

The ParTech G5 System Components and Trouble Shooting Guide

G5 Base Station

Function: The G5 base station is the heart of your drive-thru system



1. Connects to the ground loop outside at the menu board so you can speak to and hear the customer orders.
2. This is where you connect your drive-thru headset.

G5 Carrier:

Function: The Carrier or headband piece contains the mic and speaker



1. This part of the headset allows you to physically talk and listen to the customer at the menu board.
2. The carrier must be attached to a G5 pod to work.
3. The locking control is on the carrier above the ear pad or ear sponge (use a pen to slide the lock back and forth)

G5 Pod:

Function: The Pod communicates to the base station and connects to the carrier to make one complete headset.



1. The Pod must be in the locked position to the carrier to work properly.
2. The Pod allows you to initiate contact with the customer at the menu board.

G5 Battery Charger:

Function: Charge the G5 Battery



1. The G5 battery charger can charge batteries in 2 ways, either with the battery inside the headset, or just the battery inserted into the battery slot.

G5 Battery:

Function: To power the G5 headset



CCOMM

1. Can be charged inside the headset or in the single charging slots on the G5 battery charger.
2. The battery has a light bar indicator on top to check how fully charged the battery is.
3. The manufacturer recommends that you replace your batteries yearly for optimal performance.
4. The year the battery was made is on the battery.

G5 Ear pads or Ear Sponges:

Function: To cover the speaker on the G5 carrier or headband piece.



1. Come in a 10 pack and should be ordered as needed. We recommend 1 10pk every 2 months.

G5 ID tags:

Function: Used to ID a specific carrier or pod



1. These can be used to monitor a single carrier or pod and who is using them.

How to Register your headset:

1. Locate your base station in the store. (Usually by the drive-thru window on the wall).
2. Determine if your base station is black or light gray.

Black Base station:

1. Have 1 complete headset (pod and carrier in the locked position)
2. Have a charged battery ready to insert into headset.
3. Push the left arrow on the keypad on the base station.
4. On the screen should read
 - a. "Add New Headset"
 - b. "Power on the new headset to register it."
 - c. "Press the mode key when finished."
5. Place the charged battery into the headset to be registered.
6. The headset should start blinking green.
7. The headset should flash red once and then stay solid green.
8. Once the headset is solid green, check to see if you can talk to the other employees, and or customer at the menu board.
9. If the headset is registered and working, press the mode button on the base station to exit out to the main screen.

Light Gray Base station:

1. Have 1 complete headset (pod and carrier in the locked position)
2. Have a charged battery ready to insert into headset.
3. On the base station press the numbers 1,2,3,4 and then the 'Mode' button. (Bottom left on the keypad)
4. Press "Mode" until you get to a screen that displays "System Menu".
5. Press the "enter" button.
6. This will bring up a menu screen with lots of options.
7. Use the arrow keypad to scroll to option #4 "headset registration" press enter.



8. Another menu with 3 options, press enter on option #1 "register headset"
9. On the screen should read
 - d. "Add New Headset"
 - e. "Power on the new headset to register it."
 - f. "Press the mode key when finished."
10. Place the charged battery into the headset to be registered.
11. The headset should start blinking green.
12. The headset should flash red once and then stay solid green.
13. Once the headset is solid green, check to see if you can talk to the other employees, and or customer at the menu board.
14. If the headset is registered and working, press the mode button on the base station to exit out to the main screen.

IMPORTANT: Headset Registration instructions can be found on our website and can be accessed from a computer or smart phone.

Basic Trouble-shooting the G5 system:

1. If you can hear the customers, but they can't hear you. (on a single headset).
 - a. Possible bad carrier needs to be replaced.
2. If you can talk to the customers, but you can't hear them.
 - a. Possible bad carrier needs to be replaced. (on a single headset).
3. The headset is just blinking green, and you are unable to use it. (on a single headset)
 - a. It is possible headset is not registered to the base station.
4. Battery dies quickly even if it indicates fully charged, (single or multiple batteries)
 - a. Batteries may be outdated and need to be replaced.
5. Your headset connects and disconnects constantly.
 - a. Check to make sure your pod and carrier are in the locked position.
6. None of your headsets can communicate to the drive-thru menu board.
 - a. All your headsets are broken and need to be replaced.(worst case scenario)
 - b. There may be a problem with the base station.
 - c. There may be a problem with the speaker or mic at the menu board.

<https://p1sound.com>

What to do if your drive-thru equipment is not working properly?

See contact information on the next page



Contact Information:

855.239.7444 or 714.696.6790

service@p1sound.com

Service/Tech Support, option 1
Repairs/Purchases, option 2

Office hours: M-F 9am-4pm

After hours calls are routed to Director of Operations cell phone automatically

Repair/Advance Exchange Process ParTech (3M) or HME:

Mail-in Repair

- Store calls one of our support numbers listed above. Email requests are also accepted.
- Store will be given the option to troubleshoot with a tech.
- Tech will help determine what items need to be repaired.
- Return label will be emailed and/or faxed to the store to send in items for repair.

Advance Exchange Repair

- Store calls one of our support numbers listed above. Email requests are also accepted.
- Store will be given the option to troubleshoot with a tech.
- Tech will help determine what items need to be repaired/exchanged.
- Replacement item will be shipped to store.
- Prepaid UPS return label will be included with the replacement item.
- The store needs to send back the bad items for exchange within 7 business days.

On-site Service Requests

- Store calls one of our support numbers listed above. Email requests are also accepted.
- Store will be given the option to troubleshoot with a tech.
- Tech will help determine if store has bad items to repair or requires a service call.
- Tech will be dispatched as soon as possible.
 - Techs are typically dispatched within 24 hours for down stores.
 - Weekend and overtime service is available at applicable overtime rates.