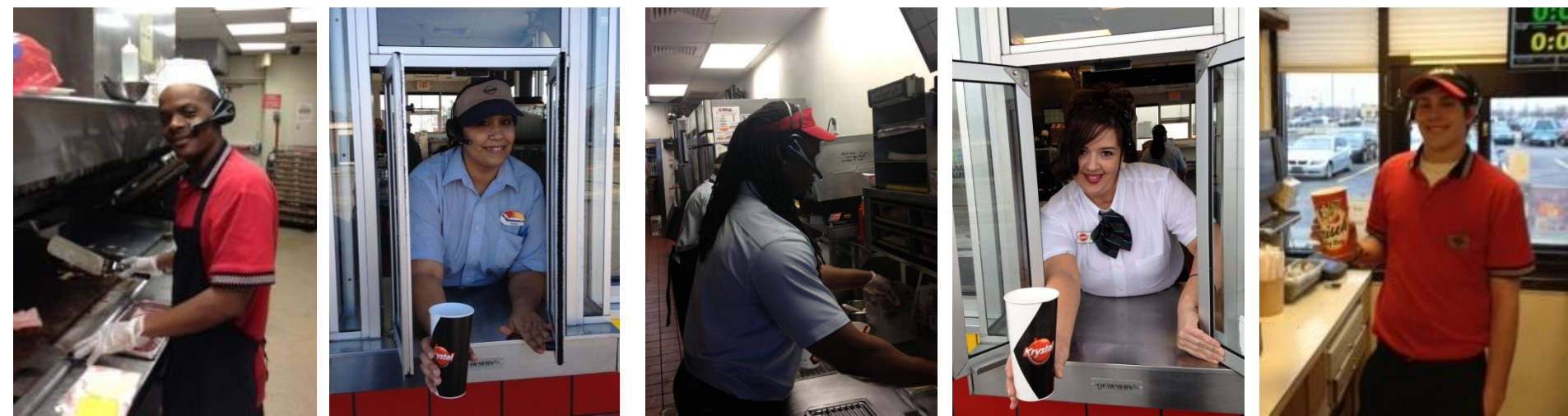


# WENTWORTH TECHNOLOGY



## Installation Training



# Overview

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- Pre / Post Installation Checklist
  - When to use them
  - What to look for
  - Importance of good pictures
- System Set Up
  - Registering Headsets
  - Greeter
  - Basic Settings
- Expectations
  - Wentworth Technology Standards
  - Detector Settings
  - Timer Integration
  - Battery Charger
  - Wiring
- Common Mistakes
  - Conduit Issues
  - Timer Issues
- Resources Available
  - Website
  - Support Number



# Pre & Post Installation Checklists

- Pre Installation Checklist
- This is given to customers when they put in their order and requested they fill it out and return it before the installation can be scheduled.
- Should include pictures of the site
- Look for:
  - What kind of timer they have.
    - Do you know how to hook it up?
  - What kind of wall surface do they have.
    - Do you have the right tools?
  - Where are we mounting the speaker and microphone?

<http://www.wentworthtechnology.com/support/speedthru-support-documents>

Pre Installation Checklist	
Task	✓ or n/a
The following check-list must be completed before installation can be scheduled.	
If necessary, Detector Loop is installed at the order point (with a saw-cut or pre formed loop)	
Identify order point speaker and microphone location as: (check one of the below)	
• Menu Board – Internal menu / skirting	
• Menu Board – Surface Mounted	
• Dedicated Post (approx. 9' x 9' and 40" tall) with separate mounting space for speaker and microphone.	
• Larger Housing (Order Confirmation type) with separate space for speaker and microphone housing. Does the franchisee have key to open the post?	
Submit photos and / or specifications for menu board and / or speaker post.	
Dedicated "AC" conduits are available from the loop to the speaker post and from the speaker post to the inside of the building. Installers will need access to junction boxes at both ends. <ul style="list-style-type: none"> <li>• No AC power may be run in conduit per electrical code.</li> <li>• All conduit runs must be complete and in working order prior to installation date. Installer will not install, modify or repair conduit.</li> </ul>	
Location for Base Station Identified? Requirements: <ul style="list-style-type: none"> <li>• Solid wall for mounting</li> <li>• Eye level on wall for access to mode changes</li> <li>• AC available within 6 feet</li> <li>• Approximately 18" wide by 15" tall</li> </ul>	
Location of Battery Charger Identified <ul style="list-style-type: none"> <li>• Requires AC within 6'</li> <li>• Approximately 8" wide by 10" tall</li> </ul>	
Drive Thru Timer? Timer Make: _____ Timer Model: _____	
Confirm installer will have access to ladder if drop ceiling access will be required.	
Confirm building has electricity	
Optional installation of grill speaker requires that kitchen ceiling grid and tiles are fully installed	
Confirm the owners/management have two people available for a 15 minute training session.	
Requested installation Date _____	
I agree that the site at _____ is ready for Wentworth Technology to install the SpeedThru headset system. If the installer arrives on site after the above list has been confirmed and finds that the site is not ready and a return trip becomes necessary, there will be a \$350.00 per day trip charge plus expenses added to the install charges. These expenses may include hotel, air fare, rental car, etc.	
I agree with the terms of this document and certify that all of the listed requirements have been met.	
Customer Signature _____	Customer Printed Name _____ Date _____
Please Fax to 888-354-2837 or scan and email to: <a href="mailto:service@wentworthtechnology.com">service@wentworthtechnology.com</a>	
For any questions, please contact us at (207) 602-4712.	
<small>WT1025_Pre_Installation_Checklist_Revis 12/11/2013</small>	
<small>77 Industrial Park Road, Saco, ME 04072 877.495.1634 Toll free www.wentworthtechnology.com</small>	



