Fast Track 2+2®

1000 Series
Drive-Thru Timer System

User Guide

Fast Track

2+2 ®

Drive-Thru Timer

R 01/01

PHASE RESEARCH

DATE: _____

SET PARAMETERS WORKSHEET	**DEFAULT SETTING IN BOLD**

STORE HOURS

First day of week: S M T W T F

SUN	_____	to _____
MON	_____	to _____
TUE	_____	to _____
WED	_____	to _____
THU	_____	to _____
FRI	_____	to _____
SAT	_____	to _____

(defaults are **6:00am** to **12:00am**, first day **Tue**)

ACCESS CODE(S)   _____

Store	_____ _____ _____ _____
District	_____ _____ _____ _____

(defaults are 0000 for both)

HEADING

Store	_____
Number	_____
Manager	_____
Phone	_____
Report	_____

PRINTER OPTIONS   Circle one per line

Print each car	ON	**OFF**
Every 1/4 hour	ON	**OFF**
Every 1/2 hour	ON	**OFF**
Every hour	**ON**	OFF
Every CUM period	**ON**	OFF
Every shift	ON	**OFF**
Daily at closing	ON	**OFF**
Daily at opening	**ON**	OFF
Weekly report	**ON**	OFF
Monthly report	**ON**	OFF
Print header	**ON**	OFF
Printer allowed	**ON**	OFF

CUM PERIODS   START - STOP

You have a choice of 8 CUM periods - You do not have to use all 8 - however, your first CUM period should start when your store opens and your last CUM period should end when your store closes.

TARGETS

Target Sta:	_____	(line)
Day	_____	
CUM1	_____	(carried over)
A<=	_____	**2:30**
B<=	_____	**3:00**
C<=	_____	**3:30**
D<=	_____	**4:00**

SHIFTS   START - STOP

You have a choice of 3 shift periods - you do not have to use all 3

STATION OPTIONS

Please Call Customer Svc for Help

NIGHT MANAGER

Start	_____	6:00pm
Stop	_____	11:00pm
Print Each Car	ON	**OFF**

BEEPER OPTIONS

1 Beep	**ON**	OFF
2 Beep	**ON**	OFF
3 Beep	**ON**	OFF
4 Beep	**ON**	OFF
>D Repeat @	_____	(15 sec)
Main unit Beeper	**ON**	OFF
Beep for arrival Menu	ON	**OFF**
Beep for arrival W1	ON	**OFF**
Beep for arrival W2	ON	**OFF**
Beep for arrival Line	ON	**OFF**

REMOTE DISPLAYS

Remote 1	_____	(A line)
Remote 2	_____	(A Win2)
Remote 3	_____	
Remote 4	_____	
Flash Avg For:	_____	(daily)

NOTES: _____

_____

_____

_____

_____

_____

CUM Periods

	Sun		Mon		Tue		Wed		Thur		Fri		Sat	
	start	stop	start	stop	start	stop	start	stop	start	stop	start	stop	start	stop
1	Store opening time		Store opening time		Store opening time		Store opening time		Store opening time		Store opening time		Store opening time	
2														
3														
4														
5														
6														
7														
8		Store closing time		Store closing time		Store closing time		Store closing time		Store closing time		Store closing time		Store closing time

Shifts

	Sun		Mon		Tue		Wed		Thur		Fri		Sat	
	start	stop	start	stop	start	stop	start	stop	start	stop	start	stop	start	stop
1														
2														
3														

NOTES:

SET PARAMETERS WORKSHEET

DEFAULT SETTING IN BOLD

STORE HOURS

First day of week: S M T W T F

SUN	_____ to	_____
MON	_____ to	_____
TUE	_____ to	_____
WED	_____ to	_____
THU	_____ to	_____
FRI	_____ to	_____
SAT	_____ to	_____

(defaults are **6:00am** to **12:00am**, first day **Tue**)

ACCESS CODE(S)   _____

Store   _____ _____ _____ _____

District   _____ _____ _____ _____

(defaults are 0000 for both)

HEADING

Store	_____
Number	_____
Manager	_____
Phone	_____
Report	_____

PRINTER OPTIONS   Circle one per line

	ON/OFF	
Print each car	ON	**OFF**
Every 1/4 hour	ON	**OFF**
Every 1/2 hour	ON	**OFF**
Every hour	**ON**	OFF
Every CUM period	**ON**	OFF
Every shift	ON	**OFF**
Daily at closing	ON	**OFF**
Daily at opening	**ON**	OFF
Weekly report	**ON**	OFF
Monthly report	**ON**	OFF
Print header	**ON**	OFF
Printer allowed	**ON**	OFF

CUM PERIODS   START - STOP

You have a choice of 8 CUM periods - You do not have to use all 8 - however, your first CUM period should start when your store opens and your last CUM period should end when your store closes.

TARGETS

Target Sta:		
Day	_____	(line)
CUM1	_____	(carried over)
A<=	_____	**2:30**
B<=	_____	**3:00**
C<=	_____	**3:30**
D<=	_____	**4:00**

SHIFTS   START - STOP

You have a choice of 3 shift periods - you do not have to use all 3

STATION OPTIONS

Please Call Customer Svc for Help

NIGHT MANAGER

Start	_____	6:00pm
Stop	_____	11:00pm
Print Each Car	ON	**OFF**

BEEPER OPTIONS

1 Beep	**ON**	OFF
2 Beep	**ON**	OFF
3 Beep	**ON**	OFF
4 Beep	**ON**	OFF
>D Repeat @	_____	(15 sec)
Main unit Beeper	**ON**	OFF
Beep for arrival Menu	ON	**OFF**
Beep for arrival W1	ON	**OFF**
Beep for arrival W2	ON	**OFF**
Beep for arrival Line	ON	**OFF**

REMOTE DISPLAYS

Remote 1	_____	(A line)
Remote 2	_____	(A Win2)
Remote 3	_____	
Remote 4	_____	
Flash Avg For:	_____	(daily)

NOTES: _____

_____

_____

_____

_____

CUM Periods

	Sun		Mon		Tue		Wed		Thur		Fri		Sat	
	start	stop	start	stop	start	stop	start	stop	start	stop	start	stop	start	stop
1	Store opening time		Store opening time		Store opening time		Store opening time		Store opening time		Store opening time		Store opening time	
2														
3														
4														
5														
6														
7														
8		Store closing time		Store closing time		Store closing time		Store closing time		Store closing time		Store closing time		Store closing time

Shifts

	Sun		Mon		Tue		Wed		Thur		Fri		Sat	
	start	stop	start	stop	start	stop	start	stop	start	stop	start	stop	start	stop
1														
2														
3														

NOTES:

TABLE OF CONTENTS

SECTION 1 - INTRODUCTION

1-1 General

The Fast Track 2+2 Timer (also referred to as the Timer) helps you operate a drive-thru store more efficiently and profitably by tracking the progress of customer vehicles through the ordering and delivery process. Management and staff can use this information in crucial ways:

■ To analyze service time

■ To improve productivity

■ To set performance goals and incentives

■ To measure performance

■ To predict staffing requirements based on past experience

■ To compare shifts, seasons, and stores

1-2 Elements of a Fast Track 2+2 Timer

A Timer consists of the following elements:

■ A Main Console with:

H   a Liquid Crystal Display (LCD)
H   Status Lights for monitoring eight stations
H   a Thermal Printer
H   a Keypad for controlling system operation

■ Up to six large, LED Remote Displays that show time and give performance information by flashing average times during non-active timing. These Displays can use a series of audio beeps to indicate status of performance goals.

■ Sensor data channels that detect vehicles in the drive-thru lanes. (Loops embedded in the drive-thru pavement are a typical kind of vehicle sensor.)

■ Communication sensor data channels that detect conversation between employees and customers.

Fast Track
2+2 ®
Drive-Thru Timer

A fully functional system requires a customer-furnished Intercom, Menu Board Loop with Vehicle Detector and the Fast Track 2+2 Timer. At a minimum, the Timer contains a Main Console and a Remote Display. The Main Console interfaces with the customer-furnished Intercom and Vehicle Detector, Window Loops, and from one to six Remote Displays.

The Timer can work with a single or double lane drive-thru restaurant. A typical fast food restaurant with two drive-thru lanes is pictured below: Side A is the primary drive-thru lane (with the *driver* seated closest to the cashier and service windows). Side B is the secondary drive-thru lane (with the car *passenger* closest to the cashier and service windows). Each lane has a communications system (Intercom) and three Loops to detect cars. One Loop is located at the Menu Board, another at WIN 1, and a third at WIN 2 on both Side A and Side B. The Loops allow the Timer to detect when cars arrive and leave the Loop locations.
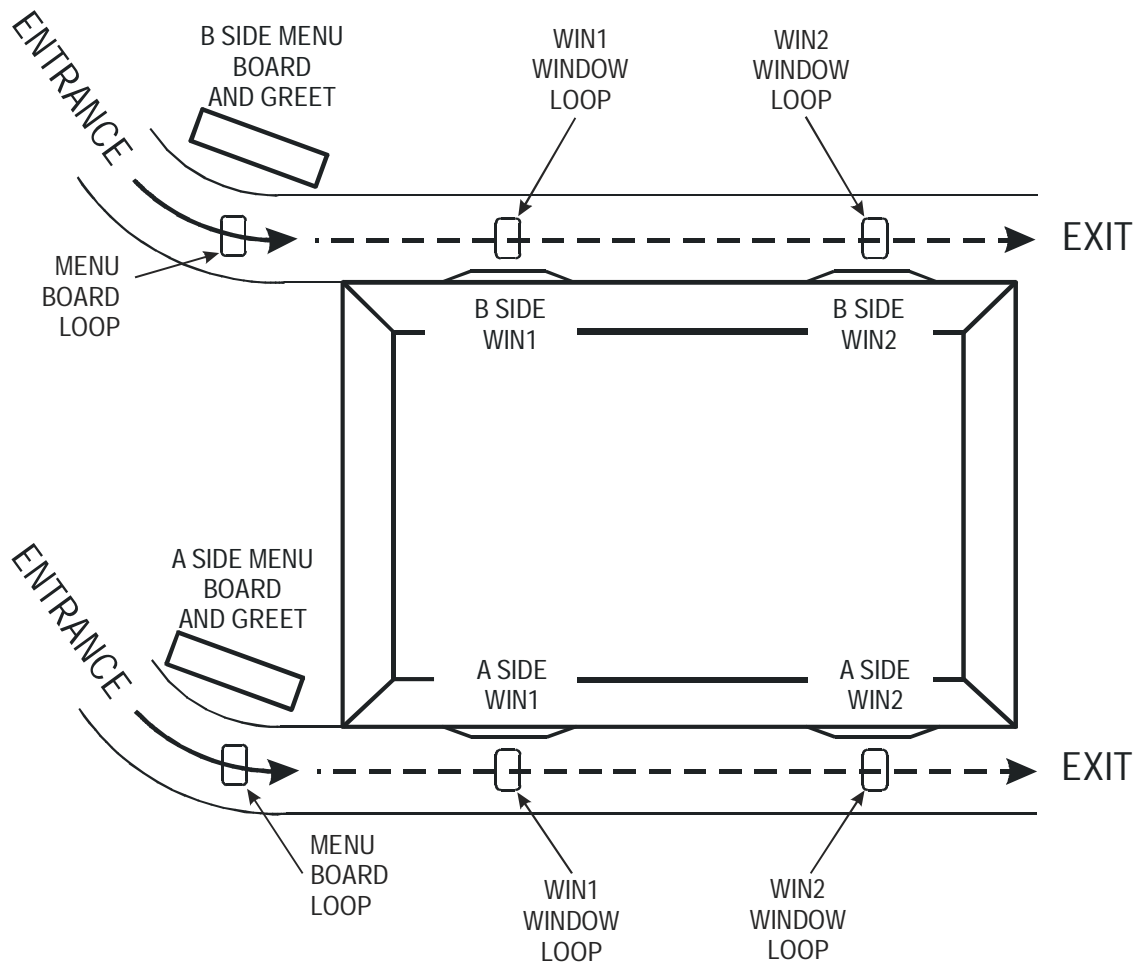
1-3　Features

The Fast Track 2+2 Timer helps you improve and maintain efficiency and profitability with the following features:

- *Automatic operation* that handles most of your routine requirements (For the most part, your job is to replace printer paper and let the Timer do *its job*!)

