HME®
HOSPITALITY & SPECIALTY COMMUNICATIONS

ZOOM®

Version 3.10

OPERATING INSTRUCTIONS

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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 metrics such as total and average times and an animated display of actual cars in the drive-thru lane at any time.

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.

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.

Remote Display

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

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.

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 point 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 and 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 point time and 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 that a car spends at a detection point.

Shift

Typical scheduled work hours for your store's crews. Up to three 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 lane), 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 cannot 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.

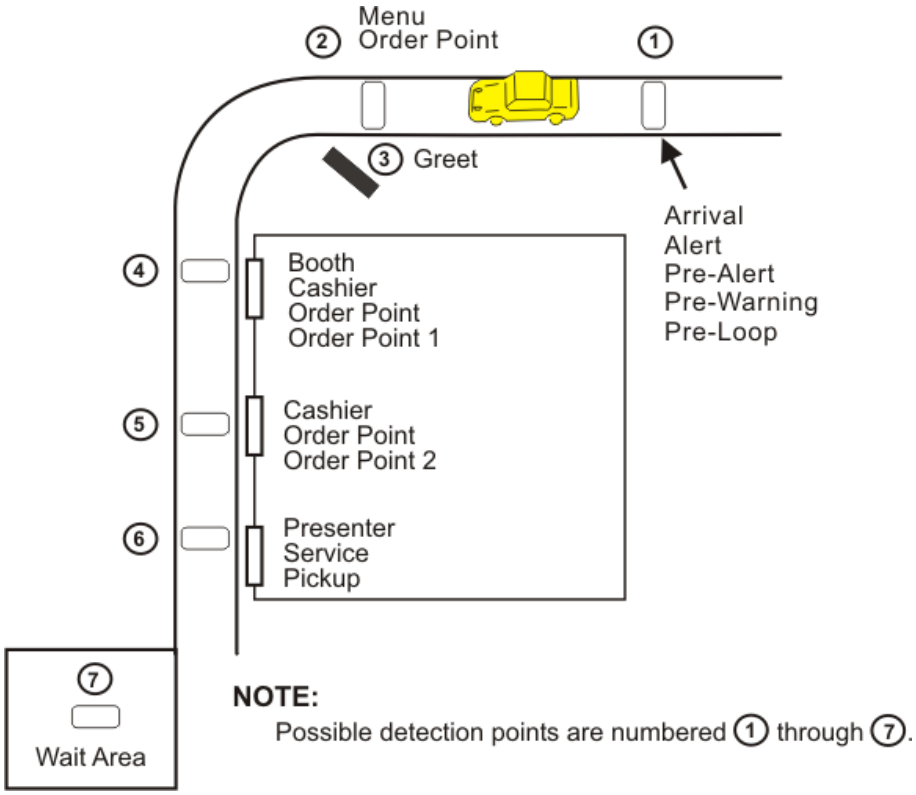
DRIVE-THRU LAYOUT

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.

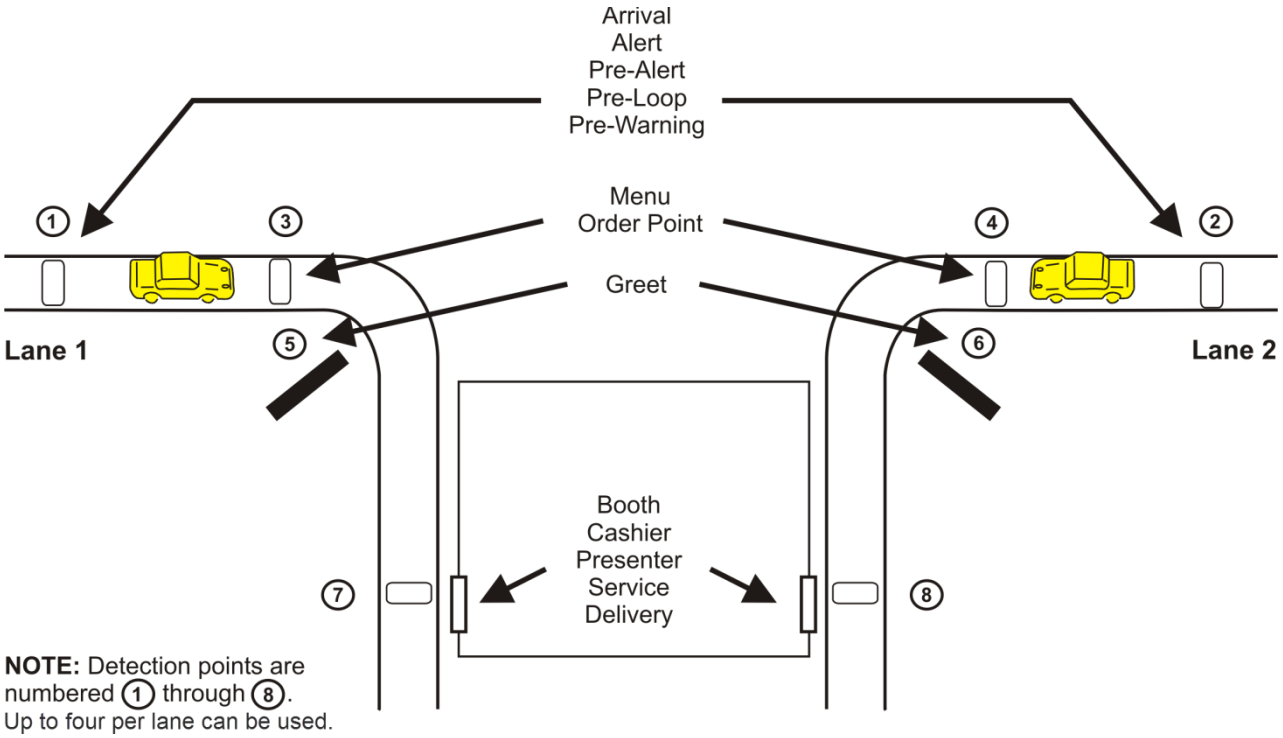
A **Single lane** drive-thru (Layout 1) can have up to eight detection points.

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

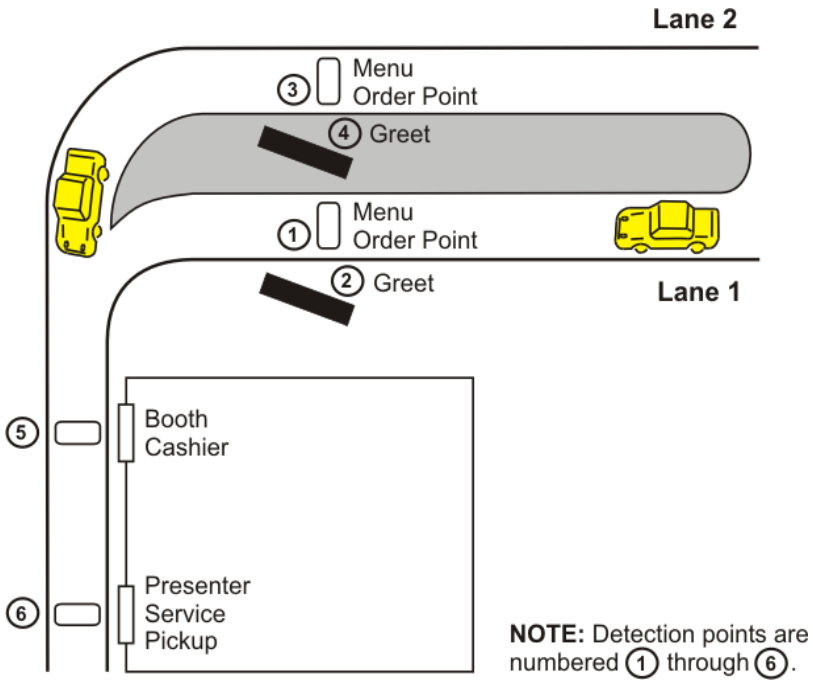
A **Y lane** drive-thru (Layout 3) can have up to eight detection points.



Layout 1: Typical Single lane drive-thru store layout



Layout 2: Typical Dual lane drive-thru store layout



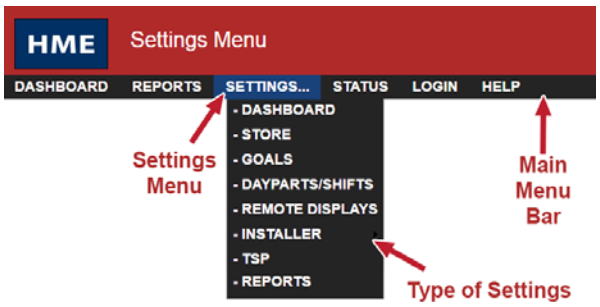
Layout 3: Typical Y Lane drive-thru store layout

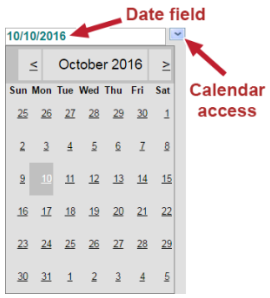
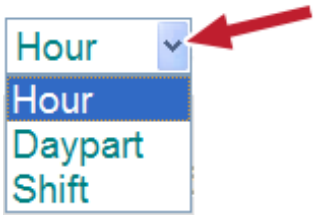
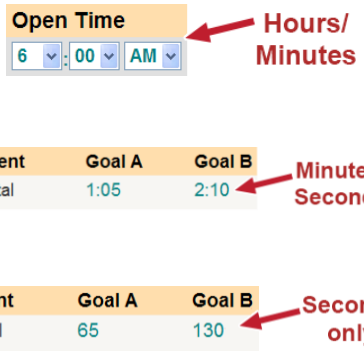
CHAPTER 2 USING THE ZOOM

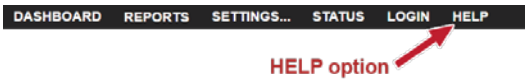
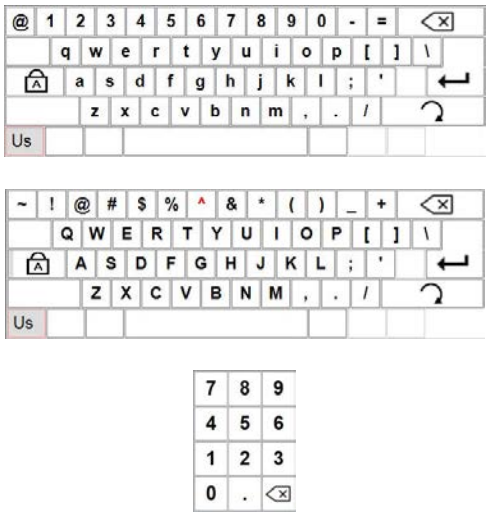
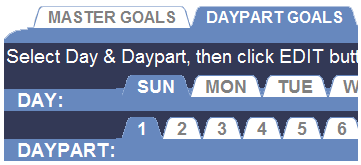
Your basic ZOOM equipment includes a Timer Signal Processor, a Control Unit and a Monitor. You may also have other optional equipment such as remote displays. The concepts of the *Dashboard*, *Reports*, *Settings*, *Status*, *Login* and *Help* are explained in this section.

Getting Around the ZOOM Displays

When you want to 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 the **Settings Menu button** (⚙) on the Dashboard screen, the Settings Menu bar will appear. As you move your cursor over each topic on the Menu bar, each will highlight 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 EDIT	To change settings or make changes to a screen, click on the **EDIT button** on that screen.
Save and Cancel buttons Save Cancel	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 	Click the icon next to a date field to view the calendar. The current date is highlighted. To change the date in the date field, click on the desired day of the month. The arrows located to the right and left of the listed month and year allow you to return to previous months (≤) or advance to future months (≥).
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.: 14:30). When using the 12-hour format, hours can be shown as 1 – 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.
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.

Help option 	Select the **HELP** option from the Menu bar if you want to open the Table of Contents for the entire ZOOM Operating Instructions.
Help button 	Click on the **HELP button** in the upper right corner of any screen for specific explanation and instructions for the topic on that screen.
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.

REPORTS

Your ZOOM system can produce a variety of on-demand or scheduled reports.

You can use the reports to compare actual service times to established goals, to examine service trends over selected time periods, and to reveal certain problem areas. Selecting **REPORTS** allows you to choose a report from any time period to be generated from stored data.

SETTINGS

You can change any ZOOM settings by selecting **SETTINGS** from the Menu bar and then making a selection from the drop-down SETTINGS Menu to review the selected settings.

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**, pg. 36.

Permission allowed for each user long level is described below:

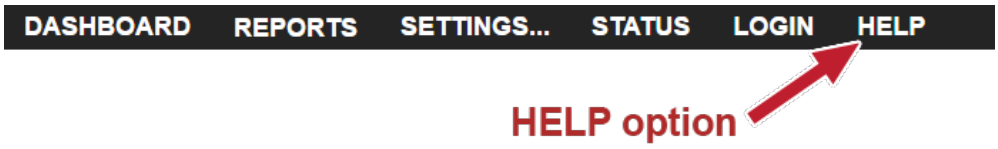
User	Access	Notes
Dashboard	Only for viewing Dashboard data display on Back-Office PC	Password required if set Automatic logout after 10 minutes of inactivity – reverts to Dashboard
Reports Only	For viewing Reports only	
Store Manager	All functions except Installer Settings	
District Manager	All functions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

HELP

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

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



CHAPTER 3 DASHBOARD

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

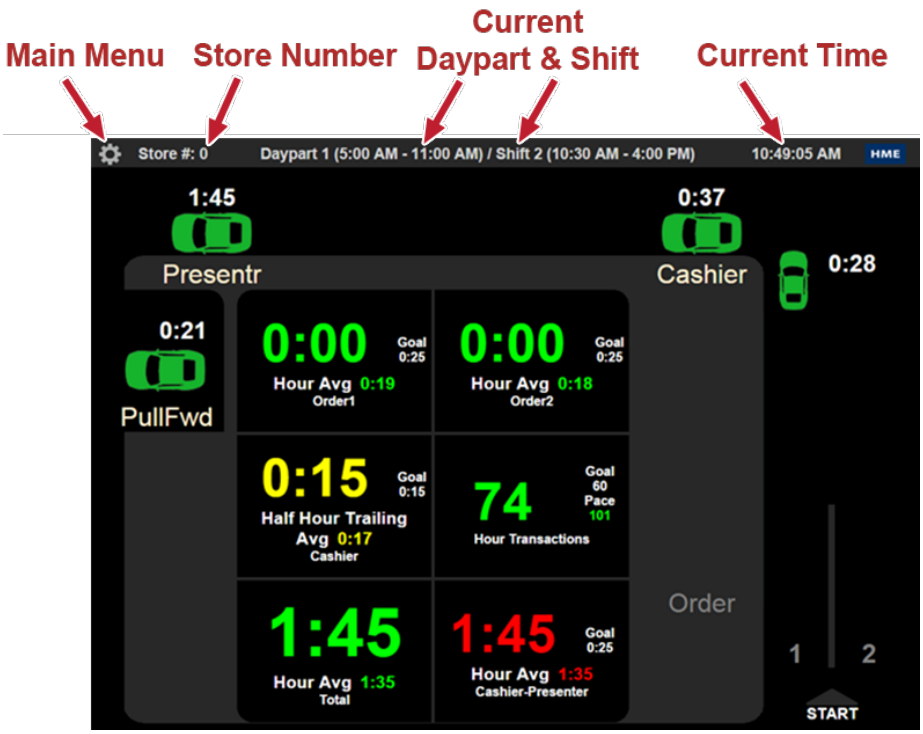
You can select the Lane Events that you want to see on the Dashboard, and you can edit their appearance by selecting **Edit** to change Dashboard settings or selecting **Menu** to access the Menu bar to perform various ZOOM functions such as changing store settings.

Dashboard Content

The Dashboard consists of a frame with one to eight sections that display various combinations of real time metric data. For example, the Dashboard shown below has a Lane activity display and six data sections. Each section displays specific drive-thru information.

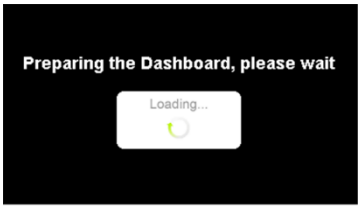
The Dashboard refreshes Event times every second.

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:

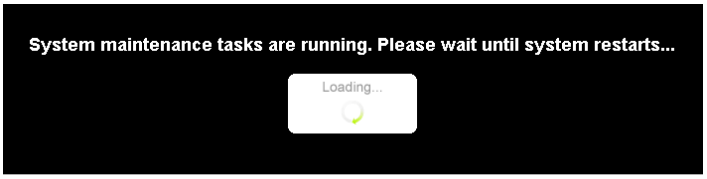
ZOOM is restarting



ZOOM is preparing the Dashboard

ZOOM is getting car data from the TSP

ZOOM is trying to communicate with the TSP



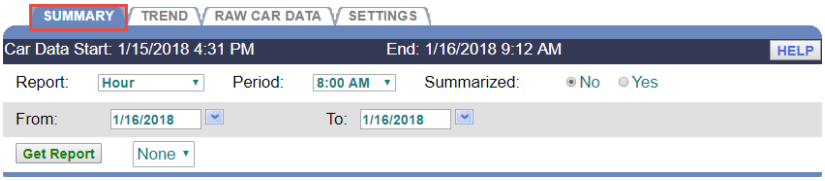
ZOOM is performing preventative maintenance

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, pg. 24.

CHAPTER 4 REPORTS

You can generate reports on demand from data stored in the ZOOM. Reports for *Hour*, *Daypart*, *Shift*, *Day*, *Week*, *Month and Year-to-Date* can be retrieved for up to one year (365 days). The types of reports available are listed in the table below. Click on the **REPORTS** option. The options will appear beneath.



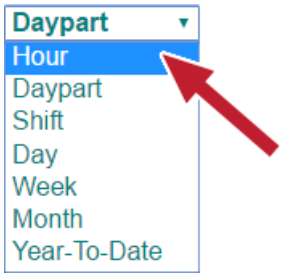
	REPORTS	DESCRIPTION
SUMMARY	**Hour**	Summary of drive-thru activity for specified hours of selected dates.
	Daypart	Summary of drive-thru activity for specified dayparts of selected dates.
	Shift	Summary of drive-thru activity for specified shifts of selected dates.
	Day	Summary of drive-thru activity for multiple days within selected dates.
	Week	Summary of drive-thru activity for one or more weeks within selected dates.
	Month	Summary of drive-thru activity for one or more months within selected dates.
	Year-to-Date	Summary of drive-thru activity from beginning of current year to present date.
TREND	**Single Day Comparison**	Compares Hours, Dayparts or Shifts for a specified day.
	Multi-Day Comparison	Compares a single period (Hour, Daypart, Shift, Day) for each day between the selected From and To dates.
RAW CAR DATA	**Raw Car Data**	Raw Car Data records for every car passing through the drive-thru within selected dates and times.
SETTINGS	**Settings**	Includes frequently used settings such as Lane, Detector, Network, Master Goals, and Dashboard settings.
		Add additional data by checking the options for *Show Remote Settings*, *Show Daypart Goals* and *Show Transaction Goals*.

Summary Reports

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

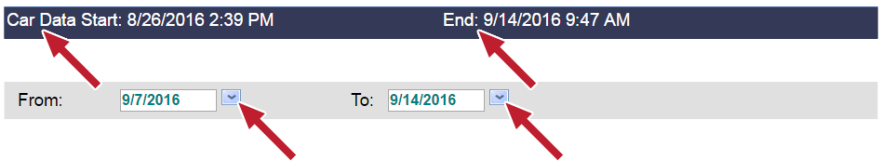
Creating a Summary Report

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

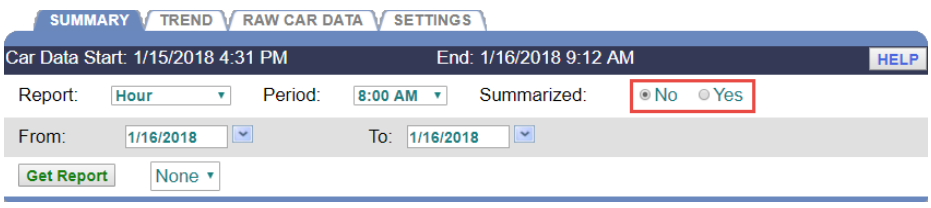


2. Click on the drop-down list arrow to the right of the Period field and select the period of time for the report. These options will vary according to the type of Summary Report.

3. Click on the calendar icon to the right of the From and To fields and select the start and end dates for the report from the drop-down calendars. The dates you select must be within the Car Data Start and End dates at the top of the display.

