



# alpha COMUNICATIONS DC-300 Ticket Window Intercom Installation Guide

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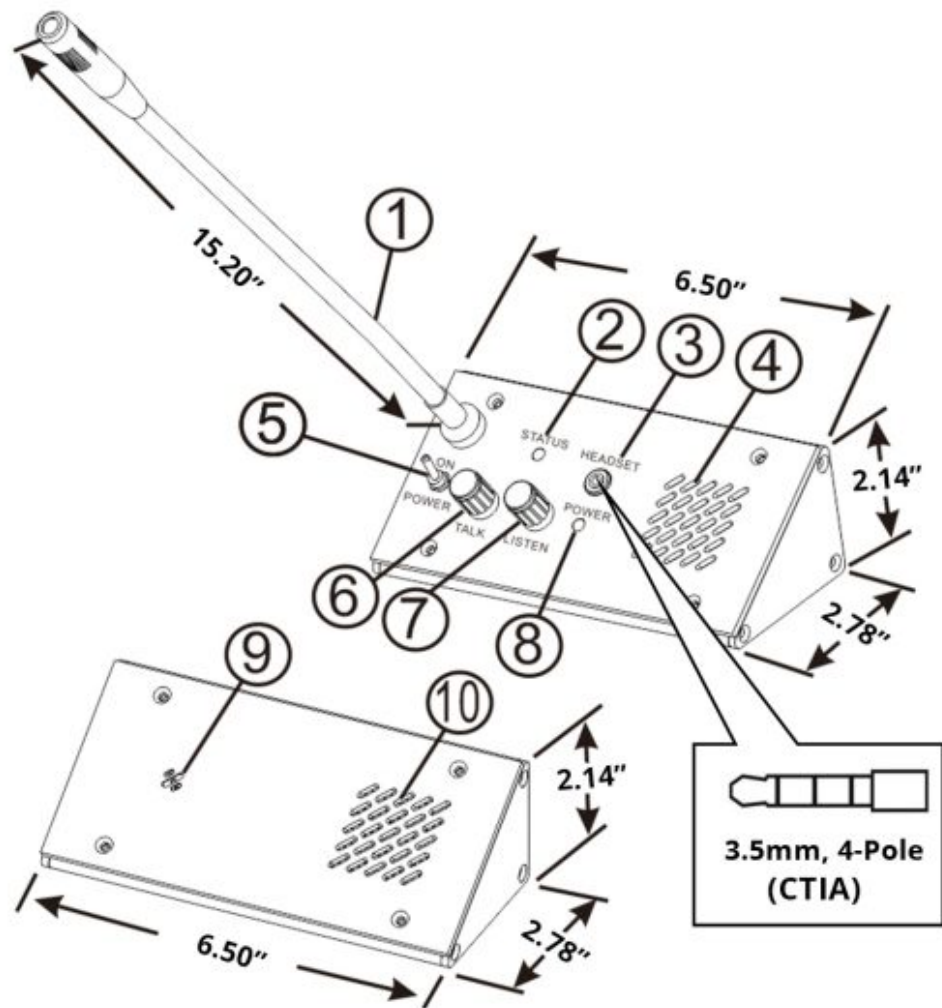
DC-300



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**Get to Know the DC-300**



1. Operator microphone
2. Intercom indicator light
3. 3.5mm headset single jack
4. Operator speaker
5. Power ON/OFF switch
6. Customer speaker volume adjustment
7. Operator speaker volume adjustment
8. Power indicator light
9. Customer microphone
10. Customer speaker

### Included in Package

- 1 x Operator Intercom
- 1 x Customer Intercom
- 1 x DC-300 connection cable
- 1 x M3 plum blossom with dotted L-shaped wrench
- 2 x Cable ties

