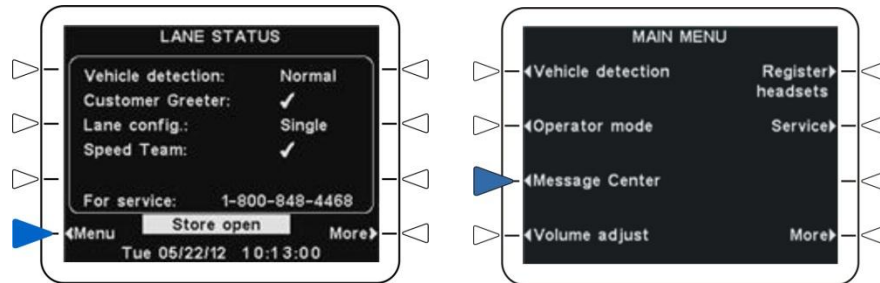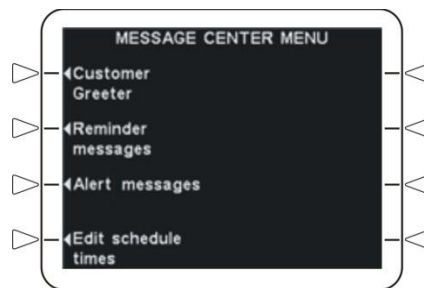# To Access The Message Center Menu:

On the LANE STATUS screen, select **Menu**.
On the MAIN MENU screen, select **Message Center**.

The MESSAGE CENTER MENU is the starting point for all Message Center activity.

From the MESSAGE CENTER MENU, you can do the following:
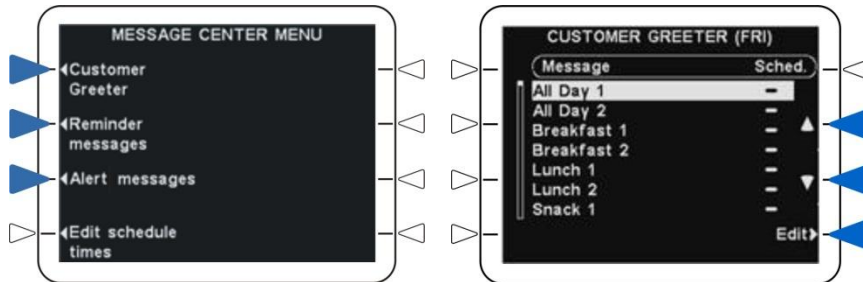
(Select links below for detailed instructions)

- *Review/Record messages*
- *Rename messages*
- *Turn messages on/off*
- *Schedule messages* (days & time periods)
- *Set locations* for messages to be heard
- *Set delay* before messages play (Customer Greeter or Alert)
- *Set messages to repeat* (Reminder or Alert)
- *Set message priorities* (Reminder or Alert)
- *Edit schedule times* (up to 12 time periods)
- *Edit alert message emails*

NOTE: Your screens may be slightly different than the ones in this operation guide. This guide is for single-lane operations. For dual-lanes, some screens provide options to make settings for either lane.

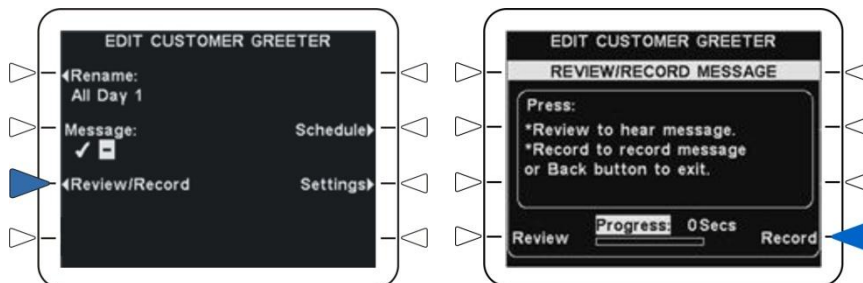If you need help, call or fax HME Technical Support at the numbers below.

To Review/Record A Message:

1. Select **Menu** on the LANE STATUS screen, and **Message Center** on the MAIN MENU, and then select the type of message you want to review/record from the MESSAGE CENTER MENU.

```
MESSAGE CENTER MENU
◄Customer
 Greeter
◄Reminder
 messages
◄Alert messages
◄Edit schedule
 times
```

```
CUSTOMER GREETER (FRI)
Message              Sched.
All Day 1              -
All Day 2              -
Breakfast 1            -     ▲
Breakfast 2            -
Lunch 1                -     ▼
Lunch 2                -
Snack 1                -
                    Edit►
```

2. Select the up ▲ and down ▼ arrows to highlight the message you want to review and/or record, and then select **Edit**.

