3M™ Drive-Thru Systems Model G5 and Model XT-1

Digital clarity, proven reliability

Operating Instructions

3M

3M Commercial Solutions Division
3M™ Drive-Thru Systems Model G5 and Model XT-1

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Overview

Safety Information

Safety Rules

Read, understand, and follow all safety information contained in these instructions prior to installation & operation of the 3M™ Wireless Communication System Model XT-1 and the 3M™ Drive Thru Headset G5. Failure to follow all instructions listed could result in electrical shock, fire and/or other personal injury. Retain these instructions for future reference.

Intended Use

The 3M™ Wireless Communication System Model XT-1 and the 3M™ Drive Thru Headset G5 are intended for use to provide 2-way radio-frequency audio communication in quick service drive-through restaurants and convenience stores.

The system must be installed as specified in the 3M™ Wireless Communication System Model XT-1 Installation Instructions and operated as specified in 3M™ Wireless Communication System Model XT-1 Operating Instructions in quick service drive-through restaurants and convenience stores. It has not been evaluated for other uses or locations.

Signal Words

Explanation of Signal Word Consequences	
⚠ WARNING:	**Indicates a potentially hazardous situation, which, if not avoided, could result in death or serious injury and/or property damage.**
⚠ CAUTION:	**Indicates a potentially hazardous situation which, if not avoided, could result in minor or moderate injury and/or property damage.**
NOTICE:	**Indicates a potentially hazardous situation, which, if not avoided, may result in property damage.**

System Warnings

⚠ WARNING
To reduce the risks associated with hazardous voltage:
• Disconnect power to the receptacle before installing or removing the Base Station Power Supply. When removing receptacle cover screw, cover may fall across plug pins or receptacle may become displaced. Use only with duplex receptacle having center screw. Secure unit in place by receptacle cover screw.
• If power supply is supplied with a grounding pin, connect directly to a grounding receptacle – 3 prong.
• Do not use the XT-1 Base Station or the XT-1 Headset or the G5 Battery Charger if the power supply cord or enclosure is damaged.

- Use the power supply indoors and in dry locations only.

To reduce the risks associated fire, explosion & property damage:

- Do not open, crush, or expose to heat above 55 °C/130 °F. For additional charging and use instruction refer to operators manual
- The battery used in this device may present a risk of fire or chemical burn if mistreated. Do not disassemble, heat above 55 C/130 F, or incinerate. Replace model XT-1 battery with Lithium-Ion battery 3M 78- 6911-4721-5 only. Replace model G5 battery with Lithium-Ion battery 3M 78-8117-4656-5 only. Use of another battery may present a risk of fire or explosion. Keep away from children. Do not disassemble and do not dispose of in fire.
- Always replace batteries, battery chargers and power supplies with 3M approved units acceptable for use in this system to avoid system function & safety concerns.
- Do not modify this 3M™ Wireless Communication System Model XT-1, or 3M™ Drive Thru Headset G5. Install only 3M provided components. Use only 3M approved system replacement parts.

⚠ **CAUTION**

To reduce the risks associated with environmental contamination due to battery pack & to lead in the solder:

- Dispose of batteries, power supplies, battery charger and base station in accordance with federal, state & local requirements. If preferred, return these components to 3M Service Center for recycle.

Other Conventions

Important Notes and Notes

> **Important Note:**
> It is strongly recommended that you pay attention to information inside of an "Important Note:" box.

> **Note:**
> You may find information inside of a "Note:" box helpful.

FCC and Industry Canada Information

> **Important Note:**
> **FCC RF Exposure Statement:**
>
> 3M™ Wireless Communication System, Model XT-1 and the 3M™ Drive Thru Headset G5 comply with FCC RF radiation exposure limits set forth for an uncontrolled environment when operating based on time-averaged output power with duty cycle not to exceed 7.63% with a separation distance of 25mm. The wireless system must not be co-located or operating in conjunction with any other antenna or transmitter.
>
> The XT-1 Base Station complies with FCC RF radiation exposure limits. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body. This includes any external antenna. For any external antenna that is used with the XT-1 Base Station, the minimum length of RF cable required is 75 feet.

The use of accessories not approved by 3M Company, including but not limited to batteries, antennas, wall adapters, chargers, ear pads and foam tips and convertible covers, may cause your headset to malfunction or in the case of unapproved electrical accessories may cause the devise to exceed RF energy exposure guidelines.

FCC Note:

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Canada Note: CAN ICES-3 A/NMB-3 A

This device complies with part 15 of the FCC Rules and with Industry Canada license-exempt standard RSS-210 as of the date printed. Operation is subject to the following two conditions: (1) this device may cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme avec la norme RSS-210 d'Industrie Canada exempte de licence à compter de la date imprimée. Son fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil peut causer des interférences, et (2) cet appareil doit accepter toute interférence, y compris celles pouvant provoquer un fonctionnement indésirable de l'appareil.

FCC and IC Identifiers:

XT-1 Headset:

FCC ID: DGFBCSDXT1H
IC: 458A-BCSDXT1H

XT-1 Base Station:

FCCID: DGFBCSDXT1B
IC: 458A-BCSDXT1B

3M™ Drive Thru Headset G5:

FCCID: DGFBCSDG5H1
IC: 458A-BCSDG5H1

Note:
Modifications to this device shall not be made without the written consent of 3M Company. Unauthorized modifications may void the authority granted under Federal Communication Rules and Industry Canada Rules permitting the operation of this device.

Configuration

Enter Configuration Mode

Configuration mode is a passcode-protected area that contains most of the configuration options for the base station system. Using the access provided for users it is possible to set up all of the functionality of the system.

For basestations with software version 4.0 or 5.12 and higher.
To enter the configuration mode:

- From the Run mode menu, press **Mode**.
- Enter your user passcode.
- Press **Mode** again. The display will show the user name and ID number (e.g., `User1 ID = 1`)

For basestations with software version 2.29 or 3.14 or 3.42.
To enter the configuration mode:

- From the Run mode menu, press and hold **Mode**.
- While continuing to hold **Mode**, enter your user passcode.
- Release **Mode**. The display will show the user name and ID number (e.g., `User1 ID = 1`)

Notes:
The default user password is 1234.

There are two levels of passcode: installers and users. Using a user's passcode permits you into the entire system menu.

Navigating the Base Station Display

Once you are in the configuration mode, you can use the buttons on the base station display to update all configuration parameters.

Interpreting Display Information

Depending upon what you are doing, or what you can do, text on the display screen is handled according to the following conventions:

`Static or Informational`	Static, informational, or non-editable text has no markings on it.
`<Editable, not selected>`	Editable items that are not currently-selected appear inside of outwardly-pointing pointers.
`>Editable, Selected<`	Editable items that are currently-selected appear inside if inwardly-pointing pointers.
→ `Editable, in Edit Mode` ←	Editable items that are currently being edited have arrows pointing inwardly.
`[Variable, not Editable]`	Variable items that cannot be edited appear inside of square brackets. In some cases the item is editable, but only from a different location in the menu.
`{ information }`	An on-screen explanation of a key point or reminder appears within curved brackets.

Buttons

Following is a brief description of the buttons on the display and their functions.

Directional arrow (►◄▼▲) buttons	You can use these buttons to scroll around when navigating the menus. When you are editing information, the up and right arrows scroll "up" (increment) and the down and left arrows scroll "down" (decrement) list of values.
Number/letter (**0** – **9**) buttons	You can use these buttons to specify exact numbers or letters in fields that permit them. Each time you press button, the result changes to the next available number or letter. For instance, pressing the 7 button three times creates a letter "t" (7-s-t). See **Service** button below for creating upper-case letters.

Mode (Exit) button	In run mode, you must press and hold **Mode** while entering your passcode to enter user or installation service.
	In user and installation service modes, use the **Mode** button to exit from a current field that you are editing without saving any changes or to go upward (backward) in the configuration menus.
Enter (Select) buttons (both buttons perform the exact same functions)	Use the **Enter** button to execute the current selection:
	Pressing **Enter** on a menu opens the menu and shows you its submenu items.
	Pressing **Enter** on an editable field switches you to edit mode so you can change the value in the field using the arrows and number/letter buttons where applicable.
	Pressing **Enter** while in edit mode saves the changes you have made and exits edit mode.
Service (Shift) button	Use the **Service** button to access upper-case letters or to initiate a service call to 3M or as a confirmation in some items.
	Pressing and holding the **Service** button while editing a field that permits alphabet letter entry (e.g., store address) shifts the letter to upper case.
	In run mode, press and hold the **Service** button, then enter your passcode to initiate an internet request for help from 3M. A 3M representative will call your store telephone number shortly after you initiate the request. Your base station must be connected to the internet for this function to work. If you press the **Service** button and do not enter a passcode, the base station will go to a Service screen used for installation and troubleshooting.

The directional arrows can be used for scrolling from one menu item to another or to scroll through available choices when editing fields.

Configuring with a Computer

All of the procedures in this chapter assume that you are using the display to configure your base station(s). However, the base station can function as a web server, which means it can be configured using a PC. The web-server functionality is disabled on a new base station, so it must be enabled and configured on site.

To set up web-server functionality:

- Connect the base station:

- **Peer-to-Peer** – a direct connection between the base station and the PC using a crossover cable
- **Private network** – a connection between the base station and a router, switch or hub using an Ethernet cable. The PC is somewhere on the same network.
- Enter the configuration mode, see page 11.
- Select `16 Network Setup`.
- Change the values for `IP address`, `subnet mask`, `default gateway`, `E-mail server`, and `Your E-Mail Address Suffix` according to the table below.
- Cycle the power to the base station.
- Enter the configuration mode.
- Select `16 Network Setup`.
- Change the values for `web server enabled` and `email enabled` to `Yes`.
- Cycle the power to the base station.

Setting		If Peer-to-Peer	If Private Network
IP Address	Base Station	192.168.99.2	192.168.0.110 (or another unused address in the same address space as the DHCP address)
	PC	192.168.99.1	DHCP
Subnet mask	Base Station	255.255.255.0	255.255.255.0
	PC	255.255.255.0	No requirement
Default gateway	Base Station	192.168.99.1	192.168.0.1 (or the switch, router, or hub address)
	PC	Leave blank	192.168.0.1 (or the switch, router, or hub address)
E-mail server: 192.28.32.161			
Your E-mail address suffix: mmm.com			

Logging into the Base Station with a PC

Once the base station is connected and configured you can log into it from any other computer on the network and operate the station as you would from the local interface.

To log into the base station:

- Using a web browser, type in the IP address of the base station in the browser's Address bar, then press **Enter**.
- Type in your user name and password, then press **Enter**.
  - The default user name is "User1"; the default password is "1234".
  - Do NOT type the space between User and the user number (e.g., type "User5" instead of "User 5").
  - If the password has been changed, you can log in using the base station to find out what it is (`13 Change Passcodes` > `Change User Passcodes`, then look at the current code).

Change Basic Volume Settings

> **Note:**
> All volume settings should be adjusted during normal or peak business hours. Adjusting them during slow times will likely produce volume settings that are too low.

> **Note:**
> Inbound and outbound are always defined from the perspective of the headset.

Inbound Microphone Volume

Changing the inbound microphone volume affects the sound volume coming from the customer order point microphone.

To turn up or down the inbound microphone:

- Enter the configuration mode, see page 11.
- Select a new value for `01 Drivethru Volume` > `Inbound Mic Volume`. The range is 0 (silent) to 20 (maximum).

Outbound Talk Volume

Changing the outbound talk volume affects the volume of the speaker at the customer order point.

> **Note:**
> To avoid feedback, set the outbound talk volume as low as possible.

To change the outbound talk volume:

- Enter the configuration mode, see page 11.
- Select a new value for `01 Drivethru Volume` > `Outbound Talk Volume`. The range is 0 (silent) to 20 (maximum).

Vehicle Alert Volume

Changing the vehicle alert volume affects the volume of the vehicle alert signal on the headsets.

To change the vehicle alert volume:

- Enter the configuration mode, see page 11.
- Select a new value for `01 Drivethru Volume` > `Vehicle Alert Volume`. The range is 0 (silent) to 20 (maximum).

Outbound Greeter Message Volume

Changing the outbound greeter message volume affects the sound volume of the custom greeting messages and the system internal greetings ("Store Closed" and "Pull Forward").

To turn up or down the greeter message volume:

- Enter the configuration mode, see page 11.
- Select a new value for `01 Drivethru Volume` > `Greeter Message Volume`. The range is 0 (silent) to 20 (maximum).

Change the Monitor Volume

The monitor is an additional speaker that can be used to monitor drive thru communication without a headset, typically in the kitchen. If the monitor has a volume control built into it, you can use it to control the overall volume level of the speaker. To be more specific about which elements you want to control, follow the instructions in the following sections.

Inbound Listen

Changing the inbound listen volume affects how loudly the monitor plays the inbound (customer order point) communication. You can also disable the monitor playing inbound sounds.

To change the inbound listen monitoring settings:

- Enter the configuration mode, see page 11.
- Select `02 Monitor Volume`.
- To enable or disable the monitor playing the inbound sounds, change the value for `Inbound Listen: Enable` to `ON` or `OFF`.
- To change the volume level, select a new value for `Inbound Listen: Volume`. The range is 0 (silent) to 20 (maximum).

Outbound Talk

Changing the outbound talk volume affects how loudly the monitor plays the outbound (order taker) communication. You can also disable the monitor playing outbound talk.

> **Note:**
> To avoid feedback and echo, set the outbound talk volume as low as possible.

To change the outbound talk monitoring settings:

- Enter the configuration mode, see page 11.
- Select `02 Monitor Volume`.
- To enable or disable the monitor playing the outbound talk, change the value for `Outbound Talk: Enable` to `ON` or `OFF`.
- To change the volume level, select a new value for `Outbound Talk: Volume`. The range is 0 (silent) to 20 (maximum).

Vehicle Present

Changing the vehicle present volume affects how loudly the monitor plays the vehicle present tone. You can also disable the monitor playing the vehicle present tone.

To change the vehicle present monitoring settings:

- Enter the configuration mode, see page 11.
- Select `02 Monitor Volume`.
- To enable or disable the monitor playing the vehicle present tone, change the value for `Vehicle Present: Enable` to `ON` or `OFF`.
- To change the volume level, select a new value for `Vehicle Present: Volume`. The range is 0 (silent) to 20 (maximum).

Vehicle Approach

Some sites are equipped with a vehicle approach detector, which alerts you when a vehicle enters the parking lot or drive through approach lane. If your site is equipped with the detector, you can change the volume at which the tone is played on the monitor. Also, if you do not wish to hear the tone, you can disable it.

To change the vehicle approach monitoring settings:

- Enter the configuration mode, see page 11.
- Select 02 Monitor Volume.
- To enable or disable the monitor from playing the vehicle approach tone, change the value for Vehicle Approach: Enable to ON or OFF.
- To change the volume level, select a new value for Vehicle Approach: Volume. The range is 0 (silent) to 20 (maximum).

Page Messages

Paging is headset-to-headset communications. Changing the page message volume affects how loudly the monitor plays internal paging messages. You can also disable the monitor playing internal paging messages.

> **Note:**
> To avoid feedback and echo, set the volume as low as possible.

To change the page message volume monitoring settings:

- Enter the user service mode, see page 11.
- Select 02 Monitor Volume.
- To enable or disable the monitor playing internal paging messages, change the value for PAGE Messages: Enable to ON or OFF.
- To change the volume level, select a new value for PAGE Messages: Volume. The range is 0 (silent) to 20 (maximum).

