



# **VUZE<sup>®</sup>**

## **Table Location System**

**User Guide**



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# THE VUZE TABLE LOCATION SYSTEM

The *Vuze Table Location System* provides users the ability to quickly identify the location of a party within the restaurant, in order to deliver food in a timely and efficient manner.

Using *Vuze*, users have the ability to craft their system to fit their needs and budget. Unlike other systems, the HME Wireless active RFID (Radio Frequency Identification) technology allows users to create Delivery Zones or include a tag on every table.

Delivery Zones allow food runners to eliminate a majority of the restaurants floor space when locating a guest. Food runners can deliver the food in a timely manner, helping to ensure a fine dining experience.

## Vuze Hardware

Your *Vuze Table Location System* is comprised of three hardware elements: the **Guest Tag**, **Reference Tag** and **Reader**. It also consists of two software elements: the **Vuze Waitlist** and **Vuze Management Software**.

### The Guest Tag (Regulatory Model #VUGST)

- A numbered, coaster-style device that is handed to a guest to determine their location.
- It runs on a rechargeable battery pack and can maintain a charge for up to 15 hours.
- It stacks on the Guest Tag charger for recharging. **NOTE:** For best results, do not stack more than 15 tags per charger.



Guest Tag Charging Base (bottom)

### The Guest Tag Charger

- Guest Tag charger (part # CHGKITxx) looks similar to the Guest Tag with two exceptions:
  1. It does not have number on the top face.
  2. It has two interchangeable charging holes in the back case. One is intended to be used to connect a power supply, and the other is used to connect (daisy chain) multiple chargers with a provided "Jumper Wire". (Available from HME Wireless, part# JMP).



### The Reference Tag (Regulatory Model #VUREF)

- A three part, weather resistant tag that will be secured to a location or object in the restaurant.
- It operates on two "A" cell Lithium Ion batteries (contact HME Wireless for replacement, part# ALITH).
- Approximately 12 to 24 months battery life, depending on delivery volume.
- Reference Tags identify specific points in the restaurant displayed on-screen as "Locations".



### The Vuze Reader (Regulatory Model #Gateway)

- The "Engine" of the *Vuze* system detects all traffic from the Guest Tags, and sends the information to the appropriate location for processing.
- It requires a clear line of sight to the dining area. For the best results, it is recommended that the Reader be placed approximately 6 - 10 feet from the floor with the antenna pointing up.



# MOUNTING & INSTALLATION

## Recommended Tools

- Drill with Phillips screw bit
- Needle nose pliers
- Cutter

When all testing is complete and you are satisfied with the results and location of each of the Reference Tags, they may be mounted. Each Reference Tag is comprised on three pieces:

1. The mounting plate that mounts to the table or object
  2. The face or bottom plate, and the tag or bubble
  3. The face plate and tag snap into the mounting plate on it is on the table or object.
- **For wood tables and objects:** Place the mounting plate onto the object and secure it to the table. Only two screws are necessary to ensure a quality installation. Additional screws can be added as desired. HME Wireless provides two screws with each tag.
  - **For wire mesh patio tables:** If possible, HME Wireless recommends mounting the Reference Tag on the table top. If this is not possible, utilize two plastic zip ties (included) to secure the mounting plate to the table. Once secured, snap in the Reference Tag (may require an amount force), and trim the excess ends of the plastic ties.
  - **For solid metal or dense surfaces (concrete, marble):** These surfaces will cause significant deflection of the RFID signals. HME Wireless does not recommend mounting the Reference Tag underneath these types of surfaces.

## IMPORTANT

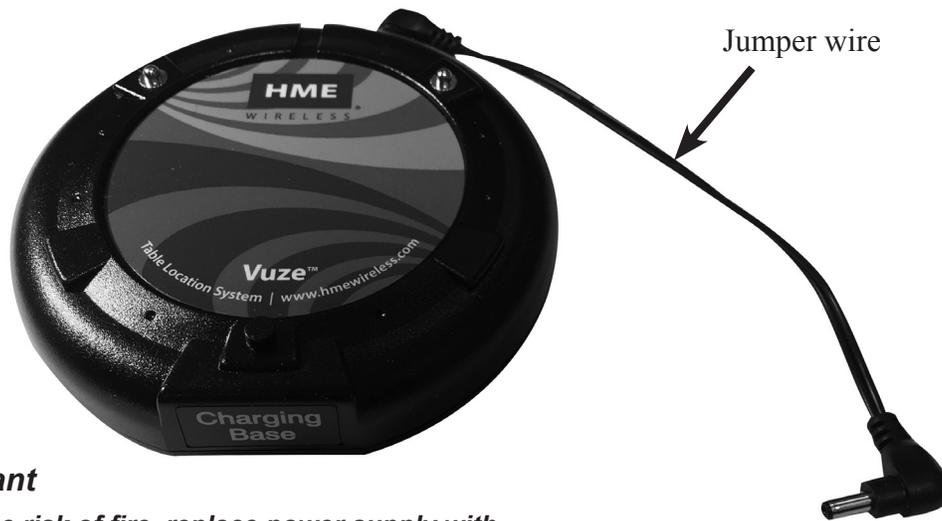
- Wire Mesh tables used on patios cause deflection of RFID signals. HME Wireless recommends Zone installations for Patios, and, if possible, secure the tag to an object that will not deflect the signal as much like planter boxes or security fences.
- Table placement and ORIENTATION are very important for optimal use. After mounting a tag, place a sticker on the table leg or table edge to display the proper orientation.
- If tables have been moved, make sure they are returned to the proper LOCATION and ORIENTATION to prevent incorrect readings.

ⓘ ⓘ ***Once all tags are mounted installation is complete.*** ⓘ ⓘ

## HARDWARE SETUP

1. Unpack and identify all Guest Tags and Guest Tag chargers. Place in designated locations near or around the register or primary distribution area.
2. Ensure adequate power is available for the chargers. HME Wireless recommends that all components be plugged into surge protection devices.
3. Plug power supplies into chargers, and place Guest Tags on the chargers. Guest Tag chargers may be daisy-chained using “Jumper wires”. Each charger power supply can support up to 50 Guest Tags (see below).
  - **Maximum number of daisy-chained chargers on a single power supply:** Up to four charging bases (LT-2008D) may be daisy-chained using one single power supply (not exceeding 50 Guest Tags).
  - **Maximum number of chargeable Guest Tags:** A maximum number of 15 Guest Tags per three bases and a maximum of five Guest Tags on a 4th base (50 total).

### *The Vuze Guest Tag Charger (Regulatory Model #LTK-CHAR)*



#### **Important**

**To reduce risk of fire, replace power supply with same type and rating: 12 Vdc, 4 A.**

4. Utilizing the previously completed floor map (copies provided in packaging), determine where the PC or device(s) that will display the Vuze software will be located, typically in the “expo” area. Ensure that there is adequate power available for the device(s), giving consideration for the Reader.
5. Unpack, identify and separate each of the Reference Tags according to the tag type. Each tag will be labeled based on information provided during the sales process. Reference Tags shipped in bulk have a plastic tab installed in the battery compartment for shipment. Please remove plastic tab prior to closing tag and mounting.
6. There are three types for Reference Tags:
  - **Tracking** - Locates still occur as events, but the location is displayed as “not located” in Waitlist application. It's usually located where the Guest Tags are distributed to guests (i.e. Register, Host Stand)
  - **Table** - labeled by name to indicate the location in the dining room (i.e. Window, Table 14)
  - **Deactivate** - located where the Guest Tags are collected after food has been delivered (i.e. Expo)
7. Confirm that all equipment is included. HME Wireless provides recommended screws for mounting Reference Tags, as well as plastic zip ties if Patio tables were identified on the Site Survey or floor map. Commercial grade Velcro® (not included) is recommended if mounting is not possible with provided screws or ties.
8. Utilizing the floor map previously provided, place the Reference Tags in their marked locations.

**ⓘ ⓘ DO NOT mount the Reference Tags at this point. ⓘ ⓘ**

## Touch Screen PC

- Vuze PC instructions assume the PC was purchased from HME Wireless as part of the Vuze system. Details may vary if the PC is sourced elsewhere.
- Prior to shipment, HME Wireless has fully staged, configured and tested your Vuze PC with your Guest Tags.
- Ensure proper power is available and place PC in predetermined location.
- Once turned on, the PC will automatically load Vuze (see [VUZE Management Software](#), pg. 15).

## Reader

- The Reader requires a direct connection to the Vuze PC's Ethernet or network connector.
- Ensure proper power is available for both the Reader and the PC.
  - HME Wireless recommends all components be plugged into surge protection devices.
  - Connect power supply to reader via the connector on the end of the device.
- Install Reader in a location that is between 6 - 10 feet off the ground with the antenna pointing up. Be sure to avoid stainless steel or other metallic surfaces.
- To confirm the Reader connection is active:
  - Select **PING Reader** from the Desktop
  - If successful, you should see the following:

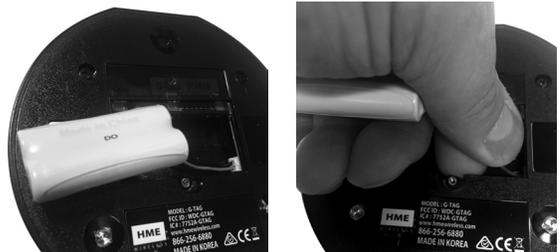
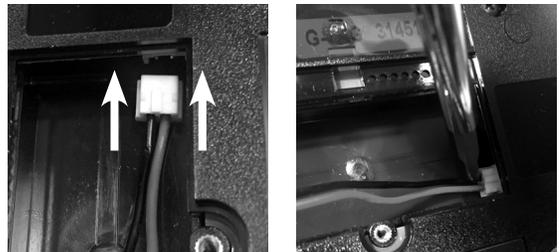
```
Ping statistics for 192.168.1.50:
Packets: Sent = 4, Received = 4, Lost = 0 (0% loss)
```
  - If unsuccessful, check all connections and retry PING Reader.

