

**STEP-HEAR™ Base Unit  
SH-200-SOL  
with Solar Panel and Mounting Kit  
SOL-300-MK**

**English**

**User Guide**



**NAVIGATION AND INFORMATION SYSTEM  
FOR VISUALLY IMPAIRED AND BLIND PEOPLE**

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# INTRODUCTION

Congratulations on purchasing your STEP-HEAR™ Base. The STEP-HEAR™ system consists of two units: a weather resistant outdoor transmitter/base and a small receiver/activator. Once installed, the base sends out a continuous signal. When the activator, held by the user, is within the range of the base, it vibrates and beeps. Pressing a button on the activator triggers a pre-recorded voice announcement from the base. This provides information that helps users find their destination.

The base also has a feature that allows volume to be increased or decreased automatically depending on the level of the ambient noise.

It is important that you read the instructions below in order to use your STEP-HEAR™ system to its full potential. Keep this user guide in a safe place for future reference.

This guide explains how to use the following:

**STEP-HEAR™ Base Unit SH-200-SOL  
with a Solar Panel SOL-300-MK**

## **Unpacking the Base**

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The system is packed in 2 boxes:

You will find the following contents in the boxes:

SH-200-SOL box:

- 1 Base Unit
- User Guide

SOL-300-MK box:

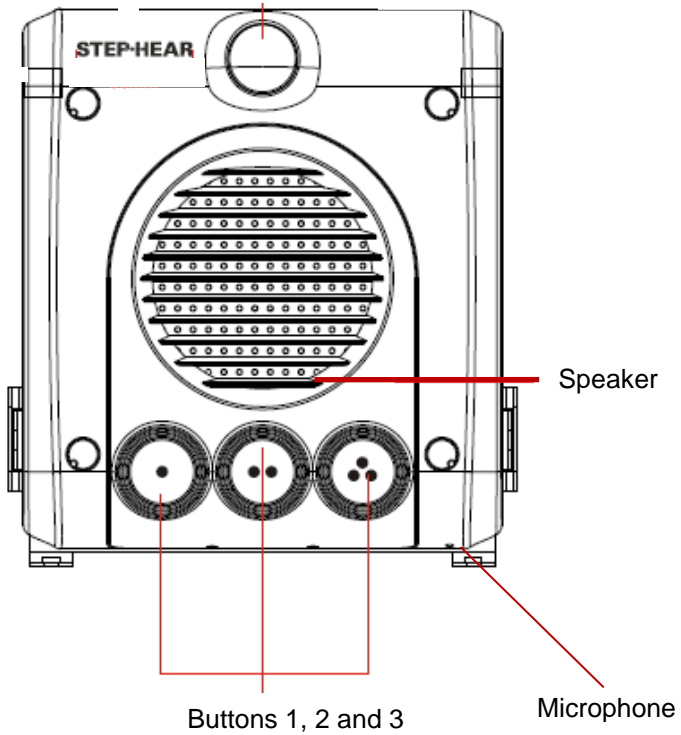
- 1 Solar Panel with cable
- 1 Mounting Kit including wall mount bracket, ring bracket, screws and a screwdriver.

# DESCRIPTION

## Base

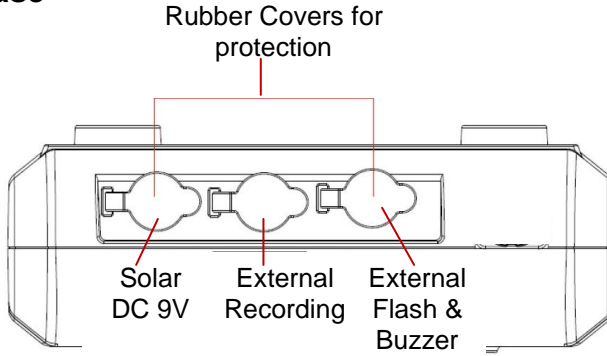
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Flashing Led

