HME

WIRELESS 6400A

Drive-Up Communication System

Operating Instructions

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Figures and Diagrams

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

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its installation and / or operating publications from their original English versions.

WIRELESS 6400A EQUIPMENT

The Wireless 6400A is an audio system primarily for use at drive-up service facilities. It will allow up to four service operators wearing wireless COMMUNICATOR®s to serve up to ninety-six customers at outside drive-up service stalls. A drive-thru service lane can be used in place of one drive-up stall.

The equipment shown below is standard with the Wireless 6400A system. 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.

Figure 1.   Wireless 6400A standard equipment
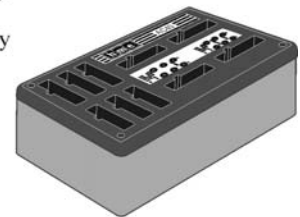
OPTIONAL EQUIPMENT

Equipment	Model Number
COMMUNICATOR®	COM6000BP
Battery for Communicator	BAT41
Battery Charger	AC40
Lightweight Headset	HS12
Headset Earmuff	No model number
Headset Interface	HSI6000
Thermal Paper (for timer printer)	No model number
Ceiling Speaker	MM100
Message Repeater	MR300
Telephone Handset	PH2
Ultrasonic Vehicle Detector	DU3
Vehicle Detector Board	VDB101/102
Vehicle Detector Loop (underground)	VDL100
Low-Profile Speaker	SP2500LP
Low-Profile Speaker	SP2600LP
Remote Antenna Kit (6 ft cable)	ANT20-6
Remote Antenna Kit (30 ft cable)	ANT20-30
Power Amplifier, 3-Channel	No model number

COM6000BP COMMUNICATOR®

Features and Controls

Channel-A "A1" button

Channel-B button

Power light

Channel-A "A2" button

Power light

Power button

Volume-up button

Volume-down button

Headset cable connector socket

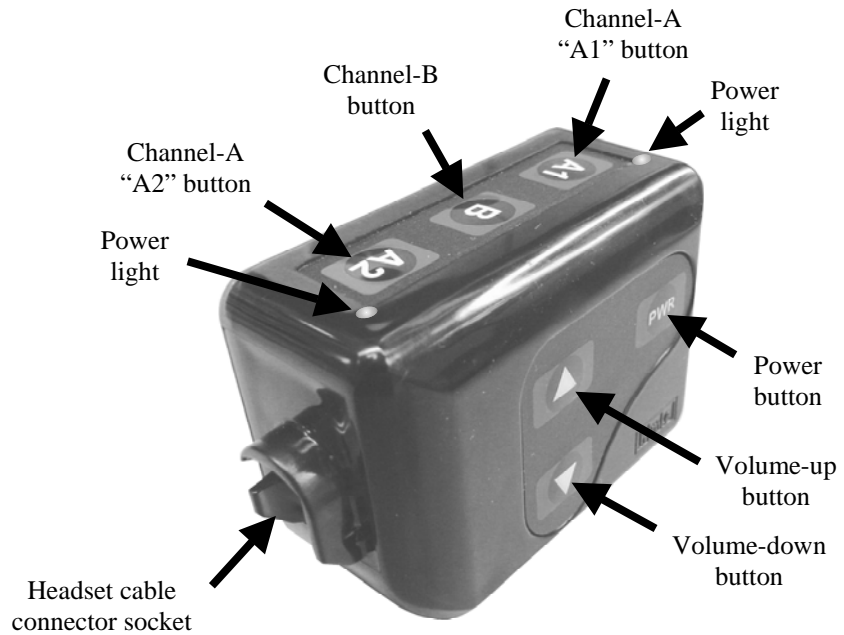**Figure 2.   Belt-pac COMMUNICATOR®**

How to Wear the COMMUNICATOR®

- Wear the headset with the microphone on your right or left side next to your mouth.
- Adjust the headband as needed.
- 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.

Figure 3.   Wearing the headset

How to Use the COMMUNICATOR® Controls

The Communicator control buttons have a snap action. They will activate when pressed firmly. Use your fingertips, not your fingernails, to press the buttons. Refer to Figure 2 on page 2.

Power On/Off

● **Power On —** Press and release the PWR (power) button. A voice message in the earpiece will say "power on," and the belt-pac number and software version, and the red power lights next to the A1 and A2 buttons on the belt-pac will go on. After a short time, the red lights will go off and a green light next to the A1 button will go on. The voice message will then say "Lane 1 ready." The green light indicates the Communicator is ready to use.

● **Power Off —** Press and hold the PWR button for about two seconds. A voice message in the earpiece will say "power off," and the power lights will go off.

Volume Up/Down

● **Volume Up Adjustment —** Press and release the volume-up ▲ button. Each time you press and release it, you will hear a beep in the earpiece as the volume increases one step. When you reach maximum volume, you will hear "maximum" in the earpiece. If you press and hold the volume-up ▲ button, you will hear repeating beeps until the volume reaches maximum. Then you will hear "maximum" repeating until you release the volume-up ▲ button.

● **Volume Down Adjustment —** Press and release the volume-down ▼ button. Each time you press and release it, you will hear a beep in the earpiece as the volume decreases one step. When you reach minimum volume, you will hear a double beep. If you press and hold the volume-down ▼ button, you will hear repeating beeps as the volume steps down to minimum. Then you will hear rapidly repeating beeps until you release the volume-down ▼ button.

COMMUNICATOR® Modes of Operation

The COM6000BP can be operated in Push-To-Talk (PTT) or Hands-Free (HF) modes. Communication can be transmitted and received at the same time, as in a normal telephone conversation.

In the PTT mode, one of the A buttons on the Communicator must be held while the operator is talking to the customer.

In the HF mode, transmission and reception are activated by touching and releasing one of the A buttons on the Communicator.

When a customer arrives, you will hear a beep in the headset.

Push-To-Talk (PTT) Mode

● With 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 Communicator will remember this setting.

● When a customer arrives at the speaker post or menu board, you will hear an alert tone (single beep) in your headset.

● Press and hold the A1 or A2 button to speak and listen to the customer. Release when finished.