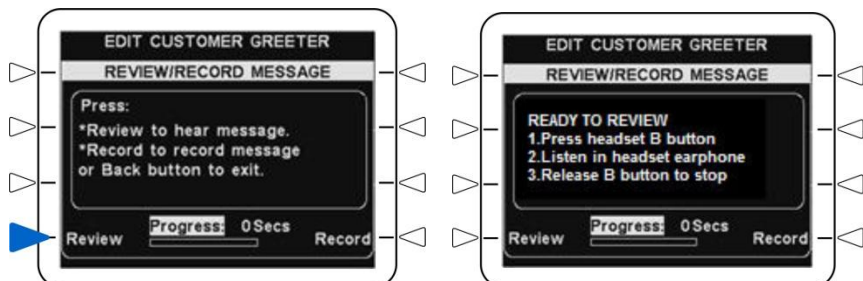**3.** On the EDIT (type of message) screen, select **Review/Record**.

```
EDIT CUSTOMER GREETER
◄Rename:
 All Day 1
Message:            Schedule►
 ✓ ▬
◄Review/Record      Settings►
```

```
EDIT CUSTOMER GREETER
REVIEW/RECORD MESSAGE
Press:
*Review to hear message.
*Record to record message
 or Back button to exit.

        Progress: 0 Secs
Review                  Record
```

4. To record a new message, select **Record**.

```
EDIT CUSTOMER GREETER
REVIEW/RECORD MESSAGE
READY TO RECORD
1.Select headset
2.Press headset B button
3.Speak into headset mic

        Progress: 0 Secs
Review                  Record
```

5. To start recording, press and hold the **B** button on your headset or beltpac and speak into the headset microphone.

You have 16 seconds recording time for Customer Greeter and Reminder messages, 10 seconds for Alerts.
The Progress line indicates recording time passing.

6. When you finish recording, release the **B** button.

7. To listen to the recorded message, select **Review**, and then press and hold the **B** button on your headset or beltpac. The message will be played only in the headset where the **B** button is pressed.

```
EDIT CUSTOMER GREETER
REVIEW/RECORD MESSAGE
Press:
*Review to hear message.
*Record to record message
 or Back button to exit.

        Progress: 0 Secs
Review                  Record
```

```
EDIT CUSTOMER GREETER
REVIEW/RECORD MESSAGE
READY TO REVIEW
1.Press headset B button
2.Listen in headset earphone
3.Release B button to stop

        Progress: 0 Secs
Review                  Record
```

Back
To return to previous screens, press the **Back** button below the screen.

To Rename A Message:

1. Select **Menu** on the LANE STATUS screen, and **Message Center** on the MAIN MENU, and then select the type of message you want to rename from the MESSAGE CENTER MENU.
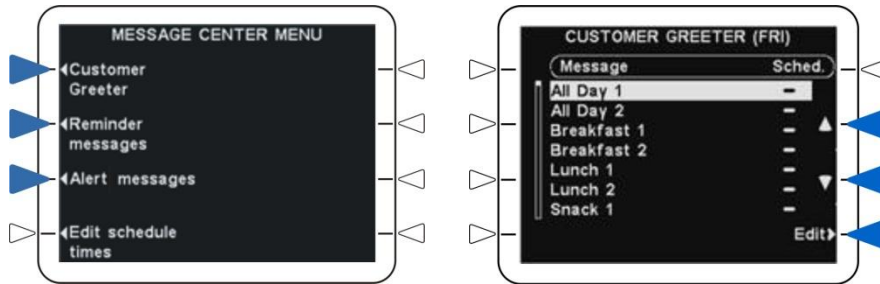
2. Select the up ▲ and down ▼ arrows to highlight the message you want to rename, and then select **Edit**.