Greeter Messages

Changing the greeter message volume affects how loudly the monitor plays the greeter messages. You can also disable the monitor playing the greeter messages.

To change the greeter message volume monitoring settings:

- Enter the configuration mode, see page 11.
- Select 02 Monitor Volume.
- To enable or disable the monitor playing greeter messages, change the value for Greeter Messages: Enable to ON or OFF.
- To change the volume level, select a new value for Greeter Messages: Volume. The range is 0 (silent) to 20 (maximum).

Change the Night Volume

You can assign a standard reduction in the volume level of the customer order point speaker for night hours when lower volume is typically required. With the night volume set, the system automatically adjusts the volume during night hours, then back to normal during the day.

To change the night volume setting:

- Enter the configuration mode, see page 11.
- Select a new value for `03 Night Volume` > `Reduce DriveThru Volume At Night By`. The range is 0 to the current day volume level.

Notes:

Night Volume is never higher than Day Volume.

Night volume reduction is a subtracted value, not the resulting level; therefore, if it is the same as the day volume level, the speaker will turn off at night.

You cannot change the day outbound talk volume on this screen, only the reduction amount identified above.

Registering Headsets

Each headset must be registered to a base station before it can be used.

XT-1 headsets have a single serial number. This number is imprinted on the headset.
G5 headsets have 2 serial numbers - one for the G5 Control Pod and the other for the G5 Carrier. The G5 Control Pod serial number is the primary tracking number for the G5 headset and this is the serial number that gets registered on the base station. Once registered, it should not need to be registered again unless it is intentionally removed.

Add Headsets

The procedure below applies to both G5 and XT-1 headsets. Each headset has a unique serial number. This number is broadcast to the base station whenever the headset signs on.

Notes:

One headset should not be registered to more than one active basestation at any given site, whether or not the bases are interconnected.

In dual-lane installations, all headsets are registered to Base #1.

To register a headset:

- Enter the base station configuration mode, see page 11.
- Select `04 Registration` > `1 Add New Headsets`.
- Power on the headset when prompted.
  Or in the case of a G5 headset, insert he battery to automatically power on the headset.
- Wait up to two minutes for `{Headset xxxxxxx Has Been Registered!}` to appear at the bottom of the display.
- Repeat the steps above for additional headsets.
- Press **Mode** when finished.

Remove Headsets

Perform the following steps to un-register a lost, destroyed, or otherwise removed headset from the system, including a headset that is sent back to 3M for repair. The headset would have to be registered again at a later date.

- Enter the base station configuration mode, see page 11.
- Select `04 Registration` > `2 Remove Headsets`.
- Scroll to the number of the headset you want to un-register.
- Press **Enter**.

> **Note:**
> If you do not know or have access to the number of the headset to be un-registered, identify the headsets that you want to remain in service and un-register any that remain on the list.

List All Headsets

To see a list of the registered headsets:

- Enter the base station configuration mode, see page 11.
- Select `04 Registration` > `3 List All Headsets`.

Resetting Inactive Days

For any headset, you can manually reset its number of inactive days to zero (see "Change Self Monitoring" on page 27 for information about the inactive days timer.

To reset the inactive days:

- Enter the base station configuration mode, see page 11.
- Navigate to `08 Headset Setup` > `Currently Editing Headset`.
- Press ◄ or ► if necessary to scroll to the headset ID number for the headset you want to reset.
- Select `<CLEAR>`.

Checking Headset Software Revision

To check the software revision number for a headset:

- Enter the base station configuration mode, see page 11.
- Navigate to `08 Headset Setup` > `Currently Editing Headset`.
- Press ◄ or ► if necessary to scroll through the headsets. The software version appears below the headset ID number.

Change Noise Reduction Level

There are several ways to improve the sound quality at the headset using the following settings.

Inbound Microphone Noise Reduction Level

The inbound microphone noise reduction level setting reduces background noise to make it easier to hear speech at the customer order point.

Perform the following steps to increase or decrease the noise reduction level.

- Enter the base station configuration mode, see page 11.

- Make a new selection for `05 Noise Reduction` > `Inbound Mic Noise Reduction Level`. Options are `Off`, `Min`, `Low`, `Med`, `Hi`, and `Max`. You may need to experiment for a setting that works best for your ambient noise environment.

Acoustic Echo Canceller

Perform the following procedure if there is a delayed repetition (echo) of the outbound sound:

- Enter the base station configuration mode, see page 11.
- Make a new selection for `05 Noise Reduction` > `Acoustic Echo Canceller`. Options are `Min`, `Low`, `Med`, and `Max`. You may need to experiment for a setting that works best for your ambient noise environment and staff.

Set System Date and Time

Perform the following procedure to set the system time and date.

- Enter the base station configuration mode, see page 11.
- Change the date and time values for `06 Set Time & Date` in the `Time` and `Date` fields as required. Use the arrows to scroll from one field to the next and type new values over the existing data in the formats shown in parentheses:
  - `HH` = Hours (01 to 24, e.g., 6:00 pm is 18)
  - `MM` = Minutes (01 to 60)
  - `SS` = Seconds (01 to 60)
  - `MMM` = Month (Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, or Dec)
  - `DD` = day (01 to 31)
  - `Year` = Last two digits of the year (00 to 99, `20` is fixed and cannot be changed)

Change Global Settings

Global settings are an assortment of options that you must choose based upon the basic configuration of your system.

Text and Audio Prompts Language

You can choose between English, Spanish, German, and French language for all text and audio prompts, which is essentially all of the factory prerecorded information coming from the base station and all of the printed text on the display.

> **Note:**
> Changing the text and audio prompt language will also change the language of the headset messages.

Perform the following procedure to change the text and audio prompts:

- Enter the base station configuration mode, see page 11.
- Change the value for `07 Global Settings` > `Text & Audio Prompts Language` to `English`, `Español`, `Deutsch`, or `Francais`.

Drive Thru Audio Duplex Mode

The system can function using half duplex or full duplex modes. Choosing between the two modes is based upon the desired operation.

> **Note:**
> In half duplex installations, all latching order taking modes and hands free mode are disabled.

Perform the following procedure to change the drive through audio mode:

- Enter the base station configuration mode, see page 11.
- Change the value for `07 Global Settings` > `DriveThru Audio Duplex Mode` to `Full` or `Half`.
  - In *half-duplex* systems, when the order taker is speaking, it is impossible to hear any speech coming from the customer order point.
  - In *full-duplex* systems, the order taker can speak and hear speech coming from the customer order point at the same time.

Page Channel Heard by Order Taker

You can enable or disable the order taker from being able to hear any paging while speaking to a customer over the customer order point. This may prevent interference with the order taking process.

Perform the following procedure to enable or disable the order taker hearing pages while talking:

- Enter the base station configuration mode, see page 11.
- `Select 07 Global Settings`.
- To enable or disable the monitor playing the outbound talk, change the value for `PAGE Channel Heard by Order Taker:` to `NO` or `YES`.

Number of Base Stations at this Site

When there are two base stations used together (tandem, dual, or side-by-side drive thrus) they must be configured to work together.

Perform the following procedure to enable the two stations to work together:

On the base first station:

- Enter the base station configuration mode, see page 11.
- Change the value for `07 Global Settings` > `Number of BaseStations at This Site` to `2`.
- Press **Enter** to implement the change.
- On the first base station, stations, change the value for `07 Global Settings` > `Lane Number of This Base Station` to `1`.

On the second base station:

- Enter the base station configuration mode, see page 11.
- Change the value for `07 Global Settings` > `Number of Base Stations at This Site` to `2`.
- Press **Enter** to implement the change.
- On the second base station, stations, change the value for `07 Global Settings` > `Lane Number of This Base Station` to `2`.

Store is Now Closed Prompt

Perform the following procedure to enable or disable the automatic store closed prompt to let customers know in your absence that the store is closed:

> **Note:**
> Make sure that you disable the automatic store closed prompt in stores that are open 24 hours.

- I. Enter the base station configuration mode, see page 11.
- Change the value for `07 Global Settings` > `"Store is Now Closed" Prompt?` to `Yes` or `No`.

Pull Ahead Prompt

You can let customers know to pull ahead when they are at order point #2 in a tandem drive thru when it is out-of-service.
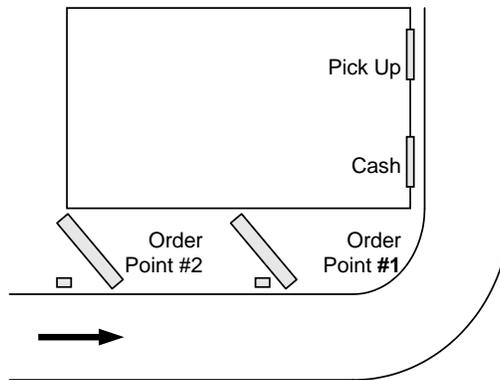

Figure 1

Perform the following procedure on Base #2 to enable or disable the automatic pull ahead for Order Point #2:

- Enter the base station user service mode, see page 11.
- Change the value for `07 Global Settings` > `"Pull Ahead" Prompt (Tandem Only)?` to `Yes` or `No`.

Customer Order Point Prompt Language

Perform the following procedure to select the language(s) of the store closed and pull ahead prompts. The prompts can be spoken in English, Spanish, French, German, or repeated in multiple languages:

- Enter the base station configuration mode, see page 11.
- Change the value for `07 Global Settings` > `Order Point Prompts in English?` to `Yes` or `No`.
- Press **Enter** to implement the change or press **Mode** to abandon the change and leave the option at its previous setting.
- Change the value for `07 Global Settings` > `Order Point Prompts in Spanish?` to `Yes` or `No`.
- Press **Enter** to implement the change or press **Mode** to abandon the change and leave the option at its previous setting.
- Change the value for `07 Global Settings` > `Order Point Prompts in French?` to `Yes` or `No`.

- Press **Enter** to implement the change or press **Mode** to abandon the change and leave the option at its previous setting.
- Change the value for `07 Global Settings` > `Order Point Prompts in German?` to `Yes` or `No`.

Order Point TALK with No Vehicle

Perform the following procedure to permit or prevent the order taker to talk to the order point when no vehicle is detected.

- Enter the base station user service mode, see page 11.
- Change the value for `07 Global Settings` > `Order Point TALK With No Vehicle?` to `Yes` or `No`.

Order Takers and Page Messages in Cross Lane Mode

In systems with two customer order points, in cross lane mode, you must specify the number of order takers you will be using to make sure that non-order takers can hear orders being taken on one or both lanes. Similarly, you must specify whether you want page messages to be heard by all headsets or only within each lane.

Perform the following procedure to specify the number of order takers in cross lane mode.

- Enter the base station configuration mode, see page 11.
- Change the value for `07 Global Settings` > `Order Takers in CROSS Lane Mode?` to `1` or `2`.
  - If you select 1, non-order takers will hear the orders from lanes 1 and 2.
  - If you select 2, non-order takers will hear only the orders on the lane for which the headset is configured.

Perform the following procedure to enable or disable paging to be heard by operators on both lanes.

- Enter the base station configuration mode, see page 11.
- Change the value for `07 Global Settings` > `PAGE Messages Can Cross Lanes?` to `YES` or `NO`.

Detector Type

Because there are two basic types of vehicle detector, pulse and presence, you must specify which type you have in the base station.

- Enter the base station configuration mode, see page 11.
- Change the value for `07 Global Settings` > `Vehicle Detector#1` to `Presence` or `Pulse`.

> **Note:**
> Vehicle detector#1 is always the order point.

- For presence type detectors, specify a value for `Vehicle Detector #X Minimum (Seconds)`. Setting a higher number will increase the customer's wait time, but decrease false detections that could be caused by cars driving over the detector without stopping.

> **Notes:**
> When the pulse setting is used, each call must be ended by pressing the page button on the headset.
>
> If you are using a vehicle detector board, the presence or pulse setting should match the dip switch setting on the board.
>
> If the vehicle detector is set to delay (via its own dip switches) and you set a delay in the base station, the delays are additive: you could end up with a longer than expected total delay.

Kitchen Noise Reduction

Activating this option reduces the amount of background kitchen noise picked up by the order takers headset microphone and transmitted to the order point speaker.

Perform the following procedure to enable or disable Kitchen Noise Reduction.

- Enter the base station configuration mode, see page 11.
- Change the value for `07 Global Settings` > `Kitchen Noise Reduction` to `DYNAMIC` or `OFF`.

> **Important Notes:**
> By default, the Kitchen Noise Reduction is set to DYNAMIC.
> For this feature to function, all "signed-on" headsets must be of version 5.12 or later.
> If even one headset of an older version signs on, the:
> > feature will automatically be disabled despite it's value remaining set as DYNAMIC
> > base station emits 3 audible chirps and
> > Run Screen will display a message
> > > "`Headset <XXXXXXX> allows kitchen noise`".

In the event the Kitchen Noise Reduction feature has been disabled due to a headset with an older version of software having signed on, use the base station's menu to identify and remove the offending headset(s) before restarting the base station, in order to restore the feature.

1. Identify and write down the serial number of the headset or headsets that have a software version 5.12 and lower by performing the following steps

   - Enter the base station configuration mode, see page 11.
   - Navigate to `08 Headset Setup` > `Currently Editing Headset`.
     - Press ◄ or ► if necessary to scroll through the headsets. The software version appears below the headset ID number.

2. Unregister the headset(s) identified above by performing the following steps

   - Enter the base station configuration mode, see page 11.
   - Select `04 Registration` > `2 Remove Headsets`.
   - Scroll to the number of the headset you want to un-register.
   - Press **Enter**.

3. Rebooting the base station will now restore the Kitchen Noise Reduction feature.

Haptics "Vibration" Alerts and Blue LED Alerts on Headsets

These options allow you to enable the G5 headset to
- Gently vibrate and/or
- Flash a Blue LED (at the tip of the mic boom)
when a vehicle is detected at the Order Point
These options are, by default, set to YES.

This option only applies to G5 headsets.
If you currently have no G5 headsets and only XT-1 headsets, then enabling or disabling this option will not affect the normal functioning of the XT-1 headset.

Important Notes:
G5 Headsets are backward compatible with Basestation software versions 5.12 and lower, however, the Blue LED Alert and Haptics "Vibration" feature will not be available on these basestation software versions.
The Blue LED Alert and Haptics "Vibration" Alerts are only available in Basestation software 6.x or greater.
In order to have this feature, you will need to conduct a Basestation software upgrade for which you will need to purchase the following kit:
XT-1 Basestation Software Update Kit XT-1   78-6911-4957-5
The Software upgrade kit consists of :
   - An installation CD (including the Install program , basestation software files, and manuals) and the
   - USB cable.

Haptics "Vibration" Alerts on Headsets

Perform the following procedure to enable or disable the Haptics "Vibration" Alerts on the Headset upon a vehicle detect at the Order Point

- Enter the base station configuration mode, see page 11.
- Change the value for `07 Global Settings` > `Vibe Alerts on Headsets` to `YES` or `NO`.

Blue LED Alerts on Headsets

Perform the following procedure to enable or disable the Blue LED Alerts on the Headset upon a vehicle detect at the Order Point

- Enter the base station configuration mode, see page 11.
- Change the value for `07 Global Settings` > `Blue LED Alerts on Headsets` to `YES` or `NO`.

