HME

®

ion IQ™

Wireless Drive-Thru Audio System

Operating Instructions

HM Electronics, Inc.
14110 Stowe Drive
Poway, CA 92064 USA

Phone: 1-800-848-4468
Fax: 858-552-0172

Table of Contents

Figures and Diagrams

The Headset provides basic operating cues in Spanish and French, as follows. Refer also to the Changing Languages instructions on .

Español

El COM6000BP proporciona información que indica el estado del funcionamiento del mismo en español como es: **Unidad #, Batería cargada**, **Batería semi-cargada**, **Batería baja**, **Línea uno**, **Línea dos, Fuera de alcance, Reemplazar bateria** y **Unidad desactivado**.

Para cambiar el idioma de la información que se escucha en la diadema, de ingles a español, sigua los siguientes pasos: Oprima y mantenga presionado el botón "A1", así como el botón para reducir el volumen "▼" y el botón para encender el comunicador "PWR" al mismo tiempo, hasta que el comunicador se encienda.

Français

COM6000BP fournit les sélections de fonctionnement fondamentales suivantes en français: **Ceinture-sac #, Fonction inactive, Batterie charge, Batterie demi-charge, Batterie basse-charge, Voie un, Voie deux,** ʻ**hors** ḋ**entente, Remplace batterie** et **Ceinture-sac inactive**.

Pour changer les indications de l'anglais au français, appuyer et tenir le "A1" et le volume en bas "▼" en même temps, tout en appuyant sur le boutton d'allumage "PWR".

Illustrations in this publication are approximate representations of the actual equipment, and may not be exactly as the equipment appears.

ion|IQ™ EQUIPMENT

The ion|IQ™ is an audio system primarily for use at quick-service restaurants. The equipment shown below is standard with the ion|IQ™. Optional equipment can be ordered from your local dealer.

NOTE:

Equipment quantities vary, depending on individual store needs at time of purchase. Additional equipment can be ordered from the list below.

Base Station

Odyssey IQ

COM6000BP
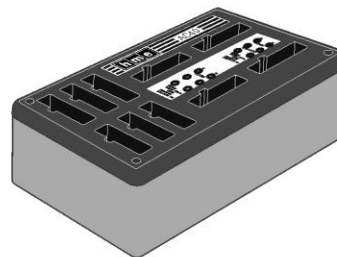
Battery Charger

Battery

Microphone

Speaker

Figure 1.   ion|IQ™ standard equipment

OPTIONAL EQUIPMENT

Equipment	Model Number
Belt-Pac	COM6000BP
Belt	None
Odyssey IQ All-In-One Headset	HS6000
Wireless Headset (listen only)	HS6000L
Battery for Odyssey IQ	BAT41
Headset	HS12
Headset, Over-the-Ear	M220
Headset Earmuff	None
Headset Earpiece Cover (disposable)	None
Headset Interface	HSI6000
Telephone Interface	TI6000
Vehicle Detector Board	VDB102
Vehicle Detector Board (with relay)	VDB102R
Vehicle Detector Loop (underground)	VDL100
Low-Profile Speaker	SP2500LP
Ceiling Speaker	MM100
Microphone	DM4
Mode Switch (dual lane)	MS10
Remote Speed Team Switch	SW2
Switcher Circuit Board	None
Antenna Coverage Extension Kit	EC10
Extended Coverage Antenna Kit	EC20
Remote Antenna Kit (with 6 ft / 1.83 meter cable)	ANT20-6
Remote Antenna Kit (with 30 ft / 9.14 meter cable)	ANT20-30

Base Station

All functions of the drive-thru audio system are channeled through the base station. It is the electronic heart of the ion|IQ™.

External base station features are shown in Figures 2 and 3. Internal features are shown in Figure 11.

Front Panel

Display screen

Menu-select buttons

Help button

Back button

Activity indicators
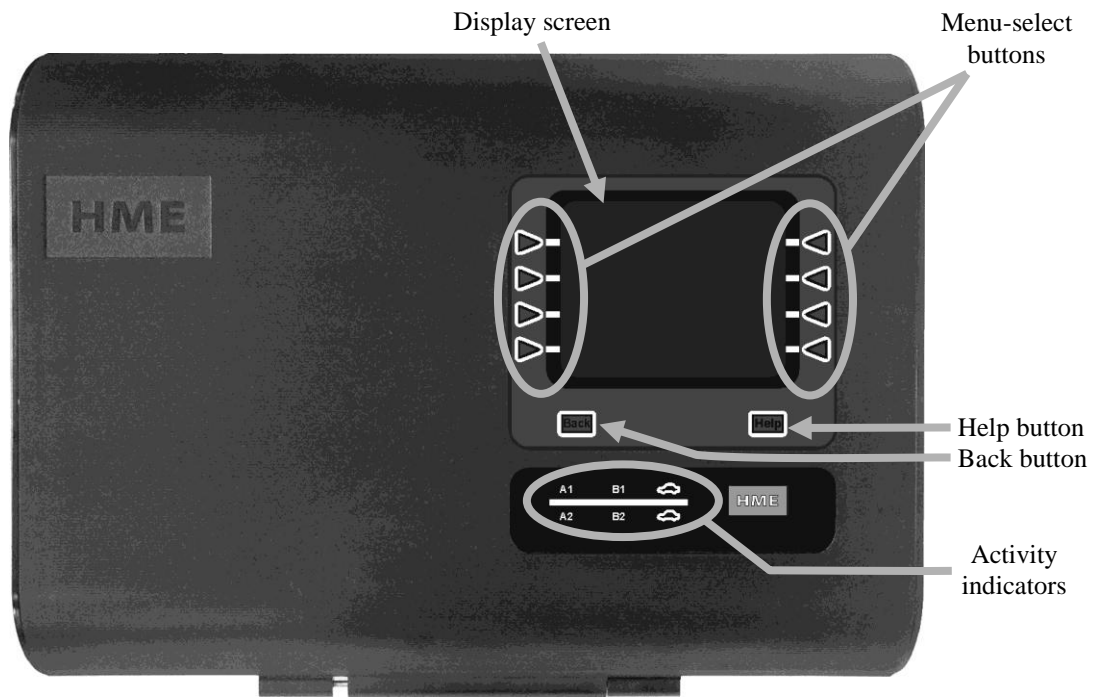
Figure 2.   Base station front panel features

● The **display screen** is where all menu selections will be seen for installer setups and routine operation options. The **STATUS** display will be shown on the base station until you press any of the buttons to select another display.

STATUS

Vehicle detection:	Normal
Speed Team:	▬
Customer Greeter:	✓
Reminder messages:	▬
Alert messages:	▬
For service:	1-800-848-4468

◄Menu   Store open   More►
FRI 08/20/10   10:33:34
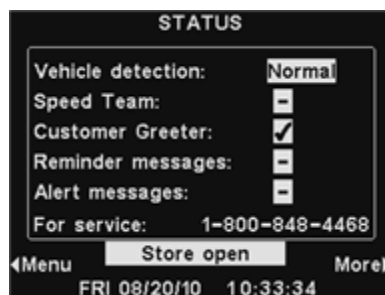
- The **menu-select buttons** are used to make selections from the menu on the display screen.
- The **Help button** can be pushed to obtain information needed in case of problems with the ion|IQ™.
- The **Back button** can be pushed to go back to the previous menu display.
- The **activity indicators** light up as follows:

Above the line - Lane 1 activity (single or dual-lane operations)
    A1 lights up when the A button is pushed on any headset in single-lane operations, or on any Lane 1 headset in dual-lane operations.
    B1 lights up when the B button is pushed on any headset in single-lane operations, or on any Lane 1 headset in dual-lane operations.
    The **car above the line** lights up when a car is present at the menu board in single-lane operations, or at the Lane 1 menu board in dual-lane operations.

Below the line - Lane 2 activity (dual lane operations only)
    A2 lights up when the A button is pushed on any Lane 2 headset.
    B2 lights up when the B button is pushed on any Lane 2 headset.
    The **car below the line** lights up when a car is present at the Lane 2 menu board.

Rear and Side Panels
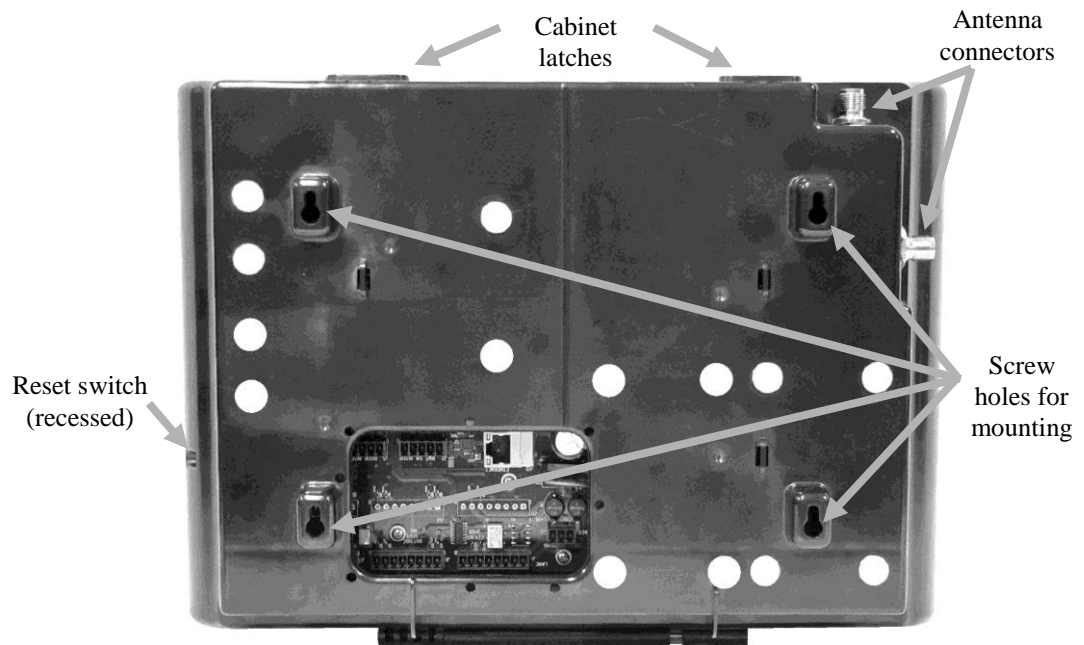
Figure 3.   Base station rear panel features

- When both of the **cabinet latches**, on top of the cabinet are pressed down at the same time, the cabinet can be opened by pulling forward and down.
- The **antenna connectors** are for screw-mounting the enclosed antennas.
- The four **screwholes** are used to mount the base station on the wall.
- The **reset switch** is used to perform a soft restart of the base station. It is located in a small hole on the right side of the base station. To press the reset switch, push a small pointed object, such as an unfolded paper clip, into the hole.

HEADSET

Features and Controls

Channel "A1"
button

Channel "B"
button

Channel "A2"
button

Power
lights

Power
button

Volume-up
button

Headset cable
connector socket

Volume-down
button

Power
button

Power
light

Transmit
light

Channel "A1"
button

Channel "A2"
button

Channel "B"
button

Volume-up
button

Volume-down
button
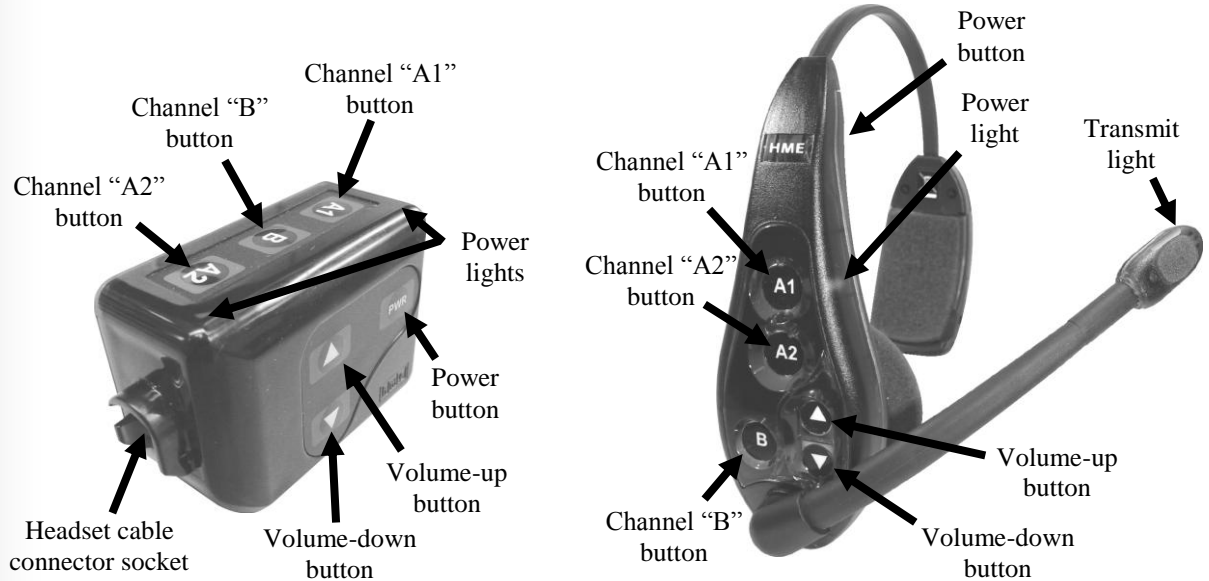
Figure 4.   Headset controls

How to Wear the Headset

● Wear the headset with the microphone on your right or left side next to your mouth.
● Adjust the headband and microphone boom as needed.
● If you are using a belt-pac with headset, clip the belt-pac to your belt or waistband on either your right or left side. Clip the clothing clips on the headset cable to the back of your shirt and collar.
● If you are using an Odyssey IQ All-In-One Headset, put the headset on your head with the headset band behind your neck.

Hold microphone
boom here to adjust
microphone

Clothing clip

Headset band
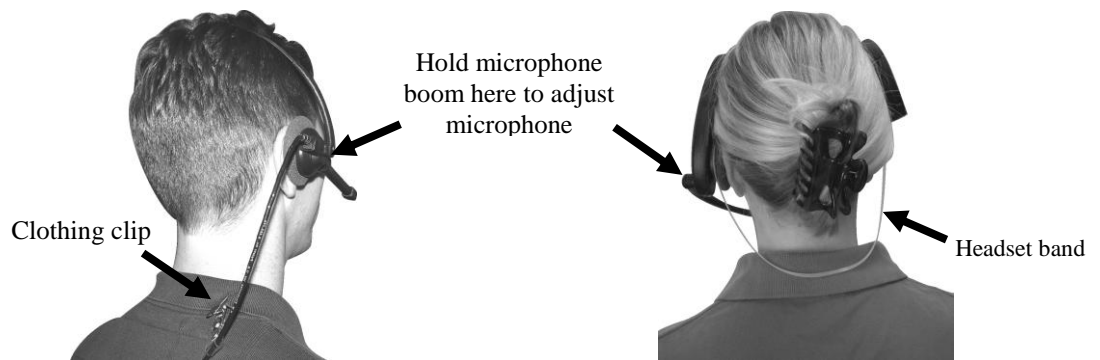
Figure 5.   Correct wearing of the headset

How to Use the Headset Controls

The headset control buttons will activate when pressed firmly. Use your fingertips, not your fingernails, to press the buttons.

Power On/Off

● **Power On** — Press and release the power button.
  If using a **Belt-pac** — A voice message in the earpiece will say "belt-pac #, battery full/half/low" and the red power lights next to the A1 and A2 buttons on the belt-pac will go on. After a short time, one light will go off and the other will change to green. A voice message will then say "Lane 1 (or 2) ready." The green light indicates the unit is ready to use. In dual-lane operations, a green light next to A1 indicates ready on Lane 1 and a green light next to A2 indicates ready on Lane 2.
  If using an **Odyssey IQ** — A voice message in the earpiece will say "headset #, battery full/half/low" and both the power light and the transmit light will be flashing red. After a short time, the power light will change to steady green for Lane 1 or steady red for Lane 2, and the transmit light will go off. A voice message in the earpiece will then say "Lane 1 (or 2)."
● **Power Off** — Press and hold the PWR button for about two seconds. A voice message in the earpiece will say "belt-pac off" or "headset off," and the power light will go off.

Volume Up/Down

● **Volume Up Adjustment** — Press and release the volume-up ▲ button. Each time you press the button you will hear a higher pitch beep in the earpiece as the volume increases. When you reach maximum volume, you will hear a high-pitched double beep. If you press and hold the volume-up ▲ button, you will hear repeating beeps, increasing in pitch until the volume reaches maximum. Then you will hear high-pitched double beeps repeating until you release the volume-up ▲ button.
● **Volume Down Adjustment** — Press and release the volume-down ▼ button. Each time you press the button you will hear a lower pitch beep in the earpiece as the volume decreases. When you reach minimum volume, you will hear a low-pitched double beep. If you press and hold the volume-down ▼ button, you will hear repeating beeps, decreasing in pitch until the volume reaches minimum. Then you will hear low-pitched double beeps repeating until you release the volume-down ▼ button.

Headset Registration

NOTE:
All currently registered headsets must be turned on, or they will be unregistered when you clear inactive headsets.

During installation of the ion|IQ™, each headset was registered for use with the base station. The base station thereby recognizes all headsets registered to it when their power is on, and will be able to tell the difference between them and other electronic equipment operating on similar frequencies.

A maximum of 15 headsets can be registered. If one is replaced, you must register the new one before you use it. When a headset is replaced, the old one remains in memory. If the maximum number of 15 (in memory) is exceeded, the base station HEADSET REGISTRATION display will tell you that 0 more headsets can be registered. If this happens, you may either clear all inactive headsets or clear all current registrations. If you clear all inactive headsets, you can initiate the new registration. If you clear all current registrations, you must re-register all active headsets. Each active headset is registered the same way, one at a time.