①① **PC and Reader setup is complete.** ①①

# BATTERY REPLACEMENT

## The Guest Tag

Batteries are located on the under side of the Guest Tag. Follow these steps to replace the batteries:

<p>1. Using a small Phillips head screwdriver, remove the cover holding the battery in place and then remove the cover.</p>	
<p>2. With your thumb and forefinger close to the small white connector, carefully pull on the wires to disconnect and remove the battery.</p> <p><b>Note: Do NOT attempt to disconnect the battery by holding and the battery pulling. Doing this may damage the connectors.</b></p>	
<p>3. To connect the new battery, position the connector, then use the screwdriver (or other small pointed device) to push the connector back into place.</p>	
<p>4. Secure the battery, then replace and secure the battery cover.</p>	

## IMPORTANT

To reduce risk of fire, replace battery with same type and rating: Ni-MH, 2.4 Vdc, 600 mA. Secure battery compartment cover after replacing battery.

**Rating:** 2.4 Vdc, 600 mA.

Replacement batteries are available from HME Wireless, part # BAT.

# The Reference Tag

Batteries are located on under the top cover of the Reference Tag. Follow these steps to replace the batteries:

<p>1. Using a small Phillips head screwdriver, remove the screw holding the battery cover in place.</p>	
<p>2. Slide the battery cover to expose the two batteries.</p>	
<p>3. Remove the batteries, then insert the new batteries by aligning them with the positive (+) and negative (-) indicators.</p>	
<p>4. Slide the cover over the batteries, and secure the battery cover.</p>	

## IMPORTANT

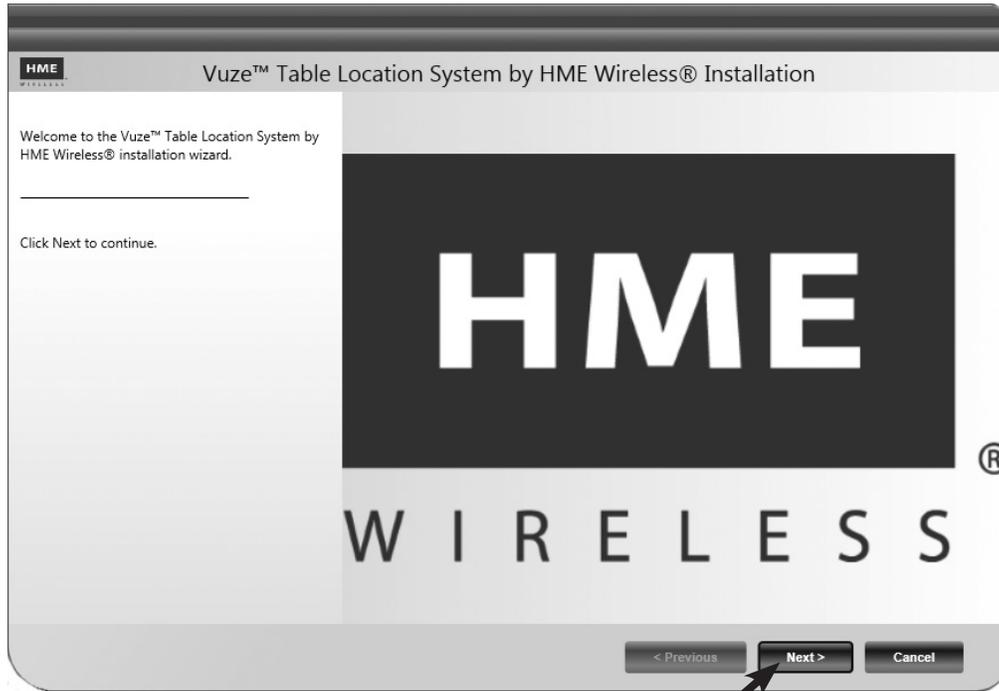
To reduce risk of fire, replace battery with same type and rating: 'A' cell, 3.6 Vdc, 3.6 Ah. Secure battery compartment cover after replacing battery.

**Battery Rating:** 3.6 Vdc, 3.6 Ah.

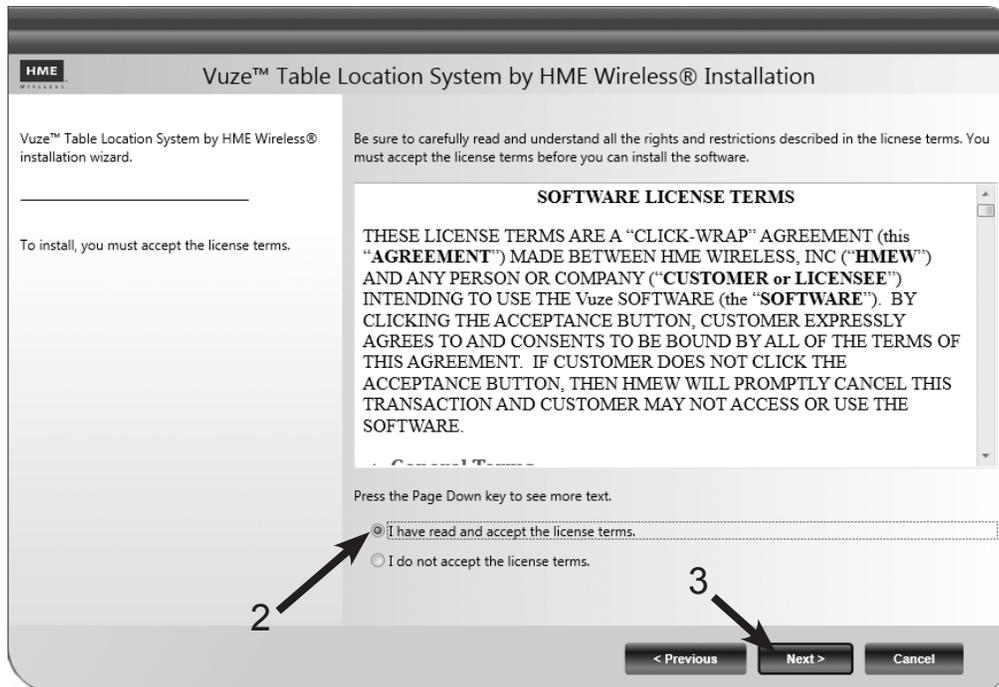
Replacement batteries are available from HME Wireless, part # ALITH.

# VUZE INSTALLATION FILES

If you purchased a PC from HME Wireless, the installation has already been completed. The following are images of each installation page for reference.

