

Application of Wireless Calling System



Quick Start Guide

Application of wireless calling system user guide

I Preface

Thanks for choosing this wireless calling system. The receiver host adopts RF wireless and learning code technology. It can easily pair up to 999 channels of wireless calling transmitters and 1 manager remote controller. The receiver host uses advanced industrial micro processor and high-sensitivity superheterodyne receiving technology which make the products very stable.

At same time, the wireless calling receiver host has advanced number speaker function, it can clearly read the number, function, room number and so on and compatibly for different working mode, suitable for different places.

This wireless calling receiver has USB port to connect to the computer, then the user can receive the calling message, as well as export the calling records to statistics the service effience and quality.

The wireless calling system has millions of different code which can be paired easily and freely. And it is widely used in restaurant, café, bar, tea shop, KTV, bank, office, factory, hotel, hospital and so on.

II Software Environment

The software is developed in the environment of Windows XP + Office 2003, the development tool is C#.net, the database is Access 2003. It supports Windows XP, Win7 32bit operating system.

III Installation

3.1 Connection to the computer

Connect the calling receiver host to the computer by USB cable. Then turn on the power.

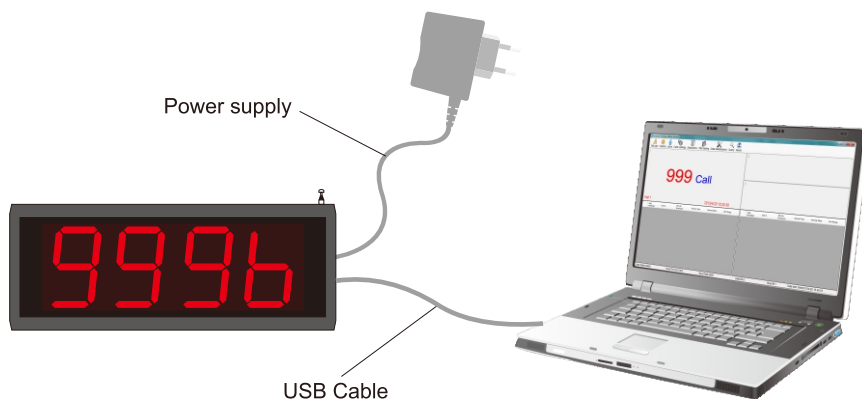
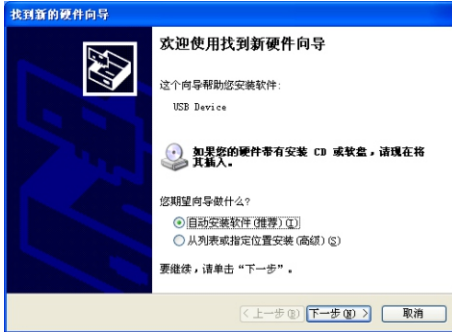


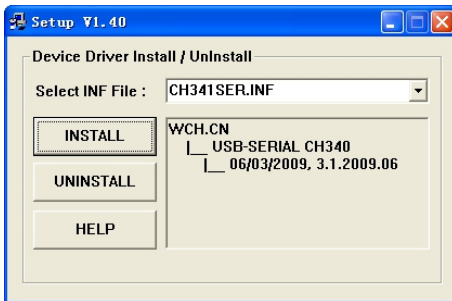
Diagram of connection

3.2 Serial port driver installation

After connect the cable well, computer will prompt “Find new hardware wizard”.



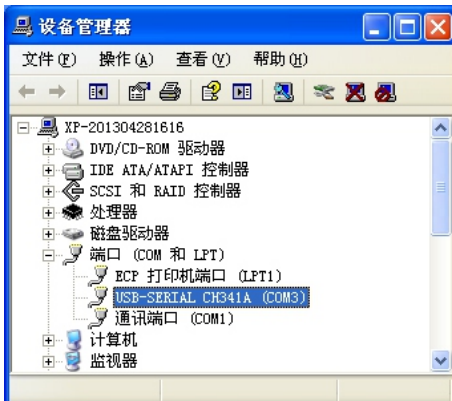
Double click file “USB2.0-SerHL-340.EXE” to install the USB to Serial port driver.



Click “INSTALL” button.



