

Speech Transfer System

Dual Speaker Pod System - STS-K070

Speaker and Microphone Pod System - STS-K071

Speaker Pod and Screen Mounted Microphone System - STS-K072



Installation & User Guide

June 2020

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Contacta has a policy of continuous product development, and therefore small specification changes may not be reflected in this manual. Images, labels, packaging, accessories and product colours are subject to change without notice.

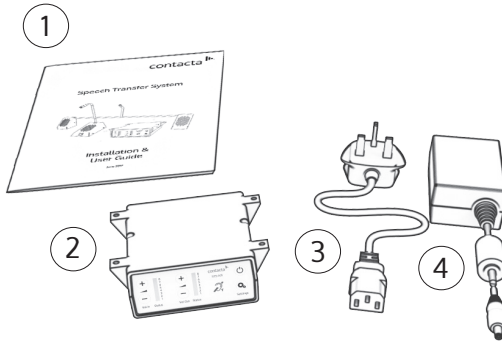
Product Overview

Speech transfer systems provide assistance for clear communication where normal speech is impaired by use of glass, a security screen or other similar barriers.

Components

General Components

1. Installation and User Manual
2. Amplifier
3. IEC Lead
4. Power Supply



Fixing Kit:

- Adhesive Clip x 10
- No.6 x 1/2" Countersunk Screws x 15
- P-Clips x 6

Speaker & Microphone Components

There will also be one of the following speaker and microphone systems:

- Speaker and Microphone Pod (see page 4).
- Dual Speaker Pod (see page 4).
- Speaker Pod and Screen Mounted Microphone (see page 5).

Speaker and Microphone Kits

Dual Speaker Pod - STS-K070

(For installation see page 6)

1. Speaker Pod x 2
2. Mouse Microphone x 2



Speaker and Microphone Pod - STS-K071

(For installation see page 6)

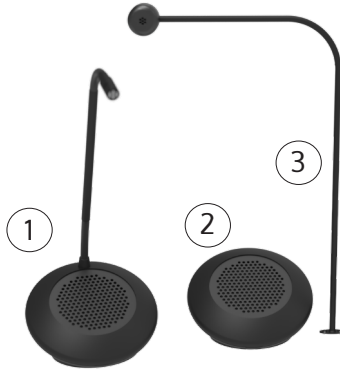
1. Speaker Pod
2. Mouse Microphone
3. Staff Pod



Speaker Pod and Screen Mounted Microphone - STS-K072

(For installation see page 6)

1. Staff Pod
2. Speaker Pod
3. Screen Mounted Microphone with Bent Stem



Installation Instructions

We recommend that installation is carried out by a qualified engineer, adhering to relevant standards.

Check the contents of the box to familiarise yourself with the components.

The staff microphone and amplifier should be installed on the staff side of the counter. The customer speaker and microphone kits should be installed on the customer side of the counter.

Follow all relevant instructions in the following order:

1. Amplifier Installation (see page 7).
2. Microphone & Speaker Kit Installation (see page 8).
3. Amplifier Setup (see page 12).
4. Using the System (see page 14).

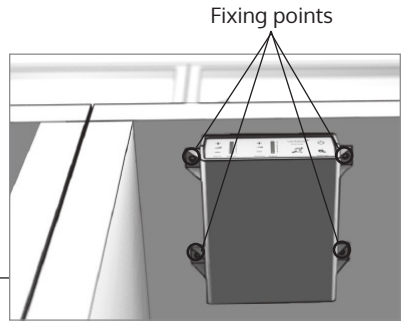
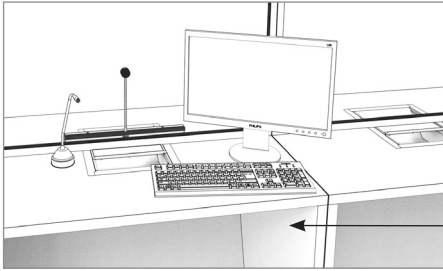
Recommended Tools

A basic toolkit recommended to install the system will include:

- Screwdrivers (Flat or Blade 2.5mm and Phillips Head PH2)
- Battery or Mains Drill
- Drillbits: 2mm, 3mm, 5mm and 7mm
- Cable Tacking Gun (10mm)
- Wire Cutters/Strippers
- Tape Measure
- Pencil or Marker Pen
- Cable Ties
- Trunking

