

INDYME

Technical Document

CB550 Customer Survey Call Box INSTALLATION AND PROGRAMMING PROCEDURE

Scope

This document covers all the necessary instructions for installing the CB550 Customer Survey Call Box and how to program the call box using the Status LEDs indicators. The Status LEDs are illuminated during programming and various stages of survey box operation. The CB550 is programmed to work with the Messaging and Telephony Server.

Overview

The Indyme CB550 Customer Survey Call Box includes a membrane switch panel affixed to the front of the unit, with a Label Insert Sleeve in front of the Membrane Panel. The Membrane Panel has 24 buttons, divided into two sets of 12 buttons each. The customer designs their survey card and inserts it into the sleeve. The Label Insert Sleeve is designed to hold heavyweight cardstock cut to $7\frac{15}{16}$ " x 5.5". The unit is powered by non-field changeable batteries and programming is performed using a combination of the membrane switches. The survey box dimensions are 9.9" wide by 6.5" high by 1.0" in depth.

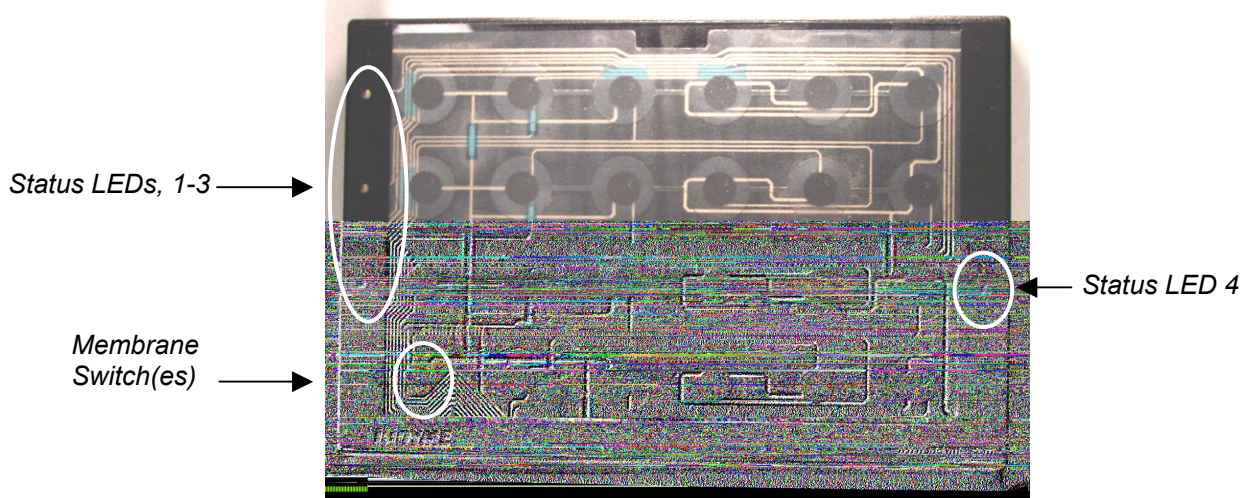


Figure 1:CB550 Survey Box without Label Insert

Take Inventory

Verify that all items listed on the Indyme packing list were included in the shipment as received from Indyme for this installation. Notify Indyme promptly of any discrepancies. The installer is responsible for bringing all the necessary tools. The call box is installed at the store using a mounting bracket, *which is sold separately*. (The bracket mounting instructions are shipped with the brackets.)

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Equipment Needed:

These Installation and Programming Instructions

Installation

1. Verify all six screws are tight and the unit is sealed.
2. Follow the Mounting Bracket instructions and mount the bracket in the desired location.
3. Using the alcohol and cleaning wipes, clean the back of the unit only. *(Do not use alcohol to clean the front of the call box as it may damage the insert sleeve.)*
4. Using the double stick adhesive tape, affix the adhesive tape to the center of the back of the call box and mount the call box to the bracket.