● Use the volume-up ▲ and down ▼ buttons to adjust the customer's voice level in your headset if necessary.

● Touch and release the B button to end communication with the customer.

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 COMMUNICATOR® will remember this setting.

● When a customer arrives at the speaker post or menu board, you will hear an alert tone (single beep) in your headset.

● Touch and release the A1 or A2 button to speak and listen to the customer.

● Use the volume-up ▲ and down ▼ buttons to adjust the customer's voice level in your headset if necessary.

● Touch and release the 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.

   If a customer drives away from the speaker post or menu board, the Communicator will stop transmitting.

COMMUNICATOR® Battery Removal and Replacement

To change batteries: When a battery becomes weak, a voice in the earpiece will say "Change battery." When this happens, take the Communicator 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 Communicator, or turn the Communicator over and catch the battery in your hand.
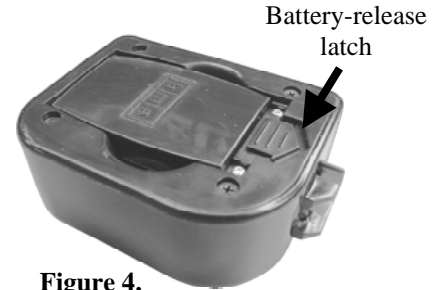
Battery-release latch

Figure 4. Communicator battery-release latch

To replace batteries: When replacing a battery in the Communicator, place the end of the battery with the metal contacts into the battery holder on the Communicator, 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.

Battery Charger

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 again.

Up to four batteries can be charged in the charger at the same time. Charging time is approximately 3.5 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.

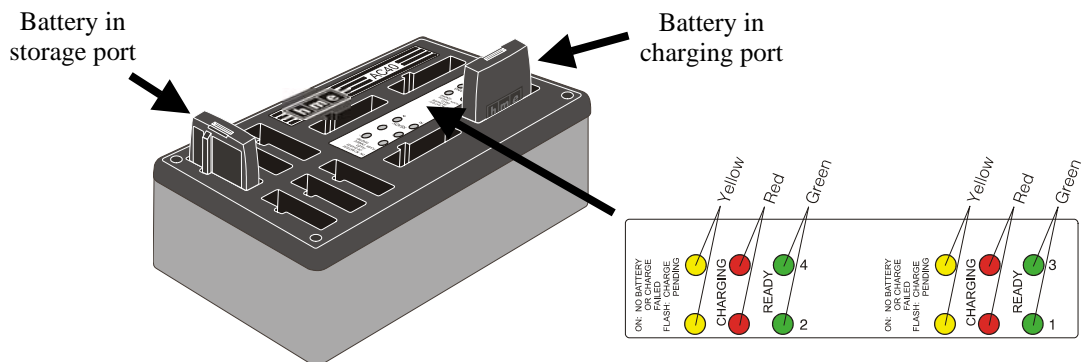● Store fully charged batteries in the storage ports.

Battery in storage port

Battery in charging port

Figure 5. Batteries in charger

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Controller

The Controller is the electronic heart and brain of the Wireless 6400A. It maintains all status, controlling and communicating with all other system components. All system configuration settings are retained by the Controller. The Controller is powered by an AC adapter which is available for inputs of 115 or 230VAC.

Figure 6.   Controller

Console

The Console is a stationary control panel used to display messages and provide manual control for activities pertaining to its associated Base Station.   The Wireless 6400A will support up to eight Consoles.

Figure 7.   Console

- The **SELECT STALL** and **0-9** keys are used to manually select a stall number.
- The **SELECT STATION** and **1-4** keys are used to select Base Station assignment.
- The **DRIVE THRU ONLY** key is used to assign or unassign an operator to drive-thru lane service only.
- The **MONITOR ONLY** key is used to assign or unassign an operator to the monitor mode.
- The **SELECT STALL** and **DRIVE THRU** keys are used to manually connect to the drive-thru lane.
- The **ENTER** key is used to accept an entry in a display *field* and move to the next field.

Router

The Router is a switcher unit that allows an operator to be switched to any of up to sixteen stalls connected to its respective Base Station. It also provides switching capability for auxiliary units such as message repeaters. The Router is powered by an AC adapter, which is available for inputs of 115 or 230VAC.

Figure 8.   Router

Base Station

The Base Station serves as a wireless communication center for the Wireless 6400A. It contains circuit boards that provide audio amplification and transmitter/receiver functions. Antennas are mounted on the top and side of the unit. The Base Station is powered by an AC adapter.

External base station features are shown in Figure 9, and described on page 8. Internal features are shown in Figure 12 on page 25.
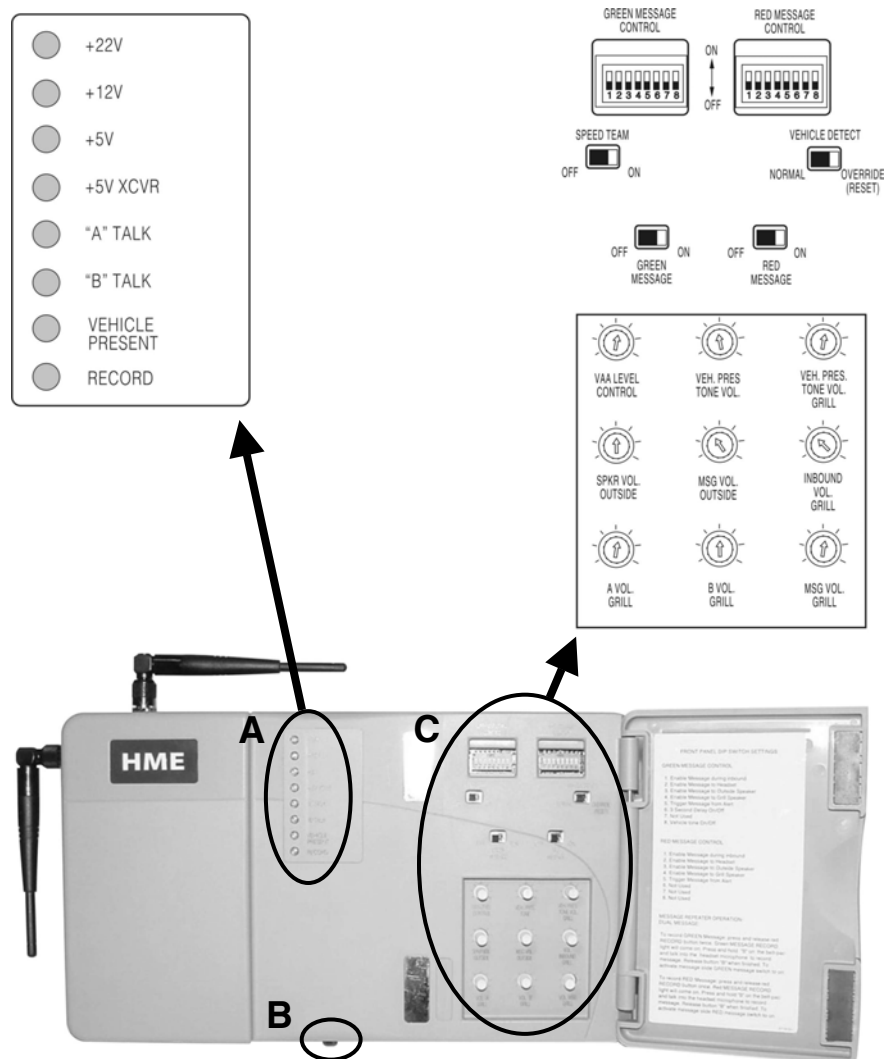
External Features

