



## HME ISTATION-N3 Integration Station User Manual

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**ISTATION-N3 (Integration Station) User Manual**



HME 800.925-8091

## Product Information

The ISTATION-N3 (Integration Station) is a computer-controlled paging system that allows users to send paging messages to one or more persons via pagers and other devices that incorporate paging data receivers. The system is compatible with a wide variety of paging receiver types, including tone/vibe, numeric and alphanumeric pagers.

The Integration Station Serial Transmitter is used to connect the paging system to a PC running table management software. The device comes with a power supply and can be used as a standalone transmitter in case of software failures.

## Important Safety Information

### RF EXPOSURE STATEMENT

Your Pager Transmitter contains a radio frequency transmitter. When the button is pushed the transmitter sends out RF signals.

**CAUTION:** To comply with FCC RF exposure compliance requirements, a separation distance of at least 8 inches (20 cm) must be maintained between the antenna of this transmitter and all persons, during normal operation. The antenna used for this transmitter must not be colocated or operating in conjunction with any other antenna of the transmitter. Unauthorized antennas, modifications, or attachments could damage the transceiver and may violate FCC regulations.

- Unauthorized modifications to the equipment may cause radio or TV interference, and void the user's authority to operate the equipment.
- Replace the battery with the correct type to avoid the risk of explosion.
- A minimum distance of 20 cm between the radiator and your body should be maintained when operating the

equipment.


**NOTE:** The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

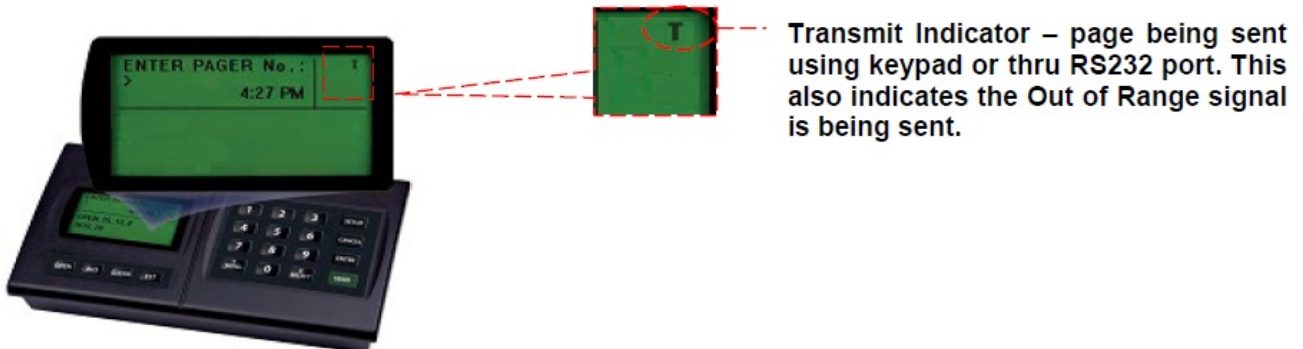
**CAUTION :**

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

## Testing the Device with Paging Software

The Integration Station Serial Transmitter has been tested to work with QSR, Radiant, Open Table, Pro-Host, or any software product that utilizes the standard TAP, WaveWare, or Scope Paging protocols. To test the device using your paging software, follow the procedure outlined in the user manual. This device had been tested to work with QSR, Radiant, Open Table, Pro-Host or any software product that utilizes the standard TAP, WaveWare, or Scope Paging protocols. To test the device using your paging software, follow the procedure below...

- Add the pagers to the pager list or paging configuration of your existing software. Refer to the list of pager capcodes on the next page. Be sure to check the pager number, capcode, baud rate and pager type when you enter the information into your software. The procedure to add pagers to your paging list is dependent on what software you have. Contact your software reseller for this procedure if you do not have it.
- Anytime you send a page with your software the "Transmit Indicator"  will show on the display. This will confirm that your transmitter was connected properly and compatible with your software.



## USING THE DEVICE AS STANDALONE TRANSMITTER

This device can be used as a standalone transmitter in case of software failures. To alert a pager, simply press the pager number on the transmitter keypad followed by the "send" key. For example, press, "11 – send" and pager # 11 will signal.



