

VP-4 Pager Troubleshooting Guide

Pager Not Receiving Messages

If a pager is not receiving messages, first, make sure the frequency matches the system at your location. If you have multiple locations with pager systems, each location may have its own assigned frequency, so they cannot be swapped out without changing the frequency of the pager.

The most common reason for pagers not receiving messages is a mismatch of which capcode is used on the system. Anything sent from a panic button or from the base station has a 7-digit code sent with it called a capcode that identifies which pager will receive the message. If the capcode you're using is not on the pager, the pager will ignore the message.

The common capcode that is on our pagers and the default that our system sends for pagers, is 0800900 (or 0800904 on some older systems.)

If you're using a different code, make sure your unique code is programmed on the new pagers. See the programming guide for pagers here: <u>https://www.visiplex.com/docs/vp4_Guide.pdf</u>. This guide will cover the newer V4 pagers, and the older V2 and V3 pagers as well. Check which ones you have by looking at the top right of the label on the back.

You can match programming from an older working pager, to another pager that is not receiving messages. Alternatively, check what capcode you're sending from your buttons or base station and add it to your pager.

The other possible issue is that the pager is set to the incorrect BAUD rate. Most pagers are 1200 BAUD, but some older systems use 512 BAUD. To check which you are using on a VS4810, you can check the device ID you use to send messages to it (Usually device #100 or 199.) Go to the admin menu, and select option 1 for edit device details. BAUD 1 means 1200 Baud, and 5 means 512 baud. To see how to change the BAUD rate a pager is using, see the full manual on the resources page of the website.

Pager Sometimes Not Receiving Messages/Not Working in Certain Areas

If a pager is receiving sometimes, but not always, it is usually an issue of range. If you have a base station or paging controller, try to ensure that it is centrally located if possible. You want to minimize distance from the buttons to the base, as well as the base (or transmit antenna for high power external transmitters) to the pagers when possible.

If you have a direct buttons-to-pagers system with no base, and cannot receive messages in certain areas of a building, then you can purchase a repeater to extend the range of buttons.