

## KOQICALL E370

# KOQICALL Window Intercom System E370 Silver User Manual

Model: E370 Silver

## 1. PRODUCT OVERVIEW

The KOQICALL Window Intercom System E370 Silver is a dual-way counter intercommunication device designed for clear and efficient communication across barriers such as windows or partitions. It is ideal for environments like banks, securities companies, hospitals, post offices, ticket offices, and railway stations, facilitating conversation between staff and customers.

Key features include hands-free two-way talkback, a microcomputer-controlled circuit with squelch function to minimize echo and squeal, powerful and clear sound output from built-in speakers, and a 360° pointing sound pickup design for effective recording.

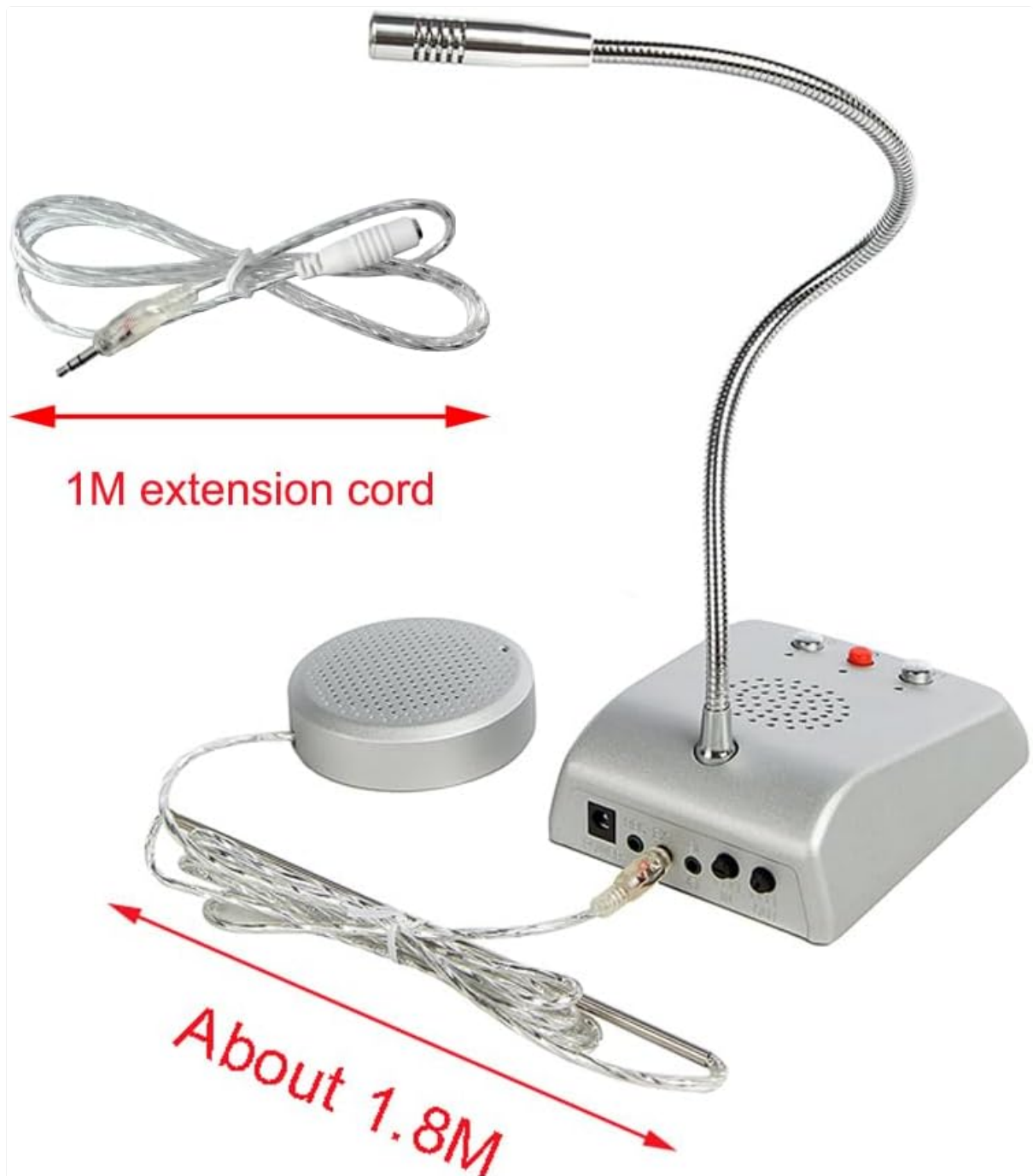


Figure 1: KOQICALL Window Intercom System (Main Unit and External Speaker)

The system features an all-metal body for durability and includes a 1.8m cable for the external speaker, along with a 1m extension cable. Both the main station and external speaker volumes can be adjusted independently, and mute switches are provided for enhanced privacy and control.

