



ion|IQ<sup>®</sup> NDT

## **Wireless Audio System**

### **Operating Instructions**

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

**Phone: 800-848-4468**  
**Fax: 858-552-0172**  
**Website: [www.hme.com](http://www.hme.com)**



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The Headset provides basic operating cues in Spanish and French, as follows. Refer also to the Changing Languages instructions on [page 10](#).

## Español

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

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

## Français

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

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

HM Electronics, Inc. is not responsible for equipment malfunctions due to erroneous translation of its installation and / or operating publications from their original English versions.

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

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US Patent 7,920,539 B2

## Important Safety and Usage Information

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**CAUTION:** As would be the case with any audio device, such as headphones or a headset, that carries amplified sound to the ears, misuse of such a device or use at excessive volume levels may cause hearing impairment or loss of hearing. The following safety instructions must be followed when using the all-in-one headset or the belt-pac transceiver with headphones. Failure to follow these safety instructions could result in injury.

**Avoiding Hearing Damage:** Permanent hearing loss may occur if the all-in-one headset or belt-pac transceiver with headphone is used at excessive volume levels. Use only manufacturer approved headphones with the belt-pac transceiver. Turn on the all-in-one headset / belt-pac and check the volume prior to use. The audio volume may be adjusted by using the up / down arrow buttons on the all-in-one headset or belt-pac.

Prolonged use at excessive volume levels over time may sound normal but can be damaging to hearing. If you experience ringing in the ears or muffled speech sounds, discontinue use and have your hearing checked. The louder the volume, the less time is required before your hearing could be affected.

The following precautions should be taken to protect your hearing:

- Limit the amount of time you use the all-in-one headset / belt-pac at high volume.
- Avoid turning up the volume to block out noisy surroundings.
- Turn the volume down if you can't hear people speaking near you.



# ion|IQ® NDT EQUIPMENT

The ion|IQ® NDT is an audio system primarily for use at quick-service restaurants without drive-thru operations. The equipment shown below is standard with the ion|IQ® NDT. Optional equipment can be ordered from your local dealer.

## NOTE:

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



Base Station



ion BP  
Belt-Pac



ion AIO  
All-In-One Headset



Battery



Battery Charger

## OPTIONAL EQUIPMENT

Equipment	Model Number
ionBP Belt-Pac	BP6100
Belt	None
Ion AIO All-In-One Headset	HS6100
Wireless Headset (listen only)	HS6000L
Battery for ionBP or ionAIO	BAT51
Headset for ionBP	HS12
Headset Earmuff	None
Headset Earpiece Cover (disposable)	None
Telephone Interface	TI6000
Antenna Coverage Extension Kit	EC10
Extended Coverage Antenna Kit	EC20
Remote Antenna Kit	
(with 6 ft / 1.83 meter cable)	ANT20-6
Remote Antenna Kit	
(with 30 ft / 9.14 meter cable)	ANT20-30

Figure 1. ion|IQ® NDT standard equipment

## Base Station

All functions of the audio system are channeled through the base station. It is the electronic heart of the ion|IQ®NDT. External base station features are shown in Figure 2. Internal connectors and controls are shown in [Figure 8](#).

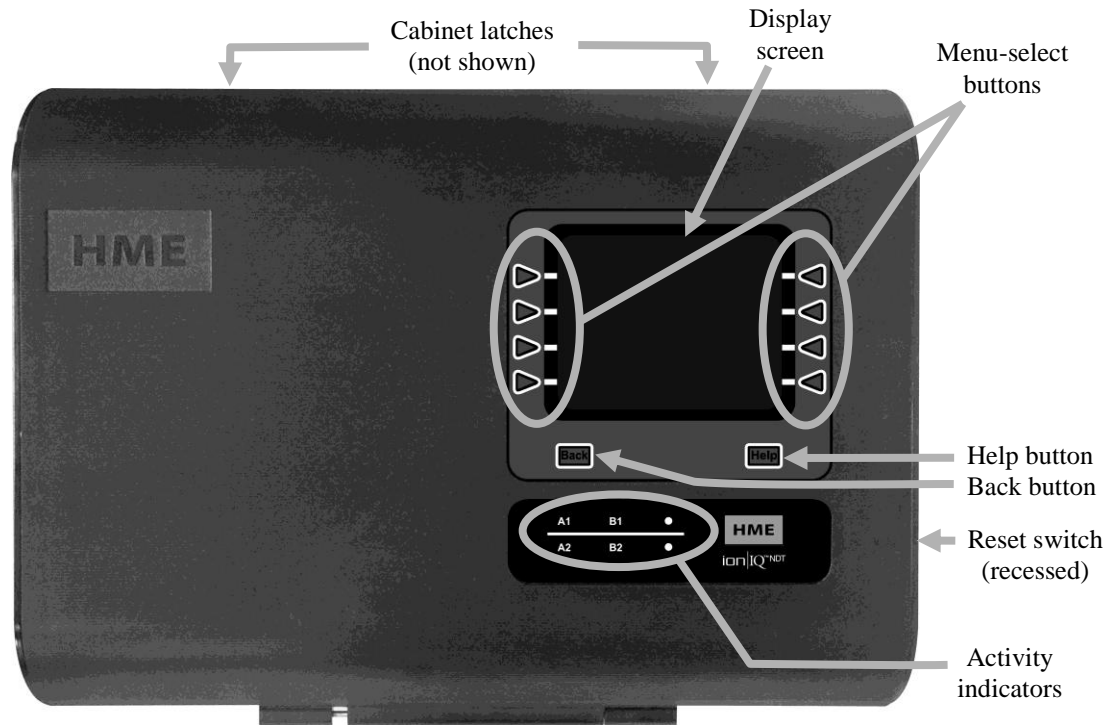


Figure 2. Base station front panel features

- The **menu-select buttons** are used to make selections from the menu on the display screen.
- The **Help button** can be pushed to obtain information needed in case of problems with the ion|IQ®NDT.
- The **Back button** can be pushed to go back to the previous menu display, saving any setting changes or exiting a display screen when no changes have been made.
- The **activity indicators** light up as follows:
  - Above the line – Group 1 activity**
    - A1** lights up when the A1 button is pushed on any Group 1 headset/belt-pac.
    - B1** lights up when the B button is pushed on any Group 1 headset/belt-pac.
  - Below the line – Group 2 activity**
    - A2** lights up when the A2 button is pushed on any Group 2 headset/belt-pac.
    - B2** lights up when the B button is pushed on any Group 2 headset/belt-pac.
- When both of the **cabinet latches**, on top of the cabinet are pressed down at the same time, the cabinet can be opened by pulling forward and down.
- The **reset switch** is used to perform a soft restart of the base station. It is located in a small hole on the right side of the base station. To press the reset switch, carefully push a small pointed object, such as an unfolded paper clip, into the hole.



## Base Station Display Screen

The **display screen** is where all menu selections will be seen for installer setups and routine operation options.

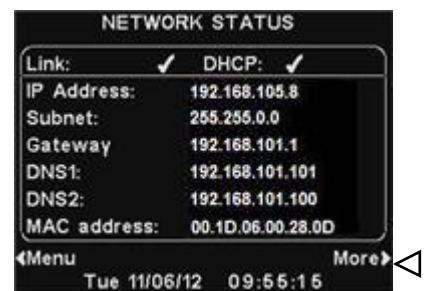
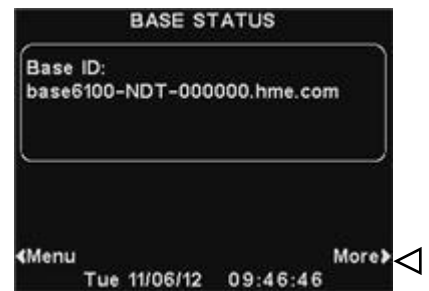
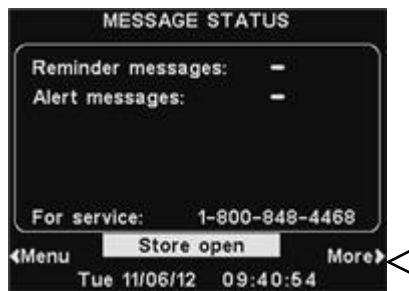
The display screen will turn off (sleep) if there is no button activity. Pressing any button will turn it back on (wake it up).



The **MESSAGE STATUS** display will be shown on the base station until either the **Menu** or **More** button is pushed.

Press the **Menu** button at the bottom-left of the **MESSAGE STATUS** display to view the **MAIN MENU**, which provides access to system settings. Press the **More** button on the **MAIN MENU** for additional settings.

Press the **More** button at the bottom-right of the **MESSAGE STATUS** display to view additional system status, and then press the **More** button at the bottom-right of any other **STATUS** display. The information on each **STATUS** display shows other base station information needed to operate the system on a network and to identify its version data.



# Headsets and Belt-Pacs

## Features and Controls

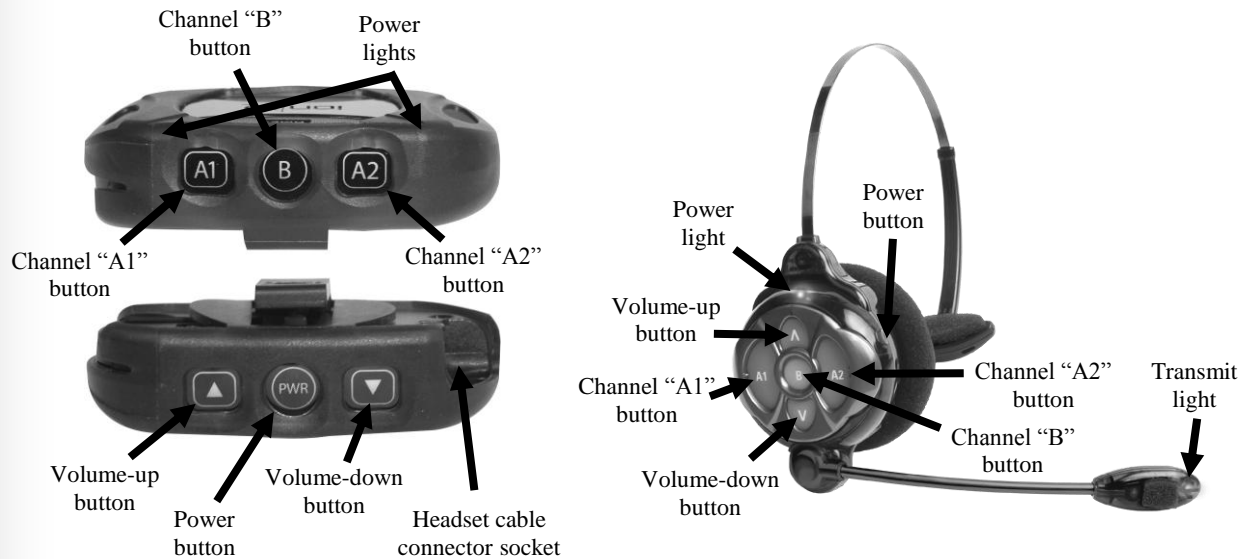


Figure 3. Belt-pac/Headset controls

## How to Wear the Headset

- Wear the headset with the microphone on your right or left side next to your mouth.
- Adjust the headband and microphone boom as needed.
- If you are using a belt-pac with headset, clip the belt-pac to your belt or waistband on either your right or left side. Clip the clothing clips on the headset cable to the back of your shirt and collar.

