

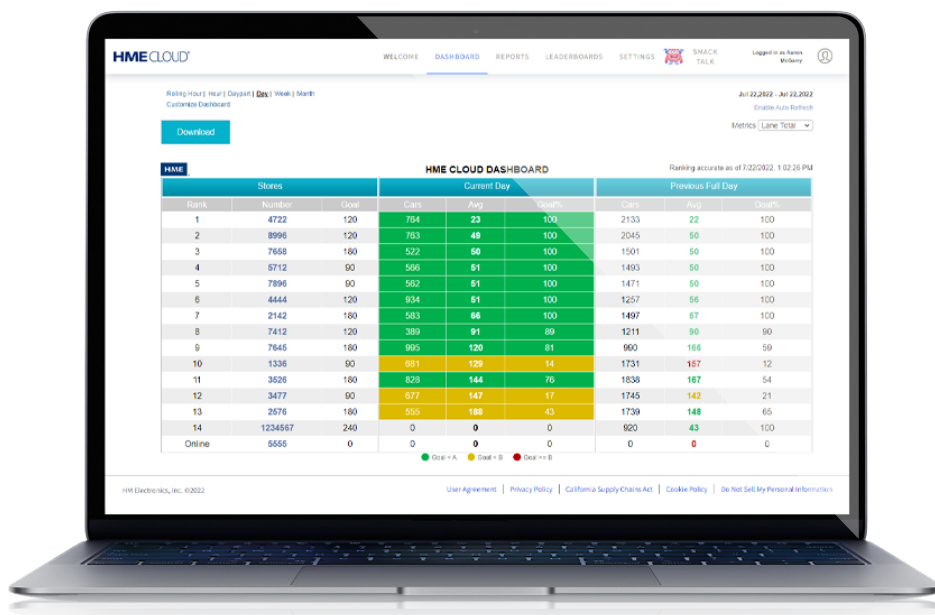
HME

HOSPITALITY
& SPECIALTY
COMMUNICATIONS

®

HME CLOUD®

User's Guide



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INTRODUCTION

The HME CLOUD® provides remote access to your HME systems and data for any/all of your stores. When your HME systems settings and data have automatically been imported into the HME CLOUD, you can access the HME CLOUD via PC, tablet, or smartphone from remote locations. These instructions provide guidance to understand the HME CLOUD and how to manipulate data within it. The default language is English. To change it, choose an available language from the drop-down list in the LANGUAGE field.

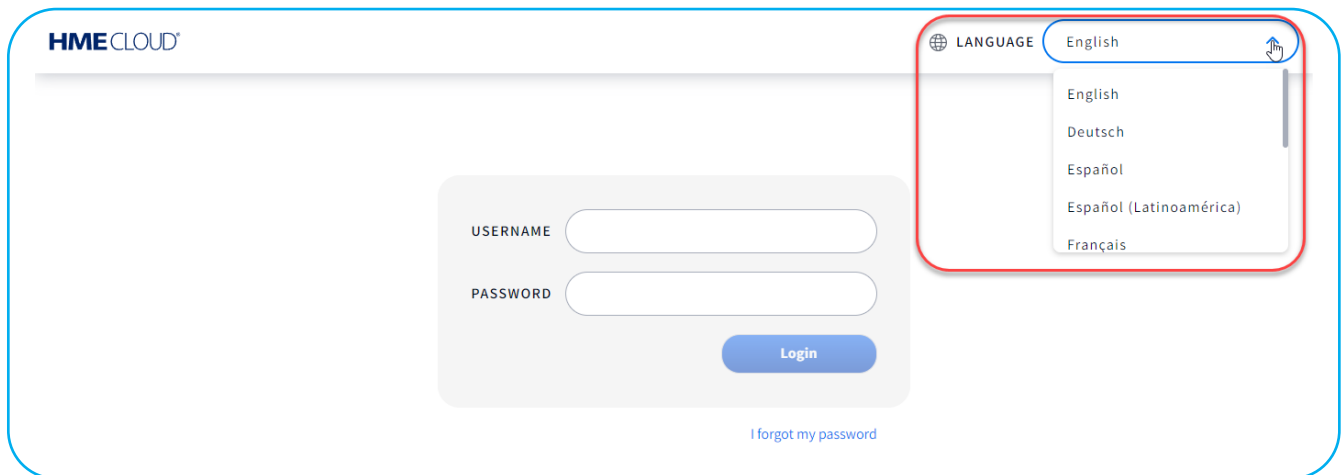


Fig. 1

If you have already logged in and you need to change the language, click the user image icon in the upper right corner and select LANGUAGE from the drop-down list. You can also access your ACCOUNT information, HELP, and LOG OUT from here. Clicking on the HELP opens the Frequently Asked Questions page, which may answer questions not addressed in this guide.

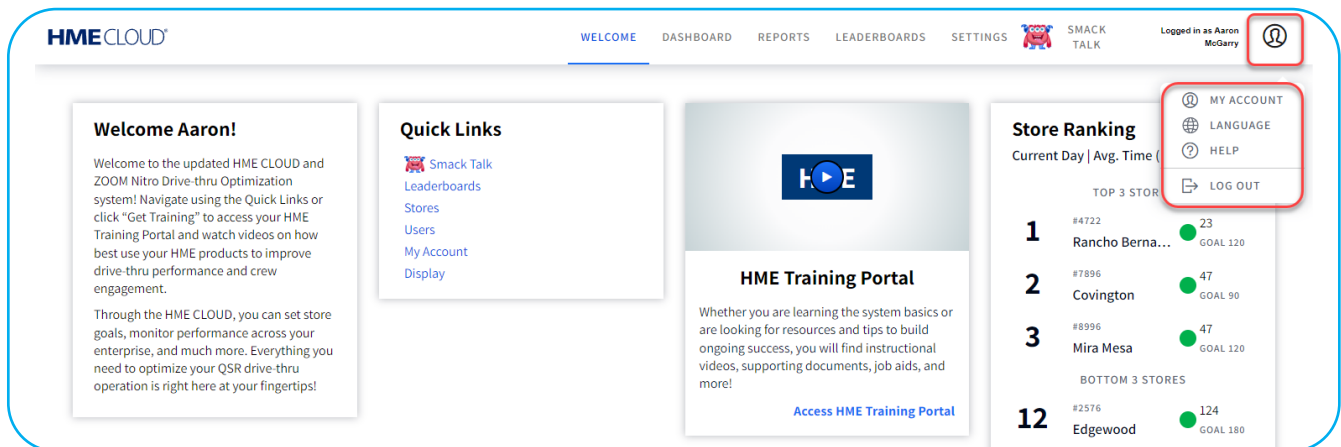


Fig. 2

WELCOME

Each time you log into the HME CLOUD, you will see the WELCOME page. Note that WELCOME is highlighted on the menu bar. To continue, click on any of the other topics on the top menu bar or under Quick Links to open. See Fig. 3. The following describes how to navigate and interpret the HME CLOUD menus and displays in order to operate your Drive-Thru more effectively. The topics shown on the menu bar: DASHBOARD, REPORTS, LEADERBOARD, and SETTINGS will be explained in the order they are listed.

On the WELCOME page, to the right of the Quick Links is an access point to the HME Training Portal, which can help you with certain features addressed in this guide, such as Leaderboards with enhancements like smack talk.

Click the play button on the HME screen or the blue link at the bottom of the HME Training Portal tile to access the training portal. Then, choose a product you would like to learn more about. For example, in the training portal, when you click on >Start Training under ZOOM Nitro, you are presented with a selection of Instructional Videos as well as additional product literature.

The tile on the far right side of the WELCOME page provides you with a glimpse of leaderboard store rankings.

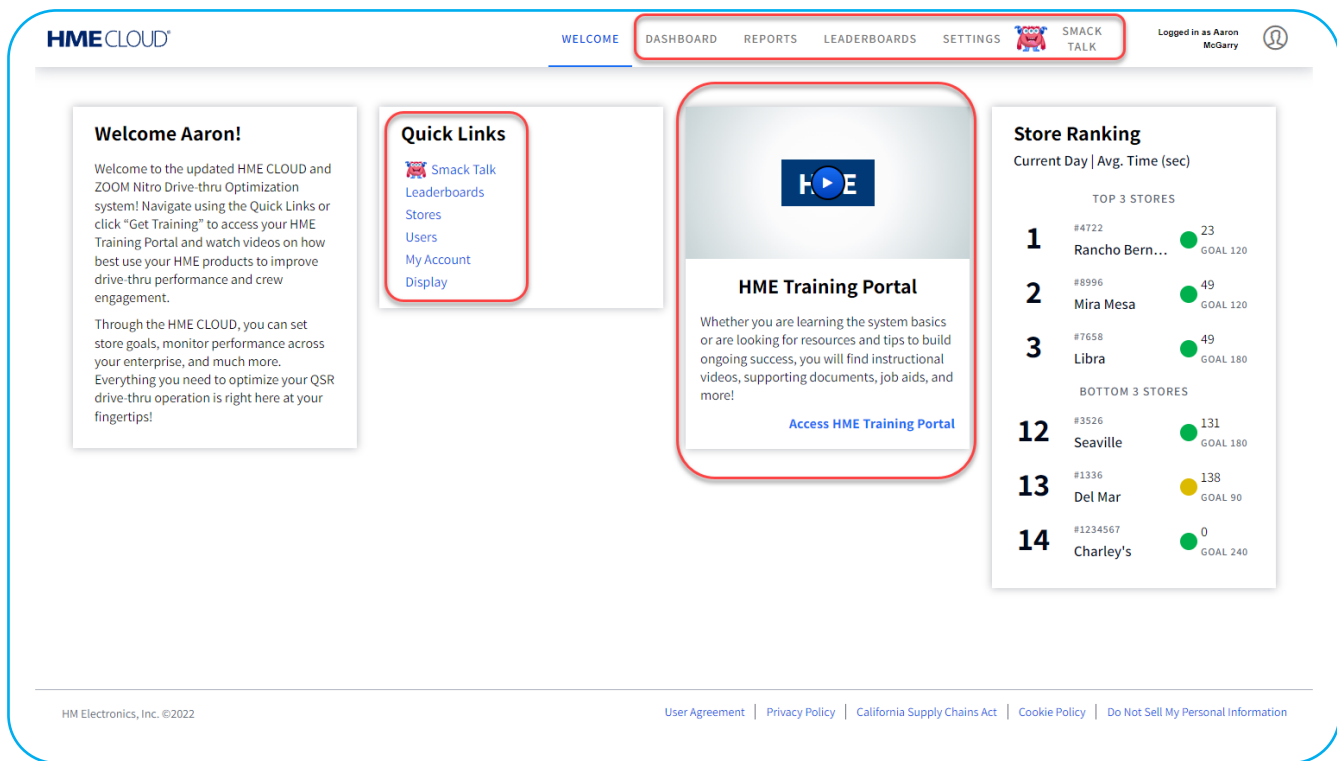


Fig. 3

DASHBOARD

The DASHBOARD is the main page that displays information about activity in the drive-thru lane. When the page opens, each store's activity for the current day is highlighted in green, yellow, red or the user-created custom colors. Green indicates service-time goals are being met; yellow indicates service times are marginal; red indicates poor service times, below established goals.