3. Select **Rename** from the EDIT (type of message) screen.

To save this setting, press the **Back** button below the screen.
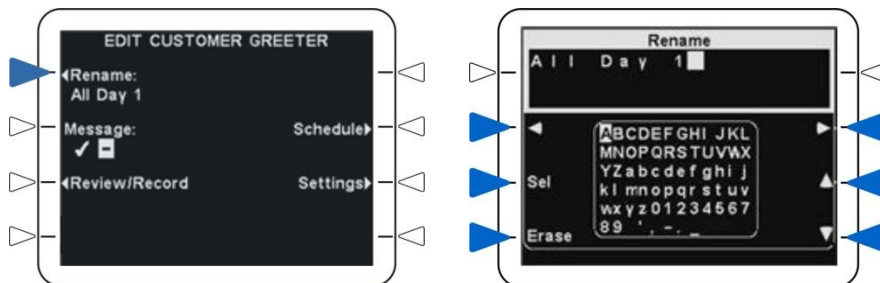
4. Use the **Erase** button to clear any characters from the current name that you want to change. Use the left ◄, right ►, up ▲ and down ▼ arrows to highlight a character that you want to use in a new name, and then use the **Sel** (select) button to enter the character in the name.
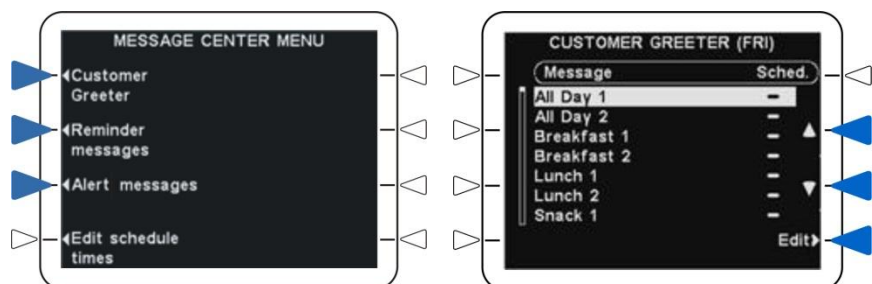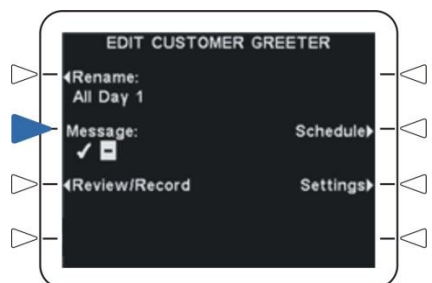
To Turn A Message On/Off:

NOTE: When a message is turned on✓, it will only be played **during a scheduled time period** when one of the following events occurs. A Customer Greeter message will be played when a drive-thru customer arrives. A Reminder message will be played at the beginning of a scheduled time period. An Alert message will be played when an alert situation occurs.

1. Select **Menu** on the LANE STATUS screen, and **Message Center** on the MAIN MENU, and then select the type of message you want to turn on or off from the MESSAGE CENTER MENU.

```
        MESSAGE CENTER MENU
  ◀Customer
   Greeter
  ◀Reminder
   messages
  ◀Alert messages
  ▷◀Edit schedule
     times
```

```
      CUSTOMER GREETER (FRI)
  ( Message              Sched. )
    All Day 1              —
    All Day 2              —
    Breakfast 1            —
    Breakfast 2            —
    Lunch 1                —
    Lunch 2                —
    Snack 1                —
                        Edit▶
```

2. Select the up ▲ and down ▼ arrows to highlight the message you want to turn on/off, and then select **Edit**.

3. If you want to turn the message on/off during all scheduled time periods,

```
      EDIT CUSTOMER GREETER
  ◀Rename:
   All Day 1
   Message:        Schedule▶
   ✓ ▬
  ◀Review/Record   Settings▶
```

on the EDIT (type of message) screen, select **Message** to highlight ✓ (on) or **–** (off).

NOTE: If the message is turned on✓, it will be played only in the time period(s) when it is scheduled.

[Back] ← To save this setting, press the **Back** button below the screen.

4

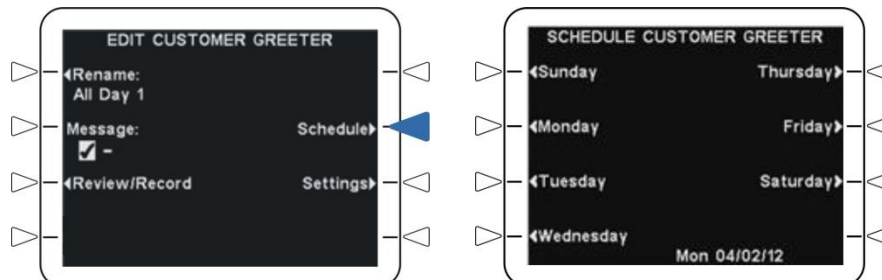# To Schedule A Message To Be Played Or Not Played During Selected Time Periods:

NOTE: A message will only be played **if it is turned on**, **during a scheduled time period** when one of the following events occurs. A Customer Greeter message will be played when a drive-thru customer arrives. A Reminder message will be played at the beginning of a scheduled time period. An Alert message will be played when an alert situation occurs.

