SYS5000-60 11/11/94
HME#400216 Rev A

System 5000

Infrared Wireless Drive-Thru Audio System

Operating Instructions

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hme®
HM ELECTRONICS, INC.

INTRODUCTION

The HME System 5000 is an infrared (IR) audio system which provides wireless communication capabilities for personnel wearing COMMUNICATOR®s, who are within the coverage area of any of the antennas. They can hear and talk to customers on channel A, or have secure communication with each other on channel B, unheard by customers. Because this system is wireless, it gives customer service personnel freedom to move around the service area and efficiently work on various tasks, while remaining available to immediately respond to customers entering the drive-thru area.

The System 5000 was designed primarily for drive-thru restaurants. It can, however, be used for a variety of industrial applications. The flexibility of this system allows it to be customized for operation in a small area, or to be expanded for large or multiple areas. Since communication is by infrared audio link, the System 5000 requires no operator's license in the United States, Canada or most other countries.

This manual describes operation and routine troubleshooting of the HME System 5000. Read and follow these instructions carefully before operating your System 5000 equipment. Pay particular attention to items in **bold** or ***italicized*** print.

SYSTEM 5000 SPECIAL FEATURES

- Transmits via (IR) infrared light rather than (RF) radio waves; therefore, requires no operator's license in the United States, Canada or most other countries
- Infrared transmission is more secure and interference free than radio transmission
- Several systems can be operated near each other without interference, in environments such as food courts or multi-level restaurants
- System can be expanded for dual or tandem drive-thru operation
- Area of coverage can be customized for a small area, or expanded for additional coverage

BUNDESAMT FÜR ZULASSUNGEN IN DER TELEKOMMUNIKATION

ZULASSUNGSURKUNDE

Zulassungsnummer: G104022C

Zus. Kennzeichen: IW

Objektbezeichnung: HME System 5000 IR Communication System

Zulassungsinhaber: HM Electronics Inc.
6675 Mesa Ridge Rd.

San Diego, CA 92121
USA

Zulassungsart: Allgemeinzulassung

Objektart: Führungs- und Fernwirk-Funkanlage des nichtöffentlichen mobilen Landfunks im optischen Frequenzbereich

Die Funkanlage erfüllt die technischen Vorschriften gemäß Amtsblatt des Bundesministers für das Post- und Fernmeldewesen Nr. 22/1984 Vfg. 147.

Saarbrücken, den 23.03.93

Im Auftrag

Weyrich

1 Anlage

This device complies with the requirements of the Department of Communications (DOC), Canada, as specified in document RSS-210. The device is permitted only on a no-interference no-protection basis, that is, it must cease operation when it is determined (such as by turning the device on and off) that it causes harmful interference to services authorized by DOC. Authorized services are listed in the Canadian Table of Frequency Allocations or as determined by DOC from time to time. Also the operator must accept any radio interference received, including interference that causes undesired operation of the device.

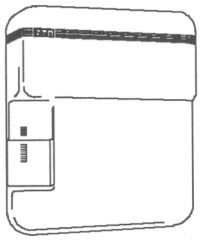
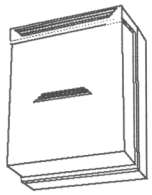
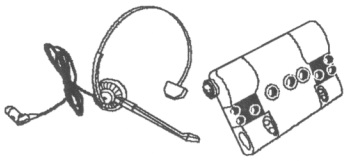
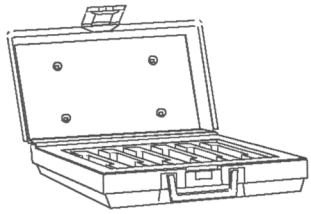
This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) that this device may not cause harmful interference, and (2) that this device must accept any interference received, including interference that may cause undesired operation.

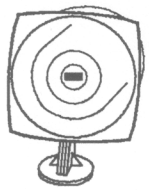
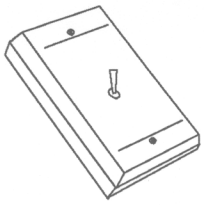
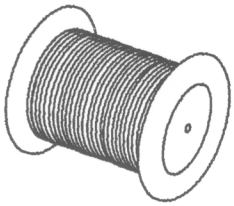
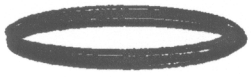
TABLE OF CONTENTS

I. IDENTIFYING AND INVENTORYING THE EQUIPMENT

As the System 5000 is unpacked, check each item against the packing list to verify receipt of all equipment listed. After the system is installed, verify the working condition of each of its components.

