

# APEX™

A NEW WAY TO *DRIVE-THRU*

**Base Station**  
Model No.  
**APXBASEEU**

**All-in-One Headset**  
Model No. **APXHSEU**



**Before attempting to connect or operate this product, please read these instructions carefully and save this manual for future use.**

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## Battery Charger

### Charging Status

- Blue RF Logo Illuminated** - Power is on, the unit is receiving power from the outlet through the power supply.
- Green Light** - Battery is charged, battery housed in the corresponding charging slot is at or above 95% charging capacity.
- Yellow Light** - Battery is charging, battery housed in the corresponding charger slot is below 95% charging capacity.
- Flashing Yellow Light** - Battery fault indicator, follow instructions under the battery fault.



## Power On/Off

Insert battery into headset until the battery clicks in. A blue light will appear below the RF logo on the front of the headset and a light will appear on the microphone tip.

**Note:** Battery will only insert one way. Do not force the battery in.



## Replace The Battery

Press the red battery latch down towards the ear pad and the battery will eject.



If a battery is already in the headset, pick the headset up to turn on. A blue light will appear underneath the RF logo and green light on the microphone tip will appear.

**Note:** If the light on the microphone boom is blinking red, this indicates the headset needs to be registered.

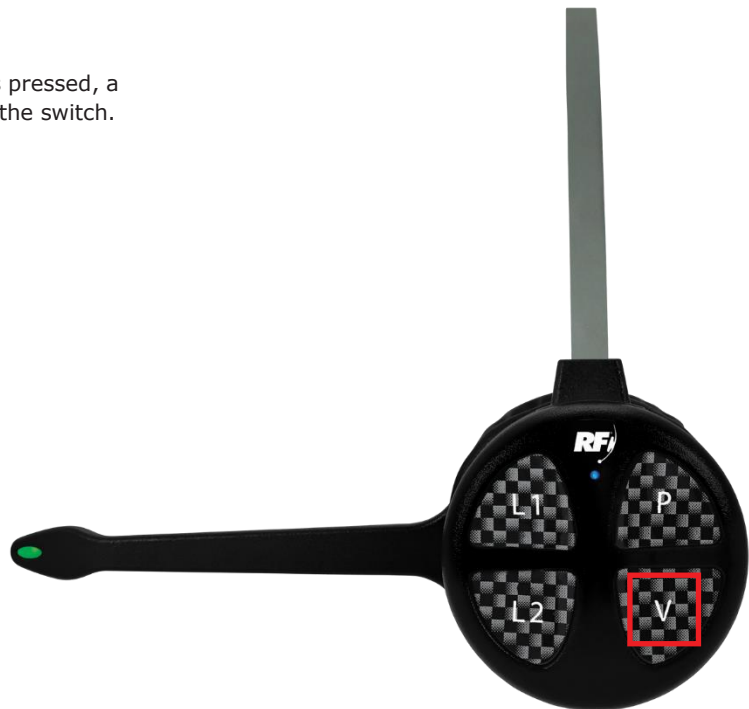
**Power OFF:** Headset will turn off automatically after 10 minutes of no movement.



## Volume Up and Down

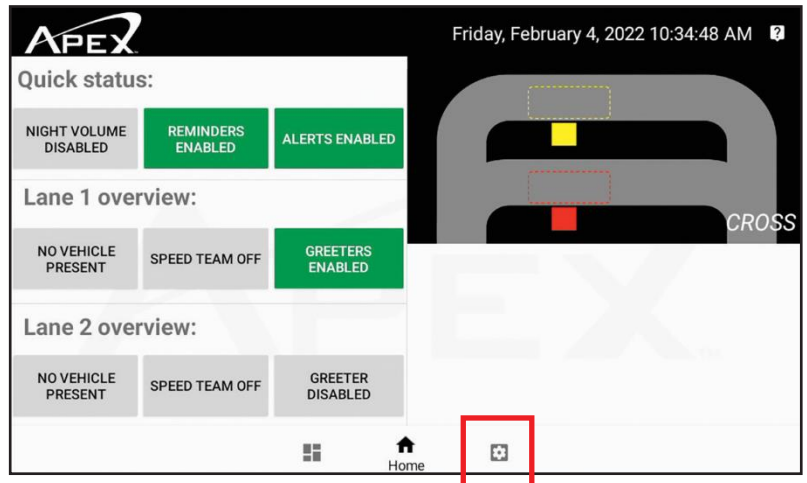
**Volume Up:** Press the "V" switch. Each time the switch is pressed, a short beep is heard and gets louder with each press of the switch.

**Volume Down:** After pressing the "V" switch six times, the headset will return to the lowest volume setting.

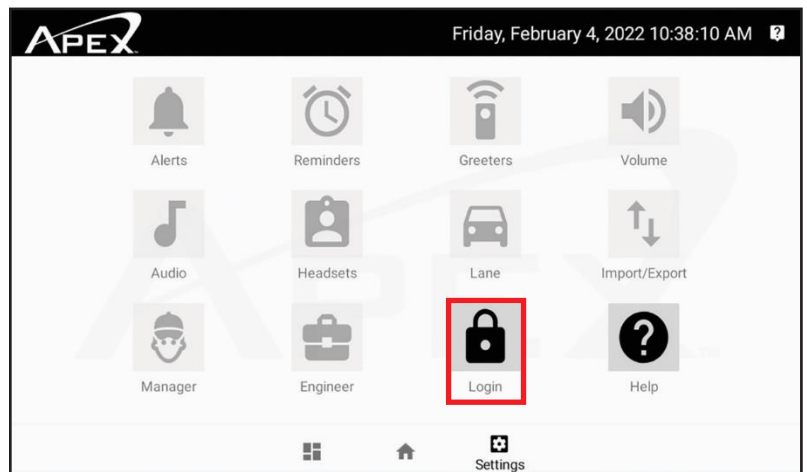


## Logging Into the Base Station

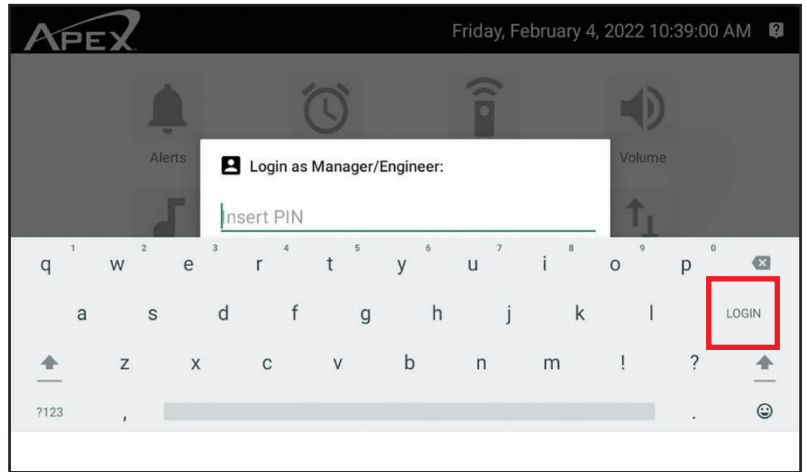
Press the **SETTINGS** icon on the base station.



Press the **LOGIN** icon.



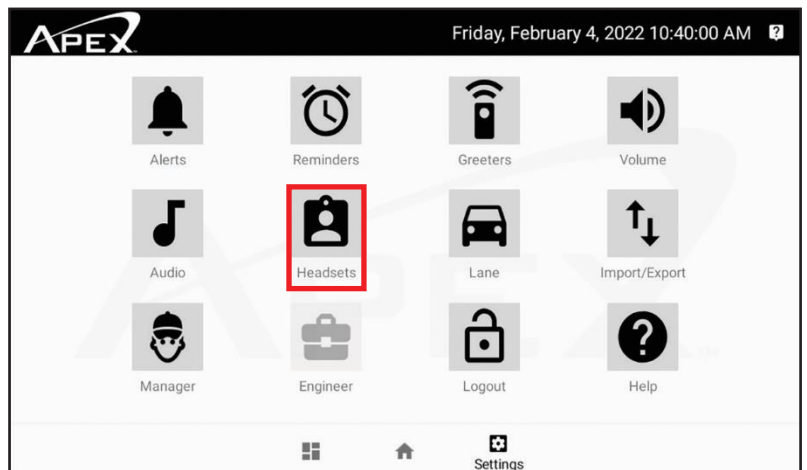
Type in password **RF1989** (default) and then press **LOGIN**.



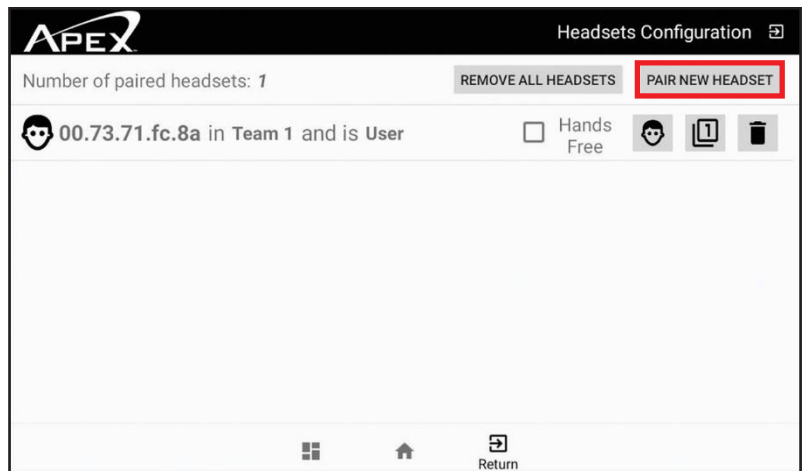
## Register Headset

Turn on a headset by picking up or inserting a battery.

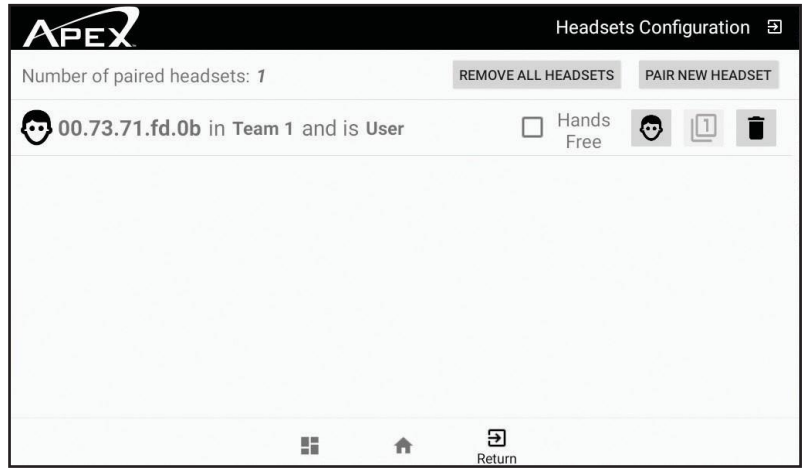
After logging in, press the **HEADSETS** icon.



Press **PAIR NEW HEADSET**.



Pair headsets message, you can now register headset(s).

