Quail digital

Pro12
Headset System

Installation Manual

This guide specifies how the Pro12 Headset System should be installed and commissioned.

The LEDs on the base and headset use a sequence of colours and pulses to indicate the status of the system and the item, which are explained in this guide.

Installation Procedure

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Tools required to install Pro12 Headset System:

- Phillips screwdriver
- Category 5/6/7 ethernet cable
- drill with 3mm (1/8") masonry bit
- RJ45 plugs
- RJ45 crimp tool
- cable stripper
- network cable tester
- tape measure
- pencil
- 0.5-1m patch cable (white cables only)
- network cable length tester

Pro12 Headset System components:

Q-P12HS - headset including battery and headband or neckband
Q-P12BS - base station, with 48v power supply
Q-P12BS-INT - base station with audio interface built in, with 48v power supply (optional)
Q-P10CH - 6 port headset charger, with 5v power supply
Q-P10SHELF - shelf for headset charger (optional)
Q-P12DR - data repeater (optional)
Q-P12MI - message interface unit, with 48v power supply (optional)
Q-P12KP1, Q-P12KP1IP, Q-P12KP12 - indoor single button keypad, outdoor single button keypad, 12-button keypad (optional)
SD CARD - Micro SD card for Red Button feature, Keypads and Message Interface (optional)

Step 1 – Setting up the charger

Unpack the Q-P10CH charger(s). Take the 5v power supply from the box, feed it through the base of the charger as shown in ***figure 1***, plug together. The power LED on the front will illuminate **GREEN**.

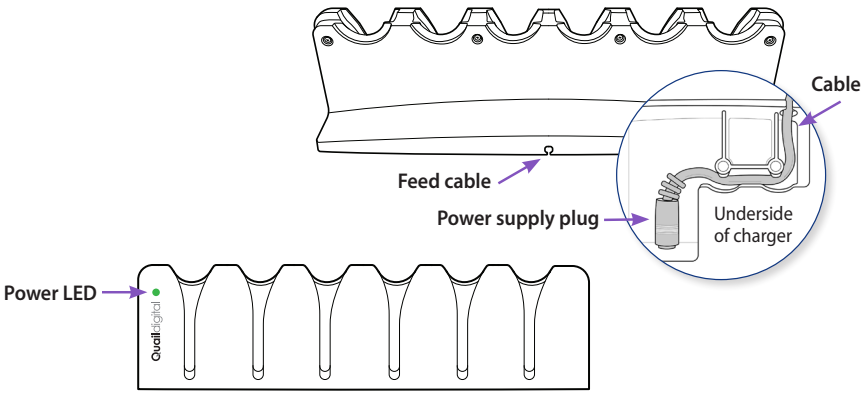


figure 1 - Power supply cable feed

Step 2 – Headsets: inserting battery and charging

Unpack the Q-P12HS headsets and Q-P12BAT batteries. Remove the cellophane from the battery charging points as seen in ***figure 2***. Remove the compartment cover, insert a battery and replace the compartment cover.

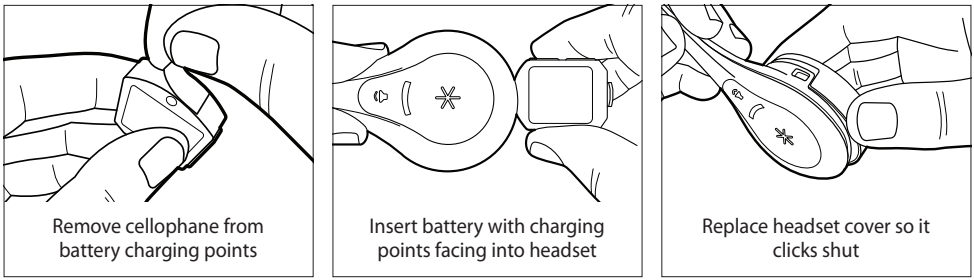


figure 2 - Inserting headset battery

Now place headsets into the charger. Headsets pulse blue once every 10 seconds when charging and then turn solid blue when fully charged.

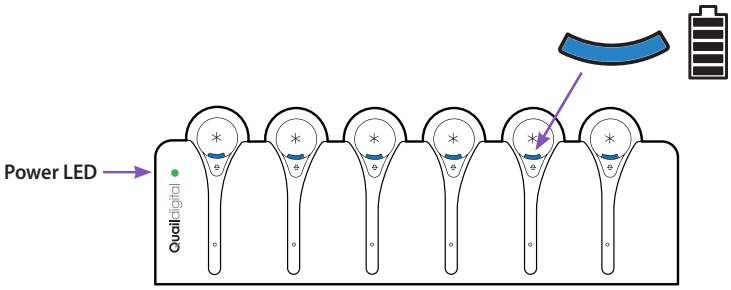


figure 3 - Charging headsets

Step 3 – Pre-installation survey

The system will work to specification if the bases are positioned to give uninterrupted coverage, whilst minimising the range overlap between co-existent bases.

When planning the possible location of bases, you should consider no more than 5m overlap in range to be optimal as a confluence of signals from multiple bases can reduce rather than enhance the smooth connectivity of the headsets as users move around the premises.

Unless you are very familiar with the planning of an RF transceiver network, we recommend that you use a mobile power supply to test and then plot the optimum location of the first and then consequent bases taking a base and a headset to test coverage in trial locations. Your headset will beep every 10 seconds when you go out of range of the base, walking back 5m in to range marks the desirable overlap point when you decide the location of the next base – see ***figure 4***.

When choosing base locations, select positions where there is clear, open line of sight. Solid walls, confined spaces and metal racking in close proximity of the base will reduce range.

Positioning and cabling of bases

We recommend you begin your survey at the rear of the premises with the aim of selecting a position for the first or primary base, which gives full coverage to the administrative areas. You will use your first base to register headsets, so having the base in close proximity to the headset chargers is desirable.

The maximum cable length between bases plug-to-plug should not exceed 110m. When wired along the most direct route 110m should enable you to space the bases far enough apart to meet your objective to keep range overlap as close to 5m as possible. One power supply required for up to 4 bases.

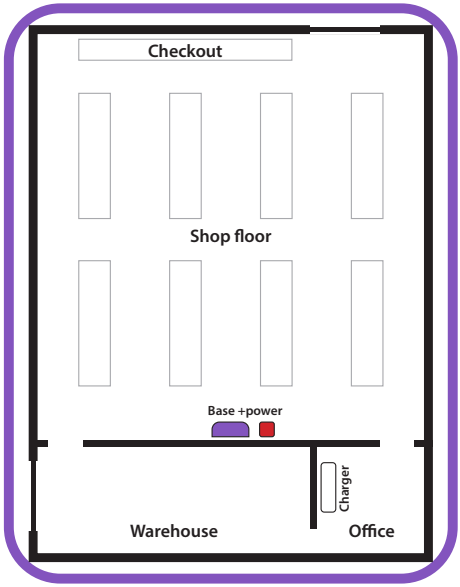


figure 4 - Small store pre-installation survey

Small store – a single base located on the rear wall of the sales floor may be sufficient to cover the front end and back areas. If the outdoor areas need to be in range, you may require a second base, which might be located towards the front of the store.

