

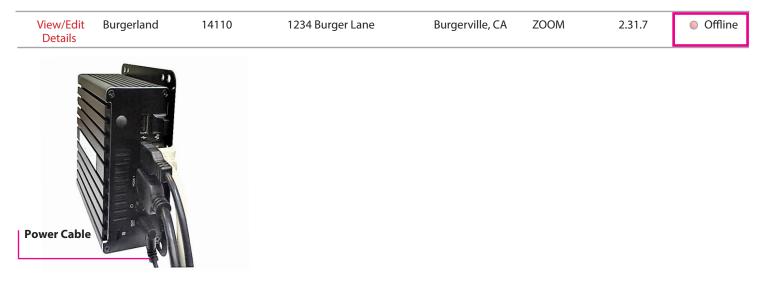
### ZOOM<sup>®</sup> 3.0 (and above) Offline with Control Unit 50 (CU50)

HOSPITALITY

& SPECIALTY COMMUNICATIONS

HME

If ZOOM is offline, CU50 needs to be reset. Disconnect power cable from CU50 (see image below). Wait 60 seconds and reconnect power cable. Wait for system to reboot (3 - 5 mins). If ZOOM is still offline, contact Technical Support.



## ZOOM 2.0 (and above) Offline and CLOUD Interface Bridge (CIB) Offline:

If both ZOOM and CIB are offline, you likely have a network related issue. Contact Technical Support.

| View/Edit<br>Details | Burgerland | 14110 | 1234 Burger Lane | Burgerville, CA | ZOOM | 2.31.7 | Offline |
|----------------------|------------|-------|------------------|-----------------|------|--------|---------|
| View/Edit<br>Details | Burgerland | 14110 | 1234 Burger Lane | Burgerville, CA | CIB  | 2.12.3 | Offline |

#### ZOOM 2.0 (and above) Online and CIB Offline:

If ZOOM is online and CIB is offline, CIB needs to be reset (CIB is mounted behind Leaderboard - see left image below). Disconnect power and network/ethernet cable (see right image below). Wait 60 seconds and reconnect power cable. Once loaded, a network error will appear on Leaderboard screen. Reconnect network/ethernet cable. If CIB is still offline, contact Technical Support.

| View/Edit<br>Details | Burgerland | 14110 | 1234 Burger Lane | Burgerville, CA | ZOOM | 2.31.7 | Online  |
|----------------------|------------|-------|------------------|-----------------|------|--------|---------|
| View/Edit<br>Details | Burgerland | 14110 | 1234 Burger Lane | Burgerville, CA | CIB  | 2.12.3 | Offline |



#### For Technical Support, call 800.848.4468 (options 1-2-3) or email support@hme.com

## ZOOM 2.0 (and above) Offline and CIB Online:

If ZOOM is offline and CIB is online, verify time on ZOOM dashboard in the store is correct. If time is off by more than 3 - 5 minutes, this will cause ZOOM to go offline.

| View/Edit<br>Details | Burgerland | 14110 | 1234 Burger Lane | Burgerville, CA | ZOOM | 2.31.7 | Offline |
|----------------------|------------|-------|------------------|-----------------|------|--------|---------|
| View/Edit<br>Details | Burgerland | 14110 | 1234 Burger Lane | Burgerville, CA | CIB  | 2.12.3 | Online  |

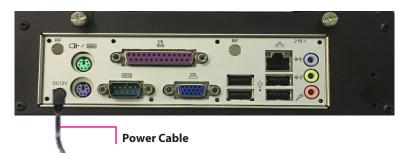
To correct time, click on cogwheel in upper left corner of ZOOM dashboard.

| Store #: 553278 |                             | Daypart 1    | (7:00 AM - 11:00 AM)  |              | 9:58:12 PM | нме |
|-----------------|-----------------------------|--------------|-----------------------|--------------|------------|-----|
| 3:04            | 2:47                        | 1:33         |                       |              |            |     |
|                 |                             |              |                       |              |            |     |
| Service         |                             |              |                       |              |            |     |
| 0               | <b>102</b><br>Hour Avg 0:20 | Goal<br>0:25 | 0:04<br>Hour Avg 0:02 | Goal<br>0:05 |            |     |

Go to **Settings**>**Store Settings** (from **Settings** dropbox)>**Accounting**. Click **Edit** to correct time. Verify if time is correct on HMECLOUD<sup>®</sup>.

| нме              | Edit Store Settings        |                                        |
|------------------|----------------------------|----------------------------------------|
| DASHBOARD        | SHORTCUTS REPORTS          | SETTINGS STATUS LOGIN HELP             |
| HOURS            |                            | English (English)                      |
| Click the EDIT t | outton to modify settings. | HELP                                   |
|                  |                            | System Date & Time Setup               |
|                  | System Date:               | December 06, 2017                      |
|                  | System Time:               | 3:33 PM                                |
|                  | Time Zone:                 | (GMT-06:00) Central Time (US & Canada) |
|                  | Daylight Savings Adjus     | st: Enabled                            |
|                  | Language and Region        | English (United States)                |
|                  | Custom Time Format:        | 12-hour                                |

If time is correct, Control Unit (CU) needs to be reset (CU located behind ZOOM dashboard monitor). Disconnect power cable (see CU image below). Wait 60 seconds and reconnect power cable. The system will take 5 - 8 minutes to fully reboot and an additional 10 - 15 minutes to re-establish a CLOUD connection. If ZOOM is still offline, contact Techncial Support.



# For Technical Support, call 800.848.4468 (options 1-2-3) or email support@hme.com

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