## 2. PACKAGE CONTENTS

Please check the box for the following items:

- 1 x Dual-way counter interphone (Main Unit)
- 1 x External speaker (Sub-station)
- 1 x Extension cord (1m)
- 1 x Power adapter (Input AC 100-240V 60Hz; Output DC 12V 0.5A)
- 1 x English manual
- 1 x Double-side tape



Figure 2: Unboxed components of the intercom system

### 3. SETUP AND INSTALLATION

Follow these steps to set up your KOQICALL Window Intercom System:

1. **Position the Main Unit:** Place the main unit (with the gooseneck microphone) on the staff side of the counter or window.
2. **Position the External Speaker:** Mount the external speaker (sub-station) on the customer side of the glass or partition using the provided double-sided tape. Ensure it is securely attached.
3. **Connect the External Speaker:** Connect the cable from the external speaker to the **EXT** port on the back of the main unit.
4. **Connect Power:** Plug the power adapter into the **POWER** socket on the back of the main unit, then plug the adapter into a standard electrical outlet.
5. **Power On:** Press the red Power ON/OFF button on the main unit to turn on the system. A red indicator light will illuminate.

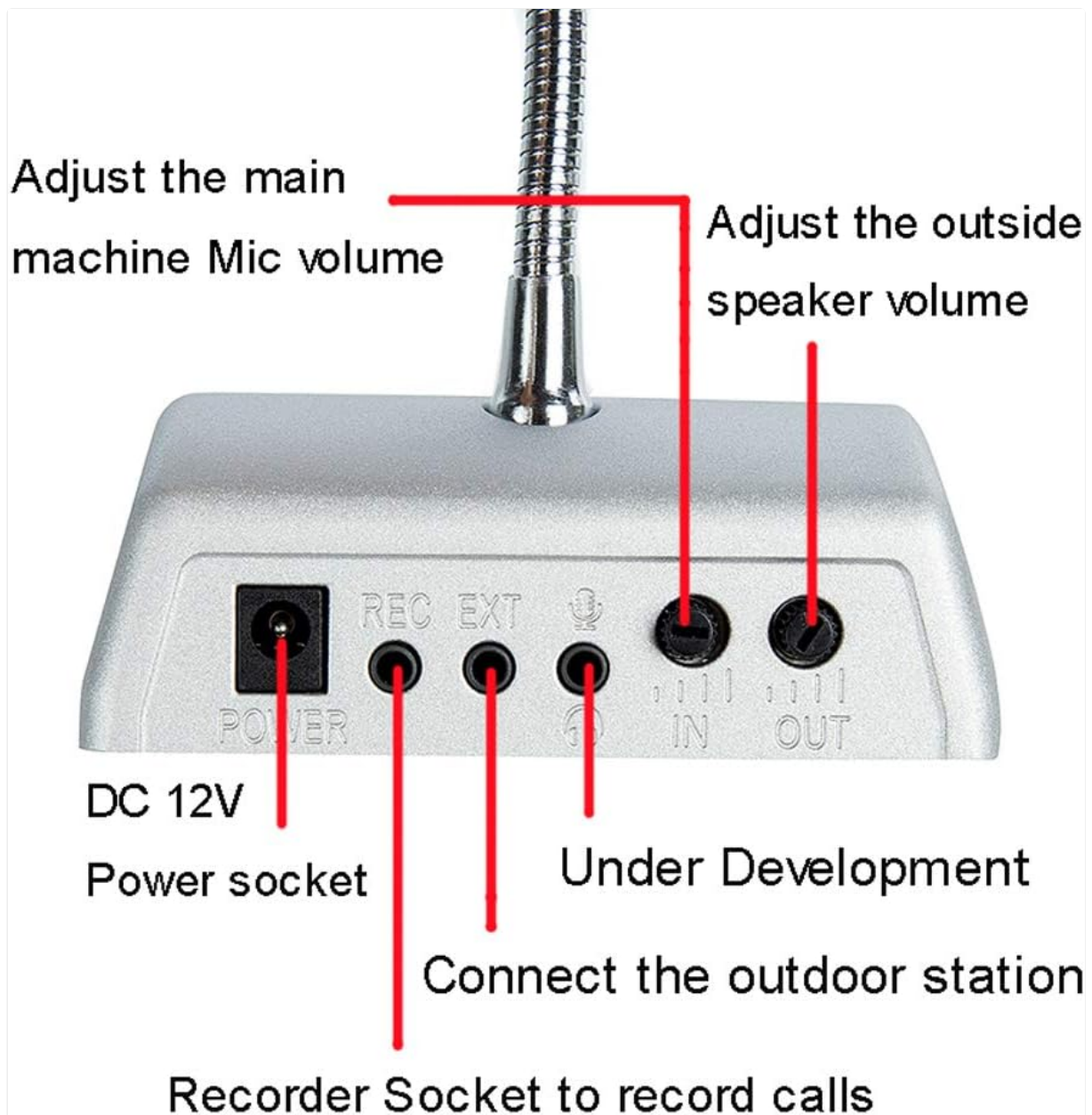


Figure 3: Main unit rear ports for power, external speaker (EXT), and volume controls

Only one wire is needed to connect the main unit and the external speaker, simplifying installation.

#### 4. OPERATION

The intercom system provides hands-free, two-way communication. Here's how to operate it:

- **Two-Way Communication:** Once powered on, the system allows for simultaneous conversation between the main unit (staff side) and the external speaker (customer side).
- **Volume Adjustment:** Use the volume knobs on the back of the main unit to adjust the microphone volume for the main unit and the speaker volume for the external speaker independently.
- **Mute Function:**
  - The **I-MUTE** button (left, silver) mutes the main unit's microphone, preventing the customer from hearing the staff.
  - The **O-MUTE** button (right, silver) mutes the external speaker, preventing the staff from hearing the customer.
- **Recording Function:** The system includes a 'REC' socket on the back for connecting an external recording device to record conversations, if desired.



Figure 4: Main unit front controls including mute switches

For a visual demonstration of the system's operation, please refer to the video below:

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Video 1: Demonstration of the KOQICALL E370-Silver window intercom system, including unboxing and basic two-way communication and mute functions.