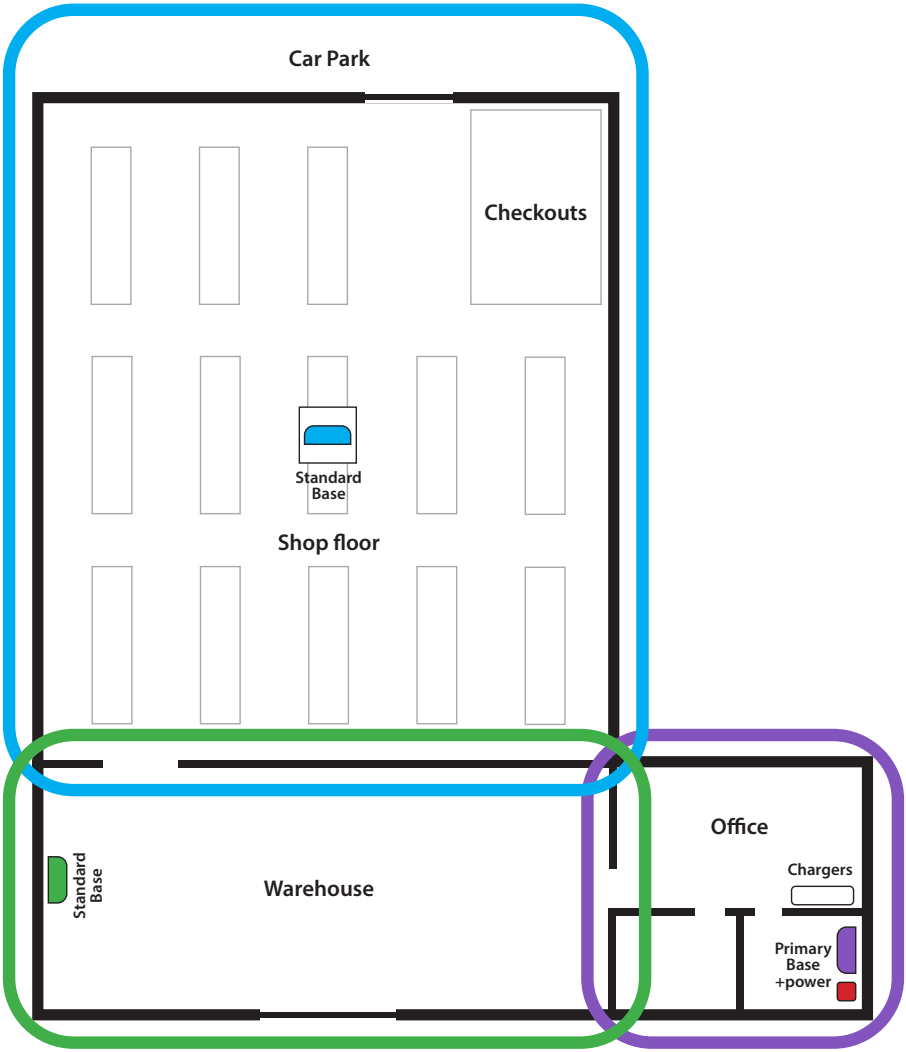


figure 5 - Medium store pre-installation survey

Medium store – in this example, the office areas have multiple rooms and so the coverage from the primary base is likely to be confined, requiring a base in the warehouse which is relatively large and likely to be constricted by racking and cabinets. The sales area may be covered by a single base well located on a pillar in the middle of the store.

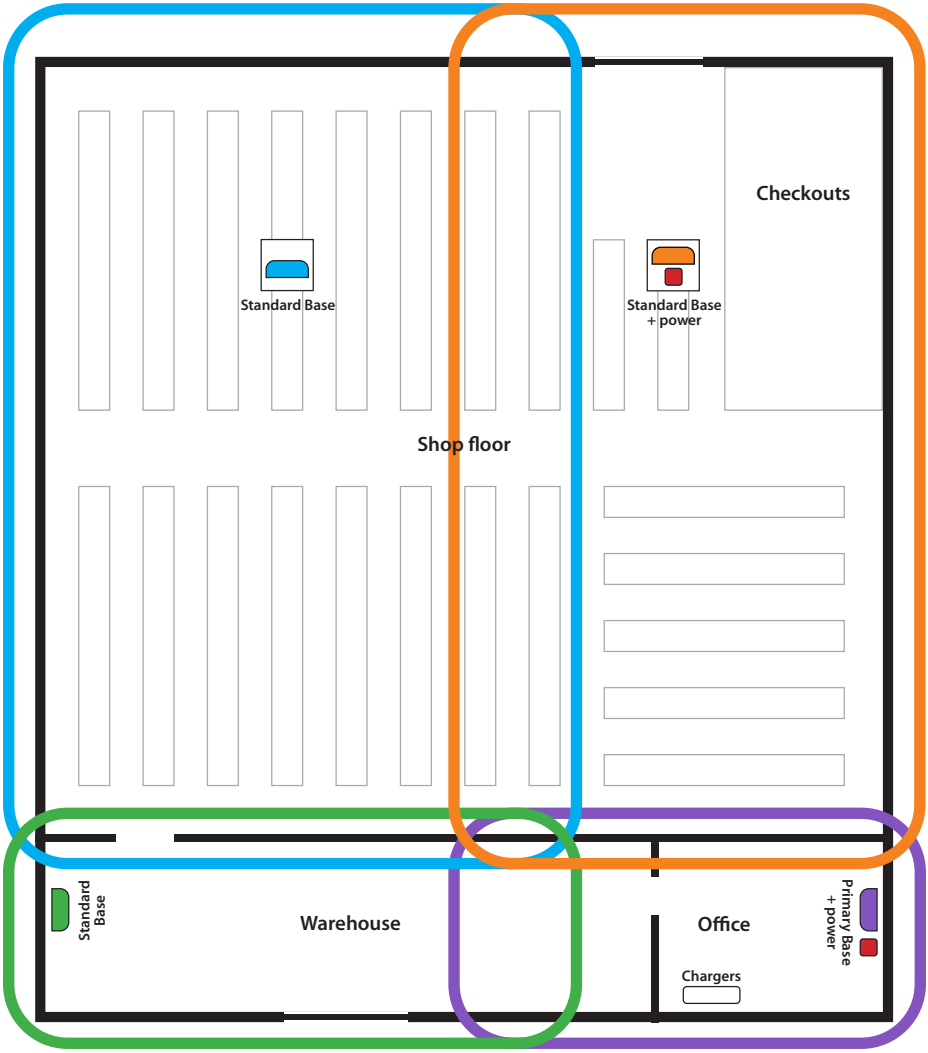


figure 6 - Large store pre-installation survey

Large store – in this example, the sales floor may require two bases for full coverage. If coverage is also required for the car park, consider the location of the base at the front-end, and whether that effects the decision on the positioning of the bases on the sales floor.

Consider providing power supply to the fourth base as it is at the end of the run.

Step 4 – Wiring and connecting bases

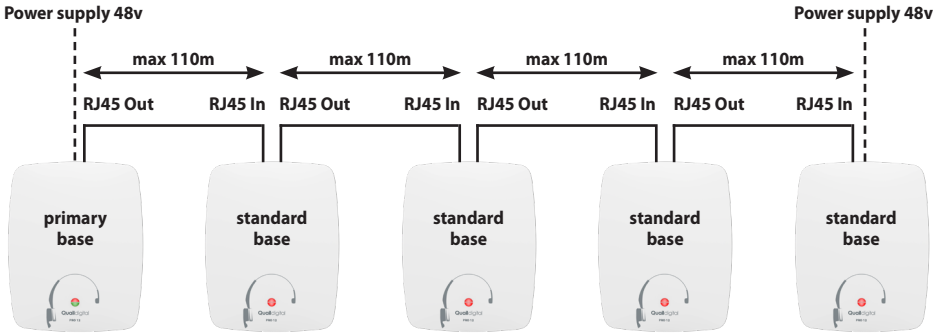


figure 7 - Base daisy chain configuration

If a circuitous cable route between two bases results in them being unnecessarily close , you can increase the cable length by up to a further 110m between the two bases with a **Q-P12DR** data repeater, connected as shown in ***figure 8*** below.

figure 8 - Adding data repeaters to base daisy chain

Connecting bases

The first base in the line becomes the primary base and will only have the data cable connected to the **Network OUT** RJ45 socket. The last in line will only have a connection on its **Network IN** RJ45.

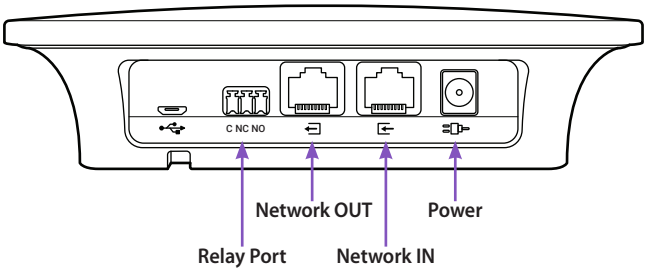


figure 9 - Primary base connections (top)

Connecting the relay

The base relay triggers if the Red Button emergency broadcast is activated on any headset. The relay on any base can be used, for example, to trigger an alarm. The relay is very simple and is comprised of a 3 pole connection. Common, NC (normally closed) and NO (normally open). The relay remains activated while the alarm condition persists. The associated emergency start / stop messages loaded onto the Micro SD card and play to all headsets when the Red Button is activated and deactivated.

Positioning bases

Bases must be positioned upright on the wall and secured with both attaching screws. They cannot be ceiling mounted.

The base should be located between 2.4m and 3.6m (8' and 12') above floor level wherever possible unless the ceiling is lower, in which case as high as you can.

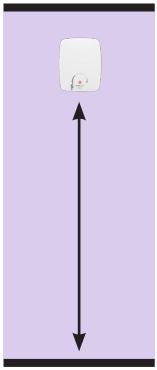


figure 10 - Base positioning

If the store is using voice messages for Red Button alerts or keypads or relay messaging, the Micro SD card for the messages is inserted in the primary base - see ***figure 11***. See **Appendix C,D,E,F** for instruction on recording voice.

If locally sourcing the Micro SD card, see below compatible options:

- Transcend 2GB
- Banq Joy 16GB, class 10
- SanDisk Ultra 32GB, class 10
- Samsung 2GB

PLEASE NOTE: all messages for functions to be loaded to a single Micro SD card.

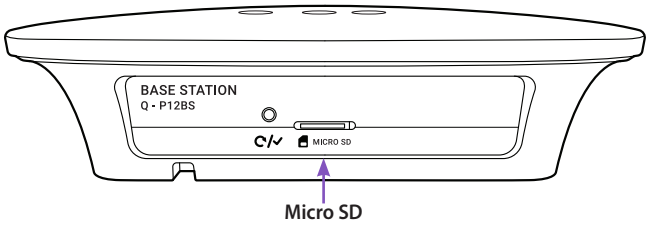


figure 11 - Inserting Micro SD card into primary base

Step 5 – Wiring protocol

Pro12 Headset System is designed to work with Cat5/5e/6/7/8 cable. At each base, you should install a faceplate RJ45 socket and connect with patch leads – see ***figure 12***.

