User Manual

Model Numbers: J1801, J1802, J1803

User Manual Date: 02/16/2018

EasyVu™

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Part Number: MPGEV-1

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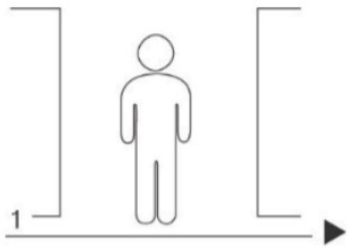
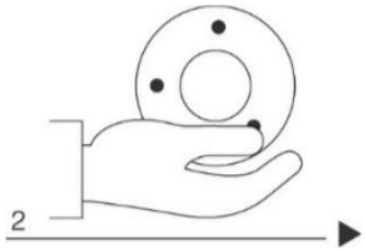
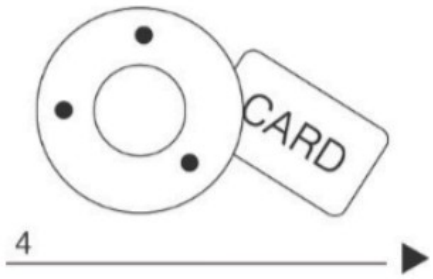
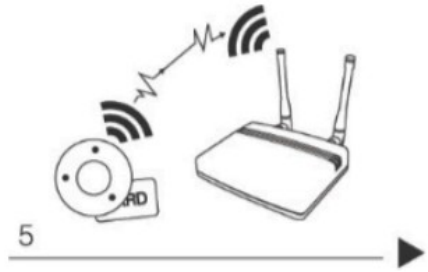
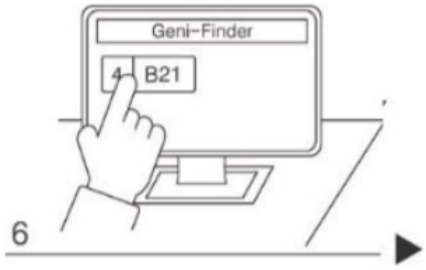
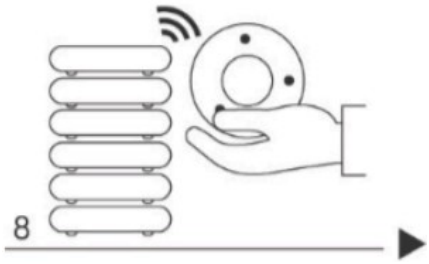
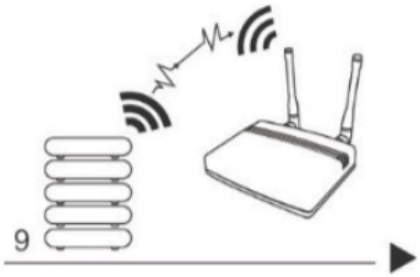
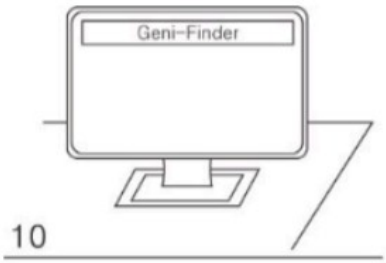
Introduction

EasyVu System Overview

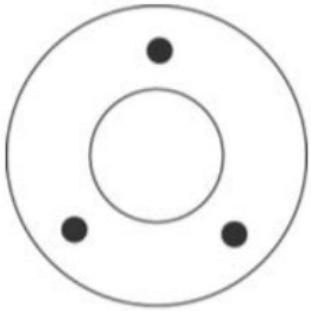
The EasyVu System is designed to help restaurants manage their customers more effectively. As customer location information is quickly sent to the servers, food can be served before it gets cold. Prompt serving also improves the service flow of the restaurant, increasing the level of customer satisfaction.

EasyVu Workflow

	
A customer enters & makes an order	Gets a Guest locator
	
Takes a seat	Guest locator + Table Tagging

	
Receives the table info. (Gateway)	Display the table info. (shows customer
	
Food is served.	Guest locator is taken and placed back on (Reception cleared)
	
Reception cleared (Gateway)	Table disappears — Service compl

Special Features of EasyVu 2.1

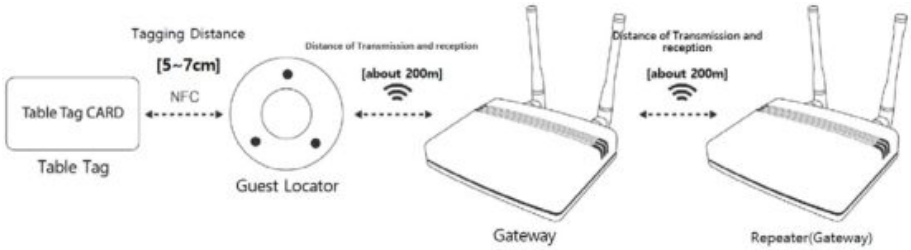


Guest Locator

> Flashing red light alert.

> Stacks on charger for charging and setting the Guest locator ID.

Transmission/Reception Distances



> The operating range may vary depending on the user environment.

> The EasyVu system does not operate on metal tables. A shielding material must be placed under a Table Tag Card.

Safety Precautions

Avoid Exposure to Foreign Substances

> Avoid introducing foreign substances into products that could deteriorate or damage them.

Do Not Use if a Component is Not Functioning Properly

> If a component is not operating as expected, contact our A/S service team.

Avoid Operating in Extreme Temperatures

> Operate products within the specified ambient operating temperature range of -14°F ~ 131°F (-10°C ~ 55°C).

Never Repair Products Yourself

> Never disassemble or repair a product yourself. Repair or service must be performed by an authorized repair facility.

Avoid Physical Impacts to Products

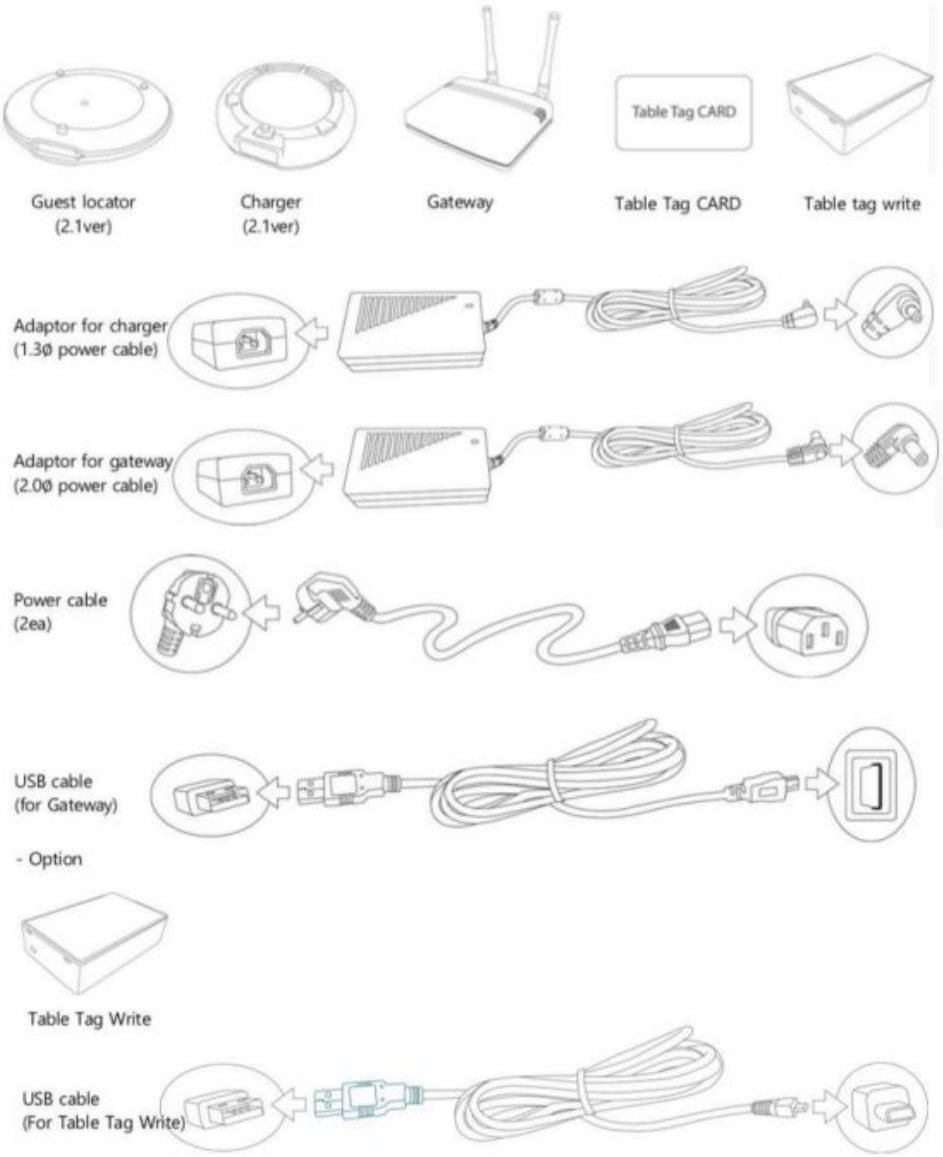
> Failure to do so may result in accelerated wear, breakage, or malfunction of the product.

