

BRIGHTON TECHNOLOGIES GROUP

BOOMERANG GUEST PAGING

Operating Guide

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Congratulations!

Congratulations on your purchase/rental of a BTG Paging System. This on-premise paging system incorporates many advances in electronics and wireless technologies. The BTG family of paging products allows your business to serve your customers more effectively, increase convenience for your customers and your staff, and additionally manage your customers expectations more efficiently.

This user manual explains how to operate your new paging system, and provides the needed support to use your new system to its full potential. Familiarity with this user manual assures you get the most from your BTG paging system.

Keep this guide handy and preferably close to the system for quick reference.



Getting to know your new system

Your new BTG transmitter typically resides in the kitchen, or at the hostess stand to send messages to the individual BTG Pagers given to your customers. Staff will use this transmitter each time they wish to call a customer back to the hostess stand for seating, or to the server to collect their meals. The transmitter is also used for system programming, which will be covered later in this guide.



Your BTG charging rack charges and resets your BTG Customer pagers and readies them for their next use. When your pagers are not being used by customers, they should remain there, where they will be fully charged and ready to go out again. While the customer pagers are in this rack, they will not receive a page, or take programming commands from the transmitter. When a customer returns a pager to your hostess or kitchen, inserting them back in the charging rack resets the alert, and they will no longer vibrate, beep or voice tone.

Optima & Ultra Pager



Optima = VTF (voice tone flash) Ultra= Voice

The BTG Optima Customer Pager is the premier pager of the BTG family. Conveniently housed in stackable charging racks holding 20 pagers each, the numbers are displayed on its 3 digit LCD display. The pager vibrates, beeps and flashes to alert you when your meal or appointment is ready. The BTG Ultra looks the same but allows the venue to record a voice message up to a 30-seconds long to be played when paged, which can be used for further instructions, or a personalised message to your customer. Both pagers feature easy-to-change rechargeable batteries and an easy-to-change advertising panel to promote your venue's special offers and events.



Titan and Volt Pager

The BTG Titan Customer Pager is supplied in stackable towers of 10 pagers each and is perfect for venues where space is minimal. The BTG Titan Pager is a robust pager and alerts customers with a beep, vibration and flashing white LEDs when paged. The BTG Titan Pager also features easy-to-change rechargeable batteries and an easy-to-change advertising panel to promote your venue's special offers and events.



Titan and VOLT Charging Base

Your Ultra & Optima Charging Rack

Your charging rack is designed to charge and store up to 20 pagers at one time. For larger BTG systems, a charging rack may be stacked horizontally one on top of another, or vertically side by side. The power supply included with your charging rack, can power up to 2 BTG charging racks using a BTG Charging Rack stacking cable. Each charging rack can operate independently using its own power supply, or use a Charging Rack stacking cable to provide power to its pagers. It is very important to note that while it may seem possible to connect more than 2 charging racks together, it is not supported nor warranted by the manufacturer.

Connecting 2 charging racks



Power supply



Operation of your BTG Paging System

Setting the time display on your BTG Transmitter

Your BTG Transmitter conveniently displays a 24-hour clock when the transmitter is idle. To set the correct current time on the transmitter, please follow the following steps:

1. Press the first icon button on the top row of buttons on the transmitter. The icon looks like a clock and calendar.
2. The display will then ask for a password. Enter 9513.
3. Press the orange Enter key above the green Send key.
4. Your transmitter will now display "Set Date/Time" Please enter the current date and time in the format of DD-MM-YY for date, and HH:MM for the 24 hour time.
5. Press the orange Enter button when finished.
6. You will then be returned to the main idle screen.



Example: Setting pager #1

Sending a Page

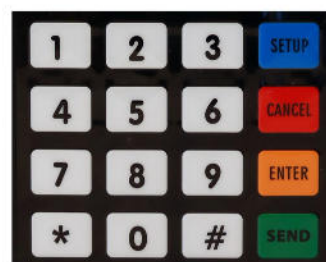
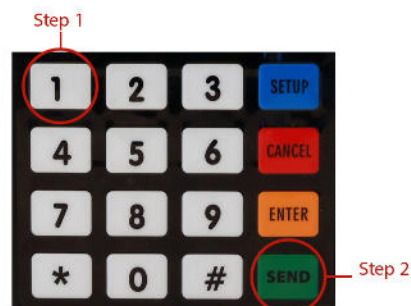
After removing a BTG pager from its charging rack, the pager will first do a self test, vibrating 2 times and flashing its LED lights. This test lets you know that your pager is functioning properly. Take note of the pager number on the LED screen, or on the sticker on the front of the pager. When you need to call the pager back, use your transmitter to send a page:

1. From your transmitter, enter the pager number on the keypad.
 2. Press the green send button on the right hand side.
- Your pager has now been alerted. Return the pager to its charging rack/base to clear the alert and prepare it for its next use.

Changing the length of time that a Customer pager tones

There may be a situation where you would like to change the length of time that a BTG Customer Pager alerts for. By default, the Customer Pager will tone continuously for 15 seconds but can be set up to 2 mins. This may be needed if your Customer Pagers are not immediately returned to the charging rack after food collection, or if the pager is not returned back to the rack until after an appointment is completed.

These changes are done from your BTG transmitter. It is also highly recommended to make sure that all of the pagers are collected in from your floor before changing this feature as all the pagers will buzz when they receive this command.



