



# ***Customer Awareness System***

## **Installation and Operation Manual**

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**The Customer Awareness System (CAS) consists of a mat or “press for service” switch, transmitter, pager, antenna, and power supply (see page 4 for system diagram). This system is designed to alert the pager when someone stands on the mat or presses the switch. The pager can be programmed to receive signals from three separate transmitters, allowing one pager to monitor multiple zones.**

### **Select Mat or “Press for Service” Switch Location**

Choose the location of your mat or switch and transmitter. It is important to consider the transmitter’s proximity to an electrical outlet and to mount the transmitter as high as is possible so that the antenna can properly function. To secure the transmitter, you can screw it to the mounting surface using the four mounting holes provided. The CAS is not suitable for outdoor use, and should not be located in extreme environmental conditions (i.e. wet, extreme hot or cold, etc). Consideration should be given to your customers’ tendency to stand in a particular area, such as at a counter where service is expected.

### **Mat Installation**

Place the mat on the floor in the area selected above. Conceal ultra thin mats under the carpet shipped with your order or an existing throw rug, or follow the specific instructions enclosed with your ribbed stand-alone mat. Route mat wires along the counter or utilize a wire ramp to eliminate trip hazards. Connect the mat to the two-pin input provided on the transmitter. Make sure the connection is tight.

### **Wall Switch Installation**

To mount the “press for service” switch on a counter, simply lay the switch on the counter in the desired area. You may use high-bond double-sided tape (not included) to secure it to the counter surface if desired.

To mount the “press for service” switch to a wall, you will need to begin by disassembling the switch using the directions outlined below. Use the figures on page 3 for additional assistance.

1. Insert the enclosed wrench through the holes in the switch plate and loosen the screws behind the plate. Do not remove the screws at this time.
2. While supporting the switch with your hand, turn the box over and gently shake to dislodge the switch. If the switch does not easily come out of the box, you may need to loosen the screws a little more. Disconnect the wires from the switch. Set the switch aside.
3. Completely remove the screws from the box and set aside.
4. Gently pull the plastic plate from the box by reaching inside the center hole and pulling outward. Set the adapter plate aside.

## **Customer Awareness System Specifications**

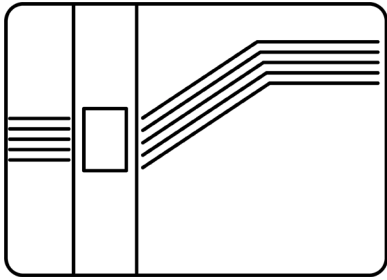
### **Transmitter**

Frequency:	27.255 MHz
RF Output Power:	4W Max.
Antenna Impedance:	50 Ohms
Current Drain:	20 mA Standby; 1A Transmitting
Power Requirement:	12 VDC
Dimensions:	3-15/16” x 3” x 1-1/16”
Range:	1,000 ft.

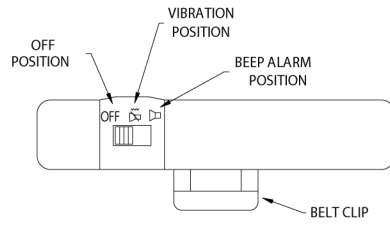
### **Receiver**

Frequency:	26.8 MHz
Code Learning Capability:	Up to 3 transmitters can be learned
Current Drain:	1 mA Standby; 20 mA Activated, 130 mA Activated in Vibrate
Power Requirement:	3 VDC (2 x AAA Batteries)
Battery Life:	1 month (8 hours use per day)
Dimensions:	3-15/16” x 2-1/8” x 11/16”
Weight:	1.0 oz without batteries

If the person remains standing on the mat and the initial 30 second signal has expired, the pager will not signal again if the on/off button has been pushed in. If the on/off button is not pushed in, the pager will beep continuously (three groups of three beeps per group) for approximately three to four minutes. In silent mode the pager will do nothing. The LED will show which zone or transmitter is sending the signal (indicated by A, B, or C).



**Pager Front**



**Pager Top**

After the three to four minutes of continuous beeping mentioned above, if the on/off button remains unpushed, the pager will beep once every 60 seconds to remind the user that it received a page signal from the transmitter. The pager functions in the same manner if it is in silent mode. To stop the beeping, push the on/off button in and release.

