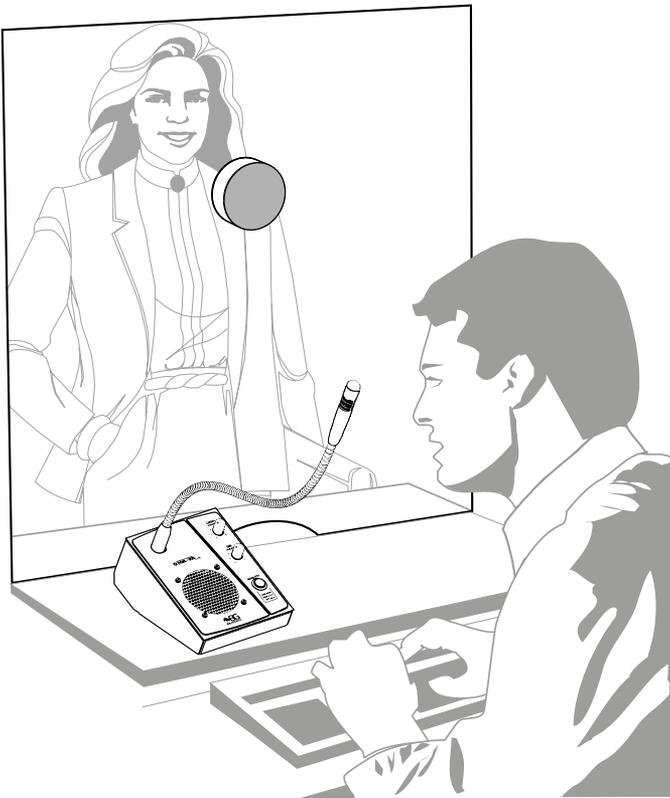


# **DUAL-VOX**

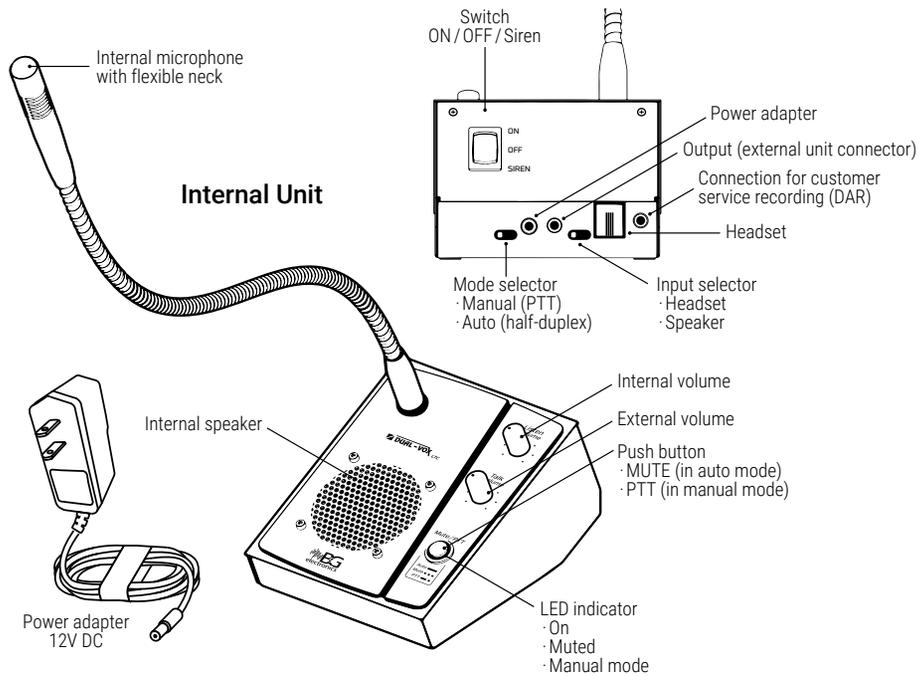
*Models:*  
**LTC-06**  
**LTC-06L**

**INSTALLATION AND OPERATION MANUAL**  
**English**

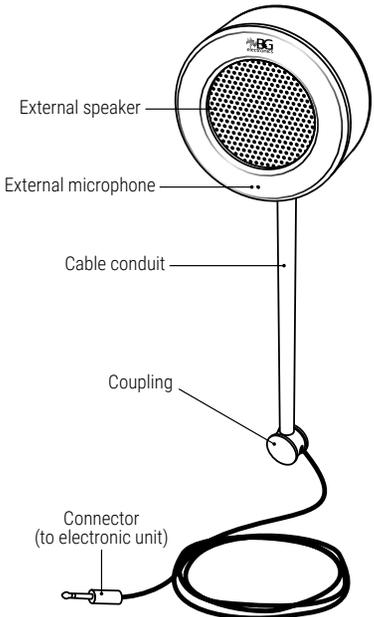


**PLEASE READE BEFORE USING THE EQUIPMENT**

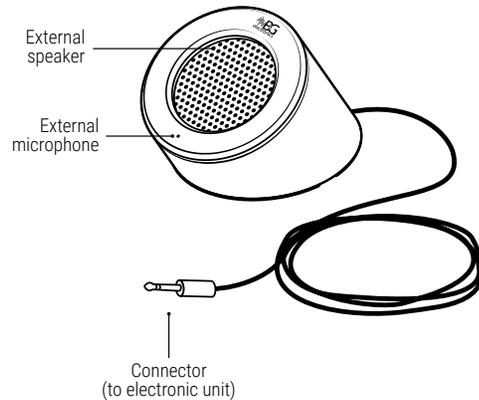
**COMPONENTS**



**External speaker Model LTC-06**



**External speaker Model LTC-06L**

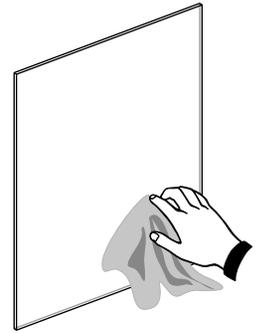


**INSTALLATION LTC-06**

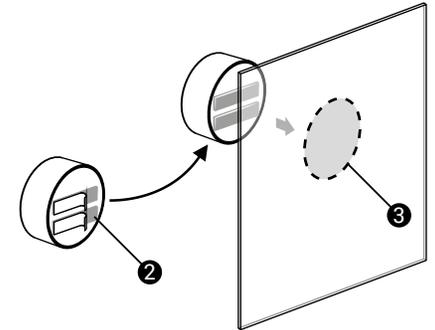
(If your equipment model is LTC-06L, go to the next page)

**Mounting the external speaker on glass**

1. Clean the surface where the speaker is to be mounted with alcohol to ensure a good adhesion.

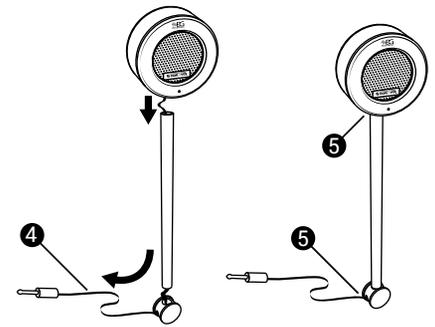


2. Stick the mounting tapes to the back of the speaker and remove the protective layer from the tapes.



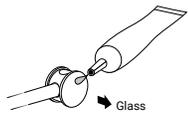
3. Secure the speaker to the glass by pressing hard.

4. Pull the cable carefully to maximize its length and to ensure a good presentation of the installation without cable slack.

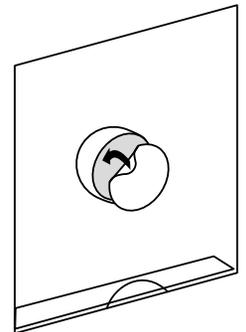


5. Tighten the upper end of the tube to the speaker and the lower end to the coupling.

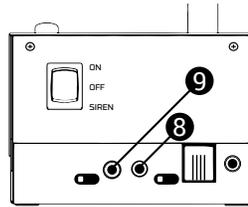
6. Apply glue to the surface of the coupling and stick to the glass.



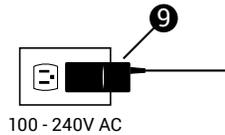
7. Place the round sticker on the inner side of the glass, so that the sticker covers the mounting tapes.



