HME®

ZOOM®

Version 3.*

OPERATING INSTRUCTIONS

HME®
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FOR HME ZOOM® TIMER (SYSTEM 50) 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 eight 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 and an animated display of actual cars in the drive-thru lane at any time.

An alarm can also be used to let you know when drive-thru customers arrive, or when selected service times have been reached.

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 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 provides information for the Dashboard display on the monitor.

It stores your settings and manages a database of drive-thru activity history 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 and displays lane event data from the Control Unit. You can choose the colors and layout of the display. The main 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 the 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.

NOTE: Remote Displays are supported only when using TSP40.

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.

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.

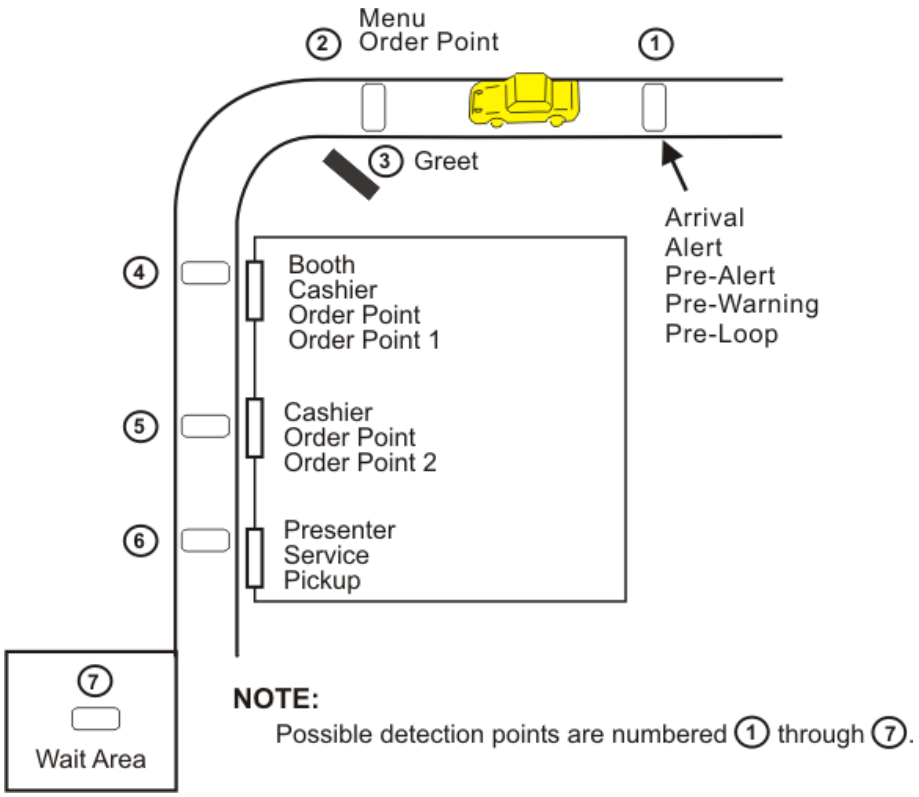
DRIVE-THRU LAYOUT

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.

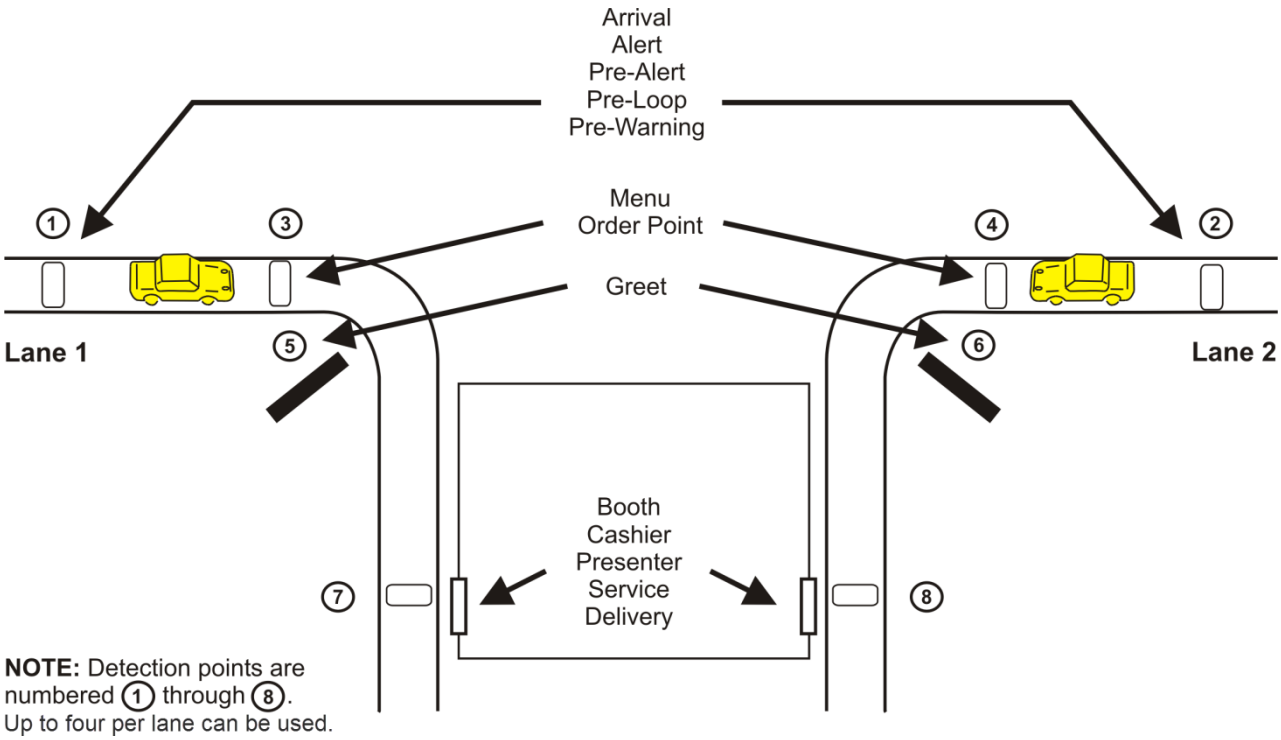
A single-lane drive-thru (Layout 1) can have up to eight detection points.

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

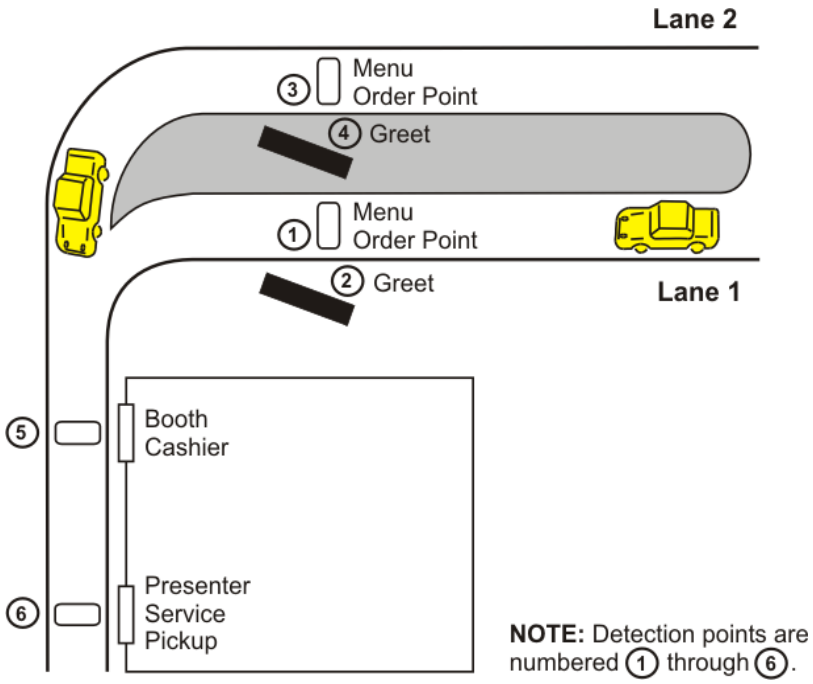
A Y-lane drive-thru (Layout 3) can have up to eight detection points.



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



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



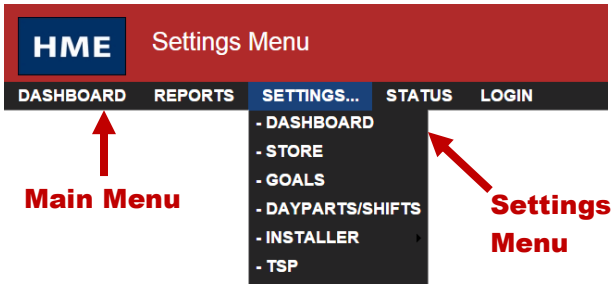
Layout 3: Typical Y-lane drive-thru store layout

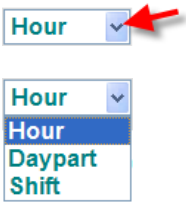
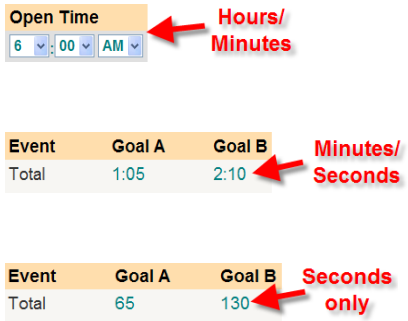
CHAPTER 2 USING THE ZOOM®

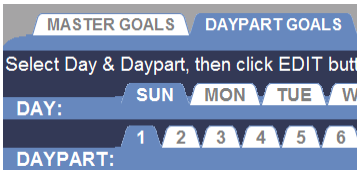
This section describes the Menus, Controls and Definitions that will help you operate the ZOOM® more effectively. The concepts of the Dashboard, Settings, Status, Login are explained in this section.

Getting Around the ZOOM® Displays

When you want to 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.
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  	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.

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, goals for comparison with actual service times, and store opening and closing times, etc.

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, changing ZOOM® settings and performing diagnostics. Refer to Setting up Drive-Thru Manager.

Permission allowed for each user long level is described below:

User	Access	Notes
Dashboard	Only for viewing Dashboard data display on Back-Office PC	Password required if set Automatic logout after 10 minutes of inactivity – reverts to Dashboard
Store Manager	All functions except Installer Settings	
District Manager	All functions except Installer Settings	
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.

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).

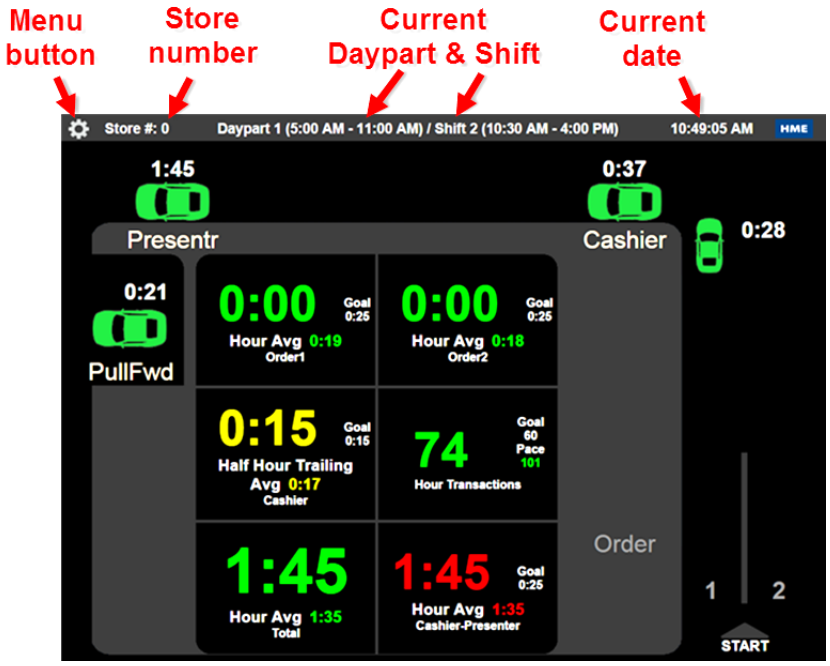
You can select the lane events that you want to see on the Dashboard, and you can edit their appearance by selecting **Edit** to change Dashboard settings or selecting **Menu** to access the Menu bar to perform various ZOOM® functions such as changing store settings.

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 six data sections. Each section displays specific drive-thru information.

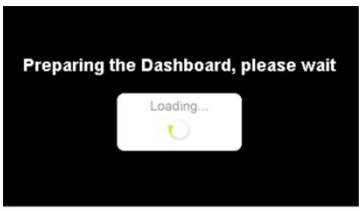
The Dashboard refreshes Event time every second.

