2000 SERIES USER GUIDE

1.98

PHASE RESEARCH

USER GUIDE

Fast Track
2+2 ®
Drive-Thru Timer

SET PARAMETERS SAMPLE
Sheet 1

Store Header

Store:	FAST BURGER
Number:	54321
Manager:	JONES
Phone:	(123)456-7889
Modem:	(123)456-7890
City:	YOUR TOWN

STORE HOURS

1st day of the week   MON

	OPEN	-	CLOSE
SUN	6:00AM	-	1:00AM
MON	6:00AM	-	1:00AM
TUE	6:00AM	-	1:00AM
WED	6:00AM	-	1:00AM
THU	6:00AM	-	1:00AM
FRI	6:00AM	-	1:00AM
SAT	6:00AM	-	1:00AM

DAYPARTS

	START	-	STOP
1	6:00AM	-	10:30AM
2	10:30AM	-	1:00PM
3	1:00PM	-	5:00PM
4	5:00PM	-	8:00PM
5	8:00PM	-	1:00AM
6		-	
7		-	
8		-	

SHIFTS

	START	-	STOP
1	6:00AM	-	4:00PM
2	4:00PM	-	1:00AM
3		-	
4		-	

PRINTER OPTIONS

	RT	DA	WK	MO
Hour	Y	N	N	N
Dayparts	Y	N	Y	Y
Shifts	Y	N	N	N
Daily	N	Y	Y	Y

Report @   CLOSE + 00:15   *or*
                 Time=12:00

Pullouts	ON	**FTe**	ON
Header	ON	**PEC**	OFF
Targets	ON	**AUTO**	ON

REMOTE DISPLAY

Remote #1	A	WINDOW
Remote #2		
Remote #3		
Remote #4		
Remote #5		
Remote 80%	A	TOTAL

Flash avg   DAILY

8 BYTE   YES   **6 BYTE**

Fast Track

Drive-Thru Timer

SET PARAMETERS SAMPLE
Sheet 2

Target= _A MENU_
BEEP ON ARRIVAL= _NO_

		Time	B	P
A	<=	:30	1	N
B	<=	:45	2	N
C	<=	1:00	3	N
D	<=	1:30	4	N
F	>	1:30	2	N
F	Repeat @	30	SEC	

Target= _A GREET_
BEEP ON ARRIVAL= _NO_

		Time	B	P
A	<=	:04	0	N
B	<=	:07	0	N
C	<=	:10	0	N
D	<=	:30	0	N
F	>	1:30	0	N
F	Repeat @	OFF	SEC	

Target= _A WINDOW_
BEEP ON ARRIVAL= _NO_

		Time	B	P
A	<=	:30	1	N
B	<=	:45	2	N
C	<=	1:00	3	N
D	<=	1:30	4	N
F	>	1:30	2	N
F	Repeat @	30	SEC	

Target= _A TOTAL_
BEEP ON ARRIVAL= _NO_

		Time	B	P
A	<=	1:30	1	N
B	<=	1:45	2	N
C	<=	2:00	3	N
D	<=	2:30	4	N
F	>	2:30	2	Y
F	Repeat @	30	SEC	

Target= _____
BEEP ON ARRIVAL= _____

		Time	B	P
A	<=			
B	<=			
C	<=			
D	<=			
F	>			
F	Repeat @		SEC	

Target= _____
BEEP ON ARRIVAL= _____

		Time	B	P
A	<=			
B	<=			
C	<=			
D	<=			
F	>			
F	Repeat @		SEC	

Target= _____
BEEP ON ARRIVAL= _____

		Time	B	P
A	<=			
B	<=			
C	<=			
D	<=			
F	>			
F	Repeat @		SEC	

Target= _____
BEEP ON ARRIVAL= _____

		Time	B	P
A	<=			
B	<=			
C	<=			
D	<=			
F	>			
F	Repeat @		SEC	

SET PARAMETERS WORKSHEET
Sheet 1

Store Header

Store:	_____
Number:	_____
Manager:	_____
Phone:	_____
Modem:	_____
City:	_____

STORE HOURS
1ˢᵗ day of the week _____

	OPEN	-	CLOSE
SUN	_____	-	_____
MON	_____	-	_____
TUE	_____	-	_____
WED	_____	-	_____
THU	_____	-	_____
FRI	_____	-	_____
SAT	_____	-	_____

DAYPARTS

	START	-	STOP
1	_____	-	_____
2	_____	-	_____
3	_____	-	_____
4	_____	-	_____
5	_____	-	_____
6	_____	-	_____
7	_____	-	_____
8	_____	-	_____

SHIFTS

	START	-	STOP
1	_____	-	_____
2	_____	-	_____
3	_____	-	_____
4	_____	-	_____

PRINTER OPTIONS

	RT	DA	WK	MO
Hour				
Daypart				
Shift				
Daily				

Report @ _____

Pullouts	_____	**FTe**	_____
Header	_____	**PEC**	_____
Targets	_____	**AUTO**	_____

REMOTE DISPLAY

Remote #1	_____
Remote #2	_____
Remote #3	_____
Remote #4	_____
Remote #5	_____
Remote 80%	_____

Flash avg _____

8 BYTE _____ **6 BYTE** _____

Fast Track
2+2 ®
Drive-Thru Timer

SET PARAMETERS WORKSHEET
Sheet 2

Target= _____
BEEP ON ARRIVAL= _____

		Time	B	P
A	<=	_____	_____	___
B	<=	_____	_____	___
C	<=	_____	_____	___
D	<=	_____	_____	___
F	>	_____	_____	___
F	Repeat @		_____ SEC	

Target= _____
BEEP ON ARRIVAL= _____

		Time	B	P
A	<=	_____	_____	___
B	<=	_____	_____	___
C	<=	_____	_____	___
D	<=	_____	_____	___
F	>	_____	_____	___
F	Repeat @		_____ SEC	

Target= _____
BEEP ON ARRIVAL= _____

		Time	B	P
A	<=	_____	_____	___
B	<=	_____	_____	___
C	<=	_____	_____	___
D	<=	_____	_____	___
F	>	_____	_____	___
F	Repeat @		_____ SEC	

Target= _____
BEEP ON ARRIVAL= _____

		Time	B	P
A	<=	_____	_____	___
B	<=	_____	_____	___
C	<=	_____	_____	___
D	<=	_____	_____	___
F	>	_____	_____	___
F	Repeat @		_____ SEC	

Target= _____
BEEP ON ARRIVAL= _____

		Time	B	P
A	<=	_____	_____	___
B	<=	_____	_____	___
C	<=	_____	_____	___
D	<=	_____	_____	___
F	>	_____	_____	___
F	Repeat @		_____ SEC	

Target= _____
BEEP ON ARRIVAL= _____

		Time	B	P
A	<=	_____	_____	___
B	<=	_____	_____	___
C	<=	_____	_____	___
D	<=	_____	_____	___
F	>	_____	_____	___
F	Repeat @		_____ SEC	

Target= _____
BEEP ON ARRIVAL= _____

		Time	B	P
A	<=	_____	_____	___
B	<=	_____	_____	___
C	<=	_____	_____	___
D	<=	_____	_____	___
F	>	_____	_____	___
F	Repeat @		_____ SEC	

Target= _____
BEEP ON ARRIVAL= _____

		Time	B	P
A	<=	_____	_____	___
B	<=	_____	_____	___
C	<=	_____	_____	___
D	<=	_____	_____	___
F	>	_____	_____	___
F	Repeat @		_____ SEC	

Fast Track
2+2 ®
Drive-Thru Timer

DAYPARTS AND SHIFTS RECORD
DATE: _____

Dayparts

Sun		Mon		Tue		Wed		Thu		Fri		Sat	
Start	Stop	Start	Stop	Start	Stop	Start	Stop	Start	Stop	Start	Stop	Start	Stop
Store opening time		Store opening time		Store opening time		Store opening time		Store opening time		Store opening time		Store opening time	
	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		Thu		Fri		Sat	
Start	Stop	Start	Stop	Start	Stop	Start	Stop	Start	Stop	Start	Stop	Start	Stop

NOTES: _____

_____

_____

_____

Table of Contents

SECTION 1 - INTRODUCTION

1-1 General

The Fast Track 2+2® 2000 Series Timer (herein 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® Series Timer

A Timer consists of the following elements:

➢ A Main Console with:
  o A Liquid Crystal Display (LCD)
  o Status Lights for monitoring eight stations
  o A Thermal Printer
  o A Keypad for controlling system operation

➢ Up to five large, LED Remote Displays that show time and give performance information by flashing average times during non-active timing. These Displays use a series of audio beeps to indicate satisfaction of performance goals. A fifth and sixth LED Two-Color Remote Display is used as a Special Percentage Remote. It displays the percentage of cars that satisfies the A-grade target time on any selected event

➢ 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

A fully functional system requires a customer-furnished Intercom, Menu Board Loop with Vehicle Detector and the Fast Track 2+2® 2000 Series 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 (WIN1) and service windows (WIN2). 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 WIN1, and a third at WIN2 on both Side A and Side B. The Loops allow the Timer to detect when cars arrive and leave the Loop locations.

The Timer is a measurement instrument that is only as good as the sensors connected to it for vehicle detection. Listed below are factors to consider when deciding which type of detection to use:

➢ GROUND LOOPS are **strongly recommended** for use in drive-thru applications because:
  o They detect metal mass ONLY
  o Troubleshooting is fairly simple.
  o Sensitivity adjustments are easy.
  o They are NOT directly exposed to the environment, such as falling rain and snow, leaves blowing in the wind, pedestrians, animals, etc.
  o Careless drivers bumping into them cannot damage them, because there is nothing for careless drivers to bump into.
  o They usually last many years with trouble-free operation.

➢ SONAR SENSORS are **not recommended** for use in drive-thru applications because:
  o They detect ANYTHING that passes in front of them, including but limited to falling rain and snow, leaves blowing by in the wind, pedestrians, animals, insects, employees hanging their hands or food containers out the window, etc.
  o They are usually directly exposed to the environment and any movement in their field of view activates the output, which effects whatever is connected to the output (drive-thru timers, POS, order-confirmation systems, etc.
  o They are usually surface mounted and can be easily broken or misaligned by a collision from careless drivers.
  o The initial material and labor costs of installing a sonar sensor are comparable to the initial costs of installing a ground loop. In the very likely event a sonar sensor must be replaced long before a ground loop must be replaced, the total cost of the sonar sensor will exceed that of the ground loop.

A two window Timer is recommended for a two-window drive-thru. In a two window store with no loop or time measurement at the first (cashier) window, the time a car spends at that window paying for its order could cause it to exceed the time the Timer allows it to reach the pick-up window, thereby causing the Timer to report drive-off. This can happen frequently in a two-window store without a time measurement at the first window, resulting in a large number of drive-offs. This problem can be magnified during peak traffic periods when it is most important to keep accurate car counts.

In addition, if a car that triggers a drive-off is still in the drive-thru lane when the next car arrives at the menu board and starts a new line time, the car that triggered the drive-off will take over the time of the new car. When the first car completes its cycle and leaves the pick-up window, the total line time recorded for it will actually be less than its actual time since the line time recorded for it began when it was already partially through its cycle. This can create a domino effect resulting in the recording of shorter than actual line times for all cars following

the first car. The Timer can correct this situation after the pick-up window is completely free of cars by re-synchronizing itself. In this case, the last car in the drive-thru lane before the pick-up window is completely free of cars will have no line time associated with it and the remote display will be flashing the average time of all of the cars before it.

The way to avoid this problem permanently is to install a loop at and begin time measurement at window one. Although a loop and event measurement at the cashier window of a two window store may not be a requirement at some stores, it is a recommended option for achieving the best possible measurement and recording of accurate drive-thru times.

1-3 Features

The Fast Track 2+2® 2000 Series 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 Settings allow custom setup (Contact Dealer or Phase Research customer service).

　　o Time display can be set to *seconds only* or *minutes and seconds* (default setting).

　　o Time display can be set for 12-hour *AM* and *PM* (default setting), or 24-hour *Military* time.

　　o Daylight Savings Time can be set *ON* (default setting) or *OFF*.
　　o Reporting period can be set for *Monthly* Reports (12 reports per year - default setting) or *4-Week* Reports (13 reports per year).

1-4 Using the Fast Track 2+2® *Timer*

You can select, group, and analyze any of the data the Timer collects, with the Timer providing both detail and summary reports showing how vehicles move through your drive-thru. Reports print automatically on a regular schedule.

When the Timer is installed, it is programmed to automatically display data and produce reports based on *your* store's requirements. You view its various types of data on many different display screens, and the system allows you to modify its functions to fit your requirements.

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

NOTE: The Timer's memory management should meet your needs. When its memory is full, it deletes the oldest data as required to free space and then continues recording new data. If you have a legitimate reason for discarding all your historical data, select

[RESET MEMORY OR REC] to display the Clear Memory and RECORD LENGTH screen. (See Section 15 for details of this operation.)

You will use only a few of the Timer's many features on a daily basis. A numeric password or Access Code – 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 all 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. The manual also gives you step-by-step instructions on how to perform routine operations such as loading paper in the printer, resetting sensors, producing reports on demand, customizing automatic operation, and adjusting to changes in requirements.

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

ARROWS – Press the Up, Down, Left, and Right arrow keys appropriately to move from field to field within the screen. (The field you are currently in is indicated by the inverted text on the screen.)

SQUARE BRACKETS AROUND TEXT (example: [MANUAL REPORTS]) – Use ARROW KEYS to move to the menu option line specified in the brackets.

<ENTER SELECT> – Angle brackets around a key means to press that key to select the option. This notation is used throughout this manual to indicate the actions you should take to get the results you want.

NOTE: A guide is provided on the bottom of each screen for screen movement, field changes, exiting to menu, etc.

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SECTION 2 – OPERATION

2-1 General

The Fast Track 2+2® 2000 Series 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.

