

**3M**

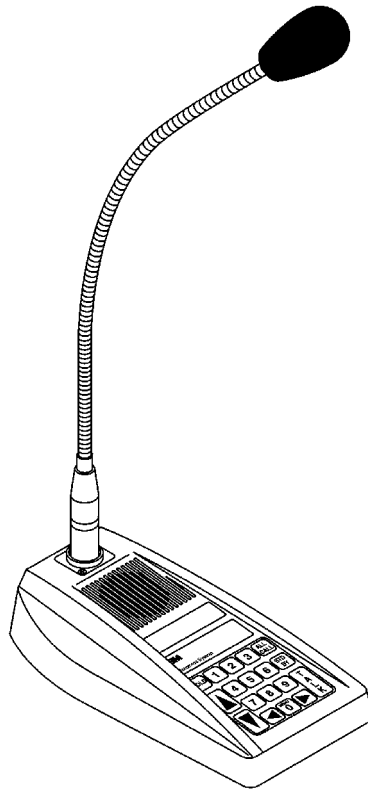
# Convenience Store Intercom

**Signature Series**

C5000 System

Models 5408, 5416 and 2475

## Operating Instructions



**FCC Information**

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

- This device must not cause harmful interference.
- This device must accept any interference received including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**3M™ Information**

Call 800-328-0033.

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## System Description

### Introduction

The Signature Series, 3M™ C5000 Intercom System, Models 5408 and 5416 Communications Controller provides two-way audio communications between a keypad interface (called a Model 2475 Station Selector) and up to 16 remote Call Stations. It is intended for use in service stations, convenience stores, and other applications.

Operators using wireless headsets or belt packs can also talk to each other using the paging feature.

During peak hours, pushing the FUEL button on the Call Station sends a call to a fuel operator. Pushing the FOOD button sends a call to a food operator. During non-peak hours, pushing either button sends a call to the operator on duty (if this option is installed and selected).

### System Components

Operators use Station Selectors, headsets, belt packs, or a combination of these components to communicate with customers.

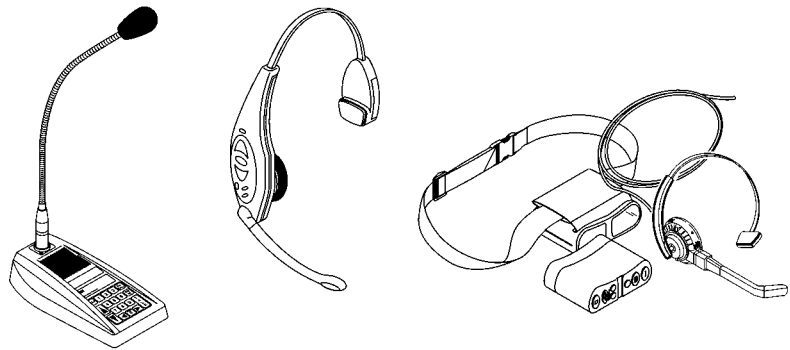


Figure 1. Station Selector, Headset, and Belt Pack

Customers use Call Stations at the pumps to communicate with operators.

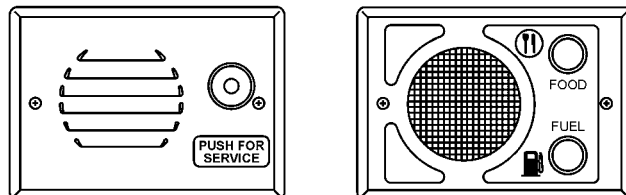


Figure 2. One-Button and Two-Button 3M™ Call Stations

**Modes of Operation**

The system has five modes of operation described below:

```

:
_:      :SBY
    
```

**Standby Mode** The system is in this mode when SBY is displayed. The Standby mode occurs when no station is connected, no key is pressed, and the Station Selector is not in Off Line mode.

```

:
S=01: PUMP # 01      :LIS
    
```

**Listen Mode** The system is in this mode when LIS is displayed. The Listen mode occurs when a station is connected and the Talk key is not pressed. Inbound audio is emitted from the Station Selector.

```

:
S=01: PUMP # 01      :TLK
    
```

**Talk Mode** The system is in this mode when TLK is displayed. The Talk mode occurs when a station is connected and the Talk key is pressed. Audio received at the Station Selector microphone is transmitted.

```

:
A L L C A L L      :TLK
    
```

