PAR Clear Operations Manual

Contents

Overview

Safety Information

Safety Rules

Read, understand, and follow all safety information contained in these instructions prior to installation & operation of the PAR Clear Drive Thru Communications System and its components. Failure to follow all the instructions listed could result in electrical shock, fire and/or other personal injury. Retain these instructions for future reference.

Intended Use

The PAR Clear Drive Thru Communications System and its components 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 the PAR Clear Drive Thru Communications System Installation Instructions and operated as specified in the PAR Clear Drive Thru Communications System 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 prongs.
• Do not use the PAR Clear Drive Thru Communications System and its components, 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 batteries with PAR only batteries. Use of another battery may present a risk of fire or explosion.
• Do not immerse batteries in water or other liquids.
• 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.
• The PAR Drive-Thru Headset Battery Charger, 12-slot and the PAR Drive-Thru Headset Charging Station, are supplied with two power connections to allow for connecting an additional charger. 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 Clear Drive Thru Communications System and its components.
• For additional charging and use instructions, review the Installation Guide and the Operations Guide.

⚠ **CAUTION**

To reduce the risks associated with environmental contamination due to battery packs:
• 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 recycling.
• 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.

Other Conventions

FCC and Industry Canada Information

ⓘ IMPORTANT NOTE

FCC RF Exposure Statement:

The PAR Clear Drive Thru Communications System and its components 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 operated in conjunction with any other antenna or transmitter.
The PAR Clear Drive Thru Communications System and its components complies with FCC RF radiation exposure limits. This equipment should be installed and operated at 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 Tech, including but not limited to batteries, antennas, wall adapters, chargers, ear pads and foam tips and convertible covers, may cause your PAR Clear Drive Thru Communications System and its components to malfunction or in the case of unapproved electrical accessories and antennas may cause the devise to exceed RF energy exposure guidelines.

FCC Note:

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful

interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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

This device complies with part 15 of the FCC Rules and with Industry Canada license-exempt standard RSS- 210 as of the date printed. Operation is subject to the following two conditions: (1) this device may cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Cet appareil est conforme avec la norme RSS-210 d'Industrie Canada exempte de licence à compter de la date imprimée. Son fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil peut causer des interférences, et (2) cet appareil doit accepter toute interférence, y compris celles pouvant provoquer un fonctionnement indésirable de l'appareil.

FCC and IC Identifiers

PAR Clear Headset:
FCC ID: AVHPCH1
IC ID: 10329A-PCH1

PAR Clear Transceiver:
FCC ID: AVHPCT1
IC ID: 10329A-PCT1

ⓘ IMPORTANT NOTE

Modifications to this device shall not be made without the written consent of PAR Tech. 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 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.

Headset Use

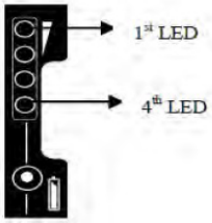
Battery Charging and Usage

Insert a BATTERY into the charging stations or place the HEADSET into the Headset Charging Station.

Battery Charger

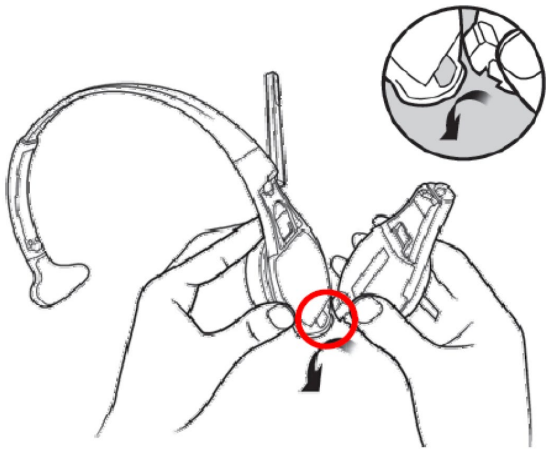
Headset Charging Station

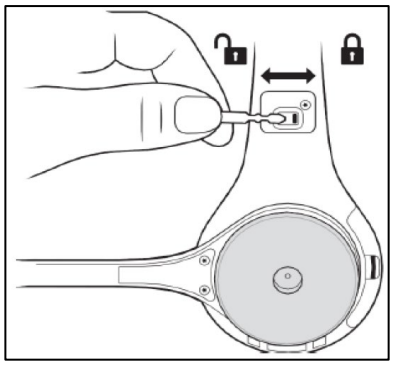
- The LED(s) on the battery will now flash Green indicating the battery is currently being charged.
- All four LEDS will be lit Green (steady) to indicate the battery is fully charged.

Indicator	Mode Description
Green LEDs 	The battery is out of the PAR CLEAR battery charger and the button has been pressed and held down Each LED represents 25% charge. A fully charged battery would have all 4 LEDS lit Green. From the top (in the diagram on the left) if 4 successive LEDs lit green indicates a charge between 75% and 100% 3 successive LEDs lit green indicates a charge between 50% and 74% 2 LED lit green indicates a charge between 25% and 49% 1 LED lit green indicates a charge between 0% and 24%
One of the LEDs is blinking Green	The battery is in the Charger and is currently charging From the top: 1st LED flashing Green – Battery currently between 0 and 25% charge 2nd LED flashing Green – Battery currently between 26 and 50% charge 3rd LED flashing Green – Battery currently between 51 and 75% charge 4th LED flashing Green – Battery currently between 76 and 100% charge
Top and Bottom LEDs are Green	Battery End of Life. Replace the battery
Bottom LED blinking Green (Battery not in charger)	Charge on the battery has depleted below 5% of its State of Charge. The battery needs to be charged immediately.

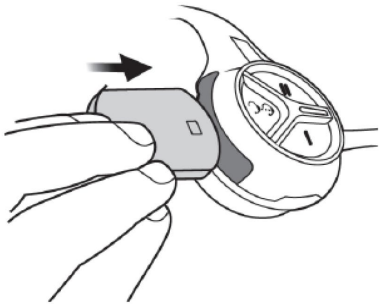
To insert the BATTERY Into the HEADSET:

- Insert the POD into the CARRIER and slide the lock switch on the Carrier to complete the HEADSET



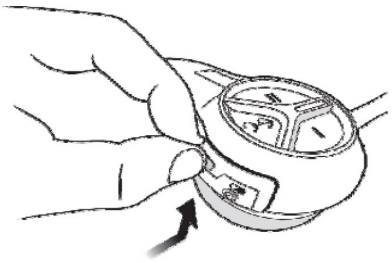


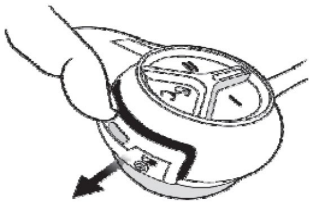
- Slide a charged BATTERY as indicated below:



To remove the BATTERY from the HEADSET:

- Using your finger, gently push up on the battery latch. This will release the battery.
- Then use another finger and pull the battery from the battery compartment.