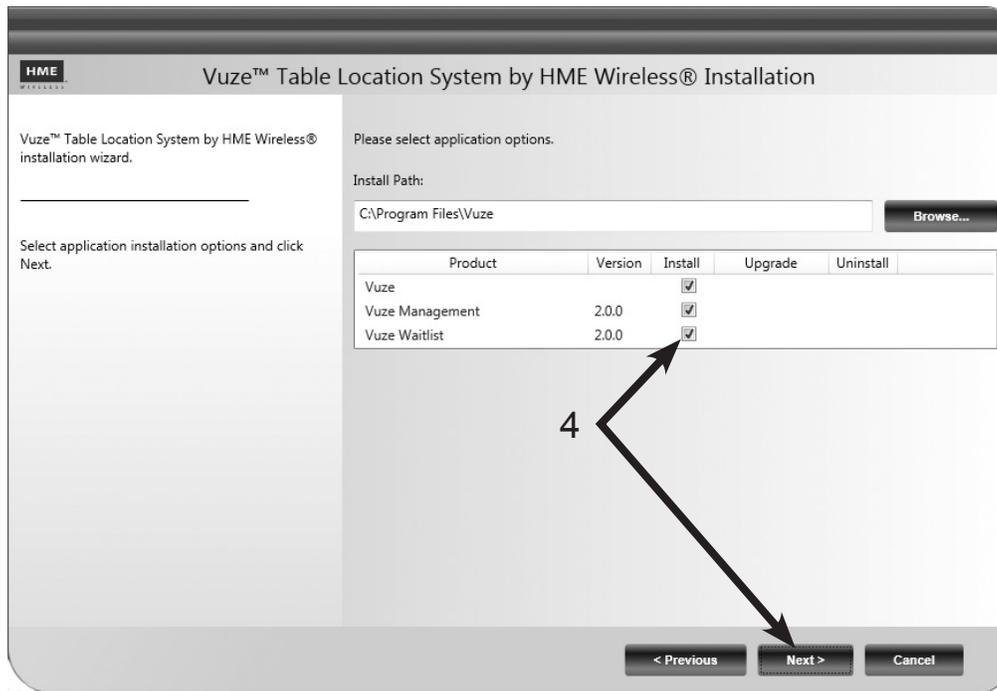


1. Click **Next**.

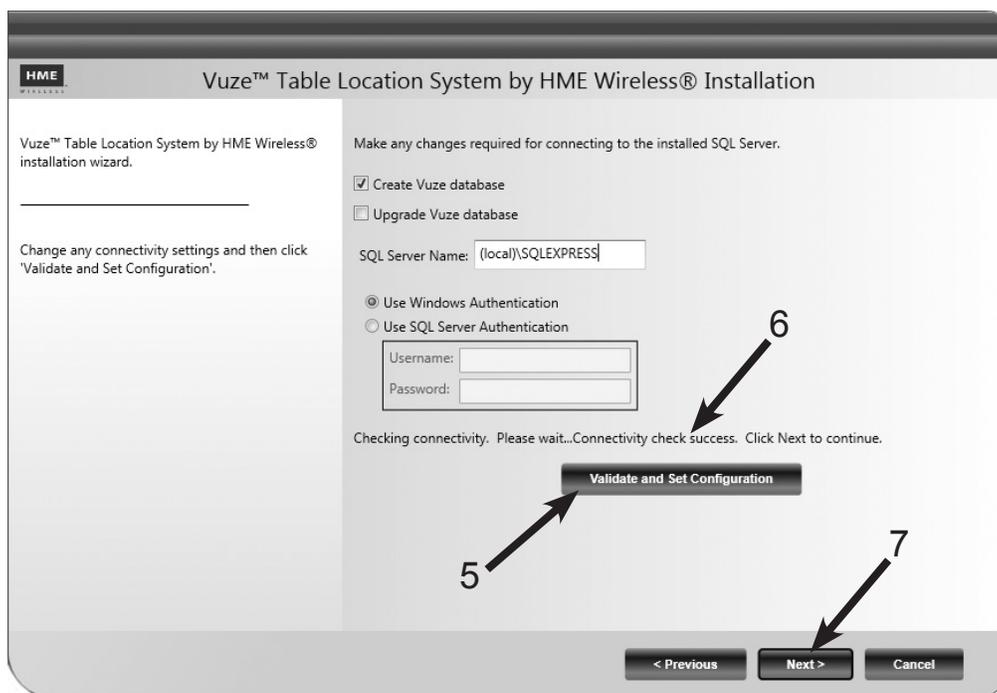


2. Read the Software License Terms, then click "I have read and accept the license terms" to confirm.

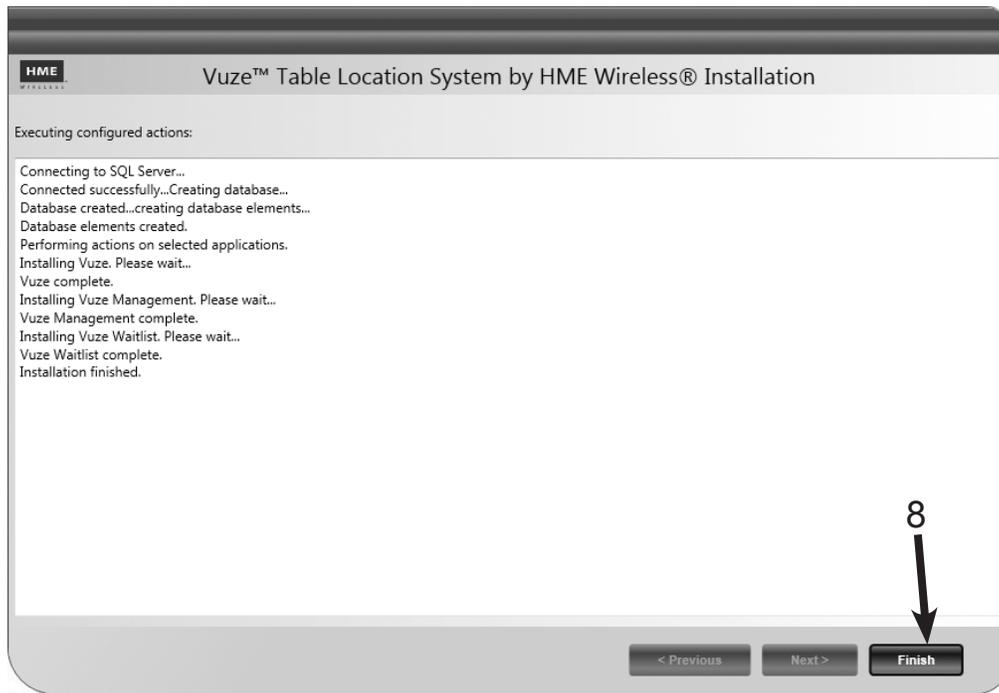
3. Click **Next**.



4. Ensure all three items are checked and path is correct, click **Next**.



5. Click on **Validate and Set Configuration**, wait for confirmation to appear.
6. When “*Connectivity check success*” is displayed, click **Next**.
7. Click **Next** to start the installation.



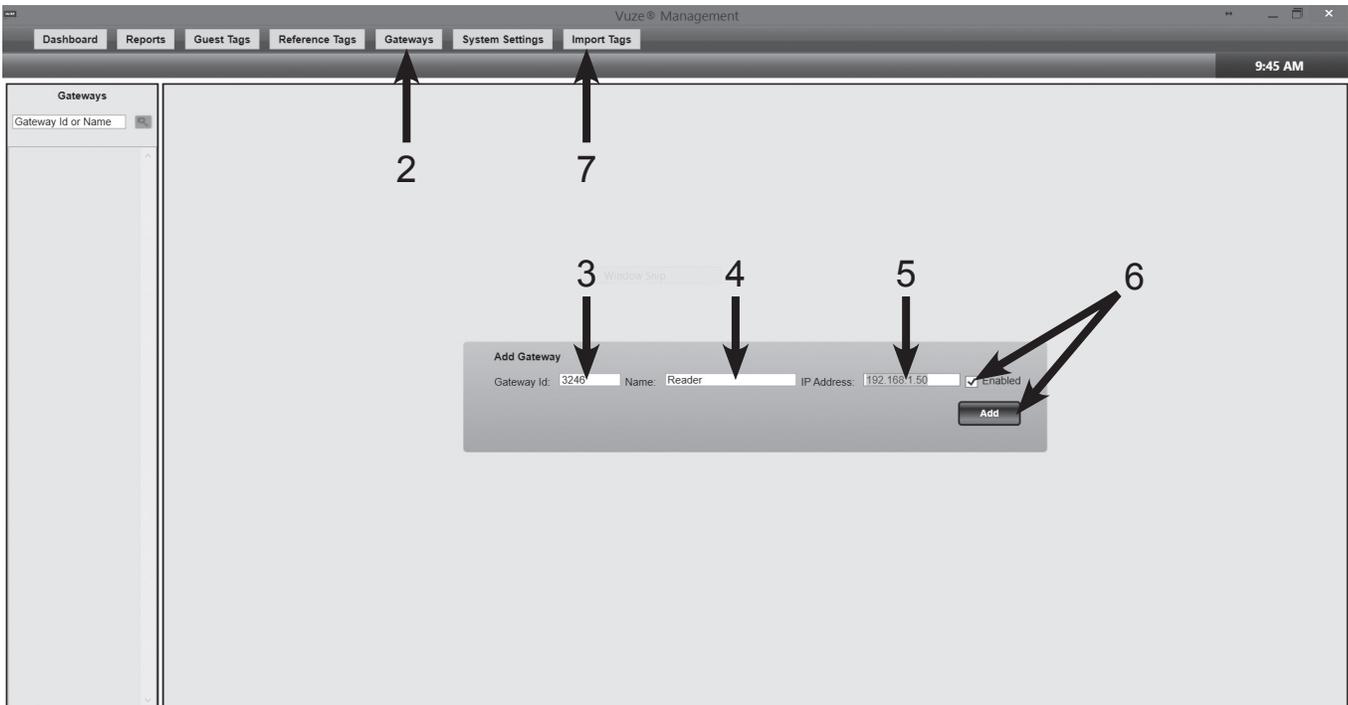
8. Click **Finish**, installation is complete.

If you require any technical assistance please call the HME Tech Support team at: 1-800-848-4468, or email [support@hme.com](mailto:support@hme.com).

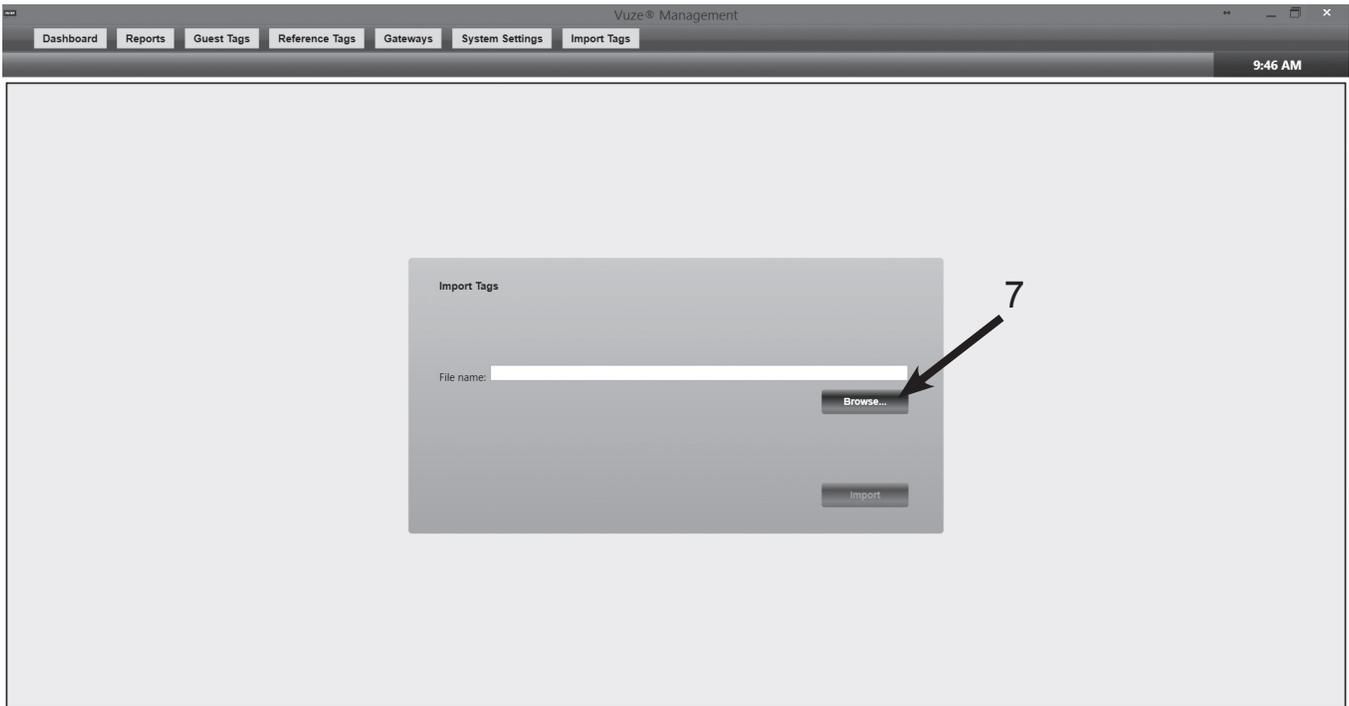
## Importing Guest Tags and Reference Tags

If you purchased a PC from HME Wireless, these components will already be configured for use. If you did not purchase a PC from HME Wireless, you may need to configure the Vuze Reader (gateway), and import guest tags and reference tags from the USB drive included in your Vuze shipment. Open the Vuze Management Application on your windows menu.

