

# PAGNOW! User's Manual

Manual Revision 2.6

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PAGNOW!

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## QUICK-START INSTRUCTIONS FOR PAGNOW!

### Installation.

- 1) First, take a moment to fill out and return the warranty registration card, so that you can receive warranty service, technical support, and future product update notices. Unpack PAGNOW! and plug in its external power module, and connect PAGNOW! to a telephone line using the supplied RJ11 cord. When power is applied, the front-panel "pwr" LED should light up red. If you are using either of the two Inputs, you may connect them now, or after you have performed Setup - See Connecting Inputs and Output section below. You may use PAGNOW! immediately under external power. However, because PAGNOW! is shipped with its rechargeable battery in a partially-discharged state, you should operate PAGNOW! using external power for a minimum of 24 hours. This will charge the battery and prepare PAGNOW! to function when external power is lost. Disconnecting external power at the PAGNOW! jack will reset the unit - If you wish to test power-fail, unplug at the 110-volt wall socket.

### Setup.

- 1) Using a touch-tone telephone which is on a phone line different from that of PAGNOW!, call the number that PAGNOW! is connected to. When PAGNOW! answers, you will hear 4 quick tones. These are PAGNOW!'s "OK" Tones. After the OK Tones, you must enter the password before anything else. (For a brand new unit, enter "12345" and then the terminator, "#"). If you have entered the correct password, you will hear the OK Tones again. If an incorrect password entry is made, PAGNOW! will hang up.
- 2) Once the password is entered, you are in "Command Mode", and may enter commands which define and control the operation of PAGNOW!. For detailed description of all commands and their entry format, please refer to the Command Descriptions section below. To get your PAGNOW! running, a minimum of two commands must be entered: A phone number for your Pager (Command 1) and the numeric message that you want to appear on your Pager when PAGNOW! calls out (Command 2). See Message Descriptions section below to understand how the message delivered by PAGNOW! will look on your Pager. For all your commands, after you enter the "#" terminator key, you will hear the OK Tones when you have made a correct entry that is accepted by PAGNOW!, or you will hear a single, long "Error Tone" for an incorrect entry. If you hear the Error Tone, make your entry again. Note: If your Pager uses a "PIN" number, you must make that entry (Command 0) also in order for PAGNOW! to correctly access your Pager. When you are finished with your call into PAGNOW!, instruct it to hang-up with Command 9. **Remember - all commands end with the "#" terminator key.**
- 3) THAT'S IT! PAGNOW! is ready to operate. There are many features available from PAGNOW! which are described below and their Setup instructions are shown in the Command Descriptions section below. Review them to see which ones might be useful in your application. At any time, you may call into PAGNOW! with a touch-tone phone, enter the password, and then instruct PAGNOW! with your new commands. When you use Command 9 to terminate the call and hang up the phone, your new instructions to PAGNOW! will immediately take effect.

### Operation.

Once you have completed the installation and Setup steps, PAGNOW is operational. Here's what it will do for you:

Input 1: PAGNOW! will deliver a message to your Pager whenever a closure occurs at Input 1. See Message Descriptions section for message content and format.

Input 2: Input 2 may be set to produce message delivery under two different conditions, depending on how you have Setup Command 6. PAGNOW! will deliver a message to your Pager whenever the desired condition occurs at Input 2.

Power Fail: When the external power fails for longer than about two minutes, PAGNOW! will deliver a message to your Pager. See Message Descriptions section.

Power Restored: When external power is restored, PAGNOW! will deliver a message to your Pager if the power returns within the discharge life of PAGNOW!'s rechargeable battery.

## QUICK-START INSTRUCTIONS FOR PAGNOW!

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PAGNOW! Output: PAGNOW! provides an Output that may be used to "take action", and operates in either of two modes. Please see Command 7 for details. Basically, in REMOTE mode, the PAGNOW! Output may be turned on/off at any time, by calling in to PAGNOW! from any touch-tone phone, and issuing the proper command. In AUTO mode, the Output is activated automatically at the time of each PAGNOW! callout, remaining activated for a user-defined period of time. An optional PAGNOW! Power Module, available from Compuquest, allows the PAGNOW Output to control high-power lights, motors, pumps, sirens, etc. that operate on 110 Volts AC.

