contacta STS-A31H Window Intercom System Amplifier User Guide

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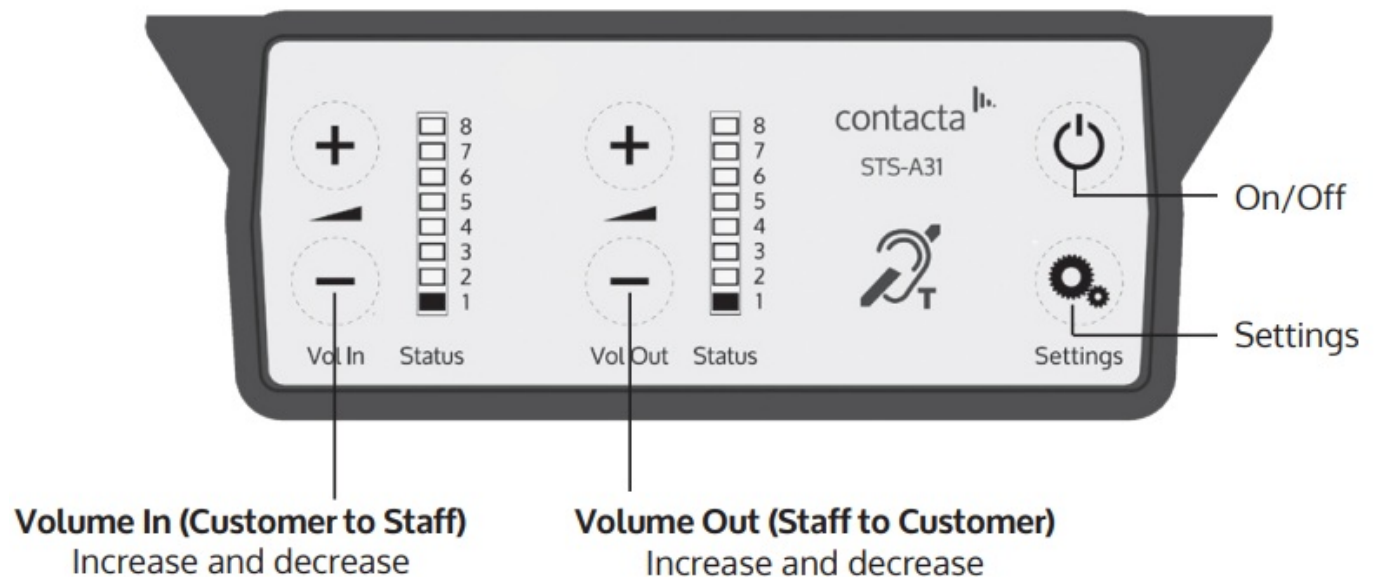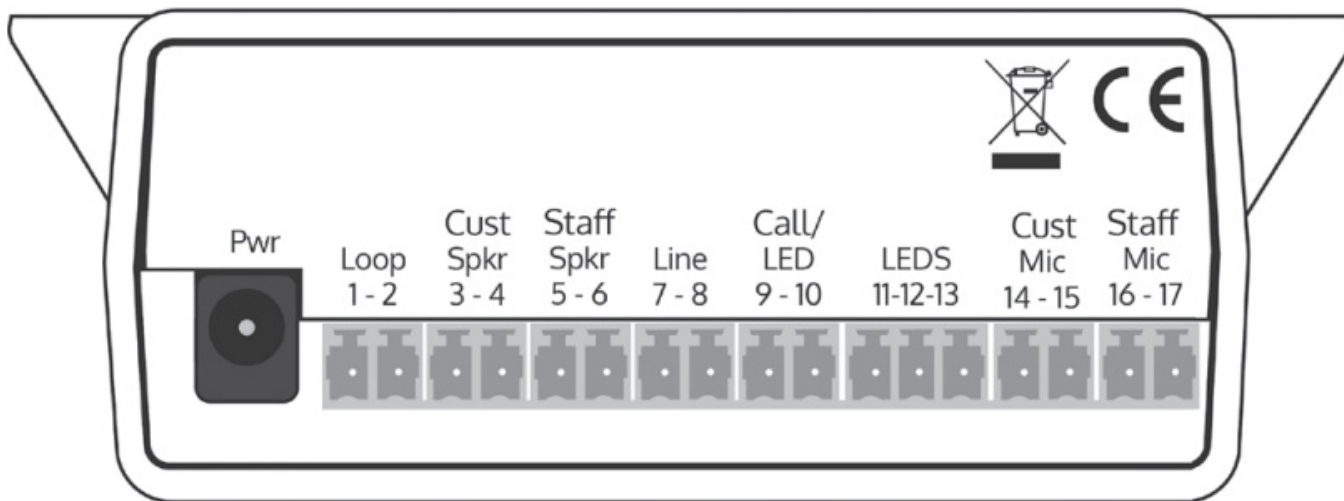**Contents**

