

Staff Can't Hear the Driver (Inbound Audio)

Diagnostic and resolution reference for the Pro Intercom System (K3): the base station cannot hear the outside driver placing an order. Inbound path: speaker post microphone → base station.

Applies to: Pro Intercom System AIO-K3-L1 and AIO-K3-L2, and the Pro Bundles AIO-BNDL-K3L1-MBW2P and AIO-BNDL-K3L1-MBW2P-CAM. Some base stations and headsets are physically labeled *HuaFone*; they are the same Avio product and this guide applies to them.

How the speaker post works

The speaker post combines two units in one housing:

- **Mic / substation unit**, at the top of the post: captures the driver's order (inbound path).
- **Speaker unit**, at the bottom of the post: plays staff audio back to the driver (outbound path).

Both are housed in the factory-installed ProPanel®, an aluminum unibody, weather- and vandal-resistant panel with a built-in vehicle sensor. The sensor **unmutes both the mic and the speaker when a vehicle arrives, and mutes them again about three minutes after the vehicle leaves**. Muting when no vehicle is present is normal behavior, not a fault.

New installation? The most common cause is the CAT5e cable between the speaker post and the base station (root cause 2). Also confirm the ProPanel® sensor actually detects a vehicle (root cause 5) before suspecting hardware.

In service for a while? The more likely cause is the substation's weatherproof seal no longer sealing after prolonged rain and weather exposure (root causes 3 and 4).



Root causes and fixes

#	Root cause	Fix
1	Speaker post location: not installed per the installation guide (height, distance from the lane, angle).	Reinstall the speaker post at the correct location and height per the Avio installation guide.
2	Cable connection: CAT5e between speaker post and base station is loose, damaged, or not fully seated.	Inspect both ends; reseal firmly; check for bent pins, corrosion or damage. Replace the cable if damaged.
3	Weatherproof seal breach: moisture or debris has entered the substation and damaged the mic.	Replace the outside speaker unit on the post, or the whole speaker post assembly if damage extends beyond the speaker.
4	Substation seal failure at the mic element specifically.	Replace the substation (top mic unit).
5	Auto-mute not releasing: the ProPanel® sensor does not detect the vehicle, so the mic stays muted even with a driver at the post.	Confirm the sensor detects a vehicle driving up to and away from the post. If it does not detect reliably, treat it as a sensor setup or placement issue and correct it before go-live.

Quick check for root cause 5: park a vehicle at the post. Within a few seconds the mic and speaker should go live; about three minutes after the vehicle leaves they should mute again. If they never unmute, the problem is detection, not the microphone.

Before you contact support

- **Test before you install.** Bench-test the base station, speaker post and headsets together before mounting anything. Most faults found after installation are cable or setup issues that a 10-minute bench test would have caught.
- **Work through this guide first.** Go through the root-cause table and the isolation test for your symptom. Note which steps you completed and what you observed.
- **If it is still not resolved, send us:** photos of the outdoor speaker post (front and back), confirmation of the electrical connections, and a short video of an actual order attempt. The video tells us whether the problem is inbound, outbound or both, which is usually the difference between a same-day answer and a back-and-forth.
- **Have ready:** your order number, purchase date and the product purchased, so we can pull up your order immediately.

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