Do Not Drop Products

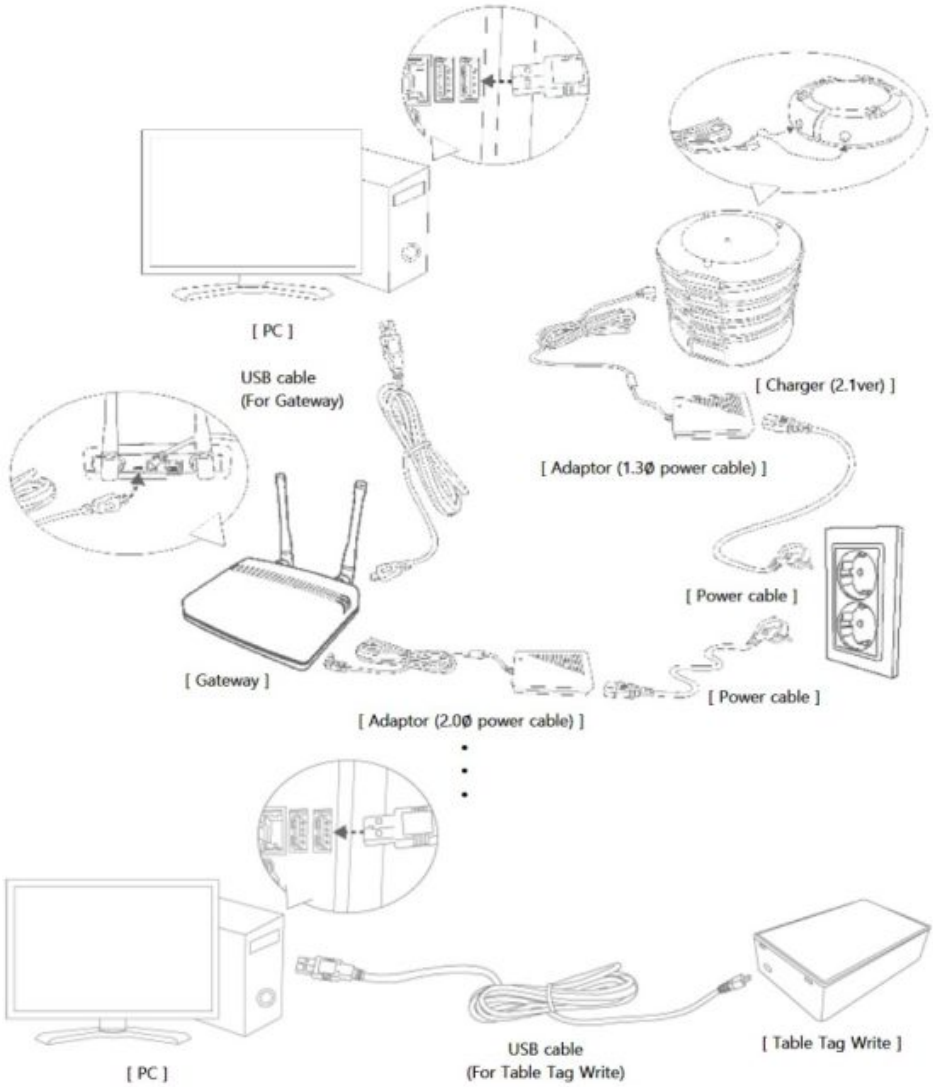
> Doing so may result in serious damage to the product.

Component Installation

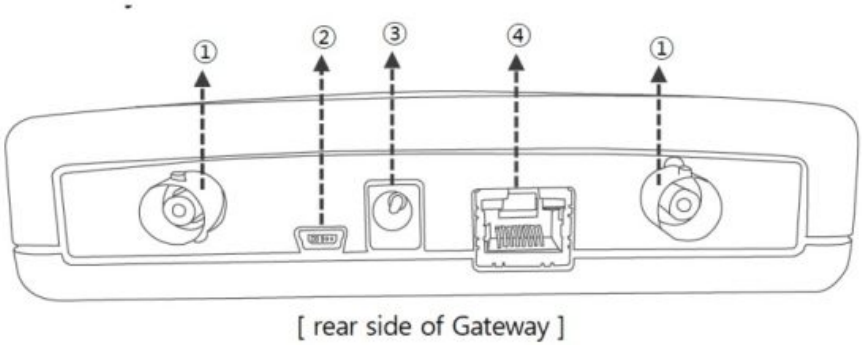
List of Components



System Configuration and Connections



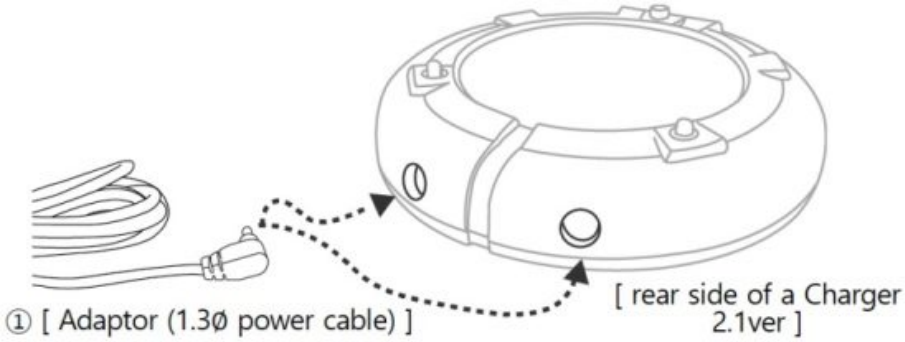
Rear View of Gateway



① Antenna connecting terminal ② Mini USB cable	③ Power cable port (2.00) ④ LAN port

Basic Installation

Charger v2.1

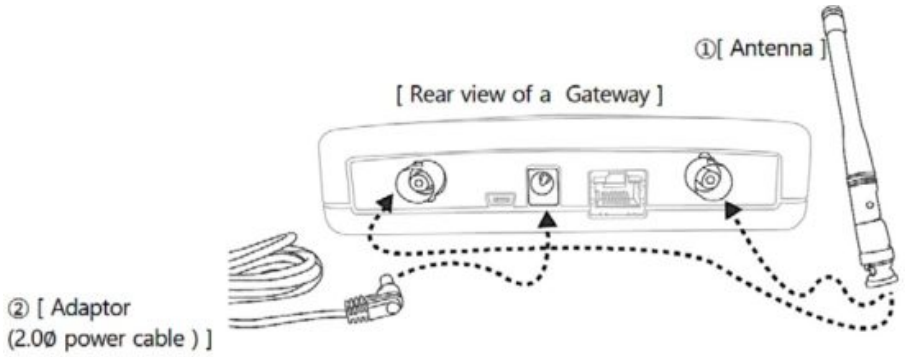


① Connect 1.30 power cable

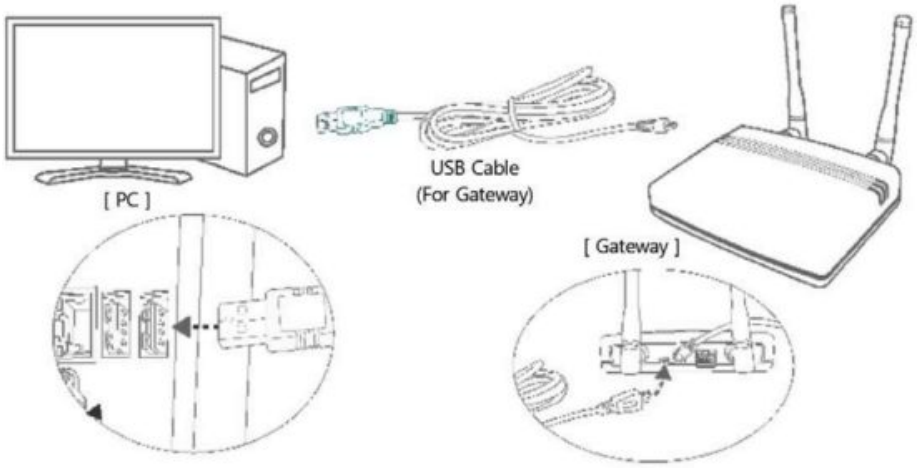
Gateway

① Connect Antenna to the Antenna connecting terminal.

② Connect 2.00 power cable.