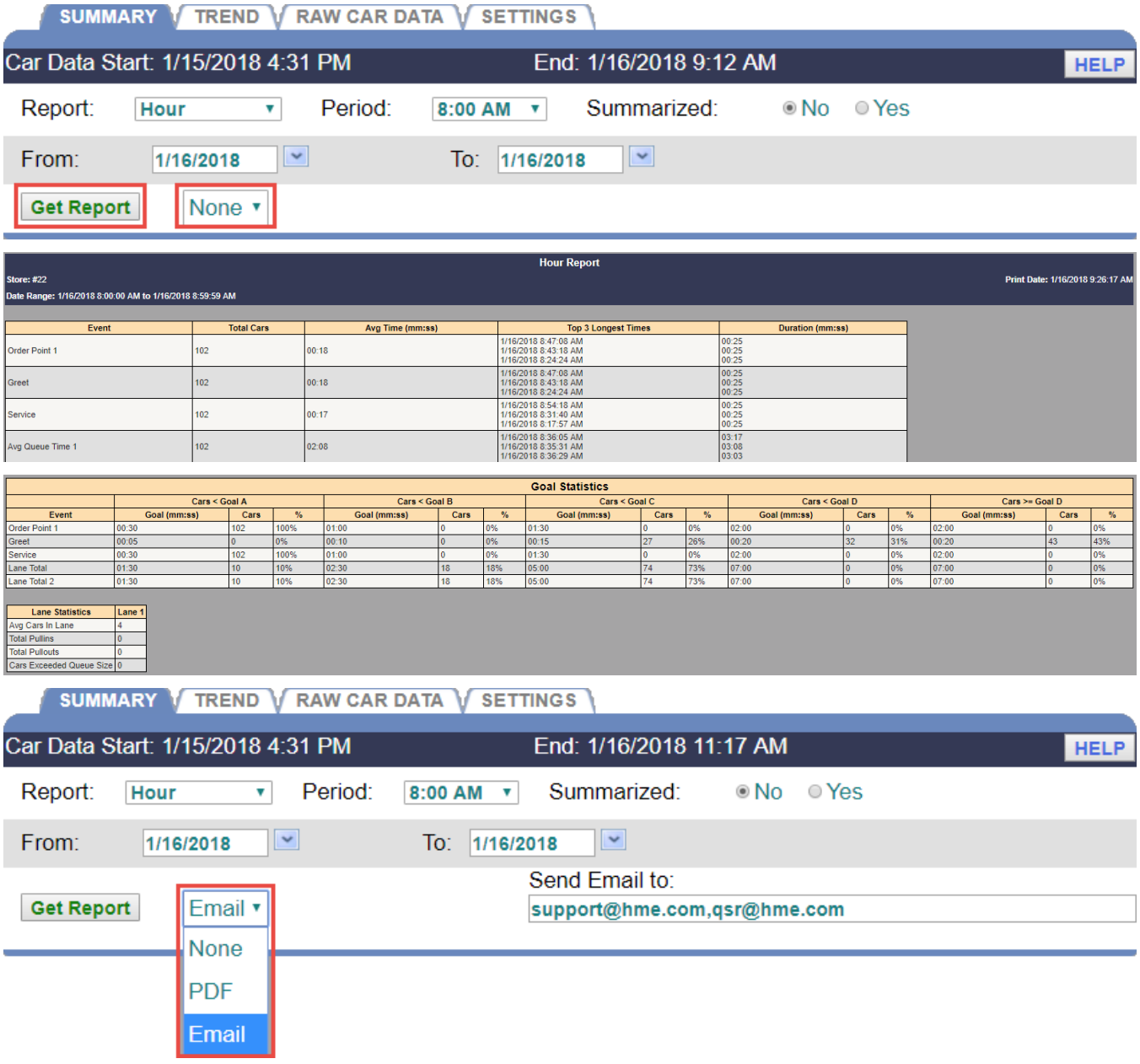


4. Next to the Summarized option, select **No** if you want the report for each selected period to be generated on a separate page. Select **Yes** if you want to generate a single page report containing summarized data from all of the selected periods.



5. Click on **Get Report** to generate a detailed report (displayed below), or select **PDF** from the drop-down menu to the right and select the Get Report button to generate a report in PDF format from a remote computer or Back Office PC.

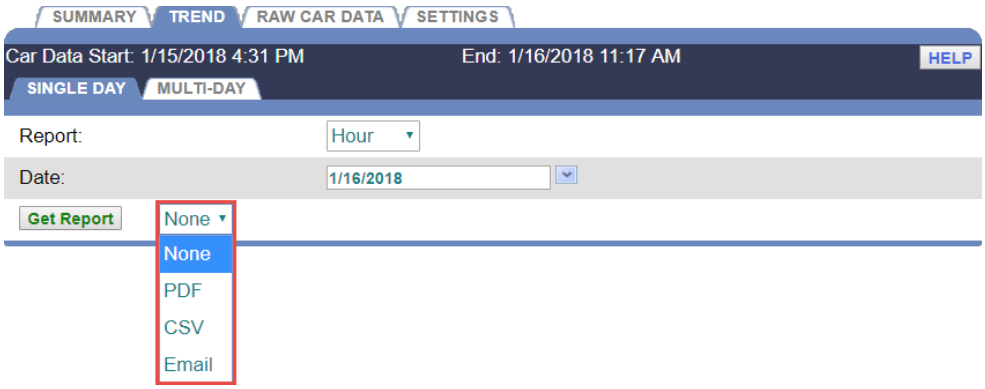
   Note: Summary reports can also be emailed to email destinations of choice. Select Email from the drop down, and enter the destination email addresses in the “Send Email to:” field. Note: if there are multiple email addresses entered, separate them using a comma with no spaces.



Example of a generated Summary Report

Trend Reports

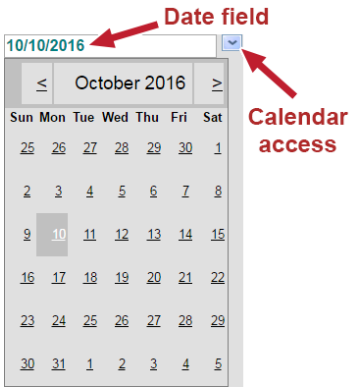
On **TREND** Reports, you can compare the same periods of time for *Hour*, *Daypart* or *Shift* for a specified **SINGLE DAY**. Select **MULTI-DAY** to generate reports for one day or multiple days.



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

Creating a Single Day Report

A Single Day report allows you to compare summary data for the same report period.



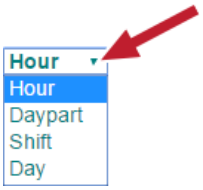
1. Click on the drop-down list arrow to the right of the Report field to select the type of report you want to generate: **Hour**, **Daypart**, or **Shift**.
2. Click on the arrows to the right of the Date field to open the calendar and select a specific day.
3. To get report, select the desired method from the drop-down menu (None, PDF, CSV, or Email) and click the **Get Report** button.

NOTE: PDF and CSV formats must be generated from a remote computer or Back Office PC.

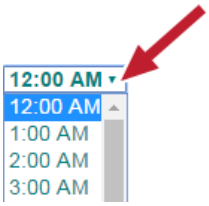
Creating a Multi-Day Report

A **MULTI-DAY** report allows you to compare summary data for the same report period.

1. Click on the drop-down list arrow to the right of the **Report** field to select the type of report you want to generate: **Hour**, **Daypart**, **Shift**, or **Day**.



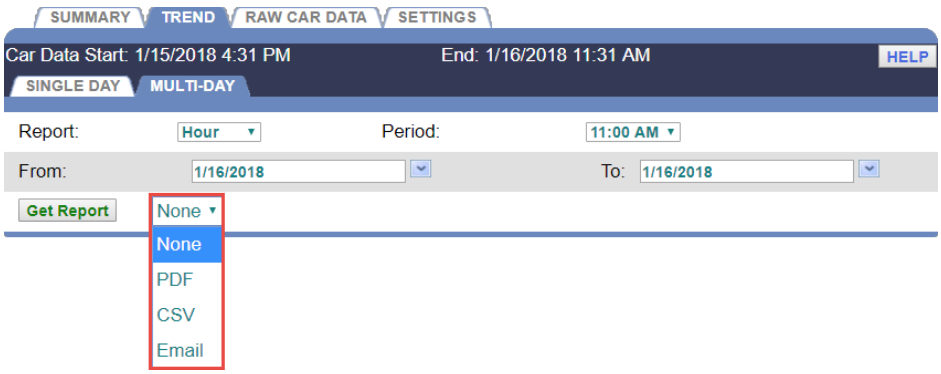
2. Click on the **Period** drop-down arrow to select a period of time.



3. Click on the arrows to the right of the Date field to open the calendar and select a “From” and “To” date range for a multi-day report.

4. To get report, select the desired method from the drop-down menu (None, PDF, CSV, or Email) and click the **Get Report** button.

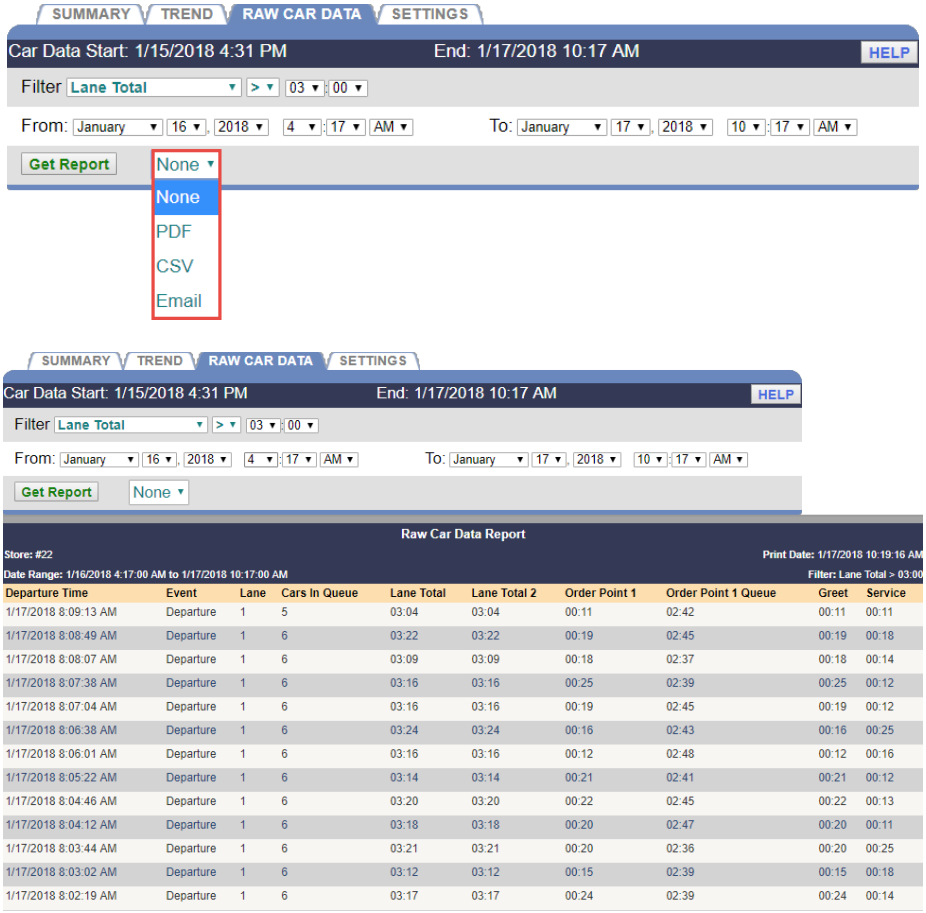
NOTE: PDF and CSV formats must be generated from a remote computer or Back Office PC.



Raw Car Data Reports

Raw Car Data is recorded for every car passing through the drive-thru within selected dates and times. To get report, select the desired method from the drop-down menu (None, PDF, CSV, or Email) and click the **Get Report** button.

NOTE: PDF and CSV formats must be generated from a remote computer or Back Office PC.



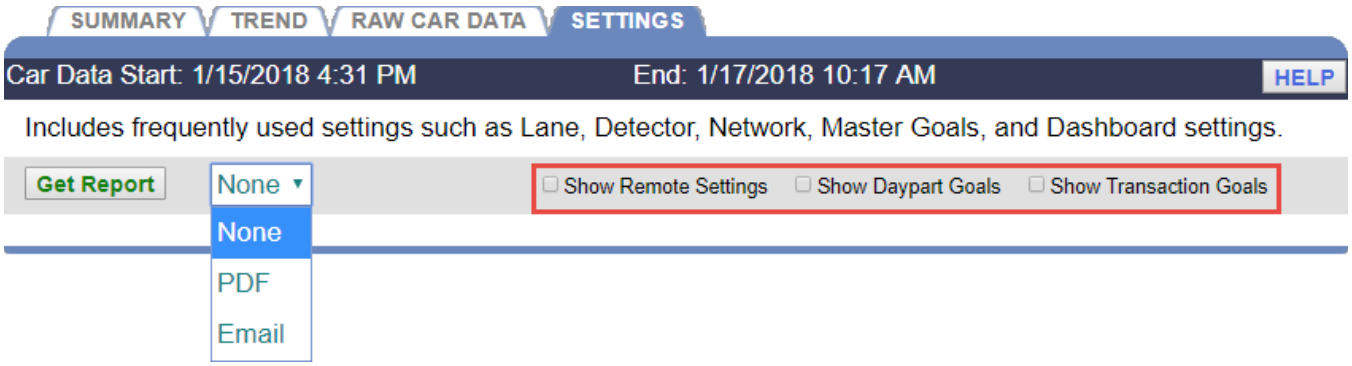
Departure Time	Event	Lane	Cars In Queue	Lane Total	Lane Total 2	Order Point 1	Order Point 1 Queue	Greet	Service
1/17/2018 8:09:13 AM	Departure	1	5	03:04	03:04	00:11	02:42	00:11	00:11
1/17/2018 8:08:49 AM	Departure	1	6	03:22	03:22	00:19	02:45	00:19	00:18
1/17/2018 8:08:07 AM	Departure	1	6	03:09	03:09	00:18	02:37	00:18	00:14
1/17/2018 8:07:38 AM	Departure	1	6	03:16	03:16	00:25	02:39	00:25	00:12
1/17/2018 8:07:04 AM	Departure	1	6	03:16	03:16	00:19	02:45	00:19	00:12
1/17/2018 8:06:38 AM	Departure	1	6	03:24	03:24	00:16	02:43	00:16	00:25
1/17/2018 8:06:01 AM	Departure	1	6	03:16	03:16	00:12	02:48	00:12	00:16
1/17/2018 8:05:22 AM	Departure	1	6	03:14	03:14	00:21	02:41	00:21	00:12
1/17/2018 8:04:46 AM	Departure	1	6	03:20	03:20	00:22	02:45	00:22	00:13
1/17/2018 8:04:12 AM	Departure	1	6	03:18	03:18	00:20	02:47	00:20	00:11
1/17/2018 8:03:44 AM	Departure	1	6	03:21	03:21	00:20	02:36	00:20	00:25
1/17/2018 8:03:02 AM	Departure	1	6	03:12	03:12	00:15	02:39	00:15	00:18
1/17/2018 8:02:19 AM	Departure	1	6	03:17	03:17	00:24	02:39	00:24	00:14

Example of a generated RAW CAR DATA Report

NOTE: There is a 5,000 event limit (rows of text) on RAW CAR DATA reports, regardless of the date range. Records are sorted from the most recent to the oldest.

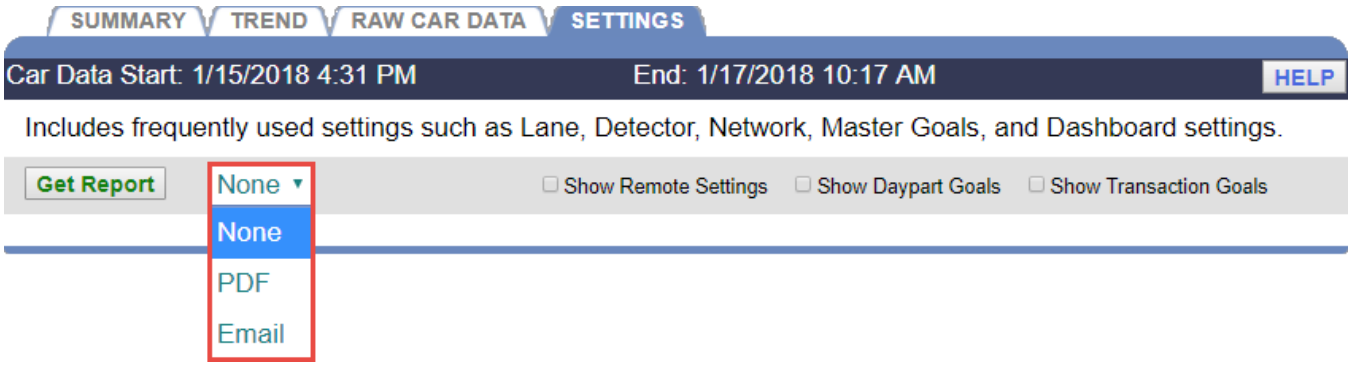
Settings Report

Generating a **SETTINGS** report will display frequently used settings such as **Lane**, **Detector**, **Network**, **Master Goals**, and **Dashboard** settings. Add additional data by clicking the checkboxes next to *Show Remote Settings*, *Show Daypart Goals* or the *Show Transaction Goals* options.



You can generate a **SETTINGS** report using Get Report. Select the desired method from the drop-down menu (None, PDF, or Email) and click the **Get Report** button.

NOTE: PDF format must be generated from a remote computer or Back Office PC.



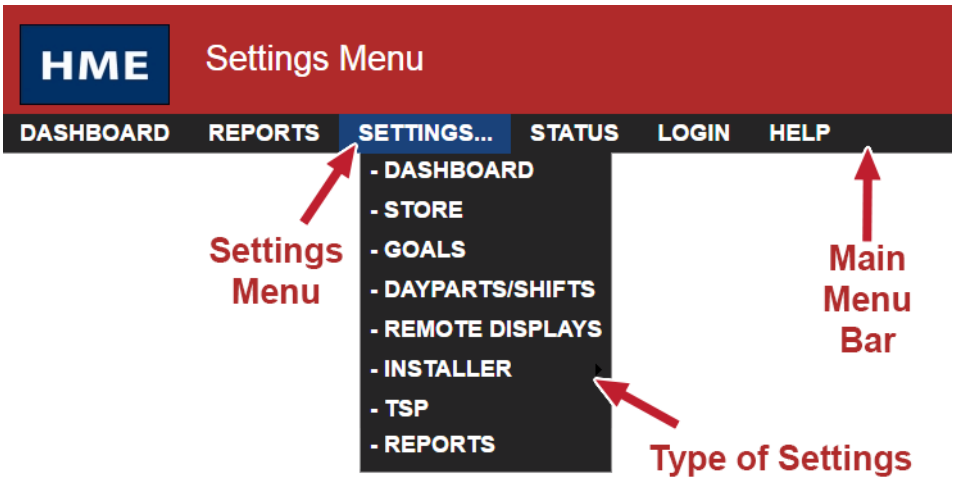
CHAPTER 5 SETTINGS

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 to view the options on the drop-down menu. Click on the type of settings you would like to change.

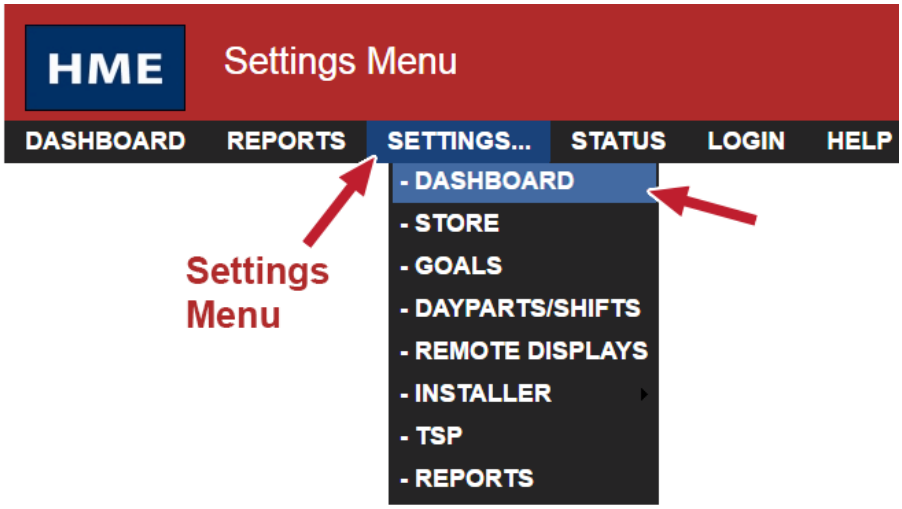


DASHBOARD SETTINGS

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

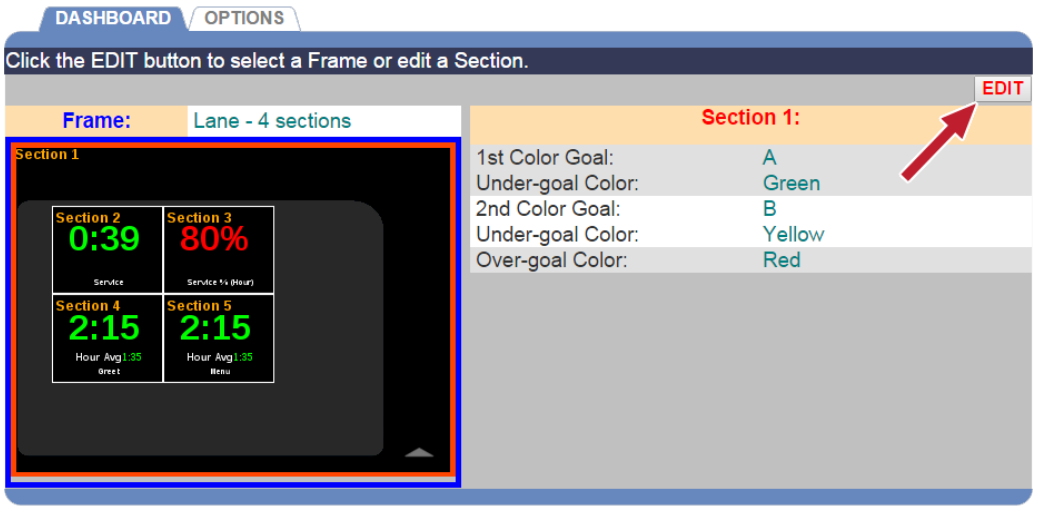
NOTE: You may be prompted to login as a Store Manager or higher to make changes to Dashboard settings if passwords have been set.

Click on **Dashboard** from the drop-down Menu.

