



# **WIRELESS 6000**

## **6000**

### **Wireless Drive-Thru Audio System**

#### **Operating Instructions**

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The COM6000BP COMMUNICATOR® provides basic operating cues in Spanish and French, as follows. Refer also to the Changing Languages instructions on page 12.

COM6000BP

12 " "

## Español

El comunicador COM6000BP proporciona información que indica el estado del funcionamiento del mismo en español como es: **Unidad #, Batería cargada, Batería semi-cargada, Batería baja, Línea uno, Línea dos, Fuera de alcance, Reemplazar batería y Unidad desactivado.**

Para cambiar el idioma de la información que se escucha en la diadema, de inglés a español, siga los siguientes pasos: Oprima y mantenga presionado el botón "A1", así como el botón para reducir el volumen "▼" y el botón para encender el comunicador "PWR" al mismo tiempo, hasta que el comunicador se encienda.

## Français

COM6000BP fournit les sélections de fonctionnement fondamentales suivantes en français: **Ceinture-sac #, Fonction inactive, Batterie charge, Batterie demi-charge, Batterie basse-charge, Voie un, Voie deux, 'hors d'entente, Remplace batterie et Ceinture-sac inactive.**

Pour changer les indications de l'anglais au français, appuyer et tenir le "A1" et le volume en bas "▼" en même temps, tout en appuyant sur le bouton d'allumage "PWR".

HM Electronics, Inc. is not responsible for equipment malfunctions due to erroneous translation of its installation and / or operating publications from their original English versions.

**HME**

Illustrations in this publication are approximate representations of the actual equipment, and may not be exactly as the equipment appears.

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**HME**

**HM**

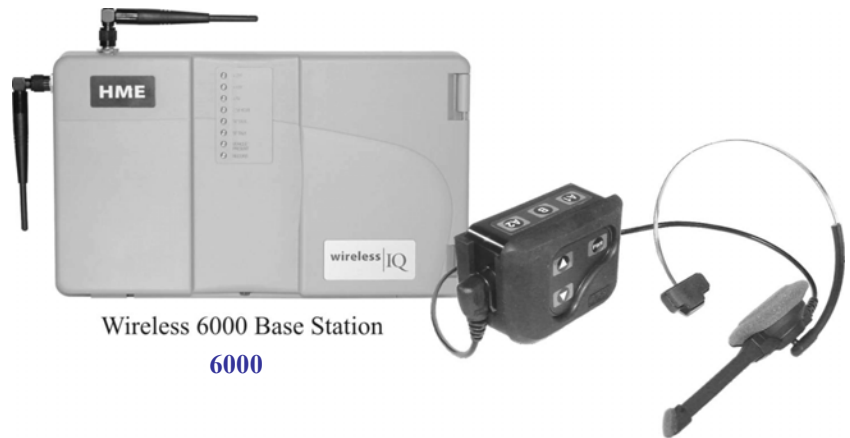
# WIRELESS 6000 EQUIPMENT

6000

**NOTE:**  
 Equipment quantities vary, depending on individual store needs at time of purchase.  
 Additional equipment can be ordered from the list below.

The Wireless 6000 is an audio system primarily for use at quick-service restaurants. The equipment shown below is standard with the Wireless 6000 system. Optional equipment can be ordered from your local dealer.

6000



Wireless 6000 Base Station

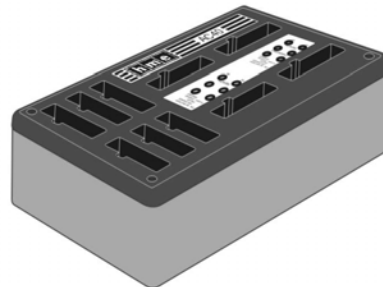
6000

COM6000BP COMMUNICATOR®

COM6000BP

## OPTIONAL EQUIPMENT

Equipment	Model Number
COMMUNICATOR®	COM6000BP
Battery for Communicator	BAT41
Headset Earmuff	No model number
Ceiling Speaker	MM100
Ultrasonic Vehicle Detector	DU3
Vehicle Detector Board	VDB101
Vehicle Detector Loop (underground)	VDL100
Message Repeater	MR300
Low-Profile Speaker	SP2500LP
Microphone	DM3
Mode Switch (dual lane)	MS1000
Switcher Circuit Board	No model number
Remote Record Switch	No model number
Remote Speed Team Switch	SW2



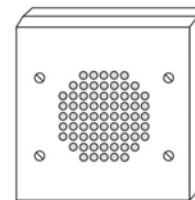
Battery Charger



Battery



Microphone



Speaker

Figure 1. Wireless 6000 standard equipment

1. 6000

# Wireless 6000 Base Station

6000

All functions of the drive-thru audio system are channeled through the base station. It is the electronic heart of the Wireless 6000.

6000

External base station features are shown in Figure 2, and described on page 3. Internal controls and connectors are shown in Figure 9 on page 27.