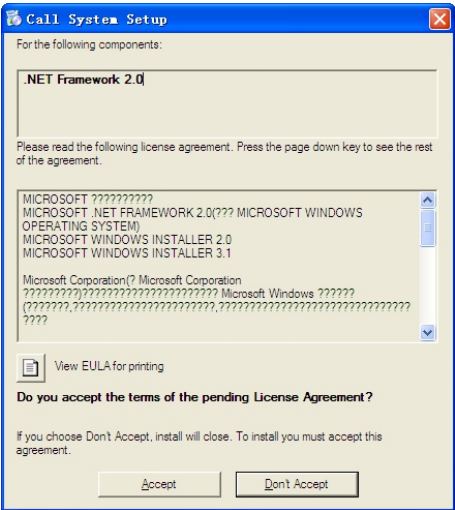
Driver installation is successful.



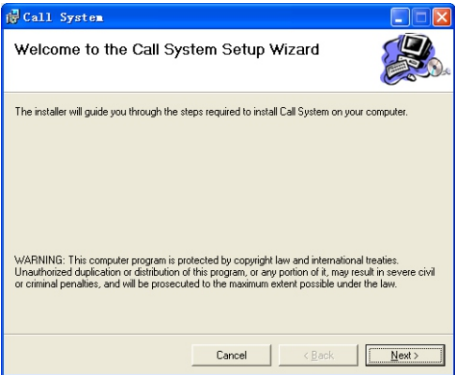
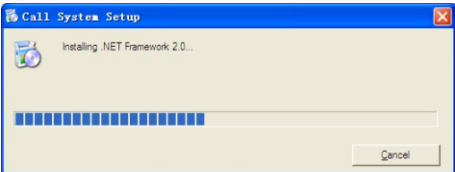
In device manager, display the USB-SERIAL port device. In the figure, there is COM3 (Different port number in other computers). Please note this port and select in the software later.

3.3 Application installation

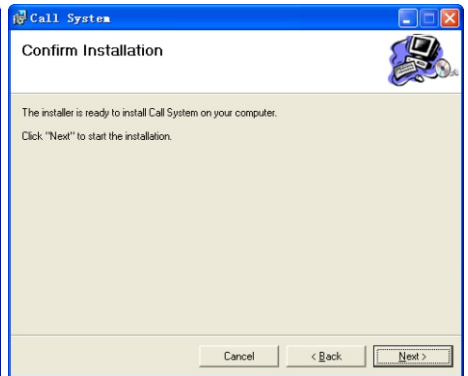
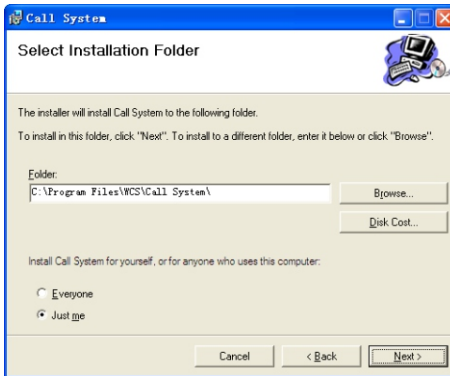
In the installation directory, double click “Setup.exe” to install.
If the computer has not installed “.Net Framework 2.0” plugin before, it will install it automatically.
If the plugin has already existed, it will jump the installation of this plugin.



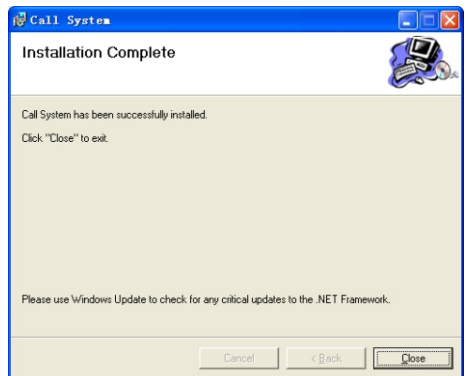
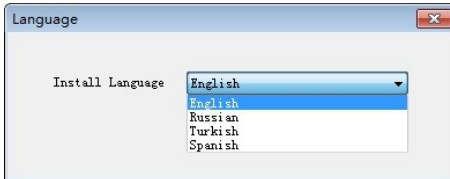
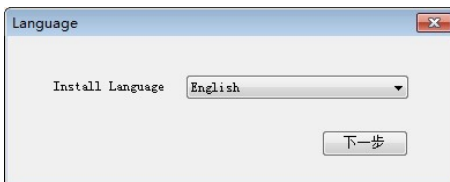
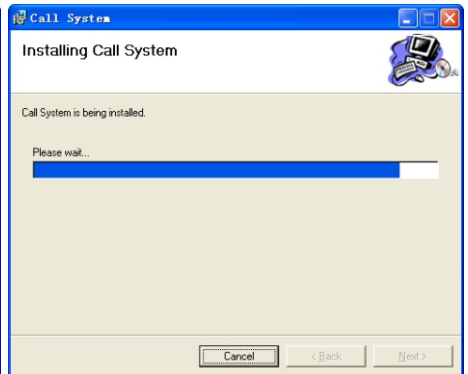
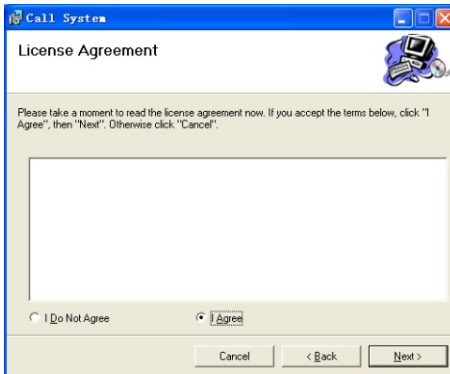
After installed the plugin, it will jump to install the software automatically.