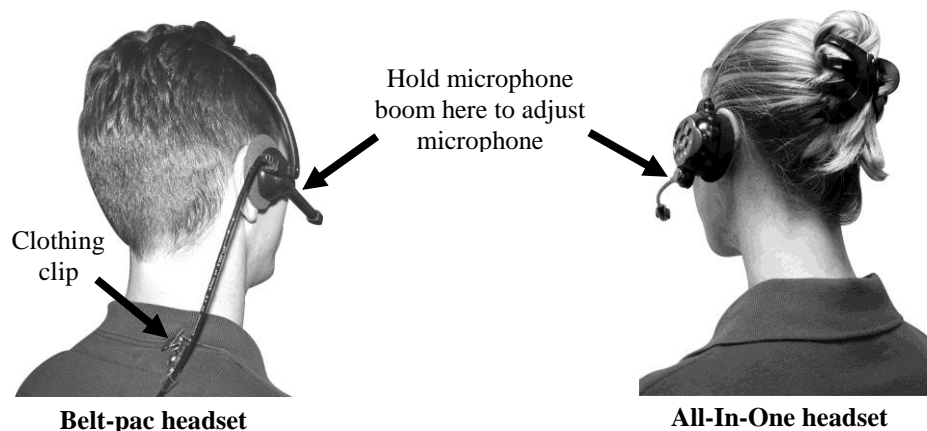


Figure 4. Correct wearing of the headset

## How to Use the Headset/Belt-Pac Controls

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

### Power On/Off

- **Power On** — Press and release the power button.  
If using an **ionIQ® Belt-pac** — A voice message in the headset will say “belt-pac #, battery full/half/low” and the red power lights next to the A1 and A2 buttons on the belt-pac will blink. After a short time, the A2 light will go off and the A1 light will change to green. A voice message will then say “Lane 1” (Group 1). The green light indicates the unit is ready to use. A green light next to A1 indicates ready for Group 1 and a green light next to A2 indicates ready for Group 2.  
If using an **ionAIO Headset** — A voice message in the headset will say “headset #, battery full/half/low” and both the power light and the transmit light will flash red. After a short time, the power light will change to steady green for Group 1 and the transmit light will go off. A voice message in the earpiece will then say “Lane 1 (or 2).”
- **Power Off** — Press and hold the PWR button for about two seconds. A voice message in the earpiece will say “belt-pac off” or “headset off,” and the power light will go off.

### Volume Up/Down

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

### A1, A2 and B Buttons

- Press the **A1** button to communicate with Group 1 personnel wearing headsets/belt-pacs.
- Press the **A2** button to communicate with Group 2 personnel wearing headsets/belt-pacs.
- The **B** button function depends on how your system was set up.  
If your system was set up for “Split-B” operation;  
when you are communicating with Group 1, the **B** button will function the same as the **A1** button. When you are communicating with Group 2, the **B** button will function the same as the **A2** button.  
If your system was set up for “Combined-B” operation;  
when you press the **B** button, you will communicate with all personnel wearing headsets/belt-pacs.

## Headset/Belt-Pac Registration

### NOTE:

All registered headsets/belt-pacs must be turned on, or they will be unregistered when you clear inactive headsets.

If you clear all registrations, you must re-register all headsets/belt-pacs.

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

A maximum of 15 headsets/belt-pacs can be registered. If one is replaced, you must register the new one before you use it. When a headset/belt-pac is replaced, the old one remains in memory. If the maximum number of 15 (in memory) is exceeded, the base station HEADSET REGISTRATION display will tell you that 0 more can be registered. If this happens, you may either clear all inactive headsets/belt-pacs (not currently turned on) or clear all registered headsets/belt-pacs. If you clear all inactive headsets/belt-pacs, you can initiate the new registration. Each headset/belt-pac is registered the same way, one at a time.

### Register each headset/belt-pac as follows:

- Be certain all headsets/belt-pacs to be registered are turned off and the base station power is on. Others can be on or off.
- On the base station **MESSAGE STATUS** display, press the **Menu** button.



- On the **MAIN MENU**, press the **Register headsets** button.



### NOTE:

You will be given a warning and allowed to quit or continue before registrations are cleared.

- On the **HEADSET REGISTRATION** display, if you press the **Clear inactive** button, you will unregister only those headsets/belt-pacs that are turned off.
- If you press the **Clear all** button, you will unregister all headsets/belt-pacs that are registered to the base station, and the base station will automatically restart.



- To register headsets/belt-pacs, press the **Register headsets** button on the **HEADSET REGISTRATION** display.
- On the **TO REGISTER HEADSETS** display, follow the instructions in the box.



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

### When each registration is successfully completed:

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



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

### If you have any problems registering headsets/belt-pacs:

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

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

## Battery Removal and Replacement

### Belt-pac Batteries —

#### To change batteries:

If a battery is weak when belt-pac power is turned on, a voice in the headset will say “Battery low.” If a battery becomes weak during operation, a voice in the headset will say “Change battery.” When this happens, press the battery-release button and slide the battery out of the belt-pac as shown in Figure 5.

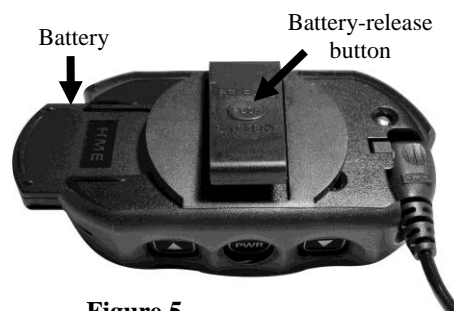


Figure 5.  
Belt-pac battery-release button

#### To replace batteries:

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

### All-In-One Headset Batteries —

#### To change batteries:

When a battery becomes weak, a voice in the headset will say “Change battery.” When this happens, press the battery-release button and slide the battery out of the headset as shown in Figure 6.

#### To replace batteries:

When replacing a battery in the headset, place the end of the battery with the metal contacts into the headset, in the same position as the battery you removed. Press the battery carefully in until it snaps in place.



Figure 6.  
Headset battery-release button

Recharge batteries according to the instructions on page 9.

# Battery Charger

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

## Procedure:

Insert batteries in the charging ports for charging. The batteries can only go into the charging ports one way. If they do not go in easily, turn them around. **DO NOT force them.** Push each battery down into a port until it snaps in place, to be sure it makes full contact.

## Battery Status Lights:

- 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.
- A **red light** will stay on next to a battery while it is charging.
- A **green light** will go on next to a battery when it is fully charged.
- If a **yellow light** is on next to a battery in a charging port, it means the charge failed. If this happens: (1) Be sure the battery is pushed all the way into the port until it snaps into place to make contact. (2) Try charging in a different port. If it charges this time, the first charging port may be defective. If the battery does not charge in the second port, replace it with another battery.
- Store up to four fully charged batteries in the storage ports.

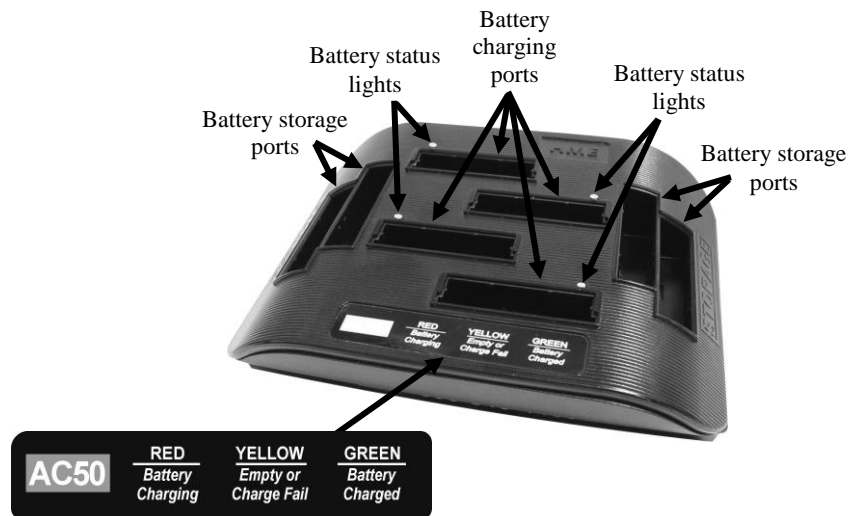


Figure 7. Batteries in charger

## ***ion/IQ<sup>®</sup> NDT OPERATION***

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The ion|IQ<sup>®</sup>NDT can be operated in Hands-Free (HF) or Push-To-Talk (PTT) modes.

In HF operation, communication can be transmitted and received at the same time, as in a normal telephone conversation. In the HF mode, transmission and reception are activated by touching and releasing the A1 or A2 button on the headset/belt-pac. In the PTT mode, the A1 or A2 button must be pressed and held while the operator is talking to the customer.

### **Changing Language of Headset/Belt-Pac Cues**

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

### **Obtaining Headset/Belt-Pac Status**

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



## Routine Operation

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### Hands-Free (HF) Mode

- With the headset/belt-pac power off, press and hold the volume-up ▲ and B buttons while you press and release the PWR button to turn it on in the HF mode. The headset/belt-pac will remember this setting.
- Touch and release the A1 or A2 button to speak and listen.
- Touch and release the A1, A2 or B button to end communication.
- Touch and release the A1 or A2 button if you want to speak again.
- Use the volume-up ▲ and down ▼ buttons to adjust the voice level in your headset if necessary.

### Push-To-Talk (PTT) Mode

- With the headset/belt-pac power off, press and hold the volume-down ▼ and B buttons while you press and release the PWR button to turn it on in the PTT mode. The headset/belt-pac will remember this setting.
- Touch and hold the A1 or A2 button to speak. Release to stop speaking.
- Use the volume-up ▲ and down ▼ buttons to adjust the voice level in your headset if necessary.

## Internal Communication

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To communicate internally with other headset/belt-pac operators, press and hold the B button while talking. Release when finished. Up to three operators can have conference-call type communication by all pressing the B button. Everyone pressing the B button will hear each other without interference.

If your system was set up for “Split-B,” internal communication will be heard only by headset/belt-pac operators in their group. If your system was set up for “Combined-B” operation, internal communication will be heard by all operators.

## Message Center Operation

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### **HINT!**

*Before continuing, it is important to consider all the possible time periods during which any of the Message Center messages need to be played in your store. Up to 12 time periods can be set up. You can use the Message Center Settings Worksheet at the back of this manual. When you have determined all the time periods needed, go to the Schedule Times section of these instructions to set up the time periods for your store before continuing with the Message Center settings. The current time and date, and store open and close times should also be set before other Message Center settings.*

### **NOTE:**

*Message Center settings are normally made or changed only by authorized personnel such as store managers. Making changes to Message Center settings may require a password.*

**If a password is needed, see [APPENDIX, Access Control](#).**

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

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

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

### **Reminder messages \***

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

### **Alert messages \***

- Alert messages (audio) can be heard by crew members in their headsets to let them know about something that requires attention, such as a door being left open or a customer arriving in the store. Alert messages can be sent to all headsets or only to designated headsets. Alert messages (audio) can also be set to play in ceiling speakers. There are 6 Alert messages that can be triggered by switches in the store that sense conditions such as open doors, and 14 that can be triggered by PC Network commands.
- Alert messages (email/text) can also be sent to designated email recipients, smart phones and other email/texting devices with text information to let the manager know about Alert events in the store.

\* If currently playing, messages will be interrupted when either of these two events occur during play: **A** press, **B** press. After the interruption has ended, the message will attempt to play again to completion.

Reminder messages are triggered by time and day only.

MESSAGE CENTER MESSAGES		
	NAME	CONTENT
REMINDER	Hand Washing	Please wash your hands.
	Sanitizer	Please change sanitizer solution.
	DR Trash	Please check the dining room trash.
	HACCP	Please complete the HACCP shift checklist.
	Quality Check	Please complete the shift quality check.
	Lot Check	Please complete a parking lot check.
	Restroom Check	Please check the restrooms.
	Pre-Rush	Please complete the pre-rush tasks for your workstation.
	Post-Rush	Please complete the post-rush tasks for your workstation.
	Headset Status	To check headset status, press and hold A2 and volume down while turning on the power.
	Change Language	To change headset prompt language, press and hold A1 and volume down while turning on the power.
	Hands Free ON	To turn headset hands free mode on, press and hold B and volume up while turning on the power.
	Empty 1-3	Not pre-recorded.