**All Call Mode** The system is in this mode when ALL CALL is displayed. The All Call mode occurs when the ALL CALL key is pressed. The All Call mode allows the Station Selector to simultaneously connect to all Call Stations.

```

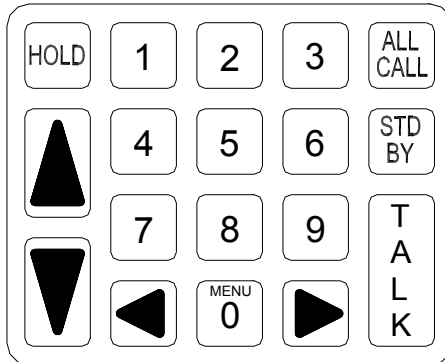
* OFF LINE *
UP ARROW TO Exit
    
```

**Off Line Mode** The system is in this mode when OFF LINE is displayed. In this mode, the Station Selector is powered on, but is silent.

**Hold Feature**

The Hold feature allows an attendant to momentarily disconnect from a call, greet a newer call, and return to the previous call.

## Operating Keypad



Operating keys are described below.

TALK	This key controls talk/listen communications. User presses TALK button to cancel the alert tone and to transmit outbound audio.
STD BY	This key controls station connection. User presses STD BY (Standby) button to cancel a Call Station or Station Selector connection.
ALL CALL	This key allows outbound audio connection to all Call Stations simultaneously.
HOLD	This key allows disconnection from a current call with the ability to return to that call later.
MENU/0	This key allows Call Station selection through use of the Left/Right arrows.
Up/Down Arrows	These keys adjust Station Selector volume.
Left/Right Arrows	These keys control Call Station selection. User scrolls through available Call Stations by name.

## Multiple Station Selectors

When two or more Station Selectors are connected, using one Station Selector locks out all other Station Selector(s). Pressing the TALK key on a locked out Station Selector results in a busy tone being emitted.

## Setting Volume

Pressing the Up/Down arrow keys adjusts the Station Selector volume through 15 levels. The new level is momentarily displayed each time an Up/Down arrow key is pressed.

## Using the C5000

### One Call Station Calling Station Selector

```
Q=01:           :SBY
S=04: PUMP # 04
```

1. Customer presses "Push for Service" button at Call Station. Station Selector beeps and displays:
  - Q=01 indicating there is one call in the queue waiting to be answered.
  - Call Station number and name (station 4 in this example).

```
           :           :TLK
S=04: PUMP # 04
```

2. Attendant:
  - a. Holds TALK key down.
  - b. Speaks into microphone.
 Station Selector stops beeping. Display:
  - Clears Q=01 indicating there are no more calls in the queue.
  - Replaces SBY with TLK.

```
           :           :TLK
S=04: PUMP # 04
```

```
           :           :LIS
S=04: PUMP # 04
```

3. Attendant and customer talk back and forth. Attendant:
  - a. Holds TALK key down while speaking. Display shows TLK.
  - b. Releases Talk key while listening. Display replaces TLK with LIS.

```
           :           :SBY
_:
```

4. When finished, attendant presses STD BY key. The display shows SBY.



## More Than One Call Station Calling Station Selector

A maximum of 16 Call Stations can call the Station Selector. The system stores the calls in a queue (list) in the order received. Q in the display shows the number of calls in the queue. If in Standby mode, the Station Selector beeps to indicate a call or calls are in the queue.

To answer:

1. Press TALK key.

Q decreases by 1 and the first Call Station number and name in the queue is displayed (customer waiting the longest is answered).

Illustration shows Call Station 7 connected with 2 calls in the queue.

```
Q=02:      :TLK
S=07: PUMP # 07
```

2. Proceed as described under Steps 3 through 4 under the previous section *One Call Station Calling Station Selector*.
3. Repeat Steps 1 and 2 above to answer next call.

It is possible to place a current call on hold and connect to a different call. See *Using the Hold Feature*.

## Using the Hold Feature

The Hold feature allows an attendant to disconnect from a current call and connect to a new call without losing the first call. This is useful for disconnecting from a current call, momentarily greeting a newer call, then returning to the first call. More than one call can be placed on hold.

Assume a current connection to Call Station 12, and a second station attempting to call in.

The display shows Q=01, LIS, and the current Call Station number and name.

```
Q=01:      :LIS
S=12: PUMP # 12
```

To use the Hold feature:

1. Press the HOLD key during the current call connection.

The display shows HOLD = 01 (if no other calls are on hold) and SBY.

