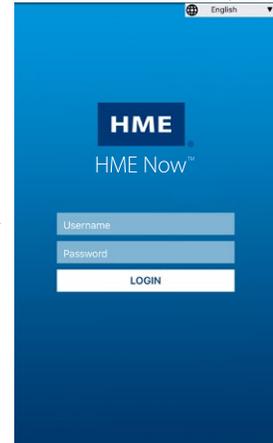# Quick Reference Guide
HME MOBILE APP

Thank you for downloading our app. By providing you with real-time drive-thru metrics, our companion app enables you to stay connected with any of your stores wherever you are. This guide gives you a brief overview of the app and its features.

NAVIGATING THE APP

Tap on the HME app to open. The default language is English, tap ⊕ English ▼ if you wish to choose another available language. Log into the app using the same credentials used to log into your HME CLOUD account *(If you cannot remember your password and enter an incorrect one, the prompt "Invalid credentials" appears. Click on "Forgot Password?" and follow the prompts to reset. You can also go to HMEDTCLOUD.com, click "I forgot my password" and follow the online instructions to reset).*

The main page is the *STORE RANKING* page. The interactive areas of this page are shown below. From here you can change and customize preferences or set alerts.

Tap to select and change your language

STORE RANKING PAGE at a GLANCE

Tap to select HOUR, DAYPART or DAY

Tap to select menu options

Search Stores by name or number

Tap to select STORE NAME or NUMBER

Tap to select TOTAL TIME or CARS

Store Name Tap to view store details and set alerts

Ascending order or Descending order Alphabetic for Store Name Numeric for Store Number

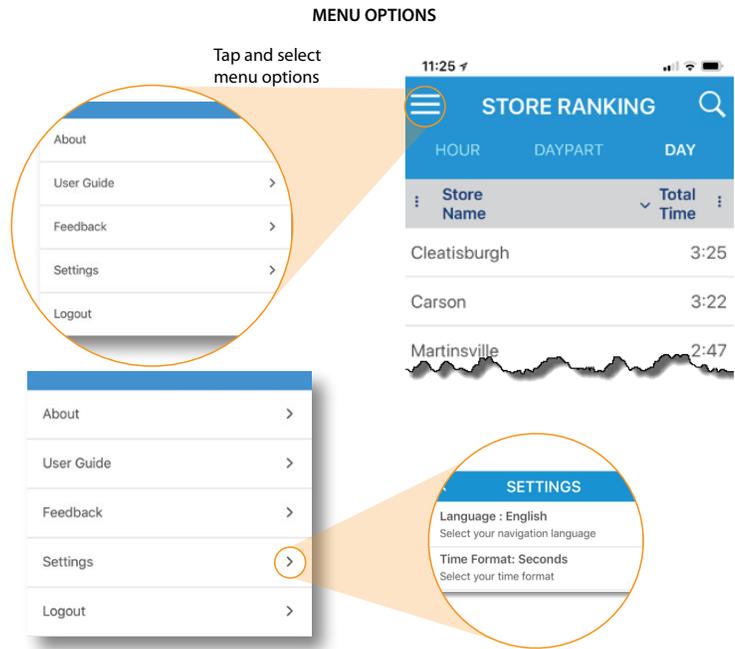Total Time for Store

Pull down on the page to refresh it

MENU OPTIONS

Tap on the menu icon in the upper corner of the page to open menu options. The *ABOUT* option provides you with our phone number and your software version.

Your opinion is important to us. The *FEEDBACK* option gives you a convenient way to get in touch with us. Tell us about your experience using the app and ways we might improve it so that we can enhance user satisfaction.
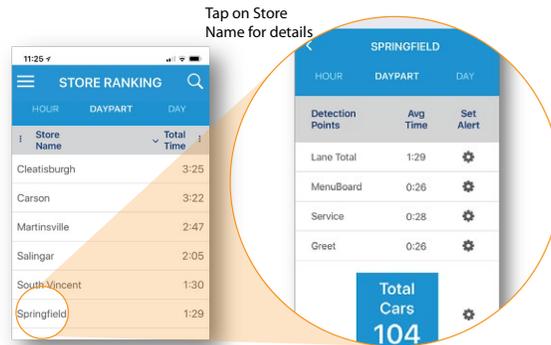
With the *SETTINGS* option, you can change the Language and Time Format.