2  
27 9 3

## External Features

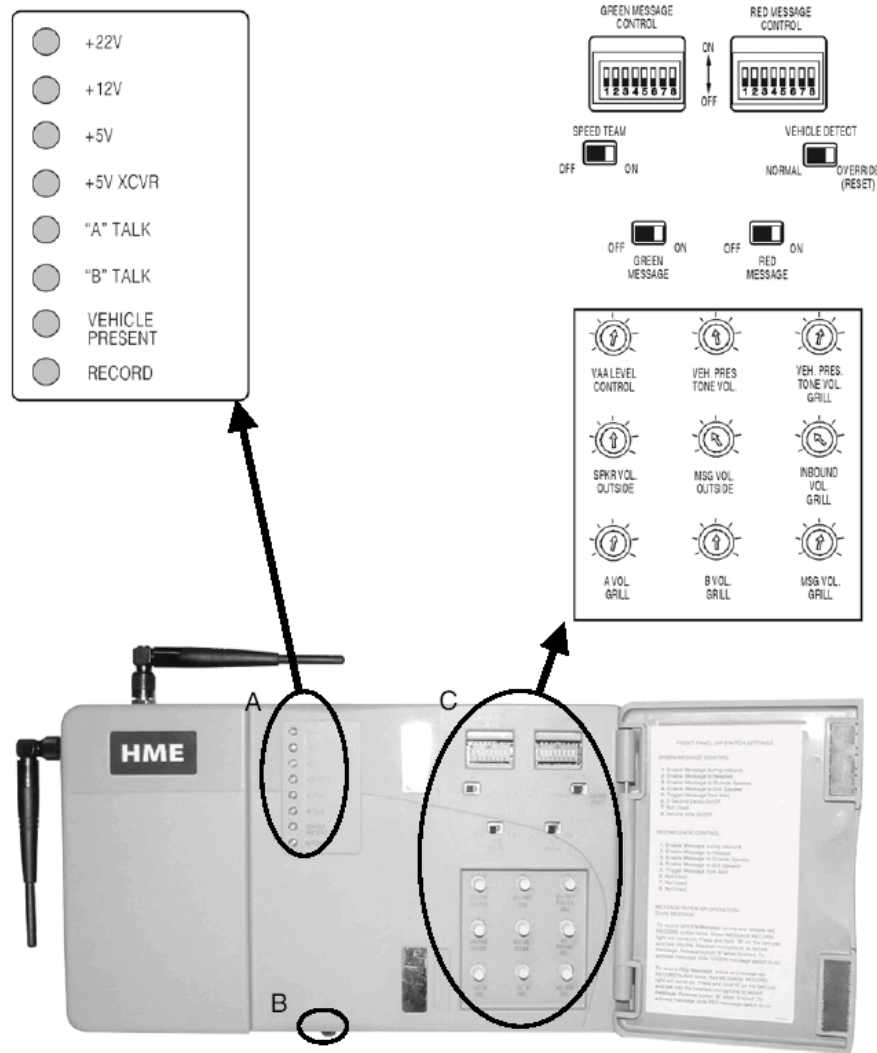


Figure 2. Base station with front door open

2.

**Front** (See A on Figure 2, page 2.)

2 2 A

- Four **power supply lights** are on when the base station has AC power.
- **"A" TALK light** is on during channel-A transmission.
- **"B" TALK light** is on during channel-B transmission.
- **"VEHICLE PRESENT light** is on when a vehicle is present in the drive-thru lane or when the system is in vehicle-detect override.

**" VEHICLE PRESENT"**

- **RECORD light** is ON RED when the base station is ready to record red message for the message repeater, and BLINKING RED while a red message is being recorded. It is ON GREEN when the base station is ready to record green message for the message repeater, and BLINKING GREEN while a green message is being recorded.

**" RECORD"**

" " " RECORD"

**Bottom** - (See B on Figure 2, page 2.)

- 2 2 B

- **PUSH FOR RECORD MODE button** must be pushed IN AND RELEASED ONCE to prepare the base station to record red message for the message repeater, or pushed IN AND RELEASED TWICE to record green message.

" "

**Behind Front Door** - (See C on Figure 2, page 2.)

- 2 2 C

- **GREEN MESSAGE and RED MESSAGE switches** must be switched ON to use the message repeater, OFF when the message repeater is not being used. Instructions are given inside the front door.

**" GREEN MESSAGE" " RED MESSAGE"**

**ON OFF**

- **SPEED TEAM switch** must be switched ON for speed-team operation, OFF for normal drive-thru operation.

**" SPEED TEAM" ON**

**OFF**

- **VEHICLE DETECTOR switch** must be switched to OVERRIDE to disable the vehicle detector. To reset the vehicle detector, switch to OVERRIDE for 5 seconds, then switch back to NORMAL and leave for normal vehicle detection operation. If the switch is left in the OVERRIDE position, the outside microphone will remain on continuously.

**" VEHICLE DETECTOR"**

**OVERRIDE**

**OVERRIDE**

**5**

**NORMAL**

**OVERRIDE**

- **DIP switches** at the top are used to control message routing to the outside speaker, grill speaker or COMMUNICATOR®s. DIP switch settings are shown inside the front door.

( C ) DIP

**DIP**

- **Nine level controls** are used to set the following levels:

( C ) 9

**VAA LEVEL CONTROL** adjusts the volume level at which you hear your own voice in the headset while you are speaking into the microphone. Turn clockwise to lower your voice level in the headset earpiece. Turn counterclockwise to raise your voice level.

**VAA LEVEL CONTROL**

**VEH. PRES TONE VOL.** adjusts the vehicle-present tone volume in the headset.

**VEH. PRES TONE VOL.** “ ”

**VEH. PRES. TONE VOL. GRILL** adjusts the volume of the vehicle present tone played through the grill speaker.

**VEH. PRES. TONE VOL. GRILL** “ ”

**SPKR VOL. OUTSIDE** adjusts the outside speaker volume.

**SPKR VOL. OUTSIDE**

**MSG VOL. OUTSIDE** adjusts the volume of the outgoing message-repeater message to the customer at the speaker post or menu board.

**MSG VOL. OUTSIDE** /

**INBOUND VOL GRILL** adjusts the volume of the inbound audio from the outside microphone played through the grill speaker.

**INBOUND VOL GRILL**

**A VOL. GRILL** adjusts the volume of channel A communication, from Communicator operators, played through the grill speaker.

**A VOL. GRILL** A

**B VOL. GRILL** adjusts the volume of channel B communication, from Communicator operators, played through the grill speaker.