- Indicator lights that let *you see at a glance exactly where the cars are* in your drive-thru lanes

- Automatic operation that helps *identify drive-thru problems* and then lets you manually correct them

- Data displays and printed reports that give you both *summary and real-time information*, so you and your staff have *instant* performance feedback

- *Automatic printing* at scheduled intervals

- Flexible reporting that allows you to analyze *both current and historical drive-thru data*, so that you can compare past and present performance as well as the effects of product, staff, and policy changes

- Comprehensive reporting to help you determine how *efficiently* your staff serves your customers, the percentage of vehicles meeting your *performance goals and standards*, and the performance of different shifts in relation to one another, as well as help you to predict *staffing needs*.

- Optional report settings:

  H　Reporting period can be set for ¼ hour, ½ hour, hourly, every CUM period, every shift, daily (at closing or opening), weekly, and monthly reports.

1-4   Using the Fast Track 2+2 Timer

When the Timer is installed, it is programmed to automatically display data and produce reports based on the store's operation.

As cars arrive and depart from your drive-thru stations, the Timer adds database event records that include date and time of day information for reporting and comparison. These include:

■ Event records when your communications system is used to greet cars

■ Status records for events like application of power or entry of a security password

■ Exception records for unusual conditions

You will use only a few of the Timer's many features on a daily basis. A numeric password – to protect your configuration from accidental changes – is required to use some of these features.

This manual will show you how to use these powerful tools.

1-5   Using this Manual

This manual will familiarize you with most of the Timer's functions and instruct you how to customize its behavior to meet your special or changing requirements. Simply look in the Table of Contents or Index for the section describing the feature.

You will find the following symbols and characters used throughout this manual:

ARROWS – Press the Up, Down, Left, and Right arrow keys appropriately, usually to move the cursor (a solid block,) to a position on the screen. The position you have moved to is indicated by the cursor.

SQUARE BRACKETS AROUND TEXT (example: [SET PARAMETERS]) – Use ARROW KEYS and, where specified, [ENTER SELECT 1] to move to the menu option line specified in the brackets.

SECTION 2 - OPERATION

2-1   General

The Fast Track 2+2 Timer operates automatically with a minimum of operator attention, updating the data on its Activity screen and Remote Displays, and printing regularly scheduled automatic reports.

A simple Fast Track 2+2 Timer (for a single lane, two-window drive-thru) is pictured below:

EVENT 1	Arrival of vehicle at Menu Board Loop		Generates VEHICLE PRESENCE signal
EVENT 2	Employee keys microphone to greet customer		Generates GREET CANCEL signal
EVENT 3	Vehicle departs from Menu Board Loop		Discontinues VEHICLE PRESENCE signal
EVENT 4	Vehicle arrives at WIN 1 Loop		Generates VEHICLE PRESENCE signal
EVENT 5	Vehicle departs from WIN 1 Loop		Discontinues VEHICLE PRESENCE signal
EVENT 6	Vehicle arrives at WIN 2 Loop		Generates VEHICLE PRESENCE signal
EVENT 7	Vehicle departs from WIN 2 Loop		Discontinues VEHICLE PRESENCE signal

Elapsed Time ·······►

```
1 ···GREET··· 2          4 ···WIN 1····· 5       6 ··· WIN 2 ···· 7
1 ······· MENU ······· 3
          3 ·····WAIT*······ 4        5 ·····WAIT*···· 6
1 ································· LINE TIME ································· 7
```

*NOTE: Full Line Time includes the wait time between 3 - 4 and 5 - 6

2-1.1   Multiple Vehicles

The Timer is capable of keeping track of up to 16 vehicles moving simultaneously through each drive-thru lane. The Timer can track the progress of each vehicle independently, accurately noting when each car moves onto or off a vehicle detection zone.

2-2   Electrical Power

The Timer's electrical power, supplied by an external transformer, is always left on. The transformer is connected by a power cord to a 110 VAC power outlet.

2-3   Remote Displays (L1 Thru L8)

The Remotes display in minutes and seconds, or seconds only, the time each car spends during key steps in the ordering and sales process.
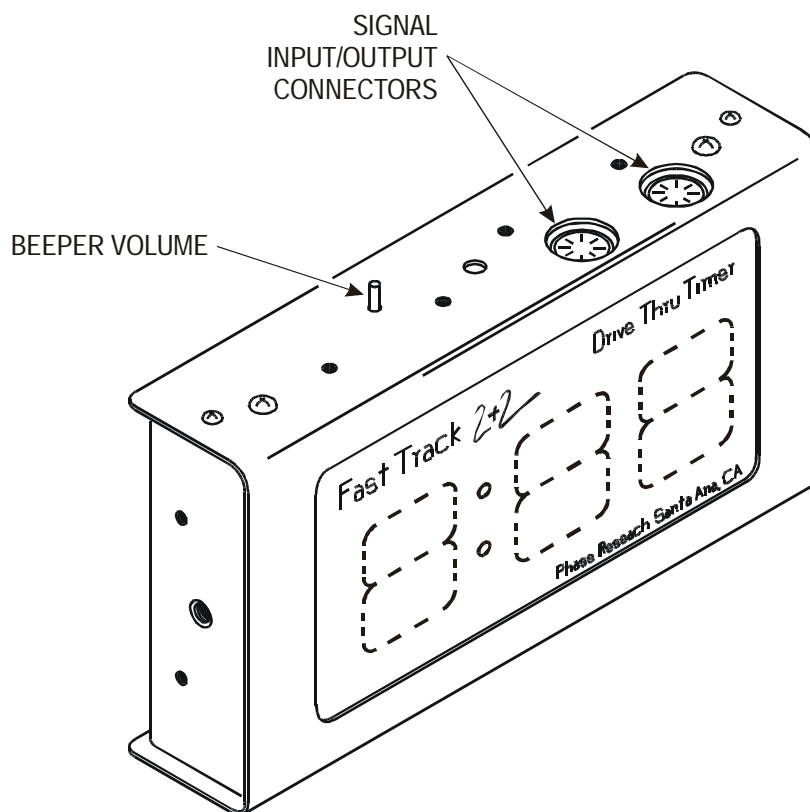
One to Six Remote Displays May be Programmed to:

■ Show the elapsed time for a selected event in progress. See "Setting Remote Display Options" on page 3-23.

■ Show the average event time for a selected time period (indicated by flashing mode). See "Setting Remote Display Options" on page 3-23.

■ Show the same information on more than one Display (example: one Remote for your cashier and customers, and another for your cooks). See "Setting Remote Display Options" on page 3-23.

■ Communicate information through audible beeps (example: a car exceeds target time "A"). The beep volume can be adjusted up or down as desired. See "Setting Targets" on page 3-17 and See "Setting Beeper Options" on page 3-37.

2-4   LED Status Lights

The eight LED (Light Emitting Diode) Status Lights on the Main Console show how customers are moving through your drive-thru system. Labeled L1 through L8, these lights are activated when their corresponding stations are active or occupied.

The pattern of the L1...L8 indicator lights on the Console lets you see at a glance where the cars are in your drive-thru lanes. They also help you make sure that the Timer and its sensors are working together properly.

Below is an example of what the LED Status Lights might indicate in a store with two drive-thru lanes ("A" and "B") and four monitored stations in each lane.
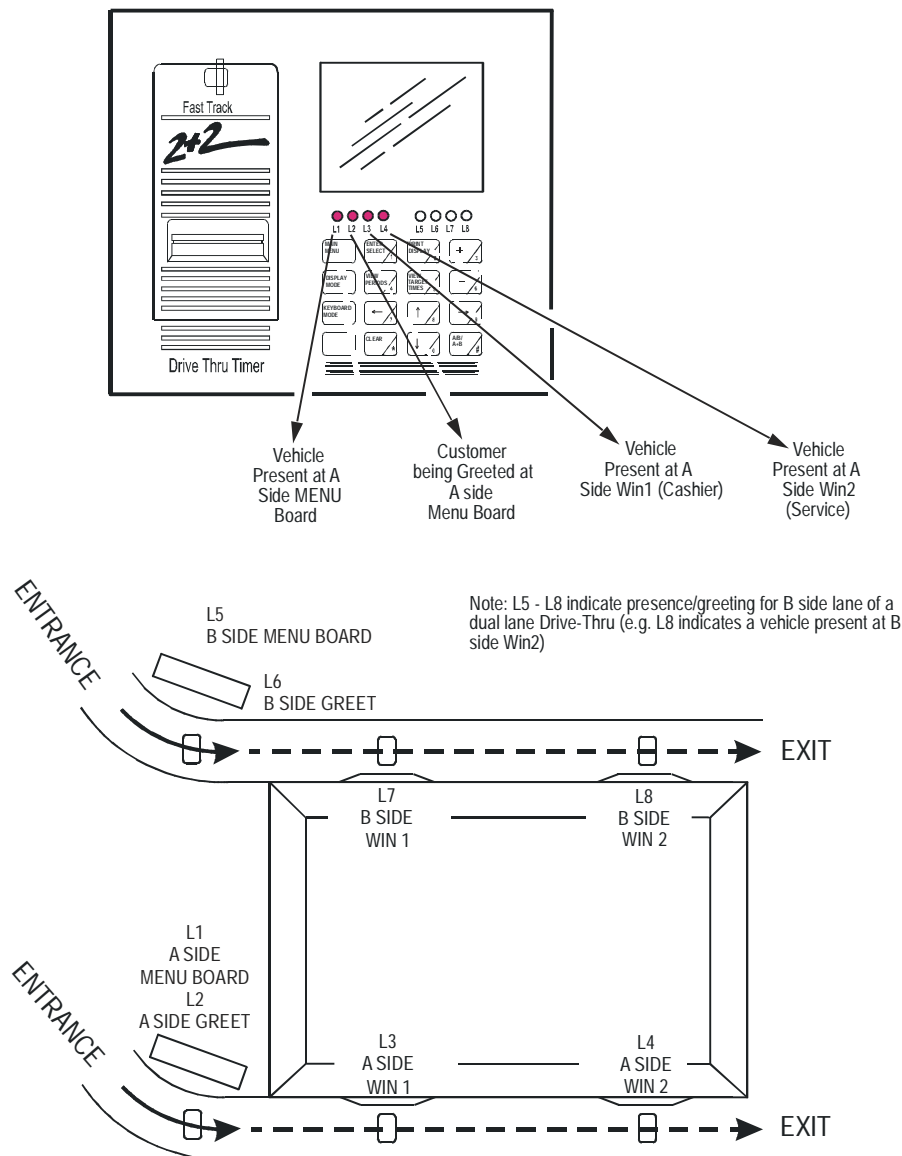
2-5   Keypad

The Keypad is your entry to the Timer's many features and options, allowing you to access the Timer's numerous screens and customize its reports and features.