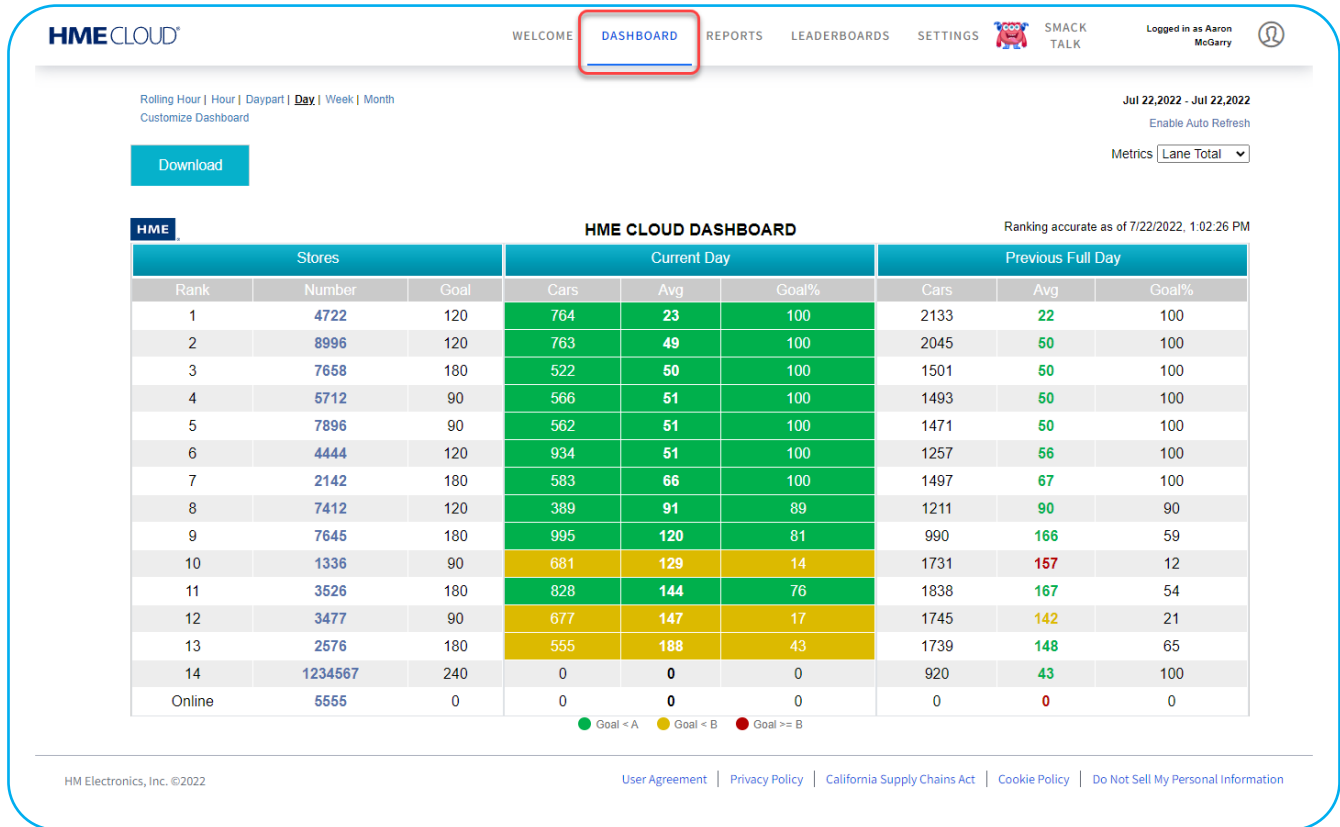


Fig. 4

You can select the time window that will be shown in the color-coded columns by clicking on the respective time interval (**Day**, **Week**, or **Month**) in the upper-left portion of the Dashboard display. You can also toggle the display between Minutes: Seconds or just Seconds. When you log out, the display settings you selected will return as defaults for your account the next time you log in.

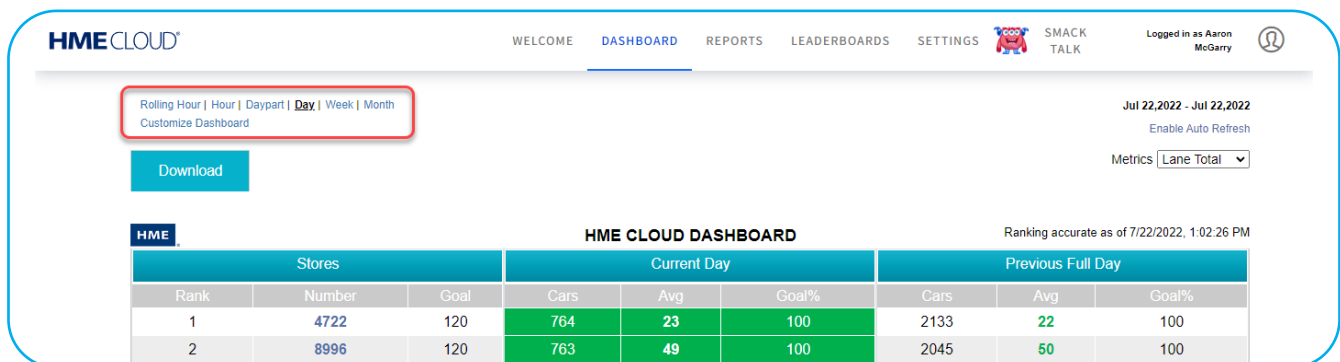


Fig. 5

Fig. 6 shows “Day” selected, and the metrics for day are reflected on the HME CLOUD DASHBOARD. In this example, it is “Current Day” and “Previous Full Day.” If a different time interval is selected, the Dashboard will refresh with the metrics for that new selection.

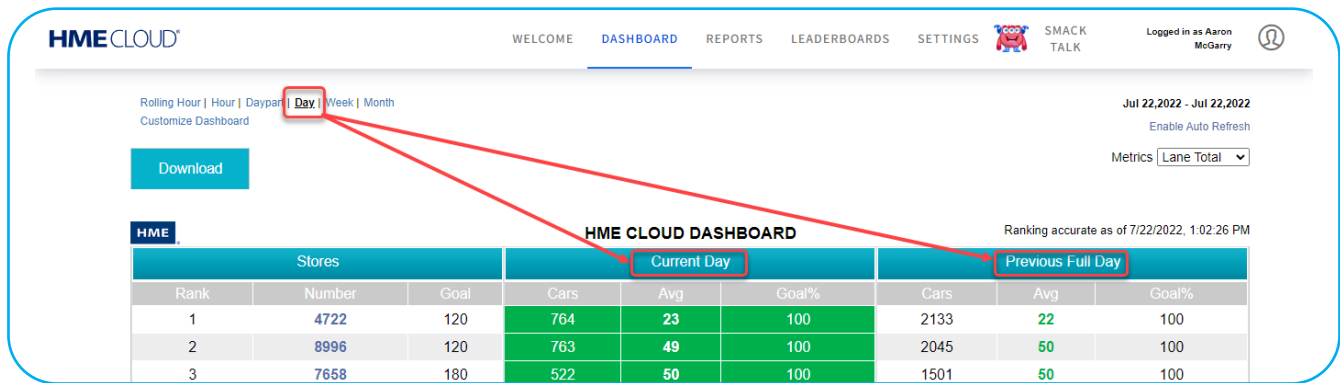


Fig. 6

You can sort the data for any of the metrics that you want to prioritize on the Dashboard by clicking on the metrics in the gray bar over the data columns, see Fig. 7.

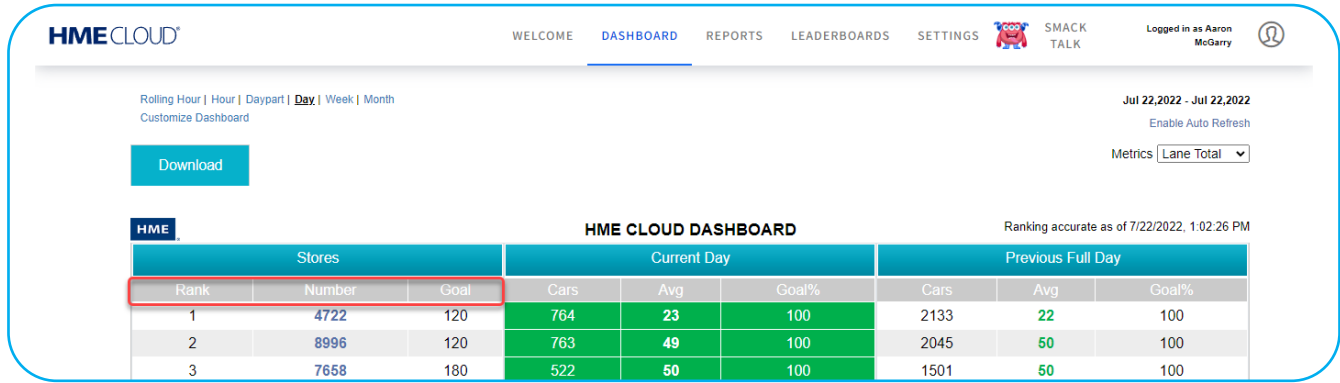


Fig. 7

If you click on any store number (Fig. 8), you will be able to view the store status displays, as shown in Fig. 9.

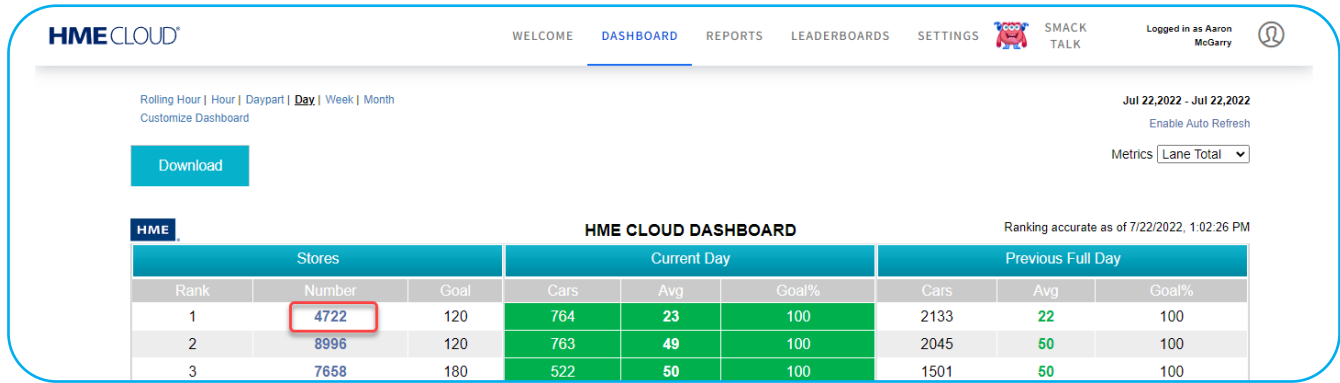


Fig. 8

The **Store Ranking** table in Fig. 9 shows the three highest ranking stores at the top.

1. The store you selected is in the middle, and the three lowest ranking stores are at the bottom.

NOTE: If there are less than six stores in your account, you will only see the middle section of this table.

2. You can select the time window that will be shown in the Store Ranking table; Daypart, Day, Week, Month, or Custom.
3. The colors of the numbers in each of the Avg. columns indicate that the average time is within the desired service goal (green), marginal (yellow), or exceeding the goal (red).
4. Use the vertical gray slider bar to scroll down further on the Store page.

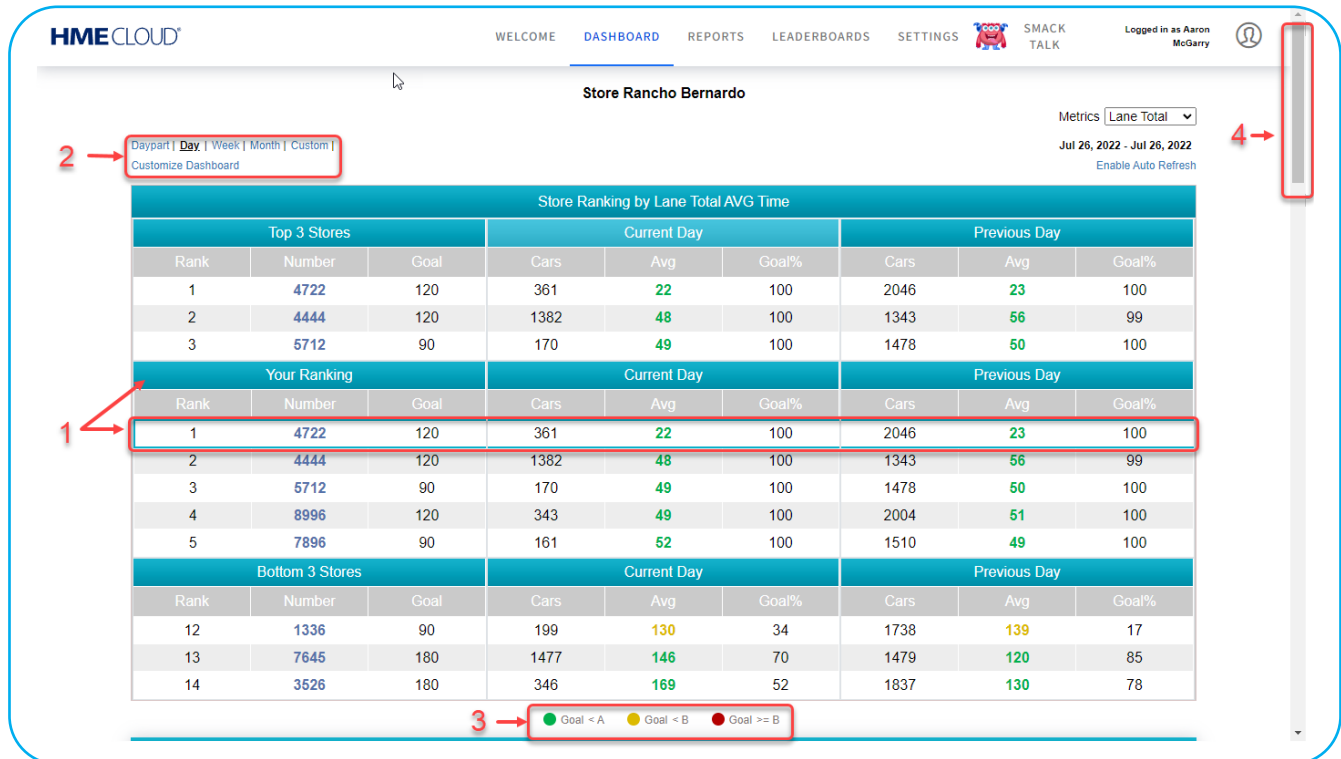


Fig. 9

The **Lane Transactions** (Fig. 10) and **Lane Total Avg Time** (Fig. 11) charts show the details associated with the Store Ranking table. Hover the mouse over a bar chart to reveal the details associated with a time period. In this example, the current daypart (4:00 AM - 10:59 AM) shows 361 Lane Transactions, all meeting Goal A (less than 120 seconds).

