QUAIL DIGITAL DRIVE-THRU USER MANUAL

Thank you for choosing Quail Digital. Your system is now installed, and this booklet helps to explain how to use it, and the steps to take if you experience any operational problems.

The system is full duplex, which means the order taker can process customers orders hands-free. The system also has talk-lock and push-to-talk (PTT) modes

SYSTEM COMPONENTS

Q-DTB6, Drive Thru Base Station

Q-DTCH, Drive Thru Charger

Q-DT8, Drive Thru DECT Headset (All in one)

Base station settings

The base station and headsets operate in the licence free DECT band. DECT is an interference free system using a digital frequency.

The lit blue display screen indicates that the base station is active. All System adjustments and functions are carried out through the display or via the PC application if a computer is connected via the Ethernet port. Tools are not required to carry out feature adjustments.

On the front panel of the base station you can see the blue User Interface Display. The function buttons below the display activates features, the arrows are used to adjust, move, and select time.

The Registration button is pressed to put the base station into registration mode, to accept and register new headsets.

The system comes pre-set with a range of operating functions already activated. As a user you are able to activate/deactivate certain functions manually using the buttons below the digital display. These are as follows:

Detection Override:
This function overrides the road loop. (Unlikely to be used unless vehicle detection in the base station fails.) When this function is ON, it gives constant inbound audio to the headsets.

Night volume:
This feature automatically reduces the outbound speaker level at the post at night (by 20%). It can be over ridden.

Dual Lane (Split/Cross):

Your Base Station requires configuring for dual or tandem ordering before this feature will operate. Please contact your service provider.

Split Lane order taking (two teams)
When split selected, the headset users are divided into two different teams with one independent order taker in each team. (One order taker for Lane 1 and a second order taker for lane 2.) The headset users can choose which team they interact with by pressing 'Volume down + T1' or 'Volume down + T2' to select a team. If you activate this feature those working on Team 2 must press T2 on their headset to take an order on lane 2 and press Page to talk to the rest of team 2.

Cross Lane order taking (one team)
When cross is selected, all headset users remain in one team. (T1 by default). This feature allows any headset user to attend either order point.

Tone arrival on **Lane 1** will alert the order taker with **one blip**.
Tone arrival on **Lane 2** will alert the order taker with **two blips.**

Hands-free order taking:
By following the instructions on the display this activates a mode that allows the order taker to operate hands-free. This function allows you to allocate a headset as the default order taker so when the car arrives and leaves it will automatically open and close the call for that particular order taker.

<u>Registration Process</u>

(Manager's password required for this function, password is 4895)

The headsets need to be registered to the base station. Any new system or any additional headsets introduced to the restaurants needs to be registered. This is done by putting the base station and the new or repaired headset in registration mode.

To register one or more headsets follow this procedure:

1. Make sure all the headsets are within range of the base station and are active with a battery. **If a headset is not active, it will be de-registered in this process.**
2. Press the Registration button on the Q-DTB.
3. When prompted with **"Manager's password", insert 4895.**
4. Press ok on the next message once you are sure that all headset you wish to keep in the system are **On** and **within range.**
5. On the headset you wish to register, press **'Volume Down' first, followed by 'Page'** (so both buttons are pressed together), until you hear a voice message saying "headset in registration mode." You can release the two buttons at this stage.
6. As soon as a headset is registered, you will hear a message in the headset, saying 'headset registered' followed by an audible tone. At that point it's ready to use.
7. On the Q-DTB front panel you can press "Exit" or "Registration" to terminate the registration mode on the DT base or you can leave it to time out after 3 minutes.

If a headset won't register, follow the trouble-shooter guide at the back of this document.

Headset Features

The headset is an All-in-One (AIO) type lightweight headset, (weighing only 100 grams), and can be worn on either ear.

The headset has a moving sensor, which, when it stops sensing movement for three minutes will go into battery-saving sleep mode. Moving the headset reactivates the headset, and you will hear 'Initialising' followed by a beep indicating the headset is active. (This process takes about 2 seconds.)
The headset has the following buttons and functions:

Volume:
This has a 5-stage range (+ -). When a headset is activated the default is level 3.

(P)

This is the paging channel that goes to all headset users but not to the speaker post. It operates PTT or Talk-Lock modes.