2-2 Principles of Operation

A fully functional timer requires a customer furnished Intercom, Menu Board Loop with a Vehicle Detector, and the Timer. As a minimum, the Timer must include a Main Console and a Remote Display. The Main Console interfaces with the customer furnished Intercom and Vehicle Detector, Cashier Loop and Pick-Up Loop (Window Loops), a Remote Display, and a power source. Up to six Remote Displays may be connected to the Main Console.

A simple Fast Track 2+2® 2000 Series Timer (for a single lane, two window drive-thru)

NOTE: Though this example depicts a "typical," simple system, the Fast Track 2+2® can be configured for virtually any other drive-thru restaurant setup.

The Main Console's interface with the customer-furnished Intercom and Vehicle Detector allows the Timer to detect a vehicle that has been greeted via Intercom upon arrival at the Menu Board. Window Loops allow the Timer to detect the car's arrival at and departure from the cashier and service window and/or other detection points. For simplicity, the following sequence of events assumes that there are Loops at the Cashier Window and Pick-Up Window:

1. A vehicle arrives at the Menu Board where the Loop detects its presence. A VEHICLE PRESENCE SIGNAL is sent by the Vehicle Detector to the Main Console which starts the timing sequence.

2. An employee keys the Intercom microphone to greet the customer. The employee's voice generates a GREET CANCEL signal that is sent to the Main Console which records the 1-2 time as the GREET time.

3. When the vehicle departs from the Menu Board deactivating the Menu Board Loop, the VEHICLE PRESENCE SIGNAL discontinues. The Main Console interprets the 1-3 time as the MENU time.

4. When the vehicle arrives at the Cashier Loop, a VEHICLE PRESENCE SIGNAL is sent to the Main Console. The Main Console interprets the 3-4 time as WAIT time.

5. When the vehicle departs from the cashier's window deactivating the Cashier Loop the VEHICLE PRESENCE SIGNAL discontinues. The Main Console interprets the 4-5 time as the Cashier time.

6. When the vehicle arrives at the Pick-Up Loop, a VEHICLE PRESENCE SIGNAL is sent to the Main Console. The Main Console interprets the 5-6 time as WAIT time.

7. When the vehicle departs from the pick-up window, deactivating the Pick-Up Loop, the VEHICLE PRESENCE SIGNAL discontinues. The Main Console interprets the 6-7 time as Pick- Up time. Additionally the Main Console interprets the 1-7 time as this customer's total Line Time.

Elapsed Time $\longrightarrow$

Menu Board loop			Cashier loop			Pick-Up loop	

Note: Total Line Time includes the wait time between 3-4 and 5-6

EVENT 1	$\longrightarrow$	Arrival of vehicle at Menu Board Loop	$\longrightarrow$ Generates VEHCLE PRESENCE signal
EVENT 2	$\longrightarrow$	Employee keys microphone to greet customer	$\longrightarrow$ Generates GREET CANCEL signal
EVENT 3	$\longrightarrow$	Vehicle departs from Menu Board Loop	$\longrightarrow$ Discontinues VEHICLE PRESENCE signal
EVENT 4	$\longrightarrow$	Vehicle arrives at Cashier Loop	$\longrightarrow$ Generates VEHICLE PRESENCE signal
EVENT 5	$\longrightarrow$	Vehicle departs from Cashier Loop	$\longrightarrow$ Discontinues VEHICLE PRESENCE signal
EVENT 6	$\longrightarrow$	Vehicle arrives at Pick-Up Loop	$\longrightarrow$ Generates VEHICLE PRESENCE signal
EVENT 7	$\longrightarrow$	Vehicle departs from Pick-Up Loop	$\longrightarrow$ Discontinues VEHICLE PRESENCE signal

2-2.1 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.

2-3 Electrical Power

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

WHEN POWER RETURNS AFTER ANY INTERRUPTION, THE FAST TRACK 2+2® 2000 SERIES TIMER TESTS ITSELF, ITS THERMAL PRINTER, AND ANY ATTACHED REMOTE DISPLAYS.

When power is applied, the Remote Display(s) powers on and shows its numerical address. The Remote Display(s) then shows digits counting down from 9 to 0 and beeps during the process, allowing you to verify that the Display(s) is working properly. Each Remote Display then resumes displaying the elapsed times and average times for its assigned event.

The printer prints reports for the power reset and is then available again for reporting. The Timer next displays the Activity screen and begins acquiring data, producing scheduled reports automatically at the appointed times.

2-4 Remote Displays

The Remote Displays are 5-by-9 inch modules with three illuminated digits visible on both sides. The Displays show minutes and seconds to document the time each car spends during key steps in the ordering and sales process. (When no cars are in the drive-thru, the Displays show the average vehicle times during the shift or other appropriate time period.)

One to Five Remote Displays May be Programmed to:

➢ Show the elapsed time for a selected event in progress. *See* – Section 13-1.8 Set Remote Display Options" on page 85.

➢ Show the average event time for a selected time period (indicated by flashing mode). *See* – Section 13-1.8 Set Remote Display Options" on page 85.

➢ Show the same information on more than one Display (example: one Remote for your cashier and customers, and another for your cooks). *See* – Section 13-1.8 Set Remote Display Options" on page 85.

➢ Communicate information through audible beeps (example: a car arrives at a station). The beep volume can be adjusted up or down as desired. *See* – Section 13-1.6 Set Targets" on page 78.

The Sixth Remote Display is a Special Percentage Remote that may be programmed to:

➢ Show the percentage of cars that satisfy the A-grade target time on any selected event. *See* – Section 13-1.8 Set Remote Display Options" on page 85.

Time - Seconds

Time - Minutes and Seconds

Percentage – A-Grade Target Time

2-5 LED Status Lights

The eight LED 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.

2-6 Keypad

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

The keys and their basic functions are described below:

MAIN MENU - Returns to the previous screen. Repeatedly pressing this key again returns to the Activity screen.

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

PRINT DISPLAY - Prints a copy of the displayed screen.

CLEAR - Clears settings during programming. Also used to stop printing process, as well as advancing the printer tape by one line.

ARROWS - Move from field to field. The text in the field becomes inverted for data entry fields.

PLUS and **MINUS** - Used for changing settings on the Timer's screen.

VIEW PERIODS - Displays the Dayparts and Shifts setting.

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

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

KEYBOARD MODE - Used for screen requiring alphanumeric data entry. Moves field in <Keyboard Mode>.

DISPLAY MODE - Returns keyboard to standard behavior.

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

Pressing <KEYBOARD MODE> makes the keys with pink triangles act as a telephone-style Keypad, allowing you to enter characters and digits. Press the appropriate key from 0 through 9 one or more times to select the character you want to enter. Repeatedly pressing the keys cycles through four alphanumeric characters, including the number in the pink triangle. For example, the "2" key can be used to cycle through the characters "ABC2" (see below). After cycling to the desired character, press <KEYBOARD MODE> to move to the next typing position to the right. If you need to move left, up, or down on the screen, use the arrow keys after pressing <DISPLAY MODE>.

NOTE: LETTER DESIGNATIONS ARE FOR REFERENCE ONLY. LETTERS **DO NOT** APPEAR ON KEYS.

2-7 Thermal Printer

The Thermal Printer prints reports and 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:

IMPORTANT: OPERATOR-CAUSED DAMAGE TO THE PRINTER OR MISUSE WILL VOID THE WARRANTY. TAKE CARE WHEN REMOVING PAPER JAMS, LOADING PAPER, ETC., TO FOLLOW ALL DIRECTIONS (BELOW) TO AVOID MISUSE OR OTHERWISE HARM THE PRINTER.

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.**

PRINTER RESET BUTTON

3 Reset printer by pressing the PRINTER RESET BUTTON. Printhead will cycle back and forth.

4 Repeat the loading procedure.

TO RESET PRINTER:

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

Reset printer by pressing the PRINTER RESET BUTTON. Printhead will cycle back and forth.

SECTION 3 – SCREENS

3-1 General

This section describes the Fast Track 2+2® 2000 Series Timer's screens: how you can display them and use the Keypad to customize the Timer, as well as analyze the data it collects and stores. Once you learn how to use a few of the screens, it will be easy for you to use all the others.

THE MENU SCREEN – YOUR GATEWAY TO THE FAST TRACK 2+2® 2000 SERIES TIMER'S POWERFUL CUSTOMIZATION AND REPORTING FEATURES

When the Timer was installed, it was configured to display the Activity screen and operate automatically, producing the displays and automatic reports that your installer programmed. But you can also use the Keypad to access the Menu screen and many other screens from the Activity screen.

Each Fast Track 2+2® 2000 Series Timer screen is briefly summarized below:

ACTIVITY SCREEN	"Home Base" for the Timer's operation
VIEW PERIODS	Shows current Dayparts and Shifts setting
VIEW TARGET TIMES	Use to view goals and employee performance
MENU	"Gateway" to the Timer's powerful features
REMOVE CAR	Use to manually clear event timers for a car that has left drive-thru
RESET LOOP	Use to manually reset Loops
PRINT HEADER	Prints headings or titles on printer reports
MANUAL REPORTS	Entry to the manual or customized reporting system
SET PARAMETERS	Used to customize the Timer to adapt to changing needs
DIAGNOSTICS	Use to view the number of events and Pullouts
RESET MEMORY	Erases all historical event data

Each screen is described in much greater detail in the following sections, with step-by-step instructions on how to access and use each screen.

As you follow the instructions to display these screens, keep in mind that:

➢ The starting point is the Activity screen (*See* – Section 4-1 Activity" on page 21).

➢ Some screens and actions require a password.

➢ Some screens are accessed from menu screens, from which you select an option that takes you to another screen.

NOTE: In addition, the screens on the following pages are based on a standard default. Your screens may vary somewhat depending on your particular configuration.

SECTION 4 – ACTIVITY SCREEN

4-1 Activity

The Activity screen is your "Home Base" for system operation.

```
0 8 : 2 4   A M      T H U    J U N    1 6
D Y P T   1 0 : 3 0 A M -    2 : 0 0 P M
S H F T      6 : 0 0 A M -    4 : 0 0 P M
A   S I D E              N O W      A V G
M E N U                   : 0 4      : 3 3
G R E E T                 : 0 4      : 0 5
C A S H I E R             : 1 5      : 2 2
P I C K   U P             : 2 8      : 3 9
T O T A L               1 : 3 3    1 : 4 5


                 D A I L Y
* C A R S   I N   L A N E *              4
* T O T A L   C A R S *              1 5 0
* P U L L   O U T S *                    1
```

IMPORTANT: **YOUR SCREENS MAY VARY SOMEWHAT DEPENDING ON YOUR PARTICULAR CONFIGURATION.**

1. **Press [MAIN MENU] one or more times to open Activity screen, OR Activity screen is automatically displayed after a period of keyboard inactivity.**

(You may have passed through more than one screen to reach a particular Fast Track 2+2® 2000 Series Timer screen. Each time you press <MAIN MENU>, the Timer moves one step back in this screen sequence, finally arriving at the Activity screen.)

The Activity screen contains the following summary of your drive-thru operation. It is updated in real time as cars move through your facility:

➢ Time, day, and date

➢ The current dayparts (DYPT)

➢ The current shift (SHFT)

➢ The drive-thru lane being viewed (A SIDE or B SIDE)

➢ An event list with current car times and average car times

➢ The time period for averages and totals

➢ Number of cars now in the selected drive-thru lane (CARS IN LANE)

➢ Total number of cars passing through the selected lane during the time period

➢ Total number of Pullouts from the selected lane during the time period

Use the Keypad to access other data screens and the Menu. The function of the individual keys depends on the particular screen displayed and the configuration options selected at the time:

Press: [MAIN MENU] to access the Menu screen (from here you can toggle between the Menu screen and the Activity screen). Also, use the Menu screen to return to the screen displayed immediately before the current screen.

Press: [A/B/ A+B #] to switch the screen view between "A SIDE" and "B SIDE" data.

Press: [VIEW PERIODS 4] to view the Dayparts setting and the shifts setting.

Press: [VIEW TARGET TIMES 5] to view target settings and compare actual performance to target.

Press: [PRINT DISPLAY 2] to print the current screen display. This is applicable to all screens.

After using the Keypad to access the Timer's many other features and options, you can return to the Activity screen and resume automatic operation.

SECTION 4 – ACTIVITY SCREEN   22

SECTION 5 – VIEW CONFIGURATION SCREEN

5-1 View Configuration Screens

From ACTIVITY Screen (*See* – Section 4-1 Activity" on page 21):

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

2. **Press:** [↓ 0] **to move field to [DRIVE-THRU CONFIG].**

3. **Press:** [A/B/ A+B #] **to view the Main and Alternate Configurations.**

```
0 8 : 2 4   A M     T H U   J U N   1 6
* M A I N * * C O N F I G * * M A I N *

D R I V E O F F   m a x   =   0 : 3 0
D R I V E O F F   m i n   =   0 : 1 5
D S P P R D           =     D A I L Y
* M O R E *

* * A L T * * C O N F I G * * A L T * *

D R I V E O F F   m a x   =   0 : 3 0
D R I V E O F F   m i n   =   0 : 1 5
D S P P R D           =     D A I L Y
* M O R E *

A L T / D I S A B L E       =   O F F
```

NOTE: Not all Timers use the Alternate Configuration feature. By default, Alternate Configuration is not configured for use. You will be able to view the Alternate Configuration, but you must contact a technician or *Phase Research* customer service specialist to use it.

4. **Press:** [+ 3] [− 6] **to scroll through the Configuration screens.**

NOTE: The Alternate Configuration feature is used only when your drive-thru operation changes during the day. For example, if your store includes two windows, one of which is used only when busy, there is no reason to time that window when it is not in use. Therefore, Alt Config allows you to disable the unused window. This helps to keep information consistent with your changing drive-thru operation. To use Alt Config, contact your local technician or call *Phase Research* customer service.

