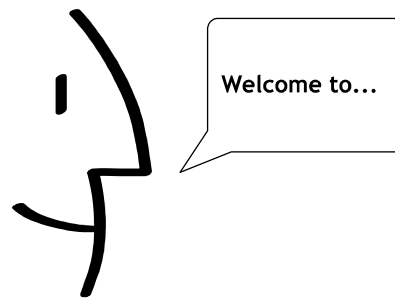


# Message Greeter Installation and User Manual

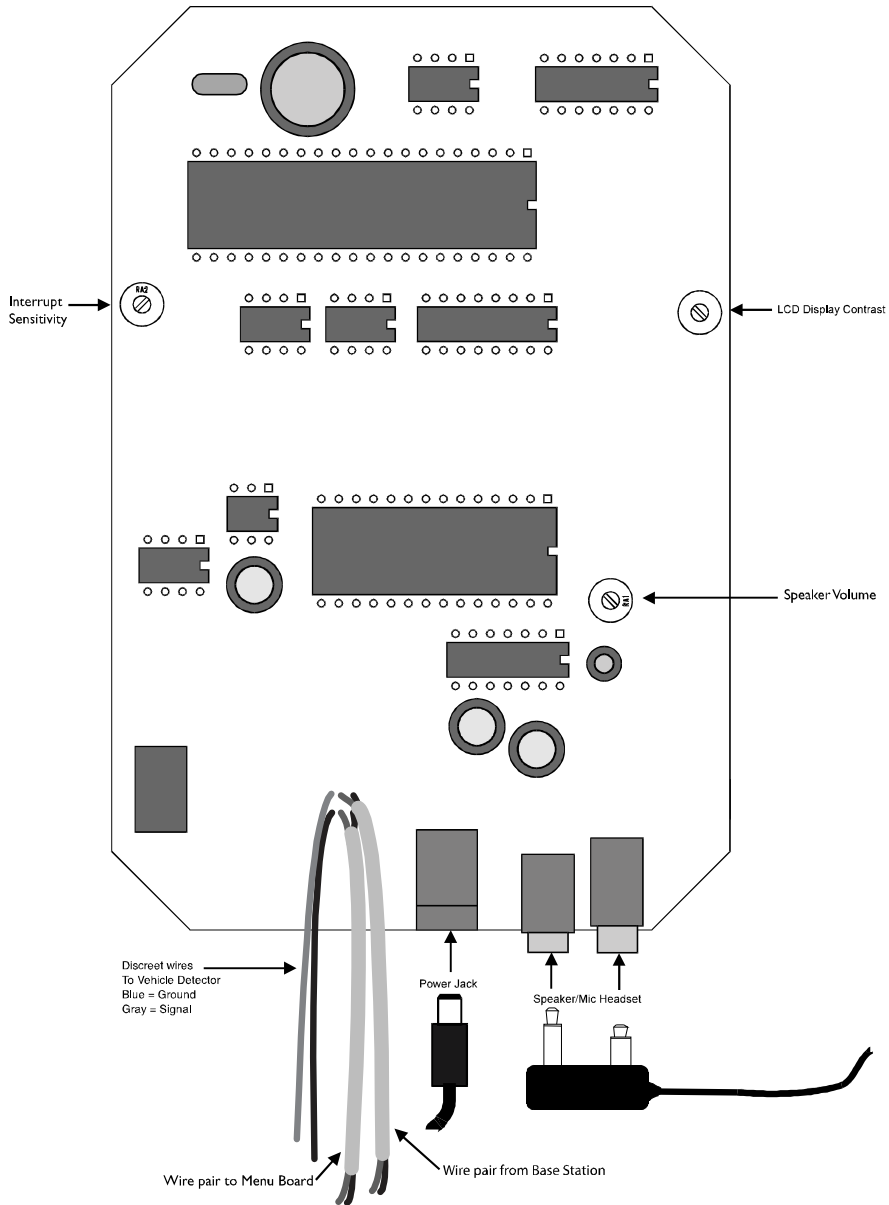
Model 614



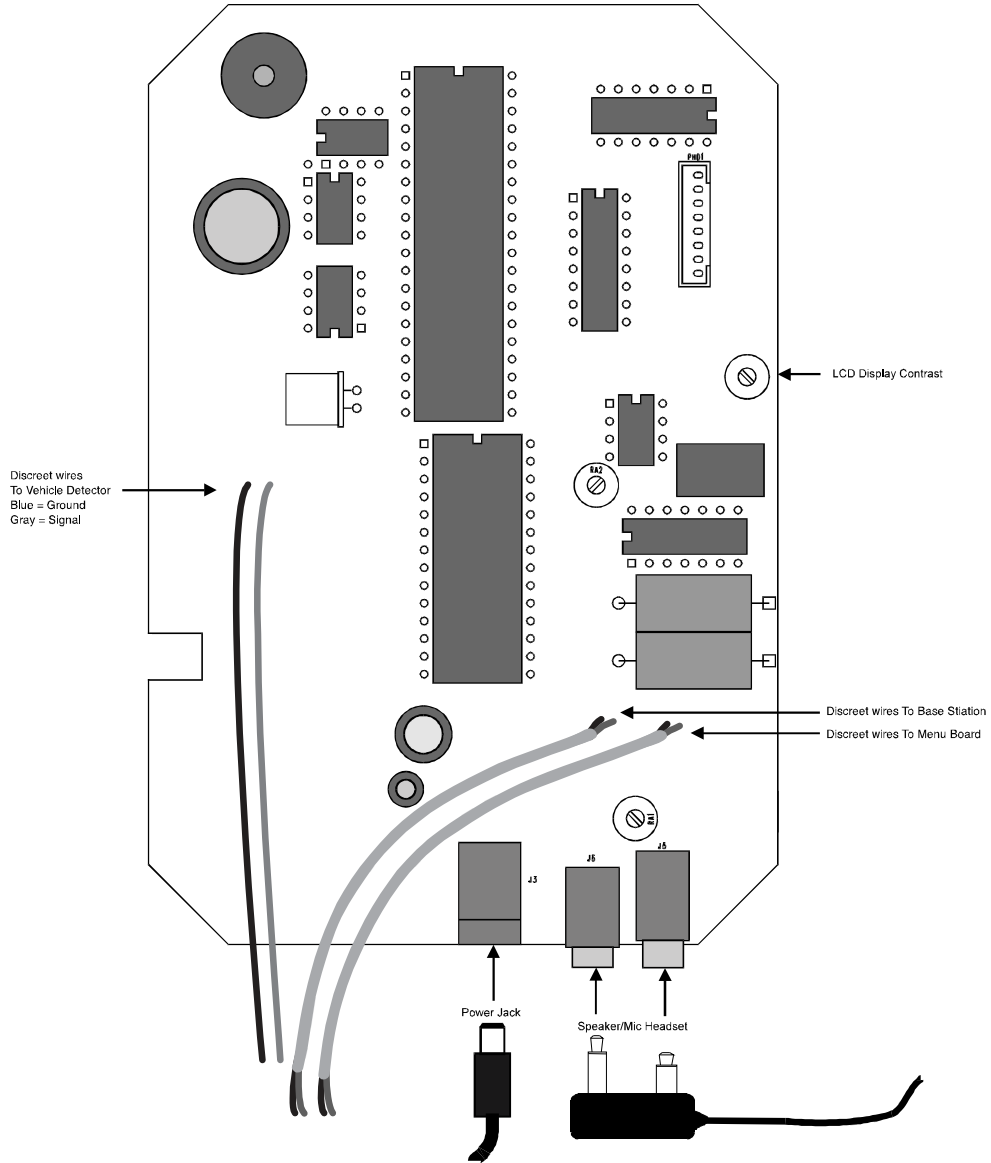
[www.MarshProducts.com](http://www.MarshProducts.com)

**MARSH**  
PRODUCTS, INC  
Spectrum Companies Int'l Ltd

# Inside Layout of Message Greeter (version 0614-C)



# Inside Layout of Message Greeter



## Model 614 Message Greeter Installation

### Connecting to the Audio Base Station

The communications cables and the vehicle detection wires are provided, and connected to the message greeter to make it more convenient to connect to the audio base station and vehicle detector.

