

**Drive-Thru System G5: G5 Basestation Model G5B1, G5
Headsets and XT-1 Headsets**

Delivering the best possible drive-thru experience

Operating Instructions

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1. Overview

A. Safety Information

Safety Rules

Read, understand, and follow all safety information contained in these instructions prior to installation & operation of G5 Basestation Model G5B1, XT-1 Headsets and the **PAR** 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

G5 Basestation Model G5B1, XT-1 Headsets and the **PAR** 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.

This system requires professional installation by **PAR** authorized service personnel only and must be installed as specified in G5 Basestation Model G5B1 Installation Instructions and operated as specified in G5 Basestation Model G5B1 Operating Instructions in quick service drive-through restaurants and convenience stores. It has not been evaluated for other uses or locations.

Signal Words

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.

IMPORTANT NOTE

Indicates a potentially hazardous situation, which, if not avoided, may result in property damage. It is strongly recommended that you pay attention to information inside of an Important Note.

System Warnings

WARNING

To reduce the risk associated with hazardous voltage:

- Disconnect power to the receptacle before installing or removing the Basestation 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 G5 Basestation Model G5B1 or XT-1 Battery Charger, G5 Battery Charger or G5 Headset Charger, if the power supply cord or enclosure is damaged.
- Use the power supply indoors and in dry locations only.

WARNING

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

- Immediately discontinue use of the battery if, at any time, the battery feels hot, changes color or shape, emits an unusual smell, or appears abnormal or damaged in any other way.
- Do not open, disassemble, pierce, crack, crush, incinerate, or expose to heat above 55 °C/130 °F. Keep batteries away from children.
- Do not store or carry batteries with metal objects. Store batteries in cool, dry, clean places.
- Always replace batteries, battery chargers and power supplies, and all other system components with only **PAR** approved units acceptable for use in this system to avoid system malfunction and safety concerns. Replace model XT-1 battery with Model C1060/XT-1 only. Replace model G5 battery with Model G5L1 **PAR** only. Use of another battery may present a risk of fire or explosion.
- Do not immerse batteries in water or other liquids.
- Do not use batteries that feel hot or that have changed in color or shape, emit an unusual smell, or appear damaged or abnormal in any other way.
- Discontinue use if damage or abnormalities are observed. Conduct regular visual inspections of batteries to look for damage or abnormalities, such as changes in shape or color.
- Use only **PAR**-approved batteries.
- The **PAR** Drive-Thru Headset Battery Charger, G5 12-slot and the **PAR** Drive-Thru Headset Charging Station, G5 are supplied with two power connections to allow for connecting an additional charger and/or basestation. During installation, do not connect more than one power supply to one charger, or to the interconnected string of chargers.
- Do not modify this **PAR** Wireless Communication System Model XT-1, or **PAR** Wireless Communication System Model G5.
- For additional charging and use instructions, review the Installation Manual and the Operating Instructions.

CAUTION

To reduce the risks associated with environmental contamination due to battery pack:

- Dispose of batteries, power supplies, battery charger and basestation in accordance with federal, state & local requirements. If preferred, return these components to **PAR** Service Center for recycle.
- Many rechargeable batteries are required to be recycled by local, state/province, and national laws. To properly recycle/dispose of the battery or battery pack, always follow local solid waste disposal regulations. Additionally, in the United States and Canada, **PAR** is partnering with Call2Recycle (RBRC) to provide recycling service to you to help ensure that the rechargeable batteries within our products are recycled properly. To assist you in using this service call the Call2Recycle battery recycling information help line at 1-800-8-BATTERY (1-800-822-8837) or consult Call2Recycle's battery recycling guidance online at www.call2recycle.org.

B. Other Conventions

FCC and Industry Canada Information

IMPORTANT NOTE

FCC RF Exposure Statement:

XT-1 Headset and the PAR 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 G5 Basestation Model G5B1 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 PAR approved external antenna.

The use of accessories not approved by PAR Company, including but not limited to batteries, antennas, wall adapters, chargers, ear pads and foam tips and convertible covers, may cause your headset or Basestation to malfunction or in the case of unapproved electrical accessories and antennas may cause the device 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 ID: 458A-BCSDXT1H

G5 Basestation Model G5B1:

FCC ID: DGFBCSDG5B1

IC ID: 458A-BCSDG5B1

PAR Drive-Thru Headset G5:

FCC ID: DGFBCSDG5H1

IC ID: 458A-BCSDG5H1

IMPORTANT NOTE

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

Recycling / Disposal (Notice to European Union customers)



These products must be disposed respectively recycled at the end of their lifetime according to the till then mandatory laws and rules.



Under European Union ("EU") Directive on Waste Electrical and Electronic Equipment, Directive 2012/19/EU products of "electrical and electronic equipment cannot be discarded as municipal waste anymore and manufacturers of covered electronic equipment will be obligated to take back such products as the end of their useful life. For appropriate disposal and recycling instructions, contact your local **PAR** representative.



European Union CE Information

IMPORTANT NOTE

To ensure that the maximum 20 dBm EIRP output power is not exceeded, for any **PAR** approved external antenna that is used with the G5 Basestation Model G5B1, the minimum length of RF cable required is 100 feet.

2. Configuration

A. Enter Configuration Mode

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

To enter the configuration mode:

- From the Run mode menu.
- Enter your user passcode.
- Press **Mode**. The display will show the user name and ID number (e.g., User1 ID = 1).
- Press **Mode** again. The display will show the **Main Menu** with options to select **1 System Menu** or **2 Greeter Menu**.

```
08:35 SUN, DEC/25/2016   Mode > AL/MLT <
Noise Reduction [MED]    Single Lane
Greeter                  Volume < DAY >
USER MODE, ID = 1
```

```
                               :MAIN MENU:
1>System Menu<
2 Greeter Menu
```

Figure 1.

IMPORTANT NOTE

There are two levels of passcode: installers and users. Using a user's passcode permits you into all system menu items except those reserved for installers.

The default user password is 1234.

The default installer password is 12345.

B. Navigating the Basestation Display

Once you are in the configuration mode, you can use the buttons on the basestation 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 noneditable 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 the Mode key after entering your passcode to enter user or installer level security. 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 PAR 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 the Service button. The base station will go to a Service screen used for installation and troubleshooting. |
| Lane button | Use the Lane button to switch between Lane1 and Lane2. The Display Screen will switch appropriately and display only those configuration settings that are available for that Lane. This applies to the Run Screen and all Menu screens. |

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

C. Finding the MAC Address of the G5 Basestation

To find the MAC address of the G5 Basestation.

- Enter the configuration mode, see “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Select **16 Network Setup**.
- Note the 6 pairs of alpha-numeric characters (enclosed in square brackets), against the **MAC Address** field.

Note that your G5 Basestation may contain a different set of characters than the one illustrated below:

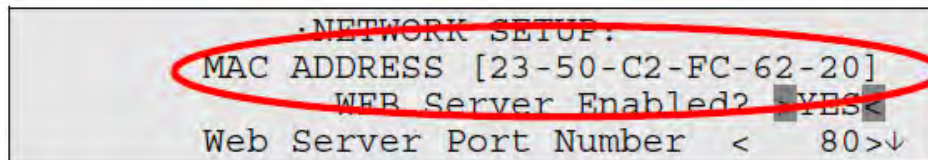


Figure 2.

D. Configuring with a Computer

All of the procedures in this chapter assume that you are using the display to configure your basestation(s). However, the basestation can function as a web server, which means it can be configured using a PC. The web server functionality is enabled on the basestation by default.

To set up web-server functionality:

1. Connect the base station:
 - a. **Peer-to-Peer** – a direct connection between the basestation and the PC using a crossover cable.
 - b. **Private network** – a connection between the basestation and a router, switch or hub using an Ethernet cable. The PC is somewhere on the same network.
2. Enter the configuration mode, see “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
3. Select **16 Network Setup**.
4. Change the values for **IP address**, **subnet mask**, and **default gateway**, according to the table below.
5. Cycle the power to the basestation.
6. Enter the configuration mode.
7. Select **16 Network Setup**.
8. Verify the values for **web server enabled** is **Yes**, or else change this value to **Yes**.
9. Cycle the power to the basestation.

| 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. 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.

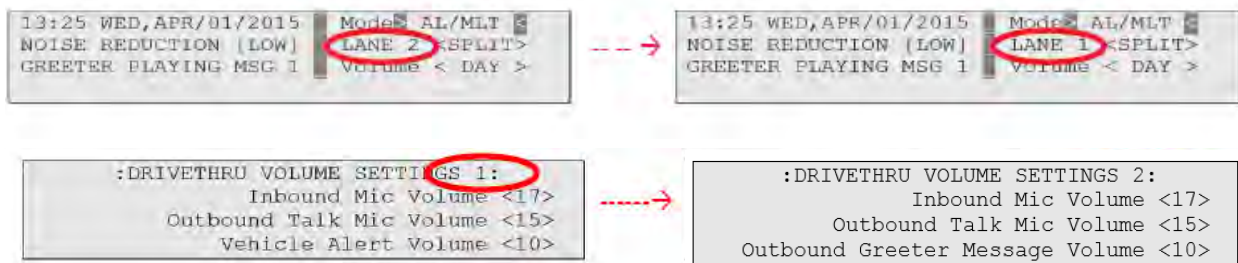
To log into the base station:

1. Using a web browser, type in the IP address of the base station in the browser's Address bar, then press **Enter**.
2. Type in your user name and password, then press **Enter**.
 - a. The default user name is "User1"; the default password is "1234".

F. Switching Between Lane1 and Lane2

At any time, while configuring the basestation or while on the Run Screen, you can switch the display screen to show Lane1 or Lane2 settings by pressing the **Lane** button on the keypad.

Here are some display screens that indicate a successful switch.



Display Screens that are not effected by Lane change do not have the Lane number listed on the screen's header. For example:



Figure 3.

