

## OPERATING INSTRUCTIONS

The HS400 Headset is a compact, wireless headset intended for use with the HME Wireless Drive-Thru Audio System 400. The following instructions provide the proper use and care of the HS400.

### I. HS400 HEADSET FEATURES

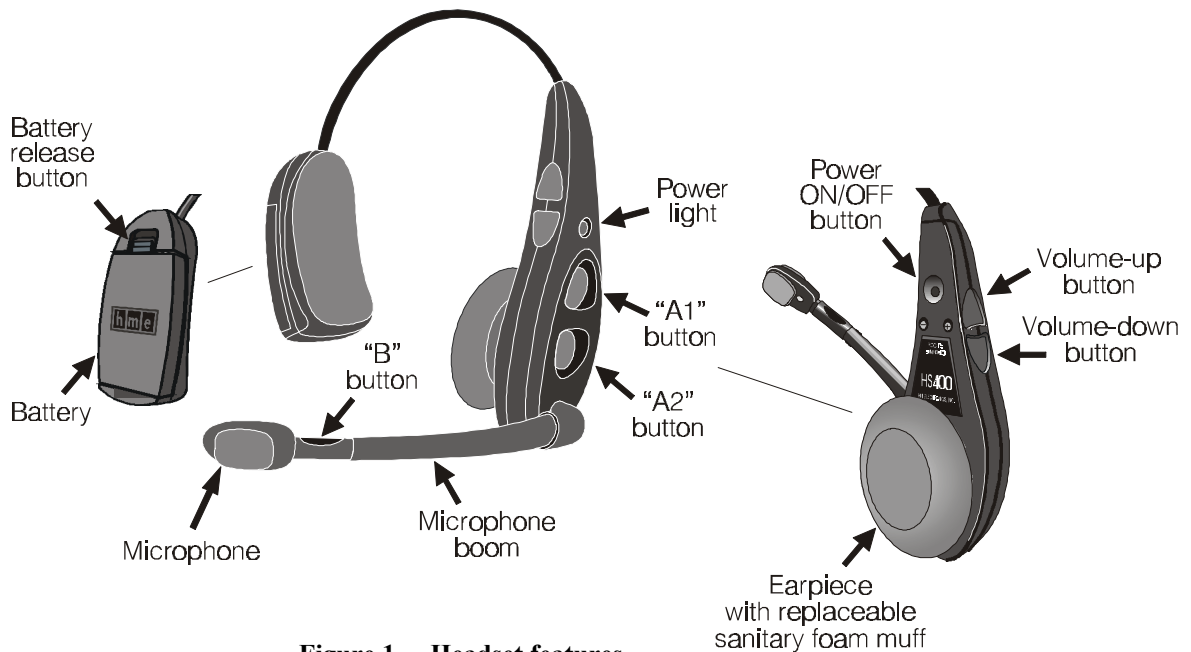


Figure 1. Headset features

### II. HOW TO WEAR THE HS400 HEADSET

- Wear microphone on right or left side
- Wear microphone near side of mouth
- To adjust microphone position hold microphone boom at base and pivot boom up or down

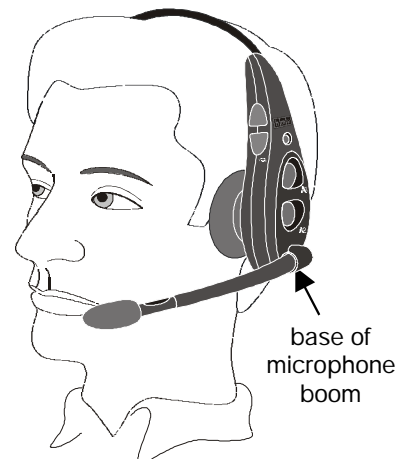


Figure 2.  
Correct wearing  
of headset

### III. ROUTINE HS400 OPERATION

HS400 control buttons are touch-sensitive. Use your fingertip, not your fingernail, when touching the buttons.

The HS400 can be operated in "half-duplex" or "full-duplex" modes.

In the **half-duplex** mode, you must press and hold a button while talking to a customer, and release the button to hear the customer's response. The HS400 push-to-talk (PTT) mode is an example of half-duplex operation.

In the **full-duplex** mode, you can transmit and receive communication at the same time, as in a normal telephone conversation. The HS400 hands-free (HF) and auto hands-free (AHF) modes are both examples of full-duplex operation. In the HF mode, transmission and reception are activated by touching and releasing a button. In the AHF mode, transmission and reception are activated automatically when a customer drives into the drive-thru lane.