SECTION 6 – VIEW PERIODS SCREEN

6-1 View Periods

This is a view-only screen that shows the current Dayparts and Shifts setting. The actual programming is set on another screen (See - "Parameters Programming on page 63).

From ACTIVITY Screen (*See* – Activity" on page 21):

1. **Press:**
    ```
    VIEW
    PERIODS   4
    ```
    .

```
08 : 24    A M      T H U    J U N    1 6
        D A Y P A R T S
1  =    6 : 0 0 A M  -  1 1 : 0 0 A M
2  = 1 1 : 0 0 A M  -    2 : 0 0 P M
3  =    2 : 0 0 P M  -    5 : 0 0 P M
4  =    5 : 0 0 P M  -    8 : 0 0 P M
5  =    8 : 0 0 P M  -  1 0 : 0 0 P M
6  = 1 0 : 0 0 P M  -  1 2 : 0 0 A M
7
8
        S H I F T S
1  =    6 : 0 0 A M  -    4 : 3 0 P M
2  =    4 : 3 0 P M  -  1 2 : 0 0 A M
3
4
```

Reminder: Press:
```
MAIN
MENU
```
to return to the Activity screen.

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SECTION 7 – VIEW TARGET TIMES SCREEN

7-1 View Target Times

This screen shows the grading criteria and grades achieved for different target events.

From ACTIVITY Screen (*See* – Section 4-1 Activity" on page 21):

1. **Press:** [VIEW TARGET TIMES 5]. **You are now in the View Target Times screen.**

```
0 8 : 2 4   A M     T H U   J U N   1 6

  V I E W   =   D A I L Y

T A R G E T =   A   T O T A L

    T I M E         C A R S
A < =   2 : 3 0     7 5       5 0 %
B < =   3 : 0 0     1 5       1 0 %
C < =   3 : 3 0     3 0       2 0 %
D < =   4 : 0 0     1 5       1 0 %
F >     4 : 0 0     1 5       1 0 %


< + o r - >   S C R O L L S   E V E N T
< M A I N   M E N U >   T O   E X I T
```

2. **Press:** [+ 3] **or** [− 6] **to scroll through the available target events (as displayed on the field beginning, TARGET=) to see how your drive-thru lanes and their stations are performing.**

Reminder: Press: [MAIN MENU] to return to the Activity screen.

This is a view-only display, showing data recorded only up to the time the screen was entered. The actual criteria used to grade the target events are set on another screen. (*See -* Section 13-1.6 Set Targets on page 78.)

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SECTION 8 – MENU SCREEN

8-1 Menu

The Menu screen displays information about your Fast Track 2+2® system, including menu options and instructions for accessing features.

IMPORTANT: YOUR SCREENS MAY VARY SOMEWHAT DEPENDING ON YOUR PARTICULAR CONFIGURATION.

From ACTIVITY Screen (*See* – Section 4-1 Activity" on page 21):

1. **Press:** MAIN MENU .

The REMOVE CAR FROM LANE is shown as the first selection.

The available menu option lines as listed below are described in more detail in the sections noted:

SECTION 9 – REMOVE CAR

9-1 Remove Car

THIS FEATURE REQUIRES AN ACCESS CODE FOR ENTRY

The Remove Car screen lets you manually synchronize the Fast Track 2+2® 2000 Series Timer. You will rarely need this option, however, as the Timer normally synchronizes itself.

From the MENU Screen, (*See - Section 8-1* Menu on page 29). (The field is on [Remove Car From Lane]):

1. **Press:** [ENTER SELECT 1]. **You are prompted to enter an Access Code.**

2. **Enter your six-digit Access Code. You are now in the Remove Car screen.**

```
08:24  AM     THU  JUN  16

REMOVE  CAR  FROM  LANE


TOTAL      A   CARS  =  0




<ARROWS>  TO  MOVE
<ENTER>    TO  SELECT
<MAIN  MENU>  TO  EXIT
```

3. **Press:** [↑ 8] [↓ 0] **to move to the station you want to adjust.**

4. **Press:** [ENTER SELECT 1]. **The car count is now decreased by one (to the right of the = sign).**

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SECTION 10 – RESET LOOP

10-1 Reset Loop

THIS FEATURE REQUIRES AN ACCESS CODE FOR ENTRY

This screen lets you manually reset an internal Fast Track 2+2® 2000 Series Timer Loop Detector that failed to reset when the last car left. This action should rarely be required.

NOTE: Reset Loop feature should only be used when an L light is on and there is no car at that particular detection point. Example: L4 is on, the Timer is running, but no cars are in the drive-thru lane for that particular detection point. Generally, L1 and L2 – when used for Menu and Greet – cannot be reset from the Fast Track Timer. *Reset loop is for internal loop detection only.*

From the MENU Screen, (*See -* Section 8-1 Menu on page 29).

1. **Press:** [↓ 0] **to move field to [REST LOOP].**

2. **Press:** [ENTER SELECT 1]**. You are prompted to enter an Access Code.**

3. **Enter your six-digit Access Code. You are now in the Reset Loop screen.**

```
08:24  AM    THU  JUN  16

RESET  LOOP  FOR:

L1 / A / MENU       /
L2 / A / GREET      /
L3 / A / CASHIER    /
L4 / A / PICK  UP   /




<ARROWS>  TO  MOVE
<ENTER>   TO  SELECT
<MAIN  MENU>  TO  EXIT
```

4. Press: [↓ key with 0] to move to the station you want to adjust.

5. Press: [ENTER SELECT key with 1] to reset the selected loop and turn off its loop light on the Main Console. (Only Loop Detectors internal to the Timer can be reset.)

SECTION 11 – PRINT HEADER SCREEN

11-1 Print Store Header

The [PRINT HEADER] function enables your Fast Track 2+2® 2000 Series Timer to print the Store Header information. (The Menu will remain displayed during printing.)

From the MENU Screen, (*See -* Section 8-1 Menu on page 29).

1. **Press:** [↓] **to move the field down to [PRINT HEADER].**

2. **Press:** [ENTER SELECT]**. The printer now generates a Store Header (see example following).**

```
STORE: FAST BURGER
NUMBER: 1234
MANAGER: JONES
PHONE: (123) 456-7889
MODEM: (123) 456-7890
CITY: ANY TOWN
```

Customize the Print Header format above with your particular store's Header information using the [MAIN MENU][SET PARAMETERS][HEADING] screen (*See -* Section 13-1.3 Store Heading" on page 70). The Print Header report is useful for labeling a report tape in a multiple store operation, distinguishing it from reports produced at other stores.

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SECTION 12 – MANUAL REPORTS

12-1 Manual Reports

The Manual Reports screen is your entry to the manual reporting system. It allows you to request a report based on a selected portion of the historical data gathered by the Fast Track 2+2® 2000 Series Timer.

From the MENU Screen, (*See -* Section 8-1 Menu on page 29).

1. **Press:** ⬇️ **to move field to [MANUAL REPORTS].**

2. **Press:** ENTER SELECT **. You are now in the Manual Reports screen.**

```
 0 8 : 2 4   A M     T H U   J U N   1 6
                 R E P O R T S

 H O U R L Y
 D A Y P A R T S
 S H I F T S
 D A I L Y
 W E E K L Y
 M O N T H L Y
 Y E A R - T O - D A T E
 C U S T O M
 C A R   B Y   C A R

 < A R R O W S >   T O   M O V E
 < E N T E R >     T O   S E L E C T
 < M A I N   M E N U >   T O   E X I T
```

3. **Press:** ⬇️ **to move to the desired report type.**

4. **Press:** ENTER SELECT **to view the desired report. The following pages of this section provide instructions to setup, view and/or print the various individual Manual Reports listed on the main screen above.**

NOTE: A Manual Report can provide the answer to almost any kind of question you might ask about your data. Use a Manual Report to see how your store is meeting performance standards, to compare shifts or time periods, and for many other useful purposes. Defining and producing a Manual Report is easy and becomes very natural with some practice. The information the Timer needs to produce reports is entered using a short sequence of one, two, or three screens.

Produce Manual Reports on your Main Console display screen or on the Thermal Printer. You can also generate a screen report and then use the <PRINT DISPLAY> key to print a copy of the screen. (If you should need to stop printing of a report or series of reports, press the <CLEAR> key.)

The various types of report screens that you can select follow:

12-1.1 Daily, Weekly, and Monthly Reports

These screens let you set reporting for one or more daily, weekly, or monthly time periods. The Daily, Weekly, and Monthly screens are very similar except for the time period differences. You can select the current period and/or one or more of the seven most recent periods. Alternatively, you can select every period within a range of dates that you specify. This lets you access all of the historical data stored in the Timer. In either case, individual reports will be produced for each specified period. If your report includes multiple time periods, one report will be produced for each period. The screen rows correspond to time periods for which data will be reported. You select reporting for one of these periods by using <ARROWS> to move to the corresponding row and then using the <+> or <-> key to toggle reporting for the period on or off.

12-1.1.1 Daily Reports

From MANUAL REPORTS Screen (*See -* Section 12-1 Manual Reports on page 37):

1. **Press:** [↓ 0 key] **to move field to [DAILY].**

2. **Press:** [ENTER SELECT 1 key]**. You are now in the Daily Reports screen.**

3. **Press:** [↓ 0 key] **to move field to the desired day(s).**

4. **Press:** [+ 3 key] **to select or** [− 6 key] **to deselect a specific day (you may select one or more days). An X appears to the right of each row selected for reporting.**

```
08:24   AM      THU  JUN  17
           DAILY
  JUN   17                    X
  JUN   16                    X
  JUN   15
  JUN   14
  JUN   13
  JUN   12
  JUN   11
  JUN   10
  DAILY

<ARROWS>   TO   MOVE
<+ or ->       TO  SELECT
<ENTER>  TO  CONTINUE
<MAIN   MENU>   TO   EXIT
```

NOTE: If you select [DAILY] instead of a specific day (or days), any individual days you may have also selected will be deselected automatically.

5. **Press:** [ENTER SELECT 1 key] **when selection is complete. You are now in the Report Format selection screen.**

Fast Track
®
2+2
Drive-Thru Timer

```
08:24  AM    THU  JUN   16
       DAILY  REPORTS


FROM   -    DATE    - TO
JUN / 16 / 05 < > JUN / 17 / 05

     REPORT  BY  AVERAGE
        VIEW  < >   PRINT
     REPORT  BY  PERIOD
        VIEW  < >   PRINT


< ARROWS >  TO   MOVE
< ENTER >  TO  CONTINUE
< MAIN  MENU >  TO  EXIT
```
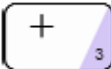
6. **Press: [↓ 0] [→ 9] to move the field to [VIEW] or [PRINT] in order to send the report to either the display or the printer. Selecting the [VIEW] or [PRINT] option below the REPORT BY AVERAGE field will produce a single report that averages all the selected data. (For example, selecting REPORT BY AVERAGE for a Daily Report for which you have selected three particular days will produce a single report combining and averaging the data for the three daily time periods.) The REPORT BY PERIOD [VIEW] or [PRINT] selection will produce individual report sections for each period. The Header for each report section indicates which dates are included in the section.**

7. **Press:** [ENTER SELECT 1] **to produce the selected screen or printer report. The Timer will display** *SEARCHING* **and/or** *PROCESSING* **for up to several seconds before the report is displayed or printed.**

8. **Press:** [VIEW TARGET TIMES 5] **when viewing a screen report to display the corresponding grading report. This screen shows counts and percentages of cars that meet the criteria for each letter grade.**

    (If you then need a printed copy of the grading report, press: [PRINT DISPLAY 2] **.)**

9. **Press:** [↓ 0] **to scroll through reports that has too many lines to fit on the screen.**

10. **Press:** [+ 3] [− 6] **to cycle through individual period reports when viewing reports for more than one period.**

12-1.1.2 Weekly Reports

From MANUAL REPORTS Screen (*See -* Section 12-1 Manual Reports on page 37):

1. **Press:** [↓ 0] **to move field to [WEEKLY].**

2. **Press:** [ENTER SELECT 1]**. You are now in the Weekly Reports screen.**

3. **Press:** [↓ 0] **to move the field to the desired week(s).**

4. **Press:** [+ 3] **to select or** [— 6] **to deselect a specific week (you may select one or more weeks). An X appears to the right of each row selected for reporting.**

NOTE: If you select [WEEKLY] instead of a specific week (or weeks), any individual weeks you may have also selected will be deselected automatically

```
08:24   AM      THU   JUN   17
              WEEKLY
     JUN    12                    X
     JUN    5                     X
     MAY    29
     MAY    22
     MAY    15
     MAY    8
     MAY    1
     APR    24
     WEEKLY

     <ARROWS>   TO   MOVE
     <+or->        TO   SELECT
     <ENTER>   TO   CONTINUE
     <MAIN   MENU>   TO   EXIT
```

NOTE: The days shown on the screen are the first days of the most current seven business weeks as programmed in Set Parameters for a specific Timer.

