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Zoom

Version 2.0*

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FOR HME ZOOM® TIMER (SYSTEM 40) SOFTWARE

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CHAPTER 1 ZOOM® OVERVIEW

The ZOOM® system measures drive-thru lane events for comparison to your service time goals at up to six detection points in a drive-thru lane. It collects service time data and displays it on the “Dashboard” (the display of drive-thru data on the monitor) in various formats such as total and average times, graphs of service trends, and an animated display of actual cars in the drive-thru lane at any time. It stores the data and uses it to generate summary reports. The reports show trends in service times to provide you with a measurement of efficiency in drive-thru customer service. You can set up the system to generate the reports automatically or on demand, or to transfer the data to a computer.

Optional remote display units can be positioned at locations around your store to show service times at selected detection points. An alarm can also be used to let you know when drive-thru customers arrive, or when selected service times have been reached.

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ZOOM® EQUIPMENT

Your basic ZOOM® equipment includes a Timer Signal Processor, a Control Unit and a Monitor. You may also have other optional equipment such as remote displays or a printer.

Timer Signal Processor (TSP)

The TSP sends lane event data to the Control Unit based on whether or not customers are present at detection points in the drive-thru lane. It also relays service time information from the Control Unit to the Remote Displays, and information to control an alarm.



Control Unit

The Control Unit receives and processes data from drive-thru lane event times sent to it by the TSP. It sends the data to the Monitor and Remote Displays, and provides information for the Dashboard display. It stores your settings and manages a database of raw car data that it uses to generate scheduled and on-demand reports.



Front



Back

Monitor

The Monitor is the primary drive-thru data display for your ZOOM® system. It receives lane event data from the Control Unit and displays it in up to six colors. You can choose the colors and layout of the display. The main lane event display on the Monitor is known as the "Dashboard." Other displays on the Monitor are for viewing reports, viewing and editing the ZOOM® settings and performing diagnostics. Your ZOOM® system may have one or two Monitors.



Optional Remote Displays

You can use up to four optional remote displays with your ZOOM[®] system. Each remote display shows one of eight lane events, average goal percentages or the number of cars in lane. You can set the displays to alert you when drive-thru customers arrive, or when certain service times have been reached.

R31 Remote Display

The R31 is the standard remote display that is used with your ZOOM[®]. It has a single-sided, multicolor display.



R30 Remote Display

Although the R30 is not the standard remote display for ZOOM[®] systems, if you already had one in your store, you may continue to use it. The R30 has a single-sided, red display.

Back-Office PC (not supplied)

You can access the screens of the ZOOM[®] on your Back-Office PC if your system has been configured to work with your Network. You can also use the Back-Office PC to print various reports.

IMPORTANT ZOOM® TERMS

The following ZOOM® terms are important for you to understand.

Cars in Lane

The number of cars that have arrived at the first ON detection point in your drive-thru lane, but have not yet left the last ON detection point.

Dashboard

The main display on your ZOOM® monitor, where you see up-to-date information about drive-thru activity.

Daypart

A time period representing some part of your store's day, between its opening and closing times. You can set up to 12 time periods, or Dayparts per day. Each Daypart automatically ends when the next Daypart begins. They cannot overlap. The last daypart ends when the store closes. Some Daypart examples are: breakfast, mid-morning, lunch, mid-afternoon, dinner, evening and late-night hours.

Detection Point

Generally, a location in your drive-thru lane where a vehicle's presence is measured. Typical detection points are at the Menu Board, Cashier Window and Service Window. A detection point can also be located outside the lane. Detection points of this type are called "independent detectors," because they exist independently of the lane. An example is the Wait Area, where cars are parked while they await their order.

Detection Time

The time from a vehicle's arrival at a specific detection point until its departure from that point.

Event Time

The time associated with lane events, including queue time, total time, detection time and greet time.

Goals

Ideal service times that you can set as objectives for measurement of efficiency in drive-thru service. For example, you can set goals for Service, Menu, Greet or Total times.

Greet Time

The time from a vehicle's arrival at the Menu Board detection point until the order taker begins speaking to the customer.

Lane

Any drive-thru lane.

Lane Event

Any drive-thru event or series of events in which time is measured at detection points. A lane event can be measured by lane, queue time, total time, detection time or greet time.

Pullin

A vehicle that entered the drive-thru lane after the first ON detection point, and exited through the last ON detection point.

Pullout

A vehicle that entered the drive-thru lane through the first ON detection point, but exited the lane before the last ON detection point.

Queue Time

The time from a vehicle's departure from any ON detection point until its arrival at the next ON detection point.

Raw Car Data

Car times automatically stored in the system every time a vehicle leaves the last ON detection point. Raw car data is collected over a period of time, and is used by the system to compile reports.

Repeat

The time, in seconds, between repeating alert tones that you can set for any Daypart goal.

Reports

Presentations of data stored by your ZOOM[®] system, showing drive-thru activity or inactivity during selected time periods, times exceeding goals or comparison of selected time periods, etc., and the settings you have made. You can obtain reports on demand or schedule them in advance to be generated automatically.

Service Goals

A time limit that a vehicle should not exceed for a given lane event. Service goals can be applied to any lane event, such as the time a car spends at a detection point, the total time in the lane, etc.

Shifts

Typical scheduled work hours for your store's crews. Up to 3 shifts can be set in a 24-hour period representing a day between opening and closing times. Shifts can overlap, for example: Shift 1 could be from 6 AM to 2 PM and Shift 2 could be from 11 AM to 7 PM. A shift can also go past midnight, overlapping two days.

Single Lane, Dual Lanes and Y-Lane

The type of drive-thru lane(s) at your store; either with one lane (single), two separate lanes (dual), or two lanes that merge into one (Y-Lane).

Store Hours

Your store's opening and closing times for each day of the week. Store hours for any two days can not overlap. There can be only one store opening time for each day of the week. Store hours can span midnight. For 24-hour stores, the store open and close times are the same.

Total Time

The time from a vehicle's arrival at, or departure from, the first ON detection point until that vehicle's arrival at, or departure from, the last ON detection point.

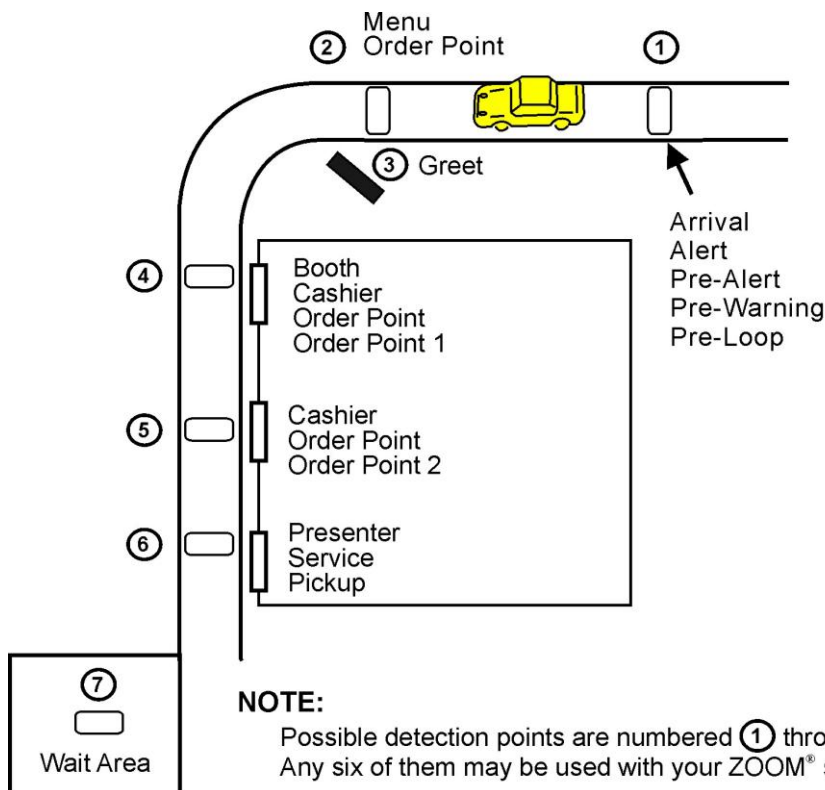
DRIVE-THRU LAYOUT

Look at the following three Layouts to see which most closely matches your store's drive-thru layout. In these illustrations, you can see lists of possible event names that you can use for each detection point, such as Arrival, Menu, Booth, etc.

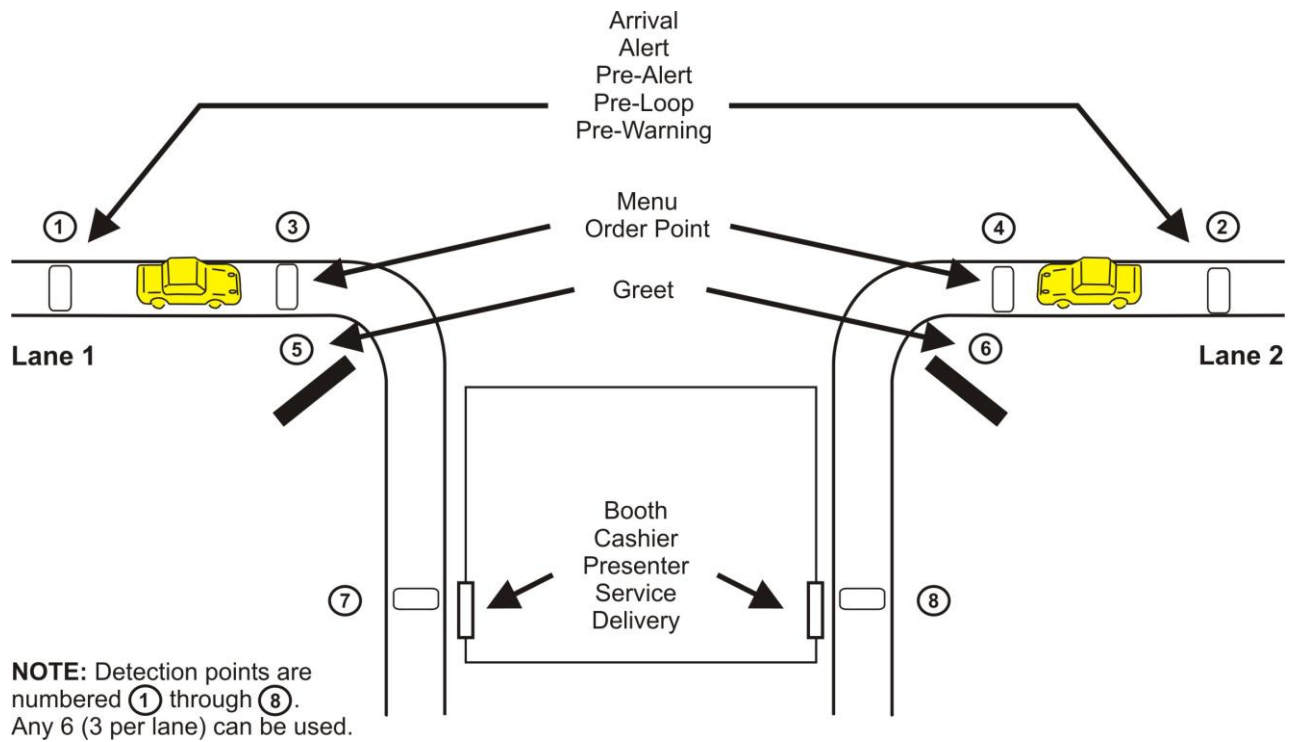
A single-lane drive-thru (Layout 1) can have up to six detection points.

A dual-lane drive-thru (Layout 2) can have up to three detection points per lane.

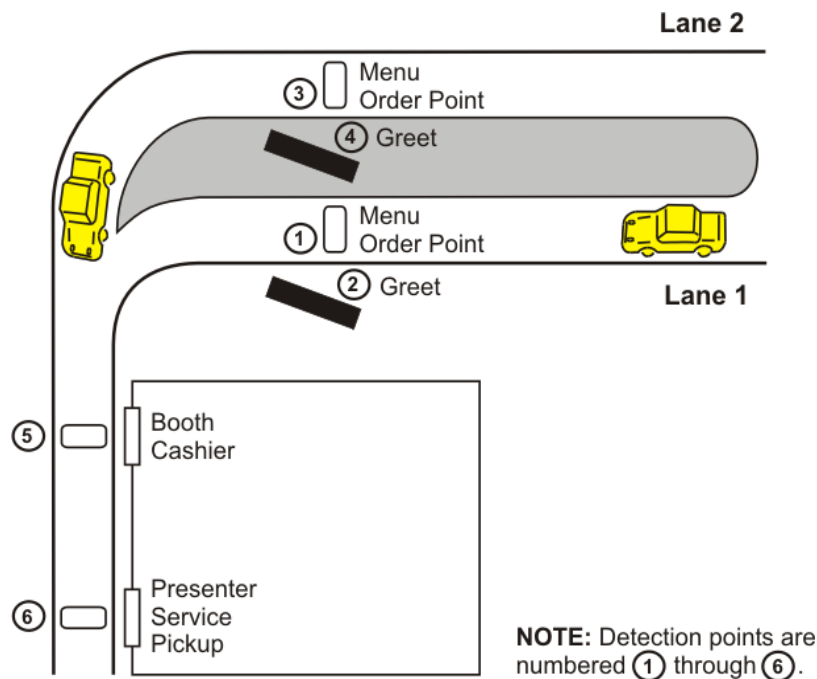
A Y-lane drive-thru (Layout 3) can have up to six detection points.



Layout 1: Typical single-lane drive-thru store layout



Layout 2: Typical dual-lane drive-thru store layout



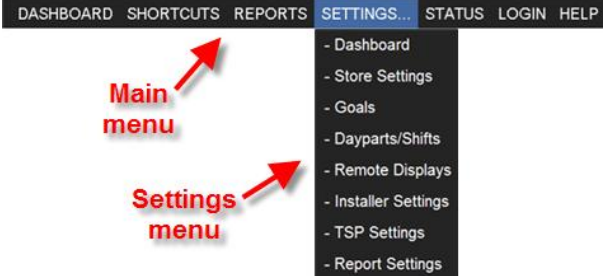
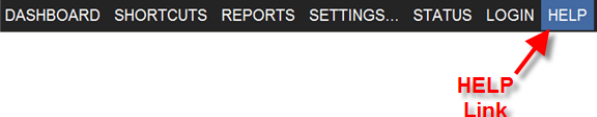
Layout 3: Typical Y-lane drive-thru store layout

CHAPTER 2 USING THE ZOOM®

This section describes the Menu, Controls and Definitions that will help you operate the ZOOM® more effectively. The concepts of the Dashboard, Reports, Settings, Status, Login and Help are explained in this section.

Getting Around the ZOOM® Displays

When you want to obtain reports on demand or make changes to ZOOM® settings, you will need to use the mouse attached to the Control Unit behind the Monitor or the mouse on your Back-Office PC if you are remotely accessing the ZOOM® system. You need to understand the following display characteristics that you will see on the display screens.

Display Characteristic	What it Means
Menu 	When you click on the Menu button on the Dashboard screen, the Shortcuts page will appear with the Menu bar at the top. As you move your cursor over each topic on the Menu bar, it will be highlighted in blue. When you place your cursor over SETTINGS , the SETTINGS Menu will drop down. Click on any topic in the Menu bar or SETTINGS Menu to get to the related area.
HELP link 	Select the HELP link from the Menu bar if you want to open the Table of Contents for the entire ZOOM® Operating Instructions.
HELP button 	Click on the HELP button in the upper right corner of any screen for specific explanation and instructions for the topic on that screen.
EDIT button 	To change settings or make changes to a screen, click on the EDIT button on that screen.

Save and Cancel buttons



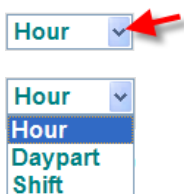
When you are in the Edit mode, click on the **Save** button to save the changes you have made. If you decide not to save the changes, click on the **Cancel** button.

Calendar



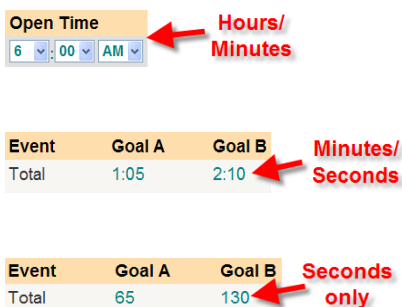
When you click on a calendar icon next to a date field, a calendar appears. The date shown in the date field will be highlighted on the calendar. To change the date in the date field, click on another date on the calendar. The arrows in the blue margin at the top of the calendar allow you to go back (left) or ahead (right) one month or one year, to another calendar. Single arrows are for one month, double arrows for one year.

Drop-down lists



When you are in Edit mode, drop-down lists provide options you can select. To open a drop-down list, click on the down arrow to the right of a field, and click on one of the options to select it from the list.

Hours, Minutes & Seconds



Hours can be shown in 12-hour format (e.g.: 02:30 PM) or 24-hour format (e.g.: 1430). When using the 12-hour format, hours can be shown as 1 – 12 or 01 – 12. In the 12-hour format, AM or PM must also be selected.

When hours and minutes are displayed, hours may be shown as one or two digits, and minutes are shown as two digits, 00 through 59.

When minutes and seconds are displayed, minutes may be shown as one or two digits, and seconds are shown as two digits, 00 through 59.

When seconds only are displayed, they can be shown as more than two digits, such as 497, etc.

Blinking cursor

Title:



When you click in a field that requires words or numbers to be input, there will be a blinking cursor in the field and a keyboard will appear for making an entry in the field.

Keyboard



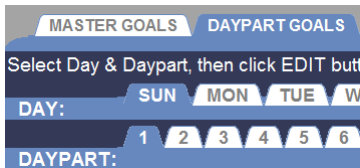
If you click in a field where you need to input words and/or numbers, a full keyboard will appear.

If you need to input symbols or capital letters, select the  symbol on the keyboard. To return to the main keyboard, select  again.

If you only need to input numbers, a small, numbered keyboard will appear.

Use your mouse and cursor to click on characters from the keyboard to enter into the field. When you are finished, click with your cursor outside the field and the keyboard will disappear.

Tabs



When you are in the Edit mode, you may see tabs that look like the tabs on file folders. Selecting the various tabs allow you to switch between items to be edited. There may be more than one level of tabs.

Menu Topics Defined

DASHBOARD

The Dashboard is the main display on the monitor where you see information about activity in the drive-thru lane. You can divide it into as many as eight sections, with displays in up to three colors: red, yellow and green.

The Dashboard can show you service times for cars currently at each detection point, the number of cars in the lane, average service times over various time periods, average total service times, graphs of lane event trends over selected time periods, and animation of lane activity.

SHORTCUTS

The **SHORTCUTS** display provides you with a list of shortcuts to quickly generate the most commonly used reports.

REPORTS

Your ZOOM® system can produce a variety of on-demand or scheduled reports. You can use the reports to compare actual service times to established goals, to examine service trends over selected time periods, and to reveal certain problem areas. Selecting **REPORTS** allows you to choose a report from any time period to be generated from stored data.

SETTINGS

You can change any ZOOM® settings by selecting **SETTINGS** from the Menu bar and then making a selection from the drop-down SETTINGS Menu to review the selected settings. Some of the settings that you can change are: types of information displayed on the Dashboard and optional Remote Displays, types of data and time periods to be included on reports, goals for comparison with actual service times, and store opening and closing times, etc.

NOTE: You should print a new All Settings Report each time any settings change is made, and keep it in a safe place. The information on this report will allow you to restore your store settings if necessary.

STATUS

You can view system status and statistics by selecting **STATUS** from the Menu bar.

LOGIN

You can log into the ZOOM® at your assigned level of permission to perform various functions such as changing the information shown on the Dashboard, obtaining reports, changing ZOOM® settings and performing diagnostics. Refer to Changing Passwords.

Permission allowed for each user login level is described below:

User	Access	Notes
Dashboard	Only for viewing Dashboard data display on Back-Office PC	Password required if set
Reports Only	Only for generating reports that are not scheduled to run automatically	Password required if set
Store Manager	All functions except Installer Settings	Password required if set
District Manager	All functions except Installer Settings	Password required if set
Installer	All functions	Password required - Automatic logout after 10 minutes of inactivity – reverts to Dashboard

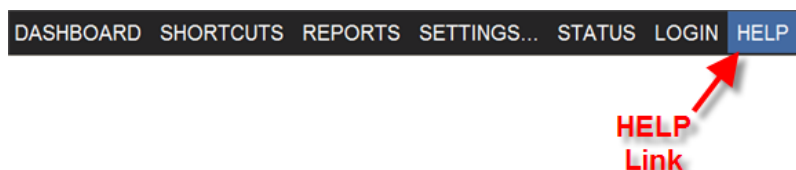
NOTE: If you set a password for a given user, you must set passwords for all users with similar access in order to protect the access features. Automatic logout reverts to the highest level of access without a password.

For maximum system protection, set all passwords.

HELP

The ZOOM® has extensive **HELP** files to assist you with its setups and operation. You can click on the [HELP](#) button on any screen to view explanations and instructions specifically for that screen.

You can also access the Table of Contents for the entire ZOOM® Operating Instructions by clicking on the **HELP** link in the Menu bar, and then clicking on any topic in the Table of Contents to open it.



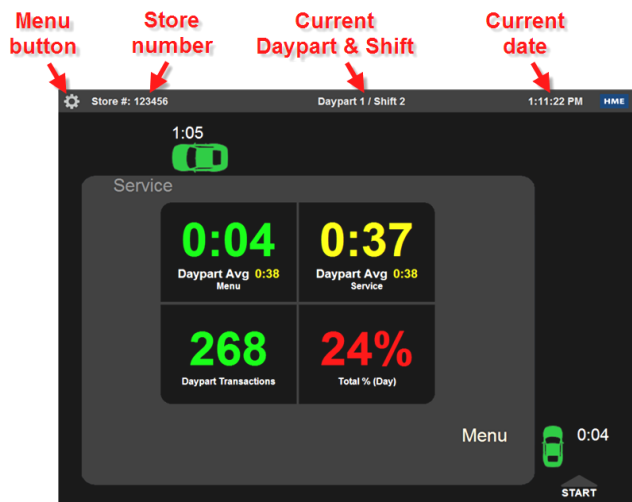
CHAPTER 3 DASHBOARD

The Dashboard is the main display screen that you see on the ZOOM[®] monitor. It shows lane events for each car in the drive-thru area, in “real time” (as they happen).

You can select the lane events that you want to see on the Dashboard, and you can edit their appearance by selecting **Edit** to change Dashboard settings or selecting **Menu** to access the Menu bar to perform various ZOOM[®] functions such as changing store settings, running reports, etc.

Dashboard Content

The Dashboard consists of a frame with one to eight sections that display various combinations of Event times as they occur, as well as average times and graphs. For example, the dashboard shown below has a Lane activity display and four data sections. Each section displays specific drive-thru information; Menu and current Daypart’s Menu Average times, Service and current Daypart’s Service Average times, the number of car transactions in the current Daypart period, and Total Goal % in the current Day period.



The Dashboard refreshes Event time every second.

Average Time, Goal %, Cars In Lane and graphs are updated as events affecting them occur (for example, when a new car arrives or departs).

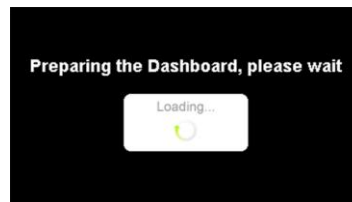
Additional Dashboard Screens that Might Appear:



Initial ZOOM display during power up



ZOOM is restarting



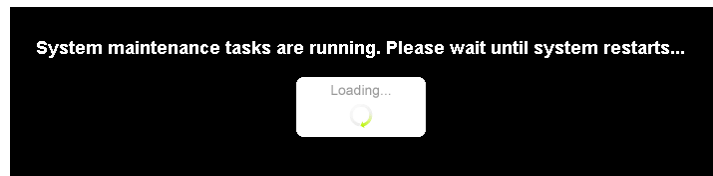
ZOOM is preparing the Dashboard



ZOOM is getting car data from the TSP



ZOOM is trying to communicate with the TSP



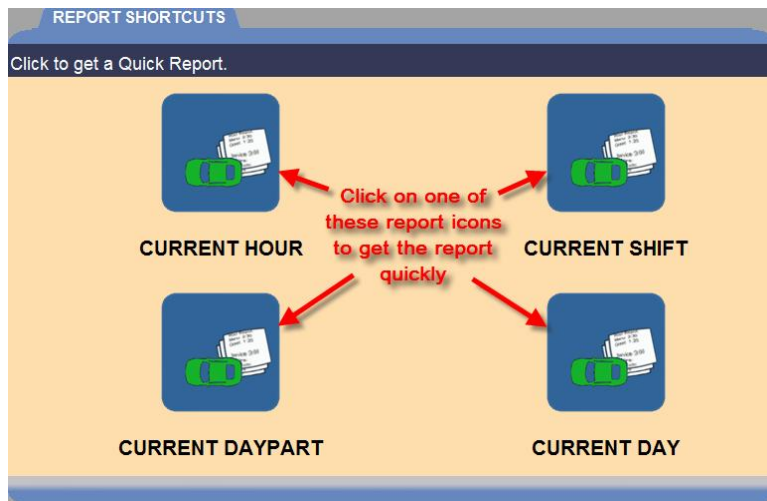
ZOOM is performing preventive maintenance

Editing the Dashboard

You can edit the Dashboard to change the information it displays, and how it appears. For detailed instructions on how to edit the Dashboard, go to Dashboard Settings.

Short Cuts

When you click on **Menu** from the Dashboard, you will automatically be taken to the **SHORTCUTS** screen. This screen gives you a shortcut to quickly obtain the most commonly used reports; Current Hour, Current Shift, Current Daypart or Current Day. Click on one of the report icons on the screen, and that report will be generated.



Grayed-out icon indicates no data is currently available for that report

If the Daypart or Shift report icon is grayed out, it means that no data is currently available for that report. When data has been collected for the current Daypart or Shift, the background of its icon will change back to blue.

CHAPTER 4 REPORTS

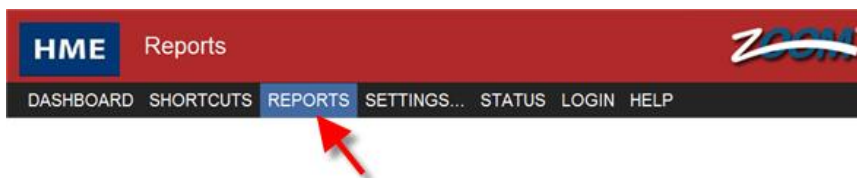
You can generate reports on demand from data stored in the ZOOM[®], or schedule reports to be generated automatically. Day, Week, Month and Year-to-Date reports can be retrieved for up to one year (365 days).