8. Pass the cable from the external speaker to the inner side of the barrier and connect the speaker to the internal unit.



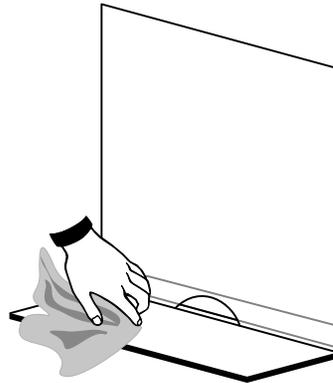
9. Connect the power adapter to the internal unit and to the electrical outlet. The equipment is now ready to be turned on.



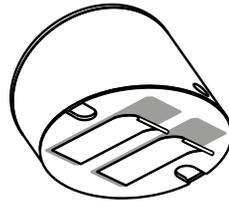
**INSTALLATION LTC-06L**

(If your equipment model is LTC-06, return to the previous page)

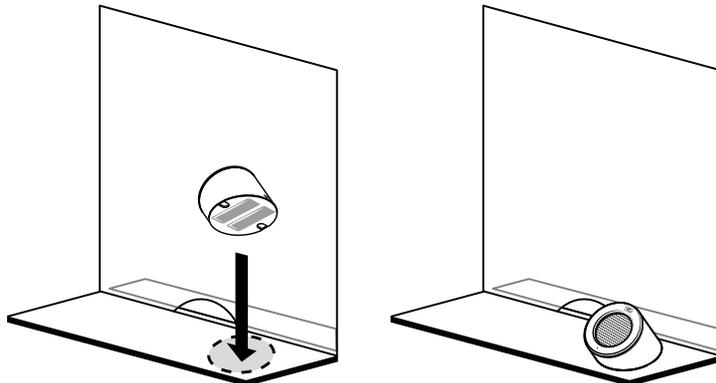
1. Clean the surface where the speaker is to be mounted with alcohol to ensure a good adhesion.



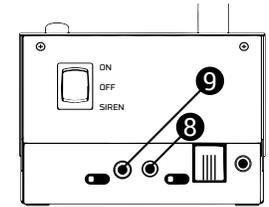
2. Stick the mounting tapes to the bottom of the speaker and remove the protective layer from the tapes.



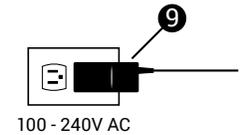
3. Secure the speaker to the desk by pressing hard.



4. Pass the cable from the external speaker to the inner side of the barrier and connect the speaker to the internal unit.

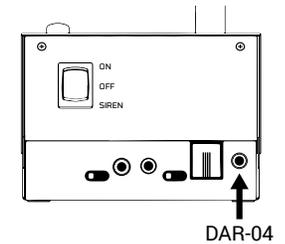


5. Connect the power adapter to the internal unit and to the electrical outlet. The equipment is now ready to be turned on.



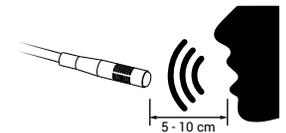
**CONNECTION TO THE CUSTOMER SERVICE RECORDING EQUIPMENT DAR-04 (complementary product)**

DAR-04 (Digital Audio Recording) is a equipment that complements the application of the DUAL-VOX. Allows to record customer service conversations on a continuous basis, according to the schedule defined in the software.



**OPERATION**

Both units are equipped with microphone and speaker to provide 2-way half-duplex communication (2-way communication with one way at a time). The recommended speaking distance to the internal microphone is 5 to 10 cm.

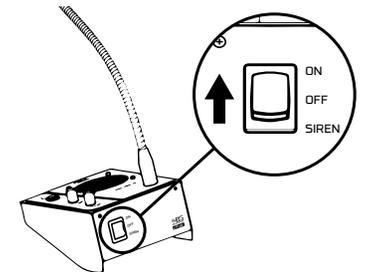


**Switching on the equipment**

Power on/off is controlled by a 3-position switch on the back of the internal unit.

To turn the equipment on, pull the switch up to its upper position.

