



Installation Training

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- **Installation Checklist**
- **Training Checklist**
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- **Audio Adjustments**
- **Store Settings**
- **Installer Setup**
- **EOS Base Location and Mounting**
- **Speed Team and Extended Range Antennas**
- **Switcher Board Installation**
- **IC300 Installation**
- **Photo Requirements**
- **Possible Cable Splicing**

IC300 is to be wired for a single element. It *will not* be using a separate microphone and speaker

Check the switch settings on the IC300 at install time to confirm that it is set for a combo element (HALF-DUPLEX) When switching to backup, both inbound and outbound audio will be routed through the SP10 speaker

Chick-fil-A Ion/EOS Installation Scope of Work



- *Contact GC's Superintendent at least 24 hours in advance of install to confirm schedule and ETA*
- *Base station shall be mounted on top of DT J-box and over cover plate located on bulkhead facing DT window (inside drive-thru area) – it is recommended you install a 1" grommet in cover plate to protect wiring from base to J-box (Ask GC to notch the plate for cables)*
- *Pull new cable for **both** systems!
Do not use existing D15 harness for the IC300!*
- *IC300 should be mounted flat on the wall (no pedestal mount) near the J-box with conduit connected to base station as shown on drawing – IC300 will always be connected to inside lane (lane 1)*
- *Install/interface with cabled intercom*
- *Install DM5 and SP10 speaker*

Chick-fil-A Ion/EOS Installation Scope of Work...Continued



- No mode switch will be installed – **set-up system with dedicated mode On (✓)**
 - CFA refers to this as “3-man”
- If supplied, EC10 Shall be mounted overhead where order taking is being performed, if order taking is not done in DT area. If order taking is done in DT area install the EC10 antenna to cover any areas of reduced signal in the store **(walk-test store to verify coverage prior to EC10 installation)**
- EC30 Extended range antenna shall be installed to have coverage just prior to speaker post toward the beginning of DT lanes. Walk test to speaker post and inside remote order station (if present). Tech to walk-test range with available on-site CFA personnel, **please document name and title on the IVF**
- *Tech must:*
 - *Train onsite CFA personnel*
 - *Complete IVF*
 - *Complete Training Checklist*
 - *Take photos and submit them with IVF (Base station, IC300 & Speaker post)*

HME

HME

CHICK-FIL-A INSTALLATION VERIFICATION FORM

INSTALLER COMPLETES THIS SECTION:

Date of Install: _____ Work Order # _____ Store: New _____ Existing _____

Store ID # _____ Contact: _____ Phone # _____

Address: _____

Installing Company: _____ Technician Name: _____

*Were you able to pull new cable from the speaker post/menu board to the inside of the store? Yes No

*If new cable couldn't be pulled, which microphone did you install instead of the DM1? _____

*Photos of the base station, IC300, speaker/mic configuration, and DT lane are required for payment.

*It is very important to achieve range in the DT lane at least 5-6 cars beyond the menu board. You should have received a handout with the work order we sent to your office. Please reference these diagrams as you walk-test the communicators to find the best position for the base station and extended range antenna.

Where did you mount the base station? _____

Which direction is the extended range antenna pointing? _____

Were you able to get range in all areas of the DT lane? Y N

Range tested with CFA personnel: _____ (CFA personnel name & title)

If no, where were you not able to get range? _____

Loop Measurements (at loop outside – no lead-in cable):

Before (Lane1): _____ (I) _____ (R) _____ (Meg) After (Lane 1): _____ (I) _____ (R) _____ (Meg)

Before (Lane2): _____ (I) _____ (R) _____ (Meg) After (Lane 2): _____ (I) _____ (R) _____ (Meg)

System set in dedicated mode (3-man): _____ (initial)

Store hours set up: _____ (initial) "Store Closed" message set: _____ (initial)

Write any pertinent information such as conduit condition, j-box location, or others for quick troubleshooting.

Have you been trained on all equipment installed by your HME installer? YES _____ NO _____

Have you received all the accessories (headsets, communicators, batteries) and Quick Reference Guides for all HME equipment installed on this date? YES _____ NO _____

Comments: _____

Authorized Customer Representative: _____

(Please Print Name)

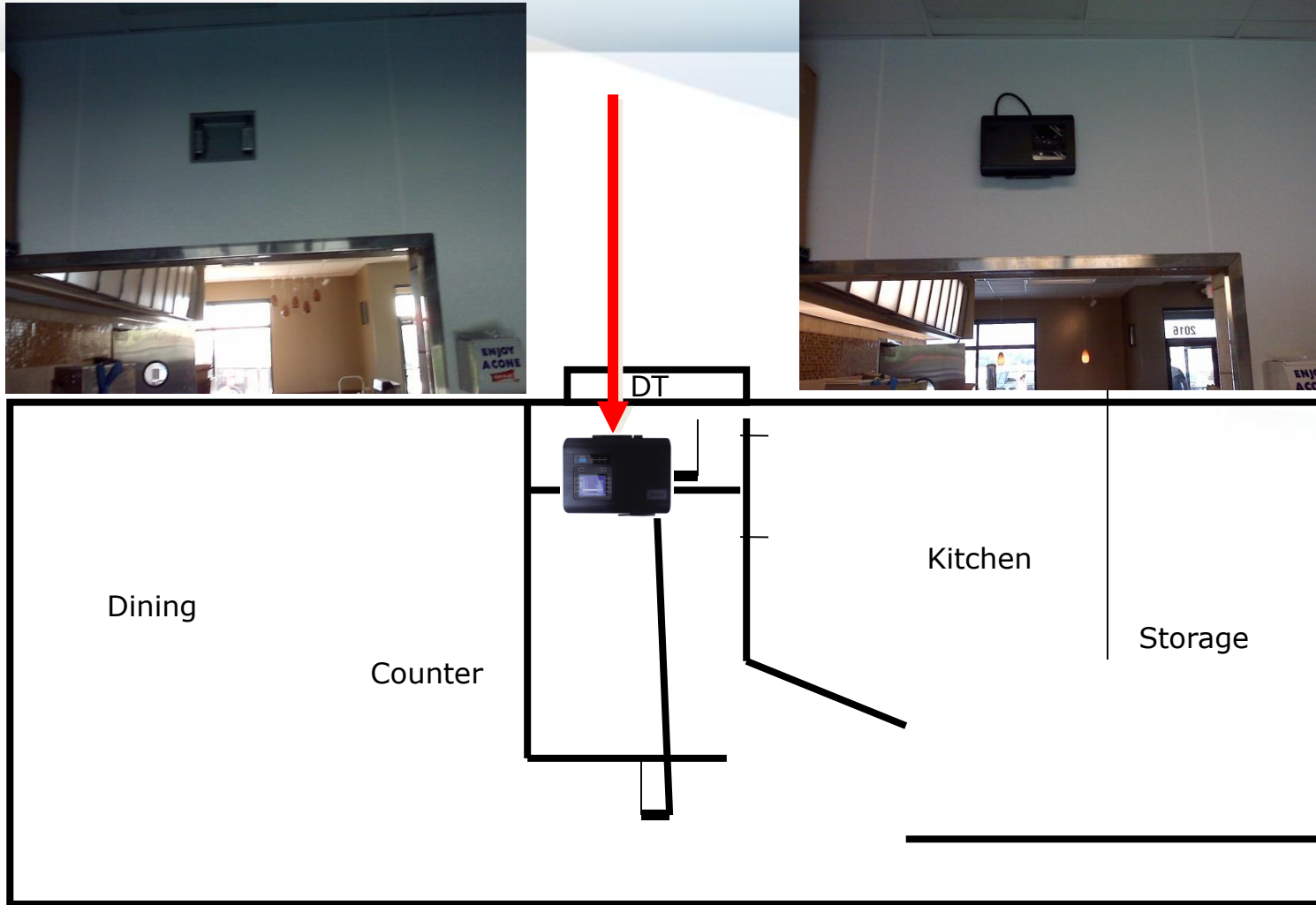
The Installation Verification form **must** be completed, signed, and submitted to HME to close the order