Product Overview

Our amplifier provides full open duplex communication and is compatible with all of our window intercom systems. It features individual displays for staff or customer/visitor adjustments and individual fault lights for easy fault diagnosis.
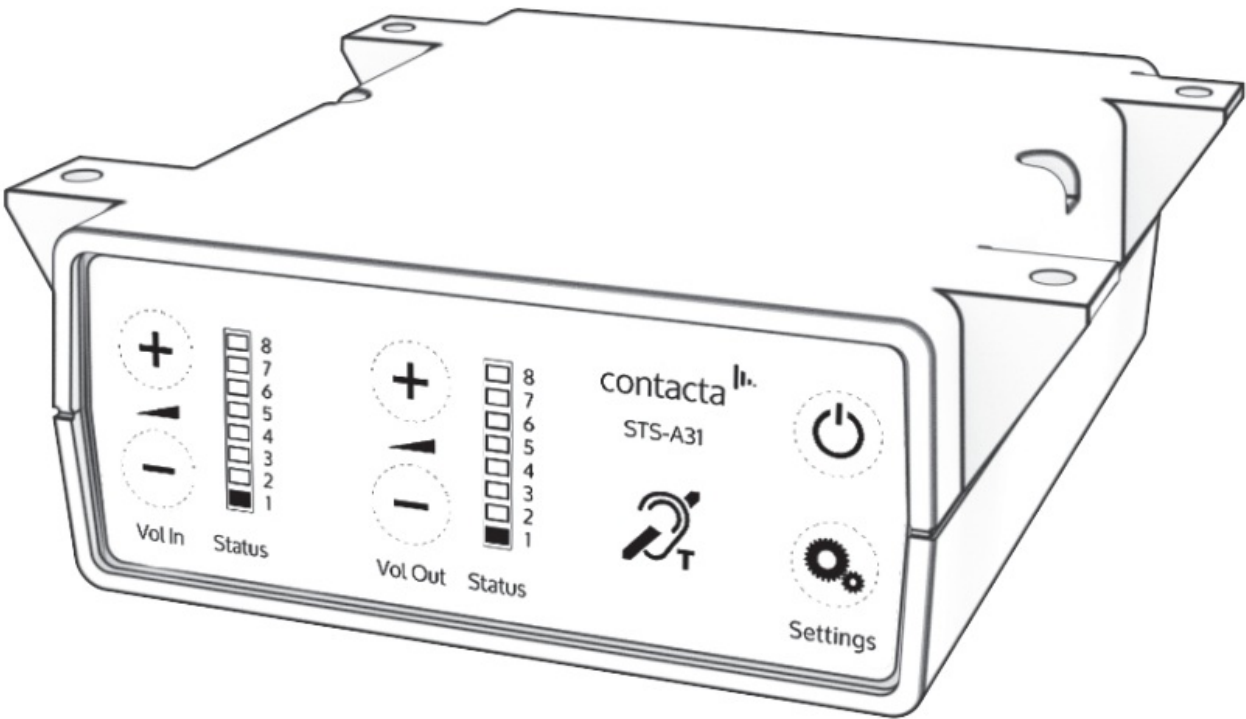
Overview of Front Panel Buttons

