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The system allows the operator to answer incoming calls in order of receipt. It is also possible to assign one station priority over all others. Multiple selectors can be used with the system to allow the calls to be answered from more than one location within the facility. It consists of a compact controller that rests on the counter and a controller that resides under the counter or in an equipment room. It can interface with 3M wireless headset systems, and when you use it with multiple selectors, operators can communicate with two different customers simultaneously. There are two different types of selectors. The newer version is the same type as the Performance Series. It is very simple to use, but if you need help, we have multiple documents to assist you. We recommend that you print the "wall placard" if you do not already have a copy. If there is something you would like to see added to our collection, please contact us. Scroll down through the pictures below to get the information you need. The first headset on the market featuring in store reparability and Smart technology. Combined with it's lightweight and comfortable design, industry known sound clarity, and the Basestation Package makes this Drive thru system, Clearly the Sound Decision. Options include an internal audio greeter, drive thru timer and a range extender. This system uses the same batteries and chargers as the C1060. View our video tutorial. View our video tutorial. There are many, many of these systems operating in excellent condition all over the nation. This system uses the same batteries and chargers as the XT1. View our video tutorial. You must also reprogram if you have changed channels. Interference can cause other problems such as limited range. ESS still services C960 systems with 3M OEM parts. The C960 shares many components with

the C860 and C1025 such as the battery charger, batteries and programming cable. You must also reprogram if you have changed your channels.http://www.eagleeyebird.com.au/files/cru-dataport-manual.xml

ESS still services the C860 with 3M OEM parts, but some parts have been discontinued, so there is limited availability. You must also reprogram if you have changed your channels. You must also reprogram if you have changed your channels. The D15 model DA is still in production and has been since the early 80s. It is an industry favorite because of its incredible durability and simplicity of use. It can interface with RDM wireless headset systems, and when you use it with multiple selectors, operators can communicate with two different customers simultaneously. We recommend that you print the "wall placard" if you do not already have a copy. Nashville TN, 37203 615 3409033. We provide our customers with 100 percent defectfree repair services on the following Friendly and Reliable Customer Service. Click here for more. Pr oblem Isolation Pr ocedure Use the troubleshooting table on the following pag es to help isolate the problem 1. Start at the top of the table and work down to the bottom. 2. For each sym ptom listed, determ ine if it applies to the situation. 3. If a symptom does apply, check u the box adjacent t o the symptom. 4. Read across the table to the possible causes and corrections listed in the middle and right columns. 5. In vestigate these possible causes and im plement the corrections. Possible causes are listed in the order in which they are most likely to occur. Problem Isolation Procedure Use the troubleshooting table on the following pages to help isolate the problem 1. Start at the top of the table and work down to the bottom. 2. Page 2 Technician Troubleshooting Guide Model 478 D15 Figure 1. Operating Controls Key 1 Control Name Power Switch Function Controls application of power to the system. Page 3 Model 478 D15 Technician Troubleshooting Guide Troubleshooting Table Problem No inbound audio. Power Indicator Light green is OFF. Inbound audio distorted. No outbound audio. Power Indicator Light green is OFF.

With car on loop, VEHICLE Indicator Light yellow is ON, but vehicle detection tone does not sound. Model 478 D15 Possible Cause Correction Defective menu speaker, menu mic, or wiring. Check and replace menu speaker, menu mic, or wiring. Defective analog board. Check and replace analog board. Page 5 Troubleshooting Guide Model 481 BA D20 6Channel Intercom System Introduction The Model 481 is a 6channel intercom system that is typically used to provide communication between store counters and pump islands in selfservice gas stations, convenience stores and truck stops. 3 Intracom D20 OFF ON ME VOLU SP206A Problem Isolation Procedure Use the troubleshooting table on the following pages to help isolate the problem 1. Start at the top of the table and work down to the bottom. 2. Page 6 Technician Troubleshooting Guide Model 481BA D20 8 6 9 7 3 Intracom D20 5 OFF ON ME VOLU 4 1 2 3 SP205A Figure 1. Operating Controls Key Control Name Function 1 Power Switch Provides power to mainstation. 2 Power Indicator Light Indicates power is on and the system is ready to operate. 3 Volume Control Adjusts INCOMING audio level. NOTE Volume level adjustments for alert tone and outside speakers are set by the installer. Page 7 Model 481BA D20 Technician Troubleshooting Guide Troubleshooting Table Problem Possible Cause Correction No inbound audio. No AC power to the unit. Check power supply transformer or wall outlet. No inbound audio Defective logic board or touch pad. Check and replace logic board or touch pad. Page 8 Technician Troubleshooting Guide Problem The VEHICLE Indicator Light yellow is OFF and the vehicle detection tone does not sound. Model 481BA D20 Possible Cause Correction Defective call switch. Check and replace call switch. Defective analog or logic board. Check and replace analog or logic board. Unit will not return to standby mode when STANDBY Switch is pressed. Defective logic board. Check and replace logic board. Unit will not come out of standby mode.