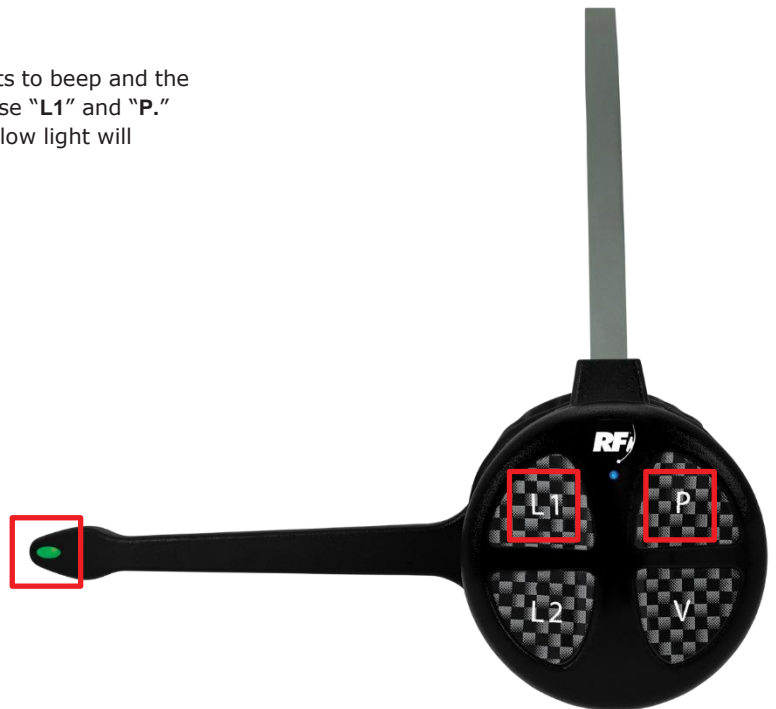


## Register to Base Station

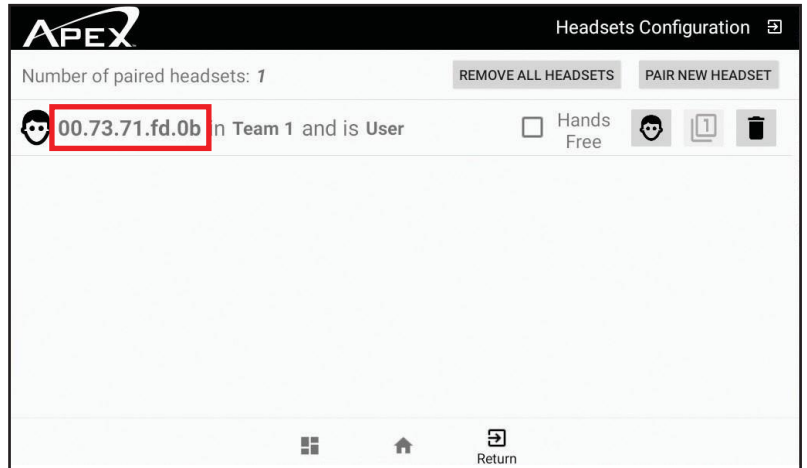
Press and hold the "L1" and "P" switches until the headset starts to beep and the light on the microphone boom flashes green and yellow. Release "L1" and "P." A long beep will be heard in the headset and the green and yellow light will stop flashing.

**Note:**

- Can register up to 32 headsets.
- Can register multiple headsets at the same time.
- If the system is Dual Lane, follow the instruction above but press and hold "L2" and "P" switches.
- When headsets are registered, press exit then press the HOME icon.



After programming a headset, the serial number will appear.



## Program Headset for Push to Talk or Hands Free (Talk Lock)

### Hands Free (Talk Lock)

Press and hold "L1" and "V" switches until the voice prompt says, "Lane Talk Lock ON."



### Turn Off Hands Free (Talk Lock)

Press and hold "L1" and "V" switches until the voice prompt says, "Talk Lock OFF."





## Turn On Page Hands Free (Talk Lock)

Press and hold "P" and "V" switches until the voice prompt says "Lane Page Talk Lock ON."



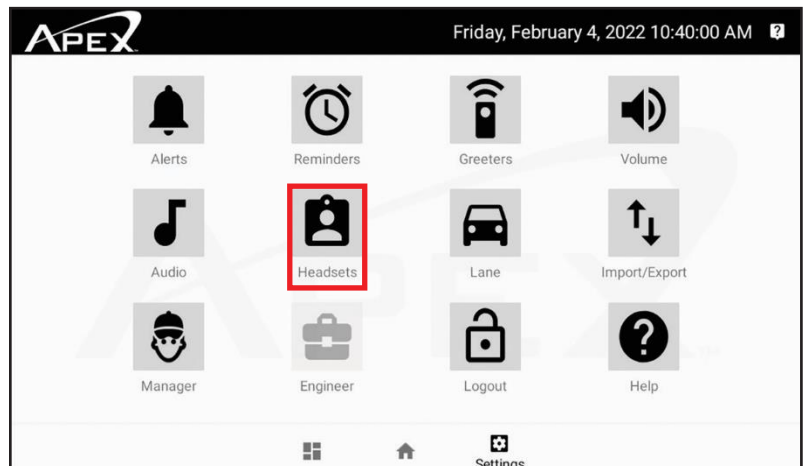
## Turn Off Page Hands Free (Talk Lock)

Press and hold "P" and "V" switches until the voice prompt says, "Lane Page Talk Lock OFF."



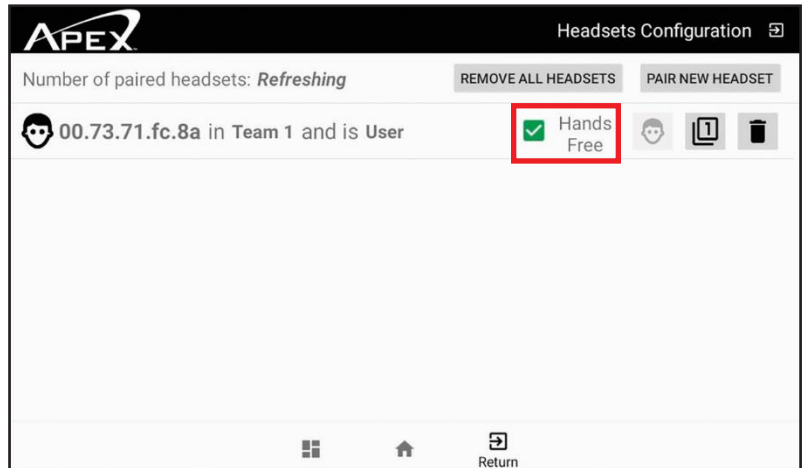
## Turning on Auto Hands Free

After logging in to the base press the HEADSET icon.



Touch and activate the **Hands-Free** option next to each headset you wish to put into this mode.

**Note:** When activated, green check mark will appear next to **Hands Free**.



## Single Lane

### Single Lane Drive-Thru Push to Talk Mode (PTT)

- A single beep is heard in the headset alerting the user a car is present at the speaker post.
- Press and hold either **L1** or **L2** switch to speak to the customer. The microphone boom tip will flash green.
- Speak into the microphone to communicate with the customer.
- After the customer leaves the speaker post, the headset will stop transmitting and the green light on the microphone boom tip will stop flashing.

### Single Lane Drive-Thru Hands-Free Mode (Talk Lock)

- A single beep is heard in the headset alerting the user a car is present at the speaker post.
- Press and release either **L1** or **L2** switch to speak to the customer. The microphone boom tip will flash green.
- Speak into the microphone to communicate with the customer.
- To mute the microphone during the order, press either **L1** or **L2** once. The light on the microphone tip will stop flashing.
- Press and release either **L1** or **L2** to speak with the customer again. The microphone boom tip will flash green.
- After the customer leaves the speaker post, the headset will stop transmitting and the green light on the microphone boom tip will stop flashing.

## Single Lane Drive-Thru with Auto Hands Free

- A single beep is heard in the headset alerting the user a car is present at the speaker post or menu board.
- Do not press either **T1** or **T2**. The microphone boom tip will flash green.
- Speak into the microphone to communicate with the customer.
- If you would like to mute the microphone during the order, press either **L1** or **L2** once. The microphone boom tip will stop flashing.
- Press and release either **L1** or **L2** to speak with the customer again. The microphone boom tip flashes green.
- After the customer leaves the speaker post or menu board, the headset will stop transmitting and the green light on the microphone boom tip will stop flashing.

## Dual Lane Cross Mode

**Note:** In Cross Lane mode one headset will take orders for Lane 1 and Lane 2.

### Push To Talk (PTT)

- A single beep (for Lane 1) and a double beep (for Lane 2) is heard in the headset alerting the user a car is present at the speaker post or menu board.
- Press and hold **L1** to speak to the customer in Lane 1. The microphone boom tip will flash green.
- Press and hold **L2** to speak to the customer in Lane 2. The microphone boom tip will flash yellow.
- Speak into the microphone to communicate with the customer.
- After the customer leaves the speaker post or menu board, the headset will stop transmitting and the green or yellow light on the microphone boom tip will stop flashing.

### Hands Free Mode (Talk Lock)

- A single beep (for Lane 1) and a double beep (for Lane 2) is heard in the headset alerting the user a car is present at the speaker post or menu board.
- Press and release **L1** to speak to the customer in Lane 1. The microphone boom tip will flash green.
- Press and release **L2** to speak to the customer in Lane 2. The microphone boom tip will flash yellow.
- Speak into the microphone to communicate with the customer.
- To mute the microphone during the order, press **L1** for Lane 1 and **L2** for Lane 2. You will see the light on the microphone tip will stop flashing.
- To speak with the customer again press and release **L1** for Lane 1. The microphone boom tip will flash green.
- To speak with the customer again press and release **L2** for Lane 2. The microphone boom tip will flash yellow.
- After the customer leaves the speaker post, the headset will stop transmitting and the light on the microphone boom tip will stop flashing.

## Auto Hands Free

- A single beep (for Lane 1) and a double beep (for Lane 2) is heard in the headset alerting the user a car is present at the speaker post or menu board.
- Speak to the customer without pressing any switch.
- Speak into the microphone to communicate with the customer.
- To mute the microphone during the order, press **L1** for Lane 1 or **L2** once. The light on the microphone tip will stop flashing.
- To speak with the customer again press and release **L1** for Lane 1. The microphone boom tip will flash green.
- To speak with the customer again press and release **L2** for Lane 2. The microphone boom tip will flash yellow.
- After the customer leaves the speaker post, the headset will stop transmitting and the light on the microphone boom tip will stop flashing.

## Dual Lane Team Mode

**Note:** In Team mode one headset will take orders for Lane 1 and the other headset will take orders Lane 2.

### Dual Lane Drive-Thru Push to Talk (PTT)

- A single beep (for Lane 1) and a double beep (for Lane 2) is heard in the headset alerting the user a car is present at the speaker post or menu board.
- Press and hold **L1** to speak to the customer in Lane 1. The microphone boom tip will flash green.
- Press and hold **L2** to speak to the customer in Lane 2. The microphone boom tip will flash yellow.
- Speak into the microphone to communicate with the customer.
- After the customer leaves the speaker post or menu board, the headset will stop transmitting and the green or yellow light on the microphone boom tip will stop flashing.

### Dual Lane Drive-Thru Hands-Free Mode (Talk Lock)

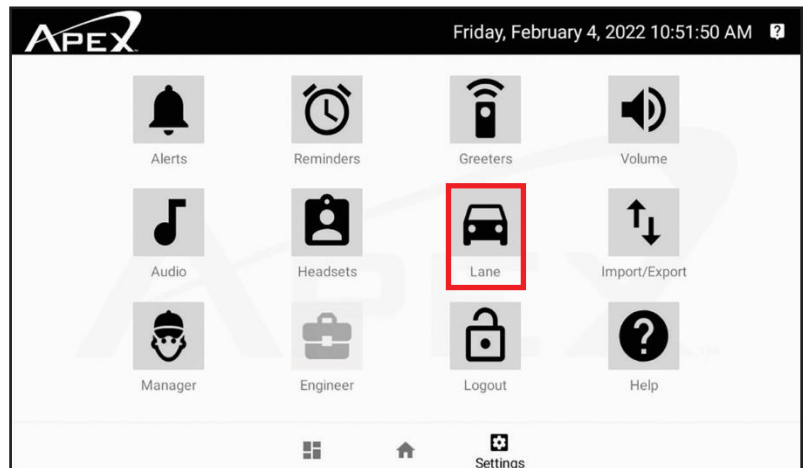
- A single beep (for Lane 1) and a double beep (for Lane 2) is heard in the headset alerting the user a car is present at the speaker post or menu board.
- Press and release **L1** to speak to the customer in Lane 1. The microphone boom tip will flash green.
- Press and release **L2** to speak to the customer in Lane 2. The microphone boom tip will flash yellow.
- Speak into the microphone to communicate with the customer.
- To mute the microphone during the order, press **L1** for Lane 1 and **L2** for Lane 2. The microphone tip will stop flashing.
- To speak with the customer again press and release **L1** for Lane 1 or **L2** for Lane 2. The microphone boom tip will flash green for Lane 1 and yellow for Lane 2.
- After the customer leaves the speaker post, the headset will stop transmitting and the green light on the microphone boom tip will stop flashing.

