

Instructions

All-in-One Headset

Model No. **WX-CH2050**

Before attempting to connect or install this product,
please read these instructions carefully and save this manual for future use.

CAUTION

It is a violation of Federal Law to begin operating this system prior to obtaining an FCC Radio License. The FCC ID number for this radio equipment is listed below.

FCC ID: ACJ9TAWX-CH2050

ATTENTION:



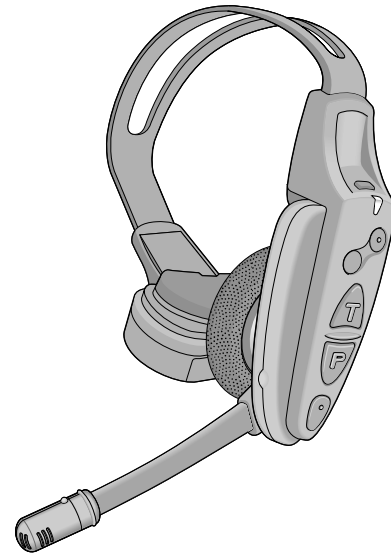
A lithium-ion battery that is recyclable powers the product you have purchased. Please call 1-800-8-BATTERY for information on how to recycle this battery.

The serial number of this product may be found in the battery compartment of the unit.
You should note the serial number of this unit in the space provided and retain this book as a permanent record of your purchase to aid identification in the event of theft.

Model No. WX-CH2050
Serial No. _____

CONTENTS

INTRODUCTION	1
FEATURES	1
PRECAUTIONS	2
NAMES & FUNCTIONS	2
OPERATING PROCEDURES.....	4
● Preparations	4
● Communications with Customers [TALK]	5
● Communications with Other Store Personnel	
[PAGE]	5
BATTERY LOADING & REPLACEMENT	6
MAINTENANCE.....	6
TROUBLESHOOTING	7
SPECIFICATIONS	7
STANDARD ACCESSORIES	7
OPTIONAL ACCESSORIES.....	7
SETUP PROCEDURES.....	8
● Opening the Switch Pocket.....	8
● Channel Group Selection	8
● DIP Switch Setup.....	9
● Channel Interference Check	9
● Operation Mode Setup.....	10



INTRODUCTION

The WX-CH2050 is an all-in-one headset designed for use in wireless communication systems, which are used in Drive-thru menu boards, etc. It incorporates such necessary devices as the battery compartment and control buttons besides the microphone and earphone. The built-in antennas, transmitter, and receiver enable you to communicate with other store personnel and the customer by audio.