1. To select a time period for a gien message, select **Menu** on the LANE STATUS screen, and **Message Center** on the MAIN MENU, and then select the type of message you want to schedule from the MESSAGE CENTER MENU (in this example, a Customer Greeter message).
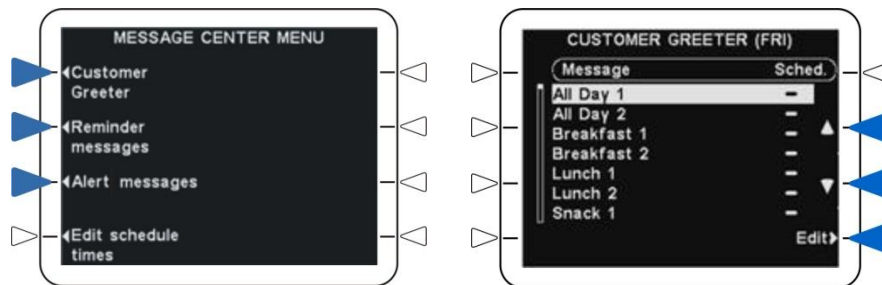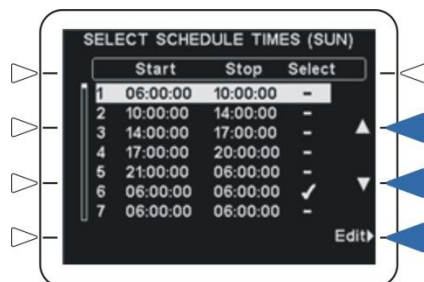

2. Select the up ▲ and down ▼ arrows to highlight the message, and then select **Edit.**
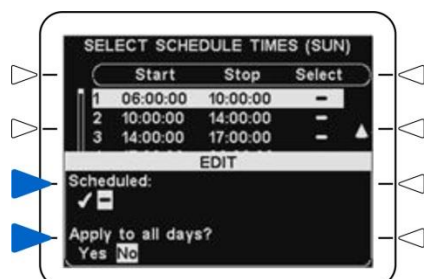
3. Select **Schedule** from the EDIT (type of message) screen.

4. Select the weekday for which you would like to set the message schedule.

5. Select the up ▲ and down ▼ arrows to highlight the desired time period for the message to be played or not played during the selected day, and then select **Edit**.

6. To turn the message on or off during this time period, select **Scheduled** to highlight ✓ (on) or **–** (off).
NOTE: For a message to be triggered to play during a scheduled time period, it must also be turned on ✓.
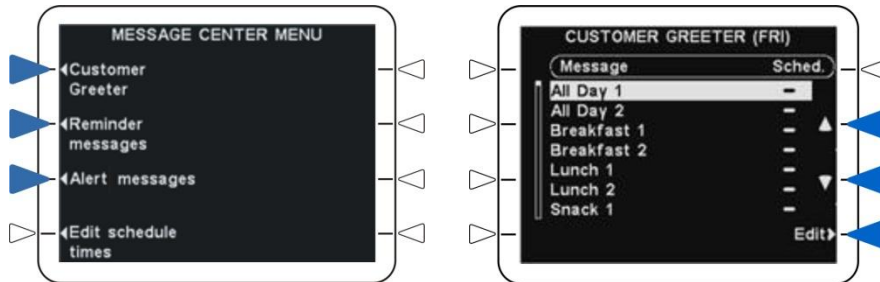
7. If you want this setting to apply to all days, select **Apply to all days?** and highlight **Yes**. If **No** is highlighted, this setting will apply only to the selected day.