**B VOL. GRILL** B

**MSG VOL. GRILL** adjusts the volume of the message-repeater message played through the grill speaker.

**MSG VOL. GRILL**

# COM6000BP COMMUNICATOR® COM6000BP

## Features and Controls

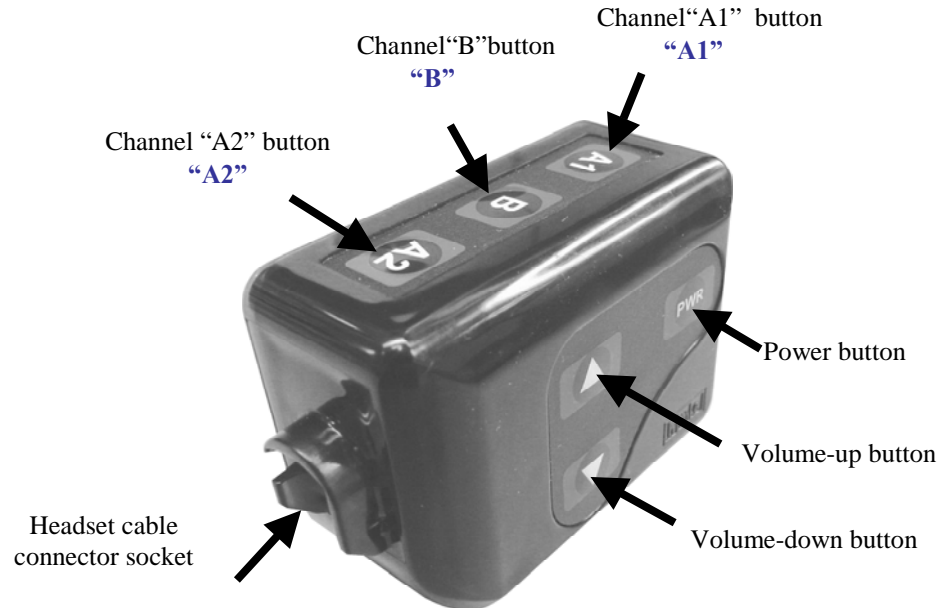


Figure 3. Belt-pac COMMUNICATOR®

### 3. Belt-pac

## How to Wear the COMMUNICATOR®

- Wear the headset with the microphone on your right or left side next to your mouth.
- Adjust the headband as needed.
- Clip the belt-pac to your belt or waistband on either your right or left side.

### belt-pac

- Clip the clothing clips on the headset cable to the back of your shirt and collar.



Figure 4. Wearing the headset

### 4.

## How to Use the COMMUNICATOR® Controls

The Communicator control buttons have a snap action. They will activate when pressed firmly. Use your fingertips, not your fingernails, to press the buttons. Refer to Figure 3 on page 5.

5 3

### Power On/Off /

- **Power On** — Press and release the PWR (power) button. A voice message in the earpiece will say “belt-pac #, battery full/half/low” and the red power lights next to the A1 and A2 buttons on the belt-pac will go on. After a short time, one light will go off and the other will change to green. The voice message will then say “Lane 1 (or 2).” The green light indicates the Communicator is ready to use. In dual-lane operations, a green light next to A1 indicates ready on Lane 1 and a green light next to A2 indicates ready on Lane 2.

— “ belt-pac #,  
battery full/half/low” A1 A2

“ Lane 1 ( 2)”

A1

1

A2

2

- **Power Off** — Press and hold the PWR button for about two seconds. A voice message in the earpiece will say “belt-pac off,” and the power lights will go off.

— 2 “belt-  
pac”

### Volume Up/Down

- **Volume Up Adjustment** — Press and release the volume-up ▲ button. Each time you press the button you will hear a higher pitch beep in the earpiece as the volume increases. When you reach maximum volume, you will hear a high-pitched double beep. If you press and hold the volume-up ▲ button, you will hear repeating beeps, increasing in pitch until the volume reaches maximum. Then you will hear high-pitched double beeps repeating until you release the volume-up ▲ button.

(▲)

(▲)

... ..

... ..

(▲)

- **Volume Down Adjustment** — Press and release the volume-down ▼ button. Each time you press the button you will hear a lower pitch beep in the earpiece as the volume decreases. When you reach minimum volume, you will hear a low-pitched double beep. If you press and hold the volume-down ▼ button, you will hear repeating beeps, decreasing in pitch until the volume reaches minimum. Then you will hear low-pitched double beeps repeating until you release the volume-down ▼ button.

(▼)

(▼)

... ..

(▼)

## **COMMUNICATOR® Registration**

---

During installation of the Wireless 6000, each Communicator was registered for use with a specific base station. The base station thereby recognizes all Communicators registered to it when their power is on, and will be able to tell the difference between them and other electronic equipment operating on similar frequencies.

A maximum of 15 Communicators can be registered. If one is replaced, you must register the new one before you use it. When a Communicator is replaced, the old one remains in memory. If the maximum number of 15 is exceeded, you must clear all current registrations and re-register all active Communicators. To clear all current registrations, press the “Clear All Registration” button and the “Reset” button at the same time. Refer to Figure 5 on page 8. Continue holding the “Clear All Registration” button after releasing the “Reset” button, until the clear code “c” (lower case) appears on the Communicator ID display. Register all active Communicators the same way, one at a time.

6000

15

15

"

"

"

"

8

5

"

"

"

"

"

ID

"

“c”( )

**Register each COMMUNICATOR® as follows:**

- Be certain all Communicators to be registered are turned off and the base station power is on. Other Communicators can be on or off.
- Open the base station and locate the items shown in Figure 5.
- Press and release the registration button.

— If no Communicators are on, the status light will be blinking red. If any Communicators are on, the status light will be on steady green.

— After you press the registration button, the Communicator ID display will show a small “o” for open, and the status light will blink green.

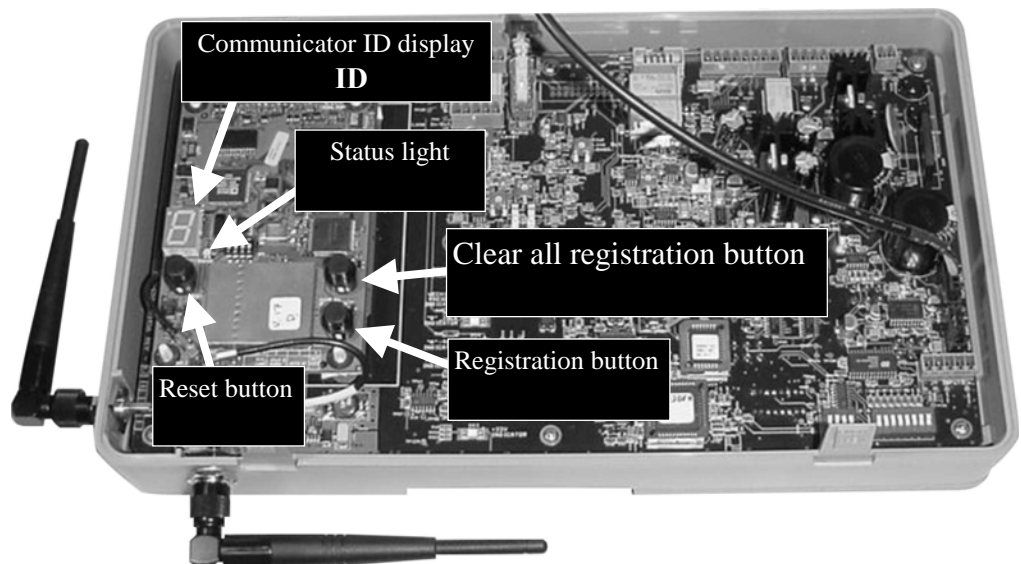
- Press and hold the B button while pressing and releasing the PWR (power) button to turn the Communicator on, and release the B button. This will cause the Communicator to enter the registration mode.