Figure 9.   Base station with front door open

Front – (See A on Figure 9, page 7.)

● Four **power supply lights** are on when the base station has AC power.
● **"A" TALK light** is on during channel-A transmission.
● **"B" TALK light** is on during channel-B transmission.
● **VEHICLE PRESENT light** is on when a customer is present and the system is active.
● **RECORD light** (not used)

Bottom – (See B on Figure 9, page 7.)

● **Transceiver RESET button**

Behind Front Door – (See C on Figure 9, page 7.)

● **SPEED TEAM switch** must always be in the OFF position.
● **VEHICLE DETECT switch** must always be in the NORMAL position. If the switch is in the OVERRIDE position, there will be constant noise in the headset earpiece.
● **GREEN MESSAGE and RED MESSAGE switches** must always be in the OFF position.
● **DIP switches** at the top are used to control message routing to the outside speaker, grill speaker or COMMUNICATOR®s. DIP switches must always be in the OFF position.

Level Controls:

● **VAA LEVEL CONTROL** adjusts the level at which you hear your own voice in the headset earpiece while you are speaking into the microphone. Turn clockwise to lower your voice level in the headset earpiece. Turn counterclockwise to raise your voice level.
● **SPKR VOL. OUTSIDE** adjusts the outside speaker volume.
● **A VOL. GRILL** and **B VOL. GRILL** adjusts the operator's voice level at the ceiling speaker when they are in the MONITOR mode.
● **VEH. PRES. TONE VOL.** (not used)
● **VEH. PRES. TONE VOL. GRILL** (not used)
● **MSG VOL. OUTSIDE** (not used)
● **INBOUND VOL. GRILL** (not used)
● **MSG VOL. GRILL** (not used)

Remote Display

The Remote Display has a 1 inch (25.4 mm) illuminated display screen, which shows the number of the Base Station associated with it and the number of the current drive-up stall connection, or the current mode of operation, or the number of customers in queue.

WIRELESS 6400A SYSTEM OPERATION

COMMUNICATOR® button "A1" and "A2" are for communication with the customer. Button "B" will end communication with a customer.

During Wireless 6400A operation, the following customer status is displayed on the Consoles and on any *Remote Displays, as shown in Figure 10.

1 = Operator station number 1 through 4

2 = The number of customers waiting in queue to be served

3 = The number of the drive-up stall to which an operator is connected "READY" when the system is in the idle mode; the operator is not connected to a stall, but the system is ready

4 = "CONNECTED" when the operator is connected to a customer

5 = The number of customers waiting in queue to be served

6 = Total Time for the first car in the queue

Console
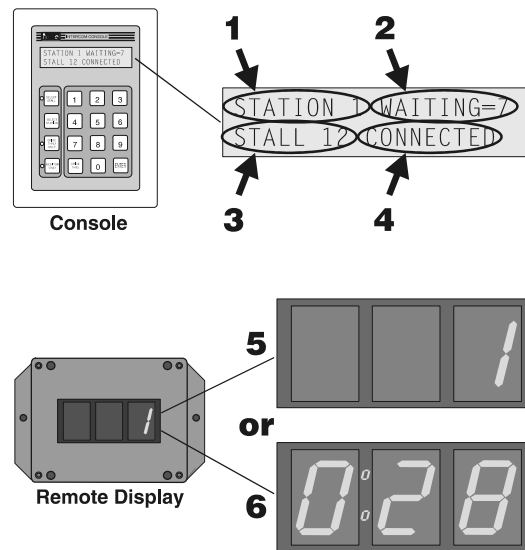
Remote Display

Figure 10.   Customer status displays

In addition to the routine status displays shown above, the following information may appear on Remote Displays.

.dt = indicates connection to the drive-thru lane (example: *1.dt*)

._E = when Communicator button "A" has been pushed, indicates an empty queue (example: *1._E*)

.M_ = indicates monitor mode (example: *1.M_*)

._b = indicates busy (example: *1._b*)

._t = indicates terminate (example: *1._t*)

E.__ = indicates an error message (example: *E.01*)

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Routine Operation

To operate the Wireless 6400A, follow the instructions below.

To speak and listen to a customer, press button "A1" or "A2" on your COMMUNICATOR®.

To disconnect from a customer, press button "B" on your Communicator.

Repeat the operation as long as customers are waiting in the queue. The system automatically places each new customer at the end of the queue when they press their call button.

If there is no customer waiting, when the first new customer presses a call button, you will hear a call-button tone (double beep) in your headset. You may also hear a first-in-queue tone (single, repeating beep) from a nearby ceiling speaker.

