

# HME

®

# TI6000 Telephone Interface

## INSTALLATION / OPERATING INSTRUCTIONS

The TI6000 provides a link between a telephone and the Wireless IQ System. It allows its user to answer and speak on the telephone using a COM6000 COMMUNICATOR®. The TI6000 can **only** be used with Wireless IQ Systems that were originally configured for single-lane operation.

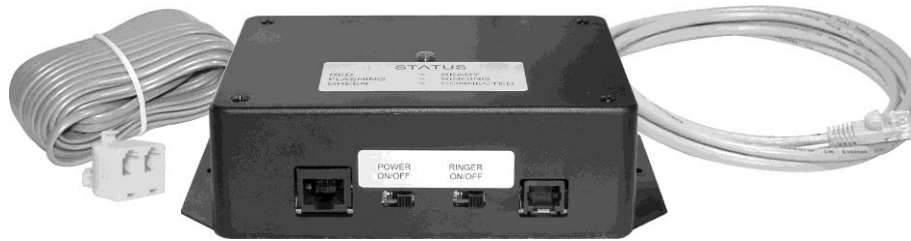


Figure 1. TI6000 with cables and telephone jack splitter

## 1. INSTALLATION

Installation of the TI6000 will take approximately 1 hour. Before you begin, coordinate the time of installation with the store owner/manager to minimize disruption of business.

The following tools are required:

- Phillips (cross-point) screwdriver, size #2
- Power drill and drill bit set
- Wire cutter/stripper
- Small standard (slotted) screwdriver

### 1.1 Wall Mounting

The TI6000 must be mounted on the wall, not more than 2 ft (.61 meter) from the Wireless IQ Base Station, so the base station interface cable will reach between the two units. Mount the TI6000 as follows:

- Hold the TI6000 against the wall at the desired location. Mark the wall through the screw hole in the flange on each side of the unit.
- Set the unit aside and drill two  $\frac{3}{16}$  inch (4.8 mm) holes at the marked spots, deep enough to insert the enclosed screw anchors.
- Insert the screw anchors completely into the two holes in the wall.
- Hold the unit against the wall with the holes in its flanges over the anchors. Screw the two enclosed screws through the holes, all the way into the anchors.



Figure 2. Mark wall through screw holes shown by arrows

## 1.2 Cable Connections and DIP Switch Settings

Connect the base station interface cable and telephone interface cable enclosed with the TI6000 as shown in Figure 3 and described in the following paragraphs. Refer also to the TI6000 wiring diagram, Figure 6.

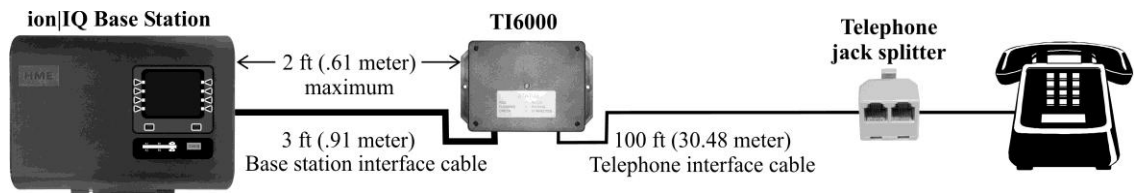


Figure 3. TI6000 interfaces with base station and telephone

### 1.2.1 Telephone Interface Cable

The telephone interface cable is a 100 ft (30.48 meter) cable with a standard RJ11 telephone jack plug at each end.

- Plug one end of the telephone interface cable into the receptacle on the TI6000, as shown in Figure 4.

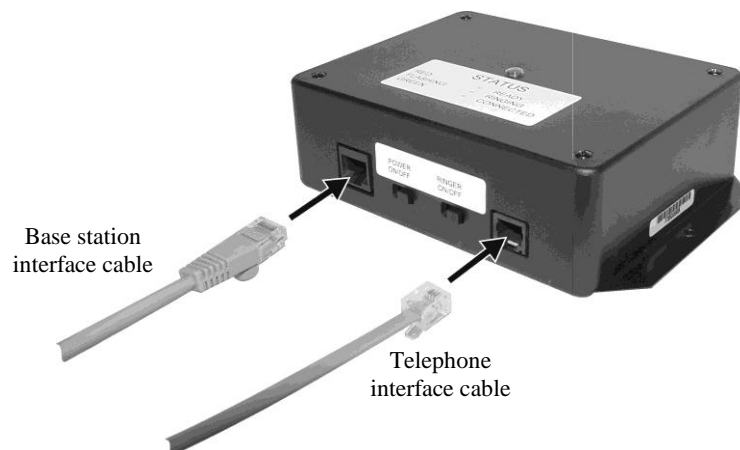


Figure 4. TI6000 cable connections

- Unplug the telephone from its phone jack and plug the enclosed telephone jack splitter into the phone jack. Plug the telephone and the TI6000 telephone interface cable both into the telephone jack splitter.