To turn off the equipment, pull down the switch to its central position.

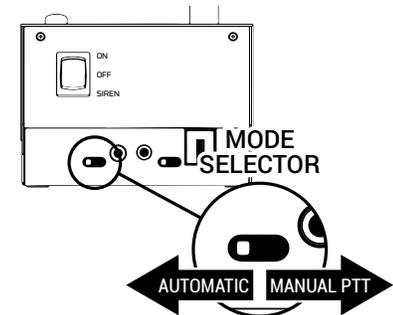


**Intercom modes**

While the equipment is on, the exterior → interior channel is permanently open, so that sounds from outside are always heard on the internal side.

To control the opening of the interior → exterior channel, the equipment has two operation modes: automatic mode and manual mode.

The mode is changed from the sliding switch located at the backside. Slide the switch to the left position for automatic mode, and to the right position for manual PTT mode.



**Automatic Mode**

In this mode the equipment opens the interior → exterior channel automatically when it detects voice in the internal microphone. Whenever the teller speaks to the internal microphone, the equipment switches to the interior → exterior channel, and when the teller finishes speaking, the equipment switches back to the exterior → interior channel.

In automatic mode the LED indicator is permanently on.

Mute/PTT



**MUTE (Automatic Mode function)**

The internal microphone can be muted so that the teller can speak without being heard outside.

To mute the microphone press and release MUTE/PTT. While MUTE is active the LED blinks at equal intervals.

To activate the microphone again, press and release MUTE/PTT.

Mute/PTT



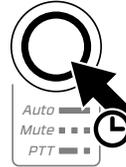
**Auto Mute (Automatic Mode function)**

For high ambient noise environments the equipment has an automatic mute function, so that the external microphone is automatically muted while the teller is not serving any customers.

To activate Auto Mute press and hold MUTE/PTT until the LED turns off, then release the button and you will hear 2 beeps confirming that the function has been activated.

To deactivate Auto Mute repeat the procedure, when releasing the button you will hear 1 beep confirming that the function was deactivated.

Mute/PTT



While the Auto Mute function is active, the exterior → interior channel automatically closes after 30 seconds of inactivity on the internal microphone, and reopens upon detecting voice on the internal microphone or by pressing and releasing MUTE/PTT.

**Manual Mode PTT (push-to-talk)**

In this mode the equipment opens the interior → exterior channel by pressing and holding MUTE/PTT, and closes it when the button is released.

In PTT mode, the LED blinks in uneven intervals.

Mute/PTT

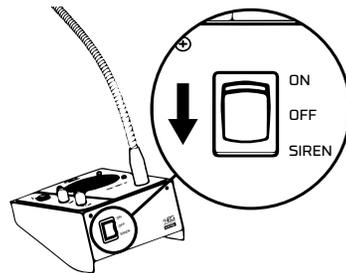


**Emergency Siren Function**

The equipment has a function to sound a siren in case of emergency. It is controlled from the power switch on the backside.

Pull down the switch to its lower position to activate the siren.

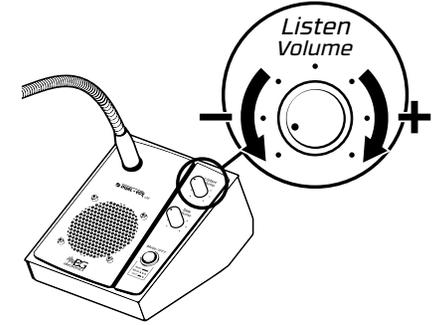
To deactivate the siren, pull up the switch.



**CONFIGURATION**

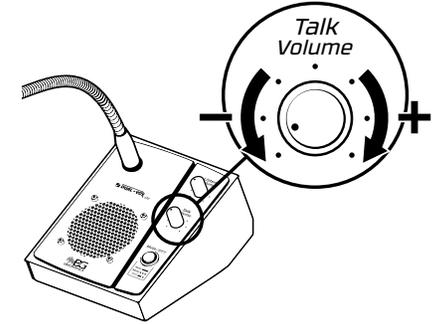
**Adjusting the internal volume**

Use the Listen knob to adjust the volume at which the customer's voice is heard on the inner side.