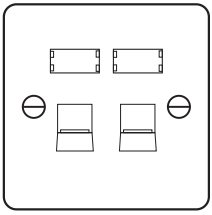


figure 12 - Faceplate RJ45 socket

We recommend following Type B (T568B) standard as below:

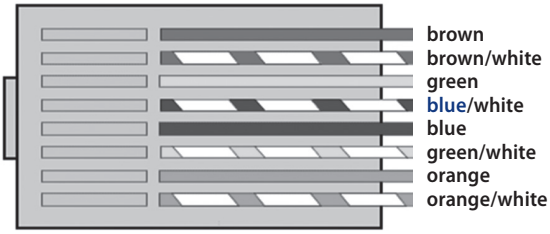


figure 13 - Type B (T568B) termination colour code

Step 6 – Synchronising bases

As you connect the data cables to the bases they will start to synchronise. The LEDs on all bases will turn RED/RED initially. The primary base will revert to RED/GREEN in standby mode and standard bases will revert to GREEN/GREEN in standby mode.

When you have connected all the bases, the system will automatically run through a further synchronisation process and will take around 15 seconds.

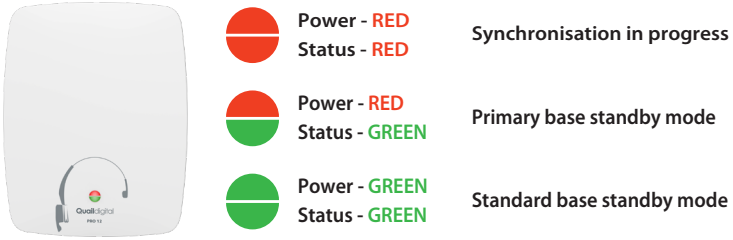


figure 14 - Primary and standard base LEDs

Step 7 – Registering headsets

1 When removed from the charger, the headset LED will flash blue every second, indicating that it is not registered.

2 One at a time, hold the headsets up to the primary base. The LED will blink every 2 seconds as it enters registration mode, which can take up to 1 minute to complete. You can put the headset back on the desk whilst completing the process and take another.

3 Pulsing once every 4 seconds indicates that registration is complete. If the LED continues to flash every second, it has not registered and you should repeat previous '2' again.

4 Now check that each headset is working. Hold the headset to your ear, press the PTT button and speak into the headset. If you can hear your voice through the speaker, the headset is working. Place it back into the charger and leave the headsets for a few minutes to synchronize fully with the base network.

5 Forced Register: if you have a headset which is pulsing every 4 seconds indicating that it is registered, but you cannot hear anything, offer the headset up to your primary base and press the PTT button for 7 seconds. This will cancel any previous registrations and allow a new registration. Check the audio as '4' above.

6 To engage and test the Red Button Emergency broadcast feature, refer to **Appendix C**.

PLEASE NOTE: You can be up to 2m from the primary base to register a headset.

Step 8 – Testing the installation

Once all headsets have been registered onto the system conduct a final full range test using 2 people with headsets. You should walk slowly through all areas on all floors to confirm uninterrupted communication between each other.

As you move round the store, monitor the lights on each base station. When you push the PTT button on the headset to speak, the bottom LED on the base station you are standing close to will flash. This signifies that it has picked up your headset signal and therefore is working properly. Carry out the same check with each base.

For details of headset functionality and troubleshooting see **Appendix A and B**.

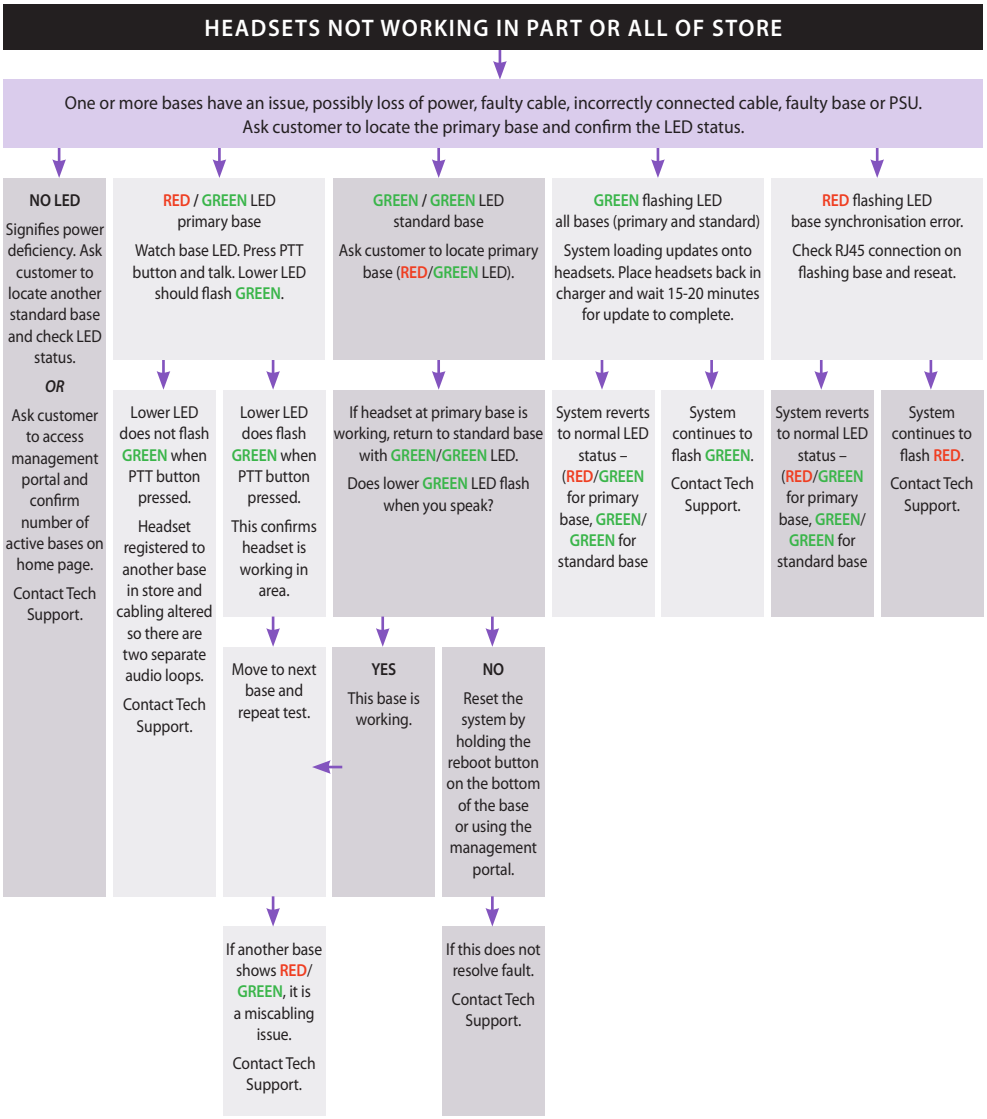
Appendix A – Headset and base functionality