Register each headset as follows:

● Be certain all headsets to be registered are turned off and the base station power is on. Other headsets can be on or off.
● On the base station **STATUS** display, press the **Menu** button.
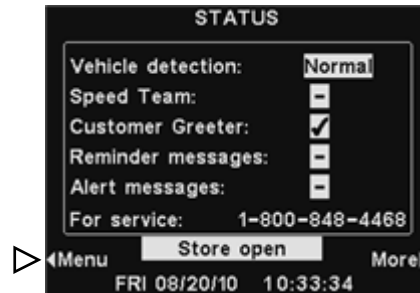
● On the **MAIN MENU**, press the **Register headsets** button.
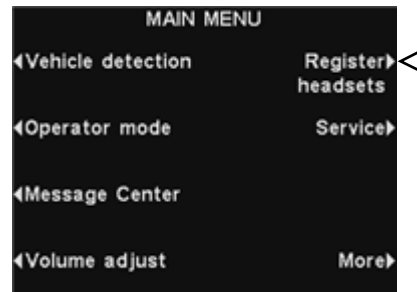
● On the **HEADSET REGISTRATION** display, if you press the **Clear inactive** button, you will unregister any headsets that are not turned on.
● If you press the **Clear all** button, you will unregister all headsets that are registered to the base station, and the base station will automatically restart.
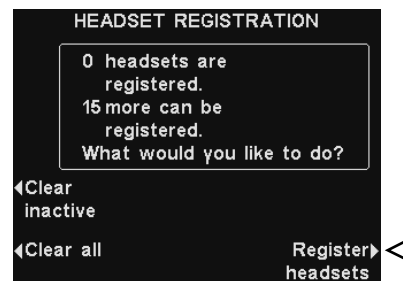
● To register headsets, press the **Register headsets** button on the **HEADSET REGISTRATION** display.

6

- On the **TO REGISTER HEADSETS** display, follow the instructions in the box.

```
        TO REGISTER HEADSETS
 ┌──────────────────────────────────┐
 │ For each headset:                 │
 │ 1) Turn OFF the headset.          │
 │ 2) Press and hold B button.       │
 │                                   │
 │ 3) Press power button.            │
 │ 4) Release all buttons.           │
 │ 5) Select single or multi below:  │
 └──────────────────────────────────┘
 ▷ ◀Register single    Register multi▶ ◁
```

- If you are registering only one headset, press the **Register single** button on the **TO REGISTER HEADSETS** display.
- If you are registering more than one headset, press the **Register multi** button on the **TO REGISTER HEADSETS** display, and continue registering the remaining ones.

When each registration is successfully completed:

- The ID number assigned to this headset will be shown.
  ID numbers are assigned sequentially as 0 thru 9, A, B, C, D and E.

```
     TO REGISTER HEADSETS                  TO REGISTER HEADSETS
 ┌──────────────────────────┐         ┌──────────────────────────┐
 │ For each headset:         │         │ For each headset:         │
 │ 1) Turn OFF the headset.  │         │ 1) Turn OFF the headset.  │
 │ REGISTERING SINGLE HEADSET│         │ REGISTERING MULTIPLE HEADSETS│
 │                           │         │                           │
 │   Status:                 │         │   Status:                 │
 │   Registering...          │         │   Registering...          │
 │                           │         │   Press Back button to exit.│
 │                           │         │                           │
 └──────────────────────────┘         └──────────────────────────┘
```

- When you have finished registering headsets, press the **Back** button to exit the registration mode. You can press the **Back** button repeatedly until you return to the **MAIN MENU** or **STATUS** display.
- The power light on the headset will remain on steady green.

If you have any problems registering the headsets:

In the USA, call HME Customer Support at 1-800-848-4468.

Outside the USA, call your local HME representative for assistance.

Battery Removal and Replacement

COM6000BP Belt-pac Batteries —

To change batteries:

If a battery is weak when Belt-pac power is turned on, a voice in the earpiece will say "Battery low." If a battery becomes weak during operation, a voice in the earpiece will say "Change battery." When this happens, take the Belt-pac out of its pouch and slide the battery-release latch in the direction of the arrow. Pull up on the end of the battery near the latch and lift it out of the Belt-pac, or turn the Belt-pac over and catch the battery in your hand.

Battery-release latch
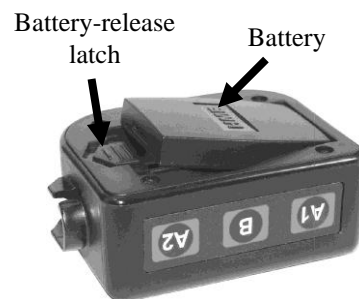
Battery

**Figure 6.
Belt-pac battery-release latch**

To replace batteries:

When replacing a battery in the Belt-pac, place the end of the battery with the metal contacts into the battery holder on the Belt-pac, in the same position as the battery you removed. Press the top of the battery carefully into the battery holder until it snaps into the latch.

Odyssey IQ Headset Batteries —

To change batteries:

When a battery becomes weak, a voice in the Headset will say "Change battery." When this happens, remove the battery from the Headset by carefully sliding the battery-release latch and lifting the battery out.

Battery-release latch
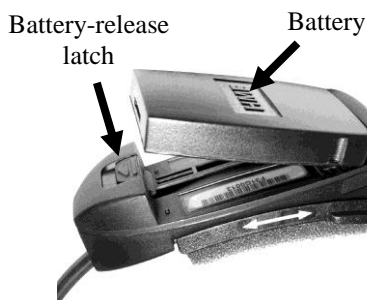
Battery

Figure 7.   Headset battery-release latch

To replace batteries:

When replacing a battery in the Headset, place the end of the battery with the metal contacts into the battery holder on the Headset, in the same position as the battery you removed. Press the top of the battery carefully into the battery holder until it snaps in place under the battery-release latch.

Recharge batteries according to the instructions on page 9.

Battery Charger

Up to four batteries can be charged in the charger at the same time. Charging time is approximately 2.5 hours. The battery status lights next to each charging port are explained below. Up to six fully charged batteries can be stored in the battery storage ports.

- A yellow light stays on steady next to each charging port while the port is empty.
- Insert a battery in one of the four charging ports until it clicks in place.
- If a yellow light is on steady next to a battery in a charging port, it means CHARGE FAILED. Follow the diagnostic instructions on the side of the battery charger.
- If a yellow light is flashing next to a battery in a charging port, it indicates CHARGE PENDING, which means the battery is too hot. Lower the room temperature or move the charger to a cooler area.
- A red CHARGING light will stay on next to a battery in a charging port while the battery is charging.
- A green READY light will go on next to a battery in a charging port when the battery is fully charged.
- Store fully charged batteries in the storage ports.

CAUTION:

Do not remove batteries from the charger until the green READY light is lit, or the charger will reset and the charge cycle will begin
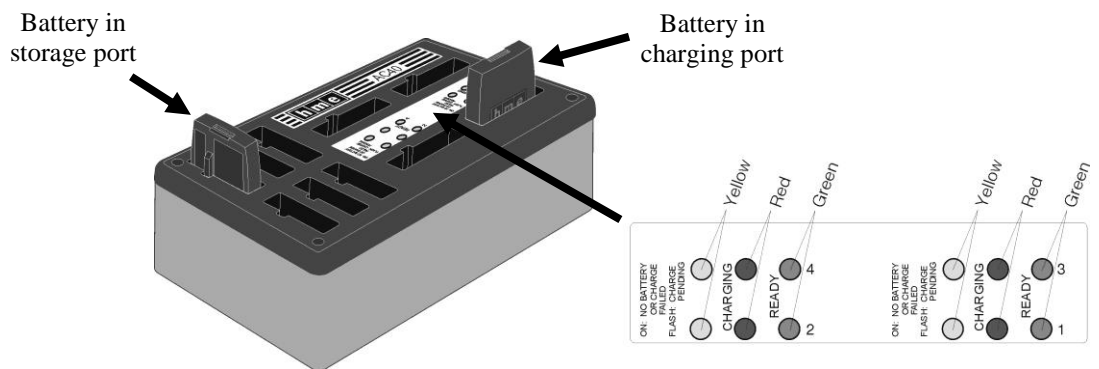
Figure 8.   Batteries in charger

ion|IQ™ OPERATION

The ion|IQ™ can be operated in Hands-Free (HF), Auto-Hands-Free (AHF) or Push-To-Talk (PTT) modes.

A full-duplex system supports HF, AHF and PTT operation. In HF and AHF operation, communication can be transmitted and received at the same time, as in a normal telephone conversation. In the AHF mode, transmission and reception are activated automatically when a customer drives into the drive-thru lane. In the HF mode, transmission and reception are activated by touching and releasing the A1 or A2 button on the Communicator. In the PTT mode, the A1 or A2 button must be pressed and held while the operator is talking to the customer. A half-duplex system only supports the PTT mode, and the customer's voice will not be heard while the operator is pressing the A1 or A2 button.

In single lane operations, when a customer arrives in the drive-thru lane, you will hear a single beep in the headset.

In dual-lane operations, when a customer arrives in a drive-thru lane, you will hear one beep in the headset for Lane 1 and two beeps for Lane 2.

In dual-lane operation, if you are communicating with a customer in one lane when another customer arrives in the other lane, you will hear a beep in the headset. When the customer leaves the speaker post in the lane you are connected to, the same beep will repeat in the headset every four seconds until you touch the A1 or A2 button to communicate with the customer in the other lane.

Refer to the instructions on the following pages for single-lane or dual-lane stores.

NOTE:

In dual-lane operations, if you have a Mode Switch and it is set to "DEDICATED," you will only hear beeps in the headset when a customer arrives in the lane you are operating.

Changing Language of Headset Cues

To change the language of the cues heard in the headset from English to Spanish/French and back to English, with the headset power off, press and hold the volume-down ▼ button and the A1 button while you press the power PWR button. The language of the cues heard in the headset earpiece will change when the power goes on.

Obtaining Headset Status

To obtain headset status, with the headset power off, press and hold the volume-down ▼ button and the A2 button while you press the power PWR button. You will hear the status message in the headset earpiece when the power goes on.

Single-Lane Operation

Hands-Free (HF) Mode

● With the power off, press and hold the volume-up ▲ and B buttons while you press and release the PWR button to turn the power on in the HF mode. The headset will remember this setting.
● As a customer enters the drive-thru lane, you will hear an alert tone (single beep) in your headset, and you will be able to hear the customer at the speaker post or menu board.
● Touch and release the A1 or A2 button to speak and listen to the customer.
● Touch and release the A1, A2 or B button to end communication with the customer.
● Touch and release the A1 or A2 button if you want to speak to the customer again.
● Use the volume-up ▲ and down ▼ buttons to adjust the customer's voice level in your headset if necessary.
● If a customer drives away from the speaker post or menu board, the headset will stop transmitting.

Auto Hands-Free (AHF) Mode

NOTE:

Only one headset operator at a time can use the auto hands-free feature, and this feature must also be enabled on the base station. If a headset is turned off while in the AHF mode, it will automatically be reset for its previous operating mode.

● With the power off, press and hold the volume-up ▲ and A1 buttons while you press and release the PWR button to turn the power on in the AHF mode.
● As a customer enters the drive-thru lane, you will hear an alert tone (single beep) in your headset, and you will be able to hear the customer at the speaker post or menu board.
● Speak and listen to the customer without pressing any buttons.
● Touch and release the A1, A2 or B button to end communication with the customer.
● Touch and release the A1 or A2 button if you want to speak to the customer again.
● Use the volume-up ▲ and down ▼ buttons to adjust the customer's voice level in your headset if necessary.
● If a customer drives away from the speaker post or menu board, the headset will stop transmitting.

Push-To-Talk (PTT) Mode

● With the power off, press and hold the volume-down ▼ and B buttons while you press and release the PWR button to turn the power on in the PTT mode. The headset will remember this setting.
● As a customer enters the drive-thru lane, you will hear an alert tone (single beep) in your headset, and you will be able to hear the customer at the speaker post or menu board.
● Touch and hold the A1 or A2 button to speak to the customer. Release to stop speaking to the customer (full duplex) or to listen to the customer (half duplex).
● Use the volume-up ▲ and down ▼ buttons to adjust the customer's voice level in your headset if necessary.

Dual-Lane Operation

In a dual-lane operation, there are two lanes, with one order point in each lane.

Hands-Free (HF) Mode

- With the headset power off, press and hold the volume-up ▲ and B buttons while you press and release the PWR button to turn the power on in the HF mode. The headset will remember this setting.
- As a customer enters a drive-thru lane, you will hear an alert tone in your headset (single beep for lane 1, double beep for lane 2), and you will be able to hear the customer at the speaker post or menu board if that lane is selected.
- Touch and release the A1 button for Lane 1 or A2 for Lane 2, to speak and listen to the customer.
- Touch and release the A1, A2 (depending on lane) or B button to end communication with the customer.
- Touch and release the A1 button for Lane 1 or A2 for Lane 2, to speak to the customer again.
- Use the volume-up ▲ and down ▼ buttons to adjust the customer's voice level in your headset if necessary.
- To change lanes, touch and release the opposite A button.
- If a customer drives away from the speaker post or menu board, the headset will stop transmitting.

Auto Hands-Free (AHF) Mode

- For Lane 1 operation, with the power off, press and hold the volume-up ▲ and A1 buttons while you press and release the PWR button to turn the power on in the AHF mode.
- For Lane 2 operation, with the power off, press and hold the volume-up ▲ and A2 buttons while you press and release the PWR button to turn the power on in the AHF mode.
- As a customer enters a drive-thru lane, you will hear an alert tone in your headset (single beep for lane 1, double beep for lane 2), and you will be able to hear the customer at the speaker post or menu board if that lane is selected.
- Speak and listen to the customer without pressing any buttons.
- Touch and release the A1, A2 (depending on lane) or B button to end communication with the customer.
- Touch and release the A1 button for Lane 1 or A2 for Lane 2, to speak to the customer again.
- Use the volume-up ▲ and down ▼ buttons to adjust the customer's voice level in your headset if necessary.
- If a customer drives away from the speaker post or menu board, the headset will stop transmitting.

Push-To-Talk (PTT) Mode

- With the headset power off, press and hold the volume-down ▼ and B buttons while you press and release the PWR button to turn the power on in the PTT mode. The headset will remember this setting.
- As a customer enters a drive-thru lane, you will hear an alert tone in your headset (single beep for lane 1, double beep for lane 2), and you will be able to hear the customer at the speaker post or menu board if that lane is selected.
- Touch and hold the A1 button to speak to a customer in Lane 1, or A2 to speak to a customer in Lane 2. Release to stop speaking to the customer (full duplex) or to listen to the customer (half duplex).
- Use the volume-up ▲ and down ▼ buttons to adjust the customer's voice level in your headset if necessary.

Tandem Operation

Tandem is a special case of dual-lane operation in which a customer arriving at Order Point #2 can be given a "Please pull forward" message if no customer is present at Order Point #1. Headset operation is the same as described for dual-lane operation.
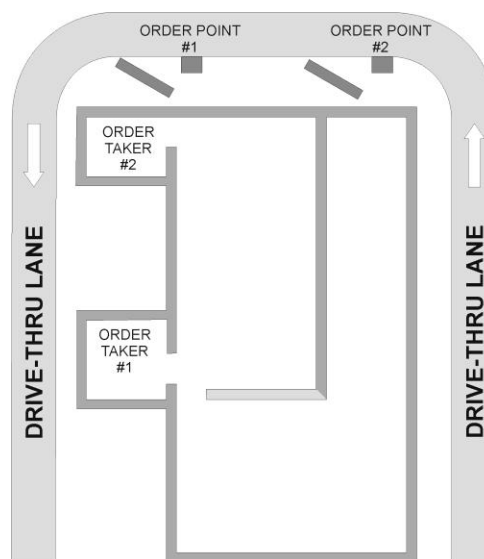
Figure 9.   Typical tandem drive-thru

Internal Communication

To communicate internally with other headset operators, press and hold the B button while talking. Release when finished. In single-lane operations, up to four headset operators can have conference-call type communication by all pressing the B button. Everyone pressing the B button will hear each other without interference.

In dual-lane operation, if your system was set up for "Split-B," internal communication will be heard only by headset operators in your lane. If your system was set up for "Combined-B" operation, internal communication will be heard by all headset operators in both lanes. In dual-lane operation, up to three headset operators can have conference-call type communication by all pressing the B button. Everyone pressing the B button will hear each other without interference. If a car arrives in a lane while internal communication is taking place, priority will be given to the respective A channel for customer communication, which will reduce the number of internal communication channels available.

Operator Mode

Speed team operation is used during high-volume times. An order taker wearing a headset relays orders from outside into the store, using button A1, A2 or B.

The dedicated mode is a dual-lane setting. In the dedicated mode, headset users only hear vehicle arrival tones and customers talking from their own lane.

Speed Team Operation

To start speed-team operation, press the **Menu** button on the base station **STATUS** display, and then press the **Operator mode** button on the **MAIN MENU**.

```
             STATUS
 ┌──────────────────────────────┐
 │ Vehicle detection:   Normal   │
 │ Speed Team:           ▬       │
 │ Customer Greeter:     ✓       │
 │ Reminder messages:    ▬       │
 │ Alert messages:       ▬       │
 │ For service:    1-800-848-4468│
▷│◄Menu      Store open     More▶│
 │      FRI 08/20/10   10:33:34  │
 └──────────────────────────────┘
```

```
            MAIN MENU
 ┌──────────────────────────────┐
 │◄Vehicle detection    Register▶│
 │                      headsets │
 │                               │
▷│◄Operator mode        Service▶ │
 │                               │
 │◄Message Center                │
 │                               │
 │◄Volume adjust          More▶  │
 └──────────────────────────────┘
```

On the **OPERATOR MODE** display, press the **Turn Speed Team** button, and highlight ✓(on). To change back to normal operation, return to the **OPERATOR MODE** display and press the **Turn Speed Team** button, and highlight −(off).

```
          OPERATOR MODE
 ┌──────────────────────────────┐
▷│ Turn Speed Team:              │
 │   ✓ ▬ Ext                     │
 │                               │
 │ Turn dedicated mode:          │
 │   ✓ ▬ Ext                     │
 │                  Speed Team▶  │
 │                      HELP     │
 │                   Dedicated▶  │
 │                      HELP     │
 └──────────────────────────────┘
```
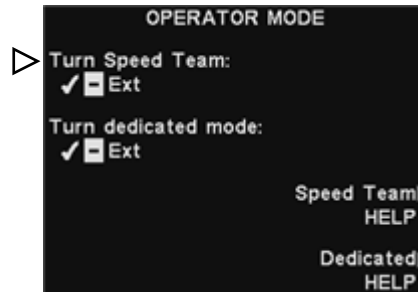
If you have an external speed-team switch, you can select **Ext** on the **SPEED TEAM** display, and then use the optional remote speed-team switch to go in and out of speed-team operation.

