

# OPERATOR GUIDE

## Audio Authority Series 1580 Counter Station

### Green Lane Key Lights

**Flashing Rapidly** = Customer CALLING

**On** = Customer in 2-WAY contact

**Blinking Slowly** = Customer placed on HOLD

### Operation Tips

- Speak naturally into the microphone at a distance of about two inches
- Touch keys with the pad of your finger

### Counter Station

- To CONTACT a customer calling .....Press LANE key or *Pick up handset (1580H only)*
- To place a customer on HOLD .....Press the HOLD key (indicator blinks)
- To CONTACT a customer on hold.....Press the LANE key
- To END contact with customer .....Press the active LANE key
- To CANCEL hold and END contact.....Press the LANE key twice
- To TALK OVER a customer.....Press and hold the active LANE key
- To adjust incoming volume .....Press VOLUME UP or VOLUME DOWN key
- To enter/exit PRIVACY (headset) mode.....Press the PRIVACY key
- To activate remote relay .....Press and hold HOLD key\* (30 seconds max)

### Wireless Headset

- To use a wireless headset, touch PRIVACY, activate the headset, and select the flashing lane key
- If the headset is the preferred method, leave PRIVACY on
- To increase headset battery life, deactivate the headset between customer interactions

### Handset

- To answer a call using the Handset, pick up the handset
- The first calling lane is automatically selected unless a lane is on HOLD
- If a lane is on HOLD when the other lane rings, touch the desired lane key

## Counter Station Video

- To adjust outside camera ..... Press CAMERA UP or CAMERA DOWN key
- To view yourself ..... Press MIRROR key (30 second time-out)
- To view outgoing video program ..... Hold MIRROR key 3 seconds (no lane selected)
- To pause lane camera scrolling ..... Press HOLD key (no lane selected)
- To view next lane camera ..... Press CAMERA UP key (no lane selected)
- To view previous lane camera ..... Press CAMERA DOWN key (no lane selected)

## Adjust Ringtones and Ringer Volume

- Press and hold the SETUP key until lights next to CAMERA and VOLUME keys blink
- Press CAMERA UP and DOWN to select ringtone
- Press VOLUME UP and DOWN to set ringer volume

## Adjust Optional Handset Volume

- In SETUP MODE, touch PRIVACY and press VOLUME UP or DOWN
- If further handset transmit or receive volume adjustment is needed, use TX and RX knobs on the bottom of the Counter Station (TX=operator's voice, RX=customer's voice)

\* Remote relay operation must be configured from the Advanced Setup menu.



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