Order Taking Modes Setup

Perform the following procedure to enable or disable some of the seven different order taking modes from appearing on the Run Menu:

- Enter the base station configuration mode, see page 11.
- Navigate to `09 O.T.  Modes Setup`.
- Change the value for each of the following options to `Yes` or `No`:
  - `Manual Listen/Push To Talk`
  - `Manual Listen/Manual Latching Talk`
  - `Auto Listen/Push To Talk`

- `Auto Listen/Manual Latching Talk`
- `Hands Free`
- `Outside`
- `Always On (Bypass Vehicle Detector)`
  (Press ▲ or ▼ to scroll up and down the list)

> **Notes:**
> Order taking modes are described in the Operation section.
>
> 3M recommends you do not set up more than three order taking modes.

Change Site Scheduling

The site schedule is the calendar of store open and closing times.

> **Note:**
> All timekeeping is done using a 24 hour clock (e.g., 6:00 p.m. appears as 18:00).

Regular Site Schedule

The regular site schedule is the opening and closing times for each day of the week and the times assigned as "Day" and "Night," which determine when the day and night volume settings change.

Perform the following procedure to set the regular site schedule:

- Enter the base station configuration mode, see page 11.
- Navigate to `10 Site Scheduling` > `Regular Site Schedule`.
- Change the value for each day of the week and each of the four defined fields (`Open`, `Day`, `Night`, and `Close`).
  (Press ▲, ▼, ◄, and ► to scroll up and down the list).

> **Note:**
> The greeter will not play messages while the store is closed, except for the (built-in or custom) store closed message.

Holiday/Exception Schedule

The holiday/exception schedule can be used to identify up to 12 days in the year on which the store schedule is different than it would have been otherwise. The holiday/exception schedule should be updated at least once a year to ensure it conforms to the current year's calendar.

Perform the following procedure to set the holiday/exception schedule:

- Enter the base station configuration mode, see page 11.
- Navigate to `10 Site Scheduling`.> `Holiday/Exception Schedule`.
- For each day that needs a non-typical schedule, enter the three-letter month and two digit date under Date, then change the open and close times on the line to the right of the date.
  (Press ▲, ▼, ◄, and ► to scroll through the fields.)

Change Site Information

Site information is useful for warranty registration and to support service calls. This information is most useful when the system has an internet connection. Tech Services can use it to identify and contact the store when it receives a service request. All information is entered free-format using the numeric keypad. To type upper case letters, use the Shift key.

Perform the following procedure to change the site information:

- Enter the base station configuration mode, see page 11.
- Navigate to `11 Site Information`.
- For each field that needs to be modified, enter the appropriate data. (Press ▲, ▼, ◀, and ▶ to scroll through the fields.)

Change Self Monitoring

Self-monitoring is a function available for all systems where the base station is continuously connected to a store Ethernet connection. The base station keeps track of all of the headsets in the system, looking for periods of extended non-use that may indicate a headset problem that needs attention.

Perform the following procedure to enable and configure self monitoring:

- Enter the configuration mode, see page 11.
- Select `12 Self Monitoring`.
- To enable or disable self monitoring, change the value for `Self Monitoring Enabled?` to `Yes` or `No`.
- If self monitoring is enabled:
    - Select a value for `Number of Inactive Days Allowed`. The range is 7 to 255. The number represents how many days of inactivity must pass for any given headset before the system interprets the absence as a problem and forwards the information to 3M.
    - Select a value for `Resend Error Reports`. Your choices are `Never`, `Every Day`, `Every Week`, or `Every Month`. This is the frequency that the base station will attempt to resend the error message until the error condition is corrected.

Change Passcodes

User and installer passcodes can be individualized for better security control against unauthorized changes. The system has a default user and a default installer passcode pre-installed. Check your documentation for those passcodes.

User Passcodes

If you enter a user passcode, you have full access to the Change User Passcodes menu. You can change or delete any passcode.

Perform the following procedure to set up and/or change user passcodes:

- Enter the configuration mode, see page 11.
- Select `13 Change Passcodes` > `Change User Passcodes`.
- Identify the user number you want to change, then press ▲, ▼, ◀, and ▶ as necessary to scroll to the desired passcode.
- Enter a new four-digit passcode in place of the old passcode.
- Press **Enter** to implement the change or press **Mode** to abandon the change and leave the passcode at its previous setting.

Two Base Station Setup

In any installation where there are two base stations (tandem, side-by-side, or dual drive thrus), register all headsets to Base Station #1. This ensures that changes to split and cross lane mode and the order taking mode are synchronized between the two base stations. The difference between split lane and cross lane modes in this situation is:

- Split lane mode is intended for a drive thru with two order takers. Each order taker hears beeps only for the lane for which the headset is configured: beeps from the other lane will not be heard.
- Cross lane mode is intended for a drive thru with one order taker who will hear beeps for both lanes on one headset. You can configure the system to permit non-order takers to hear orders and pages from one or both sides. See "Order Takers and Page Messages in Cross Lane Mode," page 23.

Installer Setup

Installer setup is a special group of setup options typically only used by the installer or in case of complete system restoration or backup.

Load Installation Settings

Installation settings are a complete set of configuration data that the installer can save after the initial installation configuration is completed. It is essentially a backup save point in case configuration settings are inadvertently changed in ways that are not easy to identify or correct.

To load the installation settings:

> **Important Note:**
> By performing this procedure you will be erasing the current configuration and reloading the configuration that was last saved, likely when the system was first installed.

- Enter the configuration mode, see page 11.
- Select `14 Installer Setup`.
- Change the value for `Load Installation Settings` to `Yes`.

Save Installation Settings

> **Note:**
> This function is only available to installers.

Perform the following procedure to save the current configuration into permanent memory over the existing installation settings.

> **Important Note:**
> By performing this procedure you will be erasing the existing saved installation settings, making it impossible to revert to the settings that were saved after installation.

- Enter the configuration mode, see page 11.
- Select `14 Installer Setup`.
- Change the value for `Save Installation Settings` to `Yes`.

Technical Service Message

Perform the following procedure to customize the Service Screen message.

- Enter the configuration mode, see page 11.
- Select `14 Installer Setup`.
- Change the value for `Use Custom Tech Service Message?` to `Yes` or `No`.
- If you chose `Yes`, enter the customer message.

Factory Setup (Restore Factory Defaults)

Perform the following procedure to restore all of the configuration settings to the factory default settings. This procedure should be performed only if the current configuration and the saved installation settings are unusable.

> **Important Note:**
> By performing this procedure you will reset the system to the initial configuration, making it impossible to revert to the settings that were saved after installation.

- Enter the configuration mode, see page 11.
- Select `15 Factory Setup`.
- Change the value of `Restore All Factory Settings` to `Yes`.

Create and Load Templates

You can save an entire base station configuration as a file on a PC and use the file as a template for other base stations. You must be using a PC to use templates.

Reboot System

Perform the following procedure to cleanly power down, then power up without unplugging the system:

- Enter the configuration mode, see page 11.
- Select `17 Reboot System`.
- Change the value of `Power Cycle Complete System` to `Yes`.
- Press **Service**.

Check the Revision Levels

Perform the following procedure to view the revision levels and serial numbers of your base station:

- Enter the configuration mode, see page 11.
- Select `18 Revision Levels`.

Activate the Backup Intercom

Many systems include a wired backup intercom system that can be used if the main wireless system cannot be used. If your system has a backup intercom system, perform the following steps to activate it:

- Remove the base station cover.
- Press and latch the two switches named "BACKUP INTERCOM."

Operation

3M™ Drive Thru Headset G5

Overview

This chapter provides instructions for using the 3M™ Drive Thru Headset G5 with a 3M™ Drive-Thru basestation after the system has been installed, configured, and powered on.

Assembling a 3M™ Drive Thru Headset G5

The components that make up a 3M™ Drive Thru Headset G5 are packaged and shipped as individual parts:

- 3M™ Control Pod, G5 (includes a pack of ID Tags)
- 3M™ Carrier, G5 (includes a pack of ID Tags) and
- 3M™ Battery, G5

Use the instructions below to assemble these parts to make a fully functional headset.

Installing ID Tags

In 3M^{TM} drive-thru systems with Reminder and Alert features in V5 release software installed, you can (by installing ID tags on each headset) easily

- Assign and identify headsets to crew members
- Attend to hygiene concerns

Each Control Pod and Carrier shipped has a bag enclosed with 8 different colored tags that can be interchanged by the staff. The Control Pod and Carrier come pre-installed with Black ID Tags. The colors included in the bag are:

Red, Green, Blue, Yellow, Purple, Black, White, Orange

Follow the procedure below to install ID Tags:

- Remove the existing ID Tag from the Control Pod and Carrier as shown below

- Replace this Tag with one of your choice from the bag of ID Tags
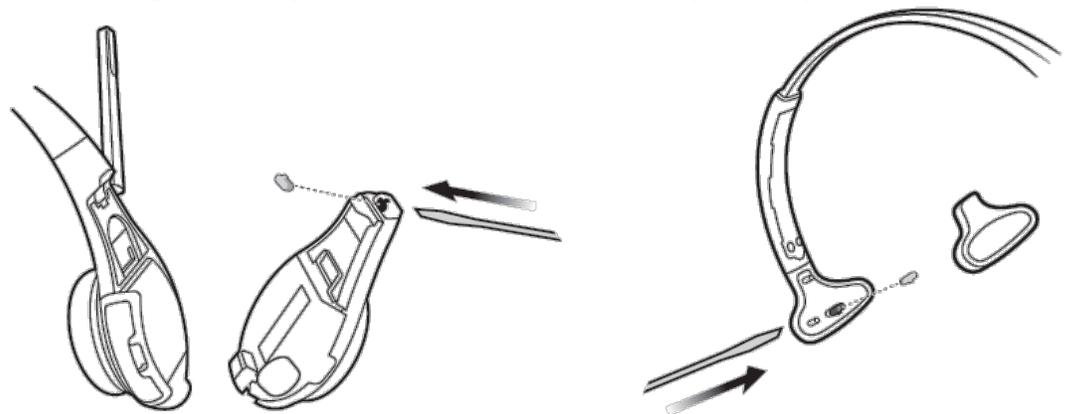
### Assembling the Control Pod and Carrier

Follow the procedure below to assemble the Control Pod and Carrier to form a fully functional headset

- On the opposite side of the Headset Carrier, ensure that the Control Pod Locking Mechanism is in the unlocked position by sliding it all the way to the left. A small flat head screwdriver or other similar tool can be used to slide the locking mechanism if needed. See Figure 1 below.
- Align Charging Contact Block on Control Pod into the Charging Contact Block Receptacle of the Headset Carrier. Once the Charging Contact Block is set into in the Receptacle it will act as hinge or pivot point. See Figure 2
- Gently press the two halves together until they securely snap into place at the top. You may need to apply a slight downward pressure to align the connections appropriately. When the Control pod is connected to Carrier you will hear a slight click sound. See Figure 3
- Slide locking mechanism on opposite side of carrier to the locked position. See Figure 1.
- Insert battery into the now assembled headset. See Figure 4.
- LED indicator lights on the Headset should start blinking (refer to component Identification and Description section below). The headset is now ready for registrations to a base station.

Figure 1
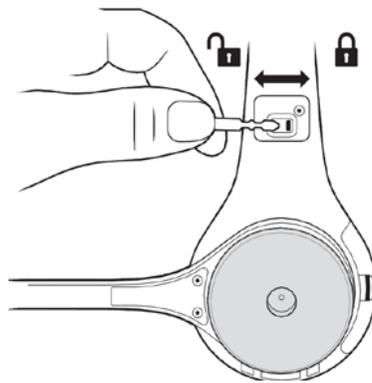
Figure 2
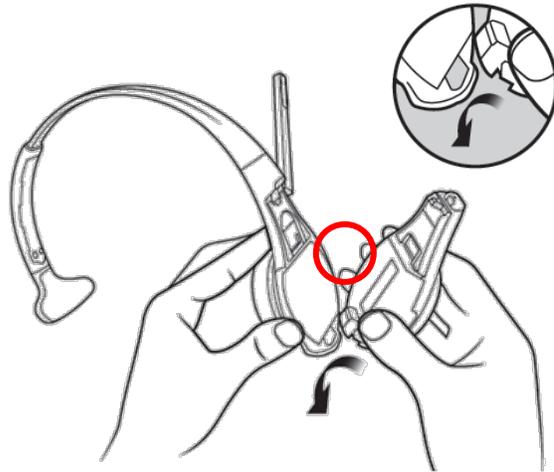
Figure 3
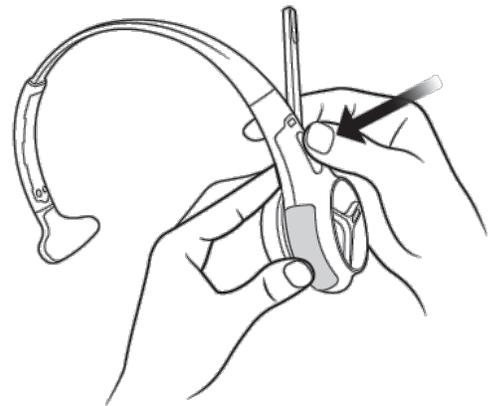
Figure 4
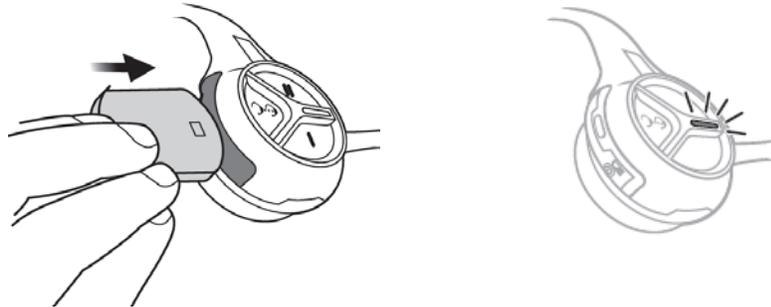
Component Identification and Description
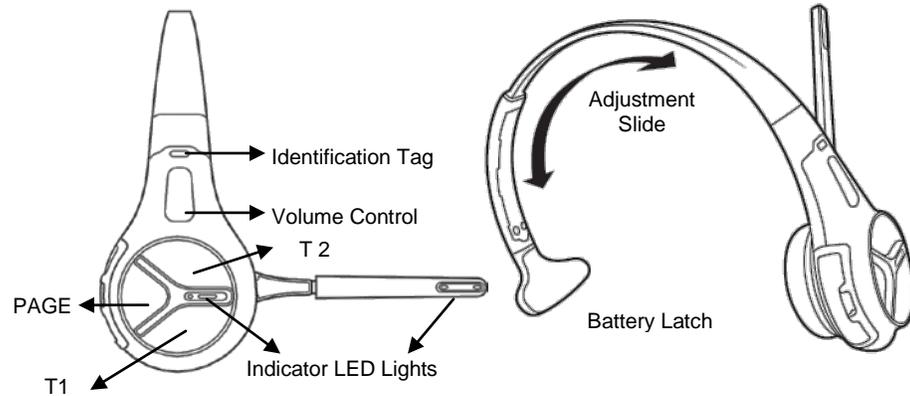
- **Adjustment Slide**: Push or pull to adjust for a comfortable fit.
- **Indicator LED:** The indicator LEDS on the headset indicates operating status of the headset. The indicator LEDs on the battery indicates the current charge level in the battery. See Headset and Battery Indicator Light Modes below.
- **T1 and T2 (Talk:buttons): Connect you to the order point.**
    1. When there are two order points, T1 connects to order point 1 and T2 connects to order point 2.
    2. When there is only one order point, T1 and T2 both connect to the order point.
    3. If you are in Manual Latching or Hands Free modes, the talk button establishes you as the order taker; and while you are the order taker, the talk button is an order point mute button (each tap turns mute on or off to the order point).
       - **Volume**: Slide your finger up and down the Volume control area to set volume on the headset. Upward motion increases the volume while the downward motion decreases the volume..
       - **Page: Has several functions related to in-store communication:**
         a) Talk to all headsets on the same lane (or both lanes depending upon the configuration), but not to the order point. Press and hold the page button during normal operation to communicate with other headsets. There is an option in Global settings to allow the order taker to hear or not to hear page messages.
         b) Release the order-taker. If the order taker taps the page button, he or she is no longer the order taker. The next person to press a talk button becomes the order taker.
         c) Enter page monitor mode, which permits you to hear only pages and not any order taking activity. Starting with the power off on the headset, press and hold the page button while turning it on to enable page monitor mode. The headset will stay in this mode until it is powered off and back on.
         d) Enter temporary page monitor mode. If an operator (but not the active order taker) taps the page button, the headset will hear only pages and not any order taking activity. The headset will stay in this mode until the operator taps the talk button.

