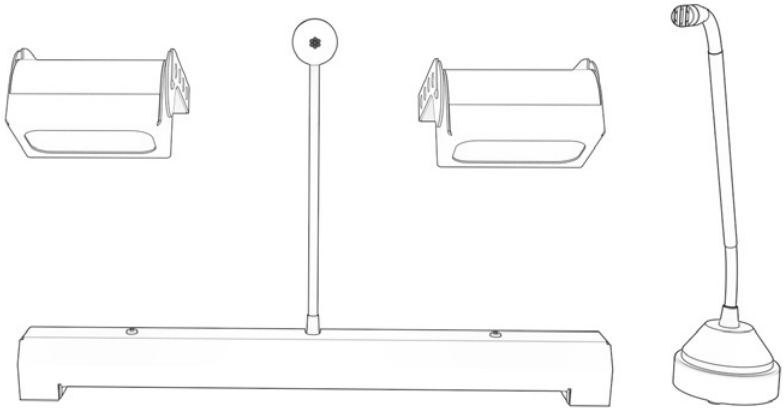
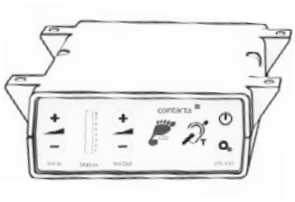
contacta

Speech Transfer System
STS-K015-01





Installation & User Guide

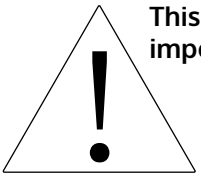
August 2016 v1.0

Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat risters, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
13. Unplug the apparatus during lightning storms or when unused for long periods of time.
14. Refer to all qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

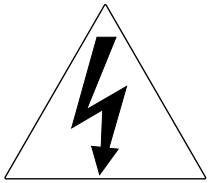
Safety Precautions

Thank you for purchasing this system. Before using, please read the following guide to ensure correct usage. After reading, store this guide in a safe place for future reference. Incorrect handling of this product could possibly result in personal injury or physical damage. The manufacturer assumes no responsibility for any damage caused by mishandling that is beyond normal usage defined in this manual.



This symbol is used to alert you to important instructions within this manual.

This symbol is used to alert you to the dangers of getting an electric shock.



- Ensure that you only use the supplied power supply. Do not attempt to install your own power supply system otherwise damage may occur.
- Do not attempt to dismantle or modify any parts of the unit. No user serviceable fuses or parts are included.
- Ensure the system is not installed in areas of high ambient temperatures or high levels of humidity or dust.
- It should not be exposed to direct sunlight or be placed next to vibrating or heat generating equipment.
- This system is designed for indoor use only.
- Do not place the unit on an unstable surface.
- Do not insert liquids or foreign objects. This could result in fire or electrical shock. If liquids or foreign objects should enter, immediately turn off the power switch, disconnect the power plug from the power outlet and contact your local dealer.
- Ensure the aerial is taped down securely. Do not leave any trailing leads that may cause a trip hazard.

If a problem occurs with the equipment, first refer to the Troubleshooting section of this guide, and run through the suggested checks. If this does not resolve the problem contact your dealer. They will tell you what warranty condition is applied.

Contents

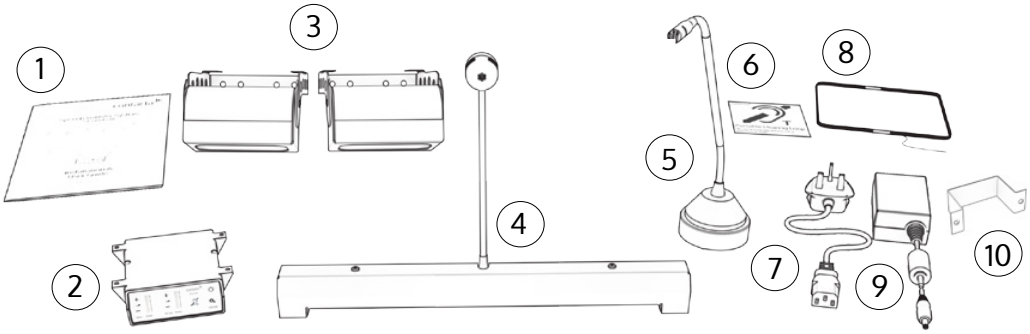
Product Overview

Speech transfer systems provide assistance for clear communication where normal speech is impaired by use of glass, a security screen or other similar barriers.