Rear Amplifier Connections

| Pwr | Loop 1 - 2 | Cust Spkr 3 - 4 | Staff Spkr 5 - 6 | Line 7 - 8 | Call/ LED 9 - 10 | LEDS 11-12-13 | Cust Mic 14 - 15 | Staff Mic 16 - 17 |

Connections

Trim the cables if necessary (apart from the power supply) to the required length to connect to the back of the amplifier. Bare approximately 6mm of the cable ends to connect to the 2 pin plugs

If removing any green connectors for feeding cables through holes, ensure all are refitted at the correct polarity before connection to the amplifier. It is recommended to take photos as a record before taking any cables apart. This is to ensure proper reconnection; incorrect wiring may impact performance.

Negative - or Screened Cable

Positive +
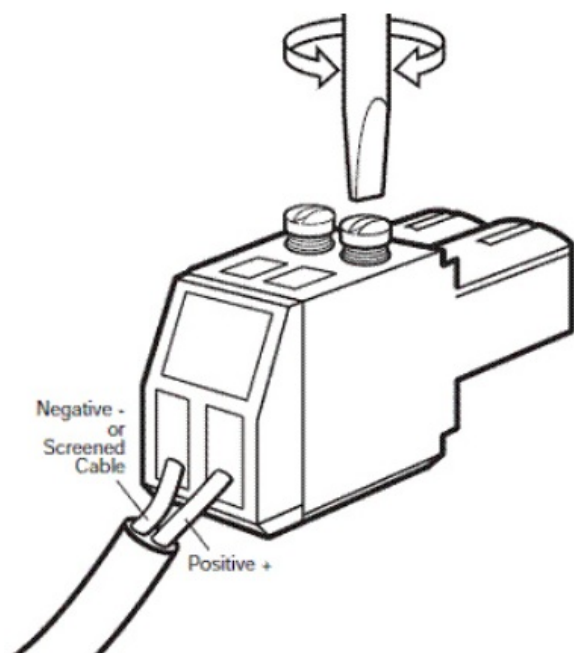
Setup

1. Connect all green plugs to the back of the amplifier, following the locations printed above the sockets (see diagram on page 3).
2. Power on the amplifier by pressing the On/Off button.
3. When powered and in normal operational mode the amplifier will display Volume In LED 1 and Volume Out LED 1 as steady green.
4. When the amplifier is switched off, all audio is muted and none of the LEDs are illuminated. Pressing any button will turn the amplifier on again.
5. Adjust Volume In and Volume Out to a comfortable level for the environment.

• Press and hold the Volume In (+) or (-) buttons to increase or decrease the level. The corresponding LED bar will show the volume setting.

6. Ensure any staff loudspeaker unit is as close to staff as possible.
7. Check the amplifier is fully functional by ensuring the red `fault' light is NOT showing on the front.
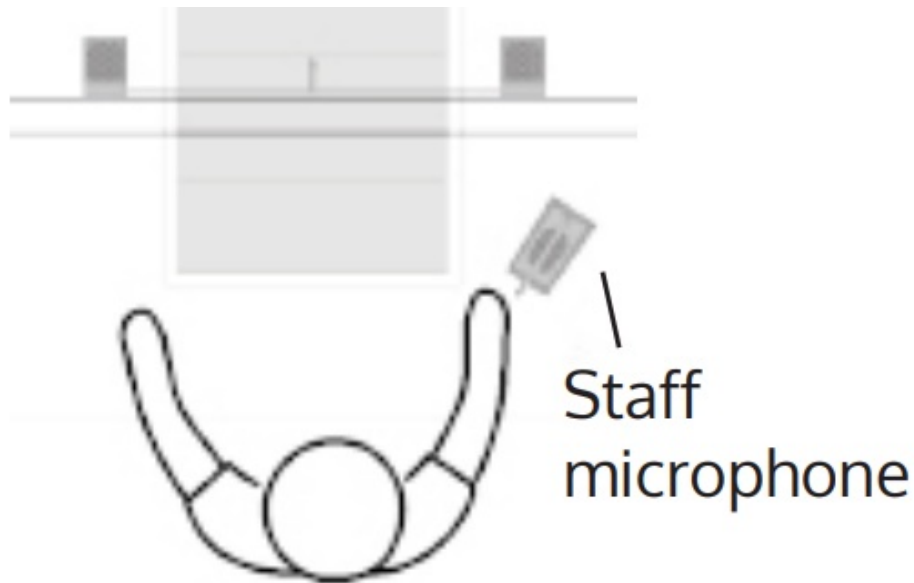
Staff microphone

