



TWO YEAR WARRANTY



## A Message from the President

Congratulations on purchasing an Anchor Audio intercom system, the choice of thousands of satisfied customers including the White House, prestigious universities, school districts nationwide, police and fire departments, and all branches of the U.S. Military. Our products are made of the finest materials and built with pride in the U.S.

We've incorporated the latest technology into your intercom system yet kept it simple to use. Just take a few minutes to review this manual to ensure the maximum enjoyment of your Anchor system. Or, you can view a demonstration video complete with a troubleshooting section at [www.anchoraudio.com](http://www.anchoraudio.com).

Feel free to call our friendly customer support staff at 1-800-ANCHOR1 with any questions. We love to hear from our customers.

Janet Jacobs, President  
on behalf of all Anchor employees

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### GETTING STARTED

Please check your new unit carefully for any damage which may have occurred during shipment. Each Anchor product is carefully inspected at the factory and packed in specially designed boxes for safe transport.

Notify the freight carrier immediately of any damage to the shipping box or product. Repack the unit in the original box and wait for inspection by the carrier's claim agent. Notify your dealer of the pending freight claim.

**NOTE:** All damage claims must be made with freight carrier!

### RETURNING SYSTEMS FOR SERVICE OR REPAIR

For service or repair, please contact the dealer you purchased your system from, call us at 1-800-262-4671, or visit [www.AnchorAudio.com](http://www.AnchorAudio.com), Contact Us page. Our tech support team will issue an RA number for warranted systems, after which, you can ship the item(s) to Anchor for repair. All shipments to Anchor Audio must include an RA number and must be shipped prepaid. C.O.D. shipments and shipments without an RA number will be refused and returned at your expense.

**IMPORTANT:** Save the shipping box & packing materials, they were specially designed to ship your unit!



205 Westwood Ave, Long Branch, NJ 07740  
Phone: 866-94 BOARDS (26273) / (732)-222-1511  
Fax: (732)-222-7088 | E-mail: [sales@touchboards.com](mailto:sales@touchboards.com)



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## WHAT IS PROLINK 500™?

ProLink is a digital wireless, full duplex intercom system that is easy to configure and easy to operate. You can operate the MASTER beltpack with up to three REMOTE beltpacks which are identified on the side label as R1, R2 or R3. You may also have an option of unlimited number of "Listen Only" beltpacks. The transmitter and receiver operate in the license free 902-928 MHz range without the need for a base station.

## SYSTEM RANGE

The RF signal will travel through many solid objects. However, the more solid objects between the beltpacks, the more the range will be reduced. When the beltpacks are transmitting, the Transmit LED will flash red. If the signal drops out, the LED will glow solid red on REMOTE beltpacks only. If the beltpacks are too far apart, the REMOTE beltpacks need to move closer to the MASTER beltpack.

## RECHARGEABLE BATTERIES

ProLink 500 beltpacks include three "AA" rechargeable batteries and AC gang charger. Fully charged batteries yield approximately ten to twelve hours of continuous use. Alkaline batteries can be used. Connecting the AC charger to a beltpack with alkaline batteries installed could seriously damage the system.

### INSTALL BATTERIES

1. Remove battery door
2. Install three "AA" NIMH batteries
3. Replace battery compartment door

### CHARGE BATTERIES

1. Connect gang charger (included) into charging port on the bottom of the beltpacks
2. Plug gang charger into AC outlet for minimum of five hours  
LED ON = battery charging  
LED OFF = battery charged

**CAUTION:** Do not attempt to charge alkaline batteries.

Some users are required (for emergency preparedness, etc.) to leave their ProLink 500 units plugged into the charger at all times. For those applications we recommend replacing the batteries every 12 months.