## Dual Lane Drive-Thru with Auto Hands Free

- A single beep (for Lane 1) and a double beep (for Lane 2) is heard in the headset alerting the user a car is present at the speaker post or menu board.
- Speak to the customer without pressing any switch. The microphone boom tip will flash green.
- Speak into the microphone to communicate with the customer.
- If you would like to mute the microphone during the order, press either **L1** or **L2** once. You will see the light on the microphone tip will stop flashing.
- Press and release either **L1** or **L2** to speak with the customer again. You will see the microphone boom tip flash green. The microphone boom tip will flash green for Lane 1 and yellow for Lane 2.
- After the customer leaves the speaker post or menu board, the headset will stop transmitting and the green light on the microphone boom tip will stop flashing.

## Selecting Your Dual Lane Configuration

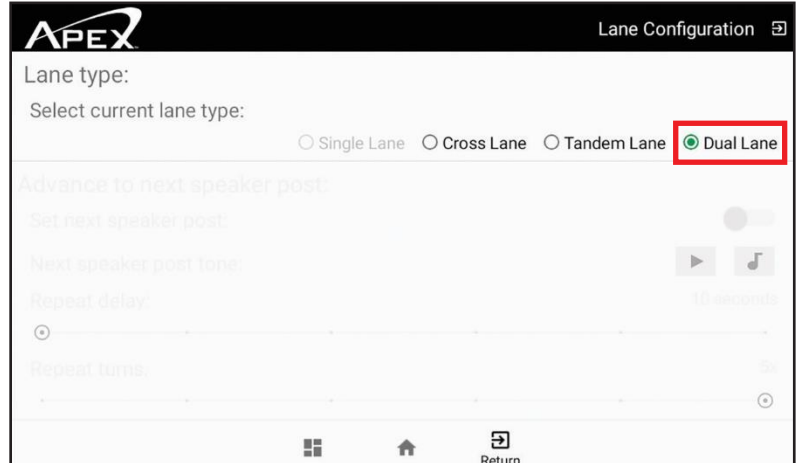
After logging in, press the **LANE** icon.



## Dual Lane Configuration

If your system's second lane is active you can adjust the lane configuration to match your existing setup.

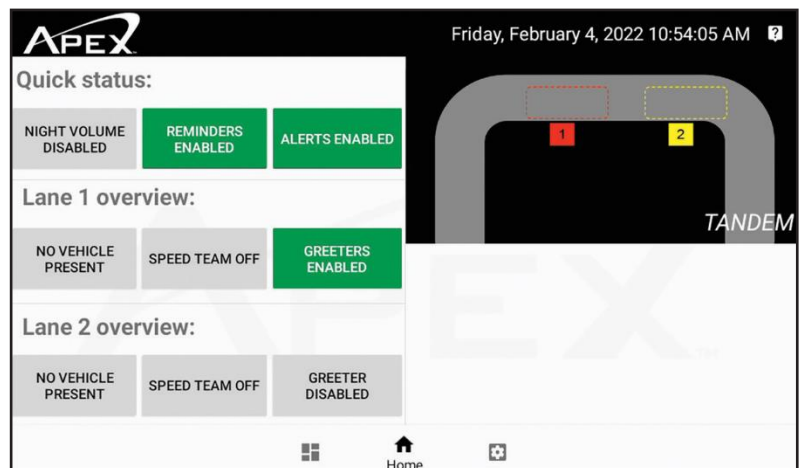
**Note:** Current activated lane configuration is indicated by a green dot.



## Tandem Operation

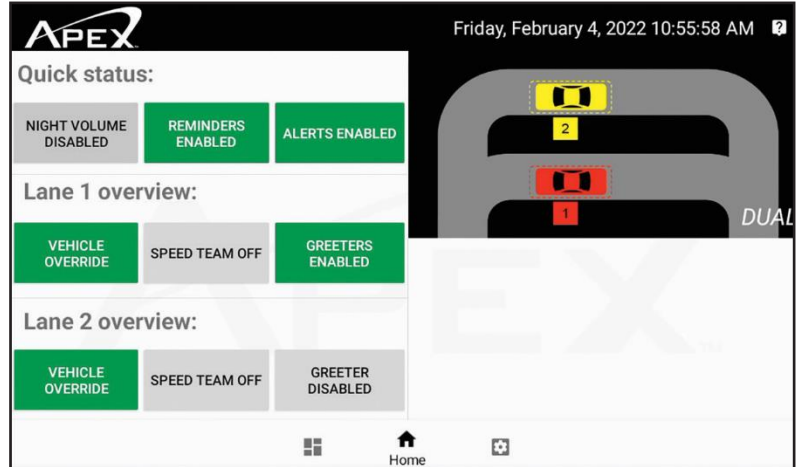
**Note:** Tandem is one drive thru lane with multiple order points. If a car isn't present at Order point #1 and a car arrives at Order point #2, a message can play, "Please pull forward."

Headset operation is the same as dual lane operation.

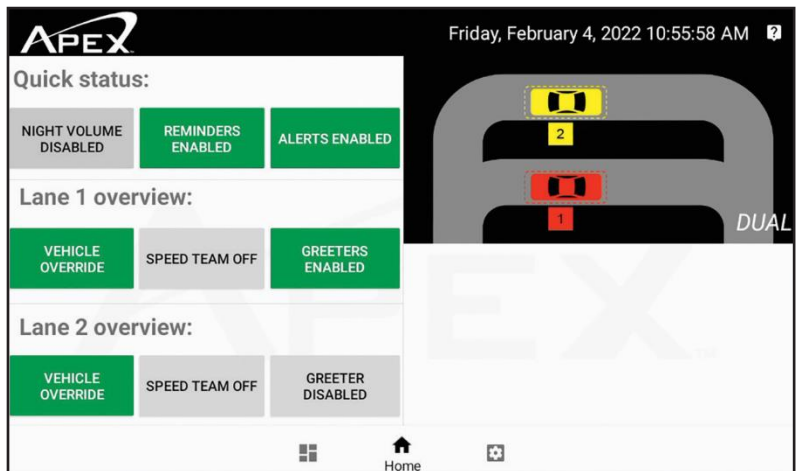


## Dual Lane Home Screen

When a function is enabled, it will appear green.  
If a function is disabled it will appear gray.

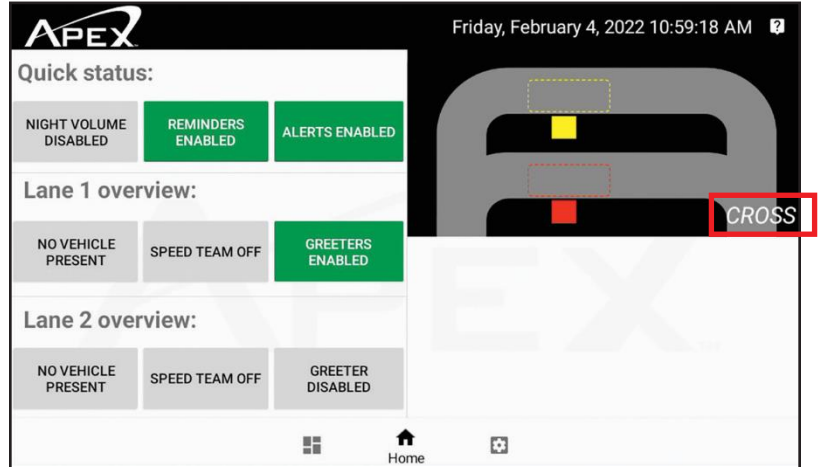


When a car is present at Lane 1 or Lane 2 speaker post/menu board.



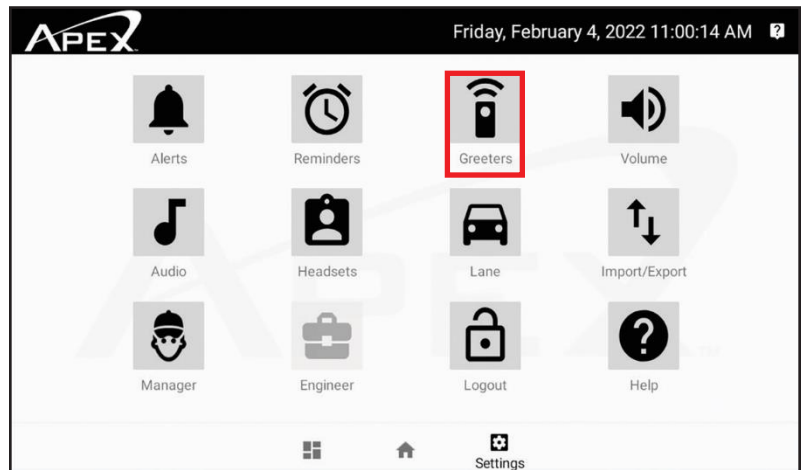
## Dual Lane Home Screen In Cross Lane

System will alert when the headsets are setup for Cross Lane.



## Auto Greeter

After logging in, press the **GREETERS** icon.

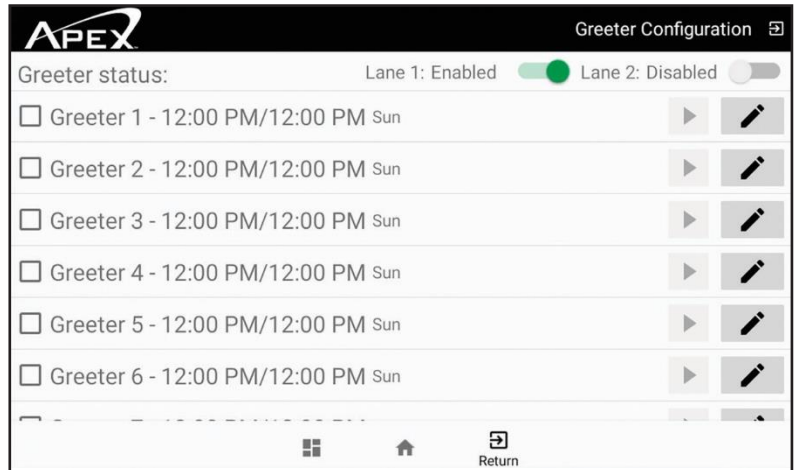




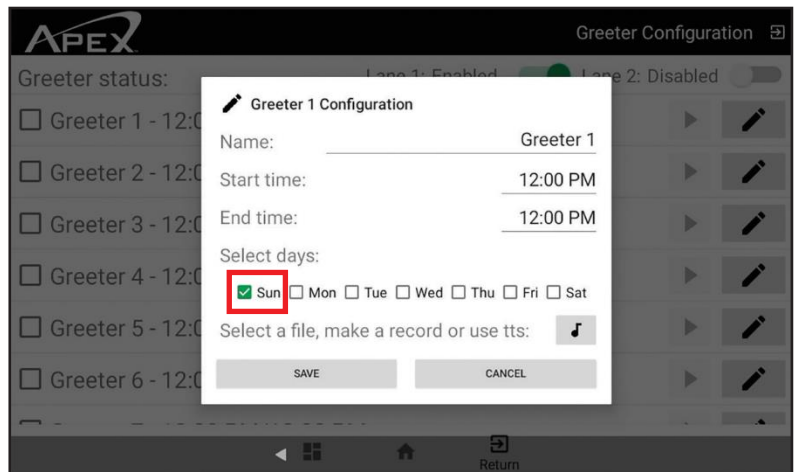
Select which Greeter to program, then press the pencil icon.

