

System 500

Wireless Drive-Thru Audio System

Operating Instructions



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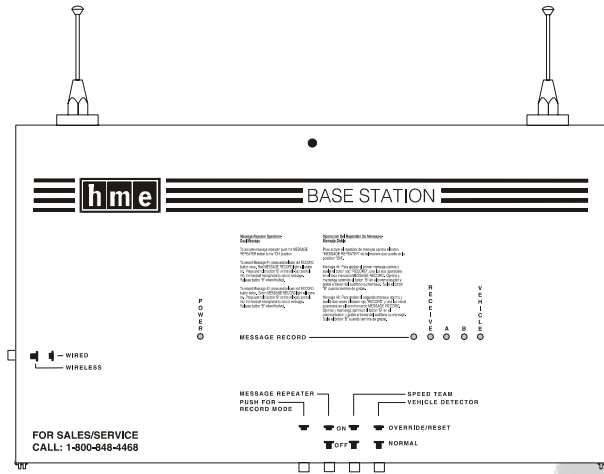
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I. GENERAL

The System 500 is a wireless audio system primarily for use at quick-service restaurants.

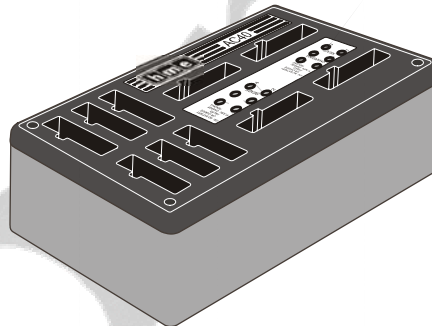
II. EQUIPMENT FUNCTIONS AND USE



System 500 Base Station



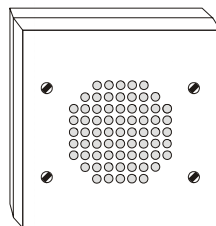
HS500
Headset COMMUNICATOR®



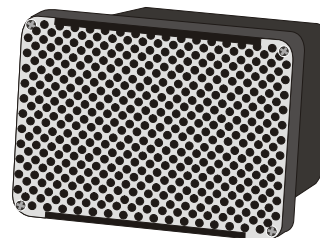
AC40
Battery Charger



BAT40
Battery



SP2500LP
Speaker



DM3
Microphone

Figure 1. System 500 equipment

A. Base Station

The base station is the electronic heart of the System 500. It contains the circuitry through which all functions of the drive-thru audio system are channeled.

External base station features are shown in Figure 2, and described on page 3. Its internal features are shown in Figure 8, and the base station circuit board switches and adjustments are listed on page 15.