The Lane Total Avg Time (Fig. 11) shows the average time at each detection point stacked for that same daypart.

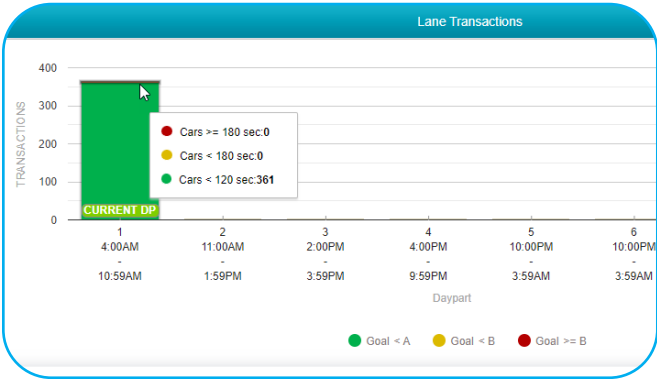


Fig. 10

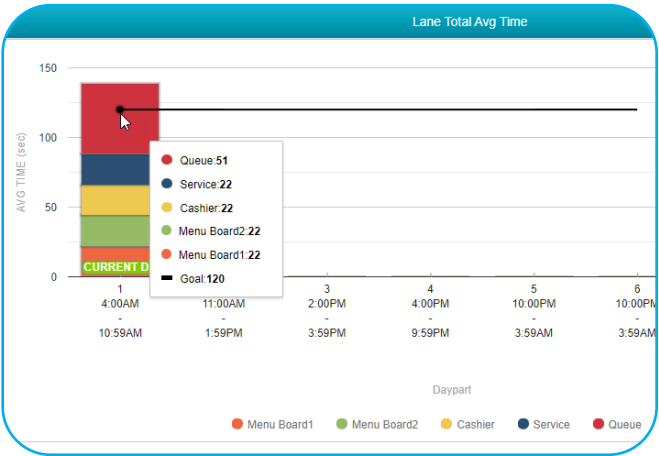


Fig. 11

Scroll down further on the page to view the dial gauges (Fig. 12). These show what degree the performance level is in the green, yellow, or red portion of a measurement. The Lane Total = Menu Board + Cashier window + Service window + lane queue time. Greet is not a component of the Lane Total, as it overlaps with the Menu Board time. In this example, the Lane Totals (Lane Total and Lane Total 2) are shown in the last two dials at the end with both pointers in the green performance level.

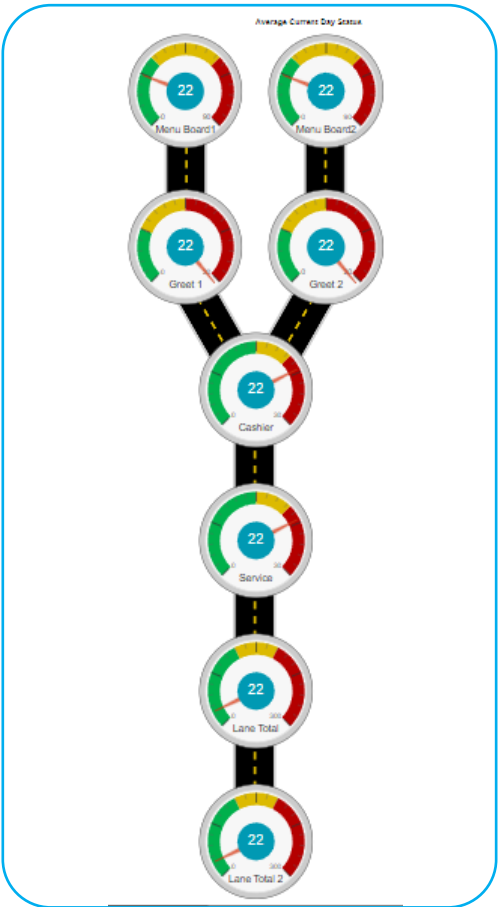


Fig. 12

Customizing the Dashboard

Click on the Customize Dashboard (Fig. 13) to open the page shown in Fig. 14.

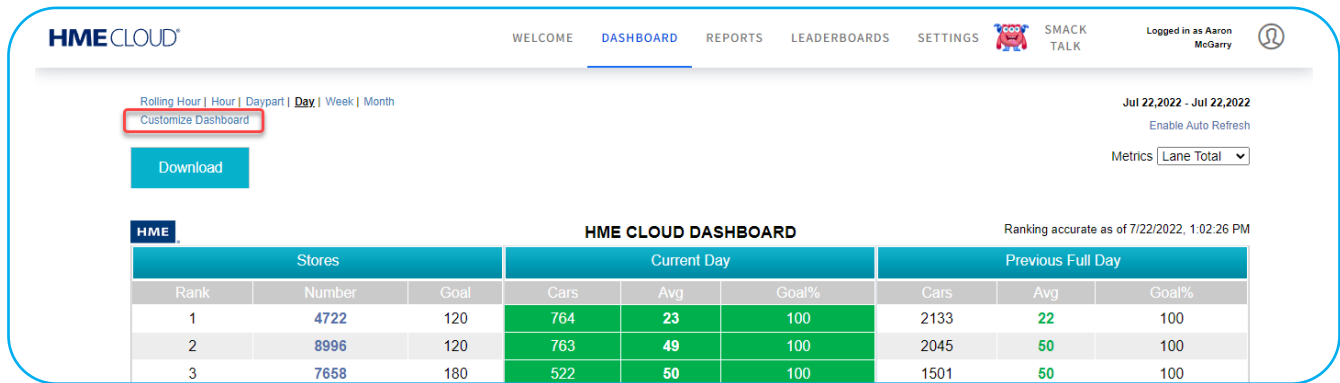




Fig. 13

Much of the information presented below can also be found by using the  icon after “Customize Dashboard.” This opens the red dialog box, as shown in Fig. 14. Whenever the  icon exists next to an option, it may contain additional information not provided in this guide.

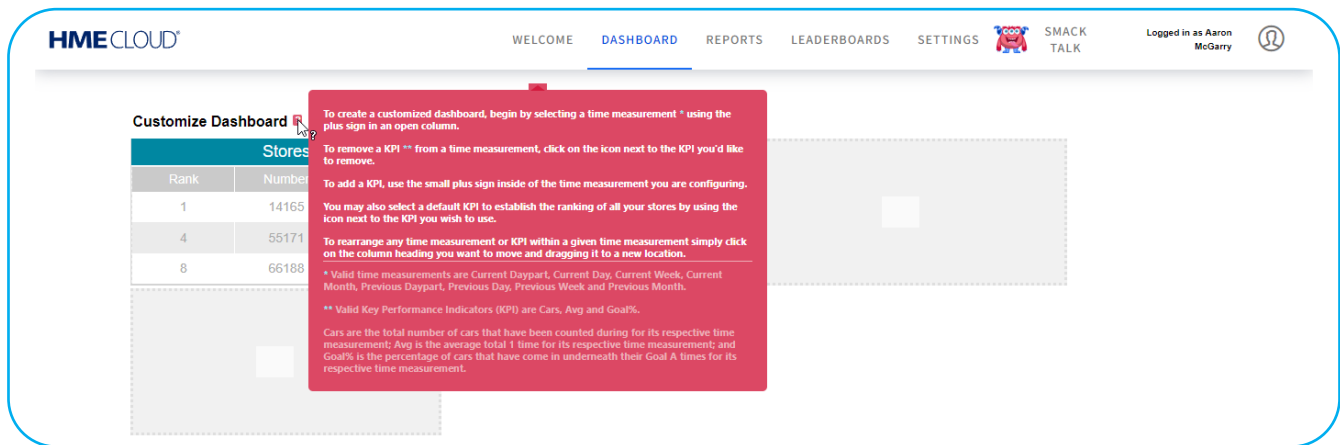


Fig. 14

To create a customized dashboard, click the plus sign (+) in an open column (blank tile) as shown in Fig. 15. Select a Time Measurement from the pop-out list. There are eight available time measurements.

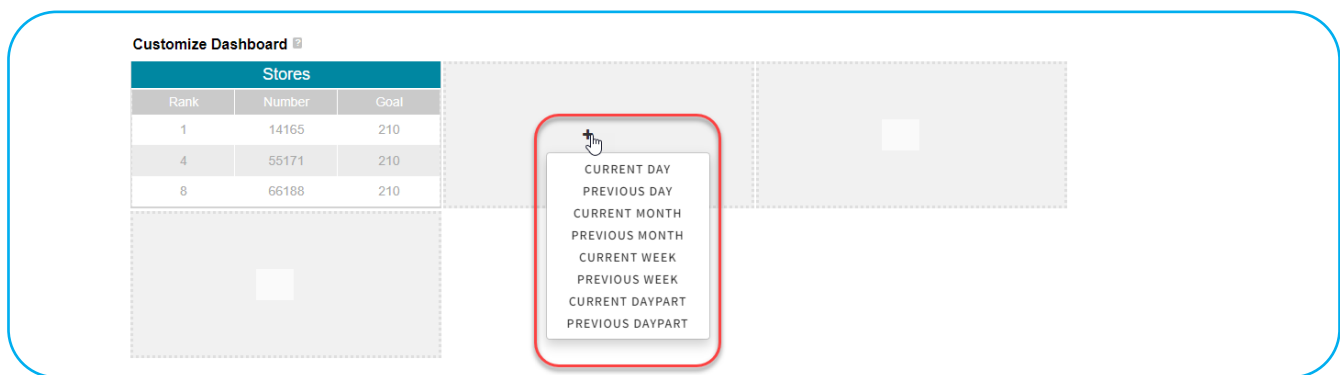


Fig. 15

Fig. 16 shows Current Day and Previous Day added to the DASHBOARD. Blank columns only become active after the preceding one is populated.

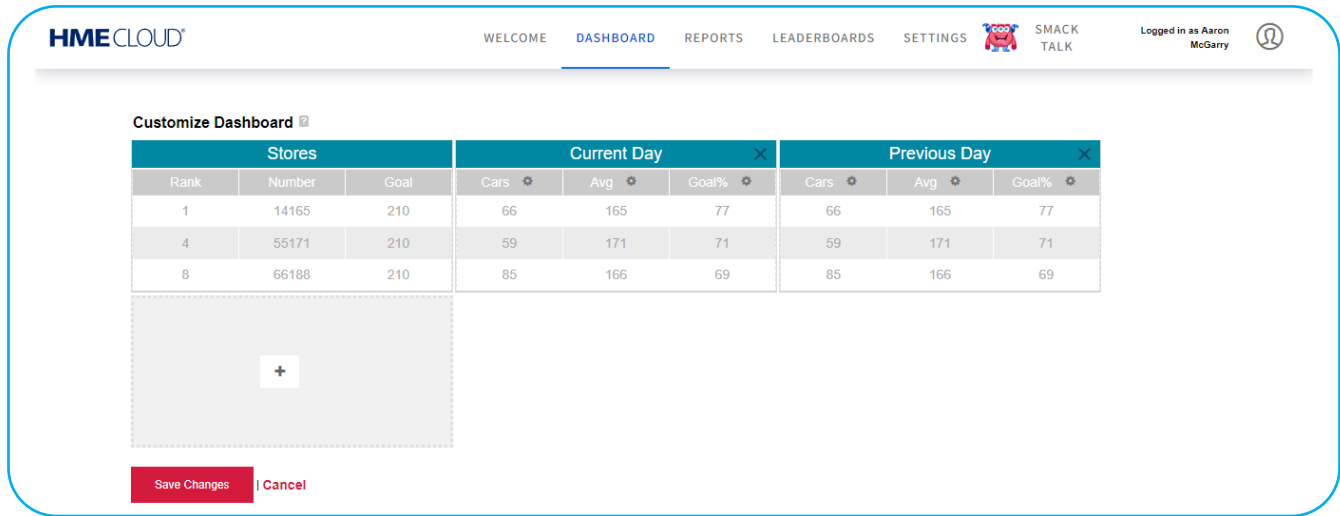
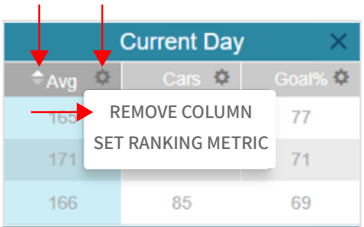


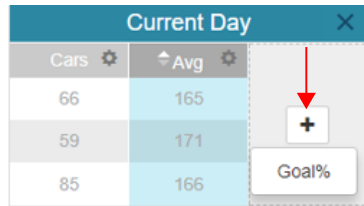
Fig. 16

Column headings like **Cars**, **Avg**, and **Goal%** are called Key Performance Indicators (KPI).

