

3M™ Drive-Thru Systems Quick Reference Guide



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Instructions for G5 Headset Controls and Battery Charging	2-3
Instructions for XT-1 Headset Controls and Battery Charging	4
Order Taking Modes	4-5
Enter Configuration Mode (Access Base Station Settings)	5
Greeter Setup	5
Change Basic Volume Settings	6
Change the Monitor Volume	6
Night Volume	6
Registering Headsets	7
Change Site Scheduling	7
Store is Now Closed Message	8
Reboot System	8
Locating Base Station Serial Number	8

Refer to the 3M™ Drive-Thru Systems Model G5 and XT-1 how to videos or operating instructions for additional information.








► Instructions for G5 Headset Controls and Battery Charging

Headset Controls



G5 Headset Indicator Light Modes

	Indicator	Mode Description
	Green (Steady) Light	Lane 1 no car present, stand by
	Red/Green (Steady) Light	Lane 2 (Dual Lane) no car present, stand by
	Blue (Flashing) Light	Vehicle arrived, but not answered
	Blue (Steady) Light	Vehicle present and answered
	Red (Steady) Light	Talk (either lane or page)

Instructions for G5 Headset Controls and Battery Charging (continued)

Removing Batteries

- Use your finger to gently press up on the battery latch. This will release the battery as shown in Image 1.
- Using your finger nail, gently pull the discharged battery from the battery housing as shown in Image 2.
- Insert a fully charged battery in the housing with the notch on the battery facing upward. Ensure the battery is fully inserted.



Image 1



Image 2

Charging Batteries

To charge a battery, insert the battery in one of the Charging Stations or place the G5 headset (with the battery inserted) into the Headset Charger slot as shown.

- The LED(s) on the battery will now flash Green indicating the battery is currently being charged.
- All four LEDs will be lit Green (steady) to indicate the battery is fully charged.
- Charge batteries after every shift.



Battery Charger



Headset Charging Station

G5 Battery Indicator Light Modes

	Indicator (LEDs from Top)	Mode Description
Battery is out of G5 battery charger and the button has been pressed and held down. Each LED represents 25% charge.	All 4 LEDs Lit Green (Steady)	100% charge
	3 LEDs Lit Green (Steady)	75% charge
	2 LEDs Lit Green (Steady)	50% charge
	1 LED Lit Green (Steady)	25% charge
Battery is in charger and is currently charging. Each LED represents 25% charge.	1st LED Flashing Green	up to 25% charge
	2nd LED Flashing Green	up to 50% charge
	3rd LED Flashing Green	up to 75% charge
	4th LED Flashing Green	up to 100% charge
Battery end of life.	Top and Bottom LEDs Lit Green	Replace the battery



Headset Cleaning

- For good health and hygiene, every headset should be cleaned on a regular schedule.
- Before cleaning, remove the battery and the soft foam ear pad from the headset.
- Use a damp soft cloth to wipe the surfaces clean. We recommend using a 3M™ 5040/7065 Cleaning Wipe or a Scotch-Brite® High Performance Cloth.
- DO NOT soak the headset or immerse it in water; you might damage the electronics.
- DO NOT bend the microphone boom.

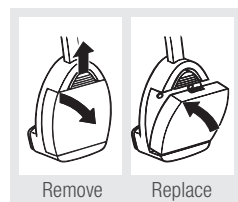
► Instructions for XT-1 Headset Controls and Battery Charging

Headset Controls



Removing Batteries

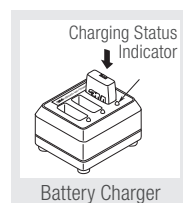
- Slide and hold the battery release.
- Remove the discharged battery from the battery housing.
- Insert a fully charged battery in the housing with the notch facing the battery release. Make sure the battery is fully inserted (battery release clicks).



Charging Batteries

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

- The indicator lights RED to indicate the battery is charging.
- The indicator lights GREEN to indicate the battery is charged.
- Charge batteries after every shift.



Headset Cleaning

- For good health and hygiene, every headset should be cleaned on a regular schedule.
- Before cleaning, remove the battery and the soft foam ear pad from the headset and microphone windscreen — if used.
- Use a damp soft cloth to wipe the surfaces clean. We recommend using a 3M™ 5040/7065 Cleaning Wipe or a Scotch-Brite® High Performance Cloth.
- DO NOT soak the headset or immerse it in water; you might damage the electronics.
- DO NOT bend the microphone boom.

