

OPERATOR GUIDE

Model 1500A Intercom Counter Station

Operation Tips

- Speak naturally into the microphone at a distance of about two inches
- Touch keys with the pad of your finger
- Press MIRROR to view yourself (2-way video only) – to aim camera, adjust display tilt

Lane Key indicators □

- RED (flashing rapidly) □ = □ Customer CALLING for service □
- GREEN □ = □ Customer in 2-WAY contact with your counter station □
- RED □ = □ Customer in 2-WAY contact with another counter station □
- GREEN (blinking slowly) □ = □ Customer placed on HOLD from your counter station □
- RED (blinking slowly) □ = □ Customer placed on HOLD from another counter station □
- GREEN (flashing rapidly) □ = □ Monitoring transaction on another counter station*

Counter Station

- To contact a customer callingTouch LANE key
- To place a customer on HOLDTouch the HOLD key
- To contact a customer on holdTouch the LANE key
- To end contact with customerTouch the active LANE key
- To cancel hold and end contactTouch the LANE key twice
- To talk over a customerTouch and hold the active LANE key
- To adjust incoming volumeTouch VOLUME UP or VOLUME DOWN key
- To enter/exit PRIVACY (headset) modeTouch the PRIVACY key
- To activate remote relaySee installer or administrator for instructions

Adjust Counter Station Handset Volume (1500AH)

- In SETUP MODE, touch PRIVACY and press VOLUME UP or DOWN
- If further handset transmit or receive volume adjustment is needed, contact your technical support provider

Wireless Headset

- To use a wireless headset, touch PRIVACY, activate the headset, and select the flashing lane key
- If the headset is the preferred method, leave privacy on
- To increase headset battery life, deactivate the headset between customer interactions

Handset

- To answer a call, pick up the handset and touch the rapidly flashing lane key
- To place a customer on hold, touch HOLD
- To speak to a customer on hold, pick up the handset and touch the lane key

Counter Station Video

- To adjust outside camera on selected lane.....Touch CAMERA UP or CAMERA DOWN key
- To view yourself (to aim camera)Touch MIRROR key (30 second time-out)
- To view outgoing video programHold MIRROR key 3 seconds (no lane selected)
- To pause lane camera scrollingTouch HOLD key (no lane selected)
- To view next lane cameraTouch CAMERA UP key (no lane selected)
- To view previous lane cameraTouch CAMERA DOWN key (no lane selected)

Adjust Ringtones and Ringer Volume

- Touch and hold the SETUP key until lights next to CAMERA and VOLUME keys blink
- Touch CAMERA UP and DOWN to select one of 16 ringtones
- Touch VOLUME UP and DOWN to set ringer volume



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