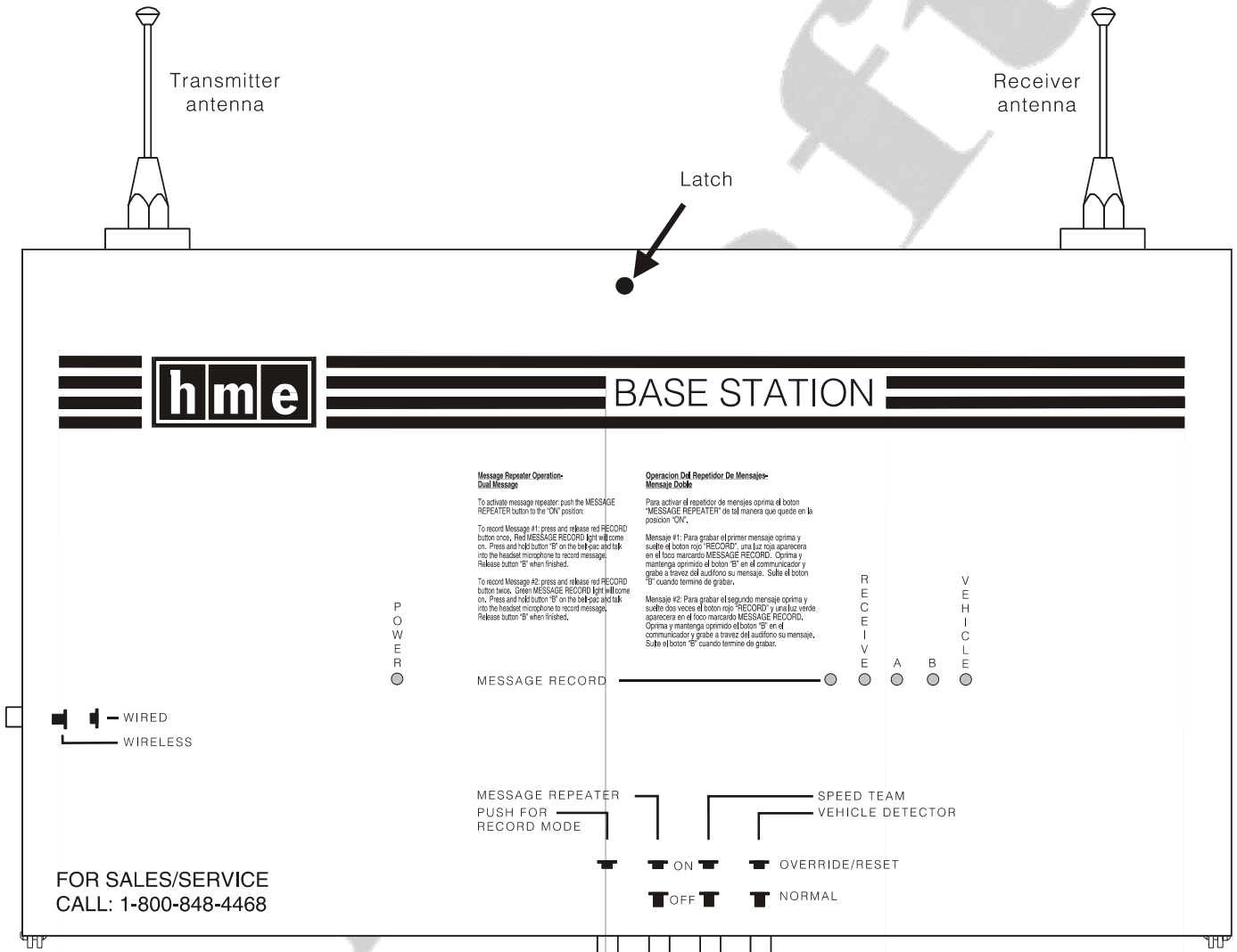


Figure 2. Base station exterior

Base Station External Features

Front -

- **POWER light** is on when the base station has power.
- **MESSAGE RECORD light** is on RED when the base station is ready to record message #1 for the message repeater, and blinking RED while message #1 is being recorded. It is on GREEN when the base station is ready to record message #2 for the message repeater, and blinking GREEN while message #2 is being recorded. The MESSAGE REPEATER button must be pushed IN.
- **RECEIVE light** is on during channel-A and channel-B transmissions, and is used for troubleshooting.
- **"A" light** is on during channel-A transmission.
- **"B" light** is on during channel-B transmission.
- **VEHICLE light** is on when a vehicle is present in the drive-thru lane or when the system is in vehicle-detect override.

Bottom -

- **PUSH FOR RECORD MODE button** must be pushed IN and released once to prepare the base station to record message #1 for the message repeater, or pushed IN and released twice to record message #2.
- **MESSAGE REPEATER button** must be pushed IN to use the message repeater, OUT when the message repeater is not being used.
- **SPEED TEAM button** must be pushed IN for speed-team operation, OUT for normal drive-thru operation
- **VEHICLE DETECTOR button** must be pushed and left IN to override a vehicle detector; to reset vehicle detector, push IN and leave IN for 5 seconds, then push again and leave OUT for normal vehicle detection.

Left Side -

- **WIRED/WIRELESS button** must be OUT when using the wireless System 500, IN when using a wired backup system.

B. Headset

The headset can be operated in a push-to-talk (PTT), hands-free (HF) or auto hands-free (AHF) mode.

In the PTT mode, you must press and hold one of the **A** buttons on the headset while talking to a customer, and release the button to hear the customer's response. The push-to-talk mode is an example of "half-duplex" operation.

In the HF and AHF modes, you can transmit and receive communication at the same time, as in a normal telephone conversation. In the HF mode, transmission and reception are activated by touching and releasing one of the **A** buttons on the headset. In the AHF mode, transmission and reception are activated automatically when a customer drives into the drive-thru lane. The hands-free and auto hands-free modes are both examples of "full-duplex" operation.