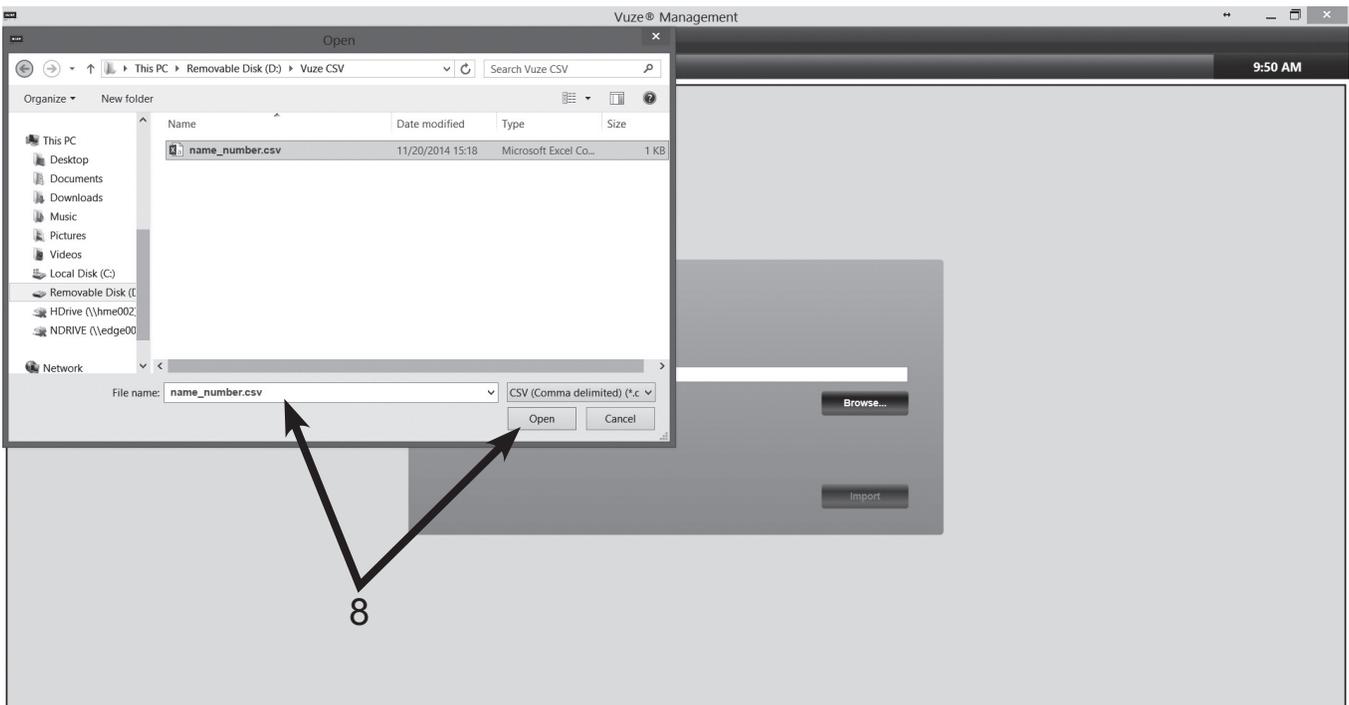
1. Click the Gateway tab.
2. Enter the Gateway ID (this is the number on the Reader front label).
3. Enter the name to be displayed.
4. Enter the IP address for the Reader. The default address is **192.168.1.50**.



5. Ensure that the **Enabled** box is checked and click **Add**.
6. Next, you will need to import the tags from the USB drive into the system. Select the **Import Tags** button on the top of the screen.



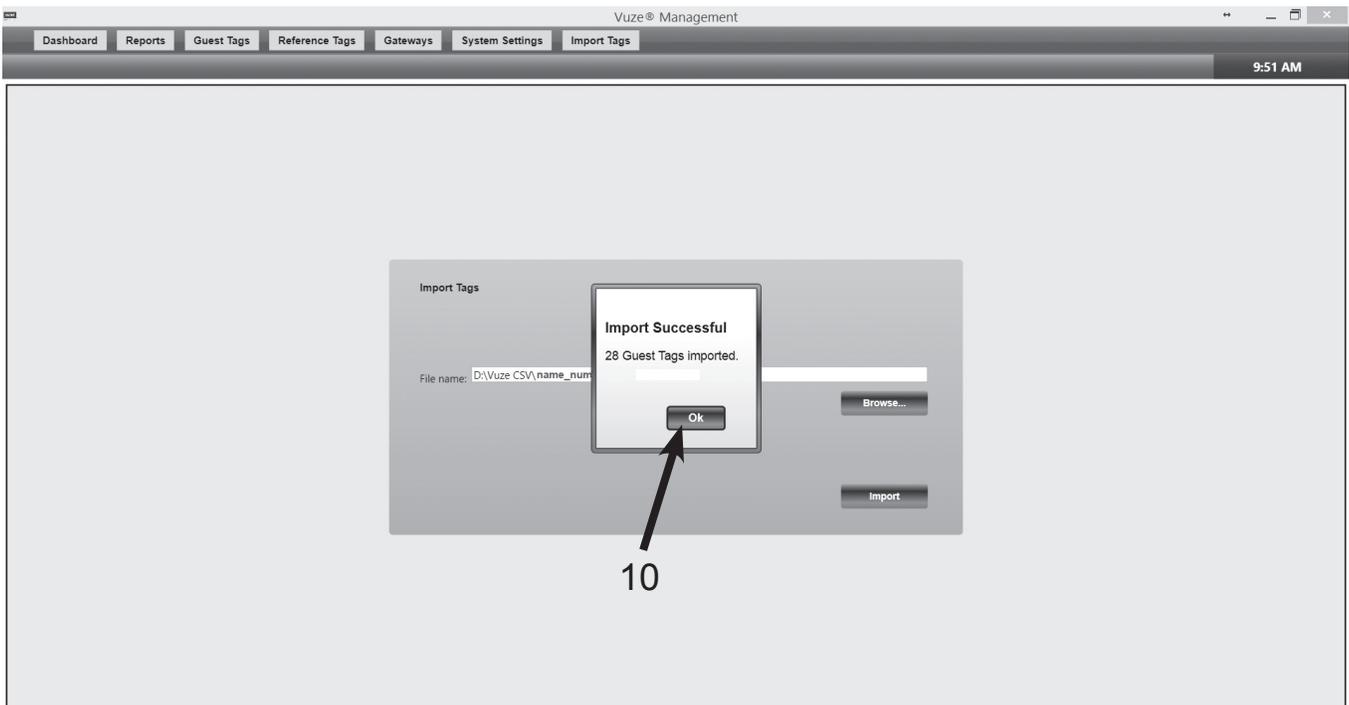
7. Click **Browse** and locate the Tag import “.csv” file from the USB drive. The file name is derived from the store name and customer number (ex: name\_number.csv).



8. Click **Open**, you should see the file's path and name in the *File Name* window.



9. When you have verified that is correct, click **Import**. You should see a box pop-up confirming what has been successfully imported.



10. "Import Successful" will be displayed. Click **OK**. Guest Tags and Reference Tags should now be imported.

Close the Vuze Management application. The system is ready to use.

If you require any technical assistance please call the HME Tech Support team at: 1-800-848-4468, or email [support@hme.com](mailto:support@hme.com).

# VUZE SOFTWARE

The *Vuze Waitlist* application displays all currently active tags in the system. It allows users to quickly identify the location of a Guest Tag (customer) based on information received by the Reader.

The *Vuze Management* software handles all of the back end setup for the Vuze system. In *Management*, you will have the ability to add or make adjustments to the different tags, as well as export reports showing the latest activity of each of the tags in the system for troubleshooting. See [VUZE Management Software](#), pg. 15. As Guest Tags are distributed to customers and they are seated, the Vuze display updates.

## Vuze Waitlist

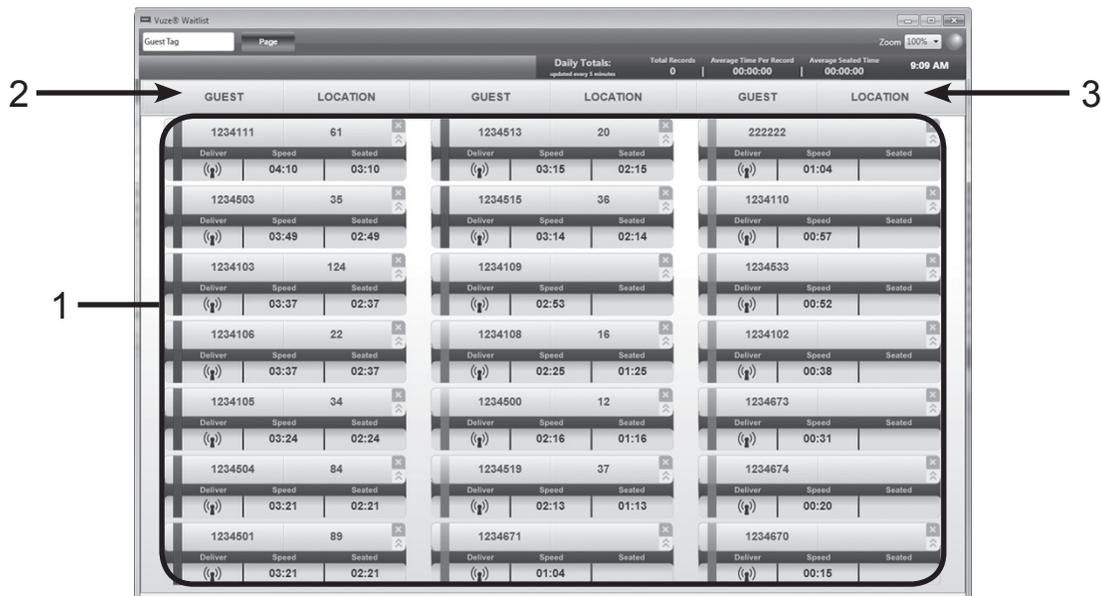
On the Vuze Waitlist, this information is listed by the first record on screen at the top. Each paddle displays the Guest Tag on the left, followed by the Location, with the Timer below. Colors are determined by the Waitlist threshold set in [Vuze Management Waitlist System Settings](#), pg. 23.