To remove a Key Performance Indicator (KPI) from a time measurement, click on the Gear icon (⚙️) next to the KPI you'd like to remove, then select REMOVE COLUMN from the pop-out list.

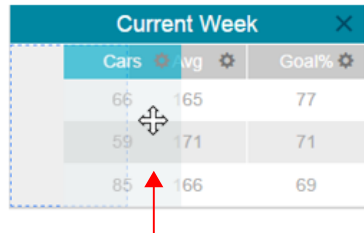


To add a new KPI (Cars, AVG, Goal%), use the plus sign (+) exposed after deletion.

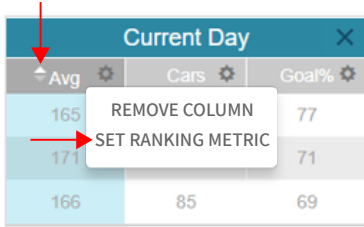


Cars are the total number of cars that have been counted for a respective time measurement; **Avg** is the average total 1 time for a respective time measurement, and **Goal%** is the percentage of cars that have come in underneath their Goal A times for a respective time measurement.

To switch a Time Measurement position with another time measurement or switch a KPI with another KPI, click on the column heading or KPI you want to move, then drag and drop it to a new location.




Click on a column's Gear icon (⚙️) to access the SET RANKING METRIC option, and adjust it using the ▼ or ▲ arrows next to the category name [sort to Ascending (▼) or Descending order (▲)]. The default sort establishes the KPI by which all of your stores are ranked.

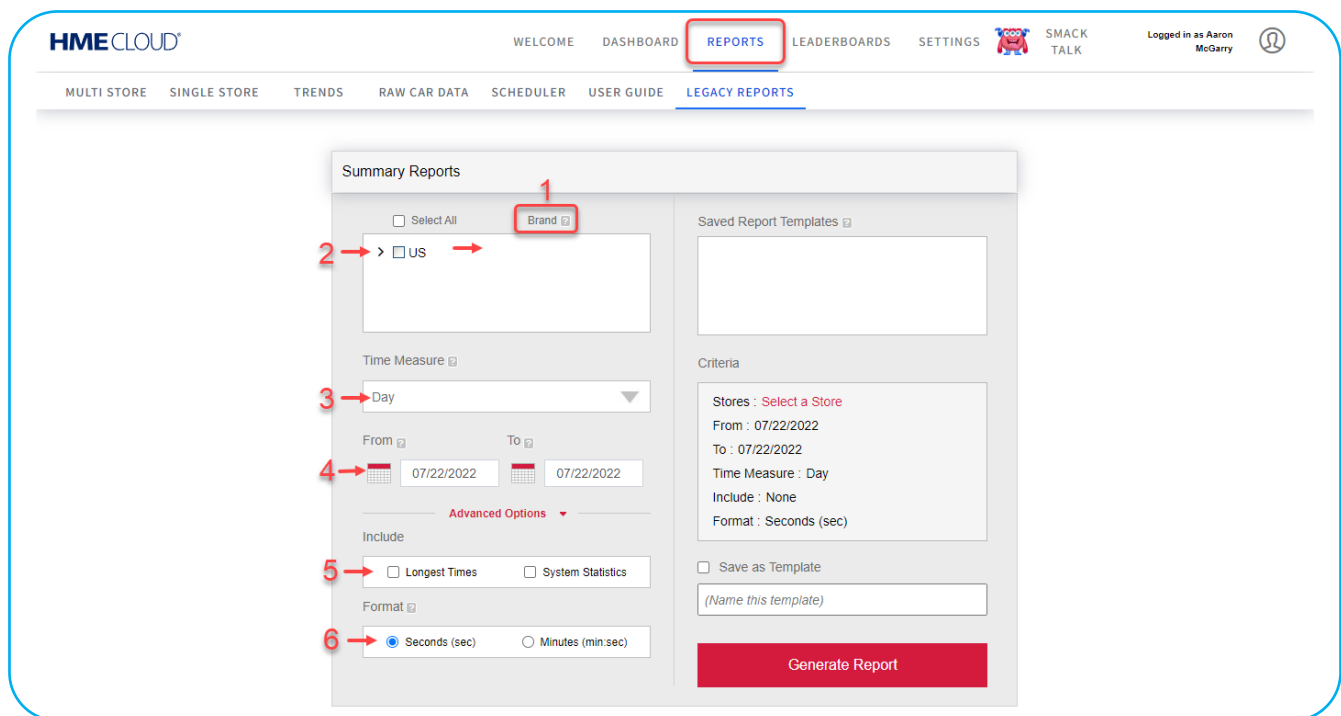


REPORTS

The REPORTS page allows you to select and view summary reports from system data for various time periods. You can then email CSV or PDF versions of the reports.

Legacy Reports

1. On the Legacy Reports/Summary Reports page, place your cursor over the  icon next to any topic for an explanation of its function.
2. Click on the box next to each store you would like to have shown on the report or click on the Store box at the top to select all stores on the list. If there are more than four stores listed, use the scroll bar on the right to scroll down the list.
3. Click on the arrow to select how you want the data displayed: Day, Daypart, Week, or Raw Data.
4. Click on the From and To calendar icons to select the desired start and end dates for the report.
5. Select Longest Times and/or System Statistics if you want to include them in the report (only available for single-store reports).
6. Select the report format to be in Seconds or Minutes/Seconds.



The screenshot shows the HMECLOUD interface with the 'REPORTS' tab selected. The 'Legacy Reports' section is active, displaying a 'Summary Reports' form. The form includes a 'Brand' dropdown (1), a 'US' store selection box (2), a 'Time Measure' dropdown set to 'Day' (3), 'From' and 'To' date pickers (4), an 'Advanced Options' section with 'Longest Times' and 'System Statistics' checkboxes (5), and a 'Format' section with 'Seconds (sec)' and 'Minutes (min.sec)' radio buttons (6). A 'Generate Report' button is at the bottom right.

Fig. 17

Click on **Advanced Options** to expand this dialog box (see Fig. 18).

7. Either leave Open, and Close checked for the report to show data for the store hours configured in HME system, or deselect Open/Close and click on the arrows to select the desired start and end times.
8. Select Time Slice if you want the report to show only the data between the times chosen in #5, during each day of the time period chosen in #4.
9. Select Cumulative if you want the report to show all data beginning with the From date and time chosen in #4 and #5, and ending with the To date and time chosen in #4 and #5.

NOTE: Reports that include Advanced Options are generated by CSV and sent to the user email address entered during login.

The screenshot shows the 'Summary Reports' dialog box. It has a left pane with filters and a right pane with criteria and a 'Generate Report' button. Red arrows with numbers point to specific features: 7 points to the 'Enter Open Time' field; 8 points to the 'Time Slice' radio button; 9 points to the 'Cumulative' radio button; 10 points to the 'Saved Report Templates' list; 11 points to the 'Stores' field in the criteria; 12 points to the 'Save as Template' checkbox and its label; and 13 points to the 'Generate Report' button. The 'Advanced Options' section is expanded, showing 'Open' and 'Close' checkboxes, a 'Type' dropdown, and 'Include' checkboxes for 'Longest Times' and 'System Statistics'. The 'Format' section shows 'Seconds (sec)' selected.

Fig. 18

10. Saved Report Templates are displayed here. Click a saved report, then click on the Generate Report button to generate the report. You can save up to 10 templates. Click the red box next to the displayed template to delete a saved report template.
11. A summary of your chosen report criteria is displayed. **"Select a Store"** is displayed next to "Stores" if there are no stores selected.
12. To generate reports quickly, your search criteria can be saved as a Report Template. Click the box next to **Save as Template** to add a check. Enter a name for your template. Once the report is generated, the template will be saved.
13. Click on the red **Generate Report** button to generate the report (a store must be selected to generate the report).

User Guide

The REPORTS section contains its own user guide (Fig. 19), which covers all other options on the REPORTS menu bar. These include options: MULTI STORE, SINGLE STORE, TRENDS, RAW CAR DATA, and SCHEDULER. Click the USER GUIDE option to open and follow the instructions within *Navigation & Generating Reports in the HME CLOUD® Reporting System* to edit or configure these other available options (Fig. 20).

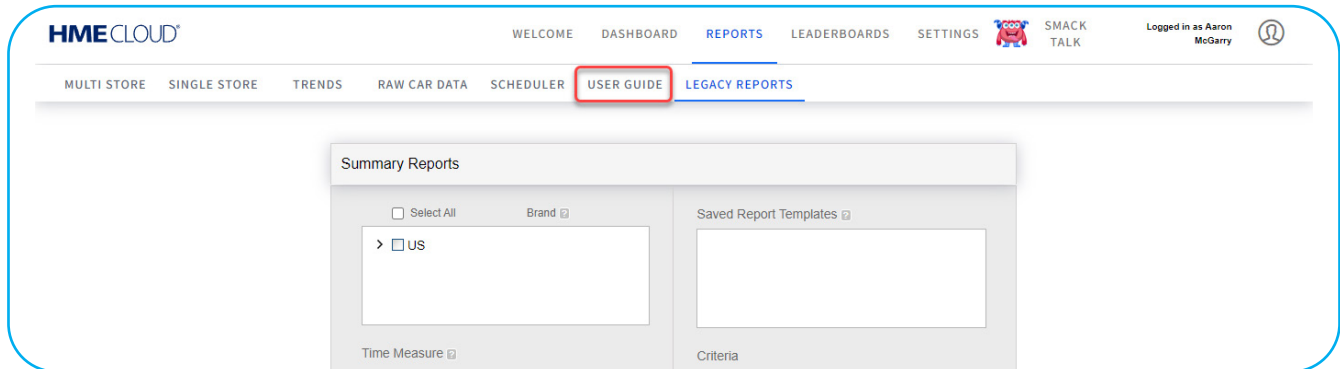


Fig. 19

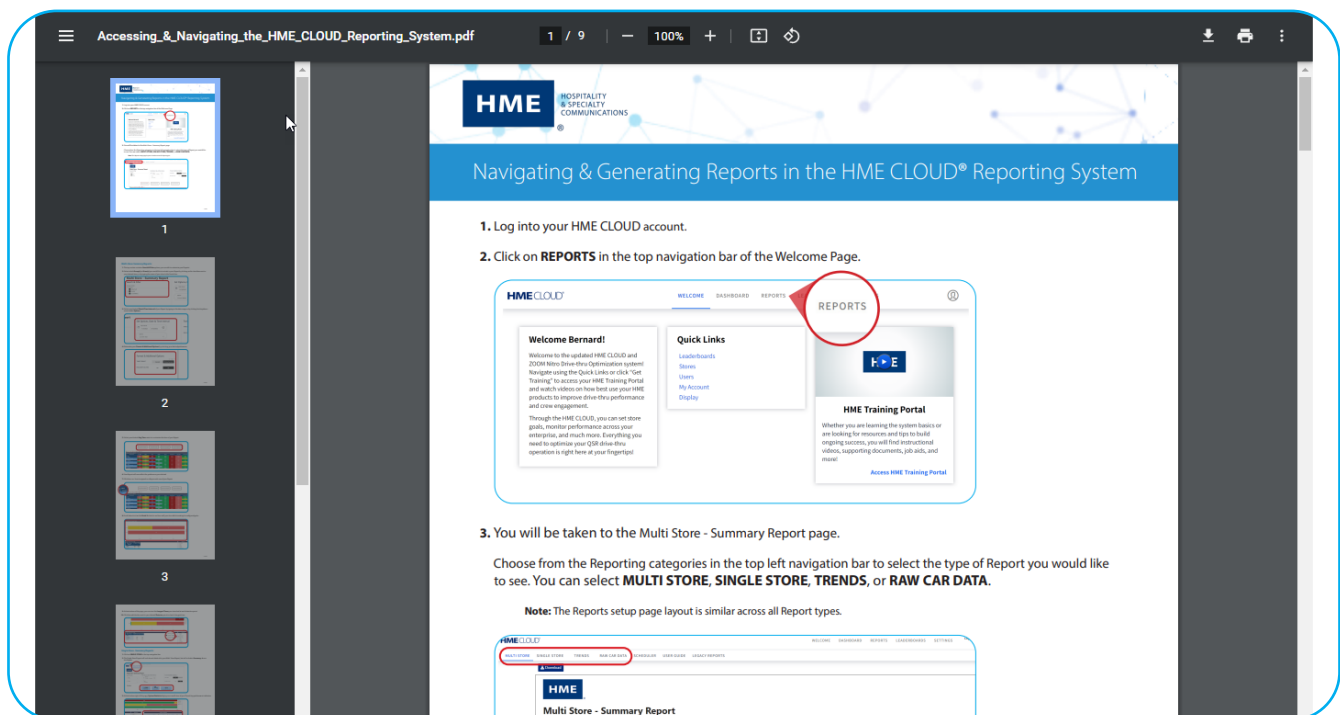


Fig. 20

LEADERBOARDS

One of the performance drivers of ZOOM Nitro is the leaderboard. This ranking dashboard helps motivate crews to improve the speed of service by increasing competition between restaurants and boosting team engagement.