The keys and their basic functions are described below:

MAIN MENU   Is used to start most programming and to return to the Activity Screen.

ENTER SELECT 1   Selects a menu option. Also used to move to the next screen in a sequence and for confirming selections.

PRINT DISPLAY 2   Prints a copy of the display screen.

CLEAR *   If reports are printing, this key stops the printing. Also advances printer tape by one line.
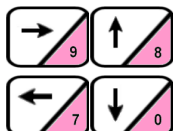
→9 ↑8 ←7 ↓0   Move the cursor. The cursor is a blinking underline option for data entry fields.

+3 -6   Used for changing settings on the Timer's screens.

VIEW PERIODS 4   Displays the dayparts and shifts settings.

VIEW TARGET TIMES 5   Displays one event showing the percentage of service times meeting performance goals.

A/B/ A+B #   Toggles displays to show data from different drive-thru lanes.

EACH KEY PERFORMS SPECIAL FUNCTIONS DEPENDING ON THE SCREEN DISPLAYED.
NOT ALL KEYS ARE ACTIVE WITH ALL SCREENS.

2-6 Thermal Printer

The Thermal Printer prints reports and logs significant events that occur during the Timer's operation, both automatically as scheduled and manually as desired.

The printer uses special thermal paper tape, designed to print only on the side facing out on the roll. The serrated edge of the paper exit slot helps you to neatly tear off reports.

When the paper tape's edges begin to turn pink, it is time to load a new roll. To do so:

NOTE: Do not use any keys while loading paper.

POINT

PAPER ROLL
HOLDER
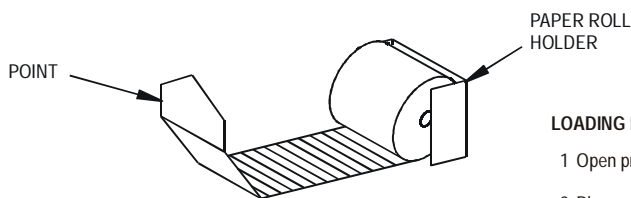
LOADING PROCEDURE:

1 Open printer door.

2 Place roll in holder so that printed instructions face you upside down.

3 Cut paper so that it comes to a point as shown.
CUT PAPER - DO NOT FOLD

4 Insert point of paper into top of printer until point comes through front.

5 Carefully pull point of paper directly toward top of unit until about 6 inches is fed through.

6 Feed paper completely through printer door and close and secure door.

IF PAPER JAMS:

1 Carefully cut paper where it enters printer.

2 Taking care not to put stress on printer parts, pull remaining paper from front of printer. Pull Toward top of unit.
DO NOT USE ANY DEVICE (SCISSORS, SCREWDRIVER, POINTED OBJECT) TO REMOVE PAPER.

3 Reset printer by pressing the the KEYBOARD MODE key and PRINT DISPLAY (No. 2) key at the same time . Printhead will cycle back and forth. Pressing the PRINTER RESET BUTTON (not on all printers) will also reset the printer.

4 Repeat the loading procedure.

PRINTER
RESET
BUTTON
(NOT ON ALL
PRINTERS)

R1

TO RESET PRINTER:

1 The printer has a safety shutoff feature to protect the printer from heat damage.

2 Reset printer by pressing the the KEYBOARD MODE key and PRINT DISPLAY (No. 2) key at the same time . Printhead will cycle back and forth. Pressing the PRINTER RESET BUTTON (not on all printers) will also reset the printer.
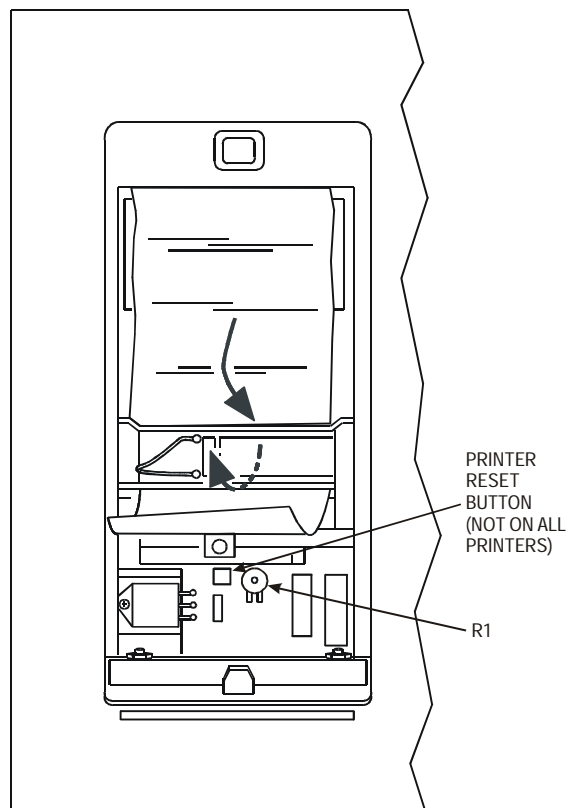
SECTION 3 - SET PARAMETERS

3-1　General

The Fast Track 2+2 Timer comes from the factory with its default settings programmed for a *typical* Timer system. Many of these settings or parameters can be changed to reflect a store's specific operations, and can also be revised repeatedly as the store's operation changes. Once a new system has been installed, programmed by the installer and tested, the Store Manager can change these settings as necessary to reflect local operations.

This section provides detailed instructions on viewing and changing specific Timer operations. Other important details - such as descriptions of the parameters themselves - may be found in DEFINITIONS OF TERMS in APPENDIX A1.

With each of the Setting Parameters procedures covered in this section, the Activity Screen is the first screen visible (below). You may also return to the Activity screen at any time from any of the Setting Parameter screens.

```
  8 : 2 1    A M      T U E    O C T     1 0
C U M 1      6 : 0 0 A M - 1 1 : 0 0 A M
S H F 1      6 : 0 0 A M -    4 : 0 0 P M
                   N O W         A V G
G R E E T                     : 0 6 . 0
M E N U                       : 1 4 . 0

W I N 2                     1 : 3 4 . 0
L I N E                     2 : 4 7 . 0
       L I N E    D A I L Y
A                  1 4 3          6 0 %
B                    2 2            9 %
C                    4 9          2 0 %
D                    1 5            6 %
F                    1 1            5 %
T O T A L   C A R S              2 4 0
```

Most procedures require the Store Manager to use a 4-digit Access Code for security purposes. A second Access Code should be set for the District Manager, and either code can be used to change store parameters.

NOTE: Everytime you press the Main Menu key you will be forwarded to this screen.

```
10:00  PM    TUE   OCT  10

         M  E  N  U

R ESET  LOOP
REMOVE  CAR   FROM   LINE
PRINT  HEADING
MANUAL  PRINT   CURRENT
MANUAL  PRINT   PREV
NIGHT  MANAGER
SET  PARAMETERS

DIAGNOSTICS
RESET  MEMORY
```
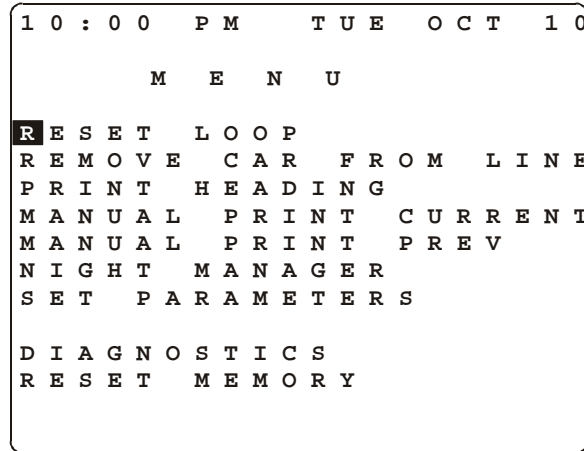
In the following pages, the procedures for changing store parameters are presented as follows:

SETTING TIME, DAY, AND DATE

> **NOTE:** If no keys are pressed in a short period of time, the timer times out and automatically returns to the Activity screen. If this occurs any unsaved data will be lost.

1. Press [MAIN MENU] to open Menu screen.

2. Press [↓ 0] to move cursor to [**S**ET PARAMETERS].

3. Press [ENTER SELECT 1]. You are then prompted to enter your 4-digit Access Code.

4. Enter your 4-digit Access Code. The cursor is now on TIME/STORE HRS/CODE.

> **NOTE:** If an Access Code needs to be set, see the separate *Setting Access Code* procedure information (beginning with step 6). Otherwise, continue with the following:

5. Press [ENTER SELECT 1] to open the Time/Store Hours/Code screen.

> **NOTE:** Cursor is now in upper left-hand corner of Time/Store Hours/Code screen.

```
█8:21   AM    TUE   OCT   10
WEEK:   2       YEAR:2000
STORE  HOURS
1ST   DAY  OF  WEEK:   MON
         OPEN      CLOSE
SUN      6:00AM-12:00AM
MON      6:00AM-12:00AM
TUE      6:00AM-12:00AM
WED      6:00AM-12:00AM
THU      6:00AM-12:00AM
FRI      6:00AM-12:00AM
SAT      6:00AM-12:00AM

ACCESS  CODE:
STORE      _    _    _    _
DISTRICT _    _    _    _
```

6. Press [ENTER SELECT 1]. The cursor is moves one space to the right.

7. Press [+/3] or [-/6] to increase or decrease the Hour.

    NOTE: Changing the Hour also changes AM or PM accordingly. 12:00 AM is midnight 12:00 PM is noon.

8. Press [→/9] to move to the MINUTES.

9. Press [+/3] or [-/6] to increase or decrease the Minutes.

10. Press [→/9] to move to the DAY of the week.

11. Press [+/3] or [-/6] until the correct Day is set.

12. Press [→/9] to move to the MONTH.

13. Press [+/3] or [-/6] until the correct Month is set.

14. Press [→/9] to move to the DATE.

15. Press [+/3] or [-/6] until the correct Date is set.

16. Press [ENTER SELECT/1] to save changes.

17. Press [ENTER SELECT/1] to move to the colon [**:**] after YEAR. Press [+/3] until the correct Year is set.

18. Press [ENTER SELECT/1] and then [MAIN MENU] twice to return to the Activity screen.

SETTING FIRST DAY OF WEEK AND STORE HOURS

Time, Day, and Date must be set before store hours can be set. If Time, Day, and Date are set, proceed with Setting Store Hours as follows:

NOTE: If no keys are pressed in a short period of time, the timer times out and automatically returns to the Activity screen. If this occurs any unsaved data will be lost.

1. Press [MAIN MENU] to open Menu screen.

2. Press [↓/0] to move cursor to [**S**ET PARAMETERS].

3. Press [ENTER SELECT/1]. You are then prompted to enter your 4-digit Access Code.

4. Enter your 4-digit Access Code. You are now in the Set Parameters screen.

5. Press [ENTER SELECT/1]. You are now in the Time/Store Hours/Code screen.

   NOTE: The cursor is now in the upper left-hand corner of the Time/Store Hours/Code screen.

```
 8:21  AM   TUE  OCT  10
WEEK:  2     YEAR:2000
STORE HOURS
1ST  DAY  OF  WEEK:   MON
         OPEN      CLOSE
SUN     6:00AM-12:00AM
MON     6:00AM-12:00AM
TUE     6:00AM-12:00AM
WED     6:00AM-12:00AM
THU     6:00AM-12:00AM
FRI     6:00AM-12:00AM
SAT     6:00AM-12:00AM

ACCESS  CODE:
STORE      _   _    _    _
DISTRICT _    _    _    _
```

6. Press [↓/0] to move cursor down to [**1**st DAY OF WEEK:].

7. Press [ENTER SELECT/1] until the 1st Day of the Week is correct.

8.   Press [↓/0] to move cursor down to [**S**UN].

9.   Press [ENTER SELECT /1] to move cursor to the right to the OPEN time.

10. Press [+/3] or [-/6] to adjust your Open time.

     NOTE: Please observe AM and PM: 12 p.m. is noon; 12 a.m. is midnight.