## 5. MAINTENANCE

To ensure the longevity and optimal performance of your intercom system, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the surfaces of the main unit and external speaker. Avoid

using abrasive cleaners or solvents.

- **Environment:** Keep the system in a dry environment, away from direct sunlight, extreme temperatures, and excessive dust.
- **Cable Care:** Ensure all cables are not kinked or pinched, which could damage the wiring.

## 6. TROUBLESHOOTING

If you encounter issues with your intercom system, please refer to the following common problems and solutions:

- **No Sound:**
  - Ensure the power adapter is securely connected and the unit is powered on (red indicator light).
  - Check that the external speaker cable is firmly plugged into the **EXT** port.
  - Verify that the volume knobs for both the main unit and external speaker are not set to minimum.
  - Ensure neither the **I-MUTE** nor **O-MUTE** buttons are activated unintentionally.
- **Distorted or Unclear Sound:**
  - Adjust the volume levels on both the main unit and external speaker.
  - Ensure the microphone on the main unit is positioned correctly towards the user.
  - Check for any obstructions around the speakers or microphones.
  - The system has a special sidetone processing chip and movement noise function to improve noise effectively. If distortion persists, ensure the environment is not excessively noisy.
- **Intermittent Connection:**
  - Check all cable connections for looseness.
  - Inspect cables for any visible damage.

If the problem persists after attempting these solutions, please contact customer support.

## 7. SPECIFICATIONS

Feature	Detail
Model Name	E370 Silver
Material	Metal
Power Adapter Input	AC 100-240V 60Hz
Power Adapter Output	DC 12V 0.5A
Desktop Unit Dimensions	130 x 110 x 38mm (5.12"H x 4.33"W x 1.5"D)
Wall Mount Unit Dimension (External Speaker)	80 x 20mm
External Speaker Cable Length	1.8m (with metal sleeve)
Extension Cable Length	1m
Speaker Maximum Output Power	3 Watts

Feature	Detail
Connectivity Technology	Wired
Audio Output Mode	Mono
Mounting Type	Window Mount (for external speaker)
Item Weight	1.8 pounds
UPC	661757250379

## 8. WARRANTY AND SUPPORT

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The KOQICALL Window Intercom System E370 Silver comes with a limited warranty. Please refer to the warranty information provided in your package for specific terms and conditions.

For technical support, troubleshooting assistance, or warranty claims, please contact KOQICALL customer service through their official channels or the retailer from whom you purchased the product.