The Amplifier is now set up.

Fault Diagnosis LEDs
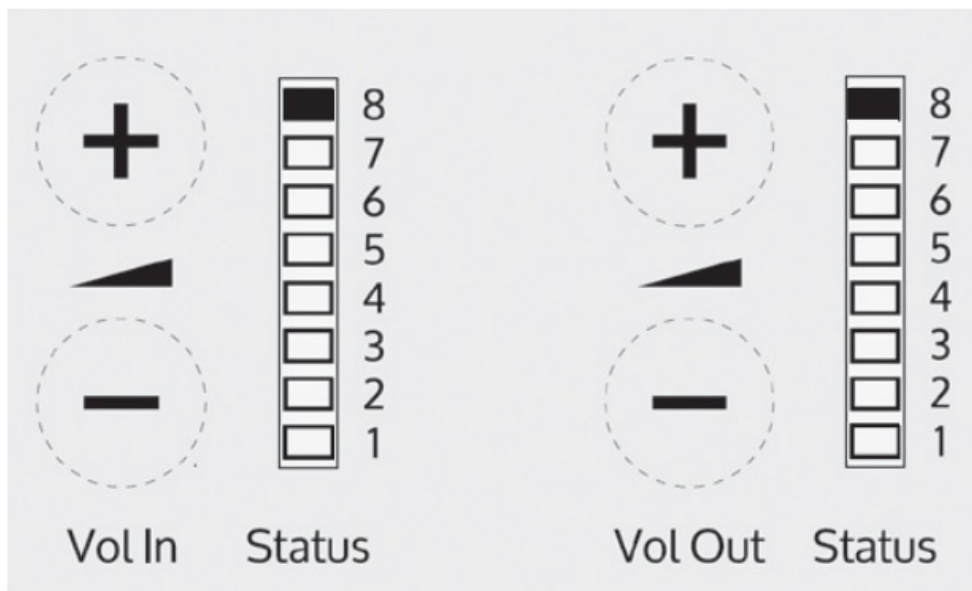
- Volume In LED 8 will stay red if there is a fault with the staff loudspeaker unit.
- Volume Out LED 8 will stay red if there is afault with the customer microphone.
- Volume In LED 8 will flash red if there is a fault with the loop (i.e. a broken aerial).

Troubleshooting

Symptom	Possible Fault	Action
There is no power detected through amplifier (and there is power at the socket).	1. Power jack not plugged in or faulty. 2. Plug fuse has blown. 3. Faulty power supply unit 4. Faulty amplifier.	1. Check power jack is firmly plugged in 2. Replace fuse, but if it blows again contact your supplier. 3. Replace the power supply unit. 4. Replace amplifier.
Amplifier goes into feedback.	1. Internal volume gain set to high. 2. Microphone positioned too close to speaker.	1. Access the amplifier engineers mode to adjust the internal settings. 2. Move the microphone to a location further from the speaker.
Unit does not go into power saving mode.	1. Ambient noise in area is too high.	1. Switch off any air con systems, desktop fans and or computers to reduce ambient noise.