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



Additional Dashboard Screens that Might Appear:

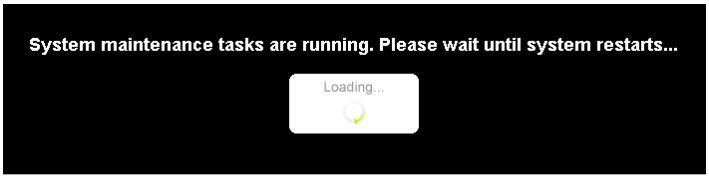
ZOOM is restarting



ZOOM is preparing the Dashboard

ZOOM is getting car data from the TSP

ZOOM is trying to communicate with the TSP



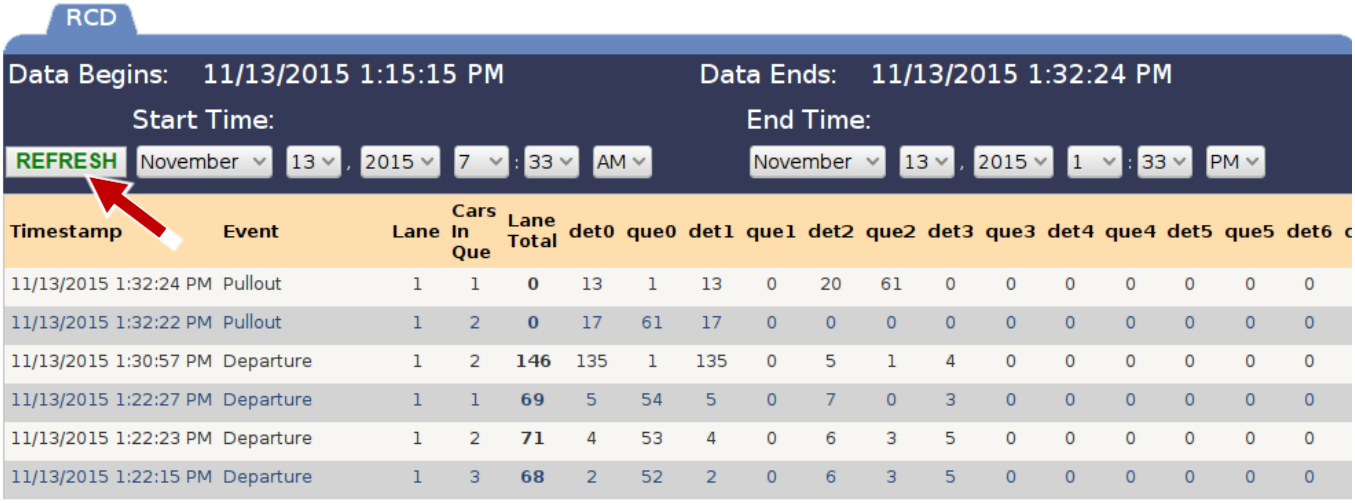
ZOOM is performing preventive maintenance

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.

CHAPTER 4 REPORTS

The **Reports** option provides detailed data about car activity in the drive-thru. Set a Start Time and End Time, and then select the **REFRESH** button to run a **Raw Car Data** (RCD) report.



Timestamp	Event	Lane	Cars In Que	Lane Total	det0	que0	det1	que1	det2	que2	det3	que3	det4	que4	det5	que5	det6
11/13/2015 1:32:24 PM	Pullout	1	1	**0**	13	1	13	0	20	61	0	0	0	0	0	0	0
11/13/2015 1:32:22 PM	Pullout	1	2	**0**	17	61	17	0	0	0	0	0	0	0	0	0	0
11/13/2015 1:30:57 PM	Departure	1	2	**146**	135	1	135	0	5	1	4	0	0	0	0	0	0
11/13/2015 1:22:27 PM	Departure	1	1	**69**	5	54	5	0	7	0	3	0	0	0	0	0	0
11/13/2015 1:22:23 PM	Departure	1	2	**71**	4	53	4	0	6	3	5	0	0	0	0	0	0
11/13/2015 1:22:15 PM	Departure	1	3	**68**	2	52	2	0	6	3	5	0	0	0	0	0	0

Report Field Index

Timestamp	The date and time of the event.
Event	The drive-thru event that occurred.
Lane	The lane number of where the event occurred.
Cars in Queue	The total number of cars in the lane (including the car that departed) at the time of a departure event.
Lane Total	The total time of the car in the lane for a departure event.
Det	The duration of a car at a specific detector. "Det" refers to the individual configured detectors. The detector number is shown to its right (ex. det0 is detector 0, det1 is detector 1). This is the detector's order in the "DETECTORS" configuration page, located the Installer Settings.
Que	The duration of a car between one detector and the next detector. For example, que1 is the amount of time the car spent between det1 and det2.

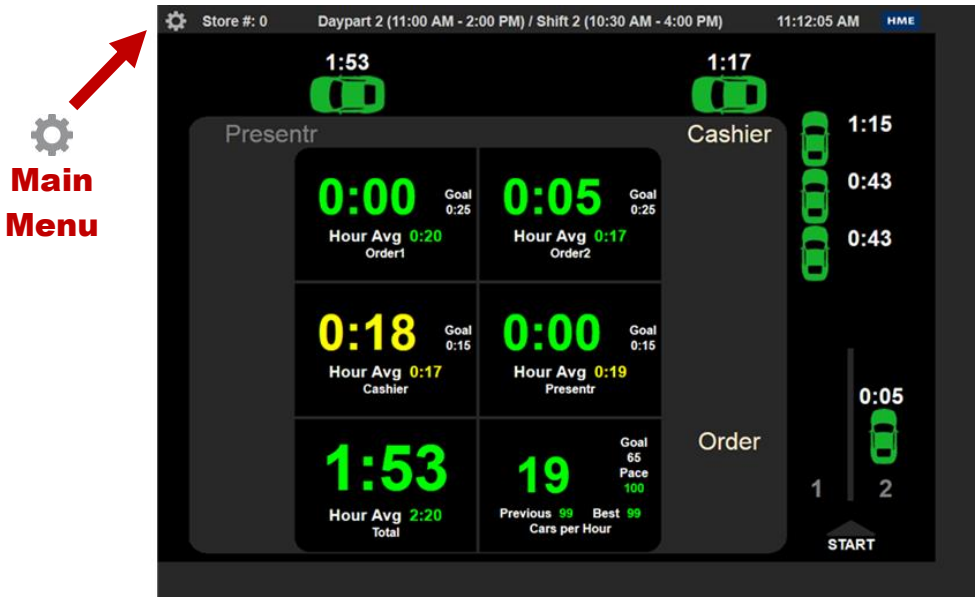
There is a 5,000 event limit (lines of text) on Raw Car Data reports, regardless of the date range. Records are sorted from the most recent to the oldest.

CHAPTER 5 SETTINGS

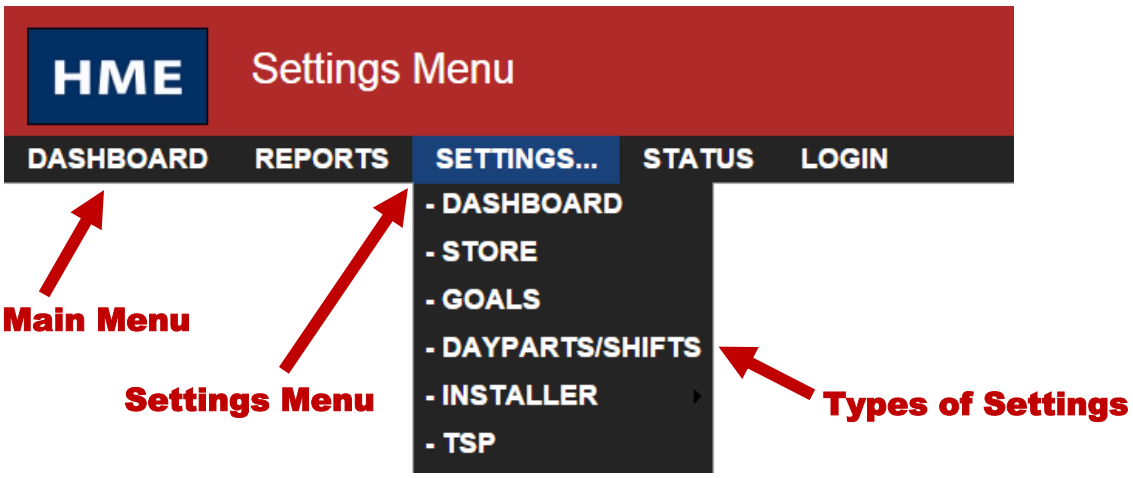
Settings for the ZOOM® can be viewed and edited by any authorized individual. To change some of the settings, you need to have a password. Refer to the Login Permission table to find out what settings you are authorized to change.

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.

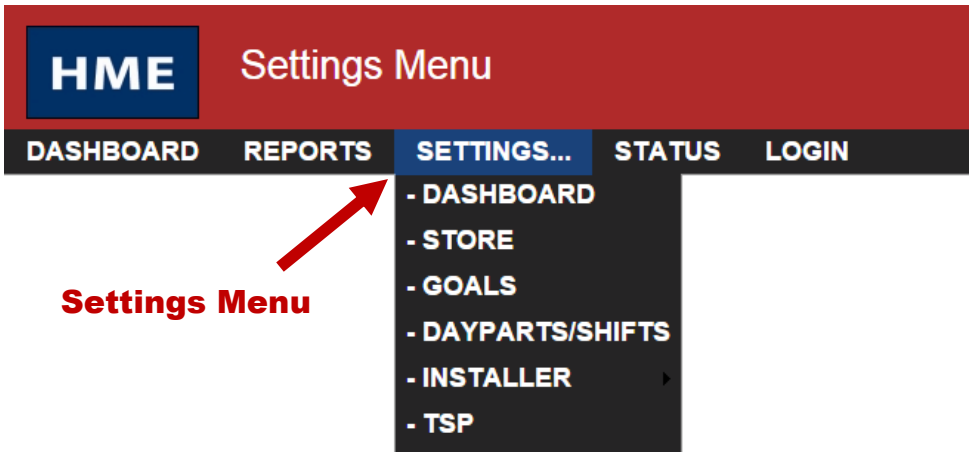


DASHBOARD SETTINGS

You can adjust the look and information that will be shown on the Dashboard.

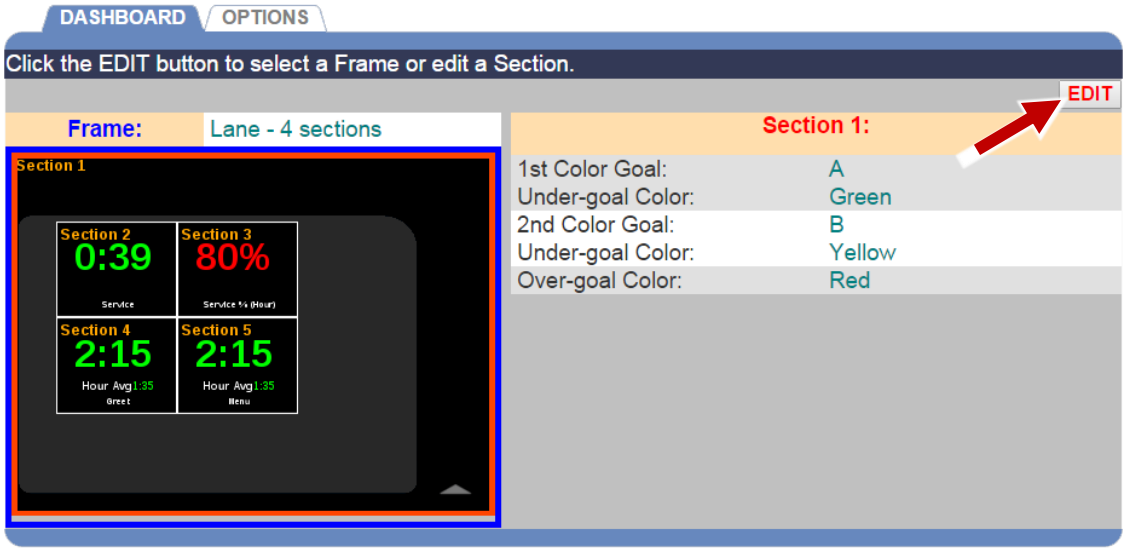
NOTE: You may be prompted to login as a Store Manager or higher to make changes to Dashboard settings if passwords have been set.

