PrivatePage®

Operator's Guide

PS2000AN, VM200, VP200, VP201

PrivatePage®
ON-PREMISE PAGING SYSTEM

PS2000AN

COMMAND COMMUNICATIONS
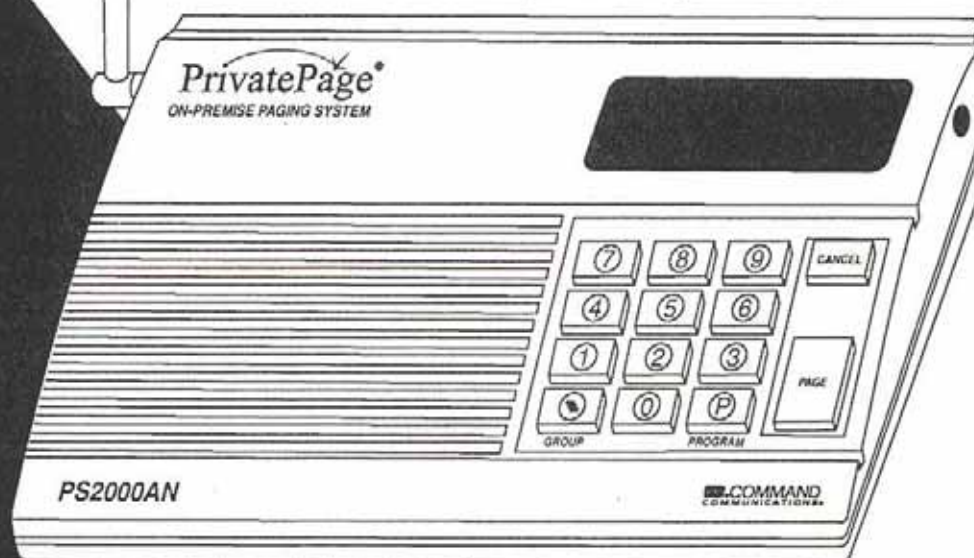
The PS2000AN and pagers are not compatible with the PS100 and PS1000 series products

Customer Service: 1-888-843-4399
Customer Service email:
ccitech@commandcom.net

Online Registration Now Available at
www.commandcommunications.net

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COMMUNICATIONS®

Important notes

According to standard industry practice, surge protection is recommended for use with all electronic devices. A surge suppressor should be used on the input power supply of the PS2000AN.

CAUTION

**RISK OF ELECTRIC SHOCK
DO NOT OPEN**

CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK) NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

This symbol is intended to tell the user that parts inside the product present a risk of electric shock to persons.

This symbol is intended to tell the user that important operating and servicing instructions are included in the Owner's Guide.

Warning: TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.

Caution: TO REDUCE THE RISK OF FIRE, DO NOT PLACE ANY HEATING OR COOKING APPLIANCE BENEATH THIS UNIT.

Introduction to the PS2000AN

Thank you for purchasing the PS2000AN. The PS2000AN is a wireless, on-premise paging system that alerts you to important messages through its individual system pagers. The PS2000AN is also equipped with two dry contact closures that when triggered, each contact will page a single pager or group of pagers automatically. Listed below are examples of various applications where the PS2000AN can be used:

- churches
- restaurants
- hospitals/clinics
- camp grounds
- apartment complexes
- residential properties
- construction sites
- offices
- hotels
- retail outlets
- factories

The PS2000AN operates in most environments where you need unlimited/direct paging.

The PS2000AN can send 10 different message codes (0-9), and address up to 1,000 individual (system) pagers.

Other PS2000AN system features include:

Non-Volatile Memory --stores system and pager codes for over one year, even if power fails.

Group Page Feature --sends a message to specific groups of pagers simultaneously.

Page All Feature --sends a message to all pagers simultaneously.

AC/DC Operation --allows use from a standard 120 volt AC wall outlet, or from a standard 12 volt DC cigarette lighter. (Adapter cable not included.)