1. Features and Controls

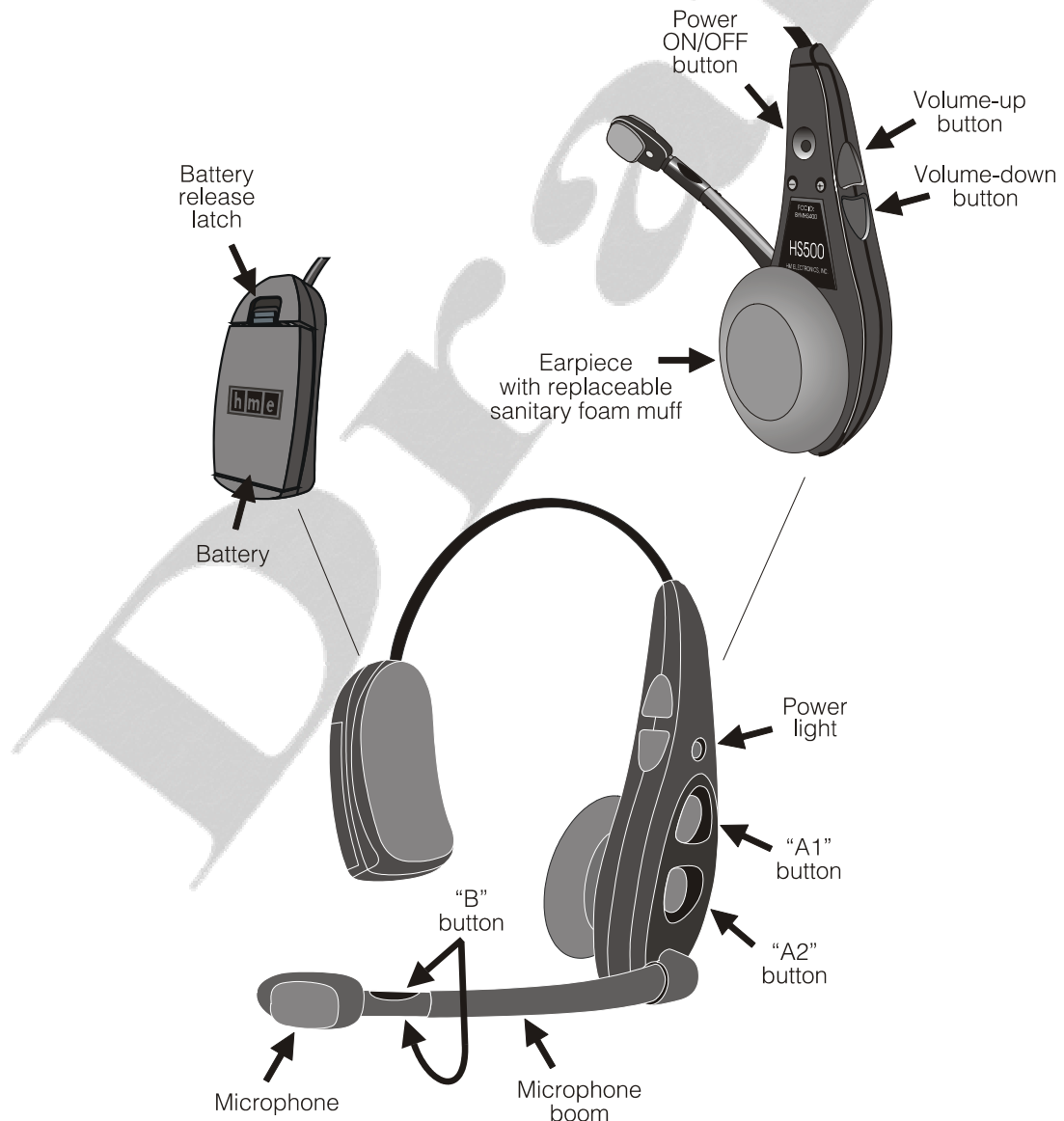
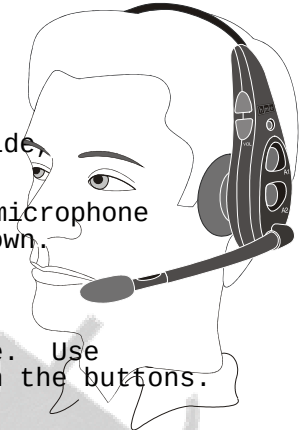


Figure 3. Headset features and controls

2. How to Wear the Headset

- Wear the microphone on your right or left side, near the side of your mouth.
- To adjust the microphone position, hold the microphone boom at its base and pivot the boom up or down.



3. Routine Headset Operation

The headset control buttons are touch-sensitive. Use your fingertips, not your fingernails, to touch the buttons.

a. Power On/Off

Figure 4.

Correct wearing of headset

Power Light

- The headset power light blinks while the headset is transmitting your voice.
- The headset power light is ON steady when the headset is not transmitting.
- The headset power light is red for lane 1.
- The headset power light is green for lane 2.

Power On

- Press and release the power ON/OFF button to turn the headset on.
- A voice message in the headset says "Power on, lane one (or two)."
- The headset power light blinks green, then goes on steady red (lane 1) or green (lane 2).