— The status light in the base station will be blinking green and the Communicator ID display will continue to show a small “o” for open.

— The power lights next to the A1 and A2 buttons on the Communicator will be blinking red then will change to green.

**NOTE:**  
Communicators must be within 6 feet (1.83 meters) of the base station while being registered.

**1.83**



**Figure 5. Registration buttons and indicators**  
5.

### When the registration is successfully completed:

— The green status light in the base station will be on steady and the Communicator ID display will show the ID number assigned to this Communicator. ID numbers are assigned sequentially as 0 thru 9, A, b, C, d and E.

" " " ID "

0-9

A b C d E

— One of the power lights on the Communicator will remain on steady green.

## Battery Removal and Replacement

---

### To change batteries:

If a battery is weak when the COMMUNICATOR® power is turned on, a voice in the earpiece will say "Battery low." If a battery becomes weak during operation, a voice in the earpiece will say "Change battery." When this happens, take the Communicator out of its pouch and slide the battery-release latch in the direction of the arrow. Pull up on the end of the battery near the latch and lift it out of the Communicator, or turn the Communicator over and catch the battery in your hand.

" " " Change battery "

Battery-release latch



Figure 6. Communicator battery-release latch

6.

" Battery low

### To replace batteries:

When replacing a battery in the Communicator, place the end of the battery with the metal contacts into the battery holder on the Communicator, in the same position as the battery you removed. Press the top of the battery carefully into the battery holder until it snaps into the latch.





## Changing Languages

---

To change the language of the cues heard in the Communicator from English to Spanish/French and back to English, with the Communicator power off, press and hold the volume-down ▼ button and the A1 button while you press the power PWR button. The language of the cues heard in the headset earpiece will change when the power goes on.

" / " ( ) " A1 "

## Obtaining Communicator Status

---

To obtain Communicator status, with the Communicator power off, press and hold the volume-up ▲ button and the A2 button while you press the power PWR button. You will hear the status message in the headset earpiece when the power goes on.

" ( ) " A2 " " "

# Single-Lane Operation (one base station for one speaker post)

( / )

## Hands-Free (HF) Mode:

### Hands-Free (HF)

- With the power off, press and hold the volume-up ▲ and B buttons while you press and release the PWR button to turn the power on in the HF mode. The COMMUNICATOR® will remember this setting.

“ ” “ ” ( ) B  
HF

- As a customer enters the drive-thru lane, you will hear an alert tone (single beep) in your headset, and you will be able to hear the customer at the speaker post or menu board.

- Use the volume-up ▲ and down ▼ buttons to adjust the customer’s voice level in your headset if necessary.

“ ( ) ( ) ”

- Touch and release the A1 or A2 button to speak and listen to the customer.

“A1 A2 ”

- Touch and release the A1, A2 or B button to end communication with the customer.

“A1 A2 B ”

- Touch and release the A1 or A2 button if you want to speak to the customer again.

“A1 A2 ”

- If a customer drives away from the speaker post or menu board, the Communicator will stop transmitting.

/

## Auto Hands-Free (AHF) Mode:

### Auto Hands-Free (AHF)

- With the power off, press and hold the volume-up ▲ and A1 buttons while you press and release the PWR button to turn the power on in the AHF mode.

“ ” “ ” ( ) A1  
AHF

- As a customer enters the drive-thru lane, you will hear an alert tone (single beep) in your headset, and you will be able to hear the customer at the speaker post or menu board.

- Use the volume-up ▲ and down ▼ buttons to adjust the customer’s voice level in your headset if necessary.

“ ( ) ( ) ”

- Speak and listen to the customer without pressing any buttons.

### NOTE:

Only one Communicator operator at a time can use the auto hands-free feature. If a Communicator is turned off while in the AHF mode, it will automatically be reset for its previous operating mode.

AHF

AHF

AHF

- Touch and release the A1, A2 or B button to end communication with the customer.  
" A1 A2 B "
- Touch and release the A1 or A2 button if you want to speak to the customer again.  
"A1 A2 "
- If a customer drives away from the speaker post or menu board, the Communicator will stop transmitting.  
/

### **Push-To-Talk (PTT) Mode:**

#### **Push-To-Talk (PTT)**

- With the power off, press and hold the volume-down ▼ and B buttons while you press and release the PWR button to turn the power on in the PTT mode. The Communicator will remember this setting.  
" ( ) B PTT "
- As a customer enters the drive-thru lane, you will hear an alert tone (single beep) in your headset, and you will be able to hear the customer at the speaker post or menu board.  
/
- Use the volume-up ▲ and down ▼ buttons to adjust the customer's voice level in your headset if necessary.  
" ( ) ( ) "
- Touch and hold the A1 or A2 button to speak to the customer. Release when finished.  
" A1 A2 "

# Dual-Lane Operation (two base stations for two speaker posts)

**NOTE:**  
 Only one Communicator operator at a time, in each lane, can use the auto hands-free feature. If an operator attempts to configure a second Communicator, "System busy" will be heard in his headset. When operating in the AHF mode, changing lanes is not possible. If a Communicator is turned off while in the AHF mode, it will automatically be reset for its previous operating mode.

**AHF**

2

" System busy"  
**AHF**

**AHF**

( / )

## Hands-Free (HF) Mode:

### Hands-Free (HF)

- With the COMMUNICATOR® power off, press and hold the volume-up ▲ and B buttons while you press and release the PWR button to turn the power on in the HF mode. The Communicator will remember this setting.

" " ( ) B  
 " " HF

- As a customer enters a drive-thru lane, you will hear an alert tone in your headset (single beep for connected lane, double beep for the other lane), and you will be able to hear the customer at the speaker post or menu board if that lane is selected.