#### A. Power On/Off

##### 1. Power Light

- Light blinks while the headset is transmitting your voice
- Light steady ON when headset is not transmitting
- Light is red for lane 1
- Light is green for lane 2

##### 2. Power On

- Press and release the power ON/OFF button
- Voice message in earpiece says "*Power on, lane one (or two)*"
- Power light blinks green, then goes on steady red (for lane 1) or green (for lane 2)

##### 3. Power Off

- Press and hold power ON/OFF button 3 seconds
- Voice message in earpiece says "*Power off*"
- Power light goes off

#### B. Volume Up/Down

##### 1. Single-Step Volume Adjustment

- Lightly touch and release Volume-up or Volume-down button
- Beep sounds in earpiece each time button is pressed
- Volume increases or decreases, one step at a time

##### 2. Continuous Volume Adjustment

- Lightly press and hold Volume-up or Volume-down button
- Volume increases or decreases continuously while button is held
- Series of beeps sounds in earpiece until volume reaches maximum or minimum

## C. Talk to Customers

### 1. Single-Lane Operation (one base station operating one speaker post)

#### a. Push-To-Talk Mode

- Customer begins speaking at speaker post or menu board
- Adjust customer's voice level in headset if necessary
- Press and hold **A1** or **A2** button to speak to customer — Release to listen

#### b. Hands-Free Mode

- Customer begins speaking at speaker post or menu board
- Adjust customer's voice level in headset if necessary
- Touch and release **A1** or **A2** button to speak and listen to customer
- Touch and release **B** button to end communication with customer
- Touch and release **A1** or **A2** button if you need to speak to the customer again
- If customer drives away from speaker post or menu board, headset automatically stops transmitting

#### c. Auto Hands-Free Mode

- Headset begins transmitting automatically when customer enters drive-thru lane
- Speak and listen to customer without pressing any buttons
- Adjust customer's voice level in headset if necessary
- Touch and release **B** button to end communication with customer
- Touch and release **A1** or **A2** button if you need to speak to the customer again
- If customer drives away from speaker post or menu board, headset automatically stops transmitting

### 2. Dual-Lane Operation (two base stations operating two speaker posts)

#### a. Push-To-Talk Mode

- Customer begins speaking at speaker post or menu board
- Adjust customer's voice level in headset if necessary
- Press and hold either the **A1** button to speak to customer in Lane 1 or **A2** button to speak to customer in Lane 2 — Release to listen

#### b. Hands-Free Mode

- Customer begins speaking at speaker post or menu board in your lane
- Adjust customer's voice level in headset if necessary
- Touch and release **A1** button for Lane 1 or **A2** for Lane 2, to speak and listen to customer
- Touch and release **B** button to end communication with customer
- Touch and release **A1** button for Lane 1 or **A2** for Lane 2, if you need to speak to the customer again
- If customer drives away from speaker post or menu board, headset automatically stops transmitting

#### c. Auto Hands-Free Mode

- Headset begins transmitting automatically when customer enters your lane
- Speak and listen to customer without pressing any buttons
- Adjust customer's voice level in headset if necessary
- Touch and release **B** button to end communication with customer
- Touch and release **A1** button for Lane 1 or **A2** for Lane 2, if you need to speak to the customer again
- If customer drives away from speaker post or menu board, headset automatically stops transmitting

## D. Talk to Other Crew Members

- Press and hold **B** button to speak to other crew members wearing HS400s
- Release to listen

## E. Change and Charge Batteries

If you hear "*Headset Battery Low*" in your headset, the battery needs to be replaced and recharged. HS400 batteries need be recharged after 8 to 9 hours of normal use.

### 1. Change Batteries

#### a. Battery Removal

- Press upward on battery-release button
- Pull battery out from the top

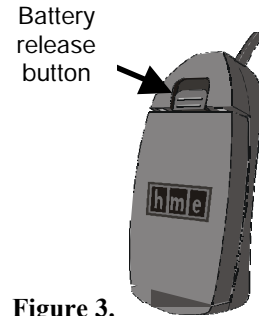


Figure 3.  
Battery removal

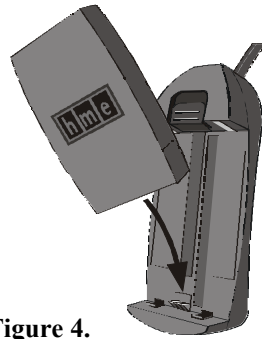


Figure 4.  
Battery replacement

#### b. Battery Replacement

- Place end of battery into battery compartment, with metal contacts downward
- Press top of battery into battery compartment until it snaps in place under battery-release button

