

**Version 3.13**

## **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.

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# ZOOM EQUIPMENT

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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)

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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

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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

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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

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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)

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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

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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.

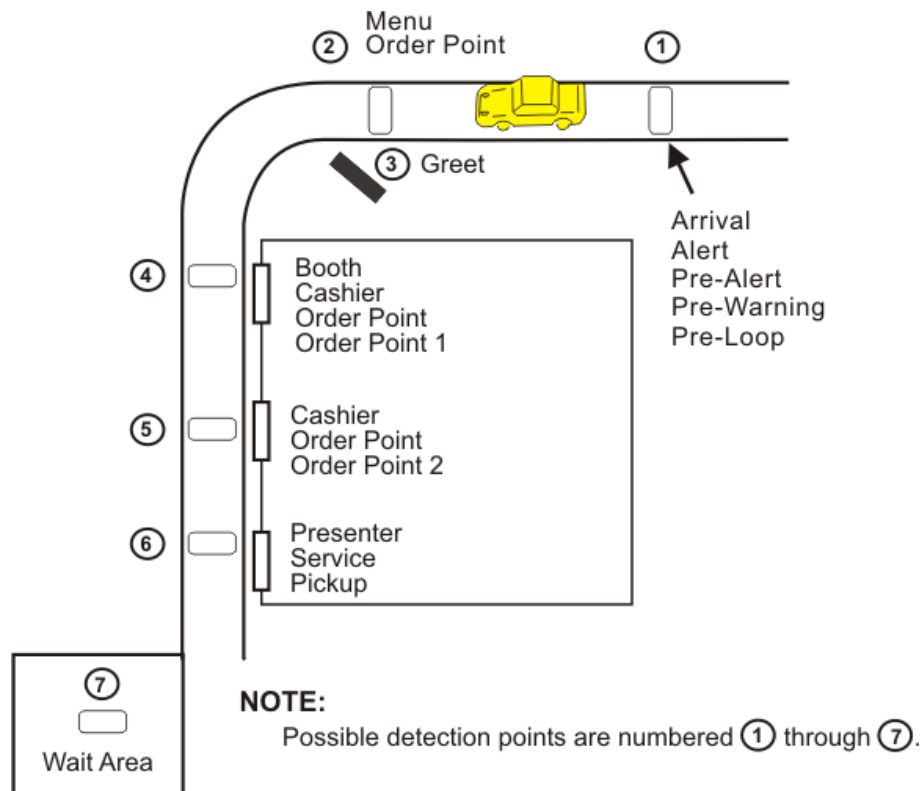
# DRIVE-THRU LAYOUT

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.

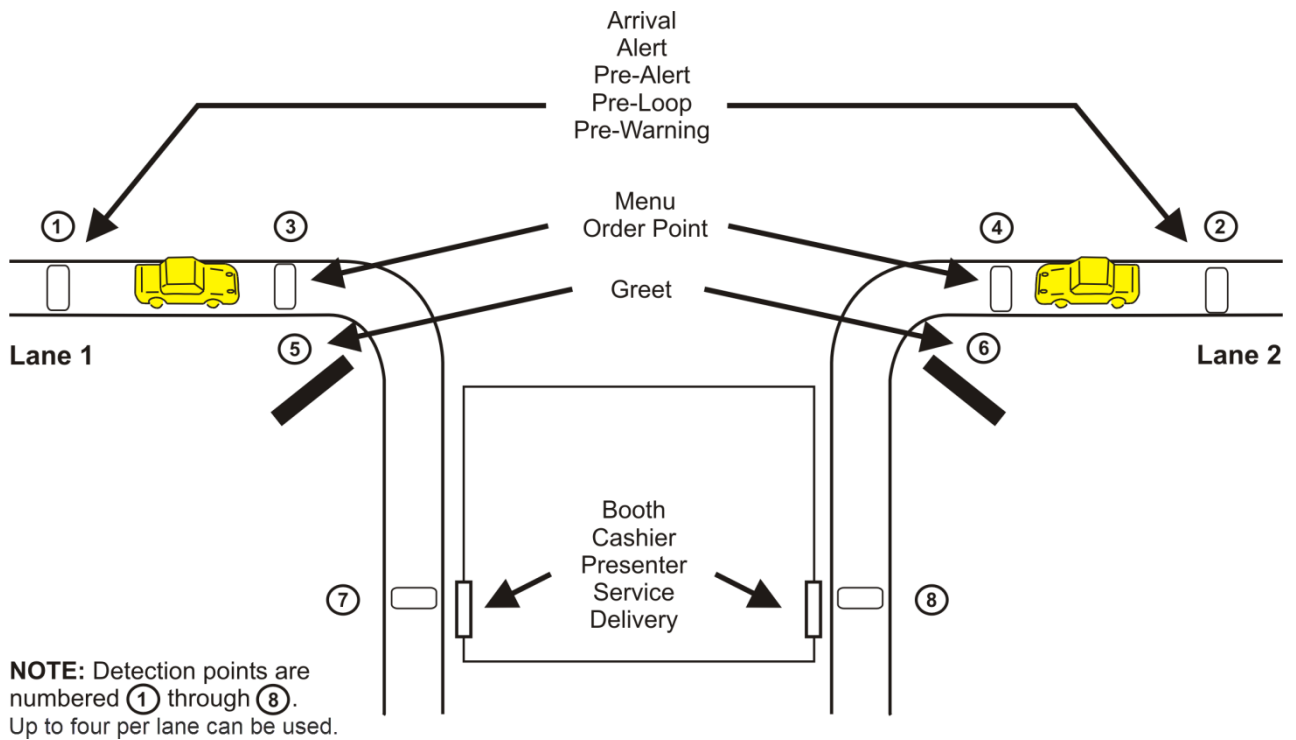
A **Single lane** drive-thru (Layout 1) can have up to eight detection points.

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

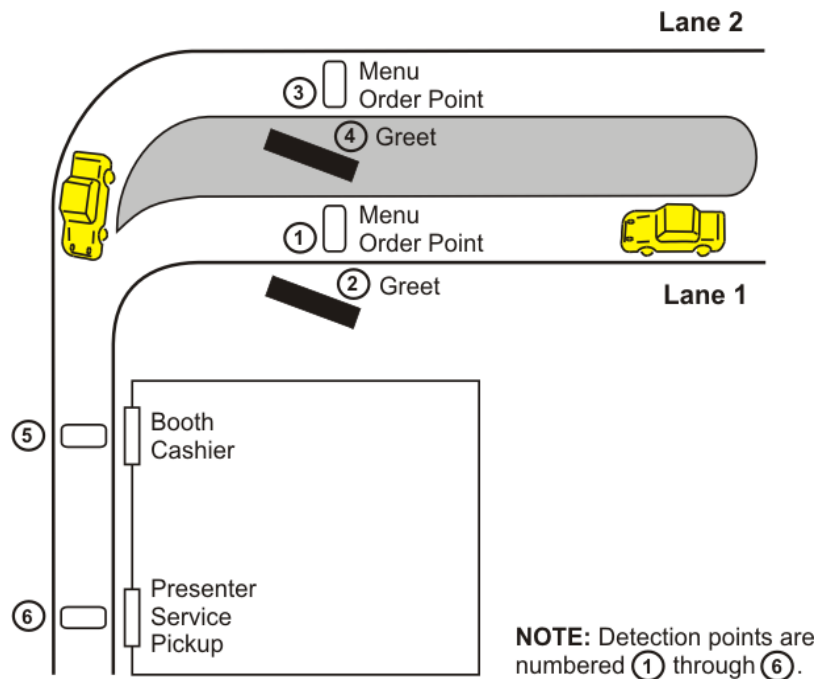
A **Y lane** drive-thru (Layout 3) can have up to eight detection points.



**Layout 1: Typical Single lane drive-thru store layout**



**Layout 2: Typical Dual lane drive-thru store layout**



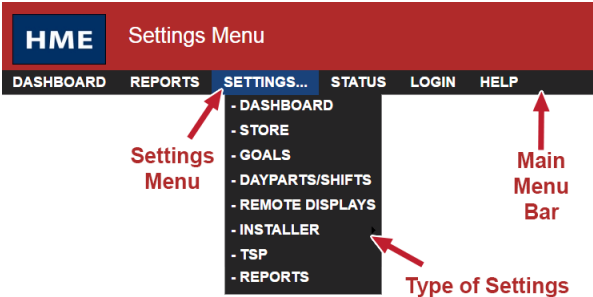


**Layout 3: Typical Y Lane drive-thru store layout**

## 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
<b>Menu</b> 	<p>When you click the <b>Settings Menu button</b> (⚙️) 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.</p> <p>When you place your cursor over <b>SETTINGS</b>, the SETTINGS Menu will drop down. Click on any topic in the Menu bar or SETTINGS Menu to get to the related area.</p>
<b>EDIT button</b> 	To change settings or make changes to a screen, click on the <b>EDIT button</b> on that screen.
<b>Save and Cancel buttons</b> 	When you are in the Edit mode, click on the <b>Save button</b> to save the changes you have made. If you decide not to save the changes, click on the <b>Cancel button</b> .

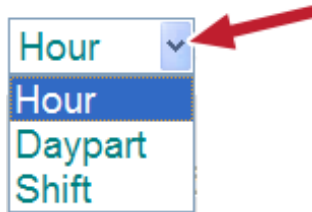
## Calendar



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.

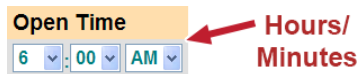
The arrows located to the right and left of the listed month and year allow you to return to previous months ( $\leq$ ) or advance to future months ( $\geq$ ).

## 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



Event	Goal A	Goal B
Total	1:05	2:10

Minutes/  
Seconds

Event	Goal A	Goal B
Total	65	130

Seconds  
only

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.

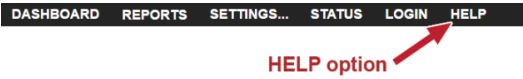

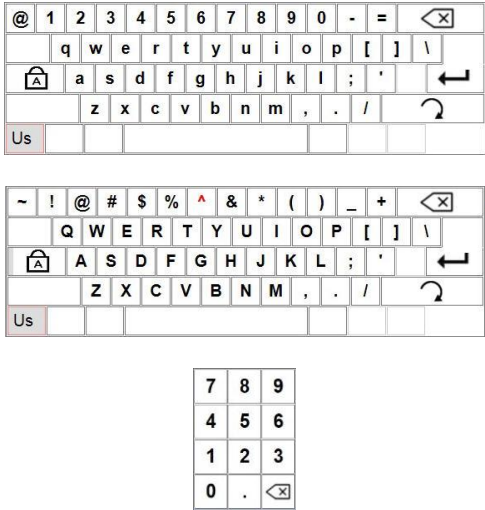


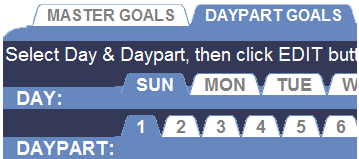
When seconds only are displayed, they can be shown as more than two digits, such as 497.

## 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.



<p><b>Help option</b></p> 	<p>Select the <b>HELP</b> option from the Menu bar if you want to open the Table of Contents for the entire ZOOM Operating Instructions.</p>
<p><b>Help button</b></p> 	<p>Click on the <b>HELP button</b> in the upper right corner of any screen for specific explanation and instructions for the topic on that screen.</p>
<p><b>Keyboard</b></p> 	<p>If you click in a field where you need to input words and/or numbers, a full keyboard will appear.</p> <p>If you need to input symbols or capital letters, select the  symbol on the keyboard. To return to the main keyboard, select  again.</p> <p>If you only need to input numbers, a small, numbered keyboard will appear.</p> <p>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.</p>
<p><b>Tabs</b></p> 	<p>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.</p>

# Menu Topics Defined

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## **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 log 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.



HELP option

## 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).

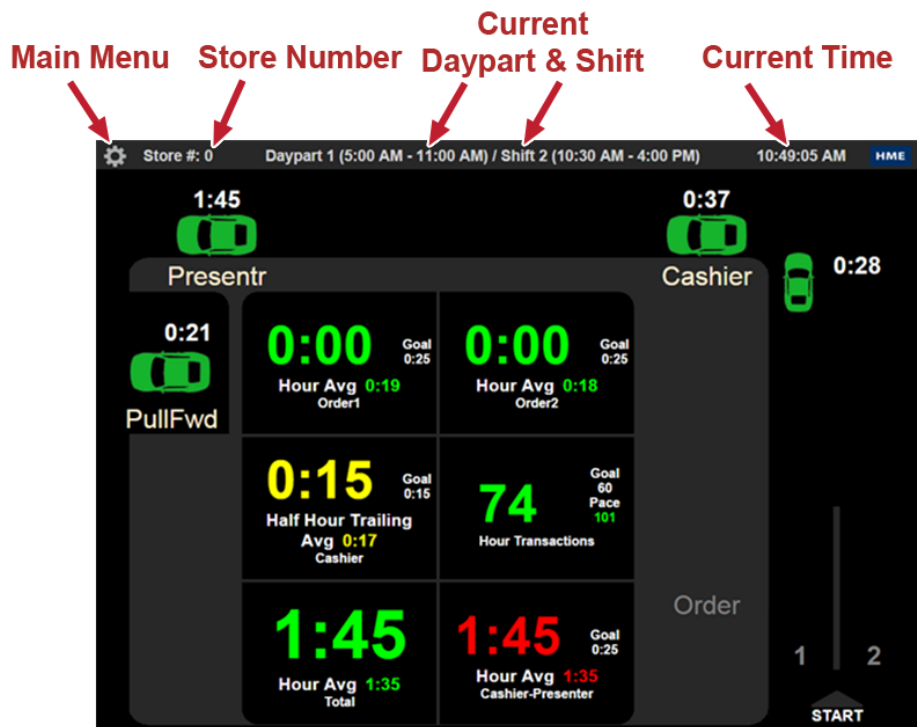
You can select the Lane Events that you want to see on the Dashboard, and you can edit their appearance by selecting **Edit** to change Dashboard settings or selecting **Menu** to access the Menu bar to perform various ZOOM functions such as changing store settings.

### 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.

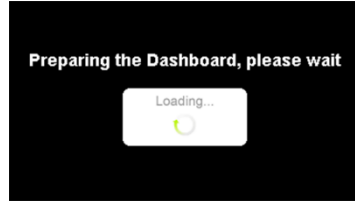
Average Time, Goal %, and Cars In Lane are updated as events affecting them occur (for example, when a new car arrives or departs).



## Additional Dashboard Screens that Might Appear:



ZOOM is restarting



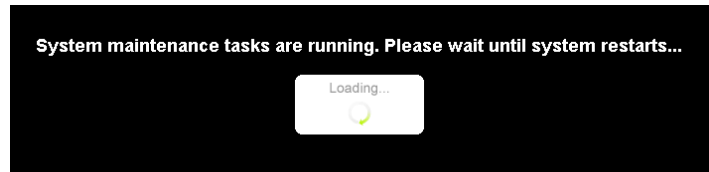
ZOOM is preparing  
the Dashboard



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.

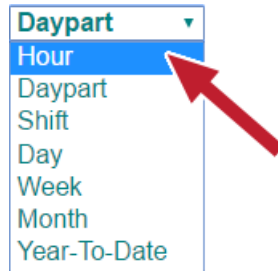
SUMMARY	REPORTS	DESCRIPTION
	Hour	Summary of drive-thru activity for specified hours of selected dates.
	Daypart	Summary of drive-thru activity for specified dayparts of selected dates.
	Shift	Summary of drive-thru activity for specified shifts of selected dates.
	Day	Summary of drive-thru activity for 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 <i>Show Remote Settings</i> , <i>Show Daypart Goals</i> and <i>Show Transaction Goals</i> .

# 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

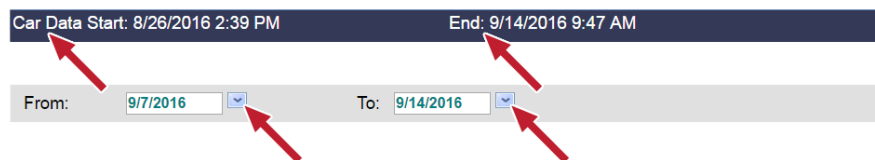
1. Click on the drop-down list arrow to the right of the Report field and select the type of Summary Report you want to generate.