Press button "A1" or "A2" on your Communicator to speak and listen to the customer.

You will hear *"Stall _#_ "* in your headset.

You can have a normal conversation with the customer, like talking on a telephone. Speak in a normal voice. Do not shout.

When you have finished, press button "B" to disconnect from the customer.

If no other customer is waiting, there will be no sound in your headset.

If another customer is waiting to be served, you will hear a call-button tone (double beep) in your headset, repeating every 4 seconds until you press the "A1" or "A2" button again to connect with the next customer. If there are more customers waiting, you will automatically be alerted for the customer who pushed a call button first.

Drive-Thru Lane: If your store has a drive-thru lane, drive-thru customers will have priority over customers in drive-up stalls. They will automatically be placed ahead of any drive-up customers. When a drive-thru customer arrives, a single tone will be heard in the headset of the first available operator. When the operator presses Communicator button "A1" or "A2," "Drive-thru" will be heard in their headset. The drive-thru communication channel will be opened. After the drive-thru customer has been served, button "B" must again be pressed to disconnect from the drive-thru lane.

EXAMPLES:

The following are examples of typical Wireless 6400A operating scenarios in routine drive-up service operations. They describe what you will normally hear and see using Wireless 6400A equipment, and provide step-by-step instructions telling you exactly what to do in each situation.

● System is IDLE. No customers have pressed any call buttons.

Headset:	No sound in headset
Ceiling speaker:	No sound from ceiling speaker
Console display:	STATION 1 WAITING=0 READY
Remote display:	0

● First customer presses call button (at stall 3), and is automatically placed first in the queue by the Wireless 6400A Controller unit.

Headset:	Call-button tone (double beep)
Ceiling speaker:	First-in-queue tone (single, repeating beep)
Console display	STATION 1 WAITING=1 READY
Remote display:	1 0:07

NOTE:
The Remote Display alternates between showing the number of customers in queue and the total time for the current customer.
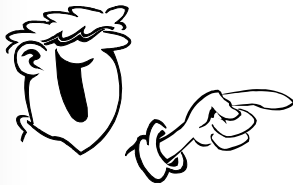
Press button "A1" or "A2" on your Communicator to connect to the first customer (at stall 3).

Headset:	Voice says "stall three"
Ceiling speaker:	No sound from ceiling speaker
Console display:	STATION 1 WAITING=0 STALL 3 CONNECTED
Remote display:	0

Talk and listen to the customer at stall 3, hands-free.

● Second customer presses call button (at stall 12), and is automatically placed next in the queue by the Wireless 6400A Controller.

Headset:	No new call-button tone will sound to interrupt the conversation with your current customer.
Ceiling speaker:	No sound from ceiling speaker
Console display:	STATION 1 WAITING=1 STALL 3 CONNECTED
Remote display:	1 0:15

● Third customer presses call button (at stall 7), and is automatically placed next in the queue by the Wireless 6400A Controller.

Headset:	No new call-button tone will sound to interrupt the conversation with your current customer.
Ceiling speaker:	No sound from ceiling speaker
Console display:	STATION 1 WAITING=2 STALL 3 CONNECTED
Remote display:	2 0:22
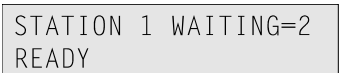
Press button "B" on your Communicator to disconnect from the current customer (at stall 3).

Headset:	Call-button tone (double beep) will repeat at 4-second intervals until you press button "A1" or "A2" again to connect with the next customer in the queue.
Ceiling speaker:	No sound from ceiling speaker
Console display:	STATION 1 WAITING=2 READY
Remote display:	2 0:15
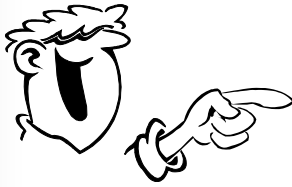
Press button "A1" or "A2" on your Communicator to connect to the next customer in the queue (at stall 12).

Headset:	Voice says "stall twelve"
Ceiling speaker:	No sound from ceiling speaker
Console display:	`STATION 1 WAITING=1` `STALL 12 CONNECTED`
Remote display:	`1` `0:22`

Talk and listen to the customer at stall 12, hands-free.
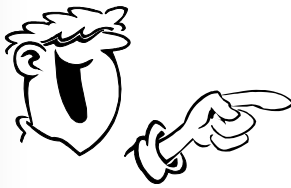
Press button "B" on your Communicator to disconnect from the current customer (at stall 12).

Headset:	Call-button tone (double beep) will repeat at 4-second intervals until you press button "A1" or "A2" again to connect with the next customer in the queue.
Ceiling speaker:	No sound from ceiling speaker
Console display:	`STATION 1 WAITING=1` `READY`
Remote display:	`1` `0:34`

Press button "A1" or "A2" on your Communicator to connect to the next customer in the queue (at stall 7).

Headset:	Voice says "stall seven"
Ceiling speaker:	No sound from ceiling speaker
Console display:	`STATION 1 WAITING=0` `STALL 7 CONNECTED`
Remote display:	`0`

Talk and listen to the customer at stall 7, hands-free.

Press button "B" on your Communicator to disconnect from the current customer (at stall 7).

● System is IDLE again.

Headset:	No sound in headset
Ceiling speaker:	No sound from ceiling speaker
Console display:	STATION 1 WAITING=0 READY
Remote display:	0

System will remain idle until another customer presses a call button.

● Customer arrives in drive-thru lane, and is automatically placed ahead of the drive-up queue by the Wireless 6400A Controller.

Headset:	Drive-thru tone (single tone)
Ceiling speaker:	Single, repeating beep if first in queue No sound if not first in queue
Console display:	STATION 1 WAITING=1 READY
Remote display:	1 0:05

Press button "A1" or "A2" on your Communicator to connect to the drive-thru customer (in the drive-thru lane).

Headset:	Voice says "drive-thru"
Ceiling speaker:	No sound from ceiling speaker
Console display:	STATION 1 WAITING=0 DRIVE THRU CONNECTED
Remote display:	0

Talk and listen to the drive-thru customer, hands-free.