- The Vuze display is designed to not show a paddle until it is in motion away from the register area; therefore, the timer will not read 0:00 when the record first appears.
- The Waitlist software requires specific events to occur to function as intended.
  - Guest Tag MUST hear the Activate Tag two times (approx. 10 seconds) before leaving the register area to display on screen.
  - Guest Tag must hear a Delivery Zone or Table tag two times in a row to display a location on the screen.
  - Guest Tag MUST hear the Deactivate Tag two times in a row to remove the record from the screen.
- It is crucial that the Guest Tag is given ample time to hear the Activate Tag prior to being handed out. Failure to do this will result in the Guest Tag not appearing on screen.

## Waitlist Display

The guest tag name and reference tag names are display as *Guest* and *Location*. *Speed* indicates the number of minutes and seconds since the guest tag became active. *Seated* indicates the number of minutes and seconds since located to a table type reference tag.

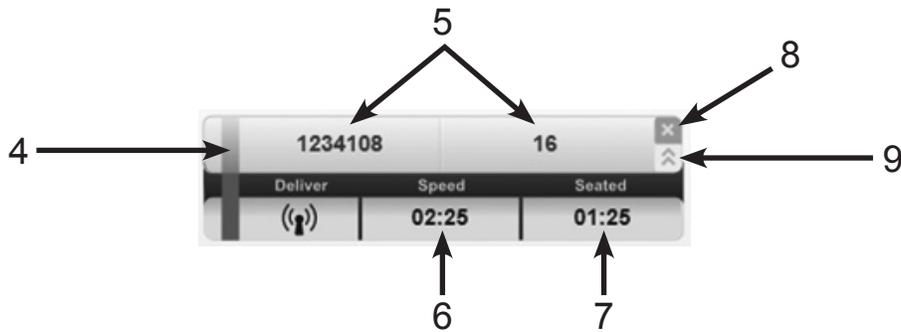
The color to the left of the guest tag cell is an indication of the current threshold due to elapsed speed time. The red, yellow and green threshold seconds are set in System Configuration.



## The Paddle

1. A *Paddle* is displayed for each active Guest Tag in the order in which the Guest Tags become active (next page).
2. Click to sort by Guest (next page).
3. Click to sort by Location (next page).

4. Each *Paddle* has three user defined color thresholds (Green, Yellow and Red), based on how long the paddle has been active on-screen.
5. Paddle record shows the Guest Tag *Number* (ex: 1234108) and *Location* (ex: 16) within the restaurant.
6. The *Speed* Timer represents the amount of time that the Guest Tag has been active.
7. The *Seated* Timer represents that amount of time that the Guest Tag has been at the most recent location.
8. Close paddle.
9. Hide details.



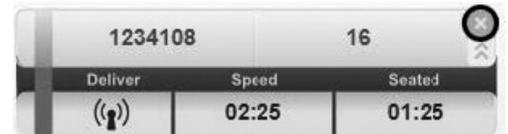
### Deliver

Clicking the *Deliver* icon causes the tag to blink for a configured period of time, as well as mark the tag as delivered. Once a tag has been delivered, no further threshold color changes occur.



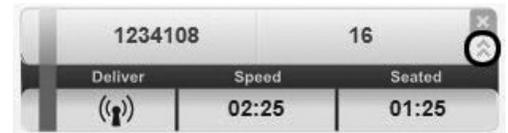
### Clear

Clicking the Clear icon (⊗) will display a window prompt to confirm the action. Clearing a tag make it *inactive*. It is removed from the Waitlist screen and will no longer locate until it is returned to the deactivation station.



### Hide Details

Clicking the Hide icon (⌵) will displays the guest tag and location. The icon changes to indicate that clicking will expand and show the details.



### Sorting

The default Waitlist display sorts by guest tag speed time (the oldest first). If currently not the default, an indicator shows on the current sort column.

- Click **LOCATION** heading text to sort by location in ascending order.
- Click **GUEST** heading text to sort by guest name in ascending order.
- Click a second time to return the sort to its default setting.



# Vuze Management Software

The Vuze Management application provides reporting and system setup. Each function can be accessed by clicking a menu button at the top of the application. If you purchased a PC from HME Wireless, these components will already be configured for use. If you did not purchase a PC from HME Wireless, you may want to configure the settings below.



## Dashboard

The Dashboard displays *Alerts* or *Daily Totals* for Guest Tags and Reference Tags that have not been used for a period of time. Management options include:

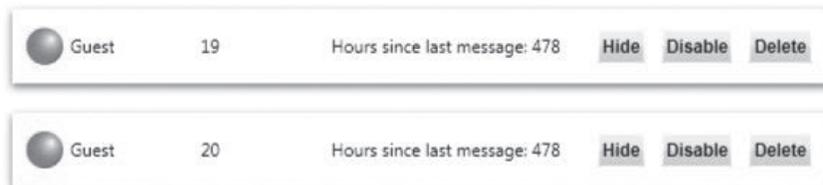
- **Hide:** Hides the alert.
- **Disable:** The Guest Tags or Reference Tags will no longer be used until enabled again.
- **Delete:** Deletes the Guest Tags or Reference Tag from the system.

## Alerts

Alerts are a list of tags that exceed *Tag No Response Threshold 1* and *2* (hours) System Settings parameters. This indicates that the Guest Tag has not been heard from for the indicated amount of time. The row contains an alert color icon with *Red* (over the 2 hour Threshold) and *Yellow* (between the 1 and 2 hour Threshold).

The columns are as follows:

*Alert Color Icon*, *Tag Type*, *Tag Name*, *Hours Since Last Message*, *Hide until heard from* (button), *Disable* (button) and *Delete* (button - will delete from database permanently).



## Daily Totals

*Daily Totals* provides a selectable date range to display the daily totals report of guest tag activity: *Active* to *Deactive*. *Average Time Per Record* indicates the elapsed time between a tag “activating” and reaching “deactivate or delivery”, and *Average Seated Time* is the elapsed time between “located” and “deactivate or delivery”.

*Total Records* is the day’s count of guest tags that went through the complete process of active/located/then deactivated/delivered.

**Note:** For each “active” to “deactive/delivery” group, the “locate” used in the dashboard displays the largest elapsed time to next event.

Date	Total Records	Average Time Per Record	Average Seated Time
2015-10-15	4	00:59:25	00:35:15
2015-10-16	14	00:40:05	00:24:12
2015-10-28	1	00:00:34	00:00:34
2015-10-29	1	00:00:59	00:00:59

## Reports

The Reports option provides several pre-defined reports. Select the report type, range of dates or specified Guest Tags and then click the **Run button**. Once a report is displayed on the screen, it can be printed or exported to pdf, .xls, and .csv file types using the **Export** or **Print** buttons.

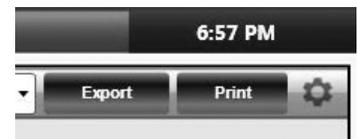
After selecting a report type, you can select date ranges or a specific guest tag may be displayed depending on the report selected. Select the required criteria before clicking the **Run button**.

<b>Locates</b>	The number of Locates for a selected period of time.
<b>Response Time</b>	Reports a record of response time with data exportable to csv. The default range is the past 7 days
<b>Guest Tag Event History</b>	This report provides a detailed list of Guest Tag activity for a user-selected date.
<b>System Activity</b>	This report provides summary information of Guest Tags used (average time used and average time at the table) for each hour in a user-defined date range.
<b>Current Events</b>	This report provides a detailed list of the most recent system events.
<b>Guest Tag Health</b>	This report displays a detailed list of all registered Guest Tags that includes each tag's last message received time and the amount of battery charge remaining. Two Battery life thresholds can be configured to color code rows to highlight the tag's condition.
<b>Reference Tag Health</b>	This report displays a detailed list of all registered Reference Tags that includes each tag's last message received time and the amount of battery charge remaining. Two Battery life thresholds can be configured to color code rows to highlight the tag's condition.

## Report Configuration

On Reports Screen, add gear icon for setting options to affect locate data that is used for drill down data generation.

- Ignore data outside the following 24hr hour settings - Default values of 00:00 indicates ignore.
  - Operating Hours Start (i.e 08:00)
  - Operating Hours End (i.e. 21:30)
2. Only enter locate events where elapsed time is in the following range set in seconds - Default values of 0 indicates ignore.
  - Event Duration Min (i.e 120 seconds)
  - Event Duration Max (i.e. 720 Seconds )



Report Settings

Operating Hours Start:  HHMM (i.e. 830)

Operating Hours End:  HHMM (i.e.2200)

