

ZOOM Nitro™ Drive-Thru Timer System Quick Start Guide

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 five lane detectors (MENU 1, CASHIER, SERVICE, and two 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

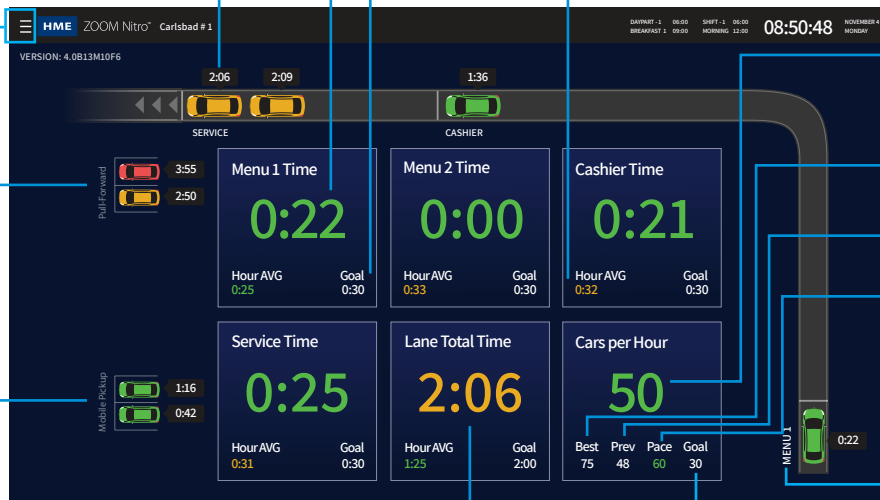
Average time car has spent at a detection point.

Pull-Forward:

Areas off the drive-thru lane awaiting orders 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.

Best: Best result ever achieved for an hour.

Prev: The result of the previous hour.

Pace: Predicts the final result for the hour based on current count.

MENU 1 Detection Point: First detection point, others include CASHIER & SERVICE.

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.

Goal: The target result desired for the hour.

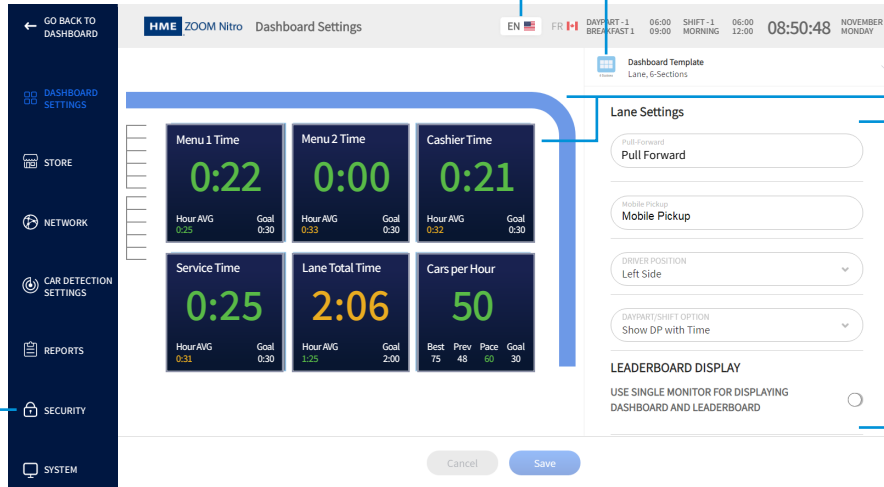
So what's with the colors?

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 0:25 means you are exceeding your goal.
- A yellow car or value like this 2:06 means you are meeting your goal.
- A red car or value like this 1:02 means you are not meeting your goal.

How to make changes to your ZOOM Nitro Timer

- 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 the **SECURITY**
- 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.
- 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 Pane 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.

Current Hour				Current Day			
	CAR COUNT	AVG TIME	% OF GOAL	CAR COUNT	AVG TIME	% OF GOAL	
1	North County	29	1:30 / 1:50	100	222	1:44 / 1:50	95
2	Temecula	32	1:39 / 1:50	94	300	1:48 / 1:50	94
3	East County	30	1:50 / 1:50	97	250	2:01 / 1:50	87
9	South County	27	2:42 / 1:50	70	235	2:41 / 1:50	70
10	Arlington	29	2:54 / 1:50	52	216	2:30 / 1:50	69
11	San Diego	30	3:29 / 1:50	40	202	2:45 / 1:50	68
12	Buffalo Trail	31	3:33 / 1:50	52	196	2:36 / 1:50	62

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 open. 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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