Alert messages are triggered by input signals, plus time and day or Network events.  
Under **EVENT** –  
SW# refers to a switch-triggered alert.  
N# refers to a Network-triggered alert.

	NAME	EVENT	CONTENT
ALERT	Freezer Door	SW1	The freezer door has been left open.
	Cooler Door	SW2	The cooler door has been left open.
	Back Door	SW3	The back door has been left open.
	Lobby Door	SW4	A guest has entered the lobby.
	Empty	SW5	Not pre-recorded.
	Empty	SW6	Not pre-recorded.
	Empty	N1 – N14	Not pre-recorded.

## Reminder Message Settings

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



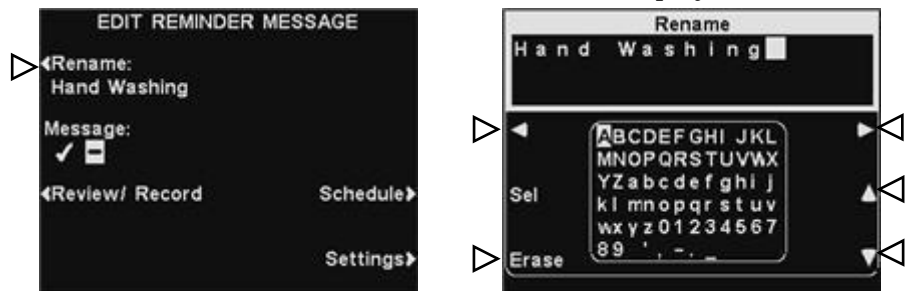
Press the **Reminder messages** button on the **MESSAGE CENTER MENU**.



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

### Rename Message

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



On the **Rename** display, use the **Erase** button to clear characters in the current name to change them. Use the **◀**, **▶**, **▲** and **▼** buttons to move the highlight to a character you would like to use in the name. Use the **Sel** (select) button to enter the highlighted character in the name. When you are finished, press the **Back** button to save the new name.

## Turn Message On/Off



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

## Review or Record Message



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

To listen to the existing message, press the **Review** button on the **REVIEW/RECORD MESSAGE** display. Follow instructions under **READY TO REVIEW** on the display. Press and hold the headset **B** button. The message will be played only to the headset where the **B** button is pressed.

### NOTE:

*Reviewed messages are played to a specific headset.*



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



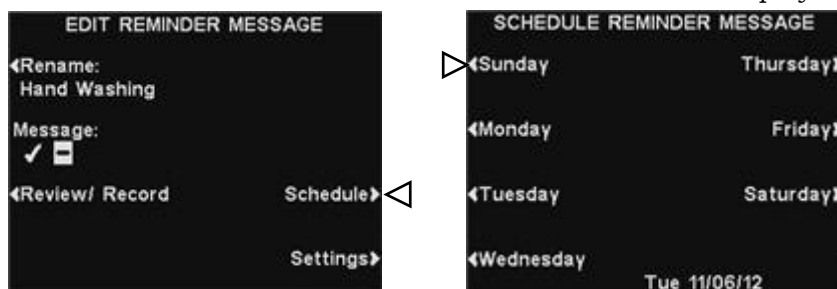
Follow the instructions under **READY TO RECORD** on the display. You will have up to 16 seconds to record a message while you are pressing the headset **B** button. The **Progress** indicator will show you how long you have been recording. When you finish recording, release the **B** button and press the **Review** button on the display, and follow the instructions under **READY TO REVIEW** to confirm a successful recording.

**NOTE:**

The message will play to completion. If a message is interrupted by an **A** or **B** button being pressed on any headset/belt-pac, it will retry until it is able to play to completion.

**Message Schedule**

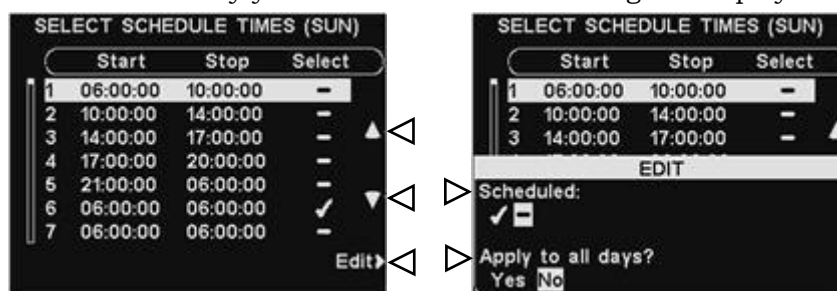
To choose the schedule for the selected message, press the **Schedule** button on the **EDIT REMINDER MESSAGE** display.



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

**NOTE:**

Reminder messages are triggered to play at the beginning of their selected schedule time period(s).



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

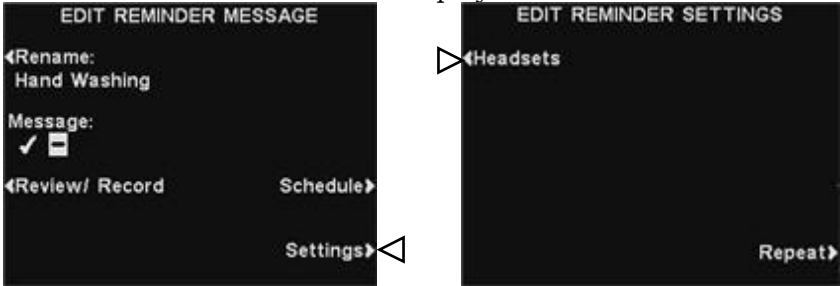
**NOTE:**

To edit the **Start** and **Stop** times for the time periods listed on the **SELECT SCHEDULE TIMES** display, go to the **MESSAGE CENTER MENU** and select **Edit schedule times**.

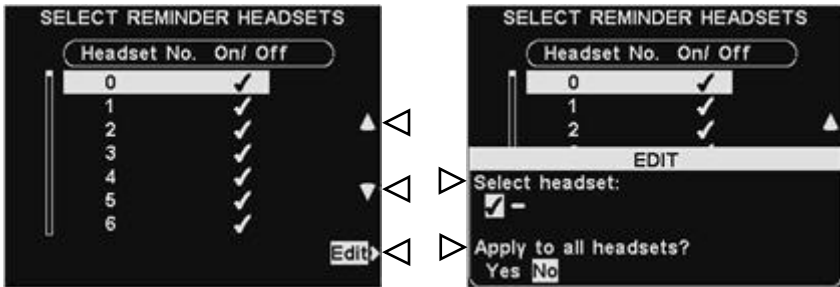
On the **EDIT** display, press the **Scheduled** button to turn the message **✓**(on) or **-**(off) for the selected time period. If you want the message to be on or off during this time period every day, press the **Apply to all days?** button to select **Yes**. If **No** is selected, only the selected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

## Message Playback Settings

- **Routing** – To choose where the selected Reminder message will be heard, press the **Settings** button on the **EDIT REMINDER MESSAGE** display, and then press the **Headsets** button on the **EDIT REMINDER SETTINGS** display.



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



**NOTE:**

By default, Reminder messages play to all headsets.

To turn the message on or off in the selected headset, press the **Select headset** button on the **EDIT** display to highlight ✓ (on) or – (off). To turn the message on or off in all headsets, press the **Apply to all headsets?** button to highlight **Yes** or **No**.

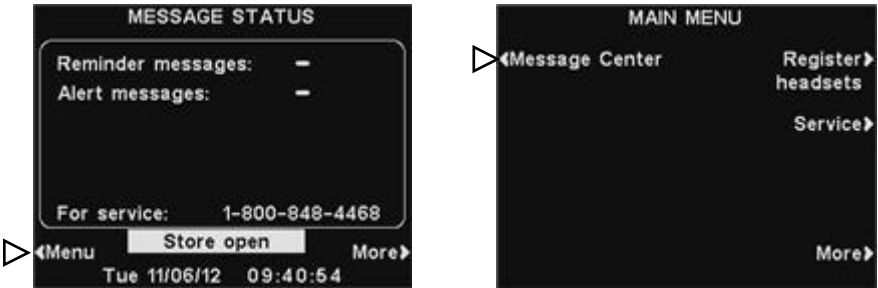
To save this setting, press the **Back** button.

- **Repeats** – To have the Reminder message play repeatedly at selected intervals, press the **Repeat** button on the **EDIT REMINDER SETTINGS** display. On the **REPEAT INTERVAL** display, use the ◀ or ▶ button to move the highlight left or right in the **Time** field for hours, minutes or seconds (HH:MM:SS), and use the + and – buttons to change the number in the highlighted box. Setting the repeat interval to all 0's disables repeats. To save this setting, press the **Back** button.

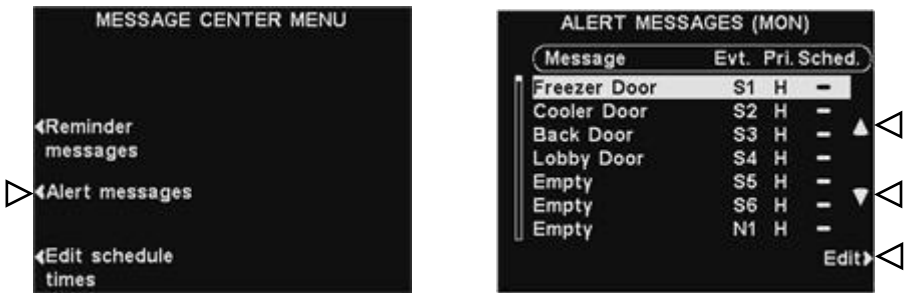


# Alert Message Settings

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



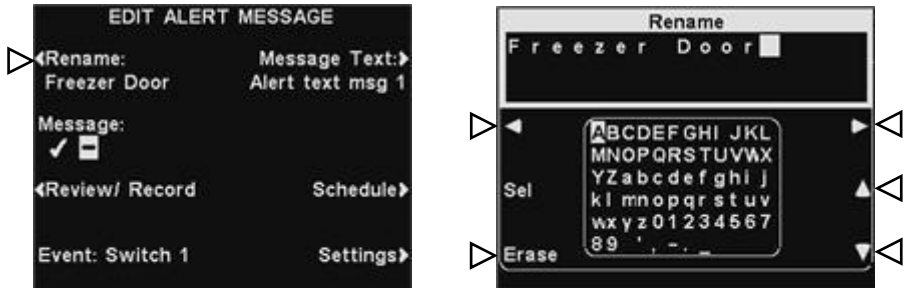
Press the **Alert messages** button on the **MESSAGE CENTER MENU**.



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

## Rename Message

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



On the **Rename** display, use the **Erase** button to clear characters in the current name to change them. Use the **◀**, **▶**, **▲** and **▼** buttons to move the highlight to a character you would like to use in the name. Use the **Sel** (select) button to enter the highlighted character in the name. When you are finished, press the **Back** button to save the new name.



## Turn Message On/Off



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

## Review or Record Message



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

### NOTE:

*Reviewed messages are played to a specific headset.*

To listen to the existing message, press the **Review** button on the **REVIEW/RECORD MESSAGE** display. Follow instructions under **READY TO REVIEW** on the display. Press and hold the headset **B** button. The message will be played only to the headset pressing the **B** button.



