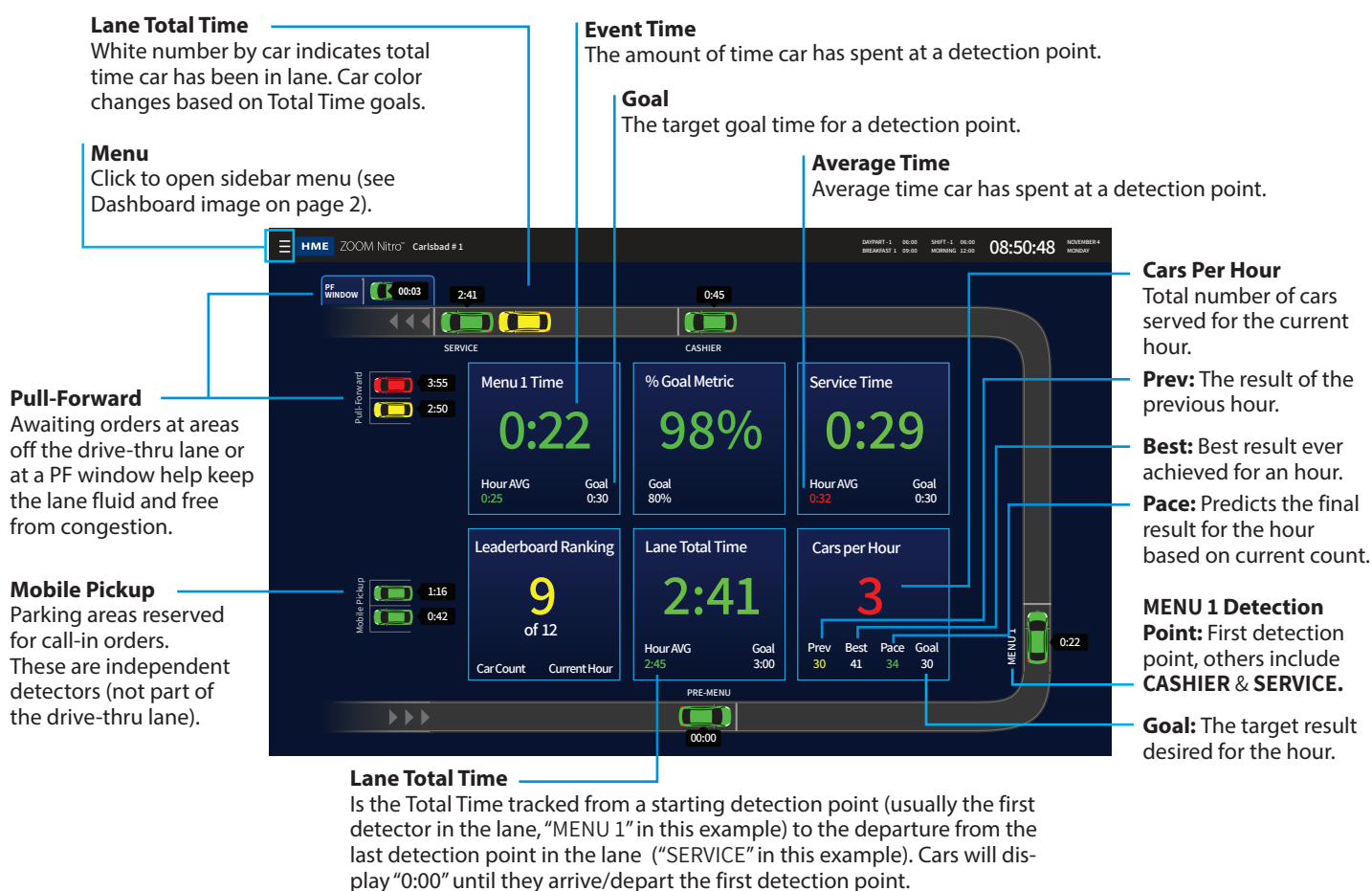# ZOOM Nitro Drive-Thru Timer Overview

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 for a single-lane drive-thru with six lane detectors (MENU 1, CASHIER, SERVICE, and three Pull-Forward detectors) as well as 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.

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

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

Goal
The target goal time for a detection point.

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

Pull-Forward
Awaiting orders at areas off the drive-thru lane or at a PF window help keep the lane fluid and free from congestion.

Mobile Pickup
Parking areas reserved for call-in orders. These are independent detectors (not part of the drive-thru lane).

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 Detection Point: First detection point, others include **CASHIER** & **SERVICE.**

Goal: The target result desired for the hour.

Lane Total Time
Is the Total Time tracked from a starting detection point (usually the first detector in the lane, "MENU 1" in this example) to the departure from the last detection point in the lane ("SERVICE" in this example). Cars will display "0:00" until they arrive/depart the first detection point.

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 [car] `0:29` indicates you are exceeding your goal.

- A yellow car or value like this [car] `2:01` indicates you are meeting your goal.

- A red car or value like this [car] `0:32` indicates you are not meeting your goal.

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.
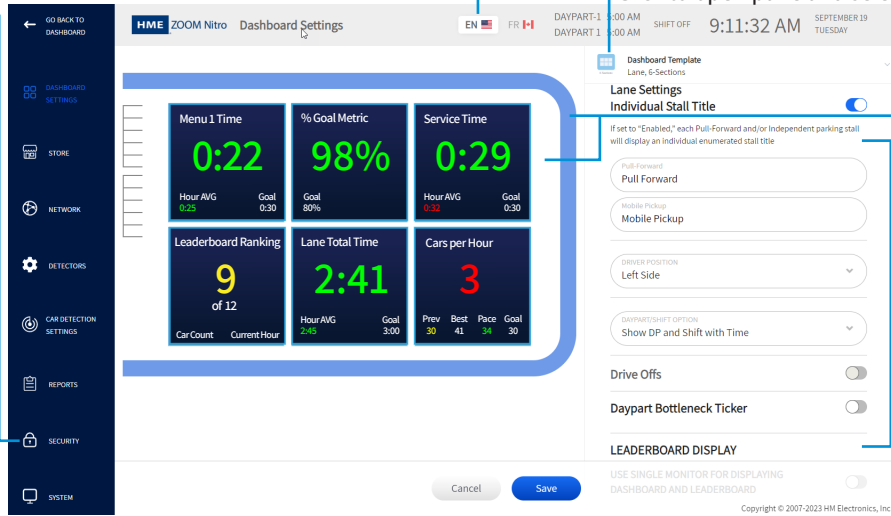
Language
The default language is English. Click on Canadian flag for French.

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, the lane graphic is selected. Use the fields under **Lane Settings** to edit what is displayed.

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.

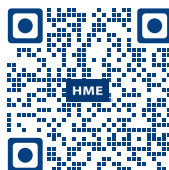**Top 3 Stores**
Top 3 performing stores in your network.

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

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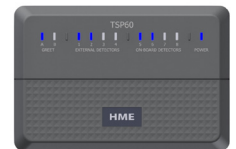https://www.hme.com/training

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 to provide 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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