#### Audio Connections

1. Connect the “In Bound” audio cable marked “To Base Station” by connecting the red signal wire and black ground wire to your Audio Communications System. This audio pair is also marked with a BLUE band in case the label has been removed.
2. Connect the “Out Bound” audio cable marked “To Menu Board” by splicing the red signal wire and the black ground wire to cable coming from the audio speaker in the drive-thru menu board. This audio pair is also marked with a YELLOW band in case the label has been removed. Be sure to solder and heat shrink this connection to insure a reliable quality connection.

### Vehicle Detection

The 614 Message Greeter works with constant presence detection only, such as a loop vehicle detector (Marsh 610, Panasonic 917-1S) . The message greeter can accept either a dry contact, normally open switch closure or a logic level input.

Connect the either the dry contact wires from the secondary output (dry contact switch closure) from the vehicle detector to blue and gray wires from the message greeter.

Note: The Marsh Products 610 or the Panasonic 917-1S Loop Vehicle Detector provides a matching blue and gray pair of wires that can be used leaving 2 normally open dry contacts from the vehicle detector available for other use. However, the brown/yellow pair or black/white pair may also be used as well.

## **Volume Control**

The volume of the outbound message is controllable from the keypad and is explained in the Message Greeter User Manual. The volume selections from the keypad are values 0 to 7, soft to loud respectively.

## **Outbound Audio Interrupt Adjustment**

The Message Greeter allows for an outbound message to be interrupted when audio is detected from the audio base station, in other words when the order taker begins to speak. This feature can be enabled or disabled. The Audio Interrupt Adjustment available on the electronics (See Inside Layout of Message Greeter) can be adjusted if the message interruption occurs prematurely or the user has to speak loudly to cause the message to stop. The adjustment is factory set and should only be adjusted if necessary.

# Using the Model 614 Message Greeter

## Features

The Marsh Products 614 Message Greeter is the most powerful and flexible audible message system available. The 614 is ideally suited for any application where audible advertisements are required such as drive-thru communication, banking, pharmacy, etc.

The 614 Message Greeter accepts a dry contact closure to trigger any one of nine recorded messages with clear audio output inserting the audio message into an existing audio channel. Any one of the nine messages can be manually or automatically selected to be broadcast when the switch closure is triggered. The 614 allows you to program a different output message to be broadcast at different times of day, at the desired volume, at just the right time. One message can be broadcast during the breakfast hours and a different message broadcast during the lunch and dinner hours, while another message can be broadcast for after hours when the business is closed. Messages also can be programmed to repeat. Overall, nine messages can be programmed into nine different day parts for each day of the week. This flexibility is easily set up and configured using the keypad and LCD display or a personal computer.

- 8 programmable 25 second message slots
- 1 programmable 40 second message slot
- 9 programmable day parts for each day of the week (63 day parts in all)
- Programmable volume control for each day part
- 0 to 99 second programmable delay for each day part
- Message repeating for each day part
- 0 to 99 second programmable repeat delay for each day part
- RS485 communications port for connection with personal computer
- All settings, including messages are stored in non-volatile memory
- Battery backed up date/time clock
- 2 line by 16 character LCD display
- 16 key keypad for easy programming
- Built in AGC (Automatic Gain Control)
- Built in low pass filtering
- Message programming available through external speaker/mic or headset
- Message programming available through user supplied audio channel, such as audio from a PC sound card or tape recorder

## Introduction

The 614 Message Greeter contains eight message slots. Each message slot can contain a message up to 25 seconds long. A ninth message slot is available for a longer 40-second message. The messages can be programmed to play back through the outbound audio channel when a vehicle is detected. The message that is played is either selected manually or is determined by the Message Greeter based on the time of day.

