

HME

Drive-Thru Leaderboard

FLEX BRACKET INSTALLATION INSTRUCTIONS

Drive-Thru Leaderboard displays speed of service data from individual restaurants across QSR enterprises as a list of the top and bottom three performing stores. The list, currently available to QSR operators with HME CLOUD Premium Plus, is made visually accessible to employees inside each restaurant thanks to Drive-Thru Leaderboard. By displaying Drive-Thru Leaderboard alongside the restaurant's ZOOM Timer System, employees can see how their team effort affects their store's position compared to others within the same enterprise.

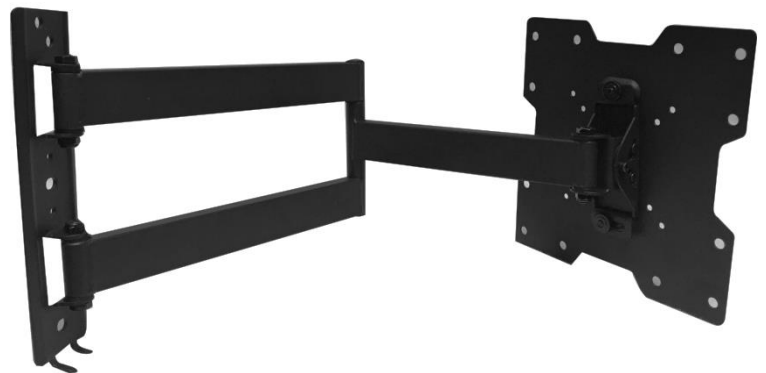
Installing the Drive-Thru Leaderboard involves using the provided brackets, equipment and hardware to mount a monitor to the wall. You will then connect all cables and attach the HME CIB to the back of the bracket and confirm that it's working properly.

The HME® Cloud Interface Bridge (CIB) provides a secure communication link with the HME CLOUD.

Follow these instructions to connect, and mount the CIB unit.

Equipment Provided

- Full-Motion TV Wall Mount Kit
- CIB Unit (attached to plate)
- Power Adapter
- Ethernet Cable
- Monitor Cable
- Velcro



1. PRE-INSTALLATION

1.1 Check the equipment provided

- Did you receive all items necessary for the installation?

1.2 Where to Mount the Monitor

The Leaderboard should be mounted next to or above the Zoom[®] monitor, providing there is sufficient space.

If there is no space available next to or above the Zoom monitor, follow these guidelines for selecting where to mount the monitor:

- Above eye level
- Visible to all employees
- Close to an electrical outlet (power strip may be needed)
- Away from food preparation areas

2. MOUNTING BRACKET INSTALLATION

Use the following steps to install the bracket and mount the monitor to the wall.

2.1 Prepare the monitor

- Detach the base from the monitor and discard.

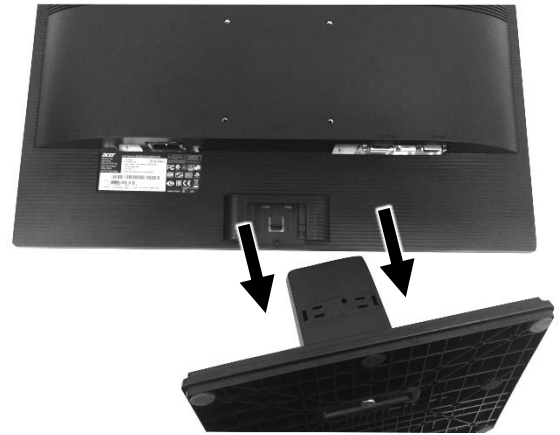


Figure 1. Detach Monitor Base

2.2 Mount the Monitor Bracket

- Open the kit, and follow the instructions provided to install the wall mount and attach the monitor.

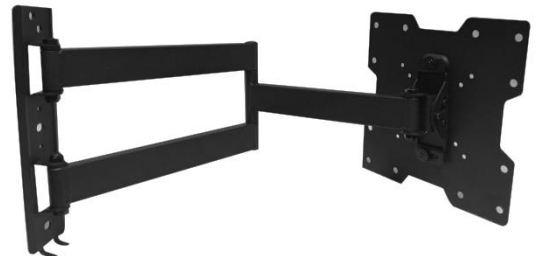


Figure 2. Full-Motion TV Wall Mount

3. INSTALLING THE CIB

Follow these instructions to install the CIB unit.

3.1 Attaching the CIB to the Base Plate

1. Attach Velcro to the back of the CIB plate.
2. Peel away the Velcro plastic, and then attach the CIB to the lower left corner on the back of the monitor (see **Figure 3**).
3. Connect the monitor, power and Ethernet cables to the CIB (as displayed in **Figure 3**), but **do not plug in the CIB power cord. You will power up the CIB last.**
4. Secure the connected cables behind the monitor with zip ties or by coiling them around the base plate.