Power Off

- Press and hold the power ON/OFF button 3 seconds.
- A voice message in the headset earpiece says "Power off."
- The headset power light goes off.

b. Volume Up/Down

Single-Step Volume Adjustment

- Lightly touch and release the Volume-up or Volume-down button.
- A beep sounds in the headset earpiece each time the button is pressed.
- The volume increases or decreases, one step at a time.

Continuous Volume Adjustment

- Lightly press and hold the Volume-up or Volume-down button.
- The volume increases or decreases continuously while the button is held.
- A series of beeps sounds in the headset earpiece until the volume reaches maximum or minimum.

4. Auto-Hands-Free Setting

The auto-hands-free (AHF) feature allows one operator to communicate with a customer in one drive-thru lane without pressing any buttons. Other operators can listen. If the first operator turns the AHF feature off, another operator can turn it on.

CAUTION: Only one HS500 per lane can be set in the auto-hands-free mode, or interference will occur when a customer enters the drive-thru lane.

- **With the power already on**, press and hold the **Power** button and touch the **Volume-down** button – You will hear “*Auto-hands-free on*” or “*Auto-hands-free off*”
NOTE: You must touch the **Volume-down** button within 2 seconds after pressing the **Power** button, or you will turn the power off and have to begin again.
- The last auto-hands-free on/off message you hear will remain in effect until you change it again or turn the headset power off.

5. Configuration Settings

- With the power already on, press and hold the **Power** button and press the **B** button. **NOTE:** You must press the **B** button within 2 seconds after pressing the power button, or you will turn the power off and have to begin again.
- You will hear "Configuration" in the headset.
- Select the desired configuration setting described in "a" or "b" below.
- When finished, press and release the **B** button to exit the configuration-settings mode. You will hear "Power on, lane (one or two)" in the headset.
- Configuration settings will remain in effect until you change them again.

a. Hands-free On/Off

- Touch and release the **Volume-down** button – you will hear "Hands-free on."
- Touch and release the **Volume-down** button again – you will hear "Hands-free off."
- You will continue to hear "Hands-free on" or "Hands-free off" messages alternating each time you touch and release the **Volume-down** button. The last *hands-free on/off* message heard will be selected when you exit the configuration-settings mode.

b. Single/Dual Lane

- Touch and release the **A1** button – you will hear "Single lane."
- Touch and release the **A1** button again – you will hear "Dual lane."
- You will continue to hear "Single lane" or "Dual lane" messages alternating each time you touch and release the **A1** button. The last *single/dual lane* message heard will be selected when you exit the configuration-settings mode.

6. Battery Removal and Replacement

If you hear "Headset Battery Low" in the headset, its battery needs to be replaced and recharged. HS500 batteries need be recharged after 8 to 9 hours of normal use.

a. Battery Removal

- Push the battery-release latch upward.
- Pull the battery out from the top.

b. Battery Replacement

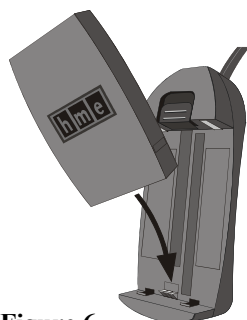


Figure 6.

Battery replacement 7



Figure 5.

Battery removal

- Place the end of a battery into the battery compartment, with its metal contacts downward.
- Press the top of a battery into the battery

compartment until it snaps in place
under the battery-release latch.