A. Standard Equipment

		Quantity
WBS5000 Base Station 	Serves as control center for the System 5000. This wall-mount unit contains all printed circuit boards for vehicle detection, audio amplification and Communicator relay functions. Includes AC electrical adapter. (115VAC and 230VAC available)	with Single system 1 ea with Dual system 2 ea with Tandem system 2 ea
ANT5000/5100 Antenna 	Used for sending and receiving all wireless audio transmissions. This ceiling or wall-mount optical antenna connects by cable to the base station.	**ANT5000** with Single system 6 ea **ANT5100** with Dual system 6 ea with Tandem system 6 ea
COM5000 COMMUNICATOR® 	Provides two-way communication among customers and store personnel. This belt-clip unit consists of Communicator, battery, adjustable belt and lightweight headset. Single systems include 3 extra batteries. Dual and tandem systems include 6 extra batteries.	with Single system 2 ea with Dual system 4 ea with Tandem system 4 ea
AC5000 Battery Charger 	Recharges batteries for Communicators. Lights indicate when batteries are charging or ready. Batteries can be left in charger indefinitely when not in use. Includes AC electrical adapter. (115VAC and 230VAC available)	with Single system 1 ea with Dual system 2 ea with Tandem system 2 ea

		Quantity
SP2000A Outside Speaker 	Serves as speaker/microphone unit for customer communication. Mounts inside speaker post.	with Single system 1 ea with Dual system 2 ea with Tandem system 2 ea
MS1 Mode Switch 	Provides switching capability for one or two-operator modes in dual or tandem drive-thru systems.	with Single system none with Dual system 1 ea with Tandem system 1 ea
Audio Cable 	Connects outside speaker and vehicle detector to base station. In dual or tandem systems, also connects mode switch to base stations.	with Single system 1 ea with Dual system 2 ea with Tandem system 2 ea
Antenna Cable 	Connects antennas to base stations.	with Single system 1 ea with Dual system 2 ea with Tandem system 2 ea

B. Optional Equipment

To order replacement parts or optional equipment listed below, call your local HME representative.

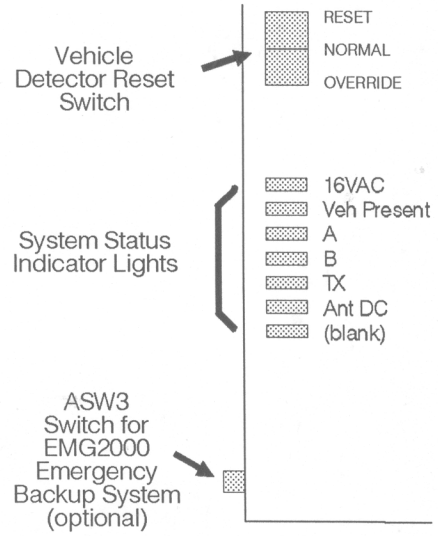
Equipment Name	Equipment Description
HS5 Lightweight Headset	spare headset for the COM5000 COMMUNICATOR®
HS4 Lavalier Earstick Microphone	clip-on lapel microphone with earpiece that fits over the ear
MM100 Manager's Monitor/Grill Speaker	listen-only speaker for manager's office or food-preparation area
VDL100 Vehicle Detector Loop	vehicle detector loop for installation under the surface of the drive-thru lane
VDB100/101 Vehicle Detector Board	circuit board required to interface the VDL100 with the base station
DU1 Ultrasonic Vehicle Detector	ultrasonic vehicle detector for installation on menu board, speaker post or on the building near the drive-thru service window (115VAC and 230VAC available)
EMG2000 Hardwired Emergency Backup System	flip-of-the-switch backup system in case of wireless system malfunction (115VAC and 230VAC available)
ASW3 Wireless to Hardwired Switcher	circuit board required to interface the EMG2000 with the base station
EMG3000 Emergency Backup System	easy-to-install backup system in case of wireless system malfunction (115VAC and 230VAC available)
Adjustable Belt 560mm - 1 meter (22-42) inches	replacement for the COM5000 COMMUNICATOR® belt
BE20B Belt Extender	belt extender for waists larger than 1 meter (42 inches)
Battery with belt clip	replacement or spare COM5000 COMMUNICATOR® battery
Antenna Ceiling-Mount Kit	alternative for antenna mounting when wall mounting is not practical
JB5000 Antenna Distribution for single system	junction box for single systems, to split one antenna cable to eight (115VAC and 230VAC available)
JB5100 Antenna Distribution for dual/tandem system	junction box for tandem or dual systems, to split one antenna cable to eight (115VAC and 230VAC available)

II. IDENTIFYING SYSTEM 5000 CONTROLS AND INDICATORS

A. WBS5000 Base Station Controls and Indicators

The illustration to the right shows the controls and indicators located at the lower-left corner of the WBS5000 Base Station.

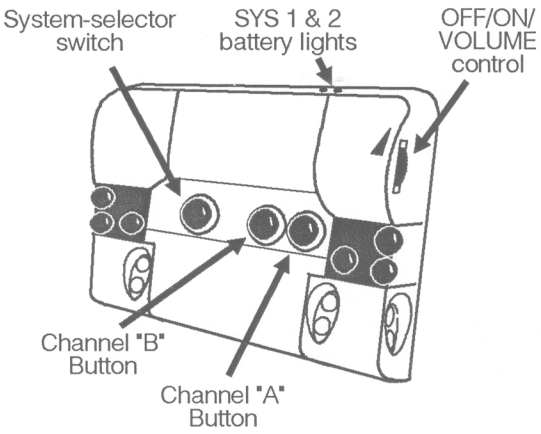
- **Vehicle Detector Reset Switch** — Push RESET if the communication channel remains open when a vehicle drives away from the drive-thru area. Push OVERRIDE if the vehicle detector function is not needed or is not working.
- **System Status Indicator Lights** — These lights indicate the operating condition of primary System 5000 functions. See page 11 for their correct on/off conditions.
- **Optional EMG2000 Emergency Backup System Switch** — In case of System 5000 failure, push this switch to the in position to turn the emergency backup system on; push again to turn it off.