NOTE: Do not leave unnecessary wires hanging underneath the monitor.

5. Confirm that the installed equipment is presentable with all wires hidden behind the monitor or neatly tied.

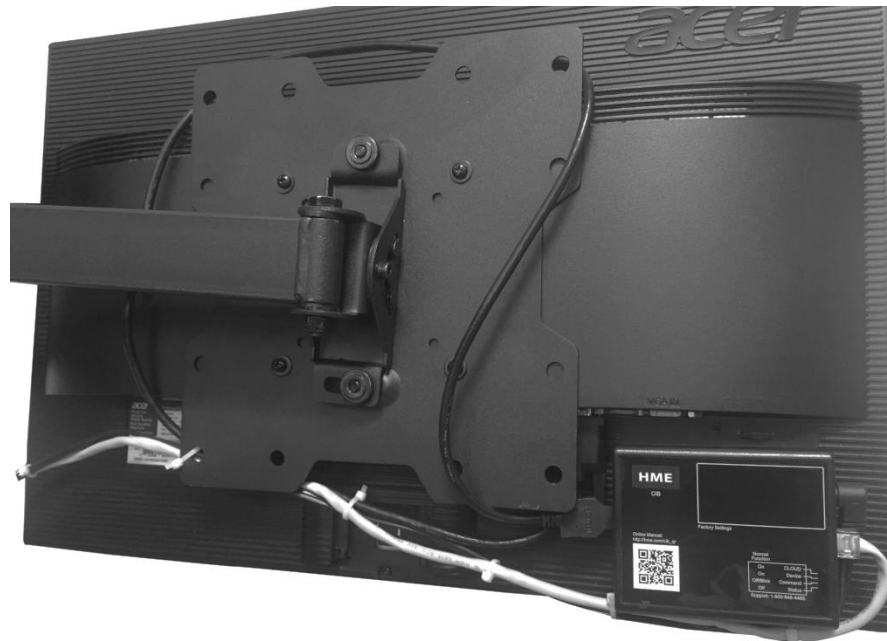


Figure 3. Mount CIB to Monitor

3.2 Connecting the CIB

After connecting all equipment and powering up the monitor, plug in the power cable to power up the CIB.

3.3 Check CIB Lights

To verify that the CIB displays normal function, check that all four lights are illuminated after power up.

If all four lights remain **ON** after 3 minutes, cycle the power to the CIB.

If this problem persists, contact HME Technical Support at 1-800-848-4468 – Options 1, 2, 3.