G. Menu Options for Lane1 and Lane2

There are a very few menu options that are available on Lane1 settings and not on Lane2; and vice versa. The table below provides a high level view of the menu structure and which options are available for Lanes 1 and 2.

| Menu | Available on Lane1 | Available on Lane2 |
|---------------------------------------|--------------------|--------------------|
| System Menu | | |
| - 01 Drivethru Volume | | |
| - Inbound Mic Volume | Yes | Yes |
| - Outbound Talk Volume | Yes | Yes |
| - Vehicle Alert Volume | Yes | No |
| - Outbound Greeter Message Volume | Yes | Yes |
| - External Audio-Input Volume | Yes | Yes |
| - Mic Preamp Gain (Installer Only!) | Yes | Yes |
| - 02 Monitor Volume | | |
| - Inbound Listen: Volume | Yes | Yes |
| - Outbound Talk: Volume Enable | Yes | Yes |
| - Vehicle Present: Volume Enable | Yes | Yes |
| - Vehicle Approach: Volume Enable | Yes | Yes |
| - PAGE Messages: Volume Enable | Yes | Yes |
| - Ext. Audio-In: Volume Enable | Yes | Yes |
| - Greeter Messages: Volume Enable | Yes | Yes |
| - Lane Monitor Outputs | No | Yes |
| - 03 Night Volume | | |
| - Day Outbound Talk Volume Setting Is | Yes | Yes |
| - Reduce DriveThru Volume At Night By | Yes | Yes |
| - 04 Registration | Yes | No |
| - 05 Noise Reduction | | |
| - Inbound Mic Noise Reduction Level | Yes | Yes |
| - Acoustic Echo Canceller | Yes | Yes |
| - 06 Set Time & Date | | |
| - Time | Yes | No |
| - Date | Yes | No |
| - TimeZone | Yes | No |
| - 07 Global Settings | | |
| - Text & Audio Prompts Language | Yes | No |
| - DriveThru Audio Duplex Mode | Yes | No |
| - PAGE Channel Heard By Order Taker | Yes | No |
| - "Store is Now Closed" Prompt | Yes | No |
| - Order Point Prompts in English? | Yes | No |
| - Order Point Prompts in Spanish? | Yes | No |
| - Order Point Prompts in French? | Yes | No |
| - Order Point Prompts in German? | Yes | No |
| - Order Takers in CROSS Lane Mode | Yes | No |

| Menu | Available on Lane1 | Available on Lane2 |
|--------------------------------------|--------------------|--------------------|
| - PAGE Messages Can Cross Lanes? | Yes | No |
| - Order Point TALK With No Vehicle | Yes | No |
| - “Pull Ahead” Prompt (Tandem ONLY) | No | Yes |
| - Vehicle Detector #1 Type | Yes | No |
| - Vehicle Detector #2 Type | No | Yes |
| - Vehicle Detector #1 Minimum | Yes | No |
| - Vehicle Detector #2 Minimum | No | Yes |
| - Auto Un-Mute HS Mic in Hfree Mode | Yes | No |
| - External Audio-In Routing Mode | Yes | No |
| - Ext. Audio-In Gate Threshold Level | Yes | No |
| - Mute External Audio-In When Busy | Yes | No |
| - Kitchen Noise Reduction | Yes | No |
| - Haptic Alerts on Headsets | Yes | No |
| - Blue LED Alerts on Headsets | Yes | No |
| - 08 Headset Setup | Yes | No |
| - 09 O.T. Modes Setup | Yes | No |
| - 10 Site Scheduling | Yes | No |
| - 11 Site Information | Yes | No |
| - 12 Digital IO Setup | Yes | No |
| - 13 Change Passwords | Yes | No |
| - 14 Installer Setup | Yes | No |
| - 15 Factory Setup | Yes | No |
| - 16 Network Settings | Yes | No |
| - 17 Reboot System | Yes | No |
| - 18 Revision Levels | Yes | No |
| Greeter Menu | | |

H. Change Basic Volume Settings

IMPORTANT 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.

IMPORTANT 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Select a new value for **01 Drivethru Volume > Inbound Mic volume**. The range is 0 (silent) to 20 (max).

Outbound Talk Volume

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

IMPORTANT NOTE

To avoid feedback, set the outbound talk volume as low as possible.

To change the outbound talk volume:

- Enter the configuration mode, see “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Select a new value for **01 Drivethru Volume > Outbound Talk Volume**. The range is 0 (silent) to 20 (max).

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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Select a new value for **01 Drivethru Volume > Outbound Greeter Message Volume**. The range is 0 (silent) to 20 (max).

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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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.

IMPORTANT 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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.

IMPORTANT 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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).

Monitoring Audio Separately for the Two Lanes

The “Lane Monitor Outputs” option only appears when the basestation is operating in a Dual Lane. It has two choices – “Mixed” or “Separate”.

In **Mixed** mode, all Monitor audio from both lanes 1 and 2, are played on the single Speaker.

In **Separate** mode, if you have hooked up two separate speakers for the two lanes, then traffic on Lane1 is played on Speaker1; traffic from lane2 is played on speaker2.

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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Select a new value for **03 Night Volume > Reduce DriveThru Volume At Night By**. The range is 0 (No reduction) to the current day volume level (silent).

IMPORTANT NOTE

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 basestation 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 basestation. Once registered, it does 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 basestation whenever the headset signs on.

To register a headset:

- Enter the base station configuration mode, see “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Select **04 Registration > 1 Add New Headsets**.
- Power on the headset when prompted.
Or in the case of a G5 headset, insert the battery to automatically power on the headset.
- Wait up to two minutes for **{Headset xxxxxxxx Has Been Registered!}** to appear at the bottom of the display.
- Repeat the steps above for additional headsets.
- Press **Mode** when finished.

IMPORTANT NOTE

Alternatively, you may use the Special Short Cut Keys. While on the Run Mode and no fields are selected for editing, the left, and right buttons act as short cut keys to two frequently accessed configuration screens.
Press the left arrow – Launches the Add New Headsets screen.

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 PAR for repair. The headset would have to be registered again at a later date.

- Enter the base station configuration mode, see “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Select **04 Registration > 2 Remove Headsets**.
- Scroll to the number of the headset you want to un-register.
- Press **Enter**.

IMPORTANT NOTE

If you do not know or have access to the number of the headset to be unregistered, identify the headsets that you want to remain in service and unregister any that remain on the list.

Another method to identify the headset’s serial number without having to disassemble the headset is through the Basestation’s Headset Setup Menu.

- Enter the base station configuration mode, see “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Select **08 Headset Setup**.
- Pay attention to the Serial Number displayed to the right of Currently Editing Headset field.
- Conduct a Page with the operational XT-1 or G5 headset on hand.
- The Headset Selection field will jump to the headset that is currently paging, which is the headset in your hand.

- Read the serial number off this field.

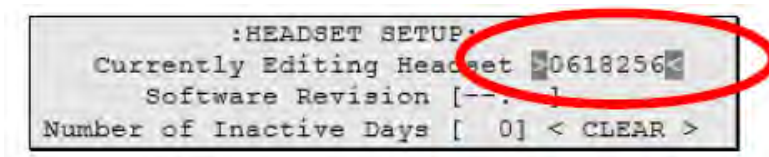


Figure 4.

i IMPORTANT NOTE

This field will only display the last 7 digits of the Headset's (or G5 Control Pod's) serial number.

List All Headsets

To see a list of the registered headsets:

- Enter the base station configuration mode, see "Enter Configuration Mode" on page 7, and choose **1 System Menu**.
- Select **04 Registration > 3 List All Headsets**.

Resetting Inactive Days

For any headset, you can manually reset its number of inactive days to zero.

To reset the inactive days:

- Enter the base station configuration mode, see "Enter Configuration Mode" on page 7, and choose **1 System Menu**.
- 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 "Enter Configuration Mode" on page 7, and choose **1 System Menu**.
- 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.

Identifying Headset Serial Number

To identify the last 7 digits of a XT-1 headset or G5 Control Pod) registered to this basestation:

- Enter the base station configuration mode, see “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Navigate to **08 Headset Setup**.
- Pay attention to the Serial Number displayed in the Headset Selection Field to the right of **Currently Editing Headset**.
- Conduct a PAGE with the operational XT-1 or G5 Headset on hand.
- The Headset Selection Field will jump to the headset serial number that is currently paging.
- Read the serial number off this field.

I. 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 the effects of any ambient background noise at the Order Point, to make it easier to hear drive-thru customer speech.

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

- Enter the base station configuration mode, see “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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.

J. Set System Date and Time

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

- Enter the base station configuration mode, see “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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)

K. 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.

IMPORTANT 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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.

IMPORTANT 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- **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**.

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:

IMPORTANT NOTE

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

- Enter the base station configuration mode, see “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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.
- no car is present at order point #1.

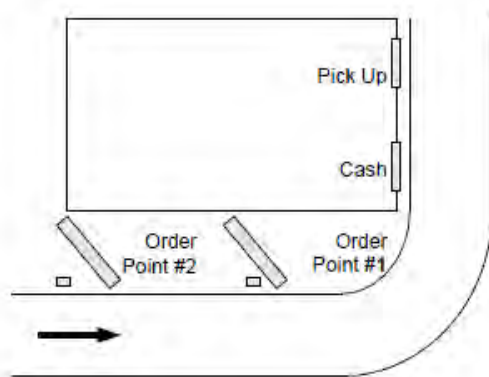


Figure 5.

This option is available on Lane2 settings only. Perform the following procedure to enable or disable the automatic pull ahead for Order Point #2:

- Enter the base station user service mode, see “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Press the **Lane** button.
- 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Change the value for **07 Global Settings > PAGE Messages Can Cross Lanes?** 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Change the value for **07 Global Settings > Order Point TALK With No Vehicle?** 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Change the value for **07 Global Settings > Vehicle Detector#1** to **Presence** or **Pulse**.

IMPORTANT NOTE

Press the **Lane** button to configure Detector#2 on Lane2.

- 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.

IMPORTANT NOTE

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.

L. 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.

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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Change the value for **07 Global Settings > Blue LED Alerts on Headsets** to **YES** or **NO**.