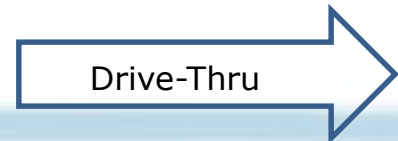
Equipment Location Inside Store



Base location above soffit in counter area

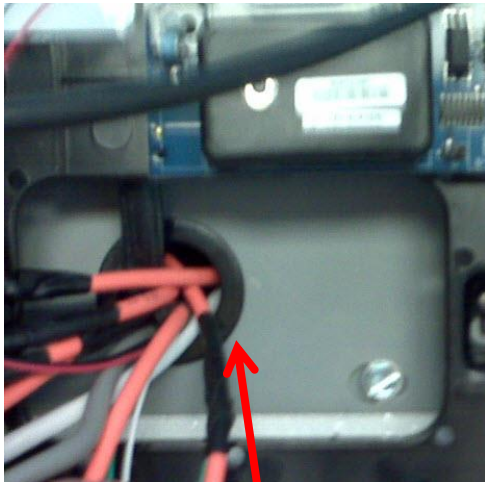


Contact HME if this location is not suitable





Mount EOS base on top of J-box and attach to cover plate

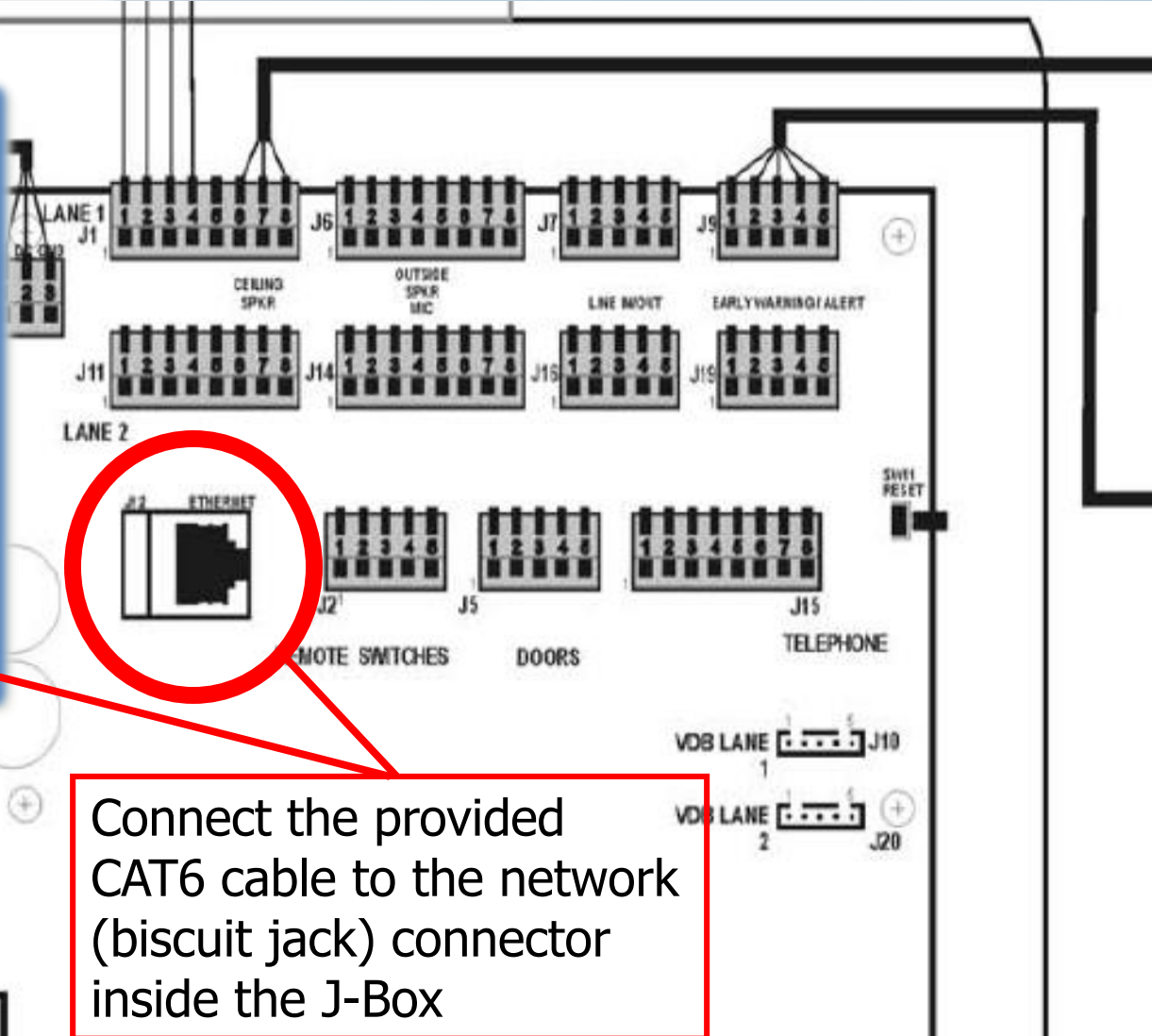


Have GM notch the plate (1" hole) for cable routing



Do Not mount EOS base above or below J-box





Connect the provided CAT6 cable to the network (biscuit jack) connector inside the J-Box



Make sure to install and pack both speaker and microphone in acoustic foam

Please note: Current microphone being installed for CFA is DM5



You will need a ladder to access all bolts holding the back panel in place. The speaker and loop will be accessible from the rear



Once the bolts are removed, you will be able to tilt the rear panel backward to remove it. If you do not have space to do this, you will need to partially disassemble the bottom portion of the post. This will allow you to lift the rear panel straight up and out.



The front panel will need to be removed to access the mic housing. Feed the mic cable through the pre-drilled hole and pack tightly with acoustic foam.

HME

EC30

Extended Coverage Antenna Kit



EC30 Antenna

Applies to EOS HD.

Primarily designed for extended outdoor Coverage during speed-team operations

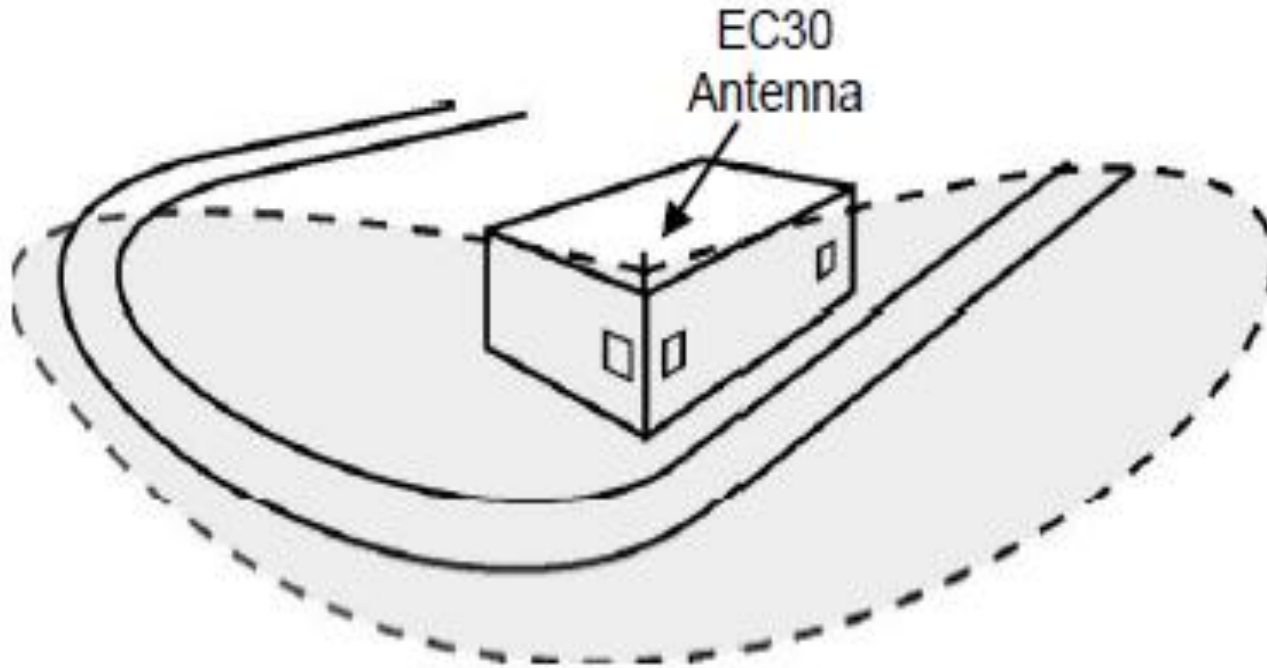
Can also be used indoors in stores where coverage is exceptionally difficult