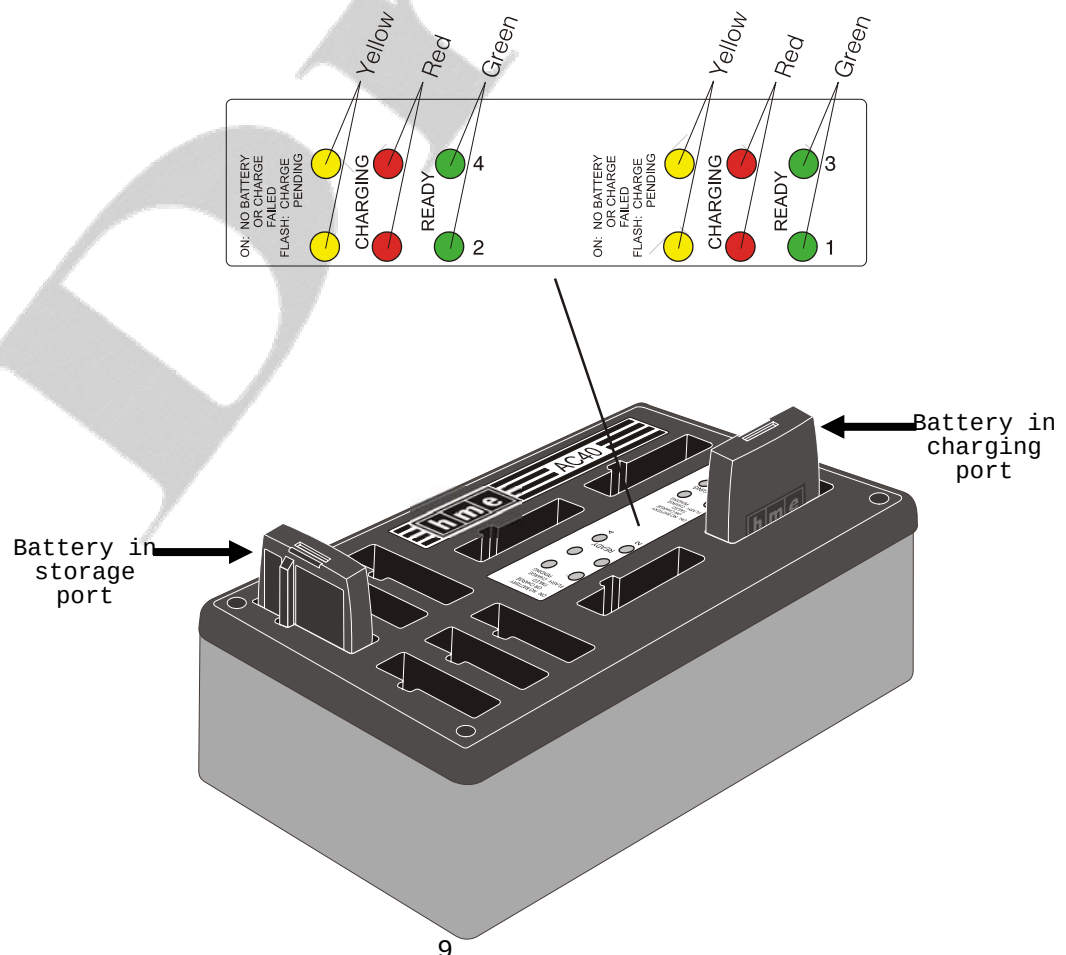
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C. Battery Charger

Up to four headset batteries can be charged in the charger at the same time. Battery charging time is approximately 2 hours. The battery status lights adjacent to each charging port are explained below. Up to six fully charged batteries can be stored in the battery storage ports.

- Insert a battery in one of four charging ports until it clicks in place.
- The yellow light next to each battery port stays on while the port is empty.
When a battery is in a port, a yellow light flashing next to it indicates CHARGE PENDING, which means the temperature where the charger is located is out of the battery's operating range (32°-104°F, 0°-40°C). Adjust the room temperature or move the charger to a cooler area.
When battery is in port, yellow light on steady next to battery port means CHARGE FAILED. Follow diagnostic instructions on side of battery charger.
- The red CHARGING light next to each battery port stays on while a battery in the port is charging.
- The green READY light next to each battery port goes on when a battery in the port is fully charged.
- Remove the fully charged battery from its charging port and place it in a storage port.

CAUTION: Do not remove batteries from the charger until the green READY light is lit, or the charger will reset and the charge cycle will begin again.



III. SYSTEM 500 OPERATION

When a customer arrives in the drive-thru lane, you will hear a double beep in the headset. In dual-lane operation, if you are communicating with a customer when another customer arrives in the opposite lane, a higher pitch double beep will sound in the headset to alert you of the second customer's presence. When the first customer leaves the speaker post, the same higher pitch double beep will repeat in your headset every 4 seconds until you touch the **A** button required to communicate with the second customer.

A. Single-Lane Operation (one base station for one speaker post)

Push-To-Talk (PTT) Mode:
! Alert tone (double beep) sounds, then customer can be heard at speaker post or menu board. ! Adjust customer's voice level in headset if necessary. ! Press and hold A1 or A2 button to speak to customer. – Release to listen.
Hands-Free (HF) Mode:
! Alert tone (double beep) sounds, then customer can be heard at speaker post or menu board. ! Adjust customer's voice level in headset if necessary. ! Touch and release A1 or A2 button to speak and listen to customer. ! Touch and release A1 , A2 or B button to end communication with customer. ! Touch and release A1 or A2 button to speak to the customer again. ! If customer drives away from speaker post or menu board, headset automatically stops transmitting.
Auto Hands-Free (AHF) Mode:
! Alert tone (double beep) sounds, then customer can be heard at speaker post or menu board. ! Adjust customer's voice level in headset if necessary. ! Speak and listen to customer without pressing any buttons. ! Touch and release A1 , A2 or B button to end communication with customer. ! Touch and release A1 or A2 button to speak to the customer again. ! If customer drives away from speaker post or menu board, headset automatically stops transmitting.