M. 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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 the directional arrows to scroll up and down the list)

IMPORTANT NOTE

Order taking modes are described in the Operation section.

PAR recommends you do not set up more than three order taking

N. ^{modes.} Change Site Scheduling

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

IMPORTANT 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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 the directional arrows to scroll up and down the list).

IMPORTANT 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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 the directional arrows to scroll through the fields).

O. Change Site Information

Site information is useful for warranty registration and to support service calls. 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Navigate to **11 Site Information**.
- For each field that needs to be modified, enter the appropriate data. (Press the directional arrows to scroll through the fields).

P. Digital IO Setup

The Digital IO Setup allows you to configure the 16 logical General Purpose Input and Output ports. All Inputs and Outputs are Active Low. You can reassign any of these GPIO ports to either, provide a signal (OUT) or accept a signal (IN).

You can assign what action the basestation needs to take upon receiving a signal (IN) on one of these ports. The choices are:

- SPLIT/CROSS – change Lane Modes
- ORDER TAKING – toggle through enabled Order Taking Modes
- DAY/NIGHT – change Volume Mode
- EXT_MSG – Playback assigned message anytime external detector is activated
- VEH_APP_1 – Monitor vehicle approach on Lane1
- VEH_APP_2 – Monitor vehicle approach on Lane2
- Any Alert messages recorded in the system.

You can integrate any PAR approved external device that can be operated by opening or closing a switch and is independent of the intercom system, to receive a signal (OUT).

The choices are:

- TALK_1 – TALK channel (Outbound) open on Lane1
- TALK_2 – TALK channel (Outbound) open on Lane2
- PAGE_1 – PAGE channel open on Lane1
- PAGE_2 – PAGE channel open on Lane2
- GRT_CNCL_1 – Activate/Stop message playing on external Greeter for Lane1
- GRT_CNCL_2 – Activate/Stop message playing on external Greeter for Lane2
- VEH_DET_1 – Vehicle detected at Lane1 Order Point
- VEH_DET_2 – Vehicle detected at Lane2 Order Point
- Any GPIOs that are currently configured as INPUTS to the basestation (receive a signal or IN)

Perform the following procedure to set up and/or reassign any GPIOs:

- Enter the configuration mode, see “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Select **12 Digital IO Setup**.
- Use the directional arrows as necessary to scroll to the desired IO #.
- Change the value for the field IN/OUT and choose the appropriate signal by scrolling down the list presented on the screen (Press the directional arrows to scroll up and down the list).
- At each step press Enter to implement the change or press Mode to abandon the change and retain its original value.

Q. 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Select **13 Change Passcodes > Change User Passcodes**.

- Identify the user number you want to change, then press the directional arrows 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.

R. Split and Cross Lane Mode

In any dual lane installation (tandem, side-by-side, or dual drive thrus), the system can be configured to operate registered headsets in Split or Cross Lane Mode. 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” on page 21.

S. Installer Setup

Installer setup is a special group of setup options typically only used by the installer.

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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Select **14 Installer Setup**.
- Change the value for **Load Installation Settings** to **Yes**.
- The system will then reboot.

Save Installation Settings

IMPORTANT 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- 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.

Number of Basestations at this Site

The G5 Basestation Model G5B1 can function as a Single or Dual Lane system. Perform the following procedure to enable the basestation to operate as a dual lane or single lane system:

- Enter the basestation configuration mode, see “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Change the value for **14 Installer Setup > Number of Lanes At This Site** to **2**.
(or to **1** if this is a dual lane system but being installed to function on a single lane)
- Press **Enter** to implement the change.

IMPORTANT NOTE

The G5 Basestation displays this option only when it's Dual Lane functionality has been activated.

The Dual Lane functionality on the G5 Basestation Model G5B1 is not active, by default, if originally purchased as a Single Lane system. Dual Lane functionality on the G5 Basestation Model G5B1 must be activated by calling **1-800-328-0033**.

T. 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 “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Select **15 Factory Setup**.
- Change the value of **Restore All Factory Settings** to **Yes**.
- The system will then reboot.

U. 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.

V. Reboot System

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

- Enter the configuration mode, see “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Select **17 Reboot System**.
- Change the value of **Power Cycle Complete System** to **Yes**.

- Press **Enter**.

W. Check the Revision Levels

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

- Enter the configuration mode, see “Enter Configuration Mode” on page 7, and choose **1 System Menu**.
- Select **18 Revision Levels**.

3. Operation

A. PAR Drive Thru Headset G5

Overview

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

Assembling a PAR Drive Thru Headset G5

The components that make up a **PAR Drive Thru Headset G5** are packaged and shipped as individual parts:

- **PAR Control Pod, G5** (includes a pack of ID Tags)
- **PAR Carrier, G5** (includes a pack of ID Tags) and
- **PAR Battery, G5**

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

Installing ID Tags

In **PAR 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, Pink

Follow the procedure below to install ID Tags:

- **Control Pod**

Remove the existing ID Tag from the Control Pod, replace with the color of your choice. Gently apply pressure (using the tip of a ball point pen, for example) so the ID Tag securely holds its position.

- **Carrier**

Flip open the Head Pad as shown below. From the outside, gently push the ID Tag out. Replace this Tag with one of your choice from the bag of ID Tags. After removing the ID Tag replace with the color of your choice, gently apply pressure (using the tip of a ball point pen, for example) so the ID Tag securely holds its position. Close the Head Pad.

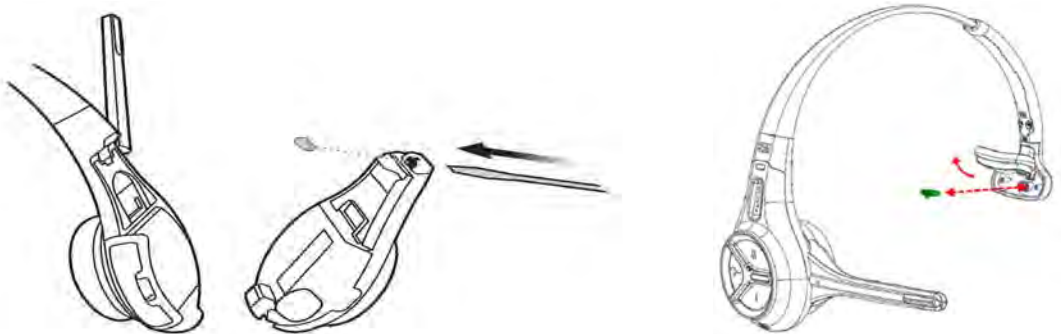


Figure 6.

Assembling the Control Pod and Carrier

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

1. 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 7.
2. 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 8.
3. 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 9.
4. Slide locking mechanism on opposite side of carrier to the locked position. See Figure 7.
5. Insert battery into the now assembled headset. See Figure 10.
6. LED indicator lights on the Headset should start blinking. See “Component Identification and Description” on page 31.) The headset is now ready for registrations to a base station.



Figure 7.

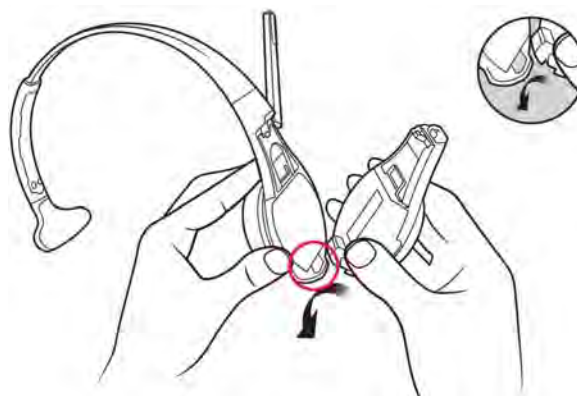


Figure 8.

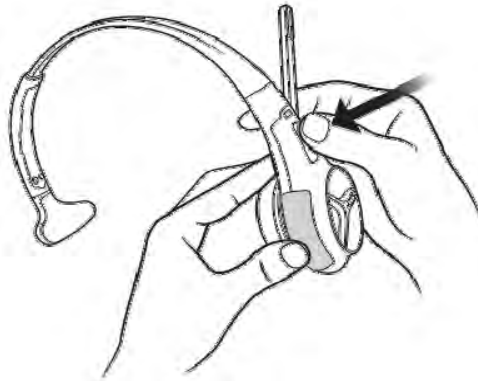


Figure 9.

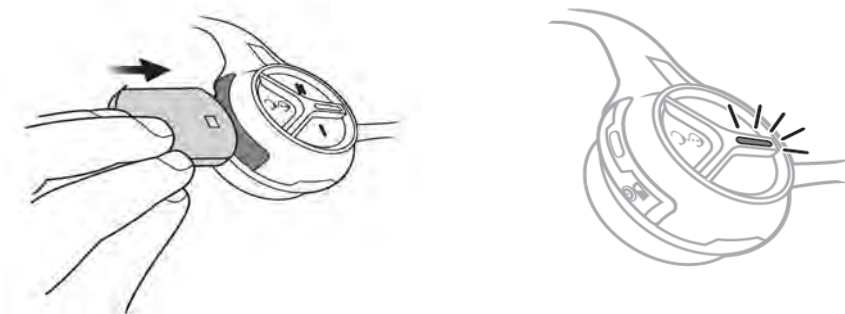


Figure 10.