**Note:** There are 15 different Greeters you can use.

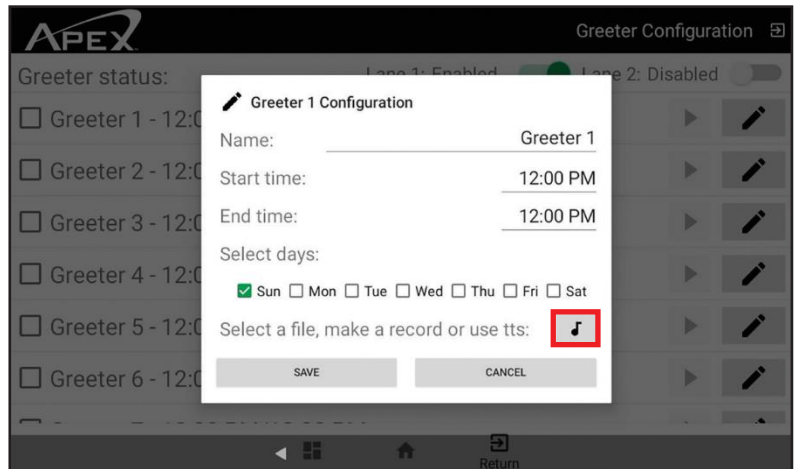
Name Greeter, select start time, end time, and select days to play.



**Note:** To select certain days to play a Greeter, press the day and a green check mark will appear. If the Greeter is to play everyday, press Sun, Mon, Tue, etc. and this will check mark each day.



Press the musical note icon to select to upload a message.



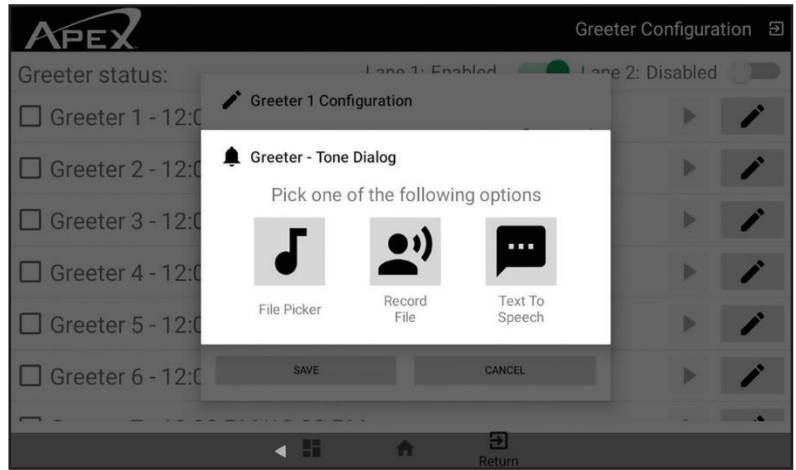
Select how you would like to add a message.

**Note:**

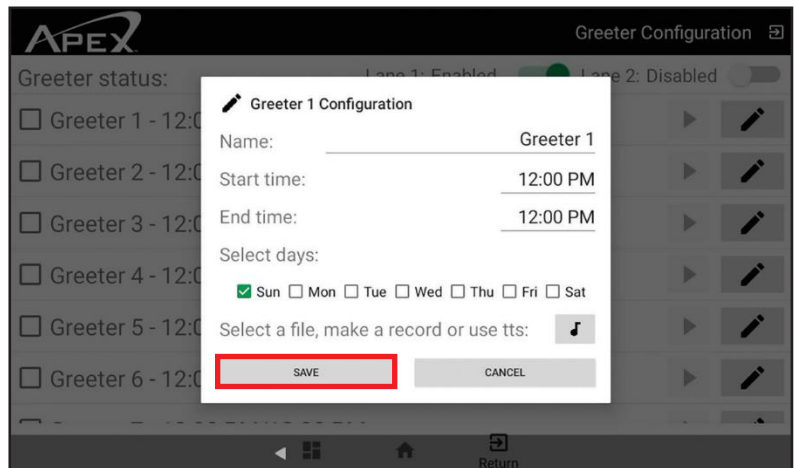
If **File Picker** is selected, a message can be uploaded via USB.

If the **Record File** is selected, a message can be recorded with a headset.

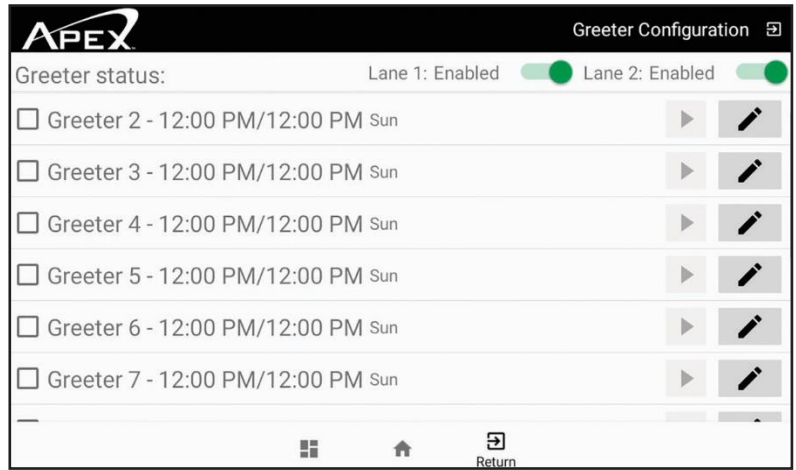
If **Text to Speech** is selected, a message can be typed in.



After a message is added, press **SAVE**.

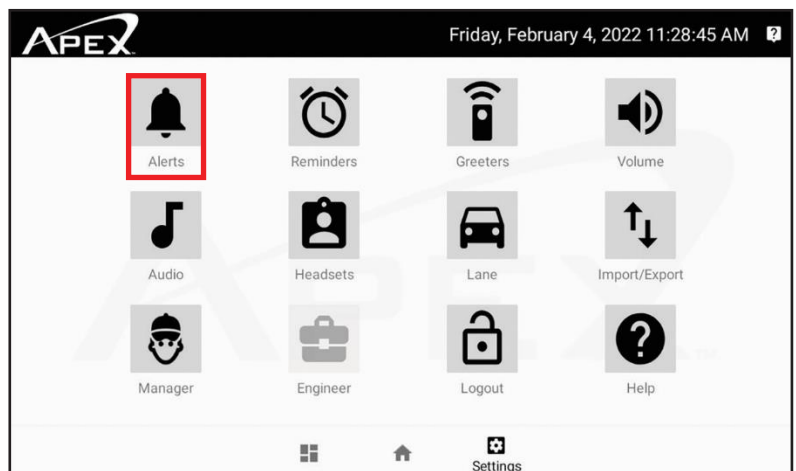


Select which Greeter to use and enable for Lane 1 or Lane 2.



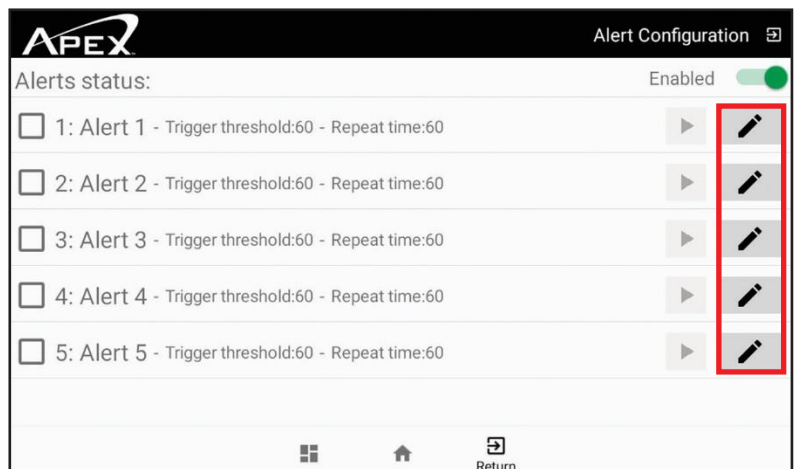
## Alerts

After logging in, press the **ALERTS** icon.



Program an Alert, press the pencil icon.

**Note:** To use alerts a door contact is needed.  
Contact R.F. Technologies, Inc. for more information at  
**800.598.2370** or **support@rftechno.com**

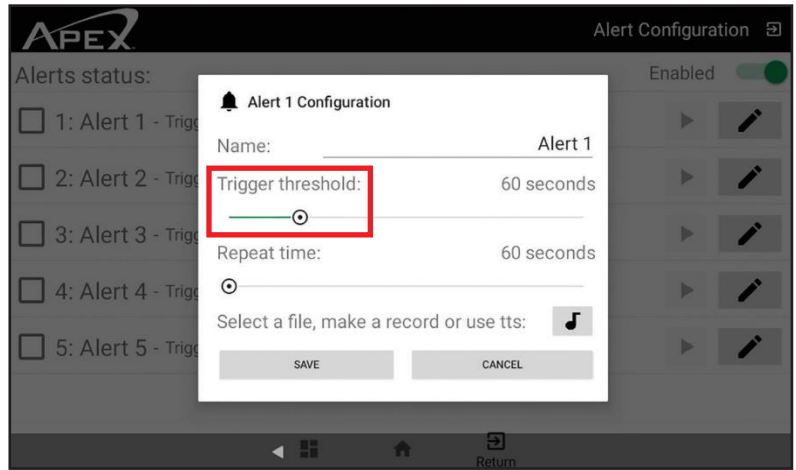


Name the Alert.

**Note:**

**Trigger threshold** – The amount of time the enclosure is open before the alert will go off.

**Repeat time** – How many seconds before the alert will repeat in the headset until the alert is taken care of.



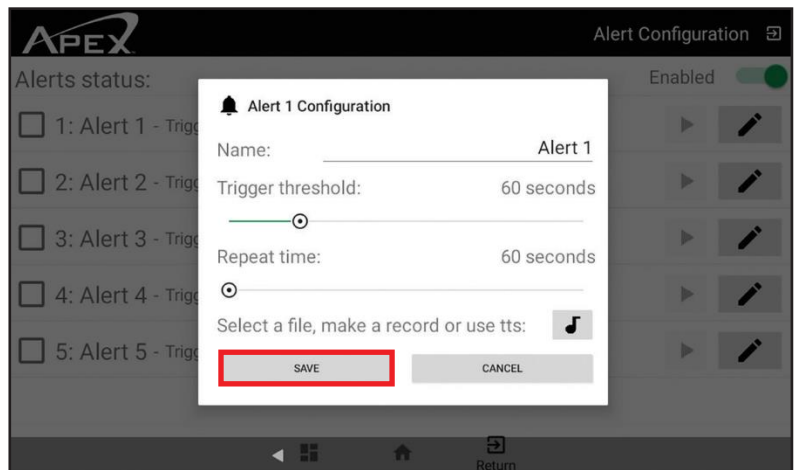
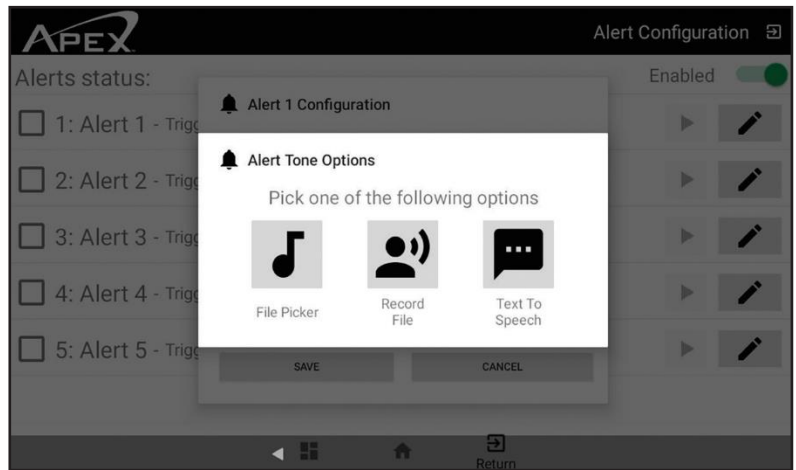
Three ways to select a message for the alert.