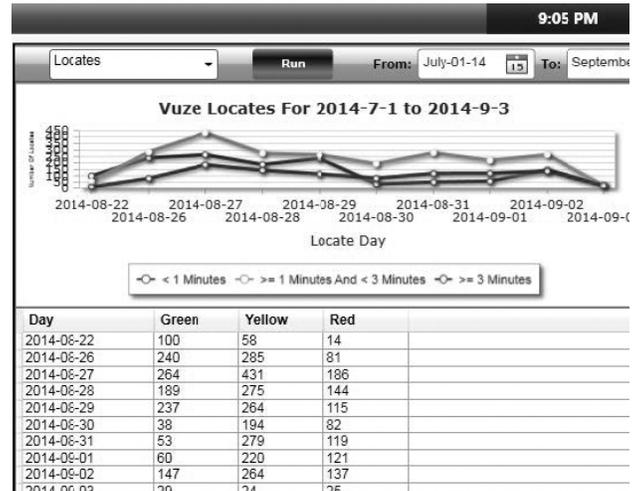
Event Duration Min:  seconds

Event Duration Max:  seconds

# Report Types

## Locates

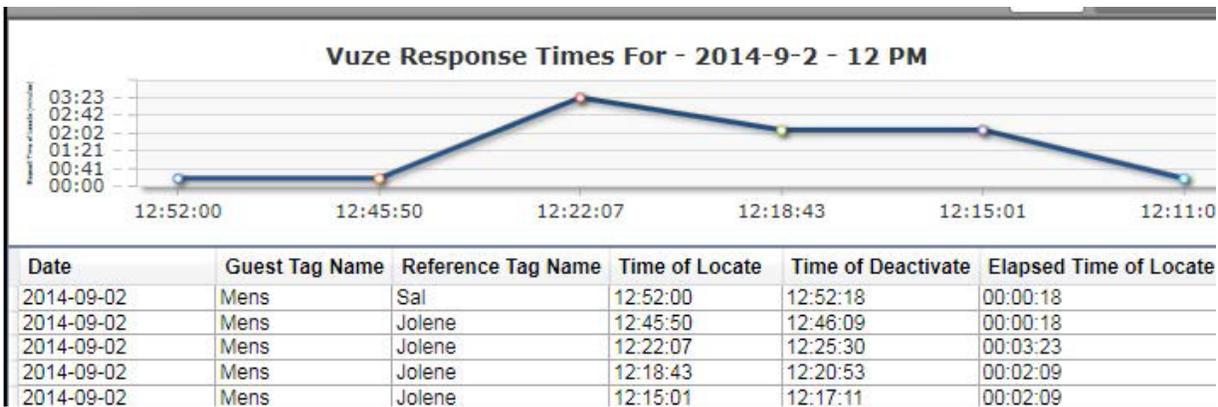
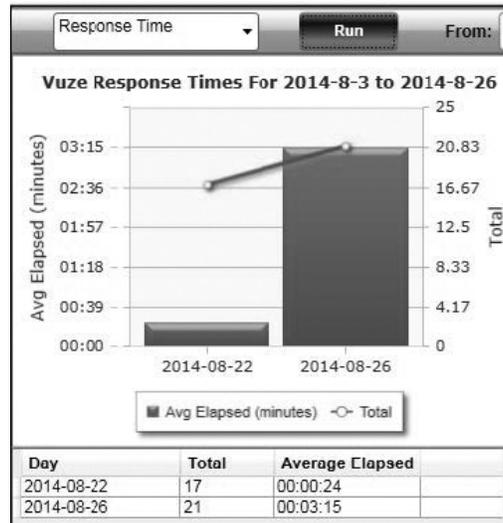
1. New Locates Report to provide Threshold line graph report - data exportable to csv. The selected date range can be drilled down to days and then hours by selecting chart or report data table row.
  - <Day> | <Number of Locates in Threshold 1> (“Green”) | <Number of Locates in Threshold 2> (“Yellow”) | <Number of Locates in Threshold 3> (“Red”)
2. Create new ‘Locate’ report for date range with line graph for green, yellow and red depending on the minutes threshold.
3. Green < threshold1, Yellow >= threshold1 < threshold2, Red >= threshold2 (10 and 15 are default thresholds).



## Response Time

This is a series of response time drill down reports with data exportable to csv. For each day, a locate event that is followed by an inactive state is counted as 1, and the time between the two events is used in the seconds total calculation to be averaged.

Report for the date range: Default is the past 7 days.



Click on Grid Day value text or bar chart column will produce next drill down report.

## Guest Tag Event History

Guest tag events for the selected date and/or tag name.

GT Tag ID	GT Name	Event Type	RT Tag ID	RT Name	RT Tag Type	Event Time	Duration
200161	200161	Forced Inactive				2011-12-14 14:06:26	
200196	200196	Forced Inactive				2011-12-14 14:06:23	
200196	200196	Deliver				2011-12-14 13:42:35	00 00:23:47
200196	200196	Locate	2	2	Table	2011-12-14 13:42:32	00 00:00:02
200161	200161	Active	2	2	Table	2011-12-14 13:42:32	00 00:23:54
200196	200196	Active	102240	102240	Table	2011-12-14 13:42:24	00 00:00:08
200161	200161	Locate	102239	102239	Deactivate	2011-12-14 13:42:01	00 00:00:30
200196	200196	Locate	102239	102239	Deactivate	2011-12-14 13:41:50	00 00:00:33
200161	200161	Forced Inactive				2011-12-14 13:24:31	00 00:17:30
200196	200196	Forced Inactive				2011-12-14 13:24:28	00 00:17:22
200196	200196	Deliver				2011-12-14 13:24:00	00 00:00:28
200161	200161	Deliver				2011-12-14 13:23:57	00 00:00:33

## System Activity

Display guest tag usage by hour for the selected date range.

Date	Hour	Tags Used	Average Time in System (mins)	Average Time at Table (mins)
2011-12-14	10:00 - 10:59	1	14	6
2011-12-14	11:00 - 11:59	3	18	20
2011-12-14	12:00 - 12:59	3	13	17
2011-12-14	13:00 - 13:59	5	11	23

## Current Events

Guest tags currently active.

GT Tag ID	GT Name	Activation Time	RT Tag ID	RT Name	RT Tag Type	Time Located At RT (mins)
200196	200196	2011-12-15 16:24:26	102240	102240	Table	1

## Guest Tag Health

The health of all enabled guest tags in the system. Two Battery life thresholds can be configured to color code rows that highlights a potential trouble condition. This configuration is done in System Configuration.

Tag ID	Name	Last Message Received Time	Life remaining	Last Update Time	% Life Remaining
200161	200161	2011-12-14 13:42:32		2011-12-14 10:12:35	17
200196	200196	2011-12-15 16:24:40		2011-12-14 11:14:37	97

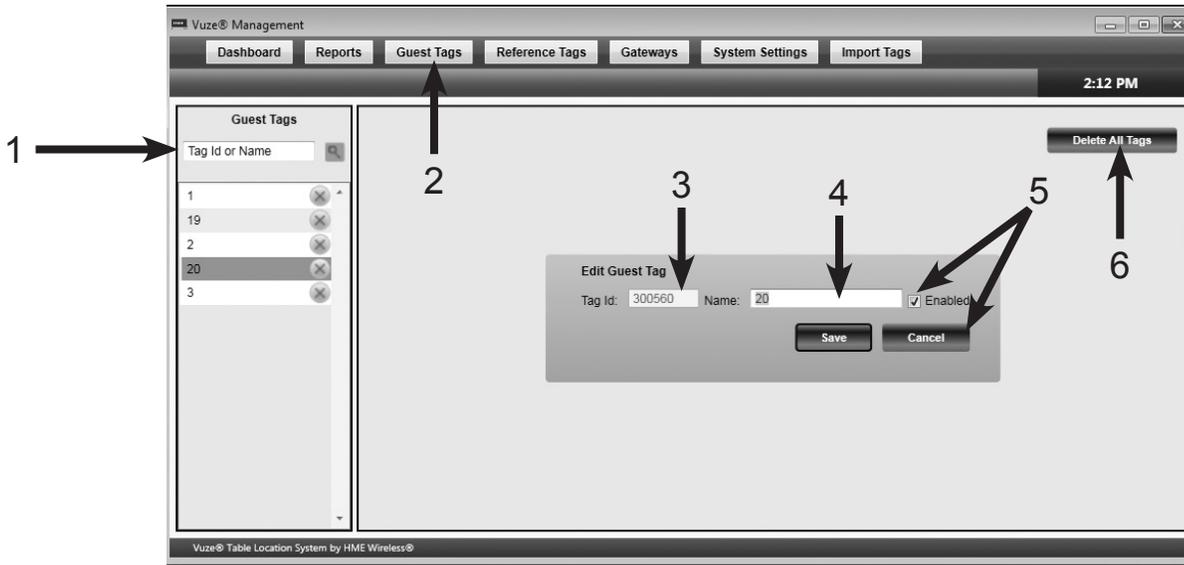
## Reference Tag Health

Lists the health of all enabled reference tags in the system. Two Battery life thresholds can be configured to color code rows that highlight a potential trouble condition. This configuration is done in System Configuration.

Tag ID	Name	Last Message Received Time	Life remaining	Last Update Time	% Life Remaining
102239	102239	2011-12-14 11:44:28		2011-12-14 09:58:28	68
102240	102240	2011-12-14 11:44:28		2011-12-14 10:12:35	77

# Guest Tags

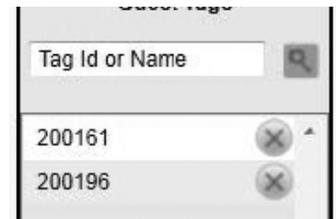
If you purchased a PC from HME Wireless, some Guest Tags will already be configured for use. If you need to add additional Tags (or all Tags), you can setup and register Guest Tags using the Tag option.



1. Search Guest Tags
2. Click the **Guest Tag** tab.
3. Enter the **Tag Id** (this is the number on the **Guest Tag** label).
4. Enter the number on front.
5. Ensure that the **Enabled** box is checked and click **Add**.
6. The clear all Guest Tags and Reference Tags from the system, select **Delete all Tags**.

Guest tags must be added into the system before Vuze will treat them as valid tags eligible for locating. When selecting the Guest Tags screen, the all guest tags in the system are listed on the left side of the screen.

Click the icon to search for a specific *Tag Id* or *Name*. The results will display, beginning with the closest match followed by any others in ascending order. To display all tags, click the icon with an empty **Search** window.



Clicking a tag name will switch the main screen to edit mode.

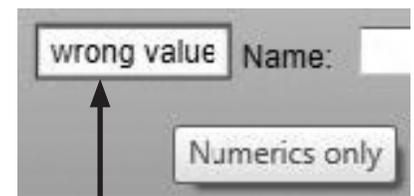
Make the required changes and click **Save**. Clicking **Save** or **Cancel** will return the main panel to add mode. The **Reset Battery Stats button** should only be clicked if non-rechargeable batteries have been replaced in the tag.

The default display on the main panel is Add Reference Tag. Clicking the **Add button** enters the tag into the system.



After entering a new value in a field, leaving the field or clicking a button may cause the field to change its border color to red. This indicates that an invalid value has been entered. A tooltip for the field indicates what a valid field entry should be.

To delete a tag, click the icon to the right of the tag displayed in the list.