Component Identification and Description

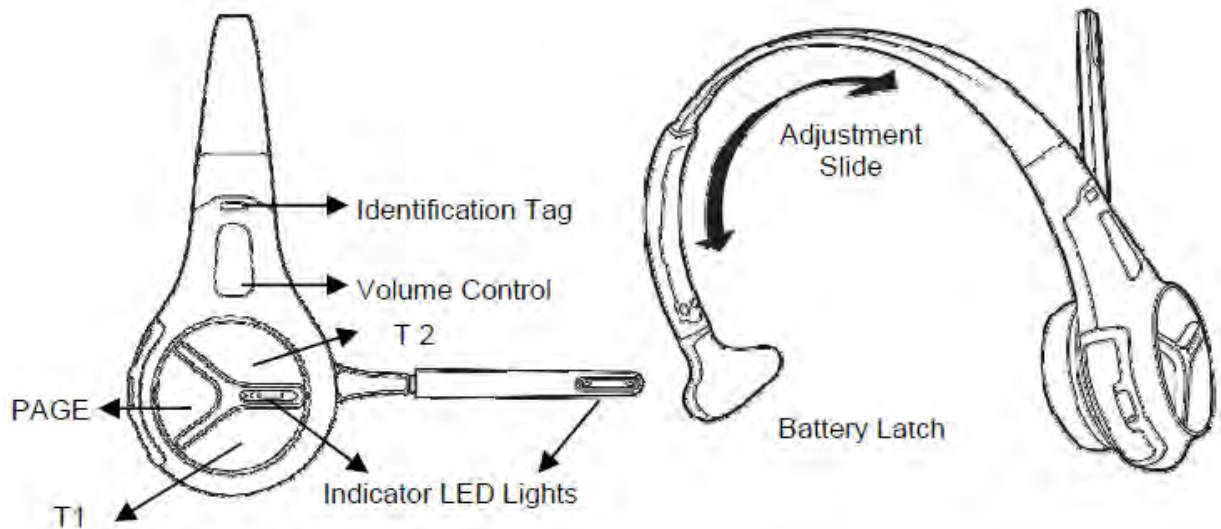


Figure 11.

- **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 “Indicator Light Modes” on page 32.
- **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:

IMPORTANT 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.

Table A. G5 Battery Indicator Light Modes

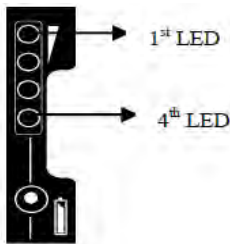
| Indicator | Mode Description |
|--|---|
| Green LEDs  | <p>The battery is out of the G5 battery Charger and the button has been pressed and held down.</p> <p>Each LED represents 25% charge. A fully charged battery would have all 4 LEDs lit Green. From the top (in the diagram on the left) if 4 successive 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%</p> |
| One of the LEDs is blinking Green | <p>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</p> |
| Top and Bottom LEDs are Green | <p>Battery End of Life. Replace the battery</p> |
| Bottom LED blinking Green (Battery not in charger) | <p>Charge on the battery has depleted below 5% of its State of Charge. The battery needs to be charged immediately.</p> |

Table B. G5 Headset Indicator Light Modes

| Indicator | Mode Description |
|--|--|
| Off (no light) | <p>Indicates power is off.</p> <p>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.</p> <p>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.</p> <p>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).</p> <p>Headset battery is completely out of charge or dead.</p> |
| 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 basestation. 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 Basestation. 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.

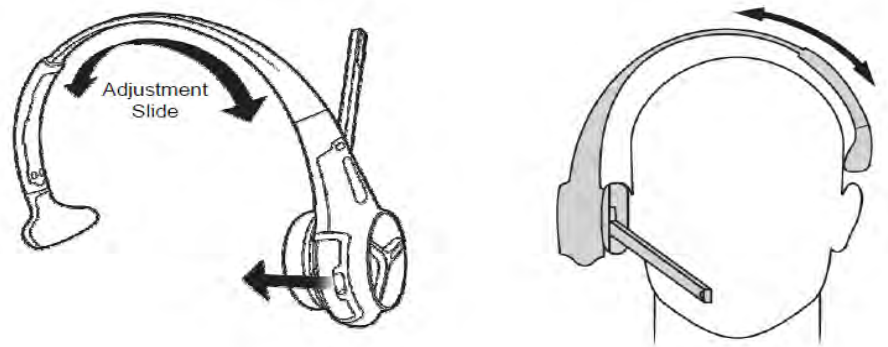


Figure 12.

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.

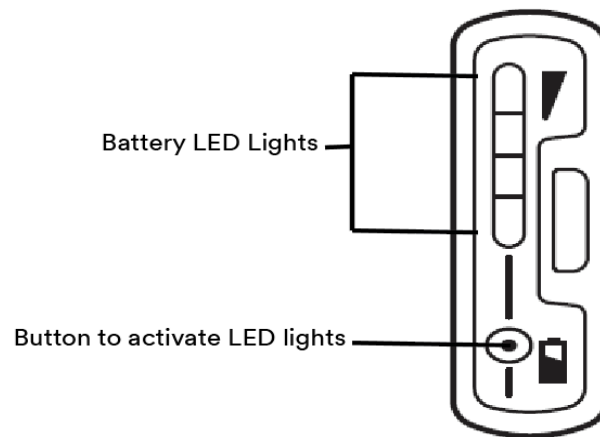


Figure 13.

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 Table I on page 57, for a detailed description.

i IMPORTANT NOTE

When installing a battery, make sure it is fully charged. It is important to remember that an *unused* PAR 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.

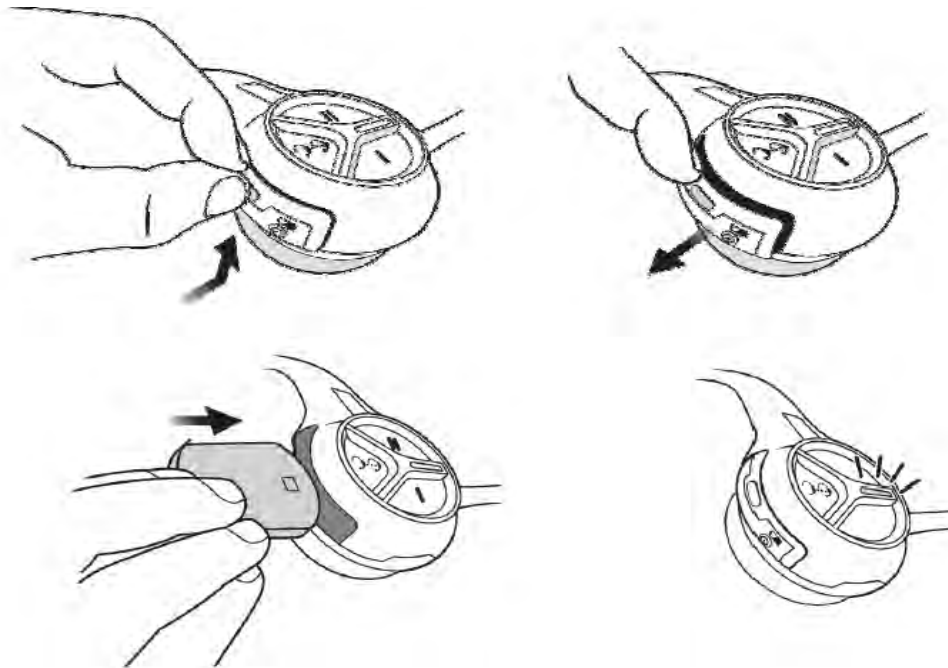


Figure 14.

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 of the headset and the Head Pad, clean. We recommend using a PAR 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.

IMPORTANT NOTE

The operating temperature range for the G5 Headset should be between 41 °F (5 °C) and 122 °F (50 °C).

B. XT-1 Headsets

Overview

This chapter provides instructions for using headsets with a G5 Basestation Model G5B1 after the system has been installed, configured, and powered on.

Component Identification and Description

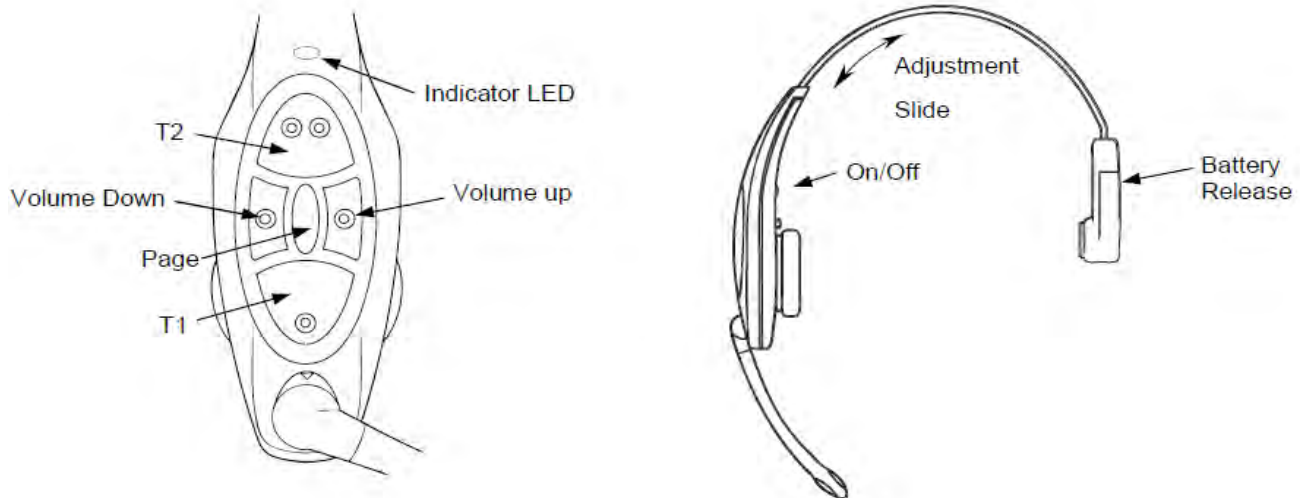


Figure 15.

- **Adjustment Slide:** Push or pull to adjust for a comfortable fit.
- **Indicator LED:** Indicates operating status of the headset. See “XT-1 Indicator Light Modes” on page 37.
- **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).
- **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.