Lower-Left Corner of Base Station

B. COM5000 COMMUNICATOR® Controls and Indicators

The illustration to the right shows the controls and indicators located on the COM5000 COMMUNICATOR®.



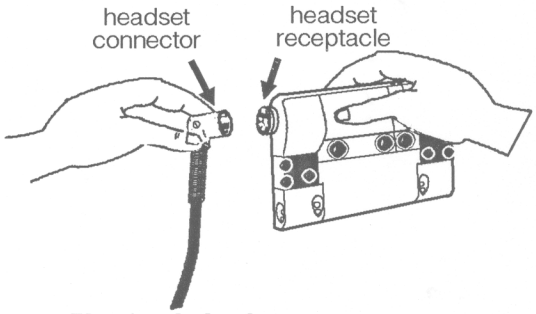
Communicator controls and indicators

- **System Selector Switch** — Push to switch from System 1 to System 2 (drive-thru lanes 1 and 2, or speaker post 1 and 2).
- **System 1 & 2 Battery Lights** — One light should always be lit, indicating which system the Communicator is switched to. If neither light is lit, change and recharge battery. (See page 9.)
- **OFF/ON/VOLUME Control** — Turn as arrow indicates for OFF position, opposite of arrow for ON position. Continue turning to adjust volume as required.
- **Channel "A" Button** — Press and hold to talk to customers. Release to listen
- **Channel "B" Button** — Press and hold to talk to other personnel who are wearing Communicators that are switched to the same system as yours. Release to listen.

III. WEARING THE COMMUNICATOR®

Before putting the equipment on, locate the headset connector and the headset receptacle on the Communicator. Align the key at the edge of the connector with the groove in the receptacle, and plug the connector straight into the receptacle.

NOTE: Do not wiggle or twist the connector when installing or removing it.



Plugging the headset connector into its receptacle

Wearing the belt-clip Communicator

The Communicator should be worn slightly forward of the right hip; positioned with the OFF/ON/VOLUME control toward the front, the System 1 and System 2 lights on top, and the headset connector and cable toward the back. Clip the Communicator, in this position, securely to your belt.

Place the headset on your head with the earpiece on either ear and the cord behind your shoulder. Fasten the clothing clips on the cord to your collar and your clothing, behind your back. Adjust the headset band until it fits comfortably and securely. Position the microphone about two inches from your mouth.

How to Care For the Headset Cable and Connector

ALWAYS	*NEVER*
align key and connector pins with key and holes in receptacle when plugging headset into COMMUNICATOR®.	twist headset connector into Communicator receptacle.
grasp connector to plug in or unplug headset.	grasp and pull cable to unplug headset.
use both hands to remove headset from your head.	remove headset with only one hand.
use both hands to adjust microphone position.	adjust microphone position with one hand.
handle the headset cable with care.	pull, twist, bend or knot the headset cable.
carry and hang the headset by its metal headband.	carry or hang the headset by its cable.

IV. OPERATING THE SYSTEM 5000

The System 5000 was turned on when it was installed, and should remain on at all times. Do not disconnect or turn off the base station. To operate the system, follow the instructions below and thru page 8, for whichever type system you have. Refer to the illustrations on page 6.

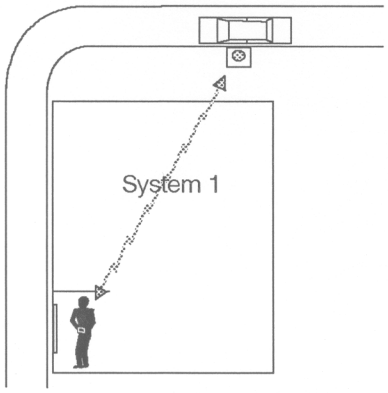
A. Standard, Single-System Operation

One of the Communicators should be used only for communication with drive-thru customers. The other can be used as backup equipment, or for any other requirement to listen to customer-service conversations. The system should be operated as follows.

- Turn the Communicator on by rotating the OFF/ON/VOLUME control to the mid position. Be certain the red, System 1 light on top of the unit is lit. It must remain lit at all times. In standard operation, the system-selector switch will not be used. If the switch is accidentally pushed, the System 2 light will come on. If this happens, push the system-selector switch once to change back to System 1. If neither red light on the Communicator comes on, change the battery (see page 9).
- As a vehicle approaches the outside speaker, you will hear a brief vehicle-present tone in your headset. After the tone, the communication channel will be open for you to hear the customer. Adjust the volume as needed.
- To communicate with the customer, press and hold Communicator channel "A" button and speak into the headset microphone. Release the button to listen.
- To communicate with other personnel wearing Communicators, press and hold channel "B" button and speak into the microphone. Release to listen. Customers will not hear this conversation.
- As the customer drives away from the speaker, the system will be automatically reset for the next customer's arrival.

