HME HOSPITALITY & SPECIALTY COMMUNICATIONS ®

ZOOM Nitro® Drive-Thru Timer System — Quick Start Guide

ZOOM Nitro Drive-Thru Timer Overview

Measures drive-thru lane events for comparison to your service time goals at up to eight detection points in the drive-thru lane. The Dashboard displayed below provides an example overview of a single-lane drive-thru with seven lane detectors (MENU STACK, MENU 1, CASHIER, SERVICE, and three Pull-Forward detectors) plus two independent detectors (Mobile Pickup).

Lane Total Time
White number by car indicates total time car has been in lane. Car color changes based on Total Time goals.

Event Time
The amount of time car has spent at a detection point.

Goal
The target goal time for a detection point.

Menu
Click to open sidebar menu (see Dashboard image on page 2).

Average Time
Average time car has spent at a detection point.

Pull-Forward
Zones awaiting orders off the drive-thru lane or at a PF window help keep the lane fluid and free from congestion. (While PF zones are now supported using Vision AI,** PF windows are not.)

Mobile Pickup
Parking zones reserved for mobile orders.* These are independent detectors (not part of the drive-thru lane) and are now also supported using Vision AI.**

** Mobile Ordering is a service that allows you to place orders using a smart device.*

*** Vision AI requires additional equipment.*

Menu Stack
Using a camera, Vision AI** gives you the ability to monitor the areas before the Menu (Pre-Menu and Pre-Menu Stack) for Drive Offs, along with other enhanced metrics.

Cars Per Hour
Total number of cars served for the current hour.

Prev: The result of the previous hour.

Best: Best result ever achieved for an hour.

Pace: Predicts the final result for the hour based on current count.

MENU 1: Second detection point, others include **CASHIER, SERVICE, Pull-Forward.**

Goal: The target result desired for the hour.

Lane Total Time

This is the Total Time tracked from a starting detection point (usually the first detector in the lane, "MENU STACK" in this example*) to the departure from an end detection point in the lane ("PULL FORWARD" in this example). Cars will display "0:00" until they arrive/depart the first detection point designated to begin Lane Total Time.

** MENU STACK combines PRE-MENU and PRE-MENU STACK into a single label.*

So what's with the colors?
Color-coded cars and values provide an easy method for identifying how a metric is performing against a preset goal. Goals are used to motivate performance.

- A green car or value like this 0:29 indicates you are exceeding your goal.
- A yellow car or value like this 2:01 indicates you are meeting your goal.
- A red car or value like this 0:32 indicates you are not meeting your goal.

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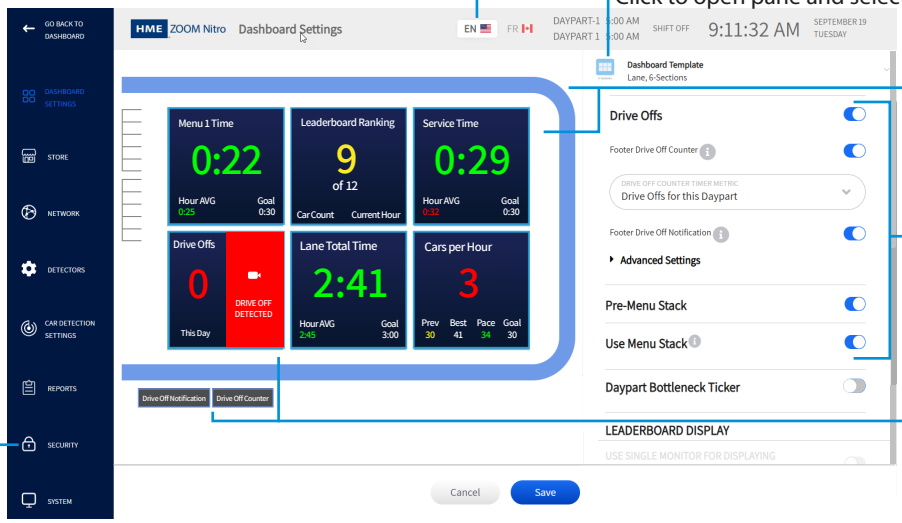
How to make changes to your ZOOM Nitro Timer

1. To edit your Dashboard, use a mouse connected to the USB port on the CU or use a back-office PC if configured on the same network. Click on ☰ to open screen below.
2. Click on the **SECURITY**
3. Log in to the system.
   Note: The manager assigns permissions and passwords. If you do not have a password, contact HME Technical Support at the number below to obtain a temporary Manager password.
4. Once logged in, click on **DASHBOARD SETTINGS** in the sidebar menu to edit.



Language
The default language is English. Click the FR icon for French.

Dashboard Layout
Click to open pane and select your desired layout.

Lane and Data Section Graphics
Click on a graphical element on the Dashboard to open it for editing.

In this example, use the fields or toggles under the **Section Settings** to edit what is displayed.

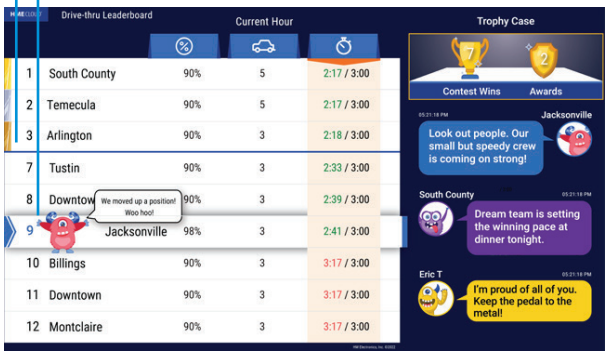
Drive Offs and Menu Stack (Pre-Menu + Pre-Menu Stack) are enabled and therefore displayed here on the Dashboard (also see page 1 image).

Drive-Thru Leaderboard®

The Drive-Thru Leaderboard shows the top three and bottom three stores ranked against others in your network. Your store will be outlined and displayed with its closest competitors.

Top 3 Stores
Top 3 performing stores in your network.

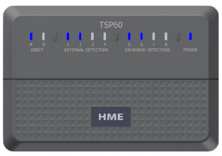
Your Store
Your store will always be outlined and displayed with its closest competitors.



Also, visit the **HME Training Portal** at:
https://www.hme.com/training

Your System

Timer Signal Processor (TSP)
Receives event data from car detections in a drive-thru lane or reserved parking location.



TSP Mounted location: _____

Control Unit (CU) Receives and processes data from the TSP and provides information for the ZOOM Dashboard display.

CU Mounted location: _____

Need more help?

A copy of this guide and more information can be found by scanning this QR code above. When you land on the web page, navigate to Drive-Thru Timer Systems and click/tap on ZOOM Nitro to expand.
Or go to: **https://www.hme.com/qsr/drive-thru-user-manuals**

Need help? Call **1-800-848-4468, options 1,2,3**
or email us at **support@hme.com**

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