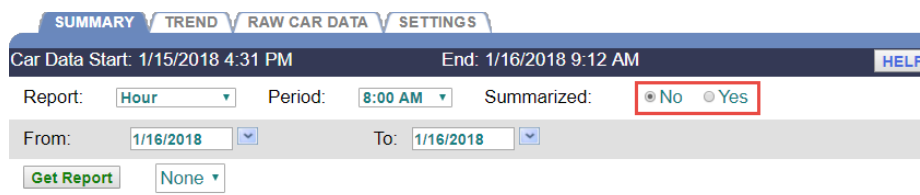
2. Click on the drop-down list arrow to the right of the Period field and select the period of time for the report. These options will vary according to the type of Summary Report.



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.

SUMMARY
TREND
RAW CAR DATA
SETTINGS

Car Data Start: 1/15/2018 4:31 PM
End: 1/16/2018 9:12 AM
HELP

Report: Hour
Period: 8:00 AM
Summarized: No Yes

From: 1/16/2018
To: 1/16/2018

Get Report
None

Hour Report

Store: #22
Date Range: 1/16/2018 8:00:00 AM to 1/16/2018 8:59:59 AM
Print Date: 1/16/2018 9:26:17 AM

Event	Total Cars	Avg Time (mm:ss)	Top 3 Longest Times	Duration (mm:ss)
Order Point 1	102	00:18	1/16/2018 8:47:08 AM 1/16/2018 8:43:18 AM 1/16/2018 8:24:24 AM	00:25 00:25 00:25
Greet	102	00:18	1/16/2018 8:47:08 AM 1/16/2018 8:43:18 AM 1/16/2018 8:24:24 AM	00:25 00:25 00:25
Service	102	00:17	1/16/2018 8:54:18 AM 1/16/2018 8:31:40 AM 1/16/2018 8:17:57 AM	00:25 00:25 00:25
Avg Queue Time 1	102	02:08	1/16/2018 8:36:05 AM 1/16/2018 8:35:31 AM 1/16/2018 8:36:29 AM	03:17 03:08 03:03

Goal Statistics															
Event	Cars < Goal A			Cars < Goal B			Cars < Goal C			Cars < Goal D			Cars >= Goal D		
	Goal (mm:ss)	Cars	%	Goal (mm:ss)	Cars	%	Goal (mm:ss)	Cars	%	Goal (mm:ss)	Cars	%	Goal (mm:ss)	Cars	%
Order Point 1	00:30	102	100%	01:00	0	0%	01:30	0	0%	02:00	0	0%	02:00	0	0%
Greet	00:05	0	0%	00:10	0	0%	00:15	27	26%	00:20	32	31%	00:20	43	43%
Service	00:30	102	100%	01:00	0	0%	01:30	0	0%	02:00	0	0%	02:00	0	0%
Lane Total	01:30	10	10%	02:30	18	18%	05:00	74	73%	07:00	0	0%	07:00	0	0%
Lane Total 2	01:30	10	10%	02:30	18	18%	05:00	74	73%	07:00	0	0%	07:00	0	0%

Lane Statistics	
Avg Cars In Lane	4
Total Pullins	0
Total Pullouts	0
Cars Exceeded Queue Size	0

SUMMARY
TREND
RAW CAR DATA
SETTINGS

Car Data Start: 1/15/2018 4:31 PM
End: 1/16/2018 11:17 AM
HELP

Report: Hour
Period: 8:00 AM
Summarized: No Yes

From: 1/16/2018
To: 1/16/2018

Get Report
Email
None
PDF
Email

Send Email to:  
support@hme.com,qsr@hme.com

Example of a generated Summary Report



# Trend Reports

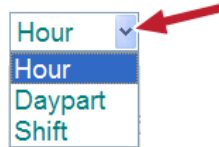
On **TREND** Reports, you can compare the same periods of time for *Hour*, *Daypart* or *Shift* for a specified **SINGLE DAY**. Select **MULTI-DAY** to generate reports for one day or multiple days.

The screenshot shows the 'TREND' tab selected in the top navigation bar. Below it, the 'SINGLE DAY' sub-tab is active. The 'Report:' dropdown is set to 'Hour'. The 'Date:' field shows '1/16/2018'. A dropdown menu is open below the date field, listing 'None', 'PDF', 'CSV', and 'Email'. A 'Get Report' button is located to the left of the dropdown menu. The top of the interface shows 'Car Data Start: 1/15/2018 4:31 PM' and 'End: 1/16/2018 11:17 AM'.

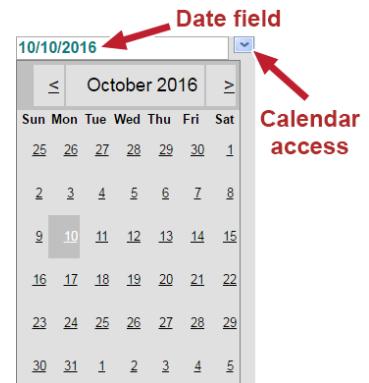
**NOTE:** The reports generated depend on the lane and detector configuration. Each configuration can change the names of the events, number of available events, and lane specific pullins and pullouts, which alter the format of the report.

## 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.

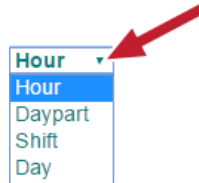


**NOTE:** PDF and CSV formats must be generated from a remote computer or Back Office PC.

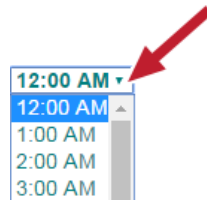
## Creating a Multi-Day Report

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.**

A screenshot of a web application interface for generating reports. At the top, there are tabs: 'SUMMARY', 'TREND', 'RAW CAR DATA', and 'SETTINGS'. Below these, there's a header bar with 'Car Data Start: 1/15/2018 4:31 PM' and 'End: 1/16/2018 11:31 AM', and a 'HELP' button. Below the header, there are two tabs: 'SINGLE DAY' and 'MULTI-DAY'. The 'MULTI-DAY' tab is selected. Below the tabs, there are two rows of input fields. The first row has 'Report:' with a drop-down menu showing 'Hour' (highlighted in blue) and 'Period:' with a drop-down menu showing '11:00 AM' (highlighted in blue). The second row has 'From:' with a date field showing '1/16/2018' and 'To:' with a date field showing '1/16/2018'. Below these fields, there's a 'Get Report' button and a drop-down menu showing 'None' (highlighted in blue), 'None', 'PDF', 'CSV', and 'Email'. A red box highlights the 'PDF', 'CSV', and 'Email' options.

# 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.**

The screenshot shows the 'RAW CAR DATA' tab selected. The interface includes a 'Car Data Start' and 'End' time range, a 'Filter' dropdown set to 'Lane Total', and a 'Get Report' button. A dropdown menu is open, showing options: None, PDF, CSV, and Email. Below the menu, a table titled 'Raw Car Data Report' is visible, showing columns for Departure Time, Event, Lane, Cars In Queue, Lane Total, Lane Total 2, Order Point 1, Order Point 1 Queue, Greet, and Service.

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

The Raw Car Data report will show the following for cars that have been paired with a POS transaction:

Raw Car Data Report												
Store: #346053						Print Date: 6/20/2018 10:43:37 AM						
Date Range: 6/18/2018 2:00:00 PM to 6/18/2018 5:06:00 PM										Filter: None		
Departure Time	Event	Lane	Cars In Queue	Lane Total	Lane Total 2	Menu Board	Menu Board Queue	Greet	Window 1	# of Items	Order Total	Trans No
6/18/2018 2:52:24 PM	Departure	1	3	99	99	16	70	16	13	1	\$1.84	185
6/18/2018 2:52:00 PM	Departure	1	4	115	115	15	77	15	23			
6/18/2018 2:51:19 PM	Departure	1	4	110	110	15	77	15	18			
6/18/2018 2:50:44 PM	Departure	1	3	119	119	25	71	25	23	1	\$7.77	184

Example of Raw Car Data Report when POS Integration is Enabled

**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.

SUMMARY TREND RAW CAR DATA **SETTINGS**

Car Data Start: 1/15/2018 4:31 PM End: 1/17/2018 10:17 AM [HELP](#)

Includes frequently used settings such as Lane, Detector, Network, Master Goals, and Dashboard settings.

[Get Report](#) None ▾ ☐ Show Remote Settings ☐ Show Daypart Goals ☐ Show Transaction Goals

None  
PDF  
Email

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.**

SUMMARY TREND RAW CAR DATA **SETTINGS**

Car Data Start: 1/15/2018 4:31 PM End: 1/17/2018 10:17 AM [HELP](#)

Includes frequently used settings such as Lane, Detector, Network, Master Goals, and Dashboard settings.

[Get Report](#) None ▾ ☐ Show Remote Settings ☐ Show Daypart Goals ☐ Show Transaction Goals

None  
PDF  
Email

## CHAPTER 5 SETTINGS

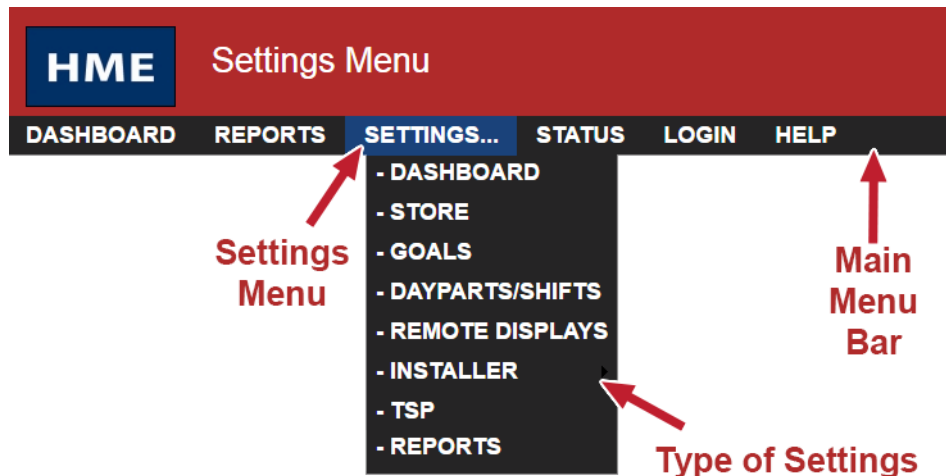
Settings for the ZOOM can be viewed and edited by any authorized individual. To change some of the settings, you need to have a password. Refer to the Login Permission table to find out what settings you are authorized to change.

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.

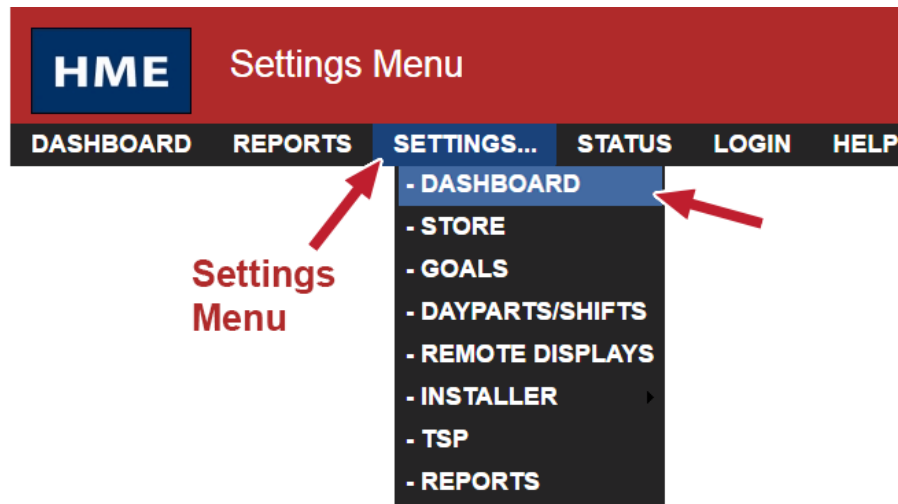


# DASHBOARD SETTINGS

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

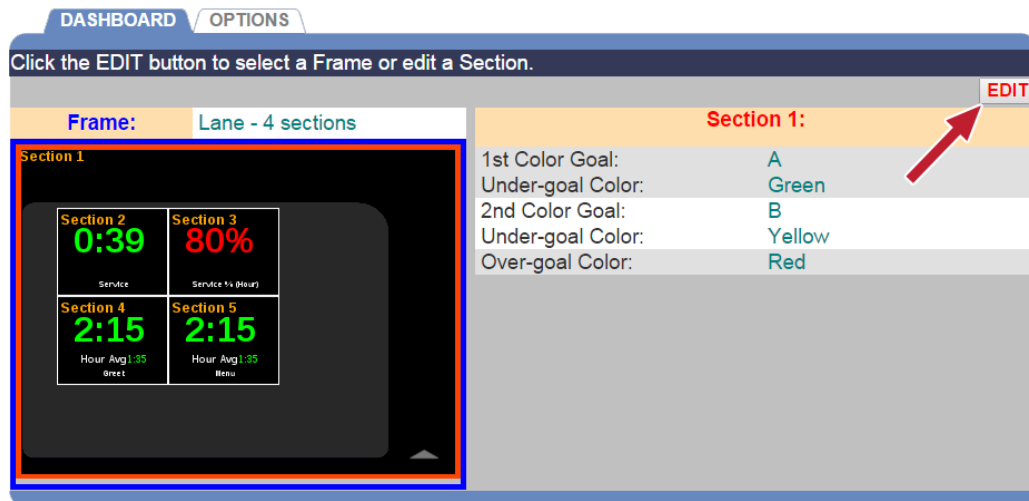
**NOTE:** You may be prompted to login as a Store Manager or higher to make changes to Dashboard settings if passwords have been set.

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

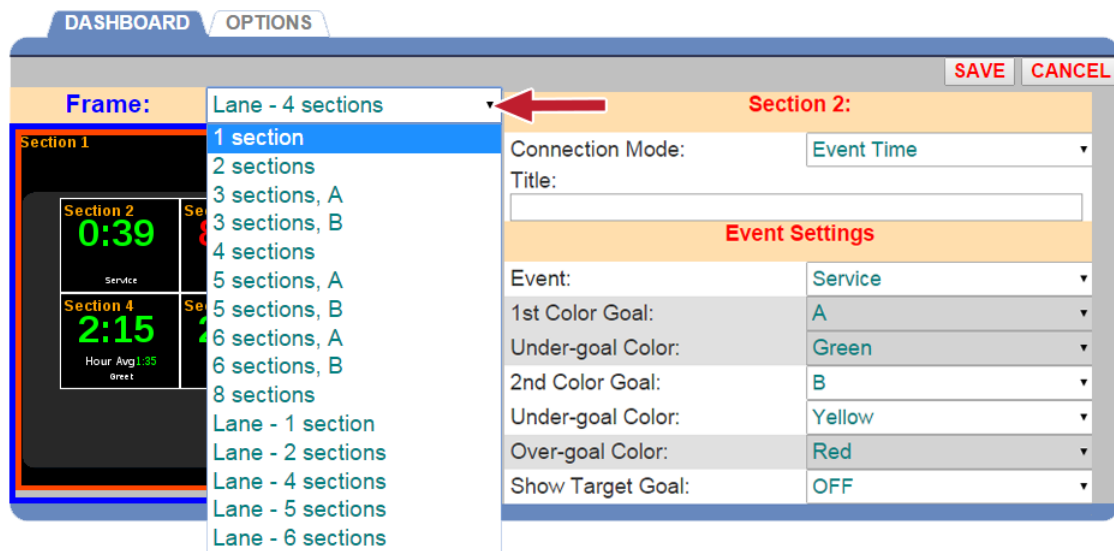


The **DASHBOARD** screen will appear.

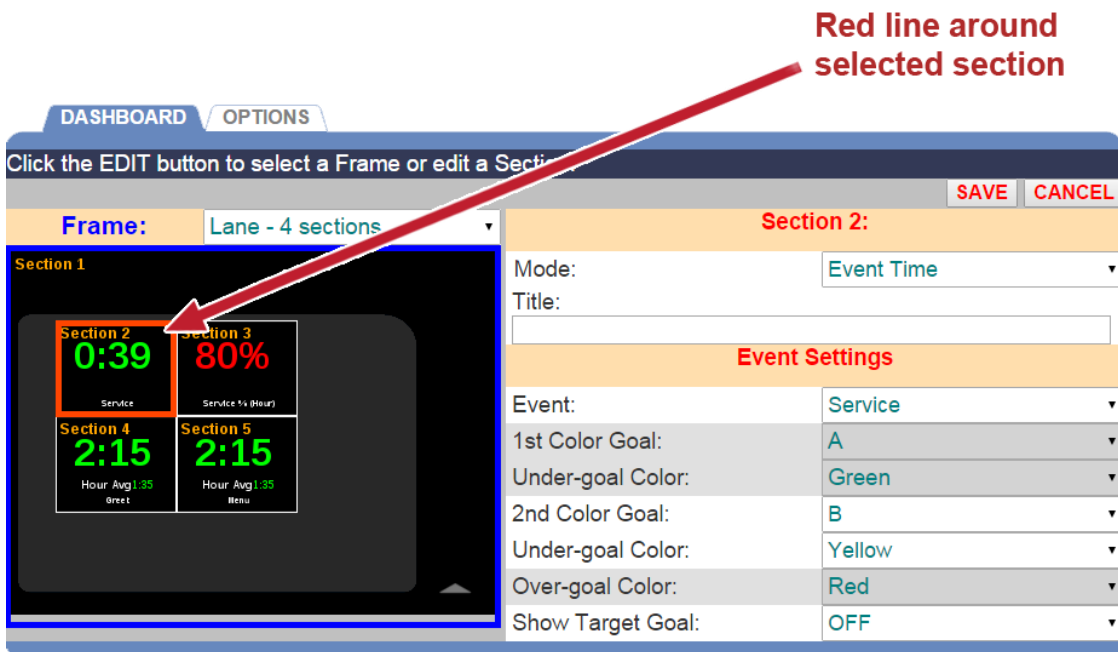
1. Click on the **EDIT button** to make changes to the Dashboard setup.