Figure 5. Telephone jack splitter

## 1.2.2 Base Station Interface Cable

There are two types of base station interface cables, as shown in Figure 6 below. Follow the instructions that apply to the type of cable you received with the TI6000.

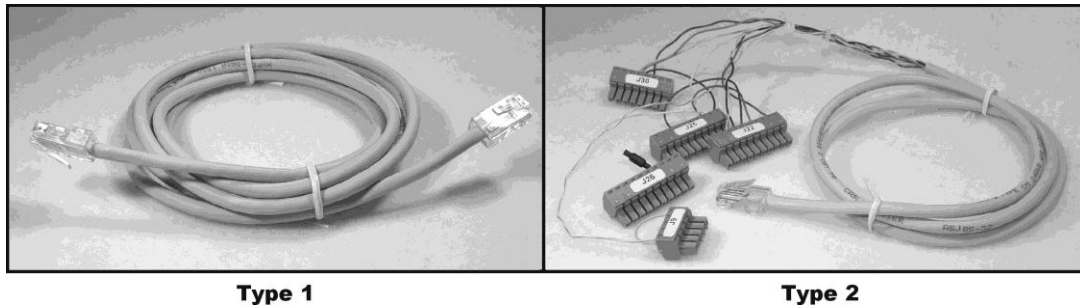


Figure 6. Two types of base station interface cables

**Type 1** base station interface cable has a RJ45 connector at each end.

**Type 2** base station interface cable has a RJ45 connector at one end, and five connectors at the other end.

### 1. Type 1 Interface Cable Installation

This cable is used with Wireless IQ base stations that have a J33, RJ45 connector and a S15 DIP switch on their circuit board.

- Unplug the base station power adapter from its electrical outlet.
- Unscrew and remove the remote antenna cable from the base station.
- Open the Wireless IQ Base Station by pressing down on the two release tabs on top of the cabinet and carefully pulling its front panel forward and down.  
**CAUTION: Open the front panel of the base station carefully. Do not let it drop.**
- Guide one end of the base station interface cable through the hole in the base station rear panel, behind the unit and out the side toward the TI6000.
- At the end of the cable remaining in the base station, plug the RJ45 connector into J33 on the base station circuit board as shown in the wiring diagram, Figure 7.
- Plug the RJ45 connector at the other end of the cable into the TI6000 as shown in Figure 4.

