

Driver Can't Hear Staff (Outbound Audio)

Diagnostic and resolution reference for the Pro Intercom System (K3): the outside driver cannot hear staff speaking. Outbound path: base station or headset → outdoor speaker.

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.

Base station modes and headset types

The base station has a 5-inch touch screen with **individual volume and mute controls** for the POS wireless headset, the POS gooseneck microphone, and the built-in base station speaker (the separate mute controls give an extra layer of privacy, for example for HIPAA considerations). It operates in one of two modes:

- **POS Wireless mode:** staff speak through the wireless POS (Main) headset paired to the base station.
- **Fixed Mic mode:** staff speak through the base station's built-in microphone.

The modes are **mutually exclusive**. Confirm which mode is active before troubleshooting. In POS Wireless mode the Main headset must be **actively paired**; if pairing has dropped, no outbound audio passes even when mode and mute settings are correct. Re-pair first.

A third device, the **Listen-In headset**, is receive-only. It pairs with its own transmitter/charging unit, which plugs into the base station. Audio flows base station → transmitter → Listen-In headset with **no return path**. It cannot take orders.



K3 system: speaker post, POS and Listen-In headsets, base station, accessories

Main vs. Listen-In headset

The two headsets are separated by their pairing chain, not by looks:

- **Main** (labeled "Main"): pairs directly with the base station. This is the POS headset that takes orders.
- **Listening** (labeled "Listening"): pairs with the transmitter/charging unit. Receive-only.

Current systems ship a TeckNet TK-HS017 as the Listen-In headset, so the two are different brands and shapes and easy to tell apart at a glance.

Systems shipped before this change used the same model for both roles; they look identical and only the label tells them apart. If your headsets match, check the label every time, and keep the two on separate chargers.



Earlier Listen-In headset with transmitter/charger (left); current TeckNet TK-HS017 Listen-In headset (right)

Root causes and fixes

#	Root cause	Fix
1	Wrong headset in use: the receive-only Listening headset is being worn instead of the Main headset.	Check the label on the headset being worn; it must read "Main". Separate or color-code the charging areas so it cannot recur.
2	Main headset muted, unpaired, or volume down.	Clear mute on the headset; confirm it shows as paired (re-pair if not); turn up headset volume. Then check the POS headset volume and mute on the touch screen as well.
3	Base station stuck in Fixed Mic mode while staff talk through the wireless headset.	Switch the base station to POS Wireless mode.
4	Touch-screen mute left on: the built-in speaker and/or gooseneck mic were individually muted (for example after setup) on the 5-inch screen.	On the touch screen, check the mute for the POS headset, gooseneck mic and built-in speaker; set each to unmuted and Talk mode.
5	Base station fault (output stage, hardware or firmware): audio fails in both modes.	Confirm with the isolation test below. If both modes fail after ruling out 4 and the ProPanel® auto-mute, swap in a known-good base station if available, then contact Avio Support.
6	CAT5e cable between the speaker post and base station loose, damaged, or not fully seated.	Reseat both ends; inspect for bent pins, corrosion or damage. Replace if damaged.

Isolation test: wireless side or base station?

Switch the base station to **Fixed Mic mode** and speak directly into the fixed mic while someone stands at the speaker post.

Driver hears you

The Fixed Mic path is good. The fault is on the wireless side: verify the correct (Main) headset is in use, it is paired and unmuted, and the base station is set to POS Wireless mode when you switch back.

Driver does not hear you

Both modes fail. Before blaming the base station, rule out root cause 4 (touch-screen mute) and the ProPanel® auto-mute at the post (is a vehicle present?). If those are clear and both modes still fail, suspect the base station, the post-to-base wiring, or the outbound speaker itself. Contact Avio Support with the results.

ProPanel® check during setup: confirm the sensor unmutes the speaker and mic when a vehicle arrives and re-mutes about three minutes after it leaves. That is expected behavior. If the timing is off or they never unmute, resolve it as a setup issue before go-live.

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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