- 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.

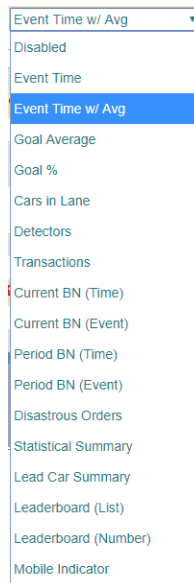


- Click on the section you want to edit on the Frame display. A red line will surround it, and the right side of the screen will show all the settings that can be edited in that section.



- 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.

**Lead Car Summary** (in the case that the ZOOM has POS integration enabled) shows the Transaction #, # of Items, Order Sub-Total, and Order Total for the lead car in the lane that has a POS transaction associated with it.

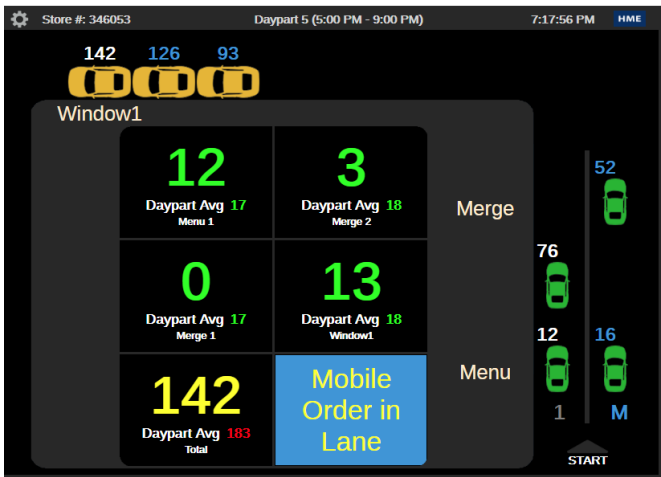
**Note:** Order Total is not given a value until the “tender” event is received (Radiant Only). If a car has multiple orders, the last transaction entered for the car is displayed as the Transaction #. The # of Items is the sum of all item counts of all transactions. The Order Total is the sum of the cost of all items for all Transactions.

Lead Car Order Summary	
Transaction #	9
# of Items	3
Order Sub-Total	\$12.77
Order Total	\$13.15

**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.

**Mobile Indicator** (in the case that the ZOOM is configured for Mobile Lane) shows the text “Mobile Order in Lane” when a vehicle is detected on the Mobile Lane and displays the text “No Mobile Orders in Lane” when no vehicles have entered the Mobile Lane.



## Options Settings

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

The screenshot shows the 'Edit Dashboard Display' settings page. The page has a red header with 'HME' and 'Edit Dashboard Display'. Below the header is a navigation bar with 'DASHBOARD', 'REPORTS', 'SETTINGS...', 'STATUS', 'LOGIN', and 'HELP'. The 'SETTINGS...' tab is selected, and the 'OPTIONS' sub-tab is active. The page contains several sections for configuration:

- Ticker Settings:**
  - Ticker Option: Disabled
  - Items to Show in Ticker
  - Bottleneck History for Daypart: ON
  - POS Dashboard Options
  - Car Information: Time Only
- Leaderboard Display:**
  - Use single monitor for displaying Dashboard and Leaderboard: Disabled
  - Master Leaderboard Display:**
    - Dashboard display duration: 0:10
    - Leaderboard display duration: 0:10
    - Only switch when lane is empty: No
    - Customize toggling intervals by Daypart: Yes

At the bottom, there are tabs for 'DAY:' (SUN, MON, TUE, WED, THU, FRI, SAT) and 'DAYPART:' (1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12). The 'DAYPART:' tab is selected, and the 'EDIT' button is visible.

## Ticker Settings:

TICKER SETTINGS		EDIT
TICKER SETTINGS		
Ticker Option:	Enabled	
Items to Show in Ticker		
Bottleneck History for Daypart:	ON	

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:

**Daypart 3 (10:00 AM - 2:00 PM)**

## Previous Daypart Bottleneck information:

**Bottleneck: Daypart 1 at Cashier, Average: 27 Seconds**

## Leaderboard Display:

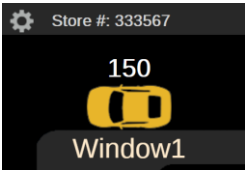
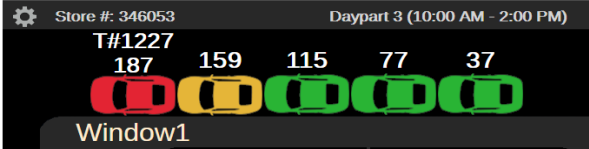


Leaderboard Display Settings enables the use of a single monitor to periodically switch between the ZOOM dashboard and Drive-Thru Leaderboard at a timed interval.

Leaderboard Display	
Use single monitor for displaying Dashboard and Leaderboard:	Disabled
Master Leaderboard Display	
Dashboard display duration:	0:10
Leaderboard display duration:	0:10
Only switch when lane is empty:	No
Customize toggling intervals by Daypart:	Yes
DAY: SUN MON TUE WED THU FRI SAT	
DAYPART: 1 2 3 4 5 6 7 8 9 10 11 12	
EDIT	
Dashboard display duration:	0:10
Leaderboard display duration:	0:10
Only switch when lane is empty:	No

Setting	Description
<b>Use single monitor for displaying Dashboard and Leaderboard</b>	Enables the display to switch periodically from the ZOOM Dashboard to the Leaderboard (port HDMI 1.) (The Leaderboard may also display from HDMI 2.).
<b>Dashboard display duration</b>	Sets the duration of time before the ZOOM dashboard switches to Leaderboard.
<b>Leaderboard display duration</b>	Sets the duration of time that the Leaderboard displays before it switches back to the ZOOM dashboard.
<b>Only switch when lane is empty</b>	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.
<b>Customize toggling intervals by Daypart</b>	Enables the ZOOM dashboard and Leaderboard to switch at customized intervals by Day and Daypart. Any Daypart that is programmed at a customized switch interval will override the Master Leaderboard Display Settings for that Daypart.

## POS Dashboard Options:

When POS integration is enabled, the Car Information options determine how POS transaction information is displayed on the ZOOM dashboard. There are five POS Dashboard options:

<b>Time Only</b> will display only the Total Lane Time above the vehicle in lane.	
<b>Transaction # on Last Detector</b> will display the Transaction number above the vehicle while it is on the last detection point (Service Window).	
<b>Transaction # Only</b> will display the transaction number above the vehicle (without the Lane Total Time above that vehicle).	
<b>Time &amp; Transaction</b> will display the Total Lane Time and POS transaction number above vehicle in lane.	

**Time & Order** will display the Total Lane Time and the Transaction \$ amount above the vehicle in lane.



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.

**1<sup>st</sup> 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.

**2<sup>nd</sup> 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.

**1<sup>st</sup> 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.

**2<sup>nd</sup> 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.

**1<sup>st</sup> 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.

**2<sup>nd</sup> 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.

**1<sup>st</sup> 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.

**2<sup>nd</sup> 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.

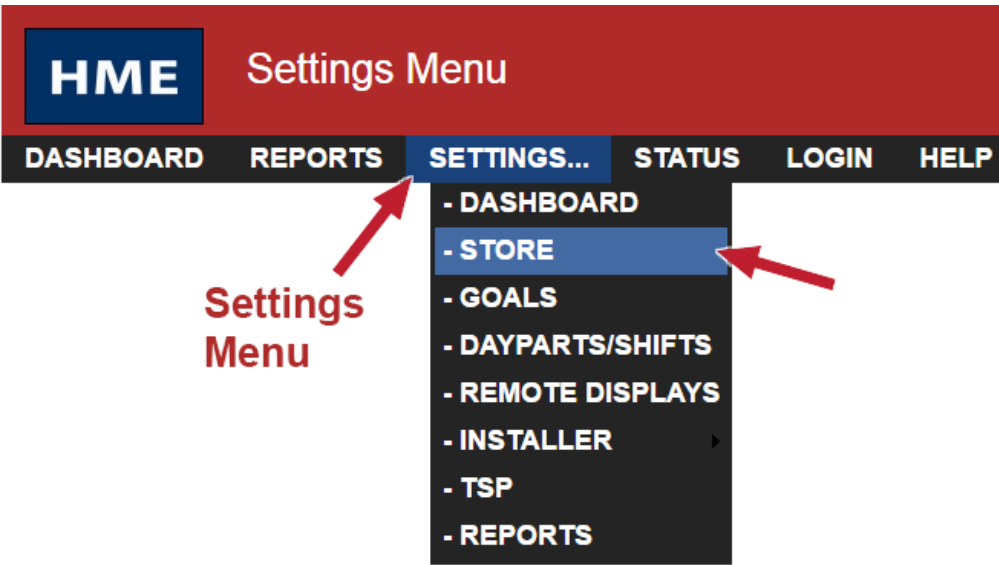
**Idle Time:** Idle time between cars in the "Cars in Rolling Avg" before restarting average calculation. When the Idle Time passes, the "Cars in Rolling Avg" resets and restarts calculating.

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.

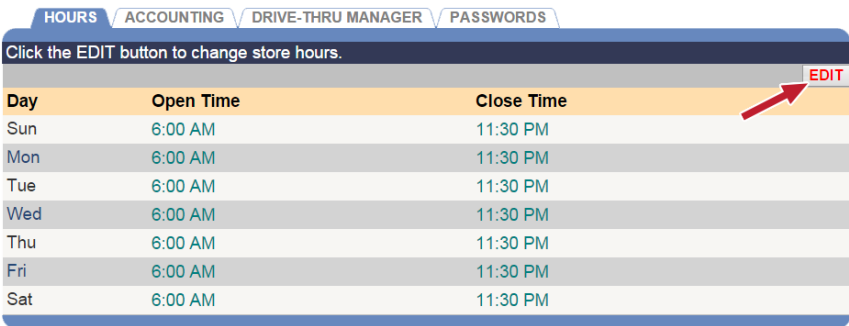


Click on one of the following tabs on the Edit Store Settings screen for the Store Settings you want to view or change.



## 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.

Day	Open Time	Close Time	
Sun	6 :00 AM	11 :30 PM	<input type="checkbox"/> OFF
Mon	6 :00 AM	11 :30 PM	<input type="checkbox"/> OFF
Tue	6 :00 AM	11 :30 PM	<input type="checkbox"/> OFF

**SAVE** **CANCEL**

- 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

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

HOURS ACCOUNTING DRIVE-THRU MANAGER PASSWORDS

Click the EDIT button to modify settings.

**EDIT**



### System Date & Time Setup

System Date: February 9, 2016

System Time: 12:50 PM

Time Zone: (UTC-08:00)-America/Los\_Angeles

Language and Region: English (United States)

Custom Time Format: 12-hour

### Store Accounting


Week Begins On: Monday

Fiscal Year Begins: Jan 01 (Month Day)

Store Description: JS

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

**SAVE** **CANCEL**



### System Date & Time Setup

\* System Date: February 9, 2016

\* System Time: 1 :43 PM

\* Time Zone: (UTC-08:00)-America/Los\_Angeles

Language and Region: English (United States) - English (United States)

Custom Time Format: ☒ 12-hour ☐ 24-hour

- Click on the drop-down lists to the right of **System Date** and select the current (Month, Day, Year).

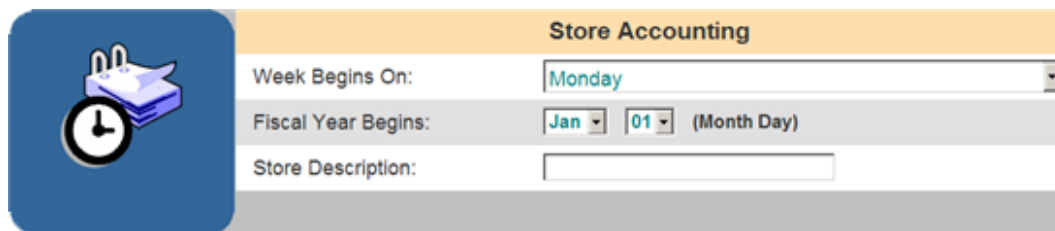
- Click on the drop-down lists to the right of **System Time** and select the current (Hours, Minutes, AM or PM).

**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.

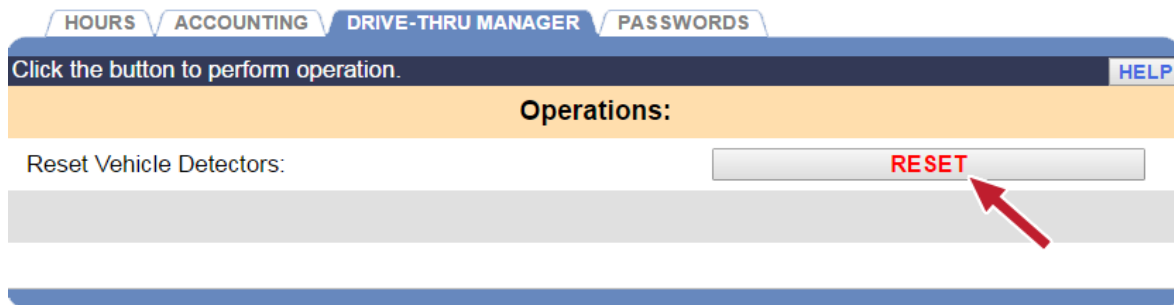


- Click on the **SAVE button** to save your changes. If you do not want to save your changes, click on the **CANCEL button**.

## 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**.



The screenshot shows a software interface with a blue header bar containing four tabs: 'HOURS', 'ACCOUNTING', 'DRIVE-THRU MANAGER' (which is selected), and 'PASSWORDS'. Below the header, a dark blue bar contains the text 'Click the button to perform operation.' and a 'HELP' button. An orange bar labeled 'Operations:' follows. Under this, the text 'Reset Vehicle Detectors:' is displayed next to a grey button labeled 'RESET' in red text. A red arrow points to the 'RESET' button. Below the button is a grey horizontal bar, and at the bottom is a blue horizontal bar.

**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.

The screenshot shows a web application interface for changing user passwords. At the top, there are navigation tabs: HOURS, ACCOUNTING, DRIVE-THRU MANAGER, and PASSWORDS. Below these is a header bar with the text "Follow the steps to change a User Password." The main content area is titled "Change User Password" and contains a numbered list of steps: 1. Select User: (with a dropdown menu showing "Dashboard"), 2. Old Password: (with a text input field), 3. New Password: (with a text input field), 4. Confirm New Password: (with a text input field), and 5. Click the SUBMIT button: (with a "SUBMIT" button). A red arrow points to the dropdown arrow of the "Select User" field.

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.

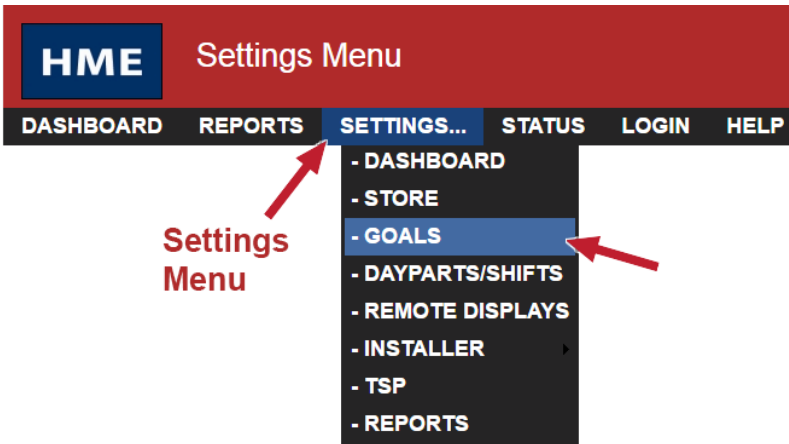
**NOTES:** If you forget your password or become locked out of the system, contact HME Technical Support for a temporary password that you can use to access the system and set a new password.

