

ADVANCED AUDIO BOX FOR FLIP WINDOWS

This new advanced version of the RTC Smart Pusher Audio Box for Flip Windows incorporates Call Button technology that plays audio messages through PA via the Call Button system.

With the redesigned 3' Hinge (WIC 957772) only **one** Audio Box is needed per 3' Hinge for every 2 Flip Windows.

- **Set the Audio Box Delay switch to NONE**
- **Set the Volume Control to highest level**



Audio Output Functionality:

- **Audio Box must be programmed for the specific department it's to be used in. See page 2 for programming instructions.**
- With the Delay set to **NONE**, the Audio Box will play a **10 second** local message at the shelf. (This is the same as the old style Audio Box)
- If the Flip Window is held open for 10 seconds, when the local message is complete a page will play over the PA.
 - Audio Box pages begin with a distinct chime different from regular Call Button pages followed by the name of the department. Example "*chime* **Antacids Department**"
 - This is to alert the store that a customer could possibly use some assistance, or that there is suspicious activity.
 - **Always approach the customer assuming that you are there to provide customer service.**
- This first audio page will also play if the Flip Windows were opened and closed 3 times within a 10 second time period.
- At 10 seconds the Audio Box will play a more aggressive alarm at the shelf. (This is the same as the old style Audio Box)
- If the Flip Window continues to be held open for 15 seconds, the Audio Box will page a subtle alarm chime over the PA. There is no announcement of the department.
 - This is your alert for more urgent attention needed in the department

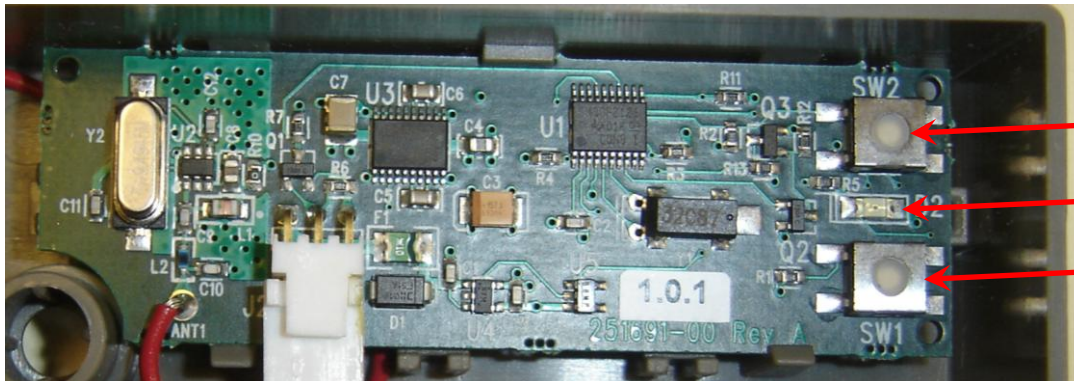
Remote Receiver Required:

In order for these new Audio Boxes to function properly, the Call Button system **must have a Remote Receiver installed** in the store to ensure adequate reception. All new stores opened since February 2008 has had a Remote Receiver installed when they opened. Only a few other stores opened before 2008 had Remote Receivers installed during the Call Button rollout.

Please see the last page of these instructions for more information on how to identify if you have one and how to order a Remote Receiver.

Programming Instructions:

Audio Boxes are shipped preprogrammed to Shave. Follow these programming instructions to reprogram the Audio Box for the other locations. The process is similar to programming a Call Button but it does have a few additional steps at the beginning.



Reset Button SW2

LED

Set Button SW1

You first have to put the Audio Box into programming mode. (This is what is different from regular Call Buttons.)

1. Press **Reset Button** until the LED blinks once
2. Press **Set Button** until the LED blinks twice
3. Press **Reset Button** until the LED blinks three times.
4. Press the **Set Button** once – the LED will NOT blink
5. Press the **Reset Button** once – the LED will blink once.

