

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

- Change the battery in your headset. Turn it back on.
- Check the base station plug. Reset/unplug the base station for 60 seconds.
- Check the breaker in the breaker box.
- 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 RF Drive-Thru’s Phone Support

- Call **(888) 966-6337** 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 for:
Batteries



Scan for:
**Replacement
Parts**



Scan for:
**Drive-Thru
Parts Finder**



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