Indicator Light Modes

Use the table below to understand the meaning of the indicator light on the G5 Battery and the G5 headset:

Note:
The Battery's LED indicator lights will be lit only when:
    The button on the battery is pressed and held down.
    The battery is inserted into a slot on the G5 Battery Charger.
    The (headset along with the battery) is inserted into the Headset Charging Station, G5.

G5 Battery Indicator Light Modes	
Indicator	**Mode Description**

Green LEDs
 	
1st LED
 	
4th LED
	The battery is out of the G5 battery Charger and the button has been pressed and held down.
	
	Each LED represents 25% charge.
	A fully charged battery would have all 4 LEDS lit Green.
	From the top (in the diagram on the left) if
	    4 successive LEDs lit green indicates a charge between 75% and 100%
	    3 successive LEDs lit green indicates a charge between 50% and 74%
	    2 LED lit green indicates a charge between 25% and 49%
	    1 LED lit green indicates a charge between 0% and 24%

One of the LEDs is blinking Green	The battery is in the Charger and is currently charging From the top: 1st LED flashing Green – Battery currently between 0 and 25% charge 1st and 2nd LED flashing Green – Battery currently between 26 and 50% charge 1st, 2nd and 3rd LED flashing Green – Battery currently between 51 and 75% charge All 4 LEDs flashing Green – Battery currently between 76 and 100% charge
Top and Bottom LEDs are Green	Battery End of Life. Replace the battery
Bottom LED blinking Green (Battery not in charger)	Charge on the battery has depleted below 5% of its State of Charge. The battery needs to be charged immediately.

G5 Headset Indicator Light Modes	
Indicator	**Mode Description**
Off (no light)	Indicates power is off.
	Headset is in sleep / hibernate mode. Picking up (or moving) the headset awakens it and the headset will begin to sign on to the base.
	Headset was signed on, and then went to SLEEP (lights off after 5 minutes of inactivity). When the headset is moved, it wakes up to SOLID GREEN
	Headset was signed on, and then went to SLEEP and then HIBERNATE (total 10 minutes of inactivity). When the headset is moved, it wakes up to Flashing Green (see below)
	Headset battery is completely out of charge or dead.
Solid Green	Headset is signed on, Lane 1, no car present, standby
Solid Amber	Headset is signed on, Lane 2, no car present, standby
Solid Red	Headset is in transmitting mode, ie, headset microphone is live. Either Order Taking, or Page mode
Flashing Red/Green	Headset has not registered, but found an open base to which it will try to register.
Flashing Green (immediately after power on)	Headset is registered but has not yet synchronized or signed on to the base station.
	Headset is out of range of basestation
Flashing Red/Green	Headset is not registered and has not found a base station.
Steadily Flashing Red	Headset is the active order taker, but the outbound talk to the customer is muted.
Single Red Flash (changed from flashing green)	Short red flash – Battery is inserted Headset is powering up from Hibernate Slightly longer red flash – Headset signs on to the base (as it transitions from flashing green to solid green)
Alternating Flashing Green and Red	Page Monitor Mode.
Red – (Red+Green) – Red – Green - Red – (Red+Green) – Red – Green..	Headset registered to four base stations. Perform the following procedure to clear the headset registration data: 1. Hold down the top end of Volume Control zone with your thumb till you see a Blue light on the end of the mic boom. 2. Remove your thumb from the Volume Control zone 3. While the Blue light is still on perform the following sequence in a smooth motion 4. Tap the T1 touch zone 2 times. 5. Then, tap the T2 touch zone 2 times 6. The Headset LED will blink Red+Green three times and will announce "Powering Off". The headset registration data is now cleared. 7. The Headset will momentarily turn off and power back again

Flashing in this sequence Red 4sec blank Red 4sec blank……..	The Base Station you are trying to register your headset to, has more than 20 headsets registered already Follow the steps below to remove any registered headsets that are not in use any more. 1. Log into the Base Station 2. Press the Mode key till you see the System Menu 3. Select 04 Registration 4. Select 02 Remove Headsets. 5. Scroll to the number of the headset you want to un-register. 6. Press Enter.
Blue (at Mic Boom tip)	Solid blue, when holding the Volume touch zone, indicates that the headset is listening for a special key sequence (e.g. for headset deregistration) Blue flash when vehicle arrives in a lane (in addition to the vehicle present beep (single beep on Lane1 or double beep on Lane 2).

Fitting the Headset

Make the following adjustments to the headset to make it comfortable, less likely to fall off and easy for you to hear and speak clearly:

1. Adjust the size of the headband until the ear pad rests against one ear and the comfort pad cushion rests just above the other ear.
2. To create a tighter fit, hold the headset with one hand on the Pod area and the other hand on the Comfort Pad area. Gently bring the two hands close to one another, then past one another. Slowly move one end back and forth.
   This ensures pressure is applied equally along the length of the headband. Applying excessive force in one area alone will create a crease on the headband.
3. Rotate the microphone boom up or down so its tip is in line with the corner of your mouth. Do not bend the boom.

Adjustment Slide
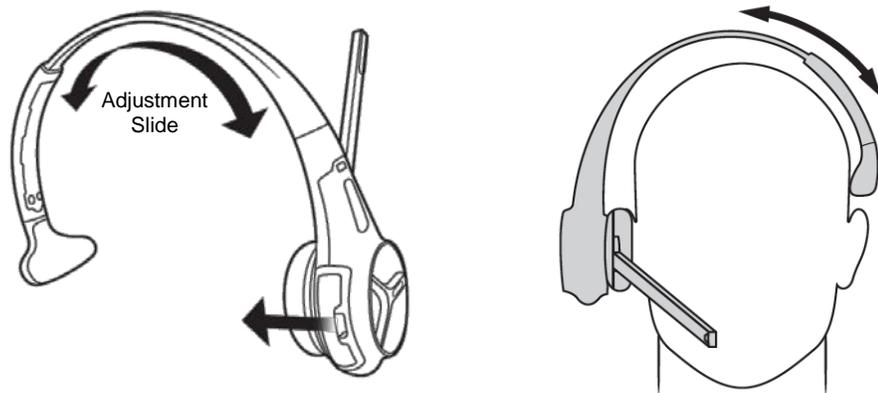
Replace the Battery

It is important to have fully charged batteries in the headset. When a battery is low, the system plays a "change battery now" message in the headset every 15 seconds.

The foil on the battery is as illustrated below

Battery LED Lights

Button to activate LED lights
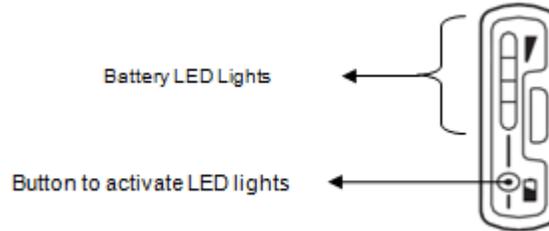
G5 headset battery has 4 LEDs on its outer surface and a tiny button to activate the LEDs. Press and hold the button to light up the LEDs. Each LED represents 25% charge.

See the G5 Battery Indicator Light Modes for detailed description

> **Note:**
> When installing a battery, make sure it is fully charged. It is important to remember that an *unused* 3M™ Battery, G5 loses five percent of its charge per week. If a battery has not been used for several weeks, make sure to charge it prior to use.

- Orient the headset in the position as shown in the illustration below.
- Position your thumb right under the latch and your index finger nail in the groove where the battery meets the headset.
- Now in one smooth motion and simultaneously push the battery latch up with your thumb while pulling the battery from the housing with your index fingernail. This will release the battery.
- Using your finger nail, gently pull the discharged battery from the battery housing
- Insert a *fully charged battery* in the housing with the notch on the battery facing upward. Ensure the battery is fully inserted.
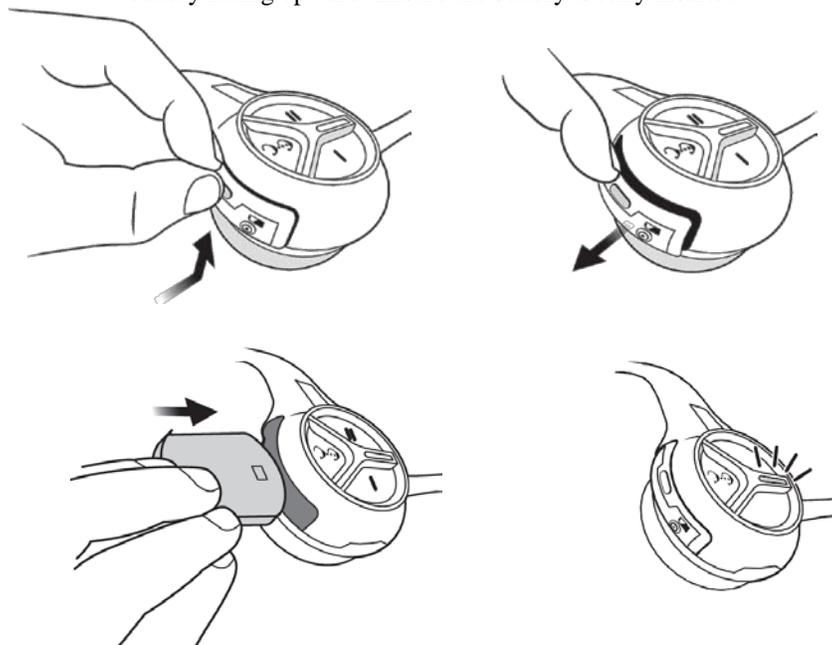
Out of Range

In addition to "Change Battery Now" you may also hear a message for "Out of Range." If you hear this in your headset, it means the headset has lost synchronization with the basestation and that you need to move the headset closer to the Base Station. You will know you are in range when you hear the message "Lane 1" or "Lane 2."

Cleaning

For good health and hygiene, you should clean the headsets regularly. Here are some guidelines:

- Check the headsets every day. If they are dirty, clean them. Even if they don't look dirty, every headset should be cleaned on a regular schedule.
- Before cleaning, remove the battery from the headset.
- Use a soft cloth and a little water to wipe the surfaces clean. We recommend using a 3M™ 5040/7065 Cleaning Wipe or a Scotch-Brite® High Performance Cloth lightly dampened with plain clean water.
- Do NOT soak the headset or immerse it in water; you might damage the electronics.
- Do NOT bend the microphone boom.

XT-1 Headsets

Overview

This chapter provides instructions for using headsets with an 3M™ Wireless Communication System Model XT-1 after the system has been installed, configured, and powered on.

Component Identification and Description
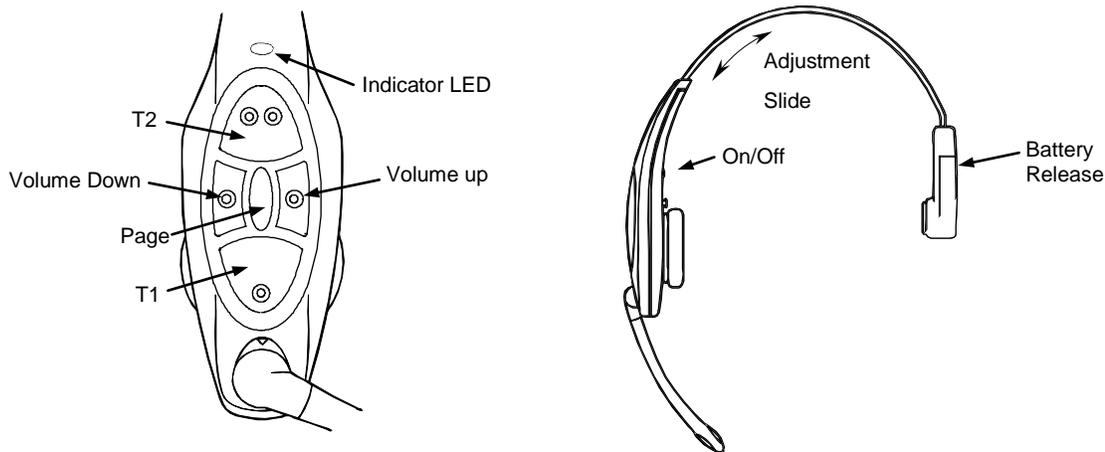
Figure 2

- **Adjustment Slide**: Push or pull to adjust for a comfortable fit.
- **Indicator LED**: Indicates operating status of the headset. See Indicator Light Modes below.
- **T1 and T2** (Talk:buttons): Connect you to the order point.
    4. When there are two order points, T1 connects to order point 1 and T2 connects to order point 2.
    5. When there is only one order point, T1 and T2 both connect to the order point.
    6. If you are in Manual Latching or Hands Free modes, the talk button establishes you as the order taker; and while you are the order taker, the talk button is an order point mute button (each tap turns mute on or off to the order point).
- **On/Off**: Turns the headset on and off. Hold for 3 seconds to turn off.
- **Volume**: The up button increases volume, the down button decreases volume.
- **Page**: Has several functions related to in-store communication:
    1. Talk to all headsets on the same lane (or both lanes depending upon the configuration), but not to the order point. Press and hold the page button during normal operation to communicate with other headsets. There is an option in Global settings to allow the order taker to hear or not to hear page messages.
    2. Release the order-taker. If the order taker taps the page button, he or she is no longer the order taker. The next person to press a talk button becomes the order taker.
    3. Enter page monitor mode, which permits you to hear only pages and not any order taking activity. Starting with the power off on the headset, press and hold the page button while turning it on to enable page monitor mode. The headset will stay in this mode until it is powered off and back on.
    4. Enter temporary page monitor mode. If an operator (but not the active order taker) taps the page button, the headset will hear only pages and not any order taking activity. The headset will stay in this mode until the operator taps the talk button.
- **Battery Release**: Slide up to remove the battery.