To save the setting, press the **Back** button.

Dedicated Mode Operation

To set up dedicated mode operation, select **Menu** on the **STATUS** display and then select **Operator mode** on the **MAIN MENU**. On the **OPERATOR MODE** display, press the Turn dedicated mode button to highlight ✓(on). If you select **Turn dedicated mode** ✓(on), you must later select −(off) when you want to return to normal operation.

To save the setting, press the **Back** button.

Message Center Operation

The Message Center is a central point at which messages can be set up to be triggered by various events during designated time periods, to be sent to customers at the speaker post or to crew members via headsets or ceiling speakers.

Some messages are pre-named and pre-recorded. All messages can be customized to meet your specific requirements. The three types of messages are described below. The table on the next page shows the names and contents of factory pre-set messages. Following the table are detailed instructions of how to set up your Message Center.

At the back of this manual you will find a Message Center Quick Start Guide for planning your message settings.

Customer Greeter messages

Customer Greeter messages are heard by the customer at the speaker post. They are typically used to greet customers and inform them of promotional items. Customer Greeter messages are pre-named but not pre-recorded, with the following exceptions; the Store Closed message and Pull Forward message (only for tandem drive-thrus) are pre-recorded. All Customer Greeter messages can be renamed and recorded or re-recorded to meet your store needs.

Reminder messages

Reminder messages are heard by crew members in their headsets to remind them when routine tasks need to be done. Reminder messages can also be set to play in the ceiling speaker. There are 12 pre-named and pre-recorded Reminder messages that can be named and recorded to meet your store needs. There are also 3 "Empty" messages that can be named and recorded as needed. Reminder messages can be sent to all headsets or targeted only to designated headsets.

Alert messages

Alert messages are heard by crew members in their headsets to let them know something that requires attention, such as a door being left open or a customer arriving in the store. Alert messages can be sent to all headsets or targeted only to designated headsets, and/or to ceiling speakers. There are 4 pre-named and pre-recorded Alert messages that can be renamed and re-recorded to meet your store needs. There are also 16 "Empty" messages, of which 1 additional message in single-lane operations, or 2 additional messages in dual-lane operations can be recorded and used for Alert messages.

Customer Greeter messages are triggered by detection of vehicles in the drive-thru lane, plus time and day.

Reminder messages are triggered by time and day only.

Alert messages are triggered by input signals, plus time and day or Network events.

MESSAGE CENTER MESSAGES		
	NAME	CONTENT
CUSTOMER GREETER	All Day 1	Not pre-recorded.
	All Day 2	Not pre-recorded.
	Breakfast 1	Not pre-recorded.
	Breakfast 2	Not pre-recorded.
	Lunch 1	Not pre-recorded.
	Lunch 2	Not pre-recorded.
	Snack 1	Not pre-recorded.
	Snack 2	Not pre-recorded.
	Dinner 1	Not pre-recorded.
	Dinner 2	Not pre-recorded.
	Store Closed	Thank you for your visit, but we are currently closed. Please visit us again during our normal business hours.
	Pull Forward *	Hello, please pull forward to the next speaker. Thanks. * (Tandem drive-thru only)
REMINDER	Hand Washing	Please wash your hands.
	Sanitizer	Please change sanitizer solution.
	DR Trash	Please check the dining room trash.
	HACCP	Please complete the HACCP shift checklist.
	Quality Check	Please complete the shift quality check.
	Lot Check	Please complete a parking lot check.
	Restroom Check	Please check the restrooms.
	Pre-Rush	Please complete the pre-rush tasks for your workstation.
	Post-Rush	Please complete the post-rush tasks for your workstation.
	Headset Status	To check headset status, press and hold A2 and volume down while turning on the power.
	Change Language	To change headset prompt language, press and hold A1 and volume down while turning on the power.
	Hands Free ON	To turn headset hands free mode on, press and hold B and volume up while turning on the power.
	Empty 1-3	Not pre-recorded.
ALERT	Freezer Door	The freezer door has been left open.
	Cooler Door	The cooler door has been left open.
	Back Door	The back door has been left open.
	Lobby Door	A guest has entered the lobby.
	Empty 1	Not pre-recorded.
	Empty 2-16	Not pre-recorded.

Customer Greeter Settings

To set up the time periods and locations for Customer Greeter messages to be played, or to name and/or record Customer Greeter messages, press the **Menu** button on the base station **STATUS** display and then, on the **MAIN MENU** press the **Message Center** button.

STATUS			MAIN MENU		
Vehicle detection:	Normal		◄Vehicle detection	Register►	
Speed Team:	▬			headsets	
Customer Greeter:	✓		◄Operator mode	Service►	
Reminder messages:	▬				
Alert messages:	▬		▷◄Message Center		
For service:	1-800-848-4468				
▷◄Menu	Store open	More►	◄Volume adjust	More►	
FRI 08/20/10	10:33:34				

Press the **Customer Greeter** button on the **MESSAGE CENTER MENU**.

MESSAGE CENTER MENU		CUSTOMER GREETER (FRI)		
▷◄Customer		Message	Ln	Sched
Greeter		All Day 1	1	No
		All Day 2	1	No
◄Reminder		Breakfast 1	1	No ▲◁
messages		Breakfast 2	1	No
		Lunch 1	1	No
◄Alerts		Lunch 2	1	No ▼◁
		Snack 1	1	No
◄Edit schedule				Edit►◁
times				

To select a message on the **CUSTOMER GREETER** display, press the ▲(up) or ▼(down) button to scroll up or down to highlight the desired message.

To edit a message, select the message and press the **Edit** button.

Rename Message

To change the name of the selected message, press the **Rename** button on the **EDIT CUSTOMER GREETER** display.

EDIT CUSTOMER GREETER		EDIT CUSTOMER GREETER		
▷◄Rename:		◄Rename:		
All Day 1		All Day 1		
		RENAME MESSAGE		
Message:	Schedule►	▷◄-Left	Right-►◁	
✓ ▬		Name:		
◄Review/Record	Settings►	All Day 1	Up▲◁	
Event: Lane1		◄Clear all	Dn▼◁	

On the **RENAME MESSAGE** display, use the **Left** and **Right** buttons to move the highlight to a letter or number in the **Name** field that you would like to change, or press the **Clear all** button to delete/replace the entire name. Use the **Up** and **Dn** buttons to enter letters or numbers in the highlighted box, and use the **Right** button to move the box to the next position. When you are finished, press the **Back** button to save the new name.

NOTE:

If you begin editing a name using only the **Up** *button, you will go through all of the capitalized alphabet, followed by numbers and then lower case alphabet. Using only the* **Dn** *button, the characters will appear in reverse order. Each time you move the highlight to another position, the* **Up** *or* **Dn** *button will take you to the next character in sequence, following the last character you entered.*

Turn Message On/Off

To turn the selected message on or off, press the **Message** button on the **EDIT CUSTOMER GREETER** display to highlight either ✓(on) or ‒(off). Press the **Back** button to save this setting.

```
          EDIT CUSTOMER GREETER
    ◄Rename:
     All Day 1

  ▷ Message:                    Schedule►
     ✓ ▬

    ◄Review/Record               Settings►

     Event: Lane1
```

Review or Record Message

To review the existing selected message, or to record a new message, press the **Review/Record** button on the **EDIT CUSTOMER GREETER** display.

```
          EDIT CUSTOMER GREETER
    ◄Rename:
     All Day 1

     Message:                    Schedule►
     ✓ ▬

  ▷ ◄Review/Record               Settings►

     Event: Lane1
```

To listen to the existing message, press the **Review** button on the **REVIEW/RECORD MESSAGE** display. The message will be played in all headsets, and **REVIEWING MESSAGE...** will appear briefly on the display.

```
      EDIT CUSTOMER GREETER              EDIT CUSTOMER GREETER
      REVIEW/RECORD MESSAGE              REVIEW/RECORD MESSAGE

  Press:                           REVIEWING MESSAGE...
  ‒Review to hear message.         ‒Review to hear message.
  ‒Record to record message        ‒Record to record message
  or Back button to exit.          or Back button to exit.

           Progress:   0                    Progress:   0
  ▷ ◄Review          Record►        ◄Review            Record►
```

To record a new message, press the **Record** button on the **REVIEW/RECORD MESSAGE** display.

```
      EDIT CUSTOMER GREETER              EDIT CUSTOMER GREETER
      REVIEW/RECORD MESSAGE              REVIEW/RECORD MESSAGE

  Press:                           READY TO RECORD
  ‒Review to hear message.         Press headset B button
  ‒Record to record message        Speak into Headset Mic
  or Back button to exit.          Release B button to stop

           Progress:   0                    Progress:   0
  ◄Review            Record► ◁     ◄Review            Record►
```

Follow the instructions under **READY TO RECORD** on the display. You will have up to 16 seconds to record a message while you are pressing the headset **B** button. The **Progress** indicator will show you how long you have been recording.

Message Schedule

To choose the schedule for the selected message , press the **Schedule** button on the **EDIT CUSTOMER GREETER** display.

EDIT CUSTOMER GREETER	SCHEDULE CUSTOMER GREETER

EDIT CUSTOMER GREETER

◀Rename:
All Day 1

Message: Schedule▶
✓ ▬

◀Review/Record   Settings▶

Event: Lane1

SCHEDULE CUSTOMER GREETER

▷◀Sunday   Thursday▶

◀Monday   Friday▶

◀Tuesday   Saturday▶

◀Wednesday
                    FRI 08/20/10

On the **SCHEDULE CUSTOMER GREETER** display, press the button for the day you want the selected message to be played.

SELECT SCHEDULE TIMES (SUN)

	Start	Stop	Select
1	06:00:00	10:00:00	▬
2	10:00:00	14:00:00	▬
3	14:00:00	17:00:00	▬
4	17:00:00	20:00:00	▬
5	21:00:00	06:00:00	▬
6	06:00:00	06:00:00	✓
7	06:00:00	06:00:00	▬

▲◁
▼◁   Edit▶◁

SELECT SCHEDULE TIMES (SUN)

	Start	Stop	Select
1	06:00:00	10:00:00	▬
2	10:00:00	14:00:00	▬
3	14:00:00	17:00:00	▬ ▲

EDIT ON/OFF

▷Scheduled:
✓ ▬

▷Apply to all days?   Yes No

On the **SELECT SCHEDULE TIMES** display, select the time when you want the selected message to play by pressing the ▲(up) and ▼(down) buttons to scroll through the 12 available time periods. When the desired time period is highlighted, press the **Edit** button.

On the **EDIT ON/OFF** display, press the **Scheduled** button to turn the message ✓(on) or ▬(off) for the selected time period. If you want the message to be on or off during this time period every day, press the **Apply to all days** button to select **Yes**. If **No** is selected, only the selected day will be affected by this change.

Press the **Back** button to save this setting.

Message Playback Settings

To edit where the selected Customer message will be heard (in addition to the speaker post), press the **Settings** button on the **EDIT CUSTOMER GREETER** display.
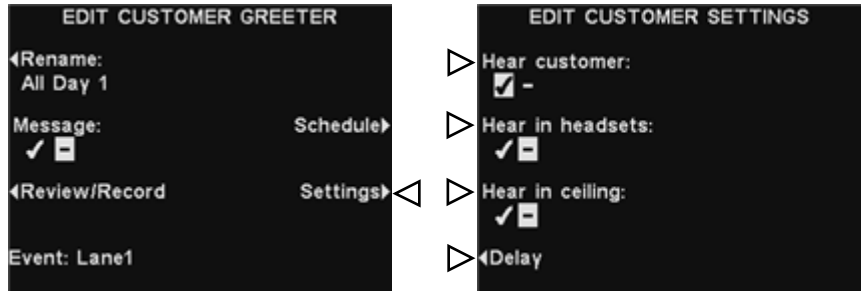
On the **EDIT CUSTOMER SETTINGS** display, press the button corresponding to the location where you would like the selected message to be heard or not heard, to highlight ✓(on) or ▬(off).

If you select **Hear customer:** ✓(on), you will hear a customer at the speaker post, together with the selected Customer Greeter message. If you select **Hear customer:** ▬(off), you will only hear the customer after the message playback has completed.

The **Hear in headsets** and **Hear in ceiling** speaker settings allow you to choose whether or not to hear the selected Customer Greeter message in those locations.

If you would like a delay after the Customer message is triggered until it begins playing, use the **Up** and **Dn** buttons to change the number in the highlighted box, and use the **Left** or **Right** button to move the highlight to the opposite position.
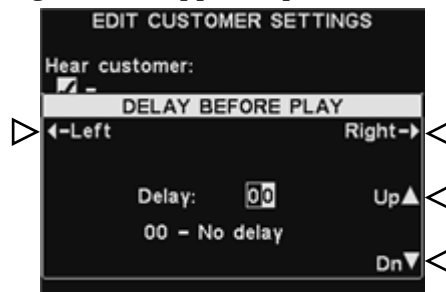
When you are finished, press the **Back** button to save the setting.

Reminder Message Settings

To set up the time periods and locations for Reminder Messages to be played, or to name and/or record Reminder Messages, press the **Menu** button on the base station **STATUS** display and then, on the **MAIN MENU** press the **Message Center** button.
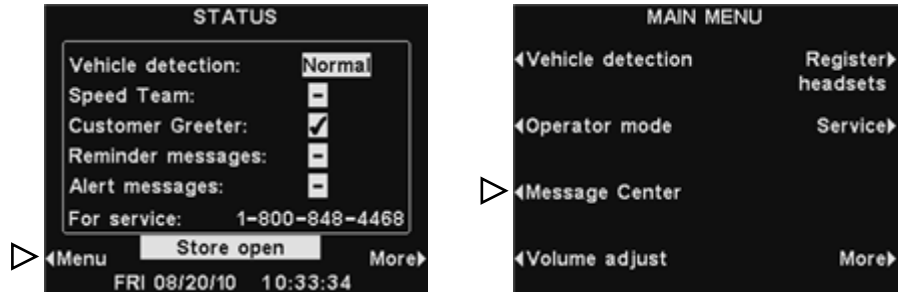
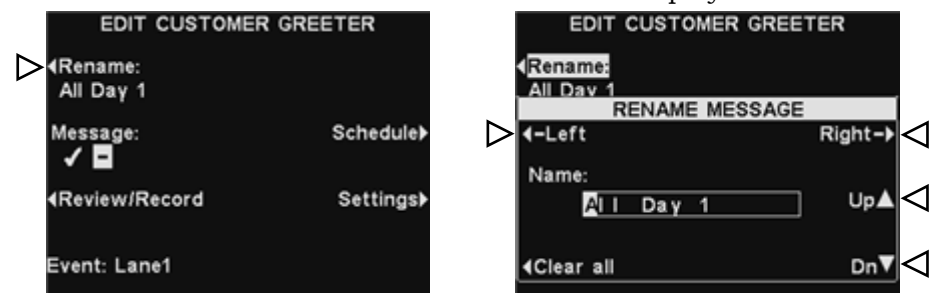Press the **Reminders** button on the **MESSAGE CENTER MENU**.
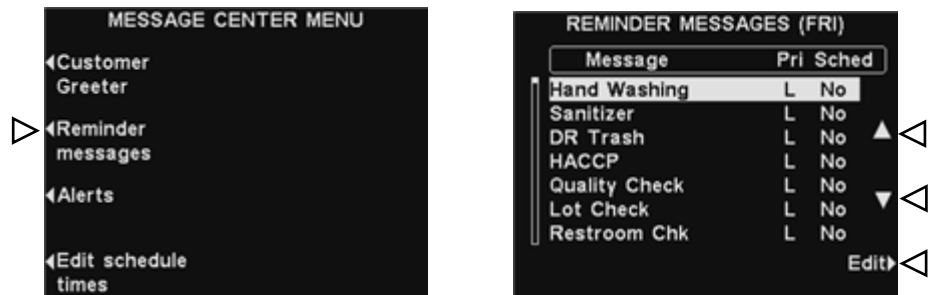
To select a message on the **REMINDER MESSAGES** display, press the ▲(up) or ▼(down) button to scroll up or down to highlight the desired message. To edit a message, select the message and press the **Edit** button.

Rename Message

To change the name of the selected message, press the **Rename** button on the **EDIT REMINDER MESSAGE** display.
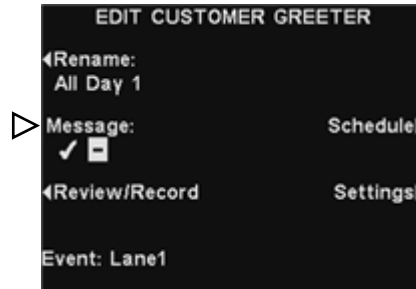
On the **RENAME MESSAGE** display, use the **Left** and **Right** buttons to move the highlight to a letter or number in the **Name** field that you would like to change, or press the **Clear All** button to delete/replace the entire name. Use the **Up** and **Dn** buttons to enter letters or numbers in the highlighted box, and use the **Right** button to move the box to the next position. When you are finished, press the **Back** button to save the new name.

NOTE:

*If you begin editing a name using only the **Up** button, you will go through all of the capitalized alphabet, followed by numbers and then lower case alphabet. Using only the **Dn** button, the characters will appear in reverse order. Each time you move the highlight to another position, the **Up** or **Dn** button will take you to the next character in sequence, following the last character you entered.*
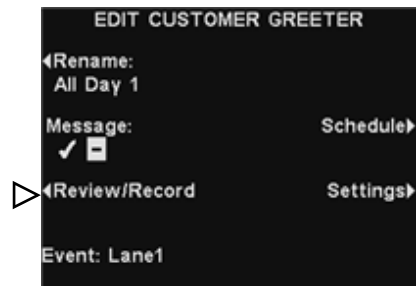
Turn Message On/Off

To turn the selected message on or off, press the **Message** button on the **EDIT REMINDER MESSAGE** display to highlight either ✓(on) or ‒(off). Press the **Back** button to save this setting.

```
       EDIT REMINDER MESSAGE
    ◀Rename:
     Hand Washing

▷   Message:                    Schedule▶
     ✓ ▬
    ◀Review/Record              Settings▶

     Priority:
     High  Low
```
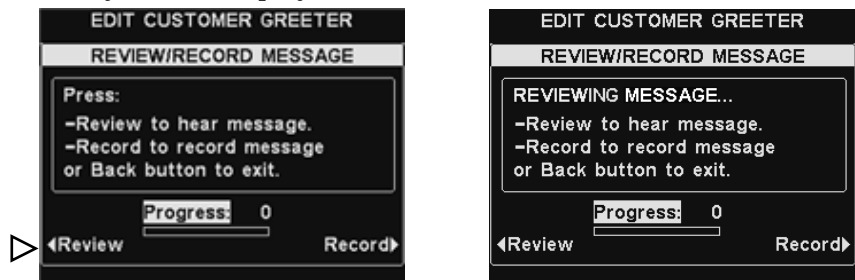
Review or Record Message

To review the existing selected message, or to record a new message, press the **Review/Record** button on the **EDIT REMINDER MESSAGE** display.

