

OPERATOR GUIDE

Audio Authority Series 1580 Counter Station

Green Lane Key Lights

- Flashing** (*Rapidly*) = Customer calling
- On** = Customer in 2-way contact
- Blinking** (*Slowly*) = Customer placed on HOLD

Operation Tips

- Speak naturally into the microphone at a distance of about two inches
- Touch keys with the pad of your finger
- Video: Press MIRROR to center your image in the lane display

Counter Station

- To contact a customer callingTouch LANE key or pick up handset (1580H only)
- To place a customer on HOLDTouch the HOLD key or hang up handset (light blinks)
- 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 relayTouch and hold the HOLD key (30 seconds max)

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, the first calling lane is automatically selected
- To place a customer on HOLD, hang up the handset
- To speak to a customer on HOLD, pick up the handset and touch the lane key

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Counter Station Video

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

Adjust Counter Station Handset Volume (1580H)

- 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



2048 Mercer Road, Lexington, Kentucky 40511-1071
Phone: 859-233-4599 • Fax: 859-233-4510
Customer Toll-Free USA & Canada: 800-322-8346
www.audioauthority.com • support@audioauthority.com

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