

INSTALLATION FAQs

(For KIT 2/2w1/2w2 - GEN 3)



STRONGLY RECOMMENDED

Before installing extension ground wires, plug speaker **DIRECTLY** to base station, pair headset, and get yourself familiar with the equipment first!

You might experience echoes between headset and speaker now during testing. It is normal. Once the speaker is far away from headset, echoes will disappear.



Where should the speaker be installed?



Speaker should be installed:

1. Approximately 4-ft up from ground.
2. Within 3-ft between speaker and the driver.

Note: If your menu board is more than 3-ft from the driver, do not mount speaker to menu board. Use a speaker post.



My speaker location requires longer wires. What to do?



Most customers found the included 60-ft Huafone-engineered wires are adequate. However,

In case you need additional 30-ft or 60-ft Huafone-engineered extension wires, please visit www.huafone.com.

In the rare case that your speaker location requires longer than 120-ft wires, please contact Huafone Tech Support for more instructions.



I am replacing an old intercom. What do you recommend?



Take advantage of your current installed wires. Our 'Huafone Wiring Retrofit Adaptors Kit' can convert existing wires and will make your installation much easier at a minimum cost. Visit www.huafone.com.



I cannot hear customers, and /or customers cannot hear me. Why?



SELF-DIAGNOSIS PROCEDURES

STEP 1	Error	SmartSpeaker® privacy feature is activated.
	Solution	SmartSpeaker® will automatically turn to mute mode 45 second after the previous customer leaves, until the built-in sensor detects the next customer. During testing, have a second person stand in front of speaker to unmute speaker.
STEP 2	Error	Wrong port is used.
	Solution	Ensure 3.5mm speaker wire is plugged into "OUT" port on the back of base station. (Not "MIC", which is used for recording conversation with optional equipment.)
STEP 3	Error	3.5mm plugs are not plugged-in completely at base station and speaker.
	Solution	Check all the plugs.
STEP 4	Error	Extension wires are disconnected during wire installation through conduit.
	Solution	Tape 3.5mm male end to female end before pulling wires through conduit. Prevent rain and excessive moisture.
STEP 5	Error	Speaker is installed too far from customers, too low from ground.
	Solution	Please see Speaker Setup Guide for proper speaker location.
STEP 6	Error	Headset is not paired properly to master station.
	Solution	Please refer to "Quick Start"
STEP 7	Error	Volume Control on base station is turned off.
	Solution	Turn the volume knob clockwise to max.
STEP 8	Error	MIC1 Push Button on base station is turned off.
	Solution	Ensure indicator light above MIC1 button is on.