User Manual For

Pharmacy Drive-Thru

P/N 00621011

Captive Carrier TransTrax®
Transaction Drawer™
BavCom Audio Systems
CCTV/Audio

E. F. Bavis & Associates, Inc.

201 Grandin Road
Maineville, Ohio 45039
(513) 677-0500

Pharmacy Drive-Thru

Table of Contents

Captive Carrier TransTrax®

Overview

The Captive Carrier TransTrax® was designed exclusively for use with either single or second lane drive-thru pharmacy applications. In addition to handling standard installations, it also can provide service for the not so standard locations. For example, locations with a significant difference between finished floor and pavement levels are easily overcome with this equipment. Also, stores, where the pharmacy is not located on the outside wall and there is no direct line of sight with the customer, have used the Captive Carrier TransTrax® to transport prescriptions from the pharmacy to the customer in a remote lane.

The Captive Carrier TransTrax® uses a reliable positive drive tape medium to move prescriptions and documents between pharmacy personnel and customers. Since the carrier is attached to the tape, it is controlled during the entire run. This allows the operator to position the carrier at different height levels for additional customer convenience. It also enables us to transport larger and heavier items than other systems, which are limited by their pneumatic drive mediums. The internal usable dimensions of the carrier are 10-7/8" high x 6-3/4" deep x 4-3/4" wide.

As the name implies, the carrier is "captive" which means it will not have to be replaced. This can result in significant savings to the owner over an extended period of time as the pneumatic carriers cost between $75.00 and $100.00 each to replace.

One of the biggest concerns that pharmacy personnel have with drive-thru service is the ability to communicate effectively with the customer. This is obviously very important because a poor audio system can have a much greater impact on your customer than getting the wrong fast food lunch order. This is not a concern with audio systems developed by E. F. Bavis and Associates. Our audio was designed for use in a drive-thru application. Few, if any, systems being used with drive-thru pharmacies can make this claim.

The Captive Carrier TransTrax® has been reviewed by a third party for safety and suitability for this application. This is a UL Classified product.

Employee Controls

The employee controls for the Captive Carrier TransTrax® are located within the black ABS plastic box at the end of the interior vertical. In addition to the controls, the 1/6 HP motor is also positioned within this box.

Before we review the Employee and Customer controls, it is important to describe the carrier and how it works in coordination with the controls. The carrier dimensions are 10-7/8" high x 6-3/4" deep x 4-3/4" wide. The carrier is constructed of aluminum and two of the four sides are perforated so the customer can see their prescription and retrieve it. There is a rubber coating on the interior of the carrier to help protect the contents during travel. A spring bail is built into the carrier to hold prescriptions and payments in place. As the carrier arrives at its destination, for the convenience of the customer and employee alike, the door automatically opens for retrieval of prescription or payment. Also, in order to present the contents of the carrier to the customer in an upright position, the items must be placed in the carrier upside down by pharmacy personnel.

The following is a list of the controls and their function:

Power

Depressing this button turns the system on. When power is supplied a red LED light will be displayed above the **Power** button. If you do not see the red LED light atop the **Power** button, the system is not receiving any power and will not function. To turn the system off, simply press the **Power** button and when the red LED light is no longer illuminated the system is shut down.

Car

This is one of two buttons that determines at what height the carrier will stop on the customer vertical. By pressing the **Car** button, the carrier will position itself approximately 42" above the pavement on the customer vertical for use by automobiles. If the carrier is positioned at the Truck height and you push the **Car** button the carrier will then move to the **Car** height.

Truck

Pushing this button while the carrier is located on the inside vertical will position the carrier approximately 52" above the pavement on the customer vertical for use by pickup trucks, vans and sport utility vehicles. If the carrier is in the Car position on the customer vertical and the **Truck** button is pressed, it will then move to the **Truck** height.

*Please note the equipment logic will only allow the operator to move the carrier once between the **Truck** and **Car** positions without recalling the carrier. For example, you cannot send the carrier from the **Truck** to the **Car** position and then back to the **Truck** position without recalling*

the carrier.