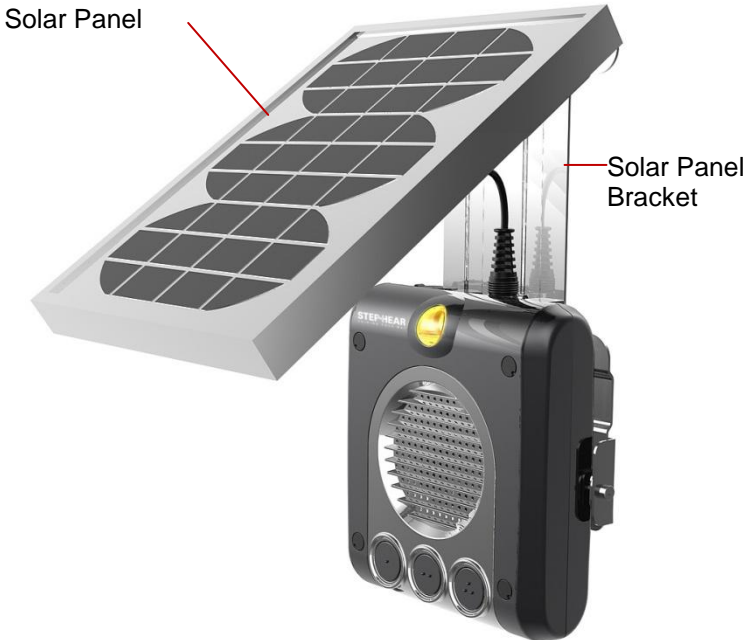


# DESCRIPTION

## Top of Base



## Base with Solar Panel



# INSTALLATION

## Using the Base Unit with a Solar Panel

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Once the solar panel is mounted on the base, plug the power cord into the solar DC9V socket found at the top of the base. Solar power is an inexpensive and simple way of powering your STEP-HEAR™ base. Obviously, no electrical power supply is needed. After the battery is fully charged, the solar unit works well even on days with poor solar power emission.

## Post Mounting

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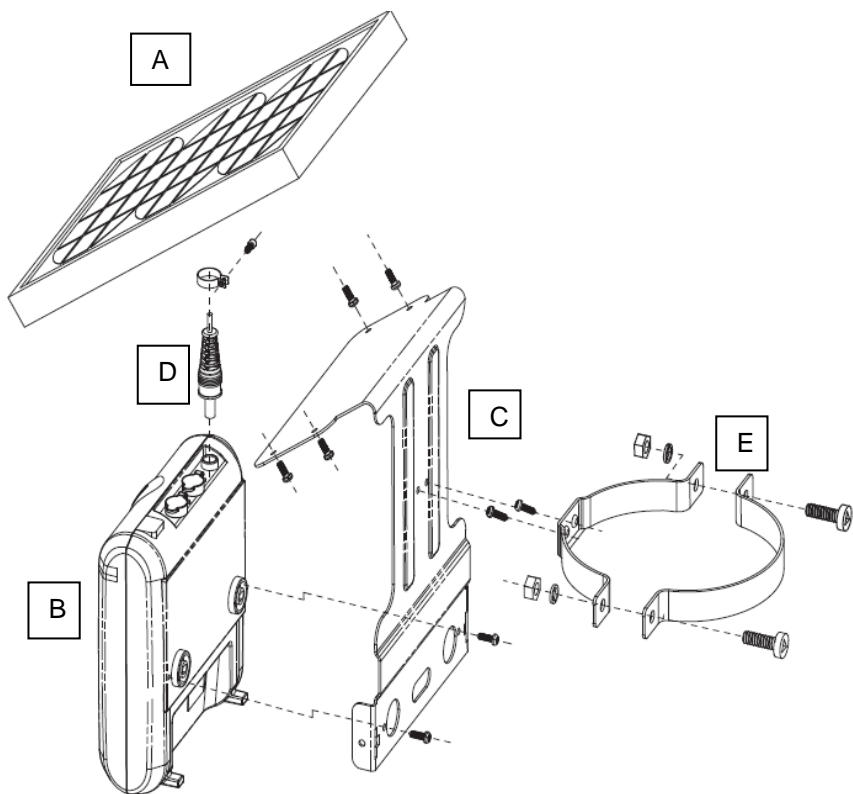
The SOL-300-MK

The unit is suitable for attaching to poles such as a lamp post.