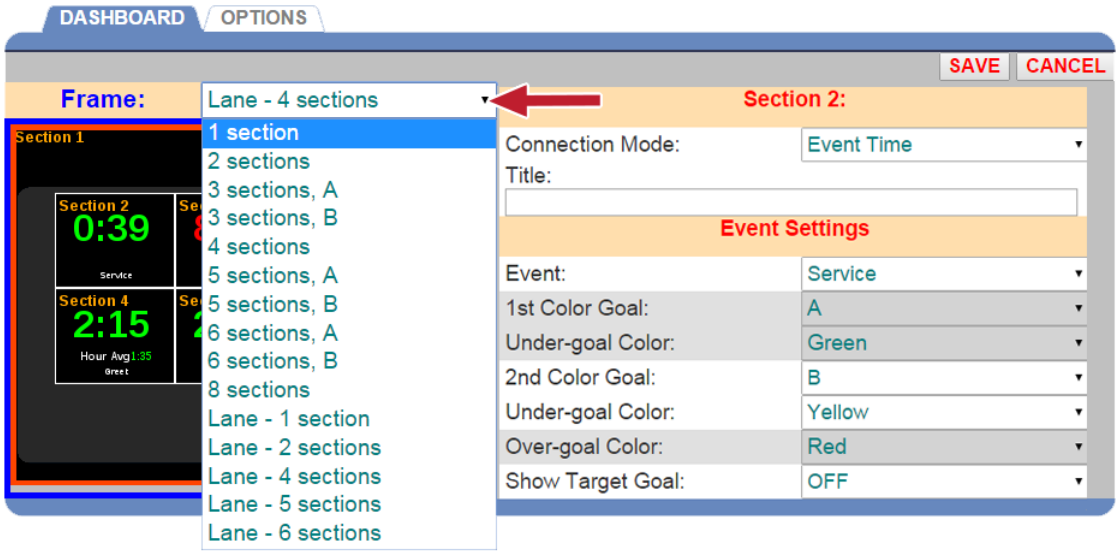


The **DASHBOARD** screen will appear.

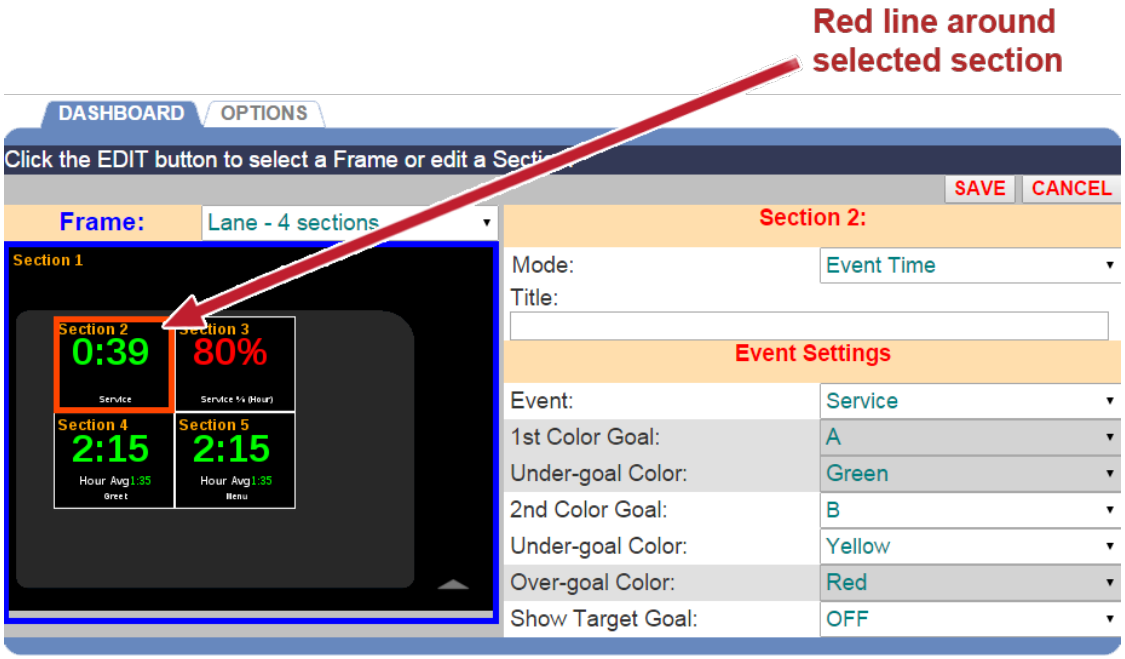
1. Click on the **EDIT button** to make changes to the Dashboard setup.



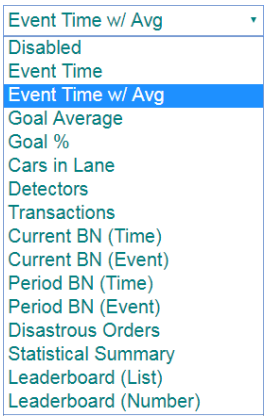
2. To change the layout of sections in the Dashboard frame, click on the Frame drop-down list and select another Frame layout option. As you click on each option, the display will change so you can see its layout (highlighted in blue) before you continue making other changes.



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



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



Definitions of the Modes are as follows:

Disabled 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).

Current BN (Time) shows the average time of the current bottleneck based on the set number of cars in the Rolling Avg. settings.

Current BN (Event) shows the current bottleneck location based on the set number of cars in the in the Rolling Avg. settings.

Period BN (Time) shows the average time of the bottleneck for the set time period (Half Hour, Hour, Daypart, Day).

Period BN (Event) shows the bottleneck for the set time period (Half Hour, Hour, Daypart, Day).

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

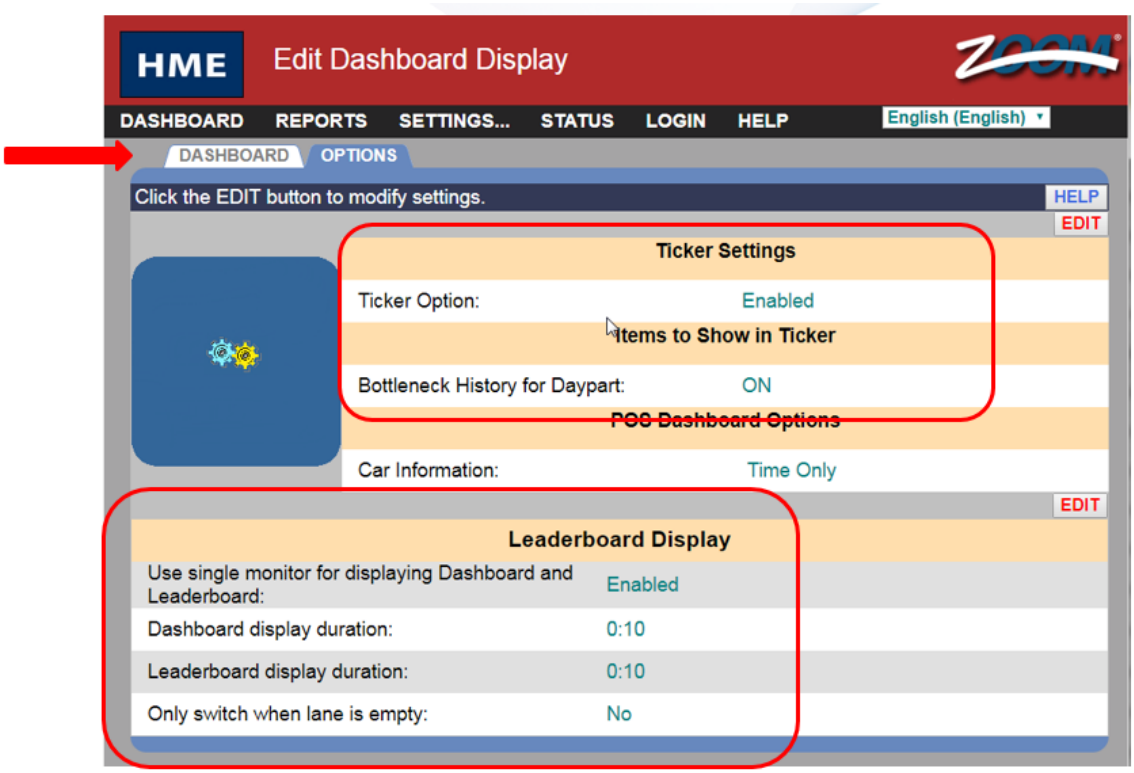
Statistical Summary shows the selected summary data for the current Hour, Daypart and Day periods.

Leaderboard (List) shows up to 5-restaurant Leaderboard ranking list including the ranking number for restaurant, the restaurant number (or name, if configured), and the metric being used to rank. The 5-store list will always include your restaurant, and the 4 restaurants that rank around you within the assigned CLOUD group. Note: This mode will only be available if the ZOOM is registered to a Leaderboard subscription CLOUD account, and using v3.x Leaderboard.

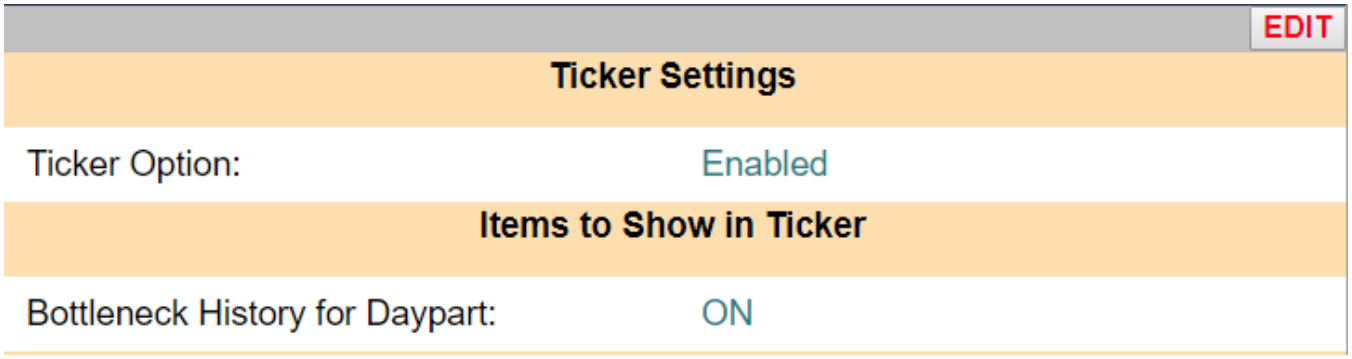
Leaderboard (Number) shows Leaderboard ranking number based upon where the restaurant ranks against other restaurants within the assigned CLOUD group. Note: This mode will only be available if the ZOOM is registered to a Leaderboard subscription CLOUD account, and using v3.x Leaderboard.

Option Settings

The OPTIONS tab contains Ticker Settings and Leaderboard Display options for the ZOOM dashboard.

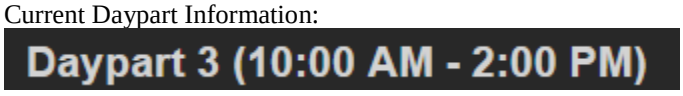


Ticker Settings:

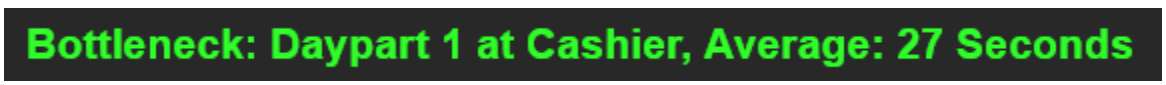


When the Ticker Option within the Ticker Settings is set to Enabled, a scrolling ticker on the bottom left of the ZOOM dashboard will appear. The scrolling ticker displays the current Daypart information, where the Bottleneck occurred for the previous Daypart, and the Daypart average time of the detection point where the bottleneck occurred.

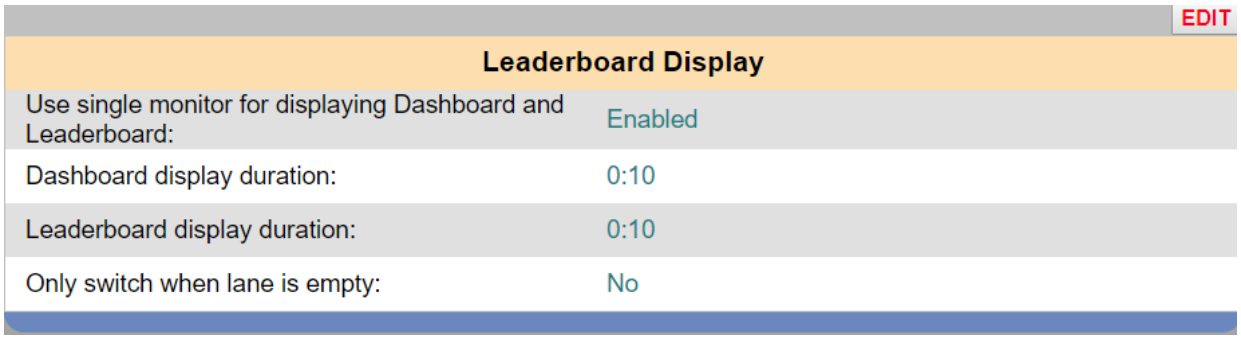
Current Daypart Information:



Previous Daypart Bottleneck information:



Leaderboard Display:
Leaderboard Display Settings enables the use of a single monitor to periodically switch between the ZOOM dashboard and Drive-Thru Leaderboard at a timed interval.



Setting	Description
Use single monitor for displaying Dashboard and Leaderboard	Enables the display to switch periodically from the ZOOM Dashboard to the Leaderboard (port HDMI 1.) (The Leaderboard may also display from HDMI 2.).
Dashboard display duration	Sets the duration of time before the ZOOM dashboard switches to Leaderboard.
Leaderboard display duration	Sets the duration of time that the Leaderboard displays before it switches back to the ZOOM dashboard.
Only switch when lane is empty	Enables switching to the Leaderboard only when the lane is empty. ZOOM will wait until the lane is empty to start counting time before switching.

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.

   Dual 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; Half Hour, Hour, Daypart or Day.

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, yellow or red, based on your Transaction Goals.

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

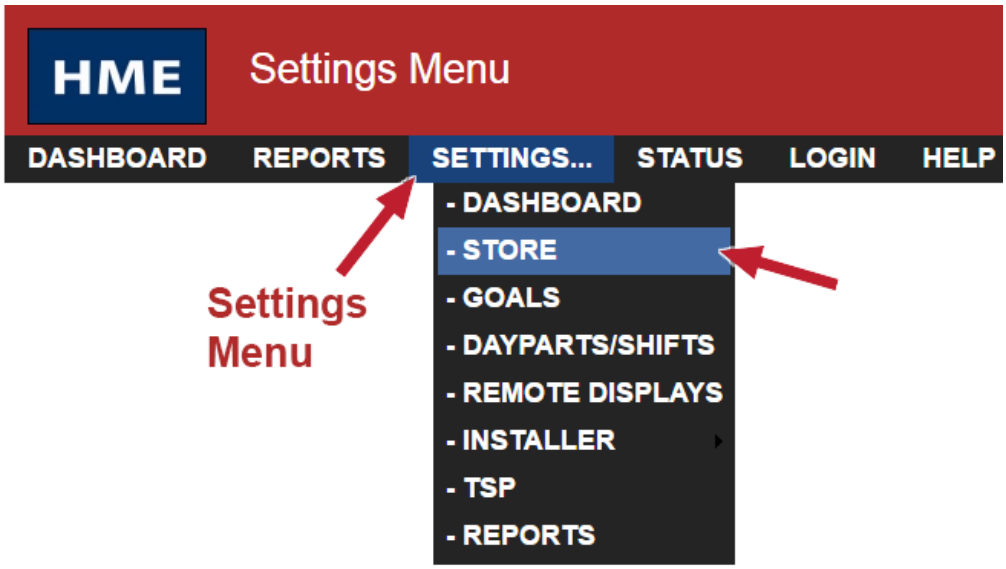
Cars in Rolling Avg: When showing Current BN (Event) or Current BN (Time), this is the number of cars used to calculate the average time used for the Bottleneck.

Idle Time: Idle time between cars in the "Cars in Rolling Avg" before restarting average calculation. When the Idle Time passes, the "Cars in Rolling Avg" resets and restarts calculating.

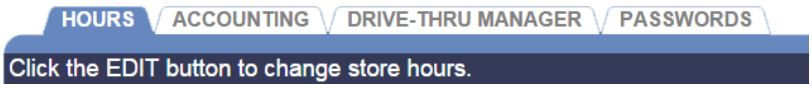
6. When you have finished making changes, click on the **SAVE button** to save your changes, or select **CANCEL** if you decide not to save them.
7. Click on **DASHBOARD** on the Menu to return to the Dashboard display.

STORE SETTINGS

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

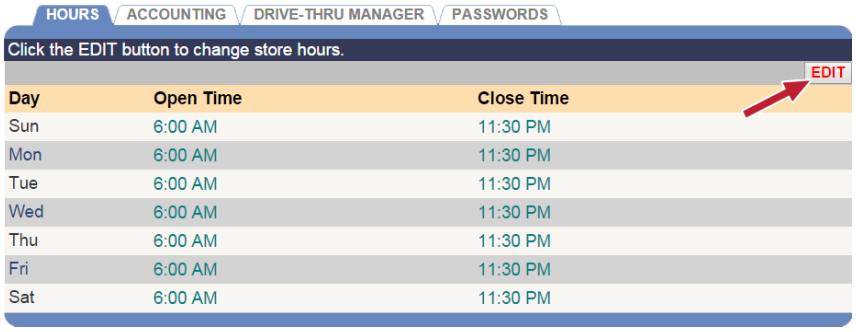


Click on one of the following tabs on the Edit Store Settings screen for the Store Settings you want to view or change.

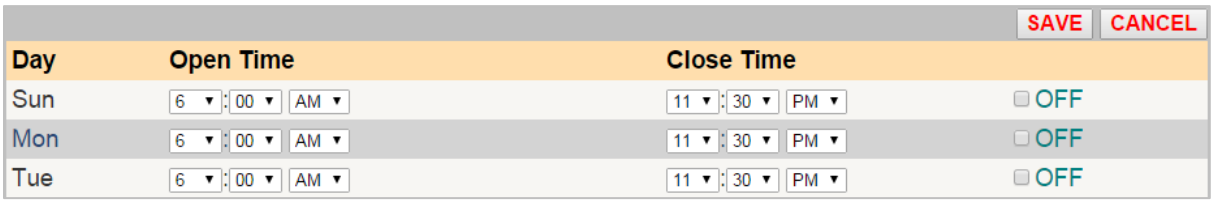


Setting up Store Hours

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



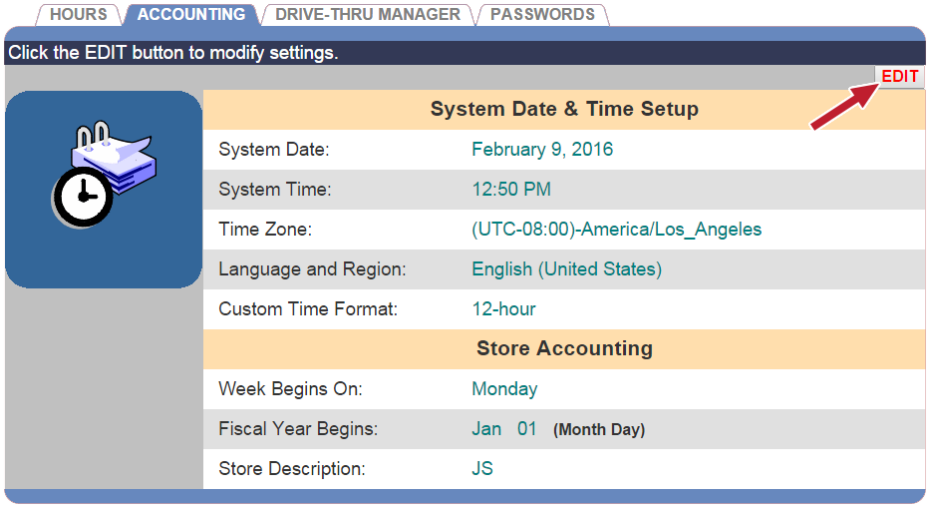
2. Select the **Open Time** and **Close Time** (Hours, Minutes, AM or PM) from the drop-down lists for the day you selected. If your store is open 24 hours, set both the Open and Close Times the same.



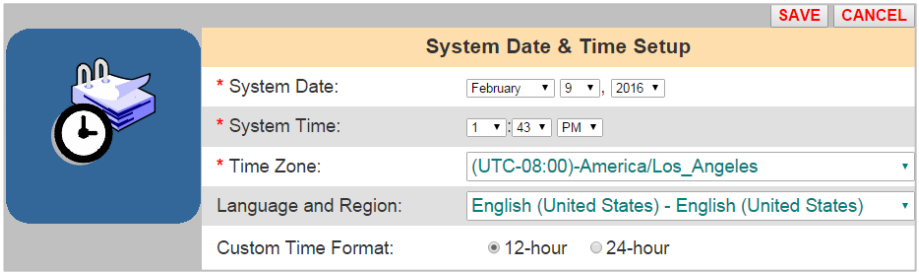
3. Click on the **SAVE button** to save your changes. If you do not want to save your changes, click on the **CANCEL button** to cancel them. Click the box next to an **OFF** option to add a ✓ and disregard the *Open Time* and *Close Time* for the associated day.

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).

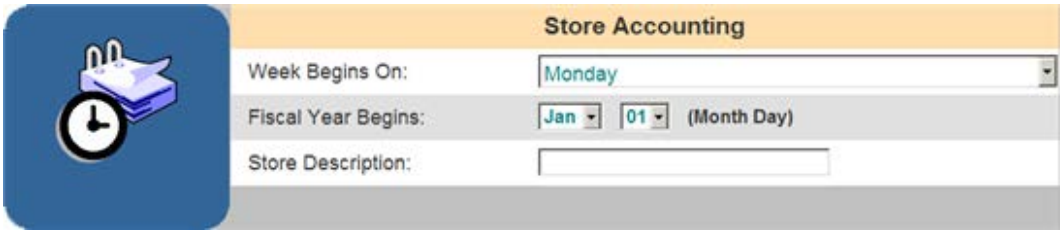
- Click on the drop-down lists to the right of **System Time** and select the current (Hours, Minutes, AM or PM).

