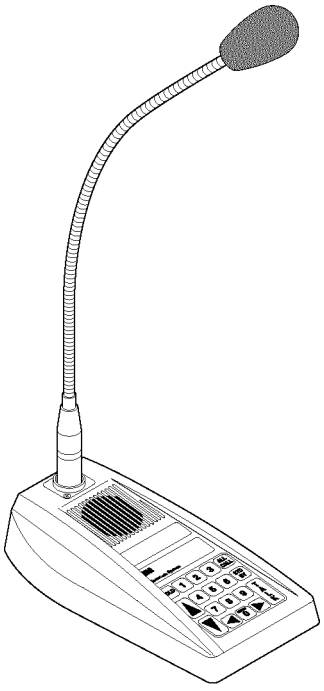
3M

Wired Intercom System

Performance Series

Models 2470 and 2475

Operating Instructions



SP-409A

51201

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.

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Call (800) 328-0033

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System Description

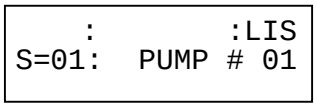
Introduction

The Performance Series Intercom System (Model 2470 Communications Controller) provides two-way audio communications between a keypad interface (called a Model 2475 Station Selector) and several remote Call Stations. It is intended for use in service stations, convenience stores, and other applications.
The system also provides communication (Paging) between Station Selectors

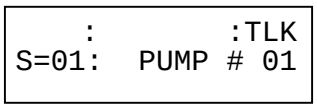
Modes of Operation

The system has five modes of operation described below.

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.

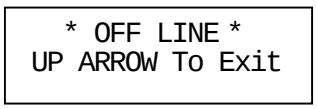


Listen Mode — The system is in this mode when LIS is displayed. The Listen mode occurs when a station is connected and the Talk key is not pressed. Inbound audio is emitted from the Station Selector.



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.

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

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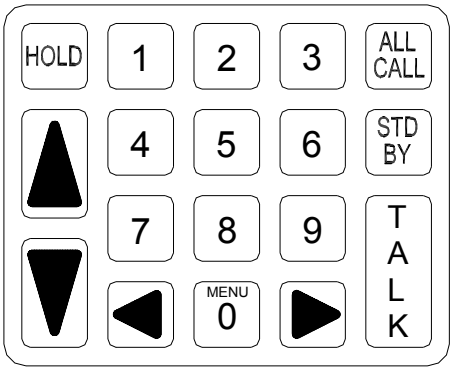
Hold Feature

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

Paging Feature

The Page feature allows an attendant at one Station Selector to communicate with another attendant at a second Station Selector.

Operating Keypad



SP-389C

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.

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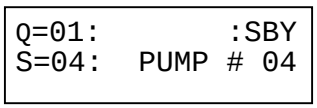
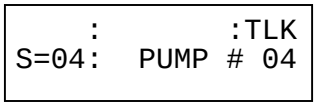
Using the Performance Series Intercom

One Call Station Calling Station Selector



1. Customer presses “Push for Service” button at Call Station.

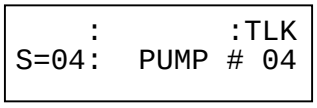
   Station Selector beeps and displays:
   - Q=01 indicating there is one call in the queue waiting to be answered.
   - Call Station number and name (station 4 in this example).

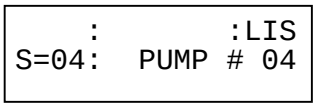


2. Attendant:

   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.



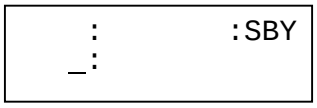


3. Attendant and customer talk back and forth. Attendant:

   a. Holds TALK key down while speaking.

      Display shows TLK.

   b. Releases Talk key while listening.
      Display replaces TLK with LIS.



4. When finished, attendant presses STD BY key.

   The display shows SBY.

More Than One Call Station Calling Station Selector

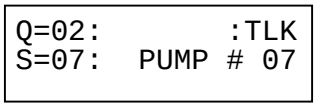
A maximum of 24 Call Stations can call the Station Selector. The system stores the calls in a queue (list) in the order received. Q in the display shows the number of calls in the queue. If in Standby mode, the Station Selector beeps to indicate a call or calls are in the queue.

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.



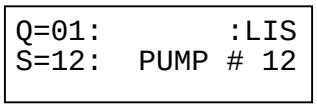
2. Proceed as described under Steps 3 through 4 under the previous section *One Call Station Calling Station Selector*.
3. Repeat Steps 1 and 2 above to answer next call.

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.

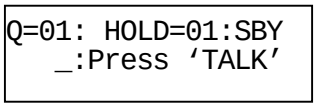


The display shows Q=01, LIS, and the current Call Station number and name.

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.

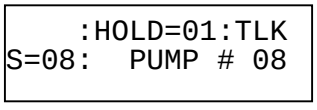


   The current call is placed on hold and the Station Selector beeps.

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

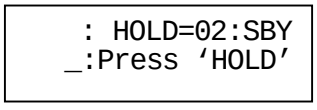
   The display:

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



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.



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

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.

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

   The display shows HOLD = 01 and SBY and the Station Selector beeps.

7. Press HOLD.

```
   :        :LIS
S=08:  PUMP # 08
```

   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

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.

Paging to another Station Selector

There are two ways to page from one Station Selector to another Station Selector:

- Enter a specific Station Selector number.
- Use directory assistance.

To page by entering a Station Selector number:

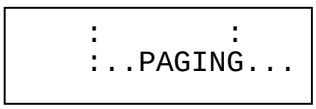
1. Press the keys associated with the Station Selector being paged (Station Selectors are designated 71 through 85).
2. Press TALK

Display shows the Station Selector number being paged.
If no response from the paged Station Selector in 30 seconds, system returns to Standby.

To page by using the directory assistance:

Directory assistance allows searching for a Station Selector or 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. Press the left arrow key until the desired Station Selector number appears in the display (Station Selectors 1 through 15 are designated 71 through 85).
3. Press TALK

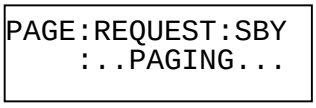


Display shows the Station Selector number being paged.
If no response from the paged Station Selector in 30 seconds, system returns to Standby.

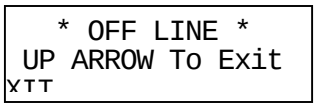
Responding to a Page from another Station Selector

To respond to a page request:

1. Press TALK
   Display shows the Station Selector number paging.
   Speaker produces a distinctive alert tone.
   or
   Press STD BY to ignore page request.
2. Press STD BY when finished talking.
3. Proceed as described under Steps 2 through 4 under the previous section *One Call Station Calling Station Selector.*



Off Line Mode



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

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.

3M **Food Services Trade Department**

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