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

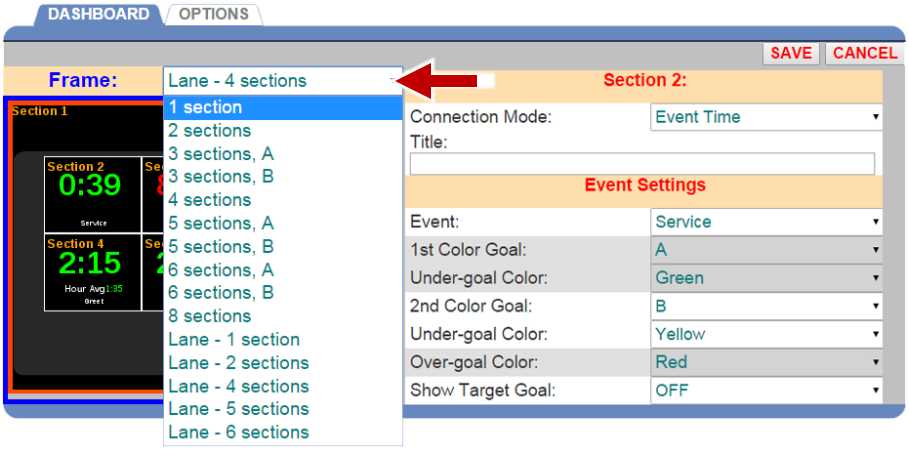


The **DASHBOARD** screen will appear

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

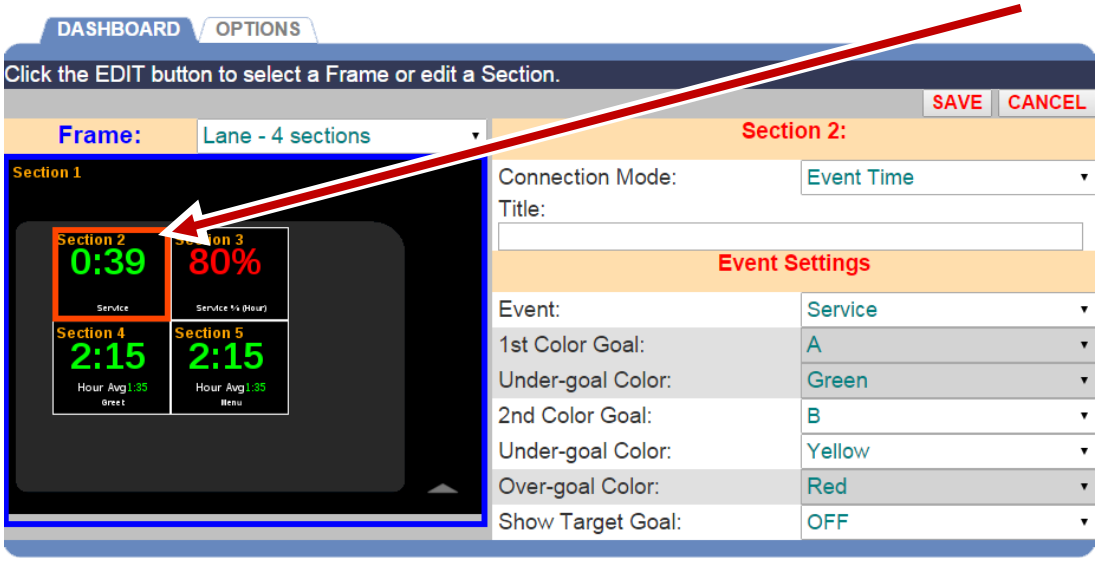


2. To change the layout of sections in the Dashboard frame, click on the **Frame** drop-down list and select another frame layout option. As you click on each option, the display will change so you can see its layout (highlighted in blue) before you continue making other changes.

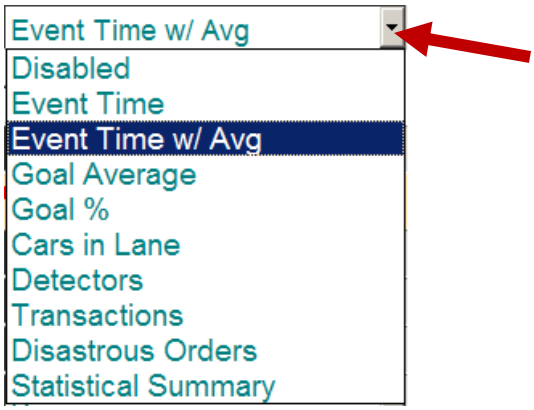


3. Click on the section you want to edit on the Frame display. A red line will surround it, and the right side of the screen will show all the settings that can be edited in that section.

Red line around selected 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 is when "Disabled" is displayed in a section of the Dashboard no data is shown in that section.

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

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

Goal Average shows average time at the selected Event.

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

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

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

Statistical Summary shows the selected summary data for the current hour, daypart 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.

   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, Day or Half Hour.

Event Time w/ Avg, Goal Average and Transactions modes include two additional options that allow you to monitor drive-thru average time for the most recent 30 or 60 minutes; Half Hour Trailing and Hour Trailing.

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.

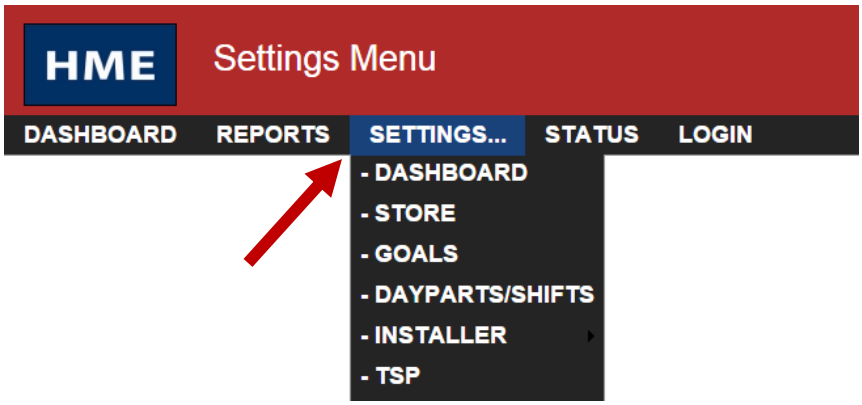
Show Pace: Available for Transactions mode only. Shows the estimated number of cars on pace to be served by the end of the hour, based on your past performance. Pace will appear green, red or yellow, based on your Transaction Goals.

Green numbers indicate that you've exceeded the goal, and red numbers mean that the goal has not been achieved. Yellow numbers appear when Pace is tracking between the A and B Transaction Goals.

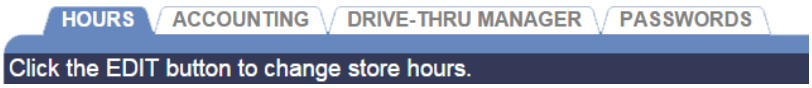
6. When you have finished making changes, click on the **SAVE** button to save your changes, or select **CANCEL** if you decide not to save them.
7. Click on **DASHBOARD** on the Menu to return to the Dashboard display.

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.

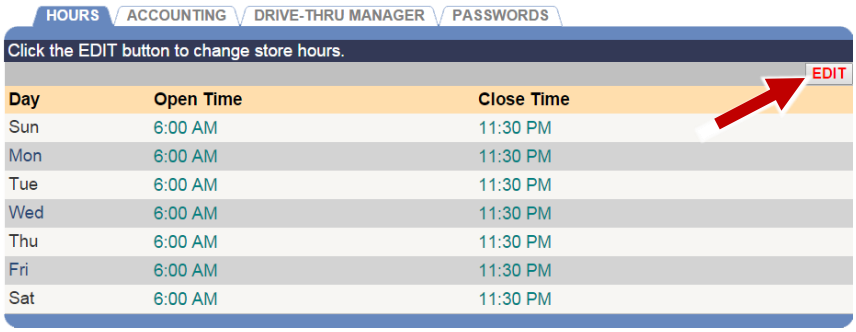


Click on one of the following tabs on the Edit Store Settings screen for the Store Settings you want to view or change.

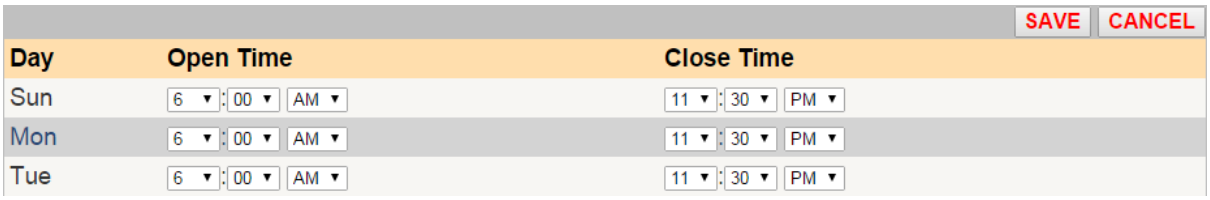


Setting up Store Hours

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



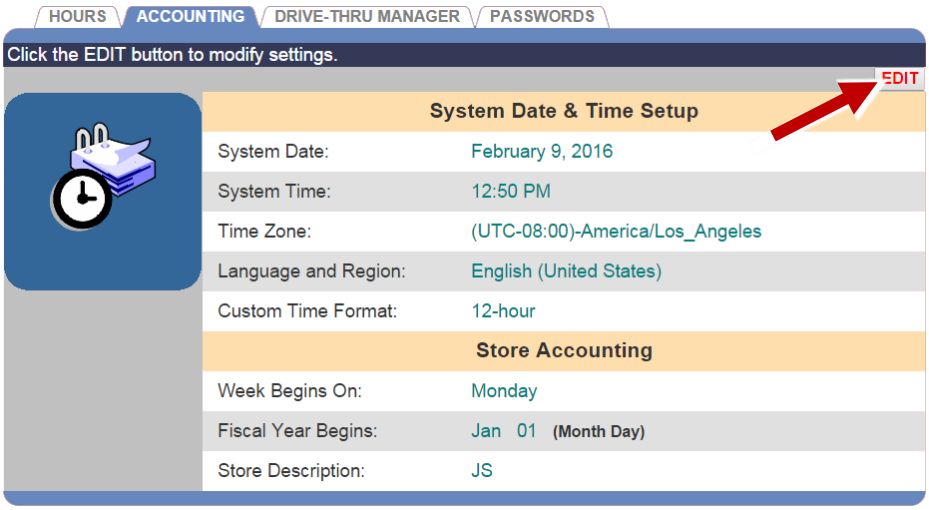
2. Select the **Open Time** and **Close Time** (Hours, Minutes, AM or PM) from the drop-down lists for the day you selected. If your store is open 24 hours, set both the Open and Close Times the same.



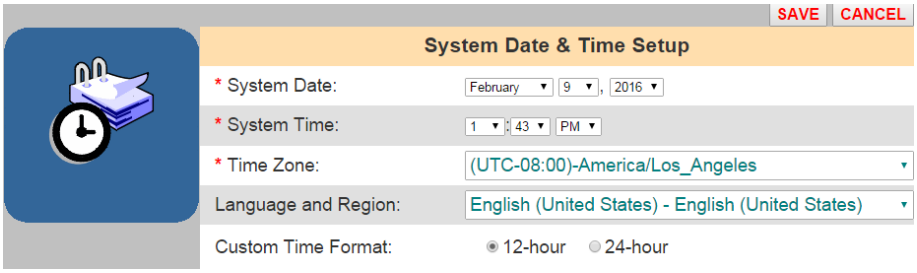
3. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button to cancel them.

Setting up Store Accounting

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



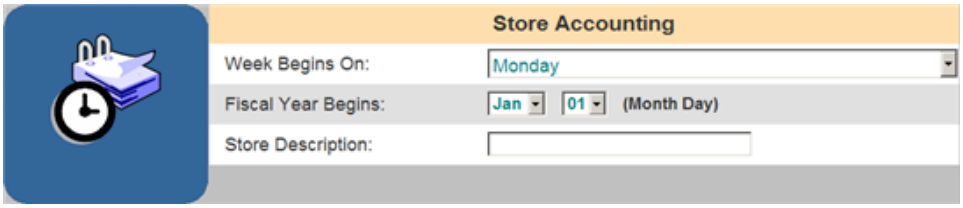
2. To set up the System Date, Time and Time Zone for your store location, do the following:



- 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.
- 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 region 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 Region (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:



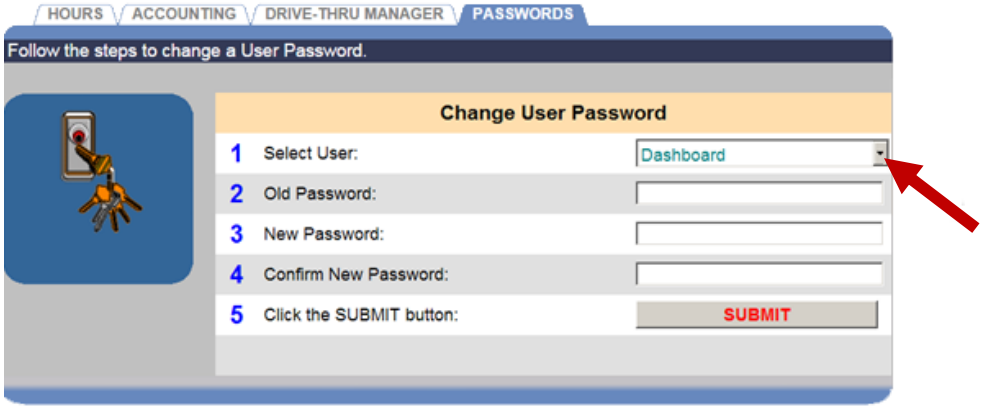
- Select the day you want your accounting week to begin on from the **Week Begins On** drop-down list.
- Select the Month and Day that your store fiscal year starts from the **Fiscal Year Begins** drop-down list.
- Enter your **Store Description** by clicking in the field to open a keyboard. Use the 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, 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. If no password is set up for a user role, then anyone can perform the related activities. Refer to the Login Permission table to find out what settings each role is authorized to change.