The Message Greeter has two different modes of operation; “Basic Mode” and “Daypart Mode”. Selecting the desired mode of operation or changing any of the system settings such as date and time, defaults, or dayparts is performed in the System Setup.

## Operating Instructions

### Basic Mode


---

Basic Mode provides complete manual control over the Message Greeter. Simply press the number of the message you’d like played whenever a vehicle is detected. This message will remain the selected message until another number on the keypad is pressed. Select “0” to disable any message from playing when a vehicle is detected. To record a message press the “Rec” button twice and begin speaking into the microphone. Press any key to stop recording. To play back the message simply press the “Play” button. The recorded message will play back into the headset.

### Daypart Mode

---

Daypart Mode provides all of the functions that Basic Mode provides, except that pressing “0” will enable the Message Greeter to select the message to be played based on the time of day. This allows the greeter to switch to a different message at a specific time. Different volumes and delays can also be associated with the time of day. Each day of the week can be broken into nine different day parts. The dayparts, along with the associated message, delay and volume for each daypart, can be setup using the keypad of the Message Greeter or optional PC software.

 **Note:** The Marsh Products Message Greeter has a built-in password mode to protect the system from being changed inadvertently. If the system password is set to any value other than “0000” then the Message Greeter will prompt for the password every time a change to the main screen is attempted. After entering the password, the system will remain in an unlock mode for a limited period of time. The green LED will flash while the system is in this mode. Setting the system password to “0000” will disable this protection and allow the changes to be made without having to enter a password. (See “PASSWORD Menu” in System Setup).

## Main Screen

---

The opening or main screen will always display the current day of the week and time of day on the first line. The second line will display the current active message. The current active daypart is displayed on the second line when the system is in Daypart Mode. In the example below, message 1 will be played whenever a vehicle is detected.

```
Mon 12:15pm
Msg:1
```

```
Mon 12:15pm
Msg:1 Daypart:3
```

Pressing numbers 1 through 9 on the keypad will select the active message. When the Message Greeter is in basic mode, pressing “0” on the keypad will disable the active message. When the Message Greeter is in Daypart mode pressing “0” on the keypad allows the Message Greeter to automatically select the active message based on the time of day. The main screen will display the active message and daypart. The example below indicates that the current daypart is daypart 2 and is setup to broadcast message 3 as the active message.

```
Mon 12:15pm
Msg:3 Daypart:2
```

The dayparts and each daypart's associated messages, volumes, and delays are established in the setup menus.



### Main Screen Summary

Key	Description
“1” – “9”	Selects the active message. The message remains active until another message is selected.
“0”	<b>Basic Mode:</b> Disables any message from being output when a vehicle is detected. <b>Daypart Mode:</b> Allows the Message Greeter to select which message is active based on the time of day.
“Play”	Plays the active message through the headset plugged into the greeter.
“Rec”	Begins recording for the selected or active message.
“Esc”	Exits the password protected mode for making changes.
“Enter”	Enters the system setup mode. A prompt to enter the password is displayed. If the password is set to all zeros then no password is required, and setup mode is entered immediately.
Right Arrow	Not Applicable.
Left Arrow	Not Applicable.

## System Setup

Setup mode allows the following items to be programmed:

- Edit daypart times
- Assign messages to each daypart
- Setup volume levels for each daypart
- Setup delay times for each daypart
- Setup repeat delay times for each daypart
- Set the current date and time
- Set the password
- Restore defaults
- Set delay, repeat and volume defaults
- Setup message interruption to on or off when audio is detected from the order taker

### Entering System Setup

---

To enter setup mode press the “Enter” key from the main screen. The password screen will be displayed. If the password is set to “0000” then the setup mode main menu will be immediately displayed without prompting for a password. Pressing “Esc” will return the system to the main screen.