Headset Registration

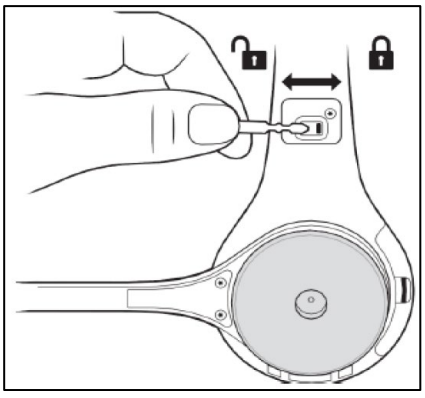
1. Once a charged BATTERY is inserted into the HEADSET, it should power on automatically.
2. Log into the webpage/portal with the provided link and credentials. Navigate to **'Devices'** on the left panel and select your Basestation. Click on the **'Actions'** ellipsis and select **'Settings'**. Go to the **'Volume & Devices'** then to the **'Connected Devices'** section. Select the **'Headsets'** tab then click on **'+ Register Headsets'**. A pop-up window will appear stating **'Waiting for Headsets'**. Headset IDs will display in the window. Click **'Close Registration Mode'** when all headsets have been registered.
3. Once registered, the LED lights should be steady green on the POD and CARRIER along with an audible message stating, 'Lane 1'/ or the LED lights should be steady red/green on the POD and CARRIER along with an audible message stating 'Lane 2'.

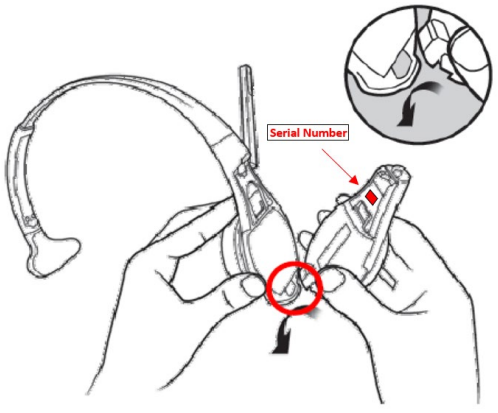
De-registering a Headset

1. Log into the webpage/portal with the provided link and credentials (or button sequence) provided. Navigate to **'Devices'** on the left panel and select your Basestation. Click on the **'Actions'** ellipsis and select **'Settings'**. Navigate to the **'Volume & Devices' > 'Connected Devices'** section. Select the **'Headsets'** tab then select the **'Actions'** ellipsis next to the headset you wish to de-register. Select **'De-Register'**, and a message will appear asking for confirmation. Select **'Yes, De-register'** to de-register the headset.
2. There is also an option to de-register all the headsets in one click from the cloud. From the same screen in the previous step under **'Volume Devices > Connected Devices >Headsets'**, click on **'Clear All Registration'** and confirm **'Yes, De-Register'** to clear all the headsets from the system.

Locating the Headset Serial Number

1. The headset serial number is located on the POD.
2. Dis-assemble the POD by sliding the un-lock switch on the Carrier.
3. Remove the POD and locate the white label with the serial number.





Headset Controls

- **Adjustment Slide**: Push or pull to adjust for a comfortable fit.
- **Indicator LED**: The indicator LEDS on the headset indicates the operating status of the headset in the table above.
- **T1 and T2 (Talk buttons):** Connects you to the order point(s).
    - When there are two order points, T1 connects to order point 1 and T2 connects to order point 2.
    - 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**: Press your finger up or down on the Volume control area to set volume on the headset. Upward increases the volume while the downward decreases the volume.
- **Page**: For in-store teams communication.
    - 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.

Order Taking Setup

Refer to the Store Manager or Store Technical Team to confirm which Order Taking Mode the system will be using.

Changing the Order Taking Mode:

1. Log into the webpage/portal with the provided link and credentials. Navigate to **'Devices'** on the left panel and select your Basestation. Click on the **'Actions'** ellipsis and select **'Settings'**. Navigate to **'Order Taking'**, then select the respective **'Headset Behavior'** accordingly and click on **'Apply Changes'** (refer to chart below for descriptions of modes).

Changing Volume Settings

Inbound Headset Volume

Changing the inbound headset volume affects the sound volume coming from the customer order point microphone to the HEADSET earphone speaker. To turn up or down the inbound headset volume:

1. Log into the webpage/portal with the provided link and credentials. Navigate to **'Devices'** on the left panel and select your Basestation. Click on the **'Actions'** ellipsis and select **'Settings'**. Navigate to **'Volume & Devices'** > **'Volume Settings'** > **'Headset Volume'**. Proceed to adjust the volume slider or input the desired value accordingly under the **'Relative Volume Controls'** for the desired lane.
2. Click **'Apply Changes'.**

Outbound Lane Volume

Changing the outbound lane volume affects the volume of the speaker at the customer order point. To change the outbound lane volume:

1. Log into the webpage/portal with the provided link and credentials. Navigate to **'Devices'** on the left panel and select your Basestation. Click on the **'Actions'** ellipsis and select **'Settings'**. Navigate to **'Volume & Devices'** > **'Volume Settings'** > **'Lane Volume'**. Proceed to adjust the volume slider or input the desired value accordingly under **'Outbound Talk'**.
2. Click **'Apply Changes'.**

Clear Headset vs G5 Headset

New Features with Clear

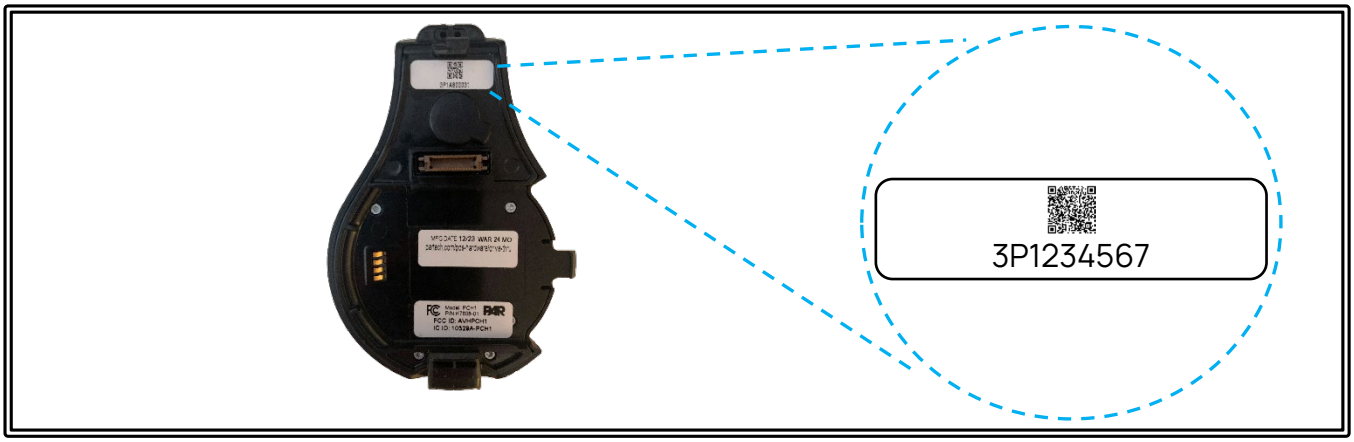
- In cross mode/split mode, the headset will announce the standby Lane it is assigned to listen to when waken up or powered on (if already registered), example “Lane 1” or “Lane 2”.
- In cross mode/split mode, doing a quick press on the opposite button will switch the headset to the opposite lane and announce “Lane 1” or “Lane 2”
- Order Takers-ANY headset can take over the call to the order point by pushing the talk button, but only one Order Taker can communicate at the Order Points at any given time
- Multiple Headsets can Page simultaneously

Physical Difference

The Clear POD has a silver metallic silk screen around the control pad. The G5 is all black.