1. Click on the drop-down list arrow to the right of the **Select User** field and select the user whose 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.

NOTES: 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.

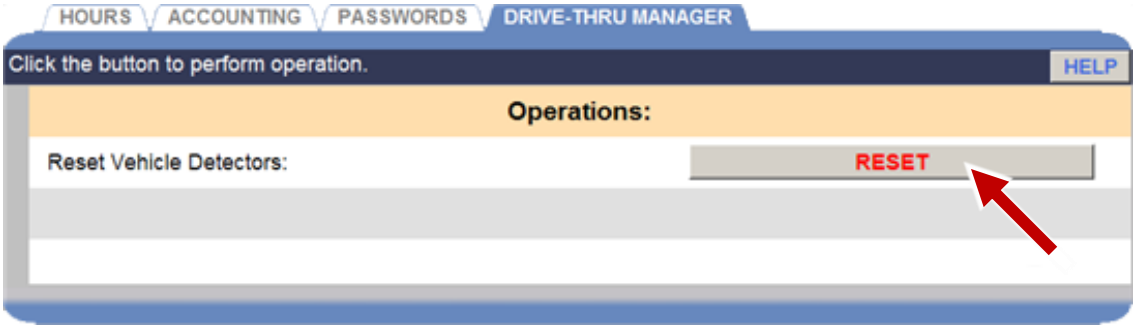
HME Technical Support: 1-800-848-4468

3. Click in the **New Password** field and enter the selected user's new password.
4. Click in the **Confirm New Password** field and re-enter 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**.

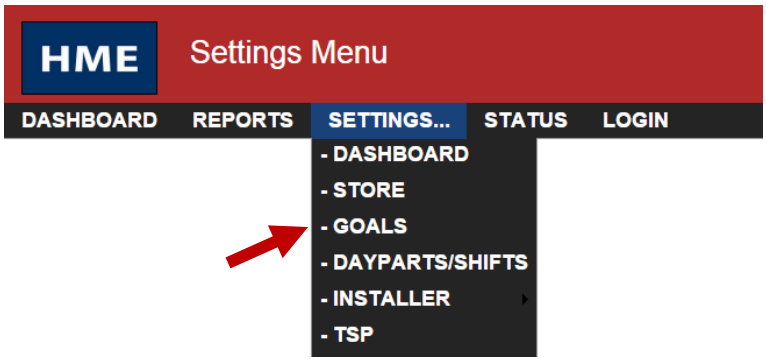


CAUTION: The Vehicle Detectors should only be reset when there are no vehicles in the lane.

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

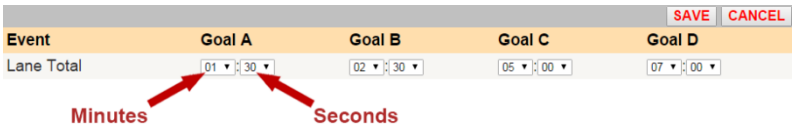
You can set up Master Service Goals for all Dayparts for every day of the week. MASTER GOALS lets you set the same goal for each day of the week. You can then set up specific Daypart service goals for any Daypart, for any day of the week. See Setting Daypart Goals for more information.

Setting Master Goals

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

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

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



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.

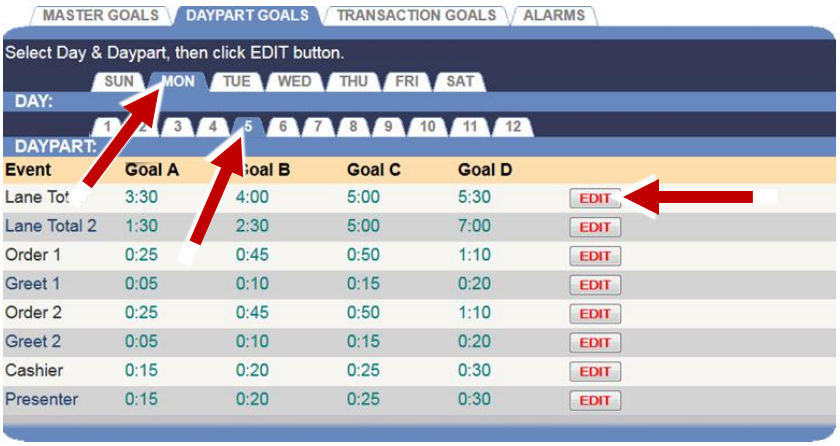
3. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.
4. Continue editing Events, as needed by repeating Steps 1-3.

Daypart Goals

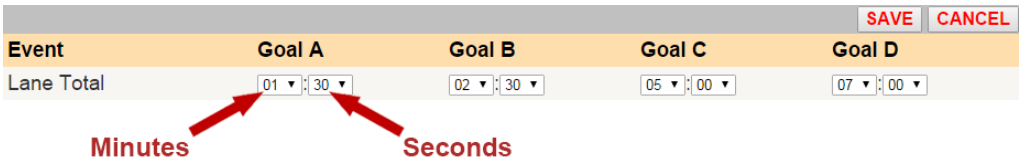
You can set up individual Daypart service goals for any Daypart, for any day of the week. When you set up an individual Daypart Goal, ***for that Daypart only***, it will override any Master Goal you may have set up.

Setting Daypart Goals

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



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



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.

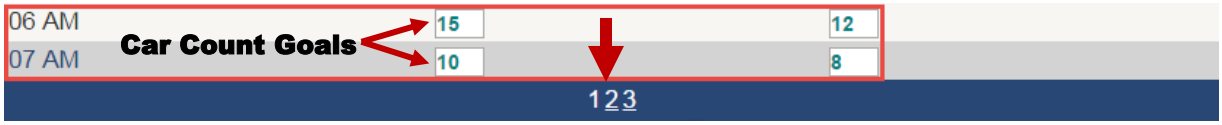
4. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

Transaction Goals

Working toward goals can help increase speed of service by choosing daily goals for hourly transactions (car counts per hour.) Goals set here will change the color of the Transaction numbers shown on the Dashboard.

Setting Transaction Goals

1. Click the pull down menu to select the day of the week in which Goals will be set.
2. Click on the **EDIT** button to access values for **Goal A** and **Goal B**. Each value entered refers to the number of transactions that should take place in the hour that follows the listed time (ex: "6am" is "6am to 7am").



3. Click the **1**, **2** or **3** options at the bottom of the window for access to the remaining hours of the selected day.
4. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

NOTE: Goal "A" must be greater or equal to Goal "B".

Alarms

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

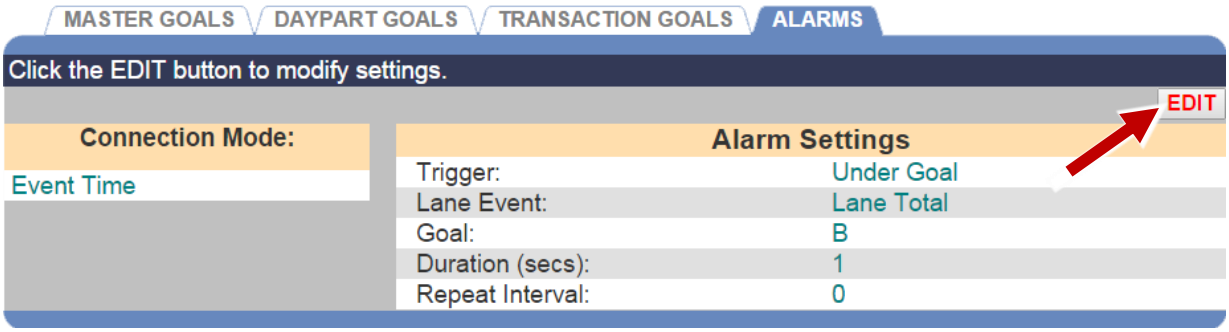
ZOOM® allows for a Event Time mode, or a Cars in Lane mode. The **Event Time** mode activates the alarm based on the time of a specific event. The **Cars in Lane** mode activates the alarm based on the number of cars in the lane.

Options available, depending on mode selected are:

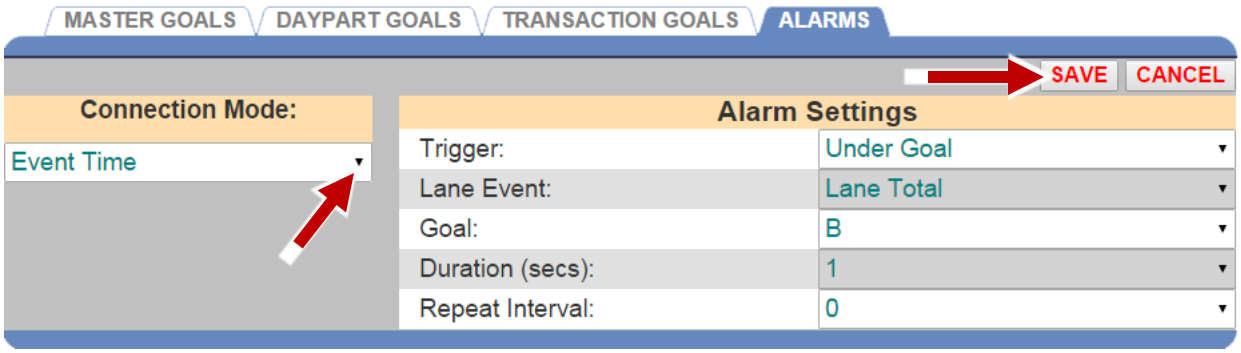
- **Trigger:** The transition from Under Goal or to Over Goal that will activate the alarm.
- **Lane Event:** An event that will be triggered either Under Goal or Over Goal. The events are defined in the Installer Detectors. See Detectors for more information. Available only for Event Time mode.
- **Goal:** 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

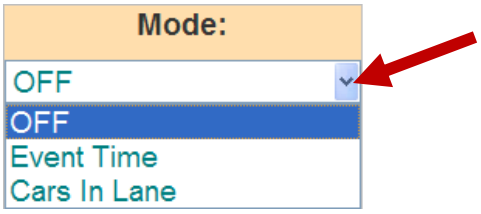
1. Click on the **ALARMS** tab to open the Alarms screen.



2. Click on the **EDIT** button 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.

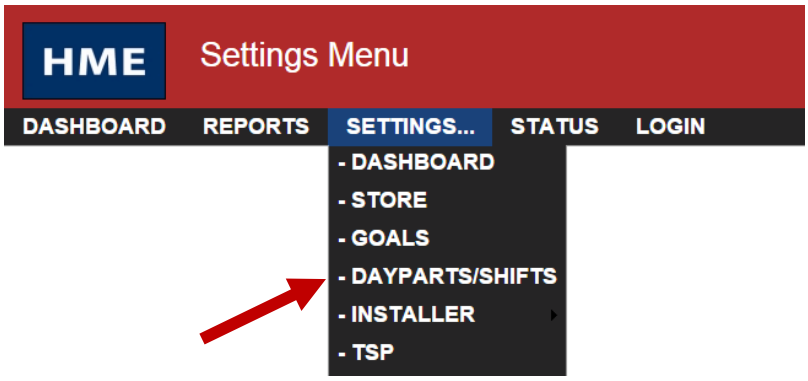


4. If you selected the **Event Time** mode or the **Cars In Lane** mode, click on the drop-down arrows to the right of each field under **Alarm Settings** to make the desired settings.

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

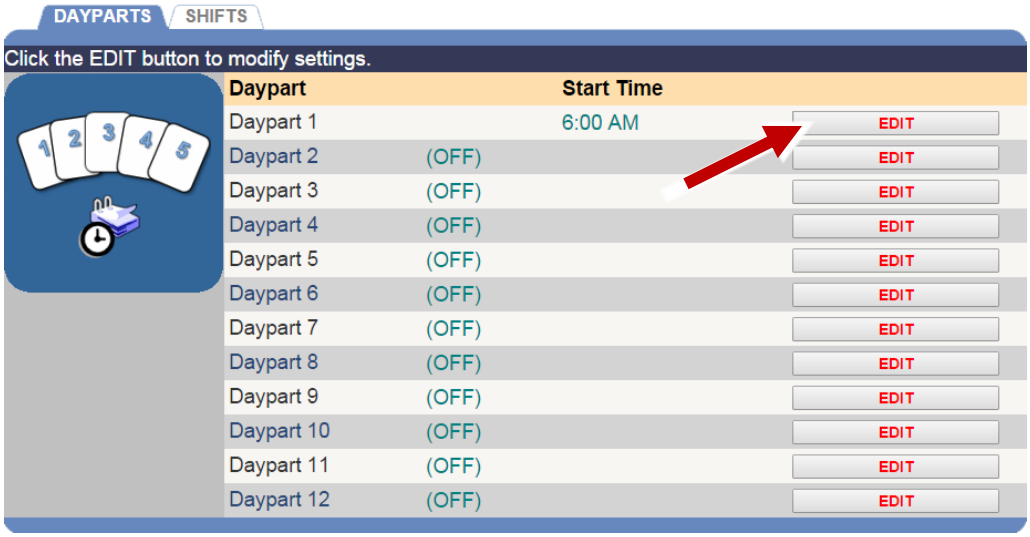
Note the following tips for setting up Dayparts:

- 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.