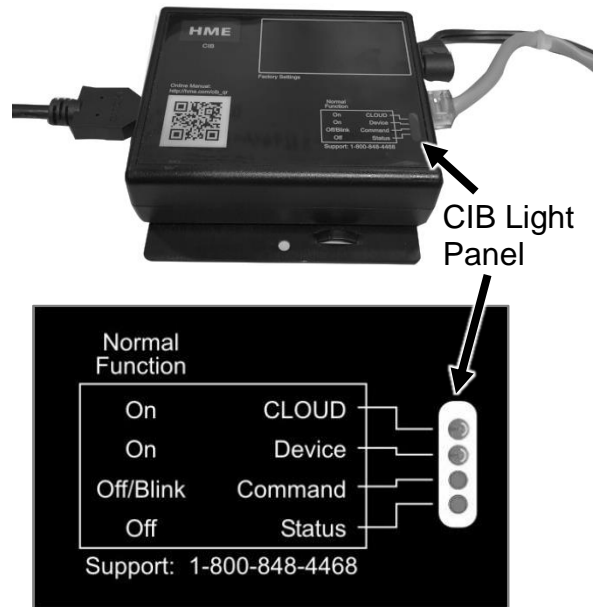


Figure 4. CIB Function

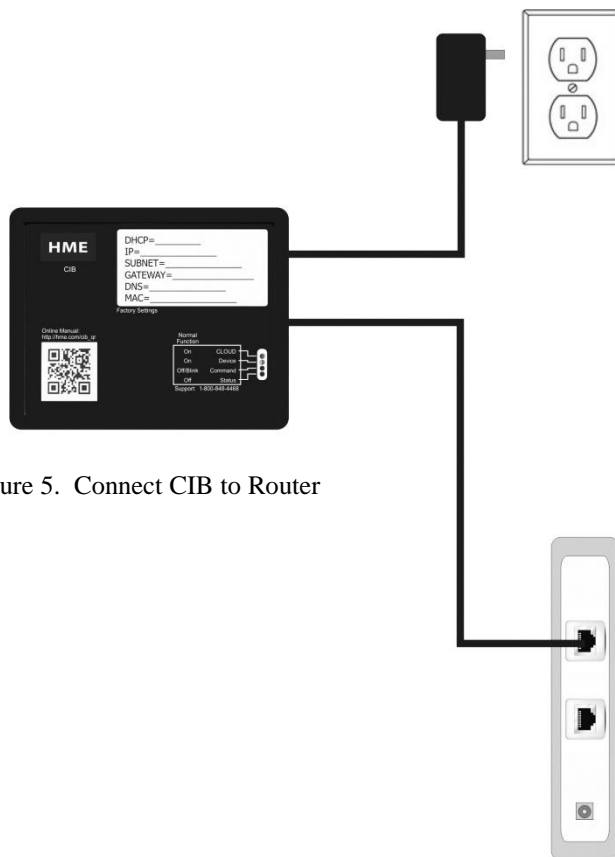


Figure 5. Connect CIB to Router

4. FINAL STEPS

4.1 The Leaderboard

If you have correctly connected the required cables and powered up the monitor and CIB, the monitor should display the customer's Drive-Thru Leaderboard.

NOTE: Leaderboard displays will differ, depending on the number of customer stores connected to the HME Cloud.

HME CLOUD*			Drive-Thru Leaderboard						HME
Top 3 Stores			Current Hour			Current Day			
Rank	Store	Goal	Cars	Avg	%	Cars	Avg	%	
1	11456	03:30	20	02:30	85	900	03:04	68	
2	37002	03:30	15	02:38	80	839	02:38	80	
3	37150	03:30	19	02:40	79	669	03:12	64	
Store 24042			Current Hour			Current Day			
Rank	Store	Goal	Cars	Avg	%	Cars	Avg	%	
9	3320	03:30	18	03:39	50	784	03:48	45	
10	18187	03:30	20	03:42	50	909	03:07	67	
11	24042	03:30	29	03:42	34	840	02:49	75	
12	4419	03:30	22	03:44	45	866	02:36	83	
13	5688	03:30	16	03:50	56	581	03:24	57	
Bottom 3 Stores			Current Hour			Current Day			
Rank	Store	Goal	Cars	Avg	%	Cars	Avg	%	
19	33425	03:30	24	04:17	42	878	03:25	59	
20	6384	03:30	20	04:30	50	759	02:46	76	
21	6805	03:30	18	04:51	33	801	03:30	59	

● = Goal A ● = Goal B ● = Goal B

Figure 6. Leaderboard Example

4.2 Troubleshooting

In the event you are unable to connect to the HME CLOUD and view the Leaderboard (as seen in **Figure 6**), refer to the table below. Please note, most problems can be solved by unplugging the power from the CIB then plugging it back in. If the following suggestions do not solve the problem, call HME Technical Support at 1-800-848-4468 – Options 1, 2, 3.

PROBLEM	PROBABLE CAUSE	POSSIBLE SOLUTION
All four of the CIB lights remain ON.	The CIB did not power up correctly.	Unplug the power from the CIB, then plug it back in.
CIB CLOUD light continues to blink.	The CIB is still trying to locate and connect to the HME Cloud.	It's normal for the CIB CLOUD light to blink for a couple minutes as it attempts to connect to the CLOUD. Should the light continue to blink after two minutes, unplug the power from the CIB, then plug it back in.
The CIB is not connecting to the CLOUD.	Network firewall rules may need to be modified to allow connection to hmedtcloud.com .	Confirm with the customer that the network firewall rules established during the site survey were completed to specification prior to the installation. This process is necessary to allow connection to hmedtcloud.com .
The browser displays “ This webpage is not available ”.	The CIB has lost the connection to the internet.	Confirm that internet service has been restored, restart the CIB then Reload the browser page.

4.2.1 Leaderboard browser screens that may indicate a problem:

Should one of these three screens appear on the monitor, follow on-screen instructions or review the Troubleshooting section for a possible solution to the problem.

HME CLOUD[®] Drive-Thru Leaderboard HME

Whoops, there was a problem connecting your CIB to the Web!

Please check your Internet connection
Check any cables and reboot any routers, modems, or other network devices you may be using.

Allow the HME CIB to access the Internet in your firewall
If the HME CIB or network is protected by a firewall or proxy, make sure that the HME CIB is permitted to access the Web.

Please contact HME technical support for assistance:
Tech Support: 1-800-848-4468 Options 1, 2, 3

HME CLOUD[®] Drive-Thru Leaderboard HME

Whoops, there was a problem with your request!

Please contact HME technical support for assistance:
Tech Support: 1-800-848-4468 Options 1, 2, 3



This webpage is not available

Reload More