**Adjusting the external volume**

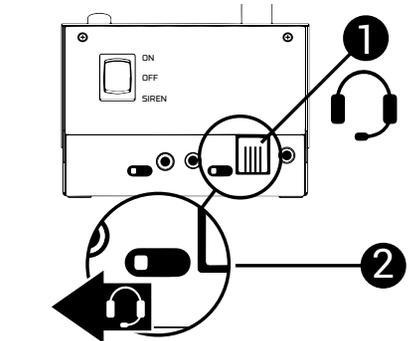
Use the Talk knob to adjust the volume at which the teller's voice is heard on the external speaker.



**Headset use (optional)**

The equipment allows to connect a headset with a incorporated microphone for the use inside the barrier.

1. Connect the headset to the INPUT HDS connector (RJ9).
2. Move the second sliding switch to its left position, labeled HDS.



**Calibration procedure**

Once all the components are connected, perform the calibration procedure so that the intercom operates optimally according to the sound insulation of the barrier and the ambient noise of the location.

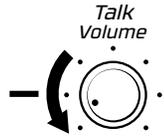
This procedure requires two people, one on the inside of the barrier and the other on the outside.

**Important note:** For proper operation of the equipment is important to calibrate it to suit the sound insulation of the barrier.

**External sound calibration**

1. Switch on the equipment in automatic mode (see "Automatic Mode" in "Intercom modes").

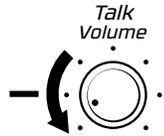
- Turn the external volume all the way down (Talk knob).



- While speaking to the internal microphone, slowly increase the external volume until the person outside hears the sound loud and clear.



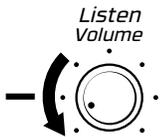
- If you hear feedback noise, slowly lower the volume until the feedback disappears, aiming for a point where the volume is at its maximum without producing feedback.



**Internal sound calibration**

- Switch on the equipment in automatic mode (see “Automatic Mode” in “Intercom modes”).

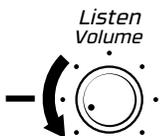
- Turn the internal volume all the way down (Listen knob).



- While the person outside speaks to the external microphone, slowly increase the internal volume until the sound is loud and clear.



- If you hear feedback noise, slowly lower the volume until the feedback disappears, aiming for a point where the volume is at its maximum without producing feedback.



**Calibration for loud ambient noise: Adjustment of internal microphone sensitivity**

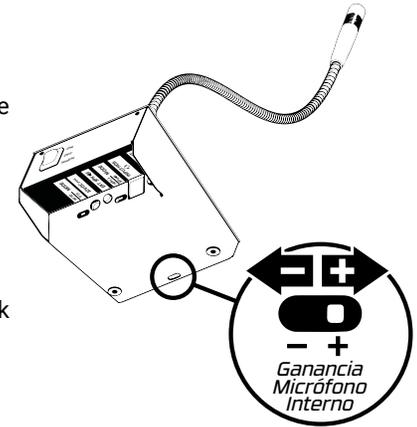
The equipment allows adjusting the sensitivity of the internal microphone so that the teller does not need to get too close to the microphone to be heard properly.

It is necessary to calibrate the microphone sensitivity according to the ambient noise inside the barrier. If the sensitivity is inadequate for the ambient noise, the audio may become choppy.

The sensitivity is set using the slide switch on the bottom of the electronic unit.

- Loud background inside → Low sensitivity
- Quiet background inside → High sensitivity

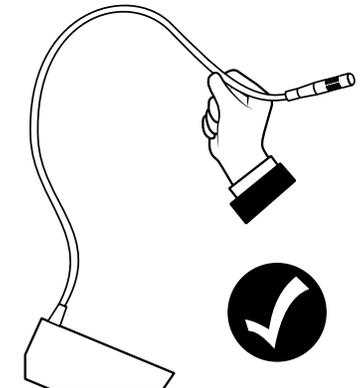
When the sensitivity is low, it is necessary to talk closer to the internal microphone.