B. Dual-Lane Operation (two base stations for two speaker posts)

Push-To-Talk (PTT) Mode:
! Alert tone (double beep) sounds, then customer can be heard at speaker post or menu board. ! Adjust customer's voice level in headset if necessary. ! Press and hold A1 button to speak to customer in Lane 1 or A2 button to speak to customer in Lane 2. – Release to listen.
Hands-Free (HF) Mode:

! Alert tone (double beep) sounds, then customer can be heard at speaker post or menu board.
! Adjust customer's voice level in headset if necessary.
! Touch and release **A1** button for Lane 1 or **A2** for Lane 2, to speak and listen to customer.
! Touch and release **A1**, **A2** (depending on lane) or **B** button to end communication with customer.
! Touch and release **A1** button for Lane 1 or **A2** for Lane 2, to speak to the customer again.
! To change lanes, touch and release the opposite **A** button.
! If customer drives away from speaker post or menu board, headset automatically stops transmitting.

Auto Hands-Free (AHF) Mode:

! Alert tone (double beep) sounds, then customer can be heard at speaker post or menu board.
! Adjust customer's voice level in headset if necessary.
! Speak and listen to customer without pressing any buttons.
! Touch and release **A1**, **A2** (depending on lane) or **B** button to end communication with customer.
! Touch and release **A1** button for Lane 1 or **A2** for Lane 2, to speak to the customer again.
! To change lanes, touch and release the opposite **A** button.
! If customer drives away from speaker post or menu board, headset automatically stops transmitting.

C. Message Repeater Operation

To record messages for the message repeater, press the MESSAGE REPEATER button in, on the bottom of the base station, and do the following:

ACTION		RESULT
To record Message #1	Press and release the RECORD MODE button on the base station once .	The red MESSAGE RECORD light on the base station will come on.
	Press and hold button B on the headset and talk into the headset microphone to record a message.	The MESSAGE RECORD light on the base station will begin blinking.
	Release button B .	The record function will stop and the MESSAGE RECORD light will go off.
To record Message #2	Press and release the RECORD MODE button on the base station twice .	The green MESSAGE RECORD light on the base station will come on.
	Press and hold button B on the headset and talk into the headset microphone to record a message.	The MESSAGE RECORD light on the base station will begin blinking.
	Release button B .	The record function will stop and the MESSAGE RECORD light will go off.

NOTES:

Locate the S7 and S8 DIP switches at the bottom-center of the audio circuit board inside the base station for the following settings.

Message #1

- S8 switch #7 in the **ON** position enables Message #1 to be played.
- will be triggered by a vehicle present signal if **S7 switch 5** is in the **OFF** position. The playing message can be cancelled by pressing button **A** on the headset.

- will be triggered by an alert signal if **S7 switch 5** is in the **ON** position.
- will be played to the locations selected if **S7 switches 2, 3 and/or 4** are in the **ON** position.
 - Switch 2** enables Message #1 to be played back in all HS500 headsets.
 - Switch 3** enables Message #1 to be played back on the outside speaker.
 - Switch 4** enables Message #1 to be played back on the ceiling speakers.

Message #2

- S8 switch #8 in the **ON** position enables Message #2 to be played.
- will be triggered by a vehicle present signal if **S8 switch 5** is in the **OFF** position. The playing message can be cancelled by pressing button **A** on the headset.
- will be triggered by an alert signal if **S8 switch 5** is in the **ON** position.
- will be played to the locations selected if **S8 switches 2, 3 and/or 4** are in the **ON** position.
 - Switch 2** enables Message #2 to be played back in all HS500 headsets.
 - Switch 3** enables Message #2 to be played back on the outside speaker.
 - Switch 4** enables Message #2 to be played back on the ceiling speakers.

If **S7 switch 5** and **S8 switch 5** are both set to **ON** or **OFF**, Message #1 and Message #2 will be played alternately.

After a new message has been recorded or after the base station has lost and regained power, any message to the outside speaker will always be heard in the headset the first three times it plays.

D. Speed-Team Operation

Speed team operation is used during high-volume times. An order taker wearing an HS500 headset relays orders from outside into the store, using button **B** on the headset. Placing the speed-team switch, on the bottom of the base station, in the ON position will disable the outside speaker/microphone and the vehicle-alert tone.