Indicator Light Modes

Use the table below to understand the meaning of the indicator light on the headset:

Indicator	Mode Description
Off (no light)	Indicates power is off. It will turn off automatically if it fails to register within two minutes or if the battery dies.
Solid Green	Headset is signed on, standby, Lane 1.
Solid Amber	Headset is signed on, standby, Lane 2.
Solid Red	Headset is in transmit mode.
Flashing Green (changed from flashing amber)	Headset has not registered, but found an open base to which it will try to register.
Flashing Green (immediately after power on)	Headset is registered but has not yet synchronized or signed on to the base station.
Flashing Amber	Headset is not registered and has not found a base station.
Steadily Flashing Red	Headset is the active order taker, but the outbound talk to customer is muted.
Single Red Flash (changed from flashing green)	Headset has successfully synchronized and signed on with a base station ("Lane 1" or "Lane 2" will also be heard in the earpiece).
Alternating Flashing Green and Amber	Page Monitor Mode.
Red – Orange – Red – Green - Red – Orange – Red – Green..	Headset registered to four base stations. Perform the following procedure to clear the headset registration data: 1. Start with the Headset powered on. It does not have to be in sync with any Base Station. 2. Press and HOLD the power button. 3. Press and release the T1 button 2 times. 4. Press and release the T2 button 2 times. 5. Release the power button. The Headset LED will illuminate to solid red for 2 seconds and then it has been cleared.
Red + 4sec blank + Red + 4sec blank……..	The Base Station you are trying to register your headset to, has more than 20 headsets registered already Follow the steps below to remove any registered headsets that are not in use any more. 1. Log into the Base Station 2. Press the Mode key till you see the System Menu 3. Select 04 Registration 4. Select 02 Remove Headsets. 3. Scroll to the number of the headset you want to un-register. 4. Press Enter.

Fitting the Headset

Make the following adjustments to the headset to make it comfortable, less likely to fall off and easy for you to hear and speak clearly:

1. Rotate the ear cup and ear pad so that the indicator on the ear cup is aligned to the back of your head.
2. Adjust the size of the headband until the ear pad rests against one ear and the battery side pad rests just above the other ear.
3. Rotate the microphone boom up or down so its tip is in line with the corner of your mouth. Do not bend the boom.
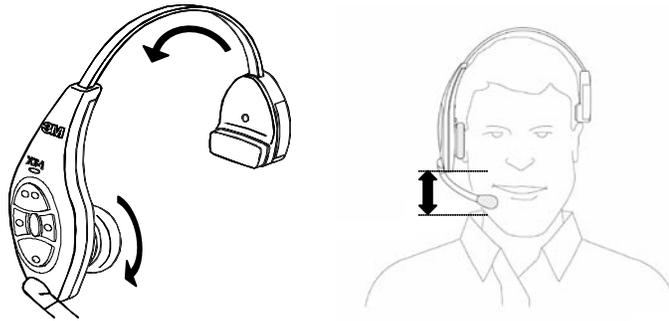
Figure 3

Replace the Battery

It is important to have fully charged batteries in the headset. When a battery is low, the system plays a "change battery now" message in the headset every 15 seconds.

Note:
When installing a battery, make sure it is fully charged. It is important to remember that an *unused* 3M™ Wireless Communication System Model XT-1 battery loses five percent of its charge per week. If a battery has not been used for several weeks, make sure to charge it prior to use.

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1. Slide and hold the battery release.
2. Remove the discharged battery from the battery housing.
3. Insert a *fully charged battery* in the housing with the notch facing the battery release. Make sure the battery is fully inserted (battery release clicks).
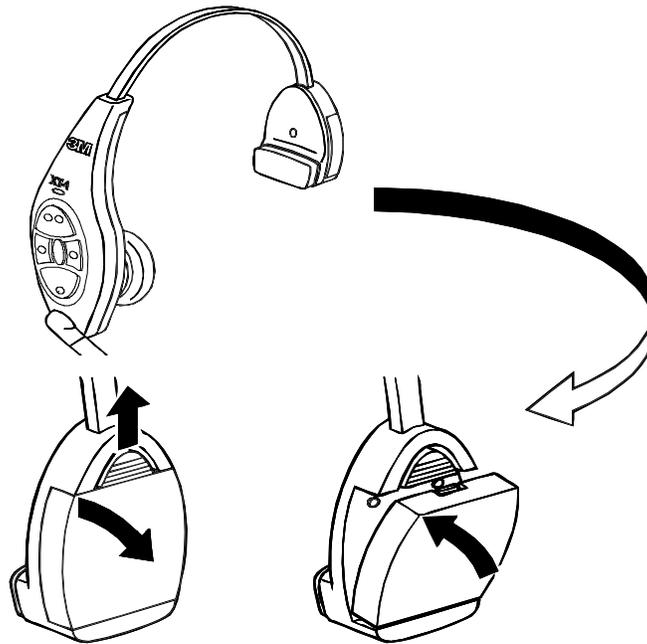
Figure 4

Out of Range

In addition to "Change Battery Now" you may also hear a message for "Out of Range." If you hear this in your headset, you need to move closer to the Base Station. You will know you are in range when you hear the message "Lane 1" or "Lane 2."

Cleaning

For good health and hygiene, you should clean the headsets regularly. Here are some guidelines:

- Check the headsets every day. If they are dirty, clean them. Even if they don't look dirty, every headset should be cleaned on a regular schedule.
- Before cleaning, remove the soft foam ear pad and microphone windscreen. If used.
- Use a soft cloth and mild cleaning solution to wipe the surfaces clean. We recommend using a 3M™ 5040/7065 Cleaning Wipe or a Scotch-Brite® High Performance Cloth lightly dampened with 3M™ Food Service Degreaser, 7L.
- Remove stubborn particles from switches and clear plugged speaker holes with a soft toothbrush.
- Gently clear plugged holes in the microphone tip with a wooden toothpick.
- Do NOT soak the headset or immerse it in water; you might damage the electronics.
- Do NOT bend the battery contact or microphone boom.

Base Station Setup

Most of the base station configuration is performed during installation by the installer or by a manager. The setup options listed in this section are only those that can be performed without entering the passcode-protected areas of the base station.

The following procedures are all performed at the base station using the base station keypad. The base station must be turned on (plugged in) and in Run Mode without a security passcode entered.

The following diagram shows how the display on the base station looks in Run Mode.


```
13:25 WED,NOV/16/2005 | MODE< ML/PTT >
NOISE REDUCTION [LOW] | LANE 2 <SPLIT>
GREETER PLAYING MSG 1 | VOLUME < DAY >
```
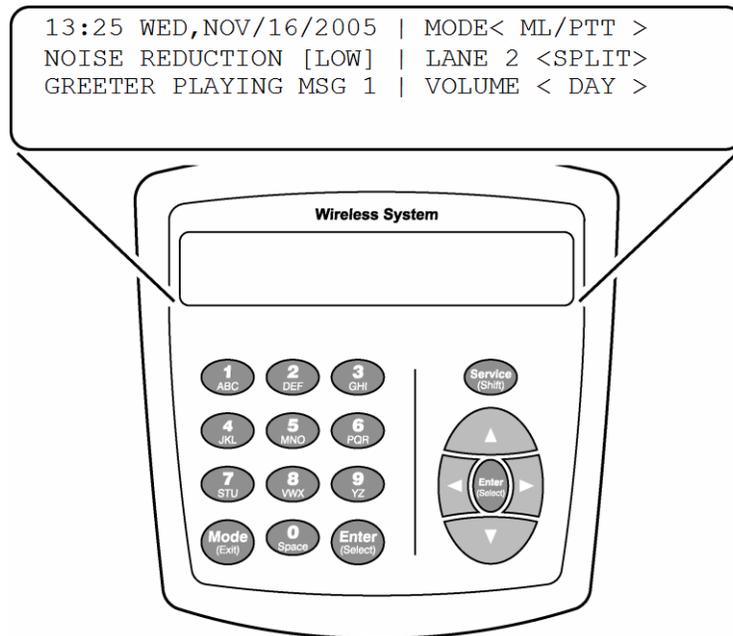
Figure 5

Navigating in the Base Station in Run Mode

To navigate the base station in Run mode you only need to use **Enter**, **Mode**, and the directional arrow buttons: up ▲, down ▼, left ◄, and right ►. The remaining buttons function only in manager or installer configuration modes.

Change Order Taking Mode

There are seven order taking modes, which offer different combinations of speaking, listening, automatic standby, vehicle detector, and order point modes.

Perform the following procedure to switch to a different order taker mode:

1. Press ▼ until the Mode selection is highlighted.
2. Press **Enter**.
3. Press ▼, ▲, ►, or ◄ to select a new order taker mode. Your choices are ML/PTT, ML/MLT, AL/PTT, AL/MLT, Hands Free, Outside, and Always On. See "Explanation of Order Taking Modes," and "Which Order Taking Mode to Select" below.

Note:
Your system may be configured with fewer order taking mode options than the number described in this section. You must enter User configuration (passcode required) to enable or disable individual order taking modes.

Explanation of Order Taking Modes

The following table shows how each order taking mode affects components and settings in the system. The paragraphs that follow the table explain the meaning of information in the table.

Order Taking Mode	Listen	Talk	Vehicle Detector	Automatic Standby	Order Point
ML/PTT	Manual	Push to Talk	Presence	On	Used
ML/MLT	Manual	Manual Latching	Presence	On	Used
AL/PTT	Automatic	Push to Talk	Presence	On	Used
AL/MLT	Automatic	Manual Latching	Presence	On	Used
Hands Free	Automatic	Automatic	Presence	On	Used
Outside	Manual	Manual Latching	Ignored	Off	Not Used
Always On	Always on	Manual Latching	Ignored	Off	Used

Listen: Auto, Manual, and Always On

In *Manual Listen* (ML), the operator must press the talk lane button to turn on the order point microphone (to hear the customer order). The order point microphone will remain on until the vehicle leaves.

In *Automatic Listen* (AL), the order point microphone turns on and stays on whenever a vehicle is detected. The order point microphone will remain on until the vehicle leaves.

In *Always On*, the order point speaker is always on so the customer can always be heard regardless of whether a vehicle is detected at the order point. *Always On* is a special failure mode that is useful if the vehicle detector cannot be used.

Talk: Manual Latching, Push to Talk, Automatic

In *Manual Latching Talk* (MLT), the operator must press and release the talk lane button to "latch" or lock the headset microphone in the on position. The operator can continue to speak hands free until the talk button is pressed and released again. When *Automatic Standby* is on (see below), the microphone will also be turned off when the vehicle is no longer detected.

In *Push to Talk* (PTT), the operator must press and hold the talk button while speaking into the headset microphone. Releasing the button turns off the microphone.

In *Hands Free*, the headset microphone is on whenever the order point vehicle detector detects a vehicle. Because *Automatic Standby* (see below) is also on when *Hands Free* is On, the microphone is turned off when the vehicle is no longer detected.

Automatic Standby: On and Off

When Automatic Standby is on, the order taker's microphone and the order point microphone turn off when the vehicle is no longer detected.

Vehicle Detector: Presence or Ignored

When the vehicle detector is on (in presence mode), a car entering the order point is sensed and the ordering system reacts according to the order taking mode. When the vehicle detector is off (ignored), Automatic Listen, Automatic Talk, and Automatic Standby are unavailable. Only *Outside* or *Always On* order taking modes are recommended when the vehicle detector cannot be used.

Order Point: Used or Not Used

When the order point is used, customers can order using any of the typical order taking modes, with the exception of the Outside mode (see below for explanation).

Which Order Taking Mode to Select

Each order taking mode is designed for a specific purpose so you do not need to manually select the modes for the individual components and potentially end up with a non-working configuration.

ML/PTT, *ML/MLT*, *AL/PTT*, *AL/MLT*, and *Hands free* should be selected for typical ordering configurations where all of the drive thru employees are inside of the building and all of the equipment is working properly. The choices between them tend to vary according to the number of people available, how many duties they must perform simultaneously, and possibly employee preferences.

If you plan to have the order taker standing outside with a headset, *Outside* mode is the best choice. The order point speaker, microphone, and vehicle detector are disabled. This allows hands free communication to staff inside the store for order entry and/or special requests.

If the vehicle detector is not functioning properly, *Always On* mode is the best choice. The microphone at the order point is on continuously, regardless of the status of the vehicle detector. Typically, when a vehicle detector fails, it reports the presence of a vehicle continuously, which functions as (bookmark).

Change Lane Mode

Perform the following procedure to select the lane mode that is appropriate for your current situation. Descriptions for the two modes follow the procedure.

1. Press ▼ until the `Lane X` selection is highlighted (where X is the lane number, 1 or 2).
2. Press **Enter**.
3. Press ▼ or ▲ to select between the two possible lane modes: `CROSS` and `SPLIT`.
4. Press **Enter** to implement the change or press **Mode** to abandon the change and leave the previous lane mode in effect.

Split Lane

Split Lane mode is the preferred mode for heavy volume because it essentially separates the communications between the two base stations.

- Operators will only hear a signal from the order point last used: single repeating beep from order point 1 or a double repeating beep from order point 2.

- The headset buttons T1 and T2 communicate only with order point 1 and order point 2, respectively.
- For paging, pressing the page button on a lane 1 headset is only heard by other lane 1 headsets. Likewise pressing the page button on a lane 2 headset is only heard by other lane 2 headset.

Notes:
A headset becomes a "lane 1" or "lane 2" headset by momentarily pressing and releasing the T1 or T2 button.

You can configure the base stations to permit paging to be heard by both lanes. Refer to configuration section of the manager's guide.

Cross Lane

Cross Lane mode is the preferred mode for lighter volume or whenever one order taker needs to answer both order points: essentially, the two order points cross over.

- Operators will hear signals from both order points: single repeating beep from order point 1 or a double repeating beep beep from order point 2.
- The headset buttons T1 and T2 communicate only with order point 1 and order point 2, respectively.
- For paging, pressing the page button is heard by all headsets.

Change Volume Mode

If you have night volume reduction in use on your system, the volume change happens automatically at the set "Day" and "Night" times. However, you can change the volume mode manually without changing the day or night time setting.

Perform the following procedure to change between night and day or day and night volume:

1. Press ▼ until the `Volume` selection is highlighted.
2. Press **Enter**.
3. Use the arrows to select between `DAY` and `NIGHT`.
4. Press **Enter** to implement the change or press **Mode** to abandon the change and leave the previous setting in effect.

Maintenance

G5 Headset

Replacing the Carrier

If the Carrier is damaged, purchase a new Carrier to replace the damaged one by performing the following steps

> **NOTE**: The Pod, Carrier and Batteries work ONLY when using authentic parts from 3M. All three components have OEM authentication algorithm implemented and will recognize and reject non-authentic parts.