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



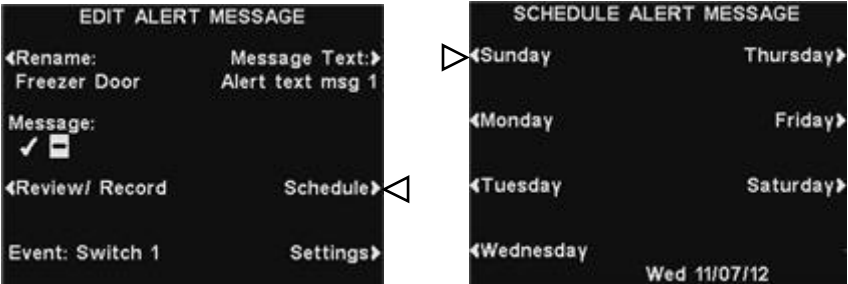
Follow the instructions under **READY TO RECORD** on the display. You will have up to 10 seconds to record a message while you are pressing and holding the headset **B** button. The **Progress** indicator will show you how much time you have left. When you finish recording, release the headset **B** button and press the **Review** button on the display, and follow the instructions under **READY TO REVIEW** to confirm a successful recording.

# **Message Schedule**

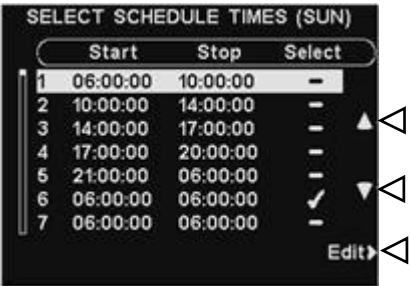
## **NOTE:**

The message will play to completion. If a message is interrupted by an **A** or **B** button being pressed on any headset/belt-pac, it will retry until it is able to play to completion.

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



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



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

## **NOTE:**

To edit the **Start** and **Stop** times for the time periods listed on the **SELECT SCHEDULE TIMES** display, go to the **MESSAGE CENTER MENU** and select **Edit schedule times**.

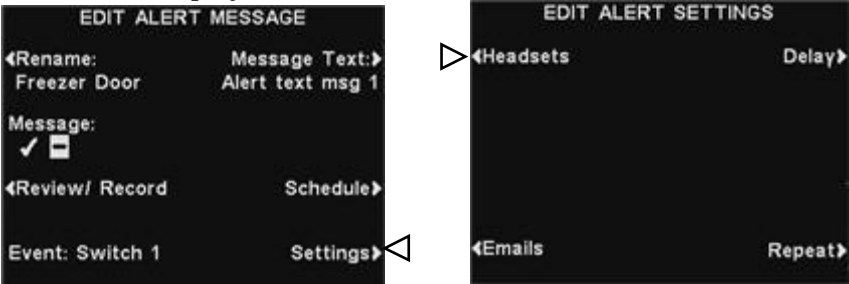


On the **EDIT** display, press the **Scheduled** button to turn the message ✓(on) or -(off) for the selected time period. If you want the message on or off during this time period every day, press the **Apply to all days?** button to select **Yes**. If **No** is selected, only the selected day will be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

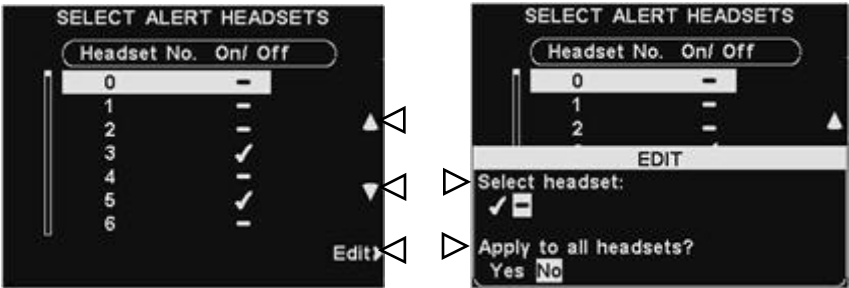
To save these settings, press the **Back** button.

# Message Playback Settings

- **Routing** – To choose where the selected Alert message will be heard, press the **Settings** button on the **EDIT ALERT MESSAGE** display, and then press the Headsets button on the **EDIT ALERT SETTINGS** display.

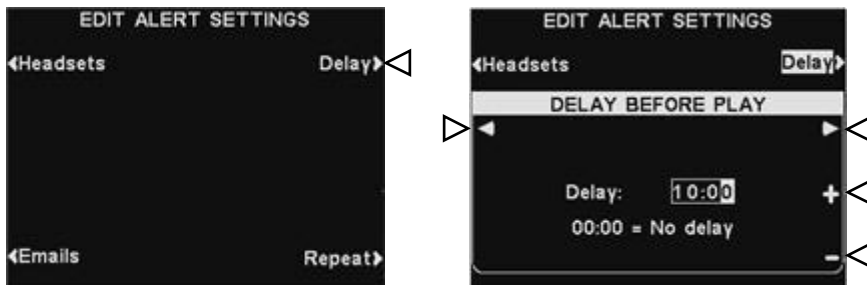


On the **SELECT ALERT HEADSETS** display, use the ▲ (up) and ▼ (down) buttons to select a headset number for which you would like to turn the selected Alert message on or off, and then press the **Edit** button.

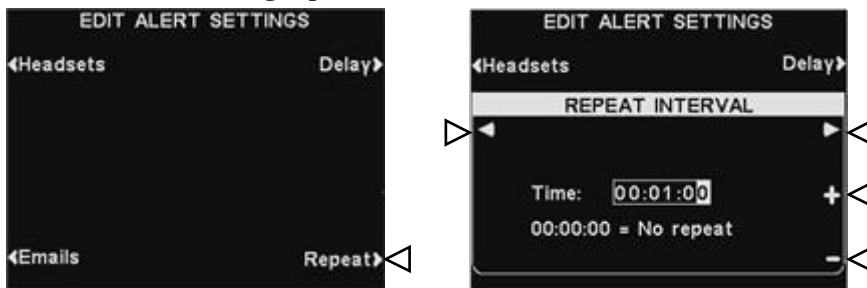


To turn the message on or off in the selected headset, press the **Select headset** button on the **EDIT** display to highlight ✓(on) or –(off). To turn the message on or off in all headsets, press the **Apply to all headsets?** button to highlight **Yes** or **No**, and then press the **Back** button.

- **Delay** – To set a delay after the Alert message is triggered until it begins playing, press the **Delay** button. On the **DELAY BEFORE PLAY** display, use the ◀ or ▶ button to move the highlight left or right in the **Delay** field for minutes and seconds (MM:LL), and use the + and – buttons to change the number in the highlighted box. To save these settings, press the **Back** button.



- **Repeats** – To have the Alert message play repeatedly at selected intervals, press the **Repeat** button on the **EDIT ALERT SETTINGS** display. On the **REPEAT INTERVAL** display, use the ◀ or ▶ button to move the highlight left or right in the **Time** field for hours, minutes or seconds (HH:MM:SS), and use the + and – buttons to change the number in the highlighted box. Setting the repeat interval to all 0's disables repeats. To save these settings, press the **Back** button.

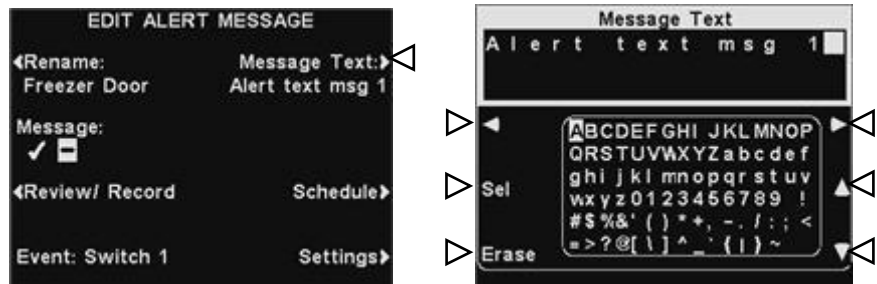


**NOTE:**

*The repeat interval does not apply to emails, since they are not repeated for a given message.*

## Alert Message Email

To compose an email message to be sent to designated recipients when the selected Alert is triggered, select **Message Text** on the **EDIT ALERT MESSAGE** display.



To edit the email text, on the **Message Text** display, use the **Erase** button to clear characters if there is a current email you want to change. Use the ◀, ▶, ▲ and ▼ buttons to move the highlight to a character you would like to use in the new email text. Use the **Sel** (select) button to enter the highlighted character in the message. To save the email text, press the **Back** button.

### NOTE:

Email destination addresses must have been entered correctly, otherwise no emails will be sent for a given alert trigger. Also, emails must have been turned on, and the correct SMTP Server and SMTP Port must have been entered. Refer to [Email/Texting](#) on page 36.

To have the selected Alert message sent to desired email addresses, press the **Emails** button on the **EDIT ALERT SETTINGS** display.



On the **SELECT EMAIL DESTINATIONS** display, use the ▲ (up) and ▼ (down) buttons to select an email address for which you would like to turn the selected Alert message on or off, and then press the **Edit** button.



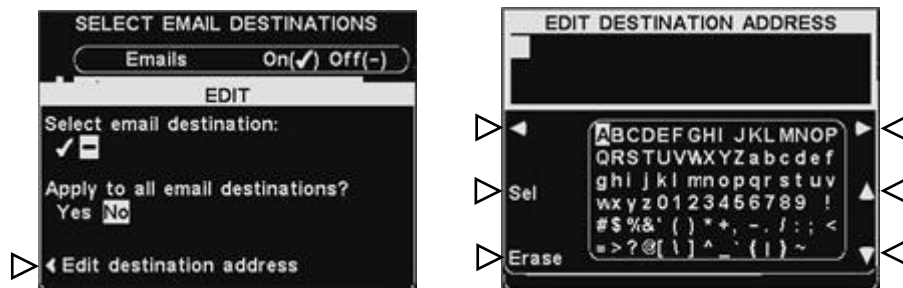
### NOTE:

You may be able to select up to 7 email destinations, depending on your server.

To select/deselect the email destination that will receive the email message, press the **Select email destination** button on the **EDIT** display to highlight ✓ (on) or – (off).

To select/deselect all email destinations, press the **Apply to all email destinations?** button to highlight **Yes** or **No**, and then press the **Back** button.

To edit the selected email address, press the **Edit destination address** button on the **EDIT** display. On the **EDIT DESTINATION ADDRESS** display, use the **Erase** button to clear characters in the current email address to change them. Use the **◀**, **▶**, **▲** and **▼** buttons to move the highlight to a character you would like to use in the address. Use the **Sel** (select) button to enter the highlighted character in the address.



When you are finished, press the **Back** button to save the new email address.

## Schedule Times

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



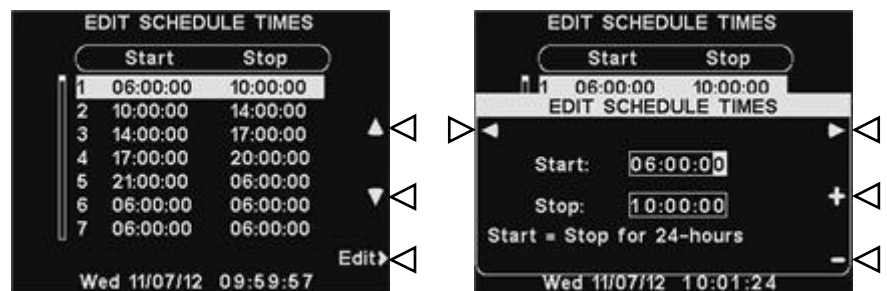
Press the **Edit schedule times** button on the **MESSAGE CENTER MENU**.



### NOTE:

Times are in 24 hour format.  
**example:**  
 0500 = 5 A.M.  
 1700 = 5 P.M.  
 0000 = Midnight

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



### NOTE:

You can schedule a full 24-hour period by setting Start and Stop times the same.