Center-Loaded Antenna --provides up to a maximum of 2 miles transmitting range (depending on reception conditions). This antenna can be replaced with an outdoor antenna for extended transmitting range. (An outdoor antenna can be purchased at a consumer electronics store.)
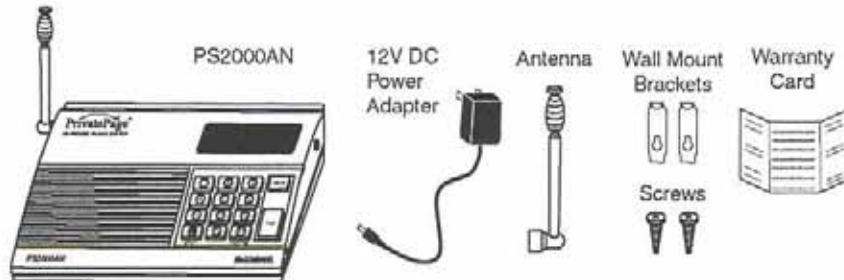
Please read through the rest of this guide to learn how to properly install and operate the PS2000AN.

Table of Contents

Unpacking the PS2000AN

When you open the PS2000AN box for the first time, inspect the contents. In the box, you should find the following items:

If any of these items are missing or damaged, contact the dealer where you purchased the unit, or call Customer Service at the number listed in "Service Information."

# Installing the PS2000AN

Positioning the PS2000AN

You can operate the PS2000AN from a flat surface such as a table, counter, or shelf. Or, you can use the supplied wall-mount brackets to mount it on a wall. Steel and concrete walls reduce transmitting range. If the PS2000AN is located in a concrete or steel building, and part of the coverage area is located outside the structure, place the unit and antenna close to a window.

To mount the PS2000AN on a wall, perform the following steps:

1. Slide the wall-mount brackets into the 2 wall-mount slots, as shown.

Back of the PS2000AN
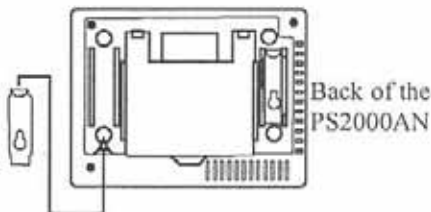
2. Insert the center-loaded antenna connector into the **ANTENNA** jack on the PS2000AN. Turn the connector clockwise until the antenna locks in place. For maximum efficiency, extend the antenna to its full length, orient it vertically, and avoid contact with walls and

Clockwise

Back of the PS2000AN
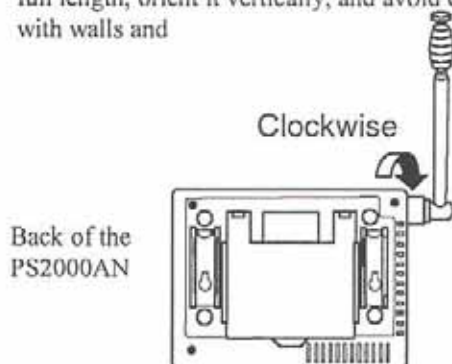
3. Mark the positions for the 2 supplied mounting screws on the wall. The positions should be 6" apart. Drill the 2 holes, then thread the screws into the wall. The screws should extend 3/16". Do not over tighten the screws.

4. Align the keyholes on the back of the brackets with the 2 screws, then push in and press down to secure the PS2000AN to the wall.

Extend antenna upward
6"
Magnetic turn off spot for VM200 pager only
Antenna ground wire
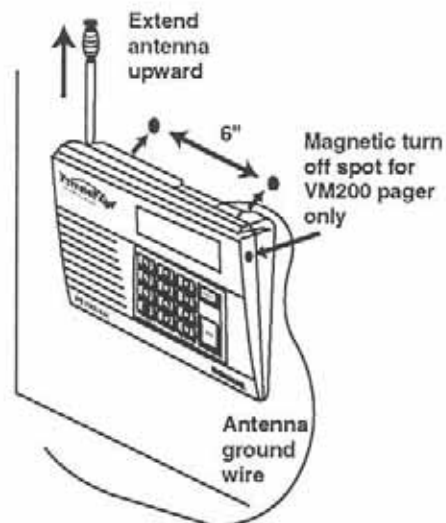
For best transmission, both the center-loaded antenna and the black antenna ground wire must be fully extended. Do not coil the antenna ground wire, as this will decrease transmission efficiency.

