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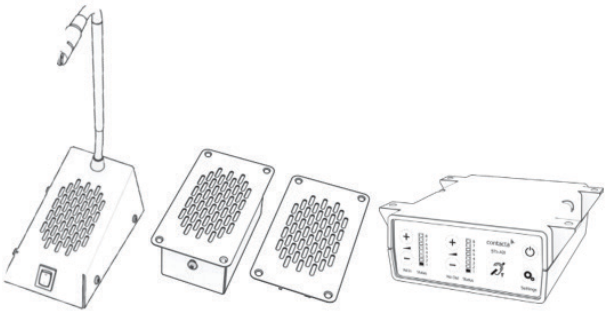
Window Intercom System

STS-K003-B-MESH-KIT
Flush Mounted System



Installation & User Guide

Contents

Product Overview

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

Kit Components

1. STS-A31H Window Intercom Amplifier
2. STS-SU1-3W-B Staff Unit
3. STS-S61-B-MESH Customer Flush Mount Speaker
4. STS-M56-B-MESH Customer Flush Mount Microphone
5. STS-CALL-BUTTON-ASSEMBLY
6. PS-55 Power Supply
7. STS-K003-FIXINGS
   (x8) 18-8 Stainless Split Lock Washer, (x8) 18-8 Stainless Locknut, (x8) Stainless Tamper-Resistant Button Head Torx Screws, (x1) Tamper Resistant Torx L-Key

Pre-Installed Components

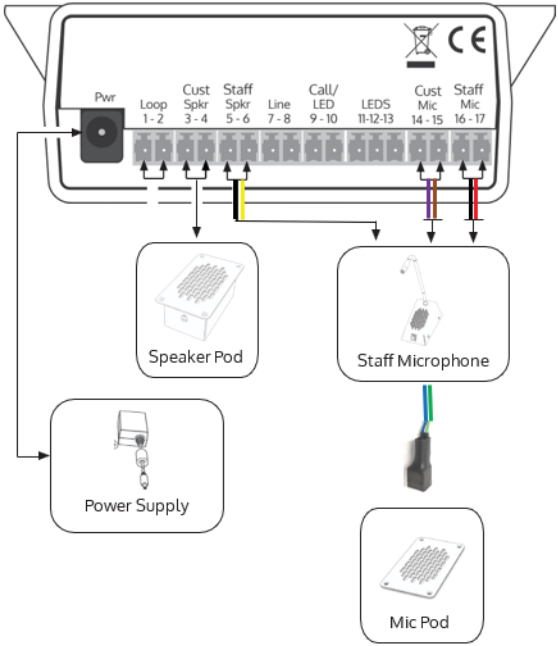
The STS STS-S61-B-MESH Customer Flush Mount Speaker, STS-M56-B-MESH Customer Flush Mount Microphone and STS-CALL-BUTTON-ASSEMBLY will come integrated into the Ready Access Deal Tray.

Wiring Intructions

1. Once the Ready Access Deal Tray is in place, position the STS-SU1-3W-B Staff Unit on the Staff Counter ensuring that it does not cause an obstruction and is as close to staff as possible.

2. Connect the STS STS-S61-B-MESH Customer Flush Mount Speaker into connection ports labeled 3 - 4.
3. Connect the STS-M56-B-MESH Customer Flush Mount Microphone into the female connector coming out of the STS-SU1-3W-B Staff Unit. It is the Blue and Green Wire labeled 'Customer Mic'.
4. Connect the remaining connections from the STS-SU1-3W-B Staff Unit into the rear of the STS-A31H Window Intercom Amplifier.
   a. Connect the Yellow and Black Wire, labeled 'A31 Pins 5/6' into the Staff Speaker ports labeled 5 - 6.
   b. Connect the Purple and Brown Wire, labeled 'A31 – Cust. Mic.' into connection ports labeled 14-15.
   c. Connect the White and Red Wire, labeled 'A31 – Staff Mic.' Into connection ports labeled 16-17.
5. Connect the PS-55 Power Supply into the STS-A31H Window Intercom Amplifier.

Amplifier Connections



STS-SJB-RJ11 Break-Out-Box (BOB) Installation (Optional)

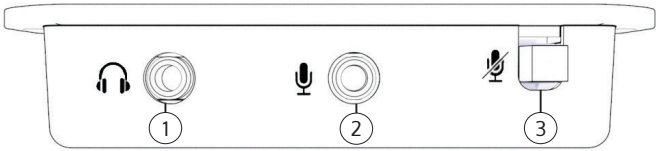
If you are not installing this component, skip to Page 10.

A STS-SJB Break-Out-Box can be used in addition to or as a replacement to the STS-SU1-3W-B Staff Unit. This allows the staff to utilize headsets to hear clearly in service-points where ambient noise conditions are high.

Two versions are available:
STS-SJB-3.5: Uses 3.5mm audio jacks for connection to a wired headset [HEADSET-1-3.5]. This model is only compatible with headsets which have split 3.5mm connections for microphone and speaker.
STS-SJB-RJ11: Uses an RJ11 connector, compatible with headsets utilizing RJ11 connection cable for easy set up. This model is compatible with a wired headset [HEADSET-1-RJ11] or a wireless option [HEADSET-DECT-1].