# Pre & Post Installation Checklists

<http://www.wentworthtechnology.com/support/speedthru-support-documents>

- Post Installation Checklist
- We fill this out after an install to ensure a job well done
- This MUST be signed by the customer
- Return this form to Wentworth Technology within 48 hours to validate warranty
- Look for:
  - Clear notes to explain any abnormalities
  - Good pictures which we can use to trouble shoot over the phone in the future

**WENTWORTH TECHNOLOGY** **SPEEDTHRU**  
Drive-Thru Headset Systems

**Post Installation Checklist**  
Installer: Complete this checklist at the conclusion of the installation.  
When completed, ask the Store Manager or On-Site Representative to sign and date.

Customer/Brand Name:	YES OR NO	Installer:
Address:	(✓)	Comments
<b>Task</b>		
New wired pulled YES or NO, reason		
Speaker mounted facing ground or at 90 degrees if possible		
All connections soldered and all end wires tinned		
Menu Board Loop Detector Wired, Tested 100% accurate—10 Cars Minim		
All Wireless Headsets Tested and Fully Operational		
Base Station In Approved Location and Fully Operational- (Strain relief Installed)		
Headset Rack and Battery Charger mounted on wall In Approved Location		
Loop Installation Saw Cut (if Applicable) Is Water-Sealed and Cosmetically Acceptable		
Digital Photos of Loop Detector Wiring and mounting, Base Station Wiring and mounting, Speaker and Mic positioning, Battery Charger Placement and Interconnect module if applicable		
Indicate if Message Repeater (Greeter) is being used		
Quick Start Guide used for Training		
System Mode Setting: Hands Free-Auto Hands Free- Push to Talk		
Timer Integrated with base station (if yes make sure dip#7 on) -Identify Brand		
Volume Settings: Inbound _____, Grill Speaker _____, Outbound Day _____, Outbound Night _____		
If old system was removed It was given to: (name)		
The above checklist is filled out completely and correctly.		
Installer Signature _____	Installer Printed Name _____	Date _____

My new SpeedThru system installation is complete and is operating to my satisfaction:

Customer Signature \_\_\_\_\_ Customer Printed Name \_\_\_\_\_ Date \_\_\_\_\_

Please Fax to 888-354-2837 or scan and email to: [service@wentworthtechnology.com](mailto:service@wentworthtechnology.com)  
Please send photos to (207) 468-0559 or email to: [service@wentworthtechnology.com](mailto:service@wentworthtechnology.com)

77 Industrial Park Road Saco, ME 04072 877-495-1634 Toll free www.wentworthtechnology.com



# System Set Up

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- Basic Settings
  - Volume
  - Time
  - Mode
- Greeter
- Headsets
  - Registering is easy
  - LO and “Order Takers”



# Expectations

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- Pulling New Wire
  - Wentworth wire must be installed unless owner signs warranty release, voiding the installation warranty.
- Training Staff
  - 15 minute walk through of features, using the Quick Start Card
- Speaker and Microphone Setup
  - Preferably 2 feet apart,
  - If there is an echo, face the speaker away from the cars.
- Testing Equipment
  - 10 Car minimum
    - Test system when running outside lighting
    - Test timer at all time points



# Expectations

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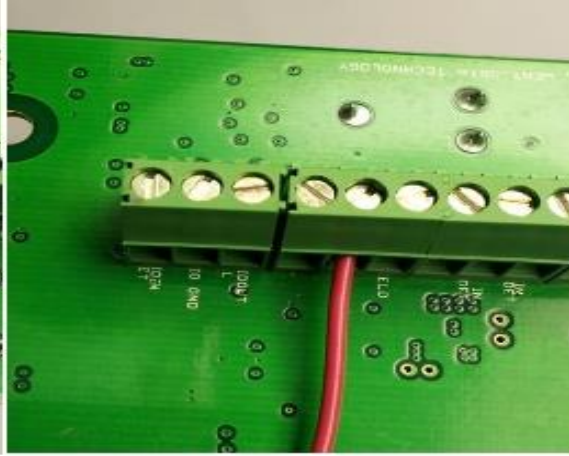
- Detectors
  - LMA-1250's -> DIP Switch 6 ON if using a timer
  - Do not share ground if using a timer
  - Follow specifications in the manual
- Timer Integration
  - We make our own wire (part # HT100) for the Hyperactive Qtimer. Make sure you have it! Their wire will not work properly.
  - All the wiring schematics are on our website and in the manual
- Battery Charger
  - Hang on a wall unless the owner or manager signs off.
  - Do NOT interchange AC power wire for battery charger and base station. This may damage the battery charger.