You can use an outdoor base station CB antenna in place of the supplied antenna to increase transmitting range. The PL259-type antenna jack allows use with a variety of antennas.

When installing or removing a base station antenna, use extreme caution.

If it starts to fall, let it go. It could contact overhead power lines. If the antenna touches the power line, contact with the antenna, mast, cable, or guy wires can cause electrocution and death.

Call the power company to remove the antenna. Do not attempt to do so yourself.

Connecting power to the PS2000AN

120V AC power (in home or office)

Connect the small end of the power cord into the port labeled **DC 12V**. Plug the power adapter into a standard AC wall outlet.

The PS2000AN does not operate when power fails, but it maintains the system code in memory. (See "Storing the system code.")

Because the PS2000AN maintains its memory through power failure, there is no need to reprogram the unit when power is restored. The PS2000AN can maintain this code for more than one year without power.

12V DC power (in car, truck or boat)

The PS2000AN can also operate from a 12V DC power source, such as in a car, truck or boat that has a cigarette lighter receptacle.

Simply connect the PS2000AN to the cigarette lighter with an optional adapter cable. (In this application, transmission range may be reduced.)

Contact Customer Service at the number listed in "Service information" for information about purchasing a 12V DC adapter cable.

Installing/replacing pager batteries

The PS2000AN works with the VM200 (vibrating), VP200 (vibrating) and VP201 (tone or vibrating) system pagers (not included).

The individual pagers are powered by two (2) AAA batteries (not supplied). We recommend that you use alkaline batteries to power the pagers. To install or replace the pager's batteries, follow these steps:

1. Slide the battery compartment door open.
2. Insert 2 fresh alkaline batteries as indicated by the polarity symbols (+ and -) marked inside the compartment.
3. Slide the battery compartment door closed.
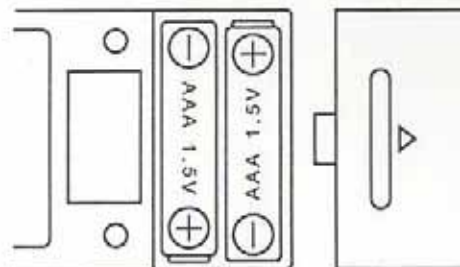
Pagers flash ▢ every 2 seconds to indicate it is on and the batteries are okay. When the display becomes dim, or doesn't flash when turned on, replace the batteries.

Using the PS2000AN

In this section, there are operating notes for using the PS2000AN. Read these notes before attempting to operate the system.

Overview

Before operating the PS2000AN, be sure that you understand the following information concerning the paging system's capabilities.

The PS2000AN covers a maximum range of up to 2 miles using the supplied center-loaded antenna. This distance is based on optimum conditions over a line-of-sight path. The range might be less, depending on surrounding conditions.

The PS2000AN sends a number (from 0-9) to a single pager, a group of pagers, or all system pagers. The pagers in turn beep or vibrate (VM200 vibrates, VP200 vibrates, VP201 beeps or vibrates) and displays the numeric message. Each pager has a label where you can record the message you've assigned for each number. We recommend that you use a pencil, so the number can be easily changed at a later date.

Each pager has its own pager code, which allows the PS2000AN to send a message to selected pagers. You can record up to 100 pager codes and their corresponding users on the card located under the PS2000AN (additional space is provided on the last page of these instructions).

The card is inside the bottom of the unit and must be pulled out from the front. You can also write down the messages represented by each message code. Again, we recommend that you use a pencil, so the number can be easily changed at a later date.