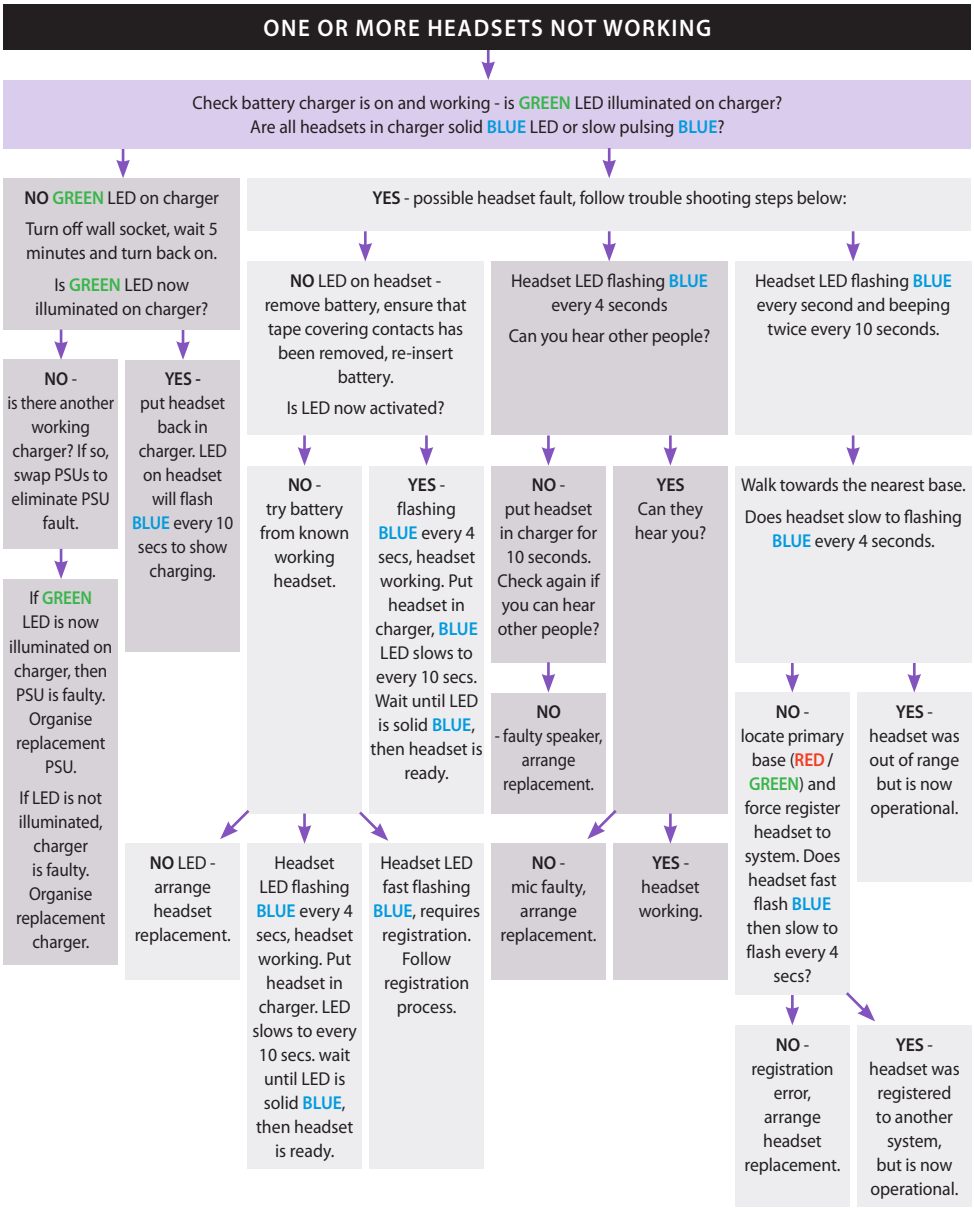
HEADSETS			
LED	**BEEPS**	**STATUS**	**ACTION**
No LED	No beep	No power to headset	Insert charged battery
Fast flashing	1 beep every 3 seconds	Requires registration	Register headset to primary base
Fast flashing	1 beep every 10 seconds	Out of range	Walk towards a base
Flashing every 4 seconds	–	Standby mode, ready to use	–
Flashing every 4 seconds	3 beeps every 10 seconds	Low battery	Place headset into charger

HEADSETS IN CHARGER	
LED	**STATUS**
Pulsing every 10 seconds	Charging - full charge can take up to 4 hours
Fast flashing	Software/VR package update in progress
Flashing every second	Requires registration
Flashing every 4 seconds	Headset not correctly docked; place properly in cradle

BASE STATION & INTERFACE BASE	
LED	**STATUS**
Red/Green LED	Primary base in standby mode
Green/Green LED	Standard base in standby mode
Flashing Green LED	Software/VR package being updated
Flashing Red LED	Synchronisation error between bases
Lower LED pulsing ON/OFF	Headset active on base
NO LED	No power to base

Appendix B – Trouble shooting




ONE OR MORE HEADSETS NOT WORKING
Check battery charger is on and working - is GREEN LED illuminated on charger?
Are all headsets in charger solid BLUE LED or slow pulsing BLUE?
NO GREEN LED on charger
Turn off wall socket, wait 5 minutes and turn back on.
Is GREEN LED now illuminated on charger?
NO - is there another working charger? If so, swap PSUs to eliminate PSU fault.
If GREEN LED is now illuminated on charger, then PSU is faulty. Organise replacement PSU.
If LED is not illuminated, charger is faulty. Organise replacement charger.
YES - put headset back in charger. LED on headset will flash BLUE every 10 secs to show charging.
YES - possible headset fault, follow trouble shooting steps below:
NO LED on headset - remove battery, ensure that tape covering contacts has been removed, re-insert battery.
Is LED now activated?
NO - try battery from known working headset.
NO LED - arrange headset replacement.
YES - flashing BLUE every 4 secs, headset working. Put headset in charger, BLUE LED slows to every 10 secs. Wait until LED is solid BLUE, then headset is ready.
Headset LED fast flashing BLUE, requires registration. Follow registration process.
Headset LED flashing BLUE every 4 seconds
Can you hear other people?
NO - put headset in charger for 10 seconds. Check again if you can hear other people?
NO - faulty speaker, arrange replacement.
YES Can they hear you?
NO - mic faulty, arrange replacement.
YES - headset working.
Headset LED flashing BLUE every second and beeping twice every 10 seconds.
Walk towards the nearest base.
Does headset slow to flashing BLUE every 4 seconds.
NO - locate primary base (RED / GREEN) and force register headset to system. Does headset fast flash BLUE then slow to flash every 4 secs?
YES - headset was out of range but is now operational.
NO - registration error, arrange headset replacement.
YES - headset was registered to another system, but is now operational.
Headset LED flashing BLUE every 4 secs, headset working. Put headset in charger. LED slows to every 10 secs. wait until LED is solid BLUE, then headset is ready.

Appendix C – Red Button broadcast feature

The Pro12 Headset System has a built-in all-call feature for any user to contact the group instantly in case of emergency. It's called the Red Button broadcast feature. Red Button feature can be turned on/off via the Pro12 Management portal (feature pending). A Pro12 HUB *LITE* must be temporarily connected to configure on/off.

To activate it you need two pre-recorded voice messages to be loaded to the Micro SD card which is then inserted into the primary base. The first message alerts users to the emergency, the second message closes the call.

Loading messages onto Micro SD card (reformatted to FAT32):

1 Record your messages using a preferred audio/voice recorder. Save audio as a ***.wav*** file, mono (single track) and encoded as U-Law at 16Khz. See Appendix G for message recording procedure.

2 See DIP switch directory ***figure 15*** below for file names and emergency message names.

TYPE	FILE NAME	FILE TYPE	MESSAGE
System message	***but-13-0.wav***	Button 13	Emergency broadcast
System message	***but-15-0.wav***	Button 15	Emergency broadcast ended

figure 15 - DIP switch directory (Appendix H) for Red Button broadcast

3 Create a ***conference.txt*** file to configure the Red Button messages:

a Line confirming it is a mapping file, ***# This is a mapping file***

b Standard volume advised as ***Volume: 6*** – increase or decrease as per application; min volume 1, max volume 10.

c Load messages and ***conference.txt*** file to Micro SD card and insert into primary base.

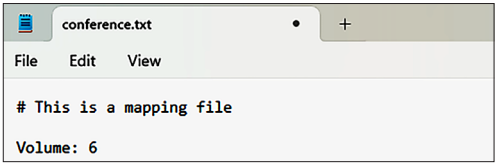


figure 16 - Red Button conference.txt file

4 Test the Red Button broadcast feature:

a Press and hold the volume button for 3 seconds. All headsets should hear the pre-recorded opening message and the headset which initiated the broadcast will turn to Talk-Lock. All other active headset wearers will automatically turn to Push-To-Talk and hear the emergency message.

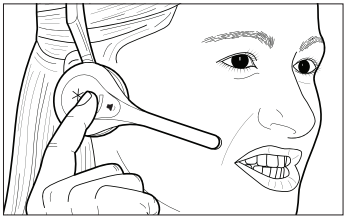


figure 17 - Press and hold RED volume button

b To deactivate the call, the instigator should press and hold the volume button again for 3 seconds; all headsets should hear the pre-recorded closing message and all headsets revert to standby.

c Any headset can end the emergency broadcast by pressing the volume button for 10 seconds. It will also end if the initiating headset is returned to the charger.

Appendix D – Interface Base Q-P12BS-INT

A feature of Pro12 is an audio interface as a gateway for external audio to feed into the headset system. For example, connectivity to in-store management systems or above store security monitoring.

Figure 18 illustrates how the audio interface base connects to the overall network. The location of the interface base is determined by the proximity of the external audio device.

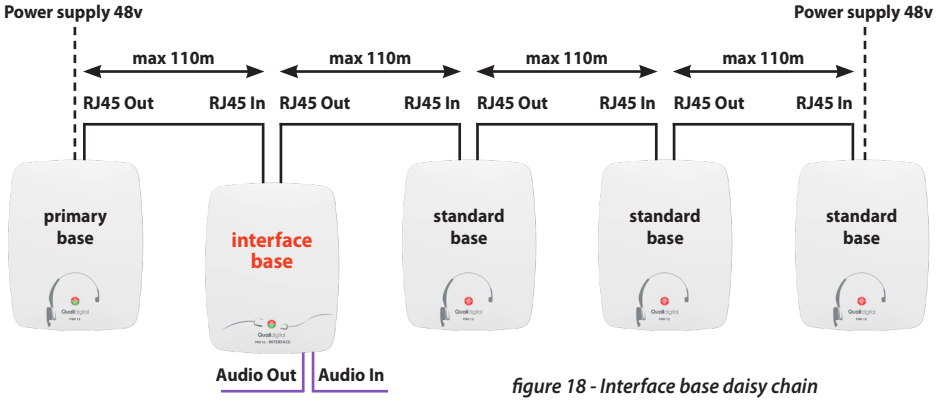


figure 18 - Interface base daisy chain

Figure 19 illustrates how the 3.5mm jack sockets connect from the external device into the audio interface base, including the volume adjustment ports, which may require adjustment to balance the message audio levels.