(T1) **&** (T2)

Is used to talk to the customer at the order point. If there is only one speaker post, the headset defaults to channel 1. When a vehicle arrives, you will hear a blip in a single lane restaurant and a double blip for lane 2 (if a second order point is installed.) The inbound audio will be opened as soon as the order taker presses T1 or T2 respectively. If the call is not attended a reminder blip will be heard every 5 seconds. (If the feature is enabled in the base station)

The order taker can operate in Push-to-Talk (PTT) or Talk Lock (Hands-Free)

There are 5 messages that are used on the headset.
'Headset in Registration mode', 'Headset registered', 'Initialising', 'Battery low' and 'Out of range' are standard messages you cannot alter.

Talk-Lock
By pressing T1 then releasing your finger immediately (under a second) will put the order taker in hands-free mode for the duration of the order. When the vehicle moves off the road loop the call closes. If you wish to operate in Talk-lock mode you need to press T1 momentarily each time you start a customer order.

Hands-Free order taking
This mode automatically activates hands-free when a vehicle arrives at the speaker post, and closes the call when it leaves. Only one headset can operate in this mode at any one time. To activate this order-taking mode, press the "Hands-free Order Taking" button on the main display screen on the base station and follow the instructions.

Creating two separate teams on a Single Lane
This feature enables you to operate two teams in a single lane drive thru, one team processing orders via the speaker post, and a second team using communicating between headsets only on a second channel. The headset users can choose which team they interact with by pressing 'Volume down + T1' or 'Volume down + T2' to select a team. When T2 members want to speak to each other they press the P button. The P feature can operate PTT or Talk Lock.

Overriding the order taker
There can only be one order taker per lane at a time. If another headset user presses T1 or T2 by mistake while there is already an order taker for that lane, a busy tone will be heard on the headset. If for any reason another headset user or the manager wants to take over the current order taker they can do so by pressing T1 or T2 confirmed by a blip after 3 busy tones the overriding is on.

Exactly the same features and facilities are available in a Dual Lane and Tandem configuration.

AIO Headset Operation Table				
Function- Status	**Action Sequence**	**Lane 1 LED**	**Lane 2 LED**	**Description**
Headset not Registered	Needs Registration	T1 flashing blue twice every second		Audio message will say "Registration incomplete see manual" every 5 seconds
Registered		T1 flashing blue every 5 seconds	T2 flashing red every 5 seconds	Audio message will say, "Headset registered" twice at the moment of registration.
To make internal call	Press Page Switch	Fixed Blue		Communicates within team on the internal/page channel.
To make external call T1	Press T1 switch	Fixed Blue		Communicates with lane 1.
To make external call T2	Press T2 switch		Fixed red	Communicates with lane 2.
Adjust volume up and down	Press + or – volume switch			Double blips will indicate max. and min. Levels.
Engage Talk lock	Press T1 or T2 or Page switches for under a second	T1 Fixed blue	T2 fixed red	User can talk hands free.
Talk lock off	Press same switch T1, T2 or Page			Back to normal operating status
Engage Push to Talk	Press T1, T2 or page	Fixed Blue	Fixed red	Communicates with lane 1 or lane 2 on Push to talk operation
Engage Vox	Press T1, T2 or page + Volume up	Fixed blue	Fixed red	Voice activation will be enable Led fix only while talking otherwise flashing every 5 seconds.
Registration Procedure	Press volume down + followed by Page for 3 seconds (Volume down must be pressed first)	Fast flashing blue, every second		Head set on registration mode. The headset will return automatically to normal operating mode once is registered or it will time out after 60 seconds. Flashing blue every 5 seconds.
De-Registration Procedure	Take the battery out of the headsets and press the registration switch on the base station			The base station will automatically delete any headset out of range or with no power. Whilst doing this, make sure all working headsets you would like to keep registered are turned On and within range to the base station