Storing the system code

Before you can use the PS2000AN, you must designate a system code. The system code ensures proper signaling between the PS2000AN and the pagers.

To enter and store a system code, follow these steps:

1. Turn the PS2000AN power **ON**. (The power switch is located on the back panel of the PS2000AN.)
2. Press **CANCEL** to clear display.
3. Press **PROGRAM**, then **0**. The **TRANSMIT** display will show the stored system code momentarily, then _ _ _ will appear (after pressing **PROGRAM**, the display flashes).
4. Enter a 3-digit system code. After about 1 second, the display shows - - - -, indicating the system code is stored.
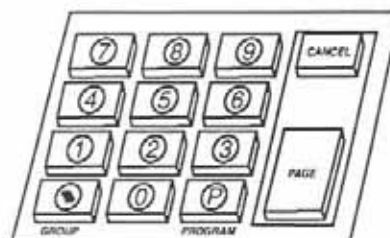
(Keypad on the PS2000AN.)

If you enter a wrong code, repeat steps 2 through 4 to reset the system code.

NOTE: If your application requires more than 1,000 pagers, you can use multiple PS2000AN systems. If using more than one PS2000AN, each system should have a unique system code.

Storing the pager code

Before you can use the pagers with the PS2000AN, you must designate a pager code for each of the pagers.

NOTE: You must reset all pager codes when you enter a new system code.

To enter and store a pager code in the VM200, VP200, or the VP201 pagers, follow these steps:

1. Turn the pager **OFF**.

2. VP200 and VP201- Press and hold the **ON/OFF** switch, then slide it to ▯ or ▯
VM200 – Push and hold the **"Push ON"** button.

3. Continue holding this switch down until the display shows ≡ (about 1 second), a 3 and then a flashing **L** indicating that the pager is ready to learn a new code.

4. Make sure that the PS2000AN is turned **ON**, then enter a 3-digit pager code (000-999) and then **0**.

5. Press the **PAGE** button on the PS2000AN, and the unit will transmit the pager code to the pager. Depending upon the pager model, it will vibrate or beep 5 times, and flash **8** on its display, indicating that it received the message code **0**. The pager then displays ▯ to indicate it is ready.

6. Once the pager code is successfully stored, turn the pager **OFF** and then **ON** before attempting to transmit a message code.

Example: If you want the pager to have a new pager code such as: 450, enter 4500, and press **PAGE**.

After you press the **PAGE** button, the PS2000AN LED flashes the 4 digits 7 times, and simultaneously transmits the pager code to the pager. The 4 digits will remain illuminated until you perform one of the following actions:

- Turn the PS2000AN **OFF**
- Press the **CANCEL** button
- Transmit a message to a pager

Perform the preceding steps for each pager used with the PS2000AN.

NOTE: If the pager does not successfully store the pager code, repeat the preceding steps.

Transmitting a message code to a single pager

1. Turn the PS2000AN power **ON**. (The power switch is located on the back panel of the PS2000AN.)

2. Press the **CANCEL** button if the display shows unwanted pager or message codes.

3. Enter the 3-digit code for the pager you want to receive the message, then the one digit message code that you want to send. If you enter the wrong pager or message code, press the **CANCEL** button, then re-enter the correct codes.

NOTE: You cannot reset either of these codes after you press the **PAGE** button.

4. Press the **PAGE** button. The **TRANSMIT** display lights during transmission, and the pager's display flashes the message code number 3 times. The 4 digits will remain illuminated until you perform 1 of the following actions:

- Turn the PS2000AN **OFF**
- Press the **CANCEL** button

5. Press **CANCEL**, then repeat steps 3 and 4 if you want to transmit another message code to another pager.

# Transmitting a message code to groups of pagers

1. Turn the PS2000AN power **ON**.

2. Press the **CANCEL** button if the display shows unwanted pager or message codes.

3. Enter the 3-digit code for the group of pagers you want to receive the message, then the 1-digit message code that you want to send.