( )

- Use the volume-up ▲ and down ▼ buttons to adjust the customer's voice level in your headset if necessary.

" ( ) ( ) "

- Touch and release the A1 button for Lane 1 or A2 for Lane 2, to speak and listen to the customer.

1 A1 2 A2

- Touch and release the A1, A2 (depending on lane) or B button to end communication with the customer.

" A1 A2 ( ) B

- Touch and release the A1 button for Lane 1 or A2 for Lane 2, to speak to the customer again.

1 A1 2 A2

- To change lanes, touch and release the opposite A button.

A1(A2) A2(A1)

- If a customer drives away from the speaker post or menu board, the Communicator will stop transmitting.

/

## Auto Hands-Free (AHF) Mode:

### Auto Hands-Free (AHF)

- For Lane 1 operation, with the power off, press and hold the volume-up ▲ and A1 buttons while you press and release the PWR button to turn the power on in the AHF mode.

1 " " " ( )  
 A1 " " AHF

- For Lane 2 operation, with the power off, press and hold the volume-up ▲ and A2 buttons while you press and release the PWR button to turn the power on in the AHF mode.

2 " " " ( )  
 A2 " " AHF

- As a customer enters a drive-thru lane, you will hear an alert tone in your headset (single beep for connected lane, double beep for the other lane), and you will be able to hear the customer at the speaker post or menu board if that lane is selected.

(  
)

- Use the volume-up ▲ and down ▼ buttons to adjust the customer's voice level in your headset if necessary.

“ ( ) ( ) ”

- Speak and listen to the customer without pressing any buttons.
- Touch and release the A1, A2 (depending on lane) or B button to end communication with the customer.

“ A1 A2 ( ) B ”

- Touch and release the A1 button for Lane 1 or A2 for Lane 2, to speak to the customer again.

1 A1 2 A2

- If a customer drives away from the speaker post or menu board, the Communicator will stop transmitting.

/

### Push-To-Talk (PTT) Mode:

#### Push-To-Talk (PTT)

- With the Communicator power off, press and hold the volume-down ▼ and B buttons while you press and release the PWR button to turn the power on in the PTT mode. The Communicator will remember this setting.

“ ” ( ) B  
“ ” PTT

- As a customer enters a drive-thru lane, you will hear an alert tone in your headset (single beep for connected lane, double beep for the other lane), and you will be able to hear the customer at the speaker post or menu board if that lane is selected.

(  
)

- Use the volume-up ▲ and down ▼ buttons to adjust the customer's voice level in your headset if necessary.

“ ( ) ( ) ”

- Touch and hold the A1 button to speak to a customer in Lane 1, or A2 to speak to a customer in Lane 2.

A1 1 A2 2

## Internal Communication ( )

---

To communicate internally with other COMMUNICATOR® operators, press and hold the B button while talking. Release when finished. In single-lane operations, up to four Communicator operators can have conference-call type communication by all pressing the B button. Everyone pressing the B button will hear each other without interference.

B 4 B

In dual-lane operation, if your system was set up for "Split-B," internal communication will be heard only by Communicator operators in your lane. If your system was not set up for Split-B operation, internal communication will be heard by all Communicator operators in both lanes. In dual-lane operation, up to three Communicator operators can have conference-call type communication by all pressing the B button. Everyone pressing the B button will hear each other without interference. If a car arrives in a lane while internal communication is taking place, priority will be given to the respective A channel for customer communication, which will reduce the number of internal communication channels available.

" Split-B" ( B )  
" Split-B"

B 3 A

## Speed-Team Operation -

---

Speed team operation is used during high-volume times. An order taker wearing a Communicator relays orders from outside into the store, using button A1, A2 or B. Placing the speed-team switch, on the base station, in the ON position (shown in Figure 2 on page 2) will disable the outside speaker and microphone, and the vehicle-alert tone.

- A1 A2  
B ON ( )  
2 2)

# Wired Backup System

In order to use a wired backup system, you must have a Switcher Board (optional) in your base station. Open the base station, and look for the board shown in Figure 8. If there is no Switcher Board, it will not be possible to use a wired backup system. If there is a Switcher Board, place the S2 switch in the IN position to use the wired backup system. When using the Wireless 6000 system, the S2 switch must be in the OUT position.

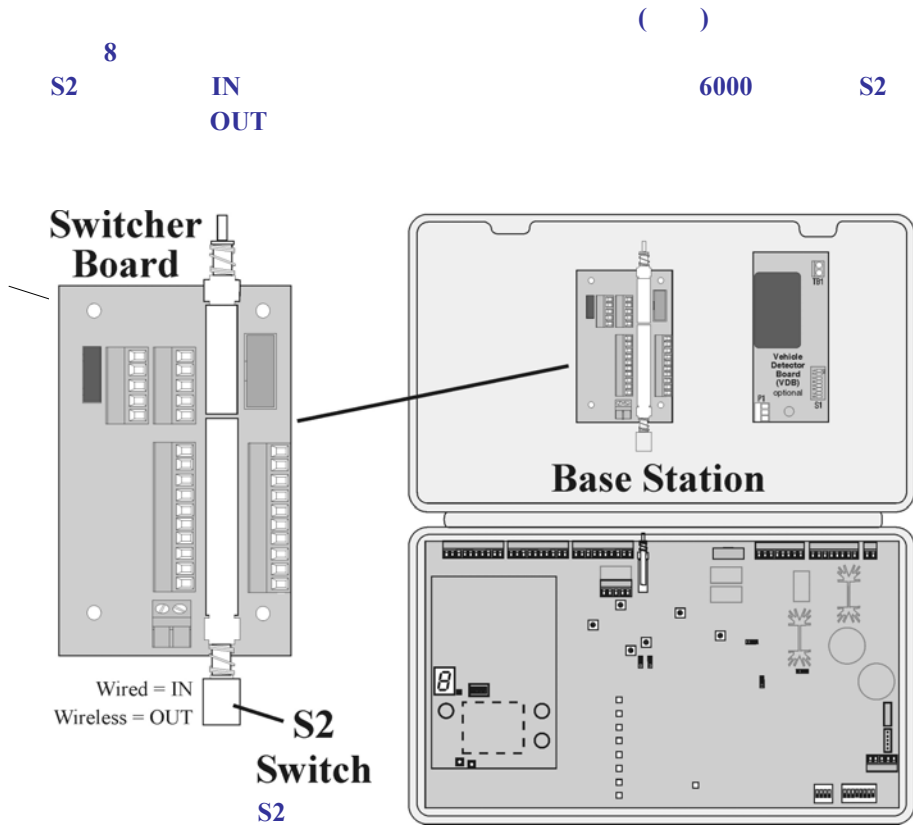


Figure 8. S2 switch on Switcher Board

8.