The current call is placed on hold and the Station Selector beeps.

2. Press the TALK key to answer the second call (from Call Station 8 in this example).

The display:

```
:HOLD=01 :TLK
S=08: PUMP # 08
```

- Clears Q=01.
- Shows the new station number and name and TLK.

```

: HOLD=02 : SBY
_: Press 'HOLD'

```

```

: HOLD=01 : LIS
S=12: PUMP # 12

```

```

: HOLD=01 : SBY
_: Press 'HOLD'

```

```

: : LIS
S=08: PUMP # 08

```

3. Press the HOLD key to place the second call on hold.  
The display shows HOLD = 02 and SBY. Both calls are now on hold.
4. Press the HOLD key again.  
The display shows HOLD = 01 and LIS. The second call is still on hold and the Station Selector is connected to the first caller.
5. Press and release the TALK key to converse with the first caller.
6. Press the STD BY key when finished.  
The display shows HOLD = 01 and SBY and the Station Selector beeps.
7. Press HOLD.  
The display shows the second station number and LIS.
8. Press and release the TALK key to converse with the second caller.
9. Press the STD BY key when finished.

## Calling From Station Selector to Call Station

There are three ways to call from the Station Selector to a Call Station:

- Select a specific Call Station.
- Use directory assistance.
- Use All Call Mode. See *All Call Mode*.

### Select A Specific Call Station

System must be in Standby mode. To select a specific Call Station:

1. Press the key(s) associated with the Call Station being called for the desired Call Station number (Call Stations 1 through 9 are entered as one digit).  
Display shows the Call Station number and name.
2. Proceed as described under Steps 2 through 4 under the previous section *One Call Station Calling Station Selector*.

### Use Directory Assistance

Directory assistance allows searching for a Call Station by name. The system must be in the Standby mode. To use directory assistance:

1. From the Standby mode, press the MENU/0 key.  
The display shows S = 01 and the station 1 name.
2. Do one of the following:

- Use the Left/Right Arrow keys to find the desired Call Station.
  - Select a specific Call Station as a starting number:
    - Press a key to select a starting number.
    - Use the Left/Right Arrow keys to find the desired Call Station.
3. Proceed as described under Steps 2 through 4 under the previous section One Call Station Calling Station Selector

### All Call Mode

```

:           :TLK
A L L C A L L
  
```

The All Call mode allows the attendant to speak to all Call Stations at once. All Call mode can be entered at any time. To use All Call mode:

1. Hold the ALL CALL key down.  
The display shows ALL CALL and TLK.
2. Talk into the microphone.
3. Release the ALL CALL key.

The system goes to the Standby mode or to the previous call connection.

### Off Line Mode

```

* OFF LINE *
UP ARROW To Exit
  
```

The Off Line mode is the equivalent of the Station Selector being turned off. In the Off Line mode, the Station Selector does not respond to call requests (does not beep).

The Station Selector can be put in Off line mode from Standby mode. To do this, repeatedly press the down arrow key to reach minimum level. The display shows OFF LINE.

To exit Off Line mode and enter Standby mode, press the up arrow key once. Audio level is set to the mid level of 8.

### Error Messages

```

! E R R O R !
NO COMMUNICATION
  
```

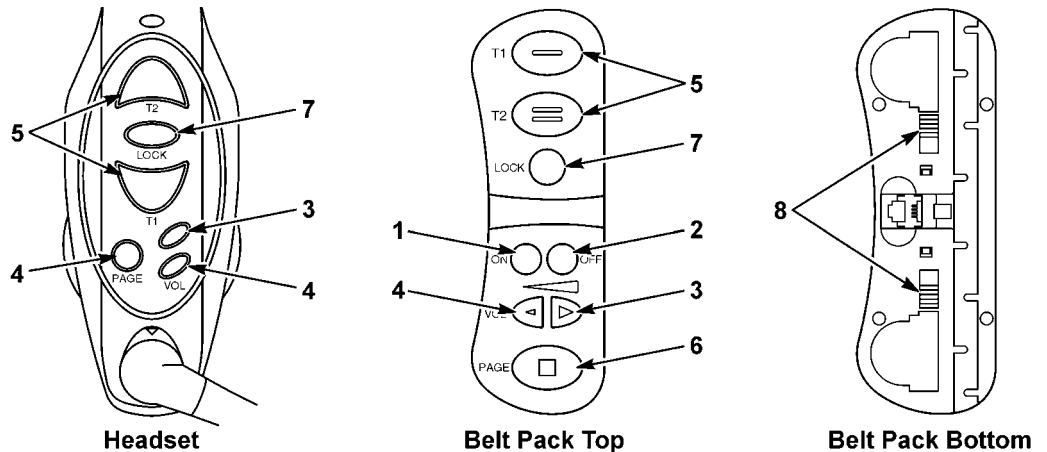
The system displays one error message: NO COMMUNICATION.