Press button "B" on your Communicator when you are ready to disconnect from the drive-thru customer.

NOTE: The system will automatically disconnect if a customer drives away from the speaker post.

Other Modes of Operation

Drive-Thru-Only Mode

Allows one operator to serve the drive-thru lane exclusively. Any operator can operate in the drive-thru only mode, but only one at a time.

- Press the DRIVE-THRU ONLY key on the Console.

    "ENTER DRV THRU ONLY?" appears on the second line of the Console display.

- Press the ENTER key on the Console.

    "PLEASE WAIT . . ." appears on the second line of the Console display. You will hear "Drive-thru only" in your headset. "DRIVE THRU ONLY" appears on the second line of the Console display.   If the drive-thru only mode is already in use, you will hear "Drive-Thru busy" in your headset.

- To exit the drive-thru-only mode, press the DRIVE-THRU ONLY key again.

    "EXIT DRV THRU ONLY?" appears on the second line of the Console display.

- Press the ENTER key on the Console.

    "PLEASE WAIT . . ." appears on the second line of the Console display. Then "READY" appears on the second line of the Console display.

Monitor Mode

Allows one operator at a time to speak through the ceiling speaker inside the store. Any operator can operate in the monitor mode, but only one can be connected to the ceiling speaker at a time.

- Press the MONITOR ONLY key on the Console keypad.

    "ENTER MONITOR ONLY" will appear on the second line of the Console display.

- Press the ENTER key on the Console.

    "PLEASE WAIT . . ." will appear on the second line of the Console display. You will hear "Monitor only" in your headset.

    "MONITOR" will appear on the second line of the Console display. If the monitor mode is already in use, you will hear "Monitor busy" in your headset.

- Press the "A1" or "A2" or "B" button on your Communicator to be connected to the ceiling speaker.

- To exit the monitor only mode, press the MONITOR ONLY key on the Console keypad again.

    "EXIT MONITOR ONLY?" will appear on the second line of the Console display.

- Press the ENTER key on the Console.

    "PLEASE WAIT . . ." will appear on the second line of the Console display. Then "READY" will appear.

Special Features

Manual Selection

Allows any operator to manually select another operating station or drive-up stall

- Press the SELECT STATION key on the Console keypad.

  "STATION? ⌘" appears on the second line of the Console display.

- Press the number keys to enter the desired station number, then press the ENTER key on the Console.

  "PLEASE WAIT . . ." appears on the second line of the Console display. "READY" appears on the second line of the Console display.

or

- Press the SELECT STALL key on the Console keypad.

  "STALL? ⌘⌘" appears on the second line of the Console display.

- Press the number keys to enter the desired stall number, then press the ENTER key on the Console.

  "PLEASE WAIT . . ." appears on the second line of the Console display. "STALL __ CONNECTED" appears on the second line of the Console display.

Optional Message Repeater

- If the optional message repeater is used, a recorded message can be played through outside speakers, with specified duration and intervals between message repetitions. See page 22 for message repeater setup.

Timer Features

Normal Operating Display:

```
02/11/2000    03:53:27
DP#4  SR=0:12  SO=0:52
      DR=0:04 DO=0:32
      OPERATION NORMAL
```

DP# = Current DAYPART Number
SR = Average Stall Reply Time
SO = Average Stall Order Time
DR = Average Drive Thru Reply Time
DO = Average Drive Thru Order Time

All averages apply to the current DAYPART.

Definitions:

Daypart - any part of a day when you specifically want to measure service times, such as during breakfast, mid-morning, lunch, afternoon, etc.

Service Goal - an amount of time in which an element of service is expected to be completed, such as the amount of time from when a customer presses a call button until an order Taker responds.

On-Demand Report - a report that can be printed whenever required.

Dropout Limit - time which extends beyond the limits of normal service time, and which will be excluded from averages and summary data.

Dropout Limits:

Dropout limits may be set for REPLY and ORDER times whereby orders which exceed the Dropout limits are excluded from the summary data reports. Orders, which exceed the Dropout limit, are entered into the raw car database.

To set the Dropout limits: Press the **SET UP SYSTEM** key, press the **+** key until SYTEM SETUP is displayed, and press the **ENTER** key. Press the **+** key until DROP OUT LIMITS is displayed, and press the **ENTER** key. The following menu is displayed.

Press the number keys to set the time for the Dropout limits.

```
Dropout Limits Menu
Reply Limit =  0:00
Order Limit =  0:00
Press # Keys & ENTER
```

Keypad Functions:

(Paragraphs 1-5 below refer to items 1-5 in Figure 11)

1. Press the **SET UP DAYPARTS** key to enter the menu settings for dayparts: There are six total Dayparts in a 24 hour Day. The end of any daypart is defined as the beginning of the following Daypart.

```
Set Up Dayparts (pl):
01=6:00A      02=9:00A
03=11:30A     04=1:30P
Press # Keys & ENTER
```

2. Press the **SET UP SERVICE GOALS** key to establish goals for Normal Order Points and the Drive Thru Order Point. The **+** and **-** keys toggle the selection between NORMAL OP (Stalls) and DRIVE-THRU (Hop-Thru), Press the **ENTER** key to enter the REPLY and ORDER goal settings menu.

```
Set Up Service
Goals for:
       NORMAL OP
Press + or -  & ENTER
```

3. Press the **9** key to turn automatic report printing ON/OFF. The **+** and **-** key toggle between DAYPART, DAY, and EVERY CAR reports. Press the **ENTER** key to enter the ON/OFF settings menu.

```
Schedule Auto Report
Select Report::
       DAYPART
Press + or -  & ENTER
```

4. Press the **DAY REPORT** key to select a previous day(s) summary data to be sent to the printer.

   NOTE: DAY and DAYPART reports are "on-demand" reports, which can be printed whenever required.

```
Day Report
From:     FEB 7
To:            FEB 10
Print Report:  START
```