**Low Battery Indication**

At power up, the pager will normally beep once. After that initial beep, if the batteries are low and need replacement, the pager will beep twice. The pager will continue to beep two times every five minutes when the batteries are low and need replacement. The digital LED display will show “L” each time the pager’s ON/OFF switch is pressed if the batteries are low.

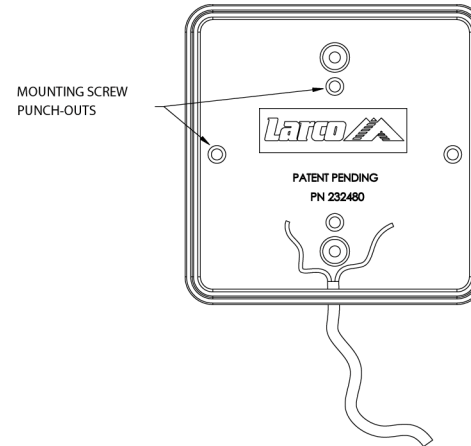
**Viewing the Page Memory**

The pager remembers the last six page signals received. (However, two consecutive page signals carrying the same information will be treated as one.) Scroll back the memory history by pressing and releasing the ON/OFF switch repeatedly. The page signals will be shown one by one, starting with the most recent. Keeping the ON/OFF switch depressed will repeatedly display the currently shown signal. Turning the pager off erases the page memory.

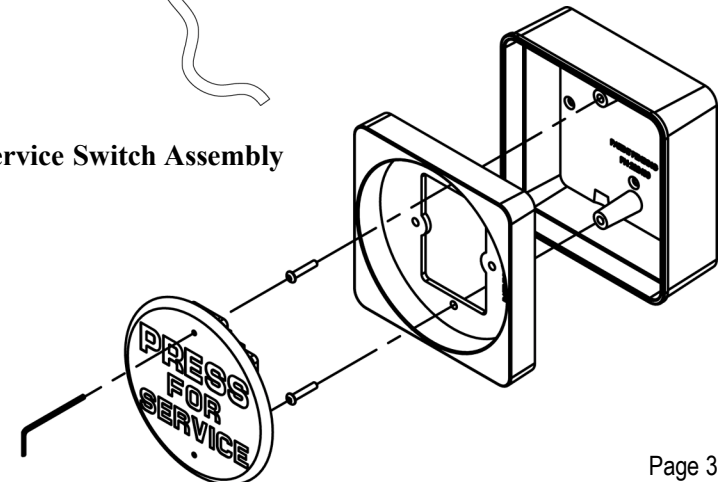
**WARNING: The user is cautioned that any internal modifications, either replacement of or modification to any component of the transmitter could violate the FCC rules and authority to operate the transmitter.**

5. Punch out holes in box in the areas indicated on the top view drawing on page 3 by the notation “mounting screw punch-outs.”
6. Drill holes in the mounting surface using the mounting screw punch-outs in the box as a template.
7. Insert the appropriate fastener (not included) through the box and into the mounting surface and tighten securely.
8. Re-insert the plastic plate into the mounted box. Thread the transmitter wires through the center hole of the plate.
9. Thread the screws you set aside earlier through the vertically aligned holes in the plastic plate and tighten until approximately 1/4” remains visible.
10. Reconnect the wires to the NO and COM contacts on the switch.
11. Slide the back plate of the switch over the screws and allow the back plate to settle onto the screws. Use the enclosed wrench to tighten and secure the wall switch in place.
12. Connect the cord from the switch to the two-pin input provided on the transmitter. Make sure the connection is tight.

**Top View Drawing**



**Press for Service Switch Assembly**



## Connecting the Antenna

Connect the antenna before powering up the transmitting unit. **Operating the transmitter without an antenna may damage the transmitter.** Range is affected by the location of the antenna. Keep the antenna away from metal and mount the transmitter as high as possible.