Serial Number Range Clear POD:

The Clear POD serial number starts with 3PXXXXXXX. The G5 POD starts with 2PXXXXXXX



Light Indication Differences

Light Indication Description	CLEAR (current Gen)	G5 (previous Gen)
Standby Lane 1	Green Solid	Green Solid
Standby Lane 2 Split Mode	Green/Red Solid	Green/Red Solid
Standby Lane 2 Cross Mode	Green Solid	Green/Red Solid
Talk Microphone Live	Red Solid	Red Solid
Not Registered	Green/Red Flashing	Green/Red Flashing
Muted Microphone Order Taker	Red Flashing	Red Flashing
Vehicle Detected- Not Answered	Blue Flashing	Blue Flashing
Vehicle Detected- Call Answered	Blue Solid	Blue Solid
Standby Headsets when a page Call is active	Green/Red Alternating	Green Solid

Current Feature Differences

Cross Mode, Standby

- *For CLEAR, the mic boom and POD lights will still be Green whether you are in Lane 1 or Lane 2 in standby mode.*
- For G5 the mic boom will be green for Lane 1 and Green/Red for Lane 2

Cross Mode, Vehicle in Lane, Page Button Push

- *For CLEAR, if the order taker answers the call and then pushes the page button while a car is still at the order point, ALL the headsets will have haptics, tones and Flashing Blue light on the mic boom.*
- For G5, it will only have a Solid Blue/Green for Lane 1 and Solid Blue/Green/Red light for Lane 2 on the mic boom, with no haptics or tones.

Split Mode, Vehicle in Lane, Page Button Push

- *For CLEAR, if the order taker answers the call and then pushes the page button while a car is still at the order point, ALL the headsets assigned to that lane will have haptics, tones and Flashing Blue light on the mic boom.*
- For G5, headsets assigned to that lane will have tones and with a Solid Blue/Green light for Lane 1 and a Solid Blue/Green/Red light for Lane 2 on the mic boom, with no haptics.

Standby, No Car Detected, Talk Button Push

- *For CLEAR, if the order taker pushes the talk button to talk to the order point, the standby headsets mic boom will turn Solid Blue.*

- For G5, the mic boom is Solid Green

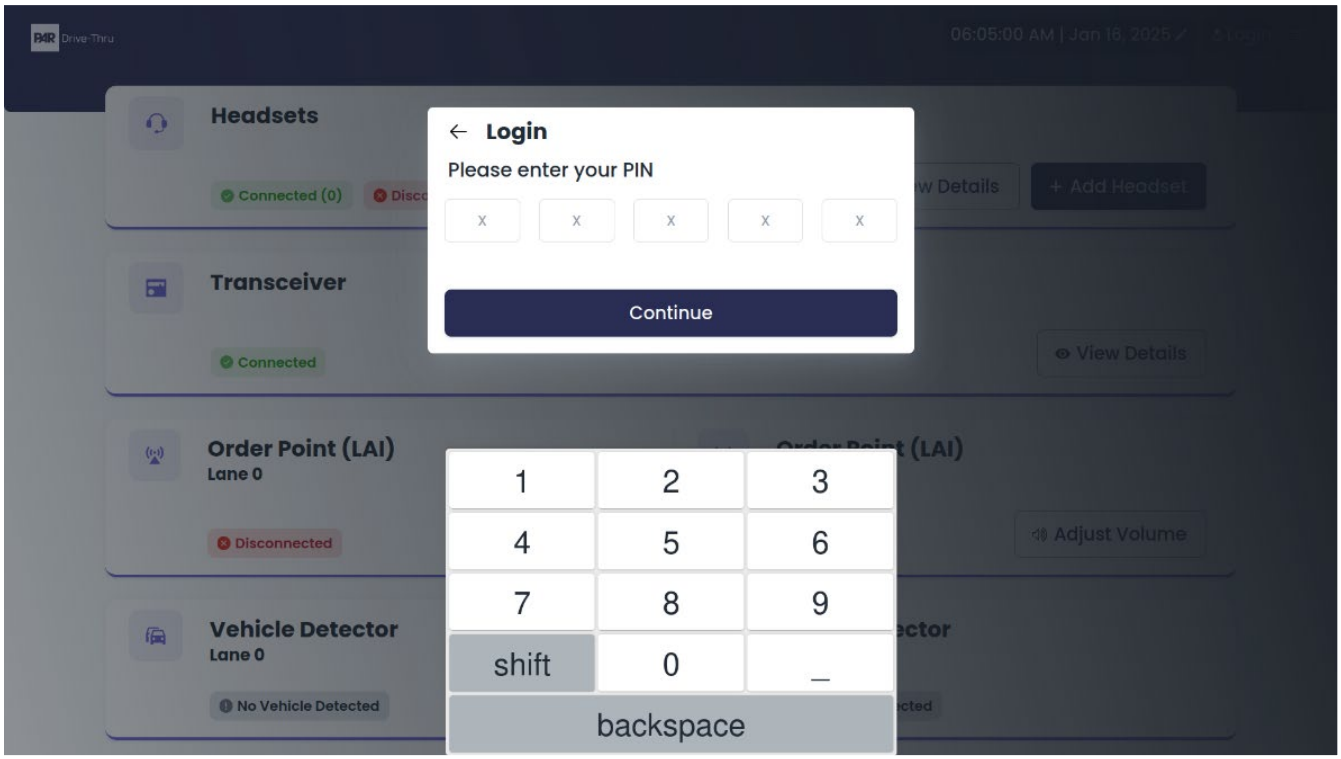
Standby, User Initiates a Page Call

- *For CLEAR, all other headsets will **Alternate** Green/Red.*
- For G5, headsets will be Solid Green for all other headsets

Command Console Use

Login

Log in with passcode: Default passcode – 12345



Adjusting Date/Time

1. Click on the date/time at the top of the page.
2. A modal appears with an editable field to adjust the date and time.

Note: Image of car only appears when vehicle is at the order point.

Headset Use

Headset Details

Click on “View Details” button on the right side of the “Headsets” section. This will bring you to a details view showing all headsets with their status, lanes, and registered date. Single lane or dual lane will show based on your specific setup.

Headset Volume Adjustment

Click on the “Adjust Volume” button on the top of the page. This will lead to a volume settings page with 5-6 volume settings (depending on if using single or dual lane).

Vehicle Alert Volume Adjustment

Adjusts the ringing noise that is played in the headset when a vehicle pulls up.

Greeter Message Adjustment

Adjusts the in-headset message volume that plays when a vehicle arrives at the drive-thru.

Alert Messages Adjustment

Adjusts alert volume that plays in the headset - could be triggered by an event such as a back door open or refrigerator door open.

Reminder Message Adjustment

Adjust volume of in-headset messages that an operator can create to remind staff of certain activities such as turn off oven, lock back door, etc.

Order Point Mic Adjustment (Customer Voice)

Adjusts in-headset volume from the microphone that the customer speaks into when they are at the order point.

Adding a Headset

1. Click on “Add Headset” from the main page.
2. The system will look for any headsets close by, show the headset IDs, and attempt to connect to them.
3. Once the headsets are found, the system will register them and prompt you to turn off headset registration.

Order Taking Mode

Use the dropdown on the “Headsets” page to choose which order taking mode to use. Select the “Update” button to save the changes.

Edit Assigned Lanes

1. Click on the ellipsis icon for the headset you want to edit, then choose “Edit Headset Settings”.
2. A modal appears to select the headset assigned lane and button behavior for slot 1 and 2.

Split and Cross Modes

In any dual-lane installation, the system can be configured to operate headsets in split-lane or cross-lane mode.

