

## 3M™ Wireless Communication System Model XT-1 Basestation

### Issues Requiring a Reboot to Correct

#### Overview

The XT-1 Basestation may need to be rebooted on occasion to solve some known issues. The frequency of the need to reboot may increase with a higher volume of traffic at the location.

- Single-lane and dual-lane systems both may need reboots, however the dual-lane may require reboots more frequently.
- The only consistent solution is a full power off of at least 60 seconds and then power on to reboot the basestation. With dual-lane systems both lanes need to be completely rebooted.

#### Procedure

1. Power off Lane 1.
2. Power off Lane 2.
3. Wait at least 60 seconds.
4. Power on Lane 1 and wait for a complete reboot.
5. Power on Lane 2 and wait for a complete reboot.
6. Upon Headsets signing on to the basestation, continue to use the system.

#### Symptoms Requiring a Reboot to Correct

- **Outbound audio is lost.** In dual-lane this happens more often in the second lane first, but may happen in Lane 1 also. It occurs more frequently in PPT mode although can happen in other modes. Paging still works in these cases.
- **Loss of Detection.** There will be no detection when a car arrives or intermittent detection even though the detector is working correctly. This is usually followed quickly by a loss of audio.
- **Low outbound audio.** This seems to be a much less frequently experienced symptom and much harder to recognize.
- **Keypad Lockup.** This may happen while trying to record messages, but is often a symptom that is observed prior to a loss of audio. This also happens at times when there has been an audio loss and the customer cannot reboot via the keypad.
- **Headsets report Out of Range.** All Headsets report “Out of Range” and may not operate for up to 2 minutes or more.
- **No Inbound Audio.** In a very limited number of situations only inbound audio, but not outbound audio is lost.

#### Additional Suggestions to Lessen the Need to Reboot

1. The use of alternate wiring schemes for connections to external devices such as timers, especially if connections to the outbound audio terminals are in use. It is believed that voltage on these terminals causes some audio lockup. **Correct wiring often stops the need for reboots.**
2. Excessive Wi-Fi may cause a loss of connection “out of range” condition. Clearing out Channel (1, 6, or 11) for Headset operation helps significantly.
3. Adding a remote antenna helps to solve some cases.
4. Replacement of basestation power supplies may help.
5. Replacement of older batteries helps in the case of some XT-1 locations.
6. Replacement of XT-1 headsets with G5 headsets has also may help.
7. If all else has failed, replacing a basestation may help with the high frequency reboot situations.

# 3M™ Wireless Drive-Thru System

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