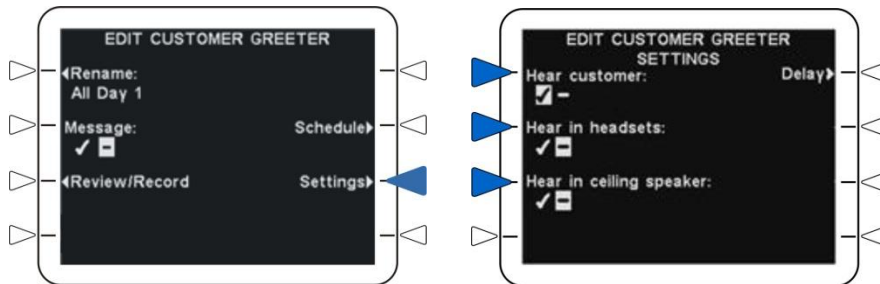Back ⬅ To save this setting, press the **Back** button below the screen.

To Set Locations Where A Message Will Be Heard:

1. To set locations where Customer Greeter messages will be sent, select **Menu** on the LANE STATUS screen, and **Message Center** on the MAIN MENU, and then select the type of message whose location you want to set from the MESSAGE CENTER MENU.
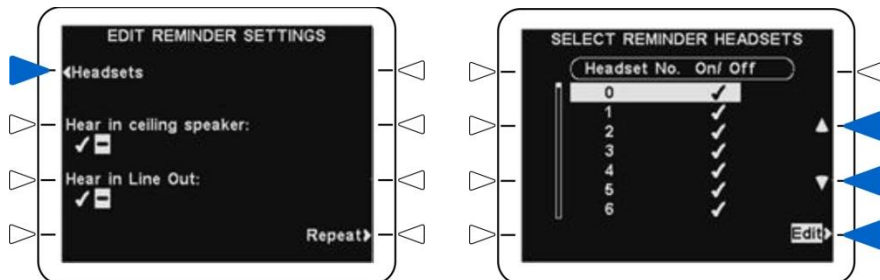
MESSAGE CENTER MENU
- ◄Customer Greeter
- ◄Reminder messages
- ◄Alert messages
- ◄Edit schedule times

CUSTOMER GREETER (FRI)

Message	Sched.
All Day 1	–
All Day 2	–
Breakfast 1	–
Breakfast 2	–
Lunch 1	–
Lunch 2	–
Snack 1	–
	Edit►

2. Select the up ▲ and down ▼ arrows to highlight the message, and then select **Edit**.

3. Select **Settings** from the EDIT (type of message) screen.

EDIT CUSTOMER GREETER
- ◄Rename: All Day 1
- Message: ✓ ▣   Schedule►
- ◄Review/Record   Settings►

EDIT CUSTOMER GREETER SETTINGS
- Hear customer: ✓ –   Delay►
- Hear in headsets: ✓ ▣
- Hear in ceiling speaker: ✓ ▣

4. Select a location where you would like the Customer Greeter message to be heard or not heard, and highlight ✓ (on) or – (off) for that location.

5. To select headsets where you want Reminder/Alert messages to be heard, on the EDIT REMINDER SETTINGS or EDIT ALERT SETTINGS screen, select **Headsets**.

EDIT REMINDER SETTINGS
- ◄Headsets
- Hear in ceiling speaker: ✓ ▣
- Hear in Line Out: ✓ ▣
- Repeat►

SELECT REMINDER HEADSETS

Headset No.	On/ Off
0	✓
1	✓
2	✓
3	✓
4	✓
5	✓
6	✓
	Edit►

6. Use the up ▲ and down ▼ arrows to select a headset number at which you want the message to be heard ✓ (on) or not heard – (off), and then select **Edit**.

SELECT REMINDER HEADSETS

Headset No.	On/ Off
0	✓
1	✓
2	✓

EDIT
- Select headset: ✓ –
- Apply to all headsets? Yes No

7. For the message to be heard in this headset, press **Select headset** to highlight ✓ (on). If you do not want the message heard in this headset, highlight – (off).

8. If you want this setting to apply to all headsets, select **Apply to all headsets?** and highlight **Yes**. If **No** is highlighted, this setting will apply only to the selected headset.

Back ← To save this setting, press the **Back** button below the screen.

To Set A Delayed Or Repeating Message:

Customer Greeter messages can be set for a selected delay from the time they are triggered until they begin playing. Reminder messages can be set to repeat at selected intervals. Alert messages can be set for a selected delay before playing and for selected repeat intervals.

1. Select **Menu** on the LANE STATUS screen, and **Message Center** on the MAIN MENU, and then on the MESSAGE CENTER MENU, select the type message you want to delay or repeat.