- **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 from both lanes on one headset. The system is configurable to permit non-order takers to hear orders and pages from one or both sides.

LAI Use

Adjusting the Volume

From the home page, select "**Adjust Volume**" next to the LAI you want to adjust.

Day Time Speaker Volume

Adjusts the order taker's voice volume (including the greeter message) that the customer hears at the order point during daytime hours (daytime hours are set in the Drive-Thru Cloud).

Night Time Speaker Volume

Adjusts the order taker's voice volume (including the greeter message) that the customer hears at the order point during nighttime hours (nighttime hours are set in the Drive-Thru Cloud).

Outbound Talk (Order Taker)

Adjusts the order taker's voice volume that the customer hears at the order point. Can be adjusted specifically for daytime and nighttime using controls above.

Greeter Message Relative Volume

Adjusts the volume for greeter messages that the customer hears at the order point.

Drive-Thru Cloud Portal Use

Log into the PAR Drive-Thru Cloud Portal with the provided address/link and enter in your credentials with a web enabled device that is accessible to the internet: https://portal.drivethru.partech.com

User Menu

1. On the top left-hand corner page, click on the dropdown to display and choose the following:
    i. **Contact Support**: phone number 800-328-0033, or email drivethrusupport@partech.com, chat hours M-F, 8AM-4:30PM
    ii. **User Settings:**
        a. **Account**: edit/upload your profile picture, name, alert email address and phone number. Click '**Save'** when done.
        b. **Preferences**: lets you select your language, time zone, date format. Click '**Save**' when done.
        c. **Password**: lets you perform a password change.
        d. **Alerts**: lets you select the types of email alerts you wish to receive for basestation, firmware availability and completion, site lane changes and daily summary reports for organizations, devices and users.
    iii. **Video Tutorials:** view, sort and search for video tutorials.

Viewing the Cloud Dashboard

1. Select '**Dashboard**' on the left side of the page.
2. The dashboard can be filtered by your Corporation, Franchise, and Site hierarchically.
3. You can then view your connected, disconnected and outdated firmware devices in a glance.
4. If you have multiple locations and have the proper credentials, you can also view the Top 5 sites for vehicle served, the total vehicles served, and average vehicle time that is spent at the order point for all your locations.
5. You can also view the summary of your site(s), number of site(s) and total number of devices installed.

Users Screen

Adding Users

1. Navigate to '**Users**'.
2. Click on the appropriate user you would like to create. You will only see the roles for which you have permissions to set up.
3. Select either **Corporate**, **Franchise**, or **Site Admin**.
4. Click '**Add New xxx Admin**'
5. Enter in the User's name and email address and select the site that they will be assigned to. Then click '**Add User**' (assuming that a site has already been created)

Deleting/Editing Users

Navigate to '**Actions**' under the same screen and select either Edit or Delete for the user as needed.

Organizations Screen

Adding Organizations

1. Navigate to '**Organizations**'.
2. Click on the organization you would like to create. You will only see the roles for which you have permissions to set up. Select either **Corporate**, **Franchise** or **Site**.
3. Click '**Add New xxx**'
4. Enter in the appropriate information and hierarchy as necessary then click '**Add xxx**'

Deleting/Editing Organizations

Navigate to '**Actions**' under the same screen and select either Edit or Delete for the organization as needed.

Devices Screen

Edit/Configure Devices

1. Navigate to '**Devices**'
2. If you have more than one site, you can filter your devices hierarchically by Corporation, Franchise, and Sites. You can also filter them by device status, assigned/unassigned, and firmware status.
3. View your devices by clicking the '+' icon to view the device names, MAC address, site name, site admins, status, in-service date and firmware according to the filter previously selected.
4. To edit the device, click on the actions ellipsis and select '**Edit**'
5. To view device settings, click on the actions ellipsis and select '**Settings**'.

a. By clicking '**Edit**' under the actions ellipsis, you have the option to edit the device name, organization assignment, and which user the device is assigned to. This also allows you to switch from single lane configuration to a dual lane configuration if you have upgraded to dual lane. Click '**Update**' when done making changes.
b. By clicking 'Settings' under the actions ellipsis of the device, you can now configure the device with the options listed on the left-hand sub-menu.

Site Settings

1. Under '**General Settings**', you can select your preferred **language, time zone, and date format**. Click '**Apply Changes**' if you made any changes.
2. Under '**Site Information**', to edit, click on '**Edit Site Information**'. You can enter in the site information associated with the device such as **street address, city, state, postal code, country and telephone number.** When finished, select **'Apply Changes'**
3. Under '**Site Hours**', you can edit the system's operating hours by either selecting the specific day and going to actions and click edit from the ellipsis, or by doing a bulk update for multiple days with the same operating hours by clicking '**Bulk Update**'. Enter the **Store Hours, Open Time, Close Time, and Night Volume** times as needed. Click '**Update**' if you have made any changes.
4. Under '**Holiday Schedule**', you can add, edit, or delete existing holidays in your system. To add a holiday, click on '**Add Holiday**'. To edit or delete existing holidays click on the ellipsis and select your action. Input and select the options as needed for **Holiday Name, Holiday Type, Date of Holiday** and the **Open and Close Time** of the holiday. Click **'Add', 'Update',** or **'Delete'** once you have confirmed your actions.

Network Settings

In '**Network Settings**' under '**Network Setup**', you can set up your system connection method to be **DHCP or Static IP.** Select the connection method needed. If you select Static IP, fill out the necessary fields, such as **Subnet Mask, IP Address, Default Gateway** and **DNS Servers**. Otherwise, leave the rest for auto assignment for DHCP. Click '**Apply Changes**' when done.

Order Taking

1. The '**Order Taking**' section lets you change the '**Headset Behavior**', '**Staff Order Mode Settings**', and the '**Vehicle Alert Notifications** and **Lane Audio**' settings. There are nine Headset Behavior modes to select from. To view the description of the behavior mode, click on the '**More Info**' icon. The '**Staff Order Mode Settings**', lets you select how the headset will behave upon a vehicle arrival, such as Haptics, Tone, and LEDs. You can also select how the headset will operate by Split Mode or Cross mode. After any changes, proceed to click on the '**Apply Change**' button.

a. In **Cross Mode**, all headsets get the selected notifications, such as Haptics, Tone, and LEDs upon a vehicle arrival for a call that has not yet been answered. The active order taker will only get vehicle tone alerts during an active call.
b. In **Split Mode,** headsets are assigned to each lane and will only get Haptics, Tone, and LEDs upon a vehicle arrival for a call that has not yet been answered for that assigned lane.

Headset Behavior for Order Taking Modes

Headset Behavior - Order Taking Mode	Definition
ML/PTT- Manual Listen, Push To Talk	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. 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.
ML/MLT- Manual Listen, Manual Latching Talk	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. 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.
AL/PTT- Automatic Listen, Push to Talk	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. 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.
AL/MLT- Automatic Listen, Manual Latching Talk	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. 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

Headset Behavior - Order Taking Mode	Definition
	continue to speak hands free until the talk button is pressed and released again.
Hands Free	Hands Free The headset microphone is on whenever the order point vehicle detector detects a vehicle. Because Automatic Standby is also on when Hands Free is "On", the microphone is turned off when the vehicle is no longer detected.
Outside PTT- Outside, Push to Talk	Outside 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 communication with any staff wearing a headset for order entry and/or special requests and comments. 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.
Outside MLT- Outside, Push to Talk	Outside 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 communication with any staff wearing a headset for order entry and/or special requests and comments. 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.
Always On- PTT (Bypass Vehicle Detector)-Push to Talk	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 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.
Always On- MLT (Bypass Vehicle Detector)-Manual Latching Talk	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 Manual Latching Talk (MLT)

Headset Behavior - Order Taking Mode	Definition
	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.