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.

A screenshot of the Edit Master Goals screen. It features a table with columns for Event, Goal A, Goal B, Goal C, and Goal D. The table lists various lane events and their corresponding goal times. An EDIT button is located in the top right corner of the table area, with a red arrow pointing to it. Above the table, there are tabs for MASTER GOALS, DAYPART GOALS, TRANSACTION GOALS, and ALARMS. A message above the table says 'Click the EDIT button 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**.

Event	Goal A	Goal B	Goal C	Goal D
Lane Total	01:30	02:30	05:00	07:00

**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.

Event	Goal A	Goal B	Goal C	Goal D	
Lane Total	3:30	4:00	5:00	5:30	EDIT
Lane Total 2	1:30	2:30	5:00	7:00	EDIT
Order 1	0:25	0:45	0:50	1:10	EDIT
Greet 1	0:05	0:10	0:15	0:20	EDIT
Order 2	0:25	0:45	0:50	1:10	EDIT
Greet 2	0:05	0:10	0:15	0:20	EDIT
Cashier	0:15	0:20	0:25	0:30	EDIT
Presenter	0:15	0:20	0:25	0:30	EDIT

- Click on the **EDIT button** to open the edit screen for the event you want to change.
- Select the drop-down list arrow for the time options for each goal you want to change, Goal A through Goal D.

Event	Goal A	Goal B	Goal C	Goal D
Lane Total	01 ▾ : 30 ▾	02 ▾ : 30 ▾	05 ▾ : 00 ▾	07 ▾ : 00 ▾

Minutes      Seconds

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

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

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

- 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.

Hour	Goal A	Goal B
12 AM	30	20
01 AM	30	20
02 AM	30	20
03 AM	30	20
04 AM	30	20
05 AM	30	20
06 AM	30	20
07 AM	30	20

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").

Hour	Goal A	Goal B
06 AM	15	12
07 AM	10	8

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.

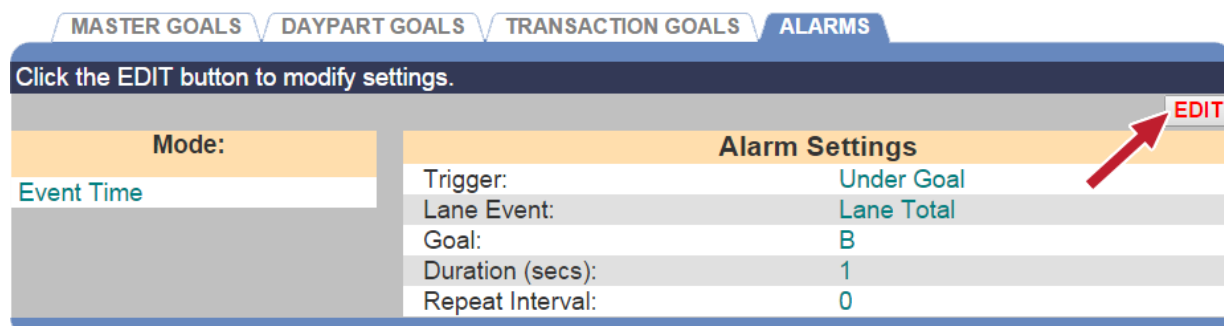
ZOOM allows for an Event Time mode or a Cars in Lane mode. The **Event Time** mode activates the alarm based on the time of a specific Event. The **Cars in Lane** mode activates the alarm based on the number of cars in the lane.

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.



The screenshot shows the 'ALARMS' tab selected in a software interface. At the top, there are four tabs: 'MASTER GOALS', 'DAYPART GOALS', 'TRANSACTION GOALS', and 'ALARMS'. Below the tabs, a message says 'Click the EDIT button to modify settings.' On the right side, there is a red 'EDIT' button with a red arrow pointing to it. The main area is divided into two sections: 'Mode:' and 'Alarm Settings'. The 'Mode:' section has a dropdown menu with 'Event Time' selected. The 'Alarm Settings' section contains the following fields:

Alarm Settings	
Trigger:	Under Goal
Lane Event:	Lane Total
Goal:	B
Duration (secs):	1
Repeat Interval:	0

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

MASTER GOALS		DAYPART GOALS		TRANSACTION GOALS		ALARMS	
						<b>SAVE</b>	<b>CANCEL</b>
<b>Mode:</b>		<b>Alarm Settings</b>					
Event Time		Trigger:	Under Goal				
		Lane Event:	Lane Total				
		Goal:	B				
		Duration (secs):	1				
		Repeat Interval:	0				

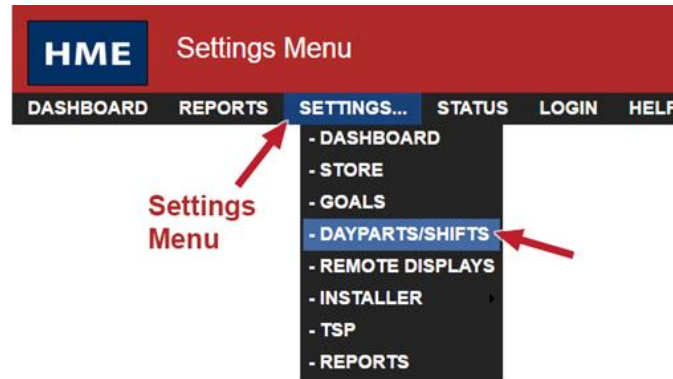
- Click on the drop-down arrow to the right of the **Mode** field. To turn the alarm on, select whether you want to use the alarm for the **Event Time** mode or the **Cars In Lane** mode. Select **OFF** to turn the alarm off.

Mode:	
OFF	▼
OFF	
Event Time	
Cars In Lane	

- 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.
- 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.

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

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

Daypart	Start Time
Daypart 1	<input type="checkbox"/> OFF    6 : 00 AM <b>SAVE</b> <b>CANCEL</b>

- 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.

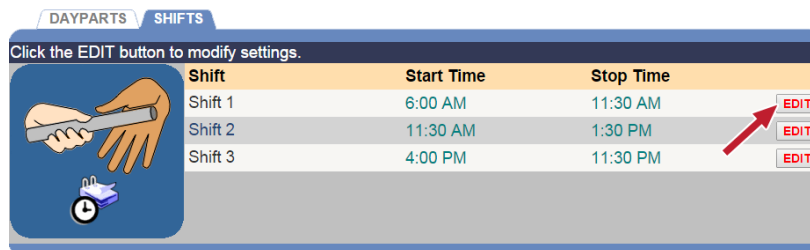
## Set Up Shifts

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.



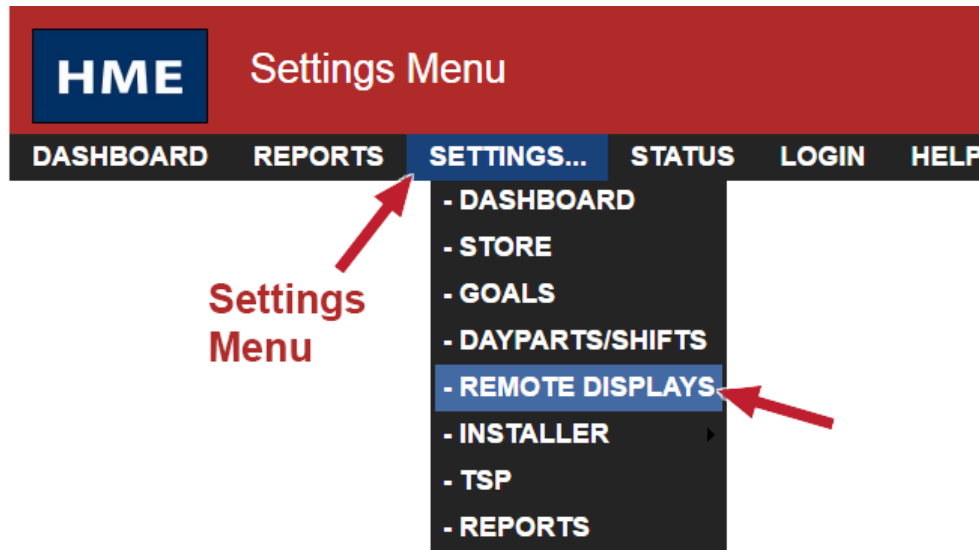
2. Select the **Start Time**, and then the **Stop Time** (Hours, Minutes, AM or PM) from the drop-down lists for the selected Shift.

Shift		Start Time	Stop Time	
Shift 1	<input type="checkbox"/> OFF	6 ▾ : 00 ▾ AM ▾	11 ▾ : 30 ▾ AM ▾	<input type="button" value="SAVE"/> <input type="button" value="CANCEL"/>

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

# REMOTE DISPLAYS (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.

Click the EDIT button to modify settings. HELP

9 10 11 12 13 14 15 16

**Mode:**  
Goal Average/Goal %

**Live / Average Event Settings**

Lane Event:	Lane Total
Flash Goal:	A
Tone Goal:	OFF
Color Goal:	A
Under Goal Color:	Green
Over Goal Color:	Red

**Percent Attainment Settings**

Percent Event:	Lane Total
Percent Goal:	A
Color Goal(%):	80
Under Percent Color:	Red
Over Percent Color:	Green

**Standby Settings**

Standby Interval(secs):	3
Toggle Interval(secs):	3
Toggle Enable:	Enabled

**Tone Settings**

Number of Beeps:	6
Repeat Interval(secs):	23
Beep on Arrival:	Disabled

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.

R31 REMOTE (RED & GREEN) R30 REMOTE (RED ONLY) STANDBY

9 10 11 12 13 14 15 16 SAVE CANCEL

**Mode:**  
Goal Average/Goal %

**Live / Average Event Settings**

Lane Event:	Lane Total
Flash Goal:	B
Tone Goal:	OFF
Color Goal:	B
Under Goal Color:	Green
Over Goal Color:	Red

**Percent Attainment Settings**

Percent Event:	Lane Total
Percent Goal:	B
Color Goal(%):	80
Under Percent Color:	Red
Over Percent Color:	Green

**Standby Settings**

Standby Interval(secs):	3
Toggle Interval(secs):	3
Toggle Enable:	Enabled

**Tone Settings**

Number of Beeps:	6
Repeat Interval(secs):	23
Beep on Arrival:	Disabled



- 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.

The screenshot shows a configuration window for a vehicle detector. At the top, there are tabs for 'R31 REMOTE (RED & GREEN)', 'R30 REMOTE (RED ONLY)', and 'STANDBY'. Below these are numbered tabs from 9 to 16. The main area is divided into sections. The 'Mode' dropdown is open, showing a list of options: 'Goal Average/Goal %', 'Goal Average', 'Goal Average/Goal %' (highlighted), 'Disabled', 'Average Only', 'Goal % Only', and 'Cars in Lane'. A red arrow points to the dropdown arrow. To the right of the 'Mode' dropdown is the 'Live / Average Event Settings' section, which includes fields for 'Lane Event', 'Flash Goal', 'Tone Goal', 'Color Goal', 'Under Goal Color', and 'Over Goal Color'. Below this is the 'Percent Attainment Settings' section, which includes fields for 'Percent Event', 'Percent Goal', 'Color Goal(%)', 'Under Percent Color', and 'Over Percent Color'. 'SAVE' and 'CANCEL' buttons are located at the top right of the configuration area.

- **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.

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

The screenshot shows the 'R31 REMOTE (RED & GREEN)' settings screen. At the top, there are tabs for 'R31 REMOTE (RED & GREEN)', 'R30 REMOTE (RED ONLY)', and 'STANDBY'. Below the tabs is a 'Mode:' section with a 'Goal Average/Goal %' dropdown. To the left of the settings is a digital display showing '0:19'. The settings are organized into sections: 'Live / Average Event Settings', 'Percent Attainment Settings', 'Standby Settings', and 'Tone Settings'. Each section contains several settings with dropdown menus. Red arrows point to the dropdown arrows on the right side of the settings.

Section	Setting	Value
Live / Average Event Settings	Lane Event:	Lane Total
	Flash Goal:	B
	Tone Goal:	OFF
	Color Goal:	B
	Under Goal Color:	Green
	Over Goal Color:	Red
Percent Attainment Settings	Percent Event:	Lane Total
	Percent Goal:	B
	Color Goal(%):	80
	Under Percent Color:	Red
	Over Percent Color:	Green
Standby Settings	Standby Interval(secs):	3
	Toggle Interval(secs):	3
	Toggle Enable:	Enabled
Tone Settings	Number of Beeps:	6
	Repeat Interval(secs):	23
	Beep on Arrival:	Disabled

- 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

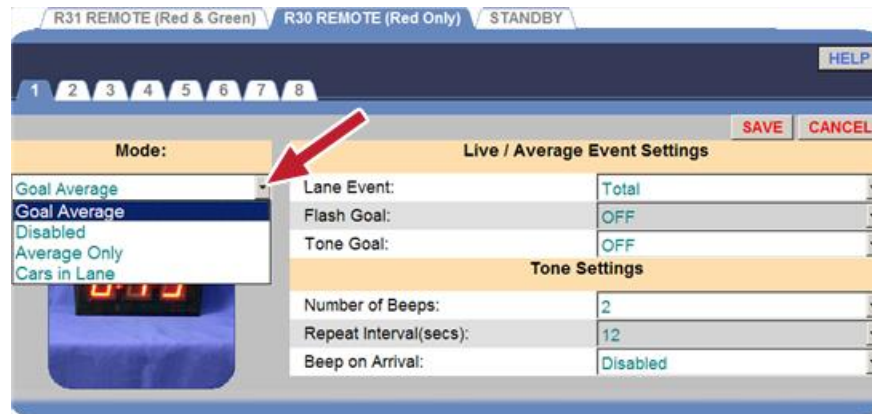
1. Click on the **EDIT button** to open the screen for edits.



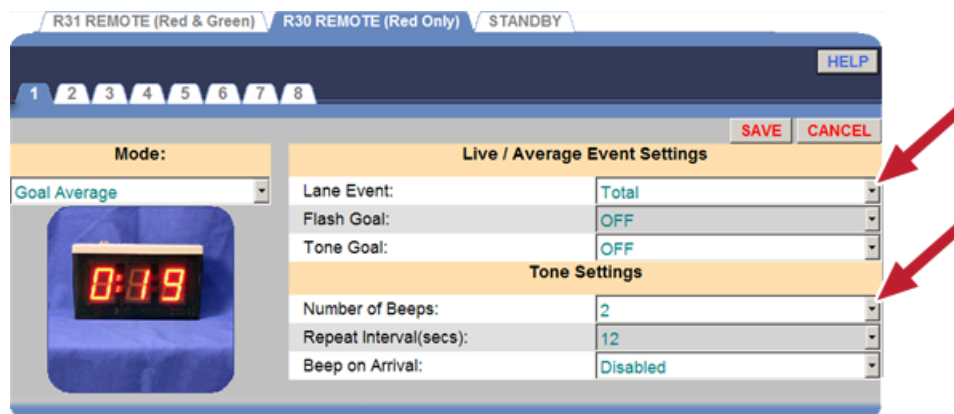
2. Click on one of the numbered tabs near the top of the screen to edit the settings for the R30 Remote Display.



- 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.
- 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.

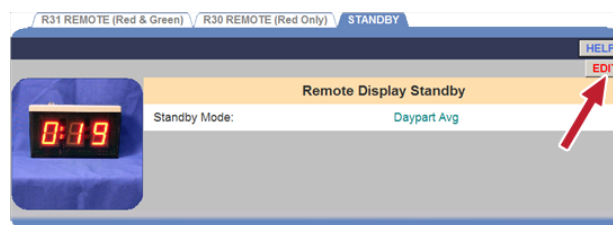


- **Beep on Arrival:** Select Enabled if you want a beep tone to signal when a car reaches a Lane Event.
  - **Flash Goal:** Select the goal at which the display will start flashing.
  - **Lane:** Select the lane for which the number of cars in lane will be monitored.
  - **Lane Event:** Select the Event 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**.