A Standard Single System

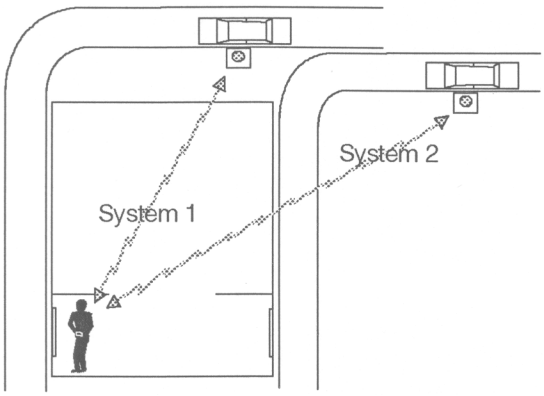
— 1 Operator mode —



Operator uses System 1 only
to serve drive-thru customers

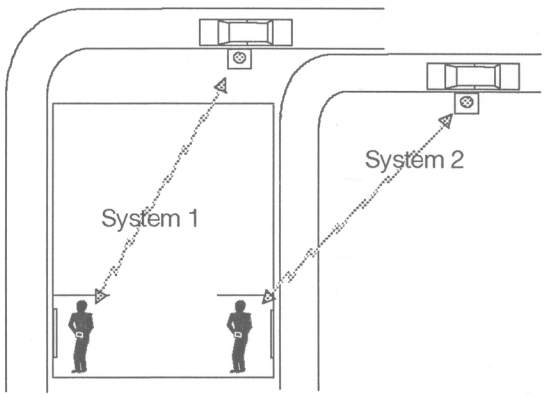
B Optional Dual System

— 1 Operator mode —



Operator uses system-selector switch
to alternate between customers in both drive-thru lanes

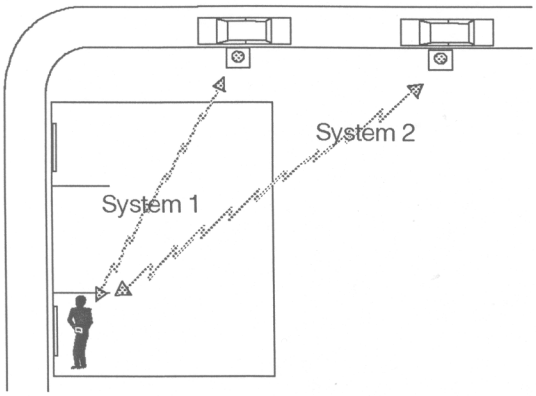
— 2 Operator mode —



Two operators use assigned system only
to serve customers in separate drive-thru lanes

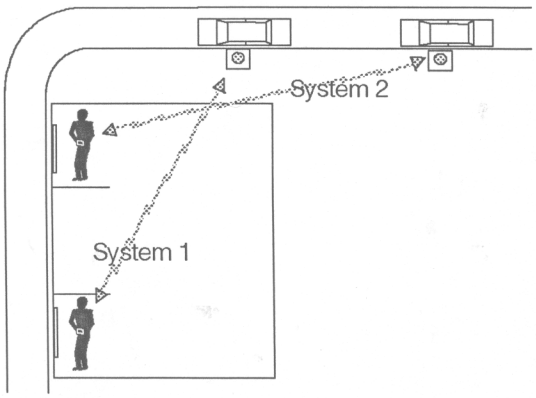
C Optional Tandem System

— 1 Operator mode —



Operator uses system-selector switch
to alternate between customers at both speaker posts

— 2 Operator mode —



Two operators use assigned system only
to serve customers at separate speaker posts

B. Optional, Dual-System Operation

1. One-Operator Mode (two drive-thru lanes and one customer-service person)

The wall-mounted mode switch must be in the one-operator position. Lanes 1 and 2 are on two different communication systems, both operated by one person. The system-selector switch is used to switch between Systems 1 and 2, to serve customers in one lane, then the other. One COMMUNICATOR® should be used only for communication with drive-thru customers, while the other can be used as backup equipment. The system should be operated as follows.

- Turn the Communicator on by rotating the OFF/ON/VOLUME control clockwise to the mid position. Be certain one of the red, System 1 or 2 lights on top of the Communicator is lit. One of the lights must remain lit at all times. If neither red light comes on, change the battery (see page 9).
- As a vehicle approaches the outside speaker in either drive-thru lane, you will hear a brief vehicle-present tone in the headset. If the Communicator is not set on the correct system for that lane, the tone in the headset will continue beeping. If this happens, push the system-selector switch once to change systems. After the vehicle-present tone, the communication channel for that lane will be open for you to hear the customer. Adjust the volume as needed.
- To communicate with the customer, press and hold Communicator channel "A" button and speak into the headset microphone. Release the button to listen.
- To communicate with other personnel wearing Communicators that are switched to the same system as yours, press and hold channel "B" button and speak into the headset microphone. Release to listen. Customers will not hear this conversation.
- As the customer drives away from the speaker, the communication channel for that lane will be closed, and the system will automatically be reset for the next customer's arrival.
- If a customer is still present in the first lane and another customer drives into the second lane, you will hear another vehicle-present tone, but the conversation with the first customer will not be interrupted. As the first customer leaves, you will hear a beeping reminder tone, letting you know there is still a customer waiting in the second lane. When this happens, push the system-selector switch once, then press channel "A" button to speak with the new customer.

