

**Each lane Key has an indicator light. Interpret the lights as follows:**

RED (fast flash) = Customer CALLING for service.

GREEN (steady) = Customer in 2-WAY CONTACT with your console

RED (steady) = Customer in 2-WAY CONTACT with another console

GREEN (slow flash) = Customer placed on HOLD from your console

RED (slow flash) = Customer placed on HOLD from another console

# HAMILTON AIR®

## 5501 Series Audio Console Operator Instructions

### Normal operation



To contact customer who is calling or not, press the appropriate LANE key. The lane indicator light for this lane should light steady green. This indicates 2-way communication is active from your console. Other consoles in the system will show this lane with a steady red light indicating that another console is communicating with this lane.



Place the customer on hold by pressing the HOLD key while lane is active from your console. The steady green light will flash slowly to indicate that you have place customer on hold. Other consoles in the system will show this lane with a slow flashing red light indicating that another console has placed this lane on hold.



To resume communication with customer placed on hold, from any console in the system, press the LANE key for the lane that was on hold. The light on your console will light green steady while other consoles in the system will light this lane steady red.

To end communication with a customer, press the LANE key and indicator will go dark.



To adjust volume while communicating with customer, press the VOLUME keys to adjust. Each press will make a change to volume in steps

Note: Optionally the audio system can be configured to allow any two consoles to connect to the same lane simultaneously.



## Wireless Operation

The audio console can be paired to a wireless headset system for a more private conversation along with the flexibility to roam around the work area while talking to the drive-up customer.

To activate the wireless mode, press the WIRELESS key with no lanes selected on your console. (no steady green lights) The wireless indicator will light amber to show when the console is in the wireless mode. Pressing the WIRELESS key again will turn off the wireless mode and the wireless light will go dark.

Turn headset power to “ON” so that headset and its base are connected. Communication with customer in the wireless mode is done in the same manner as described in the normal operation. The boom microphone and console speaker are disabled while in the wireless mode.



## Noise cancellation

All consoles except the 12 lane models are equipped with a NOISE CANCEL button. This button toggles the noise cancellation feature on or off with no lanes selected. The indicator light will show green when on and red when off.



The 12 lane models will use the VOLUME UP button with no lanes selected to toggle noise cancellation. The indicator lights on lanes one and three will light momentarily to show that the feature is on or off. The indicator lights will show green when on and red when off.



## Tell-R-TV Two-Way Video

To view yourself, press the HOLD key with no lanes selected on your console (no steady green lights) This will show yourself on your screen to allow you to adjust camera position for clear view. Press hold again will turn self view function off.



An auxiliary video signal can be connected to the Tell-R-TV system to show advertisements on the customer monitors while they are not communicating. To view the auxiliary video signal from teller console, press and hold the VOLUME DOWN and HOLD keys simultaneously with no lanes selected on your console (no steady green lights). Releasing the keys will resume normal operation.