5. Press the **DAYPART REPORT** key to select a Daypart from a previous day, or several days to be sent to the printer.

```
Daypart Report
Daypart:    1
Dates: FEB 7  FEB 10
Print Report:  START
```
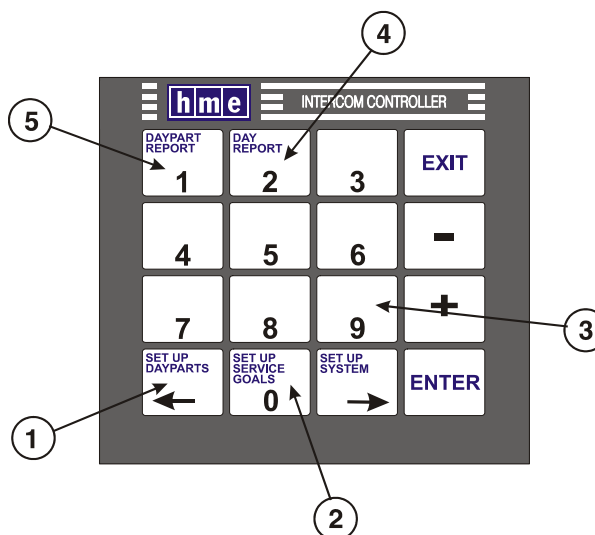

Figure 11.   Controller keypad

Changing System Setups

Use the Controller keypad to make changes to the Wireless 6400A operating parameters. As you complete each of the following instructions, the displays shown to their right will appear.

Date and Time Setup

● Press the SET UP SYSTEM button on the keypad.

```
Set Up System Menus:
 PRINT PROGRAMMING

Press + or - & ENTER
```

● Press + or ◼ until SYSTEM SETUP appears.

```
Set Up System Menus:
 SYSTEM SETUP

Press + or - & ENTER
```

● Press ENTER, then press + or ◼ until SET DATE/TIME appears.

```
System Setup:
 SET DATE/TIME

Press + or - & ENTER
```

● Press ENTER again. Use the + or ◼ keys to change the month. Use the number keys to change the day and year, and to change the hour and minute settings. Use the + or ◼ keys again to change the AM/PM setting and the daylight savings time setting.

```
Date/Time Menu:
 Date: OCT 22, 1999
 Time: 10:26A
Daylight  Sav:YES
```

● Press EXIT when you are finished, to accept the settings you have made and return to the SET DATE/TIME display.

```
System Setup:
 SET DATE/TIME

Press + or - & ENTER
```

If you have finished changing system setups, continue pressing EXIT until the display returns to OPERATION NORMAL.

Store Identification Number Setup

- Press the SET UP SYSTEM button on the keypad.

```
Set Up System Menus:
 PRINT PROGRAMMING

Press + or - & ENTER
```

- Press + or ■ until SYSTEM SETUP appears.

```
Set Up System Menus:
 SYSTEM SETUP

Press + or - & ENTER
```

- Press ENTER, then press + or ■ until SET UP ACCOUNTING appears.

```
System Setup:
 SET UP ACCOUNTING

Press + or - & ENTER
```

- Press ENTER, then use the number keys to enter the store ID number.

```
Set Up Accounting:
Store ID#:_____0

Press + or - & ENTER
```

- Press EXIT when you are finished, to accept the store ID number you have entered and return to the SET UP ACCOUNTING display.

```
System Setup:
 SET UP ACCOUNTING

Press + or - & ENTER
```

If you have finished changing system setups, continue pressing EXIT until the display returns to OPERATION NORMAL.

Excess-In-Queue Alert Tone Setup

Excess-In-Queue alert tones are sounded in the ceiling speaker if too many customers are in queue and more order takers are needed.   This feature can be turned on or off as desired.

● Press the SET UP SYSTEM button on the keypad.

```
Set Up System Menus:
 PRINT PROGRAMMING

Press + or - & ENTER
```

● Press + or ■until SYSTEM SETUP appears.

```
Set Up System Menus:
 SYSTEM SETUP

Press + or - & ENTER
```

● Press ENTER, then press + or ■until QUEUE SETUP appears.

```
System Setup:
 QUEUE SETUP

Press + or - & ENTER
```

● Press ENTER, then press + or ■until PRIORITY QUEUE appears.

```
System Setup:
 PRIORITY QUEUE

Press + or - & ENTER
```

● Press ENTER, then use the number keys to enter the desired Excess-in-Queue number and Repeat-Interval number (in seconds).

```
Priority Queue:
Excess in Queue=20
Repeat Interval=10 s
Press + or - & ENTER
```

NOTE: To turn alert tones off, set Excess-in-Queue to "0." Excess-in-Queue alert tones must be set from 10 second minimum to 60 second maximum repeat intervals.

● Press EXIT when you are finished, to accept the store numbers you have entered and return to the PRIORITY QUEUE display.

```
System Setup:
 PRIORITY QUEUE

Press + or - & ENTER
```

If you have finished changing system setups, continue pressing EXIT until the display returns to OPERATION NORMAL.

Optional Message Repeater Setup

If the optional message repeater is used, a pre-recorded message can be set up to be played once to newly arrived customers at each stall, or to be repeated at set intervals through the stall speakers to all customers in queue. This feature can be turned on or off as desired.

● Press the SET UP SYSTEM button on the keypad.

```
Set Up System Menus:
 PRINT PROGRAMMING

Press + or - & ENTER
```

● Press + or ■until SYSTEM SETUP appears.

```
Set Up System Menus:
 SYSTEM SETUP

Press + or - & ENTER
```

● Press ENTER, then press + or ■until QUEUE SETUP appears.

```
System Setup:
 QUEUE SETUP

Press + or - & ENTER
```

● Press ENTER, then press + or ■until MESSAGE REPEATER appears.

```
Queue   Setup:
 MESSAGE REPEATER

Press + or - & ENTER
```

● Press ENTER, then use the number keys to enter the desired message Duration and Interval.

```
Message Repeater:
 Duration =  O   sec
 Interval = 0:00 sec
Press + or - & ENTER
```

NOTE: Maximum duration = 32 seconds.

Measure the length of the recorded message, and use that measurement to set the Duration. Setting Duration less than the actual recorded message time will cut the message off. Setting Duration to "0" will turn the Message Repeater function off. Interval minimum = 0, maximum = 2:00 minutes. Setting the Interval to "0" will cause the message to play only once.