Leaderboard

The LEADERBOARD (subtopic) page allows you to preview, edit or create a new leaderboard.

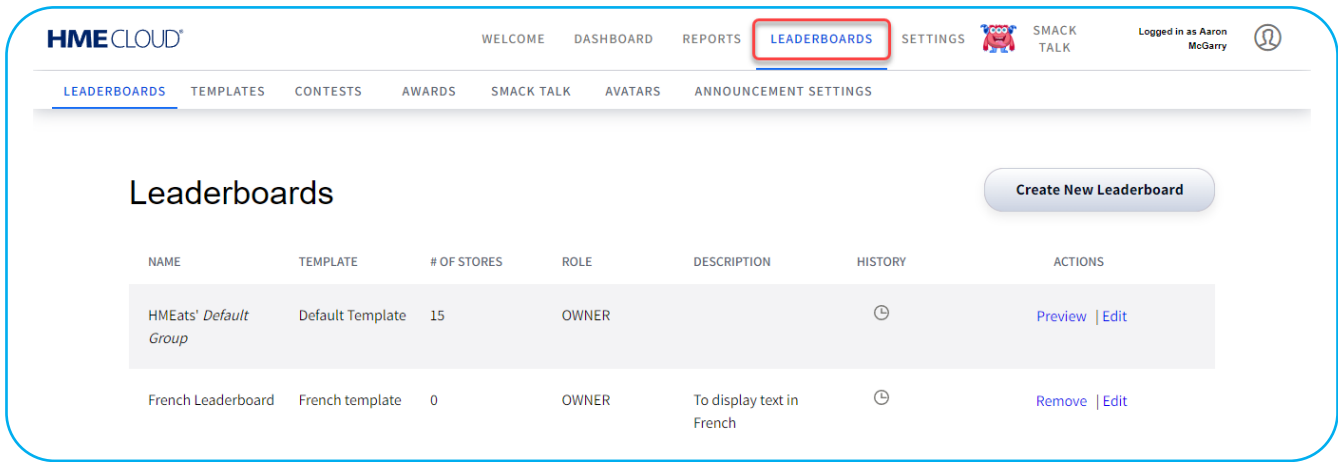


Fig. 21

Templates

The TEMPLATES page provides a list of existing templates to choose from with a default template at the top of the list. You can also create a new template here.

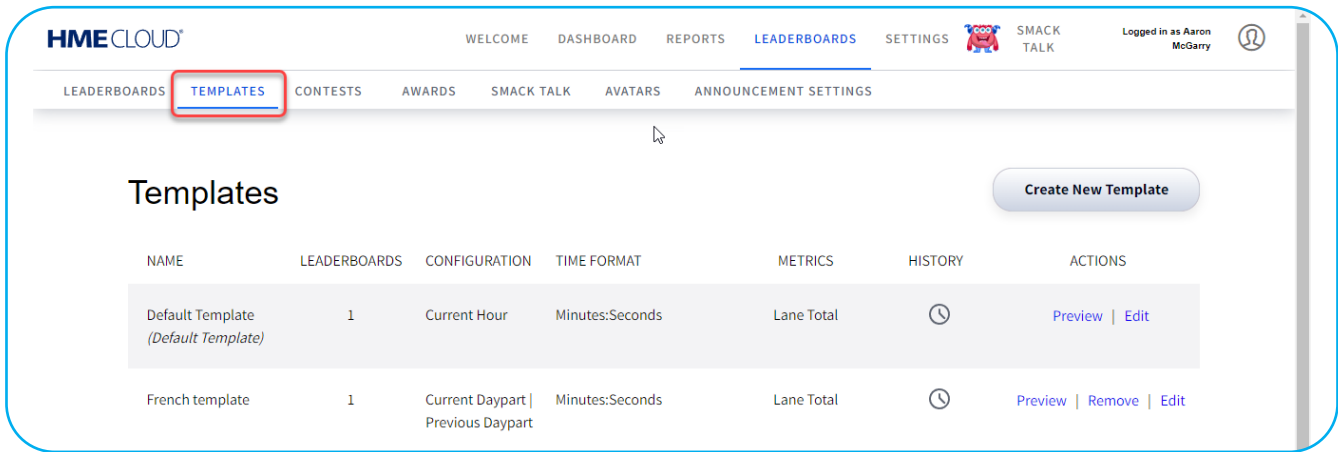


Fig. 22

When you click on Edit in the ACTIONS column, it opens the Edit Template page. Tooltips () next to editable sections provide you with additional info.

Choose to display Store Names or Store Numbers for all Stores participating in the Leaderboard.

STORE DISPLAY

Also, note the yellow ribbon at the top of the page, which advises that changes to this template will affect all leaderboards using this same template.

Please note that editing these settings will update the display for all Leaderboards using this template.

Contests

The CONTESTS page allows you to set up contests to motivate stores and employees. Contests increase crew engagement by creating fun and a sense of urgency to win within a contest period and for a reward. For example, a region of restaurants wants to compete on one leaderboard every Friday from 11 AM to 2 PM for a specific month. Once the contest is set up, the leaderboard will automatically change to the contest view for the contest days and times. One of the key motivators of a contest is the ability of a manager to offer a reward or prize for the winning team, such as a gift card or pizza party. At the end of the contest period, a report may be generated outlining the ranking results and total points achieved during the contest. Contest certificates can be printed from the HME CLOUD trophy case for posting in your store.

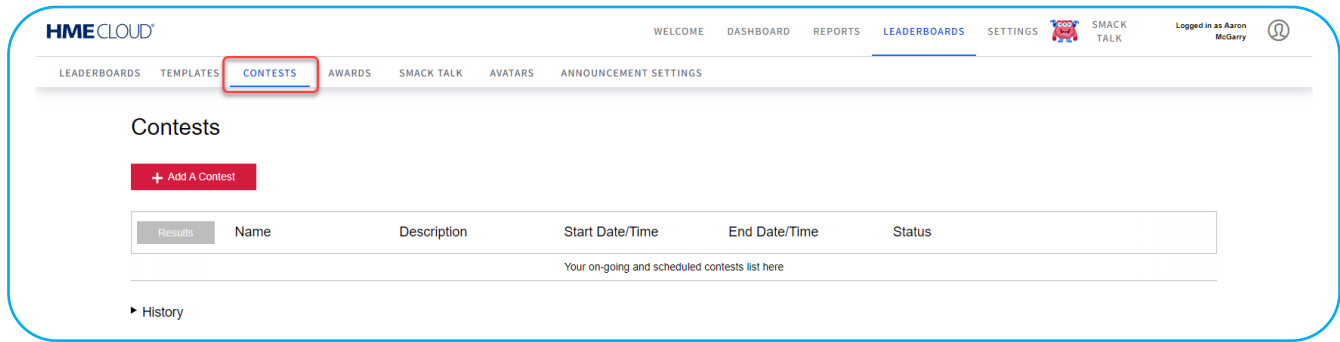


Fig. 23

Awards

The AWARDS page allows you to configure awards. It also saves a history of past awards that can be accessed. Awards incentivize the crew by allowing them to earn recognition based on their leaderboard performance. The Nitro gamification leaderboard provides several pre-configured Awards, such as Most cars served in a day or best average time for a month. It also allows the creation of custom awards based on the specific goals you are aiming to achieve. The three awards closest to being achieved will be displayed next to the Trophy Case to incentivize the crew to achieve them. This section of the leaderboard also shows the progress towards achieving these goals via a progress bar next to the award. Once an award is earned, a notification appears celebrating the achievement and displays periodically through the next day. The Trophy Case on the leaderboard displays the number of awards your store has earned, and the number of contests won.

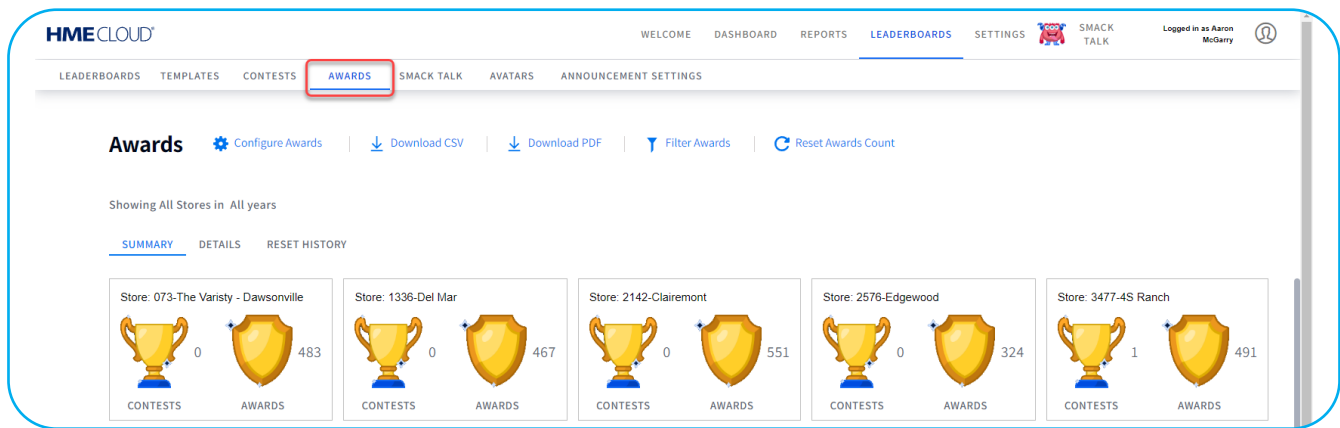


Fig. 24

Smack Talk

The SMACK TALK page enables competitors to interact with each other through the leaderboard to stimulate engagement and comradery between stores. There are three categories of smack talk to choose from: Taunt, Boast, and Congrats. Specific messages from each category can be sent from a store or CLOUD user to one or more stores. For example, a store in second place might send a message to the store in first place with a message like “We’re coming for you!”

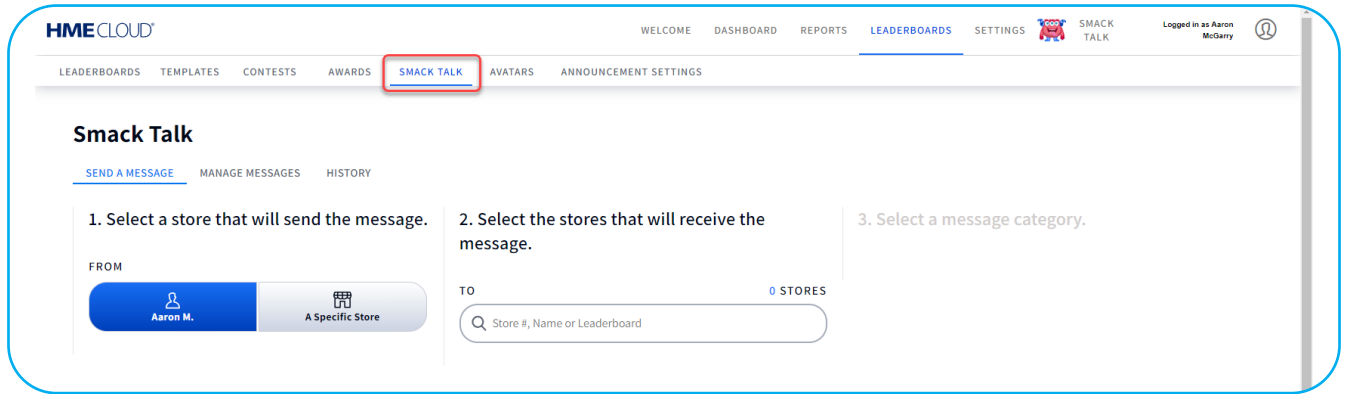


Fig. 25

Avatars

The AVATARS page allows you to choose a favorite avatar to represent your store. Think of your avatar as your store’s mascot. It serves as a quick visual way to recognize your store amongst others on the leaderboard.