IMPORTANT!:

ALL components must be utilized in the installation of this device

EC30

Coverage Area



With our brand new EC30 we have developed an antenna that has full radial range with coverage extending 130 feet in all directions. Offering not only better coverage than the EC20 but also easier installation flexibility, the EC30 can be mounted on the corner of a building, a post, or flat on a wall



EC30

Coverage Area



EC30 will have line-of-sight to the order points



EC30

Coverage Area



EC30

Equipment



Flush-mount
bracket



Corner-mount
bracket



Pole-mount
bracket

Antenna mounting brackets



The EC30 comes with 3 different possible brackets to tailor fit to every store. The brackets are made from heavy-duty aluminum and stainless steel. The Antenna is built from fiberglass radome for durability and aesthetics.

EC30

Installation Steps

Installation Steps:

1. Determine Location

- Location will be determined based on where the customer would like the antenna installed for best aesthetics and coverage
- Keep in mind you must allow enough space to rout the provided 100' coaxial cable from the antenna to the base station

Installation Steps:

2. Walk Test

- Connect the base to the lightning arrestor
- Connect the lightning arrestor to the antenna
- Have two people using headsets communicate with each other while one person is standing in the area of desired coverage
- If necessary, move the antenna until desired coverage is met

Installation Steps:

3. Mounting the Antenna

- a. Mounting antenna on outside flat wall of building
 - The antenna should be mounted 12'-15' above ground level
 - Drill two 3/16" holes below the bracket for the antenna cable to be routed through the building
 - Insert cable connector through hole in the wall and fill the hole around the cable with weatherproofing sealant

Installation Steps:

3. Mounting the Antenna

b. Mounting antenna on outside corner of building

- Determine a location on the corner of the building that is suitable for the customer considering aesthetics and desired area of coverage
- Repeat same steps as specified in flat wall mounting instructions



EC30

Installation Steps

Example:

See the following example of how mounted our EC30 Antenna to the outside corner of a Chick-fil-A



Installation Steps:

3. Mounting the Antenna

c. Mounting antenna on a post

- Mount the antenna 12'-15' up on the post using the provided U-bolts and nuts
- Connect the enclosed lightning arrestor to the EC30 and the coaxial cable on the other side of the lightning arrestor
 - Attach a grounding wire to ground connector on the lightning arrestor
- Connect the other end to the nearest grounding point

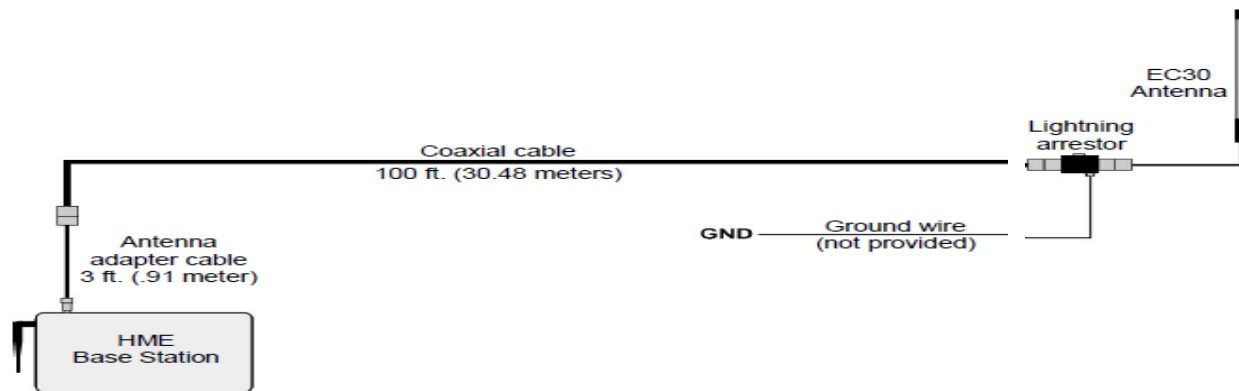
EC30

Installation Steps

Installation Steps:

4. Connecting EC30 to EOS HD Base Station

- Remove the antenna from the top of the HME Base Station and connect the EC30 antenna adapter cable in its place
- Connect the other end of the antenna adapter cable to the coaxial cable
 - System connections should look like the picture below



EC30

EQUIPMENT

EQUIPMENT PROVIDED:

EC30 Antenna
Antenna mounting bracket with hardware
Lightning arrestor with mounting bracket
Coaxial Cable, 100foot (30.48 meters)
Antenna adaptor cable, 3 foot (.91 meter)

EQUIPMENT NOT PROVIDED:

Phillips (cross-point) screwdriver, size #2
Standard (slotted) screwdriver, 1/6 INCH (3.2MM)
Power drill and bit set
Fish tape, 100 foot (30 meters)
Wire for grounding lightning arrestor, consult local code
Mounting hardware for lightning arrestor bracket
Clamp for attaching lightning arrestor ground wire to ground
Ladder to reach outside antenna-mounting location

EC30

Lighting Arrestor



Mounting screws are NOT provided for the surge arrester bracket

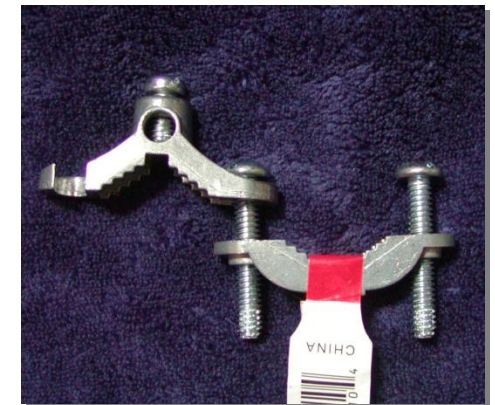
HME

EC30

Lighting Arrestor



Example Ground Clamp



Installer is responsible for providing ground wire, running appropriate wire to proper ground location and connection to lightning arrester. Check local code for grounding requirements.

HME

EC30

Antenna Adapter Cable



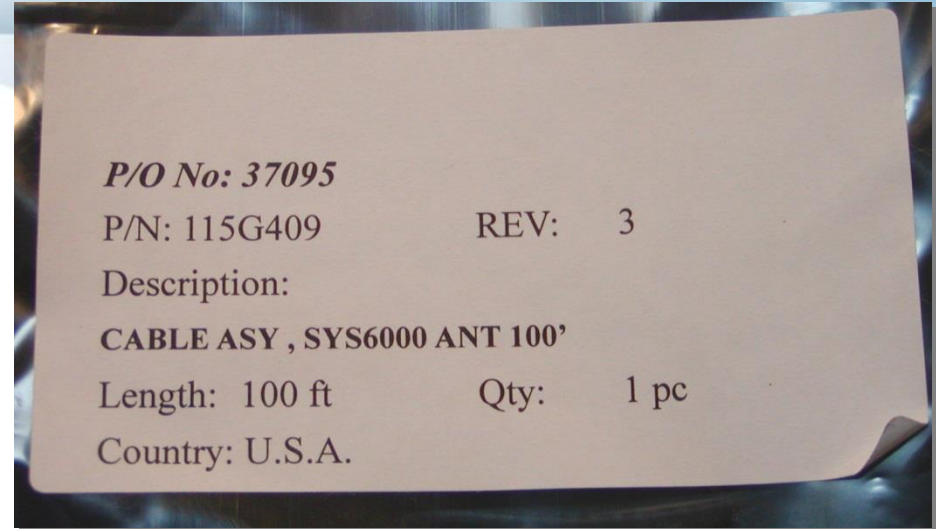
For optimum antenna coverage,
The adapter cable should be connected
directly to the base station and NOT to
a splitter.