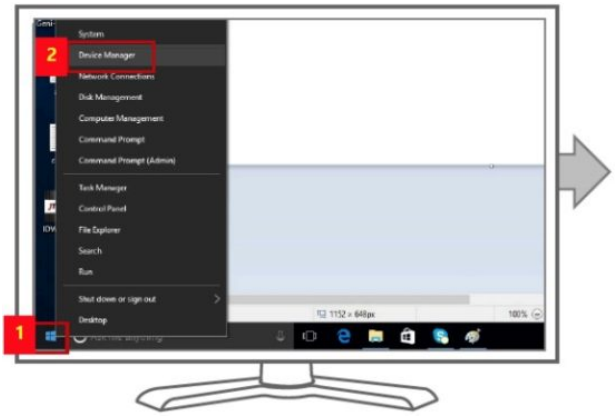
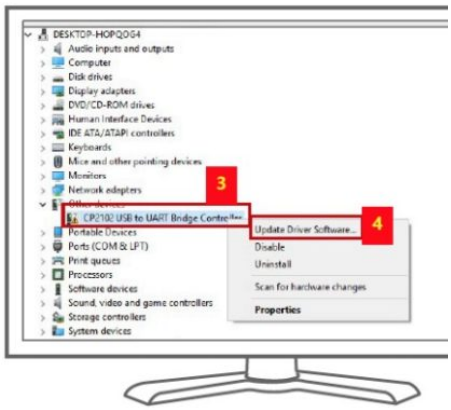
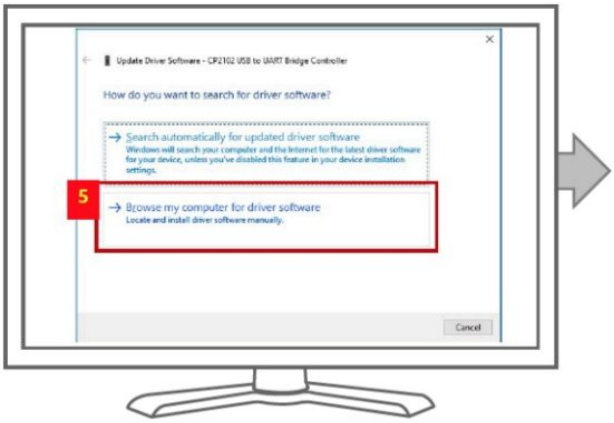
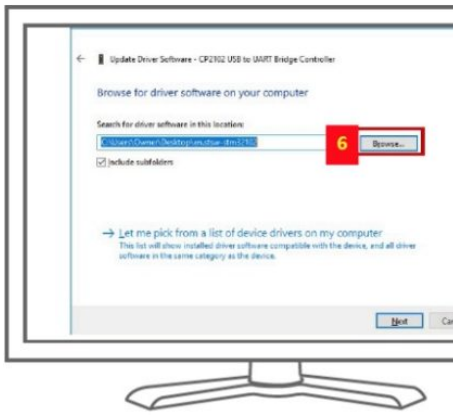
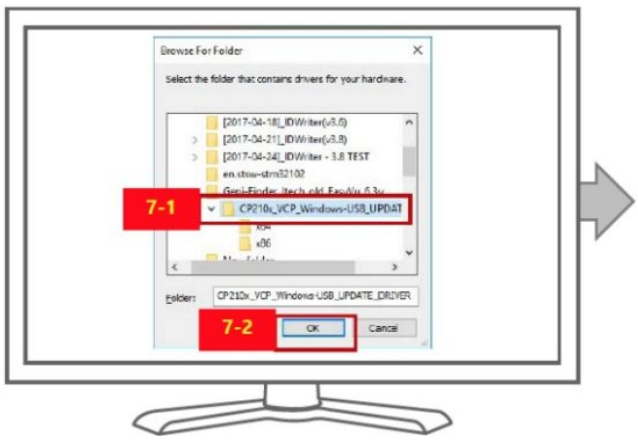
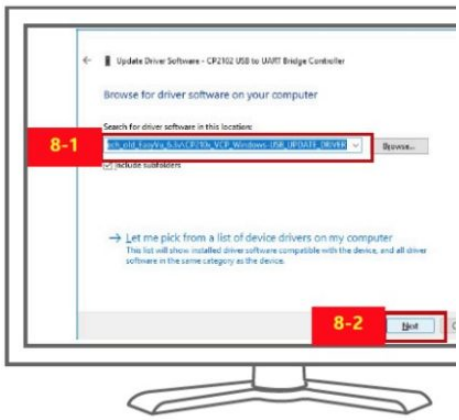
Connection Detail



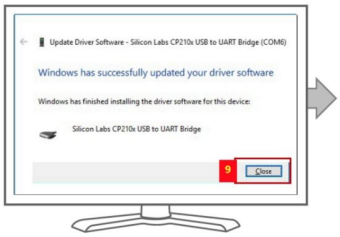
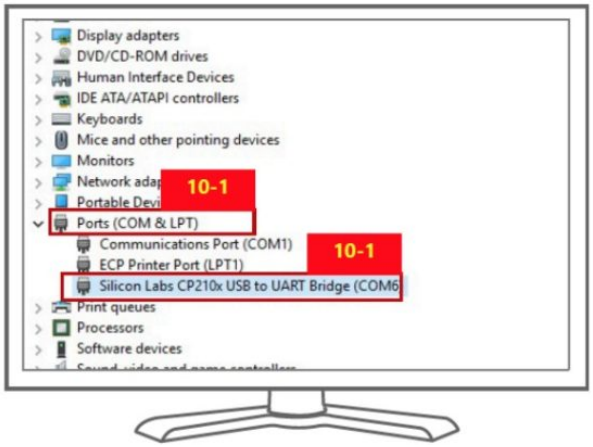
① Connect the PC and gateway with the USB cable.

EasyVu Software Installation (Windows 10)

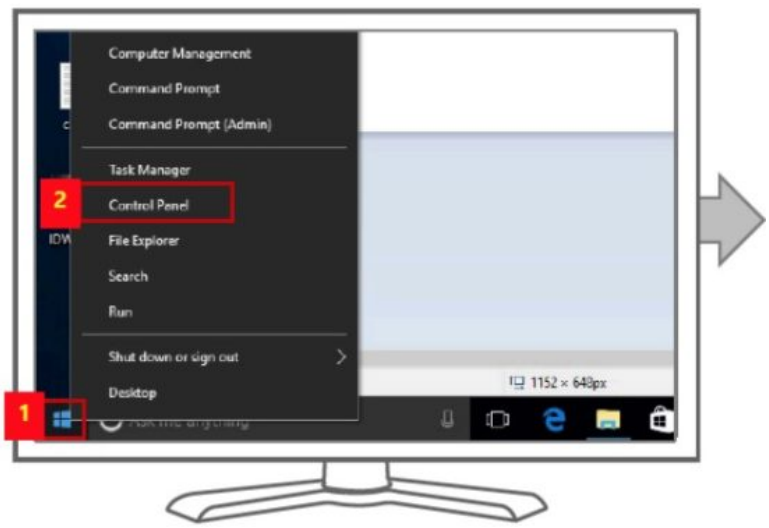
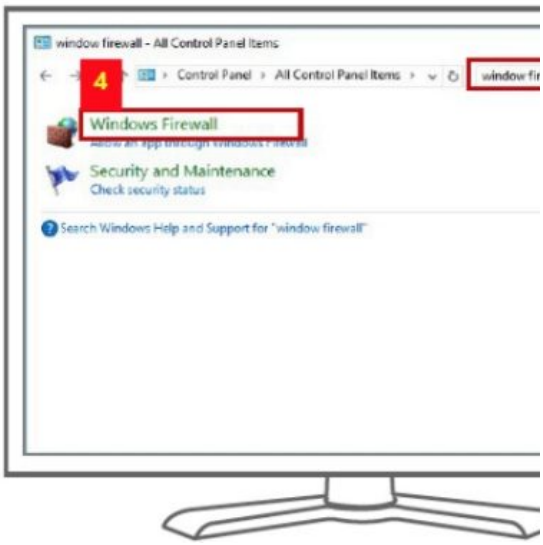
Preparation: USB Driver Update – 1

	
1. Right click the window icon 2. Select Device Manager	3. Right click ‘CP2102 USB to U Controller’ 4. Click ‘Update Driver Sof
	
5. Click ‘Browse my computer for driver software’.	6. Click Browse
	
7.1. Select ‘CP210x _ VCP _ Windows-USB_UPD ATE’ 7.2. Click ‘OK’	8.1. Check if the path has changed (bove) 8.2 Click ‘Next’

Preparation: USB Driver Update – 2

	
9. Click ‘Close’	10. If USB Driver Update is successful, Silicon Labs Cp21 UART Bridge(COMx) will appear below Port as shown in the