# Expectations



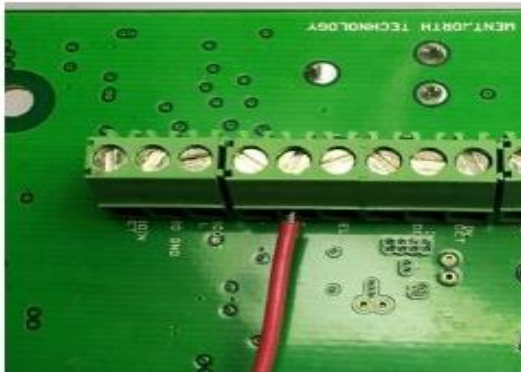
**BAD, WIRE STRIPPED TOO FAR**



**BAD, WIRE NOT STRIPPED ENOUGH**



**BAD, WIRE "UNDER" SCREW CLAMP**



**GOOD, WIRE STRIPPED 1/4" AND FULLY INSERTED INTO TERMINAL**

- Proper Wiring
  - Solder, Tin and Dolphin every time



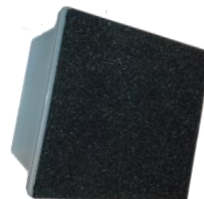
**GOOD, WIRE "IN" THE SCREW CLAMP NOT UNDERNEATH**



# Common Mistakes

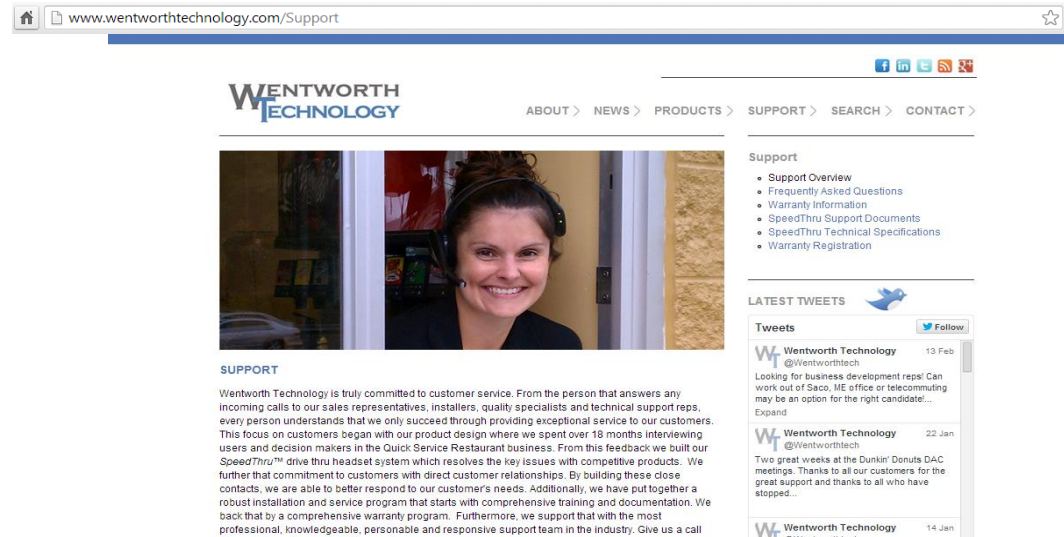
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- Conduit
  - Do NOT share conduit with high voltage wires or AC main power.
  - If the conduit is frozen, the owner needs to sign the warranty release form if they want to use the old wires.
  - Microphone wires must be spaced at least 12 inches from any other power wires, even if it is in a separate conduit.
- Timers
  - Make sure you know which one ahead of time and have the proper schematics printed out!
  - Hyperactive Qtimers -> You will need a special cord (HT100), supplied by Wentworth, for the greet time.
- Test the volume settings
  - Loud outbound volume can create an echo when a car is present.



# Resources Available

- Website
  - <http://www.wentworthtechnology.com/Support>



- Installation Manual

- 24 / 7 Support Line
  - 1-877-495-1634

- Sales: [info@wentworthtechnology.com](mailto:info@wentworthtechnology.com)

- Technical Assistance: [service@wentworthtechnology.com](mailto:service@wentworthtechnology.com)



Thank you!