

DTOS® Pre-Installation & Training Checklist

1. Welcome & HME CLOUD® Setup

- You will receive a welcome email with information about HME CLOUD activation and training. Follow the steps to create your account.
- In the HME Training Portal (www.hme.com/training/DTOS), watch *HME CLOUD Administrator: Configuring Users, User Roles, and Permissions* video and add your HME CLOUD users.
- Once you've added your HME CLOUD users, have them watch the *DTOS Overview* video in the Training Portal.

2. Pre-Installation Requirements

- Have your technical person complete the *Network Requirements* checklist located in the welcome email or Getting Started tab of the HME Training Portal.
- Decide on the location for the ZOOM® and Drive-Thru Leaderboard™ monitors and whether you would like to have them mounted one above the other or side by side.
 - o Place paper or other markers to indicate the preferred location of the two monitors for installers.
Each monitor is roughly 20.5" x 12.7"
 - o Make sure there is a power outlet that can accommodate a power strip located within six feet of monitor placement.
 - o Ensure your store manager or on-site contact for day of installation is aware of monitor placement.

3. Schedule Installation

- You will be contacted to schedule your installation date and time. Please indicate your top three preferences to perform installation. (Mon-Fri, 7am or 2pm). Questions regarding your installation should be directed to our Installation and Services team at 800-848-4468, Options 1, 2, 2.

4. Pre-Installation

- One week prior to installation have your store manager and crew members watch the *DTOS Overview* video, and all videos in the Driving Performance with DTOS section of the training portal.

5. Day Prior to Installation

- Ensure *DTOS Pre-Installation Network Requirements Checklist* is complete.
- Ensure the manager on duty for installation day is aware that the drive-thru will be closed for car detector installation.
- Ensure the manager on duty knows where the monitors are to be installed.

6. Day of Installation

- Installer will measure your existing detector loops.
- Install new saw cut loops at your windows (if required).*
Your drive-thru lane will be closed for approximately 90 minutes for each saw cut loop installed.
- Conduct a speed test of your network connection.
- Install the DTOS system.
Do not pressure wash or hose down the drive-thru lane surface where the loops have been installed until the sealant has fully cured (48 hours).
- Watch the *Setting Passwords in ZOOM* video, then set passwords for the four ZOOM roles: Dashboard, Reports Only, Store Manager, and District Manager.
- Watch the *ZOOM: Setting up Automated Email Reports* video. Follow the steps to set up the reports you want to have emailed.

7. 30 Days After Installation

- Watch the videos under the *Continuous Improvement* section of the Training Portal for ideas on how to re-engage crew members and optimize your success.

For general questions please call 800.848.4468 (option 1, 2, and 3)