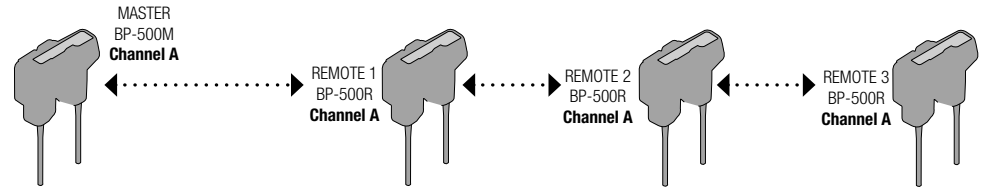
## DEFINITIONS AND APPLICATIONS

ProLink 500 - wireless duplex intercom system

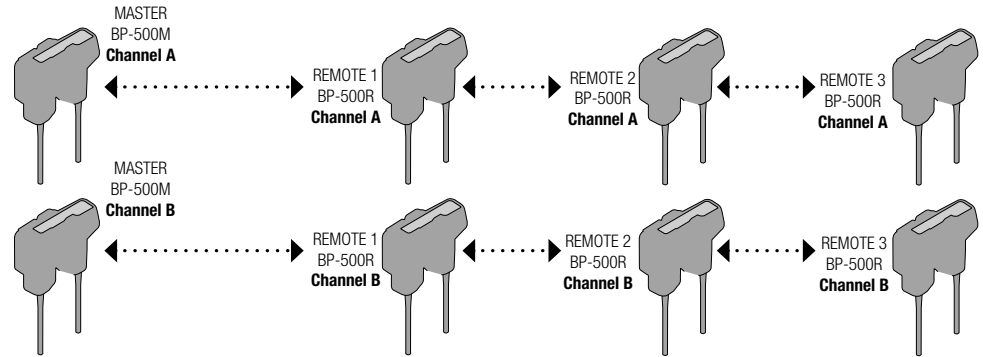
ProLink 500 Network - requires a MASTER beltpack and includes up to three REMOTE beltpacks (option of unlimited number of "Listen Only" beltpacks)

Channel - A or B channel selection for different applications

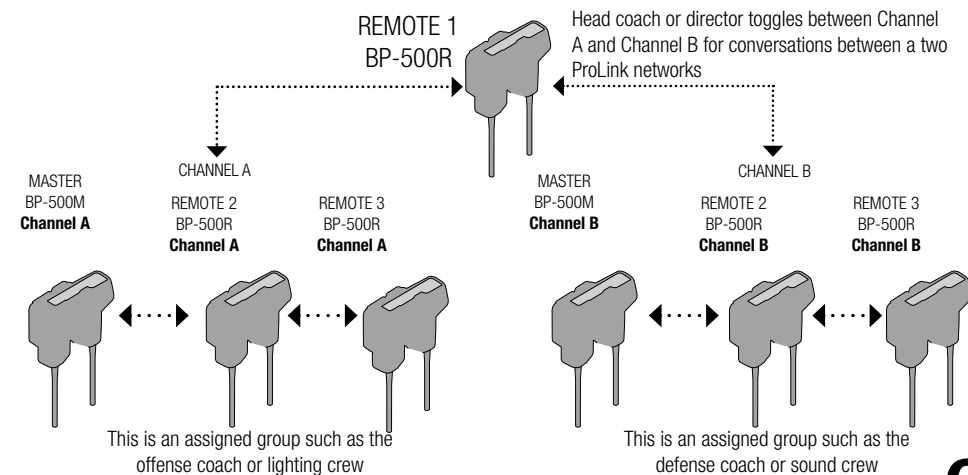
### EXAMPLE 1 - One network



### EXAMPLE 2 - Two independent networks in the same facility



### EXAMPLE 3 - Director or coach talking and listening between two channels requires the following configuration





## BASIC SETUP AND OPERATION

1. Charge the batteries 5-6 hours.  
Note: Beltpacks operate about six to eight hours of continuous use per charge. (Diagram 2)
2. Find the MASTER beltpack as indicated on the top label. The Master beltpack must be ON for each of the REMOTE beltpacks to function. (Diagram 1)
3. Plug headset cable into beltpack & adjust boom. (Diagram 2)
4. Turn on power and set headset volume. Power ON LED is solid green and flashing green for LOW battery. (Diagram 1)
5. Set slide switch to Push to Talk or Always On mode. (Diagram 3)
6. Choose channel A or B for all beltpacks. If both channels are used at the same time, two master beltpacks are required (See page 6). (Diagram 1)

**Note:** repeat above for each member's beltpack in use.

## BELTPACK CONTROLS

**Mic Gain** – controls the microphone sensitivity. Someone with a soft voice will increase the Mic Gain.

**Power Knob** – also controls headset volume. The Power LED is solid green while ON and flashes green when batteries need recharging.