5. **Press:** [ENTER SELECT 1] **when selection is complete. You are now in the Report Format selection screen.**

```
0 8 : 2 4   A M     T H U   J U N   1 6
      W E E K L Y   R E P O R T S


F R O M   -     D A T E     - T O
J U N / 0 5 / 0 5 < > J U N / 1 7 / 0 5

      R E P O R T   B Y   A V E R A G E
            V I E W   < >   P R I N T
      R E P O R T   B Y   P E R I O D
            V I E W   < >   P R I N T


< A R R O W S >   T O   M O V E
< E N T E R >   T O   C O N T I N U E
< M A I N   M E N U >   T O   E X I T
```

6. **Press:** ⬇0 ➡9 **to move the field to [VIEW] or [PRINT] in order to send the report to either the display or the printer. Selecting the [VIEW] or [PRINT] option below the REPORT BY AVERAGE field will produce a single report that averages all the selected data. (For example, selecting REPORT BY AVERAGE for a Daily Report for which you have selected three particular days will produce a single report combining and averaging the data for the three daily time periods.) The REPORT BY PERIOD [VIEW] or [PRINT] selection will produce individual report sections for each period. The Header for each report section indicates which dates are included in the section.**

7. **Press:** [ENTER SELECT 1] **to produce the selected screen or printer report. The Timer will display** *SEARCHING* **and/or** *PROCESSING* **for up to several seconds before the report is displayed or printed.**

8. **Press:** [VIEW TARGET TIMES 5] **when viewing a screen report to display the corresponding grading report. This screen shows counts and percentages of cars that meet the criteria for each letter grade.**

   (If you then need a printed copy of the grading report, press: [PRINT DISPLAY 2]**.)**

9. **Press:** [↓ 0] **to scroll through reports that has too many lines to fit on the screen.**

10. **Press:** [+ 3] [− 6] **to cycle through individual period reports when viewing reports for more than one period.**

12-1.1.3 Monthly Reports

From MANUAL REPORTS Screen (*See -* Section 12-1 Manual Reports on page 37):

1. **Press:** [↓ 0] **to move field to [MONTHLY].**

2. **Press:** [ENTER SELECT 1]**. You are now in the Monthly Reports screen.**

3. **Press:** [↓ 0] **to move the field to the desired month(s).**

4. **Press:** [+ 3] **to select or** [− 6] **to deselect a specific month (you may select one or more months). An X appears to the right of each row selected for reporting.**

NOTE: If you select [MONTHLY] instead of a specific month (or months), any individual months you may have also selected will be deselected automatically

```
0 8 : 2 4    A M      T H U    J U N    1 7
              M O N T H L Y
J U N    2 0 0 5                        X
M A Y    2 0 0 5                        X
A P R    2 0 0 5
M A R    2 0 0 5
F E B    2 0 0 5
J A N    2 0 0 5
D E C    2 0 0 4
N O V    2 0 0 4
M O N T H L Y

< A R R O W S >    T O    M O V E
< + o r - >        T O    S E L E C T
< E N T E R >    T O    C O N T I N U E
< M A I N    M E N U >    T O    E X I T
```

5. **Press:** [ENTER SELECT 1] **when selection is complete. You are now in the Report Format selection screen.**

```
08:24  AM    THU  JUN  16
      MONTHLY  REPORTS


FROM   -    DATE    - TO
MAY/01/05< >JUN/17/05

    REPORT  BY  AVERAGE
      VIEW  < >  PRINT
    REPORT  BY  PERIOD
      VIEW  < >  PRINT


<ARROWS>  TO  MOVE
<ENTER>  TO  CONTINUE
<MAIN  MENU>  TO  EXIT
```

6. **Press:** [↓ 0] [→ 9] **to move the field to [VIEW] or [PRINT] in order to send the report to either the display or the printer. Selecting the [VIEW] or [PRINT] option below the REPORT BY AVERAGE field will produce a single report that averages all the selected data. (For example, selecting REPORT BY AVERAGE for a Daily Report for which you have selected three particular days will produce a single report combining and averaging the data for the three daily time periods.) The REPORT BY PERIOD [VIEW] or [PRINT] selection will produce individual report sections for each period. The Header for each report section indicates which dates are included in the section.**

7. **Press:** [ENTER SELECT 1] **to produce the selected screen or printer report. The Timer will display** *SEARCHING* **and/or** *PROCESSING* **for up to several seconds before the report is displayed or printed.**

8. **Press:** [VIEW TARGET TIMES 5] **when viewing a screen report to display the corresponding grading report. This screen shows counts and percentages of cars that meet the criteria for each letter grade.**

   (If you then need a printed copy of the grading report, press: [PRINT DISPLAY 2]**.)**

9. **Press:** [↓ 0] **to scroll through reports that have too many lines to fit on the screen.**

10. **Press:** [+ 3] [− 6] **to cycle through individual period reports when viewing reports for more that one period.**

12-1.2 Hourly and Custom Reports

From MANUAL REPORTS Screen (*See -* Section 12-1 Manual Reports on page 37):

1. **Press:** [↓ 0] **to move field to [CUSTOM] OR LEAVE FIELD ON [HOURLY].**

2. **Press:** [ENTER SELECT 1]**. You are now in either the Custom (displayed below) or Hourly Reports screen. (The Hourly Reports screen is identical except for the heading that reads, "HOURLY REPORTS" rather than "CUSTOM REPORTS").**

```
0 8 : 2 4   A M       T H U   J U N   1 8
          C U S T O M   R E P O R T S

          S T A R T           S T O P
          1 2 : 0 0 P M         1 : 0 0 P M
F R O M     -       D A T E     - T O
J U N / 1 7 / 0 5 < > J U N / 1 7 / 0 5
      R E P O R T   B Y   A V E R A G E
              V I E W   < >   P R I N T
      R E P O R T   B Y   P E R I O D
          V I E W   < >   P R I N T

< A R R O W S >   T O   M O V E
< + o r - >         T O   S E T   T & D
< E N T E R >   T O   C O N T I N U E
< M A I N   M E N U >   T O   E X I T
```

3. **Press:** [← 7] [↑ 8] [→ 9] [↓ 0] **to move the field to the START and STOP fields, to the time(s) requiring adjustment.**

4. **Press:** [+ 3] [− 6] **to set the time. The time moves in one-hour increments for Hourly Reports and 15-minute increments for Custom Reports.**

5. **Press:** [↓ 0] [→ 9] **to move the field to the dates on the FROM and TO fields.**

6. Press: [+ 3] [− 6] to set the dates.

7. Press: [↓ 0] [→ 9] to move the field to [VIEW] or [PRINT] in order to send the report to either the display or the printer. Selecting the [VIEW] or [PRINT] option below the REPORT BY AVERAGE field will produce a single report that averages all the selected data. (For example, selecting REPORT BY AVERAGE for a Daily Report for which you have selected three particular days will produce a single report combining and averaging the data for the three daily time periods.) The REPORT BY PERIOD [VIEW] or [PRINT] selection will produce individual report sections for each period. The Header for each report section indicates which dates are included in the section.

8. Press: [ENTER SELECT 1] to produce the selected screen or printer report. The Timer will display *SEARCHING* and/or *PROCESSING* for up to several seconds before the report is displayed or printed.

9. Press: [VIEW TARGET TIMES 5] when viewing a screen report to display the corresponding grading report. This screen shows counts and percentages of cars that meet the criteria for each letter grade.

   (If you then need a printed copy of the grading report, press: [PRINT DISPLAY 2].)

10. Press: [↓ 0] to scroll through reports that have too many lines to fit on the screen.

11. Press: [+ 3] [− 6] to cycle through individual period reports when viewing reports for more that one period.

12-1.3 Dayparts and Shifts Report

The Dayparts and Shifts screens let you set reporting for one or more dayparts or shifts.

12-1.3.1 Dayparts Report

From MANUAL REPORTS Screen (*See -* Section 12-1 Manual Reports on page 37):

1. **Press:** ⬇ **to move field to [DAYPARTS].**

2. **Press:** ENTER SELECT **. You are now in the Dayparts screen.**

```
0 8 : 2 4    A M      T H U    J U N    1 7
             D A Y P A R T S

1 =   6 : 0 0 A M - 1 1 : 0 0 A M    X
2 = 1 1 : 0 0 A M -   2 : 0 0 P M    X
3 =   2 : 0 0 P M -   5 : 0 0 P M
4 =   5 : 0 0 P M -   8 : 0 0 P M
5 =   8 : 0 0 P M - 1 0 : 0 0 P M
6 = 1 0 : 0 0 P M - 1 2 : 0 0 A M
7
8

< A R R O W S >    T O    M O V E
< + o r - >        T O    S E L E C T
< E N T E R >    T O    C O N T I N U E
< M A I N    M E N U >    T O    E X I T
```

3. **Press:** ⬇ **to move the field to the desired Dayparts row.**

4. **Press:** + **to select or** − **to deselect a specific Dayparts (you may select one or more Dayparts). An X appears to the right of each row selected for reporting.**

5. **Press:** ENTER SELECT **when selection is complete. You are now in the Report Format selection screen.**

The **Report Format Selection** screen lets you pick the starting and ending dates of a time range for which Dayparts Report will be produced.

```
0 8 : 2 4   A M       T H U   J U N   1 6
    D A Y P A R T S     R E P O R T S
S E L E C T E D : 1 2

F R O M     -       D A T E       - T O
J U N / 1 7 / 0 5 < > J U N / 1 7 / 0 5

        R E P O R T   B Y   A V E R A G E
           V I E W     < >   P R I N T
        R E P O R T   B Y   P E R I O D
           V I E W     < >   P R I N T

< A R R O W S >     T O   M O V E
< + o r - >         T O   S E T   D A T E
< E N T E R >   T O   C O N T I N U E
< M A I N   M E N U >   T O   E X I T
```

6. **Press:** [←7] [↑8] [→9] [↓0] **to move to the FROM or TO fields, to the month, date and/or year field(s) requiring adjustment.**

7. **Press:** [+3] [−6] **to adjust the month, date and/or year. The Timer knows the date range associated with your data and protects you from requesting reports outside this range.**

8. **Press:** [↓0] [→9] **to move the field to [VIEW] or [PRINT] in order to send the report to either the display or the printer. Selecting the [VIEW] or [PRINT] option below the REPORT BY AVERAGE field will produce a single report that averages all the selected data. (For example, selecting REPORT BY AVERAGE for a Daily Report for which you have selected three particular days will produce a single report combining and averaging the data for the three daily time periods.) The REPORT BY PERIOD [VIEW] or [PRINT] selection will produce individual report sections for each period. The Header for each report section indicates which dates are included in the section.**

9. Press: [ENTER SELECT 1] to produce the selected screen or printer report. The Timer will display *SEARCHING* and/or *PROCESSING* for up to several seconds before the report is displayed or printed.

10. Press: [VIEW TARGET TIMES 5] when viewing a screen report to display the corresponding grading report. This screen shows counts and percentages of cars that meet the criteria for each letter grade.

   (If you then need a printed copy of the grading report, press: [PRINT DISPLAY 2].)

11. Press: [↓ 0] to scroll through reports that have too many lines to fit on the

   screen.

12. Press: [+ 3] [− 6] to cycle through individual period reports when viewing reports for more that one period.

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12-1.3.2 Shifts Report

From MANUAL REPORTS Screen (*See -* Section 12-1 Manual Reports on page 37):

1. **Press:** [↓ 0] **to move field to [SHIFTS].**

2. **Press:** [ENTER SELECT 1]**. You are now in the Shifts screen.**

```
0 8 : 2 4    A M      T H U    J U N    1 7
                 S H I F T S

1 =    6 : 0 0 A M -    4 : 3 0 P M
2 =    4 : 3 0 P M - 1 2 : 0 0 A M
3 =
4 =




< A R R O W S >    T O    M O V E
< + o r - >        T O    S E L E C T
< E N T E R >    T O    C O N T I N U E
< M A I N    M E N U >    T O    E X I T
```

3. **Press:** [↓ 0] **to move the field to the desired Shifts row.**

4. **Press:** [+ 3] **to select or** [− 6] **to deselect a specific Shift (you may select one or more Shifts). An X appears to the right of each row selected for reporting.**

5. **Press:** [ENTER SELECT 1] **when selection is complete. You are now in the Report Format selection screen.**

The **Report Format Selection** screen lets you pick the starting and ending dates of a time range for which Dayparts Report will be produced.

```
0 8 : 2 4   A M       T H U   J U N     1 6
      S H I F T S   R E P O R T S
S E L E C T E D : 1 2

F R O M   -     D A T E     - T O
J U N / 1 7 / 0 5 < > J U N / 1 7 / 0 5

      R E P O R T   B Y   A V E R A G E
         V I E W   < >     P R I N T
      R E P O R T   B Y   P E R I O D
         V I E W   < >     P R I N T

< A R R O W S >   T O   M O V E
< + o r - >       T O   S E T   D A T E
< E N T E R >   T O   C O N T I N U E
< M A I N   M E N U >   T O   E X I T
```

6. **Press:** ← ↑ → ↓ **to move to the FROM or TO fields, to the month, date and/or year field(s) requiring adjustment.**

7. **Press:** + − **to adjust the month, date and/or year. The Timer knows the date range associated with your data and protects you from requesting reports outside this range.**

8. **Press:** ↓ → **to move the field to [VIEW] or [PRINT] in order to send the report to either the display or the printer. Selecting the [VIEW] or [PRINT] option below the REPORT BY AVERAGE field will produce a single report that averages all the selected data. (For example, selecting REPORT BY AVERAGE for a Daily Report for which you have selected three particular days will produce a single report combining and averaging the data for the three daily time periods.) The REPORT BY PERIOD [VIEW] or [PRINT] selection will produce individual report sections for each period. The Header for each report section indicates which dates are included in the section.**

9. Press: to produce the selected screen or printer report. The Timer will display *SEARCHING* and/or *PROCESSING* for up to several seconds before the report is displayed or printed.

10. Press: when viewing a screen report to display the corresponding grading report. This screen shows counts and percentages of cars that meet the criteria for each letter grade.

(If you then need a printed copy of the grading report, press: .)

11. Press: to scroll through reports that have too many lines to fit on the screen.

12. Press: to cycle through individual period reports when viewing reports for more that one period.

12-1.4 Year to Date Reports

From MANUAL REPORTS (*See -* Section 12-1 Manual Reports on page 37):

1. **Press:** ⬇ to move field to [YTD].

