

OPERATOR CARD

Audio Authority Audio/Video Counter Station

Lane Key indicators are interpreted as follows:

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*

Operate Counter Station as follows:

- To CONTACT a customer callingPress the LANE key
- To place a customer on HOLDPress the HOLD key (indicator blinks)
- To CONTACT a customer on holdPress the LANE key
- To END contact with customerPress the active LANE key
- To CANCEL hold and END contactPress the LANE key twice
- To TALK OVER a customerPress and hold the active LANE key
- To adjust incoming volumePress VOLUME UP or VOLUME DOWN key
- To enter/exit PRIVACY (headset) modePress the PRIVACY key
- To activate remote relayPress and hold HOLD key** (30 seconds max)

If unit is equipped with video:

- To adjust outside cameraPress CAMERA UP or CAMERA DOWN key
- To view yourselfPress MIRROR key (30 second time-out)
- To view outgoing video programHold MIRROR key 3 seconds (no lane selected)
- To pause lane camera scrollingPress HOLD key (no lane selected)
- To view next lane cameraPress CAMERA UP key (no lane selected)
- To view previous lane cameraPress CAMERA DOWN key (no lane selected)

Notes: 1) Speak naturally into the microphone at a distance of about two inches. 2) To operate keys, simply touch with the pad of your finger. 3) Press and hold the SETUP key for one second to adjust ringtone type and volume; then press PRIVACY to adjust headset microphone level.

* If your counter station is configured as the Supervisor, you may monitor a transaction by selecting an active (RED) Lane key.

**Remote relay operation must be configured from the system Setup menu.



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