<p>NOTE:</p>
<p>Reviewed messages are played to all headsets. Messages may be reviewed only when no vehicles are present.</p>

```
       EDIT REMINDER MESSAGE
    ◀Rename:
     Hand Washing

    Message:                    Schedule▶
     ✓ ▬
▷  ◀Review/Record              Settings▶

     Priority:
     High  Low
```

```
       EDIT REMINDER MESSAGE
      REVIEW/RECORD MESSAGE

    Press:
    ‒Review to hear message.
    ‒Record to record message
    or Back button to exit.

        Progress:   0

   ◀Review              Record▶
    High  Low
```

To listen to the existing message, press the **Review** button on the **REVIEW/RECORD MESSAGE** display. The message will be played in all headsets, and **REVIEWING MESSAGE...** will appear briefly on the display.
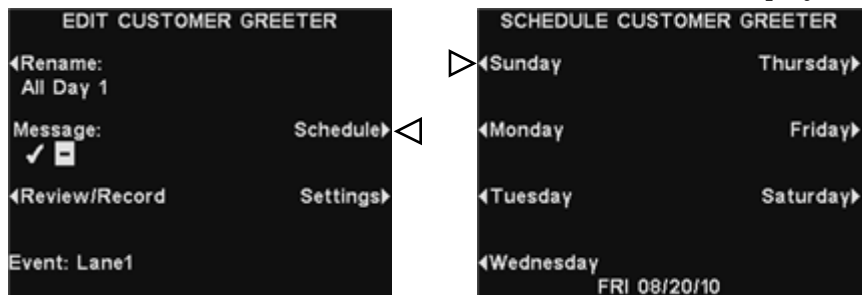
```
       EDIT REMINDER MESSAGE
      REVIEW/RECORD MESSAGE

    Press:
    ‒Review to hear message.
    ‒Record to record message
    or Back button to exit.

        Progress:   0

▷  ◀Review              Record▶
    High  Low
```

```
       EDIT REMINDER MESSAGE
      REVIEW/RECORD MESSAGE

    REVIEWING MESSAGE...
    ‒Review to hear message.
    ‒Record to record message
    or Back button to exit.

        Progress:   0

   ◀Review              Record▶
    High  Low
```

To record a new message, press the **Record** button on the **REVIEW/RECORD MESSAGE** display.

```
       EDIT REMINDER MESSAGE
      REVIEW/RECORD MESSAGE

    Press:
    ‒Review to hear message.
    ‒Record to record message
    or Back button to exit.

        Progress:   0

   ◀Review              Record▶
    High  Low
```

```
       EDIT REMINDER MESSAGE
      REVIEW/RECORD MESSAGE

    READY TO RECORD
    Press headset B button
    Speak into Headset Mic
    Release B button to stop

        Progress:   0

   ◀Review              Record▶
    High  Low
```

Follow the instructions under **READY TO RECORD** on the display. After pressing the headset **B** button, you will have up to 10 seconds to record the message. The **Progress** indicator will show you how long you have been recording.

Message Priority

To set a priority selected message, press the **Priority** button on the **EDIT REMINDER MESSAGE** display to highlight either **High** or **Low**. Press the **Back** button to save this setting.
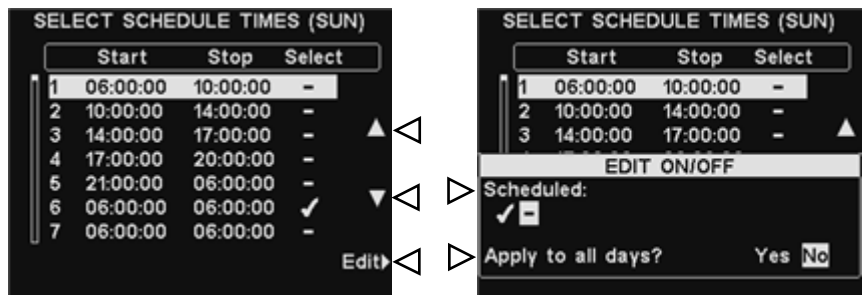

Message Schedule

To choose the schedule for the selected message , press the **Schedule** button on the **EDIT REMINDER MESSAGE** display.
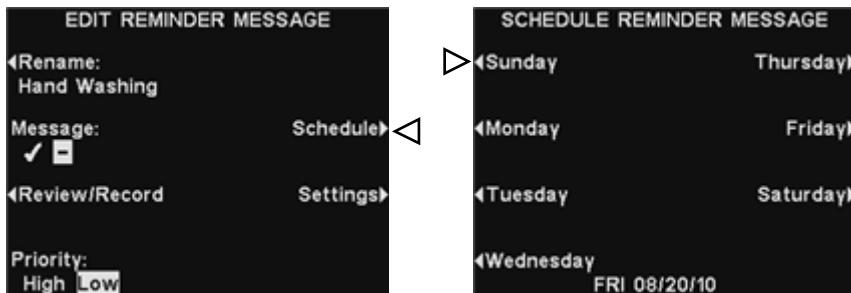
On the **SCHEDULE REMINDER MESSAGE** display, press the button for the day you want the selected message to be played.

On the **SELECT SCHEDULE TIMES** display, select the time when you want the selected message to play by pressing the ▲(up) and ▼(down) buttons to scroll through the 12 available time periods. When the desired time period is highlighted, press the **Edit** button.

On the **EDIT ON/OFF** display, press the **Scheduled** button to turn the message on or off for the selected time period. If you want the message to be on or off during this time period every day, press the **Apply to all days** button to select **Yes**. If **No** is selected, only the selected day will be affected by this change.

Press the **Back** button to save this setting.

Message Playback Settings

To choose where the selected Reminder message will be heard, press the **Settings** button on the **EDIT REMINDER MESSAGE** display.

```
EDIT REMINDER MESSAGE
◄Rename:
Hand Washing

Message:              Schedule►
✓ ▬

◄Review/Record        Settings►

Priority:
High  Low
```

```
EDIT REMINDER SETTINGS
◄Headsets              Repeat►

Hear in ceiling:
▬ ✓

Hear in Line Out:
▬ ✓
```

To designate specific headsets where you would like the selected Reminder message to be heard, press the **Headsets** button on the **EDIT REMINDER SETTINGS** display.

```
SELECT REMINDER HEADSET
┌─Headset No.  On/Off─┐
│    0         ✓      │
│    1         ✓      │  ▲
│    2         ✓      │
│    3         ✓      │
│    4         ✓      │  ▼
│    5         ✓      │
│    6         ✓      │
                        Edit►
```

```
SELECT REMINDER HEADSET
┌─Headset No.  On/Off─┐
│    0         ✓      │
│    1         ✓      │  ▲
│    2         ✓      │
    EDIT ON/OFF
Turn headsets:
☑ ▬

Apply to all headsets?
Yes  No
```

On the **SELECT REMINDER HEADSETS** display, use the ▲(up) and ▼(down) buttons to select a headset number for which you would like to turn the selected Reminder message ✓(on) or ▬(off), and then press the **Edit** button.

To turn the message ✓(on) or ▬(off) in the selected headset, press the **Turn Headsets** button on the **EDIT ON/OFF** display to highlight ✓(on) or ▬(off). To turn the message ✓(on) or ▬(off) in all headsets, press the **Apply to all headsets?** button to highlight **Yes** or **No**.

Press the **Back** button twice to return to the **EDIT REMINDER SETTINGS** display.

```
EDIT REMINDER SETTINGS
◄Headsets              Repeat►

Hear in ceiling:
▬ ✓

Hear in Line Out:
▬ ✓
```

```
EDIT REMINDER SETTINGS
◄Headsets              Repeat►
    REPEAT INTERVAL
◄─Left              Right─►

Time:   02:00:00      Up▲

00:00:00 – No repeat
                      Dn▼
```

To have the selected Reminder message heard in the ceiling speaker(s), or not heard, press the **Hear in ceiling** button to highlight ✓(on) or ▬(off).

To have the selected Reminder message heard in the line out(s), or not heard, press the **Hear in Line Out** button to highlight ✓(on) or ▬(off).

To have the Reminder message repeated at selected intervals, press the **Repeat** button on the **EDIT REMINDER SETTINGS** display, and use the **Left** or **Right** button to move the highlight left or right for hours, minutes or seconds (HH:MM:SS) in the **Time** field, and use the **Up** and **Dn** buttons to change the number in the highlighted box.

When you are finished, press the **Back** button to save the setting.

NOTE:

By default, messages play to <u>all headsets</u>.

NOTE:

*After selecting ✓(on), to hear the Reminder message in the Ceiling Speaker or Line Out, you must also be sure their volume is set high enough for the message to be audible. To do this, return to the **MAIN MENU** and select **Volume Adjust**, and follow the instructions under Volume Adjustments.*

Alert Message Settings

To set up the time periods and locations for Alert Messages to be played, or to name and/or record Alert Messages, press the **Menu** button on the base station **STATUS** display and then, on the **MAIN MENU** press the **Message Center** button.
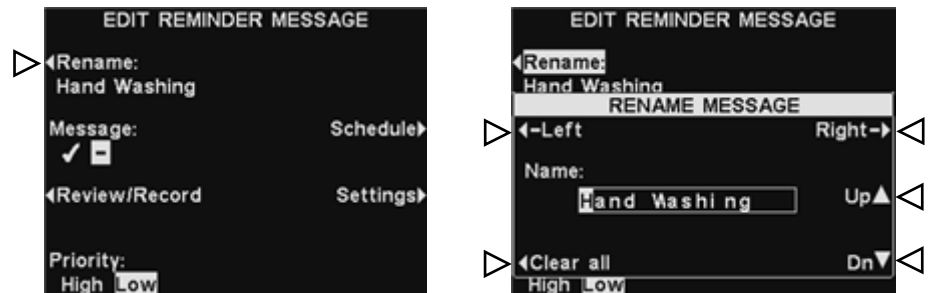
```
          STATUS                               MAIN MENU

Vehicle detection:  Normal          ◄Vehicle detection      Register►
Speed Team:         ▬                                       headsets
Customer Greeter:   ☑               ◄Operator mode           Service►
Reminder messages:  ▬
Alert messages:     ▬            ▷  ◄Message Center
For service:   1-800-848-4468
▷ ◄Menu    Store open    More►      ◄Volume adjust            More►
      FRI 08/20/10  10:33:34
```

Press the **Alerts** button on the **MESSAGE CENTER MENU**.

```
   MESSAGE CENTER MENU                  ALERT MESSAGES (MON)

                                    Message        Evt   Sched
◄Customer                           Freezer Door    1    No
 Greeter                            Cooler Door     2    No
                                    Back Door       3    No    ▲ ◁
◄Reminder                           Lobby Door      4    No
 messages                           Empty1          5    No
                                    Empty2          N    No    ▼ ◁
▷ ◄Alerts                           Empty3          N    No

◄Edit schedule                                            Edit► ◁
 times
```

To select a message on the **ALERT MESSAGES** display, press the ▲(up) and ▼(down) button to scroll up or down to highlight the desired message. To edit a message, select the message and press the **Edit** button.

Rename Message

To change the name of the selected message, press the **Rename** button on the **EDIT ALERT MESSAGE** display.

```
   EDIT ALERT MESSAGE                  EDIT ALERT MESSAGE

▷ ◄Rename:                          ◄Rename:
  Freezer Door                       Freezer Door
                                        RENAME MESSAGE
Message:           Schedule►      ▷  ◄–Left           Right–► ◁
✓ ▬
                                    Name:
◄Review/Record     Settings►          Freezer  Door    Up▲ ◁

Event: 1                         ▷  ◄Clear all          Dn▼ ◁
```
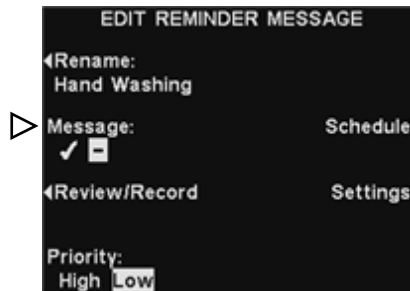
On the **RENAME MESSAGE** display, use the **Left** and **Right** buttons to move the highlight to a letter or number in the **Name** field that you would like to change, or press the **Clear all** button to delete/replace the entire name. Use the **Up** and **Dn** buttons to enter letters or numbers in the highlighted box, and use the **Right** button to move the box to the next position. When you are finished, press the **Back** button to save the new name.

NOTE:

*If you begin editing a name using only the **Up** button, you will go through all of the capitalized alphabet, followed by numbers and then lower case alphabet. Using only the **Dn** button, the characters will appear in reverse order. Each time you move the highlight to another position, the **Up** or **Dn** button will take you to the next character in sequence, following the last character you entered.*

Turn Message On/Off

To turn the selected message on or off, press the **Message** button on the **EDIT ALERT MESSAGE** display to highlight either ✓(on) or ▬(off). Press the **Back** button to save this setting.
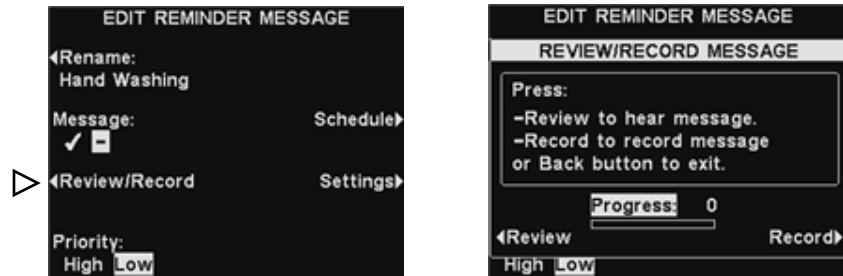
▷
```
          EDIT ALERT MESSAGE
◀Rename:
 Freezer Door

 Message:                      Schedule▶
 ✓ ▬
◀Review/Record                 Settings▶

 Event: 1
```

Review or Record Message

To review the existing selected message, or to record a new message, press the **Review/Record** button on the **EDIT ALERT MESSAGE** display.

```
          EDIT ALERT MESSAGE
◀Rename:
 Freezer Door

 Message:                      Schedule▶
 ✓ ▬
◀Review/Record                 Settings▶

 Event: 1
```
▷

NOTE:
Reviewed messages are played to all headsets. Messages may be reviewed only when no vehicles are present.

To listen to the existing message, press the **Review** button on the **REVIEW/RECORD MESSAGE** display. The message will be played in all headsets, and **REVIEWING MESSAGE...** will appear briefly on the display.

```
      EDIT ALERT MESSAGE
   REVIEW/RECORD MESSAGE

 Press:
 -Review to hear message.
 -Record to record message
 or Back button to exit.

        Progress:   0
◀Review              Record▶
```
▷

```
      EDIT ALERT MESSAGE
   REVIEW/RECORD MESSAGE

 REVIEWING MESSAGE...
 -Review to hear message.
 -Record to record message
 or Back button to exit.

        Progress:   0
◀Review              Record▶
```

To record a new message, press the **Record** button on the **REVIEW/RECORD MESSAGE** display.

```
      EDIT ALERT MESSAGE
   REVIEW/RECORD MESSAGE

 Press:
 -Review to hear message.
 -Record to record message
 or Back button to exit.

        Progress:   0
◀Review              Record▶
```
◁

```
      EDIT ALERT MESSAGE
   REVIEW/RECORD MESSAGE

 READY TO RECORD
 Press headset B button
 Speak into Headset Mic
 Release B button to stop

        Progress:   0
◀Review              Record▶
```
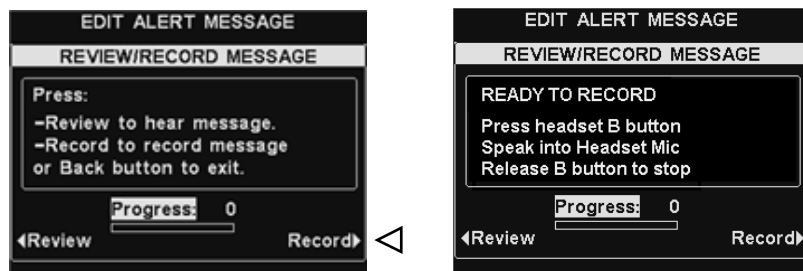
Follow the instructions under **READY TO RECORD** on the display. After releasing the **B** button, you will have up to 10 seconds to record the message. The **Progress** indicator will show you how long you have been recording.
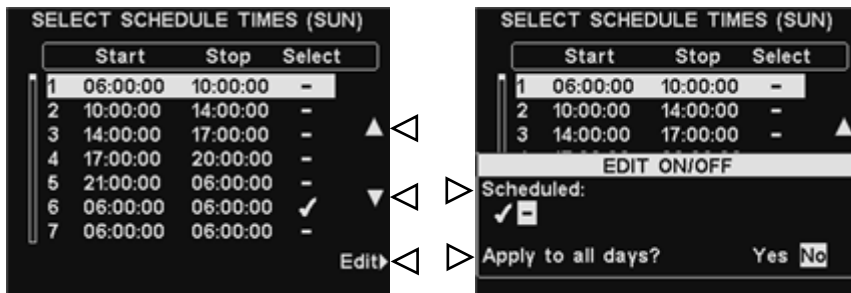
Message Schedule