Staff Order Mode Settings upon Vehicle Detection

Staff Order Mode Settings	Definition
Haptics	This enables/disables the Haptics notification on the headsets upon a detection at the order point that has not been answered
Tone (Staff)	This enables/disables the Tone notification on the headsets upon a detection at the order point that has not been answered
LEDs	This enables/disables the BLUE LED notification on the headsets upon a detection at the order point

Digital (I/O)

1. **Loop Detector Inputs:** This section lets you adjust the delay in seconds for the system to be alerted when a detection has occurred at Order Point 1 and/or Order Point 2. After adjusting, select '**Apply Changes**'.
2. **Relay Isolated Outputs:** This section lets you assign the 2 auxiliary relay outputs to follow the DET1-2 inputs or to follow any of the GPIO ports that are assigned as an input by selecting from the dropdown. After any changed selections, select '**Apply Changes**'.
3. **GPIO Ports:** This section lets you configure any of the 16 GPIO ports to either be an input or an output. In addition, the GPIO ports may be assigned from the available drop down list. After any changed selections, select '**Apply Changes**'.

Messaging

1. **Message Dayparts-** This section lets you define the daypart for your greeter, alert, or reminder messages. There are a maximum of 12 dayparts. Dayparts are times within the day that your message will be played when enabled and selected for those daypart(s). You can add (by clicking the **+Add Daypart** button), edit, or delete (by clicking on the ellipsis icon) them as needed. When adding or editing, enter/revise the **Daypart Name, Start Time,** and **End Time**. Then click, '**Add**', or '**Apply Changes**', or '**Yes Delete**' depending on your selection.
2. **Messages:** This section lets you add, enable, edit/delete messages. There are a maximum of 16 total messages consisting of a combination of the following types: greeter, reminders, and alerts. The maximum duration for each message is 15 seconds.

Message Type	Definition
Greeter	A Message type that plays back to the order point(s) speaker(s), headset(s), and kitchen monitor grill speaker(s) as desired when a detection occurs at the order point(s).
Reminder	A Message type that plays back periodically on a schedule to the headset(s), and kitchen monitor grill speaker(s) as desired
Alert	A Message type that plays back when an event occurs on a GPIO Input port(s) to the headset(s), and kitchen monitor grill speaker(s) as desired

a. When you click on '**+Add New Message**', you can input the message Name, Type, (Delay, Repeat Count, and Repeat Interval (used for reminders and alerts)). You can also select to **'Upload Pre-Recorded Message',** or **'Record Message'.** To upload a pre recorded message, select **'Select a file'** and choose the file from your device. The types of files that are uploadable are .wav, .mp3, .mp4, and .m4a. If you desire, you can record your own message from your web enabled device with an external or built in microphone by selecting the **Microphone Icon** and clicking the **Pause** button then **Save** icon when done. **Select 'X' to discard and re-record as needed.** Proceed to click '**Add**' to add the message to the system. Once you add a new message, if you want it active, ensure you select the '**Enabled**' check box.

b. When you click on '**Edit**' in the **ellipsis** next to the message row desired, it will enable you to edit that message. You can **'Enable'** or **'Disable'** the message, select it as **'Priority'** (meaning if a reminder or alert message is scheduled to play during an order point active call, it will play after the order point call has ended), change the message **'Type',** edit the **'Delay'** time, set the **'Repeat Count'** and **'Repeat Interval'** (for reminder and alert messages only), and **'Update Audio Clip'.** Moving down, you can **'Select All Day Parts'** for the message to be played for all 7 days, or by clicking on the **'+'** icon for each individual day and then selecting the dayparts you desire for the message to be played. Then click '**Apply Change**' when done to update.

c. When '**Delete'** from the **ellipsis** icon is selected, a message appears confirming your action. If confirmed, please click on '**Yes, Delete'**.

Volume & Devices

Volume Settings: This section lets you change the volumes for the Lane(s), Headset(s) and Kitchen Monitor(s).

1. Under '**Lane Volume**' (audio at the order point), click on the **'+'** icon to view the values and make adjustments as needed for Lane 1 or Lane 2. Day Time Speaker volume is the absolute volume of the outside speaker at the order point during the daytime hours and the Night Time Speaker Volume is the volume for the night timer hours, etc. (the

Outbound Talk should not be adjusted and are for installers only. It is the relative volume of the order taker's microphone volume). The Greeter Message Relative Volume is for message volume playing outside at the order post. The 'Mic Gain Settings' are for installers only is the pre-amplification settings of the outside microphone. After making any adjustments click on '**Apply Changes**'.

2. Under '**Headset Volume**', you can adjust the volume controls that are playing in the headset(s) such as the '**Vehicle Alert Volume'** (tone in the headset upon vehicle arrival), the **'Order Point Mic Lane 1 / 2'** (order point customer voice), the **'Greeter Messages',** the **'Reminder Messages'** and the **'Alert Messages**'. After making any adjustments click required **check boxes** and '**Apply Changes**'.
3. Under '**Kitchen Monitor Volume**', you can adjust the volume controls that are playing in the Kitchen Speaker by clicking the **'+'** icon. From here you can edit the **'Master Volume'** (the main volume), the **'Page Channel'** (team member communications), **'Outbound Greeter Message'** (greeter messages that are playing outside at the order point), **'Alert Messages', 'Reminder Messages'** (messages that are played in the headsets). After making any adjustments click the required check boxes along with **'Enable'** the Monitor Speaker and '**Apply Changes**'.
    a. You also have the option to listen to the Lane 1/2 Audio such as **'Inbound Listen'** (customer order voice at the outside microphone), **'Outbound Talk'** (order taker's voice), **'Vehicle Alert'** (alert tone upon a detection at the order point) by clicking on the **('+')**. After making any adjustments click required **check boxes** and '**Apply Changes**'.

Connected Devices: This section lets you view and configure settings for your system devices.

1. Under '**LAis**' (Lane Audio Interface, the device connected the outside speaker and microphone), you can view the **'Device ID', the 'Status' of the LAi, 'Latest Firmware' version, the 'Assigned Lane', and the 'Noise Reduction Level' setting**. You can navigate to '**Actions**' and click on the **ellipsis icon**. From there you can select '**Edit LAi Settings', 'View Version Details', 'View Connection Status', 'View Health Details', and 'Clear LAi Settings**'.
    a. Selecting the '**Edit LAi settings under 'Actions**' lets you assign the LAi to a Lane. Click on the '**Assigned Lane**' drop down to select the correct Lane that the LAi is installed on. The next field is the '**Noise Reduction Level**' (microphone inbound lane audio'), where you can select the different noise reduction according to what sounds best for your environment (***these settings are for installers only***). The standard and most common level is '**Special ZVC0**' The bottom field is the '**Detection Type**' where you can select 'Loop Detector' (Presence Mode), or 'Walkup Mode' (Pulse Mode). Click '**Apply Changes**' when you are finished making any changes.