Recall

Using **Recall** will return the carrier from either the Car or Truck position on the customer vertical to the start position on the inside vertical. The **Recall** can be used if the customer does not push the start button on the customer vertical or pharmacy personnel want to bring the carrier back into the building at the end of operating hours or for any other reason. For your information the customer does not have the ability to **Recall** the carrier to the customer vertical. The operator is the only person who can send the carrier to the customer.

Customer Controls

There are two sets of customer controls located on the customer vertical of the Captive Carrier TransTrax®. They are positioned on the left side of the vertical as you face it. The controls are located at two different heights so customers using automobiles and those in trucks or vans can easily reach the buttons.

Help

When this is pressed, an alert tone is sounded inside the pharmacy indicating that there is someone positioned at the Captive Carrier TransTrax® and needs assistance. The sound that is heard emanates from the speaker built into the internal audio console, which is normally located near the internal vertical of the Captive Carrier TransTrax®.

Start

The customer initiates the movement of the carrier from the customer vertical to the operator position inside the building when this button is pressed. The carrier does not move automatically. The customer must press this button or, as stated above, pharmacy personnel must push the Recall button to move the carrier from the customer vertical to the inside vertical.

Troubleshooting the Captive Carrier TransTrax®

Power Failure

In order to run the system after a power failure, you must first press the "Power" button when power is restored and see the red LED. If the light is on you should have power. Now you should press whatever button you want to either start or continue the movement you originally intended prior to the power failure. This procedure must be followed no matter where the carrier is when the power failure takes place. If you notice that the carrier is running slower during this procedure do not be alarmed, it will revert to its normal speed after it has reset itself.

If the system does not respond after this, several things could have happened. One possibility is a fuse has blown on the control board. Another could be the tape has somehow doubled up in the vertical or horizontal. In either situation, a service representative should be contacted immediately. Do not attempt to run the equipment. Doing so may cause damage and be costly to repair.

Also, please note that the carrier cannot be retrieved manually without power. However, if the carrier stops on either vertical section in reach of pharmacy personnel or customer, the door on the carrier can be opened and money or prescriptions retrieved.

Emergency Stop

Example: Let's assume that the carrier is at the normal start position on the inside of the pharmacy. The operator presses the Recall switch instead of the Car or Truck button. The carrier will move further down on the inside vertical. If this is all that is done, simply press the Car or Truck button and the carrier will move to that position. If by chance the Recall button is pressed a second time the carrier will move further down compressing against the black control box and the motor will continue to run. If this happens, flip the breaker switch positioned under the black box housing the control board and audio board. This will cut power to the system. Wait at least five seconds, then press the breaker switch again and hit the Power button. Next press the Car or Truck button to send the carrier. The same procedures would apply if this happens on the customer vertical.

Transaction Drawer™

Overview

This drawer was designed to carry larger, heavier objects with interior dimensions of 16"x 12-1/2"x 5-3/4" and a 25 lb. capacity, yet its profile is very small. It extends 18" which enables the operator to bring transactions closer to the vehicle making it very convenient for pharmacy customers to retrieve multiple or larger packages. Employees especially like this drawer's ability to keep cold air, contaminates and noise from entering the work space through the use of flat rubber like seals around the interior and exterior door.

Standard Controls

Rocker Switch – This switch, which is normally positioned on the right rear side of the drawer, controls the forward and backward movement of the drawer.

By pressing forward on the **Rocker Switch**, the drawer opens toward the customer.   Pressure on the rear of the **Rocker Switch**, will return the drawer to the closed position. Please note that the operator must apply constant pressure on the **Rocker Switch** in order for the drawer to continue moving in the direction of the operator's choice. If pressure is not constant, the drawer will stop where the operator relinquished control.

Electronic Brake – This drawer is unique because it includes an **Electronic Brake**. This brake enables the drawer to stop exactly where the operator wants it. All manual, and most electronic drawers, do not provide this feature. This prevents the drawer from "coasting" into customers' cars and trucks, which can result in damages being assessed against the pharmacy.

Optional Controls-Auto Recall

This option is available on all drawers**.**   The system consists of three buttons mounted in a stainless steel case. The first two buttons function like the standard system described above: the button farthest away from the operator sends the drawer out when depressed and the middle button returns the drawer. The third button closest to the operator, when pressed, brings the drawer all the way in. However, unlike the other buttons, there is no need to hold it down. It comes in automatically. Whenever the drawer is being brought in automatically, depressing either of the manual buttons will cancel the move.