**Please note:** Use the supplied screwdriver. It is the only type of screwdriver that will work with the supplied screws.

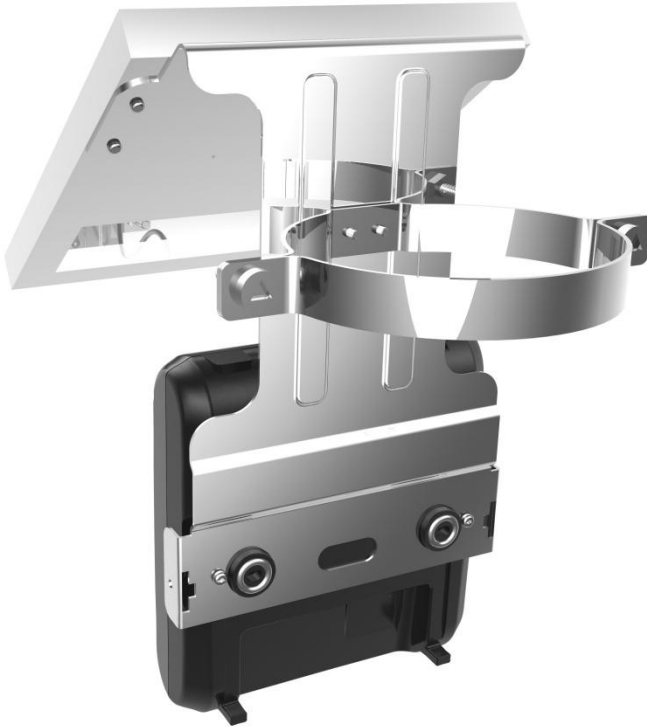
- 1) Screw the ring bracket (E) to the solar panel mounting bracket (C)
- 2) Screw the solar panel mounting bracket (C) onto the base (B).
- 3) Screw the solar panel (A) onto the solar panel mounting bracket (C).
- 4) Plug the cable (D) into the DC9V socket of the base (B)
- 5) Place the ring bracket (E) around the desired location (e.g. a signpost) and screw the two halves of the ring to each other.

# INSTALLATION



# INSTALLATION

## Assembled Post Mounting





# INSTALLATION

## Wall Mounting

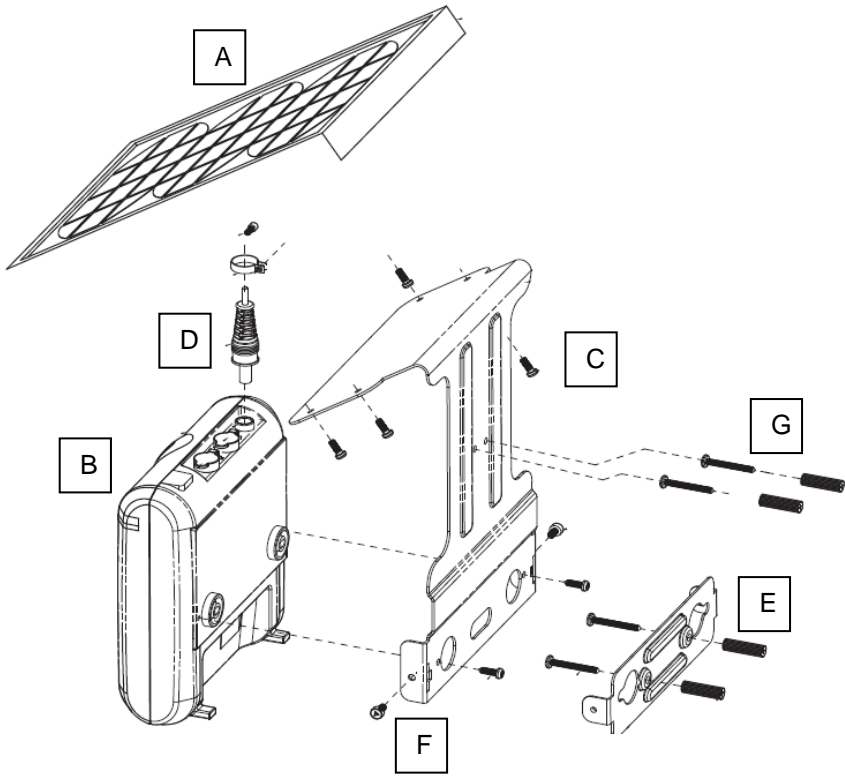
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The unit is suitable for wall mounting.