11. Press [↓/0] to move cursor down to [MON]. Continue setting OPEN times for Monday through Saturday.

12. Press [→/9] to move cursor to the CLOSE time.

13. Press [+/3] until the CLOSE time is set.

14. Press [↑/8] to move cursor up to the closing time for Friday. Continue setting CLOSE times for Friday through Sunday.

15. Press [ENTER SELECT /1] to save changes.

16. Press [MAIN MENU] twice to return to the Activity screen.

     NOTE: Any adjustments made to Store Hours require changes to be made to CUM(s) and Shifts as well.

SETTING ACCESS CODES

NOTE: If no keys are pressed in a short period of time, the timer times out and automatically returns to the Activity screen. If this occurs any unsaved data will be lost.

1.   Press [MAIN MENU] to open Menu screen.

2.   Press [↓/0] to move cursor to [**S**ET PARAMETERS].

3.   Press [ENTER SELECT/1]. You are then prompted to enter your 4-digit Access Code.

4.   Enter your 4-digit Access Code. You are now in the Set Parameters screen.

5.   Press [ENTER SELECT/1]. You are now in the Time/Store Hours/Code screen:

NOTE: The cursor is now in the upper left-hand corner of the Time/Store Hours/Code screen.

```
■8:21   AM    TUE   OCT   10
WEEK:   2        YEAR:2000
STORE  HOURS
1ST   DAY  OF  WEEK:   MON
           OPEN      CLOSE
SUN      6:00AM-12:00AM
MON      6:00AM-12:00AM
TUE      6:00AM-12:00AM
WED      6:00AM-12:00AM
THU      6:00AM-12:00AM
FRI      6:00AM-12:00AM
SAT      6:00AM-12:00AM

ACCESS  CODE:
STORE      _    _    _    _
DISTRICT _    _    _    _
```

NOTE: If you do not wish to change the Store Access Code, proceed to step 9.

6.   Press [↓/0] to move cursor down to the [**S**TORE] Access Code.

7.   Press [ENTER SELECT/1] to move cursor right to the first Store Access Code number space.

8. Press number keys to select a 4-digit Code for the Store Manager. As you enter each number, an asterisk (*) appears on the screen. The actual numbers do not appear so that others are not able to see your selection. The cursor moves directly to [**D**ISTRICT] after the Store Access Code is entered.

> **NOTE:** If you do not wish to change the District Access Code, proceed to step 12. If you wish to change the District Access Code (in addition to the Store Access Code), proceed to step 10.

9. Press [↓ 0] to move cursor down to the [**D**ISTRICT] Access Code.

10. Press [ENTER SELECT 1] to move cursor right to the first District Access Code number space.

11. Press number keys to select a 4-digit Code for the District Manager. This code can be the same as or different than the code for the Store Manager.

12. Press [MAIN MENU] twice to return to the Activity screen.

> **NOTE:** This access code is needed for all future parameter changes. Keep this code in a safe location for future reference.

SETTING CUM PERIODS

Store hours must be set before CUM (cumulative) Periods can be set. Existing Cum Periods can be viewed by pressing [VIEW PERIODS 4] from the Activity screen. CUM Periods are also referred to as Day-parts.

Start time on CUM1 must be the same as the store opening time. The end time on the last CUM must be the same as the store closing time. **CUMs CANNOT OVERLAP AND MUST BE IN ORDER (from earliest time to latest time) WITH NO GAPS BETWEEN THEM**.

> **NOTE:** If no keys are pressed in a short period of time, the timer times out and automatically returns to the Activity screen. If this occurs, any unsaved data will be lost.

IMPORTANT: **IF YOU PROCEED WITH THE FOLLOWING PROGRAMMING, ALL CAR COUNT DATA WILL BE LOST.**

1. Press [MAIN MENU] to open Menu screen.

2. Press [↓ 0] to move cursor to [SET PARAMETERS].

3. Press [ENTER SELECT 1]. You are then prompted to enter your 4-digit Access Code.

4. Enter your 4-digit Access Code. You are now in the Set Parameters screen.

5. Press [↓ 0] to move cursor down to [CUM PERIODS].

6. Press [ENTER SELECT 1]. You are now in the Set CUM Periods screen, and the cursor is on [DAY].

```
   5 : 5 9    P M      T U E    O C T    1 0

      S E T    C U M    P E R I O D S

 D A Y :    S U N
            S T A R T          E N D
 C U M 1      6 : 0 0 A M - 1 1 : 0 0 A M
 C U M 2    1 1 : 0 0 A M -    2 : 0 0 P M
 C U M 3      2 : 0 0 P M -    5 : 0 0 P M
 C U M 4      5 : 0 0 P M -    8 : 0 0 P M
 C U M 5      8 : 0 0 P M - 1 2 : 0 0 P M
 C U M 6
 C U M 7
 C U M 8

 C O P Y    T O :    S U N
```

NOTE: The Set Shifts [**D**ay] always defaults to start on Sunday (SUN).

7. Press [ENTER SELECT 1] until the day displayed is Monday (MON).

8. Press [↓ 0] to move cursor to [**C**UM1].

9. Press [ENTER SELECT 1]. You are then prompted to enter the Access Code.

IMPORTANT: **IF YOU PROCEED WITH THE FOLLOWING PROGRAMMING, ALL CAR COUNT DATA WILL BE LOST.**

10. Enter your 4-digit Access Code. The printer prints a MEMORY RESET/ PARAMETER RESET message, and the cursor moves to the right side of CUM1.

   NOTE: Access Code only needs to be entered once.

11. Press [+ 3] or [- 6] to change START time up or down. The time changes in 15-minute increments.

12. Press [→ 9] to move cursor to END time (cursor is on [**-**] before END time).

13. Press [+ 3] or [- 6] to change END time up or down. The time changes in 15-minute increments.

14. Press [↓ 0], then [← 7] to set [**C**UM2].

15. Press [+ 3] or [- 6] to change START time up or down. The time changes in 15-minute increments.

16. Press [→ 9] to move cursor to END time (cursor is on [**-**] before END time).

17. Press [+ 3] or [- 6] to change END time up or down. The time changes in 15-minute increments.

18. Press [↓ 0], then [← 7] to set [**C**UM3].

19. Press ⊞ or ⊟ to change START time up or down. The time changes in 15-minute increments.

20. Press → to move cursor to END time (cursor is on [**-**] before END time).

21. Press ⊞ or ⊟ to change END time up or down. The time changes in 15-minute increments.

   NOTE: It is not necessary to set all CUMs.

   NOTE: Press ⊠ to clear a CUM Period.

22. Press ENTER SELECT to save changes. The cursor moves to [**C**OPY TO].

23. Press ↑ until the cursor is at [**D**AY] at top of screen.

24. Press ENTER SELECT to go to the next day.

25. Repeat steps 11 through 25 for each day.

26. Press MAIN MENU twice to return to Activity screen.

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
SETTING SHIFT PERIODS

Store hours must be set before Shifts can be set. Existing Shifts can be viewed by pressing [VIEW PERIODS 4] from the Activity screen.

Start time on SHF1 must be the same as the store opening time. The end time on the last Shift must be the same as the store closing time. **SHIFTS CANNOT OVERLAP AND MUST BE IN ORDER (from earliest time to latest time) WITH NO GAPS BETWEEN THEM**.

> **NOTE:** If no keys are pressed in a short period of time, the timer times out and automatically returns to the Activity screen. If this occurs, any unsaved data will be lost.

IMPORTANT: **IF YOU PROCEED WITH THE FOLLOWING PROGRAMMING, ALL CAR COUNT DATA WILL BE LOST.**

1. Press [MAIN MENU] to open Menu screen.

2. Press [↓ 0] to move cursor to [**S**ET PARAMETERS].

3. Press [ENTER SELECT 1]. You are then prompted to enter your 4-digit Access Code.

4. Enter your 4-digit Access Code. You are now in the Set Parameters screen.

5. Press [↓ 0] to move cursor down to [SHIFTS].

6. Press [ENTER SELECT 1]. You are now in the Set Shifts screen, and the cursor is on [**D**AY].

```
 8:21  AM    TUE  OCT  10

        SET  SHIFTS

DAY:   SUN

        START      END
SHF1    6:00AM -  3:45PM
SHF2    3:45PM - 12:00PM
SHF3


COPY TO:   SUN

```

NOTE: The Set Shifts [**D**ay] always defaults to start on Sunday (SUN).

7.   Press [ENTER SELECT 1] until the day displayed is Monday (MON).

8.   Press [↓ 0] to move cursor to [**S**HF1].

9.   Press [ENTER SELECT 1]. You are then prompted to enter the Access Code.

IMPORTANT: **IF YOU PROCEED WITH THE FOLLOWING PROGRAMMING, ALL CAR COUNT DATA WILL BE LOST.**

10.   Enter your 4-digit Access Code. The printer prints a MEMORY RESET/ PARAMETER RESET message, and the cursor moves to the right side of SHF1.

   NOTE: Access Code only needs to be entered once.

11.   Press [+ 3] or [- 6] to change START time up or down. The time changes in 15-minute increments.

12.   Press [→ 9] to move cursor to END time (cursor is on [**-**] before END time).

13.   Press [+ 3] or [- 6] to change END time up or down. The time changes in 15-minute increments.

14.   Press [↓ 0], then [← 7] to set [**S**HF2].

15.   Press [+ 3] or [- 6] to change START time up or down. The time changes in 15-minute increments.

16.   Press [→ 9] to move cursor to END time (cursor is on [**-**] before END time).

17.   Press [+ 3] or [- 6] to change END time up or down. The time changes in 15-minute increments.

18.   Press [↓ 0], then [← 7] to set [**S**HF3].

19. Press ⊞ or ⊟ to change START time up or down. The time changes in 15-minute increments.

20. Press → to move cursor to END time (cursor is on [-] before END time).

21. Press ⊞ or ⊟ to change END time up or down. The time changes in 15-minute increments.

NOTE: It is not necessary to set all Shifts.

NOTE: Press CLEAR to clear a Shift Period.

22. Press ENTER SELECT to save changes. The cursor moves to [**C**OPY TO].

23. Press ↑ until the cursor is at [**D**AY] at top of screen.

24. Press ENTER SELECT to go to the next day.

25. Repeat steps 11 through 25 for each day.

26. Press MAIN MENU twice to return to Activity screen.

THIS PAGE IS INTENTIONALLY LEFT BLANK

SETTING TARGETS

Current Targets can be viewed by pressing [VIEW TARGET TIMES 5] from the Activity screen.

NOTE: If no keys are pressed in a short period of time, the timer times out and automatically returns to the Activity screen. If this occurs any unsaved data will be lost.