Disassembling the Carrier from the Pod
Remove the battery
Unlock the Pod from the Carrier by sliding the Control Pod Locking Mechanism to the unlocked position using a flat head screwdriver or other similar tool.
Gently separate the Pod from the Carrier.
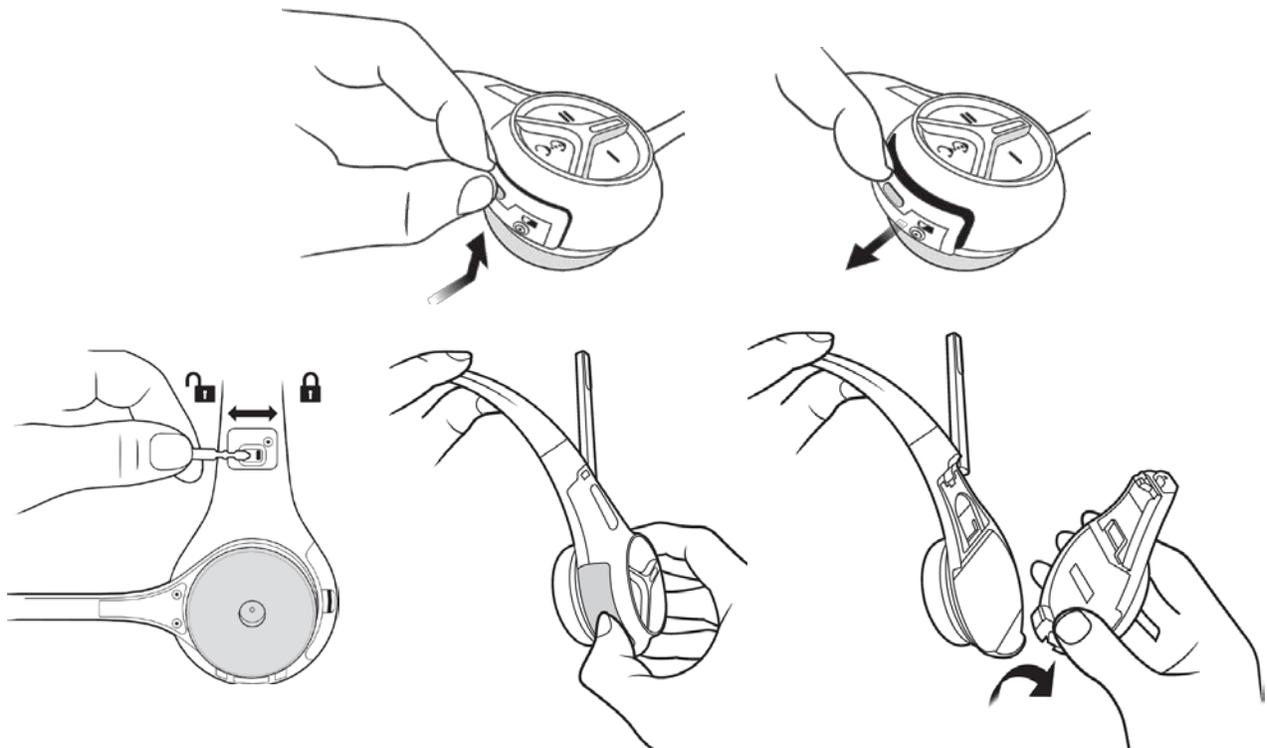
Refitting the headset with the new Carrier

Use the steps outlined in *Assembling a G5 Headset* under the *Operations* section of this document

Replacing the Ear and Headband Pads

To replace the ear pad, remove the worn/damaged ear pad from the ear cup and replace it with a new pad.

To replace the headband pad, remove the worn/damaged headband pad from the end of the headband and replace it with a new pad.
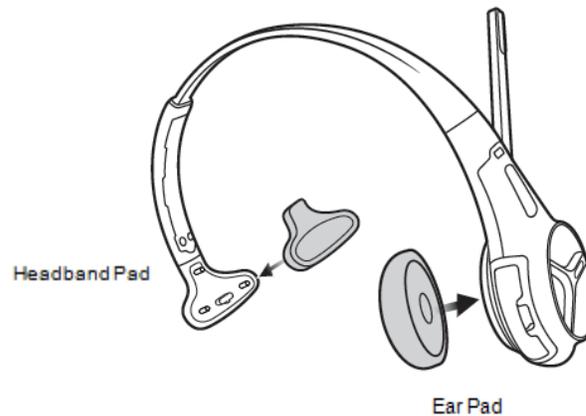
G5 Headset Charger

Location

The G5 headset charger can be placed flat on an even surface or mounted on a wall, being parallel or perpendicular to the ground as shown in illustration below. Make sure the surface is clean and is in a dry environment.
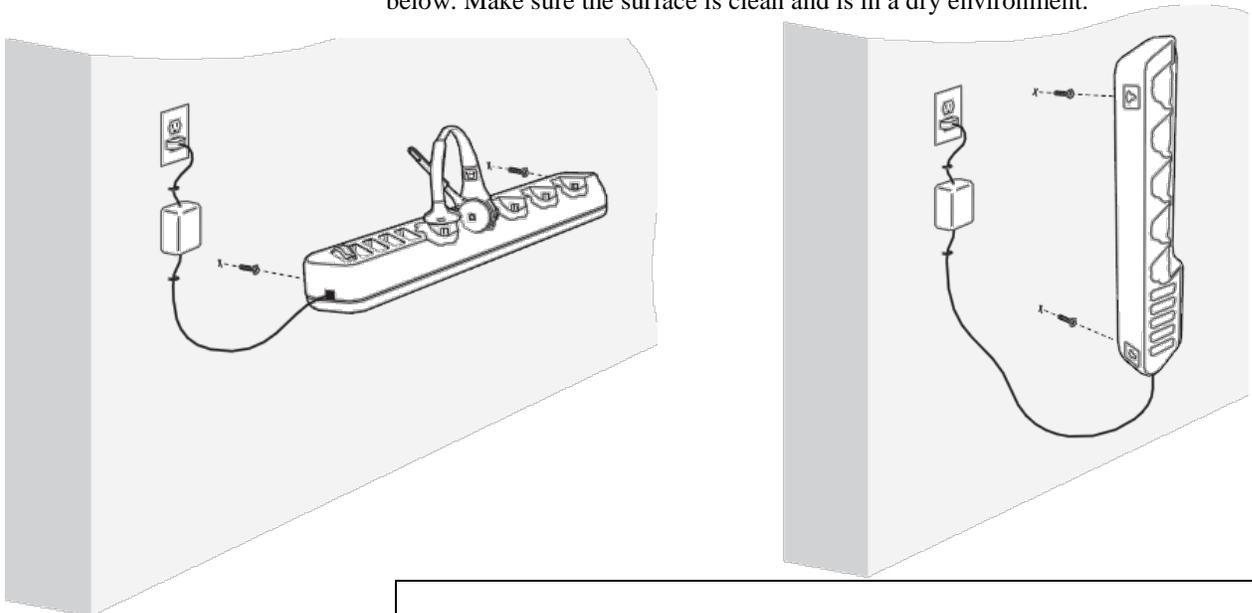
NOTE: Mounting hardware is not provided with the Headset Charger.

Cleaning the Contacts in the Headset Charger wells

Unplug Headset Charger from the wall. Turn Headset Charger upside down and shake out any loose debris. With a clean pencil eraser, gently rub eraser contacts. Wipe off eraser shavings with a clean soft cloth.

Use a cloth or cotton swab, lightly moistened, to remove grease and crumbs from your equipment. You may use a dry toothbrush to dislodge any hard crumbs.

> **NOTE**: Make sure the Headset Charger is unplugged before cleaning and that all Headsets and batteries have been removed.
> Never clean your drive-thru audio equipment with spray cleaners or solvents as they can damage the internal electronics and cause corrosion.

G5 Batteries

Care, Handling and Storage

- Avoid dropping batteries.
- Do not carry batteries in your pockets or leave them in hot, damp or dirty places.
- Clean the battery contacts periodically using a water–moistened swab.
- Be careful not to short the battery contacts together.
- Do not set the batteries contact–side down on a bare metal countertop.

Low Battery Message

When the battery voltage is too low, the headset sounds a "change battery now" message at fifteen-second intervals to alert the operator to install a fully charged battery. The "change battery now" message continues UNTIL THE State of Charge on the headset dips below its critical threshold at which point the headset turns off automatically to prevent damage to the batteries.

Charging Batteries

To charge a battery, insert the battery in one of the Battery Charger slots or place the G5 headset (with the battery inserted) into the Headset Charger slot.

- The LED(s) on the battery will now flash Green indicating the battery is currently being charged.
  Refer to the "G5 Battery Indicator Light Modes" section for more information.

> **Note:** Discharged batteries require 3 ½ hours to charge
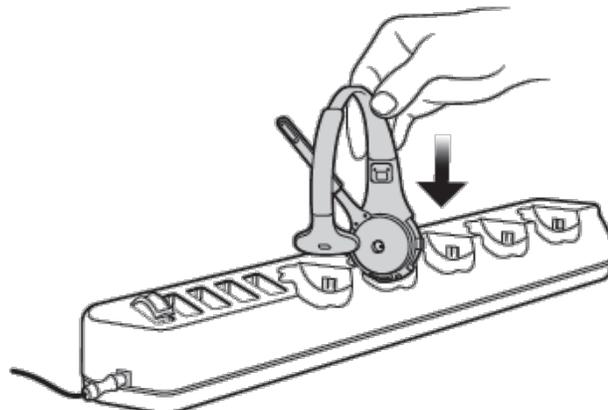
Disposing of Batteries

To help protect the environment and conform to regulations, G5 rechargeable batteries must be returned to 3M at the end of their useful life. Contact your 3M representative for additional instructions.

Making Sure Batteries are Ready for Use

Follow these tips to make sure batteries are always ready for use:

- Recharge a low battery as soon as it is removed from the headset. When a battery is low, repeat messages are heard in the headset till the battery's State of Charge (SoC) dips below the critical threshold at which point the headset shuts off.
- Keep the battery and charger contacts clean. Use a cotton swab and approved cleaner in accordance with manufacturer's instructions to clean the contact surfaces.
- Remember that a battery recharge takes approximately 3 ½ hours.
- Remember that batteries discharge fastest during Talk and Page operation. Avoid unnecessary communications.

Important Information about Rechargeable Batteries

Keep the following information in mind as you operate the system and as you establish operating procedures:

- Each G5 battery contains an internal protective device to prevent unsafe discharge rates. But, as with any battery, avoid shorting across the battery contacts with metal items. Never carry a battery in a pocket or place it in a drawer where it can accidentally be shorted by keys, coins etc.
- Have adequate charging capacity for the number of headsets in your system.
- Batteries perform best at moderate temperatures. Extremes of heat and cold reduce their performance.
- An unused G5 battery loses five percent of its charge per week. Batteries that have not been used for several weeks should be recharged before use.

Each battery has a USE BY label followed by a six character code. The first 2 characters refer to the month and the next four characters refer to the year. Once the calendar date is past the Use By date of the battery, you should replace that battery. Batteries are generally usable for two years beyond that date. Batteries used more often will need replacement sooner.

⚠ WARNING
Do not open, crush, expose to heat above 55⁰C/130⁰F or incinerate the battery.

XT-1 Headset

Replacing the Ear and Headband Pads

To replace the ear pad, remove the worn/damaged ear pad from the ear cup and replace it with a new pad.

Figure 6

To replace the headband pad, remove the worn/damaged pad by peeling it from the back of the battery housing. Remove protective backing from new pad and press it into place on the back of the battery housing.

XT-1 Battery Charger

Location

The battery charger should be placed on a flat surface such as a desktop or table in a clean, dry environment.

Cleaning the Contacts

If the indicators fail to light during charger operation, clean the contacts using a water–moistened cotton swab.

XT-1 Batteries

Care, Handling and Storage

- Avoid dropping batteries.
- Do not carry batteries in your pockets or leave them in hot, damp or dirty places.
- Clean the battery contacts periodically using a water–moistened swab.
- Be careful not to short the battery contacts together.
- Do not set the batteries contact–side down on a bare metal countertop.

Low Battery Message

When the battery voltage is too low, the headset sounds a "change battery now" message at fifteen-second intervals to alert the operator to install a fully charged battery. The "change battery now" message continues for two minutes after which the headset turns off automatically to prevent damage to the batteries.

Charging Batteries

To charge a battery, insert the battery in one of the charging slots.

- The indicator lights RED to indicate the battery is charging.
- The indicator lights GREEN to indicate the battery is charged.

> **Note:**
> Discharged batteries require 3 ½ hours to charge.

> **Note:**
> When the GREEN indicator lights, the battery is approximately 80% charged. An additional 1/2 hour of charging is required to achieve maximum charge.
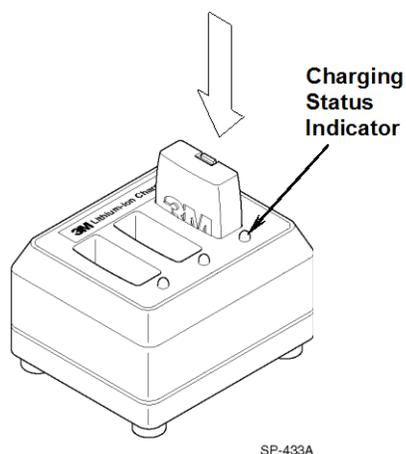
Disposing of Batteries

To help protect the environment and conform to regulations, 3M™ Wireless Communication System Model XT-1 rechargeable batteries must be returned to 3M at the end of their useful life. Contact your 3M representative for additional instructions.

Making Sure Batteries are Ready for Use

Follow these tips to make sure batteries are always ready for use:

- Have an extra battery for each headset. This helps ensure that a fully charged battery is always available.
- Recharge a low battery as soon as it is removed from the headset. When a battery is low, repeat messages are heard in the headset for 2 minutes, and then the headset shuts off.
- Keep the battery and charger contacts clean. Use a cotton swab and approved cleaner in accordance with manufacturer's instructions to clean the contact surfaces.

- Remember that a battery recharge takes approximately 3 ½ hours.
- Avoid removing and reinserting batteries while they are charging (charging status indicator is RED).
- Remember that batteries discharge fastest during Talk and Page operation. Avoid unnecessary communications.
- Always use the On/Off switch to power off the headset before removing the battery.

Important Information about Rechargeable Batteries

Keep the following information in mind as you operate the system and as you establish operating procedures:

- Each 3M™ Wireless Communication System Model XT-1 battery contains an internal protective device to prevent unsafe discharge rates. But, as with any battery, avoid shorting across the battery contacts with metal items. Never carry a battery in a pocket or place it in a drawer where it can accidentally be shorted by keys, coins etc.
- Have adequate charging capacity for the number of headsets in your system. One 3-slot battery charger will handle up to three headsets. Use of more than three headsets requires a 6-slot battery charger.
- Batteries perform best at moderate temperatures. Extremes of heat and cold reduce their performance.
- An unused 3M™ Wireless Communication System Model XT-1 battery loses five percent of its charge per week. Batteries that have not been used for several weeks should be recharged before use.

The four-character date code stamped on each 3M battery (wwyy) refers to the week and the year the battery was manufactured. Batteries are generally usable for two years beyond that date. Batteries used more often will need replacement sooner.

⚠ WARNING
Do not open, crush, expose to heat above 55⁰C/130⁰F or incinerate the battery.

Troubleshooting

Headset Indicator Lights

The following table describes the operating modes of the headsets according to the indicator lights. Use it as a troubleshooting reference.

XT-1Headset Indicator Light Modes	
Indicator	**Mode Description**
Off (no light)	Indicates power is off. It will turn off automatically if it fails to register within two minutes or if the battery dies.
Solid Green	Headset is signed on, standby, Lane 1.
Solid Amber	Headset is signed on, standby, Lane 2.
Solid Red	Headset is in transmit mode.
Flashing Green (changed from flashing amber)	Headset has not registered, but found an open base to which it will try to register.
Flashing Green (immediately after power on)	Headset is registered but has not yet synchronized or signed on to the base station.
Flashing Amber	Headset is not registered and has not found a base station.
Steadily Flashing Red	Headset is the active order taker, but the outbound talk to the customer is muted.
Single Red Flash (changed from flashing green)	Headset has successfully synchronized and signed on with a base station ("Lane 1" or "Lane 2" will also be heard in the earpiece).
Alternating Flashing Green and Amber	Page Monitor Mode.
Red – Orange – Red – Green - Red – Orange – Red – Green..	Headset registered to four base stations. Perform the following procedure to clear the headset registration data: 1. Start with the Headset powered on. It does not have to be in sync with any Base Station. 2. Press and HOLD the power button. 3. Press and release the T1 button 2 times. 4. Press and release the T2 button 2 times. 5. Release the power button. The Headset LED will illuminate to solid red for 2 seconds and then it has been cleared.
Red + 4sec blank + Red + 4sec blank……..	The Base Station you are trying to register your headset to, has more than 20 headsets registered already Follow the steps below to remove any registered headsets that are not in use any more. 1. Log into the Base Station 2. Press the Mode key till you see the System Menu 3. Select 04 Registration 4. Select 02 Remove Headsets. 3. Scroll to the number of the headset you want to un-register. 4. Press Enter.