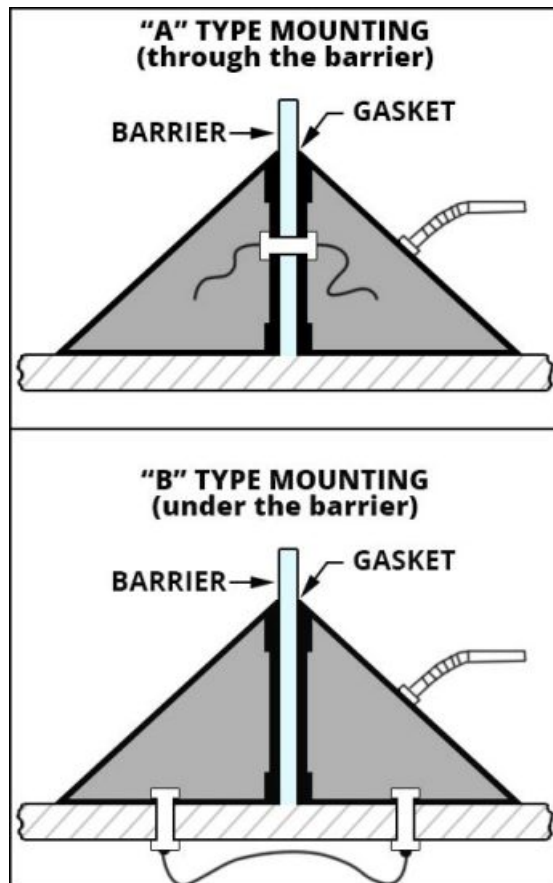
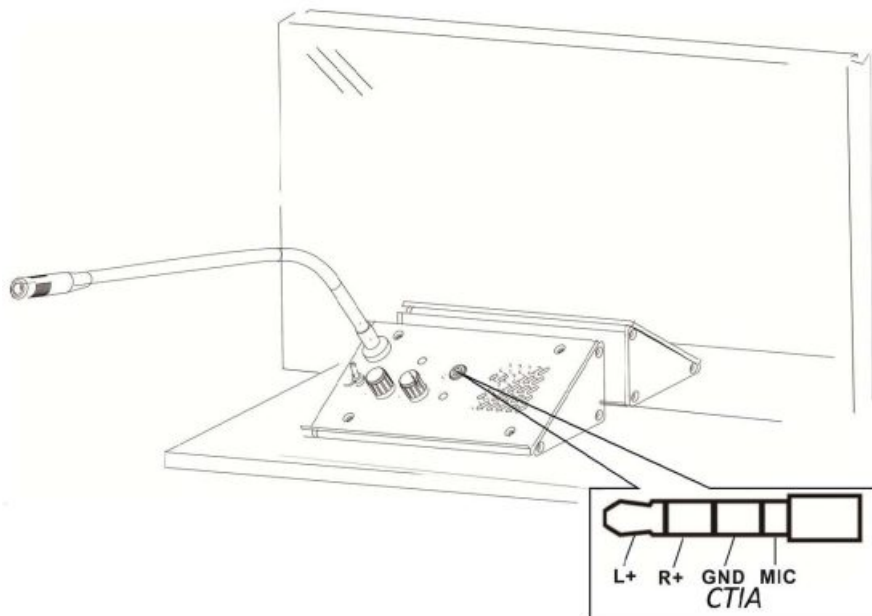
- 1 x Plug-in power supply adapter
- 1 x Copy of this Instruction Manual

