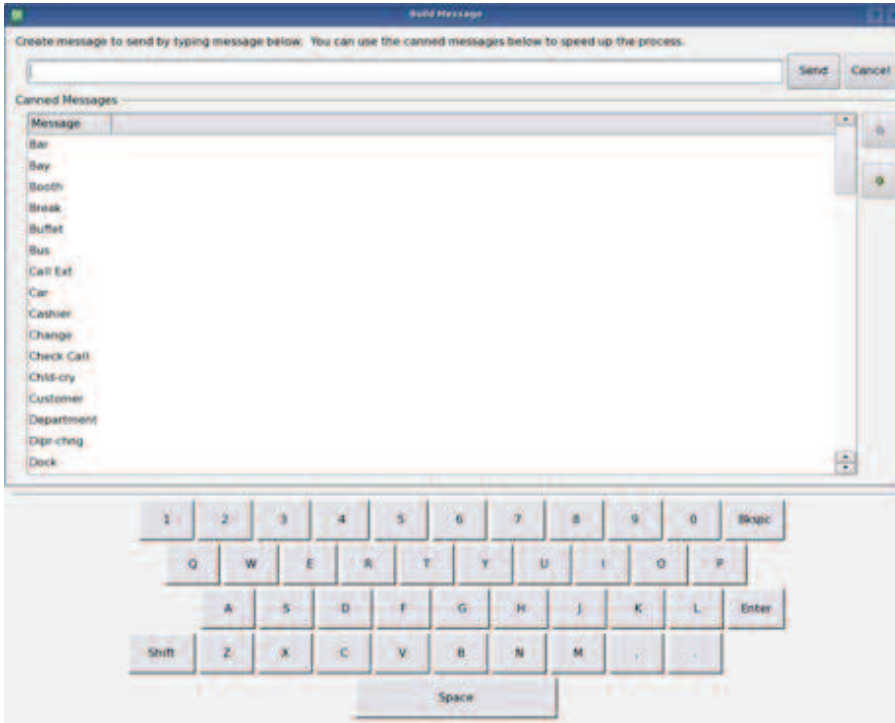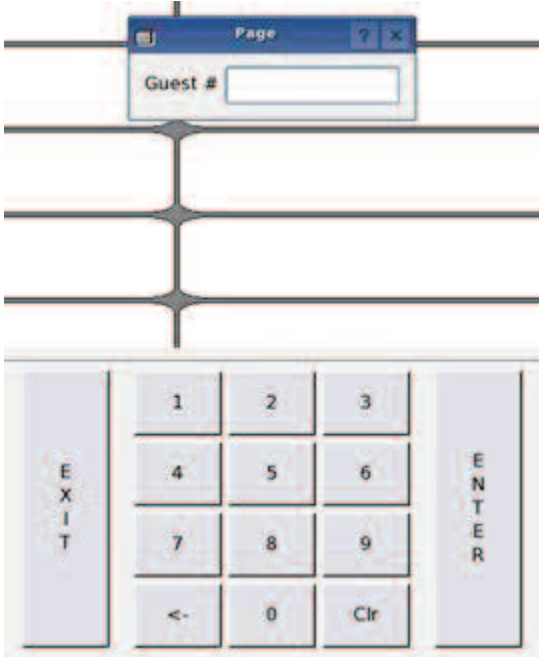

Staff

After pressing the Staff button, use the numeric pad to enter the Staff's pager number.