Detection Type	Description Examples
Loop Detector (Presence Mode)	Presence detectors are most common. They tell the base station when an active detection is present over the detector. They remain active as long as the object stays within the range of detection.
Walkup Mode (Pulse Mode)	Pulse detectors are less common. They tell the base station when an active detection has triggered but have no mechanism to know if or when the vehicle leaves. A momentary switch or an air hose is typically used to provide the pulse signal when a person pushes and releases a momentary switch or for the air hose, is when a vehicle rolls over it.

b. Selecting the '**View Version Details**' lets you view the versions for the 'L**Ai System', 'SIP Client', 'Message Server', 'MQTT Client', 'System Controller', 'System LAI DSP FW' and the 'VoIP Server**'. This section is for support team members and for installers when troubleshooting.
c. Selecting the '**View Connection Status**' lets you view the '**VoIP Reg Status', 'VoIP Invite Status', 'MQTT Client Status' and 'LAi IP Address**'. There is also a '**Get Latest Status**' button, which when clicked, updates the fields to the latest status. The 'VoIP Invite Status' field will change status to '**Confirmed**' when there is a detection at the order point and 'Disconnected' when there is no detection at the order point for the LAi device. This section is for support team members and for installers when troubleshooting.
d. Selecting the '**View Health Details**' lets you view the Health Status of the subject LAi. You can see what services are running and what has stopped such as the 'SIP Client', 'MQTT Client', 'System Controller', 'Test Status'. 'Message Server', 'IO Client', 'VoIP Server' and 'Remote Access'. This section is for support team members and for installers when troubleshooting.
e. Selecting the '**Clear LAi Settings**' lets you clear the LAi. This is only available if the LAi has a status of '**Disconnected**'. If all LAis are disconnected, you can select '**Clear All LAi**'. Proceed to select '**Yes, Clear**' if you wish to clear the device. This section is for support team members and for installers when troubleshooting.

2. Under '**Transceiver**' (the wall mounted radio antenna module), you can view the **'Serial Number',** firmware **'Version', 'Registration Mode', 'Headset Active'** and **"Headsets Registered'.**

Field	Description
Serial Number	The serial number ID of the Transceiver WMT
Version	The firmware of the Transceiver WMT
Status	The status of the Transceiver WMT- it will either show Connected when online or disconnected when offline.
Registration Mode	The Headset Registration Mode- will be closed when not adding headsets and will show open when performing headset registration
Headsets Active	Shows how many headsets are turned on and are registered with the Transceiver WMT
Headsets Registered	Shows how many headsets have been registered with the Transceiver WMT regardless of they are powered on or not.

3. Under '**Headsets**', you can click on **'+ Register Headsets'** to add and register headsets, **and 'Clear All Registration'** (lets you clear all your headsets at once). You can also view all your current registered headsets by their **'Device ID', 'MAXIM/TI Version', 'Status', 'Assigned Lane', 'Assigned Date', 'Battery Level', and radio 'Signal Strength**'. There is an '**Actions' ellipsis,** which lets you **'Edit Headset Settings', 'Identify Headset', and 'De-Register'** the headsets.
   a. When you click on the **'+ Register Headsets'** button, a pop-up window (as shown below) appears. Within a few seconds to minutes, **headset ID numbers** (that are powered on and have not been registered with the system), also appear. When headset registration is complete, click on **'Close Registration Mode'** button.
   b. When you click on the '**Clear All Registration' button**', a pop-up window (shown below) appears. Click '**Yes, De-Register'** to confirm you would like to proceed to deregister all headsets.

Field descriptions for the headsets page table are shown below:

Field	Description
Device ID	The ID numbers of the registered headset
MAXIM/ TI Version	The firmware versions of the headset
Status	The state of the headset- the current Active Date and Last Active Date
Assigned Lane	The headset's default assigned Lane #
Assigned Date	The date the headset was first registered with the system
Battery Level	The battery level remaining in percentage of the headset
Signal Strength	The signal strength of the headset on a 0-100 scale, 100 meaning excellent range.

   c. When you click on the '**Actions**' ellipsis the available selections are described below:
      i. **'Edit Headset Settings'**: the '**Assign Lane**' lets you assign the default lane of the selected headset to Lane 1 or Lane 2 (for Split Mode). For Cross Mode, headsets are defaulted to Lane 1 or the Lane for which the headset was last active.
      ii. For Split or Cross mode, the '**Headset Button Behavior Slot1**', lets you assign the **Talk 1 button** (the bottom talk button) to be either Lane 1 or Lane 2 (default is Lane 1). The '**Headset Button Behavior Slot2**', lets you assign the **Talk 2 button** (the top talk button) to either Lane 1 or Lane 2 (default is Lane 2). Click '**Apply Changes**' when done making any configurations.

****For a Single Lane system, both Talk buttons are automatically assigned to Lane 1.**

      iii. '**Identify Headset**': when selected, alerts the headset by sending a signal for it to start vibrating and the LEDs start blinking red, green and blue. This is used for identifying a headset that is causing issues or if a particular headset is desired to be found for any reason such as preference, assignment, return for warranty replacement, etc. Click '**Stop**' when done using this feature.

iv. '**De-Register**': when selected, gives the option to de-register only the selected headsets. This is normally used for troubleshooting, to refresh the system memory/headsets as needed, to send the unit in for manufacturer warranty replacement, and/or is no longer needed in your current system to operate. Click '**Yes, De-Register**', to proceed as needed.

4. Under '**Command Console**', you can view the device '**Serial Number',** the connection **'Status',** whether it has **'Latest Firmware',** and the current **'Firmware Version'.**

System Settings

This section lets you view the '**Revisions**' applications of the system, view and get '**Diagnostics**' information, '**SIP Status**' and '**SIP settings**'. These sections are used for troubleshooting for PAR support and installers as needed.

1. '**Firmware Update'**: this section allows you to update your device firmware by '**Device Type**', the '**Upgrade Firmware To**' desired, to either '**Update now**' or on a '**Scheduled Time**' as shown in the screen below. Available devices: BASE STATION, LAi, and COMMAND CONSOLE. After selecting the desired device, select '**Confirm**' to update immediately, or enter in the '**Schedule Date**' and '**Schedule Time**' for the update as desired. You can also view '**SCHEDULED FIRMWARE UPDATES**' and the '**FIRMWARE UPDATE HISTORY**' as shown below.
2. '**Reboot System**': this section allows you to reboot system devices. This is normally used for troubleshooting, firmware updates that have been interrupted, or power outages/spikes that may require system devices to receive a reboot. Devices that are available for soft reboots are: Basestation, LAIs, Transceiver and Command Console. Click '**Reboot Now**' and '**Confirm**' when ready to execute the reboot.
3. '**Factory Reset**': this section lets you restore the Basestation to its default factory settings. Performing this restores every setting except for the Network Settings. This feature is used on the rare occasion when the Basestation is not functional due to corruption or power fluctuations. Select the **Check Box** to confirm and select '**Execute**'. A pop-up window appears to ensure you want to perform this action. This cannot be undone once executed. Click '**Confirm**' to perform the factory reset as needed.

