

# OPERATOR GUIDE

## Series 1500 Intercom Counter Stations

### 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 Lights

- 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 (Master Teller)

### Counter Station

- To contact a customer calling . . . . . Touch LANE key
- To place a customer on HOLD . . . . . Touch the HOLD key
- To contact a customer on hold . . . . . Touch the LANE key
- To end contact with customer . . . . . Touch the active LANE key
- To cancel hold and end contact . . . . . Touch the LANE key twice
- To talk over a customer . . . . . Touch and hold the active LANE key
- To adjust incoming volume. . . . . Touch VOLUME UP or VOLUME DOWN key
- To enter/exit PRIVACY (headset) mode . . . . . Touch the PRIVACY key
- To activate remote relay . . . . . See installer or administrator for instructions

### Adjust Counter Station Handset Volume (1500AH or 1503B) or Headset Volume (e.g. 1542S)

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

## Wireless Headset

- To use a wireless headset, touch PRIVACY, activate the headset, and select the flashing lane key
- If the headset is your preferred method of operation, 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 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 camera . . . . .Touch 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