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

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

## Store Settings

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

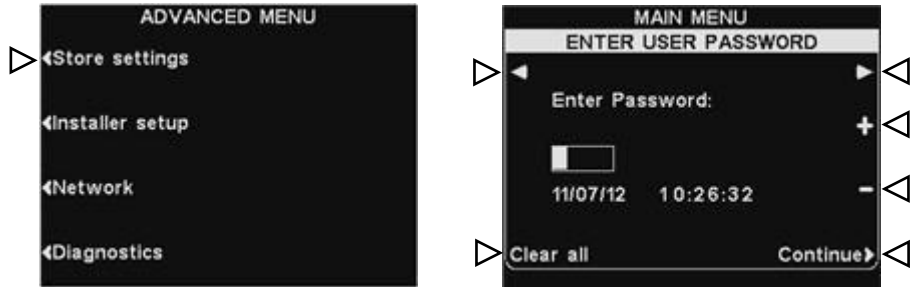


### NOTE:

Store settings are normally made or changed only by authorized personnel such as store managers. Making changes to store settings may require a password.

If a password is needed, see [APPENDIX, Access Control](#).

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



### NOTE:

To set a password for the first time, press the **Set Password** button on the **STORE SETTINGS** display and use the ◀, ▶, + and - buttons to **Enter new password** on the **SET USER PASSWORD** display. When you are finished, press the **Back** button to save the password. In the future, the password will be required to access **Message Center**, **Network**, **Volume Settings** and **Store Settings**.

## User Password

If you need a password, the **ENTER USER PASSWORD** display will appear. If you do not need a password, the **STORE SETTINGS** display shown below will appear immediately.

If you have a password, use the ◀ and ▶ buttons to move the highlighted box left and right in the **Enter Password** field, and use the + button to put alphabetic characters in the box, or the - button to put numeric characters in the box. Each time you have entered a character of your password, press the ▶ button to move the highlighted box to the next position and enter the next character. If you want to start over with a new password, press the **Clear all** button. After entering your entire password, press the **Continue** button to view the **STORE SETTINGS** display.

To view additional **ADVANCED STORE SETTINGS**, press the **More** button.



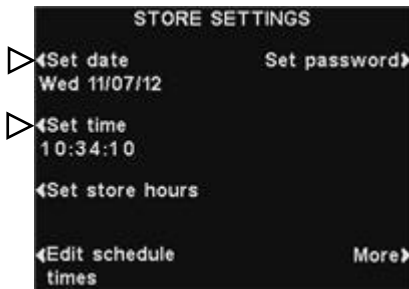


## Set Date or Time

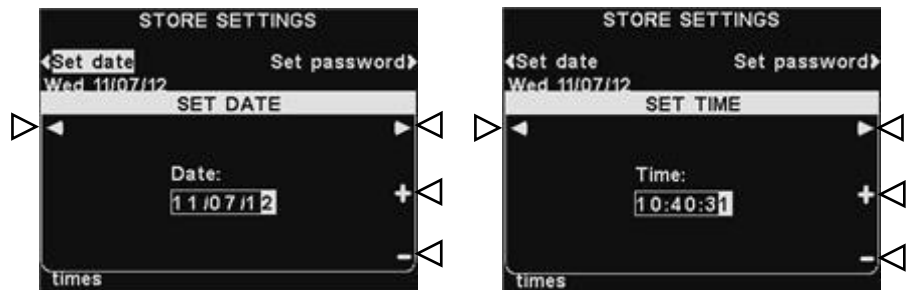
To make changes to the date or time settings, press the **Set date** or **Set time** button on the **STORE SETTINGS** display.

### NOTE:

All times are in 24-hour format.



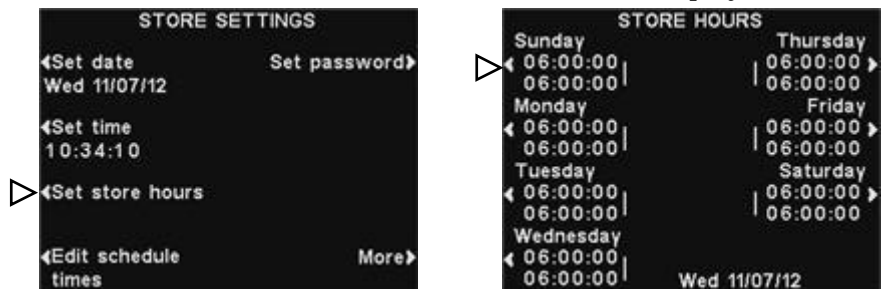
On the **SET DATE** or **SET TIME** display, use the ◀ and ▶ buttons to move the highlight in the **Date** or **Time** field, and use the + and - buttons to change the highlighted numbers.



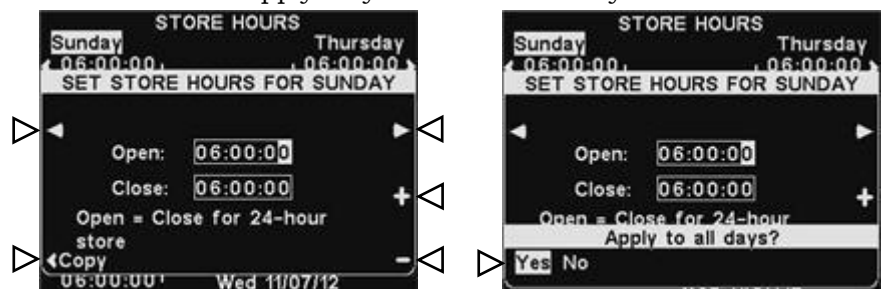
To save these settings, press the **Back** button.

## Set Store Hours

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



Press the button next to the day you would like to change. Use the ◀ and ▶ buttons to move the highlight in the **Open** or **Close** field, and use the + and - buttons to change the highlighted numbers. To move from one field to the other, repeat pressing the ◀ or ▶ button until the highlight moves from one field to the other. If you want these store hours to apply to every day, press the **Copy** button and then press the **Apply to all days?** button to highlight **Yes**. If **No** is highlighted, these store hours will apply only to the selected day.



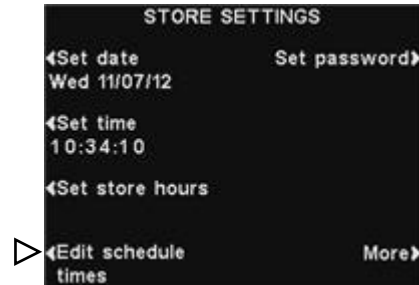
### NOTE:

If your store is open 24 hours, set the **Open** time the same as the **Close** time.

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

## Edit Schedule Times

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



### NOTE:

The **EDIT SCHEDULE TIMES** display can also be accessed through the **MESSAGE CENTER**.

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



### NOTE:

Changing these time periods will affect all Message Center message schedules.

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



### NOTE:

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

Use the ◀ and ▶ buttons to move the highlight in the **Start** or **Stop** field, and then use the + and - buttons to change the highlighted numbers. To move from one field to the other, repeat pressing the ◀ or ▶ button until the highlight moves beyond the end of one field and into the other.

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

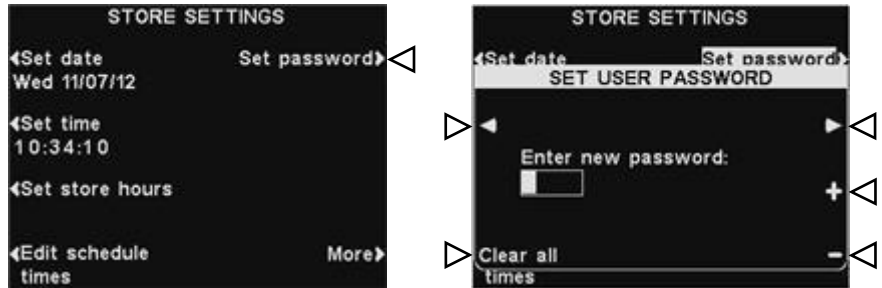
## Set User Password

The User password is used to protect the Message Center, Network, Volume Settings and Store Settings menus. This password is not the same as the Installer Password that is used to protect the Installer Settings.

For security purposes, you may need to change the password periodically or when someone's employment terminates. To do this, press the **Set password** button on the **STORE SETTINGS** display. The current password will be shown in the **Enter new password** field on the **SET USER PASSWORD** display.

### NOTE:

See [APPENDIX, Access Control](#) for a description of how passwords are used to control access to ion|IQ®NDT menus.



Use the ◀ and ▶ buttons to move the highlighted box in the **Enter New** field. Use the + button to put alphabetic characters in the highlighted box, or the - button to put numeric characters in the highlighted box. Continuing down from A will take you to numeric characters. Continuing up from 9 will take you to alphabetic characters. Press the ▶ button to move the highlighted box to the next position and enter the next character. If you want to start over with a new password, press the **Clear all** button. After entering the entire new password, press the **Back** button twice to save the new password and return to the **ADVANCED MENU**.

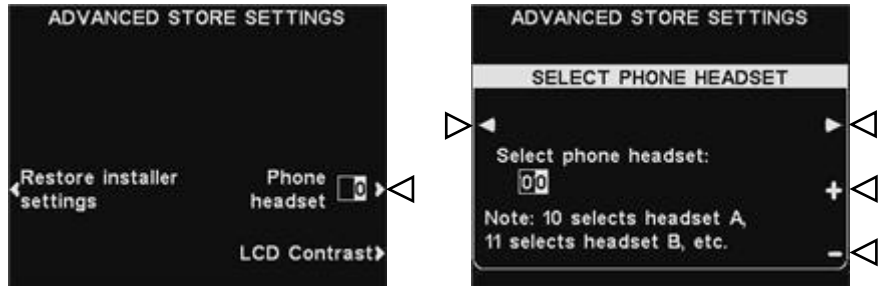
## Restore Installer Settings

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



## Phone Headset

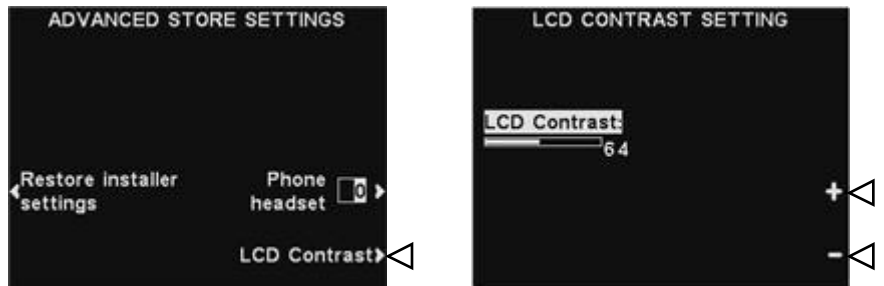
If there is an HME Telephone Interface connected to your base station, you can assign one headset/belt-pac to receive incoming telephone calls. To do this, press the **Phone headset** button on the **ADVANCED STORE SETTINGS** display. On the **SELECT PHONE HEADSET** display, use the ◀ and ▶ buttons to move the highlight in the **Select phone headset** field, and then use the + and - buttons to enter number of the headset/belt-pac.



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

## LCD Contrast

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



### **NOTE:**

*The LCD contrast is set at the factory, and will normally not need to be adjusted.*

## Network Settings

If your base station is connected to a computer network, the network settings were set up by the ion|IQ®NDT installer. If you need to contact HME Technical Support regarding any problem with your network connection, you may be asked to make changes to the network settings. To do this, select the **Menu** button on the **MESSAGE STATUS** display and then select **More** on the **MAIN MENU**.



### NOTE:

Network settings are normally made or changed only by authorized personnel such as store managers. Making changes to Network settings may require a password.

If a password is needed, see [APPENDIX, Access Control](#).

Press the **Network** button on the **ADVANCED MENU** display, to open the **NETWORK SETTINGS** display.



## Basic Network Settings

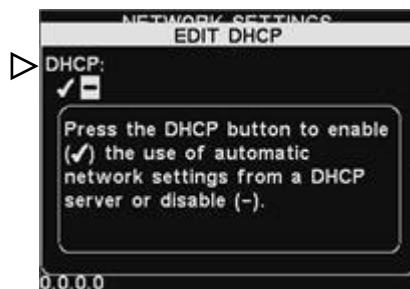
### NOTE:

Some Network Settings changes will cause the base to automatically reset.