**Note:**

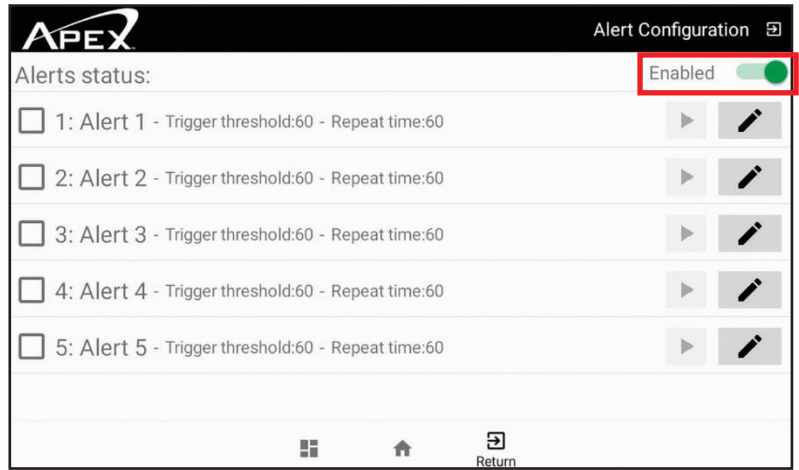
If **File Picker** is selected, a message can be uploaded via USB.

If **Record File** is selected, a message can be recorded with a headset.

If **Text to Speech** is selected, a message can be typed in. After programming Alerts, press **SAVE**.

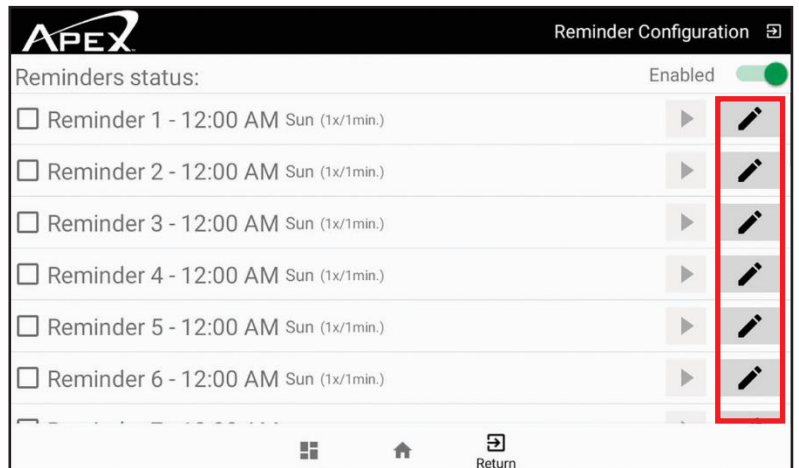


Select alert(s) and make sure alerts are enabled.



## Set Reminders

Program a Reminder. Press the pencil icon.



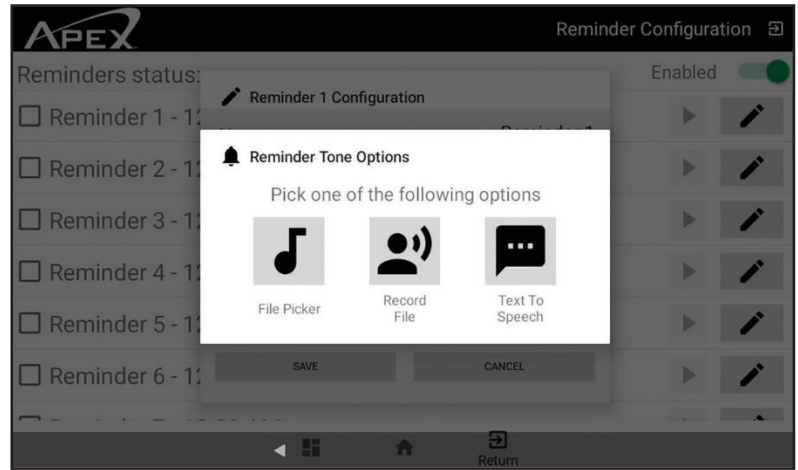
Three ways to select a message for the Reminder.

**Note:**

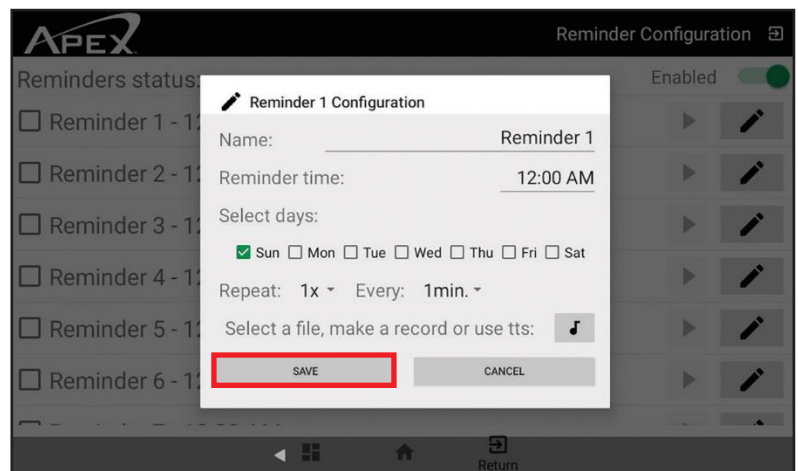
If **File Picker** is selected, a message can be uploaded via USB.

If the **Record File** is selected, a message can be recorded with a headset.

If **Text to Speech** is selected, a message can be typed in.

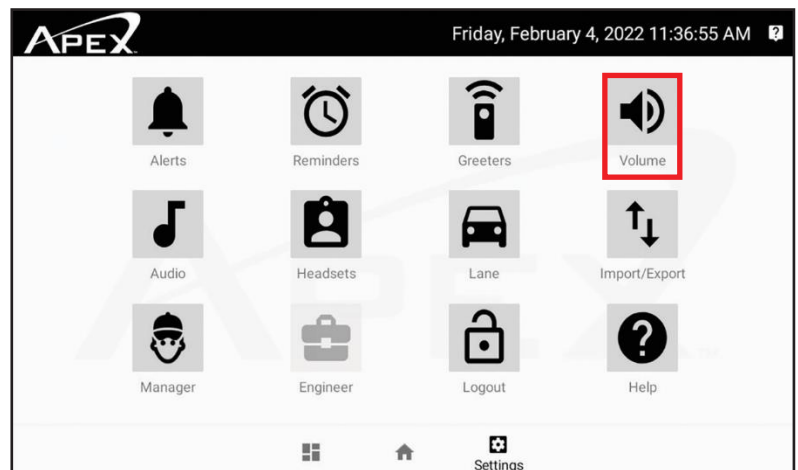


After a message is added, name the Reminder, select the Reminder time, select what days to play, how many times to repeat and how often. Then press **SAVE**.



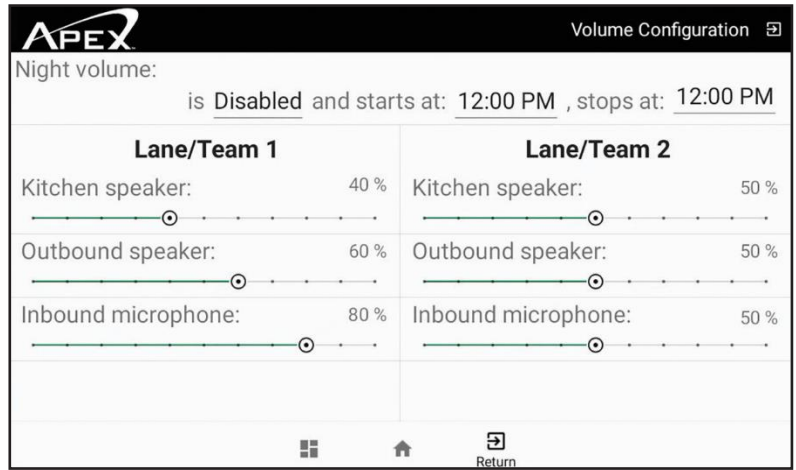
## Set Inbound/Outbound Volumes

After login in, press **VOLUME** icon.



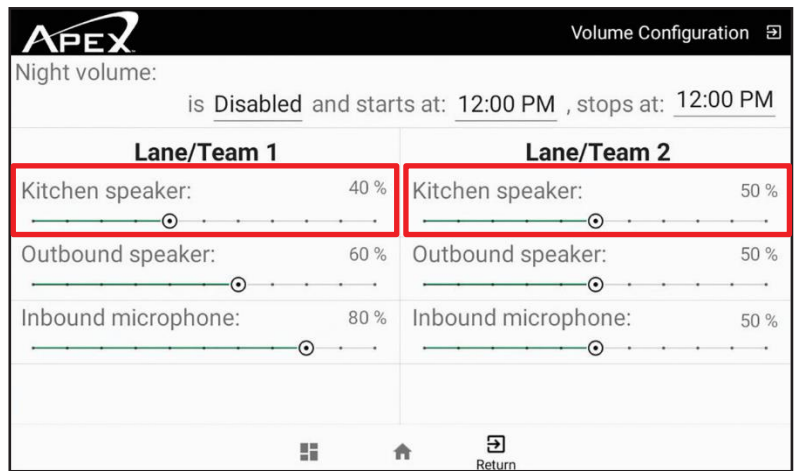
To enable/disable nighttime outbound volume press to enable or disable. Then select the time to start and stop.

**Note:** This reduces outbound audio by 20%.



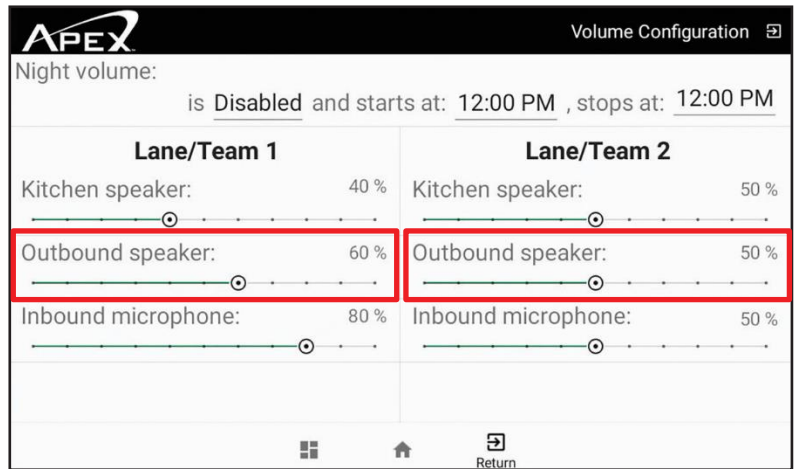
Adjusting kitchen speaker volume for Lane 1 or Lane 2.

**Note:** Press the circle and slide left or right to the appropriate volume level.



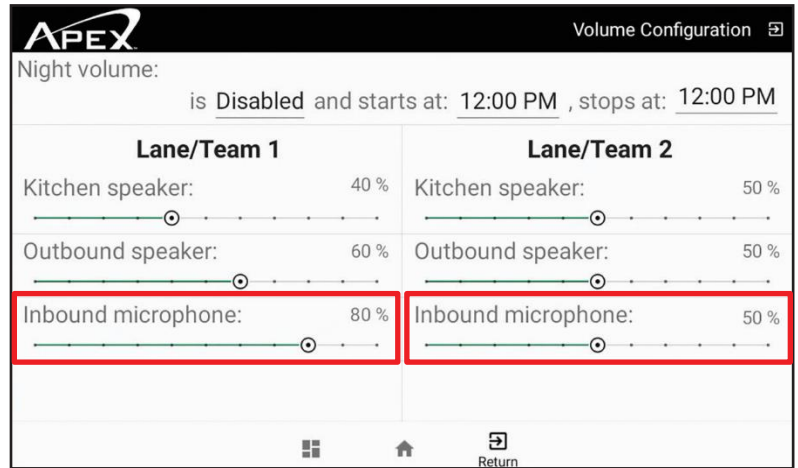
Adjusting the outbound speaker for Lane 1 or Lane 2.