To choose the schedule for the selected message, press the **Schedule** button on the **EDIT ALERT MESSAGE** display.
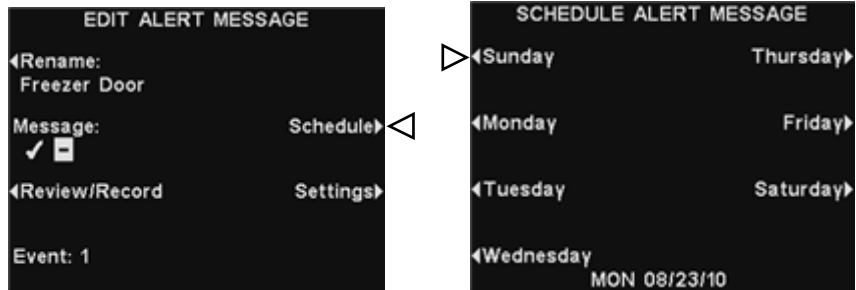
On the **SCHEDULE ALERT MESSAGE** display, press the button for the day you want the selected message to be played.
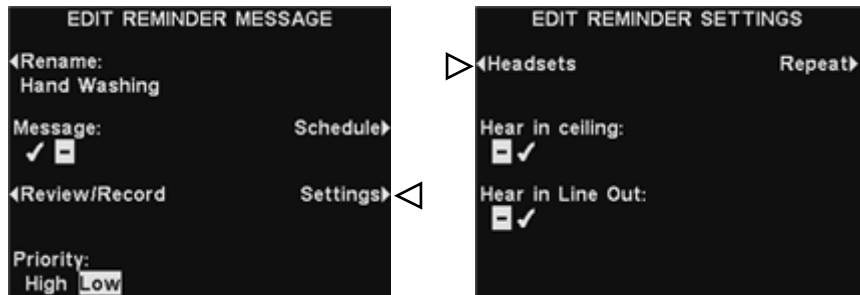

On the **SELECT SCHEDULE TIMES** display, select the time when you want the selected message to play by pressing the ▲(up) and ▼(down) buttons to scroll through the 12 available time periods. When the desired time period is highlighted, press the **Edit** button.
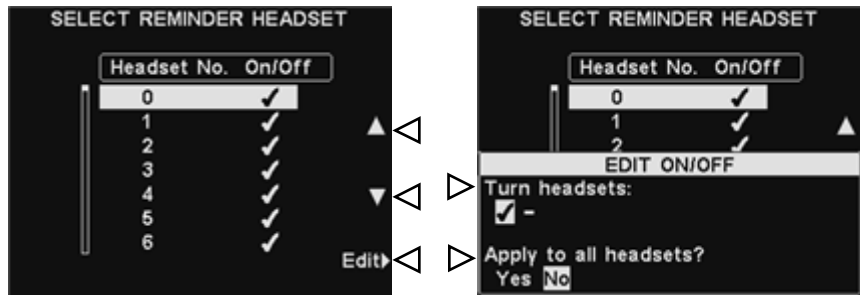
On the **EDIT ON/OFF** display, press the **Scheduled** button to turn the message ✓(on) or ▬(off) for the selected time period. If you want the message to be ✓(on) or ▬(off) during this time period every day, press the **Apply to all days** button to select **Yes**. If **No** is selected, only the selected day will be affected by this change.

To save these settings, press the **Back** button.

Message Playback Settings

To choose where the selected Alert message will be heard, press the **Settings** button on the **EDIT ALERT MESSAGE** display.
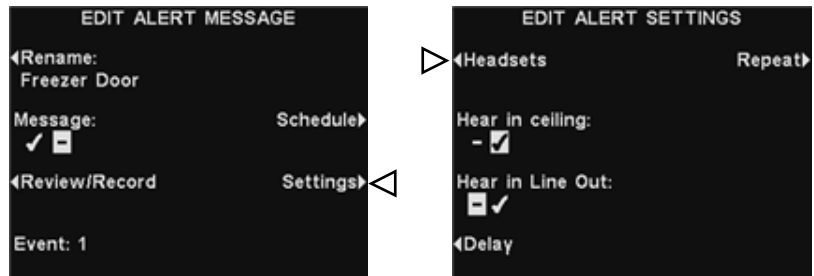
To designate specific headsets where you would like the selected Alert message to be heard, press the **Headsets** button on the **EDIT ALERT SETTINGS** display.
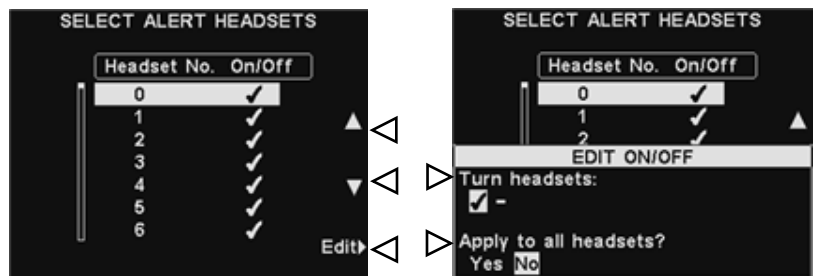
On the **SELECT ALERT HEADSETS** display, use the ▲(up) and ▼(down) buttons to select a headset number for which you would like to turn the selected Alert message ✓(on) or −(off), and then press the **Edit** button.

To turn the message ✓(on) or −(off) in the selected headset, press the **Turn headsets** button on the **EDIT ON/OFF** display to highlight ✓(on) or −(off). To turn the message on or off in all headsets, press the **Apply to all headsets?** button to highlight **Yes** or **No**, and press the **Back** button.
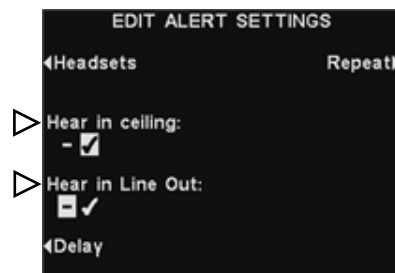
To have the selected Alert message heard in the ceiling speaker(s), or not heard, press the **Hear in ceiling** button to highlight ✓(on) or −(off).
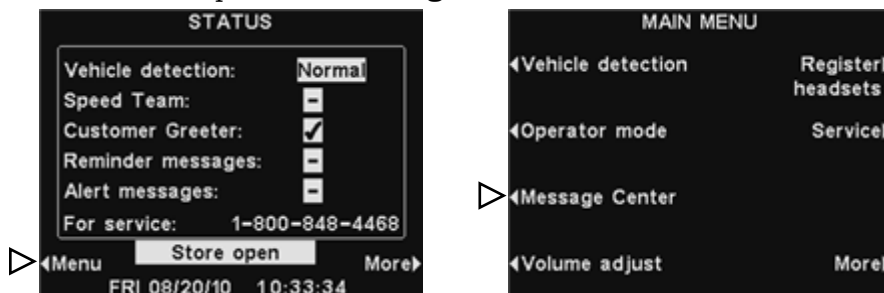
To have the selected Alert message heard in the line out(s), or not heard, press the **Hear in Line Out** button to highlight ✓(on) or −(off).

To set a delay after the Alert message is triggered until it begins playing, press the **Delay** buton.

EDIT ALERT SETTINGS	EDIT ALERT SETTINGS
◀Headsets Repeat▶	◀Headsets Repeat▶
	DELAY BEFORE PLAY
Hear in ceiling:	▷ ◀─Left Right─▶ ◁
─ ☑	
Hear in Line Out:	Delay: 1 0:0 0 Up▲ ◁
☐ ✓	00:00 ─ No delay
▷ ◀Delay	Dn▼ ◁
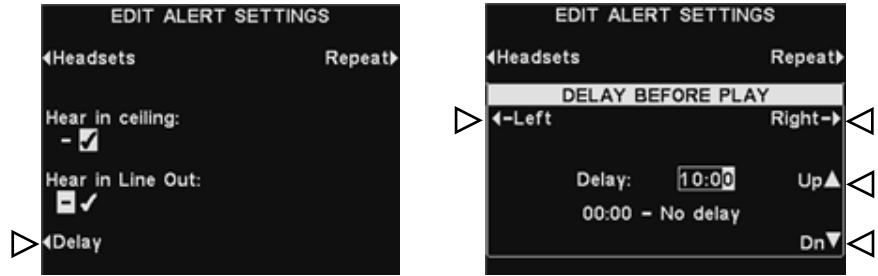
On the **DELAY BEFORE PLAY** display, use the **Left** or **Right** button to move the highlight left or right in the **Delay** field for minutes and seconds (MM:LL).

Use the **Up** and **Dn** buttons to change the number in the highlighted box.

To save these settings, press the **Back** button.

To have the Alert message repeated at selected intervals, press the **Repeat** button.

EDIT ALERT SETTINGS	EDIT ALERT SETTINGS
◀Headsets Repeat▶ ◁	◀Headsets Repeat▶
	REPEAT INTERVAL
Hear in ceiling:	▷ ◀─Left Right─▶ ◁
─ ☑	
Hear in Line Out:	Time: 00:01:0 0 Up▲ ◁
☐ ✓	00:00:00 ─ No repeat
◀Delay	Dn▼ ◁
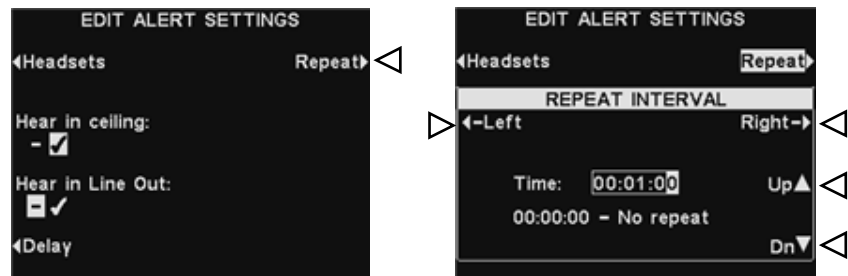
On the **REPEAT INTERVAL** display, use the **Left** or **Right** button to move the highlight left or right in the **Time** field for hours, minutes or seconds (HH:MM:SS).

Use the **Up** and **Dn** buttons to change the number in the highlighted box.

To save these settings, press the **Back** button.
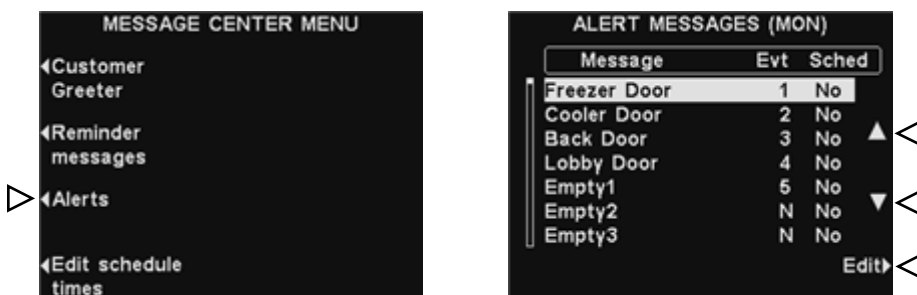
Schedule Times

To set up all the time periods during each day, in which all Message Center messages can be scheduled, press the **Menu** button on the base station **STATUS** display and then, on the **MAIN MENU** press the **Message Center** button.
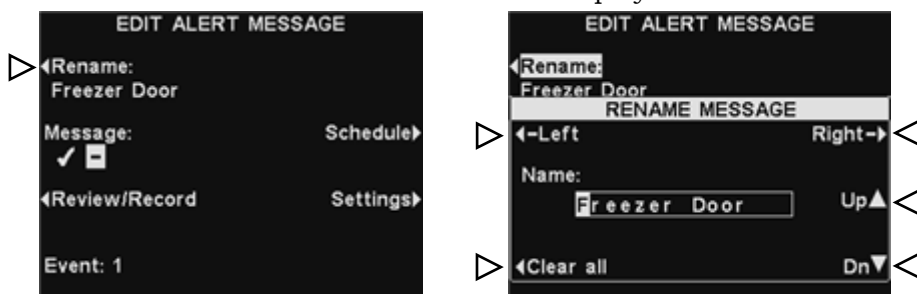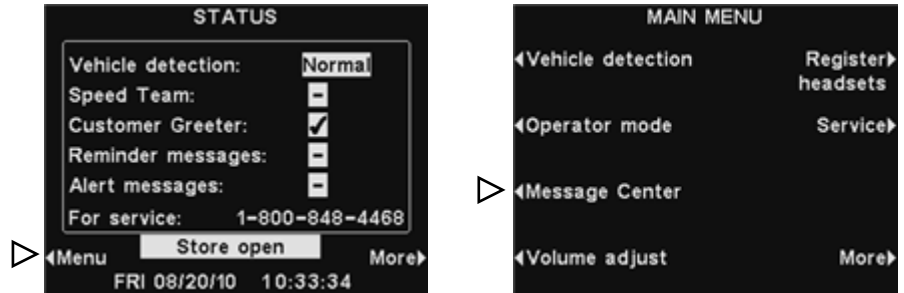

Press the **Edit schedule times** button on the **MESSAGE CENTER MENU**.
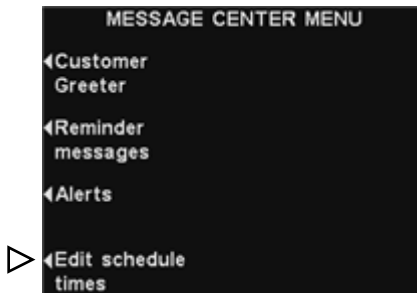
There are 12 possible time periods. To select a time period to be edited, use the ▲(up) and ▼(down) buttons to scroll through the 12 available time periods on the **EDIT SCHEDULE TIMES** display. When the desired time period is highlighted, press the **Edit** button.

On the drop-down **EDIT SCHEDULE TIMES** display, to edit the Start or Stop time, use the **Left** and **Right** buttons to move the highlight in the **Start** or **Stop** field, and use the **Up** and **Dn** buttons to change the highlighted numbers. To move from one field to the other, repeat pressing the **Left** or **Right** button until the highlight moves from one field to the other.

To save these settings, press the **Back** button.

Volume Adjustments

To adjust the volume of inbound and outbound audio, alert tones and message repeater messages, on the base station **STATUS** display, select **Menu** and then, on the **MAIN MENU** select **Volume adjust**.

Press the buttons on the left side of the **VOLUME MENU** to select which volume you want to adjust.

NOTE:

If you have a dual lane operation, the **VOLUME MENU** *will have the same selections for* **Lane 1** *and* **Lane 2** *as shown here on the* **VOLUME MENU**. *Make your selections accordingly.*

MAIN MENU		VOLUME MENU
◀Vehicle detection Register▶ headsets	▷	◀In/Out-bound
◀Operator mode Service▶	▷	◀Ceiling speaker
◀Message Center	▷	◀Line In/Out
▷ ◀Volume adjust More▶	▷	◀Vehicle tone
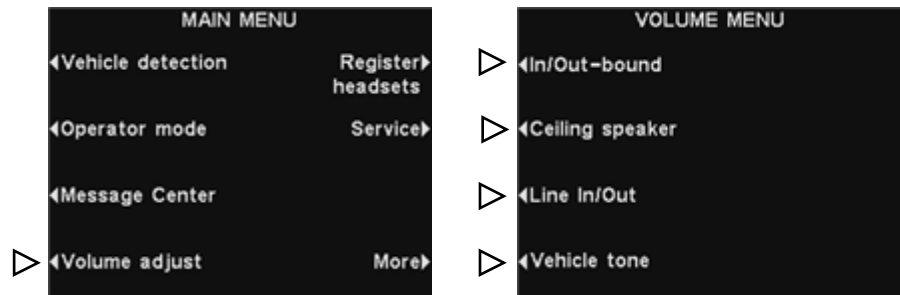
On the next display that appears, select the volume you would like to adjust, and then use the **Up** and **Dn** buttons to raise and lower the volume level.

NOTE:

IN/OUTBOUND VOLUME *settings adjust the level to and from the outside speaker/microphone and the level of the outbound Customer Greeter message from the Customer Greeter.*
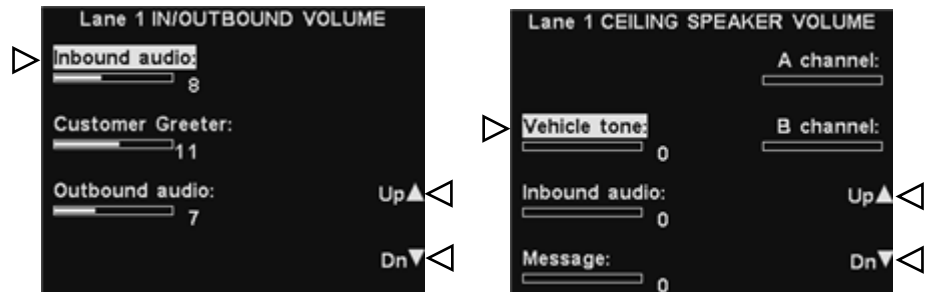
VEHICLE TONE VOLUME *setting only adjusts the level of the alert tone heard in the headsets.*

Lane 1 IN/OUTBOUND VOLUME
▷ Inbound audio:
8
Customer Greeter:
11
Outbound audio: Up▲◁
7
                     Dn▼◁

Lane 1 CEILING SPEAKER VOLUME
A channel:
▷ Vehicle tone: B channel:
0
Inbound audio: Up▲◁
0
Message: Dn▼◁
0

Lane 1 LINE IN/OUT VOLUME
▷ Line In:
10
Line Out: Up▲◁
10
                     Dn▼◁

Lane 1 VEHICLE TONE VOLUME
▷ Vehicle tone to headset:
9   Up▲◁
                     Dn▼◁
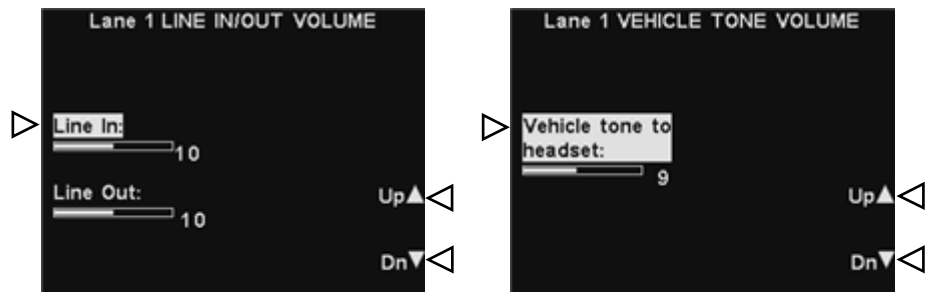
To save these settings, press the **Back** button.