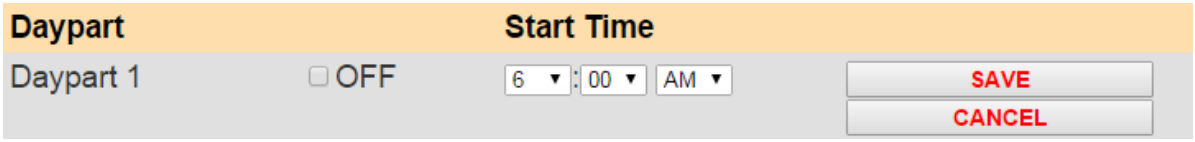
- There are no gaps between the end of one Daypart and the beginning of the next.
- A Daypart can span across midnight. Enter the correct time for the Daypart and the ZOOM® will track the date correctly.

To set up Dayparts

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



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



- 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.

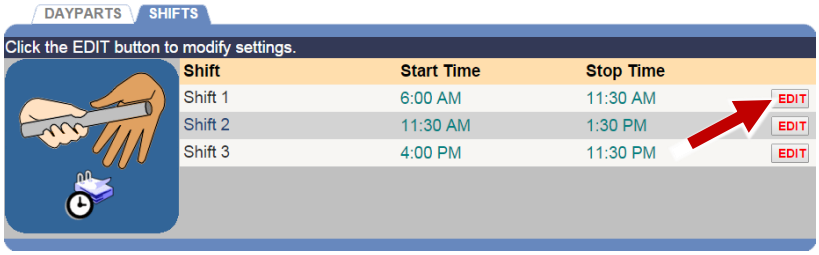
Set Up Shifts

Note the following tips for setting up Shifts:

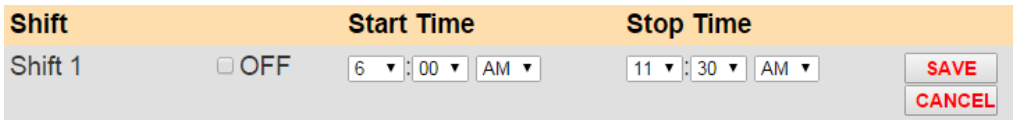
- Times will display as either minutes:seconds or seconds only depending your setup for the Time Format.
- Shifts that you set up will apply to **every** day of the week.
- Shifts can overlap, and there can be a gap between shifts. If there is a gap between shifts, no records will be reported on the 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.



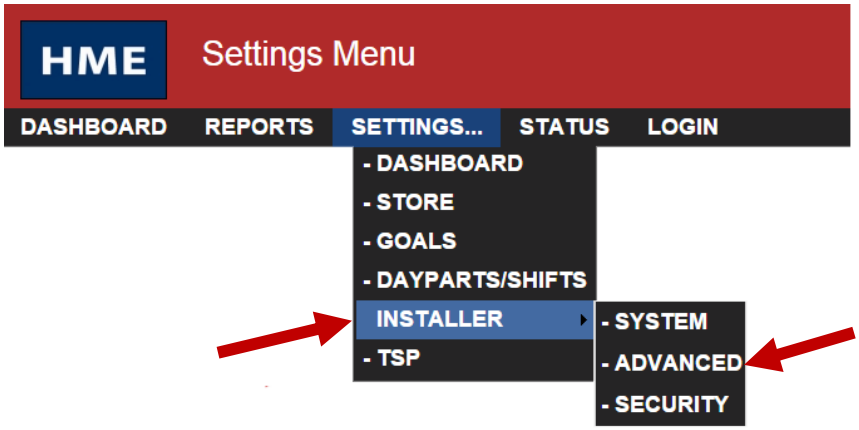
3. To turn off a Shift, click on the check box next to **OFF**.
4. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.
5. If you want to change other Shift settings, repeat Steps 1-4.

INSTALLER SETTINGS

CAUTION: Changing Installer Settings will override any individual settings.

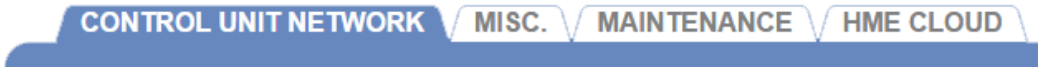
To make changes to Installer Settings, you must be authorized to enter the **Installer Settings** mode. Refer to the Login Permission table to find out if you are authorized to change Installer Settings.

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.



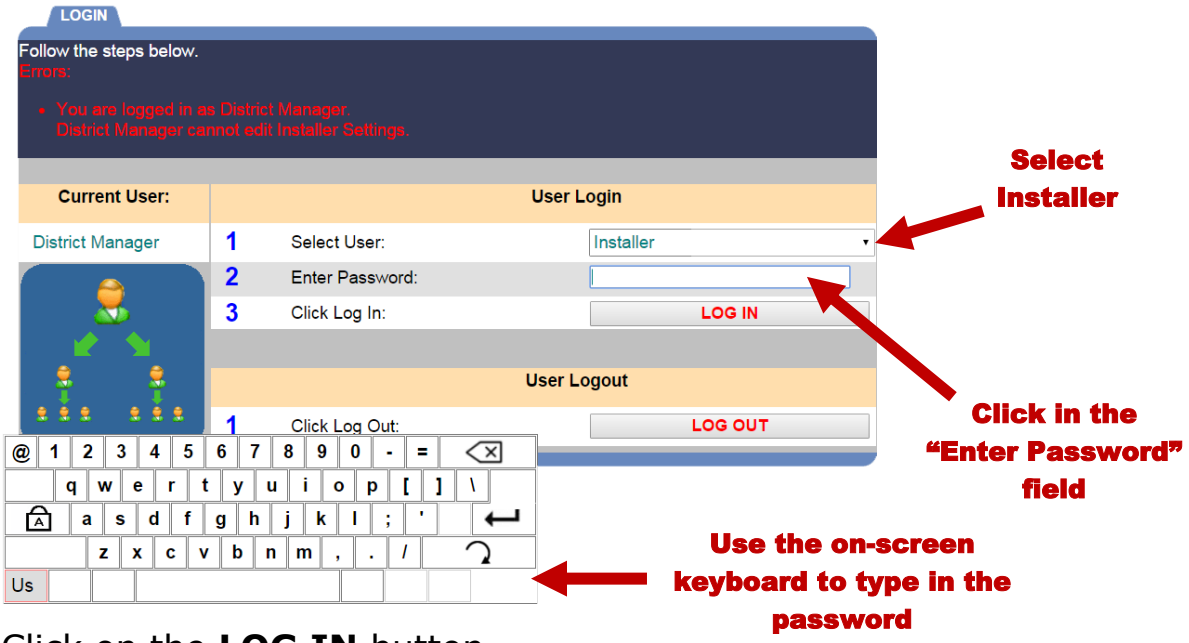
If you are not logged in, or not authorized to make these settings changes, the following Login screen will appear.

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 the on-screen keyboard. Click on the keyboard keys 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 filed when you are finished.



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.

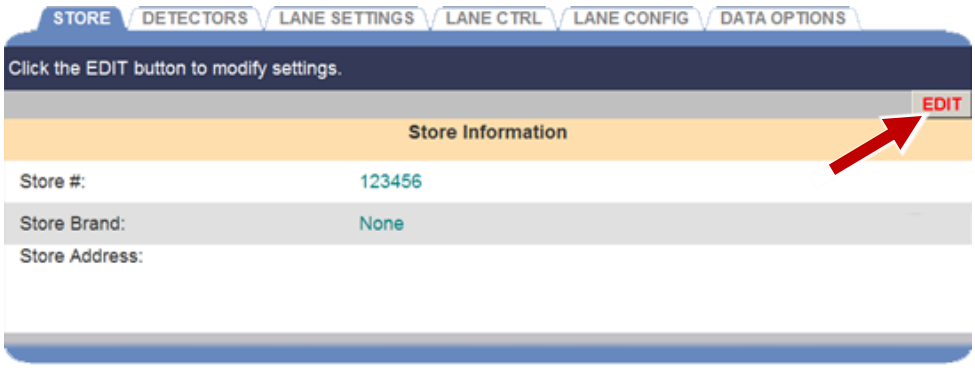
If you selected **Settings** before logging in as **Installer**, you will automatically be taken to the **STORE** screen.

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

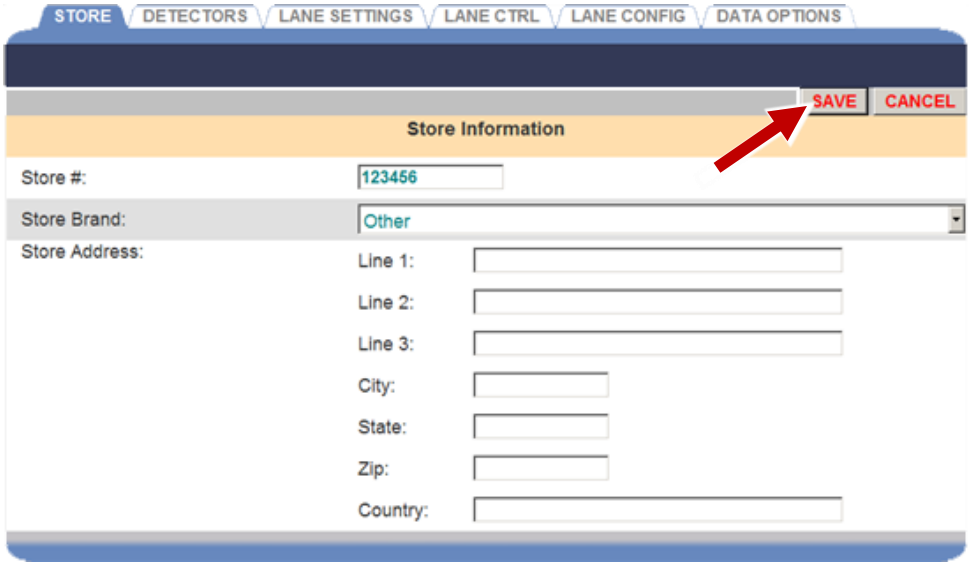
To change other installer settings, click one of the other tabs at the top of the respective screen.

System Settings - Store

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



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

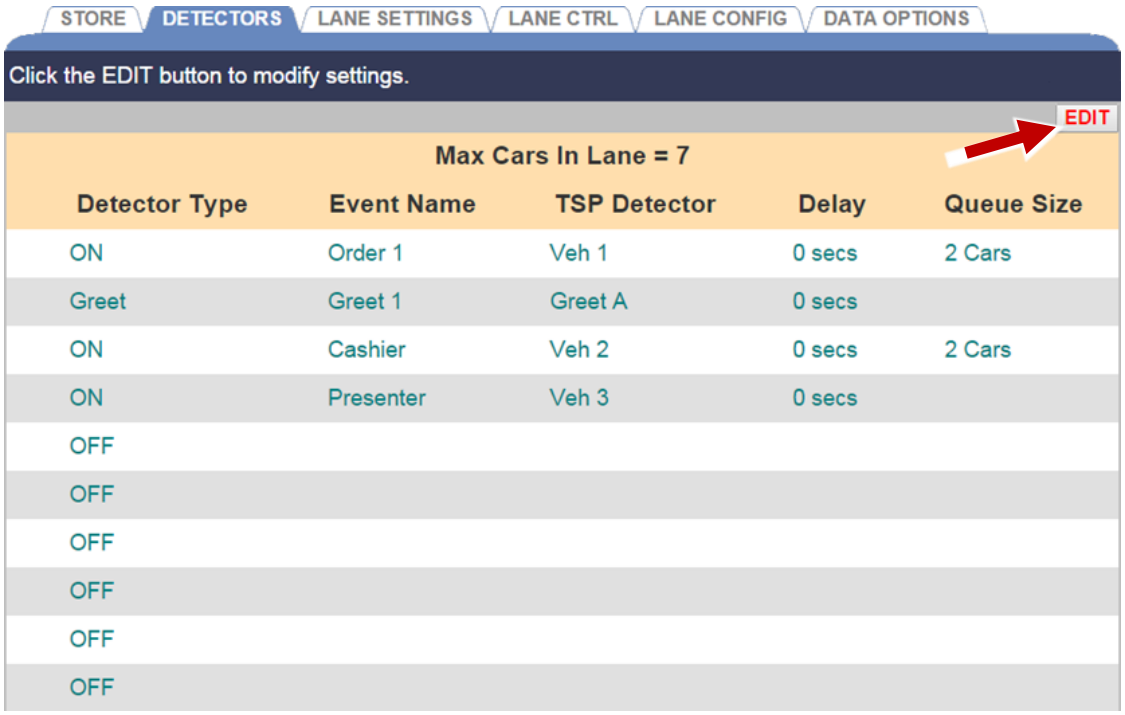


2. Enter your store number, brand and address in the respective fields and then click on the **SAVE** button. If you do not want to save your entries, click on the **CANCEL** button.