On the **NETWORK SETTINGS** display, you must press the button for each item you are requested to change. Each button pushed will cause a display to open, where you may be requested to enter the necessary address for network communication. If you push the **More** button, the **ADVANCED NETWORK SETTINGS** display will appear with additional settings.



- **DHCP** – allows the base to automatically acquire its network settings from a DHCP server installed on the local network.



To edit this setting, press the **DHCP** button to highlight ✓(on) or -(off). If -(off) is highlighted, the base will use static network settings that you enter via the **NETWORK SETTINGS** and **ADVANCED NETWORK SETTINGS** displays.

- **IP Address** – the internet protocol address of the base, used to identify the base on the local network.



To edit this setting, press the **IP Address** button and then, on the **EDIT STATIC IP ADDRESS** display, use the ◀ and ▶ buttons to move the highlight to each number you would like to change, and press the + or - button to enter the desired number.

- **Subnet** – is a setting used by the base to identify if outgoing network packets are intended for the local network or intended to be routed to an external network via the gateway.



To edit this setting, press the **Subnet** button and then, on the **EDIT STATIC SUBNET** display, use the ◀ and ▶ buttons to move the highlight to each number you would like to change, and press the + or - button to enter the desired number.

- **Gateway address** – is a router address on the local network used to move network packets from an external network into the local network and vice-versa.



To edit the Gateway address, press the **Gateway address** button and then, on the **EDIT STATIC GATEWAY ADDRESS** display, use the ◀ and ▶ buttons to move the highlight to each number you would like to change, and press the + or - button to enter the desired number.

- **DNS1 & DNS2** – are addresses of domain name servers that resolve host/domain names into IP addresses. The DNS servers are used when sending email to a mail server identified by its name.



To edit the DNS address, press the **DNS1** or **DNS2** button and then, on the **EDIT DNS ADDRESS** display, use the ◀ and ▶ buttons to move the highlight to each number you would like to change, and press the + or - button to enter the desired number.

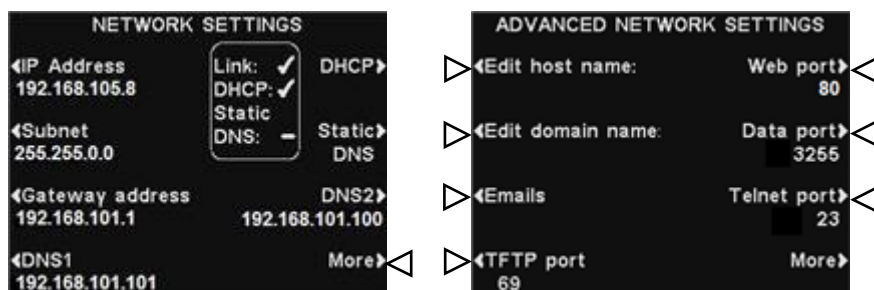
- **Static DNS** – Typically, DNS addresses are automatically provided by the DHCP server, if the **DHCP** is enabled and **Static DNS** is disabled -(off). If **Static DNS** is enabled, ✓(on), it overrides the DNS1 and DNS2 addresses supplied by the DHCP server, in favor of the static addresses edited on these menus.



To enable/disable **Static DNS**, press the **DHCP** button, and then press the **Static DNS** button to highlight ✓(on) or -(off).

## Advanced Network Settings

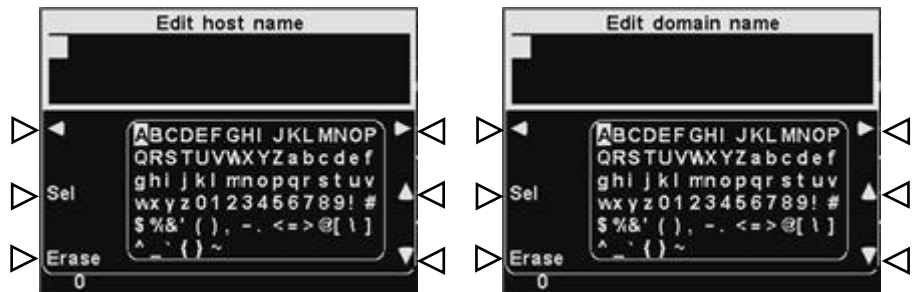
For additional advanced network settings, press the **More** button on the **NETWORK SETTINGS** display.



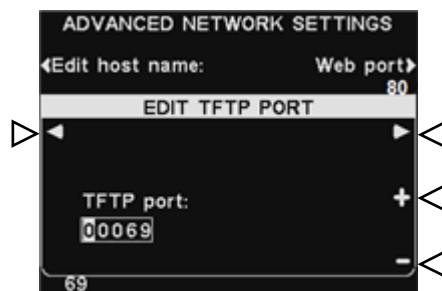
Press the respective button on the **ADVANCED NETWORK SETTINGS** display for each setting you would like to view or change.

- **Host name / Domain name** – These names combine to uniquely identify the base by name, on the network. This name can be used to access the base over the network instead of using the IP address. This feature only works if **DHCP** is enabled on the **NETWORK SETTINGS** display, and a DNS server is installed on the local network, and it is configured to receive updates from the DHCP server.

To enter or change host or domain name, press the **Edit host name** or the **Edit domain name** button on the **ADVANCED NETWORK SETTINGS** display. On the respective **Edit...** display, use the **Erase** button to clear any characters in a current name that you want to change. Use the ◀, ▶, ▲ and ▼ buttons to move the highlight to a character you would like to enter in the name, and then press the **Sel** (select) button to enter it. When you are finished, press the **Back** button to save the name.



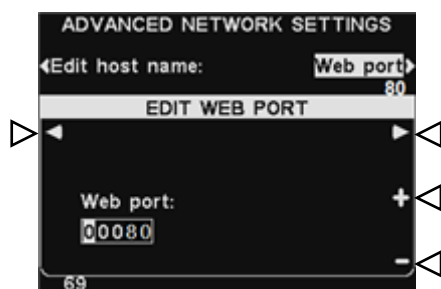
- **Emails** – The base is capable of sending emails to store managers when alert conditions are triggered in the store. For email settings, refer to [Email/Texting](#).
- **TFTP port** – This port is used for transferring files to the base (for updating settings and audio files) and from the base (for reading settings files only). The port value is 69, but can be changed if necessary, or set at 0 to disable the port.



To edit the TFTP port number, on the **EDIT TFTP PORT** display, use the ◀ and ▶ button to move the highlighted box, and then use the + and - buttons to change the number in the highlighted box.

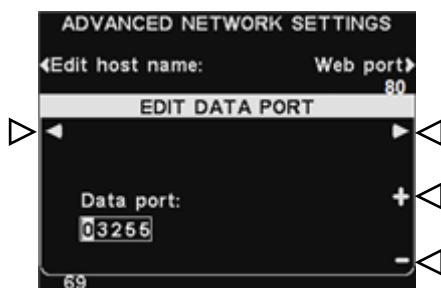


- **Web port** – This port is used for web access of the bases' web pages, to view control settings, etc. The port value is 80, but can be changed if necessary, or set at 0 to disable the port.



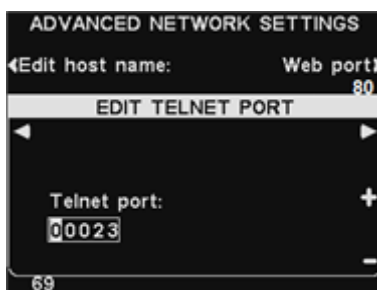
To edit the web port number, on the **EDIT WEB PORT** display, use the ◀ and ▶ button to move the highlighted box, and then use the + and - buttons to change the number in the highlighted box.

- **Data port** – This port is used for sending HME-supported commands to the base over a TCP/IC socket. The port value is 3255, but can be changed if necessary, or set at 0 to disable the port.



To edit the data port number, on the **EDIT DATA PORT** display, use the ◀ and ▶ button to move the highlighted box, and then use the + and - buttons to change the number in the highlighted box.

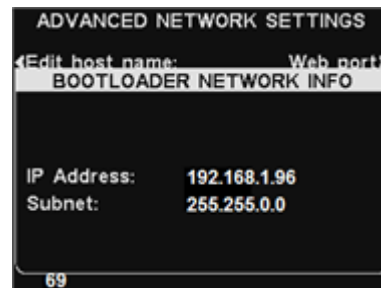
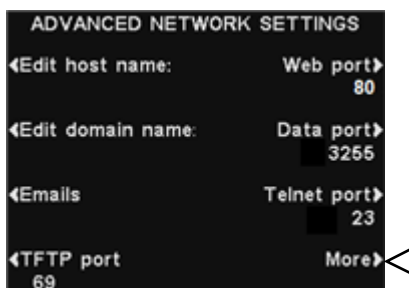
- **Telnet port** – This port is reserved for use by HME Technical Support.



- Press the **More** button on the **ADVANCED NETWORK SETTINGS** display to access the **BOOTLOADER NETWORK INFO** display.

#### **NOTE:**

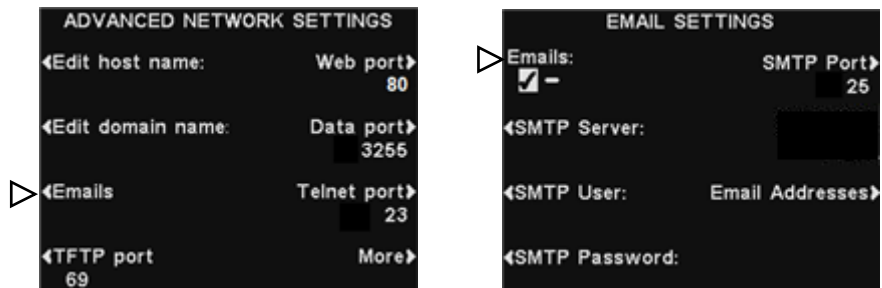
*Bootloader information is used by HME Technical Support.*



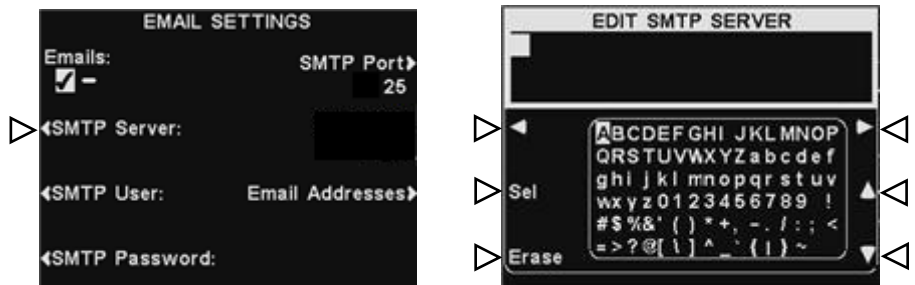
## Email/Texting

The base is capable of sending emails to store managers when alert conditions are triggered in the store. For this feature to be used, email settings must be entered, based on network information provided by your IT support.

To edit email settings, press the **Emails** button on the **ADVANCED NETWORK SETTINGS** display.

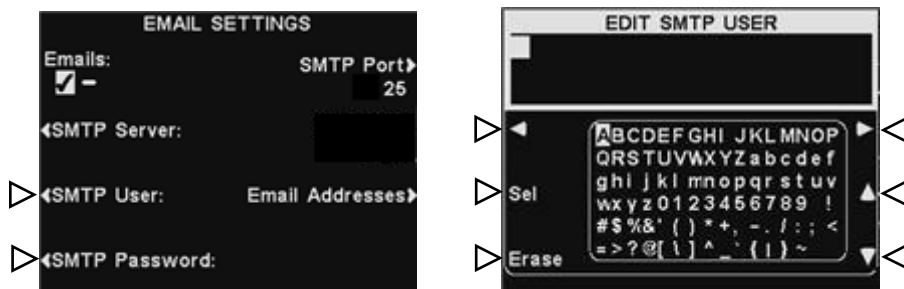


- To turn emails on or off, on the **EMAIL SETTINGS** display, press the **Emails** button to highlight ✓(on) or -(off).
- **SMTP Server** – This is the SMTP (mail) server which will convey your emails to the proper email addresses. You can either enter the IP address of the SMTP server or its domain name.