The following types of reports are available:

	Type of Report	Description
SUMMARY	Hour	Summary of drive-thru activity for specified hours of selected dates
	Daypart	Summary of drive-thru activity for specified dayparts of selected dates
	Shift	Summary of drive-thru activity for specified shifts of selected dates
	Day	Summary of drive-thru activity for multiple days within selected dates
	Week	Summary of drive-thru activity for one or more weeks within selected dates
	Month	Summary of drive-thru activity for one or more months within selected dates
	Year-to-Date	Summary of drive-thru activity from beginning of current year to present date
	Raw Car Data	Raw Car Data records for every car passing through the drive-thru within selected dates and times
COMPARISON	Single Day Comparison	Compares Hours, Dayparts or Shifts for a specified day
	Multi-Day Comparison	Compares a single period (Hour, Daypart, Shift, Day, Month) for each day between the selected From and To dates
	Excess	Summary of drive-thru activity exceeding a specified time at a selected lane events such as Greet, Menu Board or Service times, within selected dates and times
	Inactivity	Summary of inactivity at selected lane events such as Greet, Menu Board or Service times, within selected dates and times

SETTINGS	All Settings	Lists all the following ZOOM® settings
	Installer Settings	Lane Configuration, Detector Settings and Service Timer
	Remote Display Settings	List of all settings for each remote display
	Dayparts/Shifts Settings	List of Dayparts and shifts set up to divide the store day
	Scheduled Report Settings	List of scheduled reports
	Store Settings	List of store parameters such as opening and closing times, beginning of week and fiscal year, daylight savings adjustment, etc.
	TSP Settings	List of settings for the Timer Signal Processor
	Master Goals	List of Goals that are the same for each day of the week
	Daypart Goal per Day Settings	List of Goals that can be set differently for each Daypart of every Day of the week
	Daypart Goal per Daypart Settings	
	Dashboard Settings	List of all Dashboard Settings

Click on the **Menu** button in the upper left corner of the Dashboard screen and then click on **REPORTS** on the Menu bar.

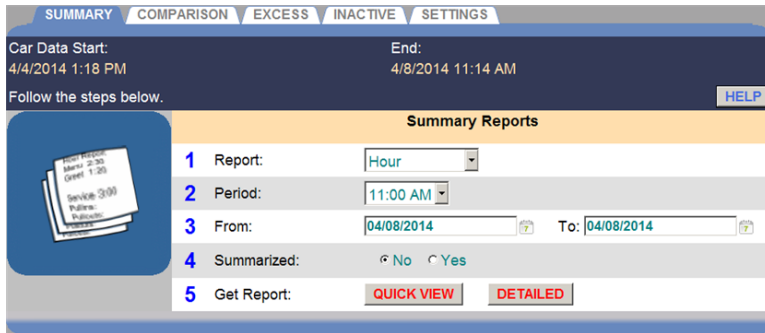


The Reports display will appear with tabs at the top for each type of report.

Click on one of the tabs for the type of report you would like to generate.

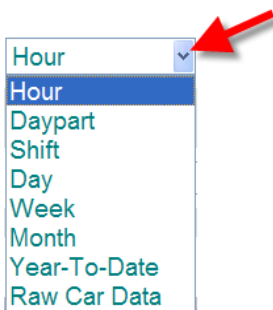
SUMMARY REPORTS

Summary Reports include reports for time periods of an Hour, Daypart, Shift, Day, Week, Month or Year-to-Date, as well as Raw Car Data reports for a selected time period.



Creating a Summary Report

1. Click on the drop-down list arrow to the right of the **Report** field and select the type of Summary Report you want to generate.



2. Click on the drop-down list arrow to the right of the **Period** field and select the period of time for the report. This information will vary according to the type of report selected.
3. Click on the calendar icon to the right of the **From** and **To** fields and select the start and end dates for the report from the drop-down calendars. The dates you select must be within the Car Data Start and End dates at the top of the display.



- Select **No** if you want the report for each selected period to be generated on a separate page. Select **Yes** if you want to generate a single page report containing summarized data from all of the selected periods.
- Click on **QUICK VIEW** for a condensed, less detailed report or click on **DETAILED** for a complete, more detailed report.

1 / 1 Main Report 100% PRINT VIA PDF BACK

Hour Report

Store #: 123456

Start Time: 4/8/2014 11:00:00 AM Stop Time: 4/8/2014 11:59:59 AM

Print Date: 4/8/2014 Print Time: 12:02:39 PM

Menu Board	Greet	Service
Average Time: 00:00:37	Average Time: 00:00:37	Average Time: 00:00:40
Total Cars: 33	Total Cars: 33	Total Cars: 33
Summarized	Summarized	Summarized
Event Time: 00:20:49	Event Time: 00:20:49	Event Time: 00:22:25
Click to see Goals Details	Click to see Goals Details	Click to see Goals Details
Click to see Longest Times	Click to see Longest Times	Click to see Longest Times

Total
Average Time: 00:01:51
Total Cars: 33
Summarized
Event Time: 01:01:22
Click to see Goals Details
Click to see Longest Times

[Click to see Lane Summary](#)

Example of a Quick View Summary Report

1 / 1 Main Report 100% PRINT VIA PDF BACK

Hour Report

Store #: 123456

Start Time: 4/8/2014 12:00:00 PM Stop Time: 4/8/2014 12:08:51 PM

Print Date: 4/8/2014 Print Time: 12:09:56 PM

Event	Total Cars	Average Time (mm:ss)				Longest Times		
		Hour	DP1	DP2	DP3	DP4	Occurrence	Duration (mm:ss)
Menu Board	7	00:36	00:00	00:00	00:00	00:00	4/8/2014 12:04:11 PM	00:55
Greet	7	00:36	00:00	00:00	00:00	00:00	4/8/2014 12:07:42 PM	00:49
Service	7	00:38	00:00	00:00	00:00	00:00	4/8/2014 12:06:46 PM	00:35
Avg Queue Time 1	7	00:30	00:00	00:00	00:00	00:00	4/8/2014 12:06:46 PM	00:51
Total	7	01:44	00:00	00:00	00:00	00:00	4/8/2014 12:05:23 PM	00:50

Event	Goal (mm:ss)	Cars < A			Cars < B			Cars < C			Cars < D			Cars >= D		
		Goal (mm:ss)	Cars	%	Goal (mm:ss)	Cars	%	Goal (mm:ss)	Cars	%	Goal (mm:ss)	Cars	%	Goal (mm:ss)	Cars	%
Menu Board	0:30	3	43%	1:00	4	57%	1:30	0	0%	2:00	0	0%	2:00	0	0%	
Greet	0:05	0	0%	0:10	0	0%	0:15	0	0%	0:20	0	0%	0:20	7	100%	
Service	0:30	1	14%	1:00	6	86%	1:30	0	0%	2:00	0	0%	2:00	0	0%	
Total	1:30	2	29%	2:30	5	71%	5:00	0	0%	7:00	0	0%	7:00	0	0%	

System Statistics

Lane 1

Average Cars In Lane:	1
Total Pullouts:	0
Total Pullins:	0
Delete Over Maximum Cars:	0
Power Fails:	0
System Resets:	0
VDB Resets:	0

Example of a Detailed Summary Report

COMPARISON REPORTS

On Comparison Reports, you can compare the same periods of time for Hour, Daypart, Shift, Day or Month for single or multiple day reports.

Each Comparison Report has two separate graphs, one for Average Times and the other for Number of Cars.

NOTE: The reports generated depend on the lane and detector configuration. Each configuration can change the names of the events, number of available events, and lane specific pullins and pullouts, which alter the format of the report.

Single Day Comparison Report

A Single Day Comparison Report allows you to compare summary data for the same report period; Hour, Daypart or Shift for a specified day, for selected time periods within the day. It allows you to compare one time period to another within a single day.

SUMMARY COMPARISON EXCESS INACTIVE SETTINGS

Car Data Start: 4/4/2014 1:18 PM End: 4/8/2014 12:15 PM

Follow the steps below. [HELP](#)

SINGLE DAY MULTI-DAY

Single Day Report

1 Report: Hour

2 Period:

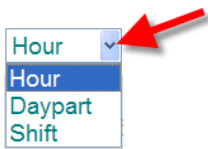
☐ 12:00 AM	☐ 6:00 AM	☒ 12:00 PM	☐ 6:00 PM
☐ 1:00 AM	☐ 7:00 AM	☐ 1:00 PM	☐ 7:00 PM
☐ 2:00 AM	☐ 8:00 AM	☐ 2:00 PM	☐ 8:00 PM
☐ 3:00 AM	☐ 9:00 AM	☐ 3:00 PM	☐ 9:00 PM
☐ 4:00 AM	☐ 10:00 AM	☐ 4:00 PM	☐ 10:00 PM
☐ 5:00 AM	☐ 11:00 AM	☐ 5:00 PM	☐ 11:00 PM

3 Date: 04/08/2014

4 Get Report: SINGLE

Creating a Single Day Comparison Report

1. Click on the drop-down list arrow to the right of the **Report** field to select the type of report you want to generate.



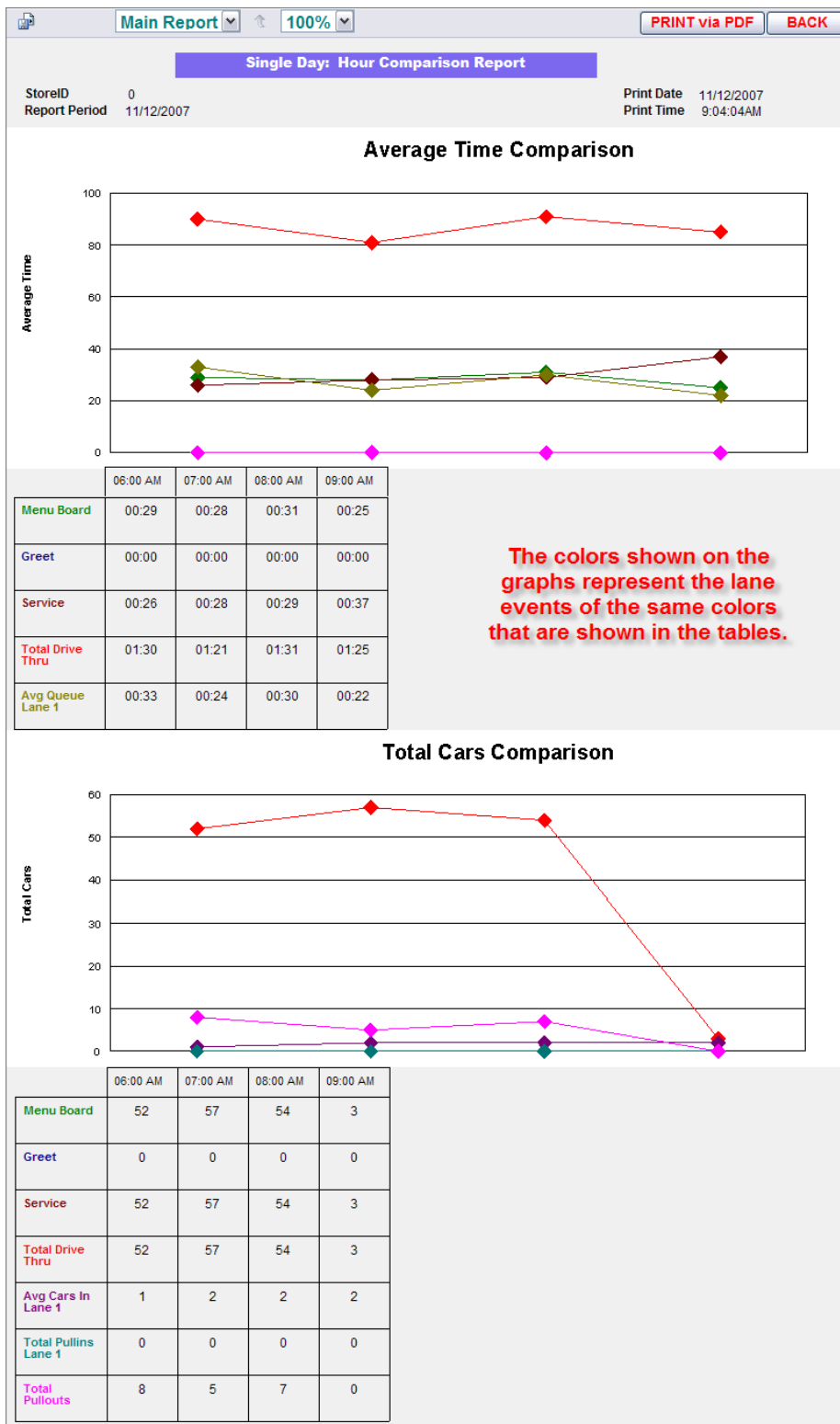
2. Below **Period**, click on the box next to each time period you would like to see on the report, in order to compare two or more periods. This information will vary according to the type of report you selected.

NOTE: Data for the highlighted periods are available for reports. The periods shown in gray have not yet happened, therefore no data is available. As each time period passes, it will be highlighted.

3. Click on the calendar icon to the right of the **Date** field and select the date for the time periods you selected for the report.



4. Click on the **SINGLE** button to the right of **Get Report** to generate the report.



Example of Single-Day Comparison Report

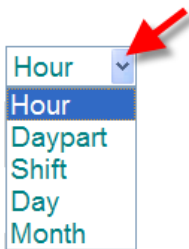
Multi-Day Comparison Report

A Multi-Day Comparison Report shows a single report period (Hour, Daypart, Shift, Day or Month) for multiple days between the selected **From** and **To** dates. It allows you to compare the same report period over two or more days.

The screenshot shows a software interface with tabs: SUMMARY, COMPARISON, EXCESS, INACTIVE, and SETTINGS. The 'COMPARISON' tab is active. At the top, it displays 'Car Data Start: 4/4/2014 1:18 PM' and 'End: 4/8/2014 12:15 PM'. Below this, there's a 'Follow the steps below.' instruction and a 'HELP' button. The 'MULTI-DAY' tab is selected. The main area is titled 'Multi-Day Report' and contains four numbered steps: 1. Report: (dropdown menu showing 'Hour'), 2. Period: (dropdown menu showing '12:00 PM'), 3. From: (date field showing '04/08/2014') and To: (date field showing '04/08/2014'), and 4. Get Report: (button labeled 'Multi-Day'). On the left side of the 'Multi-Day Report' section, there is a blue box with a stack of report icons and a small text box showing 'Report: Menu 2:30', 'Guest: 1:30', 'Service: 3:00', and 'Pulley: 4:00'.

Creating a Multi-Day Comparison Report

1. Click on the drop-down list arrow to the right of the **Report** field and select the report period you want to generate.

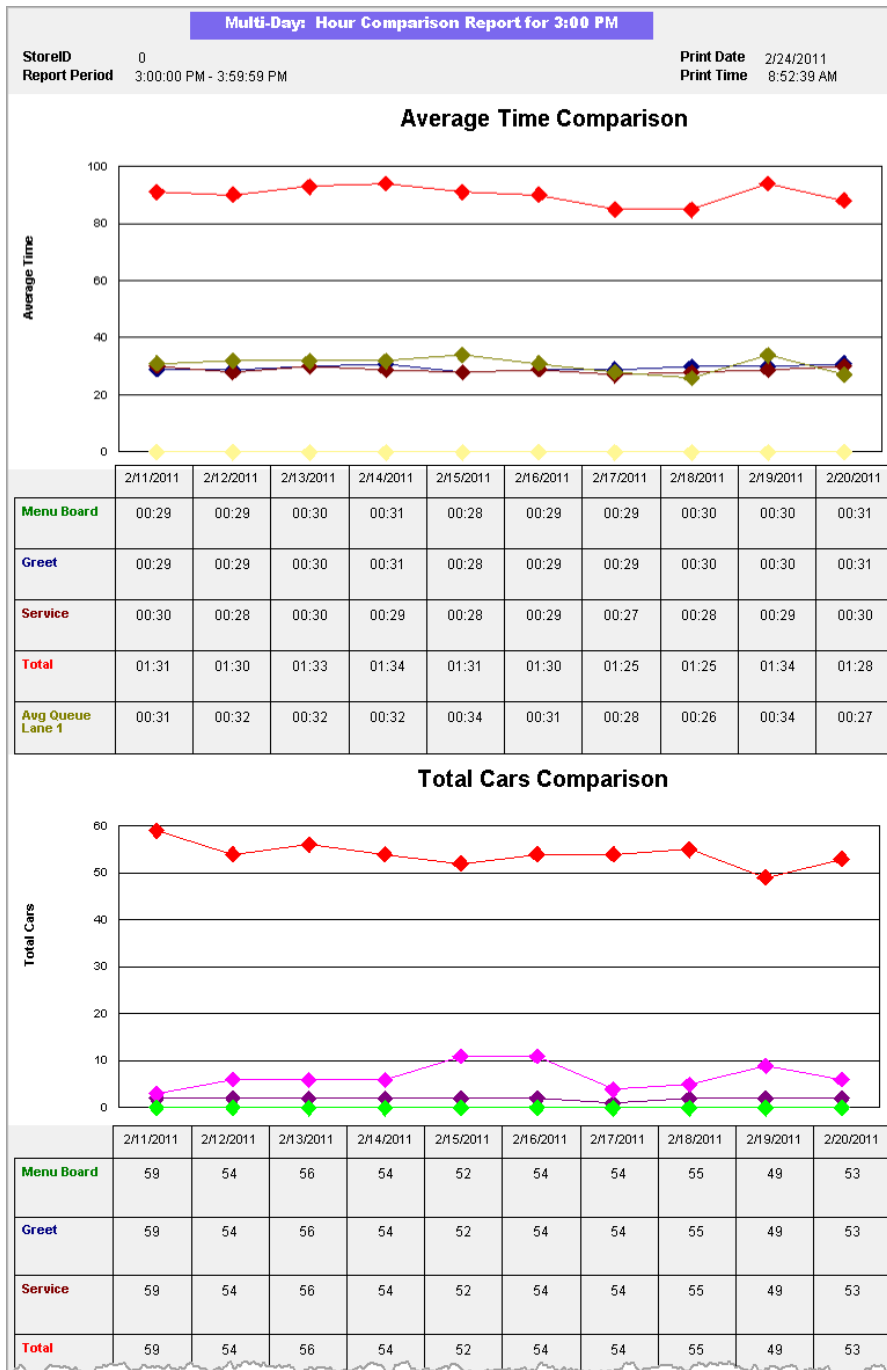


2. Click on the drop-down list arrow to the right of the **Period** field and select the time period you would like to see on the report. This information will vary according to the type of report you selected.
3. Click on the calendar icons to the right of the **From** and **To** date fields and select the dates on the drop-down calendars for the time period you would like to see on the report, so you can compare the same time period over two or more days. The dates you select must be within the **Car Data Start** and **End** date range shown at the top of the display.



- Click on the **MULTI-DAY** button to the right of Get Report to generate the report.

CAUTION: This report can be very long. For example, the Day report from 1/1/2013 to 1/1/2014 will generate a Day Comparison report for 365 days; almost 60 pages.



Example of a Multi-Day Comparison Report

EXCESS REPORTS

Excess reports provide a summary of cars that exceed an amount of time that you set up for lane events such as Menu Board, Service or Total time.

SUMMARY COMPARISON **EXCESS** INACTIVE SETTINGS

Car Data Start: 4/4/2014 1:18 PM End: 4/8/2014 12:15 PM

Follow the steps below. [HELP](#)

Excess Report

- 1 Start Date/Time: 04/08/2014 12:15:47 PM
- 2 Stop Date/Time: 04/08/2014 12:15:47 PM
- 3 Add Entry: [ADD](#)
Greet 00:00:00 (hh:mm:ss)
No reports selected.
- 4 Get Report: [QUICK VIEW](#) [DETAILED](#)

Creating an Excess Report

1. Click on the calendar icons and the drop-down list arrows to the right of the **Start Date/Time** and **Stop Date/Time** fields, and select the Start and Stop dates and the hour, minute, second and AM/PM for the excess times you would like to see on the report. The dates and times you select must be within the **Car Data Start** and **End** dates shown at the top of the display.

Start Date/Time: 04/08/2014 10:21:21 AM

Stop Date/Time: 04/08/2014 10:21:21 AM

Select times

Calendar icons

- Click on the drop-down list arrow under **Add Entry**, to select a lane event you want to see on the Excess Report. Then click on the drop-down list arrows and select the excess time (in hours, minutes and seconds) for that event.

Add Entry:

ADD

Greet
Greet
Menu Board
Service
Total

00:00:00 (hh:mm:ss)

Lane events

Excess time

- Click on the **ADD** button to add this entry to the report.
Each event is added to the list below the Add Entry fields.

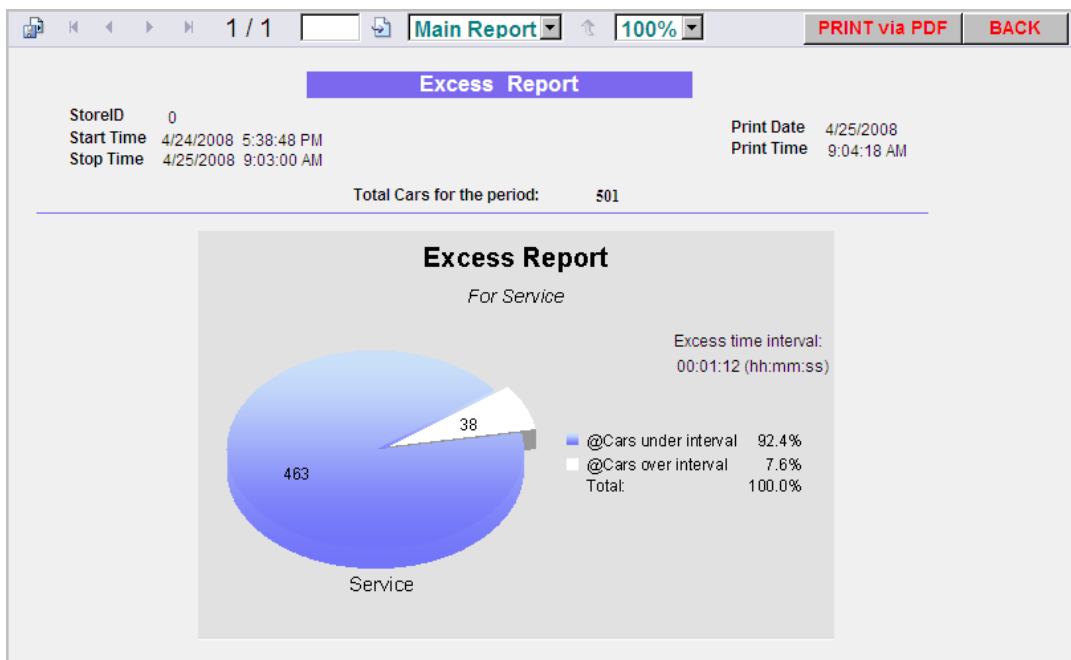
Lane Event	Interval	
Greet	02:30:00	Edit Delete
Menu Board	02:30:00	Edit Delete

Repeat this step for other lane events until you have finished adding all the lane events you want to see on the report. There will be an entry on the report for every time a car has exceeded that amount of time for the selected lane event, during the time period you selected.

- If you want to change the time on one of the events, click on the **Edit** button to the right of that event. If you want to delete one of the events, click on the **Delete** button for the event you want to delete.
- Click on **QUICK VIEW** for a condensed, less detailed report or click on **DETAILED** for a more detailed report.

Get Report:

QUICK VIEW **DETAILED**



Example of a Quick View Excess Report

1 / 1 Main Report 100% PRINT via PDF BACK

Excess Report

StoreID 0
 Start Time 4/24/2008 5:38:48 PM
 Stop Time 4/25/2008 9:05:00 AM

Print Date 4/25/2008
 Print Time 9:06:47 AM

Event	Excess Interval	Total number of cars	Number of excess	Percentage %
Service	0:01:12	504	38	8

Example of a Detailed Excess Report

INACTIVITY REPORTS

Inactivity reports show you times when there has been no activity at selected lane events in the drive-thru lane, within the dates and times you choose.

CAUTION: This report can be very long. For example, if you set up the report to show **Start and Stop Times** for one year with a time interval of one second, the report will have an entry for each second of the year.

Creating an Inactivity Report

1. Click on the calendar icons and the drop-down list arrows to the right of the **Start Date/Time** and **Stop Date/Time** fields, and select the Start and Stop dates and the hour, minute, second and AM/PM for the excess times you would like to see on the report. The dates and times you select must be within the **Car Data Start** and **End** dates shown at the top of the display.

Start Date/Time: 04/08/2014 10:21:21 AM

Stop Date/Time: 04/08/2014 10:21:21 AM

Select times

Calendar icons

- Click on the drop-down list arrow to the right of the Greet field and select the lane event that you want to add to the Inactivity Report. Then select the time (in hours, minutes and seconds) for the event from each drop-down list. There will be an entry on the report for every period of inactivity for that lane event, exceeding that amount of time, during the time period you selected.