**Note:** Press the circle and slide left or right to the appropriate volume level.



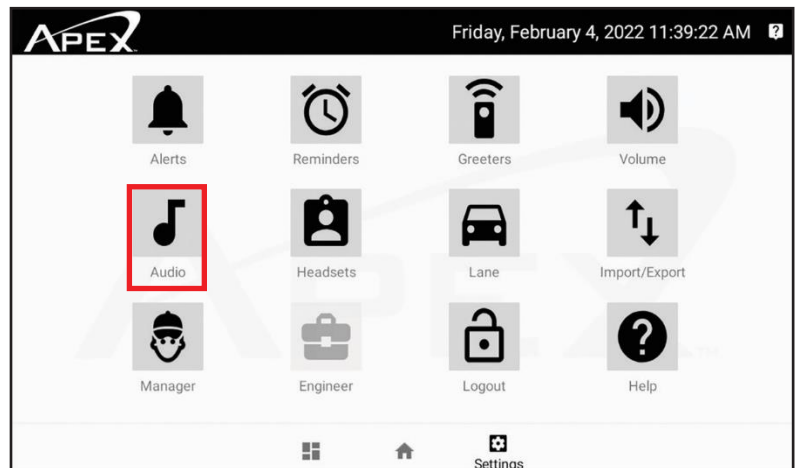
Adjusting the inbound microphone for Lane 1 or Lane 2.

**Note:** Press the circle and slide left or right to the appropriate volume level.



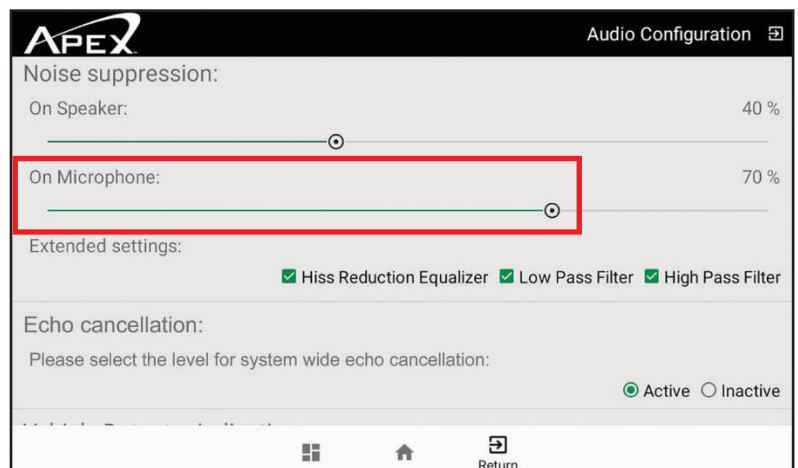
## Noise Suppression

After logging in, press the **AUDIO** icon.



Adjust the amount of Noise Suppression for the outside speaker.

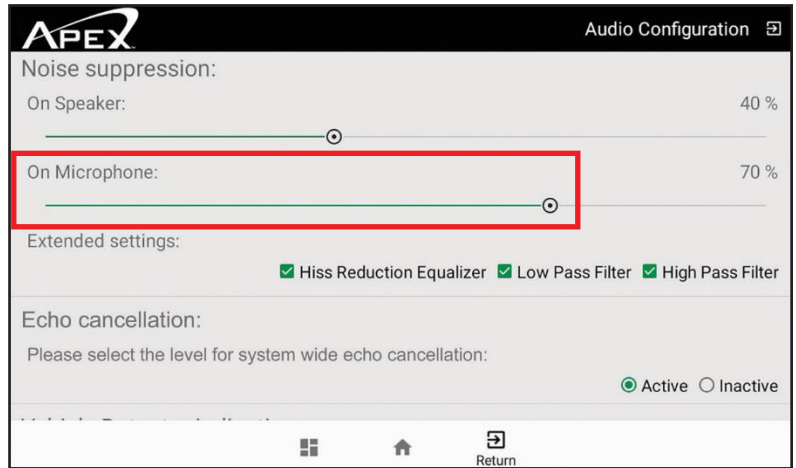
**Note:** Press the circle and slide left or right to adjust to proper settings.





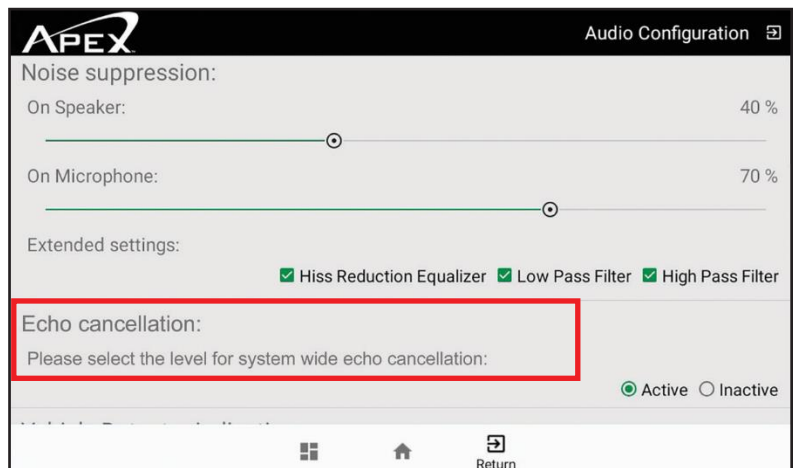
Adjust the amount of Noise Suppression on the inbound microphone.

**Note:** Press the circle and slide left or right to adjust to proper settings.



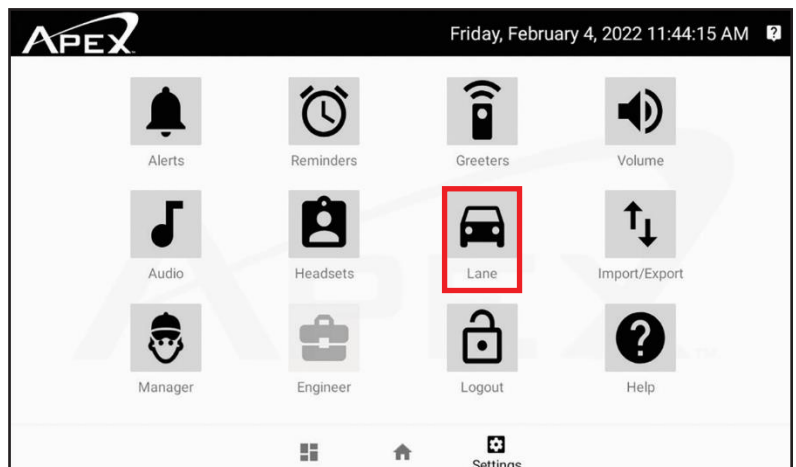
Extended setting and Echo cancellation.

**Note:** Please call support at **800.598.2370** when adjusting these settings.

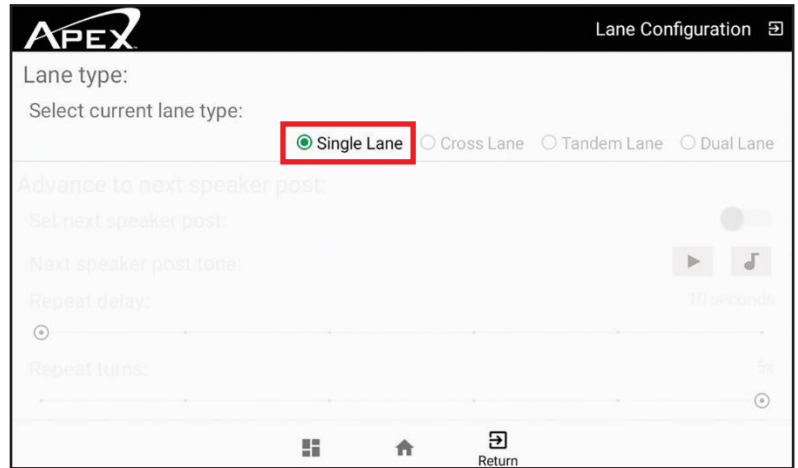


## Lane Settings

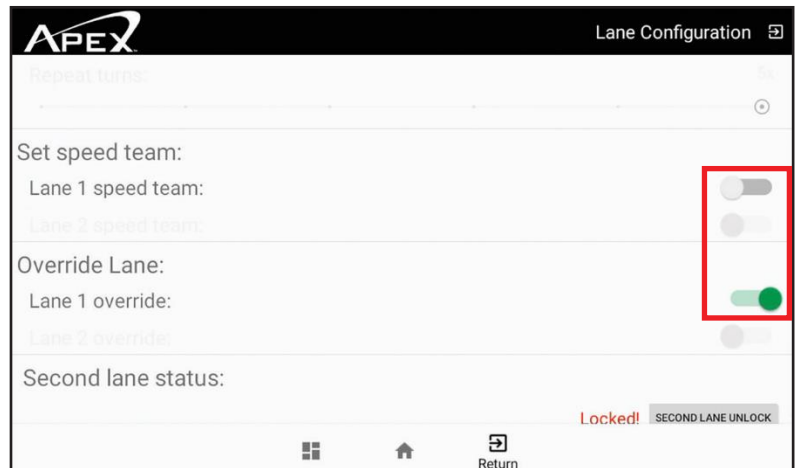
After logging in, press the **LANE** icon.



Single Lane.

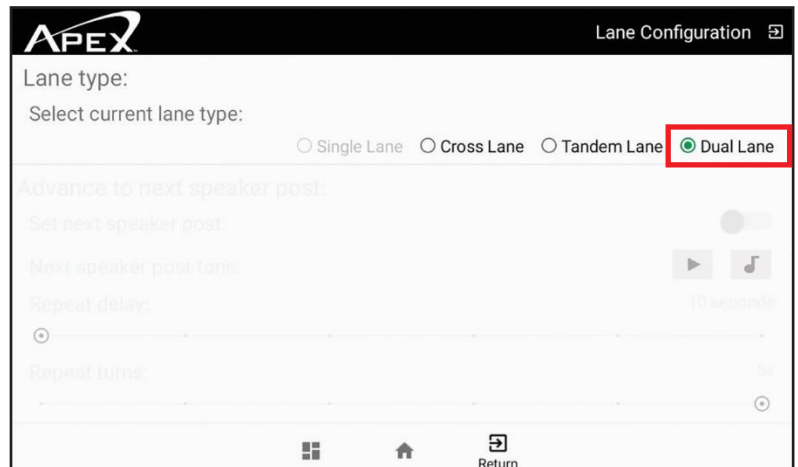


Set Speed Team and Override Lane 1.