### Locate / All Page Feature

This feature causes ALL pagers (that are not charging) to signal at once. This feature is useful when you are closed and would like to locate any misplaced pagers around your facility. To locate ALL pagers, press,

1. "1249 – send" – for IQ, Coaster pagers
2. "912 – send" – for belt clip (Mgr) pagers

Any pager not on a charger will signal. Search for the missing pagers by listening for the beep or voice call and looking for flashing lights. Remember to check the parking lot and look in the bushes! After finding all the missing pagers, put them on a charger to stop the "locate" alert. Never use the locate feature while pagers are with the guest as all the pagers will alert at once!!!

## CUSTOMER SERVICE

### Technical Support

1. This product is programmed specifically for Darden Restaurants (Olive Garden)
2. If you require technical support please call HME Level 2 support at 800-925-8091 x1753 or x1750 and speak to Mel Canlas or Charlie Luangkhot
3. For any questions about this project (non technical) please call Darden's account manager, Scott Hubbard at 800-925-8091 x 1710
4. Make certain the integration station and pagers have power. Check the outlet & circuit breaker.
5. Are the pagers fully charged? They should all have the red charge indicator light on while on the charger. Make certain they are charging when not in use. A minimum of 2 hours charge time is needed if the pager is run down.
6. Unplug the integration station, wait 30 seconds & plug it back in. (Reboot)

### Need a repair or replacement components?

1. Call 800.919.9903 and follow the prompts to Customer Service to obtain an HME RMA number.
2. Pack the components securely
3. Write the RMA number clearly and boldly on the outside of the package
4. Make certain your company information is in the box and on the return label – especially if you ship from a Pack

& Ship store.

5. Ship the equipment in a traceable manner for your protection. (i.e. UPS Ground Track). HME is not responsible for packages lost in transit. Save the tracking number!
6. Insure the shipment for replacement value.

All products are shipped ground from HME. \*Overnight or 2 day Shipping is available at an additional charge.

## **Product Usage Instructions**

1. Connect the Integration Station Serial Transmitter to the serial COM port of the PC where your table management software is located using a straight-through serial cable.
2. Connect the power supply to the Integration Station Serial Transmitter.
3. Test the device using your paging software by following the procedure outlined in the user manual.
4. If the software fails, use the device as a standalone transmitter by pressing the pager number on the transmitter keypad followed by the send key. To locate all pagers, press the locate/all page feature button.

## **INTRODUCTION**

**Your HME Computer Controlled Paging System has the following capabilities:**

- PC controlled operation via RS-232 serial port
- 2-Watts effective radiated power with approximately 1-mile open field range
- Operating Frequency 457.5750 MHz
- Industry standard protocol covering the full range of paging functions
- PC controlled automatic switching between tone/vibe only, numeric, and alphanumeric paging message formats, including multiple tone/vibe cadences
- PC controlled automatic switching between 512, 1200, and 2400 bps RF data rates
- Optional unique paging transmitter IDs available for use by VARs/Distributors
- Communications protocol designed to ensure reliable communications No paging receiver database programming is required within the paging transmitter. The unique communications protocol in the HME paging transmitter allows you to operate the transmitter with an unlimited quantity of paging receivers.

Your HME Computer Controlled Paging System allows you to use 3rd Party software to send paging messages to one or more persons via pagers, and other devices that incorporate paging data receivers. You can use a wide variety of paging receiver types with HME Paging Systems, including tone/vibe, numeric and alphanumeric pagers. For the list of pager capcodes please refer to the capcode list on the next page.

## **INSTALLATION – SERIAL TRANSMITTER**

- Unwrap all equipment. Lock the antenna into the antenna jack on the right hand corner of the receiver unit.