Preparation: Inbound Rule Setting for Windows OS – 1

	
1. Right click the window icon 2. Select Control Panel	3. Search ‘windows fire 4. Click Windows Firev

<table>
<tr>
<td>
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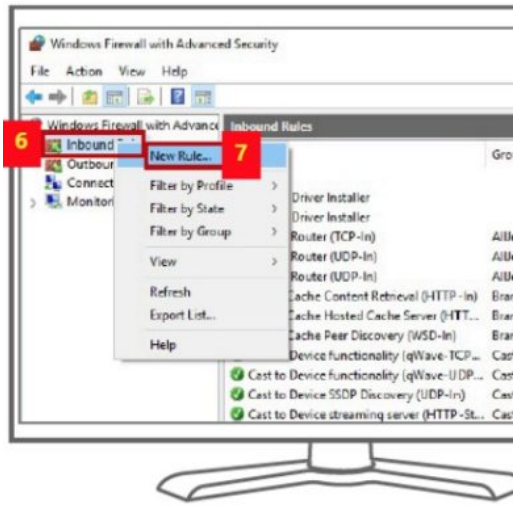
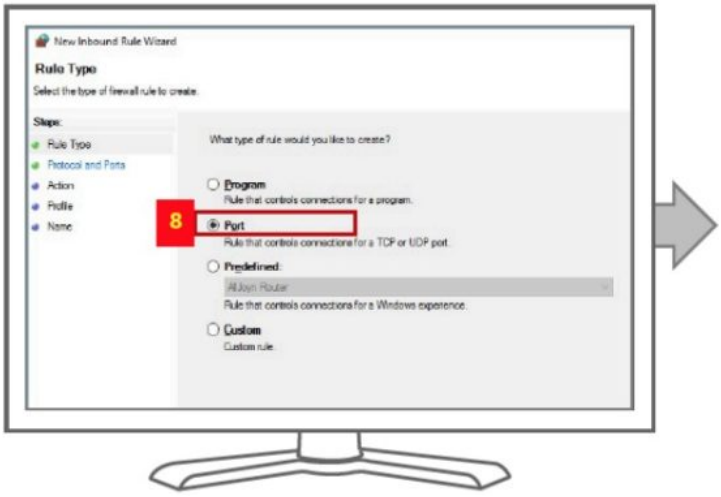
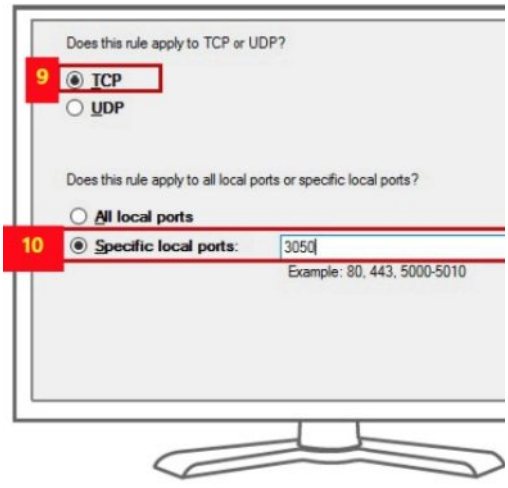
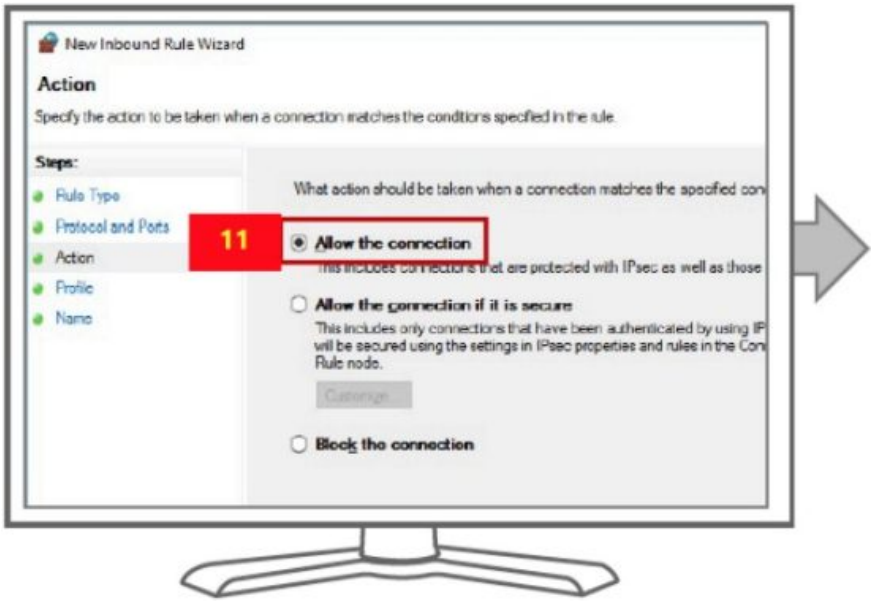
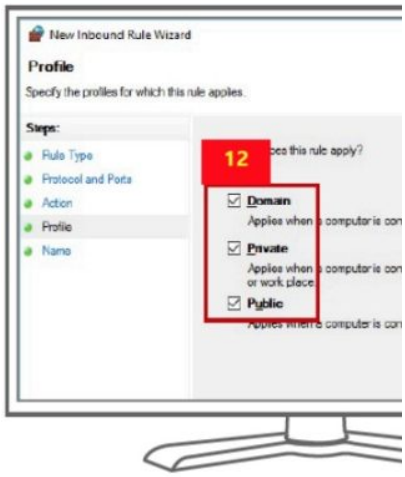
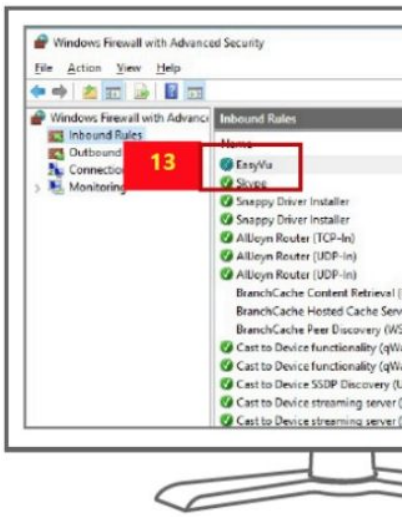
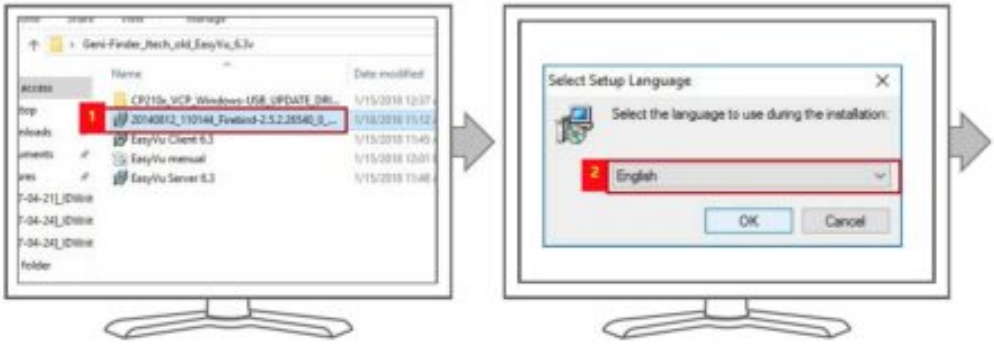
<td> 
</td>
</tr>
<tr>
<td>5. Click Advanced settings</td>
<td>6. Right click Inbound R
7. Click New Rule</td>
</tr>
<tr>
<td> 
</td>
<td> 
</td>
</tr>
<tr>
<td>8. Select Port and click Next</td>
<td>9. Select TCP
10. Select Specific local ports, type in</td>
</tr>
</table>

Preparation: Inbound Rule Setting for Windows OS – 2

	
11. Select Allow the connection and click Next.	12. Select Domain, Privat lick Nex
	
13. Name: EASYVU / Description (optional): input ‘EasyVu S/W’ and click ‘Finish’.	14. EasyVu link is generat rules

Preparation: Firebird Database Installation – 1



1. Run Firebird exe. File.

2. Select the language and click OK.

3. Click 'Next'.

4. Select 'I accept the agreement' and click 'Next'.

5. Click 'Next'.

6. Click 'Next'.

Preparation: Firebird Database Installation – 2

7. Click 'Next'.

8. Click 'Next'.

9. Click 'Next'.

10. Click 'Next'.

11. Click 'Next'.

12. Click 'Next'.

EasyVu Client Installation

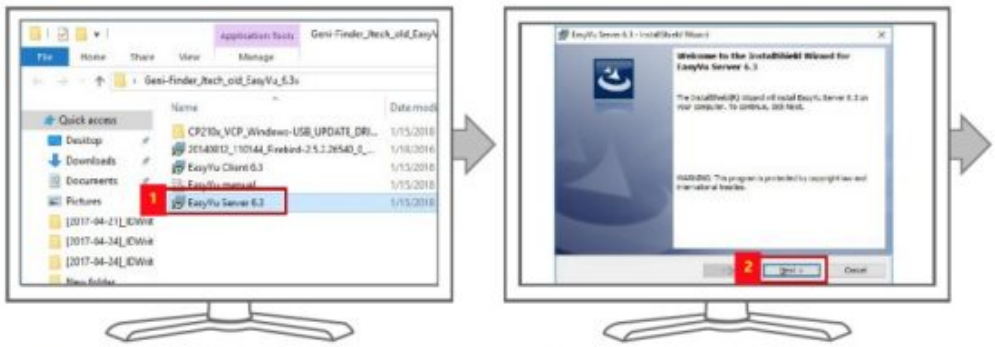
1. Run EasyVu Client 6.3.msi.

2. Click 'Next'.

3. Click 'Install'.

4. Click 'Finish'.

EasyVu Server Installation



1. Run EasyVu Server 6.3.msi.

2. Click Next.

3. Click Next.

4. Click Finish

EasyVu Software Settings and Features

EasyVu Server Settings and Features

Run EasyVu Server and Set EasyVu COM-PORT

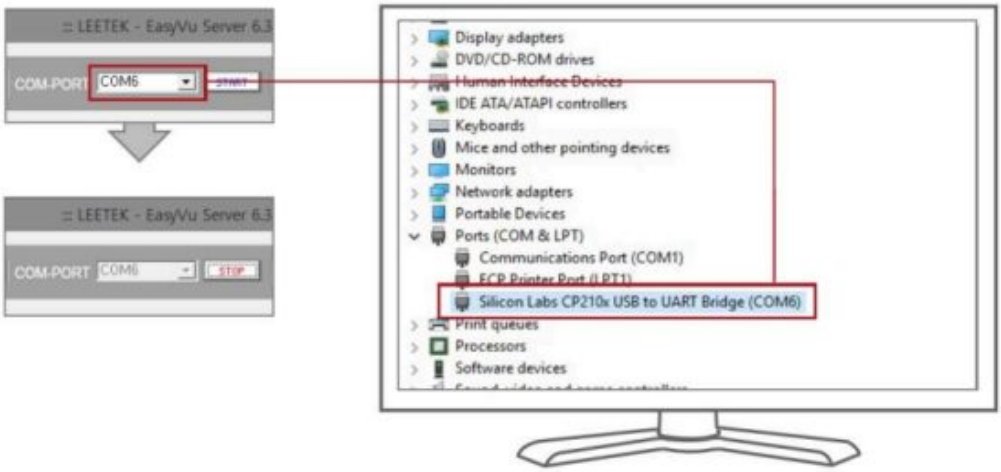
> Go to Device Manager in Control Panel > The COM-PORT is shown as in the picture below.

> Select the same Port Number as that of “Silicon Labs CP210x USB to UART Bridge.”

> Click ‘Start.’