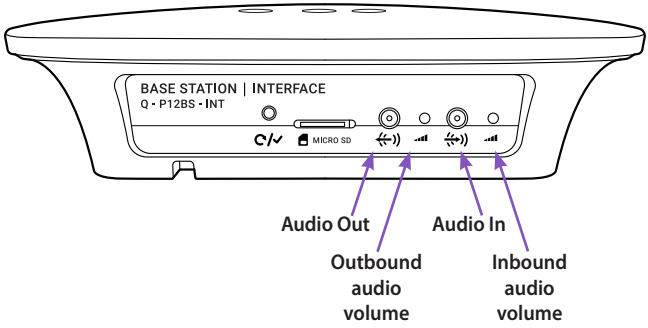


figure 19 - Connecting interface and primary bases

For connection to relay, please see Step 4 on page 9.

Appendix E – Message Interface Q-P12MI

The Pro12 Message Interface is a wall-mounted stand-alone device linked to in-store equipment such as fridges, chillers, compactors and ovens, which triggers up to two pre-recorded alert messages when activated in the headset system. It uses 433Mhz radio transmission to communicate with the base network.

1 Position the Message Interface close to the alarm output of the devices; it needs 48v power supply.

2 On the Message Interface PCB (Printed Circuit Board) – see ***figure 20*** – switch the **INPUT TYPE** (**E**) accordingly for each alert device to **12-24v Signal** or **Relay Contact**.

3 Decide which alert output device is linked to which message file – see **MESSAGE** file (**C**).

4 Set the **MESSAGE** rotary switch (**A**) to the corresponding MESSAGE file. Position E routes to location ***id-014-3***, F routes to ***id-015-3***.

5 Set the **REPEAT TIMER** rotary switch (**B**) as required for each application as **REPEAT TIMER** key (**D**): (0 = no repeat, 1 = 1 minute, 2 = 2 minutes, 3 = 3 minutes).

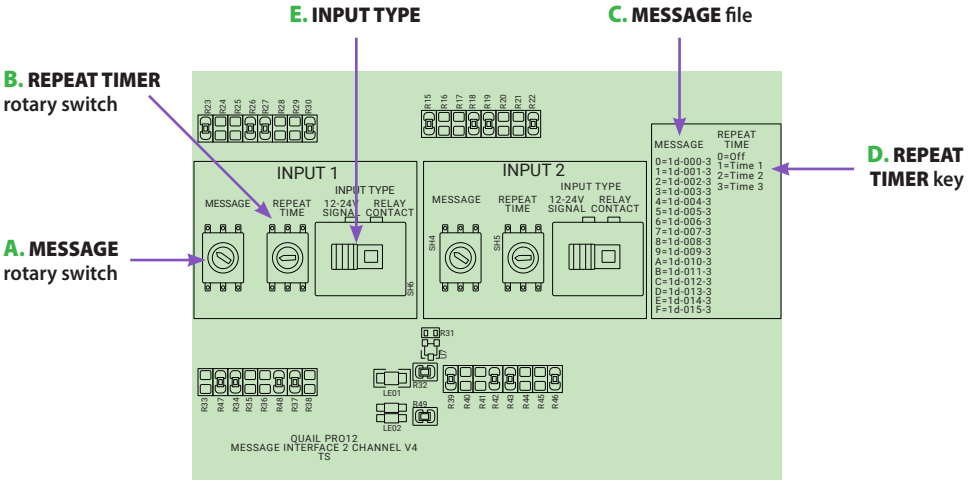


figure 20 - Configuring Message Interface PCB

6 Record your messages using a preferred audio/voice recorder. Save audio as a ***.wav*** file, mono (single track) and encoded as U-Law at 16Khz. See **Appendix G** for message recording procedure.'

7 Rename each of the recorded alert message files and save in the below file naming convention as per the DIP switch directory (**Appendix I**). Save to Micro SD card, formatted to FAT32, and insert in the primary base.

TYPE	FILE NAME	FILE TYPE	MESSAGE	ROTARY SWITCH
Message Interface	***id-014-3.wav***	Location	Bake off oven alarm	Rotary switch E
Message Interface	***id-015-3.wav***	Location	Rotiserrie oven alarm	Rotary switch F

figure 21 - Message Interface DIP switch directory (Appendix H)

8 Create a ***conference.txt*** file to configure the message interface messages to activate. The file must include:

a Line confirming it is a mapping file
 # This is a mapping file

b ID – ***14: 1,2,3,4***

c ID – ***15: 1,2,3,4***

d Standard volume advised as ***Volume: 6*** – increase or decrease as per application; min volume 1, max volume 10.

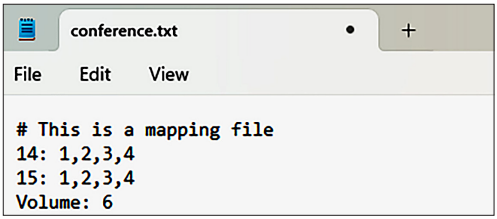


figure 22 - Message Interface conference.txt file

e Load messages and ***conference.txt*** file to Micro SD card and insert into primary base

9 To connect the Message Interface, plug the 2-core cable into the appropriate external message trigger input, presented in ***figure 23***.

10 To test, push the test button on the top of the Message Interface this will rotate through the two loaded messages.

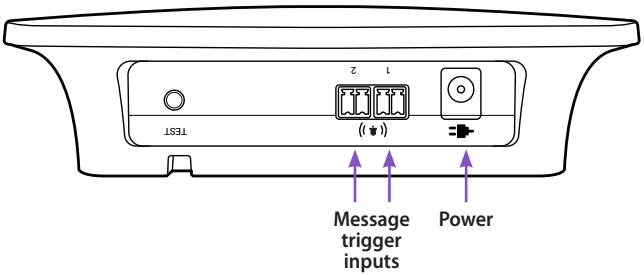


figure 23 - Connecting Message Interface

Appendix F – Keypads

The Pro12 Keypads are stand-alone devices that play pre-recorded messages into the headsets when buttons are pushed.

There are 3 different keypad versions:

- Single button
- Outdoor single button
- 12-button

To configure and install single and outdoor button keypads

1 Open the keypad by removing the screws and separating the top and bottom. Being careful not to pull completely apart, this will damage the wiring connections.

2 Refer to the DIP switch directory (Appendix I) to associate a location to a keypad id. It will define the required Micro SD card file name for the pre-recorded message and the required DIP switch settings to be applied to the keypad PCB.

3 Record your messages using a preferred audio/voice recorder. The audio files should be saved as a ***.wav*** file, mono (single track) and be encoded as U-Law at 16Khz.

4 Rename the recorded message as per previously defined file name and save to Micro SD card.

5 Set the DIP switch settings on the keypad PCB to correspond to those defined on the DIP switch directory.

6 Insert the batteries into the keypad. PLEASE NOTE: batteries must be inserted into the keypad after the DIP switch settings have been applied.

7 Place the keypad in the required physical location and test by pressing the keypad button once, the LED indicator should illuminate, and the message should play to all headsets.

TYPE	FILE NAME	FILE TYPE	MESSAGE	8-WAY DIP SWITCH								4-WAY DIP SWITCH			
Keypad	***id-071-1.wav***	Location	Welcome desk customer waiting	**ON**	**ON**	**ON**	off	off	off	**ON**	off	off	off	**ON**	off
Keypad	***id-072-1.wav***	Location	Grocery collection customer waiting	off	off	off	**ON**	off	off	**ON**	off	off	off	**ON**	off

figure 24 - Single/outdoor button keypads DIP switch directory (Appendix I)

To configure and install 12-button keypad

1 Open the keypad by removing the screws and separating the top and bottom. Being careful not to pull completely apart, this will damage the wiring connections.

2 12-button keypads require both location and button files to operate correctly.

3 Refer to the DIP switch directory (**Appendix I**) to associate a location to a keypad id. It will define the required Micro SD card file name for the pre-recorded messages and the required DIP switch settings to be applied to the keypad PCB.

4 Refer to the DIP switch directory to associate the up to 12 button messages. It will define the required Micro SD card file name for the pre-recorded button messages.

5 First, record your keypad location messages using a preferred audio/voice recorder. The audio files should be saved as ***.wav*** files, mono (single track) and be encoded as U-Law at 16Khz. Rename the recorded message as per previously defined file name and save to Micro SD card.

6 Next, record your 12 button messages, which are common to all 12-button keypads using a preferred audio/voice recorder. The audio files should be saved as ***.wav*** files, mono (single track) and be encoded as U-Law at 16Khz. Rename the recorded message as per previously defined button file name from the DIP switch directory and save to Micro SD card.