Programming

The CB550 Customer Survey Box is shipped with the Power Jumper in the "ON" position. In normal conditions, there is no need to open the unit. The unit is powered by non-field changeable batteries and programming is done using a combination of the membrane switches. Buttons 1,2 and 3 are used to increment the address digits, buttons 10 and 12 are used to start the **Address** program, and buttons 7 and 9 are used to start the **Mode** program.

Address Programming

Press and hold Membrane Switch buttons 10 and 12 (see Figure 2) at the same time for approximately seven seconds to place the unit in the **Address Programming Mode**. LED 1 will flash and you will hear short beep when the buttons have been held down long enough.

1. **Press button 1** to increment the hundreds digit. Status LED 1 will flash and you will hear a short beep with each press.
2. **Press button 2** to increment the tens digit. Status LED 2 will flash and you will hear a short beep with each press.
3. **Press button 3** to increment the ones digit. Status LED 3 will flash and you will hear a short beep with each press.
4. Once you have the desired address programmed in, **press button 12 to SAVE** it.
5. The address programmed will flash on Status LED's 1-3

Example: Programming address 159

1. Press and hold buttons 10 and 12 until Status LED 1 flashes and/or you hear a short beep. (Approximately 7 seconds)
2. Press button 1 once.
3. Press button 2 five times.
4. Press button 3 nine times.
5. Press button 12 to SAVE.
6. Watch the Status LEDs. Verify that LED 1 flashes once, LED 2 flashes five times and LED 3 flashes nine times.

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Note: If a period of one minute elapses with no buttons being pressed, after entering the Address Programming Mode, the system will exit the Address Programming Mode and any changes that were made will be lost. The system will beep for 1 second when exiting Address Programming Mode in this fashion.