HME

EC30

100 foot coaxial Cable

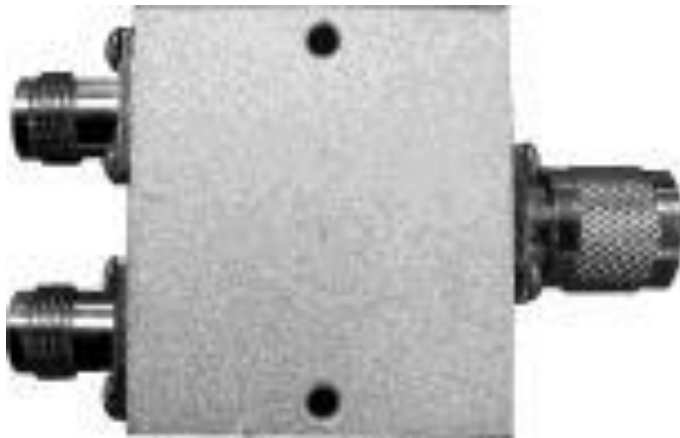


To remain in compliance with FCC regulations, you **MUST** use the entire length of cable. Even if this means you have coiled excess in the ceiling.

HME

EC30

Splitter for 2 antennas



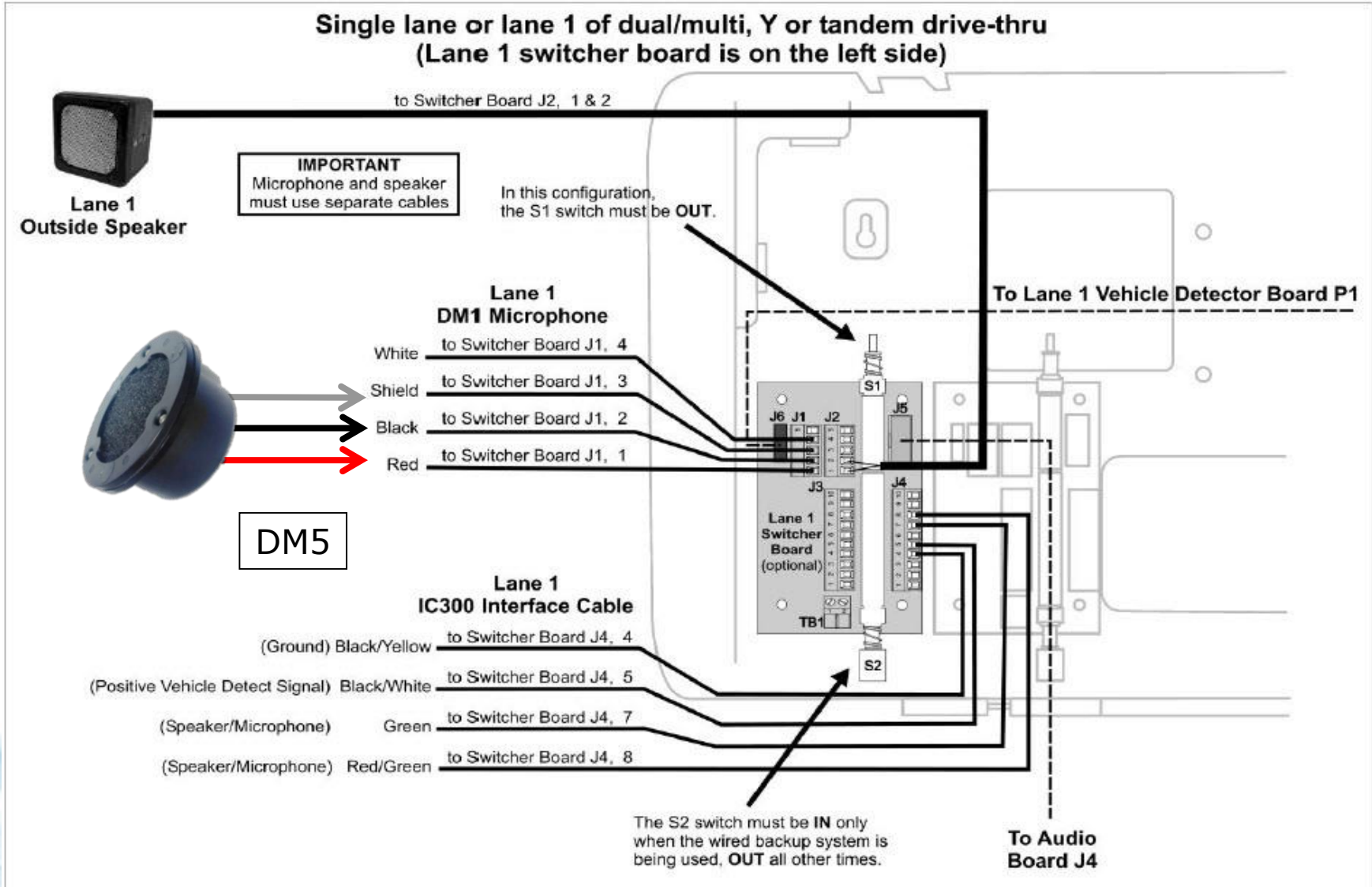
If you install the extended antenna, and you still don't have enough coverage, you will need to add a second antenna with a splitter. This is to keep the original antenna in place, so you don't lose coverage local to the base.



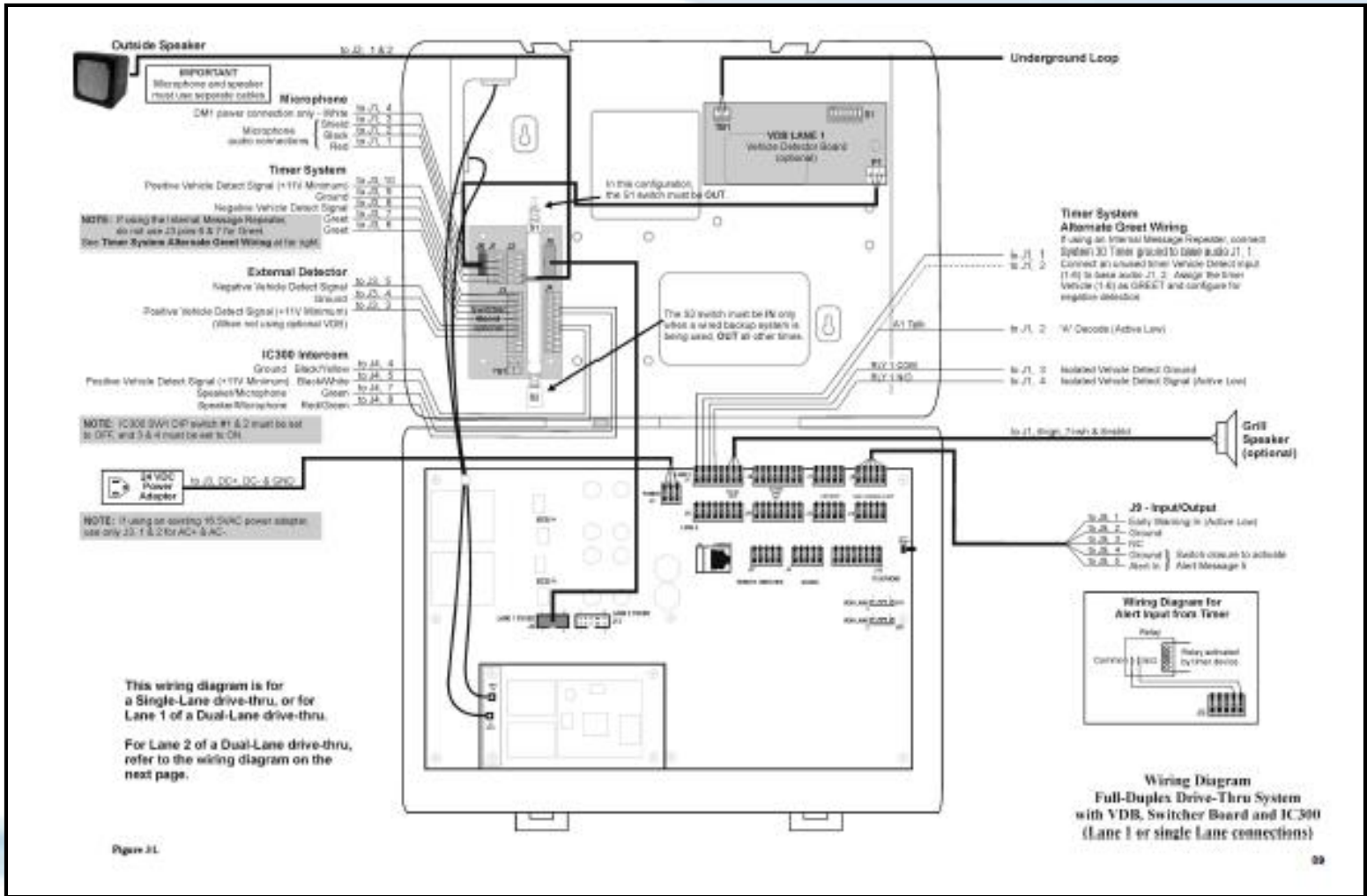
Switcher Board Wiring -EOS Lane 1 (Inside)