XT-1 Indicator Light Modes

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

Table C. XT-1 Headset 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 basestation. |
| Flashing Amber | Headset is not registered and has not found a basestation. |
| 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 basestation ("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 | <p>Headset registered to four base stations. Perform the following procedure to clear the headset registration data:</p> <ol style="list-style-type: none"> 1. Start with the Headset powered on. It does not have to be in sync with any basestation. 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. <p>The Headset LED will illuminate to solid red for 2 seconds and then it has been cleared.</p> |

| Indicator | Mode Description |
|--|--|
| Flashing in this sequence Red -> 4sec blank -> Red -> 4sec blank | <p>The basestation you are trying to register your headset to, has more than 20 headsets registered already.</p> <p>Follow the steps below to remove any registered headsets that are not in use any more.</p> <ol style="list-style-type: none"> 1. Log into the basestation. 2. Press the Mode key until 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.

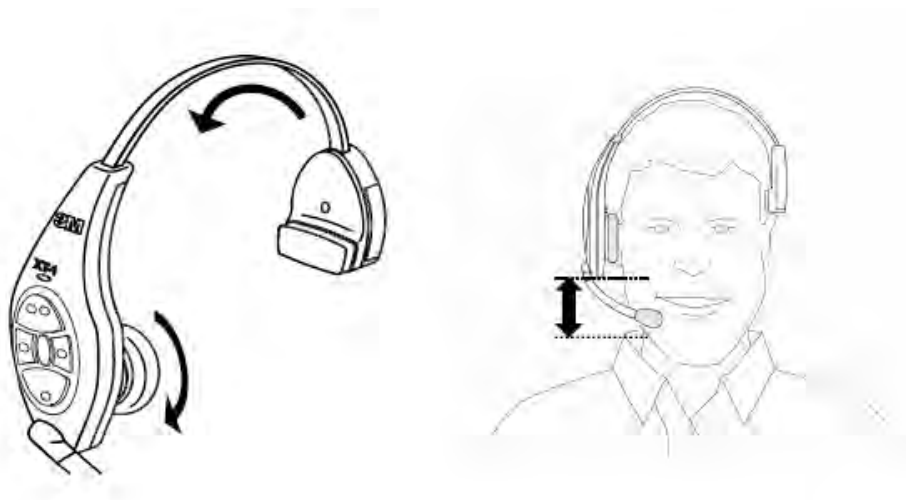


Figure 16.

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.

i IMPORTANT NOTE

When installing a battery, make sure it is fully charged. It is important to remember that an *unused* 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.

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).

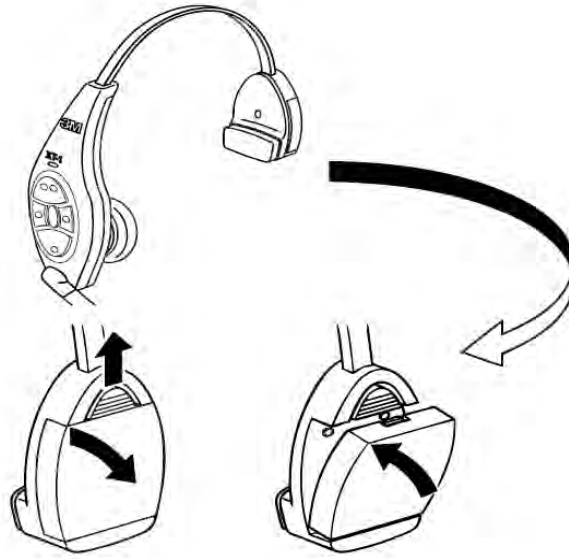


Figure 17.

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 basestation. 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 **PAR 5040/7065 Cleaning Wipe** or a **Scotch-Brite® High Performance Cloth** lightly dampened with **PAR 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.

C. Basestation Setup

Most of the basestation 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 basestation.

The following procedures are all performed at the base station using the basestation 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.

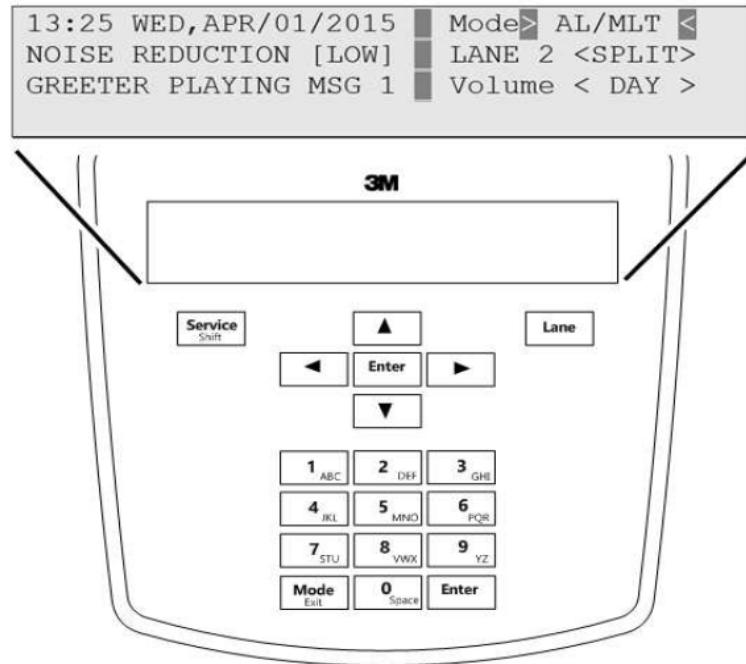


Figure 18.

Navigating in the Basestation in Run Mode

To navigate the base station in Run mode you only need to use **Enter**, **Mode**, and the directional arrow buttons. The remaining buttons function only in manager or installer configuration modes.

IMPORTANT NOTE

Special Short Cut Keys

While on the Run Mode and no fields are selected for editing, the left, and right buttons act as short cut keys to two frequently accessed configuration screens.

Pressing, the right button – Launches the Greeter Message Activation screen.

Pressing, the left button – Launches the Add New Headsets screen.

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 the down arrow until the **Mode** selection is highlighted.
2. Press **Enter**.
3. Press the directional arrows 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” on page 41,” and “Which Order Taking Mode to Select” on page 42”.

IMPORTANT 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).

D. 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).

E. 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 the down arrow until the **Lane X** selection is highlighted (where X is the lane number, 1 or 2).
2. Press **Enter**.
3. Press or the up or down arrows 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 order points.

- 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.

IMPORTANT NOTE

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 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 the down arrow 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.

4. Maintenance

A. G5 Headset

Replacing the Carrier

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

IMPORTANT NOTE

The Pod, Carrier and Batteries work **ONLY** when using authentic parts from **PAR**. 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.

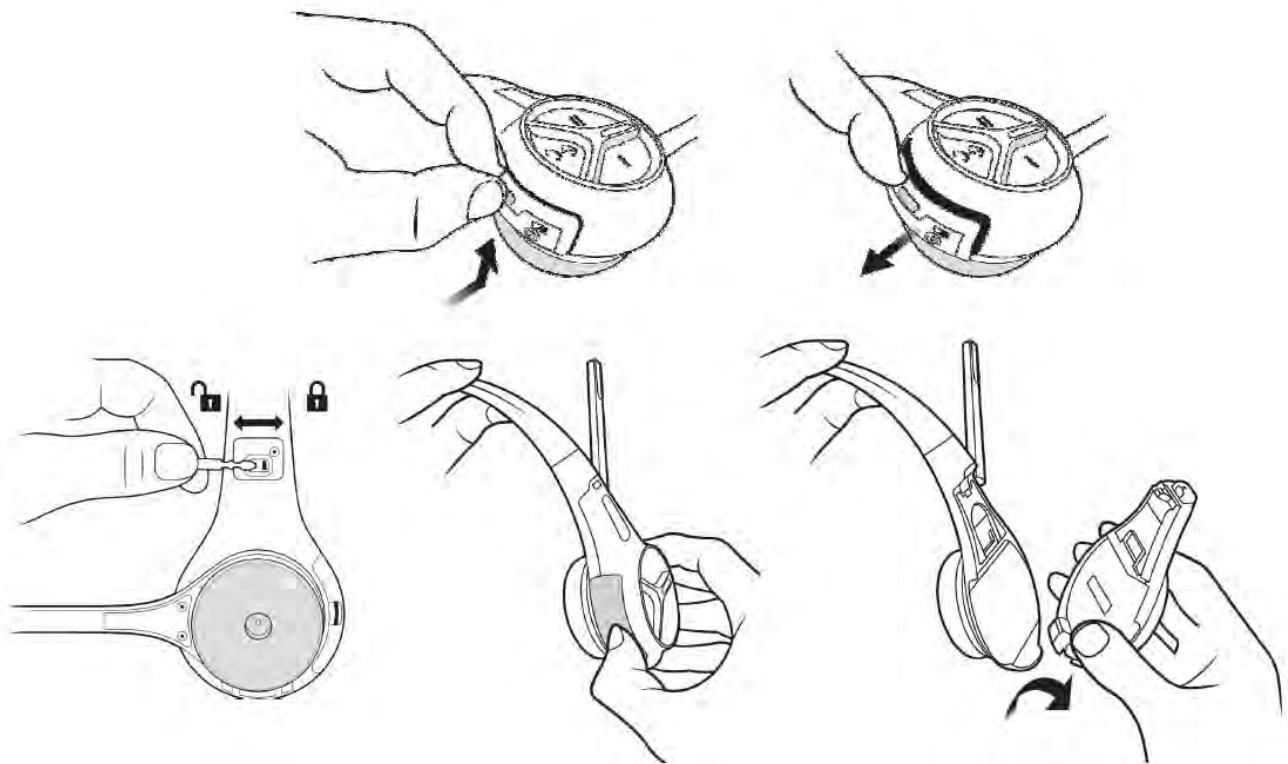


Figure 19.

Refitting the Headset with the New Carrier

Use the steps outlined in “Assembling a PAR Drive Thru Headset G5” on page 28.

Replacing the Ear Pads

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

i IMPORTANT NOTE

The Headband pad cannot be replaced as this is glued to the G5 Carrier Headband. The gluing helps prevent the Headband pads from falling off.

