

# T9560 MT

Paging System Transmitter

## USER MANUAL



**LONG RANGE SYSTEMS, LLC**

LRSUS.COM | 800.437.4996 | 214.553.5308

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## GENERAL INFORMATION

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Congratulations on the purchase of your on-premise paging system. Please keep these instructions in an easy to find place for future reference. For questions or help pertaining to your paging system that aren't found in this manual, please call us at: 800.437.4996 or 214.553.5308

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## KEYPAD OPERATION

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Number Keys 0-9 – used to enter the pager number

CLR - Clear Key – Delete the previous typed entry

SEND – Sends the numeric entry for the pager

G - Group Function Key

Prog – Program Button

Message Keys M1-M6 - sends preset messages to pagers

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## SETTING OPERATION MODE

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The TX-9560MT has 3 operational modes to work with different LRS Pager types:

- LRS Guest - non-text pagers including Coasters and Paddle Pagers
- Alphanumeric (POCSAG) Staff - text pagers (these pagers use replaceable batteries)
- SP4 Staff - non-text pagers

Please note that when a mode of operation is selected, only pagers of that type can be paged from the transmitter. If LRS Guest Mode is turned on, only LRS Coasters and Pad-dle Pagers can be paged; SP4's and Alpha Pagers cannot be paged. As well, if Alphanu-meric (POCSAG) Staff is enabled, SP4's and Guest Pagers cannot be paged.

To turn on LRS Guest, press 9-9-6-Prog-Prog

To turn on Alphanumeric (POCSAG) Staff, press 9-9-7-Prog-Prog

To turn on SP4 Staff, press 9-9-9-Prog-Prog

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## **PAGING YOUR PAGER**

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The TX-9560MT will page single pagers numbered from 1-799.

To page a pager, press the pager number and the send button to immediately send a page with the default alert which is Flash/Vibe for 5 minutes. Example: To page pager #22, press 2-2-Send.

To use the All Page, press 9-1-1. This will immediately send a page to all pagers.

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## **PAGING USING MESSAGE (M1-M6) KEYS**

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Alternatively, you may press the pager number followed by a Message Key (M1-M6). Example: To page pager #22 with Message 1 (Flash/Vibe 30 Seconds), press 2-2-M1. The Message Keys (M1-M6) store 6 preset paging alerts/messages for each mode of operation (Alphanumeric (POCSAG) Staff, etc.).

### **Guest Paging Mode**

M1 – Flash/Vibe 30 Seconds

M2 – Flash/Vibe 5 Minutes

M3 – Flash/Vibe Until the pager is put back on the charger  
(Adverteaser & Star Pager will also beep)

M4 – Glow/Vibe 5 Minutes

M5 – Glow/Vibe 1.5 Minutes

M6 – Flash/Vibe 1 Second

### **Alphanumeric Staff Paging Mode**

M1 – preset message

M2 – preset message

M3 – preset message

M4 – preset message

M5 – preset message

M6 – preset message

## **SP4 Staff Paging Mode**

M1 – Vibe 1 Time, LED 1 lights

M2 – Vibe 2 Times, LED 2 lights

M3 – Vibe 3 Times, LED 3 lights

M4 – Vibe/Beep 1 Time, LED 1 lights

M5 – Vibe/Beep 2 Times, LED 2 lights

M6 – Vibe/Beep 3 Times, LED 3 lights

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## **CONFIGURING MESSAGES FOR ALPHANUMERIC (POCSAG)**

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The Alphanumeric Staff message can be edited and changed to a user-defined set of messages.

(Please refer to TX-9560MT Programmer instructions for creating and editing messages.)

### **System ID**

To change the System ID, press 9-0-x-Prog-Prog (x = sys ID from 0 to 49).

Please contact Long Range Systems before changing the System ID of your transmitter.

### **Range Test**

The Range Test feature is used to broadcast a continuous signal. This will allow for testing within your location regarding range for your pagers to receive a page from the TX-9560MT.

To turn ON Range Test, press 9-9-2-Prog-Prog

When the range test is active, the LCD will display an 8 moving across screen. Then the red LED will transmit once every 10 seconds.

To turn OFF Range Test, press CLR

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## PAGER PROGRAMMING

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The TX-9560MT can program any LRS Pager type. The transmitter's current mode of operation must match the desired pager to program. (Example: To program an SP4, the transmitter must be set to the SP4 Staff Mode.)

1. To program an SP4, coaster, or paddle pager:
2. Remove the pager from the charger
3. Allow the pager to complete the vibration and flashing sequence
4. Press a number from 1-799 and press Prog Prog. (Example: For Pager #200, press 2-0-0-Prog-Prog)
5. The red LED in the top right corner of the transmitter will light up once.
6. The pager will glow once to indicate it received the programming.