To perform this procedure, all charging racks must be unplugged from the power. When you unplug your charging racks, you may notice that all of the pagers in that rack vibrate 2 times and flash their LED's. This is normal behaviour and can be ignored. After this procedure is complete, all of your pagers will alert at the same time for the amount of time you changed it to. This tone will let you know that the pagers received the instructions correctly. To reset the pagers, simply re-plug the racks into the wall.

Your pager can be alerted in the following time increment settings:

After all of the charging racks in your system are unplugged, return to the transmitter and follow the procedure below:

Time
Continuously until returned to the rack
120 sec
60 sec
30 sec
15 sec
10 sec
5 sec



1. Press the third icon button on the top row of buttons on the transmitter. The icon looks like an alarm clock.
2. The display will then ask for a password. Enter 9513.
3. Press the orange Enter key above the green Send key.
4. Your transmitter will now display "Set Alert Time"
5. Use the * and the # to scroll between options.
6. When you come to the option you would like to choose, Press the green send button to transmit the new settings to the pagers.

You will then be returned to the main idle screen. At this point, all of the pagers in your system should tone for the amount of time that you selected. To reset the pagers and stop the tones, plug the Charging Racks back into the power.

Changing the Type of Alert on your Customer Pagers

There may be a time where it would be convenient to change the type of the alert your BTG Pagers use. For example, if you are having a quiet function where you would like to keep noise to a minimum, you could set your BTG Customer pagers to Vibrate and Flash only, forgoing the beep to keep ambient noise down, and the evening more enjoyable for your customers.

These changes are done from your BTG transmitter. It is also highly recommended to make sure that all of the pagers are collected in from your floor before changing this feature, as not to alert customers that may be waiting to be called.

To perform this procedure, all charging racks must be unplugged from power. When you unplug your charging racks, you may notice that all of the pagers in that rack vibrate 2 times and flash their LED's. This is normal behaviour and can be ignored. After this procedure is complete, all of your pagers will alert at the same time

and using the alert type you changed it to. This tone will let you know that the pagers received the instructions correctly. To reset the pagers, simply re-plug the racks into the wall.

Type of Alert
Vibration Only
LED Lights Only
Beep Only
Vibrate, LED Lights and Beep
Vibrate and LED Lights Only
Vibrate and Beep Only
LED Lights and Beep Only



After all of the charging racks in your system are unplugged, return to the transmitter and follow the procedure below:

1. Press the second icon button on the top row of buttons on the transmitter. The icon looks like a musical note.
2. The display will then ask for a password. Enter 9513.
3. Press the orange Enter key above the green Send key.
4. Your transmitter will now display “Set Alert Style”
5. Use the * and the # to scroll between options.
6. Press the green send button to transmit the new settings to the pagers..

At this point, all of the pagers in your system should tone with the alert that you selected. To reset the pagers and stop the tones, plug the Charging Racks back into the power.

Putting the BTG Customer Pagers to Sleep

If your BTG Pagers serve an area that is not used very often, such as conference rooms, or reception halls, you may find it beneficial to put the pagers to sleep. Putting the pagers to sleep simply means setting the pagers to turn off. When pagers are asleep, they do not tone when they are paged, and they also do not tone if the batteries are low if they are disconnected from the Charging Rack. This may also prove helpful if you move your BTG Pager System from site to site as a catering company may.

This command is sent from your BTG transmitter. It is also highly recommended to make sure that all of the pagers are collected in from your floor before changing this feature, as not to alert customers that may be waiting to be called.

To perform this procedure, all charging racks must be unplugged from power. When you unplug your charging racks, you may notice that all of the pagers in that rack vibrate 2 times and flash their LED’s. After this procedure is complete, all of your pages will essentially turn off. No LED’s will display on the Titans, and with BTG Optima/Ultra Pagers, the LCD Number display will also go out.

After all of the charging racks in your system are unplugged, return to the transmitter and follow the procedure below:

1. At the standard idle screen, enter 9998 into the To: area on your transmitter.
2. Press the orange enter key
3. The transmitter will now wait for you to input a message. Enter #*016. The * and the # will show on the LCD screen as] and [. This is normal
4. Press the green send button to transmit the sleep command to the pagers.

Shortly after sending the command, all of your BTG Pagers will go to sleep. To wake them back up again, simply plug the charging racks back into the wall. They will then power on and will be ready to be paged again.



Enter 9998 > Press 



Enter #*016 > Press 



BTG Service/Returns Form

☐ Service

☐ Returns

Dear Customer,

When sending equipment for **SERVICE OR RETURN**, please complete this form and **SEND WITH EQUIPMENT**.
 Keep a copy for your records.

☐ Boomerang P/L

☐ Blufi P/L

Business Name:

Account Number:

Address:

Contact Name:

Phone:

Fax:

Date:

Email Address:*

*Email address is required so BTG can notify customer that form & equipment has been received, and provide customer with job#.

Equipment Type:	Pager Number/ Serial Number	Fault Description

IMPORTANT

We recommend that customers use Registered Australia Post and that parcels are insured. BTG will not be held responsible if the parcel is lost or damaged in transit to our office.

NOTE: Returned freight will be charged on invoice with equipment, unless otherwise stated.

Via Australia Post

Brighton Technologies Group
 Service Department
 PO Box 284, PANANIA NSW 2213
 Ph: (02) 9792 4188
 Fax: (02) 9771 3281

Via Air Bag or Courier

Brighton Technologies Group
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 8/31 Maclaurin Avenue, EAST HILLS NSW 2213
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