If the Staff's pager number is an alphanumeric pager, then the screen will show the list of pre-set messages and the QWERTY keypad.
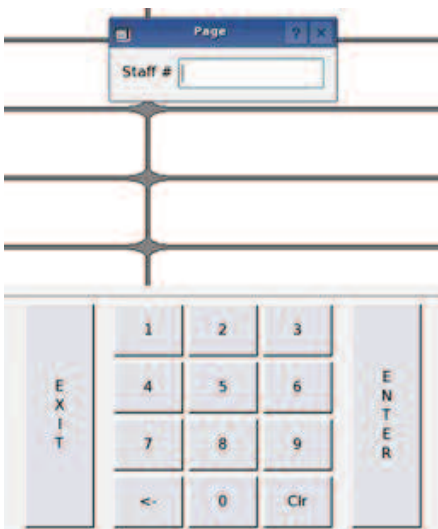
Guest

After pressing the Guest button, use the numeric pad to enter the Guest's pager number.

Advanced Settings for Table Tracker Monitor

The Table Tracker Monitor has a number of settings that can be changed to fit a user's preferences.

　　To access:
　　1) Press SETUP and enter the access code (Default access code: 5-6-7-8-9)
　　2) Enter Table Tracker Settings.

Sorting

Table Tracker orders can be sorted on the Table Tracker Monitor by:

- Order Number – Orders will be sorted in ascending order by order number.
- Table/Seat Number – Orders will be sorted by ascending order by the table number.
- Elapsed Time – Orders will be sorted with the longest running time first.

To change the setting:

1) Select Sort Order

2) From the drop down box, select the sorting mode.

3) Press OK

4) Press EXIT and press OK to accept the changes

Alternatively:

Press the ORDER, TABLE, or TIME sections on the Monitor to sort by that method.

Service Goals

Warning Time is the time that is considered acceptable for order deliveries. Using the Warning Time and Service Goal Exceeded fields, the Table Tracker Monitor can display how long an order is up before the time elapsed is considered unacceptable for its delivery.

The Warning Time and Service Goal Exceeded times are set in seconds (180 = 180 seconds)

Any Order time under the Warning Time will appear white on the monitor.

After the Warning Time but before the Service Goal Exceeded time, the Order will change to yellow on monitor.

When the Service Goal Exceeded time passes, the Order will change to Red and the Manager's Pager will receive a notification page.
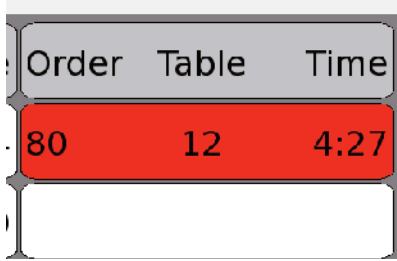
To change either Service Goal setting:

1) Select Warning Time or Service Goal Exceeded.

2) Using the numeric keypad, enter a time in seconds.

3) Press OK.

4) Press EXIT and press OK to accept the changes.

Manager Pager

The Manager Pager setting sets the Pager Number of the Manager who will be paged after the Service Goal Exceeded has passed with a Late Message and a Table Number.

Example: Service Goal Exceed time set to 4 minutes and 25 seconds

Order	Table	Time
80	12	4:27

The Manager Pager will receive the current Alert Message, example "Late Order 12"

> To change the Manager's Pager Number:
> 1) Select Manager Pager
> 2) Using the numeric keypad, enter the pager number
> 3) Press OK
> 4) Press EXIT and press OK to accept the changes

Server Pager

The Server Pager settings sets the number for the server who will be paged when an order appears on the screen.

> To change the Server Pager's Numbers:
> 1) Select Server Pager
> 2) Using the numeric keypad, enter the pager number
> 3) Press OK
> 4) Press EXIT and OK to accept the changes

Order Repage Time

This is the number of seconds between pages to the Server Pager when an order or message is sent from a Table Tracker.

> To change the Server Pager Number:
> 1) Select Order Repage Time
> 2) Using the numeric keypad, enter the time (in seconds)
> 3) Press OK
> 4) Press EXIT and press OK to accept the changes

Alert Message

The Alert Message is the notification sent to the Manager when any order has taken longer than the Service Goal Exceeded time to be delivered.

> To change the message:
> 1) Select Alert Message
> 2) Use Alpha keypad, enter a new message

3) Press OK

4) Press EXIT and press OK to accept the changes

Order Columns

The Order Columns settings will set the number of viewable columns to 1, 2, or 3.