Page 9 Troubleshooting Guide Model 479 D30 2Channel Intercom System Introduction The Model 479 is a 2channel intercom system that is typically used to provide communication between store

counters and pump islands in selfservice gas stations, convenience stores and truck stops. Problem Isolation Procedure Use the troubleshooting table on the following pages to help isolate the problem 1. Start at the top of the table and work down to the bottom. 2. Page 10 Technician Troubleshooting Guide Model 479 D30 6 5 3 5 1 2 4 SP208A Figure 1. Operating Controls Key 1 Control Name Function Power Switch Controls application of power to the system. Operator touches switch to talk and releases switch to listen. Page 11 Model 479 D30 Technician Troubleshooting Guide Troubleshooting Table Problem No inbound audio. Model 479 D30 Possible Cause Correction Defective menu speaker, menu mic, or wiring. Model C1060. Installation InstructionsTypical Single Lane Installation. Battery Charger. Speaker and Microphone Assemblies. Standard Systems. Duplex Systems. Base Station. Programming Station. Connecting the Base Station Directly to Components. Connecting the Base Station to Components Using the Optional Interconnect Module. Connecting the Auxiliary Intercom Optional. Dual Lane System Installation. Cross Lane System Installation. Setting Audio Levels. Duplex Systems Only. Circuit Board Jumpers, Adjustment Controls, Indicators and Switches. Jumpers. Troubleshooting Audio Feedback. Technical Assistance. Figure 1. Typical Installation. Figure 3. Base Station Mounting Holes. Figure 4. Programming Station Mounting Holes. Figure 7. Connecting Components to the Interconnect Module. Figure 1. Typical Installation. Material Required not suppliedImportantInstall the battery charger and begin charging the batteries before you install any other components. Install the battery charger in a clean, dry environment. An office location is best.

The battery charger may be placed on a flat surface such as a table, desk, etc., or it can be fastened to a wall using The three green lights on the battery charger will turn on. To charge a battery, plug it into the charger as shown in Figure 2. Observe the charging status indicator next to The indicator lights RED to indicate the battery is charging. The indicator lights GREEN to indicate the battery is fully charged. This repeating tone continues for two minutes. Standard Systems. Duplex Systems Base StationAt least 3 feet from large metal objects such as refrigerators, ranges, coolers, etc., and other metal or Important. Do not mount base station under steel countertops, within 3 feet of Figure 3. Base Station Mounting HolesKeep the transformer cable at least 6 inches from the left half of the base station. This half contains sensitiveAn 18 inch cable is provided to connect between the base station and the programming station. Important. Allow enough room below the programming station to allow insertion of the Do not mount programming station too Figure 4. Programming Station Mounting HolesImportantModule. Connect the base station to the interconnect module as shown in Figure 6. Note that the connections are made to Supplied with Duplex Mic. Figure 7. Connecting Components to the Interconnect ModuleThe presence alert shown is wired to operate only when the Model C1060 is turned off. If a separate outside microphone is used, the auxiliary intercom must be configured for OUTSIDE MIC. Refer to the Auxiliary Intercom Installation Instructions for information about moving any internal jumpers. Dual Lane System Installation. A dual lane system consists of two separate single lane systems that operate independently of each other. EachTo install a dual lane systemImportant. Base station models C921 and earlier must be mounted at least 25 feet apart. Base station models C922 may be mounted as close as 2 feet apart. This designates the base station as a lane 1 system. Important.