There is also a hearing loop facility included which provides additional assistance for hearing device wearers.

Components

1. Installation and User Manual
2. Amplifier
3. Overhead Speaker x2
4. Bridge Bar Unit
5. Staff Microphone
6. Hearing Loop Sticker
7. IEC Lead
8. Hearing Loop Aerial
9. Power Supply
10. Mounting Bracket



Also included is a Fixing Kit, which contains:

1. Adhesive Clip x10
2. No.6 x 1/2" Countersunk Screws x15
3. P-Clips x6

Tools Required

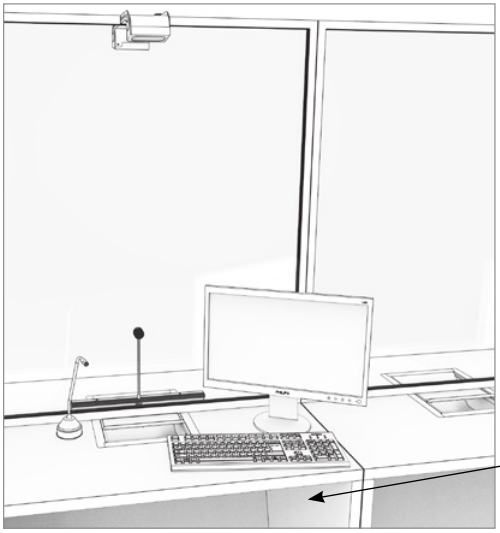
Your basic toolkit will include:

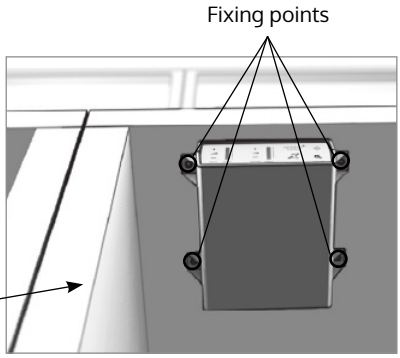
- Screwdrivers (Flat or Blade 2.5mm and Phillips Head PH2)
- Battery or Mains Drill
- Drillbits: 2mm, 3mm, 5mm and 7mm
- Allen Key Set
- Cable Tacking Gun (10mm)
- Wire Cutters/Strippers
- Pliers
- Tape Measure
- Pencil or Marker Pen
- Torch
- Cable Ties
- Electrical Insulation Tape
- Trunking

Installation Instructions

Install the Staff Microphone, Amplifier, Overhead Loudspeakers, Bridge Bar Unit and Surface Mic in the order described below. If you have followed the steps closely and the system is not functioning as intended, consult Troubleshooting on page 14.

Staff Microphone, Amplifier and Overhead Loudspeakers





1. Place the staff microphone on the staff side of the counter top, ensuring that it does not cause an obstruction and is as close to staff as possible.

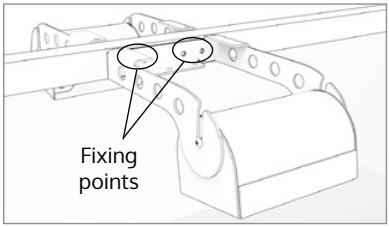
2. Place the amplifier under the staff counter, ensuring that it will not obstruct staff when they are sitting.

3. Mark the 4 fixing points for the amplifier under the counter.

4. Drill and fix the amplifier in place using the supplied screws.

5. Use the cable management hole to run the staff microphone cable back to the amplifier. If there is not already a cable management hole, one will need to be drilled in a suitable location near the rear of the counter.