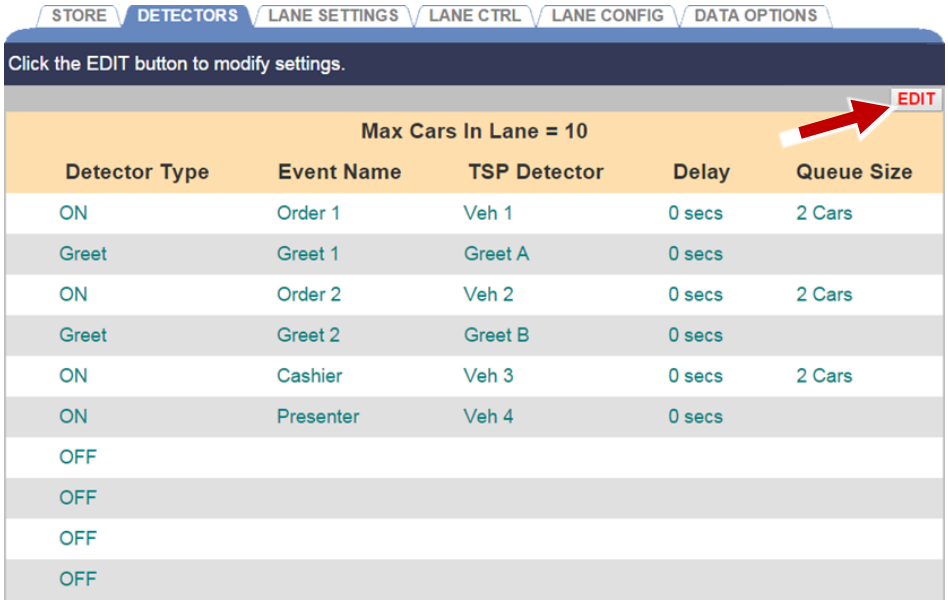
System Settings - Detectors

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 8 detection points and two Greets in a **single-lane drive-thru** or **Y-lane drive-thru**.

Typical Detector Configuration for a Single-Lane Drive-Thru



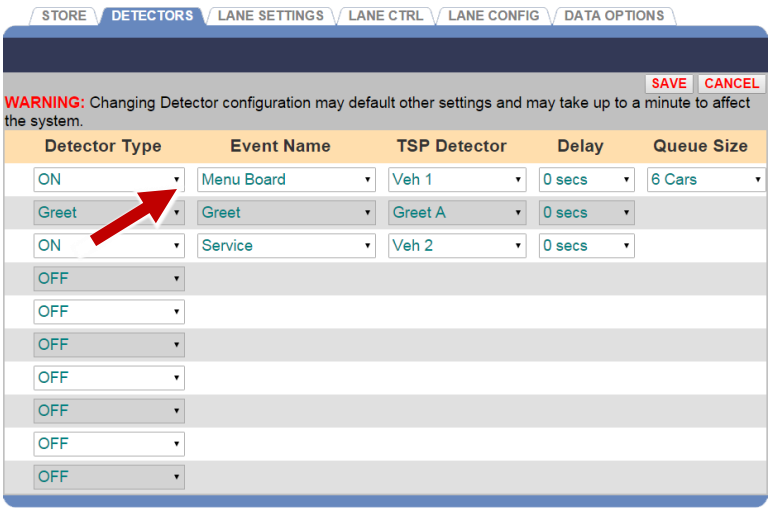
Typical Detector Configuration for a Y-Lane Drive-Thru



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 8 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
- **Two sets of side-by-side detector pairs can be used, one after the other, such as Menu 1/Menu 2 followed by Merge 1/Merge 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.**



The selections below will appear for each active detection point.

3. 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 or Y-lane drive-thru.

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

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

5. Click on the next drop-down list arrow to select the **TSP Detector** for this detection point.

6. 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.

NOTE: Delay Time is only available when using TSP40.

7. Click on the next drop-down list arrow to set **Queue Size**. Set maximum limits on the number of cars that may fit between each two detection points.

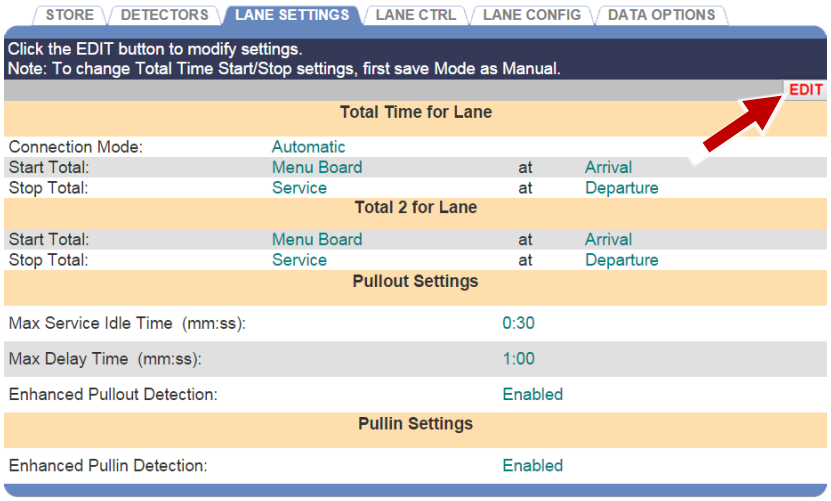
   It's important to measure the number of cars that can fit between the two chosen detector points. Any new vehicles arriving in excess of this number will cause the most recent vehicle detected to be discarded. The range of options is 1 through 23, and the default is 2.

IMPORTANT: The space between the two detectors is known as a Queue. To determine the number of cars that can fit into a queue, estimate 20 feet (6.1 meters) per car between the two detection points.

8. 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

Edit Lane Settings based on the store requirements.



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

Total Time for Lane

Total Time for Lane			
Connection Mode:	Automatic		
Start Total:	Menu Board	at	Arrival
Stop Total:	Service	at	Departure
Total 2 for Lane			
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.
- 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.
- 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.

Total 2 for Lane

Configured in the same manner as **Total Time for Lane**, this second total drive-thru time focuses on a second, distinct area of the drive-thru you would like to track. The second total time calculates the time between any two detectors of the drive-thru lane. For example, Total 2 time can be from arrival at Cashier to departure from Presenter or departure from Cashier to arrival at Presenter.

You can also set goals for Total 2 using the the **Lane Total 2** setting found in **Master Goals**.

Pullout Settings

Pullout Settings	
Max Service Idle Time (mm:ss):	0:45
Max Delay Time (mm:ss):	1:30
Enhanced Pullout Detection:	Enabled

- 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 next ON detection point has been vacant in excess of the Max Service Idle Time.

- When **Enhanced Pullout Detection** is **Disabled**, the Pullout vehicle detection is changed to use the last ON detection point instead of the next ON detection point.

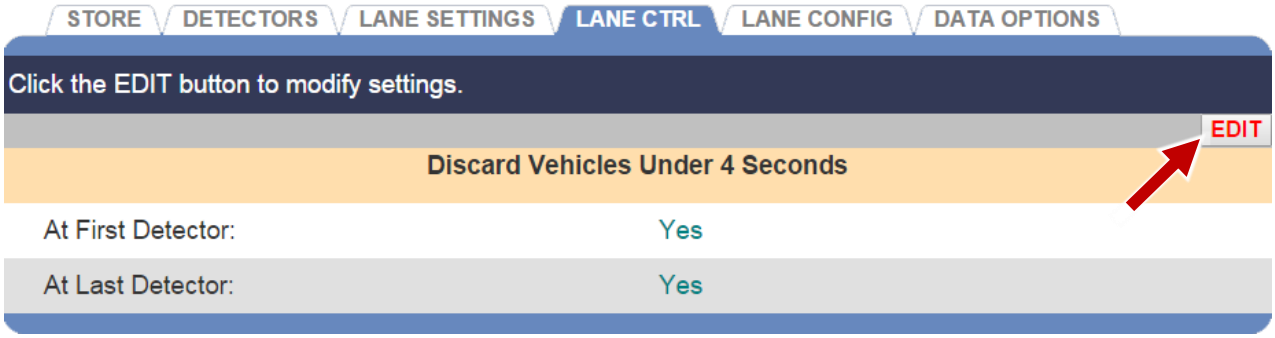
3. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

Pullin Settings

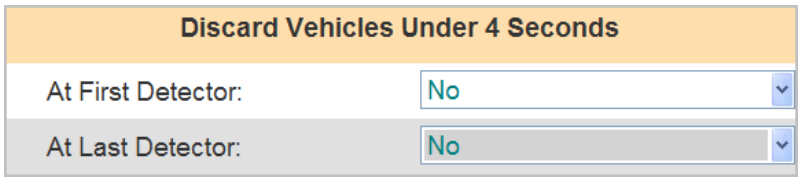
- When **Enhanced Pullin Detection** is **Enabled**, cars that missed the first ON detector will be detected as Pullin immediately at the next ON detector. When **Disabled**, these cars will be detected only at the last ON detector.

System Settings - Lane Control

Edit Lane Control in regards to First and Last Detectors



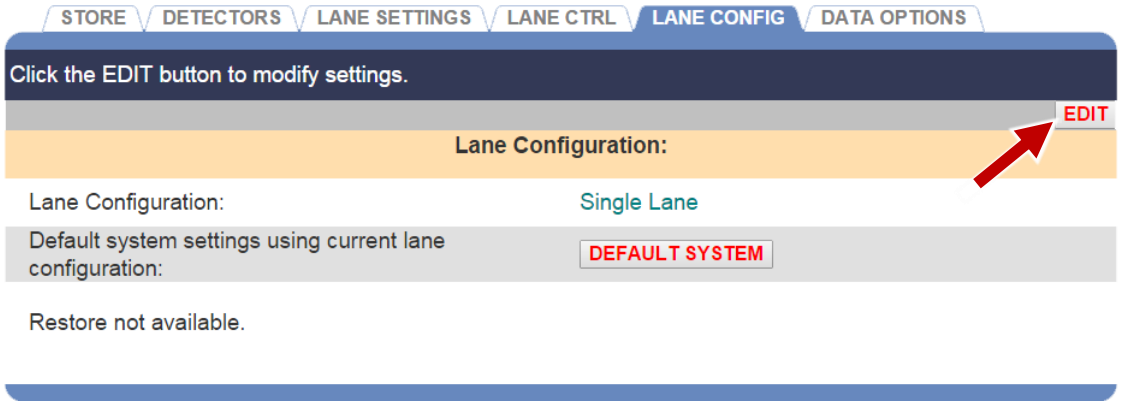
1. Click on the **EDIT** button to open the editing screen.
2. Select whether you want to start the vehicle discard for vehicles in the lane under 4 seconds from the **At First Detector** drop-down list.



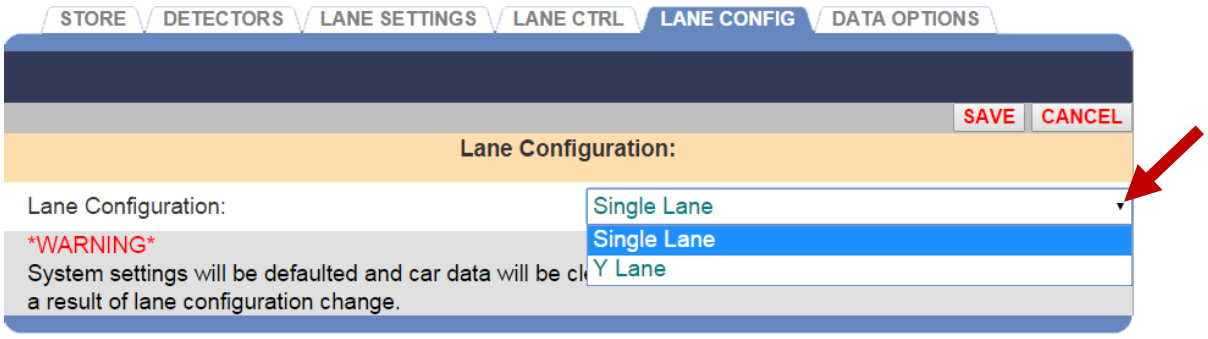
3. Select whether you want to end the vehicle discard for vehicles in the lane under 4 seconds from the **At Last Detector** drop-down list.
4. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

System Settings - Lane Configuration

Lane configuration is used to set up the type of lane at this store.



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

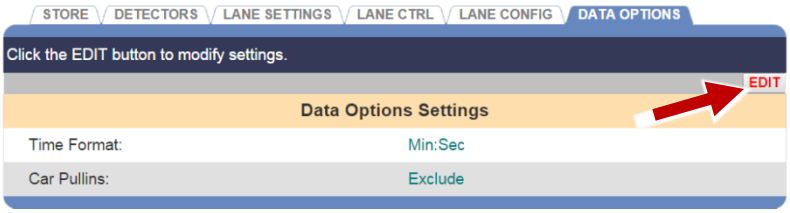


2. Click on the drop-down list arrow to the right of **Lane Configuration** and select the desired lane configuration.

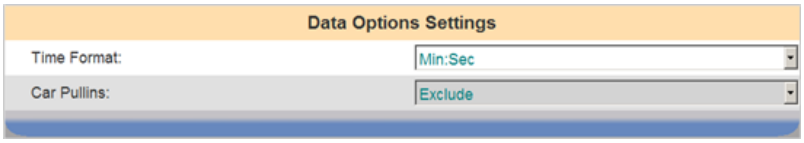
CAUTION: If you change Lane Configuration, all accumulated car data will be erased, and lane configuration dependent settings will be defaulted.