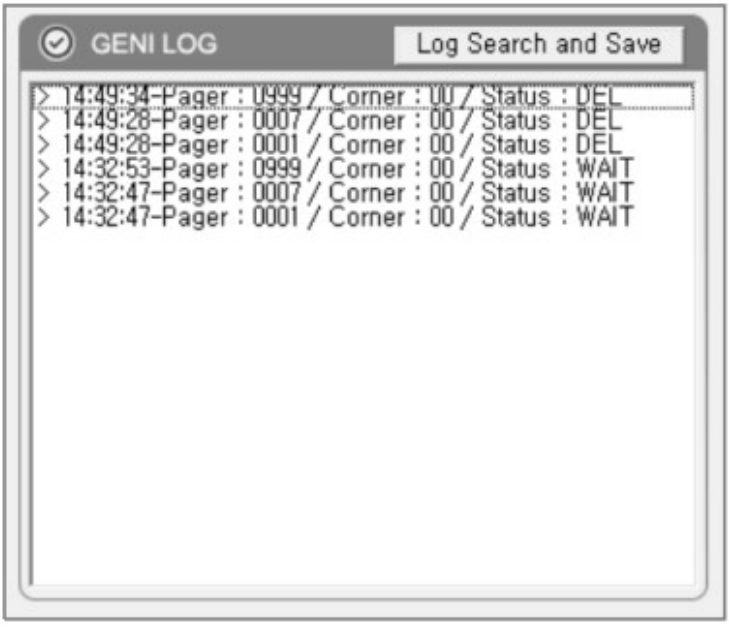
> If the COM-PORT number is correct the Start button will change to ‘STOP. ’

> The Server is activated.



GENI LOG

All activity of the Guest locator and Gateway is displayed in real-time.

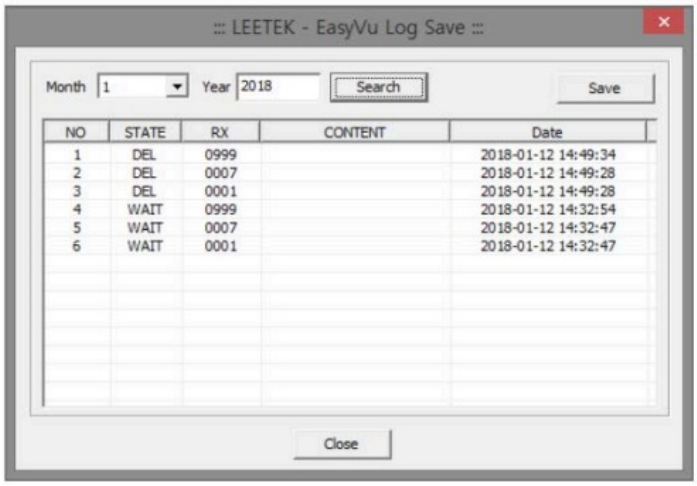


Log Search and Save

Log data can be searched by date and saved in Excel file format.

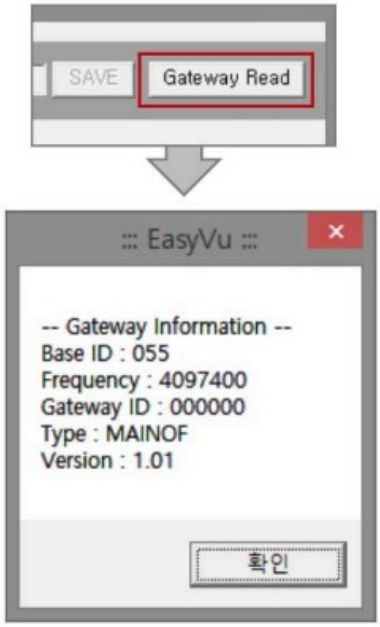
> Select the month and click ‘Search. ’

> Click ‘Save.’



Gateway Read

> Gateway information can be read by clicking ‘Gateway Read.’



Input Base ID (3 Digits) and Gateway ID (000000) in the ‘GATEWAY & INDIVUDUAL SET’ Section

> The Base ID is written on the rear label of the Gateway.

> Select the corresponding frequency (refer to rear label of Gateway).

> After confirming that what you entered matches the Gateway’s presets, click ‘SAVE.’

Adding Additional Frequencies

> Go to C Drive (C:)→ Program Files folder → LEETEK folder → Geni Server folder

> Open “Geni. Finder. frequency” file in Geni Server folder.

> Enter additional frequencies and save the file under a different name on Desktop.

> Move the file to Geni Server file and replace the old file with the new one.

> You will find the additional frequencies in the file and Server S/W.

Individual ID Change

> Place the Guest locator on the Charger.

> Press [Ctrl]+[↑] to activate ‘INDIVIDUAL ID-CHANGE’ section

> Type in the new individual ID and click .

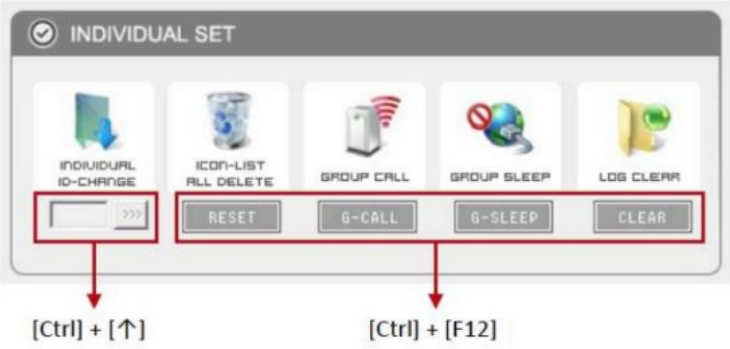
Other Features of ‘INDIVIDUAL SET’ Menu

> ICON-LIST ALL DELETE: Changed the status of all Guest locator that are not on a charger to ‘Delete.’

> GROUP CALL: Sends ‘Call’ message to all Guest locators that are not on a charger.

> GROUP SLEEP: Changes status of all Guest locators that are not on a charger to Sleep Mode.

> LOG CLEAR: Deletes all log records on Server.

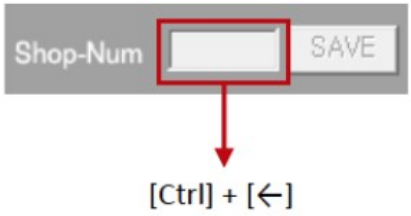


Input of Shop-Num Shown in the Log File (‘C:ÄLEETEK_GENI_DBÄLOG’)

(Example: 20180112-001-Pager => ‘001’ Represents ‘Shop-Num’)

> Press [Ctrl] + [←] to activate Shop-Num entry window.

> Enter the new shop number and click ‘Save.’



EasyVu Client Settings and Features

Initial Client Software Setup

Client S/W can be installed on the same PC where the Server S/W is installed — or on a different PC — following the steps below.

Please note: If Client S/W is installed on a PC other than where the Server S/W is installed, you must install “Firebird-2.5.2.26540_0_Win32“ first.

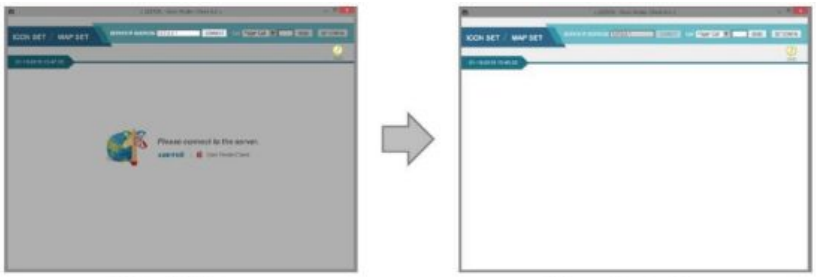
> Confirm the Server IP address using Server S/W.

> Click the Client S/W shortcut icon. (Note: For PCs using Windows 8 or below, Adobe® Flash® Player needs to be installed – please follow the instructions in the pop-up window.)

> Input the SERVER IP ADDRESS in Client S/W and click ‘Connect.’

> If the IP address is correct, and the network connection between Server S/W and Client S/W is good, the ICON and MAP SET tab will be activated.

> The Guest locator can now be given to customer, once the order and payment have been completed.



[Connect fail] [Connect success]

Additional Client Software Features

> When the Guest locator is taken off the charger base, the Guest locator sends a ‘Start’ signal to the Gateway. The Gateway then sends the signal to the PC, and information from the corresponding Guest locator is displayed in Client S/W as a yellow ‘Wait’ icon.
> When the Guest locator detects the Table tag, it flashes twice with a beeping sound.
> The Guest locator sends location information to the Gateway, which the Gateway sends to the PC. The yellow ‘Wait’ Icon then changes to a green ‘Seat’ icon.
> When the food is ready to be served, the staff takes the food to the location indicated on the Client S/W, collects the Guest locator, and places it back on the charger.
> When the Guest locator is returned to the charger base, it sends a ‘Clear’ signal to the Gateway.
> The Gateway receives that signal and sends it to the PC, so that the green ‘Seat’ icon disappears.

User Guide for Client Software

Click the ‘GUID’ icon for additional software feature information.

Paging Guest Locator Options, and Changing the Icon Color of Client Software

> Click ‘SET CONFIG’ on the top right.
> PAGER ALERT: Alert type and alert time can be set differently.

> SET COLOR: Colors presenting different duration time can be changed.
> Icon View Sort type: ‘Pager number’ (ASC, DESC), ‘Waiting Time’ (ASC, DESC)
> Icon option:

- ‘ALL’ shows all orders.
- ‘No Take Out’ shows dine-in orders only.
- ‘Take Out’ shows take-out orders only.

> Food court options: Set corner can be set to 00 ~ 99. 01~50 for standard type, or 51~99 for to-go orders.

- If the Set Corner is set at 00, information for all corners from 01~99 becomes available.

> Click ‘SAVE’ when done.