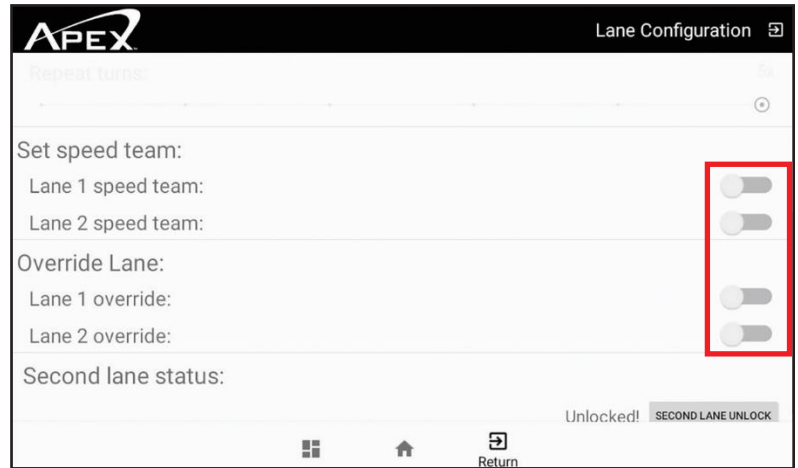


Dual Lane Configuration

**Note:** Headsets will be divided into teams designated Lane 1 or Lane 2.

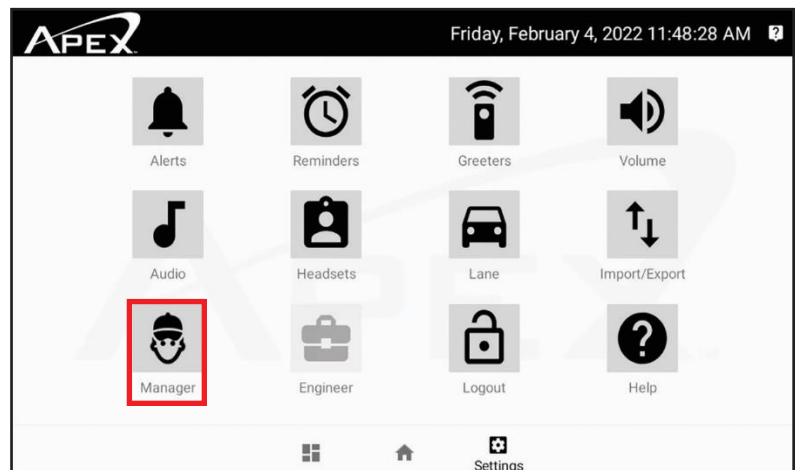


Speed Team or Vehicle Override.



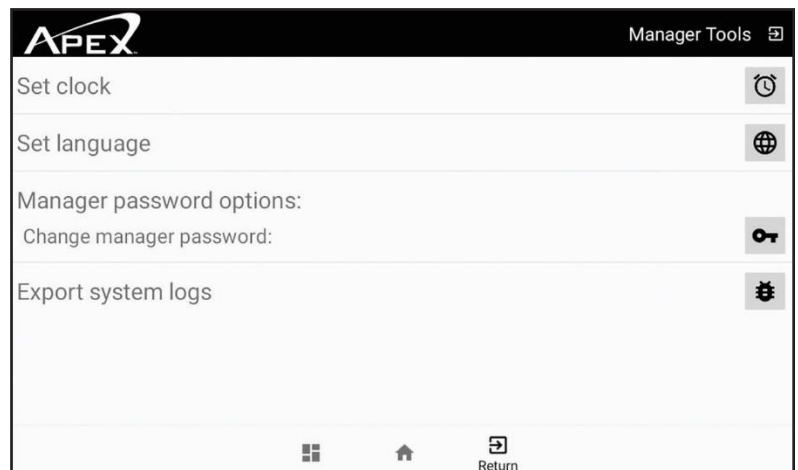
## Manager

After logging in, press the **MANAGER** icon.



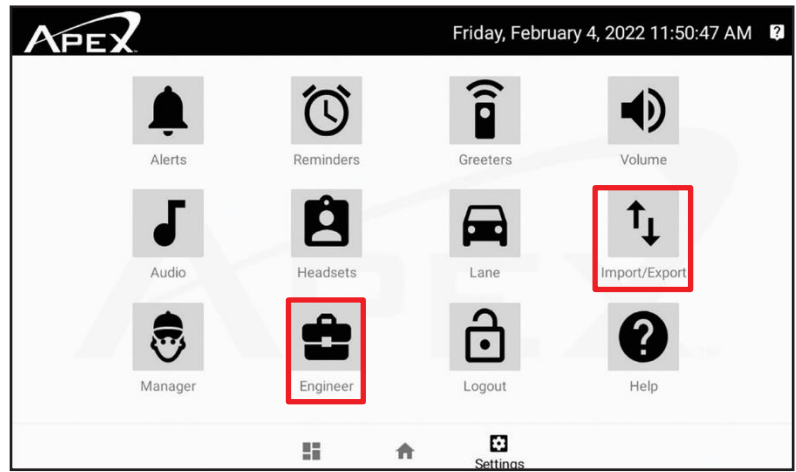
Set the time and change manager password.

**Note:** Follow the onscreen prompts to change time and manager's password.



Import/Export And Engineer Settings.

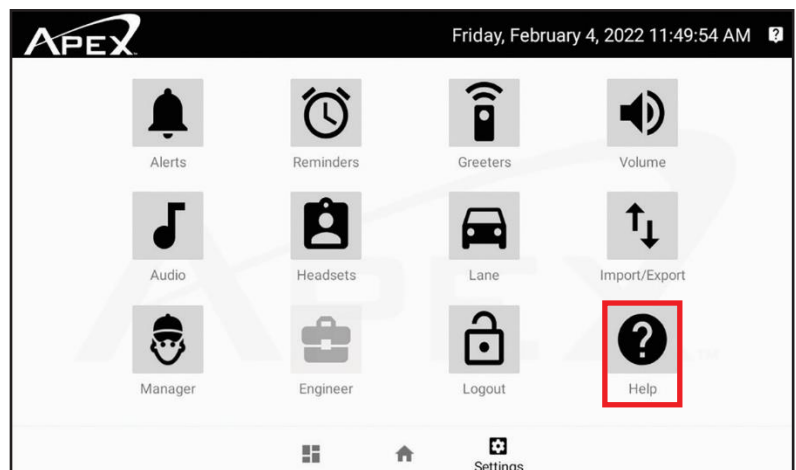
**Note:** Call R.F. Technologies, Inc. at **800.598.2370** to get into these settings.



## System Help

**Note:** For questions on how to:

- Set Alerts
- Set Reminders
- Set Greeters
- Set Volumes
- Register Headsets
- Select a Lane Type

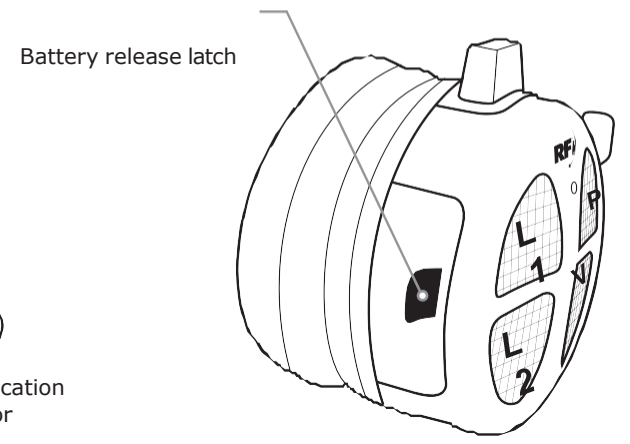
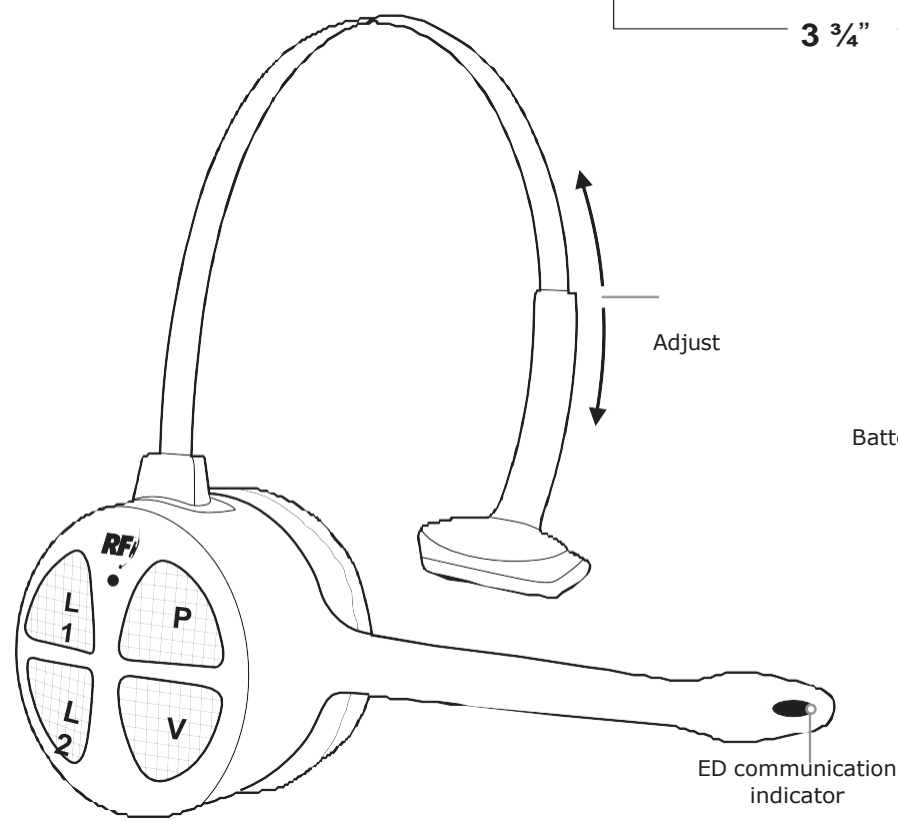
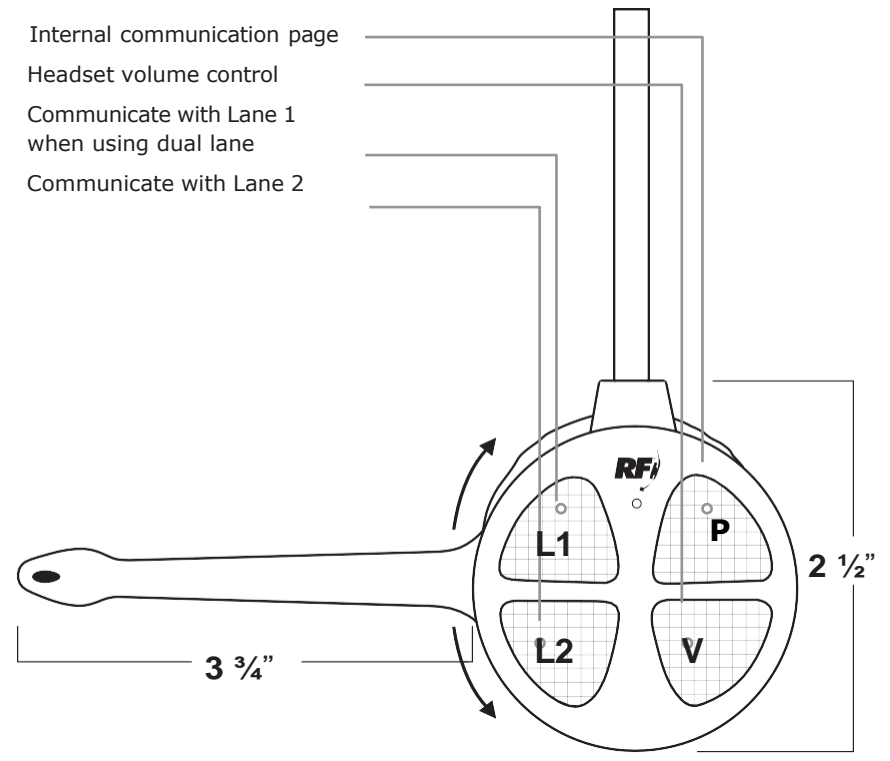


## Specifications

### Headset

- Part number:** APXHSEU
- Battery type:** 3.7V Li-Ion
- Battery life:** 8 hrs (typical use)
- RF frequency band:** 1880 – 1900 GHz
- Weight w/ battery:** 3.4 oz
- Warranty:** 24-Months