2. Select the up▲ and down▼ arrows to highlight the message, and then select Edit.

3. Select **Settings** from the EDIT (type of message) screen.

To Set Customer Greeter or Alert messages to be delayed from the time a message is triggered until it is played:

**1.** On the EDIT CUSTOMER SETTINGS or EDIT ALERT SETTINGS screen, select **Delay**.
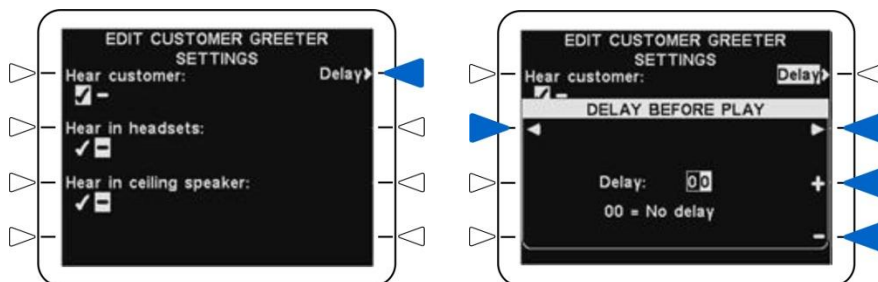
2. To set the number of seconds delay, select the ◄(left) and ► (right) arrows to highlight the number in the Delay field that you want to change. Select **+** and **–** for higher or lower numbers.

To save this setting, press the **Back** button below the screen.

To set Reminder or Alert messages to be repeated:

1. On the EDIT REMINDER SETTINGS or EDIT ALERT SETTINGS screen, select **Repeat**.
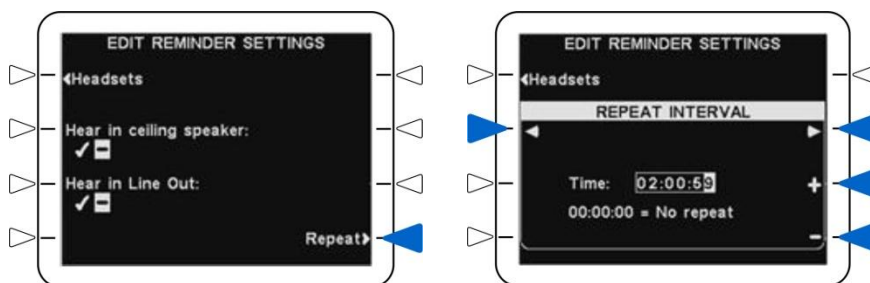
2. To set the time interval between repeats, select the ◄(left) and ► (right) arrows to highlight the numeral in the Time field that you want to change (HH:MM:SS, where HH = hours, MM = minutes and SS = seconds). Select **+** and **–** for higher or lower numbers.

If you do not want the message to repeat, set all zeros in the Time field.

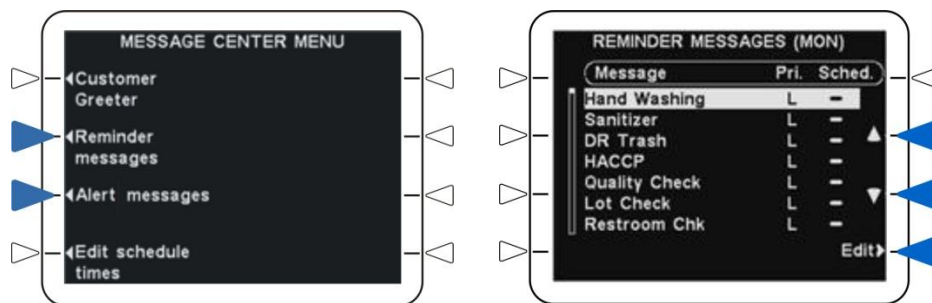To save this setting, press the **Back** button below the screen.

To Set Message Priority:

High or low priority can be set for Reminder and Alert messages.

If the priority is set **Low**, the message may play to completion or be terminated by either an **A** or **B** button being pressed on any headset/belt-pac, or by a car arrival on a given lane.

If the priority is set **High**, the message will play to completion. If a high priority message is interrupted by an **A** or **B** button being pressed on any headset/belt-pac for a given lane, it will retry until it is able to play to completion.

1. Select **Menu** on the LANE STATUS screen, and **Message Center** on the MAIN MENU, and then select the type of message you want to prioritize from the MESSAGE CENTER MENU.