Red Border

<b>Tag Id</b>	The Tag Id Serial Number. This is used by the system to identify the reference tag for locating. It must be unique in the system.
<b>Name</b>	This is the customer defined name that identifies the tag. It must be unique in the system.
<b>Type</b>	The type of reference tag. <ul style="list-style-type: none"> <li>➤ <b>Table</b> – “Locates” show in Waitlist application.</li> <li>➤ <b>Tracking</b> – “Locates” still occur as events but the location shows as “not located” in the Waitlist application. For example, this could be used in a drink re-fill station to gather statistics.</li> <li>➤ <b>Deactivate</b> – The Asset tag must locate to this type of Reference tag after becoming inactive. This is due to a waitlist <i>Clear</i> or <i>Auto Clear</i> timeout. The guest tag is then eligible to become active once again.</li> </ul>
<b>Enabled</b>	<i>Enabled</i> indicates that the tag is eligible for locating. If for some reason the tag needs to be taken offline for a period of time, uncheck <i>Enabled</i> .

## Gateways

Before the system will process a message from a Gateway, it must be added the system. When selecting the Gateways screen, the all gateways in the system are listed on the left following the search area.

Click the  icon to search for a specific Gateway Id or Name. The results will display, beginning with the closest match, followed by any others in ascending order. To display all gateways, click the  icon with an empty **Search** window.

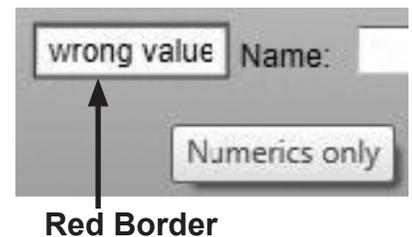
Clicking a tag name will switch the main screen to edit mode. Make the required changes and click **Save**. Clicking **Save** or **Cancel** will return the main panel to add mode.

The default display on the main panel is *Add Gateway*. Clicking the **Add** button enters the gateway into the system.



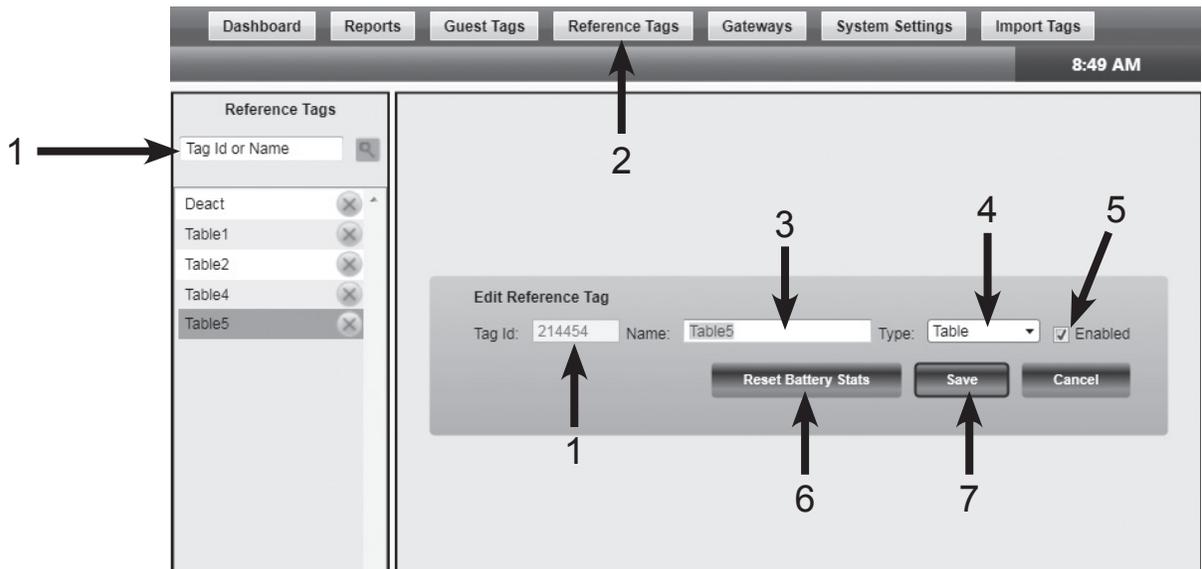
<b>Gateway Id</b>	Gateway Id Serial Number. This is used by the system to identify that a received message is valid and should be processed.
<b>Name</b>	This is the customer defined name to identify the gateway. It must be unique in the system.
<b>IP Address</b>	The Gateway IP address. This is the address used to send the guest tag <i>Blink</i> command.

After entering a new value in a field, leaving the field or clicking a button may cause the field to change its border color to red. This indicates that an invalid value has been entered. A tooltip for the field indicates what a valid field entry should be.



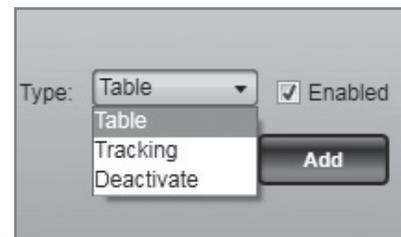
## Reference Tags

If you purchased a PC from HME Wireless, some Reference Tags will already be configured for use. If you need to add additional (or all Reference Tags), you can setup and register them using this option.



1. Enter the **Tag Id** (this is the number on the **Reference Tag** front label).
2. Click the **Reference Tag** tab.
3. Enter the name to be displayed (ex: table 1, bar, etc).
4. Select a **Type** of Reference Tag, then click **Add**:

- **Table** - The Locates show in Waitlist application.
- **Tracking** - Locates still occur as events, but the location is displayed as not located in Waitlist application. This might be used in a drink re-fill station to gather statistics.
- **Deactivate** - Activates Guest Tag (when handed to a customer) and Deactivates Guest Tag (when returned by the customer). An asset tag must locate to this type of reference tag after becoming inactive, due to a Waitlist clear or auto clear timeout. This makes the guest tag eligible to become active again.



5. Ensure that the **Enabled** box is checked.
6. The **Reset Battery Stats** button should only be clicked if non-rechargeable batteries have been replaced in the tag.
7. Click **Save**.

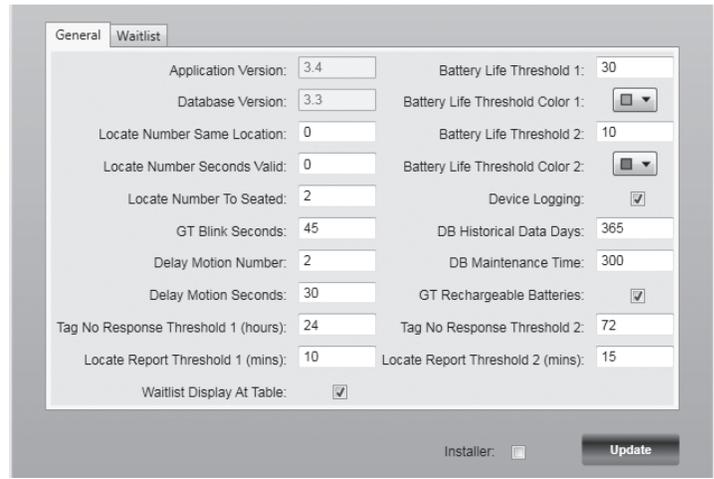
# System Settings - General

The **General Tab** includes advanced settings to configure VUZE. Most of the time, you will not need to change these settings.

It is best NOT to modify these settings unless instructed by HME Technical Support.

If you are making changes, adjust the settings as needed and then select **Update**.

Click the **Installer** option () to return settings to the installation defaults.



Field Name	Description	Default Value	Valid Values
Application Version	Current version of the Vuze application	Current release	Read Only
Database Version	Current version of the Vuze database		
Locate Number Same Location	See detailed description in the Locate section	0	0 – 255
Locate Number Seconds Valid		0	0 – 32767
Locate Number To Seated	The number of Locates (in a row) that must occur before seating logic kicks in. Once this occurs, any future locates are only recorded when 'Locate Number To Seated' occur.	2	0-255
GT Blink Seconds	Number of seconds to blink a delivered tag	45	0 – 255
Delay Motion Number	A tag will not locate and therefore not be displayed on the waitlist screen unless <i>Delay Motion Number</i> in motions are received in <i>Delay Motion Seconds</i> ' seconds. <b>NOTE:</b> to disable this functionality, set <i>Delay Motion Number</i> to 0.	2	0-255
Delay Motion Seconds		30	0 – 32767
Tag No Response Threshold 1 (hours)	Dashboard Alerts in hours that indicate < will show green (note: >= Threshold 1 and <= Threshold 2 will be yellow)	24	0 – 32767
Locate Report Threshold 1 (min)	Locates report value in minutes that indicate < will graph green (note: >= Threshold 1 and <= Threshold 2 will be yellow)	10	0 – 32767
Tag No Response Threshold 2 (hours)	Dashboard Alerts in hours that indicate > will show read (note: >= Threshold 1 and <= Threshold 2 will be yellow)	72	0 – 32767
Locate Report Threshold 2 (min)	Locates report value in minutes that indicate > will graph red (note: >= Threshold 1 and <= Threshold 2 will be yellow)	15	0 – 32767
GT Rechargeable Batteries	Enable to ignore battery statics counts on guest tag health report	False	True or False
Battery Life Threshold 1	Battery life percentage to indicate if less than highlight on the guest tag health report	0	0 – 100
Battery Life Threshold 2		As displayed	Selectable
Battery Life Threshold Color 1	Threshold 1 coloring	0	0 – 100
Battery Life Threshold Color 2	Threshold 2 coloring	As displayed	Selectable
Device Logging	Enable this setting to log all messages from tags and gateways to their respective message database tables	False	True or False
DB Historical Data Days	The number of days to keep dynamical data before deleting, example is the guest tag event log.	365	0 – 32768
DB Maintenance Time	The hour and minute that the database delete job will run.	300 – 3 am	0 - 2359
Waitlist Display At Table	When checked, this setting causes the system to not display a tag on the screen unless it has successfully been located to a table reference tag.	True	True or False
Installer	When checked, it indicates system is in installer mode. Values become Read Only. Default values are changed to: <ul style="list-style-type: none"> <li>➤ Database Version: 999</li> <li>➤ Locate Number To Seated, Delay Motion Number, Delay Motion Seconds: 0</li> <li>➤ Uncheck Waitlist Display at Table</li> </ul>	False	True or False

## System Settings - Waitlist

The **Waitlist Tab** is available to adjust settings specific to the Waitlist window. Adjust the settings as needed, then select **Update**. Click the **Installer** option () to return settings to the installation defaults.