NOTE: To keep accurate time, the system uses Network Time Protocol (NTP) to periodically synchronize with a dedicated time server over a network connection. Because of NTP, the time you set may change.

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

3. Or continue editing Store Accounting, as needed:



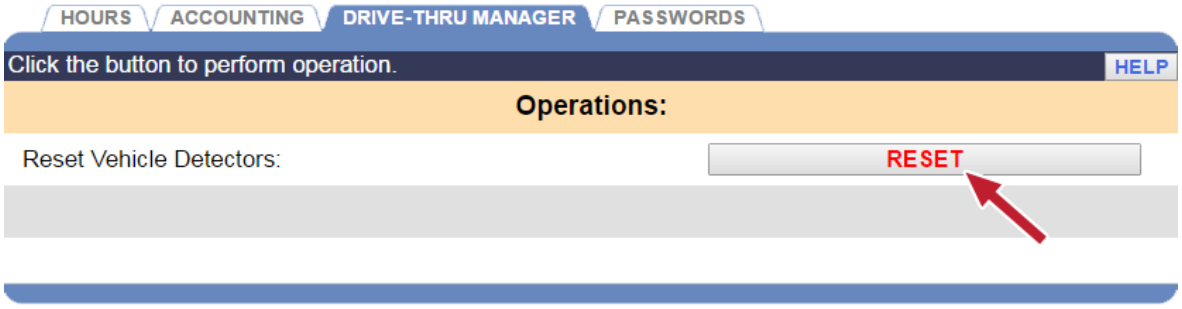
- Select the day you want your accounting week to begin on from the **Week Begins On** drop-down list.
- Select the Month and Day that your store fiscal year starts from the **Fiscal Year Begins** drop-down list.
- Enter your **Store Description** by clicking in the field to open a keyboard. Use the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

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

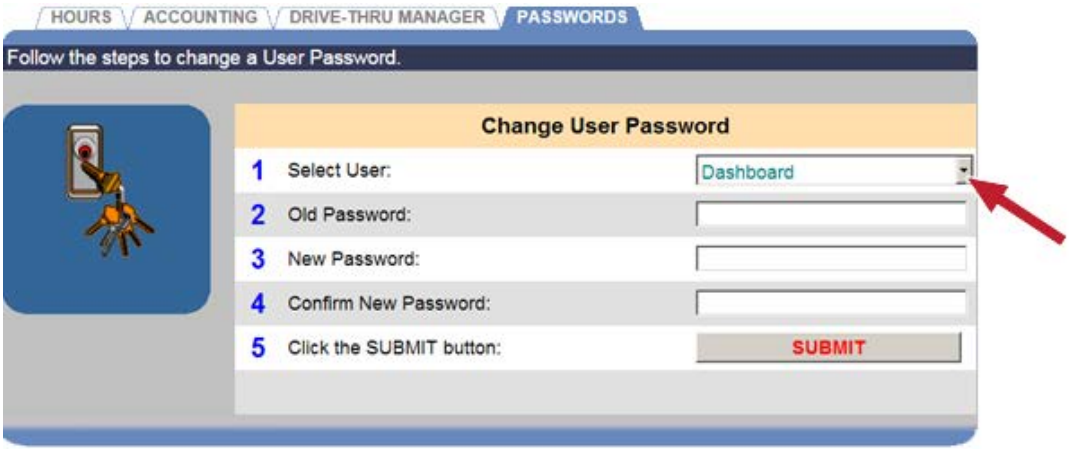


CAUTION: The Vehicle Detectors should only be reset when there are no vehicles in the lane.

Changing Passwords

Use this screen to set up or change optional passwords for the following ZOOM users: *Dashboard-level*, *Reports Only*, *Store Manager* or *District Manager*. If these passwords are set up, only personnel knowing the password can perform activities such as changing data displayed on the Dashboard. 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.
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. When you have finished, click on the **SUBMIT button**.
6. Repeat steps 1 through 5 for each password you want to set or change.

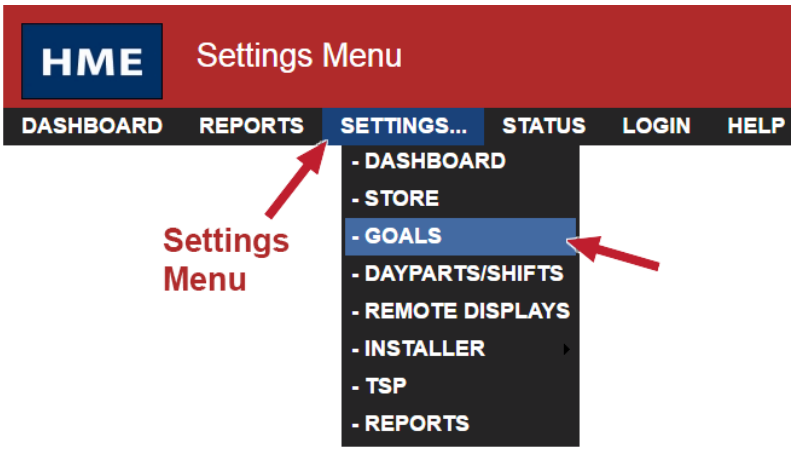
NOTES: If you forget your password or become locked out of the system, contact HME Technical Support for a temporary password that you can use to access the system and set a new password.

HME Technical Support: 1-800-848-4468

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 goal 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

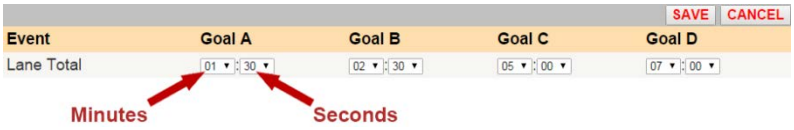
You can set up Master Service Goals for all Dayparts for every day of the week. **MASTER GOALS** let you set the same goal for each day of the week. You can then set up specific Daypart service goals for any Daypart, for any day of the week. See Setting Daypart Goals for more information.

Setting Master Goals

1. Click on the **EDIT** link to modify settings.

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 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 or equal to 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.

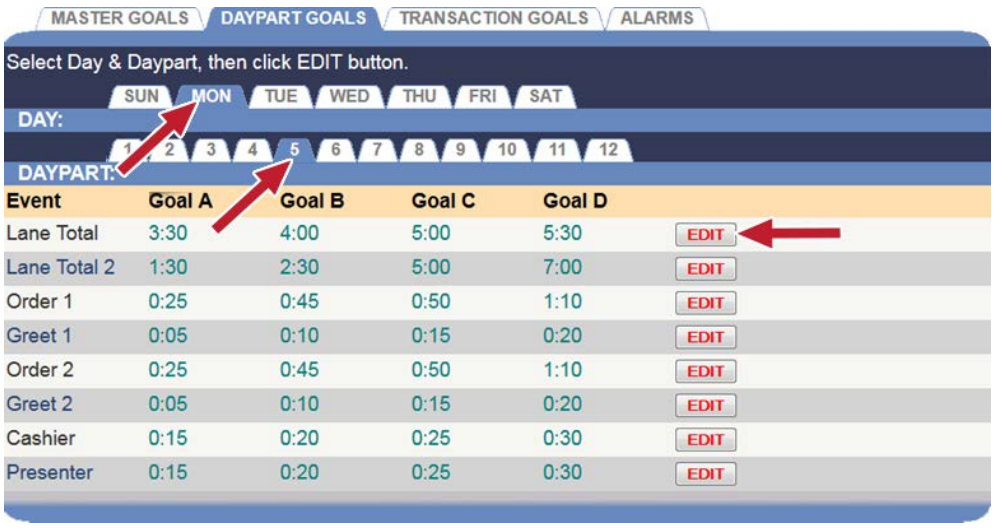
3. Continue editing Events as needed by repeating Steps 1-2.
4. When you're finished making all edits, click on the **SAVE button** to save your changes. If you do not want to save your changes, click on the **CANCEL button**.

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.

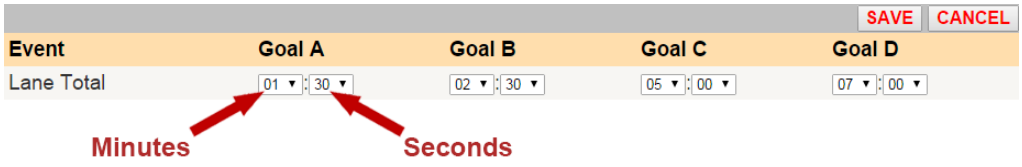
Setting Daypart Goals

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 the time options 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.

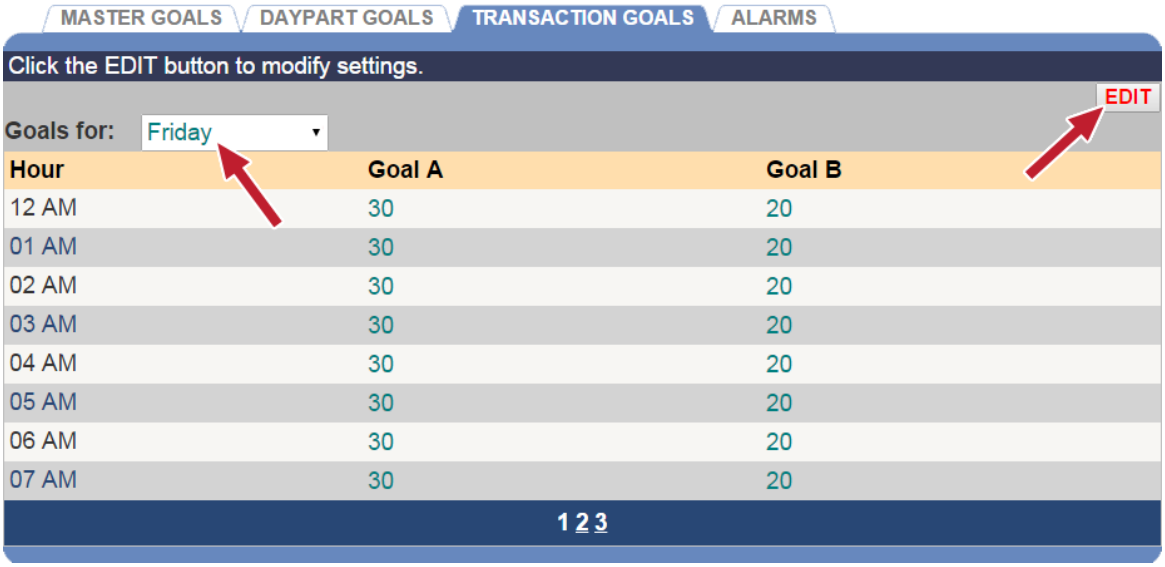
4. Click on the **SAVE button** to save your changes. If you do not want to save your changes, click on the **CANCEL button**.

Transaction Goals

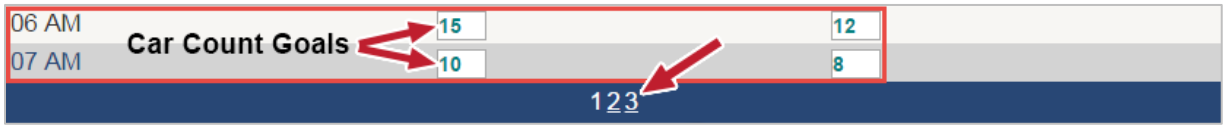
Working toward goals can help increase speed of service by choosing daily goals for hourly transactions (car counts per hour). Goals set here will change the color of the Transaction numbers shown on the Dashboard.

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

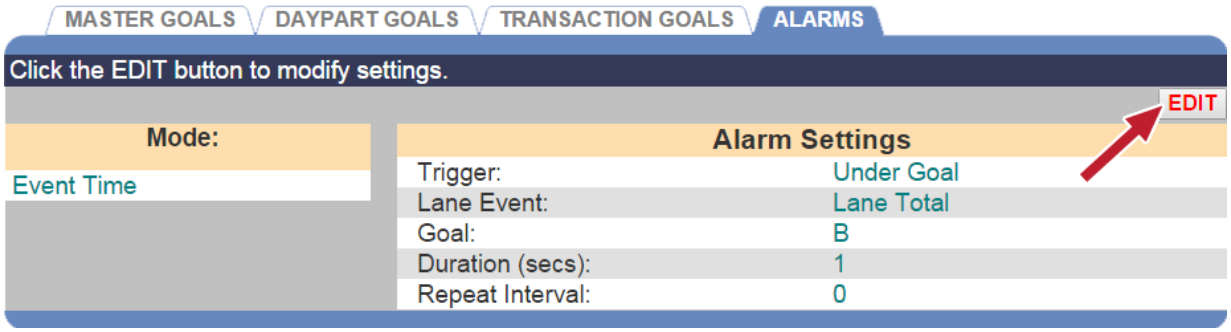
ZOOM allows for an Event Time mode or a Cars in Lane mode. The **Event Time** mode activates the alarm based on the time of a specific Event. The **Cars in Lane** mode activates the alarm based on the number of cars in the lane.

The available options, depending on the selected mode, are:

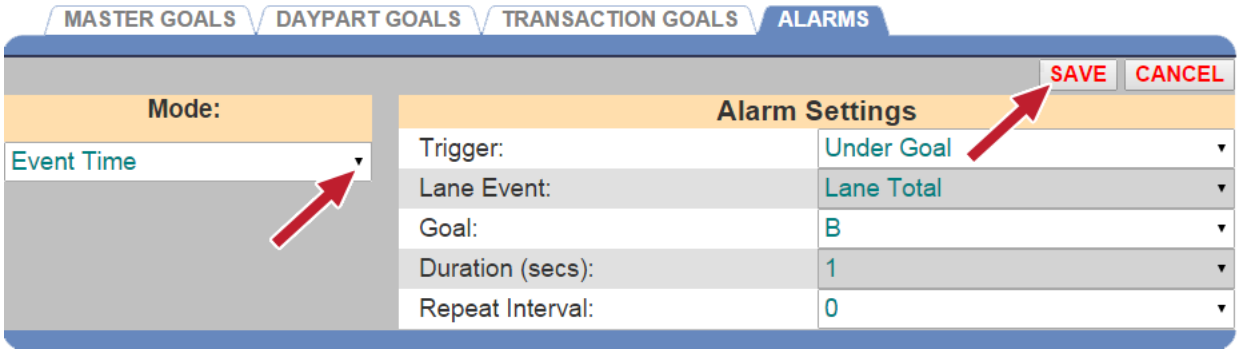
- **Trigger:** The transition from Under Goal or to Over Goal that will activate the alarm.
- **Lane Event:** An Event that will be triggered either Under Goal or Over Goal. The events are defined in the Installer Detectors. See Detectors, pg. 57, for more information. Available only for Event Time mode.
- **Goal:** The goal at which the alarm is activated. Goals are defined under Settings. See Master Goals, pg. 38, 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

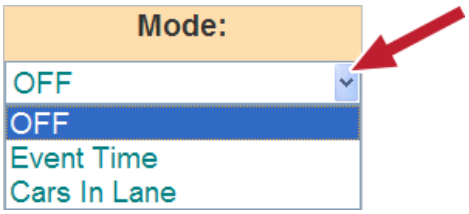
1. Click on the **ALARMS** tab to open the Alarms screen.



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.

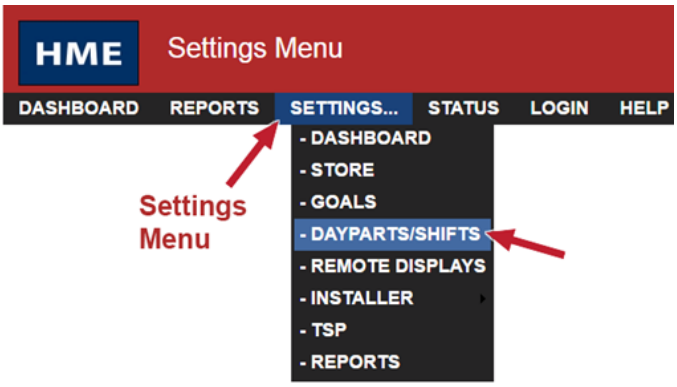


4. If you selected the **Event Time** mode or the **Cars In Lane** mode, click on the drop-down arrows to the right of each field under **Alarm Settings** to make the desired settings.

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**, depending on which setting 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 three Shifts based on a 24-hour day. Shift times can overlap; Daypart times cannot overlap.

Set Up Dayparts

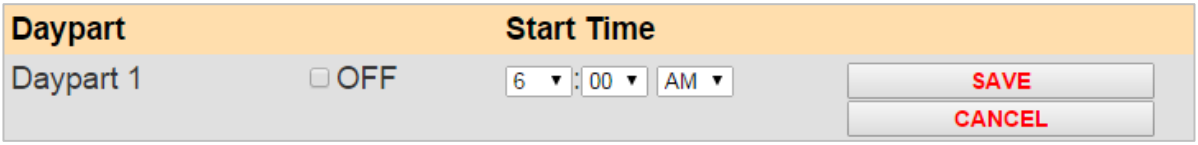
Note the following tips for setting up Dayparts:

- 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, pg. 33, for more information.
- 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.

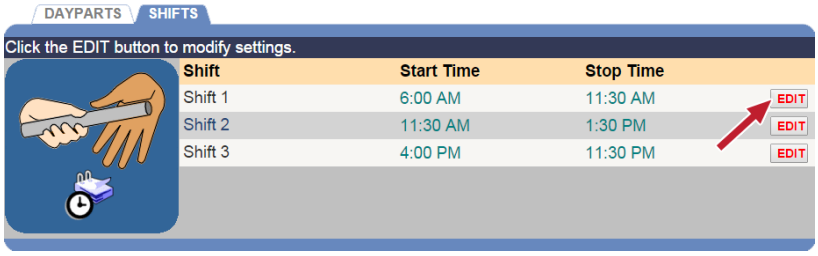
Set Up Shifts

Note the following tips for setting up **Shifts**:

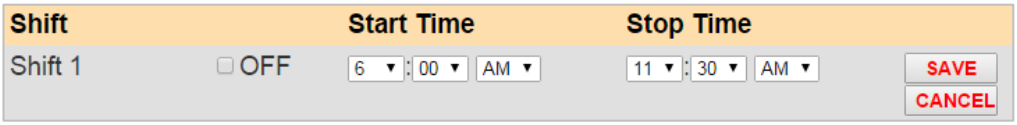
- Times will display as Hours, Minutes, AM or PM.
- Shifts that you set up will apply to **every** day of the week.
- Shifts can overlap, and there can be a gap between Shifts. If there is a gap between shifts, no records will be reported on the Shift Report for that period.
- Shift 1 cannot start before 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.



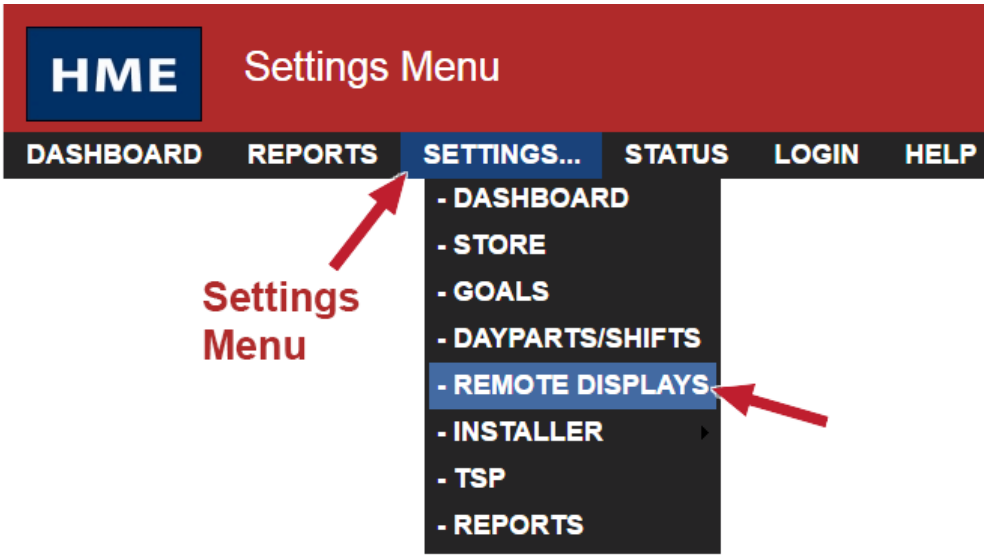
2. Select the **Start Time,** and then the **Stop Time** (Hours, Minutes, AM or PM) from the drop-down lists for the selected Shift.



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.

REMOTE DISPLAYS (TSP40 ONLY)

If you are using an optional **R31** or **R30 Remote Display**, use this option to adjust settings. Place your cursor over **SETTINGS** on the Menu bar, and then click on **REMOTE DISPLAYS** on the **SETTINGS** Menu.