The new wiring scheme for the microphone, speaker, and IC300 to the switcher board



Switcher Board Wiring Lane 1 (Inside)





- Set vehicle presence tone to a comfortable level
- Set inbound audio to a useable communication level
- Set outbound audio to a usable communication level
- Set inbound audio to grill speaker to a usable level (if applicable)
- Set VAA sensitivity for both lanes

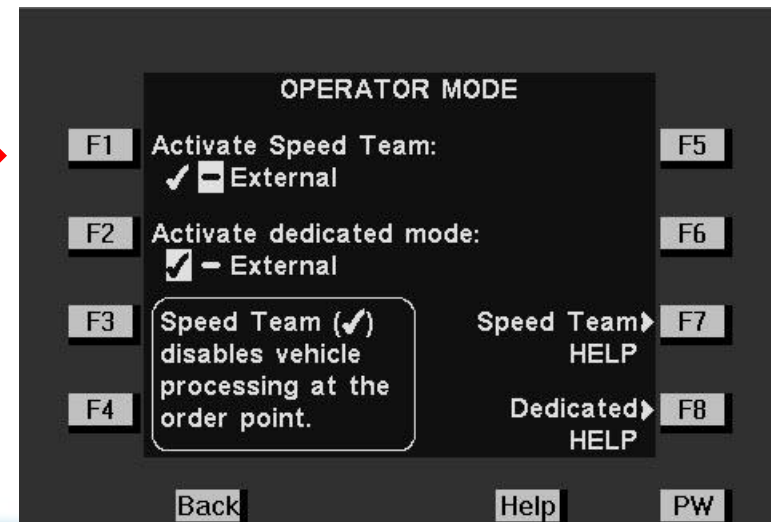
Note: Attenuation should not occur until order taker speaks into the microphone

(in-store background noise should not cause a reduction in inbound audio)





- In Operator Mode you will need to turn dedicated mode on ✓ as no mode switch is provided.
(CFA refers to "Dedicated Mode" as "3-Man")
- Make sure to train customer on how to turn Speed Team On (✓) and off (-)
once again no mode switch is provided
(CFA refers to "Speed Team" as "Team Play")





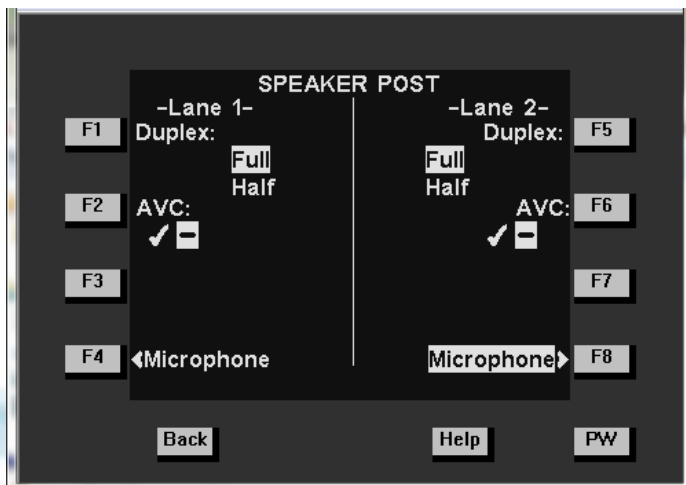
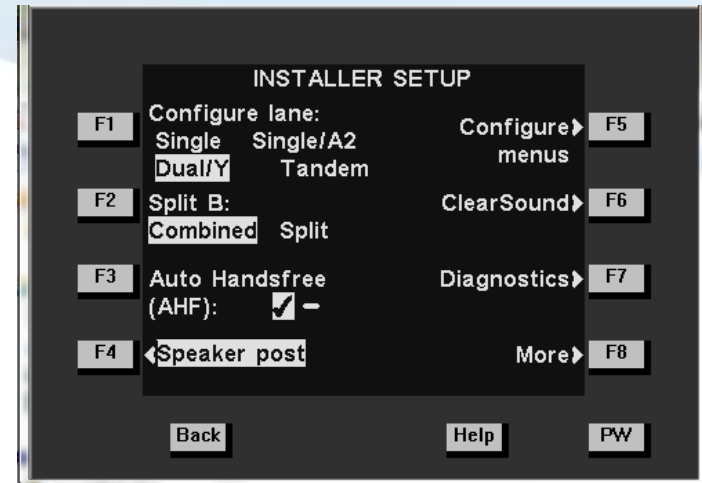
- Set system time and date
- Set Password (if requested)
- Set store hours
- For Sunday:
 - set store to open at 12:00 A.M. (00:00:00)
 - set store to close at 12:01 A.M. (00:01:00)

(this will allow "Store is Closed" message to play Sunday from 12:01 A.M. until opening time on Monday morning)



EOS Installer setup

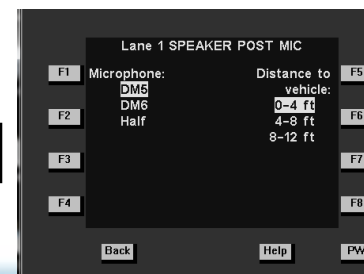
- Set lane configuration (Single for 1 lane store and Dual / Y for 2 lane store)
- Turn Auto Handsfree (AHF) On For one Com/Headset: Hold A1 or A2 and Volume Up, then power on)
- In "Speaker Post" make sure microphone is set for **DM5** for both lanes