5. Install the overhead loudspeakers:



   a. Find a location on the staff side directly above the pass-through tray. Ensure there is sufficient space and there is no glass behind where you want to drill.

   b. Check the cable route to the amplifier situated under the counter. Ensure access through the counter top and suitable cable length. Drill a cable hole through the rear of the counter if neccesary.

   c. Mark 2x fixing points to attach the overhead speakers.

   d. Drill pilot holes and attach the loudspeaker bracket assembly using supplied screws.

   e. Route the cable from the loudspeaker back to the amplifier in a neat and tidy fashion, using cable containment where required.

   f. Repeat the above steps on the customer side of the counter.

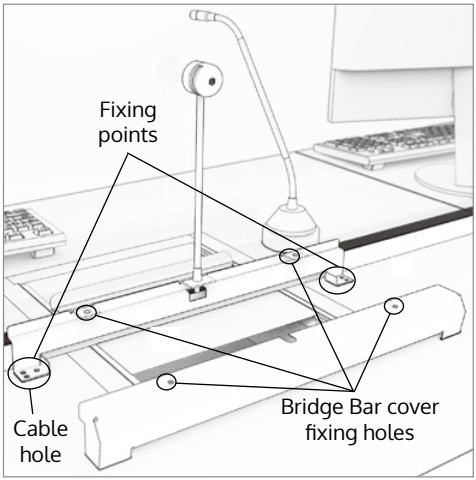
6. Install the power supply close to a power socket outlet using the supplied mounting bracket and fixing screws.

Bridge Bar Unit and Surface Mic

1. Position the bridge bar unit on the customer side of the counter top in a central location or around the pass-through tray if present.

2. Ensure the microphone and bridge bar are flat against the screen.

3. Mark the 2 fixing points and 1 cable route hole ready for drilling.



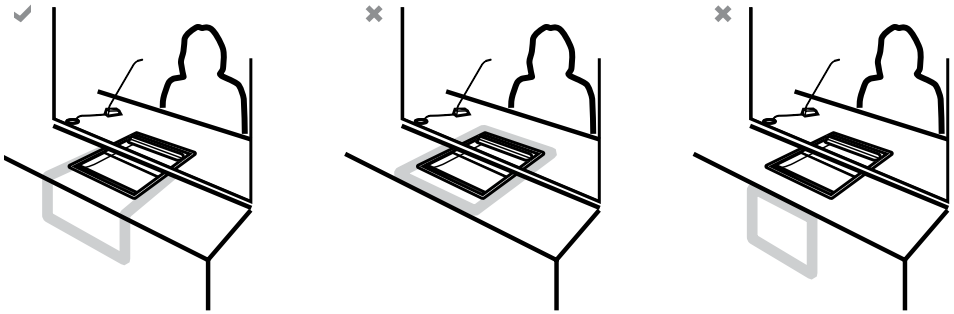
4. Drill pilot holes and a cable hole and attach the assembly with the supplied screws.

6. Feed wiring through the cable hole back to the amplifier. Using provided fixing holes and screws, attach the bridge bar cover carefully to avoid damage to wiring.

Hearing Loop Installation

The aerial should be fixed under the desk-top or counter centrally on the customer side, one half mounted horizontally under the counter and the other half mounted vertically, facing the customer (as in the first scenario below).

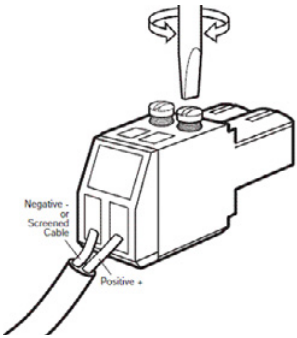
Position the aerial under the counter using either the provided P-clips or another fixing method of your choice. See the diagram below for recommended positioning.



Ensure all hearing loop signage is displayed clearly.

