

Tech Works IC-52 User Questionnaire and Sales Aide

- 1. What type of facility will you be putting the intercom in? _____
- 2. What will you be using it for? _____

REMOTE LOCATION

- 1. Is the remote location noisy? _____
- 2. Is the remote location small and have bad acoustics (Like a bathroom or prison cell)? _____
- 3. Does the remote user stand in one location, or will they be moving throughout the space? _____
- 4. How do you want to communicate?
 - A. Do you want the always-on feature, communicate one at a time? _____
 - B. Do you want to always be able to hear in the lab but the ability to turn it off in the procedure room and visa versa? _____
 - C. Do you want full-duplex so that everyone is live like you were having a regular conversation and you don't have to wait till someone is done to start talking? _____

IF THE SPACE IS QUIET, AND DUPLEX CONVERSATION IS NECESSARY, THEN SUGGEST THEY USE OUR SPEAKER AND MICROPHONE.

IF THE SPACE IS NOISY, AND A DUPLEX CONVERSATION IS A NECESSEY, THEN THE REMOTE USER WILL HAVE TO USE A HANDSET.

IF THE SPACE IS QUIET , AND A SIMPLEX (PUSH TO TALK) CONVERSATION IS ACCEPTABLE, THEN SUGGEST THEY USE OUR REMOTE PANEL WITH ITS OWN SPEAKER.

IF THE SPACE IS NOISY, AND A SIMPLEX CONVERSATION IS ACCEPTABLE, THEN THE REMOTE USER WILL HAVE A HORN SPEAKER AND PERHAPS A REMOTE PANEL.

OPERATOR LOCATION

1. Is the operator's location noisy?
(A noisy operator position requires the use of a headset or handset and push-to-talk operation.) _____
2. Is the operator location small and have bad acoustics? _____
3. Does the operator user stand in one location, or will they be moving throughout the space?
A. Need wireless headset _____
B. Or they can use a microphone and speaker combo _____
4. Does the operator always initiate the conversation? _____
5. Is the operator always monitoring the remote location? _____
6. Does the remote user need to be able to call the operator? _____
7. Does the remote location care about being eavesdrop?
If so which of the following would be useful:
A. A light to indicate when the intercom is active? _____
B. A periodic brief tone to indicate that the operator is listening but not talking? _____
C. (Do not ask this next question if the operator is always monitoring the remote location)A switch that must be pressed or thrown to allow the operator to listen to the remote location? _____
8. Does the intercom stay active all the time? _____
9. Or do they want to be able to turn it off when the operator is not in a conversation with the remote? _____
10. When the intercom is active do you want to use 'Hands Free' Voice Activation (VOX)? Or a push-to-talk button to control the conversation to the remote location? _____

If Push to Talk, then ask:

11. Will the push -to-talk switch be a button or a foot switch or would user prefer to use "hands free" voice activation (VOX)? _____

If VOX is to be used:

12. Do you need to inhibit the Voice Activation at times when you want to carry on a conversation with someone in the room?
This is usually unnecessary unless the Operator is using a headset and cannot turn away from the microphone. _____
13. For truly 'Hands Free' operation it is nice to have the calling tone sound once and then activate the intercom (Auto-Take) The Operator still needs to turn off the intercom with the push of a button. The Operator can also have an On Switch to initiate a conversation.
A. Do you want to (always) activate the Intercom with a button? _____
B. Or would you like the Call tone to do the activation? _____

Location of IC-52 with respect to the Operator:

- 1. Is the IC-52 going to be mounted so the Operator can easily reach the unit? _____
- 2. If the unit is not close:
 - A. Do you need to control the Reach (Microphone sensitivity) from the Remote Location? _____
 - B. Or is a fixed setting acceptable? _____Unless the Remote user is moving all over the place or a novice (like at Automatic Teller Location) fixed settings work best
- 3. Do you need to control the Call level:
 - A. From the Operators Position? _____
 - B. Or is a fixed setting acceptable? (Almost always the case) _____
- 4. The IC-52 has no internal control buttons, so does the Customer need:
 - A. Standard Control Panel **VPB-2** _____
 - B. or Foot Switch **T-91-S** _____
- 5. Will the Customer use our
 - A. Microphone **PRO 47T** _____
 - B. Speaker **FD25W/EZ95** _____
 - C. Wireless Headset (and adapter) **CS50**? _____
 - D. Or will the Customer supply their own equipment? _____

Mounting Options:

- 1. If you are placing the IC-52 near the Operator:
 - A. Will the IC-52 sit on the table? _____
 - B. Or would you like to mount the IC-52 under the counter?
Single Undercounter Mounting kit **IC52-WM-1** _____
 - C. Or are you planning to mount the IC-52 side by side with another of our Power Amplifier SA/DA Products?
Double Unit Undercounter Mounting Kit (Side by side) **IC52-WM-2** _____
- 2. If you need to mount the IC-52 at a remote location, do you want to mount the IC-52 in an Equipment Rack?
Single Rack Unit Mounting Kit **IC52-RM-1** _____
- 3. Do you plan to mount more than one IC-52 in a Rack? How many?
Double Rack Unit Mounting Kit (Side by side) **IC52-RM-2** _____

Option Board (“-ENH”):

The IC-52 has an Option Board available at an extra cost. The Board is designed to accommodate Logging (Recording), Background Music, or Paging.

- 1. Logging functions are usually associated with Interviewing or Interrogation.
 - A. Do you need to record what was said by both (or one) parties? _____
 - B. Or do need to Record what was heard by both (or one) parties? _____
 - C. Are you going to record both sides of the conversation separately or will you record them on one channel? _____

- 2. Background Music often needs to ‘Duck’ i.e. dip in volume to allow the conversation to proceed. Background music is only offered at the Remote Location.
 - A. Are you going to use our Music Amplifier **SA-202**? _____
 - B. Are you going to use our Speakers **FAP-62**? _____

- 3. Paging is not used for two-way communications, so a separate set of Speakers and an Amplifier is a requirement. The Operators Voice comes out of the Paging Speakers and the Remote Speaker.
 - A. Are you going to use our Paging Amplifier **PA-401**? _____
 - B. Are you going to use our Speakers **FD25W/EZ95**? _____