When the password has been successfully entered the following menu will be displayed:

```
MODE  DAYPART
SYSTEM
```

Move the cursor by using the arrow keys to underscore the desired menu item, and press “Enter” to select. The following describes the three different menu items:

- |         |  |
|---------|--|
| MODE    | Selecting MODE allows you to select either Basic Mode or Daypart Mode for the normal operation of the system.  |
| DAYPART | Selecting DAYPART allows you to set the operating characteristics of each daypart, such as the start/stop time, volume, and delays for each individual day part if using Daypart Mode. |
| SYSTEM  | Selecting SYSTEM allows you to set the system wide characteristics such current date and time, system password, default settings and audio interrupt.                                  |

### System Setup Summary

The following keys will perform the described functions from any screen within the setup mode where applicable.

<b>Key</b>	<b>Description</b>
“Enter”	Selects the menu item underscored by the cursor and displays the next screen
“Esc”	Returns to the previous menu.
Right Arrow	Moves the cursor to the next menu item on the screen.
Left Arrow	Moves the cursor to the previous menu item on the screen
“0” – “9”	Enters the number selected into the position highlighted.
“Play”	Plays back the current message selected into the headset. This key is only valid in the “DAYPART” menus.
“Rec”	Begins recording audio from the headset into the message slot selected. This key is only valid in the “DAYPART” menus.

## Selecting Basic or Daypart Mode

---

From the main setup menu select the MODE menu. The following menu will be displayed:

```
Select Mode
BASIC DAYPART
```

Using the arrow keys highlight the desired mode and press “Enter”. Either of the following will be displayed:

```
Daypart Mode
Enabled!
```

```
Basic Mode
Enabled!
```

Press any key to return to the main screen. The system will remain in the selected mode until otherwise selected.

## DAYPART Menu

---

From the DAYPART menu, each day of the week can be divided into sections called dayparts. For each daypart, a message can be assigned, along with a corresponding volume, delay time and repeat delay. This feature allows a different message to be broadcast depending on the time of day. For example, during the breakfast shift a breakfast oriented message can be broadcast, while during the lunch hours a lunch oriented message can be broadcast. This also allows the volume of a message to be lower or higher depending on the time of day. Any given day can be divided into nine different dayparts, however, you don't need to program each day of the week if more than one day will be contain the same daypart settings. For example, setup Monday and copy Monday's settings to each day of the week. (See Copying Dayparts)

The DAYPART menu consists of two parts: EDIT and COPY. Select EDIT to set daypart settings and select COPY to copy the daypart settings from one day to another.

```
EDIT COPY
```

## Setting Up Dayparts

---

The Message Greeter is shipped with predefined daypart settings. These daypart settings can be modified to fit your needs.

Select EDIT from the DAYPART menu to display the days of the week.

```
Mon Tue Wed Thur
Fri Sat Sun
```

Select the desired day of the week by using the arrow keys and pressing “Enter”. The current start and stop time of the first daypart of the day selected will be displayed.

```
Mon Daypart: 1
12:00am 05:00am
```

Only the stop time can be changed. To change the stop time enter the new time using the number keys on the keypad. For “am” press an even numbered key, for “pm” press any odd numbered key. When the desired stop time is entered press “Enter” to continue. The stop time entered will be the new start time for the next daypart. For the example above the start time for daypart 2 on Monday will be 05:00am. After pressing “Enter” the current message of the daypart will be displayed as shown below.

```
Mon Daypart: 1
Message: 2
```


In the above example Message 2 will be the active message that is played whenever a vehicle is detected during the hours of 12:00am to 5:00am.

To change the programmed message, press the number on the keypad that corresponds to the desired message. To play or record the message displayed, plug in the supplied headset and press the “Play” or “Rec” key on the Message Greeter. Press the “Enter” key to continue.  
.day of the week.

After pressing “Enter” the delay and repeat delay times programmed for the daypart are displayed as follows.

```
Mon Daypart: 1
Dly: 01 Rep: 00
```

Simply enter the new desired delay and repeat delay time and press “Enter” to continue.

 **Note:** A Delay time of “00” will broadcast the message immediately. A Repeat delay time of “00” will disable the message from being repeated. Typically a delay time of “00” and a repeat delay time of “00” is desired. This will output the message immediately when a vehicle arrives and will not repeat the message until the next event.