G5 Headset Indicator Light Modes	
Indicator	**Mode Description**
Off (no light)	Indicates power is off.
	Headset is in sleep / hibernate mode. Picking up (or moving) the headset awakens it and the headset will begin to sign on to the base.
	Headset was signed on, and then went to SLEEP (lights off after 5 minutes of inactivity). When the headset is moved, it wakes up to SOLID GREEN
	Headset was signed on, and then went to SLEEP and then HIBERNATE (total 10 minutes of inactivity). When the headset is moved, it wakes up to Flashing Green (see below)
	Headset battery is completely out of charge or dead.
Solid Green	Headset is signed on, Lane 1, no car present, standby
Solid Red/Green	Headset is signed on, Lane 2, no car present, standby
Solid Red	Headset is in transmitting mode, ie, headset microphone is live. Either Order Taking, or Page mode
Flashing Red/Green	Headset has not registered, but found an open base to which it will try to register.
Flashing Green (immediately after power on)	Headset is registered but has not yet synchronized or signed on to the base station.
	Headset is out of range of basestation
Flashing Red/Green	Headset is not registered and has not found a base station.
Steadily Flashing Red	Headset is the active order taker, but the outbound talk to the customer is muted.
Single Red Flash (changed from flashing green)	Short red flash – Battery is inserted Headset is powering up from Hibernate Slightly longer red flash – Headset signs on to the base (as it transitions from flashing green to solid green)
Alternating Flashing Green and Red	Page Monitor Mode.
Red – (Red+Green) – Red – Green - Red – (Red+Green) – Red – Green..	Headset registered to four base stations. Perform the following procedure to clear the headset registration data: 1. Hold down the top end of Volume Control zone with your thumb till you see a Blue light on the end of the mic boom. 2. Remove your thumb from the Volume Control zone 3. While the Blue light is still on perform the following sequence in a smooth motion 4. Tap the T1 touch zone 2 times. 5. Then, tap the T2 touch zone 2 times 6. The Headset LED will blink Red+Green three times and will announce "Powering Off". The headset registration data is now cleared. 7. The Headset will momentarily turn off and power back again

Red + 4sec blank + Red + 4sec blank……..	The Base Station you are trying to register your headset to, has more than 20 headsets registered already Follow the steps below to remove any registered headsets that are not in use any more. 1. Log into the Base Station 2. Press the Mode key till you see the System Menu 3. Select 04 Registration 4. Select 02 Remove Headsets. 5. Scroll to the number of the headset you want to un-register. 6. Press Enter.
Blue (at Mic Boom tip)	Solid blue, when holding the Volume touch zone, indicates that the headset is listening for a special key sequence (e.g. for headset deregistration) Blue flash when vehicle arrives in a lane (in addition to the vehicle present beep (single beep on Lane1 or double beep on Lane 2). **NOTE**: Feature only available in basestation software version 5.20 and higher

General Troubleshooting

Problem	Possible Cause	Solution
No communications. All headsets have green LED is flashing.	The base station has lost power.	Make sure the power transformer is plugged into the wall outlet and into the base station power receptacle. If the LCD display does not come on, check for power at the wall outlet.
	Headsets are not registered to Base Station.	Register headsets
	The Base Station is defective.	Call for authorized service.
A single headset has green LED flashing	Headset is not registered to base station.	Register the headset.
	Defective headset.	If the other headsets register OK, the single headset needs repair.
	Headset has lost reception to the base station	Move to a line-of-sight location to establish communications again.
No vehicle alert tone in all headsets.	No power to the external vehicle detector.	Plug the vehicle detector into power outlet or replace the detector fuse.
	Vehicle detector is "locked up."	Remove power to vehicle detector for a few seconds to reset the detector.
	The base station alert tone volume is set too low.	Adjust alert tone volume.
	System is in Always On order taking mode.	Change the talking mode.
All headsets will not go into Standby (silence) when the vehicle leaves the menu sign.	This is normal when a pulse (air switch) type of vehicle detector is used.	Press the Page switch to silence the menu microphone.
	There is a large metal object near the loop in the driveway (if a loop is used).	Remove the object.
	The Loop detector is "locked up."	Unplug the loop detector from the AC outlet and plug it back in to reset the detector.
	Defective vehicle detector.	Call for authorized service.

Problem	Possible Cause	Solution
	System is in Always On order taking mode.	Change the talking mode.
Audio on all headsets cuts out or is interrupted.	The Backup Intercom is on (the switch is engaged).	Disengage the Backup Intercom switch on the base station.
	Loose or frayed wiring.	Call for authorized service.
	Poor location of Base Station antennae (behind large metal objects, too far from work area, etc.).	Relocate the Base Station, or antennae.
Inbound audio cuts out (but outbound audio is okay)	The AEC level is too high.	Reduce the AEC level.
	The headset is too close to loud ambient noise.	Move the headset away from sources of loud ambient noise.
No Talk or listen from the menu sign when using the backup wired intercom. The 3M™ Wireless Communication System Model XT-1 works OK.	The backup switch on the base station is not in the correct position.	Turn the backup switch ON.
	No power to the backup intercom.	Turn the backup intercom on or plug in its power transformer.
	The volume controls are set too low on the backup intercom.	Turn the volume controls up.
	Defective backup intercom or wiring.	Call for authorized service.
No Talk or Page to other headsets from a single headset, or Talk or Page buttons require excessive pressure to operate.	Worn or defective Talk or Page switch.	Call for authorized service.
	Defective headset.	
Low Talk volume on a single headset.	The holes in front of the microphone are plugged with dirt or grease.	Call for authorized service.
	Operator is not positioning the microphone correctly.	Adjust/reposition the headset microphone(s).
	Defective headset.	Call for authorized service.
	Volume setting on headset is too low.	Power off and power on headset to reset volume level.
Louder Talk volume or feedback from a single headset.	Volume setting on headset is too high.	Power off and power on headset to reset volume level.
	The holes in back of the microphone are plugged with dirt or grease.	Call for authorized service.
The "hands free" function does not work.	The system is operating in half duplex mode.	Hands Free is disabled in half duplex mode.
	Hands free order taking mode not selected.	Select hands free order taking mode in the base station.
No vehicle alert tone in headset.	Backup switch not completely pressed (i.e., one of the other two buttons is pressed).	Press the other button into the correct location.
Headset(s) amber LED flashing.	Headset(s) not registered.	Register the headset(s).

Battery and Battery Charger Troubleshooting

XY-1 Battery and Battery Charger		
Problem	**Possible Cause**	**Solution**
No lights come on when a battery is inserted into charger.	Dirty contacts on battery or charger.	Clean contacts on battery and charger.
	No power to charger.	Make sure power transformer is plugged into charger and a "live" outlet.
	Defective battery.	Try a known good battery.
	Defective charger.	Call for authorized service.
Short battery life.	Worn out batteries.	Replace battery.
	Wrong type of power transformer used for charger.	Make sure power transformer is marked "Secondary Voltage 14 VAC."
The green light on the charger never comes on.	Defective battery.	Replace the battery.

G5 Battery Indicator Light Modes	
Indicator	**Mode Description**

Green LEDs
 	
	The battery is out of the G5 battery Charger and the button has been pressed and held down.
	
	Each LED represents 25% charge.
	A fully charged battery would have all 4 LEDS lit Green.
	From the top (in the diagram on the left) if
	   4 successive LEDs lit green indicates a charge between 75% and 100%
	   3 successive LEDs lit green indicates a charge between 50% and 74%
	   2 LED lit green indicates a charge between 25% and 49%
	   1 LED lit green indicates a charge between 0% and 24%

One of the LED is flashing Green	The battery is in the Charger and is currently charging From the top: 1st LED flashing Green – Battery currently between 0 and 25% charge 2nd LED flashing Green – Battery currently between 26 and 50% charge 3rd LED flashing Green – Battery currently between 51 and 75% charge 4th LED flashing Green – Battery currently between 76 and 100% charge
Top and Bottom LEDs are Green	Battery End of Life. Replace the battery

Appendix: Declaration of Conformity

Declaration of Conformity

The Company Name
3M Company

The Company Address
3M Building & Commercial Services Division 3M Center - Building 250-03-W-04 St. Paul, MN 55144-1000

Declares that the product(s):

Product Name and/or Model Number(s)
3M Wireless Communication System Base Station – XT-1D 3M Wireless Communication System Headset – XT-1C 3M Digital Signal Enhancer, Omnidirectional (accessory item) 3M Digital Signal Enhancer, Extender, Directional (accessory item) 3M Timer Display – 1DE2 3M Battery

Type and/or Description
Wireless Communications System, with external power supply. The Digital Signal Enhancer is an optional item used for extending the working distance from the 3M Wireless Communication System Base Station. The Timer Display is an optional item that is used to display the content of an order. The 3M Battery is a spare part for use in the XT-1 Headset.

Conform(s) to the following specifications:

Directives	
2006/95/EC	Low Voltage (LVD)
2004/108/EC	Electromagnetic Compatibility (EMC)
1999/5/EC	Radio and telecommunications terminal equipment (R&TTE)
2011/65/EU	Restriction of the use of certain hazardous substances (RoHS)

Year in which CE mark first affixed
2008

Standards	
ETSI EN 301 489-1 V1.8.1	EMC standard for radio equipment and services; Part 1: Common technical requirements
ETSI EN 301 489-17 V2.1.1	EMC standard for radio equipment and services; Part 17: Specific Conditions for Broadband Data Transmission Systems
ETSI EN 300 328 V1.7.1	Electromagnetic compatibility and Radio Spectrum Matters (ERM); Wideband transmission systems
EN 55022:2006/A1:2007	Radiated/Conducted Emissions, Class A
EN 62311:2008	Human Exposure to electromagnetic fields
EN 62209-1:2006	Human Exposure to Radio Frequency Field
EN 55024:1998/A2:2003	ITE Immunity
EN 50581:2012	Restriction of Hazardous Substances
EN 60950-1:2006	Information technology equipment - Safety – 2nd Edition (additionally evaluated to A11:2009+A1:2010+A12:2011)

Quality System
Manufacturer qualified based on ISO 9002/EN 29002

Signer of Declaration	Title
Sue Woulfe	Technical Director Building & Commercial Services Division
Signature	Date
Susan L Woulfe	02/08/13

Appendix: Base Station Specifications

Physical

Parameter	Specification or Requirement
Dimensions (l x w x d)	20 in. x 11½ in. x 2 in. (51 cm x 29 cm x 5 cm)

Electrical

Parameter	Specification or Requirement
Input Power	120 VAC, 50/60 Hz, 15A Standard 3-prong outlet required (station includes AC adapter)
Radio Frequency	2.4 GHz ISM (**Does not require FCC license**)
Speaker outputs	5W

Functional

Parameter	Specification or Requirement
Maximum number of order points per base station	1
Maximum number of headsets per base station	more than 15
Maximum number of vehicle detectors per base station	3
Maximum number of greeter modules per base station	1

Appendix: Greeter Module

Greeter Setup

The Greeter Module is an accessory used to record messages and play them back, either when a vehicle arrives (GREETER, CLOSED, FORWARD), when an event occurs, such as a door opening (ALERT), or periodically on a schedule (REMINDER).

The Greeter Module has enough memory to store 64 seconds of audio, broken into sixteen 4 second messages. The message types available are:

GREETER – Each Greeter message takes up two 4 second message slots for a total of 8 seconds. Greeter messages are restricted to ODD message numbers (i.e. 001, 003, 005, 007, 009, 011, 013, and 015). There can be a maximum of 8 Greeter messages.

REMINDER – Each Reminder message takes up one 4 second message slot for a total of 4 seconds. Reminder messages can be recorded in any of the 16 message slots, allowing for a maximum of 16 Reminder messages.

ALERT – Each Alert message takes up one 4 second message slot for a total of 4 seconds. Alert messages can be recorded in any of the 16 message slots, allowing for a maximum of 16 Alert messages. However, the system has 4 Alert Message Input Triggers, so only 4 Alert messages can be used at any one time.

CLOSED – The custom "Store Closed" message follows all the rules of a Greeter Message.

FORWARD – The custom Tandem Lane "Pull Forward" message follows all the rules of a Greeter Message.

Note:

For a Dual Lane system, some message types are not available. The message Types available on each base station are as follows:

Lane 1 = GREETER, REMINDER, ALERT and CLOSED

Lane 2 = GREETER, CLOSED and FORWARD

Enter the Greeter Configuration Menu

All of the greeter module settings are located in the "Greeter Menu" configuration menu.

Perform the following procedure to enter the greeter configuration menu:

1. Enter the base station configuration mode, see page 11.
2. Press and release **Mode** until the `Greeter Menu` appears.

The following menu choices are available.

a) `Message Activation`
b) `Record Messages`
c) `Choose Headsets Messages Playback To`
d) `Message Daypart Definitions`
e) `Greeter Message Properties`
f) `Alert & Reminder Message Properties`
g) `Alert Message External Trigger Input`

h) Message Names

Message Activation

Perform the following procedure to schedule and activate GREETER and REMINDER messages.

Note:

This step should be done after Daypart Definitions have been configured and Messages Recorded.

1. Enter the greeter configuration menu.
2. Select 1 Message Activation.

```
Act.<NO > :MESSAGE ACTIVATION:
Msg.<001><MON> [Breakfast 1 ][GREETER]
[ Breakfast  ]<NO >│[  Morning  ]<NO >
[   Lunch    ]<NO >│[ Afternoon ]<NO >↓
```

3. Using the ▲, ▼, ◄, ► and **Enter** keys, select a message number and day of the week to configure. Msg.<001><MON>
4. For the selected message, set the value to "YES" for each daypart the message is active, [Breakfast] <YES> , leaving the other dayparts set to [Morning] <NO >
5. Repeat the daypart assignments for each day of the week. Msg.<001><TUE>
6. When done, activate the message schedule by selecting "YES". Act.<YES>
7. Repeat steps 3 – 6 for each message you wish to schedule and activate.

Record Message

After determining the number and type of messages to use in the drive-thru operation, the user will then record each message into the Greeter Module memory.

Perform the following procedure to record and playback messages:

1. Enter the greeter configuration menu.
2. Select 2 Record Messages.

```
            :RECORD MESSAGES:
Msg.<001> Type:<GREETER > [REC.] [PLAY]
        Duration:<00>    Time:[■■■■■■■■]
 Name:<Breakfast 1 >     {Mode=Exit}
```

Note:
If you store a new message in an occupied slot, the old greeter message will be permanently erased.

Each recorded message can be no more than 8 seconds long (GREETER, CLOSED, FORWARD) or 4 seconds long (REMINDER, ALERT)

3. Put on a working headset with the power on.

4. Using the ▲, ▼, ◄, ► and **Enter** keys, select a message number to record. `Msg.<001>`.

5. Using the ▲, ▼, ◄, ► and **Enter** keys, select the message type. `Type:<GREETER >`. Because Greeter Messages take up two message slots, the screen will change to confirm the user wants to delete the adjacent message.

```
              :RECORD MESSAGES:
Msg.<001> Type:→GREETER ← [REC.] [PLAY]
       Duration:<00>    Time:[■■■■■■■■]
Remove Message 002? {ENTER=Yes}{Mode=No}
```

8. Using the ▲, ▼, ◄, ► and **Enter** keys, select `[Rec.]`. The screen will change to:

```
              :RECORD MESSAGES:
Msg.<001> Type:<GREETER > >REC.< [PLAY]
       Duration:<00>    Time:[■■■■■■■■]
 Name:<Breakfast 1 > {Service=Start   }
```

9. Press and hold the Page button on the headset.

Note:
For a Dual Lane system, ensure you have selected the appropriate Lane before recording. T1(Green) = Lane 1 Greeter, T2(Amber) = Lane 2 Greeter.