ION



EOS





Save Your Installer Settings when Finished



IC300 Installation



CHECK the switch settings on the IC300 to make sure it is in COMBO mode

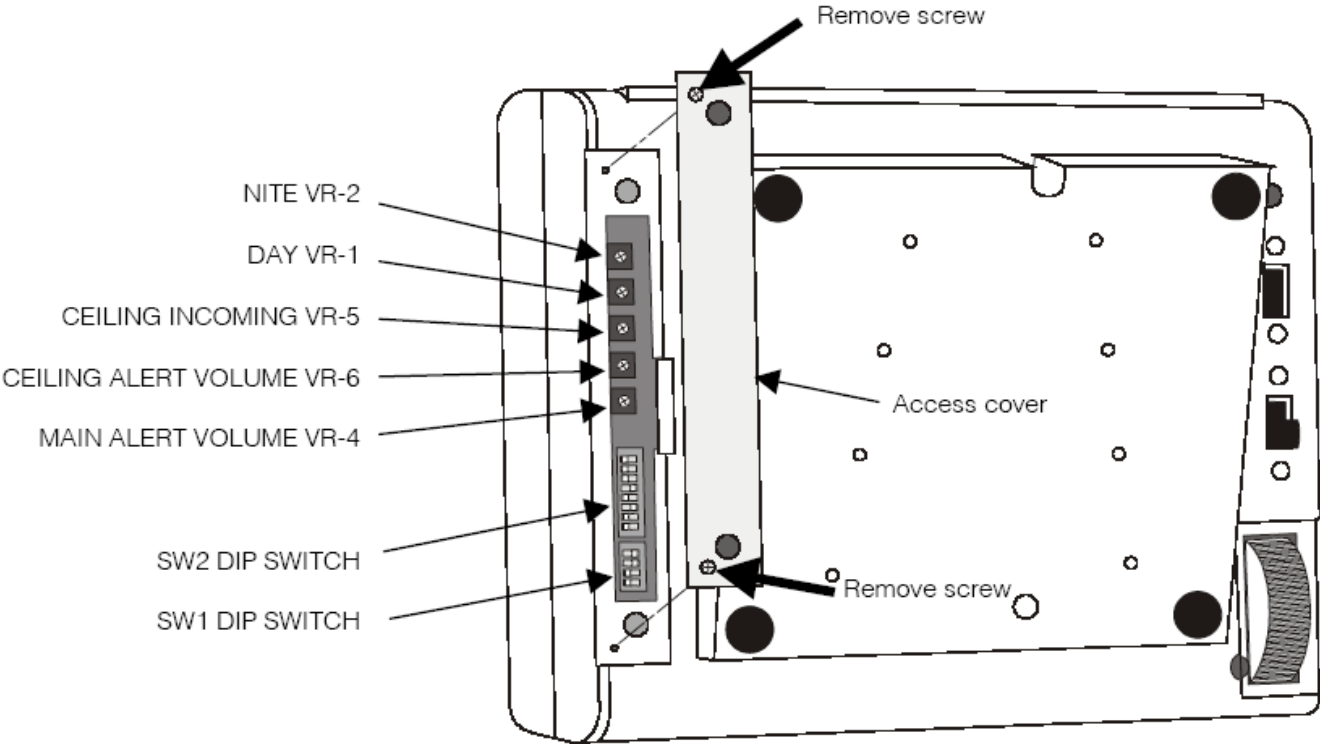


Figure 2. IC300 Intercom bottom view

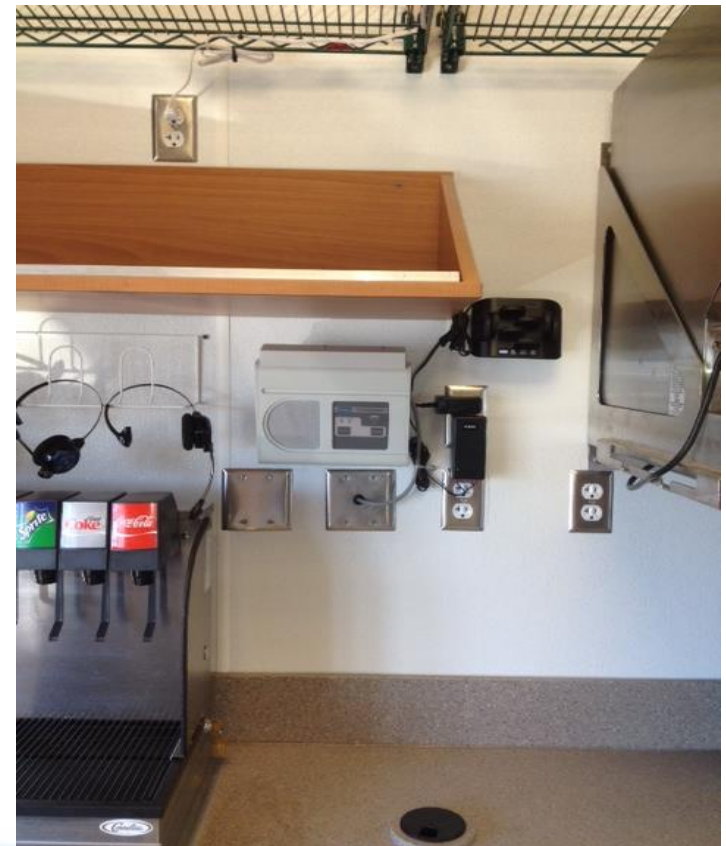
Set the SW1 DIP switches for combo applications at the menu board.

Combo
For Speaker or Horn only
#1 & #2 should be OFF
#3 & #4 should be ON

SW1
ON ← → OFF

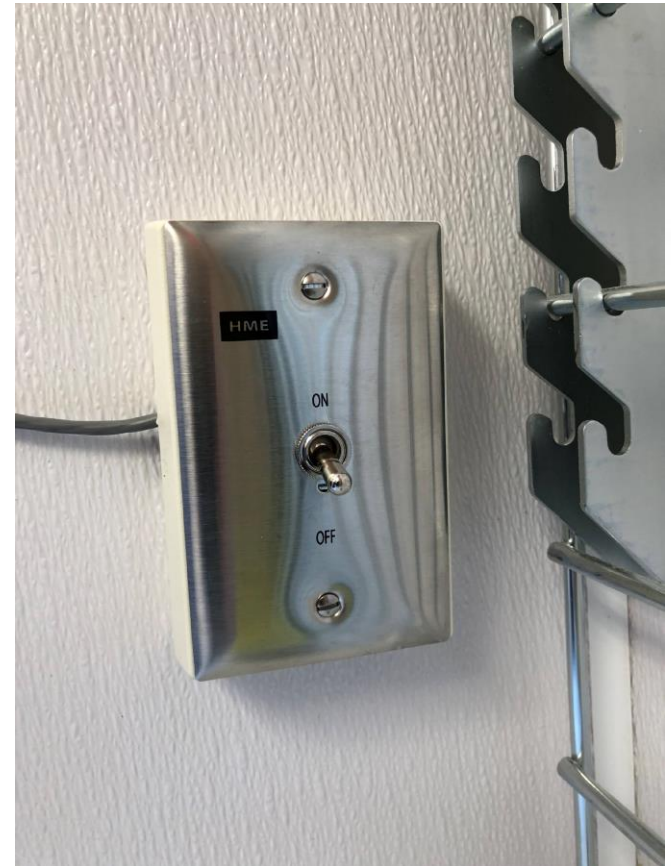


IC300 should be mounted flat on the wall using wall mount bracket (no goose neck pedestal mount) near the J-Box with conduit connected to base station location as shown on drawing. IC300 should always be connected to lane 1 (inside lane)





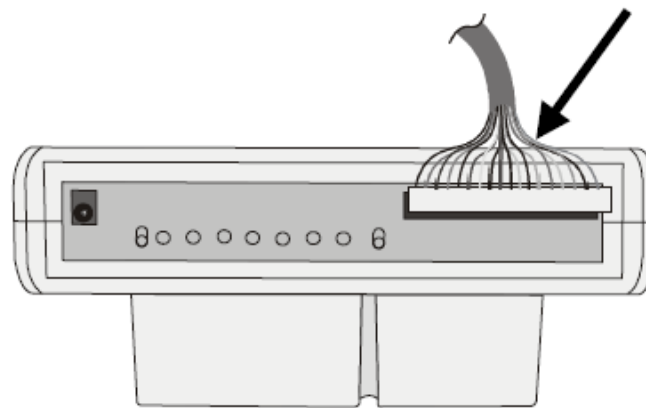
If provided, an external mode switch for Speed Team operation will need to be installed near the IC300 in an easily accessible location





INSTALL NEW WIRING FOR THE IC300. DO NOT USE THE WIRING AND CONNECTOR FROM THE OLD SYSTEM

**THE 18-PIN CONNECTOR
ON THE BACK OF THE
IC300 INTERCOM UNIT
MUST BE INSTALLED WITH
THE WIRES FACING UP.**



IC300 rear view

Mounting Bracket, IC300 – Parallel Wall Mounting

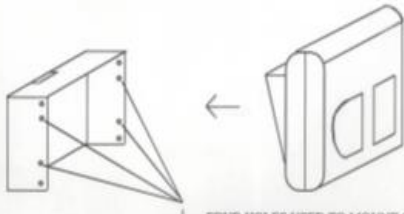


THIS BRACKET IS OPTIONAL FOR WALL MOUNT APPLICATIONS WHERE THE C-15 NEEDS TO BE PARALLEL WITH THE WALL.