2. **Press:** ENTER SELECT **. You are now in the Year to Date screen.**

```
08:24   AM     THU   JUN   17

           YEAR   TO   DATE
                            04    05
    JAN    THRU   DEC
    JAN    THRU   MAR
    APR    THRU   JUN
    JUL    THRU   SEP
    OCT    THRU   DEC


              REPORT
         VIEW   < >    PRINT

   < ARROWS >   TO   MOVE
   < ENTER >    TO   CONTINUE
   < MAIN   MENU >   TO   EXIT
```

3. **Press:** ⬇ **to move the field to the desired time period.**

4. **Press:** + − **to select or to deselect a specific time period (you may select one or more periods for either year or for both years). An X appears to the right of each row selected for reporting. The Timer knows the date range associated with your data and protects you from requesting reports outside this range.**

5. Press: [↓ 0] [→ 9] to move the field to [VIEW] or [PRINT] in order to send the report to either the display or the printer. Selecting the [VIEW] or [PRINT] option below the REPORT BY AVERAGE field will produce a single report that averages all the selected data. (For example, selecting REPORT BY AVERAGE for a Daily Report for which you have selected three particular days will produce a single report combining and averaging the data for the three daily time periods.) The REPORT BY PERIOD [VIEW] or [PRINT] selection will produce individual report sections for each period. The Header for each report section indicates which dates are included in the section.

6. Press: [ENTER SELECT 1] to produce the selected screen or printer report. The Timer will display *SEARCHING* and/or *PROCESSING* for up to several seconds before the report is displayed or printed.

7. Press: [VIEW TARGET TIMES 5] when viewing a screen report to display the corresponding grading report. This screen shows counts and percentages of cars that meet the criteria for each letter grade.

    (If you then need a printed copy of the grading report, press: [PRINT DISPLAY 2].)

8. Press: [↓ 0] to scroll through reports that have too many lines to fit on the screen.

9. Press: [+ 3] [− 6] to view grading reports for more than one event by cycling through individual grading reports.

12-1.5 Car by Car Reports

The Car by Car Reports allow you to define reports that provide information about each car passing through your drive-thru.

12-1.5.1 Car by Car Reports by Station

From MANUAL REPORTS Screen (*See -* Section 12-1 Manual Reports on page 37):

1. **Press:** ⬇ **to move field to [CAR BY CAR].**

2. **Press:** [ENTER SELECT]**. You are now in the Car by Car screen.**

```
0 8 : 2 4   A M       T H U   J U N   1 7
          C A R   b y   C A R
  A   M E N U           A L L     A B C D F
  A   G R E E T         A L L     A B C D F
  A   C A S H I E R     A L L     A B C D F
  A   P I C K   U P     A L L     A B C D F
  A   T O T A L         A L L     A B C D F
  P U L L O U T S                 O F F
  F T   E V E N T S               O F F




  < A R R O W S >   T O   M O V E
  < E N T E R >   T O   C O N T I N U E
  < M A I N   M E N U >   T O   E X I T
```

3. **Press:** ⬇ **to move the field to the desired event and grade row.**

4. **Press:** ➡ **to move field to [ALL] to select all grades, or press:** ➡ **one or more times to move field to select individual letter grades. If you do not select any grades on an event line, the report will not include that event.**

5. **Press:** [+ ʒ] **or** [− 6] **to toggle selection ON or OFF. Your selections are now highlighted.**

NOTE: Pullouts and other Fast Track Events (FT Events) will not be reported unless you change the settings from OFF (default setting) to ON.

12-1.5.2 Car by Car by Time and Date

From MANUAL REPORTS (*See - * Section 12-1 Manual Reports on page 37):

1. **Press:** [↓ 0] **to move field to [CAR BY CAR].**

2. **Press:** [ENTER SELECT 1]**. You are now in the Car by Car screen.**

```
08:24  AM    THU  JUN  17
        CAR  by  CAR
A   MENU        ALL    A B C D F
A   GREET       ALL    A B C D F
A   CASHIER     ALL    A B C D F
A   PICK UP     ALL    A B C D F
A   TOTAL       ALL    A B C D F
PULLOUTS              OFF
FT   EVENTS           OFF



<ARROWS>  TO  MOVE
<ENTER>  TO  CONTINUE
<MAIN  MENU>  TO  EXIT
```

3. **Press:** [↓ 0] **to move the field to the desired event and grade row.**

4. **Press:** [→ 9] **to move field to [ALL] to select all grades, or press:** [→ 9]**one or more times to move field to select individual letter grades. If you do not select any grades on an event line, the report will not include that event.**

5. **Press:** [+ 3] **or** [− 6] **to toggle selection ON or OFF. Your selections are now highlighted.**

6. Press: [ENTER SELECT 1] to view the screen below, on which you can define the time period and date range for your Car by Car report. The events and grades you previously selected are displayed below the current time/date and type of report (CAR by CAR).

```
08:24  AM    THU  JUN  17
         CAR  by  CAR
A  MENU              D F
A  GREET          B C D F
A  PICK  UP    A B C D F
   12:00PM        1:00PM
FROM   -    DATE    -TO
JUN/20/05    JUN/20/05


   PRINT

<ARROWS>   TO  MOVE
<↑ or ->      TO  SET  DATE
<ENTER>   TO  CONTINUE
<MAIN  MENU>   TO  EXIT
```

7. Press: [→ 9] [↓ 0] to move field to time and date fields you want to change.

8. Press: [+ 3] [− 6] to change the times and/or dates. One report is produced for each date you select.

9. Press: [→ 9] [↓ 0] to move field to [PRINT].

10. Press: [ENTER SELECT 1] to print the report. The Timer will display *SEARCHING* and/or *PROCESSING* for several seconds before the report is displayed or printed.

The following is a sample Car by Car Report with rows for each event, using the actual event names in your configuration. Each row shows time of day, station name, letter grade, and actual time duration of event.

```
THU JUN 16, 2005
  1:23PM POWER ON
  1:32PM ACCESS A
  1:34PM ACCESS T
  1:45PM GREET    B 0:04
  1:46PM GREET    B 0:04
  1:46PM ACCESS T
  1:46PM CASHIER D 0:36
  1:46PM GREET    B 0:04
  1:48PM PICK UP F 1:19
  1:48PM TOTAL    F 2:04
  1:48PM CASHIER F 1:17
  1:49PM PICK UP F 1:04
  1:49PM TOTAL    F 2:18
  1:49PM CASHIER F 0:47
  1:49PM TOTAL    C 1:40
  1:50PM PICK UP D 0:38
  1:54PM CASHIER F 2:37
  1:54PM TOTAL    F 4:25
```

SECTION 13 – PARAMETERS PROGRAMMING

13-1 Parameters Programming

THIS FEATURE REQUIRES AN ACCESS CODE FOR ENTRY.

The Set Parameters screen lets you customize your Timer to match changing store requirements (operating hours, shift times, or automatic reporting requirements). See "SET PARAMETERS WORKSHEET" (at the front of this manual).

```
08:24  AM    THU   JUN   16
DYPT   10:30AM -   2:00PM
SHFT    6:00AM -   4:00PM
A  SIDE          NOW    AVG
MENU               :04     :33
GREET              :04     :05
CASHIER            :15     :22
PICK  UP           :28     :39
TOTAL            1:33   1:45


            DAILY
*CARS  IN  LANE *          4
*TOTAL  CARS *           150
*PULL   OUTS *             1
```

From ACTIVITY Screen:

1. **Press:** [ENTER SELECT 1]**. You are now in the Menu screen.**

```
           08:24   AM      THU   JUN    16
Time
Timer Model   FT2+2           SN     234567
Default      STD2003FT    VER    1.98
                     M   E   N   U
           REMOVE   CAR   FROM   LANE
           RESET   LOOP
           PRINT   HEADER
           MANUAL   REPORTS
           SET   PARAMETERS
           DRIVE-THRU   CONFIG
           DIAGNOSTICS
           RESET   MEMORY   OR   REC

           <ARROWS>   TO   MOVE
           <ENTER>     TO   SELECT
           <MAIN   MENU>   TO   EXIT
```

Date
Serial Number
Version

2. Press: ↓0 to move field to **[SET PARAMETERS].**

3. Press: ENTER SELECT 1 . **You are now prompted to enter you Access Code.**

4. **Press the numbered pink keys (0 - 9) to enter your six-digit Access Code.** (*See* - Section 13-1.1 Assign Access Codes on page 65.) **You are now in the Store Parameters screen, and the field is immediately to the left of ACCESS CODES.**

```
           08:24   AM      THU   JUN    17

              STORE   PARAMETERS
           ACCESS   CODES
           TIME/STORE   HOURS
           HEADING
           DAYPARTS
           SHIFTS
           TARGETS
           PRINTER   OPTIONS
           REMOTE   DISP   OPTIONS
           NIGHT   MANAGER

           <ARROWS>   TO   MOVE
           <ENTER>     TO   SELECT
           <MAIN   MENU>   TO   EXIT
```

SECTION 13 – PARAMETER PROGRAMMING   **64**

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13-1.1 Assign Access Codes

The Access Codes screen lets you secure your system from unauthorized use.

From STORE PARAMETERS Screen (*See* – Section 13-1 Parameters Programming on page 63):

1. **Press:** [ENTER SELECT 1]. **You are now in the Set Access Codes screen.**

```
0 8 : 2 4   A M     T H U   J U N   1 7
      S E T   A C C E S S   C O D E S

      C O D E   A :       U N U S E D
      C O D E   B :       U N U S E D
      C O D E   C :       U N U S E D
      C O D E   D :       U N U S E D
      G L O B A L         U N U S E D
      C O M L K   O F F
      R T D   N O N E
      D B   O F F
      E S C   O N     J U L / 1 8 / 0 6

      < A R R O W S >   T O   M O V E
      < E N T E R >     T O   S E L E C T
      < M A I N   M E N U >   T O   E X I T
```

NOTE: You may assign up to four Access Codes, identified as A, B, C, and D on the Set Access Codes screen. An unused Access Code is displayed as "UNUSED." A used Access Code is displayed as "SET." (When no access code has been set, the default access code is 000000. Once *any* of the access codes has been set, however, the default access code (000000) no longer allows access.)

You may also program a global password to allow full access, but care must be taken before this is done.

2. **Press:** [↓ 0] **to select the unused Access Code you wish to set.**

3. **Press:** [ENTER SELECT 1]**. You are now in the Password Entry screen.**

```
08:24  AM     THU  JUN  17

      SET  STORE  CODE




   ENTER  6 - DIGIT  CODE
         - - - - -




< MAIN   MENU >  TO  EXIT
```

4. **Press the numbered pink keys (0 - 9) to enter the new six-digit Access Code. You are now returned to the previous screen (SET ACCESS CODES).**

5. **Press:** [ENTER SELECT 1]**.**

IMPORTANT: **IF THE SELECTED ACCESS CODE IS UNUSED, THE PASSWORD ENTRY SCREEN (SEE PREVIOUS PAGE) WILL APPEAR. IF THE ACCESS CODE HAS ALREADY BEEN SET, THE FOLLOWING TECH CODES SCREEN WILL APPEAR.**

```
08:24  AM    THU  JUN  17

THIS  OPTION  REQUIRES
   A  GLOBAL  OR  TECH
CODE  TO  BE  MODIFIED



 ENTER  6-DIGIT  CODE
        ------



<MAIN  MENU>  TO  EXIT
```

NOTE: You must call *Phase Research* to obtain a "TECH CODE" in order to change the Access Code

13-1.2 Time/Store Hours

The Time/Store Hours screen lets you set the current date and time and the day considered to be the first day of the week for your store and select the first month of the year. It also lets you set the daily store opening and closing times for each day of the week.

From STORE PARAMETERS Screen (*See* – Section 13-1 Parameters Programming on page 63):

Press: [↓ 0] **to select [TIME/STORE HOURS].**

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

```
0 8 : 2 4    A M      T H U    J U N    1 7
                      Y E A R : 2 0 0 5
1 S T    D A Y    O F    W E E K :      S U N
1 S T    M O .    O F    Y E A R :      J A 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 R R O W S >    T O    M O V E
< + o r - >        T O    S E T    T & D
< M A I N    M E N U >    T O    E X I T
```

Press: [↓ 0] [→ 9] **to move to the desired field.**

Press: [+ 3] [− 6] **to change the times, days, and dates. The OPEN and CLOSE times move in 15-minute increments, and AM and PM change automatically as you scroll through the hours.**

NOTE: To set up a store for a 24-hour day, set the OPEN and CLOSE times the same. When CLOSE time is set to the same time as OPEN time, CLOSE time field will display 24 HOUR. The OPEN time needs to be set for when the business day starts and then set closed.
Example: OPEN = 12:00AM – CLOSE = 12:00AM   24HR.

NOTE: You may set a particular day as CLOSED by pressing ⊞ on the day's OPEN time until it reads, "CLOSED". (Closed will be between 11:45 p.m. and 12:00 a.m.). Set the CLOSE time to 12:00AM and then set OPEN time to 12:00AM and you get the closed option

13-1.3 Store Heading

The Store Heading screen lets you enter text for the Header, which you can print using the [PRINT HEADER] function on the Menu screen. (The Header can be automatically printed with some reports to identify them by their store.) The Header information is also displayed on the Header of reports generated by the Fast Track personal computer software suite, if being used.

From STORE PARAMETERS Screen (*See* – Section 13-1 Parameters Programming on page 63):

1. **Press:** [↓ 0] **to select [HEADING].**

2. **Press:** [ENTER SELECT 1] **. You are now in the Heading SCREEN.**

```
08:24  AM    THU  JUN  17


STORE: _ _ _ _ _ _ _ _ _ _ _ _ _

NUMBER: _ _ _ _ _ _ _ _ _ _ _ _ _

MANAGER: _ _ _ _ _ _ _ _ _ _ _ _

PHONE: (_ _ _) _ _ _ - _ _ _ _ _

MODEM: (_ _ _) _ _ _ - _ _ _ _ _

CITY: _ _ _ _ _ _ _ _ _ _ _ _ _
_ _ _ _   DISPLAY  MODE
```

3. **Press:** [↓ 0] [→ 9] **to move to the desired typing position.**

4. **Press:** [KEYBOARD MODE] **to change the screen from DISPLAY MODE to KEYBOARD MODE (see bottom row of screen). The Keypad then functions like a telephone keypad with letters or characters associated with keys (see diagram on following page).**

NOTE: If the Keypad is already in KEYBOARD MODE, pressing [KEYBOARD MODE] advances the field one space to the right.