To program and Alpha Pager:

1. Remove the battery from the pager
2. Re-insert the battery into the pager
3. On the keypad, press a number from 1-799 then press Prog Prog. (Example: For Pager #200, press 2-0-0-Prog-Prog)
4. The red LED on the top right corner of the transmitter will light up three times.
5. The pager will beep three times to indicate it received programming.

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## GROUP PAGING AND PROGRAMMING

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The TX-9560MT has the ability to program groups into the LRS Alphanuermic Staff.

Up to 5 groups can be programmed into the transmitter and pager.

Please note that when Groups Setting is enabled, Groups are numbered 1-9, and paged using 001 through 009.

Any Alphanumeric Staff Pager with a programmed pager number 1-9 matching a specific defined group number, will be programmed higher than 100 for that pager's number.

**Example:** If Group 1 is defined and a pager is programmed as Pager #1, the pager will display Pager #101 for the individual pager number and 1 for Group Number.

To turn ON Group Paging, press 9-9-1-Prog-Prog

To turn OFF Group Paging, press 9-9-0-Prog-Prog

When Group Paging is enabled, select up to 5 Group Numbers to set and define in the transmitter. Plwase follow these steps to setup Groups:

1. Turn ON Group Paging, press 9-9-1-Prog-Prog
2. To set Group Number, press G-0-0-#-Prog-Prog (# is a number from 1 to 9)
3. Program each individual pager that will belong to this Group (see Pager Programming section)
  - a. While the pager is programmed, the red LED on the transmitter will blink one additional time for each group to program
  - b. The pager will beep an additional time for each group programmed.  
(Exam-ple: If 3 groups are set, the red LED will blink 6 times on the TX-9560MT, and the pager will beep 6 times.)
4. Turn OFF Group Paging, press 9-9-0-Prog-Prog
5. Repeat Steps 1-4 for each Group to be setup (be sure to turn Group Paging ON for each Group and then OFF after each Group is setup and individual pagers are programmed for that Group)

6. When all Groups are setup and programmed, be sure that Group Paging is turned OFF

To Page a group, press the G key, followed by the group number, then a Message Key

**Example:** To Page Group 2 with Message 2, press G-2-M2 or G-002-M2

### **Low Battery Alert**

When the transmitter's battery is low, the LCD will display "LoBat".

### **Factory Reset**

To reset the transmitter factory defaults, press 0-0-0-Prog-Prog.

CAUTION: Doing this will revert to factory defaults and will erase any

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## **CLEANING & CHARGING LRS PAGING EQUIPMENT**

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### **Cleaning:**

LRS pagers are made from industrial-strength, polycarbonate material. However, this material is susceptible to hairline cracking if non-approved cleaners are used. When cleaning LRS pagers, we recommend only using ISOPROPYL ALCOHOL-BASED CLEANERS.

To clean the equipment:

1. Take a clean rag and an isopropyl-alcohol based cleaner
2. Soak the clean rag with the isopropyl alcohol cleaner
3. Wipe down the pagers or equipment

Cleaning equipment with any other non-approved cleaners can weaken plastic and cause hairline cracks. Pagers and equipment that are cleaned with unapproved cleaners and suffer cracking will not be covered under warranty.

Do not submerge any LRS paging equipment in any type of liquid as this will also damage the equipment and is not covered under the standard warranty.



## Charging:

Place rechargeable pagers on the charger and let them charge for 8 hours prior to first use.

Rechargeable pagers should be kept on charge even during extremely long periods of inactivity.

Should you have any questions, please contact the LRS Customer Service Department at 800.437.499

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## TROUBLESHOOTING

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### Transmitter Unit

Transmitter Display does not light when a key is pressed

- The proper power supply for this transmitter is 12VDC 4.0A
- Ensuring that the proper power supply is in use, plug the TX-9560MT into that power supply and allow it to charge for 30 minutes
- If the display still is blank and has no power, substitute the power supply being used with the power supply used for the pager charging base (this is meant as a test only and not as a permanent replacement)
- If substituting with another power supply results in a TX-9560MT that is working properly, please call LRS to purchase a new power supply for the TX-9560MT

### **Transmitter display is okay, but the pager does not receive the page**

Check whether this affects all pagers or just one pager.