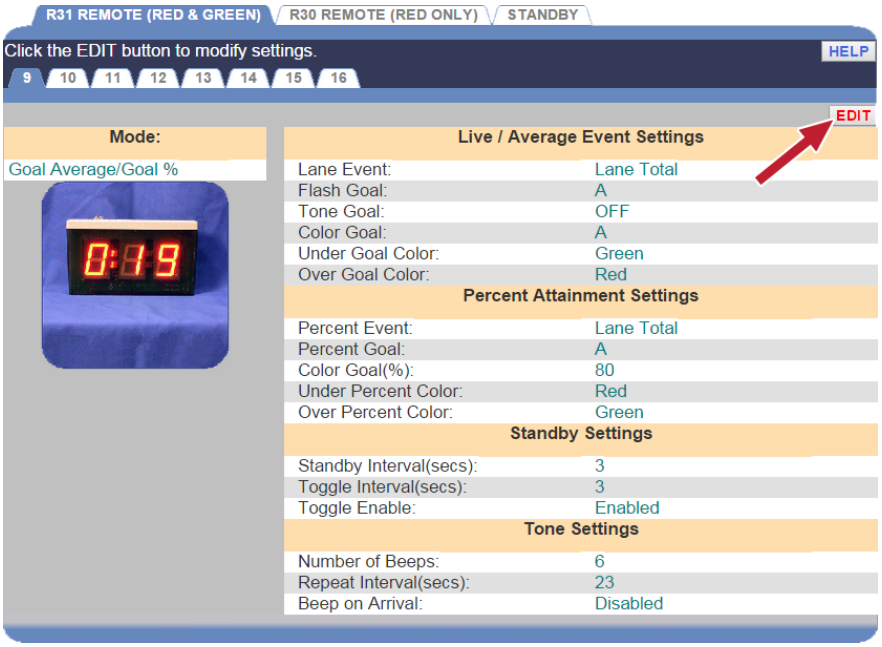


The Edit Remote Displays screen will appear with the **R31 REMOTE (Red & Green)** tab active.

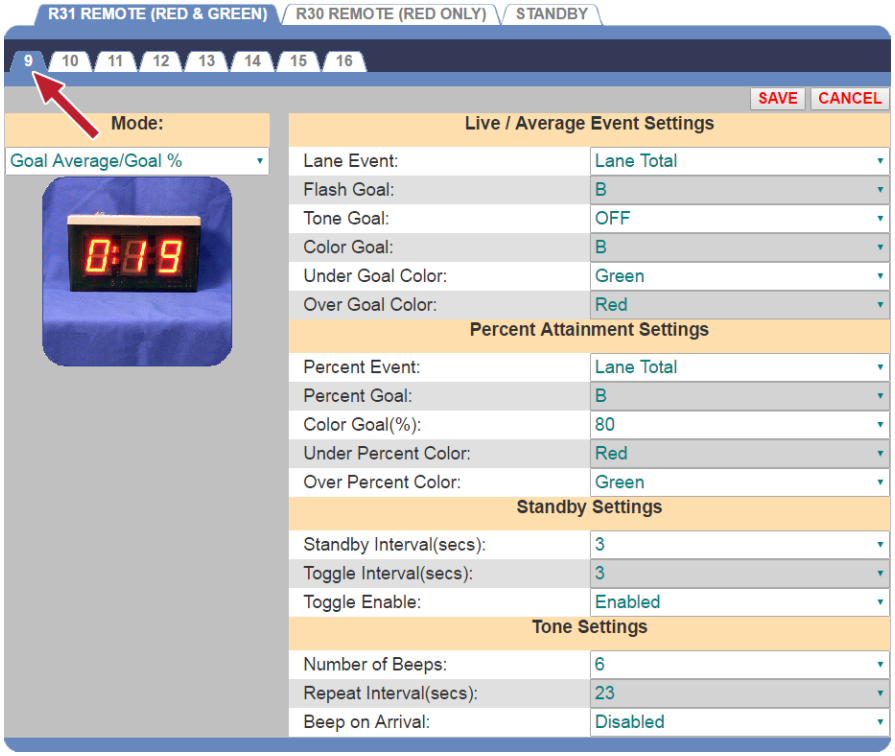
Click on one of the tabs if you want to view/change **R31 REMOTE**, **R30 REMOTE** or **STANDBY** operations.

R31 Remote Display

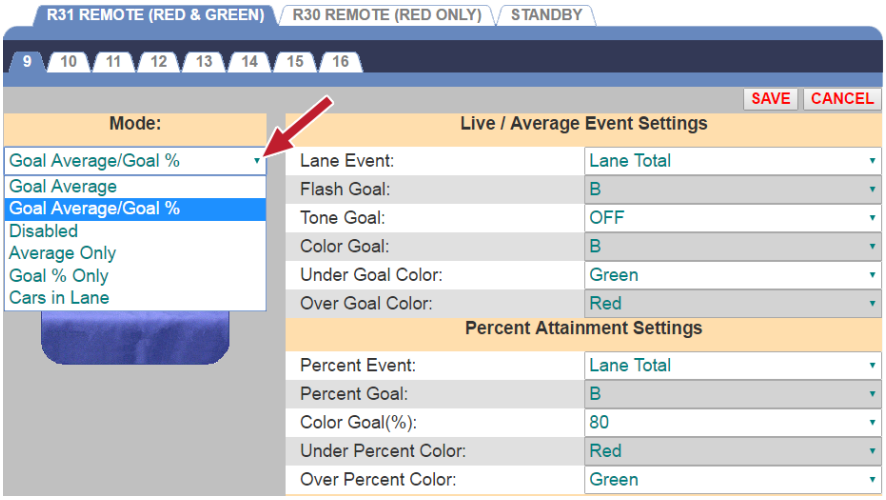
1. Click on the EDIT **button** to open the screen for edits.



2. Click on one of the numbered tabs near the top of the screen to edit that number which corresponds to the Remote Display installed in the store.

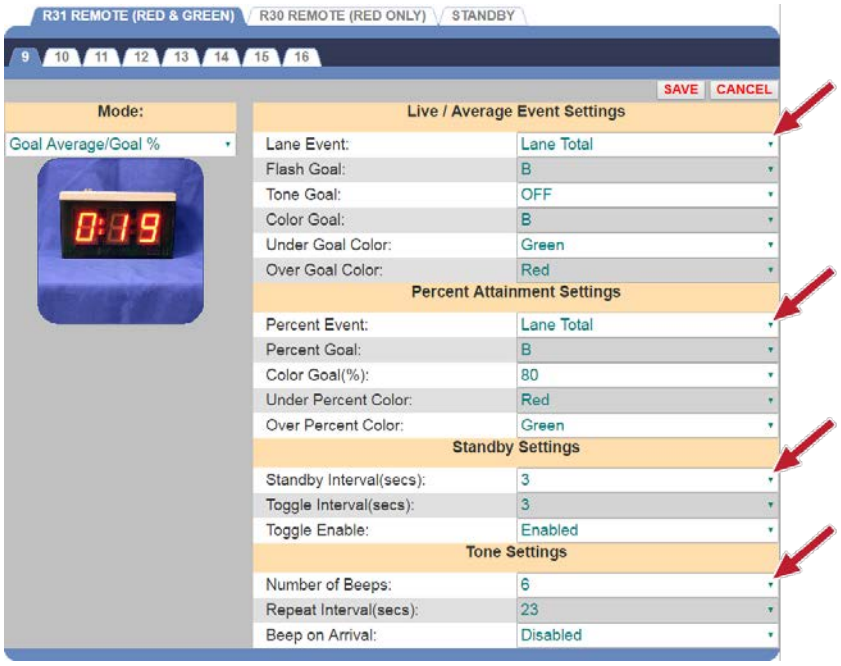


3. Click on the drop-down arrow to the right of the Mode field to select the Mode that you want to use to track the selected vehicle detector.



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

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



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

- **Standby Interval:** Select the number of seconds (00 to 59) after the selected Event ends, until the Remote Display Standby mode begins.
- **Toggle Interval:** Select the amount of time in seconds that the Remote Display toggles between Average Event Time and Percentage of Cars Under Goals during Remote Display Standby mode.
- **Tone Goal:** Select the goal at which the display will start sounding a tone.
- **Under Goal Color:** Select the color you want to display when the selected Event is under goal.
- **Under Percent Color:** Select the color to be displayed for the percentage of cars under the goal selected as Percent Goal.

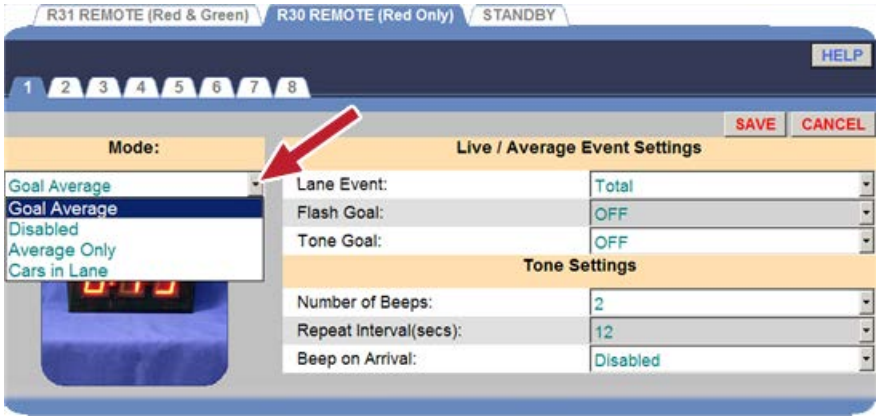
5. Click on the **SAVE button** to save your changes. If you do not want to save your changes, click on the **CANCEL button**.

R30 Remote Display

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

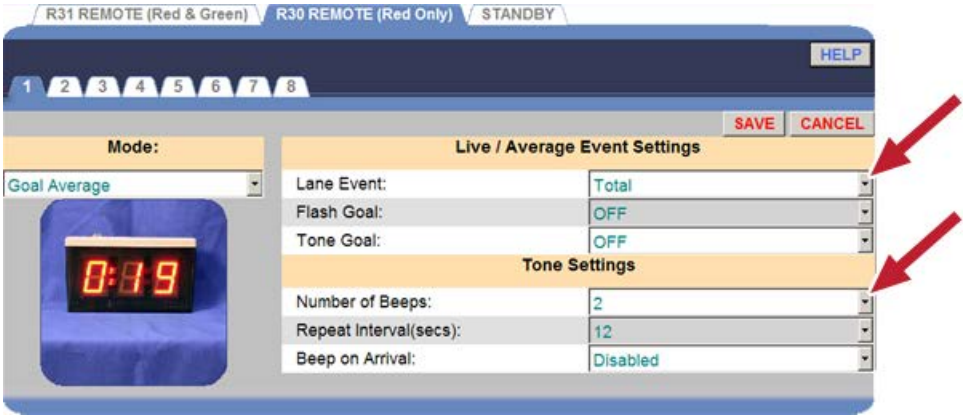
2. Click on one of the numbered tabs near the top of the screen to edit the settings for the R30 Remote Display.

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



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

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



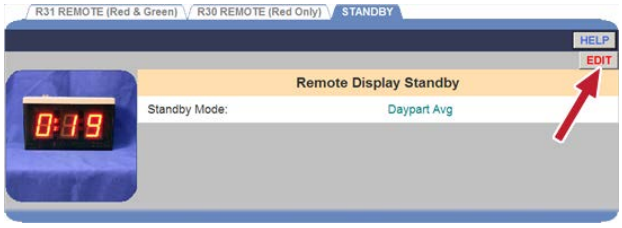
- **Beep on Arrival:** Select Enabled if you want a beep tone to signal when a car reaches a Lane Event.
- **Flash Goal:** Select the goal at which the display will start flashing.
- **Lane:** Select the lane for which the number of cars in lane will be monitored.
- **Lane Event:** Select the Event that you want the Remote Display to show the Event time for, such as Menu, Service, Total and so on. You can assign goals for Events programmed under Detectors in Installer Settings.
- **Number of Beeps:** Select the number of beeps to be sounded when a car reaches a Lane Event goal.
- **Tone Goal:** Select the goal at which the display will start a tone.
- **Repeat Interval:** Select the interval between repeating beep tones.

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

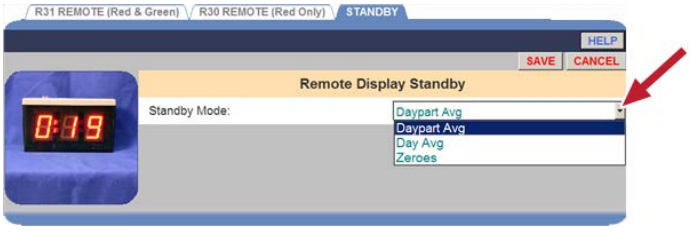
Remote Display Standby

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

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



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



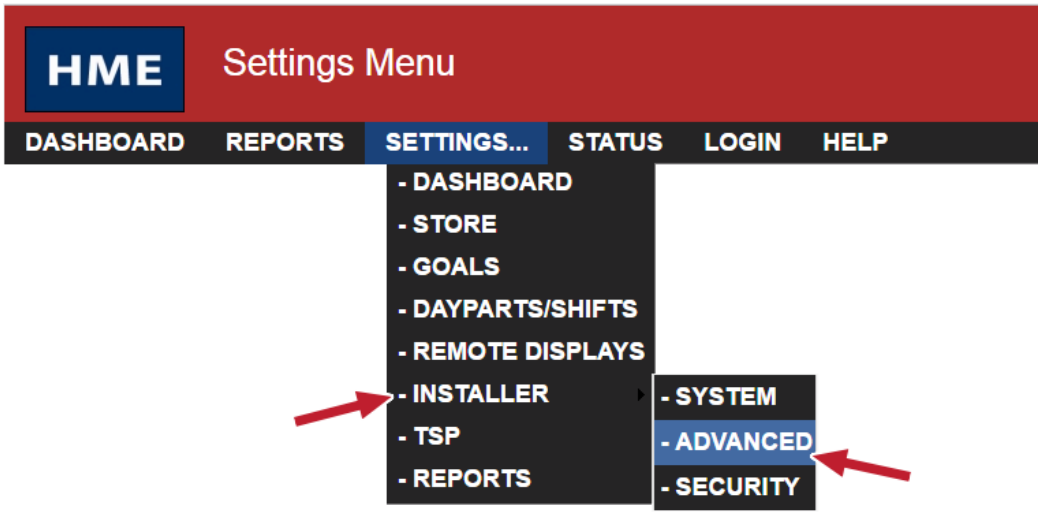
3. Click on the **SAVE button** to save your changes. If you do not want to save your changes, click on the **CANCEL button**.

INSTALLER SETTINGS

CAUTION: Changing Installer Settings will override any individual settings.

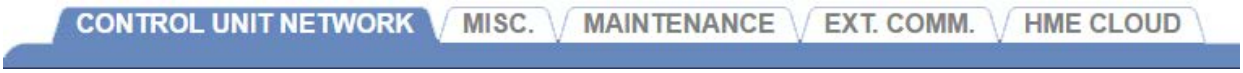
To make changes to Installer Settings, you must be authorized to enter the **Installer Settings** mode. Refer to the Login Permission table to find out if you are authorized to change Installer Settings.

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** on the SETTINGS Menu, and then click on **SYSTEM**, **ADVANCED** or **SECURITY**.



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

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



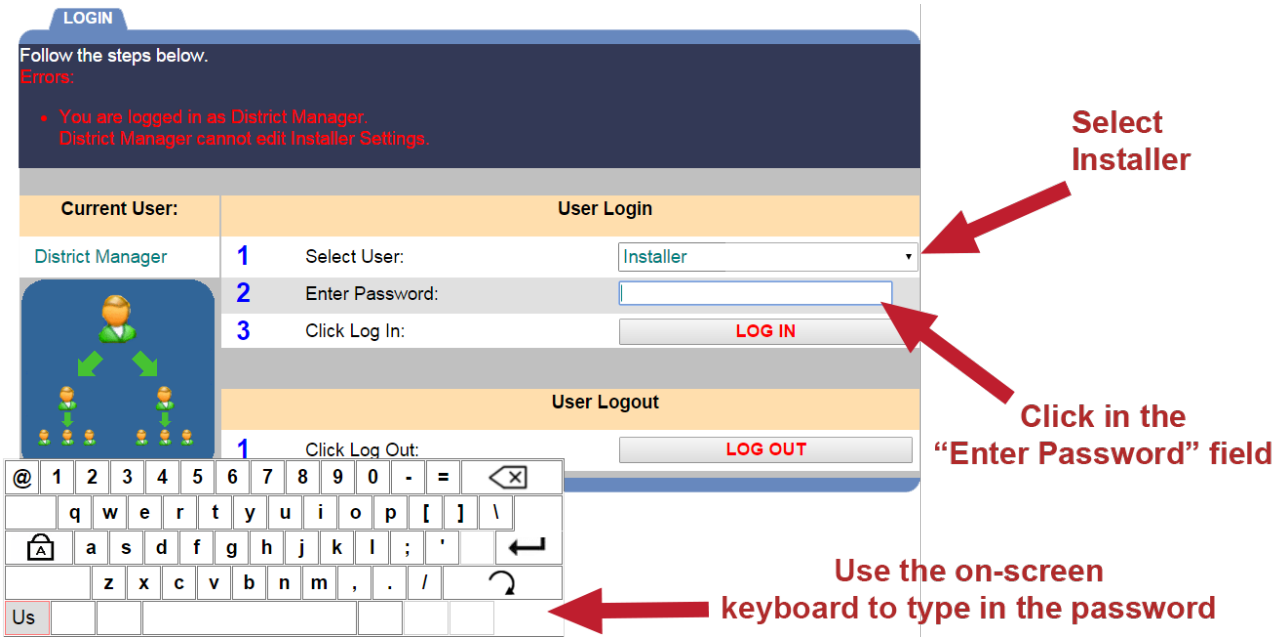
If you are not logged in, or not authorized to make these settings changes, the Login screen will appear.

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 if a password is required, refer to the Login Permission table.) Click out of the field 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 **SYSTEM** before logging in as **Installer**, you will automatically be taken to the **STORE** screen.

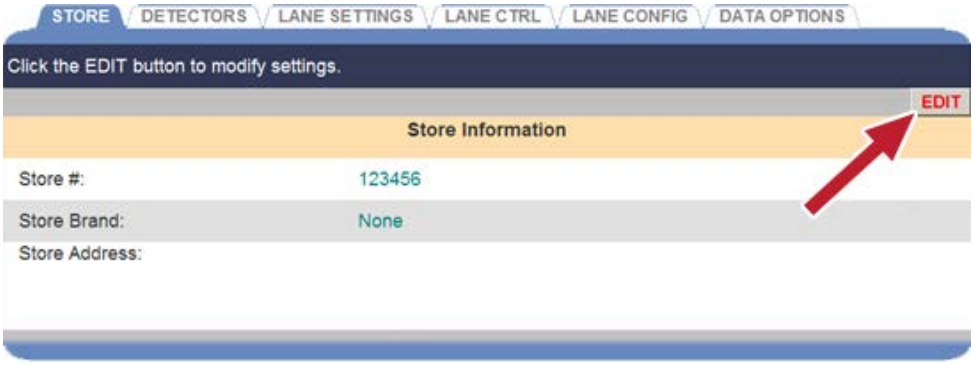
If you selected **ADVANCED** before logging in as **Installer**, you will automatically be taken to the **CONTROL UNIT NETWORK** screen.

To change other Installer Settings, click one of the other tabs at the top of the respective screen.

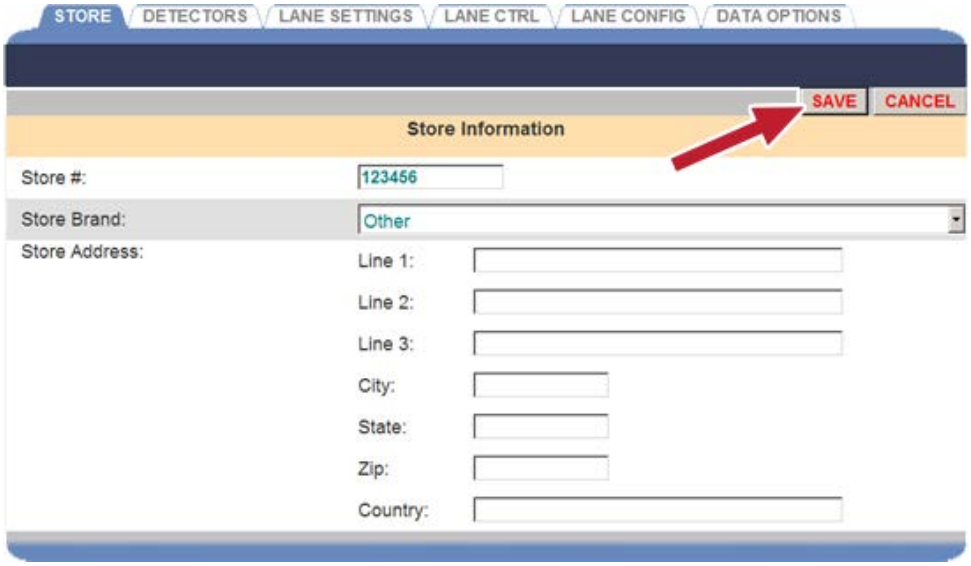
System Settings - Store

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**.

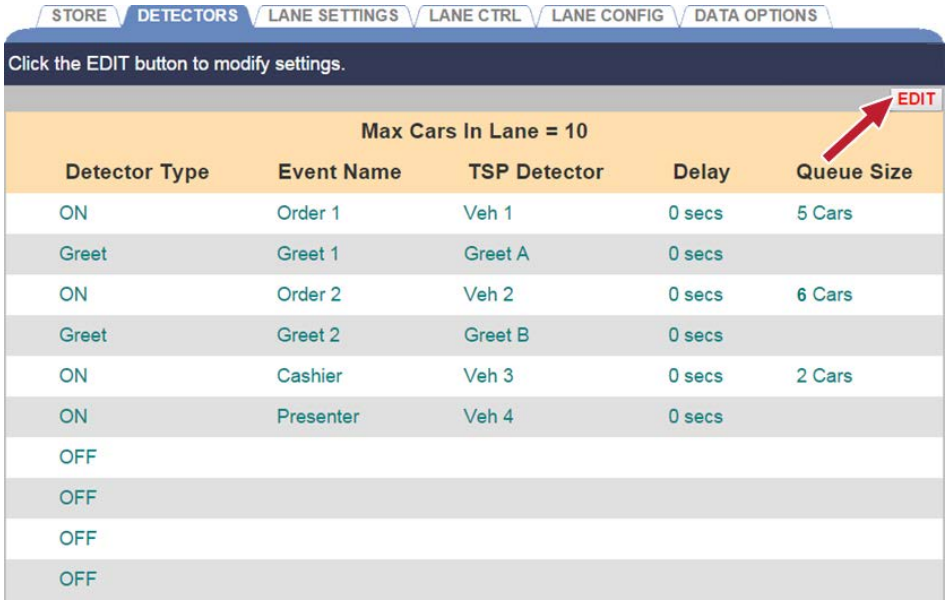


System Settings - Detectors

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**, **Dual lane** or **Y lane** drive-thru.