### Command Descriptions.

Below is a description of the meaning and function of each command entry available on PAGNOW!. Also shown is the format used to correctly enter each command from a touch-tone phone. Several commands have secondary uses, which are shown as Alternate Formats. Remember, when you first call into PAGNOW!, you must enter your password before any other command instructions. After the password, commands may be entered in any order. Each command entry is always terminated by pressing the "#" key on the touch-tone phone. After each complete command entry, PAGNOW! will respond to the user's command entry with 4 "OK" tones, or 1 long error tone, to advise of the acceptance or rejection of the user entry. If you hear the Error Tone, make your entry again.

When power is applied to PAGNOW! for the first time, all commands having "default" settings are pre-set to the values shown below as **Default**, and will remain so until changed. You can reset all PAGNOW! entries to their default conditions by a special use of Command 1, see below.

**Command 0, Enter PIN Number.** Format: "0" + Up to 8 digits + "#" or,  
**Default is "\*"**

Command 0 is used to enter a "PIN" or "Pager Code" number. Some Paging systems require a PIN number entry in order to access the user's Pager. If your system does not use PIN's, you will not need to use this command. The default setting is "\*", or "no PIN". If you change from a Pager system that uses PIN's to one that doesn't, be sure to set the PIN to "\*", so PAGNOW! will work properly with the new system. Please also see the Application Notes section of this manual for an additional "special use" for this command.

**Command 1, Telephone Callout Number** Format: "1" + Up to 14 digits + "#" or,  
**Default is (blank)**

Command 1 is used to enter the phone number which is used to dial to your Pager. Sufficient memory space is provided for long-distance, 800-numbers, and PBX prefixes. The default setting is blank (empty). Setting the phone number to a single "\*" will re-set all commands to defaults, which provides a convenient way to "clear" PAGNOW! when needed. Entry of the "\*" character as part of a complete phone number produces a 3-second pause. This feature provides delay needed for 2nd dialtone, PBX line-access time, and more. To actually include a single "\*" as part of the callout number, enter "\*\*\*" at the desired position within the callout number. Note: **If utilizing a cellphone, please see instructions under Application Notes.**

**Command 2, Numeric Message To** Primary Format: "2" + Up to 8 digits + "#" or,  
**Appear on Your Pager.** Alt. Format: "2" + "\*" + Up to 7 digits + "#"  
**Default is "0"**

Command 2 is used to define the Numeric Message that PAGNOW will deliver to your Pager. This message would typically be a site ID, (so you know which PAGNOW! is calling you), another code that is meaningful to you, or the traditional phone number to call back. When PAGNOW! delivers a callout, your Pager will display this entry plus the "cause" of the callout - see the Message Description section below. The default for Command 2 is "0". The Alternate Format of preceding the entry with "\*" causes any PAGNOW! callout to be delayed for one minute before delivery. This is valuable when PAGNOW is sharing the phone line with an automated dialing device that reports to police, fire, or central alarm station. By instructing PAGNOW! to delay its own callout for one minute, the other "higher-priority" device is allowed time to make its call.

QUICK-START INSTRUCTIONS FOR PAGNOW!

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**Command 3, Answer Incoming Calls** Primary Format: "3" + One digit + "#"  
**On The ?th Ring.** Alt. Format: "3" + "\*" + "#"  
**Default is "1"**

Command 3 is used to instruct PAGNOW! when to answer incoming calls - on the first ring, or on any other ring up to the 9th ring. The default for Command 3 is "1". The Alternate Format of setting this entry to "\*" places PAGNOW! in a special "callback" mode. This allows PAGNOW to share a phone line with a "passive" device, such as an answering machine, with full functionality. Please see the "Line Sharing" paragraph of the Other Features section for details on how "callback" mode operates.

**Command 4, Change The Access Password.** Format: "4" + 5 digits + "#"  
**Default is "12345"**

Command 4 is used to change the access to PAGNOW!. The access password for PAGNOW! may be changed at any time. A password must be exactly five digits long. The default for Command 4 is "12345"

IMPORTANT: IF YOU FORGET YOUR ACCESS PASSWORD, THERE IS NO WAY TO GET INTO PAGNOW!. IF THIS HAPPENS, YOU MUST TEMPORARILY UNPLUG THE PAGNOW! EXTERNAL POWER CORD AT THE REAR PANEL. THIS WILL RESTORE THE DEFAULT PASSWORD (12345) SETTING. IF YOU NEED TO DO THIS, WE SUGGEST THAT YOU CALL THE DEALER WHERE YOU PURCHASED PAGNOW! IF YOU HAVE ANY QUESTIONS ABOUT PERFORMING THIS OPERATION. IMPROPER DISASSEMBLY OR INCORRECT BATTERY CONNECTION CAN DAMAGE PAGNOW! AND VOID YOUR WARRANTY.

