

Drive-Thru Not Working?

Follow these steps to get your equipment up and running.

My System: _____ My Account #: _____

Troubleshooting

STEP 1 | Check Basic Functions of Your Headset

- Power off your headset. Restart your headset.
- Check the breaker in the breaker box, reset the base station. Leave off for 60 seconds.
- Check the plug. Check the batteries in your headset.
- If none of the above steps restore function, follow Step 2.

STEP 2 | Re-Program Your Headset

- Scan the “Re-Program Your Headset” QR code to the right.
- Locate your headset video and follow the steps to re-program your headset.
- If re-programming your headset does not restore function, follow Step 3.



RE-PROGRAM

Still Not Working?

STEP 3 | Call R.F. Technologies, Inc. Phone Support

- Call **800-598-2370** for assistance.
- A technician will assist you in troubleshooting your headset.
- If repairs are needed, please proceed to Step 4 to send in your repair.

STEP 4 | Send In A Repair

- Scan the “Send in a Repair” QR Code to the right.
- Follow the steps on the online form and print your **FREE** shipping label.
- Please securely package your headset, adhere the shipping label and give the box to UPS.
Keep A Record of Your Tracking #



REPAIR

Scan here for
Batteries



Scan here for
Hygiene Kits



Scan here for
Parts Finder



OFFICES IN: CHICAGO • DALLAS • LOS ANGELES • NEW ENGLAND • ST. LOUIS

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