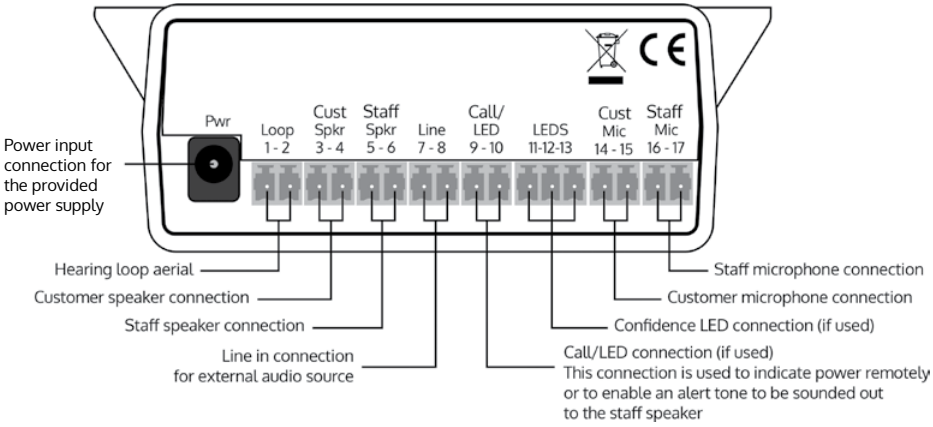
Connections

Trim the cables if necessary (apart from the power supply) to the required length for connection to the back of the amplifier. Bare approximately 6mm of the cable ends for connection to the 2 pin plugs (see diagram below).

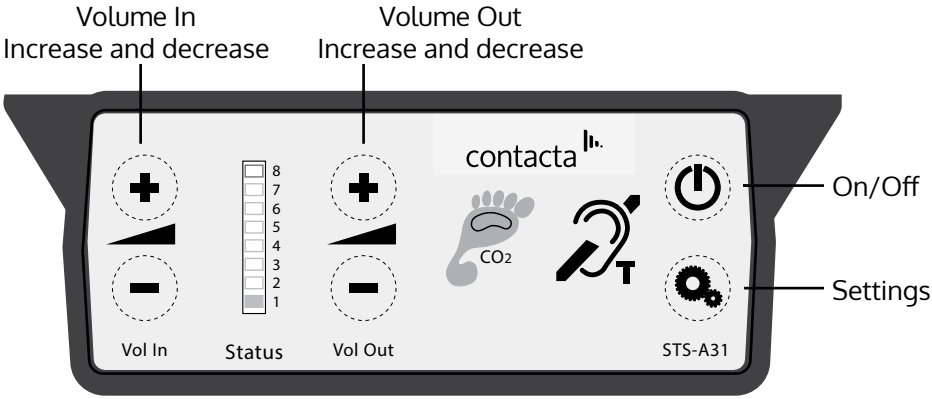


Rear Amplifier Connections

Connect all green plugs to the back of the amplifier, observing the correct locations printed about the sockets (see below diagram).



Overview of Front Panel Buttons



Engineer Mode

To enter Engineer Mode, cycle the power.

To do this either:

- Switch the power off at the wall socket and back on again.
  or
- Remove the power connector and re-insert it.

1. Simultaneously press and release:
   - Settings button
   - Volume In increase button
   - Volume Out increase button

The on/off and settings buttons in Engineer Mode operate as follows:

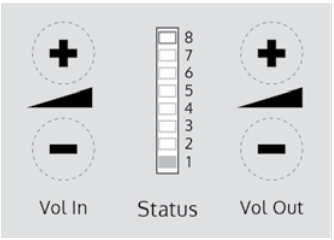
 Move to the next Setup Area  Save and exit Engineer Mode

Setup Areas

Whilst in Engineer Mode, there are 3 editable Setup Areas. You will always enter Setup Area 1 first. The green LED will flash to indicate which Setup Area you are in.

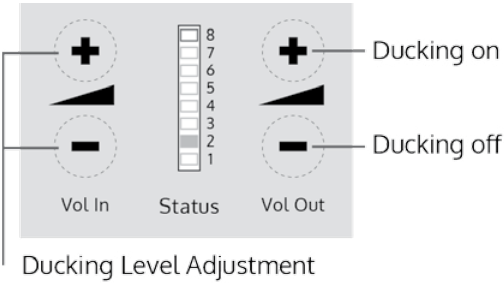
Setup Area 1:
Maximum Volume Adjustment

Set the maximum volume using the below buttons.