Write your Password down, and keep in a safe place.

**Command 5, Repeat Callout Interval/Count.** Primary Format: "5" + 2 digits + "#"  
**Default is "0"** Alt. Format: "5" + "\*" + "#"

Command 5 is used if "repeated delivery" of PAGNOW!'s most recent message is desired. The first digit (1-9) represents the interval in minutes between callouts. The second digit (1-9) is the quantity "count" of repeated callouts to be made. For example, if "37" were chosen for the 2 digits, this instructs PAGNOW! to repeat delivery at 3-minute intervals and to make 7 such repeated callouts, unless canceled before all 7 are made. To cancel, the recipient may call into PAGNOW!, and execute Command 9 to cancel the repeated callout. The Alternate Format instructs PAGNOW! to provide a Test Callout, to verify the proper operation of PAGNOW!, or to conveniently test PAGNOW! when you are installing or performing Setup on it. A specially-coded message is delivered.

**Command 6, Set Input #2 Trigger Polarity** Primary Format: "6" + One digit + "#"  
**Or, Receive I/O Status.** Alt. Format: "6" + "\*" + "#"  
**Default = "1"**

Command 6 is used to select the "trigger" polarity of Input #2. Enter "9" to select "active-open" polarity, or "1" to select "active-closed" polarity. For example, when set to "9", PAGNOW! will deliver its callout message when an "open" condition exists at the terminals of Input #2. the Default for Command 6 is "1", and any digit entered besides "9" forces this default value. Input #1 is permanently set for "active-closed" trigger. The alternate format provides a status of current hi/lo condition of Input 1, Input 2, and the Output, in that order. For each one, a long "preface tone" is delivered, then **no tone**, for a "lo", or **a quick tone burst** for a "hi" condition. In total, three preference tones will be heard, each followed by the status for that specific input or output. After all three are completed, the usual "OK" tones are sent, marking end of command. The Setup polarity for Input #2 is unaffected by the command to receive I/O status.

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**QUICK-START INSTRUCTIONS FOR PAGNOW!**

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**Command 7, Configure PAGNOW! Output.** Format: "7" + 1st. digit + 2nd. digit + "#"  
1st. digit. "0" = REMOTE; "1" = AUTO  
2nd. digit. Duration for AUTO ON at callout: "1" to "9" seconds, or "0" (see below).  
**Default is "05"**

Command 7 is used to define the configuration control for the PAGNOW! Output. It consists of two digits, each with their own special function. The 1st. digit sets whether the Output is under "REMOTE" control or "AUTO" control. REMOTE means that the user instructs the PAGNOW! Output to go on/off from a touch-tone phone at any time, using Commands 8 and \*. AUTO means that PAGNOW! will automatically turn "on" the Output for a specified number of seconds at the start of each new callout message delivery (to provide a local alarm, buzzer, etc.). The 2nd. digit defines how many seconds "on" in AUTO mode. When operating in REMOTE mode, the 2nd. digit is ignored. In AUTO mode, if the second digit is set to "0", the Output will turn on at callout and stay on until cleared using command 8.

**Command 8, Turn OFF the** Format: "8" + "#"  
**PAGNOW! Output.**

Command 8 is used to turn OFF the PAGNOW! Output, both for REMOTE mode and for AUTO mode - see Command 7 for mode details.

**Command 9, Cancel Current Repeat** Format: "9" + "#"  
**Callout, and/or Terminate Setup Commands and Hang-up.**

Command 9 is used to instruct PAGNOW! to hang-up when the current Setup session is finished, and also to terminate the currently-active repeat callout, if present. Note that only the currently-active repeat callout is affected, overall repeat callout on/off selection is done using Command 5.

**Command \*, Turn ON the** Format: "\*" + "#"  
**PAGNOW! Output.**

Command \* is used to turn ON the PAGNOW! Output, if operating in REMOTE mode.

Message Descriptions.

The Message delivered by PAGNOW! to the Pager consists of: The contents of the numeric message (Site ID) as entered by the user, plus the "cause" of the message, either

"-1" for input 1	"-2" for input 2
"-3" for external power-lost	"-4" for external power-restored
"-5" for a user-requested self-test callout (see Command 5)	

(Some Paging systems do not display of the "-" character. For these systems, whatever the "cause" character is displayed immediately following the Site ID).

Connecting the Inputs and Output.