The **GROUP** button represents 0-9 and can be inserted into any position of this 3-digit code. This designates the specific group of pagers to receive the message code. Example:

Press **10 GROUP** (then message code) - sets message code for pagers numbered 100, 101, 102, 103, 104, 105, 106, 107, 108, 109.

Or, press **1 GROUP 0** (then message code) - sets message code for pagers numbered 100, 110, 120, 130, 140, 150, 160, 170, 180, 190.

Or, press **GROUP 0 0** (then message code) - sets message code for pagers numbered 000, 100, 200, 300, 400, 500, 600, 700, 800, 900.
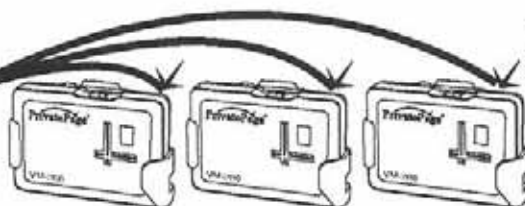
Or, press **0 GROUP GROUP** (then message code) - sets message code for all pagers numbered 000 through 099.

Or, to page all pagers, press **GROUP GROUP GROUP** (then message code) - sets message code for all pagers numbered 000 through 999.

If you enter the wrong pager or message code, press the **CANCEL** button, then re-enter the correct codes. NOTE: You cannot reset either of these codes after you press the **PAGE** button.

4. Press the **PAGE** button. The **TRANSMIT** display lights during transmission, and the pager's display flashes the message code number. The four digits (**GROUP** is represented as "**n**" on the display) will remain illuminated until you perform one of the following actions:

●   Turn the PS2000AN **OFF**
●   Press the **CANCEL** button

If desired, press **PAGE** again to re-send the current message code to the pager.

5. Press **CANCEL**, then repeat steps 3 and 4 if you want to transmit another message code.

Alarm notification paging

The PS2000AN is equipped with two dry contact closures that when triggered, each contact will page a single pager or group of pagers automatically.

On the back of the PS2000AN, you will find an RJ-11 four-wire jack that is the contact connection.

The inside two wires are contact number one and the outside two wires are contact number two.

Installation

To connect one or both contacts, connect a four-wire RJ-11 telephone cable into the jack connection on the PS2000AN. Strip the other end of this cable to expose the red, green, black, and yellow wires.
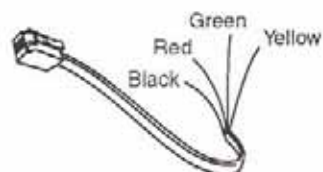
Contact 1: Connect the red wire to one side on the contact block. Connect the green wire to the other side on the contact block.

Contact 2: Connect the black wire to one side on the contact block. Connect the yellow wire to the other side on the contact block.

Connect to
PS2000AN jack
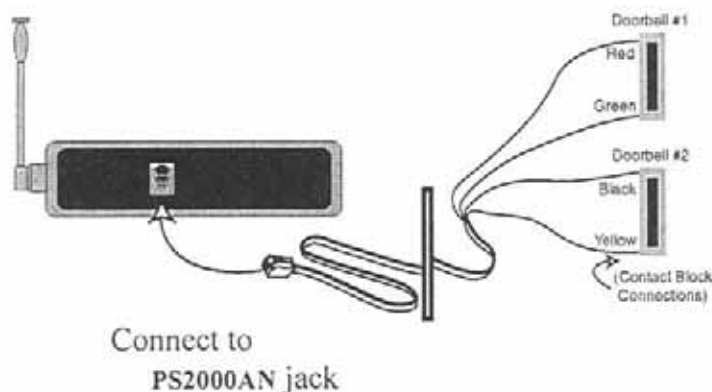
When either contact is momentarily closed and then opened (in the case of a doorbell trigger), the PS2000AN will automatically page the pre-assigned pager.