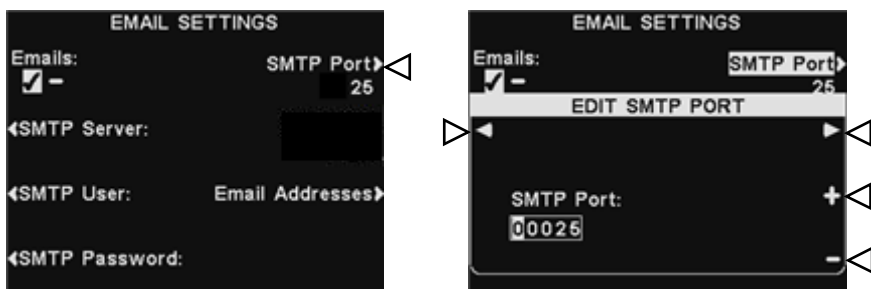
To enter or edit an SMTP server name, press the **SMTP Server** button on the **EMAIL SETTINGS** display. Use the **Erase** button to clear a current name. Use the ◀, ▶, ▲ and ▼ buttons to highlight a character you would like to enter in the name, and then press the **Sel** (select) button to enter it in the highlighted box above. When you are finished, press the **Back** button to save the name.

- **SMTP User/Password** – To make email more secure, some SMTP servers will require the use of a user name or password.



To enter or edit an SMTP user name or password, press the **SMTP User** or **Password** button on the **EMAIL SETTINGS** display. Use the **Erase** button to clear a current name. Use the ◀, ▶, ▲ and ▼ buttons to highlight a character you would like to enter in the name, and then press the **Sel** (select) button to enter it in the highlighted box above. When you are finished, press the **Back** button to save the name.

- **SMTP Port** – The SMTP port is usually set to 25. However, some mail servers use a different port. If it is necessary to change the SMTP port number, press the **SMTP Port** button on the **EMAIL SETTINGS** display.



To edit the SMTP port number, on the **EDIT SMTP PORT** display, use the ◀ and ▶ button to move the highlighted box, and then use the + and - buttons to change the number in the highlighted box.

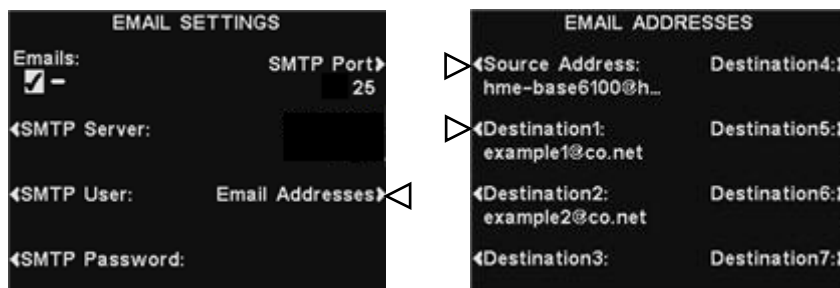
- **Email Addresses –**

The **Source Address** is pre-set to

**hme-base6100-NDT-XXXXXX@hme.com.**

This will be the address shown in the “From:” line on alert emails sent to selected destinations. **Destination** email addresses are those to which alert emails will be sent if **Emails** are set to ✓(on), on the **EMAIL SETTINGS** display.

To change the **Source Address** or **Destination** addresses, press the **Email Addresses** button on the **EMAIL SETTINGS** display.



To enter or edit an email address, press the **Source Address** or any **Destination** address button on the **EMAIL ADDRESSES** display.

Use the **Erase** button to clear a current address. Use the ◀, ▶, ▲ and ▼ buttons to highlight a character you would like to enter in the address, and then press the **Sel** (select) button to enter it in the highlighted box above.

**NOTE:**

*It is very important that email addresses be entered correctly.*

*If any email address is entered incorrectly, the Message Center Alert emails will not work properly.*



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

## PC Navigation

### NOTE:

To find the IP Address, go through the following display path on your base station:

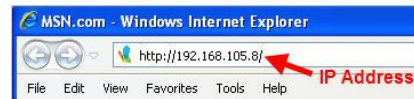
**MESSAGE STATUS>**  
**More>More>More.**

NETWORK STATUS	
Link:	✓ DHCP: ✓
IP Address:	192.168.105.8
Subnet:	255.255.0.0
Gateway	192.168.101.1
DNS1:	192.168.101.101
DNS2:	192.168.101.100
MAC address:	00.1D.06.00.28.0D
◀Menu	More▶
Tue 11/06/12 09:55:15	

If your ion|IQ®NDT was set up to operate with a PC network, all of the same settings that can be edited on the base station can also be edited on your PC. The following examples show you how to navigate through system settings as they appear on your PC screen.

The ion|IQ®NDT provides the ability to view and edit base station configuration settings.

To open the ion|IQ®NDT on your PC, enter its IP Address in the address bar on your internet browser as shown below, and then press the **Enter** key on your keyboard.



Select any category from the **Main Menu** that you would like to view or edit. Some topics will cause a **Secondary Menu** bar to appear, from which you can select a sub-topic.

Status	Message Center			Edit buttons
	Schedule	Reminders	Alerts	
Register headsets	Times:	Start	Stop	
Message Center	1	06:00:00	10:00:00	Edit
Store settings	2	10:00:00	14:00:00	Edit
Installer settings	3	14:00:00	17:00:00	Edit
Network settings	4	17:00:00	20:00:00	Edit
Reports	5	21:00:00	06:00:00	Edit
Diagnostics	6	06:00:00	06:00:00	Edit
Service	7	06:00:00	06:00:00	Edit
ion IQ Mobile	8	06:00:00	06:00:00	Edit
	9	06:00:00	06:00:00	Edit
	10	06:00:00	06:00:00	Edit
	11	06:00:00	06:00:00	Edit
	12	06:00:00	06:00:00	Edit

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

Status	Message Center			Edit buttons
	Schedule	Reminders	Alerts	
Register headsets	Times:	Start	Stop	
Message Center	1	06:00:00	10:00:00	Save
Store settings	2	10:00:00	14:00:00	Edit
Installer settings	3	14:00:00	17:00:00	Edit
Network settings	4	17:00:00	20:00:00	Edit
Reports	5	21:00:00	06:00:00	Edit
Diagnostics	6	06:00:00	06:00:00	Edit
Service	7	06:00:00	06:00:00	Edit
ion IQ Mobile	8	06:00:00	06:00:00	Edit
	9	06:00:00	06:00:00	Edit
	10	06:00:00	06:00:00	Edit
	11	06:00:00	06:00:00	Edit
	12	06:00:00	06:00:00	Edit

The ion | IQ®NDT interface provides the following web pages:

- **Status** – provides Message, Version, Network and Copyright information.
- **Register headset** – allows you to register one or multiple headsets, or to clear headset registrations.
- **Message Center** – allows you to set up messages to be played to audio destinations as well as in the case of Alert messages, set up text messages to be sent to email and text recipients.
- **Store settings** – allows you to set up store parameters such as date, time, store hours, schedule times, passwords, Phone headset and LCD contrast, as well as Restore installer settings.
- **Installer settings** – allows you to set up basic operational settings such as Language selection, Phone, Radio options and Split-B, as well as Save installer settings and Restore factory settings.
- **Reports** – allows you to view Message Center settings and headset statistics reports.
- **Diagnostics** – provides information that may be used by HME Technical Support to diagnose problems.
- **Service** – displays all version information and contact information, in case you need assistance from HME Technical Support.

# ***EQUIPMENT CARE AND CLEANING***

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## **Handling the Equipment Properly**

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

## **Cleaning the Equipment**

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### **Belt-Pacs and Headsets**

- Remove the battery.
- Clean the battery and headset or belt-pac with a damp sponge sprayed with household cleaner. Squeeze excess liquid out of the sponge before using it.
- Clean the metal battery contacts on the battery and headset or belt-pac 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**

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.

***CAUTION:***  
***Always unplug  
the battery  
charger before  
cleaning it.***

# IN CASE OF PROBLEMS

## Troubleshooting

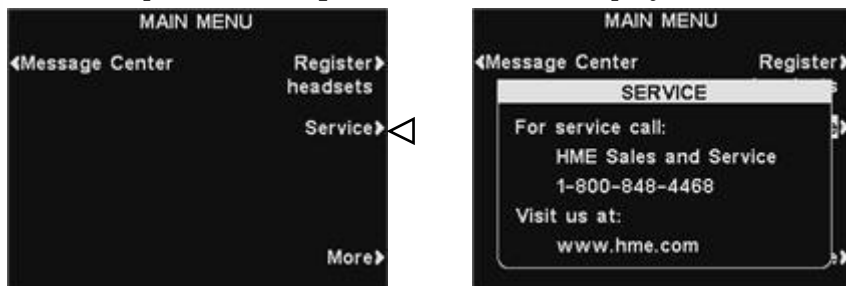
PROBLEM	PROBABLE CAUSE	SOLUTION
<b>“Battery failed” is heard in headset when PWR button is pressed.</b>	Battery may be defective.	Replace battery. Call HME.*
	Battery contacts may be dirty.	Clean battery contacts with alcohol.
<b>“Headset (or belt-pac) failed” is heard in headset when PWR button is pressed.</b>	Headset/Belt-pac may be defective.	Use another headset/belt-pac. Call HME.*
	Headset/Belt-pac battery contacts may be dirty.	Clean headset/belt-pac battery contacts with alcohol.
<b>No sound is heard in headset when you press button A and speak into microphone.</b>	Power may be off at base station.	Be sure HME logo and other lights on base station are lit. Check circuit breaker for building.
	Power supply in base station may not be working.	Be certain power adapter is plugged into AC electrical outlet, and is connected to J3 on base station audio circuit board.
	Headset/Belt-pac power may not be on.	Press PWR button on headset/belt-pac. Be certain power light goes on and switches from red to green.
	Volume may not be set correctly.	Adjust volume with Volume-up and down buttons.
	Battery may be low or defective.	Check Power light. If not lit, replace battery.
	Headset/Belt-pac may be defective.	Use another headset/belt-pac. Call HME.*
	Headset/Belt-pac may not be registered.	Register headset/belt-pac.
<b>Channel A or B is not working.</b>	Headset/Belt-pac power may not be on.	Press PWR button on headset/belt-pac. Be certain power light goes on and switches from red to green.
	Battery may be low or defective.	Check Power light. If not lit, replace battery.
	A1/A2 or B1/B2 light on base station does not light when headset/belt-pac button A or B is pressed.	Use another headset/belt-pac. Call HME.*
	Headset/Belt-pac may not be registered.	Register headset/belt-pac.
<b>Only intermittent voice can be heard in headsets.</b>	Transmitter antenna connectors on base station transceiver circuit board may be loose or damaged.	Be certain antennas are screwed securely onto base station. Check transmitter antenna cable connection at ANT1 and ANT2 on left side of transceiver circuit board. Call HME.*
	Circuit board may be defective.	Call HME.*
	VAA level is too sensitive.	Reduce VAA level.
<b>Personnel hear customers in ceiling speaker or headsets, but cannot hear each other.</b>	Circuit board may be defective.	Check to see if A1/A2 and B1/B2 lights on base station are lit when buttons are pressed. Call HME.*
	Headset/Belt-pac may be defective.	Use another headset/belt-pac. Call HME.*
<b>Headset has intermittent sound.</b>	Battery may be low.	Replace battery.
	Headset/Belt-pac may be defective.	Use another headset/belt-pac. Call HME.*
<b>Battery charger is not working.</b>	Charger may not be plugged in.	Be certain charger is plugged in. If it still is not working, call HME.*
<b>“Registration failed” message heard in headset. Lights stay red.</b>	Base station power not on.	Be sure HME logo and other lights on base station are lit. If no light is lit, be sure power adapter is plugged into electrical outlet, and is connected to J3 on base station audio circuit board.
	Registration button not pushed.	Repeat registration procedure. Call HME.*



## \* **Service Call**

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For information to contact HME Technical Support, press the **Menu** button on the base station **MESSAGE STATUS** display and then press the **Service** button on the **MAIN MENU**, or press the **Help** button below the display screen.