Amplifier Installation

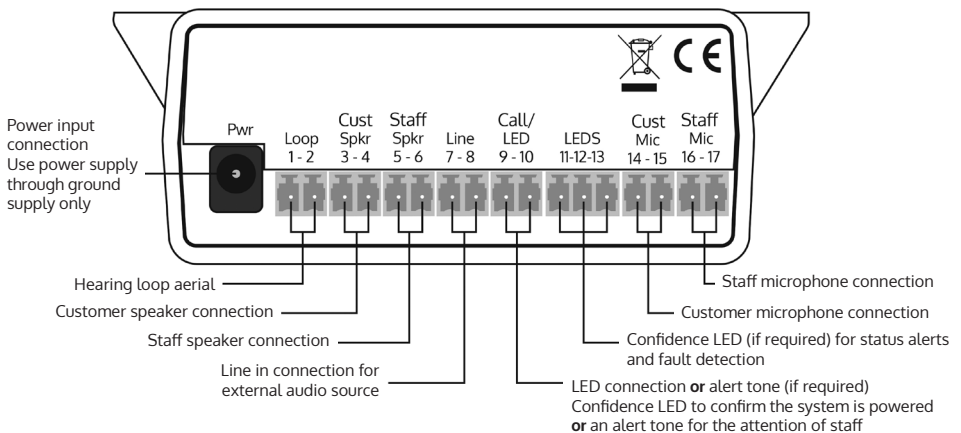
Amplifier Installation



1. Place the amplifier under the staff counter, ensuring that it will not obstruct staff when they are sitting.
2. Mark the four fixing points for the amplifier under the counter.
3. Drill and fix the amplifier in place using the supplied screws.
4. Install the amplifier's power supply close to a power socket outlet using the supplied mounting bracket and fixing screws.

Amplifier Connections

After all relevant components have been installed, connect all green plugs to the sockets at the rear of the amplifier following the layout detailed below.



Microphone & Speaker Installation

Dual Speaker Pod - STS-K070

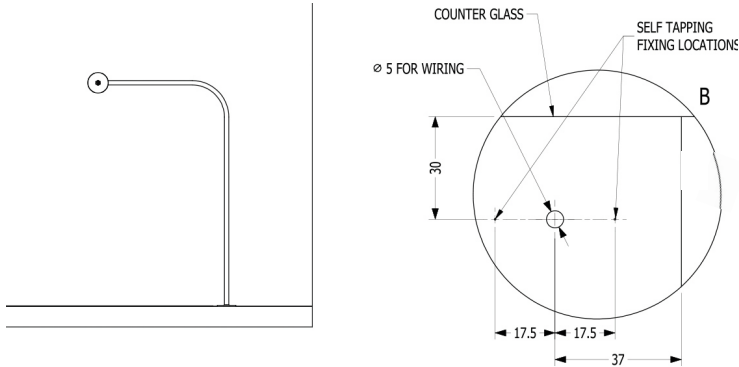
1. Place a speaker pod on the customer side of the counter top, ensuring it does not cause an obstruction.
2. Place a mouse microphone on the customer side of the counter top, ensuring it does not cause an obstruction and is as close to customers as possible. It should ideally be no more than 300mm away from a staff member.
3. Place a speaker pod on the staff side of the counter top, ensuring it does not cause an obstruction.
4. Place a mouse microphone on the staff side of the counter top, ensuring it does not cause an obstruction and is as close to staff as possible.
5. Speaker pods can be either free standing or fixed. Move to step 8 if you do not wish to fix the pods to the counter.
6. Use cable management holes in the counter to run speaker pod and mouse microphone cables to the amplifier. If there are not already cable management holes, drill suitable locations near the rear of both the staff and customer sides of the counter.
7. If fixing the units to a surface, remove the top of the pods to gain access to the fixing points. Mark the two fixing points on the bottom of both speaker pods. Then mark two cable holes to be drilled, one for both the customer side and the staff side.
8. Ensure there will be access to retrieve the cables then drill the holes.
9. Fix the pods to their respective counters.
10. Feed the wires through the cable management holes.
11. Route all cabling neatly to the amplifier location on the staff side.

Speaker and Microphone Pod - STS-K071

1. Place the staff pod on the staff side of the counter top, ensuring it does not cause an obstruction and is as close to staff as possible. It should ideally be no more than 300mm away from a staff member.
2. Place the speaker pod on the customer side of the counter top, ensuring it does not cause an obstruction.
3. Place the mouse microphone on the customer side of the counter top, ensuring it does not cause an obstruction and is as close to customers as possible.
4. Speaker pods and staff pods can be either free standing or fixed. Move to step 8 if you do not wish to fix the pods to the counter.
5. Use cable management holes in the counter to run the staff pod, speaker pod, and mouse microphone cables to the amplifier. If there are not already cable management holes, drill suitable locations near the rear of both the staff and customer sides of the counter.
6. If fixing the pods to a surface, remove the top of the pods to gain access to the fixing points. Mark the two fixing points on both the bottom of the speaker pod and staff pod. Then mark two cable holes to be drilled, one for both the customer side and the staff side.
7. Ensure there will be access to retrieve the cables then drill the holes.
8. Fix the pods to their respective counters.
9. Feed all wires through the cable management holes.
10. Route all cabling neatly to the amplifier location on the staff side.