Storing the pager assignment:

Contact 1 memory position:
1. Turn the PS2000AN power **ON**.

2. Press the **CANCEL** button to clear the display.

3. Press the **PROGRAM** button (the display will flash) then press the **1** button. The display will momentarily show what is stored in the memory position, then _ _ _ _ will appear in the display.

4. Enter the three-digit pager assignment number and the digit to be displayed. Example: 3526.

5. After the four-digit code has been entered into the memory position, the PS2000AN will display - - - - again to show that the new entry has been stored.

Contact 2 memory position:
1. Press the **CANCEL** button to clear the display.

2. Press the **PROGRAM** button (the display will flash) then press the **2** button. The display will momentarily show what is stored in the memory position, then _ _ _ _ will appear in the display.

3. Enter the three-digit pager assignment number and the digit to be displayed. Example: 3527.

4. After the four-digit code has been entered into the memory position, the PS2000AN will display - - - - again to show that the new entry has been stored.

A group or all pagers can be activated from either contact (see Transmitting a message code to a group of pagers, page 6).

Contact priority paging sequence

When the PS2000AN is in a normal paging cycle (the base unit is transmitting a signal to a pager) and either of the two contacts is triggered, the system will override the current paging selection and page the pager(s) assigned to the contact memory.

If Contact 1 is triggered and the system is paging the assigned pagers, and then Contact 2 is triggered,

it will ignore Contact 2 and continue to page the pagers assigned to Contact 1.

If Contact 2 is in a paging cycle, and Contact 1 is triggered, it will immediately stop paging the pagers assigned to Contact 2, and start paging the pager(s) assigned to Contact 1. In other words, Contact 1 can override Contact 2, but Contact 2 cannot override Contact 1.

Receiving a message code

VP200 pager

When a pager is turned **ON** , and receives a page, it vibrates for approximately 3 seconds and flashes the received code, unless you press the **OFF** switch to stop the vibration before it finishes.

The pager reminds you of a page approximately every 60 seconds, unless you press the **OFF** switch.

VM200 pager

When the pager is turned on by pressing the **"Push ON"** button and receives a page, it vibrates for approximately 3 seconds and flashes the received code, unless you press the **"Push ON"** button to stop the vibration before it finishes.

The pager reminds you of a page approximately every 60 seconds, unless you press the **"Push ON"** button.

Turning VM200 off

The VM200 has a magnetic turn off feature. To turn the pager off, place the ● located on the right side of the pager on the ● labeled **"Pager OFF"** located on the right side of the PS2000AN.

When using the VM200, be advised placing the ● near a magnetic field can turn the pager off.

VP201 pager

The VP201 pager has two modes of operation as follows:

1. In the tone mode the pager beeps when it receives a message. The pager sounds 12 beeps and flashes the received message code on its display, unless you press the **ON/OFF** switch to reset. Press **ON/OFF** to silence the pager when it beeps again, or the pager beeps once about every 60 seconds to remind you that there is a new message.

2. In the vibrating mode the pager vibrates when it receives a message. The pager vibrates for 3 seconds and flashes the received message code on its display.

The pager reminds you of a page approximately every 60 seconds, unless you press the switch.

Press **ON/OFF** to silence the pager from beeping every 60 seconds.

Reviewing stored message codes

The pagers can store eight message codes. Repeatedly press the black pager switch to view the stored message codes one by one, from newest to oldest. A dash (-) indicates the end of the stored message codes.

When the memory is full and a new message is received, the oldest message code is deleted from memory.

If a new message code is identical to the last message received, it is not stored.

All stored message codes are erased when the pagers are turned **OFF**.

Troubleshooting -- helpful hints

After following all operating procedures, the PS2000AN isn't reaching my pagers. What can I do to increase the range of transmission?
1. Adjust or reposition the antenna to obtain optimum transmitting range.
2. Connect a base station antenna to substantially increase the PS2000AN's transmitting range.