After pressing “Enter” the volume of the message for the daypart is displayed.


```
Mon Daypart: 1
Volume: 7
```


The volume ranges from 0 to 7, where a volume of 0 is the softest and 7 is the loudest. Simply enter in the desired volume level using the number keys on the keypad. To test the volume level press “Play” and listen to the volume through the headset. Adjust the volume accordingly. Press “Enter” to continue.

After pressing “Enter” the start and stop times of the next daypart will be displayed as below.

```
Mon Daypart: 2
05:00am 10:00am
```

Notice that the start time is the same as the stop time of the previous daypart. Repeat the above process for each daypart of the selected day of the week.

 **Note:** When a stop time of “12:00am” (Midnight) is entered this will be considered the last daypart for the selected day of the week. No more dayparts will be displayed.

 **Note:** To jump forward to a different daypart for the selected day of the week simply press “Enter” repeatedly until the desired daypart is displayed.

## Copying Dayparts

---

The COPY menu allows the daypart settings of one day to be copied to the dayparts of another day of the week.

After selecting “COPY” from the DAYPART Menu the “Copy From:” menu will be displayed as follows:

```
Copy From:  
M T W T F S S
```

Using the arrow keys select the day of the week whose daypart settings you wish copy from and press “Enter”.

After pressing “Enter” the “Copy To” menu will be displayed indicating the day of the week selected. Select the day of the week to which the daypart settings are to be copied. If “M” was selected from the “Copy From” menu the display will show the following:

```
Copy Mon To:  
M T W T F S S
```

Select the day of the week to which the daypart settings are to be copied and press “Enter”. If “T” was selected, then the display will show the following:

```
Mon Copied To  
Tue Complete!
```

To continue to copy Monday’s settings to other days of the week press the “Esc” key once to return to the previous menu. Select another day to copy and repeat as many times as necessary.

## SYSTEM Menu

---

By selecting SYSTEM from the main setup menu the following menu will be displayed:

```
DATE  PASS
OUTBOUND DEF
```

The following is a brief summary of the four menu items:

DATE	Allows you to set the current date and time.
PASS	Allows you to change the system password.
OUTBOUND	Allow the Outbound audio interrupt to be turned on or off.
DEF	Allows the setting of default values such as Volume and Delay.


## DATE Menu

---

By selecting DATE from the System Menu the system date and time will be displayed in the following format:

```
Tue 07/11/00
08:42pm
```

By using the arrow keys to move the cursor and the number keys to enter values the current date and time can be set.

 **Note:** To set the day of the week use “1” for Monday, “2” for Tuesday, “3” for Wednesday, etc. For setting am/pm use any even numbered key to select AM and any odd numbered key to select PM.

Use the “Esc” key exit the menu and return to the system menu.



## PASSWORD Menu

---

Select PASS from the System Menu to change the current system password.

```
Change Password
****
```

Enter the new desired password using the number keys. The password must be 4 digits in length. After entering the fourth digit the following will be displayed:

```
Repeat Password
****
```

Enter the desired password again for confirmation. If the password is successfully repeated the system will return to the previous menu, otherwise an error message will be displayed.

## OUTBOUND Menu

---

OUTBOUND menu allows the selection of the outbound audio interrupt. If outbound audio interrupt is selected by pressing “0” from the menu below, the Message Greeter will interrupt any outgoing message when the order taker begins to talk into the audio system. By selecting “9” the outgoing message from the Message Greeter will complete before audio from the external audio system will pass through.

```
0 To Interrupt
9 To Complete
```

## DEFAULT Menu

---

By selecting DEF from the System Menu the following menu for setting system defaults is displayed:

```
DELAY  VOLUME
RESET
```

The following is a brief summary of the three menu items:

DELAY	Set delay defaults used in Basic Mode.
VOLUME	Set volume defaults used in Basic Mode.
RESET	Reset all system settings to their defaults, including daypart settings and the system password.

### **DELAY Menu**

---

Set the system delay default. The value entered here will be used for the message delay and repeat delay in basic mode.

