

The 816 Audio™ System provides clear duplex communication between up to eight operators and up to sixteen customers.

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Audio Control Module design protects circuitry and eliminates hollow cavities that can affect sound quality

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Modules can be removed or added without powering down the system and without loss of memory

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Programmable customer selection buttons

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Enhanced audio circuitry separates voice from ambient noise and eliminates annoying feedback

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Operator-adjustable digital volume control of incoming audio

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Installer-adjustable volume control for outgoing audio

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Recessed microphone on customer station for clear audio in winds up to 24.8 mph (40 kph)

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Exclusive 816 Queuing option reduces teller stress and increases teller efficiency



# 816 Audio System

## FEATURES

### Serve up to 16 Customers

Communication is an essential part of customer service. That's why Diebold developed the 816 Audio™ System with solid-state circuitry and digital volume control. Designed specifically for today's drive-up and remote walk-up environments, the 816 Audio System provides clear two-way audio communication between up to eight operators and up to 16 customer stations. A one-on-one system is also available for communications with a single customer station.

### Programmable Audio Control Module

System components are housed in the compact Audio Control Module (ACM), using solid pack construction that protects components and eliminates hollow cavities that can affect audio quality. Six customer station selection buttons on the ACM represent six customer stations at a time. The PROGRAM button allows operators to assign each of the customer station selection buttons to a specific customer station. The NEXT STATION button is used to display more than one "page" of programmed customer selection buttons, allowing each operator to create customized access to up to 16 customer stations.

### Simple Operation

When a customer presses the CALL button, a chime sounds at the ACM and a customer station display light flashes. If the customer station is not on the list that is currently displayed, the NEXT STATION light will flash. When the operator presses the customer station selection button, an "in communication" light indicates that communication is active with that station. More than one operator can communicate simultaneously with any customer station. The operator presses the customer selection button again or selects another customer station to discontinue communication.

### Fully Adjustable Volume Control

The 816 Audio System features solid-state digital audio circuitry that separates voice from ambient noise and eliminates annoying feedback. Unlike voice-activated systems, this full duplex system provides natural two-way communication. The

microphone on the customer station is recessed to protect circuitry from weather and maintain audible communications in wind speeds of up to 24.8 mph (40 kph). The ACM features an unobstructed topside speaker with conveniently located digital volume control allowing the operator to adjust the volume of audio from the customer stations. In addition, factor preset volume of each customer station can be adjusted during installation to compensate for site-specific ambient noise.

### Operator Interface Options

The standard system comes with an adjustable microphone mounted on the ACM. Optimum sound quality is achieved when the operator speaks in a normal tone of voice from a distance of approximately 1 to 2 inches (25.5 mm). For additional mobility, an auxiliary port on the ACM allows for use of an optional wired or wireless headset.

### Options

The Queuing option solution is a Diebold exclusive, using a visual display at the teller's workstation to provide information about the customer status. The sequential order that CALL buttons are pressed and the sequential order CARRIERS are sent from the customer stations are the standard configurations. The Queuing option reduces teller stress and increases teller efficiency by identifying the order of customer greeting and service.

Wired headset or earpiece with amplifier plugs into auxiliary port on the ACM, eliminating the need to use the ACM microphone. Provides separate incoming and outgoing volume control. Operates on AC power (recommended) or AA batteries.

Wireless headset or earpiece. The base unit plugs into the ACM and power supply for continuous charging of the two 6-hour batteries. Multiple base units are channel selectable and must be located 10 feet (3 m) apart. The lightweight remote unit allows hands-free operation up to 150 feet (45.7 m) from each base unit.

Privacy handset for operator (audio from the ACM is muted).

Privacy handset for customer station (audio from customer station is muted). One-way CCTV for two-way audio and operator view of customer.

Two-way CCTV for two-way audio and two-way video.

Audio and video advertising

## SPECIFICATIONS

### ACM physical dimensions

8.4"W x 4.8"H x 8.5"D  
(213 mm x 12 mm x 216 mm)  
ACM Weight: 2.8 lbs (1.27 kg)

### Operating environment

Outside: -31°F to 131°F (-35°C to 55°C)  
15% to 100% relative humidity  
Inside: 50°F to 100°F (10°C to 38°C)

### Electrical

Universal switching power supply  
90 to 250 VAC 50-60 Hz

### Listings and approvals

UL 1950  
FCC Class A for Digital Devices



Wired headset



Queuing unit

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816 Audio™ System

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