To set:
1) Select Order Columns
2) Enter a value of 1, 2, or 3
3) Press OK
4) Press EXIT and press OK to accept the changes

Reports

The T7502 provides two reporting tools to view the Server's efficiency with the Table Tracker System.
- Table Tracker Response by Time
- Table Tracker Detail

Table Tracker Response By Time

This report will display the hourly or daily information of:
- The number of orders from all Table Tracker
- The Average Elapsed Time of orders (in minutes and seconds)
- The number of White Orders where the Server responded in time
- The number of Yellow Orders where the order changes from white to yellow
- The number of Pages sent to the Manager at the Service Goal Exceeded time.

To access the report:
1) Press SETUP and enter the access code (Default code is 5-6-7-8-9)
2) Select REPORTS
3) Select the Table Tracker Response by Time
4) Set the Interval to Time of Day or Day of Week (If set to Day of Week, also set the day to start the week)
5) Select the Start and Stop Dates
6) Press Run Report

Service goal: 1:00

Time	# Covers	Avg Elapsed	# White	# Yellow	# Paged	Score
12:00 AM - 01:00 AM	0	---	0	0	0	---
01:00 AM - 02:00 AM	0	---	0	0	0	---
02:00 AM - 03:00 AM	0	---	0	0	0	---
03:00 AM - 04:00 AM	0	---	0	0	0	---
04:00 AM - 05:00 AM	0	---	0	0	0	---
05:00 AM - 06:00 AM	0	---	0	0	0	---
06:00 AM - 07:00 AM	0	---	0	0	0	---
07:00 AM - 08:00 AM	0	---	0	0	0	---
08:00 AM - 09:00 AM	97	5:24	5	17	75	22
09:00 AM - 10:00 AM	18	1:22	7	4	7	61
10:00 AM - 11:00 AM	25	1:29	9	9	7	72
11:00 AM - 12:00 PM	14	1:11	4	6	4	71
12:00 PM - 01:00 PM	19	1:21	3	8	8	57
01:00 PM - 02:00 PM	23	1:21	7	7	9	60
02:00 PM - 03:00 PM	33	1:49	7	7	19	42
03:00 PM - 04:00 PM	17	0:57	8	7	2	88
04:00 PM - 05:00 PM	29	1:32	15	6	8	72
05:00 PM - 06:00 PM	18	0:45	14	3	2	89
06:00 PM - 07:00 PM	197	9:21	5	22	170	13
07:00 PM - 08:00 PM	17	1:10	6	8	3	82
08:00 PM - 09:00 PM	17	1:03	6	7	4	76
09:00 PM - 10:00 PM	9	1:30	2	2	5	44
10:00 PM - 11:00 PM	0	---	0	0	0	---
11:00 PM - 12:00 AM	0	---	0	0	0	---
TOTAL:	534	5:02	98	113	323	39

Example of Response-by-Hour Report

Service goal: 1:00

Day	# Covers	Avg Elapsed	# White	# Yellow	# Paged	Score
Mon	0	---	0	0	0	---
Tue	205	9:02	22	11	172	16
Wed	76	6:36	0	2	74	2
Thu	51	1:53	15	10	26	49
Fri	68	1:07	17	40	11	83
Sat	78	1:04	31	28	19	75
Sun	56	1:26	13	22	21	62
TOTAL:	534	5:02	98	113	323	39

Example of Response-by-Day Report

Table Tracker Detail

This report will display information on all Table Tracker transactions that occurred in the selected date range.

- The timing information of each individual order
- The Individual Order Number
- The Average Elapsed Time of orders (in minutes and seconds)
- The table each order sat at
- The number of Yellow Orders where the Service Goal was missed (time when order changes from white to yellow)
- The number of Pages sent to the Manager at the Service Goal Exceeded time.