Customer Audio Components

Call Button - On the exterior of the drawer there is a **Call** button on what is called the customer audio panel. This button is positioned on the left side of the drawer as the customer faces it. When it is pressed, it indicates that a customer is at the window and requires assistance. The sound that is heard emanates from the speaker built into the console, which is normally located on or near the countertop built around the drawer.

Troubleshooting the *Transaction Drawer*™

Safety Rod

The *Transaction Drawer*™ includes a **Safety Rod** that runs along the opening on the inside door. If this bar is depressed slightly, it shuts down the system. This is to keep the operator from inadvertently getting their hand pinched as the door closes. When this occurs all that is required to continue operation is to remove the object that is pinched against the rod and then hit the switch to continue the drawer on its outward movement. To remove a pinched object, recall the *Transaction Drawer*™ until it opens and relieves pressure on the object.

Circuit Breaker

If the drawer stops operating and it is still receiving power, one of the first areas you should look, assuming you did not trip the Safety Rod mentioned above, is the **Circuit Breaker** located on the middle right side of the drawer as you view it from the rear. If the one end of the rocker switch is showing red, then push the switch in and power should be restored. If it is not restored, contact your service representative.

Drawer Lock

This is located on the left side of the drawer as you view it from the rear. It is labeled "Locked" and "Unlocked". When the latch is in the vertical position, the drawer is locked and cannot be opened. When it is in the horizontal position, the drawer is unlocked. If the drawer is not operating and it is receiving power, the Circuit Breaker is in the normal position and the Safety Rod has not been pressed, then check to see if the latch is in the "Locked" position. Then turn to "Unlock" position.

If the *Transaction Drawer*™ does not recall or the front door does not close all the way, check the drawer lock to be sure it is turned to the "Unlock" position.

Optional Auto Recall

After you have pressed the button that automatically recalls the drawer and you hear a humming noise, do not be alarmed. This is normal. The drawer motor continues to operate for a few seconds after the drawer has been recalled. This is done to assure the drawer is completely closed and drawn tight against the seals to prevent entry of cold or hot air into the building.

BavCom™ Audio Systems

Overview

BavCom™ is the trade name used to describe the E. F. Bavis and Associates, Inc. audio communication system. The systems consist of several products designed to serve the needs for two-way communication specifically in the drive-thru environment.

Most audio systems used in a drive-thru are designed to serve a wide range of applications. Therefore, several compromises are made so that all of the applications have some level of acceptable performance. This is not the case with the **BavCom™ Systems, which are designed specifically for the drive-thru environment** and, therefore, yield a much higher level of performance.

One on One Audio

This is the basic audio system that is used with one lane of drive-thru service. It allows the pharmacist/tech to communicate with the customer and visa versa. This, like all of our pharmacy audio, is a full duplex operation. This means that you can have a natural (phone like) conversation with the customer. Other "push to talk" systems require the operator to push a button in order to speak with the customer and the only time they can hear the customer is when the operator is not speaking and depressing the button.

Countertop Console

The console is constructed of 16ga steel with a powder-coated finish. Attached is a gooseneck hands free microphone. The console contains a built-in speaker. Console controls consist of the following:

Volume

This simply controls the incoming volume level. Turning the dial clockwise will increase the volume, counterclockwise will reduce it.

On/Standby

In order to speak with someone at the drive-thru, the operator is required to press the **On** button. This button does not have to be held down in order to have a conversation. When the conversation is over and the operator no longer wishes to speak or there is no customer in the drive-thru, they can press the **Standby** button, which turns the audio off. Please note that even though the **Standby** button turns the audio off, the exterior Call button positioned to the left of the *Transaction Drawer*™, is always on in case a customer needs assistance in the drive-thru lane.

Customer Audio Components

The **Call Button** is used to alert pharmacy personnel that someone requires assistance in the drive-thru lane. The **Call Button** will sound only when it is being pressed. As soon as the customer lets up on the button, the sound stops. The sound being omitted by the **Call Button** is heard through the speaker built into the back of the interior console. The voice of the pharmacy personnel is heard by the customer through the speaker positioned to the left of the exterior door on the *Transaction Drawer™*. The customer microphone is positioned to the right of the drawer.