If the Message Repeater has an output that signifies the end of message, set the Duration to 32 (maximum).

● Press EXIT when you are finished, to accept the numbers you have entered and return to the MESSAGE REPEATER display.

```
Queue   Setup:
 MESSAGE REPEATER

Press + or - & ENTER
```

If you have finished changing system setups, continue pressing EXIT until the display returns to OPERATION NORMAL.

EQUIPMENT CARE AND CLEANING

Handling the Equipment Properly

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

Cleaning the Equipment

COM6000BP COMMUNICATOR®

- Remove the battery from the Communicator.
- Clean the battery and Communicator 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 Communicator 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.

Other Components

- Clean the outside of the cabinets of the Controller, Router, Base Station, Console and any Remote Displays with a soft, damp cloth that been slightly moistened with a diluted, mild detergent such as household dishwashing liquid. Be especially careful to rub very gently on the Controller and Console keypads.

COMMUNICATOR® REGISTRATION

During installation of the Wireless 6400A, each Communicator was registered for use with a specific base station. The base station thereby recognizes any Communicator registered to it when the Communicator's power is on, and will be able to tell the difference between it and other electronic equipment operating on a similar frequency.

If a Communicator is added or replaced, you must register the new one before you use it. When a Communicator is replaced, the old one remains in memory. A maximum of 15 registered Communicators can be retained in the memory of a base station. If the maximum number of 15 is exceeded, you must clear all that base station's current registrations and re-register its active Communicator(s).

To clear all current registrations from a base station's memory, open the base station and press its "Clear All Registration" button and "Reset" button at the same time. Refer to Figure 12 on page 25. Continue holding the "Clear All Registration" button after releasing the "Reset" button, until the clear code "c" (lower case) appears on the Communicator ID display.

Register all active Communicators the same way, as described on the following page.

Register each COMMUNICATOR® as follows:

● Be certain the Communicator being registered is turned off and the base station power is on. Other Communicators can be on or off.

● Open the base station and locate the items shown in Figure 12.

— Press and release the registration button.

— If no Communicator is on, the status light will be blinking red. If any Communicator is on, the status light will be on steady green.

— After you press the registration button, the Communicator ID display will show a small "o" for open, and the status light will blink green.

● Press and hold the B button while pressing and releasing the PWR (power) button to turn the Communicator on, and release the B button. This will cause the Communicator to enter the registration mode.

— The status light in the base station will be blinking green and the Communicator ID display will continue to show a small "o" for open.

— The power lights next to the A1 and A2 buttons on the Communicator will be blinking red then will change to green.

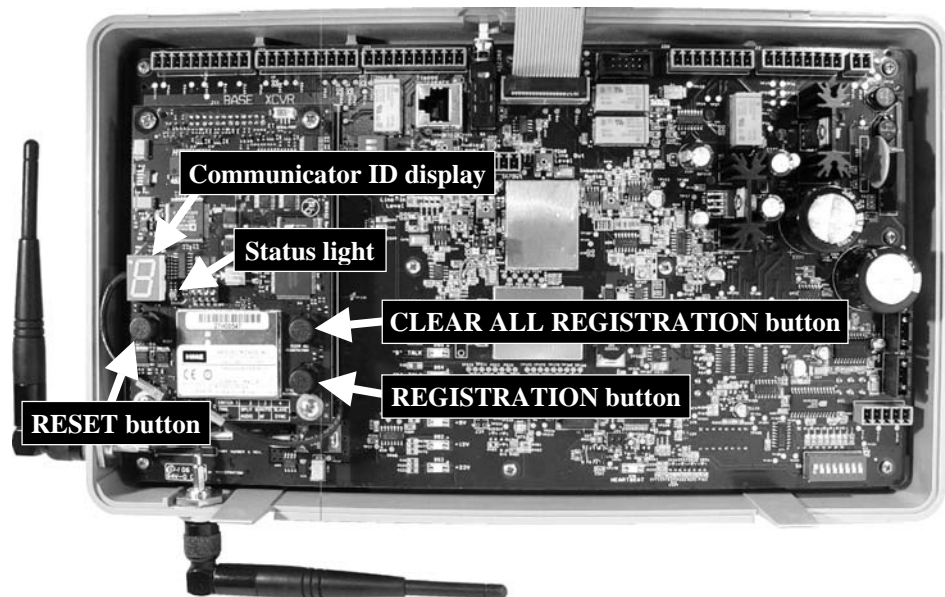**Figure 12.   Registration buttons and indicators**

When the registration is successfully completed:

— The green status light in the base station will be on steady and the Communicator ID display will show the ID number assigned to this Communicator. ID numbers are assigned sequentially as 0 thru 9, A, b, C, d and E.

— The light next to the A1 button on the Communicator will remain on steady green.

TROUBLESHOOTING

In case of any problems with your Wireless 6400A, refer to the following troubleshooting checklist. If you cannot correct any problems using the checklist, call HME Customer Support at 1-800-848-4468.

Each Router has indicator lights on the left side of its cabinet; each Base Station has indicator lights on the left of its front cover; each Console has a two-line display and the Controller has a four-line display. The ON or OFF condition of the indicator lights and the information on the displays will help you find most problems which could occur.