To access the detailed report:

1) Press SETUP and enter the access code (Default code is 5-6-7-8-9)
2) Select REPORTS
3) Select the Table Tracker Response by Time
4) Set the Interval to Time of Day or Day of Week (If set to Day of Week, also set the day to start the week.)
5) Select the Start and Stop Dates
6) Press Run Report

Example of Table Tracker Detail Report

TROUBLESHOOTING

Touch-Screen Shows Nothing

Be sure power supply is plugged in.

- If yes
    - Be sure power supply is good (substitute).
    - Be sure the wall circuit is on.
    - Unplug and re-plug a few times to be sure the unit doesn't need a reset.
- If no – plug it in

Remedy

If power supply is good, call LRS for assistance - 800.437.4996

If power supply is bad, call LRS to get a new power supply.

Be sure video cable from touch-screen to T7502 is connected properly

Battery Powered Pagers Don't Receive Pages

1. Be sure the pager is turned on and that the battery is good.
2. If pagers do not turn on, replace battery and retry.
3. If pagers do turn on, and still do not receive page, press the SETUP tab and check the System ID and make sure it matches System ID of pager.
4. If pager System ID does not match, reprogram pager with T7502.

On T7502:
- Press SETUP and enter the access code (Default code is 5-6-7-8-9)
- Select SYSTEM TOOLS.
- Select PROGRAM PAGERS.
- Select Alphanumeric
- Enter the Pager Number.
- Turn the Alpha Pager off.
- Turn the Alpha Pager on and wait until it stops beeping.
- Repeat Steps for each Alpha Pager to Program.
- Press EXIT when programming is completed.

Changing the Manager Pager Number

1. Press SETUP on T7502
2. Enter the access code (Default code is 5-6-7-8-9)
3. Go to Table Tracker settings
4. Select Manager Pager
5. Enter new Manager Pager Number
6. Press Exit and save settings

REPLACING THE T7502

To replace the T7502:

1) Unplug your defective T7502 transmitter.

2) Disconnect all cables (Ethernet/power) from defective unit and connect to the replacement.

3) Remove the SD card from the side of your defective T7502 transmitter.

4) Insert SD card into the side of the new T7502 transmitter.

5) After inserting the SD card into the new unit, select the option, "Clone from SD card". Do not select the option to back-up, this will ERASE all saved settings.

6) Test your system to be sure it is working properly.

SYSTEM SPECIFICATIONS

Transmitter

Notice: Operation is subject to the following:

- This device may not cause interference
- This device will accept any interference including interference that may cause undesired operation of the unit.

Notice: To reduce potential radio interference to other users, the antenna type and gain is set so that the equivalent isotropically radiated power (EIRP) is not more than required for successful communication.

Required voltage: One 110V or 220V outlet for the T7502.

Operating Frequency / Radiated Power:

467.750-MHz / 1W (FCC Part 90)

448 MHz/1W (FCC Part90)

Operating Range: Dependent upon pagers used

Broadband Connection: Cat 5 connection to 10/100BaseT Router connected to Internet.

Auxiliary TX/RX Devices (Table Tracker, etc)

- *Operating Frequency:* 448 MHz/1W (FCC Part 90)

Battery Powered Pagers

Required voltage: One AAA Alkaline battery for the pager.

Rechargeable Pagers

Required voltage: (1) 110V or 220V outlets for pager chargers

Batteries: Nickel Metal Hydride (NiMH). Rechargeable. Lifetime of Batteries: Approximately 3-5 years

Battery life of pager: Approximately 48 hours (depends on how often they are paged). Recharge time: 14 hours minimum from completely "dead".

SERVICE QUESTIONS AND ANSWERS

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

For weekend or night emergencies:

- 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. 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.

EU DECLARATION OF CONFORMITY

We, Long Range Systems hereby declare under our sole responsibility that the T7502, TT-SIL paging transmitters and onsite 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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