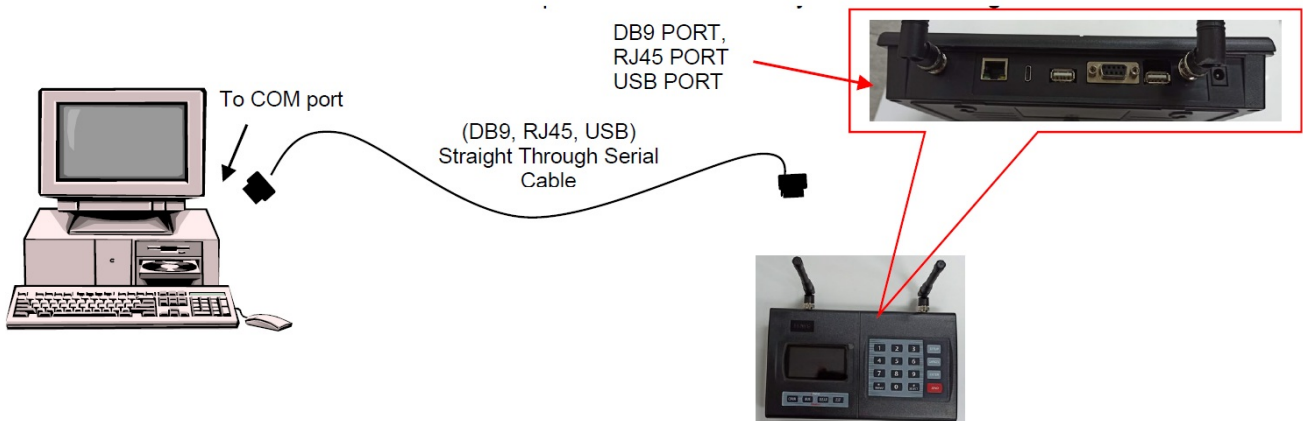
Serial Transmitter



Antenna



- Connect one end of the DB9 serial cable to the serial DB9 port on the back of the transmitter. Connect the other end to the serial COM port of the PC where your table management software is located.



- DB9 PORT, RJ45 PORT, USB PORT IS USE ONLY manufacturer
  - Plug the power supply with the large tip into a standard 110 outlet and plug it into the power supply connector of the sending unit. The LCD display should turn ON.



Power  
supply

Integration Station Serial Transmitter

## FCC Interference Statement

This equipment has been tested and found to comply with the limits for a Class A 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 correct the interference by one 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 which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**FCC Caution**

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

**Industry Canada Statement**

This device complies with RSS-247 of the Industry Canada Rules. **Operation is subject to the following two conditions:**

1. This device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

**Industry Canada Radiation Exposure Statement**

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

**NOTICE**

This manual, software and electronic circuitry are copyrighted. All rights reserved. Under the copyright laws, this manual, software and electronic circuitry may not be copied, in whole or in part without written prior consent of Lee Technology. All information provided in this document is carefully prepared and offered in good faith as a guide in the installation, use and servicing of our products. Installers must ensure that the final installation operates satisfactorily within the relevant regulatory requirements. Lee Technology accepts no responsibility for incorrect installation. Lee Technology reserves the right to change products, specifications and installation data at any time without notice.

Lee Technology makes certain limited warranties with respect to defective diskettes, documentation and electronic circuitry. Please see the associated information contained on this page.

**LIMITED WARRANTY**

With respect to the physical documentation and physical electronic circuitry enclosed herein, Lee Technology warrants the same to be free of defects in materials and workmanship for a period of one year from the date of purchase. In the event of notification within the warranty period of defects in material or workmanship, Lee Technology will replace the defective diskettes, documentation and electronic circuitry. The remedy for breach of this warranty shall be limited to replacement and shall not encompass any other damages including but not limited to loss of profit and special incidental, consequential, or other similar claims. Lee Technology Korea specifically disclaims all other warranties, expressed or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose with respect to defects in the documentation and electronic circuitry and the program license granted herein, in particular, and without limiting operation of the program license with respect to any particular application, use or purpose.

**THIS DEVICE COMPLIES WITH PART 15 OF THE FCC RULES. OPERATION IS SUBJECT TO THE FOLLOWING TWO CONDITIONS :**

1. THIS DEVICE MAY NOT CAUSE HARMFUL INTERFERENCE, AND
2. THIS DEVICE MUST ACCEPT ANY INTERFERENCE RECEIVED, INCLUDING INTERFERENCE THAT MAY CAUSE UNDESIRE OPERATION. TRANSCEIVER MANUAL

**Ship malfunctioning components to the following address:**

HME Wireless, Inc.  
1400 Northbrook Parkway Suite #320  
Suwanee, GA 30024


**For basic support call:**

**HME Wireless Customer Service:** 800.919.9903.

Mon – Fri 8:00 am to 10 pm EST / Sat & Sun 10:00 am to 6:30 pm EST

After hours please leave a message and we will get back to you as soon as we can.

Documents / Resources

	<p><a href="#">HME IStation-N3 Integration Station</a> [pdf] User Manual</p> <p>ISTATION-N3 Integration Station, IStation-N3, Integration Station</p>
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[Manuals+](#)