If only one pager is affected:

- Ensure that the pager is properly charged and initiates a vibrate/flash sequence when removed from the charging base
- If the pager does not vibrate and flash when removed from the charging base, please charge it overnight before troubleshooting further
- If the pager initiates the vibrate/flash sequence when removed from the charging base, please continue with the next steps

If **ALL pagers** are affected and none of them will page:

- Check the Restaurant ID on the TX-9560MT to ensure that it matches the Restaurant ID for the pagers (please call LRS if you do not have this information on file)
- If the Restaurant ID is correct, all pagers are appropriately charged yet none of the pagers page, please contact LRS

### **Pager(s) not charging**

When placed in the charging base, do all pagers have a single red charge light lit up?

If no pagers have a charge light, this may be an issue with the power supply (please contact LRS)

If only some pagers have a charge light that is lit, please do the following:

- Remove the main power supply and all jumper wires (all pagers will go off at once and this is ok)
- Insert the power supply into each individual row (or base for Coasters) to see if the pagers on that row/Coaster base all light up
  - If all pagers on that row or Coaster base light up, please test the next row/base with the power supply until you have tested each one
  - If some of the pagers do not light up but those specific pagers light up on other rows/bases, please call LRS to have this row/base replaced

If all pagers have the charge light lit up as you test the individual rows/bases, you may have a jumper wire that is not connecting properly or causing a short. Please contact LRS to purchase additional jumper wires to replace ones that are not working as they should.

**Note Regarding Pagers: Please be sure that all pagers are plugged in and charging when not in use.** Please also note that a maximum of 60 Coasters or 25 Paddle Pagers or 30 Lobster Pagers or 30 Pizza Pagers can be on one 10V power supply. If you are exceeding any of these limits, it may have long term effects on your pagers' ability to charge properly. Please contact LRS to purchase additional charging bases to supplement your entire inventory.

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## **SERVICE QUESTIONS AND ANSWERS**

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### **What to do if the system malfunctions**

Should your paging system ever fail to function properly, refer to the previous trouble-shooting section. If you've followed all the steps and requirements and your system is still inoperable, you may submit a support request at support.LR-SUS.com or call Long Range Systems at (800) 437-4996 Monday through Friday 8:30 am to 5:00 pm Central Time.

For after hours inquiries, please follow the instructions on the support line. LRS Customer Support will return the call as soon as possible. Please keep in mind that options are limited over the weekend.

### **System Repair After Warranty Expiration**

Call Long Range Systems before sending a non-warranty item in for repair.

### **Ordering Additional Pagers**

Call Long Range Systems at 800.437.4996 or 214.553.5308 to place your order.

### **Loss Deterrent and Recovery**

Return address labels on the back of all of your equipment are highly recommended. Should any of your pagers be taken off premise, this will help them find their way back to you. You may order return address labels from LRS or print them yourself.

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## WARRANTY

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Long Range Systems, LLC (LRS) provides a one-year limited warranty on Complete Systems. We warranty your system against defects in materials and workmanship that occur under ordinary use for one year from the original ship date. Warranty does not include damage to the product resulting from accident, natural disasters, misuse, improper electrical connection, or failure to charge the product within 30 days of receipt. Devices with a rechargeable battery are required to stay on charge while not in use. Rechargeable devices that are left off of charge for longer than 90 days will have a negative impact on the life of the batteries and will void the warranty. If a defect arises in a device, we will at our option, to the extent permitted by law, either (i) repair the Device using either new or refurbished parts, or (ii) replace the Device with a new or refurbished Device that is equivalent to the Device to be replaced.

LRS provides a 30-day limited warranty on individual parts purchased separately (“Parts”) or for the remaining period of an associated Complete System’s one-year warranty, whichever period is longer.

Implied warranties also expire after one year (Complete Systems) or 30-days (Parts), as appropriate. All other warranties, whether express or implied, are disclaimed.

LRS returns repaired or replacement product via UPS ground shipping. All warranty claims must be initiated through our customer service department at [lrsus.com/support](http://lrsus.com/support), [support@lrsus.com](mailto:support@lrsus.com) or 800.437.4996.

Exclusions and exceptions may apply. To view our entire warranty policy, visit <http://lrsus.com/warranties>. For information about LRS’ return policy, visit <http://pager.net/company/return-policy/>.

You can also contact our customer service department to request a written copy of our warranties via:

[support@lrsus.com](mailto:support@lrsus.com)

800.437.4996

Mail address:

**LRS, LLC**

**4550 Excel Parkway, Suite 200**

**Addison, Texas 75001**

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## FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/ TV technician for help.