Click “Next” to continue.



Select installation directory and click “Next” to continue.

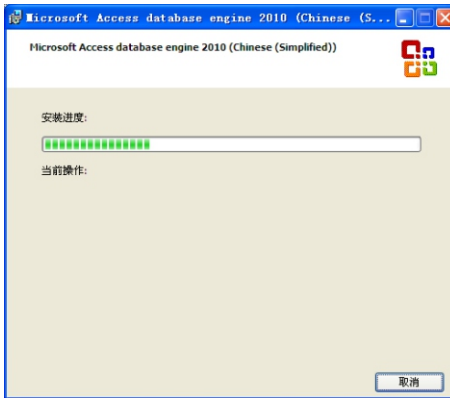
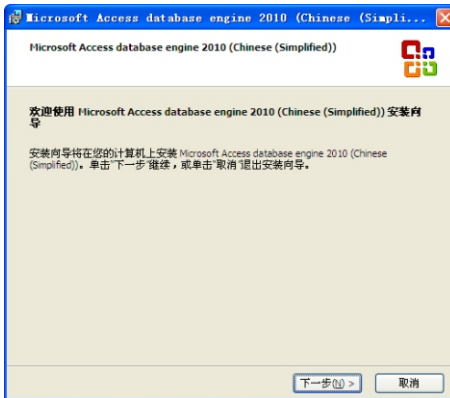


Before finish the installation, it will jump a window to select the language, there are English, Turkish, Russian, Spanish and Chinese and so on. And then click “Close” button to finish the installation. And then it will generate the icon “Call system” on the desktop.

3.4 Database installation

If the computer has not installed the Access database, please install it or install the Access database engine.

In the installation directory, double click “AccessDatabaseEngine_X32.exe” to install.



IV Login

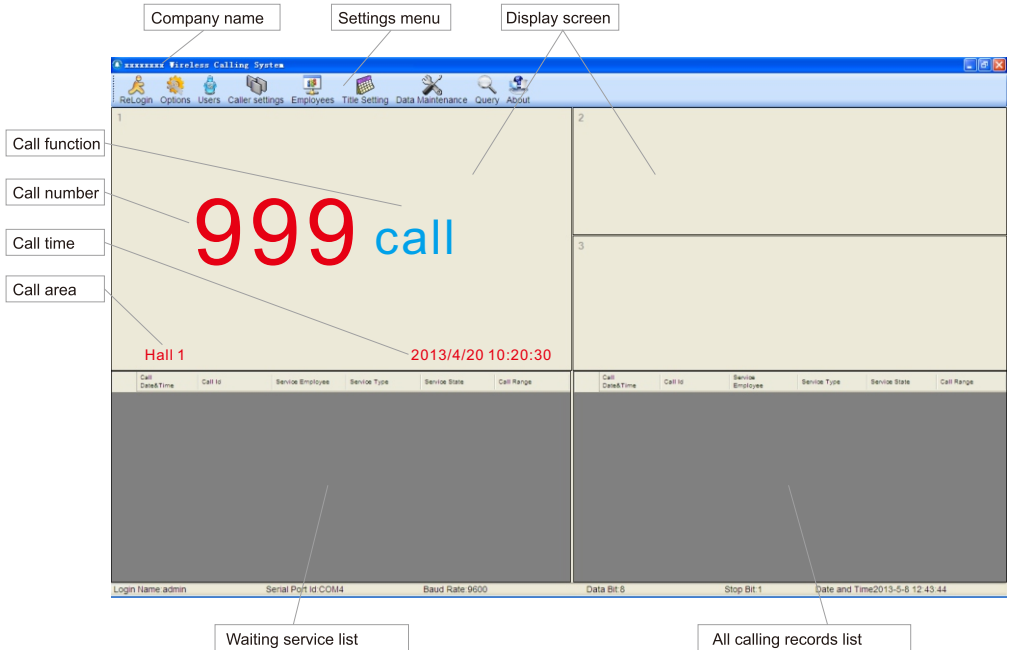
Double click the icon "Call system" on the desktop to start the application.