FEATURES

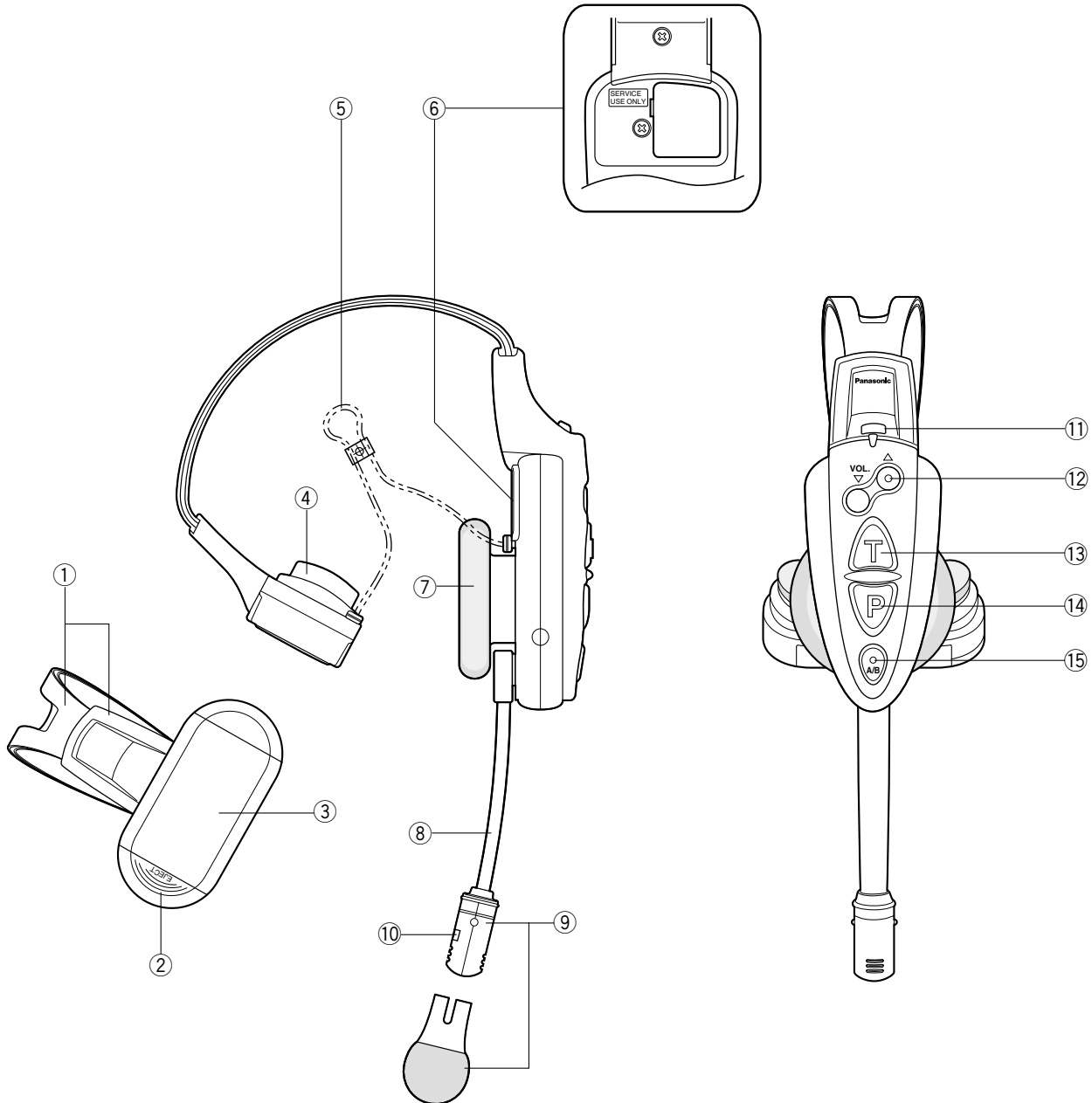
- Compatible center modules: WX-C1010, WX-C1011, and WX-CC2010
- Less noise and interference thanks to the use of UHF band
- Easy frequency setting by use of phase locked loop (PLL)
- A/B channel selection available for convenience of double drive-through (DDT)
- Talk mode selectable between talk-lock and press-to-talk
- Page mode selectable between page-lock and press-to-talk
- Easy-to-replace cushions: head pad cushion, earphone cushion, and windproof cushion

PRECAUTIONS

- All setup procedures of this product should be performed by qualified service personnel or system installers.
- Use only Panasonic authorized batteries like the rechargeable Li-ion 3.7V normal type or long life type.

- Follow the battery care and handling instructions.
- Read the instructions included with the battery charger.
- Charge the battery when the power indicator lights up in red and a beep is heard in the headset. Fully charge the battery. Failure to do so may shorten the operating time.

NAMES & FUNCTIONS



① **Head Band and Head Pad**

Adjustable to your head by sliding the head pad

② **Battery Lock [EJECT]**

When removing the battery, slide the lock to the outside.

When loading a new battery, insert the battery until the lock clicks.

③ **Battery (Optional accessory)**

See PRECAUTIONS.

④ **Head Pad Cushion**

⑤ **Strap (Standard accessory)**

⑥ **Switch Pocket**

Do not open the lid. Only qualified service personnel or system installers are allowed to change switch settings.

⑦ **Earphone Pad**

⑧ **Microphone Boom**

Adjustable to your mouth position by rotating and bending the boom

⑨ **Microphone and Windproof Cushion (Standard accessory)**

⑩ **Channel Indicator**

Steadily lights up to indicate the operating channel in different colors.