What can I do to reduce the interference on my phone when using the PS2000AN?
1. Adjust or reposition the antenna and the antenna ground wire.

What can I do if my pager doesn't display a message code?
1. Review operating procedures and try again.
2. Check the pager's batteries.

What do I do if my pager won't receive a message code?
1. Verify the PS2000AN system code and correct pager code.
2. Complete the steps to store the pager code.

How can I use two PS2000AN base units with multiple pagers?
1. Set both of the PS2000AN base units to the same system code.

Warranty/Service information

WARRANTOR: Command Communications, Inc.

ELEMENTS OF WARRANTY: Command Communications, Inc. warrants, for the duration of this warranty, the PrivatePage PS2000AN and Series 200 pagers (hereafter referred to as the "Product") to be free from defects in materials and craftsmanship with only the limitations or exclusions set out below.

WARRANTY DURATION: PS2000AN – One year. Pager models VM200, VP200, VP201 – 90 days.

This warranty shall terminate and be of no further effect (see duration of warranty above) after the date of original purchase of the Product or at the time the Product is (A) damaged or not maintained as reasonable and necessary, (B) modified, (C) improperly installed, (D) repaired by someone other than the warrantor for defect or malfunction covered by this warranty, (E) used in a manner or purpose for which the Product was not intended, (F) damaged by an act of God (such as a lightning strike), or (G) sold by the original purchaser.

STATEMENT OF REMEDY: In the event the product does not conform to this warranty at any time that this warranty is in effect, the warrantor shall repair the defect, return it to you without charge for parts, service, or any other costs incurred by the warrantor or its representative in connection with the performance with this warranty.

This warranty does not cover or provide for the reimbursement or payment of incidental or consequential damages. Some states do not allow this exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

SERVICE INFORMATION/PROCEDURE FOR OBTAINING PERFORMANCE OF WARRANTY:

1. Pack the product in the original carton or equivalent.
2. Enclose a copy of the bill of sale or other documentation showing original purchase date.
3. Contact the dealer where you purchased the product, or call the service center listed below to obtain a return material authorization number (RMA #).
4. Mail the above prepaid and insured to the warrantor at:

Command Communications, Inc.   Customer Service: 1-888-843-4399
7025 South Fulton Street, #120   Customer Service email: ccitech@commandcom.net
Englewood, CO 80112   Web Site: www.commandcommunications.net
(303) 792-0870
Fax (303) 792-0899

Command Communications, Inc. cannot be held responsible for any loss or damage in transit.

Please retain proof of purchases to establish date of original purchase. Your warranty starts with the date of original purchase.

LEGAL REMEDIES: This warranty gives you specific legal rights, and you may also have rights that vary from state to state.

Though every effort has been made to ensure accuracy, these instructions may include technical or typographical errors. Content of these instructions may be changed from time to time due to product improvement. These changes will be incorporated in new editions of these instructions. We disclaim liability for any changes, errors, or omissions.

NOTE: Any unit returned without an RMA # clearly marked on the exterior package will be refused and returned at the sender's expense.

International return policy

Command Communications, Inc. does not guarantee that this product will be compatible with the telecommunications systems of all countries. Modifications may have been made to the product in order to function in certain locations. Therefore, it is best to purchase our products in the country in which it will be used.

If this product is purchased outside the U.S. from an authorized Command Communications' dealer, it should be returned for repair at the location where it was purchased, as provisions have been established to handle warranty repair outside the U.S.

If you send the product directly to Command Communications for repair, you will be responsible to pay all freight, handling, and Custom charges (both ways).

FCC Rules Part 95

WARNING: Do not make adjustments that could result in a violation of the rules or that are recommended to be performed by or under the immediate supervision and responsibility of a person certified as technically qualified to perform transmitter maintenance and repair duties in the private land mobile services and fixed services by an organization or committee representative of users of those services.

WARNING: Replacement of any transmitter component (crystal, semiconductor, etc.) could result in a violation of the rules.