**Please note:** Use the supplied screwdriver. It is the only type of screwdriver that will work with the supplied screws.

- 1) Attach the wall mounting plate (E) to the wall in your chosen location using two screws (supplied).
- 2) Screw the solar panel mounting bracket (C) onto the base (B).
- 3) Screw the solar panel (A) onto the solar panel mounting bracket (C)
- 4) Plug the cable (D) into the DC9V socket of the base (B)
- 5) Make two further holes in the wall for the securing screws (G).
- 6) Click the base (with the mounting plate now attached) into the wall mounting plate (E) and secure the two screws (F). Insert the two securing screws into the wall (G).

# INSTALLATION



# INSTALLATION

## Assembled Wall Mounting



# USING THE BASE

## Setting Standby On/Off

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If you wish to set the base to standby i.e. it is not going to be used for a long period of time, press and hold buttons 1 and 3 together for 2 seconds. The white LED will flash three times. To turn the power back on and continue RF transmission, simply press any key.

## Setting the Remote Range

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There are 3 different operating ranges in which the activator can pick up a signal. These ranges, under ideal conditions are as follows:

Short – 3-5m

Medium – 5-7m

Long – 7-9m

The default setting is medium – 5-7m. To enter the range setting mode, press and hold buttons 1 and 2 together for 2 seconds. The white LED will light up. Then give a short press to one of the 3 buttons to select the actual range required:

Button 1 – 3-5m

Button 2 – 5-7m

Button 3 – 7-9m:

To exit range setting mode, press and hold buttons 1 and 2 together for 2 seconds.

**Please note:** These ranges are approximate as ranges can vary due to factors such as ambient temperature, humidity, line of sight between the base and activator antenna.

## **Setting Recording On/Off**

To enter recording mode, press and hold buttons 2 and 3 together for 2 seconds. The white LED will flash once when recording mode is on and twice when recording mode is off.

## **Recording an Announcement**

There are 2 methods of recording:

- Direct recording
- Recording via an external audio device

### **Direct Recording**

The unit microphone is situated on the front of the unit in the bottom right hand corner (a little round hole). For best recording results, the microphone should be held close to you when recording the message.

You can record 3 different announcements by pressing each of the buttons (1,2 or 3). In order to record announcement number 1, press and hold button 1. Speak clearly when you hear a beep tone and keep button 1 pressed as long as you record. When you have finished recording release button 1 - the base unit will replay the recorded announcement automatically.

Repeat the same process with buttons 2 and 3 if you wish to record announcements 2 and 3 respectively.

You can press button 1, 2 or 3 at any time to listen to the announcements. The white LED will flash during playback.

In total, there are 10 minutes of recording time which can be split between one, two or three different announcements. For example Button 1 could have an announcement of 1.5 minutes, Button 2 could have an announcement of 4.5 minutes, Button 3 could then have an announcement for the balance of the remaining time which is 4 minutes.