Factory Default Settings

To return to the factory default settings:

1. Unplug the power supply and then reconnect it.
2. Press the On/Off button and Volume In (-) button together, then release.
3. The Volume In LED bar will have all LEDs illuminated, while the Volume
   Out LED bar will display the firmware revision number in a fixed pattern of LEDs. This indicates that default settings have been restored.

If the amplifier detects an error in its' settings memory it will restore itself to factory default settings.

Our Window Intercom System amplifiers are pre-set to provide the recommended output for most environments. Should you need to adjust the Volume, Ducking or Hearing Loop levels outside of the pre-set amplifier parameters, you can do this by entering Engineers Mode (see pages 6 & 7).

Engineers Mode

Engineers Mode allows you to adjust the Volume In and Out levels, Ducking levels and Hearing Loop levels to better suit your environment and achieve the best possible performance.

Before entering engineers mode, cycle the power. To do this either:

- Switch the power off at the mains socket and back on again
- Remove the power connector and re-insert it

To enter engineers mode, simultaneously press and release the following buttons within 20 seconds of cycling the power:

- Settings button
- Volume In increase button
- Volume Out increase button

Number 1 LED on the Volume In will flash green to indicate that you are in Engineers Mode.

The on/off and settings buttons in engineers mode operate as follows:

 Move to the next setup area   Save and exit engineers mode

The amplifier will automatically exit engineers mode if no buttons are pressed for 2 minutes.

There are 3 editable setup areas in engineers mode. You will always enter setup area 1 first. The green Volume In LED bar will flash to indicate which setup area you are in.

Setup Area 1:
Maximum Volume Adjustment (LED 1 flashes)

Setup Area 1 allows you to adjust the Volume In and Volume Out levels to further optimise the system for the environment in which it is installed.
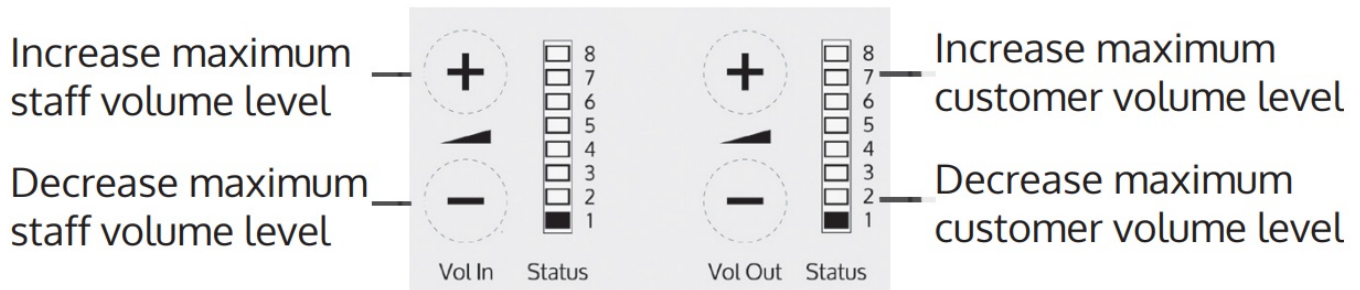
1. Ensure the customer and staff volumes are turned completely down
2. Adjust staff (Volume In) volume to a comfortable level. Press and hold the Volume In (+) or (-) buttons to increase or decrease the level. The corresponding LED bar will show the volume setting.
3. Increase customer (Volume Out) volume until feedback is heard. Press and hold the Volume Out (+) or (-) buttons to increase or decrease the level. The corresponding LED bar will show the volume setting.
4. Decrease customer (Volume Out) volume until feedback is eliminated.

Setup Area 2:
Ducking Adjustment (LED 2 flashes)

Setup Area 2 allows you to adjust the Ducking level or to turn it on/off.