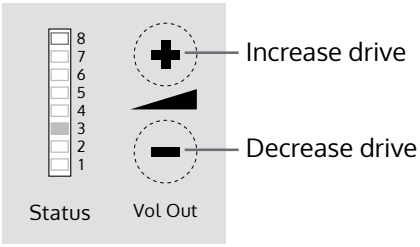
Setup Area 2:
Ducking Adjustment

Turn on/off and increase/decrease ducking levels using the below buttons.



Setup Area 3:
Hearing Loop Drive Adjustment

Drive level increase/decrease using the below buttons.



The drive level should be adjusted so the red LED 8 is illuminated only when there are peaks in the speech volume.

If the amplifier does not have a loop attached, you can turn off the red loop fault LED 8 by adjusting the drive down to off.

Please note:

- If the amplifier detects an error in its' settings memory it will restore itself to factory default settings.
- The amplifier will exit Engineer Mode if the "On/Off" button is pressed at any time or if no button has been pressed for a period of 2 minutes.

Factory Default Settings

To return to the factory default settings:

1. Unplug the power supply and then reconnect it.
2. Press the “On/Off” button and Volume In - button together, then release.
3. The status LED bar graph will show a fixed pattern of LEDs indicating the firmware revision number, followed by all LEDs illuminated - this indicates that the default settings have been restored.

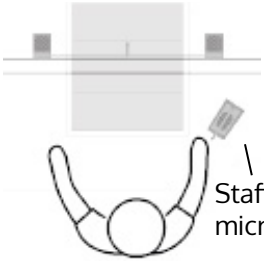
Initial Set-Up

To achieve the best possible performance, we recommend following the below steps:

1. Ensure the customer and staff volumes are turned completely down
2. Adjust staff (Volume In) volume to a comfortable level
3. Increase customer (Volume Out) volume until feedback is heard
4. Decrease customer (Volume Out) volume until feedback is just eliminated

Once you have followed the above steps:

1. Ensure staff microphone is no more than 300mm away from the staff member when sitting.
2. Check amplifier is fully functional by ensuring the red ‘fault’ light is NOT showing on the front.



If there is insufficient volume, enter Engineer Mode and raise max volume settings, then exit Engineer Mode and repeat initial setup.

The system is now ready to use. Speak into the microphone to converse easily through glass.

Troubleshooting

Symptom	Possible Fault	Action
There is no power detected through amplifier (and there is power at the socket).	1) Power jack not plugged in or faulty. 2) Plug fuse has blown. 3) Faulty power supply unit. 4) Faulty amplifier.	1) Check power jack is firmly plugged in. 2) Replace fuse, but if it blows again contact your supplier. 3) Replace the power supply unit. 4) Replace amplifier.
The red LED is lluminated on front panel.	1) **Constant red LED:** Staff or customer microphone fault. 2) **Red LED comes on after speech:** Induction loop fault.	1) Ensure microphone is wired correctly and firmly plugged in. Try alternative microphone to ensure port is working. 2) Ensure induction loop connector is wired correctly and firmly plugged in.
I can't hear audio through the induction loop.	1) Induction loop or microphone is disconnected. 2) Faulty loop tester.	1) Check instructions for correct connections and, if possible, check the hearing device with a known working hearing loop. 2) Ensure loop tester has a new set of batteries.
I can hear interference through speakers (buzzing / whistling / hissing).	1) Unscreened or poorly earthed third party equipment is being used in close proximity. 2) Internal volume gain set to high. 3) Incorrect power supply being used.	1) Switch off any third party equipment to identify the source of interference. 2) Access the amplifier Engineer Mode to adjust the internal settings. 3) Ensure that our grounded power supply unit is connected.
Amplifier goes into feedback.	1) Internal volume gain set to high. 2) Microphone positioned too close to speaker.	1) Access the amplifier Engineer Mode to adjust the internal settings. 2) Move the microphone to a location further from the speaker.
Unit does not go into power saving mode.	1) Ambient noise in area is too high.	1) Switch off any air con systems, desktop fans and or computers to reduce ambient noise.

If no action is successful please seek assistance from your distributor or a Contacta installer.

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Contact your local distributor for further information.

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