**A/B Channel Selection** – each member of the system must be on the same channel to hear communication

**RX/TX LED** – flashes RED when transmitting and is SOLID RED on the Remote beltpacks when out of range of the Master beltpack

**PTT control** – push to engage in conversation and release when done Push to Talk or Always ON slide switch for the mode of operation preferred. If you want hands free operation, select the Always On mode. Your beltpack is live at all times.

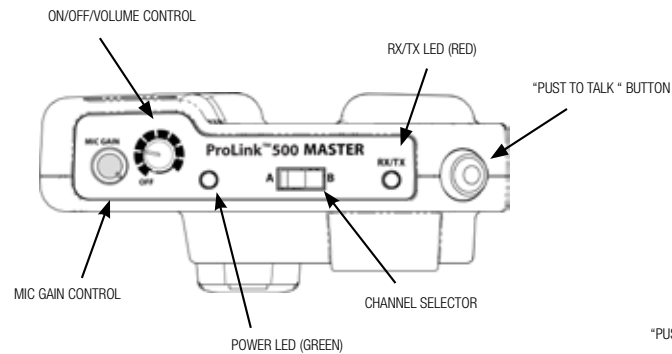
**4-PIN XLR headset connector** - use Anchor Audio headsets or any headset with a dynamic microphone.

**Charging Port for the GC-9000 gang charger** – charge LED glows RED when charging and stops glowing when charge complete.

## HEADSETS

ProLink 500 uses noise cancelling headsets with a 4-pin XLR connector. Models H-2000 (dual ear muff) and H-2000S (single ear muff) are available. The headsets include an adjustable boom microphone.

DIAGRAM 1



PROLINK 500 BELTPACK  
Model Shown: BP-500M

DIAGRAM 2

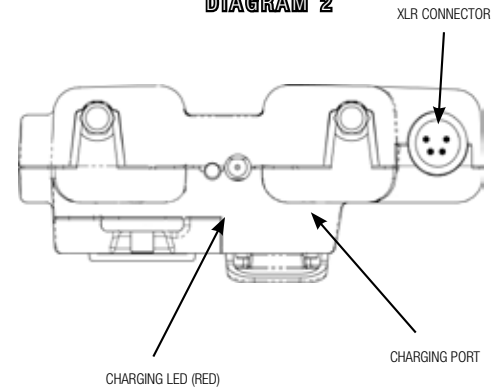
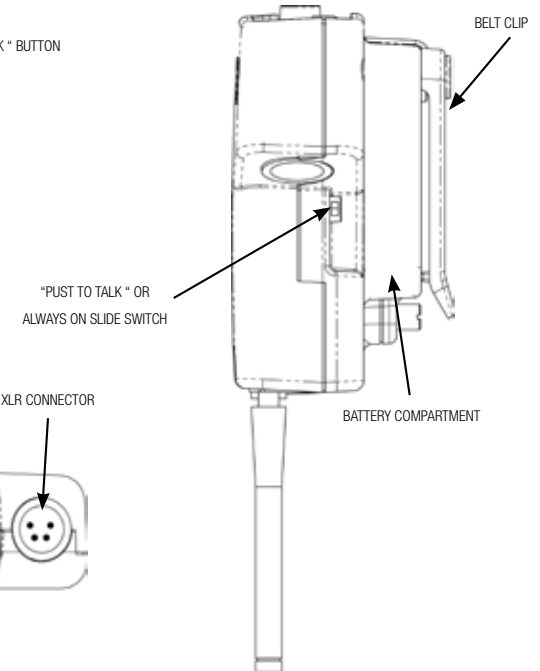


DIAGRAM 3





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## FREQUENTLY ASKED QUESTIONS

### Can I use my own headset?

Yes. The ProLink 500 is designed to work with dynamic microphone elements. (Shields can be connected to chassis ground pin.)