Wired Backup System Operation

In order to use a Wired Backup System, you must have a Switcher Board (optional) in your base station. If you have a Switcher Board, you will find a switch on the bottom of your base station as shown in Figure 10.

If you have a single lane drive-thru operation, you will find one switch in the **Lane 1** position

If you have a dual lane drive-thru operation, you may have two Switcher Boards in your base station, in which case you will find two switches on the bottom of your base station, one for **Lane 1** and another for **Lane 2**.

● To use the <u>Wired</u> Backup System, place the switch for **Lane 1** and/or **Lane 2** in the **Backup** (In) position.
● When you have finished using the <u>Wired</u> Backup System, return the switch to the **Wireless** (Out) position.
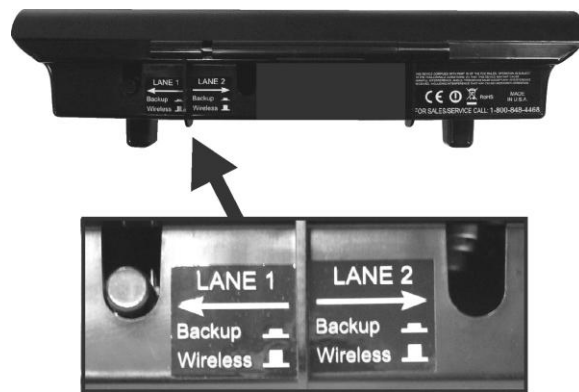
Figure 10.   Wired backup switches on bottom of base station

Vehicle Detection

You can test the vehicle detector function by simulating a vehicle arrival at the speaker post or menu board.

Before doing this, be sure there is no car (or metal object) at the detection point.

Press the **Menu** button on the base station **STATUS** display and then press the **Vehicle detection** button on the **MAIN MENU**.

```
                STATUS                                          MAIN MENU
   Vehicle detection:   Normal           ▷ ◄Vehicle detection        Register▶
   Speed Team:          ▬                                             headsets
   Customer Greeter:    ✓
   Reminder messages:   ▬                   ◄Operator mode             Service▶
   Alert messages:      ▬
   For service:   1-800-848-4468            ◄Message Center
▷ ◄Menu      Store open        More▶
        FRI 08/20/10  10:33:34              ◄Volume adjust               More▶
```
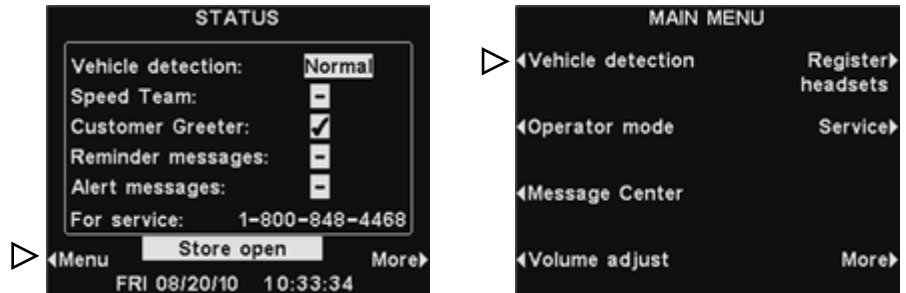
On the **VEHICLE DETECTION** display, press the **Mode** button to select **Override**. This will cause the vehicle alert tone to be played in headsets, followed by inbound audio from the outside speaker. To return to normal operation, press the **Mode** button again to select **Normal**.

```
              VEHICLE DETECTION
   ▷  Mode:
         Normal
         Override




   ▷ ◄Reset detector
```
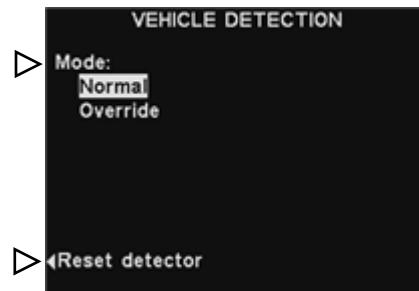
If you have a Vehicle Detector Board (VDB) in your base station, and you experience a problem with vehicle detection, such as the inbound audio not shutting off from the outside speaker or no alert tone when a vehicle arrives, you can reset the Vehicle Detector by pressing the **Reset detector** button on the **VEHICLE DETECTION** display, and then pressing the **Yes** button.

```
Lane 1 RESET VEHICLE DETECTOR          Lane 1 RESET VEHICLE DETECTOR


                                          RESETTING LANE1 VEH DETECTOR
   Are you sure you want to                  Status:
   reset Vehicle Detector(s)?                Resetting


                          Yes▶ ◁
```
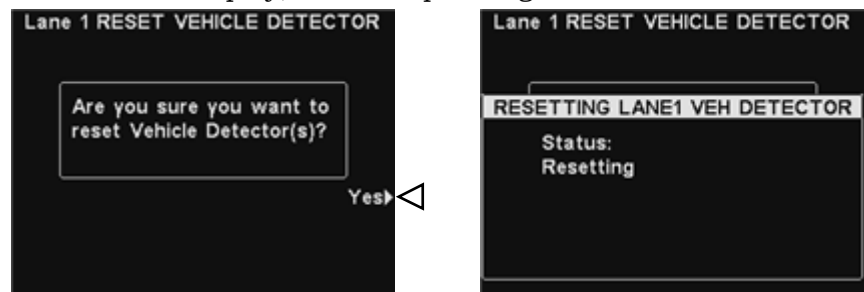
Press the **Back** button after **Reset Completed** appears and disappears on the display.

Store Settings

Store settings are crucial to drive-thru operation, and are normally controlled by password access.

To access Store Settings, press the **Menu** button on the base station **STATUS** display and then press the **More** button on the **MAIN MENU**.

On the **ADVANCED MENU**, press the **Store settings** button.
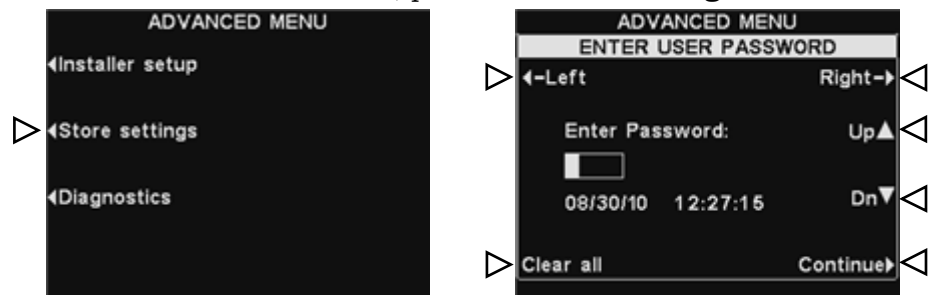
User Password

To make changes to store settings, you may need a password. If you do, the **ENTER USER PASSWORD** display will appear. If you do not need a password, the **STORE SETTINGS** display will appear immediately.

If you have a password, use the **Left** and **Right** buttons to move the highlighted box in the **Enter** field, and use the **Up** button to put alphabetic characters in the box, or the **Dn** button to put numeric characters in the box. Each time you have entered a character of your password, press the **Right** button to move the highlighted box to the next position and enter the next character. If you want to start over with a new password, press the **Clear all** button. After entering your entire password, press the **Continue** button to view the **STORE SETTINGS** display. To view additional **ADVANCED STORE SETTINGS**, press the **More** button.
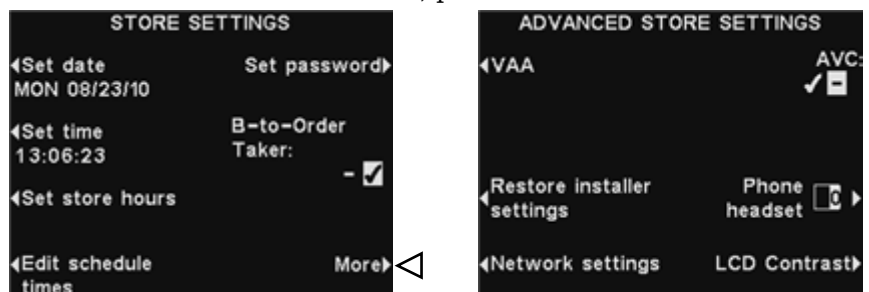
Set Date or Time

To make changes to the date or time settings, press the **Set date** or **Set time** button on the **STORE SETTINGS** display.

```
                STORE SETTINGS
  ▷ ◀Set date           Set password▶
    MON 08/23/10

  ▷ ◀Set time           B-to-Order
    13:06:23             Taker:
                                  - ☑

    ◀Set store hours

    ◀Edit schedule               More▶
    times
```
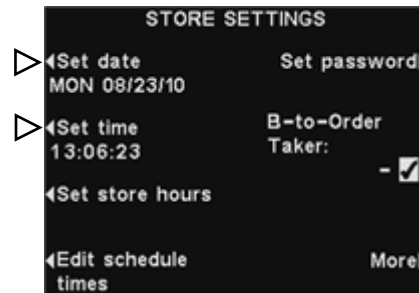
On the **SET DATE** or **SET TIME** display, use the **Left** and **Right** buttons to move the highlight in the **Date** or **Time** field, and use the **Up** and **Dn** buttons to change the highlighted numbers.

```
        STORE SETTINGS                          STORE SETTINGS
 ◀Set date        Set password▶          ◀Set date        Set password▶
 MON 08/23/10                             Tue 08/24/10
        SET DATE                                 SET TIME
▷ ◀-Left         Right-▶ ◁        ▷ ◀-Left          Right-▶ ◁

        Date:                                   Time:
        08/23/10    Up▲ ◁                        10:10:00    Up▲ ◁

                    Dn▼ ◁                                    Dn▼ ◁
 times                                   times
```

To save these setting, press the **Back** button.

Set Store Hours

To make changes to the store hours for any day, press the **Set store hours** button on the **STORE SETTINGS** display.

```
                STORE SETTINGS
    ◀Set date           Set password▶
    MON 08/23/10

    ◀Set time           B-to-Order
    13:06:23             Taker:
                                  - ☑

  ▷ ◀Set store hours

    ◀Edit schedule               More▶
    times
```
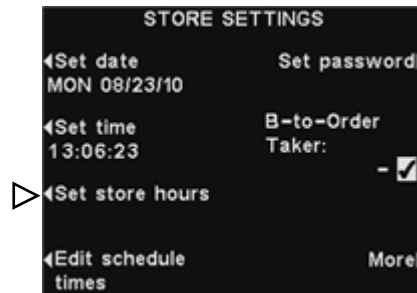
Press the button next to the day you would like to change. Use the **Left** and **Right** buttons to move the highlight in the **Open** or **Close** field, and use the **Up** and **Dn** buttons to change the highlighted numbers. To move from one field to the other, repeat pressing the **Left** or **Right** button until the highlight moves from one field to the other. If you want these store hours to apply to every day, press the **Copy** button and then press the **Apply to all days?** button to highlight **Yes**.

```
        STORE HOURS                              STORE HOURS
   Sunday          Thursday              Sunday          Thursday
▷ ◀ 06:00:00 -     06:00:00 - ▶          06:00:00 -      06:00:00 - ▶
    06:00:00       06:00:00           SET STORE HOURS FOR SUNDAY
   Monday          Friday
 ◀ 06:00:00 -      06:00:00 - ▶      ▷ ◀-Left           Right-▶ ◁
    06:00:00       06:00:00               Open:  06:00:00
   Tuesday         Saturday
 ◀ 06:00:00 -      06:00:00 - ▶           Close: 06:00:00     Up▲ ◁
    06:00:00       06:00:00
   Wednesday                           Open = Close for 24-hour
 ◀ 06:00:00 -                          store
    06:00:00    MON 08/23/10        ▷ ◀Copy                   Dn▼ ◁
                                       06:00:00  MON 08/23/10
```

To save these settings, press the **Back** button.

HINT!
*When setting the time, set it a little in advance of the known correct time and then, one second before the correct time matches the setting, press the **Back** button to restart the clock.*

Edit Schedule Times

Up to 12 Schedule Times can be set to establish periods in which messages can be played from the Message Center. Schedule Times can be edited as needed. To make changes to the Schedule Times, press the **Edit schedule times** button on the **STORE SETTINGS** display.

```
                STORE SETTINGS

◄Set date                    Set password►
MON 08/23/10

◄Set time                    B-to-Order
13:06:23                     Taker:
                                       - ☑

◄Set store hours


  ▷  ◄Edit schedule                    More►
       times
```
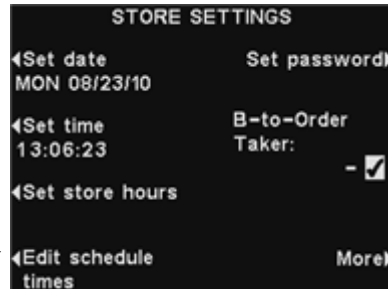
On the **EDIT SCHEDULE TIMES** display, press the ▲(up) and ▼(down) buttons to move up and down the list of time periods. You can continue pressing the ▼(down) button past 7 until you reach 12.

```
           EDIT SCHEDULE TIMES

          Start        Stop
  1   06:00:00      10:00:00
  2   10:00:00      14:00:00
  3   14:00:00      17:00:00       ▲ ◁
  4   17:00:00      20:00:00
  5   21:00:00      06:00:00       ▼ ◁
  6   06:00:00      06:00:00
  7   06:00:00      06:00:00
                                 Edit► ◁

       MON 08/23/10 13:11:10
```

When the time period you would like to change is highlighted, press the **Edit** button.

```
           EDIT SCHEDULE TIMES

          Start        Stop
  1   06:00:00      10:00:00
        EDIT SCHEDULE TIMES
  ▷ ◄–Left              Right–► ◁

     Start:   06:00:0 0

     Stop:    10:00:00           Up▲ ◁

  Start = Stop for 24-hours
                                 Dn▼ ◁
       MON 08/23/10 11:17:35
```

Use the **Left** and **Right** buttons to move the highlight in the **Start** or **Stop** field, and then use the **Up** and **Dn** buttons to change the highlighted numbers. To move from one field to the other, repeat pressing the **Left** or **Right** button until the highlight moves beyond the end of one field and into the other.
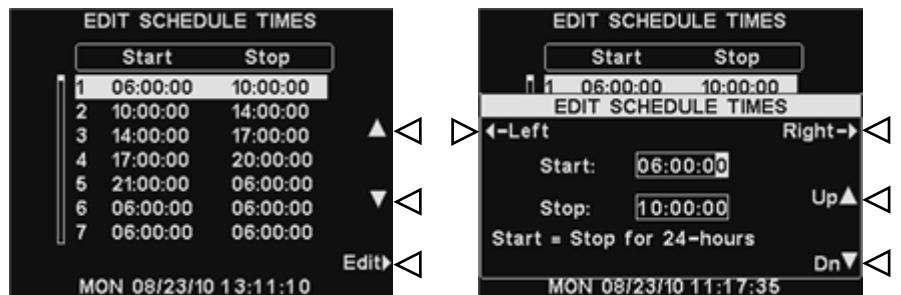
To save these settings, press the **Back** button.

NOTE:
If your store is open, and you want a schedule to run for 24 hours, set the Stop time the same as the Start time.

Change Password

For security purposes, you may need to change the password periodically for entry to the **STORE SETTINGS** display, or when someone's employment terminates. To do this, press the **Set password** button on the **STORE SETTINGS** display. The current password will be shown in the **Enter New** field on the **SET USER PASSWORD** display.
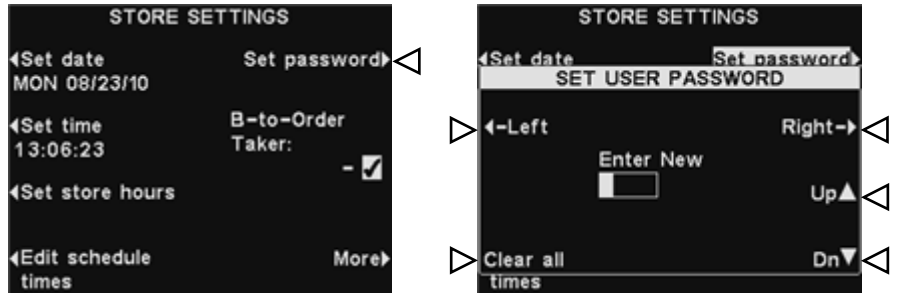
Use the **Left** and **Right** buttons to move the highlighted box in the **Enter New** field. Use the **Up** button to put alphabetic characters in the highlighted box, or the **Dn** button to put numeric characters in the highlighted box. Continuing down from A will take you to numeric characters. Continuing up from 9 will take you to alphabetic characters. Press the **Right** button to move the highlighted box to the next position and enter the next character. If you want to start over with a new password, press the **Clear all** button. After entering the entire new password, press the **Back** button twice to save the new password and return to the **ADVANCED MENU**.

B-to-Order Taker

The **B-to-Order Taker** feature allows the Order Taker to hear (or not hear) **B** button communication during **A** button communication with a customer.

Press the **B-to-Order Taker** button on the **STORE SETTINGS** display to select ✓(on) to allow the Order Taker to hear **B** button communication while pressing an **A** button. If you select ▬(off), the Order Taker will not hear **B** button communication while pressing an **A** button.
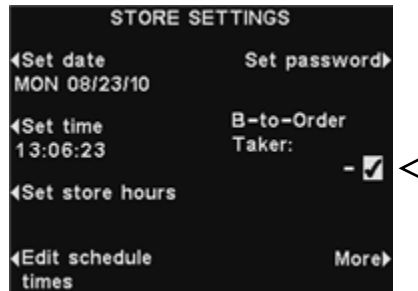
To save this setting, press the **Back** button.