One on Two Audio

The BavCom **One on Two Audio** allows pharmacy personnel to speak with two remote positions. Normally this includes one internal station at the window and two external stations; one at the window and one at a second lane of service. As previously stated in the One on One section, full duplex operation is in place. Also, the inside console is the same 16ga steel construction with powder coat finish. However, the operator controls and logic are different with the **One on Two Audio**.

Operator Controls

Volume
Same as the One on One Audio system.

Boost In

By pressing and holding this button down, the operator will amplify the incoming voice of the customer. When this function is in use the outgoing audio is turned off to prevent feedback.

Boost out

By pressing and holding this button down, the operator will amplify the outgoing voice of the operator. When this function is in use the incoming volume is turned off to prevent feedback.

Lane One - LED

By pressing this button you are telling the system that you want to communicate with the drive-thru lane identified as **Lane One.** There is a red LED light positioned above the **Lane One** button. When **Lane One** has been pressed, the LED will light up and indicate it is the lane of choice and in use. You do not have to hold down on this button after it has been pressed. To disengage, just press the button a second time and the LED light will go out indicating the lane is not in use. Also by pressing the Lane Two button, you will disengage **Lane One**. If the LED light above the **Lane One** button is flashing, this means the customer has pressed the Call button for that lane.

Hold

Pressing the **Hold** button when either the Lane One or Lane Two buttons are in use will put the customer in a standby mode. You will still be able to hear the customer, but they will not be able to hear you until you press either of the lane buttons to begin speaking again. When the system is not in use or there are no customers in either lane, the **Hold** button acts as an off switch. When someone positions themselves in the drive-thru lane, the operator hits either of the lane buttons and addresses the customer.

Lane Two - LED

By pressing this button you are telling the system that you want to communicate with the drive-thru lane identified as **Lane Two**. There is a red LED light positioned above the **Lane Two** button. When **Lane Two** has been pressed, the LED will light up and indicate it is the lane of choice and in use. You do not have to hold down the button after it has been pressed. To disengage, just press the button a second time and the LED light will go out indicating the lane is not in use. Also by pressing the **Lane One** button you will disengage **Lane Two**. If the LED light above the **Lane Two** button is flashing, this means the customer has pressed the Help button for that lane.

Privacy Handset (optional)

The **Privacy Handset** was designed to give a pharmacist the ability to have a private conversation with customers when necessary. The handset is positioned on the right side of the console and comes with either a three foot armored steel cord or a twelve-foot (stretched) coiled cord. When the handset is picked up, the voice of the customer is then transmitted through the handset rather than the speaker built into the console. The **Privacy Handset** includes a separate volume control if required.

Microphone

For hands free communication with the customer, there is a gooseneck **Microphone** that can be positioned to different vertical and horizontal locations for best use by personnel.

Customer Audio Components

The **Call Button** is used to alert pharmacy personnel that someone needs assistance in a drive-

thru lane. Unlike the One on One Audio described on a previous page, the **Call Button** used with the One on Two Audio will sound for 10 seconds and then shut off for 10 seconds. This cycle will continue until someone presses either the Hold or one of the lane buttons identified as needing assistance by the flashing red LED.

Microphone and Speaker

Through the wall applications have a microphone and speaker included within the Customer Audio Components. The **Microphone** is located to the right and the **Speake**r is located to the left of the *Transaction Drawer*™.

For a remote lane application using the Captive Carrier TransTrax®, the **Help Buttons** are positioned at two vehicle heights. The **Microphone** is located in the center of the customer control panel between the **Help** and **Start** buttons. The **Speaker** is located at the bottom of the customer vertical on the TransTrax® nameplate.

Two on Two Audio

The BavCom™ **Two on Two Audio** system lets two inside positions communicate with two remote positions. In a pharmacy this usually means a station located by the through the wall window and a remote pharmacist workstation.