IMPORTANT: **IF YOU PROCEED WITH THE FOLLOWING PROGRAMMING, ALL CAR COUNT DATA WILL BE LOST.**

1.   Press [MAIN MENU] to open Menu screen.

2.   Press [↓ 0] to move cursor to [**S**ET PARAMETERS].

3.   Press [ENTER SELECT 1]. You are then prompted to enter your 4-digit Access Code.

4.   Enter your 4-digit Access Code. You are now in the Set Parameters screen.

5.   Press [↓ 0] to move cursor down to [TARGETS].

6.   Press [ENTER SELECT 1]. You are now in the Target screen and the cursor is on [**T**ARGET STA:].

```
  6:12   PM    TUE   OCT   10

 T A R G E T   S T A :      L I N E
 D A Y :    S U N
 C U M 1    6 : 0 0 A M - 1 1 : 0 0 A M

   A        < =      : 3 0
   B        < =    1 : 0 0
   C        < =    1 : 3 0
   D        < =    2 : 0 0         ( F > )

 C O P Y   I N F O   T O :
 D A Y :    S U N
 C U M 1
```

NOTE: Depending on the Fast Track 2+2 model purchased, different choices are available in setting Targets. Full-line models allow the choice of setting targets for one of the following: GREET, MENU, WIN1(cashier), WIN2(service or cashier/service) and LINE. The basic model allows you to set grades only. Typical targets are WIN2 or LINE.

7. Press [ENTER/SELECT 1]. You are then prompted to enter the Access Code.

IMPORTANT: **IF YOU PROCEED WITH THE FOLLOWING PROGRAMMING, ALL CAR COUNT DATA WILL BE LOST.**

8. Enter your 4-digit Access Code. A MEMORY RESET/PARAMETER RESET message is printed, and the cursor moves to the right of TARGET STA:.

9. Press [ENTER/SELECT 1] until the Target Station wanted is set.

10. Press [↓ 0] to move cursor to [A < =].

11. Press [ENTER/SELECT 1]. The cursor moves to the right of the [A < =].

12. Press [+ 3] or [- 6] until the Target Time wanted is set.

13. Press [↓ 0] to move cursor to [B].

   NOTE: The Target Time for "B" must be equal to or greater than the Target Time for "A."

14. Press [+ 3] or [- 6] until the Target Time wanted is set.

15. Press [↓ 0] to move cursor to [C].

   NOTE: The Target Time for "C" must be equal to or greater than the Target Time for "B."

16. Press [↓ 0] to move cursor to [D].

   NOTE: The Target Time for "D" must be equal to or greater than the Target Time for "C."

   NOTE: Target Time "F" is not programmable and is automatically greater than the Target Time for "D."

17. Press [ENTER/SELECT 1]. Cursor moves to [**D**AY:] directly under COPY INFO TO:. If you wish to copy information to another day, proceed to step 18.

18.   Press [ENTER SELECT 1] to select ALL.

19.   Press [↓ 0] to move to [CUM1].

20.   Press [ENTER SELECT 1] until CUM displays ALL.

21.   Press [↓ 0] to move cursor to [DAY] and to save data entered.

22.   Press [MAIN MENU] twice to return to Activity screen.

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SETTING STATION OPTIONS

Station Options affects the way the Fast Track 2+2 tracks and reports drive-thru activity. Station Options should only be changed by or with a factory-authorized Customer Service Specialist.

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SETTING REMOTE DISPLAY OPTIONS

The Fast Track 2+2 can support up to 6 Remote Displays. Each Display can be set to display the same time function or different time functions for different events (such as MENU time, WIN1 time, LINE time, etc.) as desired.

Before setting events for the Remote Displays, it is important to know the address of each display. To check the address of a Remote Display proceed with the Check Address procedure, if you know the address of each Remote Display proceed to the Set Events procedure.

Check Address

Each event you wish to display will require it's own address (001 through 006). If the Remote Display's address is 001, it will show the event that is programmed for Remote #1 on the Remote Display Options screen. Address 002 will show the event programmed for Remote #2, Address 003 will show the event programmed for Remote #3, and so on.

IMPORTANT: **IF YOUR STORE REQUIRES TWO OR MORE REMOTE DISPLAYS TO SHOW THE SAME EVENT, THOSE DISPLAYS MUST BE SET TO THE SAME ADDRESS.**

To verify the address of a Remote Display the display will need to go through a power-up sequence. The first number that flashes during the power-up sequence (i.e. 001, 002, etc...) is the address of that Remote Display.

NOTE: Do not unplug the DIN plug by pulling on the grey cable, make sure to only pull on the black plug itself.

1. To force a power up sequence, remove power from the display by unplugging the DIN plug from the top of the display, then replace the DIN plug.

2. Observe the first number that flashes during power-up. The address will be one of the following: 001, 002, 003, 004, 005, or 006

   If you wish to change the address for one or more Remote Displays proceed with the Change Address procedure, if you do not wish to change any address proceed with the Set Events procedure.

BLUE
STRIPE
CABLE
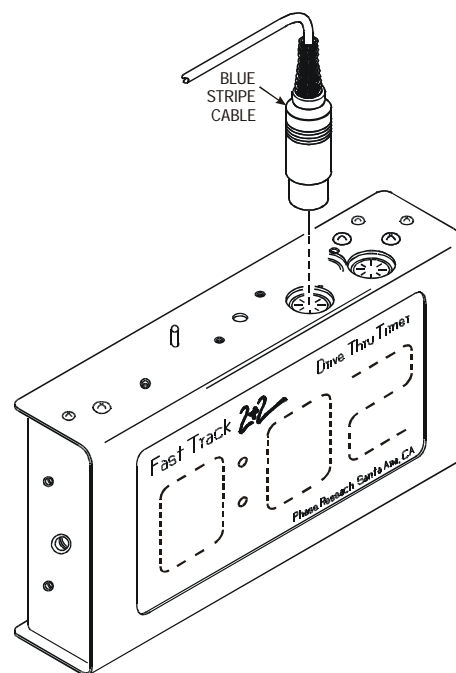
Change Address

To change the address of a Remote Display, you will need to remove the cover from the display and adjust the Dip-Switch Settings.

1. Unplug the DIN plug from the top of the Remote Display whose address you wish to change and remove the display from its mounting. Remove the two (2) **smaller** Phillips head screws from the top of the display, then remove the two (2) Phillips head screws from the bottom of the display. The two (2) covers of the display should now separate.

2. After separating the two covers, locate the eight (8) position dip-switch block located on the upper right-hand side of the circuit board. Adjust the switches according to the address you want.

Switch shown as it appears in Remote Display.
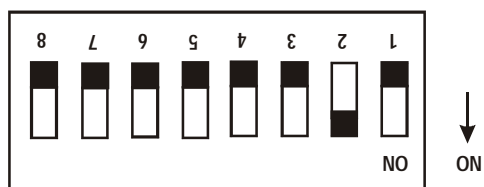
Address 001: Switch 1 ON
Address 002: Switch 2 ON
Address 003: Switches 1 & 2 ON
Address 004: Switch 3 ON
Address 005: Switches 1 & 3 ON
Address 006: Switches 2 & 3 ON

3. Plug the connector back into the Remote Display and verify that it has the correct address before reassembling.

4. Once the Remote Display is addressed correctly, reassemble and remount it.

After verifying that all Remote Displays are addressed correctly continue with the Set Events procedure.

Set Events

NOTE: If no keys are pressed in a short period of time, the timer times out and automatically returns to the Activity screen. If this occurs any unsaved data will be lost.

1.   Press [MAIN MENU] to open Menu screen.

2.   Press [↓ 0] until the cursor moves to [SET PARAMETERS].

3.   Press [ENTER SELECT 1]. You are then prompted to enter your 4-digit Access Code.

4.   Enter your 4-digit Access Code. You are now in the Set Parameters screen.

5.   Press [↓ 0] until the cursor moves to [REMOTE DISP OPTIONS].

6.   Press [ENTER SELECT 1]. and enter your 4-digit Access Code. You are now in the Remote Display Options screen and the cursor is on [REMOTE #1:].

```
  8 : 0 0    P M     W E D    O C T    1 1

       R E M O T E    D I S P L A Y
             O P T I O N S
■ R E M O T E    # 1 :
  R E M O T E    # 2 :     A   W I N    2
  R E M O T E    # 3 :
  R E M O T E    # 4 :
  R E M O T E    # 5 :
  R E M O T E    # 6 :




  F L A S H    A V G   F O R :    D A I L Y
```

7.   Press [ENTER SELECT 1]. The cursor moves to the right of [REMOTE #1:].

8.   Press [+ 3] or [- 6] to select the choice of, A GREET, A MENU, A WIN 1, A WIN 2, A LINE, blank (no choice), B GREET, B MENU, B WIN 1, B WIN 2, B LINE, or blank.

> **NOTE:** You must choose a different event (i.e. A GREET, A WIN2, etc.) for each location (i.e. REMOTE #1, REMOTE #2, etc.). If your store requires two or more Remote Displays to show the same event, those displays must have the same address. See the Check Address and Change Address procedures

9. Press ⬇️ to move the cursor to [REMOTE #2:].

10. Press ➕ or ➖ to select the choice of, A GREET, A MENU, A WIN 1, A WIN 2, A LINE, blank (no choice), B GREET, B MENU, B WIN 1, B WIN 2, B LINE, or blank.

11. Repeat steps 9 through 10 to set [REMOTE #3:] through [REMOTE #6:], as desired.

> **NOTE:** It is not necessary to set an event for each location (i.e. REMOTE #3, REMOTE #4, etc.).

12. Press (ENTER SELECT). Cursor moves to the far left.

13. Press ⬇️ to move to [**F**LASH AVG FOR:].

14. Press (ENTER SELECT) to select your choice of the information the Remote is to flash (DAILY, WEEK, MONTH, blank (does not flash), QTRHR (quarter hour), HLFHR (half hour), HOUR, CUM, or SHIFT).

15. Press ⬆️ to save your settings.

16. Press (MAIN MENU) twice to return to Activity screen.

SETTING PRINTER OPTIONS

Setting Printer Options allows you to select the time and type of reports to be automatically printed. [PRINTER ALLOWED] must be set to **ON** to receive any reports.

> **NOTE:** If no keys are pressed in a short period of time, the timer times out and automatically returns to the Activity screen. If this occurs any unsaved data will be lost.

1.   Press [MAIN MENU] to open Menu screen.

2.   Press [↓ 0] to move cursor to [**S**ET PARAMETERS].

3.   Press [ENTER SELECT 1]. You are then prompted to enter your 4-digit Access Code.

4.   Enter your 4-digit Access Code. You are now in the Set Parameters screen.

5.   Press [↓ 0] to move cursor down to [PRINTER OPTIONS].

6.   Press [ENTER SELECT 1]. You are now in the Set Printer Options screen.

```
  8 : 2 1    A M      T U E    O C T    1 0

S E T    P R I N T E R    O P T I O N S
P R I N T   E A C H   C A R           O F F
E V E R Y   1 / 4   H O U R           O F F
E V E R Y   1 / 2   H O U R           O F F
E V E R Y   H O U R                   O N
E V E R Y   C U M   P E R I O D       O N
E V E R Y   S H I F T                 O F F
D A I L Y   A T   C L O S I N G       O F F
D A I L Y   A T   O P E N I N G       O N
W E E K L Y   R E P O R T             O N
M O N T H Y   R E P O R T             O N
P R I N T   H E A D E R               O N
P R I N T E R   A L L O W E D         O N
```

7.   Press [↓ 0] to move to the Printer Option you wish to change.

> **NOTE:** If you want to change the [**P**RINT EACH CAR] option, call *Phase Research* for assistance.

8.   Press [ENTER SELECT 1] to switch selected printing option ON or OFF. The cursor automatically moves down to the next line.