Add Entry: **ADD**

Greet (Lane events) 00:00:00 (Inactive time) (hh:mm:ss)

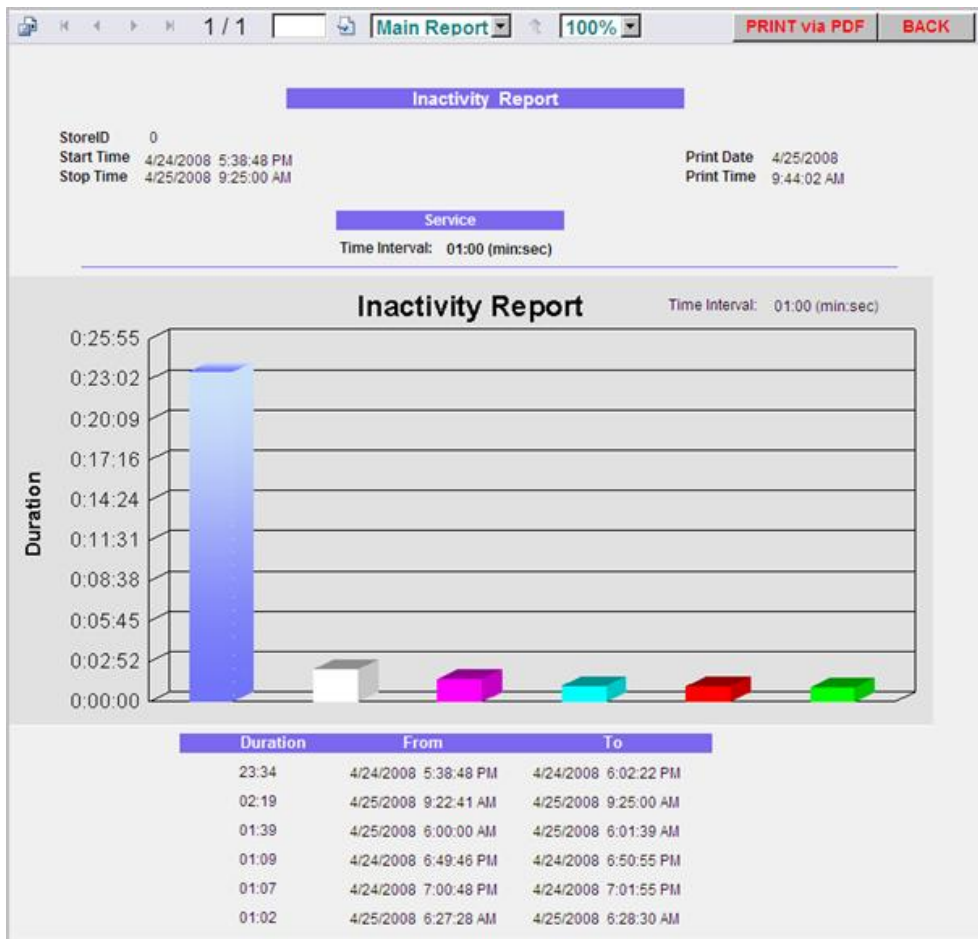
Click on the **ADD** button.

The event will be added to the list below the Add Entry fields.

Lane Event	Interval	
Greet	02:30:00	Edit Delete
Menu Board	02:30:00	Edit Delete

Repeat this step for other lane events until you have finished adding entries to the report.

- If you want to edit the time on one of the events, click on the **Edit** button. If you want to delete one of the events, click on the **Delete** button for the event you want to delete.
- Click on **QUICK VIEW** for a condensed, less detailed report or click on **DETAILED** for a more detailed report.



Example of a Quick View Inactivity Report

1 / 1 Main Report 100% PRINT via PDF BACK

Inactivity Report

StoreID 0
 Start Time 4/24/2008 5:38:48 PM
 Stop Time 4/25/2008 9:25:00 AM

Print Date 4/25/2008
 Print Time 9:46:09 AM

Event	Inactive Time hh:mm:ss	Start Time hh:mm:ss	Stop Time hh:mm:ss	Duration hh:mm:ss
Service	0:01:00	4/24/2008 5:38:48 PM	4/24/2008 6:02:22 PM	0:23:34
Service	0:01:00	4/24/2008 6:49:46 PM	4/24/2008 6:50:55 PM	0:01:09
Service	0:01:00	4/24/2008 7:00:48 PM	4/24/2008 7:01:55 PM	0:01:07
Service	0:01:00	4/25/2008 6:00:00 AM	4/25/2008 6:01:39 AM	0:01:39
Service	0:01:00	4/25/2008 6:27:28 AM	4/25/2008 6:28:30 AM	0:01:02
Service	0:01:00	4/25/2008 9:22:41 AM	4/25/2008 9:25:00 AM	0:02:19

Example of a Detailed Inactivity Report

SETTINGS REPORTS

These reports are lists of all the various types of settings that have been made for your ZOOM®. You can print any individual report or you can select the **All Settings** report, which describes how the ZOOM® is configured.

NOTE: You should print an All Settings report and keep it in a safe place, so you will have a record of all your store's settings. If you ever need to reset the ZOOM® to factory default settings, this report will help you to quickly reenter your settings.

Settings	Reports
Installer Settings	REPORT
Remote Displays Settings	REPORT
Dayparts/Shifts Settings	REPORT
Scheduled Report Settings	REPORT
Store Settings	REPORT
TSP Settings	REPORT
Master Goals Settings	REPORT
Daypart Goals per Day Sunday	REPORT
Daypart Goals per Daypart Sunday Daypart 1	REPORT
Dashboard Settings	REPORT
All Settings	REPORT

Creating a Settings Report

Click on the **REPORT** button to the right of the report you want to run.

Samples of all the Settings Reports follow.

Installer Settings Report

This report includes Lane Configurations, Queue and Service Times, Detector Settings and other configuration information.

NOTE: Adjusting lanes, detectors or events will cause other settings to be initialized.

Installer Settings Report				4/9/2014	
Current Lane Configuration:				Single Lane	
Detection Points					
Detector Type	Event Name	TSP Detector	Debounce Delay (mm:ss)		
ON	Menu Board	Veh 1	00:00		
Greet	Greet	Greet A	00:00		
ON	Service	Veh 2	00:00		
Total Time for Lane			Pullout Settings		
Mode: Automatic					
Start Total	:	Menu Board	at: Arrival	Max Service Idle Time:	0:30
Stop Total	:	Service	at: Departure	Maximum Queue Time:	1:00
				Maximum Cars in Lane:	15
				Enhanced Pullout Detection Mode:	Disabled
Control Unit Network Settings			External Communication		
Data IP Port:	3255		Web Services Key:		
Web Server Port:	80		Data Push Destination(s):		
DHCP:	Enabled				
DHCP Server:	10.10.1.100		Data Serial Port:		
IP Address:	10.10.7.33		COM1		
Subnet Mask:	255.255.254.0		XML Data Language:		
Gateway:	10.10.6.1		N/A		
Dynamic DNS:	Enabled		XML Language		
DNS Server:	10.10.1.70		Indicator:		
			Disabled		
Miscellaneous Settings			Maintenance		
Installer Wizard:	Disabled		Maintenance:		
Allow to delete 1st Car:	Disabled		Enabled		
Driver Position:	Left side		Time of Day:		
Daypart Shift Option:	Show DP & Shift		3:30 AM		
			Day of Week:		
			Sunday		
			Period:		
			EVERY WEEK		
			Options:		
			Compress the Database:		
			ON		
Installer Control Setup			Data Options Setup		
Select Mode:	Off		Time Format:		
Start Date:	Monday		Min:Sec		
Start Time:	9:00 AM		Car Pullins:		
Stop Date:	Sunday		Exclude		
Stop Time:	4:00 PM				
Discard Vehicles Under 4 Seconds			NTP Configuration		
Begin Discard:	Yes		NTP Mode:		
End Discard:	Yes		Enabled		
			Time Servers:		
			pool.ntp.org		
			north-america.pool.ntp.org		
			time.nist.gov		
			Poll Interval:		
			43200 (secs)		
			Last Time Update:		
			4/8/2014 3:42:15 PM The system time has been changed by +98 seconds.		

Sample of Installer Settings Report

Remote Displays Settings Report

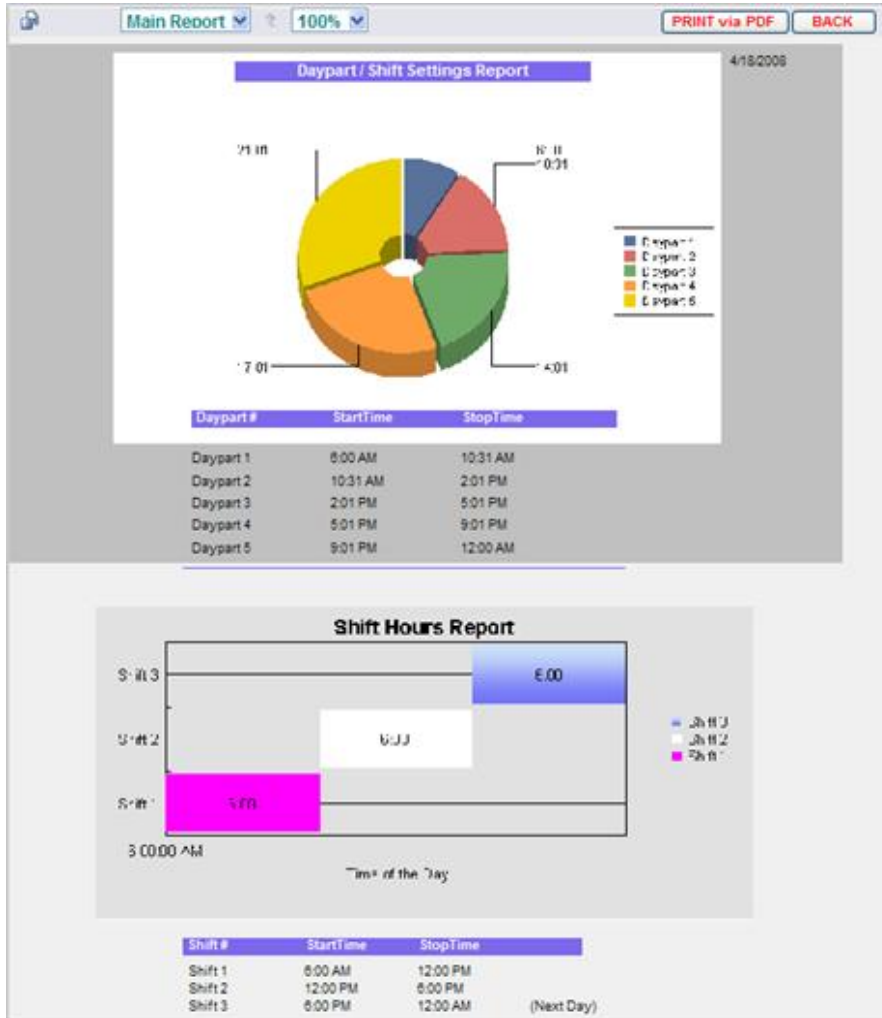
This report includes settings for information shown on remote displays, such as Lane Event, Goals and Tones.



Sample of Remote Display Settings Report

Dayparts/Shifts Settings Report

This report shows the settings for times that divide each day into dayparts and shifts. Note that each daypart begins when the previous daypart ends, but shift times can overlap.



Sample of Dayparts/Shifts Settings Report

Scheduled Reports Settings Report

This is a list of reports scheduled to be generated automatically, including the lane events to be reported, the time span of the report and when it will be generated.

Report Settings Report				4/9/2014
Scheduled Reports				
Report	On/Off	Range	Print Time	
Hour:	OFF	From: 8:00 AM To: 10:00 PM From: 11:00 PM To: 11:00 PM		
Daypart:	OFF	From: 1 To: 6 From: 7 To: 12		
Shift:	OFF	Shift 1: ON Shift 2: ON Shift 3: ON		
Day:	OFF	From: Sunday To: Saturday	At end of each day	
Week:	OFF	Option: Trailing Dayparts	At end of each week	
Month:	OFF		At end of each month	
Year-To-Date:	OFF		At end of each month & year	
Scheduled Output				
Email:	OFF	Source Address: zoom@hmeqsr.com		
		Destination Address:		
		SMTP Server (outgoing):		
		SMTP Port: 587		
		SMTP User Name:		
		SMTP Password:		
		SMTP SSL: OFF		
Print:	OFF	Printer Name: Microsoft XPS Document Writer		
		Report Format: PDF		
Summary Format				
Items to Show in Event				
Average Time:	ON			
Total Cars:	ON			
Summarized Event Time:	ON			
Click to see Goals Details:	ON			
Click to see Longest Times:	ON			
Events to Show in Report				
Menu Board	ON			
Greet	ON			
Service	ON			
Total	ON			
Miscellaneous Items		Print Options		
Store Description:	OFF	Summary Print Style:	Short (1 page)	
Daypart Start/Stop Times:	OFF			
Legend: Standard Time Goals:	OFF			
Comparison Format				
Report Graph Type:	Line			
Events to Graph in Comparison Report				
Lane 1 Options	Time	Cars		
Average Time:	ON	ON		
Pullins:	ON			
Pullouts:	ON			
Events	Time	Cars		
Menu Board	ON	ON		
Greet	ON	ON		
Service	ON	ON		
Total	ON	ON		

Sample of Scheduled Report Settings Report

Store Settings Report

This is a report of store hours settings for each day of the week, and accounting settings.

Main Report			100%			PRINT via PDF		BACK	
Store Settings Report									
Day of the Week		StartTime		StopTime					
Sunday		6:00 AM		11:30 PM					
Monday		6:00 AM		11:30 PM					
Tuesday		6:00 AM		11:30 PM					
Wednesday		6:00 AM		11:30 PM					
Thursday		6:00 AM		11:30 PM					
Friday		6:00 AM		11:30 PM					
Saturday		6:00 AM		11:30 PM					
Store Accounting					Date and Time Setup				
Week Begins On: Monday					System Date/Time: 4/24/2008 8:02:33 AM				
Fiscal Year Begins: January 1					(GMT-08:00) Pacific Time (US & Canada)				
Store ID #: 0					Daylight Savings: Enabled				
Settings Version: A.1.50					System Locale: English (United States)				
					Custom Time Format: 12-hour				

Sample of Store Settings Report

TSP Settings Report

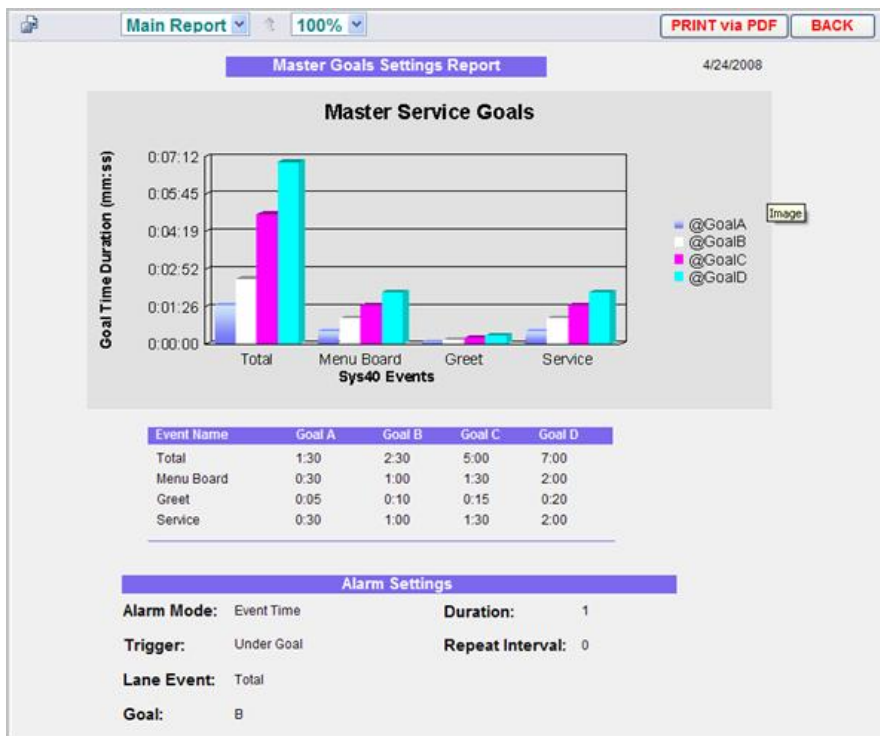
This is a report of Network and Detector Polarity settings for the TSP that were set up by the ZOOM® installer.

Main Report			100%			PRINT via PDF		BACK	
TSP Settings Report									
4/18/2008									
TSP Network Settings									
DHCP: Disabled									
IP Address: 192.168.10.88									
IP Port: 3256									
Subnet Mask: 255.255.255.0									
Gateway: 0.0.0.0									
Telnet Port: 23									
Mac Address: 00-90-C2-C7-F4-CF									
Main Proc. Version: 1.11									
Co-Proc. Version: 1.01									
Detector Settings					Password Settings				
Detector		Polarity		Password:		180980			
1:		Negative							
2:		Negative							
3:		Negative							
4:		Negative							
5:		Negative							
6:		Negative							
7:		Negative							
8:		Negative							

Sample of TSP Settings Report

Master Goals Settings Report

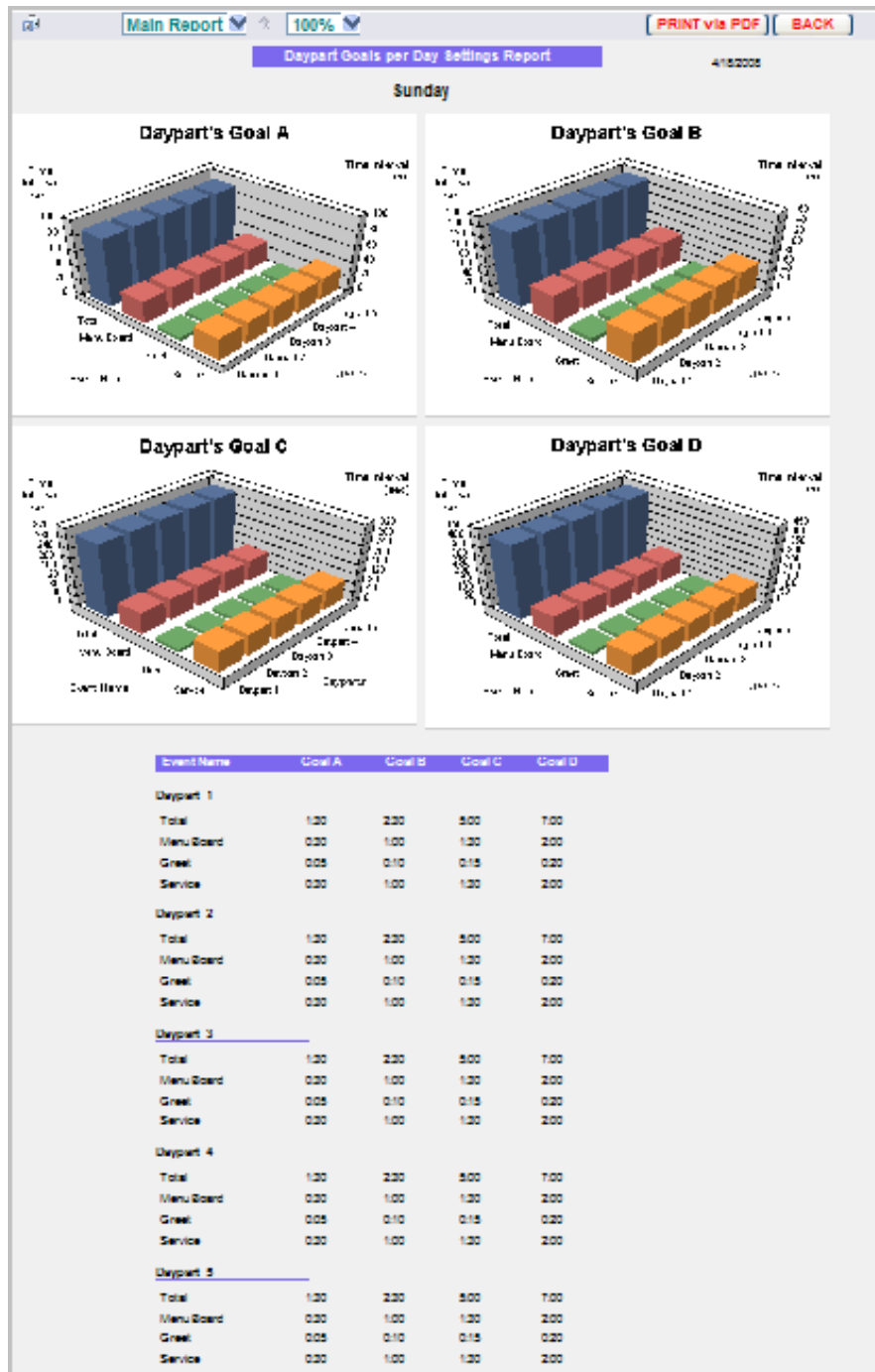
This is a list of Master Service Goals that have been set up for each lane event. When entered, the goals are copied to all Daypart Service Goals.



Sample of Master Goals Settings Report

Daypart Goals per Day Report

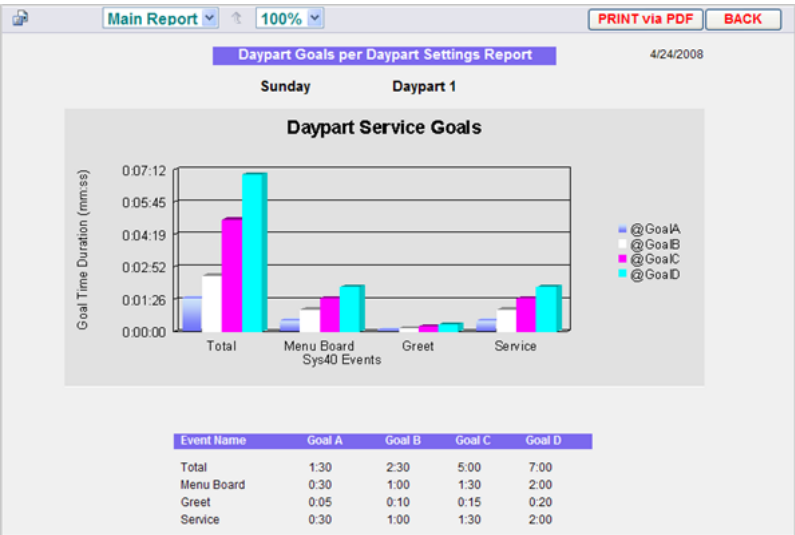
This is a list of daypart goals that have been set up for each day of the week. These goals will normally be set for specific values that are not covered by Master Goals.



Sample of Daypart Goals per Day Report

Daypart Goals per Daypart Report

This is a list of goals that have been set up for each daypart.



Sample of Daypart Goals per Daypart Report

Dashboard Settings Report

This is a report of current Dashboard settings.



Sample of Dashboard Settings Report

All Settings Report

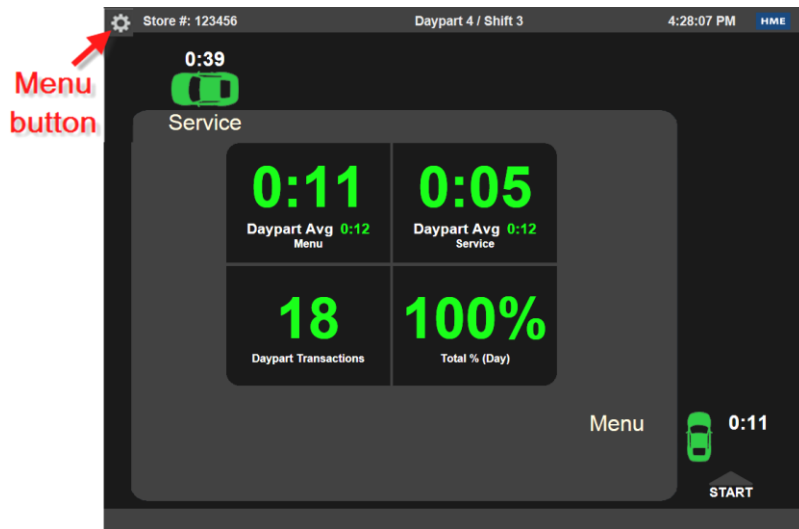
This is a combination of all the ZOOM[®] settings reports.

CHAPTER 5 SETTINGS

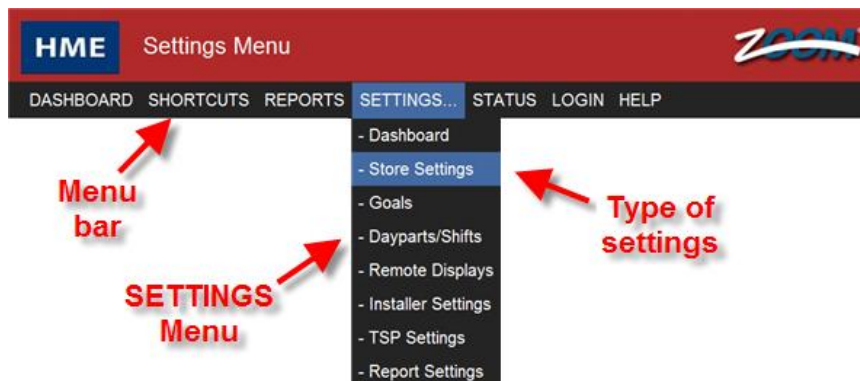
Settings for the ZOOM® can be viewed and edited by any authorized individual. To change some of the settings, you need to have a password. Refer to the Permission table to find out what settings you are authorized to change.

To edit any ZOOM® settings:

1. On the Dashboard, click on the **Menu** button at the upper left corner of the screen. The Menu bar will appear near the top of the screen.



2. Place your cursor over **SETTINGS** on the Menu bar. **SETTINGS** will turn blue and a SETTINGS Menu will drop down. On the SETTINGS Menu, click on the type of settings you would like to change.

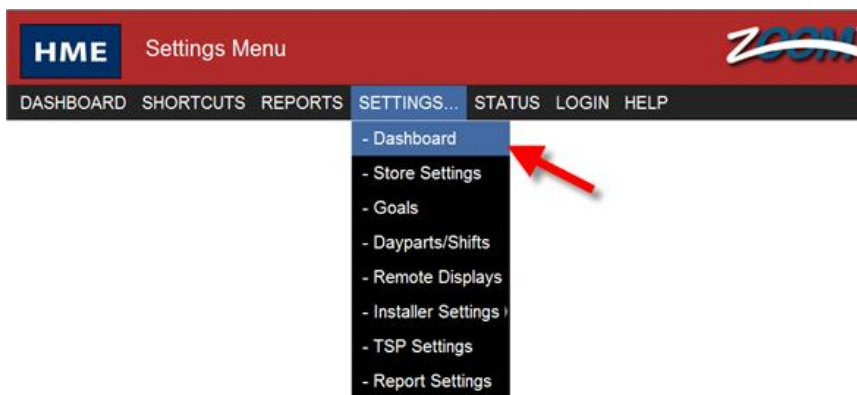


DASHBOARD SETTINGS

You can set up the information that will be shown on the Dashboard, and the way it looks.