2. Two-Operator Mode (two drive-thru lanes and two customer-service personnel)

The wall-mounted mode switch must be in the two-operator position. One customer-service person will be assigned to drive-thru lane 1, and must keep his/her Communicator set on System 1. The other person will be assigned to lane 2, and must keep his/her Communicator set on System 2. Lanes 1 and 2 are on two independent communication systems. Each operator uses one system only, serving one drive-thru lane. Their two Communicators should be used only for drive-thru customer service. Any other Communicators can be used as backup equipment. The system should be operated as follows.

- Turn the Communicator on by rotating the OFF/ON/VOLUME control clockwise to the mid position. Be certain one of the red, System 1 or 2 lights on top of the Communicator is lit. One of these lights must be lit at all times. If neither light comes on, change the battery (see page 9). One Communicator must be set for System 1, the other for System 2. If they are not, push the system-selector switch on one of the Communicators to change it to the other system.
- As a customer drives into drive-thru lane 1 or 2, a brief vehicle-present tone will be heard in the headset of the customer-service person assigned to that lane. After the vehicle-present tone, the communication channel for that lane will be open so the customer can be heard. Adjust the volume as needed.
- To communicate with the customer, press and hold Communicator channel "A" button and speak into the headset microphone. Release the button to listen. When the transaction is completed and the customer drives away from the speaker, the communication channel for that lane will automatically be closed, and the system will be reset for the next customer's arrival.
- To communicate with other personnel wearing Communicators that are switched to the same system as yours, press and hold channel "B" button and speak into the headset microphone. Release to listen. Customers will not hear this conversation.

C. Optional, Tandem Operation

1. One-Operator Mode (two speaker posts and one customer-service person)

The wall-mounted mode switch must be in the one-operator position. Speaker posts 1 and 2 are on two different communication systems, both operated by one person, using the system-selector switch to switch between Systems 1 and 2, serving customers at one speaker post at a time. His/Her COMMUNICATOR® should be used only for drive-thru customer service. The other can be used as backup equipment. The tandem system should be operated as follows.

- Turn the Communicator on by rotating the OFF/ON/VOLUME control clockwise to the mid position. Be certain the red, System 1 light on top of the unit is lit. It must remain lit at all times. If the red light does not come on, change the battery (see page 9).
- As a customer's vehicle approaches either speaker post, you will hear a brief vehicle-present tone in the headset. After the tone, the communication channel for that speaker post will be open for you to hear the customer. If the Communicator is not set for the system corresponding to that speaker post, you will hear a beeping tone. If this happens, push the system-selector switch once to change systems. Adjust the volume as needed.
- To communicate with the customer, press and hold Communicator channel "A" button and speak into the headset microphone. Release the button to listen. When the transaction is completed and the customer drives away, the communication channel for that speaker post will be closed, and the system will be automatically reset for the next customer's arrival.
- To communicate with other personnel wearing Communicators that are switched to the same system, press and hold channel "B" button and speak into the microphone. Release to listen. Customers will not hear this conversation.
- If a customer is still at the first speaker post, and another customer drives up to the second speaker post, you will hear another tone in your headset, but the conversation with the first customer will not be interrupted. As the first customer drives away you will hear a beeping reminder tone, letting you know there is a customer waiting at the second speaker post. When this happens, push the system-selector switch once, then press channel "A" button to speak to the new customer.

2. Two-Operator Mode (two speaker posts and two customer-service personnel)

The wall-mounted mode switch must be in the two-operator position. Two customer-service personnel will operate independently, communicating with customers at speaker posts 1 and 2 on two different systems. One person will be assigned to speaker post 1, with his/her Communicator set on System 1. The other will be assigned to speaker post 2, with his/her Communicator set for System 2. Any other Communicators can be used as backup equipment. The tandem system should be operated as follows.

- Turn the Communicator on by rotating the OFF/ON/VOLUME control to the mid position. Be certain one of the red, System 1 or 2 lights on top of the Communicator is lit. One of these lights must be lit at all times. If neither light comes on, change the battery (see page 9). One Communicator must be set for System 1, the other for System 2. If they are not, push the system-selector switch on one Communicator to change it to the other system.
- As a customer's vehicle approaches your assigned speaker post, you will hear a brief vehicle-present tone in your headset. After the tone, the communication channel for that speaker post will be open for you to hear the customer. If the system-selector switch is accidentally pushed so the Communicator is set for the wrong system, you will hear a beeping tone. If this happens, push the system-selector switch once to change systems. Adjust the volume as needed.
- To communicate with the customer, press and hold Communicator channel "A" button and speak into the microphone. Release the button to listen. When the transaction is completed and the customer drives away, the communication channel for that speaker post will be closed, and the system will be automatically reset for the next customer's arrival.
- To communicate with other personnel wearing Communicators that are switched to the same system, press and hold channel "B" button and speak into the microphone. Release to listen. Customers will not hear this conversation.