Event	Action	Status	Description
Low Battery	Remove battery and place it in the charger		Audio message will say "battery Low," Every 30seconds, it will start 5 minutes before normal operation deteriorates
Out of range	Walk back nearer to the base station or repeater		Audio message will say "out of range" every 15 seconds
Select Team 1 or 2	Press Volume down + T1 or Volume down + T2 (Volume down must be pressed first)		It will allow the user to select what team or lane they operate on and listen to.
Select order taker when "hands Free order taking" mode is enabled on the DTB	Select "Hands Free OT mode" on the DTB display follow by T1 or T2		This sequence will allow the user to become the order taker when using the *"Easy order taking"* mode.
To override order taker	Press T1 + or T2 for more than 3 seconds		or to overriding the current Order taker at any time and in any order taking mode.
Motion – sleep mode	When headset is left without movement for 3 minutes	Off	The Headset is equipped with a movement sensor, which will put it in "sleep mode" after 2 minutes not sensing movement. As soon as the Headset is picked up or moved will regain
To turn headset off	Remove battery or leave resting for 3 minutes	Off	It will switch the Headset off without losing registration.
Turn headset on	Insert fully charged battery and place it over your head	Depending on headset status, (see modes above)	Movement will automatically activate headset
Busy tone	T1 or T2 are pressed accidentally and there is already an order taker		A busy tone will be heard. If pressed over 3 seconds it will override the current order taker.

SYSTEM MESSAGES

The base station has different types of messages that can be enabled or disabled using the interface display.

Q-Buster Messages

If the Q-buster function is enabled, a message saying 'Lane is now stationary' will be heard once the target time is set on the user interface display are met. This message is a pre-recorded system message and cannot be altered.

Tandem Message

If a tandem system is installed and configured as tandem in the user interface display, a message saying 'please move forward to the next order point' will play automatically if the second post is vacant. This message is a pre-recorded system message and cannot be altered.

Staff Messages

Managers can record staff messages such as "wash your hands every half hour" or "check toilet" and the time frequency set.

BATTERY CHARGER

The battery charger is wall mounted. Use the hanger to store headsets when not in use. It operates with a 12 volts external adaptor and it has a red LED indicating the power and a charging monitoring LED per each of the 8 slots.

Please place all unused batteries in the charger.

Red LED indicates charging in progress. Green LED indicates headset is fully charged. Charging takes 4 hours from fully discharged. Batteries last for 10 hours talk time fully charged.

To Record new Greet Messages and Sales Messages.
To record new Greet Messages and alter day part messages requires an authorisation password. Once you have cleared the authorisation screen follow these steps on the display menu:

Press system settings> message settings> message greeter> Manage greeter messages> Then manage messages to play, record or alter day part messages.

To record new messages you will need to have a very silent background and a QD headset, then press the record button on the display to activate the recording and follow the instructions on screen. You can then press play and listen to the new message on the headset to check if you are satisfied with the new recording. If not, you can repeat the process again.

You can then enable the messages by allocating a day part or selecting 'play all day' to alter day parts use North / South arrows on the right column of the screen.

FREQUENTLY ASKED QUESTIONS

Why won't my Headset register on the system?
Have you got too many headsets on the system? Standard configuration is for 6 headsets QBS6 or 9 headsets QBS9. Disconnect battery & reconnect> Reboot system.

How do I turn up the Inbound audio?
If the inbound audio is too loud or too quiet it can be changed. The system comes with three standard setting levels. Default is 'standard setting' If your setting level needs to be altered contact your service provider.

I don't have coverage outside, can the range be increased?
Contact service provider for installation of a Repeater', which will give you greater coverage

How do I change a setting, when the alteration is password protected?
Contact your service provider for next steps.

Why is the sound in my earpiece breaking up?
This generally means you're going out of range. You will hear 'out of range' when communication with the base station ceases. Move back towards the base station and it will automatically reregister. If you are in range, try resetting your headset by temporarily removing the battery.

Do I ever have to re-register my headsets?
Yes, if you get a headset back from service or a new headset. YUou will need to register it. Note: Headsets that are out of range of the base station will be de-registered in this process and will not work

One of my Headsets has been unregistered, Why?
If anyone presses the registration button on the base station front panel by mistake and activates the registration process it will de-register any headset that is OFF, out of range or in sleep mode.
- To solve the problem re-register the headset again.

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

This equipment complies with FCC radiation exposure limits set forth for an
uncontrolled environment. End users must follow the specific operating
instructions for satisfying RF exposure compliance. This transmitter must not be
co-located or operating in conjunction with any other antenna or transmitter.

Changes or modifications not expressly approved by the party responsible for
compliance could void the user's authority to operate the equipment.

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