Troubleshooting

Category	Symptom	Cause & Resolution
Headsets	I can't register my headset.	Ensure headsets are powered on with a charged battery and are correctly assembled.
Headsets	Headset(s) not waking up.	Check the charge on your battery by pressing the circle button on the back of the battery. • If no lights illuminate, replace the battery or return the headset to the charging station. • If the lights illuminate, remove and reseat the battery.
Headsets	I can't hear the customer at the order point.	If the volume coming from the lane is low and inaudible, the lane volumes can be adjusted: 1. On the selected device menu, click **Volume & Devices > Volume Settings > Select Headset Volume**. 2. Adjust the Order Point Mic Lane 1 or 2 to the desired level.
Headsets	The customer can't hear me at the order point.	If the customer is complaining of low volume at the order point, adjust the Outbound talk volume in the following area on the Cloud: 1. On the selected device menu, click **Volume & Devices > Volume Settings** 2. On the top menu, select **Lane Volume** and adjust the Outbound Talk (order Taker) volume as desired. If the customer cannot hear any audio coming from the headset: 1. Ensure the headset microphone is not muted. A muted microphone is indicated by a flashing red LED. 2. If the headset LED is solid red, press the back button to terminate the call with the current lane. Press the 1 or 2 button on the headset to re-establish the call with the lane.
Headsets	My headset will not power on.	If you remove the Clear headset from the charger and the headset does not display LEDs and haptics: 1. Press the circle button on the bottom of the battery to ensure the battery has been charged. 2. If the battery LEDs illuminate, indicating the headset battery is charged, return the headset to the charger and ensure that the side LEDs on the headset POD and battery illuminate. 3. Remove the headset from the charger again and see if the headset powers up. 4. If the headset still does not power up, reseat the battery on the headset. If the headset still does not power up, it may be defective.
Headsets	I cannot start a page call.	Check other headsets to ensure if it is just one headset or all the headsets encounter the issue.

Category	Symptom	Cause & Resolution
		If just one is problematic, re-assemble and try a different battery. If it still encounters the issue please call in for service.
Headsets	My Headset button is not opening a call with my single lane Clear system.	The Clear system is designed to support multiple order points. Each headset can communicate with an assigned lane by assigning a lane to a headset button. On a single lane system, you can assign both button 1 & 2 to a single lane in the Clear Portal. 1. On the selected device menu, navigate to **Volume & Devices > Connected Devices** 2. Select the **Menu** button for the headset you want to change. 3. Under the **Headset Button Behavior Slot 1 / Slot 2**, set the dropdown for the desired lane.
Headsets	My headset is answering the wrong lane when I press my headset button.	The Clear system allows users to assign which lane they want to communicate with for each individual button press. Headset buttons can be assigned via the Cloud Portal. 1. On the selected device menu, navigate to **Volume & Devices > Connected Devices** 2. Select the **Menu** button for the headset you want to change. 3. Under the **Headset Button Behavior Slot 1 / Slot 2**, set the dropdown for the desired lane.
Headsets	How do I adjust the volume on my headset?	The Master Volume of the headset can be controlled manually by pressing the volume up/down buttons located above button 2 on the headset. For headset volume settings, on the selected device menu: 1. Navigate to **Volume & Devices > Volume Settings** 2. On the top menu, select **Headset Volume**. • Vehicle Alert Volume – Controls the volume beep tone heard in the headset during a lane detect notification. • Order Point Mic Volume Lane 1&2 – Controls the volume of the audio coming from the order points to the headset. • Greeter Message – Controls the volume of pre-recorded greeter messages played to the headsets in Automatic Listen mode during a lane detect notification. • Reminder Messages – Controls the volume of pre-recorded reminder messages played to the headsets. • Alert Messages – Controls the volume of pre-recorded alert messages played to the headsets.
Headsets	How do I select which notifications I want to send to my headset during a lane detect?	On the selected device menu, click **Order Taking.** Under the **Staff Order Mode Settings** you may customize the notifications you want to receive on your headset.

Category	Symptom	Cause & Resolution
Battery	My battery does not charge.	**Causes**: Dirty contacts, battery charger slot is defective, or battery is defective **Resolutions:** - Clean battery contacts - Put the battery in a different charger slot - Are all batteries doing the same thing? If so, the charger is defective, or the battery charger power supply is unplugged. - If only one slot or one battery is not charging, the battery or charger slot is defective. Replace necessary battery or charger as needed.
Charger	All my batteries are not charging.	**Causes**: Bad power supply, or bad wall outlet **Resolutions:** - Plug the charger into a known working outlet - If it still does not charge, and battery LEDs do not blink when battery is inserted, replace the power adapter. - If it still does not charge the batteries with blinking LEDs after replacing the power adapter, replace the charger
Basestation	System offline - no LEDs on PTIO, VDB, and no fan running on unit(s) when case is opened.	**Causes:** - Power is unplugged or defective power supply **Resolutions:** - Trace the power plug from the basestation and ensure everything is connected and/or not loose. If so, reconnect. - Power outlet: try a different power outlet after checking the wiring. Plug a phone charger or another known working device into outlet to ensure it has power. Move to a different outlet if needed. - If the steps above are followed and you still have no power, replace power supply. If after power supply is replaced and there is still no power the basestation needs to be sent in for repair.
LAI	I'm experiencing low quality audio on calls from my order point.	This could be caused by using a less-than-optimal DSP for your drive-thru setting. You can adjust your DSP through the Cloud Portal. 1. On the selected device menu, navigate to **Volume & Devices > Connected Devices** 2. On the top menu, select **LAIs** 3. Select **Edit LAI Settings** for the desired LAi. 4. Under **Noise Reduction Level** (Inbound Lane Audio) adjust selected DSP mode. **NOTE**: ZVC0 is the recommended DSP for all stores. Any adjustments should be made with an installer on site.

Category	Symptom	Cause & Resolution
LAI	How do I fix the sound quality coming in from the LAI to my headset?	Go to DSP settings
Messages	My system is playing greeter messages to the store's Lane Speaker, but I'm not hearing them in my Headset or Grill Speaker.	**For headsets, ensure Greeter messages are selected "On" for headset volumes.** Resolution: 1. On the selected device menu click **Volume & Devices > Select Headset Volume** 2. On the top menu, ensure the **Greeter Messages** box is checked, and the volume is set appropriately. **Headset Behavior is set to Manual Listen.** Resolution: 1. On the selected device menu, click **Order Taking** 2. Under **Headset Behavior**, select **Auto Listen**. (Greeters only play to headsets in Auto Listen mode) **For kitchen monitors, ensure Greeter messages are selected "On" for your kitchen monitor.** Resolution: 1. On the selected device menu, click **Volume & Devices** 2. Select **Kitchen Monitor** on the top menu 3. Ensure the **Outbound Greeter Messages** box is checked, and the volume is set appropriately.

Category	Symptom	Cause & Resolution
Messages	My system is not playing Reminder messages to my headsets or kitchen monitors.	**For headsets, ensure Reminder messages are selected "On" for headset volumes.** Resolution: 1. On the selected device menu, click **Volume & Devices** 2. Select **Headset Volume** on the top menu 3. Ensure the **Reminder Messages** box is checked, and the volume is set appropriately. **For kitchen monitors, ensure Reminder messages are selected "On" for the kitchen monitor.** Resolution: 1. On the selected device menu, click **Volume & Devices** 2. Select **Kitchen Monitor** on the top menu 3. Ensure the **Reminder Messages** box is checked, and the volume is set appropriately. **No Reminder message has been recorded.** Resolution: 1. On the selected device menu, click **Messaging.** 2. In the sub-menu, select **Messages.** 3. Select the message (1-16) you want to record, click the three-button menu button on the right, and click **Edit**. 4. In the **Message Audio Clip** section you should see the option to play the message with a duration. If the clip is 0:00 / 0:00 duration, no message has been recorded. 5. Click the **Update Audio Clip** button and record your new message. **The incorrect message type has been selected.** Resolution 1. On the selected device menu, click **Messaging.** 2. In the sub-menu, select **Messages.** 3. Select the message (1-16), click the three-button menu button on the right, and click **Edit**. 4. Under "Type", ensure that **Reminder** is selected.