IV. EQUIPMENT CARE AND CLEANING

A. Proper Handling

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

B. Cleaning

1. Headsets

- Remove batteries from headsets.
- Clean batteries and headsets with damp sponge sprayed with household cleaner. Squeeze excess liquid out of sponge before using it.
- Clean metal contacts on batteries and headsets as follows. Wet tip of swab with alcohol and squeeze excess alcohol from it. Wipe each contact with swab and be certain all contacts are dry before reinstalling batteries in headsets.
- Foam muffs on headset earpieces can easily be replaced for sanitary purposes. To order extra foam muffs, call your local HME sales representative.

2. Battery Charger

Avoid splashing water or grease on the battery charger. Clean the battery charger monthly as follows.

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

- 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.

V. OPTIONAL EQUIPMENT

Equipment	Model Number
Headset COMMUNICATOR®	HS500
Battery for HS500	BAT40
Headset Earmuff	No model number
Ceiling Speaker	MM100
Ultrasonic Vehicle Detector	DU3
Vehicle Detector Board	VDB101A
Vehicle Detector Loop (underground)	VDL100
Message Repeater	MR300
Remote Display	R30
Low-Profile Speaker	SP2500LP
Microphone	DM3
Mode Switch (dual lane)	MS1000
Switcher Circuit Board	No model number

VI. FCC NOTICE

HME wireless radio frequency systems are type-accepted in the United States under Part 90 of the Federal Communications Commission (FCC) Code of Federal Regulations, and type-approved in Canada by Industry and Science Canada. Because licensing depends on the system's application, it is the user's responsibility to apply for a license from the FCC in the U.S. and its possessions, or from Industry and Science Canada in Canada and its territories. Licensing requirements vary from country to country. Contact your local licensing agency for specific requirements.

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.

VII. IN CASE OF PROBLEMS

PROBLEM	PROBABLE CAUSE	SOLUTION
No sound is heard in headset when you press button A and speak into microphone.	Power may be off at base station.	Check circuit breaker for building.
	Power supply in base station may not be working.	Check power supply indicator lights on base station. If no light is lit, be certain AC power adapter is plugged into AC electrical outlet and is connected to J16 on base station audio circuit board.
	Headset power may not be on.	Press Power ON/OFF button on headset. Be certain power light goes on.
	Volume may not be set correctly.	Adjust headset volume with Volume-up and down buttons.
	Battery may be low or defective.	Check Power light. If not lit, replace battery.
	Headset may be defective.	Use another headset. Call HME. *
Headset channel A or B is not working.	Headset power may not be on.	Press Power ON/OFF button on headset. Be certain power light goes on.
	Battery may be low or defective.	Check Power light. If not lit, replace battery.
	Channel A or B light on base station does not light when headset button A or B is pressed.	Use another headset. Call HME. *
	Frequency settings may be wrong.	Call HME. *
Outbound sound is too low.	Outbound volume may be set too low for environment.	Turn outside speaker volume control, R59 on base station audio circuit board, clockwise until volume is satisfactory.
No outbound sound; Customer cannot hear anything.	System may be set for speed-team operation.	Be certain SPEED TEAM button on base station is in out (OFF) position.
	There may be loose wires on outside speaker or base station circuit board.	Check outside speaker wire connections in base station and at outside speaker.
	Speaker or base station may be defective.	Call HME. *
Customer cannot be heard in push-to-talk (PTT) operation.	System may be set for speed-team operation.	Be certain SPEED TEAM button on base station is in out (OFF) position.
	Base station may be set for wrong drive-thru mode (full or half-duplex).	Check S6 DIP switch #1 at bottom of base station audio circuit board. It should be ON for full-duplex, OFF for half-duplex operation.
Only static can be heard in headsets.	Base station may not be powered.	Check power supply indicator lights on base station. If no light is lit, be certain AC power adapter is plugged into AC electrical outlet and is connected to J16 on base station audio circuit board.