If you wish to change any announcement, please make sure that the new recorded announcement does not exceed the

total 10 minutes recording time available to all recorded announcements.

**IMPORTANT:** Before re-recording an announcement, please delete the previously recorded announcement. To delete announcement 1, press and hold button 1 and release it immediately when a beep is heard.

Repeat this step for buttons 2 and 3 if you wish to delete announcements 2 and 3 respectively.

Please bear in mind that the quality of the recordings, the contents of the information provided and the locations of installation of the base units are critical to the successful use of the STEP-HEAR™ system. When installing the STEP-HEAR™ system, please take into consideration the following:

1. Record announcements in a quiet environment with no background noise or sound.
2. Carefully decide on a number of strategic installation points of the base units at chosen areas.
3. The announcements need to be relevant and suitable to the area regardless of which direction one may approach, especially if direction is provided. If you use the terms: "left", "right", use the base unit as a reference point: (e.g. - "When standing in front of the voice, the elevators are 10 meters to your left").
4. **Please Note:** Base units should be installed at least 20 meters apart from each other.

Please set recording mode to **OFF** after you have recorded your announcements. To do this, press and hold buttons 2 and 3 together for 2 seconds. The white LED will flash twice when recording mode is off.

Step Hear Ltd. is not responsible for the content of voice announcements or any other recordings played back from

the Step Hear bases. Any content recorded onto the bases are the responsibility of the base user.

## **Recording an Announcement via an External Audio Device**

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Connect the audio cable to the external recording socket found on the top of the base.

Hold and press buttons 2 and 3 for 2 seconds to activate recording mode. The white LED will flash once when recording mode is on and twice when recording mode is off.

Press and hold button 1, 2 or 3 and turn on your audio device when you hear a beep tone to start recording the sound from the audio device (e.g. an ipod, iphone, MP4 etc.). Keep button 1, 2 or 3 pressed as long as you record. When you have finished recording, release button 1, 2 or 3 - the base unit will replay the recorded announcement automatically.

You can press button 1, 2 or 3 at any time to listen to the announcements. The white LED will flash during playback.

**Please Note:** Set recording mode to OFF after you have recorded your announcement. To do this, press and hold buttons 2 and 3 together for 2 seconds. The white LED will flash twice when recording mode is off.

For changing and/or deleting announcements, please operate the unit according to the instructions described in the Direct Recording section.

## **Setting the Volume Control**

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The playback volume will adjust automatically depending on the level of noise in the surrounding environment. In a noisy environment, the volume level will set itself much higher than in a quieter environment. However, these default settings should be defined for both options (high and low level of noise) in 3 levels as described below:

When an announcement is playing in a noisy environment, use button 1 while the announcement is playing in order to set playback volume level. There are 3 volume levels available. While the announcement is playing, press button 1 once - the volume level is 1, press it twice - the volume level is 2, press it three times - the volume level is 3. If you press button 1 again, the volume level will return to 1. To verify the current volume setting, play the voice announcement by pressing on button 1, 2 or 3 for each recorded announcement.

When an announcement is playing in a quiet environment, use button 3 while the announcement is playing in order to set playback volume level. There are 3 volume levels available. The operation is the same as for volume level setting in a noisy environment.

It is recommended to set the volume to level 3 (the highest level) for each recorded announcement and on both buttons (1 and 3), so that the highest level of volume will be heard in both noisy and quiet environments.

## TROUBLESHOOTING

### **No Announcement Playback**

- Ensure the solar panel is plugged into the base and has received solar power
- Ensure the base is switched on
- Ensure an announcement has been recorded

### **Unable to Record an Announcement**

- Ensure recording setting is set to ON
- Ensure solar panel is plugged into the base and has received solar power

### **No Vibration and/or Beep when Activator in Range of Base**

- Change range settings
- Ensure solar panel is plugged into the base and has received solar power



# SAFETY INFORMATION

## General

Do not open the unit. Contact the helpline for all repairs.