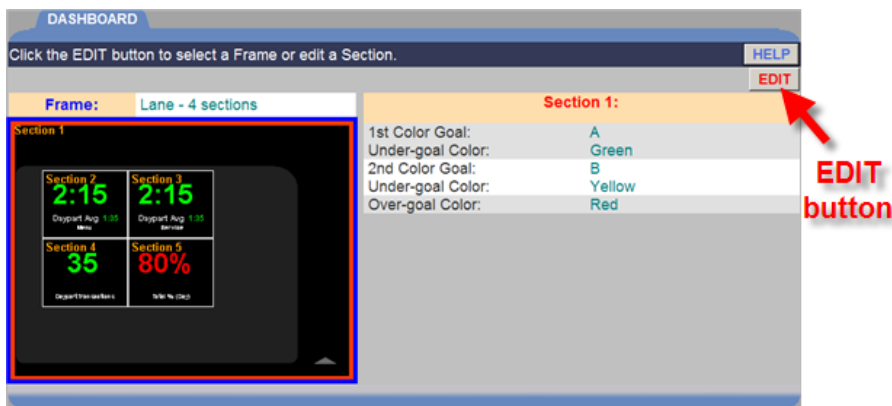
NOTE: You may be prompted to login as a Store Manager or higher to make changes to Dashboard settings if passwords have been set.

Place your cursor over **SETTINGS** on the Menu bar, and then click on **Dashboard** on the drop-down Menu.

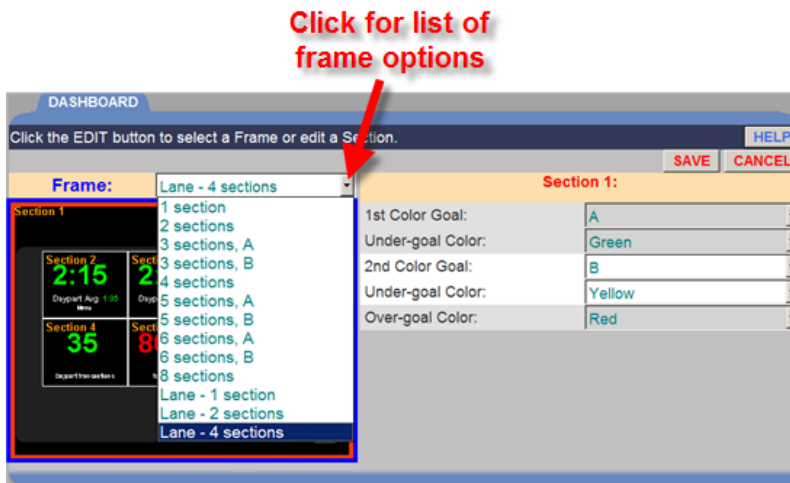


The **DASHBOARD** screen will appear

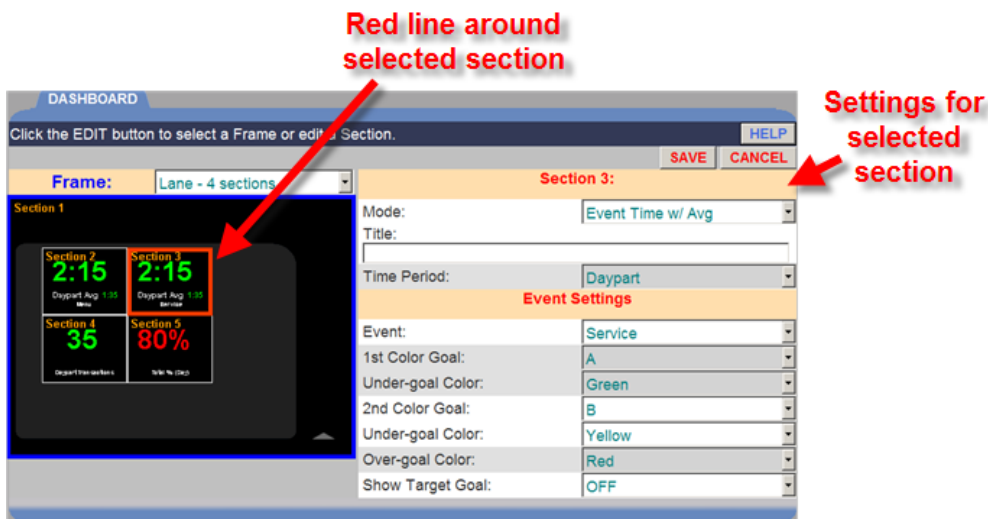
1. Click on the **EDIT** button to make changes to the Dashboard setup.



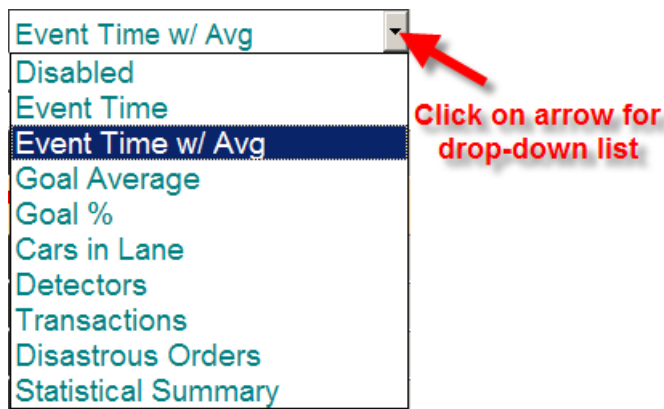
2. To change the layout of sections in the Dashboard frame, click on the **Frame** drop-down list and select another frame layout option. As you click on each option, the display will change so you can see its layout (highlighted in blue) before you continue making other changes.



3. Click on the section you want to edit on the Frame display. A red line will surround it, and the right side of the screen will show all the settings that can be edited in that section.



4. To change what data is displayed in the highlighted section, click on the drop-down arrow to the right of the **Mode** field to view its drop-down list, and click on an item on the list.



Definitions of the Modes are as follows:

Disabled Mode is when "Disabled" is displayed in a section of the Dashboard no data is shown in that section.

Event Time Mode shows real-time (current time) information for the car at the selected Event location.

Event Time w/Avg Mode shows the same information as Event Time mode, and an additional average time of cars at that Event location.

Goal Average Mode shows average time at the selected Event.

Goal % Mode shows the percent of cars over/under the goal at the selected Event.

Cars in Lane Mode shows the number of cars that have arrived at the first ON detection point in your drive-thru lane, but have not yet left the last ON detection point.

Detectors Mode shows an up arrow ▲ if there is currently a car at a detection point, and a down arrow ▼ if there is no car at a detection point. The name of the detection point is shown below the arrow.

Transactions Mode shows the number of transactions (total cars) in the current Time Period (Hour, Daypart or Day).

Disastrous Orders Mode shows the number of orders that have exceeded the selected Disastrous Orders Goal.

Statistical Summary Mode shows the selected summary data for the current hour and day periods.

5. Depending on the Mode you selected, you can edit the following events by clicking on their drop-down list arrows or entering text in a field.

Display: Available only for Goal Average, Goal % and Cars In Lane mode. Displays the selected section of the Dashboard as Text or a Graph.

Lane: Used only in dual drive-thru stores. Select a drive-thru lane from the drop-down list.

Event: Available only for the Event Time, Event Time w/Avg, Goal Average and Disastrous Orders modes. Select the event from the drop-down list.

Percent Event: Available only for the Goal % mode. Select the event from the drop-down list.

1st Color Goal: Available only for Event Time, Event Time w/Avg and Goal Average modes. Select a goal that you would like to display in a color of your choice.

2nd Color Goal: Available only for Event Time, Event Time w/Avg and Goal Average modes. Select a goal that you would like to display in a color of your choice.

Percent Goal: Available only for the Goal % mode. Select the goal from the drop-down list, that you would like to display on the Dashboard when percentages of the goal are reached.

1st Color Goal %: Available only for the Goal % mode. Select the first percentage of the Percent Goal that you would like to display on the Dashboard.

2nd Color Goal %: Available only for the Goal % mode. Select the second percentage of the Percent Goal that you would like to display on the Dashboard.

1st Color Goal (cars): Available only for the Cars In Lane mode. Select as a first goal, the maximum number of cars in the lane, before the number on the Dashboard display changes color.

2nd Color Goal (cars): Available only for the Cars In Lane mode. Select as a second goal, the maximum number of cars in the lane, before the number on the Dashboard display changes color a second time.

Disastrous Orders Goal: Available only for the Disastrous Orders mode. Select the goal from the drop-down list that you would like to use as a threshold for counting the number of disastrous orders.

1st Color Goal (orders): Available only for the Disastrous Orders mode. Select as a first goal, the maximum number of disastrous orders, before the number on the Dashboard display changes color.

2nd Color Goal (orders): Available only for the Disastrous Orders mode. Select as a second goal, the maximum number of disastrous orders, before the number on the Dashboard display changes color a second time.

Under-goal Color: Available only for the Event Time, Event Time w/Avg, Goal Average, Goal %, Cars In Lane and Disastrous Orders modes. Select the color of the display if the time is less than the selected target goal.

Over-goal Color: Available only for the Event Time, Event Time w/Avg, Goal Average, Goal %, Cars In Lane and Disastrous Orders modes. Select the color of the display if the time is greater than the selected target goal.

Time Period: Available only for the Event Time w/Avg, Goal Average, Goal %, Transactions and Disastrous Orders modes. Select the time period you want to display; Hour, Daypart or Day.

Title: Click in the field, and a keyboard will appear. Use the keyboard to enter a title for the event. You can choose what you want to call an event. The time measurement will not change, regardless of what you call it.

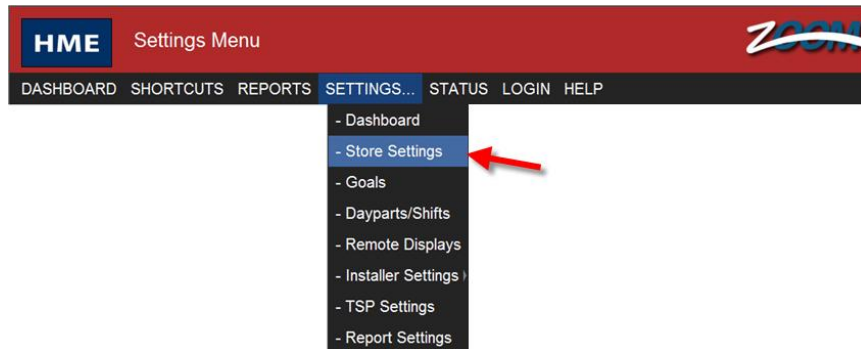


Show Target Goal: Available for most modes. Select the target Color Goal, the value of which will be displayed in the section.

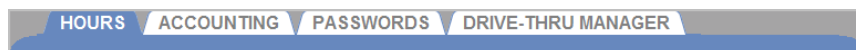
6. When you have finished making changes, click on the **SAVE** button to save your changes, or select **CANCEL** if you decide not to save them.
7. Click on **DASHBOARD** on the Menu to return to the Dashboard display.

STORE SETTINGS

Place your cursor over **SETTINGS** on the Menu bar, and then click on **Store Settings** on the drop-down Menu. The Edit Store Settings screen will appear.

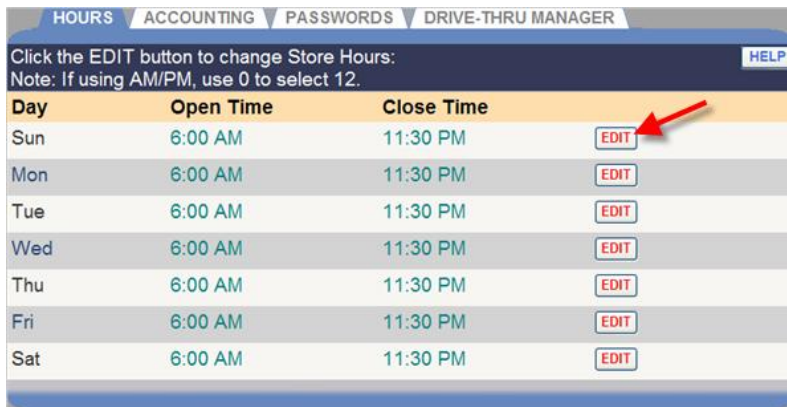


Click on one of the following tabs on the Edit Store Settings screen for the Store Settings you want to view or change.

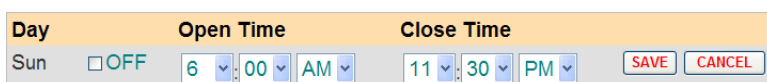


Setting up Store Hours

1. Click on the **EDIT** button to the right of the Day you want to change.



2. Select the **Open Time** and **Close Time** (Hours, Minutes, AM or PM) from the drop-down lists for the day you selected. To close the store for a particular day, click on the **OFF** box. If your store is open 24 hours, set both the Open and Close Times the same.



NOTE: If using AM/PM, use “0” in the hours field to select 12 noon or midnight.

3. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button to cancel them.
4. If you want to change the Store Hours for other days, repeat Steps 1-3.

Setting up Store Accounting

1. Click on the **EDIT** button to open the editing screen.

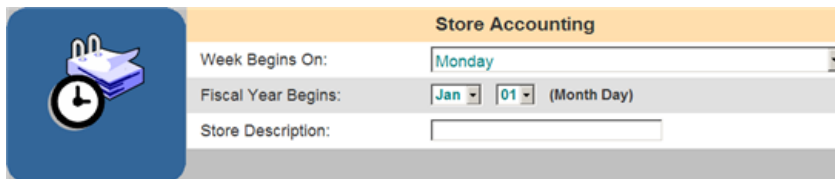
2. To set up the System Date, Time, Time Zone and Daylight Savings for your store location, do the following:

- Click on the drop-down lists to the right of **System Date** and select the current (Month, Day, Year).
- Click on the drop-down lists to the right of **System Time** and select the current (Hours, Minutes, AM or PM).
- Select your **Time Zone** from the drop-down list.

- To turn Daylight Savings Time on, select **Enabled** from the drop-down list to the right of **Daylight Savings Adjust**. Otherwise, select **Disabled**.
- Click on the drop-down list to the right of **Language and Region** to select the language and location of your store.
- Select whether time in your locale is measured with a 12-hour format (e.g.: 02:30 PM), or a 24-hour format (e.g.: 14:30).

NOTE: If your selected System Locale (country) does not support the 12-hour format, only the 24-hour format will be available.

3. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.
4. Or continue editing Store Accounting, as needed:



- Select the day you want your accounting week to begin on from the **Week Begins On** drop-down list.
- Select the Month and Day that your store fiscal year starts from the **Fiscal Year Begins** drop-down list.
- Enter your **Store Description** by clicking in the field to open a keyboard. Use the keyboard to enter a unique description that identifies your store. Click out of the field when you are finished.

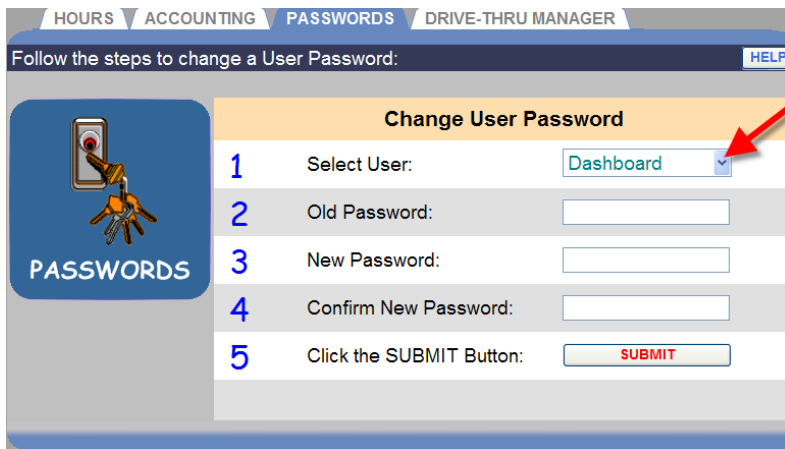


5. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

Changing Passwords

Use this screen to set up or change optional passwords for the following ZOOM[®] users: Dashboard-level, Reports Only, Store Manager or District Manager. If these passwords are set up, only personnel knowing the password can perform activities such as changing data displayed on the Dashboard or running unscheduled reports. If no password is set up for a user role, then anyone can perform the related activities. Refer to the Login Permission table.

1. Click on the drop-down list arrow to the right of the **Select User** field and select the user who's password you want to update.



2. If you are changing an existing password, click in the **Old Password** field and enter the selected user's old password.

NOTE: If you forget your password or become locked out of the system, contact HME Technical Support for a temporary password that you can use to access the system and set a new password.

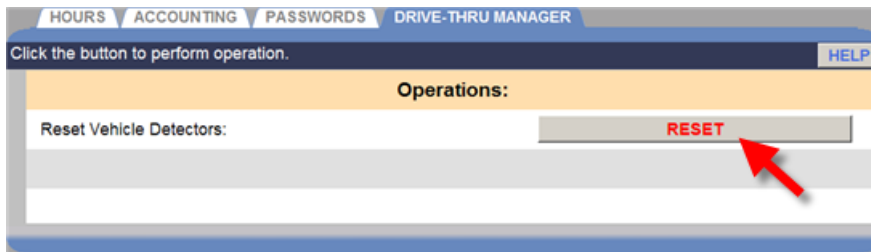
HME Technical Support: 1-800-848-4468

3. Click in the **New Password** field and enter the selected user's new password.
4. Click in the **Confirm New Password** field and reenter the same password to confirm.
5. Repeat steps 1 through 4 for each password you want to set or change.
6. When you have finished, click on the **SUBMIT** button.

Setting up Drive-Thru Manager

Use the Drive-Thru Manager screen if the detector remains ON after a car has left a location and you therefore need to reset the Vehicle Detectors.

Click on the **RESET** button to **Reset Vehicle Detectors**.

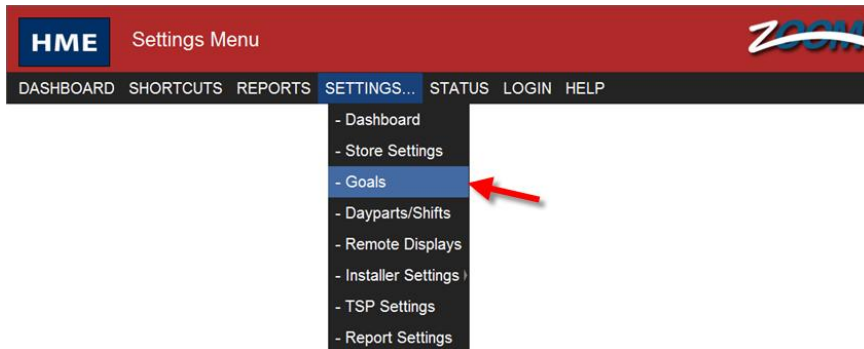


CAUTION: The Vehicle Detectors should only be reset when no vehicle is in the lane.

GOALS

You can establish goals for each of the lane events tracked by the ZOOM®. You can also set the system to alert you when service goals times have been exceeded.

Place your cursor over **SETTINGS** on the Menu bar, and then click on **Goals** on the drop-down Menu. The Edit Goals screen will appear.



Click on one of the tabs on the Edit Goals screen to establish goals.



Master Goals

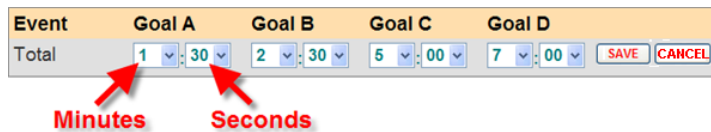
You can set up Master Service Goals for all Dayparts for every day of the week. MASTER GOALS lets you set the same goal for each day of the week. You can then set up specific Daypart service goals for any Daypart, for any day of the week. See Setting Daypart Goals for more information.

Setting Master Goals

1. Click on the **EDIT** link next to the **Event** that you want to change.



2. Select the times (Minutes: Seconds) from the drop-down lists for the selected **Event** and **Goal**.



The screenshot shows a table with columns for Event, Goal A, Goal B, Goal C, and Goal D. The 'Total' row contains dropdown menus for each goal. Red arrows point to the minutes and seconds dropdowns for Goal A, with labels 'Minutes' and 'Seconds' below them.

Event	Goal A	Goal B	Goal C	Goal D
Total	1:30	2:30	5:00	7:00

Minutes Seconds

NOTES: The minimum time for Goal A is 0:01 (one second).

Times will display as either minutes:seconds or seconds only depending on how Time Format is set up. See the section under Installer Settings.

Each goal must be greater than, or equal to, all previous goals. Goal B must be greater than Goal A, and so on.

When you change Master Goals, your changes will automatically replace all previously set individual Daypart Goals. You can then change Daypart Goals to override the newly set Master Goals for individual Dayparts.

3. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.
4. Continue editing Events, as needed by repeating Steps 1-3.

Daypart Goals

You can set up individual Daypart service goals for any Daypart, for any day of the week. When you set up an individual Daypart Goal, **for that Daypart only**, it will override any Master Goal you may have set up.

Setting Daypart Goals

1. Click on the **DAY** and **DAYPART** tabs for a goal you want to edit.

Event	Goal A	Goal B	Goal C	Goal D	
Total	1:30	2:30	5:00	7:00	EDIT
Menu Board	0:30	1:00	1:30	3:00	EDIT
Greet	0:05	0:10	0:15	0:20	EDIT
Service	0:30	1:00	1:30	3:00	EDIT

2. Click on the **EDIT** button to open the edit screen for the event you want to change.

Event	Goal A	Goal B	Goal C	Goal D	
Total	1 : 30	2 : 30	5 : 00	7 : 00	SAVE CANCEL

Minutes Seconds

3. Select the drop-down list arrow for Minutes and Seconds for each goal you want to change, Goal A through Goal D.

NOTES: The minimum time for Goal A is 0:01 (one second).

Times will display as either minutes:seconds or seconds only depending on how Time Format is set up. See the section under Installer Settings.

Each goal must be greater than, or equal to, all previous goals. Goal B must be greater than Goal A, and so on.

When you change Master Goals, your changes will automatically replace all previously set individual Daypart Goals. You can then change Daypart Goals to override the newly set Master Goals for individual Dayparts.

4. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

Alarms

The alarm is either an optional strobe or a buzzer that is connected to the ZOOM® equipment.

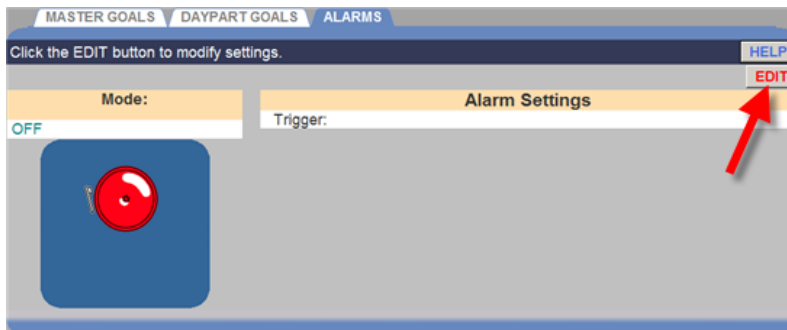
The ZOOM® allows for a Event Time mode, or a Cars in Lane mode. The **Event Time** mode activates the alarm based on the time of a specific event. The **Cars in Lane** mode activates the alarm based on the number of cars in the lane.

Options available, depending on mode selected are:

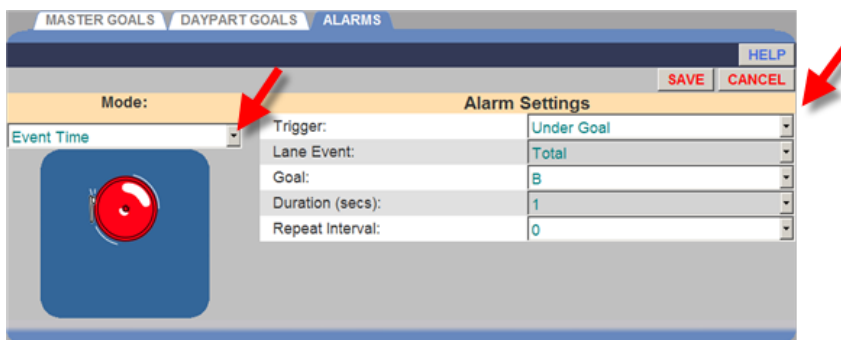
- **Trigger:** The transition from Under Goal or to Over Goal that will activate the alarm.
- **Lane Event:** An event that will be triggered either Under Goal or Over Goal. The events are defined in the Installer Detectors. See Detectors for more information. Available only for Event Time mode.
- **Goal:** The goal at which the alarm is activated. Goals are defined under Settings. See Setting Master Goals for more information. Available for Event Time mode only.
- **Max Cars:** The maximum number of cars that can be in the lane before the alarm will be activated. Available only for Cars in Lane mode.
- **Lane:** The lane that will be monitored. Available only for Cars in Lane mode.
- **Duration:** The number of seconds for the alarm will remain activated.
- **Repeat Interval:** The number of seconds after an alarm, until it repeats.

To turn the alarm on

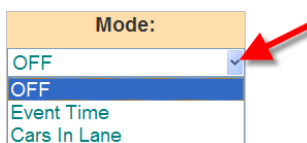
1. Click on the **ALARMS** tab to open the Alarms screen.



2. Click on the **EDIT** link to edit the alarm.



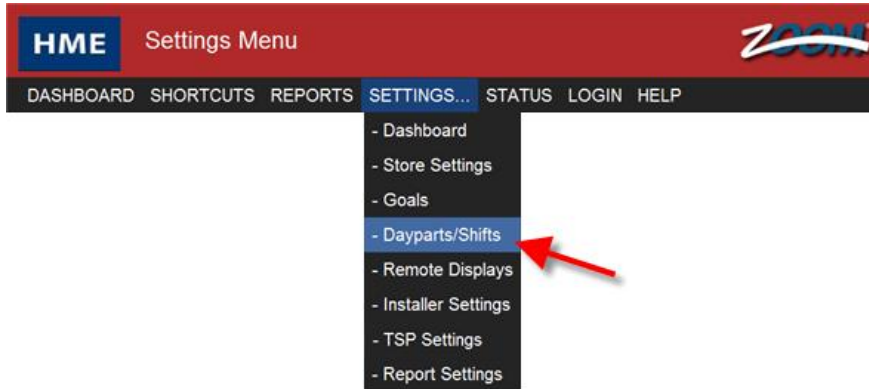
3. Click on the drop-down arrow to the right of the **Mode** field. To turn the alarm on, select whether you want to use the alarm for the **Event Time** mode or the **Cars In Lane** mode. Select **OFF** to turn the alarm off.



4. If you selected the **Event Time** mode or the **Cars In Lane** mode, click on the drop-down arrows to the right of each field under **Alarm Settings** to make the desired settings.
5. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

DAYPARTS/SHIFTS

Place your cursor over **SETTINGS** on the Menu bar, and then click on **Dayparts/Shifts** on the SETTINGS Menu.