Red: Is lit when channel A is selected.

Green: Is lit when channel B is selected.

Blinks to indicate the Talk or Page mode.

Constant Blink: Talk mode

Random Blink: Page mode

⑪ **Power Button and Indicator [POWER]**

Pressing the button for one second will turn on or off the headset.

The indicator shows the status as follows.

Green On: Power is supplied, and the headset operates.

Red On: The battery requires recharging.

Red Blink: The channel selector is set to a wrong position.

⑫ **Volume Control Buttons [VOL ▲ ▼]**

Pressing the respective buttons will increase or decrease the sound level.

⑬ **Talk Button [T]**

This button controls communications with the customer.

When the button is released, you can hear the customer who is at the menu-board.

While the button is held down in the press-to-talk mode, you can speak to the customer.

When the button is pressed in the talk-lock mode, you can speak to the customer until you press the button the second time.

⑭ **Page Button [P]**

This button controls communications with store personnel.

When the button is released, you can hear the communications among store personnel.

While the button is held down in the press-to-talk mode, you can speak to store personnel.

When the button is pressed in the page-lock mode, you can speak to the store personnel until you press the button the second time.

⑮ **A/B Channel Selection Button [A/B]**

This button switches frequencies from channel A to B and vice versa. The channel indicator displays the selected channel in red (A) or green (B).

OPERATING PROCEDURES

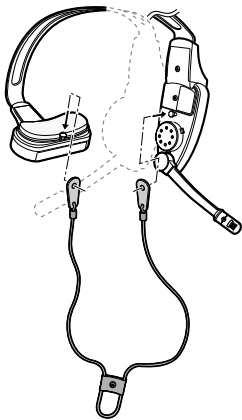
Notes:

- Transmission using the talk [T] or page [P] button is allowed for a single headset at a time. A continuous beep or distorted sound will be heard in the headset that tries to transmit while another person is operating.
- Distance a headset more than 0.3m (1 foot) from the order taker, or more than 1m (3 ft) from the center module.

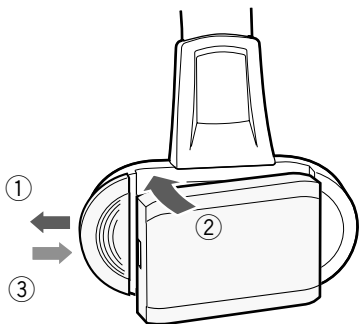
● Preparations

Prior to operating the headset, confirm that the system setup has been performed for the headset, center module, and other devices.

1. If necessary, attach the supplied strap on to the headset. There are two strap buttons on the headset: one is at the lower part of the head pad, and the other is behind the ear cushion.
 - Hook the tabs of the strap to the two strap buttons on the headset.



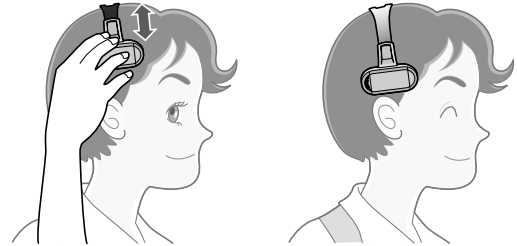
2. Install a battery to the battery compartment, referring to BATTERY LOADING & REPLACEMENT.



3. Wear the headset and route the strap behind your neck.



4. Adjust the head pad so that the earphone is placed on your ear.



5. Rotate and bend the microphone boom so that the microphone is placed near your mouth.



6. Press the power button to turn on the headset.



● Communications with Customers [TALK]

Any store personnel wearing the headset can bi-directionally communicate with the customer who is at the menu board.

1. Select a proper sound level by pressing the [▲] or [▼] button.



2. You will hear a tone in the headset when a vehicle arrives at the menu board.

Note: The tone duration varies depending on the settings made in the center module.

<When the talk-lock mode is preset>

1. Press the talk [T] button and speak to the customer.
A short beep repeats in the headset.



2. Press the button again to release the lock and listen to the customer.



<When the press-to-talk mode is preset>

1. Hold down the talk [T] button and speak to the customer.
A short beep repeats in the headset.



2. Release the button and listen to the customer.



● Communications with Other Store Personnel [PAGE]

Store personnel wearing the headset can communicate with each other without being heard by customers.