Speaker Pod and Screen Mounted Microphone - STS-K072

1. Position the screen mounted microphone stem's on the customer side of the counter top.
2. Mark the 2 fixing points and 1 cable route ready for drilling (see the diagram below).



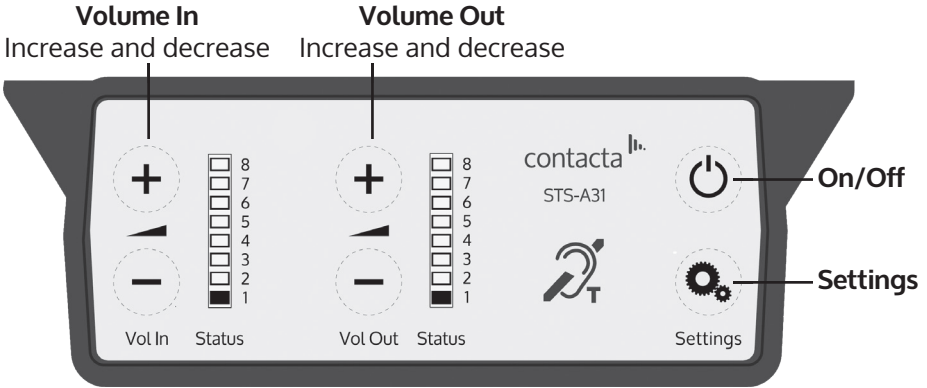
3. Drill pilot holes for the fixings and a cable hole if necessary.
4. Feed wiring through the cable hole back to the amplifier and fix the microphone in place using the supplied screws.
5. Fix the microphone head to the screen using the double-sided pad supplied.
6. Place the staff pod on the staff side of the counter top, ensuring it does not cause an obstruction and is as close to staff as possible. It should ideally be no more than 300mm away from a staff member.
7. Place the speaker pod on the customer side of the counter top, ensuring it does not cause an obstruction.
8. Speaker pods and staff pods can be either free standing or fixed. Move to step 13 if you do not wish to fix the pods to the counter.
9. Use cable management holes in the counter to run the staff pod and speaker pod cables to the amplifier. If there are not already cable management holes, drill suitable locations near the rear of both the staff and customer sides of the counter.

10. If fixing the pods to a surface, remove the top of the pods to gain access to the fixing points. Mark the two fixing points on both the bottom of the speaker pod and staff pod. Then mark two cable holes to be drilled, one for both the customer side and the staff side.
11. Ensure there will be access to retrieve the cables then drill the holes.
12. Fix the pods to their respective counters.
13. Feed the pods' wires through the cable management holes.
14. Route all cabling neatly to the amplifier location on the staff side.

Amplifier Setup

Our amplifier provides full open duplex communication and is compatible with all of our speech transfer systems. It features individual displays for staff or customer adjustments and individual fault lights for easy fault diagnosis.

Overview of Front Panel Buttons



Engineer's Mode

Before entering engineers mode, cycle the power. To do this either:

- Switch the power off at the wall socket and back on again, or,
- Remove the power connector and re-insert it

To enter engineers mode, simultaneously press and release the following buttons within 20 seconds of cycling the power:

- Settings button
- Volume In increase button
- Volume Out increase button

The on/off and settings buttons in engineers mode operate as follows:



Move to the next setup area



Save and exit engineers mode

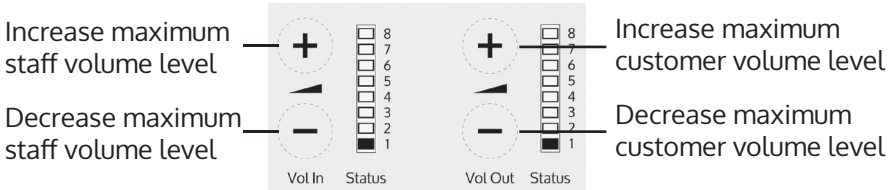
Please note:

- Save and exit engineers mode after making any adjustments.
- The amplifier will automatically exit engineers mode without saving if no buttons are pressed for 2 minutes.

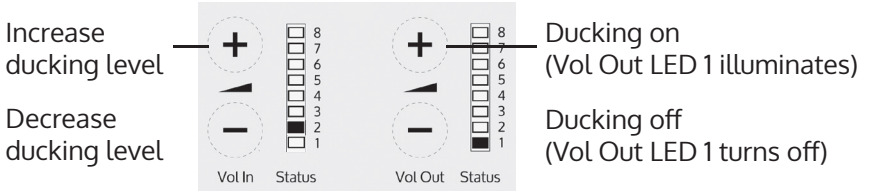
Setup Areas

Whilst in engineers mode, there are 3 editable setup areas. You will always enter setup area 1 first. The green Volume In LED bar will flash to indicate which setup area you are in.