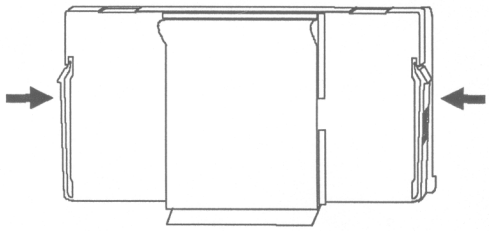
V. RECHARGING THE BATTERIES

When a COMMUNICATOR® battery requires recharging, the red, System 1 and 2 lights on top of the Communicator will go off. **Do not recharge batteries unless both of the red lights on the Communicator are off.** If this happens, follow the instructions below to remove and recharge the battery, and replace it with a fully charged battery.

A. Battery Removal

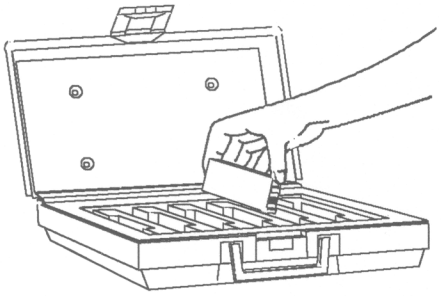
CAUTION: Before removing or installing a Communicator battery, place the OFF/ON/VOLUME control in the OFF position.

To remove the battery, remove the Communicator from your belt. Squeeze together the catches at the sides of the battery on the back of the Communicator, and slide the battery downward.



Squeeze catches at sides of battery

B. Battery Charging



Placing batteries into the AC5000 Battery Charger

Plug the connector on the AC adapter cord into the back of the battery charger, and plug the adapter into an AC electrical outlet, away from busy areas, or areas where there is dust, splashing water or grease. Up to six batteries can be charged in the battery charger at a time. As you place each battery in the charger, the red light on the panel in front of that battery will light, indicating the battery is charging. When a battery is fully charged, the light will blink. Battery charging time for 60Hz chargers is approximately 10 hours, and for 50Hz chargers is approximately 12 hours.

NOTE: If batteries are removed from the charger before the light begins blinking, the timer in the battery charger will reset to the beginning of the charge cycle. This will not hurt the battery or the battery charger, although the partially charged battery will not have its usual operating time. Fully charged batteries can also be left in the battery charger indefinitely with the light blinking, with no harm to the charger or the battery.

C. Battery Installation

Installation of the battery in the Communicator is simply the opposite of its removal. Slide the battery into the battery compartment on the back of the Communicator until the catches on **both sides** of the battery click securely in place. This is important, to be certain both battery contacts make the proper connections.

VI. SHUTTING DOWN THE SYSTEM

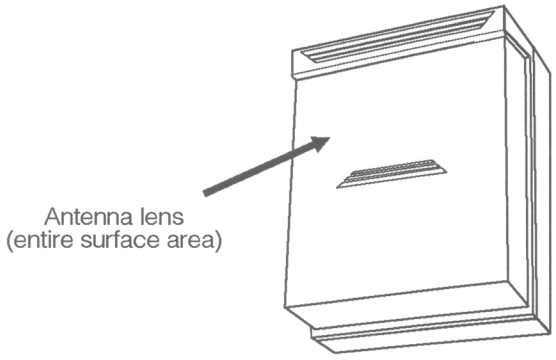
Turn all Communicators off. Place all batteries into the battery charger(s). Put the Communicators in a clean, dry storage area. Do not disconnect or turn off the base station; it will remain on continuously.

VII. CLEANING AND MAINTAINING THE EQUIPMENT

To clean the optical lenses, a very soft cloth and mild detergent in warm water are required.

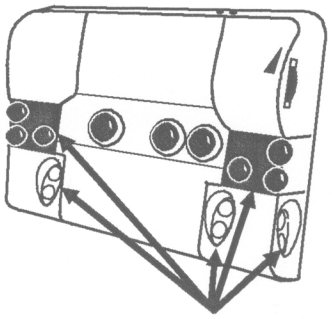
Antenna

Gently wipe the front, sides and bottom of the antenna lens to clean any dirt and grease from its surface.



COMMUNICATOR®

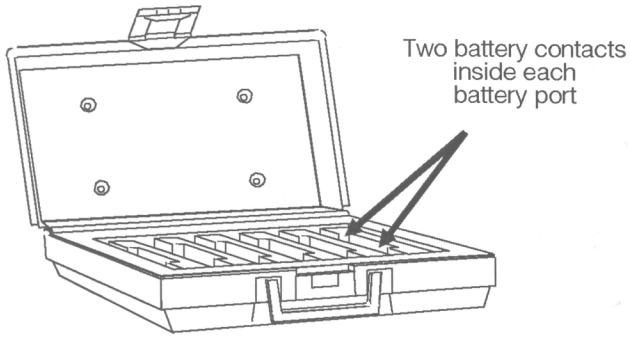
Gently wipe the Communicator lenses to clean any dirt and grease from their surfaces.