S2

# Message Repeater Operation

(See Figure 2)

2

## To record RED MESSAGE:

- Be certain the RED MESSAGE switch is in the ON position.  
ON
- Press and release the RECORD MODE button on the base station **once**.  
— The **red** MESSAGE RECORD light on the base station will come on.  
" "
- Press and hold button B on the COMMUNICATOR® and talk into the headset microphone to record a message (up to 8 seconds).  
— The MESSAGE RECORD light on the base station will begin blinking.  
B ( 8 )-
- Release button B. — The record function will stop and the MESSAGE RECORD light will go off.  
B -

## To record GREEN MESSAGE:

- Be certain the GREEN MESSAGE switch is in the ON position.  
ON
- Press and release the RECORD MODE button on the base station **twice**.  
— The **green** MESSAGE RECORD light on the base station will come on.  
" "
- Press and hold button B on the Communicator and talk into the headset microphone to record a message (up to 8 seconds). — The MESSAGE RECORD light on the base station will begin blinking.  
B ( 8 )
- Release button **B**. — The record function will stop and the MESSAGE RECORD light will go off.  
B -

Locate the RED MESSAGE and GREEN MESSAGE switches, and the RED MESSAGE CONTROL and GREEN MESSAGE CONTROL DIP switches inside the front door of the base station for the following settings.

/ (DIP)

**NOTE:**  
If both RED MESSAGE and GREEN MESSAGE switches are in the ON position, and are selected for the same output, Red and Green Messages will be played alternately.

After a new message has been recorded or after the base station has lost and regained power, any message to the outside speaker will always be heard in the Communicator headset the first three times it plays, whether Switch 1 is in the ON or OFF position.

ON

ON OFF

1

3

### Red Message Switch:

In the **ON** position, the RED MESSAGE switch enables the “Red Message” to be played. A playing message can be cancelled by pressing Communicator button A.

“ ON ”

A

### Red Message Control:

**Switch 1** enables inbound audio from speaker post to be heard while message is playing.

1

**Switch 2** enables message to be played to all Communicators.

2

**Switch 3** enables message to be played on the outside speaker.

3

**Switch 4** enables message to be played on the ceiling speaker.

4

**Switch 5** causes message to be triggered by an external alert signal.

5

**Switches 6, 7 and 8** not used

6 7 8

### Green Message Switch:

In the **ON** position the GREEN MESSAGE switch enables the “Green Message” to be played. A playing message can be cancelled by pressing Communicator button A.

ON “ ” A

### Green Message Control:

**Switch 1** enables inbound audio from speaker post to be heard while message is playing.

1

**Switch 2** enables message to be played to all Communicators.

2

**Switch 3** enables message to be played on the outside speaker.

3

**Switch 4** enables message to be played on the ceiling speaker.

4

**Switch 5** causes message to be triggered by an external alert signal.

5

**Switch 6** causes a 3 second delay before message is played.

6

**Switch 7** not used

7

**Switch 8** allows selection of single or dual-beep vehicle present tone.

8

# EQUIPMENT CARE AND CLEANING

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## Handling the Equipment Properly

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- When adjusting the microphone position, hold the boom at its base, not at the microphone end.
- Carry the headset by the headband, not by the earpiece, and never by the microphone boom.
- Use both hands to put the headset on or take it off.

## Cleaning the Equipment

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### COM6000BP COMMUNICATOR® COM6000BP

- Remove the battery from the Communicator.
- Clean the battery and Communicator with a damp sponge sprayed with household cleaner. Squeeze excess liquid out of the sponge before using it.
- Clean the metal battery contacts on the battery and Communicator as follows. Wet the tip of a swab with alcohol and squeeze the excess alcohol from it. Wipe each contact with the swab and be certain all the contacts are dry before reinstalling the batteries.
- Foam muffs on headset earpieces can easily be replaced for sanitary purposes. To order extra foam muffs, call your local HME sales representative.

### HME

### Battery Charger

Avoid splashing water or grease on the battery charger.  
Clean the battery charger monthly as follows.

- Remove all batteries from the battery charger.
- Clean the battery charger case with a damp sponge. Wet the sponge and wring it out so it is damp, not dripping wet. Spray household cleaner on the sponge (NOT DIRECTLY ON THE EQUIPMENT). Clean the battery charger with the sponge and dry it thoroughly. Wet the tip of a cotton swab with rubbing alcohol and squeeze the excess alcohol from the swab. Wipe the metal contacts inside each battery port with the damp swab. Allow the contacts to dry before placing batteries in the ports.

**CAUTION:**  
**Always unplug the  
battery charger  
before cleaning it.**



PROBLEM	PROBABLE CAUSE	SOLUTION
<b>Channel A or B is not working.</b> <b>A B</b>	Communicator power may not be on.	Press PWR button on Communicator. Be certain power light goes on and switches from red to green. " "
	Battery may be low or defective.	Check Communicator Power light. If not lit, replace battery.
	"A" Talk or "B" Talk light on base station does not light when Communicator button A or B is pressed. <b>A B</b> " A" Talk " B" Talk	Use another Communicator. Call your local HME sales representative.* <b>HME</b> *
	Communicator may not be registered.	Register Communicator.
<b>Outbound sound is too low.</b>	Outbound volume may be set too low for environment.	Turn outside speaker volume control, on front panel of base station, clockwise until volume is satisfactory.
<b>No outbound sound; Customer cannot hear anything.</b>	System may be set for speed-team operation. -	Be certain SPEED TEAM button on base station is in OFF position. <b>OFF</b> -
	There may be loose wires on outside speaker or base station circuit board.	Check outside speaker wire connections in base station and at outside speaker.
	Speaker or base station may be defective.	Call your local HME sales representative.* <b>HME</b> *
<b>Customer cannot be heard in push-to-talk (PTT) operation.</b> <b>(PTT)</b>	System may be set for speed-team operation. -	Be certain SPEED TEAM button on base station is in OFF position. <b>OFF</b> -
	Base station may be set for wrong drive-thru mode (half-duplex). (                      )	Check S6 DIP switch #1 at bottom of base station audio circuit board. It should be ON for full-duplex, OFF for half-duplex operation. <b>#1</b> <b>S6</b> <b>OFF</b> <b>ON</b>