> **NOTE:** You can only have one Daily Report, either [**D**AILY AT CLOSING] or [**D**AILY AT OPENING].

9.   Continue selecting printer options to turn ON or OFF as desired.

10.   Press [MAIN MENU] twice to return to the Activity screen.

SETTING HEADING

Setting the Store Heading allows the store to be identified on printed reports.

> **NOTE:** If no keys are pressed in a short period of time, the timer times out and automatically returns to the Activity screen. If this occurs any unsaved data will be lost.

1. Press [MAIN MENU] to open Menu screen.

2. Press [↓ 0] to move cursor to [**S**ET PARAMETERS].

3. Press [ENTER SELECT 1]. You are then prompted to enter your 4-digit Access Code.

4. Enter your 4-digit Access Code. You are now in the Set Parameters screen.

5. Press [↓ 0] to move cursor down to [HEADING].

6. Press [ENTER SELECT 1]. The cursor is on the [**1**] position.

```
 8 : 2 1   A M     T U E   O C T   1 0

       S E T   H E A D I N G
    ( S E E   M A N U A L   F O R
     I N S T R U C T I O N S )

1 :   S T O R E : _ _ _ _ _ _ _ _ _ _
      _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
2 :   N U M B E R : _ _ _ _ _ _ _ _ _
      _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
3 :   M A N A G E R : _ _ _ _ _ _ _ _
      _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
4 :   P H O N E : ( _ _ _ )   _ _ _ - _
      _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
5 :   R E P O R T : _ _ _ _ _ _ _ _ _
      _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
```

> **NOTE:** You can overwrite the default labels (i.e. Store, Number, etc...) if desired.

7. Press [ENTER SELECT 1] to move cursor to [**S**TORE:].

8. Press [→/9] to move to first space after the colon (:).

9. Press [A/B/ A+B /#]. An "M" appears.

10. Press [+/3] to change the character to any letter between "M" and the end of the alphabet: N O P Q R S T U V W X Y Z

11. Press [-/6] to change the character to any letter between "M" and the beginning of the alphabet: A B C D E F G H I J K L

    NOTE: When you press [A/B/ A+B /#], the "M" always appears first. Other characters can be found *before* or *after* the entire alphabet, and appear in the following order: [\ ] ! " # $ % & ' ( ) * + , - . / 0123456789 : ; < = > ? @

12. Press [→/9] key to move to the next space.

    NOTE: If necessary press [↓/0] to move the cursor to the next line and continue entering the "Store Name".

13. Repeat steps 10 through 11 until the "Store" name is spelled out (you can select up to 24 characters for the "Store" name.).

14. Press [↓/0] to move to the [**N**UMBER].

15. Press [→/9] to move to first space after the colon (:).

16. Press [A/B/ A+B /#]. An "M" appears.

17. Press [+/3] to change the character to any letter between "M" and the end of the alphabet: N O P Q R S T U V W X Y Z

18. Press [-/6] to change the character to any letter between "M" and the beginning of the alphabet: A B C D E F G H I J K L

19. Press [→/9] key to move to the next space.

20. Repeat steps 17 through 19 until the "Store" number is spelled out (you can select up to 24 characters for the "Store" number.).

21. Press ⬇️/0 to move to the [**M**ANAGER].

22. Press ➡️/9 to move to first space after the colon (:).

23. Press A/B/A+B/#. An "M" appears.

24. Press +/3 to change the character to any letter between "M" and the end of the alphabet: N O P Q R S T U V W X Y Z

25. Press -/6 to change the character to any letter between "M" and the beginning of the alphabet: A B C D E F G H I J K L

26. Press ➡️/9 key to move to the next space.

27. Repeat steps 24 through 26 until the "Manager" name is spelled out (you can select up to 24 characters for the "Manager" name.).

28. Press ⬇️/0 to move to the [**P**HONE].

29. Press ➡️/9 to move to second space after the colon (:).

30. Press +/3 to change the character the number wanted

31. Press ➡️/9 key to move to the next space.

32. Repeat step 30 through 31 until the "Phone" number is entered (you can select up to 24 characters for the "Phone" number.).

33. Press ⬇️/0 to move to the [**R**EPORT].

34. Press ➡️/9 to move to first space after the colon (:).

35. Press A/B/A+B/#. An "M" appears.

36. Press ![key +/3] to change the character to any letter between "M" and the end of the alphabet: N O P Q R S T U V W X Y Z

37. Press ![key -/6] to change the character to any letter between "M" and the beginning of the alphabet: A B C D E F G H I J K L

38. Press ![key →/9] key to move to the next space.

39. Repeat steps 36 through 38 until the "Report" name is spelled out (you can select up to 24 characters for the "Report" name.).

40. Press ![key MAIN MENU] twice to return to the Activity screen.

VIEWING NIGHT MANAGER INFORMATION

Viewing Night Manager allows management to review information about store operations during any period of time programmed. Typically, the Night Manager period coincides with the manager's off hours while the store is open. This allows management to review the drive-thru operation specifically for this particular time period.

> **NOTE:** If no keys are pressed in a short period of time, the timer times out and automatically returns to the Activity screen.

1. Press [MAIN MENU] to open Menu screen.

2. Press [↓/0] until the cursor moves to [**N**IGHT MANAGER].

3. Press [ENTER SELECT/1]. You are then prompted to enter your 4-digit Access Code.

4. Enter your 4-digit Access Code. You are now in the Night Manager Information screen. This screen displays the following information (for the NIGHT MANAGER period of time):

CARS PULLED OUT	Shows the number of cars removed from the drive-thru lane, either through the automatic features (Slowpoke, Max Cars, Remove Car) or through manual operation.
? CARS	Provides information about the quality of car signals through the drive-thru lane.
LOOP RESETS	Shows the total number of times a drive-thru lane loop was reset.
POWER OUTS	Shows the number of times the Timer lost AC power during the Night Manager period. It also shows the last three periods when power was out.

```
8:00  PM    TUE  OCT  10
A     NIGHT  MANAGER
        6:15PM-12:00PM



  0  CARS  PULLED  OUT
  0  ?  CARS
  0  LOOP  RESETS
  0
  0   POWER  OUTS
```

5. Press [MAIN MENU] once to return to Activity screen.

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SETTING NIGHT MANAGER

Setting Night Manager allows management to review information about store operations during any period of time that is programmed. Typically, the Night Manager period coincides with the manager's off hours while the store is open. This allows management to review the drive-thru operation specifically for the selected time period. The Night Manager period of time must be set to operating hours (it cannot start before opening time or extend beyond closing time).

NOTE: If no keys are pressed in a short period of time, the timer times out and automatically returns to the Activity screen. If this occurs any unsaved data will be lost.

1. Press [MAIN MENU] to open Menu screen.

2. Press [↓/0] until the cursor moves to [SET PARAMETERS].

3. Press [ENTER SELECT/1], and enter the 4-digit Access Code. You are now in the Set Parameters screen.

4. Press [↓/0] until the cursor moves to [NIGHT MANAGER].

5. Press [ENTER SELECT/1]. The Set Night Manager screen appears and the cursor is on [START].

```
   8 : 4 5   A M     T U E   N O V   1 2
     S E T   N I G H T   M A N A G E R

 S T A R T :       6 : 1 5 P M
 S T O P :        1 2 : 0 0 P M










 P R I N T   E A C H   C A R     O F F
```

6. Press [ENTER SELECT/1]. The cursor moves between [START:] and the selected time.

7. Press ![+/3] or ![-/6] to change START time up or down. Time changes in 15-minute increments.

    NOTE: You cannot set the start time to before the store opening time.

8. Press ![↓/0] to move the cursor to STOP time.

9. Press ![+/3] or ![-/6] to change STOP time up or down. Time changes in 15-minute increments.

    NOTE: You cannot set the stop time past the store closing time.

10. Press ![ENTER SELECT/1]. The cursor moves to [**P**RINT EACH CAR].

    NOTE: Setting PEC to ON causes the printer to print a report for each and every car that goes through the drive-thru lane.

11. Press ![ENTER SELECT/1] to change PRINT EACH CAR from OFF to ON or from ON to OFF. If PRINT EACH CAR (PEC) is ON, the Timer will PEC during the night manager period even though the feature may be set to OFF on the Printer Options screen.

12. Press ![MAIN MENU] twice to return to Activity screen.

SETTING BEEPER OPTIONS

Both the Fast Track 2+2 Timer and Remote Displays have the capability of beeping audible sounds to provide information. The Timer can be programmed to beep at any and all stations (MENU, WIN1 or WIN2). Each Remote Display can be programmed to beep as a vehicle arrives at the station monitored by the Display. In addition, a Remote Display can be programmed to beep a certain number of times when a car exceeds any Target Time grade you select for that station.

> **NOTE:** If no keys are pressed in a short period of time, the timer times out and automatically returns to the Activity screen. If this occurs any unsaved data will be lost.

1. Press [MAIN MENU] to open Menu screen.

2. Press [↓ 0] until the cursor moves to [**S**ET PARAMETERS].

3. Press [ENTER SELECT 1]. You are then prompted to enter your 4-digit Access Code.

4. Enter your 4-digit Access Code. You are now in the Set Parameters screen.

5. Press [↓ 0] until the cursor moves to [BEEPER OPTIONS].

6. Press [ENTER SELECT 1]. You are now in the Beeper Options screen and the cursor is on [**1** BEEP].

> **NOTE:** Press [ENTER SELECT 1] to turn the beep function ON or OFF for each Target Grade (A, B, C, D). You may also press [↓ 0] to move to any Target Grade that you want to turn ON or OFF (using [ENTER SELECT 1] to change from ON to OFF or OFF to ON).

```
 2 : 0 0    P M    M O N    N O V    1 1
    B E E P E R    O P T I O N S

1  B E E P      <   A          O N
2  B E E P S    <   B          O N
3  B E E P S    <   C          O N
4  B E E P S    <   D          O N
  > D    R E P E A T    1 5    S E C

M A I N   U N I T   B E E P E R   O N

B E E P   F O R   A R R I V A L :
        M E N U                O F F

        W 2                    O F F
        L I N E                O F F
```

7. Press [ENTER SELECT /1] to turn the beep function ON or OFF for Target Grade A,

   or

   Press [↓/0] to move to any other Target Grade(s) (B, C, D) you want to turn ON (or OFF if already ON).

8. Follow the procedure in step 7 to change:

   ■ The REPEAT function for a D grade at a station (this may be set to OFF or 2, 5, 10, 15 or 30 seconds).

   ■ The beep function to ON or OFF for the Timer.

   ■ The beep function to ON or OFF for a car arriving at the MENU Board.

   ■ The beep function to ON or OFF for a car arriving at WIN1 and/or WIN2.

      NOTE: Some Timer models can program beeps for WIN1 and WIN2; others can program beeps for WIN2 only, in which case W1 is not displayed.

   ■ The beep function to ON or OFF for a car arriving at the LINE.

9. Press [MAIN MENU] twice to return to Activity screen.

SECTION 4 - SCREENS

4-1   General

This section shows all the screens you generally encounter while using the Fast Track 2+2.