If this message occurs, call your 3M™ authorized dealer or call 3M™ Technical Support at 800-328-0033.

**Headset and Belt Pack**

The Model C1060AA Headset and Model C860AA Belt Pack Intercom controls are shown below.

See the *3M™ Headset Intercom System, Model C1060, Operating Instructions* and the *3M™ Belt Pack Intercom System, Model C860, Operating Instructions* for detailed information about headset and belt pack operations.



**Figure 4. Headset and Belt Pack Controls**

- 1 ON Switch** Press the ON switch to turn on the headset or belt pack.
  - 2 OFF Switch** Press the OFF switch to turn off the headset or belt pack.
  - 3 Volume Up ▲ Control** Press to increase the volume.
  - 4 Volume Down ▼ Control** Press to turn the volume down.
  - 5 Talk Switches (T1 or T2)** Press either switch to connect to the calling location. Hold the switch to talk to the customer. Release the switch to listen.
- ✓ Note**
- If your location has more than one wireless system, contact your local dealer for information about Talk switch (T1 and T2) operations.
- 6 Page/Call Station Scan Switch** Momentarily press and release to activate the Call Station scan feature. (Also used to disconnect a Call Station and return the system to standby mode.)  
Press and hold to talk to internal personnel without being heard by the customer. Release the switch to listen. (With the switch released, you can hear both customers and internal paging.)
  - 7 TALK/Lock Switch** Not used for this application.
  - 8 Battery Release** Push the battery release up and hold it while sliding the battery out of the housing.

**✓ Note**

The C860 Belt Pack operates with either 1 or 2 batteries. If 2 batteries are used, replace both at the same time.

## Operating Headsets and Belt Packs

### ✓ Note

Disable the TALK/LOCK feature on all headsets used with the Model C5000. See the *3M™ Headset Intercom System, Model C1060, Operating Instructions* and the *3M™ Belt Pack Intercom System, Model C860, Operating Instructions* for detailed information about disabling this feature.

## Answering a Call

To answer an incoming call, do the following:

1. Press and hold either TALK key (T1 or T2) to connect to the first customer in order.
  - The tone stops.
  - The amber call indicator on the Station Selector paired with the headset (if used) stops flashing, but remains lit.
2. Release the key to listen to the customer.
  - The enunciator announces the Call Station number.
  - You can then listen to the customer.

## Responding to a Call

To respond to an incoming call, do the following:

1. Press and hold either TALK key (T1 or T2) to talk to the first customer in order.
  - The tone stops.
  - The amber call indicator on the Station Selector paired with the headset stops flashing, but remains lit.
2. Release the key to listen to the customer. The call indicator remains lit.
3. When you are finished talking and listening to the customer, press the PAGE key (P). The call is disconnected and the call indicator turns off.
4. To respond to the next caller, repeat steps 1 through 3 to answer each call in order.

To ignore the next call in order and talk to a customer at a specific Call Station, quickly press and release P once. The enunciator announces the numbers of each Call Station awaiting a response. When you hear the number of the desired Call Station announced:

- Press T1 or T2 to talk to the customer.
- Release to listen.

## Initiating a Call

To initiate a call to any Call Station:

1. The system must be in STANDBY mode.
2. Momentarily press and release the PAGE (P) switch.
  - The system enters the Call Station scan mode.
  - The enunciator announces "Select...All Call... One..Two...Three...".
3. When the enunciator announces the number of the Call Station you want to call, press and release T1 or T2.
  - The enunciator announces "Connect One" (or the number of the Call Station you selected).
4. Press and hold T1 or T2 to talk to the customer.

5. When you are finished talking and listening to the customer, press P.
  - The Call Station is disconnected and the call indicator on the Station Selector turns off.

Repeat Steps 2 through 5 to initiate another call.

### **Paging**

Press and hold P to talk to other operators wearing headsets or belt packs. Release when the message is complete





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