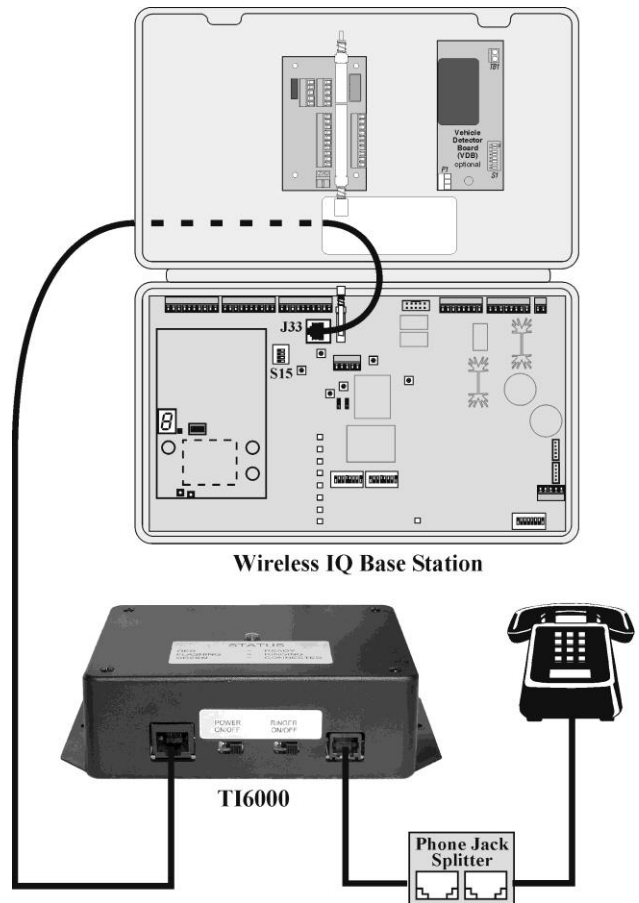


Figure 7. TI6000 wiring diagram if using the Type 1 base station interface cable

**NOTE:** In this configuration, the S15 DIP switch must have all settings in the ON position. See S15 DIP Switch Settings, on page 5.

## 2. Type 2 Interface Cable Installation

This cable is used with Wireless IQ base stations that **do not** have a J33, RJ45 connector on their circuit board, as seen in Figure 7.

- Unplug the base station power adapter from its electrical outlet.
- Unscrew and remove the remote antenna cable from the base station.
- Open the Wireless IQ Base Station by pressing down on the two release tabs on top of the cabinet and carefully pulling its front panel forward and down.  
**CAUTION: Open the front panel of the base station carefully. Do not let it drop.**
- Guide the RJ45 end of the cable through the hole in its rear panel, behind the base station and out the side toward the TI6000.
- Plug the five connectors into J9, J22, J25, J26 and J30 on the base station circuit board as shown in the wiring diagram, Figure 8. Note the labels on the connector wires. Each connector is keyed to fit into its correct position.
- Plug the RJ45 connector at the other end of the base station interface cable into the TI6000 as shown in Figure 4.