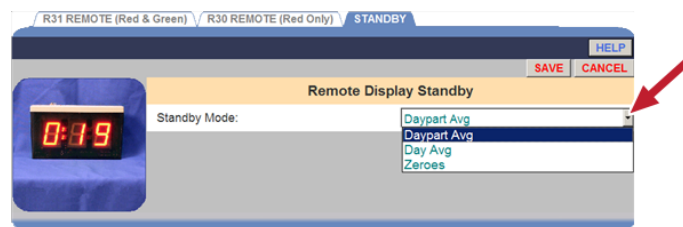
## Remote Display Standby

The Remote Display Standby screen allows you to select **Day Average**, **Daypart Average** or **Zeros** 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.



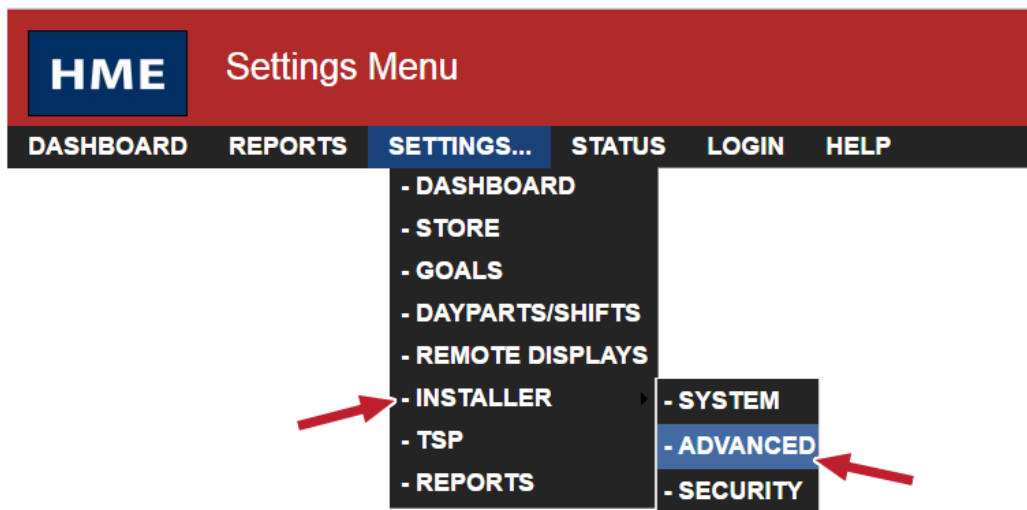
3. Click on the **SAVE button** to save your changes. If you do not want to save your changes, click on the **CANCEL button**.

# 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.



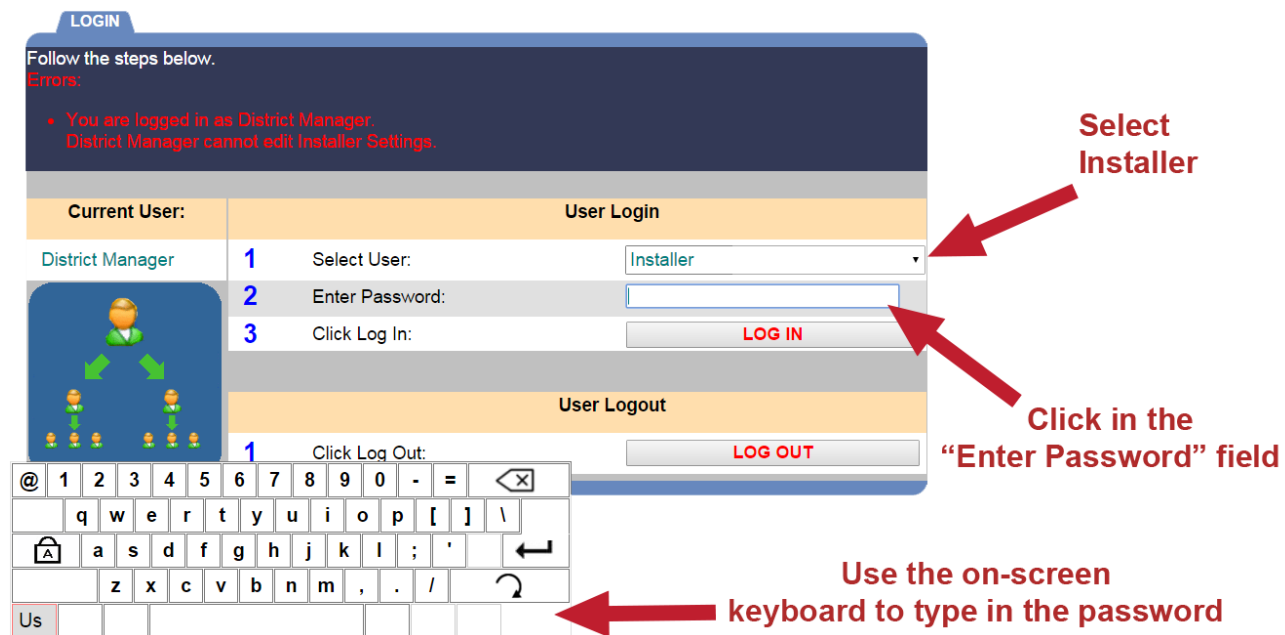
If you are not logged in, or not authorized to make these settings changes, the Login screen will appear.

## 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.

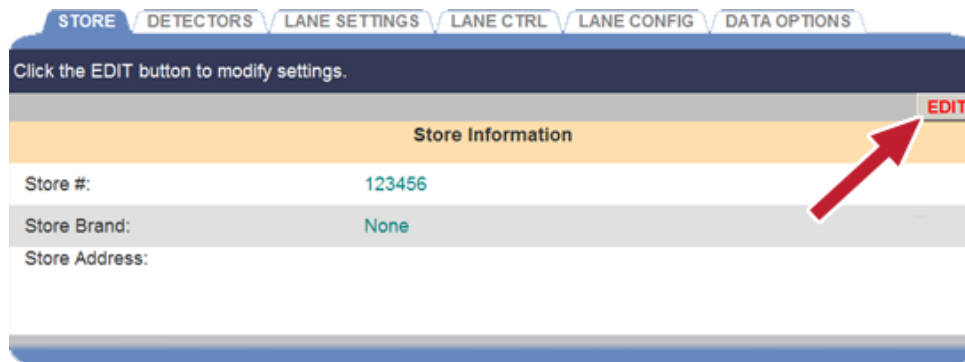
If you selected **ADVANCED** before logging in as **Installer**, you will automatically be taken to the **CONTROL UNIT NETWORK** screen.

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

## System Settings - Store

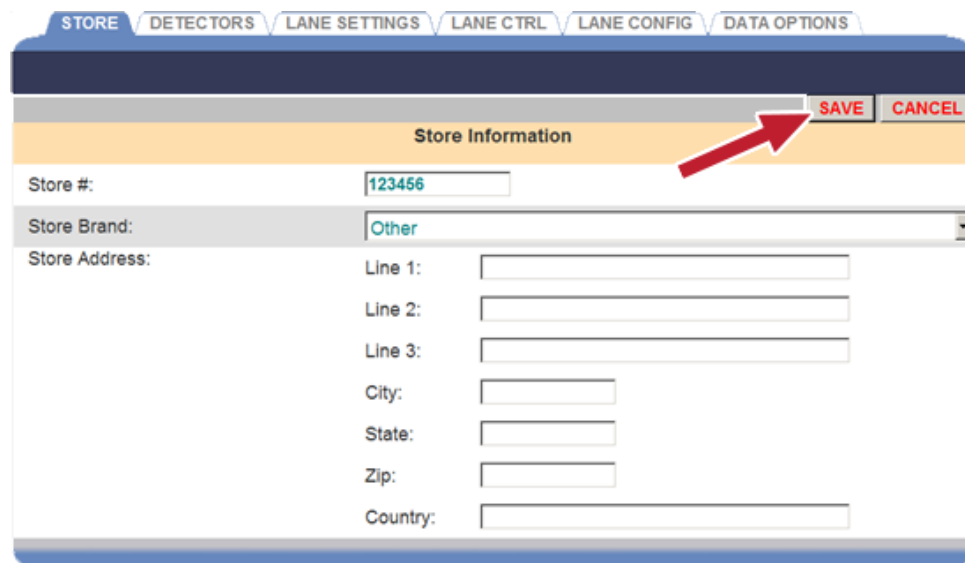
The **STORE** screen is for identifying information about your store.

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



The screenshot shows the 'STORE' tab selected in a navigation bar. Below the navigation bar, there is a message: 'Click the EDIT button to modify settings.' The main section is titled 'Store Information' and contains three fields: 'Store #' with the value '123456', 'Store Brand' with the value 'None', and 'Store Address' which is empty. A red arrow points to the 'EDIT' button in the top right corner of the 'Store Information' section.

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**.



The screenshot shows the 'STORE' tab selected in a navigation bar. Below the navigation bar, there is a message: 'Click the EDIT button to modify settings.' The main section is titled 'Store Information' and contains three fields: 'Store #' with the value '123456', 'Store Brand' with the value 'Other', and 'Store Address' which is empty. A red arrow points to the 'SAVE' button in the top right corner of the 'Store Information' section.



## 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

STORE
DETECTORS
LANE SETTINGS
LANE CTRL
LANE CONFIG
DATA OPTIONS

Click the EDIT button to modify settings.

Max Cars In Lane = 7

EDIT

Detector Type	Event Name	TSP Detector	Delay	Queue Size
ON	Order 1	Veh 1	0 secs	2 Cars
Greet	Greet 1	Greet A	0 secs	
ON	Cashier	Veh 2	0 secs	2 Cars
ON	Presenter	Veh 3	0 secs	
OFF				
OFF				
OFF				
OFF				
OFF				
OFF				

### Typical Detector Configuration for a Y Lane Drive-Thru

STORE
DETECTORS
LANE SETTINGS
LANE CTRL
LANE CONFIG
DATA OPTIONS

Click the EDIT button to modify settings.

Max Cars In Lane = 10

EDIT

Detector Type	Event Name	TSP Detector	Delay	Queue Size
ON	Order 1	Veh 1	0 secs	5 Cars
Greet	Greet 1	Greet A	0 secs	
ON	Order 2	Veh 2	0 secs	6 Cars
Greet	Greet 2	Greet B	0 secs	
ON	Cashier	Veh 3	0 secs	2 Cars
ON	Presenter	Veh 4	0 secs	
OFF				
OFF				
OFF				
OFF				

## Typical Detector Configuration for a Y Lane Drive-Thru (with Mobile)

Click the EDIT button to modify settings. HELP EDIT

Max Cars In Lane = 13

Detector Type	Event Name	TSP Detector	Delay	Queue Size
ON	Menu 1	Veh 2	0 secs	1 Cars
Greet	Greet 1	Greet A		
Mobile	Menu 2	Veh 3	0 secs	1 Cars
ON	Merge 1	Veh 4	0 secs	3 Cars
Mobile	Merge 2	Veh 5	0 secs	3 Cars
ON	Window 1	Veh 1	0 secs	
OFF				
OFF				
OFF				
OFF				

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.

STORE DETECTORS LANE SETTINGS LANE CTRL LANE CONFIG DATA OPTIONS

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

Detector Type	Event Name	TSP Detector	Delay	Queue Size
ON	Menu Board	Veh 1	0 secs	6 Cars
Greet	Greet	Greet A	0 secs	
ON	Service	Veh 2	0 secs	
OFF				
OFF				
OFF				
OFF				
OFF				
OFF				
OFF				
OFF				

The selections below will appear for each active detection point.

Detector Type	Event Name	TSP Detector	Delay	Queue Size
ON	Order 1	Veh 1	0 secs	2 Cars

- 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.
Mobile	When assigned, the label for the outer lane in a Y Lane configuration will change to a blue letter "M" (for Mobile). The Menu 2 and/or Merge 2 points in the Y Lane configuration should be set as "Mobile" detector types. Any car that enters through the "Mobile" side of the lane will have its total time displayed in blue text to differentiate the cars between the traditional drive-thru lane and the Mobile lane.

**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.**

<b>Single Lane Event Name</b>	<b>Y Lane Event Name</b>	<b>Dual Lane Event Name</b>
Arrival	Arrival	Arrival 1
Cashier	Cashier	Arrival 2
Delivery	Delivery	Alert 1
Greet	Greet	Alert 2
Greet 1	Greet 1	Pre-Alert 1
Greet 2	Greet 2	Pre-Alert 2
Menu Board	Menu Board	Pre-Loop 1
Menu 1	Menu 1	Pre-Loop 2
Menu 2	Menu 2	Pre-Warning 1
Order	Order Point	Pre-Warning 2
Order 1	Order Point 1	Cashier 1
Order 2	Order Point 2	Cashier 2
Pickup Window	Pickup Window	Delivery 1
Pre-Alert	Pre-Alert	Delivery 2
Pre-Loop	Pre-Loop	Greet 1
Present	Present	Greet 2
Pre-Warning	Pre-Warning	Present
Pull Forward 1	Pull Forward 1	Menu 1
Pull Forward 2	Pull Forward 2	Menu 2
Service	Service	Pull Forward 1
Wait Area	Wait Area	Pull Forward 2

Window 1	Window 1	Order Point 1
Window 2	Window 2	Order Point 2
	Split 1	Presenter 1
	Split 2	Presenter 2
	Merge 1	Service 1
	Merge 2	Service 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.

STORE

DETECTORS

LANE SETTINGS

LANE CTRL

LANE CONFIG

DATA OPTIONS

Click the EDIT button to modify settings.  
Note: To change Total Time Start/Stop settings, first save Mode as Manual.

EDIT

Total Time for Lane

Connection Mode: Automatic

Start Total: Menu Board at Arrival

Stop Total: Service at Departure

Total 2 for Lane

Start Total: Menu Board at Arrival

Stop Total: Service at Departure

Pullout Settings

Max Service Idle Time (mm:ss): 0:30

Max Delay Time (mm:ss): 1:00

Enhanced Pullout Detection: Enabled

Pullin Settings

Enhanced Pullin Detection: Enabled

- 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.

Total Time for Lane

Mode: Automatic

Start Total: Automatic

Stop Total: Manual

- 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.

Total Time for Lane

Mode: Automatic

Total 2 for Lane

Start Total: Menu Board at Arrival

Stop Total: Presenter at Departure

- 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 Time for Lane has two additional settings options that Total Time for Lane does not contain:

- Ignore Queue
- Average by Detector Count

**Ignore Queue:** If “Yes” is selected for the Ignore Queue setting, the queue times (areas between detection points) will not be factored into the calculation of Lane Total 2. 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.

**Average by Detector Count:** If “Yes” is selected for the Average by Detector Count setting, Total 2 Time for Lane calculation will be divided by the number of detectors configured within the Total 2 Time for Lane setting. For example, a Single Lane configuration with an Order Point, Cashier, and Window has Total 2 Time for Lane configured to Start Total at Order Point at Arrival and Stop Total at Window at Departure. The Order Point time, Order Point Queue, Cashier, Cashier Queue, and Service times will be added together, and then divided by 3 (the number of configured detectors in the lane). If “Ignore Queue” is set to “Yes,” the queue times in the above example will be excluded from the calculation.

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

Total 2 Time for Lane			
Start Total:	Menu Board	at	Arrival
Stop Total:	Service	at	Departure
Ignore Queue:	Yes		
Average by Detector Count:	Yes		

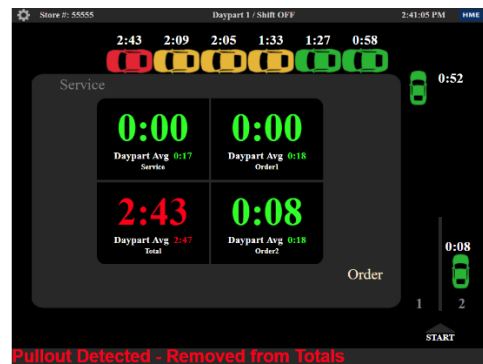
## Pullout Settings

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

Pullin Settings	
Enhanced Pullin Detection:	Enabled

- 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

Pull Forward Settings	
Pull Forward Detection:	Enabled ▾
Pull Forward Detection Delay (sec):	3 ▾

- 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.

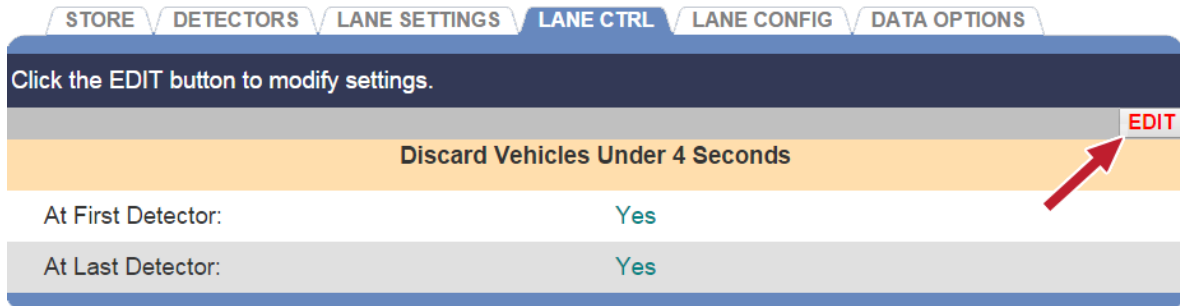
**NOTE:** If Pull Forward Detection is set to “Disabled”, the time tracked at an independent detection point will not be associated with a specific car record.