Phone Headsets

If there is an HME Telephone Interface connected to your base station, you can assign one beltpac/headset to receive incoming telephone calls. To do this, press the **Phone headset** button on the **ADVANCED STORE SETTINGS** display. On the **SELECT PHONE HEADSET** display, use the **Left** and **Right** buttons to move the highlight in the **Select phone headset** field, and then use the **Up** and **Dn** buttons to enter number of the beltpac/headset.
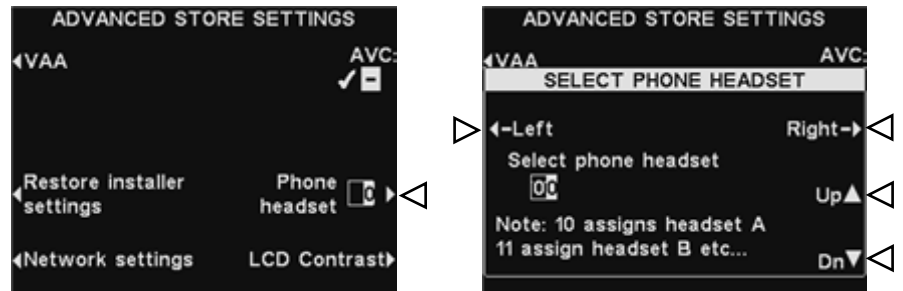
To save these settings, press the **Back** button.

VAA Adjustment

VAA settings can be adjusted to eliminate echo, feedback or fluctuating inbound audio levels.

To adjust VAA levels, press the **More** button on the **STORE SETTINGS** display. On the **ADVANCED STORE SETTINGS** display, press the **VAA** button.
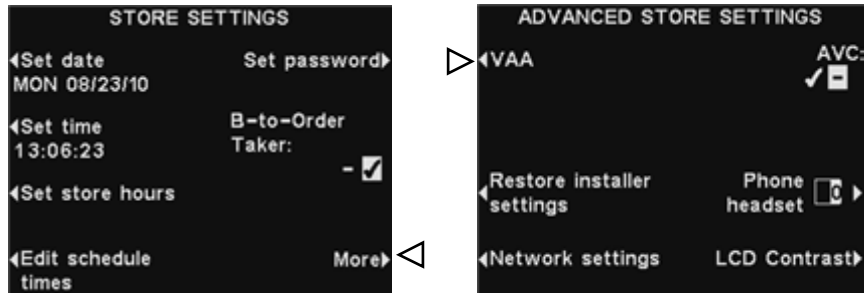
NOTE:

If you have a dual lane drive-thru operation, you may need to make this adjustment for each lane.
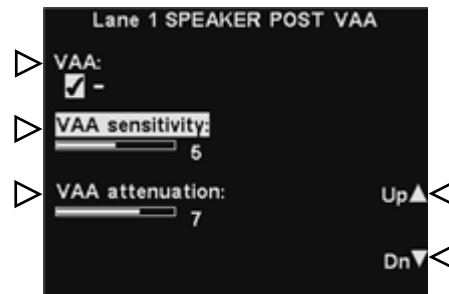
VAA On or Off:

To turn the VAA feature ✓(on) or ‑(off), press the **VAA** button to highlight ✓(on) or ‑(off).

VAA Sensitivity Level:

This is the volume level of the order taker's voice required to activate the VAA circuit. If speaking to the customer does not automatically reduce the inbound level, press the **VAA sensitivity** button and then press the **Up** and **Dn** buttons until the inbound audio is reduced while you are speaking to the customer, and returns to normal when you stop speaking.

VAA Attenuation Level:

This is the amount that the inbound volume level is reduced when the order taker speaks to the customer. If the order taker cannot hear the inbound audio at all while speaking, the **VAA attenuation** can be adjusted to a lower level. To make this adjustment, press the **VAA attenuation** button and then press the **Up** and **Dn** buttons until the desired level is reached. If you do not want any attenuation, turn off VAA without adjusting this setting.

Restore Installer Settings

To delete all of your custom settings and return to the original settings made by the ion|IQ™ installer, press the **Restore installer settings** button on the **ADVANCED STORE SETTINGS** display, and then press the **Restore** button on the **RESTORE INSTALLER DEFAULTS** display. The base will automatically reset and restore the installer settings.

```
ADVANCED STORE SETTINGS                    RESTORE INSTALLER DEFAULTS

◀VAA                   AVC:
                        ✓▣                   Are you sure?
                                             Pressing Restore will change
                                             all settings back to the
                                             installer defaults.
 ▷◀Restore installer    Phone ▯⨀▶
   settings             headset
 ◀Network settings     LCD Contrast▶                              Restore▶◁
```

Network Settings

If your base station is connected to a computer network, the network settings were set up by the ion|IQ™ installer.
If you need to contact HME Technical Support regarding any problem with your network connection, you may be asked to make changes to the network settings. If so, press the **More** button on the **STORE SETTINGS** display. On the **ADVANCED STORE SETTINGS** display, press the **Network settings** button.

```
STORE SETTINGS                          ADVANCED STORE SETTINGS

◀Set date          Set password▶        ◀VAA                   AVC:
MON 08/23/10                                                    ✓▣
                   B-to-Order
◀Set time          Taker:
13:06:23               - ✓              ◀Restore installer      Phone ▯⨀▶
                                          settings             headset
◀Set store hours

◀Edit schedule            More▶◁  ▷◀Network settings     LCD Contrast▶
  times
```
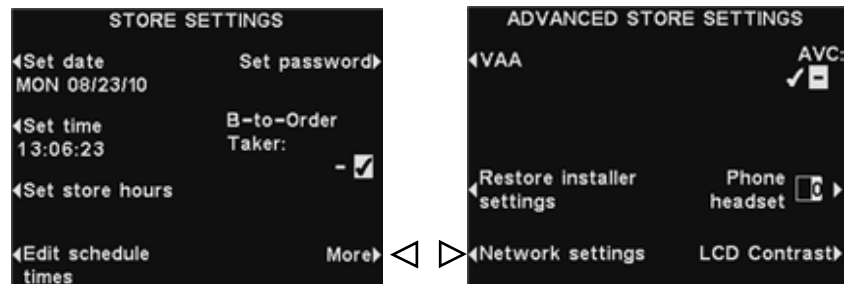
On the **NETWORK SETTINGS** display, make the selection requested by the HME Technical Support representative, and then make any changes you are instructed to make.

For example; You may be asked to change the IP Address. On the **EDIT IP ADDRESS** display, you can use the **Left** and **Right** buttons to move the highlighted box left and right in the **Address** field. Use the **Up** and **Dn** buttons to change the numbers in the highlighted box. After entering the new Address, press the **Back** button to save the entry and return to the **NETWORK SETTINGS** display.

```
NETWORK SETTINGS                        NETWORK SETTINGS

▷◀IP Address       Data port▶           ◀IP Address        Data port▶
  0.0.0.0                                0.0.0.0
                                              EDIT IP ADDRESS
◀Subnet            Telnet port▶         ▷◀-Left             Right-▶◁
  0.0.0.0

◀Web port                                                       Up▲◁

                                         000. 000. 000. 000
◀Gateway                                                        Dn▼◁
  0.0.0.0                                0.0.0.0
```
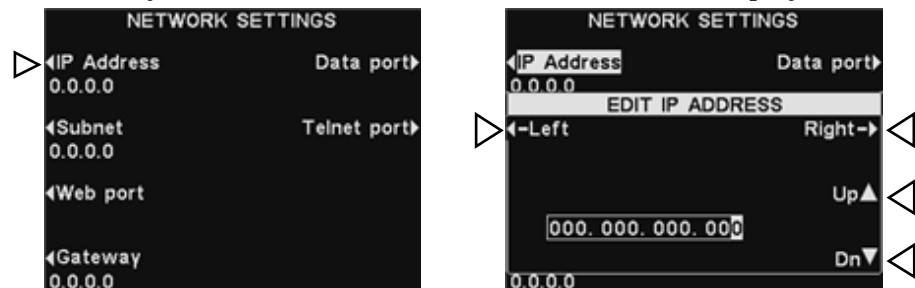
Automatic Volume Control

When the Automatic Volume Control (AVC) is on, the volume level at the outside speaker will be automatically adjusted to compensate for environmental noise at the speaker post. When there is excessive noise, the level of the order taker's voice in the speaker will be adjusted up. When it is quiet in the drive-thru area, the level will be adjusted down.

To turn the Automatic Volume Control on or off, press the **More** button on the **STORE SETTINGS** display, and then press the **AVC** button on the **ADVANCED STORE SETTINGS** display to highlight ✓(on) or −(off).

```
        STORE SETTINGS
◄Set date            Set password►
MON 08/23/10

◄Set time            B-to-Order
13:06:23             Taker:
                              - ☑
◄Set store hours

◄Edit schedule              More►
 times
```

```
    ADVANCED STORE SETTINGS
◄VAA                      AVC:  ◄
                          ✓ ▄

▷◄Restore installer     Phone ▢c ►
   settings             headset
◄Network settings    LCD Contrast►  ◄
```
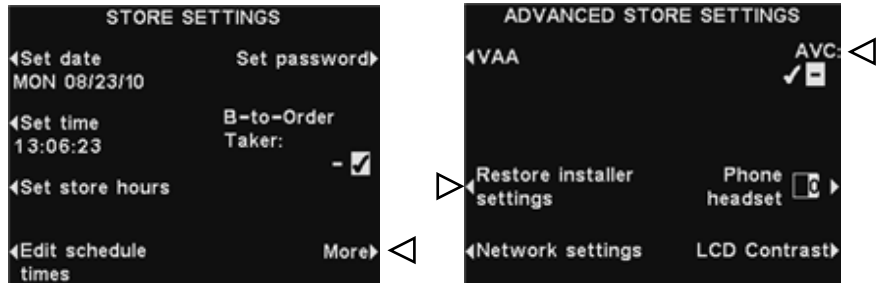
LCD Contrast

To adjust the light/dark contrast of the base station display, press the **More** button on the **STORE SETTINGS** display. On the **ADVANCED STORE SETTINGS** display, press the **LCD Contrast** button and then press the **Up** (lighter) and **Dn** (darker) buttons to adjust the contrast. When you are finished, press the **Back** button as needed to save the setting and return to the desired display.

```
    ADVANCED STORE SETTINGS
◄VAA                      AVC:
                          ✓ ▄

◄Restore installer     Phone ▢c ►
  settings             headset
◄Network settings   LCD Contrast►  ◄
```

```
      LCD CONTRAST SETTING



LCD Contrast:
            ▁▁▁▁▄64

                         Up▲  ◄

                         Dn▼  ◄
```
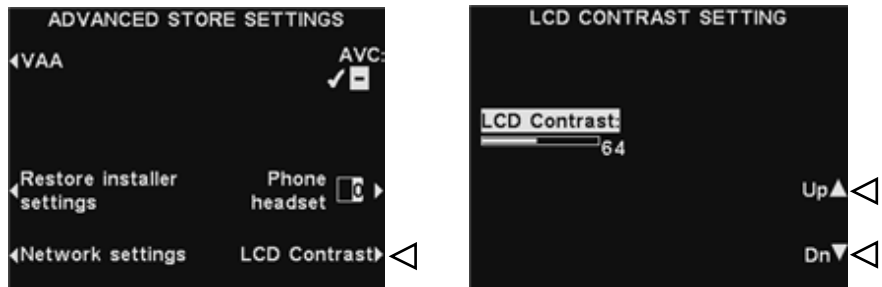
PC Navigation

If your ion|IQ™ was set up to operate with a PC network, all of the same settings that can be made on the base station can also be made on your PC.

The following examples show you how to navigate through system settings as they appear on your PC screen.

The ion|IQ™ provides the ability to view and edit base station configuration settings. To open the ion|IQ™ on your PC, enter its IP Address in the address bar on your internet browser as shown below, and then press the **Enter** key on your keyboard.
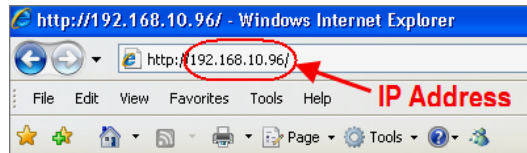
Select any category from the **Main Menu** that you would like to view or edit. Some topics will cause a **Secondary Menu** bar to appear, from which you can select a sub-topic.

If you click your cursor on an **Edit** button, an edit bar will appear with setup choices. If you make any setup changes, you must click on the **Save** button to save your changes. If you do not want to save your changes, or do not make any changes, you can click on any other menu topic, or click on the back arrow at the top-left corner of the browser screen.

PC Reports

The ion|IQ™ is also able to generate the following reports to your PC.

The **Headset Statistics Report** includes a list of all headsets, with the following information:

- the last time/date each headset was used
- which messages are assigned to each headset
- which headset is assigned as the "phone" headset

The **Message Center Report** includes a list of all settings associated with each message that is ✓(on).

To view reports, select **Reports** from the Main menu.

EQUIPMENT CARE AND CLEANING

Handling the Equipment Properly

- When adjusting the position of the headset microphone, hold the boom at its base, not at the microphone end.
- Carry the headset by the headband, not by the earpiece, and never by the microphone boom.
- Use both hands to put the headset on or take it off.

Cleaning the Equipment

COM6000BP

- Remove the battery.
- Clean the battery and headset with a damp sponge sprayed with household cleaner. Squeeze excess liquid out of the sponge before using it.
- Clean the metal battery contacts on the battery and headset as follows. Wet the tip of a swab with alcohol and squeeze the excess alcohol from it. Wipe each contact with the swab and be certain all the contacts are dry before reinstalling the batteries.
- Foam muffs on headset earpieces can easily be replaced for sanitary purposes. To order extra foam muffs, call your local HME sales representative.

Battery Charger

CAUTION:
Always unplug the battery charger before cleaning it.

Avoid splashing water or grease on the battery charger.
Clean the battery charger monthly as follows.

- Remove all batteries from the battery charger.
- Clean the battery charger case with a damp sponge. Wet the sponge and wring it out so it is damp, not dripping wet. Spray household cleaner on the sponge (NOT DIRECTLY ON THE EQUIPMENT). Clean the battery charger with the sponge and dry it thoroughly.
Wet the tip of a cotton swab with rubbing alcohol and squeeze the excess alcohol from the swab. Wipe the metal contacts inside each battery port with the damp swab. Allow the contacts to dry before placing batteries in the ports.

IN CASE OF PROBLEMS

Troubleshooting

PROBLEM	PROBABLE CAUSE	SOLUTION
"Battery failed" is heard in headset when PWR button is pressed.	Battery may be defective.	Replace battery. Call HME.*
	Headset battery contacts may be dirty.	Clean headset battery contacts with alcohol.
"Headset failed" is heard in headset when PWR button is pressed.	Headset may be defective.	Use another headset. Call HME.*
	Headset battery contacts may be dirty.	Clean headset battery contacts with alcohol.
You hear your echo in headset earpiece when you speak into headset microphone.	Outside speaker and microphone may not be properly installed.	Be sure speaker and microphone are isolated from each other, and are tightly mounted with enough foam packed around each of them to absorb vibrations.
	Outbound and/or inbound audio level may be set too high.	Set outbound audio level just high enough to be heard by customers. Lower inbound audio to comfortable level.
	VAA level may need to be adjusted.	Adjust VAA level to reduce inbound audio level when you are speaking into the headset microphone.
		Adjust VAA attenuation level to reduce inbound audio level when you are speaking into the headset microphone. **NOTE:** If the inbound level is too low, you will not hear the customer.
No sound is heard in headset when you press button A and speak into microphone.	Power may be off at base station.	Be sure HME logo and other lights on base station are lit.
		Check circuit breaker for building.
	Power supply in base station may not be working.	Be certain power adapter is plugged into AC electrical outlet, and is connected to J3 on base station audio circuit board.
	Headset power may not be on.	Press PWR button on headset. Be certain power light goes on and switches from red to green.
	Volume may not be set correctly.	Adjust volume with Volume-up and down buttons.
	Battery may be low or defective.	Check Power light. If not lit, replace battery.
	Headset may be defective.	Use another headset. Call HME.*
	Headset may not be registered.	Register headset.
Channel A or B is not working.	Headset power may not be on.	Press PWR button on headset. Be certain power light goes on and switches from red to green.
	Battery may be low or defective.	Check Power light. If not lit, replace battery.
	A1/A2 or B1/B2 light on base station does not light when headset button A or B is pressed.	Use another headset. Call HME.*
	Headset may not be registered.	Register headset.
Outbound sound is too low.	Outbound volume may be set too low for environment.	Adjust outside speaker volume level.
No outbound sound; Customer cannot hear anything.	System may be set for speed team.	Check speed-team setting.
	There may be loose wires on outside speaker or base station circuit board.	Check vehicle present light (car) on base station. Check outside speaker wire connections on J6 or J14 in base station and at outside speaker.
	Defective speaker or base station.	Call HME.*

PROBLEM	PROBABLE CAUSE	SOLUTION
Customer cannot be heard in push-to-talk (PTT) operation.	System may be set for speed team.	Check speed-team setting.
	Base station may be set for wrong drive-thru mode (full or half-duplex).	Check drive-thru mode setting.
Only intermittent voice can be heard in headsets.	Transmitter antenna connectors on base station transceiver circuit board may be loose or damaged.	Be certain antennas are screwed securely onto base station. Check transmitter antenna cable connection at ANT1 and ANT2 on left side of transceiver circuit board. Call HME.*
	Circuit board may be defective.	Call HME.*
	VAA level is too sensitive.	Reduce VAA level.
Personnel hear customers in ceiling speaker or headsets, but cannot hear each other.	Circuit board may be defective.	Check to see if A1/A2 and B1/B2 lights on base station are lit when buttons are pressed. Call HME.*
	Headset may be defective.	Use another headset. Call HME.*
No tone or sound is heard in ceiling speaker or headsets when vehicle enters drive-thru lane.	Power interruption may have caused vehicle detection circuit to be out of balance.	When no vehicle is in the drive-thru lane, reset vehicle detector.
	System may be set for speed team.	Check speed-team setting.
	Connector may be loose.	Check all connectors in base station. Call HME.*
Personnel cannot hear customers in ceiling speaker or headsets.	There may be loose wires on base station circuit board.	Check all wire insertions to connectors on base station circuit boards.
	System may be set for speed team.	Check speed-team setting.
	Outside speaker, audio circuit board or vehicle detector board failed.	Call HME.*
	VAA attenuation set too high.	Reduce attenuation.
Headset has intermittent sound.	Battery may be low.	Replace battery.
	Headset may be defective.	Use another headset. Call HME.*
There is still sound in headset after all customers have been served.	Base station may be to override position.	On the VEHICLE DETECTION menu, be certain the Mode setting is in the Normal position.
	Vehicle detector may be locked up.	On the VEHICLE DETECTION menu, select Reset Veh Detect.
Battery charger is not working.	Charger may not be plugged in.	Be certain charger is plugged in. If it still is not working, call HME.*
"Registration failed" message heard in headset. Lights stay red.	Base station power not on.	Be sure HME logo and other lights on base station are lit. If no light is lit, be sure power adapter is plugged into electrical outlet, and is connected to J3 on base station audio circuit board.
	Registration button not pushed.	Repeat registration procedure. Call HME.*