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 - Data Options

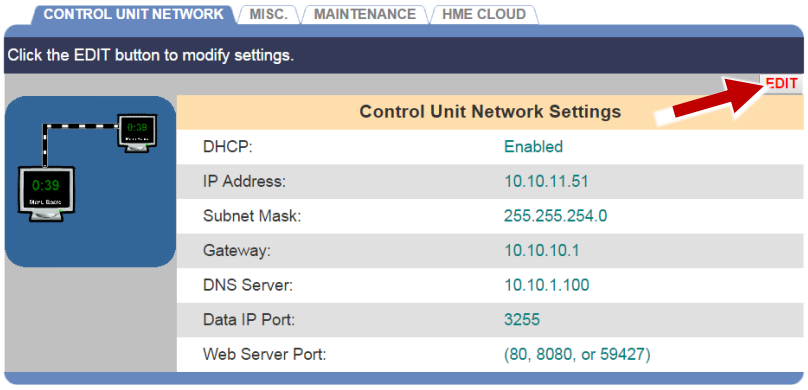


1. Click on the **EDIT** button to open the editing screen.



2. Click on the drop-down arrow in the **Time Format** field to select minutes and seconds (**Min:Sec**) or seconds only (**Secs Only**) format.
3. 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.
4. 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

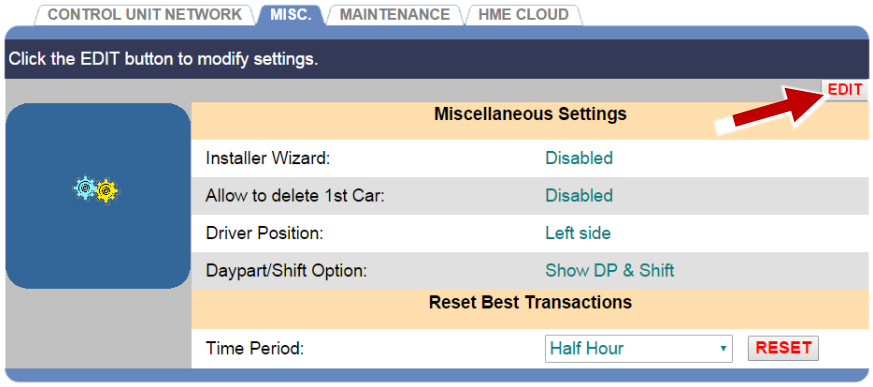


1. Click on the **EDIT** button to open the editing screen.

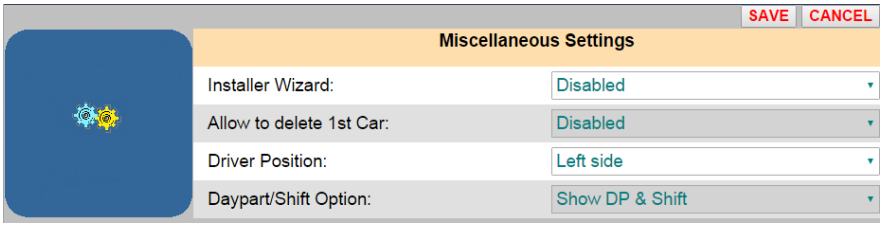
CAUTION: Contact your Network Administrator before changing any of these settings. Do not make any changes without help of your Network Administrator.

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



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



2. 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.

3. 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.

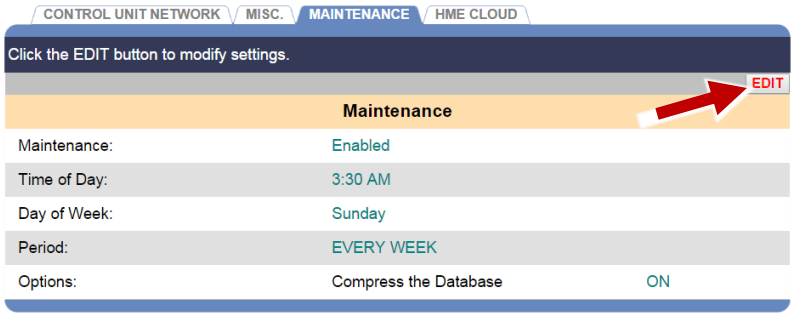
4. Click on the **Daypart/Shift Option** button to select the Daypart and Shift data that will be shown on the Dashboard.

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

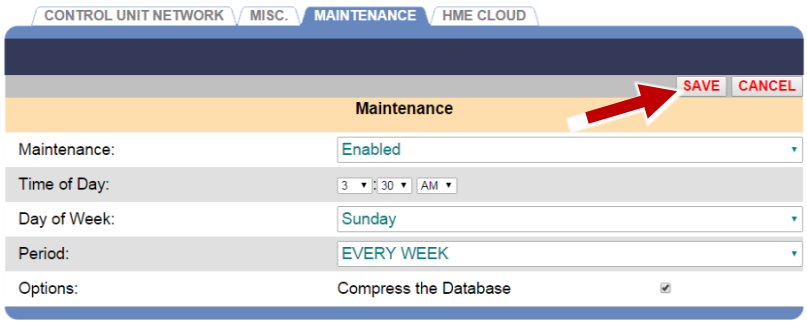
Advanced Settings - Maintenance

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**.

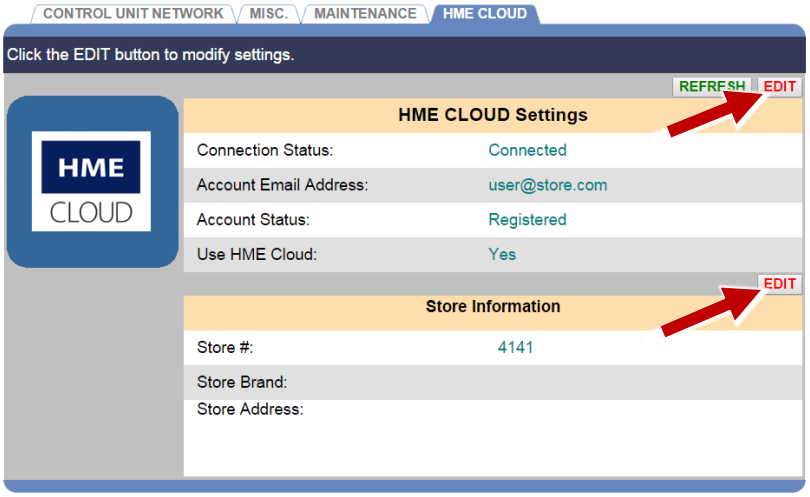


6. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

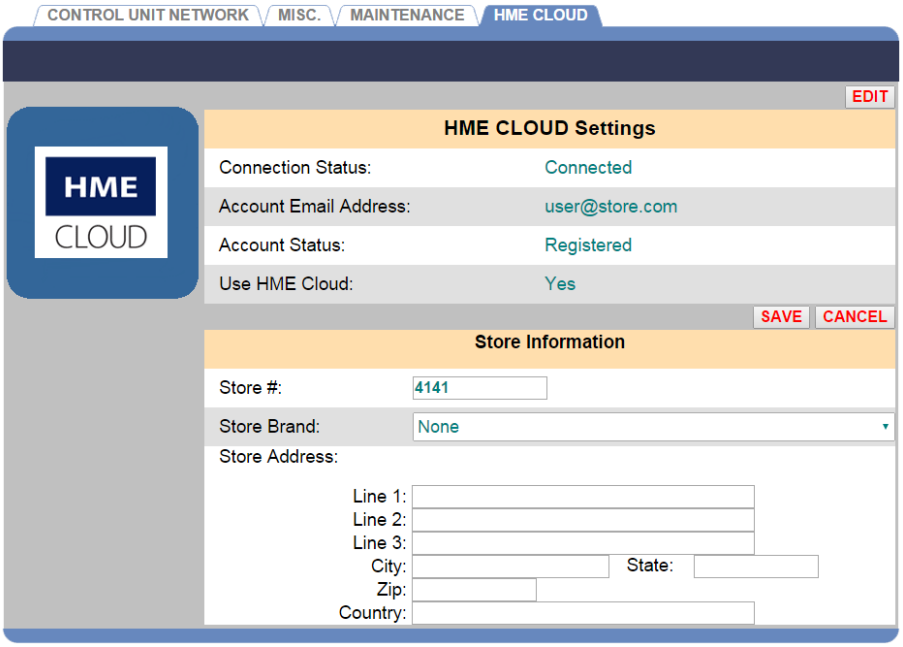
Advanced Settings - HME CLOUD®

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.



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

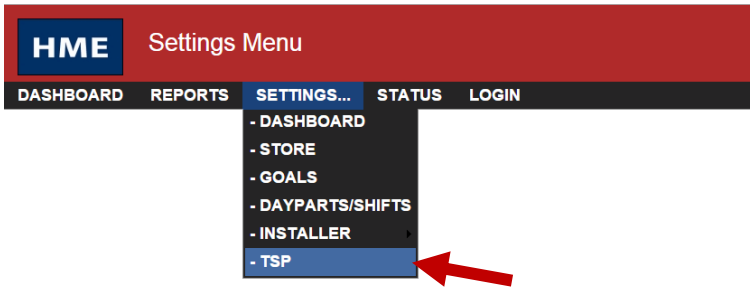


3. Click on the **SAVE** button(s) to save your changes. If you do not want to save your changes, click on the **CANCEL** button(s).

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.

To enter the **TSP Settings** mode, place your cursor over **SETTINGS** on the Menu bar, and then click on **TSP** on the drop-down **SETTINGS** Menu. You must login to enter the **TSP Settings** mode.



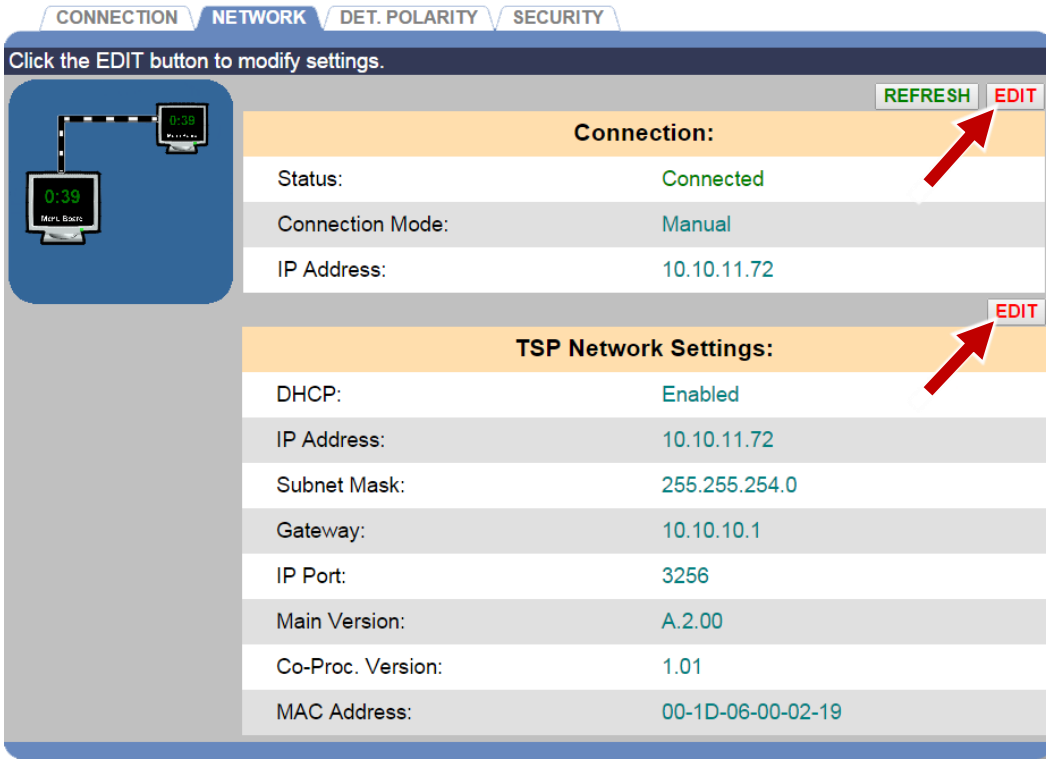
The **TSP Settings** screen appears with the **CONNECTION** tab active, displaying the **Connection Type**. Click on the first **EDIT** button to edit the Connection Type. Click on the **SAVE** button to save your changes.

