

3M™ Drive-Thru System G5 Frequently Asked Questions

1. Do the G5 Headsets work with the new G5 Basestation and the Model XT-1 Basestation?

Yes, the G5 Headsets are compatible with both the digital 3M™ Wireless Communication System, Model XT-1 Basestation and the new 3M™ Drive-Thru Basestation G5. They are not compatible with the 3M analog Basestation (C1060) or any other manufacturer's base station.

2. Will my 3M™ XT-1 headsets work with the 3M™ Drive-Thru Basestation G5?

Yes, however, any XT-1 headsets older than v5.13 should be upgraded to enable all Basestation features (ie: greeter messaging). Check with your 3M dealer on your version and getting an upgrade. All versions of G5 Headsets will work with the G5 Basestation.

3. Does my existing 3M™ Wireless Communication System, Model XT-1 Basestation need a software upgrade to work with the G5 Headsets?

All XT-1 Basestations sold with the G5 Headset Systems come pre-loaded with the software to enable the G5 headset features. If you purchased your XT-1 Basestation with an XT-1 Headset System, you will need to upgrade the software on your XT-1 Basestation in order to utilize all the features of the G5 headset. Contact your 3M dealer to get this software upgrade.

4. Can I use a mixture of 3M XT-1 and G5 Headsets with my Basestation?

Yes, you may use a mixture of both models of headsets with both the G5 Basestation and the Model XT-1 Basestation.

5. What is the small vibration I feel when I press buttons on my G5 Headset?

You are experiencing the haptics "feel technology" feature. Haptics is related to the reflex of touch, a non-verbal communication to the headset wearer that the button touched was successfully engaged.

6. How do I set my order taking modes with the G5 Headsets?

Order taking modes carry over from the basestation settings. Headsets do not impact these modes.

7. Where is the ON/OFF switch on the G5 Headset?

The G5 Headset automatically turns off when placed in a stationary position. With a battery in the headset, it will turn on automatically with movement.

8. What is 3M OEM Authentication?

Built in functionality that ensures only 3M genuine parts are used with your G5 headset. Genuine parts help to provide you with quality, compliance, safety and reliability which can be compromised when non-genuine parts are used.

9. Can I adjust my headset for a better fit?

Yes, please refer to Operating Instructions on the QR code site qr.3m.com/drivethru or the G5 headset training videos at 3M.com/G5.

10. On my G5 headset I see two serial numbers: one on the carrier and one on the control pod. Which serial number registers on the Basestation?

The control pod is the brain of your G5 headset and is the primary serial number of your headset which will register on both the G5 and Model XT-1 Basestations.

11. Do I need to purchase a Greeter Module in order to create Greet, Reminder and Alert messages on the G5 Basestation?

No, the Greeter module is built into the G5 Basestation. See the Quick Reference Guide for activating and creating messages.

12. With the built-in Greeter, am I limited to the number of Greeter, Alert and Reminder messages up to 8 seconds in length like in the XT-1 Basestation?

No, the Greeter in the G5 Basestation allows up to 16 messages that can be up to 10 seconds in length and configured in numerous ways (a mix of greeters, alerts and reminders).

13. How do I record Greeter, Reminder and Alert messages with the G5 Basestation?

You have two options. From the main menu, the RIGHT Arrow key is a short-cut to the Record Menu. Or you can navigate to the Greeter Menu and then the Record Messages Menu.

14. I am upgrading my drive-thru from a single lane to a dual or Y lane configuration. Do I need to buy a second G5 Basestation?

No. 3M sells a dual lane upgrade package that will allow dual lane functionality to be activated in the single lane Basestation. This upgrade package also comes with a speaker, microphone and cable for the second lane menu post.

15. Does the Audio (Inbound and Outbound) sound better with the G5 Drive-Thru System?

Yes, the G5 Basestation in combination with the new speaker and improved microphone will deliver superior sound clarity and clearer communication between the order taker and the customer.

16. Can I stream all audio from the G5 Basestation to my Security DVR system?

Yes, you may use the Grill Monitor terminals, which provides Line Level audio signal, to feed lane specific audio to the DVR System.

Depending on the Strength and Type of audio signal the DVR system expects, you may need to attenuate this Line Level signal. Technical Bulletin #167 illustrates how to create this attenuator cable.

It is recommended you call 3M's Technical Support line (1-800-328-0033) for further guidance.

17. Can I integrate my current backup system to the G5 Basestation?

The G5 Basestation does not have an integrated backup switch. In order to connect a backup system to the G5 Basestation, you will need to purchase an external switch.

18. How do I activate my backup system with the G5 Basestation?

You will need to turn on the external switch to activate your Backup System. The G5 internal detectors will be down if the system is not powered.

19. Can I integrate my existing Omni and Patch Range Extenders with the G5 Basestation?

Yes, your current Range Extenders will work with the G5 Basestation.

20. Does the new G5 Basestation have the same range as XT-1 Basestation?

No. The G5 Basestation radio power is slightly lower at 20 dBm. In a restaurant setting, however, the radio range with the G5 Basestation may be very similar to the XT-1 Basestation. If you do not experience this radio range, you can extend the range by installing a Range Extender.