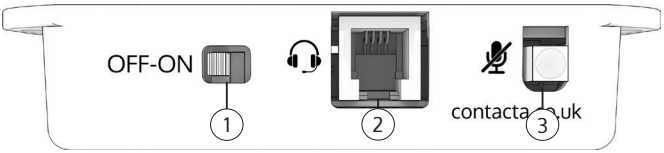
Connections

Front Panel STS-SJB-3.5



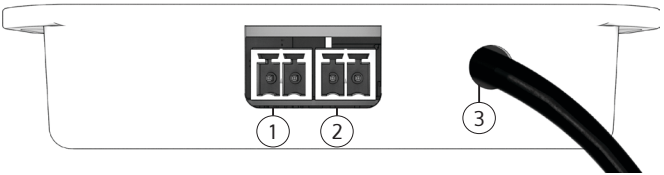
1. **Headphone Port:** 3.5mm audio jack for the headphones.
2. **Microphone Port:** 3.5mm audio jack for the microphone.
3. **Mute:** Press this button in to mute a connected microphone.

Front Panel STS-SJB-RJ11



1. **Off/On:** Alternate between the Staff Unit 'Off' and a connected headset 'On'. To utilize the STS-SJB-RJ11, the toggle needs to be in the 'On' position.
2. **Headset Port:** RJ11 headset port
3. **Mute:** Press this button in to mute a connected microphone.

Rear Panel STS-SJB-RJ11

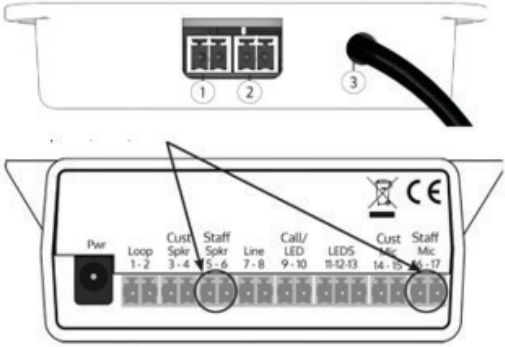


1. **Microphone Port:** Staff Microphone connection.
2. **Speaker Port:** Staff Speaker Connection.
3. **STS-A31H Window Intercom Connection Cable:** Connection to Ampilfier.

Connecting the STS-SJB Break-Out-Box to the STS-A31H Window Intercom Amplifier

1. Unplug the STS-SU1-3W-B Staff Unit Speaker Wire (Connections 5-6) and Staff Microphone Wire (Connections 16-17) from the rear panel of the STS-A31H Amplifier. Plug them into the matching speaker and microphone ports in the rear panel of the STS-SJB-RJ11 Break-Out-Box.

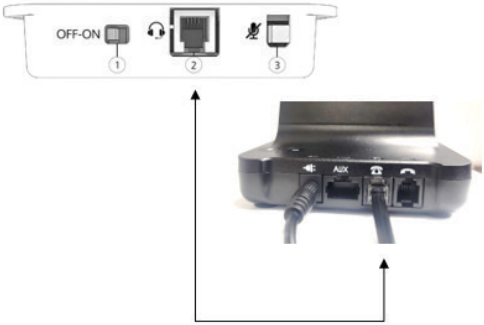
2. Connect the black cable from the Rear Panel STS-SJB-RJ11 to the STS-A31H Amplifier.
   a. Connect the Black and Yellow cables into the Staff Speaker connection ports 5-6.
   b. Connect the Red, Black and White cables into the Staff Microphone connection ports 16-17.



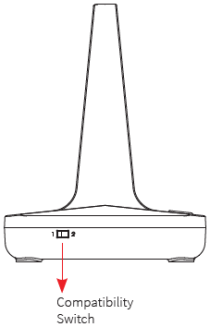
3. Connect your headset to the STS-SJB Break-Out-Box.
   a. Wired Headsets: For the STS-SJB-3.5 and STS-SJB-RJ11 models, headsets are plugged into the Front Panel and then are ready for use.
   b. Wireless Headsets: For the STS-SJB-RJ11 model, the wireless HEADSET-DECT-1 can be used. (see instructions below).

Connecting the STS-SJB-RJ11 Break-Out-Box to the HEADSET-1-DECT Wireless Headset

1. In the box of the HEADSET-DECT-1, use the provided RJ11 cable to connect the wireless headset base middle port with the home icon to Telephone Port on the front panel of the STS-SJB-RJ11 Break-Out-Box.



2. Adjust the switch on the side of the wireless headset base to **Position 2**.



3. If used with STS-SU1-3W-B Staff Unit, ensure that the Staff Unit toggle on the base is in the Dual Mute position.

Note: The wireless headset should be charged on the base for 4-8 hours prior to first use.