Click on the tab for **DAYPARTS** or **SHIFTS**, whichever you want to set up or edit.



Setting Dayparts allow you to look at your store's activity at different times during the store day. For example, busy in the early morning, slower in late morning, busy during the lunch period, slow in the afternoon or busy around dinner time. The day can be broken into as many as 12 Dayparts, any of which can be several hours long.

You can also track activity for each shift. You can set up 3 shifts based on a 24-hour day.

Shift times can overlap; Daypart times can not overlap.

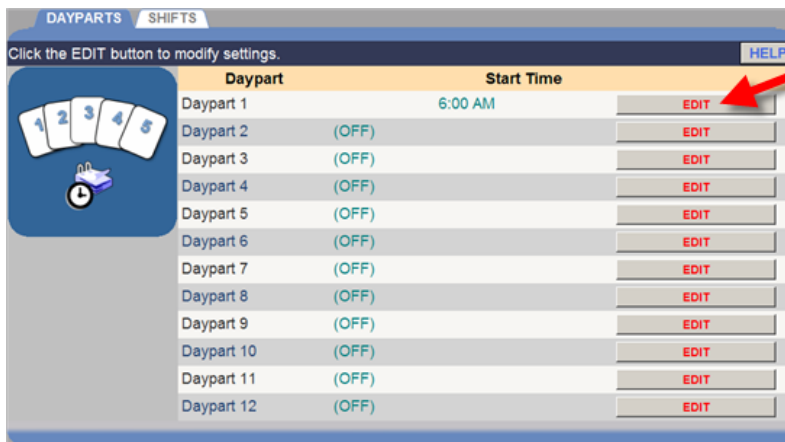
Set Up Dayparts

Note the following tips for setting up Dayparts:

- There are 12 possible Daypart periods numbered 1 through 12. You can set up as many Dayparts as you need, but you do not have to set all 12.
- Daypart times that you set up will apply to **every** day of the week.
- Daypart 1 applies to the store day which starts on that calendar day. See Setting up Store Hours.
- There are no gaps between the end of one Daypart and the beginning of the next.
- A Daypart can span across midnight. Enter the correct time for the Daypart and the ZOOM[®] will track the date correctly.

To set up Dayparts

1. Click on the **EDIT** button for the Daypart you want to change.



Daypart	Start Time	
Daypart 1	6:00 AM	EDIT
Daypart 2	(OFF)	EDIT
Daypart 3	(OFF)	EDIT
Daypart 4	(OFF)	EDIT
Daypart 5	(OFF)	EDIT
Daypart 6	(OFF)	EDIT
Daypart 7	(OFF)	EDIT
Daypart 8	(OFF)	EDIT
Daypart 9	(OFF)	EDIT
Daypart 10	(OFF)	EDIT
Daypart 11	(OFF)	EDIT
Daypart 12	(OFF)	EDIT

2. Select the **Start Time** (Hours, Minutes, AM or PM) from the drop-down lists for the selected Daypart.



Daypart	Start Time
Daypart 1 ☐ OFF	12 : 00 AM

- Each Daypart will end when the next one begins. The last Daypart will end at Store Closing time, which you can set in Setting up Store Hours under Store Settings.
 - If you want to turn off a Daypart (not use it), click on the check box next to **OFF**.

3. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.
4. If you want to change other Daypart settings, repeat Steps 1-3.

Set Up Shifts

Note the following tips for setting up Shifts:

- Times will display as either minutes:seconds or seconds only depending your setup for the Time Format.
- Shifts that you set up will apply to **every** day of the week.
- Shifts can overlap, and there can be a gap between shifts. If there is a gap between shifts, no records will be reported on the Shift Report for that period.
- Shift 1 cannot start before the earliest open time entered in Setting up Store Hours under Store Settings.
- Shift 2 and Shift 3 can overlap previous shifts, but they cannot start before or at the same time as the previous shift. For example, if Shift 1 is set for 7:00am – 9:00am, Shift 2 cannot start at or on 7:00am, but it can start at 7:05am.
- The last programmed Shift must end at or before the Closing Time entered in Setting up Store Hours under Store Settings.

To set up Shifts

1. Click on the **EDIT** button for the Shift you want to change.



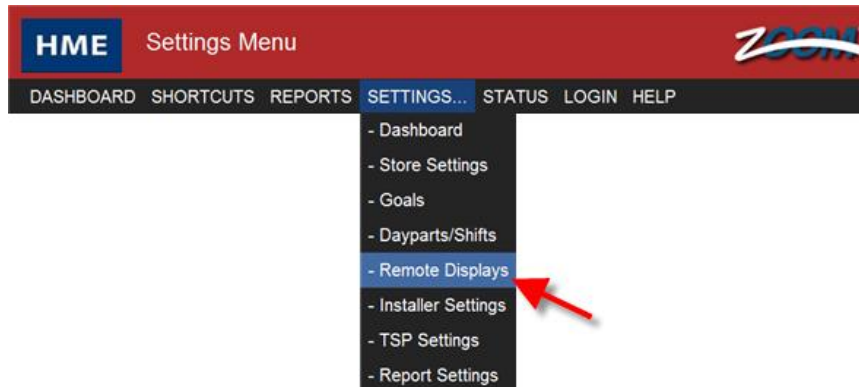
2. Select the **Start Time**, and then the **Stop Time** (Hours, Minutes, AM or PM) from the drop-down lists for the selected Shift.

Shift	Start Time	Stop Time	
Shift 1 ☐ OFF	6 : 00 AM	11 : 30 AM	SAVE CANCEL

3. To turn off a Shift, click on the check box next to **OFF**.
4. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.
5. If you want to change other Shift settings, repeat Steps 1-4.

REMOTE DISPLAYS

Place your cursor over **SETTINGS** on the Menu bar, and then click on **Remote Displays** on the SETTINGS Menu.



The Edit Remote Displays screen will appear with the **R31 REMOTE (Red & Green)** tab active.

Click on one of the tabs if you want to view/change **R31 REMOTE**, **R30 REMOTE** or **STANDBY** operations.

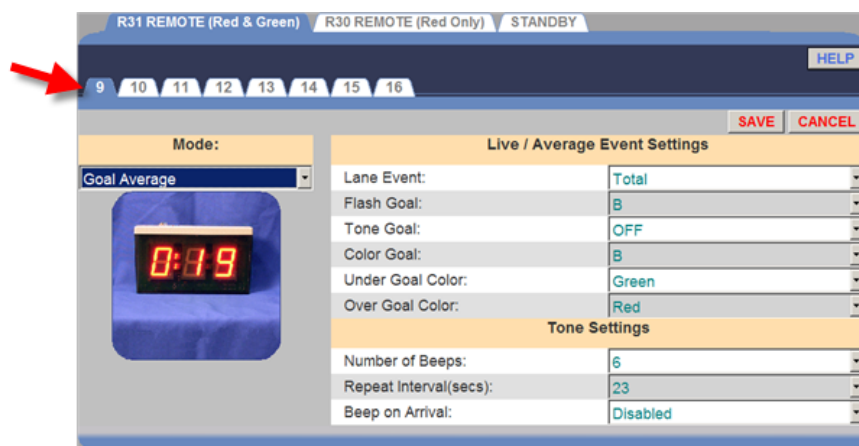


R31 Remote Display

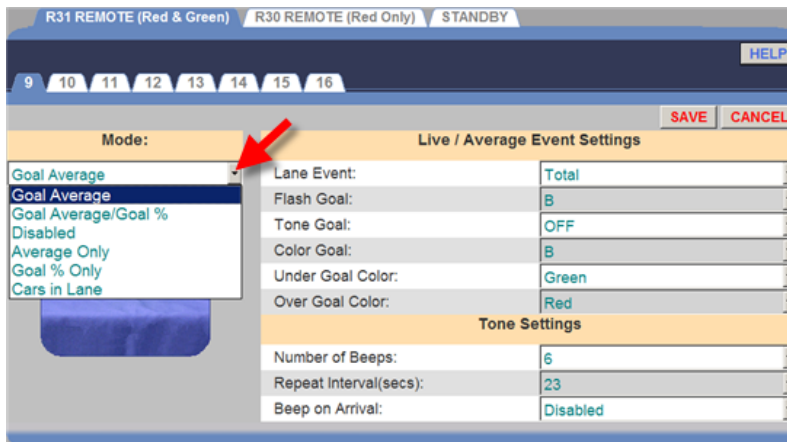
1. Click on the **EDIT** button to open the screen for edits.



2. Click on one of the numbered tabs near the top of the screen, to edit the number corresponding to the remote display installed in the store.



3. Click on the drop-down arrow to the right of the **Mode** field to select the **Mode** that you want to use to track the selected vehicle detector.



- **Goal Average:** In this mode, the Remote Display shows the Event times as vehicles pass through the drive-thru lane, and display average Event times after the Event times have been displayed for a specified time without a new event.
- **Goal Average/Goal %:** In this mode, the Remote Display shows the Event times similar to the Goal Average mode. However, unlike the Goal Average mode, this mode enables Remote Displays to alternate between the average event time and the percentage of vehicles under and over the event goal.
- **Disabled:** The Remote Display is disabled. The display will be blank, with a single blinking dot.
- **Average Only:** In this mode, the Remote Display shows the average time for the assigned event. If the Remote Display is in Standby mode (when there is no drive-thru activity), this mode defaults to the Goal Average mode actions.
- **Goal % Only:** In this mode, the Remote Display shows the current percentage of cars with a service goal below a specified goal. If the Remote Display is in Standby mode (when there is no drive-thru activity), this mode defaults to the Goal Average mode actions.
- **Cars In Lane:** In this mode, the Remote Display shows the current number of cars in the specified lane. If the Remote Display is in Standby mode (when there is no drive-thru activity), this mode defaults to the Goal Average mode actions.

4. Click on the drop-down list arrows on the right side of the screen. Depending on the Mode selected, the following settings can be made.

The screenshot shows the 'R31 REMOTE (Red & Green)' settings screen. The 'Mode' is set to 'Goal Average/Goal %'. The 'Live / Average Event Settings' section includes: Lane Event (Total), Flash Goal (B), Tone Goal (OFF), Color Goal (B), Under Goal Color (Green), and Over Goal Color (Red). The 'Percent Attainment Settings' section includes: Percent Event (Total), Percent Goal (B), Color Goal(%) (80), Under Percent Color (Red), and Over Percent Color (Green). The 'Standby Settings' section includes: Standby Interval(secs) (3), Toggle Interval(secs) (3), and Toggle Enable (Enabled). The 'Tone Settings' section includes: Number of Beeps (6), Repeat Interval(secs) (23), and Beep on Arrival (Disabled). Red arrows point to the drop-down arrows on the right side of the settings.

- **Beep on Arrival:** Select Enabled if you want a beep tone to signal when a car reaches a lane event.
- **Color Goal:** Select the goal at which the display will change colors.
- **Flash Goal:** Select the goal at which the display will start flashing.
- **Lane Event:** Select the event you want the Remote Display to show the time for, such as Menu, Service, Total and so on. You can set up goals for Events under Detectors in Installer Settings.
- **Number of Beeps:** Select the number of beeps to be sounded when a car reaches a lane event goal.
- **Over Goal Color:** Select the color you want to be displayed when the selected event is over goal.
- **Over Percent Color:** Select the color to be displayed for the percentage of cars over the goal selected under **Percent Goal**.
- **Percent Event:** Percentage of cars over or under its goal for the selected event.
- **Percent Goal:** Select the goal to be displayed for percent of cars over or under goal.

- **Repeat Interval:** Select the interval between repeating beep tones.
 - **Standby Interval:** Select the number of seconds (00 to 59) after the selected event ends, until the Remote Display Standby mode begins.
 - **Toggle Interval:** Select the amount of time in seconds that the Remote Display toggles between Average Event Time and Percentage of Cars Under Goals during Remote Display Standby mode.
 - **Tone Goal:** Select the goal at which the display will start sounding a tone.
 - **Under Goal Color:** Select the color you want to display when the selected event is under goal.
 - **Under Percent Color:** Select the color to be displayed for the percentage of cars under the goal selected as **Percent Goal**.
5. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

R30 Remote Display

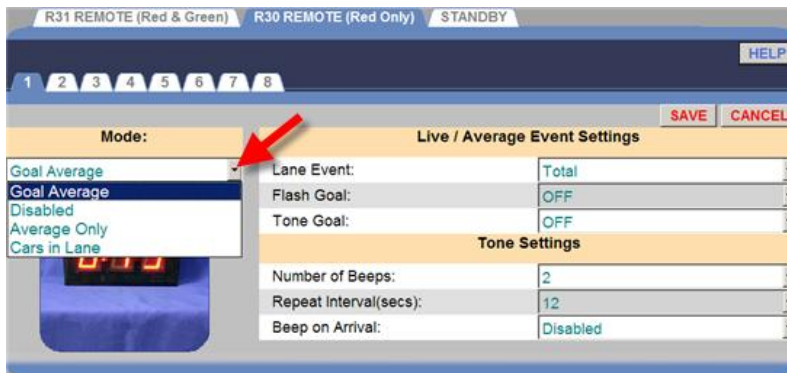
1. Click on the **EDIT** button to open the screen for edits.



2. Click on one of the numbered tabs near the top of the screen, to edit the settings for the R30 Remote Display.



3. Click on the drop-down arrow to the right of the **Mode** field to select the **Mode** that you want to use to track the selected vehicle detector.



- **Goal Average:** In this mode, the Remote Display shows the Event times as vehicles pass through the drive-thru lane, and display average Event times after the Event times have been displayed for a specified time without a new event.
- **Disabled:** The Remote Display is disabled. The display will be blank, with a single blinking dot.
- **Average Only:** In this mode, the Remote Display shows the average time for the assigned event. If the Remote Display is in Standby mode (when there is no drive-thru activity), this mode defaults to the Goal Average mode actions.
- **Cars In Lane:** In this mode, the Remote Displays show the current number of cars in the specified lane. If the Remote Display is in Standby mode (when there is no drive-thru activity), this mode defaults to the Goal Average mode actions.

4. Click on the drop-down list arrows on the right side of the screen. Depending on the mode selected, the following settings can be made.

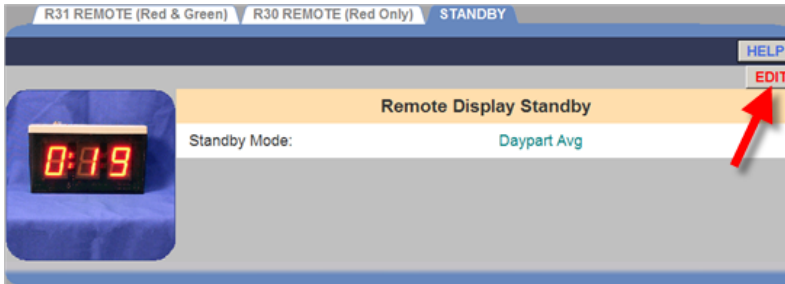
The screenshot shows a software interface for a remote display. At the top, there are tabs for 'R31 REMOTE (Red & Green)', 'R30 REMOTE (Red Only)', and 'STANDBY'. Below these is a row of numbered tabs from 1 to 8. A 'HELP' button is in the top right. The main area is divided into sections. On the left, there's a 'Mode:' dropdown menu currently set to 'Goal Average', and below it, a digital display showing '0:19'. To the right of the mode section is a 'Live / Average Event Settings' section. It contains three dropdown menus: 'Lane Event' set to 'Total', 'Flash Goal' set to 'OFF', and 'Tone Goal' set to 'OFF'. Below these is a 'Tone Settings' section with three more dropdown menus: 'Number of Beeps' set to '2', 'Repeat Interval(secs)' set to '12', and 'Beep on Arrival' set to 'Disabled'. Two red arrows point to the dropdown arrows on the right side of the screen, specifically pointing to the 'Flash Goal' and 'Tone Goal' dropdowns.

- **Beep on Arrival:** Select Enabled if you want a beep tone to signal when a car reaches a lane event.
 - **Flash Goal:** Select the goal at which the display will start flashing.
 - **Lane:** Select the lane for which the number of cars in lane will be monitored.
 - **Lane Event:** Select the event that you want the Remote Display to show the Event time for, such as Menu, Service, Total and so on. You can assign goals for Events programmed under Detectors in Installer Settings.
 - **Number of Beeps:** Select the number of beeps to be sounded when a car reaches a lane event goal.
 - **Tone Goal:** Select the goal at which the display will start a tone.
 - **Repeat Interval:** Select the interval between repeating beep tones.
5. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

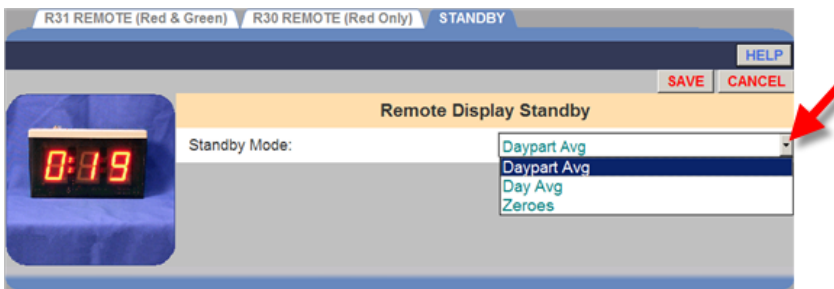
Remote Display Standby

The Remote Display Standby screen allows you to select Day Average, Daypart Average or Zeroes to be displayed on the remote displays when there is no activity for the selected event.

1. Click on the **EDIT** button to open the screen for edits.



2. Click on the drop-down arrow to the right of the **Standby Mode** field and select **Day Avg**, **Daypart Avg** or **Zeroes** from the drop-down list.



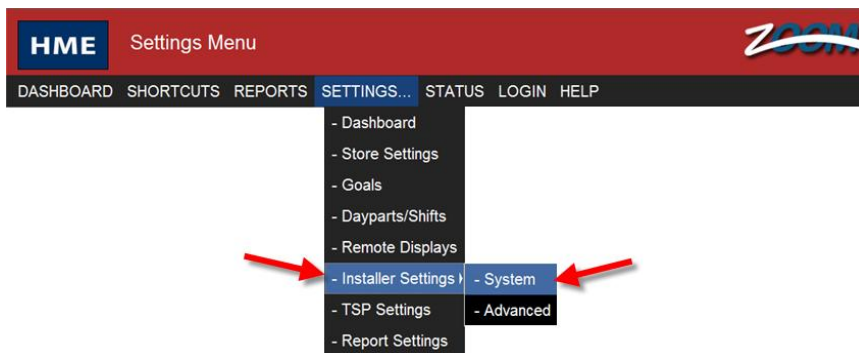
3. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

INSTALLER SETTINGS

CAUTION: Changing Installer Settings will override any individual settings since Installer Settings were last made.

To make changes to Installer Settings, you must be authorized to enter the **Installer Settings** mode. Refer to the Permission table to find out if you are authorized to change Installer Settings.

To enter the Installer Settings mode, click on the **MENU** button in the upper left corner of the Dashboard screen. Place your cursor over **SETTINGS** on the Menu bar and move your cursor down to **Installer Settings** on the SETTINGS Menu, and then click on **System** or **Advanced**.



If you select **System**, the following settings will be available.



If you select **Advanced**, the following settings will be available.



If you are not logged in, or not authorized to make these settings changes, the following Login screen will appear.

Login

The Select User field displays the current user that is logged in.

Enter Login Information

1. Click on the drop-down list arrow on the right of the **Select User** field and select **Installer**.
2. Click in the **Enter Password** field to open a keypad. Click on the numbers on the keypad to enter your password.
(If you are not sure whether or not a password is required, refer to the Login Permission table.) Click out of the field when you are finished.

The screenshot shows the LOGIN interface. On the left is a blue box with two user icons and the text "DISTRICT MANAGER". The main area has a "Follow the steps below:" header with a "HELP" button. Below this are three sections: "Current User:" (empty), "UserLogin" (containing steps 1-3), and "UserLogout" (containing step 1). Step 1 of UserLogin is "Select User:" with a dropdown menu showing "Installer". Step 2 is "Enter Password:" with an empty text field. A red arrow points to this field with the text "Click in Enter Password field". Step 3 is "Press Log In:" with a "LOG IN" button. The UserLogout section has step 1 "Press Log Out" with a "LOG OUT" button. Below the UserLogin section is a numeric keypad with digits 7-9, 4-6, 1-3, and 0, a decimal point, and a "Bsp" button. A red arrow points to the keypad with the text "Click on numbers to enter access code in Enter Password field".

Current User:			UserLogin	
 DISTRICT MANAGER			1	Select User: Installer
			2	Enter Password:
			3	Press Log In: LOG IN
			UserLogout	
			1	Press Log Out: LOG OUT

7	8	9
4	5	6
1	2	3
0	.	Bsp

3. Click on the **LOG IN** button.
4. When you finish making installer settings or performing other ZOOM[®] activities, return to the **LOGIN** screen and click on the **LOG OUT** button. If you do not log out, after 10 minutes of inactivity, you will be logged out automatically and redirected to the Dashboard.

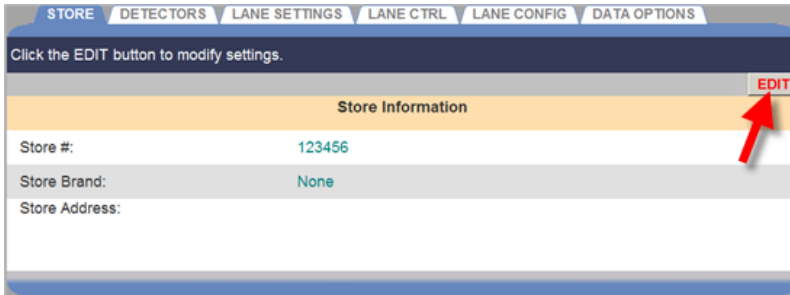
If you selected **Settings** before logging in as **Installer**, you will automatically be taken to the **STORE** screen.

If you selected **Advanced** before logging in as **Installer**, you will automatically be taken to the **CONTROL UNIT NETWORK** screen.

To change other installer settings, click one of the other tabs at the top of the respective screen.

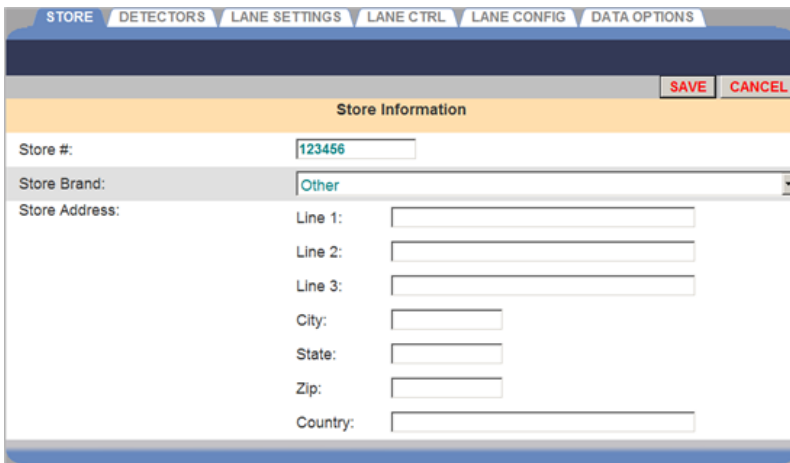
System Settings - Store

The **STORE** screen is for identifying information about your store.



The screenshot shows the 'STORE' screen with a navigation bar at the top containing 'STORE', 'DETECTORS', 'LANE SETTINGS', 'LANE CTRL', 'LANE CONFIG', and 'DATA OPTIONS'. Below the navigation bar is a message: 'Click the EDIT button to modify settings.' The main section is titled 'Store Information' and contains three fields: 'Store #' with the value '123456', 'Store Brand' with the value 'None', and 'Store Address' which is empty. A red arrow points to the 'EDIT' button in the top right corner of the 'Store Information' section.

1. To enter identifying information for your store, click on **EDIT** on the **STORE** screen.



The screenshot shows the 'STORE' screen with the 'Store Information' section. The 'Store #' field contains '123456'. The 'Store Brand' field is a dropdown menu with 'Other' selected. The 'Store Address' section contains six input fields: 'Line 1:', 'Line 2:', 'Line 3:', 'City:', 'State:', 'Zip:', and 'Country:'. The 'SAVE' and 'CANCEL' buttons are visible in the top right corner of the 'Store Information' section.

2. Enter your store number, brand and address in the respective fields and then click on the **SAVE** button. If you do not want to save your entries, click on the **CANCEL** button.

System Settings - Detectors

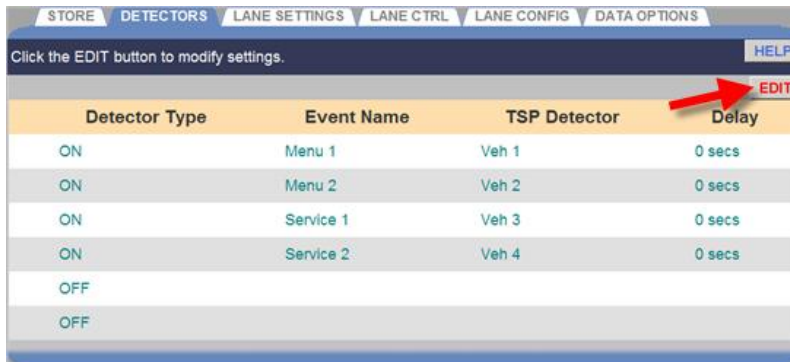
This is where you enter information about the vehicle detector installed for each detection point. Each line entry represents a detection point. There can be up to 6 detection points in a [single-lane drive-thru](#), up to 3 detection points in each lane of a [dual-lane drive-thru](#) and up to 6 detection points in a [Y-lane drive-thru](#).