Do not set both base stations to the same lane number as this will causeCrossLane System Installation. The CrossLane system provides communication for facilities that have two menu signs. It consists of two baseA CrossLane Module is a fivepole switch that allows theRefer to the installation instructions Document. These instructions are alsoA CrossLane Module can be useful if the manager wishes to operate each lane with a separate crew duringThis is accomplished by turning the CrossLane switch OFF. By pressing the T1Module is OFF, the operator will only hear the vehicle detector alert from the menu sign with which he or sheDuring periods of lower activity, the CrossLane Module is turned ON, allowing one headset ordertaker toA single alert indicates a vehicle is at menu sign 1 while a double alert indicates aNotes Both base stations must be set to the same

channel number and different lane numbers. Base station models C922Test the system prior to installation by placing the baseSet Jumpers and program the headsets. Insure that the talk L.E.D. onWiring the System. Figure 11. CrossLane Wiring Diagram. Programming the Headsets for CrossLane Operation. Follow the steps below to program the headsets for CrossLane operation, and disable the TalkLock function. It does not matter which base station is used to program the headsets. By pressing T1, the headset will alwaysTalkLock is a toggle function that must be checked first to see if it is enabled or disabled. If the Talk LEDTo disable TalkLock, turn the headset OFF, press and hold the L button while pressing ON for 5The Talk LED on the base station should notWith the headset OFF, press and hold T1 and T2 while pressing ON for 5 seconds. You will hear anVerify that the headsets are properly programmed for CrossLane operation.

Press T1 and verify that the Talk LED lights on the lane 1 base station and does not light on the Press T2 and verify that the Talk LED lights on the lane 2 base station and does not light on the To remove the CrossLane function and return the headsets to the normal operating mode, first turn the You will hear an Operation. CrossLane Module OFF. Vehicle detector alerts. The operator will only hear the vehicle detector alert from the menu sign with which he or she lastVehicles at menu sign 2 willAnswering customers. Pressing T1 will only allow communication with the lane 1 customer. Pressing T2 will only allow Paging function. Pressing T1 will only allow communication with other headsets, which recently pressed T1. Pressing. T2 will only allow communication with other headsets, which recently pressed T2. CrossLane Module ON. The operator will always hear both vehicle detector alerts. Vehicles at menu sign 1 will be heard as aVehicles at menu sign 2 will be heard as a double repeating alert. Answering customers. T2 will only allow communication with other headsets, which recently pressed T2. The ordertaker may object to hearing the vehicle alert from the other lane while taking an order; if so, weWith the AUDIO IN and AUDIO OUT wires disconnected, the T1 and T2 buttons control which menu signThey also control which headsets to PAGE to. Disconnecting the AUDIO IN and. AUDIO OUT wires presents some issues if a cook or cashier needs to monitor both lanes. If the cook or cashier is using a headset to monitor lane 1, and the ordertaker is taking an order from As an alternative, a monitor speaker from each base station may be installed in the kitchen. Caution. Monitor speakers are generally not recommended for duplex systems using C921AA base stations. TheC921BA and C922 base stationsWith the CrossLane module turned ON, two rapid single tones may be heard from the lane 1 base station.

To eliminate this problem, turn down the volume of the ALERT TONE LEVEL control, on one of the baseImportant. Whenever a jumper setting is changed, the RESET SWITCH on the base station circuit board must be pressedAlso, each of the headsets in the system must beRefer to the base station circuit board illustration Figure 14 and the applicable system configuration below. SetFunction. Menu Sign with Speaker only OSM. Jumper Settings. Jumper pins 1 and 2 on jumpers J1 and J2.Menu Sign with Separate Speaker and. Microphone. Lane 1 SystemJumper pins 2 and 3 on jumpers J1 and J2. Air Switch Pulse Detector. Jumper pins 1 and 2 of jumper J4. Standard Operation. Menu Power Selection. Talk Monitor LevelJumper pins 2 and 3 of jumper J4. Jumper pins 2 and 3 of jumper J5. Jumper must cover the top 2 pins of jumper J6. Jumper left 2 pins of jumper J9. Jumper pins 1 and 2 of jumper J3. Function. Lane 2 System. Jumper pins 2 and 3 on base station 2, jumper J3. Menu Power SelectionJumper pins 2 and 3 of jumper J4. Talk Monitor Level. Jumper pins 1 and 2 on base station 1, jumper J3.Menu Sign with Separate Speaker and. Jumper pins 2 and 3 on jumpers J1 and J2. Lane 1 System. Jumper pins 1 and 2 of jumper J4. Duplex Operation. Jumper pins 1 and 2 of jumper J5. Jumper bottom 2 pins of jumper J6. Jumper left 2 pins of jumper J9. If customer desires, jumper right 2 pins of Jumper CRFT 2 pins when using a C1060 Jumper right 2 pins for all configurationsSWT Threshold High. SWT Threshold NRML. Menu Sign with Separate Speaker and. Jumper pins 1 and 2 on base station 1, Lane 2 System. Jumper pins 2 and 3 on base station 2, Air Switch Pulse Detector. Jumper left 2 pins of jumper J9. If customer desires, jumper right 2 pins ofSelect a channel that neither receives or causes interference and then program the headsets to

that channel usingImportant. After making any changes to the base station jumper settings, you must pressImportant.