2. Select the up ▲ and down ▼ arrows to highlight the message, and then select **Edit.**

3. Select **Priority** from the EDIT (type of message) screen to highlight **High** or **Low.**
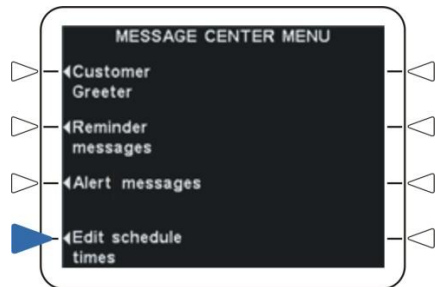

To save this setting, press the Back button below the screen.

To Edit Schedule Times:

All messages use schedule times to determine when they will play, if triggered.

1. Select **Menu** on the LANE STATUS screen, and **Message Center** on the MAIN MENU, and then select **Edit schedule times** on the MESSAGE CENTER MENU.

NOTE: Up to 12 time periods can be scheduled, which should include all required periods for every day of the week. Time periods can be overlapping, or can have gaps between them. Messages can be set to play or not to play during any time period.

CAUTION: Changing the Start time for any time period will change the time when any message(s) scheduled for that period will be played.

2. Select the up ▲ and down ▼ arrows to highlight the time period you want to set or change. You can continue moving the highlighted line down past 7.

3. When the desired time period is highlighted, select **Edit**.
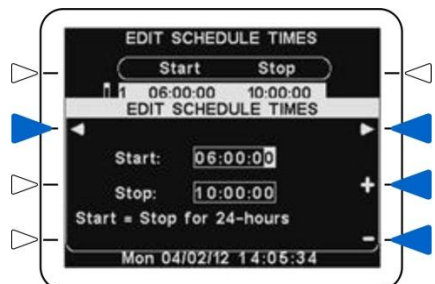
4. Select the ◄ (left) and ► (right) arrows to highlight a number in the Start or Stop field that you want to change. As the highlight passes the end of either field, it will move into the other. Select **+** and **–** for higher or lower numbers.
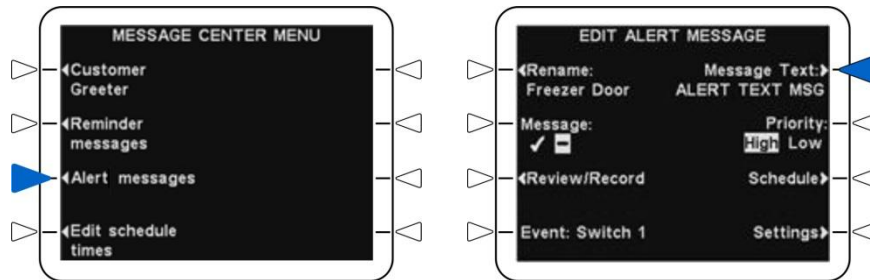
To save this setting, press the **Back** button below the screen.

To Edit Alert Message Emails:

In addition to Alert messages heard in headsets and/or ceiling speakers, email messages can be generated to notify selected recipients when Alert events occur.

1. To edit the message title, select **Menu** on the LANE STATUS screen, and **Message Center** on the MAIN MENU, and then select **Alert messages** on the MESSAGE CENTER MENU.

MESSAGE CENTER MENU
- ◀Customer Greeter
- ◀Reminder messages
- ▶◀Alert messages
- ◀Edit schedule times

EDIT ALERT MESSAGE
- ◀Rename: Freezer Door
- Message Text:▶ ALERT TEXT MSG
- Message: ✓ ▣
- Priority: **High** Low
- ◀Review/Record
- Schedule▶
- Event: Switch 1
- Settings▶

2. On the EDIT ALERT MESSAGE screen, select **Message Text.**

Message Text
ALERT TEXT MSG 1▣

◀
ABCDEFGHIJKLMNOP ▶
QRSTUVWXYZabcdef
Sel ghijklmnopqrstuv
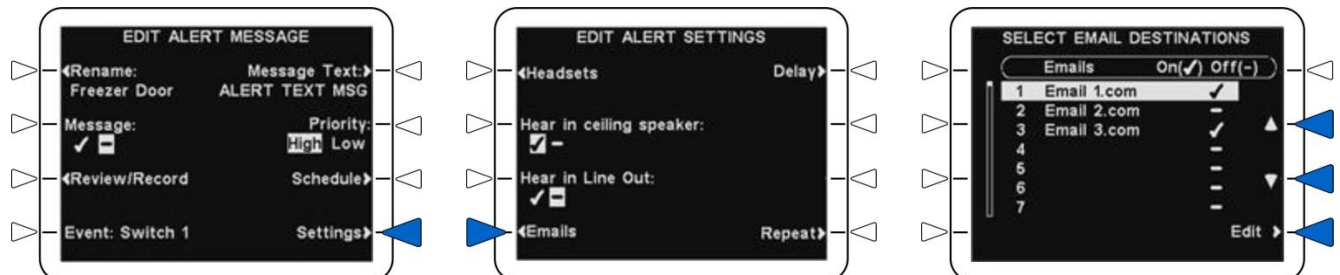wxyz0123456789 ! ▲
#$%&'()*+,-./:;<
Erase =>?@[\]^_`{|}~ ▼