[Wait Icon]

[Seat Icon]

Using EasyVu

Table Tag Writer – 1

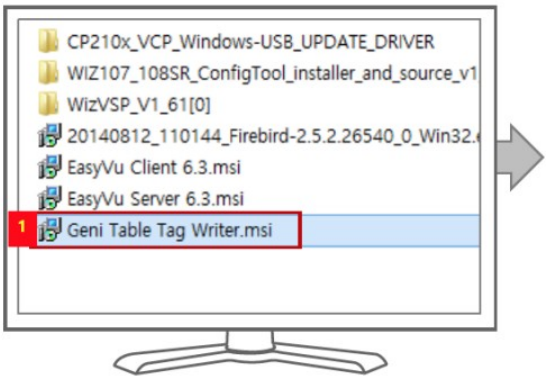
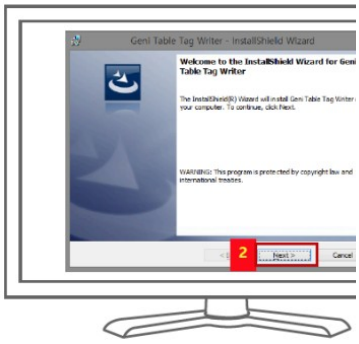
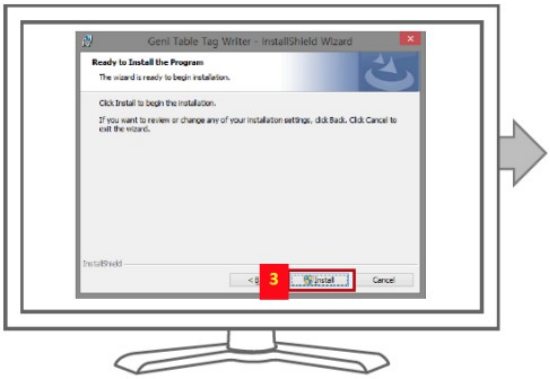
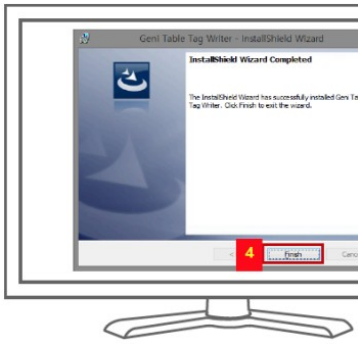
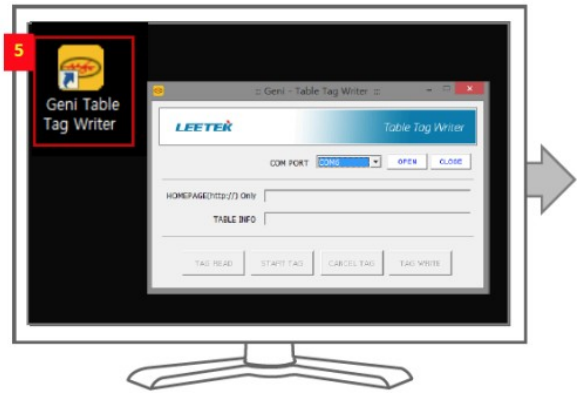
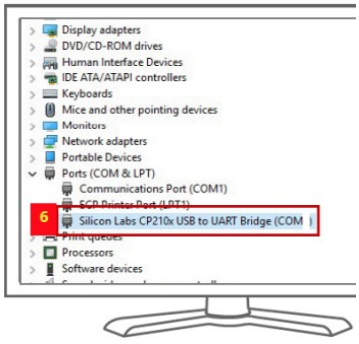
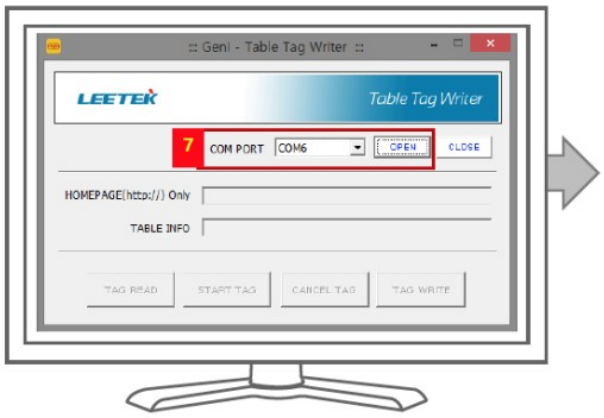
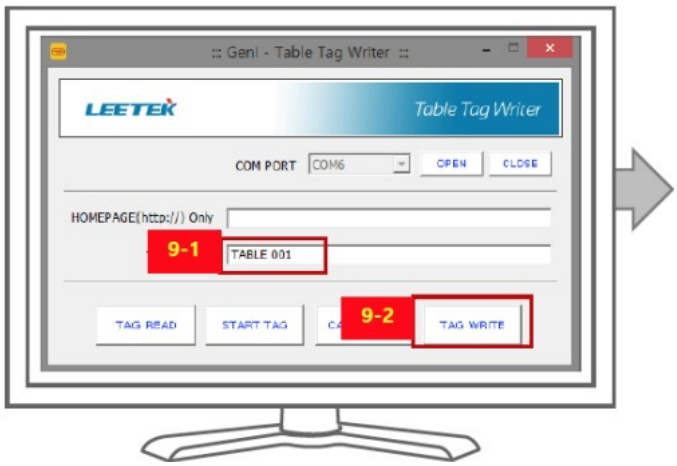
	
1. Run Geni Table Tag Write installation file.	2. Click Next.
	
3. Click Install.	4. Click Finish.
	
5. Run ‘Geni Table Tag Writer’ by double clicking the shortcut ic on created on the desktop.	6. Connect Table Tag V he PC. Check and confirm CO number. (Refer to slide #10

Table Tag Writer – 2



7. Select the COM PORT that connects ‘Ta ble Tag Writer.” Click OPEN.

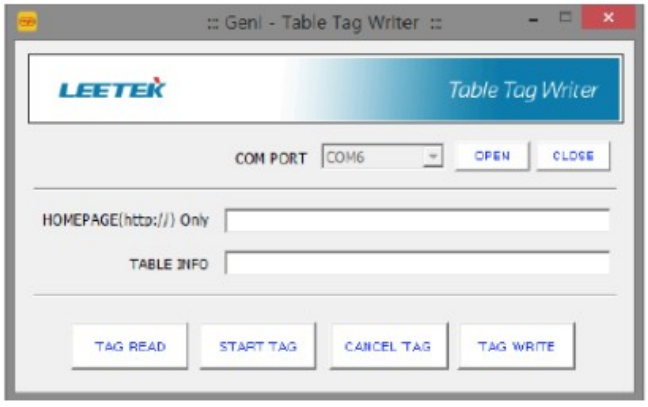
8. Place a Table Tag Card’ on the Table Ta



9-1. Enter new information. (Max 12 charac ters)

9-2. Click TAG WRITE

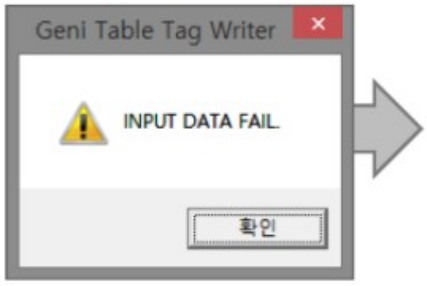
10. You will see the msg on the pop up win e writing is successful.



● START TAG: Automatically enter ‘START’ ABLE INFO column.

● CANCEL TAG: Automatically enter ‘CANC in ‘TABLE INFO’ column.

● TAG READ: Display the data entered in th E TAG CARD’ next to TABLE INFO.

	
Please Enter data in the TABLE INFO colu mn.	Please place ‘TABLE TAG CARD’ on ‘TABLI RITE.’

Test Mode

To Test If Gateway and Guest Locators Are Connected Within an Allowable Distance

> Using “Table Tag Write” (refer to the previous Table Tag Writer section), write ‘TEST’ on Table Tag.

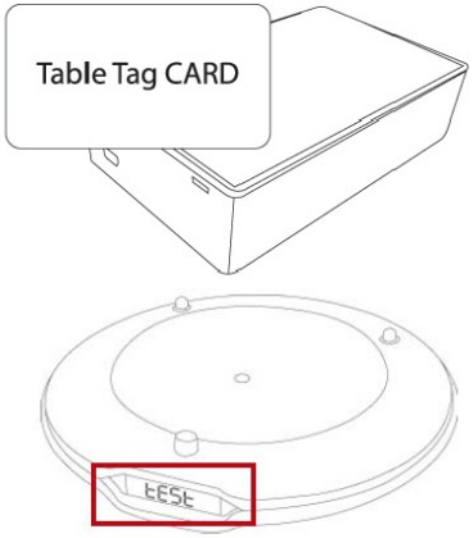
> Place the Guest locator on the Table Tag Card (Written: TEST).

> EasyVu Client displays ‘TEST.’ The Guest locator FND also reads ‘TEST.’

> If the Guest locator and Gateway are connected, the word ‘TEST’ on the FND of the Guest locator disappears.

> If communication with the Gateway fails, the Guest Locator FND will keep showing ‘TEST.’

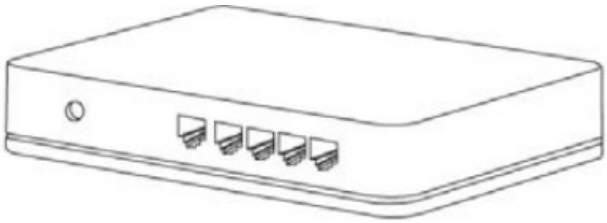
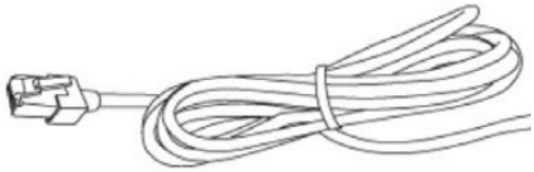
> If communication is successful and the Guest locator FND stops showing ‘TEST,’ the test can be repeated for other Guest locators.