---

10. Press and release **Service** key on the base station and speak the message you want to record.
11. When finished recording, press and release **Service** key, then release the page button.
12. The system will pad the message with "silence" to ensure no left over audio from an old message.
13. The new message duration is now displayed in the Duration field. `Duration:<03>`.
14. To hear the new greeting played back, scroll to `[PLAY]` and press the **Service** key.
15. The name of the message can also be changed on this screen. Select the message name field using the ▲, ▼, ◄, ► and **Enter** keys and change the text using the keypad.

Note:
Instead of recording a live message from a headset, you can use a message that was prerecorded and saved on a media recording/playback device, such as a CD or MP3 player or on the hard drive on a computer. Connect the device to the AUX AUDIO IN jack on the bottom of the base station, and use the device's controls to start and stop the playback by using the base station's Service button.

Choose Headsets Messages Playback To

Perform the following procedure if the user wants to select which headsets are allowed to hear each REMINDER or ALERT message:

1. Enter the greeter configuration menu.
2. Select 3 Choose Headsets Messages Playback To.

```
 :CHOOSE HEADSETS MESSAGES PLAYBACK TO:
  Msg.<011> [Reminder 1  ] [REMINDER]
[Headset 1234]<YES>▮[Headset 2020]<YES>
[XXXXXXXXXXXX]<YES>▮[XXXXXXXXXXXX]<YES>
```

3. Using the ▲, ▼, ◄, ► and **Enter** keys, select a message number to record. Msg.<011>.

Note:
Only REMINDER and ALERT messages are available for this function.

4. Using the ▲, ▼, ◄, ► and **Enter** keys, select the desired headset YES/NO field and modify. [Headset 1234]<NO >.

Note:
The headsets are given a default name, when registered, of "Headset SSSS", where SSSS is the last 4 digits of the headset serial number. The names can be modified in the System 08 Headset Setup menu.

Message Daypart Definitions

The second step to configuring the greeter module is the messaging dayparts. This allows the system to play GREETER and REMINDER messages on a pre-configured schedule automatically. Perform the following procedure to define the messaging dayparts, specifying the name, start time and end time for each:

1. Enter the greeter configuration menu.
2. Select 4 Message Daypart Definitions.

```
     :MESSAGE DAY PART DEFINITIONS:
  Message Day Part    Start      End
 01:> Breakfast   <   <06:00>  <10:00>
 02:<  Morning    >   <10:00>  <11:00> ↓
```

3. Using the ▲, ▼, ◄, ► and **Enter** keys, select a message daypart. Use the keypad to modify the Daypart Name, Start Time, and End Time.
4. Repeat for up to 12 dayparts. The daypart times can be overlapping.

Greeter Message Properties

The Greeter Message Properties menu is a collection of settings affecting the message type GREETER.

1. Enter the greeter configuration menu.
2. Select 5 Greeter Message Properties.

```
    :GREETER MESSAGE PROPERTIES:
 Playback After Delay Of >00< Seconds.
        Playback Mode:<Alternating>
       Playback To The Headsets?<Yes>↓
```

Change Playback Delay Time

Playback delay time is the number of seconds between when the vehicle detector detects a vehicle and when the greeter begins to playback the message.

Perform the following procedure to change the playback delay time:

1. Navigate to `Playback After Delay Of >XX< Seconds` where "xx" represents the current number of seconds.
2. Change the number of seconds to a new value. The range is 0 to 15 seconds.

Change Playback Mode

Perform the following procedure to change the greeter playback mode.

1. Navigate to `Playback Mode`.
2. Change the value of the playback setting. Your choices are:
   - `ALTERNATING`—A different message plays for each vehicle that pulls up to the customer order point. Multiple messages must be selected.
   - `PLAY ONCE`—All messages selected play once for every vehicle that pulls up to the customer order point.

Set Greeter Playback through Headsets

You have the choice of allowing the greeting to be played through the headsets in addition to being played to the customer at the order point.

Perform the following procedure to enable or disable playback through headsets:

1. Navigate to `Playback To The Headsets?`.
2. Change the value of the playback setting. Your choices are:
   - `YES` - The greeting will play on the headsets as well as the order point.
   - `NO ` - The greeting will only be heard at the order point (and the monitor if selected below).

```
    :GREETER MESSAGE PROPERTIES:      ↑
     Playback Through The Monitor?<YES>
 Tone To Headsets During Playback?<NO >
Restaurant Closed Playback Message<OFF>↓
```

Set Playback through Monitor

You have the choice of allowing the greeting to be played through the monitoring speaker in addition to being played to the customer at the order point.

Perform the following procedure to enable or disable playback through the monitor:

1. Navigate to `Playback Through The Monitor`.
2. Change the value of the playback setting. Your choices are:
   - `YES` - The greeting will play on the grill monitor speaker as well as the order point.
   - `NO ` - The greeting will only be heard at the order point.

Turn on Tone to Headsets During Greeter Playback

If the greeting is not playing over the headsets, a continuous tone can be played while the customer is hearing the greeting. This permits the order taker to know when the greeting is playing and when it has stopped.

To enable or disable the tone during greeter playback:

1. Navigate to `Tone To Headsets During Playback`.
2. Change the value of the playback setting. Your choices are:
   - `YES` - A tone will play in the headsets while the greeting message plays to the customer at the order point.
   - `NO` - No tone will play in the headsets.

Turn on Restaurant Closed Playback Message

You can assign a standard message to be played to customers during hours when the restaurant is closed. The clock and store hours must be set correctly, and the actual message must be recorded as Type CLOSED, then it can be set to activate automatically whenever the restaurant is closed.

To select which restaurant closed playback message is chosen:

1. Navigate to `Restaurant Closed Playback Message`.
2. Change the value of the playback setting. Your choices are:
   - `OFF` - The factory provided "Store Closed" message is used.
   - `ON` - The custom recorded CLOSED message is used.

> **Note:**
> The main setting for enabling the "Store Closed" message is located in the
> `System Menu>Global Settings>"Store Is Now Closed"` menu.

```
        :GREETER MESSAGE PROPERTIES:      ↑
External Detector Playback Message>OFF<
                     Greeter Revision <03>
```

Turn on External Detector Playback Message

If an external detector is used and connected to the EXT_MSG trigger pin on the base station circuit board, you can assign a message to be played back whenever the external detector is activated.

To turn on the external detector playback message:

1. Navigate to `External Detector Playback Message`.
2. Change the value of the playback setting. Your choices are:
   - `OFF` - The external input will not trigger a message in "Original Mode".
   - `<001>through<016>` - Selecting a message number means the corresponding message will play when the external detector is activated, in "Original Mode".

> **Note:**
> The external inputs previously used for mode selection and external message trigger now have a dual purpose. In "Original Mode", they can still be used for their original purpose. The input can also be set to an ALERT message number and will trigger the Alert Message playback when activated.

Greeter Revision

The hardware revision of the Greeter Module is listed.

V2 Greeter Modules require XT-1 base station software version 3.00 or later to function properly.

V3 Greeter Modules require XT-1 base station software version 4.00 or later to function properly.

Alert & Reminder Message Properties

The Alert & Reminder Message Properties menu is a collection of settings affecting the message types ALERT and REMINDER.

1. Enter the greeter configuration menu.
2. Select `6 Alert & Reminder Message Properties`.

```
:ALERT & REMINDER MESSAGE PROPERTIES:
 Msg.>011< [Reminder 1  ] [REMINDER]
Priority:<N> Delay:<00:00> Count:<  1>
   Repeat:<00:01:00>     Monitor:<OFF>
```

3. Using the ▲, ▼, ◄, ► and **Enter** keys, select a message number and configure the settings. Your choices are:
   - `Priority`
     - `<Y>` - means the message will enter a queue if the scheduled play time occurs during an active order. The message will play when the current vehicle departs or the call is dropped by the order taker.
     - `<N>` - means the message will be skipped and not play if the scheduled play time occurs during an active order.

   - `Delay`
     - `<mm:ss>` - Upon the start of a new day part, the playback of the first message will be delayed by this setting, entered in minutes and seconds. If the delay places the message start time into an active order, the message is skipped or placed into queue. If the delay places the message outside an active daypart, the message is skipped.
   - `Count`
     - `<XXX>` - Count is the number of the times the message is scheduled to be played during the current active daypart.
   - `Repeat`
     - `<hh:mm:ss>` - The repeat time, entered in hours:minutes:seconds, is the amount of time elapsed before the next scheduled message plays, with the elapsed time starting when the previous message finishes

- Monitor
    - `<OFF>` - The selected message is not played to the grill monitor speaker.
    - `<ON >` - The selected message is played to the grill monitor speaker, if one is installed.

Alert Message External Trigger Inputs

Perform the following procedure to select the function for each of four external inputs:

1. Enter the greeter configuration menu.
2. Select `7 Alert Message External Trigger Inputs`.

```
:ALERT MESSAGE EXTERNAL TRIGGER INPUTS:
 'SPLIT/CROSS'Input Pin=>Original Mode<
'ORDER TAKING'Input Pin=>Original Mode<
   'DAY/NIGHT'Input Pin=>Original Mode<↓
```

```
:ALERT MESSAGE EXTERNAL TRIGGER INPUTS:
     'EXT_MSG' Input Pin=>Original Mode<
 NOTE: In Original Mode, This Input Will
        Ignore ALL Daypart Settings.
```

3. Change the value of each input setting. Your choices are:
    - `Original Mode` - The Greeter Message Properties setting determines if the EXT_MSG input plays a message.
    - `<msg name>` - Selecting a message name means the corresponding message will play when the selected external input is activated. Message choices include all messages of Type ALERT.

Message Names

Perform the following procedure to customize the message names. The names can also be edited from the "Record Message" menu:

1. Enter the greeter configuration menu.
2. Select `8 Message Names`.

```
              :MESSAGE NAMES:
001:>Breakfast 1 < ▌002:<------------>
003:<Breakfast 2 > ▌004:<------------>
005:<Lunch 1     > ▌006:<------------>↓
```

```
              :MESSAGE NAMES:          ↑
007:>Lunch 2     < ▌008:<------------>
009:<Evening 1   > ▌010:<------------>
011:<Reminder 1  > ▌012:<Reminder 2  >↓
```

```
              :MESSAGE NAMES:              ↑
013:>Reminder 3  < ▌014:<Reminder 4  >
015:<Cooler Open > ▌016:<Door Open   >
```

3. Using the ▲, ▼, ◄, ► and **Enter** keys, select a message name use the keypad to enter each character. Advance to the next character in the name using the ► key.

Dual Lane Systems – Lane 2

In a dual lane system, the headsets are programmed to the Lane 1 base station, so settings pertaining to headsets are absent from the Lane 2 base station.

The following menu choices are available.

a) Message Activation
b) Record Messages
c) Message Daypart Definitions
d) Greeter Message Properties
e) Message Names

All menus are the same, with the exception of Greeter Message Properties, adding the Tandem Pull Forward message setting.

```
       :GREETER MESSAGE PROPERTIES:      ↑
External Detector Playback Message>OFF<
Tandem Pull Ahead Playback Message>OFF<
                    Greeter Revision <03>
```

Tandem Pull Ahead Playback Message

You can assign a custom message to be played to customers at the Lane 2 order point when the Lane 1 order point is available to pull forward. The custom message must be recorded as Type FORWARD.

To select which pull ahead playback message is chosen:

1. Navigate to Tandem Pull Ahead Playback Message.
2. Change the value of the playback setting. Your choices are:
    *   OFF - The factory provided "Pull Forward" message is used.
    *   ON - The custom recorded FORWARD message is used.

Greeter Setup (For Systems with V2, V3, or V4 Base Station software)

Refer to Manual Version 1.6 for instruction on operating the Greeter Module with Base Station software V2, V3, or V4.

Greeter Setup (System Defaults)

Messaging Dayparts			
Daypart #	**Name**	**Start Time**	**End Time**
1	Breakfast	06:00	10:00
2	Morning	10:00	11:00
3	Lunch	11:00	14:00
4	Afternoon	14:00	17:00
5	Dinner	17:00	19:00
6	Evening	19:00	22:00
7	Night 1	22:00	24:00
8	Night 2	00:00	02:00
9	Overnight	02:00	06:00
10	24 Hours	00:00	24:00
11	Daypart 11	00:00	00:00
12	Daypart 12	00:00	00:00

Message Assignments			
Msg #	**Name**	**Type**	**Dayparts**
1	Breakfast 1	GREETER	
2	------------	GREETER	
3	Breakfast 2	GREETER	
4	------------	GREETER	
5	Lunch 1	GREETER	
6	------------	GREETER	
7	Lunch 2	GREETER	
8	------------	GREETER	
9	Dinner 1	GREETER	
10	------------	GREETER	
11	Reminder 1	REMINDER	
12	Reminder 2	REMINDER	
13	Reminder 3	REMINDER	
14	Reminder 4	REMINDER	
15	Cooler Open	ALERT	
16	Door Open	ALERT	

Alert & Reminder Properties							
Msg #	**Name**	**Type**	**Priority**	**Delay**	**Count**	**Repeat**	**Monitor**
11	Reminder 1	REMINDER	Y	0:00	1	0:01:00	OFF
12	Reminder 2	REMINDER	Y	0:00	1	0:01:00	OFF
13	Reminder 3	REMINDER	Y	0:00	1	0:01:00	OFF
14	Reminder 4	REMINDER	Y	0:00	1	0:01:00	OFF
15	Cooler Open	ALERT	N	0:00	1	0:01:00	OFF
16	Door Open	ALERT	N	0:00	1	0:01:00	OFF

Greeter Setup (Customer Settings)

Messaging Dayparts			
Daypart #	Name	Start Time	End Time
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

Message Assignments			
Msg #	Name	Type	Dayparts
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			

Alert & Reminder Properties							
Msg #	Name	Type	Priority	Delay	Count	Repeat	Monitor
		REMINDER	Y	0:00	1	0:01:00	ON/OFF
		REMINDER	Y	0:00	1	0:01:00	ON/OFF
		REMINDER	Y	0:00	1	0:01:00	ON/OFF
		REMINDER	Y	0:00	1	0:01:00	ON/OFF
		ALERT	N	0:00	1	0:01:00	ON/OFF
		ALERT	N	0:00	1	0:01:00	ON/OFF
		ALERT	N	0:00	1	0:01:00	ON/OFF

Greeter Setup (Example Settings)

Message Assignments			
Msg #	**Name**	**Type**	**Dayparts**
1	Daily Promo	GREETER	10
2	------------	GREETER	10
3	Store Closed	CLOSED	
4	------------	CLOSED	
11	Travel Path	REMINDER	10
12	Hand Washing	REMINDER	10
16	Back Door Open	ALERT	10

Alert & Reminder Properties							
Msg #	**Name**	**Type**	**Priority**	**Delay**	**Count**	**Repeat**	**Monitor**
11	Travel Path	REMINDER	Y	0:00	1	0:30:00	ON/OFF
12	Hand Wash	REMINDER	Y	0:00	1	1:00:00	ON/OFF
16	Door Open	ALERT	N	0:00	1	0:01:00	ON/OFF

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