- 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

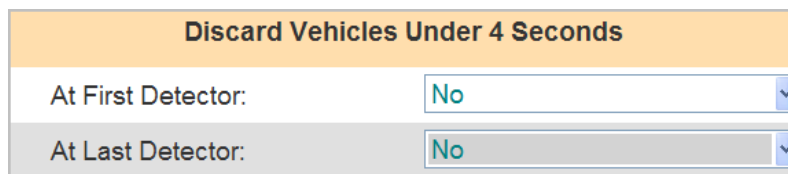
Edit Lane Control in regards to First and Last Detectors.

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



The screenshot shows a navigation bar with tabs: STORE, DETECTORS, LANE SETTINGS, LANE CTRL, LANE CONFIG, and DATA OPTIONS. Below the tabs is a dark blue bar with the text "Click the EDIT button to modify settings." Below this is a yellow bar with the text "Discard Vehicles Under 4 Seconds". Below the yellow bar are two rows: "At First Detector: Yes" and "At Last Detector: Yes". A red arrow points to the "EDIT" button in the top right corner of the yellow bar.

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.



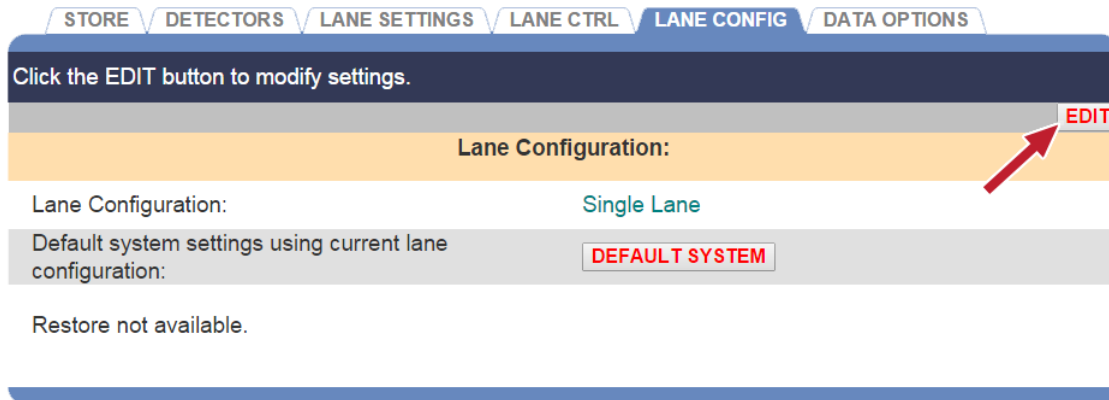
The screenshot shows a yellow bar with the text "Discard Vehicles Under 4 Seconds". Below the yellow bar are two rows: "At First Detector: No" and "At Last Detector: No". The "No" values are in drop-down lists.

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

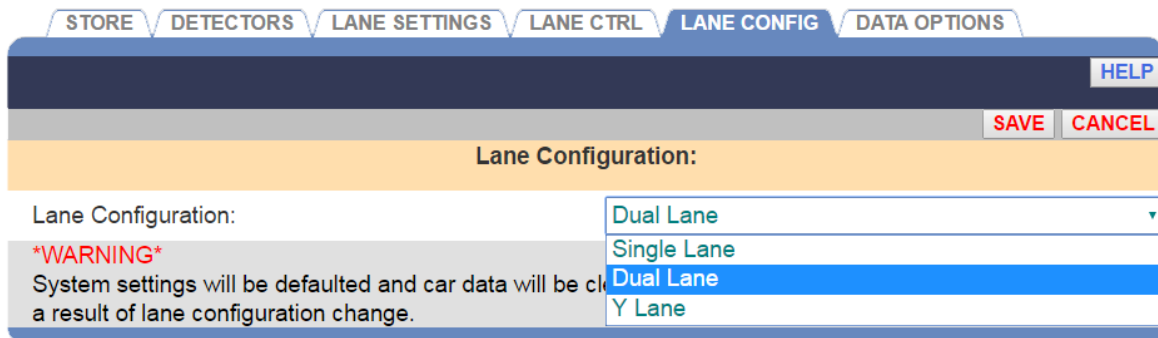
Lane Configuration is used to set up the type of lane at this store.

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



The screenshot shows the 'LANE CONFIG' tab selected in a menu bar. Below the menu bar, a dark blue bar contains the text 'Click the EDIT button to modify settings.' Below this is a light orange bar with the text 'Lane Configuration:'. To the right of this bar is a red 'EDIT' button, which is pointed to by a red arrow. Below the orange bar, the text 'Lane Configuration:' is followed by 'Single Lane'. Below this, a grey bar contains the text 'Default system settings using current lane configuration:' followed by a red 'DEFAULT SYSTEM' button. At the bottom, the text 'Restore not available.' is displayed.

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



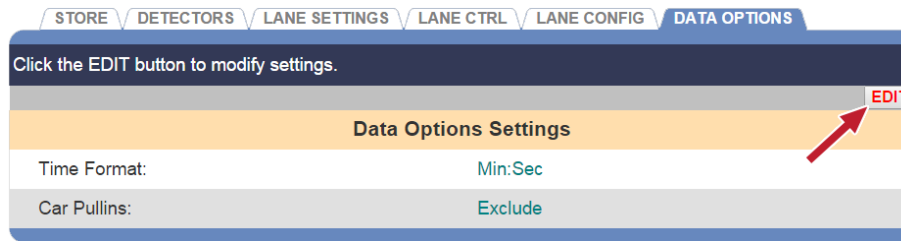
The screenshot shows the 'LANE CONFIG' tab selected. The 'Lane Configuration:' text is followed by a drop-down menu. The menu is open, showing four options: 'Dual Lane', 'Single Lane', 'Dual Lane', and 'Y Lane'. A red arrow points to the drop-down arrow on the right side of the menu. Above the menu, there are 'SAVE' and 'CANCEL' buttons. Below the menu, a red '\*WARNING\*' is displayed, followed by the text 'System settings will be defaulted and car data will be cl a result of lane configuration change.'

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

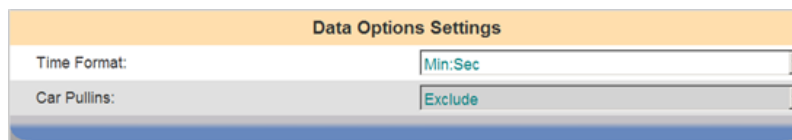
3. Click on the **SAVE button** to save your changes. If you do not want to save your changes, click on the **CANCEL button**.

## System Settings - Data Options

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



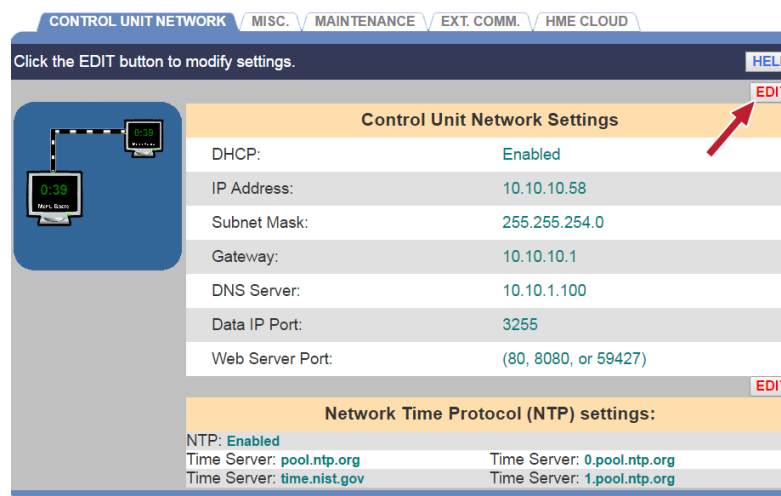
2. Click on the drop-down arrow in the **Time Format** field to select minutes and seconds (**Min:Sec**) or seconds only (**Secs Only**) format.



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.



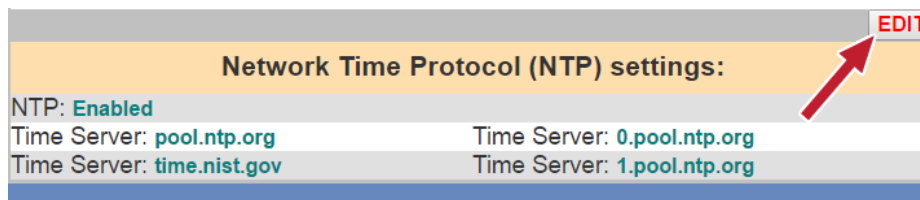
**CAUTION: Contact your Network Administrator before changing any of these settings. Do not make any changes without help of your Network Administrator.**

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.

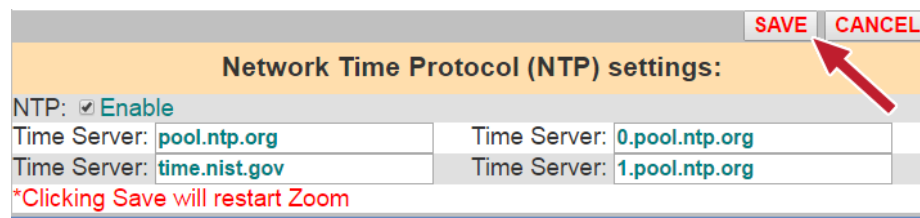


Network Time Protocol (NTP) settings:	
NTP: Enabled	
Time Server: pool.ntp.org	Time Server: 0.pool.ntp.org
Time Server: time.nist.gov	Time Server: 1.pool.ntp.org

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**.



Network Time Protocol (NTP) settings:	
NTP: <input checked="" type="checkbox"/> Enable	
Time Server: pool.ntp.org	Time Server: 0.pool.ntp.org
Time Server: time.nist.gov	Time Server: 1.pool.ntp.org

\*Clicking Save will restart Zoom

## Advanced Network Settings

CONTROL UNIT NETWORK

MISC.

MAINTENANCE

EXT. COMM.

HME CLOUD

Click the EDIT button to modify settings.

HELP

EDIT

0:39  
Main Back

0:38  
Main Back

Control Unit Network Settings

DHCP: Enabled

IP Address: 192.168.1.103

Subnet Mask: 255.255.255.0

Gateway: 192.168.1.1

DNS Server: 10.10.1.100

Data IP Port: 3255

Web Server Port: (80, 8080, or 59427)

EDIT

Network Time Protocol (NTP) Settings

Mode: Enabled

Time Server: pool.ntp.org

Time Server: 0.pool.ntp.org

Time Server: time.nist.gov

Time Server: 1.pool.ntp.org

EDIT

Advanced Network Settings

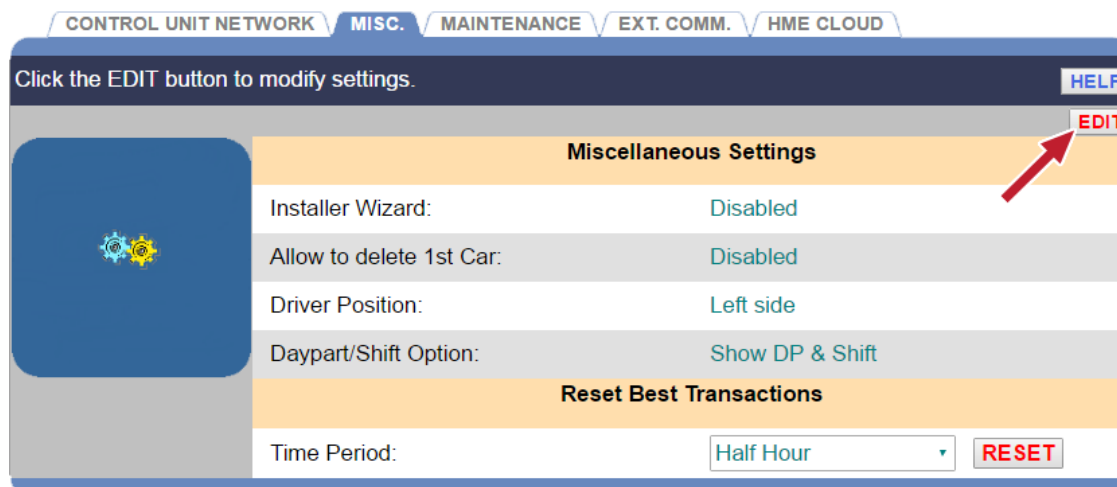
Path MTU Discovery: Disabled

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.



The screenshot shows a web interface with tabs: CONTROL UNIT NETWORK, MISC., MAINTENANCE, EXT. COMM., and HME CLOUD. The MISC. tab is active. Below the tabs, there's a header bar with the text "Click the EDIT button to modify settings." and a HELP button. The main content area is titled "Miscellaneous Settings" and contains several settings: "Installer Wizard:" (Disabled), "Allow to delete 1st Car:" (Disabled), "Driver Position:" (Left side), and "Daypart/Shift Option:" (Show DP & Shift). Below these is a section titled "Reset Best Transactions" with a "Time Period:" dropdown set to "Half Hour" and a "RESET" button. A red arrow points to the "EDIT" button in the top right corner.

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 1<sup>st</sup> 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.



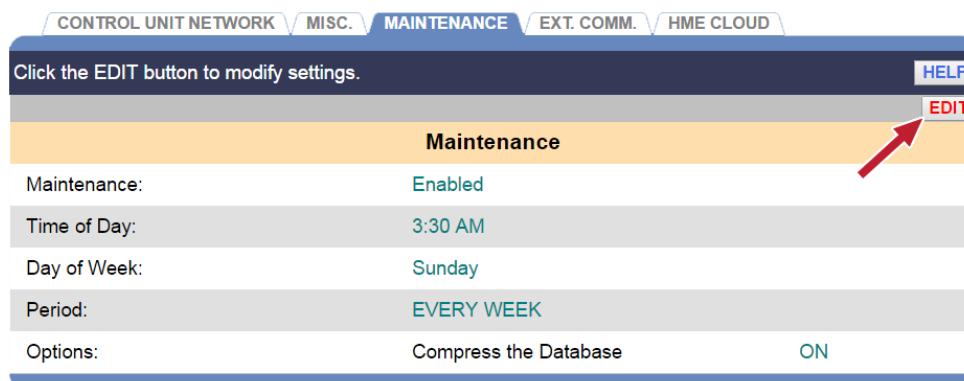
5. Click on the **SAVE button** to save your changes. If you do not want to save your changes, click on the **CANCEL button**.

## 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.

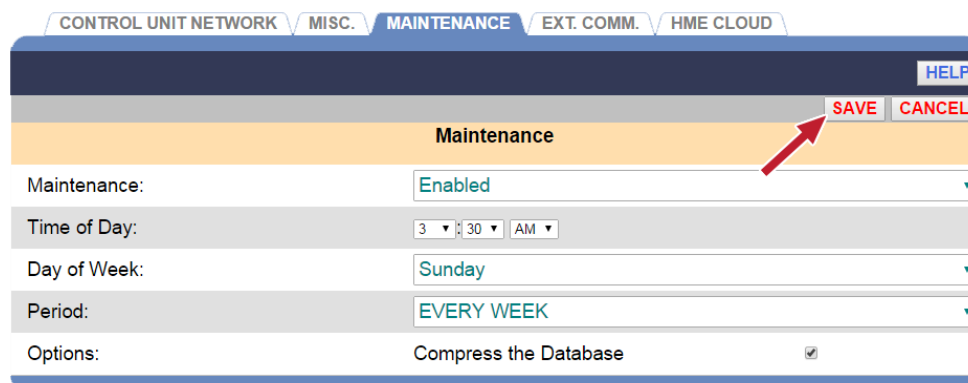


The screenshot shows the 'Maintenance' tab selected in the top navigation bar. Below the navigation bar, there is a header bar with 'Click the EDIT button to modify settings.' and a 'HELP' button. The main content area is titled 'Maintenance' and contains the following settings:

Maintenance:	Enabled
Time of Day:	3:30 AM
Day of Week:	Sunday
Period:	EVERY WEEK
Options:	Compress the Database <input type="checkbox"/>

A red arrow points to the 'EDIT' button in the top right corner of the settings area.

