

R.F. Technologies



Auto-Greeter Setup



**Model Numbers – APXBASE, APXBASED,
APXBASEEU, APXBASEEU**

Before attempting to install or operate this product, please read these instructions carefully. Failure to do so may result in damage to the product and may void the warranty.

Overview

The Apex auto-greeter is used to play a greeting to a car when they arrive at the order post. This feature can be used to greet your customers, but it can also be used to notify them that the store is closed during off hours.



The auto-greeter can play three different types of messages:

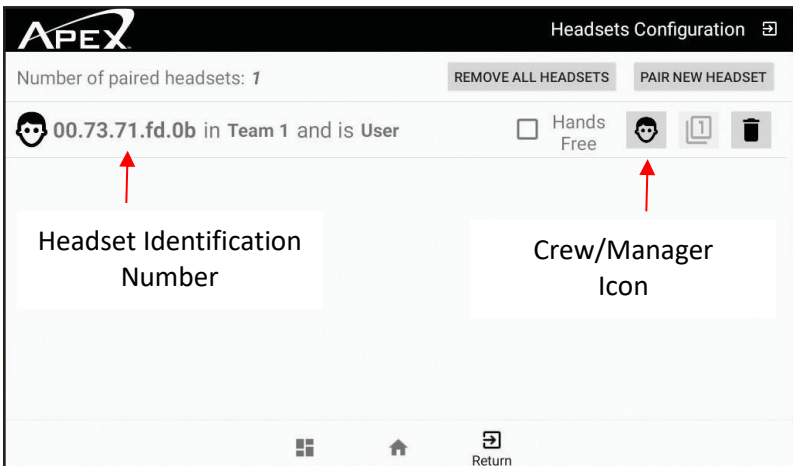
1. User-recorded messages- A user can record a message that is played at the speaker post.
2. An audio file – Apex can play a prerecorded audio file. These audio files can contain music.
3. Text-to-Speech – Type in the message you want played and let Apex do the talking for you.

Headset Setup

To make a user-recorded message, a headset in manager's mode is required. If you do not have a manager's headset, perform the following steps to put a headset in manager mode.



1. Choose a headset you wish to use.
2. Insert a battery and turn on the headset.
3. Press and hold the P button on the headset.
4. On the home screen of the base station, find the line that has the green 'Page' in it.
5. Write down the Headset Identification Number that comes just before the word 'Page'.

6. Press the settings icon  at the bottom of the base station screen.
7. Log into the base station using the password 'RF1989'.
8. Press the headset icon  in the settings menu.
9. Find the headset that matches the headset Identification Number line in step 5.
10. Press the Crew/Manager icon for that headset. The icon should change to a person wearing a hat. This headset is now in manager mode.




Auto-greeter Setup

Up to 15 different greeter messages can be programmed into Apex. Each message can be scheduled to play on certain days and times. Care should be given not to schedule two different messages to play at the same date and time.

1. Press the Greeters icon  from the settings menu screen to enter the Greeter Configuration Menu.
2. To turn the greeter function on or off use the Enabled/Disabled button next to greeter status.
 - a. This is set per lane in a two-lane drive-thru.
3. Use the edit icon  at the right of a greeter line to edit a greeter message.
4. Edit the following settings on the greeter edit menu:
 - a. Name – Enter a name for the greeter message.
 - b. Start Time – Enter the time you wish this message to begin playing
 - c. End Time – Enter in the time you wish this message to stop playing.
 - i. For a 24-hour message enter in a start time of 12:00AM and an end time of 11:59PM
 - d. Select the days of the week you wish this message to play.

- e. Select the message you wish to be played. See 'Programming a Message' section below to program a message.
- f. Press the 'Save' button to save these settings. Press the 'Cancel' button if you wish to cancel without saving.
- g. To set this message to play press the checkbox next to the message name on the Greeter Configuration Menu.
- h. To disable this message, uncheck the checkbox.
- i. You can have multiple messages checked as long as their days/times do not overlap.

Programming a Message

Press the musical note icon  next to 'Select a file, make a record or use TTS' to choose the file that the greeter will use. The auto-greeter can play three different types of messages:

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File Picker

The File Picker option allows a user to select a pre-recorded file from a USB drive. Apex is capable of playing a wide range of files and file lengths.

1. Insert a USB drive containing the file into the USB port on the top of the base station.
2. Press the 'File Picker' icon on the Greeter – Tone Dialog screen.
3. Navigate to the USB drive by selecting the open menu in the top left part of the screen, next to the word 'Recent'.
4. Select the file you wish the greeter to play.
5. Press the 'Save' button on the greeter configuration screen to save the message.

Record File

The Record File option allows a user to record a message using a manager's headset.

1. Press the P button on the manager's headset. If you are using press-to-page mode you must hold this button in until you are finished recording your message. If you are using page-lock mode you can press and release the P button. The light on the end of the mic boom should be flashing.

2. Press the 'Record File' icon on the Greeter – Tone Dialog menu.
3. Press Record to begin recording your message.
4. Press Stop to end recording your message.
5. Press Play to hear the message you recorded on the manager's headset.
6. Press Save when you are satisfied with your message.
7. Press Save on the Greeter Configuration screen to save the greeter message.

Text To Speech.

The Text To Speech options allows you to type in a message and have the computer voice speak it for you.

1. Press the P button on the manager's headset. If you are using press-to-page mode you must hold this button in until you are finished recording your message. If you are using page-lock mode you can press and release the P button. The light on the end of the mic boom should be flashing.
2. Press the text To Speech icon on the Greeter – Tone Dialog menu.
3. On the 'Greeter – Text to Speech' menu, type in the message you want the system to play.
4. Press Play to hear the message on the manager's headset.
5. Press Save when you are satisfied with your message.

6. Press Save on the Greeter Configuration screen to save the greeter message.

After you have finished setting up the auto-greeter test it to ensure proper functionality. If you have any problems getting the auto-greeter to work please call the R. F. technologies support desk at 800-598-2370 or email us at support@RFTechno.com.