Tap *LOGOUT* to securely exit your account when finished using the app. This action returns you to the *HME LOGIN* page.

Tap and select menu options

About
User Guide
Feedback
Settings
Logout

STORE RANKING
HOUR   DAYPART   **DAY**
Store Name   Total Time
Cleatisburgh   3:25
Carson   3:22
Martinsville   2:47

About
User Guide
Feedback
Settings
Logout

SETTINGS
Language : English
Select your navigation language
Time Format: Seconds
Select your time format

STORE METRICS

Choose a store you would like to monitor and tap on its name. The *STORE NAME* page opens to display a list of detection point metrics for that store.
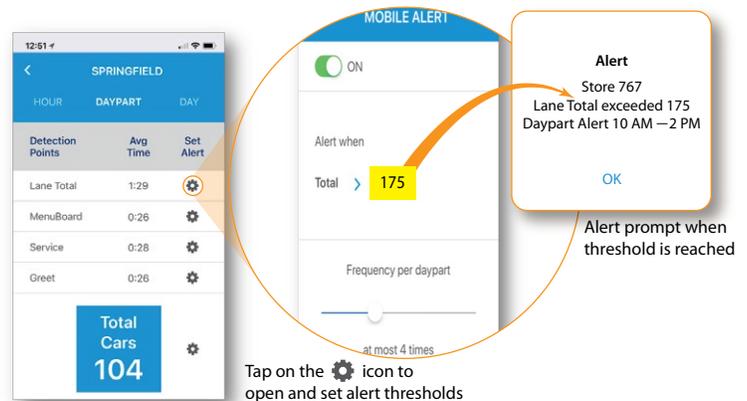
Tap on Store Name for details

STORE RANKING
HOUR   DAYPART   DAY
Store Name   Total Time
Cleatisburgh   3:25
Carson   3:22
Martinsville   2:47
Salingar   2:05
South Vincent   1:30
Springfield   1:29

SPRINGFIELD
HOUR   DAYPART   DAY

Detection Points	Avg Time	Set Alert
Lane Total	1:29	⚙
MenuBoard	0:26	⚙
Service	0:28	⚙
Greet	0:26	⚙

Total Cars
104

ALERTS

To set an alert for a detection point on the *STORE NAME* page, tap the ⚙ icon to the right of the detection point to open the *MOBILE ALERT* page.

1. Tap the ⬭OFF button at the top of the page to turn on (🟢ON).
2. Enter a threshold number into the yellow field.
3. Move the frequency slider below it to select the number of times you'd like to be alerted.
4. Tap ❮ on the blue *MOBILE ALERT* bar to exit the page.

The ⚙ icon is replaced with the threshold number ### .You now will be alerted every time the threshold is reached but only for the amount of times set by the frequency slider within the specified period (Hour, Daypart, Day).

SPRINGFIELD
HOUR   DAYPART   DAY

Detection Points	Avg Time	Set Alert
Lane Total	1:29	⚙
MenuBoard	0:26	⚙
Service	0:28	⚙
Greet	0:26	⚙

Total Cars
104

MOBILE ALERT
🟢 ON
Alert when
Total ❯ 175
Frequency per daypart
at most 4 times

Tap on the ⚙ icon to open and set alert thresholds

Alert
Store 767
Lane Total exceeded 175
Daypart Alert 10 AM — 2 PM

OK

Alert prompt when threshold is reached

The example above shows that a lane total threshold of 175 seconds was reached. With the alert frequency on the slider set to 4 times, a limit of four threshold alerts (if reached that many times) would have been reported for that given daypart period from 10 AM to 2 PM.

NOTE: The active data displayed on your mobile device is real-time leaderboard data. Refresh the mobile app screen manually to view the latest data.

2