► Order Taking Modes

See your Manager to confirm which Order Taking Mode your headset is using.

Order Taking Mode	Mode Description
Manual Listen (ML)	<ul style="list-style-type: none"> • Headset beeps when vehicle is detected • Tap Talk button to turn on Customer Order Point microphone and hear the customer • Customer Order Point microphone stays on until vehicle departs
Push To Talk (PTT)	<ul style="list-style-type: none"> • Push and Hold the Talk button to talk to the customer • Release the Talk button to turn off microphone so customer cannot hear you (Mute)
Automatic Listen (AL)	<ul style="list-style-type: none"> • Headset beeps when vehicle detected; no buttons to push — automatically hear the customer • Customer Order Point microphone automatically turns on and stays on until vehicle departs
Manual Latching Talk (MLT)	<ul style="list-style-type: none"> • Tap the Talk button to talk to the customer • Customer Order Point and Headset microphones stay on until you tap the Talk button again or vehicle departs

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/MTT	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

Order Taking Modes (continued)

Change Order Taking Mode

There are seven order taking modes, which offer different combinations of speaking, listening, automatic standby, vehicle detector, and order point modes. Perform the following procedure to switch to a different order taker mode:

1. Press ▼ until the Mode selection is highlighted.
2. Press **Enter**.
3. Press ▲, ▼, ◀ or ▶ to select a new order taker mode. Your choices are **ML/PTT**, **ML/MLT**, **AL/PTT**, **AL/MLT**, **Hands Free**, **Outside**, and **Always On**. See “Order Taking Modes” on previous page.

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.

► Enter Configuration Mode (Access Base Station Settings)

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

1. Enter your user passcode.
2. Press and release **Mode** key.
3. The display will show the user name and ID number (e.g., **User1 ID = 1**)

► Greeter Setup

The greeter module is an accessory that stores prerecorded messages and plays them back when vehicles arrive. You can record a series of messages then select or combine them to convey standard messages and reduce time and errors.

Enter the Greeter Configuration Menu

All of the greeter settings are located in a top-level “Greeter Setup” configuration menu. Perform the following procedure to enter the greeter configuration menu:

1. Enter the base station configuration mode.
2. Press and release **Mode** until the **Greeter Setup** menu appears.

Record (Store) New Greeter, Reminder and Alert Messages

Perform the following procedure to record (store) a new greeter message using a headset:

Note: If you store a new greeter message in an occupied slot, the old greeter message will be permanently erased. Each recorded message can be no more than 8 seconds long.

1. Put on a working headset with the power on.
2. At the base station, enter the greeter configuration menu.
3. Select **2 Record Messages > Record Message >XX<** where “XX” represents the greeting number you want to record (1–16).
4. Scroll to and select **Rec**.
5. Press and hold the **Page** button on the headset (raised middle button).
6. Press and release **Service** on the base station and speak the message you want to record while continuing to hold the **Page** button on the headset.
7. When finished, press and release **Service**, then release the **Page** button.
8. To hear the new greeting played back, scroll to **Play** and press **Service**.

Select Message Playback Schedule

You can store up to 8 greeter messages, up to 16 reminder messages, or up to 4 alert messages, then select one or more of them to be played at any given time. Perform the following procedures to schedule a message for play:

1. Enter the Greeter Menu.
2. Select **4 Message Daypart Definitions**.
3. Configure start and end times for up to 12 dayparts.
4. Select **6 Alert & Reminder Message Properties**.
5. Configure each alert and reminder message.
6. Select **1 Message Activation**.
7. Select **Msg. >XX<** where “XX” represents the message number you want to schedule.
8. Select “Yes” for each active daypart.
9. Scroll to the <MON> field, select the next day, and repeat the daypart activation for each day of the week.
10. Set Act. to **[Yes]** to activate the weekly schedule for that message.

► Change Basic Volume Settings

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

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

Inbound Microphone Volume

Changing the inbound microphone volume affects the sound volume coming from the customer order point microphone. To turn up or down the inbound microphone:

1. Enter the configuration mode.
2. Select a new value for **01 Drivethru Volume > Inbound Mic Volume**. The range is 0 (silent) to 20 (maximum).

Outbound Talk Volume

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

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

To change the outbound talk volume:

1. Enter the configuration mode.
2. Select a new value for **01 Drivethru Volume > Outbound Talk Volume**. The range is 0 (silent) to 20 (maximum).