<When the page-lock mode is preset>

1. Press the page [P] button and speak into the microphone at a normal level.
A short beep repeats in the headset to notify all store personnel that the system operates in the page mode.



2. Press the page [P] button again to release the lock and listen to the response from other store personnel.



<When the press-to-talk mode is preset>

1. Hold down the page [P] button and speak into the microphone at a normal level.
A short beep repeats in the headset to notify all store personnel that the system operates in the page mode.



2. Release the button and listen to the response from other store personnel.

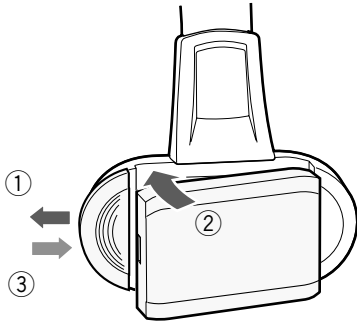


BATTERY LOADING & REPLACEMENT

Notes:

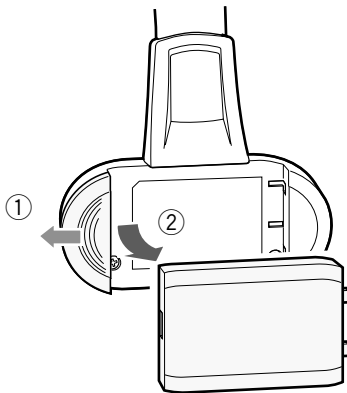
- Refer to operating instructions included with the battery and battery charger.
- Battery replacement is recommended when the power indicator lights up in red and a pulsing beep is heard in the headphone.

● Loading



1. Prepare a full-charged battery.
2. Insert the battery as shown in the figure.
Note: Be sure to insert it until the lock clicks.

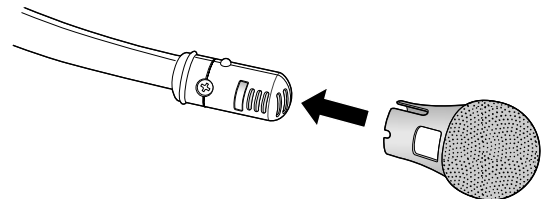
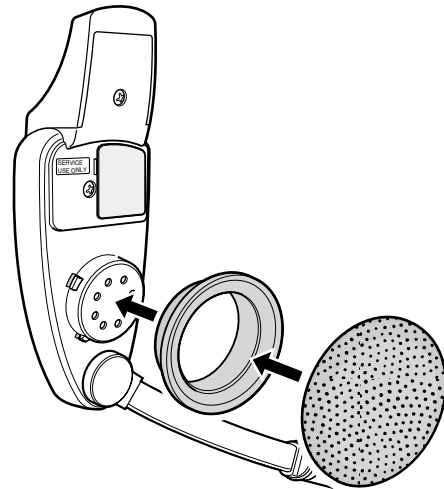
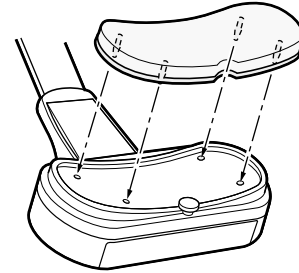
● Replacement



1. Pull the battery lock outside.
2. Remove the battery.
3. Follow the above "Loading".

MAINTENANCE

Head-pad cushion, earphone-pad, and microphone's wind-proof cushion can be easily replaced and should be exchanged as necessary.