### **CAUTION:**

Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

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## TERMS & CONDITIONS

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### GENERAL TERMS AND CONDITIONS FOR LONG RANGE SYSTEMS, LLC (FOR PURCHASERS)

These general terms and conditions ("General Terms and Conditions") govern all persons ("Purchasers") that purchase or license equipment, software, firmware, and/or services

(collectively "Deliverables") from Long Range Systems, LLC ("LRS").

**Limited Software Use License.** All software and firmware (collectively "Software") is licensed for use only by Purchaser and, in the case of Software for paging receivers, by customers of Purchasers. The Software is not sold.

**Usage Restriction.** Paging technology may at times not work due to structural and other types of interference with signal transmission and due to other reasons. Purchaser therefore agrees not to use any Deliverable for an application in which a paging failure might cause harm to a person, injury to a property, or a substantial business loss. Purchaser also agrees to abide by and strictly adhere to any rules, regulations and guidelines related to the use of any portion of

any Deliverables, including email addresses, telephone numbers, locations of users (which may utilize geo-location technology), times of usage, times of paging, times of responses to paging, devices used, configuration preferences, cookies, and social network information. In order to provide LRS's customers with enhanced comparative benchmarking services with respect to customer industries, among other services, Purchaser hereby grants to LRS a royalty-free, perpetual, irrevocable license to use and distribute this data and results obtained through Purchaser's use of the Deliverables for any and all purposes; provided that LRS shall not identify any Purchaser, or distribute to third parties any

"protected health information" (as defined by HIPAA) or billing or financial payment data of any customer or consumer of Purchaser, without the express prior consent of such Purchaser. Purchaser warrants that Purchaser has the right to disclose, transfer or otherwise make available any Protected Health Information (as defined in 45 C.F.R. § 160.103) or other personally identifiable information that is made available to LRS by Purchaser or by Purchaser's customers in connection with the Software or other Deliverables. Without limiting the foregoing, Purchaser shall obtain all authorizations, consents or other permissions from Purchaser's customers (or the customer's authorized personal representative) for the disclosure of customers' personally identifiable information to LRS that are required by federal, state or local law, including, without limitation, the administrative simplification section of the Health Insurance Portability and Accountability Act of 1996 and its implementing regulations.

Limited Warranty. LRS warrants to only Purchaser that the Deliverables will perform in accordance with specifications for them that LRS has published prior to their delivery for a period of time as specified in the purchase agreement or purchase order relating to such Deliverables. This limited warranty shall be voided if any Deliverable is modified or serviced by someone other than LRS.

Disclaimers. LRS HEREBY DISCLAIMS ALL IMPLIED WARRANTIES CONCERNING THE DELIVERABLES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, OR ANY IMPLIED WARRANTY OF NON-INFRINGEMENT. PURCHASER ACCEPTS

THE DELIVERABLES "AS IS," EXCEPT FOR THE EXPRESS LIMITED WARRANTY MADE HEREIN.

Limitation of Remedies. In the event of any breach of any express warranty made herein, LRS may at its option repair or replace any defective Deliverable or refund the money that Purchaser paid for it. LRS's total liability for any defect in any Deliverable or for any other breach of any of its duties and obligations to Purchaser shall be limited to the amount of money that was paid for the defective Deliverable or the other duty or obligation. LRS will in no event be liable for any lost profit or any other type of consequential damage.

Confidentiality. The Deliverables and all computer systems that deliver any portion of them contain confidential trade secret information. Purchaser shall not attempt to reverse engineer any portion of the Deliverables or such computer systems, such as to decompile any portion of the Software, nor aid anyone else in doing so.

Intellectual Property. No portion of any intellectual property right in the Deliverables is being transferred to the Purchaser or to its customers. Purchaser may not copy or modify any portion of the Deliverables, nor permit or aid anyone else in doing so. Notwithstanding, Purchaser may use the Deliverables as they are intended to be used, as expressed in written materials published by LRS.