[Guest locator]

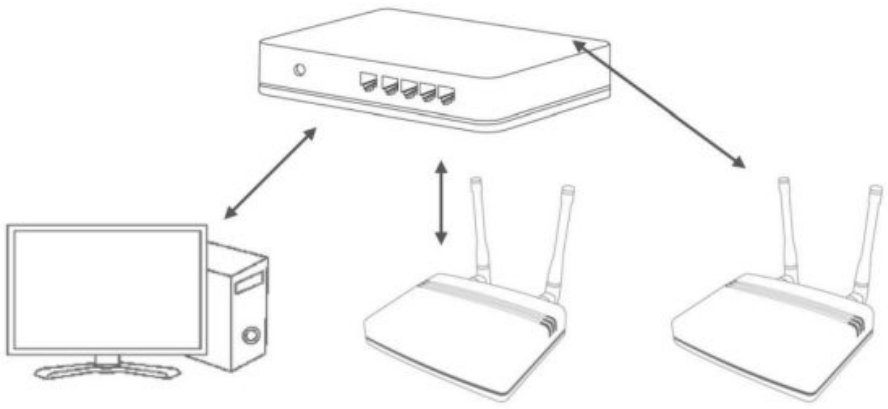
Multiple Gateways — Component Installation

Additional Components

	
Network Hub	LAN cable

> In a multiple Gateway system, Gateways are connected to PC by the Hub, and the USB Port connection used in the single Gateway system is not necessary.

How to install



> Connect the Network Hub to a power outlet.

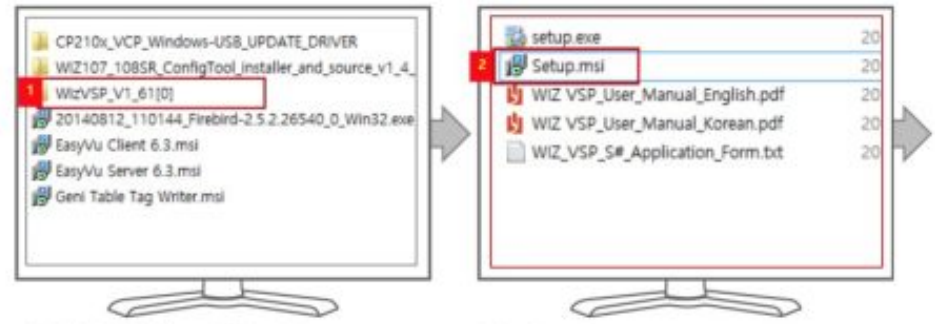
> Connect the PC internet LAN cable to the Hub.

> Connect Hub and Gateway1 with a LAN cable.

> Connect Hub and Gateway2 with a LAN cable.

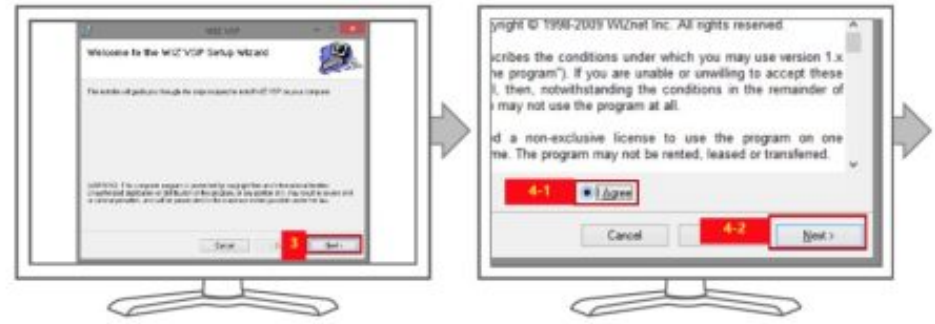
> Connect Hub and PC with a LAN cable.

Multiple Gateways — WizVSP Installation — 1



1. Double click the folder, WizVSP_V1_61[0].

2. Run Setup.msi.



3. Click Next

4-1. Select I Agree.
4-2. Click Next.

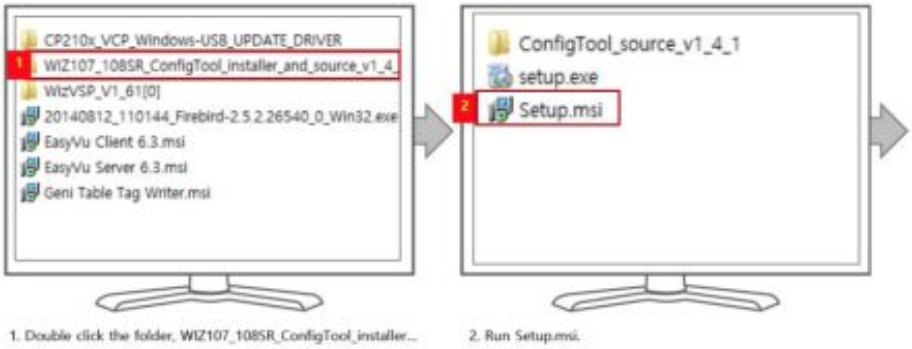
5. Click Next.

6. Click Next.

Multiple Gateways — WizVSP Installation — 2

7. Click Close.

Multiple Gateways — Config Tool — Installation

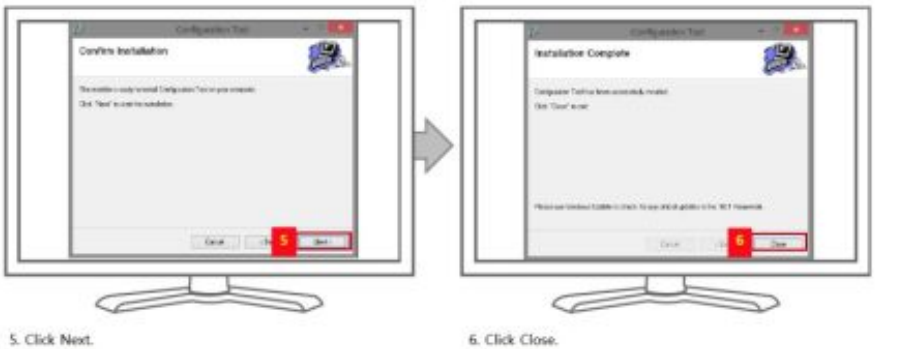


1. Double click the folder, WIZ107_108SR_ConfigTool_installer...

2. Run Setup.msi.

3. Click Next.

4. Click Next.

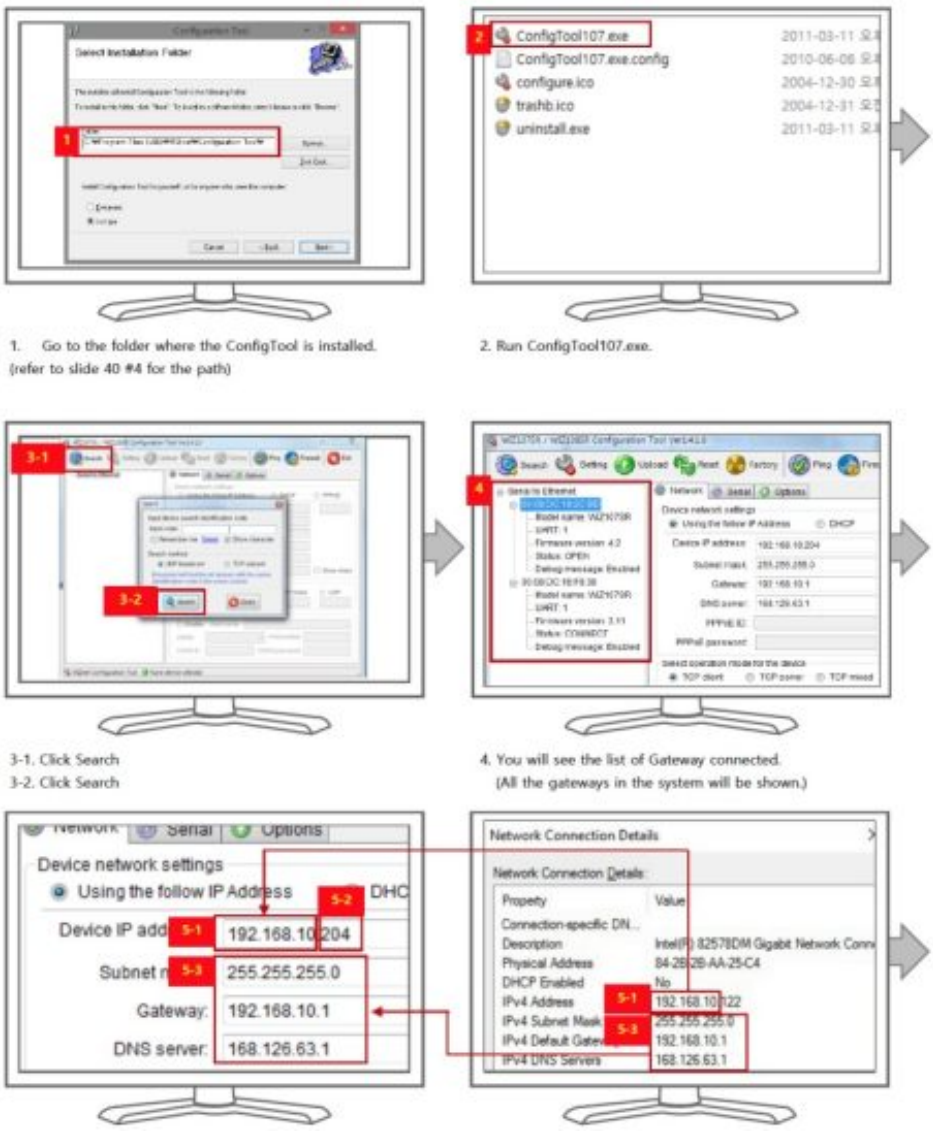


5. Click Next.

6. Click Close.

Multiple Gateways — Config Tool & VSP — 1

Please refer to the final Network Connection Details section of this manual to obtain information for these settings.