TROUBLESHOOTING

Phenomenon	Possible Cause	What to do
The power indicator blinks in red.	A wrong channel is selected.	Select a channel within 1 thru 8. If unsuccessful, consult your dealer for repairs.
The power indicator lights up in red.	The battery power is nearing to its end.	Recharge the battery.
Cannot turn on the headset.	The battery has been exhausted. The battery placement is wrong.	Recharge the battery. Position the battery properly.
Cannot communicate with other store personnel or the customer at the menu board.	The center module may be turned off.	Turn on the power switch of the center module. If unsuccessful, consult your dealer for repairs.
Cannot listen or talk to the customer, while communications with the store personnel are OK.	The vehicle detector may malfunction if it is not plugged in the center module, if the power supply is interrupted, or if there is an electrical malfunction in the detector itself.	Check that the vehicle detector is plugged in, and the power is supplied to it. If unsuccessful, consult your dealer for repairs.
Cannot "page" or "talk" in certain areas.	Radio wave intensity is insufficient in the areas.	Remove the metal obstacles blocking radio waves, or extend the transmission antennas.
A constant beep is always heard in the headset when the "page" or "talk" button is pressed.	The "page" or "talk" button on one of the units may be kept depressed.	Turn off the units one by one while listening to the beep. You can identify the wrong unit causing the constant beep if it stops when the unit is turned off. Consult your dealer for repairs.

SPECIFICATIONS

Operating frequency:	UHF/FM
Type of radio wave:	F3E
Required power supply:	Rechargeable Li-ion battery, 3.7 VDC, normal type or long life type
Control function:	Power (On/Off) Volume (Up/Down) Talk Page Channel selection (A/B) Channel group selection (1-8) DIP switch setup (8 bit)
Dimension:	140 mm(W) x 240 mm(H) x 84 mm (D) 5-1/2" (W) x 9-7/16" (H) x 3-5/16" (D)
Weight (Excluding battery):	160 g (0.35 lbs)

STANDARD ACCESSORIES

Windproof cushion	1
Strap.....	1
Miniature screwdriver.....	1

OPTIONAL ACCESSORIES

Battery (Li-ion 3.7 VDC, 1035 mA/h).....	2050BAT
Battery charger	2050CH

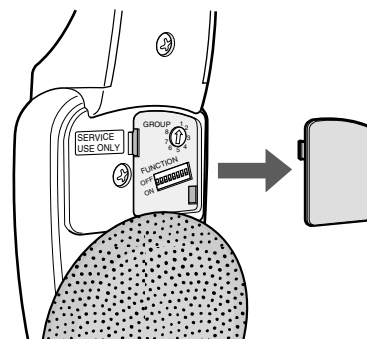
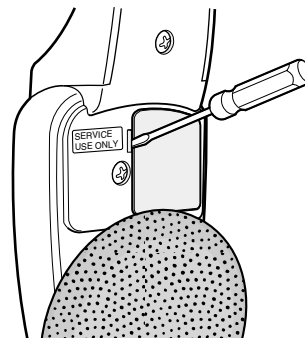


SETUP PROCEDURES

Caution: Setup of this product should only be performed by qualified service personnel or system installers.

● Opening the Switch Pocket

1. Press the power button to turn off the headset.
2. Open the switch pocket adjacent to the ear pad using the supplied screwdriver.
3. Set the switches as described below.
4. After finishing the setup, turn on the headset.
5. Replace the lid as before.



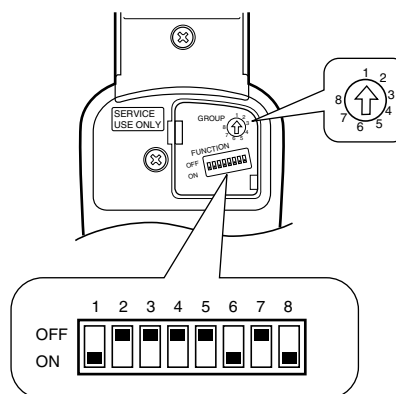
● Channel Group Selection

You can select a channel group by setting the rotary switch inside the pocket.

Note: When a switch position other than 1 thru 8 is selected, the power indicator will blink in red.

1. Press the power button to turn off the headset.
2. Set the switch to the channel group.

Available Channel Group: 1 – 8



● DIP Switch Setup

An eight-bit DIP switch is provided for system setups. The initial setting is marked with an asterisk *.