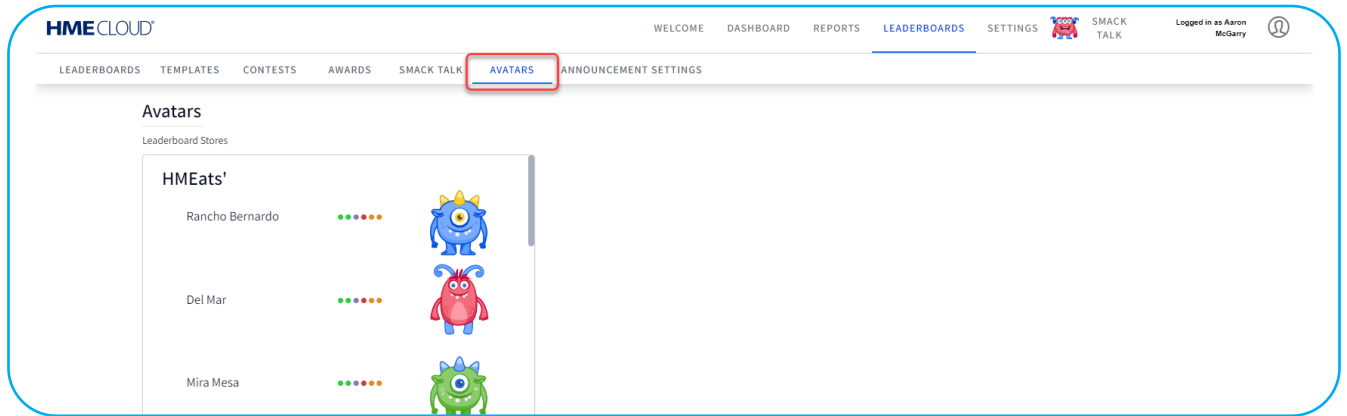
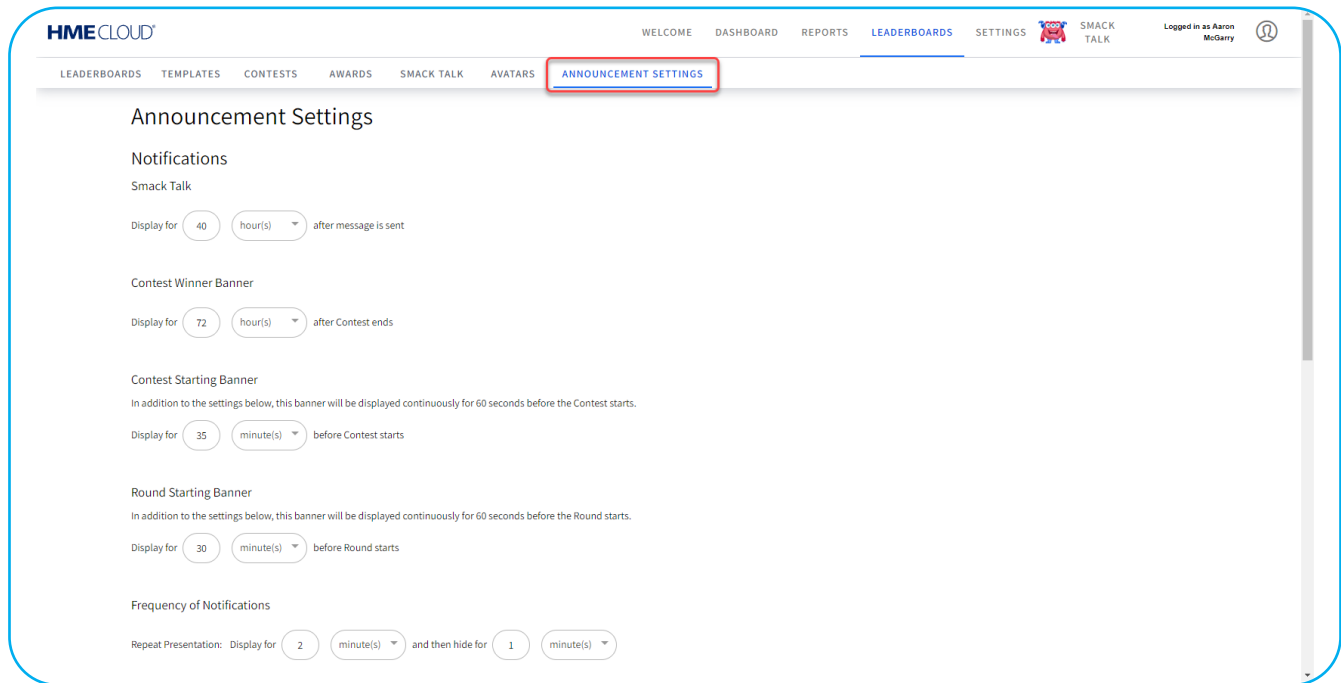


Fig. 26

Announcement Settings

The ANNOUNCEMENT SETTINGS page allows you to select a time duration a specific announcement displays for.



HME CLOUD

WELCOME DASHBOARD REPORTS LEADERBOARDS SETTINGS SMACK TALK Logged in as Aaron McGarry

LEADERBOARDS TEMPLATES CONTESTS AWARDS SMACK TALK AVATARS **ANNOUNCEMENT SETTINGS**

Announcement Settings

Notifications

Smack Talk

Display for hour(s) after message is sent

Contest Winner Banner

Display for hour(s) after Contest ends

Contest Starting Banner

In addition to the settings below, this banner will be displayed continuously for 60 seconds before the Contest starts.

Display for minute(s) before Contest starts

Round Starting Banner

In addition to the settings below, this banner will be displayed continuously for 60 seconds before the Round starts.

Display for minute(s) before Round starts

Frequency of Notifications

Repeat Presentation: Display for minute(s) and then hide for minute(s)

Fig. 27

Feedback

While Feedback is not a feature addressed on the CLOUD LEADERBOARDS page, it is inherent once gamification is in progress on the leaderboard, and for that reason, it is worth defining here. Feedback provides key status information and actionable insight at important times, thus enhancing competition. Feedback messages appear next to your avatar in a dialog bubble when your store moves up or down in ranking. This includes when the number one ranking position has changed. Feedback will also alert the crew if their ranking position has been stagnant for a period and they need to get moving! Some feedback is smart and informs the crew specifically what to do at a key point to rank up or achieve an award. For example, a pop-up dialog might appear in the middle of the leaderboard, prompting a way to improve your ranking, such as “You’re so close! Reduce your average by 5 seconds per car for the remainder of the hour to improve rank.”

SETTINGS

The SETTINGS page provides subtopics pertaining to the stores and users under your control. Click on a subtopic to view or change any pertinent information.

Stores

The STORES page allows you to see all of your related stores. Here you can search for and view store details.

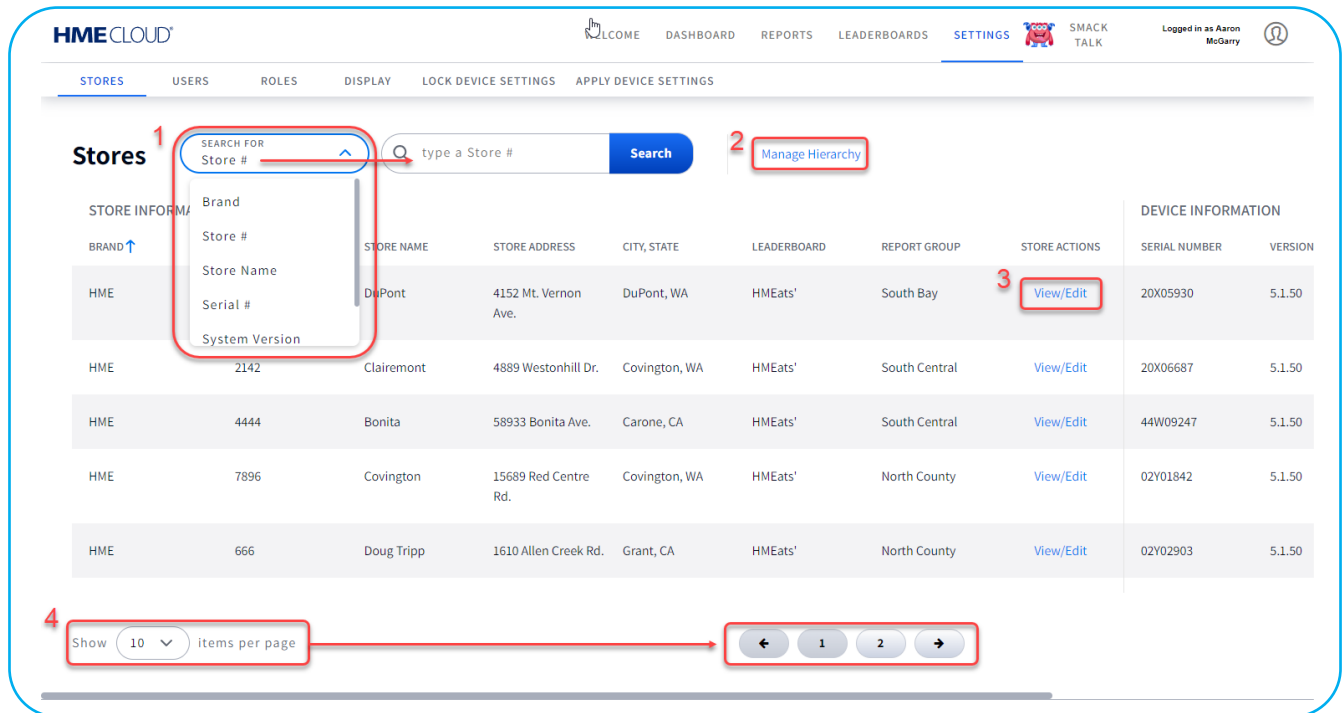




Fig. 28

1. You can select a search topic from the drop-down list and then enter the name of the topic chosen into the search field to find.
2. Manage Hierarchy allows you to expand and detail stores based on a geographic location or group. Click to open the Store Hierarchy page, then click on the  sign in the Store Hierarchy/Group field to expand a group. When a group has a  sign next to it, it cannot be expanded further. Click on the group name in the field to edit it further on the Edit Group Details page.
3. Click on View/Edit to see Store details. Only specific fields within this page are editable.
4. Select from the drop-down list how many stores you desire to be displayed on the page. If the number of stores available is greater than the number chosen to be displayed on this page, additional pages are added to accommodate all the stores. The example shown in Fig. 28 shows that ten items are chosen to be displayed. However, more than ten items are available, so two pages are generated to accommodate the overflow (1 and 2 in the figure). If there are fewer items than the number selected, then no additional pages will appear on the screen.

Users

The USERS page shows all assigned users that have access to your store's HME CLOUD account. Here you can add a user or View/Edit existing users. You can also rearrange data on the list by clicking on any of the gray headings above the data columns. Clicking the heading again returns the arrangement to its previous state. Click on View/Edit User at the beginning of a row to open the User Details page for the user listed in that row.

The screenshot shows the 'User Details' page in the HME CLOUD interface. The page has a top navigation bar with 'HME CLOUD' logo, 'WELCOME', 'DASHBOARD', 'REPORTS', 'LEADERBOARDS', 'SETTINGS' (active), 'SMACK TALK', and 'Logged in as Aaron McGarry'. Below this is a sub-navigation bar with 'STORES', 'USERS' (active), 'ROLES', 'DISPLAY', 'LOCK DEVICE SETTINGS', and 'APPLY DEVICE SETTINGS'. The main content area is titled 'User Details' and contains the following fields:

- Username(Email Address): *** acosta@hme.com. A red box labeled '1' highlights the 'Remove User' button next to the field.
- First Name *** Amanda
- Last Name *** Costa
- Status *** ☐ Active ☒ Inactive
- User Access Level *** Company Admin. A red box labeled '2' highlights this dropdown menu.
- Store Access** Select all that apply. A red box labeled '3' highlights this section, which includes a tree view with 'West', 'Southwest', 'North County', 'South Bay' (checked), and 'South Central'. A red box labeled '4' highlights the 'Select All | Deselect All' button at the bottom of this section.
- Save | Cancel** buttons. A red box labeled '5' highlights these buttons.

