



## 3M™ Wireless Communication System Model XT-1 Technical Bulletin - #148

### Inbound Audio on G5 headset is softer in comparison to Inbound audio on a XT-1 headset

#### Overview:

Users have reported having experienced a softer inbound audio on the G5 headset in comparison to the XT-1 headset.

**NOTE:** With no changes to Inbound Volume Setting on the basestation, and same volume level setting on both G5 and XT-1 headsets.

This is usually experienced when operating 3M's Drive Thru system in a mixed environment, i.e. a mix of XT-1 and G5 headsets and/or immediately after conducting a full upgrade from XT-1 headsets to G5.

The Inbound audio on the G5 is softer than on the XT-1 headset due to

- The different hardware and mechanics, on the G5 headset, provide different acoustic properties and,
- To a lesser degree, the G5 processes the full voice spectrum which provides a fuller, richer reproduction of the customer's voice This tends to soften the voice.

The purpose of this bulletin is to explain how to equalize the audio levels.

#### Resolution:

Register an XT-1 and a G5 headset to the basestation. While having your colleague speak at the Order Point, wear both headsets on either side of your ear and observe the inbound audio level.

You can conduct the following combination of adjustment(s) to match the loudness on the G5 headset to that of the XT-1 headset.

1. Volume level on the G5 headset
2. Inbound volume level on the XT-1 basestation
3. Microphone Preamp Gain on the basestation and then adjust the volume level on the G5 headset

**NOTE:** When you conduct steps 2 and 3 and have achieved the level of loudness you desire on the G5 headset, the loudness level on the XT-1 headset(s) also gets raised by the same magnitude.

To equalize the level of loudness on both headsets, you now have to use the volume buttons on the XT-1 headset to lower it's volume.

#### Adjusting the volume on G5 headset:

Slide your finger up and down the Volume control area to set volume on the headset.

Upward motion increases the volume while the downward motion decreases the volume..

You may also tap the top end of the volume control area to increase the volume in steps or tap the bottom end of the volume control area to decrease the volume in steps



### Adjusting Inbound volume level on XT-1 basestation:

The Inbound Volume coming from the customer order point microphone can be raised as follows:

1. From the Run mode menu, enter the Installer passcode.(The default Installer passcode is 12345)
2. Press Mode key. The display will show the user name and ID number (e.g., Installer1ID = 1)
3. Press Mode 3 times to get to System Menu
4. Select **01 Drivethru Volume**. Then press ENTER.
5. Navigate **Inbound Mic Volume** using the ▲, ▼, ◀, ▶ keys
6. Adjust the value for the volume to the desired level.

```
          :SYSTEM MENU:
01 Drivethru Volume 0  Registration
02 Monitor volume    05 Noise Reduction
03 Night Volume      06 Set Time & Date
```

```
          :DRIVETHRU VOLUME SETTINGS:
          Inbound Mic Volume <17>
          Outbound Talk Mic Volume <15>
          Vehicle Alert Volume <10>
```

### Adjusting the Microphone Preamp Gain:

The Mic Preamp Gain is the first stage of amplification from the microphone in the order point. You need to log into the basestation as an Installer to access this setting.

The basestation's Microphone PreAmp is factory set at 8 and can be changed to a maximum of 20.

However, we do not recommend setting the pre-amp beyond 10. To change the microphone preamp gain:

1. From the same System Menu
2. Select **01 Drivethru Volume**. Then press ENTER.
3. Navigate to **Mic Preamp Gain.(Installer Only!) <08>** using the ▲, ▼, ◀, ▶ keys
4. Raise the value for the Preamp Gain by one or two.

```
          :DRIVETHRU VOLUME SETTINGS:
          Outbound Greeter Message Volume <15>
          Ext-Audio Input Volume <10>
          Mic Preamp Gain(Installer Only!) <08>
```

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