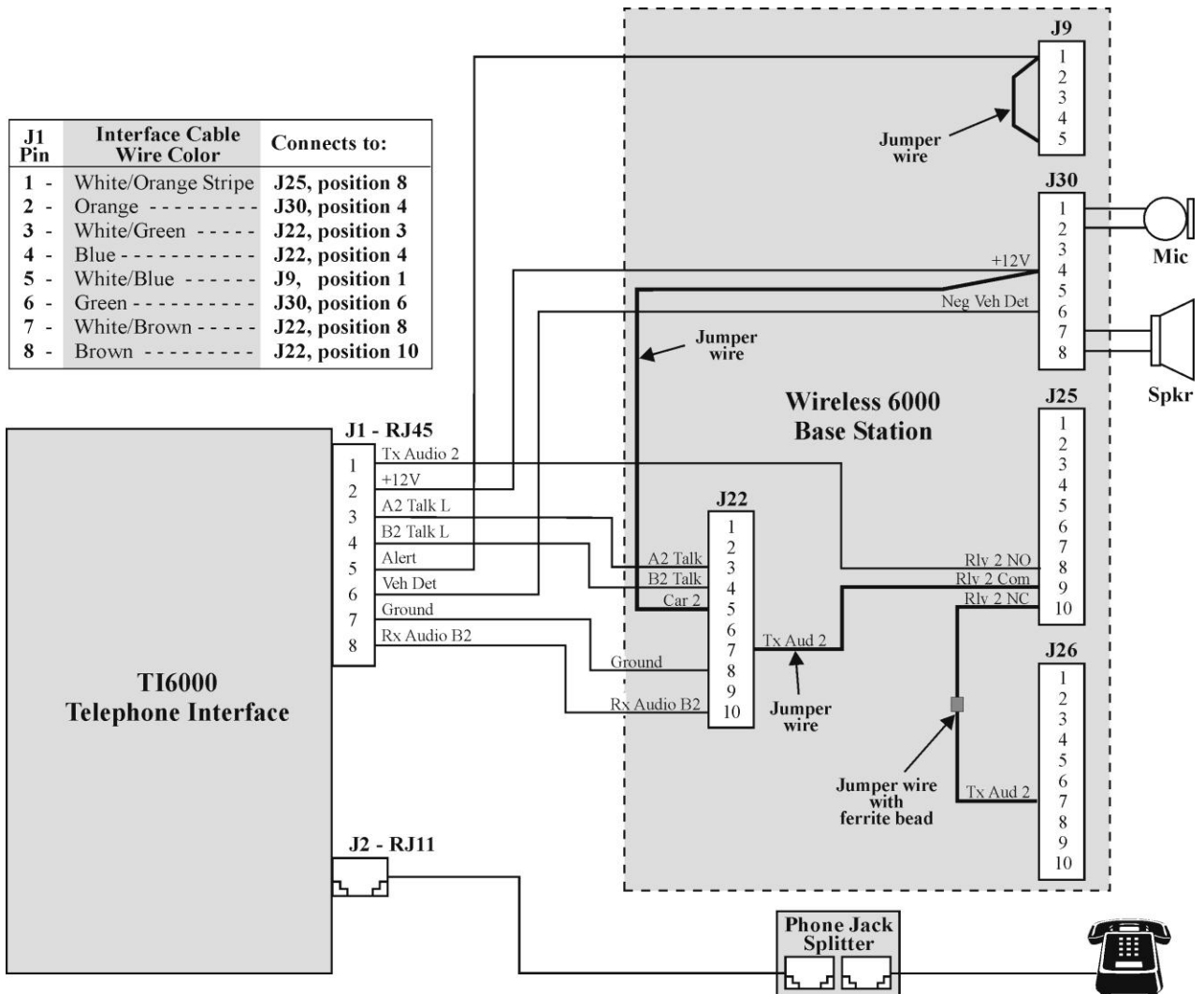


Figure 8. TI6000 wiring diagram if using the Type 2 base station interface cable

## 1.2.3 Switch Settings

### 1. K1 DIP Switch:

Locate the K1 DIP switch on the Transceiver Circuit Board in the Wireless IQ Base Station, shown in Figure 9.

- Set the K1 DIP switch to the following positions:
  - 1 – ON
  - 2 – ON
  - 3 – OFF
  - 4 – OFF

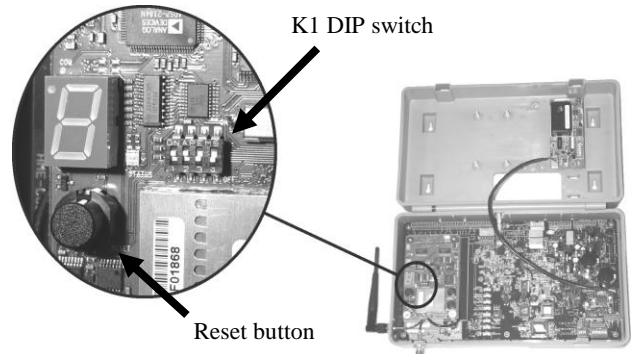


Figure 9. K1 DIP switch and reset button

- Press the RESET button.
- Close the base station and reconnect the remote antenna cable to it.  
**NOTE:** If you are going to set the ceiling speaker to beep when the phone rings, wait to close the base station until you have finished #2 below.

### 2. Optional Ceiling Speaker Ring Setting:

Ask the store owner/manager if they want to hear a single beep through the ceiling speaker when the phone rings. If so, locate the S6 DIP switch shown in Figure 10, at the lower-right corner of the audio circuit board in the base station.

- Set S6, 6 to the ON position.
- Close the base station and reconnect the remote antenna cable to it.

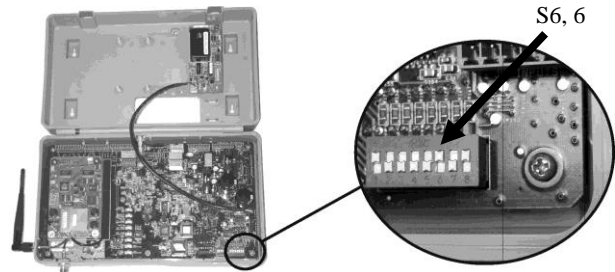


Figure 10. S6 DIP switch

### 3. S15 DIP Switch

**NOTE:** You will only have the S15 DIP switch if you received the TYPE 1 base station interface cable.

The S15 DIP switch on the Audio Circuit Board in the Wireless IQ Base Station must have **all four positions set to ON**, as shown in Figure 11.