7 Set the DIP switch settings on the keypad PCB to correspond to those defined on the DIP switch directory.

8 Insert the batteries into the keypad. PLEASE NOTE: batteries must be inserted into the keypad after the DIP switch settings have been applied.

9 Place the keypad in the required physical location and test by pressing all 12 buttons one at a time; the keypad indicator should illuminate and the message should play to all headsets.

TYPE	FILE NAME	FILE TYPE	MESSAGE	8-WAY DIP SWITCH								4-WAY DIP SWITCH			
Keypad	***id-001-0.wav***	Location	Checkout 1	**ON**	off	off	off	off	off	off	off	off	off	off	off
Keypad	***id-002-0.wav***	Location	Checkout 2	off	**ON**	off	off	off	off	off	off	off	off	off	off
12-button	***but-01-0.wav***	Button	Queue												
12-button	***but-02-0.wav***	Button	General help												

figure 25 - 12-button keypad DIP switch directory

Appendix G – Message recording

Requirements

1 x 2Gb Micro SD card reformatted to FAT32 (note they are supplied formatted FAT16). The card will not be read unless reformatted!

Procedure

Record your location and ID messages using a preferred audio/voice recorder, then rename the recorded files to the required name.

Audio files need to be saved onto the MicroSD card in mono (single track) and be encoded as: U-Law at 16Khz.We suggest using NCH Switch Plus(http://www.nch.com.au/switch/) to convert your audio messages to the correct format. It's affordable for commercial use, and simple to use.

Open the NCH Switch program to the main screen, and then follow the steps outlined below:

1 Select ***Output Format*** in the bottom left of the window, then choose ***.wav***.

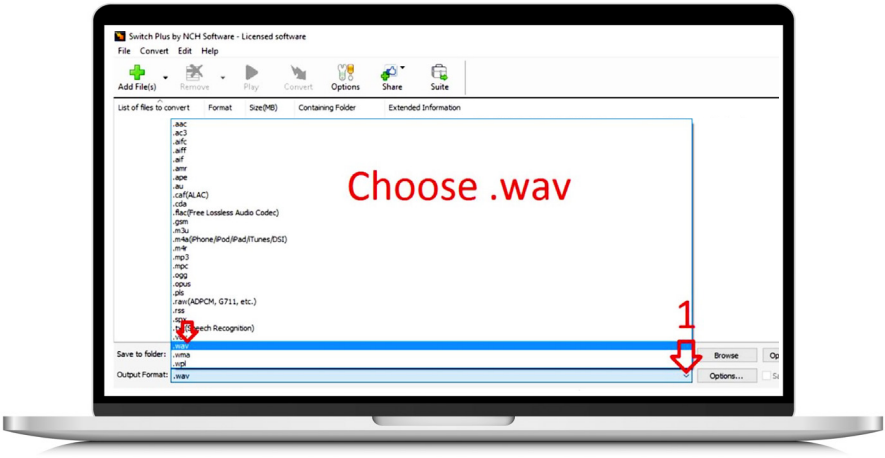


figure 26 - Select 'Output Format', then choose '.wav'

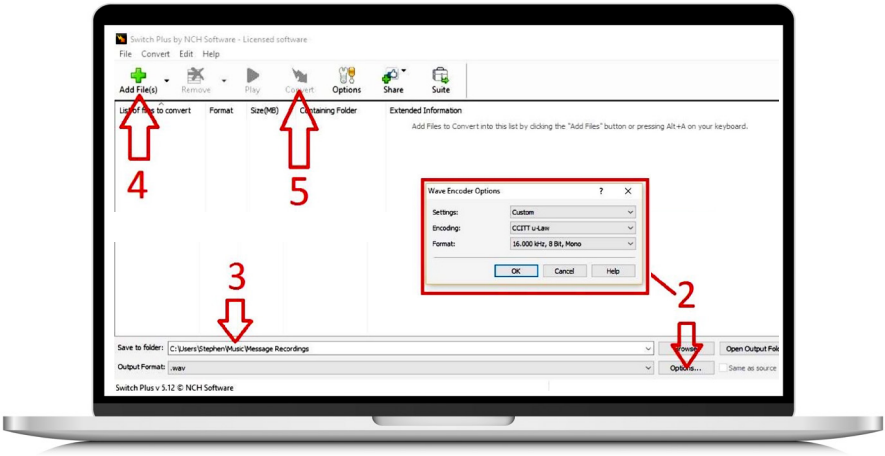


figure 27 - Creating audio files

2 Select ***Options*** and choose ***Custom*** settings: ***CCITT u-Law***, ***16,000 KHz, 8 Bit, Mono***.

3 Select ***Browse*** and choose a preferred output location.

4 Click the ***Add File(s)*** button: using the browser, select all the message files (in any format) to be converted to correct type.

5 Click ***Convert***: the converted files will automatically appear in the folder chosen in **3**.

Rename the converted files in the output folder, if you haven't already, so they will be recognised by the Pro12 system.

Keypad ID files: id-xxx-#.wav

Where xxx is the keypad address/ID setting and # is the keypad type setting: 0 for keypads and 3 for messaging interface.

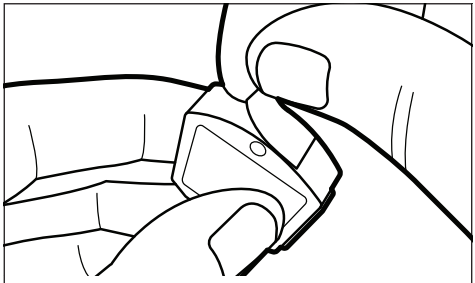
Button Pressed files: but-xx-#.wav

Where xx is the button number from 1 to 12 and # is the keypad type setting: 0 for keypads and 3 for messaging interface.

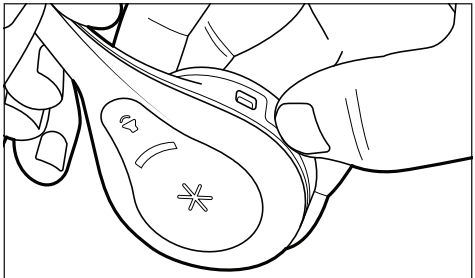
Then copy these files to the formatted (Fat32) Micro SD card and insert it into the base.

Appendix H – Headset battery fitting

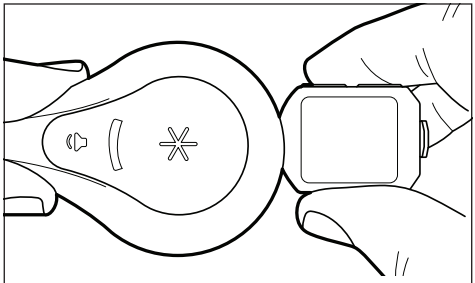
Headsets should always be placed in the charger when not in use. The battery should not be removed from the headset except when being replaced. The headset will ship without the battery inserted.



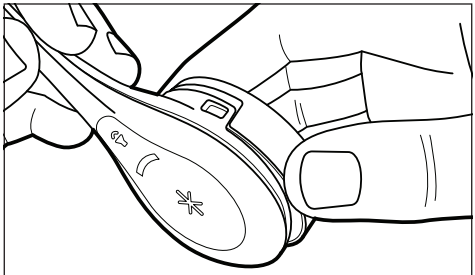
Remove cellophane from battery charging points



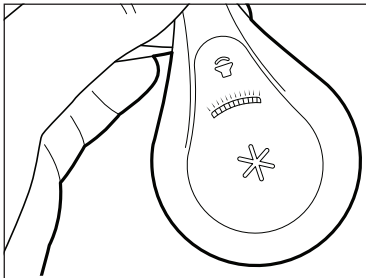
Insert fingernail in slot to lift off headset cover



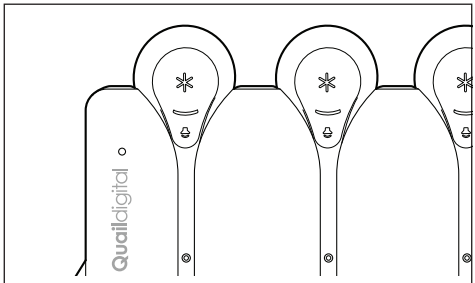
Insert battery with charging points facing into headset