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

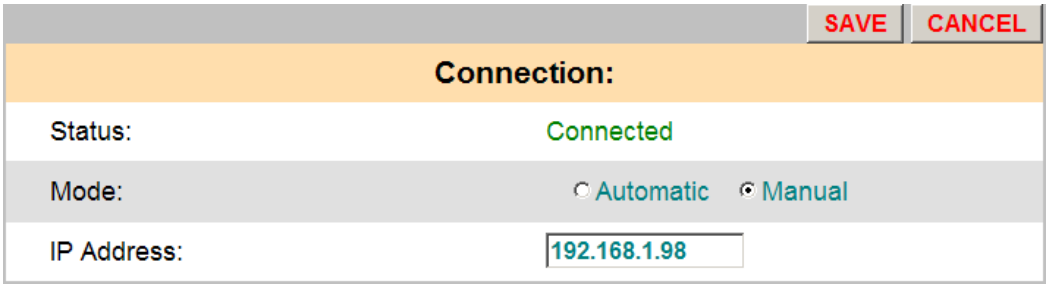
Network

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.

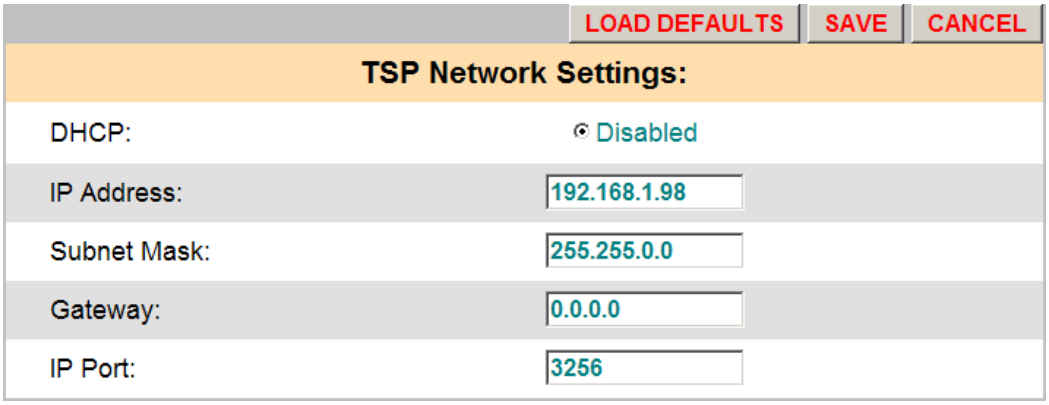
NOTE: This section is available only when using TSP40.



1. Clicking on **REFRESH** will update any status changes.



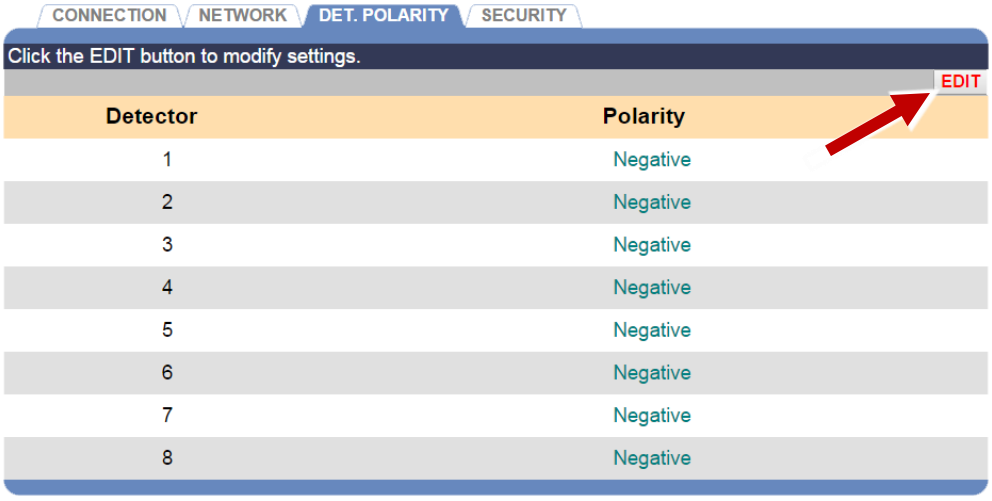
2. Click on the second **EDIT** button to edit any of the **Connection** or **TSP Network Settings** fields, as needed.



- **DHCP**: Dynamic Host Configuration Protocol. DHCP allows a network administrator to supervise and distribute IP addresses from a central point.
- **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 network port used by Zoom® to connect to the TSP on the network.

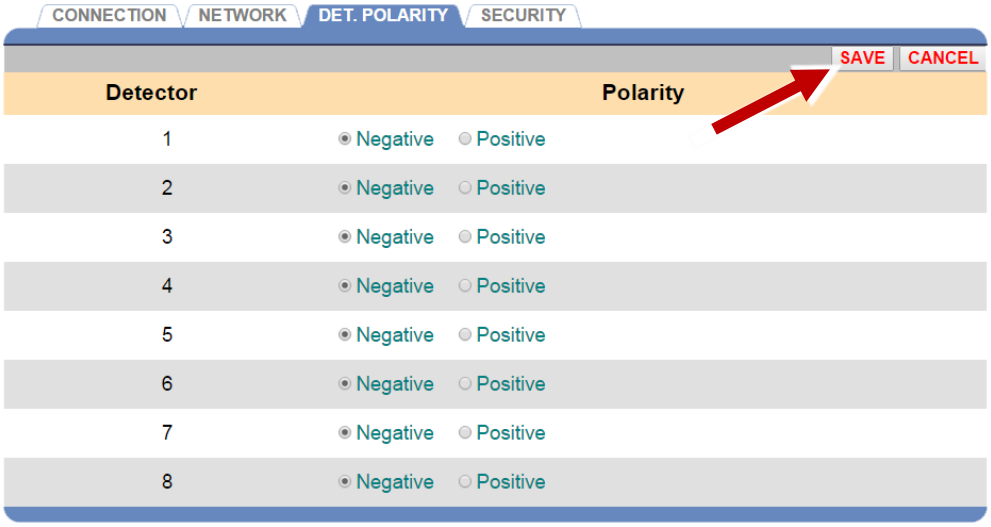
Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

Det. (Detector) Polarity



NOTE: This section is available only when using TSP40.

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



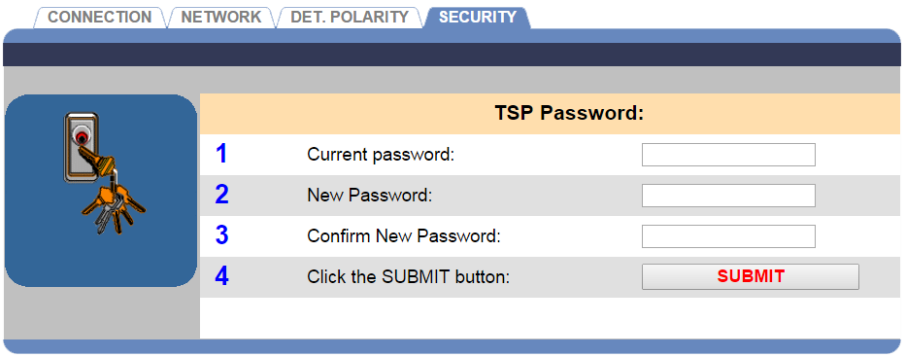
2. Set the **Polarity** for each detector by selecting either **Negative** or **Positive**.
3. Click on the **SAVE** button to save your changes. If you do not want to save your changes, click on the **CANCEL** button.

Security

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.

NOTE: This section is available only when using TSP40.

If a password needs to be created or changed, follow these instructions.



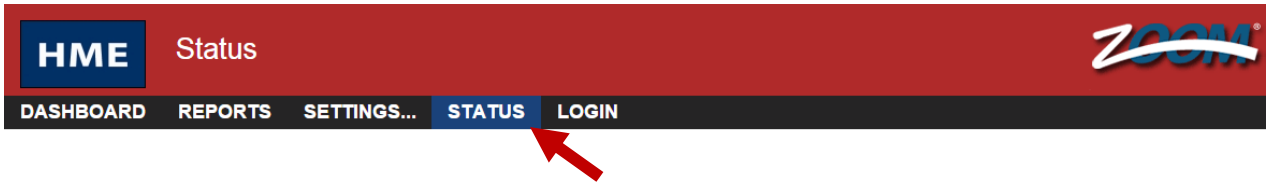
1. Click in the **Current Password** field and enter your current TSP password by clicking on the numbers and/or letters on the drop-down keyboard. Click out of the field when you are finished.

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 re-enter 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.

Note: Passwords must contain at least 8 characters (1 uppercase, 1 lowercase and 1 digit).

CHAPTER 6 STATUS

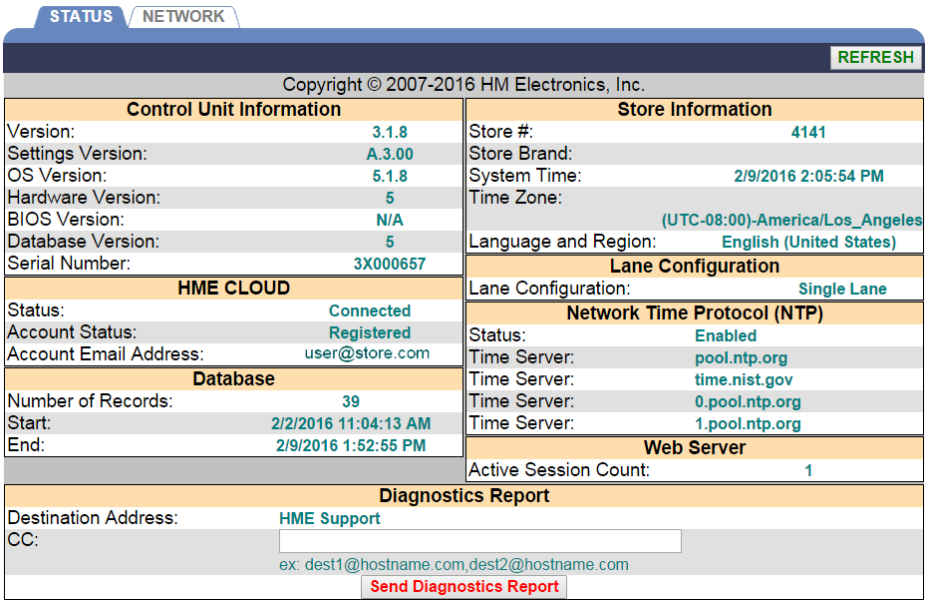
Click on the **Menu** button in the upper left corner of the Dashboard screen and then click on **STATUS** on the Menu bar, near the top of the screen. The STATUS display will appear.



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

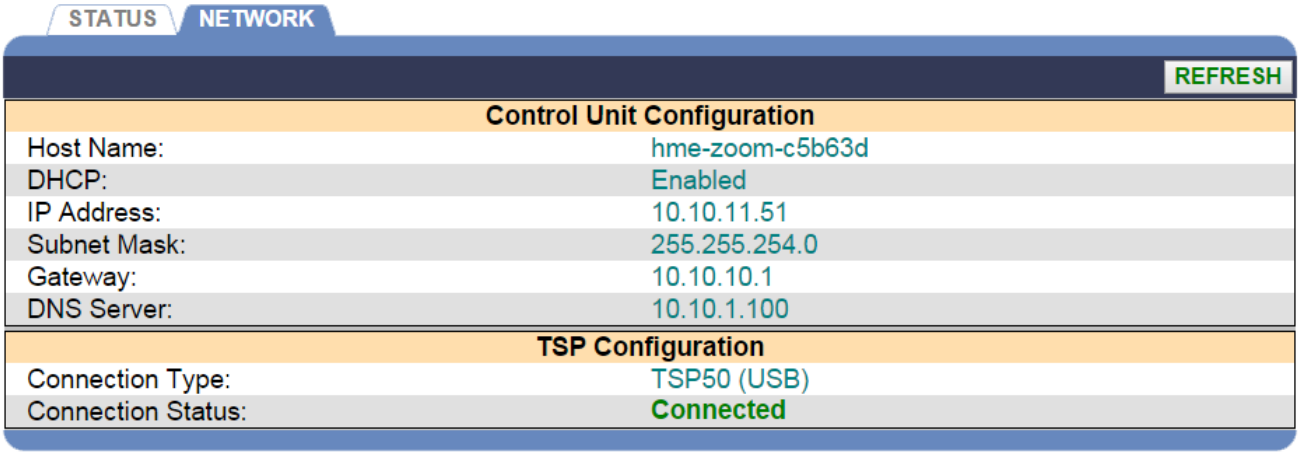
STATUS

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.



NETWORK

The **NETWORK** screen displays your network information. This information may be needed by HME Technical Support personnel if you are consulting them regarding a problem with your ZOOM® system's network settings. Clicking on **REFRESH** will update the information.



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, contact HME Technical Support.

Status Light	
Color – Pattern	**Status Description**
Green - Solid or OFF	Stand alone
Green - Blinking	Communicating with control unit

- **Power lights not on**

  If the **Power** light is not on, check to be sure that all of the cables are plugged in all the way at both ends.

- **Greet lights not coming on**

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

- **The display shows "TSP is Offline"**

This message indicates that the Control Unit is not able to connect to the TSP.

- Check the cable between the Control Unit and the TSP is properly connected at both ends.

Electrical Power Outage

If an electrical power outage from a lighting 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.