PROBLEM	PROBABLE CAUSE	SOLUTION
Call tones heard in headset, but "Empty Queue" is heard when the "A1" or "A2" button was pressed.	An order taker using another Base Station connected to the customer first.	Verify on the Console display that there are customers in queue.
When switching to "Drive-Thru Only" mode, "Drive-Thru Busy" is heard in the headset.	Another Base Station is already in "Drive-Thru Only" mode.	Check the Console displays to determine which Base Station is in "Drive-Thru Only" mode and switch it out of this mode if desired.
When pushing the "A1" or "A2" button to try and talk to the Drive-Thru customer again, I was connected to a customer at a different location, even though I didn't press the "B" button to disconnect from the Drive-Thru first.	The Drive-Thru customer will be automatically disconnected when the vehicle drives away from the vehicle detector.	When talking to the Drive-Thru customer, listen for the headset to become quiet when the vehicle pulls away.
		Set the Base Station in the "Drive- Thru Only" mode to allow connections to the Drive-Thru lane only.
When pushing the "A1" or "A2" button to connect to a customer, "Empty Queue" is heard in the headset, even though there are customers waiting.	The Base Station is set for "Drive- Thru Only" mode, which only allows connections to customers in the Drive-Thru lane.	Using the Console, remove the Base Station from "Drive-Thru Only" mode.
When pushing the "A1" or "A2" button to connect to a customer, "Monitor Connected" is heard in the headset, even though there are customers waiting.	The Base Station is set for "Monitor Only" mode, which only allows connections to the Monitor Speaker inside the store.	Using the Console, remove the Base Station from "Monitor Only" mode.
When connecting to a customer using the Console, the display shows the connection, but nothing is heard in the headset	The Console is set for a Base Station other than the one for the Communicator being used.	Be certain the Base Station indicated on the Console display matches the number on the side of the COMMUNICATOR®.
	The Communicator is not turned On.	Turn Communicator on. Be certain light goes on.
	Headset connector not plugged firmly into Communicator.	Plug headset connector firmly into Communicator receptacle.
	Headset defective.	Replace with another headset.
	Low or dead battery.	Check ON/POWER light. If not lit, replace battery.
	Communicator failed.	Call HME. *
	Power off at Base Station.	Check circuit breaker for building.
When connecting to a customer using the Console, the display shows the location is busy, and "Stall xx busy" is heard in the headset.	Another Base Station is already connected to that customer location.	Select a different customer location.
When connecting to the Monitor Speaker "Monitor Busy" is heard in the headset.	Another Base Station is already connected to the Monitor speaker.	Wait for the other Base Station to disconnect, and try again.

PROBLEM	PROBABLE CAUSE	SOLUTION
"Device Failed" is heard in the headset.	A Router, Console or Base Station has stopped working.	Look at the Controller display for a status message indicating which component has failed. Call HME *.
No sound in headset when you press COMMUNICATOR® button "A1" or "A2" and speak into headset microphone.	Power off at Base Station.	Check circuit breaker for building.
	Power supply in Base Station not working.	Check power supply indicator lights on Base Station. If any light is not lit, be certain AC power adapter is plugged into electrical outlet.
	Communicator not turned on.	Turn Communicator on. Be certain light goes on.
	Volume not set correctly.	Adjust volume on Communicator.
	Headset connector not plugged firmly into Communicator.	Plug headset connector firmly into Communicator receptacle.
	Headset defective.	Replace with another headset.
	Low or dead battery.	Check ON/POWER light. If not lit, replace battery.
	Communicator failed.	Use another Communicator. Call HME. *
Communicator channel "A1" or "A2" buttons not working.	Communicator not turned ON.	Turn on Communicator.
	Dead or weak battery.	Replace battery.
Channel "A1" or "A2" or "B" light on Base Station does not light when Communicator button "A1" or "A2" or "B" is pressed.	Communicator not turned ON.	Turn on Communicator.
	Dead or weak battery.	Replace battery.
	Communicator failed.	Use another Communicator.
	Base Station failed.	Call HME. *
No alert tones or voice prompts heard in headset.	Power off at Base Station.	Check power supply indicator lights on Base Station. If any light is not lit, be certain AC power adapter is plugged into electrical outlet.
Power-up musical tones in headset repeat at 16-second intervals. Light on Base Station interface board blinks and pauses, repeatedly.	Controller not properly connected to AC power.	Be certain AC adapter is plugged into electrical outlet. If display on Controller unit says "Operation Normal," call HME. * If musical tones still repeating in headset call HME. *
Outbound sound too low.	Outbound volume set too low for environment.	Adjust outside speaker volume control (inside front door of Base Station) until level is satisfactory.
No outbound sound; customer cannot hear anything, - or - Personnel cannot hear outside customers in headset.	Defective speaker (if single customer location affected).	Call HME. *
Personnel hear only static in headsets.	Power Off at Base Station.	Check power supply indicator lights on Base Station. If any light is not lit, be certain AC power adapter is plugged into electrical outlet.
	Loose transmitter antenna connection on Base Station.	Tighten transmitter antenna connection. (the antenna on the top, left of the Base Station.)
	Circuit board defective.	Call HME. *
No tone or sound in headset when vehicle drives up to menu board.	Power interruption has unbalanced detecting circuit.	Call HME. *
COMMUNICATOR® has intermittent sound.	Low battery.	Replace battery.
	Defective headset cable.	Use another headset. Call HME. *

PROBLEM	PROBABLE CAUSE	SOLUTION
Headset does not become silent after all customers have been served.	OVERRIDE/NORMAL/ RESET switch on Base Station is in the OVERRIDE position.	Place switch in the NORMAL position.
	Communicator button B not pressed and released to close channel.	Press and release button B.
	Communicator failure.	Try another Communicator. If headset still does not become silent after all customers have been served, call HME. *
Battery Charger not working.	Charger not plugged in.	Plug in Battery Charger. If still not working, call HME. *
No lights or display on the Console.	Connectors not fully inserted.	Verify all plugs are inserted fully.
Registration of Communicator failed. "Registration failed" message heard in headset. Lights stay red.	Base station power not on. Communicator **B** button not pushed when powering up. Registration button not pushed.	Repeat registration procedure on page 24. Call HME.*

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

In the event of an electrical power outage —
such as from a lightning storm or power generator failure, if you experience problems with your HME equipment after the electricity comes on again, unplug the AC power adapters from their electrical outlets and wait 15 seconds, then plug them back in.

FCC NOTICE

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 an antenna having a maximum gain of 2dBi. Antenna having a higher gain is strictly prohibited per regulations of Industry Canada. The required antenna impedance is 50 ohms.
The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

Hereby, HM Electronics, Inc. declares that the Wireless 6400A System is in compliance with the essential requirements and other relevant provisions of R&TTE Directive 1999/5/EC.

$$CE \; \textcircled{!}$$

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.