### 2. Charge Batteries

- Insert battery in one of four charging ports until it clicks in place
- Battery charging time is approximately 2 hours
- Yellow light next to battery port stays on when there is no battery in that port
- Yellow light flashing next to battery indicates battery CHARGE PENDING, which means the battery is out of its operating range (32°-104°F, 0°-40°C). Charging will begin when battery is within its normal operating range.
- Yellow light on next to battery in charging port means CHARGE FAILED. Follow diagnostic instructions on side of battery charger.
- Red CHARGING light next to battery stays on while battery is charging
- Green READY light next to battery goes on when battery is fully charged
- Store fully charged batteries in storage ports

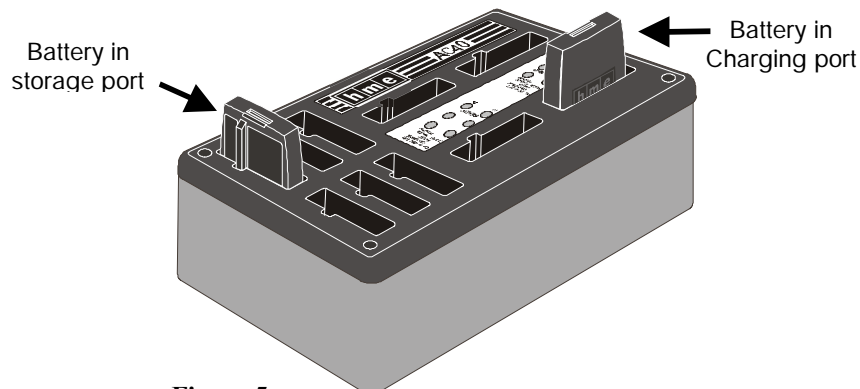


Figure 5.  
AC40 Battery Charger

## IV. AUTO-HANDS-FREE SETTING

The auto-hands-free feature allows only one operator to communicate with a customer in one drive-thru lane without pressing any buttons.

**CAUTION: Only one HS400 per lane can be set in the auto-hands-free mode, or interference will occur when a customer enters the drive-thru lane.**

- **With the power already on**, press and hold **Power** button and touch **Volume-down** button — You will hear *"Auto-hands-free on"* or *"Auto-hands-free off"*  
**NOTE:** You must touch **Volume-down** button within 2 seconds after pressing the **Power** button, or you will turn the power off and have to begin again.
- The last auto-hands-free on/off message you hear will remain in effect until you change it again.

## V. CONFIGURATION SETTINGS

- **With the power already on**, press and hold **Power** button and press **B** button.  
**NOTE:** You must press the **B** button within 2 seconds after pressing the power button, or you will turn the power off and have to begin again.
- You will hear *"Configuration"* in headset
- Select any configuration setting described in A – C, beginning below
- When finished, press and release **B** button to exit configuration-settings mode. You will hear *"Power on, lane (one or two)"* in the headset earpiece
- Configuration settings will remain in effect until you change them again

### A. Hands-free On/Off

- Touch and release **Volume-down** button — you will hear *"Hands-free on"*
- Touch and release **Volume-down** button again — you will hear *"Hands-free off"*
- You will continue to hear *"Hands-free on"* or *"Hands-free off"* messages alternating each time you touch and release **Volume-down** button. The last *hands-free on/off* message heard will be selected when you exit the configuration-settings mode

### B. Single/Dual Lane

- Touch and release **A1** button — you will hear *"Single lane"*
- Touch and release **A1** button again — you will hear *"Dual lane"*
- You will continue to hear *"Single lane"* or *"Dual lane"* messages alternating each time you touch and release **A1** button. The last *single/dual lane* message heard will be selected when you exit the configuration-settings mode

## C. Channels 0 - 7

**CAUTION:** The HS400 channel setting should not be changed unless it has been necessary to change the drive-thru audio system base station frequency. Call HME Customer Support at 1-800-848-4468 for assistance.

- Note the SW1 DIP switch settings in the System 400 Base Station
- Match the settings in the base station with one of the horizontal lines on the table in Figure 6 to determine on which **HS400 Channel Setting** your headset must be set  
**NOTE:** If the SW1 settings in your base station do not match any of horizontal lines on this table, call HME Customer Support at 1-800-848-4468 for assistance.
- To set/change HS400 channels, touch and release **A2** button repeatedly until you hear "Channel (0 through 7)." Stop after you hear the correct **HS400 Channel Setting** your headset.
- To save this channel setting, press the **B** button. You will hear "Channel (0 - 7) saved," and you will be automatically returned to the configuration-settings mode. **NOTE:** If you do not press the **B** button, after 10 seconds the HS400 will be automatically returned to the configuration-settings mode.