Typical Detector Configuration for a Single Lane Drive-Thru

Typical Detector Configuration for a Y Lane Drive-Thru



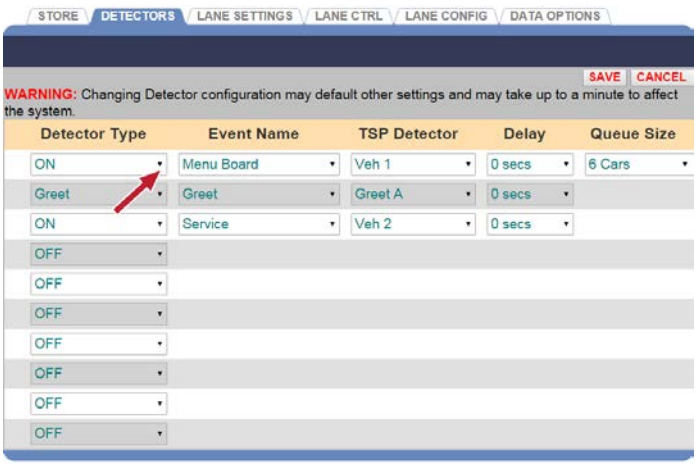
1. Click on the **EDIT button** to open the editing screen.

IMPORTANT: It is important to set the Queue Size options to the number of cars that may fit in between the two detection points. Any additional cars that enter a queue beyond a set Queue Size may be recorded as a false detection or pull-out.

2. Click on the drop-down arrow for each detection point in the drive-thru lane(s), one at a time.

Y LANE 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 cannot 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 cannot 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 cannot 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:

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.

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: 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. Refer to the following table for a list of available Event Names:

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	Dual Lane Event Name
Arrival	Arrival	Arrival 1
Alert	Alert	Arrival 2
Booth	Booth	Alert 1
Cashier	Cashier	Alert 2
Pull Forward	Pull Forward	Pull Forward
Delivery	Delivery	Pre-Alert 1
Greet	Greet	Pre-Alert 2
Greet 1	Greet 1	Pre-Loop 1
Greet 2	Greet 2	Pre-Loop 2
Menu Board	Menu Board	Pre-Warning 1
Menu 1	Menu 1	Pre-Warning 2
Menu 2	Menu 2	Booth 1
Order	Order	Booth 2
Order 1	Order 1	Cashier 1
Order 2	Order 2	Cashier 2
Pickup Window	Pickup Window	Delivery 1
Pre-Alert	Pre-Alert	Delivery 2
Pre-Loop	Pre-Loop	Greet 1
Present	Present	Present
Pre-Warning	Pre-Warning	Menu 1
Service	Service	Menu 2
Wait Area	Wait Area	Order 1
Window 1	Window 1	Order 2
Window 2	Window 2	Presenter 1
	Split 1	Presenter 2
	Split 2	Service 1
	Merge 1	Service 2
	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 selected, would not be measured.

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.

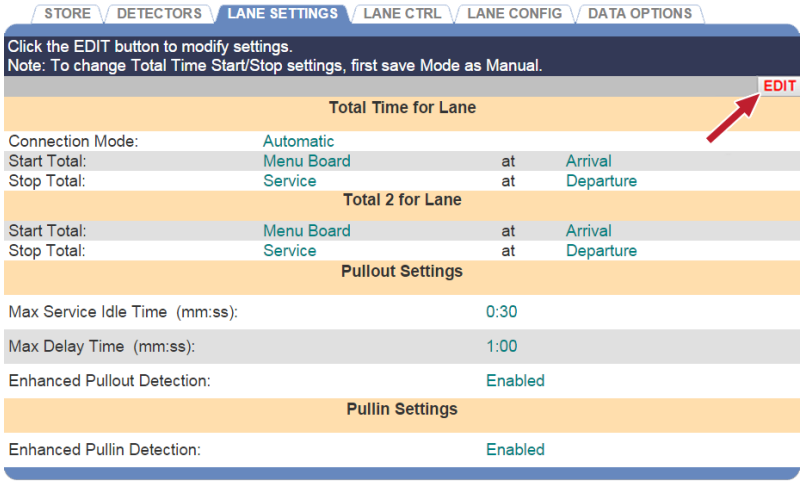
IMPORTANT: The space between the two detectors is known as a Queue. To determine the number of cars that can fit into a queue, estimate 20 feet (6.1 meters) per car between the two detection points.

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.

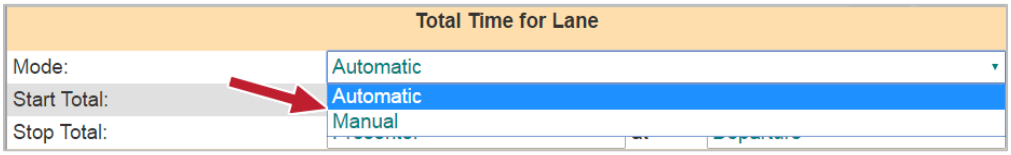
1. Click on the **EDIT button** to open the editing screen.



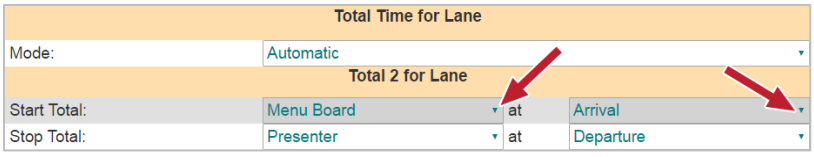
2. Reference the following sections when making changes:

Total Time for Lane

- 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.



- Like the Start Total field, the **Stop Total** option 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 Time 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 **Lane Total 2** setting found in **Master Goals**.

Total 2 has an additional feature that allows you to elect to ignore queue times (areas between detection points) in the calculation of Total 2 lane time. Excluding the space between detection points enables you to normalize the data when comparing multiple restaurants with varying lane sizes.

Select “No” to include queue times, or select “Yes” to ignore queue times in the calculation of Total 2 Time for Lane.

NOTE: This does not apply to Lane Total Time for Lane, it only applies to Total 2 Time for Lane.

Total 2 Time for Lane			
Start Total:	Order1/Order2	at	Arrival
Stop Total:	Present	at	Departure
Ignore Queue:	Yes		

Pullout Settings

Pullout Settings	
Max Service Idle Time (mm:ss):	0:30
Max Delay Time (mm:ss):	1:00
Enhanced Pullout Detection:	Enabled
Pullout Detected Notification:	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).

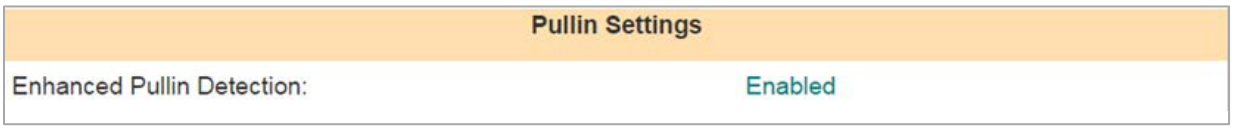
NOTE: ZOOM determines a vehicle to be a pullout IF any vehicle has been between ANY two ON detection points in excess of the Max Delay Time AND the next ON detection point has been vacant in excess of the Max Service Idle Time.

- 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.

- When **Pullout Detected Notification** is **Enabled**, a notification stating, “Pullout Detected – Removed from Totals” will appear at the bottom of the ZOOM dashboard any time an exception is caught. Examples of exceptions are when the Max Cars in Lane/Queue Size is exceeded, or when the Max Service Idle Time and Max Delay times are met.

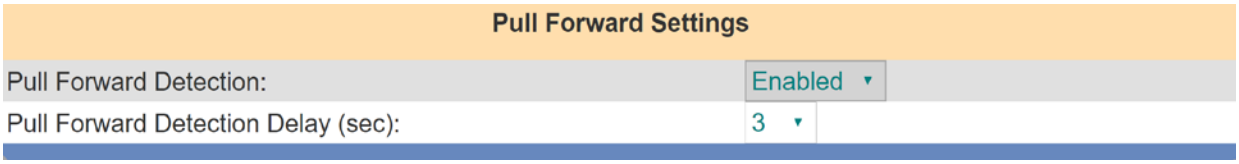
3. Click on the **SAVE button** to save your changes. If you do not want to save your changes, click on the **CANCEL button**.

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.

Pull Forward Settings



- When **Pull Forward Detection** is set to “Enabled”, the “Pull Forward” time will be included as part of the Lane Total Time on ZOOM reporting if a car leaving the lane reaches the pull forward detection point within the set delay time. This feature enables the “Pull Forward” time to be associated with a car record.

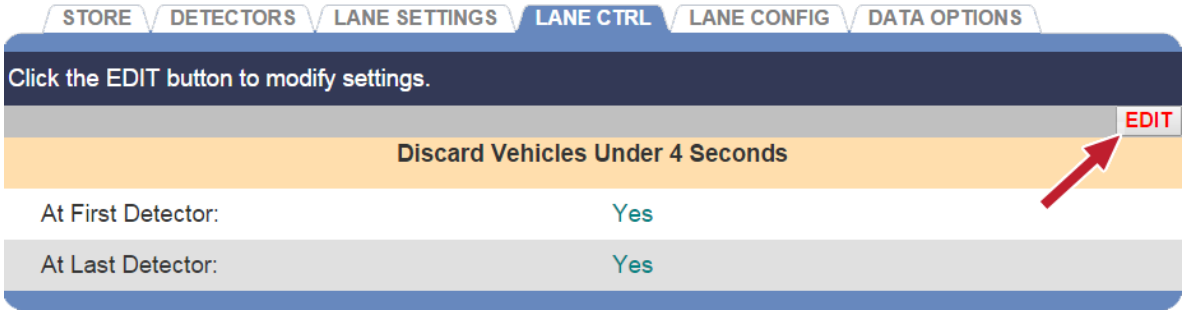
NOTE: If Pull Forward Detection is set to “Disabled”, the time tracked at an independent detection point will not be associated with a specific car record.

- The **Pull Forward Detection Delay** sets the time in which a car leaving the lane must reach the Pull Forward detector for the Pull Forward Detection time to be included in the car record for Lane Total Time. The delay can be set from 1 to 45 seconds.

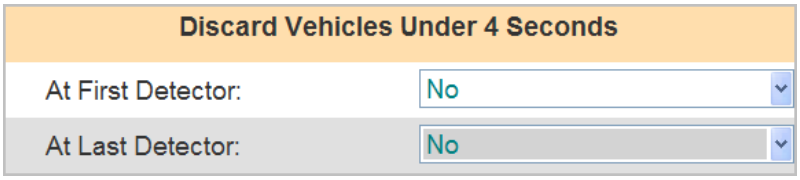
System Settings - Lane Control

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.

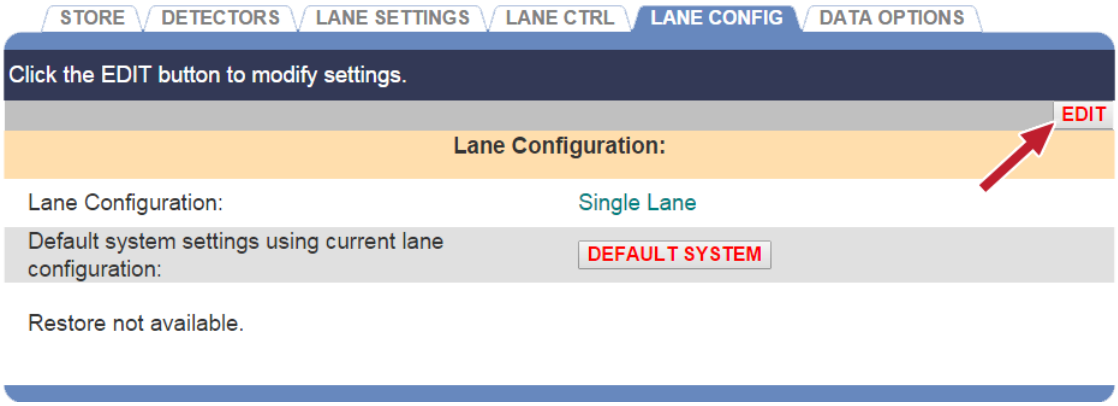


3. Select whether you want to end the vehicle discard for vehicles in the lane under 4 seconds from the **At Last Detector** drop-down list.
4. Click on the **SAVE button** to save your changes. If you do not want to save your changes, click on the **CANCEL button**.

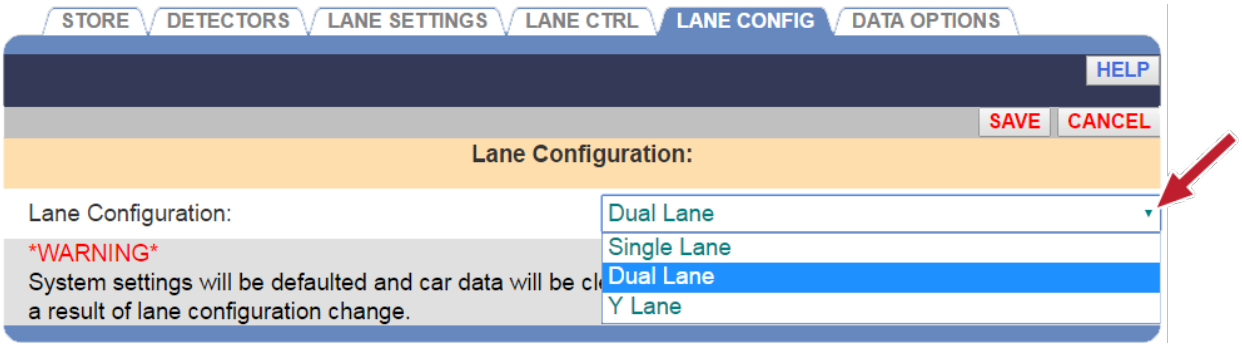
System Settings - Lane Configuration

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.

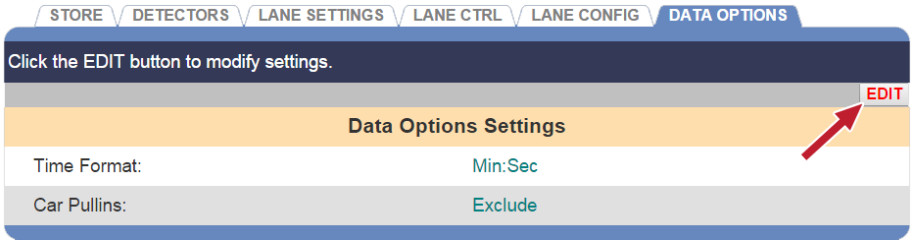


CAUTION: If you change Lane Configuration, all accumulated car data will be erased, and lane configuration dependent settings will be defaulted.

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.



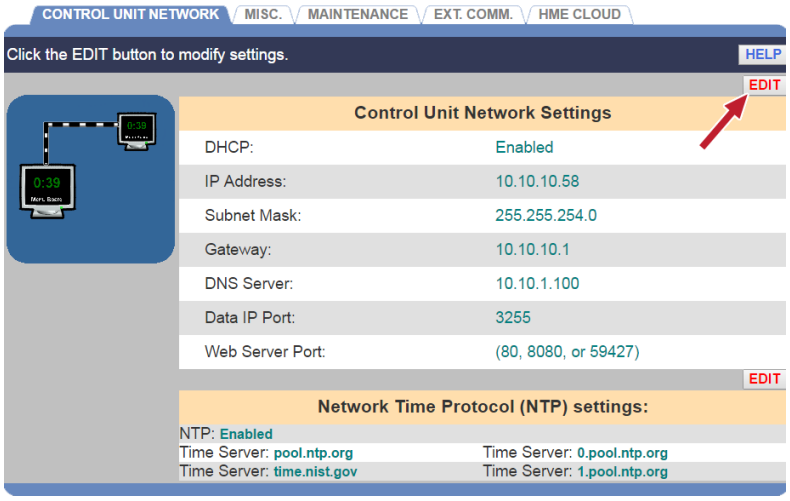
2. Click on the drop-down arrow in the **Time Format** field to select minutes and seconds (**Min:Sec**) or seconds only (**Secs Only**) format.

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.



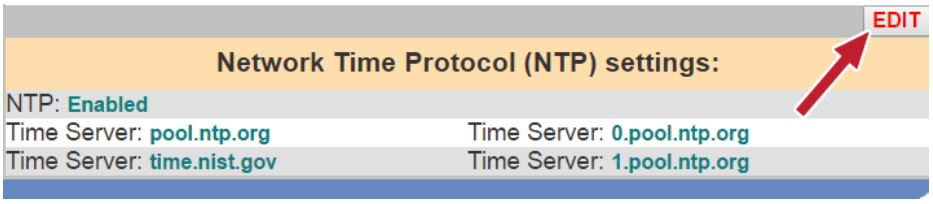
CAUTION: Contact your Network Administrator before changing any of these settings. Do not make any changes without help of your Network Administrator.

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**.

Network Time Protocol (NTP) settings

To keep accurate time, the system uses Network Time Protocol (NTP) to periodically synchronize with a dedicated time server over a network connection. Multiple time servers can be configured for redundancy. A time server entry can be a hostname or an IP Address, and must be a dedicated NTP server.

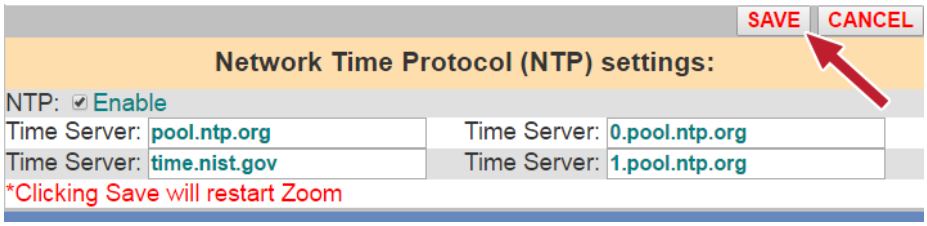
1. Click on the **EDIT button** to open the editing screen.



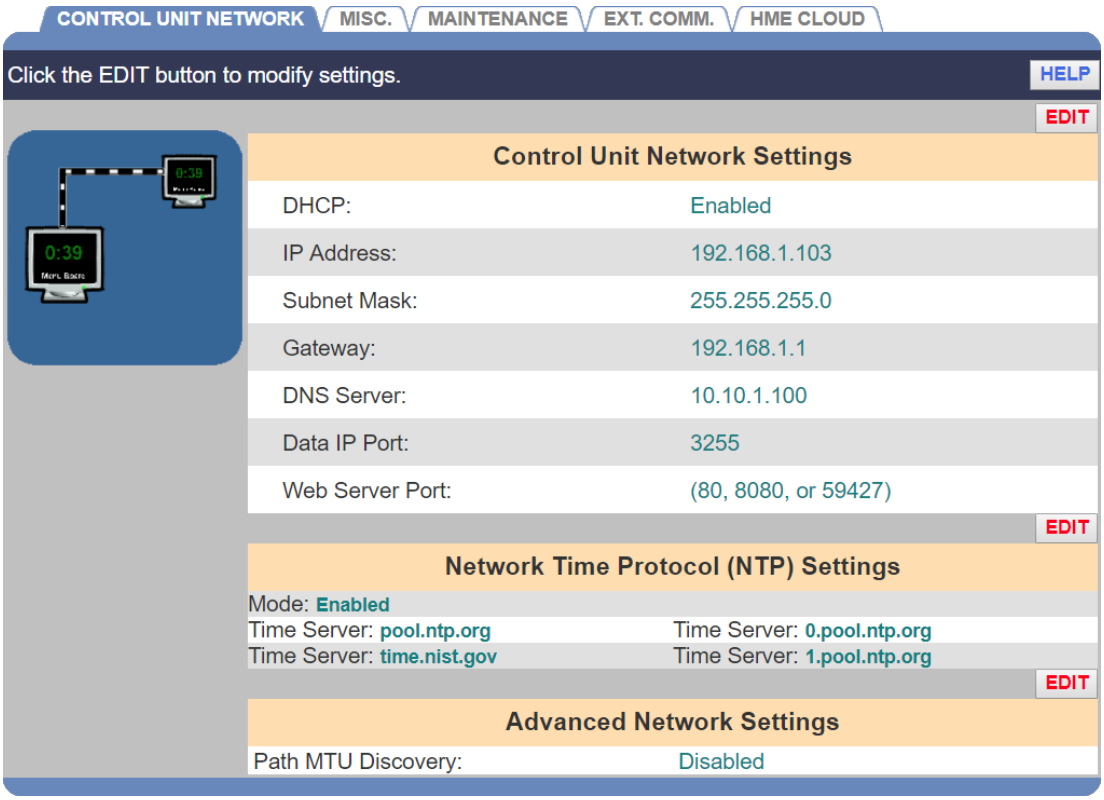
2. Click to add or remove the ✓ to enable or disable NTP.