5. **Press the number key(s) repeatedly until the desired character is displayed. For example, pressing the number "2" key (PRINT DISPLAY):**

> *One* time will display an "A"
> *Two* times will display a "B"
> *Three* times will display a "C"
> *Four* times will display a "2"
> *Five* times will display an "a"
> *Six* times will display a "b"
> *Seven* times will display a "c"

(All number keys will display letters and numbers in this fashion.)

6. **Press:** [A/B/ A+B #] **while in KEYBOARD MODE to cycle through various punctuation marks and symbols.**

7. **Press:** [DISPLAY MODE] **to enable you to move the field as needed to continue modifying the Header.**

8. **Press:** [MAIN MENU] **to store the modified Header and return to the previous screen.**

NOTE: LETTER DESIGNATIONS ARE FOR REFERENCE ONLY. LETTERS **DO NOT** APPEAR ON KEYS.

13-1.4 Set Dayparts

The Set Dayparts screen lets you break each day into a number of smaller units called day-parts, which are used to group data for viewing and reporting.

From STORE PARAMETERS Screen (*See* – Section 13-1 Parameters Programming on page 63):

1. **Press:** [↓ 0] **to select [DAYPARTS].**

2. **Press:** [ENTER SELECT 1]. **You are now in the Set Dayparts screen.**

```
0 8 : 2 4    A M      T H U    J U N    1 7
          S E T    D A Y P A R T S

D A Y :    S U N

          S T A R T          S T O P
1 =     6 : 0 0 A M -  1 1 : 0 0 A M
2 = 1 1 : 0 0 A M -     2 : 0 0 P M
3 =     2 : 0 0 P M -     5 : 0 0 P M
4 =     5 : 0 0 P M -     8 : 0 0 P M
5 =     8 : 0 0 P M -  1 0 : 0 0 P M
6 = 1 0 : 0 0 P M -  1 2 : 0 0 A M
7
8

C O P Y    T O    A L L    < E N T E R >
```

NOTE: The field is now on DAY. To change the day of the week, complete the following two steps.

3. **Press:** [+ 3] **or** [− 6] **to change day.**

4. **Press:** [↓ 0] **to move to the desired Dayparts.**

5. **Press:** [+ 3] [− 6] **to change the time in 15-minute increments. The Timer adjusts automatically to prevent time gaps or overlaps.**

NOTE: The ending time of each dayparts coincides with the starting time of the next dayparts for the same day, though you may use different dayparts for each day of the week. Dayparts 1 always starts at the opening time for the day, and the last programmed dayparts always ends at the closing time for the day.

6. **Press:** [↓ 0] [→ 9] **to add a *new* dayparts by moving the field immediately to the right of the first unused dayparts number (for which START and STOP times have not yet been entered).**

7. **Press:** [+ 3] **or** [− 6] **to add the dayparts. The START and STOP times are now entered.**

8. **Press:** [→ 9] [↑ 8] [← 7] [↓ 0] **to delete dayparts by moving the field to the [=] field of the first dayparts (moving from top to bottom, or 1 to 8) you want to remove.**

9. **Press:** [CLEAR .] **to delete the dayparts. Any dayparts that follow will automatically be removed as well. And the store's closing time will automatically be entered in place of the STOP time for the last remaining dayparts.**

NOTE: If all days use the same dayparts, you can set the dayparts for only one day and then use the COPY TO feature to copy the same settings to all other days, as explained in the following steps.

10. **Press:** [↑ 8] **to move the field immediately to the right of DAY:.**

11. **Press:** [+ 3] **or** [− 6] **to select the desired day from which to copy.**

12. **Press:** [↓ 0] **to move to COPY all.**

13. **Press:** [ENTER SELECT 1] **to copy the displayed dayparts settings to all other days, replacing any individual dayparts previously set for these days.**

13-1.5 Set Shifts

The Set Shifts screen lets you divide each day into smaller units called shifts, which are used to group data for viewing and reporting.

From STORE PARAMETERS Screen (*See – Section 13-1* Parameters Programming on page 63):

1. **Press:** [↓ 0] **to select [SHIFTS].**

2. **Press:** [ENTER SELECT 1]. **You are now in the Set Shifts screen, and the field is on DAY.**

```
0 8 : 2 4   A M       T H U   J U N   1 7

              S E T   S H I F T S

D A Y :   S U N

          S T A R T         S T O P
1 =   6 : 0 0 A M -   4 : 3 0 P M
2 =   4 : 3 0 P M - 1 2 : 0 0 A M
3
4




C O P Y   T O   A L L   < E N T E R >
```

3. **Press:** [+ 3] **or** [− 6] **to move the day forward or backward.**

4. **Press:** [↓ 0] **to move to an existing shift you would like to modify. (You may use up to four shifts per day.)**

5. **Press:** [→ 9] [↑ 8] [← 7] [↓ 0] **to move field to the [=] or [-] fields to change the START or STOP times.**

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6. **Press:** [+ 3] or [− 6] **to change the time in 15-minute increments. The Timer adjusts automatically to prevent time gaps or overlaps.**

NOTE: The ending time of each shift coincides with the starting time of the next shift for the same day, though you may use different shifts for each day of the week. Shift 1 always starts at the opening time for the day, and the last programmed shift always ends at the closing time for the day.

7. **Press:** [↓ 0] **to add a *new* shift by moving the field immediately to the right of the first unused shift number (for which START and STOP times have not yet been entered).**

8. **Press:** [+ 3] or [− 6] **to add the shift. The START and STOP times are now entered.**

9. **Press:** [↑ 8] [↓ 0] **to delete shifts by moving the field to the [=] field of the first shift – in order from top (1) to bottom (4) – you wish to remove.**

10. **Press:** [CLEAR] **to delete the shift. Any shifts that follow will automatically be removed as well. And the store's closing time will automatically be entered in place of the STOP time for the last remaining shift**

NOTE: If all days use the same shifts, you can set the shifts for only one day and then use the COPY TO feature to copy the same settings to all other days, as explained in the following steps.

11. **Press:** [↓ 0] **to move field to COPY.**

12. **Press:** [ENTER SELECT 1] **to copy the displayed shift settings to all other days, replacing any individual shifts previously set for these days.**

13-1.6 Set Targets

The Set Targets screen lets you create a system of target times, audible indicators (beeps), and letter grades for any or all programmed event(s).

From STORE PARAMETERS Screen (*See* – Section 13-1 Parameters Programming on page 63):

1. **Press:** [↓ 0] **to select [TARGETS].**

2. **Press:** [ENTER SELECT 1]. **You are now in the Set Targets screen.**

3. **Press:** [↓ 0] **to the selected target to change and press** [ENTER SELECT 1].

```
0 8 : 2 4   A M     T H U   J U N   1 7
        S E L E C T   S T A T I O N

A   M E N U
A   G R E E T
A   P I C K   U P
A   T O T A L




< A R R O W S >   T O   M O V E
< + o r - >         T O   S E L E C T
< M A I N   M E N U >   T O   E X I T
```

4. **Press:** [↓ 0] **to select the grade (A, B, C, etc.) for which you wish to set or change the target time. (If you do not want targeting for a particular grade, set the grade's target time to 0.)**

NOTE: The target time for B must be equal to or greater than that for A; the target time for C must be equal to or greater than that for B, and the same applies through the entire sequence of letter grades. The Timer adjusts automatically to ensure this.

Pass/Fail grading may be used rather than letter grading: Set all letter grades *except F* to the same time – the maximum time allotted to the event (MENU, GREET, etc.) to achieve a passing grade. For example, if you want to make 10 seconds the (Pass) time, set A, B, C, and D to a time of 10 (the selected event must occur within this amount of time in order to "pass.").

```
0 8 : 2 4   A M       T H U   J U N   1 7
T A R G E T =   A   M E N U
D A Y : S U N           D A Y P A R T : 1
B E E P     O N   A R R I V A L = N O
          T I M E               B       P
A     < =     0 : 4 0           1       N
B     < =     1 : 0 0           2       N
C     < =     1 : 2 0           3       N
D     < =     1 : 4 0           4       N
F     >       1 : 4 0           2       N
F     R E P E A T   @   O F F       S E C
C O P Y     A L L             < E N T E R >
C O P Y     D A Y S   A   S M T W T F S
C O P Y     D Y P T   A   1 2 3 4 5 6 7 8
< A R R O W S >     T O   M O V E
< + o r - >         T O   S E T
```

5. **Press:** [+ 3] or [− 6] **to select the desired target time**

6. **Press:** [→ 9] **to move the field immediately to the left of the B (beep) column field.**

7. **Press:** [+ 3] or [− 6] **to set the beep count for the grade you have chosen. The Remote will beep (the number of times specified for the grade, A = 1 or 0 beeps, B = 2 or 0 beeps, C = 3 or 0 beeps, D = 4 or 0 beeps and F = 5 or 0 beeps) when the selected event exceeds the target time you have selected.**

8. **Press:** [→ 9] **to move the field immediately to the left of the P (print) column field.**

9. **Press:** [+ 3] or [− 6] **to toggle the printing option for the grade to Y (yes) or N (no). If you select Y (yes), the Timer will print every car that falls within the particular grade's target time.**

10. Press: [↓ 0] to move the field to the field that begins F REPEAT.

11. Press: [+ 3] or [− 6] to set the number of times you want the beep to repeat. The Remote Display will sound two successive short beeps at intervals of 2, 5, 10, 15, or 30 seconds depending on your choice. (Select OFF to disable the repeat beep.)

12. Use the: [← 7] [↑ 8] [↓ 0] [→ 9] to move the field to DAY.

13. Press: [+ 3] or [− 6] to select the desired day.

14. Press: [→ 9] to move the field to [:] immediately to the right of DAYPARTS.

15. Press: [+ 3] or [− 6] to select the desired dayparts.

16. Press: [↓ 0] to move to the BEEP ON ARRIVAL field.

17. Press: [+ 3] or [− 6] to toggle the BEEP ON ARRIVAL option to YES or NO.

18. Press: [↓ 0] to move to COPY ALL and press [ENTER SELECT 1].

Or to copy to selected days and day parts:

19. Press: [↓ 0] to move the field to COPY DAYS.

20. Press: [→ 9] to move the field from [A] (A means "All"), to any of the days to the right.

21. Press: [+ 3] or [− 6] to select the days to which you wish to copy the targets you have set. Your selections are now highlighted.

22. Press: [↓ 0] to move to the COPY DYPT field.

23. Press: [→ 9] to move the field from (A means "All"), to any of the day- parts to the right.

24. Press: [+ 3] or [− 6] to select the dayparts to which you wish to copy the targets you have set. Your selections are now highlighted.

25. Press: [↑ 8] to move to COPY SELECT and press [ENTER SELECT 1].

26. Press: [ENTER SELECT 1] to perform the specified copy operation. Repeat this procedure as needed for different targeted events.

27. Press: [↑ 8] to move the field to the top of the screen to [TARGET =].

28. Press: [+ 3] or [− 6] to scroll through the TARGET, DAY, and DAYPART values to confirm your settings or to select a different vehicle detection point (MENU, GREET, WIN 1, WIN 2, LINE).

13-1.7 Set Printer Options

The Set Printer Options screen lets you select automatic report printing that matches your requirements, providing 16 different report settings to give you a great deal of flexibility.
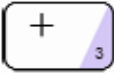
From STORE PARAMETERS Screen (*See* – Section 13-1 Parameters Programming on page 63):

1. **Press:** [↓ 0] **to select [PRINTER OPTIONS].**

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

```
0 8 : 2 4    A M      T H U    J U N    1 7
S E T    P R I N T E R    O P T I O N S
                        R T    D A    W K    M O
H O U R                  Y      N      N      N
D A Y P A R T            Y      N      N      N
S H I F T                Y      N      N      N
D A I L Y                Y      N      N      N

R E P O R T @ c l o s e + 0 0 : 0 0
P U L L O U T      0 N    F T c          0 N
H E A D E R        0 N    P E C      0 F F
T A R G E T S      0 N    A U T O      0 N

< A R R O W S >    T O    M O V E
< + o r - >        T O    S E L E C T
< M A I N    M E N U >    T O    E X I T
```

3. **Press:** [→ 9] [↑ 8] [← 7] [↓ 0] **to move the field to any of the 16 Report Option fields.**

NOTE: You can decide which reports to print and when. (However, Real Time (RT) reports only print at the end of their time period.)

4. **Press:** [+ 3] **or** [− 6] **to select the report option. The Timer displays a "Y" for each selection for print and "N" for each selection not to print.**

5. **Press:** [↓ 0] **to move the field to REPORT.**

6. Press: [+ 3] or [− 6] to select one of two options: a specified time (time=) or a specified time increment after store closing (close+).

7. Press: [→ 9] to move the field to either [=] or [+] depending on your choice in the previous step.

8. Press: [+ 3] or [− 6] to set the time for printing the automatic reports.

You can turn the following features, ON or OFF.

PULLOUT – prints pullouts when ON.

HEADER - prints a Report Header on each report when ON.

TARGET - prints the Targets on the reports when ON.

FTe,(Fast Track Event) - prints any system messages in the Timer when ON.

PEC, (Print Each Car) - prints the PEC report as cars move through the drive-thru when ON.

AUTO – to enable automatic reporting when ON.

9. Press: [→ 9][↓ 0][← 7][↑ 8] to move field to field.

10. Press: [+ 3] or [− 6] to select ON or OFF.

11. Press: [MAIN MENU] to save changes and exit.

NOTE: Events that will be printed on the automatic reports must be defined by corresponding drive-thru configurations or target settings. Samples of the Printer report tapes generated by the automatic reporting feature of the Timer are shown in "PRINTER REPORT TAPES" (Appendix I).

13-1.8 Set Remote Display Options

The Set Remote Display Options screen lets you select the information that appears on the Remote Displays.