When two systems are used in a dual lane application, each base station mustIf you are installing this as a single lane system, 8 channels on the LANE 2 setting are also Figure 13. Base Station Circuit BoardRepeat the channel selection procedure if interference occurs. After seven channel changes, the original channelIf interference is still present and the system is a single lane system, try changing the. J3 lane designation jumper from lane 1 to lane 2. If this fails and none of the channels are interference free, Setting Audio Levels. To set the audio levels, refer to the related audio level procedure below and to the illustration of the base stationAll the audio level adjustment controls are located on the base station circuit board. The microphone at the menu sign must be located within four feet of the vehicle for duplexTo set the audio levelsThen turn the MENU MIC SENS level control down CCW until the feedbackVerify that feedbackIf everything is all right, the audio will be too loud. Duplex and Standard Systems. For Duplex systems, the microphone at the menu sign must be located within four feet of the The following procedures apply to both duplex and standard systems. Alert Tone Level. The alert tone level is the volume of the alert tone heard in the headset. To set the alert tone levelWhen the vehicle is detected, you will hear the vehicleMonitor Speaker Volume Levels. The monitor speaker volume levels are the levels for the various functions heard through the optional monitorTurn the controls clockwise toTo set the monitor speaker volume levelsAdjust the MON TALKAdjust the MON PAGE control solf any monitor functions are not desired by the customer, turn the related adjustment control fully Standard Systems Only. The following procedures apply only to standard systems. Listen Level Menu Sign Microphone Sensitivity. The listen level is the volume of the menu sign audio heard in the headset.

To set the listen levelWhen the vehicle is detected, you will hear the vehicleThe Listen Level should now be properly adjusted. To set the menu sign talk volume level Figure 14. Base Station Circuit Board. Jumpers. J1 and J2. Set for the type of menu sign in the system. Jumper pins 1 and 2 on both jumpers for menuJumper pins 2 and 3 on both jumpers for menu signs having aJumper pins 1 and 2 to select lane 1. Jumper pins 2 and 3 to select lane 2. Jumper pins 1 and 2 for an air switch Jumper pins 2 and 3 for standardThis setting may cause feedback when a headset is operating near the monitorThis jumper is used to change the dynamic gainIt should normally be set to NRML. Occasionally, the inbound audio volume will decrease when C1060 headsets are used in Talk. Lock mode. Set jumper J10 to HIGH, in this case only. C1060 headsets are being used in Talk Lock mode. After changing any jumper settings, be sure to press the RESET SWITCH on Adjustment ControlsControls the audio level coming from the menu sign. If any of the monitor functions are not desired by the customer, turn the appropriate adjustmentIndicatorsLit LED indicates which channel is selected for base station operation. Lights when a vehicle is detected at the menu sign. CHANNEL SELECT Switch. Programming Jack. RESET Switch. Controls power to the base station. Selects volume for day or night operation. Press to turn noise Selects base station operating channel. For programming new channel selection or jumper settings into the Connectors. C5000 Terminal StripNormal use and care of the system. Use and care of the headset. Battery replacement and recharging. Operation of the base station module switches and controls. Operation of optional Noise Reduction Module. Operation of Loop Detector. Refer to the Model C1060 Headset Intercom System Operating Instructions. Troubleshooting Audio Feedback. If audio feedback occurs, check the following and correct as necessary.

Is the microphone audio wiring separately contained in its own cable, with no other "active" wires in the Are the speaker and microphone at least 14 inches apart Is the outbound audio level too high Is speaker audio being reflected back to the microphone from nearby surfaces Technical Assistance Food Service Business Food Services Business St. Paul, MN 551441000. Printed in U.S.A.PDF Version 1.3. Linearized No. Create Date 20031029 1518010600. Modify Date 20031029

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