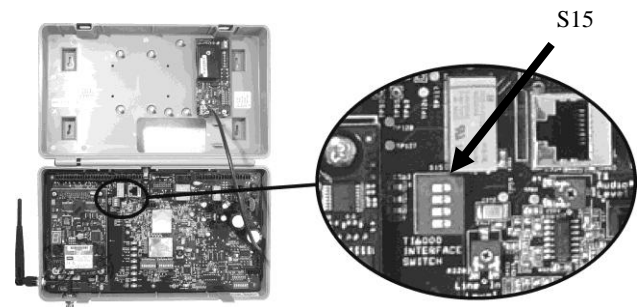
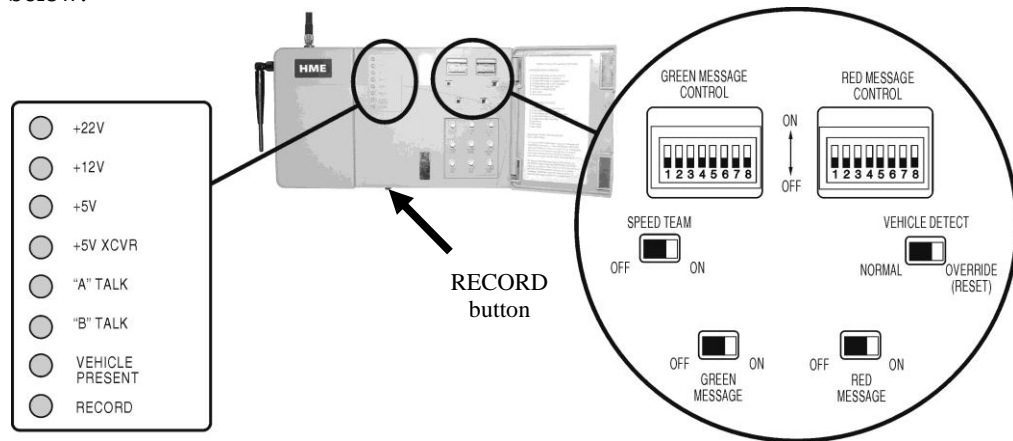


Figure 11. S15 DIP switch

#### 4. Optional Voice Message Prompt Setting:

The Wireless IQ System can be set up to give a voice message in the headset when the phone is hung up (if either the Red message or Green message is not currently in use). To record a voice message, refer to Figure 12 and follow the instructions below.



**Figure 12. Indicator lights and switches on base station**

- Set the desired RED or GREEN MESSAGE switch on the base station to ON.
- Press and release the RECORD button on the base station. The RECORD light on the base station should be red for RED MESSAGE or green for GREEN MESSAGE.
- Press and hold the “B” button on the COMMUNICATOR® while recording a message (example: “The phone is hung up.”)
- Set the RED or GREEN MESSAGE CONTROL switches on the base station as follows:
  - 1 – ON = Inbound during message
  - 2 – ON = Message to headset
  - 5 – ON = Trigger message from alert

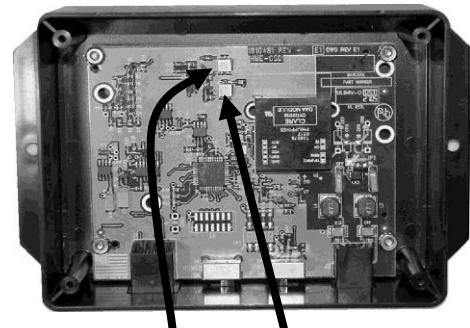
**NOTE:** Setting 5 to OFF will replace the message with three beeps.

### 1.3 Equipment Checkout

- Set the POWER and RINGER switches on the bottom of the TI6000, shown in Figure 14, to the ON position.
- Use your cell phone to call the store phone.
- Have someone in the store, wearing a Communicator in the A2 mode, listen for the call. When the phone rings in their headset, they should press and release the A2 button again to connect to the incoming call. Tell them to press and hold the B button to talk and listen. When you are finished, have them press and hold A2 for longer than two seconds to disconnect.
- Talk and listen to the person with the Communicator to be sure they can hear you and you can hear them at a comfortable level.

**CAUTION:** The following adjustments should only be made by the installer, when the TI6000 is being installed.

- If the ring tone level or incoming voice level is not at an acceptable level, unscrew the four screws on the front cover of the TI6000 with a Phillips (crosspoint) screwdriver and adjust R10 for the ring level and/or R16 for the voice level as needed. See Figure 13. Call the store phone again to check out the ring or voice level. Replace the cover on the unit when you are satisfied with the ring/voice level.



**Figure 13. R10 and R16 adjustments**

## 2. OPERATION

The TI6000 allows you to answer incoming phone calls and talk on the telephone using a COM6000 COMMUNICATOR®. To do this, follow the instructions below.