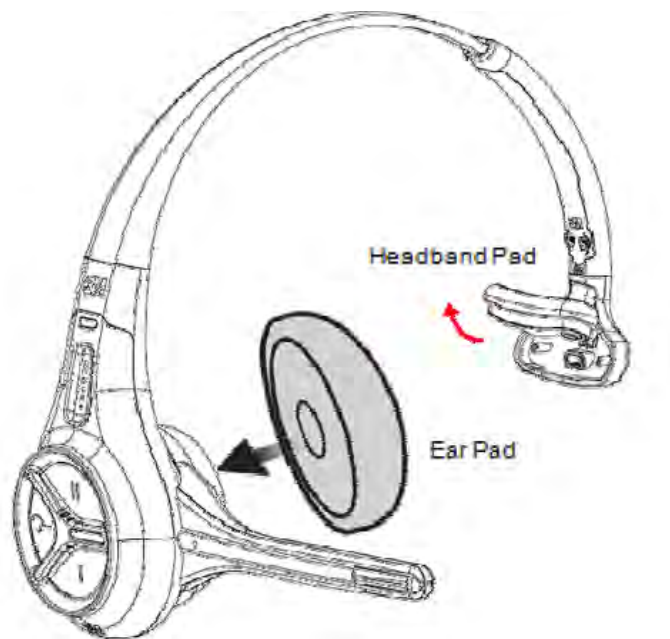


Figure 20.

B. 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 Figure 21 below. Make sure the surface is clean and is in a dry environment.

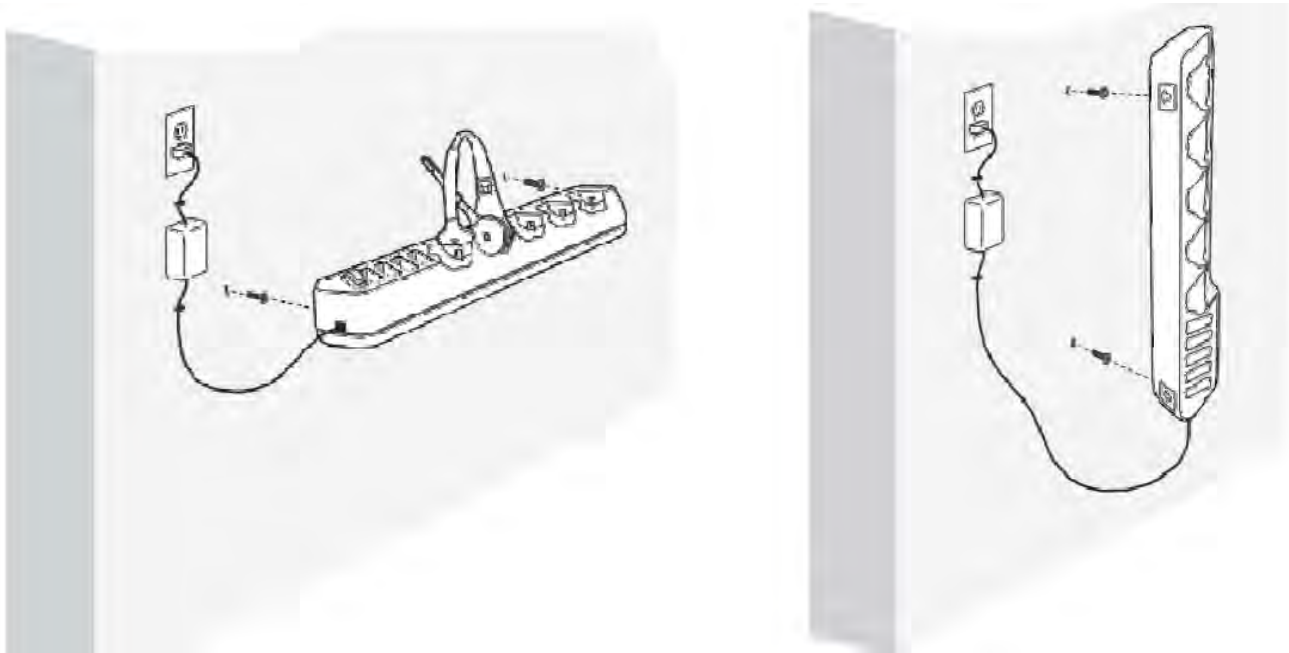


Figure 21.

i IMPORTANT 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.

i IMPORTANT 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.

C. G5 Batteries

Care, Handling and Storage

- Avoid dropping batteries.
- Do not leave batteries 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.

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 “Table I on page 57 for more information.

IMPORTANT NOTE

Discharged batteries require 3 ½ hours to charge.

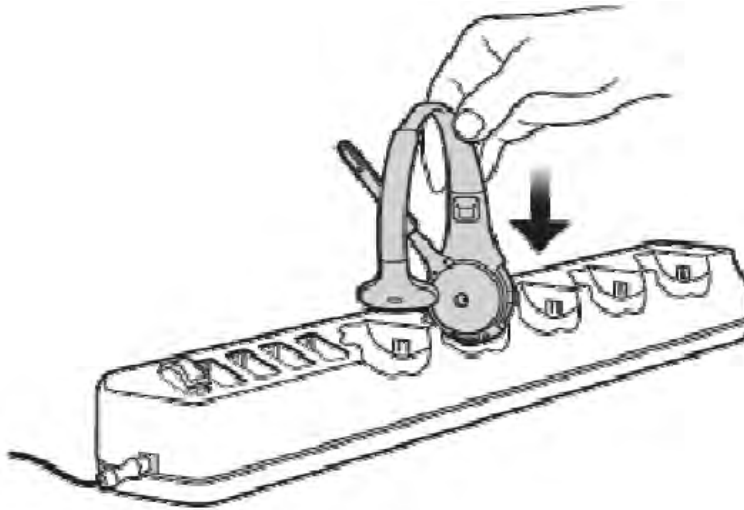


Figure 22.

Disposing of Batteries

To help protect the environment and conform to regulations, G5 rechargeable batteries must be returned to PAR at the end of their useful life. Contact your PAR 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.

D. 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.

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.



Figure 23.

E. 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.

F. XT-1 Batteries

Care, Handling and Storage

- Avoid dropping batteries.
- Do not leave batteries 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.

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.

IMPORTANT NOTE

Discharged batteries require 3 ½ hours to charge.

IMPORTANT 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.

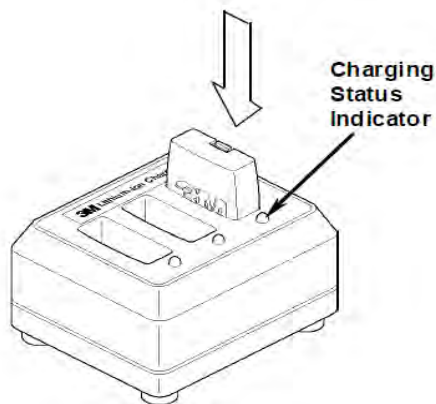


Figure 24.

Disposing of Batteries

To help protect the environment and conform to regulations, **PAR** Wireless Communication System Model XT-1 rechargeable batteries must be returned to **PAR** at the end of their useful life. Contact your **PAR** 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 **PAR** 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 **PAR** 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 **PAR** 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.

5. Troubleshooting

A. Headset Indicator Lights

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

Table D. XT-1 Headset 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 basestation. |
| Flashing Amber | Headset is not registered and has not found a basestation. |
| 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 basestation ("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 | <p>Headset registered to four base stations. Perform the following procedure to clear the headset registration data:</p> <ol style="list-style-type: none"> 1. Start with the Headset powered on. It does not have to be in sync with any basestation. 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. <p>The Headset LED will illuminate to solid red for 2 seconds and then it has been cleared.</p> |
| Flashing in this sequence Red -> 4sec blank -> Red -> 4sec blank | <p>The basestation you are trying to register your headset to, has more than 20 headsets registered already.</p> <p>Follow the steps below to remove any registered headsets that are not in use any more.</p> <ol style="list-style-type: none"> 1. Log into the basestation. 2. Press the Mode key until 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. |

Table E. G5 Battery Indicator Light Modes

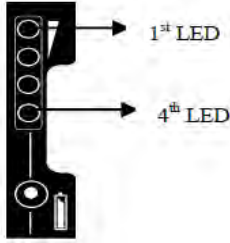
| Indicator | Mode Description |
|--|---|
| Green LEDs  | <p>The battery is out of the G5 battery Charger and the button has been pressed and held down.</p> <p>Each LED represents 25% charge. A fully charged battery would have all 4 LEDs lit Green. From the top (in the diagram on the left) if 4 successive 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%</p> |
| One of the LEDs is blinking Green | <p>The battery is in the Charger and is currently charging</p> <p>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</p> |
| Top and Bottom LEDs are Green | <p>Battery End of Life. Replace the battery</p> |
| Bottom LED blinking Green (Battery not in charger) | <p>Charge on the battery has depleted below 5% of its State of Charge. The battery needs to be charged immediately.</p> |

Table F. G5 Headset Indicator Light Modes

| Indicator | Mode Description |
|---|--|
| Off (no light) | <p>Indicates power is off.</p> <p>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.</p> <p>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.</p> <p>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).</p> <p>Headset battery is completely out of charge or dead.</p> |
| 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 basestation. 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) | <p>Short red flash – Battery is inserted Headset is powering up from Hibernate</p> <p>Slightly longer red flash – Headset signs on to the base (as it transitions from flashing green to solid green)</p> |
| Alternating Flashing Green and Red | Page Monitor Mode. |

| | |
|--|---|
| Red -> (Red+Green) -> Red -> Green -> Red -> (Red+Green) -> Red -> Green | <p>Headset registered to four base stations.</p> <p>Perform the following procedure to clear the headset registration data:</p> <ol style="list-style-type: none"> 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 | <p>The Base Station you are trying to register your headset to, has more than 20 headsets registered already.</p> <p>Follow the steps below to remove any registered headsets that are not in use any more.</p> <ol style="list-style-type: none"> 1. Log into the Basestation. 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) | <p>Solid blue, when holding the Volume touch zone, indicates that the headset is listening for a special key sequence (e.g. for headset deregistration).</p> <p>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)).</p> |