PROBLEM	PROBABLE CAUSE	SOLUTION
<p><b>Only intermittent voice can be heard in headsets.</b></p>	<p>Transmitter antenna connectors on base station transceiver circuit board may be loose or damaged.</p>	<p>Be certain antennas are screwed securely onto base station. Check transmitter antenna cable connection at ANT1 and ANT2 near lower-left corner of transceiver circuit board. Pull and remove each connector plug, and check to be certain pin inside it is not bent. If not, call your local HME sales representative.*</p> <p style="text-align: right;"><b>ANT1 ANT2</b></p> <p style="text-align: right;"><b>HME</b></p> <p style="text-align: center;">*</p>
	<p>VAA level is too sensitive. <b>VAA</b></p>	<p>Reduce VAA level (See Figure 2, page 2) so inbound audio is reduced only when order taker speaks into microphone.</p> <p style="text-align: center;"><b>VAA ( 2 2 )</b></p>
	<p>Circuit board may be defective.</p>	<p>Call your local HME sales representative.*</p> <p style="text-align: center;"><b>HME</b> *</p>
<p><b>Personnel hear customers in ceiling speaker or headsets, but cannot hear each other.</b></p>	<p>Circuit board may be defective.</p>	<p>Check to see if status lights on base station are lit. Call your local HME sales representative.*</p> <p style="text-align: center;"><b>HME</b> *</p>
	<p>COMMUNICATOR® may be defective.</p>	<p>Use another Communicator. Call your local HME sales representative.*</p> <p style="text-align: center;"><b>HME</b> *</p>

PROBLEM	PROBABLE CAUSE	SOLUTION
<b>No tone or sound is heard in ceiling speaker or headsets when vehicle enters drive-thru lane.</b>	Power interruption may have caused vehicle detection circuit to be out of balance.	When no vehicle is in the drive-thru lane, move the vehicle detector override switch on the base station to the RESET position, then back to the NORMAL position.  <div style="text-align: center;"> <b>VERRIDE      RESET</b>  <b>Normal</b> </div>
	System may be set for speed-team operation.	Be certain SPEED TEAM switch on base station is in OFF position.  <div style="text-align: center;"> <b>OFF</b> </div>
	Connector may be loose, or S6 DIP switch #8 is not set to ON.	Check all connectors in base station, and be certain S6 #8 is set to ON. Call your local HME sales representative.*  <div style="text-align: center;"> <b>#8      S6</b>  <b>ON      ON</b>  <b>HME      *</b> </div>
<b>Personnel cannot hear customers in ceiling speaker or headsets.</b>	There may be loose wires on base station circuit board.	Check all connections on base station circuit boards.
	System may be set for speed-team operation.	Be certain SPEED TEAM switch on base station is in OFF position.  <div style="text-align: center;"> <b>OFF</b> </div>
	VAA level is too sensitive.	Reduce VAA level (See Figure 2, page 2) so inbound audio is reduced only when order taker speaks into microphone.
<b>Personnel cannot hear customers in ceiling speaker or headsets.</b>	Outside microphone, audio circuit board or vehicle detector board may have failed.	Call your local HME sales representative.*  <div style="text-align: center;"> <b>HME      *</b> </div>
<b>Headset has intermittent sound.</b>	Battery may be low.	Replace battery.
	Headset may be defective.	Use another headset. Call your local HME sales representative.*  <div style="text-align: center;"> <b>HME      *</b> </div>

PROBLEM	PROBABLE CAUSE	SOLUTION
There is still sound in headset after all customers have been served.	VEHICLE DETECT switch on base station may be in the OVERRIDE position.	Be certain switch is in the NORMAL position. <b>NORMAL</b>
	Vehicle detector may be locked up.	Slide VEHICLE DETECT switch back and forth slowly twice.
<b>Battery charger is not working.</b>	Charger may not be plugged in.	Be certain charger is plugged in. If it still is not working, call your local HME sales representative.* <b>HME</b> *
<b>Red or Green message will not play.</b>	Switch not on. <b>ON</b>	Be certain respective Red or Green message repeater switch on base station is in the ON position, and routing switches are set. <b>ON</b>
<b>Registration of COMMUNICATOR® failed. “Registration failed” message heard in headset. Lights stay red.</b>  <b>“Registration failed”</b>	Base station power not on. Communicator <b>B</b> button not pushed when powering up. Registration button not pushed.  " B" " "	Repeat registration procedure on page 7. Call your local HME sales representative.* <b>7</b> <b>HME</b> *

\* For assistance in Chinese, call your local HME sales representative.  
For assistance in English, Fax HME at 858-552-0139 or email:  
nlawrence@hme.com.

\* **HME**  
**001-858-552-0139**      nlawrence@hme.com

**In the event of an electrical power outage** —  
such as from a lightning storm or power generator failure, if you experience problems with your HME equipment after the electricity comes on again, unplug the AC power adapters from their electrical outlets and wait 15 seconds, then plug them back in.

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# Base Station Internal Controls and Indicators