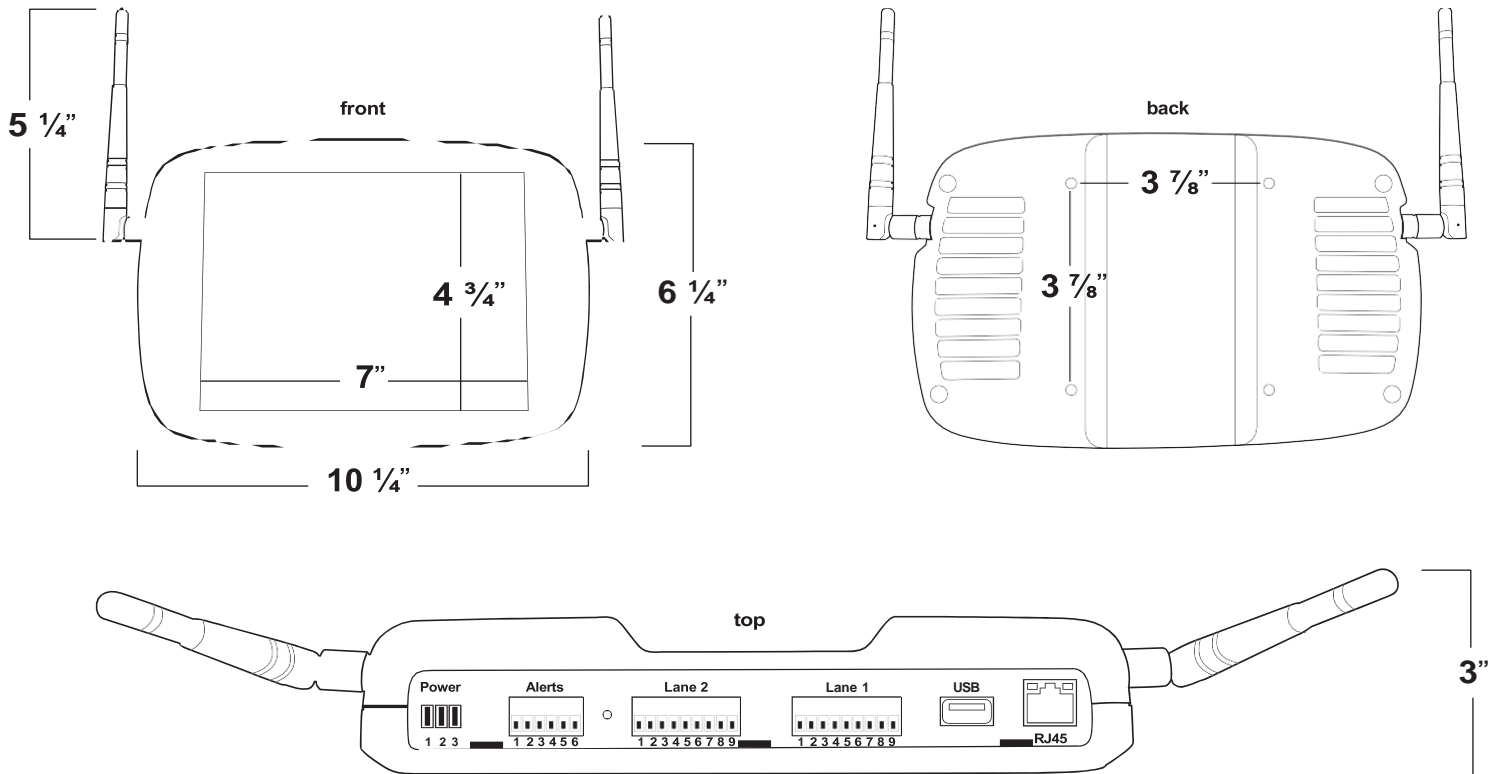
- P=** Internal communication page
- V=** Headset volume control
- L1=** Communicate with Lane 1 when using dual lane
- L2=** Communicate with Lane 2



## Base Station

**Part number:** APXBASE  
**Voltage input:** 24VDC +/- 2.5V - use the provided power adapter  
**DC current input:** 0.5A  
**Audio distortion:** (THD+n) 1%

**Outside speaker output:** 4 watts RMS into 8 ohm  
**Kitchen speaker output:** 4 watts RMS into 8 ohm  
**RF frequency band:** 1880 – 1900 GHz  
**Dimensions:** 10¼" x 3" x 6¼" (L x W x H)  
**Warranty:** 24-Months



Power Terminal	
Pin 1	DC+ from power supply
Pin 2	DC- from power supply
Pin 3	Ground (not used)

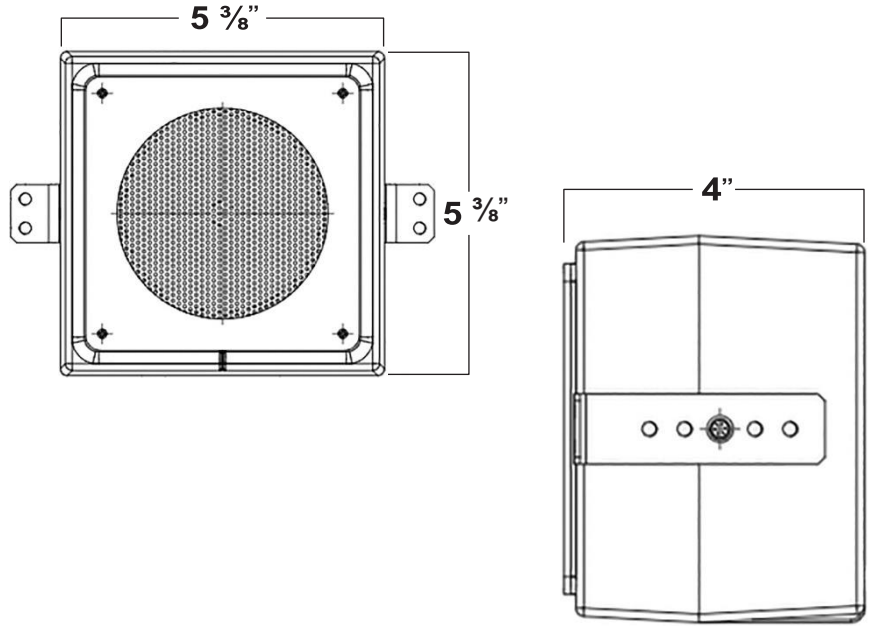
Alerts Terminal	
Pin 1	Alert 1
Pin 2	Alert 2
Pin 3	Alert 3
Pin 4	Alert 4
Pin 5	Alert 5
Pin 6	Ground

Lane 1 and Lane 2 Terminal	
Pin 1	Kitchen speaker negative
Pin 2	Kitchen speaker positive
Pin 3	Outside speaker
Pin 4	Outside speaker
Pin 5	Shield for digital signal
Pin 6	Positive digital signal for mic
Pin 7	Negative digital signal for mic
Pin 8	Signal from vehicle detector
Pin 9	Ground

USB and RJ45 Terminal	
USB	Used to update the system and upload messages
RJ45	Not used at this time

## Speaker

<b>Part number:</b>	RFWRSPK
<b>Operating temperature:</b>	-40C to +100C
<b>Frequency response:</b>	200 - 12000 Hz
<b>Sensitivity:</b>	94 dB
<b>Impedance:</b>	8-ohm nominal
<b>Dimensions:</b>	5 3/8" L x 5 3/8" H x 4" (L x W x H)
<b>Warranty:</b>	12-Months



### Features

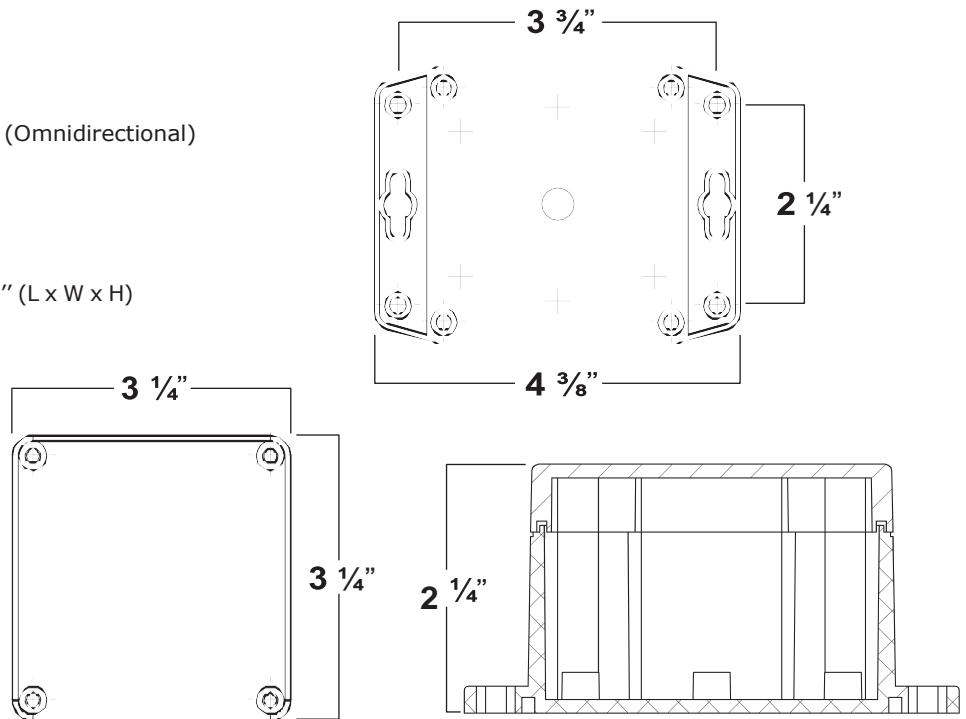
- Weather-resistant
- Stress-free plastic enclosure
- High output 4" speaker
- Polypropylene cone and cap
- Protective PVC screen w/ anti-vibration foam
- Adjustable steel mounting brackets
- 25-watt power handling

## Microphone

<b>Part number:</b>	APXMIC
<b>Type:</b>	Digital/Electronic (Omnidirectional)
<b>Operating temperature:</b>	-40C to +100C
<b>High SNR:</b>	65 dB(A)
<b>Low current of typ.:</b>	600 $\mu$ A
<b>Dimensions:</b>	4 3/8" x 3 1/4" x 2 1/4" (L x W x H)
<b>Warranty:</b>	12-Months

### Features

- Fully digital
- Omnidirectional
- Mounting holes
- Small footprint
- 24" leads



## FCC Regulation

This equipment has been tested and found to comply with the limits for a Class A digital device (headset), pursuant to Part 15 of the FCC Rules and this equipment has been tested and found to comply with the limits for a Class B digital device (base station), 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.

This device complies with Part 15 of the FCC rules and Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference. (2) This device must accept any interference received, including interference that may cause undesired operation of the device.

To comply with FCC and IC RF Exposure requirements, the base must be installed and operated such that a minimum separation distance of 20 cm is maintained between the base and all persons during normal operation. Changes or modifications not expressly approved by R.F. Technologies, Inc. could void the user's authority to operate this equipment.

For the U.S.A.

The FCC ID number for the base station and headset is listed below:

FCC ID: TOMAPXBA

FCC ID : TOMAPXHS

For Canada

ICES-003

CAN ICES-3(A)/NNB-3(A)

For the E.U.

We hereby declare that the product identified in this document meets the requirements of the following EU Directives and therefore qualifies for free movement within the markets comprising the European Union (EU). This declaration is issued under the sole responsibility of the manufacturer.

The object of the declaration above is in conformity with the relevant Union harmonization legislation:

ETSI EN 301 489-1 V2.2.3, ETSI EN 301 489-6 V2.2.1

ETSI EN 301 406 V2.2.2 (2016-09), AS/NZS 62368.1

IEC 62368-1: 2014 (2. Edition) and Cor. 1:2015,

EN 62368-1: 2014/AC: 2015/A11: 2017/AC:2017





# OPERATING MANUAL



**800.598.2370**  
**rfdrivethru.com**