* *Service Call*

For information to contact HME Technical Support, press the **Menu** button on the base station **STATUS** display and then press the **Service** button on the **MAIN MENU**, or press the **Help** button under the display screen.
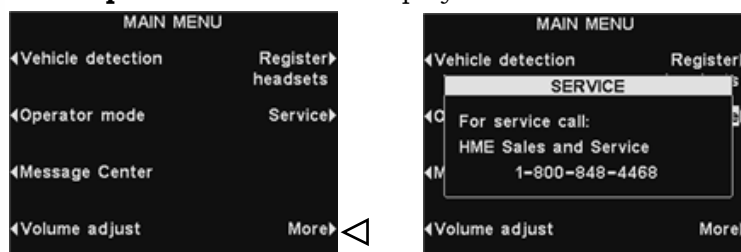
Base Station Internal Controls and Indicators
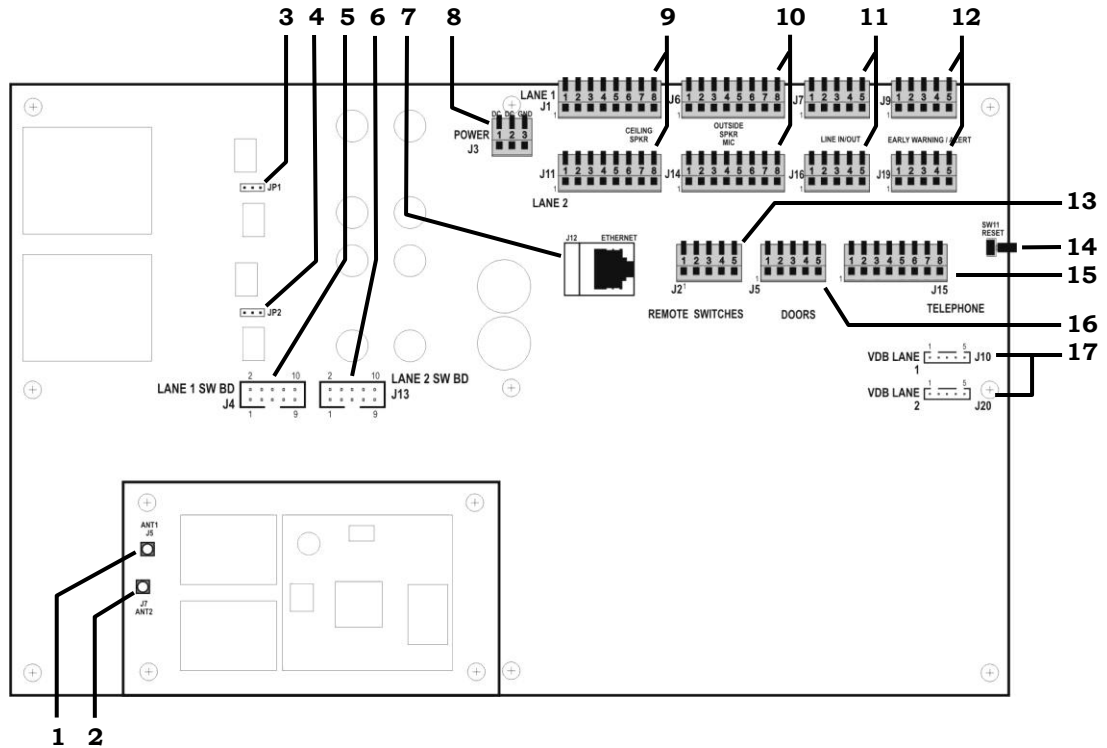
Figure 11.   Base station internal features

1. ANT1 antenna connector
2. ANT2 antenna connector
3. Jumper, microphone load, JP1-Lane 1
4. Jumper, microphone load, JP2-Lane 2
5. Switcher board connectors, J4-Lane 1
6. Switcher board connectors, J13-Lane 2
7. Ethernet connector, J12
8. Power connector, J3
9. Ceiling speaker connector, J1-Lane 1, J11-Lane 2
10. Outside speaker/microphone connector, J6-Lane 1, J14-Lane 2
11. Line in/out connector, J7-Lane 1, J16-Lane 2
12. Early warning/alert connector, J9-Lane 1, J19-Lane 2
13. Remote switch connector, J2
14. Reset switch
15. Telephone connector, J15
16. Doors connector, J5
17. Vehicle detector board (VDB) connector, J10-Lane 1, J20-Lane 2

Diagnostics

If you make a service call to HME Technical Support, you may be asked to have diagnostics performed automatically by the base station. If so, press the **Menu** button on the base station **STATUS** display and then press the **More** button on the **MAIN MENU**.

```
            MAIN MENU                        ADVANCED MENU
◄Vehicle detection      Register►       ◄Installer setup
                        headsets

◄Operator mode          Service►        ◄Store settings

◄Message Center                     ►  ◄Diagnostics

◄Volume adjust          More►       ◄
```

On the **ADVANCED MENU**, press the **Diagnostics** button, and then select the test requested by the Technical Support representative. If requested, press the **More** button for additional advanced diagnostics.

```
           DIAGNOSTICS                      ADVANCED DIAGNOSTICS
◄Test buttons                           ◄Log

◄Test LCD                               ◄Heap usage




                        More►       ◄
```

To Set Base Station for Spanish or French Language Operation

If the base station is returned to its factory default settings, it will be set for English language operation. To change the language to Spanish or French, make the following selections on the base station display.

Press the buttons indicated by arrows in the order of the numbered displays.

1
```
              STATUS
Vehicle detection:        Normal
Speed Team:               ▬
Customer Greeter:         ☑
Reminder messages:        ▬
Alert messages:           ▬
For service:   1-800-848-4468
◄Menu      Store open      More►
       FRI 08/20/10   10:33:34
```

2
```
              MAIN MENU
◄Vehicle detection       Register►
                         headsets
◄Operator mode            Service►
◄Message Center
◄Volume adjust             More►
```

3
```
            ADVANCED MENU
◄Installer setup
◄Store settings
◄Diagnostics
```

4
```
   ENTER INSTALLER PASSWORD
◄-Left                  Right-►
   Enter Password:
                          Up▲
   ▮▬
   08/18/10   13:06:36    Dn▼
Clear all              Continue►
```

On the **ENTER INSTALLER PASSWORD** display — enter the first character of the 4-digit password in the highlighted box in the **Enter Password** field by pressing the **Up** button to enter alphabetic characters, or the **Dn** (down) button to enter numbers. Press the **Right** button to move the highlighted box to the next position to the right. Repeat this procedure until all 4 digits of the password are entered, and then press the **Continue** button to access the **INSTALLER SETUP** display.

5
```
          INSTALLER SETUP
Lane configuration:
Single  Dual/Y   Tandem
Split B:
Combined  Split         ClearSound►
Auto Handsfree
(AHF):    ✓▬            Diagnostics►
◄Speaker post             More►
```

6
```
    ADVANCED INSTALLER SETUP
◄Phone            Vehicle tone►
◄Network           Save installer►
◄Line In/Out routing   Language►
◄Radio options     Restore factory►
                        defaults
```

7
```
          SELECT LANGUAGE
Select language:
  English
  Spanish
  French
```
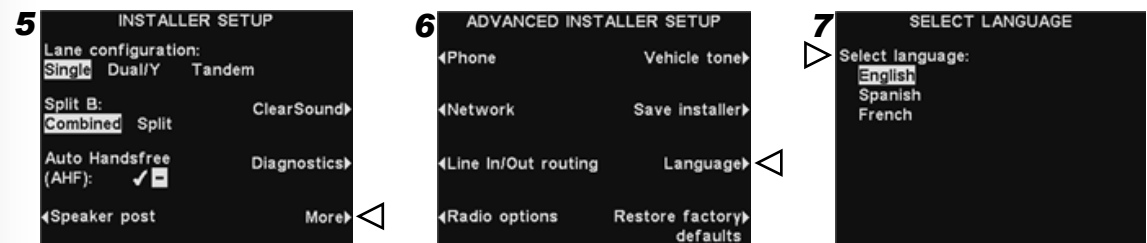
After selecting the language, press the **Back** button to save the setting. The base station will automatically be reset to its previous operating mode.

EQUIPMENT SPECIFICATIONS

Base Station

Voltage input	24VDC ±2.5V
AC current input	2.5A maximum
Audio distortion	5% maximum level
Outside speaker output	3 watts RMS into 8 ohms
Ceiling speaker power	3 watts RMS into 8 ohms
TX/RX frequency	2400MHz – 2483.5MHz
Dimensions	9.75"H x 13"W x 3.5"D
	(248 mm x 330 mm x 89 mm)
Weight	3.25 lbs (1.47 kg) maximum

COM6000BP

Battery type	3.6V Lithium ion
Battery life	18 - 20 hours (typical)
RF frequency	2400MHz – 2483.5MHz
Weight	5.1 oz (.133 kg) with battery

Odyssey IQ All-In-One Headset

Battery type	3.6V Lithium ion
Battery life	18 - 20 hours (typical)
RF frequency	2400MHz – 2483.5MHz
Weight	5.7 oz (.16 kg) with battery

AC40 Battery Charger

Voltage input	16.5VAC
Charging time	2 hrs maximum
Dimensions	7.6" x 4.6" x 2.6"
	(193mm x 117mm x 66mm)
Weight	1.5 lb (.68 kg)

IMPORTANT NOTICES

FCC Regulation

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communication. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Changes or modifications not expressly approved by HM Electronics, Inc. could void the users authority to operate this equipment.

The antenna(s) used for the base transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

This device has been designed to operate with the antennas or antenna kits listed below, and having a maximum gain of 2dBi. Antennas/Kits not included in this list or having a gain greater than 2dBi are strictly prohibited for use with this device. The required antenna impedance is 50 ohms.
1. *Antenna: NEARSON, S181TR-2450R, 2dBi*
2. *Antenna Kit: HME, EC20 (P/N G28493-1), 0dBi*
3. *Antenna Kit: HME, EC10 (P/N G27706-1)*

Industry Canada (IC)

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

$$C \in \textcircled{!}$$

Hereby, HM Electronics, Inc. declares that the ion|IQ™ is in compliance with the essential requirements and other relevant provisions of R&TTE Directive 1999/5/EC.

This product operates in the 2400 to 2483.5 MHz frequency range. The use of this frequency range is not yet harmonized between all countries. Some countries may restrict the use of a portion of this band or impose other restriction relating to power level or use. You should contact your Spectrum authority to determine possible restrictions.

Waste Electrical and Electronic Equipment (WEEE)

The European Union (EU) WEEE Directive (2002/96/EC) places an obligation on producers (manufacturers, distributors and/or retailers) to take-back electronic products at the end of their useful life. The WEEE Directive covers most HME products being sold into the EU as of August 13, 2005. Manufacturers, distributors and retailers are obliged to finance the costs of recovery from municipal collection points, reuse, and recycling of specified percentages per the WEEE requirements.

Instructions for Disposal of WEEE by Users in the European Union

The symbol shown below is on the product or on its packaging which indicates that this product was put on the market after August 13, 2005 and must not be disposed of with other waste. Instead, it is the user's responsibility to dispose of the user's waste equipment by handing it over to a designated collection point for the recycling of WEEE. The separate collection and recycling of waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local authority, your household waste disposal service or the seller from whom you purchased the product.

| **China** | HS6100 Regulatory ID number — CMIIT ID: 2011DJ5369 |

| **Indonesia** | HS6100 Regulatory ID number — 21897/SDPPI/2011
3710 |

Korea

해당 무선설비는 전파혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없음
이 기기는 업무용(A급)으로 전자파적합기기로서 판매자 또는 사용자는 이 점을
주의하시기바라며, 가정외의 지역에서 사용하는 것을 목적으로 합니다.

Taiwan   注意!

依據低功率電波輻射性電機管理辦法第十二條經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功。

第十四條低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信規定作業之無線電信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

UAE

BASE6100	HS6100
TRA REGISTERED NO. ER0078376/11 DEALER NO. 1020640	TRA REGISTERED NO. ER0078377/11 DEALER NO. 1020640

HME ion|IQ™ Message Center Quick Start Guide

Right Message, Right People, Right Time!

INSTRUCTIONS

Planning to set-up your HME ion|IQ™ Message Center is easy to do when you follow these three simple steps.

STEP ONE: Choose your CUSTOMER GREETINGS, EMPLOYEE REMINDERS, and ALERTS

> **TIP:** Schedule only a few messages at a time and change them often to improve your customers' and employees' awareness. Choose from several common messages provided in your HME ion|IQ™,   or record your own unique messages. (See **Page 16** in your ion|IQ™ Operating Instructions manual for a list of pre-programmed messages.)

- ❖ 3 or 4 CUSTOMER GREETINGS that play to your customers when they arrive at the menu board

- ❖ 2 or 3 REMINDERS that play to your employees to remind them of important tasks such as hand washing

- ❖ 1 or 2 ALERTS that notify the employees when something needs immediate attention such as when the back door is left open

STEP TWO: Determine WHEN and WHERE the messages play

- ❖ CUSTOMER GREETINGS play through the speaker at the menu board, and the headsets and ceiling speakers. REMINDERS and ALERTS are played through any or all headsets and/or grill speaker. Playing REMINDER and ALERT messages to ALL headsets is the default setting and is most commonly used

- ❖ A REPEAT interval can be set if you want a REMINDER to be played throughout the day. For example, set the repeat interval for 60 minutes, the task reminder of hand washing will play every 60 minutes.

- ❖ A DELAY can be set for an ALERT when you want to be notified if something has occurred for a specific period of time. For example, set the delay to ALERT you when the back door has been left open for five minutes.

STEP THREE: Create your message schedule for the messages listed in STEP TWO

- ❖ CUSTOMER GREETINGS can be scheduled to change with your day-part business. For example, schedule one greeting for breakfast, another for lunch and dinner, and a third to promote an all day special.

> **TIP:** A default STORE CLOSED message can play automatically to cars that arrive after the store is closed, and stop playing when the store opens. To use this feature, you must make sure the store hours are set correctly. (See **page 35** in your ion|IQ™ Operating Instructions manual.)

- ❖ REMINDERS and ALERTS are commonly scheduled to play ALL DAY and typically use the delay or repeat feature

- ❖ The message SCHEDULE can be customized by day, although it is most commonly the same for every day of the week

HME ion|IQ™ Message Center Quick Start Guide

Right Message, Right People, Right Time!

EXAMPLE PLANNER

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	HEADSETS	CEILING SPKR	DELAY
1	BREAKFAST	06:00	11:00	✓(on)	✓(on)	03
2	LUNCH/DINNER	11:00	20:00	━(off)	━(off)	00
3	DRINK PROMO	06:00	01:00	✓(on)	✓(on)	05
4						

REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
1	HAND WASHING	06:00	01:00	1 Hr	ALL	YES
2	CHANGE SANITIZER	06:00	01:00	4 Hr	ALL	YES
3						

ALERTS

	NAME	START TIME	STOP TIME	REPEAT	DELAY	HEADSETS	CEILING SPKR
1	BACK DOOR DAY	06:00	01:00	5 min	5 min	ALL	YES
2	BACK DOOR NIGHT	20:00	01:00	5 min	1 min	ALL	YES
3							

SCHEDULE

	START TIME	STOP TIME	NOTES
1	06:00	11:00 am	Customer Greeting #1
2	11:00	20:00 pm	Customer Greeting #2
3	06:00	01:00 am	Customer Greeting #3, Reminder #1 and #2
4	06:00	20:00 am	Alert #1
5	20:00	01:00 am	Alert #2
6			

NOTE: You can set up to 12 different time schedules.

HME ion|IQ™ Message Center Quick Start Guide

Right Message, Right People, Right Time!

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	CEILING SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

ALERTS

	NAME	START TIME	STOP TIME	REPEAT	DELAY	HEADSETS	CEILING SPKR
1							
2							
3							
4							

SCHEDULE

	START TIME	STOP TIME	NOTES
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

HME ion|IQ™ Message Center Quick Start Guide

Right Message, Right People, Right Time!

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	CEILING SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

ALERTS

	NAME	START TIME	STOP TIME	REPEAT	DELAY	HEADSETS	CEILING SPKR
1							
2							
3							
4							

SCHEDULE

	START TIME	STOP TIME	NOTES
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

HME ion|IQ™ Message Center Quick Start Guide

Right Message, Right People, Right Time!

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	CEILING SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

ALERTS

	NAME	START TIME	STOP TIME	REPEAT	DELAY	HEADSETS	CEILING SPKR
1							
2							
3							
4							

SCHEDULE

	START TIME	STOP TIME	NOTES
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

HME ion|IQ™ Message Center Quick Start Guide

Right Message, Right People, Right Time!

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	CEILING SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

ALERTS

	NAME	START TIME	STOP TIME	REPEAT	DELAY	HEADSETS	CEILING SPKR
1							
2							
3							
4							

SCHEDULE

	START TIME	STOP TIME	NOTES
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

HME ion|IQ™ Message Center Quick Start Guide

Right Message, Right People, Right Time!

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	GRILL SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	GRILL SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

ALERTS

	NAME	START TIME	STOP TIME	REPEAT	DELAY	HEADSETS	GRILL SPKR
1							
2							
3							
4							

SCHEDULE

	START TIME	STOP TIME	NOTES
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

HME ion|IQ™ Message Center Quick Start Guide

Right Message, Right People, Right Time!

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	GRILL SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	GRILL SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

ALERTS

	NAME	START TIME	STOP TIME	REPEAT	DELAY	HEADSETS	GRILL SPKR
1							
2							
3							
4							

SCHEDULE

	START TIME	STOP TIME	NOTES
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			