Category	Symptom	Cause & Resolution
Messages	My system is not playing Alert messages to my headsets or kitchen monitors.	**For headsets, ensure Alert messages are selected "On" for headset volumes.** Resolution: 1. On the selected device menu, click **Volume & Devices** 2. Select **Headset Volume** on the top menu 3. Ensure the **Alert Messages** box is checked, and the volume is set appropriately. **For kitchen monitors, ensure Alert messages are selected "On" for the kitchen monitor.** Resolution: 1. On the selected device menu, click **Volume & Devices** 2. Select **Kitchen Monitor** on the top menu 3. Ensure the **Alert Messages** box is checked, and the volume is set appropriately. **No Reminder message has been recorded.** Resolution: 1. On the selected device menu, click **Messaging.** 2. In the sub-menu, select **Messages.** 3. Select the message (1-16) you want to record, click the three-button menu button on the right, and click **Edit**. 4. In the **Message Audio Clip** section you should see the option to play the message with a duration. If the clip is 0:00 / 0:00 duration, no message has been recorded. 5. Click the **Update Audio Clip** button and record your new message. **The incorrect message type has been selected.** Resolution 1. On the selected device menu, click **Messaging.** 2. In the sub-menu, select **Messages.** 3. Select the message (1-16), click the three-button menu button on the right, and click **Edit**. 4. Under "Type", ensure that **Alert** is selected.
Messages	My system is repeating greeter messages when I do not want it to.	1. On the selected device menu, click **Messaging.** 2. In the sub-menu, select **Messages.** 3. Select the **Menu** button for the message that is repeating 4. The **Repeat Count** value controls the number of times a message repeats. "0" does not repeat, "1" plays the initial greeter message and repeats one time.
Messages	My greeter message is too low. How do I turn the volume up?	1. On the selected device menu, click **Messaging** 2. Select **Volume and Devices > Volume Settings** 3. On the top menu, select **Headsets** 4. Under **Relative Volume Controls**, set the **Greeter Messages** to the desired volume.

Category	Symptom	Cause & Resolution
Networking	My system shows "Disconnected" on the cloud portal	**Cause:** Basestation does not have an active internet connection. **Resolution:** 1. Verify that a LAN cable with an active internet connection is connected to LAN 2. 2. Reseat the LAN cable in LAN 2. 3. Reboot the basestation. 4. If using a static network, verify there are no IP address conflicts.
Networking	My LAi(s) are not connecting to the cloud portal.	**Cause:** The LAi is not communicating with the base station. **Resolution:** 1. Verify the LAi is receiving power via PoE and is powered on (indicated by the front panel LEDs). 2. Verify the LAi is connected to the same LAN as the base stations LAN 2 NIC. 3. If using a static network, verify there are no IP address conflicts. 4. Power cycle the LAi.
Networking	My command console is not showing the dashboard.	**Cause:** The command console is not communicating with the basestation. **Resolution:** 1. Verify the command console LAN cable is connected to the RJ-45 LAN port, not the RJ-45 serial port. 2. Verify the command console is connected to the same LAN as the basestation LAN 2 NIC. 3. If using a static network, verify there are no IP address conflicts. 4. Power cycle the command console.
Networking	My LAi is not turning on.	**Cause:** The LAi is not receiving PoE power **Resolution:** 1. Verify the LAi is connected to a PoE power source (PoE injector, PoE switch). 2. Verify the PoE power source is powered on. 3. Verify the PoE power source is supplying power.
System	We lost power last night and nothing is working.	**Causes:** Power surge, power surge protector tripped, circuit breaker tripped. **Resolution:** - Check power connection to the base. - Is it on a power surge protector?

Category	Symptom	Cause & Resolution
		- Is the power protector switch triggered and needs to be switched back on. - Try a different outlet. - Check the circuit breakers. - Are other devices working in the store? If you still cannot resolve, contact an electrician to come on-site.
System	How do I know if my system is "On", and not unplugged?	**Resolution:** - Open the basestation to check if the LEDs near the power connector are on, along with the PTIO LEDs and VDB LEDs. If no LEDS are on, the base station is turned off. - Check power supply wiring and ensure outlet is functional. - Go to the DT Cloud and check if the basestation is on by navigating to **Devices**, finding the basestation name, and confirming it shows "Connected" in the status column.
System	I can't see anything on my command console.	**Causes:** No Power to Command Console, Command Console is not powered on, the connector is not plugged in. **Resolutions:** - Check power to the command console: Ensure the outlet is working and it is plugged all the way in. Press the power push-button below the command console - If it is still not working, replace the power adapter. - If it is still not working after power adapter replacement, replace the command console unit.
System	How do I set up night volume?	1. On the selected device menu, navigate to **Volume & Devices > Volume Settings**. 2. On the top menu, select **Lane Volume** 3. Adjust the **Night Time Speaker Volume** to the desired level. **Note:** Night Time Volume Settings require Store Hours to be set as a trigger for the Night Time Speaker volumes to function. To set Store Hours: 1. On the selected device menu, navigate to **Site Settings > Site Hours** 2. Select the menu for the desired day 3. Adjust **Begin/End Night Volume** to the desired times. *(The Bulk Update button allows you to set multiple days at the same time.)*
Vehicle Detect	Vehicle detect is not working on one of the lanes.	In the event of hardware failure on a lane detection device, Clear has an emergency fallback mode called "Always On". This opens a permanent call to the order points, allowing order takers to communicate with the customer. To set Always On: 1. On the selected device menu, select Order Taking 2. From the **Headset Behavior** dropdown menu, select "Always On" and click **Apply Changes**.

Category	Symptom	Cause & Resolution
Vehicle Detect	Vehicle detect is not working on any lane.	**Cause:** Bad or loose wiring to PTIO connector from VDB, or VDB is defective. **Resolutions:** - Check wiring and re-wire C - Check to see if VDB has any RED LEDs on when a vehicle arrives by opening up the basestation. - Check VDB connections from the outside loop coming into the VDB. - Reset VDB by pushing the reset button on the VDB. - If VDB LEDs are not illuminated and connections are all correct, the VDB is defective and needs replacement.
Vehicle Detect	Vehicle detect is not working on all headsets.	Individual headset lane notification settings are not an option. If individual headsets are not receiving lane notifications, the headset may need replacement.
Vehicle Detect	How do I set my order point to announce that the store is closed during certain hours?	Store Closed messages require store hours to be configured to the desired times and configuration of the message itself. To configure Store Closed Messages: 1. From the selected device menu, navigate to **Messaging > Messages**. 2. On the **Messages** page, click **Add New Message** or **Edit an Existing Message**. 3. Ensure that the message type selected is **CLOSED**. 4. If the message is newly created, save the message and edit the message again. 5. Ensure the message is enabled and you have selected a daypart to control the time that the message will play. To configure a Daypart: 1. From the selected device menu, navigate to **Messaging > Message Dayparts.** 2. Add a new daypart or edit an existing daypart. 3. Set the **Start Time** for the time you would like the Closed message to begin playing, and the **End Time** for the time you would like the message the cease playing.

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1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation. Please note that 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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(2) This device must accept any interference, including interference that may cause undesired operation of the device.

This device complies with the Canadian ICES-003 Class A specifications. CAN ICES-003(B) / NMB-003 (A).

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Revision History

Revision	Date	Description of Change
A	2/6/25	Initial Release
B	3/19/25	Formatting updates