## Cleaning

Clean the base with a soft cloth. Never use polishes or cleaning agents - they could damage the finish or the electrics inside.

## Environmental

Always ensure there is a free flow of air over the surfaces of the base.

Do not expose your product to fire or other hazardous conditions.

# GUARANTEE (EU)

From the moment your STEP-HEAR™ product is purchased, STEP-HEAR™ guarantee it for the period of one year. During this time, all repairs or replacements (at our discretion) are free of charge. Should you experience a problem then contact our help line or visit our website at [www.step-hear.com](http://www.step-hear.com). The guarantee does not cover accidents, negligence or breakages to any parts. The product must not be tampered with or taken apart by anyone who is not an authorized STEP-HEAR™ representative. The STEP-HEAR™ guarantee in no way limits your legal rights. IMPORTANT: YOUR RECEIPT IS PART OF YOUR GUARANTEE AND MUST BE RETAINED AND PRODUCED IN THE EVENT OF A WARRANTY CLAIM.

IC 10183A



Please note: The guarantee applies to the EU only

# GUARANTEE

**Declaration:** Step-Hear hereby declare that this SH-200-SOL and SOL-300-MK are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

A copy of the Declaration of Conformity to the essential requirements of 1999/5/EC can be found at [www.step-hear.com](http://www.step-hear.com)

# GUARANTEE (USA)

STEP-HEAR Ltd warrants the STEP-HEAR product against any defect in materials or workmanship for the period of one year from the date of purchase.

Should you experience a problem, contact our customer service department.

Be sure to save your sales receipt as proof of purchase date should you need warranty service.

Within a period of one year from purchase date, STEP-HEAR Ltd will repair or replace (at our discretion) your STEP-HEAR product at no cost, if a defect in materials or workmanship is found. If we elect to replace your STEP-HEAR product, we may replace it with a new or reconditioned product of the same or similar design.

Repair or replacement will be warranted for a period of 90 days or the remaining time on the original warranty, whichever is longer.

The warranty does not cover damage caused by vandalism, accident negligence, shipping damage, failure to follow instructions, misuse, fire, floods, use of incompatible accessories or Acts of God. The product must not be tampered with or taken apart by anyone who is not an authorized STEP-HEAR representative. The STEP-HEAR guarantee in no way limits your legal rights

STEP-HEAR Ltd shall not be responsible for loss of time, inconvenience, property damage or any other accidental or consequential damages caused by your STEP-HEAR product

Warranty service is available only with proof of purchase.

**IMPORTANT: YOUR RECEIPT IS PART OF YOUR WARRANTY AND MUST BE RETAINED AND PRODUCED IN THE EVENT OF A WARRANTY CLAIM.**

For product support and help visit our website: [www.step-hear.com](http://www.step-hear.com)

Or contact our representative in **North America**:

2288A Queen Street East  
Toronto, ON M4E1G6, Canada  
T: 347.482.1557  
F: 801.760.9791

## IC Declaration (Canada)

This device complies with Industry Canada License-exempt RSS standard(s).

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

## RECYCLING DIRECTIVES

The WEEE (Waste Electrical and Electronic Equipment) has been put in place for the products at the end of their useful life are recycled in the best way.

When this product is finished with, please do not put it in your domestic waste bin.

Please use one of the following disposal options:

- Remove the batteries and deposit them in an appropriate WEEE skip. Deposit the product in an appropriate WEEE skip.

- Or, hand the old product to the retailer. If you purchase a new one, they should accept it.



Thus if you respect these instructions you ensure human health and environmental protection.

# STEP HEAR

GUIDING YOUR WAY

For product support and help visit our website at

[www.step-hear.com](http://www.step-hear.com)

UG-SH-200-SOL-FEB12