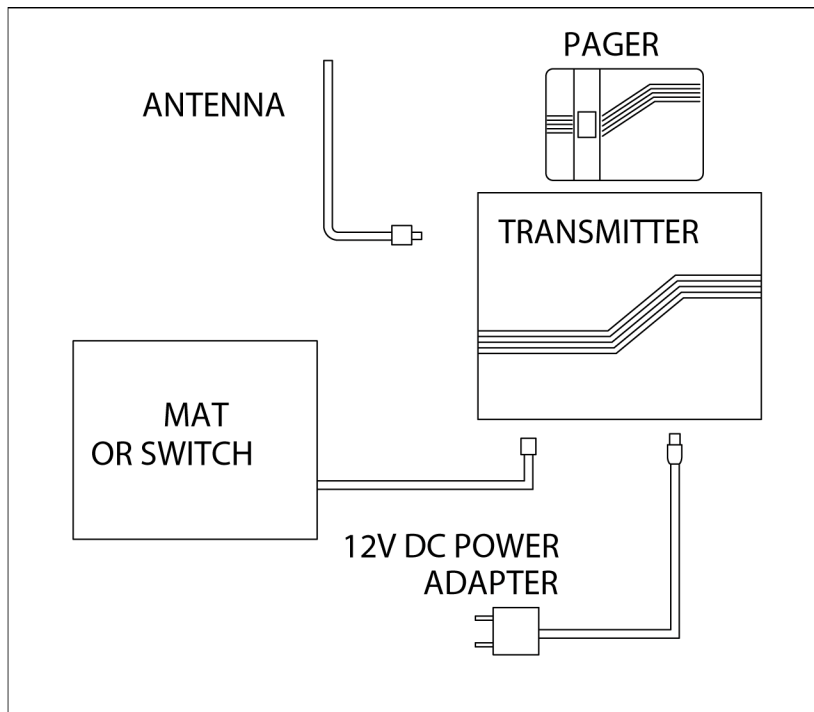
*CAUTION: Do not operate the system without the antenna as damage may occur.*

## Connecting Power to the Transmitter

Connect the wall plug to the 5-pin input on the transmitter. Plug the cord into a standard electrical outlet.

*CAUTION: Do not plug the system into the power source until all components and antenna have been firmly attached, as damage may occur.*

## System Diagram



## Programming the Pager to Learn a Transmitter Code

The transmitter's page code is pre-set at the factory to one of more than one million possible codes. The pager can learn the page codes of up to three transmitters using the following procedure. Use the drawings on page 6 for reference.

1. Turn the pager OFF. Press the ON/OFF switch in and hold in while sliding it to the "Beep Alarm" position. The digital LED display will show three horizontal lines.
2. Continue pressing and holding the button for about three seconds until the pager beeps once. The digital LED display will flash "A" every two seconds. This means the pager is ready to learn the code from the transmitter for the "A" zone.
3. Step on the mat or press the switch to activate the transmitter signal. This will send the page signal to the pager. The pager will beep five times and the digital LED display will turn off to confirm it has received and learned the code. If the pager did not learn the code, the LED will continue to flash "A" every two seconds and will return to the standby state in about four minutes (the digital LED display will be blank), and you will need to start over with step 1. If only programming the pager for one zone you are finished; if not proceed to step 4.
4. To learn the page code from the "B" zone (the second transmitter), press and release the pager's ON/OFF switch once more so that the digital LED display turns to "B."
5. Repeat step 3.
6. Repeat step 4 and step 3 again for the "C" zone (third transmitter) if needed.

**NOTE:** The pager remembers the transmitter codes. This memory is maintained even without power for a long period of time (over one year). The pager does not need to re-learn the transmitter codes after battery replacement. The stored system codes cannot be erased. They can only be written over by another code learning sequence.

## Audible and Visual Signals

When someone steps onto the sensing mat or presses the "press for service" switch, the pager will beep for approximately 30 seconds, whether or not the person steps off the mat. If the pager is in silent mode, the LED will flash three groups of nine flashes and vibrate. To stop the pager beeps, turn off the pager for approximately a minute and then turn it back on. It will resume normal operation.

After the initial 30 seconds has expired, if the person steps off the mat and then steps back on, the pager will beep again for approximately 30 seconds.