The **Two on Two** and One on One Audio systems are basically the same with a few exceptions. There is obviously another internal audio console. This second station has the ability to communicate with both lanes of drive-thru. The logic of the system allows for a **Master** and **Subordinate** relationship. This means that one of the internal consoles can be designated as the **Master** station. In doing so all communications through this console will take precedence over the console/station identified as the **Subordinate**. In most situations the remote pharmacist station is identified as the **Master** console and the window the **Subordinate.**

The logic works in this way. The **Subordinate** console cannot access a lane already in communication with the **Master** station. This avoids any interruptions during consultation. On the other hand, the **Master** station can cancel out the **Subordinate** station and access it at any time. If, for example, pharmacy personnel cannot answer a customer's question, the pharmacist from the **Master** station can access that lane and communicate with the customer even though the pharmacist station did not initiate the contact. The **Subordinate** station cannot communicate with this lane again until the **Master** station relinquishes control.

Please note that the two internal stations, **Master** and **Subordinate**, cannot communicate with each other.

The internal and external controls, speakers and microphones are the same for both the One on One and the Two on Two systems. The Call button logic also performs the same functions.

CCTV/Audio Systems

Overview

These systems allow both the customer and pharmacy personnel to see and speak to each other at single and second lanes of drive-thru service. Depending on the number of lanes and the internal layout of the pharmacy, this system could consist of a number of interrelated components.

This system is normally used with two lanes of drive-thru. However, it has also been used with a single lane remote application. Most organizations either use a One on Two or a Two on Two configuration.

For your information, the audio components and controls for the **CCTV/ Audio Systems** are the same as those described in the Audio section of this User Manual.

One on Two System

These systems usually consist of one internal and two external stations. It allows pharmacy personnel to see and speak with customers in lane two and speak only to those customers in lane one. Customers can be seen and serviced in lane one through the drive-thru window and *Transaction Drawer*™. This could be a standard two-lane setup or a location with two remote lanes and a view window.

Internal Console

This console is similar in size to the audio only console. It contains the same controls; Boost In/Boost Out, Volume, Lane One/Lane Two and Hold. The only video related control is for **Brightness.** Turning the control clockwise will increase the brightness and counterclockwise will darken the image on the LCD monitor.

The internal console also includes a four-inch LCD monitor and a small board camera. Each of these is available in either black and white or color. The console comes with a bracket for wall mounting if there is little or no room on the countertop. The optional Privacy Handset is also available with the **CCTV/Audio Systems**.

External Camera/Monitor

With the One on Two Systems, there would be a **Camera/Monitor** stand adjacent to the second lane Captive Carrier TransTrax®. This stand would run on the same power as the Captive Carrier TransTrax®. The **Camera/Monitor** stand is made of aluminum with a powder-coated finish.

The stand would contain a camera and nine inch monitor, either black and white or color, along with a door that will raise and lower as the power to the Captive Carrier TransTrax® is turned on and off.

Two on Two System

The biggest difference between this and the One on Two System is an additional internal console and a **Switcher** device, which acts as a "traffic cop" for all the monitors and cameras. This system could be one of the following configurations: two internal and two external remote lanes with video at each lane or two internal and one remote external lane with video.

The second internal station is normally positioned at a remote pharmacist work area. This allows the pharmacist to remain at their work area and communicate by voice and visually with a customer in the drive-thru lane(s).

The console controls and design are the same as described in the One on Two application. The **Switcher** allows for logic to be programmed into this system. For example, when the system is on hold for a given lane the **Switcher** can display to the customer different images on their monitor. They can see themselves, an internal shot of the pharmacy or even infomercials about the pharmacy. As soon as one of the lanes or hold buttons is pressed the system will switch itself back to regular operating mode showing images of the customer and pharmacy personnel. Without the use of a **Switcher**, the monitors at each station would project whatever image is being seen by the camera.

The **Two on Two CCTV/Audio System**, like the Two on Two Audio, will also allow for the designation of a **Master** and **Subordinate** station. Again, the remote pharmacist station is normally identified as the **Master** station. The same interaction applies that was previously reviewed in the Two on Two Audio section.

Troubleshooting Your Audio

Feedback

If you are receiving Feedback from your audio system, below are a few areas to check:

- You may be positioning your mouth too close to the microphone when speaking
- The microphone may be pointed toward the speaker
- The volume control may be turned up too high

The purpose of this user manual is to provide assistance for the operators of the equipment described above. This is not to be used as a technical or installation manual. These two documents are available and, if required, E. F. Bavis and Associates, Inc. can provide them upon request.