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.



The screenshot shows the 'Maintenance' tab selected in the top navigation bar. Below the navigation bar, there is a header bar with 'Click the EDIT button to modify settings.' and a 'HELP' button. The main content area is titled 'Maintenance' and contains the following settings:

Maintenance:	Enabled
Time of Day:	3 : 30 AM
Day of Week:	Sunday
Period:	EVERY WEEK
Options:	Compress the Database <input checked="" type="checkbox"/>

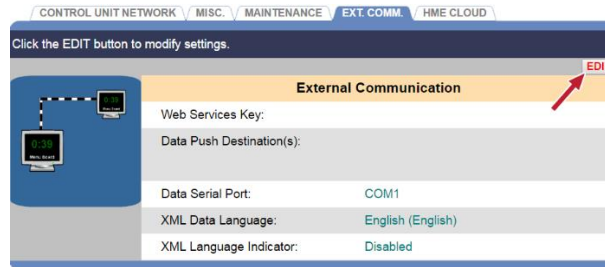
A red arrow points to the 'SAVE' button in the top right corner of the settings area.



## 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.

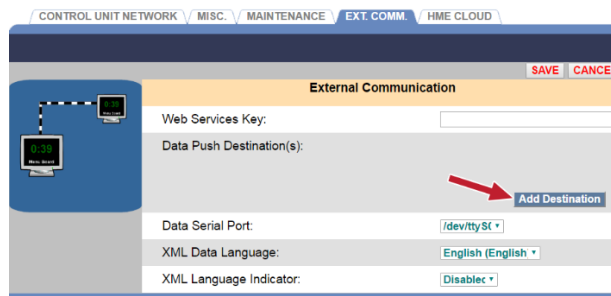


### 2. Web Services Key:

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.

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

Click the EDIT button to modify settings. [HELP](#)

[REFRESH](#) [EDIT](#)

### HME CLOUD Settings

Connection Status: Not Enabled

Account Email Address:

Account Status: Not Registered

Use HME Cloud: No

Test Cloud Connection: [RUN](#)

[RESTART LEADERBOARD](#)

### Network Speed Test

Status: n/a

Download Speed: n/a

Upload Speed: n/a

[START](#)

### Store Information

[EDIT](#)

Store #: 0

Store Brand:

Store Address: Line 1:  
Line 2:  
Line 3:  
City:  
State:  
Zip:  
Country:

**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.

**RESTART LEADERBOARD**

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

**Store Information**

Store #:

Store Brand:

Store Address:

Line 1:

Line 2:

Line 3:

City:  State:

Zip:

Country:

**SAVE** **CANCEL**

- 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.

**START**

**Network Speed Test**

Status: Download Successful  
Upload Successful

Download Speed: 35 Mb/sec

Upload Speed: 28 Mb/sec

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

**REMOTE SECURITY**

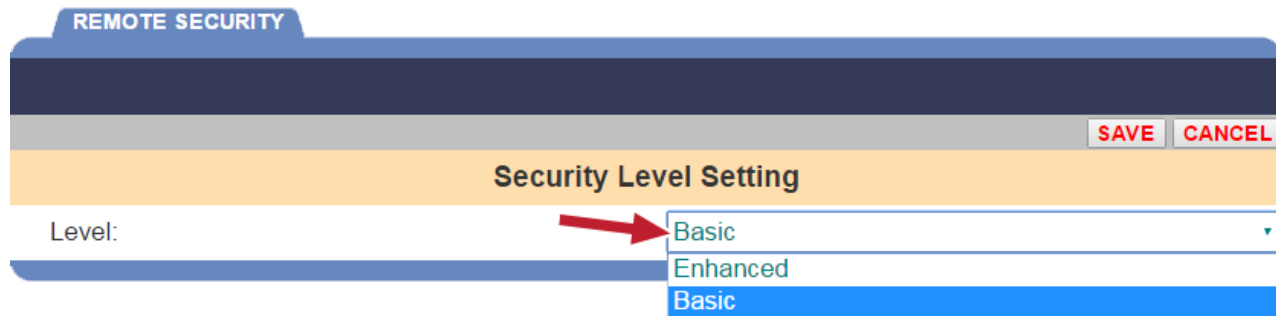
Click the EDIT button to modify settings.

**Security Level Setting**

Level: Basic

**EDIT**

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.



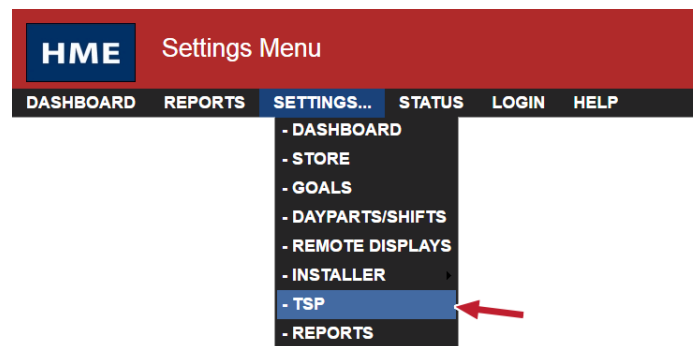
The screenshot shows a software window titled "REMOTE SECURITY". Inside, there is a "Security Level Setting" section with a dropdown menu labeled "Level:". The dropdown menu is open, showing three options: "Basic", "Enhanced", and "Basic". A red arrow points to the first "Basic" option. In the top right corner of the window, there are "SAVE" and "CANCEL" buttons.

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.

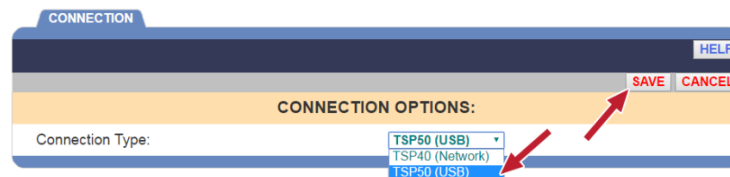
To enter the **TSP** Settings mode, place your cursor over **SETTINGS** on the Menu bar, and then click on **TSP** on the drop-down **SETTINGS** Menu. You must login to enter the **TSP Settings** mode.



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.

CONNECTION NETWORK DET. POLARITY SECURITY

Click the EDIT button to modify settings. [HELP](#)

**Connection:** [REFRESH](#) [EDIT](#)

Status: Connected

Connection Mode: Manual

IP Address: 10.10.11.72

**TSP Network Settings:** [EDIT](#)

DHCP: Enabled

IP Address: 10.10.11.72

Subnet Mask: 255.255.254.0

Gateway: 10.10.10.1

IP Port: 3256

Main Version: A.2.00

Co-Proc. Version: 1.01

MAC Address: 00-1D-06-00-02-19

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.

[SAVE](#) [CANCEL](#)

**Connection:**

Status: Connected

Mode: ☐ Automatic ☒ Manual

IP Address:

		LOAD DEFAULTS	SAVE	CANCEL
<b>TSP Network Settings:</b>				
DHCP:	◉ Disabled			
IP Address:	<input type="text" value="192.168.1.98"/>			
Subnet Mask:	<input type="text" value="255.255.0.0"/>			
Gateway:	<input type="text" value="0.0.0.0"/>			
IP Port:	<input type="text" value="3256"/>			

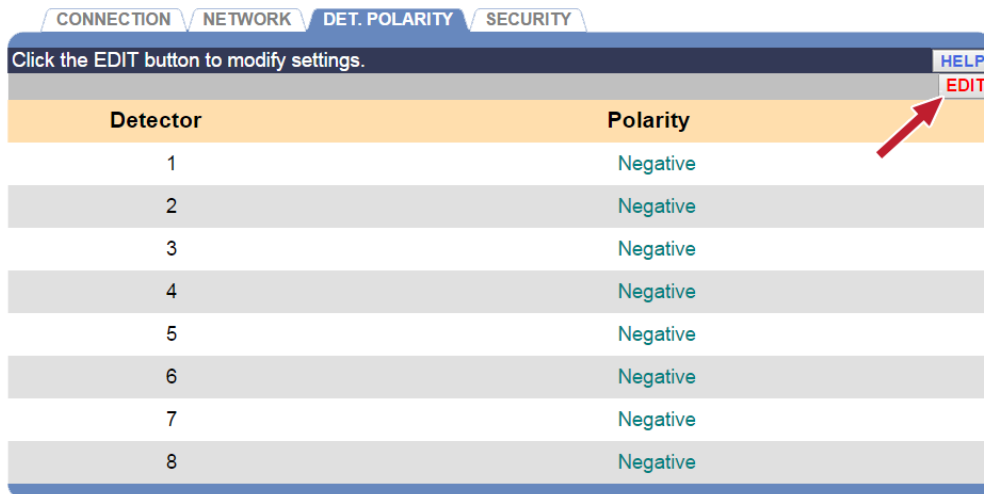
- **DHCP:** Dynamic Host Configuration Protocol. DHCP allows a network administrator to supervise and distribute IP addresses from a central point.
- **IP Address:** Internet Protocol Address. A unique computer address that some electronic devices (such as computers or routers) use to identify and communicate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

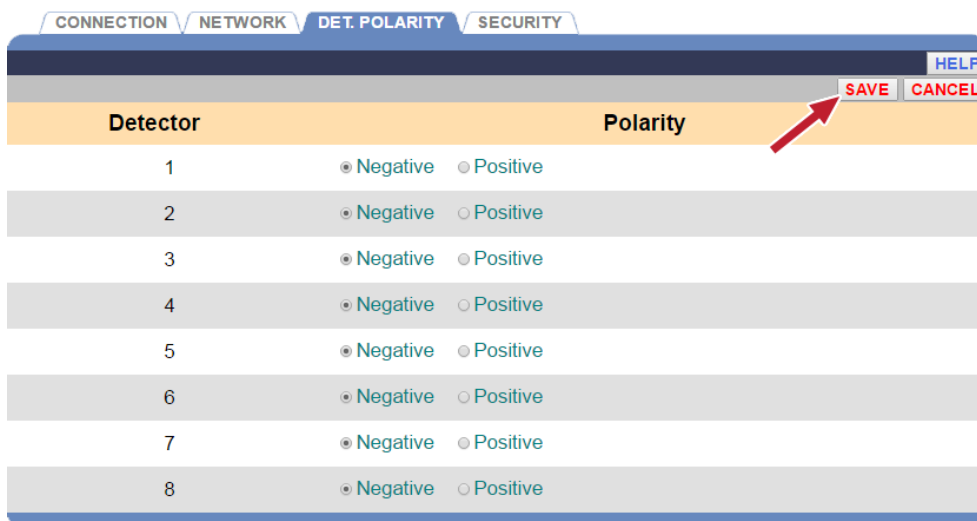
1. Click on the **Edit** link to open the **DETECTORS** editing screen.



The screenshot shows the 'DET. POLARITY' tab in a software interface. At the top, there are tabs for 'CONNECTION', 'NETWORK', 'DET. POLARITY', and 'SECURITY'. Below the tabs is a dark blue bar with the text 'Click the EDIT button to modify settings.' and a 'HELP' button. Below this is a table with two columns: 'Detector' and 'Polarity'. The table has 8 rows, all showing 'Negative' polarity. A red arrow points to an 'EDIT' button in the top right corner of the table area.

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

2. Set the **Polarity** for each detector by selecting either **Negative** or **Positive**.



The screenshot shows the 'DET. POLARITY' tab in a software interface. At the top, there are tabs for 'CONNECTION', 'NETWORK', 'DET. POLARITY', and 'SECURITY'. Below the tabs is a dark blue bar with the text 'Click the EDIT button to modify settings.' and a 'HELP' button. Below this is a table with two columns: 'Detector' and 'Polarity'. The table has 8 rows, each with radio buttons for 'Negative' and 'Positive'. A red arrow points to a 'SAVE' button in the top right corner of the table area.

Detector	Polarity
1	<input checked="" type="radio"/> Negative <input type="radio"/> Positive
2	<input checked="" type="radio"/> Negative <input type="radio"/> Positive
3	<input checked="" type="radio"/> Negative <input type="radio"/> Positive
4	<input checked="" type="radio"/> Negative <input type="radio"/> Positive
5	<input checked="" type="radio"/> Negative <input type="radio"/> Positive
6	<input checked="" type="radio"/> Negative <input type="radio"/> Positive
7	<input checked="" type="radio"/> Negative <input type="radio"/> Positive
8	<input checked="" type="radio"/> Negative <input type="radio"/> 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**.

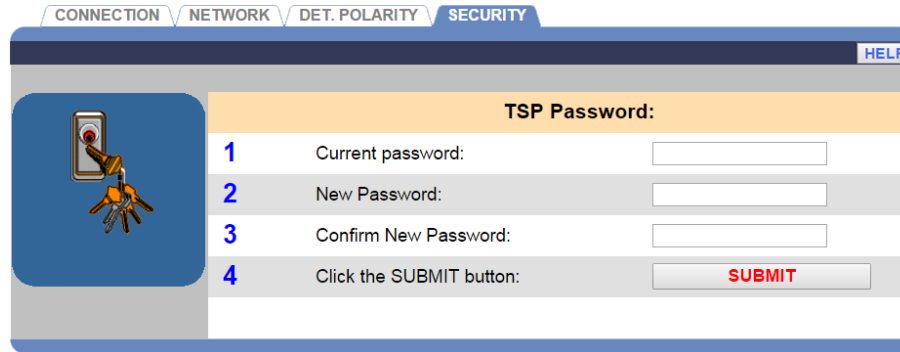


## Security

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.



The screenshot shows a web interface with tabs for CONNECTION, NETWORK, DET. POLARITY, and SECURITY. The SECURITY tab is active. On the left is an icon of a smartphone with a key. The main area is titled 'TSP Password:' and contains four numbered steps: 1. Current password: (text input field), 2. New Password: (text input field), 3. Confirm New Password: (text input field), and 4. Click the SUBMIT button: (SUBMIT button).

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.



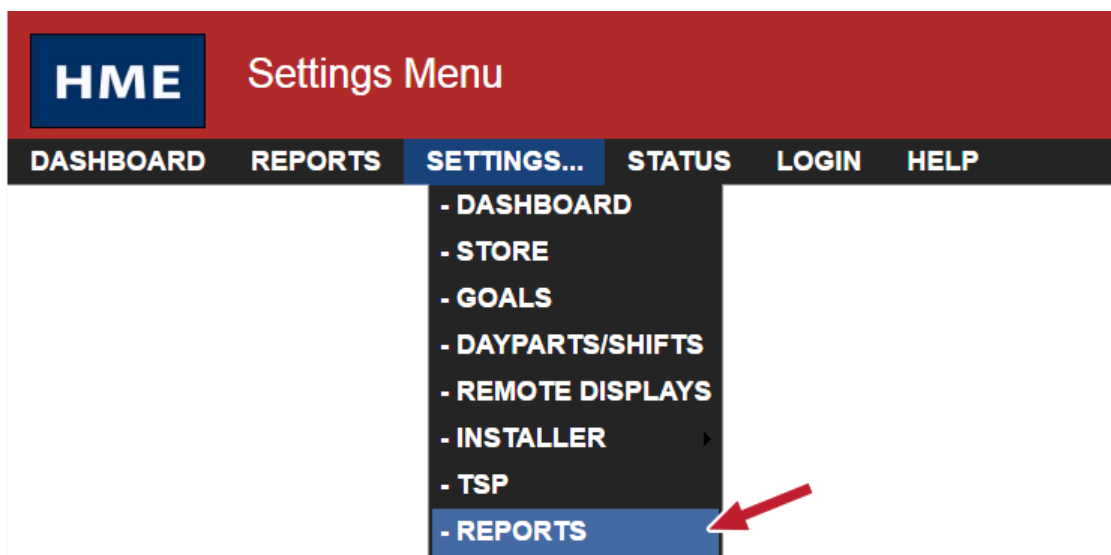
2. Click in the **New Password** field and enter a new TSP password by clicking on the numbers and/or letters on the drop-down keyboard. Click out of the field when you are finished.
3. Click in the **Confirm New Password** field and re-enter the new TSP password. Click out of the field when you are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

The screenshot shows the 'SCHEDULED' tab selected. Below the tabs, there is a 'Summary' tab and a 'Trend' tab. A message says 'Click the EDIT button to modify settings.' In the top right corner, there is a 'HELP' button. Below this, there is a table with two columns: 'Reports' and 'Period To Send'. The table lists various report types: Hour, Daypart, Shift, Day, Week, Month, and Year-To-Date. Each report type has a status (OFF) and a description of the period. A red arrow points to the 'EDIT' button in the top right corner of the table area.