Use the supplied screwdriver to connect wires to PAGNOW!'s Input and Output Connector. A single "ground" screw is common to both Inputs and Output. Both Inputs are TTL-compatible (5 volts/10 mA.) and are compatible with dry-contact closure switches. The Output is TTL/CMOS compatible with drive capability of 10 TTL loads and current sinking capacity of 15 mA. WARNING: Improper connections to PAGNOW! may cause damage to itself and external equipment. Connections should be made by a qualified technician. To operate higher-power lights, motors, pumps, etc., use the Compuquest PAGNOW! Power Module. Several Models provide high-power switching capabilities, starting at 110 VAC, 10-amps.

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**QUICK-START INSTRUCTIONS FOR PAGNOW!**

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Line Sharing.

PAGNOW! is able to share a telephone line with another telephone, so you can save the extra cost of an additional phone line. Set PAGNOW! to answer on a "later" ring, so that the other telephone may be picked up quickly when needed. See Command 3 for details. A special Callback setting allows PAGNOW! to share the line with devices such as answering machines. When set for Callback, PAGNOW! will NOT answer the phone when it is first called, no matter how many rings occur. With a minimum 10-second delay before receiving the next call, PAGNOW! WILL answer immediately on that next incoming call, as long as it arrives not more than 60 seconds after the first call. The caller wishing to reach PAGNOW! makes the first call, lets it ring, and hangs up. The user must then call back within 60 seconds and PAGNOW! will answer immediately on the second call. To use with an answering machine, set the answering machine to answer on 2 or 4 rings for example, and set PAGNOW! for Callback. When the caller wishes to reach the answering machine, the caller simply waits the correct number of rings ON THE CALLER'S FIRST CALL, and the answering machine will answer. Since, in this case, PAGNOW! will not get a second callback by the caller within 60 seconds, it remains in Callback until the next 2-call sequence.

If you have questions or comments on PAGNOW!, please call the Compuquest, Inc. Technical Support Line at (630) 830-2700.

(...space below provided for your notes...)

## APPLICATION NOTES

Paging System Compatibility. When PAGNOW! is shipped to you, it is pre-configured for compatibility with the great majority of tone-prompt Paging systems, including Skypager(tm), which uses voice-prompts. However, there are some Paging systems that will require you to make a small Setup change in order for PAGNOW! to work properly with them. Here's how to find out if you need to make the Setup change or not:

Make a telephone call as if you were going to Page yourself. When your Paging system answers your phone call, listen for the first sound - it will either be a group of short beeps (usually 2-4), or a single high-pitched tone lasting about one second. If you hear short beeps, PAGNOW! is already set to be compatible with that system. If you hear the single tone, you must make the following Setup change to your PAGNOW! for proper use on that system:

Call into PAGNOW!, enter password, wait for the "OK" Tones, then enter 0 \* \* # and wait again for the OK Tones.

That's all you need to do. Your PAGNOW! will recognize this Setup change and operate properly for that Paging system. The above Setup change may be done at any time, before or after your regular PAGNOW! Setup sessions. Since it is a user-entered command, it will be removed if the "Reset to Defaults" (1 \* #) command is entered, and must be re-entered to be effective.

Using PAGNOW! on a PBX Extension. PAGNOW! is fully capable of operation while connected to a PBX extension line. (Just beware that if the PBX becomes inoperative, PAGNOW! will be unable to make its callouts). Most PBX systems require a "prefix" digit - typically 9 - to get a dialtone. When you Setup the PAGNOW! Pager Telephone Number (Command 2), start your entry with the prefix. You may or may not wish to follow the prefix with a "\*" character, to cause a 3-second delay while waiting for the PBX to actually provide you with the outside line. Some PBX systems are very fast, and no delay is needed. You can hear this for yourself by picking up your regular PBX extension phone, dialing your prefix, then listening to see how quickly you get the next dialtone. One other comment about PBX dialing: some PBX systems give the user a "confirmation tone" AFTER the user has entered all desired telephone digits. If your PBX does this, be sure to include a "\*" character as the last character before the terminator in your Command 2 entry!

Switching Pager Systems. If you have been using PAGNOW! on one Pager System, and then switch to a new one, you should call PAGNOW! and enter the Reset Defaults Command (1 \* #) before you perform Setup on it for the new Pager system. This will insure correct changeover operation.