From STORE PARAMETERS Screen (*See* – Section 13-1 Parameters Programming on page 63):

1   **Press:** [↓ 0] **to select [REMOTE DISP OPTIONS].**

2   **Press:** [ENTER SELECT 1]**. You are now in the Set Remote Display Options screen.**

NOTE: A Timer may have up to six Remote Displays (one standard plus up to five optional). The first four show two types of data: 1) the elapsed time for the event assigned to the Display, continuously updated *during* the event; and, 2) the average time for the event computed over the dayparts, shift, day, week, month, or year to date (as selected by the user), *after* the car leaves the station. The average time is re-computed after each car leaves the event assigned to the Display, and is shown by flashing numerals once the event station is no longer occupied.

```
0 8 : 2 4   A M      T H U   J U N    1 7
          R E M O T E   D I S P L A Y

R E M O T E
      # 1              A   T O T A L
      # 2              A   P I C K   U P
      # 3
      # 4
      # 5 %       5 0  A   T O T A L
      # 6 %       5 0  A   T O T A L

F L A S H      A V G   D A Y P A R T S

< A R R O W S >   T O   M O V E
< + o r - >         T O   S E L E C T
< M A I N   M E N U >   T O   E X I T
```

3   **Press:** [↑ 8] **or** [↓ 0] **to move the field to the desired Remote(s).**

NOTE: If you do not know the number associated with a particular Remote Display, remove and reconnect the five-pin connector atop the Display. **Do not remove the connector by pulling on the gray cable; remove it only by pulling on its black base.** The unit then goes through a power-up sequence and displays the address of the Remote.

IMPORTANT! **While Remote Displays that show the time of the same event can have either the same or different addresses, if you want two or more Remote Displays to show the time of different events, each display must be set to a different address.** The address of the Remote is the third digit *only* of the first number that comes up after you power on the Remotes, e.g., for example, the address for 275 would be 5; the address for 005 would also be 5. (If the Display's address is 001, it will show the time that Remote #1 is programmed to show as indicated on the Remote Display screen. If a Remote's address is 002, it will show the time that Remote #2 is programmed to show, etc.)

4 **Press:** [+ / 3] **or** [− / 6] **to select the event that the Remote(s) will be monitoring. Adjust all other Remotes as needed.**

NOTE: The optional fifth and sixth Remote Display setting serves as a *special Percentage Remote* which can be used to monitor speed of service, as well as to provide performance incentive for crew members. The Percentage Remote shows, in either red or green numerals, the percentage of cars that satisfy a particular grade's target time. If the percentage of cars satisfying the particular grade's target time is below a percentage selected by the user, the display numerals will be red. If the percentage is equal to or higher than the selected percentage, the numerals will be green. Only the Percentage Remote and two-color Remote – *not* the standard one-color Remote Display – have this capability. Percentage Remotes will display the A target only, while the two-color Remotes will allow you to specify any target grade you wish. To set your two- color Remote to show percentage, please refer to the ***Phase Research Installation Guide***

NOTE: Steps 4.a. to 4.e. explain how to set up a percentage Remote or a two-color Remote that is set to show percentage. If you do not want your system set to include such percentage remote capabilities, proceed to Step 6.

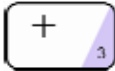**4a** **Press:** [↓ / 0] **to move the field to the fifth or sixth (last) Remote position.**

4b **Press:** [+ / 3] **or** [− / 6] **to select the event to be monitored.**

4c Press: ⬅7 or ➡9 to move to the percentage field.

4d Press: +3 or −6 to select the desired percentage at which the display will change color.

5 Press: ⬇0 to move the field to [FLASH AVG].

6 Press: +3 or −6 to select the averaging period (HOURLY; DAYPARTS; SHIFTS; DAILY; WEEKLY; MONTHLY; ALT). The averaging period applies to all Remote Displays. If you select a blank value, no averages will be flashed between events.

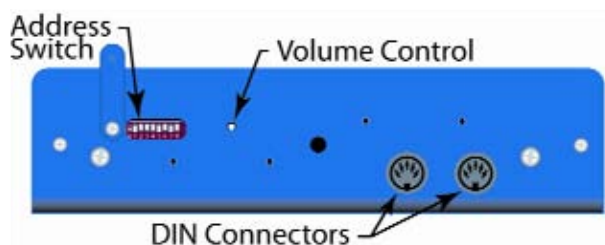7 Press: MAIN MENU to save selection(s) and exit.

NOTE: Depending on the model of the Remote (two-color, or percentage), the data will be shown either in minutes: seconds, seconds only, or percentage. Time data will be displayed only during the hours the store is open. When closed, only a colon (two vertical dots, i.e., :) is shown on a minutes: seconds Display; a seconds and percentage Display is blank

13-1.9 Set Remote Addressing

IF IT IS NECESSARY TO CHANGE A REMOTE DISPLAY'S ADDRESS, USE THE FOLLOWING STEPS:

1 Unplug the five-pin DIN connector from the top of the Remote Display and remove the display from its mounting.

Address Switch — Volume Control — DIN Connectors

2 Slide the DIPswitch cover and adjust the switches according to the addresses you want.

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

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

Switch Setting		
1	2	3
ON	OFF	OFF
OFF	ON	OFF
ON	ON	OFF
OFF	OFF	ON
ON	OFF	ON
OFF	ON	ON

Address 1 2 3 4 5 6

Remote Displays <u>without</u> a DIP Switch Cover

1 Unplug the five-pin connector from the top of the Remote Display and remove the display from its mounting. Remove the two (2) <u>smaller</u> Phillips head screws from the top of the Display first, and 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 dipswitch located on the upper right-hand side of the circuit board. Adjust the switches according to the addresses you want.

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.

13-1.10 Night Manager

The Night Manager screen allows you to view and print particular events over a specified time period to track such events, as well as identify problems and their causes (which is particularly useful for absentee management).

From STORE PARAMETERS Screen (*See* – Section 13-1 Parameters Programming on page 63):

1 **Press:** [↓ 0] **to select [NIGHT MANAGER].**

2 **Press:** [ENTER SELECT 1]**. You are now in the Night Manager screen**

```
0 8 : 2 4   A M       T H U   J U N   1 7
          N I G H T   M A N A G E R
          6 : 0 0 P M     1 2 : 0 0 A M
D A T E : J U N / 1 7 / 0 5


          V I E W < > P R I N T

F T   E V E N T S           =

P U L L   O U T S           =

P E C :   O F F
< A R R O W S >   T O   M O V E
< + o r - >       T O   S E T   T & D
< E N T E R >   T O   C O N T I N U E
< M A I N   M E N U >   T O   E X I T
```

NIGHT MANAGER PROVIDES A SET OF SCREENS TO DISPLAY OPERATING EXCEPTIONS – FT (FAST TRACK) EVENTS AND PULLOUTS – THAT OCCUR IN YOUR DRIVE-THRU OPERATION.

3 **Press:** [← 7] [↑ 8] [→ 9] [↓ 0] **to move the field to the time and/or date field(s) to set the time period for Night Manager Displays.**

4 **Press:** [+ 3] **or** [– 6] **to adjust the date and/or time field if needed.**

5 **Press:** [→ 9] [← 7] **to move the field to [VIEW] or [PRINT] in order to send the report to either the display or the printer.**

NOTE: Selecting VIEW allows you to examine through two more screens of greater detail (one for FT EVENTS and one for PULL OUTS). Selecting PRINT will cause all three Night Manager screens (the first Night Manager screen, FT EVENTS screen, and PULLOUTS screen) to print.

6   Press: [ENTER SELECT 1] **to produce the selected screen or printer report. The total number of FT EVENTS and PULLOUTS appears on the display.**

```
0 8 : 2 4   A M      T H U   J U N   1 7
          N I G H T   M A N A G E R
          6 : 0 0 P M      1 2 : 0 0 A M
D A T E : J U N / 1 7 / 0 5


             V I E W < > P R I N T

  F T   E V E N T S          =     3

  P U L L   O U T S          =     2

  P E C :   O F F
  < A R R O W S >   T O   M O V E
  < + o r - >       T O   S E T   T & D
  < E N T E R >   T O   C O N T I N U E
  < M A I N   M E N U >   T O   E X I T
```

7   If you selected to view the events press: [↓ 0] **to select either FT Events or Pull Outs and then press** [ENTER SELECT 1]**.**

```
0 8 : 2 4   A M      T H U   J U N   1 7
        N I G H T   M A N A G E R
        6 : 0 0 P M      1 2 : 0 0 A M
D A T E : J U N / 1 7 / 0 5

        F T   E V E N T S
P O W E R   O N          =     0
P O W E R   O F F        =     0
A C C E S S   D E N I E D   =     1
A C C E S S   G R A N T E D  =     2
M A I N   C O N F I G    =     0
A L T   C O N F I G      =     0
R E S E T   M E M O R Y  =     0



< M A I N   M E N U >   T O   E X I T
```
                FT EVENTS

```
0 8 : 2 4   A M      T H U   J U N   1 7
          N I G H T   M A N A G E R
          6 : 0 0 P M      1 2 : 0 0 A M
D A T E : J U N / 1 7 / 0 5

              P U L L O U T S
E V E N T   : 0 0        =     0
R E M O V E   C A R      =     0
R E S E T   L O O P      =     0
M A X   C A R S          =     0
D R I V E   O F F        =     2




< M A I N   M E N U >   T O   E X I T
```
                PULLOUTS

8 **If you selected print then the printer will print the total number of events, the details of the FT Events and the details of Pull Outs.**

```
11:21 AM   FRI OCT 20
    NIGHT MANAGER
    2:30PM  12:00AM
DATE:OCT/19/06
FT EVENTS     =  3
PULL OUTS     =  2
        FT EVENTS
POWER ON       =  0
POWER OFF      =  0
ACCESS DENIED  =  1
ACCESS GRANTED =  2
MAIN CONFIG    =  0
ALT CONFIG     =  0
RESET MEMORY   =  0
         PULLOUTS
EVENT :00      =  0
REMOVE CAR     =  0
RESET LOOP     =  0
MAX CARS       =  0
DRIVE OFF      =  2
```

NOTE: If you wish to view the other operating exception (FT EVENTS or PULLOUTS), return to the main Night Manager screen and repeat steps 7.

9 **Press:** [↓ 0] **to move the field immediately to the right of PEC.**

10 **Press:** [+ 3] **or** [– 6] **to toggle PEC ON or OFF.**

NOTE: Night Manager also includes a PEC (Print Each Car) feature that applies to the selected time period.

Fast Track

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Drive-Thru Timer

SECTION 14 – DIAGNOSTICS SCREENS

14-1 Diagnostics

THIS FEATURE REQUIRES AN ACCESS CODE FOR ENTRY

The Diagnostic screen is a monitoring feature that lets you view the number of operating exceptions – FT (Fast Track) Events and Pullouts – for a particular day of operation.

From MENU Screen (*See -* Section 8-1 Menu on page 29):

1   **Press:** [↓ 0] **to move field to [DIAGNOSTICS] and press** [ENTER SELECT 1].

```
0 8 : 2 4   A M       T H U   J U N     1 7
              D I A G N O S T I C

D A T E : J U N / 1 7 / 0 5

            V I E W < > P R I N T

F T   E V E N T S             =

P U L L   O U T S             =


< A R R O W S >   T O   M O V E
< ↑ o r - >         T O   S E T   D A T E
< E N T E R >   T O   C O N T I N U E
< M A I N   M E N U >   T O   E X I T
```

2   **Press:** [+ 3] **or** [− 6] **to select the desired date.**

3   **Press:** [↓ 0] [→ 9] **to move field to [VIEW] or [PRINT].**

NOTE: Selecting either [VIEW] or [PRINT] will allow you to view three Diagnostic screens (all showing details about the FT EVENTS and PULLOUTS, as shown on screens below):

Choosing [PRINT] will produce these three Diagnostic screens on a single report tape.

Selecting [VIEW] will allow you to view the same three Diagnostic tools on the display screen by using the following steps:

4 Press: [ENTER SELECT 1] **after selecting [VIEW]. The number of FT EVENTS and PULLOUTS for the date selected will appear on the main Diagnostic screen. (If you have selected [PRINT], the three Diagnostic screens will be printed as described above.) If you have selected [VIEW], proceed to step 7.**

5 Press: [↓ 0] **to move field to FT EVENTS or PULLOUTS.**

6 Press: [ENTER SELECT 1] **to display another Diagnostic screen with more details about either selection, FT EVENTS or PULLOUTS.**

NOTE: If you wish to view the other operating exception (FT EVENTS or PULLOUTS), return to the main Diagnostic screen and repeat steps 5 and 6.

If you wish to view information for other days, return to the main Diagnostic screen to select the desired date.

```
0 8 : 2 4   A M      T H U   J U N   1 7
          D I A G N O S T I C

D A T E : J U N / 1 7 / 0 5

         F T   E V E N T S
P O W E R   O N              =      5
P O W E R   O F F            =      4
A C C E S S   D E N I E D    =      9
A C C E S S   G R A N T E D  =      9
M A I N   C O N F I G        =      0
A L T   C O N F I G          =      0
R E S E T   M E M O R Y      =      0


< M A I N   M E N U >   T O   E X I T
```

```
0 8 : 2 4   A M      T H U   J U N   1 7
          D I A G N O S T I C
          6 : 0 0 P M    1 2 : 0 0 A M
D A T E : J U N / 1 7 / 0 5

         P U L L O U T S
E V E N T   : 0 0           =      0
R E M O V E   C A R         =      0
R E S E T   L O O P         =      0
M A X   C A R S             =      1
D R I V E   O F F           =      2



< M A I N   M E N U >   T O   E X I T
```

SECTION 15 – RESET MEMORY / CHANGE RECORD LENGTH

15-1 Reset Memory / Change Record Length

THIS FEATURE REQUIRES A TECH CODE FOR ENTRY

The Reset Memory screen allows you to erase all historical event data in the memory. The Record Length (default is 6 bytes) may be changed to 6-byte length or 8-byte length. Changing the Record Length will also reset the memory.