Typical Detector Configuration for a Single-Lane Drive-Thru



Detector Type	Event Name	TSP Detector	Delay
ON	Menu Board	Veh 1	0 secs
Greet	Greet	Greet A	0 secs
ON	Service	Veh 2	0 secs
OFF			
OFF			
OFF			

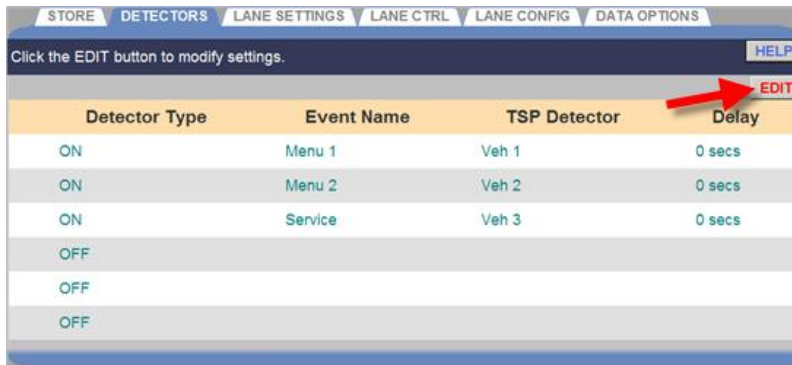
Typical Detector Configuration for a Dual-Lane Drive-Thru



Detector Type	Event Name	TSP Detector	Delay
ON	Menu 1	Veh 1	0 secs
ON	Menu 2	Veh 2	0 secs
ON	Service 1	Veh 3	0 secs
ON	Service 2	Veh 4	0 secs
OFF			
OFF			

NOTE: In a dual-lane drive-thru, only the first, third and fifth detection points can be assigned to Lane 1, and only the second, fourth and sixth detection points can be assigned to Lane 2.

Typical Detector Configuration for a Y-Lane Drive-Thru



Detector Type	Event Name	TSP Detector	Delay
ON	Menu 1	Veh 1	0 secs
ON	Menu 2	Veh 2	0 secs
ON	Service	Veh 3	0 secs
OFF			
OFF			
OFF			

1. Click on the **EDIT** button to open the editing screen.
2. Click on the drop-down menu arrow for each detection point in the drive-thru lane(s), one at a time.

NOTES:

- In Y-Lane, you can configure a maximum of 6 detectors, or 4 detectors and 2 Greets.
- The following detector Event Names are only used as a “side-by-side pair” in Y-Lane. They can not be used separately, as they can be in Single and Dual-Lane operations.
- These Detector Event Names must be paired in Y-Lanes;
 - Menu 1/ Menu 2
 - Order Point 1/Order Point 2
 - Window 1/Window 2
- Two sets of side-by-side detector pairs can be used, one after the other, such as Menu 1/Menu 2 followed by Window 1/Window 2.
- You can not insert single detectors between the two groups of side-by-side pairs. Only Greets can be inserted between the pairs.
- A side-by-side detector pair can not be placed as the last detectors in the lane. The last detector in the lane must be a single ON detector.

WARNING: Changing Detector configuration may default other settings and may take up to a minute to affect the system.

Detector Type	Event Name	TSP Detector	Delay
ON	Menu Board	Veh 1	0 secs
Greet	Greet	Greet A	0 secs
ON	Service	Veh 2	0 secs
OFF			
OFF			
OFF			

The selections below will appear for each active detection point.

Detector Type	Event Name	TSP Detector	Delay
ON	Menu Board	Veh 1	0 secs

- Click on the first drop-down list arrow to select a **Detector Type** for this detection point. The Detector Type is the function that you want the detector to perform. Detector Types are defined below:

Detector Type	Definition
OFF	No detection point programmed.
ON	Always active during open hours.
Control	Controlled by a remote switch or by the event control schedule. Typically used for peak hour lanes in multi-lane locations.
Alert	Alert tone only; does not count for reports.
Independent	Assigned when times will be recorded and reported but not calculated into the total time. Examples of independent detectors are: a Wait Area, a Pre-Alert, Alert or Pre-Warning detection point.
Greet	When assigned, the outside audio is connected to the detection point instead of a vehicle detector.

NOTE: If independent detectors are selected, up to two will be displayed on the Dashboard if the Dashboard is configured to display a Lane frame.

Note the following tips for setting up Detectors:

- A lane must start with either an ON or Control detector.
- A lane must end with an ON detector.
- Only two detectors can be set as Greet detectors.

4. Click on the next drop-down list arrow to select an **Event Name** to assign to this detection point. The following Event Names are available for a single-lane, dual-lane or Y-lane drive-thru.

NOTE: Greet cannot come before Menu Board (Menu) in the sequence of events as a car enters and moves through the lane.

Single-Lane Event Name	Dual-Lane Event Name	Y-Lane Event Name
Arrival	Arrival 1	Arrival
Alert	Arrival 2	Alert
Booth	Alert 1	Booth
Cashier	Alert 2	Cashier
Delivery	Pre-Alert 1	Delivery
Greet	Pre-Alert 2	Greet
Greet 1	Pre-Loop 1	Greet 1
Greet 2	Pre-Loop 2	Greet 2
Menu Board	Pre-Warning 1	Menu Board
Menu 1	Pre-Warning 2	Menu 1
Menu 2	Booth 1	Menu 2
Order Point	Booth 2	Order Point
Order Point 1	Cashier 1	Order Point 1
Order Point 2	Cashier 2	Order Point 2
Pickup Window	Delivery 1	Pickup Window
Pre-Alert	Delivery 2	Pre-Alert
Pre-Loop	Greet 1	Pre-Loop
Presenter	Greet 2	Presenter
Pre-Warning	Menu 1	Pre-Warning
Service	Menu 2	Service
Wait Area	Order Point 1	Wait Area
Window 1	Order Point 2	Window 1
Window 2	Presenter 1	Window 2
Total	Presenter 2	Total
	Service 1	
	Service 2	
	Total 1	
	Total 2	

- Click on the next drop-down list arrow to select the **TSP Detector** for this detection point.
- Click on the next drop-down list arrow to select a **Delay Time** for this detection point, from 0 – 9 seconds. This allows delays that employees are not responsible for, not to be measured. For example, a delay at the menu board to permit the customer to roll down the window or a delay at the cashier's station to permit the customer to get their money out, up to the Delay Time you select, would not be measured.
- Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

System Settings - Lane Settings

Each store has a limit on how many cars can fit in the service lane, based on the length of the lane and the size of a typical car. You can set up the ZOOM[®] to discard vehicles when there are unusual delays in service or when the maximum number of cars allowed in the lane is exceeded.

Total Time for Lane			
Mode:	Automatic		
Start Total:	Menu Board	at	Arrival
Stop Total:	Service	at	Departure

Pullout Settings

Max Service Idle Time (mm:ss):	0:30
Max Delay Time (mm:ss):	1:00
Max Cars in Lane (cars):	15
Enhanced Pullout Detection:	Disabled

- Click on the **EDIT** button to open the editing screen.
- Make changes, as needed.

Total Time for Lane

Total Time for Lane			
Mode:	Automatic ▼		
Start Total:	Menu Board ▼	at	Arrival ▼
Stop Total:	Service ▼	at	Departure ▼

- The **Mode** field can be **Automatic**, if you want the ZOOM[®] to automatically calculate Total Time based on the **DETECTORS** settings, or **Manual** if you want to manually control the Total Time settings. Click on the drop-down list arrow to change this setting.
- The **Start Total** field selects the lane event where you want to start counting Total Time, and whether you want to start counting Total Time from the vehicle's **Arrival** or **Departure** at that lane event. Click on the first and second drop-down list arrows to change these settings.
- The **Stop Total** field selects the lane event where you want to stop counting Total Time, and whether you want to stop counting Total Time on the vehicle's **Arrival** or **Departure** at that lane event. Click on the first and second drop-down list arrows to change these settings.

Pullout Settings

Pullout Settings	
Max Service Idle Time (mm:ss):	0 ▼ : 30 ▼
Max Delay Time (mm:ss):	01 ▼ : 00 ▼
Max Cars in Lane (cars):	15 ▼
Enhanced Pullout Detection:	Disabled ▼

- The **Max Service Idle Time** is the maximum amount of time that the last ON detection point can be vacant with cars between other ON detection points. Click on the drop-down list arrows on the right to select the maximum allowable service idle time. The range is 00:01 (one second) to 10:00 (10 minutes).

- The **Max Delay Time** is the maximum amount of time allowed for a vehicle to leave one ON detection point and arrive at the next ON detection point. Click on the drop-down list arrows on the right to select the maximum allowable delay time. The range is 00:01 (one second) to 10:00 (10 minutes).

NOTE: ZOOM[®] determines a vehicle to be a pullout IF any vehicle has been between ANY two ON detection points in excess of the Max Delay Time, AND the last ON detection point has been vacant in excess of the Max Service Idle Time.

- The **Max Cars in Lane** defines the maximum number of vehicles that can fit in the lane from (and including) the first ON detection point to the last ON detection point. Any new vehicles arriving in excess of this number will cause the leading vehicle in the queue closest to the end of the lane to be discarded. Click on the drop-down list arrows on the right to select the maximum allowable cars in lane. The range is 1 through 24, and the default is 15.

NOTE: To estimate the number of cars that can fit in the lane, estimate 10 feet (3.05 meters) per car between the first ON detection point (Menu Board or Order Point) to the last ON detection point (Service Window or Pickup Window).

- **Enhanced Pullout Detection** applies the Service Idle Time to each ON detector, not just the last one. To enable this feature, click on the arrow to the right of **Enhanced Pullout Detection** and select **Enable**.

NOTE: In Enhanced Pullout Detection mode, ZOOM[®] determines a vehicle to be a pullout IF any vehicle has been between ANY two ON detection points in excess of the Max Delay Time AND the next ON detection point has been vacant in excess of the Max Service Idle Time.

3. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

System Settings - Lane Control

Lane Control is used for two-lane installations where the second lane is only open during heavy traffic Dayparts. For example, the second lane may only need to be open during the lunch hours.

Control Setup	
Select Mode:	Off
Start Day:	Monday
Stop Day:	Sunday
Start Time:	9:00 AM
Stop Time:	4:00 PM

Discard Vehicles Under 4 Seconds	
At First Detector:	Yes
At Last Detector:	Yes

1. Click on the **EDIT** button to open the editing screen.

Control Setup	
Select Mode:	Off
Start Day:	Monday
Stop Day:	Sunday
Start Time:	09:00 AM (hh:mm)
Stop Time:	04:00 PM (hh:mm)

2. Click on the drop-down list arrow to the right of **Select Mode** to select the mode you want to use to control the lane.

NOTE: Only events that have been assigned Control under Detectors in Installer Settings will appear under Select Mode.

Automatic: Allows scheduling of opening and closing times for events that are assigned Control under Detectors in Installer Settings.

Manual: Allows the store to control opening and closing of the events using a remote switch.

Off: No control is set.

3. Click on the drop-down list arrow to the right of **Start Day** to select the day of the week to start control of this detection point.

- Click on the drop-down list arrow to the right of **Stop Day** to select the day of the week to stop control of this detection point.
- Click on the drop-down list arrows to the right of **Start Time** and **Stop Time** to set the start and stop times, in hours (hh), minutes(mm) and AM or PM, for this detection point to be controlled.

NOTE: Controlled events will open at the scheduled time or store opening, whichever is later, and will close at the scheduled time or store closing, whichever is earlier.

- Select whether you want to start the vehicle discard for vehicles in the lane under 4 seconds from the **At First Detector** drop-down list.

Discard Vehicles Under 4 Seconds	
At First Detector:	No
At Last Detector:	No

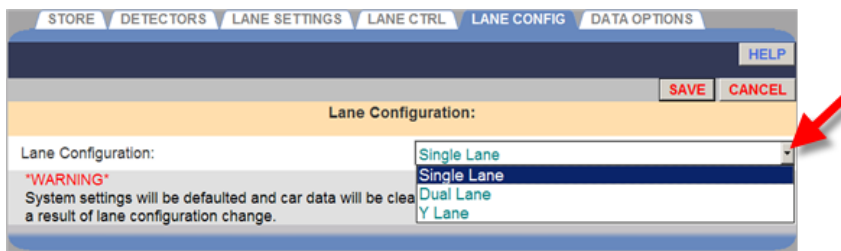
- Select whether you want to end the vehicle discard for vehicles in the lane under 4 seconds from the **At Last Detector** drop-down list.
- Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

System Settings - Lane Configuration

Lane configuration is used to set up the number of lanes at this store.

Restore points are created at various system configuration stages, such as defaulting the system.

- Click on the **EDIT** button to open the editing screen.

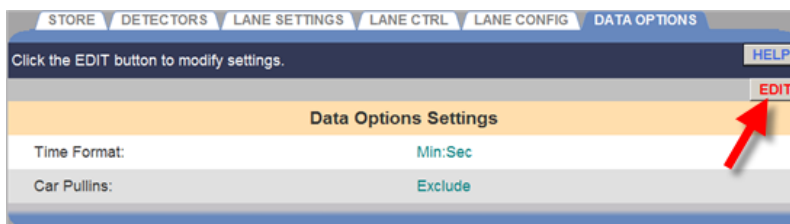


- Click on the drop-down list arrow to the right of **Lane Configuration** and select whether you have a **Single Lane**, **Dual Lane** or **Y Lane** configuration.

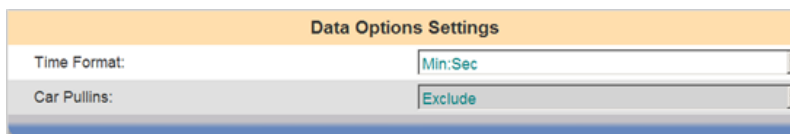
CAUTION: If you change Lane Configuration, all accumulated car data will be erased, and lane configuration dependent settings will be defaulted.

- Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

System Settings - Data Options



- Click on the **EDIT** button to open the editing screen.



- Click on the drop-down arrow in the **Time Format** field to select minutes and seconds (**Min:Sec**) or seconds only (**Secs Only**) format.
- Click on the drop-down arrow in the **Car Pullins** field to select whether to **Include** or **Exclude** cars that enter the drive-thru lane after the first ON detection point, in reports and dashboard calculations.
- Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

Advanced Settings - Control Unit Network

Control Unit Network Settings	
DHCP:	Enabled
IP Address:	10.10.7.33
Subnet Mask:	255.255.254.0
Gateway:	10.10.6.1
DNS Server:	10.10.1.70
Data IP Port:	3255
Web Server Port:	(80, 8080, or 59427)

1. Click on the **EDIT** button to open the editing screen.

CAUTION: Contact your Network Administrator before changing any of these settings. Do not make any changes without your Network Administrator's advice.

2. Click on the **SAVE** button to save any changes you have made.
If you do not want to save your changes, click on the **CANCEL** button.

Advanced Settings - Miscellaneous

CONTROL UNIT NETWORK MISC. MAINTENANCE EXT. COMM. HME CLOUD

Click the EDIT button to modify settings. HELP

EDIT

Miscellaneous Settings

Installer Wizard: Disabled

Allow to delete 1st Car: Disabled

Driver Position: Left side

Daypart/Shift Option: Show DP & Shift

Reset Best Transactions

Time Period: Half Hour RESET

1. Click on the **EDIT** button to open the editing screen.

SAVE CANCEL

Miscellaneous Settings

Installer Wizard: Disabled

Allow to delete 1st Car: Disabled

Driver Position: Left side

Daypart/Shift Option: Show DP & Shift

2. Click on the drop-down arrow in the **Installer Wizard** field to select the wizard. Use only when advised by HME.
3. Click on the drop-down arrow in the **Allow Delete 1st Car** field to enable or disable deleting the first car in the lane.

NOTE: If Allow Delete 1st Car field is enabled, it will appear on the Store Settings, Drive-Thru Manager screen. When this feature is enabled, if the detector has a problem, or if cars with trailers have gone through the lane or other unusual events have occurred, cars in the lane may be out of sequence. If this happens, the first car in the lane can be deleted on the Drive-Thru Manager screen.

4. Click on the drop-down arrow in the **Driver Position** field to change the position of the driver inside the car. This will affect the direction the cars will move on the Dashboard lane display.
5. Click on the **Daypart/Shift Option** button to select the Daypart and Shift data that will be shown on the Dashboard.

Show DP & Shift

Show DP & Shift

Show DP w/ Time

Show Shift w/ Time

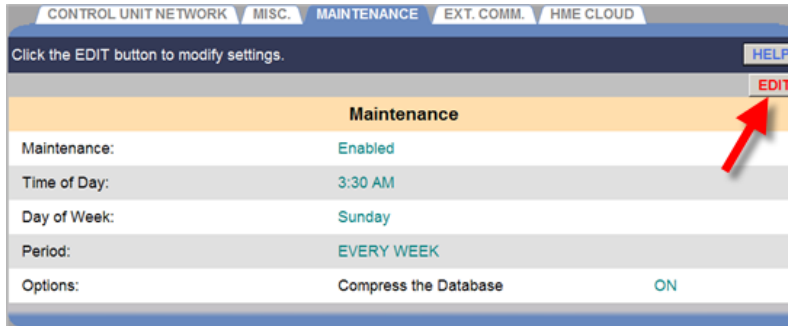
Show DP & Shift w/ Time

6. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

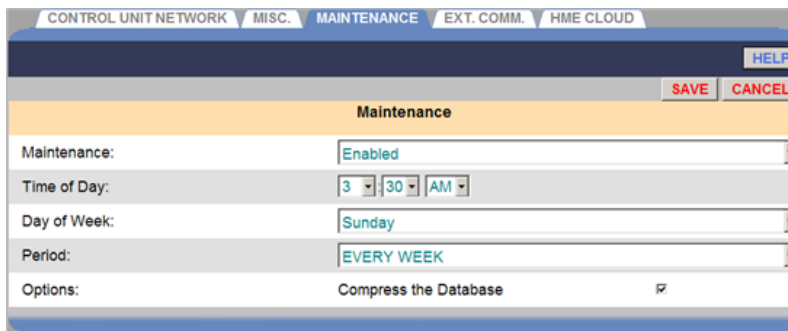
Advanced Settings - Maintenance

The Maintenance screen allows you to set up preventive maintenance activities that will be performed automatically on the days and times of your choice.

NOTE: For best ZOOM[®] performance, Maintenance should be Enabled.



1. Click on the **EDIT** button to open the editing screen.

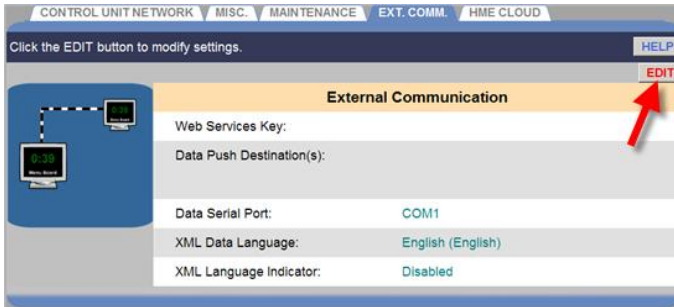


2. Click on the drop-down arrow in the **Maintenance** field to enable or disable the automatic maintenance check. If you select **Enabled**, the system will restart at each occurrence of the **Time of Day**, **Day of Week** and **Period** that you select.
3. Click on the drop-down arrows in the **Time of Day** and **Day of Week** fields to choose when the maintenance will be performed.
4. Click on the drop-down arrow in the **Period** field to have the maintenance performed on the same day and time **EVERY WEEK**, **EVERY TWO WEEKS** or **EVERY THREE WEEKS**.
5. In the **Options** field, click on the box to the right of if you would like to have the database compressed according to the schedule you selected. Compressing the database improves ZOOM[®] performance. If you select **Compress the Database**, it will be performed before the system restarts.
6. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

Advanced Settings - External Communication

The **External Communication** screen contains settings that control external communication features supported by the ZOOM[®] system.

1. Click on the **EDIT** button to open the editing screen.



2. **Web Services Key:**

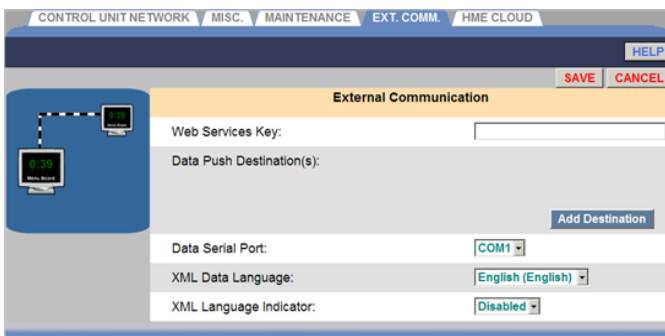
This setting provides an ability to protect this ZOOM[®] system from an unauthorized client connection using a web service protocol.

If this key is set, any web service client must know this key to gain access to this ZOOM[®] system. Leave this key blank if you do not want to protect this ZOOM[®] system's web service access.

For more information regarding ZOOM[®] web service connectivity, please contact the HME Marketing Department at 1-800-848-4468.

3. **Data Push Destination(s):**

Clicking the **Add Destination** button allows you to specify the Internet Protocol (IP) address, port and security certificate (optional) of networked device(s) running an application capable of handling a TCP connection. When this setting is configured, this ZOOM[®] system will periodically push drive-thru information in XML format to the specified destination(s). Leave these settings empty if you do not want this ZOOM[®] system to automatically push data.



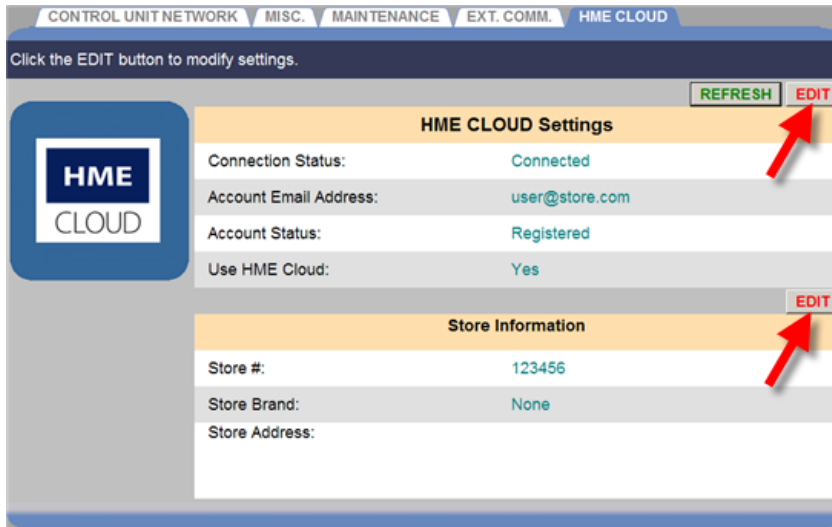
4. **Data Serial Port:**

This setting allows you to specify the system's Serial Com Port that will be used for external clients using a serial connection.

Advanced Settings – HME CLOUD®

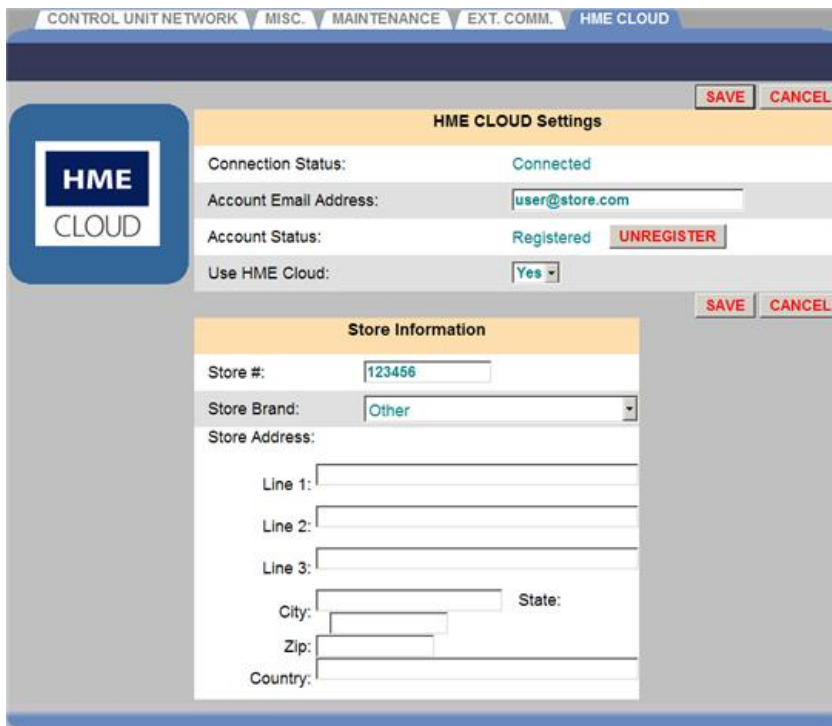
The **HME CLOUD®** screen contains settings for interface with the ZOOM® system via the HME CLOUD®.

1. Click on either **EDIT** button to open the editing screen for **HME CLOUD Settings** or to enter your **Store Information**. Clicking on **REFRESH** will update any status changes on the page.



The screenshot shows the 'HME CLOUD' tab selected in the top navigation bar. Below the navigation bar, there is a message: 'Click the EDIT button to modify settings.' The main content area is divided into two sections: 'HME CLOUD Settings' and 'Store Information'. The 'HME CLOUD Settings' section displays the following information: Connection Status: Connected, Account Email Address: user@store.com, Account Status: Registered, and Use HME Cloud: Yes. There is a 'REFRESH' button and an 'EDIT' button (highlighted with a red arrow) next to the 'HME CLOUD Settings' section. The 'Store Information' section displays: Store #: 123456, Store Brand: None, and Store Address: (blank). There is an 'EDIT' button (highlighted with a red arrow) next to the 'Store Information' section.

2. Enter or change the information in each of the blank fields.



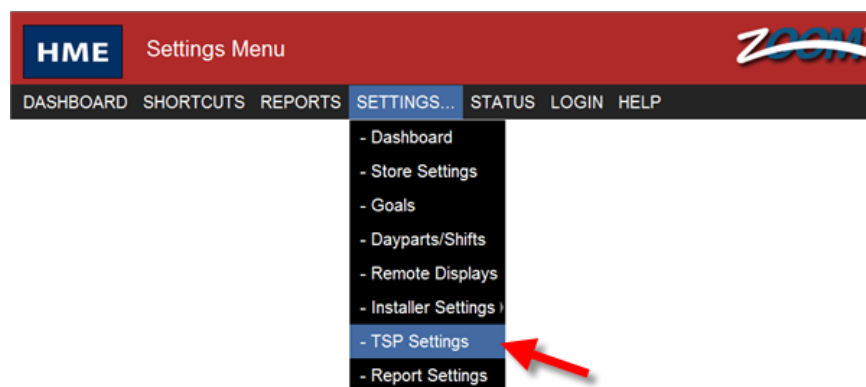
The screenshot shows the 'HME CLOUD Settings' screen with the 'EDIT' button clicked. The 'HME CLOUD Settings' section now includes input fields for 'Account Email Address' (containing 'user@store.com') and 'Use HME Cloud' (a dropdown menu set to 'Yes'). There is an 'UNREGISTER' button next to the 'Account Status' field. The 'Store Information' section includes input fields for 'Store #' (containing '123456'), 'Store Brand' (a dropdown menu set to 'Other'), and 'Store Address' (a multi-line text area). There are 'SAVE' and 'CANCEL' buttons at the top right of the 'HME CLOUD Settings' section and at the bottom right of the 'Store Information' section.