The ducking function is provided to reduce feedback on a window intercom system. Feedback occurs when the

overall setting of both volume controls is too high. The ducking system works by detecting which microphone in the conversation is being used, and temporarily reducing the volume setting.
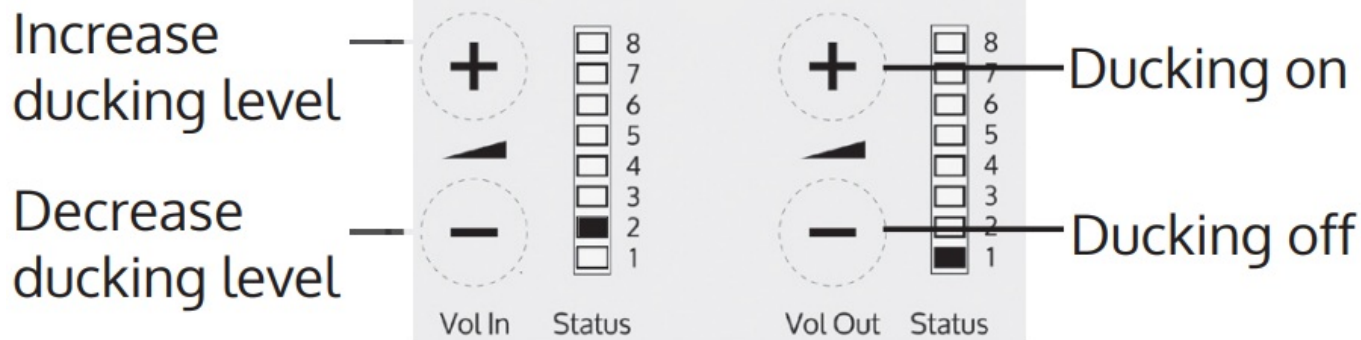
Setup Area 3:
Hearing Loop Drive Adjustment (LED 3 flashes)

Setup Area 3 allows you to adjust the Hearing Loop Drive or to turn it on/off.

Hearing loops improve communication by enabling hearing device users to hear sound sources directly, cutting out background noise.
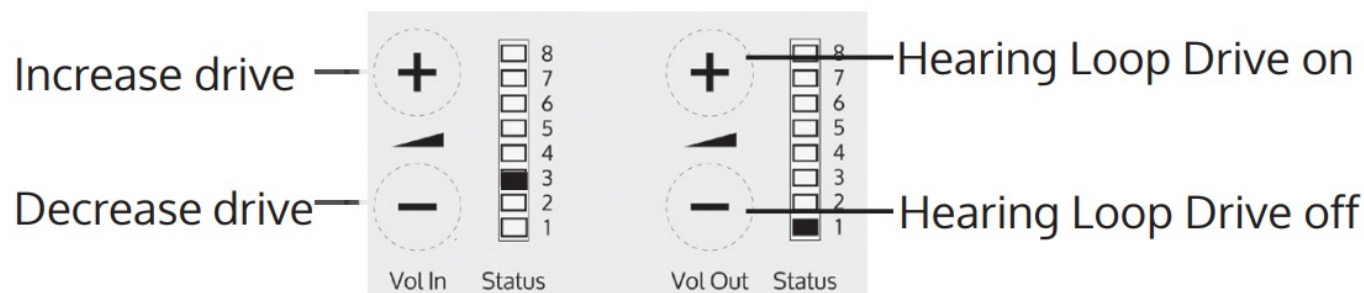
The drive levels should be adjusted so the red LED 8 is illuminated only when there are peaks in the speech volume.

If the amplifier does not have a loop attached, turn the Hearing Loop Drive off as indicated in the diagram above.

Further information is available on our website and our YouTube channel.

Window Intercom STS-A31H Amplifier Setup Video

contacta

Documents / Resources

contacta Window Intercom System Amplifier STS-A3H Setup Guide November 2020	**contacta STS-A31H Window Intercom System Amplifier** [pdf] User Guide STS-A31H, Window Intercom System Amplifier, STS-A31H Window Intercom System Amplifier

References

- **Innovative assistive technology solutions - Contacta**