At the bottom of the page, there is a footer with 'HM Electronics, Inc. ©2022' and links for 'User Agreement', 'Privacy Policy', 'California Supply Chains Act', 'Cookie Policy', and 'Do Not Sell My Personal Information'.

Fig. 29

On the User Details page, the red asterisk (*) next to a field means this field is a required field that needs to be populated or selected.

1. You can remove user by clicking on the Remover User text.
2. When a new user is added you can choose the appropriate role for that user from the User Access Level drop-down list.
3. Here you can assign what store(s) the user has access to in the Store Access field. Click the > icon and down-arrow to expand, then check the blank boxes next to the store to grant access to that store.
4. This option allows to quickly select all stores or deselect all store. It saves you from having to select or deselect each store individually which is useful for when there are multiple stores.
5. Any edits or changes made to the screen must be saved to take affect.

Roles

The ROLES page displays the roles that each user is assigned. Users with permission can add, edit or delete Roles. Click on View/Edit Role in the first column to view or edit the existing role for the user in that row.

The screenshot shows the HME Cloud interface with the 'ROLES' tab selected. The 'Role Details' form is displayed, featuring three numbered callouts: 1 points to the 'Role Name' field, 2 points to the 'Permissions' section, and 3 points to the 'Save' button. The 'Permissions' section is divided into 'Basic' and 'Admin' categories, each with a list of checkboxes. The 'Basic' category includes 'Add Role', 'Add User', 'Edit Role', 'Edit Store Basic', 'Edit User', 'Remote Connect' (checked), 'Remove Role', 'Remove User', and 'View Leaderboard'. The 'Admin' category includes 'Apply Device Settings', 'Edit Device Settings', 'Edit Leaderboard', 'Edit Store Advanced', 'Perform Device Restart', 'Send Smack Talk', 'Customize Smack Talk', and 'View All Stores'. At the bottom of the permissions list are 'Select All' and 'Deselect All' links. The 'Save' button is red, and the 'Cancel' button is grey. The footer contains copyright information and links to User Agreement, Privacy Policy, California Supply Chains Act, Cookie Policy, and Do Not Sell My Personal Information.

HME CLOUD®

WELCOME DASHBOARD REPORTS LEADERBOARDS SETTINGS SMACK TALK Logged in as Aaron McGarry

STORES USERS ROLES DISPLAY LOCK DEVICE SETTINGS APPLY DEVICE SETTINGS

Role Details

1 → Role Name *

Role Description (optional)

Permissions

2 →

Basic	Admin
<input type="checkbox"/> Add Role	<input type="checkbox"/> Apply Device Settings
<input type="checkbox"/> Add User	<input type="checkbox"/> Edit Device Settings
<input type="checkbox"/> Edit Role	<input type="checkbox"/> Edit Leaderboard
<input type="checkbox"/> Edit Store Basic	<input type="checkbox"/> Edit Store Advanced
<input type="checkbox"/> Edit User	<input type="checkbox"/> Perform Device Restart
<input checked="" type="checkbox"/> Remote Connect	<input type="checkbox"/> Send Smack Talk
<input type="checkbox"/> Remove Role	<input type="checkbox"/> Customize Smack Talk
<input type="checkbox"/> Remove User	<input type="checkbox"/> View All Stores
<input type="checkbox"/> View Leaderboard	

Select All | Deselect All

3 → Save Cancel

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Fig. 30

Clicking **+ Add a Role** opens the Role Details page.

1. Enter any desired name for the new Role in the Role Name field (this is a required field). An optional description of the Role can be entered below the Role Name.
2. Check the box for each permission you would like to assign the new Role. At least one box must be checked.
3. Click on Save to save the new Role as entered.

Display

The DISPLAY page allows you to configure how your event data will appear on screen. Much of the information presented below can also be found by using the  icon after any of the image headings on this page. Clicking on the  icon opens a red dialog box providing you with information for that feature.

Default Dashboard View: Select a default view for your single-store and multi-store dashboards by selecting either Daypart, Day, Week, Month, or Custom*. This will be the view displayed anytime the Dashboard option is selected from the navigation bar.

*If selecting Custom, you must first configure a customized dashboard before making this selection. See “Customizing the Dashboard” on page 6.

Primary Goal Colors: Select a custom goal color for your master A, B and over B goals by using the color pickers*. These colors will allow you to easily identify the performance metrics for each of your stores.

Time Format: Select the default time format** that will be shown on your dashboards and reports.

Pull-Ins: For dashboards and reports, you can choose to either include pull-in*** data or exclude it.

Store Name Column: You have a choice of including or excluding this column on your dashboard.

* You can also manually enter the hexadecimal value of the color if you prefer.

** Time format may be shown in minutes:seconds or in seconds.

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

Current Day		
Cars	Avg	Goal%
1019	00:25	100
355	01:24	20
329	01:24	51
537	02:09	26
656	02:26	100
635	02:26	100

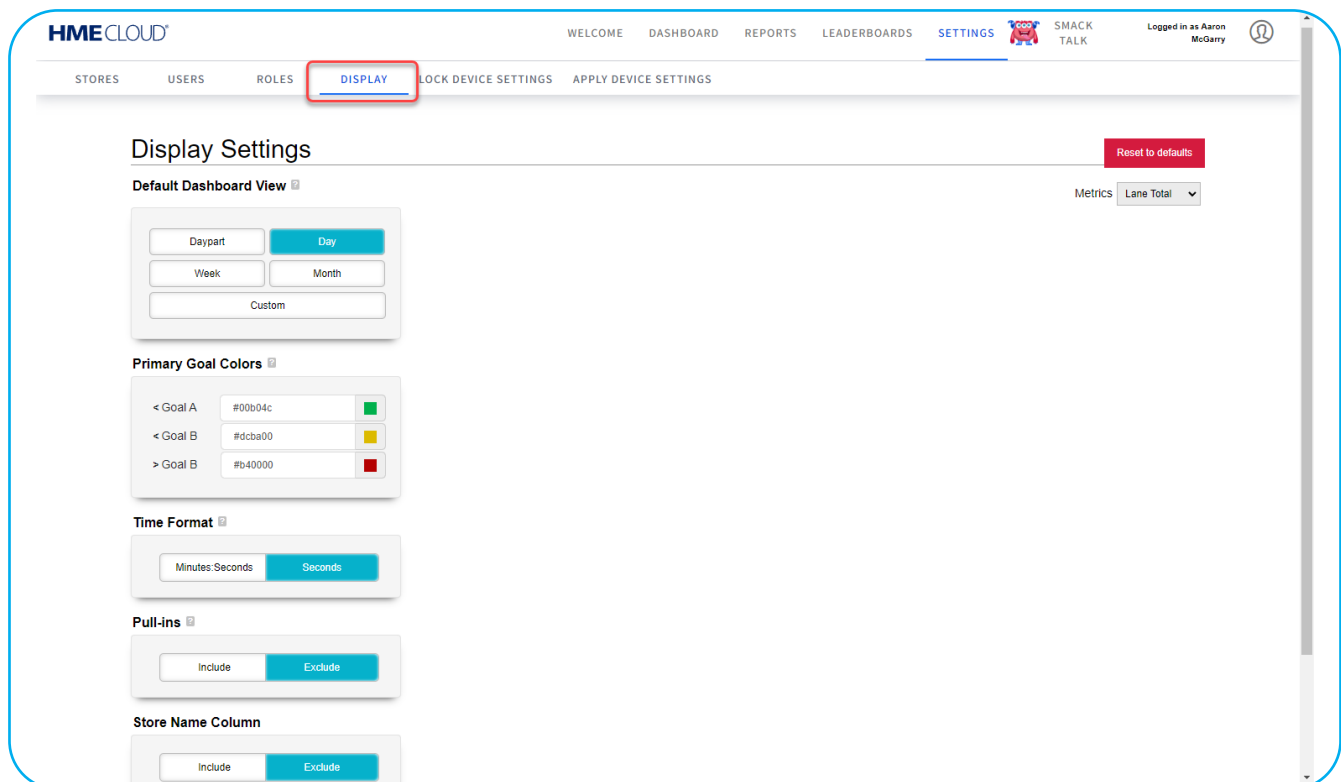


Fig. 31

Lock Device Settings

The LOCK DEVICE SETTINGS page is used to lock all settings on selected store devices. However, it does not lock settings related to Passwords, Reports, Lane Configuration, and Account information like email addresses. If the settings on a locked device are changed they will not take affect but revert to the locked settings. Device Settings can only be locked on versions 3.12 and later. The Lock Settings and Unlock Settings buttons are deactivated (grayed out), until at least one store is selected.

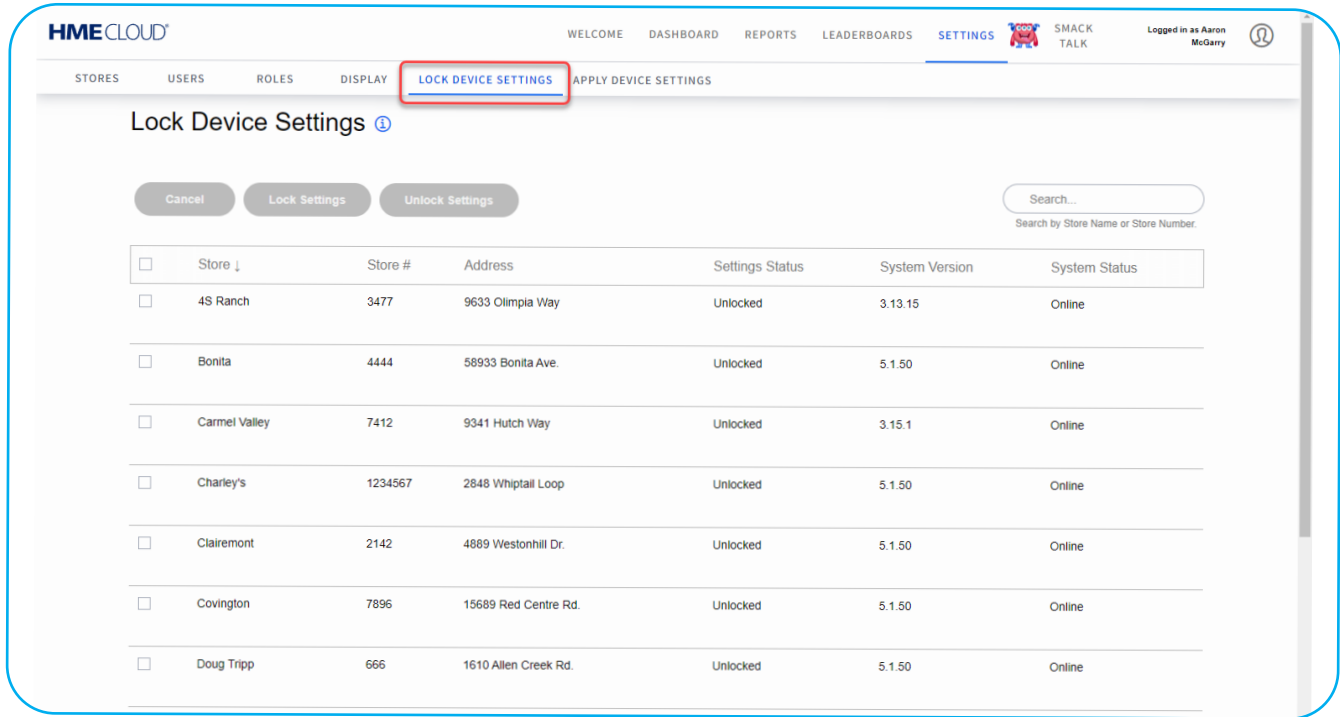


Fig. 32

Check the box at the beginning of a row and then click the blue or red button to lock (if unlocked) or unlock (if locked) the device belonging to the store listed in that row. The following figure shows the second store (Bonita) on the list is selected. Note that the Lock Settings and Unlock Settings buttons are now active and can be used to lock or unlock. A Yes/No prompt will appear asking you to confirm your change.