Headset pin configuration: 1=Mic(-), 2=Mic(+), 3=Headphone(-), 4=Headphone(+)

### I've run out of battery life, now what?

You can substitute "AA" alkaline batteries rechargeable batteries. However, connecting the charger to the beltpack when alkaline batteries are installed could seriously damage your beltpack.

### Can my ProLink 500 work with other wireless intercom systems?

No. ProLink 500 uses proprietary design and software exclusive to the product.

### Can my ProLink 500 work with wired intercom systems?

Yes. ProLink 500 uses WingMAN 500 as a modular link to PortaCom and other two-wire intercoms.

### Can someone eavesdrop on my conversation?

The proprietary software makes it difficult for anyone to penetrate the wireless network.

### If I break my headset, what do I do?

The H-2000 and H-2000S headsets are covered by a 2-year warranty. Follow the instructions in the Getting Started section on page 1 for Return Authorization. ProLink 500 headsets are sold separately if a replacement is needed.

### Can I add beltpacks to my network?

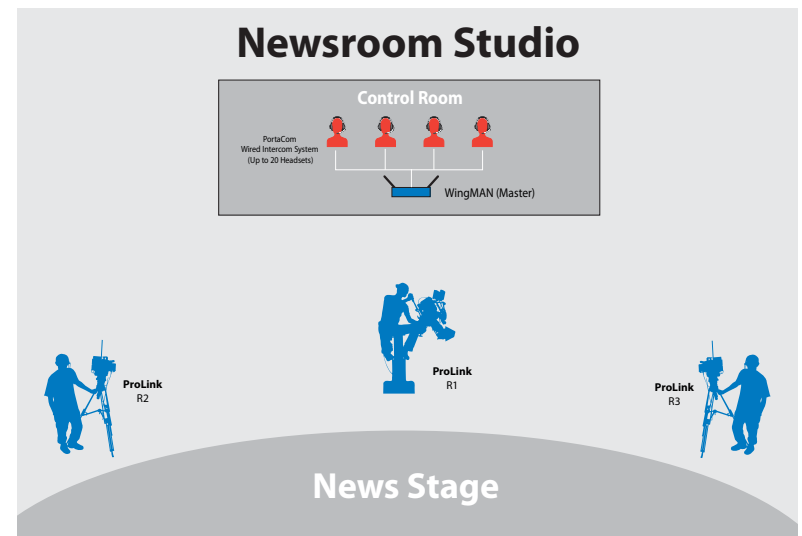
Your intercom network can operate with one Master beltpack and up to three REMOTE beltpacks. You may also add unlimited number of "Listen Only" beltpacks.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

"This device has been designed to operate with a 1/2 wavelength dipole antenna with RPSMA connector, and having a maximum gain of 1.17dB. Antennas not included in this list or having a gain greater than 1.17dB are strictly prohibited for use with this device. The required antenna impedance is 50 ohms."

"To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that permitted for successful communication."

"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."



Example of ProLink 500 & PortaCom using WingMan Interface System



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## Important Safety Instructions