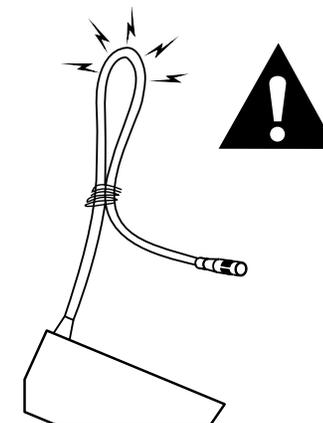
**USE RECOMMENDATIONS AND MAINTENANCE**



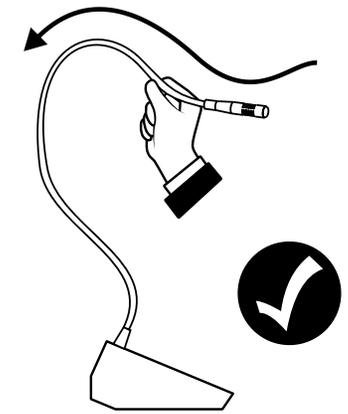
Do not move the microphone by the tip.



Handle the microphone by the neck instead of by the tip.



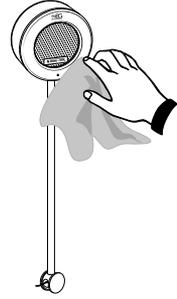
Do not force the microphone to bend or use any type of binding to keep it bent.



If you want to decrease the reach of the microphone, move it backwards leaving a wide curve at the neck of the microphone.

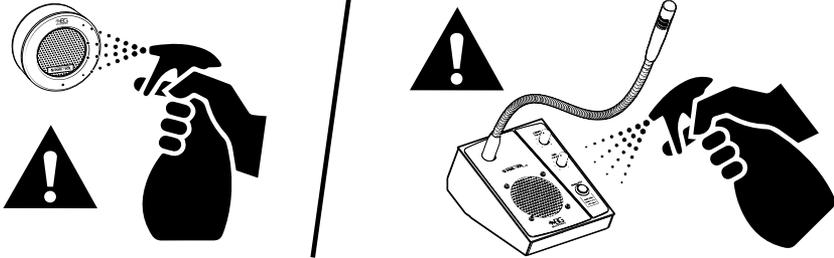
**Cleaning**

- Clean the surface of the external module with a cloth slightly moistened with soapy water or alcohol.
- Clean the controls carefully to avoid affecting the equipment calibration.
- Avoid using any type of solvent to clean the product.
- After cleaning, remove any moisture residue with a dry cloth to restore the surface to its original gloss.



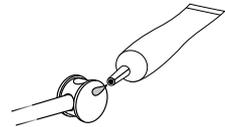
**WARNING!**

Do not spray liquids directly on the equipment as this could damage speakers or microphones. Use instead a slightly moistened cloth.



**Maintenance**

Periodically check that the mounting accessories are properly attached to the installation surfaces and apply glue if necessary.



TECHNICAL SPECIFICATIONS			
POWER OUTPUT	Internal Unit	3 W	
	External Speaker	3 W	
DIMENSIONS	Internal Unit	105 L x 140 D x 80 H mm	4.1" x 5.5" x 3.1"
	External Speaker LTC-06	76 L x 33 D x 76 H mm	3.0" x 1.3" x 3.0"
	External Speaker LTC-06L	76 L x 103 D x 65 H mm	3.0" x 4.0" x 2.6"
	Internal Microphone length	590 mm	23.2"
INPUT VOLTAGE	100 - 240 V AC		
CURRENT CONSUMPTION	50 mA		

**B&G ELECTRONICS  
3 YEAR LIMITED WARRANTY**

B&G Electronics guarantees that this product leaves the factory free from defects related to materials and manufacturing. If for any reason a failure related to materials and manufacturing were to occur during the period of 3 years after the date of purchase, B&G Electronics would repair or replace the failing equipment free of charge. This warranty shall be voided if the product is modified, tampered with, misused, or subjected to abnormal working conditions. This warranty does not cover physical damage to the product surface. This warranty does not apply when the malfunction results from the use of this product in conjunction with accessories, other products, or peripheral equipment not designed by B&G Electronics. Keep the purchase receipt for the entire duration of the warranty coverage.