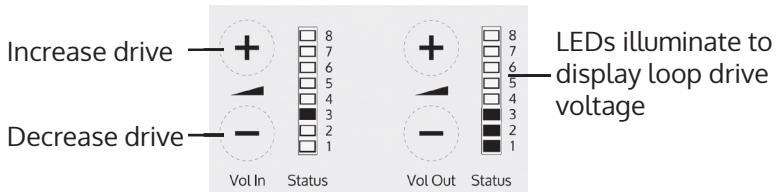
Setup Area 1: Maximum Volume Adjustment (LED 1 flashes)



Setup Area 2: Ducking Adjustment (LED 2 flashes)



Setup Area 3: Hearing Loop Drive Adjustment (LED 3 flashes)



If the amplifier does not have a loop attached, turn off the red loop fault LED 8 by adjusting the drive down to off.

Please note:

- If the amplifier detects an error in its settings memory it will restore itself to factory default settings.

Using the System

When powered and in normal operational mode the amplifier will display Volume In LED 1 as steady green.

When the amplifier is switched off using the **On/Off button**, audio is muted and LEDs are not illuminated; press any button to turn the amplifier on again.

To adjust the **staff volume level**:

- Press and hold the Volume In (+) or (-) buttons to increase or decrease the level. The corresponding LED bar will show the volume setting.

To adjust the **customer volume level**:

- Press and hold the Volume Out (+) or (-) buttons to increase or decrease the level. The corresponding LED bar will show the volume setting.

For best possible performance:

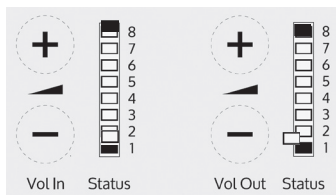
1. Ensure the customer and staff volumes are turned completely down.
2. Adjust staff volume (Volume In) to a comfortable level.
3. Increase customer volume (Volume Out) until feedback is heard.
4. Decrease customer volume (Volume Out) until feedback is just eliminated.

Once you have followed the above steps:

1. Staff pods are optimally positioned 300mm from a staff member.
2. Check the amplifier is fully functional by ensuring the red 'fault' light is NOT displaying.

The system is now ready to use.

Fault Diagnosis LEDs



- Volume In LED 8 will stay red if there is a fault with the staff microphone.
- Volume Out LED 8 will stay red if there is a fault with the customer microphone.
- Volume In LED 8 will flash red if there is a fault with the loop (i.e. a broken aerial).

Factory Default Settings

To return the amplifier the factory default settings:

1. Unplug the power supply and then reconnect it.
2. Press the On/Off button and Volume In (-) button together, then release.
3. The Volume In LED bar will have all LEDs illuminated, while the Volume Out LED bar will display the firmware revision number in a fixed pattern of LEDs. This indicates that default settings have been restored.

Troubleshooting

Symptom	Possible Fault	Action
There is no power detected through the amplifier (and there is power at the socket).	1) Power jack not plugged in or faulty. 2) Plug fuse has blown. 3) Faulty power supply unit. 4) Faulty amplifier.	1) Check power jack is firmly plugged in. 2) Replace fuse. If it blows again, replace the power supply unit. 3) Replace the power supply unit. 4) Replace amplifier.
The red LED is illuminated on front panel.	1) Constant red LED: Staff or customer microphone fault. 2) Red LED comes on after speech: Induction loop fault.	1) Ensure microphone is wired correctly and firmly plugged in. Try alternative microphone to ensure port is working. 2) Ensure induction loop connector is wired correctly and firmly plugged in.
I can hear interference through speakers (buzzing / whistling / hissing).	1) Unscreened or poorly earthed third party equipment is being used in close proximity. 2) Internal volume gain set to high. 3) Incorrect power supply being used.	1) Switch off any third party equipment to identify the source of interference. 2) Access the amplifier engineers mode to adjust the internal settings. 3) Ensure that our grounded power supply unit is connected.
Amplifier goes into feedback.	1) Internal volume gain set to high. 2) Microphone positioned too close to speaker.	1) Access the amplifier engineers mode to adjust the internal settings. 2) Move the microphone to a location further from the speaker.
Unit does not go into power saving mode.	1) Ambient noise in area is too high.	1) Switch off any air con systems, desktop fans and or computers to reduce ambient noise.

If no action is successful please seek assistance from your distributor or a Contacta installer.

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Contact your local
distributor for further
information.

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