Replace headset cover so it clicks shut



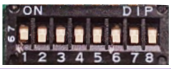
Blue LED will slow pulse



Put headset in charger to charge fully before use

figure 28 - Headset battery fitting

Appendix I – DIP Switch Directory



TYPE	FILE NAME	FILE TYPE	MESSAGE EXAMPLE*	8-WAY DIP SWITCH								4-WAY DIP SWITCH			
Keypad	***id-001-0.wav***	Location	Checkout 1	**ON**	off	off	off	off	off	off	off	off	off	off	off
Keypad	***id-002-0.wav***	Location	Checkout 2	off	**ON**	off	off	off	off	off	off	off	off	off	off
Keypad	***id-003-0.wav***	Location	Checkout 3	**ON**	**ON**	off	off	off	off	off	off	off	off	off	off
Keypad	***id-004-0.wav***	Location	Checkout 4	off	off	**ON**	off	off	off	off	off	off	off	off	off
Keypad	***id-005-0.wav***	Location	Checkout 5	**ON**	off	**ON**	off	off	off	off	off	off	off	off	off
Keypad	***id-006-0.wav***	Location	Checkout 6	off	**ON**	**ON**	off	off	off	off	off	off	off	off	off
Keypad	***id-007-0.wav***	Location	Checkout 7	**ON**	**ON**	**ON**	off	off	off	off	off	off	off	off	off
Keypad	***id-008-0.wav***	Location	Checkout 8	off	off	off	**ON**	off	off	off	off	off	off	off	off
Keypad	***id-009-0.wav***	Location	Checkout 9	**ON**	off	off	**ON**	off	off	off	off	off	off	off	off
Keypad	***id-010-0.wav***	Location	Checkout 10	off	**ON**	off	**ON**	off	off	off	off	off	off	off	off
Keypad	***id-011-0.wav***	Location	Checkout 11	**ON**	**ON**	off	**ON**	off	off	off	off	off	off	off	off
Keypad	***id-012-0.wav***	Location	Checkout 12	off	off	**ON**	**ON**	off	off	off	off	off	off	off	off
Keypad	***id-013-0.wav***	Location	Checkout 13	**ON**	off	**ON**	**ON**	off	off	off	off	off	off	off	off
Message Interface	***id-014-3.wav***	Location	Bake off oven alarm	Use rotary switch position E								Does not apply			
Message Interface	***id-015-3.wav***	Location	Rotiserrie oven alarm	Use rotary switch position F								Does not apply			
Keypad	***id-016-0.wav***	Location	Checkout 1 & 2	off	off	off	off	**ON**	off	off	off	off	off	off	off
Keypad	***id-017-0.wav***	Location	Checkout 3 & 4	**ON**	off	off	off	**ON**	off	off	off	off	off	off	off
Keypad	***id-018-0.wav***	Location	Checkout 5 & 6	off	**ON**	off	off	**ON**	off	off	off	off	off	off	off
Keypad	***id-019-0.wav***	Location	Checkout 7 & 8	**ON**	**ON**	off	off	**ON**	off	off	off	off	off	off	off
Keypad	***id-020-0.wav***	Location	Checkout 9 & 10	off	off	**ON**	off	**ON**	off	off	off	off	off	off	off
Keypad	***id-021-0.wav***	Location	Checkout 11 & 12	**ON**	off	**ON**	off	**ON**	off	off	off	off	off	off	off
Keypad	***id-022-0.wav***	Location	Checkout 13 & 14	off	**ON**	**ON**	off	**ON**	off	off	off	off	off	off	off
Keypad	***id-023-0.wav***	Location	Checkout 15 & 16	**ON**	**ON**	**ON**	off	**ON**	off	off	off	off	off	off	off
Keypad	***id-024-0.wav***	Location	Checkout 17 & 18	off	off	off	**ON**	**ON**	off	off	off	off	off	off	off
Keypad	***id-025-0.wav***	Location	Checkout 19 & 20	**ON**	off	off	**ON**	**ON**	off	off	off	off	off	off	off
Keypad	***id-026-0.wav***	Location	Checkout 21 & 22	off	**ON**	off	**ON**	**ON**	off	off	off	off	off	off	off
Keypad	***id-027-0.wav***	Location	Checkout 23 & 24	**ON**	**ON**	off	**ON**	**ON**	off	off	off	off	off	off	off
Keypad	***id-028-0.wav***	Location	Checkout 25 & 26	off	off	**ON**	**ON**	**ON**	off	off	off	off	off	off	off
Keypad	***id-029-0.wav***	Location	Checkout 27 & 28	**ON**	off	**ON**	**ON**	**ON**	off	off	off	off	off	off	off
Keypad	***id-030-0.wav***	Location	Checkout 29 & 30	off	**ON**	**ON**	**ON**	**ON**	off	off	off	off	off	off	off
	id-031-0.wav		NOT USED	**ON**	**ON**	**ON**	**ON**	**ON**	off	off	off	off	off	off	off
Keypad	***id-032-0.wav***	Location	Podia 1	off	off	off	off	off	**ON**	off	off	off	off	off	off
Keypad	***id-033-0.wav***	Location	Podia 2	ON	off	off	off	off	**ON**	off	off	off	off	off	off
Keypad	***id-034-0.wav***	Location	Podia 3	off	**ON**	off	off	off	**ON**	off	off	off	off	off	off
Keypad	***id-035-0.wav***	Location	Podia 4	**ON**	**ON**	off	off	off	**ON**	off	off	off	off	off	off
Keypad	***id-036-0.wav***	Location	Podia 5	off	off	**ON**	off	off	**ON**	off	off	off	off	off	off
Keypad	***id-037-0.wav***	Location	Podia 6	**ON**	off	**ON**	off	off	**ON**	off	off	off	off	off	off
Keypad	***id-038-0.wav***	Location	Podia 7	off	**ON**	**ON**	off	off	**ON**	off	off	off	off	off	off
Keypad	***id-039-0.wav***	Location	Podia 8	**ON**	**ON**	**ON**	off	off	**ON**	off	off	off	off	off	off
Keypad	***id-040-0.wav***	Location	Podia 9	off	off	off	**ON**	off	**ON**	off	off	off	off	off	off

* to be recorded as per application

TYPE	FILE NAME	FILE TYPE	MESSAGE EXAMPLE*	8-WAY DIP SWITCH								4-WAY DIP SWITCH			
Keypad	*id-041-0.wav*	Location	Podia 10	ON	off	off	ON	off	ON	off	off	off	off	off	off
Keypad	*id-042-0.wav*	Location	Podia 11	off	ON	off	ON	off	ON	off	off	off	off	off	off
Keypad	*id-043-0.wav*	Location	Podia 12	ON	ON	off	ON	off	ON	off	off	off	off	off	off
Keypad	*id-044-0.wav*	Location	Podia 13	off	off	ON	ON	off	ON	off	off	off	off	off	off
Keypad	*id-045-0.wav*	Location	Podia 14	ON	off	ON	ON	off	ON	off	off	off	off	off	off
Keypad	*id-046-0.wav*	Location	Podia 15	off	ON	ON	ON	off	ON	off	off	off	off	off	off
Keypad	*id-047-0.wav*	Location	Podia 16	ON	ON	ON	ON	off	ON	off	off	off	off	off	off
Keypad	*id-048-0.wav*	Location	Podia 17	off	off	off	off	ON	ON	off	off	off	off	off	off
Keypad	*id-049-0.wav*	Location	Podia 18	ON	off	off	off	ON	ON	off	off	off	off	off	off
Keypad	*id-050-0.wav*	Location	Podia 19	off	ON	off	off	ON	ON	off	off	off	off	off	off
Keypad	*id-051-0.wav*	Location	Podia 20	ON	ON	off	off	ON	ON	off	off	off	off	off	off
Keypad	*id-052-0.wav*	Location	Back Podia 1	off	off	ON	off	ON	ON	off	off	off	off	off	off
Keypad	*id-053-0.wav*	Location	Back Podia 2	ON	off	ON	off	ON	ON	off	off	off	off	off	off
Keypad	*id-054-0.wav*	Location	Back Podia 3	off	ON	ON	off	ON	ON	off	off	off	off	off	off
Keypad	*id-055-0.wav*	Location	Back Podia 4	ON	ON	ON	off	ON	ON	off	off	off	off	off	off
Keypad	*id-056-0.wav*	Location	Back Podia 5	off	off	off	ON	ON	ON	off	off	off	off	off	off
Keypad	*id-057-0.wav*	Location	Back Podia 6	ON	off	off	ON	ON	ON	off	off	off	off	off	off
Keypad	*id-129-0.wav*	Location	Checkout 2 & 3	ON	off	off	off	off	off	off	ON	off	off	off	off
Keypad	*id-130-0.wav*	Location	Checkout 4 & 5	off	ON	off	off	off	off	off	ON	off	off	off	off
Keypad	*id-131-0.wav*	Location	Checkout 6 & 7	ON	ON	off	off	off	off	off	ON	off	off	off	off
Keypad	*id-132-0.wav*	Location	Checkout 8 & 9	off	off	ON	off	off	off	off	ON	off	off	off	off
Keypad	*id-133-0.wav*	Location	Checkout 10 & 11	ON	off	ON	off	off	off	off	ON	off	off	off	off
Keypad	*id-134-0.wav*	Location	Checkout 12 & 13	off	ON	ON	off	off	off	off	ON	off	off	off	off
Keypad	*id-135-0.wav*	Location	Checkout 14 & 15	ON	ON	ON	off	off	off	off	ON	off	off	off	off
Keypad	*id-136-0.wav*	Location	Checkout 16 & 17	off	off	off	ON	off	off	off	ON	off	off	off	off
Keypad	*id-137-0.wav*	Location	Checkout 18 & 19	ON	off	off	ON	off	off	off	ON	off	off	off	off
Keypad	*id-138-0.wav*	Location	Checkout 20 & 21	off	ON	off	ON	off	off	off	ON	off	off	off	off
Keypad	*id-139-0.wav*	Location	SCO	ON	ON	off	ON	off	off	off	ON	off	off	off	off
Keypad	*id-140-0.wav*	Location	SCO front	off	off	ON	ON	off	off	off	ON	off	off	off	off
Keypad	*id-141-0.wav*	Location	SCO back	ON	off	ON	ON	off	off	off	ON	off	off	off	off
Keypad	*id-142-0.wav*	Location	Bakery	off	ON	ON	ON	off	off	off	ON	off	off	off	off
Keypad	*id-143-0.wav*	Location	Café	ON	ON	ON	ON	off	off	off	ON	off	off	off	off
Keypad	*id-144-0.wav*	Location	coffee shop	off	off	off	off	ON	off	off	ON	off	off	off	off
Keypad	*id-145-0.wav*	Location	cookery school	ON	off	off	off	ON	off	off	ON	off	off	off	off
Keypad	*id-146-0.wav*	Location	Grazing	off	ON	off	off	ON	off	off	ON	off	off	off	off
Keypad	*id-147-0.wav*	Location	Horti	ON	ON	off	off	ON	off	off	ON	off	off	off	off
Keypad	*id-148-0.wav*	Location	Horticulture	off	off	ON	off	ON	off	off	ON	off	off	off	off
Keypad	*id-149-0.wav*	Location	Hospitality	ON	off	ON	off	ON	off	off	ON	off	off	off	off
Keypad	*id-150-0.wav*	Location	Juice Bar	off	ON	ON	off	ON	off	off	ON	off	off	off	off
Keypad	*id-151-0.wav*	Location	Patisserie	ON	ON	ON	off	ON	off	off	ON	off	off	off	off
Keypad	*id-152-0.wav*	Location	Pharmacy	off	off	off	ON	ON	off	off	ON	off	off	off	off
Keypad	*id-153-0.wav*	Location	Post office	ON	off	off	ON	ON	off	off	ON	off	off	off	off
Keypad	*id-154-0.wav*	Location	Wine Bar	off	ON	off	ON	ON	off	off	ON	off	off	off	off