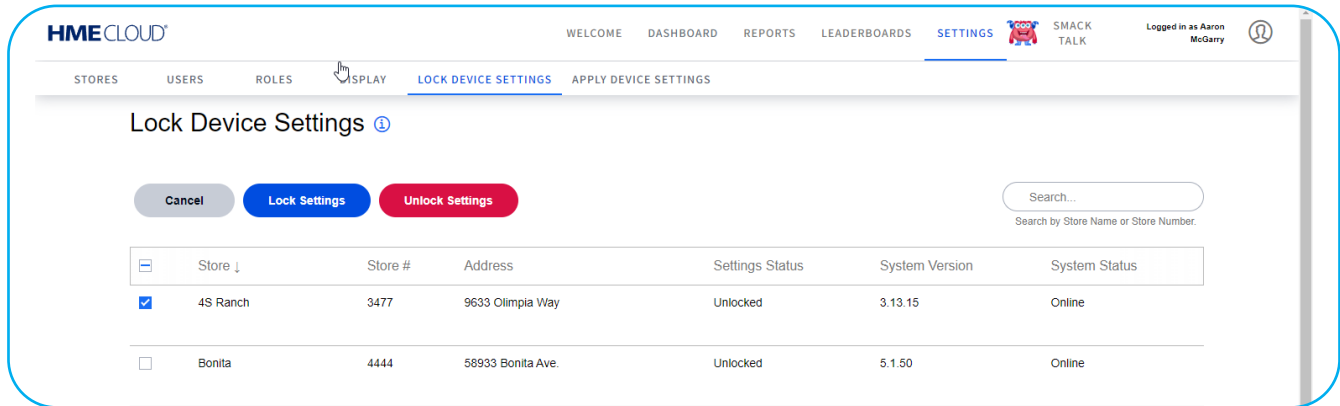
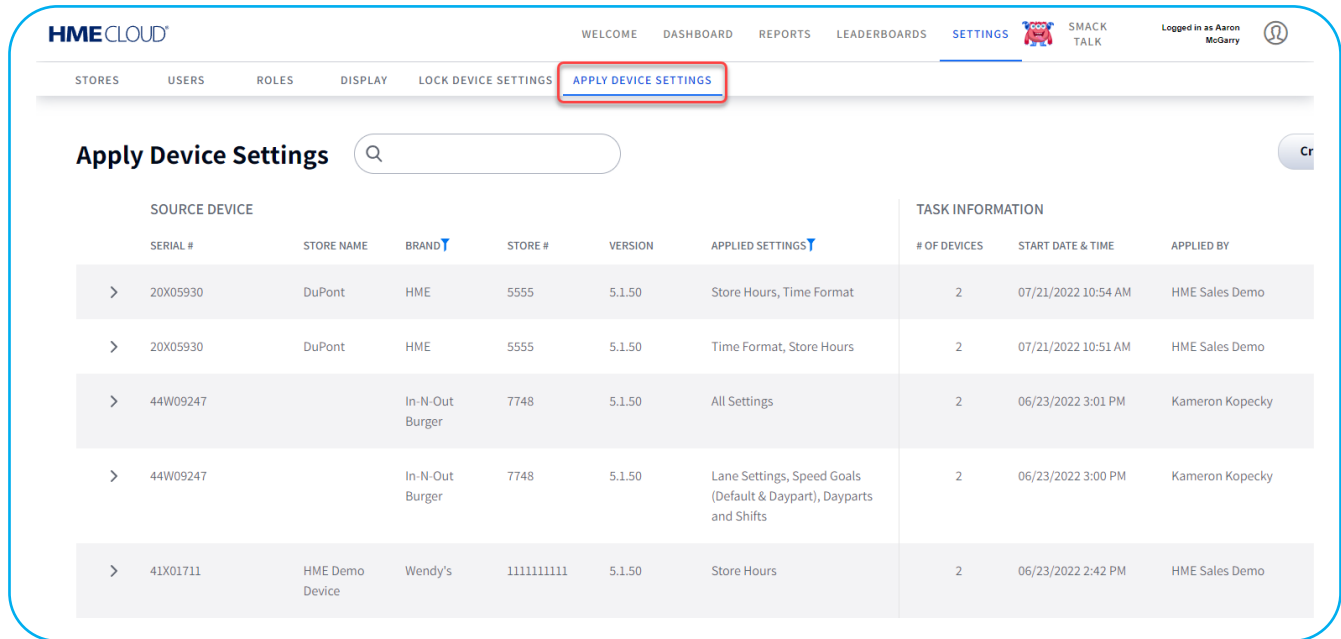


Fig. 33

Apply Device Settings

The APPLY DEVICE SETTINGS page allows you to apply settings to one or more store devices.



SOURCE DEVICE						TASK INFORMATION		
SERIAL #	STORE NAME	BRAND	STORE #	VERSION	APPLIED SETTINGS	# OF DEVICES	START DATE & TIME	APPLIED BY
> 20X05930	DuPont	HME	5555	5.1.50	Store Hours, Time Format	2	07/21/2022 10:54 AM	HME Sales Demo
> 20X05930	DuPont	HME	5555	5.1.50	Time Format, Store Hours	2	07/21/2022 10:51 AM	HME Sales Demo
> 44W09247		In-N-Out Burger	7748	5.1.50	All Settings	2	06/23/2022 3:01 PM	Kameron Kopecky
> 44W09247		In-N-Out Burger	7748	5.1.50	Lane Settings, Speed Goals (Default & Daypart), Dayparts and Shifts	2	06/23/2022 3:00 PM	Kameron Kopecky
> 41X01711	HME Demo Device	Wendy's	1111111111	5.1.50	Store Hours	2	06/23/2022 2:42 PM	HME Sales Demo

Fig. 34

Use the search field to find a specific item. Click on the blue tee icon to the right of the BRAND or APPLIED SETTINGS column titles for a drop-down list. Select or deselect the choices available you wish to apply.

HMECLOUD™


WELCOME

DASHBOARD


REPORTS

LEADERBOARDS

SETTINGS

SMACK TALK

Logged in as Aaron McGarry



STORES

USERS


ROLES

DISPLAY

LOCK DEVICE SETTINGS

APPLY DEVICE SETTINGS

Apply Device Settings



Cr

SOURCE DEVICE					TASK INFORMATION			
SERIAL #	STORE NAME	BRAND	STORE #	VERSION	APPLIED SETTINGS	# OF DEVICES	START DATE & TIME	APPLIED BY
>	20X05930	DuPont	HME	5555	5.1.50	<div>Show me x</div> <div><input checked="" type="checkbox"/> All</div> <div><input checked="" type="checkbox"/> All Settings only</div> <div><input checked="" type="checkbox"/> Dayparts and Shifts only</div> <div><input checked="" type="checkbox"/> Lane Settings only</div> <div><input checked="" type="checkbox"/> Speed Goals (Default & Daypart) only</div> <div><input checked="" type="checkbox"/> Store Hours only</div>		

07/21/2022 10:54 AM	HME Sales Demo		>	20X05930	DuPont	HME	5555	5.1.50		07/21/2022 10:51 AM	HME Sales Demo
>	44W09247	In-N-Out Burger	7748	5.1.50		06/23/2022 3:01 PM	Kameron Kopecky				
>	44W09247	In-N-Out Burger	7748	5.1.50		06/23/2022 3:00 PM	Kameron Kopecky				
>	41X01711	HME Demo Device	Wendy's	1111111111	5.1.50		06/23/2022 2:42 PM	HME Sales Demo			

Fig. 35

HELP

Click on the user image icon in the upper right corner and select HELP from the drop-down list. A list of Frequently Asked Questions will appear. If none of the advice provided answers your question, contact your HME® dealer/distributor, or the HME Technical Support department.

Contact Information

Phone: 800.848.4468 | Fax: 858.552.0172 | Email: cloudsupport@hme.com | Web: www.hme.com

The HME CLOUD support email address is also found by scrolling down to the end of the HELP page and clicking on the e-mail link.

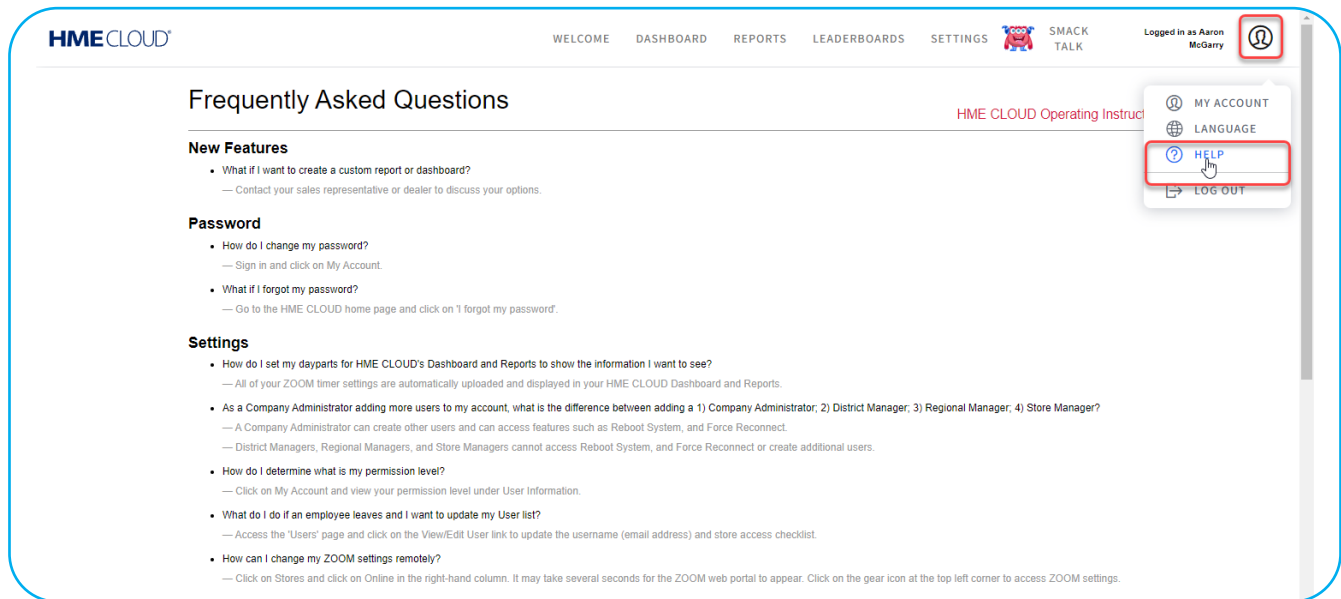


Fig. 36

A copy of this User's Guide can also be found by clicking the HME CLOUD Operating Instructions link on the HELP page or by scanning the QR code on the last page of this guide which takes you to the User Manuals page of the HME website. The guide resides under the HME CLOUD section of the Drive-Thru Timer Systems category. More information can also be found on our training portal. Scan the QR code or click the link on the last page of this guide.

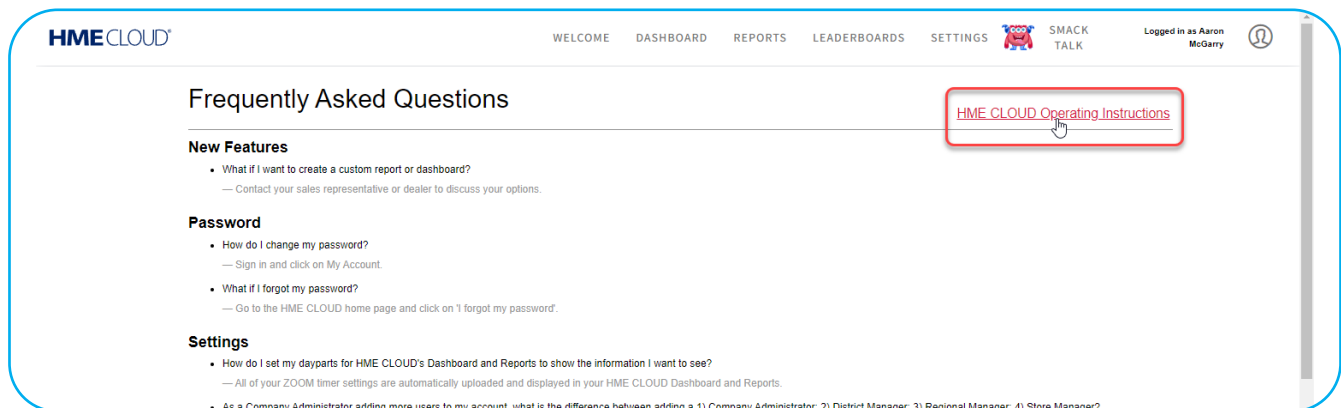
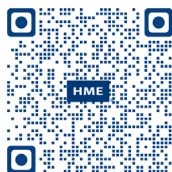


Fig. 37

HME User Manuals

Also, visit the **HME User Manuals** page at:

<https://www.hme.com/qsr/support/drive-thru-user-manuals/>



HME Training Portal

Also, visit the **HME Training Portal** at:

<https://www.hme.com/training>

