

## **Frequently Asked Questions - 3M™ Signature Series Intercom, C5000**

### **1. Is the new Station Selector the same unit used for the new Performance Series Intercom?**

Yes, this common Station Selector allows you to reduce inventory requirements, having to stock only one Station Selector for the Performance Series (D2400) and the Signature Series (C5000) Intercoms.

### **2. Were any features removed from the new C5000?**

No, in fact features and benefits have been added to the new C5000.

### **3. Can I use a new Controller with my current Station Selector?**

No. Older Station Selectors and the new Controllers are not compatible. The new Controller should be used only with the new Station Selector, Model D2475 (78-9236-6513-3).

### **4. Can I use the new Station Selector, Model D2475, with my old Controller?**

No. Older Controllers and new Station Selectors are not compatible. The new Station Selector, Model D2475 (78-9236-6513-3) should be used with the new Controllers.

### **5. Can my old Controller be upgraded so I can use with a new Station Selector?**

Yes. You may send your Controller to the 3M Repair Center and they will upgrade the unit for \$56.00 and ship within 24 hours of receipt. Advance replacements available under the current program. See price page for details. (The upgraded Controller **will not** work with the older Station Selector.)

### **6. Has the price of the new C5000 systems and components changed from the old units pricing?**

No. If you purchase the C5000 in a package or bundle the new and improved C5000 products are priced the same as the former units listed on the July 1, 2002 price pages. The new features and benefits have been added with no additional costs. If you purchase individual station selectors the price has been reduced from the August 1, 2001 price page.

### **7. Can I get my C5000 Demo Kit upgraded to the new products?**

Yes. Send your Demo Kit to the 3M Repair Center (no return authorization required.) They will upgrade the Controller and give you a new Selector for \$376.00. (The old Selector will be returned to you also).

### **8. What happens when an "old" Station Selector breaks on an existing C5000 installation?**

The 3M Repair Center has parts and service to keep your existing systems running.