***WARNING*: Disabling this feature will prevent the system from keeping accurate system time.**

3. 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 Network Settings

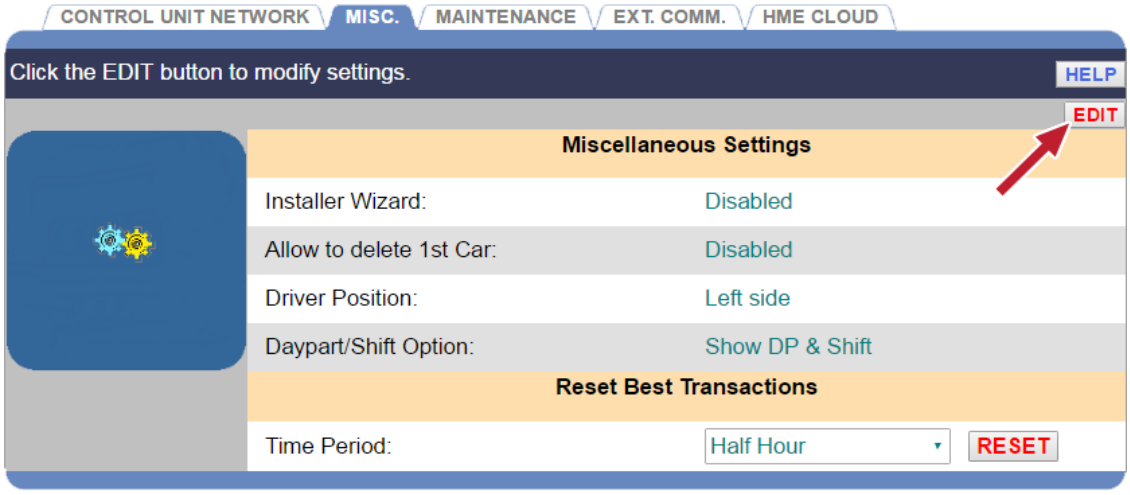


The **Path MTU Discovery** is a network setting to adjust packet sizes. If your network router filters for smaller packet sizes, **Path MTU Discovery** ensures that data from the ZOOM timer is able to travel to your back office or the HME CLOUD. To Enable or Disable this feature, select the “Edit” button, and select “Enabled” or “Disabled” from the drop-down menu.

NOTE: Clicking Save will Restart ZOOM.

Advanced Settings - Miscellaneous

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

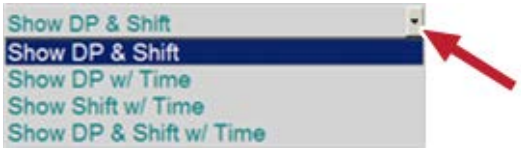


2. Click on the drop-down arrow in the **Allow Delete 1st Car** field to enable or disable deleting the first car in the lane.

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 car inside lane. 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.



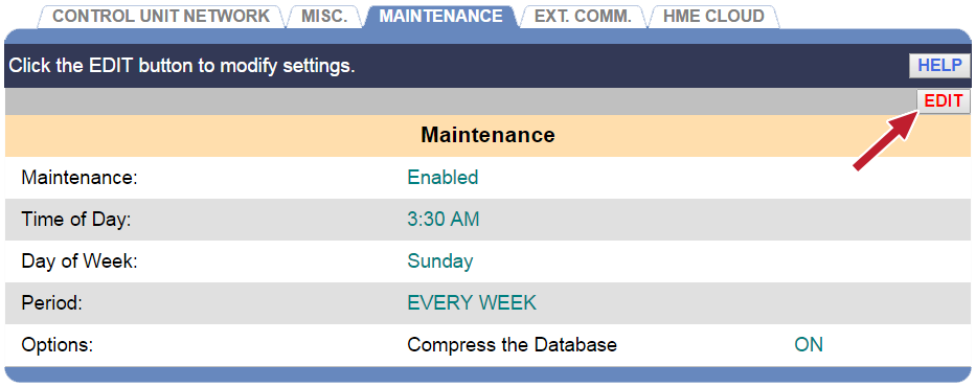
5. Click on the **SAVE button** to save your changes. If you do not want to save your changes, click on the **CANCEL button**.

Advanced Settings - Maintenance

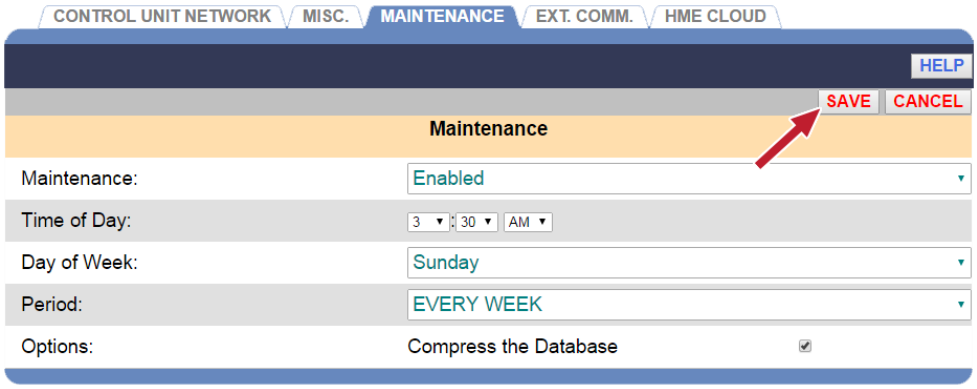
The Maintenance screen allows you to set up preventive maintenance activities that will be performed automatically on the days and times of your choice.

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

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



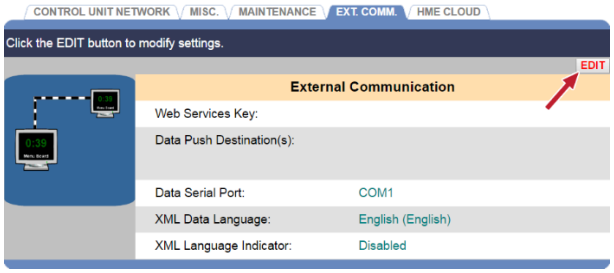
2. Click on the drop-down arrow in the **Maintenance** field to enable or disable the automatic maintenance check. If you select **Enabled**, the system will restart at each occurrence of the **Time of Day**, **Day of Week** and **Period** that you select.
3. Click on the drop-down arrows in the **Time 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**.
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 - External Communication

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

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

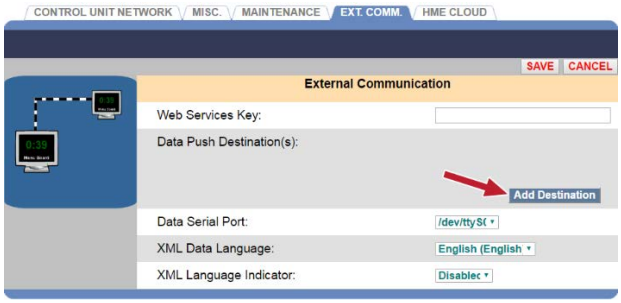


2. **Web Services Key:**

This setting provides an ability to protect this ZOOM system from an unauthorized client connection using a web service protocol. If this key is set, any web service client must know this key to gain access to this ZOOM system. Leave this key blank if you do not want to protect this ZOOM system's web service access. For more information regarding ZOOM web service connectivity, please contact the HME Marketing Department at 1-800-848-4468.

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

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



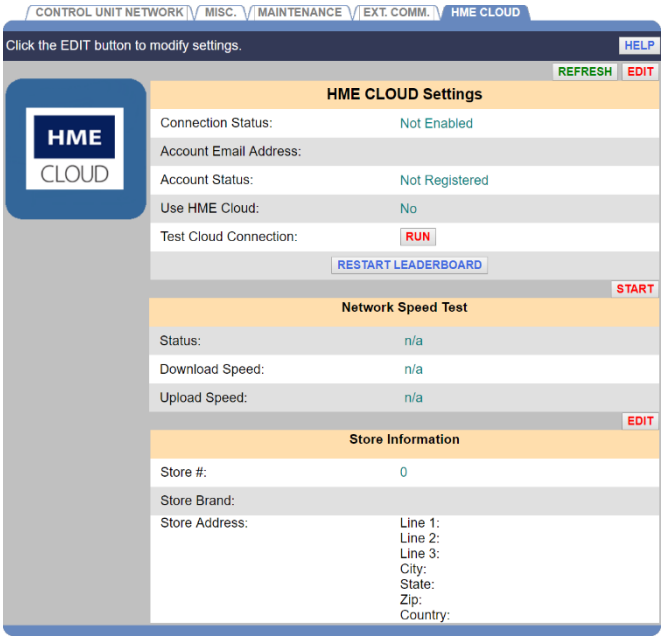
4. **Data Serial Port:**

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

Advanced Settings - HME CLOUD®

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

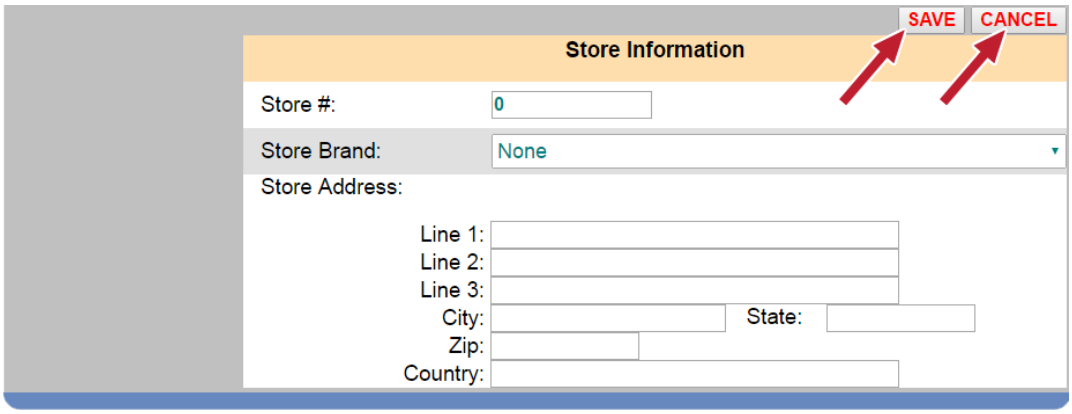
1. Click on either **EDIT button** to open the editing screen for **HME CLOUD Settings** or to enter your **Store Information**. Clicking on **REFRESH** will update any status changes on the page.



NOTE: Click RUN, opposite the Test Cloud Connection option, to check your connection to the Cloud. This is helpful when troubleshooting your Cloud connection.

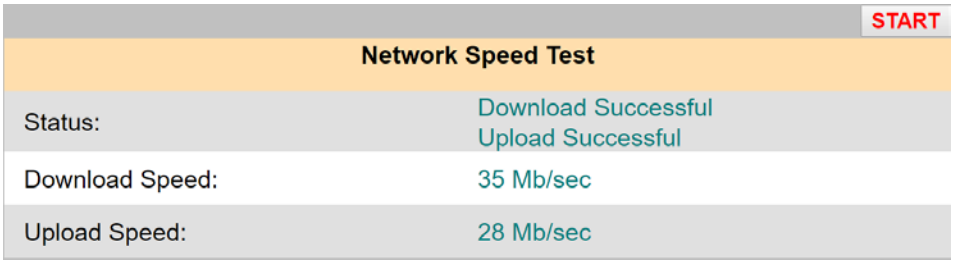
The **Restart Leaderboard** button restarts the Leaderboard browser processes and clears the browser cache. It is dependent on the HME CLOUD connection, and cleans and restarts the browser to clear possible errors.

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).

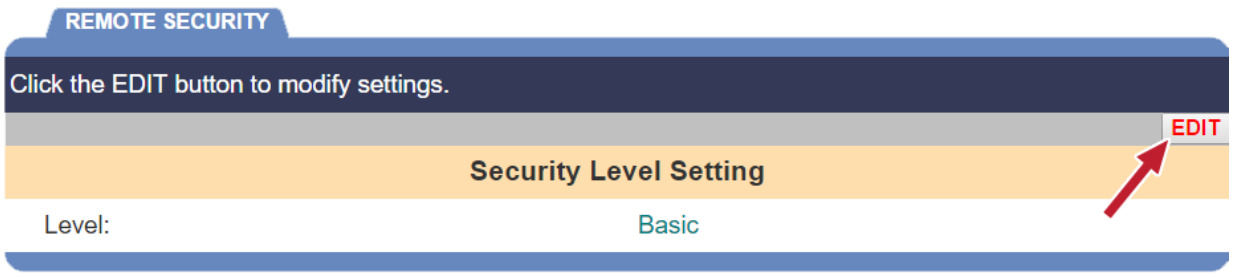
The **Network Speed Test** is used to test the network speed to ensure minimum speed requirements are met.



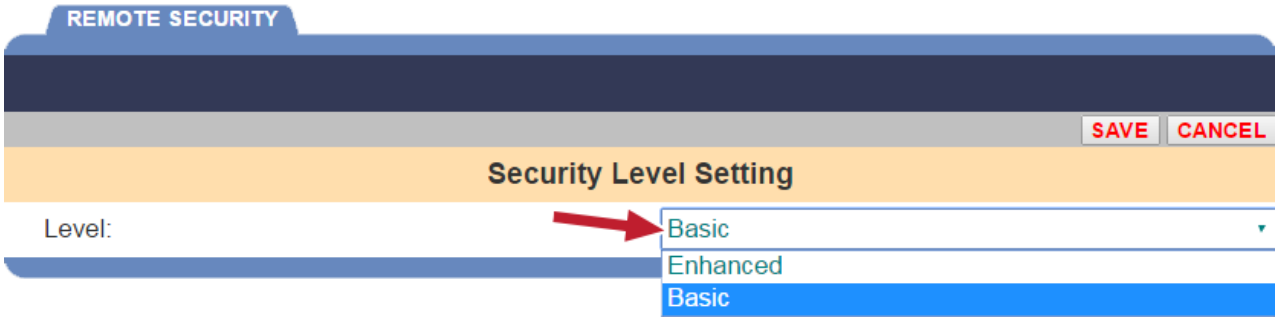
Click “Start” to test network speed. The Minimum ZOOM speed requirement is 250 Kbps (kilobits per second) Upload and Download.

NOTE: Speed Test will convert results to Mb (megabytes per second) if the network is relatively faster.

Remote Security



Click the **Edit button** to switch from **Basic** security to **Enhanced**. **Enhanced** level security allows the user to be prompted to add an additional security code when accessing the Installer Settings remotely from another network.

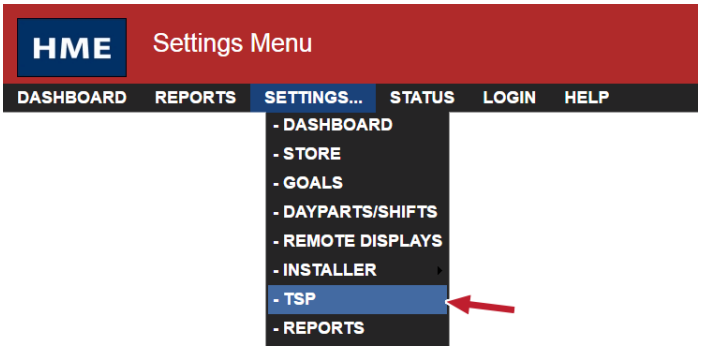


Click on the **SAVE button** to save your changes. If you do not want to save your changes, click on the **CANCEL button**.

TSP SETTINGS

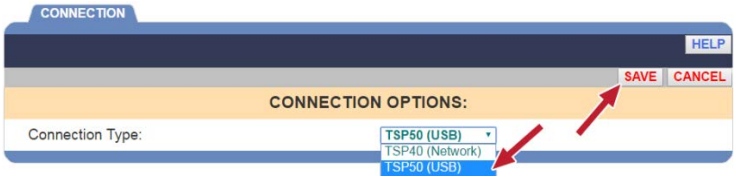
The **TSP** (Timer Signal Processor) receives data from the vehicle detectors when a car arrives at or leaves a detection point, and sends the data to the Control Unit for interpretation and storage.

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.

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



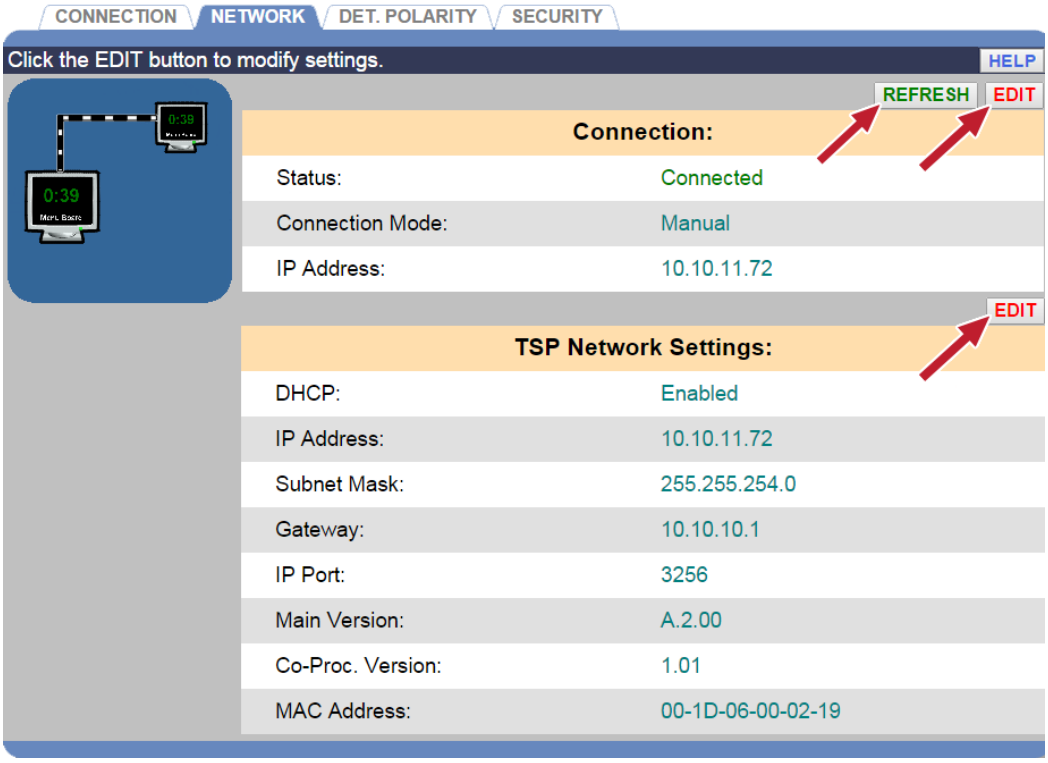
2. Use the drop-down menu to select the correct TSP connection, then click on the **SAVE button** to save any changes you have made. If you do not want to save your changes, click on the **CANCEL button**.

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.

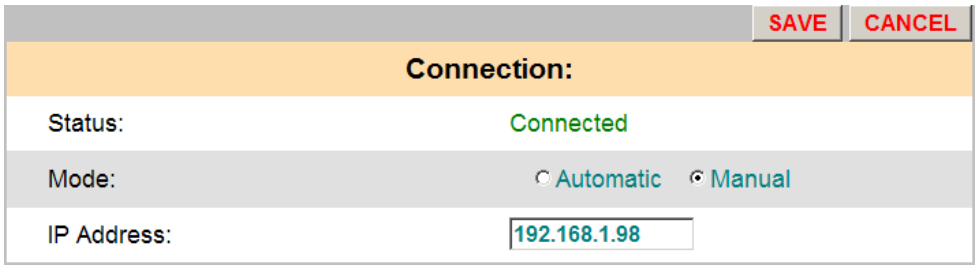
Network (TSP40 Only)

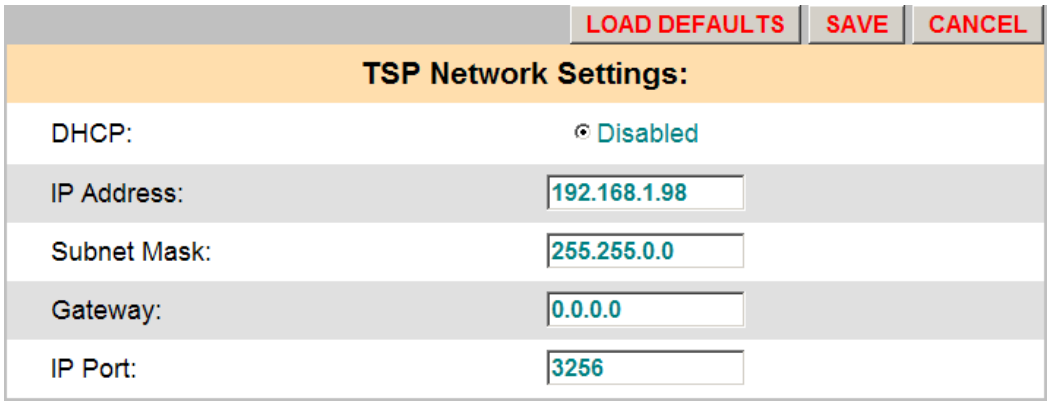
CAUTION: TSP Network settings should not be changed unless your ZOOM system is offline or if your TSP has been replaced with a new unit.

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.