Reports	Period To Send
Hour	OFF 6:00 AM - 10:00 PM & 11:00 PM - 11:00 PM
Daypart	OFF 1 - 6 & 7 - 12
Shift	OFF 1 - ON 2 - ON 3 - ON
Day	OFF Sun - Sat
Week	OFF Option: Trailing Dayparts
Month	OFF
Year-To-Date	OFF At end of each month & year

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 unchecked 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**.

The screenshot shows the 'SCHEDULED' tab selected. Below the tabs, there is a 'Summary' tab and a 'Trend' tab. A message says 'Click the EDIT button to modify settings.' In the top right corner, there is a 'HELP' button. Below this, there is a table with two columns: 'ON/OFF' and 'Period To Send'. The table lists various report types: Hour, Daypart, Shift, Day, Week, Month, and Year-To-Date. Each report type has a checkbox and a description of the period. Two red arrows point to the 'SAVE' and 'CANCEL' buttons in the top right corner of the table area.

ON/OFF	Period To Send
<input type="checkbox"/>	6:00 AM - 10:00 PM & 11:00 PM - 11:00 PM
<input type="checkbox"/>	1 - 6 & 7 - 12
<input type="checkbox"/>	<input checked="" type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input checked="" type="checkbox"/> 3
<input type="checkbox"/>	Sun - Sat
<input type="checkbox"/>	Trailing Dayparts
<input type="checkbox"/>	
<input type="checkbox"/>	At end of each month & year

## 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.

SCHEDULED SCHED. OUTPUT

Click the EDIT button to modify settings.

**Scheduled Report Destinations**

Email	OFF	Source Address: zoom@hmeqsr.com
		Destination Address:
		SMTP Server (outgoing):
		SMTP User Name:
		SMTP Password:
		SMTP SSL: OFF
		SMTP Port: 587

Send Test Email

EDIT

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

SCHEDULED SCHED. OUTPUT

SAVE CANCEL

Output	ON/OFF	Options
Email	<input checked="" type="checkbox"/>	Source Address: zoom@hmeqsr.com
		Destination Address: jlane@hme.com,ereyes@hme.com
		SMTP Server (outgoing):
		SMTP User Name:
		SMTP Password:
		SMTP SSL: <input type="checkbox"/>
		SMTP Port: 587

- 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.

Output	ON/OFF	Options
Email	<input checked="" type="checkbox"/>	Source Address: zoom@hmeqsr.com Destination Address: jlane@hme.com,ereyes@hme.com <small>ex. dest1@hostname.com,dest2@hostname.com</small> SMTP Server (outgoing): SMTP User Name: SMTP Password: SMTP SSL: <input type="checkbox"/> SMTP Port: 587



- 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.

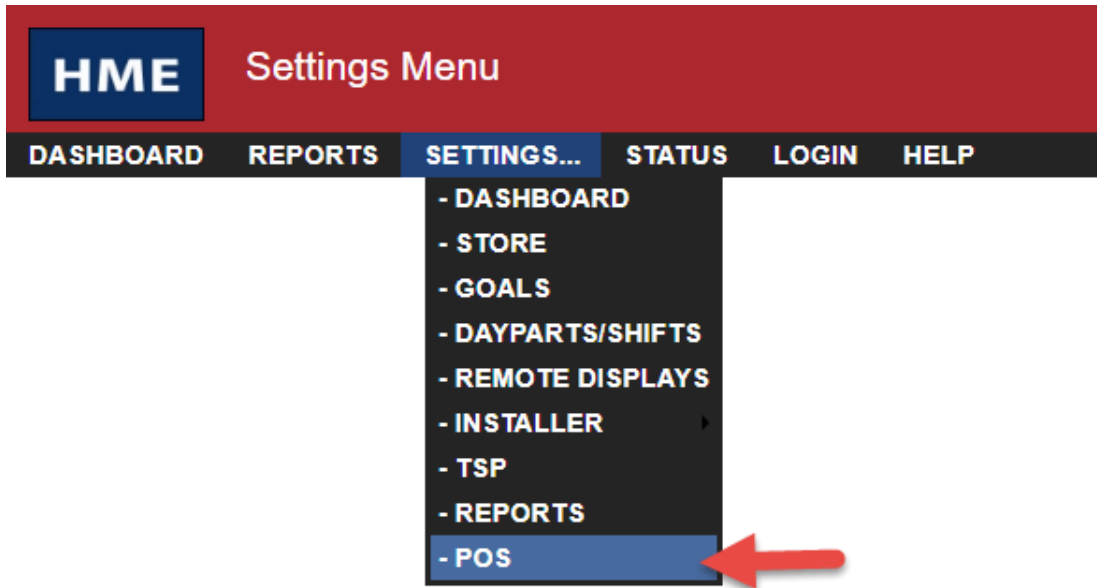
**NOTE: ZOOM uses a default Email service. You may use your own Email service by entering that information. Contact your Email provider or network administrator to obtain information required for the remaining Email settings. Send a test Email to the Destination Address by clicking on the Send Test Email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

- 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**.

# POS

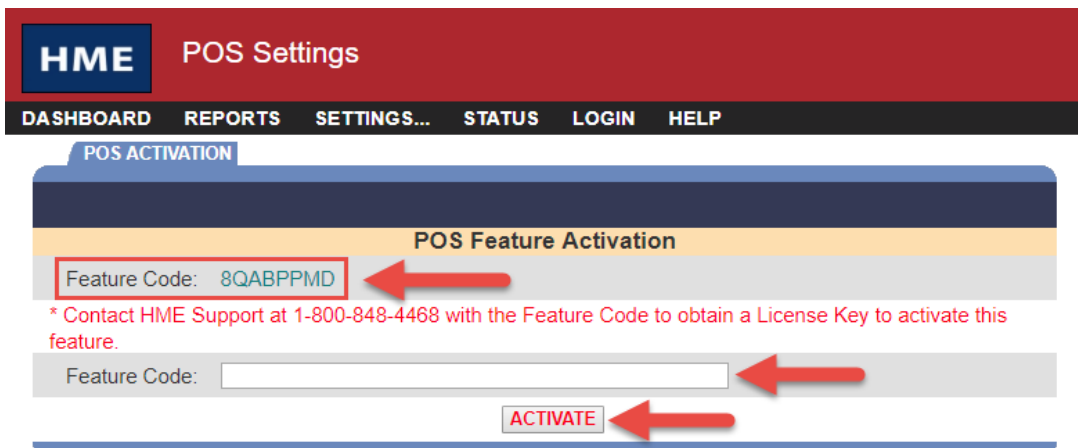
POS Integration with NCR Radiant and Oracle Symphony is supported by ZOOM.

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. The SETTINGS label turns blue and the Menu drops down. Click on **POS** in the drop-down menu.

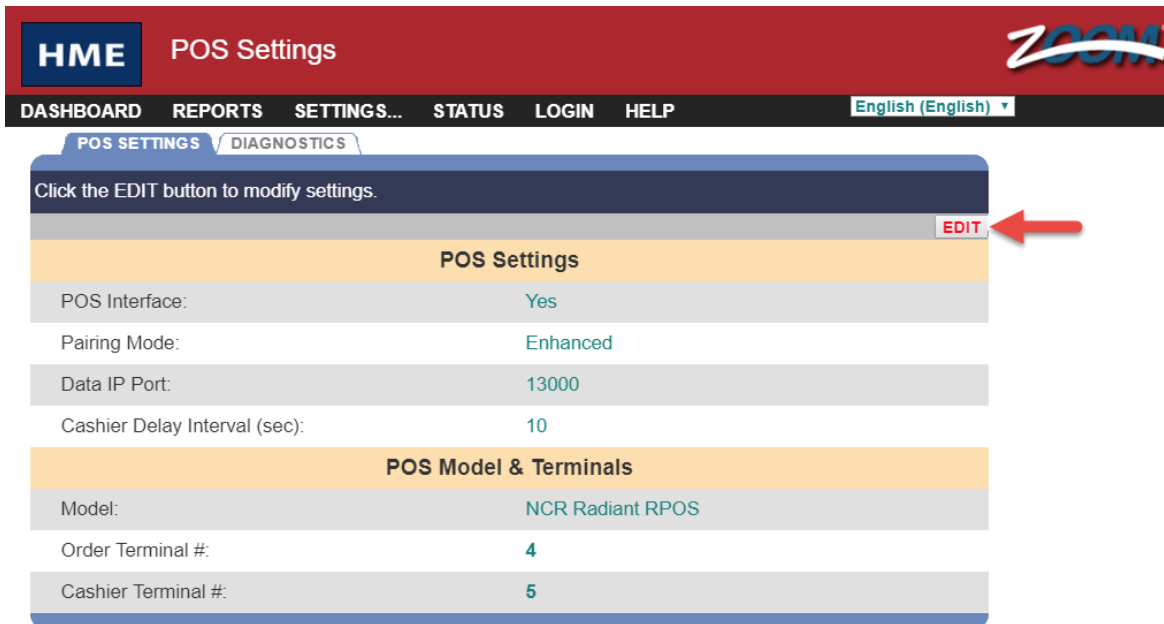


3. The **POS Feature Activation** screen is displayed.

Contact HME Technical Support at 1-800-848-4468 and provide the representative with the 8-digit Feature Code displayed on your POS Feature Activation screen (example outlined in the screenshot below). You will receive a new Feature Code (License Key). Enter this new Feature Code into the Feature Code field, then press the **Activate** button below it.



4. Once **POS ACTIVATION** is completed, the POS Settings must be configured. Start by pressing the **EDIT** button on the upper right corner of the **POS SETTINGS** tab.



POS Settings	
POS Interface:	Yes
Pairing Mode:	Enhanced
Data IP Port:	13000
Cashier Delay Interval (sec):	10

POS Model & Terminals	
Model:	NCR Radiant RPOS
Order Terminal #:	4
Cashier Terminal #:	5

5. The **POS Interface** enables or disables the use of POS mode:
- **No:** POS data will not appear on the dashboard, in reports, and no POS settings will be available
  - **Yes:** POS data will be incorporated into ZOOM as configured by the POS Settings, and the POS data can show on the dashboard and be displayed in Raw Car Data Reports



POS Interface:	Yes ▼
Pairing Mode:	No
Data IP Port:	Yes

6. The **Pairing Mode** is used to pair cars, and transactions may be set to either Basic or Enhanced:
- **Basic:** The car and transaction are not paired with the associated car until it reaches the Cashier point (Window1) and the order is tendered.
  - **Enhanced:** The car and transaction are paired when a car is at the Order Point (Menu Board) and the POS sends any order information (such as the start of the order, the addition of items, totaling of order, etc.)

POS Interface:	Yes ▼
Pairing Mode:	Enhanced ▼
Data IP Port:	Enhanced
Cashier Delay Interval (sec):	Basic

7. The **Data IP Port** is a configurable port that ZOOM listens for POS data on – this port is defined by the POS system and ZOOM will only receive POS data sent to the specified port.

Data IP Port:	13000
---------------	-------

8. The **Cashier Delay Interval (sec)** is the amount of time after a car departs the drive-thru and a “tender” transaction is received that will still allow that car to be paired with that associated transaction number.

- This can be set anywhere from 1 second to 30 seconds (10 seconds is recommended).
- Example: a car departs the lane prior to a “tender” event. The Cashier Delay Interval is set to 10 seconds. The “tender” event is received within the 10 second time-period. The transaction # associated with the “tender” event is now assigned to the departed car.

Note: If 2 “tender” events are received within the Cashier Delay Interval, both transactions will be associated with the departed car.

Cashier Delay Interval (sec):	10 ▼
-------------------------------	------

9. The **Model** is the model of the POS system that ZOOM receives data from:

- NCR Radiant RPOS
- Oracle Symphony POS

Model:	NCR Radiant RPOS ▼
Order Terminal #:	NCR Radiant RPOS
Cashier Terminal #:	Oracle Symphony POS



10. The **Order Terminal #** and **Cashier Terminal #** are the POS terminal #'s that ZOOM will listen to:


- **Order Terminal #**: must be set to match the number of the terminal that is used as the Order Taking terminal in the drive-thru
- **Cashier Terminal #**: must be set to match the number of the terminal that is used as the Cashier terminal in the drive-thru

Order Terminal #:	<input type="text" value="4"/>
Cashier Terminal #:	<input type="text" value="5"/>

11. Press the **Save** button once all settings changes are made.

**POS SETTINGS** / **DIAGNOSTICS**

Click the EDIT button to modify settings.

 **SAVE** **CANCEL**

**POS Settings**

POS Interface:	<input type="text" value="Yes"/>
Pairing Mode:	<input type="text" value="Basic"/>
Data IP Port:	<input type="text" value="13000"/>
Cashier Delay Interval (sec):	<input type="text" value="10"/>

**POS Model & Terminals**

Model:	<input type="text" value="NCR Radiant RPOS"/>
Order Terminal #:	<input type="text" value="4"/>
Cashier Terminal #:	<input type="text" value="5"/>

12. The POS **DIAGNOSTICS** tab shows POS configuration settings, the last activity received from the POS terminals, as well as a history of messages received from the POS terminals.

## POS SETTINGS

## DIAGNOSTICS

Current System Status:

REFRESH

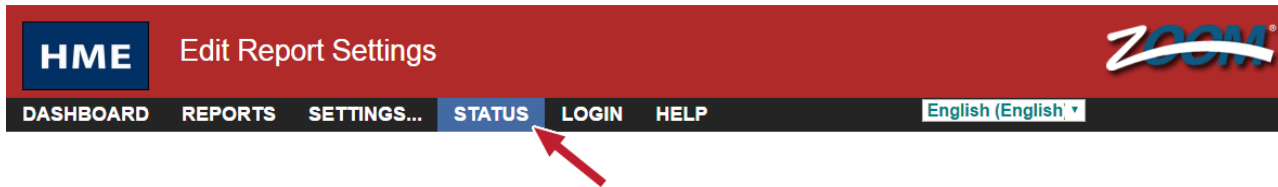
POS Configuration		Last Connection Activity	
Model:	NCR Radiant RPOS	From IP:	192.168.1.1
Cashier Terminal #:	4	Connection Status:	Connected
Cashier Terminal #:	5	Connection Time:	08/28/2018 00:06:58
Car Information:	Time Only	From Terminal:	4
Data Port:	13000	POS Time:	08/29/2018 00:00:48
		Event Type:	Other
		Transaction #:	N/A

## Message History

EventId=1039,EventDesc=SOD,EventTime=8-29-2018 00:00:20.000,TerminalNumber=5,Op  
EventId=1039,EventDesc=SOD,EventTime=8-29-2018 00:00:48.000,TerminalNumber=4,OperatorId=C

## 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.

STATUS / NETWORK		REFRESH	HELP
Copyright © 2007-2019 HM Electronics, Inc.			
<b>Control Unit Information</b>		<b>Store Information</b>	
Version:	3.12.19	Store #:	0
Settings Version:	B.3.11	Store Brand:	Wendy's
OS Version:	5.8.2	System Time:	3/12/2019 10:06:33 AM
Hardware Version:	5	Time Zone:	(UTC-08:00)-America/Los_Angeles
BIOS Version:	H05 01-19-2016	Language and Region:	English (United States)
Database Version:	13	<b>Lane Configuration</b>	
Serial Number:	42W07977	Lane Configuration:	Single Lane
<b>HME CLOUD</b>		Drive-Thru Simulation:	Enabled
Status:	Connected	<b>Network Time Protocol (NTP)</b>	
Account Status:	Registered	Status:	Enabled
Account Email Address:	HMESalesDemo@hotmail.com	Time Server:	pool.ntp.org
<b>Database</b>		Time Server:	time.nist.gov
Number of Records:	23	Time Server:	0.pool.ntp.org
Start:	3/11/2019 2:24:12 PM	Time Server:	1.pool.ntp.org
End:	3/12/2019 10:06:11 AM	<b>Web Server</b>	
		Active Session Count:	2
<b>Diagnostics Report</b>			
Destination Address:	HME Support		
CC:	<input type="text"/>		
	ex: dest1@hostname.com, dest2@hostname.com		
	<a href="#">Send Diagnostics Report</a>		

# 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.

STATUS

NETWORK

REFRESHHELP

Control Unit Configuration

Host Name:

hme-zoom-cd9adb

DHCP:

Enabled

IP Address:

10.10.11.43

Subnet Mask:

255.255.254.0

Gateway:

10.10.10.1

DNS Server:

10.10.1.100

TSP Configuration

Connection Type:

TSP50 (USB)

Connection Status:

Connected

Network Speed Test

Status:

Download Successful

Upload Successful

Download Speed:

19 Mb/sec

Upload Speed:

29 Mb/sec

START

# 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](mailto:support@hme.com).