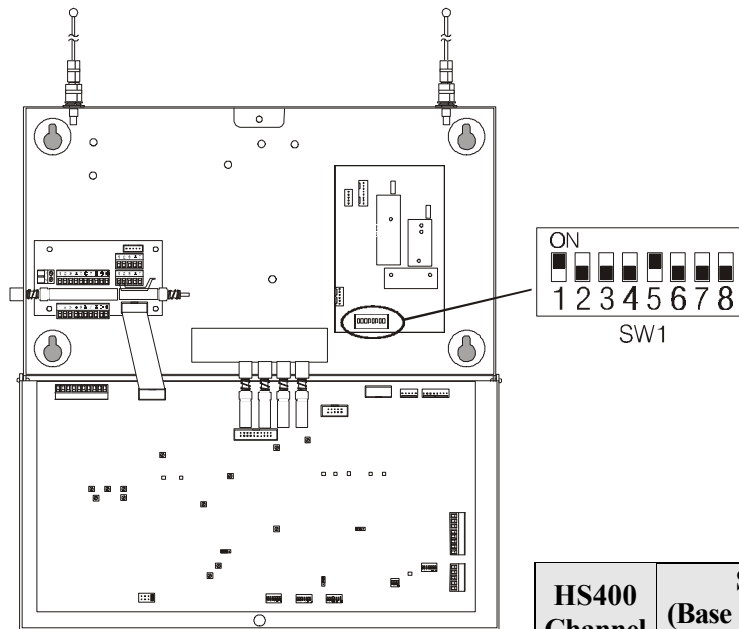


Figure 6. SW1 DIP switch in System 400 Base Station

HS400 Channel Setting	System 400 Base Station (Base Station #1 in Dual Lane Stores) SW1 DIP Switch Settings							
	1	2	3	4	5	6	7	8
0	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
1	ON	OFF	OFF	OFF	ON	OFF	OFF	OFF
2	OFF	ON	OFF	OFF	OFF	ON	OFF	OFF
3	ON	ON	OFF	OFF	ON	ON	OFF	OFF
4	OFF	OFF	ON	OFF	OFF	OFF	ON	OFF
5	ON	OFF	ON	OFF	OFF	OFF	OFF	OFF
6	OFF	ON	ON	OFF	ON	OFF	OFF	OFF
7	ON	ON	ON	OFF	OFF	ON	OFF	OFF

## **VI. WHAT TO DO IN CASE OF PROBLEMS**

If any problem occurs in operation of your HS400, replace the battery with a known-good battery. If the problem is not corrected, call HME Customer Support at 1-800-848-4468.

## **VII. HOW TO CARE FOR THE EQUIPMENT**

### **A. Proper Handling**

- When adjusting microphone position, hold boom at base, not at microphone end.
- Carry headset by headband, not by earpiece or battery end, and never by microphone boom.
- Use both hands to put headset on or take it off.

### **B. Cleaning**

- Remove batteries from headsets.
- Clean batteries and headsets with damp sponge sprayed with household cleaner. Squeeze excess liquid out of sponge before using it.
- Clean metal contacts on batteries and headsets as follows. Wet tip of swab with alcohol and squeeze excess alcohol from it. Wipe each contact with swab and be certain all contacts are dry before reinstalling batteries in headsets.
- Foam muffs on headset earpieces can easily be replaced for sanitary purposes. To order extra foam muffs, call your local HME sales representative.

## VIII. EQUIPMENT SPECIFICATIONS

Battery type:	3.6 Volt Lithium Ion
Battery life:	8 hours (typically)
RF Frequency:	Receive - 457.5125MHz – 457.6125MHz Transmit - 468.4875MHz – 469.8875MHz
Weight:	4.7 oz (1.33 kg) with battery
Controls:	Power ON/OFF button Volume-up button Volume-down button "A1" button "A2" button "B" button
Indicators:	Dual color LED (red/green)

## IX. FCC NOTICE

HME wireless radio frequency systems are type-accepted in the United States under Part 90 of the Federal Communications Commission (FCC) Code of Federal Regulations, and type-approved in Canada by Industry and Science Canada. Because licensing depends on the system's application, it is the user's responsibility to apply for a license from the FCC in the U.S. and its possessions, or from Industry and Science Canada in Canada and its territories. Licensing requirements vary from country to country. Contact your local licensing agency for specific requirements.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communication. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Changes or modifications not expressly approved by HM Electronics, Inc. could void the users authority to operate this equipment.