3. On the Message Text screen, use the **Erase** button to clear any email text you want to change. Use the left◀, right▶, up▲ and down▼ arrows to highlight a character that you want to use in the text, and then use the **Sel** (select) button to enter the character in the message.

[Back]
To save the message, press the **Back** button below the screen.

To select the email address(es) where you want the Alert message sent:

1. Press the **Settings** button on the EDIT ALERT MESSAGE screen, and then press the **Emails** button on the EDIT ALERT SETTINGS display.

EDIT ALERT MESSAGE
- ◀Rename: Freezer Door
- Message Text:▶ ALERT TEXT MSG
- Message: ✓ ▣
- Priority: **High** Low
- ◀Review/Record
- Schedule▶
- Event: Switch 1
- Settings▶

EDIT ALERT SETTINGS
- ◀Headsets
- Delay▶
- Hear in ceiling speaker: ☑ –
- Hear in Line Out: ✓ ▣
- ◀Emails
- Repeat▶

SELECT EMAIL DESTINATIONS
	Emails	On(✓) Off(-)
1	Email 1.com	✓
2	Email 2.com	–
3	Email 3.com	✓
4		–
5		–
6		–
7		–

Edit ▶

2. On the SELECT EMAIL DESTINATIONS display, use the up▲ and down▼ arrows to highlight an email address for which you want to turn the message on/off, and then select **Edit**.
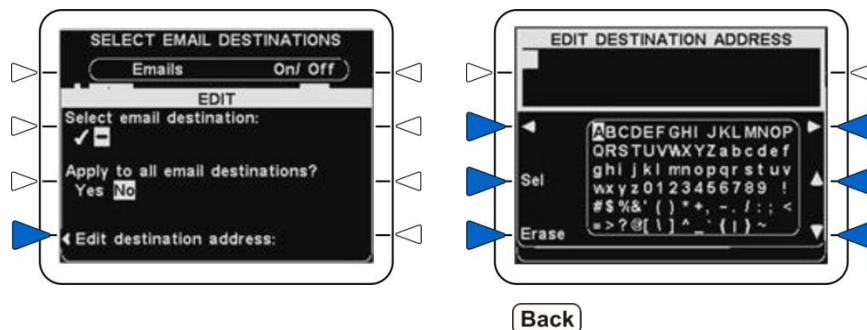
SELECT EMAIL DESTINATIONS

Emails On/ Off

EDIT

Select email destination:
✓ ▬

Apply to all email destinations?
Yes No

◄ Edit destination address:

[Back]

3. For the message to be sent to the selected destination, press **Select email destination** to highlight ✓(on). If you do not want the message sent to the selected destination, highlight **–** (off).

4. If you want the message sent to all email destinations, select **Apply to all email destinations?** and highlight **Yes**. If **No** is highlighted, the message will only be sent to the selected destination(s).

To save the email destination(s),
press the **Back** button below the screen.

To edit the selected email address:

1. Press the Edit destination address button. On the EDIT DESTINATION ADDRESS screen, use the use the **Erase** button to clear any characters you want to change in the selected email address. Use the left◄, right►, up▲ and down▼ arrows to highlight a character that you want to use, and then use the **Sel** (select) button to enter the character in the address.

SELECT EMAIL DESTINATIONS

Emails On/ Off

EDIT

Select email destination:
✓ ▬

Apply to all email destinations?
Yes No

◄ Edit destination address:

EDIT DESTINATION ADDRESS

◄

Sel

Erase

ABCDEF GHI JKL MNOP
QRSTUVWXYZabcdef
ghi jkl mnopqr stuv
wxyz0123456789 !
#$%&'( )*+, -. / : ; <
=>?@[\ ] ^_ ` { | } ~

►

▲

▼

[Back]

To save this email address, press the **Back** button below the screen.