### **VOLUME Menu**

---

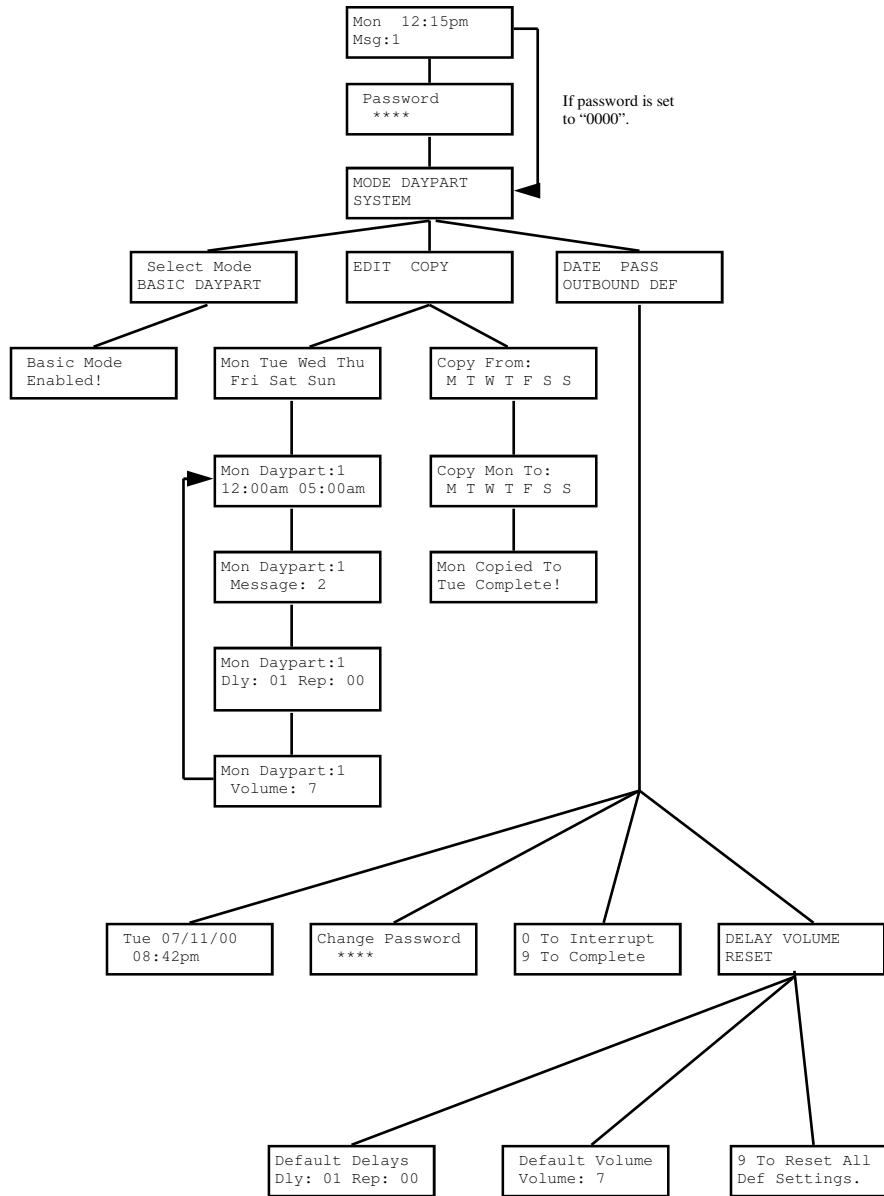
Set the system volume default. The value entered here will be used for the message volume in basic mode.

### **RESET Menu**

---

Selecting RESET from the Default Menu allows all system defaults to reset, including all daypart settings, Volume, Delay, and system password. The system password is reset to "0000".

## Menu Chart Summary



## Getting Help

Please keep in mind you may need to contact the specific manufacturer of your equipment; however, the following numbers can be used for assistance with the 614 Message Greeter.

Panasonic Help Desk  
(866) 472-6767

Marsh Products Technical Support  
(630) 879-8008

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