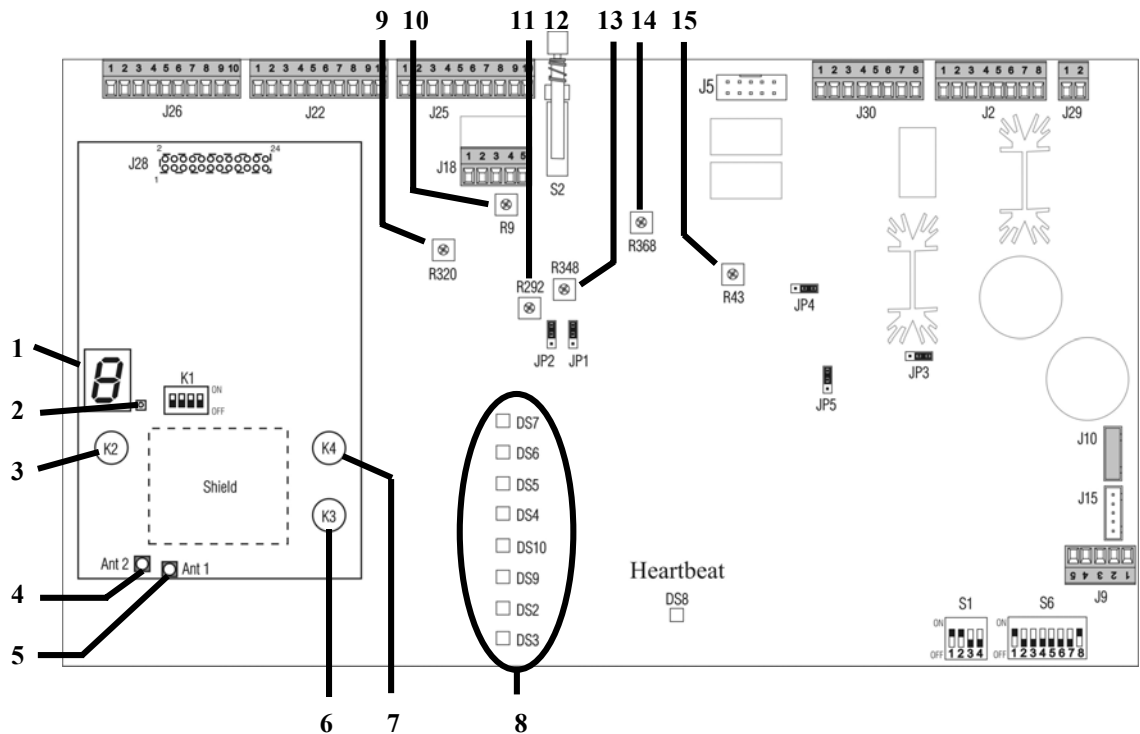


Figure 9. Base station internal features

## 9.

1. COMMUNICATOR® ID display **ID**
2. Status light
3. Reset button
4. Ant2 antenna connector **Ant2**
5. Ant1 antenna connector **Ant1**
6. Start registration button
7. Clear all registration button
8. Indicator lights
 

DS7	Record ( )
DS6	Vehicle Present ( )
DS5	“B” Talk (B )
DS4	“A” Talk (A )
DS10	+5V Xcvr ( )
DS9	+5V
DS2	+12V
DS3	+22V
9. Line-in level adjustment
10. Transmit audio level adjustment
11. Transmit message level adjustment
12. Record mode button
13. VAA attenuation level adjustment **VAA**
14. Line-out level adjustment
15. Inbound audio level adjustment

# EQUIPMENT SPECIFICATIONS

## Base Station

Voltage input	16VAC ±2.5V <b>16VAC ±2.5V</b>
AC current input	2.5A maximum <b>2.5A</b>
Audio distortion	5% maximum level <b>5%</b>
Outside speaker output	3 watts RMS into 8 ohms <b>3W ( 8 )</b>
Ceiling speaker power	3 watts RMS into 8 ohms <b>3W ( 8 )</b>
Switches/Controls (front panel only) ( )	2-position vehicle detector switch <b>2</b> (Normal - Override/Reset) <b>(Normal "C Override/Reset" )</b> 2-position "Speed Team" ON/OFF switch <b>2 "Speed Team - "ON/OFF</b> 2-position "Red Message" ON/OFF switch <b>2 "Red Message" "ON/OFF</b> 2-position "Green Message" ON/OFF switch <b>2 "Green Message" "ON/OFF</b> 1-position "Record" switch (On bottom of cabinet) <b>1 " Record " ON/OFF ( )</b> VAA level <b>VAA</b> Vehicle present tone volume in Communicators  Vehicle present tone volume at ceiling speaker  Outside speaker volume  Outside recorded message volume  Inbound volume from outside mic to ceiling speaker  Channel "A" volume at ceiling speaker <b>" A"</b> Channel "B" volume at ceiling speaker <b>" B"</b> Recorded message volume at ceiling speaker
TX/RX frequency	2400MHz - 2483.5MHz <b>2400MHz —2483.5MHz</b>
Dimensions	7.75"H x 12.75"W x 3.8"D <b>7.75"( ) x 12.75"( ) x 3.8"( )</b> (197 mm x 323 mm x 97 mm)
Weight	4 lbs (1.81 kg) maximum <b>4 lbs (1.81 kg)</b>

**COM6000BP COMMUNICATOR®**  
**COM6000BP**

Battery type	3.6V Lithium ion <b>3.6V</b>
Battery life	10 hours (typical) <b>10</b> ( )
RF frequency	2400MHz - 2483.5MHz <b>2400MHz ~C 2483.5MHz</b>
Weight	5.1 oz (.133 kg) with battery <b>5.2 oz (0.133kg)</b>
Controls	Power ON/OFF button <b>ON/OFF</b> Volume-up button  Volume-down button  "A1" button <b>" A1"</b> "A2" button <b>" A2"</b> "B" button <b>" B"</b>
Indicators	Dual-color LED (red/green) <b>(LED)( / )</b>

**AC40 Battery Charger**  
**AC40**

Voltage input	16.5VAC <b>16.5V</b>
Number of charging ports	4 <b>4</b>
Number of storage ports	6 <b>6</b>
Charging time	2 hrs maximum
Dimensions	7.6" x 4.6" x 2.6" <b>7.6" x 4.6"x 2.6"</b> <b>(193mm x 117mm x 66mm)</b>
Weight	1.5 lb (.68 kg) <b>1.5 lb (0.68kg)</b>
Indicators	4 red, 4 green, 4 yellow LEDs <b>4      4      4</b> <b>(LED)</b>



*The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.*

/ " IC "

*Hereby, HM Electronics, Inc. declares that the Wireless 6000 System is in compliance with the essential requirements and other relevant provisions of R&TTE Directive 1999/5/EC.*

**HM 6000**  
**R&TTE Directive 1999/5/EC**



*This product operates in the 2400 to 2483.5 MHz frequency range. The use of this frequency range is not yet harmonized between all countries. Some countries may restrict the use of a portion of this band or impose other restriction relating to power level or use. You should contact your Spectrum authority to determine possible restrictions.*

**2400 2483.5MHz**