SW#	Function	ON	OFF
1	Location	USA*	CANADA
2	DDT/SDT	Double Drive Thru	Single Drive Thru*
3	Manager Mode	ON	OFF(Normal)*
4	Role Assignment	Manager	Assistant*
5	Area Expansion	Expand	Normal*
6	Tone Squelch	ON*	OFF
7	Talk Lock Resumption	ON	OFF*
8	Compatibility	WX-C1010/WX-C1011*	WX-CC2010

1. Press the power button to turn off the headset.
2. Set the switches as follows.

SW#1: Selection for a radio frequency matching to the location

ON: Applies the US frequency to the headset.

OFF: Applies the Canadian frequency.

SW#2: Refer to the Operating Instructions included with the WX-CC2010.

SW#3: Refer to the Operating Instructions included with the WX-CC2010.

SW#4: Refer to the Operating Instructions included with the WX-CC2010.

SW#5: Refer to the Operating Instructions included with the WX-CC2010.

SW#6: Tone squelch function is enabled or disabled.

ON: Outputs the audio after detecting the tone squelch.

OFF: Outputs the audio regardless of the tone squelch.

Notes:

- Set the switch normally to the position ON. Pay attention to a high level noise that may be output when set to OFF.
- The SW#6 and SW#8 are used for channel interference check while turning on the headset. See below.

SW#7: While talking with a customer in the TALK lock mode, you may need to contact store personnel in the PAGE mode that interrupts the TALK mode. This switch specifies the status of the interrupted TALK lock mode after ending the PAGE mode.

ON: Resumes the TALK lock mode.

OFF: Releases the TALK lock mode.

SW#8: The system compatibility is specified.

ON: Is compatible with the center modules WX-C1010 and WX-C1011.

OFF: Refer to the Operating Instructions included with the WX-CC2010.

Note: The SW#8 and SW#6 are used for channel interference check while turning on the headset. See below.

● Channel Interference Check

The SW#6 and SW#8 perform a special role to check whether or not there is radio wave interference in the selected channel group.

1. Press the power button to turn off the headset.

<When WX-C1010 or WX-C1011 is used>

2. Set the switches as follows, and turn on the headset.
A loud noise will be heard in the headset.

SW#6: OFF

SW#8: ON

3. Listen to the sound while repeatedly pressing the [A/B] button.

Only random noise will be heard if there is no interference. If any foreign sound is heard, it is an interference.

<When WX-CC2010 is used>

2. Set the switches as follows, and turn on the headset.
A loud noise will be heard in the headset.

SW#6: OFF

SW#8: OFF

3. Listen to the sound.

For details, refer to the operating instructions included with the WX-CC2010.

4. Re-arrange the channel group selection if there is any interference.

● Operation Mode Setup

The three operation modes can be set up to adapt the headset to your requirements.

- Default channel setup
- Talk lock/ Talk PTT (press to talk)
- Page lock/Page PTT

	Indicator			Selected Mode	Selection	Transition	Exit
	Power	A/B channel					
		Red	Green				
Off	—	—	—	—	—		
Default Channel Setup	 Blink	 On	—	A	Disable	 	While holding down  and  buttons, press [POWER].
	↓	 Blink	—	A	Enable		
	↓	—	 On	B	Disable		
	↓	—	 Blink	B	Enable		
Talk Setup	 On	 On	—	Talk Lock		 	Press [POWER].
	↓	 Blink	—	Talk PTT			
Page Setup	 On	—	 Blink	Page PTT		 	
	↓	—	 On	Page Lock			

PTT stands for "press to talk."

The default settings are enclosed with bold lines in the table.

1. Press the power button to turn off the headset.
2. While holding down the talk [T] and page [P] buttons simultaneously, press the power button to turn on the headset.
The headset enters the setup mode where the indicators and buttons perform differently from the normal operation.
3. Select a default channel setup from four options, pressing the [T] button.
4. Press the [A/B] button to move to the talk setup and page setup.
5. Select a talk mode, pressing the [T] button.
6. Select a page mode, pressing the [P] button.
7. Confirm that the indicators show the selected three modes for the default channel, talk and page, by pressing the [A/B] button.
8. Press the power button to turn off the headset, and turn on again. The newly selected operation mode will be applied to the headset.

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