Enter the user name and password to login. The default user name is "admin", the default password is "123".

V Main Interface

After login the application, it will enter the main interface as below.



VI Settings

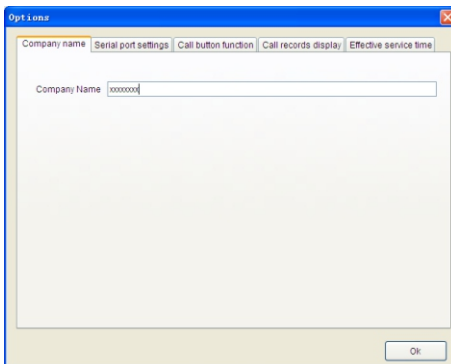
6.1 Relogin

Click "Relogin" button to quit and login the application again.

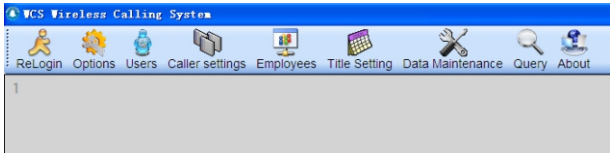
6.2 Options

While first time uses the application, do the system settings here. Like company name, serial port setting, call button function or service effective time settings.

6.2.1 Company name setting

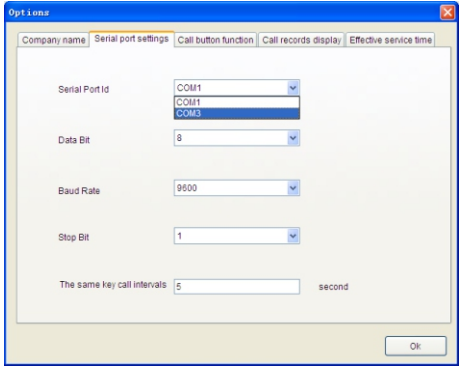


Enter the name of company or service places. Like enter "WCS". Then the tile of the application will show the set name.



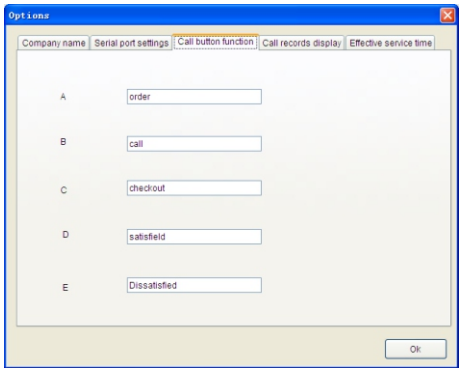
6.2.2 Serial port settings

Set the serial port which we just installed. For example COM3, then the application can read the data through the port. For other settings, mostly use the default value.



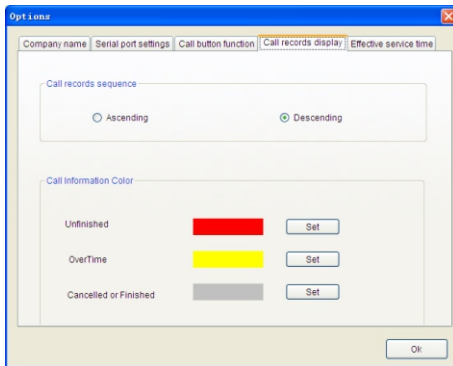
6.2.3 Call button function

On the screen of receiver host, it shows the number + function. The function displays A/B/C/D/E. In the application, the user can appoint the function letter as different words.



6.2.4 Call records display

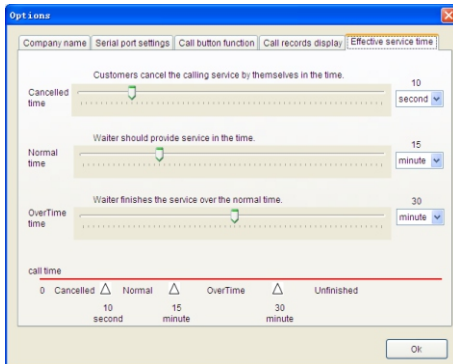
Set the call records sequence and color of the records.