THE "V" BRACKETS INCLUDED WITH THE C-15 ARE NOT USED WITH THIS OPTION.

THIS BRACKET SHOULD BE MOUNTED DIRECTLY TO THE WALL USING SELF TAPPING SCREWS THROUGH THE FOUR HOLES ON THE BACK OF THE BRACKET. IT CAN ALSO BE MOUNTED TO A SINGLE GANG BOX WHICH HAS BEEN RECESSED INTO THE WALL.

THE C-15 WILL MOUNT TO THE BRACKET WITH THE FOUR SELF-TAPPING SCREWS SUPPLIED WITH THE BRACKET AS SHOWN.



FOUR HOLES USED TO MOUNT C-15 TO THE BRACKET. SELF-TAP DIRECTLY INTO WEDGE ON C-15.





Mounting Bracket, IC300 – Parallel Wall Mounting

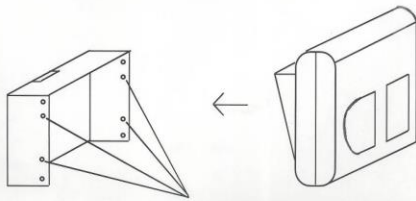


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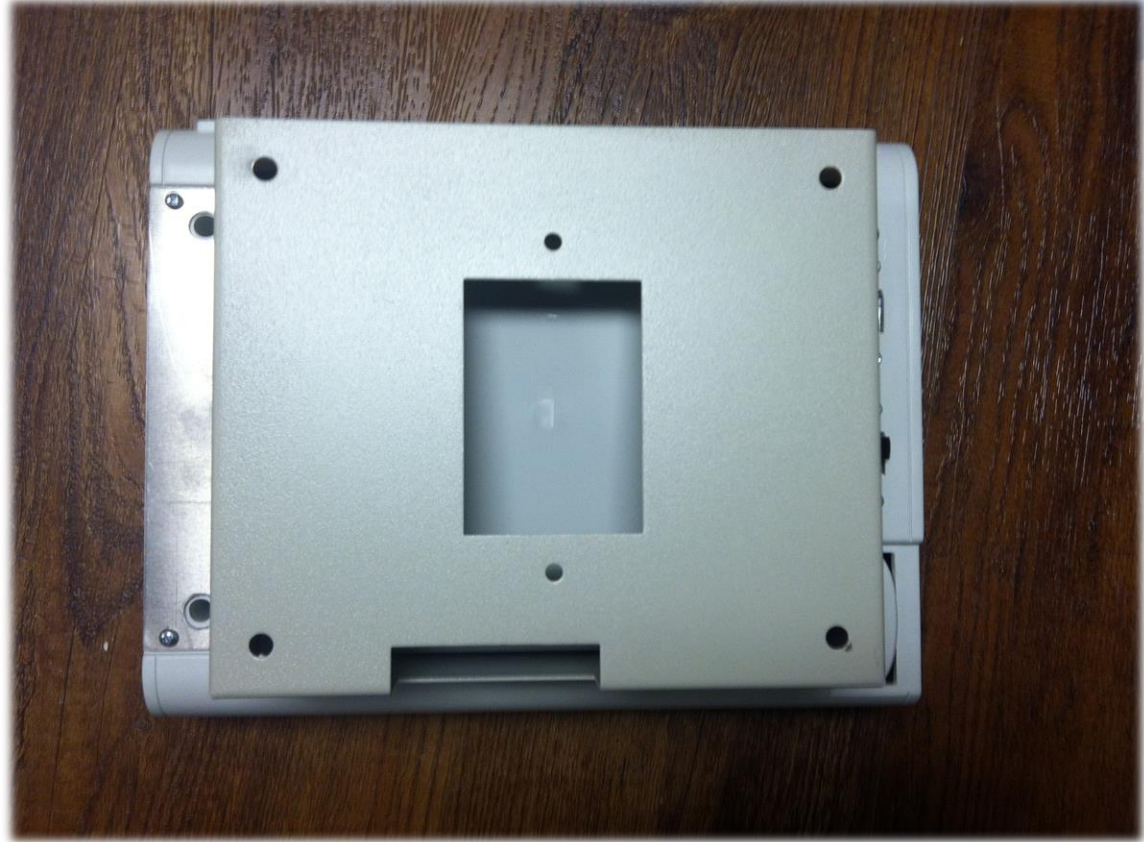
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THE C-15 WILL MOUNT TO THE BRACKET WITH THE FOUR SELF-TAPPING SCREWS SUPPLIED WITH THE BRACKET AS SHOWN.



↓ FOUR HOLES USED TO MOUNT C-15 TO THE BRACKET. SELF-TAP DIRECTLY INTO WEDGE ON C-15.





Tech must train onsite personnel on the following:

- ✓ Basic Com functions
- ✓ Basic EOS screen menu navigation
- ✓ How to register a Com
- ✓ How to activate speed team (CFA refers to this as "*Team Play*")
- ✓ How to adjust all audio level adjustments
- ✓ Use of password
- ✓ Setting up store hours
- ✓ How to record and schedule basic customer greetings

- Verify store hours are set and "*Store is Closed*" message is turned On
- Zip-tie quick reference guide to EOS base station

- *Save Installer Settings* when all system programming is complete

- If available onsite personnel decline training – **please notify HME and get name and signature of customer and add to IFV**



- **The Training checklist is a requirement for Management and Crew training**

Detailed training instruction for the EOS and IC300

- Use operations manuals for reference during training
- The training checklist must be assigned a store number, dated, initialed by the accepting manager and print the installing technician's name
- A copy of this document must be turned in with the System Verification paperwork

Note: Before installing headset rack check with CFA staff, location is "Managers Choice" – back office is recommended location

Chick Fil-A Training checklist

Use the system operations manual for reference during training

The Training checklist form **must** be completed, signed and submitted to HME

Equipment location

1. Identify all equipment locations for the entire system
2. Identify equipment identifiers and service phone number

ION operation

1. Demonstrate headset operation and functions.
2. Demonstrate basic ION screen menu navigation.
3. Demonstrate battery change and battery charger.
4. Demonstrate Auto Hands Free Settings and operation.
5. Demonstrate Base station features and adjustments.
 - Setting store hours. **Verify store hours are set.**
 - Inbound/Outbound volume.
 - Headset registration.
 - Grill Speaker adjustments and options (if applicable).
 - Override operation.
 - Password (setting and entering).
6. Demonstrate Message Center operation (see below).
7. Review the Quick Reference Guide.

CFA # / Mgr Initials
_____ / _____
Install Technician (PRINT)

Date_____

Wired intercom

1. Demonstrate Switcher Board transfer inside on bottom of ION base station.
 - **Remember switcher board will always be left in "DM1" position (S 1 is left in the "out" position).**
2. Demonstrate IC300 ON/OFF and volume control.
3. Demonstrate return to wireless operation.

Speed Team Operation ("Team Play")

1. Demonstrate SPEED TEAM operation.
2. Demonstrate connectivity in all areas that need coverage.
 - a. 20 ft. perimeter beyond curb. Speaker post back to acceptable location for order taking.

Message Center

1. Explain operation basic of Message Center including:
 - a. Customer Greeter.
 - Recording and setting basic greetings.
 - b. Reminders.
 - c. Alerts.
2. **Verify the "Store Closed" message is working.**
NOTE: Do not record over pre-recorded messages.

Note:
 Other than the "Store is Closed" message the Message Center is not used at this time.

Equipment Maintenance

1. Care and management of batteries.
2. Care of communicators and ear pad replacement.
3. Care and cleaning of battery charger.

Manuals and miscellaneous requirements

1. Leave operation manuals with the store manager.
2. **Tie wrap Quick Reference Guide to ION base station.**
3. Leave HME help desk phone number with the store manager.
4. Identify old removed equipment and leave with the store manager.
5. Have store manager sign off training requirement if required.