To clean the battery contacts, a cotton swab and isopropyl alcohol are required.

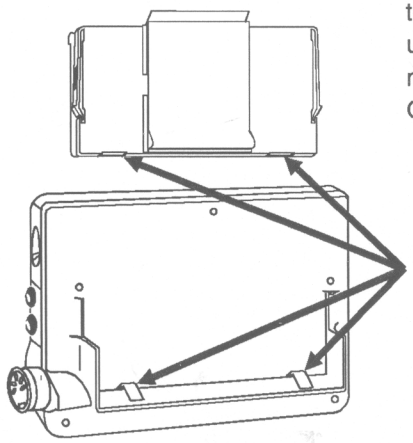
Battery Charger

Locate the two metal battery contacts inside each port of the battery charger. Wipe the battery contacts in each port with the alcohol on the cotton swab. Allow all battery contacts to dry before using the battery charger.



COMMUNICATOR®

Remove the battery from each Communicator. Locate the two metal battery contacts on each Communicator and on each battery. Wipe the battery contacts in each port with the alcohol on the cotton swab. Allow all battery contacts to dry before using the battery or Communicator. Replace batteries in Communicators as required.

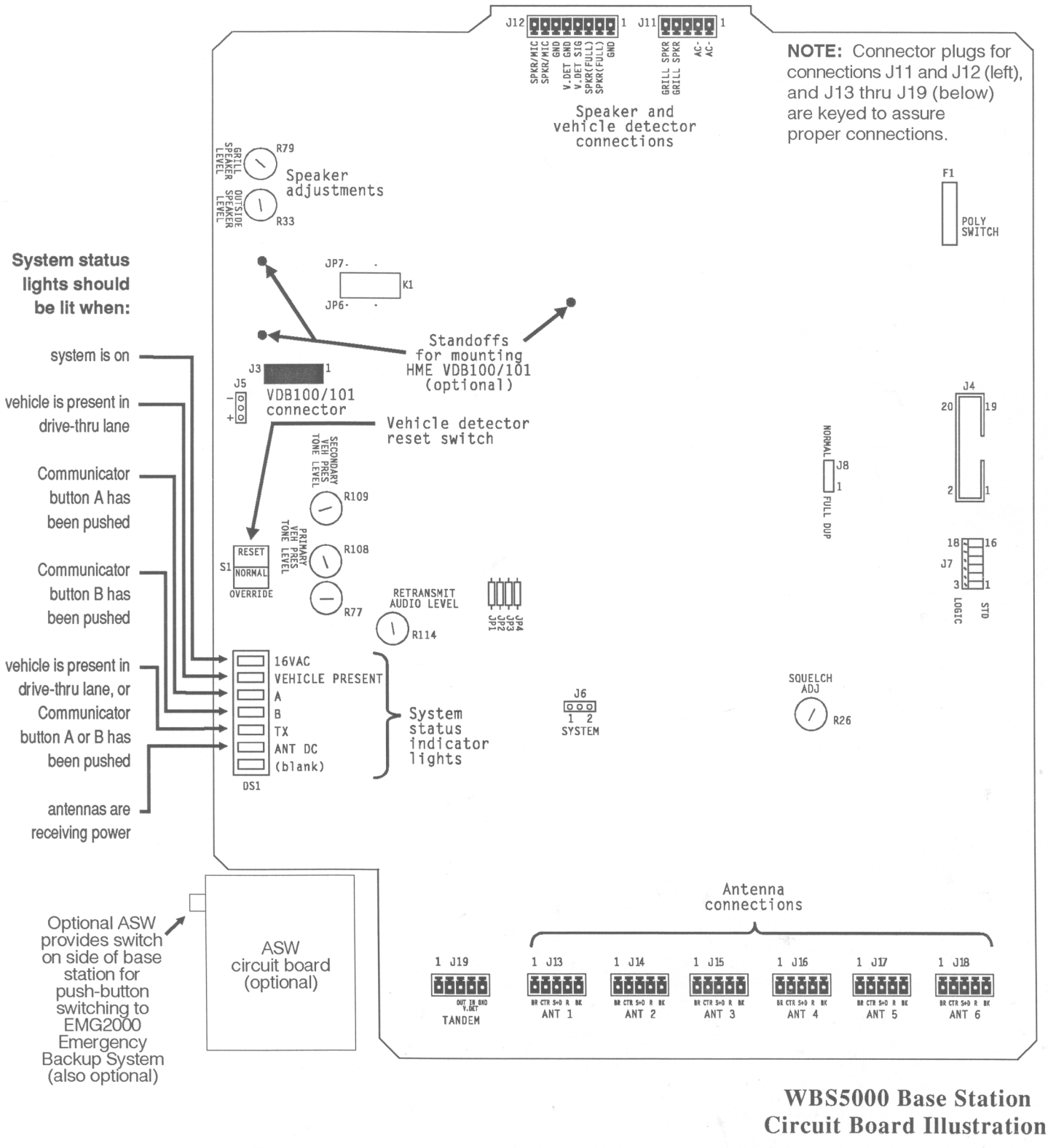


To clean the headset, a soft cloth and mild detergent in warm water are required.

