

# 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](http://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](http://www.huafone.com).



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



## SELF-DIAGNOSIS PROCEDURES

<b>STEP 1</b>	<b>Error</b>	SmartSpeaker® privacy feature is activated.
	<b>Solution</b>	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.
<b>STEP 2</b>	<b>Error</b>	Wrong port is used.
	<b>Solution</b>	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.)
<b>STEP 3</b>	<b>Error</b>	3.5mm plugs are not plugged-in completely at base station and speaker.
	<b>Solution</b>	Check all the plugs.
<b>STEP 4</b>	<b>Error</b>	Extension wires are disconnected during wire installation through conduit.
	<b>Solution</b>	Tape 3.5mm male end to female end before pulling wires through conduit. Prevent rain and excessive moisture.
<b>STEP 5</b>	<b>Error</b>	Speaker is installed too far from customers, too low from ground.
	<b>Solution</b>	Please see Speaker Setup Guide for proper speaker location.
<b>STEP 6</b>	<b>Error</b>	Headset is not paired properly to master station.
	<b>Solution</b>	Please refer to "Quick Start"
<b>STEP 7</b>	<b>Error</b>	Volume Control on base station is turned off.
	<b>Solution</b>	Turn the volume knob clockwise to max.
<b>STEP 8</b>	<b>Error</b>	MIC1 Push Button on base station is turned off.
	<b>Solution</b>	Ensure indicator light above MIC1 button is on.