Now you are ready to program the Department 3 digit address code. This is the same as programming a regular Call Button

6. Press the **Set Button** the number of times as the 1st digit of the address code. The LED will flash each time you press the button.
 - Example: Allergy's address code 697 – press the **Set Button** 6 times for 1st digit.
 - NOTE: to enter ZERO, skip pressing the **Set Button** and go straight to the **Reset Button**.
7. Press the **Reset Button** once.
8. Press the **Set Button** the number of times as the 2nd digit of the address code
 - Example: Allergy's address code 697 – press the **Set Button** 9 times for 2nd digit.
9. Press the **Reset Button** once.
10. Press the **Set Button** the number of times as the 3rd digit of the address code
 - Example: Allergy's address code 697 – press the **Set Button** 7 times for 3rd digit.
11. Press the **RESET** button once. The programming is complete.
12. The LED light will flash back the address code to confirm the Call Button was programmed correctly.
 - Example: for Allergy the light will flash 6 times, then pause slightly, flash 9 times, pause slightly, and flash 7 times. NOTE: the assurance LED will indicate a zero value by staying on for approximately 1-second.

Programming Address Codes:

The following departments are currently available for use. Additional departments will be added in the future. Check the Call Button Homepage at **Policy & Procedure > Company Policies > Store Security > Product Protection** then scroll down to Call Buttons for departments added since the printing of this document (8/11/11).

Location	Address Code	Page	Location	Address Code	Page
Allergy	697	(chime), Allergy Department	Hair Care	641	(chime), Hair Care Department
Antacids	703	(chime), Antacids Department	Pain & Sleep	679	(chime), Pain & Sleep Department
Baby	694	(chime), Baby Department	Personal Care	638	(chime), Personal Care Department
Cough & Cold	691	(chime), Cough & Cold Department	Shave needs	700	(chime), Shave needs Department
Dental	688	(chime), Dental Department	Skin Care	676	(chime), Skin Care Department
Diet Aid	685	(chime), Diet Aid Department	Smoking Cessation	668	(chime), Smoking Cessation Department
Eye Care	682	(chime), Eye Care Department	Vitamin	671	(chime), Vitamin Department

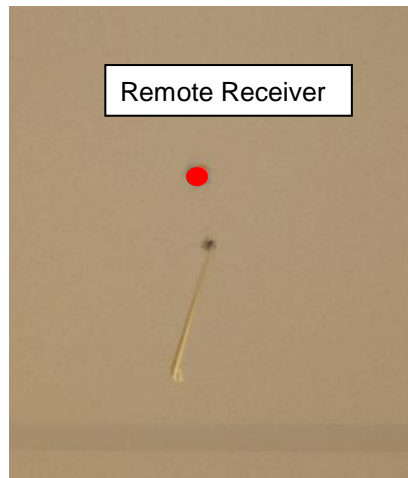
Remote Receiver Required:

In order for these new Advanced Audio Boxes to function well, the Indyme Call Button system must have a **Remote Receiver** installed in the store to ensure adequate reception. Only a few stores had Remote Receivers installed during the Call Button rollout. Stores that **DO** have Remote Receivers include:

- All new stores opened since February 2008
- Stores with Take Care Clinics

How to identify if you have a Remote Receiver:

- Locate your Connect Start unit, it's in the LAN Cabinet in either Photo or in the Office
- All stores will have 3 cables plugged into the bottom of the Connect Start (Power Cord and 2 Network Cables)
- Look to see if a 4th network type cable is plugged into **Port B**. If there is **not** a cable plugged into **Port B**, you do not have a Remote Receiver installed.



Remote Receivers are mounted in ceiling tiles at the approximate center of the store.

You can identify them by:

- 6' white antenna sticking out through the ceiling tile
- The LED next to it. LED will be on red when it's connected and getting power from the Connect Start. The LED will turn off momentarily when its receiving a Call Button signal and then come back on when completed

How to Order a Remote Receiver:

Remote Receivers are ordered from and installed by DTR. To order, open a ticket by going to:

- **FIX > Help Center > Security > Customer Service Call Buttons > Remote Receivers**

Tips regarding reception:

- Smart Pusher Metal Ends may interfere with reception. Avoid using Metal Ends if Audio Box pages are not responsive
- If you experience other reception issues, open a ticket with DTR. DTR can change the "Sensitivity" settings on the Remote Receiver which can improve its performance.