- **Power ON** – Be sure the power switch on the bottom of the TI6000 is in the ON position. The status light on the TI6000 will be on steady red when the power is on and there is no incoming telephone call.
- **Ringer ON/OFF** – If the ringer switch on the TI6000 is in the ON position and your Communicator is in the A2 mode, you will hear two ring tones in your headset for incoming calls. If the ringer switch is in the OFF position, you will not hear any ring tones in your headset for incoming calls.
- **A2 mode** – The Communicator must be in the A2 mode to hear the ring tones in the headset. When there is no incoming telephone call press and release the A2 button on the Communicator to be sure it is in the A2 mode. Be sure the status light is red. If not, press and hold the A2 button again until you hear three beeps in the headset and the status light changes to red.

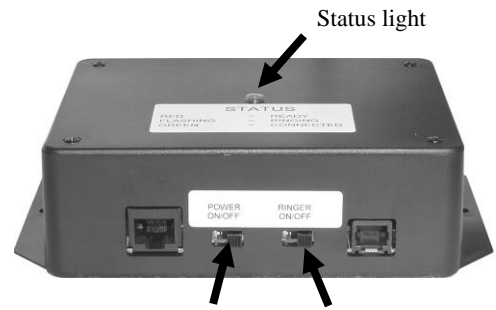


Figure 14. POWER and RINGER switches



Figure 15. A2 button

- **Incoming Phone call** – If the TI6000 ringer switch is in the ON position, you will hear two ring tones in your headset, and the status light on the TI6000 will alternate flashing green and red. If the ringer switch is in the OFF position, you will only hear the ringing from the telephone itself.
- **Answering the Phone** – To answer the phone, press and release the A2 button on your Communicator. A single beep in your headset will indicate the phone is off the hook. The status light on the TI6000 will turn green when the phone is answered, and remain on steady green while the phone call is active. Press and hold the B button while talking to the person on the phone.  
**NOTE:** If you move out of range of the antenna during a phone conversation, you will hear “Out of range” in your headset. When you re-enter the antenna range, you will hear “Lane 1 (or 2) ready,” but you will remain connected to the caller.
- **Hanging up the Phone** – To hang up the phone, press and hold the A2 button for longer than 2 seconds. (If you are using your Communicator in the Hands-Free mode, the A2 button does not have to be held for 2 seconds. Just press and release it.) Three beeps in your headset will indicate the phone is hung up. The status light on the TI6000 will turn red when the phone line has been hung up. If the phone is not hung up, the TI6000 will automatically hang up the phone after 5 minutes if neither A2 nor B button has been pushed since the call ended.  
**NOTE:** If the optional voice message prompt was set up (See section 1.2.3), a recorded voice message will be heard in the headset instead of three beeps when the phone is hung up.
- **Privacy** – The privacy function allows you to talk privately on the phone without the other Communicator users hearing your conversation. If the phone is answered with the Communicator, picking up the office phone and leaving it off the hook during the conversation will prevent other Communicator users from hearing. Also, Communicator users will not be able to hear the conversation if the office phone is used to pick up the call first.
- **Ceiling speaker ring option** – If the optional ceiling speaker ring was set up (See section 1.2.3), one beep will be heard in the ceiling speaker the first time the phone rings.

### 3. IN CASE OF PROBLEMS

Problem	Probable Cause	Solution
No rings heard in headset	Ringer switch not on.	Set Ringer switch to ON position.
	In A1 mode instead of A2.	Switch to A2 mode.
STATUS light on TI6000 not lit.	Power not on.	Set power switch to ON position.
	Base station interface cable not plugged in to TI6000.	Plug in cable to TI6000.
	Power wire disconnected from connector in base station.	Call HME.*
Talking heard in only one direction.	Interface cable wires not correctly attached to connectors in base station.	Call HME.*
Ring tone low.	Ring tone level not adjusted correctly.	Call HME.*
Caller's voice level low.	Level not adjusted correctly.	Call HME.*
Caller can't hear you talk.	Not pushing Communicator button B to talk to person on phone.	Press and hold the B button while talking on the phone.
TI6000 not operating correctly.	K1 switches not set properly on base station transceiver circuit board.	On base station transceiver circuit board, set K1-1 and K1-2 switches to ON. Press RESET button. See Figure 9.
	Wiring incorrect.	Call HME.*

\* For assistance call HME Technical Support at 1-800-848-4468 or Fax 858-552-0172.

## IMPORTANT!

### 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.





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