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1. ANT1 antenna connector
2. ANT2 antenna connector
3. Ethernet connector, J12
4. Power connector, J3
5. Alert/Door 5 connector, J9
6. Reset switch
7. Telephone connector, J15
8. Alerts/Doors 1-4 connector, J5

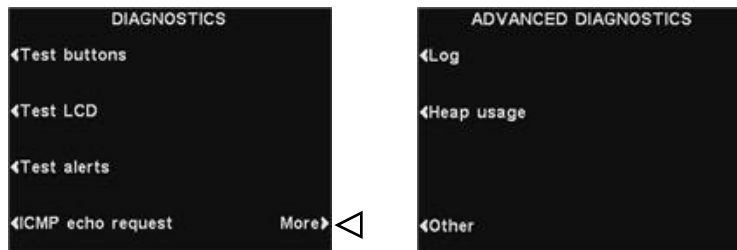
## Diagnostics

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



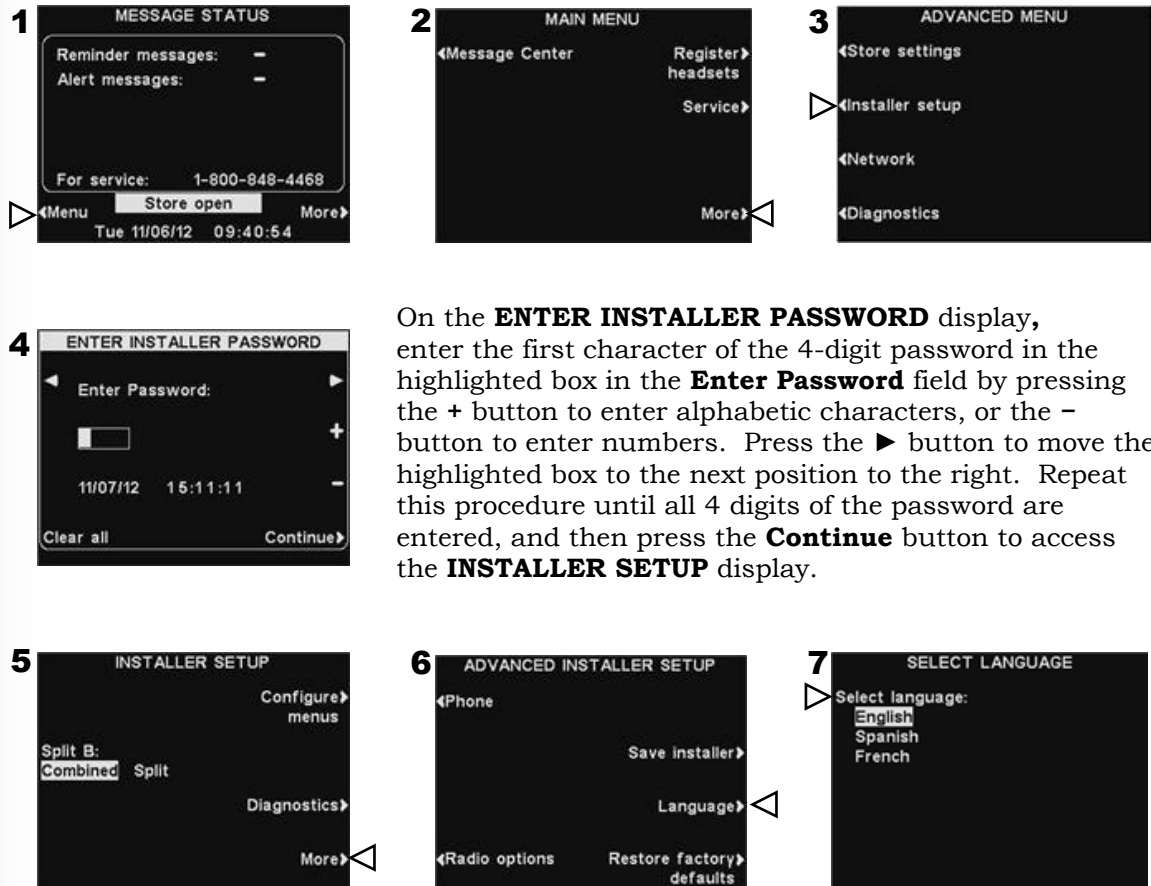
On the **ADVANCED MENU**, press the **Diagnostics** button, and then select the test requested by the Technical Support representative. If requested, press the **More** button for additional advanced diagnostics.



## To Set Base Station for Spanish or French Language Operation

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

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



Press the **More** button on the **INSTALLER SETUP** display, and then press the **Language** button on the **ADVANCED INSTALLER SETUP** display. On the **SELECT LANGUAGE** display, press the **Select language** button to highlight the desired language. After selecting the language, press the **Back** button to save the setting. The base station will automatically be reset to its previous operating mode.

# ***EQUIPMENT SPECIFICATIONS***

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## **Base Station**

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

## **ion BP6100**

Battery type	3.6V Lithium ion
Battery life	18 - 20 hours (typical)
RF frequency	2400MHz – 2483.5MHz
Weight	4.94 oz (140 gm) with battery and pouch

## **ion AIO Headset**

Battery type	3.6V Lithium ion
Battery life	18 - 20 hours (typical)
RF frequency	2400MHz – 2483.5MHz
Weight	3.53 oz (100 gm) with battery

## **AC50 Battery Charger**

Voltage input	16.5VAC
Charging time	2.5 hrs maximum
Dimensions	5.56" x 4.25" x 1.69" (141 mm x 108 mm x 43 mm)
Weight	12.03 oz (341 gm) with bracket

# IMPORTANT NOTICES

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## FCC Regulation

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

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

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

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

*This device has been designed to operate with the antennas or antenna kits listed below, and having a maximum gain of 2dBi. Antennas/Kits not included in this list or having a gain greater than 2dBi are strictly prohibited for use with this device. The required antenna impedance is 50 ohms.*

1. Antenna: NEARSON, S181TR-2450R, 2dBi
2. Antenna Kit: HME, EC20 (P/N G28493-1), 0dBi
3. Antenna Kit: HME, EC10 (P/N G27706-1)

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## Industry Canada (IC)

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

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

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

## Waste Electrical and Electronic Equipment (WEEE)

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

### Instructions for Disposal of WEEE by Users in the European Union

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



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#### China

HS6100 Regulatory ID number — CMIIT ID: 2011DJ5369

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#### Indonesia

HS6100 Regulatory ID number — 21897/SDPPI/2011  
3710

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#### Korea

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

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#### Taiwan

##### 注意!

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

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

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#### UAE

##### BASE6100

TRA  
REGISTERED NO.  
ER0078376/11  
DEALER NO.  
1020640

##### HS6100

TRA  
REGISTERED NO.  
ER0078377/11  
DEALER NO.  
1020640

# APPENDIX

## Access Control of ion|IQ® NDT Menus

The ion|IQ® NDT menus are designed to be easily accessible by store personnel, but can be protected to prevent unauthorized changes, by use of two passwords, the User password and the Installer password as follows:

- Installer settings are always protected by an Installer password that is available only to the installer or other HME-authorized personnel.
- Store settings menus, Network settings menu, Message Center menus and Volume adjustment menus can be protected if a User password is created in the Store settings. These menus can be accessed using the User password, Installer password, or by an HME password (provided by HME if the User password is forgotten).
- When the password has been entered to access a menu, it will no longer be required to access other protected menus, as long as there is menu activity. After 5 minutes of no menu activity, the password will again be required to enter the protected menus. This also applies to protected web pages.

Password required	Menus
None	Status screens Detector menus (Speed team, Reset vehicle detectors) Registration menus Diagnostics menus Service screen
User password Installer password HME password	Store settings menus Network settings menus Message Center menus Volume adjustment menus
Installer password	Installer settings menus

If a password is required, you will see one of the following displays.



To enter the password, use the ◀ and ▶ buttons to move the highlighted box left and right in the **Enter Password** field, and use the + button to put alphabetic characters in the box, or the - button to put numeric characters in the box. Each time you have entered a character of your password, press the ▶ button to move the highlighted box to the next position and enter the next character. If you want to start over with a new password, press the **Clear all** button. After entering your entire password, press the **Continue** button.



# HME ion|IQ® NDT Message Center Quick Start Guide

## Right Message, Right People, Right Time!

### INSTRUCTIONS

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

#### STEP ONE: Choose your **EMPLOYEE REMINDERS** and **ALERTS**

**TIP:** Schedule only a few messages at a time and change them often to improve your employees' awareness. Choose from several common messages provided in your HME ion|IQ® NDT, or record your own unique messages.

(See **Page 13** in your ion|IQ® NDT Operating Instructions manual for a list of pre-programmed messages.)

- ❖ 2 or 3 REMINDERS that play to your employees to remind them of important tasks such as hand washing
- ❖ 1 or 2 ALERTS that notify the employees when something needs immediate attention such as when the back door is left open

#### STEP TWO: Determine **WHEN** and **WHERE** the messages play

- ❖ REMINDERS and ALERTS are played through any or all headsets. Playing REMINDER and ALERT messages to ALL headsets is the default setting and is most commonly used
- ❖ A REPEAT interval can be set if you want a REMINDER to be played throughout the day. For example, set the repeat interval for 60 minutes, the task reminder of hand washing will play every 60 minutes.
- ❖ A DELAY can be set for an ALERT when you want to be notified if something has occurred for a specific period of time. For example, set the delay to ALERT you when the back door has been left open for five minutes.

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

- ❖ REMINDERS and ALERTS are commonly scheduled to play ALL DAY and typically use the delay or repeat feature
- ❖ The message SCHEDULE can be customized by day, although it is most commonly the same for every day of the week

# HME ion|IQ® NDT Message Center Quick Start Guide

## Right Message, Right People, Right Time!

### EXAMPLE PLANNER

#### REMINDERS

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

#### ALERTS

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

#### SCHEDULE

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

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

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**Right Message, Right People, Right Time!**

## REMINDERS

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

## ALERTS

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

## SCHEDULE

	START TIME	STOP TIME	NOTES
1			
2			
3			
4			
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9			
10			
11			
12			



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## REMINDERS

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

## ALERTS

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

## SCHEDULE

	START TIME	STOP TIME	NOTES
1			
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12			



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## REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
1						
2						
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## ALERTS

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

## SCHEDULE

	START TIME	STOP TIME	NOTES
1			
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## REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
1						
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## ALERTS

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

## SCHEDULE

	START TIME	STOP TIME	NOTES
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**Right Message, Right People, Right Time!**

## REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	GRILL SPKR
1						
2						
3						
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8						
9						
10						

## ALERTS

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

## SCHEDULE

	START TIME	STOP TIME	NOTES
1			
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# HME ion|IQ® NDT Message Center Quick Start Guide

Right Message, Right People, Right Time!

## REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	GRILL SPKR
1						
2						
3						
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10						

## ALERTS

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

## SCHEDULE

	START TIME	STOP TIME	NOTES
1			
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