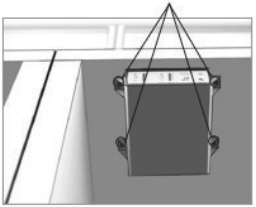
Pairing the Wireless Headset

1. Unplug the power cord from the base station.
2. Place the headset onto the base station cradle.
3. Reconnect the power cord will initiate the flashing green lights.
4. On the headset, press and hold the mute button for 2-3 seconds until the blue light flashes.
5. When the blue flashing lights stop flashing, this confirms a successful pairing. The headset is now ready to use.

Counter Installation of the STS-A31H Window Intercom Amplifier

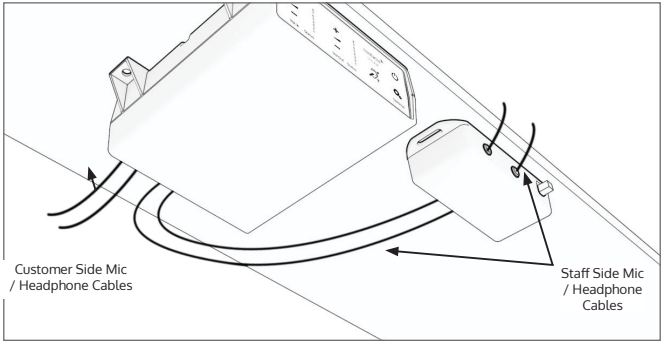
1. With all of the customer and microphone components connected to the STS-A31H Amplifier, position the amplifier under the staff counter, ensuring that it will not obstruct staff when they are sitting.

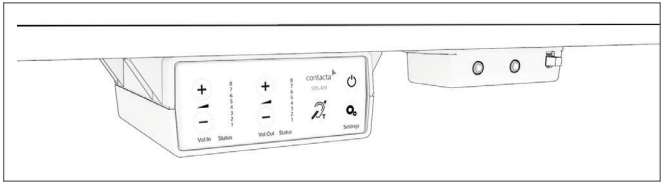
2. The STS-A31H Amplifier has a built-in mounting holes. Drill and fix the amplifier in place using the supplied screws.



3. If applicable, use a cable management hole to run the staff microphone cable back to the amplifier. If there is not already a cable management hole, drill in a suitable location near the rear of the surface.

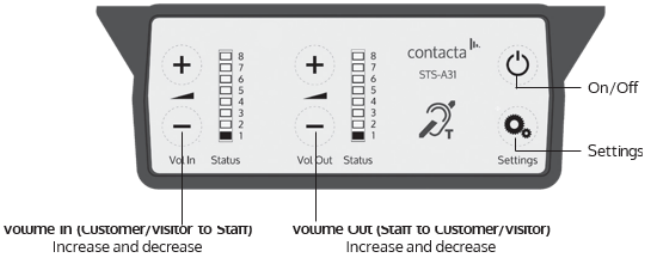
4. The PS-55 Power Supply can be installed next to the STS-A31H Window Intercom Amplifier with supplied mounting bracket and fixing screws. It is optimal for the PS-55 Power Supply to be plugged into an electrical outlet directly and not into a power strip or via other electrical outlets on devices such as a powered desk.





STS-A31H Amplifier Setup

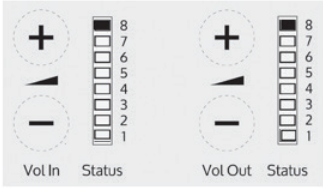
Overview of Front Panel Buttons



Setup

1. Power on the amplifier by pressing the On/Off button.
2. When powered and in normal operational mode the amplifier will display Volume In LED 1 and Volume Out LED 1 as steady green.
3. When the amplifier is switched off, all audio is muted and none of the LEDs are illuminated. Pressing any button will turn the amplifier on again.
4. Adjust Volume In and Volume Out to a comfortable level.
5. Press and hold the Volume In (+) or (-) buttons to increase or decrease the level. The corresponding LED bar will show the volume setting.
6. Check the amplifier is fully functional by ensuring the red 'fault' light is NOT showing on the front.
7. The Amplifier is now set up.

Fault Diagnosis LEDs



- Volume In LED 8 will stay red if there is a fault with the staff microphone.
- Volume Out LED 8 will stay red if there is a fault with the customer/ visitor microphone.
- Volume In LED 8 will flash red if there is a fault with the loop (e.g. a broken aerial).

Factory Default Settings

To return the amplifier to the factory default settings:

1. Unplug the power supply and then reconnect it.
2. The LED indicators will show a light pattern in the "Vol In" column. This indicates the firmware revision. This will be followed by a green light at the bottom of each column.
3. Within 20 seconds, press the On/Off button and Volume In (-) button together, then release them.
4. The "Vol In" column will again indicate the firmware revision. This indicates that the settings have been restored.

Troubleshooting

Symptom	Possible Fault	Action
There is no power detected through the 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. If it blows again, replace the power supply unit. 3) Replace the power supply unit. 4) Replace amplifier.
The red LED is illuminated on front panel.	1) **Constant red LED**: Staff or customer/visitor 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) Loop tester has a fault.	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 engineers 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 engineers 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.

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