The screenshot shows the 'Waitlist' settings window. It features two tabs: 'General' and 'Waitlist'. The 'Waitlist' tab is selected. The settings are as follows:

- Threshold Trigger 2: 420 seconds
- Threshold Trigger 3: 560 seconds
- Auto Clear: 1200 seconds
- Threshold Alert 2:
- Threshold Alert 3:
- Show Details:
- Layout UI Zooming:

At the bottom right, there is an 'Update' button and an 'Installer' checkbox which is currently unchecked.

Field Name	Description	Default Value	Valid Values
Threshold Trigger 2	The number of seconds being active before threshold 2 coloring will be applied to Waitlist guest tag	420	0 - 32768
Threshold Trigger 3	The number of seconds being active before threshold 3 coloring will be applied to Waitlist guest tag	560	0 - 32768
Auto Clear	The number of seconds to automatically clear a guest tag from the Waitlist	1200	0 - 32768
Threshold Alert 2	The waitlist application will display a warning message box when Threshold Trigger 2 occurs	False	True or False
Threshold Alert 3	The waitlist application will display a warning message box when Threshold Trigger 3 occurs	False	True or False
Show Details	The waitlist application shows expanded view details for each guest tag	True	True or False
Layout UI Zooming	When using waitlist layout/map image feature, turn On or Off. The top four records to be shown at 125% zoom.	True	True or False

## TESTING

The Vuze software is designed to allow a user to quickly identify the location of a Guest Tag (customer), based on information received by the tags.

The Vuze system is Active RFID and constantly calling. As a result, there are times when the system displays a location that is adjacent to the intended location. This is consequence of the constant communication with the system. During the testing phase, users and installers can work to reduce these instances by testing the Reference Tag locations and making slight adjustments to the tag placement detailed on the map provided.

There are three types of possible actions that occur in a Guest Tag “transaction”:

- **Activate** - Begins the transaction when the order is taken.
- **Seat** - A Guest Tag hears the same Reference Tag two times at a Delivery Zone or Table.
- **Deactivate** - Ends the transaction after the food is delivered.

## IMPORTANT

- **New Reference Tags have a protective tab in the battery compartment.** To access and remove the protective tab, you’ll need to use a Phillips head screwdriver to remove and replace the Reference Tag battery cover. See [The Reference Tag](#), pg. 6.
- The system is developed and intended to eliminate a majority of the dining room from consideration when delivering food.
- A “transaction” is defined as the time from when a Guest Tag is handed to a guest until the time that the Guest Tag is returned to the deactivate area after food delivery.
- While delivering food, staff should be fully engaged and scan the area for the intended guest as well as other opportunities for service.
- For testing, utilize two Guest Tags from the charger with the Reference Tags placed in the dining room.
- When a Guest Tag is charging, the tag is in Sleep Mode and will not communicate. When Activating or Deactivating, ensure that the tag has enough time to hear the nearby Reference Tag two times (approx 10 seconds).

## Testing Activate and Deactivate Tags

The **Activate** and **Deactivate** tags have the most influence on your system performance.

- When placing Activate tags near the cash register, keep this in mind:
  - The tag signal will be deflected by metal surfaces so try not to place directly next to object like cash drawers, coolers, or wire metal racks.
  - It is important to have a 6 - 12 inch space between the Activate tag location and the Guest Tags.
- To ensure Activation on each transaction, make sure that the Guest Tag is taken off of the charger early enough in the POS entry to ensure that the Guest Tag has time to call twice and hear the Activate Tag. Rushing this process and taking the tag off of the charger too late will cause the system to not hear the Activate command and impact the records on-screen.

***To ensure the Guest Tags are hearing the Activate and Deactivate tags perform the following test:***

1. Remove a Guest Tag from the charger. When the tag is removed and coming out of Sleep Mode, you will see the red LED on the tag flash two times. This indicates that the tag is awake and active.
2. Wait approximately 10 seconds, then take the Guest Tag into the dining room and place it at a location adjacent to a Reference Tag.
3. After a few seconds, the Vuze display will show the paddle for that tag on screen with the name of the Reference Tag that it is sitting next to.
4. Once that is seen on screen, remove the Guest Tag and take it to the Deactivate area.
5. When it has been in the Deactivate area for approximately 10 seconds, the paddle will automatically drop off of the screen.
6. Testing is complete for the Activate and Deactivate tags. If you experience difficulties, adjust the location of the Activate or Deactivate tags to ensure they are clear of any metal surfaces and have adequate distance from the Guest Tags then test again.

## Testing Delivery Zones or Table Tags

Perform this “5-Point” test on each table to ensure accuracy:

1. Take 5 Guest Tags off of the charger and ensure that they have activated (see previous page).
2. Starting from the nearest table, place all 5 Guest Tags on the table; one in each corner and the 5th in the center.
3. Confirm that each of the 5 tags reflect the proper table location on the Vuze Waitlist screen.
4. Once confirmed, move onto the next table, continuing throughout the restaurant until all tables are confirmed.

## IMPORTANT

When moving Guest Tags from the Deactivate area to the Activate area or chargers, be aware of the following:

- If collected Guest Tags are placed in a bin near the Deactivate area, move them to the Activate area before placing tags on the charger.
- Guest Tags placed on the charger go into Sleep mode immediately. Prior to placing Guest Tags on the charger, ensure that they have adequate time to hear the Activate or Deactivate tag two times. Failure to do this results in what is referred to as “Ghosting”.
- A location is based on the LOUDEST Reference Tag being heard two times, but it may not always be the closest. When placing Reference Tags, it is important that they are not mounted next to items that will cause the signal to be deflected or impacted, such as walls or snug against table legs.
- If a Reference Tag does not respond, check the batteries by unscrewing the top “bubble” piece of the tag and resetting the batteries.

## DEPLOYMENT

The *Vuze Table Location System* utilizes a technology called *Active RFID*. Active RFID (Radio Frequency Identification) allows the tags to be in constant communication with each other, ensuring that the system operates in real-time.

For the best experience when using Vuze, it is important to understand how it works:

**A Guest Tag MUST be settled at its location before it will register on the Waitlist.**

For example:

1. Guest Tag #9 is handed to a guest.
2. As that guest is moving through the restaurant, the Guest Tag is listening for Reference Tag responses and transmits it to the Reader for processing.
3. The Reference Tag senses that the Guest Tag is in motion as the guest moves toward their table.
4. Once the guest is seated, the Reader can now display the location the guests have been seated.
5. This process applies when handing out a Guest Tag (Activating) or returning a Guest Tag (Deactivating). The specific Guest Tag communicates with the Reference Tag again to update its location in the system.



## IMPORTANT

- Metal Surfaces or obstructions may deflect the Reference Tag signal, resulting in a tag being the closest but not the LOUDEST.
- The system relies on the Guest Tag assuming that the closest Reference Tag is also the loudest. It is important to ensure that obstructions do not impede the signal.
- When in motion, the Guest Tag will signal every four seconds. When at rest, it signals every twelve seconds. As a result, you will see a slight delay on the display.
- Guest Tags will need to charge a minimum of one hour prior to use.

# IMPORTANT NOTICES

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## Regulatory Model Numbers

Model name	Regulatory Model number
Guest Tag [VUGST]	GTAG
Reference Tag [VUREF]	RTAG
Charger Base	LTK-CHAR
VUZE Reader	Gateway

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## FCC Regulation

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communication. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Changes or modifications not expressly approved by HM Electronics, Inc. could void the users authority to operate this equipment.

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## Industry Canada (IC)

This device complies with Industry Canada license exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

This device complies with Health Canada's Safety Code. The installer of this device should ensure that RF radiation is not emitted in excess of the Health Canada's requirement. Information can be obtained at [http://www.hc-sc.gc.ca/ewh-sem/pubs/radiation/radio\\_guide-lignes\\_direct-eng.php](http://www.hc-sc.gc.ca/ewh-sem/pubs/radiation/radio_guide-lignes_direct-eng.php)

"Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment."

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Hereby, HME Wireless, Inc. declares that the G-TAG, R-TAG, LTK-CHAR and Gateway are in compliance with the essential requirements and other relevant provisions of R&TTE Directive 1999/5/EC.

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## Waste Electrical and Electronic Equipment (WEEE)

The European Union (EU) WEEE Directive (2002/96/EC) places an obligation on producers (manufacturers, distributors and/or retailers) to take-back electronic products at the end of their useful life. The WEEE Directive covers most HME products being sold into the EU as of August 13, 2005. Manufacturers, distributors and retailers are obliged to finance the costs of recovery from municipal collection points, reuse, and recycling of specified percentages per the WEEE requirements.

Instructions for Disposal of WEEE by Users in the European Union

The symbol shown below is on the product or on its packaging which indicates that this product was put on the market after August 13, 2005 and must not be disposed of with other waste. Instead, it is the user's responsibility to dispose of the user's waste equipment by handing it over to a designated collection point for the recycling of WEEE. The separate collection and recycling of waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local authority, your household waste disposal service or the seller from whom you purchased the product.



**Brazil**

“Este produto está homologado pela ANATEL, de acordo com os procedimentos regulamentados pela Resolução 242/2000, e atende aos requisitos técnicos aplicados” Para maiores informações, consulte o site da ANATEL [www.anatel.gov.br](http://www.anatel.gov.br)



China:	<b>GTAG</b>	<b>CMIT ID: XXXXXXXXX</b>	<b>RTAG</b>	<b>CMIT ID: XXXXXXXXX</b>
	<b>Gateway</b>	<b>CMIT ID: XXXXXXXXX</b>	<b>LTK-CHAR</b>	<b>CMIT ID: XXXXXXXXX</b>

**Korea**

해당 무선설비는 전파혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없음 이 기기는 업무용(A급)으로 전자파적합기기로서 판매자 또는 사용자는 이 점을 주의하시기바라며, 가정외의 지역에서 사용하는 것을 목적으로 합니다.

**Mexico**

“La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.”