B. General Troubleshooting

Table G. General Troubleshooting

| Problem | Possible Cause | Solution |
|---|--|--|
| No communications. All headsets have green LED 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 basestation. | 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. |

| Problem | Possible Cause | Solution |
|--|--|--|
| 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. |
| | 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 basestation. |
| | 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. G5 Basestation Model G5B1 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 XT-1 headset or defective G5 Pod or Carrier. | |
| 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 XT-1 headset or defective G5 Pod or Carrier. | 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 basestation. |
| 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. |

| Problem | Possible Cause | Solution |
|--|---|---|
| XT-1Headset(s) amber LED flashing G5 Headset(s) Green & Red LED flashing. | Headset(s) not registered. | Register the headset(s). |
| Headsets say “Out of Range”. | Possible WiFi congestion in the store. | Move the operating channels on all the WiFi Access Points to Channel 11. |
| | A WiFi Access Point (to provide WiFi to dining guests) is very close to the basestation | Move the Access Point to at least 15 feet away from the basestation. |
| | You are operating the headset outside of its normal operating range of the store environment. | Walk the headset back towards the basestation. If the range to this area is required, consider installing a PAR Range Extender. Call for authorized service to help. |
| Inbound and Outbound audio completely lost on headset and/or on ALL headsets. | | Unplug the power to the basestation, wait for a couple seconds and re-plug the power to the basestation. |
| The basestation displays the message “MSP FAIL: No Memory left for Allocation”. | Vehicle detection or other GPIO is active during the boot process. | Unplug the power to the basestation, wait for a couple seconds and re-plug the power to the basestation. |
| The basestation displays the message “Info audio test failed – rebooting”. | | Unplug the power to the basestation, wait for a couple seconds and re-plug the power to the basestation. |

IMPORTANT NOTE

Basestation Reboot Time

Anytime you reboot the basestation either by:

- Using Menu option 17 of the System Menu (as described in “Reboot System” on page 26).
- Disconnecting the main power to the basestation, waiting for 10 seconds, and then connecting the power back to the basestation,

it may take anywhere between 2:40 minutes to 3:15 minutes for the basestation to become operational.

You can either disconnect the power to the basestation by unplugging the:

- Barrel Plug at the basestation (after removing the cover to the basestation) or
- 3-pin plug to the wall socket (that provides the power).

Both procedures are illustrated in Figure 25.

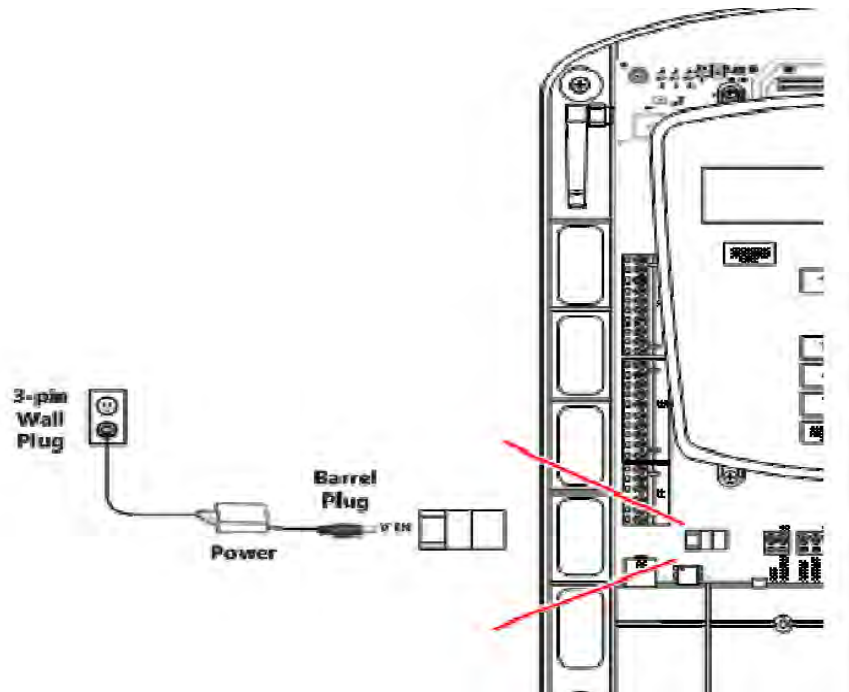


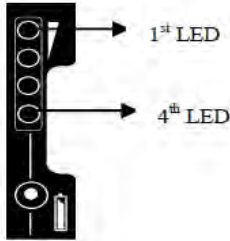
Figure 25.

C. Battery and Battery Charger Troubleshooting

Table H. XT-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. |

Table I. G5 Battery Indicator Light Modes

| Indicator | Mode Description |
|--|---|
| <p>Green LEDs</p>  | <p>The battery is out of the G5 battery Charger and the button has been pressed and held down.</p> <p>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%</p> |
| <p>One of the LEDs is blinking Green</p> | <p>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</p> |
| <p>Top and Bottom LEDs are Green</p> | <p>Battery End of Life. Replace the battery</p> |

7. Appendix: Basestation Specifications

A. Physical

| Parameter | Specification or Requirement |
|-------------------------------|--|
| Dimensions (l x w x d) | 16 ¾ in. x 11½ in. x 2 in. (41.8 cm x 29 cm x 5 cm) |

B. Electrical

| Parameter | Specification or Requirement |
|------------------------------------|---|
| Input Power | 120 VAC, 50/60 Hz, 15A Standard 3-prong outlet required (station includes AC adapter) |
| Radio Frequency | 2401.92 MHz - 2479.68 MHz ISM |
| Maximum Output Power (EIRP) | 20 dBm |
| Speaker Outputs | 5W |

C. Functional

| Parameter | Specification or Requirement |
|--|------------------------------|
| Maximum number of order points per basestation | 2 |
| Maximum number of headsets per basestation | More than 20 |
| Maximum number of vehicle detectors per basestation | 2 |
| Greeter functionality | Built-in |
| Operating Temperature Range | 41°F (5°C) to 104°F (40°C) |
| Humidity | 95% max, non-condensing |
| Maximum Altitude | 2000 meters |

D. Antennas

This radio transmitter G5 Basestation Model G5B1 has been approved by Industry Canada and FCC to operate with the antenna types listed below with the maximum permissible gain indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

The following antenna types have been tested and approved for use with the Basestation

Model: RUB09A-2400-SMA, 1/2 wave, Monopole Antenna, Gain 0dBi

Model: HG2408P, Round Patch Antenna, Gain 8dBi

Model: HGV-2409U, Omni directional Antenna, Gain 8dBi

IMPORTANT NOTE

Basestation may only be used with antennas that have been tested and approved for use with this Basestation.

E. Magnetic Loop Detectors

This radio transmitter G5 Basestation Model G5B1 has been approved to operate with the magnetic loop detectors listed below. These are optional loop detectors, limit 2. The frequency range is 50 -75 kHz. The loop are should not exceed 0.63 m2 (6.75ft2).

8. Appendix: Induction Loop and Vehicle Detector Board Specifications

A. Internal Vehicle Detector Board Specifications

| Parameter | Specification or Requirement |
|-------------------|--|
| Size | 2.5 in. x 3.0 in. (5.1 cm x 7.6 cm) |
| Power Supply Type | Supply from G5 Base Station G5B1 terminals |
| Voltage | 12 DC nominal |
| Current | 50 mA maximum |
| Connector | 3 wire plug in connector to G5 Base Station G5B1 |

B. Saw - In Loop Specifications

| Parameter | Specification or Requirement |
|---------------------------|---|
| PAR Detector Loop Sealant | 2 each, 1 quart cartridges. |
| Power Supply Type | 14 AWG, 19 strands of bare copper, .015 polyvinyl chloride insulation with .004 nylon jacket, 600v U.L. listed as 90 degree Celsius MTW, gasoline and oil resistant, 100 feet long. |

C. Prefab Loop Specifications

| Parameter | Specification or Requirement |
|-----------------|--|
| Loop Inductance | 100 micro henries |
| Loop Tubing | 1/2" schedule 40 PVC |
| Loop Wire | 5 turns of 18 AWG, 7 strands copper with poly vinyl chloride insulation |
| Lead - in cable | 20 feet of 2 conductor (plus shield) 16 AWG. 19 x 29 stranded copper, Mylar shield with 20 AWG Drain wire. Outer jacket to be of high density polyethylene, suitable for direct burial |

9. Appendix: G5 Charger Specifications

A. Physical

| Parameter | Specification or Requirement | |
|-------------------------------|--|--|
| | G5 Desk Charger | G5 Wall Charger |
| Dimensions (l x w x d) | 6.4" x 5.6" x 2.0" (162mm x 143mm x 51mm) | 19.5" x 3.2" x 2.7" (495mm x 81mm x 68mm) |
| Weight (fully loaded) | 1.3 lbs (0.6kg) | 2.9 lbs (1.3kg) |

B. Electrical

| Parameter | Specification or Requirement | |
|-----------------------------------|--|-----------------|
| | G5 Desk Charger | G5 Wall Charger |
| Input Power (at full load) | 23 watts | 16 watts |
| Input Voltage Requirement | 100-240V~, 50-60hz (Note: G5 chargers must be used with PAR-supplied power adaptor) | |

C. Functional

| Parameter | Specification or Requirement | |
|--------------------------------------|------------------------------|-----------------|
| | G5 Desk Charger | G5 Wall Charger |
| Maximum Operating Temperature | 90°F (32°C) | |
| Humidity | 95% max, non-condensing | |

10. Appendix: Greeter Functionality

A. Greeter Setup

The Greeter functionality is built into the G5 Basestation Model G5B1 and is 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 functionality has enough memory to store 16 messages, all exclusively of one message type or a combination of the different types. You may then select one or more of them to be played at any given time. Additionally, each recorded message can be no more than 10 seconds long

The message types available are:

- GREETER –There can be a maximum of 16 Greeter messages.
- REMINDER –Reminder messages can be recorded in any of the 16 message slots, allowing for a maximum of 16 Reminder messages.
- ALERT –Alert messages can be recorded in any of the 16 message slots, allowing for a maximum of 16 Alert messages.
- 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.