1. Go to the folder where the ConfigTool is installed. (refer to slide 40 #4 for the path)

2. Run ConfigTool107.exe.

3-1. Click Search
3-2. Click Search

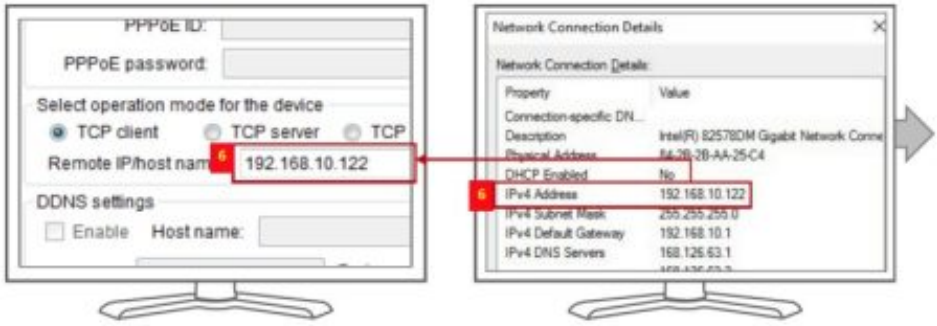
4. You will see the list of Gateway connected. (All the gateways in the system will be shown.)

> 5-1: Enter first eight digits of ‘IPv4 Address’ shown in ‘Network Connection Details’ in the ‘Device IP address’ column.

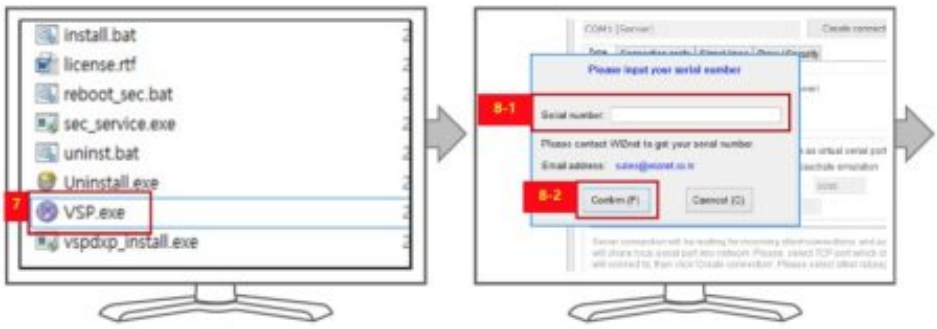
> 5-2: Enter any 3 digits next to the 8 digits in 5-1 (the three digits must start with 2 – for example 2XX).

> 5-3: Enter ‘IPv4 Subnet Mask,’ ‘IPv4 Default Gateway,’ and ‘IPv4 DNS Servers’ shown in Network Connection Details in ‘Subnet mask,’ ‘Gateway,’ and ‘DNS server’ columns respectively.

Multiple Gateways — Config Tool & VSP — 2

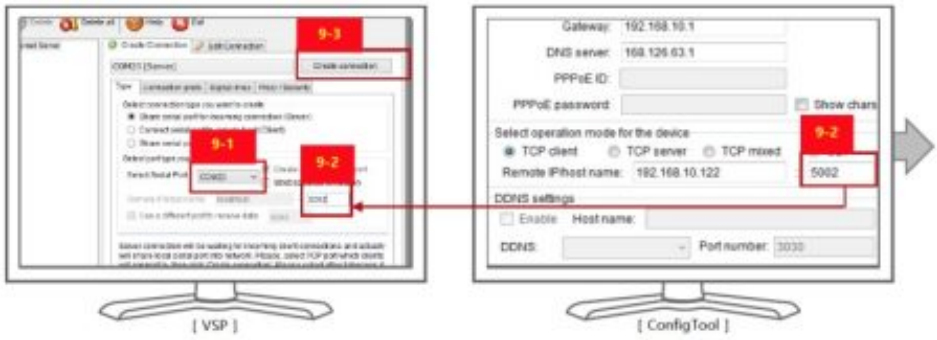


6. Enter the IPv4 Address shown in 'Network Connection Details' in 'Remote IP/host name' column.



7. Go to the folder where WizVSP is installed and run 'VSP.exe' (please refer to slide 38 #5)

8-1. Enter'**OTM4-NDC2-QJRF-NKEX-ODZB-QTEW' for Serial number**
8-2. Click Confirm

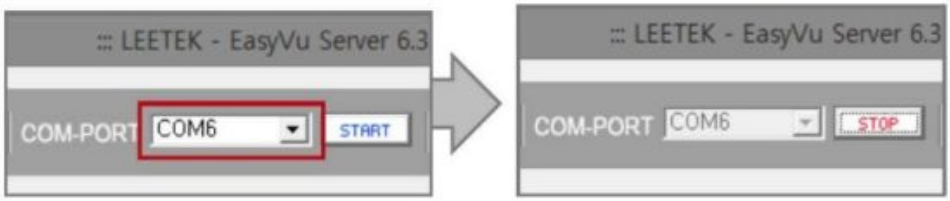


> 9-1: Select any number larger than 10 for 'Select Serial Port.'

> 9-2: Set VSP and Remote IP/host name of Config Tool be the same.

> 9-3: Click 'Create Connection.'

Multiple Gateways — Config Tool & VSP — 3

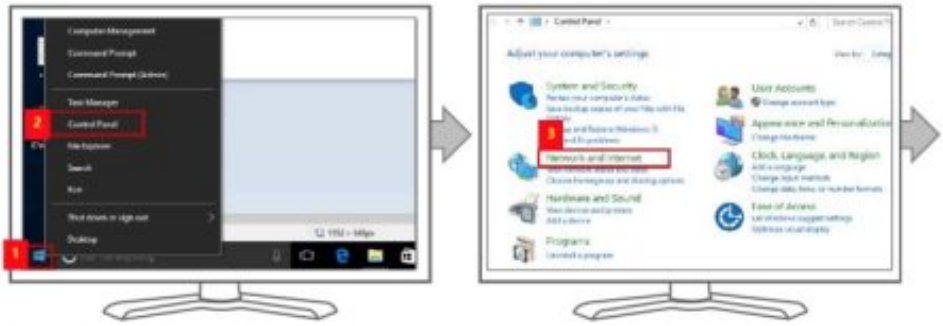


> Run EasyVu Server.

> Select the same COM-PORT for the Server as that of VSP.

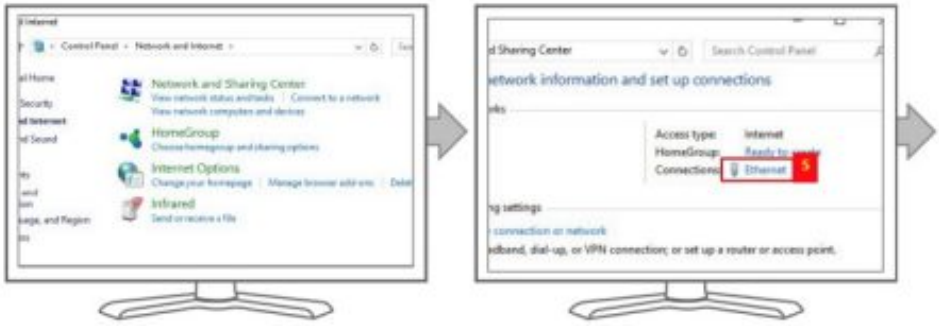
> Click 'START.'

Multiple Gateways — Network Connection Details



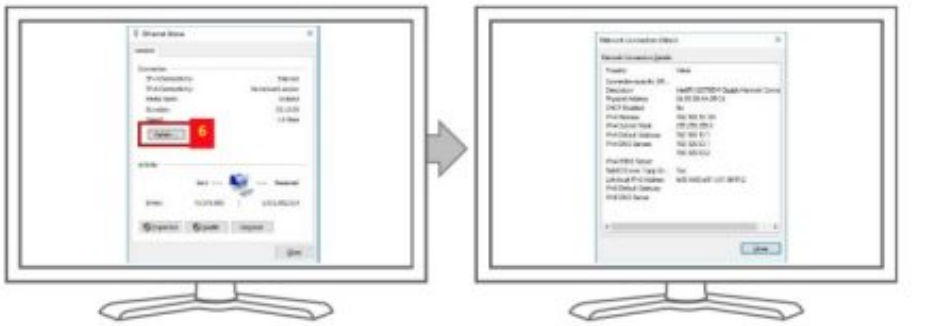
1. Right click the Window icon.
2. Click Control Panel.

3. Click 'Network and Internet'



4. Click 'Network and Sharing Center'

5. Click 'Ethernet'



6. Click 'Details'

800.321.6221

wecare@jtech.com

Documents / Resources

	JTECH J1801 Series Guest Pager Systems [pdf] User Manual J1801, J1802, J1803, J1801 Series Guest Pager Systems, J1801 Series, Guest Pager Systems, Pager Systems

References

- User Manual

JTECH

Guest Pager Systems, J1801, J1801 Series, J1801 Series Guest Pager Systems, J1802, J1803, JTECH, Pager Systems

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