3. Click on the **SAVE** button(s) to save your changes. If you do not want to save your changes, click on the **CANCEL** button(s).

TSP SETTINGS

The **TSP** (Timer Signal Processor) receives data from the vehicle detectors when a car arrives at or leaves a detection point, and sends the data to the Control Unit for interpretation and storage in the database. The Detector Polarity allows the TSP to interface with HME and other third-party detectors. The Network settings allow the Control Unit to communicate with a TSP set at a particular IP address.

To enter the **TSP Settings** mode, place your cursor over **SETTINGS** on the Menu bar, and then click on **TSP Settings** on the drop-down **SETTINGS** Menu. You must be authorized to enter the **TSP Settings** mode. Refer to the Permission table to find out if you are authorized to change TSP settings.



The **Edit TSP Settings** screen appears with the **NETWORK** tab active. To edit Detectors or Password settings, Click on the **DETECTORS** or **PASSWORD**. Also, by clicking on the **DIAGNOSTICS** tab, you can run various automated diagnostic checks of the TSP if any operating problems occur. This should be done with assistance from HME Technical Support personnel.



NOTE: If you are not logged in, or not authorized to make these settings changes, a login screen will appear. Refer to the Permission table to find out if you are authorized to change TSP settings.

Network

CAUTION: TSP Network settings should not be changed unless your ZOOM[®] system is offline or if your TSP has been replaced with a new unit. In either case, refer to the TSP Settings in your printout of the All Settings Report, and be sure the Network Settings are set exactly the same as those on the report.

NETWORK DETECTORS PASSWORD DIAGNOSTICS

Click the EDIT button to modify settings. HELP

REFRESH EDIT

Connection:

Status: Connected

Mode: Manual

IP Address: 192.168.1.98

EDIT

TSP Network Settings:

DHCP: Disabled

IP Address: 192.168.1.98

Subnet Mask: 255.255.0.0

Gateway: 0.0.0.0

IP Port: 3256

Main Version: N/A

Co-Proc. Version: N/A

MAC Address: N/A

1. Click on the first **EDIT** button to edit the **Connection** settings, as needed. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button. Clicking on **REFRESH** will update any status changes.

SAVE CANCEL

Connection:

Status: Connected

Mode: ☒ Automatic ☐ Manual

IP Address: 192.168.1.98

2. Click on the second **EDIT** button to edit any of the **TSP Network Settings** fields, as needed:

LOAD DEFAULTS SAVE CANCEL

TSP Network Settings:

DHCP: ☒ Disabled

IP Address: 192.168.1.98

Subnet Mask: 255.255.0.0

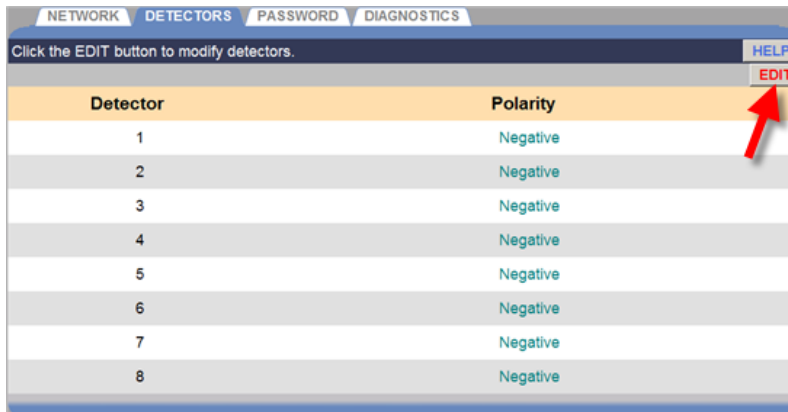
Gateway: 0.0.0.0

IP Port: 3256

- **DHCP:** Dynamic Host Configuration Protocol. DHCP allows a network administrator to supervise and distribute IP addresses from a central point. In normal operation, DHCP should remain Disabled.
- **IP Address:** Internet Protocol address. A unique computer address that some electronic devices (such as computers or routers) use to identify and communicate with each other on a computer network.
- **Subnet Mask:** Splits the network into a series of subgroups or subnets to speed up the delivery of data by the routers.
- **Gateway:** A device (usually a router) that connects one or more computers on a network to other networks.
- **IP Port:** The name or address of the port for the network that you want to connect to.

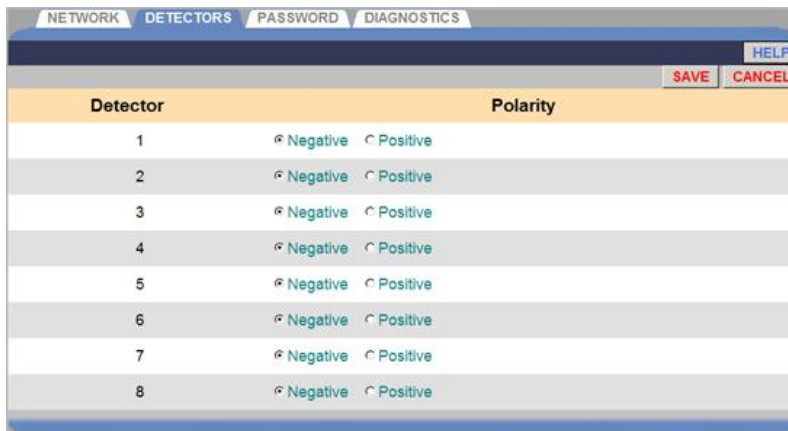
Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

Detectors



Detector	Polarity
1	Negative
2	Negative
3	Negative
4	Negative
5	Negative
6	Negative
7	Negative
8	Negative

1. Click on the **Edit** link to open the **DETECTORS** editing screen.



Detector	Polarity
1	☒ Negative ☐ Positive
2	☒ Negative ☐ Positive
3	☒ Negative ☐ Positive
4	☒ Negative ☐ Positive
5	☒ Negative ☐ Positive
6	☒ Negative ☐ Positive
7	☒ Negative ☐ Positive
8	☒ Negative ☐ Positive

2. Set the **Polarity** for each detector by selecting either **Negative** or **Positive**.
3. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

Password

A TSP password is required to change TSP settings through the TSP's Telnet interface. If you want to restrict access to particular ZOOM® functions, you will need to create passwords. (Refer to the Login Permission table.) If a password needs to be created or changed, follow these instructions.

1. Click in the **Current Password** field and enter your current TSP password by clicking on the numbers and/or letters on the drop-down keyboard. Click out of the field when you are finished.

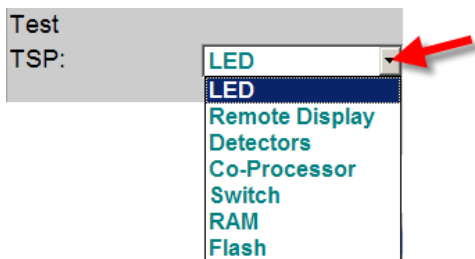
2. Click in the **New Password** field and enter a new TSP password by clicking on the numbers and/or letters on the drop-down keyboard. Click out of the field when you are finished.
3. Click in the **Confirm New Password** field and reenter the new TSP password. Click out of the field when you are finished.
4. Click on the **SUBMIT** button to save your new TSP password.

Diagnostics

The **DIAGNOSTICS** screen allows you to check the functions of the TSP.

NOTE: Diagnostic tests are normally run only when you are consulting with HME Technical Support personnel, if you are experiencing a problem with your ZOOM®.

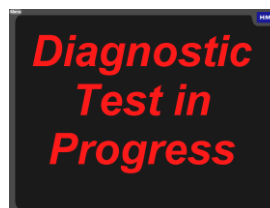
Before starting a TSP diagnostic test, check the **STATUS** screen to be sure the TSP is connected. Then click on the drop-down list arrow to the right of the **Test TSP** field and select the TSP function you would like to test.



Click on the **START TEST** button to run a diagnostic test for the selected **Test TSP** function.



Diagnostic Test In Progress will appear on the screen if a test is running for more than a few minutes.



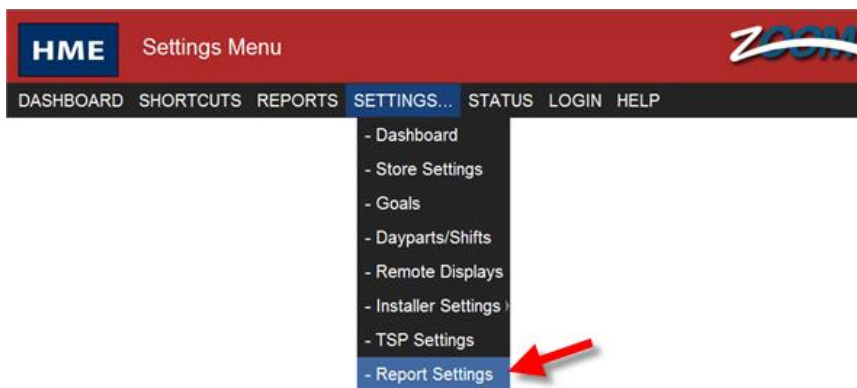
If you want to stop a TSP test at any time, click on the **STOP TEST** button.

TEST	WHAT IT DOES	WHAT YOU WILL OBSERVE
TSP LED	This will test all TSP vehicle and greet detector lights (LEDs).	Observe the vehicle and greet detector lights on the TSP.
TSP Remote Display	This test does the following: All remote displays flash and beep. R31 displays change color each second. Initially it displays all 8's on the remote display and then alternately displays the remote display number and the time count.	Observe the remote displays connected to the TSP.
TSP Detectors	This will test the TSP detectors. NOTE: Check the TSP detector polarity settings before this test. You should simulate the detector ON, OFF events by controlling the VDB lines (low for NEG polarity and high for POS polarity).	Current detector status will be displayed under the "Test Status".
TSP Co Processor	This will test the Co Processor interface.	Test Status will show the following: "Passed", if test successful "Failed", if test failed
TSP Switch	This will test DIP switches 3, 4, diagnostic switch on the TSP.	Test Status will show the current switch status.
TSP RAM	This will test the RAM on the TSP.	Test Status will show the following: "Passed", if test successful "Failed", if test failed
TSP Flash	This will test the Flash on the TSP.	Test Status will show the following: "Passed", if test successful "Failed", if test failed

REPORT SETTINGS

1. Click on the **Menu** button in the upper left corner of the Dashboard screen.
2. Place your cursor over **SETTINGS** on the Menu bar. **SETTINGS** will turn blue and the SETTINGS Menu will drop down. On the SETTINGS Menu, click on **Report Settings**.

You must be authorized to enter the **Report Settings** mode. Refer to the Permission table to find out if you are authorized to change Report Settings.



The **Scheduled Reports** screen will appear.

NOTE: If you are not logged in, or not authorized to make these settings changes, a login screen will appear. Refer to the Permission table to find out if you are authorized to change Reports Settings.

Scheduled Reports

NOTE: You may need a password to make changes to Scheduled Reports settings. If so, you will need to enter your password in the Login screen.

The screenshot shows the 'SCHEDULED' tab selected. Below the tabs, there is a message: 'Click the EDIT button to modify settings.' To the right of this message is a 'HELP' button and a red 'EDIT' button. A red arrow points to the 'EDIT' button. The main content area is divided into two columns: 'Reports' and 'Print Options'. The 'Reports' column lists various report types with their status set to 'OFF': Hour, Daypart, Shift, Day, Week, Month, and Year-To-Date. The 'Print Options' column shows settings for Hours (6:00 AM - 10:00 PM & 11:00 PM - 11:00 PM), Dayparts (1 - 6 & 7 - 12), Shifts (1 - ON, 2 - ON, 3 - ON), Print Days (Sun - Sat), Option (Trailing Dayparts), and Print Time (At end of each month & year).

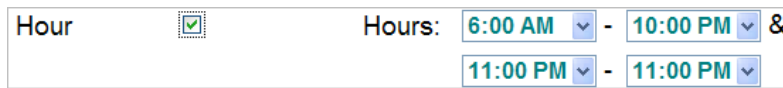
1. Click on the **EDIT** link to open the fields for editing.

The screenshot shows the 'SCHEDULED' tab selected. Below the tabs, there is a message: 'Click the EDIT button to modify settings.' To the right of this message is a 'HELP' button and a red 'EDIT' button. A red arrow points to the 'EDIT' button. The main content area is divided into two columns: 'ON/OFF' and 'Print Options'. The 'ON/OFF' column lists various report types with their status set to 'OFF': Hour, Daypart, Shift, Day, Week, Month, and Year-To-Date. The 'Print Options' column shows settings for Hours (6:00 AM - 10:00 PM & 11:00 PM - 11:00 PM), Dayparts (1 - 6 & 7 - 12), Shifts (1 - ON, 2 - ON, 3 - ON), Print Days (Sun - Sat), Option (Trailing Dayparts), and Print Time (At end of each month & year). A red arrow points to the 'Check report type' text, and another red arrow points to the 'Select shift(s)' text.

2. To select a Report Type to include when scheduling reports, click on the check box next to each option to turn that Report Type **ON**. Any unchecked box stops the scheduling of that report.

NOTE: The data included in scheduled reports may depend on the selections you make under the SUMMARY FORMAT settings.

3. For each Report Type you turn on, select additional **Options** settings.
- For the **Hour** report, click on the check box next to **Hour**. Select the **Hours** by clicking on each drop-down list arrow.

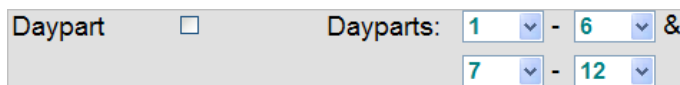


Hour ☒ Hours: 6:00 AM - 10:00 PM & 11:00 PM - 11:00 PM

Two ranges of hours can be selected. The report will run at the end of each selected hour range.

The report shows the date and time of the report, Store ID, counts for Total Cars, Total Hours and Minutes, Average Time, Cars served within each goal, and Longest times for Menu, Service and Total Times. This report also shows Total Pullouts, Total Pullins, Average Queue Time, Average Cars in the Lane and system information (power fails, system resets and vehicle detector resets).

- For the **Daypart** report, click on the check box next to **Daypart**. Select the **Dayparts** by clicking on each drop-down list arrow.



Daypart ☐ Dayparts: 1 - 6 & 7 - 12

Two ranges of dayparts can be selected. The report will run at the end of each selected daypart range. To turn off a range, set the dayparts to 0.

The report shows the date and time of the report, Store ID, counts for Total Cars, Total Hours and Minutes, Average Time, Cars served within each goal, and Longest times for Menu, Service and Total Times. This report also shows Total Pullouts, Total Pullins, Average Queue Time, Average Cars in the Lane and system information (power fails, system resets, and vehicle detector resets). If the report request is for more than one day, a Daypart report will print with data covering the specified Daypart for each of the requested days.

- For the **Shift** report, click on the check box next to each Shift that you want to include.



Shift ☐ Shifts: ☒ 1 ☒ 2 ☒ 3

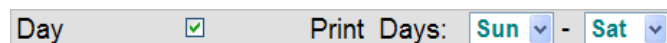
The report will run after each selected shift.

The report shows the date and time of the report, Store ID, counts

for Total Cars, Total Hours and Minutes, Average Time, Cars served within each goal, and Longest times for Menu, Service and Total Times. This report also shows Total Pullouts, Total Pullins, Average Queue Time, Average Cars in the Lane, and system information (power fails, system resets and vehicle detector resets).

When setting up shifts, if there is a gap between shifts, no records will be reported on the Shift Report for that period. See Setting up Store Accounting for more information.

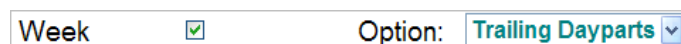
- For the **Day** report, click on the check box next to **Day**. Select the **Print Days** from the drop-down list. If you select the same day in each list, the report will print on only one day.



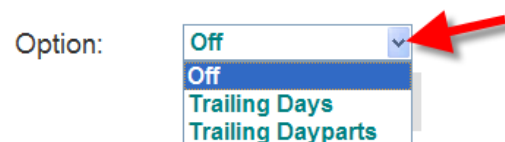
The report will print at the end of the day (according to store hours).

The report shows the date and time of the report, Store ID, counts for Total Cars, Total Hours and Minutes, Average Time and Cars served within each goal. Longest time will be shown only if the day of this report is within the current raw car database. This report also shows Total Pullouts, Total Pullins, Average Lane Time, Average Cars in Lane, and system information (power fails, system resets and vehicle detector resets).

- For the **Week** report, click on the check box next to **Week**.



Click on the **Options** drop-down list arrow. Select **Trailing Days** from the drop-down list if you want an additional report for each day of the week selected, or **Trailing Dayparts** if you want a summarized report for each enabled daypart of the selected week. Select **Off** if you do not want either additional report.



This report will run once a week, at the week, as defined by the beginning of week under Store Accounting and Store Hours.

The report shows the date and time of the report, Store ID, counts for Total Cars, Total Hours and Minutes, Average Time, Cars served

within each goal. Longest time will be printed only if the raw car database contains all records for the week of this report. This report also shows Total Pullouts, Total Pullins, Average Lane Time, Average Cars in Lane, and system information (power fails, system resets and vehicle detector resets).

- For the **Month** report, click on the check box next to **Month**.

Month ☐

This report is run once a month, at the completion of each month.

The report shows the date and time of the report, Store ID, counts for Total Cars, Total Hours and Minutes, Average Time and Cars served within each goal. Longest time will be printed only if the raw car database contains all records for the week of this report. This report also shows Total Pullouts, Total Pullins, Average Lane Time, Average Cars in Lane, and system information (power fails, system resets and vehicle detector resets).

- For the **Year-to-Date** report, click on the check box next to **YTD**.

YTD ☐ Print Time: [At end of each month & year](#)

The **Year-to-Date** report prints at your store's closing time on the last day of the month, and at the end of the fiscal year. You can view or change the fiscal year on the Store Settings Accounting screen. See Setting up Store Accounting for more information.

The report shows the date and time of the report, Store ID, counts for Total Cars, Total Hours and Minutes, Average Time and Cars served within each goal. Longest time will be printed only if the raw car database contains all records for the week of this report. This report also shows Total Pullouts, Total Pullins, Average Lane Time, Average Cars in Lane, and system information (power fails, system resets and vehicle detector resets).

4. Click on the **Save** button to save your changes and set all of the scheduled reports that are turned ON. If you do not want to save your changes, click on the **Cancel** button.

Scheduled Report Output

This screen allows you to select where scheduled reports will be sent. They can be sent to an Email address or to a printer.

1. Click on the **EDIT** button to open the fields for editing.

Scheduled Report Destinations	
Email	OFF
Source Address: zoom@hmqsr.com	
Destination Address:	
SMTP Server (outgoing):	
SMTP User Name:	
SMTP Password:	
SMTP SSL: OFF	
SMTP Port: 587 Send Test Email	
Print	OFF
Printer Name: Microsoft XPS Document Writer	
Report Format	Format: PDF
Remote Printing	Click the EDIT button to set up.

NOTE: If you are browsing from another Back-Office PC, “Click the Edit button to set up” will appear on the Remote Printing line.

2. Check the **Email** box for sending the report in an Email or the **Print** box to print the report, or both.

NOTE: Scheduled printed reports require the Remote Printing utility downloaded from the Control Unit to a single Back-Office PC that is connected to a printer.

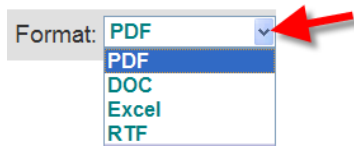
Output	ON/OFF	Options
Email	☒	Source Address: zoom@hmqsr.com Destination Address: ex: dest1@hostname.com,dest2@hostname.com SMTP Server (outgoing): SMTP User Name: SMTP Password: SMTP SSL: ☐ SMTP Port: 587 Printer Name: Microsoft XPS Document Writer
Print	☐	Format: PDF To print scheduled reports, download and install this application Download (see HELP for instructions)

- To edit any of the information on the **SCHED. OUTPUT** screen, click in the desired field and a keyboard will appear. Enter the information in the field by clicking on the letters and numbers on the keyboard.

- Email Source Address:** This must contain your email account's full email address.
- Email Destination Address:** This is the Email address where you want the reports to be sent. For multiple Emails, use commas to separate the Email addresses.

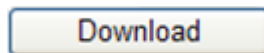
NOTE: Contact your email provider or network administrator to obtain information required for the remaining email settings.
 After you save your settings, you can send a test Email to the Destination Address by clicking on the Send Test Email button.

- **Report Format:** Click on the drop-down list arrow and select the format in which you would like the reports saved.



For the above settings, click on the **Save** button to save your selections, or click on the **Cancel** button if you do not want to save your selections.

- **Remote Printing:** Used to download Scheduled Report print application (Sys40 Print Service) to your Back-Office PC by clicking on the **Download** button.



NOTE: When you click on the Download button, you may be blocked from downloading files to your computer. If this happens, follow the instructions that appear on your screen and then click on the Download button again.

Download Installation Notes

Windows Operating Systems Supported: Windows XP

Recommended Hardware: 512MB RAM, approximately 50MB free local hard drive space

Optional Software: Microsoft Word, Microsoft Excel or Adobe Acrobat, depending on a selected print format

Installing and Setting Up the Sys40Print Service —

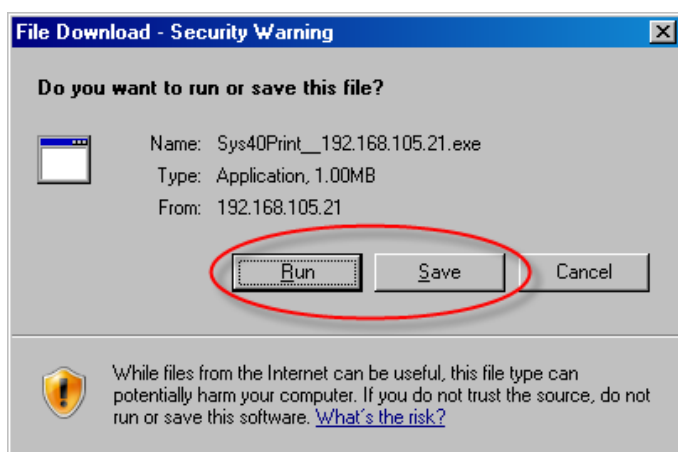
The Sys40Print Service runs as a Windows Service, and therefore does not require a user to be logged on the computer. After the service is installed, it will start automatically each time the computer is turned on or rebooted.

You should install the Sys40Print Service with an **administrator** / **"power user"** level user account. This user should have the rights required to print to the selected (local/network/shared) printer.

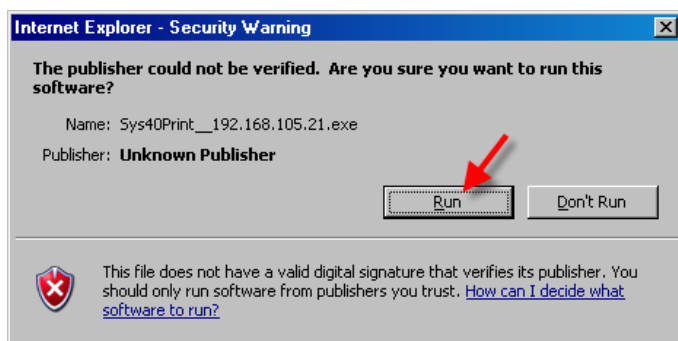
After you click on the Download button, the following steps will appear on your screen —

Step 1: You can install the Sys40Print Service either of the following two ways;

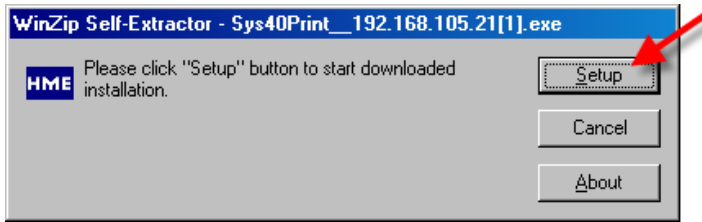
- If you are logged on your PC as an administrator/power user, click on the **Run** button to install the Sys40Print Service.
- If you are logged on your PC as a user with restricted rights, but you can supply information for the administrator/power user account, click on the **Save** button to download the Sys40Print Service file on your computer. To run the Sys40Print Setup, locate the downloaded file, right click on it and select the "Run as ..." option to start it.



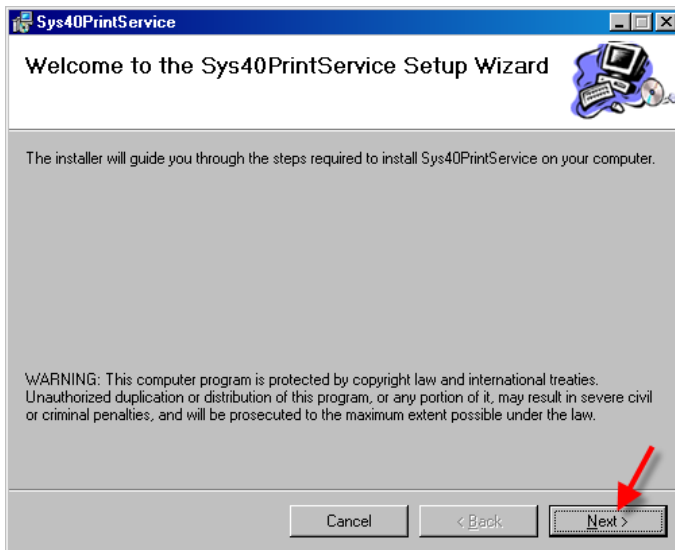
Step 2: To continue, click on the **Run** button.



