

Accessing Your ZOOM® Timer via HME CLOUD® to Make Updates

There are two ways to access your ZOOM Timer in order to update goals, car count targets, or settings:

I. Direct Access to the Drive-Thru Timer

You can access the timer directly in the drive-thru booth by using the mouse which is attached to the timer. The mouse is left by the installer and is usually tucked away out of view. Using the mouse, access the SETTINGS menu as shown in step 4 below by clicking on the cog wheel in the upper left of the ZOOM screen.

Note: A keyboard is not required to make any changes as an on-screen keyboard will appear when a text entry is required. Use the mouse to click on the keyboard as needed.

II. Enterprise-wide Access via the HME CLOUD – Best Method

From any computer or tablet, you can access all of the ZOOM Timers across your enterprise via the HME CLOUD® following the steps below:

Note: Restaurant Guest Wi-Fi has security settings which may prevent connectivity. Use of a different Internet connection is recommended.

1. Go to: www.hmecloud.com and enter your CLOUD Username and Password to login.

HME CLOUD

Username emilian@hme.com

Password

Login

[I forgot my password](#)

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2. Select **SETTINGS** on the CLOUD menu bar to access your list of restaurants.

HME CLOUD

WELCOME DASHBOARD REPORTS LEADERBOARDS SETTINGS SMACK TALK Logged in as Eduardo Milan

Welcome Eduardo!

Quick Links

- Smack Talk
- Leaderboards
- Stores
- Users
- My Account
- Display

HME Training Portal

Access HME Training Portal

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3. Click on the **Online** link for the restaurant you would like to access.

The screenshot shows the 'Stores' management interface. A table lists several restaurants with their status indicators. The 'Testing Broski' restaurant is highlighted with a red circle around its 'Online' status.

Brand	Store Number	Store Name	Store Address	City, State	Leaderboard	Report Group	System Name	System Version	Status
Dunkin' Donuts	602001	Testing Broski	182 S Rancho Santa Fe Rd	San Marcos, CA	New Leaderboard		ZOOM Nitro	4.4.10	Online
McDonald's	333000	Chimichanga's	130 Market Ave.	Chark, CA	New Leaderboard		ZOOM Nitro	4.4.10	Online
McDonald's	123	Mira Mesa			New Leaderboard		ZOOM Nitro	4.2.12	Online
Other	123				New Leaderboard		ZOOM	3.15.1	Offline

4. Once connected, a live image of that restaurant's ZOOM Dashboard will appear as you see below.

Click on the cog wheel in the upper left corner to access the **Settings Menu** for this specific restaurant's ZOOM Timer.

The screenshot shows the ZOOM Dashboard interface. A red circle highlights the settings cog wheel in the top left corner. The dashboard displays various performance metrics for 'Present' and 'Cashier' roles, including current times, hour averages, and goals.

Role	Current Time	Hour Avg	Goal
Present (Order 1)	0:03	0:17	0:25
Present (Order 2)	0:12	0:26	0:25
Cashier	0:34	0:28	0:15
Cashier	0:04	0:27	0:15
Order (OEPE)	2:58	2:54	2:00
Order (Cars per Hour)	6	5 (Previous) / 6 (Best)	60 (Goal) / 71 (Pace)

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5. From the **Settings Tab**, proceed to make your updates as required.
6. When finished, click **DASHBOARD** to return to the live image of the restaurant's ZOOM Timer.

The image shows two screenshots from the HME Cloud interface. The top screenshot is the 'Settings Menu' with a navigation bar containing 'DASHBOARD', 'REPORTS', 'SETTINGS...', 'STATUS', 'LOGIN', and 'HELP'. A dropdown menu is open under 'SETTINGS...', listing options: '- DASHBOARD', '- STORE', '- GOALS', '- DAYPARTS/SHIFTS', '- REMOTE DISPLAYS', '- INSTALLER', '- TSP', '- REPORTS', and '- POS'. The bottom screenshot is the ZOOM Timer dashboard, displaying performance metrics for 'Present' and 'Cashier' roles, including current times, hour averages, and goals. It also shows a queue of cars with wait times and a 'START' button.

HME Settings Menu

Navigation Bar: DASHBOARD | REPORTS | **SETTINGS...** | STATUS | LOGIN | HELP

Settings Menu Options:

- DASHBOARD
- STORE
- GOALS
- DAYPARTS/SHIFTS
- REMOTE DISPLAYS
- INSTALLER
- TSP
- REPORTS
- POS

HME CLOUD Dashboard

WELCOME | DASHBOARD | REPORTS | LEADERBOARDS | **SETTINGS** | SHACK TALK | Logged in as Eduardo Milan

Present (2:58)

0:03 Hour Avg 0:17 Order 1	0:12 Hour Avg 0:26 Order 2
0:34 Hour Avg 0:28 Cashier	0:04 Hour Avg 0:27 Cashier
2:58 Hour Avg 2:54 OEPE	6 Previous 5 Best 6 Cars per Hour

Cashier (2:23)

- 1:45
- 1:21
- 0:30

Order

- 0:00
- 0:00

1 | 2

START

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7. To get back to the main CLOUD screen, click on the **HME CLOUD** logo.

The screenshot displays the HME CLOUD interface. At the top, the navigation bar includes 'WELCOME', 'DASHBOARD', 'REPORTS', 'LEADERBOARDS', 'SETTINGS', and 'SMACK TALK'. The user is logged in as Eduardo Milan. The main content area is divided into two sections. The top section, titled 'ZOOM', shows a timer for 'Present' and 'Cashier' with various performance metrics like 'Hour Avg' and 'Goal'. The bottom section, titled 'HME CLOUD', contains a 'Welcome Eduardo!' message, 'Quick Links' (Smack Talk, Leaderboards, Stores, Users, My Account, Display), and an 'HME Training Portal' link. A red circle highlights the 'HME CLOUD' logo in the top left corner of the interface.

For support call 800.848.4468 (options 1-2-3) or email: support@hme.com

HME Training Portal

Find instructional videos, supporting documents, and other guides.

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