Special Page Code "9". PAGNOW! V2.6 firmware contains a new feature to provide a page with msg.code "9". The user sets this special feature by entering "\*\*\*" for command 3. If callback mode fails to get the "callback call", and the "\*\*\*" value is set, the page is made. This means that 1) the line upon which PAGNOW! is connected to (and we assume sharing with another device since it is in "callback mode"...), and 2) no repeat call was made within the time-out period to access PAGNOW!. Therefore, we can assume that the "other" device on the line received a phone call, which could be a fax or answering machine, etc. which the user would like to know about. So, the pager is alerted. NOTE: THIS SAME CAPABILITY MAY BE ACHIEVED BY USING THE COMPUQUEST LIGHT SENSOR

Using PAGNOW! with a Cellphone. PAGNOW! is designed to send its reports to digital pagers, and thus, expects its dialouts to connect to a paging system terminal. It is possible, however, to use PAGNOW! to report to a cellphone (or other telephone) instead of a pager. You just need to do a few simple things that will make it work.

First, program PAGNOW! Command 1 with whatever dialout number and prefix would be needed to reach your cellphone.

Next, program command 2 with 3 or 4 digits - say 378 for example. Of course your cellphone will not display these numbers like a pager would, but the content is needed so PAGNOW! can deliver properly.

Receiving PAGNOW! Messages on Cellphone

When calls arrive to your cellphone from PAGNOW!, you will know because of the CallerID - it will be the PAGNOW! phone line. When you see this incoming call you must do two things:

1) answer the call, then press any number key for one second. Then listen, and you will hear a short burst of tones coming from PAGNOW! (this may take up to 5 seconds).

2) After the tone burst, again press any cellphone number key for about one second. Then terminate the call connection on your cellphone. You must press the final key - do not hang up without pressing it, or PAGNOW! will re-issue its report dialout.

## WARRANTY

COMPUQUEST, Inc. warrants all products of its manufacture against defects in material or workmanship for (1) year from the date of original shipment by COMPUQUEST. The warranty for products purchased and resold by COMPUQUEST, or otherwise provided but not manufactured by COMPUQUEST, shall be that of the original manufacturer.

COMPUQUEST'S SOLE OBLIGATION UNDER THIS WARRANTY SHALL BE TO FURNISH PARTS AND LABOR FOR THE REPAIR OR REPLACEMENT OF PRODUCTS FOUND TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP DURING THE WARRANTY PERIOD.

This warranty does not cover normal wear and tear. In addition, the warranty shall be null and void if the equipment is modified, improperly installed or used, damaged by accident or neglect, including failure to follow the specified installation or maintenance schedule provided in the equipment manual, or in the event of any parts improperly installed or replaced.

As a condition of this warranty, the Buyer must: (a) obtain a COMPUQUEST Return Authorization; (b) ship the product (or subassembly), transportation prepaid, to the point of manufacture; and (c) include with the product (or subassembly) a written description of the claimed defect. Unless COMPUQUEST authorizes the return of the entire product, only the subassembly shall be returned. Products (or subassemblies) returned shall be packaged in the original shipping container or comparable strong carton. In the event the equipment was not so packaged, or if shipping damage is evident, it will not be acceptable for warranty service. Surface transportation for the return of the product to Buyer shall be paid by COMPUQUEST within the 48 contiguous United States and the District of Columbia. Buyer shall pay shipping costs, customs clearance, and other related charges outside the designated area. If COMPUQUEST determines that the product returned for warranty service or replacement is not defective as herein defined, Buyer shall pay all costs of handling and transportation.

THE ABOVE WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

COMPUQUEST represents that the information contained in its published Engineering Specifications and Manuals is correct, but cannot be responsible for the specific application to which the product is applied, including but not limited to compatibility with other equipment.

**STANDARD TERMS AND CONDITIONS:** All products, parts, supplies, and services supplied by COMPUQUEST are so supplied in accordance with the COMPUQUEST Standard Terms and Conditions then in effect.

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### FCC NOTICE

This equipment generates and uses radio frequency energy and if not installed and used properly, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. PAGNOW! has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC Rules, which are designed to provide reasonable protection against harmful interference in a residential installation.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which you can determine by monitoring reception when PAGNOW! is on and then off, try to correct the problem by one of the following measures:

- Reorient the receiving antenna.
- Relocate the equipment with respect to the receiver.
- Relocate the equipment and/or the receiver so that they are on separate branch circuits.

If necessary, consult the dealer or an experienced radio/television technician for additional suggestions. You may find the following booklet, prepared by the Federal Communications Commission, to be helpful:

"How to Identify and Resolve Radio-TV Interference Problems"  
Stock No. 004-000-00345-4  
U.S. Government Printing Office  
Washington, DC 20402