	Circuit board may be defective.	Check to see if status lights on base station are lit. Call HME. *
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PROBLEM	PROBABLE CAUSE	SOLUTION
Personnel hear customers in ceiling speaker or headsets, but cannot hear each other.	Circuit board may be defective.	Check to see if status lights on base station are lit. Call HME. *
	Headset may be defective.	Use another headset. Call HME. *
No tone or sound is heard in ceiling speaker or headsets when vehicle enters drive-thru lane.	Power interruption may have caused vehicle detection circuit to be out of balance.	When no vehicle is in the drive-thru lane, press the vehicle detector override switch on the base station to the RESET position, then back to the NORMAL position.
	System may be set for speed-team operation.	Be certain SPEED TEAM button on base station is in out (OFF) position.
	Connector may be loose.	Check all connectors in base station. Call HME. *
Personnel cannot hear customers in ceiling speaker or headsets.	There may be loose wires on base station circuit board.	Check all connections on base station circuit boards.
	System may be set for speed-team operation.	Be certain SPEED TEAM button on base station is in out (OFF) position.
	Outside speaker or audio circuit board may have failed.	Call HME. *
Headset has intermittent sound.	Battery may be low.	Replace battery.
	Headset may be defective.	Use another headset. Call HME. *
There is still sound in headset after all customers have been served.	OVERRIDE/RESET switch on base station may be in the OVERRIDE (in) position.	Be certain switch is in the NORMAL (out) position.
	Vehicle detector may be locked up.	Press OVERRIDE/RESET switch twice.
Battery charger is not working.	Charger may not be plugged in.	Be certain charger is plugged in. If it still is not working, call HME. *
Message cannot be recorded.	Message repeater may not be turned on.	Be certain message repeater button on bottom of base station is in the ON (in) position.
Message will not play.		

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

900MHz wireless telephone interference –

If there is a 900MHz wireless telephone nearby, interference may occur. Changing frequencies on the telephone and/or base station and headset may alleviate the problem. Call HME Customer Support at 1-800-848-4468 if assistance is required.

In the event of an electrical power outage –

such as from a lightning storm or power generator failure, if you experience problems with your HME equipment after the electricity comes on again, unplug the AC power adapters from their electrical outlets, then plug them back in.

Base Station Circuit Board Adjustments

1. Wired backup system switch - S2
2. DM2 select switch - S1
3. Record message switch - S1
4. Message repeater ON/OFF switch - S2
5. Speed team switch - S3
6. Vehicle detector override switch - S4
7. Channel selector - S3
8. System status switch - S2
9. System configuration switch - S1
10. Ceiling speaker "A" channel volume control - R112
11. Ceiling speaker vehicle present tone volume control - R83
12. Ceiling speaker inbound volume control - R84
13. Outside speaker volume control - R59
14. Line out level adjustment - R260
15. VAA level adjustment - R146
16. Outside speaker message volume control - R113
17. Transmit message volume control - R149
18. Ceiling speaker message volume control - R114
19. Inbound audio level adjustment - R74
20. VAA attenuation level adjustment - R55
21. Ceiling speaker "B" dual volume control - R1
22. Line in level adjustment - R20
23. Deviation adjustment - R29
24. "B" dual audio level adjustment - R57
25. Ceiling speaker "B" volume control - R58
26. Vehicle present tone level adjustment - R110
27. System configuration switches - S5, S6, S7, S8, S9

VIII. SPECIFICATIONS

Base Station

Voltage input	16VAC $\pm$ 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
Controls/Switches	2-position vehicle detector switch (Normal - Override/Reset)
	2-position "Speed Team" ON/OFF switch
	2-position "Message Repeater" ON/OFF switch
	1-position "Record" switch
	4-position noise reduction DIP switch
	4-position RS485 bias/term DIP switch
	8-position DIP switches (3 ea)
	Outside speaker volume control
	Outside speaker Hi-Lo volume jumper
	"A" sidetone
	"B" sidetone
	Inbound volume control
	VAA level control
	Ceiling speaker volume control
	Transmit message volume control
	Vehicle present tone volume control
TX/RX frequency	Receive - 926.904MHz - 927.024MHz
	Transmit - 902.136MHz - 903.936MHz
Dimensions	8.2"H x 14.2"W x 3.5"D (208 mm x 361 mm x 89 mm)
Weight	5.5 lbs (2.49 kg) maximum

HS500 Headset COMMUNICATOR®

Battery type	3.6V Lithium ion
Battery life	10 hours (typical)
RF frequency	Receive - 902.136MHz - 903.936MHz
	Transmit - 926.904MHz - 927.024MHz
Weight	4.7 oz (.133 kg) with battery
Controls	Power ON/OFF button
	Volume-up button
	Volume-down button
	"A1" button
	"A2" button
	"B" button
Indicator	Dual-color LED (red/green)

AC40 Battery Charger

Voltage input	16.5VAC
Number of charging ports	4
Number of storage ports	6
Charging time	3 hrs maximum
Dimensions	7.6" x 4.6" x 2.6" (193mm x 117mm x 66mm)
Weight	1.5 lb (.68 kg)
Indicators	4 red, 4 green, 4 yellow LEDs