* to be recorded as per application

TYPE	FILE NAME	FILE TYPE	MESSAGE EXAMPLE*	8-WAY DIP SWITCH								4-WAY DIP SWITCH			
Keypad	***id-071-1.wav***	Location	Welcome desk customer waiting	**ON**	**ON**	**ON**	off	off	off	**ON**	off	off	off	**ON**	off
Keypad	***id-072-1.wav***	Location	Grocery collection customer waiting	off	off	off	**ON**	off	off	**ON**	off	off	off	**ON**	off
Keypad	***id-073-1.wav***	Location	Click and collect customer waiting	**ON**	off	off	**ON**	off	off	**ON**	off	off	off	**ON**	off
Keypad	***id-074-1.wav***	Location	Deliveroo customer waiting	off	**ON**	off	**ON**	off	off	**ON**	off	off	off	**ON**	off
Keypad	***id-075-1.wav***	Location	Quick check customer waiting	**ON**	**ON**	off	**ON**	off	off	**ON**	off	off	off	**ON**	off
Keypad	***id-076-1.wav***	Location	Home area customer waiting	off	off	**ON**	**ON**	off	off	**ON**	off	off	off	**ON**	off
Keypad	***id-077-1.wav***	Location	Outdoor customer waiting	ON	off	**ON**	**ON**	off	off	**ON**	off	off	off	**ON**	off
Keypad	***id-078-1.wav***	Location	Warehouse door driver waiting	off	**ON**	**ON**	**ON**	off	off	**ON**	off	off	off	**ON**	off
Keypad	***id-079-1.wav***	Location	Outdoor horti customer waiting	**ON**	**ON**	**ON**	**ON**	off	off	**ON**	off	off	off	**ON**	off
Keypad	***id-080-1.wav***	Location	Car park customer waiting	off	off	off	off	**ON**	off	**ON**	off	off	off	**ON**	off
Keypad	***id-081-1.wav***	Location	Customer help 1	**ON**	off	off	off	**ON**	off	**ON**	off	off	off	**ON**	off
Keypad	***id-082-1.wav***	Location	Customer help 2	off	**ON**	off	off	**ON**	off	**ON**	off	off	off	**ON**	off
Keypad	***id-083-1.wav***	Location	Customer help 3	**ON**	**ON**	off	off	**ON**	off	**ON**	off	off	off	**ON**	off
Keypad	***id-084-1.wav***	Location	ODG driver waiting	off	off	**ON**	off	**ON**	off	**ON**	off	off	off	**ON**	off

TYPE	FILE NAME	FILE TYPE	MESSAGE EXAMPLE*
12-button	***but-01-0.wav***	Button 1	Queue
12-button	***but-02-0.wav***	Button 2	General Help
12-button	***but-03-0.wav***	Button 3	Duty Manager
12-button	***but-04-0.wav***	Button 4	Carry to car
12-button	***but-05-0.wav***	Button 5	Till fault
12-button	***but-06-0.wav***	Button 6	Spillage
12-button	***but-07-0.wav***	Button 7	Authorisation
12-button	***but-08-0.wav***	Button 8	Price enquiry
12-button	***but-09-0.wav***	Button 9	Emergency
12-button	***but-10-0.wav***	Button 10	Damaged product
12-button	***but-11-0.wav***	Button 11	Change demand
12-button	***but-12-0.wav***	Button 12	Cancel last call
System message	***but-13-0.wav***	Button 13	Emergency
System message	***but-14-0.wav***	Button 14	Battery low
System message	***but-15-0.wav***	Button 15	Emergency ended

* to be recorded as per application

Manufacturer's notes

Battery replacement schedule

- Batteries are a consumable item and must be replaced every 2 years to maintain the performance and safety of the headset system.
- Each battery is dated with month/year of issue; see the reverse side of the battery for issue date. We recommend that your batteries are retired at two years from the issue date.
- Batteries with missing date information should be considered consumed and replaced.
- You should dispose of spent batteries through approved disposal channels.

Please ask your service agent for details. To purchase replacement batteries, contact: service@quaildigital.com or your service agent.

Power Supply PSU

Equipment must only be used with the supplied power supplies.

Disclaimer

Quail Digital accepts no liability for injury (in the absence of any negligence or other breach of duty), loss or damage arising from use of its products as a result of a failure to use them in accordance with the relevant instructions of use.

Regulatory notices

Headset - HVIN: Q-P12HS

FCC ID: UDDQP12HS This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna; Increase the separation between the equipment and receiver; Connect the equipment into an outlet on a circuit different from that to which the receiver is connected; Consult the dealer or an experienced radio/TV technician for help.

Base Station - HVIN: Q-P12BS

FCC ID: UDDQP12BS This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

In order to comply with FCC and IC RF Exposure requirements, the base station must be installed and operated such that a minimum separation distance of 20 cm is maintained between the base and all persons during normal operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna; Increase the separation between the equipment and receiver; Connect the equipment into an outlet on a circuit different from that to which the receiver is connected; Consult the dealer or an experienced radio/TV technician for help.

Pro12 Headset
Q-P12HS

Operating frequency
1.88-1.90GHz EMEA, Asia
1.91-1.93GHz North America

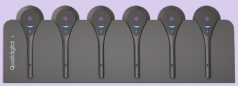
Power
250mw EMEA, Asia
125mw North America
121x45x24mm
Maximum Operating Temperature 40°C

Pro12 Base Station / Interface Base
Q-P12BS / Q-P12BS-INT

Operating frequency
1.88-1.90GHz EMEA, Asia
1.91-1.93GHz North America

Power
250mw EMEA, Asia
125mw North America
Maximum Operating Temperature 40°C

Pro12 Charger
Q-P10CH



5v 4 amp power input
6 port
Power light
Individual battery status lights
375x102x80mm
760g
Maximum Operating Temperature 40°C

Pro12 Battery
Q-P12BAT

Pro12 Headband
Q-P10HB

Pro12 Neckband
Q-P10NB

Pro12 Base Station PSU
Q-PSU48

100-240v AC voltage sensing
48v DC 1.25 amp output
Frequency Range 50Hz to 60Hz
Region dependent
Maximum Operating Temperature 40°C

Pro10 Charger PSU
Q-PSU5

100-240v AC voltage sensing
5v DC 4 amp output

Maximum Operating Temperature 40°C

6 May 2026

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Quail digital

Pro12 Headset
Q-P12HS

Pro12 Base Station
Q-P12BS

Pro12 Interface Base
Q-P12BS-INT

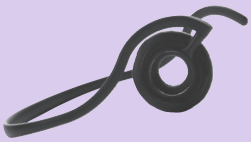
Pro12 Charger
Q-P10CH

Pro12 Charger Shelf
Q-P10SHELF

Pro12 Battery
Q-P12BAT

Pro12 Headband
Q-P10HB

Pro12 Neckband
Q-P10NB



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