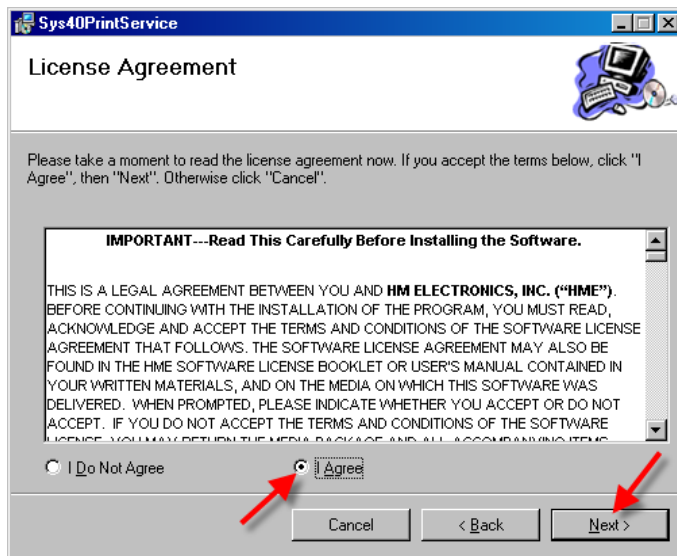
Step 3: Click on the **Setup** button to start the downloaded installation.



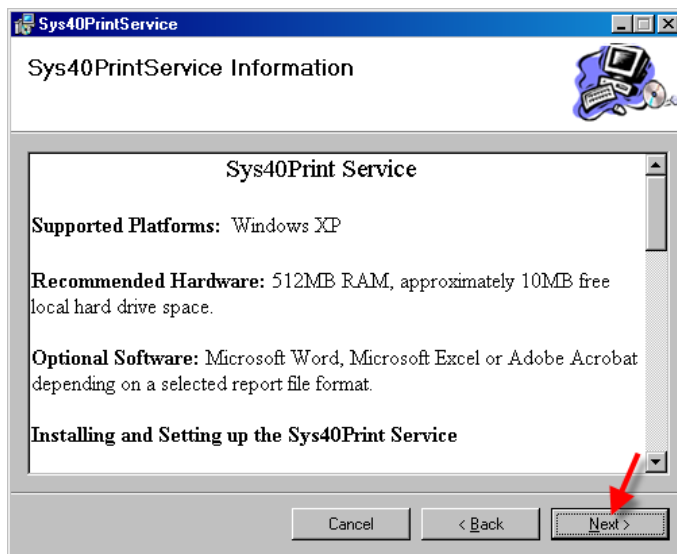
Step 4: Click on the **Next >** button to start the Setup Wizard.



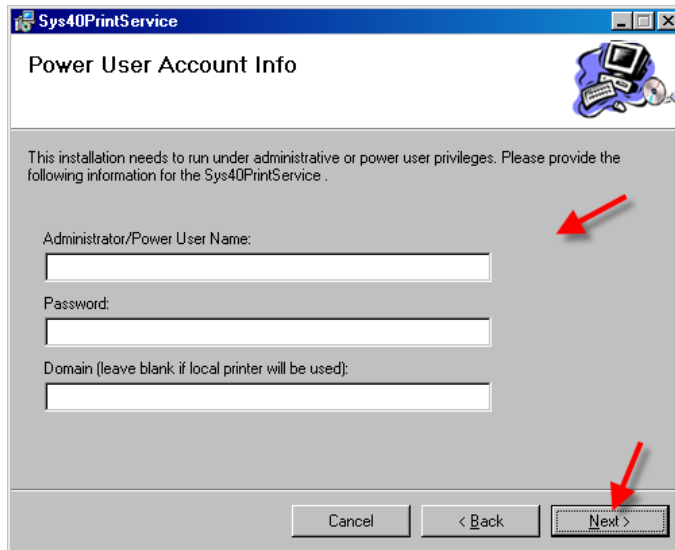
Step 5: Read the License Agreement and select **I Agree**, and then click on the **Next >** button to continue the installation.



Step 6: If you have Windows XP, click on the **Next >** button to continue. If you do not have Windows XP, you may not be able to run this application on your computer.

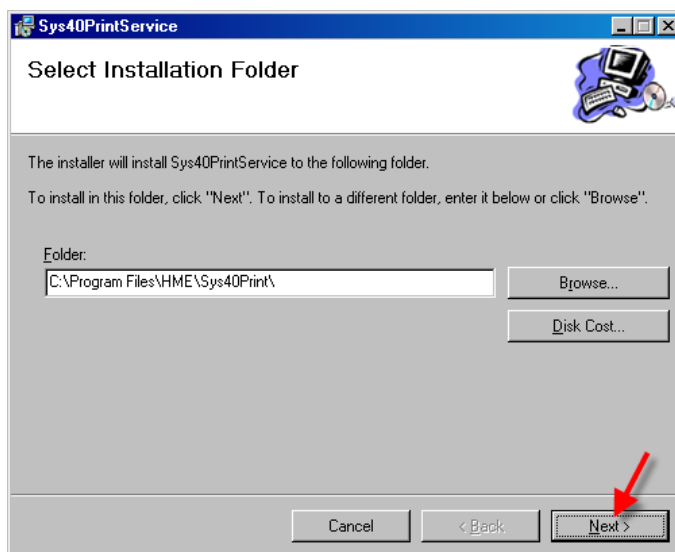


Step 7: Enter your store's network access information, **User Name**, **Password** and **Domain**, and then click on the **Next >** button to continue.



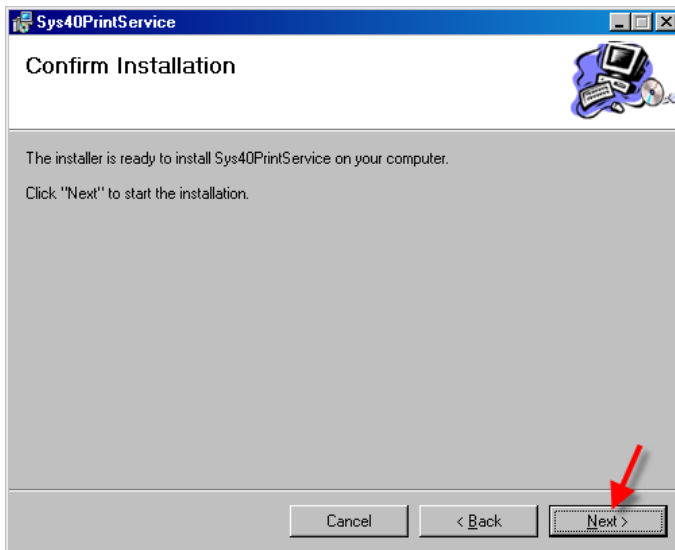
The dialog box titled "Sys40PrintService" has a subtitle "Power User Account Info". It contains a message: "This installation needs to run under administrative or power user privileges. Please provide the following information for the Sys40PrintService." Below this are three input fields: "Administrator/Power User Name:", "Password:", and "Domain (leave blank if local printer will be used):". At the bottom are three buttons: "Cancel", "< Back", and "Next >". A red arrow points to the "Next >" button.

Step 8: If you would like the Sys40Print Service files to be installed in the Folder shown, click on the **Next >** button to continue. If you would like to select a different folder for the Sys40Print Service files, click on the **Browse** button and locate the desired folder. If you would like to know how much disk space will remain on your computer when this installation is completed, select the **Disk Cost...** button. When you are ready, click on the **Next >** button to continue.

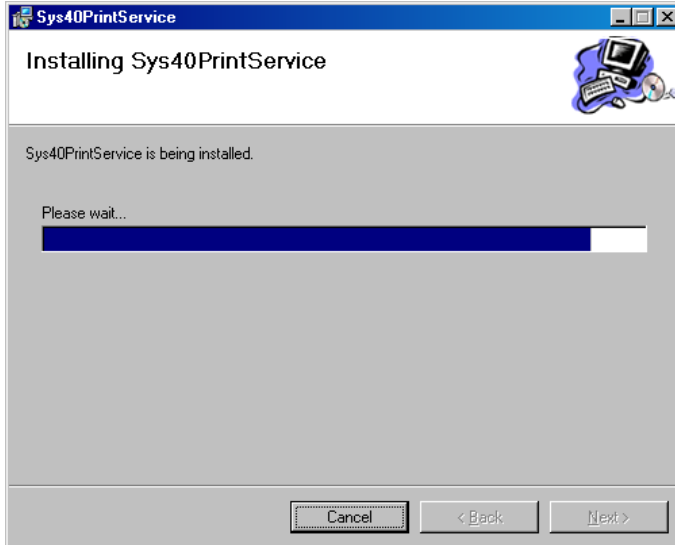


The dialog box titled "Sys40PrintService" has a subtitle "Select Installation Folder". It contains a message: "The installer will install Sys40PrintService to the following folder. To install in this folder, click 'Next'. To install to a different folder, enter it below or click 'Browse'." Below this is a text field labeled "Folder:" containing the path "C:\Program Files\HME\Sys40Print\". To the right of the text field are two buttons: "Browse..." and "Disk Cost...". At the bottom are three buttons: "Cancel", "< Back", and "Next >". A red arrow points to the "Next >" button.

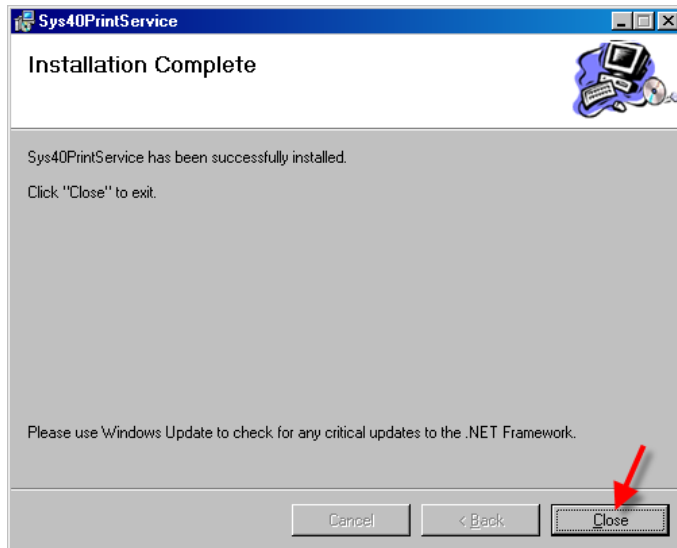
Step 9: To confirm that you are ready to begin the installation, click on the **Next >** button.



Step 10: Wait while the Sys40Print Service is being installed.



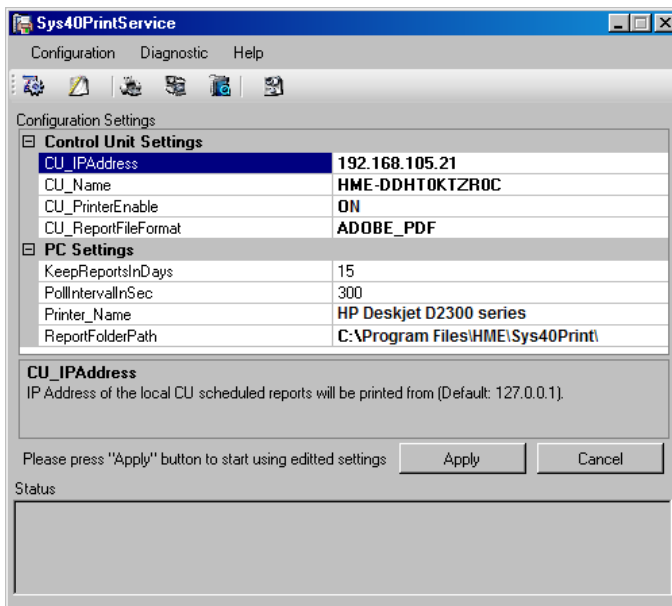
Step 11: When the Installation Complete screen appears, click on the **Close** button to exit the Setup Wizard. After exiting, a screen will appear for Control Unit and Printer Configuration.



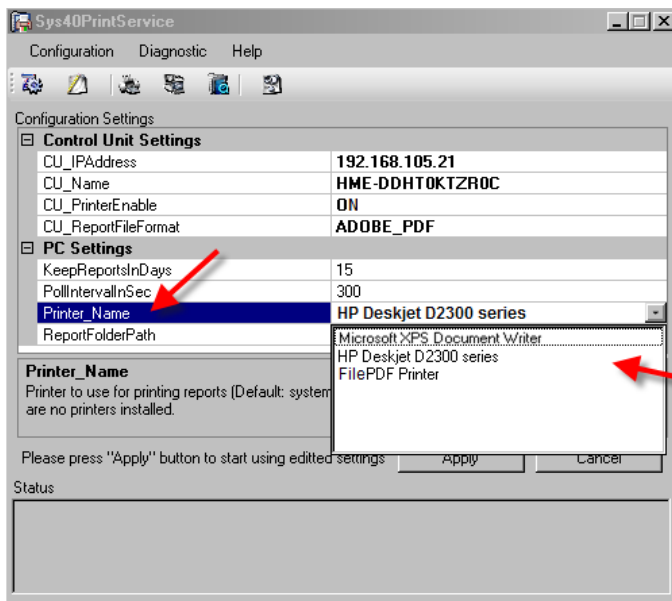
If the following screen appears, click on the **Unblock** button.



Step 12: After the installation is completed, the following screen will appear. On this screen, you can select the printer you want the Sys40Print Service to print to.



Step 13: Click on **Printer Name** for a drop-down list of printers available. Select the printer you want to print your ZOOM[®] reports. Click on the **Apply** button to enter your selection.



Summary Report Format

This screen allows you to select what information will be included in your Summary Reports.

1. Click on the **EDIT** button.

The screenshot shows the 'SUMMARY FORMAT' tab selected. At the top, there are tabs for 'SCHEDULED', 'SCHED. OUTPUT', 'SUMMARY FORMAT', and 'COMPARISON FORMAT'. Below the tabs, a message says 'Click the EDIT button to modify settings.' To the right of this message is a 'HELP' button and an 'EDIT' button, which is highlighted with a red arrow. The main content area is divided into several sections: 'Items to Show in Event', 'Events to Show in Report', 'Miscellaneous Items', 'Print Options', and 'Report Template'. Each section contains a list of items with corresponding 'ON' or 'OFF' status indicators.

Items to Show in Event	
Average Time	ON
Total Cars	ON
Summarized Event Time	ON
Click to see Goals Details	ON
Click to see Longest Times	ON

Events to Show in Report	
Menu Board	ON
Greet	ON
Service	ON
Total	ON

Miscellaneous Items	
Store Description	OFF
Daypart Start/Stop Times	OFF
Legend: Standard Time Goals	OFF

Print Options	
Summary Print Style	Short (1 page)

Report Template	
Report Template Version	v1.0

2. Click on the boxes to place a check mark in them for **Items** and **Events** you want to include in your Summary Reports, or to remove check marks from boxes for **Items** and **Events** you do not want to include in the reports.

The screenshot shows the 'SUMMARY FORMAT' tab selected. At the top, there are tabs for 'SCHEDULED', 'SCHED. OUTPUT', 'SUMMARY FORMAT', and 'COMPARISON FORMAT'. Below the tabs, there are 'SAVE' and 'CANCEL' buttons. The main content area is divided into several sections: 'Items in Event', 'Events', 'Miscellaneous Items', 'Print Options', and 'Report Template'. Each section contains a list of items with corresponding 'ON/OFF' status indicators. A red circle highlights the 'ON/OFF' status indicators for the 'Items in Event' and 'Events' sections, with a red arrow pointing to them and the text 'Check boxes'. Another red arrow points to the 'Summary Print Style' dropdown menu, with the text 'Select style'. A third red arrow points to the 'Report Template Version' dropdown menu, with the text 'Select template'.

Items in Event	
Average Time	ON/OFF ☒
Total Cars	ON/OFF ☒
Summarized Event Time	ON/OFF ☒
Click to see Goals Details	ON/OFF ☒
Click to see Longest Times	ON/OFF ☒

Events	
Menu Board	ON/OFF ☒
Greet	ON/OFF ☒
Service	ON/OFF ☒
Total	ON/OFF ☒

Miscellaneous Items	
Store Description	ON/OFF ☐
Daypart Start/Stop Times	ON/OFF ☐
Legend: Standard Time Goals	ON/OFF ☐

Print Options	
Summary Print Style	Short (1 page)

Report Template	
Report Template Version	v1.0

3. Click on the drop-down list arrow to the right of **Summary Print Style** to select the setting that specifies whether the ZOOM[®] Scheduled Reports should be a short overview report, a long, graphical report or a tabular detailed report.

NOTE: This affects the printed and emailed Scheduled Reports.

4. Click on the **Save** button to save your selections, or click on the **Cancel** button if you do not want to save your selections.

Comparison Report Format

This screen allows you to select what information will be included in your Comparison Reports.

1. Click on the **EDIT** button.

The screenshot shows the 'COMPARISON FORMAT' tab selected. At the top, there is a 'HELP' button and an 'EDIT' button highlighted with a red arrow. Below the 'EDIT' button is the 'Comparison Report Graph' section. It includes a 'Graph Type' dropdown menu set to 'Line'. Below this is the 'Events to Graph in Comparison Report' section, which contains two tables. The first table, 'Events:', lists 'Menu Board', 'Greet', 'Service', and 'Total' with 'Time' and 'Cars' columns, all set to 'ON'. The second table, 'Lane 1 Options:', lists 'Average Time', 'Pullins', and 'Pullouts' with 'Time' and 'Cars' columns, all set to 'ON'.

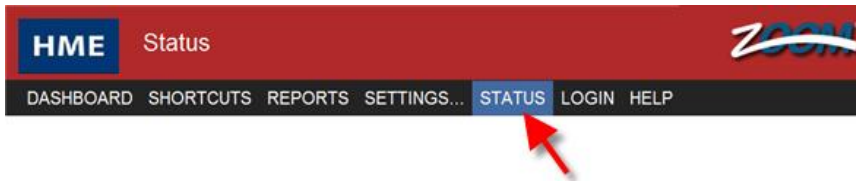
2. Click on the drop-down list arrow to the right of the **Graph Type** field and select whether you would like a **Line** graph or a **Bar** graph.
3. Click on the boxes to place a check mark in them for **Lane Events** and to **Lane 1 Options** that you want to include in your Comparison Reports, or to remove check marks from boxes if you do not want to include them in the reports.

The screenshot shows the 'COMPARISON FORMAT' tab selected. At the top, there are 'SAVE' and 'CANCEL' buttons. Below them is the 'Comparison Report Graph' section. It includes a 'Graph Type' dropdown menu set to 'Line', with a red arrow pointing to the dropdown arrow. Below this is the 'Events to Graph in Comparison Report' section, which contains two tables. The first table, 'Events:', lists 'Menu Board', 'Greet', 'Service', and 'Total' with 'Time' and 'Cars' columns, all set to 'ON'. The second table, 'Lane 1 Options:', lists 'Average Time', 'Pullins', and 'Pullouts' with 'Time' and 'Cars' columns, all set to 'ON'. A red box highlights the 'Time' and 'Cars' columns for both tables, with the text 'Check boxes' written in red.

4. Click on the **Save** button to save your selections, or click on the **Cancel** button if you do not want to save your selections.

CHAPTER 6 STATUS

Click on the **Menu** button in the upper left corner of the Dashboard screen and then click on **STATUS** on the Menu bar, near the top of the screen.



The STATUS display will appear.

STATUS		STATISTICS	
Current System Status:		REFRESH HELP	
Copyright © 2007-2014 HM Electronics, Inc.			
Control Unit Information		Store Information	
Version:	2.00.338	Store #:	123456
Settings Version:	A.2.00	Store Brand:	None
OS Version:	0.99	System Time:	4/17/2014 12:42:04 PM
Serial Number:	00N9915C	Time Zone:	(GMT-06:00) Central Time (US & Canada)
Host Name:	ZM-TS-200-GN-05	Language and Region:	English (United States)
DHCP:	Enabled	Lane Configuration	
IP Address:	10.10.7.33	Lane Configuration:	
Subnet Mask:	255.255.254.0	Single Lane	
Gateway:	10.10.6.1	Database	
DNS Server:	10.10.1.70	Number of Records:	
TSP Information		1640	
Status:	Connected	Start:	4/16/2014 1:19:01 PM
Mode:	Manual	End:	4/17/2014 12:40:25 PM
Version:	N/A	NTP Mode	
Co-Proc. Version:	N/A	Status:	
DHCP:	Disabled	Enabled	
IP Address:	192.168.1.98	Poll Interval:	43200 (secs)
Subnet Mask:	255.255.0.0	Time Server:	pool.ntp.org
Gateway:	0.0.0.0	Time Server:	north-america.pool.ntp.org
HME CLOUD		Time Server:	time.nist.gov
Status:	Connected	Last Time Update:	4/17/2014 4:01:28 AM The system time has been changed by +39 seconds.
Account Status:	Registered	Web Server	
Account Email Address:	user@store.com	Active Session Count:	
		3	
Diagnostics Report			
Destination Address: HME Support			
CC:			
ex: dest1@hostname.com,dest2@hostname.com			
Send Diagnostics Report			

Click on one of the tabs for the type of information you need.

STATUS

The **STATUS** screen provides information that typically may be needed by HME Technical Support personnel if you are consulting them regarding a problem with your ZOOM[®] system. Clicking on **REFRESH** will update any changes to Current System Status.

STATUS		STATISTICS	
Current System Status:		REFRESH HELP	
Copyright © 2007-2014 HM Electronics, Inc.			
Control Unit Information		Store Information	
Version:	2.00.338	Store #:	123456
Settings Version:	A.2.00	Store Brand:	None
OS Version:	0.99	System Time:	4/17/2014 12:42:04 PM
Serial Number:	00N9915C	Time Zone:	(GMT-06:00) Central Time (US & Canada)
Host Name:	ZM-TS-200-GN-05	Language and Region:	English (United States)
DHCP:	Enabled	Lane Configuration	
IP Address:	10.10.7.33	Lane Configuration:	Single Lane
Subnet Mask:	255.255.254.0	Database	
Gateway:	10.10.6.1	Number of Records:	1640
DNS Server:	10.10.1.70	Start:	4/15/2014 1:19:01 PM
TSP Information		End:	4/17/2014 12:40:25 PM
Status:	Connected	NTP Mode	
Mode:	Manual	Status:	Enabled
Version:	N/A	Poll Interval:	43200 (secs)
Co-Proc. Version:	N/A	Time Server:	pool.ntp.org
DHCP:	Disabled	Time Server:	north-america.pool.ntp.org
IP Address:	192.168.1.98	Time Server:	time.nist.gov
Subnet Mask:	255.255.0.0	Last Time Update:	4/17/2014 4:01:28 AM The system time has been changed by +39 seconds.
Gateway:	0.0.0.0	Web Server	
HME CLOUD		Active Session Count:	3
Status:	Connected	Diagnostics Report	
Account Status:	Registered	Destination Address:	HME Support
Account Email Address:	user@store.com	CC:	
ex: dest1@hostname.com,dest2@hostname.com			
Send Diagnostics Report			

STATISTICS

The **STATISTICS** screen provides information that typically may be needed by HME Technical Support personnel if you are consulting them regarding a problem with your ZOOM[®] system. Clicking on **REFRESH** will update any changes to System Statistics.

STATUS		STATISTICS	
System Statistics:		REFRESH HELP	
Control Unit:	Power Downs/Resets:	0	Last: N/A
	Power Ups:	0	Last: N/A
	Programmed Resets:	0	
TSP:	Power Downs:	N/A	Last: 4/16/2014 2:58:08 AM
	Power Ups:	0	Last: N/A
	Resets:	0	
System:	Power Downs:	0	Last: N/A
	Power Ups:	N/A	Last: N/A
	Resets:	0	Comm Fails: 2
Deletes:	VDBs:	0	Pullouts: 344
	Over Max Cars:	0	Pullins: 4
	Discards:	0	Manual Delete: 0

CHAPTER 7 TROUBLESHOOTING

Diagnostic Lights (TSP)



TSP diagnostic light pattern for TSP status

- **Status light not coming on**

The **Status** light should be on steady when there is no communication, and blinking during normal operation. If it does not come on, call HME Technical Support.

Status Light	
Color – Pattern	Status Description
Red - Solid	Power Up
Green - Solid	Stand alone - No data or Telnet client connected
Green - Blinking	Communicating with control unit
Amber - Blinking	Telnet client connected
Green/Amber - Blinking	Both data and Telnet client connected
Amber - Solid	Diagnostic or Test mode

NOTE: Telnet is a network communication standard to allow HME Support personnel to configure and troubleshoot TSP operations.

- **Power lights not on**

If **+22V** light and **Power** light are not on, check to be sure the power adapter is plugged in, and that the power adapter cord is properly connected inside the TSP.

- **Greet lights not coming on**

If the **Greet** lights do not come on when the Order Taker speaks to a customer, call HME Technical Support.

- **Link and Data lights not coming on**

If the **Link** and **Data** lights do not come on, check the network cable connections. If the network cable is properly connected at both ends, and the **Link** and **Data** lights still do not come on, call HME Technical Support.

Network Link Light	
Color - Pattern	Status Description
OFF	No link to the Network
Green - Solid	Network link established

Network Data Light	
Color - Pattern	Status Description
OFF	No Network Activity
Amber - Blinking	Data is being transferred on the network

Cars not being detected

The **Vehicle Detect** lights on the TSP should come ON when cars are driving into the drive-thru lane, and should be OFF when no cars are present. If not, reset the TSP by inserting the end of an opened paper clip into the hole marked "R" on the right side of the TSP. Press it in until you feel the reset switch click. If the lights still do not come on when a car is present, call HME Technical Support.



Dashboard display not changing



If time is not updating on the Dashboard, reset the Control Unit by turning it off and back on. To do this, press and hold the power switch for a few seconds to turn the unit off, and then press and hold the switch again to turn it back on. If the Dashboard time is still not updating, call HME Technical Support.

Dashboard screens that might indicate problems

The following screen should appear when ZOOM[®] is restarting. If it remains on the Dashboard longer than 5 minutes, it may indicate a startup problem.



The following screen indicates the TSP is offline.



This means the Control Unit is not seeing the TSP because:

- Ethernet cable is not connected between the TSP and the Ethernet switch
- Ethernet switch is not on
- TSP is not on
- TSP Ethernet settings are incorrect

Replace battery

The battery in the TSP controls the backup memory to prevent loss of data in case of a power outage. The battery is located near the center of the TSP circuit board. **VERY CAREFULLY** lift the battery clip to remove and replace the battery. It should be replaced every five years with a CR2450 flat lithium battery.



Electrical Power Outage

If an electrical power outage from a lightning storm or power generator failure causes problems with your HME equipment after the electricity comes back on, unplug the AC power adapters from their electrical outlets, then plug them back in.

If there are any problems with your ZOOM[®] that you have been unable to resolve using this manual, contact HME Technical Support at 1-800-848-4468, Fax (858) 552-0172 or email support@hme.com.