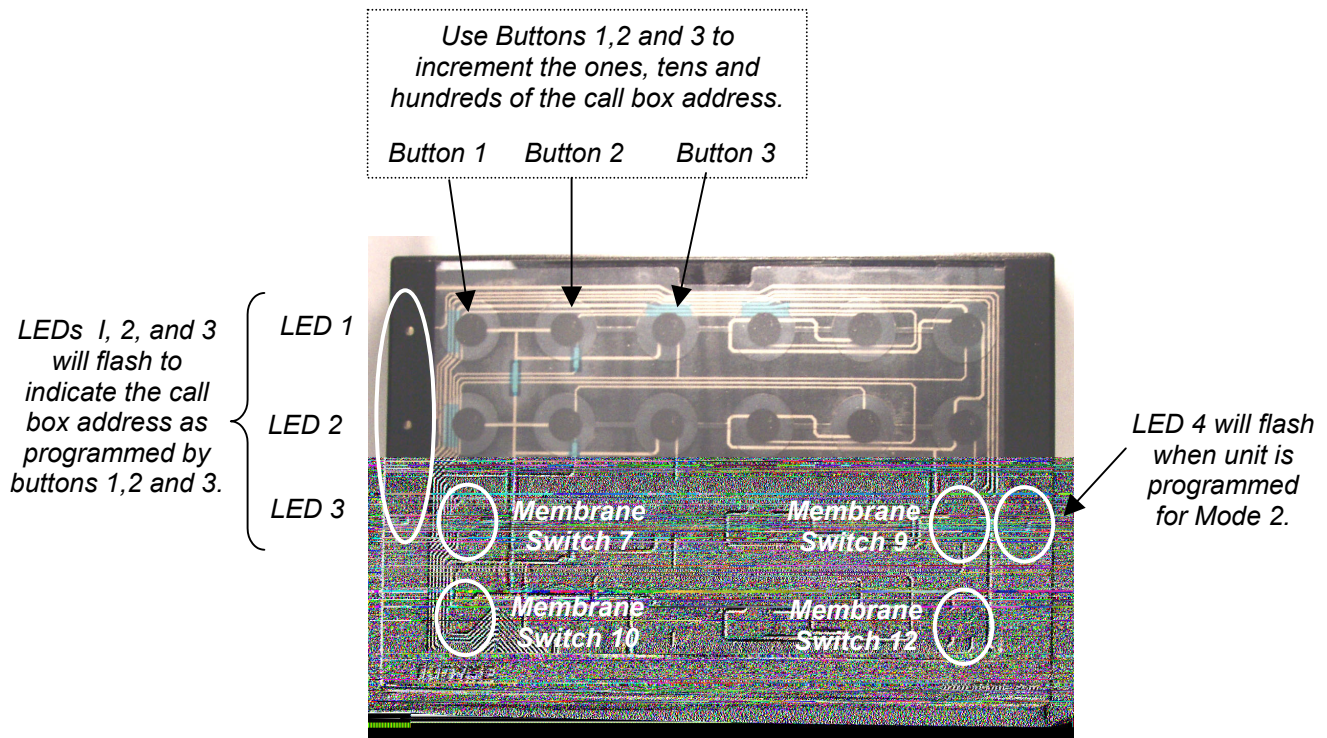


Figure 2: Membrane Switches 7,9,10 and 12

Mode Programming

The CB550 Customer Survey Box can be programmed for use as a Survey Box (Mode 1) or as a Call Box/Customer Survey Box (Mode 2). The chosen Mode must be programmed before the call box can be used. Membrane switches 7 and 9 are used to program the chosen Mode and the Mode programmed will be indicated by the number of times LED 4 flashes. Each Mode will operate as follows.

Mode 1: Survey Box Mode

All buttons work as Survey Answer Buttons. During typical operation, a beep will be heard if any button is pressed but no LEDs will flash.

Mode 2: Call Box/Survey Mode

Button 9 works as a **SET** button and button 12 works as a **RESET** button. Buttons 1 through 8, 10 and 11, work as Survey Answer Buttons. During typical operation a beep will be heard when the Set button (9) is pressed, and LED 4 will flash. A beep will also be heard when the Reset button (12) is pressed, causing Status LED 4 to stop flashing. A beep will be heard when any other button is pressed but no Status LEDs will flash.

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Programming the Mode: Using Buttons 7 and 9

Press and hold Membrane Switch buttons 7 and 9 simultaneously for about seven seconds to place the unit in Mode Programming Mode. Status LED 2 will flash and you will hear a short beep when the buttons have been held down long enough.

1. **Press button 1** to increment the Mode value. Status LED 1 will flash and you will hear a short beep with each press.
2. **Press button 12** to **SAVE** the new Mode value. The mode value will flash back on Status LED 1.
3. Status LED 3 will flash once to indicate that House Code "1" is programmed.

Example: Programming Mode 2

1. Press and hold buttons 7 and 9 until Status LED 2 flashes and/or you hear a short beep. (Approximately seven seconds)
2. Press button 1 twice.
3. Press button 12 to SAVE.
4. Verify that Status LED 1 flashes twice.

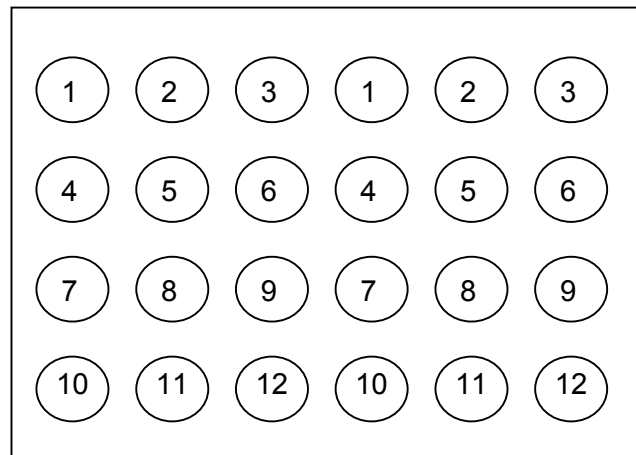


Figure 3: Number Sequence of Membrane Switches

Note: Though the Membrane Panel has 24 buttons, it is divided into two sets of 12 buttons, numbered 1 through 12. You can use any number from either set, but you can use each number only once. When using Button 1 from one set, Button 1 from the other set cannot be programmed for a separate function. The buttons are in parallel with one another and Button 1 from either set will be operate the same as Button 1 of the other set.

FCC Notice Of Compliance: This equipment complies with Part 15 of the FCC Rules. Any changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.