Vehicle Alert Volume

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

To change the vehicle alert volume:

1. Enter the configuration mode.
2. 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 "Please Pull Ahead"). To turn up or down the greeter message volume:

1. Enter the configuration mode.
2. Select a new value for **01 Drivethru Volume > Greeter Message Volume**. The range is 0 (silent) to 20 (maximum).

► Change the Monitor Volume

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

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:

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

► 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:

1. Enter the configuration mode.
2. Select a new value for **03 Night Volume > Reduce Drive-Thru Volume At Night By**. The range is 0 (silent) to the current day volume level (maximum).

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 (G5 or XT-1)

Each headset must be registered to a base station before it can be used. Once registered, it should not need to be registered again unless it is intentionally removed.

Add Headsets (G5 and/or XT-1)

Each headset has a unique identification number. The number is imprinted on the headset and broadcast to the base station whenever it is turned on.

Note: A single headset should not be registered to more than one base station at any given site, whether or not the bases are interconnected. Remove the headset from the existing base station before adding it to a different one. In dual-lane installations, all headsets are registered to Base #1.

To register a headset:

1. Enter the base station configuration mode.
2. Select **04 Registration** > **1 Add New Headsets**.
3. Power on the headset when prompted. Or in the case of a G5 headset, insert the battery to automatically power on the headset.
4. Wait up to two minutes for **{Headset xxxxxxxx Has Been Registered!}** to appear at the bottom of the display.
5. Repeat step 3 for additional headsets.
6. Press **Mode** when finished.

Remove Headsets

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

1. Enter the base station configuration mode.
2. Select **04 Registration** > **2 Remove Headsets**.
3. Scroll to the number of the headset you want to un-register.
4. Press **Enter**.

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 un-register any that remain on the list.

List All Headsets

To see a list of the registered headsets:

1. Enter the base station configuration mode.
2. Select **04 Registration** > **3 List All Headsets**.

► Change Site Scheduling

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

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

Regular Site Schedule:

The regular site schedule is the opening and closing times for each day of the week and the times assigned as “Day” and “Night,” which determine when the day and night volume settings change. Perform the following procedure to set the regular site schedule:

1. Enter the base station configuration mode.
2. Navigate to **10 Site Scheduling** > **Regular Site Schedule**.
3. Change the value for each day of the week and each of the four defined fields (**Open**, **Day**, **Night**, and **Close**). Press **▲**, **▼**, **◀** and **▶** to scroll up and down the list.

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:

1. Enter the base station configuration mode.
2. Navigate to **10 Site Scheduling** > **Holiday/Exception Schedule**.
3. For each day that needs a non-typical schedule, enter the three-letter month and two digit date under **Date**, then change the open and close times on the line to the right of the date. Press **▲**, **▼**, **◀** and **▶** to scroll through the fields.

► Store is Now Closed Message

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

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

1. Enter the base station configuration mode.
2. Change the value for **07 Global Settings > “Store is Now Closed” Prompt?** to **Yes** or **No**.

► Reboot System

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

1. Enter the configuration mode.
2. Select **17 Reboot System**.
3. Change the value of **Power Cycle Complete System** to **Yes**.
4. Press **Service**.

► Locating Base Station Serial Number

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

1. Enter the configuration mode.
2. Select **18 Revision Levels**.

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Limitation of Liability: Except where prohibited by law, 3M will not be liable for any loss or damage arising from its intercom products, whether direct, indirect, special, incidental or consequential, regardless of the legal theory asserted.

Product	Warranty Period
All original G5 and XT-1 parts or components (excluding accessories, consumable items)	24 Months
Accessories, signal enhancer, vehicle detectors	6 Months
G5 and XT-1 battery	12 Months
Consumable items (pads and windscreens)	Not Warranted
XT-1 intercom systems warranties include 90 days free on-site labor from date of install (excluding defects arising from pre-existing wiring)	3 Months
Out of warranty repair/reconditioned items/service parts	3 Months



Commercial Solutions Division
3M Center, Building 223-2N-21
St. Paul, MN 55144-1000
USA
www.3M.com/drivethru



Important Safety Information

Read, understand, and follow all safety information prior to installation and operation. **Failure to follow all instructions could result in electrical shock, fire and/or other personal injury.** Refer to the 3M™ Drive-Thru Systems Model G5 and XT-1 how to videos or operating instructions for additional information.

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