4-2   Screens

4-2.1   Activity Screen

```
 8 : 2 1   A M      T U E    O C T    1 0
C U M 1    6 : 0 0 A M - 1 1 : 0 0 A M
S H F 1    6 : 0 0 A M -   4 : 0 0 P M
                N O W        A V G
G R E E T                   : 0 6 . 0
M E N U                     : 1 4 . 0

W I N 2                   1 : 3 4 . 0
L I N E                   2 : 4 7 . 0
      L I N E     D A I L Y
A                 1 4 3         6 0 %
B                   2 2           9 %
C                   4 9         2 0 %
D                   1 5           6 %
F                   1 1           5 %
T O T A L   C A R S           2 4 0
```

4-2.2   Main Menu Screen

```
1 0 : 0 0   P M      T U E    O C T    1 0

           M    E    N    U

R E S E T   L O O P
R E M O V E   C A R   F R O M   L I N E
P R I N T   H E A D I N G
M A N U A L   P R I N T   C U R R E N T
M A N U A L   P R I N T   P R E V
N I G H T   M A N A G E R
S E T   P A R A M E T E R S

D I A G N O S T I C S
R E S E T   M E M O R Y
```

4-2.3   Enter Access Code Screen

```
12:00   PM    TUE   OCT   10
      ENTER   4   DIGIT
      ACCESS   CODE:
        — —   — —   — —   — —

  CAUTION:
THE   CHOICE   YOU   HAVE
JUST   MADE   REQUIRES
ENTRY   OF   A   VALID
ACCESS   CODE   BEFORE
PROCEEDING.   THIS   IS
BECAUSE   SYSTEM
PARAMETERS   CAN   BE
CHANGED   AND/OR   DATA
LOST.   BE   CAREFUL!!!!
```

4-2.4   Access Warning Screen

```
12:00   PM    TUE   OCT   10

      ENTER   4   DIGIT
      ACCESS   CODE
        — —   — —   — —   — —

    W   A   R   N   I   N   G   !   !
ENTERING   A   VALID
ACCESS   CODE   WILL
ALLOW   ALL   DATA   TO   BE
ERASED!!!   IF   THIS
IS   NOT   WANTED,   PRESS
MAIN   MENU   KEY   NOW   TO
ABORT   THE   REQUESTED
FUNCTION.
```

4-2.5   Set Parameters Screen

```
5 : 5 9   P M     T U E   O C T   1 0
      S E T   P A R A M E T E R S

■ T I M E / S T O R E   H R S / C O D E
  H E A D I N G
  P R I N T E R   O P T I O N S
  C U M   P E R I O D S
  T A R G E T S
  S H I F T S
  S T A T I O N   O P T I O N S
  N I G H T   M A N A G E R
  B E E P E R   O P T I O N S
  R E M O T E   D I S P   O P T I O N S
```

4-2.6   Time/Store Hours/Code Screen

```
■ 8 : 2 1   A M     T U E   O C T   1 0
W E E K :   2       Y E A R : 2 0 0 0
S T O R E   H O U R S
1 S T   D A Y   O F   W E E K :   M O N
            O P E N     C L O S E
S U N     6 : 0 0 A M - 1 2 : 0 0 A M
M O N     6 : 0 0 A M - 1 2 : 0 0 A M
T U E     6 : 0 0 A M - 1 2 : 0 0 A M
W E D     6 : 0 0 A M - 1 2 : 0 0 A M
T H U     6 : 0 0 A M - 1 2 : 0 0 A M
F R I     6 : 0 0 A M - 1 2 : 0 0 A M
S A T     6 : 0 0 A M - 1 2 : 0 0 A M

A C C E S S   C O D E :
S T O R E       _   _   _   _
D I S T R I C T _   _   _   _
```

4-2.7 Heading Screen

```
 8 : 2 1   A M     T U E   O C T   1 0

       S E T   H E A D I N G
   ( S E E   M A N U A L   F O R
     I N S T R U C T I O N S )

1 :   S T O R E : _ _ _ _ _ _ _ _ _ _
      _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
2 :   N U M B E R : _ _ _ _ _ _ _ _ _
      _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
3 :   M A N A G E R : _ _ _ _ _ _ _ _
      _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
4 :   P H O N E : ( _ _ _ )   _ _ _ - _
      _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
5 :   R E P O R T : _ _ _ _ _ _ _ _ _
      _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
```

4-2.8 Printer Options Screen

```
 8 : 2 1   A M     T U E   O C T   1 0

S E T   P R I N T E R   O P T I O N S
P R I N T   E A C H   C A R       O F F
E V E R Y   1 / 4   H O U R       O F F
E V E R Y   1 / 2   H O U R       O F F
E V E R Y   H O U R               O N
E V E R Y   C U M   P E R I O D   O N
E V E R Y   S H I F T             O F F
D A I L Y   A T   C L O S I N G   O F F
D A I L Y   A T   O P E N I N G   O N
W E E K L Y   R E P O R T         O N
M O N T H Y   R E P O R T         O N
P R I N T   H E A D E R           O N
P R I N T E R   A L L O W E D     O N
```

4-2.9   CUM Periods Screen

```
  5 : 5 9    P M      T U E    O C T    1 0

    S E T    C U M    P E R I O D S

D A Y :    S U N
             S T A R T          E N D
C U M 1     6 : 0 0 A M - 1 1 : 0 0 A M
C U M 2   1 1 : 0 0 A M -   2 : 0 0 P M
C U M 3     2 : 0 0 P M -   5 : 0 0 P M
C U M 4     5 : 0 0 P M -   8 : 0 0 P M
C U M 5     8 : 0 0 P M - 1 2 : 0 0 P M
C U M 6
C U M 7
C U M 8

C O P Y    T O :    S U N
```

4-2.10   Set Targets Screen

```
  6 : 1 2    P M      T U E    O C T    1 0
T A R G E T    S T A :        L I N E
D A Y :    S U N
C U M 1     6 : 0 0 A M - 1 1 : 0 0 A M

  A        < =      : 3 0
  B        < =    1 : 0 0
  C        < =    1 : 3 0
  D        < =    2 : 0 0        ( F > )

C O P Y    I N F O   T O :
D A Y :    S U N
C U M 1
```

4-2.11   Set Shifts Screen

```
  8 : 2 1   A M     T U E   O C T   1 0
          S E T   S H I F T S

D A Y :   S U N

            S T A R T       E N D
S H F 1     6 : 0 0 A M -   3 : 4 5 P M
S H F 2     3 : 4 5 P M - 1 2 : 0 0 P M
S H F 3



C O P Y   T O :     S U N
```

4-2.12   Set Night Manager Screen

```
  8 : 4 5   A M     T U E   N O V   1 2
    S E T   N I G H T   M A N A G E R

S T A R T :       6 : 1 5 P M
S T O P :       1 2 : 0 0 P M






P R I N T   E A C H   C A R     O F F
```

4-2.13   View Night Manager Screen

```
8 : 0 0    P M     T U E    O C T    1 0
A       N I G H T    M A N A G E R
            6 : 1 5 P M - 1 2 : 0 0 P M



   0   C A R S    P U L L E D    O U T
   0   ?   C A R S
   0   L O O P    R E S E T S
   0
   0     P O W E R    O U T S
```

4-2.14   Beeper Options Screen

```
 2 : 0 0    P M     M O N    N O V    1 1
     B E E P E R    O P T I O N S

 1   B E E P      <    A          O N
 2   B E E P S    <    B          O N
 3   B E E P S    <    C          O N
 4   B E E P S    <    D          O N
  > D    R E P E A T    1 5    S E C

M A I N    U N I T    B E E P E R    O N

B E E P    F O R    A R R I V A L :
         M E N U               O F F

         W 2                   O F F
         L I N E               O F F
```

4-2.15   Remote Display Options Screen

```
 8 : 0 0    P M     W E D    O C T    1 1

      R E M O T E    D I S P L A Y
           O P T I O N S
█ R E M O T E    # 1 :
  R E M O T E    # 2 :     A   W I N    2
  R E M O T E    # 3 :
  R E M O T E    # 4 :
  R E M O T E    # 5 :
  R E M O T E    # 6 :




 F L A S H   A V G   F O R :    D A I L Y
```

DEFINITIONS OF TERMS

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1st DAY OF WEEK-Most restaurants operate on a weekly basis, but not every restaurant considers Sunday the first day of the week. You may select any day to start the week.

ACCESS CODE-A 4-digit password used as security precaution to restrict entry to Timer features. You should select and enter your own Access Code.

ACTIVITY SCREEN-The Activity screen (or Welcome screen) is the "Home Base" for the Fast Track Timer's operation. It provides current operation information and is updated in real time as vehicles move through your facility.

ASCII-A standardized file format used in most computers. Most programs are able to import an ASCII file.

BEEPER OPTION-Both the Fast Track Timer and the Remote Display(s) can audibly beep to convey information. Each Remote Display can be programmed to beep when a vehicle arrives at a station that the Display is timing. The Timer beeper can also be set to beep when a car arrives at the Menu, Window 1, and/or Window 2 stations. The Remote Display for a selected station can be programmed to beep a designated number of times when a vehicle has exceeded any graded Target Time at that station.

CLOSING TIME-The time set in the Fast Track Timer to define when the restaurant closes. Upon closing time, the Timer automatically turns off, going into a sleep mode. It stops recording cars, and the Remote Displays show only colons (:). Closing time can vary from day to day, but repeats each week.

CUMS-An abbreviation for Cumulative Period. A CUM is a period of day that is of particular interest by itself, such as breakfast, lunch, or other busy periods. It is often desirable to have the Timer gather information during certain time periods, storing and categorizing it apart from other information. There can be up to 8 different CUMS for each day, and CUMs for one day can be compared with those of another day, etc. The start time on CUM 1 cannot be before the store opening time. The end time on the last CUM cannot be after the store closing time. CUMs cannot overlap and must be in order (from earliest time to latest time). Gaps in time from one CUM to another are allowed. For instance, one CUM can be from 8:00 A.M. to 10 A.M. and the next from 11:00 A.M. to 1:30 P.M. Thus, in this example there is no CUM information gathered from 10:00 A.M. to 11:00 A.M.

DRIVE-THRU TIMER-A computer technology management tool to measure and control drive-thru speed of service in a fast food restaurant.

DRIVEOFF-The Timer's automatic removal of a vehicle from its memory, because the vehicle has taken more than the allotted time to reach the next station.

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EVENT-Occurrences in the drive-thru and/or Timer itself.

THE FOLLOWING ARE EXAMPLES OF EVENTS:

SINGLE-STATION EVENT-An event that starts and stops an event timer from a single detection point; there may be up to 8 such events.

MULTI-STATION EVENT-An event that starts and stops an event timer from two or more detection points; there may be up to 4 such events.

FTREPRT2-A Phase Research downloading program that allows a computer to connect to the Fast Track Timer and save daily reports of all events (in ASCII format). A user can then create numerous reports on the computer.

HEADING-The Fast Track Timer allows the operator to create a custom Heading to be used for printed reports. Once established, the Timer can be programmed to print this Heading at the beginning of each day, or, as required, at any time using the Manual Print feature. The printed Heading is especially useful for chains, or management groups, to identify the store to which the report applies. The Timer allows up to 5 lines, numbered from 1 to 5 (though these do not display or print as part of the Heading). Each line can have up to 24 characters, but printed reports and the Timer screen require two lines to display the full 24 characters.

LED-Light Emitting Diode. A special diode that lights up.

LOOP-A set of wires in the drive-thru lane that detects vehicles.

MAIN MENU-The Fast Track Timer screen that displays a list of sub-menus containing Reset Loop, Print Heading, and Manual Print features. The MAIN MENU is displayed when the <MAIN MENU> key is pressed.

MAX CARS-The Timer's automatic removal of a vehicle from its memory because the actual number of cars exceeds the allowable number (those that have been programmed). This feature prevents errors caused when a vehicle backs up in the drive-thru lane.