B. 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 See “Configuring with a Computer” on page 9.
2. Select **Greeter Menu** from the main menu.

The following menu choices are available:

- **Message Activation**
- **Record Messages**
- **Choose Headsets Messages Playback To**
- **Message Daypart Definitions**
- **Greeter Message Properties**
- **Alert & Reminder Message Properties**
- **Message Names**

C. Message Activation

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

IMPORTANT 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 >↓
```

Figure 26.

3. Using the directional arrows 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.

D. 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}
```

Figure 27.

IMPORTANT NOTE

If you store a new message in an occupied slot, the old greeter message will be permanently erased. Each recorded message ((GREETER, CLOSED, FORWARD, REMINDER, ALERT) can be no more than 10 seconds long.

3. Put on a working headset with the power on.
4. Using the directional arrows and **Enter** keys, select a message number to record. **Msg.<001>**.
5. Using the directional arrows and **Enter** keys, select the message type. **Type:<GREETER >**.
6. Using the directional arrows 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 }
```

Figure 28.

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

IMPORTANT NOTE

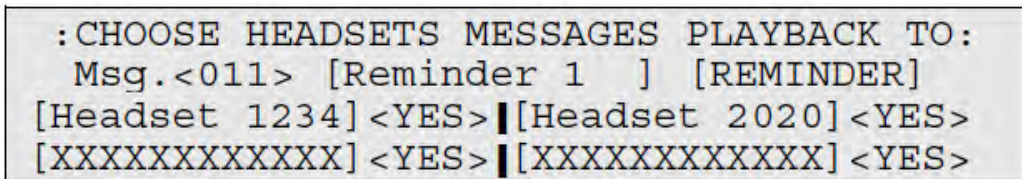
For a Dual Lane system, the messages so recorded are common to both lanes. You may use the PAGE button on any one of the registered headset, (irrespective of whether it is dedicated to a lane (SPLIT mode), to conduct your recording.

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

E. 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>
```

Figure 29.

3. Using the directional arrows and **Enter** keys, select a message number to record. **Msg.<011>**.

IMPORTANT NOTE

Only REMINDER and ALERT messages are available for this function.

4. Using the directional arrows and **Enter** keys, select the desired headset YES/NO field and modify. **[Headset 1234]<NO >**.

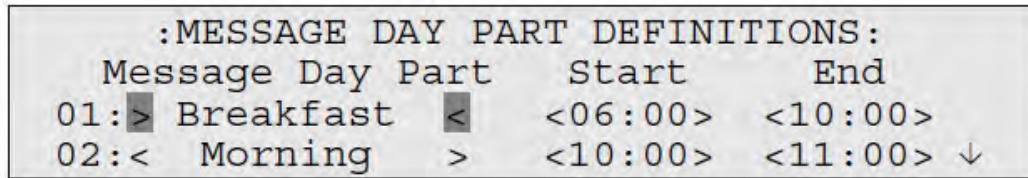
IMPORTANT NOTE

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.

F. 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 preconfigured 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> ↓ |

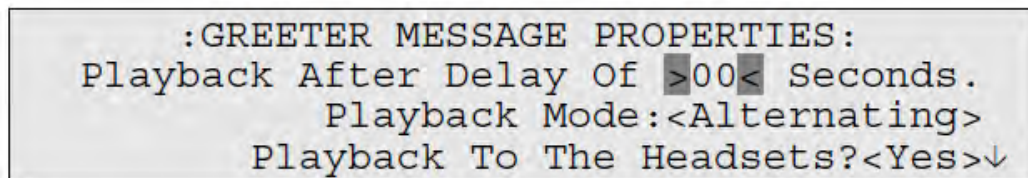
Figure 30.

3. Using the directional arrows 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.

G. 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>↓ | |

Figure 31.

H. 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.

I. 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.

J. 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).

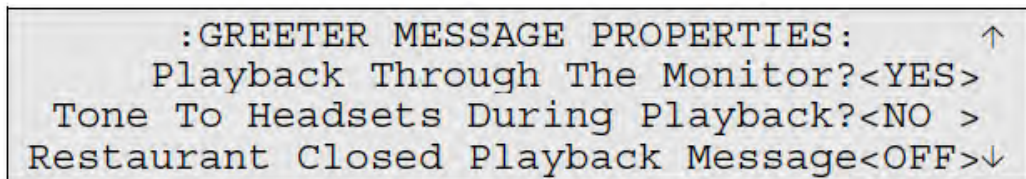


Figure 32.

K. 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.

L. 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.

M. 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.

IMPORTANT NOTE

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

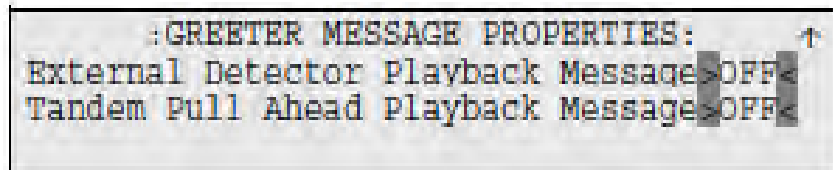


Figure 33.

N. Turn on External Detector Playback Message

If an external detector is used and connected to one of the 16 GPIO ports on the basestation circuit board (and this GPIO port is configured to be of type IN and signal to be EXT_MSG), you can assign a message to be played back whenever the external detector is activated.

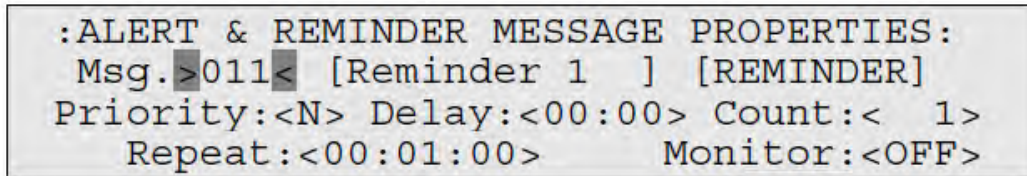
To turn on the external detector playback message:

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.
 - **<001>through<016>** - Selecting a message number means the corresponding message will play when the external detector is activated.

O. Alert and 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>
```

Figure 34.

3. Using the directional arrows 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.

P. 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**.

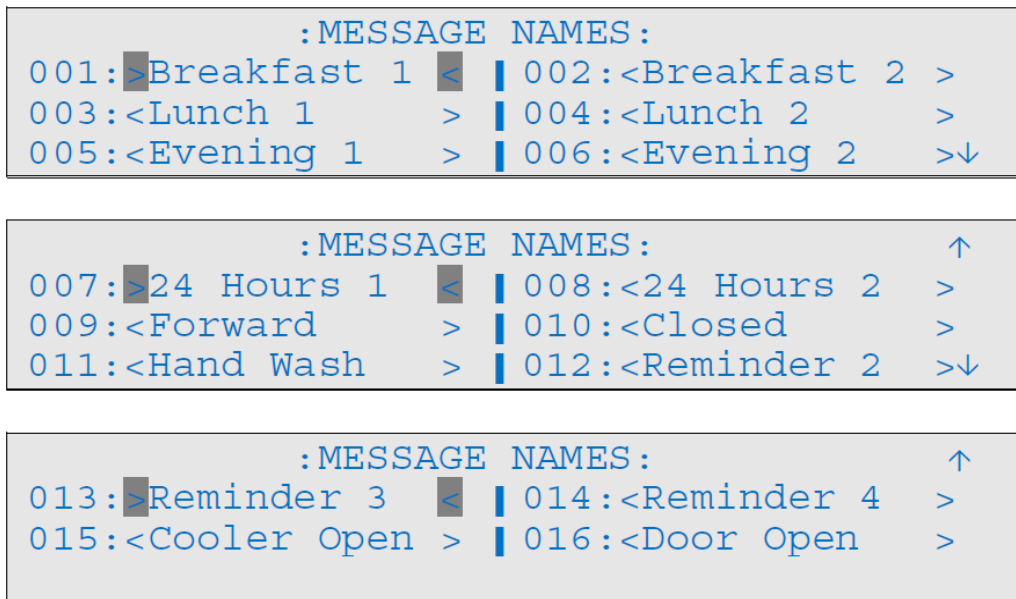


Figure 35.

3. Using the directional arrows 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.

Q. 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.

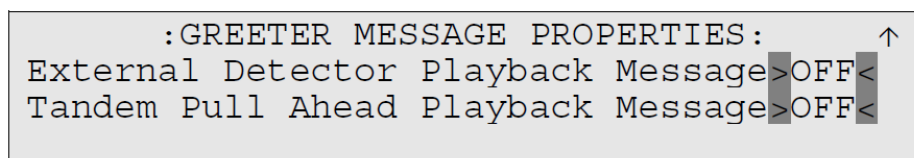


Figure 36.

R. 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 | Breakfast 2 | GREETER | |
| 3 | Lunch 1 | GREETER | |
| 4 | Lunch 2 | GREETER | |
| 5 | Evening 1 | GREETER | |
| 6 | Evening 2 | GREETER | |
| 7 | 24 Hours 1 | GREETER | |
| 8 | 24 Hours 2 | GREETER | |
| 9 | Forward | Forward | |
| 10 | Closed | Closed | |
| 11 | Hand Wash | REMINDER | |
| 12 | Reminder 2 | REMINDER | |
| 13 | Reminder 3 | REMINDER | |
| 14 | Reminder 4 | REMINDER | |
| 15 | Cooler Open | ALERT | |
| 16 | Door Open | ALERT | |

| Alert and 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 |

S. 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 | | | |

| Message Assignments | | | |
|---------------------|------|------|----------|
| Msg # | Name | Type | Dayparts |
| 14 | | | |
| 15 | | | |
| 16 | | | |

| Alert and 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 |
| | | 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 |

T. Greeter Setup (Example Settings)

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

| Alert and 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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