Chick-fil-A Store Layout Diagram



Please indicate on the store drawing below where the base station was located and in which direction the antenna was installed. Also include where you were able to get adequate range for the coms both inside/outside of the restaurant. It will help us to see which side the DT lane is located as well as the speaker post. We'd like to see items that may affect the range, such as stainless steel kitchen equipment, Wi-Fi devices, internal walls, etc. Please include this document with the Install Verification Form on all Chick-fil-A IQ installations.



Base Station



Antenna



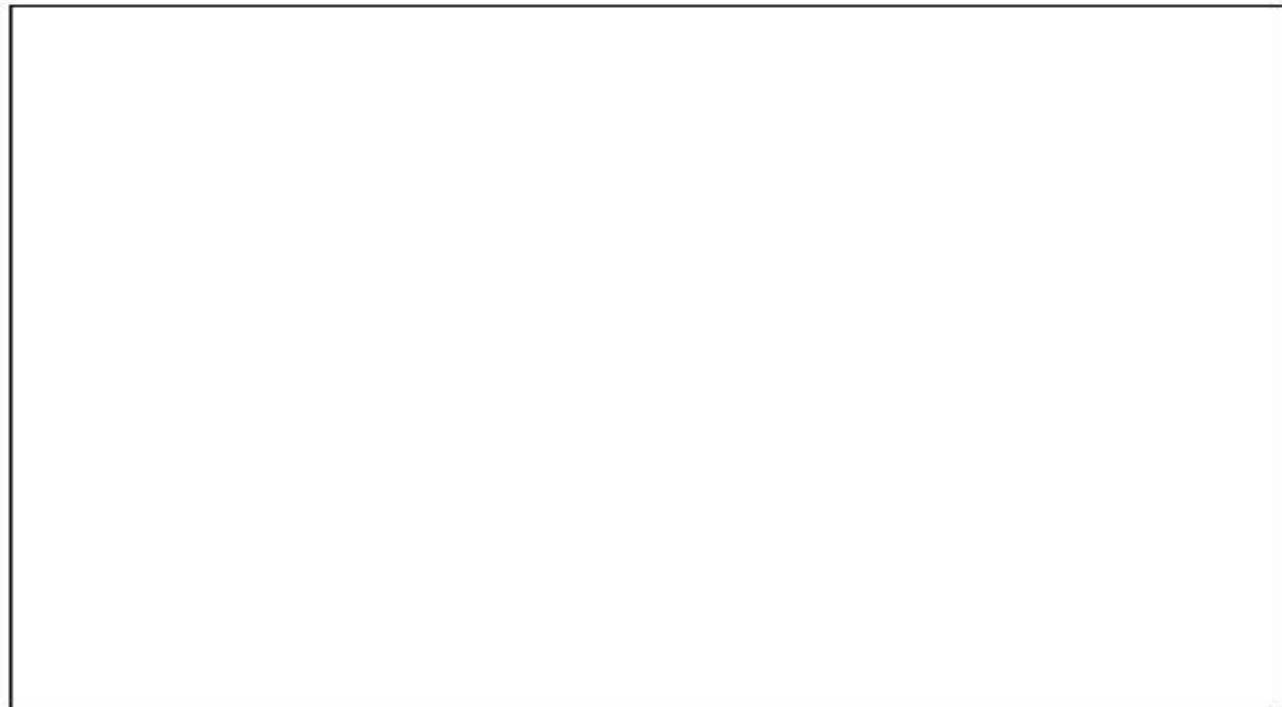
Area of range



Range shadows



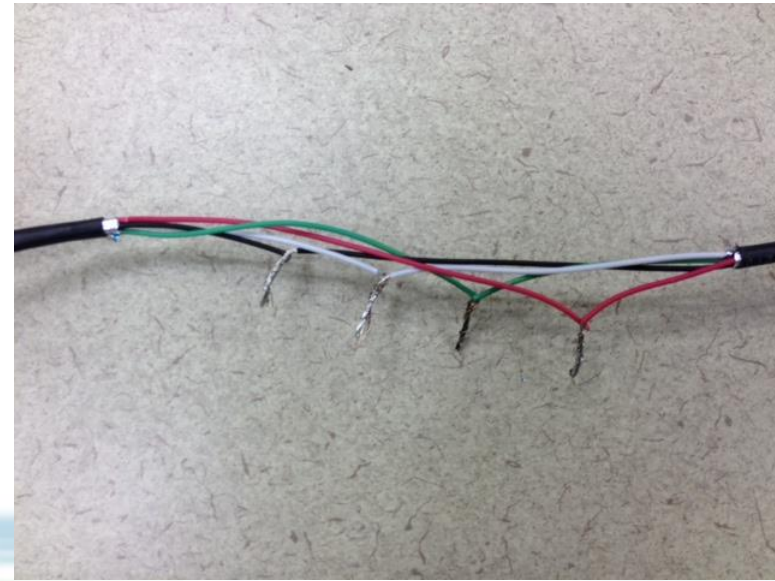
Speaker Post





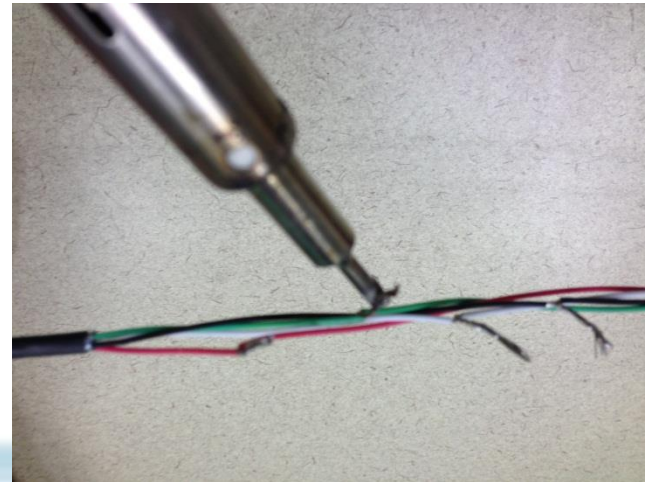
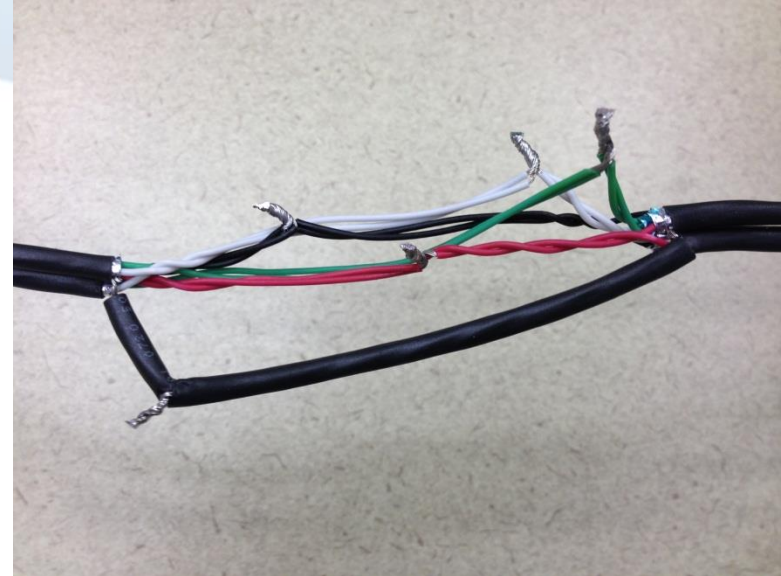
- Some of the new CFA stores are locating the menu boards up to 400' a from the base station location, This will require an in-line splice and a “doubling-up” of cable reels this splice should be done in ceiling if possible
- HME will provide **8 cable reels** for all dual lane installs where the cable extension is required – if splice is required please attempt to locate splice in drop ceiling or access point / J-box
- Make sure you solder all connections and isolate the splices with either electrical tape or shrink tubing

Stagger splice





When splicing cable make sure to double up cables, stagger splice connections, solder and wrap in electrical tape or shrink tubing



Questions