- 1) Read Instructions – All the safety and operation instructions should be read before the product is operated.
- 2) Retain Instructions – The safety and operating instructions should be retained for future reference.
- 3) Heed Warnings- All warnings on the product and in the operating instructions should be adhered to.
- 4) Follow Instructions – All operating and use instructions should be followed.
- 5) Cleaning – Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.  
Exception: A product that is meant for uninterrupted service and that for some specific reason, such as the possibility of the loss of an authorization code for the CATV converter, is not intended to be unplugged by the user for cleaning or any other purpose, may exclude the reference to unplugging the product in the cleaning description otherwise in above 5).
- 6) Attachments – Do not use attachments not recommended by the product manufacturer as they may cause hazards.
- 7) Water and Moisture – Do not use this product near water – for example, near a bath tub, wash bowl, kitchen sink, or laundry tub; in a wet basement; or near a swimming pool; and the like.
- 8) Accessories – Do not place this product on an unstable cart, stand, tripod, bracket, or table. The product may fall, causing serious injury to a child or adult, and serious damage to the product. Use only with a cart, stand, tripod, bracket, or table recommended by the manufacturer, or sold with the product. Any mounting of the product should follow the manufacturer's instructions, and should use a mounting accessory recommended by the manufacturer.
- 9) A product and cart combination should be moved with care. Quick stop, excessive force, and uneven surfaces may cause the product and cart combination to overturn.
- 10) Ventilation – Slots and openings in the cabinet are provided for ventilation and to ensure reliable operation of the product and to protect it from overheating, and these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should not be placed in a build-in installation such as a bookcase or rack unless proper ventilation is provided or the manufacturer's instructions have been adhered to.
- 11) Power Sources – This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your product dealer or local power company. For products intended to operate from battery power, or other sources, refer to the operating instructions.
- 12) Grounding or Polarization – This product may be equipped with a polarized alternating-current line plug (a plug having one blade wider than the other). This plug will fit into the power outlet only one way. This is a safety feature. If you are unable to insert the plug fully into the outlet, try reversing the plug. If the plug should still fail to fit, contact your electrician to replace your obsolete outlet. Do not defeat the safety purpose of the polarized plug.
- 13) Power-Cord Protection – Power-supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords at plugs, convenience receptacles, and the point where they exit from the product.
- 14) Protective Attachment Plug – The product is equipped with an attachment plug having overload protection. This is a safety feature. See Instruction Manual for replacement or resetting of protective device. If replacement of the plug is required, be sure the service technician has used a replacement plug specified by the manufacturer that has the same overload protection as the original plug.
- 15) Outdoor Antenna Grounding – If an outside antenna or cable system is connected to the product, be sure the antenna or cable system is grounded so as to provide some protection against voltage surges and built-up static charges. Article 810 of the National Electrical Code, ANSI/NFPA 70, provides information with regard to proper grounding of the mast and supporting structure grounding of the lead in wire to an antenna discharge unit, size of grounding conductors, location of antenna-discharge unit, connection of grounding electrodes, and requirements for the grounding electrode. See Figure A.
- 16) Lightning – For added protection this product during lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet and disconnect the antenna or cable system. This will prevent damage to the product due to lightning and power-line surges.
- 17) Power Lines – An outside antenna system should not be located in the vicinity of overhead power lines or other electric light or power circuits, or where it can fall into such power lines or circuits. When installing an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits as contact with them might be fatal.
- 18) Overloading – Do not overload wall outlets, extension cords, or integral convenience receptacles as this can result in a risk of fire or electric shock.
- 19) Object and Liquid Entry – Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the product.
- 20) Servicing – Do not attempt to service this product yourself as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.
- 21) Damage Requiring Service – Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - a. When the power-supply cord or plug is damaged.
  - b. If liquid has been spilled, or objects have fallen into the product.
  - c. If the product has been exposed to rain or water.
  - d. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions as an improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to its normal operation.
  - e. If the product has been dropped or damaged in any way.
  - f. When the product exhibits a distinct change in performance – this indicates a need for service.
- 22) Replacement Parts – When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock, or other hazards.
- 23) Safety Check – Upon completion of any service or repairs to this product, ask the service technician to perform safety checks to determine that the product is in proper operation condition.
- 24) Wall or Ceiling Mounting – The product should be mounted to a wall or ceiling only as recommended by the manufacturer.
- 25) Heat – The product should be situated away from heat sources such as radiators, heat registers, stoves, or other products (including amplifiers) that produce heat.