NIGHT MANAGER-Night Manager is a special Fast Track Timer feature that monitors particular store operations between any two designated times during open hours. Typically, the Night Manager period coincides with the manager's off hours while the store is open at night, but it needn't be restricted to nighttime. When setting up the Night Manager parameters, the manager may choose to print each car (PEC) during the Night Manager period, even though this feature may be turned OFF on the Printer Options Menu.

Operational data presented for the Night Manager period is:

Cars Pulled Out-Cars removed from the line, either through the automatic features (Slow Poke, Max Cars, Remove Car) or by manual operation.

Loop Resets- Shows the total number of times a loop was reset.

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> **Power Outs-** Shows the number of times the Timer lost AC power. Also, allows viewing of the last three days for power outages.

OLDEST CAR-The first car in the drive-thru lane.

OPENING TIME-The time set in the Fast Track Timer to define when the restaurant opens. Opening time can vary from day to day, but repeats each week. During closed time, the Timer is turned off (sleep mode), does not record cars, and the Remote Displays show only colons (:). Upon opening time, the Timer automatically turns on (wake mode) and operates as programmed.

PERIOD-A user defined block of time used with the Manual Reporting feature.

REMOTE DISPLAYS-Remote Displays provide information at designated locations. Up to 6 Remote Displays may be used. They can be programmed to show any or all timed events, and two or more displays can show the same information or different information, as programmed. See page 2-4 for a fuller description of Remote Displays.

REMOVE CAR-A manual method by which cars are removed from the Timer's memory.

REPORTS-Printed reports can provide different information about the restaurant operations, including: Time and Date; Drive-Thru Side and Report Title; Total Cars; Total Slow Pokes; Total Max Cars; Total Pull Outs; Total Line Resets; and Average Times for Greet, Menu, Win 1, Win 2 and Line; the Target Station, and the Number of Vehicles in the Drive-Thru Lane; and, Percent of Total Vehicles for all five Target Grades. Printer Option allows reports to be printed every Quarter Hour, Half Hour, Hour, CUM, Shift, Day, Week, and Month.

RESET LINE TO 0-This deletes all cars from the drive-thru. If this is done when there are cars in the drive-thru lane, the Fast Track Timer may lose its synchronization.

RESET LOOP-The resetting of a Loop and/or Loop Detector due to the false detection of a car (phantom car).

ROLL-UP DELAY-A programmable initial delay in sensing cars at certain loops.

SET PARAMETERS-User-defined settings specific to each store.

SHIFTS- A shift is a time period corresponding to the work schedules of the employees. The Fast Track Timer collects and reports data by shift, which allows a manager to compare performance on different shifts, adjust staffing levels, etc. TARGET TIMES, however, are not set by shifts but by CUM periods. This allows more specific monitoring of employee performance, based on customer traffic or food order expectations during shorter time periods. Shifts cannot overlap one another and do not necessarily coincide with CUMS. Up to 4 time periods can be entered into the system to break the day into segments. Each shift automatically ends at the beginning of the following shift.

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SLOWPOKE-A Slowpoke occurs when a car is in between two loops for a greater period of time than allowed or programmed. This requires that a line timer has been activated, and that a vehicle is not at a timer event. The Slowpoke setting can only be changed by a factory or dealer technician, and it is programmed in Station Options, depending on the drive-thru configuration. As soon as the car arrives at a timed event, the Slowpoke is deactivated. When the Slowpoke is activated, the Timer then removes the longest running timer and does not add that vehicle to the total cars.

TARGET TIMES-The best way to view the performance of a crew is to set Target Times or expected service times (goals). The Fast Track Timer allows up to 5 levels of targets to be set. These are arranged like school grading systems:

A   Served in less than the Target Time

B   Served before the second Target Time

C   Served before the third Target Time

D   Served before the fourth Target Time

F   Served after the fourth Target Time

Target Times allow the manager to set different grading curves or scales for each CUM period, based on how he expects the crew to perform. For example, 25 seconds may be an "A" during the Breakfast CUM, while 25 seconds at lunch might be a "B." Graded times can be categorized and compared, day by day and CUM by CUM. Grading (based on the current CUM period traffic history) of each car served allows management to evaluate performance based on realistic traffic or order size expectations rather than just reviewing performance based on the time period of service.

TIME SEGMENT-A portion of time defined by the Fast Track Timer and selected by the user. Available time segments are: Quarter Hour, Half hour, Hour, 1 CUM, 1 Shift, 1 Day, 1 Week, and 1 Month.

VIEWED/PRINTED TARGET STATION/EVENT-Any event in the drive-thru lane (Greeting, Menu, Window 1, Window 2, or Total Line) that may be designated the Target Station and have its Target Times evaluated and displayed on the screen. These can also be printed by the Quarter Hour, Half Hour, Hour, etc.

FREQUENTLY ASKED QUESTIONS

<div style="float:right">A P P E N D I X 2</div>

How do I change the Time, Day, Date?

You change the Time, Day, Date on the TIME/STORE HRS/CODE Screen. Start by selecting SET PARAMETERS on the Menu Screen then selecting TIME/STORE HRS/CODE. *(See page 3-3)*

How do I change the Store Hours?

You change the Store Hours on the TIME/STORE HRS/CODE Screen. Start by selecting SET PARAMETERS on the Menu Screen, then selecting TIME/STORE HRS/CODE. *(See page 3-5)*

How do I change the First Day of Week?

You change the First Day of Week on the TIME/STORE HRS/CODE Screen. Start by selecting SET PARAMETERS on the Menu Screen, then selecting TIME/STORE HRS/CODE. *(See page 3-5)*

How do I set the Access Code?

You change the Access Code on the TIME/STORE HRS/CODE Screen. Start by selecting SET PARAMETERS on the Menu Screen then selecting TIME/STORE HRS/CODE. *(See page 3-7)*

How do I change the Cum Periods/Dayparts?

You change the Cum Periods on the SET CUM PERIODS Screen. Start by selecting SET PARAMETERS on the Menu Screen then selecting CUM PERIODS. You will find it useful to fill out the Set Parameters Work Sheets prior to going to this screen. *(See page 3-9)*

How do I change the Shifts?

You change the Shifts on the SET SHIFTS Screen. Start by selecting SET PARAMETERS on the Menu Screen then selecting SHIFTS. You will find it useful to fill out the Set Parameters Work Sheets prior to going to this screen. *(See page 3-13)*

How do I change the Target Times and Stations?

You change the Targets on the SET TARGETS Screen. Start by selecting SET PARAMETERS on the Menu Screen then selecting TARGETS. *(See page 3-17)*

How do I change the Remote Display Options?

You change the Remote Display Options on the REMOTE DISPLAY OPTIONS Screen. Start by selecting SET PARAMETERS on the Menu Screen then selecting REMOTE DISP OPTIONS. *(See page 3-23)*

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How do I change the Printer Options?

You change the Printer Options on the PRINTER OPTIONS Screen. Start by selecting SET PARAMETERS on the Menu Screen then selecting PRINTER OPTIONS. *(See page 3-27)*

How do I change the Report Heading?

You change the Report Heading on the HEADING Screen. Start by selecting SET PARAMETERS on the Menu Screen then selecting HEADING. *(See page 3-29)*

How do I change the Night Manager settings?

You change the Night Manager Options on the SET NIGHT MANAGER Screen. Start by selecting SET PARAMETERS on the Menu Screen then selecting NIGHT MANAGER. *(See page 3-35)*

How do I change the Beeper Options?

You change the Beeper Options on the BEEPER OPTIONS Screen. Start by selecting SET PARAMETERS on the Menu Screen then selecting BEEPER OPTIONS. *(See page 3-37)*

What is a Slow Poke?

SLOWPOKE is an automatic way of removing vehicles from the drive-thru lane once the time allotted for "slowpokes" has been exceeded. A printout provides a record on these events so that the manager has an opportunity to make adjustments.

What causes a Slow Poke?

In some drive-thru configurations, it's possible for vehicles to start timers at the Menu Board, then not reach the next detection point (WIN 1, WIN 2) in the allotted time (default is 30 seconds). This situation will result in timers continuing to run, and will distort the performance data being reported. The Timer will compensate for this by removing the data for that car and readjusting the averages.

What is a Max Car?

MAX CAR is similar to SLOWPOKE (see above). This feature prevents the Fast Track 2+2 from tracking more vehicles than can actually fit in the drive-thru lane(s), by removing vehicles from the drive-thru lane once the number of MAX CARS has been exceeded. A printout provides a record on these events so that the manager has an opportunity to make adjustments (default is seven cars).

What Causes a Max Car?

It is possible, during peak times, for the number of MAX CARS to be exceeded if your store's drive-thru can actually hold more cars than what is set in the Timer. The Timer will compensate for this by removing the oldest time from the line and readjusting the averages. It is important that the MAX CARS number matches the number of vehicles your drive-thru can physically hold. A MAX CAR can also be caused by a car pulling out of line during peak periods.

TROUBLESHOOTING

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	TROUBLE	PROBABLE CAUSE	SOLUTION
PRINTER	Paper jam.		Remove jammed paper and reload printer *(See page 2-7)*.
	Paper advances but does not print.	Incorrect paper type.	Use specified paper *(See page 2-7)*.
		Paper in backwards.	Reload paper correctly *(See page 2-7)*.
	Prints too light.	Possible printer issue.	Contact dealer or factory.
	Prints only half of characters.	Possible printer issue.	Contact dealer or factory.
	Does not supply all reports.	Printer options set incorrectly.	Set printer options *(See page 3-27)*.
REMOTE	Beeps continuously.	Beeper options setting calls for beeps to continue.	Check beeper options and reset if necessary *(See page 3-37)*.
		Timer needs reset.	Contact dealer or factory.
		Possible detection issue.	Contact dealer or factory.
	Displays colon (:) only.	Power outage.	Press Main Menu twice.
		Store hours set incorrectly.	Reset store hours *(See page 3-5)*.
		A particular timed event is inactive, e.g., Timer is set to display a window that is closed.	Reset Remote Display options *(See page 3-23)*.
	Blank display.	Remote improperly connected to Timer.	Check cable connection on top of display *(See page 3-23)*.

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	TROUBLE	PROBABLE CAUSE	SOLUTION
MAIN CONSOLE	Timer inaccurately shows store as closed.	Store hours set incorrectly.	Reset store hours *(See page 3-5)*.
	Timer's average (AVG) column displays zeros.	Not counting cars (if *all* locations show zeros.)	Contact dealer or factory.
		Not timing cars (if *some* locations show zeros) – Possible menu detector issue.	Contact dealer or factory.
	Timer continues timing though no cars are in drive-thru.	Slowpoke.	Timer fixes itself.
		Possible detection issue.	Contact dealer or factory.
	Timer does not have power.	Power cord unplugged.	Plug in power cord.
		Circuit breaker in building is tripped (off).	Reset circuit breaker.
		Power to building is off.	
		Blown fuse.	Replace fuse (5mm x 20mm, 5 amp).
	Timer screen is blank.	Power turned off.	Resume power.
		Internal battery is disconnected or missing.	Replace battery (3 Volt Lithium).
	Keyboard does not respond.	Possible power surge.	Contact dealer or factory.
	An L light is locked on.	Possible detection issue.	Contact dealer or factory.
	Headset not working.	Intercom not functioning.	Check your intercom manual and/or contact intercom dealer or factory.

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APPENDIX 4

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Fast Track

2+2 ®

Drive-Thru Timer

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