## Installation

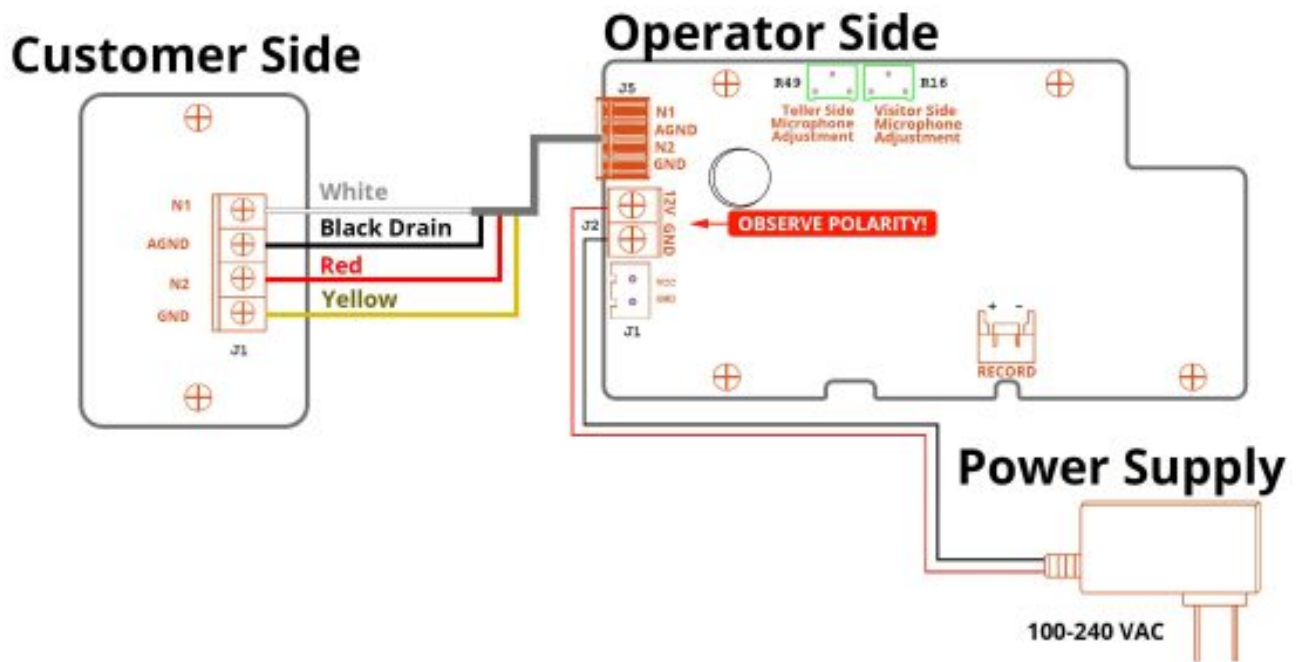
1. The operator portion is placed on the workbench while the customer portion is placed at the window, and one end of the connecting wire with a terminal is inserted into the corresponding interface of the operator board J5. The other end of the cable is connected to J1 of the customer board. The wiring method is shown on Page 3.
2. Connect both ends of the power supply cable to the J2 port of the operator side motherboard (as shown below), and then plug the power adapter into the power supply. Be sure to observe polarity!!
3. After checking that the connection of each connection port is correct, turn on the power switch on the operator side, and make sure the power indicator light is ON.
4. Adjust the volume adjustment knob(s) on the operator unit gradually from low to high to make the internal and external volume suitable.
5. Speak into the microphone on the workbench, the voice is broadcast on the customer portion outside when the operator talks, the indicator light displays a blue signal. Speak into the customer unit, and the sound will be broadcast to the operator portion of the system.
6. The operator unit or customer unit can output analog audio signals for recording through the RECORD interface.
7. You can start a conversation immediately when you plug in the headset, and you need to wait about 30 seconds to switch the gooseneck microphone when you unplug the headset.

**NOTE:** Under normal circumstances, it is not recommended that customers adjust the SIDE MIC ADJUST (R16, R49). If it must be adjusted due to environmental factors, it should be fine-tuned to avoid self-excitation or howling or intermittent calls due to excessive adjustment.

## DC-300 Mounting Options & Details



DC-300 Block Wiring Diagram



## Troubleshooting

The system is completely silent

1. Check whether the power supply is properly connected (with polarity observed) and whether the power indicator is ON;
2. Check whether the internal and external unit cables are connected firmly and correctly;
3. Check whether the volume adjustment is adjusted to the off state or the volume is set too low;
4. **NOTE:** It takes 30s to wait for the switch from low to loud when the headset is just unplugged.

## The system is howling / feedback

1. Need to be installed in a certain soundproof environment, otherwise it will cause sound return amplification (howling);
2. The distance between two or more intercom devices is too small.
3. Volume settings are too high.

## Customer can not hear the Operator

1. The Operator is too far from the microphone;
2. Try turning up the "TALK" knob;
3. Try adjusting the compensation "INSIDE MIC ADJUST".

## Operator can not hear Customer

1. The Customer is too far from the microphone;
2. Try turning up the "LISTEN" knob;

3. Try adjusting the compensation "OUTSIDE MIC ADJUST".

### Communication is broken up or choppy


1. Either the Customer or Operator is too far away from the microphone;
2. The ambient noise is too loud, causing frequent switching of calls and causing interruptions.
3. If you turn the volume to the maximum when you use the headset, turn the volume back to a low level when you unplug the headset or wait for about 15 seconds before returning to normal

### Specifications

<b>Input Voltage</b>	AC100~240, 50/60Hz
<b>Output Voltage</b>	DC12V
<b>Output Current</b>	1000mA
<b>Operating Voltage</b>	DC12V
<b>Consumption</b>	≤3.8W
<b>Staff Microphone</b>	36~38db, 20Hz-20000Hz
<b>Customer Mic.</b>	-56db, 20Hz-16000Hz
<b>Operating Temp</b>	-13~122°F (-25~50°C)

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