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## TROUBLESHOOTING

### Can't hear a person speaking?

First, verify that the MASTER beltpack is ON and within range of each of the REMOTE beltpacks. Second, increase headset volume using the headset volume knob on the top of the beltpack. In extremely loud environments, you will need to use the dual ear muff headset with noise cancelling properties. If you still can't hear, your batteries may be dead. Also, verify each beltpack is on the same channel.

### Microphone not picking up your voice?

First, adjust the microphone sensitivity setting on the top of the beltpack by turning the blue button incrementally until you reach desired sensitivity level. Move the microphone closer to your mouth and speak up clearly. For example, some people speak softer than others and need a more sensitive microphone level.

### Background noise transmitting across system?

Reduce the microphone sensitivity setting by turning the blue button until you reach the desired level.

### Transmission is weak?

Your rechargeable batteries may be running low. If batteries are weak, the green LED on the top panel will flash. Your beltpack batteries need to be recharged. If you need to keep working, you can use disposable alkaline batteries.

### Proper intercom usage

Up to 4 people may talk at once. Use proper intercom etiquette – don't "talk over" others while they are speaking. Also, position the microphone to pick up a minimum of breath noise.

## Anchor Audio Warranty

Anchor Audio products are warranted to be free from defects in materials and workmanship for the period of SIX (6) YEARS from the date of original purchase unless listed below, which are warranted for a period of TWO (2) YEARS:

- All wired and wireless microphones, beltpack transmitters, base station transmitters, base station receivers, and hands-free microphones
- Rechargeable batteries
- All woodworking
- CouncilMAN microphones and bases
- PortaCom and ProLink 500 systems in their entirety
- Assistive Listening systems in their entirety
- Accessories, cables, cases, and covers

Warranties are subject to the following conditions:

- Product must have been purchased from an authorized Anchor Audio Dealer
- Anchor Audio must perform or authorize all warranty services or warranty is void
- Warranty is void when equipment is subjected to negligent use, connection to improper power sources, misuse, and operation beyond specifications and limits
- Warranty shall not apply to exterior finish, AC power cords, bulbs, or any other failings due to normal wear
- Warranty is void when equipment is subjected to adverse temperature, humidity, moisture, or any condition not considered normal environmental conditions
- Products out of warranty cannot be repaired by Anchor Audio

To locate an authorized dealer near you, please contact sales@anchoraudio.com. Please contact Technical Support at www.anchoraudio.com/technical-support-form.html to with any questions, to begin the Return Authorization process, or to verify your warranty period.

## PROLINK 500 TECHNICAL SPECIFICATIONS

ProLink Beltpack (BP-500)	
RF Frequency Range	902-928MHz
Modulation	FSK
Range (line of sight)	Duplex 500' / 75 m
Antenna	1/2 - wavelength dipole
Power Supply	9VDC, 1.2ADC
Battery Life	10 - 12 hours
Weight	15oz. / 0.42kg (with batteries)
Dimensions	4.5 "x 6.25" x 3.75" (114.3 x 158.75 x 95.25 mm)

Single-Ear (H-2000S & Dual-Ear Headphones H-2000)	
Drivers	Dynamic, 40mm
Impedance	300Ω +/- 15%
Frequency Response	20Hz - 20kHz
SPL	91dB +/- 3dB
Rated Power	> 40mW
Distortion	< 5%
Microphone	Dynamic, Uni-directional, Low impedance
Mic Sensitivity	Referenced to 0dB=1V/μbar, 1kHz Min -85 dB / Typical -83 dB /
Max -81 dB	
Frequency Response	200Hz-12kHz
Connector Plug	4-pin XLR, female
Weight	Single: 13 oz. / 0.37 kg Dual: 16 oz. / 0.45 kg

FCC ID: J8ZBP-500



(Specifications Subject to Change Without Notice)

## ANCHOR AUDIO CUSTOMER SERVICE

# 800.262.4671

FOR ADDITIONAL INFORMATION  
visit [www.anchoraudio.com](http://www.anchoraudio.com)

Warning: Changes or modifications not expressly approved by Anchor Audio, Inc. could void the user's authority to operate this device. Only use the provided belt-clip.