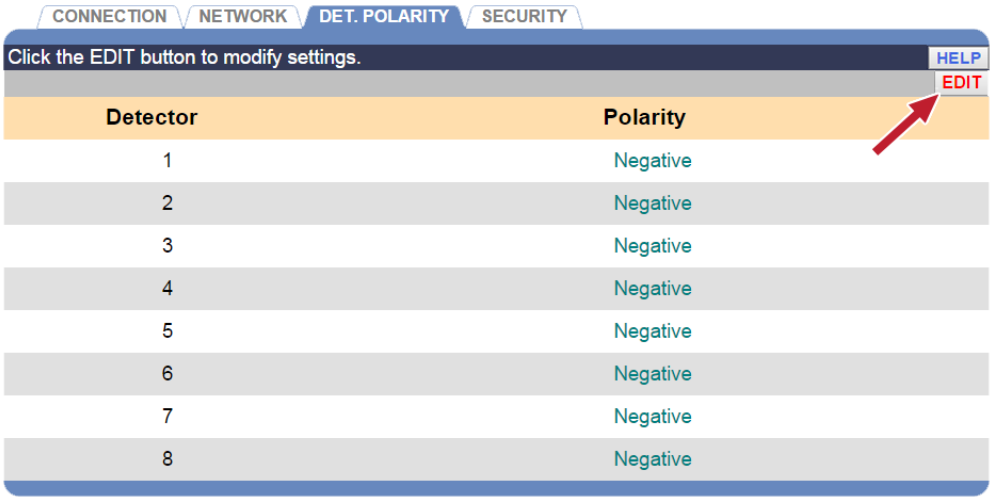
- **DHCP**: Dynamic Host Configuration Protocol. DHCP allows a network administrator to supervise and distribute IP addresses from a central point.
- **IP Address**: Internet Protocol Address. A unique computer address that some electronic devices (such as computers or routers) use to identify and communicate 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.

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

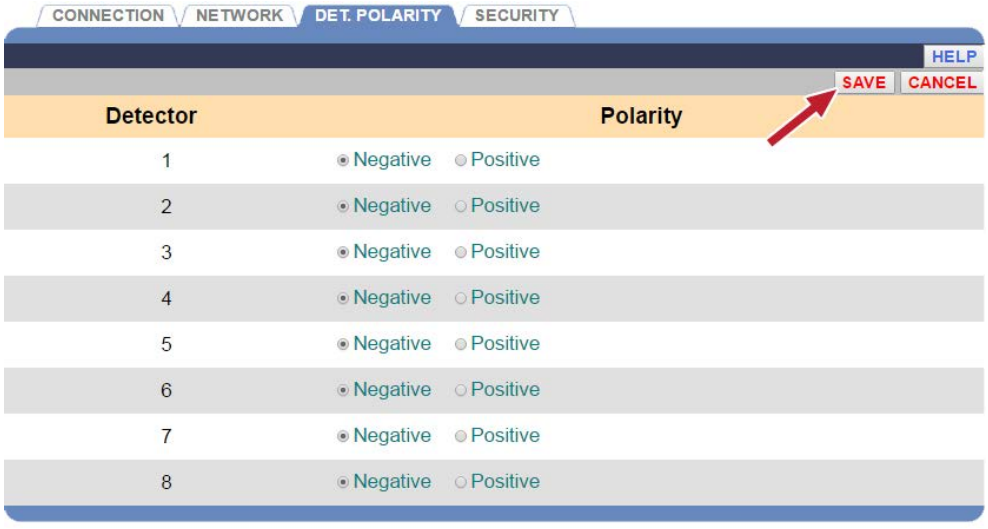
Det. (Detector) Polarity

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**.



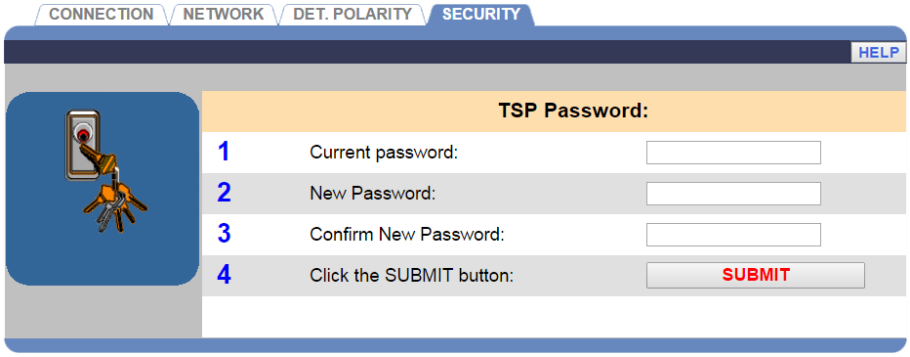
3. Click on the **SAVE button** to save your changes. If you do not want to save your changes, click on the **CANCEL button**.

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.

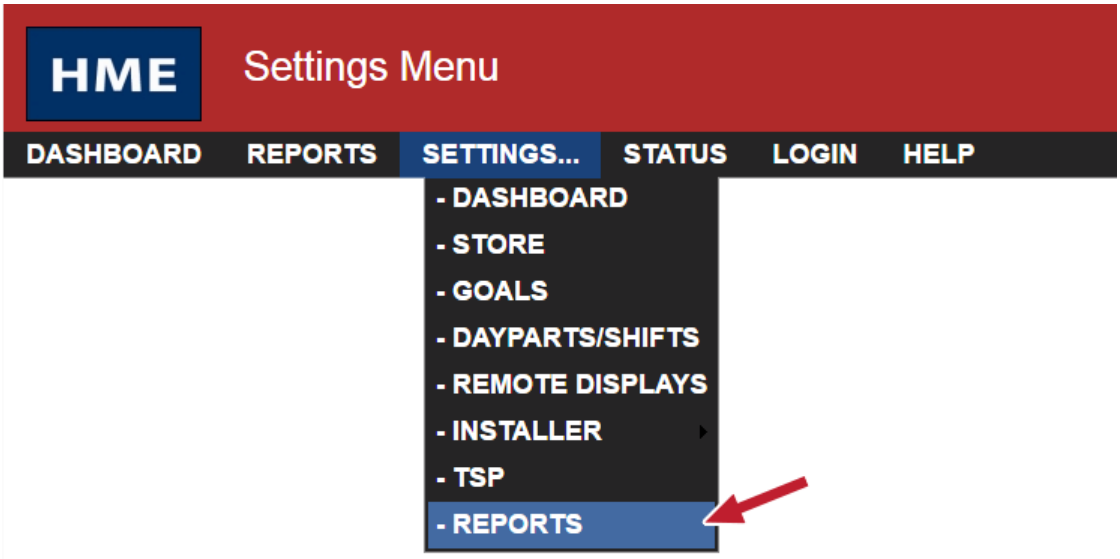
2. Click in the **New Password** field and enter a new TSP password by clicking on the numbers and/or letters on the drop-down keyboard. Click out of the field when you are finished.
3. Click in the **Confirm New Password** field and re-enter the new TSP password. Click out of the field when you are 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).

REPORTS

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

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

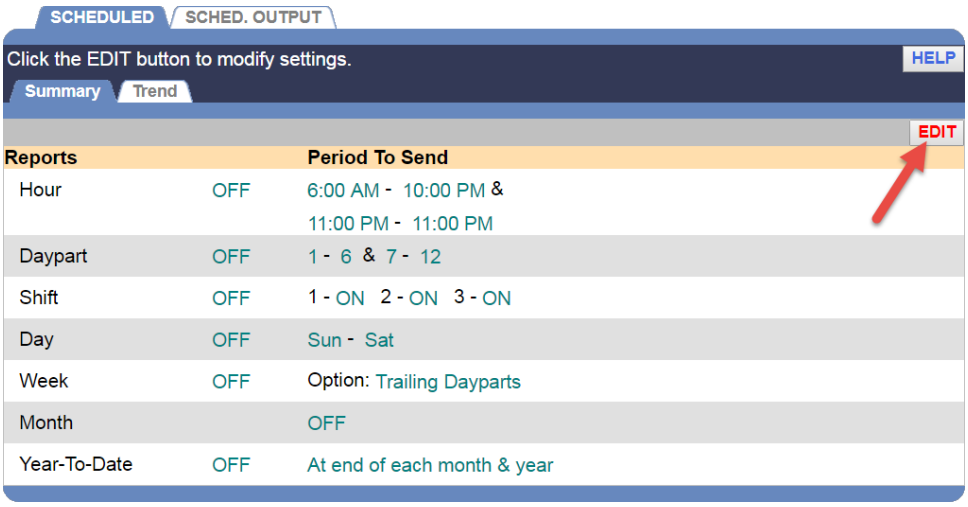


The **SCHEDULED** Reports screen will appear.

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

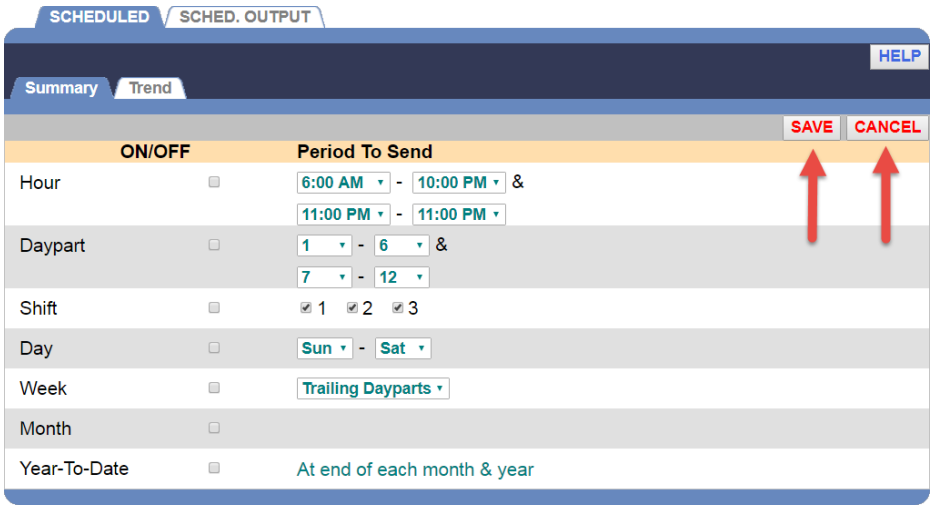
Scheduled Reports

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



2. To select a Report Type to include when scheduling reports, click on the check box next to each option to turn that Report Type **ON**. Any associated <u>unchecked</u> box excludes that type of report.

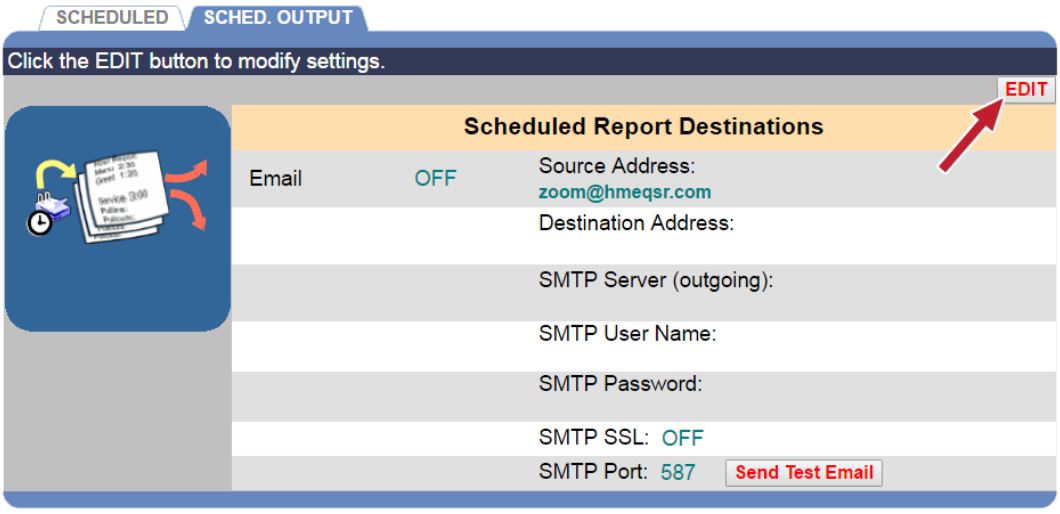
3. Click on the **SAVE button** to save any changes you have made. If you do not want to save your changes, click on the **CANCEL button**.



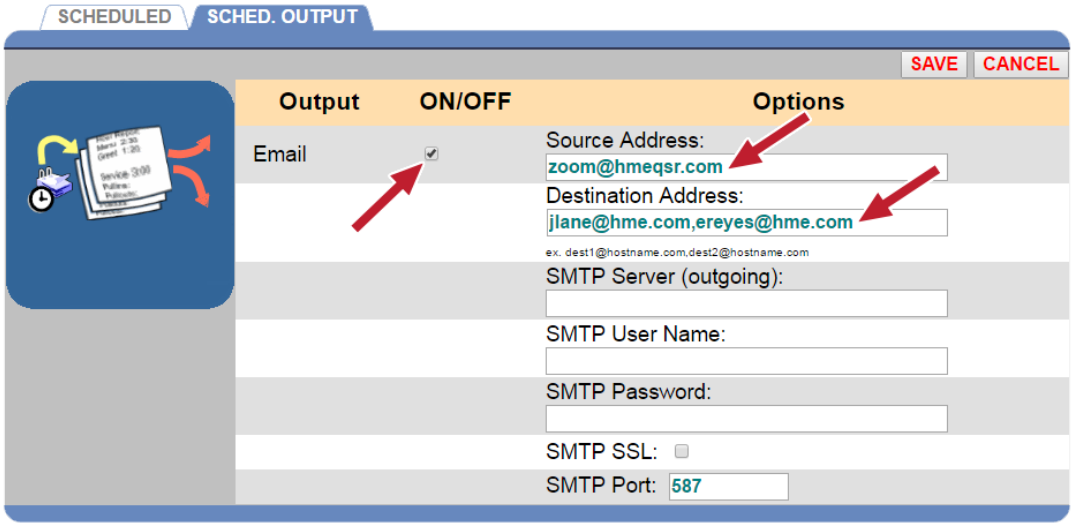
Scheduled Report Output

This screen allows you to select where **SCHEDULED** reports will be sent. They can be sent to a designated Email address.

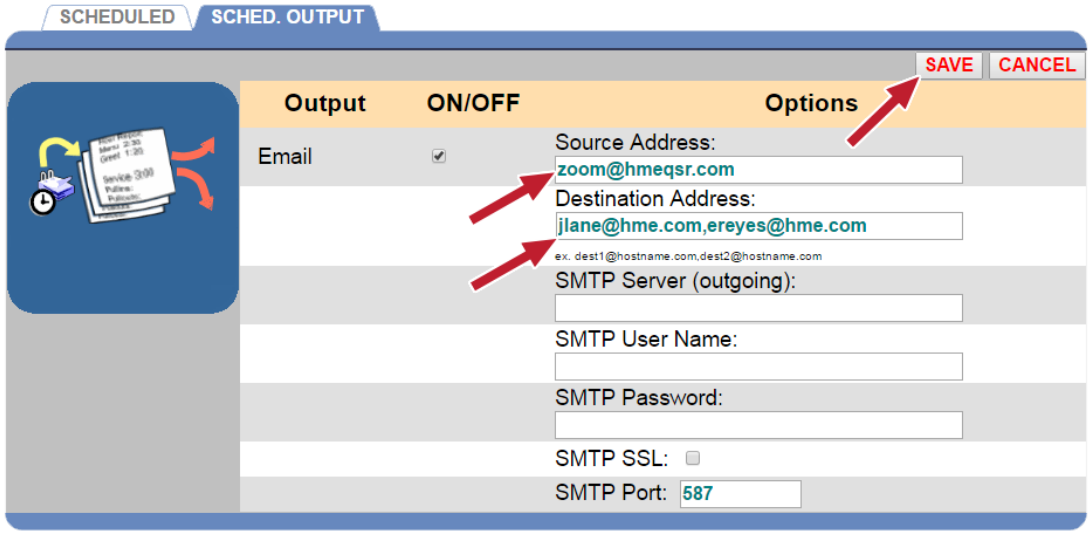
1. Click on the **EDIT button** to open the fields for editing.



2. Check the Email box for sending the report in an Email.



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



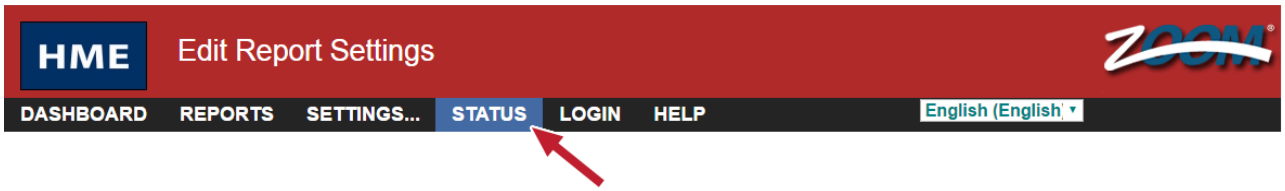
- **Email Source Address:** This must contain your Email account's full Email address.
- **Email Destination Address:** This is the Email address where the reports will be sent. If you're including multiple Email addresses, use commas to separate the entries.

NOTE: ZOOM uses a default Email service. You may use your own Email service by entering that information. Contact your Email provider or network administrator to obtain information required for the remaining Email settings. Send a test Email to the Destination Address by clicking on the Send Test Email button.

4. 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**.

CHAPTER 6 STATUS

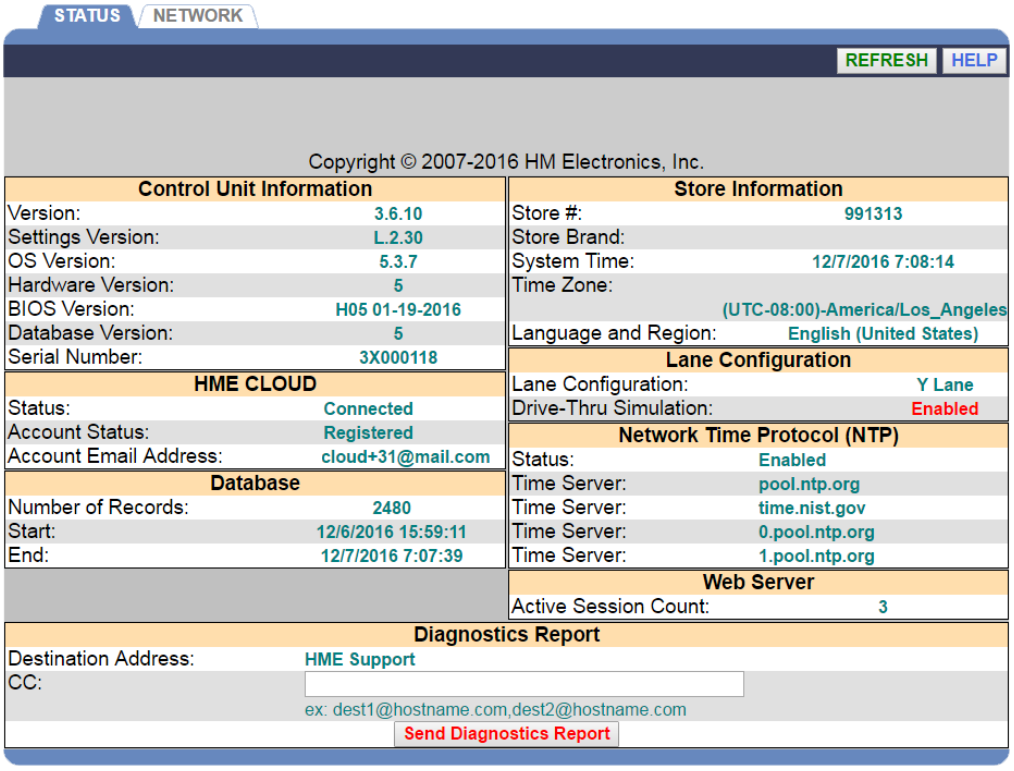
Click on the **Menu button** in the upper left corner of the Dashboard screen and then click on **STATUS** on the Menu bar. The **STATUS** display will appear.



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

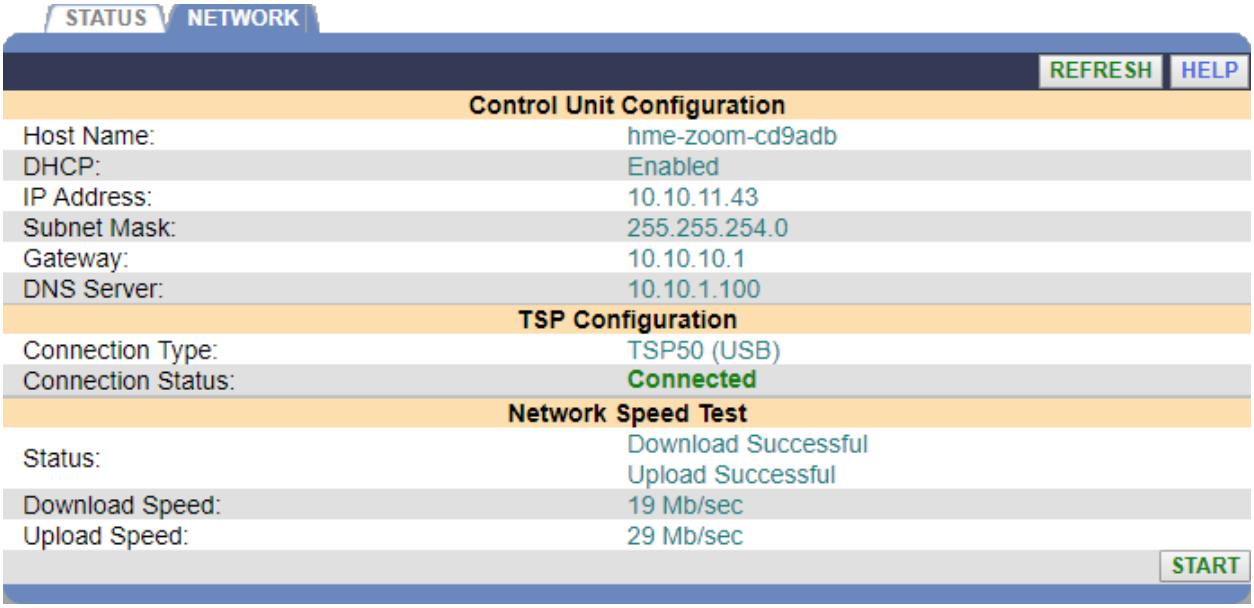
STATUS

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.



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 light 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 (TSP50 Only).

Electrical Power Outage

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

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