CAUTION: THIS SCREEN WARNS THAT IF YOU PRESS THE [CLEAR] **KEY, YOU WILL ERASE ALL HISTORICAL EVENT DATA** *PERMANENTLY*.

```
0 8 : 2 4   A M      T H U    J U N    1 6
F T 2 + 2            S N      2 3 4 5 6 7
S T D 2 0 0 3 F T    V E R    1 . 9 8 C
           M    E    N    U
R E M O V E    C A R    F R O M    L A N E
R E S E T    L O O P
P R I N T    H E A D E R
M A N U A L    R E P O R T S
S E T    P A R A M E T E R S
D R I V E - T H R U    C O N F I G
D I A G N O S T I C S
R E S E T    M E M O R Y    O R    R E C

< A R R O W S >    T O    M O V E
< E N T E R >      T O    S E L E C T
< M A I N    M E N U >    T O    E X I T
```

1   **Press:** [↓ 0] **to move field to [RESET MEMORY OR REC].**

2   **Press:** [ENTER SELECT 1]**. You are now prompted to enter your Tech Code. (This code must be obtained from Phase Research.)**

3   **Press the numbered pink keys (0 - 9) to enter your six-digit Tech Code. You are now in the Reset Memory screen.**

Fast Track

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Drive-Thru Timer

```
08:24  AM     THU  JUN  16

  CAUTION:  CHANGING
     RECORD  LENGTH
    OR  RESET  MEMORY
  WILL  CAUSE  ALL  CAR
  COUNTS  AND  TOTALS
  TO  BE  LOST  FOREVER
  RECORD  LENGTH  =  6
        TO  CHANGE
     RECORD  LENGHT
       PRESS  < + or - >
    TO  RESET  MEMORY
       PRESS  < CLEAR >

  < MAIN  MENU >  TO  EXIT
```

4 **Press:** [CLEAR]. **This will erase your Timer's memory permanently, and you will not be able to retrieve any historical event data.**

OR

5 **Press:** [+ 3] **or** [− 6] **to select the desired Record Length (6 byte or 8 byte).**

6 **Press:** [MAIN MENU] **to change. Changing the Record Length will also erase your Timers memory permanently and you will not be able to retrieve any historical data.**

NOTE: The Fast Track 2+2® memory is capable of storing up to 131,000 events for 6 byte Record Length and 98,000 events for 8 byte Record Length. Once its data exceeds that amount, the Timer will begin writing over the oldest data.

If your Timer monitors five stations (Menu, Greet, Win1, Win2, and Line), it will create five events for each vehicle that passes through the drive-thru. So, to calculate the number of events stored in memory each day, simply multiply the number of events by the average number of cars recorded on a daily basis. For example, based on the five-station configuration above:

6 Byte

4 events x 400 cars per day = 1,600 events per day

131,000 events ÷ 1600 events per day = approx. 81 days worth of memory.

8 Byte

4 events x 400 cars per day = 1,600 events per day

98,000 events ÷ 1600 events per day = approx. 61 days worth of memory.

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APPENDIX I

PRINTER REPORT TAPES

The sample printer report tape below details the meaning of each entry on a report generated by the automatic reporting feature of the Fast Track 2+2® Timer. The following pages feature examples of the 16 different reporting options available from the Fast Track 2+2® Timer's printer tape.

The printer options feature contains an option to turn the targets ON or OFF. If the targets are turned off the information below the entry "PULL OUTS" will not appear on the reports. Only the target times that have actual times are displayed. If a target time is not displayed then no data is available for that grade.

Note: When a report is being processed by the Fast Track 2+2® Timer, the Time and Date in the display of the Fast Track 2+2® Timer will begin to flash and the only key function allowed is the clear key which will stop the report being generated.

Printer Tape

```
15:00   MON APR  5 2004

START- HOURLY -STOP
14:00    <>  15:00

A SIDE   #CARS  AVG
MENU       19   0:58
GREET      19   0:04
PICK UP    19   1:11
TOTAL      19   2:40

PULL OUTS    - 0
```
Hourly

```
2:00PM WED APR  7 2004

START- DAYPRT1-STOP
10:30AM  <>    2:00PM

A SIDE   #CARS  AVG
MENU      122   0:52
GREET     122   0:04
PICK UP   122   1:19
TOTAL     122   2:48

PULL OUTS    = 0
```
Day Part

```
00:01   WED APR  7 2004

START- SHIFT2 -STOP
16:30    <>  00:00

A SIDE   #CARS  AVG
MENU      198   0:58
GREET     198   0:04
PICK UP   198   1:11
TOTAL     198   2:40

PULL OUTS    - 0
```
Shift

```
11:00PM SAT APR  3 2004

START- DAILY  -STOP
10:30AM  <>  11:00PM

A SIDE   #CARS  AVG
MENU      241   0:52
GREET     240   0:04
PICK UP   240   1:19
TOTAL     240   2:48

PULL OUTS    = 1
```
Daily

Real-Time (RT) reports - These report do not display the header or footer. The time and date of the report are the same as the end of the reporting period.

```
******DAILY HOURLY******
11:00PM FRI APR  2 2004

START- HOURLY -STOP
10:00AM  <>  11:00AM
FROM-  DAILY   -TO
APR/02/04<>APR/02/04

A SIDE   #CARS  AVG
MENU       19   0:58
GREET      19   0:04
PICK UP    19   1:11
TOTAL      19   2:40

PULL OUTS    - 0
*****END OF REPORT*****
```
Hourly

```
*****DAILY DAYPARTS*****
11:04PM FRI APR  2 2004

START- DAYPRT1-STOP
10:30AM  <>   2:00PM
FROM-  DAILY   -TO
APR/02/04<>APR/02/04

A SIDE   #CARS  AVG
MENU      122   0.52
GREET     122   0:04
PICK UP   122   1:19
TOTAL     122   2:48

PULL OUTS    - 0
*****END OF REPORT*****
```
Day Part

```
******DAILY SHIFTS******
11:05PM FRI APR  2 2004

START- SHIFT1 -STOP
10:30AM  <>  11:00PM
FROM-  DAILY   -TO
APR/02/04<>APR/02/04

A SIDE   #CARS  AVG
MENU      198   0:58
GREET     198   0:04
PICK UP   198   1:11
TOTAL     198   2:40

PULL OUTS    = 0
*****END OF REPORT*****
```
Shift

```
******DAILY DAILY******
11:05PM FRI APR  2 2004

START  SHIFT1  STOP
10:30AM  <>  11:00PM
FROM   DAILY   TO
APR/02/04<>APR/02/04

A SIDE   #CARS  AVG
MENU      241   0:52
GREET     240   0:04
PICK UP   240   1:19
TOTAL     240   2:48

PULL OUTS    - 1
*****END OF REPORT*****
```
Daily

Daily reports are just like the Real-Time reports except that it is generated at a specified time in the REPORT @ feature.

| Hourly | Day Part | Shift | Daily |

Weekly reports will take all the days of the week, create a single report, and then generate it on the first day of the succeeding week at the time specified in the REPORT @ feature.

| Hourly | Day Part | Shift | Daily |

Monthly reports will take the days within the month, create a single report, and then generate it on the first day of the succeeding month at the time specified in the REPORT @ feature.

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Fast Track

2+2 ®

Drive-Thru Timer

APPENDIX II

DEFINITION OF TERMS

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

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

THE FOLLOWING ARE EXAMPLES OF EVENTS:

ACCESS CODE-User can program four individual Access Codes (A, B, C, D) to establish restricted entry to Timer features

ALT CONFIG OFF-The time at which Alt Config toggles OFF and the original main drive-thru configuration is restored

ALT CONFIG ON-The time at which Alt Config toggles ON

ALT DRIVE-THRU CONFIG-Allows user to toggle detection points ON and OFF within the drive-thru con- fig feature by pressing the <DISPLAY MODE> and <MAIN MENU> keys within the same second of each other (not simultaneously)

CARS IN LANE-The number of cars that have arrived at the first active detection point, but not yet left the last detection point

DAYPARTS-Up to eight time periods (1-8) can be entered into the system to break the day into segments. Each dayparts automatically ends at the beginning of the following dayparts. Some periods usually represented as dayparts are breakfast, mid-morning, lunch, mid-afternoon, dinner, evening, and late-night hours.

DRIVEOFF-The Timer's automatic subtraction of a car that has taken more than the allotted time to reach the next detection point

DRIVE-THRU CONFIG-System settings specific to drive-thru architecture

> **CAUTION: DO** *NOT* **USE THE DRIVE-THRU CONFIG. FEATURE WITHOUT FIRST CONTACTING** *PHASE RESEARCH* **CUSTOMER SERVICE OR YOUR LOCAL DEALER**

EVENT: 00-A counter that keeps track of cars that accumulate no elapsed time (Example: A car triggers an event programmed to delay, but then exits the event before the delay has been completed)

FT (FAST TRACK) EVENTS- Occurrences in the Timer

GLOBAL CODE-Programmable Tech Code that allows full access to the Timer

GREET TIME-The time taken to respond to a car that has arrived at the Menu Board/order point

MAX CARS-The Timer's automatic subtraction of a car when the actual number of cars exceeds the number that has been programmed (using the drive-thru configuration feature)

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

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

POWER OFF-The time at which the unit loses power

POWER ON-The time at which the unit regains power

PULLOUTS-The operator's manual subtraction of a car that has taken more than the allotted time to reach the next detection point.

REMOVE CAR-A manual method by which cars are subtracted from the drive-thru

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

RESET MEMORY-Removes all events stored in memory

> **CAUTION: DO *NOT* USE THE RESET MEMORY FEATURE WITHOUT FIRST CONTACTING PHASE RESEARCH CUSTOMER SERVICE OR YOUR LOCAL DEALER**

SET PARAMETERS-User defined settings specific to each store

SHIFTS- Up to four (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.

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

TARGET TIMES-Associated with dayparts, these are used to categorize service times on a grading scale and can be set for any event in the system

TECH CODE-Allows full access to the Timer; used to protect features such as RESET MEMORY and DRIVE-THRU CONFIG.

4W PERIOD-A block of time of 4 consecutive weeks on which reports are based in lieu of monthly reporting

APPENDIX III

TROUBLESHOOTING

		PRINTER
TROUBLE	**PROBABLE CAUSE**	**SOLUTION**
Paper Jam.		Remove jammed paper and reload printer. Reset printer.
Printer locks up.	Paper jam	Remove jammed paper and reload printer. Reset printer.
Paper advances but does not print	Incorrect paper	Use specified paper.
	Paper in incorrectly	Reload paper correctly
Prints too light	Paper dust and/or Platen damaged	Contact dealer or factory.
Prints only half of characters.	Possible printer damage.	Contact dealer or factory.
Does not supply all reports	Printer options set incorrectly	Set printer options.

		REMOTE DISPLAYS
TROUBLE	**PROBABLE CAUSE**	**SOLUTION**
Beeps continuously.	Beeper options setting calls for beeps to continue.	Check target options and reset if necessary.
	Remote needs to be reset.	Unplug cable from top of Remote and then plug back in. Wait for Remote to stop counting down and press Main Menu twice.
	Possible detection issue.	Contact dealer or factory.

	REMOTE DISPLAYS

TROUBLE	PROBABLE CAUSE	SOLUTION
Displays colon (:) only .	Brownout or power surge.	Unplug cable from top of Remote and then plug back in. Wait for Remote to stop counting down and press Main Menu twice.
	Remote needs to be reset.	Unplug cable from top of Remote and then plug back in. Wait for Remote to stop counting down and press Main Menu twice.
	Store hours set incorrectly.	Reset store hours or time and date.
	A particular timed event is inactive, e.g., Remote is set to display a window that is closed.	Reset Remote Display options.
Blank display.	Remote not connected to Timer.	Reset cable. Wait for Remote to stop counting down and hit Main Menu twice.
	Brownout or power surge.	Press Main Menu twice.
	Remote needs to be reset.	Unplug cable from top of Remote and then plug back in. Wait for Remote to stop counting down and press Main Menu twice.
	Store hours set incorrectly.	Reset store hours or time and date.

	MAIN CONSOLE

TROUBLE	PROBABLE CAUSE	SOLUTION
Timer inaccurately shows store as closed.	Store hours set incorrectly.	Reset store hours.
Timer continues timing though no cars are in drive- thru.	Drive-Off.	Timer fixes it-self.
	Detector Locked ON	Reset Loop
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, 4 amp, fast-blowing).
Timer screen is blank.	Power turned off.	Resume power.
Keypad does not respond.	Possible power surge.	Contact dealer or factory.
An "L" light is locked on.	Possible detection issues.	Contact dealer or factory.
L2, L6 is not working	Headset not working. Intercom not functioning.	Check your intercom manual and/or contact intercom dealer or factory.
08:24 AM THU JUN 16 THE CLOCK BATTERY SHOULD BE REPLACED TO PREVENT LOSS OF DATA FOR HELP CALL: YOUR DISTRIBUTOR OR PHASE RESEARCH AT: (714)850-1320 <MAIN MENU> TO EXIT	Real time clock battery low.	Contact dealer or factory.

Fast Track

®

Drive-Thru Timer

	MAIN CONSOLE

TROUBLE	PROBABLE CAUSE	SOLUTION
| ```
0 8 : 2 4   A M     T H U   J U N   1 6

   Y O U R   E X T E N D E D
S O F T W A R E   C O N T R A C T
L I C E N S E   W I L L   E X P I R E
     O N   J U N / 2 7 / 0 6



   T O   R E N E W   C A L L :
  P H A S E   R E S E A R C H
  A T : ( 7 1 4 ) 8 5 0 - 1 3 2 0


< M A I N   M E N U >   T O   E X I T
``` | The extended software contract (ESC) is soon to expire. | Contact dealer or factory. |

APPENDIX IV

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Fast Track

2+2

Drive-Thru Timer

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