- 1) Set the call records sequence in the call records list. It can be ascending or descending.
- 2) Set different color for different kinds of status.

6.2.5 Effective service time

Most of time, when customer needs service, they want the waiter to do it quickly. At least the waiter should provide service in some time. We call this time as effective service time. In different places, it can set different effective time. For example, when the customer press the call button, they want the waiter finish the service in 3 minutes, or not, you will be unhappy. At below we can set the different service time. The service status will show on the records list after press the "Cancel" button on the calling transmitter.



The time is judged from press call button to press cancel button.

- 1) Cancelled time: sometimes the customer pressed the call button, but he don't need any service or press wrong. Then he can press cancel button immediately in 10 seconds (default). The record will show that it is cancelled; the waiter can know it clear and don't go to serve.
- 2) Normal time: in this time, the waiter goes to finish the service which customer called. The customer will be satisfied with it. And then waiter press the cancel button, the record status is finished.
- 3) Overtime: sometimes, the waiter goes to do the service very late, but the called service is still finished in the time. The record status will be overtime finished.
- 4) Unfinished: if waiter never finishes the called service. The status will be unfinished.

6.3 Users Management

Add or delete users to operate the application. The users can be set different operation permissions.

User Name	Pwd
admin	123

Buttons: Add user, Modify, Delete, Permissions, Password, Clear data

6.4 Caller settings

Set the caller area and caller ID.

6.4.1 Caller area setting

If service places have different areas or rooms, the user can set the areas according to the particular situations. In the lower right corner, there are 2 kinds of template data to download. The area can be showed with the calling information.

Caller area settings | Caller ID settings

Call Range
Hall 1
Hall 2
Hall 3
Room 01
Room 02
Room 03
Room 04
Room 05
Room 06
Room 07
Room 08
Room 09
Room 10
Room 11
Room 12
Room 13
Room 14
Room 15
Room 16
Room 17

Buttons: Add, Modify, Delete, Ok, Clear Data

Template data: [Dropdown]

6.4.2 Caller ID setting

Caller area settings | Caller ID settings

Terminal Id	Call Range	Visitor
001	Hall 1	Admin
002	Hall 1	Admin
003	Hall 1	Admin
004	Hall 1	Admin
005	Hall 1	Admin
006	Hall 1	Admin
007	Hall 1	Admin
008	Hall 1	Admin
009	Hall 1	Admin
010	Hall 1	Admin
011	Hall 1	Admin
012	Hall 1	Admin
013	Hall 1	Admin
014	Hall 1	Admin
015	Hall 1	Admin
016	Hall 1	Admin
017	Hall 1	Admin
018	Hall 1	Admin
019	Hall 1	Admin
020	Hall 1	Admin

Buttons: Add, Modify, Delete, Ok, Clear Data

Template data: [Dropdown]

The caller ID is from 001 to 999. Each number means one table or one bedroom or something else. Here is setting the where the caller is and who is responsible of it. In the lower right corner, there are 2 kinds of template data to download.

Note: if different waiter is responsible of different area, it can appoint the waiter to the caller in advance. When the service is finished, the record can record who finishes the service. On the other hand, in the records list, the manager double clicks the record to appoint another waiter to do the service.

6.5 Employees

The function is used to add or delete the waiter information.

EmployeeId	Name	Sex	Phone	Remark
Admin	Admin			

6.6 Title settings

In the main interface and employee table, the title can be changed here for some special functions.

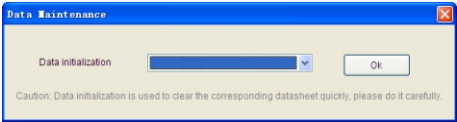
Old Fields	New Fields
Call Date&Time	
Call Id	
Service Employee	
Service Type	
Service State	
Call Range	

Call Date&Time	Call Id	Service Employee	Service Type	Service State	Call Range
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EmployeeId	Name	Sex	Phone	Remark
Admin	Admin			

6.7 Data maintenance

When the user want to clear the data of each table quickly, use this function. In the drop down menu, there are different datasheet, select one of them, and press OK button. All the data in it will be deleted.



Caution: data initialization will clear the all the data in one datasheet, please do carefully.

6.8 Query

In this system, all the calling records are stored in the application. The user can query them at any time. Select different query terms and press OK to browse calling history or do some statistics. The records history also can be exported to excel datasheet for more statistics or print them to paper.