The foam muff on the headset earpiece is easily removed and replaced for sanitary purposes. To order extra foam muffs, call your local HME representative. The headset and cable can be cleaned as the Communicator was, with a soft cloth dampened with mild detergent in warm water.

VIII. CORRECTING PROBLEMS

The following circuit board illustration and troubleshooting chart will help you solve any minor operating problems which could occur with your System 5000 equipment. To simplify correction of such problems, the WBS5000 Base Station has small indicator lights near its lower left corner. The ON or OFF condition of those lights will help you find most problems. The circuit board illustration shows the indicator lights and the base station connectors. If you are unable to correct any problems using these instructions, call your local HME representative.



WBS5000 Base Station Circuit Board Illustration

TROUBLESHOOTING CHART

PROBLEM	PROBABLE CAUSE	SOLUTION
No sound in headset when you press and hold channel "A" button and speak into microphone.	1. Out of range.	1. Move into antenna coverage area, between two antennas.
	2. Power off at base station.	2. Check circuit breaker.
	3. Power supply in base station not working.	3. Check 16VAC light on base station. If light is not lit, be certain AC power adaptor is plugged into AC receptacle and is connected to pins 1 and 2 of P11 connector plug, which is plugged into J11 connector at top of circuit board.
	4. COMMUNICATOR® not turned on.	4. Turn Communicator on by turning OFF/ON/VOLUME control clockwise.
	5. Volume control not set correctly.	5. Turn OFF/ON/VOLUME control until desired level is reached.
	6. Wrong channel.	6. Press System-Select switch on Communicator.
	7. Headset connector not plugged firmly into unit.	7. Plug connector firmly into receptacle.
	8. Headset defective.	8. Replace with another headset.
	9. Low or dead battery.	9. Check lights on Communicator. If no light is lit, replace battery.
	10. Communicator failed.	10. Use another Communicator. Call your HME authorized service representative. *
	11. No vehicle in drive-thru area to trigger inbound sound.	11. Place S1 switch in OVERRIDE position and check inbound sound.
Channel "A" or "B" functions not working.	1. Out of range.	1. Move into antenna coverage area, between two antennas.
	2. Wrong channel.	2. Press System-Select switch on Communicator.
	3. One Communicator not turned on.	3. Turn on all Communicators being used.
	4. Dead or weak battery in one Communicator.	4. Check lights on each Communicator. If no light is lit, replace battery.
	5. One Communicator failed. Light "B" on base station doesn't light when channel "B" button is pressed, or light "A" doesn't light when channel "A" button is pressed.	5. Use another Communicator. Call your HME authorized service representative. *
Outbound sound too low.	1. Outbound volume set too low for environment.	1. Adjust OUTSIDE SPEAKER LEVEL control on circuit board clockwise until level is satisfactory.

* In the U.S.A., call the HME Customer Support Department at 1-800-848-4468 for assistance.

No outbound sound; person in drive-thru lane cannot hear anything.	1. Out of range. 2. Bad connection at connector on base station. 3. Defective outside speaker or speaker connection. 4. Communicator set for wrong channel.	1. Move into antenna coverage area, between two antennas. 2. Check wires connected to P12 connector plug, which is plugged into J12 at top of circuit board in base station, to be sure they are securely connected. 3. Call your HME authorized service representative. * 4. Check System 1, System 2 lights on Communicator. If the wrong light is on, press the System-Select switch.
Persons wearing COMMUNICATOR®s hear static only.	1. Antenna connector plugs P13 through P18 connected to J13 through J18 at bottom of base station circuit board are loose. 2. Antennas not receiving power. Ant DC light on base station is not lit.	1. Call your HME authorized service representative. * 2. Call your HME authorized service representative. *
Persons wearing Communicators hear person in drive-thru lane, but cannot hear each other.	1. Antenna connector plugs P13 through P18 connected to J13 through J18 at bottom of base station circuit board are loose. 2. Circuit board defective. Ant DC light on base station not lit. 3. Communicator set for wrong system.	1. Call your HME authorized service representative. * 2. Call your HME authorized service representative. * 3. Check System 1 & 2 lights on Communicator. If the wrong light is on, press the System-Select switch.
Persons wearing Communicators cannot hear sound from drive-thru lane.	1. Bad connection in base station. 2. Circuit board has failed. 3. Communicator set for wrong system.	1. Check wires connected to P12 connector plug, which is plugged into J12 at top of circuit board in base station, to be sure they are securely connected. 2. Call your HME authorized service representative. * 3. Check System 1 & 2 lights on Communicator. If the wrong light is on, press the System-Select switch.
Communicator has intermittent sound.	1. Low battery. 2. Defective headset. 3. Communicator is out of antenna range, or there is an obstruction between antenna and Communicator.	1. Replace battery. 2. Use another headset. Call your HME authorized service representative. * 3. Move into antenna range or remove obstruction.
AC5000 Battery Charger not working.	1. Charger not plugged in.	1. Plug in battery charger. If charger is still not working, call your HME authorized service representative. *

* In the U.S.A., call the HME Customer Support Department at 1-800-848-4468 for assistance.