Operational Authority and Licensing Requirements. Non-Federal government Purchasers may operate the Deliverables within the United States under the licensing authority issued to LRS by the Federal Communications Commission (FCC), provided, however, that such operation is: (a) subject to LRS's control, (b) conducted on a non-profit, cost shared basis with costs apportioned as part of the price for such Deliverable, (c) in accordance method of operation set forth in the manual for the deliverable, available for download at <http://lrsus.com/support> and (d) limited to the term of this Agreement, the term of LRS's authority, or a term otherwise specified by LRS, whichever expires earlier. Notwithstanding the provision below entitled "No Third Party Beneficiary," users of any Deliverables acquired from Purchasers or other entities may contact LRS to determine if they may be eligible to operate under LRS's authority. Alternatively, Purchasers and users may obtain their own licensing authority; the FCC posts a list of licensing coordinators at [http://wire-less.fcc.gov/services/index.htm?job=licensing\\_3&id=industrial\\_business](http://wire-less.fcc.gov/services/index.htm?job=licensing_3&id=industrial_business). Purchasers and eligible users of any Deliverable agree to abide by and strictly adhere to any rules, regulations and guidelines, including the FCC's rules, governing the operation of the Deliverable. Changes or modifications to any portion of any Deliverable may void the Purchaser's or user's authority to operate the Deliverable and should not be made without the express approval of LRS. Moreover, use of any portion of any Deliverable outside the United States is subject to the rules and regulations of other countries and may be prohibited. Use of any Deliverable constitutes Purchaser's and user's acceptance of and agreement to these General Terms and Conditions, including any revisions to these General Terms and Conditions that may be required to reflect changes in the regulatory or other obligations imposed upon LRS.

Governing Law and Venue. These General Terms and Conditions and any agreement relating to them shall be construed in accordance with and governed by the laws of the State of Texas (without regard to its conflicts of laws). Any dispute relating to these General Terms and Conditions and any agreement relating to them may only be heard and resolved by a court in Dallas County in the State of Texas. Purchaser consents to the personal jurisdiction of such courts over it. If any action at law or in equity is necessary to enforce or interpret any of the rights or obligations of the parties to these General Terms and Conditions, the prevailing party shall be entitled to reasonable attorneys' fees, costs, and necessary disbursements, in addition to any other relief to which it may be entitled.

No Assignment or Transfer. The rights and benefits provided under these General Terms and Conditions, as well as under any agreement that incorporates them, shall not be assigned without the express written permission of LRS. Similarly, the Deliverables may not be transferred to any other person, without the express written permission of LRS. Notwithstanding, Purchaser may temporarily loan its customers paging receivers. Purchaser may also transfer the

Deliverables, as well as the rights and benefits under these General Terms and Conditions and any agreement that incorporates them, as an ancillary part of a sale of its business or substantially all of its assets. Following any assignment or trans-fer, Purchaser shall remain bound by all of the duties and obligations that are set forth in these General Terms and Conditions and any agreement that incorporates them.

No Third Party Beneficiary. Except as otherwise expressly provided in this Agreement, these General Terms and Conditions, as well as any agreement that incorporates them, are solely for the benefit of Purchaser. Neither the customers of Purchaser, nor any other person is an intended beneficiary of these General Terms and Conditions or any agree-ment that incorporates them, nor shall any such person have the right to any benefit that is provided under these General Terms and Conditions or any agreement that incorporates them.

Merger. Except as otherwise specifically set forth herein, these General Terms and Con-di-tions, and any agreement that incorporates them, supersede any oral or other rep-resenta-tion that may have been made about these General Terms and Conditions, any agreement that incorporates them, or any of the Deliverables. These General Terms and Conditions, and any agreement that incorporates them, may not be modified or supersed-ed, except by a written agreement or a written amendment that is signed by LRS. In the event of any inconsistency between these General Terms and Conditions or any agreement that incor-porates them and any form or other document supplied by Purchaser, such as a purchase order, the terms of these General Terms and Conditions or any agreement that incorpo-rates will prevail

Severability. In the event that any portion of these General Terms and Conditions or any agreement that incorporates them is found to be invalid or unenforceable for any reason, the remaining portions shall continue to be in full force and effect.

Fees & Payment. Purchaser agrees to pay all Service and Deliverable fees, plus any ap-plicable taxes, in accordance with the terms and payment method set forth in this agree-ment. Purchaser is responsible for providing accurate billing and contact information to LRS. LRS retains the right to suspend or terminate services if fees become past due. LRS reserves the right to change Service rates by providing Customer at least 30 days' notice prior to billing.

Term & Termination. Purchaser has the option of purchasing Monthly or Annual service plans which are non-refundable and not available for proration except as required by law. Monthly agreements will auto-renew on a month-to-month basis until such time that a formal termination notice has been received by LRS. Prepaid Annual agreements will au-tomatically renew at the end of each annual term unless Purchaser has given cancel-lation notice 30 days in advance of renewal term. Monthly-billed Annual agreements will au-to-renew on a perpetual month-to-month basis upon completion of the initial annual term until cancellation notice is received by LRS. In the event that any agreement incorpo-rat-ing these General Terms and Conditions is terminated for any reason, all of the duties and obligations that the agreement and these General Terms and Conditions impose upon Purchaser shall continue in full force and effect, except any obligation to make payment for a Deliverable prior to its delivery.